

Citizen Survey

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MQO
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HALIFAX

2014 Citizen Survey

Welcome to the 2014 Citizen Survey! Thank you in advance for taking the time to participate in this survey. Your responses will help guide the municipality with their immediate and long-term planning. You might also be interested that the results from this survey will be available on the municipality's website at www.halifax.ca/citizensurvey.

This survey should take approximately 20 minutes to complete, and for your cooperation in completing all questions in the survey (excluding ones skipped due to response choices), you will be eligible to win one of 40 gift cards from your choice of Cineplex Theatres or Sobeys, each valued at \$25.

The deadline for completing this survey is **December 19th 2014**.

Please be assured that your responses will be kept strictly confidential and the results of this survey will not be used in any way that will allow anyone to identify you or your responses. You are free to choose to participate in this survey and free to discontinue your participation at any time. In the event that you require technical assistance in completing the survey, please email survey@mqoresearch.com.

Thank you in advance for your participation.

MQO Research has been conducting research studies in Canada and abroad for 30 years. We are a Member of the Canadian Marketing Research and Intelligence Association (MRIA) which is responsible for regulating marketing research practices in Canada. MQO adheres strictly to all guidelines of professionalism and privacy as outlined by the MRIA. This study is registered with the Association. If you would like to contact the MRIA to verify the legitimacy of this research study or our company please call 1.888.602.6742, EXT. 8728 toll free and reference survey number: 20141105-936V.

PASSCODE (see invitation letter): _____

- Q1.** The municipality provides a wide range of services, including police and fire protection, garbage collection and disposal, recreation facilities and programming, transit, road and street maintenance, etc.

Thinking about all the programs and services you receive from the municipality, please indicate the degree to which you believe you receive good or poor value for the level of property taxes that you currently pay?

- Very good value
- Good value
- Poor value
- Very poor value
- No opinion/Don't know

- Q2.** How would you rate the municipality in each of the following areas?

Municipal Leadership and Governance	Completely Agree	Agree	Disagree	Completely Disagree	Don't know / No Opinion
a. The municipality is moving in the right direction to ensure a high quality of life for future generations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The Mayor is providing good leadership and direction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Regional Council is providing good leadership and direction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The municipality does a good job of consulting / communicating with the public on key regional and local issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The municipality does a good job of keeping residents informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The municipality's public processes encourage citizen engagement and help me feel involved in decisions that impact me as a resident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Customer Service Satisfaction

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?

- Yes
- No (please skip to CS11)

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

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

- In person – Customer Service Centre
- In person – Other _____(please indicate)
- Telephone (311 or 902.490.4000)
- Telephone (911)
- Telephone – Direct to an employee
- Website
- @hfxgov / Twitter
- Posted mail
- Email – specific person
- Email – General
- Elected Official (Councillor / Mayor)

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

- Phone
 - E-mail
 - On-line through Halifax.ca
 - In-person
 - Mail
-

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

- Yes
 - No (please skip to CS7)
-

CS6. What services did you access through the Customer Service Centre?
(Check all that apply)

- Building / Development permit application
 - Dog licence
 - Licence, other
 - Transit tickets or pass / Transit schedule
 - Property tax payment or inquiry
 - Parking ticket payment
 - Other (please specify): _____
-

CS7. How satisfied were you with your most recent contact with the Municipality?

- Very satisfied
 - Satisfied
 - Dissatisfied
 - Very dissatisfied
 - Don't know/No opinion
-

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: (Rotate Statements)

Customer Service	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know / No Opinion
a. Municipal staff were knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I was treated in a friendly, courteous manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I was treated fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I was satisfied with the amount of time it took to get the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I was satisfied with the outcome of my interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- CS9.** Did you have any issues during your most recent service interaction?
- Yes
 - No (please skip to CS11)
-

CS10. What was the issue?

- CS11.** In June 2014, Halifax launched its updated website (www.Halifax.ca). Have you had a chance to visit the website since the update?
- Yes
 - No (please skip to question CM1)
-

- CS12.** How satisfied were you with your most recent experience on the website?
- Very satisfied
 - Satisfied
 - Dissatisfied
 - Very dissatisfied
 - Don't know/No opinion
-

CS13. Thinking about your most recent experience using Halifax.ca, please rate your opinion of the follow statements:

Halifax.ca Website	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know / No opinion
a. The content on the website is easy to read and understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. It was easy to find what I was looking for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: Did you know that you can provide feedback (broken links, content, etc.) about the website by clicking on the Feedback button on the bottom right of every page on Halifax.ca?

City Maintenance

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

Note: Maintenance refers to upkeep and cleanliness of the asset

City Maintenance	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know / No Opinion
a. Maintenance of streets and roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Pothole repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Sidewalk and curb repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Street plowing / snow and ice removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Sidewalk Snow removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Bike lane maintenance (pavement, cleanliness, paint)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Bike lane adequacy (locations, routes, connections)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Bike lane winter maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Community Beautification (Floral displays, landscaping, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Maintenance of indoor recreation facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Maintenance of outdoor recreation facilities (e.g. sports fields / ball diamonds)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Maintenance of Public Washrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Maintenance of greenways (for walking / bicycling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Maintenance of playgrounds / skateboard / bike parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Maintenance of beaches and waterfront areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Maintenance of parks and green spaces (e.g. Shubie Park, Point Pleasant, Public Gardens)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Graffiti removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Litter control / Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Overall satisfaction with city maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?

- Peninsula Halifax
 - Spryfield
 - Purcell's Cove
 - Armdale
 - Do not live in / use one of these areas (SKIP to T1)
-

CM3. How satisfied are you with the sidewalk snow clearing service in this area?

- Very satisfied
 - Satisfied
 - Dissatisfied
 - Very dissatisfied
 - Don't know/No opinion
-

Halifax Transit

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

- Yes
 - No (skip to question PED1)
-

T2. Please rate your satisfaction with the following transit services provided by the municipality.

Transit Services	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know / No Opinion
a. Access-A-Bus (door to door service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Harbour Ferry network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Bus service to rural areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Metro X service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Driver courtesy / Politeness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Transit service frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Reliability (timely departures / arrivals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Bus route coverage (ability to get where you need to go via bus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Comfort of buses (seating / cleanliness / ride smoothness / temperature)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Transit terminal safety and comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Bus stop safety and comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Transit communication (Announcements, schedule/route information, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Accessibility – cost / connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Accessibility – mobility access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Access to Halifax Transit information (website, Google Transit, maps, 311, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Park and Ride facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Business services (cafés, groceries, etc.) at transit terminals and transfer points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Overall Halifax Transit services (bus / ferry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pedestrian Safety

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 or signs and that pedestrians still have the right of way when lawfully within these crosswalks?

- Yes
- No

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?

- Yes
 - No
-

Public Safety

PS1. Thinking broadly of safety as it applies to all aspects of your life in Halifax, what do you think that the municipal government could do to improve the overall level of public safety in Halifax?

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

- Very satisfied
 - Somewhat satisfied
 - Somewhat unsatisfied
 - Very unsatisfied
-

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

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

- Very safe
- Somewhat safe
- Somewhat unsafe
- Very unsafe

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

- Very confident
- Somewhat confident
- Not very confident
- Not at all confident

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

- Yes
- No (skip to question PS8)

PS7. Based on your interaction with Halifax Regional Fire & Emergency, would you say you were:

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

- PS8.** How confident are you in the ability of Halifax Regional Fire & Emergency to respond to emergency calls in a timely and efficient manner?
- Very confident
 - Somewhat confident
 - Not very confident
 - Not at all confident
-

- PS9.** Do you have any concerns with the level of Fire service being provided?
- Yes
 - No (skip to question RL1)
-

- PS10.** What are your concerns about the level of Fire service being provided?

Recreation And Leisure

- RL1.** How frequently have you used a municipally-run recreation facility in the past year? (Example: Captain William Spry, Gordon R. Snow, North Preston Community Centre)
- Never (please skip to Question RL3)
 - At least once per week
 - At least once per month
 - Once every 2-3 months
 - Once or twice per year
-

RL2. How satisfied were you with the quality of the recreation facilities provided by the municipality?

- Very satisfied
 - Satisfied
 - Dissatisfied
 - Very dissatisfied
 - Don't know/No opinion
-

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

- Yes
 - No (Please skip to Question RL8)
-

RL4. How satisfied were you with the ease of registering for these programs?

- Very satisfied
 - Satisfied
 - Dissatisfied
 - Very dissatisfied
 - Don't know/No opinion
-

RL5. How satisfied were you with the variety of municipally-offered structured programs / activities?

- Very satisfied
 - Satisfied
 - Dissatisfied
 - Very dissatisfied
 - Don't know/No opinion
-

RL6. How would you rate the affordability of programs and activities offered by the municipality?

- Completely acceptable
 - Acceptable
 - Unacceptable
 - Completely unacceptable
 - Don't know/No opinion
-

RL7. How would you rate the quality of instruction of recreation programs/activities offered by the municipality?

- Completely acceptable
 - Acceptable
 - Unacceptable
 - Completely unacceptable
 - Don't know/No opinion
-

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? (Check all that apply)

- Yes, swimming lessons at beaches
 - Yes, winter skating at the Oval
 - Yes, summer skating at the Oval
 - None of the above
-

RL9. What are the top THREE unscheduled/free recreation activities that you participate in (please check any 3 you participate in, if any)?

- Swimming at a local beach / lake
 - Using one of Halifax's trails, walkways, or pathways
 - Going for a bicycle ride
 - Walking / running in a major park (Shubie, Point Pleasant, Public Gardens)
 - Visiting a local playground
 - Skating at the Emera Oval
 - Skating on a lake or pond
 - Using a local skate or bike park
 - Working out at an outdoor gym
 - Participating in a community garden
 - Other (please specify): _____
 - None of the above
-

RL10. How did you hear about the municipality's recreation programs and services?

- Word of mouth
 - Local recreation centre
 - Catalogue
 - Halifax.ca website
 - Other _____
-

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

(Access typically refers to the following: Affordability, the ease of getting to and from the facility or activity, or whether the facility or program is built to accommodate persons with physical, emotional or intellectual disabilities)

- Yes
 - No (skip to Question RL13)
-

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?
(Check all that apply)

Fees are too high (registration fees / user fees)	<input type="checkbox"/>
No facilities within a reasonable distance from my home / takes too long to get there	<input type="checkbox"/>
No transit service to local facilities	<input type="checkbox"/>
Facilities are not open during times I can use them	<input type="checkbox"/>
No recreation programming of interest to me	<input type="checkbox"/>
Recreation facilities are not accessible to me (not disabled-friendly)	<input type="checkbox"/>
Other (please specify):	

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

Arts, Culture, and Leisure	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know / No Opinion
a. Community events and festivals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Opportunities to attend cultural events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Opportunities to enhance community identity (e.g. community art / gardening / etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Type and amount of public art and monuments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Emera Oval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Overall satisfaction with arts and cultural facilities and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Public Libraries

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

- Yes
- No (please skip to EN1)

LIB2. Which of the following Libraries have you used in the past 12 months?

(Check all that apply)

- Alderney Gate
 - Bedford
 - Captain William Spry
 - Cole Harbour
 - Dartmouth North
 - Halifax North
 - J.D. Shatford (Hubbards)
 - Keshen Goodman
 - Musquodoboit Harbour
 - Sackville
 - Sheet Harbour
 - Spring Garden Road
 - Tantallon
 - Woodlawn
 - Home Delivery / Borrow by Mail
 - Website (halifaxpubliclibraries.ca)
 - In the community (service delivered outside a library)
-

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

Public Libraries	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know / No Opinion
a. Library Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Library materials (books, CDs, DVDs, ebooks, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Public technology (computers, iPads, printers, gaming, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Children's programs (ages 0-13)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Youth programs (ages 14-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Adult programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Programs for seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Programs for newcomers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Home delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Borrow by Mail services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Open hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Overall satisfaction with Halifax Public Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

LIB4. Where do you most often get your information about library services?
(Check all that apply)

- Library Staff
- Library Guide (print version)
- Library Guide (electronic version)
- Library website (halifaxpubliclibraries.ca)
- Facebook
- Twitter
- Library poster
- Other (please specify): _____

LIB5. What, if anything, prevents you from using the library more often?
(Check all that apply)

Inconvenient open hours	<input type="checkbox"/>
Inconvenient location	<input type="checkbox"/>
Overdue fines	<input type="checkbox"/>
Transportation issues / parking	<input type="checkbox"/>
No programs / services / books I want	<input type="checkbox"/>
Too noisy / crowded	<input type="checkbox"/>
Too difficult to register for a card	<input type="checkbox"/>
Not enough computers	<input type="checkbox"/>
Nothing. I like the Library the way it is	<input type="checkbox"/>
Other (please specify):	

LIB6. What would encourage you to use the library more?

Environment

EN1. Household special waste (HSW) is defined as waste generated from household activities that because of its nature may require special disposal or recycling and can include things like stale gasoline, propane cylinders, batteries, paints, or solvents.

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

- Drop-off Depot in Bayer's Lake
 - A mobile household special waste event
 - Enviro-Depot (paint only)
 - Return to retail (used motor oil)
 - Return to retail (batteries, i.e. Call2Recycle)
 - None of the above
-

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

- Yes
 - No (skip to EN4)
-

EN3. What barriers, if any, are preventing or delaying the disposal?

- Just haven't gotten around to it
 - Unsure where to take it
 - Location of the depot is inconvenient
 - Hours of operation of depot are inconvenient
 - Waiting until I have more volume before making a trip
 - Other (please specify): _____
-

EN4. Home renovation material is often referred to as construction & demolition debris (or C&D debris). In Halifax, homeowners may place small amounts of C&D material (up to five bundles) for curbside collection on their garbage collection day. How often would you as a homeowner place C & D material curbside for collection each year?

- Bi-Weekly
 - Monthly
 - Several times a year
 - Once per year
 - Never –Bring it to the C&D recycling facility myself/Have it taken to the facility (skip to Question PK1)
 - Never (skip to Question PK1)
 - Do not own a home (skip to Question PK1)
-

EN5. And approximately how many bundles would you place curbside each time?

- One bundle
 - Two bundles
 - Three bundles
 - Four bundles
 - Five bundles
 - Don't know
-

Downtown Accessibility

Note: For the purpose of the following questions as they relate to Parking, “Downtown” refers to: Downtown Halifax and Dartmouth, Spring Garden Road, Quinpool Road, and North End Halifax. (and the areas in between that compete for parking in multiple areas)

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

Please note: Even though you may or may not personally drive or park in the downtown area, we are still interested in everyone’s opinions.

Parking	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know / No opinion
a. I can quickly find a parking spot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. There is adequate parking during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. There is adequate parking in the evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. There is adequate parking on the weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. There is adequate parking for concerts / sports events / special events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Parking meters are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Outdoor parking lots are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Indoor parking garages are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Parking is easily identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The payment options are sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. I know where parking is available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Parking meters are well placed and maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PK2. One of the most difficult things about providing and managing parking is balancing the needs and wants of all users, as well as the community at large.

Taking into consideration your own travel situation, please rank the choices below from 1 to 3 in order of importance to you when it comes to parking downtown. (“1” is highest importance, “2” is middle, “3” is lowest importance).

	RANKING
Abundant parking for visits to the downtown area – encouraging people to shop / dine / visit / do business	
Plentiful parking for daily commuters – parking is primarily available for those who work downtown	
Limit the amount of parking in an effort to reduce congestion – encouraging alternative modes of transportation through parking measures	

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

- Yes (please skip to PK6)
- No
- Don't know / Not sure

PK4. Which of the following, in your opinion, describes parking in the downtown area? (Check all that apply)

- Not enough on-street parking
- Not enough off-street parking lots
- Unable to park in spaces long enough (on-street)
- Vehicle does not fit in parking space (parking lots)
- Pay-by-coin is inconvenient
- Available spaces are too far away from where I'm going
- Parking is too expensive
- Other _____

PK5. Where do you think parking is a challenge? (Check all that apply)

- Halifax downtown
 - Dartmouth downtown
 - Spring Garden Road
 - Quinpool Road
 - North End Halifax (e.g. Hydrostone)
 - I think there is sufficient parking available
-

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

- Halifax Transit
 - Private vehicle / motorcycle / scooter
 - Walk
 - Cycle
 - Taxi
 - Other (please specify): _____
 - Do not travel downtown (skip to F1)
-

PK7. If you bring your private vehicle downtown, where do you park most of the time?

- On-street meter
 - On-street free 2-hour zone
 - Off-street parking garage / lot
 - Reserved parking space
 - Other (please specify): _____
 - Never bring private vehicle downtown (skip to F1)
-

PK8. When parking downtown, how far would you be willing to walk to get to your intended location?

- 1-2 blocks
 - 3-4 blocks
 - 4-5 blocks
 - Distance does not matter
 - Not able / Not willing to walk
-

PK9. If implemented, which of the following types of payment or technology would you use when parking downtown? (Check all that apply)

- Pay by credit card
 - Pay by mobile phone
 - Pay by an account
 - Mobile phone app identifying parking lots and related information
 - Other (please specify): _____
 - None of the above / Prefer cash or coin
-

Final Thoughts:

F1. If you could suggest 3 things to improve the quality of life for residents, what would they be?

1. _____
 2. _____
 3. _____
-

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?

1. _____
 2. _____
 3. _____
-

Demographic Questions

Our last questions are about you and your household. As a reminder, your response to this survey is anonymous, and the results of the survey will be reported in aggregate only.

D1. What are the first 3 digits of your postal code? _____

D2. How many years have you lived in the Halifax region? _____
(Please include years prior to amalgamation)

D3. Were you born in the Halifax region?

- Yes
 - Yes, but moved away and returned
 - No, I was born elsewhere in Nova Scotia
 - No, I was born elsewhere in Canada
 - No, I was born in another country and immigrated to the Halifax region
 - Prefer not to say
-

D4. What is your gender?

- Male
 - Female
 - Other
 - Prefer not to say
-

D5. How old are you?

- 18 – 24 years old
 - 25 – 34 years old
 - 35 – 44 years old
 - 45 – 54 years old
 - 55 – 64 years old
 - 65 – 75 years old
 - Older than 75 years
 - Prefer not to say
-

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

- Less than high school graduate
 - High school graduate
 - Some community college / technical school
 - Completed community college / technical school
 - Some university
 - Four-year university degree
 - Post-graduate / Professional degree
 - Prefer not to say
-

D7. What was your 2013 total household income, before taxes?
Your best estimate is fine.

- Under \$25,000
 - \$25,000 - \$49,999
 - \$50,000 - \$74,999
 - \$75,000 - \$99,999
 - \$100,000 - \$124,999
 - \$125,000 - \$149,999
 - Over \$150,000
 - Prefer not to say
-

D8. Do you own or rent your home?

- Own home with mortgage
 - Own home without mortgage
 - Live in parents / relatives home (skip to comments/feedback)
 - Rent (skip to comments/feedback)
 - Other (group home / retirement facility / university residence) (skip to comments/feedback)
 - Prefer not to say (skip to comments/feedback)
-

D9. Did you move into your current home within the past 5 years?

- Yes
 - No
-

D10. Prior to your current home, did you:

- Own another home in the Halifax region
 - Rent in the Halifax region
 - Have another living arrangement in the Halifax region (e.g. lived with parents/friends, lived in residence, etc.)
 - Live in Nova Scotia (outside the Halifax region)
 - Live in New Brunswick, PEI, or Newfoundland and Labrador
 - Live in Canada, but outside Atlantic Canada
 - Live outside Canada
-

D11. For how much was your most recent annual property tax bill?

- Under \$1,000
 - Between \$1,000 and \$1,500
 - Between \$1,500 and \$2,000
 - Between \$2,000 and \$3,000
 - Between \$3,000 and \$4,000
 - Over \$4,000
 - Don't Know
 - Prefer not to say
-

COMMENTS OR FEEDBACK

Is there something missing from the survey that you would like to see addressed in the future, or is there any feedback that you would like to provide the municipality?

PRIZE DRAW:

Please enter your contact information to be eligible to win one of 40 gift cards to your choice of Cineplex Theatre or Sobeys, each valued at \$25.

To be eligible for the contest, you must answer all of the questions on the survey.

Name: _____

Tel. #: _____

Thank you very much for your participation. Your time and effort is appreciated, and we will take every effort to ensure that your input is reflected in the decision-making efforts for the municipality.

Results will be presented to Council once analyzed, and a full report on the results will be available on the municipality's website.

In accordance with Section 485 of the Municipal Government Act, any personal information collected on this survey will only be used for purposes relating to the 2014 Citizen Survey and for prize selection. The information obtained through the survey will not be presented or compiled in a manner that could potentially identify any respondent. If you have any questions about the collection and use of this information, please contact the municipality's Access and Privacy Office at **902.490.4390** or accessandprivacy@halifax.ca

Thank you very much for taking the time to provide your opinions and feedback.

INTERESTED IN FURTHER ENGAGEMENT?

The Halifax Regional Municipality is always looking for opinions and feedback from our residents. In the coming year, we will be looking for feedback on various topics. Would you be interested in being added to a list of residents that could be asked to provide opinions and give feedback on a variety of Municipal-related topics that matter in your community?

If you are interested, please fill out the registration form below. Please note that the information provided will in no way be linked to your answers in the completed survey.

REGISTRATION FORM

Please fill out the following information.

First Name: _____

Last Name: _____

Email: _____

Phone #: _____

Postal Code: _____

Thank you for Participating!



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