

November 2014

2014 Safety, Security, and Cleanliness Survey

Conducted for the Calgary Transit



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THE CITY OF
CALGARY
CORPORATE SERVICES



Calgary Transit ,
Safety, Security, and Cleanliness Survey - 2014

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EXECUTIVE SUMMARY

Calgary Transit has conducted annual surveys of regular Transit users for almost a decade to better understand perceptions of safety, security and cleanliness of its services and facilities. The surveys have been conducted by telephone (both landline and cellphone) with a total of 500 respondents. Regular users are customers who ride Calgary Transit at least once a week. The survey results provide an estimated margin of error of approximately $\pm 4.4\%$ within a 95% confidence interval for the population. HarGroup Management Consultants was engaged to field the 2013 survey (September/October 2014) and report the results.

Findings of 2014 Survey

- **Calgary Transit users feel safe and secure while using Calgary Transit** - Based on ratings provided to the Safety, Security, and Cleanliness Survey over the past seven years, it can be suggested that most users feel safe and secure while using Calgary Transit. In 2014, when rating safety and security of Calgary Transit services, survey respondents provided an average rating of 8, based on a scale of 1 being very unsafe and 10 being very safe. This rating is similar to those achieved over the past few previous surveys, but represents an increase compared to earlier survey ratings.
- **Higher ratings observed for safety and security of Calgary Transit for different travel times** - Surveys over the past seven years have measured feelings of safety when traveling and using facilities during different times of the day. On the whole, these ratings have gradually increased throughout the seven years; particularly for respondents providing strongly agree ratings compared to somewhat agree and somewhat and strongly disagree ratings. Even so, it is worth noting that Transit users typically have provided higher ratings for traveling before 6:00 PM as compared to after 6:00 PM.
- **Most Transit users aware of the presence and availability of safety and security measures** – The 2014 survey results reveal that most respondents are aware of the presence and availability of security measures such as security surveillance and video camera and HELP intercoms. On the whole, awareness of these measures have gradually increased over the past seven years; particularly for video cameras on CTrains and buses.
- **A significant majority of Transit users agree that the presence and availability of security measures influence feelings of safety and security** – Approximately nine in ten respondents agreed strongly or somewhat that the presence and availability of HELP intercoms, security surveillance or video cameras, Transit peace officers and personnel, and real time displays at CTrains stations make them feel safe and secure when using services. Indeed, approximately half of respondents strongly agreed with these assertions.

Executive Summary, continued ...

- **Most Transit users believe that there are no hiding places that would enable someone to sneak up on passengers** - Most Transit users do not perceive that there are hiding places on vehicles, in CTrain stations, or around bus shelters that present safety and security risks. Even so, about a third of 2014 survey respondents disagreed that there are no hiding places at bus stops where someone could sneak up on a passenger and a quarter that there are no hiding places at CTrain stations.
- **Nuisances more prevalent than crimes, but less concerning** – It is recognized that respondents encounter or witness nuisances and crimes while Calgary Transit and both can influence perceptions of safety and security. The survey data show that users are more likely to encounter or witness nuisances rather than crimes during Transit use. However, based on ratings to specifically tested nuisances and crimes by respondents, encountering or witnessing a crime is much more concerning to users; particularly those associated with physical assaults or being inappropriate touched with a sexual intent. Still, respondents were more likely to state that they would distance themselves without leaving a situation immediately or wait to see what happens when encountering or witnessing nuisances and crimes . These findings have been consistent over the past three surveys.
- **Respondents agreed that Calgary Transit should take steps to address various nuisance behaviours and activities of users** – Nine in ten respondents agreed (strongly or somewhat) that Calgary Transit should address Transit users who do not give up their seat for seniors or disabled riders, as well as Transit users who are smoking. A significant majority also agreed that Calgary Transit should address users who do not allow other riders to use empty seats, those who are messy with food and drinks and riders who do not keep doorways clear on Transit vehicles. These findings are consistent with those obtained in the 2013 survey.
- **Transit Users perceive services to be clean** - For the most part, survey respondents are satisfied with the level of cleanliness of Transit services and its facilities based on the findings of the 2014 survey, but also results from previous surveys. Actually, there is evidence to suggest that respondents are increasingly becoming satisfied with the cleanliness of services provided by Calgary Transit.
- **Media reports about Calgary Transit safety and security issues appear to influence user perceptions** – Approximately one in four respondents stated that they had seen or heard media reports that caused them concern about Calgary Transit safety and security. This proportion is higher than the results of the 2013 survey. Respondents who had seen or heard reports provided lower safety ratings for Transit services. There is also evidence in the 2014 survey results to suggest that some users are influenced by what they hear about Transit safety and security concerns from other users.

1.0 INTRODUCTION

Calgary Transit has a long tradition of effectively and safely moving Calgarians throughout the city from early in the morning to late at night. Today, thousands of Calgarians (107.5 million customers in 2013) rely on Calgary Transits for transport throughout the city. Keeping all of these riders safe and secure on their travels is upmost priority for Calgary Transit. Over the years, various programs and services have been developed to maintain the safety and security of customers. To gauge customers' perceptions of its efforts, Calgary Transit conducts an annual survey about safety, security and cleanliness of its services. Each year, a total of 500 Calgarians who use Calgary Transit CTrain and bus services at least once a week are interviewed to assess these issues. HarGroup Management Consultants Inc. was engaged to conduct the 2014 survey and this report presents the key findings of the Safety, Security and Cleanliness Survey.

The survey examines several key objectives, such as:

- *Customers' perceptions of the safety and security of Calgary Transit vehicles, facilities and services; and*
- *Customers' awareness and impressions of:*
 - *Existing and new safety and security initiatives;*
 - *Cleanliness of Transit's vehicles and facilities; and*
 - *Calgary Transit's public awareness safety campaign.*

Many of the questions in the 2014 survey are consistent with those that have been posed to respondents in previous surveys. However, several new questions were asked of respondents in 2014 to assess how customers might react to situations involving crimes or medical emergencies, if respondents perceive spaces that may be insecure in vehicles and CTrain stations, and around bus shelters, and the extent to which respondents may be influenced by what they see or hear about Calgary Transit.

1.1 Survey Specifications

The annual Safety, Security and Cleanliness Survey was conducted by telephone using both landline and cell phone numbers with a random sample of 500 Transit customers in September and October 2014. Customers are defined as Calgarians who were at least 15 years of age and have ridden Calgary Transit buses or CTrains regularly (at least once a week on average) in the twelve month period prior to the survey.

Survey instruments are developed each year and pre-tested in field conditions prior to full implementation of the survey. A copy of the survey instrument can be found in Appendix A.

A survey of 500 randomly selected Calgarians provides an estimated margin of error of $\pm 4.4\%$ within a 95% confidence interval for the population.

Respondent Profiles

Demographic data are gathered from respondents and presented in Appendix B. These data reveal that the samples for the 2008 to 2014 surveys are generally similar in demographic composition. In 2014, the data were weighted to ensure that the sample (including both users and non-users) effectively represented the Calgary population. For the most part, the 2014 data are similar to those observed in previous years.

Also presented in Appendix B is a profile of Transit use among respondents. Included are details such as frequency and time of day of use and the amount of time that respondents have been a regular Transit customer. Again, the 2014 data are similar to those that have been observed in previous years.

In 2014, detailed analysis was conducted to assess differences of opinion between female and male respondents. These differences are presented and commented on throughout this report.

1.2 Factors to Consider for the 2014 Survey

Several factors are worth noting in considering the information presented in this report about the 2013 survey findings.

- **Service Expansion**
 - Northwest LRT: In September 2014, the northwest line of the CTrain was extended to the Tuscany station.
 - In July 2014, Calgary Transit introduced on-board audio and visual announcements to inform riders about stops.
- **Media Coverage of Calgary Transit Safety and Security**
 - In mid September 2014, there was a stabbing that occurred at a northwest LRT station.
 - In July 2014, Calgary police charged a man in connection with voyeurism aboard a CTrain.
 - On the final day of fielding the 2013 Safety, Security and Cleanliness survey, local news reports were published concerning the safety and security of Calgary

Transit Services. Analysis of safety ratings for data collected on the final day (August 28) compared to data collected from previous days show no significant differences.

- In late September 2014, media reported that Calgary Transit would be enhancing security at night to lessen the public's concerns about taking public transit in the late hours.
- In June 2014, a female passenger was followed from a CTrain station to a Calgary Transit bus and was threatened with a weapon and assaulted.

A few questions about inappropriate touching were introduced in the 2014 survey in light of the assault that occurred earlier in the year.

1.3 Reporting

The remaining sections of the report present the results of the 2014 Safety, Security and Cleanliness Survey. Basic frequencies of survey question results are presented in the report. Various statistical procedures have been used within the analyses to assess significance of contrasting responses of respondents. These analyses provide additional insight into the data and allow for a greater degree of certainty in statements of inference.

Tables and figures contained within the body of this report are presented with rounded percentages. As such, totals may not sum to 100%.

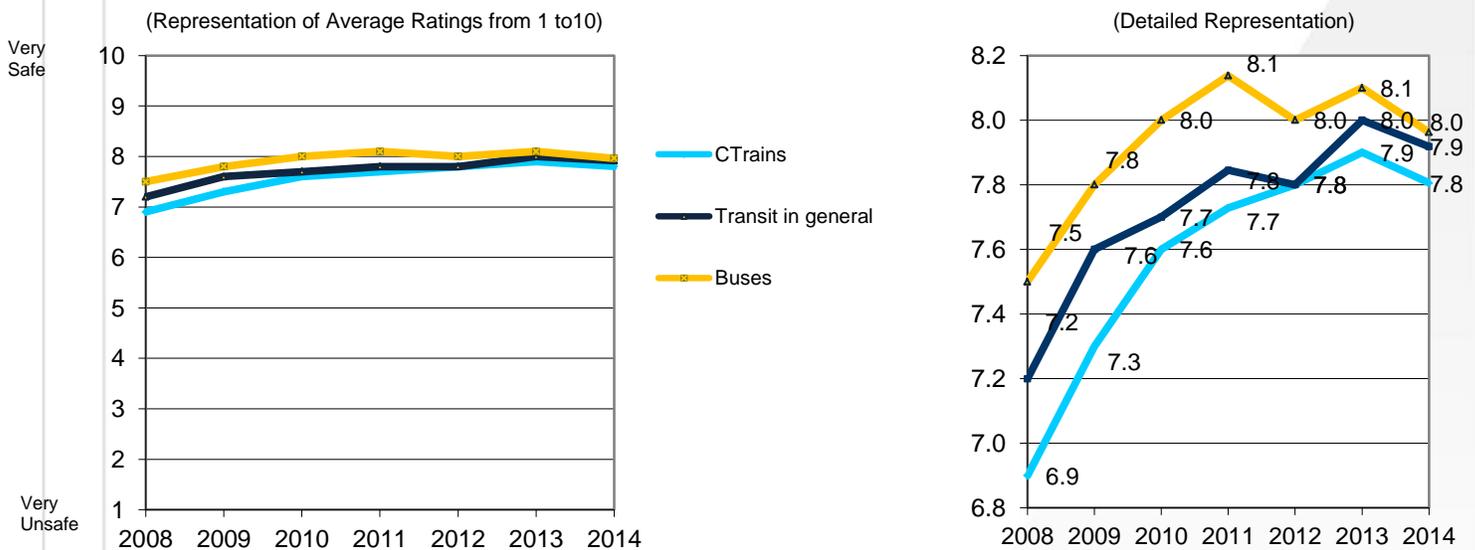
2.0 SAFETY AND SECURITY

For almost a decade, Calgary Transit has asked customers questions to gauge general perceptions of safety and security of Transit services. Based on the findings of these questions, most Transit customers feel safe and secure when using Calgary Transit services. On the whole, these data reveal that safety and security ratings have remained stable over the past few years, while others have improved.

2.1 Overall Perceptions of Safety and Security

The data in Figure 2.1 show that most survey respondents give high ratings about perceived levels of safety when using Transit services.¹ In 2014, the the average safety rating provided for Calgary Transit services (in general) was 7.9², based on a scale of 1 feeling very unsafe and 10 feeling very safe. Similarly high ratings were provided for feelings of safety on buses (8.0) and CTrains (7.8). Since these questions were first introduced, there has been a gradual increase in ratings about safety and security of Calgary Transit services. For the most part, however, the ratings given in 2013 are similar to those observed since 2011.

Figure 2.1: Average Safety Ratings of Calgary Transit Services
(Mean rating based on 1 being very unsafe and 10 being very safe)



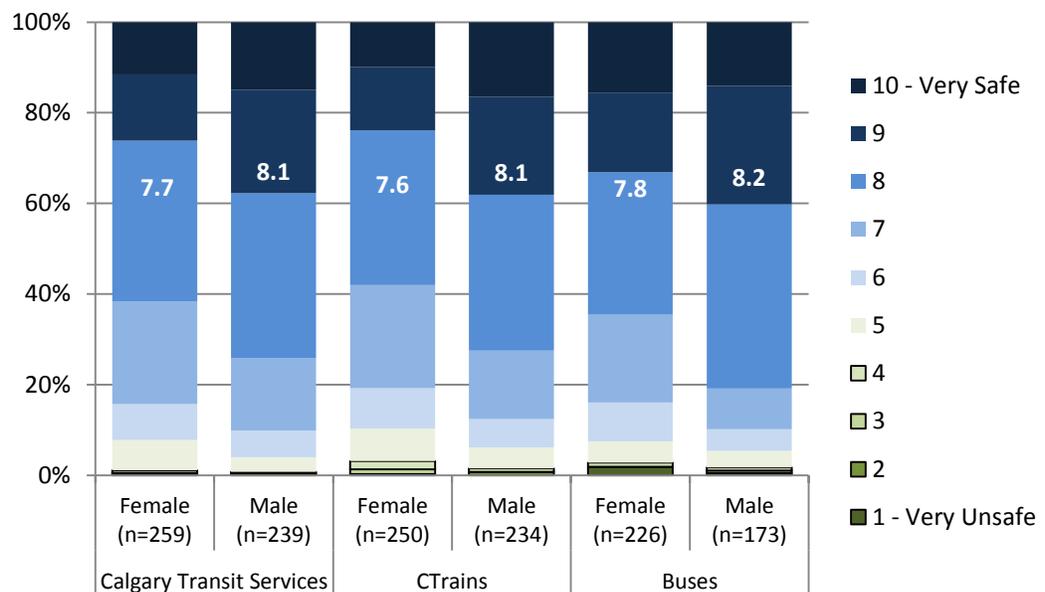
¹ Frequencies are presented in Appendix C.

² Mean average.

Detailed analysis of the 2014 data reveals that female respondents provided lower ratings than male respondents for the safety and security of Transit services. Lower ratings were observed for Calgary Transit services generally, as well as for CTrains and buses. Since these questions have been asked in the survey (over the past seven years), female respondents have intermittently provided lower ratings of safety for Calgary Transit services.

Figure 2.2: Safety Ratings of Calgary Transit Services based on Gender

(Mean rating based on 1 being very unsafe and 10 being very safe presented as number in bars)



Calgary Transit reviews the safety and security of the different legs of the LRT system (e.g. NE, NW, South, West, Downtown). Over the past few years, there has been expansion of LRT services in various parts of the city; the most recent being the establishment of the west leg and extension of the northwest leg. Analysis is conducted to determine whether or not CTrain users who embark or disembark from stations on various legs of the LRT system have different perceptions of Transit safety and security. Table 2.1 shows that in 2014 riders from the northeast leg provided lower safety ratings for CTrains, while riders of the south leg for Calgary Transit Services generally.

Table 2:1 Sense of Safety using Transit Services

Sense of Safety	Year	LRT Leg					
		(Mean Response Based on 1 being Very Unsafe and 10 being Very Safe)					
		NE	NW	South	West	Downtown	Total Average
How safe do you feel when using Calgary Transit Services	2014	7.7	7.9	7.7	8.3	7.9	7.9
	2013	7.6	8.1	7.9	8.1	8.0	8.0
	2012	7.6	7.8	7.8	n/a	7.9	7.8
	2011	7.4	8.0	7.7	n/a	7.8	7.8
	2010	7.4	7.7	7.8	n/a	7.7	7.7
	2009	7.2	7.7	7.5	n/a	7.6	7.6
	2008	6.9	7.4	7	n/a	7.1	7.2
How safe do you feel when using CTrains	2014	7.7	7.9	7.6	8.3	7.8	7.8
	2013	7.7	8.1	7.9	8.3	8.0	7.9
	2012	7.8	7.9	7.7	n/a	7.9	7.8
	2011	7.6	7.9	7.7	n/a	7.8	7.7
	2010	7.5	7.7	7.6	n/a	7.7	7.6
	2009	7.2	7.6	7.3	n/a	7.3	7.3
	2008	6.7	7.2	6.9	n/a	6.8	6.9

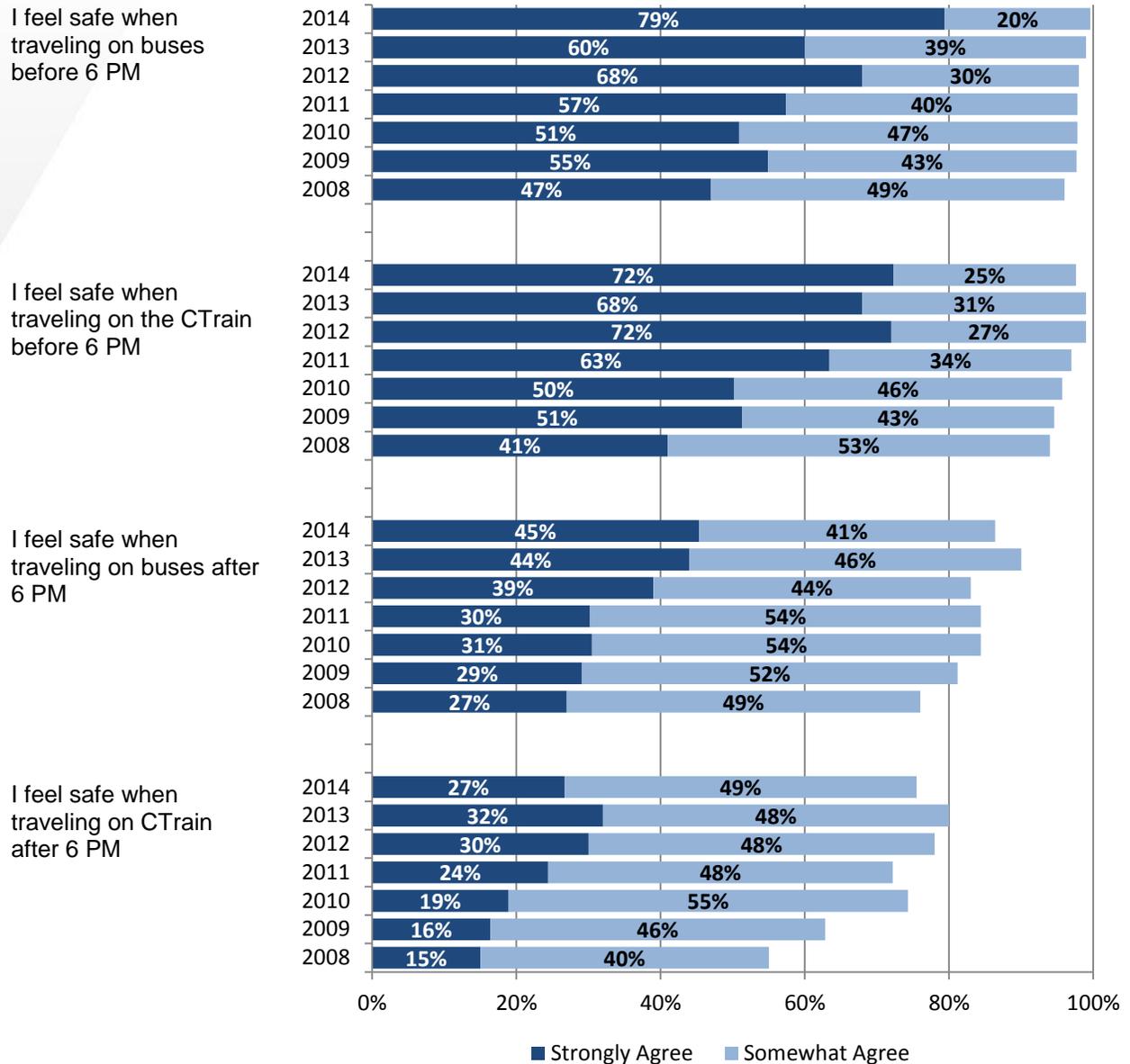
Note: Average being mean average.
 Yellow highlight represents lowest mean scores.
 Statistical significant tests were not applied to these data as they represent multiple responses.

2.2 Perceived Safety and Security at Different Travel Times

Figure 2.3 shows respondents' perceptions about using Calgary Transit services at various times of the day. These data suggest that customers feel safer when using Transit services during the day (before 6:00 p.m.) compared to the evening (after 6:00 p.m.). The 2014 survey results reinforce this observation. Even so, as has been reported in previous studies, the survey data show that most respondents feel safe using Transit services no matter what time of the day they were travelling (e.g. at least 76% of respondents stated that they felt safe while traveling or waiting for all types of Transit services about which they were asked).

When taking into account the results of both strongly and somewhat agree responses, the safety ratings have been fairly stable over the years for most of the issues that have been posed to respondents, although in 2014 the ratings are slightly lower for traveling on CTrains after 6:00 pm. Notable, however, are increases in the responses of strongly agree for many of the items presented in Figure 2.3.

Figure 2.3: Perceptions of Safety and Security at Different Travel Times

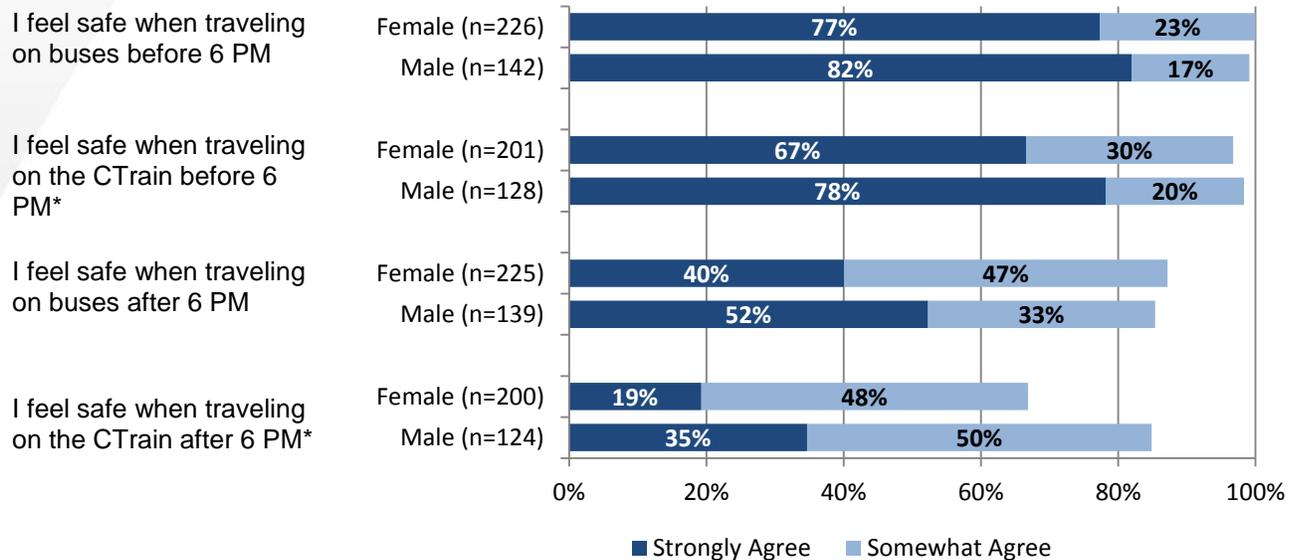


Detailed annual results presented in Appendix C.

Significant differences arose between female and male perceptions of safety for traveling on CTrains before and after 6:00 pm (Figure 2.4). Females were significantly less likely than their male counterparts to feel safe with this type and times of travel. Over the years, differences between female and male respondents have been noted for these question with some years being more pronounced. In 2014, however, female

respondents were less likely to perceive safety when traveling on CTrains than male respondents.

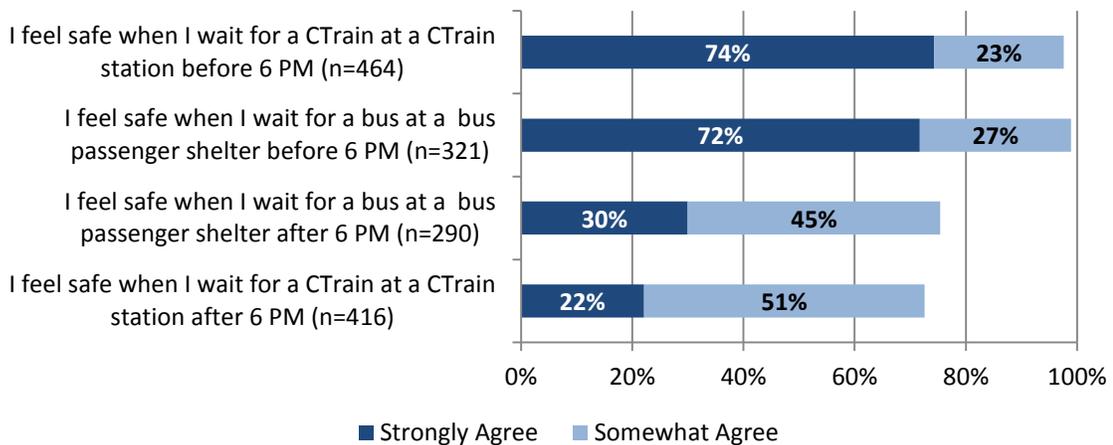
Figure 2.4: Perceptions of Safety and Security at Different Travel Times by Gender



*Significant differences observed (p<.05)

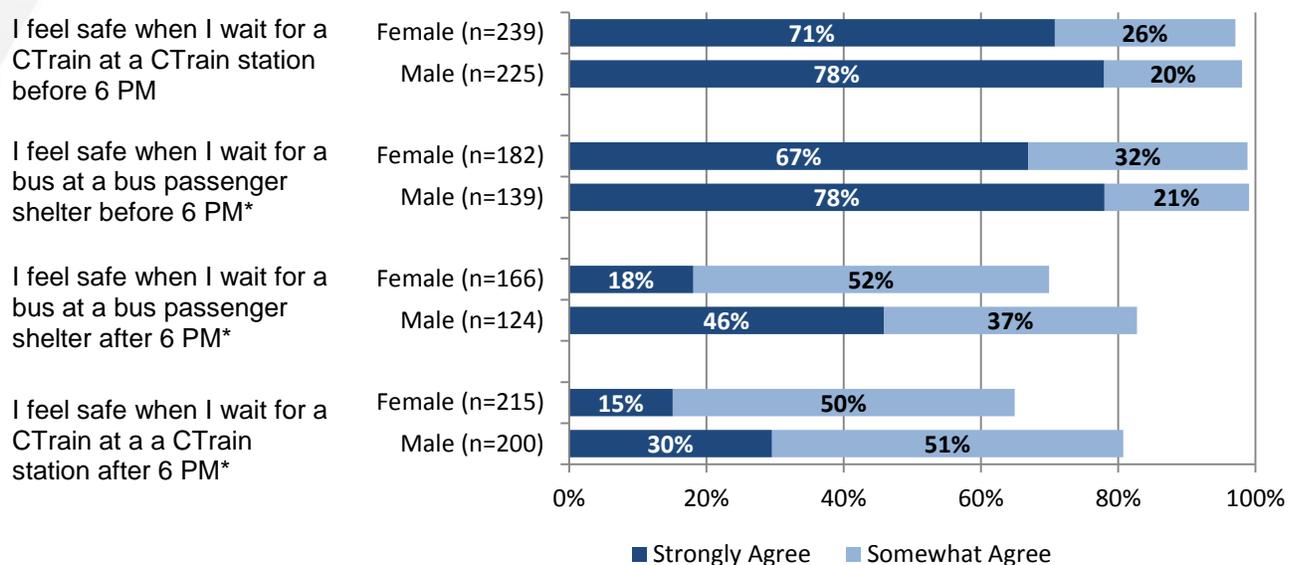
Figure 2.5 reveals perceptions of waiting for CTrains at CTrain stations and buses at bus shelters. Due to changes in the questions, these data present only 2014 results. Similar to the findings above, respondents feel safer before 6:00 PM than after.

Figure 2.5: Perceptions of Safety and Security while Waiting during Different Travel Times



When considering differences between female and male respondents, females have lower perceptions for feeling safe when waiting for buses at bus passenger shelters before and after 6:00 PM and for CTrains at CTrain stations after 6:00 PM (Figure 2.6). These kinds of differences have been observed in in previous survey years.

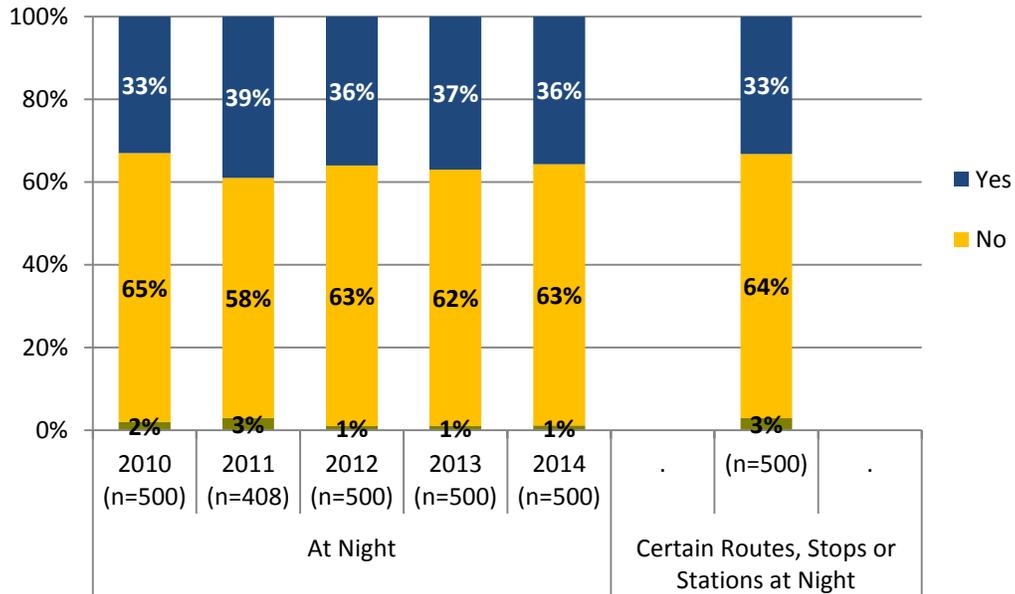
Figure 2.6: Perceptions of Safety and Security while Waiting during Different Travel Times by Gender



*Significant differences observed (p<.05)

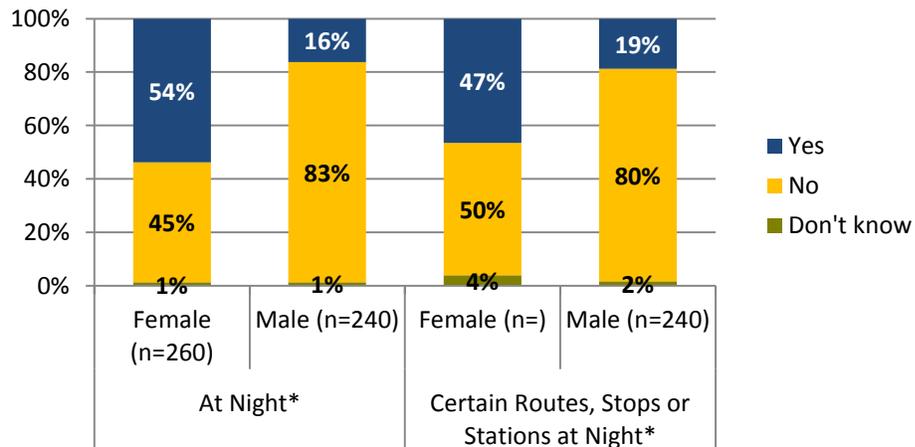
While the ratings presented above suggest that most customers feel safe using Transit services, no matter the time of day, just over a third of respondents (36%) stated that they had avoided traveling on Calgary Transit at night because of personal safety concerns (Figure 2.7). Similarly, about a third of respondents avoided certain routes, stops, or stations at night. It should be noted that these question asked respondents if they had 'ever' avoided using Calgary Transit at night rather than simply in the past 12 months.

Figure 2.7: Avoided Using Calgary Transit at Night



Female respondents were significantly more likely than male respondents to have avoided using Calgary Transit and certain routes, stops, or stations at night (Figure 2.8). In previous surveys, similar results were observed for traveling at night (as 2014 was the first year that respondents were asked about avoiding certain routes, stops, or stations).

Figure 2.8: Avoided Using Calgary Transit at Night by Gender



* Significantly different at $p < 0.05$

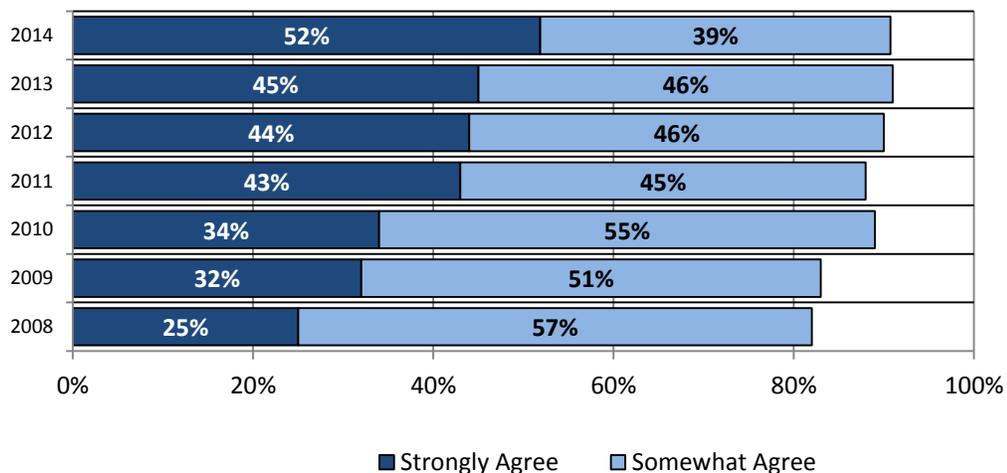
2.3 Perceptions of Safety and Security Measures Employed by Calgary Transit

Calgary Transit employs various safety and security measures and the survey has examined customers' perceptions of these measures. Some of the measures that Calgary Transit uses includes lighting at Park and Ride lots and CTrain stations, video cameras and safety intercoms, and the presence of Calgary Transit personnel.

Lighting

Figure 2.9 shows that most respondents agreed, either strongly or somewhat, that lighting was sufficient at CTrain stations to make them feel safe. The proportions of respondents agreeing with the statements have been relatively stable over the past three years, although the proportion of respondents stating strongly agree has gradually increased. In 2014, over half of respondents strongly agreed that CTrain stations are sufficiently lit.

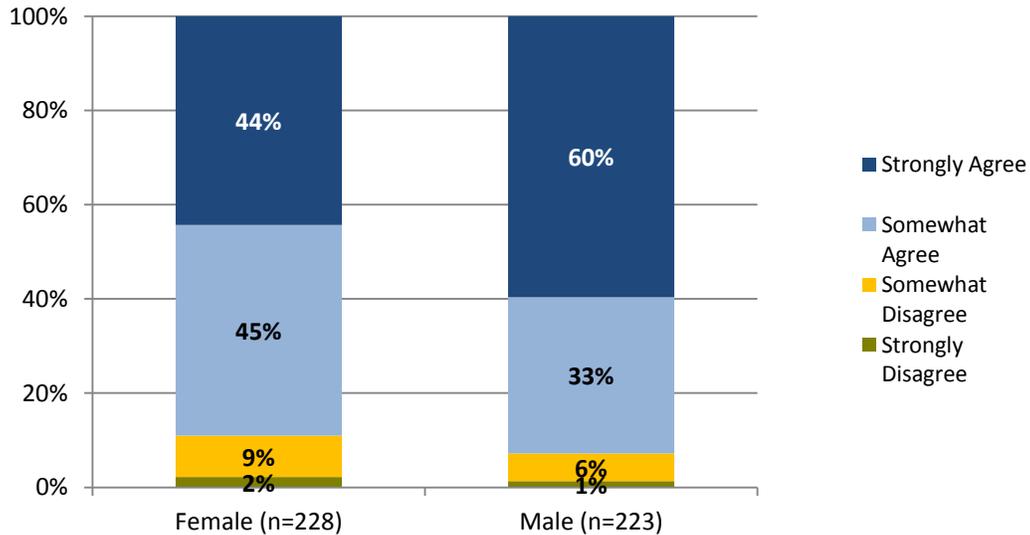
Figure 2.9: Perceptions of CTrain Stations being Sufficiently Lit



Detailed annual results presented in Appendix C.

While the vast majority of both female and male respondents agreed strongly or somewhat that CTrain stations are sufficiently lit, female respondents were significantly less likely to strongly agree, as presented in Figure 2.10.

Figure 2.10: Perceptions of CTrain Stations being Sufficiently Lit by Gender



Significantly different at $p < 0.05$

Video Cameras and Safety Intercoms

Respondents were asked to indicate their level of awareness with video cameras and HELP intercoms³ installed on Transit vehicles and in Transit waiting areas. As shown in Figure 2.11, awareness levels were generally high for HELP intercoms located in CTrain stations and CTrains and video cameras located on CTrain platforms. Lower levels of awareness are found for video cameras on new CTrain cars and buses; however the 2014 results are higher than has been observed in previous surveys. Actually, there has been a gradual increase in the awareness for video cameras on CTrains and buses over the past few years.

³ HELP intercoms were referred to as HELP phones in the questionnaire to assist the understanding of customers as many of the intercoms have telephone handles.

Figure 2.11: Awareness of Help Intercoms and Video Cameras

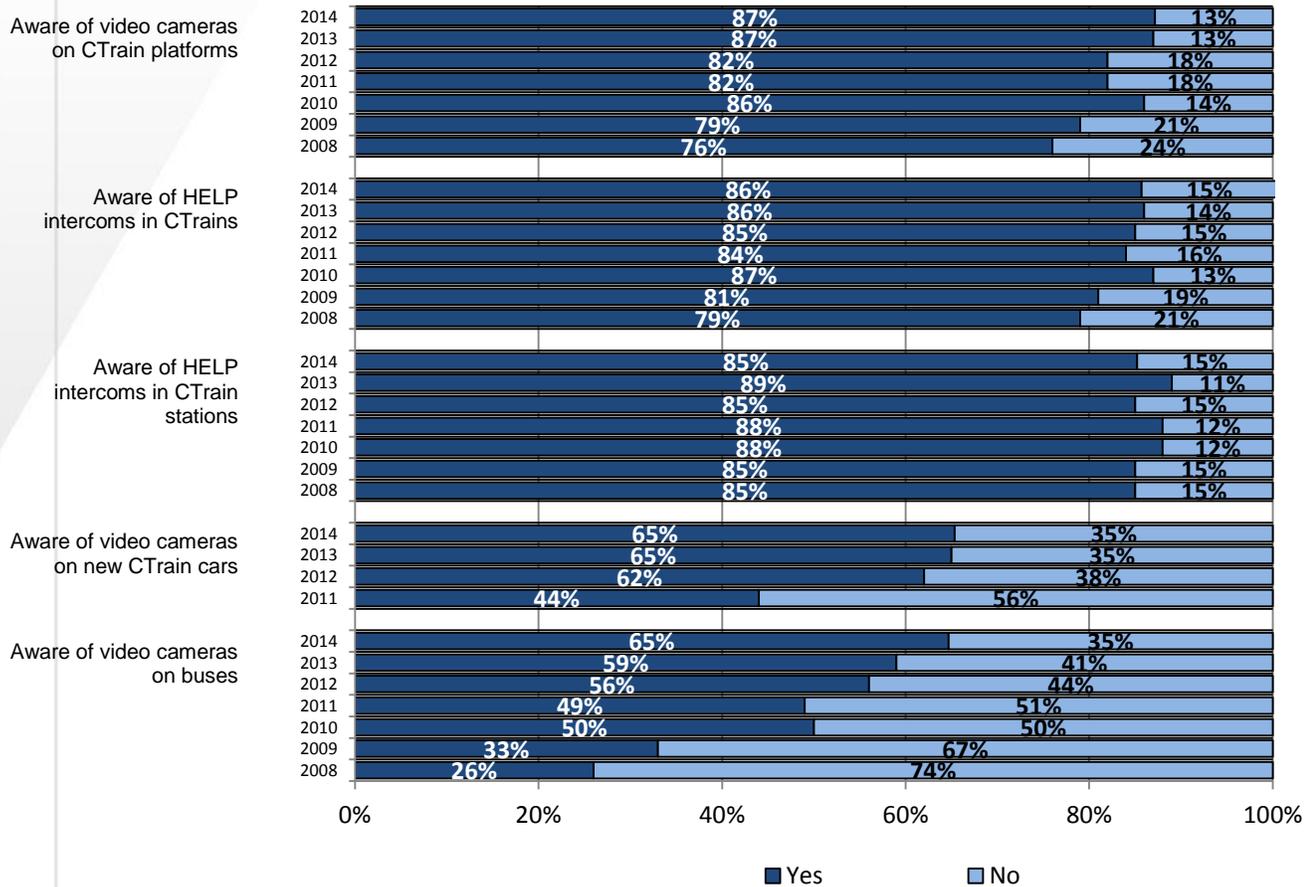
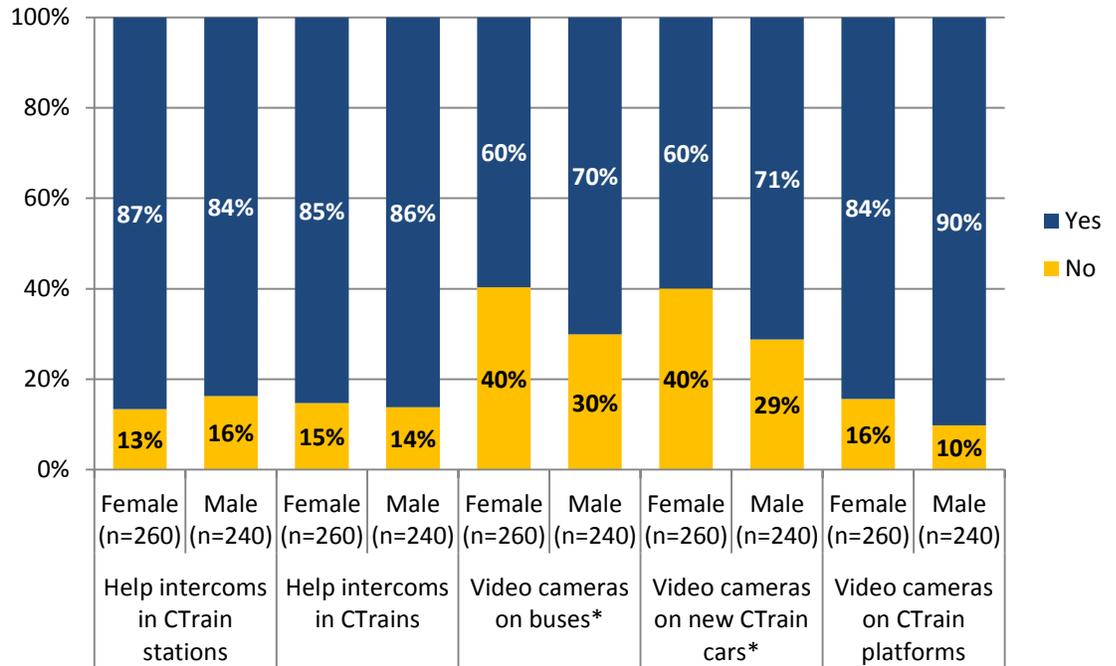


Figure 2.12 shows that female respondents were less likely to be aware that video cameras are on buses and CTrains than male respondents.

Figure 2.12: Awareness of Help Intercoms and Video Cameras by Gender

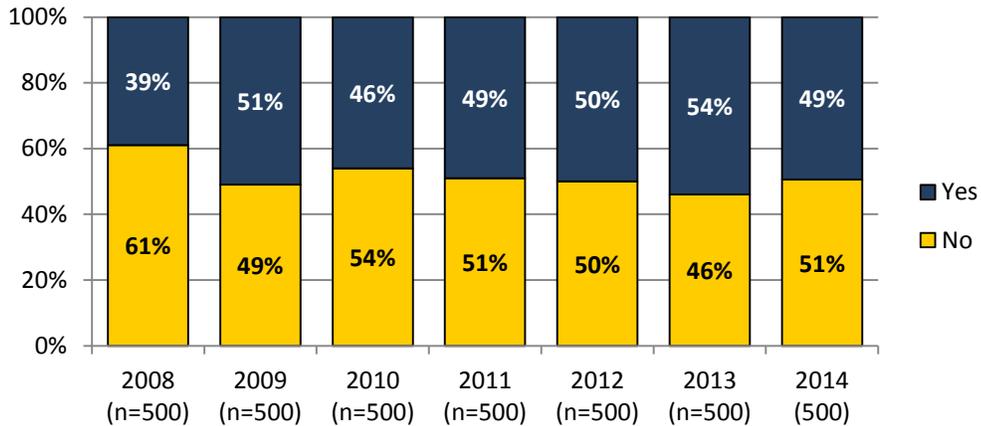


*Significantly different at p<0.05

Peace Officers

A series of questions asked respondents about the presence of Transit peace officers. The first of these questions asked if they had observed peace officers in the month preceding the survey. As can be seen in Figure 2.13, just under half of respondents indicated that they had. This level of observance is fairly close to what has been reported over the past few years.

Figure 2.13: Observed Peace Officers in Past Month



There are no significant differences between female and male respondents for observing Calgary Transit peace officers in the month prior to the survey.

Those who had seen peace officers were further asked about their activities. Table 2.2 shows that about eight in ten respondents stated they had seen peace officers checking fares. In addition, almost half of respondents had seen peace officers during non-rush hour periods (i.e. non-rush hour or both), which is higher than what has been reported in previous years.

Table 2.2: Observations of Peace Officers

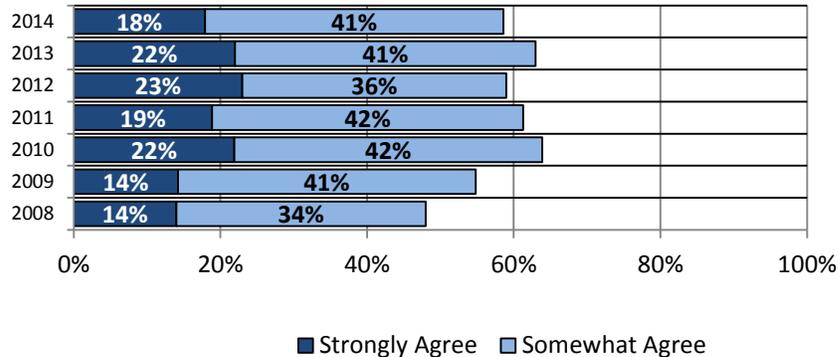
Characteristics	Descriptors	% of Respondents						
		2008	2009	2010	2011	2012	2013	2014
		(n=197)	(n=255)	(n=230)	(n=246)	(n=250)	(n=270)	(n=247)
Checking Fares	Yes	66	69	72	70	75	77	79
	No	34	31	28	30	25	23	21
	Total	100	100	100	100	100	100	100
Present during rush hour	Rush hour	-	-	36	38	36	36	45
	Non-rush hour	-	-	47	49	43	43	42
	Both	-	-	17	13	21	21	12
	Total	-	-	100	100	100	100	100

There are no significant differences between female and male respondents for observations of peace officers.

A further question asked respondents about the sufficiency of peace officers on CTrains to ensure personal safety of passengers. Over half of 2014 respondents stated that they

agreed there were sufficient peace officers (Figure 2.14). This proportion has remained relatively stable over the past few years, but is slightly lower than 2013.

Figure 2.14: Sufficiency of Peace Officers



Detailed annual results presented in Appendix C.

Again, there are no significant differences observed between female and male respondents for sufficiency of peace officers.

Influence of Safety and Security Measures

In 2014, survey respondents were asked if the presence or availability of safety and security measures over the past 12 months had made them feel safe and secure when using Calgary Transit. Based on the results presented in 2.15, these measures appear to improve respondents perceptions of safety and security. Indeed, a significant majority of respondents concurred that these security measures made them feel safe and secure. Further, around half of respondents strongly agreed that these measures influenced their feelings of safety and security; particularly HELP intercoms and Transit peace officers.

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Figure 2.15: Presence or Availability Security Measures Influencing Feelings of Safety and Security

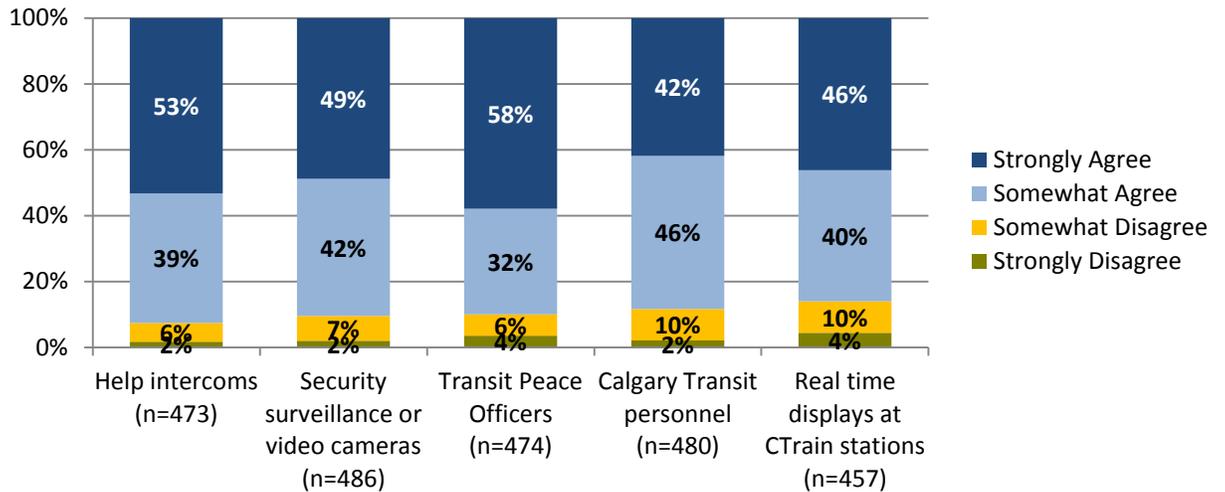
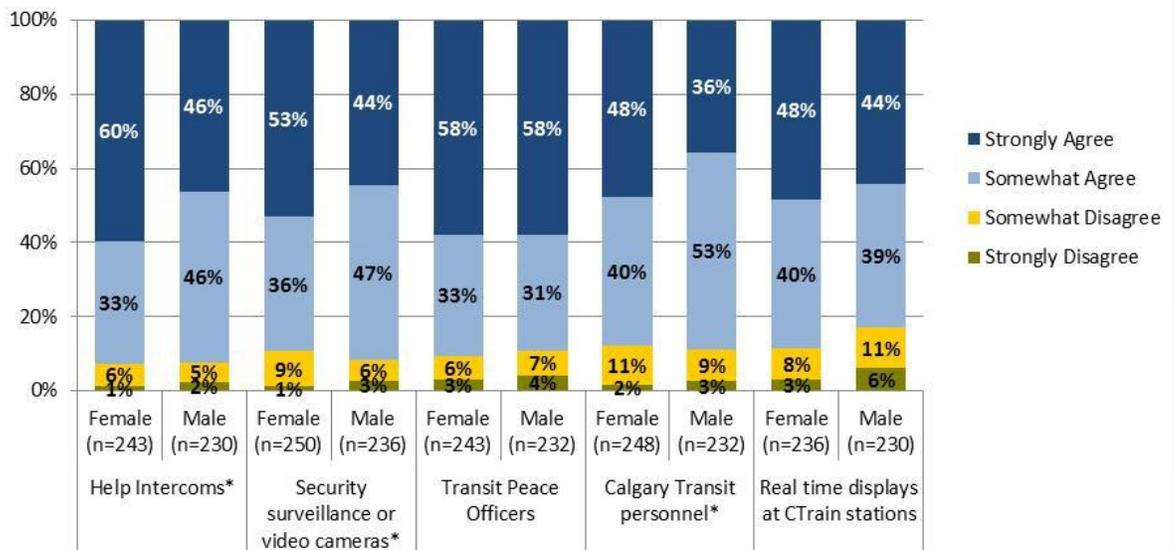


Figure 2.16 shows that female respondents were more likely than male respondents to strongly agree that the presence and availability of HELP intercoms, security surveillance or video cameras, and Calgary Transit personal made them feel safe and secure.

Figure 2.16: Presence or Availability Security Measures Influencing Feelings of Safety and Security by Gender



*Significantly different at p<0.05

Respondents were asked to identify anything else that might help them feel safe and secure when using Calgary Transit by its presence or availability. Table 2.3 shows that

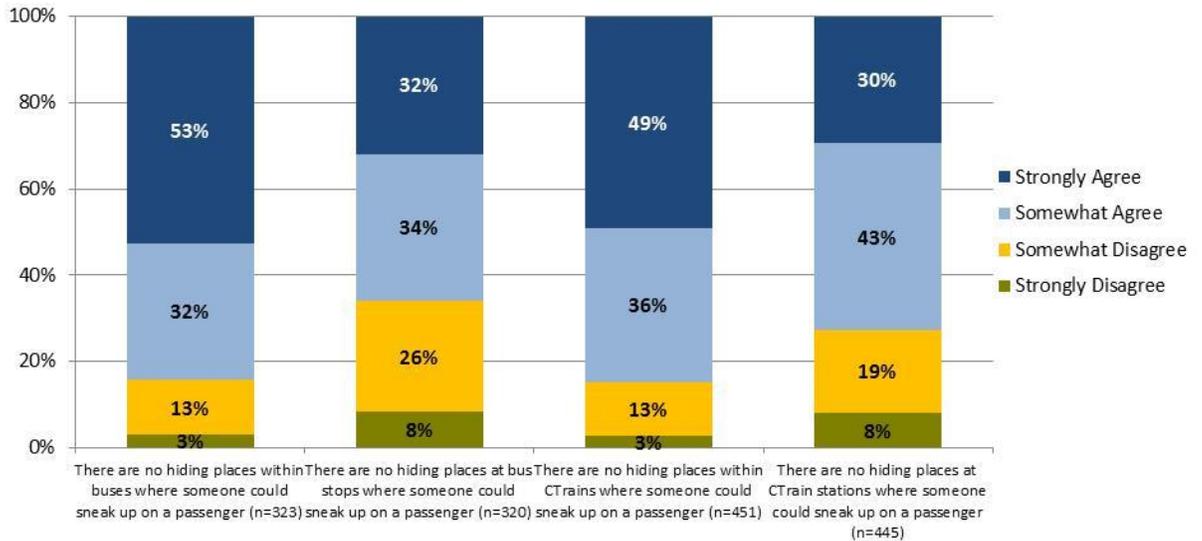
about half of respondents indicated nothing else. However, the most common responses were traveling with or being around large numbers of people, having Transit peace officers visible, good lighting, and cameras or surveillance videos.

Table 2.3: Other Influences on Safety and Security (n=500)	
Suggestion	% of Respondents
Nothing	48
Large groups of people/A lot of people around	12
Transit peace officers/security being visible	7
Stations that are well lit/good lighting	3
Cameras/surveillance videos	3
Police officers being visible	2
Travelling at certain hours when other people travel	1
Bus drivers being visible	1
Frequency of buses/CTrains	1
Reliable service	1
Having help phones available	1
Other	2
Don't know	18
Total	100

Spaces being Unsafe and Insecure

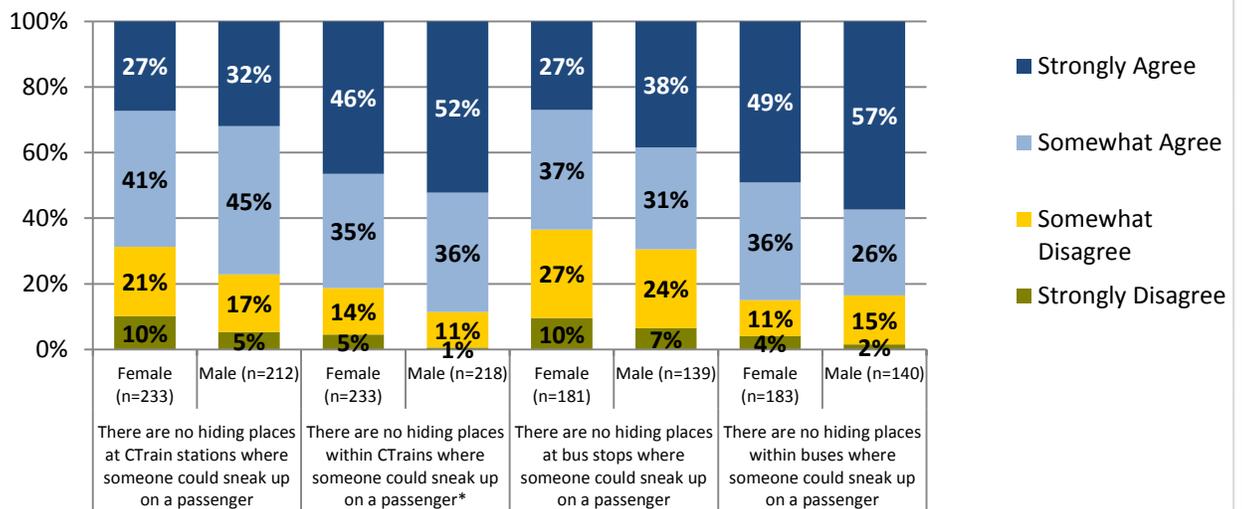
Respondents were asked if there were hiding places on vehicles or at CTrains stations and bus stops that would enable someone to sneak up on passengers. For the most part, most respondents believed that there were not hiding places in these locations (Figure 2.17). That said, fewer respondents agreed that there no hiding places at CTrain stations and, particularly, bus stops.

Figure 2.17: Hiding Places that can Present Safety and Security Risks



Female respondents were less likely to agree that there are no hiding places within CTrains compared to male respondents, as shown in Figure 2.18.

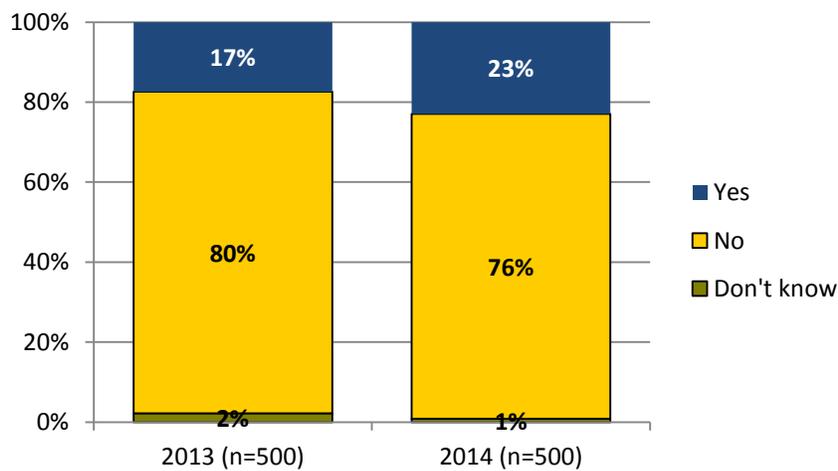
Figure 2.18: Hiding Places that can Present Safety and Security Risks by Gender



2.4 Influence of the Media on Perceptions of Safety and Security

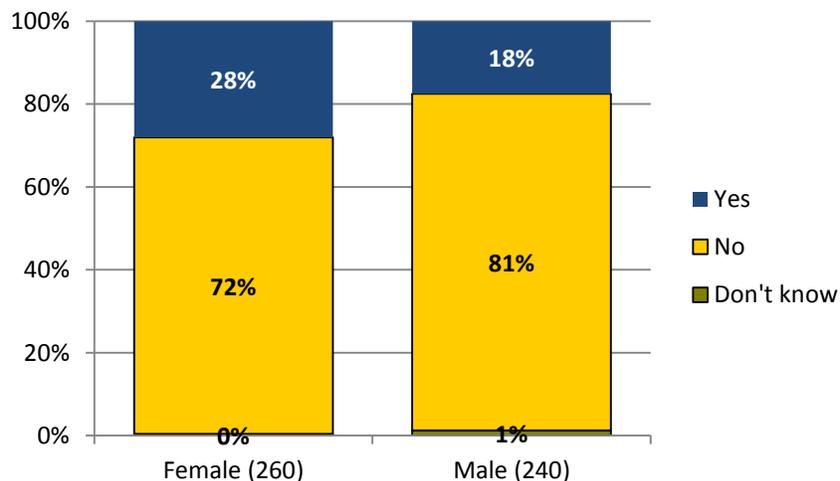
Almost a quarter of respondents in the 2014 survey indicated that they had seen or heard something in the media that caused them concern about the safety and security of using Calgary Transit (Figure 2.19). This finding is slightly higher than was observed in 2013.

Figure 2.19: Media Influenced Safety and Security Concerns



As presented in Figure 2.20, female respondents were significantly more likely to have seen or heard something in media that influenced their concern about the safety and security of Calgary Transit.

Figure 2.20: Media Influenced Safety and Security Concerns



Significantly different at $p < 0.05$

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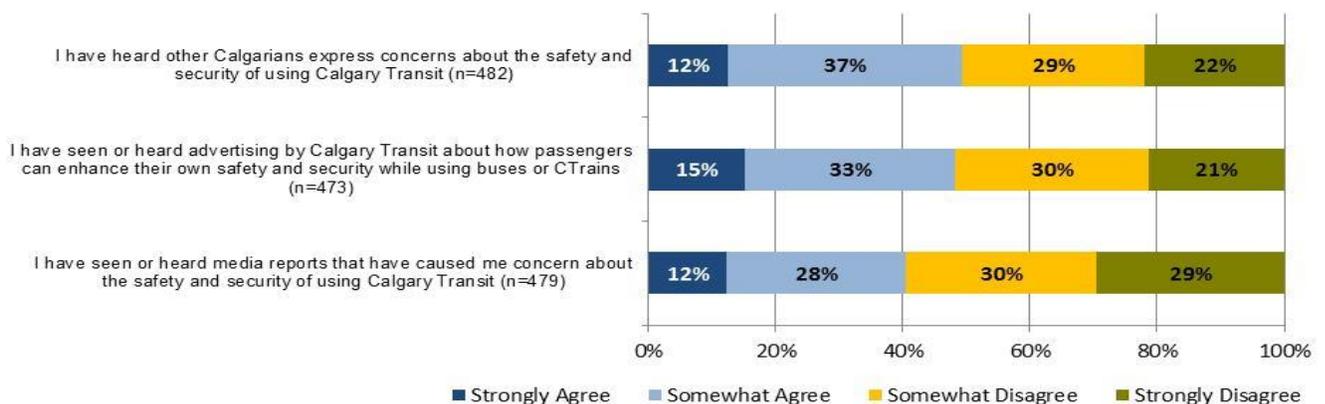
The data presented in Table 2.4 reveal that media reports about safety and security issues on Calgary Transit likely influence Calgarians perceptions. Over the past two years, the data show that respondents who had been exposed to media coverage provided lower safety ratings on average for transit in general, CTrains and buses than respondents who had not.

Table 2.4: Media Influence on Safety Ratings								
Sense of Safety	Media Influence (Mean Response Based on 1 being Very Unsafe and 10 being Very Safe)							
	Yes		No		Don't Know		Total Average	
	2013	2014	2103	2014	2103	2014	2103	2014
How safe do you feel when using Calgary Transit Services	7.5	7.6	8.1	8.0	8.3	8.8	8.0	7.9
How safe do you feel when using CTrains	7.2	7.4	8.1	7.9	8.1	9.0	7.9	7.8
How safe do you feel when using Buses	7.7	7.8	8.2	8.0	8.5	8.4	8.1	8.0

Note: Average being mean average.

pondents were asked about potential influences such as comments from other Calgarians, Calgary Transit advertising, and media reports. Based on these questions, it appears that some respondents agreed that they had heard other Calgarians express concerns about the safety and security of using Calgary Transit, seen or heard advertising about how passengers can enhance their own safety and security, and seen or heard media reports that caused them concern (Figure 2.21).

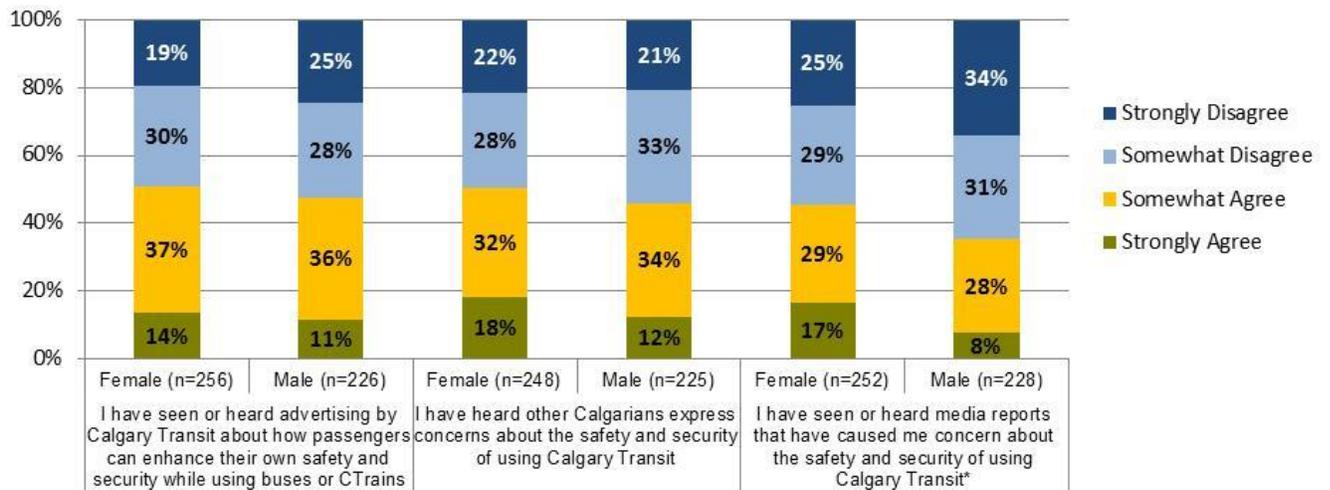
Figure 2.21: Potential Influences of Safety and Security Perceptions
(In the past 12 months)



Calgary Transit , Safety, Security, and Cleanliness Survey - 2014

Of these potential influences, female respondents were more likely than male respondents to indicate they had seen media reports that caused them to be concerned about the safety and security of using Calgary Transit (Figure 2.22) .

Figure 2.22: Potential Influences of Safety and Security Perceptions
(In the past 12 months)



*Significantly different at p<0.05

3.0 ENABLING RIDERS TO RESPOND TO SAFETY AND SECURITY ISSUES

Over the last few years, Calgary Transit has been examining how riders might conduct themselves or react to various safety and security situations. It is recognized that riders may be affected by the way other customers act or behave while using Transit services. Basically, riders' sense of safety and security may be influenced when they observe or witness other customers who are creating disturbances or engaged in crimes.

Questions have been asked to explore the kinds of acts or behaviours that respondents would consider as nuisances and the extent to which these would make them nervous or concerned for their safety and security. These nuisance acts or behaviours have been tested against actual crimes to see how riders react to these situations. Some of the questions asked have been influenced by circumstances that have occurred in the year leading up to each survey.

3.1 Nuisance Behaviours

Respondents have been asked to identify nuisance behaviours they had believed would be disturbing, but not necessarily crimes. The data gathered over the past three surveys reveal patterns of responses from respondents about what they consider to be nuisances.

Table 3.1 lists the kinds of acts or behaviours that respondents thought represented nuisances⁴ and there are two common types of acts or behaviours that respondents associated with nuisances such as being obnoxiously loud or vocal and being intoxicated or drinking. Within their responses in identifying these acts or behaviours, there may also be crimes such as verbal threats or abuse or people drinking alcohol. However, being loud or vocal and intoxicated were the primary nuisance behaviours that were identified by respondents.

The next most commonly identified nuisance behaviours were associated with physical assault, including people who act aggressively/roughhousing and fighting (towards someone else or towards one's self), panhandling, people who are homeless or perceived to be mentally ill, loitering customers, and drug dealing or usage.

All of the findings presented above have been reported in the past three years.

⁴ Respondents were asked an open-ended question that had pre-coded responses.

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Table 3.1: Nuisance Behaviours of Most Concern While Using Calgary Transit

Primary Nuisance Behaviours	% of Responses			Detailed Nuisance Behaviour	% of Responses		
	2012 (n=500)	2013 (n=500)	2014 (n=500)		2012 (n=500)	2013 (n=500)	2014 (n=500)
Being Obnoxiously Loud or Vocal	34	32	31	People who are loud/obnoxious	3	13	13
				People who are arguing/yelling	15	10	9
				People swearing	10	6	5
				Verbal threats/abuse (toward someone else)	5	2	3
				Verbal threats/abuse (toward one's self)	<1	1	1
Being Intoxicated/Drinking	32	31	34	People who are intoxicated/drunk	26	25	25
				People who are drinking	6	6	5
Physical Assault	5	6	6	People who act aggressively/rough housing	1	4	4
				Physical assault (fighting) (toward someone else)	3	2	2
				Physical assault (fighting) (toward one's self)	<1	<1	<1
Pan Handling/Homeless	2	3	6	People who appear homeless	2	2	3
				People who are panhandling		1	3
People Who Are Mentally Ill/ Unstable	1	3	2	People who are mentally ill/ unstable	1	3	2
Drug Usage/Dealing	3	2	2	Drug usage/dealing	3	2	2
Loitering/Groups of People Hanging Around	1	2	2	Loitering/groups of people hanging around	1	2	2
Sexual Harassment/Lewd Behaviour	1	1	1	Sexual harassment (toward someone else)	<1	<1	1
				Sexual harassment (toward one's self)	<1	<1	1
				Lewd behaviour	-	<1	-
People Who Block Doorways/Seats	-	1	<1	People blocking doorways	-	<1	-
				People putting their feet on seats	-	<1	<1
People Who Dirty/Soil the Transit Vehicle	-	1	<1	People who are messy with food/beverages	-	<1	-
				People vomiting/urinating on transit vehicle	-	<1	<1
People with Bicycles/Skateboards	<1	<1	<1	Kids with skateboards	<1	<1	<1
				People with bicycles	-	<1	-
Other	1	1	1	People carrying weapons	<1	<1	1
				People sleeping on the transit vehicle	<1	<1	<1
				People who play music loudly	<1	<1	<1
				People who bring their dog on transit	-	<1	<1
				People who are reading	-	<1	-
				People who have strong body odor	-	<1	<1
				People recording videos of others on Transit vehicle	-	<1	-
				Transit drivers making unsafe decisions	<1	<1	1
				People talking to me	<1	-	-
				Acts of vandalism	<1	-	-
				People staring at me	-	-	<1
				People who are sick	-	-	<1
				Being cranky/frustrated	-	-	<1
Not letting someone sit down	-	-	<1				
Nothing	6	5	5	Nothing	6	5	5
Don't know	14	12	12	Don't know	14	12	12
Total	100	100	100	Total	100	100	100

There were no major differences observed by gender.

A specific series of nuisances and crimes have been tested with respondents to determine the likelihood that they may have encountered or witnessed these kinds of acts or behaviours and the extent to which they might become concerned by these events. The kinds of nuisance behaviours and crimes tested in these questions have changed over the past three years. However, the findings from the past three years have been presented in Table 3.2 to allow for comparative analysis.⁵ These data reveal that respondents are more likely to encounter or witness nuisance behaviours compared to crimes while using Calgary Transit. Actually, based on the proportion of respondents who have encountered or witnessed these kinds of acts and behaviours, nuisances occur much more prominently than crimes.

Table 3.2: Nuisance Behaviours and Crimes Encountered or Witnessed

Nuisance Behaviours and Crimes	% of Respondents who Encountered Activity			# of times Witnessed/ Encountered (Average)		
	2012	2013	2014	2012	2013	2014
People who are yelling or being obnoxiously loud (nuisance)	-	81	78	-	17	10
People who are panhandling at bus stops or CTrain stations or in transit vehicles(nuisance)	-	54	50	-	20	12
People who appear to be very intoxicated, but are not consuming alcohol (nuisance)	79	83	80	13	14	10
People who have strong body odour (nuisance)	68	-	-	32	-	-
People who are playing music loudly (nuisance)	61	-	-	32	-	-
People who are openly drinking alcohol (crime)	44	44	40	9	11	7
A theft of your or someone else's personal property (crime)	9	7	4	2	7	2
You or someone being physically assaulted (crime)	12	14	14	2	2	2
You or someone being inappropriately touched with a sexual intent (crime)	-	-	5	-	-	2

⁵ Note: The sequence of questions changed slightly in 2014; however this change does not appear to have affected the findings to any great extent.

Closer examination of the 2014 data reveals that female and male are likely to encounter or witness these behaviors similarly, for the most part. There are some differences presented in Table 3.3 between female and male responses such as the number of times people who appear to be very intoxicated or openly drinking. It is worth noting that female respondents were more likely to have encountered themselves or someone being inappropriately touched with a sexual intent.

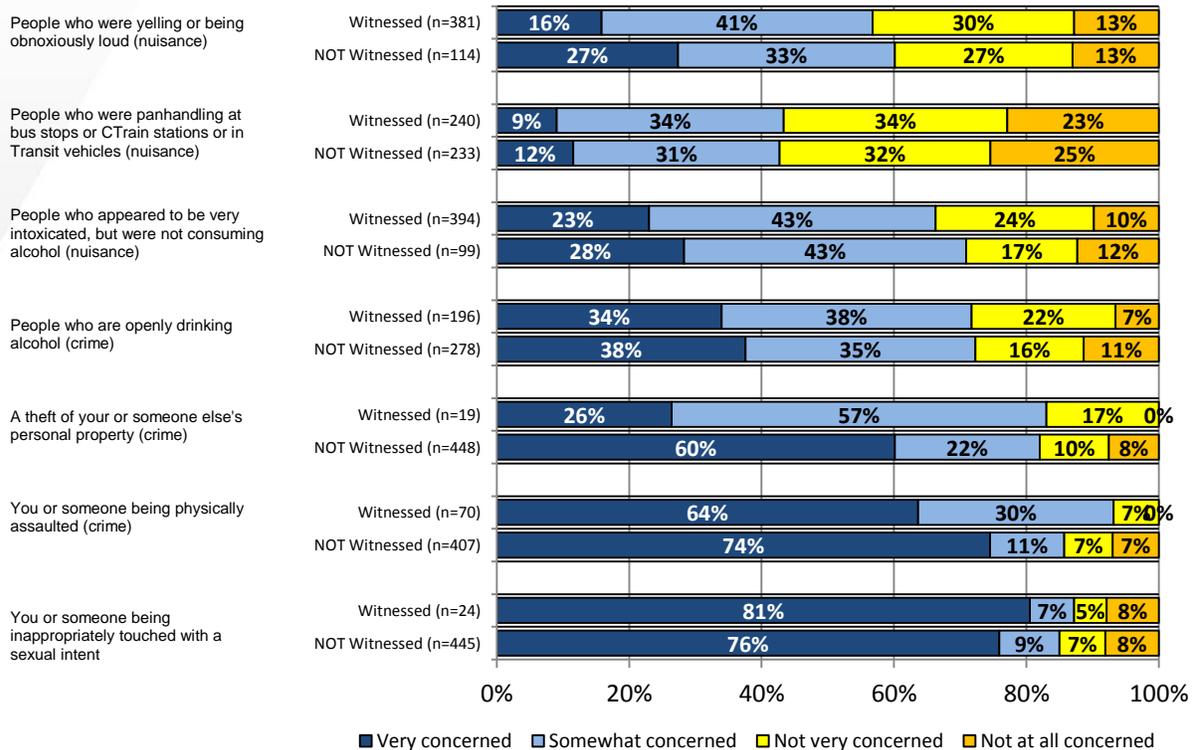
Table 3.3: Nuisance Behaviours and Crimes Encountered or Witnessed by Gender

Nuisance Behaviours and Crimes	% of Respondents who Encountered Activity		# of times Witnessed/ Encountered (Average)	
	Female	Male	Female	Male
People who are yelling or being obnoxiously loud (nuisance)	80	76	11	9
People who are panhandling at bus stops or CTrain stations or in transit vehicles(nuisance)	52	47	12	12
People who appear to be very intoxicated, but are not consuming alcohol (nuisance)	78	81	23	11
People who are openly drinking alcohol (crime)	36	44	7	19
A theft of your or someone else's personal property (crime)	4	5	4	2
You or someone being physically assaulted (crime)	16	12	3	1
You or someone being inappropriately touched with a sexual intent (crime)	7	2	2	2

The survey also examines the extent to which nuisances and crimes might affect respondents' sense of safety and security while using Transit. Figure 3.1 on the next page shows that nuisance behaviours were typically less of a concern to respondents than crimes. This finding has been apparent in the data since the 2012 survey (see Appendix C). However, the concern about one of the nuisance behaviours (very intoxicated, but not consuming alcohol) was rated similarly to that of one of the crimes (openly drinking alcohol). For the most part, respondents who had not witnessed the nuisances or crimes tested in the survey were more likely to express concern about these acts of behaviours than those who had witnessed it.

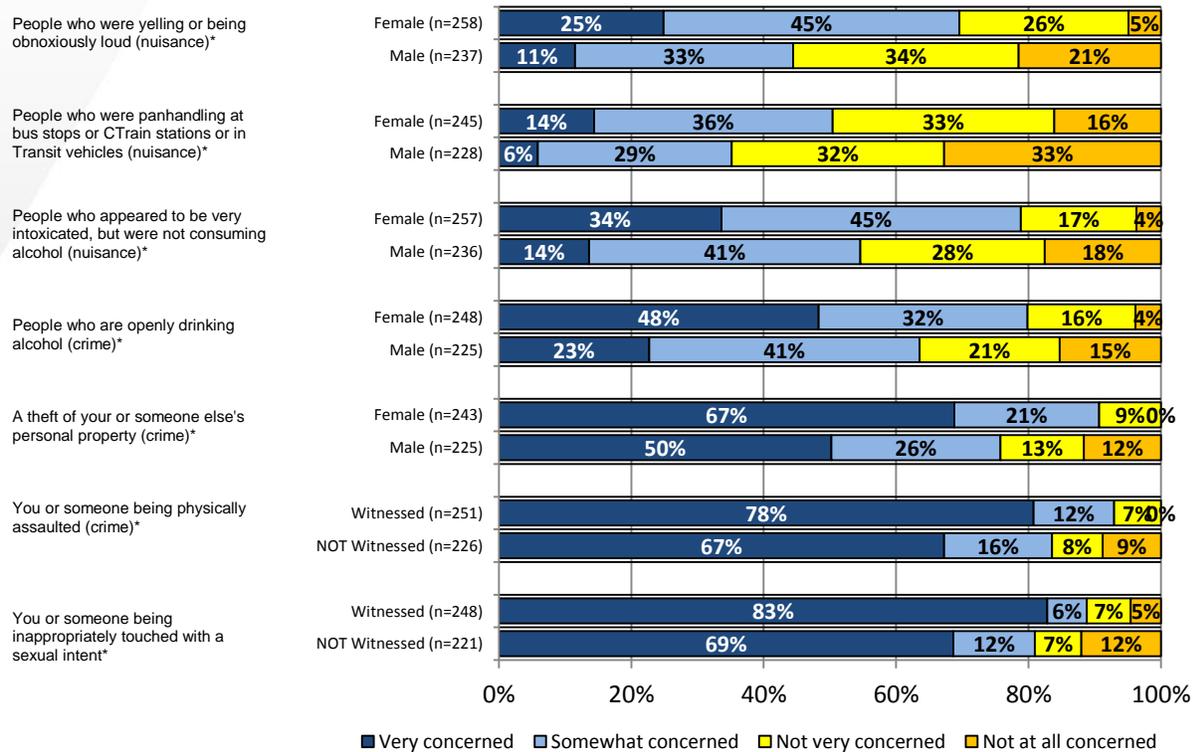
Of the acts or behaviours that were tested in the 2014 survey, being inappropriately touched with a sexual intent seems to have the greatest impact of impeding on respondents concerns of nuisance behaviours and crimes (when considering the response of very concerned), followed by physical assault.

Figure 3.1: Level of Concern for Nuisance Behaviours and Crimes



In comparing responses based on gender, as presented in Figure 3.2 (next page), female respondents were significantly more likely to express concern about nuisance behaviours and crimes compared to male respondents. Indeed, this finding is apparent for all of the nuisances or behaviours that were examined in the survey. However, differences between gender were much more prominent for acts of crimes than nuisances, at least when considering the response of very concern.

Figure 3.2: Level of Concern for Nuisance Behaviours and Crimes by Gender (Witnessed and Not Witnessed Combined)



*Significantly different at p<0.05

Respondents were further asked how they reacted to or might react to witnessing or encountering each of the nuisances and crimes tested (Table 3.4 next page). For the most part, respondents were more likely to either distance themselves from the situation (but not leave) or wait and see if the situation worsens before acting. These reactions were common across all types of nuisances and crimes. However, more respondents stated they would report the behaviour or crime, or call for help as the severity or implication for others of the nuisance or crime increased (e.g. drinking alcohol was perceived to be less severe than personal theft, which are both less severe than physical assault). As well, respondents were more likely to leave immediately (as soon as possible) for more severe crimes involving theft, physical assault, or indecent or sexual harassment.

Table 3.4: Reactions to Nuisances and Crimes

	% of Responses (Respondents Personally Experience)													
	People who are yelling or being obnoxiously loud (nuisance)		People who are panhandling at bus stops or CTrain stations or in Transit vehicles(nuisance)		People who appear to be very intoxicated, but are not consuming alcohol (nuisance)		People who are openly drinking alcohol (crime)		A theft of your or someone else's personal property (crime)		You or someone else being physically assaulted (crime)		You or someone else being indecently or sexually harassed (crime)	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Distance yourself but not necessarily leave	43	35	44	38	49	38	47	38	16	15	23	10	24	11
Wait and see if the situation worsens before acting	36	29	32	32	30	23	29	23	30	24	15	15	33	50
Immediately/as soon as possible	14	28	9	16	15	27	14	27	25	30	40	39	41	40
Tell the driver	1	1	1	-	<1	1	1	1	7	3	3	1	-	2
Press the HELP button	-	1	-	-	-	<1	-	<1	-	4	2	6	-	5
Call the authorities/police/9-1-1	<1	1	-	-	1	3	1	3	-	9	2	11	-	9
Give them money	-	-	1	<1	-	-	-	-	-	-	-	-	-	-
Report it to peace officer/ transit security	-	-	-	-	-	<1	-	<1	-	<1	-	1	-	-
Intervene/confront them/try to help victim	2	-	3	-	1	<1	1	<1	6	6	7	-	-	8
Call for help/seek help	-	1	-	-	-	-	-	-	4	2	-	-	-	2
Do nothing/ignore it	5	2	9	2	5	2	5	1	-	-	3	-	-	-
Other	-	-	-	-	-	1	-	<1	-	2	-	2	-	2
Unsure	1	3	-	9	1	5	2	5	13	7	6	7	3	8
Total	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Table 3.5: Reactions to Nuisances and Crimes

	% of Responses (Respondents Personally Experience)													
	People who are yelling or being obnoxiously loud (nuisance)		People who are panhandling at bus stops or CTrain stations or in Transit vehicles(nuisance)		People who appear to be very intoxicated, but are not consuming alcohol (nuisance)		People who are openly drinking alcohol (crime)		A theft of your or someone else's personal property (crime)		You or someone else being physically assaulted (crime)		You or someone else being indecently or sexually harassed (crime)	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
...nce yourself ...ot necessarily	47	34	43	38	49	44	44	39	17	12	14	9	14	8
...and see if the ...tion worsens ...re acting	29	49	28	37	24	35	19	33	19	30	10	21	8	22
...mediately/as ...as possible	19	16	15	10	21	11	28	16	33	25	45	34	47	32
...he driver	1	<1	<1	-	-	-	1	1	4	1	2	<1	2	1
...s the HELP ...n	-	<1	-	-	-	-	<1	-	4	3	6	5	4	5
...he ...brities/police/9-	<1	-	-	-	<1	<1	2	-	9	8	11	8	9	8
...them money	-	-	-	<1	-	-	-	-	-	-	-	-	-	-
...ort it to peace ...r/ transit ...rity	-	-	-	-	-	-	<1	-	-	1	1	<1	-	-
...vene/confront .../try to help ...n	-	1	2	2	1	1	-	1	2	9	1	10	5	10
...or help/seek	<1	-	<1	-	-	-	-	-	3	1	2	2	4	1
...othing/ignore it	2	7	-	8	2	6	1	4	-	<1	1	-	-	-
...r	-	-	-	-	-	-	-	1	1	2	-	2	<1	2
...re	1	1	7	4	2	2	5	4	7	8	6	8	7	10
	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Detailed analysis of the data reveals that females were more likely than males to distance themselves or leave immediately or as soon as possible from the situation for crimes, and to a lesser extent for nuisances (Table 3.5). In contrast, males are more likely to wait and see if the situation worsens before acting. In addition, a larger proportion of males indicated they would intervene or confront a perpetrator for more severe crimes that were examined in the survey such as theft, physical assault, and indecent or sexual harassment.

Further examination of how respondents might react to situations were developed in new questions asked in the 2014 survey. Respondents were posed with circumstances of another Transit passenger needing medical assistance or being physically assaulted and asked how they might respond to these situations. As can be seen in Table 3.6, most respondents indicated that they would call for assistance and let other passengers comfort or assist the person being affected. To a much lesser extent, some respondents indicated the they would try to comfort, assist or intervene in the situation themselves.

Another Transit Passenger in Need of Medical Assistance		Another Transit Passenger being Physically Assaulted	
Response	% of Respondents	Response	% of Respondents
Call authorities for assistance, and let other passengers assist or comfort the person having the medical emergency	54	Call authorities for assistance, and let other passengers try to help the victim	66
Try to assist or comfort the passenger yourself	33	Intervene yourself to try to help the victim	22
Let other passengers assist or comfort the person having a medical emergency	5	Let other passengers intervene to try to help the victim	5
Call the authorities/ police/ 9-1-1	5	Call the authorities/ police/ 9-1-1	4
Other	3	Other	2
Total	100	Total	100

Detailed analysis reveals that female respondents would be more likely to call authorities for assistance, and let other passengers address the situations (57% female , 50% male for medical emergency and 77% female, 54% male for physical assault) and male respondents would be more likely to try and assist or intervene (23% female , 30% male for medical emergency and 10% female, 29% male for physical assault).

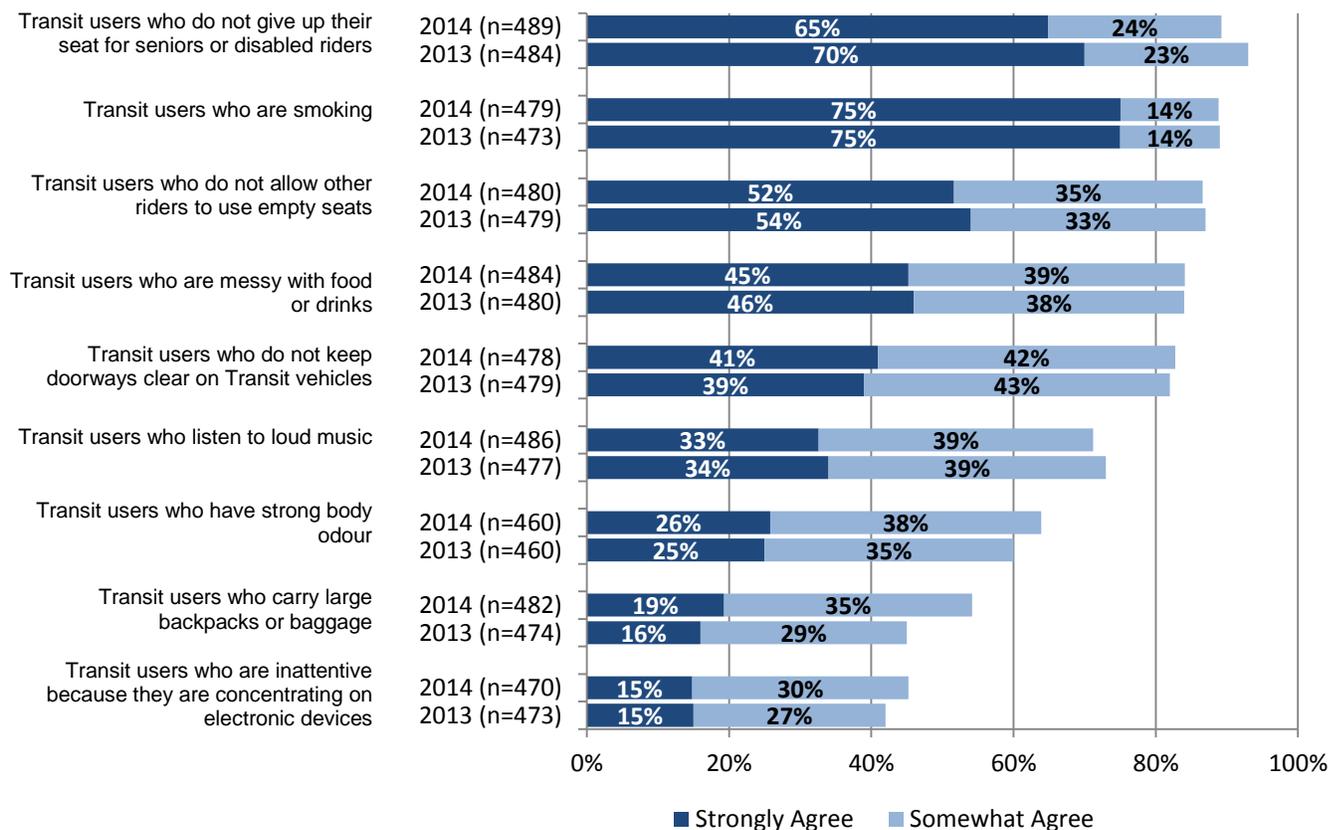
Calgary Transit has been implementing a communications initiative to inform riders of various nuisance behaviours and activities and how to respond to them. To assist with this campaign, a question related to nuisance behaviours and activities was introduced in

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the 2013 survey. Figure 2.3 shows that nine in ten respondents agreed (strongly or somewhat) that Calgary Transit should take steps to address Transit users who do not give up their seat for seniors or disabled riders, as well as Transit users who are smoking. A significant majority also agreed that Calgary Transit should address Transit users who do not allow other riders to use empty seats, Transit users who are messy with food or drinks, and those who do not keep doorways clear on Transit vehicles.

The findings of the 2014 survey are consistent with those of the 2013 survey.

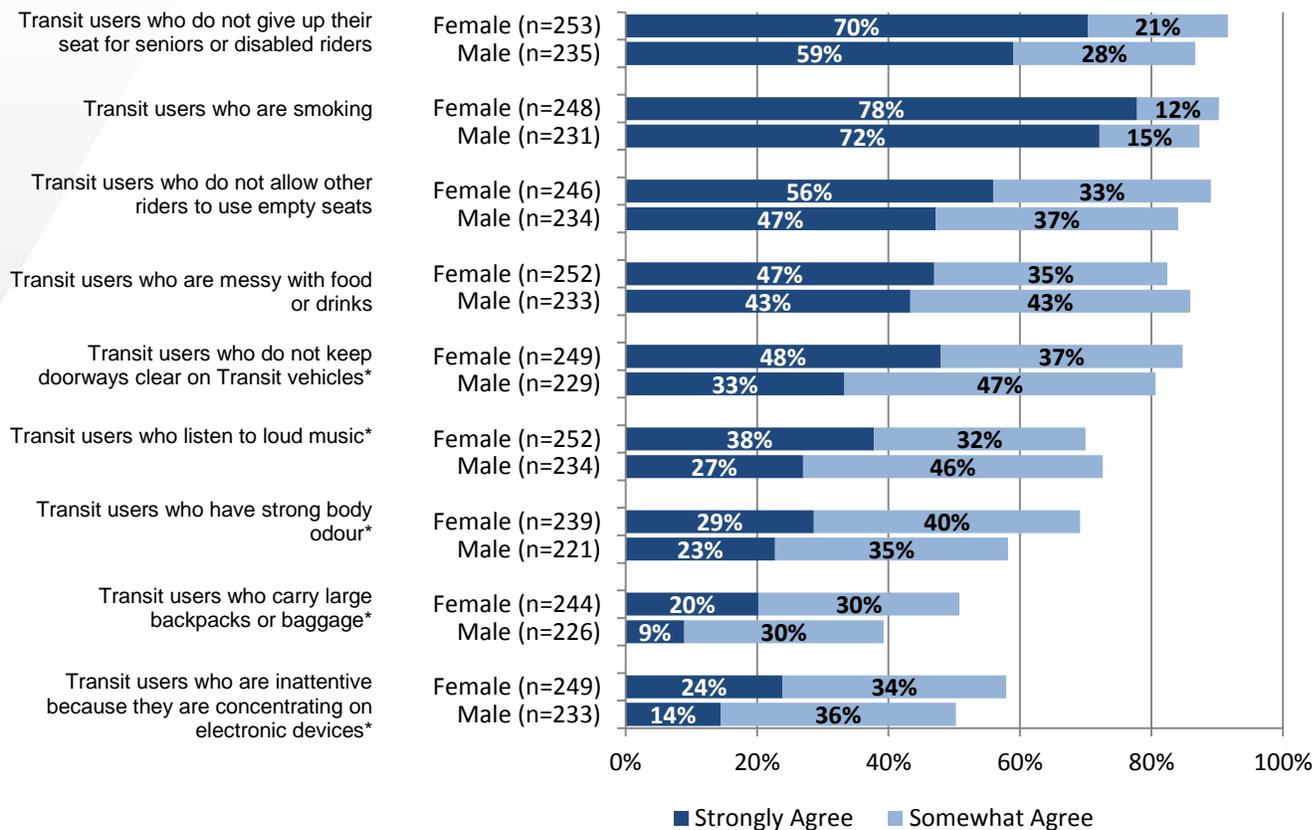
Figure 3.3: Potential Issues for Calgary Transit to Address



Detailed annual results presented in Appendix C.

As can be seen in Figure 3.4, female respondents were much more likely to agree that Transit users who do not keep doorways clear on Transit vehicles, listen to loud music, have strong body odour, carry large backpacks or baggage, or are inattentive because they are concentrating on electronic devices should be addressed by Calgary Transit.

Figure 3.4: Potential Issues for Calgary Transit to Address by Gender



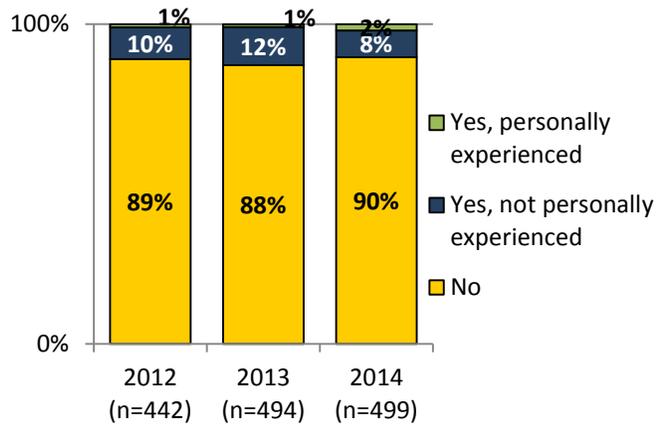
*Significantly different at p<0.05

3.2 Crimes

A few questions in the survey examined respondents' perceptions of crimes. Approximately one in ten respondents indicated that they had witnessed or experienced a crime that was just happening or just recently happened when using Calgary Transit (Figure 3.5). These respondents were more likely to have not personally experienced the crime, such as being a victim, but had witnessed it.

The 2014 findings are similar to those observed in 2012 and 2013.

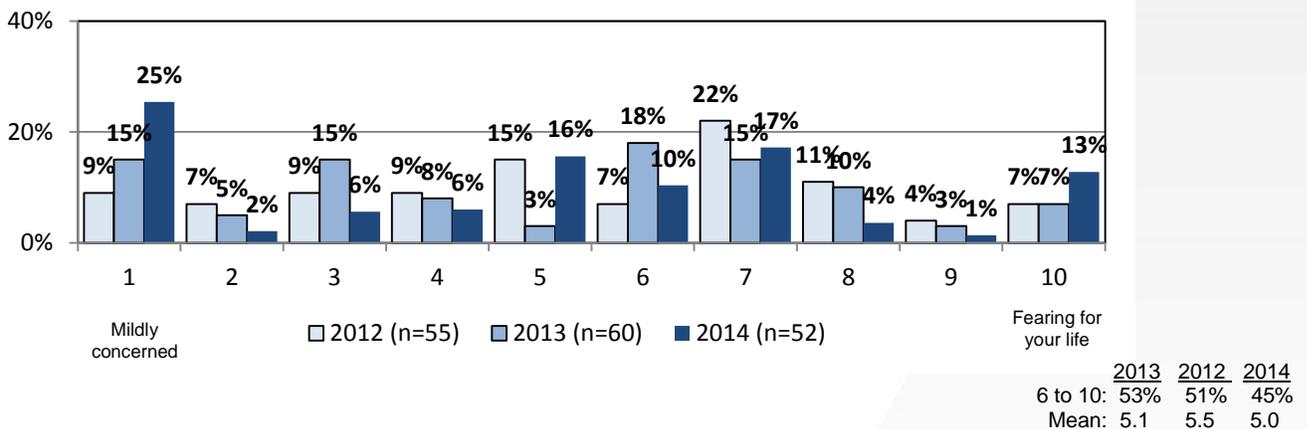
Figure 3.4: Witnessed or Experienced a Crime



No statistical differences were observed based on gender.

Those respondents who had witnessed a crime were further asked to rate the extent of their concern during their experience. In 2014, just under half (45%) of respondents gave a rating of 6 to 10 on a scale of 1 being mildly concerned and 10 being fearing for your life. The average rating was 5.0. Over the past three years, the findings have been similar in terms of these proportions and averages.

Figure 3.5: Extent of Concern for Crime Experienced



Female respondents gave significantly higher ratings (5.1 average) compared to male respondents (4.8 average); but caution should be observed with these results due to small sample sizes.

4.0 CLEANLINESS

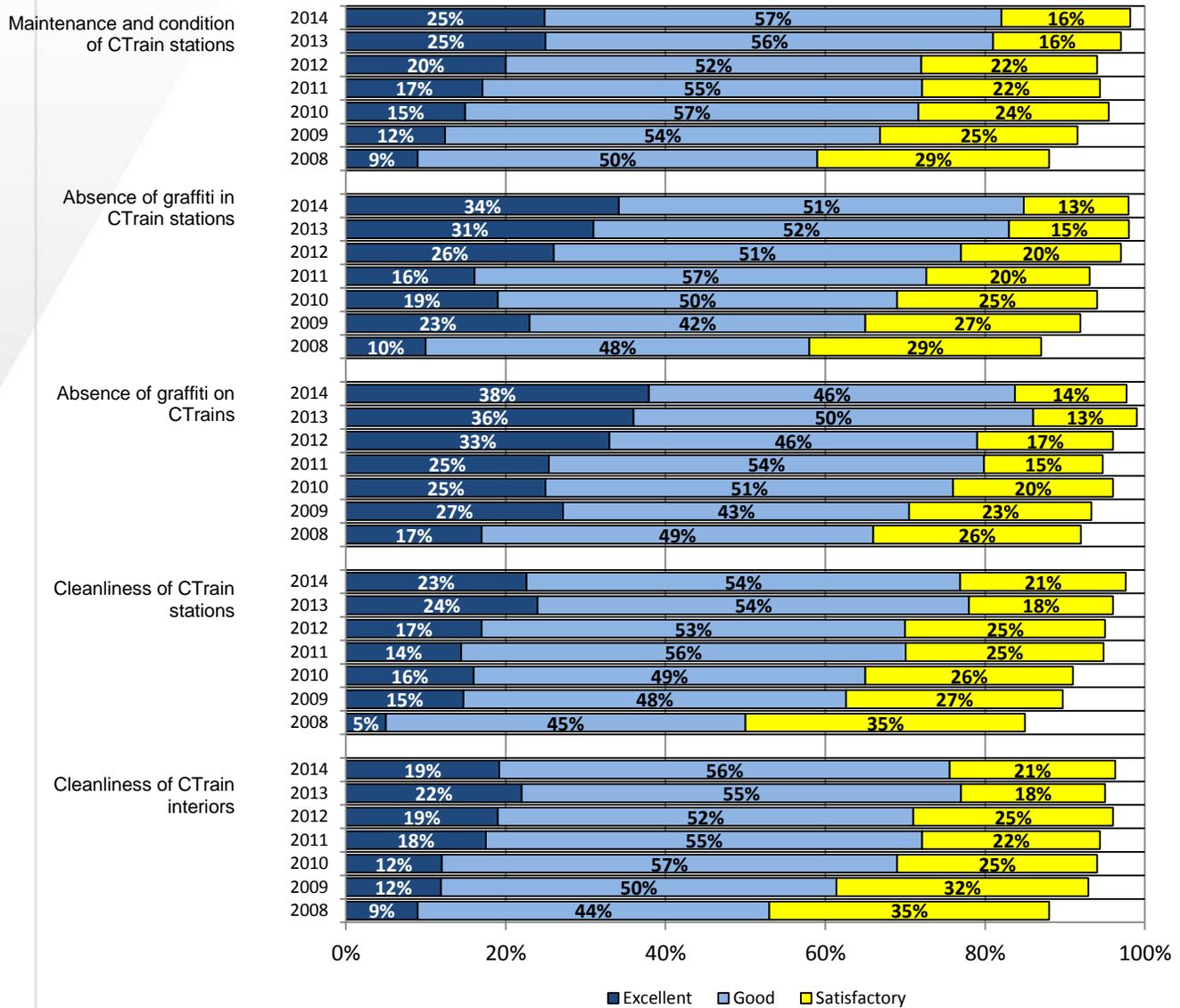
Calgary Transit has examined cleanliness of its vehicles and facilities among respondents to assess initiatives that have been implemented by the organization over the years. This section of the report presents the associated findings.

CTrains

Respondents were offered a list of CTrain vehicle and facility attributes and asked to rate the cleanliness and maintenance of each. The ratings, which are presented in Figure 4.1, suggest that customers have favourable opinions of the cleanliness of CTrain vehicles and facilities. A significant majority of customers (at least 90%) provided positive ratings ('excellent'/'good'/'satisfactory') for all of the attributes that were examined with the highest rating maintenance and condition of CTrain stations and absence of graffiti on CTrain stations and CTrains.

When taken as a whole, there has been a gradual increase in the proportion of respondents who have stated excellent and good responses in their overall ratings of cleanliness of CTrains and stations.

Figure 4.1: Cleanliness Ratings of CTrains and Stations



Detailed annual results presented in Appendix C.

As with previous years, there were no strong correlations observed between the above data and respondents' ratings of safety for Transit services generally, and CTrains (i.e. ratings provided in Figure 2.1).

Female respondents rated absence of graffiti and maintenance and condition of CTrain stations lower than male respondents (see Appendix C)

Buses

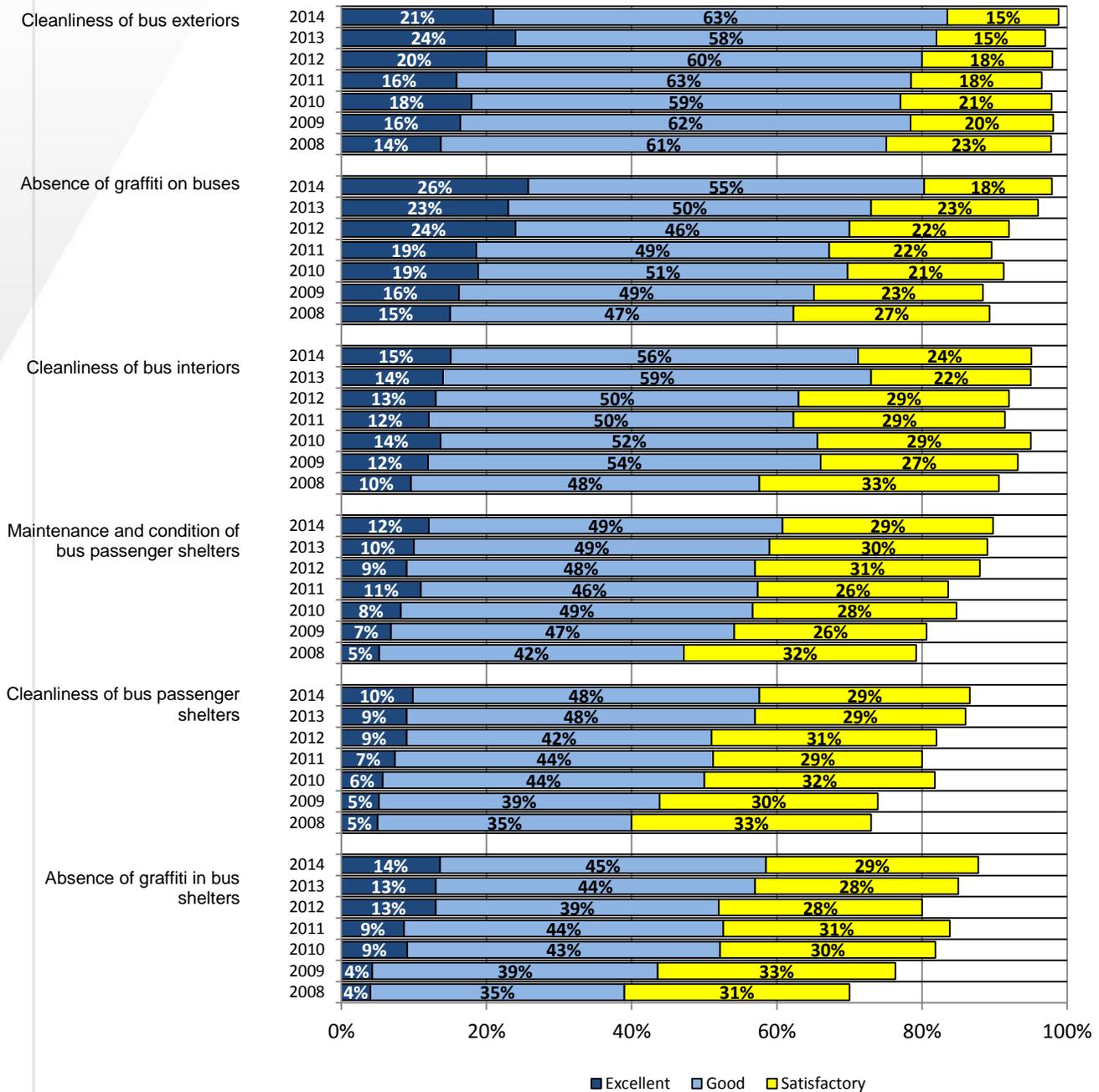
Similar to CTrains and CTrain stations, respondents were asked to rate the cleanliness and maintenance of buses and shelters (Figure 4.2). While some ratings of cleanliness associated with buses were similar to those of CTrains, such as cleanliness of bus exteriors and interiors, others were less favourable, like cleanliness of bus shelters and absence of graffiti in bus shelters. Still, most respondents gave positive ratings to the cleanliness of buses and bus shelters with at least eight out of ten respondents giving a rating of excellent, good or satisfactory.

Similar to the observation about CTrains and stations, the ratings for excellent and good have been gradually increasing for buses and shelters.

As well, there were no strong correlations observed between the above data and respondents' ratings of safety for Transit services generally and buses (i.e. ratings provided in Figure 2.1).

Further , no significant differences were observed between female and male respondents for the ratings about cleanliness of buses and shelters.

Figure 4.2: Cleanliness of Buses and Bus Shelters

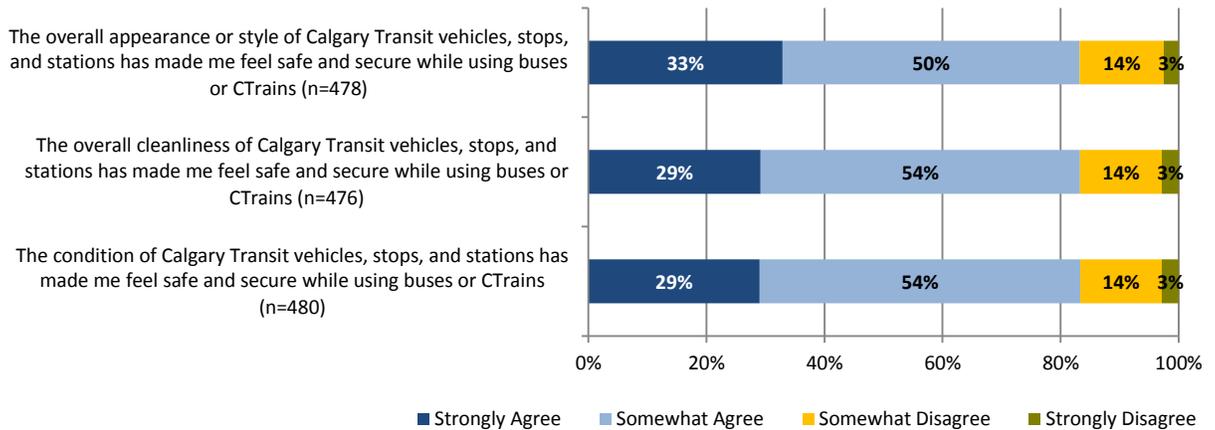


Detailed annual results presented in Appendix C.

Influences of Appearance, Cleanliness, and Condition

A new set of questions was introduced in 2014 to gauge perceived influence of the appearance, cleanliness, and condition of Transit vehicles, stops and stations on respondents' feelings of safety and security. Figure 4.3 shows that most respondents agreed that these factors contribute to feelings of safety and security while using buses and CTrains. About one in three respondents strongly agreed with these sentiments.

Figure 4.3: Influence of Appearance, Cleanliness, and Condition of Transit Vehicles, Stops, and Stations on Safety and Security



No significant differences were observed between female and male respondents for the above queries.

5.0 CONCLUDING REMARKS

Calgary Transit has implemented various safety and security initiatives and measures over the past decade to enhance safety and security of its services for Calgarians. Based on the survey results that have been gathered over the past seven years, Transit users acknowledge and appreciate these efforts. When taken as a whole, the findings of these surveys suggest that there have been gradual increase in users' sense of safety and security while using Calgary Transit. Most notably, ratings have increased over the years for safety ratings of Calgary Transit services and perceptions of safety and security during different travel times.

Calgary Transit has used the Safety, Security and Cleanliness Surveys to understand Transit users' perceptions of safety and security. It has recognized that some issues of safety and security are influenced by nuisance behaviours among some passengers rather than actual crimes being committed. The survey data reveal that respondents are much more likely to encounter nuisances than crimes (at least those tested in the survey). Actually, the survey results suggest that one in ten respondents have witnessed or experienced a crime, while many more encounter nuisance behaviours. Nonetheless, it might be suggested that the combination of nuisances and crimes contribute to passengers' overall sense of safety and security. How a passenger responds to these occurrences can impact their overall safety and security when using Calgary Transit. For the most part, respondents who encounter or witness nuisances or crimes are more likely to distance themselves from these situations without actually leaving; instead, they are more likely to wait and see what happens before making a decision about what they will do. Calgary Transit will use these findings to help develop initiatives to empower passengers to react effectively to enhance their safety and security while using services. It is worth noting that in the 2014 survey almost half of respondents agreed that they had seen or heard advertising by Calgary Transit about how passengers can enhance their own safety and security while using its services.

Calgary Transit has introduced security measures to affect safety and security when passengers use its services. The 2014 survey results indicate that a vast majority of Transit users believe that the presence and availability of HELP intercoms, security surveillance or video cameras, Transit peace officers and personnel and real time displays at CTrain stations help them feel safe and secure when using Calgary Transit. As well, awareness of these measures, particularly video cameras on CTrains and buses, among Transit users have been gradually increasing over the past few years.



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Most Transit users do not perceive that there are hiding places on vehicles, in CTrain stations, or around bus shelters that present safety and security risks. That being said, about a third of 2014 survey respondents disagreed that there are no hiding places at bus stops where someone could sneak up on a passenger and a quarter that there are no hiding places at CTrain stations.

As well, Transit users are satisfied with the level of cleanliness of Transit vehicles and facilities. On the whole, survey respondents' ratings of cleanliness ratings have gradually increased throughout the time that the surveys have been conducted, at least in terms of providing ratings of 'excellent' and 'good.'

And, finally, there is evidence in the 2014 survey data to suggest that media reports about safety and security concerns influence customers' perceptions. This suggestion is based on the findings that respondents who had been exposed to such reports indicated lower ratings of safety and security compared to those who had not. Further, the survey results suggest that some Transit users hear about safety and security concerns when talking with other Calgarians.

APPENDIX A SURVEY INSTRUMENT

NOTE TO THE READER:

- Comments to survey sponsors by consultants are **presented in blue**.
- Instructions to interviewers are presented as **words in red** and are not read to respondents
- For Computer Aided Telephone Interviewing software programming, instructions are presented as **words in green** and are not provided to the interviewers or respondents

INTRODUCTION/SCREENING SHEET

Hello, my name is _____. I am calling from HarGroup Research, a Calgary research firm on behalf of Calgary Transit. Today we are conducting an important survey to gather opinions from users of Calgary Transit. May I please speak to the person in your household age 15 or over, and whose birthday falls soonest after today?

REINTRODUCE SURVEY IF NECESSARY

If you have some time (as little as 5 mins, as much as 20 mins), I would like to interview you for this very important survey.

IF YES -> CONTINUE

IF NO -> ASK:

Could I call back _____?

IF YES -> ASK FOR NAME OF PERSON AND RECORD TIME ON CALL SHEET

IF NO -> THANK AND DISCONTINUE; MARK AS "REFUSED" ON CALL SHEET

S1. In what year were you born? 19____

IF THE RESPONDENT WAS BORN IN 1995 OR LATER, CONTINUE

IF RESPONDENT WAS BORN IN 1994, CONFIRM 18 YEARS OF AGE AND CONTINUE

IF RESPONDENT IS NOT 18 OR BORN BEFORE 1995, ASK – “MAY I SPEAK TO A PARENT OR GUARDIAN TO RECEIVE PERMISSION TO INTERVIEW YOU.”

WHEN SPEAKING TO PARENT OR GUARDIAN – “CALGARY TRANSIT IS LOOKING TO GET FEEDBACK FROM CALGARIANS ABOUT SERVICES THAT ARE PROVIDED. WE WOULD LIKE TO INTERVIEW YOUR CHILD FOR THIS RESEARCH, BUT WE UNDERSTAND HE/SHE IS NOT 18 YEARS OF AGE. BEFORE WE PROCEED WITH THE INTERVIEW, I MUST RECEIVE PERMISSION FROM YOU TO INTERVIEW YOUR CHILD. DO YOU PROVIDE PERMISSION FOR ME TO INTERVIEW YOUR CHILD FOR THIS IMPORTANT SURVEY?

IF YES-> “THE CITY’S FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY POLICY REQUIRES THAT I HAVE THE YOUR FIRST AND LAST

NAME BEFORE PROCEEDING WITH INTERVIEWING YOUR CHILD. CAN I HAVE YOUR FIRST AND LAST NAME."

MUST RECORD FIRST AND LAST NAME OF PARENT OR GUARDIAN – IF NOT WILLING TO PROVIDE BOTH FIRST AND LAST NAME, INFORM PARENT OR GUARDIAN:

"IT IS THE REQUIREMENT OF THE CITY'S FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY POLICY THAT FIRST AND LAST NAMES OF PARENTS OR GUARDIANS MUST BE PROVIDED WITH CONSENT. UNFORTUNATELY, WE WILL NOT BE ABLE TO CONTINUE WITH THE INTERVIEW."

IF CONCERNS EXPRESSED BY PARENT – INFORMATION ABOUT THIS FOIP REQUIREMENT CAN BE OBTAINED BY CONTACTING THE CITY AT 311 OR CALGARY TRANSIT AT 403-262-1000.

FIRST NAME: _____

LAST NAME: _____

THANK AND PROCEED INTERVIEW WITH CHILD

IF NO-> THANK AND DISCONTINUE; MARK AS "PARENT REFUSED' ON CALL SHEET

S2. Do you or does a member of your household work for Calgary Transit?

IF YES, TERMINATE WITH THANK YOU.

IF NO, CONTINUE.

S3. During the past 12 months, in an AVERAGE week, that includes all 7 days, how many times would you normally ride Calgary Transit CTrains? Please count a one-way trip as one ride and a trip to and from a destination as two rides.

_____ # of CTrain rides

S4. During the past 12 months, in an AVERAGE week, that includes all 7 days, how many times would you normally ride Calgary Transit buses? Please count a one-way trip as one ride and a trip to and from a destination as two rides.

_____ # of bus rides

If S3 and S4 are 1 or more, complete Safety, Security, and Cleanliness Questionnaire

If 0, end interview

QUESTIONNAIRE

Q1. How long have you been a regular transit user? (DO NOT READ)

- 1 [] 0 to 2 years
- 2 [] 3 to 5 Years
- 3 [] 6 to 10 years
- 4 [] 11+ years
- 5 [] don't know/refused



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Q2A. During what time period do you use Calgary Transit **most often** - rush hour or some other time period? **[TAKE ONLY ONE RESPONSE - IF ASKED, RUSH HOUR IS WEEKDAYS 6:00 - 9:00 AM & 3:00 - 6:00 PM]**

- 1 [] No Specific Time Period (Go to Q2C)
- 2 [] Rush Hour ONLY (Go to Q2C)
- 3 [] Rush hour and other Time Periods (Go to Q2C)
- 4 [] Non-Rush Hour



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Q2B. (If Q2A is 4 Non-Rush Hour) Would that be on a weekday midday, weekday evening or a weekend?

1 [] Weekday midday 2 [] Evening 3 [] Weekend 4 [] Don't Know

Q2C. (If S3 > 0) Can you tell me how many minutes on average you usually wait at a CTrain station before a CTrain arrives?

_____ Minutes

Q2D. (If S4 > 0) Can you tell me how many minutes on average you usually wait at a bus stop before a bus arrives?

_____ Minutes

Q2E. (If S3 is 0) In the past 12 months, have you used CTrains at least once?

1 [] Yes 2 [] No=> **SKIP TO Q3B** 3 [] Don't Know=> **SKIP TO Q3B**

Q2F. Which two CTrain stations do you use most often? **(SELECT UP TO 2 STATIONS)**

NOTE: NEED ADDRESS OF TUSCANY STATION

NE Leg Stations

- 1 [] Barlow/Max Bell - 2022 Memorial Drive NE
- 2 [] Bridgeland - 1010 Memorial Drive NE
- 3 [] Franklin - 2826 Memorial Drive NE
- 4 [] Marlborough - 889 - 36 Street NE
- 5 [] Rundle - 2529 - 36 Street NE
- 6 [] Whitehorn - 3801 - 36 Street NE
- 7 [] Zoo - 1400 Memorial Drive NE
- 8 [] McKnight Westwinds – 6200C 36 St NE
- 9 [] Saddletowne – 450C Saddletowne Circle NE
- 10 [] Martindale – 618C Martindale Boulevard NE

NW Leg Stations

- 11 [] Banff Trail - 2374C Banff Trail NW
- 12 [] Brentwood - 4099 Crowchild Trail NW
- 13 [] Crowfoot - Scurfield Dr. NW
- 14 [] Dalhousie - 4785 Dalhousie Drive NW
- 15 [] Lions Park - 1901C - 14 Avenue NW
- 16 [] S.A.I.T. - 1414C - 14 Avenue NW
- 17 [] Sunnyside - 938C - 3 Avenue NW
- 18 [] Tuscany – 10210 Crowchild Trail NW
- 19 [] University - 3103 Crowchild Trail NW

South Leg Stations

- 20 [] 39 Avenue - 4115 - 1 Street SE
- 21 [] Anderson - 11015 Anderson Station Way SW
- 22 [] Canyon Meadows - 416 Cantrell Drive SW
- 23 [] Chinook - 229 - 61 Avenue SW
- 24 [] Erlton/Stampede - 2408 - 3A Street SE
- 25 [] Fish Creek Lacombe - 14300 Shawnee Gate SW
- 26 [] Heritage - 12 Haddon Road SW
- 27 [] Shawnessy - 17 Shawville Blvd. SW
- 28 [] Somerset/Bridlewood - 17100 - 6 Street SW
- 29 [] Southland - 10158 Sacramento Drive SW
- 30 [] Victoria/Stampede - 1414 Macleod Trail SE

West Leg Stations

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- 31 [] 45 Street – 4708 17 Avenue SW
 32 [] 69 Street – 6999C 17 Avenue SW
 33 [] Shaganappi Point – 2750C Bow Trail SW
 34 [] Sirocco – 5700C 17 Avenue SW
 35 [] Sunalta – 1706C 10 Avenue SW
 36 [] Westbrook – 1417C 33 Street SW

Downtown stations (WEST - NORTHSIDE)

- 37 [] City Hall – 310C 7 Avenue SE
 38 [] 1 Street SW - 124 - 7 Avenue SW (Northside)
 39 [] 4 Street SW - 530C - 7 Avenue SW (Northside)
 40 [] 7 Street SW - 840C - 7 Avenue SW (Northside)
 41 [] Kerby Downtown (Northside)

Downtown stations (EAST - SOUTHSIDE)

- 42 [] Kerby Downtown (Southside)
 43 [] City Hall - 323C - 7 Avenue SE (Southside)
 44 [] Centre Street - 121C - 7 Avenue SE (Southside)
 45 [] 3 Street SW - 333C - 7 Avenue SW (Southside)
 46 [] 6 Street SW - 631C - 7 Avenue SW (Southside)
 47 [] 8 Street SW - 901C - 7 Avenue SW (Southside)

OTHER

- 48 [] Other (specify _____)

Q3A. Calgary Transit is interested in your perceptions regarding its vehicles and facilities. Based on your last transit trip, please rate the following being excellent, good, satisfactory, poor, or very poor.

	Excellent	Good	Satisfactory	Poor	Very Poor	Refused	Not Applicable
a) Cleanliness of CTrains interiors	1	2	3	4	5	6	7
b) Cleanliness of CTrain stations	1	2	3	4	5	6	7
c) Absence of graffiti on CTrains	1	2	3	4	5	6	7
d) Absence of graffiti in CTrain stations	1	2	3	4	5	6	7
e) Maintenance and condition of CTrain stations	1	2	3	4	5	6	7

Q3B. Calgary Transit is interested in your perceptions regarding its vehicles and facilities. Based on your last transit trip, please rate the following being excellent, good, satisfactory, poor, or very poor.

ROTATE

	Excellent	Good	Satisfactory	Poor	Very Poor	Refused	Not Applicable
a) Cleanliness of bus interiors	1	2	3	4	5	6	7
b) Cleanliness of bus exteriors	1	2	3	4	5	6	7
c) Absence of graffiti on buses	1	2	3	4	5	6	7
d) Absence of graffiti in bus shelters	1	2	3	4	5	6	7
e) Cleanliness of bus passenger shelters	1	2	3	4	5	6	7
f) Maintenance and condition of bus passenger shelters	1	2	3	4	5	6	7

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Q4A. Calgary Transit is interested in the visibility of its peace officers, also known as Public Safety and Enforcement Officers, transit police or transit security (grey uniforms).

Have you seen any peace offices in the past month?

1 [] YES 2 [] NO =>Go to Q5A

Q4B. Were the peace officers checking fares?

1 [] YES 2 [] NO

Q4C Did you see the peace offices during rush hour (7-9 AM, 4-6 PM) or during off-peak times?

1 [] Rush-hour 2 [] Non rush-hour (off peak) 3 [] Both

Q5A. **(All)** Calgary Transit is also interested in your views on safety and security. I'd like to ask you how strongly you agree or disagree with a few statements concerning safety and security. For each of the following statements, please tell me if you **strongly agree, somewhat agree, somewhat disagree or strongly disagree**. If any of the statements are not applicable, please tell me. **ROTATE**

(If Q2E>1 Skip to Q5B) ROTATE

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Refused	Not applicable
a) I feel safe when traveling on the CTrain before 6 PM	1	2	3	4	5	6
b) I feel safe when traveling on the CTrain after 6 PM	1	2	3	4	5	6
c) I feel safe when I wait for a CTrain at a CTrain station before 6 PM	1	2	3	4	5	6
d) I feel safe when I wait for a CTrain at a CTrain station after 6 PM	1	2	3	4	5	6
e) CTrain stations are generally free of nuisance behaviours (peddlers, intoxicated riders, noisy kids)	1	2	3	4	5	6
f) I feel there are sufficient peace officers on the CTrain to ensure my personal security	1	2	3	4	5	6
g) I feel that CTrain stations are sufficiently lit to make them safe	1	2	3	4	5	6
h) There are no hiding places at CTrain stations where someone could sneak up on a passenger	1	2	3	4	5	6
i) There are no hiding places within CTrains where someone could sneak up on a passenger	1	2	3	4	5	6

Q5B. **(If S4=0 Skip to Q6A) ROTATE**

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	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Refused	Not applicable
a) I feel safe when traveling on buses before 6 PM	1	2	3	4	5	6
b) I feel safe when traveling on buses after 6 PM	1	2	3	4	5	6
c) I feel safe when I wait for a bus at a bus passenger shelter before 6 PM	1	2	3	4	5	6
d) I feel safe when I wait for a bus at a bus passenger shelter after 6 PM	1	2	3	4	5	6
e) There are no hiding places at bus stops where someone could sneak up on a passenger	1	2	3	4	5	6
f) There are no hiding places within buses where someone could sneak up on a passenger	1	2	3	4	5	6

Q6A. Using a scale of 1 being very unsafe and 10 being very safe, how safe do you feel when using Calgary Transit services? **(ENTER '98' IF UNSURE/REFUSE)**

TYPE #: _____

Q6B. Using the same scale, how safe do you feel when using CTrains in general?

TYPE #: _____

Q6C. And, how safe do you feel when using Calgary Transit buses in general?

TYPE #: _____

Q7. While using Calgary Transit, what behaviours or activities have you encountered or witnessed from other Transit users that are not crimes, but have made you feel nervous or threatened for your safety and security? **(DO NOT READ)**

1. People who are intoxicated/drunk
2. People who are drinking
3. People swearing
4. People who are arguing/yelling
5. People who are loud/obnoxious
6. People who are panhandling
7. People who appear homeless (eg. sleeping on floor/benches, picking bottles, etc.)
8. People who are mentally ill/unstable
9. Loitering/groups of people hanging around
10. Physical assault (fighting) (toward someone else)
11. Physical assault (fighting) (toward one's self)
12. People who act aggressively/rough housing
13. Verbal threats/abuse (toward someone else)
14. Verbal threats/abuse (toward one's self)
15. Drug usage/dealing
16. People carrying weapons

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- 17. Sexual harassment (toward someone else)
- 18. Sexual harassment (toward one's self)
- 19. Other (specify)
- 20. Don't know/refused

Q8A. I am going to read you a list of nuisance behaviors and activities, as well as actual crimes that you may have encountered or witnessed while using Calgary Transit services. I will then ask how often you have encountered or witnessed each of them. If you haven't witnessed or encountered a particular behavior, activity or crime, please answer with zero. In the past 12 months, how often have you encountered or witnessed

Activity	# of Times (999=Don't know)
People who were yelling or being obnoxiously loud (nuisance)	_____
People who were panhandling at bus stops or CTrain stations or in Transit vehicles (nuisance)	_____
People who appeared to be very intoxicated, but were not consuming alcohol (nuisance)	_____
People who were openly drinking alcohol (crime)	_____
A theft of your or someone else's personal property (crime)	_____
You or someone being physically assaulted (crime)	_____
You or someone being inappropriately touched with a sexual intent	_____

Q8B. **(IF ACTIVITIES IN Q8B > 0)** Using a scale of very concerned, somewhat concerned, not very concerned or not at all concerned, please tell me how concerned you were for your safety and security when you encountered or witnessed

Activity	Very Concerned	Somewhat Concerned	Not Very Concerned	Not At All Concerned	Unsure
People who were yelling or being obnoxiously loud (nuisance)	1	2	3	4	5
People who were panhandling at bus stops or CTrain stations or in Transit vehicles (nuisance)	1	2	3	4	5
People who appeared to be very intoxicated, but were not consuming alcohol (nuisance)	1	2	3	4	5
People who were openly drinking alcohol (crime)	1	2	3	4	5
A theft of your or someone else's personal property (crime)	1	2	3	4	5
You or someone being physically assaulted (crime)	1	2	3	4	5
You or someone being inappropriately touched with a sexual intent	1	2	3	4	5

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Q8C. Using a scale of very concerned, somewhat concerned, not very concerned or not at all concerned, please tell me how concerned you might be for your safety and security if you encountered or witnessed

Activity	Very Concerned	Somewhat Concerned	Not Very Concerned	Not At All Concerned	Unsure
People who are yelling or being obnoxiously loud (nuisance)	1	2	3	4	5
People who are panhandling at bus stops or CTrain stations or in Transit vehicles (nuisance)	1	2	3	4	5
People who appear to be very intoxicated, but are not consuming alcohol (nuisance)	1	2	3	4	5
People who are openly drinking alcohol (crime)	1	2	3	4	5
A theft of your or someone else's personal property (crime)	1	2	3	4	5
You or someone being physically assaulted (crime)	1	2	3	4	5
You or someone being inappropriately touched with a sexual intent	1	2	3	4	5

Q8D. Did you leave the situation immediately/ as soon as you could get off of a bus or CTrain, distance yourself but not necessarily leave, or stay and wait to see if the situation would worsen before acting, when you encountered or witnessed

Activity	Immediately/ As soon as possible	Distance yourself but not necessarily leave	Wait and see if the situation worsens before acting	Immediately contact a Transit driver or someone at Calgary Transit	Immediately call 9-1-1 or Calgary Police	Other (specify)	Unsure
People who were yelling or being obnoxiously loud (nuisance)	1	2	3	4	5	6	7
People who were panhandling at bus stops or CTrain stations or in Transit vehicles (nuisance)	1	2	3	4	5	6	7
People who appeared to be very intoxicated, but were not consuming alcohol (nuisance)	1	2	3	4	5	6	7
People who were openly drinking alcohol (crime)	1	2	3	4	5	6	7
A theft of your or someone else's personal property	1	2	3	4	5	6	7

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(crime)							
You or someone being physically assaulted (crime)	1	2	3	4	5	6	7
You or someone being inappropriately touched with a sexual intent	1	2	3	4	5	6	7

Q8E. Do you think you would leave the situation immediately/ as soon as you could get off of a bus or CTrain, distance yourself but not necessarily leave, or stay and wait to see if the situation would worsen before acting, if you encountered or witnessed

Activity	Immediately/ As soon as possible	Distance yourself but not necessarily leave	Wait and see if the situation worsens before acting	Immediately contact a Transit driver or someone at Calgary Transit	Immediately call 9-1-1 or Calgary Police	Other (specify)	Unsure
People who were yelling or being obnoxiously loud (nuisance)	1	2	3	4	5	6	7
People who were panhandling at bus stops or CTrain stations or in Transit vehicles (nuisance)	1	2	3	4	5	6	7
People who appeared to be very intoxicated, but were not consuming alcohol (nuisance)	1	2	3	4	5	6	7
People who were openly drinking alcohol (crime)	1	2	3	4	5	6	7
A theft of your or someone else's personal property (crime)	1	2	3	4	5	6	7
You or someone being physically assaulted (crime)	1	2	3	4	5	6	7
You or someone being indecently or sexually harassed	1	2	3	4	5	6	7

Q8F. I would like you to consider a situation where you are on a bus or CTrain, or in a CTrain station, and there are quite a few passengers around. If another Transit passenger was in need of medical assistance, would you ...

- 1 [] Let other passengers assist or comfort the person having a medical emergency
- 2 [] Try to assist or comfort the passenger yourself
- 3 [] Call authorities for assistance, and let other passengers assist or comfort the person having the medical emergency
- 4 [] Or something else – Other (specify) _____



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Q8G. Again, consider a situation where you are on a bus or CTrain, or in a CTrain station, and there are quite a few passengers around. If another Transit passenger was being physically assaulted, would you ...

- 1 Let other passengers intervene to try to help the victim
- 2 Intervene yourself to try to help the victim
- 3 Call authorities for assistance, and let other passengers try to help the victim
- 4 Or something else – Other (specify) _____

Q9A. In the past 12 months, have you witnessed or experienced a crime that was just happening or just recently happened when using Calgary Transit? For clarification, a crime could be vandalism, assault, theft, and so forth.

- 1 YES 2 NO => **SKIP TO Q10A** 3 DON'T KNOW => **SKIP TO Q10A**

Q9B. Were you the victim of any of the crimes?

- 1. I WAS THE VICTIM
- 2. I WAS NOT THE VICTIM

Q9C. On a scale of 1 being mildly concerned and 10 being fearing for your life, please rate how concerned you were during that time when you experienced these crimes.

TYPE #: _____

Q10A. Have you ever avoided traveling on Calgary Transit at night because of personal safety or security reasons?

- 1 YES 2 NO >> **GO TO Q10C** 3 DON'T KNOW >> **GO TO Q10C**

Q10B. Have you ever avoided certain routes, stops, or stations when you have travelled at night on Calgary Transit from what you would typically use during the day because of personal safety or security reasons?

- 1 YES 2 NO 3 DON'T KNOW

Q11. Calgary Transit is interested in your awareness of safety and security measures taken to protect the traveling public. Please indicate if you are aware of the following measures:

- | | | |
|--------------------------------|-------------------------------|-----------------------------------|
| 1 <input type="checkbox"/> Yes | 2 <input type="checkbox"/> No | Video cameras on CTrain platforms |
| 1 <input type="checkbox"/> Yes | 2 <input type="checkbox"/> No | Video cameras on buses |
| 1 <input type="checkbox"/> Yes | 2 <input type="checkbox"/> No | Video cameras on new CTrain cars |
| 1 <input type="checkbox"/> Yes | 2 <input type="checkbox"/> No | Help phones in CTrain stations |
| 1 <input type="checkbox"/> Yes | 2 <input type="checkbox"/> No | Help phones in CTrains |

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Q12A. To what extent do you agree or disagree that the presence or availability of the following over the past 12 months has made you feel safe and secure when using Calgary Transit?

ROTATE

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't know	Strongly Agree
a) Transit Peace Officers (prompt, if necessary, Transit Peace Officers are in grey uniforms)	1	2	3	4	5	6
b) Calgary Transit personnel (operators, maintenance but not Transit Peace Officers)	1	2	3	4	5	6
c) Security surveillance / or video cameras	1	2	3	4	5	6
d) Help phones	1	2	3	4	5	6
e) Real time displays at CTrain stations	1	2	3	4	5	6

Q12.B What, if anything else, has made you feel safe and secure when using Calgary Transit in the past 12 months by its presence or availability?

Q13. Based on your experiences and concerns over the past 12 months using Calgary Transit, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree that Calgary Transit should take steps to address the following issues.

Activity	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't know
Transit users who have strong body odour	1	2	3	4	5
Transit users who have carry large backpacks or baggage	1	2	3	4	5
Transit users who do not allow other riders to use empty seats	1	2	3	4	5
Transit users who do not give up their seats for seniors or disabled riders	1	2	3	4	5
Transit users who listen to loud music	1	2	3	4	5
Transit users who are inattentive because they are concentrating on electronic devices	1	2	3	4	5
Transit users who do not keep doorways clear on Transit vehicles	1	2	3	4	5
Transit users who are messy with food or drinks	1	2	3	4	5
Transit users who are smoking	1	2	3	4	5

Q14. In the past 12 months, have you seen or heard anything in the media that has caused you concern about the safety and security of using Calgary Transit?

1 [] YES 2 [] NO 3 [] DON'T KNOW

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Q15. To what extent do you agree or disagree with the following statements?

Statement	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't know
In the past 12 months, I have seen or heard media reports that have caused me concern about the safety and security of using Calgary Transit	1	2	3	4	5
In the past 12 months, I have heard other Calgarians express concerns about the safety and security of using Calgary Transit	1	2	3	4	5
In the past 12 months, I have seen or heard advertising by Calgary Transit about how passengers can enhance their own safety and security while using buses or CTrains	1	2	3	4	5
Based on the past 12 months, the condition of Calgary Transit vehicles, stops, and stations has made me feel safe and secure while using buses or CTrains	1	2	3	4	5
Based on the past 12 months, the overall appearance or style of Calgary Transit vehicles, stops, and stations has made me feel safe and secure while using buses or CTrains	1	2	3	4	5
Based on the past 12 months, the overall cleanliness of Calgary Transit vehicles, stops, and stations has made me feel safe and secure while using buses or CTrains	1	2	3	4	5

Demographic Questions

The last few questions are being asked so that we can group your answers with others provided in the survey. All responses will be held in strict confidence and will not be attributed to any individual.

D1. What age group are you in?
[READ GROUP CATEGORIES]

- 1 15 to 19 yrs
- 2 20 to 24 yrs
- 3 25 to 34 yrs
- 4 35 to 44 yrs
- 5 45 to 54 yrs
- 6 55 to 64 yrs
- 7 65 to 74 yrs
- 8 75 and older
- 9 Refused

D2. What community do you live in?



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D3. What is your postal code?

D4. And which of the following income groups includes your annual household income, before taxes, in 2012? **[READ LIST]**

- | | |
|---|--|
| 1 <input type="checkbox"/> Less than \$15,000 | 7 <input type="checkbox"/> \$65,000 to less than \$75,000 |
| 2 <input type="checkbox"/> \$15,000 to less than 25,000 | 8 <input type="checkbox"/> \$75,000 to less than \$85,000 |
| 3 <input type="checkbox"/> \$25,000 to less than 35,000 | 9 <input type="checkbox"/> \$85,000 to less than \$100,000 |
| 4 <input type="checkbox"/> \$35,000 to less than 45,000 | 10 <input type="checkbox"/> \$100,000 to less than \$120,000 |
| 5 <input type="checkbox"/> \$45,000 to less than 55,000 | 11 <input type="checkbox"/> \$120,000 to less than \$140,000 |
| 6 <input type="checkbox"/> \$55,000 to less than \$65,000 | 12 <input type="checkbox"/> \$140,000 or more |
| | 13 <input type="checkbox"/> Refused/Don't know |

Thank Thank you for participating in this survey today. May I have your first name in case my supervisor wants to confirm this interview: _____

Thank you for your time and for participating in the survey today. Have a good evening (afternoon).

D5. Male 1 Female 2

Telephone Number: (###) ###-####

Interviewer #: _____

APPENDIX B

RESPONDENT PROFILE

Respondent Demographic Profile									
Characteristics	Descriptors	2009 Civic Census	% of Respondents						
			2008	2009	2010	2011	2012	2013	2014*
Gender	Male	50	44	44	44	45	47	52	48
	Female	50	56	56	56	55	53	48	52
	Total	100	100	100	100	100	100	100	100
Age	15 to 19 years	8	19	16	17	18	14	13	15
	20 to 24 years	9	10	11	11	13	13	13	14
	25 to 34 years	21	15	15	17	20	18	25	19
	35 to 44 years	20	16	17	16	18	17	20	18
	45 to 54 years	19	18	19	14	14	16	12	14
	55 to 64 years	11	10	11	11	8	13	9	11
	65 to 74 years	6	{12	{11	{13	6	5	5	5
	75 years and over	5				3	3	3	4
	Total	100	100	100	100	100	100	100	100
Household Income	Less than \$15,000		7	5	8	5	9	6	5
	\$15,000 to less than \$25,000		10	9	10	9	9	9	8
	\$25,000 to less than \$35,000		6	12	12	10	13	9	9
	\$35,000 to less than \$45,000		8	7	10	9	7	6	8
	\$45,000 to less than \$55,000		11	6	11	7	11	4	8
	\$55,000 to less than \$65,000		10	7	7	8	9	7	7
	\$65,000 to less than \$75,000	n/a	8	10	8	7	6	7	8
	\$75,000 to less than \$85,000		10	7	5	7	4	7	8
	\$85,000 to less than \$100,000		8	8	6	8	9	10	10
	\$100,000 to less than \$120,000		10	12	7	11	8	13	10
	\$120,000 to less than \$140,000		2	6	5	4	5	5	5
\$140,000 or more		12	13	13	14	13	18	16	
Total		100	100	100	100	100	100	100	

*Weighted based on both Transit users and non-users.

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Respondent Transit Use Profile								
Characteristics	Descriptors	% of Respondents						
		2008	2009	2010	2011	2012	2013	2014
Regular Service Customers	n=	500	500	500	500	500	500	500
	CTrain users	78	75	83	80	84	86	86
	Bus users	73	79	76	75	72	62	66
	Users of both CTrains and buses	51	54	41	55	55	48	48
Average Weekly Frequency of Use	CTrains	6.7	6.6	5.8	5.6	5.8	7.7	7.3
	Buses	7.3	7.2	6.0	6.1	5.6	7.9	7.6
Duration of Transit Use	n=			500	499	496	498	497
	0-2 years			21	24	21	25	23
	3-5 years	-	-	30	26	25	26	23
	6-10 years			18	21	21	21	22
	11+ years			32	29	34	28	32
	Total			100	100	100	100	100
Most Frequent Travel Time	n=	500	500	500	500	500	500	500
	No specific time	13	15	10	12	12	14	17
	Rush hour only	52	42	42	45	48	53	44
	Rush hour/other times	21	24	24	27	21	19	24
	Non-rush hour	14	19	24	17	19	14	14
	Total	100	100	100	100	100	100	100
Travel Periods Other than Rush Hour	n=	69	92	119	81	94	72	72
	Weekday midday	83	79	80	67	67	75	73
	Evening	13	13	5	10	12	14	15
	Weekend	4	8	13	23	21	11	12
	Total	100	100	100	100	100	100	100
Average Number of Minutes Usually Wait	n=							431 326
	CTrain	-	-	-	-	-	-	7.0
	Buses							11.5

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CTrain Stations Used Most Often

Station Area	Address	% of Respondents							
		2008	2009	2010	2011	2012	2013	2014	
North East Leg Stations		(n=115)	(n=104)	(n=123)	(n=133)	(n=123)	(n=121)	(n=163)	
	Marlborough – 889 –36 th Street NE	38	21	29	26	8	5	7	
	Whitehorn – 3801 36 th Street NE	28	18	15	19	6	5	6	
	McKnight Westwinds – 6200C 36 th Street NE	21	19	20	26	9	3	6	
	Rundle – 2529 36 th Street NE	17	21	16	19	7	4	5	
	Saddletowne – 450C Saddletowne Circle NE	-	-	-	-	-	4	4	
	Franklin – 2826 Memorial Drive NE	15	11	13	8	1	2	3	
	Bridgeland – 1010 Memorial Dr NE	0	0	3	2	1	1	1	
	Barlow/Max Bell - 2022 Memorial Dr NE	0	0	0	1	1	1	1	
	Zoo – 1400 Memorial Drive NE	0	0	2	0	1	0	1	
Martindale – 618C Martindale Boulevard NE	-	-	-	-	-	0	1		
North West Leg Stations		(n=150)	(n=164)	(n=226)	(n=214)	(n=167)	(n=226)	(n=228)	
	Crowfoot – Scurfield Dr NW	0	0	20	28	15	16	9	
	Dalhousie – 4785 Dalhousie Drive NW	44	44	26	20	9	9	9	
	University – 31003 Crowchild Trail NW	13	10	11	13	6	6	9	
	Brentwood – 4099 Crowchild Trail NW	31	24	17	16	7	8	7	
	Tuscany - 10210 Crowchild Trail NW	-	-	-	-	-	-	4	
	Lions Park – 1901C 14 th Avenue NW	11	9	14	8	4	3	4	
	S.A.I.T – 1414 C 14 Ave NW	0	0	5	7	2	3	4	
	Sunnyside - 938C 3Ave NW	2	5	7	8	3	3	1	
Banff Trail – 2374C Banff Trail NW	0	0	1	1	1	1	1		
South Leg Stations		(n=190)	(n=179)	(n=214)	(n=223)	(n=185)	(n=218)	(n=203)	
	Somerset/Bridlewood – 17100 6 th Street SW	18	20	12	17	12	12	8	
	Chinook – 229 61 st Avenue SW	22	12	22	17	10	5	7	
	Anderson – 11015 Anderson Way SW	20	14	15	16	4	5	7	
	Heritage – 12 Haddon Road SW	17	11	10	8	4	5	5	
	Canyon Meadows	0	0	6	6	3	3	4	
	Shawnessy – 17 100 6 St SW	0	0	7	6	4	2	3	
	Southland – 10158 Sacramento Drive SW	13	10	14	12	3	5	2	
	Fish Creek Lacombe- 14300 Shawnee Gate SW	-	-	-	4	3	3	2	
	39 Avenue – 4115 1 St SE	0	0	2	2	0	3	2	
	Victoria Stampede	0	0	8	6	4	2	2	
Erlton/Stampede – 2408 -3A St SE	0	0	3	5	3	2	2		
West Leg Stations		-	-	-	-	-	(n=58)	(n=43)	
	69 Street – 6999C 17 Avenue SW	-	-	-	-	-	5	5	
	Sunalta - 1706C – 10 Avenue SW	-	-	-	-	-	1	2	
	45 Street – 4708 17 Avenue SW	-	-	-	-	-	1	1	
	Westbrook – 1417C 33 Street SW	-	-	-	-	-	3	<1	
	Sirocco – 5700C 17 Avenue SW	-	-	-	-	-	2	<1	
	Shaganappi Point – 2750C Bow Trail SW	-	-	-	-	-	1	<1	
Downtown Leg Stations		(n=213)	(n=246)	(n=297)	(n=287)	(n=261)	(n=261)	(n=278)	
	West - Northside	1 st Street SW – 124 7 th Avenue SW	22	14	22	17	11	11	13
		City Hall – 310C 7 Avenue SE	-	-	-	-	8	8	8
		4 th Street SW – 530C 7 th Avenue SW	16	17	8	14	11	11	7
		7 th Street SW – 840C 7 th Avenue SW	9	13	12	13	6	6	6
		Kirby Downtown (Northside)	-	-	-	-	1	1	1
		Olympic Plaza – 218C 7 th Avenue SE	11	8	9	7	-	-	-
	10 th Street SW - 1029C 7 th Avenue SW	4	3	6	6	-	-	-	
	East - Southside	3 rd Street SW – 333C 7 th Avenue SW (Southside)	10	4	5	7	8	8	7
		Centre Street – 121C 7 th Avenue SE	6	12	14	14	8	8	6
		8 th Street SW – 90C 7 th Avenue SW (Southside)	11	7	5	10	5	5	6
		City Hall – 320C 7 th Avenue SE	8	11	8	3	4	4	3
		6 th Street SW – 901C 7 th Avenue SW	6	6	4	5	3	3	2
Kirby Downtown (Southside)		-	-	-	-	0	0	1	
3 Street SE-420C-7 Ave SE (South)		0	0	5	4	-	-	-	

APPENDIX C

ADDITIONAL DATA

Associated with Figure 2.1: Average Safety Ratings of Calgary Transit Services

	Survey year														
	2008		2009		2010		2011		2012		2013		2014		
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	
Calgary Transit Services	1 Very Unsafe	9	64.3%	2	14.3%	1	7.1%	3	18.8%	1	7.1%	2	12.5%	1	7.1%
	2	2	12.5%	4	25.0%	3	18.8%	3	18.8%	1	6.3%	4	21.1%	1	6.3%
	3	2	10.5%	3	15.8%	4	21.1%	3	15.8%	2	10.5%	4	21.1%	1	5.3%
	4	15	34.9%	7	16.3%	7	16.3%	4	9.3%	4	9.3%	4	9.3%	2	4.7%
	5	48	24.2%	31	15.7%	21	10.6%	31	15.7%	28	14.1%	12	6.1%	27	13.6%
	6	52	17.7%	46	15.7%	52	17.7%	37	12.6%	38	13.0%	34	11.6%	34	11.6%
	7	117	16.3%	110	15.3%	92	12.8%	94	13.1%	109	15.2%	99	13.8%	97	13.5%
	8	150	12.8%	167	14.3%	172	14.7%	165	14.1%	157	13.4%	180	15.4%	178	15.2%
	9	61	10.5%	63	10.8%	97	16.7%	87	15.0%	89	15.3%	94	16.2%	90	15.5%
	10 Very Safe	37	8.7%	59	13.9%	50	11.8%	73	17.3%	68	16.1%	69	16.3%	67	15.8%
Total	493	14.2%	492	14.2%	499	14.4%	497	14.3%	497	14.3%	498	14.3%	498	14.3%	
CTrains	1 Very Unsafe	6	35.3%	3	17.6%	1	5.9%	5	29.4%	1	5.9%			1	5.9%
	2	5	25.0%	3	15.0%	3	15.0%	3	15.0%			4	20.0%	2	10.0%
	3	14	41.2%	5	14.7%	2	5.9%	3	8.8%	2	5.9%	5	14.7%	3	8.8%
	4	20	30.3%	9	13.6%	11	16.7%	6	9.1%	6	9.1%	7	10.6%	7	10.6%
	5	53	23.7%	44	19.6%	27	12.1%	24	10.7%	30	13.4%	15	6.7%	31	13.8%
	6	66	21.5%	52	16.9%	52	16.9%	33	10.7%	38	12.4%	28	9.1%	38	12.4%
	7	105	15.1%	92	13.2%	104	15.0%	98	14.1%	103	14.8%	104	15.0%	89	12.8%
	8	111	11.4%	132	13.5%	133	13.6%	149	15.3%	136	13.9%	150	15.4%	165	16.9%
	9	50	8.6%	57	9.8%	93	15.9%	91	15.6%	104	17.8%	104	17.8%	85	14.6%
	10 Very Safe	28	7.6%	41	11.1%	51	13.8%	55	14.9%	61	16.5%	70	19.0%	63	17.1%
Total	458	13.9%	438	13.3%	477	14.5%	467	14.2%	481	14.6%	487	14.8%	484	14.7%	
Buses	1 Very Unsafe	6	40.0%	2	13.3%	1	6.7%			1	6.7%			5	33.3%
	2	4	57.1%	1	14.3%			1	14.3%			1	14.3%		
	3	1	7.7%			3	23.1%	1	7.7%	4	30.8%	3	23.1%	1	7.7%
	4	6	18.8%	6	18.8%	5	15.6%	5	15.6%	2	6.3%	5	15.6%	3	9.4%
	5	31	24.6%	21	16.7%	14	11.1%	15	11.9%	17	13.5%	12	9.5%	16	12.7%
	6	37	18.5%	34	17.0%	36	18.0%	22	11.0%	26	13.0%	17	8.5%	28	14.0%
	7	93	17.4%	81	15.1%	84	15.7%	65	12.1%	84	15.7%	69	12.9%	59	11.0%
	8	140	14.4%	143	14.7%	136	13.9%	140	14.4%	135	13.8%	137	14.1%	144	14.8%
	9	71	12.4%	72	12.6%	86	15.0%	86	15.0%	88	15.4%	84	14.7%	85	14.9%
	10 Very Safe	36	8.3%	55	12.6%	66	15.2%	78	17.9%	72	16.6%	67	15.4%	61	14.0%
Total	425	14.6%	415	14.3%	431	14.8%	413	14.2%	429	14.7%	395	13.6%	402	13.8%	

Associated with Figure 2.3: Perceptions of Safety and Security at Different Travel Times

			Survey year							Total
			2008	2009	2010	2011	2012	2013	2014	
I feel safe when travelling on the CTrain before 6PM.	Strongly agree	Count	171	218	224	274	313	302	332	1834
		Col %	40.6%	51.3%	50.2%	63.4%	71.6%	67.0%	72.2%	59.7%
	Somewhat agree	Count	224	184	203	145	116	138	116	1126
		Col %	53.2%	43.3%	45.5%	33.6%	26.5%	30.6%	25.2%	36.7%
	Somewhat disagree	Count	18	17	13	8	6	7	7	76
		Col %	4.3%	4.0%	2.9%	1.9%	1.4%	1.6%	1.5%	2.5%
Strongly disagree	Count	8	6	6	5	2	4	5	36	
	Col %	1.9%	1.4%	1.3%	1.2%	.5%	.9%	1.1%	1.2%	
Total	Count	421	425	446	432	437	451	460	3072	
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
I feel safe when travelling on the CTrain after 6PM.	Strongly agree	Count	56	62	75	94	122	131	107	647
		Col %	14.9%	16.4%	18.9%	24.4%	29.9%	32.7%	26.2%	23.5%
	Somewhat agree	Count	152	176	220	184	195	186	195	1308
		Col %	40.4%	46.4%	55.4%	47.8%	47.8%	46.4%	47.8%	47.5%
	Somewhat disagree	Count	100	85	71	70	63	58	76	523
		Col %	26.6%	22.4%	17.9%	18.2%	15.4%	14.5%	18.6%	19.0%
Strongly disagree	Count	68	56	31	37	28	26	30	276	
	Col %	18.1%	14.8%	7.8%	9.6%	6.9%	6.5%	7.4%	10.0%	
Total	Count	376	379	397	385	408	401	408	2754	
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
I feel safe when travelling on buses before 6PM.	Strongly agree	Count	167	195	190	210	239	183	259	1443
		Col %	46.6%	54.9%	50.9%	57.4%	68.3%	60.8%	79.2%	59.4%
	Somewhat agree	Count	176	152	175	148	104	115	67	937
		Col %	49.2%	42.8%	46.9%	40.4%	29.7%	38.2%	20.5%	38.6%
	Somewhat disagree	Count	9	5	7	8	7	2		38
		Col %	2.5%	1.4%	1.9%	2.2%	2.0%	.7%		1.6%
Strongly disagree	Count	6	3	1			1	1	12	
	Col %	1.7%	.8%	.3%			.3%	.3%	.5%	
Total	Count	358	355	373	366	350	301	327	2430	
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
I feel safe when travelling on buses after 6PM.	Strongly agree	Count	82	91	102	97	126	101	132	731
		Col %	26.5%	29.1%	30.5%	30.2%	39.5%	38.7%	45.4%	34.0%
	Somewhat agree	Count	152	163	180	174	141	127	120	1057
		Col %	49.0%	52.1%	53.9%	54.2%	44.2%	48.7%	41.2%	49.2%
	Somewhat disagree	Count	51	44	42	38	41	23	33	272
		Col %	16.5%	14.1%	12.6%	11.8%	12.9%	8.8%	11.3%	12.7%
Strongly disagree	Count	25	15	10	12	11	10	6	89	
	Col %	8.1%	4.8%	3.0%	3.7%	3.4%	3.8%	2.1%	4.1%	
Total	Count	310	313	334	321	319	261	291	2149	
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Figure 2.9: Figure 2.5: Perceptions of CTrain Stations being Sufficiently Lit

		Survey year														Total	
		2008		2009		2010		2011		2012		2013		2014		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %				
I feel that CTrain stations are sufficiently lit to make them safe.	Strongly agree	102	25.4%	129	32.1%	70	20.2%	179	43.4%	192	44.0%	200	45.1%	235	51.9%	1107	38.2%
	Somewhat agree	227	56.6%	206	51.2%	193	55.6%	187	45.4%	200	45.9%	204	46.0%	176	38.9%	1393	48.1%
	Somewhat disagree	52	13.0%	46	11.4%	52	15.0%	35	8.5%	34	7.8%	28	6.3%	33	7.3%	280	9.7%
	Strongly disagree	20	5.0%	21	5.2%	32	9.2%	11	2.7%	10	2.3%	11	2.5%	9	2.0%	114	3.9%
Total		401	100.0%	402	100.0%	347	100%	412	100.0%	436	100.0%	443	100.0%	453	100.0%	2894	100.0%

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Associated with Figure 2.11: Awareness of Help Intercoms and Video Cameras

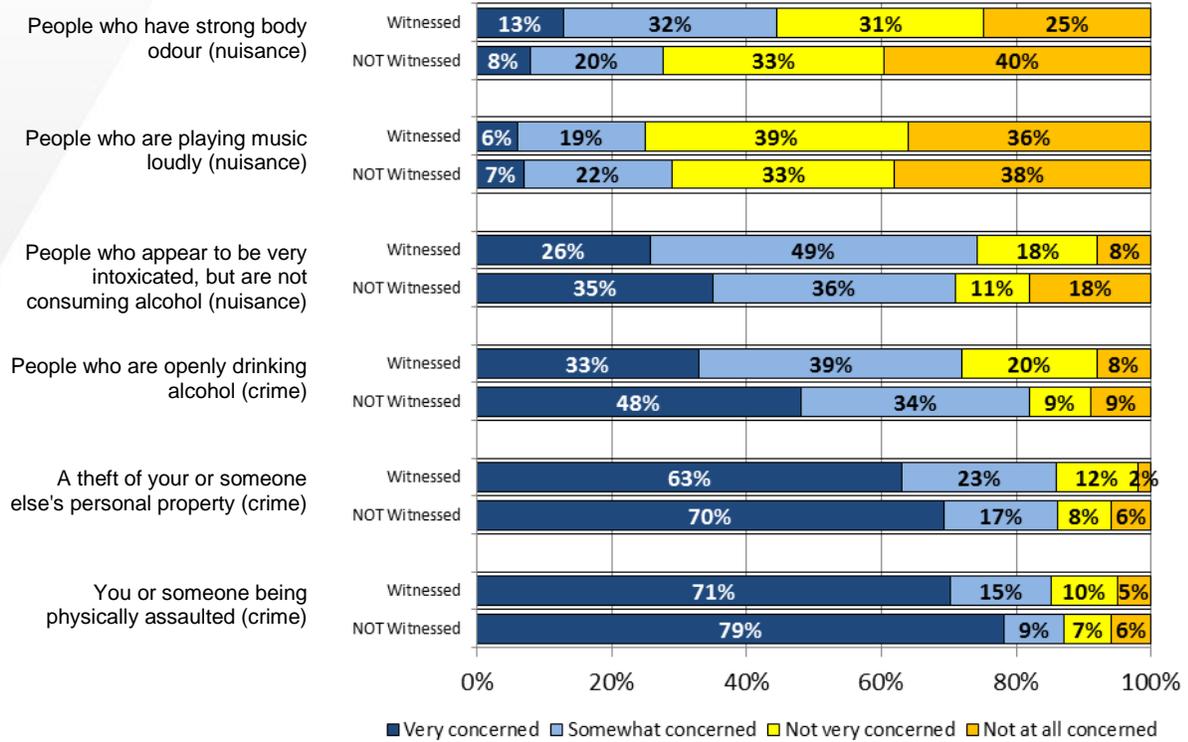
			Survey year							Total
			2008	2009	2010	2011	2012	2013	2014	
Are you aware of: Video cameras on CTrain platforms	Yes	Count	381	394	429	412	412	435	437	2900
		Col %	76.2%	78.8%	85.8%	82.4%	82.4%	87.0%	87.4%	82.9%
	No	Count	119	106	71	88	88	65	63	600
		Col %	23.8%	21.2%	14.2%	17.6%	17.6%	13.0%	12.6%	17.1%
Total	Count	500	500	500	500	500	500	500	500	3500
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Are you aware of: Video cameras on buses	Yes	Count	131	166	249	246	278	293	320	1683
		Col %	26.2%	33.2%	49.8%	49.2%	55.6%	58.6%	64.0%	48.1%
	No	Count	369	334	251	254	222	207	180	1817
		Col %	73.8%	66.8%	50.2%	50.8%	44.4%	41.4%	36.0%	51.9%
Total	Count	500	500	500	500	500	500	500	500	3500
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Are you aware of: Video cameras on CTrains	Yes	Count	156	179	223		312	324	323	1517
		Col %	31.2%	35.8%	44.6%		62.4%	64.8%	64.5%	50.6%
	No	Count	344	321	277		188	176	178	1484
		Col %	68.8%	64.2%	55.4%		37.6%	35.2%	35.5%	49.4%
Total	Count	500	500	500		500	500	500	500	3000
	Col %	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%
Are you aware of: Help phones in CTrain stations	Yes	Count	424	425	442	439	427	446	427	3030
		Col %	84.8%	85.0%	88.4%	87.8%	85.4%	89.2%	85.4%	86.6%
	No	Count	76	75	58	61	73	54	73	470
		Col %	15.2%	15.0%	11.6%	12.2%	14.6%	10.8%	14.6%	13.4%
Total	Count	500	500	500	500	500	500	500	500	3500
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Are you aware of: Help phones in CTrains	Yes	Count	397	406	437	421	425	432	425	2943
		Col %	79.4%	81.2%	87.4%	84.2%	85.0%	86.4%	85.0%	84.1%
	No	Count	103	94	63	79	75	68	75	557
		Col %	20.6%	18.8%	12.6%	15.8%	15.0%	13.6%	15.0%	15.9%
Total	Count	500	500	500	500	500	500	500	500	3500
	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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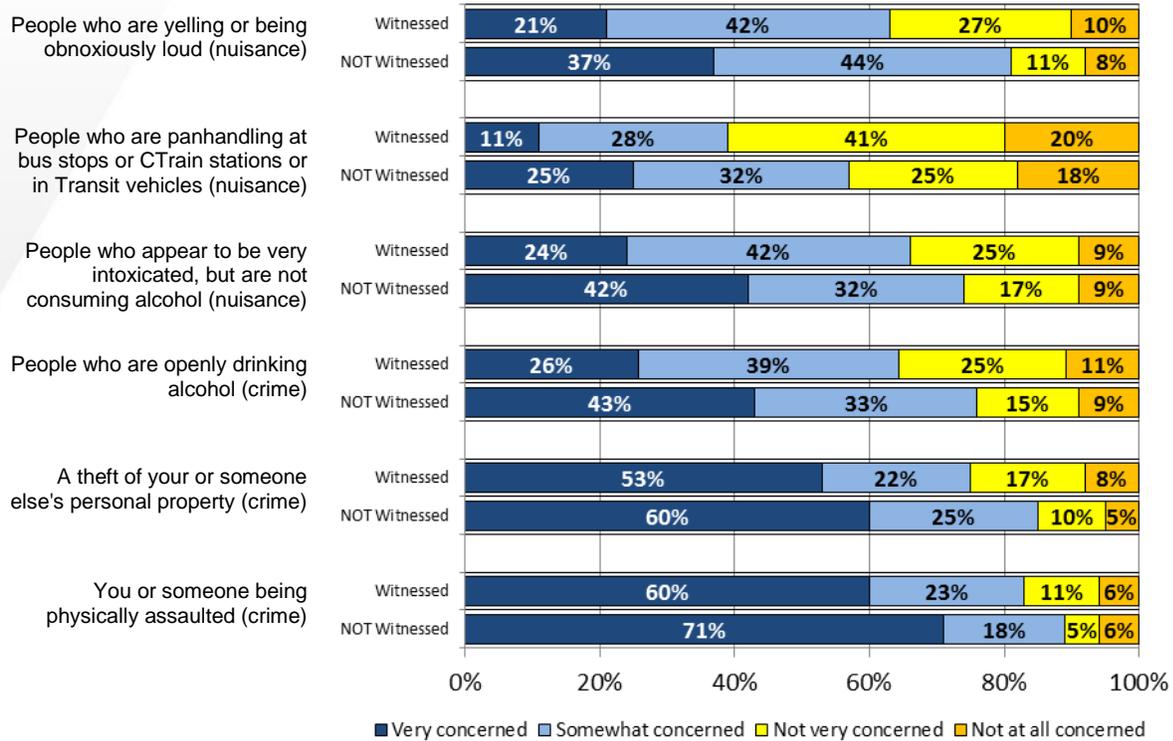
Associated with Table 3.1: Nuisance Behaviours of Most Concern While Using Calgary Transit by Gender

	Gender of respondent:			
	1. Male		2. Female	
	Cases	Col Response %	Cases	Col Response %
People who are intoxicated/drunken	103	26.6%	124	24.4%
People who are drinking	16	4.0%	25	4.9%
People swearing	20	5.3%	24	4.7%
People who are arguing/yelling	28	7.2%	48	9.5%
People who are loud/obnoxious	52	13.4%	66	13.0%
People who are panhandling	12	3.1%	14	2.7%
People who appear homeless (eg.sleeping on floor/benches p	7	1.7%	20	3.9%
People who are mentally ill/unstable	6	1.6%	12	2.3%
Loitering/groups of people hanging around	4	1.0%	11	2.2%
Physical assault (fighting) (toward someone else)	6	1.5%	13	2.7%
Physical assault (fighting) (toward one's self)	1	.2%	3	.7%
People who act aggressively/rough housing	17	4.4%	16	3.2%
Verbal threats/abuse (toward someone else)	10	2.5%	14	2.8%
Verbal threats/abuse (toward one's self)	1	.3%	6	1.1%
Drug usage/dealing	5	1.4%	14	2.7%
People carrying weapons	3	.9%	5	1.1%
Sexual harassment (toward someone else)	3	.8%	7	1.4%
Sexual harassment (toward one's self)	2	.6%	3	.7%
Don't know/refused	58	14.9%	48	9.4%
Nothing	23	6.0%	22	4.4%
Transit drivers making unsafe decisions			1	.2%
People sleeping on Transit vehicles			1	.3%
People who bring their dog on the Transit vehicle			1	.1%
Kids with skateboards			1	.1%
People who play music loudly	1	.2%		
People putting their feet on seats	1	.2%		
People who have strong body odor			3	.5%
People vomiting/urinating on Transit vehicles	1	.3%	1	.2%
People staring at me			1	.1%
People who are sick	1	.3%	1	.2%
Not letting someone sit down			1	.1%
Acting cranky/frustrated	1	.3%		
Total	240	100.0%	260	100.0%

**Associated with Figure 3.1:
2012 Level of Concern for Nuisance Behaviours and Crimes**



2013 Level of Concern for Nuisance Behaviours and Crimes



Associated with Table 3.4: Reactions to Nuisance Behaviours and Crimes

2013 Reactions to Nuisances and Crimes												
	% of Responses (Respondents Personally Experience)											
	People who are yelling or being obnoxiously loud (nuisance)		People who are panhandling at bus stops or CTrain stations or in Transit vehicles(nuisance)		People who appear to be very intoxicated, but are not consuming alcohol (nuisance)		People who are openly drinking alcohol (crime)		A theft of your or someone else's personal property (crime)		You or someone else being physically assaulted (crime)	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Distance yourself but not necessarily leave	49	35	46	40	51	35	44	41	24	12	12	9
Wait and see if the situation worsens before acting	34	35	31	31	33	30	36	28	19	24	31	17
Immediately/as soon as possible	13	22	14	14	12	18	16	17	30	23	28	31
Tell the driver	1	1	-	-	-	1	<1	1	-	2	-	2
Press the HELP button	1	-	-	1	-	-	<1	1	-	7	5	9
Talk to them/deal with problem directly	<1	2	1	2	-	-	-	<1	-	-	-	-
Call the authorities/police/9-1-1	<1	-	-	1	<1	6	<1	1	8	9	4	9
Give them money	-	-	2	-	-	-	-	-	-	-	-	-
Report it to peace officer/ transit security	-	-	-	1	-	-	-	1	3	3	1	3
Contact Calgary Transit				1	-	-	<1	1	-	1	-	1
Intervene/confront them/try to help victim	-	-	-	-	-	-	-	-	3	5	11	4
Call for help/seek help	-	-	-	-	-	-	-	-	-	3	1	5
Scream/draw attention to the situation	-	-	-	-	-	-	-	-	-	1	-	1
Do nothing/ignore it	1	-	4	<1	2	1	2	1	5	<1	-	<1
Not applicable/has never happened	-	-	-	2	<1	2	-	1	3	1	1	2
Other			<1	-	<1	-	-	-	-	1	3	<1
Unsure	1	4	2	8	1	7	1	6	5	7	1	6
Total	100	100	100	100	100	100	100	100	100	100	100	100

2012 Reactions to Nuisance Behaviours and Crimes by Gender

	% of Responses																							
	People who have strong body odour (nuisance)				People who play music loudly (nuisance)				People who appear to be very intoxicated, but are not consuming alcohol (nuisance)				People who are openly drinking alcohol (crime)				A theft of your or someone else's personal property (crime)				You or someone else being physically assaulted (crime)			
	Yes, personally experienced		No, have not personally experienced		Yes, personally experienced		No, have not personally experienced		Yes, personally experienced		No, have not personally experienced		Yes, personally experienced		No, have not personally experienced		Yes, personally experienced		No, have not personally experienced		Yes, personally experienced		No, have not personally experienced	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Distance yourself but not necessarily leave	69	69	45	54	42	49	28	38	50	57	48	51	45	50	39	41	10	38	10	16	16	36	8	11
Wait and see if the situation worsens before acting	16	13	13	12	38	32	36	32	36	24	25	14	35	24	30	15	35	21	24	13	26	16	15	12
Immediately/as soon as possible	6	10	10	7	4	5	1	3	8	16	10	14	13	20	14	22	20	17	17	23	16	13	28	31
Vehicle too crowded to act/was forced to stay	1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tell the driver	0	1	0	0	0	0	0	1	1	1	2	9	1	3	2	7	0	0	2	7	0	7	3	6
Talk to them/deal with problem directly	1	1	0	0	2	4	4	1	1	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0
Report it to peace officer/transit security	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	5	5	0	0	3	3
Press the HELP button	0	0	0	0	0	0	0	1	1	0	2	0	0	0	2	2	0	8	8	11	10	10	10	10
Intervene/confront them/try to help victim	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	20	4	13	3	23	7	16	3
Call the authorities/police/9-1-1	0	0	0	0	0	0	0	0	0	0	2	4	0	0	2	1	10	13	12	10	13	7	9	12
Call for help/seek help	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	3	0	3	3	5
Scream/draw attention to the situation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	<1
Do nothing/ignore it	5	4	11	7	12	8	14	8	3	1	6	4	5	2	2	2	0	0	0	<1	0	0	0	0
Not applicable/has never happened	0	1	1	1	0	0	3	2	0	0	0	1	0	0	3	1	0	0	3	3	0	0	3	3
Unsure	3	1	20	18	3	2	14	14	1	2	8	5	1	2	8	7	5	0	13	11	0	3	9	9
Total	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Calgary Transit , Safety, Security, and Cleanliness Survey - 2014

Associated with Figure 3.3: Potential Issues for Calgary Transit to Address

		Survey year				Total	
		2013		2014		Count	Col %
		Count	Col %	Count	Col %		
Transit users who have strong body odour	1. Strongly Agree	115	25.0%	119	25.8%	234	25.4%
	2. Somewhat Agree	159	34.6%	175	38.1%	334	36.3%
	3. Somewhat Disagree	125	27.2%	115	25.0%	240	26.1%
	4. Strongly Disagree	61	13.3%	51	11.1%	112	12.2%
Total		460	100.0%	460	100.0%	920	100.0%
Transit users who carry large backpacks or baggage	1. Strongly Agree	76	16.0%	93	19.3%	169	17.7%
	2. Somewhat Agree	138	29.1%	168	34.9%	306	32.0%
	3. Somewhat Disagree	180	38.0%	154	32.0%	334	34.9%
	4. Strongly Disagree	80	16.9%	67	13.8%	147	15.3%
Total		474	100.0%	482	100.0%	956	100.0%
Transit users who do not allow other riders to use empty seats	1. Strongly Agree	259	54.1%	248	51.6%	507	52.8%
	2. Somewhat Agree	159	33.2%	168	35.0%	327	34.1%
	3. Somewhat Disagree	42	8.8%	48	10.0%	90	9.4%
	4. Strongly Disagree	19	4.0%	16	3.4%	35	3.7%
Total		479	100.0%	480	100.0%	959	100.0%
Transit users who do not give up their seat for seniors or disabled riders	1. Strongly Agree	337	69.6%	317	64.9%	654	67.2%
	2. Somewhat Agree	109	22.5%	119	24.4%	228	23.5%
	3. Somewhat Disagree	29	6.0%	34	6.9%	63	6.4%
	4. Strongly Disagree	9	1.9%	19	3.9%	28	2.9%
Total		484	100.0%	489	100.0%	973	100.0%
Transit users who listen to loud music	1. Strongly Agree	161	33.8%	159	32.6%	320	33.2%
	2. Somewhat Agree	184	38.6%	188	38.6%	372	38.6%
	3. Somewhat Disagree	95	19.9%	105	21.5%	200	20.7%
	4. Strongly Disagree	37	7.8%	35	7.2%	72	7.5%
Total		477	100.0%	486	100.0%	963	100.0%
Transit users who are inattentive because they are concentrating on electronic devices	1. Strongly Agree	73	15.4%	70	14.8%	143	15.1%
	2. Somewhat Agree	128	27.1%	143	30.4%	271	28.7%
	3. Somewhat Disagree	163	34.5%	151	32.1%	314	33.3%
	4. Strongly Disagree	109	23.0%	107	22.7%	216	22.9%
Total		473	100.0%	470	100.0%	943	100.0%
Transit users who do not keep doorways clear on Transit vehicles	1. Strongly Agree	186	38.8%	196	40.9%	382	39.9%
	2. Somewhat Agree	204	42.6%	200	41.8%	404	42.2%
	3. Somewhat Disagree	71	14.8%	65	13.6%	136	14.2%
	4. Strongly Disagree	18	3.8%	17	3.7%	35	3.7%
Total		479	100.0%	478	100.0%	957	100.0%
Transit users who are messy with food or drinks	1. Strongly Agree	220	45.8%	219	45.2%	439	45.5%
	2. Somewhat Agree	182	37.9%	188	38.9%	370	38.4%
	3. Somewhat Disagree	63	13.1%	67	13.8%	130	13.5%
	4. Strongly Disagree	15	3.1%	10	2.1%	25	2.6%
Total		480	100.0%	484	100.0%	964	100.0%
Transit users who are smoking	1. Strongly Agree	354	74.8%	359	75.0%	713	74.9%
	2. Somewhat Agree	64	13.5%	66	13.8%	130	13.7%
	3. Somewhat Disagree	36	7.6%	38	7.8%	74	7.7%
	4. Strongly Disagree	19	4.0%	16	3.3%	35	3.7%
Total		473	100.0%	479	100.0%	952	100.0%

Calgary Transit , Safety, Security, and Cleanliness Survey - 2014

Associated with Figure 3.2: Potential Issues for Calgary Transit to Address by Gender

		Gender of respondent:				Total	
		1. Male		2. Female		Count	Col %
		Count	Col %	Count	Col %		
Transit users who have strong body odour	1. Strongly Agree	50	22.7%	69	28.7%	119	25.8%
	2. Somewhat Agree	78	35.5%	97	40.5%	175	38.1%
	3. Somewhat Disagree	57	25.6%	58	24.4%	115	25.0%
	4. Strongly Disagree	36	16.2%	15	6.4%	51	11.1%
	Total	221	100.0%	239	100.0%	460	100.0%
Transit users who have carry large backpacks or baggage	1. Strongly Agree	34	14.4%	59	23.9%	93	19.3%
	2. Somewhat Agree	83	35.8%	85	34.0%	168	34.9%
	3. Somewhat Disagree	75	32.0%	80	32.0%	154	32.0%
	4. Strongly Disagree	41	17.8%	25	10.1%	67	13.8%
	Total	233	100.0%	249	100.0%	482	100.0%
Transit users who do not allow other riders to use empty seats	1. Strongly Agree	111	47.2%	137	55.9%	248	51.6%
	2. Somewhat Agree	87	36.9%	81	33.2%	168	35.0%
	3. Somewhat Disagree	27	11.7%	21	8.4%	48	10.0%
	4. Strongly Disagree	10	4.3%	6	2.5%	16	3.4%
	Total	235	100.0%	246	100.0%	480	100.0%
Transit users who do not give up their seats for seniors or disabled riders	1. Strongly Agree	139	59.0%	178	70.3%	317	64.9%
	2. Somewhat Agree	65	27.7%	54	21.3%	119	24.4%
	3. Somewhat Disagree	20	8.7%	13	5.2%	34	6.9%
	4. Strongly Disagree	11	4.6%	8	3.1%	19	3.9%
	Total	235	100.0%	253	100.0%	489	100.0%
Transit users who listen to loud music	1. Strongly Agree	63	27.0%	95	37.8%	159	32.6%
	2. Somewhat Agree	107	45.6%	81	32.2%	188	38.6%
	3. Somewhat Disagree	50	21.1%	55	21.9%	105	21.5%
	4. Strongly Disagree	15	6.3%	21	8.1%	35	7.2%
	Total	234	100.0%	252	100.0%	486	100.0%
Transit users who are inattentive because they are concentrating on electronic devices	1. Strongly Agree	20	9.0%	49	20.3%	70	14.8%
	2. Somewhat Agree	68	30.3%	74	30.5%	143	30.4%
	3. Somewhat Disagree	85	37.5%	66	27.0%	151	32.1%
	4. Strongly Disagree	53	23.3%	54	22.2%	107	22.7%
	Total	226	100.0%	244	100.0%	470	100.0%
Transit users who do not keep doorways clear on Transit vehicles	1. Strongly Agree	76	33.3%	119	48.0%	196	40.9%
	2. Somewhat Agree	109	47.4%	91	36.8%	200	41.8%
	3. Somewhat Disagree	37	16.2%	28	11.2%	65	13.6%
	4. Strongly Disagree	7	3.2%	10	4.1%	17	3.7%
	Total	229	100.0%	249	100.0%	478	100.0%
Transit users who are messy with food or drinks	1. Strongly Agree	101	43.3%	118	47.0%	219	45.2%
	2. Somewhat Agree	99	42.5%	89	35.4%	188	38.9%
	3. Somewhat Disagree	27	11.6%	40	15.8%	67	13.8%
	4. Strongly Disagree	6	2.5%	4	1.8%	10	2.1%
	Total	233	100.0%	251	100.0%	484	100.0%
Transit users who are smoking	1. Strongly Agree	166	72.1%	193	77.8%	359	75.0%
	2. Somewhat Agree	35	15.2%	31	12.4%	66	13.8%
	3. Somewhat Disagree	20	8.8%	17	7.0%	38	7.8%
	4. Strongly Disagree	9	3.9%	7	2.8%	16	3.3%
	Total	231	100.0%	248	100.0%	479	100.0%

Calgary Transit , Safety, Security, and Cleanliness Survey - 2014

Associated with Figure 4.1: Cleanliness Ratings of CTrains and Stations

		Survey year																Total	
		2008		2009		2010		2011		2012		2013		2014		Count	Col %		
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %				
Cleanliness of CTrain interiors	Excellent	37	8.6%	52	11.9%	57	12.3%	78	17.5%	87	19.3%	102	22.2%	86	18.7%	499	15.9%		
	Good	189	44.0%	217	49.5%	264	56.9%	243	54.6%	233	51.7%	254	55.2%	258	56.0%	1658	52.7%		
	Satisfactory	150	34.9%	138	31.5%	118	25.4%	99	22.2%	113	25.1%	83	18.0%	96	20.9%	797	25.3%		
	Poor	47	10.9%	28	6.4%	24	5.2%	21	4.7%	14	3.1%	21	4.6%	19	4.2%	174	5.5%		
	Very Poor	7	1.6%	3	.7%	1	.2%	4	.9%	4	.9%	4	.9%	1	.2%	20	.6%		
Total		430	100.0%	438	100.0%	464	100.0%	445	100.0%	451	100.0%	460	100.0%	461	100.0%	3149	100.0%		
Cleanliness of CTrain stations	Excellent	23	5.3%	64	14.7%	53	11.4%	64	14.4%	78	17.3%	110	23.9%	99	21.3%	491	15.6%		
	Good	195	45.2%	209	47.9%	245	52.9%	247	55.6%	239	53.1%	250	54.2%	257	55.5%	1642	52.2%		
	Satisfactory	152	35.3%	118	27.1%	126	27.2%	110	24.8%	113	25.1%	81	17.6%	94	20.4%	794	25.2%		
	Poor	55	12.8%	41	9.4%	35	7.6%	20	4.5%	19	4.2%	19	4.1%	10	2.2%	199	6.3%		
	Very Poor	8	1.4%	4	.9%	4	.9%	3	.7%	1	.2%	1	.2%	2	.5%	21	.7%		
Total		431	100.0%	436	100.0%	463	100.0%	444	100.0%	450	100.0%	461	100.0%	463	100.0%	3148	100.0%		
Absence of graffiti on CTrains	Excellent	69	16.9%	118	27.2%	114	24.9%	111	25.4%	149	33.1%	163	36.1%	169	38.3%	893	29.0%		
	Good	201	49.3%	188	43.3%	234	51.2%	238	54.5%	208	46.2%	226	50.0%	203	45.8%	1498	48.6%		
	Satisfactory	105	25.7%	99	22.8%	90	19.7%	65	14.9%	77	17.1%	57	12.6%	63	14.3%	556	18.1%		
	Poor	29	7.1%	26	6.0%	19	4.2%	21	4.8%	15	3.3%	4	.9%	7	1.6%	121	3.9%		
	Very Poor	4	1.0%	3	.7%	7	1.5%	1	.2%	1	.2%	2	.4%	1	.2%	12	.4%		
Total		408	100.0%	434	100.0%	457	100.0%	437	100.0%	450	100.0%	452	100.0%	442	100.0%	3080	100.0%		
Absence of graffiti in CTrain stations	Excellent	43	10.4%	99	23.0%	88	19.4%	70	16.1%	115	25.9%	136	30.6%	146	33.7%	697	22.8%		
	Good	200	48.4%	181	42.0%	227	50.0%	246	56.6%	225	50.7%	231	51.9%	222	51.1%	1532	50.1%		
	Satisfactory	119	28.8%	116	26.9%	114	25.1%	89	20.5%	87	19.6%	66	14.8%	58	13.3%	649	21.2%		
	Poor	47	11.4%	32	7.4%	18	4.0%	29	6.7%	12	2.7%	11	2.5%	7	1.6%	156	5.1%		
	Very Poor	4	1.0%	3	.7%	7	1.5%	1	.2%	5	1.1%	1	.2%	1	.3%	22	.7%		
Total		413	100.0%	431	100.0%	454	100.0%	435	100.0%	444	100.0%	445	100.0%	434	100.0%	3056	100.0%		
Maintenance and condition of CTrain stations	Excellent	39	9.1%	54	12.4%	69	14.9%	76	17.1%	90	19.9%	113	24.6%	112	24.2%	553	17.6%		
	Good	215	50.2%	238	54.5%	263	56.8%	245	55.1%	236	52.1%	257	55.9%	264	57.0%	1718	54.6%		
	Satisfactory	126	29.4%	108	24.7%	110	23.8%	99	22.2%	100	22.1%	75	16.3%	78	16.7%	696	22.1%		
	Poor	38	8.9%	36	8.2%	17	3.7%	24	5.4%	27	6.0%	12	2.6%	9	1.9%	163	5.2%		
	Very Poor	10	2.3%	1	.2%	4	.9%	1	.2%	1	.2%	3	.7%	1	.2%	20	.6%		
Total		428	100.0%	437	100.0%	463	100.0%	445	100.0%	453	100.0%	460	100.0%	463	100.0%	3149	100.0%		

			Gender of respondent:		Total
			1. Male	2. Female	
d) Absence of graffiti in CTrain stations	1. Excellent	Count	81	68	149
		%	38.0%	30.4%	34.1%
	2. Good	Count	111	110	221
		%	52.1%	49.1%	50.6%
	3. Satisfactory	Count	18	40	58
		%	8.5%	17.9%	13.3%
	4. Poor	Count	3	5	8
		%	1.4%	2.2%	1.8%
	5. Very Poor	Count		1	1
		%		.4%	.2%
Total	Count	213	224	437	
	%	100.0%	100.0%	100.0%	

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			Gender of respondent:		Total
			1. Male	2. Female	
e) Maintenance and condition of CTrain stations	1. Excellent	Count	67	48	115
		%	29.9%	20.0%	24.8%
	2. Good	Count	130	135	265
		%	58.0%	56.3%	57.1%
	3. Satisfactory	Count	22	53	75
		%	9.8%	22.1%	16.2%
	4. Poor	Count	4	4	8
		%	1.8%	1.7%	1.7%
	5. Very Poor	Count	1		1
		%	.4%		.2%
Total		Count	224	240	464
		%	100.0%	100.0%	100.0%

Calgary Transit, Safety, Security, and Cleanliness Survey - 2014

Associated with Figure 4.2: Cleanliness of Bus and Bus Shelters

		Survey year																Total	
		2008		2009		2010		2011		2012		2013		2014					
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %				
Cleanliness of CTrain interiors	Excellent	37	8.6%	52	11.9%	57	12.3%	78	17.5%	87	19.3%	102	22.2%	86	18.7%	499	15.9%		
	Good	189	44.0%	217	49.5%	264	56.9%	243	54.6%	233	51.7%	254	55.2%	258	56.0%	1658	52.7%		
	Satisfactory	150	34.9%	138	31.5%	118	25.4%	99	22.2%	113	25.1%	83	18.0%	96	20.9%	797	25.3%		
	Poor	47	10.9%	28	6.4%	24	5.2%	21	4.7%	14	3.1%	21	4.6%	19	4.2%	174	5.5%		
	Very Poor	7	1.6%	3	.7%	1	.2%	4	.9%	4	.9%	4	.9%	1	.2%	20	.6%		
Total		430	100.0%	438	100.0%	464	100.0%	445	100.0%	451	100.0%	460	100.0%	461	100.0%	3149	100.0%		
Cleanliness of bus interiors	Excellent	35	9.6%	44	12.0%	52	13.6%	45	12.0%	46	12.8%	43	13.9%	49	15.1%	314	12.7%		
	Good	175	48.1%	199	54.1%	198	52.0%	188	50.3%	180	50.3%	183	59.2%	184	56.1%	1307	52.7%		
	Satisfactory	120	33.0%	100	27.2%	112	29.4%	109	29.1%	103	28.8%	67	21.7%	78	23.9%	689	27.8%		
	Poor	29	8.0%	20	5.4%	19	5.0%	24	6.4%	27	7.5%	14	4.5%	15	4.5%	148	6.0%		
	Very Poor	5	1.4%	5	1.4%	8	2.1%	8	2.1%	2	.6%	2	.6%	1	.4%	23	.9%		
Total		364	100.0%	368	100.0%	381	100.0%	374	100.0%	358	100.0%	309	100.0%	327	100.0%	2481	100.0%		
Cleanliness of bus exteriors	Excellent	50	13.7%	60	16.4%	68	17.9%	59	15.9%	70	19.6%	75	24.4%	68	20.9%	450	18.2%		
	Good	224	61.4%	227	62.0%	224	59.1%	233	62.6%	214	59.8%	180	58.4%	203	62.6%	1505	60.9%		
	Satisfactory	83	22.7%	72	19.7%	79	20.8%	67	18.0%	65	18.2%	46	14.9%	50	15.3%	462	18.7%		
	Poor	8	2.2%	5	1.4%	8	2.1%	9	2.4%	9	2.5%	6	1.9%	4	1.2%	49	2.0%		
	Very Poor	2	.5%	2	.5%	4	1.1%	4	1.1%	1	.3%	1	.3%	1	.3%	7	.3%		
Total		365	100.0%	366	100.0%	379	100.0%	372	100.0%	358	100.0%	308	100.0%	324	100.0%	2472	100.0%		
Absence of graffiti on buses	Excellent	52	14.8%	60	16.2%	71	18.8%	68	18.6%	83	23.5%	68	22.7%	80	25.7%	482	19.9%		
	Good	166	47.3%	181	48.9%	192	50.9%	178	48.8%	163	46.2%	150	50.2%	169	54.6%	1199	49.4%		
	Satisfactory	96	27.4%	86	23.2%	81	21.5%	82	22.4%	76	21.5%	68	22.7%	55	17.6%	544	22.4%		
	Poor	29	8.3%	33	8.9%	32	8.5%	33	9.0%	28	7.9%	9	3.0%	6	1.8%	170	7.0%		
	Very Poor	8	2.3%	10	2.7%	1	.3%	5	1.4%	3	.8%	4	1.3%	1	.3%	32	1.3%		
Total		351	100.0%	370	100.0%	377	100.0%	366	100.0%	353	100.0%	299	100.0%	310	100.0%	2426	100.0%		
Absence of graffiti in bus shelters	Excellent	16	4.7%	18	5.2%	33	9.1%	31	8.6%	46	13.3%	38	13.3%	40	13.6%	222	9.5%		
	Good	119	35.0%	135	38.7%	157	43.1%	158	44.0%	135	39.0%	126	44.1%	132	44.9%	962	41.1%		
	Satisfactory	113	33.2%	105	30.1%	108	29.7%	112	31.2%	98	28.3%	80	28.0%	86	29.3%	702	30.0%		
	Poor	78	22.9%	77	22.1%	57	15.7%	52	14.5%	58	16.8%	37	12.9%	34	11.5%	393	16.8%		
	Very Poor	14	4.1%	14	4.0%	9	2.5%	6	1.7%	9	2.6%	5	1.7%	2	.7%	59	2.5%		
Total		340	100.0%	349	100.0%	364	100.0%	359	100.0%	346	100.0%	286	100.0%	294	100.0%	2338	100.0%		
Cleanliness of bus passenger shelters	Excellent	13	3.8%	15	4.3%	21	5.7%	27	7.4%	30	8.6%	26	9.0%	30	9.8%	162	6.8%		
	Good	120	34.8%	138	39.3%	163	44.3%	160	43.8%	147	42.2%	139	48.1%	147	47.8%	1014	42.7%		
	Satisfactory	108	31.3%	115	32.8%	117	31.8%	105	28.8%	108	31.0%	84	29.1%	89	29.0%	726	30.6%		
	Poor	83	27.0%	64	18.2%	53	14.4%	65	17.8%	54	15.5%	37	12.8%	40	13.1%	406	17.1%		
	Very Poor	11	3.2%	19	5.4%	14	3.8%	8	2.2%	9	2.6%	3	1.0%	1	.3%	65	2.7%		
Total		345	100.0%	351	100.0%	368	100.0%	365	100.0%	348	100.0%	289	100.0%	307	100.0%	2373	100.0%		
Maintenance and condition of bus passenger shelters	Excellent	18	5.2%	24	6.8%	30	8.2%	40	10.9%	31	8.9%	30	10.5%	37	12.0%	210	8.9%		
	Good	144	42.0%	166	47.3%	178	48.5%	170	46.4%	166	47.6%	142	49.5%	151	48.8%	1117	47.1%		
	Satisfactory	108	31.5%	93	26.5%	103	28.1%	96	26.2%	108	30.9%	86	30.0%	90	29.0%	684	28.8%		
	Poor	62	18.1%	57	16.2%	47	12.8%	51	13.9%	35	10.0%	24	8.4%	29	9.4%	305	12.9%		
	Very Poor	11	3.2%	11	3.1%	9	2.5%	9	2.5%	9	2.6%	5	1.7%	2	.8%	56	2.4%		
Total		343	100.0%	351	100.0%	367	100.0%	366	100.0%	349	100.0%	287	100.0%	310	100.0%	2373	100.0%		