

**CALGARY TRANSIT**

## **2013 SAFETY, SECURITY AND CLEANLINESS SURVEY**

**SEPTEMBER  
2013**



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## **EXECUTIVE SUMMARY**

Over the past six years, Calgary Transit has conducted annual surveys of regular Transit riders 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 riders are customers who use Calgary Transit at least once a week. HarGroup Management Consultants was engaged to field the 2013 survey and report the results.

### **Findings of 2013 Survey**

- **Riders feel safe and secure while using Calgary Transit** - Based on ratings provided in the 2013 survey, most riders feel safe and secure while using Calgary Transit. Indeed, when rating safety and security of Calgary Transit services, survey respondents provided a rating of 8, based on a scale of 1 being very unsafe and 10 being very safe. This rating is statistically similar to those achieved in previous surveys, but a gradual increase in ratings has been observed over the past six years.
- **Most riders are satisfied with presence of safety and security measures** – A significant majority of respondents stated that they were satisfied with the presence of security surveillance, HELP intercoms, Calgary Transit personnel and Transit Peace Officers. For the most part, a greater proportion of respondents indicated that they were ‘very satisfied’ with these measures in 2013 than in previous surveys.
- **Most riders felt informed of the duties performed by Calgary Transit Peace Officers** – Approximately six in ten riders stated that they were informed (very or somewhat) of the duties performed by Calgary Transit Peace Officers. The most common duties or roles cited of Peace Officers included finding and giving tickets to riders who avoid paying fares, controlling people who are causing a nuisance, and acting as a deterrent to crimes by being visible in Transit vehicles and waiting areas.
- **Riders define nuisances caused by other customers mainly in terms of being obnoxiously loud or intoxicated** - Respondents were asked to identify nuisances that they felt caused them concern for their safety and security, but were not necessarily crimes. The types of behaviours identified in 2013 were consistent with 2012 survey results. Two types of nuisances were identified most often, including other customers being loud, yelling or obnoxious and being intoxicated or drinking.
- **Nuisances more prevalent than crimes, but less concerning** – Respondents 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 riders. Still, respondents were more likely to state that they would distance themselves without leaving a situation immediately or wait to see what happens when both nuisances and crimes occur. These findings are consistent with 2012 survey results.

- **Respondents agreed that Calgary Transit should take steps to address various nuisance behaviours and activities of riders** – Nine in ten (93%) 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 (89%). 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.
- **Riders perceive Transit services to be clean** - For the most part, survey respondents were satisfied with the level of cleanliness of Transit services and its facilities. In 2013, more respondents provided cleanliness ratings of 'excellent' or 'good' rather than 'satisfactory' as compared to previous years.
- **Media reports about Calgary Transit Safety and Security Issues Appear to Influence Rider Perceptions** – Approximately one in five respondents stated that they had seen or heard media reports that caused them concern about Calgary Transit safety and security. Respondents who had seen or heard reports provided lower safety ratings for Transit services generally, as well as on CTrains and buses.

## **1.0 INTRODUCTION**

Calgary Transit carries thousands of Calgarians every day throughout the city from early in the morning to late at night. Keeping all of these riders safe and secure on their travels is utmost priority for Calgary Transit and various programs and services have been developed to maintain the safety and security of customers. Indeed, Calgary Transit continually pursues new initiatives to improve the safety and security of its services. 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 2013 survey. This report presents the key findings of the 2013 Safety, Security and Cleanliness Survey.

The Safety, Security and Cleanliness 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 Calgary Transit's vehicles and facilities; and*
  - *Calgary Transit's public awareness safety campaign.*

Many of the questions in the 2013 survey are consistent with those that have been posed to respondents in previous surveys. However, in the 2013 survey, respondents were asked several new questions that were intended to assess their knowledge and expectations regarding the role of Calgary Transit Peace Officers, the extent to which they feel Calgary Transit should take steps to address various issues related to nuisance behaviours, and whether the media influences customers' concerns about the safety and security of using 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 August 2013. 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.

## **Respondent Profiles**

Demographic data are gathered from respondents and presented in Appendix B. These data reveal that the samples for the 2008 to 2013 surveys are generally similar in demographic composition. There are, however, differences between the sample profiles and demographic attributes of the overall Calgary population, which on the whole reveal characteristics of customers who use Transit services. For example, there were more younger respondents than is representative of the overall population of Calgary, which is consistent with profiles typically obtained in annual Customer Satisfaction Surveys that are conducted for Calgary Transit.<sup>1</sup>

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, consistencies are apparent between the 2008 to 2013 survey data. For example, in all six survey years, about one-half of respondents reported that they travel most often during rush hour. However, some changes in the data have been noticed as well, such as the gradual increase over the years in the use of CTrains, with the highest percentage of CTrain users to date (86%) in 2013. There has also been a corresponding decline in the use of buses, with the lowest percentage of bus users observed in 2013 (62%). About half of respondents indicated that they use both CTrains and buses, which is consistent with previous survey results.

## **1.2 Factors to Consider for the 2013 Survey**

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

- **Media Coverage of Calgary Transit Safety and Security**
  - 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.
- **Service Expansion**
  - Northeast LRT: In August 2012, the northeast line of the CTrain was extended to the Saddletowne station (a three kilometre extension). At the Saddletowne Station, 121 parking stalls were developed.

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<sup>1</sup> Annual Customer Satisfaction Survey.



- West LRT: In December 2012, the West LRT line opened with 6 new stations, including connecting bus routes.
- DowntownWest-Kerby station was completed and opened in December 2012 as part of the 7<sup>th</sup> Avenue Refurbishment project. This station ties into the West LRT line.
- ***Increase in LRT Use***
  - The survey data reveal a gradual increase in use for LRT services over the past two years, with the highest percentage of CTrain users observed in 2013.

### **1.3 Reporting**

The remaining sections of the report present the results of the 2013 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%.

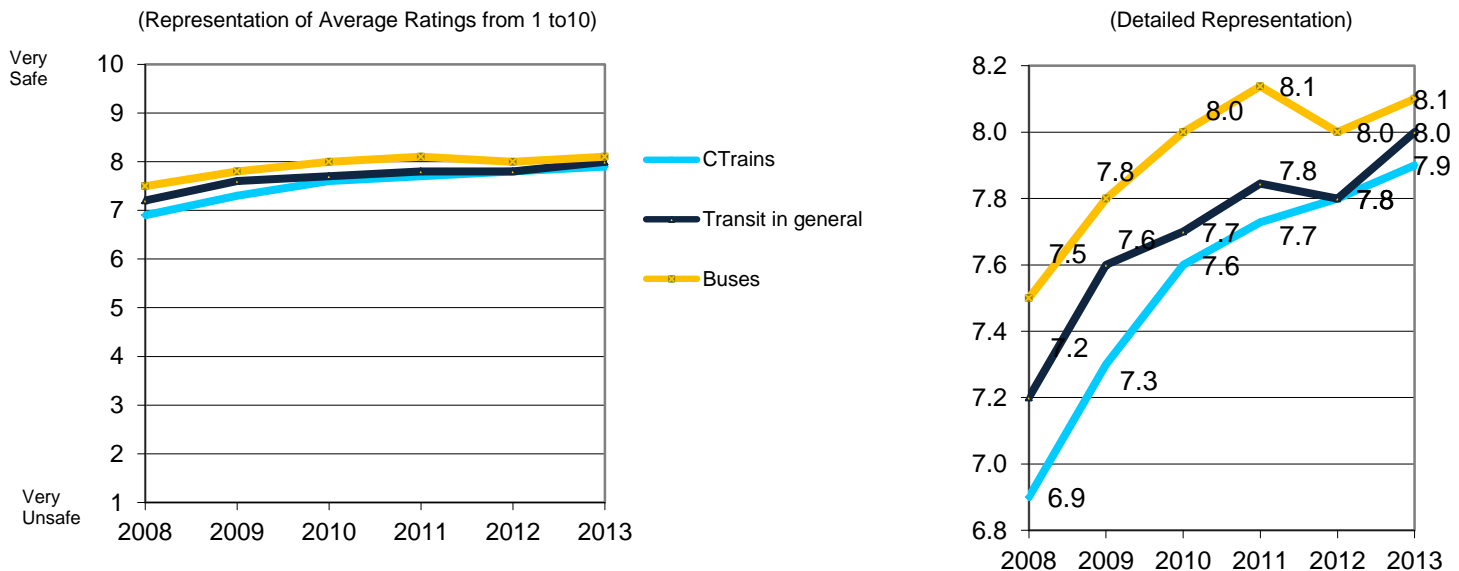
## 2.0 SAFETY AND SECURITY

Over the past six years, questions have been posed to Transit customers to gauge their perceptions of safety and security of Transit services. On the whole, these questions reveal that most Transit customers feel safe and secure when using Calgary Transit services. The data also show that some ratings have remained stable over the past few years, while others have improved.

### 2.1 Overall Perceptions of Safety and Security

Figure 2.1 presents ratings that survey respondents provided for their perceived level of safety when using Transit services.<sup>2</sup> For the most part, these data suggest that respondents feel safe while using Transit services. Indeed, the 2013 survey results show that the average safety rating provided for Calgary Transit services (in general) was 8.0<sup>3</sup>, 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 (8.1) and CTrains (7.9). Over the past six years, there has been a gradual increase in ratings about safety and security of Calgary Transit services. For instance, the 2013 ratings for Transit in general and for CTrains were the highest observed since the survey was first introduced in 2008.

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



<sup>2</sup> Frequencies are presented in Appendix C.

<sup>3</sup> Mean average.

Detailed analysis of the 2013 data reveal that female respondents provided lower ratings than male respondents of safety and security for Transit services generally as well as for CTrains and buses (see Appendix C). Over the past six years, female respondents have intermittently provided lower ratings of safety for Calgary Transit services.

Calgary Transit reviews the safety and security of the different legs of the LRT system (e.g. NE, NW, South, West, Downtown). To assist with this review, the survey data about perceptions of safety are examined based on the legs of the LRT system used. Essentially, this analysis considers 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 riders from the northeast leg generally provide lower safety ratings for Calgary Transit Services as well as CTrains. It may also be worth noting that users of the new west leg of the LRT (established in December 2012) provided higher than average safety ratings, particularly for CTrains.

<b>Table 2:1 Sense of Safety using Transit Services</b>							
<b>Sense of Safety</b>	<b>Year</b>	<b>LRT Leg</b>					
		(Mean Response Based on 1 being Very Unsafe and 10 being Very Safe)					
		<b>NE</b>	<b>NW</b>	<b>South</b>	<b>West</b>	<b>Downtown</b>	<b>Total Average</b>
How safe do you feel when using Calgary Transit Services	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	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 2.2 shows respondents' perceptions about using Calgary Transit services at various times of the day.<sup>4</sup> Some of the issues have been examined in all previous surveys, while others have only been asked in the past few years. Nonetheless, the data show that customers generally feel safer when using Transit services during the day (before 6:00 p.m.) compared to the evening (after 6:00 p.m.), which has been reported in past surveys. That said, the survey data reveal that most respondents feel safe using Transit services no matter what time of the day they were travelling (e.g. at least 72% of respondents stated that they felt safe while traveling or waiting for all types of Transit services about which they were asked).

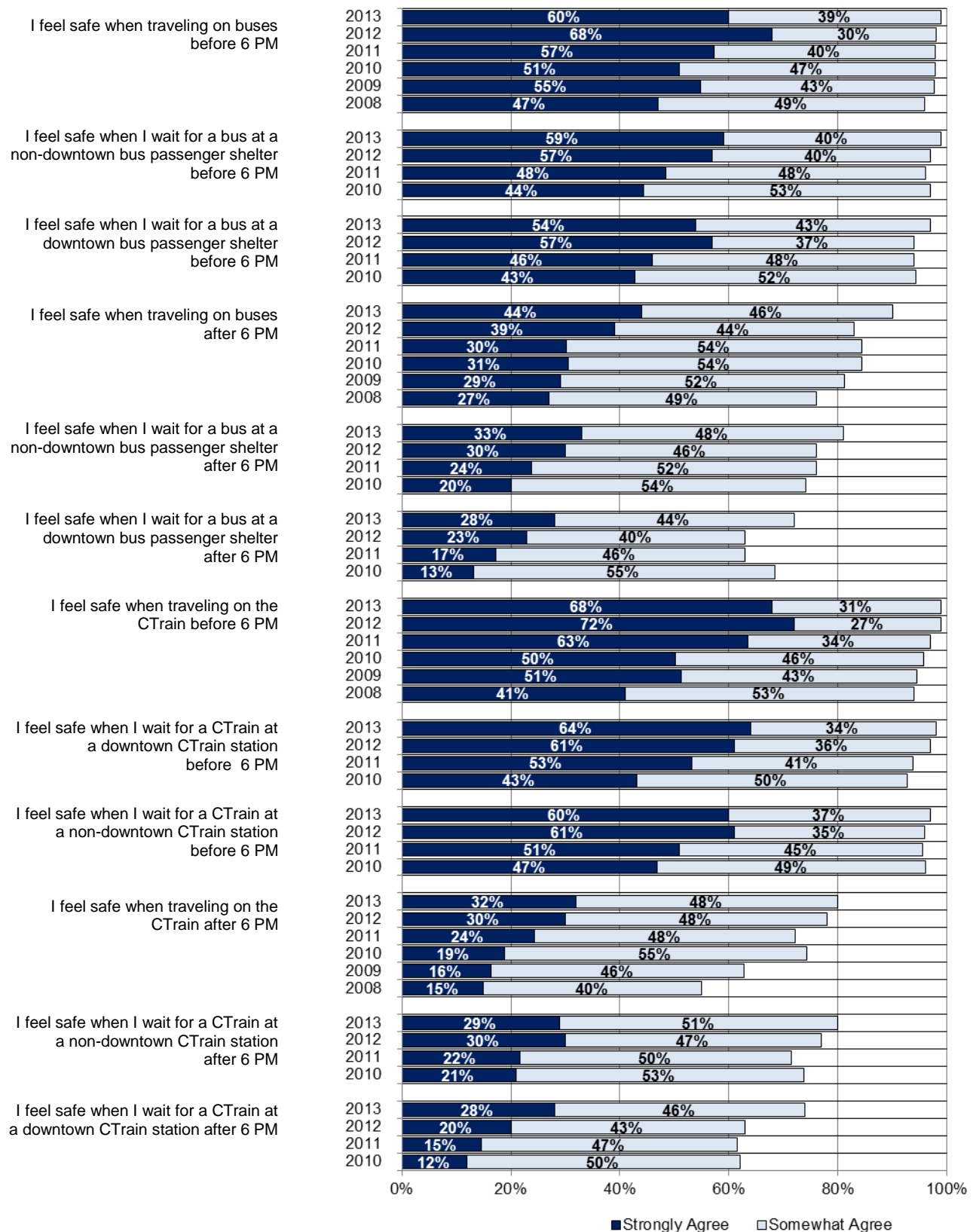
When taking into account the results of both strongly and somewhat agree responses, the safety ratings have been fairly stable over the years for most of the issues that have been posed to respondents, although in 2013 the ratings are slightly higher for the most part than other years. One exception in particular is the issue about feeling safe when traveling on CTrains after 6:00 pm, which has experienced a steady improvement in ratings. Notable, however, are increases in the responses of strongly agree for many of the items presented in Figure 2.2.

Significant differences arose between male and female perceptions of safety. Females were less likely than their male counterparts to feel safe when they were travelling on buses or CTrains or waiting for a bus or a CTrain after 6 PM. Females were also less likely than males to feel safe when they waited for a CTrain at a downtown station before 6 PM (see Appendix C). Differences between males and females similar to these have been noticed in previous survey years.

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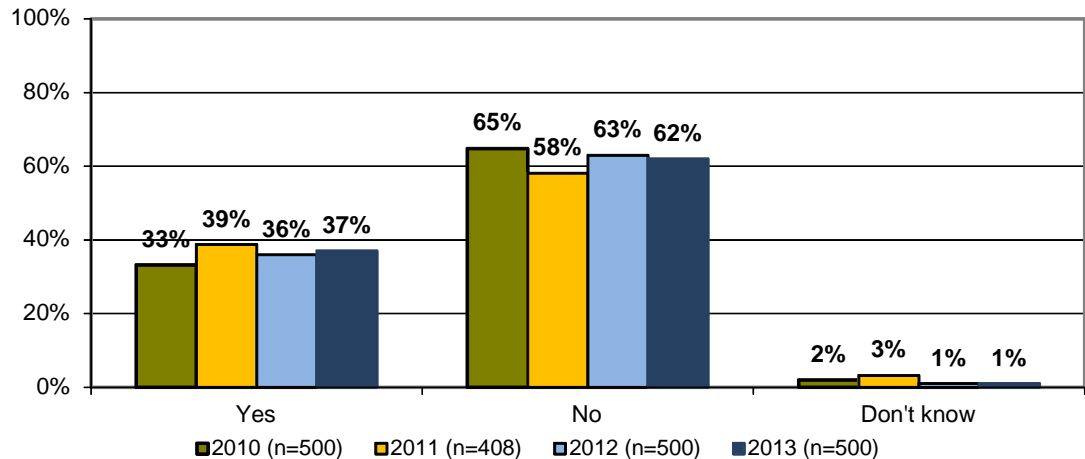
<sup>4</sup> Frequencies are presented in Appendix C.

**Figure 2.2: Perceptions of Safety and Security at Different Travel Times**



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 (37%) stated that they had avoided traveling on Calgary Transit at night because of personal safety concerns in the 2013 survey (Figure 2.3). It should be noted that the question asked respondents if they had 'ever' avoided using Calgary Transit at night, so responses to this question are not limited to the past 12 months as with most of the questions in this survey.

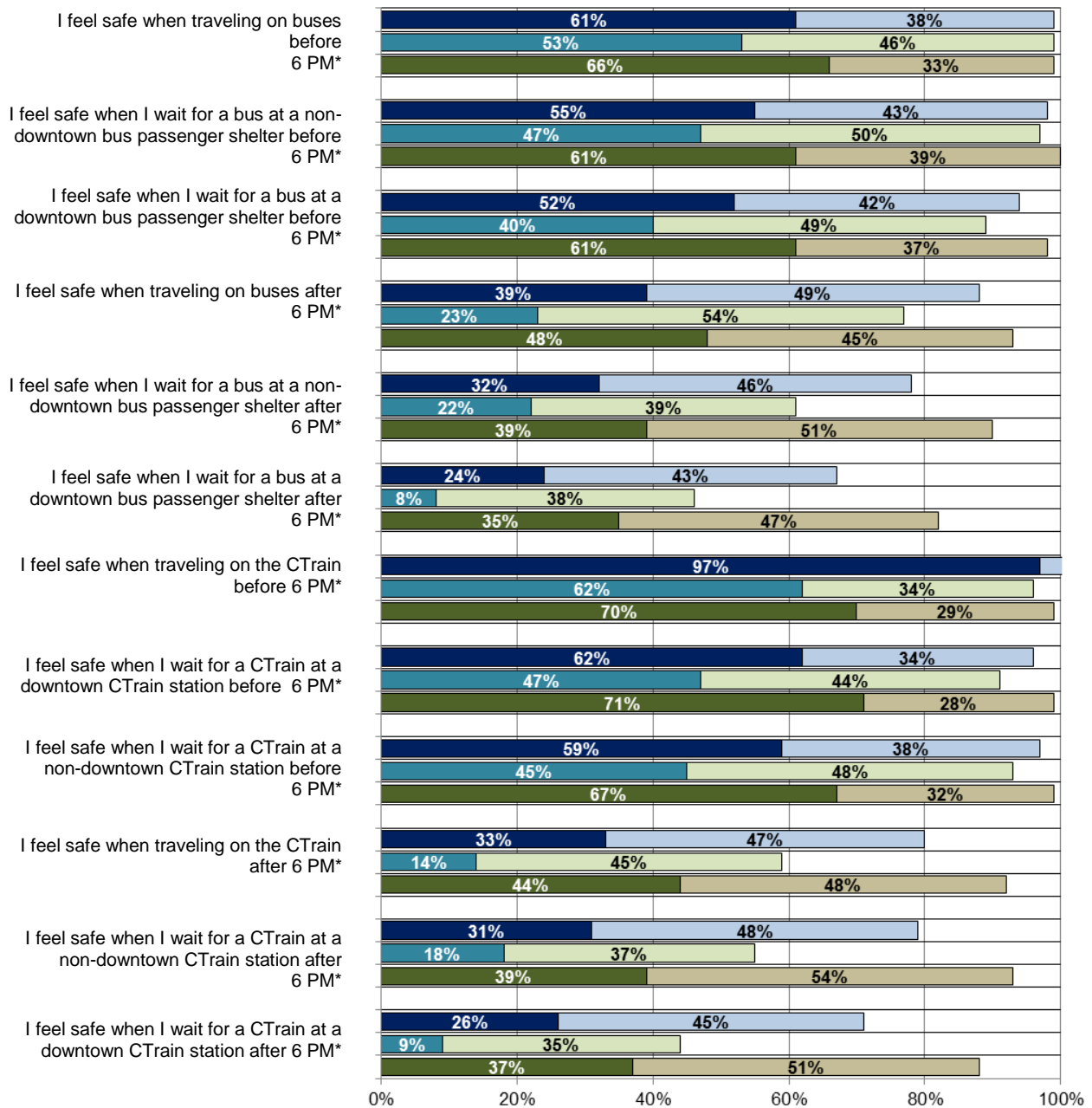
**Figure 2.3: Ever Avoided Using Calgary Transit at Night**



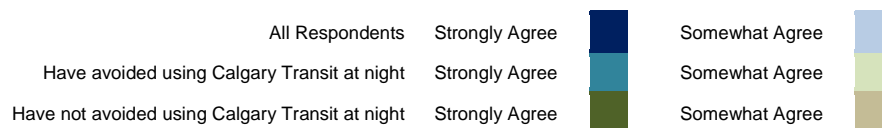
Female respondents were significantly more likely than male respondents to have avoided using Calgary Transit at night (see Appendix C).

Over the past three years, analysis has been conducted to determine if respondents who had avoided using Calgary Transit at night had different perceptions about using Transit services at different times of the day compared to those who had not. Figure 2.4 shows that those who avoid Transit at night provided lower ratings of safety in 2013, particularly for using Transit after 6:00 PM. These findings are similar to those observed in 2012 and 2011 (see Appendix C).

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



\* significantly different at p<0.05



## 2.3 Perceptions of Safety and Security Measures Employed by Calgary Transit

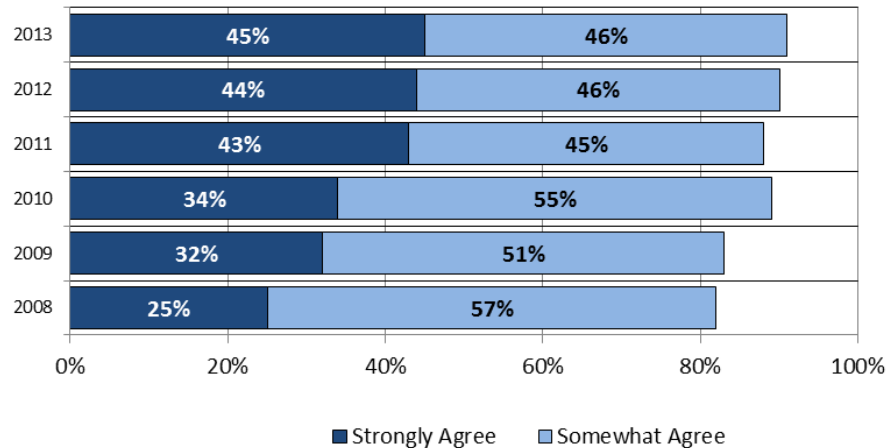
Over the years, the survey has examined customers' perceptions of various measures that Calgary Transit employs to address riders safety and security such as lighting at Park and Ride lots and CTrain stations, video cameras and safety intercoms, and the presence of Calgary Transit personnel.

### Lighting

Figure 2.5 shows that most respondents concurred 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.

Figure 2.5: Perceptions of Lighting

I feel that CTrain stations are sufficiently lit to make them safe



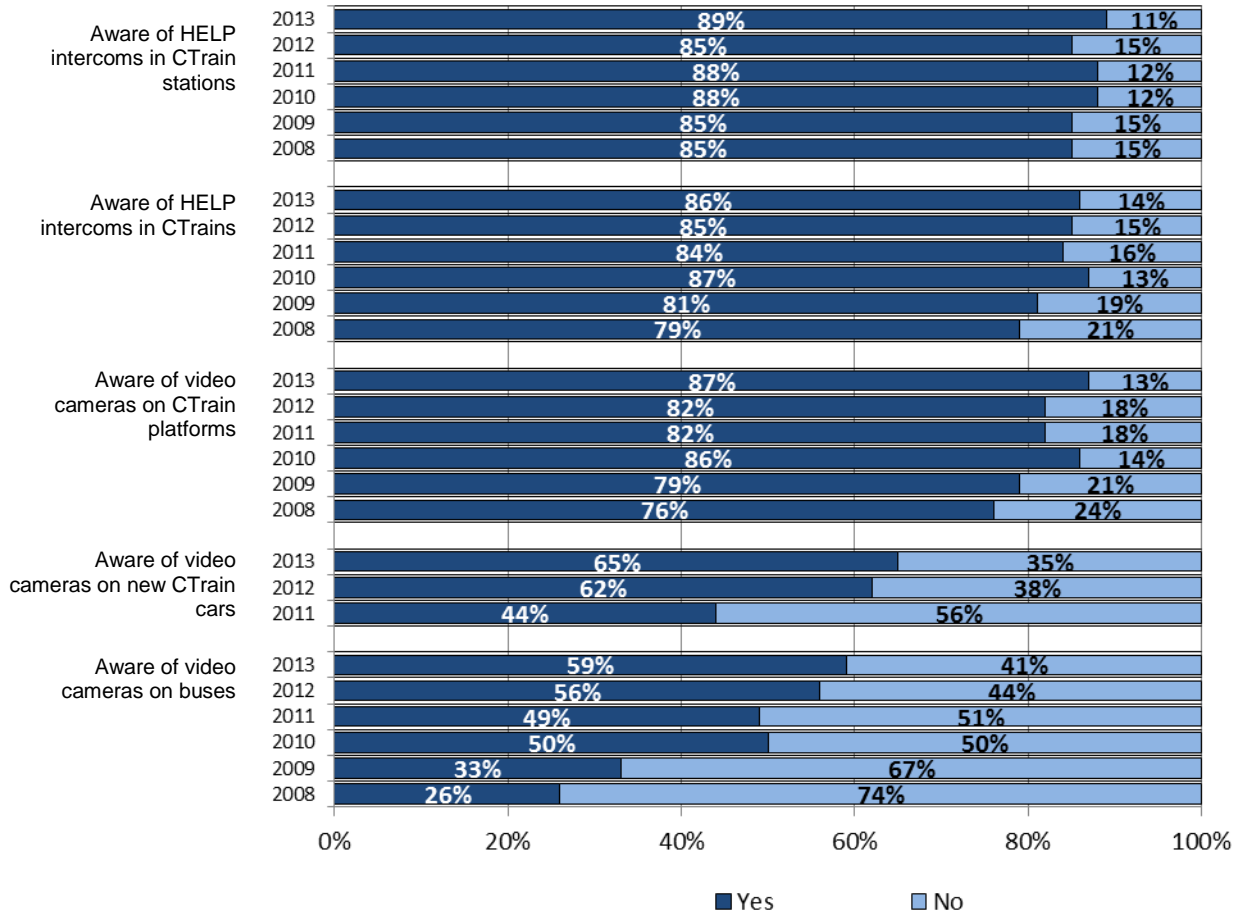
### Video Cameras and Safety Intercoms

Respondents were asked to indicate their level of awareness with these safety measures video cameras and HELP intercoms<sup>5</sup> installed on Transit vehicles and in Transit waiting areas. As shown in Figure 2.6, 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 were found for video cameras on new CTrain cars and buses; however the 2013 results are higher than has been observed in previous surveys.

<sup>5</sup> 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.

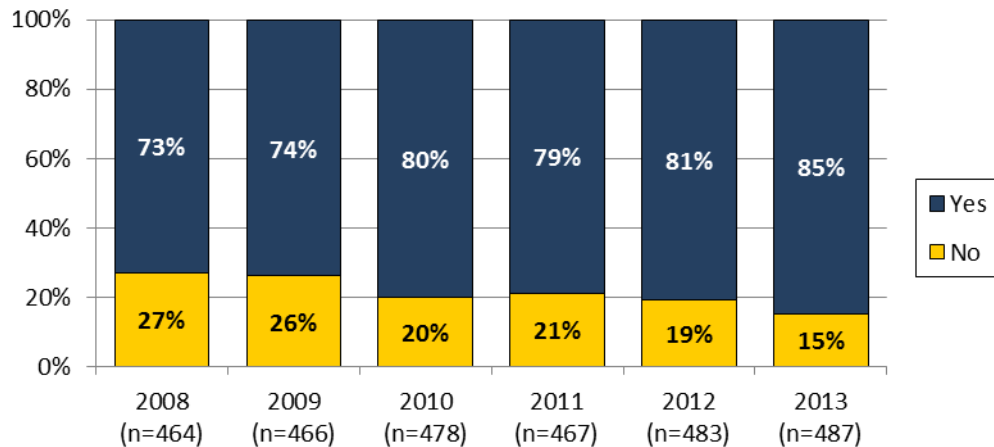


**Figure 2.6: Awareness of Help Intercoms and Video Cameras**



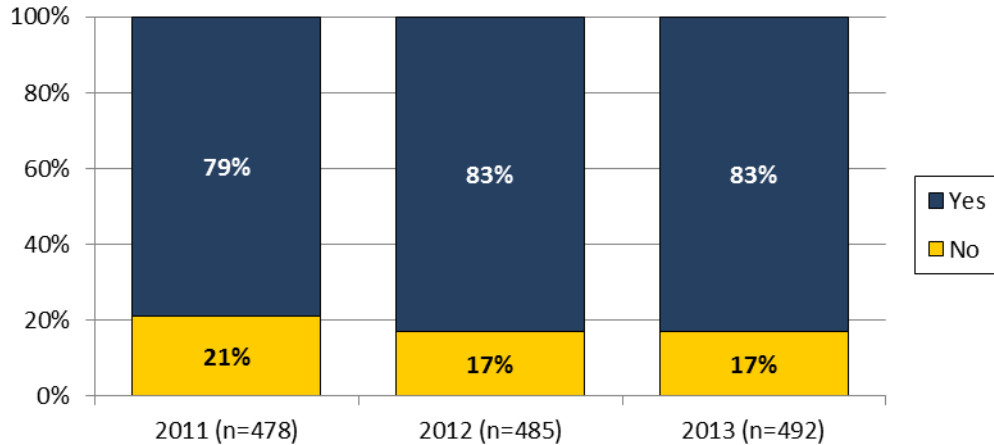
When asked directly, a significant majority of respondents believe that the availability of HELP Intercoms increases their sense of safety and security (Figure 2.7). This proportion, for the most part, steadily increased over the past six years.

**Figure 2.7: Impressions that Availability of Emergency HELP Intercoms Increases Sense of Safety and Security**



Additionally, respondents were asked if the presence of video cameras increase their sense of safety and security and, again, a significant majority reported it does (Figure 2.8).

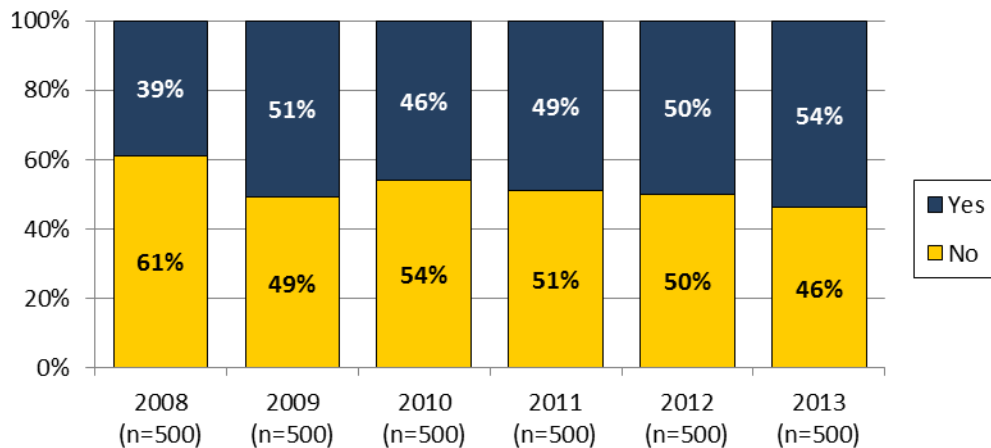
**Figure 2.8: Impressions that Presence of Video Cameras Increase Sense of Safety and Security**



## Peace Officers

A series of questions asked respondents about the presence of Transit Peace Officers. The first of these questions asked respondents if they had observed Peace Officers in the month preceding the survey. As can be seen in Figure 2.9, just over half of respondents indicated that they had, which is the highest proportion observed over the past six years.

**Figure 2.9: Observed Peace Officers in Past Month**

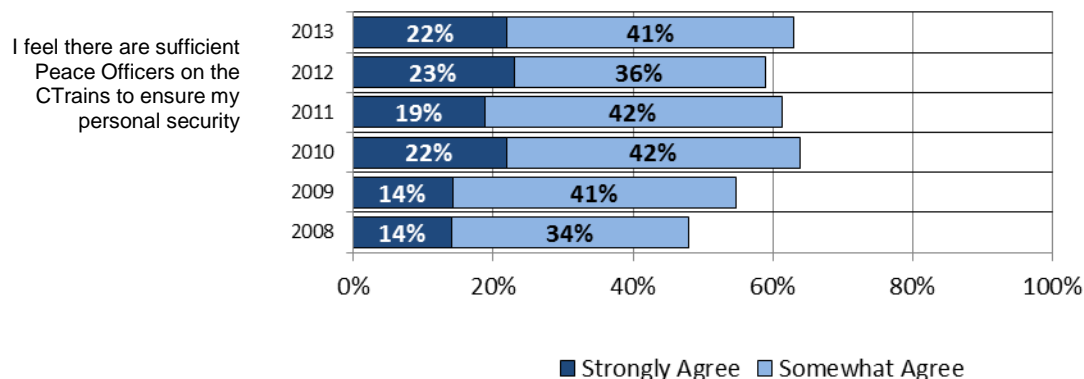


Those who had seen Peace Officers were further asked about the activities of the Peace Officers. Table 2.2 shows that most respondents stated they had seen Peace Officers checking fares. In addition, about two-thirds of respondents had seen Peace Officers during non-rush hour periods (i.e. non-rush hour or both).

<b>Table 2.2: Observations of Peace Officers</b>							
<b>Characteristics</b>	<b>Descriptors</b>	<b>% of Respondents</b>					
		<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
		(n=197)	(n=255)	(n=230)	(n=246)	(n=250)	(n=270)
Checking Fares	Yes	66	69	72	70	75	77
	No	34	31	28	30	25	23
	Total	100	100	100	100	100	100
Present during rush hour	Rush hour			36	38	36	36
	Non-rush hour	-	-	47	49	43	43
	Both			17	13	21	21
	Total			100	100	100	100

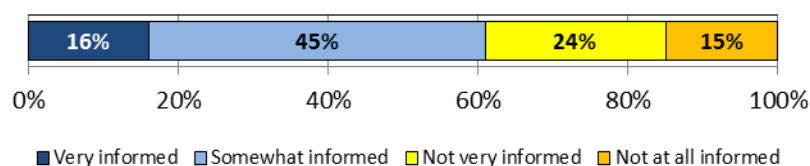
A further question asked respondents about the sufficiency of Peace Officers on CTrains to ensure personal safety of passengers. In 2013, nearly two-thirds of respondents stated that they agreed there were sufficient Peace Officers (Figure 2.10). This proportion has remained relatively stable over the past three years.

**Figure 2.10: Sufficiency of Peace Officers**



For the 2013 survey, two new questions were added to assess Calgarians' awareness and knowledge of Calgary Transit Peace Officer duties and responsibilities. The first of these questions asked respondents to identify the extent to which they felt informed about the duties that Peace Officers are expected to perform. As shown in Figure 2.11, approximately six in ten stated they are informed (very or somewhat) of the duties that Peace Officers perform.

**Figure 2.11: Knowledge of Peace Officer Duties**



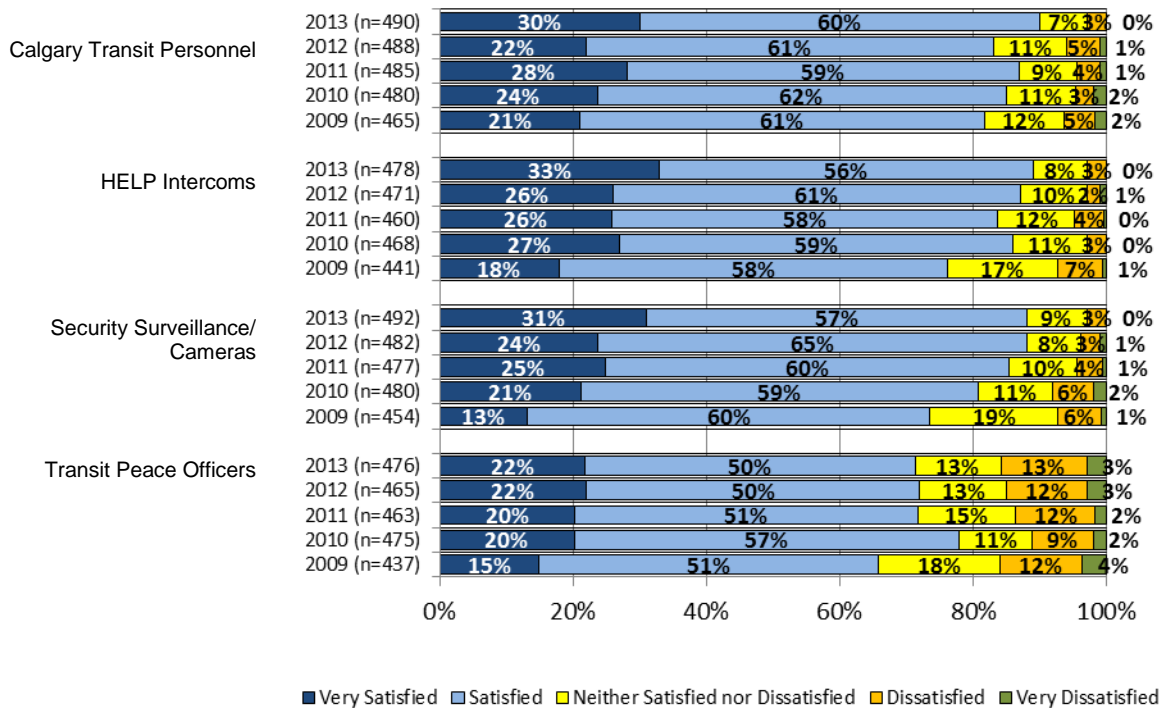
The other new question asked respondents to state why they think Calgary Transit has Peace Officers. Just over four in ten (44%) respondents indicated that Peace Officers are there to find riders who are avoiding paying fares. Other Peace Officer roles mentioned more often by respondents included to control people who are causing a nuisance (31%), to deter crimes by being visible at bus stops/CTrain stations or in vehicles (29%), and to give out tickets to riders who have avoided paying fares (28%).

<b>Table 2.3: Reasons for Having Calgary Transit Peace Officers</b>	
<b>Reasons</b>	<b>% of Respondents (n=500)</b>
To find riders who are avoiding paying fares	44
To control people who are causing a nuisance	31
To deter crimes by being visible at bus stops/CTrain stations or in vehicles	29
To give out tickets to riders who have avoided paying fare	28
To arrest people who are involved in crimes	16
To deter nuisances by being visible at bus stops/CTrain stations or in vehicles	15
To keep people safe	13
To help people who get hurt	12
To maintain peace and order	6
To monitor security	3
To enforce rules/bylaws	1
Other	<1
Don't know	5
Multiple response, number of responses	(1019)

## Satisfaction with Safety and Security Measures

Respondents were asked specifically about the presence of safety and security measures utilized by Calgary Transit and most stated that they were satisfied with these measures. Figure 2.12 shows that respondents were most satisfied with the presence of Calgary Transit personnel, followed by HELP intercoms, security surveillance/cameras, and Transit Peace Officers. For the most part, these data are similar to findings reported over the past three years. That said, the 2013 results for Calgary Transit personnel are higher than has been observed in previous surveys.

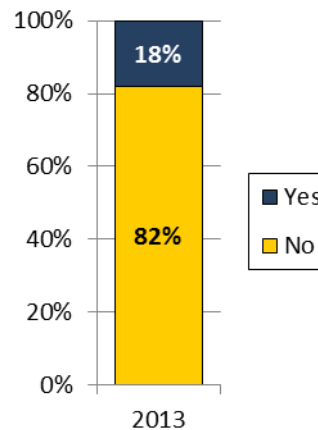
**Figure 2.12: Satisfaction with Presence of Safety and Security Measures**



## 2.4 Influence of the Media on Perceptions of Safety and Security

A new question was added to the 2013 survey to help assess the media's influence on Calgarians' perceptions of safety and security. Specifically, respondents were asked to indicate if they had seen or heard anything in the media that caused them concern about the safety and security of using Calgary Transit. As Figure 2.13 shows, about one in five (18%) respondents had seen or heard something in the media that caused them concern about the safety and security of using Calgary Transit.

**Figure 2.13: Media Influenced Safety and Security Concerns**



The data presented in Table 2.4 reveals that media reports about safety and security issues on Calgary Transit may influence Calgarians' perceptions. For instance, 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
How safe do you feel when using Calgary Transit Services	7.5	8.1	8.3	8.0
How safe do you feel when using CTrains	7.2	8.1	8.1	7.9
How safe do you feel when using Buses	7.7	8.2	8.5	8.1
Note: Average being mean average.				

### **3.0 ENABLING RIDERS TO RESPOND TO SAFETY AND SECURITY ISSUES**

Calgary Transit is considering ways to help riders with safety and security issues. 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. In past surveys, respondents have been asked about witnessing crimes and whether these have been perpetrated on themselves or people they are with or on someone else. However, riders may also be influenced by other disturbances that are nuisances, but not necessarily crimes that would result in an arrest by a Peace Officer.

In the 2012 survey, questions were 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. Further, a few nuisance acts or behaviours were tested against actual crimes to see how riders react to these situations. These questions were repeated in the 2013 survey, with some modifications made to the specific nuisance acts or behaviours tested to better reflect the results of the 2012 survey. In addition, a new question was added to help assess the extent to which Calgarians' believe Calgary Transit should take steps to address a variety of issues that might be considered nuisance acts or behaviours.

#### **3.1 Nuisance Behaviours**

Respondents were asked to identify nuisance behaviours they had believed would be disturbing, but not necessarily crimes. Actually, respondents were asked specifically to not include crimes in their responses.

Table 3.1 lists the kinds of acts or behaviours that respondents thought represented nuisances.<sup>6</sup> These findings are similar to the 2012 survey results. The most common types of acts or behaviours were associated with being obnoxiously loud or vocal and being intoxicated or drinking. Within these two types of acts or behaviours, there may actually 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 behaviour was associated with physical assault, including people who act aggressively/roughhousing and fighting

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<sup>6</sup> Respondents were asked an open-ended question that had pre-coded responses. Pre-coded responses increased in 2013 based on the 2012 survey results for this question.

(towards someone else or towards one's self). Actually, these may be crimes rather than nuisances; however, when respondents were asked the question, these came to mind for them. Other behaviours or acts identified by respondents included observing pan handling or people who appear homeless, people who are perceived to be mentally ill, loitering customers, and drug dealing or usage.

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

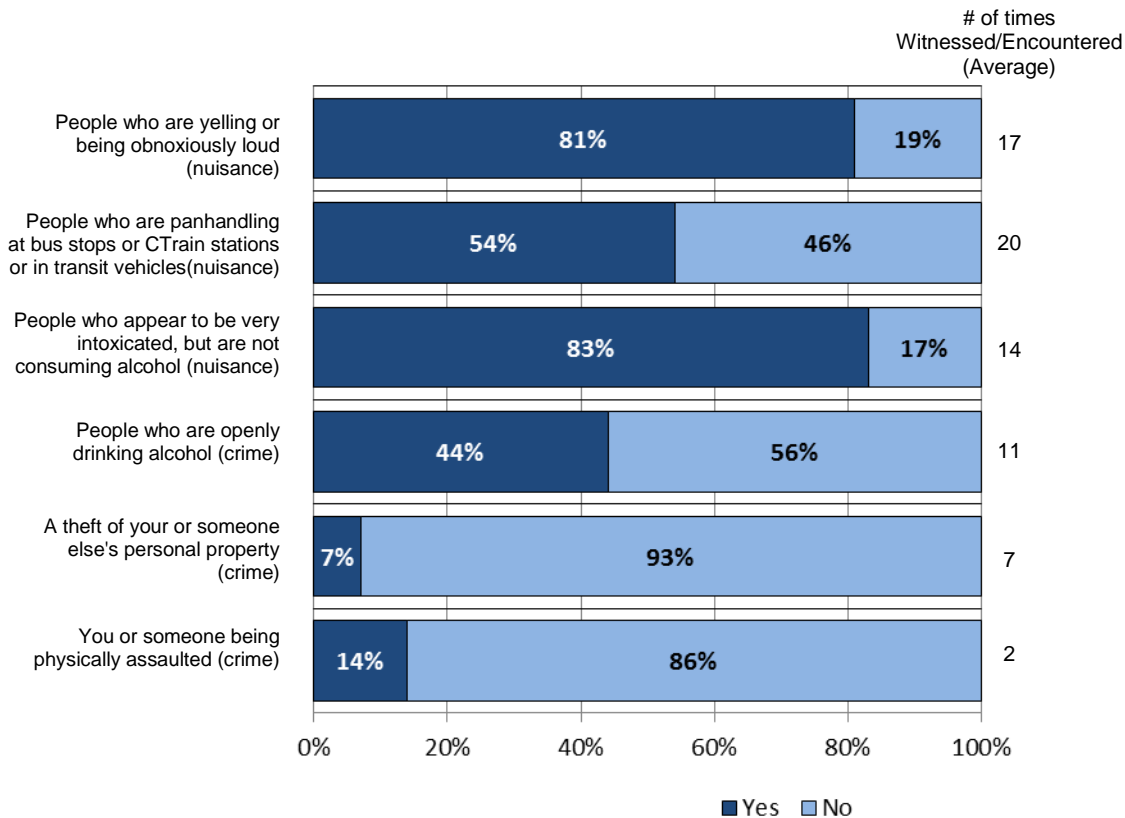
Primary Nuisance Behaviours	% of Responses		Detailed Nuisance Behaviour	% of Responses	
	2013 (n=500)	2012 (n=500)		2013 (n=500)	2012 (n=500)
Being Obnoxiously Loud or Vocal	32	34	People who are loud/obnoxious	13	3
			People who are arguing/yelling	10	15
			People swearing	6	10
			Verbal threats/abuse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



As indicated earlier, a series of nuisances and crimes were 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. Two of the three nuisance behaviours tested had been changed for the 2013 survey to better represent previous findings. The three nuisance behaviours tested in 2013 were people who are yelling or being obnoxiously loud, panhandling and appearing to be intoxicated, while crimes examined included openly drinking alcohol, theft and physical assault.

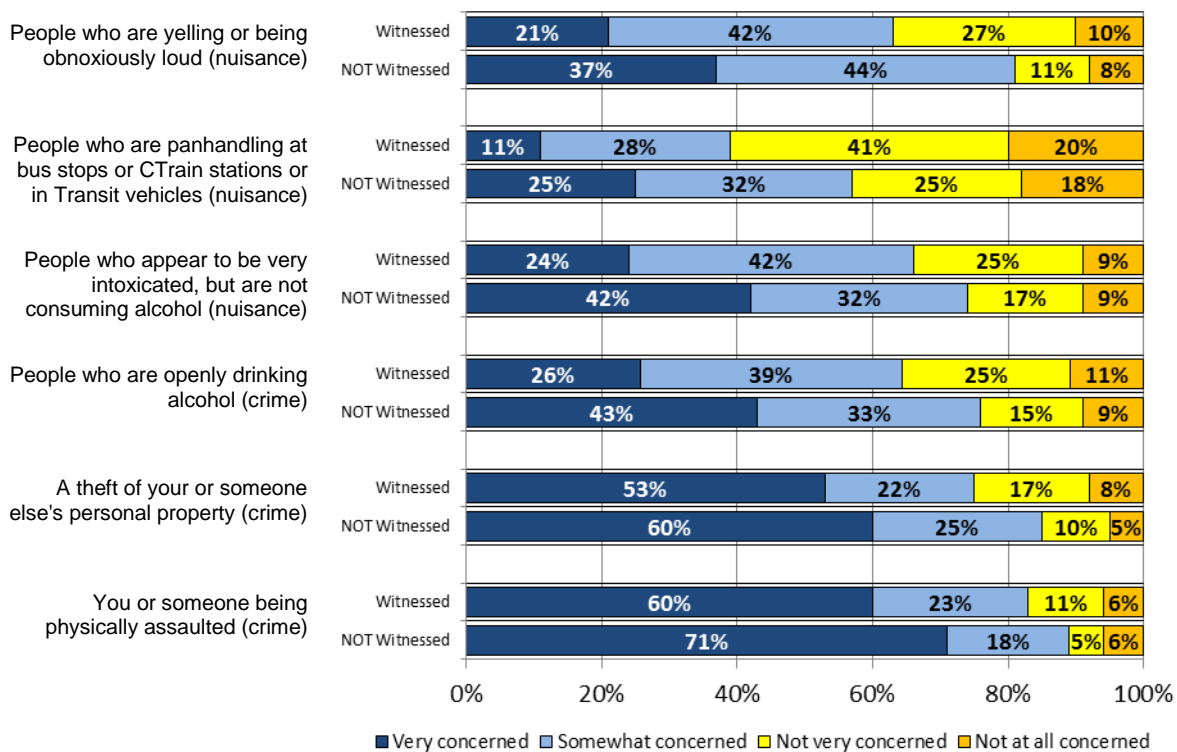
Figure 3.1 reveals that respondents were more likely to have encountered or witnessed nuisance behaviours compared to crimes while using Calgary Transit. Indeed, based on the proportion of respondents who had encountered or witnessed these acts and behaviours, the nuisances occurred much more prominently than crimes. This finding is consistent with 2012 survey results (see Appendix C).

**Figure 3.1: Nuisance Behaviours and Crimes Encountered or Witnessed**



The survey also examined the extent to which nuisances and crimes might affect respondents' sense of safety and security while using Transit. As Figure 3.2 shows, nuisance behaviours were typically less of a concern to respondents than crimes. This finding is consistent with 2012 survey data (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). Interestingly, respondents who had not witnessed these nuisances or crimes were more likely to express concern about these acts of behaviours than those who had witnessed it.

**Figure 3.2: Level of Concern for Nuisance Behaviours and Crimes**



Respondents were further asked how they reacted to or might react to witnessing or encountering each of the nuisances and crimes tested (Table 3.2 on the 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 two 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). In addition, respondents were more likely to immediately leave the area (as soon as possible) for more severe crimes involving theft and physical assault.

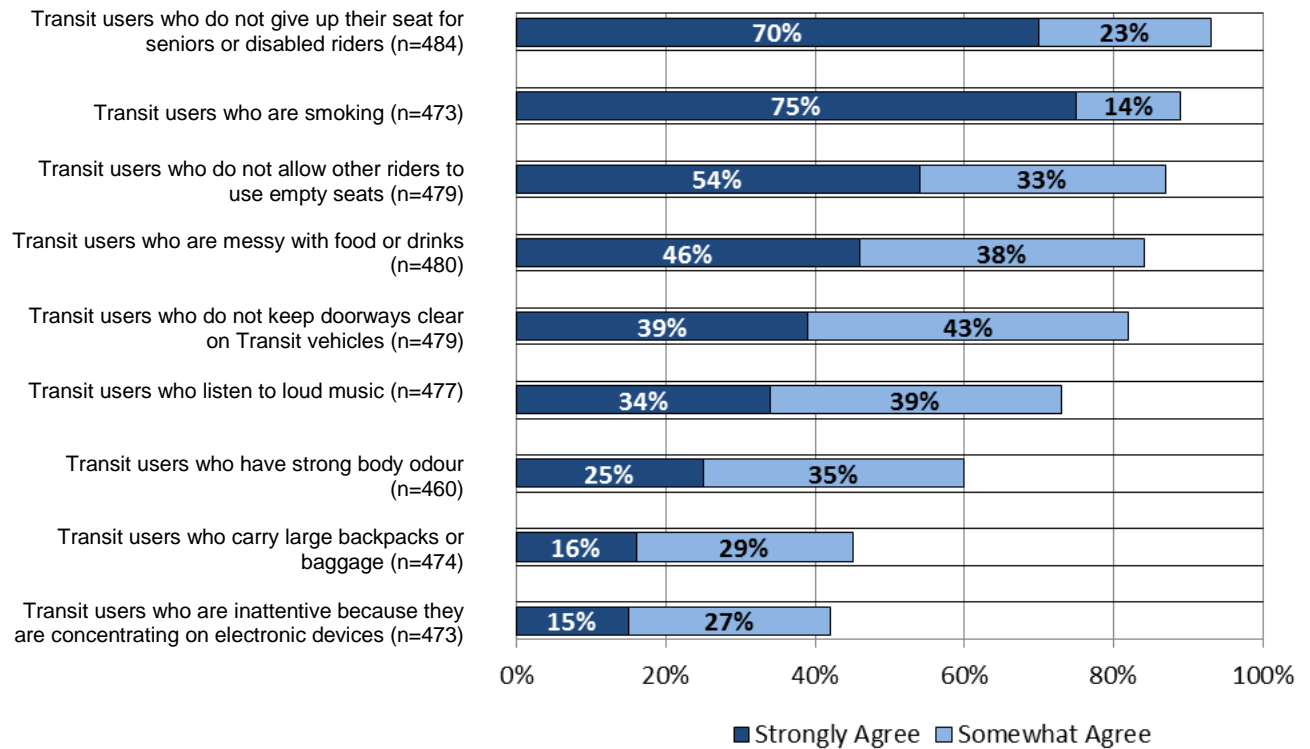
Detailed analysis of the data reveals that females were more likely than males to distance themselves from the situation for crimes, and to a lesser extent for nuisances (see Appendix C). In contrast, males are more likely than females to wait and see if the situation worsens before acting. In addition, a larger proportion of males indicated they would intervene or confront the perpetrator for the more severe crimes tested such as theft and physical assault; however, to a lesser extent than found in 2012.

**Table 3.2: 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

Calgary Transit is implementing an initiative to inform riders of various nuisance behaviours and activities and how to respond to them. To help narrow down which issues might be addressed in this initiative, a question related to nuisance behaviours and activities was introduced in the 2013 survey. Figure 3.3 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 (93%), as well as Transit users who are smoking (89%). A significant majority also agreed that Calgary Transit should address Transit users who do not allow other riders to use empty seats (87%), Transit users who are messy with food or drinks (84%), and those who do not keep doorways clear on Transit vehicles (82%).

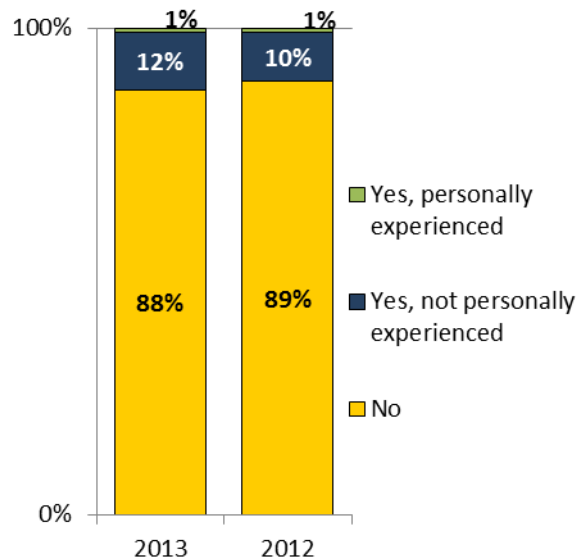
**Figure 3.3: Potential Issues for Calgary Transit to Address**



## 3.2 Crimes

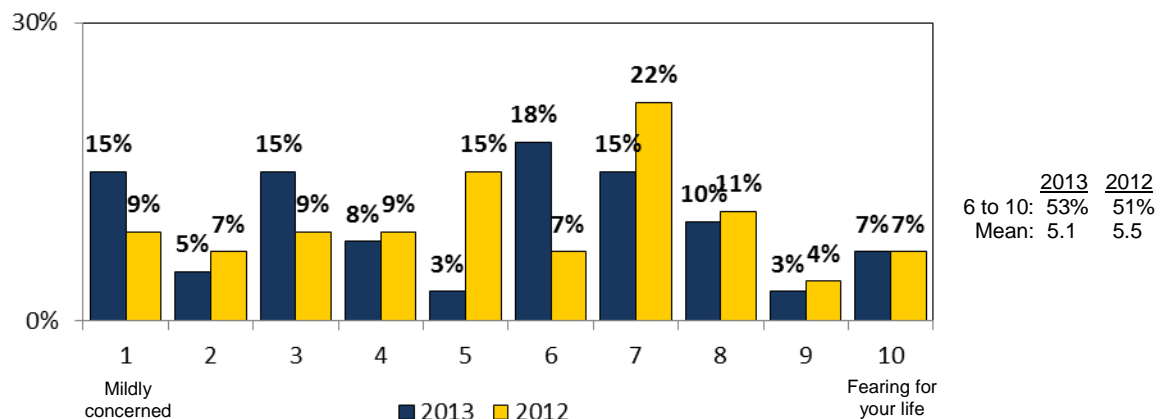
A few questions in the survey examined respondents' perceptions of crimes. In both 2013 and 2012, approximately one in ten respondents indicated that they had witnessed or experienced a crime that was just happening or just recently happened when using Calgary Transit (Figure 3.4). These respondents were more likely to have not personally experienced the crime, such as being a victim, but had witnessed it.

**Figure 3.4: Witnessed or Experienced a Crime**



Those respondents who had witnessed a crime were further asked to rate the extent of their concern during their experience. In 2013, just over half (53%) 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 5.1.

**Figure 3.5: Extent of Concern for Crime Experienced**



## **4.0 CLEANLINESS**

Calgary Transit has implemented various initiatives over the years to improve the cleanliness of its vehicles and facilities. To determine the extent to which customers recognize these initiatives, respondents were asked a series of questions about cleanliness of Calgary Transit resources. This section of the report presents the associated findings.

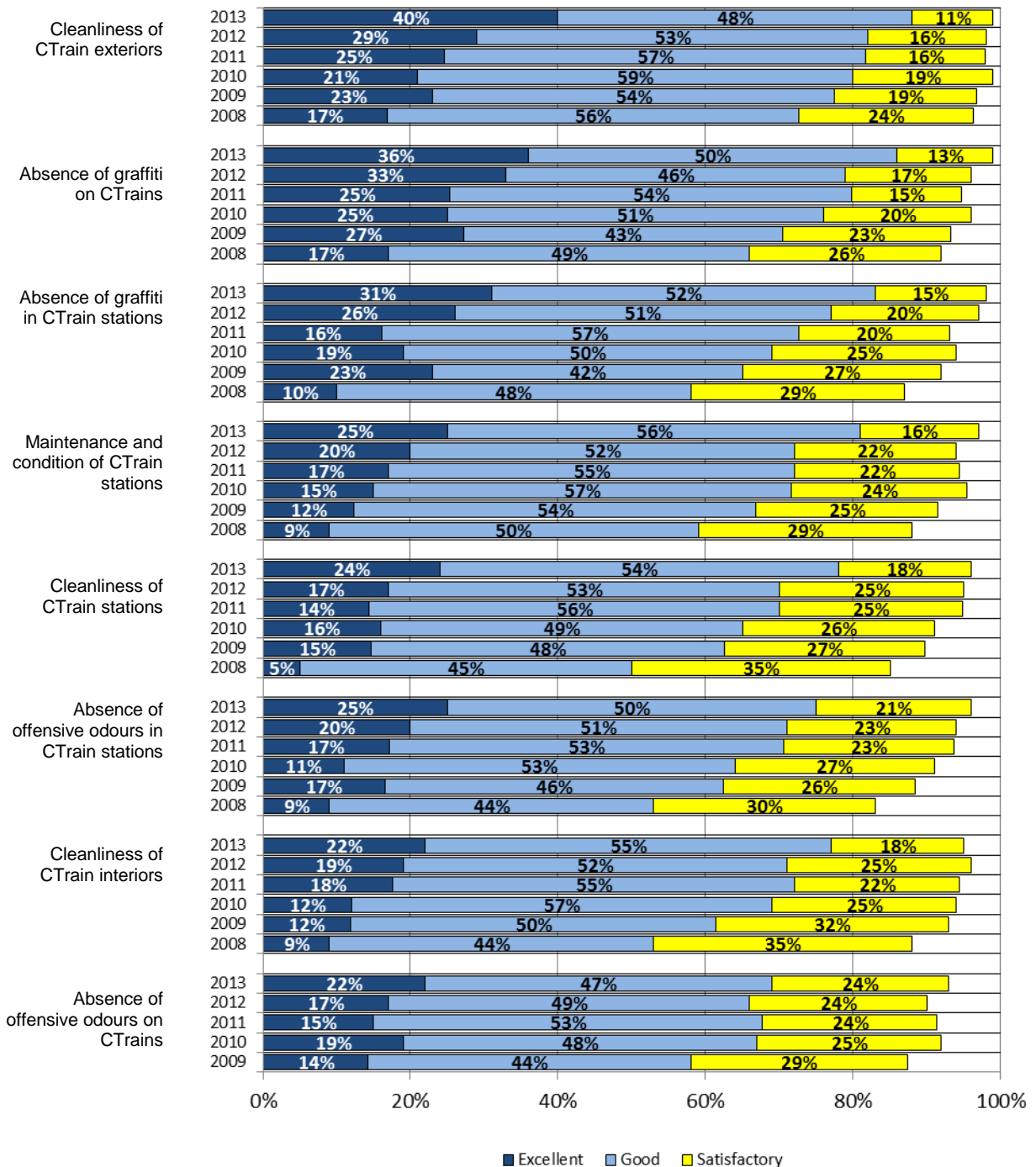
### **4.1 Perceptions of Cleanliness**

#### **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. Indeed, 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 being for cleanliness of CTrain exteriors and the lowest for absence of offensive odours on CTrains.

Over the past four years, overall ratings for clean (e.g. excellent, good and satisfactory) have been similar. However, further analysis of the data suggest that more respondents in 2013 rated the items as "excellent" and "good" rather than "satisfactory" as compared to previous years.

**Figure 4.1: Cleanliness Ratings of CTrains and Stations**



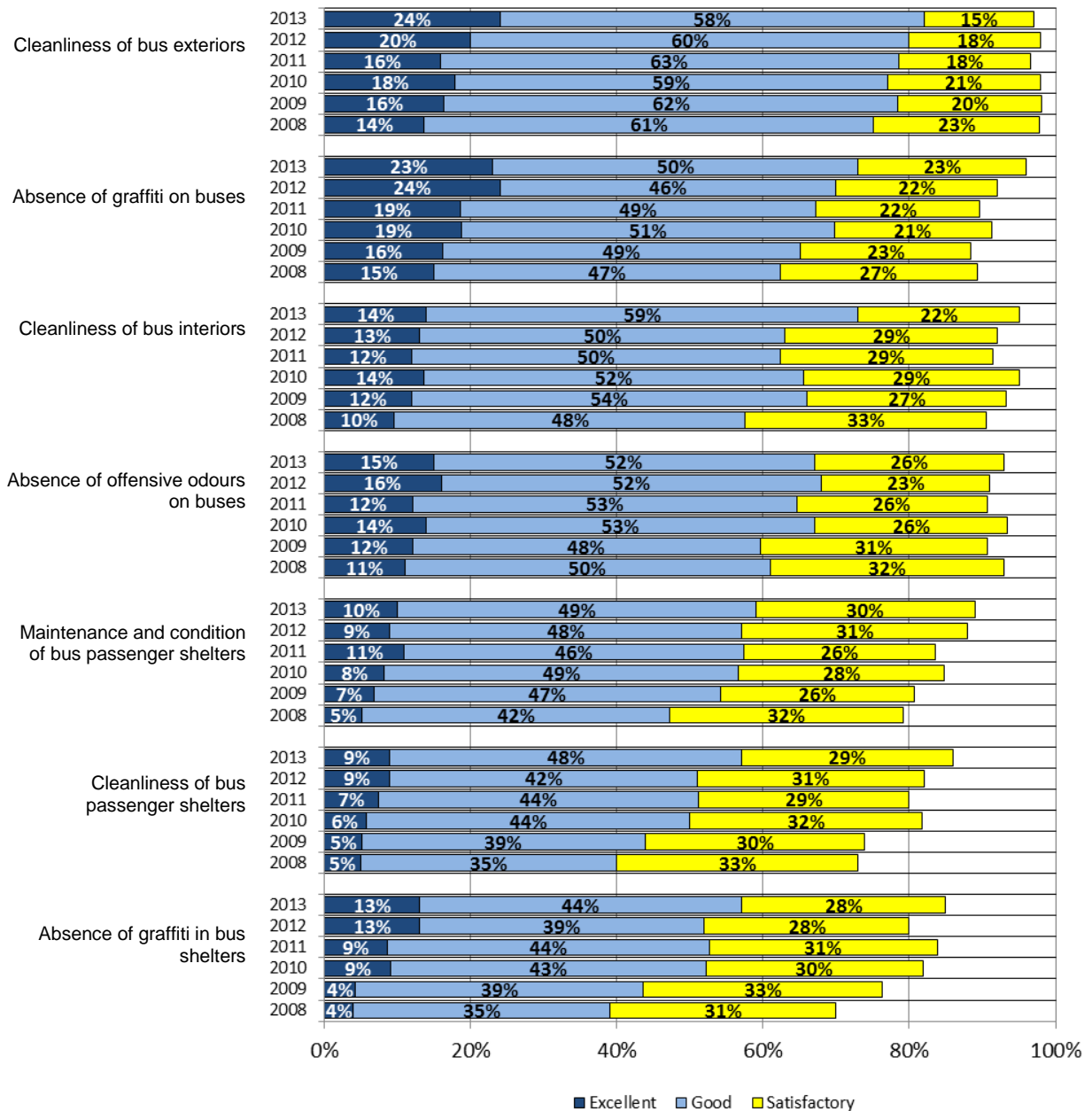
As with previous years, there were no strong correlations observed between the above data and respondents' ratings of safety for Transit services generally, and CTrains (i.e. ratings provided in Figure 2.1).



## 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 impressions 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.

**Figure 4.2: Cleanliness of Buses and Bus Shelters**



Since 2008, there have been significant increases for absence of graffiti on and cleanliness of bus shelters (see Appendix C).

Similar to observations presented about CTrains and stations, 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).

## 4.2 Reactions to Unfavourable Conditions

In the past two surveys, two questions were asked to gauge the effect that unclean or poor conditions might have on customers' perceptions of transit services. Essentially, respondents were asked to indicate how they might be affected if they were to use Calgary Transit vehicles, bus stops or CTrain stations that were not clean or in poor condition. As Table 4.5 shows, about one in three respondents indicated that these circumstances would not affect them at all. However, other common responses included making them feel unhappy, making the ride less enjoyable, feelings of disgust, and avoiding the areas or locations.

<b>Table 4.5: Reaction to Unfavourable Vehicles, Stops and Stations</b>				
<b>Reaction</b>	<b>% of Responses (n=500)</b>			
	<b>Unclean</b>		<b>Poor Condition</b>	
	<b>2013</b>	<b>2012</b>	<b>2013</b>	<b>2012</b>
It doesn't affect me/I don't care	35	27	32	26
It makes me feel unhappy	15	11	14	11
It makes the ride less enjoyable	14	13	12	12
It makes me feel disgusted	10	14	8	10
I would avoid the dirty areas/move to another location	9	12	8	10
It makes me feel annoyed	4	-	1	-
It makes me not want to use it/use less	3	5	4	6
It makes the ride uncomfortable	2	2	2	1
I would report it	2	-	4	-
Not an issue - always clean	1	1	1	2
It makes me wonder if vehicle is unsafe/poorly maintained	1	1	2	3
It makes me think poorly of Calgary Transit/should do more	1	1	1	3
I would clean it up myself	1	-	-	-
It makes me feel frustrated	1	-	<1	-
It makes me feel nervous/anxious	1	-	-	-
It makes me feel disappointed	<1	-	1	-
It makes me feel less proud of living in Calgary	<1	1	<1	1
It makes me feel angry	-	5	4	5
It makes me worry about being late	-	-	1	-
I would call to get it cleaned up (call 3-1-1)	-	2	-	1
It makes me think transit fares/tax dollars are being wasted	-	2	<1	1
It makes me feel I'm in a dirty/uncivilized environment	-	1	-	-
It makes me feel colder in the winter	-	-	1	-
It would ruin my day	-	-	1	-
Other	-	<1	<1	1
Don't know	3	5	3	8
Total	100	100	100	100

## **5.0 CONCLUDING REMARKS**

Over the past six years, Calgary Transit has surveyed its customers to measure perceptions about safety, security and cleanliness of Transit services. These surveys have revealed that most Transit customers feel safe while using Transit services. For the most part, safety, security and cleanliness ratings in 2013 remained similar to those reported in 2012 and earlier years or showed improvement.

Over the past two surveys, a series of questions were asked to examine respondents' perceptions of nuisances compared to crimes experienced while taking Calgary Transit. These data reveal that respondents are much more likely to encounter nuisances than crimes (at least those tested in the survey) and that they were less concerned about their safety and security with nuisances. Either way, respondents were more likely to distance themselves but not leave or wait and see what happens when they encounter or witness these events.

A new question was introduced in 2013 to help inform a new initiative being implemented by Calgary Transit aimed at creating awareness of various nuisance behaviours and activities and showing riders how to respond to them. The main issues that respondents agreed Calgary Transit should take steps to address included users who do not give up their seat for seniors or disabled riders, user who are smoking, and to a slightly lesser extent, users who do not allow other riders to use empty seats, are messy with food and drinks and do not keep doorways clear on Transit vehicles.

Transit riders largely stated that they were satisfied with the presence of security features such as Peace Officers, Transit personnel, security surveillance and Help Phones. For the most part, a greater proportion of respondents indicated that they were 'very satisfied' with these measures in 2013 than in previous surveys.

In addition, the 2013 survey examined Transit riders' knowledge and expectations regarding the role of Calgary Transit Peace Officers. The majority of respondents stated that they were informed (very or somewhat) of the duties performed by Peace Officers. The most common duties or roles cited related to finding and giving tickets to riders who are avoiding paying transit fare; however, many respondents also acknowledged the role Peace Officers play in controlling nuisance behaviours and deterring crimes.

As well, riders were satisfied with the level of cleanliness of Transit vehicles and facilities. Overall cleanliness ratings have remained relatively stable since 2010 with a greater proportion of respondents providing cleanliness ratings of

'excellent' or 'good' rather than 'satisfactory' in 2013 as compared to previous years.

And, finally, there is evidence in the 2013 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.

## 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

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## 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-> 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

**Q1A.** 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

**Q1B.** Compared to the same time last year, are you using Calgary Transit more, the same or less?

- 1 [ ] More    2 [ ] Same    3 [ ] Less    4 [ ] Unsure

**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

**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 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**

**Q2D. (IF S3>0 or Q2C is 1-Yes) Which two CTrain stations do you use most often? (SELECT UP TO 2 STATIONS)**

**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 [ ] University - 3103 Crowchild Trail NW

**South Leg Stations**

- 19 [ ] 39 Avenue - 4115 - 1 Street SE
- 20 [ ] Anderson - 11015 Anderson Station Way SW
- 21 [ ] Canyon Meadows - 416 Cantrell Drive SW
- 22 [ ] Chinook - 229 - 61 Avenue SW
- 23 [ ] Erlton/Stampede - 2408 - 3A Street SE
- 24 [ ] Fish Creek Lacombe - 14300 Shawnee Gate SW
- 25 [ ] Heritage - 12 Haddon Road SW
- 26 [ ] Shawnessy - 17 Shawville Blvd. SW
- 27 [ ] Somerset/Bridlewood - 17100 - 6 Street SW
- 28 [ ] Southland - 10158 Sacramento Drive SW
- 29 [ ] Victoria/Stampede - 1414 Macleod Trail SE

**West Leg Stations**

- 30 [ ] 45 Street – 4708 17 Avenue SW
- 31 [ ] 69 Street – 6999C 17 Avenue SW
- 32 [ ] Shaganappi Point – 2750C Bow Trail SW
- 33 [ ] Sirocco – 5700C 17 Avenue SW
- 34 [ ] Sunalta – 1706C 10 Avenue SW
- 35 [ ] Westbrook – 1417C 33 Street SW

**Downtown stations (WEST - NORTHSIDE)**

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

**Downtown stations (EAST - SOUTHSIDE)**

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

**OTHER**

- 47 [ ] Other (specify\_\_\_\_\_)

**Q3A.** (If S3>0 or Q2C is Yes) 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 CTrains interiors	1	2	3	4	5	6	7
b) Cleanliness of CTrain exteriors	1	2	3	4	5	6	7
c) Cleanliness of CTrain stations	1	2	3	4	5	6	7
d) Absence of graffiti on CTrains	1	2	3	4	5	6	7
e) Absence of graffiti in CTrain stations	1	2	3	4	5	6	7
f) Absence of offensive odours in CTrain stations [Prompt if Necessary - offensive smells]	1	2	3	4	5	6	7
g) Absence of offensive odours on CTrains [Prompt if Necessary - offensive smells]	1	2	3	4	5	6	7
h) Maintenance and condition of CTrain stations	1	2	3	4	5	6	7

**Q3B.** (If S4 =0, Skip) 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**  
(If Q3A was not asked, READ QUESTION)

	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) Absence of offensive odours on buses [Prompt if Necessary - offensive smells]	1	2	3	4	5	6	7
f) Cleanliness of bus passenger shelters	1	2	3	4	5	6	7
g) Maintenance and condition of bus passenger shelters	1	2	3	4	5	6	7

**Q4A** If a Calgary Transit vehicle, bus stop, or CTrain station is not clean while you are using transit, how does it affect you?

1. It doesn't affect me/I don't care
2. It makes me feel unhappy
3. It makes me feel angry
4. It makes me feel disgusted
5. It makes the ride less enjoyable
6. I would avoid the dirty areas/move to another location
7. I would call to get it cleaned up (call 3-1-1)
8. Other (specify)
9. Don't know/refused



**Q4B** If a Calgary Transit vehicle, bus stop, or CTrain station is in poor condition while you are using transit how does it affect you?

PROMPT: If respondent asks what 'poor condition' means say: "poor condition refers to the state of the Transit Vehicle, bus stop, or CTrain station, excluding the mechanical condition and reliability of the vehicles themselves."

1. It doesn't affect me/I don't care
2. It makes me feel unhappy
3. It makes me feel angry
4. It makes me feel disgusted
5. It makes the ride less enjoyable
6. I would avoid the areas in poor condition/move to another location
7. I would call to report poor condition (call 3-1-1)
8. Other (specify)
9. Don't know/refused

**Q5A.** Calgary Transit is interested in the visibility of its Peace Officers, also known as Public Safety and Enforcement Officers, transit police or transit security.

Have you seen any peace offices in the past month?

1 [ ] YES                      2 [ ] NO =>Go to Q6A

**Q5B.** Were the Peace Officers checking fares?

1 [ ] YES                      2 [ ] NO

**Q5C** 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

**Q6A.** (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 Q2C>1 Skip to Q6B) 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 downtown CTrain station before 6 PM	1	2	3	4	5	6
d) I feel safe when I wait for a CTrain at a downtown CTrain station after 6 PM	1	2	3	4	5	6
e) I feel safe when I wait for a CTrain at a non-downtown CTrain station before 6 PM	1	2	3	4	5	6
f) I feel safe when I wait for a CTrain at a non-downtown CTrain station after 6 PM	1	2	3	4	5	6
g) CTrain stations are generally free of nuisance behaviours (peddlers, intoxicated riders, noisy kids)	1	2	3	4	5	6
h) I feel there are sufficient Peace Officers on the CTrain to ensure my personal security	1	2	3	4	5	6
i) I feel that CTrain stations are sufficiently lit to make them safe	1	2	3	4	5	6

**Q6B. (If S4=0 Skip to Q7A) ROTATE**

	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 downtown bus passenger shelter before 6 PM	1	2	3	4	5	6
d) I feel safe when I wait for a bus at a downtown bus passenger shelter after 6 PM	1	2	3	4	5	6
e) I feel safe when I wait for a bus at a non-downtown bus passenger shelter before 6 PM	1	2	3	4	5	6
f) I feel safe when I wait for a bus at a non-downtown bus passenger shelter after 6 PM	1	2	3	4	5	6

**Q7A.** 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 #: \_\_\_\_\_

**Q7B.** Using the same scale, how safe do you feel when using CTrains in general?

TYPE #: \_\_\_\_\_

**Q7C.** And, how safe do you feel when using Calgary Transit buses in general?

TYPE #: \_\_\_\_\_

**Q8.** 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
17. Sexual harassment (toward someone else)
18. Sexual harassment (toward one's self)
19. Other (specify)
20. Don't know/refused

**Q9A.** 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. Please tell me which of these you have personally encountered or witnessed while using Calgary Transit services.

<b>Activity</b>	<b>Yes, personally experienced</b>	<b>No, have not personally experienced</b>	<b>Unsure</b>
People who are yelling or being obnoxiously loud (nuisance)	1	2	3
People who are panhandling at bus stops or CTrain stations or in Transit vehicles (nuisance)	1	2	3
People who appear to be very intoxicated, but are not consuming alcohol (nuisance)	1	2	3
People who are openly drinking alcohol (crime)	1	2	3
A theft of your or someone else's personal property (crime)	1	2	3
You or someone being physically assaulted (crime)	1	2	3

**Q9B. (IF YES TO ACTIVITIES IN Q9A)** 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)	_____

**Q9C. (IF YES TO ACTIVITIES IN Q9A)** 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

**Q9D. (IF NO TO ACTIVITIES IN Q9A)** 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

**Q9E. (IF YES TO ACTIVITIES IN Q9A)** 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 ....

<b>Activity</b>	<b>Immediately/ As soon as possible</b>	<b>Distance yourself but not necessarily leave</b>	<b>Wait and see if the situation worsens before acting</b>	<b>Other (specify)</b>	<b>Unsure</b>
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

**Q9F. (IF NO TO ACTIVITIES IN Q9A)** 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 ....

<b>Activity</b>	<b>Immediately/ As soon as possible</b>	<b>Distance yourself but not necessarily leave</b>	<b>Wait and see if the situation worsens before acting</b>	<b>Other (specify)</b>	<b>Unsure</b>
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

**Q10A.** 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 Q11A**      3 ☐ DON'T KNOW=> **SKIP TO Q11A**

**Q10B.** Were you the victim of any of the crimes?

1 ☐ I WAS THE VICTIM  
2 ☐ I WAS NOT THE VICTIM

**Q10C.** 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 #: \_\_\_\_\_

**Q11A.** Have you ever avoided traveling on Calgary Transit at night because of personal safety or security reasons?

1 ☐ YES      2 ☐ NO >>**GO TO Q12**      3 ☐ DON'T KNOW >>**GO TO Q12**

**Q11B.** What is the latest that you will travel using Calgary Transit at night for safety and security reasons?

1 ☐ 6 pm – 6:59pm  
2 ☐ 7 pm – 7:59pm  
3 ☐ 8 pm – 8:59pm  
4 ☐ 9 pm – 9:59pm  
5 ☐ 10 pm – 10:59pm  
6 ☐ 11 pm – 11:59pm  
7 ☐ 12 am – 12:59am  
8 ☐ After 1am  
9 ☐ Before 6pm  
10 ☐ Unsure

**Q12.** 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

**Q13A.** Does the presence of emergency help phones make you feel more safe and secure when using Calgary Transit?

1 ☐ YES      2 ☐ NO      3 ☐ DON'T KNOW

**Q13B.** Does the presence of video cameras make you feel more safe and secure when using Calgary Transit?

1 ☐ YES      2 ☐ NO      3 ☐ DON'T KNOW

**Q13C.** Generally, how satisfied are you with the presence of:

**ROTATE**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Refused
a) Transit Peace Officers	1	2	3	4	5	6
b) Calgary Transit personnel (operators, maintenance but <b>not</b> Transit Peace Officers)	1	2	3	4	5	6
c) Security surveillance / cameras	1	2	3	4	5	6
d) Help phones	1	2	3	4	5	6

**Q14.A** Would you say that you are very informed, somewhat informed, not very informed or not at all informed about the duties that Calgary Transit Peace Officers are expected to perform?

1. Very informed
2. Somewhat informed
3. Not very informed
4. Not at all informed
5. Don't know

**Q14.B** In your opinion, why does Calgary Transit have Peace Officers? **(DO NOT READ)**

1. To find riders who are avoiding paying fares
2. To give out tickets to riders who have avoided paying fares
3. To arrest people who are involved in crimes
4. To control people who are causing a nuisance
5. To help people who get hurt
6. To deter crimes by being visible at bus stops/CTrain stations or in vehicles
7. To deter nuisances by being visible at bus stops/CTrain stations or in vehicles
8. Other (specify)
9. Don't know

- Q15.** 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

- Q16.** 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

## 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?

\_\_\_\_\_

- 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
Gender	Male	50	44	44	44	45	47	52
	Female	50	56	56	56	55	53	48
	Total	100	100	100	100	100	100	100
Age	15 to 19 years	8	19	16	17	18	14	13
	20 to 24 years	9	10	11	11	13	13	13
	25 to 34 years	21	15	15	17	20	18	25
	35 to 44 years	20	16	17	16	18	17	20
	45 to 54 years	19	18	19	14	14	16	12
	55 to 64 years	11	10	11	11	8	13	9
	65 to 74 years	6	{12	{11	{13	6	5	5
	75 years and over	5				3	3	3
	Total	100	100	100	100	100	100	100
Household Income	Less than \$15,000	n/a	7	5	8	5	9	6
	\$15,000 to less than \$25,000		10	9	10	9	9	9
	\$25,000 to less than \$35,000		6	12	12	10	13	9
	\$35,000 to less than \$45,000		8	7	10	9	7	6
	\$45,000 to less than \$55,000		11	6	11	7	11	4
	\$55,000 to less than \$65,000		10	7	7	8	9	7
	\$65,000 to less than \$75,000		8	10	8	7	6	7
	\$75,000 to less than \$85,000		10	7	5	7	4	7
	\$85,000 to less than \$100,000		8	8	6	8	9	10
	\$100,000 to less than \$120,000		10	12	7	11	8	13
	\$120,000 to less than \$140,000		2	6	5	4	5	5
	\$140,000 or more		12	13	13	14	13	18
	Total		100	100	100	100	100	100
Residential Sector/ Communities	New Community	n/a					45	48
	Established Community						36	35
	Inner City		-	-	-	-	16	15
	Other						3	3
	Total						100	100

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Respondent Transit Use Profile							
Characteristics	Descriptors	% of Respondents					
		2008	2009	2010	2011	2012	2013
Types of Trips Mainly Use Transit	n=		500	500	500		
	Work		43	39	43		
	School		17	17	19		
	Social/recreational	-	17	18	15	-	-
	Shopping		13	13	11		
	Medical/Dental/Personal						
	Business		11	14	12		
	Total		100	100	100		
Use of Park and Ride Lots	n=			500	500	500	
	Yes	-	-	19	22	26	-
	No			81	78	74	
	Total			100	100	100	
Type of Park and Ride Lot used	n=			96	110	129	
	LRT Park and Ride Lots	-	-	89	85	85	-
	BRT Park and Ride Lots			6	5	7	
	Both			5	10	8	
	Total			100	100	100	
Use of Reserved Parking Spaces at LRT Park and Ride Lots	n=					120	
	Yes	-	-	-	-	8	-
	No					92	
	Total					100	

Weekly Transit Use by Regular Transit Customers (Average Trips Per Week)													
Frequency of Use - Weekly		% of Respondents											
		CTrain Use						Bus Use					
		2008 (n=389)	2009 (n=395)	2010 (n=414)	2011 (n=402)	2012 (n=419)	2013 (n=430)	2008 (n=367)	2009 (n=373)	2010 (n=382)	2011 (n=375)	2012 (n=358)	2013 (n=311)
One to Three Times		23	28	26	25	28	24	16	25	20	16	24	19
Four to Seven Times		30	25	26	24	24	22	31	21	26	26	25	23
Eight to Ten Times		42	40	38	43	39	42	45	43	40	45	37	40
More than Ten Times		5	7	10	8	9	12	8	11	13	13	14	18
Total		100	100	100	100	100	100	100	100	100	100	100	100
Average Weekly Frequency of Use	Mean s.d	6.7 3.8	6.6 3.9	5.8 5.1	5.6 4.1	5.8 4.8	7.7 6.2	7.3 3.8	7.2 4.3	6.0 5.6	6.1 4.6	5.6 6.2	7.9 5.0
Note: A one-way trip is counted as one trip and a trip to and from a destination as two trips.													

Note: A one-way trip is counted as one trip and a trip to and from a destination as two trips.

CTrain Stations Used Most Often								
Station Area	Address	% of Respondents						
		2008	2009	2010	2011	2012	2013	
North East Leg Stations		(n=115)	(n=104)	(n=123)	(n=133)	(n=123)	(n=121)	
	Marlborough – 889 –36 <sup>th</sup> Street NE	38	21	29	26	8	5	
	Whitehorn – 3801 36 <sup>th</sup> Street NE	28	18	15	19	6	5	
	Rundle – 2529 36 <sup>th</sup> Street NE	17	21	16	19	7	4	
	Saddletowne – 450C Saddletowne Circle NE	-	-	-	-	-	4	
	McKnight Westwinds – 6200C 36 <sup>th</sup> Street NE	21	19	20	26	9	3	
	Franklin – 2826 Memorial Drive NE	15	11	13	8	1	2	
	Bridgeland – 1010 Memorial Dr NE	0	0	3	2	1	1	
	Barlow/Max Bell - 2022 Memorial Dr NE	0	0	0	1	1	1	
	Zoo – 1400 Memorial Drive NE	0	0	2	0	1	0	
	Martindale – 618C Martindale Boulevard NE	-	-	-	-	-	0	
North West Leg Stations		(n=150)	(n=164)	(n=226)	(n=214)	(n=167)	(n=226)	
	Crowfoot – Scurfield Dr NW	0	0	20	28	15	16	
	Dalhousie – 4785 Dalhousie Drive NW	44	44	26	20	9	9	
	Brentwood – 4099 Crowchild Trail NW	31	24	17	16	7	8	
	University – 31003 Crowchild Trail NW	13	10	11	13	6	6	
	Lions Park – 1901C 14 <sup>th</sup> Avenue NW	11	9	14	8	4	3	
	Sunnyside - 938C 3Ave NW	2	5	7	8	3	3	
	S.A.I.T – 1414 C 14 Ave NW	0	0	5	7	2	3	
	Banff Trail – 2374C Banff Trail NW	0	0	1	1	1	1	
South Leg Stations		(n=190)	(n=179)	(n=214)	(n=223)	(n=185)	(n=218)	
	Somerset/Bridlewood – 17100 6 <sup>th</sup> Street SW	18	20	12	17	12	12	
	Chinook – 229 61 <sup>st</sup> Avenue SW	22	12	22	17	10	5	
	Anderson – 11015 Anderson Way SW	20	14	15	16	4	5	
	Southland – 10158 Sacramento Drive SW	13	10	14	12	3	5	
	Heritage – 12 Haddon Road SW	17	11	10	8	4	5	
	Canyon Meadows	0	0	6	6	3	3	
	Fish Creek Lacombe- 14300 Shawnee Gate SW	-	-	-	4	3	3	
	39 Avenue – 4115 1 St SE	0	0	2	2	0	3	
	Victoria Stampede	0	0	8	6	4	2	
	Shawnessy – 17 100 6 St SW	0	0	7	6	4	2	
	Erlton/Stampede – 2408 -3A St SE	0	0	3	5	3	2	
West Leg Stations		-	-	-	-	-	(n=58)	
	69 Street – 6999C 17 Avenue SW	-	-	-	-	-	5	
	Westbrook – 1417C 33 Street SW	-	-	-	-	-	3	
	Sirocco – 5700C 17 Avenue SW	-	-	-	-	-	2	
	45 Street – 4708 17 Avenue SW	-	-	-	-	-	1	
	Shaganappi Point – 2750C Bow Trail SW	-	-	-	-	-	1	
	Sunalta - 1706C – 10 Avenue SW	-	-	-	-	-	1	
Downtown Leg Stations	West - Northside		(n=213)	(n=246)	(n=297)	(n=287)	(n=252)	(n=261)
		1 <sup>st</sup> Street SW – 124 7 <sup>th</sup> Avenue SW	22	14	22	17	12	11
		4 <sup>th</sup> Street SW – 530C 7 <sup>th</sup> Avenue SW	16	17	8	14	8	11
		City Hall – 310C 7 Avenue SE	-	-	-	-	-	8
		7 <sup>th</sup> Street SW – 840C 7 <sup>th</sup> Avenue SW	9	13	12	13	6	6
		Kirby Downtown (Northside)	-	-	-	-	-	1
		Olympic Plaza – 218C 7 <sup>th</sup> Avenue SE	11	8	9	7	4	-
	East - Southside	10 <sup>th</sup> Street SW - 1029C 7 <sup>th</sup> Avenue SW	4	3	6	6	4	-
		Centre Street – 121C 7 <sup>th</sup> Avenue SE	6	12	14	14	6	8
		3 <sup>rd</sup> Street SW – 333C 7 <sup>th</sup> Avenue SW (Southside)	10	4	5	7	4	8
		8 <sup>th</sup> Street SW – 90C 7 <sup>th</sup> Avenue SW (Southside)	11	7	5	10	5	5
		City Hall – 320C 7 <sup>th</sup> Avenue SE	8	11	8	3	7	4
		6 <sup>th</sup> Street SW – 901C 7 <sup>th</sup> Avenue SW	6	6	4	5	2	3
		Kirby Downtown (Southside)	-	-	-	-	-	0
	3 Street SE-420C-7 Ave SE (South)	0	0	5	4	3	-	

## APPENDIX C

### ADDITIONAL DATA

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

			1 Very Unsafe		2		3		4		5		6		7		8		9		10 Very Safe		Total	
			Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Survey year	2008	Calgary	7	1.4%	6	1.2%	5	1.0%	22	4.5%	55	11.2%	78	15.9%	132	26.8%	119	24.2%	48	9.8%	20	4.1%	492	100%
		Transit in general	9	1.8%	2	.4%	2	.4%	15	3.0%	48	9.7%	52	10.5%	117	23.7%	150	30.4%	61	12.4%	37	7.5%	493	100%
		CTrains	6	1.3%	5	1.1%	14	3.1%	20	4.4%	53	11.6%	66	14.4%	105	22.9%	111	24.2%	50	10.9%	28	6.1%	458	100%
		Buses	6	1.4%	4	.9%	1	.2%	6	1.4%	31	7.3%	37	8.7%	93	21.9%	140	32.9%	71	16.7%	36	8.5%	425	100%
	2009	Calgary	4	.8%	5	1.0%	8	1.6%	13	2.7%	55	11.2%	55	11.2%	122	24.9%	148	30.2%	43	8.8%	37	7.6%	490	100%
		Transit in general	2	.4%	4	.8%	3	.6%	7	1.4%	31	6.3%	46	9.3%	110	22.4%	167	33.9%	63	12.8%	59	12.0%	492	100%
		CTrains	3	.7%	3	.7%	5	1.1%	9	2.1%	44	10.0%	52	11.9%	92	21.0%	132	30.1%	57	13.0%	41	9.4%	438	100%
		Buses	2	.5%	1	.2%			6	1.4%	21	5.1%	34	8.2%	81	19.5%	143	34.5%	72	17.3%	55	13.3%	415	100%
	2010	Calgary	2	.4%	3	.6%	7	1.4%	8	1.6%	39	7.9%	41	8.3%	122	24.6%	160	32.3%	74	14.9%	40	8.1%	496	100%
		Transit in general	1	.2%	3	.6%	4	.8%	7	1.4%	21	4.2%	52	10.4%	92	18.4%	172	34.5%	97	19.4%	50	10.0%	499	100%
		CTrains	1	.2%	3	.6%	2	.4%	11	2.3%	27	5.7%	52	10.9%	104	21.8%	133	27.9%	93	19.5%	51	10.7%	477	100%
		Buses	1	.2%			3	.7%	5	1.2%	14	3.2%	36	8.4%	84	19.5%	136	31.6%	86	20.0%	66	15.3%	431	100%
	2011	Calgary					4	.9%	5	1.1%	22	5.0%	24	5.4%	90	20.3%	169	38.1%	89	20.0%	41	9.2%	444	100%
		Transit in general			3	.6%	3	.6%	4	.8%	31	6.2%	37	7.4%	94	18.9%	165	33.2%	87	17.5%	73	14.7%	497	100%
		CTrains	5	1.1%	3	.6%	3	.6%	6	1.3%	24	5.1%	33	7.1%	98	21.0%	149	31.9%	91	19.5%	55	11.8%	467	100%
		Buses			1	.2%	1	.2%	5	1.2%	15	3.6%	22	5.3%	65	15.7%	140	33.9%	86	20.8%	78	18.9%	413	100%
	2012	Calgary	1	.2%			3	.6%	4	.8%	23	4.6%	22	4.4%	106	21.3%	197	39.6%	88	17.7%	53	10.7%	497	100%
		Transit in general	1	.2%	1	.2%	2	.4%	4	.8%	28	5.6%	38	7.6%	109	21.9%	157	31.6%	89	17.9%	68	13.7%	497	100%
		CTrains	1	.2%			2	.4%	6	1.2%	30	6.2%	38	7.9%	103	21.4%	136	28.3%	104	21.6%	61	12.7%	481	100%
		Buses	1	.2%			4	.9%	2	.5%	17	4.0%	26	6.1%	84	19.6%	135	31.5%	88	20.5%	72	16.8%	429	100%
	2013	Calgary																						
		Transit in general			2	.4%	4	.8%	4	.8%	12	2.4%	34	6.8%	99	19.9%	180	36.1%	94	18.9%	69	13.9%	498	100%
		CTrains			4	.8%	5	1.0%	7	1.4%	15	3.1%	28	5.7%	104	21.4%	150	30.8%	104	21.4%	70	14.4%	487	100%
		Buses			1	.3%	3	.8%	5	1.3%	12	3.0%	17	4.3%	69	17.5%	137	34.7%	84	21.3%	67	17.0%	395	100%

Gender		Calgary Transit Services	CTrains	Buses
Male	Mean	8.08	8.04	8.18
	N	260	256	201
	Std. Deviation	1.351	1.426	1.477
Female	Mean	7.84	7.80	8.01
	N	238	231	194
	Std. Deviation	1.406	1.598	1.337
Total	Mean	7.96	7.92	8.10
	N	498	487	395
	Std. Deviation	1.381	1.513	1.411

**Associated with Figure 2.2: Perceptions of Safety and Security at Different Travel Times**

	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
I feel safe when traveling on buses before 6pm	87	59.6	57	39.0	1	0.7	1	0.7	146	100
I feel safe when I wait for a bus at a non-downtown bus passenger shelter before 6pm	84	59.2	57	40.1	1	0.7			142	100
I feel safe when I wait for a bus at a downtown bus passenger shelter before 6 pm	70	53.8	56	43.1	4	3.1			130	100
I feel safe when traveling on buses after 6pm	54	43.5	57	46.0	10	8.1	3	2.4	124	100
I feel safe when I wait for a bus at a non-downtown bus passenger shelter after 6pm	38	32.2	56	47.5	18	15.3	6	5.1	118	100
I feel safe when I wait for a bus at a downtown bus passenger shelter after 6pm	31	28.2	48	43.6	21	19.1	10	9.1	110	100
I feel safe when traveling on the CTrain before 6pm	180	67.7	82	30.8	3	1.1	1	0.4	266	100
I feel safe when I wait for a CTrain at a downtown CTrain station before 6pm	171	63.6	90	33.5	7	2.6	1	0.4	269	100
I feel safe when I wait for a CTrain at a non-downtown CTrain station before 6pm	155	60.3	95	37.0	6	2.3	1	0.4	257	100
I feel safe when traveling on the CTrain after 6pm	75	32.3	111	47.8	33	14.2	13	5.6	232	100
I feel safe when I wait for a CTrain at a non-downtown CTrain station after 6pm	64	29.0	112	50.7	29	13.1	16	7.2	221	100
I feel safe when I wait for a CTrain at a downtown CTrain station after 6pm	66	28.3	108	46.4	40	17.2	19	8.2	233	100



**Perceptions of Safety when Traveling on CTrains Before 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when traveling on the CTrain before 6pm	Strongly agree	Count	171	131	302
		%	70.1%	63.3%	67.0%
	Somewhat agree	Count	69	69	138
		%	28.3%	33.3%	30.6%
	Somewhat disagree	Count	4	3	7
		%	1.6%	1.4%	1.6%
	Strongly disagree	Count		4	4
		%		1.9%	.9%
Total		Count	244	207	451
		%	100.0%	100.0%	100.0%

**Perceptions of Safety when Traveling on CTrains After 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when traveling on the CTrain after 6pm	Strongly agree	Count	76	55	131
		%	34.2%	30.7%	32.7%
	Somewhat agree	Count	110	76	186
		%	49.5%	42.5%	46.4%
	Somewhat disagree	Count	27	31	58
		%	12.2%	17.3%	14.5%
	Strongly disagree	Count	9	17	26
		%	4.1%	9.5%	6.5%
Total		Count	222	179	401
		%	100.0%	100.0%	100.0%

**Perceptions of Safety when Waiting for a CTrain at a Downtown CTrain Station Before 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when I wait for a CTrain at a downtown CTrain station before 6pm	Strongly agree	Count	166	108	274
		%	68.9%	53.7%	62.0%
	Somewhat agree	Count	68	82	150
		%	28.2%	40.8%	33.9%
	Somewhat disagree	Count	6	6	12
		%	2.5%	3.0%	2.7%
	Strongly disagree	Count	1	5	6
		%	.4%	2.5%	1.4%
Total	Count	241	201	442	
	%	100.0%	100.0%	100.0%	

**Perceptions of Safety when Waiting for a CTrain at a Downtown CTrain Station After 6 PM  
by Gender**

			Gender		Total
			Male	Female	
I feel safe when I wait for a CTrain at a downtown CTrain station after 6pm	Strongly agree	Count	72	31	103
		%	33.3%	17.3%	26.1%
	Somewhat agree	Count	100	77	177
		%	46.3%	43.0%	44.8%
	Somewhat disagree	Count	31	47	78
		%	14.4%	26.3%	19.7%
	Strongly disagree	Count	13	24	37
		%	6.0%	13.4%	9.4%
Total	Count	216	179	395	
	%	100.0%	100.0%	100.0%	

**Perceptions of Safety when Waiting for a CTrain at a non-Downtown CTrain Station Before 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when I wait for a CTrain at a non-downtown CTrain station before 6pm	Strongly agree	Count	142	116	258
		%	60.2%	57.1%	58.8%
	Somewhat agree	Count	89	78	167
		%	37.7%	38.4%	38.0%
	Somewhat disagree	Count	4	4	8
		%	1.7%	2.0%	1.8%
	Strongly disagree	Count	1	5	6
		%	.4%	2.5%	1.4%
Total		Count	236	203	439
		%	100.0%	100.0%	100.0%

**Perceptions of Safety when Waiting for a CTrain at a non-Downtown CTrain Station After 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when I wait for a CTrain at a non-downtown CTrain station after 6pm	Strongly agree	Count	72	50	122
		%	34.1%	28.1%	31.4%
	Somewhat agree	Count	106	79	185
		%	50.2%	44.4%	47.6%
	Somewhat disagree	Count	22	36	58
		%	10.4%	20.2%	14.9%
	Strongly disagree	Count	11	13	24
		%	5.2%	7.3%	6.2%
Total	Count	211	178	389	
	%	100.0%	100.0%	100.0%	

**Perceptions of Safety when Traveling on Buses Before 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when traveling on buses before 6pm	Strongly agree	Count	93	90	183
		%	65.5%	56.6%	60.8%
	Somewhat agree	Count	48	67	115
		%	33.8%	42.1%	38.2%
	Somewhat disagree	Count		2	2
		%		1.3%	.7%
	Strongly disagree	Count	1		1
		%	.7%		.3%
Total		Count	142	159	301
		%	100.0%	100.0%	100.0%

**Perceptions of Safety when Traveling on Buses After 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when traveling on buses after 6pm	Strongly agree	Count	59	42	101
		%	45.7%	31.8%	38.7%
	Somewhat agree	Count	56	71	127
		%	43.4%	53.8%	48.7%
	Somewhat disagree	Count	11	12	23
		%	8.5%	9.1%	8.8%
	Strongly disagree	Count	3	7	10
		%	2.3%	5.3%	3.8%
Total	Count	129	132	261	
	%	100.0%	100.0%	100.0%	

**Perceptions of Safety when Waiting for a Bus at a Downtown Bus Passenger Shelter Before 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when I wait for a bus at a downtown bus passenger shelter before 6 pm	Strongly agree	Count	71	64	135
		%	59.7%	46.0%	52.3%
	Somewhat agree	Count	44	64	108
		%	37.0%	46.0%	41.9%
	Somewhat disagree	Count	3	8	11
		%	2.5%	5.8%	4.3%
	Strongly disagree	Count	1	3	4
		%	.8%	2.2%	1.6%
Total		Count	119	139	258
		%	100.0%	100.0%	100.0%

**Perceptions of Safety when Waiting for a Bus at a Downtown Bus Passenger Shelter After 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when I wait for a bus at a downtown bus passenger shelter after 6pm	Strongly agree	Count	38	17	55
		%	34.9%	14.3%	24.1%
	Somewhat agree	Count	48	51	99
		%	44.0%	42.9%	43.4%
	Somewhat disagree	Count	14	27	41
		%	12.8%	22.7%	18.0%
	Strongly disagree	Count	9	24	33
		%	8.3%	20.2%	14.5%
Total	Count	109	119	228	
	%	100.0%	100.0%	100.0%	

**Perceptions of Safety when Waiting for a Bus at a non-Downtown Bus Passenger Shelter Before 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when I wait for a bus at a non-downtown bus passenger shelter before 6pm	Strongly agree	Count	83	78	161
		%	60.6%	50.6%	55.3%
	Somewhat agree	Count	54	71	125
		%	39.4%	46.1%	43.0%
	Somewhat disagree	Count		3	3
		%		1.9%	1.0%
	Strongly disagree	Count		2	2
		%		1.3%	.7%
Total	Count	137	154	291	
	%	100.0%	100.0%	100.0%	

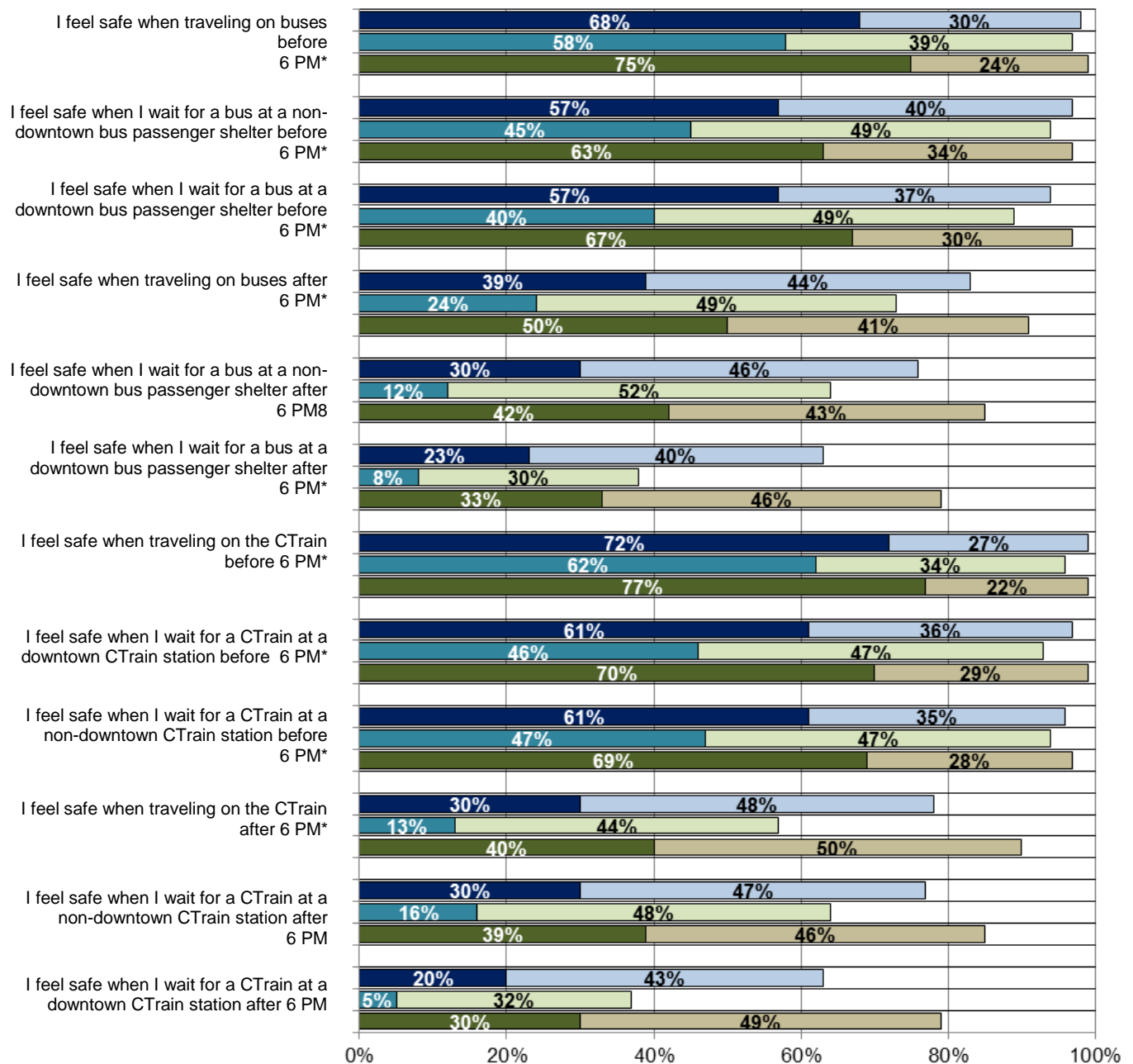
**Perceptions of Safety when Waiting for a Bus at a non-Downtown Bus Passenger Shelter After 6 PM by Gender**

			Gender		Total
			Male	Female	
I feel safe when I wait for a bus at a non-downtown bus passenger shelter after 6pm	Strongly agree	Count	48	34	82
		%	37.8%	26.4%	32.0%
	Somewhat agree	Count	57	61	118
		%	44.9%	47.3%	46.1%
	Somewhat disagree	Count	16	24	40
		%	12.6%	18.6%	15.6%
	Strongly disagree	Count	6	10	16
		%	4.7%	7.8%	6.3%
Total	Count	127	129	256	
	%	100.0%	100.0%	100.0%	

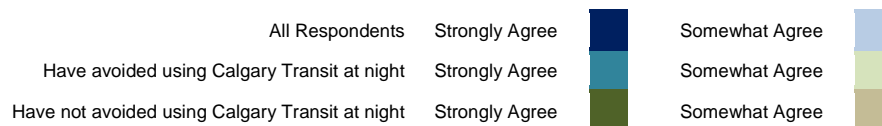
**Associated with Figure 2.3: Ever Avoided Using Calgary Transit at Night**

			Gender		Total
			Male	Female	
Q15a Have you ever avoided traveling on Calgary Transit at night because of personal safety and security reasons?	1. Yes	Count	52	131	183
		%	20.0%	54.6%	36.6%
	2. No	Count	204	107	311
		%	78.5%	44.6%	62.2%
	3. Don't know	Count	4	2	6
		%	1.5%	.8%	1.2%
Total		Count	260	240	500
		%	100.0%	100.0%	100.0%

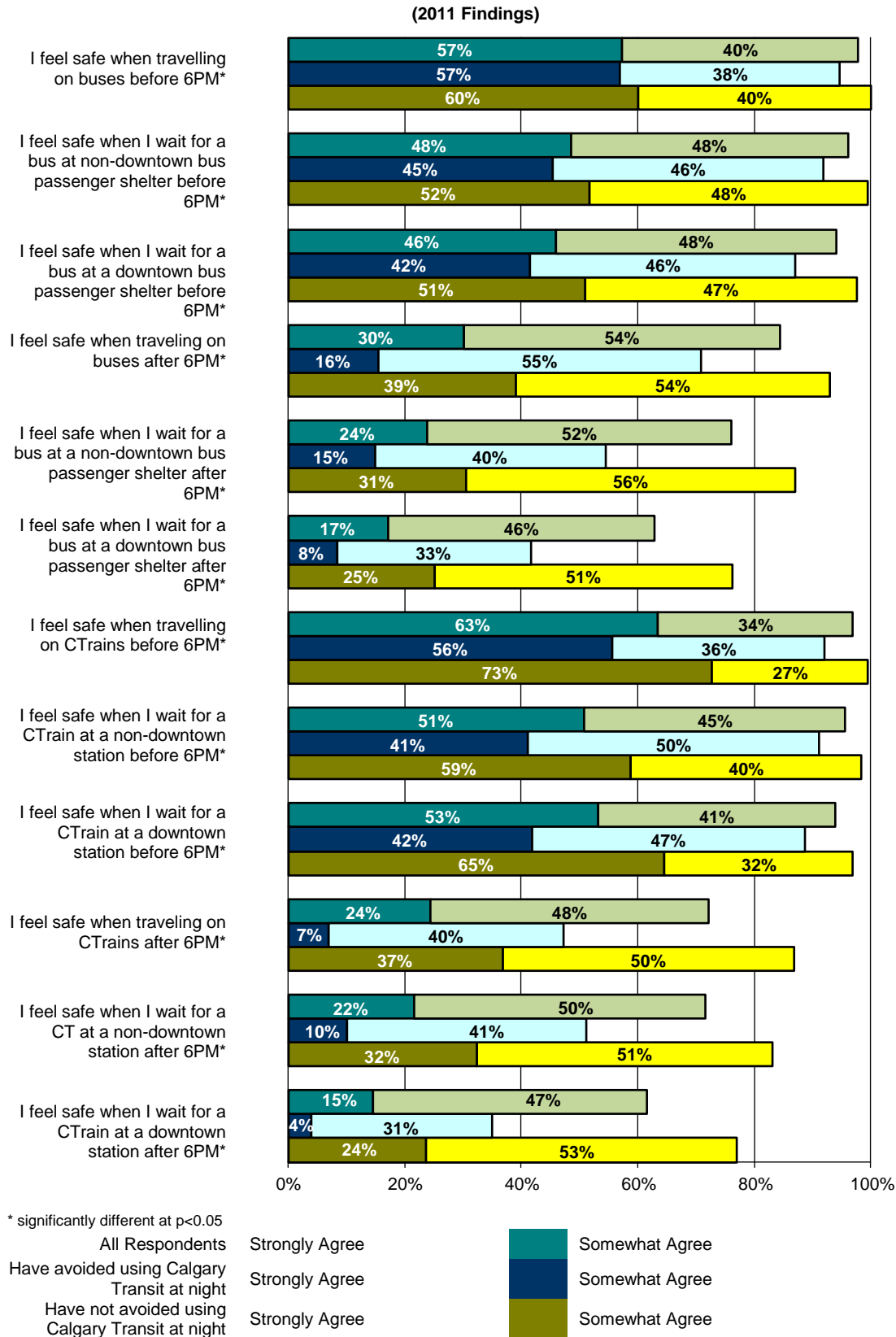
**Associated with Figure 2.4: Perceptions of Safety and Security at Different Travel Times**  
**(2012 Findings)**



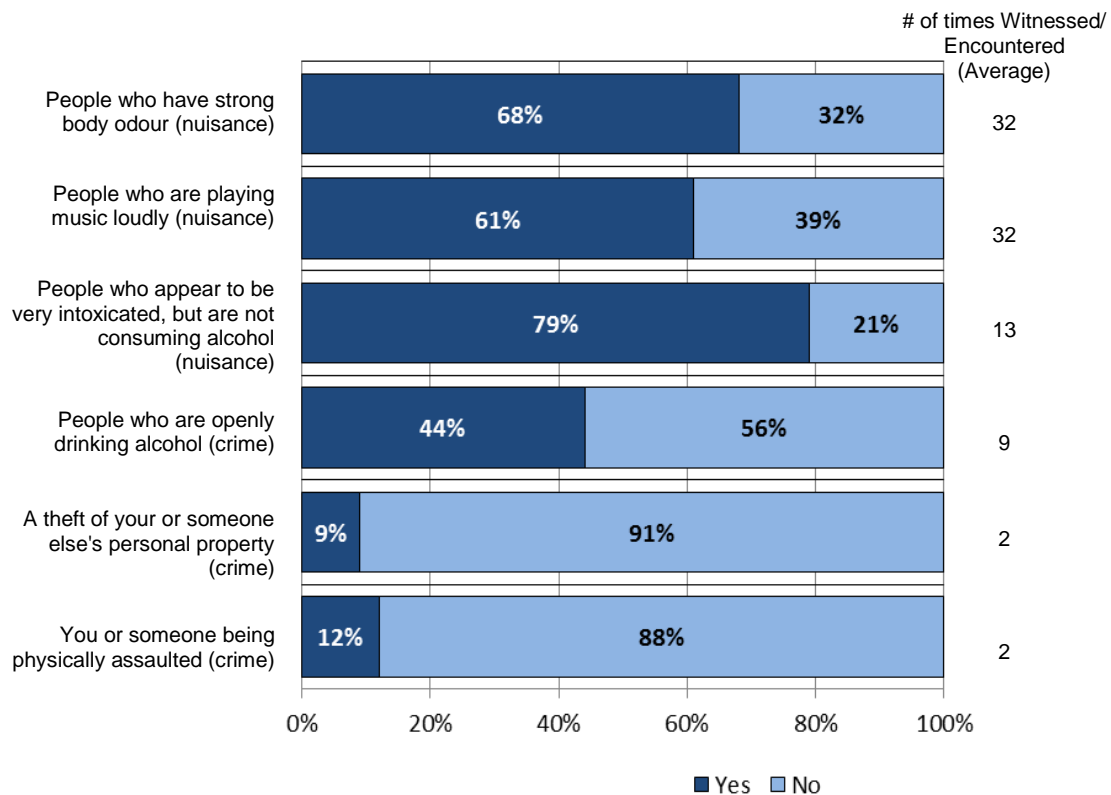
\* significantly different at  $p < 0.05$



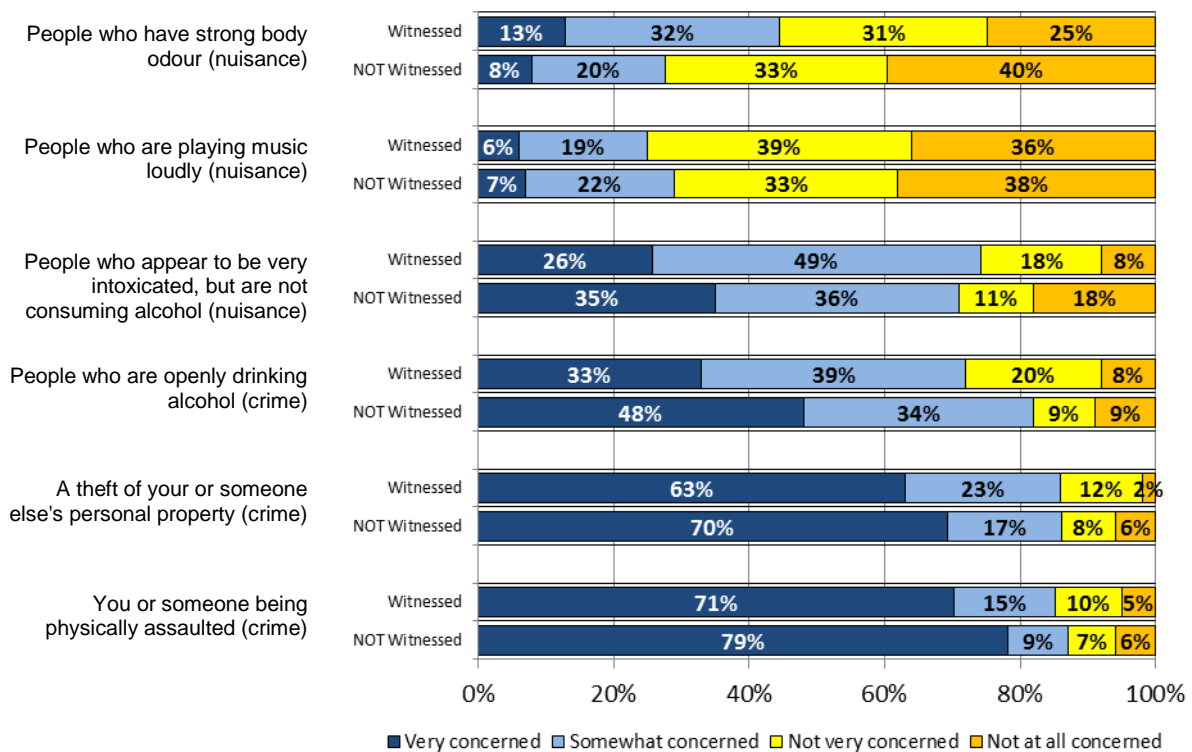
Associated with Figure 2.4: Perceptions of Safety and Security at Different Travel Times



**Associated with Figure 3.1:**  
**2012 Nuisance Behaviours and Crimes Encountered or Witnessed**



**Associated with Figure 3.2:**  
**2012 Level of Concern for Nuisance Behaviours and Crimes**





**Associated with Table 3.2: Reactions to Nuisance Behaviours and Crimes**

<b>2013 Reactions to Nuisance Behaviours and Crimes by Gender</b>																								
	<b>% of Responses</b>																							
	<b>People who were yelling or being obnoxiously loud (nuisance)</b>				<b>People who were panhandling at bus stops or CTrain stations or in Transit vehicles (nuisance)</b>				<b>People who appeared to be very intoxicated, but were not consuming alcohol (nuisance)</b>				<b>People who were openly drinking alcohol (crime)</b>				<b>A theft of your or someone else's personal property (crime)</b>				<b>You or someone else being physically assaulted (crime)</b>			
	<b>Yes, personally experienced</b>		<b>No, have not personally experienced</b>		<b>Yes, personally experienced</b>		<b>No, have not personally experienced</b>		<b>Yes, personally experienced</b>		<b>No, have not personally experienced</b>		<b>Yes, personally experienced</b>		<b>No, have not personally experienced</b>		<b>Yes, personally experienced</b>		<b>No, have not personally experienced</b>		<b>Yes, personally experienced</b>		<b>No, have not personally experienced</b>	
	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>
Distance yourself but not necessarily leave	44	54	26	47	47	44	37	42	50	52	33	37	42	46	38	45	20	29	10	13	9	16	11	7
Wait and see if the situation worsens before acting	40	27	42	28	32	31	36	26	36	31	40	22	43	29	30	25	15	24	30	19	35	26	21	14
Immediately/as soon as possible	13	13	21	23	11	18	12	15	10	14	7	28	11	20	15	20	40	18	18	28	30	26	24	39
Tell the driver	<1	1	2	0	0	0			0	0	0	2	0	1	1	1	0	0	1	2	0	0	1	3
Press the HELP button	1	1	0	0	0	0	1	1	0	0	0	0	1	<1	1	1	0	0	7	8	2	10	8	9
Talk to them/deal with problem directly	1	0	4	0	1	2	2	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Call the authorities/police/9-1-1	1	<1	0	0	0	0	1	1	0	1	7	4	1	<1	3	0	5	12	9	9	0	10	9	10
Give them money	0	0	0	0	2	1			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Report it to Peace Officer/ transit security	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	2	5	0	3	3	2	0	6	<1
Contact Calgary Transit	0	0	0	0	0	0	2	0	0	0	0	0	1	<1	1	1	0	0	2	0	0	0	1	1
Intervene/confront them/try to help victim	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	3	8	2	14	6	6	3
Call for help/seek help	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5	0	3	3	7
Scream/draw attention to the situation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	1
Do nothing/ignore it	0	3	0	0	5	3	0	1	2	2	2	0	2	2	1	1	5	6	<1	0	0	0	<1	0
Not applicable/has never happened	0	0	0	0	0	0	1	2	<1	<1	2	2	0	0	1	1	0	6	1	2	0	3	2	1
Other	0	0	0	0	1	0	0	0	<1	<1	0	0	0	0	0	0	0	0	1	<1	5	0	0	<1
Unsure	1	2	6	2	2	2	7	9	1	1	9	4	2	0	7	5	10	0	7	6	2	0	7	4
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

**Associated with Table 3.2: Reactions to Nuisance Behaviours and Crimes**

<b>2012 Table 3.2: Reactions to Nuisances and Crimes</b>												
	<b>% of Responses (Respondents Personally Experience)</b>											
	<b>People who have strong body odour (nuisance)</b>		<b>People who play music loudly (nuisance)</b>		<b>People who appear to be very intoxicated, but are not consuming alcohol (nuisance)</b>		<b>People who are openly drinking alcohol (crime)</b>		<b>A theft of your or someone else's personal property (crime)</b>		<b>You or someone else being physically assaulted (crime)</b>	
	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
Distance yourself but not necessarily leave	69	50	45	33	54	48	47	39	25	12	25	9
Wait and see if the situation worsens before acting	14	13	34	34	30	19	29	22	27	17	21	13
Immediately/as soon as possible	8	9	4	1	12	12	16	17	18	19	14	28
Vehicle too crowded to act/was forced to stay	1	0	<1	0	<1	0	0	0	0	0	0	0
Tell the driver	<1	0	0	1	<1	6	2	5	0	4	3	4
Talk to them/deal with problem directly	<1	0	3	3	<1	0	1	<1	0	0	0	0
Report it to Peace Officer/ transit security	0	0	<1	0	0	0	0	1	0	5	0	3
Press the HELP button	0	0	0	1	<1	1	0	2	5	9	10	10
Intervene/confront them/try to help victim	0	0	0	0	<1	0	0	0	11	7	14	8
Call the authorities/police/9-1-1	0	0	0	0	<1	3	0	1	11	10	10	10
Call for help/seek help	0	0	0	0	0	0	0	<1	0	3	2	4
Scream/draw attention to the situation	0	0	0	0	0	0	0	0	0	0	0	<1
Do nothing/ignore it	4	9	10	11	2	5	3	2	0	<1	0	0
Not applicable/has never happened	<1	1	0	3	0	1	0	2	0	3	0	3
Unsure	2	18	3	14	2	6	1	8	2	11	2	8
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**Associated with Table 3.2: Reactions to Nuisance Behaviours and Crimes**

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

**Associated with Figure 2.5: Perceptions of Lighting**

		Survey year												Total	
		2008		2009		2010		2011		2012		2013		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%	872	35.7%
	Somewhat agree	227	56.6%	206	51.2%	193	55.6%	187	45.4%	200	45.9%	204	46.0%	1217	49.9%
	Somewhat disagree	52	13.0%	46	11.4%	52	15.0%	35	8.5%	34	7.8%	28	6.3%	247	10.1%
	Strongly disagree	20	5.0%	21	5.2%	32	9.2%	11	2.7%	10	2.3%	11	2.5%	105	4.3%
Total		401	100%	402	100%	347	100%	412	100%	436	100%	443	100%	2441	100%

**Associated with Figure 2.10: Sufficiency of Peace Officers**

		Survey year												Total	
		2008		2009		2010		2011		2012		2013		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
I feel there are sufficient peace officers on the CTrain to ensure my personal security	Strongly agree	55	14.1%	57	14.2%	74	21.9%	77	18.9%	99	22.9%	93	21.7%	455	19.0%
	Somewhat agree	132	33.8%	163	40.6%	142	42.0%	173	42.4%	156	36.1%	178	41.5%	944	39.4%
	Somewhat disagree	120	30.8%	125	31.2%	83	24.6%	89	21.8%	115	26.6%	104	24.2%	636	26.5%
	Strongly disagree	83	21.3%	56	14.0%	39	11.5%	69	16.9%	62	14.4%	54	12.6%	363	15.1%
Total		390	100%	401	100%	338	100%	408	100%	432	100%	429	100%	2398	100%

**Associated with Figure 4.1: Cleanliness Ratings of CTrains and Stations**

		Survey year												Total	
		2008		2009		2010		2011		2012		2013			
		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%	413	15.4%
	Good	189	44.0%	217	49.5%	264	56.9%	243	54.6%	233	51.7%	254	55.2%	1400	52.1%
	Satisfactory	150	34.9%	138	31.5%	118	25.4%	99	22.2%	113	25.1%	83	18.0%	701	26.1%
	Poor	47	10.9%	28	6.4%	24	5.2%	21	4.7%	14	3.1%	21	4.6%	155	5.8%
	Very Poor	7	1.6%	3	.7%	1	.2%	4	.9%	4	.9%			19	.7%
Total		430	100%	438	100%	464	100%	445	100%	451	100%	460	100%	2688	100%
Cleanliness of CTrain exteriors	Excellent	72	16.8%	100	23.0%	99	21.4%	109	24.7%	132	29.1%	181	40.1%	693	26.0%
	Good	239	55.8%	236	54.4%	271	58.7%	252	57.0%	238	52.5%	215	47.7%	1451	54.3%
	Satisfactory	101	23.6%	84	19.4%	86	18.6%	72	16.3%	74	16.3%	48	10.6%	465	17.4%
	Poor	14	3.3%	13	3.0%	6	1.3%	9	2.0%	9	2.0%	7	1.6%	58	2.2%
	Very Poor	2	.5%	1	.2%									3	.1%
Total		428	100%	434	100%	462	100%	442	100%	453	100%	451	100%	2670	100%
Cleanliness of CTrain stations	Excellent	23	5.3%	64	14.7%	53	11.4%	64	14.4%	78	17.3%	110	23.9%	392	14.6%
	Good	195	45.2%	209	47.9%	245	52.9%	247	55.6%	239	53.1%	250	54.2%	1385	51.6%
	Satisfactory	152	35.3%	118	27.1%	126	27.2%	110	24.8%	113	25.1%	81	17.6%	700	26.1%
	Poor	55	12.8%	41	9.4%	35	7.6%	20	4.5%	19	4.2%	19	4.1%	189	7.0%
	Very Poor	6	1.4%	4	.9%	4	.9%	3	.7%	1	.2%	1	.2%	19	.7%
Total		431	100%	436	100%	463	100%	444	100%	450	100%	461	100%	2685	100%
Absence of graffiti on CTrains	Excellent	69	16.9%	118	27.2%	114	24.9%	111	25.4%	149	33.1%	163	36.1%	724	27.4%
	Good	201	49.3%	188	43.3%	234	51.2%	238	54.5%	208	46.2%	226	50.0%	1295	49.1%
	Satisfactory	105	25.7%	99	22.8%	90	19.7%	65	14.9%	77	17.1%	57	12.6%	493	18.7%
	Poor	29	7.1%	26	6.0%	19	4.2%	21	4.8%	15	3.3%	4	.9%	114	4.3%
	Very Poor	4	1.0%	3	.7%			2	.5%	1	.2%	2	.4%	12	.5%
Total		408	100%	434	100%	457	100%	437	100%	450	100%	452	100%	2638	100%
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%	551	21.0%
	Good	200	48.4%	181	42.0%	227	50.0%	246	56.6%	225	50.7%	231	51.9%	1310	50.0%
	Satisfactory	119	28.8%	116	26.9%	114	25.1%	89	20.5%	87	19.6%	66	14.8%	591	22.5%
	Poor	47	11.4%	32	7.4%	18	4.0%	29	6.7%	12	2.7%	11	2.5%	149	5.7%
	Very Poor	4	1.0%	3	.7%	7	1.5%	1	.2%	5	1.1%	1	.2%	21	.8%
Total		413	100%	431	100%	454	100%	435	100%	444	100%	445	100%	2622	100%
Absence of offensive odors in CTrain stations	Excellent	40	9.4%	72	16.5%	87	19.0%	76	17.2%	91	20.2%	113	24.7%	479	17.9%
	Good	189	44.3%	201	46.0%	222	48.6%	237	53.5%	232	51.4%	231	50.4%	1312	49.1%
	Satisfactory	127	29.7%	113	25.9%	116	25.4%	102	23.0%	101	22.4%	95	20.7%	654	24.5%
	Poor	59	13.8%	44	10.1%	30	6.6%	24	5.4%	24	5.3%	16	3.5%	197	7.4%
	Very Poor	12	2.8%	7	1.6%	2	.4%	4	.9%	3	.7%	3	.7%	31	1.2%
Total		427	100%	437	100%	457	100%	443	100%	451	100%	458	100%	2673	100%
Absence of offensive odors on CTrains	Excellent			62	14.3%	74	16.2%	66	14.9%	79	17.5%	101	22.0%	382	17.0%
	Good			190	43.7%	227	49.6%	234	52.8%	223	49.4%	214	46.6%	1088	48.4%
	Satisfactory			128	29.4%	120	26.2%	105	23.7%	108	23.9%	110	24.0%	571	25.4%
	Poor			42	9.7%	35	7.6%	33	7.4%	30	6.7%	31	6.8%	171	7.6%
	Very Poor			13	3.0%	2	.4%	5	1.1%	11	2.4%	3	.7%	34	1.5%
Total				435	100%	458	100%	443	100%	451	100%	459	100%	2246	100%
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%	441	16.4%
	Good	215	50.2%	238	54.5%	263	56.8%	245	55.1%	236	52.1%	257	55.9%	1454	54.1%
	Satisfactory	126	29.4%	108	24.7%	110	23.8%	99	22.2%	100	22.1%	75	16.3%	618	23.0%
	Poor	38	8.9%	36	8.2%	17	3.7%	24	5.4%	27	6.0%	12	2.6%	154	5.7%
	Very Poor	10	2.3%	1	.2%	4	.9%	1	.2%			3	.7%	19	.7%
Total		428	100%	437	100%	463	100%	445	100%	453	100%	460	100%	2686	100%

**Associated with Figure 4.2: Cleanliness of Bus and Bus Shelters**

		Survey year												Total	
		2008		2009		2010		2011		2012		2013		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Cleanliness of bus interiors	Excellent	35	9.6%	44	12.0%	52	13.6%	45	12.0%	46	12.8%	43	13.9%	265	12.3%
	Good	175	48.1%	199	54.1%	198	52.0%	188	50.3%	180	50.3%	183	59.2%	1123	52.1%
	Satisfactory	120	33.0%	100	27.2%	112	29.4%	109	29.1%	103	28.8%	67	21.7%	611	28.4%
	Poor	29	8.0%	20	5.4%	19	5.0%	24	6.4%	27	7.5%	14	4.5%	133	6.2%
	Very Poor	5	1.4%	5	1.4%			8	2.1%	2	.6%	2	.6%	22	1.0%
Total		364	100%	368	100%	381	100%	374	100%	358	100%	309	100%	2154	100%
Cleanliness of bus exteriors	Excellent	50	13.7%	60	16.4%	68	17.9%	59	15.9%	70	19.6%	75	24.4%	382	17.8%
	Good	224	61.4%	227	62.0%	224	59.1%	233	62.6%	214	59.8%	180	58.4%	1302	60.6%
	Satisfactory	83	22.7%	72	19.7%	79	20.8%	67	18.0%	65	18.2%	46	14.9%	412	19.2%
	Poor	8	2.2%	5	1.4%	8	2.1%	9	2.4%	9	2.5%	6	1.9%	45	2.1%
	Very Poor			2	.5%			4	1.1%			1	.3%	7	.3%
Total		365	100%	366	100%	379	100%	372	100%	358	100%	308	100%	2148	100%
Absence of graffiti on buses	Excellent	52	14.8%	60	16.2%	71	18.8%	68	18.6%	83	23.5%	68	22.7%	402	19.0%
	Good	166	47.3%	181	48.9%	192	50.9%	178	48.6%	163	46.2%	150	50.2%	1030	48.7%
	Satisfactory	96	27.4%	86	23.2%	81	21.5%	82	22.4%	76	21.5%	68	22.7%	489	23.1%
	Poor	29	8.3%	33	8.9%	32	8.5%	33	9.0%	28	7.9%	9	3.0%	164	7.8%
	Very Poor	8	2.3%	10	2.7%	1	.3%	5	1.4%	3	.8%	4	1.3%	31	1.5%
Total		351	100%	370	100%	377	100%	366	100%	353	100%	299	100%	2116	100%
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%	182	8.9%
	Good	119	35.0%	135	38.7%	157	43.1%	158	44.0%	135	39.0%	126	44.1%	830	40.6%
	Satisfactory	113	33.2%	105	30.1%	108	29.7%	112	31.2%	98	28.3%	80	28.0%	616	30.1%
	Poor	78	22.9%	77	22.1%	57	15.7%	52	14.5%	58	16.8%	37	12.9%	359	17.6%
	Very Poor	14	4.1%	14	4.0%	9	2.5%	6	1.7%	9	2.6%	5	1.7%	57	2.8%
Total		340	100%	349	100%	364	100%	359	100%	346	100%	286	100%	2044	100%
Absence of offensive odors on buses	Excellent	38	10.6%	44	12.1%	53	13.9%	45	12.1%	56	15.7%	46	15.0%	282	13.2%
	Good	179	50.0%	173	47.5%	203	53.1%	196	52.5%	186	52.1%	161	52.4%	1098	51.3%
	Satisfactory	114	31.8%	113	31.0%	101	26.4%	97	26.0%	83	23.2%	79	25.7%	587	27.4%
	Poor	20	5.6%	28	7.7%	21	5.5%	28	7.5%	29	8.1%	16	5.2%	142	6.6%
	Very Poor	7	2.0%	6	1.6%	4	1.0%	7	1.9%	3	.8%	5	1.6%	32	1.5%
Total		358	100%	364	100%	382	100%	373	100%	357	100%	307	100%	2141	100%
Cleanliness of bus passenger shelters	Excellent	13	3.8%	15	4.3%	21	5.7%	27	7.4%	30	8.6%	26	9.0%	132	6.4%
	Good	120	34.8%	138	39.3%	163	44.3%	160	43.8%	147	42.2%	139	48.1%	867	42.0%
	Satisfactory	108	31.3%	115	32.8%	117	31.8%	105	28.8%	108	31.0%	84	29.1%	637	30.8%
	Poor	93	27.0%	64	18.2%	53	14.4%	65	17.8%	54	15.5%	37	12.8%	366	17.7%
	Very Poor	11	3.2%	19	5.4%	14	3.8%	8	2.2%	9	2.6%	3	1.0%	64	3.1%
Total		345	100%	351	100%	368	100%	365	100%	348	100%	289	100%	2066	100%
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%	173	8.4%
	Good	144	42.0%	166	47.3%	178	48.5%	170	46.4%	166	47.6%	142	49.5%	966	46.8%
	Satisfactory	108	31.5%	93	26.5%	103	28.1%	96	26.2%	108	30.9%	86	30.0%	594	28.8%
	Poor	62	18.1%	57	16.2%	47	12.8%	51	13.9%	35	10.0%	24	8.4%	276	13.4%
	Very Poor	11	3.2%	11	3.1%	9	2.5%	9	2.5%	9	2.6%	5	1.7%	54	2.6%
Total		343	100%	351	100%	367	100%	366	100%	349	100%	287	100%	2063	100%

