

Calgary



Calgary Transit Safety, Security, and Cleanliness Survey

2015

Prepared for Calgary Transit by:



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Executive Summary

Calgary Transit has a long tradition of ensuring that approximately 300,000 Calgarians are safe and secure using its services each day from early in the morning to late at night. To gauge riders' perceptions of its efforts, Calgary Transit conducts an annual survey¹ of 500 Calgarians who are regular weekly riders about safety, security and cleanliness of its services. In 2015, HarGroup Management Consultants Inc. was engaged to conduct the survey and report the findings.

Key Safety and Security Measurements

- Survey respondents reported an average safety rating of 7.8 for Calgary Transit services based on 1 being very unsafe and 10 being very safe in 2015. This rating is statistically consistent with those achieved since 2010.

¹ Since 2008.

- Respondents most commonly cited concerns about the behaviours of other riders for why they gave their safety ratings for Calgary Transit services.
- Approximately nine in ten respondents (87%) agreed that Calgary Transit is doing what it can to address the safety and security of riders.

Rider Experiences

- Historically, survey respondents have perceived travel on Calgary Transit to be safer before 6:00 PM than after and these opinions continued in 2015.
- Respondents gave higher safety ratings for travel on buses than CTrains, whether before or after 6:00 PM. In contrast, however, respondents considered waiting at Ctrain stations for CTrains to be safer than at bus passenger shelters for buses.

- Just under half of all respondents (45%) indicated some aspect of avoidance (either certain routes, stops, or stations or no travel at all) with using Calgary Transit during night time periods.
- Approximately six in ten respondents (59%) agreed that they had heard other Calgarians express concerns, seen or heard media reports that caused them concerns, or both in the 12 months preceding the survey. These respondents typically gave lower safety ratings to Calgary Transit services.

Orderliness

- When asked about examples of situations that they might have experienced, respondents typically observed or experienced nuisances such as intoxicated and obnoxious riders rather than crimes such as harassment, assault or theft.



- Approximately one in five respondents (19%) indicated that they had witnessed or personally experienced a crime; most of these being witnessed a crime. For the most part, respondents were likely to be mildly concerned rather than fearing for their lives when these incidents occurred.
- Most respondents agreed that the presence or availability of security resources and measures make them feel safe and secure when using Calgary Transit; especially help intercoms (92%), security surveillance or video cameras (89%), real time displays at CTrain stations (83%), Transit Peace Officers (83%), and Calgary Transit personnel (82%).
- Having large groups or lots of people around was also cited by respondents as making them feel safe and secure.

- Just over half of respondents (57%) agreed that there are sufficient Peace Officers on CTrains to ensure their personal security.

Presentation/Environ

- The vast majority of respondents perceive CTrain stations to be sufficiently lit (92%) and there are no hiding places on buses (87%) or CTrains (86%). About two-thirds of respondents agreed that there are no hiding places in CTrain stations (65%) or at bus stops (64%). About half of respondents (50%) concurred that bus stops are sufficiently lit.
- Approximately nine in ten respondents agreed that the condition (91%), cleanliness (89%), and appearance (89%) of Calgary Transit vehicles, stops,

and stations make them feel safe and secure.

Personal Influences

- Approximately eight in ten respondents (82%) agreed that they had the knowledge and readiness to take care of themselves if a situation arose that might put their safety at risk when using Calgary Transit.
- A quarter of respondents (27%) indicated that they were concerned about their safety and security because of the location or community where they live. Respondents from the North East and Centre City Service Areas of Calgary Transit were significantly more likely to agree with this assertion.



Introduction

Each day, thousands of Calgarians rely on Calgary Transit for transport throughout the city (over 367,000 riders on average each day in 2015). Keeping all of these riders safe and secure on their travels is a priority for Calgary Transit.

Calgary Transit conducts an annual survey to gauge its efforts to ensure riders are safe and secure. Each year, a total of 500 Calgarians who are at least 15 years of age and use Calgary Transit CTrain and bus services at least once a week are interviewed for the survey.

The survey has been conducted with Calgarians since 2008 and has evolved to address various safety, security, and cleanliness issues. Survey instruments are developed each year and copy of the 2015 questionnaire can be found in Appendix A.

In 2015, the Safety, Security, and Cleanliness Survey was conducted by telephone using both landline and cell phone numbers with a random sample in October. A survey of 500 randomly

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

A respondent profile of the 2015 survey is presented in Appendix B. The survey data are weighted to ensure that the sample (including both users and non-users) effectively represents the Calgary population.

Each year, incidents and initiatives develop within the Transit system that riders become informed about. These kinds of developments should be considered when reviewing the 2015 survey findings. Some of the developments that have occurred in the past year are presented in Appendix C.

The remaining sections of the report present the results of the 2015 Safety, Security and Cleanliness Survey. Some of the sections have been organized to examine learnings that have surfaced in previous surveys such as Rider Experiences, Orderliness, and Presentation of Services. These three areas have been hypothesized

as representing key influences of riders' perceptions of safety and security.

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%. Additional survey data have been presented in Appendices D and E to support the results presented in the report.

HarGroup Management Consultants Inc. was engaged by Calgary Transit to conduct the 2015 Safety, Security and Cleanliness Survey.



Key Measurements - Calgary Transit Safety and Security

Calgary Transit measures riders' overall perceptions of safety and security of Transit services. These measures have suggested that riders typically feel safe and secure when using Calgary Transit services.

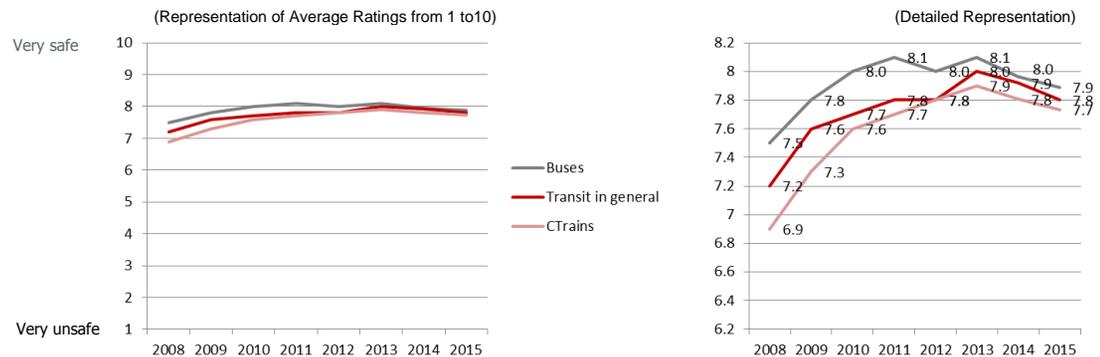
In 2015, survey respondents gave an average safety rating of 7.8 for Transit services based on 1 being very unsafe and 10 being very safe. Buses were rated slightly higher (7.9) and CTrains slightly lower (7.7). Ratings given for Calgary Transit services are statistically consistent with those achieved since 2010.

Respondents who gave the highest rating (10) stated that they have no concerns or are confident in Transit to ensure their safety and security. Respondents who provided ratings lower than the highest indicated that other riders cause them concern or anxiety when using Transit, especially those who are intoxicated, boisterous, or obnoxious.

It is worth noting that 87% of respondents agreed that Calgary Transit is doing what it can to address safety and security of riders.

Average Safety Ratings of Calgary Transit Services

(Mean rating based on 1 being very unsafe and 10 being very safe)



Reasons for Providing Safety Ratings			
Very Safe Ratings		Less than Very Safe Ratings	
Reasons	% of Responses	Reasons	% of Responses
Generally feel safe	37	Specific behaviors of other riders	25
Availability of Transit staff	13	Other riders make me feel uncomfortable	19
Availability of technology/strategies	10	Lack of Transit staff	10
Reliability of service	6	Nothing is completely safe	8
Lots of people around	6	Feel unsafe in evening	7
Can protect myself	5	Depends on location	5
Familiarity of Transit	5	Witnessed/Experienced situations/crimes	4
Travel during the day	4	Potential accidents	4
Don't travel to certain locations	4	Bus stops in isolated areas	3
Compared to other cities	3	Travelling alone	3
Calgary is a safe city	3	Other	13
Other	3	Total	100
Total	100		
Multiple response	74	Multiple response	528
# of Respondents	67	# of Respondents	430



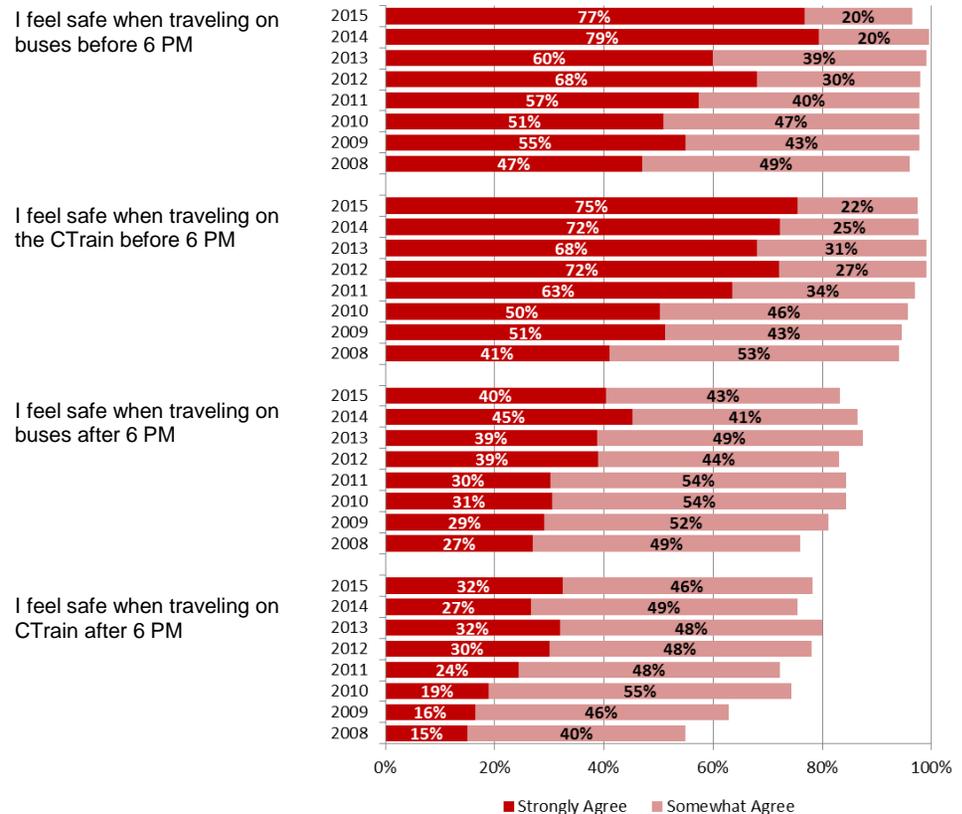
Rider Experiences - Safety and Security at Different Travel Times

The survey explores various rider experiences associated with traveling at different times of the day and planning Transit trips to ensure trips are safe and secure.

Historically, survey respondents have perceived travel on Calgary Transit to be safer before 6:00 PM than after and these opinions continued in 2015. As well, respondents typically give higher safety ratings for travel on buses than CTrains, whether before or after 6:00 PM and 2015 was no different.

Ratings given in 2015 are, for the most part, similar to those that have been observed over the past few years (e.g. since 2012) for traveling at different times.

Safety and Security for Different Travel Times



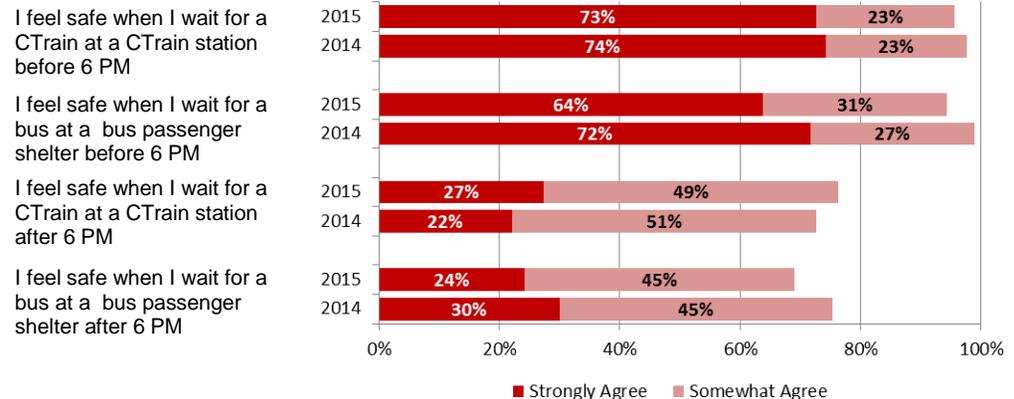


For the past two years, respondents have had the opinion that waiting for Transit vehicles before 6:00 PM is safer than after 6:00 PM. They have also considered waiting at Ctrain stations for CTrains to be safer than bus passenger shelters for buses; but only slightly more respondents have this perception.

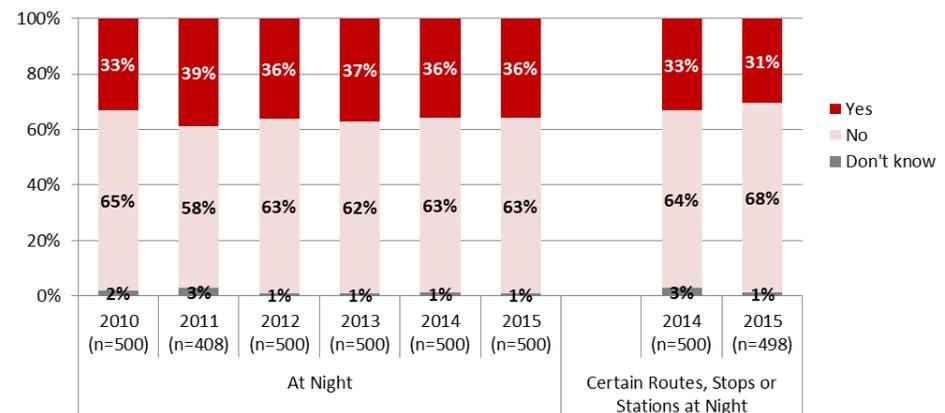
In comparing differences between results of the past two years, a notable decline is observed for waiting for buses at bus passenger shelters in 2015 compared to 2014.

About a third of respondents stated that they avoid using Calgary Transit at night. Further, a third of respondents indicated that they avoid certain routes, stops or stations at night. Combining the results of these queries, just under half of all respondents (45%) indicate some form of avoidance during night time periods (see Appendix E for data).

Safety and Security while Waiting during Different Travel Times



Avoiding Using Calgary Transit at Night





Rider Experiences - Word of Mouth and Media Influences

Rider perceptions of their safety and security are also influenced by events or situations that occur on Calgary Transit and are communicated to them by friends, relatives, and other Transit riders, as well as through media.

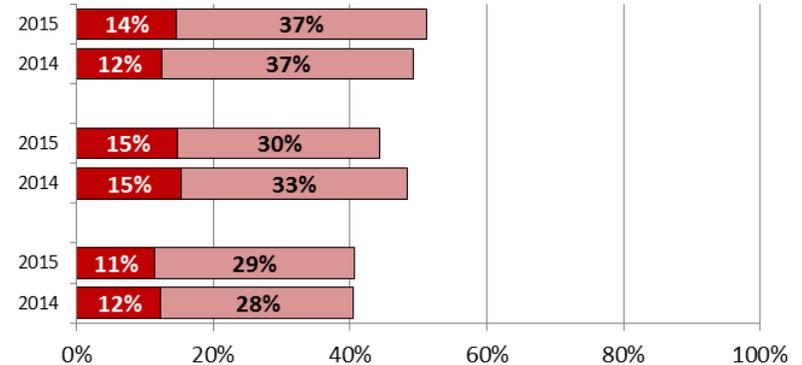
In 2015, approximately half of respondents agreed that they had heard other Calgarians express concerns about the safety and security of using Calgary Transit and four in ten had seen or heard media reports that caused them concern. These findings are similar to those observed in 2014.

It is worth noting that approximately six in ten respondents agreed that they had heard other Calgarians express concerns, seen or heard media reports that caused them concerns, or both in the past 12 months. These respondents typically gave lower safety ratings to Calgary Transit services.

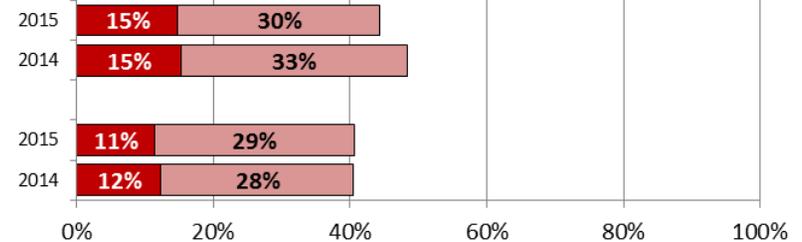
Almost half of respondents stated that they had seen or heard advertising by Calgary Transit about how passengers can enhance their own safety and security.

Media and Word of Mouth Influences (In past 12 months)

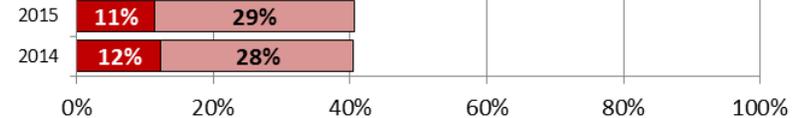
I have heard other Calgarians express concerns about the safety/security of using Transit



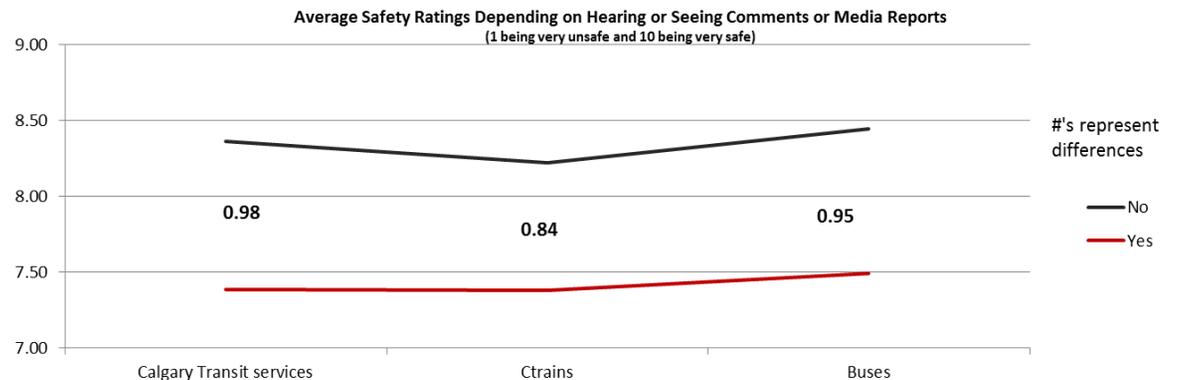
I have seen or heard advertising by Calgary Transit about how passengers can enhance their own safety and security while using Transit



I have seen or heard media reports that have caused me concern about the safety and security of using Transit



■ Strongly Agree ■ Somewhat Agree





Orderliness - Exposure to Nuisances and Crimes

When considering examples of nuisances and crimes that Transit riders might witness or experience, respondents report nuisances typically occurring more often than crimes. For example, the average number of times that respondents reported witnessing or encountering people who appear to be very intoxicated, but are not consuming alcohol, which is a nuisance and not a crime, is 13 times over the past year.

Interestingly, the reasons most cited by respondents for why they did not give the highest possible safety rating to Calgary Transit services, as reported earlier, were other riders being intoxicated, boisterous, or obnoxious, and these kinds of behaviours were likely to be witnessed or encountered more frequently than crimes such as assault, harassment, and theft.

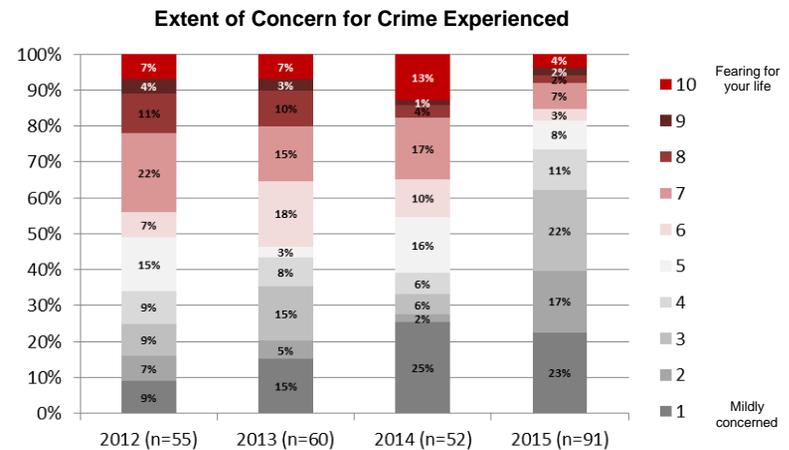
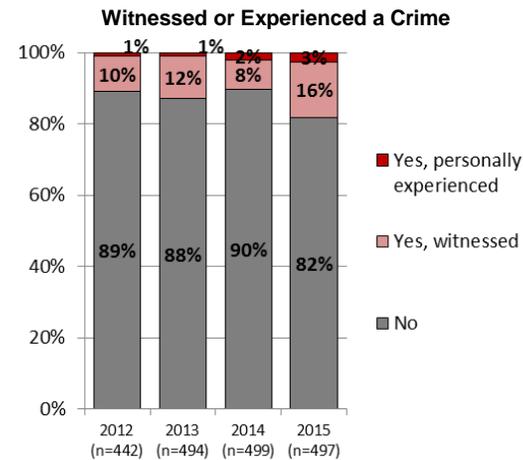
Nuisance Behaviours and Crimes Encountered or Witnessed (Organized based on # of Times Witnessed or Encountered)								
Nuisance Behaviours and Crimes	% of Respondents who Encountered Activity				# of Times Witnessed/ Encountered (Average)			
	2012	2013	2014	2015	2012	2013	2014	2015
People who appear to be very intoxicated, but are not consuming alcohol (nuisance)	79	83	80	81	13	14	10	13
People who are panhandling at bus stops or CTrain stations or in transit vehicles (nuisance)	-	54	50	54	-	20	12	13
People who are yelling or being obnoxiously loud (nuisance)	-	81	78	77	-	17	10	9
People who are openly drinking alcohol (crime)	44	44	40	39	9	11	7	5
You or someone being verbally harassed such as bullying, racism, or comments of sexual intent (crime)	-	-	-	46	-	-	-	3
You or someone being physically assaulted (crime)	12	14	14	19	2	2	2	2
A theft of your or someone else's personal property (crime)	9	7	4	7	2	7	2	<1
You or someone being inappropriately touched with a sexual intent (crime)	-	-	5	5	-	-	2	<1



In terms of crimes, almost one in five respondents in 2015 indicated that they had witnessed or encountered at least one situation or event in the past year. Most of these were witnessed rather than personally experienced. The 2015 findings are higher than those observed in previous surveys, but the increase is mainly due to more respondents witnessing rather than personally experiencing crimes.

In 2015, respondents rated their concern of the crimes witnessed or experienced as 3.5, on average, based on a scale of 1 being mildly concerned and 10 being fearing for life. In previous surveys, the average rating was usually around 5.0. The decline in the average rating is likely due to the higher proportion of respondents who had indicated that they had witnessed, rather than personally experienced crimes, in 2015.

Extent of Concern to Crimes Being Witnessed or Experienced





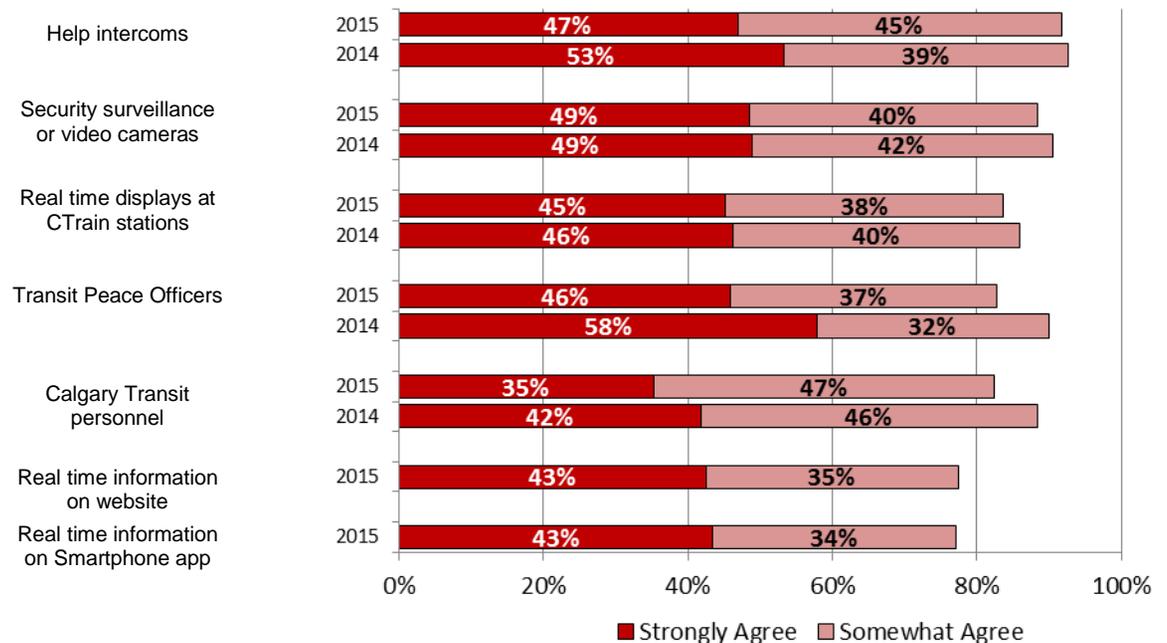
Orderliness - Safety and Security Resources

Calgary Transit employs various resources to enhance the safety and security of Transit riders. When it comes to help intercoms and security surveillance or video cameras, most respondents indicated they were aware of these kinds of measures (see Appendix E).

Nonetheless, most respondents concur that the presence or availability of security resources and measures make them feel safe and secure when using Calgary Transit; especially help intercoms, security surveillance or video cameras, real time displays at CTrain stations, Transit Peace Officers, and Calgary Transit personnel. To a lesser extent, respondents agreed that the real time information on the Calgary Transit website and Smartphone app make them feel safe and secure.

Large groups or lots of people being around was also cited by respondents as making them feel safe and secure (see Appendix D).

Presence or Availability of Security Measures Influencing Feelings of Safety and Security





Approximately half of respondents stated they had observed Transit Peace Officers in the month prior to the survey.

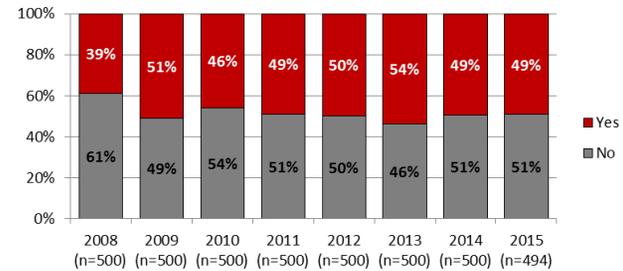
About half of these respondents had observed Peace Officers during rush hour and the other half during non-rush hour periods.

Just over half of respondents agreed that there are sufficient peace officers on the CTrain to ensure their personal security.

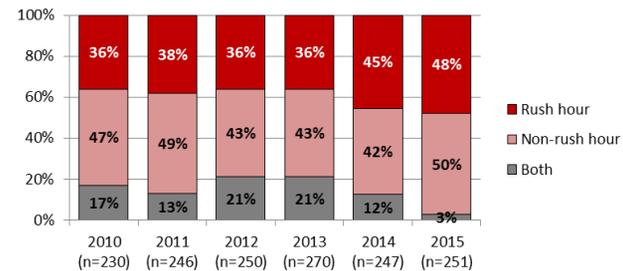
The above findings, for the most part, are similar to those observed in previous surveys.

Visibility and Sufficiency of Peace Officers

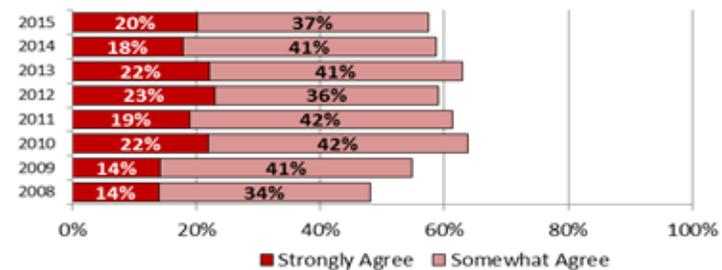
Observed Peace Officers in Past Month



Times Peace Officers Observed



Sufficiency of Peace Officers on CTrains





Presentation - Environs

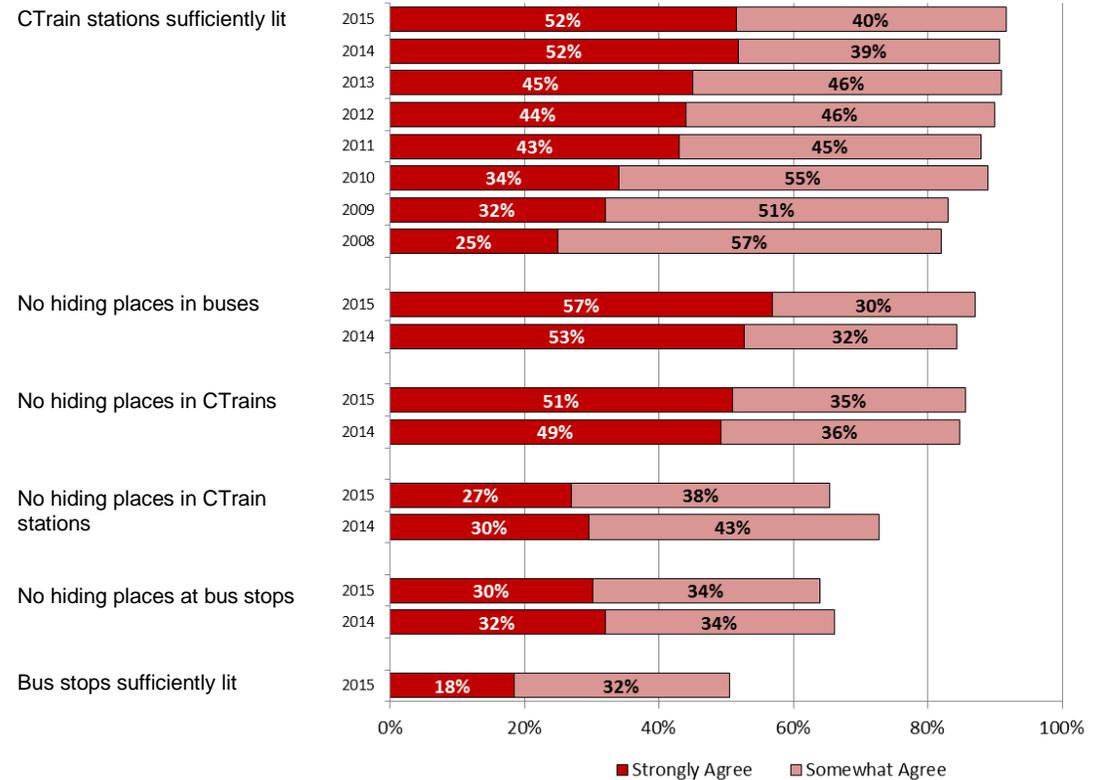
Being able to view the surroundings or, at a minimum, not having someone able to approach a rider without being noticed is an important aspect of riders feeling safe and secure. The design of stations, bus stops, and vehicles influence riders' perceptions of safety and security.

The vast majority of respondents perceived CTrain stations to be sufficiently lit and this opinion has been gradually increasing in historical survey results. Similarly, the vast majority of respondents agreed there are no hiding places on buses or CTrains.

About two-thirds of respondents agreed that there are no hiding places in CTrain stations or at bus stops.

Fewer respondents were able to concur that bus stops are sufficiently lit. Indeed, about half of respondents stated agreement with this assertion.

Perceptions of Environs





Presentation - Cleanliness

On the whole, respondents concurred that the condition, cleanliness, and appearance of Calgary Transit vehicles, stops, and stations make them feel safe and secure. In 2015, the proportions of respondents with these views are very similar for the condition, cleanliness, and appearance (ranging from 89% to 91%).

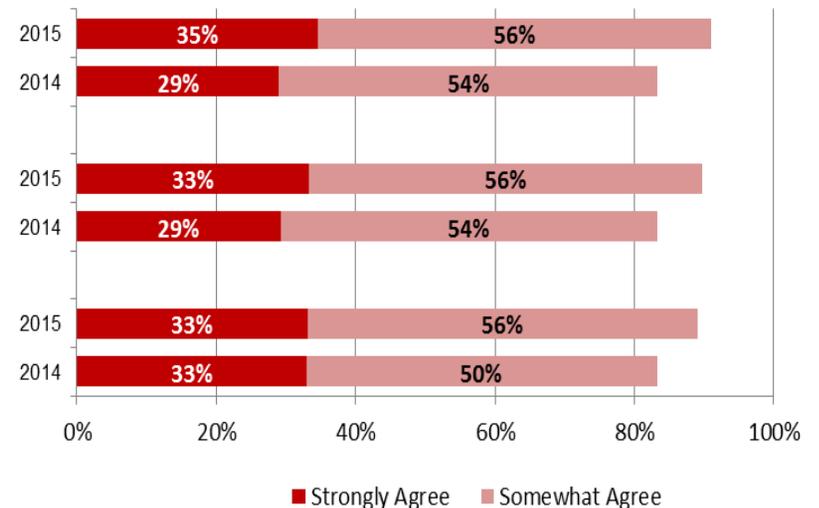
For the condition and overall cleanliness of Calgary Transit vehicles, stops, and stations making respondents feel safe and secure, the findings are higher in 2015 than 2014.

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

The condition of Calgary Transit vehicles, stops, and stations has made me feel safe and secure

The overall cleanliness of Calgary Transit vehicles, stops, and stations has made me feel safe and secure

The overall appearance or style of Calgary Transit vehicles, stops, and stations has made me feel safe and secure



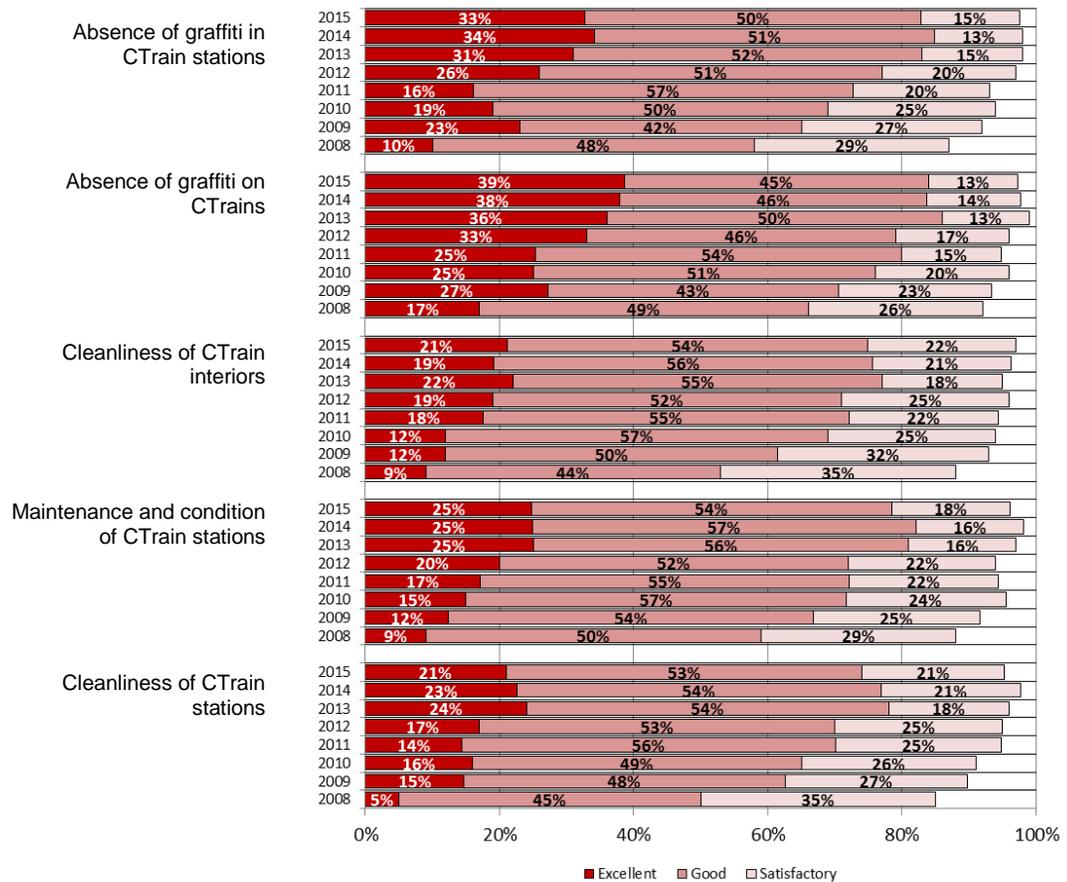


CTrains

Respondents gave high ratings for the cleanliness of CTrain stations and vehicles such as the absence of graffiti in CTrain stations and on CTrains, cleanliness of CTrain interiors, the maintenance and condition of CTrain stations and cleanliness of CTrain stations. Indeed, the vast majority of respondents gave ratings of excellent, good, or satisfactory to statements about the cleanliness, maintenance, and condition of CTrains and stations.

The degree of ratings (excellent, good, or satisfactory) have, for the most part, progressively become better over the years for most of the items examined in the survey, but especially for absence of graffiti in CTrain stations and vehicles and cleanliness of CTrain interiors.

Cleanliness Ratings of CTrains and Stations





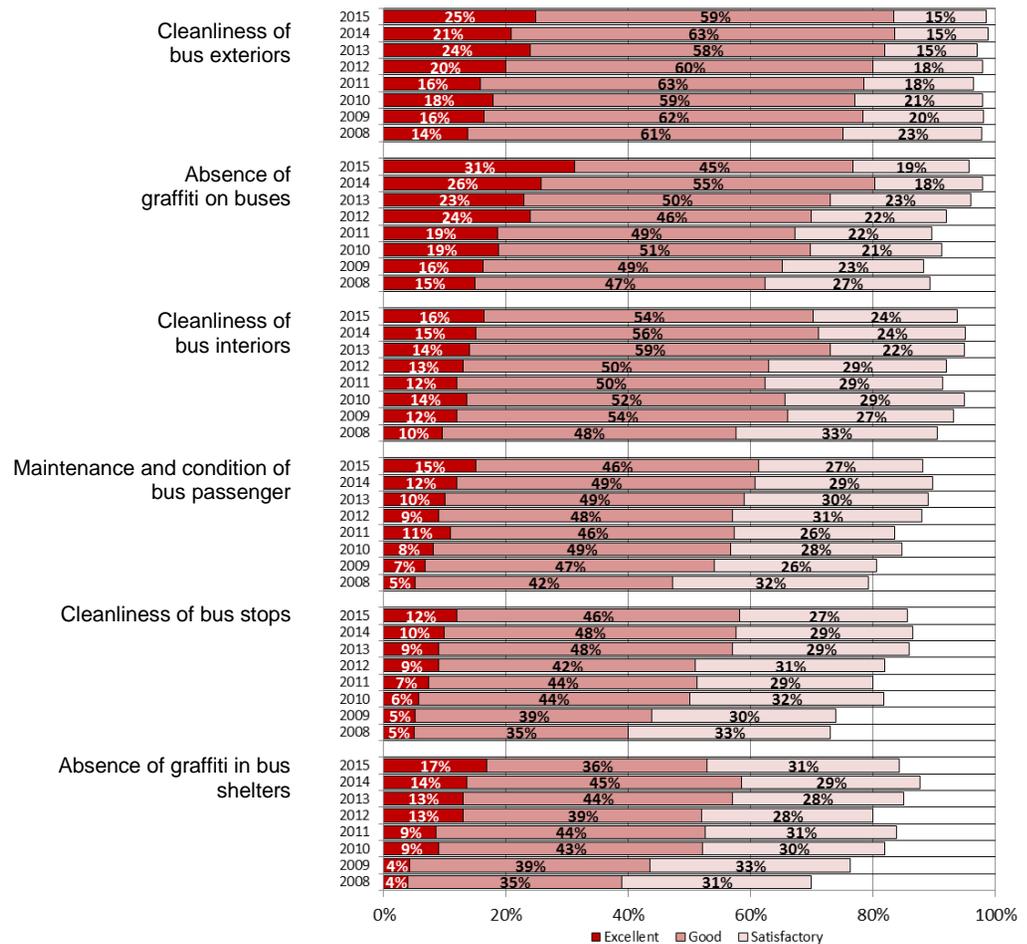
Buses

Similar to CTrains and stations, respondents gave high ratings to the cleanliness, maintenance and condition of buses and bus stops/passenger shelters.

It is worth noting that ratings were not as high for bus stops/passenger shelters as they were for buses. Even so, at least eight in ten respondents gave ratings of excellent, good, and satisfactory to the items examined for buses.

The degree of ratings (excellent, good, or satisfactory) have, for the most part, progressively become better over the years for the items examined in the survey.

Cleanliness Ratings of Buses and Bus Shelters





Other Issues - Personal Influences

Several aspects of safety and security are affected by the personal knowledge or circumstances of riders themselves.

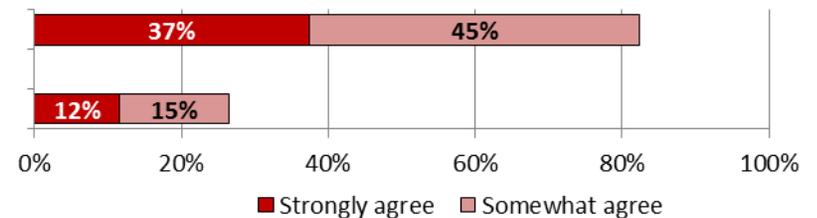
The survey asked respondents if they had the knowledge and readiness to take care of themselves if a situation arose that might put their safety at risk when using Calgary Transit. Approximately eight in ten respondents agreed with this statement.

They were also asked if they were concerned about their safety and security because of the location or community where they live. Approximately one in four respondents concurred with this assertion. Respondents living in the Centre City and North East Service Areas were significantly more likely to agree with the statement, while respondents in West Service Area were less likely (see Appendix E for data). Even so, no significant differences were observed for overall ratings of safety (e.g. ratings for Transit services, CTrains, or buses) based on the Service Areas that respondents reside.

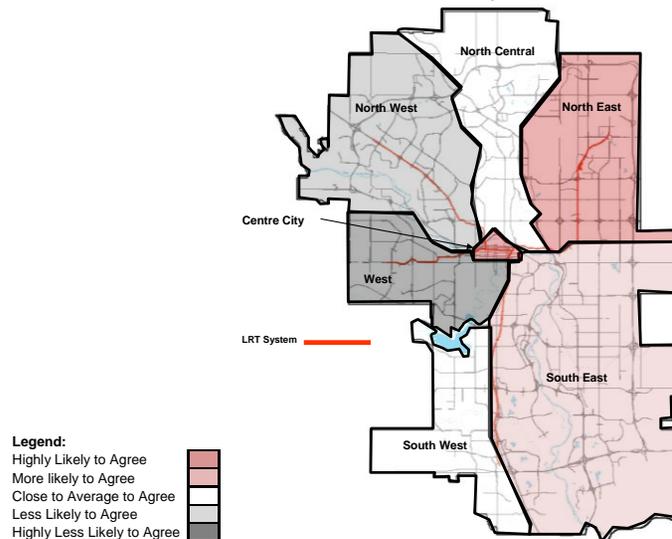
Personal Influences

If a situation was to arise that might put my safety at risk when using Calgary Transit, I feel I am informed and ready to take care of myself

I am concerned about the safety and security of using Calgary Transit because of the location or community where I live



Concern about Location/Community Lived based on Service Area Residency

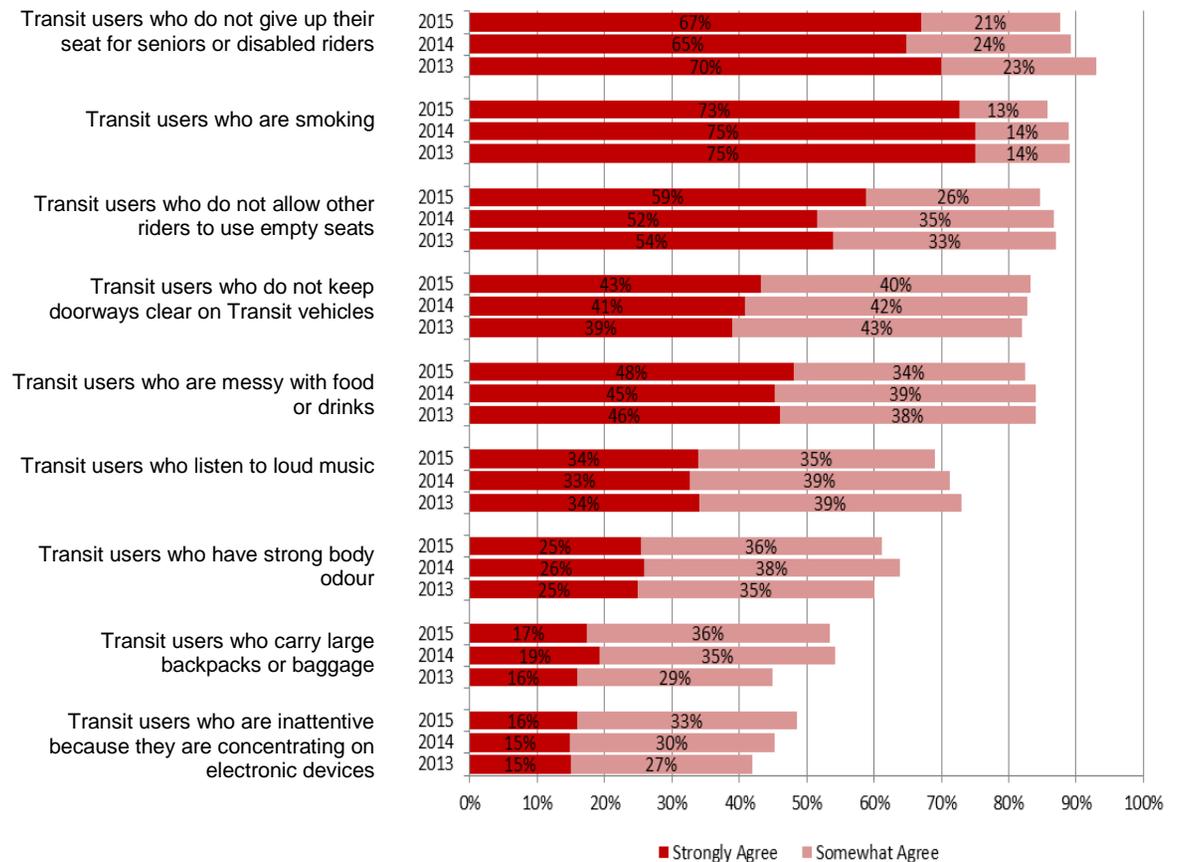




Other Issues - Nuisances to Address

Calgary Transit implements communications initiatives to inform riders of various nuisance behaviours and activities and how to respond to them. When asked about specific issues that might be addressed in future campaigns, respondents were most likely to concur that courtesies for giving up seats to certain riders, smoking, and not sharing seats should be addressed.

Possible Nuisances for Calgary Transit to Address



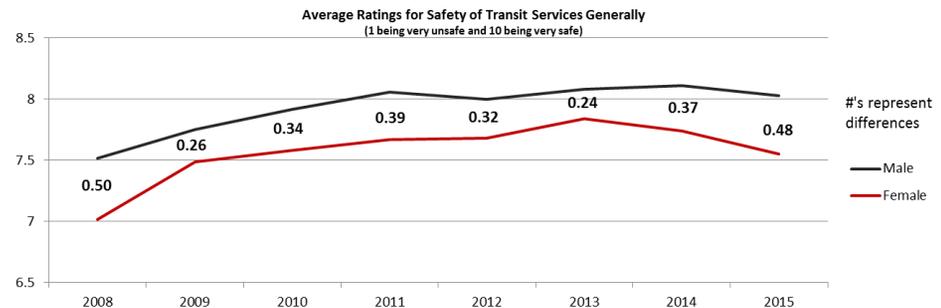
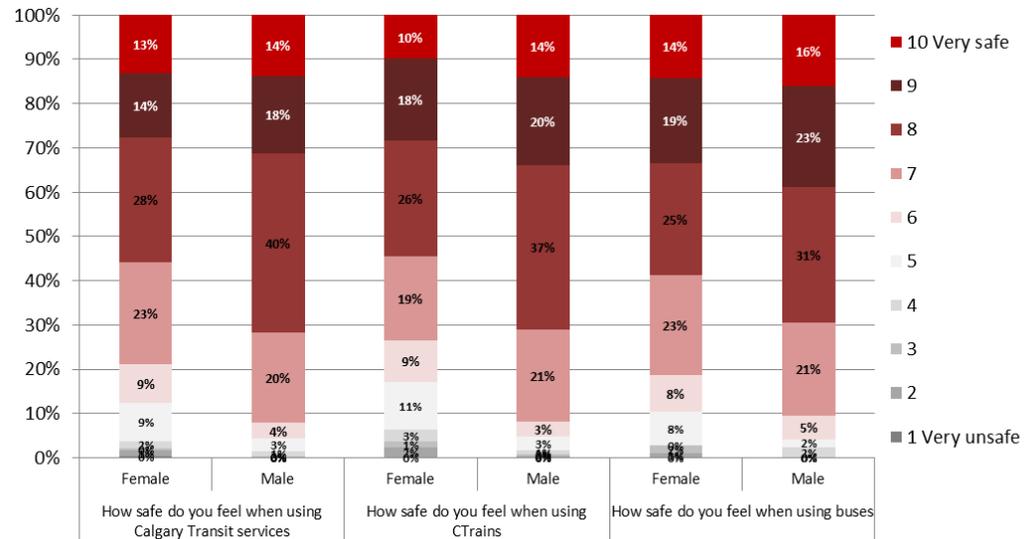


Demographic Considerations

Differences have typically been observed between responses provided by female and male respondents for various queries within the Safety, Security, and Cleanliness Survey and these differences were apparent again in 2015.

However, detailed analysis reveals that some of the differences were greater in 2015 as compared to most years, such as average ratings for safety of Transit services generally.

Gender differences for Ratings of Safety of Transit Services



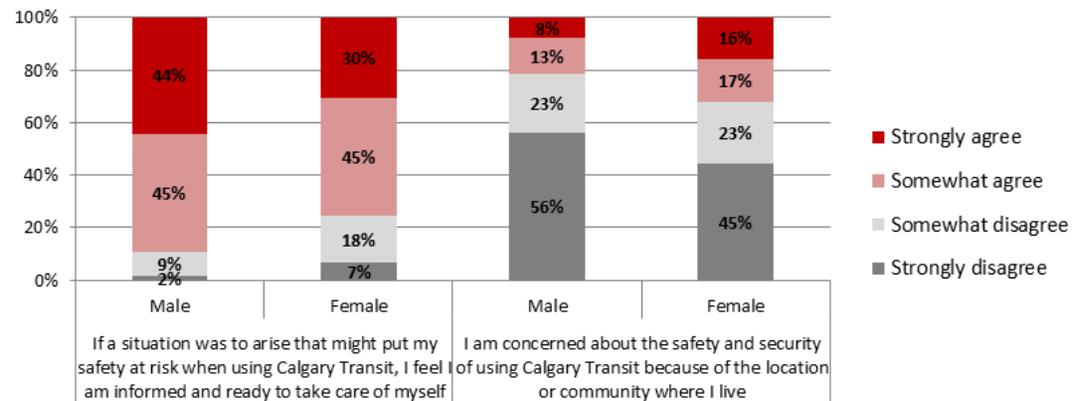
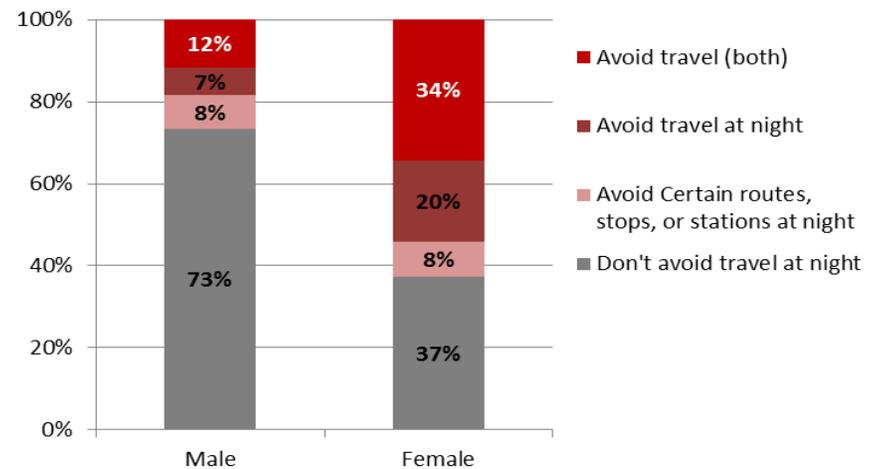


Differences observed for avoidance of travel at night between female and male respondents are considerable. The 2015 survey data show that about a two thirds of female respondents avoid travel at night, either general avoidance at night or certain routes, stops or stations. In contrast, only a quarter of male respondents avoid travel at night.

Female respondents were less likely than male to agree that they feel prepared to take care of themselves if a situation arose that might put their safety and security at risk. They are more likely to concur that they are concerned about their safety and security because of where they live.

In 2015, respondents were asked if they considered themselves to be a visible minority. No distinguishable patterns of differences were observed between this group and other respondents.

Gender differences Avoiding Travel at Night, Being Prepared, and Concern about Location/Community





Concluding Remarks

The findings of the 2015 Calgary Transit Safety and Security Survey reveal that the vast majority of riders consider services to be safe and secure. Indeed, survey respondents gave average safety ratings of 7.8 for Transit services based on 1 being very unsafe and 10 being very safe.

Many different factors contribute to respondents' perceptions of safety and security. However, when asked directly why they gave certain safety ratings for Calgary Transit services in general, many respondents cited concerns about the behaviours of other riders. Some respondents were specific by stating they had observed other riders being intoxicated, boisterous, or obnoxious. These types of nuisance behaviours tend to be observed by respondents more often than actual crimes. Many other respondents simply suggested that other riders make them feel uncomfortable.

In 2015, respondents continued to give higher safety ratings for travel before 6:00 PM compared to after. Indeed, just under

half of all respondents stated some form of avoidance of using Calgary Transit at night time.

Approximately six in ten respondents agreed that they had heard other Calgarians express concerns, seen or heard media reports that caused them concern or both in the 12 months preceding the survey. These respondents typically gave lower safety ratings to Calgary Transit services.

Respondents concur that the presence or availability of safety resources and measures make them feel safe and secure when using Calgary Transit; especially help intercoms, security surveillance or video cameras, real time displays at CTrain stations, Transit Peace Officers, and Calgary Transit personnel.

A significant majority of respondents agreed that CTrain stations are sufficiently lit and there are not hiding places in buses and CTrains. Fewer respondents concurred that there are no hiding places in CTrain stations and bus stops. Approximately half of

respondents agreed that bus stations are sufficiently lit.

The vast majority of respondents agreed that the condition, cleanliness, and appearance of Calgary Transit vehicles, stops, and stations make them feel safe and secure.

Most respondents feel that they are informed and ready to take care of themselves if a situation were to arise that might put their safety at risk when using Calgary Transit. About a quarter of respondents agreed that they are concerned about the safety and security of using Calgary Transit because of the location or community that they live. Respondents residing in the Centre City and North East Service Areas of Calgary Transit were more likely to express concern about the location or communities where they live.



Appendix A – Survey Instrument

NOTE TO THE READER:

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

INTRODUCTION/SCREENING SHEET

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

REINTRODUCE SURVEY IF NECESSARY

Int1. 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



Int2. Before we begin, I want to inform you that the personal information collected herein is authorized under Section 33(c) of the Freedom of Information & Protection of Privacy Act and is collected for the purpose of improving Calgary Transit Services. If you have any questions about the use of the information on this form, please contact 311 and mention the Calgary Transit Safety, Security, and Cleanliness Survey.

D1. First, to help us determine if you qualify for the survey, I need to know which of the following age groups you are in?

[READ GROUP CATEGORIES]

- 1 15 to 17 yrs
- 2 18 to 19 yrs
- 3 20 to 24 yrs
- 4 25 to 34 yrs
- 5 35 to 44 yrs
- 6 45 to 54 yrs
- 7 55 to 64 yrs
- 8 65 to 74 yrs
- 9 75 and older
- 10 Refused

IF THE RESPONDENT IS AT LEAST 18 YEARS, CONTINUE

IF RESPONDENT IS 15 TO 17 YEARS, ASK – “MAY I SPEAK TO A PARENT OR GUARDIAN TO RECEIVE PERMISSION TO INTERVIEW YOU.”

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

**IF YES-> “THE CITY’S FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY POLICY REQUIRES THAT I HAVE THE YOUR FIRST AND LAST NAME BEFORE PROCEEDING WITH INTERVIEWING YOUR CHILD. CAN I HAVE YOUR FIRST AND LAST NAME.”
MUST RECORD FIRST AND LAST NAME OF PARENT OR GUARDIAN – IF NOT WILLING TO PROVIDE BOTH FIRST AND LAST NAME, INFORM PARENT OR GUARDIAN:**



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

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

FIRST NAME: _____

LAST NAME: _____

THANK AND PROCEED INTERVIEW WITH CHILD

IF NO-> THANK AND DISCONTINUE; MARK AS “PARENT REFUSED’ ON CALL SHEET

D2. DO NOT READ - Male [] 1 Female [] 2

Int1. Are you a permanent resident of Calgary?

IF YES, CONTINUE

IF NO, TERMINATE WITH THANK YOU..

S1. Do you or does a member of your household work for Calgary Transit?

IF YES, TERMINATE WITH THANK YOU.

IF NO, CONTINUE.

S2. 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

S3. 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 S2 and S3 are 1 or more, complete Safety, Security, and Cleanliness Questionnaire

If 0, end interview



QUESTIONNAIRE

Q1A. 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

Q1B. **(If Q1A 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

Q2A. **(If S2 > 0)** Can you tell me how many minutes on average you usually wait at a CTrain station before a CTrain arrives?

_____ Minutes

Q2B. **(If S3 > 0)** Can you tell me how many minutes on average you usually wait at a bus stop before a bus arrives?

_____ Minutes

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. Which two CTrain stations do you use most often?

(DO NOT READ - 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 [] Tuscany – 10210 Crowchild Trail NW
- 19 [] University - 3103 Crowchild Trail NW

South Leg Stations

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

West Leg Stations

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

Downtown stations (WEST - NORTHSIDE)

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

Downtown stations (EAST - SOUTHSIDE)

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



OTHER

48 [] Other (specify _____)

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

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

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

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



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

Have you seen any peace offices in the past month?

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

Q4B Did you see the peace offices during rush hour (7-9 AM, 4-6 PM) or during off-peak times?

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

Q5A. **(All)** Calgary Transit is also interested in your views on safety and security. I'd like to ask you how strongly you agree or disagree with a few statements concerning safety and security. For each of the following statements, please tell me if you **strongly agree, somewhat agree, somewhat disagree or strongly disagree**. If any of the statements are not applicable, please tell me. **ROTATE**
(If SQ2C>1 Skip to Q5B) ROTATE

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



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

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

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

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

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

Q6D. (IF Q6A<10) For what reasons, if any, did you give the rating of (Show results of Q6A) rather than a higher rating to how safe you feel when using Calgary Transit services generally?

Q6E. (IF Q6A=10) For what reasons, if any, did you give a rating of 10 to how safe you feel when using Calgary Transit services generally?



Q7.A 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 how often you have encountered or witnessed each of them. If you haven't witnessed or encountered a particular behavior, activity or crime, please answer with zero. In the past 12 months, how often have you encountered or witnessed

Activity	# of Times (999=Don't know)
i. People who were yelling or being obnoxiously loud (nuisance)	_____
ii. People who were panhandling at bus stops or CTrain stations or in Transit vehicles (nuisance)	_____
iii. People who appeared to be very intoxicated, but were not consuming alcohol (nuisance)	_____
iv. People who were openly drinking alcohol (crime)	_____
v. A theft of your or someone else's personal property (crime)	_____
vi. You or someone being physically assaulted (crime)	_____
vii. You or someone being inappropriately touched with a sexual intent (crime)	_____
viii. You or someone being verbally harassed such as bullying, racism, or comments of sexual intent	_____

Q8A. 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 Q9A** 3 DON'T KNOW=> **SKIP TO Q9A**

Q8B. Were you the victim of any of the crimes?

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

Q8C. 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 #: _____

Q9A. Have you ever avoided traveling on Calgary Transit at night because of personal safety or security reasons?

1 YES 2 NO 3 DON'T KNOW



Q9B. Have you ever avoided certain routes, stops, or stations when you have travelled at night on Calgary Transit from what you would typically use during the day because of personal safety or security reasons?

1 YES 2 NO 3 DON'T KNOW

Q10. 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 |

Q11A. To what extent do you agree or disagree that the presence or availability of the following over the past 12 months has made you feel safe and secure when using Calgary Transit?

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

Q11.B What, if anything else, has made you feel safe and secure when using Calgary Transit in the past 12 months by its presence or availability?



Q12. 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

Q13. To what extent do you agree or disagree with the following statements?

Statement	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't know
ROTATE In the past 12 months, I have seen or heard media reports that have caused me concern about the safety and security of using Calgary Transit	1	2	3	4	5
In the past 12 months, I have heard other Calgarians express concerns about the safety and security of using Calgary Transit	1	2	3	4	5
In the past 12 months, I have seen or heard advertising by Calgary Transit about how passengers can enhance their own safety and security while using buses or CTrains	1	2	3	4	5



Based on the past 12 months, the condition of Calgary Transit vehicles, stops, and stations has made me feel safe and secure while using buses or CTrains	1	2	3	4	5
Based on the past 12 months, the overall appearance or style of Calgary Transit vehicles, stops, and stations has made me feel safe and secure while using buses or CTrains	1	2	3	4	5
Based on the past 12 months, the overall cleanliness of Calgary Transit vehicles, stops, and stations has made me feel safe and secure while using buses or CTrains	1	2	3	4	5
(DO NOT ROTATE) Calgary Transit is doing as much as is reasonably possible to ensure the safety and security of its passengers	1	2	3	4	5
(DO NOT ROTATE) If a situation was to arise that might put my safety at risk when using Calgary Transit, I feel I am informed and ready to take care of myself	1	2	3	4	5
(DO NOT ROTATE) I am concerned about the safety and security of using Calgary Transit because of the location or community where I live	1	2	3	4	5

Demographic Questions

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

D3. What community do you live in?

D4. What is your postal code?



D5. Calgarians come from many ethnic and cultural backgrounds. Would you consider yourself to be a visible minority?

- 1 ___ Yes
- 2 ___ No
- 3 ___ Don't know
- 4 ___ Refused

D6. And which of the following income groups includes your annual household income, before taxes, in 2014? **[READ LIST]**

- | | |
|--------------------------------------|---|
| 1 [] Less than \$15,000 | 7 [] \$65,000 to less than \$75,000 |
| 2 [] \$15,000 to less than 25,000 | 8 [] \$75,000 to less than \$85,000 |
| 3 [] \$25,000 to less than 35,000 | 9 [] \$85,000 to less than \$100,000 |
| 4 [] \$35,000 to less than 45,000 | 10 [] \$100,000 to less than \$120,000 |
| 5 [] \$45,000 to less than 55,000 | 11 [] \$120,000 to less than \$140,000 |
| 6 [] \$55,000 to less than \$65,000 | 12 [] \$140,000 or more |
| | 13 [] 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).



Appendix B – Respondent Profile

Respondent Demographic Profile										
Characteristics	Descriptors	2014 Civic Census	% of Respondents (not including refused)							
			2008	2009	2010	2011	2012	2013	2014*	2015*
Gender	Male	50	44	44	44	45	47	52	48	51
	Female	50	56	56	56	55	53	48	52	49
	Total	100	100	100	100	100	100	100	100	100
Age	15 to 19 years	7	19	16	17	18	14	13	15	11
	20 to 24 years	8	10	11	11	13	13	13	14	13
	25 to 34 years	22	15	15	17	20	18	25	19	25
	35 to 44 years	20	16	17	16	18	17	20	18	17
	45 to 54 years	17	18	19	14	14	16	12	14	17
	55 to 64 years	13	10	11	11	8	13	9	11	9
	65 to 74 years	7	{ 12	{ 11	{ 11	6	5	5	5	5
	75 years and over	5	12	11	13	3	3	3	4	4
Total	100	100	100	100	100	100	100	100	100	
Household Income	Less than \$15,000		7	5	8	5	9	6	5	5
	\$15,000 to less than \$25,000		10	9	10	9	9	9	8	8
	\$25,000 to less than \$35,000		6	12	12	10	13	9	9	7
	\$35,000 to less than \$45,000		8	7	10	9	7	6	8	8
	\$45,000 to less than \$55,000		11	6	11	7	11	4	8	7
	\$55,000 to less than \$65,000		10	7	7	8	9	7	7	9
	\$65,000 to less than \$75,000	n/a	8	10	8	7	6	7	8	6
	\$75,000 to less than \$85,000		10	7	5	7	4	7	8	6
	\$85,000 to less than \$100,000		8	8	6	8	9	10	10	9
	\$100,000 to less than \$120,000		10	12	7	11	8	13	10	12
	\$120,000 to less than \$140,000		2	6	5	4	5	5	5	3
\$140,000 or more		12	13	13	14	13	18	16	19	
Total		100	100	100	100	100	100	100	100	
Visible Minority	Yes									28
	No	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
	Total									100

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



Respondent Transit Use Profile									
Characteristics	Descriptors	% of Respondents							
		2008	2009	2010	2011	2012	2013	2014	2014
Regular Service Customers	n=	500	500	500	500	500	500	500	500
	CTrain users	78	75	83	80	84	86	86	82
	Bus users	73	79	76	75	72	62	66	71
	Users of both CTrains and buses	51	54	41	55	55	48	48	48
Average Weekly Frequency of Use	CTrains	6.7	6.6	5.8	5.6	5.8	7.7	7.3	5.5
	Buses	7.3	7.2	6.0	6.1	5.6	7.9	7.6	5.4
Most Frequent Travel Time	n=	500	500	500	500	500	500	500	497
	No specific time	13	15	10	12	12	14	17	9
	Rush hour only	52	42	42	45	48	53	44	44
	Rush hour/other times	21	24	24	27	21	19	24	23
	Non-rush hour	14	19	24	17	19	14	14	24
Total	100	100	100	100	100	100	100	100	
Travel Periods Other than Rush Hour	n=	69	92	119	81	94	72	72	121
	Weekday midday	83	79	80	67	67	75	73	56
	Evening	13	13	5	10	12	14	15	17
	Weekend	4	8	13	23	21	11	12	27
Total	100	100	100	100	100	100	100	100	
Average Number of Minutes Usually Wait	n=	-	-	-	-	-	-	431	409
	CTrain	-	-	-	-	-	-	326	343
Buses	-	-	-	-	-	-	7.0	7.1	
							11.5	11.3	



Appendix C – Factors to Consider for the 2015 Survey

Several factors are worth noting in considering the information presented in this report about the 2015 survey findings.

- **Service Development and Expansion**

- Fall 2015
 - Calgary Transit launches Customer Commitment program aiming for improvements in six key metrics – safety, reliability, helpfulness, informativeness, ease of use, and cleanliness.
- Summer 2015
 - Smart card (e-fare) system cancelled.
 - Calgary Transit announces major drop in crime in 2015 crediting officer presence.
- Spring 2015
 - Bus shelter vandalism crackdown program launched.
 - Calgary Transit App providing real time schedule information launched.
- Winter 2014/2015
 - Calgary Transit announces record bus shelter vandalism in 2014.
 - Calgary Transit peace officers to patrol problem bus routes announced.
 - Calgary Transit announces need to hire more security officers.

- **Media Coverage of Calgary Transit Safety and Security**

- Various accidents involving Calgary Transit vehicles reported throughout the year.
- Fall 2015
 - Passengers on a bus sprayed with bear spray.



- Summer 2015
 - Heat is released into older CTrain cars during off-peak hours.
 - Severe weather causes Transit delays and passengers not being picked up.
 - Media reported about bus-shelter vandalism.
 - Two men injured by stabbing at Franklin CTrain station.
 - CTrain delays from power outage and mechanical failures.
 - Man who is stabbed uses bus.

- Spring 2015
 - Mechanical issues and infrastructure disrepair reported.
 - Bus driver returns intact wallet to customer.
 - Former bus driver charged for assaulting young passenger.

- Winter 2014/2015
 - Transit riders stop robbery on CTrain.
 - Bus driver returns intact wallet to customer.
 - Former bus driver charged for assaulting young passenger.
 - Women fights off attempted sexual assault after leaving LRT station.