2019 Citizen Perspectives Survey Report Neighbourhood Safety

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Table of Contents

Methodology

Background

To help support City decisions, The City of Calgary surveys citizens about their opinions, preferences and attitudes. To help in "making life better every day" for Calgarians, The City conducts an ongoing Citizen Perspectives Survey fielded at various intervals through the year. This wave of the Citizen Perspectives Survey focused on Calgarians' perceptions of neighbourhood safety.

Methodology

The survey was conducted by NRG Research Group from June 7 – 16, 2019 with 500 Calgarians via telephone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (57%) and cell phones (43%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 16 minutes in duration. The margin of error (MOE) for the total sample of n=500 is ± 4.38 percentage points, 19 times out of 20.

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city quadrant of the general population aged 18 and older. Data were then weighted to the 2016 Federal Census for age and gender.

Analysis by community or by Ward is not possible due to insufficient number of survey completes at these levels.

Key Findings

Overall, Calgarians don't express serious concern about personal safety in their neighbourhood.

- The majority of adult Calgarians (84%) feel or would feel safe ('very' or 'reasonably') walking alone in their neighbourhood after dark, with nearly one-half (47%) saying they would feel 'very safe' and 37% reporting they do or would feel 'reasonably safe.'

    - Not surprisingly, Calgarians who agree the residents of their neighbourhood tend to trust each other are more likely than those who disagree to say they do or would feel 'very safe' walking in their neighbourhood after dark (51% vs. 20%, respectively).

    - Twice as many women as men (21% vs. 10%, respectively) say they do or would feel unsafe ('very' or 'somewhat') walking alone at night in their neighbourhood, with 6% of women responding 'very unsafe' and 15% responding 'somewhat unsafe.'

- Most Calgarians (95%) feel or would feel safe ('very' or 'reasonably') walking alone in their neighbourhood during the day, with the majority (76%) saying they do or would feel 'very safe.'

    - One-in-five (20%) who feel or would feel 'very' or 'somewhat' unsafe walking alone in their neighbourhood after dark would also feel unsafe walking alone in their neighbourhood during the day.

- When asked about their main safety concerns in their neighbourhood, around one-third (34%) of Calgarians report they don't have any concerns and/or they feel safe in their neighbourhood.

    - Nearly one-quarter (23%) are concerned mainly about traffic or speeding in their neighbourhood.

    - Serious property crimes and violent crimes in one's neighbourhood are not top-of-mind for most Calgarians. Fewer than one-in-ten are concerned about home break-ins/home robberies (8%) and/or about car break-ins/theft from vehicles (6%). Only 1% mentioned assault/muggings as a concern.

- While just over one-half of Calgarians (56%) report ever having been a victim of property crime (e.g. having their personal property vandalized or stolen), fewer than one-in-ten (7%) identified as having been a victim of a violent crime such as an assault.

Key Findings

Calgarians tend to think their neighbours are tidy, fairly quiet and trust one another and that their neighbourhood is safe.

- On average, Calgarians have lived in their current neighbourhood for almost 14 years.

- Overall, most Calgarians (90%) agree ('strongly' or 'somewhat') the residents of their neighbourhood generally keep their property tidy and disagree ('strongly' or 'somewhat') that vandalism, graffiti and other deliberate property damage is a problem (70%).

- Noisy neighbours and/or loud parties are not prevalent in Calgary, with only 12% agreeing it's a problem in their neighbourhood.

- While nearly three-quarters (72%) agree they know their next door neighbours very well, only around one-third (37%) 'strongly agree.'

- Fewer know the other neighbours on their street very well, with 60% agreeing and 23% giving a rating of 'strongly agree.'

- Most Calgarians (87%) agree they live in a neighbourhood where residents tend to trust each other. They are also likely to agree (85%) with the statement 'I'm confident my neighbours care about my personal safety.'

- The majority of Calgarians (89%) agree their 'neighbourhood is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity.'

- The majority of Calgarians (85%) agree there is sufficient street lighting in their neighbourhood.

Key Findings

Although some Calgarians think crime in their neighbourhood has increased in the past 5 years, more think it's stayed the same and the majority think Calgary is a reasonably safe city and has no more crime than other similar Canadian municipalities.

- A majority of Calgarians (62%) think the level of crime in their neighbourhood has remained about the same in the past 5 years while one-quarter (24%) think it's increased.

- Overall, Calgarians tend to think the city is safe, with 15% rating Calgary as 'very safe' and 72% saying it's 'reasonably safe.' Around one-in-ten (12%) report Calgary as being 'somewhat unsafe' and only 1% rate it as 'very unsafe.'

- Most Calgarians think Calgary has about the same amount of crime (48%) or less (43%) compared to other large Canadian cities. Only one-in-twenty (5%) rate Calgary as having more crime.

Key Findings

Ratings regarding pedestrian safety suggest Calgarians are generally safe while walking or cycling in their neighbourhood.

- Most Calgarians (91%) agree (74% 'strongly' and 18% 'somewhat') there are enough sidewalks in their neighbourhood for pedestrians to use to get around. Agreement that the sidewalks are in good condition is somewhat weaker, with only 58% saying that they 'strongly agree' and 27% agreeing 'somewhat'.

- More than three-quarters of Calgarians (79%) agree there are enough marked crosswalks in their neighbourhood for pedestrians to safely cross the streets, with one-half (51%) responding 'strongly agree.' Just as many think the crosswalks in their neighbourhood are clearly marked and visible to drivers (49% 'strongly agree' and 31% 'somewhat agree').

- Calgarians tend to agree children in their neighbourhood demonstrate safe practices when crossing streets on foot (82%) and on a bicycle (73%); however, a minority 'strongly agree' (37% and 31%, respectively).

- A majority of Calgarians (82%) agree cyclists are safe from drivers when riding through their neighbourhood, although only one-third (34%) 'strongly agree' while 48% 'somewhat agree.' Agreement that cyclists demonstrate safe practices while riding through their neighbourhood is similar, with 28% agreeing 'strongly' and 49% agreeing 'somewhat.'

- Just over one-half (55%) agree cyclists tend to ride on the sidewalk instead of the streets in their neighbourhood, although only 18% 'strongly agree.'

- While a majority of Calgarians (61%) agree drivers tend to obey the 30 km/hour speed limit in playground/school zones in their neighbourhood and drivers tend to obey the regular speed limit, only around one-quarter 'strongly agree' (26% and 24%, respectively).

Key Findings

Calgarians not born in Canada are less likely than their Canadian-born counterparts to think they know their neighbours very well and to be confident that their neighbours care about their personal safety.

- Those not born in Canada are <u>less</u> likely than Canadian-born Calgarians to:

    - report feeling 'very safe' walking alone in their neighbourhood during the day (68% vs. 79%, respectively), although when feeling 'reasonably safe' is taken into account, there is no difference;

    - agree they know their next door neighbours very well (61% vs. 77%) and/or to know the other neighbours on their street very well (47% vs. 66%);

    - agree they're confident that their neighbours care about their personal safety (77% vs. 88%, respectively), possibly as a result of being less likely to know their neighbours very well; and

    - to have been a victim of property crime such as having their personal property vandalized or stolen (43% vs. 61%) or a victim of a violent crime such as an assault (1% vs. 9%).

- Foreign-born Calgarians are <u>more</u> likely than Canadian-born Calgarians to:

    - agree their neighbourhood tends to have a lot of noisy neighbours and/or loud parties (18% vs. 10%, respectively); and

    - to think that compared to other large Canadian cities, Calgary has less crime (66% vs. 33%, respectively).

Key Findings

Residents of the northeast quadrant are less likely than other Calgarians to express feeling safe walking alone in their neighbourhood and to think residents of their neighbourhood tend to trust each other.

- Compared to residents of other quadrants, NE residents are <u>less</u> likely to:

    - report they do or would feel 'very safe' walking alone in their neighbourhood <u>after dark</u> (27% NE vs. 53% NW, 50% SE and 53% SW) and <u>during the day</u> (64% NE vs. 81% NW, 81% SE, and 76% SW);

    - agree ('strongly' or 'somewhat') they live in a neighbourhood where residents tend to trust each other (75% NE vs. 89% NW, 89% SE and 90% SW) and less likely to 'strongly agree' (31% NE vs. 49% NW, 48% SE, and 59% SW).

    - 'strongly agree' the residents of their neighbourhood generally keep their property tidy (45% NE vs. 62% NW, 63% SE, and 66% SW).

    - agree there's sufficient street lighting in their neighbourhood (74% NE vs. 89% NW, 90% SE, and 85% SW) and their neighbourhood is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity (76% NE vs. 93% NW, 89% SE, and 92% SW).

    - agree with the statement 'children in my neighbourhood demonstrate safe practices when crossing streets on foot' (68% NE vs. 86% NW, 82% SE, and 88% SW).

- NE residents are <u>more</u> likely than other Calgarians to:

    - say they haven't lived in the neighbourhood long enough to know if crime there has increased, decreased or stayed the same over the last 5 years (13% NE vs. 2% NW, 4% SE, and 6% SW). Notably, they are no more likely than those in other quadrants to think crime has increased in their neighbourhood.

Detailed Results

Length of Residence in Current Neighbourhood

Number of Years Lived in Current Neighbourhood

Category	Percentage
Less than 1 year	6%
1 to 5 years	25%
6 to 10 years	17%
11 to 15 years	17%
16 to 20 years	13%
21 to 25 years	7%
26 to 30 years	5%
31 to 35 years	2%
36 to 40 years	2%
41 or more years	4%
Refused	1%

Mean = 13.6 years
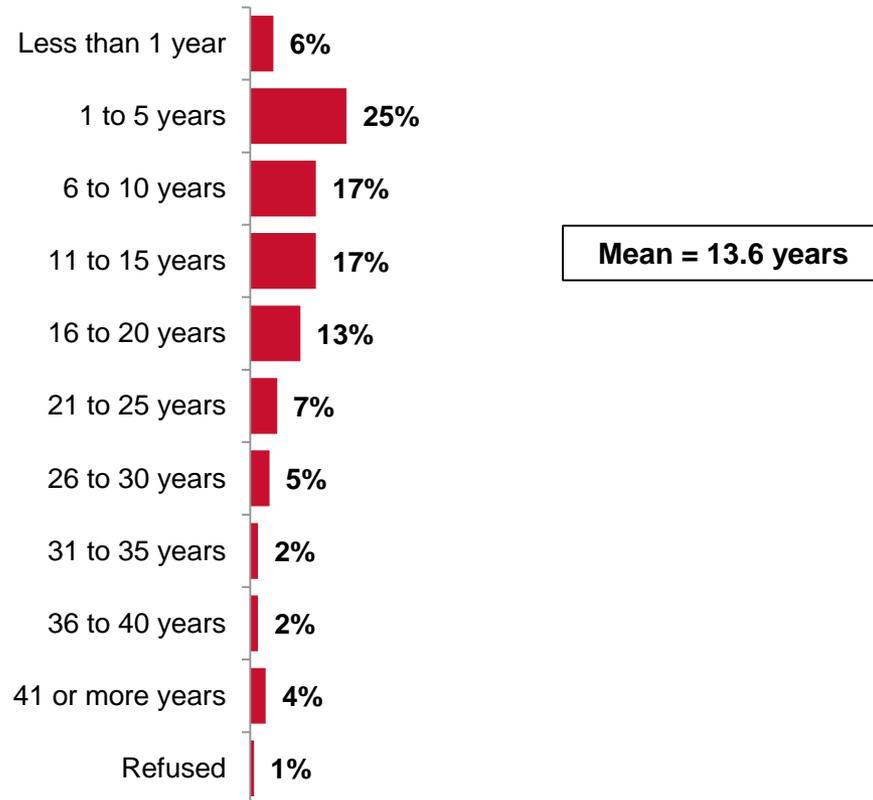
P2. How many years have you lived in the neighbourhood you currently live in? (n=500)

Safety Walking During the Day vs. After Dark

Perception of Feeling Safe Walking Alone in One's Neighbourhood During the Day
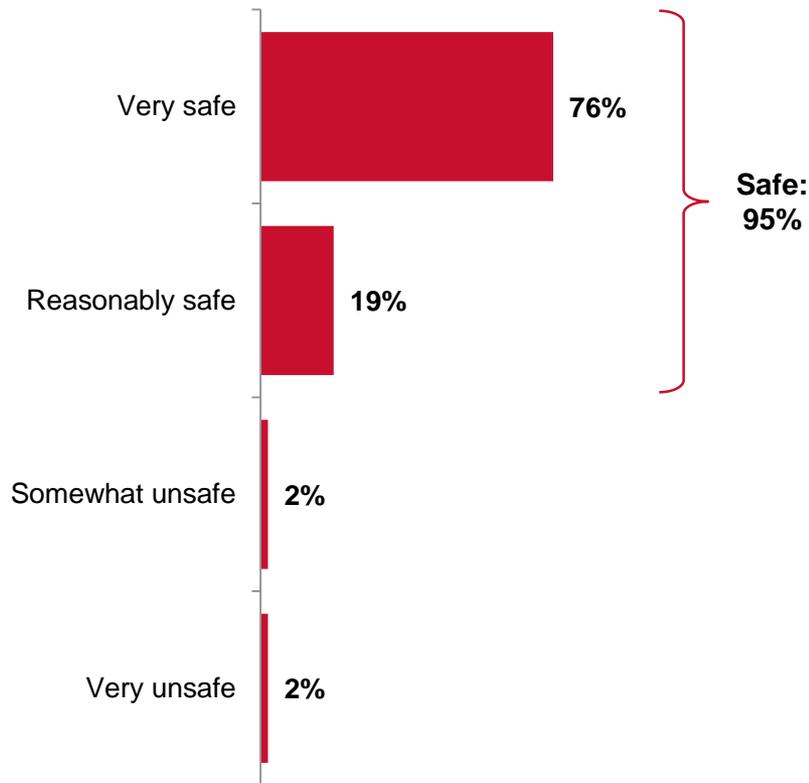
Very safe — **76%**

Reasonably safe — **19%**

Somewhat unsafe — **2%**

Very unsafe — **2%**

Safe: 95%

Perception of Feeling Safe Walking Alone in One's Neighbourhood After Dark

Very safe — **47%**

Reasonably safe — **37%**

Somewhat unsafe — **12%**

Very unsafe — **4%**

Safe: 84%
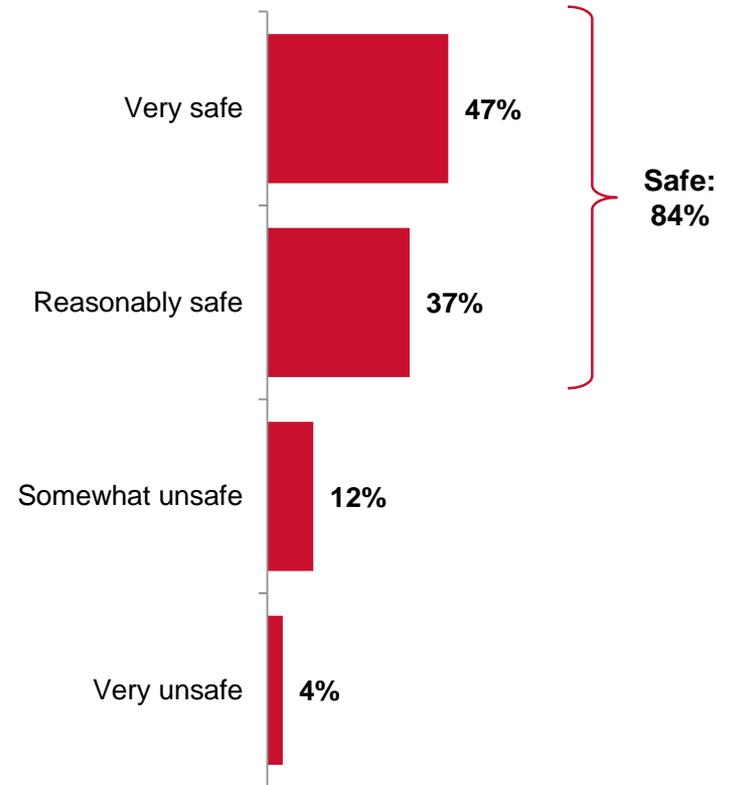
P2. How safe do you feel or would you feel walking alone in your neighbourhood during the day? (n=500)

P1. How safe do you feel or would you feel walking alone in your neighbourhood after dark? (n=500)

Main Safety Concerns About One's Neighbourhood

| Category	Percentage
I feel safe/no concerns	34%
Traffic concerns/speeding	23%
Home break-ins/home robberies	8%
Car break-ins/theft from vehicles	6%
Homelessness	4%
Drugs/addictions	4%
Street lighting	4%
Strangers in area/people who do not live in the area	4%
Ongoing construction	3%
Wildlife	3%
Crime (general)	3%
Crosswalk safety/pedestrian safety	2%
Vandalism	2%
Night time safety/petty crime at night	2%
Vehicle theft	2%
Need more police presence/more patrols	1%
Assault/muggings	1%
Theft (general)	1%
Snow/ice removal	1%
Roads not maintained/potholes	1%
Garbage/lack of clean-up	1%
Police misconduct	1%
Gangs	0%
Other	3%
Don't know/refused	2%

Multiple responses allowed

P3. Thinking about your neighbourhood, what are your main safety concerns? (n=500)
(Note: This is an open-end question, meaning response options were not read to the respondent)

Neighbourhood Perceptions

Perceptions of One's Neighbourhood

Legend: ■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree

Agree (strongly + somewhat)

Statement	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Agree (strongly + somewhat)
The residents of my neighbourhood generally keep their property tidy.	60%	29%	7%		90%*
My neighbourhood is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity.	66%	23%	6%		89%
I live in a neighbourhood where residents tend to trust each other.	48%	38%	6%		87%*
I'm confident that my neighbours care about my personal safety.	45%	40%	9%		85%
There is sufficient street lighting in my neighbourhood.	57%	28%	7%	7%	85%
I know my next door neighbours very well.	37%	35%	18%	9%	72%
I know other neighbours on my street very well.	23%	37%	21%	18%	60%
Vandalism, graffiti and other deliberate damage to property or vehicles is a problem in my neighbourhood.	11%	19%	25%	45%	30%
Our neighbourhood tends to have a lot of noisy neighbours and/or loud parties.	3%	9%	26%	61%	12%

*Rounding

P4. For each of the following statements, please tell me the extent to which you agree or disagree: (n=500)

**Perception of Change in Level of Crime in
One's Neighbourhood Over the Last 5 Years**
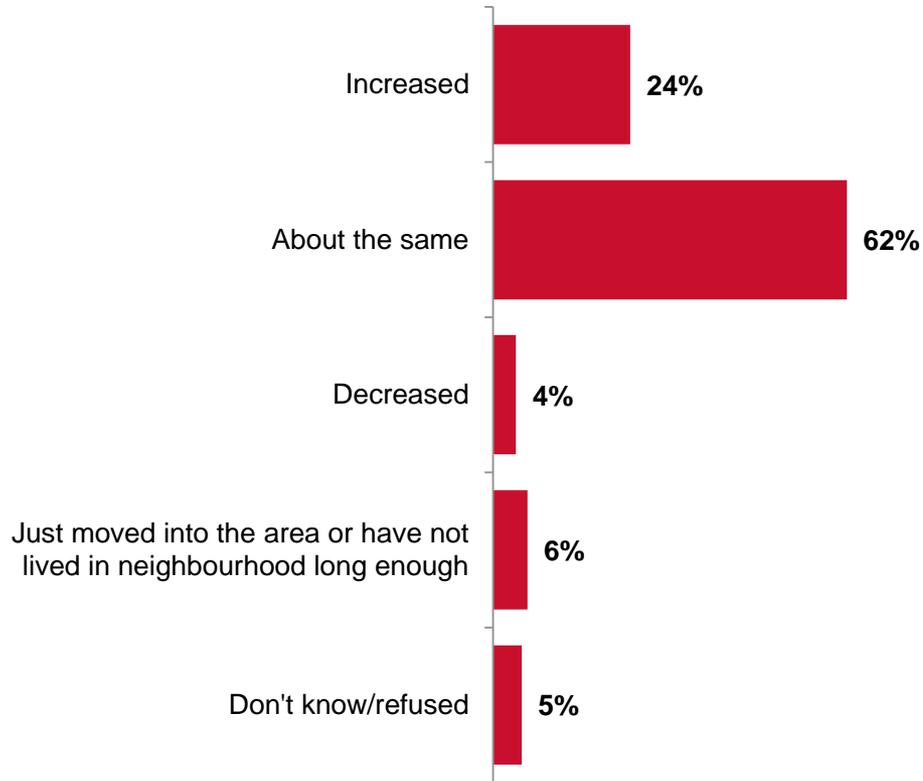
P5. During the last 5 years, do you think that crime in your neighbourhood has increased, decreased or remained about the same? (n=500)

Overall Safety of Calgary

Perception of Safety in Calgary
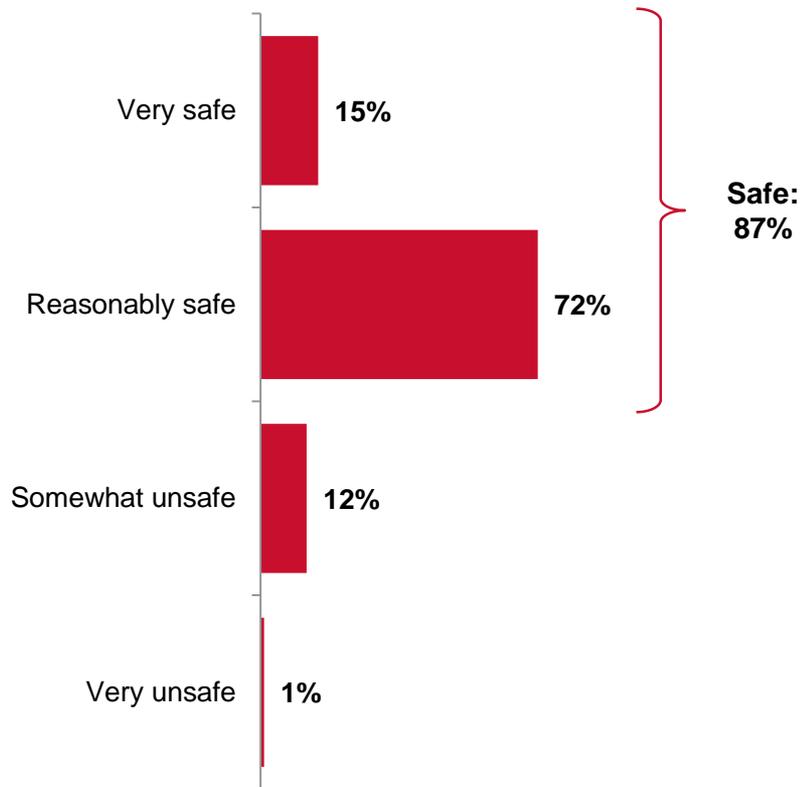
Perception of Level of Crime in Calgary Compared to Similar Canadian Municipalities

Very safe — **15%**

Reasonably safe — **72%**

Safe: 87%

Somewhat unsafe — **12%**

Very unsafe — **1%**

More crime — **5%**

About the same amount of crime — **48%**

Less crime — **43%**

Don't know — **4%**
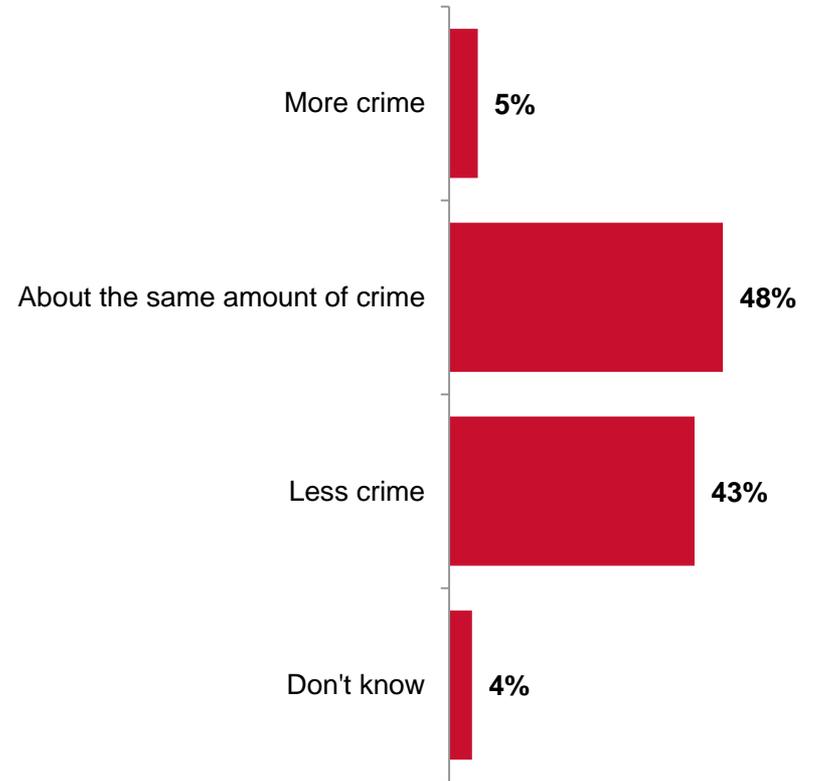
P6. How safe or unsafe do you think Calgary is overall? (n=500)

P7. Compared to other large Canadian cities, do you think Calgary has... (n=500)

Have Been a Victim of a Property Crime and/or a Violent Crime
(% Yes)
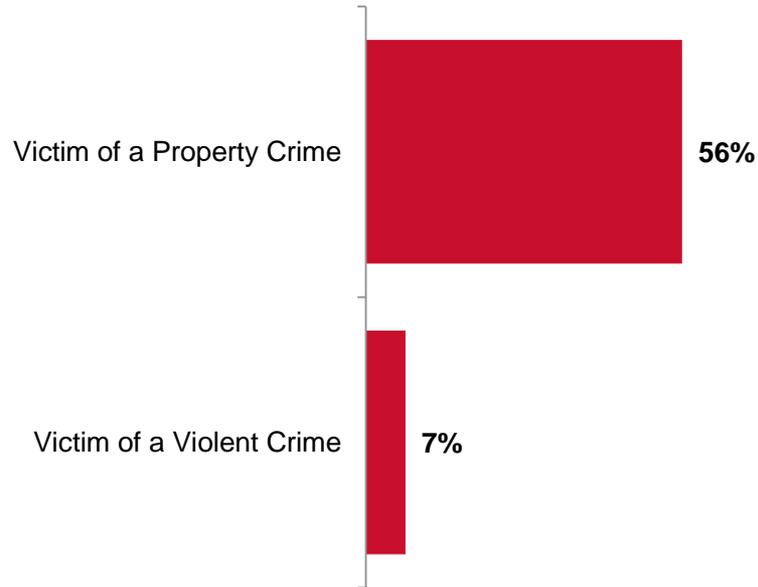
Victim of a Property Crime — **56%**

Victim of a Violent Crime — **7%**

P8. Have you ever been a victim of a property crime such as having your personal property vandalized or stolen? (n=500)
P9. Have you ever been a victim of a violent crime such as an assault? (n=500)

Perceptions of Pedestrian Safety in One's Neighbourhood

■ Strongly agree   ■ Somewhat agree   ■ Somewhat disagree   ■ Strongly disagree   ■ Don't know/refused

Agree
(strongly + somewhat)

Sidewalks

There are enough sidewalks in my neighbourhood for pedestrians to use to get around.
74% 18% 5%   **91%***

The sidewalks in my neighbourhood are in good condition.
58% 27% 10% 4%   **85%**

Crosswalks

There are enough marked crosswalks in my neighbourhood for pedestrians to safely cross the streets.
51% 28% 12% 8%   **79%**

The crosswalks in my neighbourhood are clearly marked and visible to drivers.
49% 31% 9% 9%   **80%**

Children

Children in my neighbourhood demonstrate safe practices when crossing streets on foot.
37% 46% 8% 6% 4%   **82%**

Children in my neighbourhood demonstrate safe practices when crossing streets on a bicycle.
31% 42% 12% 11% 4%   **73%**

*Rounding

P10A. Now I would like to ask you about pedestrian safety. For each of the following statements, please tell me to what extent you agree or disagree with the statement . . . (n=500)

Pedestrian Safety – cont'd

Perceptions of Pedestrian Safety in One's Neighbourhood

Legend: ■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know/refused

Agree (strongly + somewhat)

Cyclists

Statement	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Agree
Cyclists are safe from drivers when riding through my neighbourhood.	34%	48%	10%	6%	82%
Cyclists demonstrate safe practices while riding through my neighbourhood.	28%	49%	11%	10%	77%
Cyclists tend to ride on the sidewalk instead of the streets in my neighbourhood.	18%	37%	20%	21% 4%	55%

Drivers

Statement	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Agree
Drivers tend to obey the 30 kilometre per hour speed limit in playground and school zones in my neighbourhood.	26%	35%	19%	17%	61%
Drivers tend to obey the regular speed limit in my neighbourhood.	24%	36%	21%	18%	61%*

*Rounding

P10A. Now I would like to ask you about pedestrian safety. For each of the following statements, please tell me to what extent you agree or disagree with the statement . . . (n=500)

Demographics

Demographics

Calgary

Gender
(asked, not inferred)

Refused
2%

Male
47%

Female
51%

Age

18 to 24 — 14%

25 to 34 — 19%

35 to 44 — 17%

45 to 54 — 21%

55 to 64 — 13%

65+ — 16%

Quadrant of Residence

NW
30%

NE
19%

SE
22%

SW
29%
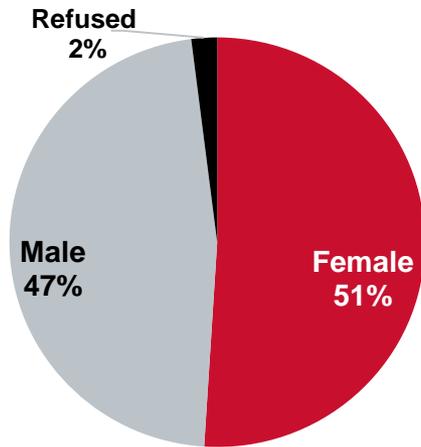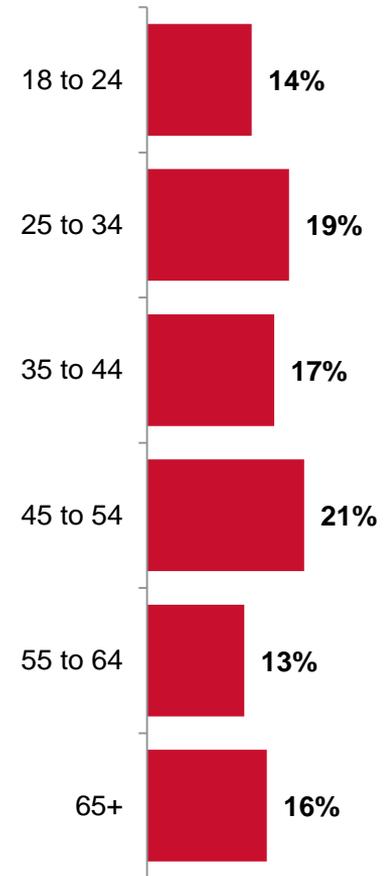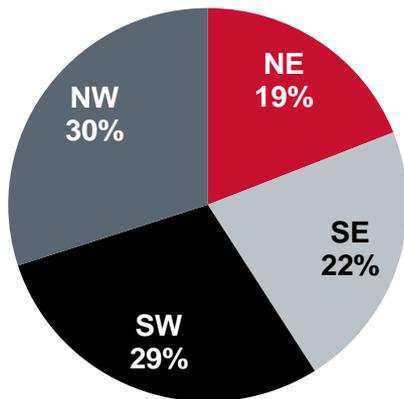
Downtown Resident*

Yes
5%

No
95%
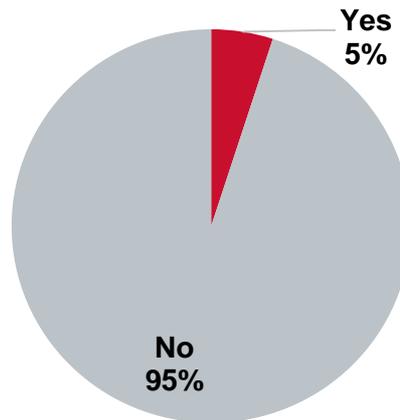
n=500 unless otherwise specified

*includes the core, Beltline, East Village, Chinatown, Eau Claire and Downtown West

Demographics – cont'd

**Household Size**

- 1 — **12%**
- 2 — **30%**
- 3 — **22%**
- 4 — **23%**
- 5+ — **13%**
- Refused — **0%**
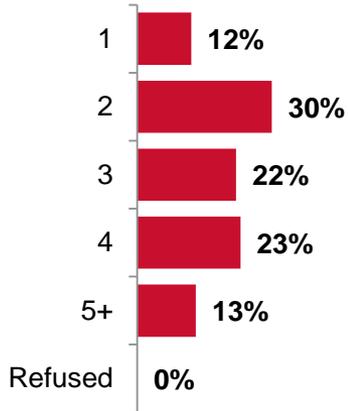
Children Under the Age of 18 in the Household

- Yes 38%
- No 62%
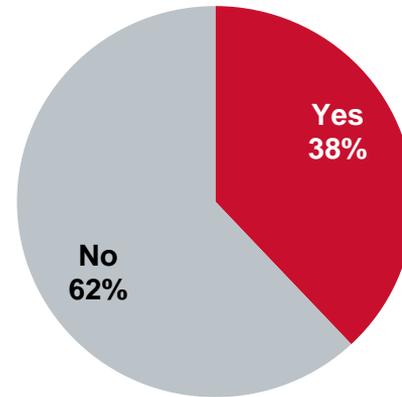
Self-reported Disability (Respondent or Family Member)

- Refused 2%
- Yes 15%
- No 83%
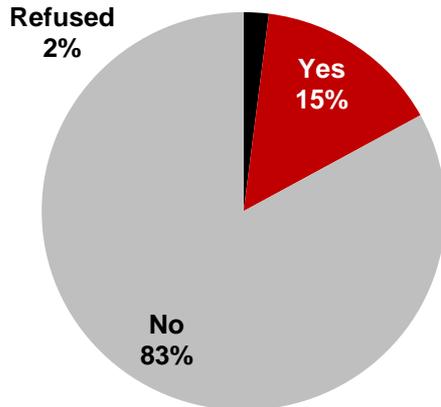
Senior (aged 65+ years) in the Household

- Yes 24%
- No 76%
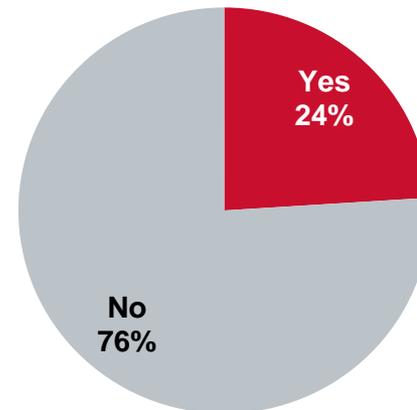
n=500 unless otherwise specified

Demographics – cont'd

Years Lived in Calgary

Category	Percentage
Fewer than 5 years	5%
5 - < 10	8%
10 - < 15	14%
15 - < 20	10%
20 - < 30	22%
30 - < 40	14%
40+	27%

Years Lived in Neighbourhood

Category	Percentage
Fewer than 5 years	26%
5 - < 10	17%
10 - < 15	18%
15 - < 20	13%
20 - < 30	15%
30 - < 40	5%
40+	6%
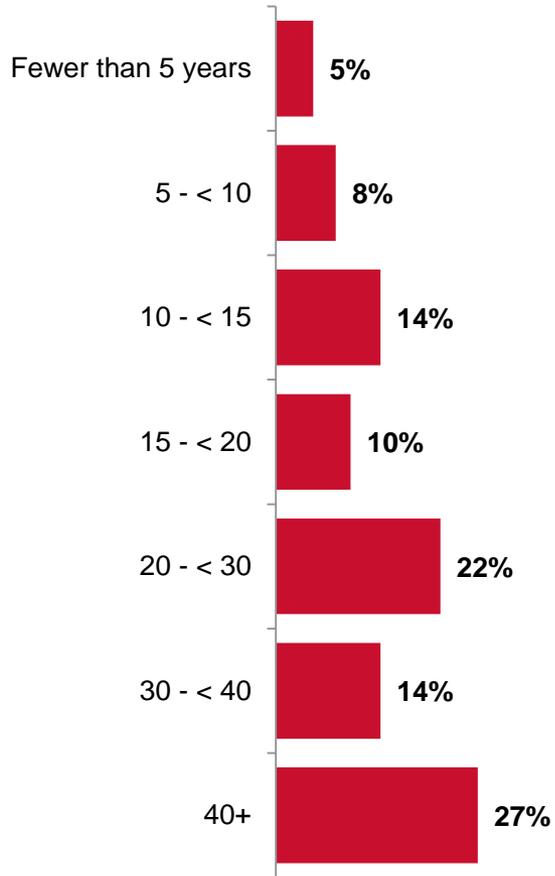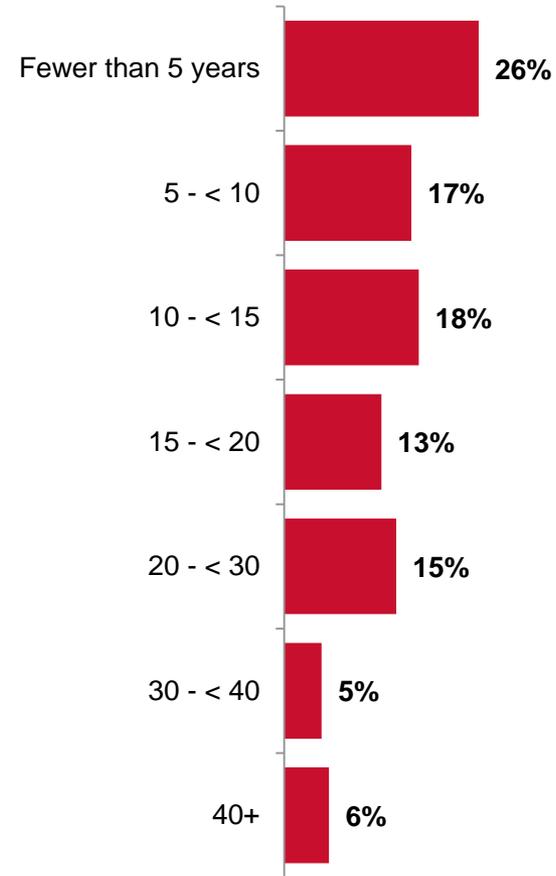
n=500 unless otherwise specified

Demographics – cont'd

Live Downtown

Refused 1%
Yes 4%
No 95%

Main Ethnic Background

Ethnic Background	Percent
Caucasian/White	25%
Canadian/French Canadian	17%
British	14%
Southern or Eastern European	12%
Western European	11%
East or Southeast Asian	8%
South Asian	7%
Central/South American or Caribbean	3%
African	2%
Aboriginal/First Nations/Métis	2%
West Asian or Middle Eastern	1%
Other	3%
Refused	3%
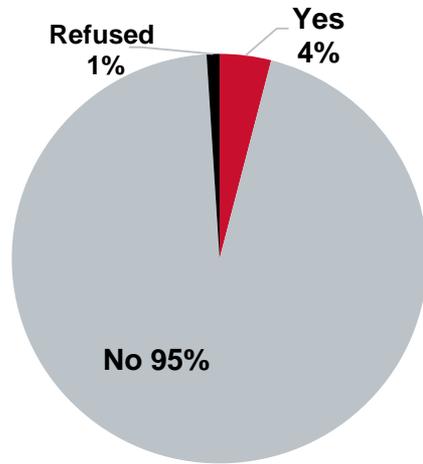
Multiple responses allowed
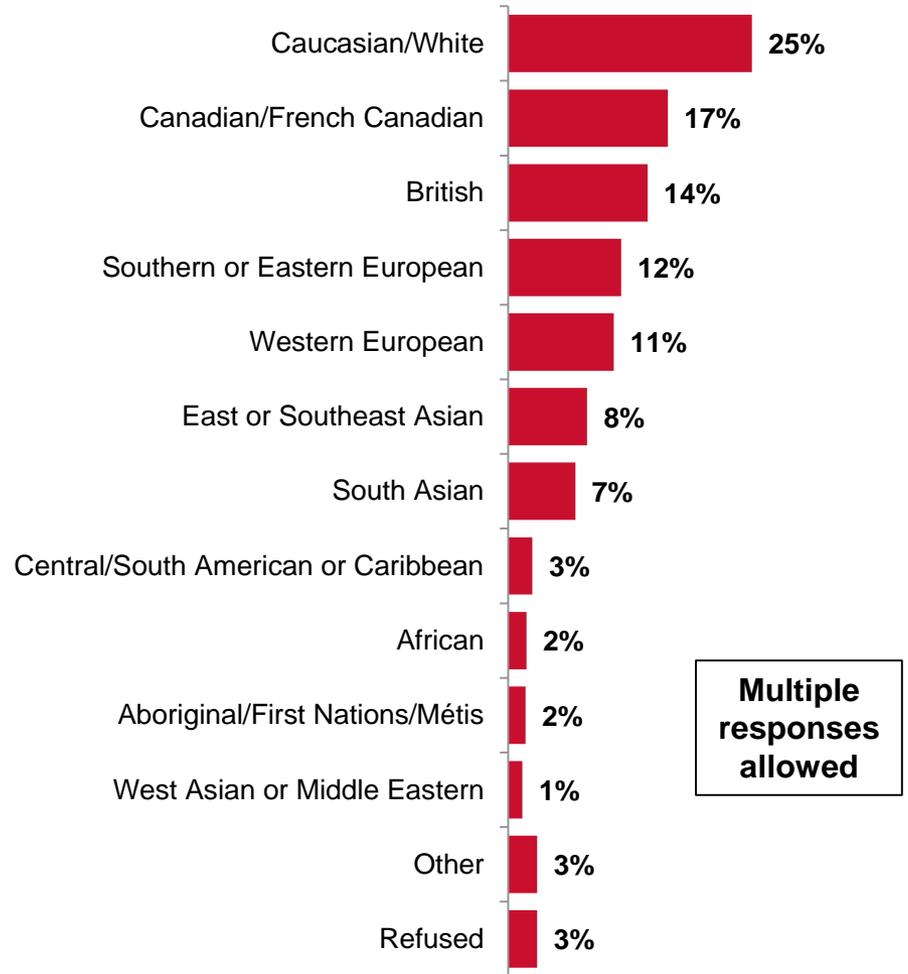
n=500 unless otherwise specified

Demographics – cont'd

Born in Canada

Refused, 1%

No 29%

Yes 70%
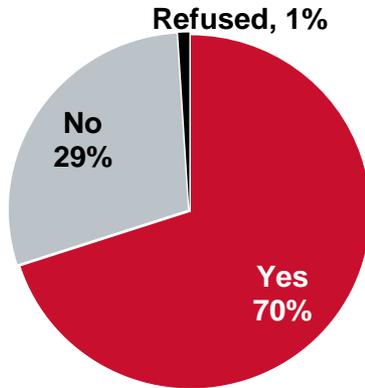
Language Spoken Most in the Home

Language	%
English	85%
Spanish	2%
Punjabi	2%
French	1%
Mandarin	1%
Russian	1%
Hindi	1%
Tagalog	1%
Other	5%
Refused	1%
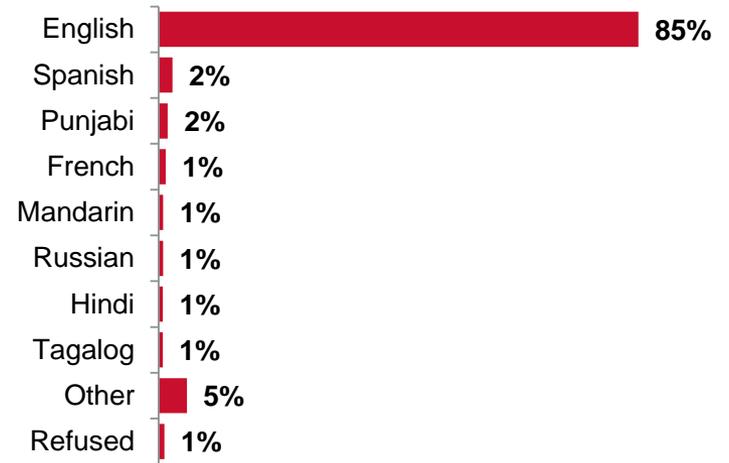
Age Upon Arrival in Canada
(among those not born in Canada, n=147)

	%
Under the age of 12	18%
12 to 17	14%
18 to 59	67%
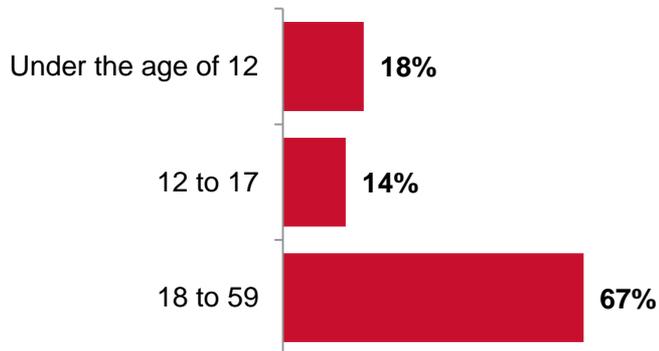
Self-Report as a Member of a Visible Minority

Refused 3%

Yes 22%

No 74%
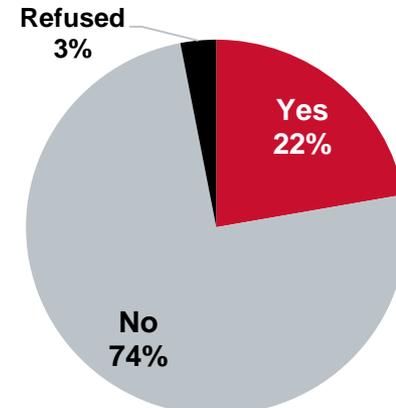
n=500 unless otherwise specified

Demographics – cont'd

Primarily or Jointly Responsible for Paying Taxes or Rent in Household

Refused 1%

No 14%

Yes 85%

Home Ownership

- Own **76%**
- Rent **20%**
- Neither **3%**
- Refused **0%**
- Other **1%**

Dwelling Type

- Single detached house **69%**
- Duplex/triplex/fourplex **9%**
- Townhouse/rowhouse **8%**
- Apartment/apartment-style condo **11%**
- Another type of multi-unit complex **3%**
- Refused **0%**
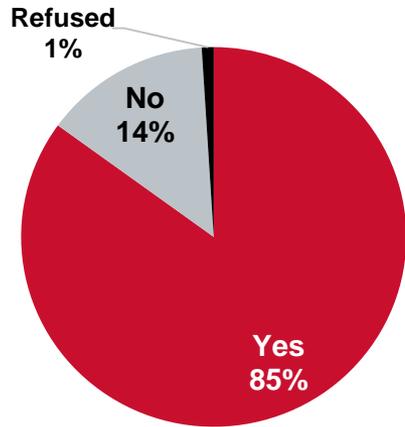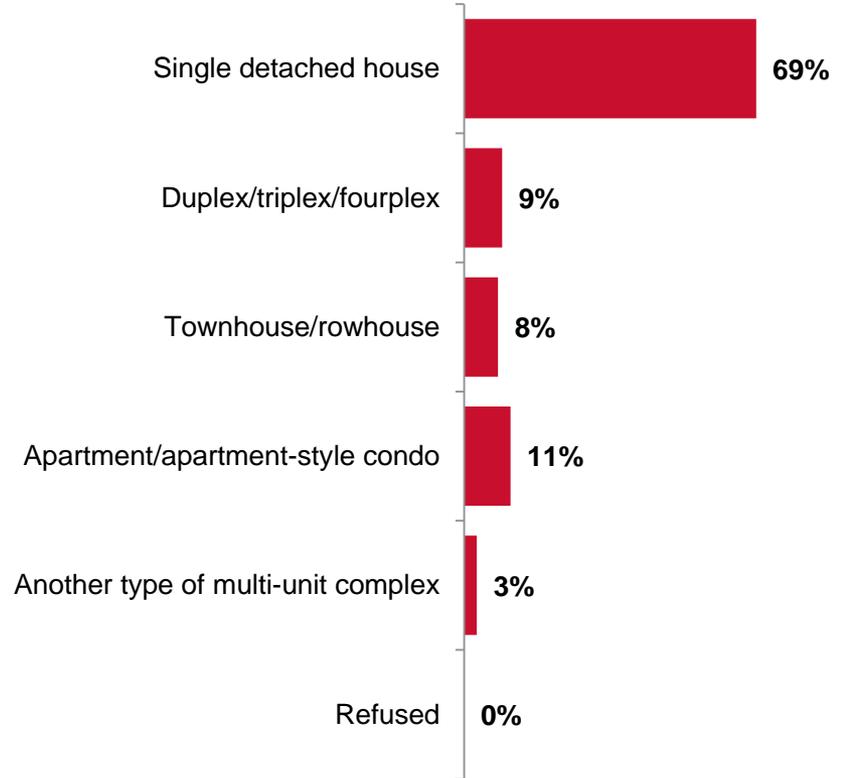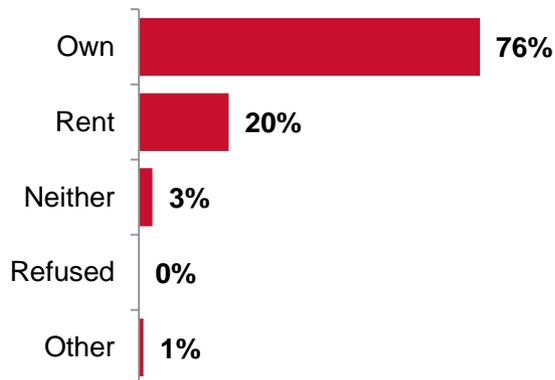
n=500 unless otherwise specified

Demographics – cont'd

Highest Level of Schooling Obtained

- Completed high school or less: **18%**
- Some post-secondary or completed a college diploma: **33%**
- Completed university degree or post-grad degree: **49%**
- Refused: **1%**

Employment Status

- Employed full-time: **49%**
- Employed part-time: **11%**
- Self-employed: **9%**
- Out of work, looking: **4%**
- Out of work, not looking: **1%**
- Homemaker: **2%**
- Student: **3%**
- Retired: **17%**
- Unable to work: **1%**
- Other: **1%**
- Refused: **1%**

Household Income

- Less than $30,000: **5%**
- $30,000 to <$45,000: **7%**
- $45,000 to <$60,000: **9%**
- $60,000 to <$75,000: **9%**
- $75,000 to <$90,000: **5%**
- $90,000 to <$105,000: **9%**
- $105,000 to <$120,000: **6%**
- $120,000 to <$135,000: **6%**
- $135,000 to <$150,000: **7%**
- $150,000 and over: **17%**
- Refused: **18%**

n=500 unless otherwise specified

Statistically Significant Group Differences

Gender

P1. How safe do you or would you feel walking alone in your neighbourhood after dark?

	Male (n=246)	Female (n=254)
Safe	**90%**	**79%**
Very	58%	37%
Reasonably	32%	43%
Unsafe	**10%**	**21%**
Somewhat	8%	15%
Very	2%	6%
Don't know/refused	-	-

P2. How safe do you or would you feel walking alone in your neighbourhood during the day?

	Male (n=246)	Female (n=254)
Safe	**97%**	**94%**
Very	82%	71%
Reasonably	15%	23%
Unsafe	**2%**	**6%**
Somewhat	2%	3%
Very	1%	3%
Don't know/refused	1%	-

P3. Thinking about your neighbourhood, what are your main safety concerns? (open end, multiple responses allowed)

	Male (n=246)	Female (n=254)
Traffic/speeding	27%	18%
Strangers in area	2%	7%
Night time safety/petty crime at night	<1%	4%

P4. I know my next door neighbours very well.

	Male (n=246)	Female (n=254)
Agree	**77%**	**68%**
Strongly	36%	38%
Somewhat	41%	30%
Disagree	**23%**	**31%**
Somewhat	15%	22%
Strongly	8%	10%
Don't know/refused	<1%	1%

P5. During the last 5 years, do you think crime in your neighbourhood has . . .

	Male (n=246)	Female (n=254)
Increased	21%	27%
Stayed about the same	67%	56%
Decreased	5%	3%
Just moved here	3%	8%
Don't know/refused	4%	6%

P6. How safe or unsafe do you think Calgary is overall?

	Male (n=246)	Female (n=254)
Safe	**90%**	**84%**
Very	21%	8%
Reasonably	69%	75%
Unsafe	**10%**	**16%**
Somewhat	9%	16%
Very	1%	1%
Don't know/refused	-	-

P10. Cyclists are safe from drivers when riding through my neighbourhood.

	Male (n=246)	Female (n=254)
Agree	**87%**	**78%**
Strongly	37%	31%
Somewhat	50%	47%
Disagree	**12%**	**20%**
Somewhat	8%	12%
Strongly	4%	9%
Don't know/refused	2%	2%

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Age

	18 – 24 (n=36)	25 – 34 (n=50)	35 – 54 (n=156)	55 – 64 (n=108)	65+ (n=149)
P4. I know my next door neighbours very well.					
Agree	**49%**	**62%**	**(76%)**	**(85%)**	**(83%)**
Strongly	23%	32%	34%	(50%)	(52%)
Somewhat	26%	31%	42%	35%	31%
Disagree	**(51%)**	**38%**	**24%**	**15%**	**13%**
Somewhat	(44%)	20%	16%	9%	7%
Strongly	7%	18%	7%	7%	6%
Don't know/refused	-	-	-	-	4%
P4. I know other neighbours on my street very well.					
Agree	**57%**	**44%**	**(66%)**	**(66%)**	**(65%)**
Strongly	22%	12%	23%	30%	31%
Somewhat	35%	32%	42%	36%	34%
Disagree	**43%**	**(56%)**	**34%**	**34%**	**32%**
Somewhat	25%	23%	21%	18%	16%
Strongly	18%	(32%)	14%	16%	15%
Don't know/refused	-	-	-	-	4%

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Age – cont'd

	18 – 24 (n=36)	25 – 34 (n=50)	35 – 54 (n=156)	55 – 64 (n=108)	65+ (n=149)
P4. I'm confident that my neighbours care about my personal safety.					
Agree	**90%**	**79%**	**86%**	**84%**	**86%**
Strongly	40%	35%	42%	49%	(62%)
Somewhat	50%	44%	44%	35%	24%
Disagree	**6%**	**19%**	**11%**	**12%**	**9%**
Somewhat	6%	15%	8%	9%	8%
Strongly	-	4%	3%	2%	2%
Don't know/refused	4%	2%	3%	4%	5%
P4. The residents of my neighbourhood generally keep their property tidy.					
Agree	**(98%)**	**86%**	**90%**	**86%**	**89%**
Strongly	70%	56%	61%	55%	58%
Somewhat	27%	30%	29%	31%	30%
Disagree	**2%**	**14%**	**8%**	**13%**	**11%**
Somewhat	2%	9%	8%	8%	6%
Strongly	-	5%	1%	5%	5%
Don't know/refused	-	-	2%	1%	1%

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Statistically Significant Group Differences – cont'd

Quadrant of Residence

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)

P1. How safe do you or would you feel walking alone in your neighbourhood after dark?

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)
Safe	**84%**	**91%**	**85%**	**77%**
Very	53%	50%	53%	27%
Reasonably	31%	41%	32%	49%
Unsafe	**16%**	**9%**	**15%**	**23%**
Somewhat	14%	3%	12%	18%
Very	2%	6%	3%	5%
Don't know/refused	-	-	-	-

P4. The residents of my neighbourhood generally keep their property tidy.

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)
Agree	**95%**	**88%**	**93%**	**78%**
Strongly	66%	63%	62%	45%
Somewhat	28%	25%	32%	33%
Disagree	**5%**	**12%**	**7%**	**18%**
Somewhat	4%	7%	6%	12%
Strongly	1%	5%	<1%	6%
Don't know/refused	<1%	<1%	-	4%

P4. I live in a neighbourhood where residents tend to trust each other.

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)
Agree	**90%**	**89%**	**89%**	**75%**
Strongly	59%	48%	49%	31%
Somewhat	31%	41%	40%	44%
Disagree	**7%**	**9%**	**10%**	**19%**
Somewhat	5%	5%	4%	12%
Strongly	2%	4%	5%	7%
Don't know/refused	3%	2%	2%	6%

Note: Percentages might not total properly due to rounding.

( ) = **Statistically significant difference between subgroup categories**

Quadrant of Residence – cont'd

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)

P4. There is sufficient street lighting in my neighbourhood.

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)
Agree	**85%**	**90%**	**89%**	**74%**
Strongly	57%	66%	61%	43%
Somewhat	29%	24%	28%	31%
Disagree	**14%**	**9%**	**10%**	**(25%)**
Somewhat	7%	3%	5%	14%
Strongly	7%	6%	6%	11%
Don't know/refused	1%	1%	1%	1%

P4. My neighbourhood is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity.

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)
Agree	**92%**	**89%**	**93%**	**76%**
Strongly	(75%)	(68%)	(66%)	48%
Somewhat	16%	21%	27%	28%
Disagree	**4%**	**7%**	**5%**	**18%**
Somewhat	4%	5%	2%	(16%)
Strongly	<1%	2%	2%	(2%)
Don't know/refused	4%	4%	3%	5%

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)

P5. During the last 5 years, do you think crime in your neighbourhood has . . .

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)
Increased	22%	21%	25%	28%
Stayed about the same	(66%)	(64%)	(64%)	48%
Decreased	5%	6%	4%	2%
Just moved here	6%	4%	2%	(13%)
Don't know/refused	1%	6%	5%	8%

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Quadrant of Residence – cont'd

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)

P10. Children in my neighbourhood demonstrate safe practices when crossing streets on foot.

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)
Agree	88%	82%	86%	68%
Strongly	42%	31%	38%	33%
Somewhat	46%	52%	48%	34%
Disagree	**7%**	**16%**	**12%**	**25%**
Somewhat	3%	9%	9%	13%
Strongly	3%	7%	3%	12%
Don't know/refused	5%	1%	3%	7%

P10. Children in my neighbourhood demonstrate safe practices when crossing streets on bicycle.

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)
Agree	**77%**	**70%**	**78%**	**63%**
Strongly	31%	22%	36%	33%
Somewhat	45%	48%	42%	29%
Disagree	**17%**	**29%**	**19%**	**32%**
Somewhat	9%	19%	11%	11%
Strongly	9%	10%	7%	21%
Don't know/refused	6%	2%	3%	6%

P10. Drivers tend to obey the regular speed limit in my neighbourhood.

	SW (n=146)	SE (n=122)	NW (n=147)	NE (n=85)
Agree	72%	50%	65%	48%
Strongly	36%	14%	21%	22%
Somewhat	36%	36%	44%	26%
Disagree	**27%**	**49%**	**33%**	**50%**
Somewhat	16%	30%	17%	22%
Strongly	11%	19%	17%	28%
Don't know/refused	<1%	<1%	2%	2%

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Respondent and/or Family Member has a Disability

	Yes (n=84)	No (n=406)
P4. I know my next door neighbours very well.		
Agree	**81%**	**70%**
Strongly	50%	35%
Somewhat	32%	36%
Disagree	**19%**	**29%**
Somewhat	10%	20%
Strongly	9%	9%
Don't know/refused	1%	<1%

P3. Thinking about your neighbourhood, what are your main safety concerns? (open end, multiple responses allowed)

	Yes	No
Crosswalk safety/ pedestrian safety	8%	1%
I feel safe/no concerns	19%	37%

P9. Have you ever been a victim of a violent crime such as an assault?

	Yes	No
Yes	17%	5%

Visible Minority

	Yes (n=97)	No (n=386)
P4. Our neighbours tend to have a lot of noisy neighbours and/or loud parties.		
Agree	**20%**	**10%**
Strongly	6%	3%
Somewhat	13%	8%
Disagree	**80%**	**89%**
Somewhat	18%	29%
Strongly	62%	60%
Don't know/refused	-	<1%

P7. Compared to other large Canadian cities, do you think Calgary has...

	Yes	No
More crime	2%	5%
About the same amount	42%	52%
Less crime	54%	39%
Don't know/refused	3%	4%

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Canadian by Birth

	Yes (n=371)	No (n=126)
P2. How safe do you or would you feel walking alone in your neighbourhood during the day?		
Safe	**95%**	**96%**
Very	(79%)	68%
Reasonably	16%	28%
Unsafe	**5%**	**3%**
Somewhat	2%	2%
Very	3%	1%
Don't know/refused	-	1%

P3. Thinking about your neighbourhood, what are your main safety concerns? (open end, multiple responses allowed)		
Traffic concerns/speeding	(26%)	15%
I feel safe/no concerns	31%	(42%)

	Yes (n=371)	No (n=126)
P4. I know my next door neighbours very well.		
Agree	**(77%)**	**61%**
Strongly	(40%)	29%
Somewhat	37%	31%
Disagree	**22%**	**(39%)**
Somewhat	16%	24%
Strongly	6%	(15%)
Don't know/refused	1%	<1%

P4. I know other neighbours on my street very well.		
Agree	**(66%)**	**47%**
Strongly	(27%)	14%
Somewhat	39%	33%
Disagree	**33%**	**(53%)**
Somewhat	19%	25%
Strongly	15%	(27%)
Don't know/refused	1%	1%

	Yes (n=371)	No (n=126)
P4. I'm confident that my neighbours care about my personal safety.		
Agree	**(88%)**	**77%**
Strongly	48%	37%
Somewhat	40%	40%
Disagree	**10%**	**16%**
Somewhat	8%	13%
Strongly	3%	4%
Don't know/refused	1%	(7%)

P4. Our neighbourhood tends to have a lot of noisy neighbours and/or loud parties.		
Agree	**10%**	**(18%)**
Strongly	2%	6%
Somewhat	8%	12%
Disagree	**90%**	**82%**
Somewhat	27%	24%
Strongly	62%	57%
Don't know/refused	1%	<1%

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Statistically Significant Group Differences – cont'd

Canadian by Birth – cont'd

	Yes (n=371)	No (n=126)
P5. During the last 5 years, do you think crime in your neighbourhood has . . .		
Increased	24%	24%
Stayed about the same	64%	56%
Decreased	4%	3%
Just moved here (i.e. to the neighbourhood)	3%	(11%)
Don't know/refused	4%	6%
P7. Compared to other large Canadian cities, do you think Calgary has...		
More crime	(7%)	-
About the same amount	(57%)	29%
Less crime	33%	(66%)
Don't know/refused	4%	4%
P8. Have you ever been a victim of a property crime such as having your personal property vandalized or stolen?		
Yes	(61%)	43%
P9. Have you ever been a victim of a violent crime such as an assault?		
Yes	(9%)	1%

	Yes (n=371)	No (n=126)
P10. The sidewalks in my neighbourhood are in good condition.		
Agree	**82%**	**(93%)**
Strongly	56%	62%
Somewhat	26%	31%
Disagree	**(17%)**	**7%**
Somewhat	(12%)	4%
Strongly	5%	3%
Don't know/refused	1%	<1%
P10. Children in my neighbourhood demonstrate safe practices when crossing streets on bicycle.		
Agree	**69%**	**(82%)**
Strongly	25%	(44%)
Somewhat	44%	38%
Disagree	**(26%)**	**15%**
Somewhat	14%	8%
Strongly	13%	7%
Don't know/refused	5%	3%

	Yes (n=371)	No (n=126)
P10. Drivers tend to obey the 30 kilometre per hour speed limit in playground and school zones in my neighbourhood.		
Agree	**58%**	**68%**
Strongly	23%	(35%)
Somewhat	36%	34%
Disagree	**(40%)**	**29%**
Somewhat	20%	18%
Strongly	(20%)	11%
Don't know/refused	2%	3%
P10. Drivers tend to obey the regular speed limit in my neighbourhood.		
Agree	**58%**	**66%**
Strongly	23%	27%
Somewhat	35%	39%
Disagree	**41%**	**32%**
Somewhat	21%	20%
Strongly	(20%)	12%
Don't know/refused	1%	2%

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Canadian by Birth – cont'd

	Yes (n=371)	No (n=126)
P10. Cyclists tend to ride on the sidewalk instead of the streets in my neighbourhood.		
Agree	**52%**	**61%**
Strongly	18%	17%
Somewhat	34%	44%
Disagree	**(45%)**	**33%**
Somewhat	22%	14%
Strongly	23%	19%
Don't know/refused	3%	6%

	Yes	No
P10. Cyclists are safe from drivers when riding through my neighbourhood.		
Agree	**79%**	**(89%)**
Strongly	30%	(43%)
Somewhat	50%	46%
Disagree	**(18%)**	**11%**
Somewhat	(12%)	5%
Strongly	7%	5%
Don't know/refused	2%	<1%

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Pay Rent or Property Tax

	Yes (n=450)	No (n=46)
P3. Thinking about your neighbourhood, what are your main safety concerns? (open end, multiple responses allowed)		
Traffic/speeding	25%	8%
P4. I know my next door neighbours very well.		
Agree	**77%**	**45%**
Strongly	39%	27%
Somewhat	38%	19%
Disagree	**23%**	**55%**
Somewhat	14%	43%
Strongly	8%	12%
Don't know/refused	1%	-

	Yes (n=450)	No (n=46)
P4. The residents of my neighbourhood generally keep their property tidy.		
Agree	**88%**	**97%**
Strongly	58%	73%
Somewhat	30%	24%
Disagree	**11%**	**-**
Somewhat	8%	-
Strongly	3%	-
Don't know/refused	1%	3%
P5. During the last 5 years, do you think crime in your neighbourhood has . . .		
Increased	26%	9%
Stayed about the same	60%	72%
Decreased	5%	-
Just moved here	4%	11%
Don't know/refused	4%	7%

	Yes (n=450)	No (n=46)
P6. How safe or unsafe do you think Calgary is overall?		
Safe	**85%**	**97%**
Very	14%	17%
Reasonably	71%	80%
Unsafe	**15%**	**3%**
Somewhat	14%	3%
Very	1%	-
Don't know/refused	-	-

Note: Percentages might not total properly due to rounding.

◯ = **Statistically significant difference between subgroup categories**

Pay Rent or Property Tax – cont'd

	Yes (n=450)	No (n=46)
P10. The crosswalks in my neighbourhood are clearly marked and visible to drivers.		
Agree	**78%**	**93%**
Strongly	47%	60%
Somewhat	31%	32%
Disagree	**21%**	**5%**
Somewhat	10%	5%
Strongly	11%	-
Don't know/refused	1%	2%

	Yes (n=450)	No (n=46)
P10. The sidewalks in my neighbourhood are in good condition.		
Agree	**84%**	**95%**
Strongly	56%	69%
Somewhat	28%	26%
Disagree	**15%**	**5%**
Somewhat	10%	5%
Strongly	5%	-
Don't know/refused	1%	-

Note: Percentages might not total properly due to rounding.

	Yes (n=450)	No (n=46)
P10. Drivers tend to obey the 30 kilometre per hour speed limit in playground and school zones in my neighbourhood.		
Agree	**59%**	**73%**
Strongly	24%	37%
Somewhat	35%	36%
Disagree	**39%**	**24%**
Somewhat	20%	18%
Strongly	19%	6%
Don't know/refused	2%	3%

	Yes (n=450)	No (n=46)
P10. Drivers tend to obey the regular speed limit in my neighbourhood.		
Agree	**58%**	**73%**
Strongly	22%	38%
Somewhat	36%	35%
Disagree	**41%**	**25%**
Somewhat	22%	14%
Strongly	19%	11%
Don't know/refused	1%	2%

	Yes (n=450)	No (n=46)
P10. Cyclists tend to ride on the sidewalk instead of the streets in my neighbourhood.		
Agree	**54%**	**61%**
Strongly	18%	19%
Somewhat	36%	42%
Disagree	**42%**	**35%**
Somewhat	19%	23%
Strongly	23%	11%
Don't know/refused	4%	5%

◯ = **Statistically significant difference between subgroup categories**

Questionnaire

Questionnaire

INTRODUCTION

Hello, my name is _____. I'm calling from NRG Research Group, a national public opinion research company. I am not selling anything. The City of Calgary has commissioned us to conduct a survey to understand your opinions about living in Calgary.

(INTERVIEWER NOTE: IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "2019 Citizen Perspectives Survey." City Staff would be happy to address you concerns.)

The survey will take approximately 15 minutes depending on your answers. Before we begin I have a few questions about you.

SCREENERS

I want to let you know that the information from this survey is collected under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to provide guidance to The City of Calgary when it comes to making decisions regarding civic services. If you have questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-3617 and specifically mention the "2019 Citizen Perspectives Survey."

S1. Are you 18 years of age or older?

1. Yes **[CONTINUE]**
2. No, May I please speak with someone who is? **[REPEAT INTRODUCTION]**
3. No, not qualified / available **[THANK & TERMINATE]**

[TRACK GENDER QUOTAS WITHIN QUADRANTS – BASED ON S3 AND S4]

S3. Record Gender **(DO NOT ASK)**
Male
Female

S4. And which of the following age groups do you belong to?
1. 18 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 **[DO NOT READ]**

[TRACK AGE QUOTAS WITHIN QUADRANTS/GENDER – BASED ON S5, S3 AND S4]
Male 18 to 34
Male 35 to 54
Male 55 Plus
Female 18 to 34
Female 35 to 54
Female 55 Plus

S5. Can you tell me which quadrant of the city you live in? **(WAIT FOR RESPONSE – READ LIST TO CLARIFY IF NEEDED)**
1. Southwest
2. Southeast
3. Northwest
4. Northeast

[If outside of Calgary go to End]

1. To begin, on a scale of "1" to "10" where "1" represents "very poor" and "10" represents "very good," how would you rate your <u>overall quality of life</u> in the city of Calgary today?

   Q1 = [1-10], Refused = 98

2. On a scale of 1 – 10 where "1" represents "not at all satisfied" and "10" represents "very satisfied," how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

   Q2 = [1-10], Refused = 98

ENVIRONMENT

E1. Thinking about things such as air, water, and land quality in the city, how would you rate the overall state of Calgary's environment today? Would you say that it is **(READ LIST)**

Very good
Good
Poor
Very poor
Don't know **(DO NOT READ)**

E2. How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you **(READ LIST)**?

Very satisfied
Somewhat satisfied
Not very satisfied
Not at all satisfied

Questionnaire – cont'd

Don't know (DO NOT READ)
Refused (DO NOT READ)

E3. How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact? Are you (READ LIST)?

(INTERVIEWER NOTE: programs and services include such things as Blue cart recycling, multi-family recycling, recycling depots, water use reduction programs, carpooling support, and public education including school programming)

Very satisfied
Somewhat satisfied
Not very satisfied
Not at all satisfied
Don't know (DO NOT READ)
Refused (DO NOT READ)

PERSONAL SAFETY

P1. How safe do you feel or would you feel walking alone in your neighbourhood after dark? Do you or would you feel… (READ LIST)

Very unsafe
Somewhat unsafe
Reasonably safe
Very safe
Don't know (DO NOT READ)
Refused (DO NOT READ)

P2. And how safe do you feel or would you feel walking alone in your neighbourhood during the day? Do you or would you feel… (READ LIST)

Very unsafe
Somewhat unsafe
Reasonably safe
Very safe
Don't know (DO NOT READ)
Refused (DO NOT READ)

P3. Thinking about your neighbourhood, what are your main safety concerns?

[OPEN END]

P4. For each of the following statements, please tell me the extent to which you agree or disagree:

[RANDOMIZE; KEEP FIRST TWO STATEMENTS TOGETHER AND IN ORDER SHOWN]
I know my next door neighbours very well.
I know other neighbours on my street very well.
I live in a neighbourhood where residents tend to trust each other.
I'm confident that my neighbours care about my personal safety.
The residents of my neighbourhood generally keep their property tidy.
Our neighbourhood tends to have a lot of noisy neighbours and/or loud parties.
Vandalism, graffiti and other deliberate damage to property or vehicles is a problem in my neighbourhood.
There is sufficient street lighting in my neighbourhood.
My neighbourhood is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity.

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Don't know (DO NOT READ)
Refused (DO NOT READ)

P5. During the last 5 years, do you think that crime in your neighbourhood has increased, decreased or remained about the same?

Increased
Decreased
About the same
Just moved into the area or have not lived in neighbourhood long enough (DO NOT READ)
Don't know (DO NOT READ)
Refused (DO NOT READ)

P6. How safe or unsafe do you think Calgary is overall?

Very safe
Reasonably safe
Somewhat unsafe
Very unsafe
Don't know (DO NOT READ)
Refused (DO NOT READ)

P7. Compared to other large Canadian cities, do you think Calgary has . . .

More crime
About the same amount of crime
Less crime
Don't know (DO NOT READ)

Questionnaire – cont'd

Refused (DO NOT READ)

P8. Have you ever been a victim of a property crime such as having your personal property vandalized or stolen?

Yes
No
Don't know (DO NOT READ)
Refused (DO NOT READ)

P9. Have you ever been a victim of a violent crime such as an assault?

Yes
No
Don't know (DO NOT READ)
Refused (DO NOT READ)

Now I would like to ask you about pedestrian safety. By this, we mean safety from injury caused by road or sidewalk surfaces, bicycles, cars, trucks and other motor vehicles.

P10. For each of the following statements, please tell me to what extent you agree or disagree with the statement . . .

[RANDOMIZE]
There are enough sidewalks in my neighbourhood for pedestrians to use to get around.
There are enough marked crosswalks in my neighbourhood for pedestrians to safely cross the streets.
The crosswalks in my neighbourhood are clearly marked and visible to drivers.
The sidewalks in my neighbourhood are in good condition.
Children in my neighbourhood demonstrate safe practices when crossing streets on foot.
Children in my neighbourhood demonstrate safe practices when crossing streets on a bicycle.
[KEEP NEXT TWO TOGETHER AND IN ORDER]
Drivers tend to obey the 30 kilometre per hour speed limit in playground and school zones in my neighbourhood.
Drivers tend to obey the regular speed limit in my neighbourhood.
Cyclists demonstrate safe practices while riding through my neighbourhood.
Cyclists tend to ride on the sidewalk instead of the streets in my neighbourhood.
Cyclists are safe from drivers when riding through my neighbourhood.

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Don't know (DO NOT READ)
Refused (DO NOT READ)

DEMOGRAPHICS
And finally I have a few questions that will be used to help us classify responses.

DQ1. How many people, including yourself, live in your household?

RECORD NUMBER (RANGE 1 – 10)

[IF 2 OR MORE IN DQ1 ASK DQ2 AND DQ3, ELSE SKIP TO DQ4]
DQ2. Do you have any children under the age of 18 living in your household?

Yes
No

DQ3. Is there anyone aged 65 years or older living in your household?

Yes
No

[ASK ALL]
DQ4. Are you either primarily or jointly responsible for paying property taxes or rent in your household?

Yes
No

DQ5. Do you own or rent your current place of residence?

Own
Rent
Other (VOLUNTEERED)
Neither (DO NOT READ)

DQ6. I am going to read you a list of different types of residential dwellings. Please tell me which of these best describes the type of dwelling you live in: (READ LIST)

Single detached house (INTERVIEWER NOTE: This includes bungalow, split level, 2-story, suite in a house, etc.)
Duplex, triplex, or fourplex
Townhouse or rowhouse
Apartment or apartment-style condominium
Another type of multi-unit complex (INTERVIEWER NOTE: This includes mobile home park, trailer park, seniors home, etc.)
(DO NOT READ) Other (Specify) _____

Questionnaire – cont'd

DQ6. How many years have you lived in Calgary? **(IF LESS THAN 1 YEAR ENTER 0)**
Enter number [   ]

DQ6b. How many years have you lived in the neighbourhood you currently live in? **(IF LESS THAN 1 YEAR ENTER 0)**
Enter number [   ]

DQ6C. Do you live in downtown Calgary? Downtown Calgary includes the core, the Beltline, East Village, Chinatown, Eau Claire and Downtown West.

Yes
No
Don't know **(DO NOT READ)**
Refused **(DO NOT READ)**

DQ7. We want to ensure our research is reflective of all Calgarians. Were you born in Canada?

Yes **[go to DQ9]**
No **[go to DQ8]**

[IF YES OR DK/REF, SKIP TO DQ13, ELSE CONTINUE WITH DQ8]

DQ8. How old were you when you arrived in Canada? **(READ LIST)**

Under the age of 12
12 to 17
18 to 59
60 or older
(DO NOT READ) Decline to respond

DQ9. As you know, Canadians come from many different ethnic backgrounds. What is your **main** ethnic background? **(DO NOT READ LIST. ACCEPT UP TO 2 RESPONSES.) (PROBE TO CLARIFY ONLY IF NECESSARY)**

Canadian/French Canadian
Caucasian/White
British (English/Scottish/Welsh/Irish)
Western European (from Austria, Belgium, France, Germany, Netherlands, or other)
Southern or Eastern European (from Greece, Italy, Portugal, Spain, Bosnia, Croatia, Serbia, Czech Republic, Hungary, Poland, Slovakia, Ukraine, former Soviet Republics, or other)
South Asian (Punjabi, Indian, Tamil, Sri Lankan, Pakistani, Bangladeshi, Nepalese)
East or Southeast Asian (from China, Hong Kong, Japan, North or South Korea, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam or other)
West Asian or Middle Eastern (from Afghanistan, Iran, Iraq, Israel, Lebanon, Saudi Arabia, Syria, Turkey or other)

African
Central/South American or Caribbean (from Argentina, Brazil, Columbia, El Salvador, Guatemala, Mexico, Venezuela, Barbados, Jamaica, or other)
Aboriginal/First Nations/Métis
Other (Specify)
Decline / Refuse to respond

DQ10. And what language do you speak most often at home? **(PROBE TO CLARIFY ONLY IF NECESSARY)**

English
French
Tagalog
Punjabi
Chinese (Interviewer note: some may report 'Chinese' without specifying further in the question on language spoken most often at home. These may include:
Mandarin
Cantonese
Hakka
Taiwanese
Chaochow
Fukien
Shanghainese
Spanish
Italian
Arabic
Hindi
Creoles
Bengali
Persian/Farsi
Urdu
Russian
Vietnamese
Korean
Other (specify)

[ASK DQ11 IF DQ10 NOT EQUAL TO ENGLISH]
DQ11. Would it be helpful to you or someone in your household to get information from The City in a language other than English? **[IF DQ10=English OR DK/Refuse, SKIP TO DQ13]**

Yes
No

Questionnaire – cont'd

[ASK DQ12 IF YES TO DQ11]
DQ12. In what other languages would you like to receive information from The City? (DO NOT READ LIST) [ACCEPT ALL RESPONSES]

French
Spanish
Cantonese
Mandarin
Vietnamese
Tagalog
Punjabi
Urdu
Arabic
Other (Please specify)

DQ13. What is the highest level of schooling that you have obtained? (READ LIST)

Completed high school or less
Some post-secondary or completed a college diploma
Completed university degree or post-grad degree

DQ13B. What best describes your employment status? Would you say you are...
Employed full time
Employed part time
Self-employed
Out of work and looking for work
Out of work but not currently looking for work
A homemaker
A student
Retired
Unable to work
Other

DQ14. Which of the following categories best describes the total annual income, before taxes, of all the members of your household? Please stop me when I get to your category.
(READ LIST – ACCEPT RESPONSE BEFORE FINISHING LIST)

Less than $90,000
$90,000 and over
[DO NOT READ] Don't Know/Refused

[IF "Less than $90,000" ASK DQ15. IF "$90,000 and over" ASK DQ16. IF DK/REF, GO TO DQ17]

DQ15. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)
Less than $30,000
$30,000 to just under $45,000

$45,000 to just under $60,000
$60,000 to just under $75,000
$75,000 to just under $90,000

DQ16. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)
$90,000 to just under $105,000
$105,000 to just under $120,000
$120,000 to just under $135,000
$135,000 to just under $150,000
$150,000 and over

DQ17. Do you consider yourself a member of a visible minority?
Yes
No
Refused [DO NOT READ]

DQ18. Do you or a member of your family have a disability?
Yes
No
Refused [DO NOT READ]

DQ19. What is your gender?

IF NECESSARY - DO NOT READ EXCEPT TO CLARIFY: Gender refers to the gender that a person internally feels and/or the gender a person publicly expresses in their daily life, including at work, while shopping, or accessing other services, in their home or in the broader community.

DO NOT READ LIST EXCEPT TO CLARIFY
01 – Male
02 – Female
03 – Other – please specify
99 – Refused / prefer not to say

This completes the survey. Thank you very much for taking the time to provide feedback.