

# **Halifax Regional Municipality (HRM) 2010 Citizen Survey**

## **Instructions for Completion:**

### **Who should complete this survey?**

Please complete this questionnaire if you are the adult (**age 18 or older**) in the household who most recently had a birthday.

**If you are not a resident of the Halifax Regional Municipality (HRM), and have received this survey, please answer Question #62 and return this survey.**

This survey should take you approximately 40 minutes to complete. If you are completing this survey online, you will have the option of saving your results and returning to them at a later date to complete the survey, should you need to interrupt your effort. You will simply need to enter your login and password to return to your survey.

## **Privacy Statement:**

Your responses are anonymous and will be reported in group form only. Any demographic information you provide will only be used to help us analyze the results by various groups and regions within the Municipality.

District (postal code) information may be used to develop more in-depth community understanding, and to identify community needs and expectations. Your individual household responses will not be identified in the results, or be made available to the public.

## **Respond for a chance to win great prizes!**

If you would like to be entered into a draw for one of FIVE \$200 gift certificates to Atlantic Superstore, or movie passes to Empire Theatres, please complete the survey and include your name, address, and telephone number at the end of this survey so that we may contact you if you win. To be eligible for the prize draw, you must complete the survey. As always, your information will be kept confidential.

## **Questions or Feedback:**

If you have any questions about this survey, please contact:

Michael Pappas,  
Business Planning Coordinator, Halifax Regional Municipality  
Telephone: (902) 490-5534.

**Please provide your PASSCODE (found on the letter from the Mayor):**

PASSCODE: \_\_\_\_\_

## QUALITY OF LIFE & COMMUNITY ENGAGEMENT

1. On a scale of 1 (very poor) to 5 (very good) please **circle** the number that comes closest to your opinion for each of the following questions:

	VERY POOR	.....				VERY GOOD	UNDECIDED / NO OPINION
a. The overall quality of life in the HRM	1	2	3	4	5	6	
b. HRM as a place to live	1	2	3	4	5	6	
c. HRM as a place to work	1	2	3	4	5	6	
d. HRM as a place to retire	1	2	3	4	5	6	
e. HRM as a place to raise a family	1	2	3	4	5	6	

2. What do you like most about living in HRM?

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3. How many years have you lived in the HRM? \_\_\_\_\_  
(Includes prior to amalgamation)

4. I feel that the quality of life in HRM has \_\_\_\_\_ in the past five years.

- Improved
- Worsened
- Stayed the Same
- Don't know

5. If you answered IMPROVED to Question 4, what would you say are the three (3) most significant things contributing to an IMPROVED quality of life?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

6. If you answered **WORSENERD** to Question 4, what would you say are the three (3) most significant things contributing to a **WORSENERD** quality of life?

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

7. In your opinion, what are the top three issues facing the HRM over the next 5 years that you feel should receive the greatest attention from your local leaders?

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

8. a) All things considered, how satisfied are you with the overall direction of the municipal government in HRM?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know [**SKIP TO Question 9a.**]

8. b) Why would you say you are [satisfied/dissatisfied] with the overall direction of the municipal government in HRM?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. On a scale of 1 (Strongly Disagree) to 5 (Strongly Agree) please **circle** the number that comes closest to your opinion for each of the following questions:

	STRONGLY DISAGREE	.....			STRONGLY AGREE	UNDECIDED / NO OPINION
a. Council as a whole has worked to successfully deal with issues important to HRM	1	2	3	4	5	6
b. I feel that Council has demonstrated effective leadership for the Municipality	1	2	3	4	5	6

c. I feel my voice is valued / reflected in local government decision making	1	2	3	4	5	6
d. It is important to me that my local Councillor works to deal with issues important to my local community	1	2	3	4	5	6
e. It is important to me that my local Councillor works to deal with issues of importance to the entire region (HRM)	1	2	3	4	5	6
h. It is important to me that my local Councillor works to resolve issues I have with HRM services	1	2	3	4	5	6

**10. In the past 12 months, approximately how often did you participate in each of the following activities? (Please circle the number that most closely applies to you)**

	ONCE OR TWICE PER YEAR	ONCE EVERY 2 TO 3 MONTHS	AT LEAST ONCE PER MONTH	AT LEAST ONCE PER WEEK	DAILY	NEVER
a. Attended or watched Halifax Regional Council meetings	1	2	3	4	N/A	5
b. Attended a Community Council meeting	1	2	3	N/A	N/A	4
c. Attended a public meeting about Municipal matters	1	2	3	4	5	6
d. Volunteered at a neighbourhood / community organization or event (e.g. Heart & Stroke Foundation, Natal Day celebrations, etc.)	1	2	3	4	5	6
e. Contacted any HRM offices or staff to express concerns about a decision made by the Municipality	1	2	3	4	5	6
f. Contacted any HRM offices or staff to obtain information about a decision made by the Municipality	1	2	3	4	5	6
g. Contacted your Councillor regarding an issue that affects your community	1	2	3	4	5	6
h. Contacted your Councillor regarding a service issue	1	2	3	4	5	6
i. Contacted the Mayor regarding an issue that affects your community	1	2	3	4	5	6
j. Contacted the Mayor regarding a service issue	1	2	3	4	5	6

11. **Regional Council currently consists of the Mayor (elected by all residents) and 23 Councillors each representing a District of HRM, who meet weekly as Regional Council. Councillors also meet monthly in six (6) Community Councils to consider local and community issues. Do you feel adequately represented by Council under its current Council and Community Council structure?**
- Yes                       No                       Don't Know

12. **If you answered NO to Question 11 above, what changes would you like to see in how Council is structured so that you would feel more represented?**

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13. **On a scale of 1 (Strongly Disagree) to 5 (Strongly Agree) please circle the number that comes closest to your opinion for each of the following questions about your sense of belonging in the community:**

	STRONGLY DISAGREE	.....			STRONGLY AGREE	UNDECIDED / NO OPINION
a. I like the neighbourhood in which I live	1	2	3	4	5	6
b. I know my neighbours	1	2	3	4	5	6
c. I feel like I belong here	1	2	3	4	5	6
d. If I had an emergency, even people I did not know in my community would be willing to help	1	2	3	4	5	6
e. My community accepts diverse cultures	1	2	3	4	5	6
f. There are always a variety of things to do in HRM	1	2	3	4	5	6
g. HRM is accessible to persons with disabilities	1	2	3	4	5	6
h. HRM recognizes the positive contributions that citizens make	1	2	3	4	5	6
i. I am well informed about opportunities to participate in community life	1	2	3	4	5	6

14. **How confident are you in the economic outlook for the HRM?**
- Very Confident  
 Somewhat Confident  
 Not Very Confident  
 Not At All Confident  
 Don't know

**15. What is your current employment status?**

- Employed Full-time
- Employed Part-time
- Student
- Not currently employed
- Retired

**If you are retired, please skip to question 19.**

**16. Are you working in the field or profession of your choice?**

- Yes
- No
- Not Currently Employed

**17. Do you feel that there are sufficient opportunities in HRM to work in the field or profession of your choice?**

- Yes
- No
- Don't know

**18. Do you anticipate having to move from HRM to find work in the field or profession of your choice?**

- Yes (Me)
- Yes (family member)
- No
- Don't know

**19. If you were given the choice of where to focus spending over the next five (5) years to improve ECONOMIC PROSPERITY in the HRM, what would be your TOP THREE priorities?**

**Please place a (1) beside your top priority, a (2) beside your second highest priority, and a (3) beside your third highest priority**

**For example: New Convention Centre : 1**

Change in tax structure (tax reform)		Investments in transit system	
Improved coordination between levels of government regarding economic strategy and infrastructure development		More emphasis on arts, culture and major events	
Improvements in the appearance / beautification of the Municipality		More emphasis on downtown growth	
Improvements to HRM's roadway system / road conditions		More emphasis on 'rural' growth	
Increased cleanliness of the Municipality (graffiti removal, vandalism, etc)		More emphasis on recreation services / facilities	
Increased efforts to attract immigrants / new residents		New convention centre	
Increased efforts to attract and retain		Reduced regulations	

young workers/professionals			
Increased marketing of HRM as a destination of choice for business		Nothing	
Increased public safety		Don't know	
Other (please specify):			

20. On a scale of 1 (Very Unsatisfied) to 5 (Very Satisfied) please **circle** the number that comes closest to your satisfaction with the efforts of the Municipality in the following areas linked to ensuring economic prosperity for HRM:

	VERY UNSATISFIED	.....			VERY SATISFIED	UNDECIDED / NO OPINION
a. The efforts of the Municipality in attracting business	1	2	3	4	5	6
b. The efforts of the Municipality in attracting immigrants	1	2	3	4	5	6
c. The efforts of the Municipality in attracting tourism / visitors	1	2	3	4	5	6
d. The efforts of the Municipality in attracting young professionals	1	2	3	4	5	6
e. The efforts of the Municipality in attracting major events (e.g. large concerts, national sporting competitions)	1	2	3	4	5	6

21. On a scale of 1 (Strongly Disagree) to 5 (Strongly Agree) please **circle** the number that comes closest to your opinion for the following question:

	STRONGLY DISAGREE	.....			STRONGLY AGREE	UNDECIDED / NO OPINION
a. I receive good value for the level of property taxes I currently pay	1	2	3	4	5	6

22. If you circled 4 or 5 (Agree / Strongly Agree) to Question 21 above (value for taxes), what reasons, if any, do you have for believing that you **DO** receive good value for your tax dollars?

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23. If you circled 1 or 2 (Strongly Disagree / Disagree) to Question 21 above (value for taxes), what reasons, if any, do you have for believing that you **DO NOT** receive good value for your tax dollars?

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24. What type of change, if any, would you be willing to accept in tax and service levels in HRM?

- Small increase in taxes for a small improvement / increase in service levels
- Moderate increase in taxes for a moderate improvement / increase in service levels
- Large increase in taxes for a large improvement / increase in service levels
- Small decrease in taxes for a small decrease in service levels
- Moderate decrease in taxes for a moderate decrease in service levels
- Large decrease in taxes for a large decrease in service levels
- Same taxes with same level of Municipal services
- Same taxes but shift funds between services
- Don't know
- No opinion

**PUBLIC SAFETY:**

25. On a scale of 1 (Strongly Disagree) to 5 (Strongly Agree) please **circle** the number that comes closest to your opinion for each of the following questions.

	STRONGLY DISAGREE	.....			STRONGLY AGREE	UNDECIDED / NO OPINION
a. In general, I feel personally safe in HRM	1	2	3	4	5	6
b. In general, I feel personally safe in the community where I live	1	2	3	4	5	6
c. I feel safe walking downtown Halifax alone in the daytime	1	2	3	4	5	6
d. I feel safe walking downtown Halifax alone in the evening	1	2	3	4	5	6
e. I am satisfied with the quality of policing in my community	1	2	3	4	5	6
f. I am satisfied with police visibility and presence in my community	1	2	3	4	5	6
g. I am confident that the police will respond to emergencies in a timely and efficient manner	1	2	3	4	5	6

h. I am confident that the Fire Department will respond to emergencies in a timely and efficient manner	1	2	3	4	5	6
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26. Have you or any of your family been the victim of a property crime in the HRM within the past 12 months (e.g. home robbery, car theft, vandalism to property)?  
 Yes       No

27. Have you or any of your family been the victim of a violent crime in the HRM within the past 12 months (e.g. assault, rape, robbery)?  
 Yes       No

28. What, if anything, are the key things that make you feel UNSAFE in HRM?

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29. The following question contains TWO sections. A rating of your satisfaction with the service provided, and your rating of its importance as a service or program that the Municipality provides.

How do you rate each of the following municipal government services?

Please circle a number under “Satisfaction”, and a number under “Importance”  Please use additional pages for comments	On a 5-point scale, rate <b>your satisfaction</b> with this service.  1 = Very Dissatisfied 5 = Very Satisfied N/A = No Opinion / Unsure							On a 5-point scale, rate the <b>overall importance to you</b> of this service.  1 = Very Unimportant 5 = Very Important N/A = No Opinion / Unsure						
	<b>Satisfaction</b>							<b>Importance</b>						
<b>Public Safety</b>														
Animal services	1	2	3	4	5	N/A	1	2	3	4	5	N/A		
Firefighting services	1	2	3	4	5	N/A	1	2	3	4	5	N/A		
Fire and public safety education programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A		
HRM’s emergency / disaster preparedness	1	2	3	4	5	N/A	1	2	3	4	5	N/A		
Building and fire inspection services	1	2	3	4	5	N/A	1	2	3	4	5	N/A		
Maintenance of existing infrastructure (e.g. buildings, streets, roads, bridges)	1	2	3	4	5	N/A	1	2	3	4	5	N/A		
Communication regarding crime / criminal activity	1	2	3	4	5	N/A	1	2	3	4	5	N/A		
Community safety initiatives (e.g. Block Parent, Citizens on Patrol)	1	2	3	4	5	N/A	1	2	3	4	5	N/A		
Community Policing	1	2	3	4	5	N/A	1	2	3	4	5	N/A		

Traffic law enforcement	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Traffic calming	1	2	3	4	5	N/A	1	2	3	4	5	N/A
By-law enforcement	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Parking enforcement	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Lighting (street lighting, bus stops, etc.)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Community grants for social services	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Drop-in centres for at-risk youth	1	2	3	4	5	N/A	1	2	3	4	5	N/A
After-school programs for youth	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Advocacy to the Province regarding how late bars can stay open / serve alcohol	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Advocacy to the Province regarding social services for homeless people	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Advocacy to the Province regarding social services for substance addicted persons	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Availability of late night transportation options (e.g. bus service, taxis)	1	2	3	4	5	N/A	1	2	3	4	5	N/A

## TRANSPORTATION AND MOBILITY

If you do not regularly commute to work or school, then please skip to Question 33.

**30. What is your primary mode of travel to get to work / school (mode used for the longest distance)?**

- Automobile / Motorcycle (own vehicle)
- Automobile (car pool)
- Walk
- Public Transit (including bus, ferry, or Access-A-Bus)
- Bicycle
- Taxi
- Work from home
- Other: \_\_\_\_\_

**31. What is the distance (in kilometres) you travel to get to work / school (one-way)?**

- Less than 2 kilometres
- Between 2 and 5 kilometres
- Between 6 and 10 kilometres
- Between 11 and 15 kilometres
- More than 15 kilometres
- Don't know

**32. What is your estimated average commute time to get to work / school (one-way)?**

Time in Minutes: \_\_\_\_\_

**33. What would encourage you to use public transit services more often than you do now?  
(Please check  all that apply)**

Added service to rural areas (i.e.: Fall River)	<input type="checkbox"/>	Improved /electronic/ fare payment options	<input type="checkbox"/>
Additional designated fully accessible routes	<input type="checkbox"/>	Improved schedule information/access to schedule information	<input type="checkbox"/>
Additional designated fully bike rack accessible routes (active transportation)	<input type="checkbox"/>	Increased safety on board, at terminals & stops	<input type="checkbox"/>
Additional Park & Ride lots	<input type="checkbox"/>	Increased service frequency	<input type="checkbox"/>
Additional shelters	<input type="checkbox"/>	More direct or limited stop routes	<input type="checkbox"/>
Additional urban core bus routes	<input type="checkbox"/>	Reliable/on-time service	<input type="checkbox"/>
Environmental concerns	<input type="checkbox"/>	Stops closer to home or work	<input type="checkbox"/>
Fewer transfers	<input type="checkbox"/>	Nothing	<input type="checkbox"/>
Other (please specify):			

**34. Currently, transit fare is \$2.25 per trip, with regular monthly passes at \$70. Would you be willing to pay more for improved transit service?**  
 Yes    No    Don't Know

**35. If you answered yes to Question 34 how would you like to see this cost for improved transit service absorbed?**  
 Through an increase in transit fares (at the farebox)  
 Through an increase in the tax rate  
 Through a decrease in funding for other service(s)

**36. Which of the new transit services added over the past few years may have influenced your decision to try public transit?**  
 New MetroLink premium commuter service  
 New U-Pass program for 5 area universities  
 New on-board bus surveillance system for better security  
 New MetroX rural commuter transit service  
 More Sunday / holiday and special event service  
 None of the above

37. The following question contains TWO sections. A rating of your satisfaction with the service provided, and your rating of its importance as a service or program that the Municipality provides.

How do you rate each of the following municipal government services?

Please circle a number under “Satisfaction”, and a number under “Importance”  Please use additional pages for comments	On a 5-point scale, rate <b>your satisfaction</b> with this service.  1 = Very Dissatisfied 5 = Very Satisfied N/A = No Opinion / Unsure						On a 5-point scale, rate the <b>overall importance to you</b> of this service.  1 = Very Unimportant 5 = Very Important N/A = No Opinion / Unsure					
<b>Transportation &amp; Mobility</b>	<b>Satisfaction</b>						<b>Importance</b>					
Ease of pedestrian travel	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by bicycle	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by bus	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by car	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of movement using a wheelchair/scooter	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Traffic signal timing / signal coordination	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Metro Transit services (bus / ferry)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Active transportation routes (e.g. bike lanes)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Access-A-Bus (door to door service)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Fully-accessible bus routes	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Bus service to rural areas	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Transit service frequency	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Bus route coverage (ability to get where you need to go via bus)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Transit terminal amenities	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Transit terminal and bus stop safety	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Harbour Ferry network	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Parking availability	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of finding parking downtown	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Park and Ride facilities	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Availability of taxis	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Widening of congested major streets	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Reversing lanes on busy streets	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Managing rush hour traffic	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Maintenance of streets and roads	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Snow and ice control / removal	1	2	3	4	5	N/A	1	2	3	4	5	N/A

## RECREATION, LEISURE, and CULTURE

Recreation, leisure and cultural facilities are available to citizens in HRM through a number of service providers – the Municipality, Community Boards and Associations, partnerships with School Board, universities, community college and military, and other private non-profit and for-profit organizations. This survey is interested in capturing your level of current participation in all forms, unless otherwise indicated.

38. In the past 12 months, approximately how often did you or a family member participate in each of the following activities? (Please **circle** the number that most closely applies to you.)

	ONCE OR TWICE PER YEAR	ONCE EVERY 2 TO 3 MONTHS	AT LEAST ONCE PER MONTH	AT LEAST ONCE PER WEEK	DAILY	NEVER
a. Participated in a recreation or leisure program	1	2	3	4	5	6
b. Visited a major park (Shubie, Point Pleasant, Halifax Public Gardens)	1	2	3	4	5	6
c. Used one of the HRM trails for leisure or transportation	1	2	3	4	5	6
d. Taken a walk in either downtown Halifax or Dartmouth for pleasure	1	2	3	4	5	6
e. Attended a festival or civic event (such as Natal Day or Bedford Days)	1	2	3	4	5	6
f. Attended an event at the Metro Centre	1	2	3	4	5	6
g. Attended a cultural presentation, such as a theatre production, or gallery in HRM	1	2	3	4	5	6
h. Visited an HRM public library, mobile library or library website	1	2	3	4	5	6
i. Participated in an event or activity at one of HRM's playgrounds, sports field or ball diamond	1	2	3	4	5	6
j. Participated in an activity or event at a community centre or hall, recreation facility, arena, pool, or other sports facility	1	2	3	4	5	6
k. Was a spectator at an activity or event at a community centre or hall, recreation facility, arena, pool, or other sports facility	1	2	3	4	5	6

39. Please name the facility or facilities you participated or were a spectator in when responding to question 38J and 38K above.

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40. The following question contains TWO sections. A rating of your satisfaction with the service provided, and your rating of its importance as a service or program that the Municipality provides.

How do you rate each of the following municipal government services?

Please circle a number under “Satisfaction”, and a number under “Importance”  Please use additional pages for comments	On a 5-point scale, rate <b>your satisfaction</b> with this service.  1 = Very Dissatisfied 5 = Very Satisfied N/A = No Opinion / Unsure						On a 5-point scale, rate the <b>overall importance to you</b> of this service.  1 = Very Unimportant 5 = Very Important N/A = No Opinion / Unsure					
<b>Recreation, Leisure and Culture</b>	<b>Satisfaction</b>						<b>Importance</b>					
Accessibility of recreation facilities and parks	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Indoor community recreation facilities	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Outdoor recreation facilities	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Sports fields and ball diamonds	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Bicycle paths, trails and walking paths	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Playgrounds	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Beaches and waterfront areas	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Parks (e.g. Shubie Park, Point Pleasant)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Public open / green spaces (e.g. Grand Parade, Halifax Commons)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Skateboard / bike parks	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for children (0-12 years)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for youth (13-19 years)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for adults	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for senior adults	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for the disabled	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for economically disadvantaged persons and families	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Concerts and major cultural events	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Major sporting events (e.g. Canada Winter Games, Tim Horton’s Brier)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Community events and festivals	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Opportunities for cultural expression	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Arts and Cultural facilities	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Public art	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Arts programming	1	2	3	4	5	N/A	1	2	3	4	5	N/A

Library facilities	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Library collection and services	1	2	3	4	5	N/A	1	2	3	4	5	N/A

**41. Do you find it difficult to access any recreation facilities (indoor / outdoor) or participate in any recreation or leisure programs within the HRM?**

*(Access typically refers to the following: affordability, the ease of getting to and from the facility or activity, or whether or not the facility or program is built to accommodate people with physical impairments)*

Yes     No

**42. If you responded YES to question 41, what are some of the reasons why you find it difficult to access recreation facilities or recreation and leisure programs within the HRM?**

a. Costs too much to visit facilities	<input type="checkbox"/>
b. Recreation programs cost too much (registration costs too expensive)	<input type="checkbox"/>
c. No facilities within a reasonable distance from my home / takes too long to get there	<input type="checkbox"/>
d. No transit service to local facilities	<input type="checkbox"/>
e. Facilities are not open during times I can use them	<input type="checkbox"/>
f. No recreation programming of interest to me	<input type="checkbox"/>
g. Recreation facilities are not accessible to me (not disabled-friendly)	<input type="checkbox"/>
h. Other (please specify):	

**43. What kind of recreation / community facilities would you like to see the Municipality invest in?**

**(Please check  just one box indicating your preference)**

a. Larger, more extensive (but fewer) recreation facilities	<input type="checkbox"/>
b. Smaller (but more) community recreation facilities	<input type="checkbox"/>
c. Balance of different sized facilities throughout the municipality	<input type="checkbox"/>
d. Don't know / No opinion	<input type="checkbox"/>

## COMMUNITY INFRASTRUCTURE

44. When reviewing applications for new construction in the HRM, there are times when the Municipality has to consider both the protection of the heritage of municipal properties and infrastructure and the value of new development. On these occasions, where do you think the Municipality should place the highest priority?

(Please check  just one box indicating your preference)

a. Heritage	<input type="checkbox"/>
b. Mixed (with heritage-preference)	<input type="checkbox"/>
c. Neutral	<input type="checkbox"/>
d. Mixed (with development preference)	<input type="checkbox"/>
e. Development	<input type="checkbox"/>
f. No opinion / Don't know	<input type="checkbox"/>

45. The Municipality spends a portion of its yearly budget on large projects, called capital projects. Please rank your TOP THREE (3) projects according to which you feel are the most important capital projects that you would like to see the Municipality pursue over the next 5 years.

**HOW:** Please place a (1) beside your top priority, a (2) beside your second highest priority, and a (3) beside your third highest priority, and so on until your Top 3 are ranked.

For example: New fire stations 1

Project	Ranking
a. Active transportation improvements (e.g. bike lanes, trails, sidewalks)	
b. Construction of new sidewalks / upgrades to existing sidewalks	
c. Expanding the harbour ferry network	
d. Improve condition of streets / roads	
e. Improve / upgrade / expand sewer / water infrastructure (rainwater, sewage, etc.)	
f. Improve existing recreation facilities	
g. More buses on existing routes to improve services	
h. More buses so that service can be expanded to new areas	
i. Municipal museum	
j. New Convention Centre	
k. New fire stations	
l. New indoor recreation facilities	
m. New outdoor recreation facilities (e.g. parks, spray pools, etc)	
n. New Metro Centre	
o. Redevelopment of downtown core - Dartmouth	
p. Redevelopment of downtown core - Halifax	
q. Upgrade major roadways to provide increased capacity	
r. Other (please specify):	

46. The following question contains TWO sections. A rating of your satisfaction with the service provided, and your rating of its importance as a service or program that the Municipality provides.

How do you rate each of the following municipal government services?

Please circle a number under “Satisfaction”, and a number under “Importance”  Please use additional pages for comments	On a 5-point scale, rate <b>your satisfaction</b> with this service.  1 = Very Dissatisfied 5 = Very Satisfied N/A = No Opinion / Unsure							On a 5-point scale, rate the <b>overall importance to you</b> of this service.  1 = Very Unimportant 5 = Very Important N/A = No Opinion / Unsure					
<b>Municipal Infrastructure, Maintenance and Environmental Services</b>	<u>Satisfaction</u>							<u>Importance</u>					
Quality of the drinking water	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Sidewalk repair	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Quantity of existing sidewalks	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Overall pavement condition	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Timely pothole repairs	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Street lighting	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Street cleaning	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Community Beautification (Floral displays, landscaping, etc.)	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Graffiti removal	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Litter control / Cleanliness	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Addressing dangerous / unsightly properties	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Garbage collection	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Recycling collection	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Green cart collection	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Sidewalk Snow removal	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Snow and Ice removal (streets)	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Public washrooms	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Wastewater treatment	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
<b>Planning &amp; Economic Development</b>	<u>Satisfaction</u>							<u>Importance</u>					
Design of streets, public spaces and boulevards	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Economic development	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
New residential development	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
New commercial development	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Heritage conservation	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Business licensing	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Public access along waterfronts	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Public consultation on planning issues	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Planning for community amenities / services	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
Public consultation on community issues	1	2	3	4	5	N/A	1	2	3	4	5	N/A	

## RESPECT FOR THE ENVIRONMENT

47. How would you rate the following environmental areas?

	VERY POOR	.....			VERY GOOD	UNDECIDED / NO OPINION
a. The air quality in your community	1	2	3	4	5	6
b. The water quality of rivers, streams, and lakes in your community	1	2	3	4	5	6
c. The quality of HRM drinking water	1	2	3	4	5	6
d. The water quality in the harbour	1	2	3	4	5	6
e. HRM's efforts to improve the water quality in the harbour	1	2	3	4	5	6
f. The effort of the Municipality in protecting the environment	1	2	3	4	5	6
g. The effort of the Municipality in promoting energy efficiency initiatives	1	2	3	4	5	6
h. The effort of the Municipality in promoting renewable energy use	1	2	3	4	5	6

48. What do you consider the most important *environmental* issue in the HRM?

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49. Would you like to see the Municipality invest in alternative energy sources for its buildings, facilities and assets (such as cars / trucks / buses), even if it meant that they were more expensive to buy and run, compared to other non-green fuel sources?

Yes       No       Don't Know

50. Do you receive the Municipality's "*Naturally Green*" environmental stewardship newsletter?

Yes       No       Don't Know

51. Has the information contained in the "*Naturally Green*" newsletter led to you making any changes in how you manage waste?

Yes       No       Don't Know

52. Are you or anyone else in your household currently participating in the Blue Bag and Paper Recycling program in the HRM

Yes       No       Don't Know

**53. If you answered NO to QUESTION 52 what are the main reasons why your household is not involved in Blue Bag or Paper Recycling programs? (Please check  all that apply)**

a. Do not believe in recycling / Recycling not important	<input type="checkbox"/>
b. Don't know anything about recycling program / Don't know how	<input type="checkbox"/>
c. Need more program information	<input type="checkbox"/>
d. Live in an apartment not serviced by the program	<input type="checkbox"/>
e. Too many stipulations / restrictions on recycling	<input type="checkbox"/>
f. No convenient depot to return recyclables	<input type="checkbox"/>
g. No space to store recyclables	<input type="checkbox"/>
h. Too messy / Concerned about pests	<input type="checkbox"/>
i. Too time consuming / Can't be bothered	<input type="checkbox"/>
j. No answer / No opinion	<input type="checkbox"/>
k. Other (please specify):	<input type="checkbox"/>

**54. Are you or anyone else in your household currently participating in the Green Cart Composting Program?**

Yes       No       Don't Know

**55. If you answered NO to QUESTION 54 what are the main reasons why your household is not involved in Green Cart composting? (Please check  all that apply)**

a. Do not believe in composting / Composting not important	<input type="checkbox"/>
b. Don't know anything about composting program / Don't know how	<input type="checkbox"/>
c. Need more program information	<input type="checkbox"/>
d. Live in an apartment with no access to green carts	<input type="checkbox"/>
e. Too many stipulations / restrictions on composting	<input type="checkbox"/>
f. No space to store compost	<input type="checkbox"/>
g. Too messy / Concerned about pests	<input type="checkbox"/>
h. Too time consuming / Can't be bothered	<input type="checkbox"/>
i. No answer / No opinion	<input type="checkbox"/>
j. Other (please specify):	<input type="checkbox"/>

56. If you were given the choice of where to focus spending over the next five (5) years in the area of **ENVIRONMENTAL PROTECTION**, what would be your priority?

Please rank your **TOP THREE** by placing a (1) beside your top priority, a (2) for your second highest priority, and a (3) beside your third highest priority.

For example: Ban sale of pesticides / herbicides at HRM retail stores 1

a. Ban the sale of pesticides / herbicides at HRM retail stores	
b. Develop disincentives to driving or driving alone	
c. Ensure that all new HRM facilities and buildings use or investigate alternative energy sources such as solar, wind or ground heat	
d. Ensure that all new vehicles purchased by HRM are environmentally friendly and low-emission (e.g. hybrid technology, smaller vehicles, bio-fuel, etc.)	
e. Expand / upgrade wastewater treatment facilities	
f. Improve the solid waste management programs (garbage, recycling, organics) to encourage less waste and lower landfill costs	
g. Improve major roadways to reduce delay and carbon emissions	
h. Improve water quality in our harbour	
i. Invest in ways to improve the cleanliness of HRM's beaches and lakes	
j. Manage development to reduce the cutting of trees and loss of green space	
k. Provide incentives to use public transit	
l. Solar / LED street and traffic lighting	
m. Don't know / No opinion	
n. Other (please specify):	

## COMMUNICATION WITH THE MUNICIPALITY

57. As a resident of HRM, what is your main source of information regarding what's happening in the Municipality? (Please check  all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Television                    | <input type="checkbox"/> Word of mouth                     |
| <input type="checkbox"/> Radio Station                 | <input type="checkbox"/> Internet                          |
| <input type="checkbox"/> Newspaper                     | <input type="checkbox"/> Municipal Direct Mail Information |
| <input type="checkbox"/> Other (please specify): _____ |  |

58. When the HRM has some news to share, how do you prefer to receive information? (Please check  all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Via the media             | <input type="checkbox"/> Electronically, via email                 |
| <input type="checkbox"/> Online via Halifax.ca     | <input type="checkbox"/> Via telephone (automated calling service) |
| <input type="checkbox"/> Newsletter or direct mail | <input type="checkbox"/> Other (please specify): _____             |

**59. How often would you like to hear from the HRM? Would you say:**

- Monthly
- About every 3 months
- About every 6 months
- About once per year
- Never
- Not sure

**60. What is it about HRM that you would like to know more about?**

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**61. On a scale of 1 (Very Unsatisfied) to 5 (Very Satisfied) please circle the number that comes closest to your satisfaction with the following:**

	VERY UNSATISFIED	.....			VERY SATISFIED	UNDECIDED / NO OPINION
a. The communication efforts of the Municipality	1	2	3	4	5	6
b. The information provided by the Municipality on how to become involved in community life (e.g. public meetings, volunteer opportunities, etc.)	1	2	3	4	5	6
c. HRM's public consultation on HRM initiatives	1	2	3	4	5	6
d. The ease of finding what you're looking for on the HRM website (www.halifax.ca)	1	2	3	4	5	6
e. The content on HRM's website (e.g. accuracy, completeness, etc.)	1	2	3	4	5	6
f. The ease of conducting business on the HRM website (e.g. paying bills / property taxes)	1	2	3	4	5	6
g. HRM's Call Centre (490-4000)	1	2	3	4	5	6
h. HRM's Customer Service Centres	1	2	3	4	5	6
i. HRM's Visitor Information Centres	1	2	3	4	5	6

## 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 group form only.

### 62. What area of HRM do you live in?

- District 1 - Eastern Shore / Musquodoboit Valley
- District 2 - Waverley – Fall River – Beaver Bank
- District 3 - Preston – Lawrencetown – Chezzetcook
- District 4 - Cole Harbour
- District 5 - Dartmouth Centre
- District 6 - East Dartmouth - The Lakes
- District 7 - Portland - East Woodlawn
- District 8 - Woodside - Eastern Passage
- District 9 - Albro Lake – Harbourview
- District 10 - Clayton Park West
- District 11 - Halifax North End
- District 12 - Halifax Downtown
- District 13 - Northwest Arm - South End
- District 14 - Connaught - Quinpool
- District 15 - Fairview / Clayton Park
- District 16 - Rockingham – Wentworth
- District 17 - Purcell’s Cove – Armdale
- District 18 - Spryfield – Herring Cove
- District 19 - Middle and Upper Sackville - Lucasville
- District 20 - Lower Sackville
- District 21 - Bedford
- District 22 - Timberlea – Prospect
- District 23 - Hammonds Plains – St. Margaret’s
- Don’t know
- NOT a resident of HRM

If you don’t know which District you reside in, you can find out by visiting the Municipality’s website at: <http://eservices.halifax.ca/districtLookup/> and inputting your address.

This information will remain anonymous, and will be used for analytical purposes only.

### 63. Are you female or male?

- Female
- Male

**64. How old are you?**

- 18 – 24 years old
- 24 – 34 years old
- 35 – 44 years old
- 45 – 54 years old
- 55 – 64 years old
- 65 – 75 years old
- Older than 75 years

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

- Elementary school / Junior high school (Grade 8)
- Some high school
- Graduated high school
- Some community college / technical school
- Graduated community college / technical school
- Some university
- Graduated university
- Post-graduate

**66. What is your total annual household income, before taxes?**

- 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

**67. Do you own or rent your home?**

- Own (includes live with parents)
- Rent

**68. If you answered that you own your own home in Question 64, your most recent annual property tax bill is?**

- 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
- No answer

## **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?**

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## **PRIZE DRAW:**

Please enter your contact information to be eligible to win one of five \$200 gift certificates to Atlantic Superstore, or movie passes to Empire Theatres.

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

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Address: \_\_\_\_\_

## **THANK YOU!**

**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 and engagement efforts for the Municipality.**

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