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# Calgary's Centre City: A Place to Live, Work and Visit

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## Citizen Perception Survey Fall 2009

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Prepared for: Centre City Implementation  
Prepared by: Business and Market Research

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CALGARY'S CENTRE CITY

**WHERE  
YOU WANT TO BE**



# Table of Contents

<b>Table of Contents .....</b>	<b>1</b>
<b>List of Tables and Figures.....</b>	<b>2</b>
<b>List of Graphs.....</b>	<b>3</b>
<b>Acknowledgements .....</b>	<b>5</b>
<b>1.0 Introduction .....</b>	<b>7</b>
1.1 Survey Overview .....	7
1.2 Centre City Study Area .....	8
1.3 Report Organization .....	8
<b>2.0 Executive Summary .....</b>	<b>9</b>
<b>3.0 Research Methods .....</b>	<b>11</b>
3.1 Questionnaire Design.....	11
3.2 Sample Design and Selection .....	12
3.3 Survey Administration .....	13
<b>4.0 Survey Results .....</b>	<b>15</b>
4.1 Centre City Visitation Patterns .....	16
4.2 Centre City Infrastructure .....	28
4.3 Centre City Cleanliness.....	34
4.4 Centre City Safety .....	41
4.5 Centre City Living.....	48
<b>5.0 Conclusion.....</b>	<b>53</b>
<b>Appendix A: Perception Survey Telephone Guide.....</b>	<b>55</b>
<b>Appendix B: Demographics .....</b>	<b>67</b>
<b>Appendix C: Verbatim Comments.....</b>	<b>77</b>
Question 6A Verbatim Comments.....	77
Question 9B Verbatim Comments.....	102

# List of Tables and Figures

Figure 1 Map of Calgary's Centre City .....	8
Table 1 Centre City business unit and corporate reporting stakeholders.....	11
Table 2 Survey groups, sample size and margin of error .....	12
Table 3 Visitation patterns survey questions .....	16
Table 4 Centre City infrastructure questions.....	28
Table 5 Centre City cleanliness questions.....	34
Table 6 Centre City safety questions .....	41
Table 7 Centre City living questions .....	48
Table 8 Centre City demographic questions.....	67

## List of Graphs

Graph 1 The frequency and timing of Centre City residents go out in the Centre City (Group 1) .....	17
Graph 2 The frequency and timing of non-Centre City residents (Group 2 and Group 3) visiting the Centre City .....	18
Graph 3 Frequency Calgaryans participated in Centre City activities over the past year .....	19
Graph 4 Frequency Centre City residents (Group 1) participated in Centre City activities over the past year .....	20
Graph 5 Frequency Calgaryans that live out/work in the Centre City (Group 2) participated in Centre City activities over the past year.....	21
Graph 6 Frequency Calgaryans that live out/work out of the Centre City (Group 3) participated in Centre City activities over the past year .....	22
Graph 7 Centre City residents (Group 1) primary form of transportation out of Centre City .....	24
Graph 8 Calgaryans that live outside Centre City (Group 2 and 3) primary form of transportation to and from Centre City .....	25
Graph 9 Calgaryans primary form of transportation within Centre City .....	26
Graph 10 Importance versus satisfaction of Centre City parks .....	29
Graph 11 Importance versus satisfaction of Centre City river pathways.....	30
Graph 12 Importance versus satisfaction of Centre City sidewalks .....	31
Graph 13 Importance versus satisfaction of Centre City roads .....	32
Graph 14 Importance versus satisfaction of cycling on Centre City on-street bike routes .....	33
Graph 15 Calgaryans knowledge of what the City of Calgary has done to clean up the Centre City .....	35
Graph 16 Citizens awareness of <i>Clean to the Core</i> program .....	36
Graph 17 Citizens perceived change in cleanliness over the past year .....	37
Graph 18 Cleanliness of Centre City parks and river pathways (satisfied ratings only) .....	38
Graph 19 Cleanliness of Centre City on-street bike routes, sidewalks and streets (satisfied ratings only) .....	39
Graph 20 Cleanliness of Bus Stops and LRT stations (satisfied ratings only) .....	40
Graph 21 Calgaryans knowledge of City of Calgary safety improvements over the last 12 months.....	42
Graph 22 Citizen awareness of the new Calgary Police Service <i>Beat Team</i> initiative.....	43
Graph 23 Citizens perceived change in safety over the past year .....	43
Graph 24 Safety while visiting Centre City parks and travelling on river pathways.....	44
Graph 25 Safety at Centre City LRT stations and bus stops .....	45
Graph 26 Safety on Centre City streets, sidewalks and on-street bike routes .....	46
Graph 27 Length of residency in Calgary .....	49
Graph 28 Length of residency in the Centre City (Group 1) .....	50
Graph 29 Likelihood of Centre City residents (Group 1) remaining in the Centre City for the next three years.....	50
Graph 30 Likelihood of Calgaryans to relocate to the Centre City.....	51
Graph 31 Calgaryans agreement with the statement "The Centre City is a desirable place for me to live" .....	52
Graph 32 Respondent year of birth.....	68
Graph 33 Respondent home ownership and rental rate .....	69
Graph 34 Number of people residing in household .....	70
Graph 35 Number of children under the age of 18 residing in household .....	71
Graph 36 Ages of children in residing in household .....	71
Graph 37 Respondent employment status .....	72
Graph 38 Respondents highest level of education .....	73
Graph 39 Annual household income before taxes.....	74
Graph 40 Gender .....	75



## **Acknowledgements**

The telephone survey, compilation of data and initial analysis was conducted by Ipsos Reid Public Affairs Calgary, Alberta.





# 1.0 Introduction

The Centre City Plan, approved by Council in 2007, presents a long-term vision for Calgary's Centre City. The Plan outlines a series of objectives, policies and actions that when implemented will create a more liveable, thriving and caring core. The Plan was approved by City Council in July 2007 and since that time, considerable investment has been made by The City of Calgary to implement the Plan and begin achieving its' vision.

Centre City Implementation (CCI), a division of Land Use Planning & Policy (LUPP), was established to bring leadership, focus and action to the implementation of the Centre City Plan and to partner with City of Calgary business units to collaboratively achieve the vision of the Plan. One key focus area of CCI is to coordinate corporate reporting and accountability initiatives for the Centre City.

In order to assess the progress being made in achieving the vision of the Plan, CCI is leading a performance measurement program to assess the effectiveness of Plan implementation efforts and monitor change over time. One important aspect of performance measures focuses on the perceptions of citizens.

This report presents the findings from the first Centre City Citizen Perception Survey. The purpose of this survey is to assess the effectiveness of City of Calgary actions and initiatives in the Centre City with the objectives of:

- Gathering clear and statistically valid performance measures of Calgarian's opinions and perceptions of the Centre City;
- Providing a benchmark against which future actions and initiatives in the Centre City could be gauged; and
- Generating valuable information that may help The City of Calgary better deliver programs or services within Calgary's Centre City.

## 1.1 Survey Overview

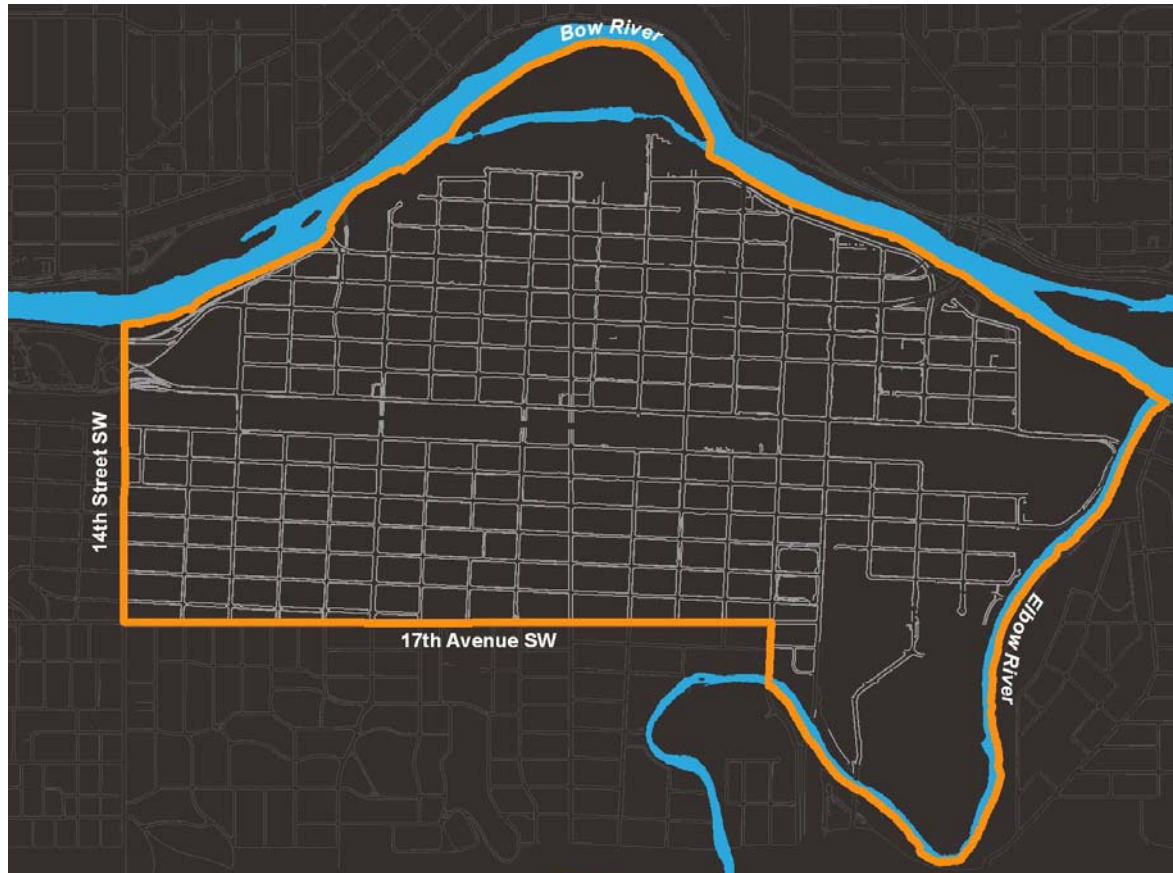
The perception survey was conducted by telephone and involved a stratified random sampling of 1,172 Calgarians who were 18 years of age or older. The survey sample was designed to acquire feedback from three distinct groups of Calgarians to determine how the perceptions and visitation patterns of Calgarians vary based on where people live and work. In order to gain a reliable understanding of how the Centre City serves Calgarians, engaging residents with varying experiences and visitation trends was important. The three groups were defined as:

**Group 1: Calgarians that live in the Centre City (see Map, Figure 1)**  
**Group 2: Calgarians that live outside and work within the Centre City**  
**Group 3: Calgarians that both live outside and work outside the Centre City**

More details on the methodology, including population sampling and the survey instrument, are presented in Section 2.0 of the report.

## 1.2 Centre City Study Area

Calgary's Centre City (Figure 1) is bound by the Bow and Elbow Rivers to the north and east, and 17<sup>th</sup> Avenue South and 14<sup>th</sup> Street West. Included in this boundary are the downtown core and Stampede Grounds, and five surrounding communities, including the Beltline (comprising the neighbourhoods of Connaught Centre, West Connaught Centre and East Victoria Crossing Centre), Chinatown, East Village, Eau Claire and West End.



**Figure 1 Map of Calgary's Centre City**

## 1.3 Report Organization

The report has been organized into four sections. The Executive Summary (Section 2.0) highlights the key findings of the survey. Research Methods (Section 3.0) provides an overview on the methodology, including development of the survey instrument, sampling approach and method for weighting the results. Survey results (Section 4.0) highlights the results for the different survey themes. Provided in each section are overall research findings followed by a breakdown of the responses by each target group, as well as detailed graphs summarizing the results. The final section (Section 5.0) provides concluding remarks on the survey.

The report includes three appendices. Appendix A includes the full survey instrument employed for the phone surveys. Appendix B summarizes the demographic profiles of survey respondents. Finally, Appendix C lists the verbatim responses received through the surveys two open-ended questions.

## 2.0 Executive Summary

A highlight of the survey key findings are identified below.

### Key Findings:

- Overall, Calgarians reported there has been an improvement in the safety and cleanliness of the Centre City over the past year.
- Calgarians living in the Centre City noted the greatest improvements related to safety and cleanliness of the Centre City when compared to other groups surveyed.

#### Centre City Safety

- 90% of Calgarians reported safety in the Centre City has improved or remained the same over the past year. 42% reporting an improvement and 48% felt safety had stayed the same.
- Two in three Calgarians said they were aware of the Calgary Police Services *Beat Team* initiative.
- Nine in ten Calgarians reported they felt safe alone during the day (8 am to 5 pm) in the Centre City driving the streets, walking on sidewalks, visiting parks, travelling on river pathways and waiting at bus stops and LRT stations.
- Two in three Calgarians reported feeling safe cycling on Centre City on-street bike routes during the day.
- More than one third of Calgarians reported feeling safe in the majority of Centre City areas after 5 pm and 85% of Calgarians felt safe driving Centre City streets during the same time period.
- Overall, Centre City residents reported feeling safer after 5 pm when compared to those that live out/work in and live out/work outside the Centre City.
- Centre City residents and Calgarians that live out/work in the Centre City were more likely to report feeling very safe rather than “reasonably safe” for most areas, whereas Calgarians that live and work outside the Centre City were more equally split between feeling “very” and “reasonably” safe.

#### Centre City Cleanliness

- Nine in ten Calgarians reported that cleanliness in the Centre City has improved or stayed the same over the past year, with 27% stating that cleanliness had improved and another 62% reporting that cleanliness had remained the same.
- On average, over 85% of Calgarians were satisfied with the cleanliness of parks, pathways, sidewalks and streets.
- Citizen satisfaction levels for cleanliness were lower for Centre City on-street bike routes, LRT stations and bus stops.
- 40% of Calgarians were aware of the *Clean to the Core* program, however, results indicated that citizens were not aware of specific initiatives The City is undertaking to clean the Centre City.

## Centre City Living

- Nine in ten Centre City residents agreed the Centre City was a desirable place for them to live and four in ten Calgarians that live out/work in the Centre City agreed.
- Centre City is home to many long-term residents, with one in two residents inhabiting the area for over five years and nearly one in four living in the area for over 15 years.
- Four in five Centre City residents reported they were likely to remain living in the Centre City for at least the next three years.
- 10% of Calgarians that live outside the Centre City indicated they were somewhat (7%) or very (3%) likely to relocate to the Centre City.

## Centre City Visitation

### Modes of Transportation:

- The most popular modes of transportation used by Calgarians to travel *within* the Centre City were reported as personal car (41%), walking and/or running (34%) and transit (21% LRT and bus).
- 25% of Centre City residents reported taking public transit and 7% use active modes of transportation (walking, running and bicycling) as their primary form of transportation *outside of* the Centre City.
- 45% of those that live out/work in the Centre City chose transit, walking, cycling or carpooling as their primary form of transportation *to/from* the Centre City.

### Activities:

- Calgarians listed shopping and dining as the most popular activities they engage in in the Centre City.
- Nearly seven in ten Centre City residents shopped or dined in the Centre City at least once a month.
- Close to half of Calgarians that live out/work in the Centre City reported they shopped or went out for dinner on at least a monthly basis and nearly two-thirds of these workers go out for lunch in the Centre City at least once a month.
- One in five Calgarians that live out/work outside the Centre City shopped and ate lunch or dinner in the Centre City on a monthly basis or more.

### Visitation Frequency:

- On average two in three Centre City residents go out on a weekly basis or more in the Centre City during the weekend and weekday evenings.
- 20% of Calgarians who live out/work in the Centre City reported visiting the area on a weekly basis or more during the weekend and weekday evenings for purposes other than work.
- The majority of Calgarians reported weekdays as the most common time to visit the Centre City for purposes other than work, followed by the weekend, with weekend evenings as least frequent.

## Centre City Infrastructure

- Calgarians placed great importance on and were satisfied with widely used Centre City infrastructure including river pathways, parks, sidewalks and roads.
- Importance and satisfaction ratings for on-street bike routes were lower than other Centre City infrastructure.
- Satisfaction levels exceeded importance levels for parks and pathways and importance levels exceeded satisfaction levels for roads and sidewalks.

## 3.0 Research Methods

The survey methodology, including design of the questionnaire, sample design and selection, phone survey administration and analysis of results is discussed in the sections below.

### 3.1 Questionnaire Design

The questionnaire for this survey was designed by The City of Calgary Business & Market Research (BMR) and Centre City Implementation (CCI) through consultation with Centre City business units and corporate reporting groups, which are listed in Table 1 below. Survey questions were designed to measure how well key objectives of the Centre City plan are being achieved for each of the following key themes:

- Centre City Visitation Patterns
- Centre City Infrastructure
- Centre City Cleanliness
- Centre City Safety
- Centre City Living

For each implementation theme BMR, CCI and involved business units collaborated to develop the questions that best measure the key objectives for the theme. Recognizing the desire to keep the length of the phone survey to 15 minutes, the majority of questions were designed as multiple-select options, with only two questions requiring respondents to provide open-ended responses. Midway through the survey period it was formally recognized that the survey length was exceeding 15 minutes. In order to reduce the length the decision was taken to eliminate two of the surveys open-ended responses. Since 794 responses had been collected at this point, the results were considered representative of the Calgary population and appropriate summaries could be generated for Calgary on the whole.

For reference, the complete phone survey questionnaire is presented in Appendix A. To facilitate the readers understanding of the results, the survey questions associated with each key theme are listed in the Survey Results section (4.0) of this report.

**Table 1 Centre City business unit and corporate reporting stakeholders**

Stakeholders
<ul style="list-style-type: none"><li>• Customer Service &amp; Communications, Engage Resource Unit</li><li>• City Manager's Office, Corporate Measurements &amp; Reporting</li><li>• Land Use Planning &amp; Policy, Centre City Implementation</li><li>• Land Use Planning &amp; Policy, Centre City Planning &amp; Policy</li><li>• Parks</li><li>• Recreation</li><li>• Roads</li><li>• Transit</li><li>• Transportation Planning</li></ul>

### 3.2 Sample Design and Selection

The Centre City Citizen Perception Survey was conducted by telephone and involved a stratified random selection of 1,172 citizens aged 18 years or older. The survey sample was designed to acquire feedback from three distinct groups of Calgarians since it was felt the perceptions and visitation patterns of Calgarians would vary based on where people live and work. The three groups were defined as:

**Group 1: Calgarians that live in the Centre City (see Map, Figure 1)**  
**Group 2: Calgarians that live outside and work within the Centre City**  
**Group 3: Calgarians that both live outside and work outside the Centre City**

To obtain a statistically valid sample, a minimum of 385 responses were collected from each of the following groups. The number of interviews and margin of error for all groups sampled is summarized in Table 2.

In total, 1,172 phone interviews were conducted. Results of a survey of this size are considered accurate to within +/- 2.3 percentage points, nineteen times out of twenty. For the different groups, which represent subsets of the population, the margin of error is higher (see Table 2). For example, when examining results from Group 1: Centre City Residents, the margin of error was +/-5.0, 19 times out of 20, for the 385 citizens surveyed.

**Table 2 Survey groups, sample size and margin of error**

Group Name	Group Description	Sample Size	Margin of Error (95% Confidence Interval)
1	Calgarians that live in the Centre City	385	+/- 5.0%
2	Calgarians that <u>live outside</u> and <u>work within</u> the Centre City	385	+/- 5.0%
3	Calgarians that both <u>live outside</u> and <u>work outside</u> the Centre City	402	+/- 4.9%
Total	Total weighted response from all groups	1172	+/- 2.3%

Each group sample was relatively equal in size (i.e. 385 to 402 respondents) to ensure the results for each group were statistically significant. The size of each group also allowed for population summaries and comparisons to be generated. As a result, weightings needed to be applied to each group to guarantee that the number of responses from each group were proportional to the group's size when compared to the population. The two sets of weights that were applied were (a) age and gender; and (b) location of residence, both were based on 2006 Federal Census data.

### **3.3 Survey Administration**

BMR retained Ipsos Reid to conduct the survey via telephone, compile results and perform summary analyses. Telephone surveys were conducted between November 12 and 30 2009. Survey pre-testing was also conducted during this time to determine survey length and check that questions were understood by respondents.

All telephone surveys were conducted by Ipsos Reid from their Canadian based call-centres. Letter Carrier Routes were used to determine the accurate sampling area to be used for random digit dialling. Random Digit Dialling (RDD) software was used to generate phone numbers, which included new and unlisted numbers, and Computer Assisted Telephone Interviewing (CATI) system was used throughout the data collection period to maximize quality control and reliability of the data.

A total of 10,017 telephone numbers were dialled for this study and a total of 1,172 households agreed to participate in the study, yielding an 11.7% overall response rate. The average survey duration was 15.55 minutes.

Ipsos Reid compiled the survey results and performed summary analyses for each group and the total Calgary average. BMR compiled the summaries into this report and undertook additional analysis, such as cross-tabulations, where required, to assist in the interpretation of the results.





## 4.0 Survey Results

The following sub-sections summarize the public perception survey results for each of the following key themes:

- Centre City Visitation Patterns (Section 4.1)
- Centre City Infrastructure (4.2)
- Centre City Cleanliness (4.3)
- Centre City Safety (4.4)
- Centre City Living (4.5)

For each sub-section the overall objectives for the theme and the survey questions are presented. As well, survey results have been presented in graph form depicting the results from each individual sample group and the total Calgary sample. Commentary is provided to help interpret the results and identify significant or interesting findings.

## 4.1 Centre City Visitation Patterns

The first series of questions respondents were asked were related to their Centre City visitation patterns. It was important to learn more about visitation patterns in order to:

- Establish what attracts Calgarians to the Centre City, such as shopping, arts and culture, entertainment or dining;
- Identify frequency of visits to Centre City attractions, such as theatres or restaurants;
- Determine what kinds of transportation modes Calgarians most commonly use to travel to/from and within the Centre City; and
- Identify how frequently Calgarians use different transportation modes.

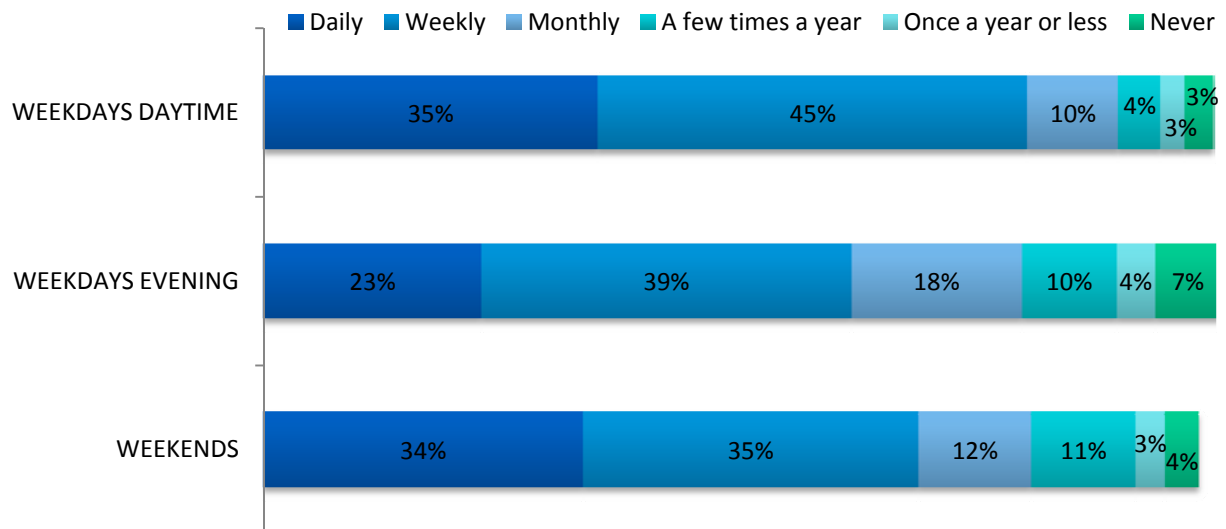
A summary of the questions respondents were asked is listed in the Table 3. Included with each question is a link to the numbered perception survey question, which is included in Appendix A.

**Table 3 Visitation patterns survey questions**

Survey Question (Abridged)	Survey Question No.
<i>(For those living in the Centre City – Group 1)</i> Typically, how often do you go out in the Centre City, for activities including things such as dining, shopping, recreation, entertainment, and groceries – but excluding work – during: <ul style="list-style-type: none"><li>• weekdays</li><li>• weekday evenings</li><li>• the weekend</li></ul>	Q1
<i>(For those living outside the Centre City – Group 2 and Group 3)</i> Typically, how often do you go to the Centre City, for activities including things such as dining, shopping, recreation, entertainment and groceries – but excluding work – during: <ul style="list-style-type: none"><li>• week days</li><li>• weekday evenings</li><li>• the weekend</li></ul>	Q1B
What is the primary form of transportation you use to travel <u>to and from</u> the Centre City?	Q2
What is the primary form of transportation you use to travel <u>within</u> the Centre City boundaries?	Q3
Approximately how often have you done each of the following in the past 12 months? <ul style="list-style-type: none"><li>• Taken the LRT in the Centre City</li><li>• Taken a bus in the Centre City</li><li>• Travelled in a personal vehicle in the Centre City</li><li>• Visited a Centre City park</li><li>• Travelled a Centre City river pathway</li><li>• Cycled on an on-street bike route</li><li>• Attended a Centre City sporting event (remember the boundaries include the Saddle dome)</li><li>• Visited a Centre City museum or art gallery, theatre or concert</li><li>• Eaten lunch in a Centre City restaurant or bar</li><li>• Eaten dinner in a Centre City restaurant or bar</li><li>• Shopped in the Centre City</li></ul>	Q4

Calgarians were asked how often they go out in the Centre City for purposes other than work. Results revealed not only the most common time of the week to visit the Centre City but also the frequency and the various activities they participated in while in the area. The graph below (Graph 1) summarizes the visitation patterns for Centre City residents (Group 1) and Graph 2, on the following page, presents the results for Calgarians that live out/work in (Group 2) and live out/work out of the Centre City (Group 3)

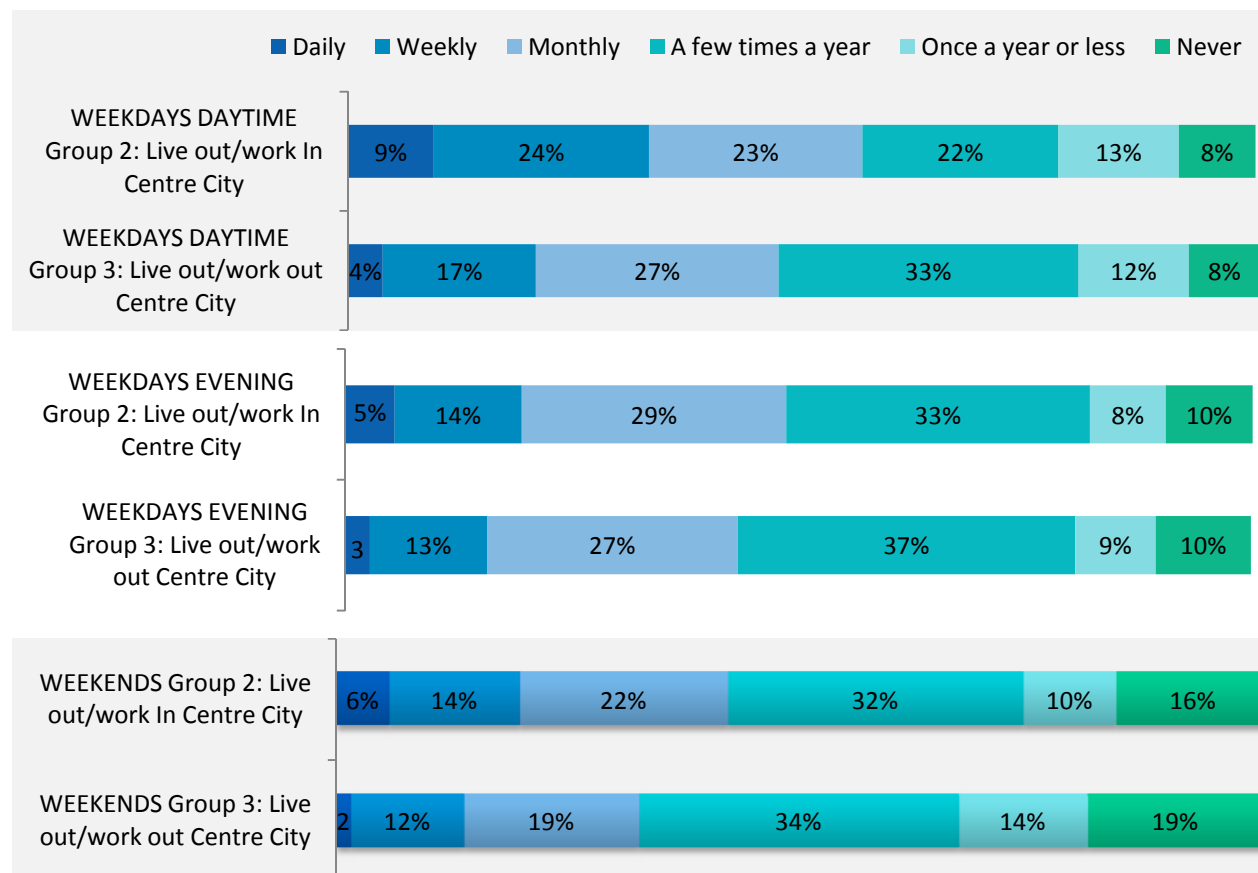
**Graph 1 The frequency and timing of Centre City residents go out in the Centre City (Group 1)**



Highlights of Centre City resident visitation patterns include (Graph 1):

- 70% of residents go out in the Centre City during the daytime on a daily or weekly basis for purposes other than work.
- 62% on weekday evenings and 69% of residents go out on weekends on a daily or weekly basis.

**Graph 2 The frequency and timing of non-Centre City residents (Group 2 and Group 3) visiting the Centre City**



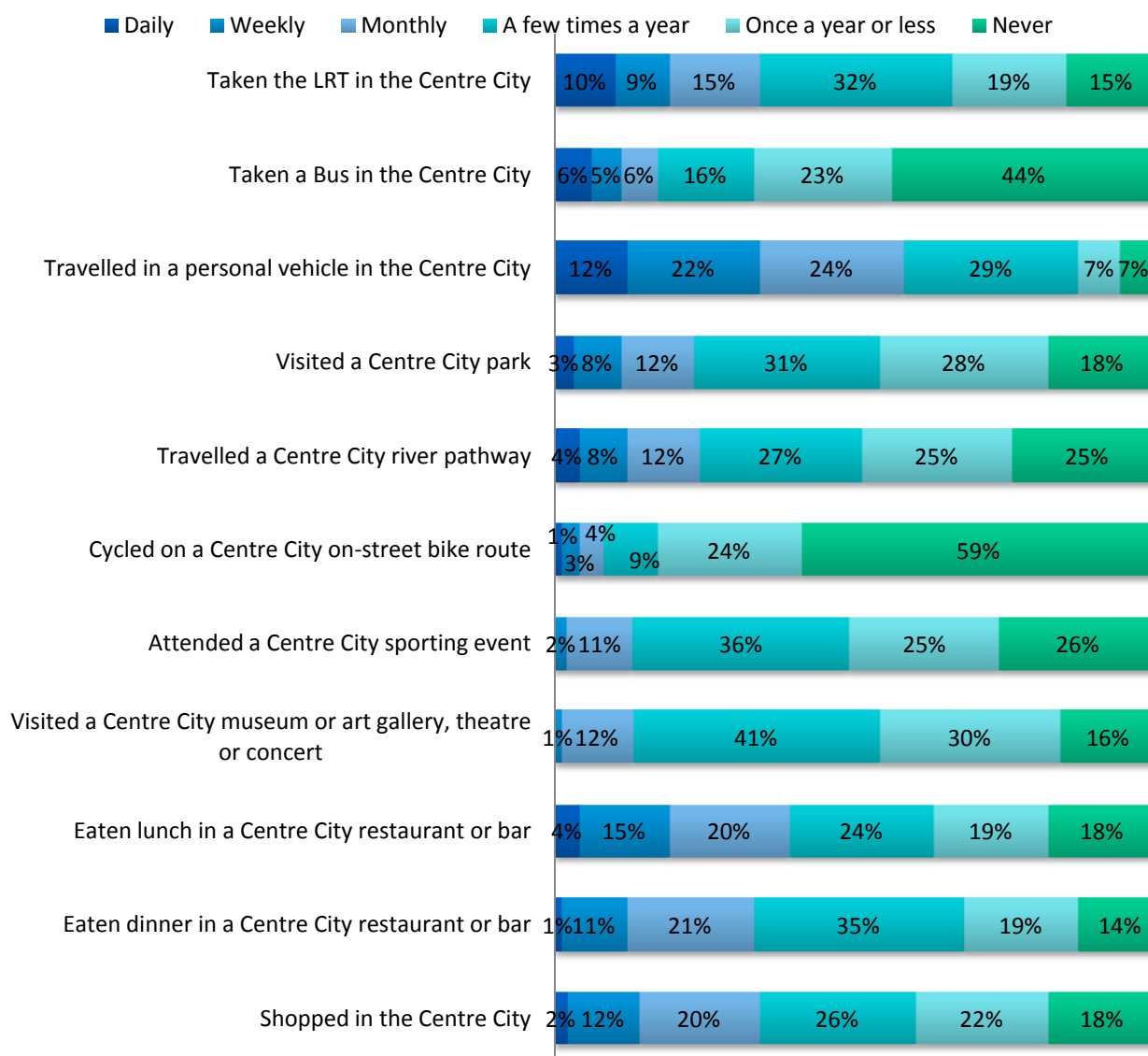
Highlights of non-Centre City residents visitation patterns include (Graph 2):

- Approximately 20% of Calgarians who live out/work in the Centre City (Group 2) reported visiting the Centre City on a weekly basis or more for purposes other than work.
- Calgarians who live out/work in the Centre City (Group 2) tended to visit the Centre City more during the weekdays than those who live out/work outside of the Centre City (Group 3).
- Non-Centre City residents have comparable visitation patterns during weekday evenings and weekends

When comparing the results from all three groups (Graph 1 and Graph 2) the following was noted:

- Four in five Centre City residents (Group 1) visited the area during the weekday on a daily or weekly basis, compared to less than one in three Calgarians from Group 2 and one in five Calgarians from Group 3.
- The frequency of visits was different for each group; however, the timing of the visits was similar. The majority of all Calgarians reported weekdays as the most common time to visit the Centre City for purposes other than work, followed by the weekend, with weekday evenings as least frequent.

**Graph 3 Frequency Calgarians participated in Centre City activities over the past year**

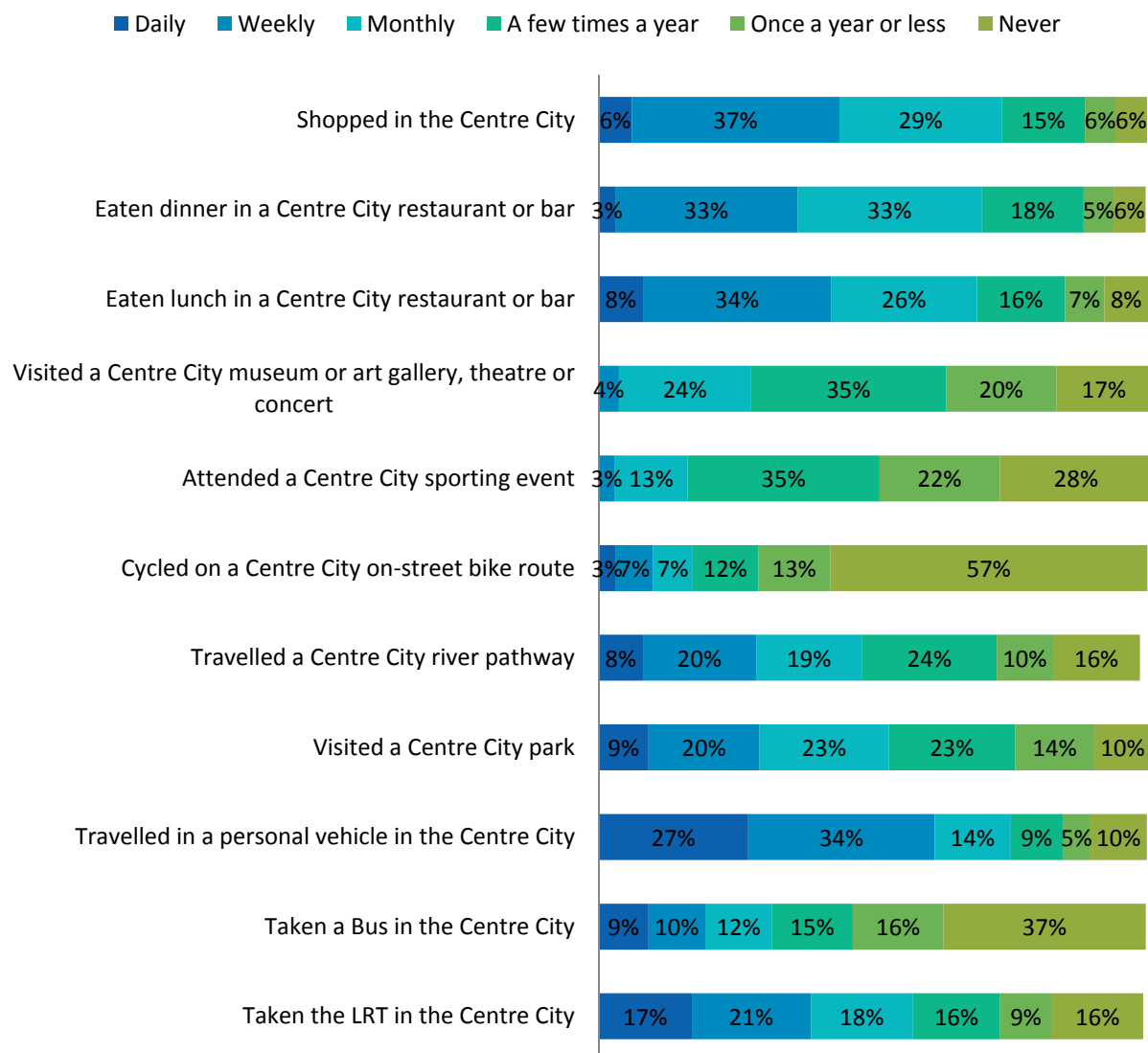


Calgarians were asked how often they participated in a variety of different Centre City activities over the past year. The results of this question have been summarized for Calgarians as a whole (Graph 3) and the frequency that each of the three groups engaged in various activities are presented in Graph 4 through Graph 6.

Highlights of the Graph 3 include:

- Calgarians on the whole were most likely to travel in a personal vehicle in the Centre City and least likely to cycle on Centre City on-street bike routes.
- Dining and shopping in the Centre City was reported by more than one third of respondents as an activity they engaged in more than once per month.
- Attending sporting events or visiting a Centre City museum, theatre or concert was reported as being done a few times a year or less.

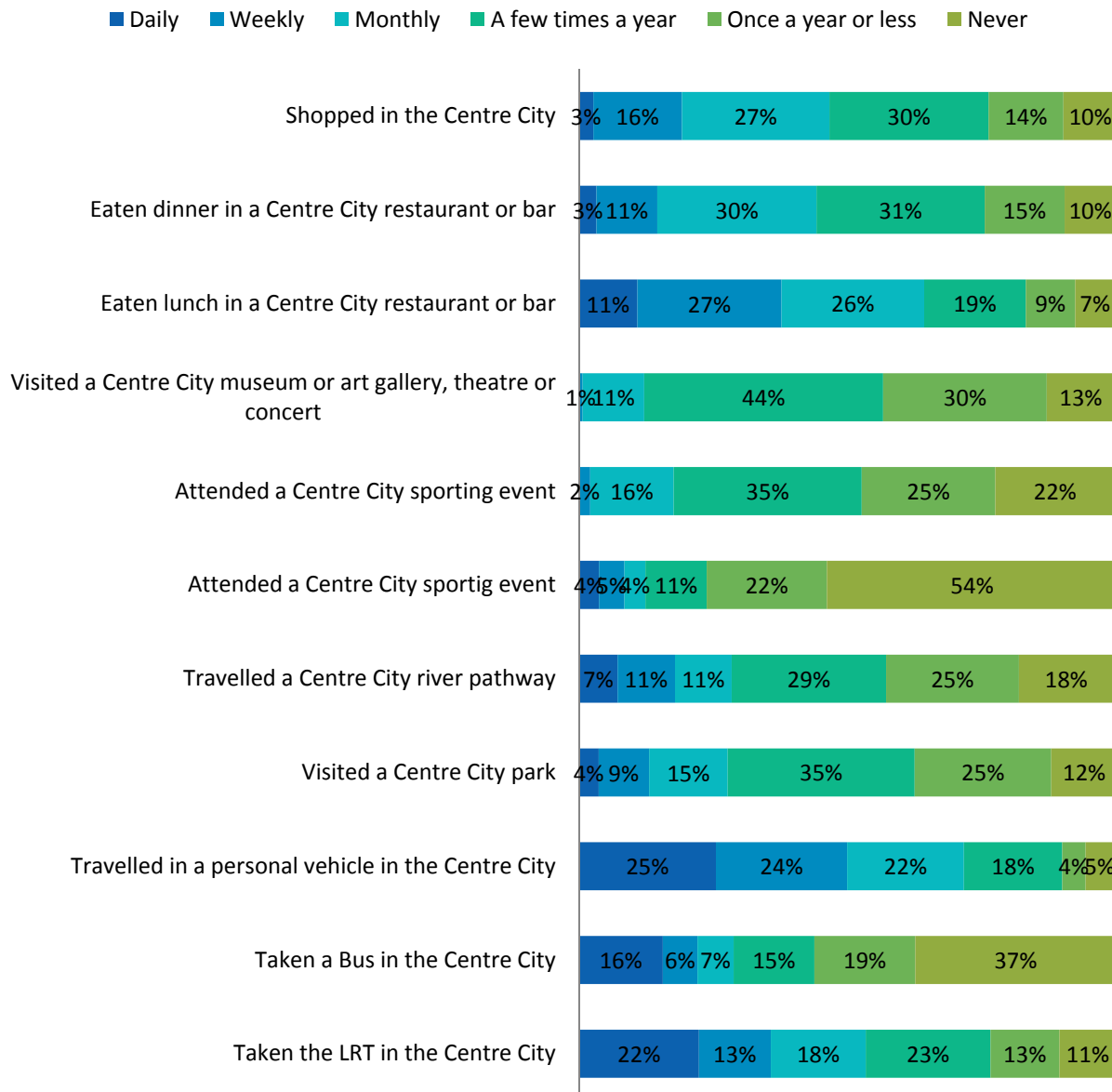
**Graph 4 Frequency Centre City residents (Group 1) participated in Centre City activities over the past year**



The frequency in which Centre City residents participated in Centre City activities is summarized in the above graph (Graph 4). Activities that Centre City residents engaged in on at least a monthly basis are highlighted below and are compared to the overall Calgary average:

- 76% travelled in a personal vehicle (18% more than the Calgary average).
- 73% shopped in the Centre City (39% more than the Calgary average).
- 70% ate dinner in a Centre City restaurant or bar (47% more than the Calgary average).
- 69% ate lunch in a Centre City restaurant or bar (30% more than the Calgary average).
- 56% travelled on the LRT (21% more than the Calgary average).

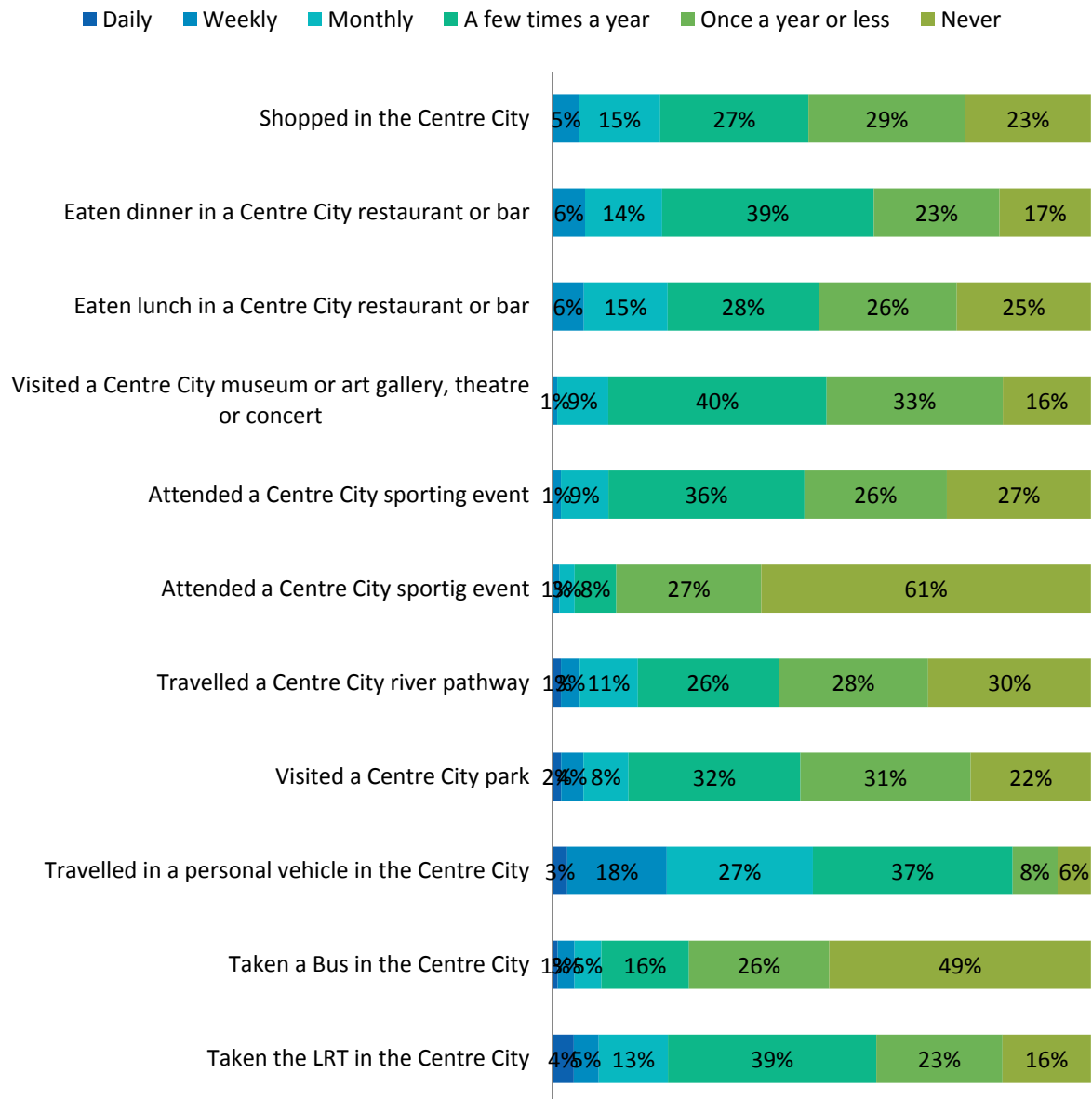
**Graph 5 Frequency Calgarians that live out/work in the Centre City (Group 2) participated in Centre City activities over the past year**



The frequency in which Calgarians that live out/work in the Centre City (Group 2) participated in Centre City activities is summarized in the above graph (Graph 5). Typically, Group 2 engaged in activities less frequently than Centre City residents (Group 1) but more than those who do not live nor work in the Centre City (Group 3). Activities that Group 2 engaged in on at least a monthly basis are highlighted below and are compared to the overall Calgary average:

- 71% travelled in a personal vehicle (13% more than the Calgary average).
- 46% shopped in the Centre City (12% more than the Calgary average).
- 44% ate dinner in a Centre City restaurant or bar (5% more than the Calgary average).
- 64% ate lunch in a Centre City restaurant or bar (25% more than the Calgary average).
- 53% travelled on the LRT (18% more than the Calgary average).

**Graph 6 Frequency Calgarians that live out/work out of the Centre City (Group 3) participated in Centre City activities over the past year**



The frequency in which Calgarians that live out/work out of the Centre City (Group 3) participated in Centre City activities is summarized in the above graph (Graph 5). Overall, the frequency that this group participated in Centre City activities was much lower than the other groups. Activities that this group engaged in on at least a monthly basis are highlighted below and are compared to the overall Calgary average:

- 48% travelled in a personal vehicle (10% less than the Calgary average).
- 20% shopped in the Centre City (14% less than the Calgary average).
- 20% ate dinner in a Centre City restaurant or bar (13% less than the Calgary average).
- 21% ate lunch in a Centre City restaurant or bar (18% less than the Calgary average).
- 23% travelled on the LRT (12% less than the Calgary average).

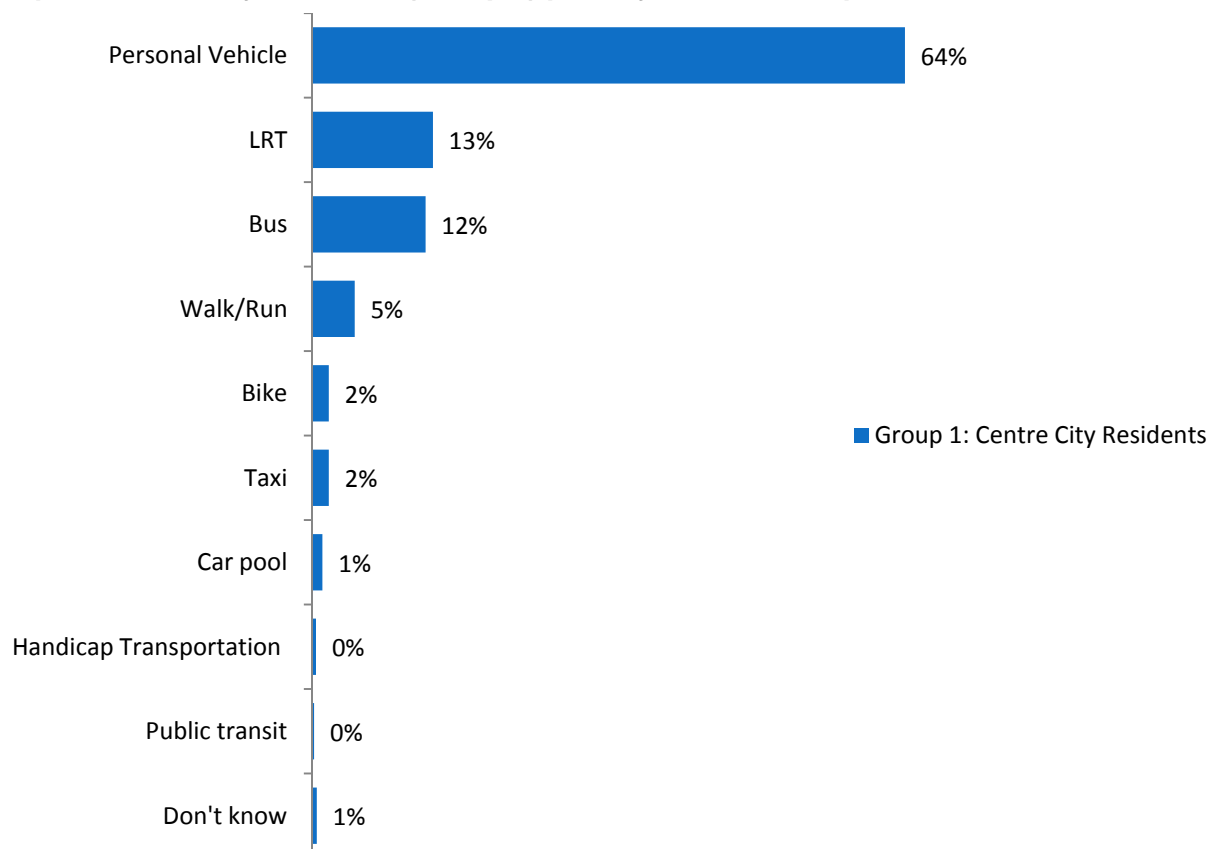


The number of times Group 3 participated in activities in the Centre City was low. Aside from passing through in a personal vehicle or taking the LRT, Group 3 spent little time frequenting the Centre City on a monthly basis or more. When Calgarians belonging to Group 3 were in the Centre City they were most likely eating lunch or dinner, or shopping.

For the purpose of this study it was important to understand not just frequency of visits but also the primary modes of transportation Calgarians use to travel to and from the Centre City as well as within the area. Understanding what citizens actually do and their familiarity with various City services, such as LRT, bus and roads, provides insight into citizen's reality and experience which can later be compared to their perception of these services.

Survey results summarizing Calgarians primary modes of transportation to and from and within the Centre City are summarized in Graph 7 through Graph 9.

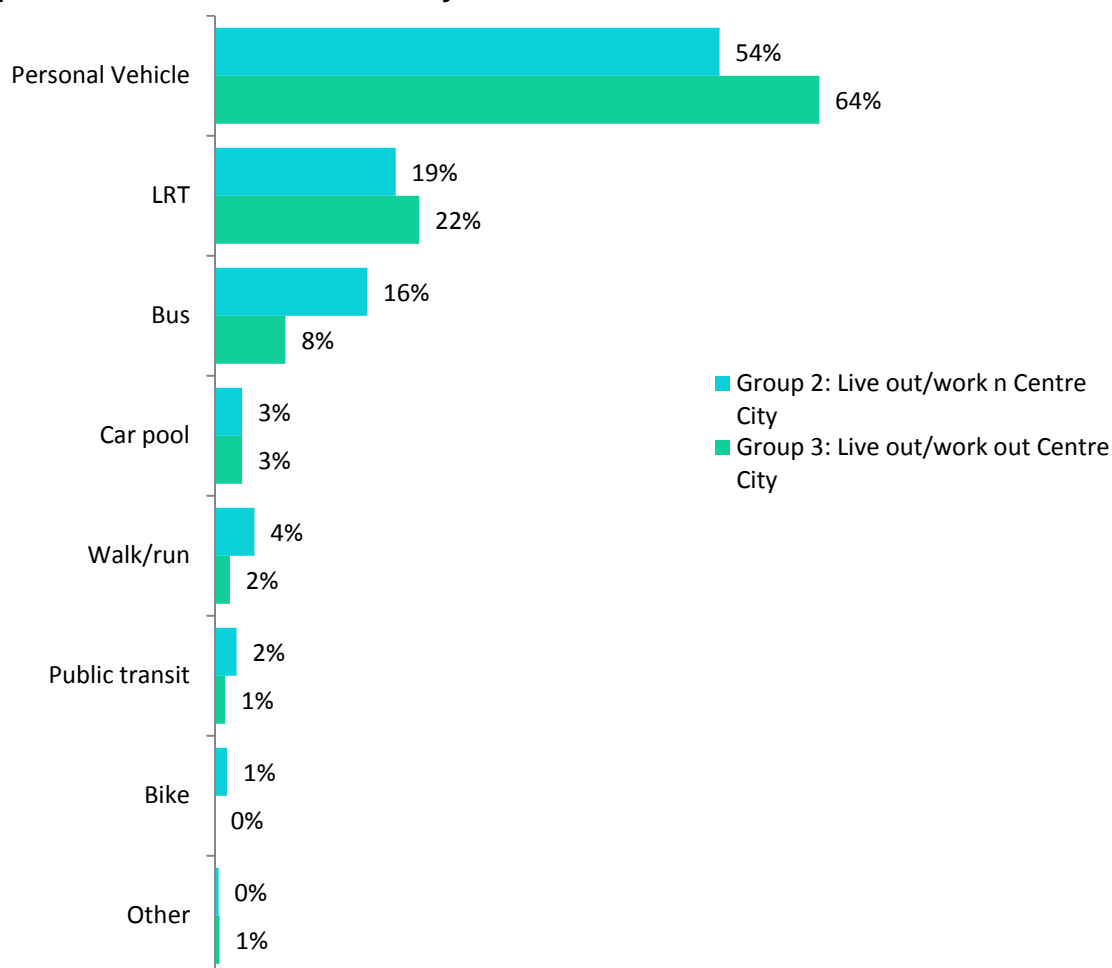
**Graph 7 Centre City residents (Group 1) primary form of transportation out of Centre City**



Highlights of Centre City residents primary form of transportation out of the Centre City include (Graph 7):

- Two in three Centre City residents choose driving in a personal vehicle to travel out of the Centre City.
- One in four residents indicated taking public transit (LRT or bus) as their primary form of transportation.
- 7% of residents use active modes of transportation (walking/running - 5%, bicycling - 2%) as their primary form of transportation out of the Centre City.

**Graph 8 Calgarians that live outside Centre City (Group 2 and 3) primary form of transportation to and from Centre City**

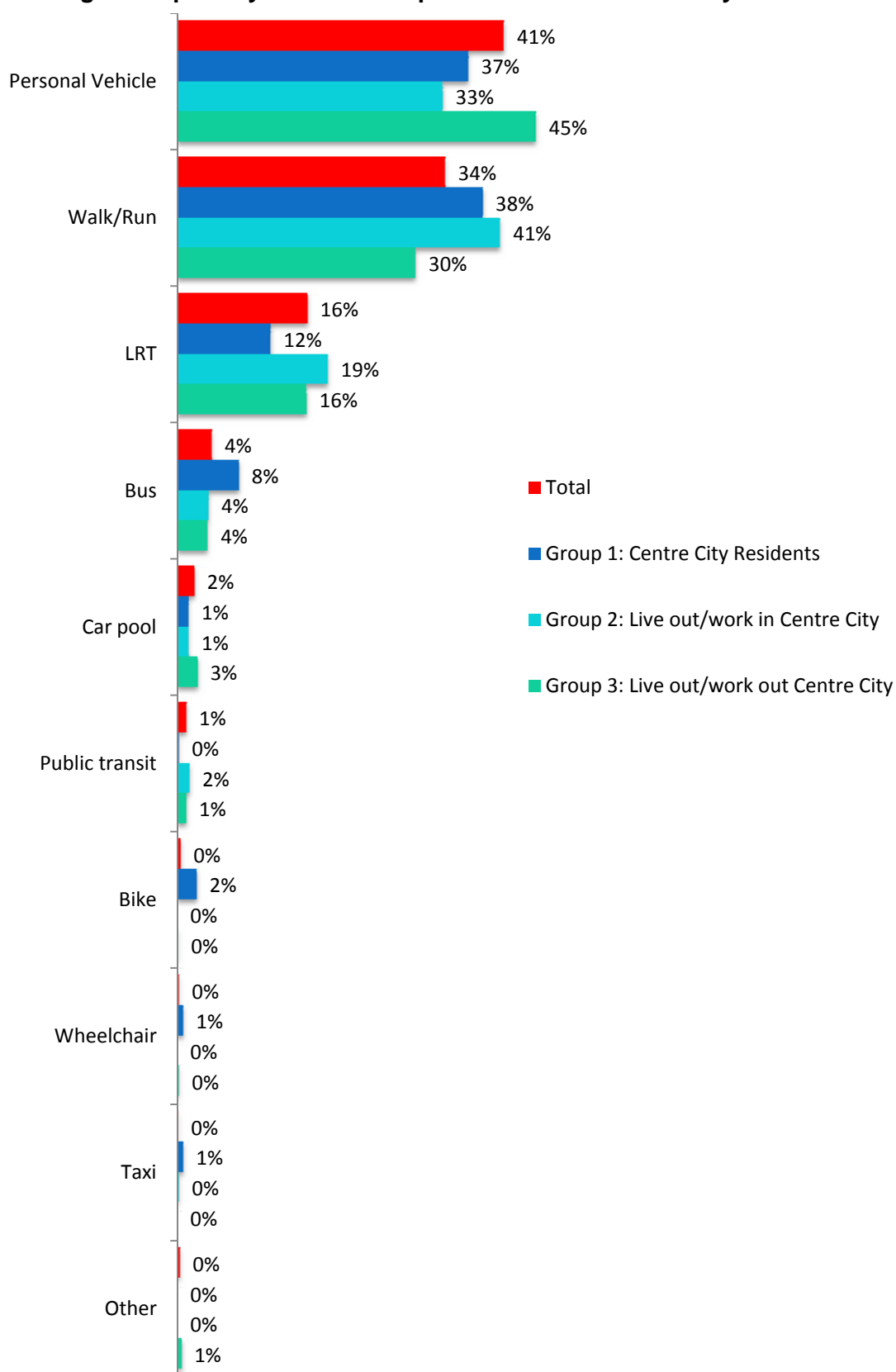


Highlights of the primary form of transportation to/from the Centre City for Calgarians that live out/work in (Group 2) and live out/work outside (Group 3) the Centre City (Graph 8) includes:

- On the whole, the majority of respondents chose to travel in a personal vehicle to/from the Centre City.
- One in three Calgarians that live out/work in indicated they chose transit (bus or LRT) as their primary mode of transportation.

When comparing all three groups (Graph 7 and Graph 8) it was noted that Centre City residents (Group 1) and Calgarians that live out/work out (Group 3) travelled in personal vehicles as their primary mode of travel. Those that live out/work in (Group 2) were more likely to travel by bus (8%) than any other group. All groups indicated low levels of active transportation modes (walking, running and biking) to and from the Centre City.

**Graph 9 Calgarians primary form of transportation within Centre City**



Calgarians were asked to identify the primary form of travel they used to travel within the Centre City and the results are presented on the previous page in Graph 9.

Highlights from the primary modes of travel within the Centre City include:

- The most popular modes of transportation used by Calgarians to travel within the Centre City were reported as personal car (41%), walking and/or running (34%) and transit (21%, including LRT and bus)
- Centre City residents (Group 1) and those that live out/work in (Group 2) were most likely to walk or run as the primary method of traveling, while Group 3 (live out/work out) were most likely to travel in a vehicle.
- Centre City residents (Group 1) take the bus more than non-residents, while non-residents were more likely to take the LRT.
- Centre City residents (Group 1) were the only group that had a segment of the population identify bicycles as the primary form transportation within the Centre City (2%).

## 4.2 Centre City Infrastructure

The next set of survey questions were focused on Centre City infrastructure. The objectives of these questions were to:

- Identify how important the different forms of infrastructure are to Calgarians; and
- Determine how satisfied Calgarians are with each form of infrastructure.

A summary of the questions respondents were asked is listed in Table 4. Included with each question is a link to the numbered perception survey question, which is included in Appendix A.

**Table 4 Centre City infrastructure questions**

Survey Question (Abridged)	Survey Question No.
Of the following Centre City infrastructure, tell me how important each one is to you. Would you say they are very important, somewhat important, not very important or not at all important? <ul style="list-style-type: none"><li>• Centre City parks</li><li>• Centre City river pathways</li><li>• Centre City on-street bike routes</li><li>• Centre City sidewalks</li><li>• Centre City roads</li></ul>	Q5A
Thinking about the same pieces of infrastructure, please indicate how satisfied you are with each. Would you say you are very satisfied, somewhat satisfied, not very satisfied or not at all satisfied.	Q5B

For purpose of analysis, all questions pertaining to importance and satisfaction with Centre City infrastructure were examined and presented together to provide a clear understanding of citizen's expectation and/or need. In this report, "somewhat" and "very satisfied" were collapsed into one category, as was *somewhat* and *very important*.

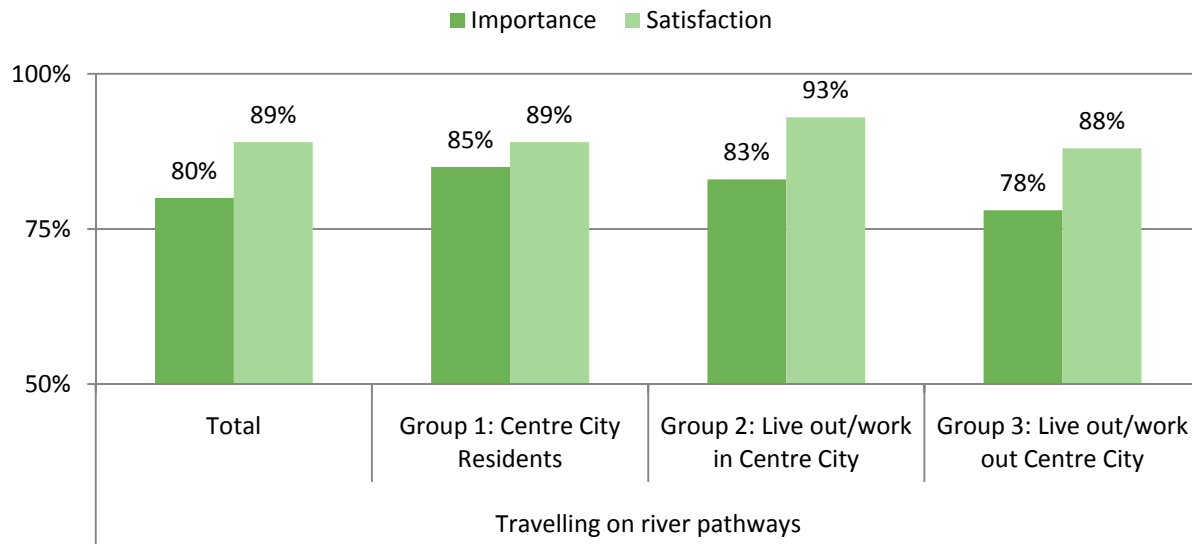
**Graph 10 Importance versus satisfaction of Centre City parks**



Graph 10 summarizes the satisfaction and importance ratings for Centre City parks. Highlights include:

- Overall, all three groups were satisfied with parks and there was little difference between the level of importance and the level of satisfaction.
- Group 1 stated parks were more important than other groups, which might correspond to results presented earlier that indicated this group most frequently visited City parks (Graph 4).
- Citizens reported higher levels of satisfaction levels than importance for parks.

**Graph 11 Importance versus satisfaction of Centre City river pathways**

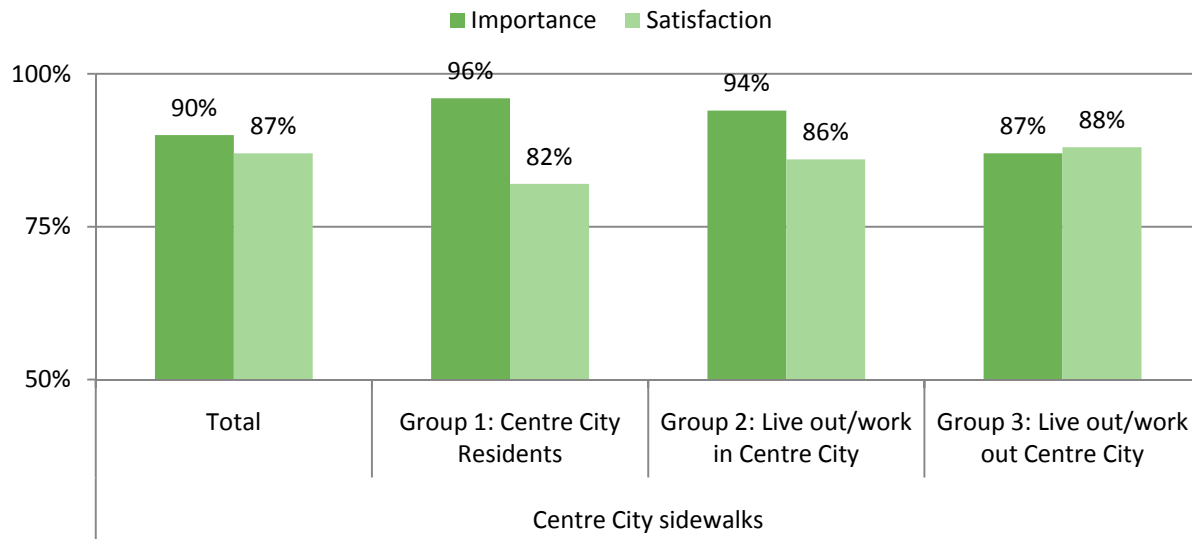


Graph 11 presents the satisfaction and importance ratings for Centre City river pathways and highlights include:

- Overall, all three groups were satisfied with Centre City river pathways.
- Group 1 and 2 reported the most similar levels of satisfaction and importance when compared to group 3.
- Satisfaction levels were consistently greater than importance levels, with the greatest variance reported by Group 3.
- Group 3 did not rate pathways as important as the other groups, which may be related to results presented earlier that identify how infrequent this group visits Centre City pathways (Graph 5).



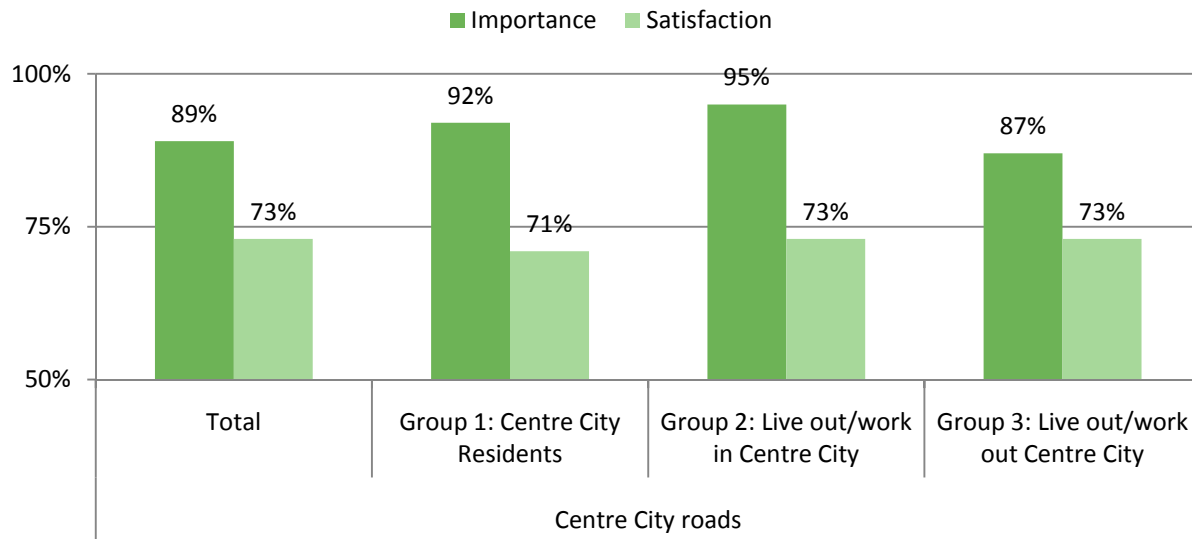
**Graph 12 Importance versus satisfaction of Centre City sidewalks**



Importance and satisfaction levels for Centre City sidewalks are presented in Graph 12 and highlights include:

- Around nine in ten Calgarians reported that Centre City sidewalks were important to them and that they were satisfied with this infrastructure.
- Groups that frequented the Centre City most often (Centre City residents (Group 1) and those that live out/work in (Group 2) reported the highest importance ratings for sidewalks, with importance being higher than satisfaction levels.
- Group 3 was the most satisfied but reported that sidewalks were not as important as other groups rated. One reason for this difference between groups may be that Group 1 and 2 frequented the Centre City more often and reported they were more likely to run or walk in the area when compared to Group 3, as presented earlier in Graph 9.

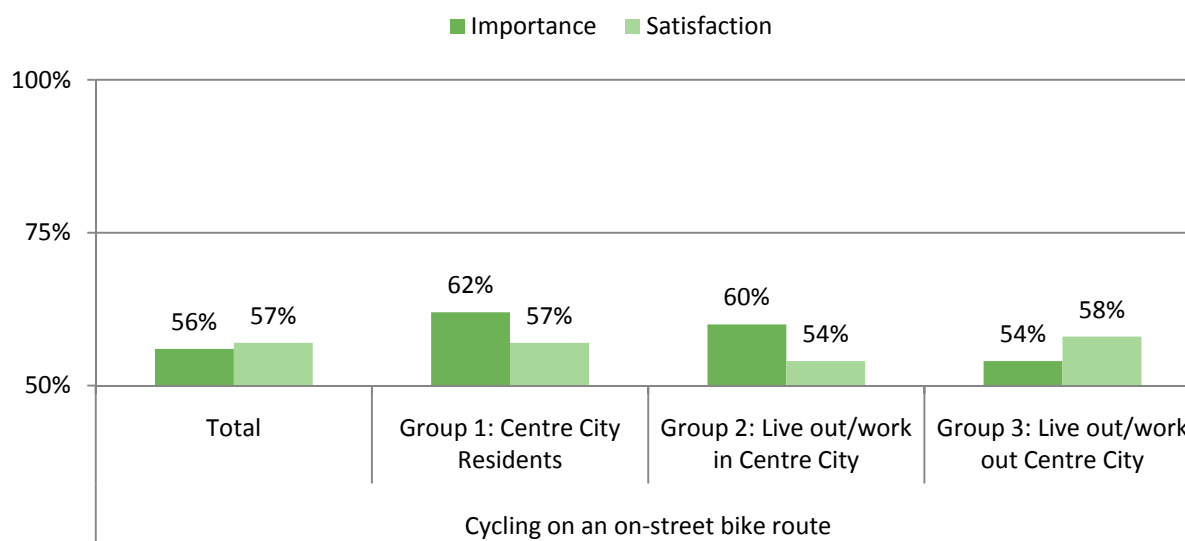
**Graph 13 Importance versus satisfaction of Centre City roads**



Graph 13 summarizes importance and satisfaction ratings for Centre City roads. Highlights include:

- Around nine in ten Calgarians said Centre City roads were important and seven in ten reported they were satisfied with the roads.
- Importance levels were higher for those groups that frequented the Centre City more often (Group 1 and Group 2).
- Satisfaction ratings were similar for all three groups, which could be related to their visitation and travel patterns where more than half of all Calgarians reported they travel in a personal vehicle in the Centre City on a monthly basis or more (Graph 3).

**Graph 14 Importance versus satisfaction of cycling on Centre City on-street bike routes**



Satisfaction and importance ratings for Centre City on-street bike routes are presented in Graph 14. Highlights include:

- Nearly six in ten Calgarians reported that on-street bike routes were important to them and the same number said they were satisfied.

The ratings for on-street bike routes differed from all other Centre City infrastructure, thus additional analysis was undertaken to better understand citizens' perceptions of this particular infrastructure. Since previous survey questions identified only a small percentage of Calgarians regularly use on-street bike routes on at least a monthly basis (Graph 3 and Graph 4), the ratings given by frequent users were analyzed further to better understand the opinion of cyclists who have a greater familiarity with this infrastructure. The results of this additional analysis concluded that:

- 91% of frequent (monthly or greater) on-street bike users said on-street bike routes were important to them - this result is much higher than the Calgary average of 56% presented in Graph 14.
- 55% of frequent on-street bike users said they were satisfied with this infrastructure - this result is comparable to the Calgary average of 57%.

### 4.3 Centre City Cleanliness

The following questions were related to Calgarians perception of cleanliness in the Centre City. The objectives of these questions were to:

- Determine if Calgarians had knowledge regarding efforts or activities The City of Calgary has taken to clean up the Centre City;
- Test Calgarians awareness of the *Clean to the Core* program;
- Establish how satisfied citizens are with the cleanliness of key Centre City areas; and
- Identify if Calgarians have recognized a change in the overall cleanliness of the Centre City over the past year.

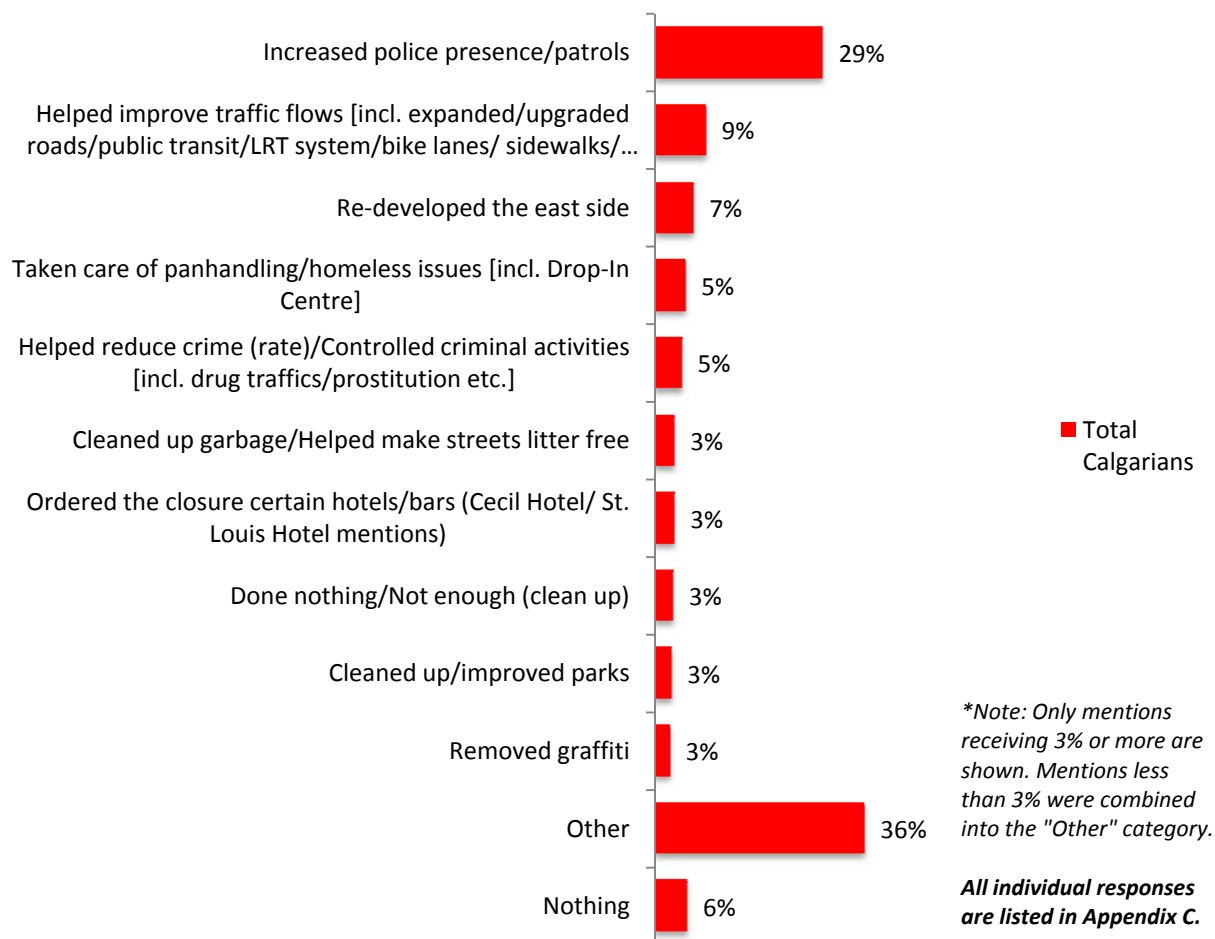
A summary of the questions that respondents were asked is listed in Table 5. Included with each question is a link to the numbered perception survey question, which is included in Appendix A.

**Table 5 Centre City cleanliness questions**

Survey Question (Abridged)	Survey Question No.
Thinking about what you may have read, seen, or heard, what has The City of Calgary done to clean up the Centre City? (Open ended response)	Q6A
<i>As you may or may not be aware, The City of Calgary currently has an initiative underway called "Clean to the Core" that is focused on improving cleanliness, graffiti removal, enhancing safety and beautifying Calgary's Centre City.</i>	Q6B
Before today, had you read, seen, or heard anything about this program?	
Please indicate how satisfied you are with the cleanliness of each of the following Centre City areas. Would you say you are very satisfied, somewhat satisfied, not very satisfied or not at all? <ul style="list-style-type: none"><li>• Centre City streets</li><li>• Centre City sidewalks</li><li>• Centre City LRT stations</li><li>• Centre City bus stops</li><li>• Centre City parks</li><li>• Centre City pathways</li><li>• Centre City on-street bike routes</li></ul>	Q7A
Thinking about the same Centre City areas, please rate the <b>level of cleanliness</b> of each. Would you say they are very clean, reasonably clean, somewhat dirty or very dirty?	Q7B
In the last 12 months, would you say cleanliness in the Centre City has improved, stayed the same or worsened?	Q8

Citizens were asked a variety of questions that were designed to test their knowledge of the efforts taken to improve the cleanliness of the Centre City over the past year. They were also asked to rate the cleanliness of specific areas and infrastructure.

**Graph 15** Calgarians knowledge of what the City of Calgary has done to clean up the Centre City

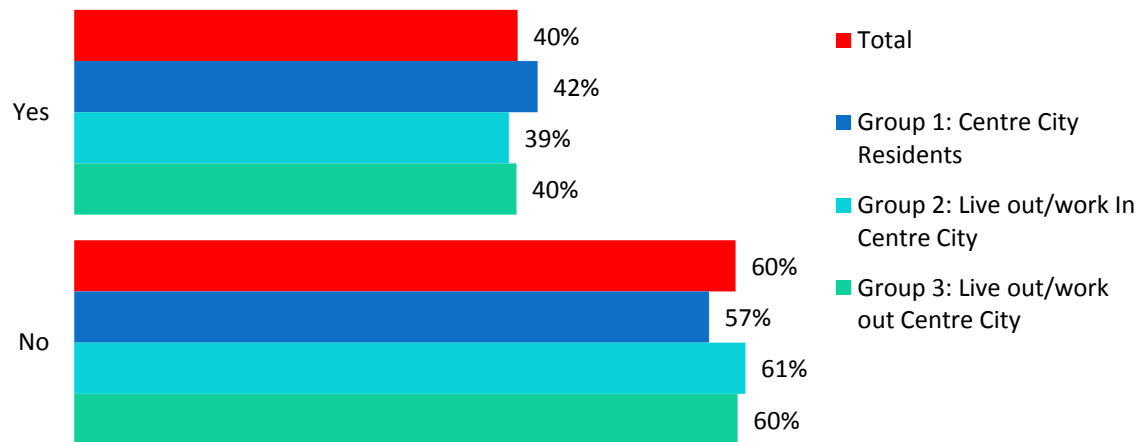


Sample size for open-ended responses = 794

The first question citizens were asked regarding cleanliness was intended to identify what knowledge Calgarians have regarding Centre City cleaning activities. Citizens were asked, but not prompted, to share their knowledge of City of Calgary programs that focus on cleaning up the Centre City. The intent of this question was to hear top of mind thoughts from citizens. Their responses were then themed and classified in one of the listed categories identified on the following graph (Graph 15).

The results were highly varied, some responses reflected citizen knowledge of the City's Clean to the Core initiative, such as graffiti removal, enhancing safety and cleanliness. The majority of responses referred to the increase in Calgary Police Service Beat Teams on the streets. The attention to Beat Teams may have been a result of the City's efforts to promote the work they have done in this area as well as the amount of media attention this initiative has received in the last year. It may also be that citizen's perception of safety and cleanliness are intertwined and it is difficult to separate one's opinion of safety and cleanliness. A full listing of verbatim responses is included in Appendix C.

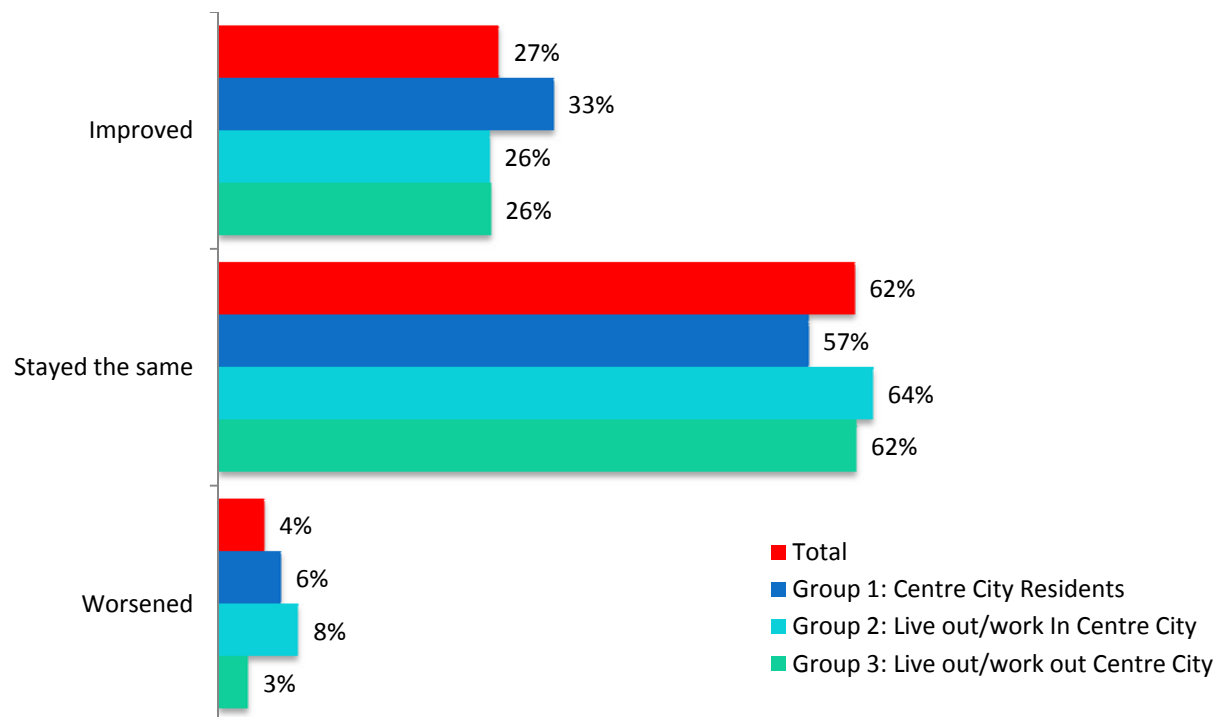
**Graph 16 Citizens awareness of *Clean to the Core* program**



Citizens were asked about their awareness of the Clean to the Core program (Graph 16). Highlights include:

- Two in five Calgarians were familiar with the Clean to the Core initiative.
- There was little difference in awareness between the three sample groups.

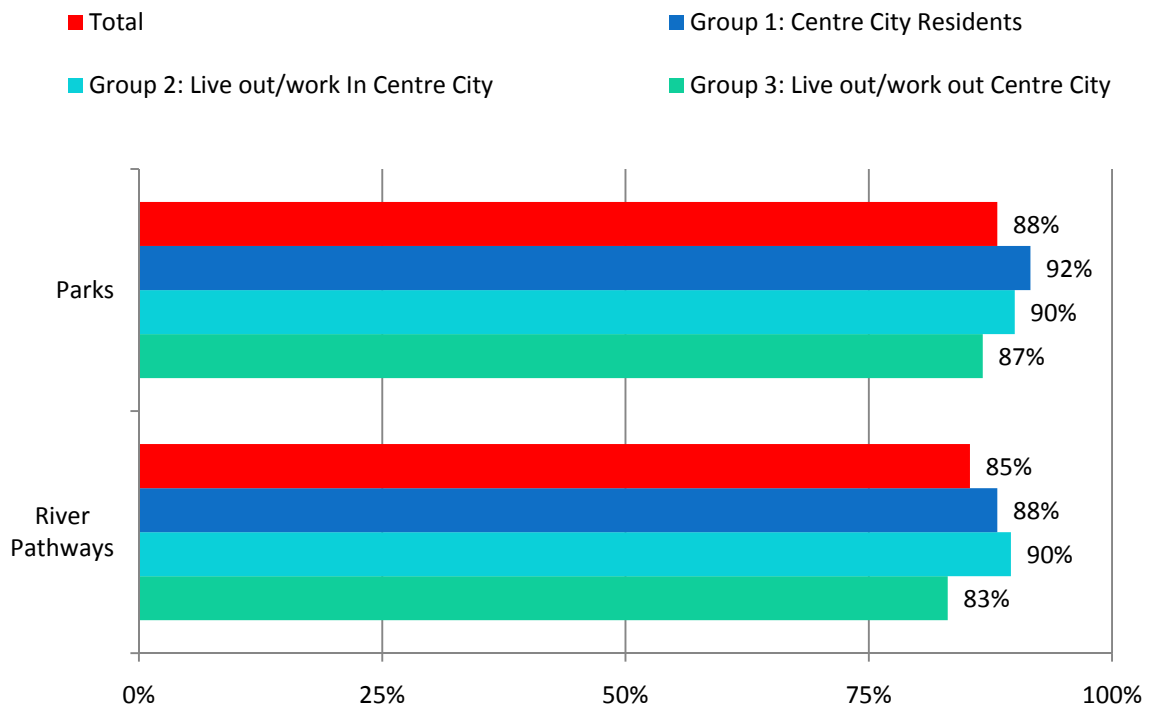
**Graph 17 Citizens perceived change in cleanliness over the past year**



Citizens were asked if they felt that the cleanliness of the Centre City had improved, stayed the same or worsened over the past year (Graph 17). Highlights of the results include:

- Nearly three in ten Calgarians reported cleanliness in the Centre City had improved in the past year.
- Two in three Calgarians reported that cleanliness had stayed the same.
- There were only slight differences between groups, but Calgarians that spent more time in the area were more likely to report positively.

**Graph 18 Cleanliness of Centre City parks and river pathways (satisfied ratings only)**

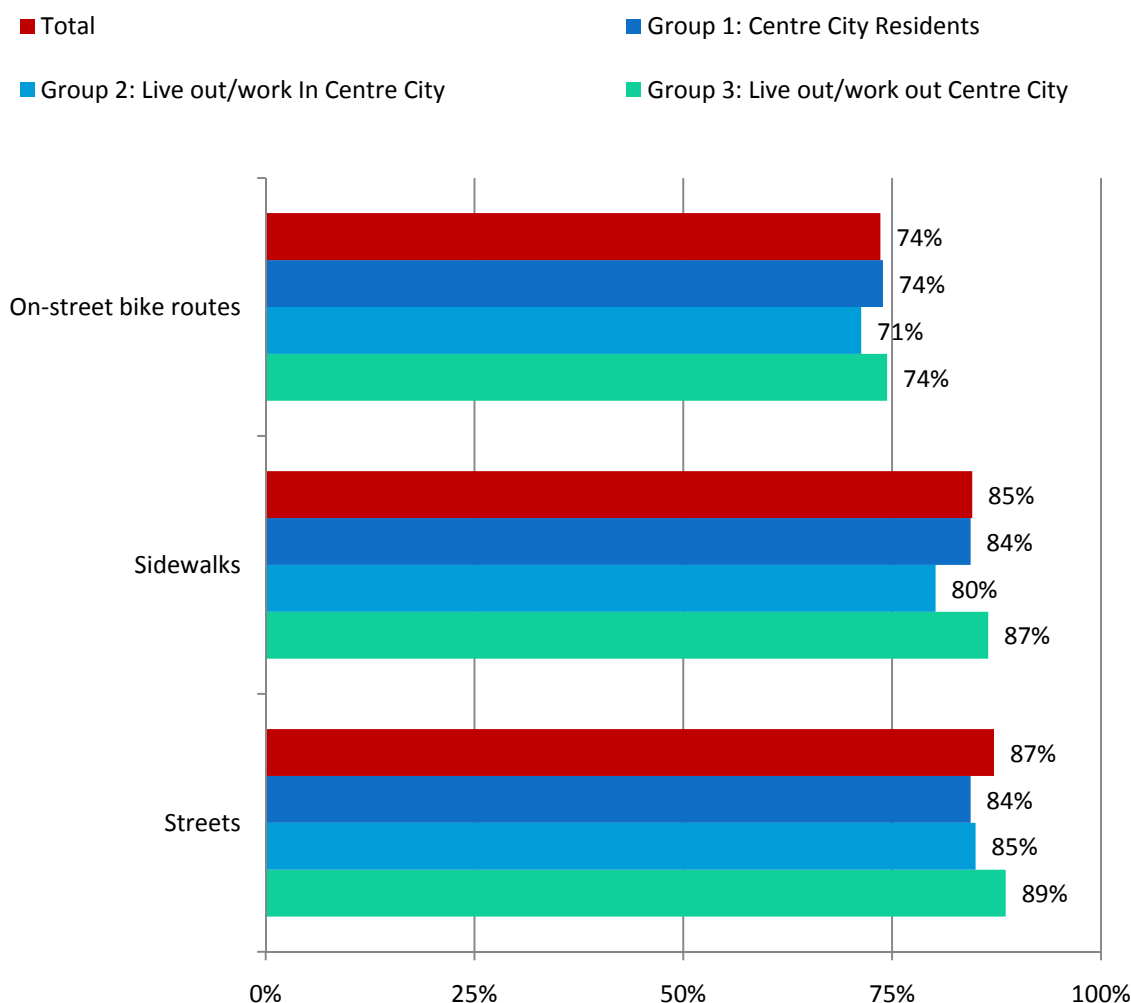


Citizens were asked to rate how satisfied they were with the cleanliness of Centre City parks and pathways (Graph 18). Highlights of the results include:

- Nearly three in ten Calgarians were satisfied with the cleanliness of both parks and pathways.
- Groups that were more familiar with parks (Group 1 and Group 2) gave higher cleanliness ratings than Group 3, which reported not visiting Centre City parks and pathways as frequently.



**Graph 19 Cleanliness of Centre City on-street bike routes, sidewalks and streets (satisfied ratings only)**

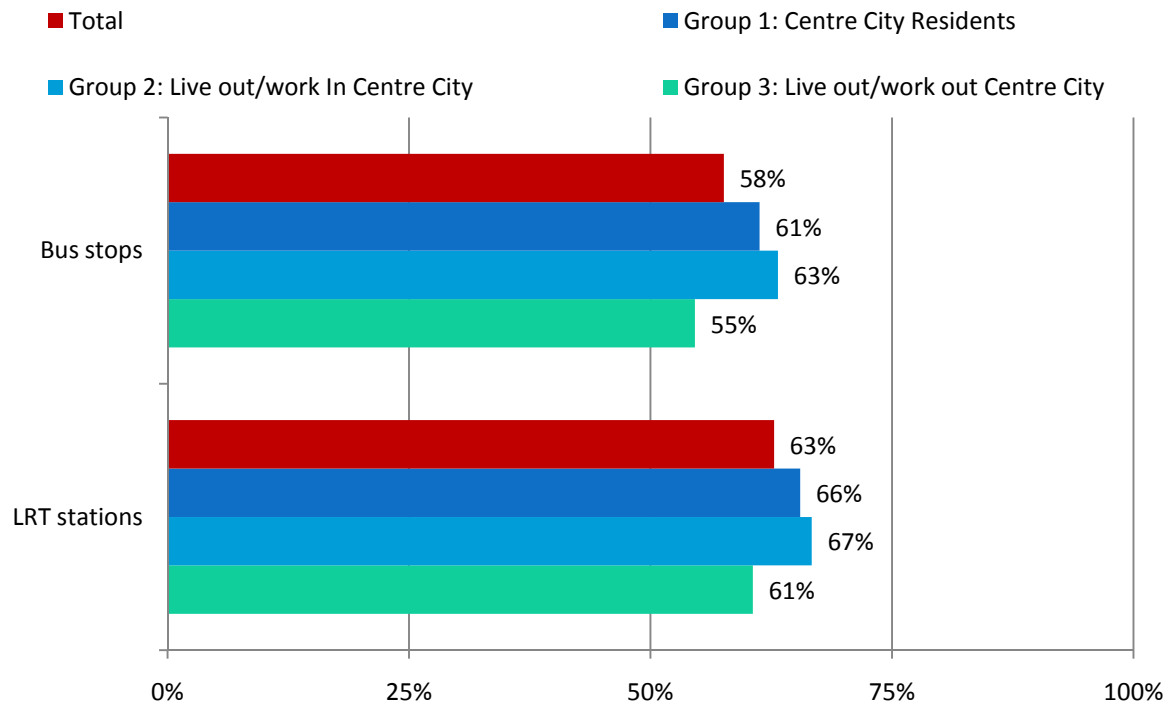


Cleanliness satisfaction ratings for Centre City on-street bike routes, sidewalks and streets are summarized in Graph 19. Highlights include:

- Seven in ten Calgarians were satisfied with the cleanliness of Centre City on-street bike routes.
- Nearly nine in ten Calgarians were satisfied with the cleanliness of sidewalks and streets.

Recognizing that a small percentage of Calgarians use Centre City on-street bike routes, additional analysis was undertaken to determine the satisfaction ratings for cleanliness from frequent (at least once a month) users. This additional analysis determined that 78% of frequent Centre City on-street bike route users were satisfied with the cleanliness of this infrastructure, which is similar to the Calgary average of 74%.

**Graph 20 Cleanliness of Bus Stops and LRT stations (satisfied ratings only)**



Citizens were asked to rate their satisfaction with the cleanliness of Centre City bus stops and LRT stations (Graph 20). Highlights of these results include:

- Approximately six in ten Calgarians were satisfied with the cleanliness of Centre City bus stops and LRT stations.
- The more frequent a group takes transit, the greater their satisfaction level.

Recognizing that satisfaction levels varied based on how frequent Calgarians take transit, an additional analysis was undertaken to determine how satisfied frequent transit riders were with the cleanliness of Centre City bus stops and LRT stations. For this analysis, frequent transit riders were defined as those who reported using the LRT or bus as their primary form of transportation to/from and within the Centre City (Graph 7 through Graph 9). Results of this additional analysis indicated that:

- 71% of frequent LRT riders (monthly or greater) that travel to/from and within the Centre City rated the LRT stations as clean. These results are higher than the Calgary average of 63% (Graph 20).
- 64% of frequent bus riders (monthly or greater) that travel to/from and within the Centre City rated bus stops as clean. These results are similar to the Calgary average of 58% (Graph 20).

## 4.4 Centre City Safety

Calgarians were asked questions regarding safety in the Centre City. The objectives for these questions were to:

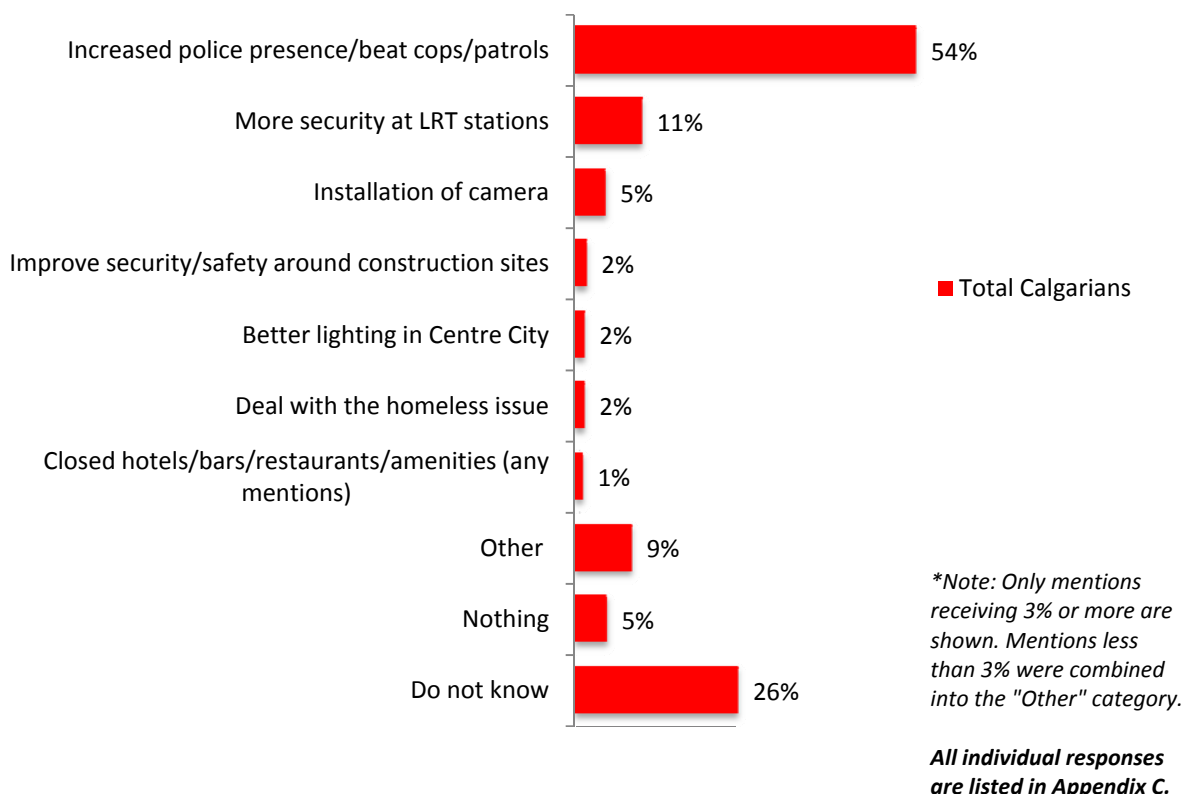
- Determine what knowledge Calgarians have regarding the efforts or activities The City of Calgary has taken to improve safety in the Centre City;
- Test Calgarians awareness of the new Calgary Police Service *Beat Team* initiative;
- Establish how safe Calgarians would feel alone in key areas of the Centre City; and
- Identify if citizens have recognized a change in the overall safety of the Centre City over the past year.

A summary of the safety questions that respondents were asked is listed in Table 6. Included with each question is a link to the numbered perception survey question, which is included in Appendix A.

**Table 6 Centre City safety questions**

Survey Question (Abridged)	Survey Question No.
To the best of your knowledge, what, if any, actions or initiatives has The City of Calgary made to improve safety in the Centre City over the past 12 months? (Open ended response)	Q9A
<i>As you may or may not be aware, the Calgary Police Service implemented a 'Beat Team' of officers in the Centre City. Before today, had you read, seen, or heard anything about this initiative?</i>	Q9B
Before today, had you read, seen, or heard anything about this initiative?	
Please indicate how safe you feel, or would feel, <u>alone</u> between <b>8 am and 5 pm</b> in the following Centre City areas during weekdays and the weekend? <ul style="list-style-type: none"><li>• Walking on sidewalks</li><li>• Waiting at LRT stations</li><li>• Waiting at bus stops</li><li>• Visiting parks</li><li>• Travelling on river pathways</li><li>• Cycling on an on-street bike route</li><li>• Driving the streets</li></ul>	Q10
Would you say very safe, somewhat safe, not very safe or not at all safe?	
And how safe do you feel, or would you feel, <u>alone</u> after <b>5 pm</b> in the same Centre City areas during weekdays and the weekend?	Q11
Would you say very safe, somewhat safe, not very safe or not at all safe?	
Reflecting on the last 12 months, would you say safety in the Centre City has improved, stayed the same or worsened?	Q12

**Graph 21** Calgarians knowledge of City of Calgary safety improvements over the last 12 months

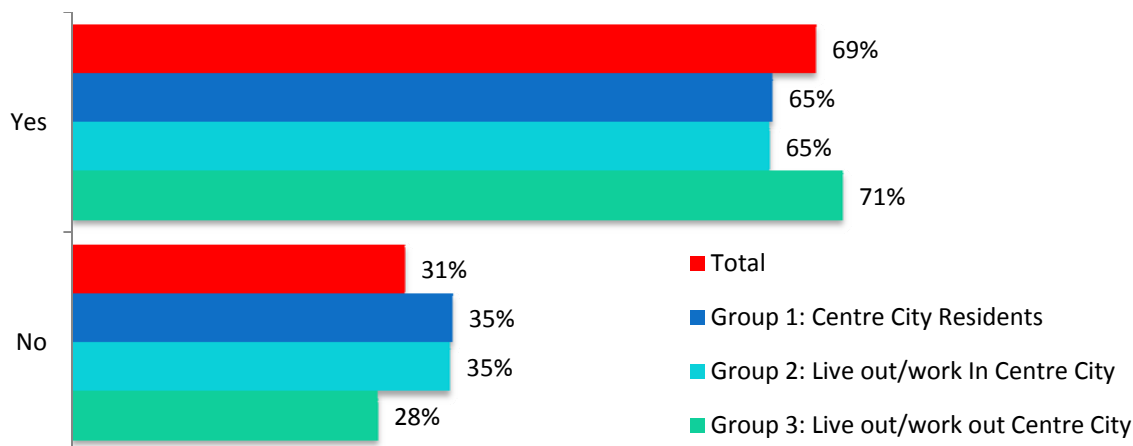


Sample size for open-ended responses = 794

The first question Calgarians were asked regarding safety was designed to hear top of mind thoughts from citizens on what they felt The City of Calgary had done over the past year to improve safety in the Centre City. Respondents were not prompted and the responses were classified in the themes summarized on the following graph (Graph 21). A full listing of verbatim responses is listed in Appendix C. Result highlights include:

- One in two Calgarians noted the Calgary Police Service *Beat Team* initiative as an effort to improve safety in the Centre City.
- One in four respondents indicated they did not know what actions were being taken to improve safety.

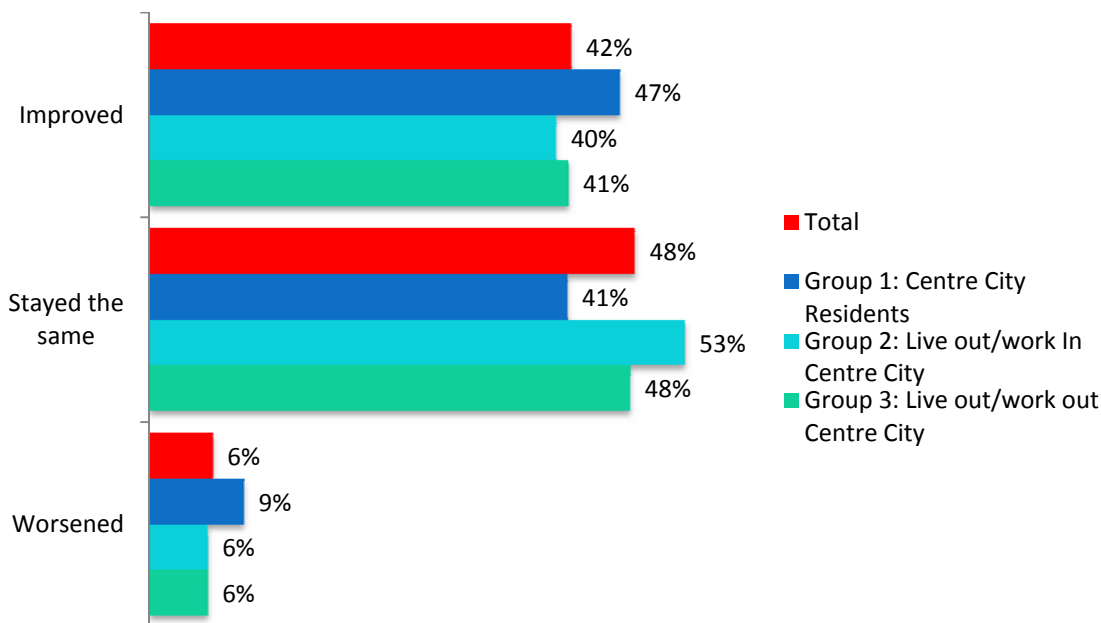
**Graph 22 Citizen awareness of the new Calgary Police Service *Beat Team* initiative**



Citizens were asked about their awareness of the new Calgary Police Service *beat team* initiative (Graph 16). Highlights include:

- Just over two in three Calgarians were aware of the new beat team initiative.
- Calgarians that live out/work out of the Centre City (Group 3) were more aware of this new initiative than those who live (Group 1) and work (Group 2) in the Centre City.

**Graph 23 Citizens perceived change in safety over the past year**



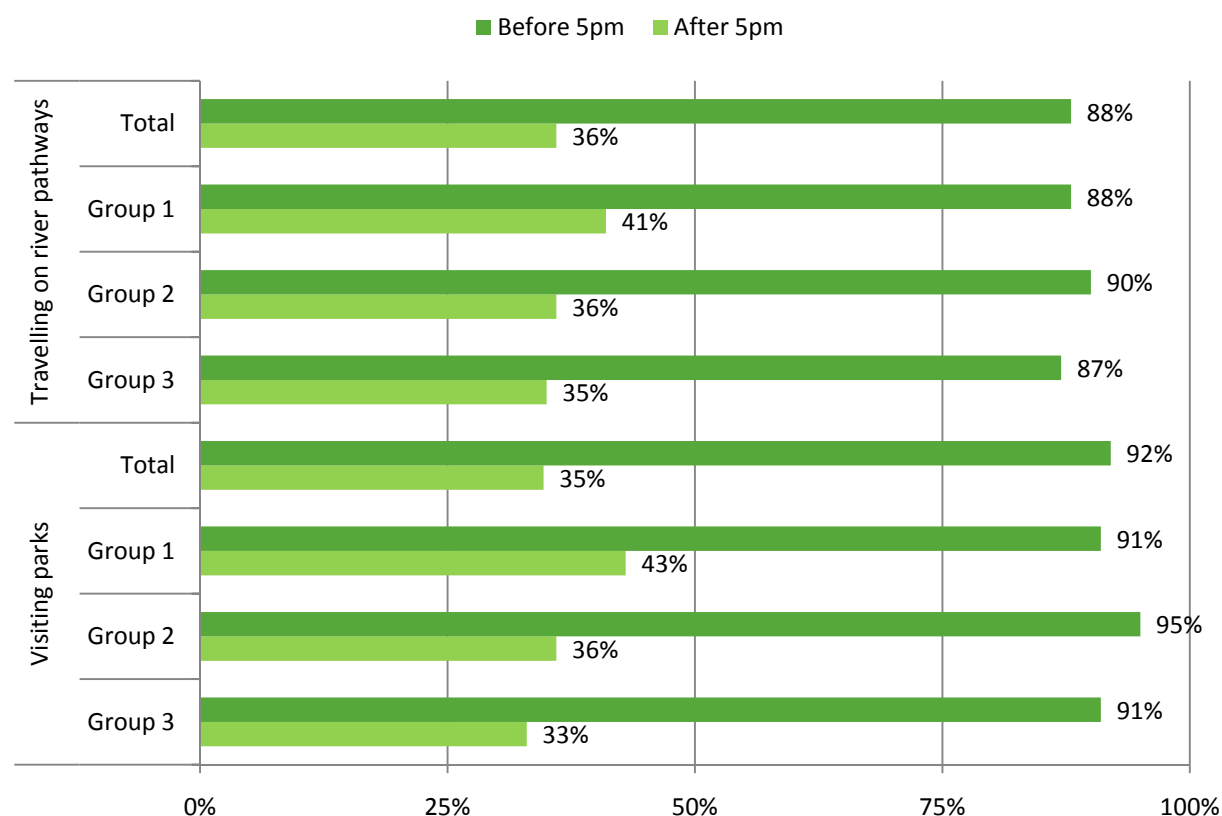
Citizens were asked if they felt that safety in the Centre City had improved, stayed the same or worsened over the past year (Graph 23). Highlights include:

- Four out of ten Calgarians reported that safety improved in the Centre City over the past year.
- Nearly half of all respondents felt that safety had stayed the same.
- Centre City residents (Group 1) who most frequently go in the Centre City during the day and evening reported the greatest improvement in safety over all other groups.

Calgarians were asked to rate how safe they would feel alone in key areas of the Centre City during the day (8 am to 5 pm) and at night (after 5 pm) for all days of the week. The results of these safety ratings are presented in the series of graphs below (Graph 24 through Graph 25). The dark green bars show the percentage of citizens that felt safe during the day and the light green bars represent the percentage of citizens that reported feeling safe after 5 pm.

For the purpose of this report *very safe* and *reasonably safe* have been collapsed; however, it is important to note that the difference between being *very safe* and *reasonably safe* does vary by group. Overall, Calgarians that live (Group 1) and live out/work in the Centre City (Group 2) were more likely to report being *very safe* rather than *reasonably safe* for most areas, whereas those that live out/work out of the Centre City (Group 3) were often equally split between *very* and *reasonably safe*.

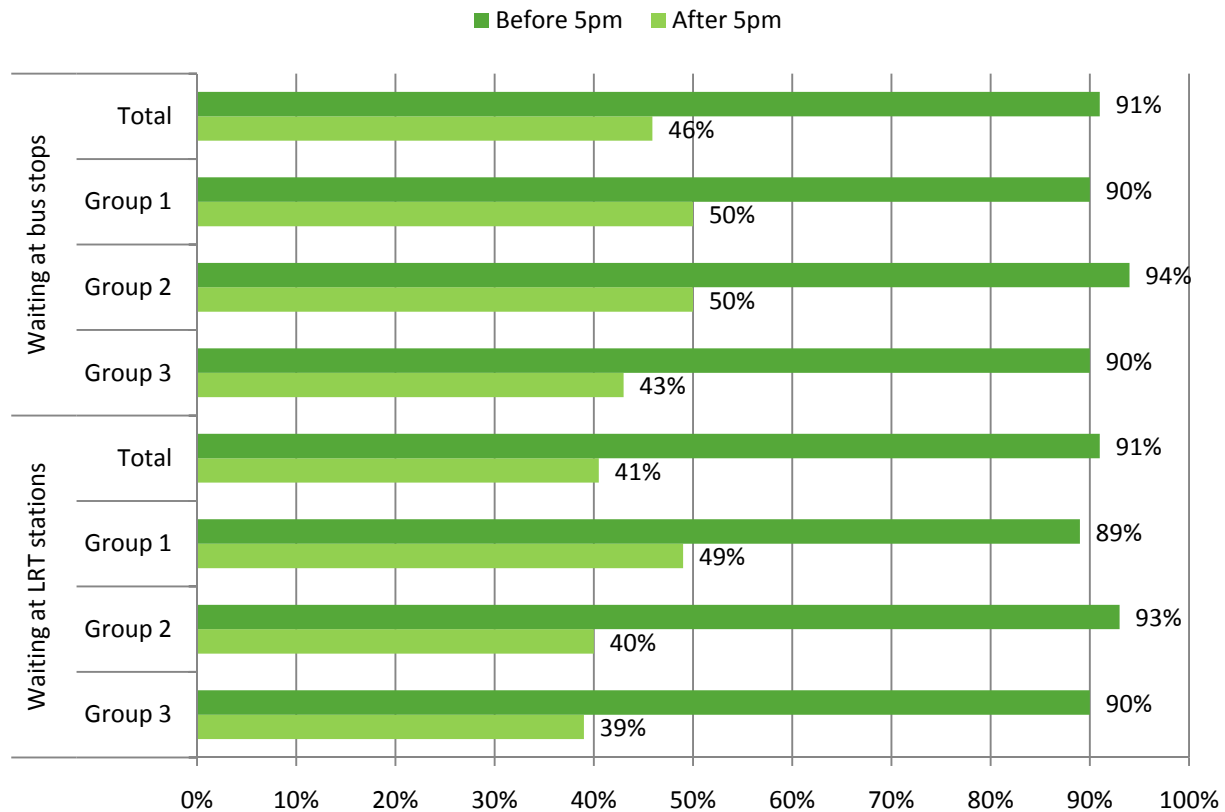
**Graph 24 Safety while visiting Centre City parks and travelling on river pathways**



Graph 24 summarizes how safe Calgarians feel alone while visiting Centre City park and river pathways. Highlights include:

- Around nine in ten Calgarians felt safe visiting Centre City parks or travelling river pathways during the day.
- On average, 35% of Calgarians reported feeling safe when alone in Centre City parks and pathways after 5 pm.
- Overall, Centre City residents (Group 1) reported feeling safer in parks and pathways after 5 pm, when compared to the other groups.

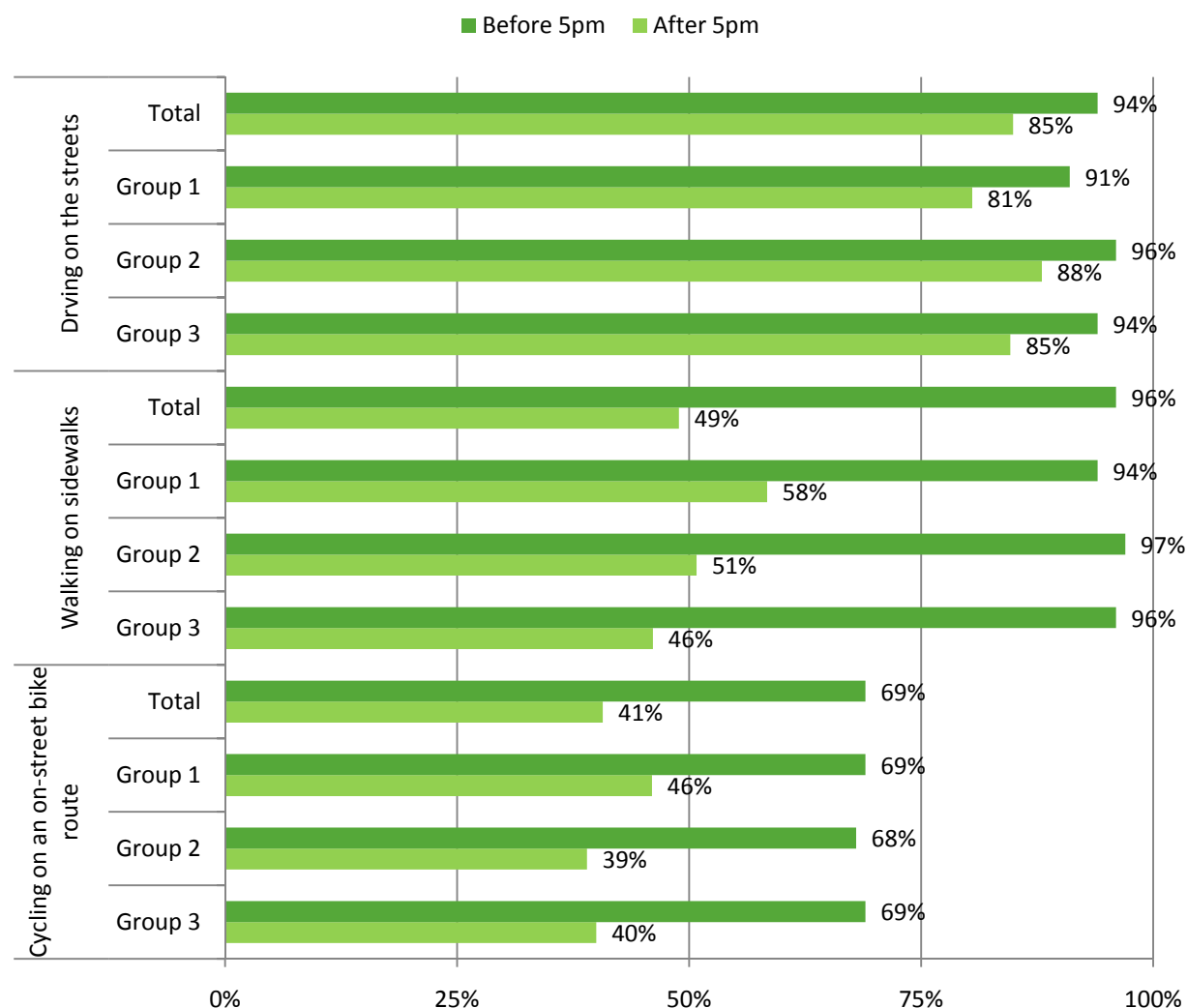
**Graph 25 Safety at Centre City LRT stations and bus stops**



Graph 24 summarizes how safe Calgarians reported while waiting at Centre City LRT stations and bus stops alone. Highlights include:

- Around nine in ten Calgarians felt safe waiting at Centre City LRT stations and bus stops between 8 am and 5 pm.
- After 5 pm, just over four in ten Calgarians reported feeling safe waiting at LRT stations and bus stops.
- On the whole, Calgarians that had a greater familiarity with Centre City transit (i.e. frequent riders) felt safer waiting at LRT stations and bus stops.

**Graph 26 Safety on Centre City streets, sidewalks and on-street bike routes**



Calgarians were asked to rate how safe they would feel alone in the Centre City when driving the streets, walking down sidewalks and cycling on on-street bike routes. The results are summarized in Graph 26 and highlighted below.

- On average, 95% of Calgarians reported feeling safe driving Centre City streets and walking on sidewalks during the day.
- Seven in ten Calgarians reported feeling safe cycling on on-street bike routes during the day.
- Perception of safety was lower after 5 pm for walking on sidewalks and cycling on-street bike routes, but did not change too significantly for driving the streets.
- Overall, there was little difference between perceptions of safety with all groups during the day on Centre City streets, sidewalks and on-street bike routes.
- After 5 pm Centre City residents (Group 1) reported higher levels of safety than the other groups when walking on sidewalks and cycling on on-street bike routes.

An additional analysis was undertaken to determine how safe frequent (monthly or greater) on-street bike users felt on on-street bike routes during the day and evening.



- 78% of frequent on-street bike users reported feeling safe during the day and 61% reported feeling safe after 5 pm when cycling on Centre City on-street bike routes, which is higher than the overall Calgary average of 69% and 41%, respectively.

## 4.5 Centre City Living

The final survey questions were designed to gather information relating to the desirability of the Centre City as a place for living. The objectives for these questions were to:

- Understand how long Calgarians choose to reside in the Centre City; and
- Understand how desirable the Centre City is as a place to live.

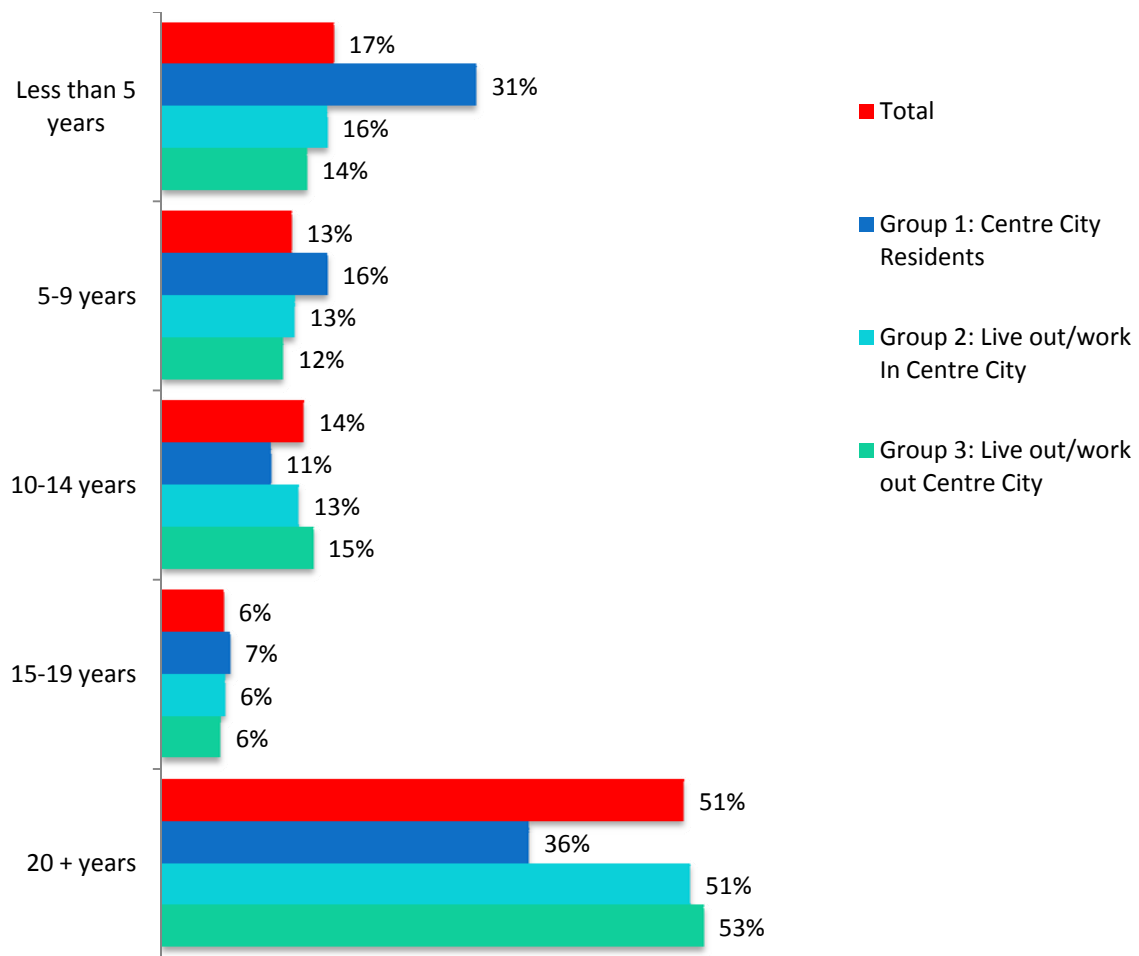
A summary of the questions respondents were asked is listed in Table 7. Included with each question is a link to the numbered perception survey question, which is included in Appendix A.

**Table 7 Centre City living questions**

Survey Question (Abridged)	Survey Question No.
How many years have you lived in Calgary?	Q13A
<i>(For those living in Centre City)</i>	Q13B
How many years have you lived in the Centre City?	Q13C
<i>(For those living in Centre City)</i>	
How likely are you to remain living in the Centre City for at least the next three years?	
Would you say very likely, somewhat likely, not very likely, or not at all likely?	Q13D
<i>(For those living outside the Centre City)</i>	
Over the next three years, how likely are you to move into the Centre City?	
Would you say very likely, somewhat likely, not very likely, or not at all likely?	Q14
Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement. "The Centre City is a desirable place for me to live"	
Would you say you strongly agree, somewhat agree, somewhat disagree, or strongly disagree?	

Calgarians were asked how long they have lived in Calgary as well as in the Centre City. Further questions explored the likelihood of Calgarians to relocate or remain in the Centre City, as well as the desirability of the Centre City as a place of residence.

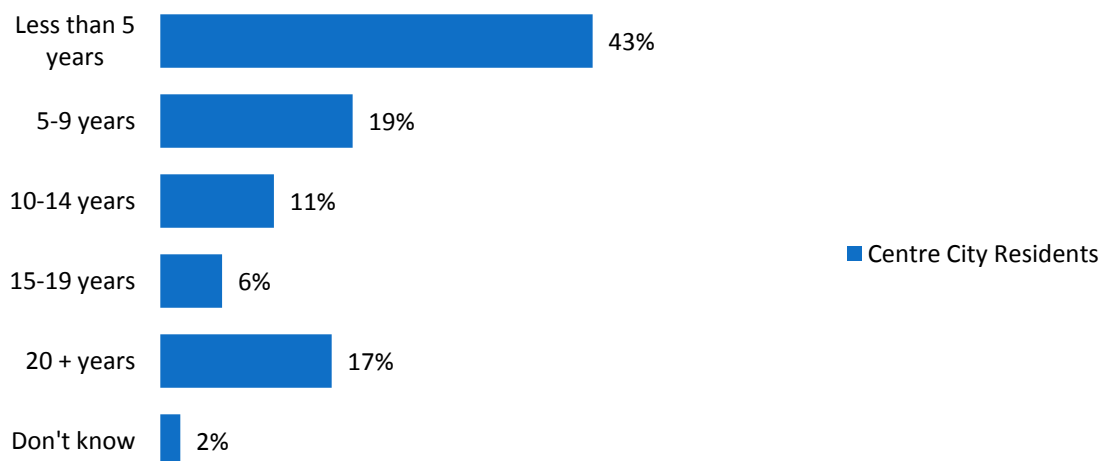
**Graph 27 Length of residency in Calgary**



Graph 27 summarizes how long phone survey respondents have lived in the City of Calgary. Highlights include:

- Half of all Calgarians have lived in the city for more than 20 years.
- The majority of long time Calgarians chose to reside outside of the Centre City while the majority of new Calgarians move into the Centre City.

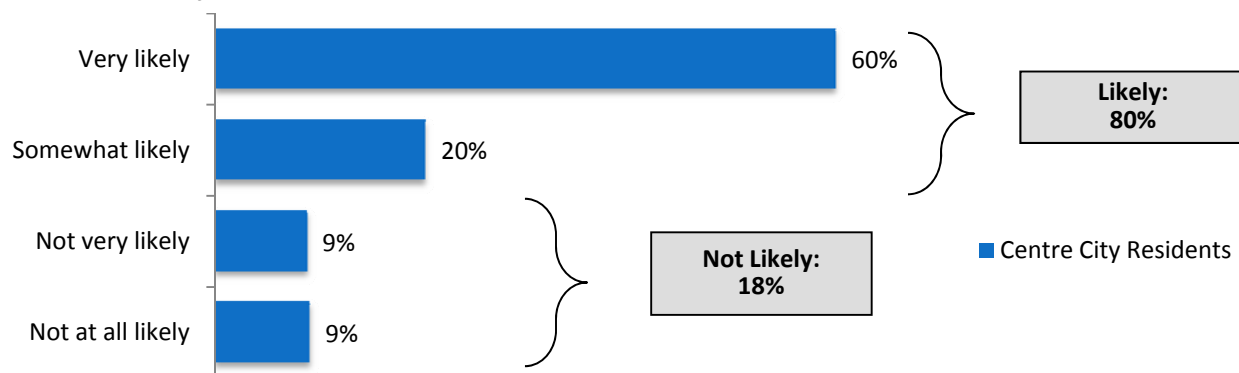
**Graph 28 Length of residency in the Centre City (Group 1)**



Centre City residents (Group 1) were asked how long they have resided in the Centre City. Highlights include:

- Four in ten residents have lived in the Centre City for less than five years.
- Six in ten residents have lived in the area for more than five years and nearly one-quarter have resided in the Centre City for over fifteen years.

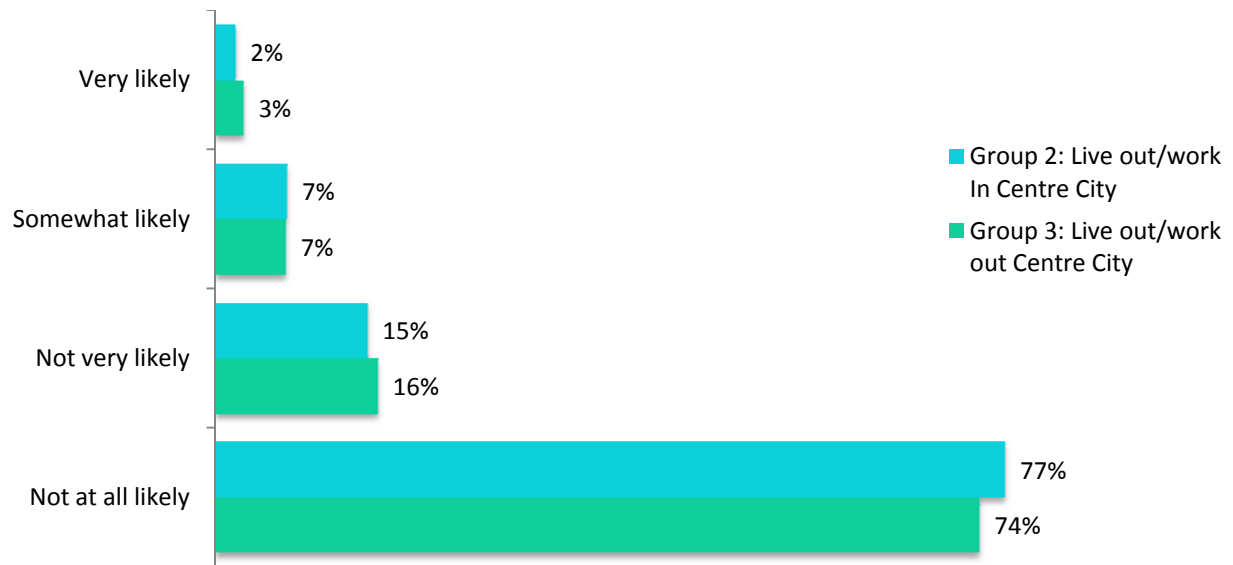
**Graph 29 Likelihood of Centre City residents (Group 1) remaining in the Centre City for the next three years**



Residents of the Centre City (Group 1) were asked how likely they were to remain living in the Centre City for at least the next three years (Graph 29). Results include:

- Eight in ten residents indicated they were likely to continue living in the Centre City for at least the next three years.
- 60% of residents stated they were "very likely" to remain living in the Centre City for at least three years.

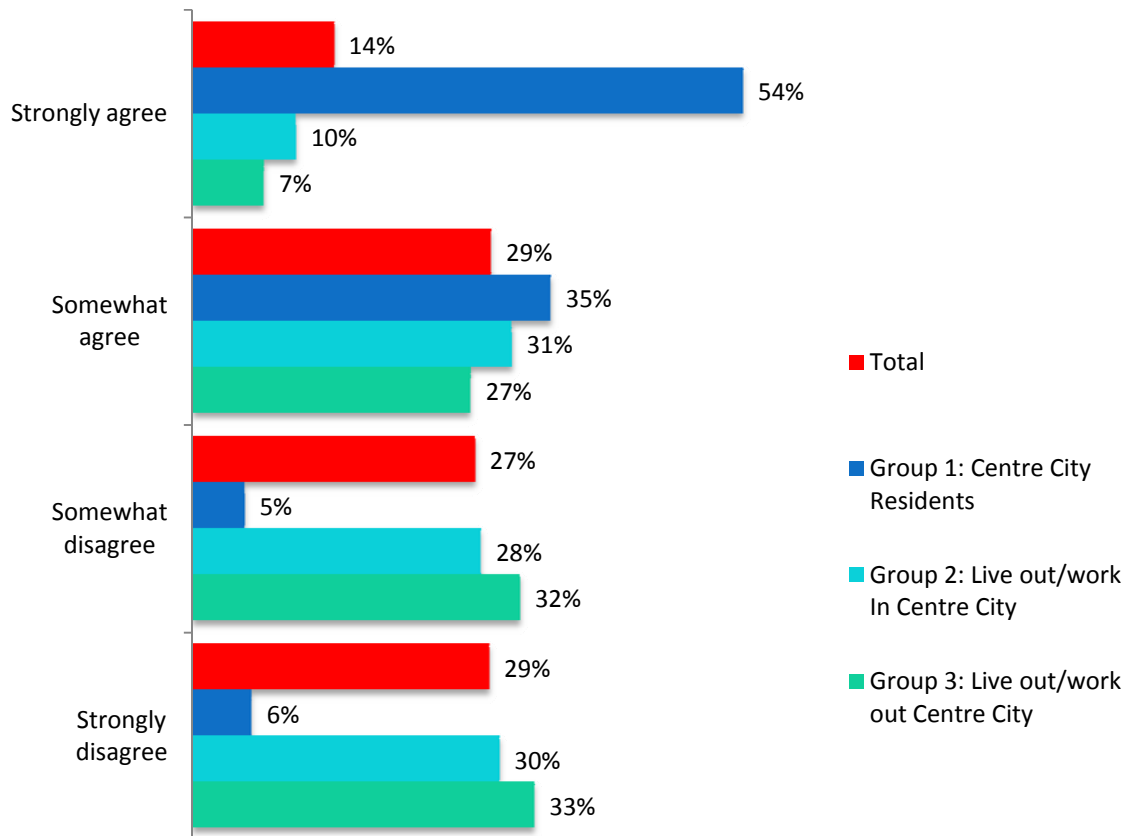
**Graph 30 Likelihood of Calgarians to relocate to the Centre City**



Calgarians that live out/work in (Group 2) and live out/work outside the Centre City (Group 3) were asked how likely they were to move into the Centre City (Graph 30). Highlights include:

- One in ten Calgarians living outside the Centre City said they were likely to move into the area.
- 2% to 3% of respondents indicated they were "very likely" to move to the Centre City.

**Graph 31** Calgarians agreement with the statement “The Centre City is a desirable place for me to live”



Calgarians were asked how they agreed with the statement "The Centre City is a desirable place for me to live" (Graph 31). Highlights include:

- Nearly 9 in 10 Centre City residents agreed the Centre City was a desirable place for them to live.
- 4 in 10 Calgarians that live out/work in the Centre City (Group 2) and 3 in 10 Calgarians that live out/work outside the Centre City (Group 3) agreed the Centre City was a desirable place for them to live.

## 5.0 Conclusion

The research initiated by Centre City Implementation has met the key objectives of the study.

### **Gathering clear and statistically valid performance measures of Calgarians opinions and perceptions of the Centre City.**

The survey was designed by CCI and BMR in consultation with key business units, corporate reporting groups and Ipsos Reid. The result was a 16 minute survey that posed questions on safety, living, visitation patterns and infrastructure. By applying a stratified random sampling method, which included dividing the population into three groups and taking a random sample, and by meeting the targeted number of required response from each group, the data that was collected is statistically valid.

While there were distinct differences between the three groups in terms of how often they visited the Centre City and the purpose for their visit, there were often strong similarities in their perceptions. When perceptions were noticeably different between groups it was likely related to citizen's personal experience. For example, citizens that live out/work outside the Centre City (Group 3) reported the lowest levels of importance with Centre City sidewalks but were the least likely to use them, similarly Centre City residents (Group 1) reported the highest levels of safety in the evening and were also most likely to be going out in the Centre City during this time.

### **Providing a benchmark against which future actions and initiatives in the Centre City could be gauged.**

With 1,172 Calgarians completing the survey, from three subgroups, the survey can be repeated again in the future and the results can be compared to the current survey, allowing The City to gauge the results and impact of future actions and initiative. Results of a survey of this size are considered accurate to within +/- 2.3 percentage points, nineteen times out of twenty. Future research can be designed to show a change in citizen knowledge, attitude or behaviour over time.

### **Generating valuable information that may help inform City of Calgary business units and better deliver programs or services within the Centre City.**

The results of this survey will help The City of Calgary better understand Calgarians perception of the Centre City including what citizens reported as working well in addition to potential areas for improvement.

Overall, the findings were generally positive with Calgarians reporting a high level of safety and satisfaction with the most widely used Centre City infrastructure. One in three citizens reported cleanliness has improved in the last year and nearly half reported safety has improved. Citizens also noted satisfaction with parks and pathways in the Centre City. Areas that may require further attention from The City of Calgary include: perceived levels of safety during the evening, cleanliness of LRT stations, bus stops and on-street bike routes, and the quality of Centre City sidewalks, roads and on-street bike routes.





# Appendix A: Perception Survey Telephone Guide

## Centre City Implementation (CCI) Citizen Perception Survey

### FINAL Telephone Survey Questions

November 16, 2009

Hello, my name is \_\_\_\_\_. I'm calling from Ipsos-Reid the national public opinion research company. I am not selling anything. The City of Calgary has commissioned us to conduct a survey of Calgarians to understand your opinions regarding city programs and services. Please be assured that all your responses are confidential, and you will not be personally identified. Your responses will be used to help improve The City's delivery of services to Calgarians, and your contribution will be greatly appreciated.

(INTERVIEWER NOTE: IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "Centre City Implementation Citizen Perception Survey." City Staff would be happy to address your concerns.)

## SCREENERS

### S. Do you live in the City of Calgary?

Yes (CONTINUE)

No (THANK & TERMINATE)

### S1. Do you have the time to complete a 15 minute survey?

Yes (CONTINUE)

No (SCHEDULE CALLBACK)

### S2. Are you 18 years of age or older?

Yes (CONTINUE)

No, May I please speak with someone who is? (REPEAT INTRODUCTION)

No, not qualified / available (THANK & TERMINATE)

### S3. Record Gender (DO NOT ASK)

Male

Female

Before we begin, I want to let you know that the information from this survey is collected under the authority of the Freedom of Information and Protection of Privacy Act, Section 33 (c) and is used to provide guidance to The Mayor, City Council and City administration when it comes to making decisions regarding civic services. For additional information, please contact The City of Calgary at 3-1-1 and specifically mention the "Centre City Implementation Citizen Perception Survey."

**S4. As you may or may not be aware, Calgary's Centre City is bounded by the Bow River and Prince's Island Park to the north; the Elbow River, including Fort Calgary, The Saddle dome and Stampede Grounds to the east; 17th Avenue to the south; and, 14th Street to the west.**

**Based on this definition, do you currently live inside or outside of the Centre City?**

Inside Centre City

Outside of Centre City

[THANK & TERMINATE IF DON'T KNOW TO S4]

**S5. And based on this definition, do you currently work inside or outside of the Centre City, or are you not in the workforce?** (READ DEFINITION ONLY IF ASKED: Calgary's Centre City is bounded by the Bow River and Prince's Island Park to the north; the Elbow River, including Fort Calgary, The Saddle dome and Stampede Grounds to the east; 17th Avenue to the south; and, 14th Street to the west.)

Inside Centre City

Outside of Centre City

Not in the workforce

[THANK & TERMINATE IF DON'T KNOW TO S5]

[TRACK QUOTAS BASED ON S4 & S5]

**S6. Can you please tell me what community you live in?**

[RECORD VERBATIM]

## VISITATION PATTERNS

The City of Calgary is interested in understanding your visitation patterns within the Centre City. Please keep this region in mind as we work through the survey and ask for a reminder of the boundaries whenever necessary.

The next few questions will focus on the time you spend in this area during the week and weekend.

[ASK IF LIVE IN CENTRE CITY AT S4]

**Q1. Typically, how often do you go out in the Centre City, for activities including things such as dining, shopping, recreation, entertainment, and groceries – but excluding work –** [INSERT FIRST OPTION]? (INTERVIEWER NOTE ONLY IF ASKED: The Centre City boundaries are: to the north, the Bow River and Prince's Island Park; to the east, the Elbow River, including Fort Calgary, The Saddle dome and Stampede Grounds; to the south, 17th Avenue along the south; and to the west, 14th Street.) Would you say (READ SCALE)? (REPEAT SCALE ONLY IF NECESSARY. FOR EXAMPLE, IF RESPONDENT SAYS 5 TIMES PER WEEK, DO NOT REPEAT SCALE, RECORD WEEKLY.) And how about [INSERT NEXT OPTION]?

OPTIONS [DO NOT RANDOMIZE ORDER]

During week days

During week day evenings

During the weekend

[SCALE]

Daily

Weekly

Monthly

A few times a year

Once a year or less

Never (DO NOT READ)

[ASK IF LIVE OUTSIDE OF CENTRE CITY AT S4]

**Q1B. Typically, how often do you go to the Centre City, for activities including things such as dining, shopping, recreation, entertainment, and groceries – but excluding work –** [INSERT FIRST OPTION]? (INTERVIEWER NOTE ONLY IF ASKED: The Centre City boundaries are: to the north, the Bow River and Prince's Island Park; to the east, the Elbow River, including Fort Calgary, The Saddle dome and Stampede Grounds; to the south, 17th Avenue along the south; and to the west, 14th Street.) Would you say (READ SCALE)? (REPEAT SCALE ONLY IF NECESSARY. FOR EXAMPLE, IF RESPONDENT SAYS 5 TIMES PER WEEK, DO NOT REPEAT SCALE, RECORD WEEKLY.) And how about [INSERT NEXT OPTION]?

OPTIONS [DO NOT RANDOMIZE ORDER]

During week days

During week day evenings

During the weekend

[SCALE]

Daily

Weekly  
Monthly  
A few times a year  
Once a year or less  
Never (DO NOT READ)

[ASK IF LIVE OUTSIDE OF CENTRE CITY AT S4]

**Q2. What is the primary form of transportation you use to travel to and from the Centre City? (DO NOT READ LIST)**

Walk/run  
Bike  
Bus  
LRT  
Personal Vehicle/ Car/ Automobile  
Taxi  
Car pool  
Other (Please specify)

[ASK IF IN CENTRE CITY AT S4]

**Q2B. What is the primary form of transportation you use to travel from the Centre City to other locations in Calgary? (DO NOT READ LIST)**

Walk/run  
Bike  
Bus  
LRT  
Personal Vehicle/ Car/ Automobile  
Taxi  
Car pool  
Other (Please specify)

[ASK ALL]

**Q3. What is the primary form of transportation you use to travel within the Centre City boundaries? (DO NOT READ LIST)**

Walk/run  
Bike  
Bus  
LRT  
Personal Vehicle  
Taxi  
Car pool  
Other (Please specify)

**Q4. Approximately how often have you done each of the following, in the past 12 months?**

[INSERT FIRST ITEM – RANDOMIZE ORDER] Would you say (READ LIST)? (REPEAT SCALE ONLY IF NECESSARY. FOR EXAMPLE, IF RESPONDENT SAYS 5 TIMES PER WEEK, DO NOT REPEAT SCALE, RECORD WEEKLY.) How about [INSERT NEXT ITEM – RENDOMIZE ORDER]?

[ITEMS]

Taken the LRT in the Centre City  
Taken a Bus in the Centre City  
Traveled in a personal vehicle in the Centre City  
Visited a Centre City park  
Traveled a Centre City river pathway  
Cycled on a Centre City on-street bike route  
Attended a Centre City sporting event (remember the boundaries include the Saddle dome)  
Visited a Centre City museum or art gallery, theatre or concert  
Eaten lunch in a Centre City restaurant or bar  
Eaten dinner in a Centre City restaurant or bar  
Shopped in the Centre City

[SCALE]

Daily

Weekly

Monthly

A few times a year

Once a year or less

Never (DO NOT READ)

## INFRASTRUCTURE

The next two questions focus on the condition of infrastructure in the Centre City.

**Q5A. I am going to read you a list of different pieces of Centre City infrastructure and I'd like you to tell me how important each one is to you.** The first one is [INSERT FIRST ITEM – RANDOMIZE ORDER]. Would you say they are very important, somewhat important, not very important or not at all important? How about [INSERT NEXT ITEM – RANDOMIZE ORDER]? (REPEAT SCALE ONLY AS NECESSARY)

[ITEMS]

Centre City Parks  
Centre City river pathways  
Centre City on-street bike routes  
Centre City sidewalks  
Centre City roads

[SCALE]

Very important  
Somewhat important  
Not very important  
Not at all important  
(DO NOT READ) Don't have an opinion/ not applicable/ not qualified to answer/ don't use them/ don't know

**Q5B. Thinking about the same pieces of infrastructure, please indicate how satisfied you are with each.** The first one is [INSERT FIRST ITEM – RANDOMIZE ORDER]. Would you say you are very satisfied, somewhat satisfied, not very satisfied or not at all satisfied? How about [INSERT NEXT ITEM – RANDOMIZE ORDER]? (REPEAT SCALE ONLY AS NECESSARY)

[ITEMS]

Centre City Parks  
Centre City river pathways  
Centre City on-street bike routes  
Centre City sidewalks  
Centre City roads

[SCALE]

Very satisfied  
Somewhat satisfied  
Not very satisfied  
Not at all satisfied  
(DO NOT READ) Don't have an opinion/ not applicable/ not qualified to answer/ don't use them/ don't know

## **CLEANLINESS**

**Q6A. Thinking about what you may have read, seen, or heard, what has The City of Calgary done to clean up the Centre City?** (ACCEPT ALL RESPONSES BUT DO NOT PROBE)

[RECORD VERBATIM]

**Q6B. As you may or may not be aware, The City of Calgary currently has an initiative underway called “Clean to the Core” that is focused on improving cleanliness, graffiti removal, enhancing safety and beautifying Calgary’s Centre City.**

**Before today, had you read, seen, or heard anything about this program?**

Yes

No

**Q7A. Please indicate how satisfied you are with the cleanliness of each of the following Centre City areas.** Would you say you are very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the cleanliness of Centre City [INSERT FIRST ITEM – RANDOMIZE ORDER]? How about [INSERT NEXT ITEM – RANDOMIZE ORDER]? (REPEAT SCALE ONLY AS NECESSARY)

[ITEMS]

Streets

Sidewalks

LRT stations

Bus stops

Parks

River Pathways

On-street bike routes

[SCALE]

Very satisfied

Somewhat satisfied

Not very satisfied

Not at all satisfied

(DO NOT READ) Don’t have an opinion/ not applicable/ not qualified to answer/ don’t use them/ don’t know

**Q8. In the last 12 months, would you say cleanliness in the Centre City has improved, stayed the same or worsened?**

Improved

Stayed the same

Worsened

## **SAFETY**

**Q9A. To the best of your knowledge, what, if any, actions or initiatives has The City of Calgary made to improve safety in the Centre City over the past 12 months? (ACCEPT ALL RESPONSES BUT DO NOT PROBE)**

[RECORD VERBATIM]

**Q9B. As you may or may not be aware, the Calgary Police Service implemented a “Beat Team” of officers in the Centre City.**

**Before today, had you read, seen, or heard anything about this initiative?**

Yes

No

**Q10. Please indicate how safe you feel, or would feel, doing the following activities alone in the Centre City. How safe would you feel [INSERT FIRST ITEM – RANDOMIZE ORDER] alone between 8am and 5pm during weekdays or on the weekend? Would you say very safe, reasonably safe, somewhat unsafe or very unsafe?**

**Q11.And, how about after 5pm? (REPEAT SCALE ONLY AS NECESSARY) How safe would you feel [INSERT NEXT ITEM] between 8am and 5pm? And after 5pm?**

[ITEMS]

Walking on Sidewalks

Waiting at LRT stations

Waiting at bus stops

Visiting parks

Travelling on river pathways

Cycling on an on-street bike route

Driving the streets

[SCALE]

Very safe

Reasonably safe

Somewhat unsafe

Very unsafe

(DO NOT READ) Don't have an opinion/ not applicable/ not qualified to answer/ don't use them/ don't know

**Q12. Reflecting on the last 12 months, would you say safety in the Centre City has improved, stayed the same or worsened?**

Improved

Stayed the same

Worsened



## **LIVING**

### **Q13A. For how many years have you lived in Calgary?**

Less than one year

RECORD NUMBER OF YEARS [RANGE 1 TO 100]

[ASK Q13B & Q13C IF LIVE INSIDE CENTRE CITY AT S4, ELSE SKIP TO Q14]

### **Q13B. And, for how many years have you lived in the Centre City?**

Less than one year

RECORD NUMBER OF YEARS [RANGE 1 TO 100]

### **Q13C. How likely are you to remain living in the Centre City for at least the next three years? Are you...(READ SCALE)?**

Very likely

Somewhat likely

Not very likely

Not at all likely

### **Q14. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement.**

**The Centre City is a desirable place for me to live.**

Strongly agree

Somewhat agree

Somewhat disagree

Strongly disagree

### **Q15. DELETED**

demographics

Before finishing the survey I would like to ask you a few standard demographic questions for classification purposes only. All of your information will be reported in aggregate and individual responses will remain confidential.

### **Q16. In what year were you born?**

RECORD YEAR [RANGE: 1900 TO 1991]

### **Q18. Do you rent or own your place of residence?**

Own

Rent

Other (VOLUNTEERED)

**Q19A. How many people, including yourself, live in your household?**

RECORD NUMBER (RANGE 1 – 10)

[ASK Q19B IF 2 OR MORE IN Q19A]

**19B. Do you have any children under the age of 18 living in your household?**

Yes

No

**Q20. What is your current employment status?** (READ UNTIL VALID RESPONSE IS GIVEN)

Working full time (35 hrs/wk or more)

Working part time (less than 35 hrs/wk)

Unemployed but looking for work

Attending school full-time/ a student

Retired

Not in the workforce (a full-time homemaker/ unemployed and not looking for work)

Other

**Q21. What is the highest level of schooling that you have obtained?** (READ LIST)

Completed high school or less

Some post secondary or completed a college diploma

Completed university degree or post-grad degree

**Q22. Which of the following categories best describes the total annual income, before taxes, of all the members of your household?** Please stop me when I get to your category. (READ LIST – ACCEPT RESPONSE BEFORE FINISHING LIST)

Less than \$90,000

\$90,000 and over

[DO NOT READ] Don't Know/Refused

[IF "Less than \$90,000" ASK 22B. IF "\$90,000 and over" ASK 22C. IF DK/REF, GO TO Q23]

22B. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

Less than \$30,000

\$30,000 to just under \$45,000

\$45,000 to just under \$60,000

\$60,000 to just under \$75,000

\$75,000 to just under \$90,000

22C. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

\$90,000 to just under \$105,000

\$105,000 to just under \$120,000

\$120,000 to just under \$135,000

\$135,000 to just under \$150,000

\$150,000 and over

**23. Finally, in order to know how to classify your responses, can you please provide me your postal code?** (IF NECESSARY: I assure you that this information will remain completely confidential. We only use it for classification purposes.)

RECORD SIX DIGIT POSTAL CODE



## Appendix B: Demographics

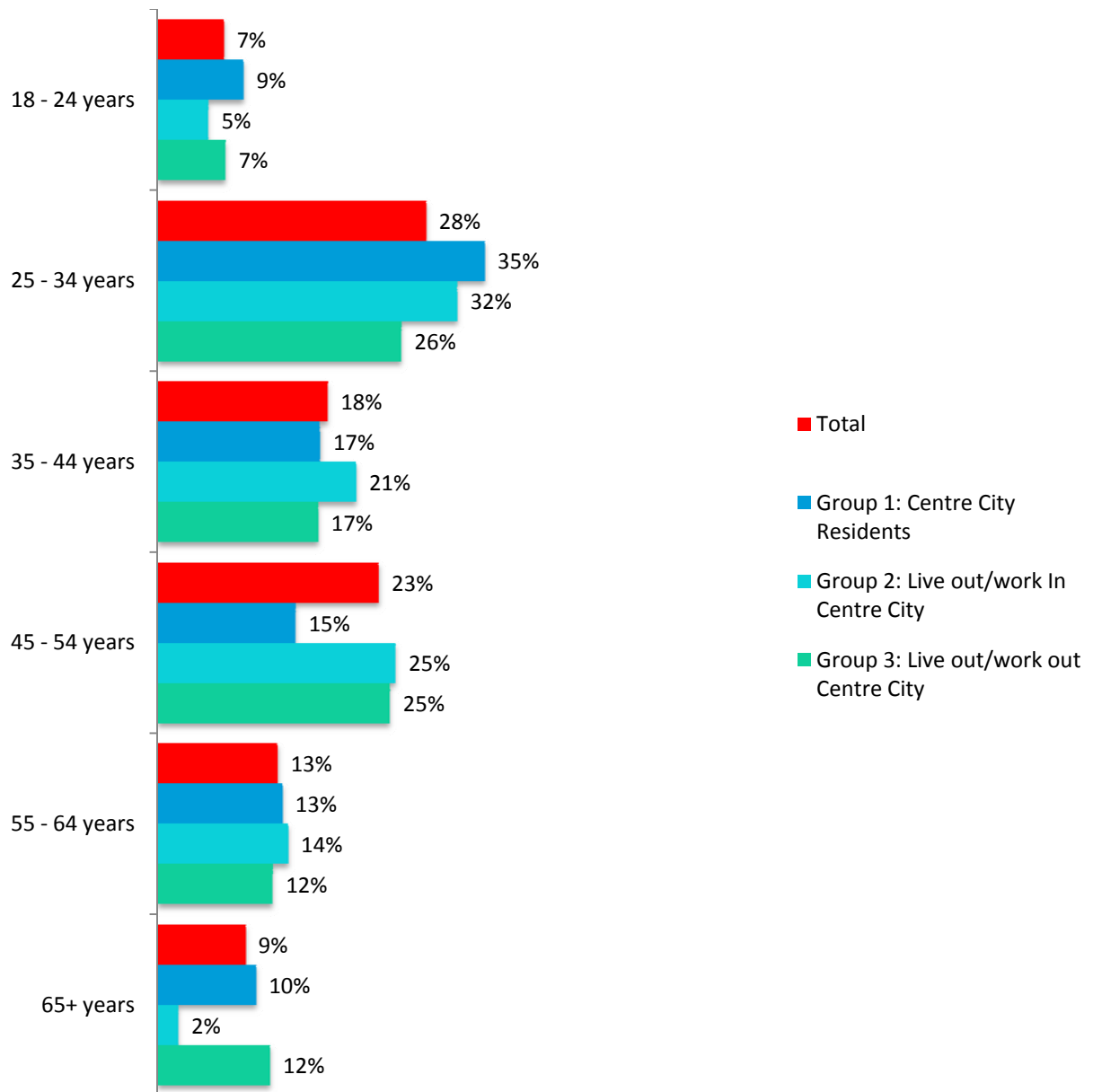
To conclude the survey, respondents were asked to respond to demographic questions that were designed to help establish a demographic profile of respondents to help determine potential trends in the survey responses. Demographic results are also useful to determine if the sample population is similar to the demographic profile of The City, as determined through the annual City of Calgary Census. In this case results match the 2006 Census data.

A summary of the questions that respondents were asked are listed in Table 8. Included with each question is a link to the numbered perception survey question, which included in Appendix A.

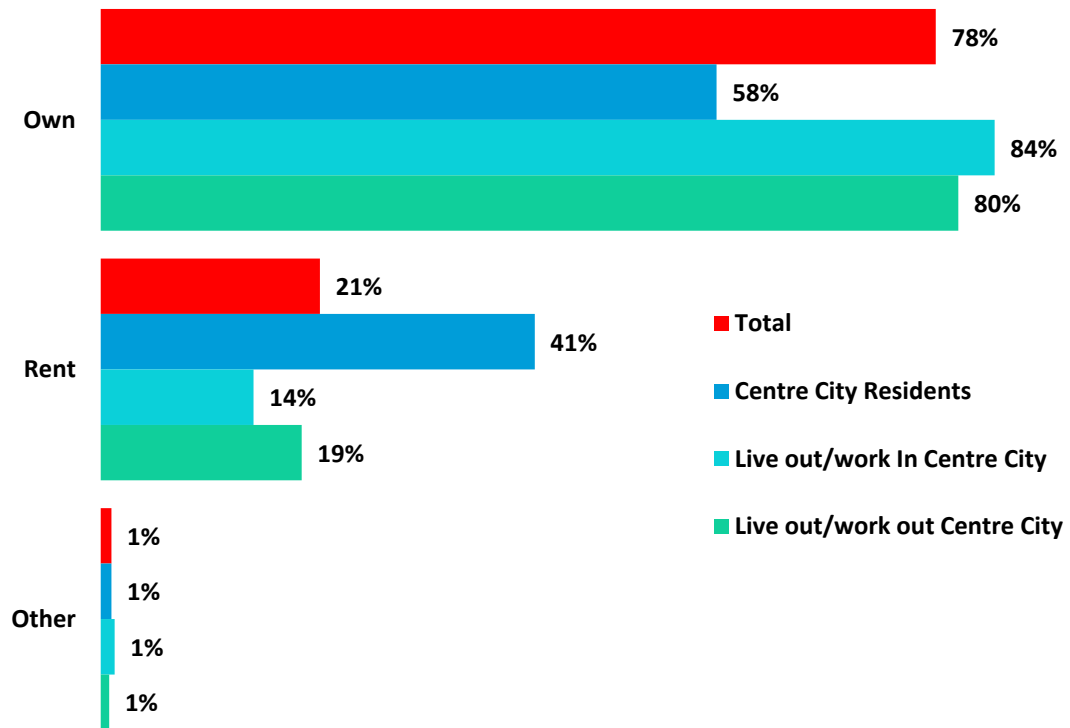
**Table 8 Centre City demographic questions**

<b>Survey Question (Abridged)</b>	<b>Survey Question No.</b>
In what year were you born?	Q16
Do you rent or own your place of residence?	Q18
How many people, including yourself, live in your household?	Q19A
Do you have any children under the age of 19 living in your household	Q19B
Could you please tell me the ages of the children under the age of 18 living in your household	Q19C
What is your current employment status?	Q20
What is the highest level of schooling that you have obtained?	Q21
Which of the following categories best describe the total annual incomes, before taxes of all the members of your household?	Q22
What is your postal code?	Q23

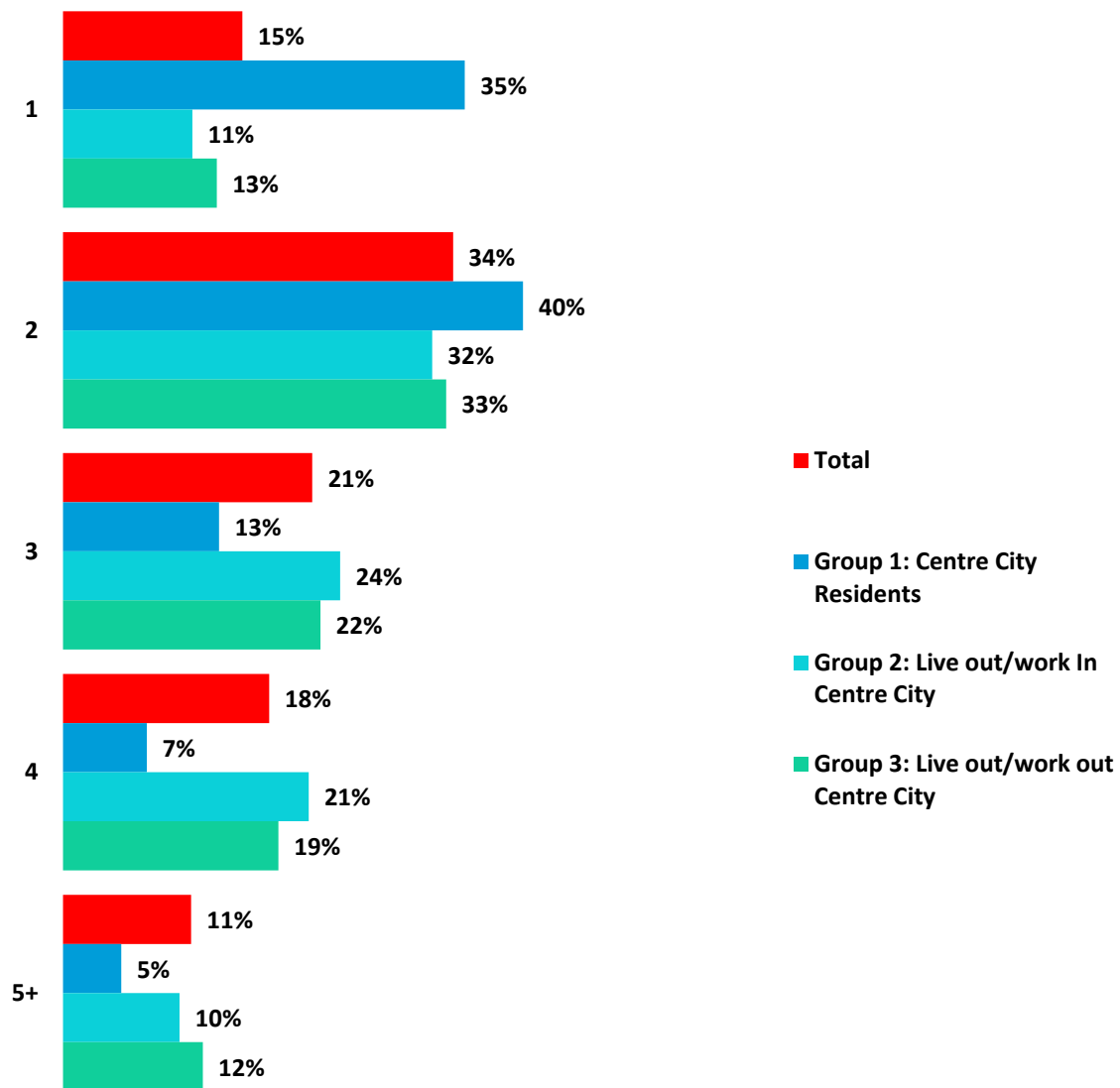
**Graph 32 Respondent year of birth**



**Graph 33 Respondent home ownership and rental rate**

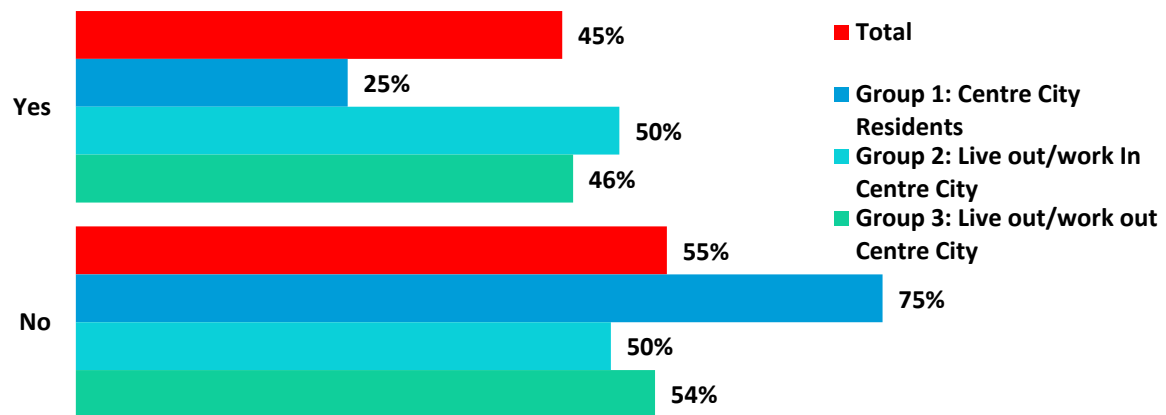


**Graph 34 Number of people residing in household**

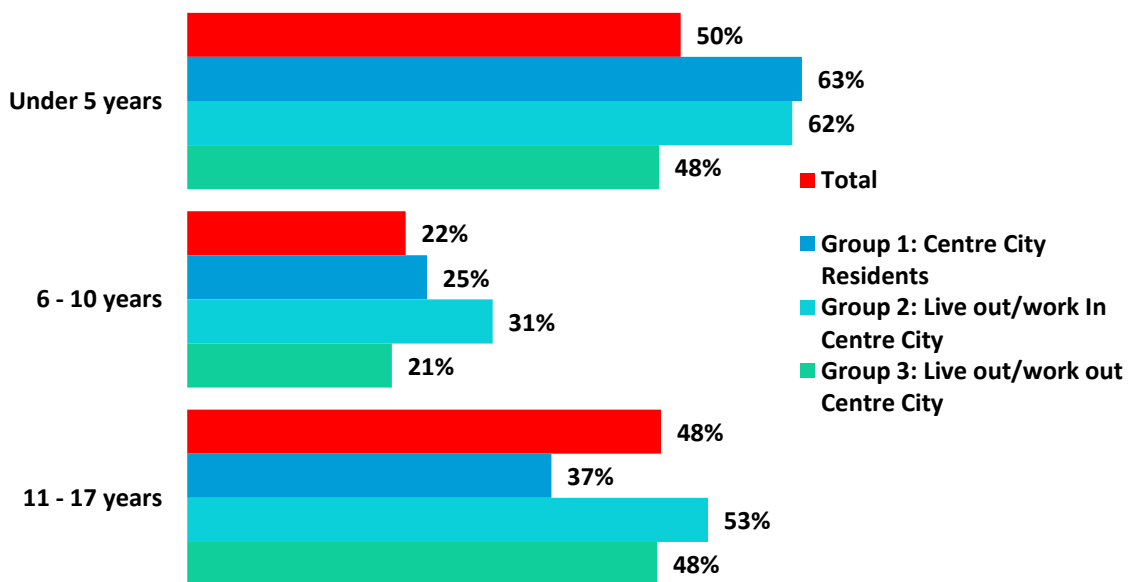




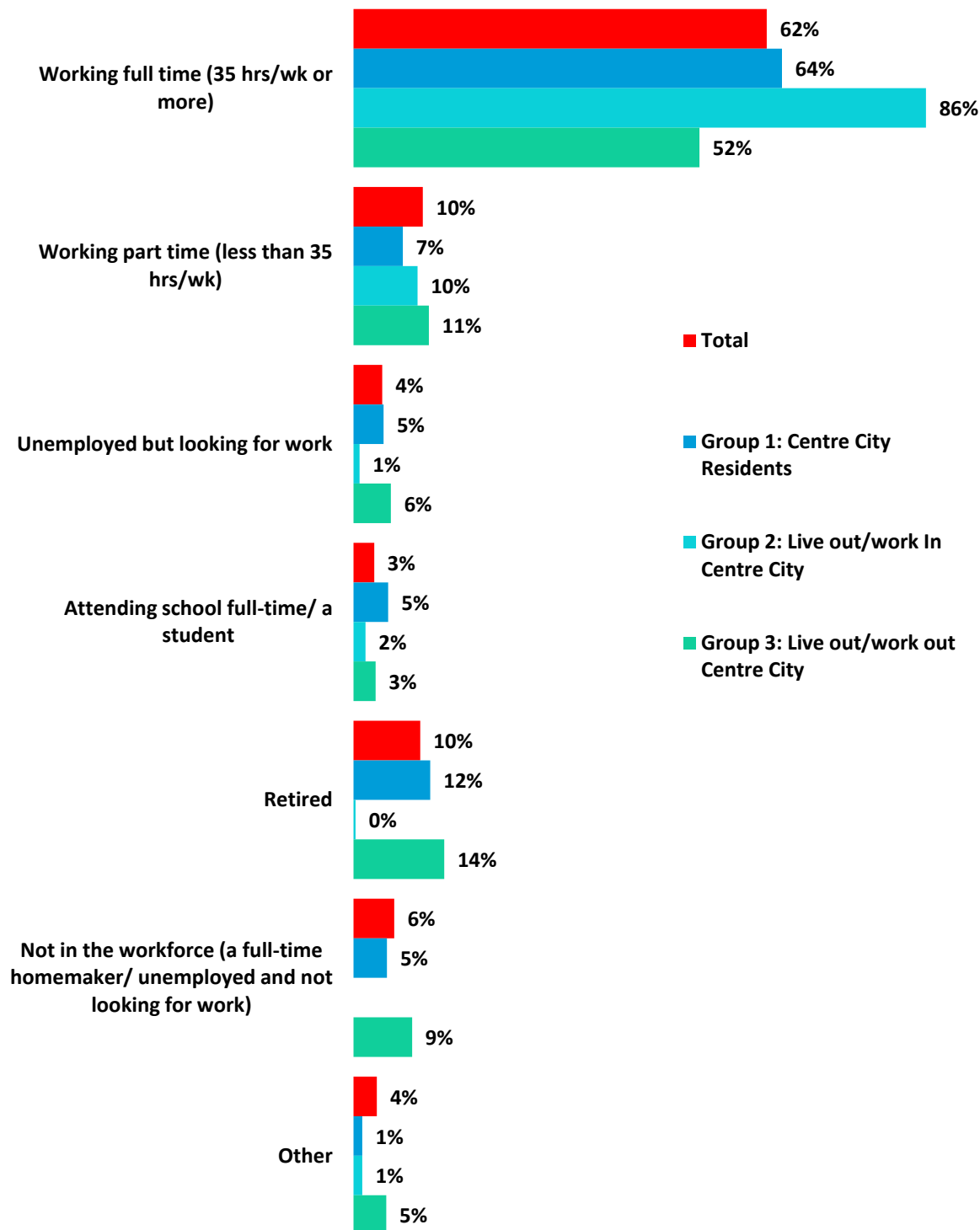
**Graph 35 Number of children under the age of 18 residing in household**



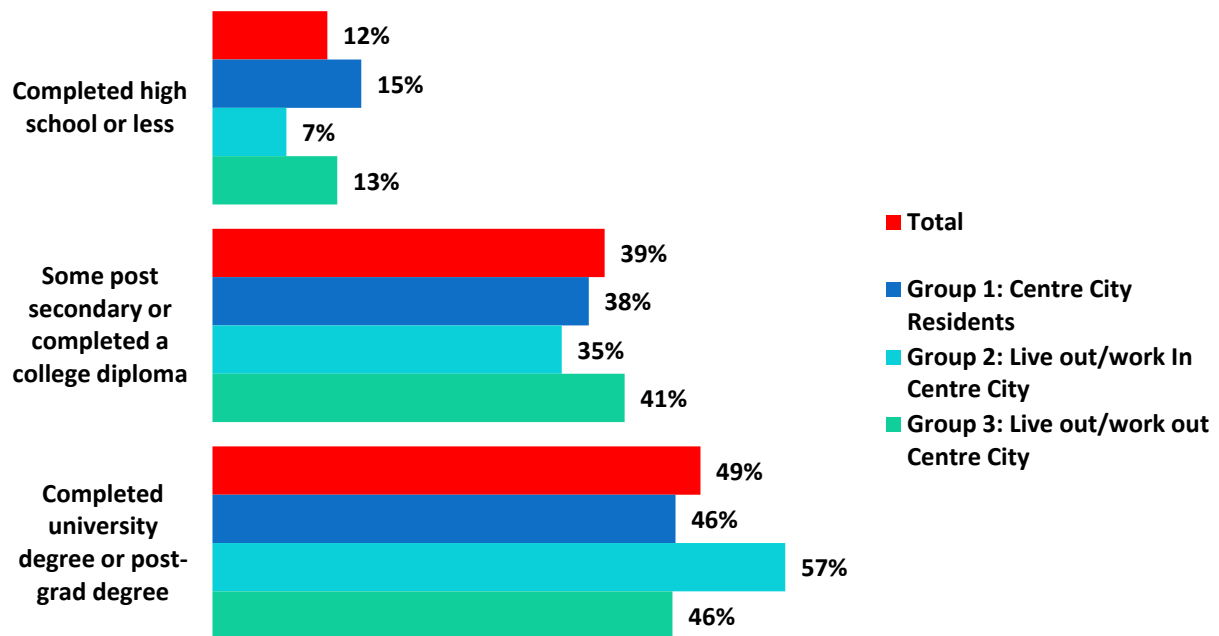
**Graph 36 Ages of children in residing in household**



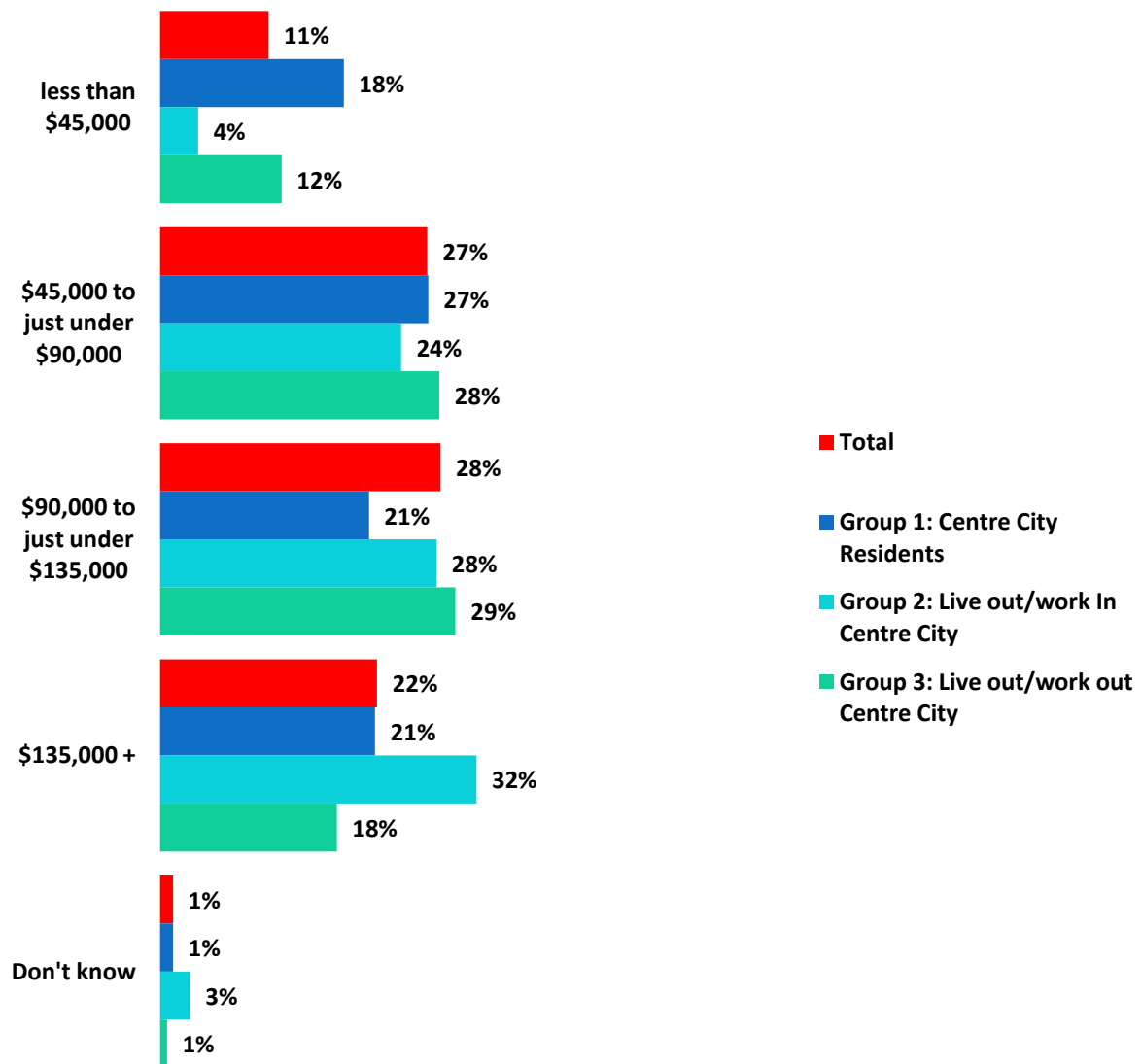
**Graph 37 Respondent employment status**



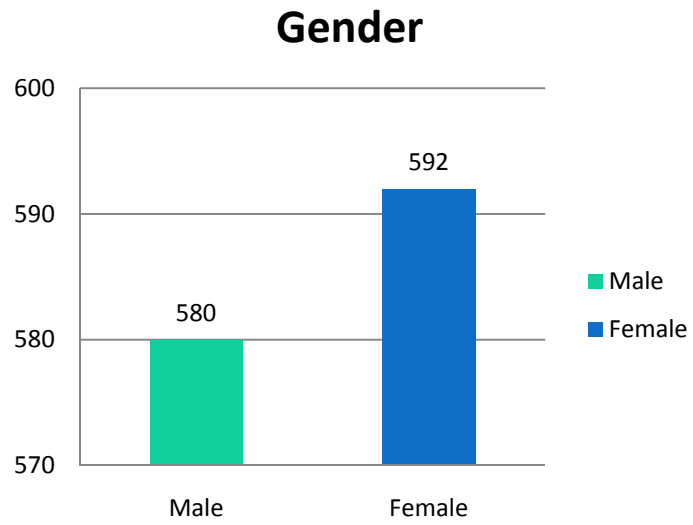
**Graph 38 Respondents highest level of education**



**Graph 39 Annual household income before taxes**



**Graph 40 Gender**





## Appendix C: Verbatim Comments

### Question 6A Verbatim Comments

The following table presents the verbatim comments received from question 6a "Thinking about what you may have read, seen or heard, what has The City of Calgary done to clean up the Centre City?"

- 50% better or 60% say.
- 8th Avenue I've seen some nice structures that I like statues & things like that the trees that I plant & scenery like anywhere else in the world I like the way the people walk thru the city. I like the respect there is for the pedestrians. I like the benches they have to sit on.
- A lot of beautification work.
- A lot of the pathways and infrastructure they've put down
- About additional police enforcement on the LRT's.
- Add more garbage cans.
- Add more police on patrol.
- Add some more police to the centre city.
- Added a walking police patrol, improving central memorial park.
- Added more parks and just um... I guess revamping certain districts.
- Added more police - added more transit police.
- Added more police officers.
- Added more police.
- Added more police.
- Added more Police.
- Added more to the police patrolling the streets.
- Additional police force from what I've heard.
- Appreciate the landscaping downtown, wish it were cleaner but enjoy the plantings.
- Approved the demolition of old houses.
- Aside from the police on the street I have not heard anything, oh wait there is a graffiti removing program but I have not heard anything.
- At one point I was seeing more police downtown I hadn't seen them though in a while.
- Based on enormous growth in the last few years of boom and I feel that the infrastructure is fast enough in boom in Calgary.
- Basically they have demolished all the low rent housing put up expensive real estate.
- Basically, they closed the Cecil hotel and redeveloping the east village.
- Been more on street policing.
- Been trying to clean it up.
- Believe hired more police and transit security and they closed the Cecil.
- Bought Cecil hotel next to the drop in centre and working on cleaning it up. Working on the east village.
- Bought the St. Louis - sorry that's not what it's called - the dumpy hotel on the eastside. They've done that and they've been working on the East Village though I think the plan was poor. Ah what else have they done to cleanup downtown? I think they've added more transit personnel - that isn't cleaning up but it adds to the cleanliness. Other than that I can't think of anything.
- Building pedestrian walks.
- Built a center for homeless people and built a center for low cost housing.
- Built a park and that is relevant. They built cop shop and a pub. They added stores close by.

- Bunch of redevelopment programs east of the Harry Hayes building
- Can't even walk as soon as you go out the door you're falling in a hole.
- Changes they have made to Stephen's Ave, Cleaned up the area around the Saddle dome, Like that it is free LRT use within downtown corridor, the increase of police presence on the LRT.
- Clean the rivers, try to patrol the river itself so people don't abuse it, add some bicycle lanes, routes but not for daily use yet, park are maintained very good I can see.
- Clean to the core program. There is more foot patrols with the police, I know they are improving parks in the Beltline like central memorial park and others, I know they have done park installations and I guess the traffic control boxes. What else have they been up to? Um I'm aware they are going to be doing some work on 13 Ave greenway. I'm aware of the east village improvement. I'm aware of a lot of things they are planning an underpass at 4 St east. Those are I think that's probably good enough.
- Clean up the city center, can't think of anything.
- Clean up the youth village.
- cleaned area around the Saddle dome tore down houses got rid prostitution and drugs supposedly
- Cleaned it
- Cleaned up central park they redid it.
- Cleaning old buildings and new business going on downtown
- Cleaning up the East Village.
- Closed down the Cecil. Moved the crime around.
- Closed down the homeless bar or whatever they are.
- Closed the Cecil down and pushed everyone to other areas.
- Closing down the Cecil Hotel, more cops on beats and more cops on bikes, more police presence.
- Construction
- Construction downtown, tearing all the buildings down, that is very important.
- Controlled some of the drug activity.
- Cops on the beat. The Graffiti watch program.
- Cracked down on crime.
- Created better pathways and better bridges.
- Crime is down; put more beat cops on the streets.
- Deployed more police officers in the core, specifically foot patrols of police officers.
- Developed the less favourable neighbourhoods outside west and east perimeters.
- Did something with the east village I not really sure what. Some of the old buildings were going to be...uh I'm not really sure I'd be guessing really.
- Didn't they increase police in the plaza? That would have made a big difference to me when I worked downtown.
- Doesn't know.
- Don't know
- Don't know, it is quite good in here.
- Don't know, they put flower pots, they have done good jobs.
- Don't know.
- Don't know. It is a very clean city whatever they are doing. It is a very clean city. Maintaining sidewalks and pathway whatever they are doing, they are doing it well.
- Done some work with transit officers especially on the east village side.
- drop-in centre, developing their area there.



- During rush hour we change directions of the lanes, that help with traffic, moved the hookers, cleaning up the east area, putting new buildings demolishing old areas, more downtown living, beautify the west area, more building and apartments.
- East village redevelopment
- East village redevelopment.
- East Village renovation, stuff like that, cleaning
- Employed more police officers, upgrade the drop in center
- Extra police
- Extra police
- Extra police force.
- Extra police, police on bikes.
- Far as I know nothing. Actually that is not true they hired extra police, I lied.
- Fix up the park by my house.
- Fixing the roads.
- Foot patrol by the police.
- Foot patrol now so that's cleaning it up.
- Foot patrol with Calgary police.
- Foot police patrols, improved sanitation, C-train routes particularly, aware of 2 parks where 1 is redone and 1 is under construction, it takes a park out of use for a while, good initiative but takes away from parks for a while.
- From culture there's more police than noticeable difference.
- From what I've seen, I dunno looks the same, can't tell, nothing.
- Garbage removal update, LRT stuffs.
- Geez, I don't know - the most that I've heard is about the walkway, the bridge that's going in for the improvement of the walkways and city parks in the region and maybe more of a crackdown on homeless people occupying the core - that's about it.
- Generally it is clean, but I don't go very much out because I'm old so I don't know actually.
- Gentrification of neighbourhood, first street SW and stampede area.
- Get more police officer foot force.
- Get rid of all the undesirables.
- Getting rid of Cecil.
- Good
- Good effort presence of the police.
- Good question. I don't know.
- Graffiti and crime has been in the mandate to moderate success.
- Graffiti removal, vagrancy cleanups, removal of the Cecil hotel and that kinda stuff... several programs.
- Had more police in the area but other than that I'm not sure?
- Have no idea, never heard anything.
- Haven't heard of anything.
- Haven't noticed anything.
- Haven't read or seen anything.
- Haven't really seen or heard much.
- He's improved but it's not all there yet, not very satisfactory.
- Higher crime enforcement. Increased parking rates.
- Hired a bunch of cops.

- Hired more police men, pot flowers along the river walks.
- Hired more police officers
- Hired more police officers for downtown, less drug traffic and right now they're building doing the east side there which is infrastructure going on has helped those are the only things I can think of off-hand.
- Hired more police.
- Hired more police.
- Hired more policemen for the downtown area.
- Hired new police officers for downtown.
- Hmm, I don't know.
- Homeless people.
- Hopeless shelters.
- I actually don't know, I'm afraid I haven't read anything on that - I have no comment.
- I am visually impaired so can't really tell.
- I been living in downtown so I can see there is a lot of improvement lately. Especially on 3rd street they've cleaned up the prostitution and I appreciate that very much. And they've cleaned up the old buildings or some dark areas to keep the gangs out so I think that's good. They do not have a sport for them to do to keep them busy.
- I believe it monitors graffiti.
- I believe it's a fairly clean city you know they make an effort to keep it clean I'm fairly satisfied somewhat satisfied.
- I believe that the city has been very proactive in their mandate of acquiring additional foot officers, thereby alleviating people's reluctance to spend more time downtown after hours.
- I believe they are doing their best to keep the city clean. The only thing the city needs to work on is snow removal. I believe Calgary City is a very good city to live in.
- I believe they hired more police officers for downtown.
- I can't recall any. That's all.
- I can't think of anything
- I can't think of anything.
- I can't think of anything.
- I disagree with the trees being planted on the Memorial Drive and the downtown city hall area. They should not have done all the construction at once. With building all the condos downtown they are sending a message to the homeless that they are not welcome.
- I do not know what have so I do not know what have done
- I don't have an answer.
- I don't have any idea.
- I don't know enough about it to say anything. They keep putting up more buildings.
- I don't know, putting new train stations; don't think they've done much at all.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.

- I don't know.
- I don't know. I don't have answer for that question.
- I don't know. I don't have an answer.
- I don't know. I know that they are doing a rebuilding to some of the east side of downtown. They are increasing the density of the buildings.
- I don't know. No comment.
- I don't think they've done much its mostly volunteer group.
- I don't think they've done that much; just the construction.
- I donno, donno.
- I don't know because I don't really go down town.
- I don't know more lighting the updating the LRT stops.
- I don't know the answer as we have been here for 3 weeks and I guess something was done but I'm sure what and by whom.
- I don't know, I know they built the buildings that are hangouts during the day, glad they can go into the facilities - federal corrections program, like it when feel guys can come and go.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know. I don't know what it's done.
- I don't really know.
- I don't really perceive that there's a significant difference in how it is and how it has been in the last five years, so I don't see how it has been cleaned up.
- I don't think they budget enough for the centre city.
- I dunno, green bins or blue bins provided to each house so that's improved the cleanliness, and I've noticed that there are more bins around parks so that's improved cleanliness. That's just from my own experience.
- I dunno.
- I go down to the centre so little, so it does not really mean something.
- I guess all the building that's going on - that helps clean up the Centre City downtown because it's quite a bit of building.
- I guess I really am happy that they put the new police officers on foot patrolling the downtown area and that may not mean cleaning up but that really makes a difference to us living down here.
- I guess more development on the east side of that boundary.
- I guess more police officers.
- I guess my answer would probably be more police presence probably cleans it up.
- I guess nothing comes to mind off hand.
- I guess the fact that they have police patrolling the bike paths
- I guess trying to do the East Village project and around the Stampede Grounds and stuff.
- I guess, increase police presence.
- I have heard nothing or have seen nothing.
- I have no idea.
- I have no idea.
- I have no idea.
- I have no idea.
- I have no idea.

- I have no idea.
- I have no idea.
- I haven't heard anything.
- I haven't heard anything.
- I haven't heard anything.
- I haven't heard anything.
- I haven't heard of that anything of that, business revitalization zoning.
- I haven't paid any attention to that I don't know what they're doing down there.
- I haven't really heard much.
- I haven't heard anything.
- I haven't heard anything.
- I haven't paid much attention to it at all, you can put down that they have added a larger police presence to the city centre.
- I hear that there is more downtown policing, but I've seen no evidence of it, I don't think they get this far west.
- I heard that they said that there are more police cleaning up the homeless and crimes on the streets.
- I heard the plans about the west village and I am aware of the development of the east village but I want to see west village developed. A lot of residential and parks.
- I heard they are redeveloping some areas in downtown, in the NE corner, it kind of started, and there is bunch of redevelopment projects.
- I know that their improving bike routes, I've been impressed with that. The overall cleanliness, especially with construction, it's well maintained.
- I know that they have put more beat cops, constables on patrol or constables on foot.
- I know that they out more police officers downtown.
- I know that they're working on the east village to revive it and make more sustainable living and i know that they're planning to build bridge by Prince's Island.
- I know there are more police on the streets and that has helped a lot. It's safer. But it still has a long way to go.
- I know they did work on Memorial Drive.
- I know they have more police officers and cleaning up graffiti.
- I know they have outlawed speeding and throwing cigarette butts down, they closed down the Cecil hotel. They've done a lot of construction down there. I guess that bridge, the walkway bridge has improved. I think fixing the Calgary tower.
- I know they have put in new bike paths, on the roads. They have an increased police presence, police on bicycles.
- I know they put more police down there, they are more easily acceptable, looks better, not as much garbage.
- I know they put out more beat cops that kind of thing.
- I know we have increased police down by 17th & I noticed they got they have more toilets. They also taken down pay phones to decrease drunks in them.
- I like the cops in the street patrolling.
- I noticed there are more policeman on their bikes policeman.
- I only know that they have a spring clean up along the Bow River.
- I really can't put a name to what they have done.
- I really don't know.
- I really don't watch the news.

- I really like that there are more police officers patrolling.
- I really like the pathway between Eau Claire and 11th Street but I stick within the boundaries but the pathway isn't quite maintained.
- I really never read nothing.
- I remember when winter ended, in May, some people were clean the street. I saw the street closed for cleaning.
- I saw some signs about keeping the city clean. Keeping recycling bins out helps a lot.
- I think at the Olympic Plaza they've gotten rid of the people that used to sleep there.
- I think by getting rid of the hotel and building others beside.
- I think having the police out is good.
- I think I haven't seen another city cleaner than Calgary very satisfied one of the cleanest cities in the world.
- I think it should be considered uh...good, good.
- I think it's terrible because of the construction they've blocked roads and I get a lot of junk on my balcony, very dusty, parking is horrible, lots of vandalism, not very well policed. It's really awful living in the downtown core.
- I think like they have they have some sort of transition happening for the homeless I guess
- I think putting on the extra police men has helped.
- I think some of the additional policing on transit, some of the transit policing.
- I think that the big challenge is with winter coming on the challenge is with the snow coming on and then with the potholes, I think that the city of Calgary is doing a good job in that area.
- I think that there cleaning.
- I think the cities has done pretty well, I think they have made the city centre more accessible and payed more attention to redevelopment.
- I think the structuring of the commercial area and access to it has been improved through the years, like the Stephen mall system, I have always been impressed with Calgary's neatness throughout.
- I think there is a lot of homeless people that pick up the garbage, and there's not that much graffiti, that's good.
- I think there's been the graffiti campaign. That's about the only one I can think of off the top of my head.
- I think they are doing a pretty good job tearing the old homes the ones that are not worth keeping around stampede park.
- I think they are making some sort of effort along 7th avenue which is the drug area.
- I think they are revamping some of the parks and done some other things with some of heritage properties.
- I think they are trying to get homeless off the streets. But the city council is doing what most people don't agree with and people are going hungry.
- I think they have been doing a lot to clean it up (a lot). They been cleaning up ghetto areas and building new infrastructure downtown. That is according to a son that works downtown and a husband and the news. My son says they are cleaning it up a lot.
- I think they have installed cameras - that is for the safety issue, so cleanup as in riff raff as opposed to dirt. They are revamping Central Memorial Park.
- I think they have made it worse think.
- I think they have more police presence - I wish there was more.
- I think they have put more police down into the area.
- I think they have tried to police things better and I think that that helps keep it safe for everyone also they have been trying to modernize the buildings also to help establish recycling programs.

- I think they increased the police beats and increases their visibility.
- I think they're trying it's a massive undertaking to put projects through, so much traffic, I think they have to make haste slowly, I can see it would be difficult with all the building.
- I think they're hired more police to help with the crime.
- I think they're working on it.
- I think they've done a good job of keeping it clean and providing for the homeless.
- I think they've done a good job. I think that over the years, they have people on place that have done a good job.
- I think they've done a lot of work around Stamped Park, not just in terms of expansion of the park, but making it more accessible, better flow of traffic, making it cleaner, things like that. And then I think they've done a lot of work on the eastside around where the Drop-In Centre is, where they built the shelter, near the Cecil, I think they've done a lot of work to clean that area up and make it safer for people. And then around Prince's Island Park, on both sides like on the Memorial side and on the Eau Claire side - I think they've done a lot of work to make it a more usable space and to clean it up.
- I think they've done an outstanding job with like the police thing in downtown.
- I think they've lots of lights.
- I used to live down there I think it's pretty clean.
- I work for a job that we get to see a lot of stuff like that, I can see them trying, they're trying to deal with the transient population, so I guess somewhat....satisfied.
- I would say foot patrol this is police walking around.
- I would say maybe a better police force.
- I would say they are doing a pretty good job.
- I would say they're having built the new drop-in center but that's not even new anymore. Oh I'll go back to the cameras! That was just in the news so that works.
- I'm not sure of the process I think somewhat satisfied.
- I'm not sure, not really heard of everything.
- I'm not sure.
- I'm not very satisfied about the cleaning of the Centre City.
- I'm sorry not updated.
- I've been outta the loop I haven't been told or informed of anything
- I've heard very little about it\\ I've heard very little about it.
- I've seen them doing all the construction off the Bow River to the south side.
- If I go to Calgary anywhere if I see dirty stuff I throw it in the garbage.
- I'm going to say the crime.
- I'm not entirely aware of what the centre is doing.
- I'm not sure, there is so much updated, construction, improvements.
- I'm not sure.
- Improve the east side of the downtown.
- Improved the bike paths quite a bit. They are always improving.
- Improved the c-train stations, the lighting and security there. The Centre Street Bridge was redone a few years ago and looks nice now. Other than that, I don't know.
- Improved the look of the parks.
- Improvements of the City Parks and improvements in the transport system.
- In the last year, not that much. not much change from the previous years. They're going to blow 48 million on a bridge that no one asked for.
- In the summer time they have great activities on the street on Stephen Avenue.

- Increase police force.
- Increase police force.
- Increase police force.
- Increase the amount of police.
- Increase the police force.
- Increase the police patrols.
- Increased beat walk. More police officers working. I appreciate that. It's nice to see because it's easier for them to deal with people when on feet. The public washrooms at 17th Ave and 7th St. It's automated and there should be more for homeless or people who are out and about.
- Increased law enforcement.
- Increased police downtown.
- Increased police enforcement.
- Increased police patrol, encouraged some downtown development.
- Increased police patrols and bylaw officers.
- Increased police presence, increased beatification downtown revitalization dome, increased safety on LRT, entertainment at Olympic plaza is a positive thing, the city needs to support festivals more beatification.
- Increased police presence.
- Increased police presence.
- Increased police presence.
- Increased police presence.
- Increased police presence.
- Increased police presence.
- Increased police presence.
- Increased police presence. Added cameras everywhere.
- Increased police.
- Increased policing, clean the bike routes.
- Increased policing.
- Increased policing. That's about all I can think of.
- Increased the amount of police that patrol.
- Increased the police and that decreased the problems.
- Increased the police department.
- Increased the police force.
- Increased the police in LRT is good, and LRT stations.
- Increased the police presence.
- Introduce revitalization for the east village by putting infrastructure.
- Issuing more police downtown.
- It has opened up the East Village. Made the plus 15's. Move the library and moved the police. Improved the St. George parks. Stampede areas have been cleaned up.
- It put more policemen on the streets.
- It seems like it takes forever that is why I do not go down there a lot. There is a lot of construction and the way the roads go and it very, very difficult. I'm not from Calgary I do not like driving downtown and all the one ways mixed with the constructions is a pain in the but I love going downtown but it never gets fixed up. Yes it does prevent me from going down I think.
- It seems to be fine but I never heard any comments one way of another.
- It's clean now, very clean, don't know.

- It's fine.
- It's good.
- It's impossible to go downtown cause of parking, to go there is completely impossible, tried using the LRT but its slow, it's not a people place at all, they tried to make it but they're building, it's not a nice city downtown.
- It's not as clean as it should be.
- It's not safe.
- It's pretty clean.
- It's very green; they are all green covered, much more lively.
- Its clean the roads. Just clean the roads I guess.
- It's not as much as cleaning up as much as policing which is a form of cleaning up.
- It's not dirt. It's all good; except for some of the lanes It's not dirty. It's all good, except for some of the lanes.
- It's put in a new road called Stony Trail which means you can go around the city, but the dumbest thing they've done is that there are hardly any slip-roads - you know how you go on and off the road, but if you want to get on it, you can't, and if you want to get off it, you can't. We live in Edgemont and it's very inconvenient and there are a lot of upset people about this. I want to get on off Shaganappi Road to Stony Trail and I can't. I mean, the road is a good idea, but we need more slip-roads.
- I've heard they have increased police patrols.
- I've noticed over the last 6 months or 8 months that they have cleaned it up. Cause I have noticed they got rid of all the drug addicts and hookers from downtown.
- I've seen them working their butts off. I always see someone on Stephen Avenue cleaning.
- Just dealing with crime panhandlers.
- Just put more cops. More street beat men.
- Just south east corner they are re-developing.
- Keep the pathways clear.
- Keeping the trash off, streets are clear.
- Kind of revitalization projects around the City. Some of the art work that has been added, some musicians. Particularly around Olympic plaza it's a nice area
- Large projects in the future in east and west village
- Lot more garbage cans, mew train platforms.
- Lots cops down there.
- Lots of east village work done by the river Eau Claire and that area, the city bought the Cecil for \$24 million dollar and the crosswalk bridge.
- Lots of more police and that wonderful, if that what you mean by clean.
- Lots of road work going on making it more bearable.
- LRT train station expansion project.
- Maintenance.
- Maybe more garbage bins.
- Memorial Drive beautification project.
- Memorial Park - diligent in trying to keep a well-functioning city happening for everybody.
- More activities going on.
- More cops I like that one they are doing graffiti removal and they seem to be taking better care of the parks cleaning up garbage and stuff seems like there's more randomly placed garbage cans at bus stops and stuff so people are actually using them.



- More cops on the beat, I seen they have installed more bike paths, there's some more pedestrian river crossings coming, street cleaning.
- more cops walking around.
- More infrastructure, torn down old buildings. What have they done? I've heard some plans but I haven't seen some in action but I don't travel to centre city all that much. Being a Calgarian I kind of avoid it.
- More police and cameras.
- More police downtown and renovating the LRT stations.
- More police officer on foot.
- More police officers down there and they have spruced up the area east of city hall there is a development there in the down town core which is bringing more people downtown.
- More police officers on duty. Put in a lot of by-laws about spitting, littering and public urination.
- More police officers.
- More police officers.
- More police on the streets and they are trying to stop vandalism.
- More police patrol.
- More police patrol.
- More police patrols, that quite helpful. Reducing the areas that people can congregate like drug deals.
- More police patrols.
- More police presence.
- More police presence.
- More police presence.
- More police presence.
- More police traffic around.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More policemen on the street.
- More policemen.
- More policing, doing roads and construction on East Village, implemented PACT Team program and they work with nurses, firemen and ambulance attendants to help the chronic homeless to get them resources.
- More policing, I think improvements on the river pathways aimed at more policing too. Graffiti cleanup. That's sort of the things that come to mind quickly.
- More policing.
- More policing.
- More policing.
- More policing.
- More policing.
- More presence of police office which is good downtown area. More police in LRT which is very good.
- More visible police, especially at train stations, window cleaning, patrollers which are not police.

- Mostly I think a lot of it is downtown, with the is the C-train there's so many more offices down there and the C-train is much safer than it used to be and I think they're great and the same thing with the policeman down in the malls and them just being there makes everyone so safer.
- Move homeless people from the centre core.
- Move the hookers out of downtown.
- Moving food bank and renovating the area, trying to get the price of parking down.
- My opinion well it's very difficult because they clean up one area than prostitutes move to one area to another construction sites walkways police signs for construction are very prominent.
- My thing is that I would like them to include the curb cuts for the wheelchairs are shovelled. As of right now they shovel the snow across the curb cut as they are included as part of the road and not sidewalk. So they should be shovelled for us (people in wheelchairs).
- Negative
- Never heard about it.
- Never heard anything about the clean up.
- Never seen a problem.
- New cops, transit security cameras & cops walking everywhere in downtown. They are doing fantastic work.
- New infrastructure. Clean the park.
- No
- No clue.
- No comment, don't know.
- No hasn't heard anything.
- No idea.
- No idea.
- No idea.
- No idea.
- No idea.
- No idea.
- No idea.
- None
- None
- None
- None
- Not a lot.
- Not a whole lot. Crime has been cleaned up, garbage has not.
- Not aware of anything specific.
- Not enough put out more police.
- Not enough, too much construction.
- Not enough.
- Not hearing anything about that.
- Not much yet.
- Not much, I really haven't noticed much. I am not answering the question correctly. I don't think that they have done very much and I haven't heard much on the TV or radio and that is something I would pay attention to.
- Not much, that's half the problem.
- Not much.
- Not much.



- Nothing right now.
- Nothing that I can think of right now.
- Nothing that I know of.
- Nothing to clean up.
- Nothing, like I haven't really seen any cleaning up.
- Nothing, some art thing.
- Nothing. I think they are wasting their time. I've been here so long about 54 years and they have done nothing about it.
- Nothing. Well, hired more police - I guess that's about it, I can't think of anything.
- Nothing...they just made it more of a mess...more congested.
- Oh, crime reduction.
- Oh, more policing. That's all I know.
- Oh, probably the policing on the LRT. More police walking downtown. More cop patrols, you seem to see them more often now.
- One thing I notice is that there is constant maintenance of the river pathways.
- Park improvements.
- Park renovation, plans for river pedestrian bridges.
- Parks need to clean up, street is doing ok in cleaning. I'm satisfied.
- Passed bylaws against spitting but no sure they're enforced. I like what they've done along Memorial Drive with the new standards and flags. Passed bylaws against spitting but not sure they're being enforced. I like what they've done along Memorial Drive with the new standards and flags. And I like what was done with the LRTs.
- Police
- Police force police presence.
- Police men on foot.
- Police on patrol and bicycles.
- Police on patrol.
- Police on walking on the street.
- Police patrolling.
- Police the C-train stations.
- Police Walking Patrols
- Policing
- Portable toilets.
- Probably put police man on foot.
- Probably the buildings and what they allow in that and how high they can be not only the shape and landscape, it affects the environment and winds and just overall comfort of the city and they are starting to get smarter finally.
- Push the vagrants to the surrounding communities.
- Put more cops out.
- Put more cops policemen on the streets.
- Put more Police officers.
- Put more police on the street.
- Put more police on the streets They put more police on the street.
- Put more policemen on the beat.
- Put more policing down there which is important. Graffiti is cleaned up allot too.
- Put more policing.

- Put more security on transit, more cops on the beat, trying more housing for the homeless haven't had any results. I have felt safer in NYC, I saw fewer homeless people, greater police presence, way cleaner, and then when I wait for my bus across from the bay downtown.
- Put on more cops lately, they're putting up surveillance watching the streets downtown.
- Put some more police, I understand its working well.
- Putting more cops downtown, to make it more...I live in Signal Hill and you tend to stick in your own community and I don't get to downtown very much. Improve the police and the business community to get more people downtown.
- Really hard to get around. It is awful when you drive down there, I don't like this very much.
- Recently young people spit on the ground and I saw people peeing on the street, like going to the washroom.
- Recycle
- recycling bins
- Recycling bins for the free newspaper.
- Recycling, I think. I think that's one of the main important issues.
- Recycling. That's all.
- Redeployed police officers, they've added security on trains and c-train platforms, that's about it that I've heard about.
- Redeveloped some of the parks, developing artwork around the 10th Street bridge.
- Re-developed the City, They also did a park 8th Ave & 8th Street.
- Redevelopment
- Redone Memorial Park and they do try to get the main roads snow-plowed, redoing bike paths.
- Remodel East village; they clean it up and they did some planning on remodel or revitalize east village.
- Remove stuff on the street.
- Replacing the train stations.
- Road work.
- Routine cleaning
- routine maintenance
- Safety is a problem in downtown Calgary. I cannot under emphasize the safety issue. There is too many street people.
- Satisfied, how they cleaned up the city center satisfied.
- Seems to me they're trying, they're coming up with ideas. They're coming up with things. I can't see any evidence of it. Seems like lots of talk, no action.
- shovel snow and sweep streets
- Shutdown the Cecil...that's how they helped.
- Snow removal, they don't do much, they street clean a couple times, during the day you don't see anything.
- Some of the old bars are gone.
- Sometimes I see there can be dirty stuff and garbage.
- Speaking what I've heard they've hired more police that's the main thing.
- Spent a bunch of money for nothing.
- Spent too much money on 1 bridge. Brought in a bylaw about garbage.
- Spent too much on our passage bridge.
- Stephen avenue
- Struggle I think is the word because I think it's an ongoing thing. But we'd never ever get to be perfect, there are too many things going on.

- Taken care of the homeless problem.
- Taken down a few buildings that had a lot of homeless people in it, clean up neighbourhoods.
- Taking down that hotel downtown that Ralph Klein used to go to all the time. Regis maybe it was.
- That would be the east village project that they're doing.
- The addition of police force to walk the areas.
- The annual rivers and pathway cleanup.
- The beat cops, they are foot patrol and they clean up the city regarding to the street people.
- the best thing I can see is they have more cops walking the streets and they could salt the roads more often cause the side streets downtown are terrible.
- The biggest thing is there's more of a police presence. In addition what they're doing is their putting more; I don't know what you'd call them, at the LRT stations during traffic they have like a transit patrol officer now. So that keeps vandalism down, it basically keeps the people that are trouble makers off the trains during key hours. That's one of the things I've noticed they never had that is new this year. I've also seen a lot of garbage pickers; they're cleaning up and keeping the streets litter free. And the other thing I really like is across from city hall is a park and they have a beautiful light display there, and it's all lit up in the morning and at night, so when we arrive at work if it's still dark it's all lit up and it's just beautiful.
- The city has done nothing.
- The city is doing a good job.
- The city is doing revitalizing of some of the core parks in the past year.
- The clean to the core program that they put in last year, I guess. Redoing some of the downtown parks.
- The East Village - I've been through there a couple of times. And it looks somewhat promising once they've got it completed.
- The East Village Initiative, that did a lot I think, is going to do a lot. Prostitution doesn't seem to be there, it's decreased a little, I don't see it as often as I used to. The bike routes are much better and the separation of bike routes and pedestrian sidewalks was a good idea.
- The east village initiative.
- The east village redevelopment is important, 5th avenue connector for travelling through downtown, LRT expansion to the southwest.
- The east village. The east side of downtown they are rejuvenating it. It's all being redone.
- The effort to develop the east end of the city was admirable.
- the expansion into the east of the city.
- The graffiti attack, they are working on that. And putting more police downtown and they got rid of the Cecil Hotel.
- The incorporation of the new pedestrian bridge in the west end in downtown over the river. Its cleaner in general and it is more aesthetically pleasing.
- The job of the construction site has been clean up.
- The one thing they have done is remove older buildings that have been used by homeless people and people that may cause issues down town, and have attempting to move them to other locations down town.
- The only thing I'm aware of but haven't seen much of it are the police officers.
- The only thing they have done they added law officers.
- The people that do the cleaning they are doing a good job, I think.
- The police on the beat. They have cleaned up the panhandling.
- The policing is much better, more police and less crime, moved the undesirable part of the population to the east.

- The recycling bins, I'd say. that they've put out for everyone.
- The recycling program.
- The revitalisation project in the stamped area that's all I really know about.
- the streets lights
- the tower
- The village project there, more patrolling, the Memorial Drive.
- Their camera system they have to prevent crime. The drop-in centre and the Centre of Hope provide places for people to improve their lives. The visibility of the police force has been increased.
- There are more police around.
- There are more police men around. I'd like to see more garbage bins and more bins for dog soil.
- There are more police officer on patrol There are More Police officers on patrol.
- There are more police officers and peace officers around the core. There have been some minor improvements to the stations.
- There is a lot of construction and there are people in the parks in center city.
- There is a lot of police presence. They have lightened it up with decorative lights. Neon lights.
- There is an increase of police presence by foot patrol specifically.
- There is an increased police presence. It's friendlier. A new arts and cultural centre is opening up. I'm really, really pleased.
- There is construction all over and it forces everything away. I force the crime element away. But, because of the construction you have a different kind of mess. Construction material that falls and sometimes hits people. This is not acceptable to me.
- There is more police, it's reasonably clean, the roads are in fairly good condition.
- There is still a lot of homeless people sleeping on the street by the drop in centre, they did put some port potties out and they definitely should have those.
- There is the Green "something" project and the Eastern village stuff by Fort Calgary.
- There no one that I've heard.
- There were the public toilet, there were graffiti, LRT upgrades, there are some work going on, on east Avenue to make it a fashion district, and more police.
- There working on fixing some of the sink holes.
- There's volunteer to clean up the river.
- There's been a concerted effort to pick up litter; I've seen that in action, graffiti, put up banners for beautification, flower baskets, they do a pretty good job.
- There's construction going on everywhere.
- There's the clean to the core program and adding more police officers in the core
- they added more police officers
- They added more police, I believe they cleaned up the graffiti, and that's about it.
- They added more police.
- They added up more police patrols as far as I know.
- They addition of the police was a great addition. #1 thing.
- They are always improving the river pathways; a lot of it is in-progress which is a good thing. I like the one-way city streets, there was some talk about changing the streets north of 17th Ave to 2-way and that wouldn't be good.
- They are cleaning up areas and repurposing older buildings, developing the LRT and certainly providing the ring road around Calgary and when it is finished it will be fabulous. I am very pleased with the speed that is occurring. It should be noted that the private contractors who are building the ring road are doing a great and fast job.

- They are cleaning up down by the Saddle dome and are going to build that crazy bridge across the river. They are more security at the sea train platform.
- They are cleaning up old buildings and building new buildings so they are cleaning up the area.
- They are cleaning up the east village.
- They are doing a reasonably good job, they increase security factor. They got rid of undesirable traffic.
- They are employing a lot of homeless programs and shelters they are also doing a lot of work to the sidewalks as needed. They are also doing a lot of work to the LRT stations they are making new platforms as well.
- they are fixing it and there making moves to do something about it
- they are improving the lighting
- they are making a good job
- They are not very effective in what they have done not with the construction everywhere not very good too much construction everywhere.
- they are paying additional tax payer money on cops
- They are policing my areas so you don't see as many drug traffickers.
- they are putting police groups are walking around more often
- They are taking an aggressive stance on graffiti, a bigger police presence, a more street level police presence, beat cops.
- They are trying but I can't say too much about because the city council hasn't done their job in my opinion.
- They are trying to clean up crime, trying to get better access to the inner city. Those are about the only two I can think of.
- They are trying to get the crime down; they've chase people from downtown.
- They are trying to work on the east village, and get that organized and re developed, they are doing the new pedestrian bridge which is creating a lot of controversy.
- They are trying, but not very satisfactory.
- they are working on it and making some progress
- They are working on the east end downtown. Helping to build Victoria Park. And transit.
- They are working on the east side in the Victoria Park Stampede area.
- they been doing sideway repairs, maintaining water leak, for portable water, maintaining pathway beauty, street cleaning, very good in street, they take care of boulevard streets, the snow mobile a little less than efficient, I don't understand what they take long, like a day.
- They bringing new infrastructure.
- they can do a little better
- They charged us more money
- They clean up a lot.
- they clean up the streets with more police
- They cleaned up the graffiti, which I think is too bad that they have to do that. They don't clean up the flying paper too much.
- They closed down a hotel in downtown full of crack heads and shit like that, they are redoing one of the major streets downtown Memorial Ave or Memorial Drive by putting up lights it looks really beautiful.
- They closed the bar where all the bums & transients were. That would be the step in the right direction.
- They closed the Cecil Hotel.
- They closed the Cecil Hotel.



- They closed the Cecile Hotel
- They constantly are improving the road.
- They did a good about that.
- They did a little effort to clean the city court especially 5th Ave and more police is working nice.
- They did some park renovation and more police and normal maintenance like roads.
- They do a good job keeping the city clean.
- They do have to keep the line to the sidewalks coz people fall and trip.
- They do the Bow cleanup in the river.
- They do very little.
- They fix the roads ways.
- They got a lot of construction going on, and I know they have added more on street bike paths a lot.
- They got more beat cops.
- They got more police enforcement.
- They got more police patrols, bike patrols, more police presence cleaned up down there.
- they got rid of prostitutes and got rid of stampede crowd.
- They had police, more police out.
- They have added more police care which means I feel more safe.
- They have added more police force.
- They have added the bylaw offices.
- They have addressed crime and pollution; they've definitely tried to make it a place for people to go after working hours.
- They have been support for extra police presence and they closed the St Louis hotel and Cecil hotel.
- They have better police enforcement. That's for sure. But they still haven't torn down Cement Park.
- They have built a nice place for the homeless people. But in the daytime they are all over the place.
- They have clean of the core program. More cops downtown or increase police. They have planned.
- They have clean up Fairs (a cleaning day). They did one for the river banks. (Clean up garbage). Make it look better.
- They have cleaned up a lot of the graffiti, and stuff removed from the river valley.
- They have demolished and refurbished a lot of things they are very good at that
- They have do a lot of construction, so I am not sure what they do. There is a lot going on now, so it's hard to tell.
- They have done a lot of good things, the only thing they have done in my point in that the people with bikes travel with cars.
- They have done everything.
- They have done to clean up the snow.
- They have eliminated a certain number of Homeless & unemployed. And they clean the city streets so it is fairly clean.
- They have gotten more cops on the street, they've tried to limit pan handlers and certainly tried to limit drug traffickers they do graffiti removal.
- They have gotten rid of the graffiti and added more police. Cleaned things up and added outside toilets
- They have had more cops on the street.
- They have hired a bunch of police officers; they made a big deal about that.
- They have hired a few hundred extra city workers to maintain the pollution in terms of garbage collection. There is a fair bit of work the government has done to change things in the centre city area.

- They have increased police presence and they've added more walking policeman. they've cleaned up the prostitute areas.
- they have increased the budget of police, I like the new designs of rails and placement
- they have increased the foot patrol police, they've got more control of graffiti all be it not properly done, they have spruced up some of the LRT stops, improved some of the signage and increased the lighting
- They have increased the number of police downtown on foot; they have increased services to the homeless.
- They have increased the number of police officers patrolling the center city.
- They have increased the police presence
- They have increased their police presence. Clean up the homeless.
- they have installed a lot of cameras which is a plus (C+) you know it would be an asset to people using downtown area using security cameras makes people feel more safe.
- They have installed recycle cans and they have greater police presence.
- They have more foot patrols for police they have don't know who they have but they clean and spray the mall sidewalks.
- They have more police out there when i go for walks, cleaner.
- They have more police out.
- They have more police patrols but it could more at night.
- They have more police, more beat cops.
- they have more police, very visible
- They have more police.
- They have more policing, bylaws of spitting and swearing, bathrooms in certain areas
- They have moved the drug dealers out of my neighbourhood.
- They have probably done a number of things but I cannot recall anything specific.
- They have put a bit more police presence.
- They have put benches and planters in different areas. Flowers at bus stations now. More of a presence of peace officers.
- They have put more police on the streets.
- They have put more police on walking the street.
- They have put more policemen on patrol and made it more safe in the evening when you want to walk around They have put more policeman on patrol and made it more safe in the evening when you walk around.
- They have reduced crime.
- They have reduced the crime rate.
- They have taken down a lot of old buildings. They put in some green areas.
- They have taken the hookers, clean garbage.
- They have the beat cops on.
- They have torn down Victoria Park.
- They have totally destroyed it. They are rebuilding it. I work in this area.
- They have tried to get rid of the graffiti.
- They have volunteer day. They sometimes have the people from the penitentiary come and work. The city workers cleaning up.
- They haven't done enough, there's a lot of people living on the street and they have not done enough to help them.
- They haven't done anything they've just made it worse.
- They helped clean up city crime.

- They hired more cops.
- They hired more police to walk around downtown.
- They hired more police.
- They improved the Park on 11th Street/South West and about 13th Ave. I know that they are going to improve Tompkins Park and the put a public washroom there. That was good. They also improved the other park Haultain Park. Nothing else.
- they increase police present, they seen building more parks
- they increase the cops down town if they mean cleaning up garbage I don't see it,
- They increased beat cops?
- They increased the police force.
- They increased the police office, installed security cameras.
- They installed cameras.
- They instituted police patrols, that's all I can remember\
- they made it better I barely go downtown
- They made it safer with more police enforcement.
- they made the trees look nice
- they moved the homeless to a specific area
- They need a face lift. They are underway right now but they are a bit slow. I travel through there and I don't see a lot happening.
- They put in bike lanes. Road construction.
- They put more police downtown and helped clean it up.
- they put more police officer on the street
- They put more police officers out.
- They put more policeman walking and on bicycle around city centre it make a big difference.
- They put more policemen out.
- They put on foot patrol officers who clean it up; they haven't dealt with the roads and spend money on 25 million dollar pedestrian bridges.
- They put police on duty, their foot patrol...and it has helped. Also wanted to mention that the only thing that is frustrating is the street construction.
- They put police on foot patrol.
- They revitalized part of the area, attempted to with the homeless problem and attempted to deal with the downtown crime.
- They ripped down a whole bunch of buildings. I feel very safe walking down there. Infrastructure is good. They're looking at revitalization projects and focusing on the revitalization of the Centre City.
- They sweep streets, and snow removal.
- They tried to put up more bike route lanes.
- They use big trucks in Canada to clean the roads/ the streets.
- They wasted their money raising it up 2 feet.
- They were doing east village, they are rebuilding it from its previous poor quality. That is good for rejuvenation of the down town.
- They're always the spring river cleanup that's about it.
- They're building a new train station.
- They're building new buildings; they closed down the Cecil restaurant or hotel.
- They're developing the East Village; just general high quality development in downtown & Victoria Park development in the downtown according to your definition.
- They're really going ahead with especially east Calgary; they're really cleaning it up. It's going to be beautiful.

- They've added more police on the LRT system.
- They've added more police so I feel it's somewhat safer.
- They've cleared out the Victoria park area and upgraded that and the zoo has a big improvement. The river pathways system has been a good improvement and the Metwata stadium has been a good improvement. And generally the Bow river has been a good improvement it has been cleaned up.
- They've kinda cleaned it up in east Calgary and parts of the plaza and there towards riverbank, was getting kind of scruffy for a while there.
- They've made parks less user friendly so people don't want to spend time there like homeless and junkies, but now not friendly for anyone.
- They've moved all the homeless into other areas, I used to live in Bridgeland which is right across the river and it's was pretty when I moved there but not anymore.
- They've put in a new homeless shelter, they have done their best to keep the roads and streets clean.
- They've rejuvenated some of the parks.
- They've renovated Memorial Park.
- They've targeted the crime in the area there but driven it into the suburbs They've targeted the crime issue there, but driven it into the suburbs.
- They've added more police to the centre city.
- They've done a lot with regards to the sidewalks and with the parks roadways. Also with the park system. Haven't done much to improve roads.
- They've go police officers walking around, much more than a year ago. Construction has been prompt. They rehabilitated a park.
- They've improved the park. The way they keep the parks clean and the bike paths cleared.
- They've really cleaned it up with the police being on foot, walking around all the time, only because our downtown core here was really a hooker and drugs, there have been a lot of drugs in the area, we've seen a lot of change, big time.
- Time. More police officers and anti graffiti.
- To be honest I don't know of any efforts, nothing.
- To clean it up? I've just always found it to be clean.
- To clean up the LRT station downtown.
- To clean up, put some effort on 8th Ave. they've increased police and improved the appearance of 8<sup>th</sup>.
- To clean up? I don't know, I've not really heard anything. I'm probably not in there enough to say anything either, so I'd have to say no comment.
- Too much construction.
- Took the crime element out of it; cleaned it up.
- Torn down hotel put up more +15 and sidewalks build up village put in more bicycle routes.
- Transients have been removed from the park areas.
- Transit cops, increased police foot patrols.
- Trying to build an environment in which people do activities that get them all together so that there are lots of people around and less crime but I don't know how effective that is I feel more comfortable when people are around but there's no guarantee for safety because people can get shot in restaurants and feel safer when there are police around.
- Trying to get some of the street people relocated to other places not just the Calgary drop in centre they are bussing them out.

- Trying to make improvements to the roads and pathways and the organization not the city is doing it, city being detrimental right now and I don't go to city a lot because of parking prices, and not taking care of environment, city dwellers and free parking would be good, need more buses, government not concerned with environment.
- Uh well, they clean it sometimes they often clean it in the summer not in the winter like in downtown they clean it every week.
- Uh, put more police officers on the street and the crime uh don't a lot with the LRT its self and the street lighting especially down 8th avenue that's about it
- Uh, um I'm not sure I don't feel like I've read anything recently.
- Uh, um, it has, um, it has cleaned up the east village.
- Uh, um, well they've bettered the roads. I can be very sarcastic and say they've cleaned up a lot but put us in debt because of it the maintained the cleanness of downtown,
- Um I don't know how to answer that keeping in mind the method of questions.
- Um, I really haven't read much about how they cleaned up the city i mean their making the roads better; repaving not as many bumps
- Umm they have recycling programs; they have the recycling come to your house. But they don't come to my house.
- Very aware of what they've done they have policemen walking around and I can talk to them and I see them working and I really applaud their approach and I am happy with how they are treating the homeless
- Very important.
- Very little but there's lots of construction.
- Very little they, development of the east village and development of Eau Claire is good.
- Very little, the center city scattered and miss.
- Video cameras underneath the bridge by the homeless centre.
- Visibility of police officers in the downtown core.
- Walking police noticed the difference on the path ways.
- Waste money on boulevards, lighting, everything is for show. They charge too much for parking. That's the main reason I don't go down there. The municipalities have just as much to offer including free parking. Everything to go downtown is a big expense like parking at the train station and if I decide to drive downtown it is even more expensive to park there.
- Wasted a lot of the tax payers money.
- We don't have TV, we don't have newspapers.
- Well East Village is, there's construction going on there - it's getting cleaned up - I don't go downtown very much anymore.
- Well I know they are cleaning up Victoria Park, they are doing major renovations.
- Well I think their trying, um with new east village but I still think there's a lot to be done. As far as the homeless they have to do something about them. And they have to do something about the parking it's to damn expensive they have to do something about that or no one will want to park.
- Well I think they hired more police men.
- Well I think they tried to beatify it. There's a lot of constructions and a lot of new parks. You know I like the Stephen avenue mall. It seems to be a lot of effort of that to be put into keeping up with all the seasons its generally clean and tidy.
- Well I think they've cleaned up the area around the stampede, Victoria park.
- Well, definitely a larger police presence.
- Well, I know that they cleaned it up at stampede.

- Well, I know that they're doing some reconstruction on 17th avenue near memorial park, doing a face lift - it's 12th Ave and 4th street approximately, I mean I've certainly seen a lot of maintenance along the river pathway and the work they've done on Prince's Island Park they've just about finished now, I guess that's what I can think of,
- Well, I think improved police service, improved east-end, which was shabby.
- Well, it usually very clean.
- Well, it's very clean.
- Well, there are less crack dealers in there.
- Well, there are street patrol cops that you like, particularly in the downtown core.
- Well, they are working on the Memorial Park which is very close to where I live as the construction isn't going very fast and I would think that what they are doing isn't necessary if it's going to take that long.
- Well, they have a pretty good crew that goes around picking stuff up, including paper that people leave. I would say I'm very satisfied that they are doing it.
- Well, they have assigned more police so that have reduced the crime rate.
- Well, they have been revitalizing the downtown,
- Well, they increased the police patrol.
- Well, they plan on building a pedestrian bridge that I strongly disagree with.
- Well, they tell us they hired more police officers. I have not seen them. The issue of the parks is homeless people and where I work downtown there's homeless people in the plus 15s. And I'll be very specific there's a plus 15 near the James Short Parkade and there's homeless people there when I go to work. I go to work at 5:30 and there are homeless people there at that time. At the 8th Ave LRT station the - that's the crack corner and all the drug addicts are there. Although my wife has parking, it's not safe and I feel bad for anyone who has to go down there. Once again the city has told us they've hired more police officers to do foot patrol down there they were visible the first days the news was all over them and they've vanished. I don't know where they are anymore.
- Well, they tried to clean up the homelessness right downtown, and they tried to clean up the buskers which I don't think are a problem, and I know they upped the police presence.
- Well, they're always working on it - they are trying - somewhat satisfied.
- Well, they're building new roads or expanding new roads.
- Well, they're working on the east end they're encouraging people to move downtown which increases am shops and stores and restaurants and all of that for those of us who are already here.
- Well, they're working on the Eastside Village I guess,
- Well, they've been working on that east village business, more police on Stephen Avenue and basically patrolling on-foot on the streets.
- Well, they've got the East Village project; I think they have more policing.
- Well, they've re-done the LRT stations; they've increased or started beat cops.
- Well, we don't have too much problems with garbage, but we live with a changing climate. one day it's snows, then windy, then cloudy and they sunny and we have a hard to regulating that sort of thing
- What has it done clean it up in terms of violence or litter? The city is pretty good at looking at those issues whether litter or violence. Crime instead of violence.
- When I lived downtown in the West end it seemed fairly clean and they were working on the LRT station and I was satisfied in their cleaning up the city.
- Whole bunch of more police men were brought on, transit security on the platforms.
- Work around the parks trees added and flower boxes, pathways put in.
- Working hard on eliminating graffiti.

- Working on the east end, the main thing.
- Yah, just always a construction zone downtown, and parking's super expensive so we don't go very often.
- Yeah I would say it's pretty clean.
- You know I'm not sure.
- You know what other than the regular maintenance I don't think I can give a statement on that.

## Question 9B Verbatim Comments

The following table lists the verbatim comments received from question 9b "To the best of your knowledge, what, if any, actions or initiatives has The City of Calgary made to improve safety in the Centre City over the past 12 months?"

- A lot more cops.
- A little bit, not much, they could do a hell of a lot more, and there's no reason for it, and the police and politicians aren't doing their jobs.
- A lot of police officers around.
- Actually none of my knowledge.
- Actually they have more police around which is good.
- Added more city police and security at some of the LRT stations.
- Added more cops.
- Added more police and foot patrols and tried to relocate people sleeping along the river and bike path along the bow river relocate.
- Added more police force.
- Added more police in the LRT.
- Added more Police patrolling and presence.
- Added more policemen.
- Added more street police.
- Added police force to 7 Ave and 7th Street.
- Added some peace keepers or policemen.
- Added some police beats, trying to make it safer. LRT stations upgraded with more lights.
- Added walking police.
- Adding additional police officers.
- Adding more police presence down in the city centre.
- Adding of the police force.
- Addition of the police officers.
- Additional police force cleaning the area.
- Additionally safety so they increased the police.
- Again having police on walking beats.
- Again, cut down the crime rate.
- Again, I believe it's police enforcement.
- Again, increased police force and cameras on the streets.
- Again, more policing. More visibility. I know they've done some work on the LRT stations where there's been problems and river pathways where there have been problems.
- Again, Rick Hanson's hired a lot of new officers to work in the downtown. You can't do it all so you have to work within the budget.
- Again, the clean to the core program....the police.
- Again, they hired more beat cops. They walk the beat.
- Are they talking about LRT? I think they have more police on the streets.
- As far as I'm aware more beat police patrols.
- As I mentioned before, I think the addition of police officers patrolling the downtown area and being more visible to the downtown population.
- Beat cops.
- Beef up cop patrols.



- Beefed up policing.
- Believe they've made more of an effort to add a security presence to the LRT, and more police around in the last while.
- Besides hiring those extra police officers, I am not aware of anything they have done.
- Better design and crack down on crime.
- Building the new LRT stations in the core.
- Bunch of new traffic police.
- Cameras. More police presence like police on bikes.
- Can't remember.
- Can't think of anything specific.
- Closed down the Cecil and moved the crime.
- Closing that hotel.
- Cops everywhere.
- Couldn't answer.
- Crime. They cleaned up the crime a lot.
- Cutting down on accidents and police enforcements helps a bit is a major help. Basically what they did is they went to foot patrol before you were lucky to see law enforcement now you walk down a few blocks and you'll see four policemen and ladies enforcements.
- daily patrols by the police, community police
- Decreased the amount of construction. I was down there recently and I noticed there was lot less constructions and road closures.
- Definitely drug dealers they worked on them.
- Definitely having the police on foot and on bike and just being visible. Lighting, putting lighting in areas that were dull before.
- Definitely more polices' presence
- Deployment of more foot patrols of police officers. Quicker vandalism of letter graffiti cleanup seems to be occurring.
- Don't know.
- Don't think they have made any initiative, doing the same thing every year nothing has changed.
- Don't know any.
- Don't know.
- Don't know.
- Don't know.
- Don't know.
- Employed more cops.
- Endeavoured to add more c-train security folks.
- Enhanced police presence.
- Extra cameras in LRT stations.
- Extra police.
- Extra security, police. And public transit police.
- Foot police patrols.
- Foot police; that is the only thing I am aware of the city doing to increase police presence.
- From what I have read in the paper they have increased the presence of the law of the police force.
- From what I've heard they have more beat cops walking around. well I think the two key items as I'm concerned are the cameras and police presence. More cops walking the beat and on bikes instead of police in their cars.
- Generally speaking it's okay I'm satisfied.
- Giving weekly time they should clean more often.

- Go back to increase in police presence.
- Got rid of the drug addicts.
- Gotten after contractors for leaving open pits.
- Greater police presence.
- Guys patrolling the LRT, Transit cops. The parts of the LRT that go down town.
- Had more police patrol the area.
- Has police to patrol the streets especially center city center.
- Have no idea.
- Have not seen any changes.
- Have really notices in the safer aspects, more traffic lights.
- Haven't heard anything.
- Having more police officers.
- Having the police officers walking downtown.
- Heard of increase in hiring the police and the LRT security personnel.
- Hire more police men. And walking patrols.
- Hire more police officers.
- Hired additional police officers.
- Hired more cops
- Hired more cops.
- Hired more patrolled on transit trains.
- Hired more police officers on the streets.
- Hired more police officers specifically for downtown.
- Hired more police officers to patrol downtown.
- Hired more police officers.
- Hired more police officers.
- Hired more police to patrol the 8th Ave mall.
- Hired more police.
- Hired more police.
- Hired more police.
- Hired more police.
- Hired more police.
- Hired more policemen.
- Hired walking cops.
- Hiring new police men and putting policemen in the LRT to keep the people safe.
- Hiring New police officers for downtown.
- Hiring of more policeman and more patrols.
- Hiring these police men helped.
- I am aware that they have more police officers walking Centre City neighbourhoods, more police officers walking their beats.
- I am extremely impressed with the Street Cops or Beat Cops.
- I am not aware of any.
- I am very satisfied. I have never seen bad things.
- I believe the biggest thing they have done is to increase police presence
- I believe there is a larger police presence.
- I believe there's more security on LRT and there's more police in the core, or at least I've noticed more police.

- I believe they are having more police present in the downtown core.
- I believe they have attempted to lower the number of homeless people in the down town I believe they have attempted to lower the number of homeless people in the down town area
- I believe they have more cameras and more cops around.
- I believe they have more of a police presence.
- I believe they increased the number of police on foot and they are rebuilding some of the LRT stations.
- I believe they've increase some special forces at the LRT stations where they need to in the downtown area. Also did put some light there and some cameras. It's welcome. It's needed security.
- I believe they've increased police.
- I believe they've put more police on LRT stations.
- I can see it seems more police walking around.
- I can see less number of homeless people on the streets, near the bus stops, near the C-train stations. There used to be a lot of drunk people around.
- I can't find anything
- I can't think of anything.
- I can't name them specifically but I know listening to the news they address it with the police as well with aesthetics and such for example in Inglewood.
- I can't point out anything.
- I can't think of anything.
- I certainly seem to see more patrols and kind of transit police around which I assume has had an impact, I think that's the main thing - I also heard that they've been trying to improve LRT parking arrangements but that's not in the City Centre - I don't know if that includes any C-train parking, also too there definitely has been an increase in video cameras around the place. I'm not a huge fan of them myself but they may improve security.
- I couldn't tell ya.
- I didn't notice anything
- I do not know.
- I don't know - I haven't been able to follow the news because of illness.
- I don't know about that what I see just getting better.
- I don't know any.
- I don't know anything about it.
- I don't know anything about the Centre City I don't go there anymore.
- I don't know haven't taken notice to be an improvement.
- I don't know if they have or not.
- I don't know of any initiatives.
- I don't know of any.
- I don't know of any.
- I don't know of any.
- I don't know of any.
- I don't know, I don't go to much to the downtown in the past year.
- I don't know, I just working on the day, there's a lot of police presence, and I think it's good.
- I don't know, other than hire more policeman and whatever you wanna-call them on the C-trains, security guards on the C-train - nothing.
- I don't know.
- I don't know.

- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know.
- I don't know. really, A lot more police officers walking around and i've seen them in bicycles lately
- I don't know., they are paying more attention in the safety in the downtown area.
- I don't really see anything. Don't know what they can do.
- I don't really spend an awful amount of time down there.
- I don't think there is any.
- I dunno know, I'm not aware of any.
- I guess hiring police officers.
- I guess they closed the Cecil everybody went elsewhere.
- I guess they've tried putting bylaw down there, there's supposed to be down there but you hardly ever see them. And they've got more police down there, and they've got the bicycle cops too which is great.
- I have any idea.
- I have never heard of any initiative.
- I have no idea.
- I have no idea.
- I have no idea.
- I have no idea.
- I have no idea.
- I have no idea.
- I have no idea.
- I have no knowledge of that.
- I have no suggestions for that.
- I have noticed considerable police presence in high-traffic areas.
- I have seen a couple of times the occasional transit police and city police on a couple of occasions.
- I haven't notice any I much not pretty sure.
- I haven't heard anything; I don't know anything about it.
- I hear a lot about what happens I don't know if there are more police I don't know.
- I heard on the news that they were going to increase police action in the core.
- I just heard that there was gunshot and police now can put more resource in downtown area.
- I know that they have done some installation work of cameras like Olympic Plaza just to monitor crime and different things.
- I know that they put in more police men at LRT stations.
- I know that they put more police officers in where the homeless people are and they remove some cd hotels.

- I know that they've increased the number of police officers on the streets.
- I know that they've had a campaign on about people getting hurt because of people being hurt on and around construction sites. It's very dangerous driving because there are so many distractions.
- I know there's been some initiative but I can't think of any one thing.
- I know there's more security of the LRT, there's more on foot and on bike police officers downtown.
- I know they brought more police officers and just pretty much this is all this is what I know.
- I know they have more foot patrols in the major core, the bikes, there's a much more presence of a police force downtown and on the LRT.
- I know they hired more police officers and they instituted patrol officers that are right on the streets in the inner city and they increased the number of police officers. They have better lighting at inner city locations.
- I know they increased police foot patrol which has helped with crime by increased visibility and reduced the ability for criminal activity.
- I know they put more policemen on foot.
- I know they've hired those police officers, but I've never seen any of them. Probably police visibility.
- I noticed they put the washrooms in the core. they have put a real bathroom, it looks like a tiny room and it has a real toilet in it and it gives you 10 minutes and then you have to get out of it in 10 minutes whether you want to or not. This thing makes a noise or talks to you.
- I only know about the more police.
- I read in the paper they have more police in the Downtown Core. They are very visible.
- I really can't say nothing comes to mind.
- I really don't know.
- I see more police officers and transit police around.
- I see police officer initiatives.
- I think installing video cameras at train stops.
- I think is Calgary speed it up a little and I see a little bet security in LRT station.
- I think it has increased foot patrols and bike patrols.
- I think it's not really safe. I think the beat cops is a good idea.
- I think like there's like an increase of police force.
- I think make some regulations for high rise buildings some stuff down from construction building.
- I think other than just like more police officers and cleaning up.
- I think refinishing of the down town LRT.
- I think that they have put something on the LRT platform to improve safety, I do know if it is people or a camera. They hired more police.
- I think the city could do more on this issue.
- I think the police force is understaffed. I admire the police force, emergency services and firefighters and they should be given all the help they need to do their jobs.
- I think the police initiative of getting more police downtown and the cameras.
- I think the reconstruction of the LRT stations with better lighting with remote cameras reduces, I think, people that are thinking they can infringe upon other people.
- I think there are more police officers.
- I think there is greater number and more prevalent police.
- I think there is more police presence but not specific enough.
- I think they did something with the construction with people keeping off the sidewalks.
- I think they have had more police in the downtown area, is what I have heard on the news
- I think they have increased the number of police that are there.
- I think they have introduced more police officers new the LRT station.

- I think they have made a real effort with the police services, they have gotten them out of their cars and walking the beat, I think this is a great effort, I am from England so I am used to the Bobby on the beat.
- I think they have maintained the standard that they had before like streetlights, well-patrolled by Calgary Police Services, increased lighting and cameras in LRT stations.
- I think they have more transit cops.
- I think they hired more police.
- I think they installed cameras, or they are certainly talking about it... and they have increased the foot patrols.
- I think they put LRT surveillance on. Police, that is.
- I think they put more policemen on patrol at the LRT stations.
- I think they put on more securities cameras in LRT station more people more crime they doing the best they can.
- I think they put some more police on the streets. They started a recycling program.
- I think they talk about safety.
- I think they've done one big one and that's increased the number of police and thats the actual police on the street on the bikes and on foot around the downtown area.
- I think they've added more patrols, more police patrols.
- I think they've given more power to the LRT police or something I think they can arrest people now or something.
- I think they've hired certain people to act as police and help with the crime. They're not really police, but act as them. I think that's really good.
- I think they've hired more police, or they are saying they are going to, something like that.
- I think they've increased the Police.
- I thought that they upped the police presence, and they are supposed to improve security at the LRT stations.
- I would say improved the police force and they have policemen walking on the street now.
- I would say improved.
- I would say with bus routes and stuff, they have improved the shelters they make for them.
- I wouldn't know I don't know.
- I'm not aware of any.
- I'm not aware of any. No. I don't have an answer.
- I'm not aware of anything.
- I'm not really aware of any.
- I'm not sure of any actually.
- I'm not sure on that one.
- I'm not sure they made any. They hired a lot of people fuck all.
- I'm not sure.
- I'm not sure.
- id onto really know I do not really know.
- I'd seen additional police officers downtown.
- I'm not aware of any.
- I'm not aware of any.
- I'm not aware of any.
- I'm not aware of anything.
- I'm not aware of anything.
- I'm not aware of anything.

- Page 109

- Increased policing and the PACT Team program.
- Increased policing at the LRT stations and in the LRT. The new LRT stations seem brighter.
- Increased policing.
- Increased policing.
- Increased policing.
- Increased policing.
- Increased policing.
- Increased security in the LRT station and stuff like that.
- Increased the number of police down there, basically police.
- Increased the number of police men.
- Increased the number of policeman on sight downtown.
- Increased the police element.
- Increased the police force.
- Increased the police personal.
- Increased the police presence and the LRT security.
- Increased the police presence down there and security on the C-train. Installation of beat controls.
- Increased the police presence especially at night.
- Increased the police presence.
- Increased the police traffic.
- Increased the presence of police officers.
- Increased the street patrols. More feet on the street!
- Increased the visibility of the police force. Increased the visibility of the police force.
- Increasing of police enforcement.
- Increasing out police patrols and educational programs.
- Increasing police presence in the downtown core has definitely increased safety, which would be the main thing, very positive.
- Increasing police presence.
- Increasing security in the C-train and redeploying police officers in certain areas.
- Increasing the number of police officers walking and patrolling.
- Increasing the police presence.
- Increasing the security at the LRT.
- Installed cameras, cops on bicycles.
- Installing cameras at traffic lights. Installing better cameras at LRT stations.
- Installing cameras to help curtail criminal activity.
- Issuing more police downtown, more presence of police downtown for safety.
- It looks the same safety.
- It put more policemen on the streets.
- It was once dangerous so they put officers in the LRT stations, and on the trains themselves. The homeless people try to live on the trains but they bother people and get in trouble.
- It's policing. I think they clean up the street and bums don't hang around. And if someone throws garbage on the street the cameras will pick them up. The police look for people picking up for trash and when people see that they're more interested.
- I've heard something but not sure.
- I've notice more police officer on bikes.
- I've only seen more cops on the street, that's about it. the police foot patrol has increased.
- I've seen more police on foot and that's about it. also the cameras they set up they set up a couple



of cameras, at least I heard.

- I've seen they're doing a lot of construction and I see flag man taking action, directing traffic and I never heard anybody getting hurt there.
- Just adding more police officers.
- Just getting more police officers on the streets.
- Just more policing.
- Just the foot patrols.
- Just they did those inspections for the construction sites.
- Just what I've heard through the Calgary police department.
- Law enforcement and closed circuit cameras.
- Law enforcement.
- Less hookers in my street.
- Less panhandling going on, maybe more police presence.
- Let's make sure all the roads are good.
- Like I mentioned that constables on patrol. I think maybe they installed some downtown lighting.
- Like I said in my other statement the safety downtown has improved.
- Like I said more security officers downtown and along the LRT stations that make everyone feel safer no matter what age group you are.
- Lot more policemen walking around.
- Lots of cops.
- Lots of police present, they've been doing a lot footwork, you can see them if you're downtown. Lots of police cars.
- LRT Police patrolling the LRT stations. Having Cops walk as appose to having them in vehicles.
- Mainly the police patrols and CCTV one or cameras.
- Make more signs.
- Maybe increase policing.
- Maybe there are a lot of cops.
- Mmm, I don't know. I know there's generally quite a noticeable police presence and that's probably all I've noticed.
- more beat
- More beat cops and more bicycle cops and cops on foot. The main thing I see.
- More beat patrols, and more transit cops.
- More cameras or more security on the platform I've seen. That's it.
- More cops downtown within a certain distinct, have been either hired or relocated, and have caught a lot of crack heads and dealers.
- More cops on foot and on bikes not just in cars they are visible I think you have more security guards on transit.
- More cops on the beat, the new LRT station.
- More cops on the road i.e. transit cops.
- More cops on the streets.
- More cops.
- More cops.
- More foot patrol police.
- More lights and three lanes.
- More of a police presence.
- More patrolling around LRT stations and routes. I don't know if they are a private security company

or police.

- More patrols on the LRT.
- More police
- more police
- More police and more LRT social security guards.
- More police and the cameras.
- More police around. There are areas in the city in the downtown the lighting. There are areas in the city specifically in the Downtown where the pedestrian cross walks are not well lit.
- More police downtown.
- More police in down town.
- More police man to protect people.
- More police men in the area.
- More police men looking out for littering and thing like that.
- More police men on the street.
- More police men.
- More police officer on the foot patrols.
- More police officers and surveillance cameras.
- More police officers are downtown.
- More police officers on foot.
- More police officers walking around.
- More police officers.
- More police officers.
- More police officers.
- More police officers.
- More police on bicycles.
- More police on the LRT on.
- More police on the street.
- More police on the streets they have cameras.
- More police on the streets.
- More police out there for sure.
- More police patrol, I think that's it.
- More police patrols.
- More police presence.
- More police presence.
- More police presence.
- More police presence.
- More police presents.
- More police surveillance in the centre-city.
- More police walking around downtown.
- More police walking around.
- More police walking the streets.
- More police walking.
- More police which is good.
- More police which is very good.
- More police, more security on LRT platforms.
- More police.

- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More police.
- More policeman and security guards in the train routes.
- More policemen on the streets.
- More policemen, more LRT's and transit police, on duty in the downtown core.
- More policing, that's all I know.
- More policing.
- More Policing.
- More security at LRT stations more.
- More security at the C-trains.
- More street cops out there.
- More street cops.
- More traffic lights, more peace officers.
- More visibility of police officers.
- More visibility of the police activity, the transit cops, the initiatives for fire departments inner city stations, like picking up dangerous materials and generally being more visible. That's all I know.
- More visible police or peace officers.
- More visible police presence.
- My kids say there's more police presences at the LRT stations.
- Need fencing around construction need to protect from grease from wheels.
- New LRT stations.
- New painted streets for bike paths, new concrete curbs.
- New police officers and increased Transit police officers.
- Newer LRT trains make new notices so people can hear them.
- No
- No
- No comment, don't know.
- No comment, don't know.
- No, I have no idea.
- No idea.
- No idea.

- No idea.
- No idea.
- No idea.
- No idea.
- None
- None
- None
- None
- None
- None
- None
- None
- None
- None that I am aware of.
- None that I have heard of
- None that I know of.
- None that I know of.
- None that I know of.
- Not aware of any specific actions.
- Not aware of any specific issues.
- Not aware of any.
- Not aware of any.
- Not aware of anything.
- Not aware of anything.
- Not aware of them having done anything towards safety.
- Not much that I've seen.
- Not much.
- Not really haven't seen anything so far, except sidewalk countdown, more lights with pedestrians.
- Not sure if they've done any.
- Not sure.
- Not sure.
- Not sure.
- Not sure. I haven't seen anything bad.
- Not that I know of.
- Not to my knowledge.
- Not to my knowledge.
- Not very satisfied.
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing I'm aware of.
- Nothing in the past 12 months I think they've hired more police officers I'm not sure but I think they

have.

- Nothing that I am aware of.
- Nothing that I know of
- Nothing that I know of.
- Nothing that I know of.
- Nothing, they haven't done anything.
- Noticed an increase of police force on foot in the core area.
- Oh, I guess I would have to say it's the beat cops again.
- On site police officers.
- Only thing I can comment on is noticing police bike patrols.
- Only what I've heard, that they have added additional police enforcement.
- Patrolling has been done by the police in cars.
- Police and cameras.
- Police appearance in the street is a good thing.
- Police in the LRT.
- Police officers on the LRT.
- Police officers, police walking around.
- Police patrolling increase.
- Police patrols but I haven't read or seen or read anything about it.
- Police presence.
- Police visibility.
- Police, more police.
- Policeman.
- Policing C-train stations.
- Policing in the downtown core has improved considerably.
- Policing issues improved.
- Policing on transit and surveillance cameras.
- Policing.
- Possibly an increase to police presence.
- Presence of police.
- Presents of more police officers and transit officers.
- Probably just umm, police officers stay more visible and that is a safe feelings. The presents of visible officers has made if a little better. Improved safer feelings, if I'm going to go to a store and I see a police officer there I feel safer and you won't see the crappy people like gang members, especially the LRTs feel safer.
- Put a lot of cop presence downtown, now. Just having them there and picking up the drug dealers and not have them block the streets as they used to.
- Put cameras in the areas and they have more police men around town.
- Put extra police on walking patrol.
- Put more patrols, volunteer programs assisting in dealing with some of the homeless people in the sense of contacting the police.
- Put more police officers on the beat to walk around the streets.
- Put more policing.
- Put on security in the LRT. More police on the beat, and the mustard seed expanding.
- Put policemen on the beat foot patrol.
- Put that washroom in downtown that the homeless can use.

- Putting more police force.
- Putting policemen on the streets.
- Raise Taxes.
- Reasonably clean, they street cleaners going up and down. I know they do it in spring, and that's good. And it is clean when they're done.
- Removed graffiti.
- Removing transients from the park areas.
- Safety oh the police officers bringing them downtown that was the number one thing they did.
- Same as before, I understand they have more foot patrols but I haven't seen any in this end of downtown. As a matter of fact, there was a bicycle/automobile accident outside the block yesterday and it took the police in cars half an hour to get here.
- Security at LRT stations and more police.
- Security cameras and the police.
- Security just like sometimes gangsters stay and hookers and clean up that one for you.
- Security on the LRT.
- Security through the police force implementing the police officers always being there, or trying, as much as they can.
- Seems pretty safe, good.
- Seems to be more visible police presence.
- Seen on news more presence C-train station, and police presence.
- Shut down the Cecil and tried to clean up the criminal activities around there. Only problem with that we got them in Ogden now.
- Signing police and security people. They've made some very good improvements.
- Some by laws. Increased policing.
- Step up some policing in the downtown areas.
- Step up walking police force.
- Stepped up inspections on city buildings.
- Still the same.
- Street patrols. Foot patrols by the police.
- Take guns off.
- That I don't notice anything, generally it is reasonably ok.
- That would be initiating the foot patrol policemen.
- That would be my policemen friends.
- That would be the initiation of the on-foot police officers in the core.
- That's where they hired the police. They increased the police presences by putting them on the streets. The police are very visible walking down the sidewalks.
- The addition of city police and transit security.
- The addition to the police force, having the auxiliary police to help.
- The appearance of more police officers.
- The beat cops.
- The beefed up patrols in areas improved some of the lighting in risk areas beside patrolling and light I can't think of much else.
- The big thing is the increased police presence.
- The blue box.
- The cameras, more police foot traffic.
- The city has increased the police patrols.

- The city is very safe whoever I haven't found the same type of equipment on LRT street corner and major corner very safe city.
- The city police have initiated street patrols.
- The C-train. Calgary transit has a poster up saying "Everyone works together to create safety on the C-train". (Picture of an eye and a mouth). "Safety is everyone's concern". (Something like that).
- The extra police force. They've hired extra police force to be hired in the core.
- The extra policing and the fact that they are trying to deal with the homeless situation I know it is hard but also very challenging.
- The foot traffic of the police.
- The improvement of having more police on the streets.
- The increase of police force.
- The increase of police presence on the LRT, they have the camera surveillance on the streets and walkways.
- The increase of police presents.
- The increased police presence.
- The LRT are better manned that way, more police out, not sure if they implemented crime watch but that would be a good initiative.
- The LRT there is more supervision, policing of the LRT stations.
- The more police officer on foot.
- The more police patrolling the streets.
- The only one that I am aware of is the increased police in the Beltline area.
- The only one thing I can think of is more transit police which helps the safety for commuters.
- The police increased police patrols.
- The police officers on bicycles are probably one.
- The police officers walking the beat. Increased LRT officers.
- The police on patrol, security cameras.
- The police presence has made me feel for comfortable and the lighting is improved I feel more comfortable because when there's more light makes the visibility of danger better and that's one things that's good for the most part the lighting is good.
- The police presence.
- The police presence.
- The police service is more visible.
- The police thing.
- The police. They got more patrolling by cops. And I like that.
- The policing you don't hear so much about pan handling and just people being aggressive.
- The put more police officers in the core. I was driving and I have seen the homeless and youth hanging out in the streets.
- The put more police out there.
- The same issue with the police - they announce and then vanish. When they came out in the news initially they're wearing their cowboy hats - and I have not seen them since.
- The security of the city.
- The train stations have more security.
- The transit security. That's all I know of.
- There again I don't know.
- There are More Officers on patrol.
- There are more police walking in the city, patrolling.
- There are more policemen walking around.

- There are supposed to of hired more LRT police to police the LRT stations, they are instituted foot patrols and bike patrols on the pathways, which are good.
- There has been a lot of police officers hired over the last year. So with the ongoing security it has made these areas safer.
- There has been a push to augment the police force and raise awareness of safety in that regard There are ongoing programs to educate school children and anyone who needs educating.
- There is more of a police presence.
- There might be more police presence in the city centre, but I'm not down there a whole lot at night.
- there's been a lot of talk about increasing security at the LRT stations
- There's been much more police, both on foot and bicycle, and in the summer some on horses too there.
- There's more security presence at LRT stations.
- They added a few more police officers.
- They added almost 40 officers, you see them every day on bikes, the police presence are better, the increased police presence, worked in increased the safety of the street.
- They added more patrol men on bike, on horse.
- They added more policing, gave more emphasis to the downtown core and widened the traffic lanes.
- They added some on-street policing.
- They always clean the roads; they always have someone to clean up.
- They are beefing up the security on the LRT stations and there is better police foot patrol presence on downtown.
- They are improved.
- They are revamping the LRT stations. They have more of a police presents downtown. More lighting, more police on bicycles and on foot.
- They bartered more police officers and cameras downtown and closing the Cecil. I don't know how the first C-train is, they had it closed it down for awhile. Seems pretty scary. I don't know there are still a lot of murders I don't know if they have enough cams or police, they need to do more with the gangs. and too much gangs downtown all over the city.
- They beefed up police presence, as far as I know.
- They bought new buses and improving the c-train stops there are more c-train stops and new buses it is nice when they have new buses.
- They brought in more police officers and foot police officers they brought in bylaw officers and more transit police.
- They certainly had taken strong action in the safety of the public regarding building development.
- They closed the hotel.
- They cut down on drug crime. There have been a lot of arrests. It just moves it.
- They did lots. Put lots of new police officers. I only go in the daytime. They did lots, put lots of police officers. I don't know about the night, I only go in the daytime.
- They did something with the LRT so people can't fall in. Somebody was pushed off the platform into the path of the train. They put up signs to stay back from the edge.
- They didn't improve anything for safety.
- They do things every once in a while that improves a degree of safety and it's not getting worse, and that takes a lot of work.
- They eliminated a lot of the illegal drug activities.
- They got more bike and pedestrian cops Stephen avenue. They bought the Cecil and got rid of it. The homeless now sit around or bother people in Bridgeland.



- They had increased police presence. Purchased the Cecil Hotel. They had a cleanup program.
- they have added police on bikes
- They have brought more police in the area to alleviate the crime in the area and they closed down a bar that was called the Cecil and it made a big difference in the downtown area.
- They have done a better job with the LRT's, having people patrolling them, as well more of a presence in the downtown area of police or patrols.
- They have foot patrol with the police so it's safe.
- They have gone after the construction people who have people visiting the for safety purposes.
- They have improved a lot.
- They have increased police presence.
- They have increased police presence.
- They have increased police presence.
- They have increased security on security on LRT platforms and they increased the amount of Police in the downtown core.
- They have increased the amount of peace officers and police are more visible now.
- They have increased the amount of police presence.
- They have increased the number of police officers and their visibility.
- They have increased the Police force downtown and at the LRT stations as well.
- They have introduced more police and I think that is all I am aware of
- They have made initiates they have made some progress but not enough.
- They have more police officers on duty.
- They have more police present on the LRT as well as increase of police patrol in the downtown.
- They have more policemen walking and on bikes.
- They have on the LRT stations the police or whatever they call them, and they have the extra police walking the street too, and I dunno what else, I guess that's the main thing I know.
- They have police in the road.
- They have police on the bike paths to keep the speed limit.
- They have police work there.
- They have put more cops on the street, done their best to move the drug dealers away done a great job of rounding up the gangs; they've tried to improve lighting.
- They have put more police to make it safe and protect from undesirables They have put more police to make it safe and protect from the undesirables.
- They have the city police on foot patrol.
- They have their security cameras which I'm sure makes things more safe but again we avoid the downtown. Honestly we used to eat weekly downtown but due to parking what it costs, I don't think it's safe, the city's just getting bigger and we don't eat downtown.
- They have those police on bikes.
- They have to hire more people. My wife wants to work there so they have to hire her. So they can have everything clean.
- They have tried to address the homeless issue and reduce the crime rate by having more police in the downtown core.
- They have worked on increased police presence and I have heard they have been putting in new lighting.
- They hire more police.
- They hire more policemen.
- They hire some extra police hired.
- They hired cops working on the street.

- They hired more police officers to patrol the downtown core.
- They hired more security on the LRT system. They cleaned up crime on 7th Ave and 8th St.
- They increase cops.
- They increase more patrol in the downtown area.
- They increased police patrols.
- They increased police presence and LRT presence.
- They increased police presence downtown.
- They increased police presence. Also increased the amount of Beat Cops walking around downtown.
- They increased police.
- They increased security & police on the roads, on the LRT platforms & decreased gang-related crimes.
- They increased the number of officers on foot.
- They increased the number of police officers and increased help for the homeless.
- They increased the police presence in the LRT stations.
- They increased the police.
- They increased the police.
- They initiated police officers.
- They monitor the LRT stations more, don't know if with policemen or cameras.
- They moved one of the LRT stations over.
- They only thing is there is a little more patrolling on the train platforms.
- They put color in the station.
- They put in some these intersection cross walks, they've been adding more bicycle lanes.
- They put more beat cops and security on transit platforms.
- They put more bike lanes.
- They put more Police Downtown.
- They put more police officer on the police force, hire visibility railway transit.
- They put more police on patrol They put more police on patrol.
- They put more police on.
- They put on more foot patrols of police officers.
- They put police on the LRT and that has improved safety.
- They put the security at LRT station.
- They renew and rebuilt the LRT stations in down town.
- They say something about the cops walking around down there.
- They send more police into downtown.
- They set up speed meters on the street to control drivers in communities and tell them to slow down
- They should minimize construction.
- They still have bicycle cops; you still can't walk down the city streets at night alone.
- They tried to put more people in the LRT stations.
- They upped the police presence.
- They're doing a lot of work with the construction high rises going up, however I am very unsatisfied having heard stories of loads being dropped from cranes in the last year.
- They've added more police and foot patrol.
- They've added more police officers.
- They've added more police.
- They've assigned more police officers.

- They've got an extremely great police department with the addition of extra police officers they've done an excellent job, give Rick Hanson, chief of police full credit.
- They've hire a few more police officers.
- They've hire more police to walk around downtown.
- They've hired more police officers to patrol.
- They've increased police around the city core, seen groups of them around, helping cleaning up the streets.
- They've increased police presence and focused on moving those persons who live on the street end or drug addict which is very good because the city is developing quite rapidly.
- They've made an effort to have more policemen at the LRT stations.
- They've made no initiatives.
- They've probably it's probably a little safer there's more policemen in the evenings.
- They've tried to have more foot patrols by police.
- They've upped the police force.
- They've added those extra cops, or whatever, and I think that's improved the safety.
- They've done something to improve LRT stations. Apart from that I'm not aware of anything else.
- They've hired extra police and beat cops and that have seemed to make a positive impact.
- They've hired more police men and they have policemen walking, biking downtown and riding the LRT which is awesome.
- they've hired more policemen, they've got beat cops that's a good thing
- They've improved policing, increased graffiti attention all be it improperly, maybe the lighting is better in some areas
- They've increased police force, visibility.
- They've increased the number of LRT & police & have policemen on horseback now in downtown area with the intent of increasing safety.
- They've increased the security at LRT stations.
- They've put more transit police officers in - like mostly related to the LRT.
- They've tried.
- Think more presence of police on bikes and stuff.
- Think they have put more police on the ground, walking, driving, and biking around. Lighting is good, feel safe.
- Those are exactly what I was telling you earlier, they're having people monitoring who's getting on and off. Before what would happen they'd have people cramming in and trying to get on the trains, and now they're not doing that. Another thing is there are more police at the LRT stations everywhere, not just downtown. So if there are kids just hanging out they don't do that anymore. I feel safer riding the train than I did a year ago.
- To better educate the people about cleanliness.
- To my knowledge I don't know. Anything.
- To the best of my knowledge they increased the police presence downtown.
- To the best of my knowledge... Nil
- Try to put more cps on the streets that's about all I know I don't know.
- Trying to make sure there's enough safety in the construction sites. Renovating the east section, more places for homeless people. More police downtown on bikes and horses.
- Uh, um more cops on foot downtown I think.
- Um, added those beat cops or whatever
- Um, they put more police on walking and riding bikes.
- Upgraded the policing.

- Upped the police presence.
- Very little
- Very little action. a lot of verbal but no physical action
- Video cameras.
- Walking of police in the streets that I've seen I've seen police cars in the streets & like that.
- Walking police patrol.
- We have better police, and the train station we a security.
- Well I know they have increased foot patrol with the police.
- Well the police are on foot like I was talking about before.
- Well, I do think I see more police presence - in the summertime I did, anyways - right now, I can't say offhand that I'm seeing more, but in the summertime, there were definitely more there. I would like to see more police presence at the LRT station(s) downtown.
- Well, I guess there has been more present of the police force.
- Well, I guess they're trying to increase our police force and they're trying to increase the concentration of police in the city core.
- Well, I know they did increase the police presence and the cameras downtown as well and I don't know where they are, in the alleys or whatever.
- Well, I know they say they are putting police on foot and putting them on bicycles too attempt to control speeding and I don't know.
- Well, I see more police in evidence police officers either on bikes or walking I think that's the thing that I've noticed
- Well, I think they're doing the best they can. I think it's an ongoing thing and every aspect.
- Well, I think use of cameras and more police on the streets.
- Well, it is a clean city and safety and they have too many kind of transit city I don't know and they have good control and no accidents
- Well, it's improved.
- Well, like I said they go around at stampede and police would arrest them.
- Well, mainly the police patrolling on the streets.
- Well, putting the extra police men and the extra ones who supervise the LRT platforms.
- Well, the increase police presence.
- Well, they brought on police officers and cameras I believe but they need a lot more I think that's all I can remember.
- Well, they claim they have more bylaw officers but I have not seen them\and I have not noticed any difference.
- Well, they got a better police service downtown and they have improved security at the LRT stations from what I understand.
- Well, they have a lot more officers on the street and the train stations.
- Well, they put more police men downtown which is really important and they put up cameras downtown
- Will increase police present.
- Yeah, they did they introduced some laws like hanging things on buildings and stuff so they can't fall on people.