

# Citizen Survey



For misplaced passcodes or other technical questions,  
please contact PRA Inc.:  
[admin@pra.ca](mailto:admin@pra.ca) 1-888-877-6744 (toll free)

**HALIFAX**

## 2018 Citizen Survey

Welcome to the 2018 Citizen Survey! Thank you in advance for taking the time to participate in this survey. Your responses will help guide the Halifax Regional Municipality with its immediate and long-term planning. The results from this survey will be available on the municipality's website at [www.halifax.ca/citizensurvey](http://www.halifax.ca/citizensurvey).

The survey should take approximately 25 minutes to complete, and for your participation, you will be eligible to win one of 10 VISA or Mastercard gift cards valued at \$100.

**The deadline for completing this survey is  
August 19, 2018.**

Responses will be kept strictly confidential and the results of the survey will not be used in any way that will allow anyone to identify you or your responses. Your participation is voluntary and you can discontinue your participation at any time. To conduct this survey, the municipality has hired PRA Inc., a national research firm. For misplaced passcodes or other technical questions, please contact PRA Inc.: [admin@pra.ca](mailto:admin@pra.ca) or 1-888-877-6744 (toll free)

Thank you in advance for your participation.

**PASSCODE** (see invitation letter): \_\_\_\_\_

## Quality of Life

**Q1.** How would you rate the overall quality of life in the Halifax region?

*Please check only one.*

- Very Good
- Good
- Poor
- Very Poor

**Q2.** In the past five years, the quality of life in the Halifax region has...

*Please check only one.*

- Improved
- Stayed the same
- Worsened

## Value for Taxes

**Q3.** 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?

*Please check only one.*

- Very good value
- Good value
- Poor value
- Very poor value
- No opinion / Don't know (skip to question Q5)
- Do Not Pay Property Tax (e.g. rent, live with parents) (skip to question Q5)

**Q4.** Can you share the reason(s) why you feel this way about the value for your property taxes?

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**Q5.** When the municipality is creating the municipal budget, please indicate which of the statements comes closest to your point of view. The municipality should:

*Please check only one.*

- Decrease taxes and fees, even if municipal services must decrease
- Maintain taxes and fees, even if it means reducing some services to maintain others
- Increase municipal services, even if taxes or fees must increase

**Q6.** If adding services and facilities, or maintaining existing service levels meant an increased cost to provide those services, which would you prefer most as a way to fund this increase?

*Please check only one.*

- Increases to user fees
- Increases to property taxes
- Increases to municipal debt
- Both user fee and property tax increases
- A combination of increases to user fees, property tax increases, and debt
- Don't know

## Satisfaction with Services

**SI1.** Please tell us how satisfied you are with each of the following services provided by the municipality. If you don't know, or have not had any experience with the service to provide a rating, please choose Don't Know / No Opinion.

*Please check the box that corresponds with your response.*

Service	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ No Opinion
Arts and cultural facilities and programs	<input type="checkbox"/>				
Bike lanes / Cycling facilities	<input type="checkbox"/>				
Business support services (e.g. licenses, permits)	<input type="checkbox"/>				
Community planning / Land use planning and approvals	<input type="checkbox"/>				
Community standards (e.g. by-law enforcement, animal control)	<input type="checkbox"/>				
Economic development	<input type="checkbox"/>				
Emergency preparedness	<input type="checkbox"/>				
Environmental protection and sustainability	<input type="checkbox"/>				
Garbage, recycling, and organics collection	<input type="checkbox"/>				
Litter control / Graffiti removal / Cleanliness	<input type="checkbox"/>				
Overall city maintenance	<input type="checkbox"/>				
Parking enforcement	<input type="checkbox"/>				
Public / Community engagement (e.g. consultations on projects like Cogswell District, Centre Plan, etc.)	<input type="checkbox"/>				
Public transit (bus / ferry)	<input type="checkbox"/>				
Public transit (Access-A-Bus)	<input type="checkbox"/>				
Overall transit service	<input type="checkbox"/>				
Recreation facilities (e.g. community centres, sports fields)	<input type="checkbox"/>				
Recreation programming	<input type="checkbox"/>				

Sidewalk maintenance	<input type="checkbox"/>				
Street / Road maintenance	<input type="checkbox"/>				
Traffic management (e.g. signals, road widening, etc.)	<input type="checkbox"/>				
Traffic / Pedestrian safety	<input type="checkbox"/>				
Winter maintenance (snow and ice control)	<input type="checkbox"/>				

**SI2.** Overall, how satisfied are you with the delivery of all the services provided by the municipality?

*Please check only one.*

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

**SI3.** The cost of delivering municipal services is rising, and even the cost of maintaining some service levels is increasing. Maintaining or increasing some service levels without additional revenues may require reducing other services.

For each of the following service areas, please indicate whether you believe the municipality should increase the level of service, maintain the level of service, or reduce the level of service.

*Please check the box that corresponds with your response.*

Service	Increase service levels	Maintain service levels	Reduce service levels
Arts and cultural facilities and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bike lanes / Cycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business support services (e.g. licenses, permits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community beautification (e.g. landscaping, floral displays)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community planning / Land use planning and approvals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community standards (e.g. by-law enforcement, animal control)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency preparedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental protection and sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garbage, recycling, and organics collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter control / Graffiti removal / Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks, playgrounds, and green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public / Community engagement (e.g. consultations on projects like Cogswell District, Centre Plan, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit (bus / ferry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit (Access-A-Bus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation facilities (e.g. community centres, sports fields)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sidewalk maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street / Road maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic management (e.g. signals, road widening, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic / Pedestrian safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Winter maintenance (snow and ice control)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Community Priorities

**CP1.** In 2017, Regional Council approved six Council priorities.

*Please rate them in terms of their importance to you.*

Council Priorities	Very Important	Important	Not Important	Not at all Important
<b>Governance and Engagement</b> through improved management of municipal resources, clear communications with the public, and opportunities to participate in municipal policy and planning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Economic Development</b> through attracting investment and keeping and growing business and talent in the municipality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Healthy Liveable Communities</b> through investments in public safety, recreation and leisure programming and facilities, considerations for the environment, and supporting the health of the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Transportation</b> improvements through investments in public transit, active transportation, traffic congestion reduction, and maintaining our roadways and sidewalks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service Delivery</b> improvements focused on making service to people and businesses better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Social Development</b> through investments to make it easier for all persons to be able to afford or access programs and services they need to participate fully in life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**CP2.** The municipality invests in various infrastructure projects, including buying or building new assets, or investing in existing ones (e.g. new 4-pad rink / a new roof on a recreation facility / new sidewalks / pothole repairs).

*Please rate them in terms of their importance to you.*

Infrastructure Categories	Very Important	Important	Not Important	Not at all Important
Buildings and facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrated mobility projects such as streets, sidewalks, Active Transportation projects (cycling, walking), and traffic improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit, including buses, ferries, and their facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment and corporate fleet (e.g. fire and police vehicles, ice resurfacers, fire equipment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology supporting municipal operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**CP3.** The municipality spends a portion of its yearly budget on infrastructure to meet both growth requirements and community expectations. Please rank the top three (3) infrastructure projects that you would like to see the municipality pursue over the next 5 years.

*Please place a:*

- 1** beside your top priority
- 2** beside your second highest priority
- 3** beside your third highest priority

	Arenas / Ice surfaces
	Arts and cultural facilities
	Commuter rail
	Improved / Additional public transit facilities
	Improving existing facilities
	Maintenance of existing sidewalks, walkways, and trails

	Maintenance of existing streets and roads (e.g. fill potholes, patching, crack sealing)
	More buses on existing routes
	More buses so that service can be expanded to new areas
	New / Refurbished community branch libraries
	New / Repair of outdoor recreation facilities (e.g. playgrounds, skate parks, sports fields)
	New active transportation improvements (e.g. new sidewalks, bike lanes, walkways, and trails)
	New recreation facilities / Community centres
	New stadium
	Technology to improve service delivery / Customer service / Accessibility
	Upgrade major roadways to provide increased capacity (e.g. road widening, reversing lanes)
	Other (please describe): _____ _____

## Service Quality

**CS1.** Have you had any contact with a municipal employee either in-person, in writing, by telephone, email / web site, by fax, by social media, or by encounter with a police / by-law officer over the last 12 months?

*Please check only one*

- Yes       No (please skip to CS7)

**CS2.** How did you contact the municipality during your most recent interaction?

*Please check all that apply.*

- In person – Customer Service Centre
- In person – Other (please indicate) \_\_\_\_\_
- Telephone (311 or 902-490-4000)
- Telephone (911)
- Telephone – Direct to an employee
- Website (www.halifax.ca)
- Twitter (e.g. @hfxgov, @hfxcivicevents, etc.)
- Posted mail
- Email – Specific person
- Email – General
- Elected Official (Councillor / Mayor)
- Police officer / Compliance officer (e.g. parking, by-law)

**CS3.** Have you accessed the municipality's Customer Service Centre in-person in the last 12 months?

*Please check only one.*

- Yes       No (please skip to CS5)

**CS4.** If you accessed a Customer Service Centre what services did you use?

*Please check all that apply.*

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

**CS5.** How satisfied were you with your most recent contact with the municipality?

*Please check only one.*

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

**CS6.** Thinking about the quality of service you received during your most recent contact(s) with the municipality, please indicate your opinion in the following areas:

*Please check the box that corresponds with your response.*

Customer Service	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/ No Opinion
a. Municipal staff were knowledgeable	<input type="checkbox"/>				
b. I was treated in a friendly, courteous manner	<input type="checkbox"/>				
c. I was treated fairly	<input type="checkbox"/>				
d. I was satisfied with the amount of time it took to get the service	<input type="checkbox"/>				
e. If the person I contacted was unable to assist me, I was directed to the right person	<input type="checkbox"/>				
f. I was satisfied with the outcome of my interaction	<input type="checkbox"/>				
g. I would use this service if it was offered online	<input type="checkbox"/>				

The municipality would like to identify key areas of action to improve customers' online experience by making services more convenient, intuitive, and easier to use.

**CS7.** How recently have you accessed the [www.halifax.ca](http://www.halifax.ca) website?

*Please check only one.*

- Within the last week
- Within the past month
- Within the past six months
- Within the past 12 months
- Have not accessed in the past 12 months
- Have never accessed [www.halifax.ca](http://www.halifax.ca) website

**CS8.** How recently have you accessed any of the municipal services offered online at <https://www.halifax.ca/home/online-services>?

*Please check only one.*

- Within the last week
- Within the past month
- Within the past six months
- Within the past 12 months
- Have not accessed in the past 12 months
- Have never accessed any online services?

**CS9.** Which online service(s) did you access in the past 12 months?

*Check all that apply.*

- Made an online request
- Completed an online payment
- Conducted a search for information
- Registered or made a booking
- Reported something
- Contacted the municipality
- Other (please specify): \_\_\_\_\_

**CS10.** Do you have any suggestions to improve your experience / are there any services you would like to see available through the self-serve online portal?

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**CS11.** How likely are you to use online services in the future?

*Please check only one.*

- Very likely
- Likely
- Unlikely
- Very unlikely

## Access to Information / Public Engagement

**PE1.** Please indicate how often you have received or accessed information from the Halifax Regional Municipality within the past 12 months?

*Please check the box that corresponds with your response.*

	Never	1-2 times	3-5 times	6-10 times	More than 10 times
a. Made a Freedom of Information Request	<input type="checkbox"/>				
b. Viewed or used an Open Dataset	<input type="checkbox"/>				
c. Visited the Municipal Archives or used their online catalogue	<input type="checkbox"/>				
d. Viewed Council meetings on Halifax.ca	<input type="checkbox"/>				
e. Accessed agendas, minutes, or reports through Halifax.ca	<input type="checkbox"/>				
f. Participated in a public consultation	<input type="checkbox"/>				
g. Called 311	<input type="checkbox"/>				
h. Contacted Councillors or municipal staff	<input type="checkbox"/>				
i. Viewed or engaged the municipality's social media channels (e.g. Twitter, Facebook)	<input type="checkbox"/>				
j. Other (please describe): _____ _____	<input type="checkbox"/>				

**PE2.** Overall, how easy or difficult do you find doing the following from the municipality?

*Please check the box that corresponds with your response.*

	Have not tried to access	Very easy	Easy	Difficult	Very difficult
a. Making a Freedom of Information Request	<input type="checkbox"/>				
b. Viewing or using an Open Dataset	<input type="checkbox"/>				
c. Visiting the Municipal Archives or using their online catalogue	<input type="checkbox"/>				
d. Viewing Council meetings on Halifax.ca	<input type="checkbox"/>				
e. Accessing agendas, minutes, or reports through Halifax.ca	<input type="checkbox"/>				
f. Participating in a public consultation	<input type="checkbox"/>				
g. Calling 311	<input type="checkbox"/>				
h. Contacting Councillors or municipal staff	<input type="checkbox"/>				
i. Viewing or engaged the municipality's social media channels (e.g. Twitter, Facebook)	<input type="checkbox"/>				
j. Other (please describe): _____ _____	<input type="checkbox"/>				

**PE3.** Please indicate how frequently you have participated or engaged with the Halifax Regional Municipality over the past 12 months.

*Please check the box that corresponds with your response.*

	Never	1-2 times	3-5 times	6-10 times	More than 10 times
a. Completed online surveys from the municipality	<input type="checkbox"/>				
b. Spoke directly with my Councillor or municipal staff	<input type="checkbox"/>				
c. Completed email or feedback form	<input type="checkbox"/>				
d. Contacted the municipality through social media (e.g. Twitter, Facebook)	<input type="checkbox"/>				
e. Attended an in-person public meeting	<input type="checkbox"/>				
f. Participated in an online discussion	<input type="checkbox"/>				
g. Participated in a workshop or conference	<input type="checkbox"/>				
h. Spoke at a board or committee meeting	<input type="checkbox"/>				
i. Met with an advisory committee	<input type="checkbox"/>				
j. Other (please describe): _____ _____	<input type="checkbox"/>				

**PE4.** Do you agree or disagree that the municipality provides sufficient tools and information to allow you to meaningfully participate and engage with the municipality?

*Please check only one.*

- Completely Agree
- Agree
- Disagree
- Completely Disagree

**PE5.** What barriers or challenges, if any, have you encountered in accessing Halifax Regional Municipality information or participating or engaging with the municipality?

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**PE6.** What is your preferred method(s) of being engaged by the Halifax Regional Municipality?

***Check all that apply.***

- Online survey
- In-person public meeting / Town Hall
- Workshop / Conference
- Social media (e.g. Twitter, Facebook)
- Speaking at a board or committee meeting
- Online discussion
- Newsletter / Direct mail
- Email
- Telephone (via automated calling service)
- Other (please specify): \_\_\_\_\_
- None

## Public Safety

**Please note: The Halifax Regional Municipality includes Halifax Regional Police and Halifax District RCMP. In your responses, please focus on your overall experience with police in the municipality.**

**PS1.** When you think about police in Halifax, to what extent do you agree or disagree with each of the following statements.

**Please check the box that corresponds with your response.**

Police	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
a. The police treat people fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The police show care and concern for the welfare of the citizens they deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The police make decisions based on facts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The police provide the same quality of service to all citizens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The police understand the issues that affect this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. I generally support how the police usually act	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. I would help the police if asked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. I would call the police to report a crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. I would call the police for assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PS2.** In the past 2 years, did the police approach you, stop you, or make contact with you for any reason?

**Please check only one.**

Yes       No (Skip to PS4)

**PS3.** How satisfied or dissatisfied were you with the way the police treated you the last time this happened?

*Please check only one.*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

**PS4.** About how often would you say that the police in your neighbourhood exceed their authority?

*Please check only one.*

- Never / Almost never
- Rarely
- Sometimes
- Most of the time
- Always / Almost always

**PS5.** Taking everything into account, how good a job do you think the police in this area are doing?

*Please check only one.*

- Excellent
- Good
- Average
- Poor
- Very poor

**PS6.** How safe from crime do you feel walking alone in your area after dark?

*Please check only one.*

- Very safe
- Reasonably safe
- Somewhat unsafe
- Very unsafe
- Do not walk alone

**PS7.** Have you, or someone in your household been a victim of a crime in the past year?

*Please check only one.*

- Yes
- No (please skip to PS11)

**PS8.** The last time this happened, where did this incident happen?

*Check all that apply.*

- At your home
- Near your home
- At your work
- Elsewhere in the Halifax region
- Outside of the municipality

**PS9.** What type of crime was it?

*Check all that apply.*

- Property crime (e.g. break and enter, theft, arson, fraud, mischief)
- Violent crime (e.g. robbery, assault, attempted murder, murder, abduction)
- Other kind of crime (e.g. indecent acts, harassment, hate speech, cybercrime)

**PS10.** Did you or anyone else report it to the police?

*Please check only one.*

Yes       No

Halifax Regional Fire & Emergency (HRFE) provides Fire and Emergency Management services throughout the Halifax Regional Municipality. These services are delivered by career and volunteer personnel.

**PS11.** Fire services are based on three lines of defence: Public Education, Fire Prevention, and Emergency Response. Are you or are you not aware that HRFE provides the following fire services / activities?

*Please check the box that corresponds with your response.*

Fire Services	Aware	Not Aware
Public Education / Information programs	<input type="checkbox"/>	<input type="checkbox"/>
Fire prevention / Fire code inspections and enforcement	<input type="checkbox"/>	<input type="checkbox"/>
Fire fighting and rescue	<input type="checkbox"/>	<input type="checkbox"/>
Medical response	<input type="checkbox"/>	<input type="checkbox"/>
Motor vehicle accident response	<input type="checkbox"/>	<input type="checkbox"/>
Technical / Water rescue	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous Materials response	<input type="checkbox"/>	<input type="checkbox"/>
Community / Public events (e.g. parades / festivals)	<input type="checkbox"/>	<input type="checkbox"/>

**PS12.** Emergency Management ensures readiness in the event of a natural or man-made disaster. Are you or are you not aware that HRFE provides the following services?

*Please check the box that corresponds with your response.*

Emergency Management	Aware	Not Aware
Community risk analysis	<input type="checkbox"/>	<input type="checkbox"/>
Disaster planning and exercises	<input type="checkbox"/>	<input type="checkbox"/>
Response and recovery	<input type="checkbox"/>	<input type="checkbox"/>
Manages the municipality's Emergency Operations Centre (EOC)	<input type="checkbox"/>	<input type="checkbox"/>

**PS13.** Have you required or witnessed a response from Halifax Regional Fire & Emergency in the past year?

*Please check only one.*

- Yes       No (if no, please skip to question PS15)

**PS14.** How satisfied were you with the services provided by Halifax Regional Fire & Emergency?

*Please check only one.*

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

**PS15.** How confident are you that Halifax Regional Fire & Emergency will respond to emergency calls in a timely manner?

*Please check only one.*

- Completely confident
- Confident
- Not very confident
- Not at all confident
- Don't know / No opinion

**PS16.** In the event of an emergency or disaster situation, Halifax Regional Fire & Emergency recommends that you have enough supplies to last you for 72 hours, and a plan in case you need to evacuate your home. Do you meet this recommended guideline?

*Please check only one.*

- Yes
- No

## 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)

*Please check only one.*

- At least once per week
- At least once per month
- Once every 2-3 months
- Once or twice per year
- Never

**RL2.** Have you registered for or participated in a municipally-run recreation program over the past 12 months?

*Please check only one.*

- Yes
- No

**RL3.** Do you find it difficult to access any municipal facilities or participate in any recreation or leisure programs run by the municipality?

(Access meaning: Affordability / The ease of getting to and from the facility or activity / Whether the facility or program is built to accommodate persons with physical, emotional or intellectual disabilities)

*Please check only one.*

- Yes
- No (skip to Question RL5)

**RL4.** 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.**

- Registration / User fees are too high compared to other recreation service providers / Athletic associations
- No facilities or programs of interest are within a reasonable distance from my home / Takes too long to get there
- No transit service to local facilities
- Facilities are not open during times I can use them
- No recreation programming of interest to me
- Recreation facilities are not accessible to me (not disabled-friendly)
- Other (please specify): \_\_\_\_\_

**RL5.** Is there any additional recreation, arts, culture, and leisure programming that you would like to see the municipality offer?

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# Parks

**PR1.** How frequently have you used the following over the past year?

*Please check the box that corresponds with your response.*

Parks	Weekly	Monthly	Every 2-3 Months	1-2 times per year	Haven't used
a. Parks	<input type="checkbox"/>				
b. Playgrounds	<input type="checkbox"/>				
c. Wilderness trails	<input type="checkbox"/>				
d. Sports fields / Ballfields	<input type="checkbox"/>				
e. Off-leash dog parks	<input type="checkbox"/>				
f. Public washrooms	<input type="checkbox"/>				
g. Beaches / Waterfront areas	<input type="checkbox"/>				

**PR2.** How satisfied are you with the cleanliness / maintenance of the following?

*Please check the box that corresponds with your response.*

Parks	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Haven't used/No Opinion
a. Parks	<input type="checkbox"/>				
b. Playgrounds	<input type="checkbox"/>				
c. Wilderness trails	<input type="checkbox"/>				
d. Sports fields / Ballfields	<input type="checkbox"/>				
e. Off-leash dog parks	<input type="checkbox"/>				
f. Public washrooms	<input type="checkbox"/>				
g. Beaches / Waterfront areas	<input type="checkbox"/>				

**PR3.** How would you rate your overall park experience?

*Please check only one.*

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

**PR4.** Is there anything that would enhance the overall park experience for you?

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## 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?

*Please check only one.*

- Yes       No (please skip to LIB5)

**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 Central Library
- Halifax North Memorial
- J.D. Shatford (Hubbards)
- Keshen Goodman
- Musquodoboit Harbour
- Sackville
- Sheet Harbour
- Tantallon
- Woodlawn
- Home Delivery / Borrow by Mail
- Website ([halifaxpubliclibraries.ca](http://halifaxpubliclibraries.ca))
- Digital Collection (ebooks, streaming, emagazines, etc.)
- 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?

*Please check the box that corresponds with your response.*

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

**LIB4.** Where do you most often get your information about library services?

*Check all that apply.*

- Library staff
- Digital screen in branch
- Website
- Facebook
- Twitter
- Instagram
- Library poster
- Printed program listings
- Other (please specify): \_\_\_\_\_

**LIB5.** How important are public libraries and the services they provide to your community?

***Please check only one.***

- Very important
- Important
- Not Important
- Not at all Important
- Don't know / No opinion

**LIB6.** What, if anything, prevents you from using the library more often?

***Check all that apply.***

- Inconvenient open hours
- Inconvenient location
- Overdue fines
- Transportation issues
- No programs / Services / Books I want
- Too noisy / Crowded
- Too difficult to register for a card
- Accessibility issues
- Not enough computers
- Nothing. I like the library the way it is
- Other (please specify): \_\_\_\_\_

# Transportation

If you do not regularly commute to work or school, then please skip to Question T3.

**T1.** Do you commute to work or school?

*Please check only one.*

- Yes       No (Skip to Question T3)

**T2.** What is your primary mode of travel to get to work / school (mode used for the longest distance)?

*If you use more than one mode, please check all that apply.*

- Walk
- Bicycle
- Public transit (including bus, ferry, or Access-A-Bus)
- Rural transit (e.g. MusGo Rider)
- Taxi
- Drive myself by car or motorcycle
- Am a passenger in a car, or on a motorcycle
- Other (please specify): \_\_\_\_\_

**T3.** Have you used Halifax Transit in the past 12 months?

*Please check only one.*

- Yes       No (Skip to question T5)

**T4.** If you answered Yes to Question T3, how frequently do you use Halifax Transit?

***Please check only one.***

- Daily
- Several times per week
- Several times per month
- Several times per year

**T5.** What would encourage you to use public transit services more often than you do now?

***Check all that apply.***

- Added service to rural areas (e.g. Fall River)
- Improved / Electronic fare payment options
- Additional designated fully accessible routes
- Improved schedule information / Access to schedule information
- Additional bike rack accessible buses
- Increased safety on board, at terminals & stops
- Additional Park & Ride lots
- Increased service frequency
- Additional shelters
- More direct or limited stop routes
- Additional urban core bus routes
- Reliable / On-time service
- Environmental concerns
- Stops closer to home or work
- Fewer transfers
- App to determine bus arrival times
- Nothing. Happy with current services
- Nothing. I don't plan to use transit
- Other (please specify): \_\_\_\_\_

**T6.** Please indicate your thoughts about parking downtown:

***Check all that apply.***

- I feel that more off-street parking (e.g. parkade / parking lot) is needed in downtown Halifax
- I feel that more off-street parking (e.g. parkade / parking lot) is needed in downtown Dartmouth
- I feel that there is sufficient parking available
- I feel that less parking is needed

## Final thoughts:

**F1.** In your opinion, what are the top three issues facing the Halifax region over the next five years that you feel the municipality should invest greater resources?

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

## DEMOGRAPHIC QUESTIONS

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

**D1.** What are the first three characters of your postal code? \_\_\_\_\_

**D2.** How many years have you lived in the Halifax Regional Municipality?  
(Please include years prior to amalgamation)

- 0 - 4 Years
- 5 - 9 Years
- 10 – 14 Years
- 15 - 20 Years
- More than 20 Years

**D3.** What gender identity do you most associate with?

- Man
- Woman
- Non-binary
- Prefer not to say

**D4.** How old are you?

- 18 – 34 years old
- 35 – 54 years old
- 55 and older
- Prefer not to say

**D5.** What is the highest level of education you have completed?

- No certificate, diploma, or degree
- Secondary (high) school diploma or equivalency certificate
- Apprenticeship or trades certificate or diploma
- College, CEGEP or other non-university certificate or diploma
- University graduate (Bachelor's degree)
- University certificate, diploma, or degree above bachelor level
- Prefer not to say

**D6.** What was your 2017 total household income, before taxes?

*Your best estimate is fine.*

- |   |   |
|---|---|
| <input type="checkbox"/> Less than \$30,000               | <input type="checkbox"/> \$30,000 to less than \$50,000   |
| <input type="checkbox"/> \$50,000 to less than \$75,000   | <input type="checkbox"/> \$75,000 to less than \$100,000  |
| <input type="checkbox"/> \$100,000 to less than \$125,000 | <input type="checkbox"/> \$125,000 to less than \$150,000 |
| <input type="checkbox"/> Over \$150,000                   | <input type="checkbox"/> Prefer not to say                |

**D7.** Do you own or rent your home?

- Own home (with or without mortgage)
- Rent
- Live in parent's / relative's home
- Other (group home / retirement facility / university residence)
- Prefer not to say

**D8.** Number of people in household?

- 1       2       3       4       5       6 or more

**D9.** Are there children (under the age of 18) or seniors (age 65+, including yourself) living in your household?

*Please check all that apply.*

- Children       Seniors       Neither

**D10.** How much was your most recent annual property tax bill?

- |  |  |
|--|--|
| <input type="checkbox"/> Less than \$1,000                   | <input type="checkbox"/> Between \$1,000 and \$2,000 |
| <input type="checkbox"/> Between \$2,000 and \$3,000         | <input type="checkbox"/> Between \$3,000 and \$4,000 |
| <input type="checkbox"/> Between \$4,000 and \$5,000         | <input type="checkbox"/> Over \$5,000                |
| <input type="checkbox"/> Don't Know / Don't pay property tax | <input type="checkbox"/> Prefer not to say           |

The Halifax Regional Municipality has identified valuing diversity and inclusion as a corporate priority. To support this, we are asking you to please self-identify based on the ethnicity categories of the Canadian Census.

**D11.** What is your ethnic identity?

***Check all that apply***

- White
- South Asian (e.g. East Indian, Pakistani, Sri Lankan, etc.)
- Chinese
- Black (African Nova Scotian)
- Black (African Canadian)
- Filipino
- Latin American
- Arab
- Southeast Asian (e.g. Vietnamese, Cambodian, Laotian, Thai, etc.)
- West Asian (e.g. Iranian, Afghan, etc.)
- Korean
- Japanese
- First Nations (North American Indian; includes Status and Non-Status Indians)
- Metis
- Inuk (Inuit)
- Other
- Prefer not to say

**COMMENTS OR FEEDBACK**

Do you have any final comments about this survey?

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**PRIZE DRAW:**

Please enter your contact information to be eligible to win one of 10 VISA/Master-card prepaid credit cards valued at \$100.

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

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

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

**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 Regional 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 (MGA), any personal information collected in this survey will only be used by municipal staff and, if necessary, individuals under service contract with the Halifax Regional Municipality for purposes relating to the 2018 Citizen Survey and for prize selection; the information 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 personal information, please contact the Access and Privacy Office at 490-7460 or [accessandprivacy@halifax.ca](mailto:accessandprivacy@halifax.ca).

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



**HALIFAX**