

Q1: Please indicate the degree to which you believe you receive good or poor value for the level of property taxes that you currently pay?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Very good value	7%	5%	8%	7%	10%	6%	8%	3%	9%	9%	13%	9%	6%
Good value	58%	45%	59%	66%	64%	50%	66%	48%	54%	73%	64%	50%	60%
Poor value	24%	36%	24%	18%	18%	34%	15%	33%	26%	13%	11%	29%	24%
Very poor value	5%	7%	4%	5%	5%	5%	5%	8%	6%	1%	9%	6%	5%
No opinion/Don't know	6%	8%	6%	5%	3%	6%	6%	8%	5%	4%	4%	6%	6%

Q2: How would you rate the municipality in each of the following areas?

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		592	94	176	207	112	331	251	59	213	309	43	126	416
The municipality is moving in the right direction to ensure a high quality of life for future generations	Completely Agree	4%	2%	4%	5%	6%	4%	4%	3%	3%	6%	4%	4%	4%
	Agree	55%	45%	58%	61%	52%	53%	56%	47%	58%	60%	60%	56%	54%
	Disagree	26%	33%	24%	22%	27%	30%	22%	33%	22%	23%	12%	21%	28%
	Completely Disagree	4%	3%	4%	5%	7%	3%	5%	5%	6%	1%	14%	8%	3%
	Don't know/No Opinion	11%	17%	10%	8%	9%	9%	12%	11%	11%	10%	10%	11%	11%
The Mayor is providing good leadership and direction	Completely Agree	18%	10%	21%	23%	15%	20%	16%	15%	19%	20%	21%	13%	19%
	Agree	51%	50%	47%	55%	58%	49%	53%	51%	47%	58%	45%	54%	51%
	Disagree	9%	9%	7%	9%	15%	8%	10%	8%	9%	9%	16%	12%	8%
	Completely Disagree	3%	3%	3%	3%	6%	3%	4%	3%	3%	3%	9%	5%	2%
	Don't know/No Opinion	19%	28%	22%	11%	8%	20%	17%	23%	22%	11%	9%	16%	20%
Regional Council is providing good leadership and direction	Completely Agree	3%	1%	3%	4%	3%	3%	3%	2%	2%	5%	3%	7%	2%
	Agree	43%	38%	40%	48%	52%	42%	46%	35%	43%	53%	50%	44%	43%
	Disagree	26%	28%	25%	24%	30%	30%	23%	28%	24%	26%	41%	19%	27%
	Completely Disagree	5%	1%	3%	8%	8%	6%	4%	0%	7%	5%	6%	3%	5%
	Don't know/No Opinion	23%	32%	29%	16%	6%	20%	25%	35%	24%	10%	0%	26%	24%
The municipality does a good job of consulting / communicating with the public on key regional and local issues	Completely Agree	4%	4%	3%	3%	10%	5%	4%	3%	3%	7%	10%	2%	5%
	Agree	46%	34%	57%	47%	39%	46%	46%	40%	50%	48%	41%	50%	45%
	Disagree	32%	35%	26%	36%	33%	32%	32%	38%	28%	31%	40%	29%	32%
	Completely Disagree	8%	11%	4%	8%	12%	8%	8%	8%	10%	6%	9%	5%	9%
	Don't know/No Opinion	10%	16%	9%	7%	7%	9%	11%	12%	10%	8%	0%	14%	9%

Q2 (continued): How would you rate the municipality in each of the following areas?

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
The municipality does a good job of keeping residents informed	Completely Agree	5%	8%	4%	2%	6%	5%	4%	3%	6%	5%	7%	7%	4%
	Agree	51%	39%	59%	55%	46%	50%	52%	49%	51%	54%	47%	49%	52%
	Disagree	31%	30%	28%	32%	37%	28%	33%	28%	31%	32%	38%	31%	30%
	Completely Disagree	7%	15%	3%	7%	5%	8%	6%	12%	6%	4%	4%	4%	8%
	Don't know/No Opinion	6%	8%	7%	4%	6%	9%	4%	8%	6%	5%	4%	9%	5%
The municipality's public processes encourage citizen engagement and help me feel involved in decisions that impact me as a resident	Completely Agree	5%	9%	4%	3%	4%	6%	4%	6%	4%	6%	1%	4%	5%
	Agree	36%	29%	37%	40%	42%	39%	35%	31%	38%	42%	40%	39%	36%
	Disagree	36%	31%	41%	33%	43%	34%	39%	38%	35%	34%	53%	31%	37%
	Completely Disagree	10%	14%	7%	11%	6%	10%	9%	14%	8%	7%	4%	13%	9%
	Don't know/No Opinion	12%	16%	12%	13%	5%	11%	14%	11%	15%	10%	3%	12%	13%

CS1: Have you had any personal contact either in-person, telephone, in writing, email / website, or by fax with a municipal employee over the last 12 months?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Yes	57%	54%	55%	61%	63%	55%	60%	52%	61%	58%	57%	51%	60%
No	43%	46%	45%	39%	37%	45%	40%	48%	39%	42%	43%	49%	40%

CS2: What is the most recent regional service that you have contacted the municipality about in the past year?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	352	53	102	125	69	197	150	31	130	184	22	71	257
311 (General Information/Forms/Service Call/Follow-up/Complaint/Lack of performance/Lack of response/etc.)	14%	17%	15%	14%	10%	9%	19%	21%	13%	10%	5%	17%	14%
Waste collection (Information / Missed collection / Green Bin replacement / Recycling)	13%	7%	11%	14%	25%	9%	16%	0%	17%	19%	22%	14%	12%
Street / Road conditions (pothole / road repair / Sinkhole)	11%	4%	9%	18%	11%	13%	9%	3%	12%	14%	2%	11%	11%
Development / Planning / Zoning	10%	12%	15%	6%	4%	12%	9%	19%	7%	6%	0%	1%	13%
Taxes (Information / Payment / Complaint)	8%	13%	6%	5%	10%	7%	9%	9%	7%	9%	5%	12%	7%
Parking Enforcement	6%	8%	7%	4%	6%	6%	7%	9%	6%	3%	7%	1%	7%
Snow removal / Snow & Ice related maintenance	5%	5%	4%	6%	6%	6%	4%	3%	7%	5%	2%	8%	5%
Halifax Transit incl. Ferry / Access-A-Bus (Information / Service / Complaint / etc.)	5%	6%	4%	3%	8%	6%	4%	3%	7%	3%	0%	4%	5%
Halifax Water	5%	7%	2%	5%	6%	7%	3%	0%	7%	6%	6%	6%	4%
By-Law (Noise / Burning / Dangerous & Unsightly / Building standards / etc.)	4%	2%	7%	3%	5%	6%	3%	7%	3%	5%	0%	3%	5%
Permit /License (building / marriage / dog / vending / etc.)	3%	2%	6%	1%	4%	3%	4%	3%	3%	5%	5%	3%	3%
Fire Service (concerns about service / closures / emergency response)	3%	6%	0%	5%	0%	7%	0%	11%	0%	0%	0%	8%	2%
Street cleaning / Lighting	3%	2%	4%	1%	5%	3%	3%	0%	3%	5%	7%	5%	2%
Council / Councillor (Information / Issue / Complaint / etc.)	3%	3%	3%	3%	2%	3%	2%	0%	5%	2%	5%	2%	3%
Parks & Playgrounds (Information / Cleaning / Dog litter bags / Maintenance)	3%	0%	6%	2%	0%	2%	3%	3%	3%	2%	2%	0%	3%

CS2 (continued): What is the most recent regional service that you have contacted the municipality about in the past year?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Recreation (Registration / Information / Rental)	2%	1%	4%	3%	1%	4%	1%	3%	2%	3%	0%	4%	2%
Police (911 / Non-Emergency / Service issue)	2%	1%	0%	6%	0%	1%	3%	0%	3%	2%	0%	4%	2%
General maintenance (grass mowing / boulevards / tree trimming, etc.)	2%	1%	3%	1%	3%	3%	1%	0%	2%	3%	0%	1%	2%
Safety (signage / debris / construction / tree damage / etc.)	2%	1%	2%	2%	4%	3%	1%	0%	2%	4%	0%	3%	2%
Don't know / No answer	2%	1%	2%	1%	3%	1%	2%	1%	2%	2%	19%	2%	0%
Non-Road Infrastructure Maintenance (Repair / Vandalism / Graffiti / Etc.)	2%	1%	1%	2%	5%	2%	1%	0%	1%	4%	5%	1%	2%
Public communication / Engagement / Consultation	2%	0%	5%	0%	0%	2%	2%	6%	0%	0%	0%	0%	2%
Pavement markings / Crosswalk	1%	5%	1%	0%	0%	1%	2%	3%	1%	0%	0%	3%	1%
Animal control	1%	3%	1%	0%	2%	1%	2%	3%	1%	0%	0%	0%	2%
Storm water (Drainage / Flooding / etc.)	1%	0%	0%	3%	2%	0%	2%	0%	0%	3%	8%	0%	1%
Intergovernmental Affairs	0%	0%	0%	2%	0%	0%	1%	0%	1%	0%	0%	2%	0%
Library	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%
Meeting with Municipal employee (Councillor / Staff)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

CS3: How did you contact the municipality during your most recent interaction?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	352	53	102	125	69	197	150	31	130	184	22	71	257
In person - Customer Service Centre	11%	11%	12%	11%	8%	13%	9%	12%	11%	8%	0%	8%	12%
In person - Other (please indicate)	6%	4%	7%	7%	4%	7%	5%	3%	6%	7%	9%	8%	5%
Telephone (311 or 902-490-4000)	47%	45%	46%	48%	54%	38%	56%	34%	51%	55%	43%	53%	46%
Telephone (911)	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%
Telephone - Direct to an employee	4%	4%	4%	4%	4%	4%	4%	3%	4%	4%	2%	5%	4%
Website	4%	7%	3%	2%	4%	5%	3%	3%	4%	4%	2%	0%	5%
Posted mail	1%	0%	1%	1%	1%	1%	0%	0%	1%	2%	5%	2%	0%
Email - specific person	11%	24%	8%	7%	7%	15%	8%	19%	10%	7%	8%	9%	12%
Email - General	2%	4%	0%	2%	6%	2%	3%	3%	3%	1%	0%	1%	3%
Elected Official (Councillor / Mayor)	11%	1%	15%	13%	13%	14%	9%	18%	8%	8%	25%	12%	10%
None of the above	3%	1%	4%	4%	0%	1%	4%	4%	2%	3%	5%	2%	2%

CS4: What is your preferred channel to request a service or information from the municipality?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	352	53	102	125	69	197	150	31	130	184	22	71	257
Phone	44%	37%	41%	45%	55%	35%	51%	31%	41%	57%	64%	47%	41%
E-mail	27%	27%	24%	32%	22%	33%	22%	28%	29%	23%	8%	28%	28%
On-line through Halifax.ca	22%	32%	27%	13%	10%	20%	22%	32%	22%	14%	14%	13%	24%
In-person	5%	0%	5%	5%	11%	7%	3%	3%	6%	3%	9%	8%	4%
Mail	3%	4%	3%	4%	2%	5%	2%	7%	2%	2%	5%	4%	3%

CS5: Have you used an in-person Customer Service Centre in the last 12 months?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	352	53	102	125	69	197	150	31	130	184	22	71	257
Yes	30%	20%	39%	25%	36%	30%	30%	25%	27%	37%	32%	29%	30%
No	70%	80%	61%	75%	64%	70%	70%	75%	73%	63%	68%	71%	70%

**CS6: What services did you access through the Customer Service Centre?
SUBSET: Those who used an in-person Customer Service Centre.**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		114	13	38	36	26	65	48	8	36	67	8	21	84
Building / Development permit application	No	85%	93%	81%	81%	93%	78%	90%	75%	87%	87%	100%	93%	82%
	Yes	15%	7%	19%	19%	7%	22%	10%	25%	13%	13%	0%	7%	18%
Dog licence	No	90%	71%	95%	89%	95%	85%	94%	87%	93%	88%	93%	91%	89%
	Yes	10%	29%	5%	11%	5%	15%	6%	13%	7%	12%	7%	9%	11%
Licence, other	No	76%	76%	62%	85%	95%	75%	76%	36%	81%	92%	85%	70%	76%
	Yes	24%	24%	38%	15%	5%	25%	24%	64%	19%	8%	15%	30%	24%
Transit tickets or pass / Transit schedule	No	92%	95%	91%	95%	87%	92%	92%	100%	88%	92%	100%	98%	90%
	Yes	8%	5%	9%	5%	13%	8%	8%	0%	12%	8%	0%	2%	10%
Property tax payment or inquiry	No	69%	63%	79%	59%	62%	74%	64%	76%	69%	63%	63%	73%	68%
	Yes	31%	37%	21%	41%	38%	26%	36%	24%	31%	37%	37%	27%	32%
Parking ticket payment	No	79%	65%	77%	93%	78%	83%	76%	50%	84%	91%	81%	85%	78%
	Yes	21%	35%	23%	7%	22%	17%	24%	50%	16%	9%	19%	15%	22%
Other (please specify):	No	71%	81%	75%	66%	63%	73%	71%	100%	77%	54%	78%	68%	71%
	Yes	29%	19%	25%	34%	37%	27%	29%	0%	23%	46%	22%	32%	29%

CS7: How satisfied were you with your most recent contact with the municipality?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	352	53	102	125	69	197	150	31	130	184	22	71	257
Very satisfied	26%	28%	21%	24%	37%	18%	32%	24%	22%	33%	33%	27%	25%
Satisfied	42%	43%	44%	45%	30%	45%	40%	41%	46%	38%	37%	26%	47%
Dissatisfied	20%	25%	20%	17%	20%	24%	17%	27%	15%	20%	13%	31%	18%
Very dissatisfied	8%	2%	10%	9%	11%	8%	8%	3%	11%	8%	18%	12%	6%
Don't know/No opinion	4%	1%	5%	7%	2%	5%	3%	4%	6%	2%	0%	4%	4%

CS8: Thinking about the quality of service you received during your most recent contacts with the municipality, please rate your opinion of the following statements:

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		352	53	102	125	69	197	150	31	130	184	22	71	257
Municipal staff were knowledgeable	Strongly Agree	22%	22%	18%	24%	31%	22%	23%	15%	25%	26%	27%	23%	22%
	Agree	55%	56%	55%	58%	47%	54%	55%	53%	58%	52%	45%	61%	54%
	Disagree	11%	15%	12%	9%	6%	16%	7%	15%	10%	9%	13%	9%	11%
	Strongly Disagree	4%	1%	4%	4%	7%	2%	5%	3%	4%	4%	15%	4%	3%
	Don't know / No Opinion	8%	6%	11%	6%	9%	6%	9%	13%	3%	9%	0%	3%	10%
I was treated in a friendly, courteous manner	Strongly Agree	34%	37%	33%	31%	39%	30%	39%	31%	36%	35%	37%	33%	34%
	Agree	55%	56%	51%	61%	51%	61%	50%	52%	53%	60%	54%	55%	56%
	Disagree	4%	1%	8%	3%	3%	2%	6%	6%	5%	0%	0%	8%	3%
	Strongly Disagree	2%	4%	1%	2%	4%	3%	2%	3%	2%	2%	9%	0%	2%
	Don't know / No Opinion	4%	2%	7%	3%	3%	4%	3%	7%	3%	3%	0%	3%	4%
I was treated fairly	Strongly Agree	27%	30%	27%	24%	30%	22%	33%	31%	24%	29%	21%	27%	28%
	Agree	56%	60%	56%	54%	49%	59%	53%	52%	62%	51%	53%	46%	59%
	Disagree	8%	4%	7%	12%	6%	11%	5%	12%	3%	8%	10%	13%	6%
	Strongly Disagree	4%	2%	3%	7%	5%	3%	5%	0%	7%	4%	15%	9%	2%
	Don't know / No Opinion	5%	4%	7%	3%	9%	5%	4%	4%	4%	7%	0%	5%	5%

CS8 (continued): Thinking about the quality of service you received during your most recent contacts with the municipality, please rate your opinion of the following statements:

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
I was satisfied with the amount of time it took to get the service	Strongly Agree	23%	21%	19%	26%	29%	19%	27%	21%	21%	28%	30%	21%	23%
	Agree	47%	55%	41%	46%	50%	49%	46%	44%	50%	46%	28%	42%	50%
	Disagree	15%	11%	20%	15%	8%	17%	13%	24%	11%	12%	16%	18%	14%
	Strongly Disagree	10%	9%	13%	8%	10%	8%	11%	6%	12%	12%	20%	11%	9%
	Don't know / No Opinion	5%	4%	7%	6%	3%	7%	3%	4%	7%	2%	6%	7%	5%
I was satisfied with the outcome of my interaction	Strongly Agree	21%	20%	21%	18%	29%	14%	27%	18%	20%	25%	21%	22%	21%
	Agree	40%	42%	43%	40%	32%	41%	40%	38%	44%	39%	28%	36%	43%
	Disagree	18%	18%	13%	21%	20%	23%	12%	24%	14%	16%	23%	21%	17%
	Strongly Disagree	14%	11%	17%	13%	16%	13%	16%	12%	14%	15%	22%	17%	13%
	Don't know / No Opinion	7%	8%	5%	8%	3%	9%	5%	7%	7%	4%	6%	5%	7%

CS9: Did you have any issues during your most recent service interaction?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	352	53	102	125	69	197	150	31	130	184	22	71	257
Yes	24%	18%	31%	20%	27%	26%	23%	19%	27%	24%	20%	30%	23%
No	76%	82%	69%	80%	73%	74%	77%	81%	73%	76%	80%	70%	77%

CS10: What was the issue?
SUBSET: Those who had an issue.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	91	10	33	26	20	57	33	6	33	48	4	19	67
Lack of response to request / Complaint / No follow up	33%	20%	41%	36%	24%	35%	30%	16%	44%	29%	31%	22%	36%
Issues with the service received, not their interaction getting the service	22%	21%	18%	27%	29%	32%	14%	35%	12%	30%	57%	19%	21%
Staff not knowledgeable / Information not available	17%	6%	17%	16%	28%	9%	26%	16%	16%	16%	0%	31%	14%
Did not complete service as requested	14%	40%	12%	5%	6%	18%	10%	34%	8%	11%	11%	10%	16%
Rudeness / Impolite staff	9%	20%	12%	2%	0%	5%	13%	16%	10%	4%	0%	17%	7%
Service delay times	9%	15%	10%	5%	7%	8%	9%	0%	17%	3%	0%	5%	11%
Wait times online / in person	4%	0%	8%	0%	3%	1%	6%	0%	5%	5%	0%	4%	4%
Miscellaneous Mentions	3%	0%	0%	6%	10%	4%	2%	0%	0%	10%	0%	0%	4%
Transit driver issue (driver safety / rudeness)	2%	0%	6%	0%	0%	3%	2%	0%	6%	0%	0%	0%	3%
Don't know / No Answer	1%	0%	0%	5%	0%	3%	0%	0%	3%	0%	0%	6%	0%

CS11: In June 2014, Halifax launched its updated website (www.Halifax.ca). Have you had a chance to visit the website since the update?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Yes	48%	56%	56%	41%	26%	45%	50%	64%	51%	30%	17%	38%	53%
No	52%	44%	44%	59%	74%	55%	50%	36%	49%	70%	83%	62%	47%

**CS12: How satisfied were you with your most recent experience on the website?
SUBSET: Those who visited the website.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	244	52	90	74	28	124	114	39	109	93	8	43	190
Very satisfied	9%	2%	11%	14%	18%	9%	9%	8%	7%	17%	31%	12%	8%
Satisfied	69%	84%	69%	53%	58%	75%	65%	71%	71%	61%	15%	68%	71%
Dissatisfied	16%	12%	17%	20%	18%	13%	18%	21%	15%	12%	54%	15%	16%
Very dissatisfied	3%	1%	2%	5%	7%	0%	4%	1%	4%	2%	0%	4%	2%
Don't know/No opinion	3%	1%	2%	9%	0%	2%	3%	0%	2%	8%	0%	2%	3%

**CS13: Thinking about your most recent experience using Halifax.ca, please rate your opinion of the follow statements:
SUBSET: Those who visited the website.**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		244	52	90	74	28	124	114	39	109	93	8	43	190
The content on the website is easy to read and understand	Strongly Agree	10%	12%	9%	11%	7%	11%	10%	8%	13%	9%	16%	7%	11%
	Agree	75%	77%	81%	66%	65%	76%	75%	82%	70%	72%	46%	73%	77%
	Disagree	11%	8%	9%	18%	13%	12%	10%	11%	12%	11%	38%	19%	9%
	Strongly Disagree	1%	0%	1%	1%	12%	0%	3%	0%	3%	2%	0%	0%	2%
	Don't know / No Opinion	2%	2%	0%	3%	4%	1%	2%	0%	2%	6%	0%	1%	2%
It was easy to find what I was looking for	Strongly Agree	3%	1%	2%	4%	7%	3%	3%	0%	3%	7%	0%	3%	3%
	Agree	64%	66%	68%	55%	58%	68%	61%	69%	64%	53%	39%	68%	64%
	Disagree	21%	22%	18%	24%	19%	18%	23%	19%	21%	26%	54%	15%	21%
	Strongly Disagree	11%	11%	10%	12%	12%	9%	11%	12%	11%	7%	8%	14%	10%
	Don't know / No Opinion	2%	0%	2%	5%	4%	3%	2%	0%	1%	6%	0%	1%	2%

CM1: Please rate your satisfaction with the following services provided by the municipality:

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		592	94	176	207	112	331	251	59	213	309	43	126	416
Maintenance of streets and roads	Very Satisfied	4%	5%	4%	3%	2%	4%	3%	5%	4%	3%	7%	4%	3%
	Satisfied	41%	37%	44%	38%	48%	41%	41%	37%	40%	48%	40%	38%	42%
	Dissatisfied	35%	33%	37%	35%	34%	33%	37%	35%	36%	34%	26%	37%	35%
	Very Dissatisfied	20%	24%	14%	23%	16%	21%	18%	24%	20%	13%	28%	22%	18%
	Don't know / No Opinion	1%	1%	0%	1%	1%	1%	1%	0%	1%	2%	0%	0%	1%
Pothole repair	Very Satisfied	2%	4%	2%	0%	1%	1%	2%	3%	1%	1%	3%	0%	2%
	Satisfied	23%	16%	27%	24%	26%	24%	22%	19%	23%	27%	22%	20%	24%
	Dissatisfied	38%	33%	40%	39%	40%	34%	42%	36%	37%	42%	30%	44%	37%
	Very Dissatisfied	34%	42%	29%	35%	31%	38%	29%	37%	37%	25%	37%	34%	34%
	Don't know / No Opinion	4%	6%	3%	3%	2%	3%	4%	5%	2%	5%	9%	2%	3%
Sidewalk and curb repair	Very Satisfied	4%	3%	7%	3%	2%	6%	3%	8%	3%	2%	4%	8%	3%
	Satisfied	55%	61%	52%	55%	55%	55%	57%	55%	53%	60%	51%	55%	56%
	Dissatisfied	24%	21%	27%	23%	21%	26%	22%	23%	26%	22%	17%	16%	27%
	Very Dissatisfied	5%	6%	4%	4%	9%	5%	6%	3%	6%	5%	9%	7%	5%
	Don't know / No Opinion	11%	9%	9%	14%	12%	9%	13%	11%	11%	11%	19%	15%	9%
Street plowing / snow and ice removal	Very Satisfied	7%	7%	8%	7%	6%	9%	5%	10%	6%	6%	9%	6%	7%
	Satisfied	54%	57%	54%	49%	61%	57%	53%	48%	54%	62%	48%	53%	56%
	Dissatisfied	25%	24%	26%	27%	21%	24%	26%	27%	27%	21%	23%	26%	25%
	Very Dissatisfied	10%	9%	10%	13%	9%	8%	12%	11%	12%	7%	21%	13%	9%
	Don't know / No Opinion	3%	2%	3%	5%	2%	2%	4%	5%	2%	3%	0%	2%	3%

CM1 (continued): Please rate your satisfaction with the following services provided by the municipality:

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Sidewalk Snow removal	Very Satisfied	5%	5%	5%	4%	4%	6%	3%	7%	3%	5%	9%	4%	4%
	Satisfied	37%	43%	35%	35%	39%	36%	38%	33%	38%	41%	31%	39%	37%
	Dissatisfied	26%	21%	28%	27%	25%	24%	28%	23%	29%	24%	26%	18%	28%
	Very Dissatisfied	14%	15%	14%	13%	16%	13%	15%	13%	15%	13%	14%	16%	14%
	Don't know / No Opinion	18%	17%	18%	21%	16%	22%	15%	23%	16%	17%	20%	23%	17%
Bike lane maintenance (pavement, cleanliness, paint)	Very Satisfied	3%	2%	2%	4%	2%	4%	2%	3%	2%	3%	4%	4%	2%
	Satisfied	27%	24%	31%	24%	32%	27%	28%	21%	31%	29%	25%	27%	28%
	Dissatisfied	13%	16%	12%	13%	14%	14%	13%	13%	15%	12%	4%	11%	15%
	Very Dissatisfied	7%	13%	7%	5%	2%	6%	7%	12%	7%	4%	6%	5%	8%
	Don't know / No Opinion	49%	45%	49%	54%	50%	49%	50%	51%	45%	53%	61%	52%	48%
Bike lane adequacy (locations, routes, connections)	Very Satisfied	2%	2%	0%	4%	2%	4%	1%	2%	1%	3%	4%	1%	2%
	Satisfied	17%	17%	17%	14%	18%	20%	13%	16%	19%	14%	11%	19%	16%
	Dissatisfied	24%	20%	28%	22%	24%	24%	23%	23%	25%	23%	18%	25%	24%
	Very Dissatisfied	20%	24%	23%	17%	9%	15%	24%	26%	22%	12%	8%	12%	23%
	Don't know / No Opinion	38%	37%	31%	44%	47%	37%	39%	34%	33%	48%	60%	43%	35%
Bike lane winter maintenance	Very Satisfied	1%	2%	0%	3%	1%	3%	0%	2%	1%	1%	3%	1%	1%
	Satisfied	12%	11%	11%	12%	15%	13%	11%	8%	13%	14%	13%	11%	12%
	Dissatisfied	10%	12%	8%	9%	15%	11%	9%	8%	12%	10%	5%	11%	10%
	Very Dissatisfied	9%	14%	11%	6%	1%	7%	11%	15%	9%	4%	4%	8%	10%
	Don't know / No Opinion	68%	61%	70%	70%	68%	66%	69%	67%	64%	71%	75%	69%	67%

CM1 (continued): Please rate your satisfaction with the following services provided by the municipality:

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Community Beautification (Floral displays, landscaping, etc.)	Very Satisfied	9%	10%	9%	8%	12%	8%	11%	11%	7%	11%	4%	15%	8%
	Satisfied	63%	65%	64%	61%	63%	63%	64%	58%	65%	67%	67%	55%	66%
	Dissatisfied	11%	12%	10%	10%	14%	12%	10%	13%	9%	12%	5%	9%	12%
	Very Dissatisfied	4%	5%	2%	4%	3%	2%	5%	3%	6%	1%	6%	6%	3%
	Don't know / No Opinion	13%	8%	15%	16%	8%	14%	11%	15%	13%	9%	18%	15%	11%
Maintenance of indoor recreation facilities	Very Satisfied	4%	6%	3%	4%	2%	4%	3%	2%	6%	4%	1%	2%	5%
	Satisfied	48%	43%	55%	48%	38%	49%	48%	48%	52%	44%	37%	49%	49%
	Dissatisfied	5%	5%	5%	4%	7%	5%	5%	5%	7%	2%	0%	2%	6%
	Very Dissatisfied	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
	Don't know / No Opinion	43%	46%	36%	44%	53%	41%	44%	45%	34%	50%	62%	46%	40%
Maintenance of outdoor recreation facilities (e.g. sports fields / ball diamonds)	Very Satisfied	6%	5%	8%	5%	8%	5%	7%	8%	6%	5%	4%	8%	6%
	Satisfied	51%	54%	56%	46%	46%	57%	48%	52%	57%	45%	43%	46%	54%
	Dissatisfied	7%	11%	7%	3%	4%	7%	5%	9%	6%	5%	5%	10%	6%
	Very Dissatisfied	1%	0%	1%	2%	2%	1%	1%	0%	2%	1%	3%	2%	1%
	Don't know / No Opinion	35%	31%	28%	44%	40%	30%	38%	31%	29%	44%	45%	34%	34%
Maintenance of Public Washrooms	Very Satisfied	2%	1%	2%	2%	1%	3%	1%	2%	1%	2%	0%	1%	2%
	Satisfied	34%	41%	33%	32%	32%	37%	33%	36%	42%	24%	21%	41%	34%
	Dissatisfied	12%	15%	17%	7%	7%	12%	12%	18%	11%	9%	14%	6%	14%
	Very Dissatisfied	2%	0%	1%	2%	2%	1%	2%	0%	3%	1%	12%	1%	1%
	Don't know / No Opinion	50%	43%	46%	57%	57%	47%	52%	44%	43%	65%	53%	51%	49%

CM1 (continued): Please rate your satisfaction with the following services provided by the municipality:

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Maintenance of greenways (for walking / bicycling)	Very Satisfied	7%	6%	7%	9%	5%	8%	6%	7%	7%	7%	7%	8%	7%
	Satisfied	57%	56%	60%	52%	63%	57%	58%	52%	62%	57%	41%	53%	60%
	Dissatisfied	12%	21%	11%	6%	6%	15%	8%	20%	9%	7%	6%	13%	11%
	Very Dissatisfied	2%	4%	1%	2%	1%	2%	1%	2%	3%	1%	3%	4%	2%
	Don't know / No Opinion	22%	14%	20%	31%	25%	17%	26%	20%	20%	28%	43%	23%	21%
Maintenance of playgrounds / skateboard / bike parks	Very Satisfied	4%	4%	5%	3%	3%	4%	4%	5%	4%	3%	5%	6%	3%
	Satisfied	47%	50%	48%	44%	45%	52%	42%	49%	49%	43%	34%	48%	48%
	Dissatisfied	6%	2%	10%	5%	4%	5%	7%	6%	9%	2%	0%	3%	7%
	Very Dissatisfied	1%	3%	1%	1%	0%	2%	1%	2%	2%	0%	4%	3%	1%
	Don't know / No Opinion	42%	40%	36%	47%	48%	36%	46%	38%	36%	52%	57%	40%	41%
Maintenance of beaches and waterfront areas	Very Satisfied	9%	12%	9%	7%	7%	8%	10%	13%	8%	7%	9%	9%	9%
	Satisfied	64%	65%	71%	58%	57%	71%	59%	69%	68%	56%	57%	62%	66%
	Dissatisfied	6%	7%	8%	4%	6%	5%	7%	9%	5%	5%	1%	3%	7%
	Very Dissatisfied	1%	1%	0%	1%	5%	1%	2%	1%	2%	1%	0%	2%	1%
	Don't know / No Opinion	19%	14%	12%	30%	26%	16%	22%	10%	17%	31%	33%	23%	17%
Maintenance of parks and green spaces (e.g. Shubie Park, Point Pleasant, Public Gardens)	Very Satisfied	18%	22%	17%	15%	17%	18%	18%	24%	14%	17%	13%	15%	19%
	Satisfied	65%	64%	67%	64%	65%	67%	65%	63%	67%	66%	54%	59%	69%
	Dissatisfied	3%	4%	3%	2%	2%	3%	2%	2%	3%	2%	1%	2%	2%
	Very Dissatisfied	1%	1%	1%	1%	1%	1%	1%	0%	2%	1%	0%	1%	1%
	Don't know / No Opinion	13%	8%	12%	17%	16%	11%	15%	11%	15%	13%	32%	22%	9%

CM1 (continued): Please rate your satisfaction with the following services provided by the municipality:

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Graffiti removal	Very Satisfied	4%	5%	5%	4%	2%	4%	5%	3%	6%	4%	4%	6%	4%
	Satisfied	47%	42%	49%	48%	50%	49%	45%	41%	49%	50%	47%	48%	47%
	Dissatisfied	11%	10%	10%	13%	11%	14%	8%	7%	13%	11%	8%	10%	11%
	Very Dissatisfied	3%	1%	2%	2%	8%	2%	3%	0%	3%	5%	0%	2%	3%
	Don't know / No Opinion	35%	42%	33%	34%	29%	32%	38%	48%	28%	30%	41%	35%	35%
Litter control / Cleanliness	Very Satisfied	6%	7%	8%	4%	2%	4%	7%	10%	5%	3%	3%	10%	5%
	Satisfied	54%	54%	56%	53%	54%	58%	50%	51%	58%	54%	52%	54%	55%
	Dissatisfied	27%	24%	27%	30%	25%	27%	27%	28%	23%	31%	18%	23%	29%
	Very Dissatisfied	9%	8%	8%	9%	16%	7%	11%	7%	10%	10%	22%	9%	8%
	Don't know / No Opinion	4%	8%	1%	4%	3%	4%	4%	5%	4%	3%	5%	5%	4%
Overall satisfaction with city maintenance	Very Satisfied	3%	1%	5%	3%	1%	3%	3%	2%	4%	2%	1%	5%	2%
	Satisfied	68%	67%	71%	68%	68%	70%	68%	72%	64%	73%	61%	67%	70%
	Dissatisfied	21%	27%	18%	18%	20%	22%	18%	25%	21%	15%	16%	19%	22%
	Very Dissatisfied	4%	1%	3%	5%	9%	3%	5%	2%	4%	5%	13%	3%	3%
	Don't know / No Opinion	4%	4%	3%	7%	2%	3%	6%	0%	7%	5%	9%	6%	3%

**CM1: Please rate your satisfaction with the following services provided by the municipality:
- Don't know / No opinion excluded -**

	Total	# of years in HRM				Gender		Age			Education			
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.	
Total Unweighted (N)	585	92	175	204	111	326	249	59	211	304	43	126	410	
Maintenance of streets and roads	Very Satisfied	4%	5%	4%	3%	2%	4%	3%	5%	4%	3%	7%	4%	3%
	Satisfied	41%	37%	44%	39%	48%	41%	42%	37%	40%	49%	40%	38%	42%
	Dissatisfied	36%	34%	37%	35%	35%	34%	37%	35%	36%	35%	26%	37%	36%
	Very Dissatisfied	20%	24%	14%	24%	16%	21%	18%	24%	20%	14%	28%	22%	19%
Total Unweighted (N)	572	89	170	200	110	321	241	56	209	296	40	123	403	
Pothole repair	Very Satisfied	2%	4%	2%	0%	1%	1%	3%	3%	1%	1%	3%	0%	2%
	Satisfied	24%	17%	28%	24%	27%	25%	23%	20%	24%	28%	24%	20%	25%
	Dissatisfied	39%	35%	41%	40%	41%	35%	44%	37%	38%	44%	33%	45%	38%
	Very Dissatisfied	35%	44%	29%	36%	31%	39%	31%	39%	37%	27%	40%	34%	35%
Total Unweighted (N)	533	86	159	188	98	300	225	52	193	277	38	109	380	
Sidewalk and curb repair	Very Satisfied	5%	4%	8%	3%	2%	7%	3%	9%	4%	2%	5%	9%	4%
	Satisfied	62%	67%	57%	64%	63%	60%	65%	62%	60%	67%	63%	64%	62%
	Dissatisfied	27%	23%	30%	27%	24%	28%	25%	26%	30%	24%	21%	19%	29%
	Very Dissatisfied	6%	7%	5%	5%	10%	5%	7%	4%	7%	6%	11%	8%	5%
Total Unweighted (N)	577	89	174	201	110	324	243	56	209	301	43	124	404	
Street plowing / snow and ice removal	Very Satisfied	7%	8%	8%	7%	7%	9%	6%	10%	6%	6%	9%	6%	8%
	Satisfied	56%	59%	56%	51%	63%	58%	55%	50%	55%	64%	48%	54%	58%
	Dissatisfied	26%	24%	27%	28%	22%	24%	27%	28%	27%	22%	23%	27%	26%
	Very Dissatisfied	11%	9%	10%	14%	9%	9%	13%	11%	12%	8%	21%	13%	9%
Total Unweighted (N)	505	78	154	174	96	280	216	47	183	264	36	105	358	
Sidewalk Snow removal	Very Satisfied	6%	6%	6%	6%	5%	8%	4%	8%	3%	6%	11%	6%	5%
	Satisfied	45%	51%	42%	44%	46%	46%	45%	44%	45%	49%	39%	51%	45%
	Dissatisfied	32%	25%	35%	34%	30%	30%	33%	30%	34%	29%	32%	23%	34%
	Very Dissatisfied	17%	18%	17%	16%	19%	16%	18%	18%	17%	15%	18%	20%	16%

**CM1 (continued): Please rate your satisfaction with the following services provided by the municipality:
- Don't know / No opinion excluded -**

	Total	# of years in HRM				Gender		Age			Education			
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.	
Total Unweighted (N)	305	53	96	99	56	170	130	30	121	149	19	66	216	
Bike lane maintenance (pavement, cleanliness, paint)	Very Satisfied	5%	4%	4%	9%	5%	7%	4%	7%	3%	6%	11%	9%	4%
	Satisfied	54%	43%	60%	53%	63%	53%	56%	43%	57%	61%	63%	57%	53%
	Dissatisfied	26%	29%	23%	29%	28%	28%	26%	26%	28%	26%	10%	23%	28%
	Very Dissatisfied	14%	24%	13%	10%	4%	12%	15%	24%	12%	8%	16%	11%	15%
Total Unweighted (N)	353	61	117	115	59	196	152	39	146	162	18	73	258	
Bike lane adequacy (locations, routes, connections)	Very Satisfied	3%	3%	1%	7%	4%	6%	1%	3%	2%	5%	10%	3%	3%
	Satisfied	27%	27%	25%	25%	34%	32%	21%	24%	28%	27%	26%	33%	25%
	Dissatisfied	38%	31%	41%	38%	46%	39%	38%	34%	37%	45%	45%	43%	37%
	Very Dissatisfied	32%	38%	34%	30%	17%	23%	40%	39%	33%	22%	19%	22%	35%
Total Unweighted (N)	190	36	57	62	35	108	80	20	80	89	13	39	136	
Bike lane winter maintenance	Very Satisfied	5%	5%	1%	9%	2%	8%	1%	5%	4%	5%	11%	4%	4%
	Satisfied	36%	28%	35%	40%	48%	38%	34%	25%	36%	47%	53%	35%	35%
	Dissatisfied	31%	31%	26%	29%	46%	33%	28%	24%	34%	33%	21%	36%	30%
	Very Dissatisfied	29%	36%	37%	21%	3%	21%	37%	45%	26%	15%	14%	25%	30%
Total Unweighted (N)	528	84	155	182	105	294	228	50	187	282	38	108	377	
Community Beautification (Floral displays, landscaping, etc.)	Very Satisfied	11%	11%	11%	10%	13%	10%	12%	13%	8%	12%	5%	17%	10%
	Satisfied	73%	71%	75%	73%	69%	73%	72%	68%	75%	73%	81%	65%	74%
	Dissatisfied	13%	13%	12%	12%	15%	14%	11%	16%	10%	13%	6%	11%	13%
	Very Dissatisfied	4%	5%	2%	5%	3%	3%	5%	4%	7%	1%	8%	7%	3%
Total Unweighted (N)	330	53	114	107	56	185	142	32	141	154	19	64	246	
Maintenance of indoor recreation facilities	Very Satisfied	7%	10%	5%	7%	5%	7%	6%	3%	9%	8%	3%	4%	8%
	Satisfied	84%	80%	86%	85%	80%	83%	85%	88%	80%	87%	97%	91%	81%
	Dissatisfied	9%	9%	8%	8%	14%	9%	9%	9%	11%	5%	0%	4%	11%
	Very Dissatisfied	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%

**CM1 (continued): Please rate your satisfaction with the following services provided by the municipality:
- Don't know / No opinion excluded -**

	Total	# of years in HRM				Gender		Age			Education			
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.	
Total Unweighted (N)	379	65	125	118	70	222	153	42	153	179	27	81	267	
Maintenance of outdoor recreation facilities (e.g. sports fields / ball diamonds)	Very Satisfied	10%	7%	11%	9%	13%	8%	12%	12%	8%	9%	7%	12%	9%
	Satisfied	79%	78%	78%	82%	78%	81%	77%	75%	80%	81%	79%	70%	82%
	Dissatisfied	10%	15%	10%	6%	6%	11%	9%	13%	9%	8%	9%	15%	8%
	Very Dissatisfied	2%	0%	1%	3%	3%	1%	2%	0%	2%	2%	5%	3%	1%
Total Unweighted (N)	279	53	88	90	47	162	114	34	125	115	21	57	197	
Maintenance of Public Washrooms	Very Satisfied	3%	1%	4%	4%	3%	5%	1%	3%	3%	5%	0%	1%	4%
	Satisfied	69%	72%	62%	74%	75%	70%	69%	64%	73%	68%	45%	84%	66%
	Dissatisfied	25%	27%	31%	16%	17%	24%	25%	33%	19%	25%	30%	13%	28%
	Very Dissatisfied	3%	0%	2%	6%	5%	2%	4%	0%	5%	2%	25%	2%	2%
Total Unweighted (N)	463	79	142	156	85	269	188	48	176	230	28	95	334	
Maintenance of greenways (for walking / bicycling)	Very Satisfied	9%	7%	9%	12%	7%	10%	8%	8%	8%	10%	12%	10%	9%
	Satisfied	74%	65%	76%	76%	84%	69%	79%	65%	77%	79%	72%	69%	75%
	Dissatisfied	15%	24%	14%	9%	8%	18%	11%	25%	11%	10%	11%	16%	14%
	Very Dissatisfied	3%	4%	1%	3%	1%	3%	2%	2%	4%	2%	5%	5%	2%
Total Unweighted (N)	335	56	110	107	62	197	135	37	139	155	22	71	240	
Maintenance of playgrounds / skateboard / bike parks	Very Satisfied	7%	7%	8%	6%	6%	7%	7%	8%	6%	7%	12%	11%	6%
	Satisfied	81%	84%	75%	82%	85%	83%	78%	79%	77%	90%	80%	80%	81%
	Dissatisfied	10%	4%	16%	9%	8%	7%	13%	10%	14%	3%	0%	4%	12%
	Very Dissatisfied	2%	5%	1%	2%	0%	3%	1%	3%	4%	0%	8%	5%	1%
Total Unweighted (N)	460	79	151	145	84	263	192	53	180	220	32	96	329	
Maintenance of beaches and waterfront areas	Very Satisfied	11%	15%	10%	10%	9%	9%	12%	14%	9%	10%	14%	12%	11%
	Satisfied	79%	76%	80%	82%	76%	84%	76%	76%	82%	81%	84%	81%	79%
	Dissatisfied	8%	8%	9%	6%	8%	6%	9%	10%	6%	7%	2%	5%	9%
	Very Dissatisfied	2%	2%	1%	2%	6%	1%	2%	1%	3%	2%	0%	2%	2%

**CM1 (continued): Please rate your satisfaction with the following services provided by the municipality:
- Don't know / No opinion excluded -**

	Total	# of years in HRM				Gender		Age			Education			
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.	
Total Unweighted (N)	522	84	155	182	98	295	218	53	187	271	32	104	380	
Maintenance of parks and green spaces (e.g. Shubie Park, Point Pleasant, Public Gardens)	Very Satisfied	21%	24%	20%	19%	20%	21%	21%	27%	16%	19%	19%	20%	21%
	Satisfied	75%	70%	76%	77%	77%	75%	76%	71%	78%	76%	79%	76%	75%
	Dissatisfied	3%	4%	3%	3%	2%	3%	2%	2%	3%	3%	2%	3%	3%
	Very Dissatisfied	1%	1%	1%	2%	1%	1%	1%	0%	2%	1%	0%	1%	1%
Total Unweighted (N)	410	56	127	142	84	239	166	31	153	221	29	86	289	
Graffiti removal	Very Satisfied	7%	9%	8%	6%	3%	5%	9%	6%	9%	6%	7%	8%	7%
	Satisfied	72%	72%	74%	72%	70%	72%	73%	80%	69%	72%	80%	73%	72%
	Dissatisfied	17%	17%	15%	20%	15%	20%	13%	14%	18%	16%	14%	15%	17%
	Very Dissatisfied	4%	2%	4%	2%	12%	3%	6%	0%	4%	7%	0%	3%	5%
Total Unweighted (N)	573	88	173	200	109	322	241	56	205	302	42	120	405	
Litter control / Cleanliness	Very Satisfied	6%	8%	8%	4%	2%	5%	7%	10%	5%	3%	3%	11%	5%
	Satisfied	56%	58%	57%	55%	56%	61%	53%	53%	61%	55%	55%	56%	57%
	Dissatisfied	28%	26%	28%	31%	26%	28%	29%	30%	24%	32%	19%	24%	30%
	Very Dissatisfied	10%	8%	8%	10%	17%	7%	11%	7%	10%	10%	23%	9%	8%
Total Unweighted (N)	564	88	168	196	109	319	235	59	200	295	40	119	400	
Overall satisfaction with city maintenance	Very Satisfied	3%	1%	5%	3%	1%	3%	3%	2%	4%	2%	1%	5%	2%
	Satisfied	72%	70%	73%	72%	69%	72%	72%	72%	69%	77%	67%	71%	72%
	Dissatisfied	22%	29%	19%	19%	21%	22%	19%	25%	23%	16%	18%	20%	22%
	Very Dissatisfied	4%	1%	3%	5%	9%	3%	5%	2%	4%	6%	14%	3%	3%

CM2: Halifax recently expanded the sidewalk snow clearing program to include all of Peninsula Halifax, Spryfield, Purcell's Cove, and Armdale. Do you reside in or use one of the following areas for walking / jogging?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Peninsula Halifax	38%	42%	40%	32%	35%	34%	40%	44%	32%	36%	27%	17%	44%
Spryfield	2%	4%	1%	1%	3%	3%	1%	3%	1%	2%	3%	1%	2%
Purcell's Cove	1%	0%	0%	1%	2%	1%	0%	0%	0%	1%	0%	1%	0%
Armdale	4%	6%	4%	2%	3%	4%	3%	7%	2%	3%	3%	3%	4%
Do not live in / use one of these areas	56%	48%	56%	64%	58%	57%	56%	46%	64%	57%	67%	78%	49%

CM3: How satisfied are you with the sidewalk snow clearing service in this area?
SUBSET: Those who reside/use the areas.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	253	44	79	82	47	135	111	34	81	131	16	32	201
Very satisfied	7%	9%	5%	8%	4%	13%	2%	9%	6%	5%	12%	4%	7%
Satisfied	40%	43%	39%	37%	40%	40%	40%	41%	44%	36%	43%	33%	41%
Dissatisfied	31%	28%	32%	34%	30%	26%	37%	34%	26%	35%	29%	33%	31%
Very dissatisfied	16%	12%	18%	17%	18%	17%	14%	10%	19%	17%	16%	27%	14%
Don't know/No opinion	6%	8%	5%	4%	8%	5%	8%	6%	5%	8%	0%	3%	7%

T1: Have you used Halifax Transit (previously Metro Transit) in the past 12 months?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Yes	53%	59%	53%	52%	43%	50%	55%	60%	52%	48%	47%	42%	57%
No	47%	41%	47%	48%	57%	50%	45%	40%	48%	52%	53%	58%	43%

**T2: Please rate your satisfaction with the following transit services provided by the municipality?
SUBSET: Those who used Halifax Transit in the past 12 months.**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		306	57	90	106	50	162	137	37	115	147	21	57	226
Access-A-Bus (door to door service)	Very Satisfied	1%	0%	1%	4%	0%	2%	1%	0%	2%	2%	0%	2%	1%
	Satisfied	8%	8%	10%	4%	12%	11%	6%	11%	6%	8%	0%	13%	7%
	Dissatisfied	1%	0%	1%	1%	1%	1%	1%	0%	2%	0%	0%	2%	1%
	Very Dissatisfied	1%	0%	0%	1%	3%	0%	1%	0%	1%	0%	0%	2%	0%
	Don't know / No Opinion	89%	92%	88%	91%	84%	87%	91%	89%	90%	90%	100%	82%	90%
Harbour Ferry network	Very Satisfied	11%	11%	8%	14%	13%	9%	13%	10%	9%	15%	6%	10%	11%
	Satisfied	46%	44%	48%	44%	43%	49%	43%	43%	49%	44%	32%	52%	45%
	Dissatisfied	5%	3%	7%	7%	1%	4%	5%	6%	6%	2%	0%	4%	5%
	Very Dissatisfied	1%	0%	1%	3%	3%	1%	2%	0%	3%	0%	8%	0%	1%
	Don't know / No Opinion	37%	42%	37%	32%	40%	37%	38%	41%	32%	38%	55%	34%	37%
Bus service to rural areas	Very Satisfied	4%	6%	3%	3%	4%	5%	2%	5%	3%	2%	6%	9%	2%
	Satisfied	11%	11%	12%	8%	21%	13%	10%	11%	12%	12%	11%	17%	10%
	Dissatisfied	12%	16%	13%	11%	5%	7%	17%	10%	16%	10%	22%	9%	12%
	Very Dissatisfied	10%	14%	8%	10%	4%	11%	8%	19%	7%	3%	10%	15%	9%
	Don't know / No Opinion	63%	54%	65%	69%	66%	64%	63%	55%	63%	72%	51%	51%	66%
Metro X service	Very Satisfied	6%	7%	6%	4%	5%	8%	4%	8%	5%	5%	9%	2%	7%
	Satisfied	17%	22%	19%	12%	13%	17%	17%	19%	19%	12%	13%	28%	15%
	Dissatisfied	3%	7%	3%	0%	0%	6%	1%	5%	3%	1%	0%	2%	4%
	Very Dissatisfied	1%	0%	0%	3%	0%	1%	0%	0%	1%	1%	8%	1%	1%
	Don't know / No Opinion	73%	64%	71%	80%	82%	67%	78%	68%	71%	80%	71%	68%	74%

**T2 (continued): Please rate your satisfaction with the following transit services provided by the municipality?
SUBSET: Those who used Halifax Transit in the past 12 months.**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Driver courtesy / Politeness	Very Satisfied	25%	26%	24%	27%	24%	28%	23%	27%	21%	29%	31%	20%	26%
	Satisfied	56%	63%	54%	48%	65%	53%	59%	46%	62%	60%	63%	42%	59%
	Dissatisfied	7%	2%	11%	8%	3%	8%	5%	8%	6%	5%	6%	7%	7%
	Very Dissatisfied	4%	3%	4%	7%	1%	3%	5%	9%	3%	1%	0%	11%	3%
	Don't know / No Opinion	7%	6%	6%	10%	7%	8%	7%	10%	7%	5%	0%	19%	5%
Transit service frequency	Very Satisfied	5%	0%	3%	11%	5%	8%	2%	0%	5%	10%	9%	6%	4%
	Satisfied	45%	35%	49%	42%	68%	46%	45%	37%	45%	56%	48%	68%	40%
	Dissatisfied	32%	39%	35%	28%	16%	27%	35%	42%	29%	24%	29%	16%	36%
	Very Dissatisfied	11%	17%	8%	9%	3%	9%	12%	13%	13%	4%	14%	5%	12%
	Don't know / No Opinion	8%	9%	5%	10%	8%	10%	6%	8%	8%	6%	0%	5%	9%
Reliability (timely departures / arrivals)	Very Satisfied	6%	4%	3%	13%	4%	9%	4%	0%	8%	11%	6%	4%	6%
	Satisfied	55%	45%	56%	56%	73%	56%	54%	43%	57%	66%	58%	74%	50%
	Dissatisfied	24%	34%	24%	17%	20%	18%	30%	35%	22%	14%	12%	14%	27%
	Very Dissatisfied	9%	10%	11%	5%	0%	10%	6%	14%	7%	3%	14%	6%	9%
	Don't know / No Opinion	6%	6%	6%	9%	3%	7%	6%	8%	6%	5%	10%	2%	7%
Bus route coverage (ability to get where you need to go via bus)	Very Satisfied	9%	9%	6%	10%	12%	10%	8%	8%	7%	13%	9%	12%	8%
	Satisfied	44%	37%	45%	45%	53%	49%	40%	31%	45%	57%	58%	45%	43%
	Dissatisfied	22%	18%	30%	18%	17%	17%	26%	27%	22%	16%	26%	22%	21%
	Very Dissatisfied	15%	26%	12%	12%	8%	9%	19%	24%	13%	7%	8%	6%	18%
	Don't know	10%	10%	7%	15%	10%	14%	7%	10%	13%	7%	0%	14%	10%

**T2 (continued): Please rate your satisfaction with the following transit services provided by the municipality?
SUBSET: Those who used Halifax Transit in the past 12 months.**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Comfort of buses (seating / cleanliness / ride smoothness / temperature)	Very Satisfied	9%	6%	9%	11%	8%	12%	6%	5%	9%	13%	9%	8%	9%
	Satisfied	67%	68%	69%	62%	66%	66%	66%	60%	70%	70%	77%	56%	68%
	Dissatisfied	10%	12%	10%	9%	11%	7%	13%	14%	9%	7%	3%	12%	10%
	Very Dissatisfied	5%	6%	4%	4%	5%	4%	6%	8%	2%	3%	12%	9%	4%
	Don't know / No Opinion	9%	7%	7%	14%	10%	11%	8%	13%	9%	6%	0%	16%	9%
Transit terminal safety and comfort	Very Satisfied	8%	8%	8%	6%	14%	9%	7%	5%	8%	10%	6%	8%	8%
	Satisfied	53%	64%	51%	49%	41%	63%	46%	64%	54%	40%	38%	57%	54%
	Dissatisfied	13%	15%	13%	10%	12%	6%	17%	11%	14%	12%	29%	14%	11%
	Very Dissatisfied	2%	1%	5%	1%	0%	1%	3%	3%	3%	1%	0%	2%	3%
	Don't know / No Opinion	24%	12%	23%	34%	33%	22%	27%	16%	21%	37%	27%	19%	25%
Bus stop safety and comfort	Very Satisfied	4%	1%	5%	6%	7%	6%	3%	0%	5%	9%	9%	5%	4%
	Satisfied	59%	59%	56%	62%	56%	67%	53%	61%	56%	60%	40%	60%	60%
	Dissatisfied	20%	21%	23%	12%	25%	17%	22%	22%	15%	22%	34%	20%	19%
	Very Dissatisfied	6%	12%	4%	5%	3%	3%	8%	9%	8%	2%	8%	9%	6%
	Don't know / No Opinion	11%	7%	11%	15%	10%	8%	14%	8%	16%	7%	10%	7%	12%
Transit communication (Announcements, schedule/route information, etc.)	Very Satisfied	4%	1%	2%	7%	8%	5%	3%	0%	4%	8%	12%	2%	4%
	Satisfied	49%	46%	53%	47%	50%	52%	47%	45%	50%	53%	47%	56%	47%
	Dissatisfied	17%	22%	18%	15%	6%	14%	20%	22%	18%	8%	6%	14%	18%
	Very Dissatisfied	7%	7%	9%	6%	6%	6%	8%	8%	10%	4%	8%	6%	8%
	Don't know / No Opinion	23%	24%	19%	24%	31%	23%	23%	25%	18%	27%	27%	22%	23%

**T2 (continued): Please rate your satisfaction with the following transit services provided by the municipality?
SUBSET: Those who used Halifax Transit in the past 12 months.**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Accessibility - cost / connections	Very Satisfied	7%	5%	7%	12%	5%	9%	6%	3%	10%	10%	6%	3%	8%
	Satisfied	51%	53%	55%	43%	55%	51%	52%	50%	50%	56%	64%	57%	49%
	Dissatisfied	16%	17%	14%	20%	7%	13%	19%	23%	14%	8%	3%	23%	15%
	Very Dissatisfied	3%	4%	1%	5%	3%	2%	2%	2%	4%	2%	8%	2%	3%
	Don't know / No Opinion	23%	21%	23%	20%	30%	26%	21%	22%	22%	23%	20%	15%	24%
Accessibility - mobility access	Very Satisfied	5%	3%	6%	6%	7%	5%	5%	8%	2%	7%	3%	2%	6%
	Satisfied	30%	34%	22%	37%	33%	35%	27%	34%	27%	31%	33%	45%	27%
	Dissatisfied	3%	1%	6%	2%	5%	2%	5%	3%	3%	4%	6%	12%	1%
	Very Dissatisfied	1%	0%	1%	1%	0%	1%	1%	0%	2%	0%	8%	0%	0%
	Don't know / No Opinion	61%	62%	66%	54%	55%	58%	62%	55%	66%	58%	51%	41%	65%
Access to Halifax Transit information (website, Google Transit, maps, 311, etc.)	Very Satisfied	14%	9%	18%	15%	15%	15%	15%	11%	13%	20%	15%	16%	14%
	Satisfied	56%	60%	51%	56%	64%	57%	55%	50%	57%	60%	58%	63%	55%
	Dissatisfied	10%	11%	14%	8%	2%	7%	12%	11%	11%	8%	6%	7%	11%
	Very Dissatisfied	4%	5%	1%	8%	0%	4%	4%	5%	6%	0%	8%	0%	5%
	Don't know / No Opinion	15%	15%	17%	13%	19%	18%	14%	23%	12%	12%	14%	14%	16%
Park and Ride facilities	Very Satisfied	2%	0%	2%	4%	3%	3%	1%	0%	3%	3%	3%	3%	2%
	Satisfied	28%	36%	31%	21%	21%	28%	30%	34%	32%	18%	13%	36%	28%
	Dissatisfied	3%	2%	3%	5%	3%	1%	6%	3%	5%	3%	6%	5%	3%
	Very Dissatisfied	1%	1%	1%	1%	0%	1%	1%	0%	3%	0%	8%	2%	0%
	Don't know / No Opinion	65%	61%	62%	69%	74%	66%	63%	63%	58%	76%	71%	55%	67%

**T2 (continued): Please rate your satisfaction with the following transit services provided by the municipality?
SUBSET: Those who used Halifax Transit in the past 12 months.**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Business services (cafes, groceries, etc.) at transit terminals and transfer points	Very Satisfied	2%	0%	1%	4%	5%	3%	1%	0%	3%	3%	3%	5%	1%
	Satisfied	38%	42%	37%	37%	35%	40%	38%	48%	38%	27%	29%	44%	38%
	Dissatisfied	11%	15%	11%	6%	12%	7%	14%	10%	11%	10%	17%	9%	11%
	Very Dissatisfied	1%	1%	1%	2%	0%	2%	0%	1%	2%	1%	8%	2%	0%
	Don't know / No Opinion	47%	41%	50%	50%	48%	48%	48%	40%	46%	59%	43%	40%	50%
Overall Halifax Transit services (bus / ferry)	Very Satisfied	5%	2%	2%	13%	8%	8%	3%	0%	6%	11%	23%	6%	4%
	Satisfied	63%	62%	62%	59%	78%	62%	65%	57%	63%	71%	59%	71%	62%
	Dissatisfied	20%	24%	25%	13%	8%	18%	20%	27%	20%	10%	0%	19%	21%
	Very Dissatisfied	8%	9%	9%	5%	6%	8%	7%	11%	8%	3%	8%	0%	9%
	Don't know / No Opinion	4%	3%	2%	10%	0%	4%	5%	5%	3%	5%	10%	4%	4%

T2: Please rate your satisfaction with the following transit services provided by the municipality?
SUBSET: Those who used Halifax Transit in the past 12 months.
- Don't know / No opinion excluded -

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		31	4	10	10	7	18	13	4	11	15	0	11	20
Access-A-Bus (door to door service)	Very Satisfied	13%	0%	9%	38%	0%	14%	12%	0%	18%	23%	0%	12%	13%
	Satisfied	75%	100%	83%	40%	74%	80%	68%	100%	59%	72%	0%	70%	77%
	Dissatisfied	7%	0%	8%	10%	8%	6%	7%	0%	15%	4%	0%	8%	6%
	Very Dissatisfied	6%	0%	0%	11%	18%	0%	13%	0%	8%	0%	0%	10%	4%
Total Unweighted (N)		199	37	56	73	30	110	84	22	77	97	10	37	150
Harbour Ferry network	Very Satisfied	17%	19%	12%	21%	22%	15%	20%	18%	13%	24%	12%	16%	18%
	Satisfied	73%	75%	76%	65%	71%	77%	69%	72%	73%	71%	71%	78%	72%
	Dissatisfied	8%	5%	10%	10%	2%	6%	8%	10%	9%	4%	0%	7%	8%
	Very Dissatisfied	2%	0%	1%	4%	5%	2%	3%	0%	5%	1%	17%	0%	2%
Total Unweighted (N)		99	24	27	29	19	51	45	16	40	42	10	22	66
Bus service to rural areas	Very Satisfied	10%	12%	7%	8%	12%	14%	6%	12%	8%	9%	12%	18%	7%
	Satisfied	31%	24%	34%	26%	61%	37%	27%	24%	32%	44%	23%	34%	30%
	Dissatisfied	33%	33%	37%	34%	15%	18%	45%	23%	43%	37%	44%	18%	37%
	Very Dissatisfied	26%	31%	22%	31%	12%	31%	21%	41%	18%	10%	21%	31%	26%
Total Unweighted (N)		72	17	25	21	9	45	25	11	30	29	5	17	50
Metro X service	Very Satisfied	22%	20%	22%	23%	29%	25%	18%	26%	17%	27%	30%	7%	26%
	Satisfied	63%	60%	65%	61%	71%	53%	78%	59%	68%	61%	44%	86%	57%
	Dissatisfied	12%	20%	11%	2%	0%	18%	5%	15%	12%	7%	0%	5%	15%
	Very Dissatisfied	3%	0%	1%	14%	0%	4%	0%	0%	3%	5%	26%	2%	2%
Total Unweighted (N)		285	53	84	99	47	150	128	34	106	138	21	49	213
Driver courtesy / Politeness	Very Satisfied	27%	27%	26%	30%	26%	31%	25%	30%	23%	31%	31%	24%	28%
	Satisfied	61%	67%	58%	53%	70%	57%	64%	51%	67%	63%	63%	53%	62%
	Dissatisfied	7%	2%	11%	9%	3%	9%	6%	9%	7%	5%	6%	9%	7%
	Very Dissatisfied	5%	3%	5%	8%	1%	3%	6%	10%	4%	1%	0%	14%	3%

T2 (continued): Please rate your satisfaction with the following transit services provided by the municipality?
SUBSET: Those who used Halifax Transit in the past 12 months.
- Don't know / No opinion excluded -

	Total	# of years in HRM				Gender		Age			Education			
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.	
Total Unweighted (N)	284	53	84	99	46	148	129	34	106	138	21	53	208	
Transit service frequency	Very Satisfied	5%	0%	3%	12%	6%	8%	2%	0%	5%	11%	9%	7%	4%
	Satisfied	48%	38%	52%	46%	74%	51%	48%	40%	49%	59%	48%	72%	43%
	Dissatisfied	35%	42%	36%	31%	17%	30%	37%	46%	32%	26%	29%	16%	39%
	Very Dissatisfied	12%	19%	9%	10%	3%	10%	12%	14%	14%	5%	14%	5%	13%
Total Unweighted (N)	289	54	85	99	48	151	131	34	108	140	20	55	212	
Reliability (timely departures / arrivals)	Very Satisfied	6%	5%	3%	14%	4%	10%	4%	0%	8%	12%	7%	4%	7%
	Satisfied	58%	48%	60%	62%	75%	60%	58%	47%	60%	70%	65%	76%	54%
	Dissatisfied	26%	36%	25%	19%	21%	20%	32%	38%	24%	15%	13%	14%	29%
	Very Dissatisfied	9%	11%	12%	5%	0%	11%	7%	15%	8%	3%	16%	6%	10%
Total Unweighted (N)	275	49	81	96	46	142	126	34	99	135	21	52	200	
Bus route coverage (ability to get where you need to go via bus)	Very Satisfied	10%	10%	7%	12%	13%	12%	8%	9%	8%	14%	9%	14%	9%
	Satisfied	49%	42%	48%	53%	59%	57%	43%	35%	52%	61%	58%	53%	48%
	Dissatisfied	24%	20%	32%	21%	19%	20%	28%	30%	25%	18%	26%	26%	24%
	Very Dissatisfied	17%	29%	13%	14%	9%	11%	21%	27%	15%	7%	8%	7%	20%
Total Unweighted (N)	281	52	83	98	46	148	126	33	104	137	21	51	207	
Comfort of buses (seating / cleanliness / ride smoothness / temperature)	Very Satisfied	10%	7%	10%	12%	9%	14%	6%	6%	10%	14%	9%	9%	10%
	Satisfied	74%	73%	75%	72%	73%	74%	72%	68%	78%	75%	77%	67%	75%
	Dissatisfied	11%	13%	11%	11%	12%	8%	15%	16%	10%	8%	3%	14%	11%
	Very Dissatisfied	5%	7%	5%	5%	6%	5%	6%	9%	3%	3%	12%	10%	4%
Total Unweighted (N)	225	49	66	72	35	122	96	31	90	98	16	46	161	
Transit terminal safety and comfort	Very Satisfied	10%	9%	10%	8%	20%	11%	10%	6%	11%	16%	8%	10%	10%
	Satisfied	70%	73%	66%	74%	61%	80%	63%	76%	68%	63%	52%	70%	71%
	Dissatisfied	17%	17%	17%	16%	18%	8%	23%	13%	18%	20%	40%	18%	15%
	Very Dissatisfied	3%	1%	7%	2%	0%	1%	5%	4%	3%	1%	0%	2%	3%

T2 (continued): Please rate your satisfaction with the following transit services provided by the municipality?
SUBSET: Those who used Halifax Transit in the past 12 months.
- Don't know / No opinion excluded -

	Total	# of years in HRM				Gender		Age			Education			
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.	
Total Unweighted (N)	276	52	80	95	46	150	119	34	97	138	20	52	202	
Bus stop safety and comfort	Very Satisfied	5%	1%	6%	7%	7%	4%	0%	6%	10%	10%	5%	5%	
	Satisfied	66%	64%	63%	73%	62%	72%	66%	67%	65%	44%	64%	68%	
	Dissatisfied	22%	22%	26%	15%	27%	18%	25%	24%	17%	24%	38%	21%	21%
	Very Dissatisfied	7%	13%	5%	5%	3%	3%	9%	10%	9%	2%	8%	9%	7%
Total Unweighted (N)	234	45	69	83	35	123	106	27	93	108	16	43	173	
Transit communication (Announcements, schedule/route information, etc.)	Very Satisfied	5%	1%	2%	9%	11%	6%	3%	0%	4%	11%	16%	2%	5%
	Satisfied	63%	60%	65%	62%	72%	68%	61%	59%	61%	73%	65%	72%	62%
	Dissatisfied	22%	29%	22%	20%	9%	18%	26%	30%	23%	11%	9%	18%	24%
	Very Dissatisfied	10%	10%	11%	9%	8%	8%	10%	11%	12%	5%	10%	8%	10%
Total Unweighted (N)	234	46	66	83	37	121	106	29	88	112	16	46	171	
Accessibility - cost / connections	Very Satisfied	9%	6%	9%	15%	8%	12%	8%	3%	13%	13%	8%	4%	11%
	Satisfied	66%	67%	72%	54%	79%	68%	66%	64%	64%	73%	80%	67%	65%
	Dissatisfied	20%	22%	18%	25%	9%	17%	24%	30%	18%	11%	3%	27%	20%
	Very Dissatisfied	4%	5%	2%	6%	4%	2%	3%	2%	6%	3%	9%	2%	4%
Total Unweighted (N)	112	17	31	41	23	57	54	15	38	58	10	28	74	
Accessibility - mobility access	Very Satisfied	13%	9%	17%	13%	15%	13%	14%	18%	6%	16%	7%	4%	17%
	Satisfied	77%	88%	64%	80%	73%	82%	72%	76%	79%	74%	66%	76%	78%
	Dissatisfied	8%	3%	16%	4%	12%	4%	13%	6%	10%	10%	12%	20%	4%
	Very Dissatisfied	2%	0%	3%	3%	0%	2%	1%	0%	5%	0%	15%	0%	1%

T2 (continued): Please rate your satisfaction with the following transit services provided by the municipality?
SUBSET: Those who used Halifax Transit in the past 12 months.
- Don't know / No opinion excluded -

	Total	# of years in HRM				Gender		Age			Education			
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.	
Total Unweighted (N)	263	49	76	95	41	136	121	28	100	128	17	49	195	
Access to Halifax Transit information (website, Google Transit, maps, 311, etc.)	Very Satisfied	17%	10%	22%	18%	18%	17%	14%	15%	23%	17%	19%	16%	
	Satisfied	66%	71%	61%	64%	79%	69%	64%	64%	66%	68%	67%	73%	65%
	Dissatisfied	12%	13%	17%	9%	3%	9%	14%	15%	13%	9%	7%	8%	13%
	Very Dissatisfied	5%	6%	1%	9%	0%	5%	5%	7%	7%	0%	9%	0%	6%
Total Unweighted (N)	97	21	31	31	14	53	44	13	46	37	5	26	65	
Park and Ride facilities	Very Satisfied	6%	0%	6%	12%	10%	9%	3%	0%	8%	12%	10%	6%	5%
	Satisfied	82%	91%	83%	67%	80%	84%	80%	93%	75%	76%	44%	80%	84%
	Dissatisfied	10%	6%	9%	17%	10%	3%	15%	7%	12%	12%	20%	11%	9%
	Very Dissatisfied	3%	3%	2%	4%	0%	4%	2%	0%	6%	0%	26%	3%	1%
Total Unweighted (N)	149	32	42	48	26	74	70	22	61	62	11	31	105	
Business services (cafes, groceries, etc.) at transit terminals and transfer points	Very Satisfied	4%	0%	2%	9%	10%	6%	2%	0%	5%	8%	5%	9%	2%
	Satisfied	73%	72%	74%	75%	67%	76%	72%	81%	71%	65%	51%	72%	75%
	Dissatisfied	21%	26%	22%	12%	23%	13%	26%	17%	21%	24%	31%	15%	22%
	Very Dissatisfied	2%	2%	2%	4%	0%	4%	0%	1%	3%	3%	13%	4%	1%
Total Unweighted (N)	295	56	87	99	50	157	131	35	111	142	20	54	219	
Overall Halifax Transit services (bus / ferry)	Very Satisfied	6%	2%	2%	14%	8%	8%	3%	0%	6%	12%	26%	6%	4%
	Satisfied	66%	64%	63%	66%	78%	65%	68%	60%	65%	74%	66%	74%	64%
	Dissatisfied	21%	25%	26%	15%	8%	19%	21%	28%	21%	10%	0%	20%	22%
	Very Dissatisfied	8%	10%	10%	6%	6%	8%	7%	12%	8%	4%	8%	0%	10%

PED1: Did you know that Provincial legislation indicates that there is a legal crosswalk at every intersection whether or not it is marked with paint/signs and that pedestrians still have the right of way when lawfully within these crosswalks?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Yes	78%	76%	81%	78%	71%	76%	80%	83%	79%	71%	65%	78%	79%
No	22%	24%	19%	22%	29%	24%	20%	17%	21%	29%	35%	22%	21%

PED2: Did you know that if a crosswalk has a pedestrian-activated beacon, pedestrians are required to activate the beacon before beginning to cross at that location?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Yes	78%	84%	79%	70%	81%	74%	82%	80%	75%	80%	89%	76%	78%
No	22%	16%	21%	30%	19%	26%	18%	20%	25%	20%	11%	24%	22%

PS1: What do you think that the municipal government could do to improve the overall level of public safety in Halifax?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Crosswalk Safety (lighting / marking / flags / speed bumps or rumble strips before crosswalks)	19%	21%	19%	19%	13%	16%	21%	21%	19%	17%	27%	17%	19%
Increased police presence in high crime areas / More police walking the streets in walking neighbourhoods and downtown	18%	15%	14%	24%	24%	17%	19%	14%	22%	18%	28%	18%	18%
Improved visibility on streets (Street lighting / removal of bushes and shrubs / LED lights are not bright enough)	14%	14%	16%	12%	14%	10%	17%	16%	18%	8%	3%	15%	14%
Education on crosswalk safety / right of way (pedestrians & drivers)	13%	8%	11%	15%	21%	12%	14%	7%	12%	19%	6%	12%	14%
Enforcement of traffic laws / Traffic cameras	12%	4%	15%	12%	18%	13%	11%	8%	13%	15%	15%	12%	12%
Bike safety (better lighting for cyclists/more dedicated routes/wider lanes/improved visibility of bikers/lights)	11%	10%	15%	11%	5%	10%	12%	19%	10%	5%	5%	9%	12%
Don't know / No Answer	9%	10%	10%	8%	7%	9%	9%	11%	7%	10%	17%	7%	9%
Miscellaneous Mentions	7%	8%	5%	9%	5%	9%	5%	3%	8%	8%	3%	8%	7%
Road Improvements (Improved lane markings on roads/Fixing potholes/Make lane markings more reflective or visible)	6%	12%	3%	6%	2%	8%	5%	6%	8%	4%	0%	8%	6%
Distracted Drivers - Increased fines / punishment for distracted drivers / failure to yield / cellphone usage	6%	1%	6%	11%	5%	5%	6%	5%	5%	8%	4%	4%	6%
Improve Transit (Bus frequency / late night bus service)	5%	3%	9%	2%	2%	4%	6%	8%	4%	3%	0%	2%	6%
Nothing / Satisfied with current level of safety	4%	7%	5%	2%	2%	5%	3%	5%	4%	3%	1%	3%	5%
Infrastructure maintenance (non-roads)	3%	3%	5%	2%	1%	4%	2%	6%	2%	1%	0%	3%	3%

PS1 (continued): What do you think that the municipal government could do to improve the overall level of public safety in Halifax?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Improve / Timely Snow and ice removal / Salting and sanding	3%	5%	2%	2%	3%	4%	2%	5%	1%	3%	5%	2%	3%
Reduce speeds in busy / residential neighbourhoods	2%	3%	1%	3%	2%	2%	2%	2%	2%	3%	5%	2%	2%
Sidewalk improvements / Add sidewalks in new subdivisions	2%	3%	3%	1%	1%	1%	3%	2%	2%	3%	0%	1%	3%
Root Causes - Community programs / Poverty	2%	1%	4%	1%	1%	2%	2%	2%	3%	1%	0%	1%	2%
Proactive by-law enforcement	2%	0%	3%	1%	2%	1%	3%	3%	0%	2%	2%	0%	2%
Career firefighters in rural locations	1%	0%	0%	5%	1%	3%	0%	3%	1%	1%	0%	6%	0%
Increased Pedestrian Responsibility/Accountability	1%	0%	0%	3%	3%	1%	1%	0%	0%	4%	0%	1%	1%
Make work programs for homeless / repeat offenders	1%	2%	1%	1%	2%	2%	1%	2%	0%	1%	0%	1%	1%
Better timing of intersection lights to allow pedestrians to cross / put signals nearer the crosswalk	1%	0%	1%	0%	5%	0%	2%	0%	2%	1%	1%	4%	0%
Prevent pedestrians from crossing street anywhere but at intersections/Jaywalking/Right of Way to vehicles	1%	2%	1%	0%	1%	1%	1%	1%	2%	1%	0%	1%	1%
Do not allow vehicles to turn right on red lights	1%	1%	1%	1%	2%	1%	1%	0%	1%	2%	0%	1%	1%
Force bars to close earlier	1%	0%	1%	1%	2%	0%	1%	0%	1%	1%	0%	1%	1%
Address gang violence / drug and weapons crimes	1%	0%	2%	0%	1%	1%	1%	0%	2%	0%	3%	0%	1%
Tougher sentences on youth crime / crime in general	1%	0%	1%	0%	3%	1%	1%	0%	1%	2%	6%	0%	1%
Speed readers	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Dartmouth bridge terminal considered unsafe / lots of corners and blind spots	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%

PS2: Overall, how satisfied are you with the quality of policing provided in your community?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	94	175	207	112	331	250	59	213	308	42	126	416
Very satisfied	37%	32%	37%	39%	43%	38%	36%	30%	34%	47%	33%	36%	37%
Somewhat satisfied	49%	50%	53%	45%	45%	46%	52%	50%	53%	43%	51%	40%	52%
Somewhat unsatisfied	11%	14%	8%	11%	11%	14%	7%	15%	10%	7%	9%	15%	10%
Very unsatisfied	3%	4%	2%	6%	2%	2%	5%	5%	3%	3%	6%	9%	2%

PS3: Please provide a brief reasoning as to why you feel this way.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
General Satisfaction/Feel safe: Generally positive comments about service provided/amount of police presence	28%	31%	26%	26%	30%	28%	28%	28%	26%	32%	35%	21%	29%
Satisfied, but would like to see additional improvements	28%	18%	32%	32%	26%	25%	31%	21%	35%	26%	22%	29%	28%
Visible: Visible in community/Rural and RCMP presence sufficient/Lots of police in area	14%	14%	15%	15%	10%	15%	14%	16%	12%	15%	9%	14%	14%
Responsive: Prompt response to emergencies / non-emergencies	11%	5%	16%	11%	11%	11%	11%	13%	10%	12%	10%	13%	11%
Attitude: Good interaction between Police and the public	9%	7%	9%	9%	11%	8%	10%	8%	9%	10%	4%	2%	11%
Miscellaneous Mentions	7%	6%	8%	4%	9%	7%	6%	9%	6%	5%	0%	5%	8%
Don't Know / No Answer	6%	11%	6%	2%	8%	7%	5%	8%	5%	6%	12%	2%	7%
Attitude: Unfriendly / Disrespectful / Arrogant / Fear inducing / Lack of trust for police	4%	7%	3%	3%	1%	2%	5%	7%	3%	0%	1%	8%	3%
Visibility: Little or no police presence in community	3%	3%	3%	3%	4%	4%	2%	3%	3%	3%	1%	5%	3%
Resourcing – Not enough police to do the job / Under-resourced	2%	3%	0%	4%	2%	4%	1%	6%	2%	0%	9%	5%	1%

PS3 (continued): Please provide a brief reasoning as to why you feel this way.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Responsiveness: Police not quick to respond when called / Do not take incident seriously	2%	0%	0%	5%	2%	2%	1%	3%	1%	1%	0%	6%	1%
Crime Prevention – Not empowered to deal with criminals / Gang or drug activity / Laws not tough enough	2%	3%	1%	1%	2%	3%	1%	2%	1%	2%	3%	1%	2%
Traffic Enforcement – not enough done to enforce traffic safety issues (cellphone/texting, stoplights, jaywalking, etc.)	2%	2%	2%	1%	1%	2%	1%	0%	3%	1%	3%	3%	1%
Operations – Focussing on the wrong tasks /Not enough focus on activities like speeding, texting, etc.	1%	2%	1%	1%	2%	2%	1%	3%	0%	1%	5%	2%	1%
Communication with public – Keep public informed through media and various crime mapping tools	1%	0%	0%	1%	2%	1%	1%	0%	0%	2%	3%	0%	1%
Foot Patrol / Beat Patrol – More cops out of their car and walking community and engaging with the public	1%	0%	0%	2%	1%	1%	0%	0%	1%	1%	1%	1%	0%
Transparency/Accountability: Above the law / violent / abusive / Extreme response tactics	0%	0%	0%	1%	1%	1%	0%	0%	1%	0%	0%	1%	0%
Criminal Investigation – Inability to solve crimes	0%	0%	0%	1%	1%	1%	0%	0%	0%	1%	4%	1%	0%

**PS3: Please provide a brief reasoning as to why you feel this way.
-Satisfied-**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	533	83	162	184	101	293	233	50	190	285	37	103	387
General Satisfaction/Feel safe: Generally positive comments about service provided/amount of police presence	32%	37%	28%	31%	34%	33%	31%	33%	29%	34%	41%	27%	32%
Satisfied, but would like to see additional improvements	32%	21%	35%	38%	29%	29%	34%	25%	39%	28%	26%	38%	31%
Visible: Visible in community/Rural and RCMP presence sufficient/Lots of police in area	16%	16%	17%	17%	11%	17%	15%	19%	13%	17%	11%	18%	16%
Responsive: Prompt response to emergencies / non-emergencies	13%	6%	18%	13%	12%	13%	13%	15%	11%	13%	12%	16%	12%
Attitude: Good interaction between Police and the public	10%	8%	10%	10%	12%	9%	11%	9%	10%	11%	5%	3%	12%
Miscellaneous Mentions	7%	7%	9%	5%	10%	8%	7%	10%	7%	6%	0%	6%	8%
Don't Know / No Answer	7%	13%	6%	2%	8%	9%	6%	9%	6%	6%	14%	3%	7%
Communication with public – Keep public informed through media and various crime mapping tools	1%	0%	0%	2%	3%	1%	1%	0%	0%	2%	3%	0%	1%

**PS3: Please provide a brief reasoning as to why you feel this way.
-Dissatisfied-**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	133	24	41	36	32	83	46	19	48	61	13	37	81
Miscellaneous Mentions	26%	17%	38%	20%	34%	23%	31%	27%	26%	29%	0%	16%	33%
Don't Know / No Answer	25%	34%	26%	9%	29%	26%	26%	24%	23%	31%	44%	7%	30%
Attitude: Unfriendly / Disrespectful / Arrogant / Fear inducing / Lack of trust for police	15%	21%	13%	14%	5%	6%	26%	21%	15%	1%	5%	25%	11%
Visibility: Little or no police presence in community	12%	8%	13%	16%	16%	14%	11%	10%	14%	15%	5%	17%	12%
Resourcing – Not enough police to do the job / Under-resourced	10%	10%	1%	21%	8%	15%	4%	18%	7%	1%	32%	16%	6%
Responsiveness: Police not quick to respond when called / Do not take incident seriously	7%	0%	2%	24%	7%	7%	7%	9%	4%	7%	0%	20%	3%
Crime Prevention – Not empowered to deal with criminals / Gang or drug activity / Laws not tough enough	7%	11%	4%	6%	8%	10%	3%	5%	6%	10%	10%	4%	8%
Traffic Enforcement – not enough done to enforce traffic safety issues (cellphone/texting, stoplights, jaywalking, etc.)	6%	6%	10%	5%	2%	7%	4%	0%	14%	7%	10%	11%	5%
Operations – Focussing on the wrong tasks /Not enough focus on activities like speeding, texting, etc.	5%	6%	6%	3%	6%	7%	4%	10%	2%	4%	18%	8%	4%
Foot Patrol / Beat Patrol – More cops out of their car and walking community and engaging with the public	3%	0%	1%	7%	4%	3%	2%	0%	4%	5%	5%	4%	2%
Transparency/Accountability: Above the law / violent / abusive / Extreme response tactics	2%	0%	2%	4%	2%	2%	2%	0%	4%	2%	0%	3%	2%
Criminal Investigation – Inability to solve crimes	2%	0%	0%	6%	2%	2%	1%	0%	2%	4%	13%	2%	0%

PS4: How safe do you feel in the local areas you go for shopping, recreation, and work?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	94	176	207	111	330	251	59	213	308	43	126	415
Very safe	64%	73%	64%	63%	50%	71%	58%	72%	58%	66%	48%	62%	65%
Somewhat safe	32%	22%	36%	32%	41%	27%	36%	24%	38%	30%	37%	35%	31%
Somewhat unsafe	4%	4%	1%	5%	8%	1%	6%	3%	4%	4%	15%	3%	3%
Very unsafe	1%	2%	0%	0%	1%	1%	0%	2%	0%	0%	0%	0%	1%

PS5: How confident are you in the ability of the police to respond to emergency calls in a timely and efficient manner?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	590	94	176	207	110	329	251	59	213	307	43	126	414
Very confident	45%	36%	54%	45%	44%	44%	48%	43%	45%	50%	38%	40%	47%
Somewhat confident	46%	53%	42%	45%	43%	47%	43%	46%	46%	44%	44%	50%	45%
Not very confident	8%	12%	4%	8%	12%	9%	8%	11%	9%	5%	16%	8%	8%
Not at all confident	1%	0%	0%	2%	1%	0%	1%	0%	0%	2%	3%	2%	0%

PS6: Have you had any interaction with Halifax Regional Fire & Emergency (HRFE) in the last year?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	94	176	207	111	330	251	59	213	308	43	126	415
Yes	16%	16%	19%	16%	10%	17%	15%	18%	20%	11%	6%	20%	16%
No	84%	84%	81%	84%	90%	83%	85%	82%	80%	89%	94%	80%	84%

**PS7: Based on your interaction with Halifax Regional Fire & Emergency, would you say you were:
SUBSET: Those who interacted with HRFE in the last year.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	85	18	28	27	12	48	36	10	39	36	2	21	62
Very satisfied	76%	64%	86%	68%	95%	66%	86%	65%	82%	81%	80%	55%	85%
Somewhat satisfied	15%	25%	14%	13%	0%	22%	8%	10%	18%	17%	20%	26%	11%
Very dissatisfied	9%	12%	0%	20%	5%	12%	6%	25%	0%	2%	0%	20%	5%

PS8: How confident are you in the ability of Halifax Regional Fire & Emergency to respond to emergency calls in a timely and efficient manner?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	590	94	176	206	111	329	251	59	213	307	43	126	414
Very confident	56%	45%	63%	57%	62%	59%	55%	51%	57%	61%	57%	54%	57%
Somewhat confident	37%	45%	34%	35%	32%	33%	40%	38%	38%	34%	35%	35%	38%
Not very confident	3%	6%	2%	2%	3%	4%	3%	5%	3%	2%	4%	5%	3%
Not at all confident	3%	3%	1%	6%	3%	4%	2%	6%	2%	3%	5%	7%	2%

PS9: Do you have any concerns with the level of Fire service being provided?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	94	176	207	111	330	251	59	213	308	43	126	415
Yes	13%	6%	13%	19%	12%	14%	12%	10%	16%	11%	23%	16%	11%
No	87%	94%	87%	81%	88%	86%	88%	90%	84%	89%	77%	84%	89%

PS10: What are your concerns about the level of Fire service being provided?
SUBSET: Those who have concerns.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	66	6	20	29	9	34	31	4	32	28	6	15	44
Recruitment / retention of volunteers / staffing by career firefighters	50%	34%	49%	69%	17%	57%	45%	57%	57%	37%	65%	66%	42%
Rural response time / Lack of fire fighters or coverage in rural areas	31%	0%	23%	38%	65%	32%	30%	28%	35%	28%	22%	41%	27%
Closure of rural fire stations	31%	53%	35%	16%	42%	24%	38%	43%	23%	31%	0%	16%	41%
No emergency response by Fire Dept.	8%	0%	4%	16%	0%	13%	3%	28%	3%	0%	0%	24%	2%
Miscellaneous Mentions	4%	9%	3%	4%	0%	5%	2%	0%	2%	10%	0%	4%	4%
Don't Know / No Answer	3%	4%	0%	1%	8%	4%	0%	0%	0%	8%	13%	2%	2%

RL1: How frequently have you used a municipally-run recreation facility in the past year?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	94	176	207	111	330	251	59	213	308	42	126	416
Never	60%	74%	50%	59%	63%	62%	58%	74%	45%	65%	79%	72%	55%
At least once per week	13%	4%	20%	10%	15%	14%	11%	7%	17%	13%	6%	6%	15%
At least once per month	6%	9%	4%	8%	4%	6%	7%	6%	9%	4%	0%	4%	8%
Once every 2-3 months	6%	8%	7%	5%	5%	6%	7%	5%	8%	6%	5%	4%	7%
Once or twice per year	14%	6%	18%	18%	13%	13%	16%	8%	21%	12%	10%	14%	15%

RL2: How satisfied were you with the quality of the recreation facilities provided by the municipality?
SUBSET: Those who used a municipally-run recreation facility.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	244	30	93	79	41	134	107	16	117	107	9	41	192
Very satisfied	28%	29%	30%	21%	32%	27%	29%	30%	24%	33%	24%	21%	29%
Satisfied	60%	55%	56%	71%	62%	59%	60%	45%	67%	58%	45%	76%	58%
Dissatisfied	7%	13%	6%	5%	3%	8%	6%	12%	6%	3%	32%	3%	6%
Very dissatisfied	1%	0%	0%	1%	3%	1%	1%	0%	1%	1%	0%	0%	1%
Don't know/No opinion	5%	2%	9%	2%	0%	5%	4%	12%	2%	4%	0%	0%	6%

RL3: Have you registered for or participated in a municipally-run recreation program over the past 12 months?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Yes	20%	26%	26%	14%	9%	19%	21%	21%	26%	12%	11%	14%	23%
No	80%	74%	74%	86%	91%	81%	79%	79%	74%	88%	89%	86%	77%

**RL4: How satisfied were you with the ease of registering for these programs?
SUBSET: Those who registered for/participated in a municipally-run recreation program.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	102	24	43	26	9	48	51	13	54	33	3	15	84
Very satisfied	43%	41%	45%	38%	51%	42%	44%	32%	44%	59%	24%	27%	47%
Satisfied	46%	46%	45%	53%	25%	50%	42%	53%	47%	32%	31%	46%	46%
Dissatisfied	6%	5%	7%	5%	0%	2%	9%	7%	7%	0%	0%	27%	2%
Very dissatisfied	2%	0%	2%	4%	0%	1%	3%	0%	0%	10%	0%	0%	2%
Don't know/No opinion	4%	8%	0%	0%	25%	6%	3%	8%	3%	0%	45%	0%	3%

**RL5: How satisfied were you with the variety of municipally-offered structured programs / activities?
SUBSET: Those who registered for/participated in a municipally-run recreation program.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	102	24	43	26	9	48	51	13	54	33	3	15	84
Very satisfied	31%	38%	33%	14%	38%	24%	39%	31%	30%	39%	24%	25%	33%
Satisfied	47%	40%	51%	58%	32%	56%	39%	30%	61%	41%	31%	29%	51%
Dissatisfied	8%	0%	11%	17%	0%	7%	8%	15%	5%	0%	0%	22%	6%
Very dissatisfied	1%	0%	3%	0%	0%	0%	3%	0%	2%	4%	0%	5%	1%
Don't know/No opinion	12%	22%	2%	11%	31%	13%	11%	23%	3%	17%	45%	19%	9%

**RL6: How would you rate the affordability of programs and activities offered by the municipality?
SUBSET: Those who registered for/participated in a municipally-run recreation program.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	102	24	43	26	9	48	51	13	54	33	3	15	84
Completely acceptable	44%	48%	49%	33%	32%	43%	46%	47%	45%	42%	55%	20%	48%
Acceptable	41%	30%	45%	55%	31%	45%	39%	23%	51%	48%	0%	42%	43%
Unacceptable	3%	0%	1%	13%	13%	1%	4%	0%	2%	10%	0%	6%	3%
Completely unacceptable	2%	0%	5%	0%	0%	0%	4%	7%	0%	0%	0%	16%	0%
Don't know/No opinion	9%	22%	0%	0%	25%	11%	7%	23%	3%	0%	45%	17%	6%

**RL7: How would you rate the quality of instruction of recreation programs/activities offered by the municipality?
SUBSET: Those who registered for/participated in a municipally-run recreation program.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	102	24	43	26	9	48	51	13	54	33	3	15	84
Completely acceptable	35%	34%	38%	26%	44%	33%	36%	47%	25%	42%	24%	19%	38%
Acceptable	48%	37%	51%	68%	31%	51%	45%	23%	63%	49%	0%	43%	51%
Unacceptable	6%	5%	7%	5%	0%	4%	7%	7%	7%	0%	31%	21%	2%
Don't know/No opinion	11%	25%	3%	2%	25%	12%	11%	23%	5%	10%	45%	17%	9%

RL8: The municipality has started free swimming lessons at beaches and free skating in both summer and winter at the Oval. Have you participated in those activities?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Yes, swimming lessons at beaches	4%	4%	4%	3%	3%	3%	5%	4%	6%	1%	0%	1%	5%
Yes, winter skating at the Oval	35%	46%	33%	30%	26%	36%	33%	40%	40%	23%	18%	26%	38%
Yes, summer skating at the Oval	2%	4%	1%	1%	2%	1%	2%	2%	2%	1%	0%	1%	2%
None of the above	63%	52%	64%	68%	71%	62%	65%	58%	56%	76%	82%	74%	58%

RL9: What are the top THREE unscheduled/free recreation activities that you participate in?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Swimming at a local beach / lake	37%	44%	41%	30%	28%	34%	41%	57%	40%	15%	21%	41%	38%
Using one of Halifax's trails, walkways, or pathways	62%	57%	66%	62%	65%	69%	56%	60%	66%	60%	36%	63%	64%
Going for a bicycle ride	23%	31%	21%	21%	16%	25%	20%	23%	28%	16%	9%	27%	22%
Walking / running in a major park (Shubie, Point Pleasant, Halifax Public Gardens)	53%	55%	57%	48%	50%	52%	54%	55%	51%	52%	35%	38%	59%
Visiting a local playground	21%	21%	23%	23%	14%	20%	23%	24%	27%	12%	10%	17%	23%
Skating at the Emera Oval	24%	29%	25%	21%	19%	26%	23%	26%	29%	17%	15%	19%	26%
Skating on a lake or pond	3%	4%	4%	1%	5%	2%	4%	2%	5%	2%	5%	2%	3%
Using a local skate or bike park	1%	1%	1%	0%	2%	1%	1%	0%	1%	1%	1%	2%	1%
Working out at an outdoor gym	2%	2%	0%	2%	6%	1%	3%	2%	0%	4%	7%	1%	2%
Participating in a community garden	1%	2%	1%	1%	1%	1%	1%	2%	0%	2%	0%	0%	2%
Other	5%	2%	7%	7%	5%	7%	4%	3%	7%	6%	10%	7%	5%

RL10: Did you hear about the municipality's recreation programs and services?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	590	94	176	206	111	329	251	59	213	307	43	126	414
Word of mouth	38%	47%	35%	35%	31%	48%	29%	52%	29%	34%	35%	47%	35%
Local recreation centre	5%	5%	5%	4%	5%	5%	4%	3%	7%	4%	10%	2%	5%
Catalogue	25%	18%	24%	27%	34%	21%	29%	10%	34%	27%	21%	22%	26%
Halifax.ca website	17%	12%	23%	18%	12%	13%	21%	20%	16%	16%	7%	17%	18%
Other	16%	18%	13%	16%	18%	13%	17%	15%	14%	18%	27%	11%	16%

RL11: Do you find it difficult to access any municipal facilities or participate in any recreation or leisure programs run by the municipality?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	94	176	206	112	330	251	59	213	308	43	126	415
Yes	13%	12%	13%	15%	10%	7%	18%	10%	18%	9%	17%	21%	10%
No	87%	88%	87%	85%	90%	93%	82%	90%	82%	91%	83%	79%	90%

RL12: What are some of the reasons why you find it difficult to access municipal facilities or recreation and leisure programs run by the municipality?
SUBSET: Those who find it difficult to access municipal facilities or participate in recreation or leisure programs.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	74	13	23	26	12	26	46	7	38	27	6	23	43
Fees are too high (registration fees / user fees)	40%	38%	52%	27%	48%	35%	42%	51%	32%	47%	62%	55%	28%
No facilities within a reasonable distance from my home / takes too long to get there	39%	58%	24%	43%	38%	44%	37%	49%	44%	23%	38%	49%	35%
No transit service to local facilities	14%	11%	1%	29%	15%	10%	14%	0%	21%	12%	8%	15%	14%
Facilities are not open during times I can use them	22%	26%	21%	21%	17%	17%	23%	36%	17%	15%	38%	19%	20%
No recreation programming of interest to me	22%	41%	13%	14%	34%	10%	26%	21%	21%	23%	33%	15%	22%
Recreation facilities are not accessible to me (not disabled-friendly)	6%	0%	6%	4%	28%	2%	8%	0%	7%	13%	16%	13%	1%
Other	28%	15%	28%	32%	40%	13%	34%	15%	31%	35%	16%	21%	34%

RL13: Please rate your satisfaction with the following Arts, Culture, and Leisure related programs and services?

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		592	94	176	207	112	331	251	59	213	309	43	126	416
Community events and festivals	Very Satisfied	17%	19%	19%	11%	18%	12%	20%	19%	13%	18%	14%	16%	17%
	Satisfied	59%	54%	61%	60%	62%	59%	59%	47%	67%	61%	53%	61%	59%
	Dissatisfied	8%	15%	7%	6%	3%	9%	8%	16%	6%	3%	0%	4%	10%
	Very Dissatisfied	2%	4%	0%	2%	0%	2%	1%	4%	1%	0%	4%	1%	2%
	Don't know / No Opinion	15%	9%	13%	21%	17%	18%	12%	14%	13%	18%	30%	18%	13%
Opportunities to attend cultural events	Very Satisfied	14%	13%	16%	11%	14%	8%	19%	14%	11%	16%	17%	12%	14%
	Satisfied	60%	68%	58%	55%	65%	65%	56%	57%	61%	62%	47%	52%	63%
	Dissatisfied	6%	2%	8%	8%	3%	3%	9%	6%	7%	4%	5%	4%	6%
	Very Dissatisfied	2%	3%	1%	3%	0%	1%	3%	2%	2%	1%	4%	1%	2%
	Don't know / No Opinion	19%	15%	18%	23%	18%	24%	13%	20%	20%	16%	28%	31%	14%
Opportunities to enhance community identity (e.g. community art / gardening / etc.)	Very Satisfied	9%	11%	9%	6%	9%	5%	12%	10%	8%	9%	10%	7%	9%
	Satisfied	45%	44%	49%	42%	42%	44%	46%	47%	44%	44%	29%	47%	45%
	Dissatisfied	10%	11%	12%	6%	12%	12%	9%	10%	12%	9%	8%	7%	11%
	Very Dissatisfied	2%	2%	1%	3%	1%	1%	3%	2%	3%	0%	4%	2%	2%
	Don't know / No Opinion	34%	31%	29%	42%	36%	38%	30%	31%	33%	39%	50%	37%	32%

RL13 (continued): Please rate your satisfaction with the following Arts, Culture, and Leisure related programs and services?

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Type and amount of public art and monuments	Very Satisfied	7%	8%	9%	5%	9%	5%	10%	6%	7%	9%	4%	7%	8%
	Satisfied	49%	49%	52%	43%	58%	49%	50%	48%	51%	49%	35%	55%	49%
	Dissatisfied	17%	22%	19%	14%	10%	18%	16%	22%	17%	12%	4%	5%	22%
	Very Dissatisfied	4%	6%	4%	5%	1%	4%	4%	7%	4%	2%	4%	3%	5%
	Don't know / No Opinion	22%	16%	17%	33%	22%	25%	20%	17%	22%	27%	54%	30%	17%
Emera Oval	Very Satisfied	28%	26%	36%	20%	25%	23%	32%	33%	25%	25%	11%	20%	31%
	Satisfied	38%	44%	36%	37%	33%	39%	37%	39%	41%	34%	33%	40%	38%
	Dissatisfied	4%	7%	3%	1%	4%	5%	2%	5%	4%	2%	3%	2%	4%
	Very Dissatisfied	2%	1%	0%	4%	2%	2%	1%	1%	2%	2%	0%	4%	1%
	Don't know / No Opinion	30%	23%	25%	37%	36%	31%	28%	23%	28%	37%	53%	34%	26%
Overall satisfaction with arts and cultural facilities and programs	Very Satisfied	10%	9%	12%	9%	9%	6%	14%	11%	8%	11%	12%	10%	10%
	Satisfied	61%	64%	64%	55%	64%	67%	56%	58%	65%	61%	46%	61%	63%
	Dissatisfied	9%	9%	12%	8%	5%	9%	10%	14%	8%	7%	8%	4%	11%
	Very Dissatisfied	2%	1%	1%	4%	1%	1%	2%	1%	3%	2%	4%	2%	1%
	Don't know / No Opinion	17%	16%	12%	24%	20%	18%	17%	17%	16%	20%	30%	22%	15%

**RL13: Please rate your satisfaction with the following Arts, Culture, and Leisure related programs and services?
- Don't know / No opinion excluded -**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		499	83	150	170	94	267	223	52	186	252	30	106	358
Community events and festivals	Very Satisfied	19%	21%	22%	14%	21%	15%	23%	22%	15%	21%	19%	20%	19%
	Satisfied	69%	59%	70%	76%	75%	72%	67%	54%	77%	75%	76%	74%	68%
	Dissatisfied	10%	16%	8%	8%	3%	11%	9%	19%	7%	4%	0%	5%	11%
	Very Dissatisfied	2%	5%	0%	2%	0%	2%	1%	4%	1%	1%	5%	1%	2%
Total Unweighted (N)		483	78	145	165	93	253	222	48	172	253	32	91	354
Opportunities to attend cultural events	Very Satisfied	17%	15%	19%	15%	17%	10%	22%	18%	13%	19%	23%	17%	16%
	Satisfied	74%	79%	70%	71%	79%	85%	65%	72%	76%	75%	64%	75%	74%
	Dissatisfied	7%	3%	10%	10%	4%	4%	10%	8%	8%	5%	7%	6%	7%
	Very Dissatisfied	2%	4%	1%	4%	0%	1%	3%	3%	3%	2%	5%	2%	2%
Total Unweighted (N)		375	62	120	120	71	192	177	42	142	183	21	78	271
Opportunities to enhance community identity (e.g. community art / gardening / etc.)	Very Satisfied	13%	17%	12%	10%	14%	8%	18%	14%	12%	14%	19%	11%	14%
	Satisfied	68%	64%	69%	73%	66%	71%	66%	69%	65%	72%	58%	74%	67%
	Dissatisfied	15%	16%	17%	11%	19%	20%	12%	14%	18%	14%	16%	11%	17%
	Very Dissatisfied	3%	4%	1%	6%	1%	1%	4%	3%	5%	0%	7%	4%	2%

**RL13 (continued): Please rate your satisfaction with the following Arts, Culture, and Leisure related programs and services?
- Don't know / No opinion excluded -**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		447	77	137	146	86	236	203	50	169	221	21	90	332
Type and amount of public art and monuments	Very Satisfied	10%	9%	11%	8%	11%	6%	13%	8%	9%	12%	8%	10%	10%
	Satisfied	63%	58%	62%	64%	74%	64%	62%	58%	65%	68%	76%	79%	59%
	Dissatisfied	22%	26%	22%	21%	13%	24%	20%	26%	22%	17%	8%	7%	26%
	Very Dissatisfied	5%	7%	4%	8%	2%	5%	5%	8%	5%	3%	8%	4%	5%
Total Unweighted (N)		405	67	132	132	73	219	179	47	159	194	20	86	295
Emera Oval	Very Satisfied	39%	34%	48%	32%	39%	33%	45%	43%	35%	40%	23%	30%	43%
	Satisfied	53%	56%	48%	60%	52%	57%	51%	50%	56%	54%	71%	60%	51%
	Dissatisfied	5%	9%	4%	2%	6%	8%	3%	6%	5%	4%	6%	3%	5%
	Very Dissatisfied	2%	1%	0%	7%	3%	2%	2%	1%	3%	3%	0%	6%	1%
Total Unweighted (N)		488	79	150	166	91	268	211	50	182	247	32	97	354
Overall satisfaction with arts and cultural facilities and programs	Very Satisfied	12%	11%	14%	12%	11%	7%	17%	13%	10%	14%	18%	13%	12%
	Satisfied	74%	76%	72%	73%	81%	81%	68%	69%	78%	76%	67%	78%	74%
	Dissatisfied	11%	11%	14%	11%	7%	11%	12%	17%	9%	8%	11%	6%	13%
	Very Dissatisfied	2%	1%	1%	5%	2%	2%	2%	1%	4%	2%	5%	3%	2%

LIB1: Have you used the services of Halifax Public Libraries in the past 12 months in a branch, in the community, or online?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Yes	57%	51%	61%	57%	56%	49%	64%	50%	63%	55%	42%	51%	60%
No	43%	49%	39%	43%	44%	51%	36%	50%	37%	45%	58%	49%	40%

**LIB2: Which of the following Libraries have you used in the past 12 months?
SUBSET: Those who used the services of Halifax Public Libraries.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	330	52	106	116	55	161	163	30	133	161	14	68	246
Alderney Gate	28%	24%	28%	32%	25%	23%	32%	25%	33%	22%	15%	24%	30%
Bedford	7%	6%	7%	8%	9%	8%	7%	3%	9%	8%	6%	5%	8%
Captain William Spry	8%	7%	11%	5%	11%	10%	8%	7%	10%	8%	12%	6%	9%
Cole Harbour	11%	1%	9%	18%	19%	10%	12%	7%	15%	9%	14%	24%	8%
Dartmouth North	3%	5%	1%	3%	4%	2%	4%	3%	2%	3%	3%	4%	3%
J.D. Shatford (Hubbards)	1%	0%	0%	2%	2%	2%	0%	0%	1%	2%	0%	0%	1%
Keshen Goodman	35%	33%	36%	30%	47%	34%	36%	29%	36%	41%	13%	23%	39%
Musquodoboit Harbour	2%	0%	2%	4%	3%	3%	1%	0%	3%	2%	0%	6%	1%
Sackville	10%	13%	12%	8%	2%	11%	9%	10%	13%	7%	6%	22%	7%
Sheet Harbour	2%	0%	1%	5%	4%	0%	4%	0%	5%	1%	12%	6%	1%
Spring Garden Road	31%	45%	24%	32%	20%	29%	31%	31%	28%	33%	13%	14%	35%
Tantallon	11%	10%	11%	14%	8%	18%	7%	15%	11%	8%	11%	3%	13%
Woodlawn	16%	8%	13%	24%	22%	15%	17%	16%	18%	14%	27%	20%	15%
Home Delivery / Borrow by Mail	1%	4%	0%	0%	0%	0%	1%	3%	0%	0%	0%	0%	1%
Website (halifaxpubliclibraries.ca)	31%	27%	33%	34%	25%	32%	28%	36%	28%	30%	28%	13%	35%
In the community (service delivered outside a library)	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	0%	0%

**LIB3: Please rate your satisfaction with the programs and services provided by the Library/Libraries you have used in the past 12 months?
SUBSET: Those who used the services of Halifax Public Libraries.**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		330	52	106	116	55	161	163	30	133	161	14	68	246
Library Facilities	Very Satisfied	38%	32%	42%	32%	47%	35%	41%	39%	36%	40%	50%	33%	38%
	Satisfied	54%	61%	51%	59%	44%	58%	51%	47%	59%	54%	35%	53%	56%
	Dissatisfied	2%	2%	1%	2%	4%	1%	3%	1%	4%	1%	12%	3%	1%
	Very Dissatisfied	1%	4%	0%	0%	0%	0%	1%	3%	0%	0%	0%	0%	1%
	Don't know / No Opinion	5%	1%	5%	7%	5%	6%	4%	10%	2%	5%	3%	10%	4%
Library materials (books, CDs, DVDs, ebooks, etc.)	Very Satisfied	30%	37%	29%	26%	32%	25%	35%	30%	29%	32%	24%	23%	32%
	Satisfied	61%	56%	64%	62%	60%	69%	55%	57%	63%	60%	70%	62%	60%
	Dissatisfied	4%	1%	3%	8%	4%	1%	6%	6%	5%	2%	0%	8%	3%
	Don't know / No Opinion	5%	7%	5%	3%	4%	6%	4%	7%	3%	5%	6%	6%	4%
Public technology (computers, iPads, printers, gaming, etc.)	Very Satisfied	15%	14%	9%	15%	30%	13%	16%	7%	16%	19%	21%	22%	13%
	Satisfied	34%	40%	37%	28%	29%	47%	25%	38%	33%	34%	26%	29%	36%
	Dissatisfied	3%	2%	5%	4%	0%	1%	5%	7%	4%	0%	0%	5%	3%
	Very Dissatisfied	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	1%	0%
	Don't know / No Opinion	48%	44%	49%	53%	39%	40%	53%	48%	48%	46%	54%	43%	49%
Children's programs (ages 0-13)	Very Satisfied	11%	12%	9%	11%	12%	8%	12%	10%	14%	7%	6%	4%	12%
	Satisfied	17%	26%	16%	14%	12%	23%	13%	20%	23%	7%	6%	16%	18%
	Dissatisfied	3%	5%	3%	4%	0%	1%	5%	6%	3%	2%	0%	4%	3%
	Don't know / No Opinion	69%	57%	72%	71%	76%	67%	70%	64%	60%	85%	87%	76%	67%

LIB3 (continued): Please rate your satisfaction with the programs and services provided by the Library/Libraries you have used in the past 12 months?
SUBSET: Those who used the services of Halifax Public Libraries.

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Youth programs (ages 14-18)	Very Satisfied	2%	3%	0%	3%	6%	2%	2%	0%	3%	2%	3%	2%	2%
	Satisfied	7%	11%	9%	2%	11%	12%	4%	7%	10%	6%	11%	12%	6%
	Dissatisfied	2%	4%	1%	2%	0%	0%	3%	3%	1%	1%	0%	3%	1%
	Very Dissatisfied	1%	0%	2%	1%	0%	1%	1%	0%	2%	0%	0%	2%	1%
	Don't know / No Opinion	88%	83%	89%	92%	84%	85%	90%	90%	84%	92%	86%	81%	90%
Adult programs	Very Satisfied	7%	4%	5%	5%	22%	4%	9%	3%	5%	11%	11%	5%	7%
	Satisfied	21%	22%	16%	25%	28%	22%	21%	20%	19%	27%	45%	24%	20%
	Dissatisfied	3%	3%	4%	2%	4%	0%	5%	3%	4%	3%	0%	6%	2%
	Very Dissatisfied	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	2%	0%
	Don't know / No Opinion	68%	72%	75%	66%	46%	73%	65%	74%	71%	60%	44%	63%	71%
Programs for seniors	Very Satisfied	5%	5%	1%	4%	17%	2%	7%	0%	4%	10%	10%	4%	4%
	Satisfied	9%	8%	5%	12%	19%	9%	9%	10%	2%	19%	41%	13%	7%
	Dissatisfied	1%	0%	0%	1%	4%	0%	1%	0%	0%	3%	0%	0%	1%
	Don't know / No Opinion	85%	87%	94%	83%	60%	88%	83%	90%	94%	68%	50%	82%	88%
Programs for newcomers	Very Satisfied	4%	13%	0%	1%	7%	4%	5%	3%	6%	2%	0%	2%	5%
	Satisfied	8%	14%	5%	8%	9%	12%	6%	10%	9%	5%	27%	15%	5%
	Dissatisfied	2%	4%	2%	1%	0%	0%	3%	6%	0%	1%	0%	0%	2%
	Very Dissatisfied	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	Don't know / No Opinion	85%	70%	92%	90%	84%	84%	86%	80%	85%	92%	73%	84%	87%

**LIB3 (continued): Please rate your satisfaction with the programs and services provided by the Library/Libraries you have used in the past 12 months?
SUBSET: Those who used the services of Halifax Public Libraries.**

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Home delivery	Very Satisfied	2%	5%	0%	1%	4%	1%	3%	3%	1%	2%	0%	1%	2%
	Satisfied	5%	8%	3%	1%	10%	7%	3%	10%	1%	5%	14%	6%	4%
	Very Dissatisfied	1%	0%	0%	2%	4%	0%	2%	0%	2%	0%	0%	3%	1%
	Don't know / No Opinion	92%	87%	97%	96%	81%	92%	92%	87%	95%	94%	86%	90%	94%
Borrow by Mail services	Very Satisfied	4%	5%	1%	3%	11%	2%	5%	3%	3%	5%	11%	3%	3%
	Satisfied	7%	12%	7%	4%	6%	10%	5%	10%	8%	3%	6%	11%	6%
	Don't know / No Opinion	89%	84%	93%	92%	83%	87%	90%	87%	89%	92%	83%	86%	91%
Open hours	Very Satisfied	22%	14%	25%	20%	33%	16%	27%	19%	19%	29%	6%	23%	23%
	Satisfied	62%	67%	66%	59%	50%	68%	60%	70%	62%	58%	81%	49%	65%
	Dissatisfied	7%	8%	4%	10%	8%	6%	7%	0%	10%	7%	0%	7%	7%
	Very Dissatisfied	3%	5%	1%	4%	4%	2%	4%	0%	7%	0%	12%	8%	1%
	Don't know / No Opinion	6%	7%	4%	7%	5%	9%	3%	11%	3%	6%	0%	12%	5%
Overall satisfaction with Halifax Public Libraries	Very Satisfied	35%	26%	41%	29%	45%	32%	38%	35%	33%	37%	36%	29%	36%
	Satisfied	61%	69%	57%	66%	52%	66%	58%	61%	64%	59%	64%	67%	60%
	Dissatisfied	2%	1%	2%	3%	2%	0%	2%	1%	3%	2%	0%	3%	2%
	Don't know / No Opinion	2%	4%	1%	3%	2%	1%	2%	3%	1%	3%	0%	2%	2%

LIB3: Please rate your satisfaction with the programs and services provided by the Library/Libraries you have used in the past 12 months?
SUBSET: Those who used the services of Halifax Public Libraries.
- Don't know / No opinion excluded -

	Total	# of years in HRM				Gender		Age			Education			
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.	
Total Unweighted (N)	314	51	102	109	51	149	159	27	130	151	13	61	238	
Library Facilities	Very Satisfied	40%	33%	45%	35%	49%	37%	43%	43%	36%	42%	51%	37%	40%
	Satisfied	57%	62%	54%	63%	47%	62%	53%	53%	60%	57%	36%	59%	58%
	Dissatisfied	2%	2%	2%	3%	4%	1%	3%	1%	4%	1%	13%	4%	1%
	Very Dissatisfied	1%	4%	0%	0%	0%	0%	1%	3%	0%	0%	0%	0%	1%
Total Unweighted (N)	313	49	101	110	52	151	156	28	128	151	13	64	234	
Library materials (books, CDs, DVDs, ebooks, etc.)	Very Satisfied	32%	39%	30%	27%	33%	27%	36%	32%	30%	34%	26%	25%	33%
	Satisfied	64%	59%	67%	64%	63%	73%	57%	61%	65%	64%	74%	66%	63%
	Dissatisfied	4%	1%	3%	9%	4%	1%	7%	7%	5%	2%	0%	9%	3%
Total Unweighted (N)	172	29	52	56	34	89	81	15	70	85	7	39	124	
Public technology (computers, iPads, printers, gaming, etc.)	Very Satisfied	28%	25%	18%	32%	49%	22%	35%	14%	30%	35%	45%	38%	25%
	Satisfied	65%	71%	71%	60%	47%	77%	54%	72%	63%	63%	55%	50%	69%
	Dissatisfied	7%	4%	10%	8%	0%	1%	11%	14%	7%	0%	0%	9%	6%
	Very Dissatisfied	0%	0%	0%	0%	3%	0%	1%	0%	0%	2%	0%	2%	0%
Total Unweighted (N)	87	22	24	27	14	42	45	11	50	25	3	12	70	
Children's programs (ages 0-13)	Very Satisfied	34%	29%	31%	40%	49%	25%	41%	27%	35%	45%	49%	17%	37%
	Satisfied	55%	60%	57%	47%	51%	70%	42%	56%	58%	44%	51%	66%	54%
	Dissatisfied	11%	12%	12%	13%	0%	4%	16%	17%	7%	11%	0%	18%	9%

LIB3 (continued): Please rate your satisfaction with the programs and services provided by the Library/Libraries you have used in the past 12 months?

SUBSET: Those who used the services of Halifax Public Libraries.

- Don't know / No opinion excluded -

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		37	8	13	7	9	20	17	3	19	14	2	10	24
Youth programs (ages 14-18)	Very Satisfied	18%	15%	0%	36%	36%	13%	22%	0%	18%	25%	22%	13%	16%
	Satisfied	62%	63%	80%	25%	64%	82%	40%	68%	61%	65%	78%	63%	62%
	Dissatisfied	13%	21%	6%	24%	0%	0%	27%	32%	8%	10%	0%	15%	14%
	Very Dissatisfied	7%	0%	14%	14%	0%	5%	10%	0%	13%	0%	0%	9%	7%
Total Unweighted (N)		109	15	27	37	29	46	61	8	39	60	7	25	75
Adult programs	Very Satisfied	21%	13%	21%	16%	40%	15%	26%	12%	19%	28%	20%	14%	23%
	Satisfied	68%	77%	64%	75%	52%	82%	60%	76%	66%	66%	80%	66%	69%
	Dissatisfied	10%	9%	16%	6%	8%	0%	14%	12%	12%	6%	0%	16%	7%
	Very Dissatisfied	1%	0%	0%	3%	0%	3%	0%	0%	3%	0%	0%	5%	0%
Total Unweighted (N)		58	7	8	21	22	25	32	3	7	47	7	14	36
Programs for seniors	Very Satisfied	33%	38%	21%	26%	42%	21%	40%	0%	60%	32%	19%	24%	37%
	Satisfied	62%	62%	79%	69%	47%	79%	53%	100%	40%	60%	81%	76%	55%
	Dissatisfied	5%	0%	0%	5%	10%	0%	8%	0%	0%	8%	0%	0%	8%
Total Unweighted (N)		40	15	6	10	9	19	20	6	19	13	3	8	27
Programs for newcomers	Very Satisfied	29%	43%	0%	14%	42%	23%	35%	16%	38%	26%	0%	10%	37%
	Satisfied	58%	46%	71%	77%	52%	75%	41%	52%	62%	59%	100%	90%	43%
	Dissatisfied	13%	12%	29%	9%	0%	0%	24%	32%	0%	10%	0%	0%	19%
	Very Dissatisfied	1%	0%	0%	0%	6%	2%	0%	0%	0%	5%	0%	0%	1%

LIB3 (continued): Please rate your satisfaction with the programs and services provided by the Library/Libraries you have used in the past 12 months?

SUBSET: Those who used the services of Halifax Public Libraries.

- Don't know / No opinion excluded -

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		20	5	2	4	9	10	10	4	5	10	2	5	12
Home delivery	Very Satisfied	27%	38%	0%	34%	22%	13%	36%	24%	21%	26%	0%	13%	31%
	Satisfied	60%	62%	100%	21%	57%	87%	40%	76%	27%	74%	100%	59%	59%
	Very Dissatisfied	14%	0%	0%	44%	21%	0%	23%	0%	52%	0%	0%	28%	10%
Total Unweighted (N)		31	7	7	8	9	17	14	4	13	13	3	8	19
Borrow by Mail services	Very Satisfied	35%	29%	9%	44%	66%	18%	50%	24%	25%	59%	64%	19%	35%
	Satisfied	65%	71%	91%	56%	34%	82%	50%	76%	75%	41%	36%	81%	65%
Total Unweighted (N)		309	49	100	108	51	146	158	26	129	148	14	59	234
Open hours	Very Satisfied	24%	15%	26%	22%	35%	18%	28%	21%	19%	31%	6%	26%	24%
	Satisfied	66%	72%	69%	63%	52%	74%	62%	79%	64%	62%	81%	56%	68%
	Dissatisfied	7%	8%	4%	11%	9%	6%	7%	0%	10%	7%	0%	8%	7%
	Very Dissatisfied	3%	5%	1%	4%	4%	2%	4%	0%	7%	0%	12%	9%	1%
Total Unweighted (N)		322	51	105	111	54	157	160	29	132	156	14	67	239
Overall satisfaction with Halifax Public Libraries	Very Satisfied	35%	27%	41%	29%	46%	32%	38%	36%	33%	38%	36%	29%	37%
	Satisfied	63%	72%	58%	68%	53%	67%	59%	63%	65%	60%	64%	68%	62%
	Dissatisfied	2%	1%	2%	3%	2%	1%	2%	1%	3%	2%	0%	3%	2%

**LIB4: Where do you most often get your information about library services?
SUBSET: Those who used the services of Halifax Public Libraries.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	330	52	106	116	55	161	163	30	133	161	14	68	246
Library Staff	44%	43%	47%	44%	34%	45%	43%	46%	47%	37%	67%	48%	41%
Library Guide (print version)	23%	11%	23%	28%	35%	14%	30%	13%	26%	28%	19%	19%	25%
Library Guide (electronic version)	10%	3%	11%	13%	17%	8%	12%	6%	11%	13%	3%	12%	10%
Library website (halifaxpubliclibraries.ca)	63%	65%	67%	61%	57%	68%	60%	66%	67%	58%	39%	47%	69%
Facebook	2%	1%	2%	0%	4%	1%	2%	3%	1%	1%	11%	0%	1%
Twitter	1%	0%	2%	2%	0%	1%	1%	0%	2%	1%	0%	0%	2%
Library poster	7%	4%	6%	9%	6%	8%	6%	6%	5%	10%	22%	4%	7%
Other	4%	1%	3%	4%	10%	2%	5%	3%	1%	8%	10%	4%	4%

**LIB5: What, if anything, prevents you from using the library more often?
SUBSET: Those who used the services of Halifax Public Libraries.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	330	52	106	116	55	161	163	30	133	161	14	68	246
Inconvenient open hours	15%	25%	12%	13%	11%	14%	15%	17%	18%	7%	21%	15%	15%
Inconvenient location	5%	5%	5%	5%	5%	5%	4%	3%	7%	3%	9%	6%	4%
Overdue fines	4%	3%	3%	6%	4%	1%	6%	3%	6%	1%	0%	0%	5%
Transportation issues / parking	8%	4%	14%	4%	2%	2%	11%	9%	7%	6%	0%	6%	8%
No programs / services / books I want	6%	9%	2%	8%	9%	2%	9%	10%	5%	5%	13%	1%	7%
Too noisy / crowded	4%	2%	5%	2%	5%	3%	5%	6%	2%	3%	0%	6%	4%
Too difficult to register for a card	1%	0%	2%	0%	0%	0%	1%	3%	0%	0%	0%	0%	1%
Not enough computers	1%	0%	2%	0%	4%	0%	2%	3%	1%	0%	0%	0%	2%
Nothing. I like the Library the way it is	58%	54%	53%	64%	67%	72%	49%	48%	54%	73%	57%	63%	57%
Other	13%	6%	16%	12%	14%	7%	16%	13%	14%	10%	6%	13%	13%

**LIB6: What would encourage you to use the library more?
SUBSET: Those who used the services of Halifax Public Libraries.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	330	52	106	116	55	161	163	30	133	161	14	68	246
Nothing – like it as is	28%	34%	25%	24%	36%	32%	26%	28%	25%	33%	28%	27%	28%
Longer / More convenient or earlier hours of opening	13%	19%	12%	12%	11%	12%	14%	14%	17%	8%	21%	11%	14%
Increased collection options / More current collection/Speed up holds	11%	13%	9%	12%	14%	11%	11%	11%	12%	10%	0%	5%	13%
Miscellaneous Mentions	10%	4%	16%	8%	5%	9%	10%	15%	10%	5%	0%	8%	10%
Don't know/No Answer/Not sure/No comment	8%	11%	7%	7%	3%	10%	6%	7%	9%	6%	16%	11%	7%
The Central Library	7%	7%	6%	7%	12%	9%	6%	3%	7%	11%	6%	10%	7%
More emphasis on adult programming/children & youth programming	5%	4%	5%	9%	2%	6%	5%	7%	6%	3%	0%	6%	6%
More personal time	5%	6%	5%	5%	5%	2%	8%	0%	8%	7%	15%	4%	5%
Workshops / Courses / Events	4%	1%	8%	3%	4%	4%	4%	3%	3%	8%	6%	5%	4%
Parking options (downtown / Keshen / Alderney mentioned)	4%	3%	8%	2%	0%	2%	6%	6%	3%	4%	0%	2%	4%
Enforce quiet zones / More quiet zones	4%	2%	5%	2%	7%	2%	5%	6%	3%	1%	0%	6%	4%
More e-book options	3%	0%	4%	5%	6%	5%	3%	7%	2%	3%	0%	2%	4%
Location / Proximity to home	3%	3%	3%	3%	0%	3%	3%	0%	4%	3%	0%	6%	2%
Better advertising/communications (direct/indirect) of programs/services/collection	2%	1%	3%	3%	2%	1%	4%	3%	1%	3%	13%	6%	1%
No interest in using the library	2%	0%	2%	4%	1%	1%	3%	3%	2%	2%	0%	3%	2%
Improved website user-friendliness	1%	0%	1%	4%	0%	1%	1%	3%	1%	1%	0%	1%	2%
More friendly/helpful staff	1%	0%	0%	4%	0%	0%	2%	3%	0%	1%	0%	0%	1%
Eliminate overdue fines / late fees	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%
Ability to order books in sequence/Timing of reservations	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Online access to microfilm / non-circulating product/newspapers and magazine media	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Stroller friendly / Disabled friendly	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%

EN1: Have you used any of the following services to dispose of household special waste?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Drop-off Depot in Bayer's Lake	40%	30%	42%	45%	43%	43%	37%	26%	42%	52%	32%	40%	40%
A mobile household special waste event	8%	2%	8%	10%	19%	9%	7%	5%	7%	13%	5%	10%	8%
Enviro-Depot (paint only)	35%	19%	35%	43%	48%	36%	34%	20%	36%	47%	32%	43%	33%
Return to retail (used motor oil)	9%	11%	8%	9%	6%	11%	7%	7%	10%	9%	10%	15%	7%
Return to retail (batteries, i.e. Call2Recycle)	17%	24%	17%	13%	18%	18%	17%	18%	16%	18%	11%	23%	16%
None of the above	33%	47%	32%	28%	21%	30%	36%	52%	29%	21%	39%	24%	36%

EN2: Do you currently have any HSW materials stored at your house, in your garage, or in a shed, waiting for disposal?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	93	176	207	112	331	250	59	212	309	43	126	416
Yes	59%	59%	63%	58%	49%	64%	54%	58%	63%	55%	45%	51%	62%
No	41%	41%	37%	42%	51%	36%	46%	42%	37%	45%	55%	49%	38%

**EN3: What barriers, if any, are preventing or delaying the disposal?
SUBSET: Those who have HSW materials stored at house/garage/shed.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	348	55	113	119	59	206	135	34	133	178	20	70	256
Just haven't gotten around to it	51%	61%	53%	49%	29%	58%	44%	81%	44%	33%	26%	47%	54%
Unsure where to take it	28%	45%	24%	21%	15%	22%	33%	44%	22%	19%	27%	12%	32%
Location of the depot is inconvenient	41%	27%	45%	47%	43%	38%	45%	40%	40%	41%	38%	52%	38%
Hours of operation of depot are inconvenient	34%	28%	37%	42%	18%	26%	42%	28%	36%	36%	37%	32%	34%
Waiting until I have more volume before making a trip	36%	35%	32%	43%	29%	42%	28%	41%	31%	37%	28%	44%	34%
Other	4%	1%	3%	3%	21%	4%	4%	0%	4%	9%	27%	6%	3%

EN4: How often would you as a homeowner place C & D material curbside for collection each year?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	589	93	176	205	112	329	250	59	212	307	43	126	414
Bi-Weekly	3%	5%	1%	2%	4%	4%	2%	3%	2%	2%	0%	2%	3%
Monthly	5%	4%	8%	5%	3%	5%	6%	6%	6%	3%	3%	3%	6%
Several times a year	35%	33%	38%	32%	34%	40%	30%	36%	31%	39%	40%	37%	34%
Once per year	32%	26%	32%	36%	36%	29%	35%	24%	37%	36%	27%	38%	31%
Never - Bring it to the C&D recycling facility myself/Have it take to the facility	7%	6%	7%	7%	6%	9%	4%	6%	9%	4%	12%	10%	5%
Never	10%	8%	7%	13%	13%	7%	12%	5%	11%	12%	15%	4%	11%
Do not own a home	9%	18%	7%	5%	4%	7%	10%	20%	4%	4%	4%	5%	10%

EN5: And approximately how many bundles would you place curbside each time?
SUBSET: Those who place C & D material curbside for collection each year.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	463	66	142	162	91	272	185	41	163	252	32	104	323
One bundle	19%	26%	13%	21%	15%	14%	23%	21%	16%	20%	12%	16%	20%
Two bundles	28%	32%	25%	26%	32%	33%	23%	30%	25%	30%	32%	33%	26%
Three bundles	23%	24%	24%	21%	25%	27%	19%	26%	23%	21%	15%	19%	25%
Four bundles	11%	5%	14%	13%	10%	12%	11%	9%	12%	11%	9%	14%	10%
Five bundles	10%	8%	14%	8%	6%	10%	11%	9%	13%	8%	16%	9%	10%
Don't know	9%	5%	9%	11%	13%	4%	14%	4%	11%	10%	15%	10%	8%

PK1: When you think of parking in general (given the areas mentioned), please rate your opinion of the following statements?

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		592	94	176	207	112	331	251	59	213	309	43	126	416
I can quickly find a parking spot	Strongly Agree	2%	1%	1%	4%	1%	3%	1%	0%	3%	2%	1%	0%	2%
	Agree	15%	18%	15%	15%	11%	16%	15%	17%	12%	17%	7%	10%	17%
	Disagree	48%	38%	55%	46%	53%	51%	46%	40%	52%	51%	46%	51%	48%
	Strongly Disagree	29%	35%	26%	28%	29%	26%	32%	37%	27%	24%	37%	33%	27%
	Don't know / No Opinion	6%	8%	3%	7%	5%	4%	7%	7%	5%	5%	8%	6%	5%
There is adequate parking during the day	Strongly Agree	2%	3%	1%	3%	1%	4%	1%	2%	2%	2%	0%	0%	3%
	Agree	18%	16%	20%	18%	16%	20%	16%	13%	19%	21%	12%	11%	20%
	Disagree	41%	42%	44%	36%	44%	44%	39%	37%	45%	41%	36%	47%	40%
	Strongly Disagree	27%	22%	27%	29%	32%	23%	30%	28%	26%	27%	45%	31%	24%
	Don't know / No Opinion	12%	16%	8%	13%	7%	9%	13%	20%	7%	9%	7%	11%	12%
There is adequate parking in the evening	Strongly Agree	5%	6%	4%	6%	2%	6%	3%	5%	5%	4%	3%	1%	6%
	Agree	43%	40%	45%	48%	31%	47%	40%	45%	44%	39%	24%	54%	41%
	Disagree	31%	29%	34%	28%	38%	32%	31%	30%	31%	34%	36%	28%	32%
	Strongly Disagree	12%	14%	12%	9%	13%	10%	13%	14%	12%	9%	14%	8%	13%
	Don't know / No Opinion	9%	11%	6%	9%	16%	5%	13%	6%	9%	14%	24%	8%	9%
There is adequate parking on the weekends	Strongly Agree	8%	10%	9%	8%	3%	11%	5%	13%	7%	4%	3%	5%	9%
	Agree	46%	36%	49%	51%	46%	48%	45%	38%	45%	54%	41%	52%	44%
	Disagree	27%	28%	29%	22%	25%	27%	26%	28%	28%	22%	22%	27%	27%
	Strongly Disagree	12%	15%	9%	12%	11%	8%	15%	14%	12%	9%	13%	7%	13%
	Don't know / No Opinion	8%	10%	5%	7%	14%	5%	10%	6%	8%	10%	21%	8%	7%

PK1 (continued): When you think of parking in general (given the areas mentioned), please rate your opinion of the following statements?

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
There is adequate parking for concerts / sports events / special events	Strongly Agree	2%	1%	1%	3%	1%	3%	1%	0%	3%	2%	0%	0%	2%
	Agree	17%	14%	20%	18%	10%	18%	16%	13%	20%	16%	10%	13%	18%
	Disagree	39%	35%	38%	40%	46%	42%	36%	34%	37%	45%	41%	38%	39%
	Strongly Disagree	32%	33%	33%	29%	30%	27%	36%	40%	31%	24%	34%	41%	29%
	Don't know / No Opinion	11%	16%	8%	10%	12%	10%	12%	13%	8%	13%	14%	8%	12%
Parking meters are affordable	Strongly Agree	4%	6%	1%	6%	3%	6%	2%	4%	4%	3%	1%	1%	5%
	Agree	55%	52%	66%	45%	55%	58%	53%	57%	53%	56%	46%	50%	57%
	Disagree	25%	20%	23%	29%	29%	24%	25%	21%	26%	28%	27%	33%	22%
	Strongly Disagree	11%	13%	7%	14%	7%	7%	13%	12%	11%	7%	14%	10%	10%
	Don't know / No Opinion	6%	9%	4%	7%	6%	4%	7%	7%	5%	6%	12%	6%	6%
Outdoor parking lots are affordable	Strongly Agree	1%	2%	0%	2%	1%	2%	1%	0%	3%	1%	0%	0%	2%
	Agree	28%	20%	35%	28%	29%	31%	26%	19%	28%	37%	15%	23%	31%
	Disagree	40%	38%	40%	42%	39%	37%	43%	43%	40%	37%	46%	48%	37%
	Strongly Disagree	18%	23%	13%	19%	17%	17%	18%	22%	19%	12%	27%	20%	16%
	Don't know / No Opinion	13%	17%	11%	9%	15%	12%	12%	16%	10%	13%	12%	10%	13%
Indoor parking garages are affordable	Strongly Agree	2%	1%	1%	4%	1%	3%	1%	0%	3%	2%	0%	0%	2%
	Agree	20%	14%	26%	21%	18%	26%	15%	16%	20%	26%	16%	20%	21%
	Disagree	42%	37%	46%	39%	52%	42%	43%	37%	45%	45%	48%	47%	41%
	Strongly Disagree	24%	30%	19%	27%	15%	20%	27%	33%	24%	14%	24%	24%	24%
	Don't know / No Opinion	12%	18%	7%	10%	14%	9%	13%	15%	8%	13%	12%	10%	12%

PK1 (continued): When you think of parking in general (given the areas mentioned), please rate your opinion of the following statements?

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Parking is easily identified	Strongly Agree	5%	4%	2%	8%	8%	6%	4%	4%	5%	6%	6%	5%	5%
	Agree	63%	59%	71%	57%	58%	60%	66%	65%	62%	62%	47%	62%	64%
	Disagree	22%	21%	21%	24%	22%	25%	19%	24%	22%	20%	28%	23%	21%
	Strongly Disagree	5%	8%	3%	6%	5%	6%	4%	4%	6%	5%	8%	5%	5%
	Don't know / No Opinion	6%	8%	3%	5%	7%	4%	7%	3%	6%	7%	11%	6%	5%
The payment options are sufficient	Strongly Agree	4%	8%	2%	4%	3%	7%	2%	5%	5%	3%	1%	1%	5%
	Agree	49%	41%	55%	51%	46%	54%	45%	42%	53%	50%	47%	60%	46%
	Disagree	25%	22%	25%	25%	29%	20%	30%	26%	20%	30%	19%	22%	26%
	Strongly Disagree	12%	17%	12%	11%	7%	13%	12%	19%	13%	6%	12%	8%	13%
	Don't know / No Opinion	10%	11%	6%	9%	15%	6%	12%	8%	9%	10%	20%	8%	9%
I know where parking is available	Strongly Agree	7%	8%	5%	11%	4%	9%	6%	8%	8%	6%	1%	2%	10%
	Agree	55%	56%	56%	52%	60%	54%	57%	56%	53%	58%	47%	61%	54%
	Disagree	23%	18%	26%	24%	22%	25%	22%	19%	26%	22%	23%	23%	23%
	Strongly Disagree	8%	8%	8%	7%	7%	7%	8%	11%	7%	7%	18%	8%	7%
	Don't know / No Opinion	6%	9%	5%	5%	7%	5%	7%	6%	6%	7%	11%	5%	6%
Parking meters are well placed and maintained	Strongly Agree	7%	13%	5%	8%	1%	9%	6%	12%	8%	2%	0%	4%	9%
	Agree	65%	57%	70%	62%	71%	65%	65%	56%	68%	70%	59%	66%	65%
	Disagree	13%	10%	14%	14%	13%	15%	12%	14%	11%	15%	9%	15%	13%
	Strongly Disagree	5%	8%	4%	5%	5%	4%	6%	9%	4%	3%	12%	6%	5%
	Don't know / No Opinion	10%	11%	8%	11%	10%	8%	11%	10%	10%	10%	20%	10%	9%

PK2: Please rank the choices below from 1 to 3 in order of importance to you when it comes to parking downtown.

		Total	# of years in HRM				Gender		Age			Education		
			1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)		570	93	174	202	99	322	240	59	212	289	36	122	406
Abundant parking for visits to the downtown area - encouraging people to shop / dine / visit / do business	1	60%	56%	60%	60%	64%	59%	60%	52%	59%	67%	47%	64%	59%
	2	32%	35%	33%	30%	32%	33%	32%	39%	30%	29%	40%	31%	33%
	3	8%	9%	7%	9%	4%	8%	8%	8%	11%	4%	13%	5%	9%
Plentiful parking for daily commuters - parking is primarily available for those who work downtown	1	19%	21%	17%	18%	20%	19%	20%	22%	22%	12%	40%	18%	18%
	2	46%	52%	45%	41%	49%	46%	46%	43%	49%	46%	34%	48%	46%
	3	35%	27%	37%	41%	30%	35%	35%	35%	29%	42%	26%	33%	36%
Limit the amount of parking in an effort to reduce congestion - encouraging alternative modes of transportation through parking measures	1	21%	23%	22%	21%	16%	23%	20%	25%	19%	21%	13%	17%	23%
	2	21%	13%	22%	29%	19%	21%	22%	18%	20%	26%	26%	21%	21%
	3	57%	64%	56%	50%	65%	57%	58%	57%	61%	54%	61%	62%	56%

PK3: In your opinion, is there adequate parking available downtown?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Yes	23%	27%	27%	21%	13%	28%	20%	26%	23%	21%	7%	12%	28%
No	64%	56%	64%	66%	77%	62%	67%	61%	65%	67%	79%	76%	60%
Don't know / Not sure	12%	18%	9%	12%	10%	10%	13%	13%	11%	12%	15%	12%	12%

**PK4: Which of the following, in your opinion, describes parking in the downtown area?
SUBSET: Those who said there is inadequate parking available in the downtown.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	457	69	130	160	95	247	201	43	165	240	39	110	303
Not enough on-street parking	65%	60%	67%	66%	68%	62%	69%	62%	68%	65%	78%	69%	62%
Not enough off-street parking lots	50%	40%	52%	52%	58%	52%	49%	46%	47%	57%	53%	52%	48%
Unable to park in spaces long enough (on-street)	46%	45%	43%	50%	47%	41%	50%	46%	42%	50%	54%	47%	45%
Vehicle does not fit in parking space (parking lots)	13%	7%	9%	19%	21%	13%	13%	4%	19%	13%	28%	17%	10%
Pay-by-coin is inconvenient	38%	51%	35%	34%	32%	38%	39%	49%	37%	30%	30%	33%	41%
Available spaces are too far away from where I'm going	44%	49%	45%	31%	55%	41%	47%	45%	46%	40%	61%	39%	43%
Parking is too expensive	47%	30%	52%	54%	50%	46%	48%	44%	53%	42%	55%	51%	44%
Other	14%	16%	12%	16%	13%	9%	18%	19%	9%	16%	20%	9%	16%

PK5: Where do you think parking is a challenge?
SUBSET: Those who said there is inadequate parking available in the downtown.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	457	69	130	160	95	247	201	43	165	240	39	110	303
Halifax downtown	94%	89%	97%	94%	97%	96%	93%	91%	97%	93%	91%	98%	93%
Dartmouth downtown	20%	20%	16%	14%	36%	18%	20%	20%	20%	19%	26%	23%	18%
Spring Garden Road	74%	80%	72%	72%	70%	70%	78%	77%	71%	76%	53%	71%	77%
Quinpool Road	40%	40%	42%	36%	42%	37%	42%	39%	38%	43%	45%	51%	35%
North End Halifax (e.g. Hydrostone)	18%	14%	13%	27%	19%	15%	20%	16%	17%	21%	16%	24%	17%
I think there is sufficient parking available	3%	4%	2%	3%	1%	2%	3%	4%	2%	2%	4%	0%	4%

PK6: When you travel downtown, which type of transportation do you use most?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	94	176	206	112	330	251	59	213	308	43	126	415
Halifax Transit	10%	13%	7%	11%	11%	6%	14%	10%	9%	12%	16%	8%	11%
Private vehicle / motorcycle / scooter	73%	68%	78%	74%	71%	78%	70%	72%	77%	71%	80%	80%	71%
Walk	10%	12%	12%	7%	6%	11%	8%	13%	8%	8%	0%	5%	12%
Cycle	2%	4%	1%	3%	1%	3%	2%	4%	3%	1%	1%	1%	3%
Taxi	0%	0%	1%	1%	1%	0%	1%	0%	0%	1%	1%	0%	1%
Other (please specify):	3%	3%	1%	3%	8%	1%	4%	2%	2%	5%	1%	3%	3%
Do not travel downtown	1%	0%	0%	2%	2%	0%	1%	0%	0%	3%	0%	2%	0%

**PK7: If you bring your private vehicle downtown, where do you park most of the time?
SUBSET: Those who travel downtown.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	586	94	176	204	109	329	247	59	213	303	43	123	414
On-street meter	42%	34%	39%	50%	49%	43%	40%	38%	40%	45%	46%	50%	39%
On-street free 2-hour zone	18%	29%	15%	12%	13%	16%	19%	29%	14%	11%	7%	16%	19%
Off-street parking garage / lot	23%	17%	30%	21%	22%	25%	22%	11%	30%	27%	25%	22%	23%
Reserved parking space	6%	8%	8%	3%	1%	8%	4%	8%	7%	3%	0%	2%	8%
Other (please specify):	7%	4%	5%	8%	10%	4%	9%	8%	3%	9%	14%	5%	7%
Never bring private vehicle downtown	5%	8%	3%	6%	5%	4%	6%	5%	6%	5%	8%	5%	5%

PK8: When parking downtown, how far would you be willing to walk to get to your intended location?
SUBSET: Those who travel downtown/bring their vehicle downtown.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	550	85	170	190	104	314	229	56	198	287	38	113	394
1-2 blocks	23%	13%	21%	26%	39%	15%	31%	13%	26%	28%	47%	34%	18%
3-4 blocks	40%	50%	40%	35%	32%	46%	34%	47%	37%	36%	29%	41%	41%
4-5 blocks	25%	27%	27%	25%	15%	27%	22%	33%	21%	21%	9%	15%	29%
Distance does not matter	10%	9%	12%	10%	10%	11%	10%	7%	13%	11%	10%	6%	12%
Not able / Not willing to walk	2%	1%	1%	5%	4%	1%	3%	0%	2%	4%	6%	4%	1%

**PK9: If implemented, which of the following types of payment or technology would you use when parking downtown?
SUBSET: Those who travel downtown/bring their vehicle downtown.**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	550	85	170	190	104	314	229	56	198	287	38	113	394
Pay by credit card	66%	78%	72%	59%	42%	72%	61%	81%	63%	56%	18%	53%	74%
Pay by mobile phone	31%	37%	37%	26%	11%	33%	29%	48%	31%	15%	4%	24%	34%
Pay by an account	26%	27%	30%	26%	14%	29%	23%	36%	26%	19%	14%	16%	30%
Mobile phone app identifying parking lots and related information	32%	37%	38%	25%	18%	28%	35%	46%	33%	16%	3%	28%	34%
None of the above / Prefer cash or coin	24%	17%	17%	29%	46%	20%	27%	14%	24%	32%	67%	31%	18%
Other (please specify):	8%	3%	9%	10%	8%	8%	8%	7%	7%	10%	5%	8%	8%

F1: If you could suggest 3 things to improve the quality of life for residents, what would they be?
All three mentions combined

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Transit: Go-Time/Service Frequency/Connector buses/Safety at transit terminals/Park & Ride/Reduced fares/Route revamping/Improved transit to rural areas/Increased payment options/Wi-Fi on buses	27%	27%	27%	30%	22%	24%	31%	30%	25%	28%	17%	15%	32%
Active Transportation - Route linking / Lane marking / More routes / Bridge lane / Multi-use trails / Incentives for alternative transportation	21%	25%	19%	21%	16%	23%	19%	23%	23%	15%	9%	17%	22%
Miscellaneous mention	20%	16%	26%	16%	24%	24%	18%	28%	16%	18%	25%	16%	21%
Taxes – Lower / Pro-Rated by Service / Lower taxes for businesses	15%	27%	10%	14%	11%	25%	6%	22%	15%	10%	12%	15%	16%
Parking – On-street parking permits / More parking options / Parking lots / More affordable parking downtown / Signage to show where parking exists	14%	15%	15%	13%	12%	11%	16%	17%	14%	12%	17%	21%	12%
Parks – Cleanliness / More parks / Off-Leash Dog Parks	12%	15%	12%	8%	16%	10%	15%	13%	11%	14%	1%	11%	14%
Road maintenance - Joints at overpasses / Potholes	11%	12%	7%	11%	17%	12%	9%	5%	12%	13%	11%	13%	10%
Crime reduction – Increased policing and police visibility	10%	6%	12%	10%	13%	9%	11%	6%	8%	15%	7%	13%	9%
Traffic – Enforcement of traffic laws / congestion reduction	9%	9%	9%	10%	7%	9%	10%	3%	14%	9%	3%	7%	10%
Waste – Green Cart pickup frequency / Less complexity / Keep bag system as is / Curbside pickup of electronics and other things requiring special disposal / More frequent garbage collection / Hazardous waste depots that are mobile more often	9%	10%	8%	9%	10%	5%	13%	14%	6%	7%	3%	9%	9%
Transportation options – Light rail / Lane Reductions / Elimination of big trucks in downtown or via key corridors (e.g. rail cut)	8%	13%	8%	6%	7%	10%	7%	7%	12%	5%	3%	5%	10%
Downtown - Revitalization / More shopping / Green spaces / more low-rise development / grocery store options	8%	7%	12%	8%	2%	9%	7%	11%	10%	5%	1%	8%	9%

**F1 (continued): If you could suggest 3 things to improve the quality of life for residents, what would they be?
All three mentions combined**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Snow removal / Snow Clearing / Winter parking ban enforcement / Senior plan / Eliminate sidewalk snow plowing (cost / late / damage / already done) - create a sign up sheet for people who require it	8%	10%	7%	7%	9%	6%	10%	10%	5%	9%	9%	8%	8%
Recreation Facilities – Revitalization / Investment in smaller community-located facilities rather than Multi-District / Consider multi-facility passes / Downtown rec facilities	7%	3%	8%	9%	5%	8%	5%	2%	11%	5%	6%	5%	7%
Recreation – Increased options and affordability / programs for all ages / summer camps / Easier registration	6%	4%	8%	8%	4%	3%	10%	6%	7%	6%	8%	7%	6%
Entertainment / Attractions - Enhanced activities for families / Tourist Attractions – museum / zoo / aquarium / Amusement park	6%	14%	2%	6%	3%	8%	5%	10%	6%	3%	0%	1%	8%
Don't know / No comment	6%	7%	4%	6%	5%	4%	7%	5%	5%	8%	20%	5%	5%
HRM Administration – Fewer employees / Less bureaucracy / Reduce costs / Efficient / Better service delivery at lower tax burden	6%	3%	9%	7%	1%	9%	2%	9%	4%	3%	3%	5%	6%
Affordable housing	5%	7%	3%	5%	8%	2%	9%	6%	2%	8%	13%	3%	5%
Beautification / Clean up / Litter / Graffiti removal	5%	4%	4%	8%	6%	7%	3%	5%	4%	6%	1%	6%	5%
Pedestrian safety – Crosswalk marking and lighting / Enforcement (jaywalking) and stiffer fines (for both pedestrian and driver) / Awareness and education / Lower speed limits	5%	2%	7%	5%	9%	4%	6%	3%	5%	7%	5%	7%	4%
Affordability – Generally make things cheaper or more affordable	5%	6%	3%	6%	7%	3%	7%	5%	6%	4%	10%	11%	3%
Communication / Consultation – audited meetings / More frequent community meetings / Better communication of HRM information through newsletters, etc. (not website) / Hold consultations during convenient times, not just work hours	5%	4%	5%	6%	5%	5%	5%	8%	3%	3%	2%	6%	5%
Economy - Job opportunities / availability	5%	7%	4%	2%	7%	3%	6%	5%	5%	3%	10%	7%	3%

**F1 (continued): If you could suggest 3 things to improve the quality of life for residents, what would they be?
All three mentions combined**

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Municipal Expenditures	4%	2%	9%	2%	2%	6%	3%	10%	2%	2%	2%	1%	6%
Festivals / Events / Concerts / Major event facilities (stadium / arts centre / etc.) – and outside of the City core / Improved communication of schedule	4%	0%	6%	5%	5%	4%	4%	3%	6%	3%	6%	6%	4%
Development – fewer regulations / modernize / Consistency / Minimum standards for appearance / Citadel Hill height restrictions	4%	4%	3%	7%	4%	5%	3%	0%	5%	5%	0%	1%	5%
Infrastructure – recapitalize / fix (beyond just roads)	3%	5%	3%	4%	2%	5%	2%	3%	3%	4%	0%	4%	4%
By-Law enforcement	3%	1%	4%	4%	5%	3%	3%	0%	4%	6%	8%	4%	2%
Planning – Reduce focus on downtown and the south end. Many vibrant communities / Less focus on vehicles	3%	1%	5%	3%	1%	4%	2%	3%	3%	2%	3%	2%	3%
Rural Communities – Service level equity / Investment / Provide broadband service / Modern facilities / Recreation programming and facilities	2%	1%	1%	5%	1%	2%	3%	0%	5%	1%	0%	5%	2%
Accessibility – Inclusive playgrounds	2%	1%	2%	3%	1%	1%	3%	0%	3%	3%	0%	3%	2%
Sidewalks	1%	1%	1%	2%	3%	0%	3%	0%	1%	4%	3%	3%	1%
Council – Improved Focus / Transparency / Term limits / Communications / Social Media / Representativeness	1%	0%	2%	1%	1%	1%	1%	2%	0%	2%	3%	0%	1%
Seniors - Services / Programs	1%	1%	1%	1%	2%	1%	1%	0%	1%	3%	1%	2%	1%
Urban Sprawl – Contain development / Reduce business park expansion / Greenbelting to reduce sprawl / Eliminate clear-cutting when developing	1%	1%	2%	1%	0%	2%	0%	0%	3%	0%	0%	1%	1%
Heritage protection	1%	1%	0%	2%	1%	1%	1%	0%	2%	0%	0%	0%	1%
Youth – Services / Programs	1%	0%	2%	0%	3%	1%	1%	0%	2%	1%	0%	1%	1%
Street closure to vehicle traffic (e.g. Spring Garden Rd.) / Weekends only	1%	0%	2%	1%	1%	1%	1%	0%	1%	1%	0%	0%	1%
Fire Protection – career firefighters in rural areas / Rural responsiveness	1%	0%	0%	1%	2%	0%	1%	0%	0%	1%	0%	0%	1%
Community and Volunteer Organizations – Funding/Fees	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%
Halifax Identity – Recognize that we are a small city / Maximize existing identity	0%	0%	1%	0%	2%	0%	1%	0%	0%	1%	0%	0%	1%
Ferry – improved parking options / coordination with bus	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%

F2: In your opinion, what are the top three issues facing Halifax as a region over the next 5 years that you feel should receive the greatest attention from your municipal leaders?

-All three mentions combined-

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Transportation/Traffic(movement of traffic/alternatives/infrastructure/linkages and networks/LRT/Congestion reduction)	23%	20%	26%	21%	25%	28%	19%	21%	21%	27%	21%	24%	23%
Taxes (Amount / Fairness / etc.)	18%	19%	14%	21%	23%	23%	15%	10%	25%	19%	19%	25%	16%
Employment – Jobs / Wage equality	16%	20%	13%	17%	12%	21%	11%	24%	18%	5%	16%	19%	15%
Transit	15%	11%	18%	17%	10%	13%	17%	11%	15%	18%	7%	7%	18%
Urban sprawl / Planning for growth	14%	16%	18%	10%	7%	20%	8%	19%	13%	11%	10%	4%	17%
Infrastructure renewal	14%	14%	16%	13%	8%	17%	10%	19%	12%	10%	6%	13%	15%
Road conditions / Sidewalks / Snow removal	13%	21%	9%	12%	10%	10%	16%	14%	13%	13%	11%	16%	12%
Downtown Development (downtown development/restrictions in downtown/lack of downtown development and shopping)	13%	8%	16%	13%	15%	14%	12%	10%	14%	15%	16%	2%	16%
Crime / Policing	12%	6%	14%	15%	16%	9%	16%	8%	12%	16%	11%	11%	13%
Economic Growth/Small Business Growth/Leverage harbour/Tourism	12%	15%	14%	10%	7%	13%	11%	9%	16%	9%	3%	11%	13%
Youth/Young Professionals Retention	11%	15%	10%	8%	10%	13%	8%	21%	8%	4%	10%	6%	12%
Municipal expenditures / Size of Municipality / Salaries	11%	11%	7%	12%	18%	13%	8%	5%	12%	15%	22%	8%	11%
Cost of living	9%	13%	12%	3%	5%	11%	7%	18%	5%	6%	1%	10%	9%
Environment / Greenbelting / Clean water and Harbour / Pesticides	9%	9%	10%	7%	9%	4%	13%	8%	11%	8%	6%	7%	9%
Other	8%	8%	11%	6%	6%	7%	10%	14%	5%	7%	4%	13%	7%
Waste management - Landfill / Garbage / Waste / Bag Limits / Clear bags / etc.	7%	5%	3%	11%	9%	5%	8%	5%	7%	8%	3%	8%	7%
Parking / Winter parking	6%	8%	5%	5%	5%	4%	7%	5%	6%	6%	8%	4%	6%
Development Process (oversight / Management of Builders / Regulations / Process)	5%	3%	6%	7%	3%	6%	5%	2%	6%	8%	4%	6%	5%

F2 (continued): In your opinion, what are the top three issues facing Halifax as a region over the next 5 years that you feel should receive the greatest attention from your municipal leaders?

-All three mentions combined-

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Affordable housing	5%	6%	4%	5%	10%	2%	8%	4%	6%	6%	12%	4%	5%
Recreation - Physical inactivity / Recreation Opportunities / Arenas / etc.	5%	5%	6%	4%	4%	4%	5%	5%	6%	3%	3%	2%	6%
Retention of residents/Attraction of new residents/Immigration/Population	5%	9%	3%	3%	6%	6%	4%	3%	7%	3%	2%	6%	5%
Miscellaneous mentions	5%	4%	5%	2%	9%	4%	5%	6%	4%	4%	5%	6%	4%
Active transportation (Bike lanes / walking lanes / Paths & trails)	4%	4%	3%	7%	3%	4%	5%	3%	6%	4%	0%	2%	5%
Governance (Council/Staff relationships/Council decision-making (Regional, less patronage)/Transparency)	4%	2%	3%	6%	9%	5%	3%	0%	4%	9%	18%	3%	4%
Health Services / Health of Population	4%	3%	6%	1%	7%	3%	5%	6%	4%	2%	13%	8%	2%
Don't know / No Answer	4%	5%	2%	4%	4%	2%	6%	3%	3%	6%	9%	3%	4%
Maintaining Service Levels	4%	3%	2%	7%	3%	4%	4%	4%	5%	2%	0%	8%	2%
Water Services (charges and fees too high)	4%	1%	7%	3%	2%	4%	3%	5%	3%	3%	3%	8%	2%
Rural issues (development outstripping services/rural economic development/population/Support to rural regions)	3%	1%	4%	6%	1%	1%	6%	0%	7%	2%	0%	9%	2%
Education – overcrowded schools/aging schools/Curriculum (even if outside mandate)	3%	3%	4%	2%	5%	3%	4%	3%	5%	2%	5%	3%	3%
Pedestrian Safety / Distracted drivers / Crosswalks	3%	3%	1%	3%	7%	2%	4%	3%	2%	4%	3%	5%	2%
Homelessness / Poverty / Mentally ill	3%	5%	2%	3%	1%	2%	3%	5%	3%	1%	0%	4%	3%
Population density (positive/negative)	3%	3%	2%	4%	2%	3%	2%	3%	2%	3%	3%	2%	3%
Heritage preservation and protection	3%	2%	3%	3%	2%	3%	3%	2%	4%	3%	3%	1%	3%

F2 (continued): In your opinion, what are the top three issues facing Halifax as a region over the next 5 years that you feel should receive the greatest attention from your municipal leaders?

-All three mentions combined-

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Permanent attractions (e.g. zoo, amusement park / stadium)	2%	2%	3%	1%	2%	3%	2%	3%	2%	2%	0%	4%	2%
City Beautification / Cleanliness	2%	3%	1%	2%	2%	3%	2%	2%	3%	2%	4%	1%	2%
Development (outside the core / Not in Downtown Halifax or Dartmouth)	2%	0%	3%	2%	2%	3%	1%	0%	3%	1%	0%	2%	2%
Urban / Rural split (Council divisiveness / community identity / Cohesiveness / Different from Rural issues)	2%	0%	3%	2%	1%	3%	0%	2%	0%	4%	3%	3%	1%
Inclusiveness / Accessibility (Disabilities / Affordability of programs / etc.)	2%	3%	2%	1%	0%	2%	2%	2%	2%	2%	0%	1%	2%
Aging population / Population decline / Tax base	2%	1%	0%	2%	4%	1%	2%	0%	2%	2%	3%	3%	1%
Community Events	1%	1%	1%	1%	0%	1%	1%	0%	2%	1%	0%	1%	1%
Arts and Culture	1%	0%	2%	1%	1%	1%	1%	2%	0%	2%	0%	0%	1%
Seniors	1%	1%	1%	2%	0%	0%	2%	0%	1%	2%	0%	1%	1%
Safety Response (e.g. Fire response / By-law)	1%	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%
Community Engagement / Consultation / Communication	1%	0%	1%	1%	1%	0%	1%	0%	1%	1%	0%	1%	0%
Branding (consistency of brand / retention of community identity / spending on brand - negative)	1%	0%	1%	1%	1%	1%	1%	0%	0%	1%	0%	0%	1%
Animal Control / Feral Cats	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%

D2: How many years have you lived in the Halifax region?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	589	94	176	207	112	330	250	59	213	308	42	125	415
1	3%	11%	0%	0%	0%	3%	3%	5%	3%	0%	0%	1%	4%
2	2%	10%	0%	0%	0%	3%	2%	7%	1%	0%	0%	4%	2%
3	2%	10%	0%	0%	0%	4%	2%	7%	1%	0%	0%	3%	2%
4	2%	7%	0%	0%	0%	1%	2%	3%	1%	1%	0%	1%	2%
5	2%	9%	0%	0%	0%	3%	1%	2%	4%	1%	3%	0%	3%
6	4%	14%	0%	0%	0%	6%	1%	8%	3%	0%	0%	4%	4%
7	2%	8%	0%	0%	0%	3%	2%	3%	2%	1%	0%	1%	3%
8	5%	18%	0%	0%	0%	7%	3%	11%	3%	0%	0%	1%	6%
9	1%	4%	0%	0%	0%	1%	2%	2%	1%	0%	0%	0%	1%
10	2%	10%	0%	0%	0%	2%	2%	4%	3%	0%	0%	2%	3%
11	1%	0%	2%	0%	0%	1%	1%	0%	1%	1%	0%	0%	1%
12	2%	0%	6%	0%	0%	2%	2%	2%	3%	1%	0%	1%	2%
13	1%	0%	4%	0%	0%	1%	1%	2%	2%	1%	0%	0%	2%
14	1%	0%	4%	0%	0%	2%	1%	3%	0%	1%	0%	0%	2%
15	2%	0%	5%	0%	0%	2%	1%	2%	3%	0%	3%	1%	2%
16	1%	0%	2%	0%	0%	0%	1%	0%	1%	1%	0%	1%	1%
17	1%	0%	3%	0%	0%	1%	2%	0%	2%	1%	0%	1%	1%
18	1%	0%	3%	0%	0%	0%	1%	0%	1%	1%	1%	2%	0%
19	1%	0%	3%	0%	0%	1%	1%	2%	1%	1%	1%	1%	1%
20	3%	0%	10%	0%	0%	2%	5%	5%	4%	1%	5%	4%	3%
21	2%	0%	6%	0%	0%	1%	3%	5%	1%	0%	0%	2%	2%
22	1%	0%	2%	0%	0%	1%	1%	0%	1%	1%	0%	0%	1%
23	1%	0%	4%	0%	0%	1%	2%	2%	1%	1%	3%	2%	1%
24	2%	0%	6%	0%	0%	0%	3%	2%	2%	2%	3%	1%	2%

D2 (continued): How many years have you lived in the Halifax region?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
25	3%	0%	9%	0%	0%	2%	3%	0%	4%	4%	3%	4%	3%
26	3%	0%	7%	0%	0%	4%	1%	3%	3%	1%	0%	3%	2%
27	2%	0%	6%	0%	0%	3%	1%	3%	2%	1%	0%	1%	2%
28	2%	0%	6%	0%	0%	2%	2%	5%	0%	1%	0%	0%	3%
29	1%	0%	4%	0%	0%	1%	2%	2%	2%	0%	0%	1%	1%
30	3%	0%	10%	0%	0%	4%	3%	6%	2%	2%	1%	5%	3%
31	2%	0%	0%	6%	0%	1%	2%	3%	2%	1%	0%	3%	2%
32	1%	0%	0%	5%	0%	1%	2%	2%	2%	1%	0%	1%	2%
33	2%	0%	0%	7%	0%	2%	2%	3%	1%	1%	0%	6%	1%
34	1%	0%	0%	3%	0%	1%	1%	0%	0%	2%	0%	0%	1%
35	2%	0%	0%	8%	0%	3%	2%	0%	2%	4%	1%	2%	3%
36	1%	0%	0%	5%	0%	0%	2%	0%	1%	3%	0%	0%	2%
37	1%	0%	0%	2%	0%	1%	0%	0%	0%	1%	0%	1%	0%
38	2%	0%	0%	7%	0%	3%	2%	0%	4%	2%	0%	3%	2%
39	1%	0%	0%	5%	0%	3%	0%	0%	2%	2%	4%	0%	2%
40	3%	0%	0%	12%	0%	3%	3%	0%	3%	6%	7%	6%	2%
41	1%	0%	0%	3%	0%	1%	1%	0%	1%	2%	0%	3%	0%
42	1%	0%	0%	3%	0%	1%	1%	0%	1%	2%	0%	1%	1%
43	2%	0%	0%	6%	0%	1%	2%	0%	3%	1%	0%	4%	1%
44	1%	0%	0%	3%	0%	2%	0%	0%	2%	1%	0%	2%	1%
45	2%	0%	0%	7%	0%	2%	2%	0%	2%	3%	0%	1%	2%
46	1%	0%	0%	2%	0%	0%	1%	0%	1%	1%	0%	1%	1%
47	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
48	1%	0%	0%	2%	0%	0%	1%	0%	1%	1%	1%	2%	0%
50	3%	0%	0%	12%	0%	3%	4%	0%	3%	7%	18%	3%	2%
51	0%	0%	0%	0%	4%	0%	1%	0%	1%	1%	5%	0%	0%

D2 (continued): How many years have you lived in the Halifax region?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
52	1%	0%	0%	0%	9%	1%	1%	0%	2%	1%	0%	3%	1%
53	1%	0%	0%	0%	5%	0%	1%	0%	2%	0%	0%	1%	1%
54	2%	0%	0%	0%	13%	1%	2%	0%	3%	2%	8%	3%	1%
55	1%	0%	0%	0%	5%	1%	1%	0%	0%	2%	1%	0%	1%
56	1%	0%	0%	0%	8%	0%	2%	0%	0%	3%	3%	1%	1%
57	0%	0%	0%	0%	3%	1%	0%	0%	0%	1%	1%	1%	0%
58	0%	0%	0%	0%	4%	1%	0%	0%	0%	2%	0%	0%	1%
59	0%	0%	0%	0%	3%	0%	1%	0%	0%	1%	1%	1%	0%
60	2%	0%	0%	0%	15%	1%	2%	0%	0%	6%	11%	2%	1%
61	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	3%	0%	0%
62	1%	0%	0%	0%	6%	0%	1%	0%	0%	2%	0%	0%	1%
63	0%	0%	0%	0%	2%	1%	0%	0%	0%	1%	1%	0%	0%
64	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	0%	0%
65	1%	0%	0%	0%	4%	0%	1%	0%	0%	1%	0%	0%	1%
66	0%	0%	0%	0%	2%	1%	0%	0%	0%	1%	1%	0%	0%
67	0%	0%	0%	0%	3%	0%	0%	0%	0%	1%	3%	1%	0%
68	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
69	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
70	0%	0%	0%	0%	3%	0%	1%	0%	0%	1%	0%	1%	0%
71	0%	0%	0%	0%	4%	0%	1%	0%	0%	1%	5%	0%	0%
72	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
74	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
75	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
76	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
83	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
84	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
Mean	27.4	5.5	21.8	39.9	59.2	25.8	29.2	14.6	25.7	41.5	46.3	31.2	25.0

D3: Were you born in the Halifax region?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	94	176	207	112	331	250	59	213	309	43	125	416
Yes	25%	5%	18%	33%	65%	23%	27%	21%	29%	24%	50%	31%	21%
Yes, but moved away and returned	10%	6%	16%	7%	9%	7%	14%	16%	8%	7%	8%	8%	11%
No, I was born elsewhere in Nova Scotia	21%	21%	23%	24%	11%	23%	20%	22%	21%	23%	12%	27%	21%
No, I was born elsewhere in Canada	33%	50%	34%	27%	11%	33%	34%	34%	34%	31%	26%	28%	36%
No, I was born in another country and immigrated to the Halifax region	10%	17%	7%	9%	4%	13%	6%	7%	8%	14%	0%	5%	11%
Prefer not to say	1%	1%	1%	1%	0%	1%	0%	0%	1%	0%	4%	1%	0%

Gender:

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Male	48%	59%	42%	48%	41%	100%	0%	52%	47%	46%	42%	49%	48%
Female	51%	38%	56%	52%	59%	0%	100%	47%	52%	54%	55%	50%	51%
Other	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Prefer not to say	1%	2%	1%	1%	0%	0%	0%	1%	1%	1%	3%	1%	1%

D5: How old are you?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	591	94	176	207	112	331	250	59	213	309	43	125	416
18 - 24 years old	2%	2%	4%	0%	0%	0%	4%	7%	0%	0%	0%	4%	1%
25 - 34 years old	28%	57%	32%	8%	0%	32%	24%	93%	0%	0%	0%	22%	31%
35 - 44 years old	18%	24%	17%	21%	0%	17%	18%	0%	47%	0%	7%	21%	18%
45 - 54 years old	20%	11%	26%	22%	22%	20%	21%	0%	53%	0%	21%	26%	19%
55 - 64 years old	15%	3%	12%	21%	37%	14%	17%	0%	0%	49%	24%	15%	15%
65 - 75 years old	12%	2%	7%	20%	27%	12%	12%	0%	0%	39%	27%	11%	11%
Older than 75 years	4%	1%	2%	4%	13%	3%	4%	0%	0%	12%	18%	2%	3%
Prefer not to say	2%	1%	1%	3%	1%	1%	1%	0%	0%	0%	3%	0%	2%

D6: What is the highest level of education you have completed?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Less than high school graduate	1%	0%	0%	1%	4%	1%	1%	0%	0%	3%	19%	0%	0%
High school graduate	4%	1%	3%	4%	15%	3%	5%	0%	4%	9%	81%	0%	0%
Some community college / technical school	5%	6%	5%	7%	2%	5%	6%	8%	5%	4%	0%	25%	0%
Completed community college / technical school	16%	8%	15%	23%	22%	17%	15%	11%	21%	15%	0%	75%	0%
Some university	9%	4%	8%	11%	19%	8%	10%	5%	9%	13%	0%	0%	12%
Four-year university degree	32%	39%	36%	27%	14%	31%	32%	45%	31%	19%	0%	0%	44%
Post-graduate / Professional degree	32%	41%	33%	27%	23%	34%	30%	31%	30%	35%	0%	0%	44%
Prefer not to say	1%	2%	1%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%

D7: What was your 2013 total household income, before taxes?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Under \$25,000	5%	7%	5%	3%	5%	3%	7%	8%	5%	3%	5%	10%	3%
\$25,000 - \$49,999	13%	15%	8%	12%	17%	10%	15%	15%	7%	17%	31%	18%	10%
\$50,000 - \$74,999	14%	13%	15%	11%	21%	11%	18%	19%	9%	17%	12%	12%	16%
\$75,000 - \$99,999	17%	19%	16%	20%	10%	18%	16%	18%	18%	16%	15%	15%	18%
\$100,000 - \$124,999	14%	17%	16%	14%	7%	16%	13%	14%	18%	12%	5%	17%	15%
\$125,000 - \$149,999	8%	5%	9%	8%	8%	8%	8%	6%	10%	6%	0%	6%	9%
Over \$150,000	14%	11%	18%	13%	7%	19%	9%	10%	20%	10%	5%	11%	15%
Prefer not to say	15%	12%	12%	18%	24%	15%	14%	11%	12%	21%	27%	11%	15%

D8: Do you own or rent your home?

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	592	94	176	207	112	331	251	59	213	309	43	126	416
Own home with mortgage	50%	66%	54%	41%	21%	54%	46%	64%	61%	23%	28%	49%	52%
Own home without mortgage	31%	3%	26%	45%	69%	29%	33%	0%	25%	68%	60%	34%	29%
Live in parents / relatives home	1%	0%	3%	0%	1%	2%	0%	3%	0%	0%	0%	0%	1%
Rent	16%	29%	14%	12%	8%	13%	19%	33%	11%	7%	9%	16%	16%
Other (group home / retirement facility / university residence)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Prefer not to say	2%	2%	2%	2%	1%	2%	2%	0%	2%	2%	3%	1%	2%

D9: Did you move into your current home within the past 5 years?
SUBSET: Those who own their home.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	509	69	153	182	102	295	209	36	184	282	37	107	363
Yes	38%	83%	37%	22%	8%	40%	36%	86%	37%	9%	21%	34%	41%
No	62%	17%	63%	78%	92%	60%	64%	14%	63%	91%	79%	66%	59%

D10: Prior to your current home, did you:
SUBSET: Those who own their home.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	508	69	153	181	102	294	209	36	183	282	37	107	362
Own another home in the Halifax region	37%	17%	33%	51%	52%	40%	35%	13%	43%	48%	55%	41%	35%
Rent in the Halifax region	40%	48%	38%	38%	31%	34%	46%	62%	37%	28%	28%	37%	41%
Have another living arrangement in the Halifax region (e.g. lived with parents/friends, lived in residence, etc.)	4%	0%	4%	3%	10%	4%	3%	5%	2%	4%	5%	3%	4%
Live in Nova Scotia (outside the Halifax region)	6%	12%	9%	1%	3%	7%	5%	12%	4%	5%	0%	5%	7%
Live in New Brunswick, PEI, or Newfoundland and Labrador	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%
Live in Canada, but outside Atlantic Canada	11%	19%	12%	7%	4%	12%	9%	8%	9%	13%	7%	9%	11%
Live outside Canada	2%	4%	3%	1%	0%	3%	1%	0%	4%	1%	5%	4%	1%

D11: For how much was your most recent annual property tax bill?
SUBSET: Those who own their home.

	Total	# of years in HRM				Gender		Age			Education		
		1-10	11-30	31-50	51+	Male	Female	18-34	35-54	55+	HS or less	College	Univ.
Total Unweighted (N)	508	69	153	181	102	294	209	36	183	282	37	107	362
Under \$1,000	4%	8%	2%	3%	6%	5%	3%	7%	2%	5%	19%	5%	3%
Between \$1,000 and \$1,500	6%	4%	4%	9%	8%	5%	8%	9%	5%	5%	13%	13%	4%
Between \$1,500 and \$2,000	13%	6%	14%	15%	17%	10%	16%	8%	15%	15%	14%	16%	12%
Between \$2,000 and \$3,000	31%	27%	31%	32%	35%	24%	38%	30%	32%	31%	31%	26%	32%
Between \$3,000 and \$4,000	19%	27%	20%	14%	15%	25%	13%	28%	16%	18%	19%	13%	21%
Over \$4,000	18%	23%	19%	18%	9%	25%	11%	10%	22%	18%	0%	15%	20%
Don't Know	6%	6%	6%	5%	6%	3%	7%	7%	5%	5%	5%	7%	5%
Prefer not to say	3%	0%	4%	4%	3%	3%	3%	0%	3%	4%	0%	4%	3%