HALIFAX

P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Item No. 5
Halifax Regional Council
November 23, 2021

TO: Mayor Savage and Members of Halifax Regional Council

SUBMITTED BY: Original Signed

Jerry Blackwood, Executive Director, Finance & Asset Management

Original Signed by

Jacques Dubé, Chief Administrative Officer

DATE: November 10, 2021

SUBJECT: 2021 Resident Survey

INFORMATION REPORT

ORIGIN

This report stems from the municipality's commitment in the 2020/21 business plan to conduct a community priorities survey, as outlined in the Information Report to the Executive Standing Committee of Council of May 27, 2019.

LEGISLATIVE AUTHORITY

***Halifax Regional Municipality Charter*, Council and Chief Administrative Officer relationship 34**
34 (1) The Chief Administrative Officer is the head of the administrative branch of the government of the Municipality and is responsible to the Council for the proper administration of the affairs of the Municipality in accordance with the by-laws of the Municipality and the policies adopted by the Council.

BACKGROUND

In alignment with Administrative Priority of Community Focused, and to support evidence-based decision making, the 2021 Resident Survey was conducted from September 1 – 24, 2021.

The 2021 Resident Survey is the 10th survey HRM has conducted since amalgamation in 1996. The Resident Survey is a public engagement tool used to gather information from our diverse communities; it acts as a gauge of the satisfaction of residents and taxpayers with the services provided by their municipal government. The results of the survey guide strategic priority planning, and associated business planning and budgeting decisions. The survey resultsprovides Regional Council and administration with valuable insight into what matters most to residents.

On June 27, 2011 the Executive Standing Committee endorsed a long-term survey cycle; the comprehensive Resident Survey is conducted every two years to provide regular data for decision-making and service performance reporting. In the interim years an online Municipal Budget Survey is conducted to solicit public feedback into the budget process as approved by Regional Council's Budget Committee on Dec 1, 2020. The Municipal Budget Survey unlike the Resident Survey is not a scientifically validated format.

DISCUSSION

The 2021 Resident Survey was developed in collaboration with municipal business units, and with input from the Halifax Partnership.

PRA Inc., a national research firm, was contracted via standard procurement process to conduct the survey on behalf of the municipality. The PRA Inc. report is included as an attachment to this report. The report and data from the survey will be made available to the public at www.halifax.ca/citizensurvey/.

Methodology:

The 2021 Resident Survey was an invitation-based survey conducted from Sept 1 – 24, 2021. Respondents who received an invitation were given the option to complete the survey online, via telephone, or by paper copy. A random-sampling approach was used to determine which households received invitations, which allows a margin of error to be applied to the results and for the results to be generalized to the whole population of the municipality.

HRM's civic address database was used to randomly select 20,000 single-family and multi-unit residential households across the municipality to receive an invitation to participate. To ensure fair and equitable representation, the distribution of invitations was based on the population in each district, as a percentage of the total population in the regional municipality. This invitation-based methodology was used for the 2010, 2012, 2014, and 2018 citizen surveys, however for the 2021 Resident Survey the distribution was based on population instead of households, which allowed for a more even number of surveys per district. For the 2021 Resident Survey the number of invitations was increased with the intent of increasing the number of responses, to reduce the margin of error, and ideally allowing more accurate data at the district/ demographic level. Of the 20,000 invitations sent, approximately 1,000 were returned as undelivered.

The survey contained over 300 unique components across more than 100 questions, ranging in topics from quality of life, value for taxes, housing, food security, economy and employment, inclusiveness and sense of connectedness, environment, municipal leadership and engagement, customer service satisfaction, satisfaction with and funding for services, community priorities, policing, public safety, recreation and leisure, parks, public libraries, transportation, and key issues of focus for municipal leaders.

The survey also captured a broad range of demographic information that allows the analysis of results by demographic markers.

Public Engagement and Increasing Representation

Communication for the 2021 Resident Survey included advertisements in daily and community newspapers, digital newspapers, social media advertising (Facebook, Twitter, Instagram), and a follow-up postcard to all invited households reminding them to complete the survey. Regional Council members were also provided messaging that they could include in their social media or newsletters to encourage constituents to participate if they received an invitation.

Due to the methodology selected (Civic Address database), it was not possible to ensure that the households selected were representative of all demographics.

In an effort to increase participation from out diverse communities, the administration worked with the Office of Diversity & Inclusion to develop communications to help increase the response rate in traditionally underrepresented communities and encourage participation from several distinct community groups. Specifically, emails to organizations and community leaders with increased connections to these communities were distributed to encourage members to complete the survey if they received an invitation to participate. Additionally, messaging was included for these organizations to encourage interested members who did not receive an invitation but wanted to complete the survey to contact the municipality to request access. Messaging was created to encourage participation from the African Nova Scotian, Indigenous, Immigrant, and Francophone and Acadian communities, as well as to persons with disabilities, members of the 2SLGBTQ+ community, and women’s organizations.

Unfortunately, these additional efforts did not result in an increase in participation of diverse participants for the 2021 Resident Survey, with 89% of respondents being white, and only 1% each being African Nova Scotian, African Canadian, First Nations, or Mi’kmaq and/or L’nu. Past survey response has been overwhelmingly from white Nova Scotians (2018: 91%, 2020: 91%), with low response rates from African Nova Scotian, African Canadian, and First Nations residents (in the 1% - 2% range). There was a marginal increase in survey response from the Acadian/Francophone community, compared to the 2020 Municipal Budget Survey (11% in 2021, up from 8% in 2020).

It should be noted that the ability to develop a more robust community engagement plan was limited due to public health considerations related to Covid-19. Future public engagement will focus more heavily on pre-engagement communication and/or targeted engagement.

Interpreting the Results

Of the 20,00 invitations distributed, approximately 1,000 were returned undeliverable, leaving a final sample of around 19,000. A total of 1,766 surveys were completed, which results in a response rate of 9.3% (on par with 9.5% obtained in 2018). Among the 1,766 completed surveys, 1,653 (94%) were completed online, 42 were completed by telephone (2%), and 71 were completed by mail (4%).

The margin of error for this survey is ± 2.3%. This means that the results will be within the range of the reported number by ± 2.3%, 19 times out of 20 or at the 95% confidence level. For example, if a result shows that 80% of residents say they receive good value for the property taxes they currently pay, the real result lies between 77.7% and 82.3% (80% + 2.3% = 82.3%, or 80% - 2.9% = 77.3%). This represents the range within which true sentiment for HRM residents toward value for taxes can be expected to fall 95% of the time.

As a comparator for the 2018 Citizen Survey, 11,500 invitations were distributed, with 1,097 completions (9.5% response rate). In 2014, 11,971 surveys were distributed with 592 completions (4.9% response rate).

Results Analysis

The attached HRM 2021 Resident Survey (Consultant Report) contains a thorough analysis of the results and significant variances between different demographics. A summary of key results is included in this Information Report, by topic, as follows.

- Respondent Profile
- Quality of Life
- Housing and Development
- Food Security
- Economy and Employment
- Inclusiveness / Sense of Connectedness
- Environment and Climate Change
- Value for Taxes
- Municipal Leadership and Engagement
- Satisfaction with Services and Service Funding
- Community Priorities
- Service Quality
- Policing
- Public Safety
- Recreation and Leisure
- Parks
- Public Libraries
- Transportation
- Top of Mind Issues

This information report will compare results from the 2021 Resident Survey with the 2018 and 2014 Citizen Surveys. The results of the 2018 and 2014 Citizen Surveys are shown only where available. If only one number is shown, this will be the 2021 Resident Survey result.

Data is reported at the Regional level only in this report, unless otherwise noted. Respondents were asked to indicate their district of residence, so data is available for district-level results; however, despite an increase in the total number of responses, the number of responses per district is low resulting in a high margin of error on results. Caution should be exercised in interpreting results at the district level as they may not be representative of that population. That same caveat would apply to any demographic group where there are not a substantial number of responses (typically about 400 for a population of approximately 450,000).

In terms of proportion of responses by HRM District, results were fairly evenly spread, with the number of responses per district varying depending on the question. As an example, for Question 1 ‘How would you rate the overall quality of life in the Halifax Regional Municipality?’, the number of responses per district ranged from 66 to 175.

Numbers have been rounded in this information report, so may vary slightly from the tabular data.

Full survey results, including responses by demographic group and District are available at:
https://www.halifax.ca/city-hall/accountability-transparency/citizen-survey.

Respondent Profile

Table 1: Weighting profile		
	% (n = 1,766)	Population
Gender (current gender)		
Man	45%	48%
Woman	51%	52%
Other gender definition	1%	-
Prefer not to say	3%	-
Age		
18 to 34	14%	30%
35 to 54	28%	34%
55 to 74	45%	29%
75 and older	11%	8%
Prefer not to say	3%	-
Region		
Urban	81%	82%
Suburban	6%	4%
Rural	14%	14%
Population data is based on 2016 Census information for gender and age, and on information from the Halifax Regional Municipality for region. Note: Totals may not equal 100% due to rounding.		

The table below summarizes the demographic profile of respondents.

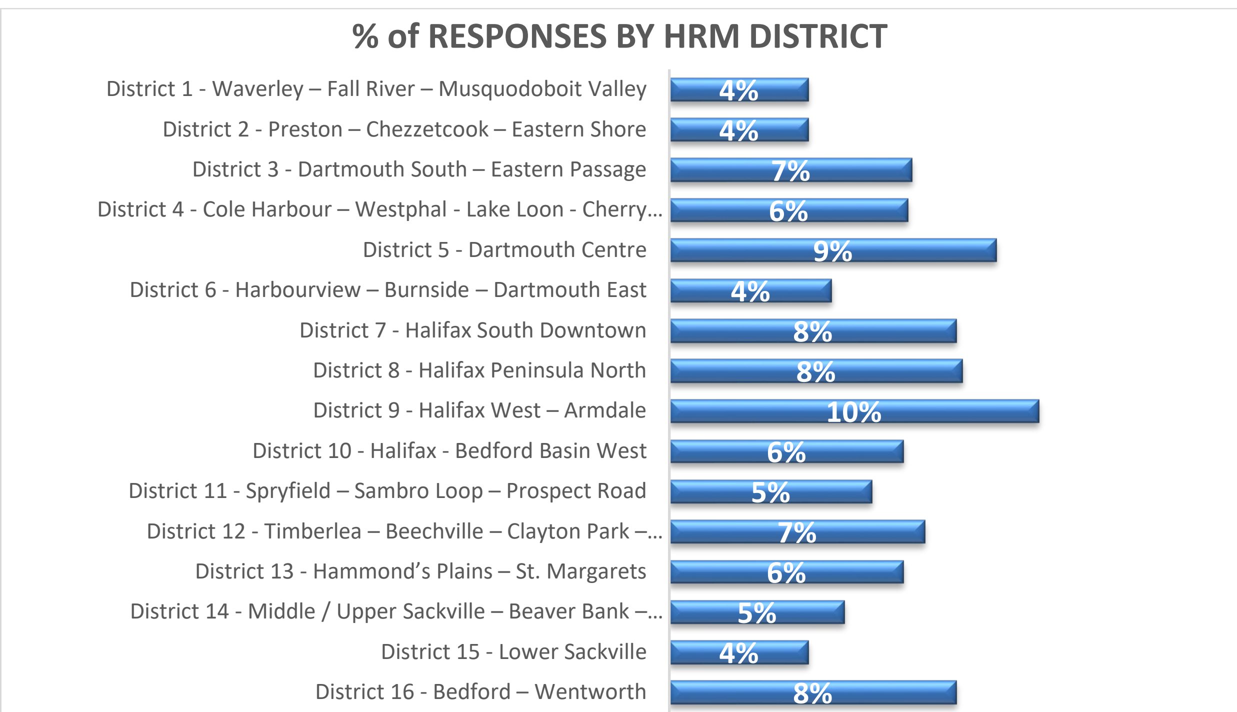
Table 2: Profile of respondents

	% (n = 1,766)		% (n = 1,766)
Years lived in HRM		**Employment status**	
4 years or less	15%	Employed	64%
5 to 9 years	11%	Retired/unable to work	26%
10 to 14 years	10%	Unemployed	6%
15 to 20 years	7%	Student	4%
More than 20 years	57%	Homemaker	2%
Highest level of education		**Access to high-speed internet**	
High school diploma or lower	14%	Yes	94%
Apprenticeship, trades, college, CEGEP, or other non-university certificate or diploma	24%	Yes, but cannot afford	3%
University graduate	36%	No	3%
University certificate, diploma, or degree above bachelor level	27%		
Total household income		**Annual property tax**	
Less than $50,000	28%	Less than $2,000	16%
$50,000 to less than $75,000	20%	Between $2,000 and $3,000	20%
$75,000 to less than $100,000	17%	Between $3,000 and $4,000	14%
$100,000 to less than $125,000	13%	Over $4,000	14%
Over $125,000	22%	Don’t know/don’t pay property tax	37%
Rent or own		**People in household**	
Own home	66%	1	23%
Rent	33%	2	46%
Other	1%	3 or more	31%
Children or seniors in household*		**Identify as**	
Children	23%	Person with disability	14%
Seniors	25%	Acadian or Francophone	11%
Neither	54%	Member of 2SLGBTQ+	9%

Note: Totals may not equal 100% due to rounding.
*Note: Respondents could provide more than one answer; totals may sum to more than 100%.

The table below provides the demographic profile of respondents.

Table 3: Respondents' ethnicity	
	% (n = 1,766)
Caucasian	89%
Chinese	2%
South Asian	2%
Métis	2%
Black (African Canadian)	1%
First Nations	1%
Filipino	1%
Latin American	1%
Arab	1%
Black (African Nova Scotian)	1%
West Asian	1%
Mi'kmaq and/or L'nu	1%
Korean	1%
Southeast Asian	<1%
Japanese	<1%
Inuk (Inuit)	<1%
Other	3%
Note: Respondents could provide more than one answer; totals may sum to more than 100%.	



Quality of Life

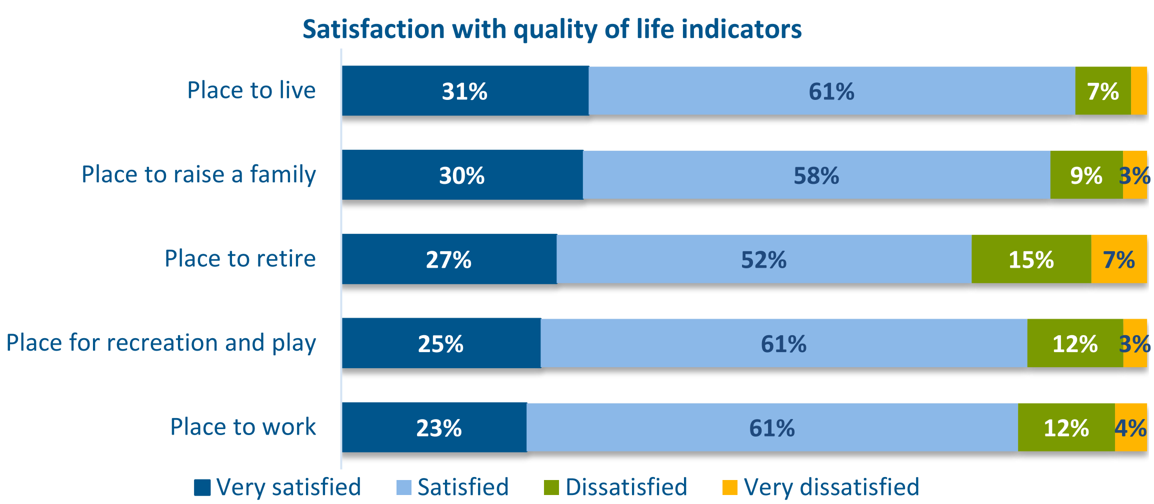
- 88.4% of respondents rate the quality of life in Halifax as ***very good*** (31%) or ***good*** (57%), which is down slightly from 2018 (96%) and 2014 (94%).

- Over the past five years, 18.8% of respondents say the quality of life in the municipality has ***improved***, versus 29% who say it has ***worsened***. This is a significant change from 2018, where 38% of respondents said the quality of life has improved.

- Top mentions for reasons why the ***quality of life has improved*** include beautification (more green space / better parks) (20%), better transit service (17%), better roads / road maintenance (17%), bike lanes/trails (16%), Amenities – shops/restaurants (12%), Development / growth / construction (12%), and Recreation opportunities (11%).

- Top mentions for why the **quality of life has worsened** include Housing – Lack of affordable / available housing (51%), Issues with healthcare delivery/access to healthcare (25%), Rental costs / lack of rent controls (19%), Cost of living / inflation (16%), Transportation (congestion, problems – 15%), Homelessness / poverty issues (12%), COVID lockdown / restrictions (12%), and Construction concerns / lack of planning (12%).

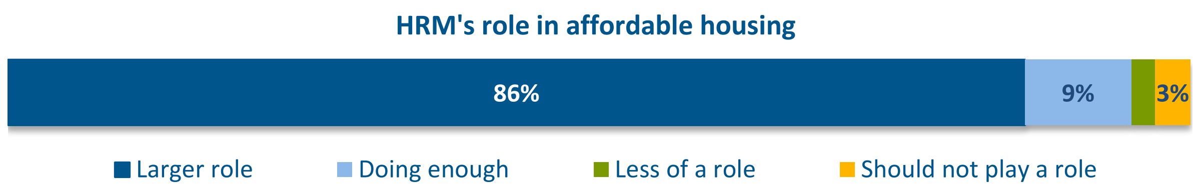
- Most residents are satisfied with various quality of life indicators.



When comparing overall quality of life to feelings on how quality of life has changed in the past 5 years, almost all of those who reported having a poor or very poor quality of life also reported that quality of life in the municipality has worsened in the past 5 years. Those reported good or very good quality of life generally reported that quality of life had stayed the same over the past 5 years (56.6% and 58.1% respectively). There is a sizable portion (29.5%) of respondents that report good quality of life but still feel like their quality of life has worsened over the past 5 years.

Housing and Development

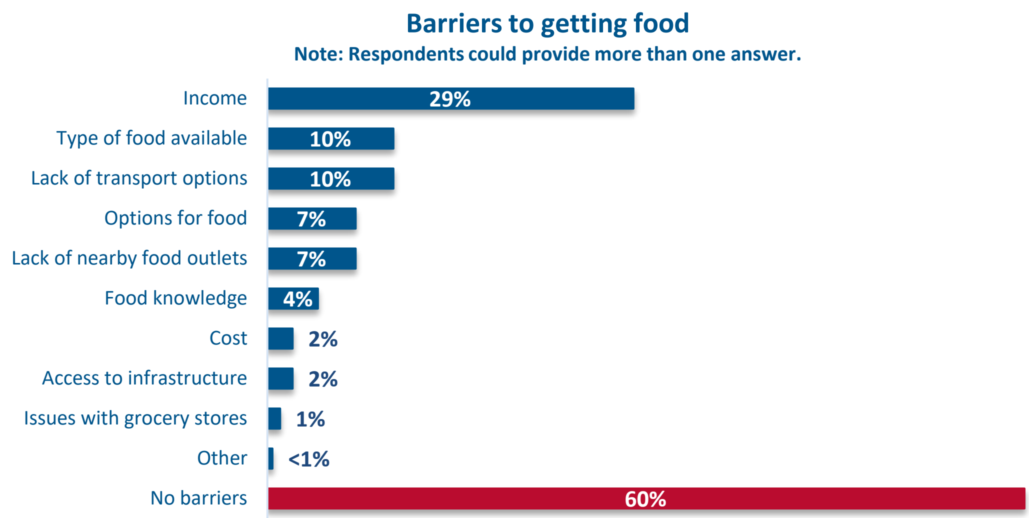
- Over 9 in 10 (91%) residents feel that there is at least some type of housing lacking in their community, with emergency shelters identified as lacking most often.
- Slightly less than 2 in 3 respondents indicate that they meet some type of basic housing need, most often affordability.
- Eight-six (86%) of respondents think that the municipality should be playing a larger role in supporting affordable housing.



Generally, those who report that they feel the municipality should do more to support affordable housing think that the HRM should explore many different tools and programs to address their concern. Of those who feel the municipality should do more 76.7% are in favour of *inclusionary zoning*, 66.4% are in favour of *community land trusts*, 59.8% favour *no-net-loss policies*, 57.2% favour the use of *a municipal land development agency*, 54.6% favour *municipal housing*, and 51.2% favour *developing grant or incentive programs*. There was little support for *rent control* (1.8%), *working with multiple levels of government* (0.5%) *tiny homes* (0.3%) and *co-op housing* (0.2%). There is significantly less interest in any of these initiatives from those who feel the HRM is doing enough, those who feel the HRM should do less, and those who feel that the HRM shouldn't be involved at all.

Food Security

- One third of respondents say they experience at least some form of food insecurity, with 6% saying they experience it often or always.
- When asked what barriers prevent them from being able to get the food, they need to be healthy and active, 4 in 10 residents identified a barrier, most commonly income. Of those who experience food insecurity often or always, the most common barriers were income and lack of transportation.
- A significant majority choose not to participate in any municipal food initiatives, regardless of how often they experience food insecurity (90.1% for never, 89.9% for rarely, 82.6% for sometimes, 73.2% for often and, 82% for always).

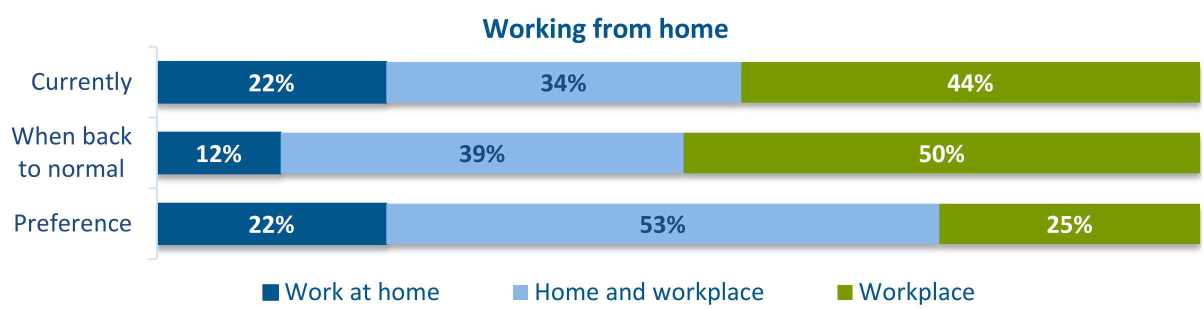


- More than 9 in 10 residents think the municipality should be investing in some type of food action, most commonly to offer more food access programs like Mobile Food Market or reduce barriers and encourage food uses in communities.

Economy and Employment

- About two thirds of respondents feel like there are sufficient opportunities in the region to find work in their profession of choice. Overall, about 1 in 4 residents anticipate they or someone in their family will have to move to find work.

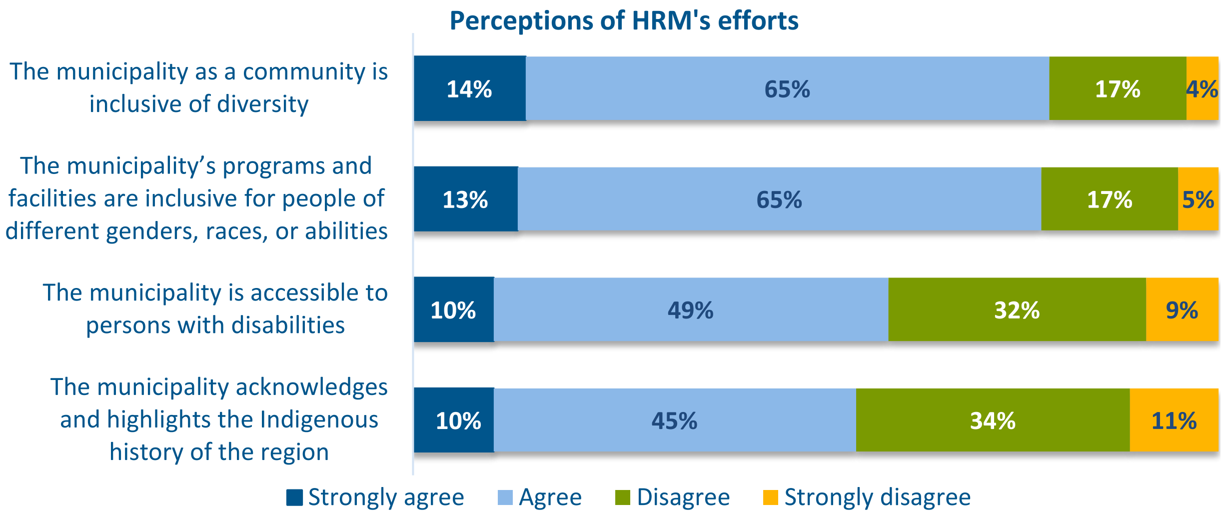
- When asked about current, expected, and preferred working arrangements, most respondents indicated a preference for a mix of working from home and their workplace compared to their current or expected arrangement.



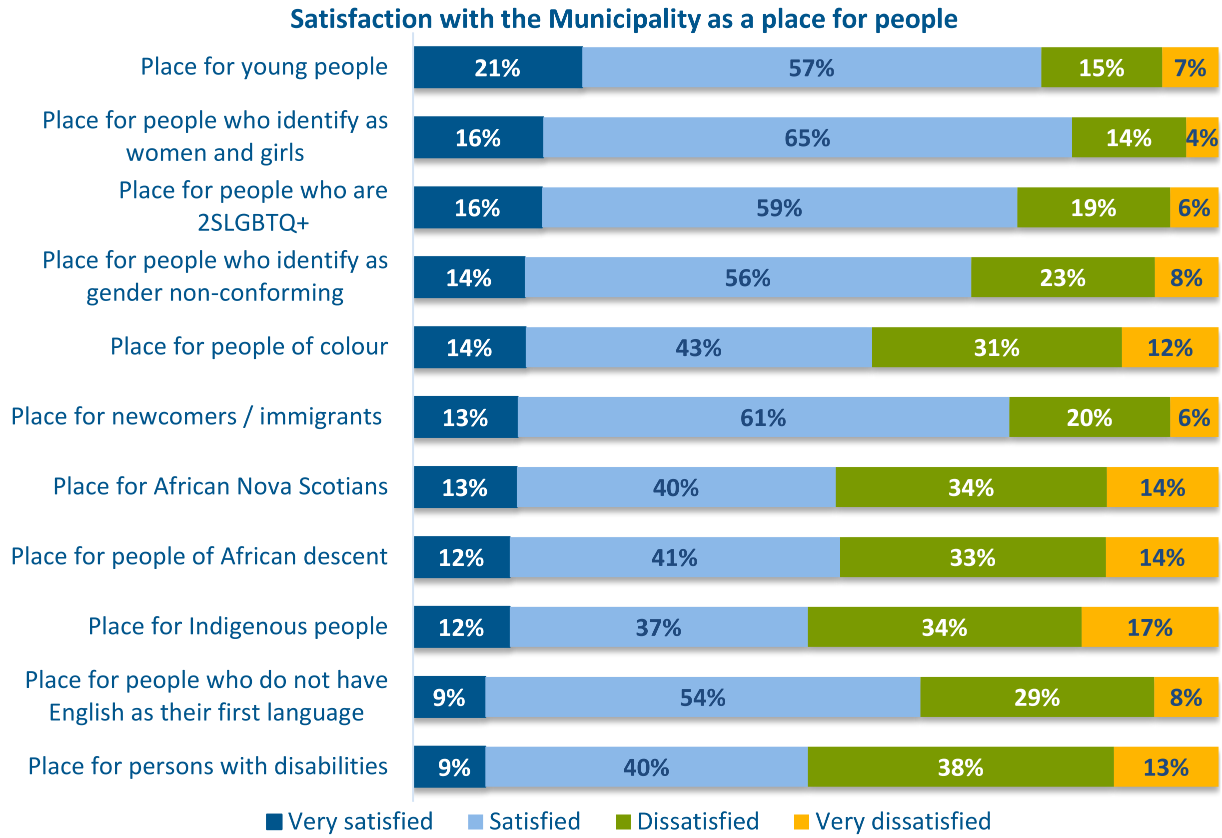
Inclusiveness / Sense of Connectedness

- Residents are split between those that are very satisfied (9%) or satisfied (41%) and those who are dissatisfied (36%) and very dissatisfied (15%) with the municipality's efforts to combat racism. Of interest, there is no statistical or practical difference in satisfaction between those who identify as Caucasian and those who identify as a visible minority.

- Most residents strongly agree or agree with four statements about the municipality's efforts related to equity, diversity, and inclusion, however only about 1 in 10 strongly agree with each statement.



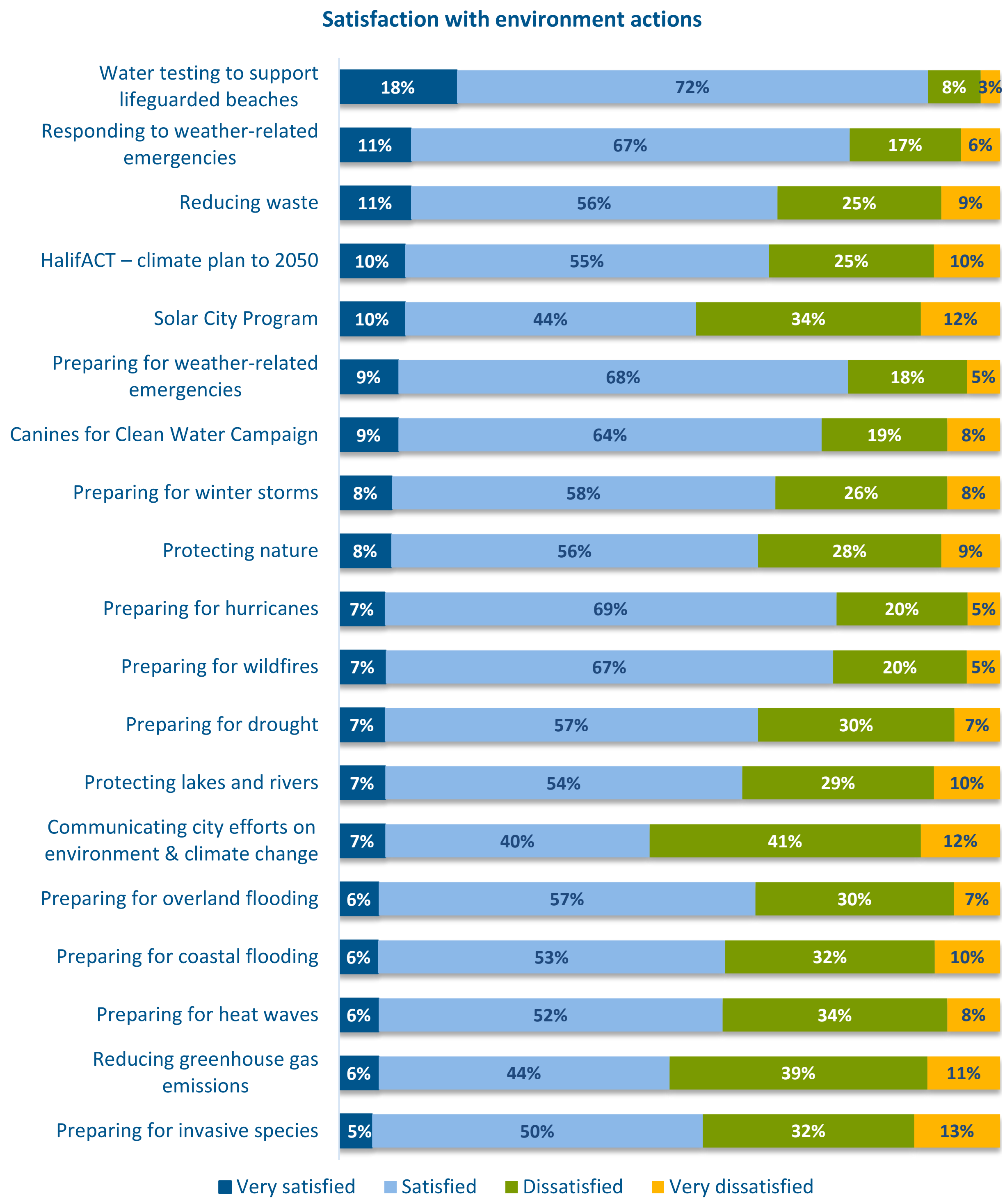
- The majority of residents tend to be satisfied or very satisfied with 11 different aspects related to inclusiveness and connectedness, with the exception of the municipality being a place for Indigenous people and a place for persons with disabilities, where a slight majority are dissatisfied or very dissatisfied. There tend to be some consistent differences among demographics groups (although not always statistically significant). Specifically, women, younger residents, those with more education, renters, those who identify as a visible minority, those who identify as a person with a disability, and those who identify as 2SLGBTQ+ tend to be more likely to be very dissatisfied with the statements.

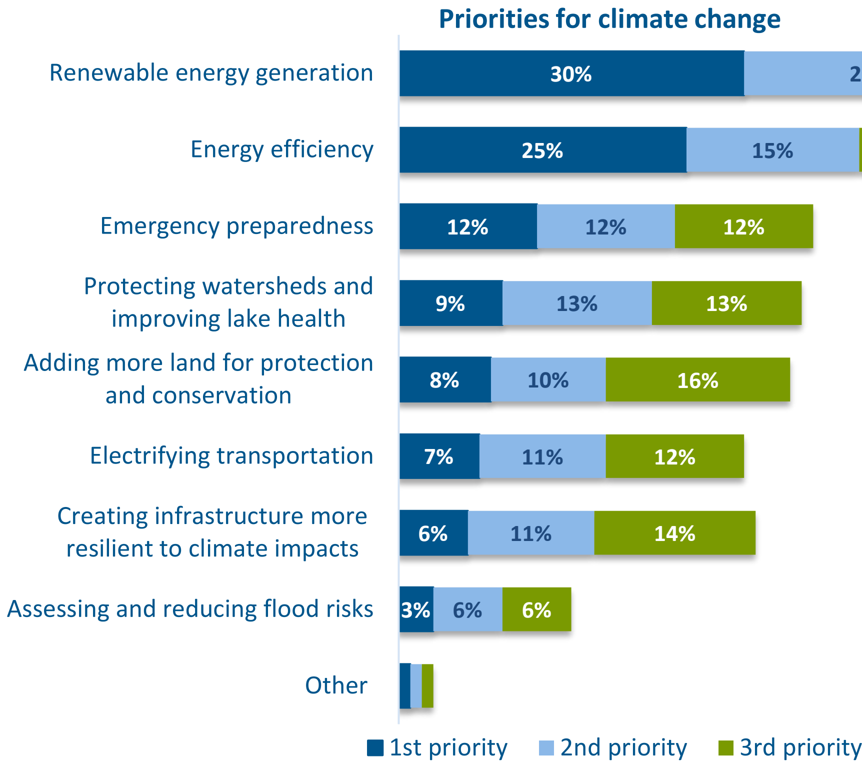


<u>Environment and Climate Change</u>

- Most residents tend to be satisfied with statements related to the municipality's efforts on environment and climate change, although, in most cases, about 1 in 10 residents or less are very satisfied. However, only one statement has more than half of residents dissatisfied or very dissatisfied — communicating the city's efforts on environment and climate change.

- In terms of priorities for where the municipality should focus spending over the next five years related to the area of environmental and climate change action, residents put the greatest priority on renewable energy generation, with 2 in 3 residents ranking it in their top three, which includes 30% who rank it first.

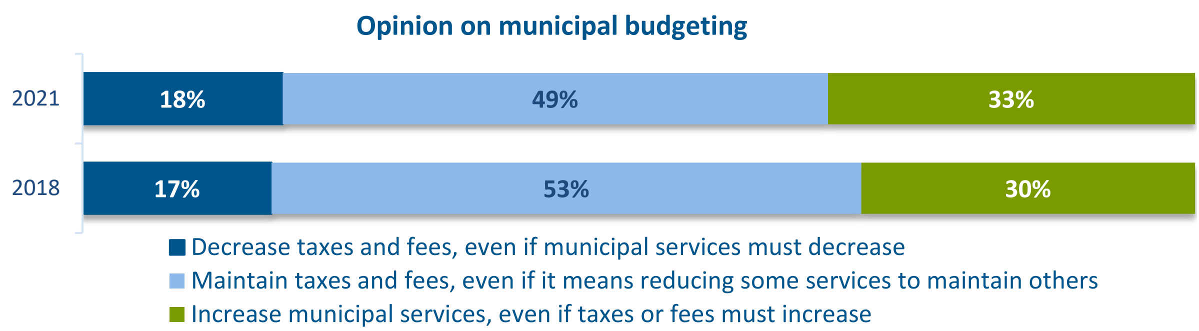

Satisfaction with environment actions
Water testing to support lifeguarded beaches 18% 72% 8% 3%
Responding to weather-related emergencies 11% 67% 17% 6%
Reducing waste 11% 56% 25% 9%
HalifACT – climate plan to 2050 10% 55% 25% 10%
Solar City Program 10% 44% 34% 12%
Preparing for weather-related emergencies 9% 68% 18% 5%
Canines for Clean Water Campaign 9% 64% 19% 8%
Preparing for winter storms 8% 58% 26% 8%
Protecting nature 8% 56% 28% 9%
Preparing for hurricanes 7% 69% 20% 5%
Preparing for wildfires 7% 67% 20% 5%
Preparing for drought 7% 57% 30% 7%
Protecting lakes and rivers 7% 54% 29% 10%
Communicating city efforts on environment & climate change 7% 40% 41% 12%
Preparing for overland flooding 6% 57% 30% 7%
Preparing for coastal flooding 6% 53% 32% 10%
Preparing for heat waves 6% 52% 34% 8%
Reducing greenhouse gas emissions 6% 44% 39% 11%
Preparing for invasive species 5% 50% 32% 13%
Very satisfied
Satisfied
Dissatisfied
Very dissatisfied



Value for Taxes

- 72% of respondents feel that they receive either *very good* (11%) or *good* (61%) value for their property taxes, compared to 74% in the 2018 Citizen Survey, and 65% in the 2014 Citizen Survey.

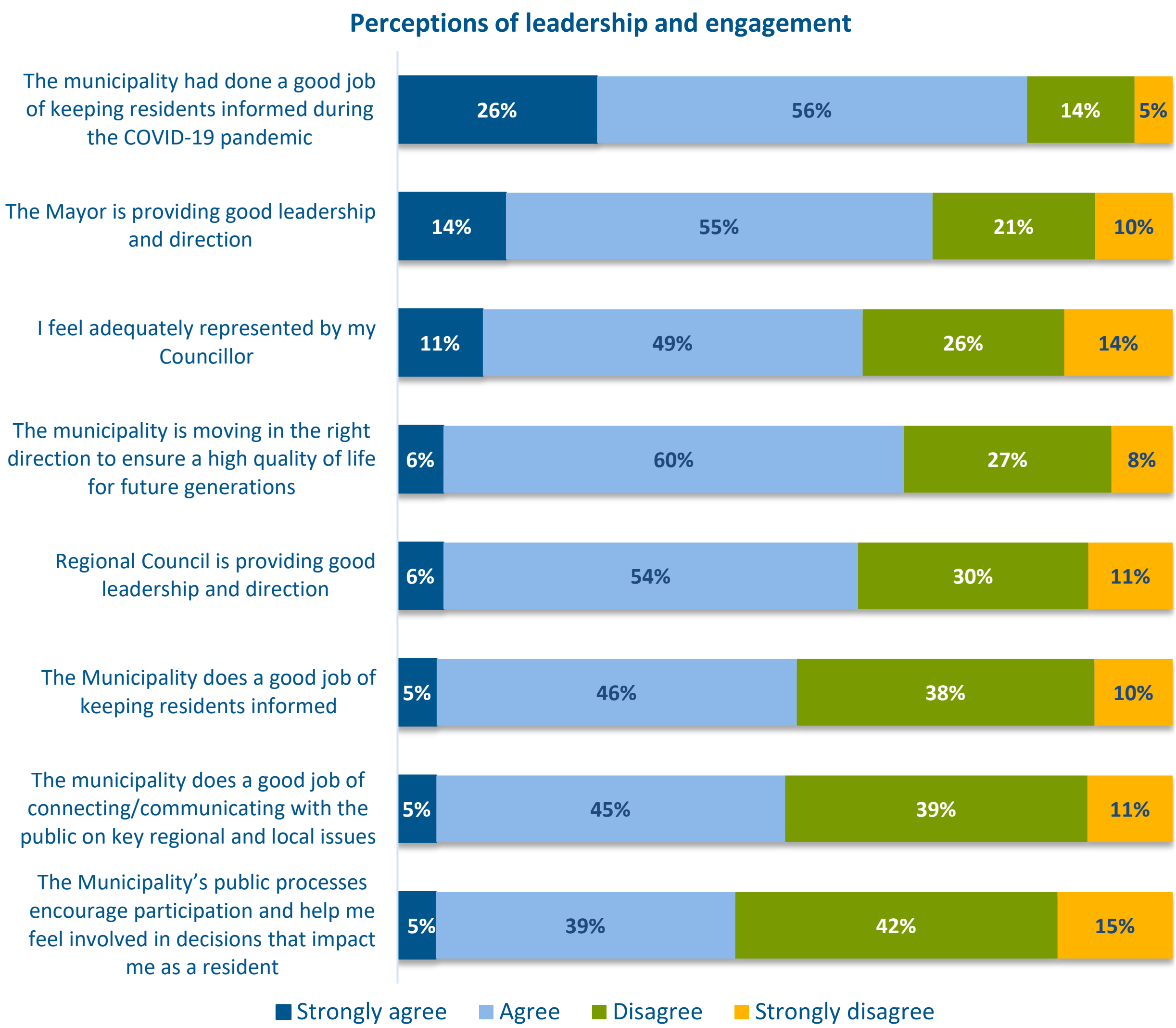
- About twice as many say that they would *increase services (with increases to taxes and fees)* as *decrease services*. Results are very similar to 2018.



- About two thirds of residents say that they are very (21%) or somewhat (47%) comfortable with increasing the level of debt the municipality holds. Only 11% were very uncomfortable.

Municipal Leadership and Engagement

- Among eight statements related to leadership and engagement, residents were most likely to agree or strongly agree that the municipality had done a good job of keeping residents informed during the COVID-19 pandemic, while least likely to agree that the municipality's public processes encourage participation and help them feel involved in decisions that impact them as a resident.

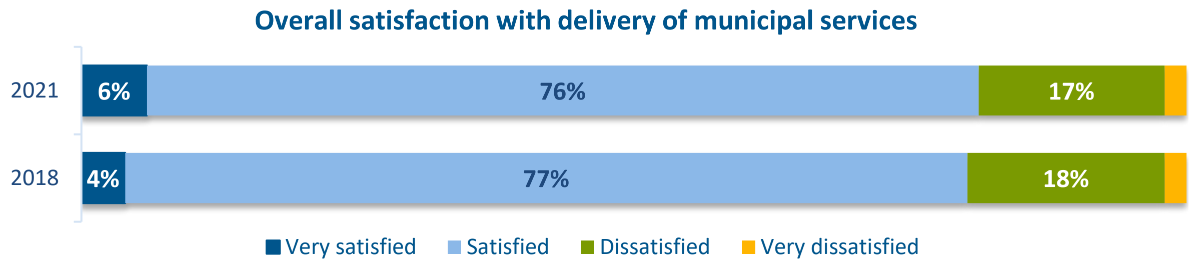


- About 3 in 4 residents identify at least one barrier for them to participate in community decision-making, with several barriers selected by about 1 in 3 residents. The most common barriers were *Lack of information about ongoing projects* (37%), *Not sure how to participate* (35%), *Time* (35%), and *Work / family or other commitments* (31%).

- Most residents (91%) felt that the *municipality provided them the right tools / options to enable them to vote*, and 79% indicated that they *voted in the most recent 2020 municipal election*. However, this is more than double the reported turnout (about 40%) which likely indicates a high respondent bias.

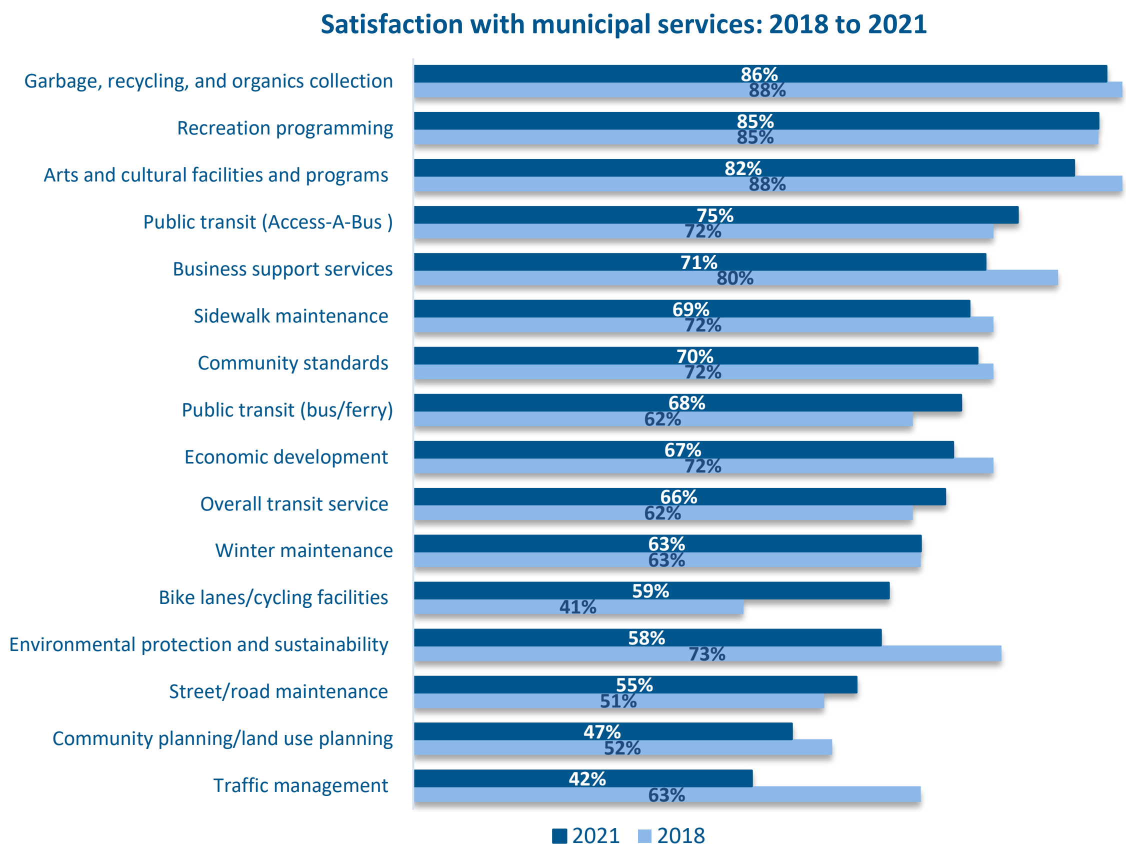
Satisfaction with Service and Service Funding

- Overall, more than 8 in 10 residents are very satisfied or satisfied with the delivery of all services provided by the municipality. Results are on par with those from 2018.

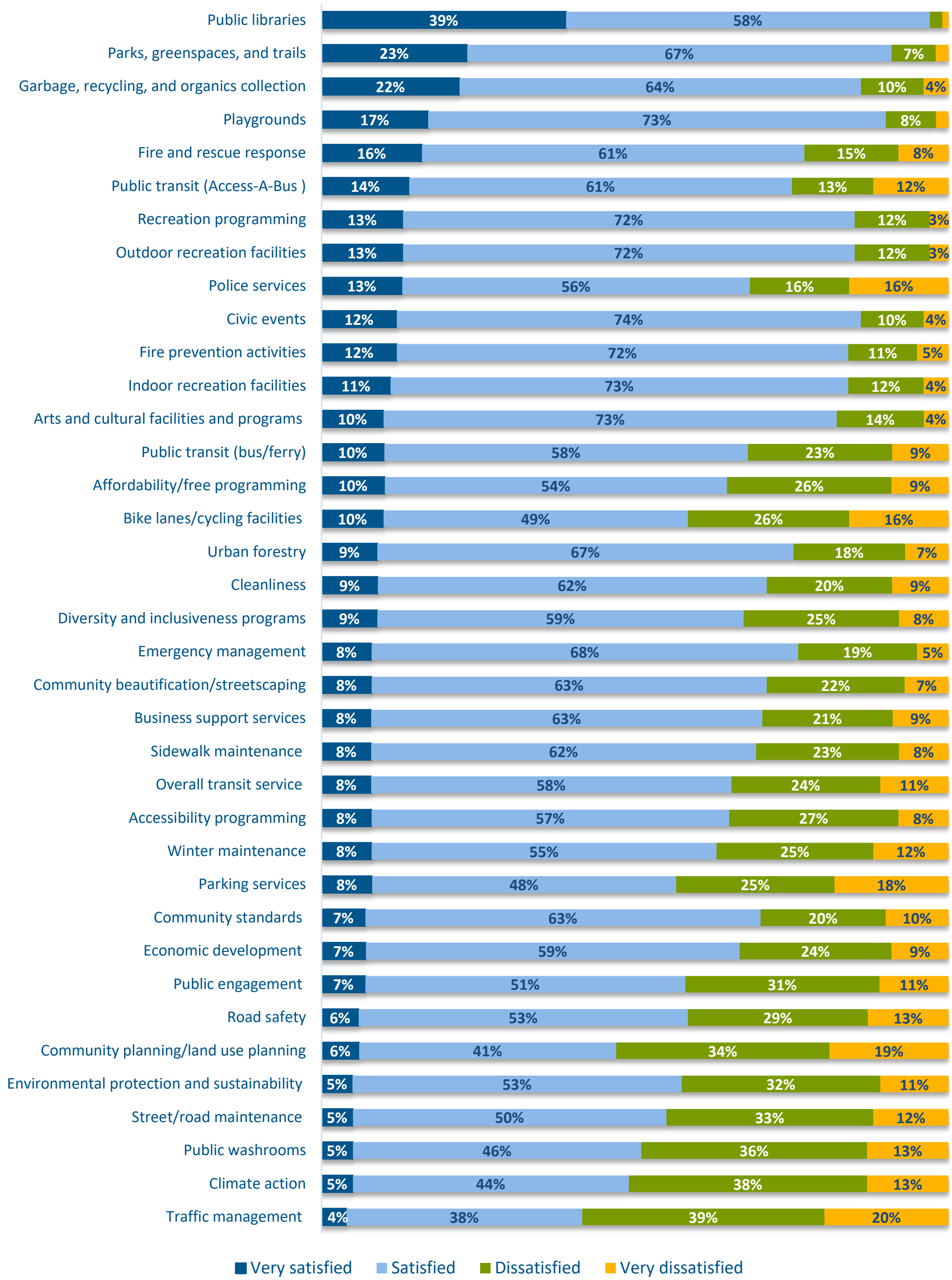


- Respondents were asked to rate their satisfaction with 37 municipal services. Respondents appear to be most satisfied with public libraries (39% very satisfied) and least satisfied with traffic management (4% very satisfied and 20% very dissatisfied). See chart on following page.

- Comparing results for services that were also asked in the 2018 survey shows that several saw significant changes, most notably an increase in satisfaction with bike lanes/cycling facilities and decreases for environmental protection and sustainability and traffic management.

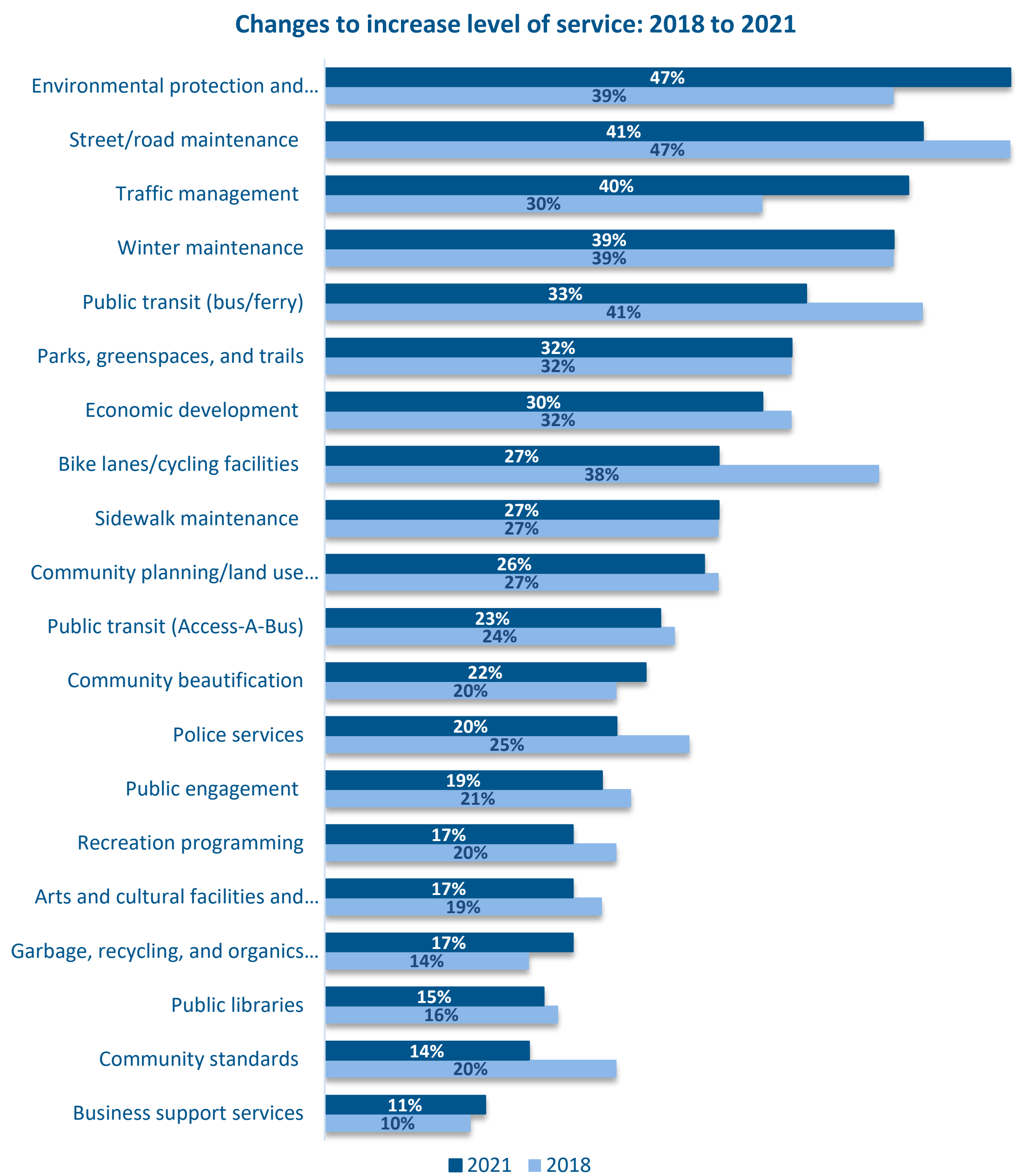


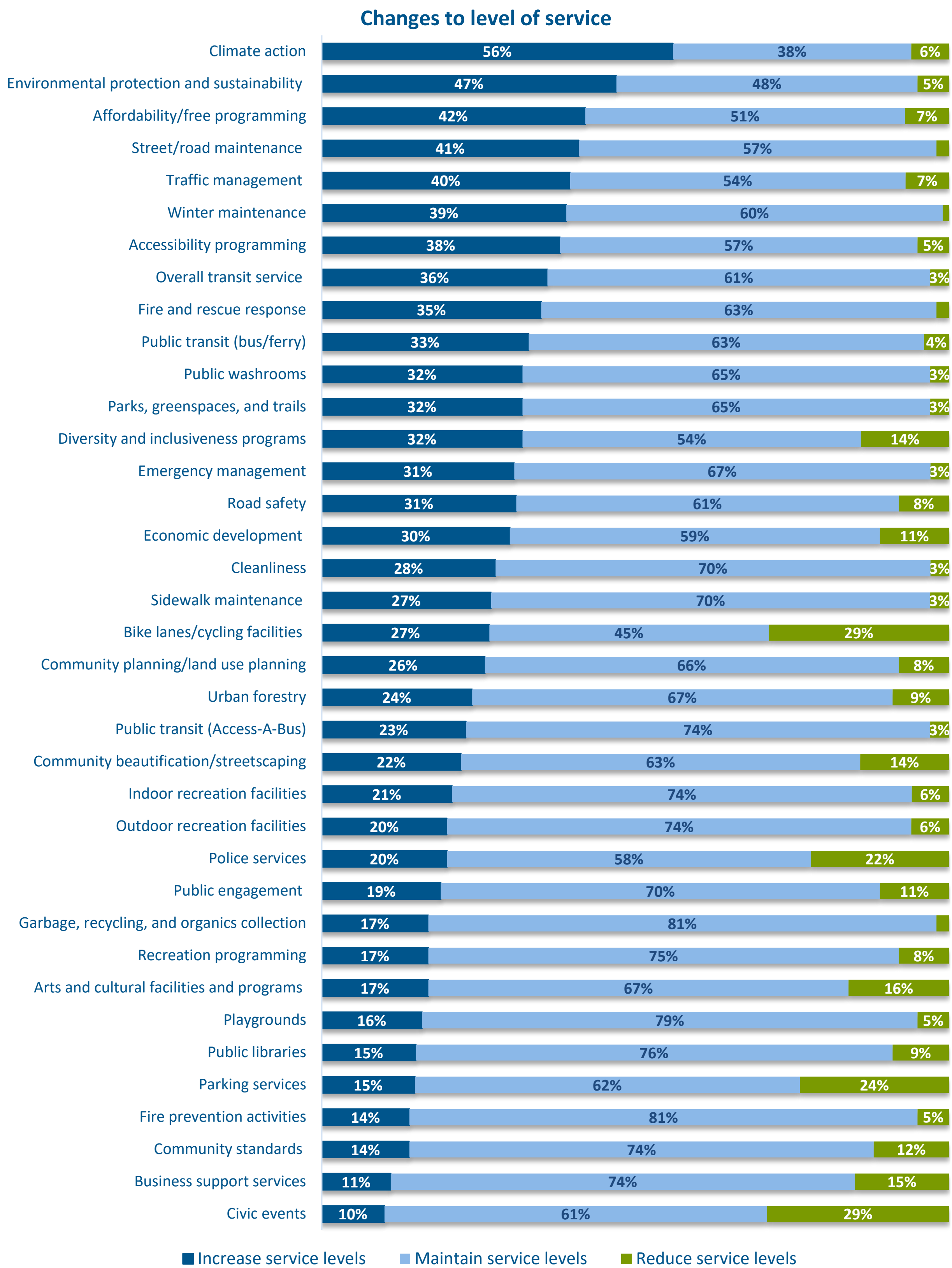
Satisfaction with municipal services



- When asked about which services should be increased, maintained, or reduced, in all cases but one, the most common answer was **maintain service levels**. In fact, the only area which saw a greater number of increased responses was for climate action. The two areas with the highest proportion of decreased service level responses were bike lanes/cycling facilities and civic events at 29% each. See chart on following page.

- Comparing to services asked about in the 2018 survey, several saw a change of greater than five percentage points for the proportion who wanted to see the service level increase. In 2021, residents put more emphasis on increases to traffic management (+10 percentage points) and environmental protection and sustainability (+8 percentage points) and less emphasis on bike lanes/cycling facilities (-11), public transit (-8), street/road maintenance (-6), and community standards (-6).




Changes to level of service
Climate action 56% 38% 6%
Environmental protection and sustainability 47% 48% 5%
Affordability/free programming 42% 51% 7%
Street/road maintenance 41% 57%
Traffic management 40% 54% 7%
Winter maintenance 39% 60%
Accessibility programming 38% 57% 5%
Overall transit service 36% 61% 3%
Fire and rescue response 35% 63%
Public transit (bus/ferry) 33% 63% 4%
Public washrooms 32% 65% 3%
Parks, greenspaces, and trails 32% 65% 3%
Diversity and inclusiveness programs 32% 54% 14%
Emergency management 31% 67% 3%
Road safety 31% 61% 8%
Economic development 30% 59% 11%
Cleanliness 28% 70% 3%
Sidewalk maintenance 27% 70% 3%
Bike lanes/cycling facilities 27% 45% 29%
Community planning/land use planning 26% 66% 8%
Urban forestry 24% 67% 9%
Public transit (Access-A-Bus) 23% 74% 3%
Community beautification/streetscaping 22% 63% 14%
Indoor recreation facilities 21% 74% 6%
Outdoor recreation facilities 20% 74% 6%
Police services 20% 58% 22%
Public engagement 19% 70% 11%
Garbage, recycling, and organics collection 17% 81%
Recreation programming 17% 75% 8%
Arts and cultural facilities and programs 17% 67% 16%
Playgrounds 16% 79% 5%
Public libraries 15% 76% 9%
Parking services 15% 62% 24%
Fire prevention activities 14% 81% 5%
Community standards 14% 74% 12%
Business support services 11% 74% 15%
Civic events 10% 61% 29%
Increase service levels
Maintain service levels
Reduce service levels

- Resident preferences for which services they would be willing to pay additional tax to support, as well as their preferred method to fund any service increases (user fee only, property tax only, deb/borrowing only, user fees and property tax, or fees, tax, and debt were surveyed, and results can be found on pages 34-36 of the consultant report.

To understand the relationship between satisfaction with services, and preferences for service levels (funding), results for each of these questions were plotted on a 4-quadrant map. The intent was to determine which services should receive the most attention and funding, relative to other services. Services with high satisfaction, but low funding needs, and services with low satisfaction, but also low funding needs could be deemed as lower priority for decision-makers, compared to services with low satisfaction and high funding needs, and those with high satisfaction and high funding need. See Chart on following page.

Satisfaction scores were converted to a 4-point scale, with Very Dissatisfied rating a 1, and Very Satisfied rating a 4 (the x-axis). The Mean % Funding Need score was determined by subtracting the % saying they wanted to decrease service levels from those who wanted it increased. For example, Bike Lanes / Cycling Facilities had 27% preferring an increase in service levels/funding, and 29% a decrease, resulting in a net Mean % Funding Need score of -2% (27% less 29%).

Services were then plotted on the chart (see following page) based on their average Satisfaction score and Mean % Funding Score. It should be noted that residents would prefer the municipality maintain funding levels for the majority of services.

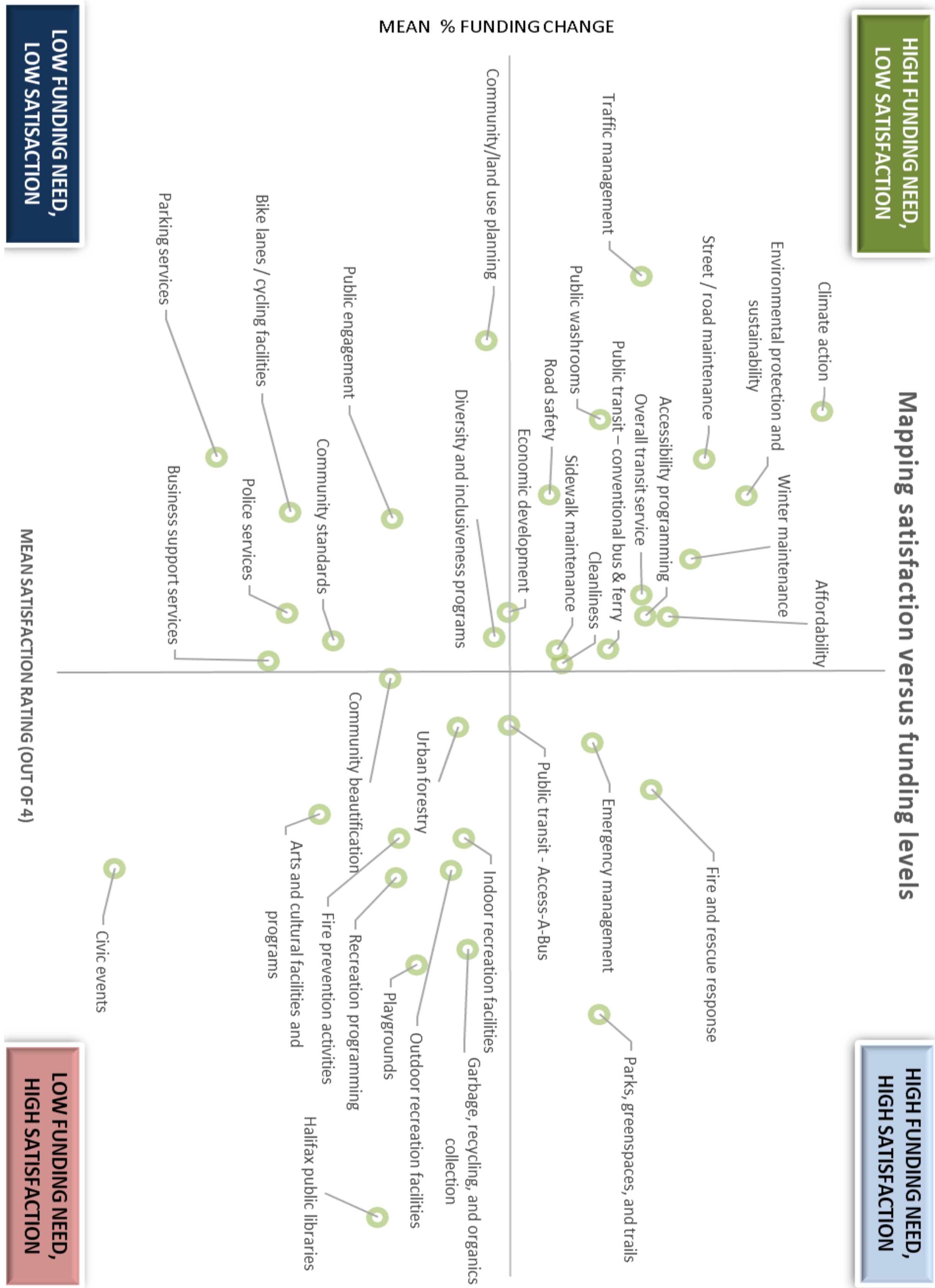
- There were several services with respondents being least satisfied and wanting more funding applied / increased service. These were Climate Action, Environmental Protection and Sustainability, Street / Road Maintenance, Winter maintenance, Traffic Management, Public Washrooms, Overall Transit Service, Conventional Bus & Ferry Service, Road Safety, Affordability, and Cleanliness.

- Parks, Greenspaces, and Trails, Fire and Rescue Response, Emergency Management, and Access-a-Bus all fell into the High Satisfaction / High Funding Need quadrant.

- Bike Lanes / Cycling Facilities was the standout service in the Low Funding, Low Satisfaction quadrant.

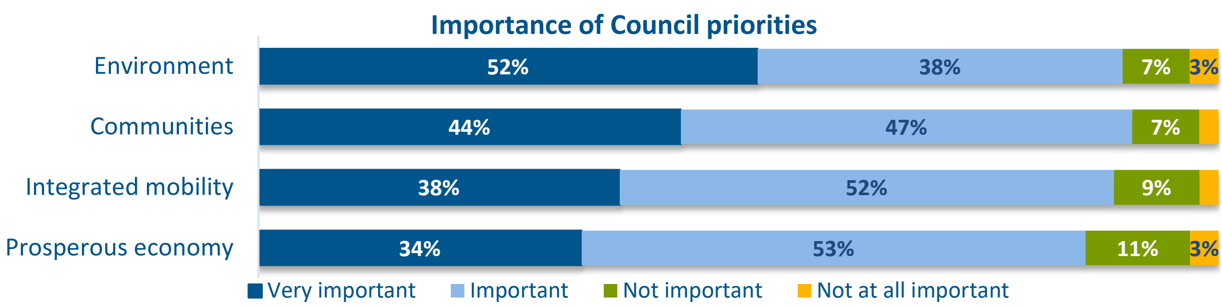
- Services which appear to be meeting resident expectations for service and funding levels tend to cluster in the Low Funding Need / High Satisfaction quadrant, and include Halifax Public Libraries, Garbage, Recycling, and Organics Collection, Playgrounds, Indoor and Outdoor Recreation Spaces, Recreation Programming, Arts and Cultural Facilities and Programs, Civic Events, and Fire Prevention Activities.

- Several services fell below the mean for satisfaction, and received low funding need scores, including Parking Services, Bike Lanes / Cycling Facilities, Public Engagement, Police Services, Business Support Services, Community Standards, Community / Land Use Planning, and Diversity and Inclusiveness Programs.

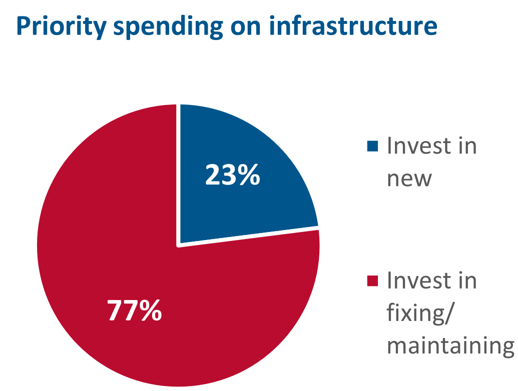

Mapping satisfaction versus funding levels
MEAN % FUNDING CHANGE
MEAN SATISFACTION RATING (OUT OF 4)
HIGH FUNDING NEED, LOW SATISFACTION
HIGH FUNDING NEED, HIGH SATISFACTION
LOW FUNDING NEED, LOW SATISFACTION
LOW FUNDING NEED, HIGH SATISFACTION
Climate action
Environmental protection and sustainability
Street / road maintenance
Traffic management
Winter maintenance
Affordability
Accessibility programming
Overall transit service
Public transit – conventional bus & ferry
Public washrooms
Road safety
Sidewalk maintenance
Cleanliness
Economic development
Community/land use planning
Diversity and inclusiveness programs
Public engagement
Community standards
Bike lanes / cycling facilities
Police services
Parking services
Business support services
Fire and rescue response
Emergency management
Public transit - Access-A-Bus
Urban forestry
Community beautification
Indoor recreation facilities
Garbage, recycling, and organics collection
Outdoor recreation facilities
Playgrounds
Recreation programming
Fire prevention activities
Arts and cultural facilities and programs
Parks, greenspaces, and trails
Halifax public libraries
Civic events

Community Priorities

- Among the four Council Priority Areas, residents put fairly equal importance on all four, with the major differentiator being the percentage that select each as very important.

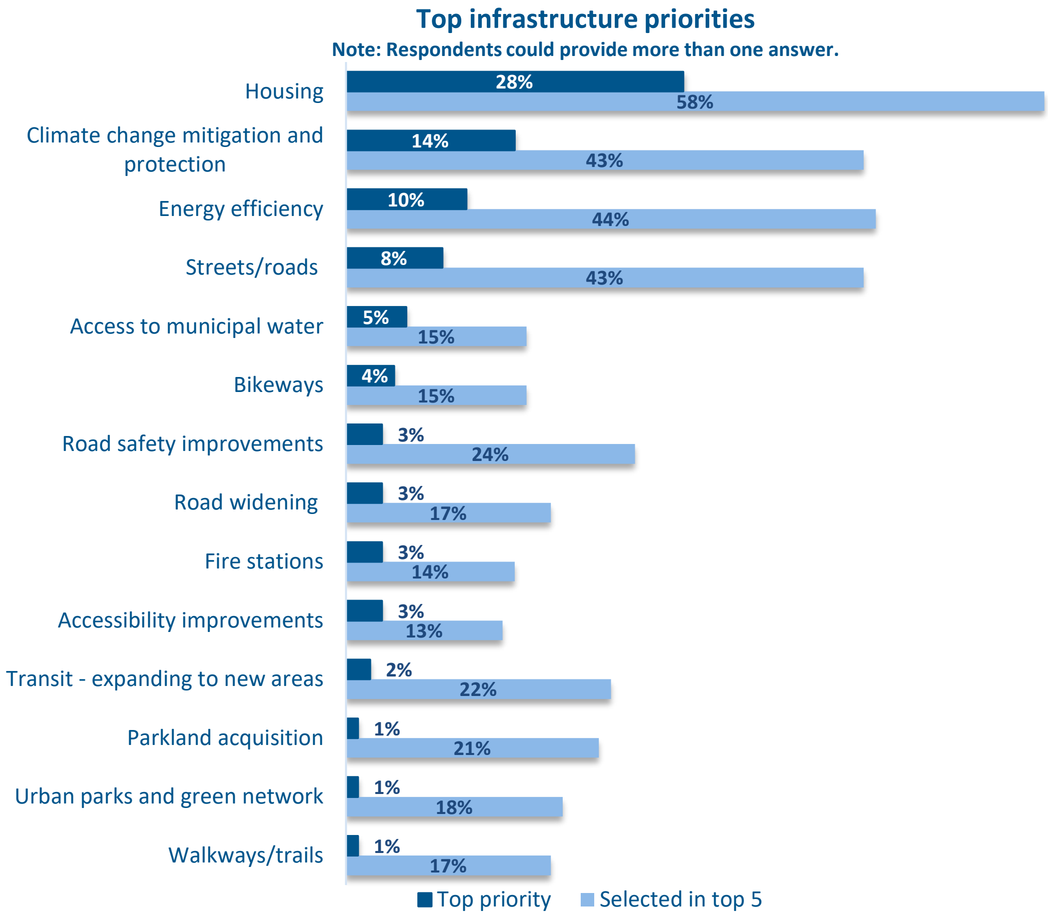


- When asked if they would rather see the municipality focus on investing in new infrastructure, or fixing and maintaining existing infrastructure, residents tended to favour fixing and maintaining by about 3:1.



- Respondents were asked to rank their top five infrastructure projects for the municipality to invest in over the next five years. The highest priority was housing, selected most often as the top priority and selected most often among the top five. It is also worth noting that a few areas ranked in the top 10 as a top priority but did not rank in the top 10 when looking at how many selected in their top five priorities. These included access to municipal water, bikeways, fire stations, and accessibility improvements. This likely indicates that there may be groups for which these areas are a high priority.

- For reference, in 2018, the top infrastructure priorities were *maintenance of existing streets and roads* (22%, with 51% selecting it as one of their top 3 priorities), *upgrades to major roadways to increase capacity* (16% / 36%), *new active transportation improvements* (10% / 25%), *commuter rail* (12% / 33%), *more buses to new areas* (6% / 17%), and *maintenance of existing sidewalks, walkways, and trails* (3% / 22%).

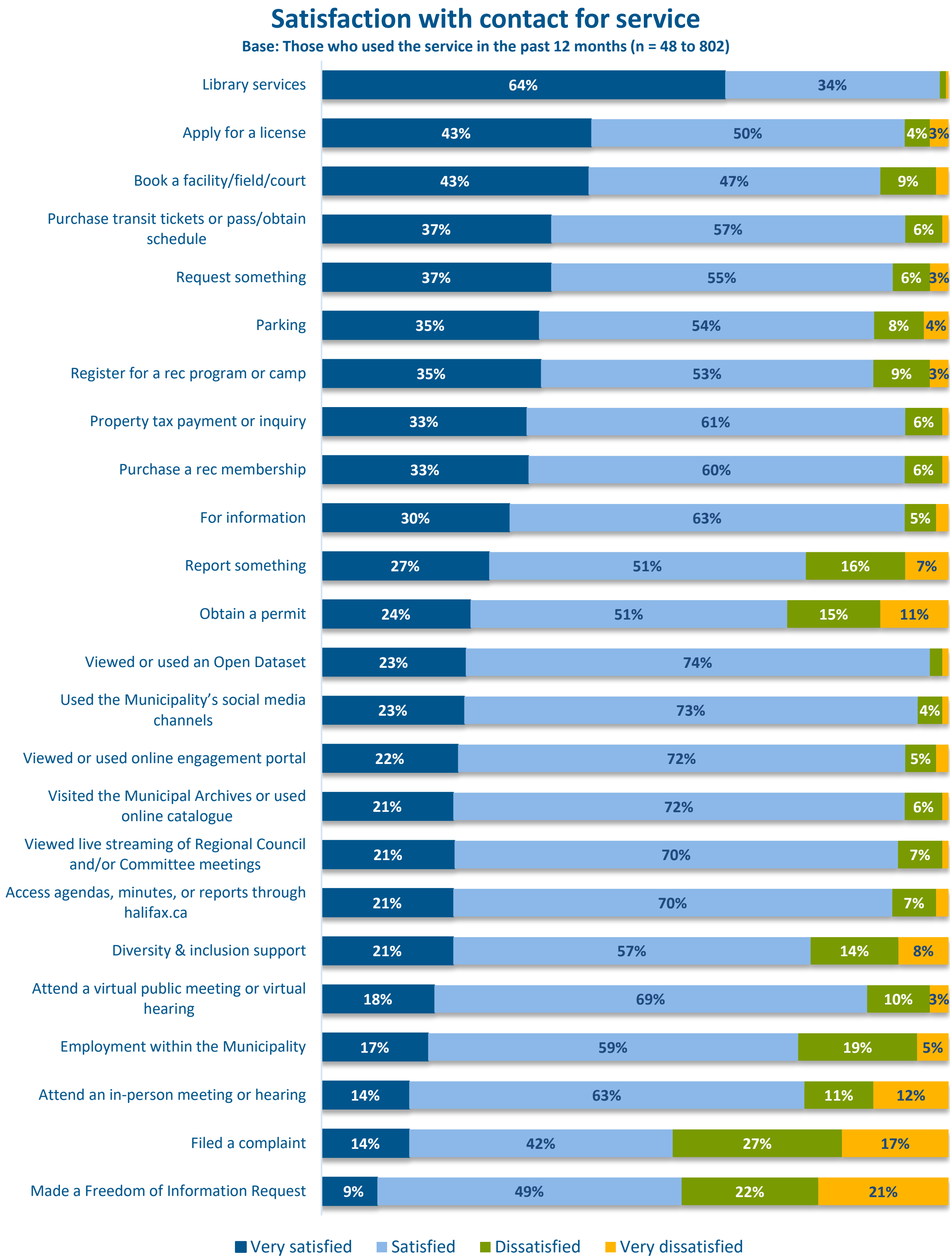


Service Quality

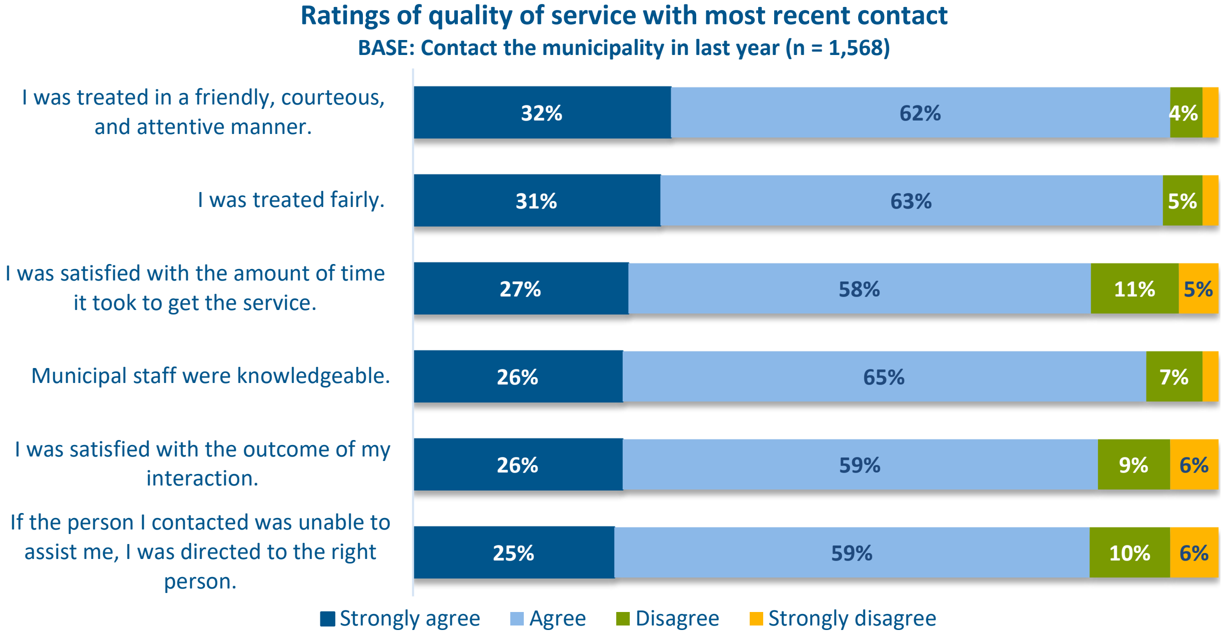
- Among 25 different points of contact with the municipality, residents were most likely to have accessed *library services* and the municipality's *social media channels* in the past 12 months. Other common contacts that might occur at least 1-2 times a year include p*urchasing transit tickets or pass / obtain schedule*, *employment with the municipality*, *parking*, *reporting something*, *for information*, *property tax payment or inquiry*, *to request something*, *to access agendas, minutes, or reports through Halifax.ca*, or *to register for a rec program or camp*.

- The primary method of contacting the municipality varies depending on the reason for contact, with many respondents using online as the primary method. Few respondents used 311, in-person, or email as their primary contact, while none used telephone as the primary contact method (although several were used by approximately one quarter to one third of residents).

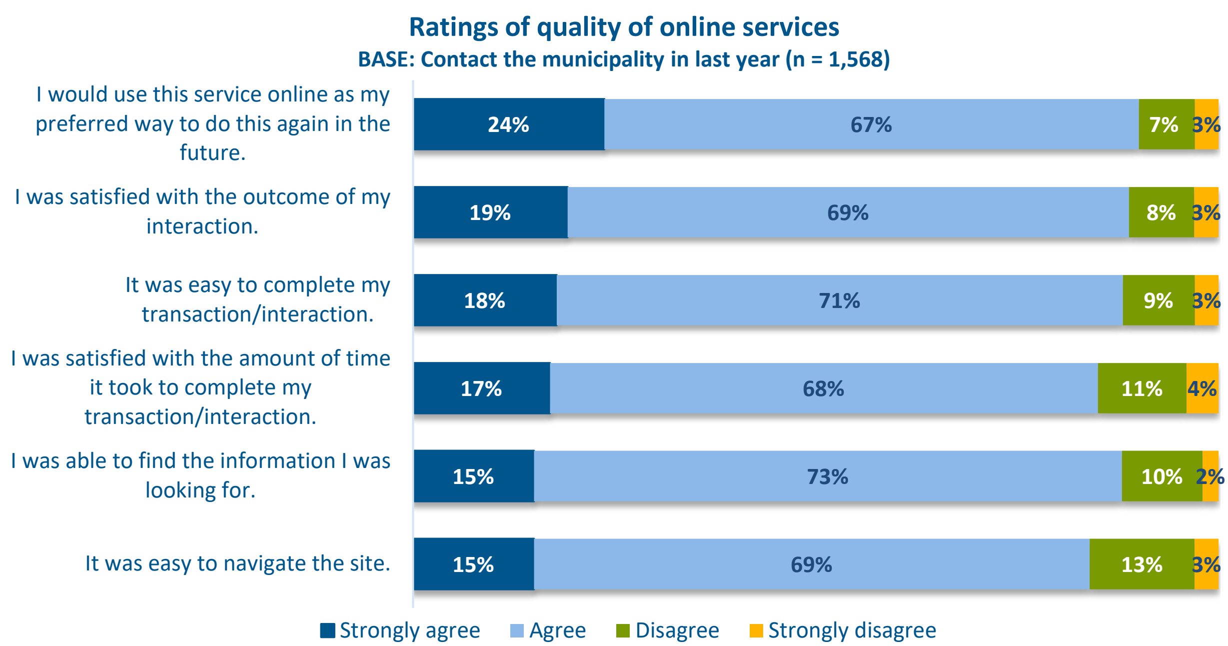
- In most instances, residents were able to access the service in their preferred method. When asked why they were not able to easily access the service in their preferred method, the most mentioned reasons were *too many steps* (26%), *wanted to speak to a person* (25%), *too complicated* (20%), or *service I wanted was not available* (18%).


Satisfaction with contact for service
Base: Those who used the service in the past 12 months (n = 48 to 802)
Library services 64% 34%
Apply for a license 43% 50% 4% 3%
Book a facility/field/court 43% 47% 9%
Purchase transit tickets or pass/obtain schedule 37% 57% 6%
Request something 37% 55% 6% 3%
Parking 35% 54% 8% 4%
Register for a rec program or camp 35% 53% 9% 3%
Property tax payment or inquiry 33% 61% 6%
Purchase a rec membership 33% 60% 6%
For information 30% 63% 5%
Report something 27% 51% 16% 7%
Obtain a permit 24% 51% 15% 11%
Viewed or used an Open Dataset 23% 74%
Used the Municipality's social media channels 23% 73% 4%
Viewed or used online engagement portal 22% 72% 5%
Visited the Municipal Archives or used online catalogue 21% 72% 6%
Viewed live streaming of Regional Council and/or Committee meetings 21% 70% 7%
Access agendas, minutes, or reports through halifax.ca 21% 70% 7%
Diversity & inclusion support 21% 57% 14% 8%
Attend a virtual public meeting or virtual hearing 18% 69% 10% 3%
Employment within the Municipality 17% 59% 19% 5%
Attend an in-person meeting or hearing 14% 63% 11% 12%
Filed a complaint 14% 42% 27% 17%
Made a Freedom of Information Request 9% 49% 22% 21%
Very satisfied
Satisfied
Dissatisfied
Very dissatisfied

- Respondents with any contact with the municipality in the last year rated their agreement with six statements. In all cases, approximately 3 in 4 at least agreed with the statement. When compared to results from 2018, the proportion who strongly agree with each statement is slightly down for most statements, but the combined agreement (strongly agree and agree) is on par with 2018 results.

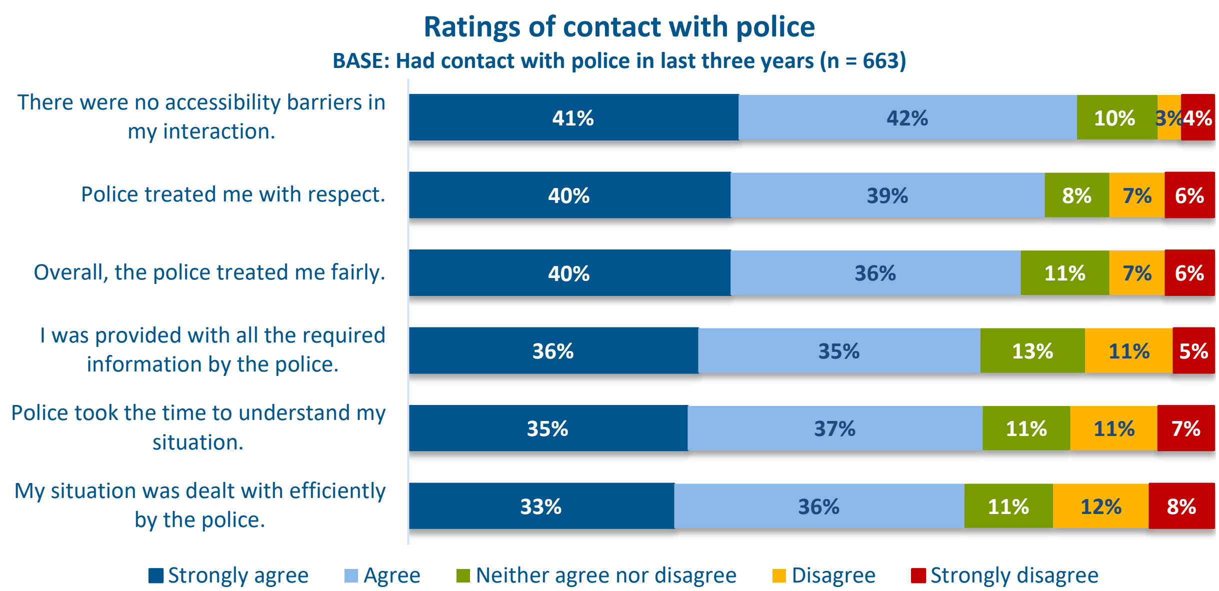


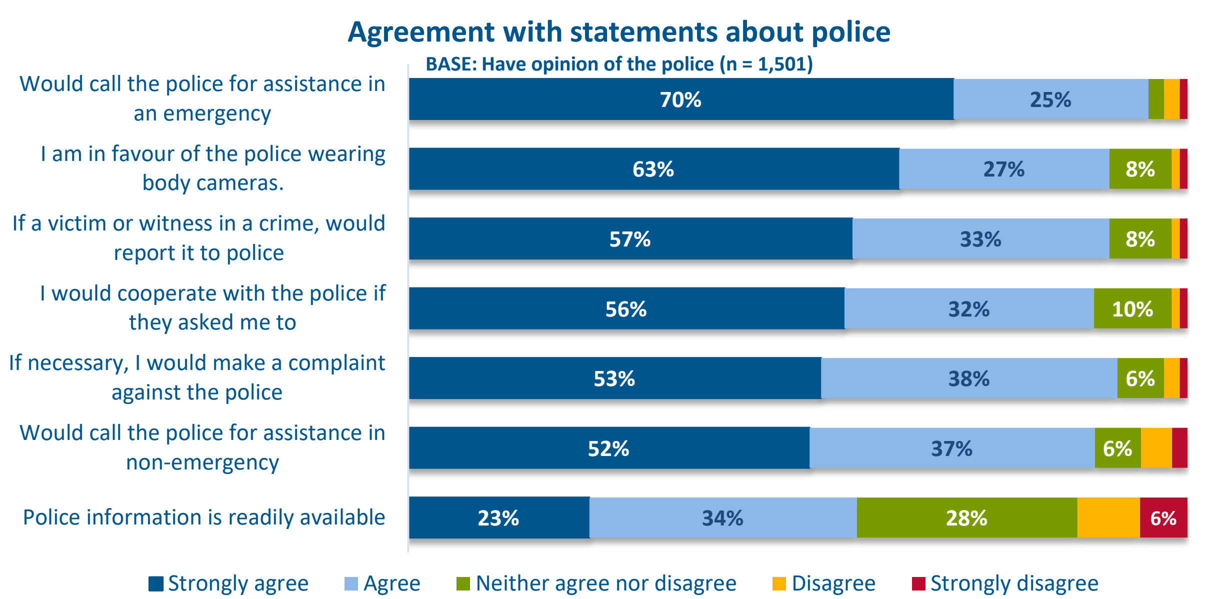
- Respondents with any contact with the municipality in the last year rated their agreement with six statements about online services. In all cases, more than 8 in 10 strongly agreed or agreed, with similar ratings across all six statements.



Policing

- Just under 4 in 10 residents have had contact with the police in the past 3 years, most often with Halifax Regional Police (21%). 7% had interactions with RCMP, and 8% had interactions with both HRP and RCMP.
- Of those who have had interactions, the most common reason was to report a crime / incident by telephone for a non-emergency (22%), being in a vehicle involved in a traffic stop (20%) or needing an administrative service (18%).
- Generally, those who have had interactions with the police in the past three years had positive experiences. Those who identify as 2SLGBTQ+ tended have less positive experiences.





Public Safety

- 74% of respondents indicate that they *felt safe from crime walking alone in their neighbourhood* after dark, however, the number of women who said they felt very safe was 19% compared to men at 39%. Women were also much more likely (11%) to say they did not walk alone compared to men (3%).

- 42% of those who report feeling very unsafe walking after dark have experienced gender-based discrimination. It stands to reason that one of the reasons a respondent might not feel safe walking alone after dark is fear of gender-based violence.

- 83% of respondents reported that within the last year, they did not *experience discrimination because of their ethnicity, culture, skin colour, religion, sexuality, gender, or disability*. Among those who did experience discrimination, women (14%) were much more likely than men (3%) to experience gender discrimination. Non-white respondents (26%) were much more likely than white respondents (2%) to experience ethnicity / culture / skin colour discrimination. Persons with disabilities (20%) were significantly more likely to experience discrimination than those without (1%). Members of the 2SLGBTQ+ community were much more likely to experience gender (31%) and sexual orientation discrimination (22%) than those who are not from those communities (8% and 1% respectively).

- 51% of respondents felt that there *are roles provided by the police that could be provided by non-police services or organizations in the municipality*, most notably mental health response (58%), conducting wellness checks (18%), dealing with homelessness (15%), and providing traffic services (parking / accidents / tickets / control – 13%).

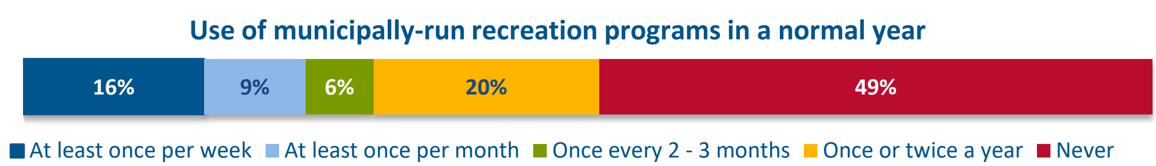
- 90% of respondents were confident that Halifax Regional Fire & Emergency (HRFE) will respond to emergency calls in a timely manner.

- Of those who have had an interaction with HRFE over the past year (13% of respondents), 93% agreed or strongly agreed that HRFE member(s) *displayed professionalism in performing their services*, and 95% agreed or strongly agreed that they *treated them and/or their family with compassion / care / respect*.

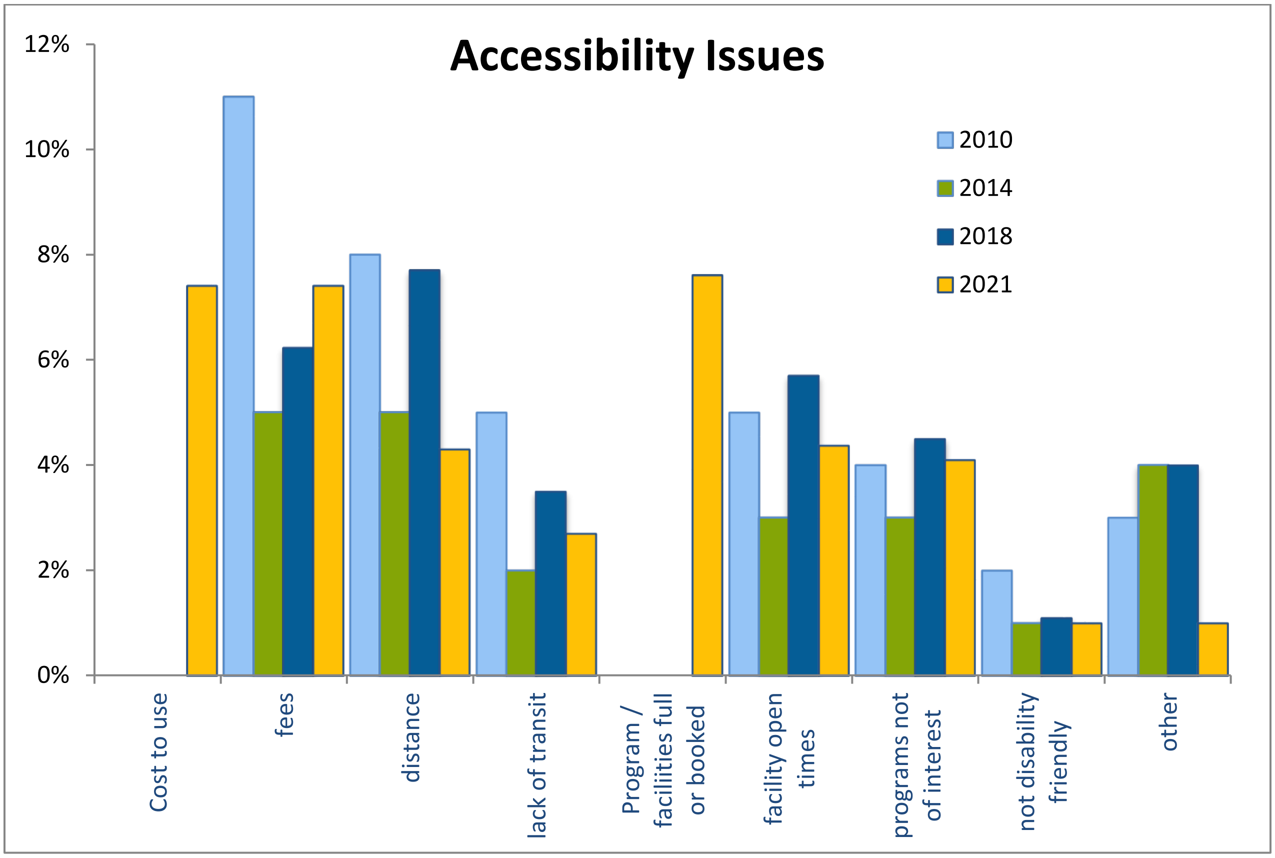
Recreation and Leisure

- Residents were asked in a normal year without COVID-19, how often they would use municipally run recreation facilities. Almost 3 in 10 residents use it monthly, which is up from about 2 in 10 in 2018. It is possible that this increase is due to issues with recalling behaviour that occurred prior to the pandemic, as a change of this magnitude (from 2018 to approximately late 2019 to early 2020, before the pandemic) seems unlikely without significant infrastructure additions across the municipality.

- About 17% have registered or participated in a municipally run recreation program over the past 12 months, virtually unchanged from 18% in 2018.

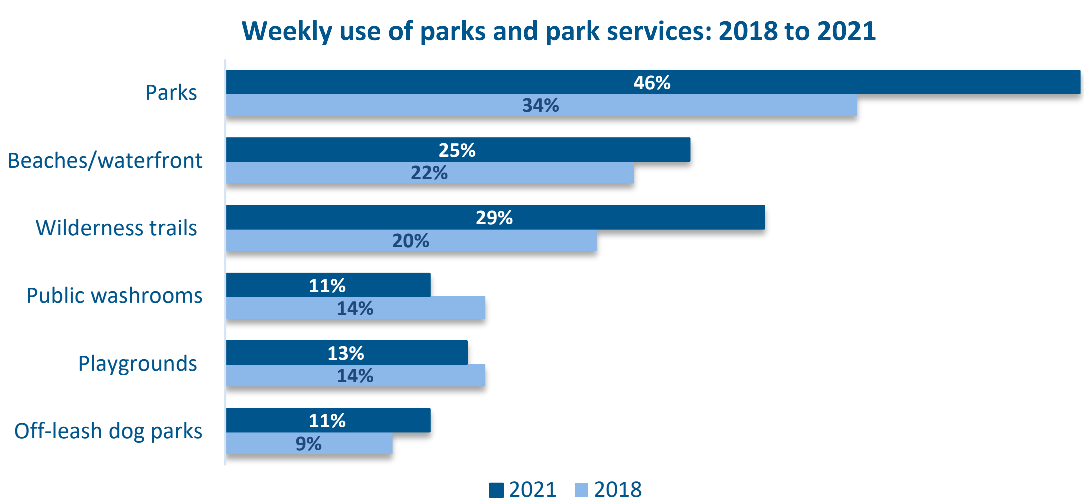


- Just 16% of respondents said they *find it difficult to access any municipal facilities or participate in any recreation or leisure programs run by the municipality* – similar to 2018 (16%), 2014 (13%) and 2010 (21%). The following chart shows the proportion of total respondents by stated accessibility issue.



Parks

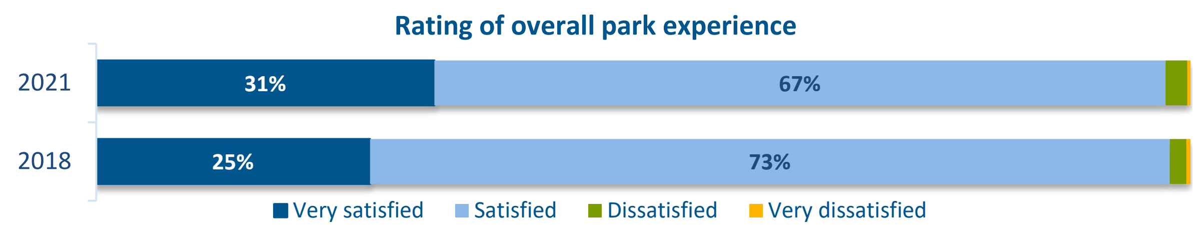
- 65% of respondents indicated that parks and open spaces have increased in importance to them over the past year. Only 2% said they have become less important.
- *Parks*, *multi-use paths*, *wilderness trails*, and *beaches/waterfront* were the most frequently used outdoor spaces, with park and wilderness trails use increasing substantially from 2018.



- The majority of residents were at least satisfied with the cleanliness and maintenance of outdoor spaces. They were least happy with *public washrooms in parks*, and *public washrooms*, however even those had at least 65% of respondents saying they were satisfied or very satisfied. Comparing this to 2018, while the total % of respondents who said they were satisfied or very satisfied remained about the same, there was a significant increase in those who were very satisfied.

- The majority of residents were also satisfied with the availability and booking of outdoor spaces, with all spaces having at least 91% satisfied or very satisfied. *Public washrooms* (83%) and *public washrooms in parks* (85%) were the lowest scoring.

- Overall, 98% of residents were at least satisfied with their *overall park experience*.



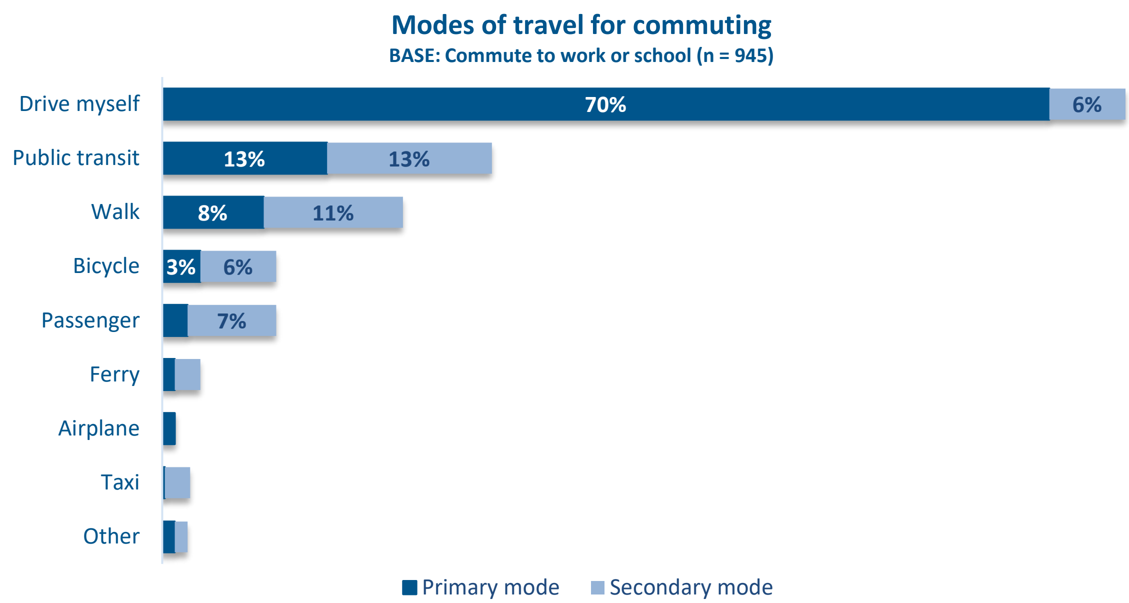
Public Libraries

- For the most part, library users are satisfied with various aspects of libraries, with about 9 in 10 or more reporting they are at least satisfied. However, the proportion who are very satisfied does vary, with respondents most likely to be very satisfied with *library facilities* and least likely to be very satisfied with *open hours*.

Table 4. Satisfaction with Library Services (% responding Satisfied or Very Satisfied)	**2010**	**2014**	**2018**	**2021**
Library facilities	72%*	97%	99%	98.7%
Library materials	73%*	96%	95%	97%
Public technology	-	93%	98%	98.8%
Children's programs	-	89%	96%	95.7%
Youth programs	-	80%	94%	92.9%
Adult programs	-	89%	94%	93.9%
Programs for seniors	-	95%	92%	94.1%
Programs for newcomers	-	87%	96%	95.5%
Home delivery	-	87%	91%	96.2%
Borrow by Mail services	-	100%	96%	96.4%
Hours	-	90%	89%	90.8%
Overall satisfaction with Halifax Public Libraries	-	98%	99%	99.2%

Transportation

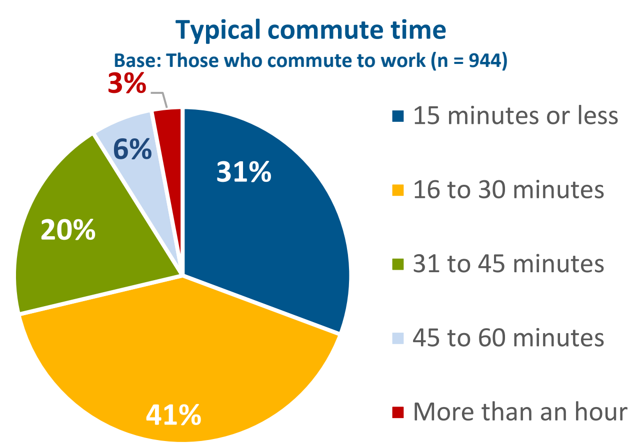
- Of the 53% of respondents who say they commute to work or school, the primary mode of travel is *driving themselves*, followed by *public transit*.



- About 7 in 10 residents who commute take 30 minutes or less to commute to work or school. Just 3% say it takes more than an hour to commute.

- About 9 in 10 households own a vehicle, with about 60% of vehicles owned used for commuting.

- About half of households own at least one bicycle, however only about 1 in 10 households have at least one person who uses a bicycle for commuting.



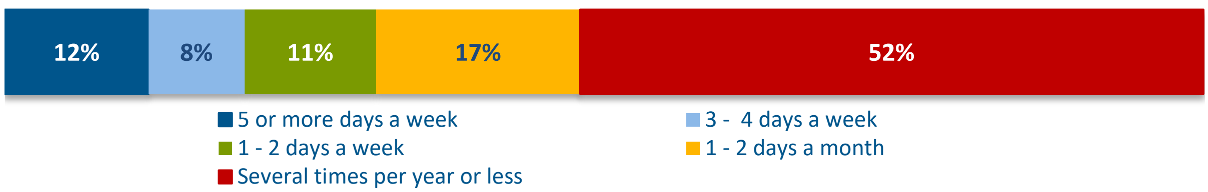
- Residents tend to feel most safe when driving a vehicle to travel, while least safe bicycling. Among the seven modes of transportation, residents would be most likely to consider using a vehicle as their primary mode if it was safer. Less than half of residents would consider public transit, walking, bicycling, taxi, rural transit, or a motorcycle if they were safer.

- When asked what would encourage them to bicycle more often than they do now, 60% say nothing would. The most common suggestions were more protected and physically separated bike lanes (32%) and a more continuous and connected bicycle network (26%).

- Overall, 45% of respondents have used Halifax Transit in the past 12 months, down from 59% in 2018. Of those who have used transit in the past year, residents are split among those who use transit at least monthly versus those who use it less often.

Frequency of Halifax Transit use

BASE: Used Halifax Transit in past 12 months (n = 800)



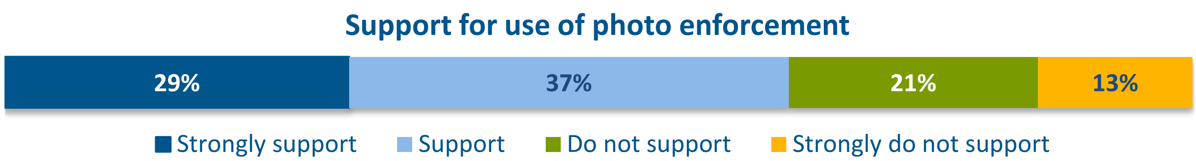
- When asked what would get them to use transit more or more often, the factors that would increase use tend to be the same in terms of importance, although those who have used Halifax Transit in the past 12 months mentioned more ways to encourage usage because almost half of those who have not used it did not give any suggestions. For both groups, the three most common areas for improvement are *increased service frequency*, *more direct routes*, and *shorter travel times*.

Table 5: Encourage use of public transit more often (Top 10)

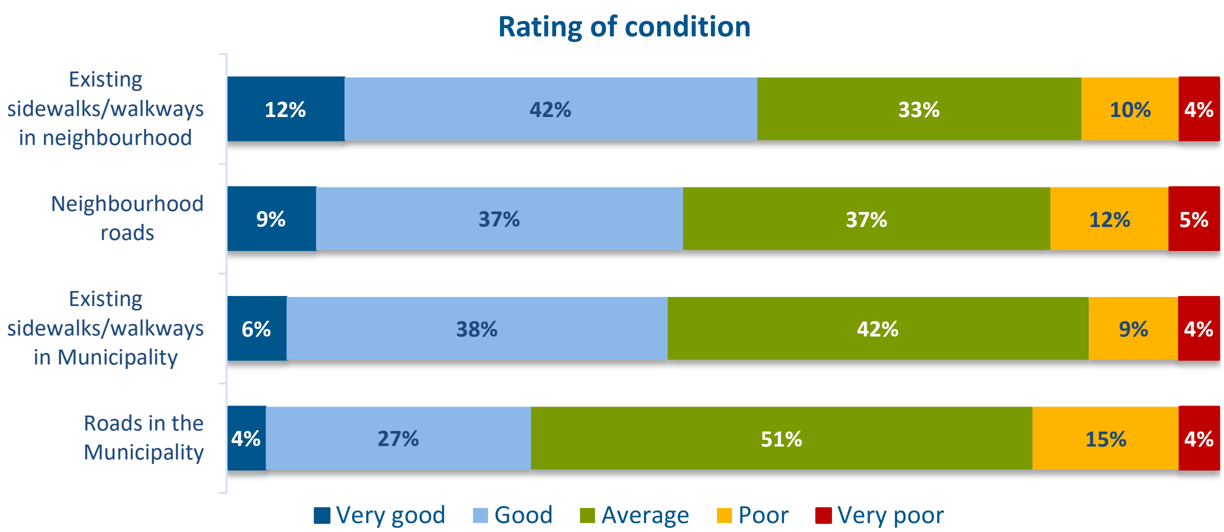
	Used Halifax Transit in past 12 months (n = 740)	Have not used in past 12 months (n = 762)	2018 Citizen Survey
Increased service frequency	43%	21%	34%
More direct routes	41%	26%	-
Shorter travel times	32%	21%	25%
Reliable/on-time service	30%	19%	33%
More fare payment options	24%	11%	24%
Fewer transfers	23%	12%	19%
Additional shelters	19%	5%	14%
Stops closer to home or work	19%	14%	19%
Added service to rural areas	17%	12%	20%
Increased safety	12%	5%	9%
Nothing - I don't plan to use transit	11%	40%	21%
Nothing - happy with current services	21%	8%	12%

Note: Respondents could give more than one response; therefore, columns will sum to more than 100%.

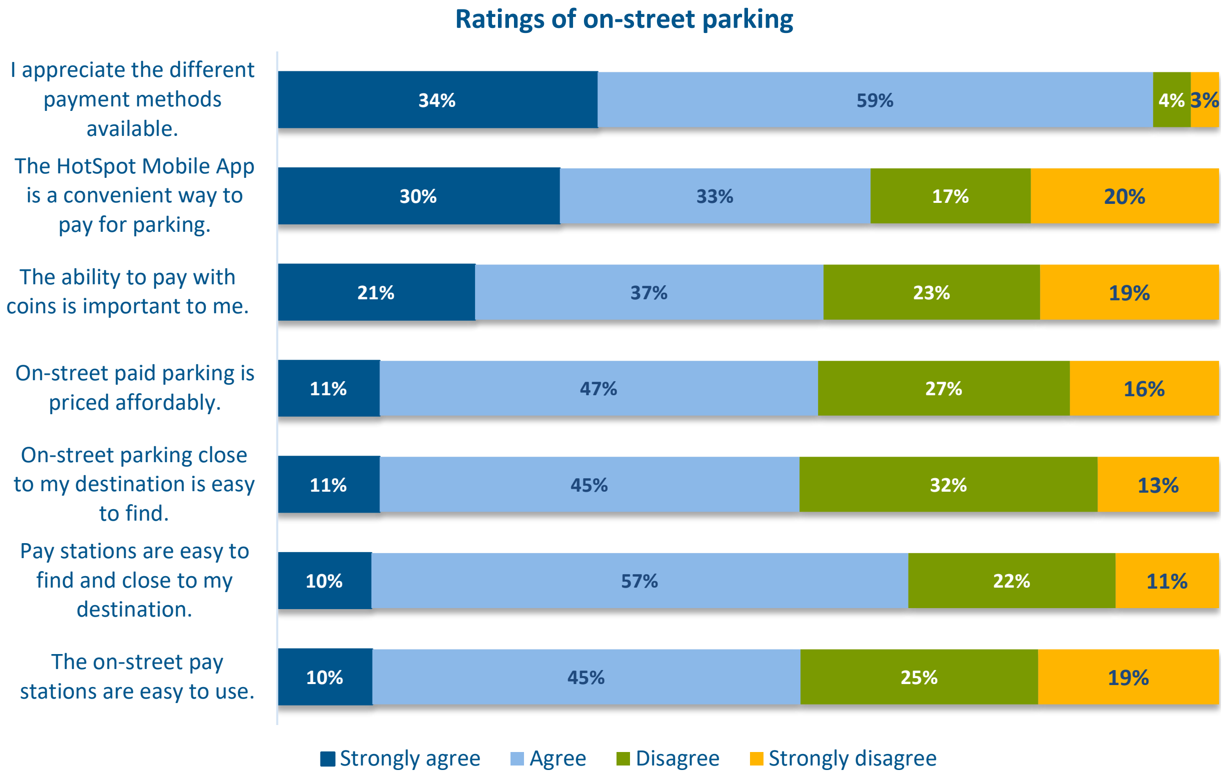
- About two-thirds of residents support or strongly support the use of photo enforcement for red light running and electronic speed detection to improve road safety.



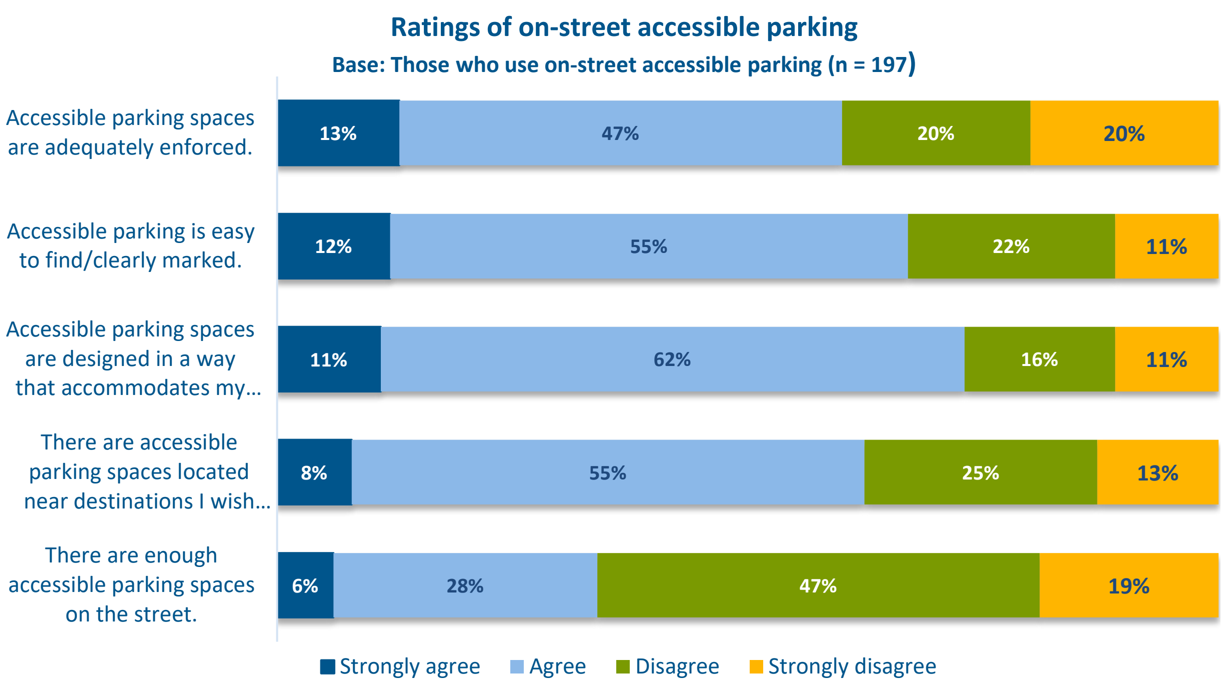
- Residents tend to have more positive perceptions of the condition of roads, sidewalks, and walkways, although they are more positive about the condition of them in their neighbourhood than the municipality as a whole.



- Overall, 46% have paid for on-street parking since the launch of the new parking technology in October 2020. Residents are fairly mixed in their rating of various aspects of on-street parking.



- Overall, 11% make use of on-street accessible parking, with the majority agreeing or strongly agreeing with most aspects, except whether *there are enough accessible parking spaces on the street*.



Top of Mind Issues

- ***Affordable housing*** is the top issue by a significant margin, nearly double the importance of the next issue (climate change) and tripling in importance since 2018.

- The supply and availability of ***housing*** was a new but hugely important issue for respondents.

- ***Climate change*** and the ***environment*** rose substantially in importance, with climate change importance growing from 2.5% in 2018 to 19.2% in 2021.

- While still a top issue at 10.6%, ***Road Conditions / sidewalks / snow removal*** decreased from 22% to just over 10%.

- ***Transit*** and ***Traffic***, while both noted as impacting quality of life perception, both decreased in importance. However, they remain a top issue for residents.

- Top new issues for 2021 include ***Poverty / homeless / panhandlers*** (6.1%) and ***Racism / Diversity / Inclusion*** (5.2%).

- Other top issues from 2018 and previous years that saw a substantial decrease in relative importance include ***Active Transportation*** (6.6%), ***Parking / Winter parking*** (5.7%), and ***Crime / policing*** (5.6%).

Table 6. Top 3 Issues facing the municipality over the next 5 years	**2010**	**2012**	**2014**	**2018**	**2021**	**Trend**
Affordable housing	4%	7%	5%	13%	36.70%	↑
Climate change infrastructure / climate action / global warming preparedness, reducing emissions	-	-	-	2.50%	19.2%	↑
More housing / available housing / build houses	-	-	-	-	18.2%	-
Environment / green belting / clean water	6%	19%	8%	9%	14.80%	↑
Road conditions / sidewalks / snow removal	15%	12%	13%	22%	10.60%	↓
Transit	24%	26%	15%	23%	9.90%	↓
Transportation / Traffic	14%	18%	23%	21%	9.40%	↓
Health / healthcare / hospitals	12%	4%	4%	6%	7.60%	↑
Active transportation	-	3%	4%	12%	6.60%	↓
Poverty / homeless / panhandlers	-	-	-	-	6.1%	-
Parking / Winter parking	-	-	6%	15%	5.70%	↓
Crime / Policing	20%	22%	12%	10%	5.60%	↓
Renewable energy – solar, clean, sustainable	-	-	-	0.10%	5.6%	↑
Upgrade roads / highways / road system / roads – widen roads	-	-	-	4.20%	5.4%	↑
Racism / diversity / inclusion	-	-	-	-	5.2%	-
Traffic control / enforcement – better safety measures, noise	-	-	-	-	4.3%	-

Cost of living – affordability / economy / inflation	-	-	-	1.20%	4.1%	↑
Size of municipality / expenditures / salaries / debt	-	-	-	4.30%	4.0%	↓
Better government service – affordable, less red tape, better communication, accessible	-	-	-	-	4.0%	-
New building development / regulations / restrictions / zoning	-	-	-	-	3.9%	-
Transportation / public transportation (unspecified)	-	-	-	-	3.7%	-
Defund / reform the police	-	-	-	-	3.5%	-
Accessibility issues (housing, roads, internet, public washrooms, etc.)	-	-	-	-	3.4%	-
Energy efficiencies / savings	-	-	-	-	3.4%	-
Employment / unemployment / jobs / wages	-	-	-	4.90%	3.3%	↓
Recreation opportunities	6%	4%	5%	8%	3.10%	↓
Taxes*	23%	15%	18%	5%	3.10%	↓
Economic growth * / small business growth	7%	18%	12%	6%	3%	↓
Emergency services – fire / ambulance	-	-	-	2.20%	3.0%	-
Food security – available, affordable, healthy	-	-	-	-	3.0%	-
Emergency preparedness – flooding, hurricanes	-	-	-	-	2.9%	-
Other	-	-	-	24.90%	2.9%	-
Commuter rail / light rail / ferry system	-	-	-	6%	2.60%	↓
Clean water – lakes, waterways	-	-	-	-	2.4%	-
Clean up / beautification	2%	4%	2%	5%	2.30%	↓
Development process – better planning, more consulting / reporting	-	-	-	3.90%	2.1%	↓
Urban Sprawl / Planning for growth	1%	5%	14%	9%	2%	↓
Infrastructure renewal	13%	11%	14%	5%	2%	↓
Waste management – garbage / recycling	-	-	-	2.30%	2.0%	↓
Senior services	-	-	-	2.80%	1.6%	↓
Schools / education	-	-	-	2.90%	1.6%	↓
Services for rural Halifax	-	-	-	-	1.5%	-
Attract business	-	-	-	2.60%	1.4%	↓
Retention / attraction of residents / immigration	2%	-	5%	5%	1.20%	↓
Preserve buildings / historical sites	-	-	-	1.30%	1.2%	↔
Downtown development / waterfront	-	-	-	3.10%	0.7%	↓
COVID related	-	-	-	-	0.6%	-
Youth / young professional retention	-	-	-	0.70%	0.4%	↓

Programming for youth / children (affordable)	-	-	-	0.90%	0.4%	↓
Build a stadium	-	-	-	3.90%	0.3%	↓

FINANCIAL IMPLICATIONS

Results from public engagements inform the budget and business planning process. Regional Council may choose to make tax policy decisions based on this information, and the information may be reflected in adjustments to budget and business planning and delivery in 2022/23 and beyond.

The total cost for the 2021 Resident Survey is approximately $70,000 (net HST included). Funding for this expenditure has been provided for in Fiscal Services cost centre M310.

There are no immediate financial implications resulting from this report.

COMMUNITY ENGAGEMENT

Citizen Surveys are a common way that the municipality engages the community. This approach helps to inform Regional Council and the organization of citizen satisfaction with services and priorities and is intended to build resident trust and confidence in the municipality, leading to increased engagement going forward.

ATTACHMENTS

Attachment 1- Halifax Regional Municipality 2021 Resident Survey (Consultant Report) – Includes copy of the survey questions

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A copy of this report can be obtained online at halifax.ca or by contacting the Office of the Municipal Clerk at 902.490.4210.

Report Prepared by: Michael Pappas, Manager, Corporate Planning, Finance & Asset Management, 902.476.4696

Prairie Research Associates

ATTACHMENT 1

HALIFAX REGIONAL MUNICIPALITY
2021 RESIDENT SURVEY REPORT

October 2021

HALIFAX

WINNIPEG | OTTAWA
admin@pra.ca www.pra.ca

EXECUTIVE SUMMARY

In the fall of 2021, the Halifax Regional Municipality (the Municipality) hired PRA Inc. to conduct its Resident Survey with 20,000 households. The survey ran from September 1 to 24, 2021, with 1,766 residents completing the survey. The margin of error for this study is ± 2.3% (19 times out of 20 or at the 95% confidence level).

Quality of life

In 2021, 88% of respondents say that the *overall quality of life in the Halifax region* is at least good, which is down from 96% in 2018. Over the past five years, 19% of respondents say that the quality of life in Halifax has improved, which is less than the proportion who say it has worsened (29%). The proportion who say it has improved is half of what it was in 2018 (38%).

Housing and development

When asked about what housing is lacking in their community, residents are most likely to say that *emergency shelters* (50%), *public housing* (48%), *non-profit rentals* (47%), and *support housing* (46%) are most in need. In addition, 86% say the Municipality should play a larger role in supporting affordable housing. When asked what affordable housing the Municipality should support, residents most often select *Inclusionary Zoning* (70%) and *Community Land Trusts* (61%).

Overall, 63% of residents indicate that at least some of their basic housing needs are not met, most often *affordability*.

Food security

One third of respondents say they experience at least some form of food insecurity, and 40% identify as having at least one barrier that prevents them from being able to get the food they need to be healthy and active (most often *income* [29%]). However, just 12% of residents participate in a municipally offered and supported food initiative.

When asked what food actions the Municipality should be investing in, residents most commonly suggest that the Municipality should *offer more food access programs like Mobile Food Market* (50%) or *reduce barriers and encourage food uses in communities* (43%).

Economy and employment

About 64% of respondents believe that there are sufficient opportunities in the region to work in the field or profession of their choice. However, 25% expect that they or their family will need to move from the Municipality to find work.

Currently, 56% of employed residents work at home at least some of the time, while 50% expect to continue working from home at least somewhat after the impacts of COVID-19 are over. However, 75% would prefer to work from home at least on a part-time basis.

Inclusiveness and sense of connectedness

Among five different aspects related to quality of life, the majority of residents are satisfied with each, with *being a place to live* (91%) having the highest levels of satisfaction. Among seven statements about their community, residents are most likely to agree that *they like the neighbourhood they live in*, while least likely to agree that *they feel connected to their neighbourhood*.

Among 11 different aspects related to inclusiveness and connectedness, the majority of residents tend to be satisfied or very satisfied, with the exception of the *Municipality being a place for Indigenous people* and a *place for persons with disabilities*, where a slight majority are dissatisfied or very dissatisfied.

Residents are split between those who are satisfied (50%) or dissatisfied (50%) with the Municipality's efforts to combat racism.

When asked what steps the Municipality could take to improve inclusiveness/sense of connectedness, no single issue dominated, with *encourage community gatherings/socializing* (12%) and *more education/workshops* (11%) mentioned most often.

Environment and climate change

The majority tend to be satisfied with statements related to the Municipality's efforts on environment and climate change; although, in most cases, about 1 in 10 residents or fewer are very satisfied. Only one aspect has more than half of residents who are dissatisfied or very dissatisfied: *communicating the city's efforts on environment and climate change* (53%).

Overall, slightly less than 2 in 10 residents are *aware of HalifACT*, *the Municipality's climate action plan*.

In terms of priorities for where the Municipality should focus spending over the next five years in environmental and climate change action, residents put the greatest priority on *renewable energy generation*, with 2 in 3 residents ranking it in their top three, which includes 30% who rank it first.

Value for taxes

About 72% of residents say they receive good or very good value for the level of property taxes that they currently pay, which is on par with results from 2018. When asked for their opinion about municipal budgeting, 49% say they would maintain taxes and fees, even if it means reducing some services to maintain others. About twice as many say they would increase services (33%) as decrease services (18%). Results are very similar to 2018.

About 68% of residents say they are very or somewhat comfortable *with increasing the level of debt the Municipality holds*.

Municipal leadership and engagement

Among eight statements related to leadership and engagement, residents were most likely to agree or strongly agree that *the Municipality had done a good job of keeping residents informed during the COVID-19 pandemic* (82%). Residents were least likely to agree that *the Municipality's public processes encourage participation and help them feel involved in decisions that impact them as a resident* (44%).

About 70% of residents use at least one type of social media to get information about the Municipality, most commonly HFX apps (41%).

About 74% of residents identify at least one *barrier for them to participate in community decision-making*, with *lack of information about ongoing projects* (37%), *not sure how to participate* (35%), and *time* (35%) being most common.

In terms of voting, 91% of respondents say they *feel the Municipality provides them with the right tools/options to enable them to vote,* which may be high, given that 79% of respondents indicated that they voted in the 2020 municipal election (compared to 40% actual voter turnout).

Satisfaction with municipal services

Overall, 82% of residents are very satisfied or satisfied with *the delivery of all services provided by the Municipality*, on par with 81% in 2018. Respondents were asked to rate their satisfaction with 37 municipal services. Respondents appear to be most satisfied with *public libraries* (39% very satisfied) and least satisfied with *traffic management* (4% very satisfied). Compared to 2018, there was a notable increase in satisfaction with *bike lanes/cycling facilities* and decreases for *environmental protection and sustainability* and *traffic management*.

When asked about which services should be increased, maintained, or reduced, in all cases but one (*climate change*), the most common answer was *maintain service levels*. Compared to 2018, residents put an emphasis on increases to *traffic management* and *environmental protection* and less emphasis on *bike lanes/cycling facilities*.

When asked to select the service they would be willing to pay additional tax to support, residents were most likely to select *climate change* (46%). When asked how they would fund the increase, most tend to favour some combination of user fees and property taxes (with or without debt).

Community priorities

Among Regional Council's four priority areas, residents put the greatest emphasis on *environment*. Among the most important infrastructure priorities, the highest priority was *housing*, selected by 28% as their top priority.

When asked if *they would rather see the Municipality focus on investing in new infrastructure or fixing and maintaining existing infrastructure*, residents tend to favour *fixing and maintaining* by about 3:1.

Service quality

Among 25 different points of contact with the Municipality, residents were most likely to have accessed *library services* (46%) and *the Municipality's social media channels* (42%) in the past 12 months. When asked *how satisfied they were with their contact for the service*, residents were most satisfied with the contact for *library services* (64% very satisfied) and least satisfied with *making a Freedom of Information Request* (9% very satisfied).

In most instances, residents were able to access the service in their preferred method, with the outlier being *making a Freedom of Information Request*, where 32% were not able to access it in the way they wanted. In addition, the majority tended to have positive percpetions of the services they received, including online services.

Policing

About 38% of residents have *had contact with the police in the past three years*, most often with Halifax Regional Police. Generally, those who had interactions with the police in the past three years had a positive experience.

Among seven statements about the police, residents are most likely to strongly agree or agree that *they would call the police for assistance in an emergency* (95%) but least likely to strongly agree or agree that *police information is readily available* (57%).

Public safety

Overall, 75% of residents say they feel at least reasonably *safe from crime when walking alone in their neighbourhood after dark*, which is similar to 2018 (72%). In addition, in the past year, 17% of residents *experienced discrimination*.

Residents are split about whether *roles provided by the police could be provided by non-police services or organizations in the Municipality*, with 52% believing police roles could be handled by other organizations. The most common service mentioned that could be handled by other organizations was *mental health response* (58%).

In terms of safety preparedness, residents are most likely to *be prepared for an emegency by having supplies to last up to 72 hours* (84%) and least likely to have *subscribed to hfxALERT* (38%).

About 90% of residents are at least confident that *Halifax Regional Fire & Emergency (HRFE) will respond to emergency calls in a timely manner,* and 13% have interacted with HRFE in the past year. Among those who interacted with HRFE in the past year, over 9 in 10 has positive experiences.

Recreation and leisure

Residents were asked *how often they would use municipally-run recreation facilities in a normal year without COVID-19*. About 29% use it at least monthly, which is up from 21% in 2018. This increase is substantial and may be due to errors in recalling behaviours pre-pandemic.

About 17% have *registered or participated in a municipally-run recreation program over the past 12 months*, virtually unchanged from 18% in 2018. Sixteen percent said that, in a normal year, they *find it difficult to access any municipal facilities or participate in any recreation or leisure programs run by the Municipality*. This is unchanged from 2018 (16%).

Recreation and leisure

About 65% of residents believe that *parks and open spaces in the Municipality have become more or much more important to the quality of their life in the past year*. Among 14 different outdoor spaces, residents used *parks* (46% at least monthly) and *multi-use paths* (65% at least monthly) most frequently, while very few used *pump tracks* (2% at least monthly).

Satisfaction with cleanliness and maintenance of outdoor areas tends to be quite high. *Public washrooms* (79%) and *public washrooms in parks* (75%) are the only two areas that have lower than 8 in 10 who are very satisfied or satisfied. Satisfaction with the *availability or ability to book or use* outdoor areas is also quite high, with all areas receiving at least 85% who are very satisfied or satisfied.

Overall, 98% of residents are at least satisfied with their *overall park experience*. Although the total satisfied (very satisfied and satisfied) is unchanged, the proportion who are very satisfied is up from 2018 (25% to 31%).

Public libraries

About 48% of residents have *used services of Halifax public libraries in the past 12 months in a branch, in the community, or online*, which is down from 64% in 2018. For the most part, library users are satisfied with various aspects of libraries, with about 9 in 10 or more reporting that they are at least satisfied. In addition, almost all library users are at least satisfied with their overall experiences with libraries, including 51% who are very satisfied (up from 46% in 2018).

Transportation

Overall, 53% *commute to work or school*, which is down slightly from 59% in 2018. The most common method of commuting is *driving themselves*, as 70% use it as their primary mode of transportation. About 72% of residents who commute take 30 minutes or less to commute to work or school. Just 3% say it takes more than an hour to commute.

About 9 in 10 households own a vehicle, while about 7 in 10 use one for commuting to work or school. This means that approximately 60% of vehicles owned are used for commuting. About half of households own at least one bicycle, with almost 1 in 10 owning four or more; however, only about 1 in 10 households have at least one person who uses a bicycle for commuting.

Residents tend to feel most safe when *driving a vehicle* (92%) to travel and least safe *bicycling* (40%). Among the seven modes of transportation, residents would be most likely to consider *using a vehicle as their primary mode if it was safer* (63%). When asked what would *encourage them to bicycle more often than they do now*, 60% say nothing would. The most common suggestions were *more protected and physically separated bike lanes* (32%) and *a more continuous and connected bicycle network* (26%).

Overall, 45% have *used Halifax Transit in the past 12 months*, down from 59% in 2018.

About 66% of residents support or strongly support *the use of photo enforcement for red light running and electronic speed detection to improve road safety*.

Residents tend to have more positive perceptions of *the condition of roads, sidewalks, and walkways*, although they are more positive about the condition of them in their neighbourhood than the Municipality as a whole.

Overall, 46% have *paid for on-street parking since the launch of the new parking technology in October 2020*, and 11% *make use of on-street accessible parking*.

Key issues

Respondents were asked to name up to three *issues facing the Halifax region over the next five years in which they feel the Municipality should invest greater resources*. Compared to 2018, there were considerable increases in mentions related to two themes – housing (e.g., *affordable housing, more housing, poverty/homelessness*) and the environment (e.g., *climate change, environment, renewable energy*). In general, respondents seemed to be less focused on transportation-related themes, such as *road conditions*, *transit*, and *transportation and traffic*.

Table of Contents

1.0 Background and objectives

In the fall of 2021, the Halifax Regional Municipality (the Municipality) hired PRA Inc. to conduct its Resident Survey. The 2021 survey marks the 10^{th} study of this nature since the Municipality was formed by the amalgamation of five independent municipal units.

This ongoing research plays a key role in the Municipality's mission to ensure it provides the programs and services that are required and desired by its residents. The Municipality has two main objectives in conducting the 2021 Resident Survey:

- determine the satisfaction of Halifax residents and taxpayers with the services provided by their municipal government
- help identify the mix of programs and services to best meet the expectations of Halifax residents and taxpayers

The Municipality will use the findings from the survey to implement strategies to make Halifax vibrant. It is through the analysis of trends in priorities and preferences that the Municipality can make broad policy decisions to set the stage for the future success of Halifax. The Resident Survey will help the Municipality determine the level of emphasis that should be placed when making decisions about where to allocate efforts and expenditures.

2.0 Methodology

2.1 Questionnaire design

The Municipality designed the questionnaire in consultation with various Halifax Regional Municipality business units and key stakeholders. PRA Inc. reviewed the draft questionnaire and provided feedback to improve and refine questions to ensure more reliable results were obtained from the questions. The final questionnaire can be found in Appendix A.

2.2 Sampling plan

In August 2021, the Municipality randomly selected 20,000 Halifax households to receive an invitation to complete the survey. A sample of households was taken from a comprehensive list of all households in Halifax using the Municipality's civic address database. This database was used to randomly select a proportional representation of households from all 16 districts in Halifax, including both single-family and multi-unit households. This sampling method ensured that the proportion of households selected was a close representation of households in Halifax. This sampling method was used in past Citizen Surveys.

2.3 Survey administration

The Municipality drafted a letter inviting a member of the household to complete the survey, either online, by telephone, or by receiving a paper copy by mail. To access the online survey, each letter contained a passcode, which allowed respondents to complete the survey and prevented unauthorized completion of the survey.

Two weeks after sending the letter, the Municipality mailed all 20,000 households a reminder postcard encouraging participation in the research. The postcard also included contact information for residents to use if they no longer had their invitation letter.

The survey was open from September 1 to September 24, 2021. Approximately 1,000 letters were returned undeliverable, leaving a final sample of approximately 19,000. A total of 1,766 surveys were completed, which results in a response rate of 9.3% (on par with 9.5% obtained in 2018). Among the 1,766 completed surveys, 1,653 (94%) were completed online, 42 were completed by telephone (2%), and 71 were completed by mail (4%). The margin of error for this study is ± 2.3% (19 times out of 20 or at the 95% confidence level).

2.4 Weighting

In some cases, when the random sample diverges from Canadian census data, PRA corrects for discrepancies. For this study, the sample is weighted to the general population data of Halifax to correct for differences in age, gender, and area of residence (urban, suburban, or rural), and proportions in this report are weighted unless otherwise stated. The table below shows the overall sample relative to the proportions used for weighting.

Table 1: Weighting profile

	% (n = 1,766)	Population
Gender (current gender)		
Man	45%	48%
Woman	51%	52%
Other gender definition	1%	-
Prefer not to say	3%	-
Age		
18 to 34	14%	30%
35 to 54	28%	34%
55 to 74	45%	29%
75 and older	11%	8%
Prefer not to say	3%	-
Region		
Urban	81%	82%
Suburban	6%	4%
Rural	14%	14%

Population data is based on 2016 Census information for gender and age, and on information from the Halifax Regional Municipality for region.
Note: Totals may not equal 100% due to rounding.

2.5 Profile of participants

The table below summarizes the demographic profile of respondents.

Table 2: Profile of respondents

	% (n = 1,766)		% (n = 1,766)
Years lived in HRM		**Employment status**	
4 years or less	15%	Employed	64%
5 to 9 years	11%	Retired/unable to work	26%
10 to 14 years	10%	Unemployed	6%
15 to 20 years	7%	Student	4%
More than 20 years	57%	Homemaker	2%
Highest level of education		**Access to high-speed internet**	
High school diploma or lower	14%	Yes	94%
Apprenticeship, trades, college, CEGEP, or other non-university certificate or diploma	24%	Yes, but cannot afford	3%
University graduate	36%	No	3%
University certificate, diploma, or degree above bachelor level	27%		
Total household income		**Annual property tax**	
Less than $50,000	28%	Less than $2,000	16%
$50,000 to less than $75,000	20%	Between $2,000 and $3,000	20%
$75,000 to less than $100,000	17%	Between $3,000 and $4,000	14%
$100,000 to less than $125,000	13%	Over $4,000	14%
Over $125,000	22%	Don't know/don't pay property tax	37%
Rent or own		**People in household**	
Own home	66%	1	23%
Rent	33%	2	46%
Other	1%	3 or more	31%
Children or seniors in household*		**Identify as**	
Children	23%	Person with disability	14%
Seniors	25%	Acadian or Francophone	11%
Neither	54%	Member of 2SLGBTQ+	9%

Note: Totals may not equal 100% due to rounding.
*Note: Respondents could provide more than one answer; totals may sum to more than 100%.

The table below provides the demographic profile of respondents.

Table 3: Respondents' ethnicity	% (n = 1,766)
Caucasian	89%
Chinese	2%
South Asian	2%
Métis	2%
Black (African Canadian)	1%
First Nations	1%
Filipino	1%
Latin American	1%
Arab	1%
Black (African Nova Scotian)	1%
West Asian	1%
Mi'kmaq and/or L'nu	1%
Korean	1%
Southeast Asian	<1%
Japanese	<1%
Inuk (Inuit)	<1%
Other	3%

Note: Respondents could provide more than one answer; totals may sum to more than 100%.

2.6 Reporting

The following steps should be noted when reading this report.

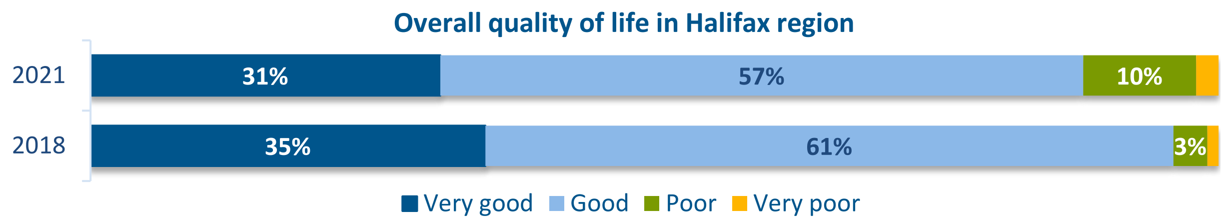
- **Non-responses.** Throughout this report, only those who have provided a response to a question are included in the results. Those respondents who did not provide an answer to a question have been removed from the calculations unless otherwise shown.
- **Small percentages in graphs.** The value labels for bars in stacked bar graphs representing 2% or fewer respondents have been removed for ease of reading.
- **Key differences.** Large sample sizes may increase the likelihood of obtaining statistical differences between groups and lead to over-identification of differences that are small or not practically different. In standard research, differences are identified at a probability level below 5% (.05); however, for this report, the standard has been raised to 0.1% (.001) to identify differences that are practical and worthy of identification. Throughout this document, any differences reported meet this criteria unless otherwise stated. If no key differences are discussed for a given question, it means no differences between groups met the criteria.

3.0 Quality of life

3.1 Overall quality of life in the Municipality

In 2021, close to 9 in 10 respondents say that the *overall quality of life in the Halifax region* is at least good, including 31% who say it is very good. This is down slightly from 2018 when almost all respondents said life was good or very good.

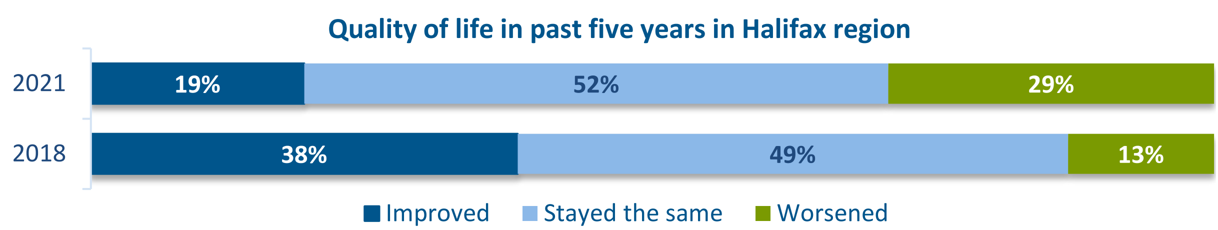
Key differences. The older a resident, the longer they have lived in the Municipality, and the higher their household income, the more likely they are to say that the quality of life is very good. In addition, residents who own their home, identify as Caucasian, do not identify as having a disability, and do not identify as 2SLGBTQ+ are more likely than their counterparts to say the quality of life is very good.



3.2 Changes in quality of life in past five years

Over the past five years, 19% of respondents say the quality of life in the municipality has improved, which is less than the proportion who say it has worsened (29%). The proportion who say it has improved is half of what it was in 2018.

Key differences. As household income rises, residents are more likely to say that the quality of life has improved over the past five years. In addition, men, homeowners, those who do not identify as having a disability, and those who do not identify as 2SLGBTQ+ are more likely than their counterparts to say that the quality of life has improved. In addition, there is a difference among age groups that shows that younger residents are more likely to say that the quality of life has worsened, even though the percentage of residents who say it has improved is similar among age groups.



Respondents who indicated that the quality of life has improved over the past five years were asked why and the top 10 most commonly mentioned reasons are shown in the table below. Generally, no single issue dominates, as many are mentioned by about 1 in 5.

Table 4: Reason for improved quality of life (Top 10)	
	Improved (n = 329)
Beautification – more green space/better parks	20%
Better transit service	17%
Better roads/road maintenance	17%
Bike lanes/trails	16%
Amenities – shops/restaurants	12%
Development/growth/ construction	12%
Recreation opportunities	11%
Better government	9%
Infrastructure – improvements, renewal, investments	9%
Walking/hiking trails	9%
Note: Respondents could give more than one response; therefore, columns will sum to more than 100%. Base: Those who indicated quality of life in the Municipality has improved over past five years.	

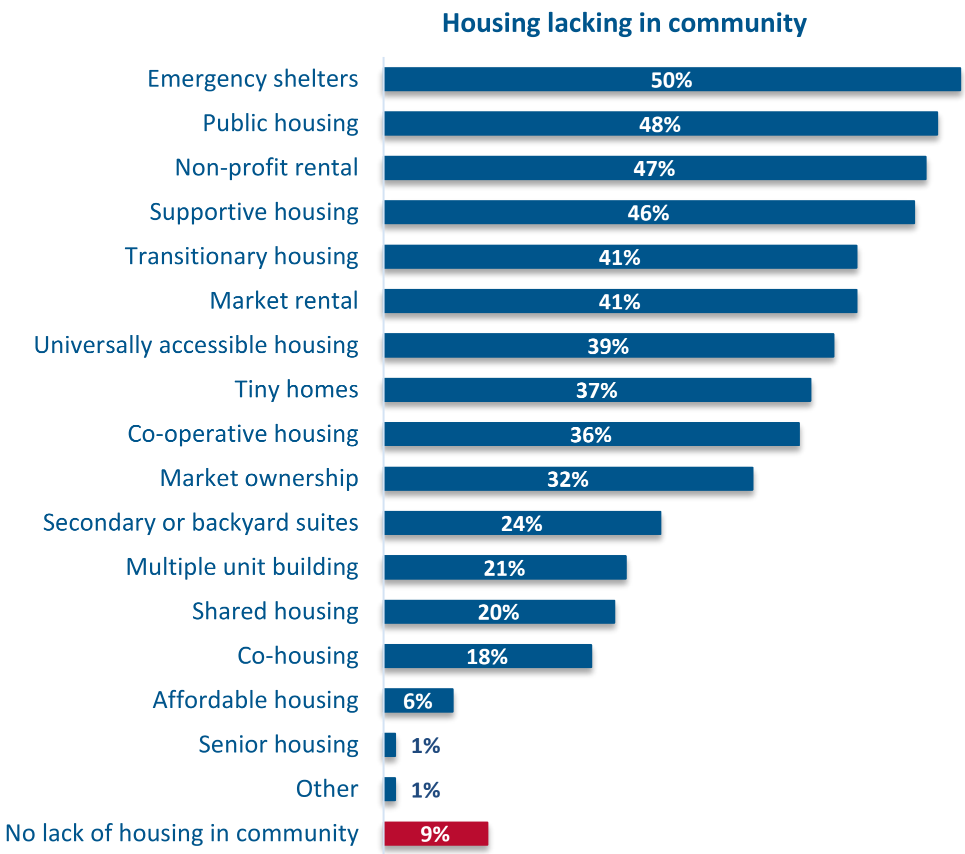
For those who said that the quality of life has worsened, factors related to housing dominate, including a *perceived lack of available and affordable housing, rental costs/control*, and *homelessness/poverty*. There also appears to be factors related to COVID directly, including *healthcare delivery* and the *impacts of COVID restrictions and lockdowns*.

Table 5: Reason for worsened quality of life (Top 10)	
	Worsened (n = 512)
Housing – lack of affordable/available housing	51%
Issues with healthcare delivery/access to medical care	25%
Rental costs/lack of rent controls	19%
Cost of living/inflation	16%
Transportation (congestions, problems)	15%
Homelessness/poverty issues	12%
COVID lockdown/restrictions	12%
Construction concerns/lack of planning	12%
Wages/minimum wage	7%
Poor government	7%
Note: Respondents could give more than one response; therefore, columns will sum to more than 100%. Base: Those who indicated quality of life in the Municipality has worsened over past five years.	

4.0 Housing and development

4.1 Housing lacking in community

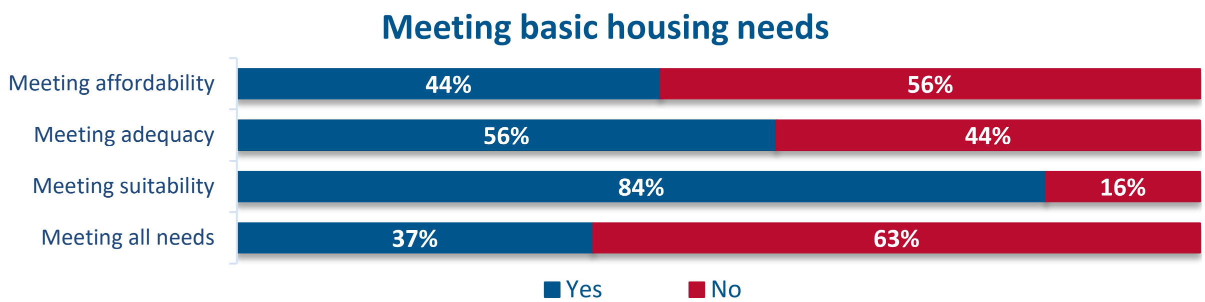
Over 9 in 10 (91%) residents feel that there is at least some type of housing lacking in their community, with *emergency shelters* identified as lacking most often.



4.2 Meeting basic housing needs

Housing need means that you are lacking in some aspect of housing that would require an improvement – either enough rooms for the number of people (suitability), condition or occupancy standards (adequacy), or cost relative to income level (affordability). Slightly less than 2 in 3 respondents indicate that they meet some type of basic housing need, most often *affordability*.

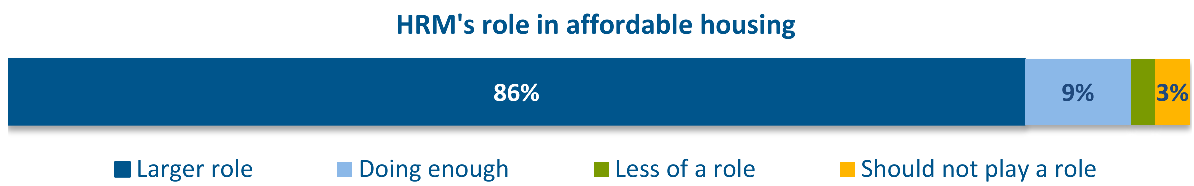
Key differences. Respondents with less education, those in lower income households, renters, those who identify as a visible minority, and those who identify as having a disability are more likely than their counterparts to indicate that they have at least some type of basic housing need.



4.3 HRM's role in affordable housing

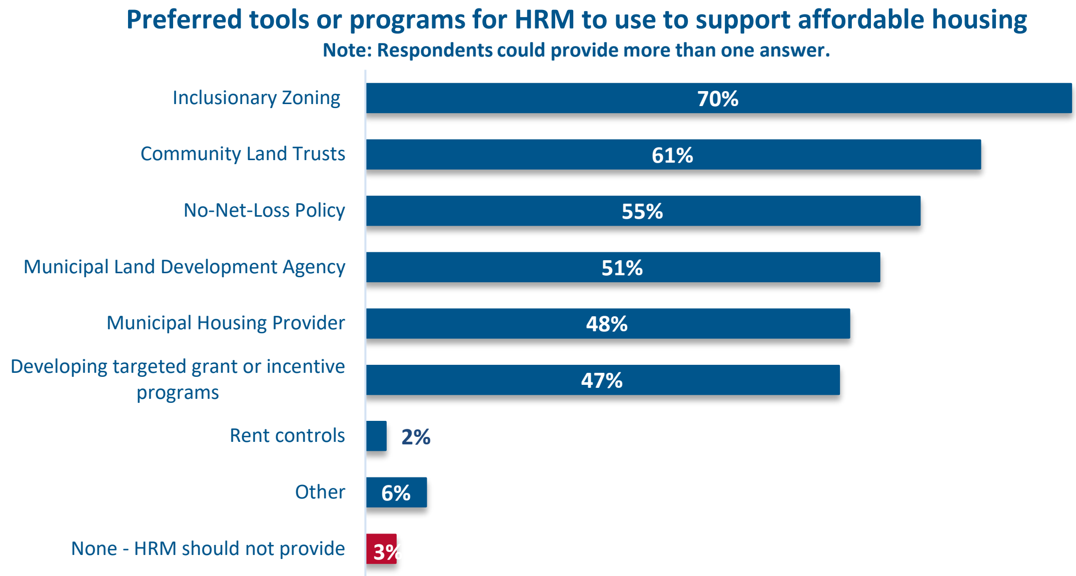
The vast majority of respondents believe that the Municipality should play a larger role in *supporting affordable housing*, while just 2% say it should play less of a role.

Key differences. As household income increases, respondents are less likely to say that the Municipality should play a larger role in supporting affordable housing. In addition, women and renters are more likely than their counterparts to say that the Municipality should play a larger role.



4.4 Programs for affordable housing

Almost all residents believe that the Municipality should use *some type of tool or program to support affordable housing*, using *Inclusionary Zoning* (affordable units included in new developments) as the most common answer.



5.0 Food security

5.1 Food insecurity

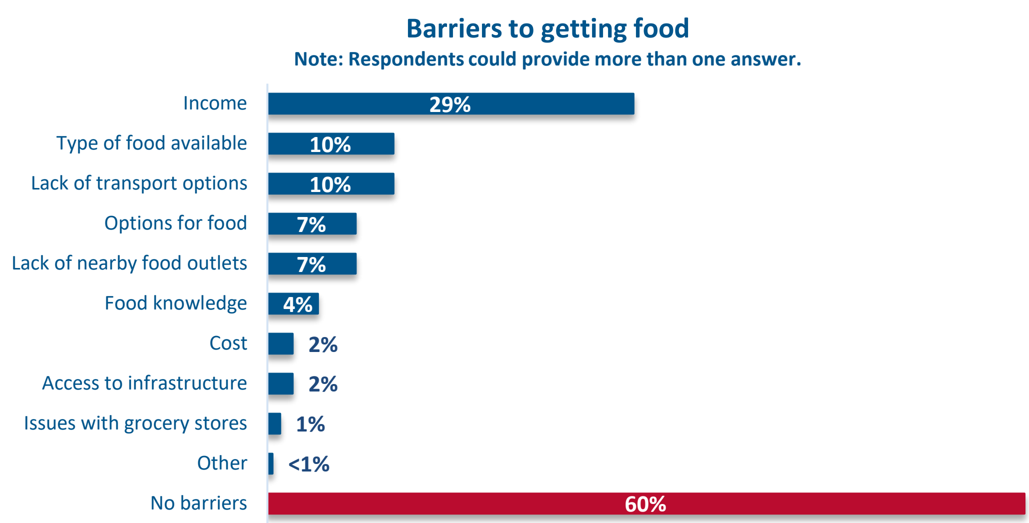
One third of respondents say they experience at least some form of food insecurity, with 6% saying they experience it often or always.

Key differences. Younger residents, women, those in lower income households, renters, those with lower property taxes, those who identify as a visible minority, those who identify as having a disability, and those who identify as 2SLGBTQ+ are more likely to experience food insecurity.

5.2 Barriers to getting food needed to be healthy and active

When asked what *barriers prevent them from being able to get the food they need to be healthy and active,* 4 in 10 residents identified a barrier, most commonly income.

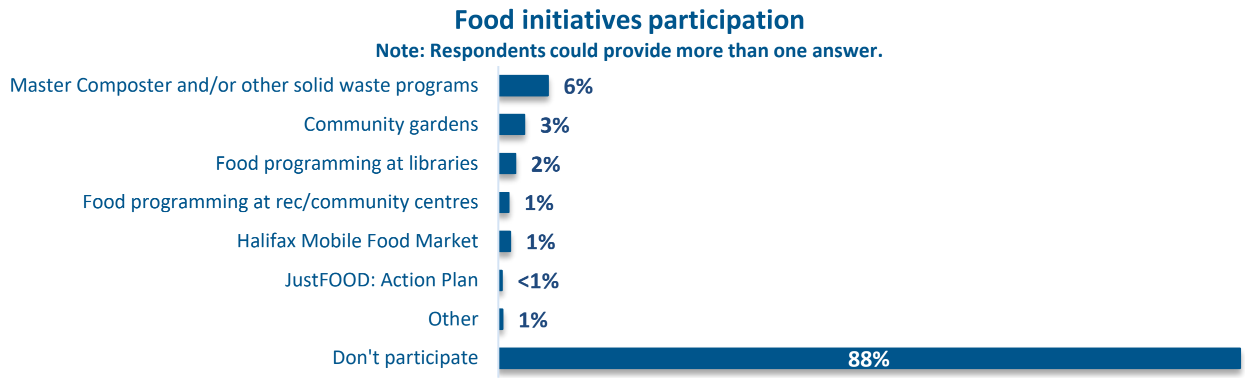
Key differences. Younger residents, those with less than a university education, lower income households, renters, those with lower property taxes, those who identify as a visible minority, those who identify as having a disability, and those who identify as 2SLGBTQ+ are more likely to identify having barriers, which is very much in line with results for those reporting greater food insecurity.



5.3 Participation in municipal food initiatives

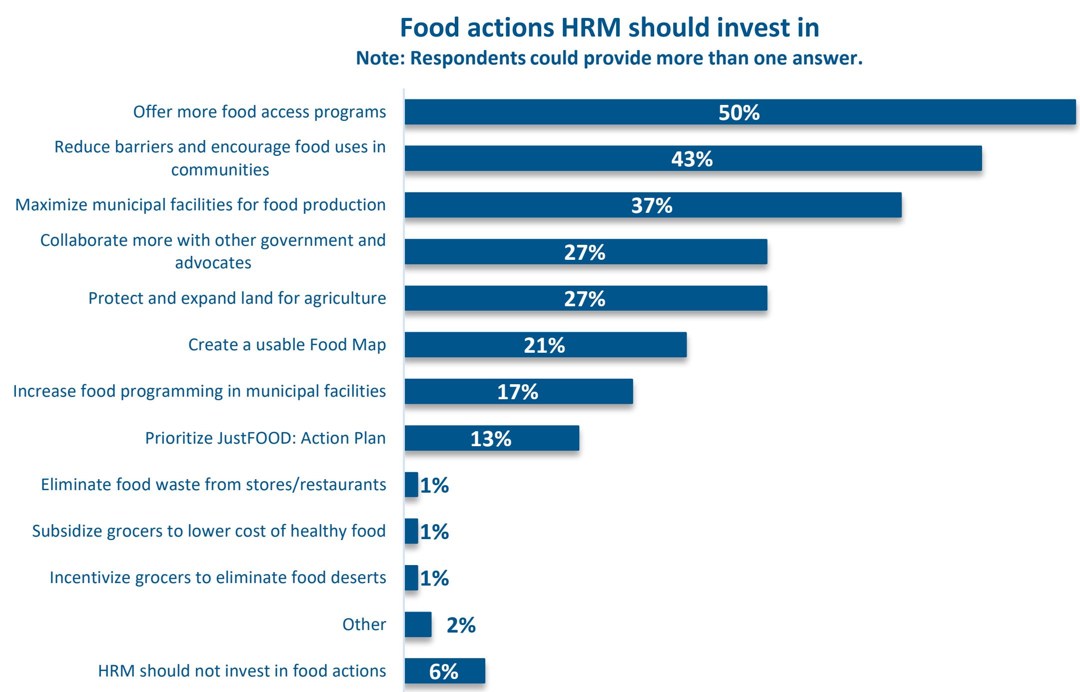
Slightly more than 1 in 10 residents *participate in a municipally offered and supported food initiative,* most commonly the Master Composter and/or other solid waste programs.

Key differences. Homeowners were more likely to have participated in the Master Composter and/or other solid waste programs. Those who identify as a visible minority, as having a disability, or as part of the 2SLGBTQ+ community were more likely to have taken part in municipal programs, most often community gardens and food programs at libraries.



5.4 Food actions the Municipality should invest in

More than 9 in 10 residents think the Municipality should *be investing in some type of food action*, most commonly to *offer more food access programs like Mobile Food Market* or *reduce barriers and encourage food uses in communities*.

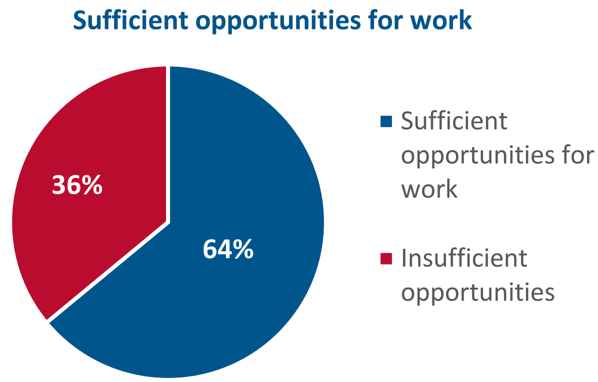


6.0 Economy and employment

6.1 Opportunities for work in HRM

About two thirds of respondents *feel like there are sufficient opportunities in the region to work in the field or profession of their choice*.

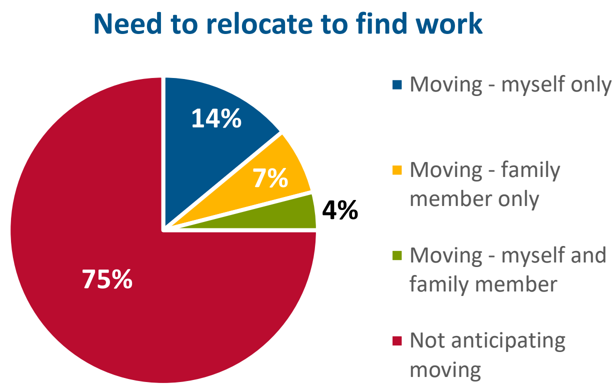
Key differences. Younger residents, those in lower income households, renters, those who identify as a visible minority, those who identify as having a disability, and those who identify as 2SLGBTQ+ are less likely to feel like there are sufficient opportunities for work.



6.2 Relocation to find work

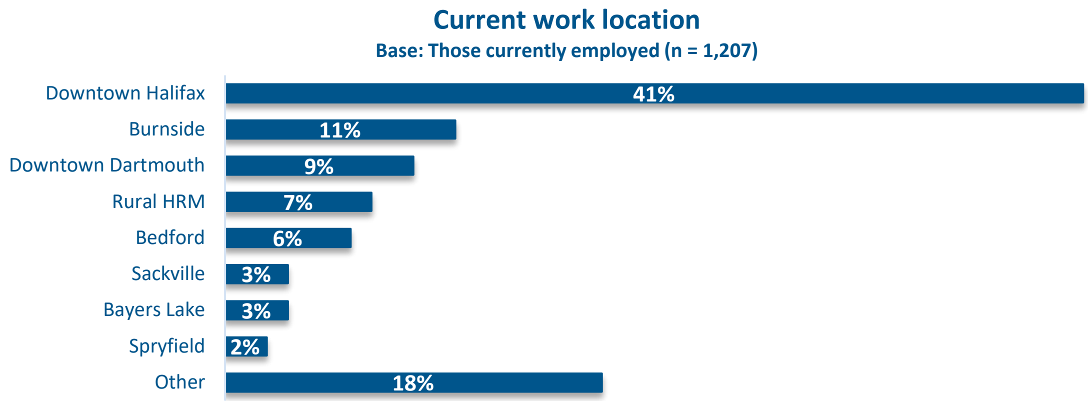
Overall, about 1 in 4 residents *anticipate having to move from the Municipality to find work in their field or profession of choice*, with about 18% saying that they personally will have to move.

Key differences. Residents aged 18 to 34, those living in urban/suburban areas, those in lower income households, renters, those without children, those who self-identify as a visible minority, and those who self-identify as 2SLGBTQ+ are most likely to say that they will need to relocate to find work.



6.3 Current work location

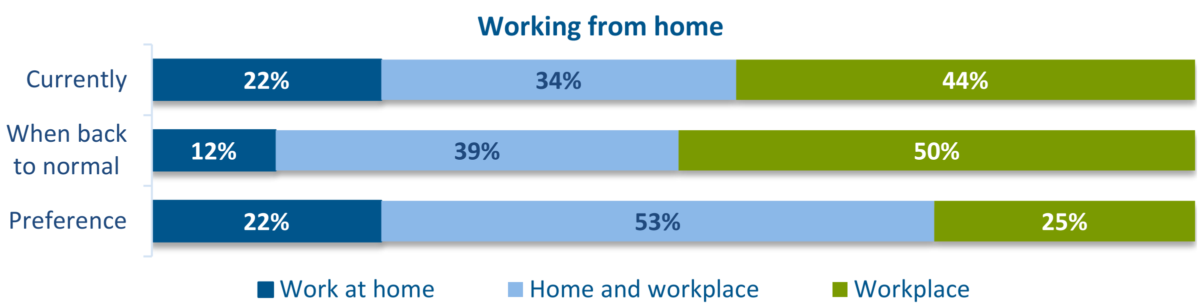
The majority of respondents are currently working in downtown Halifax.



6.4 Working from home

Currently, about 6 in 10 residents work at home at least some of the time, including 22% who work exclusively from home. After the impacts of COVID-19, there appears to be a slight shift to fewer working exclusively from home. However, preference is drastically different from current or future state, as almost 3 in 4 residents would prefer to be working at least somewhat from home.

Key differences. Residents with more education and higher household incomes are more likely to be working at least partially from home currently and when things return to normal. However, in terms of preference, there is only a significant difference for education, with those with more education preferring to work from home.

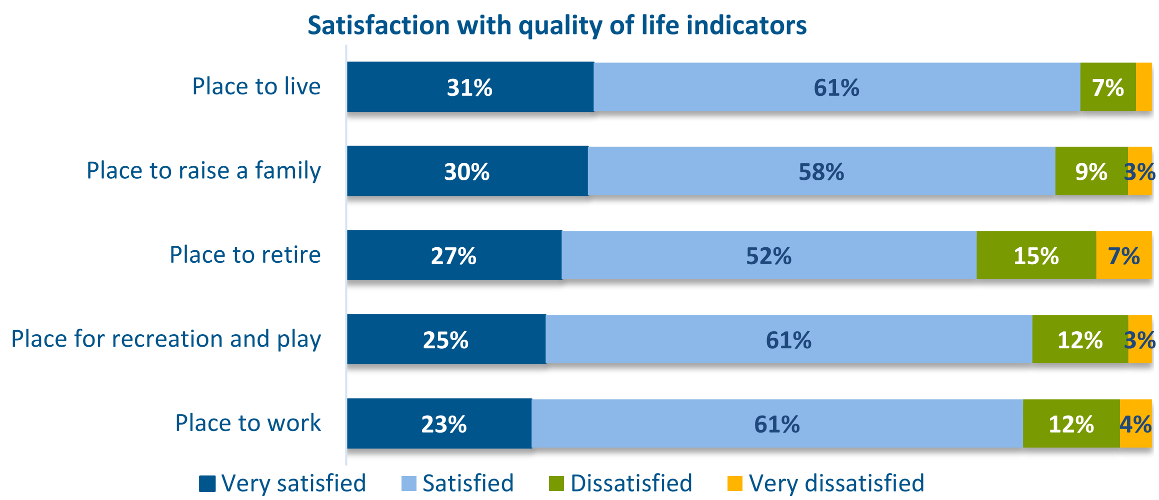


7.0 Inclusiveness and sense of connectedness

7.1 Satisfaction with quality of life indicators

Of five different aspects related to quality of life, the majority of residents are satisfied with each. They are most satisfied with the Municipality as a *place to live*, with more than 9 in 10 satisfied. They are least satisfied with the Municipality as a *place to retire*, with just under 8 in 10 satisfied.

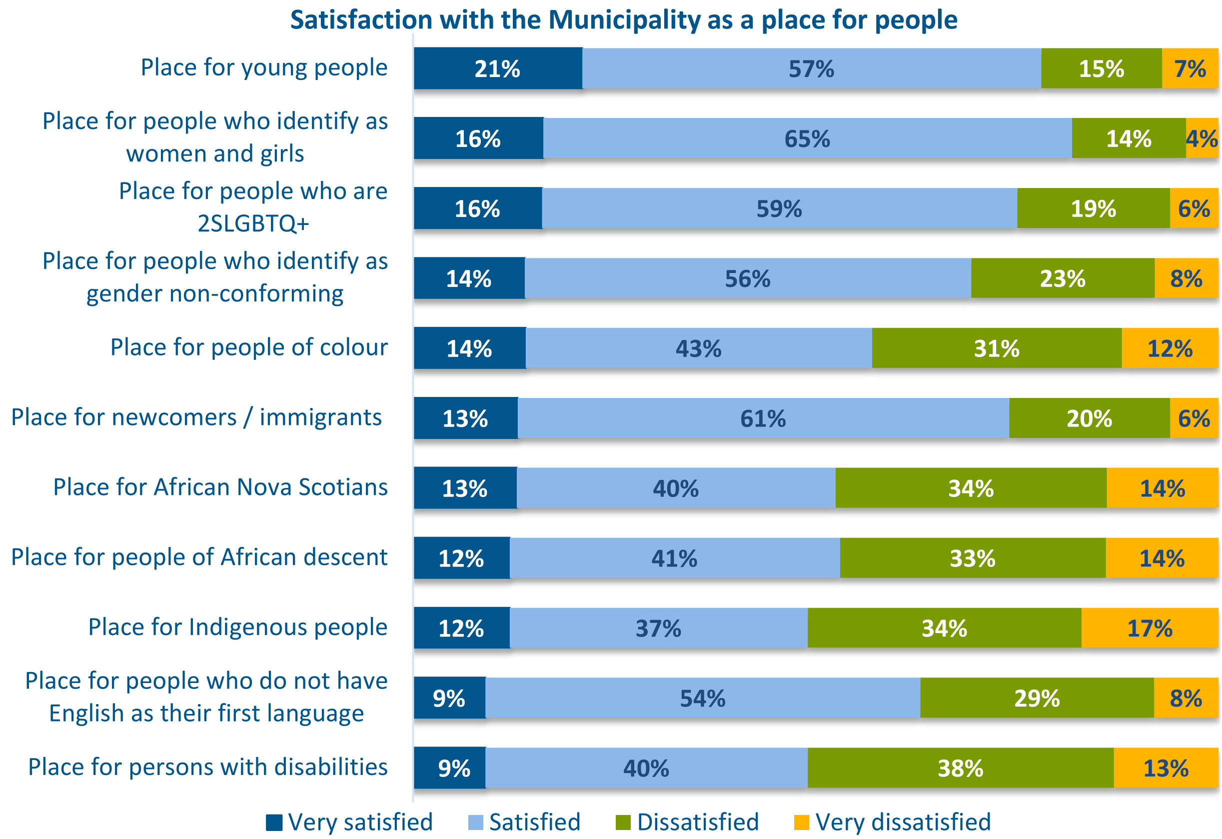
Key differences. There are many differences among these five questions and demographic groups, with consistent differences across most questions. Residents who are older, in higher income households, who live in urban/suburban regions, own their home, identify as Caucasian, do not have a disability, or do not identify as 2SLGBTQ+ tend to be more likely to be very satisfied with the quality of life indicators below.



7.2 Satisfaction with Municipality as a place for people

The majority of residents tend to be satisfied or very satisfied with 11 different aspects related to inclusiveness and connectedness, with the exception of the Municipality being *a place for Indigenous people* and *a place for persons with disabilities*, where a slight majority are dissatisfied or very dissatisfied.

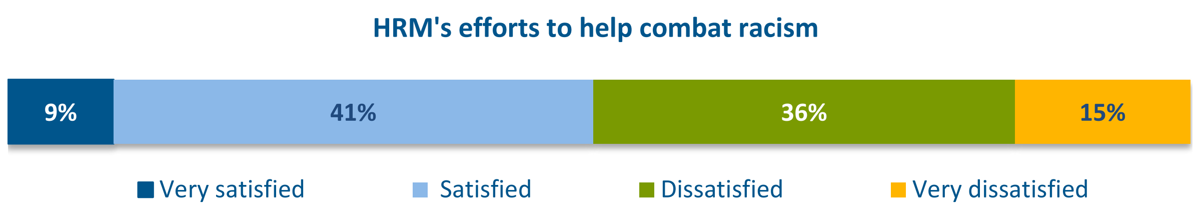
Key differences. For the 11 statements shown in the following graph, there tend to be some consistent differences among demographics groups (although not always statistically significant). Specifically, women, younger residents, those with more education, renters, those who identify as a visible minority, those who identify as a person with a disability, and those who identify as 2SLGBTQ+ tend to be more likely to be very dissatisfied with the statements.



7.3 Satisfaction with HRM's efforts to combat racism

Residents are split between those who are satisfied or dissatisfied with the Municipality's efforts to combat racism.

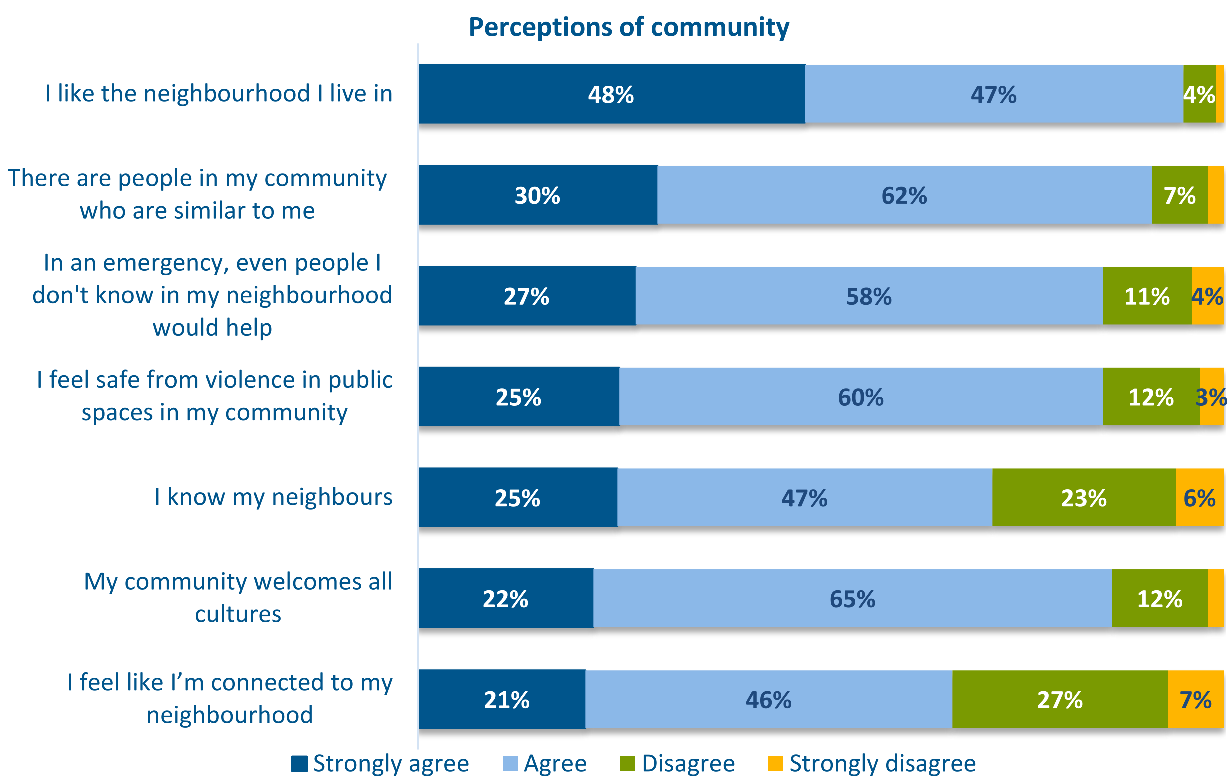
Key differences. Women, younger residents, those with more education, renters, people who identify as having a disability, and those who identify as 2SLGBTQ+ are most likely to be dissatisfied with the Municipality's efforts. Of interest, there is no statistical or practical difference in satisfaction between those who identify as Caucasian and those who identify as a visible minority.



7.4 Perceptions of their community

Among seven statements about their community, residents are most likely to agree that *they like the neighbourhood they live in*, while least likely to agree that *they feel connected to their neighbourhood*.

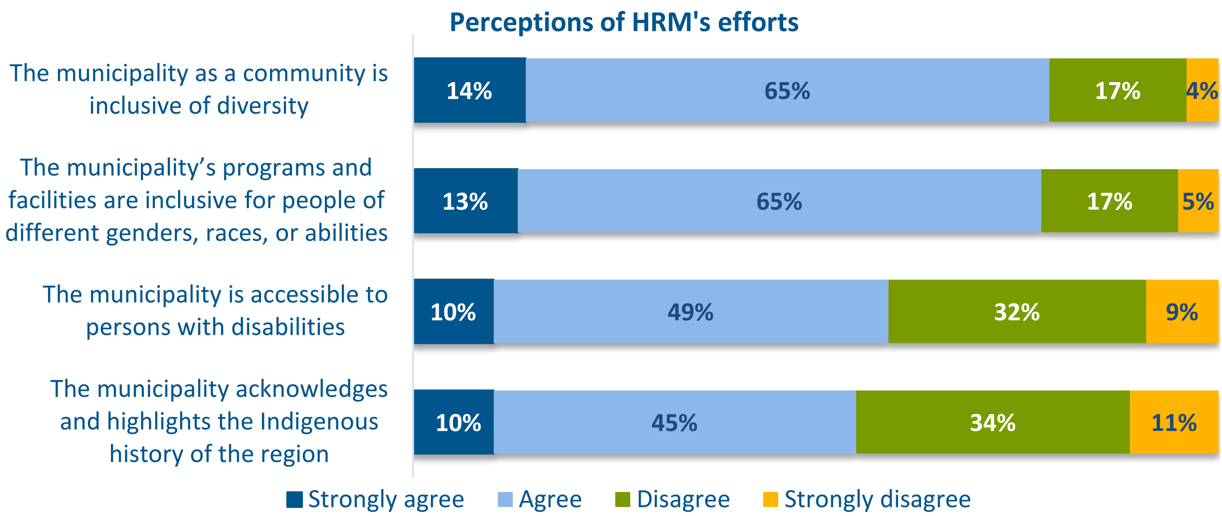
Key differences. Similar to other questions, there are several consistent differences among demographic groups, specifically that older residents, those in higher income households, homeowners, those living in rural areas, those with higher annual property taxes, those who identify as Caucasian, those who do not identify as having a disability, and those who do not identify as part of the 2SLGBTQ+ community tend to be more likely to strongly agree with each statement.



7.5 Perceptions of HRM's efforts in equity, diversity, and inclusion

Although the majority of residents strongly agree or agree with four statements about the Municipality's efforts related to equity, diversity, and inclusion, only about 1 in 10 strongly agree with each statement.

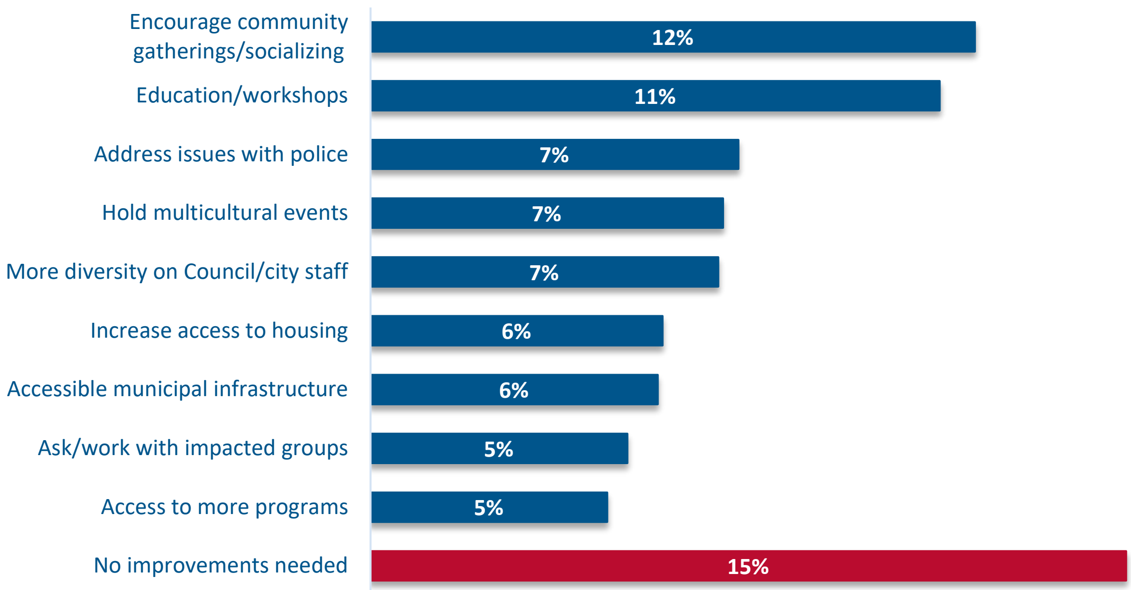
Key differences. Residents who are male, older, own their home, those who do not identify as having a disability, and those who do not identify as part of the 2SLGBTQ+ community tend to be more likely to agree with these statements. In addition, there is only one significant difference between those who identify as a visible minority and those who identify as Caucasia—those who identify as a visible minority are more likely to strongly disagree that *the Municipality is inclusive of diversity*.



7.6 Improving inclusiveness and sense of connectedness

Residents were asked in their own words what steps the Municipality could take to improve inclusiveness/sense of connectedness. The graph below shows those suggestions mentioned by 5% of respondents or more. Generally, no single suggestion dominates, with only two – *encourage community gatherings/socializing* and *more education/workshops* – mentioned by more than 10%.

Top actions the Municipality could take to improve inclusiveness/connectedness
Note: Respondents could provide more than one answer.



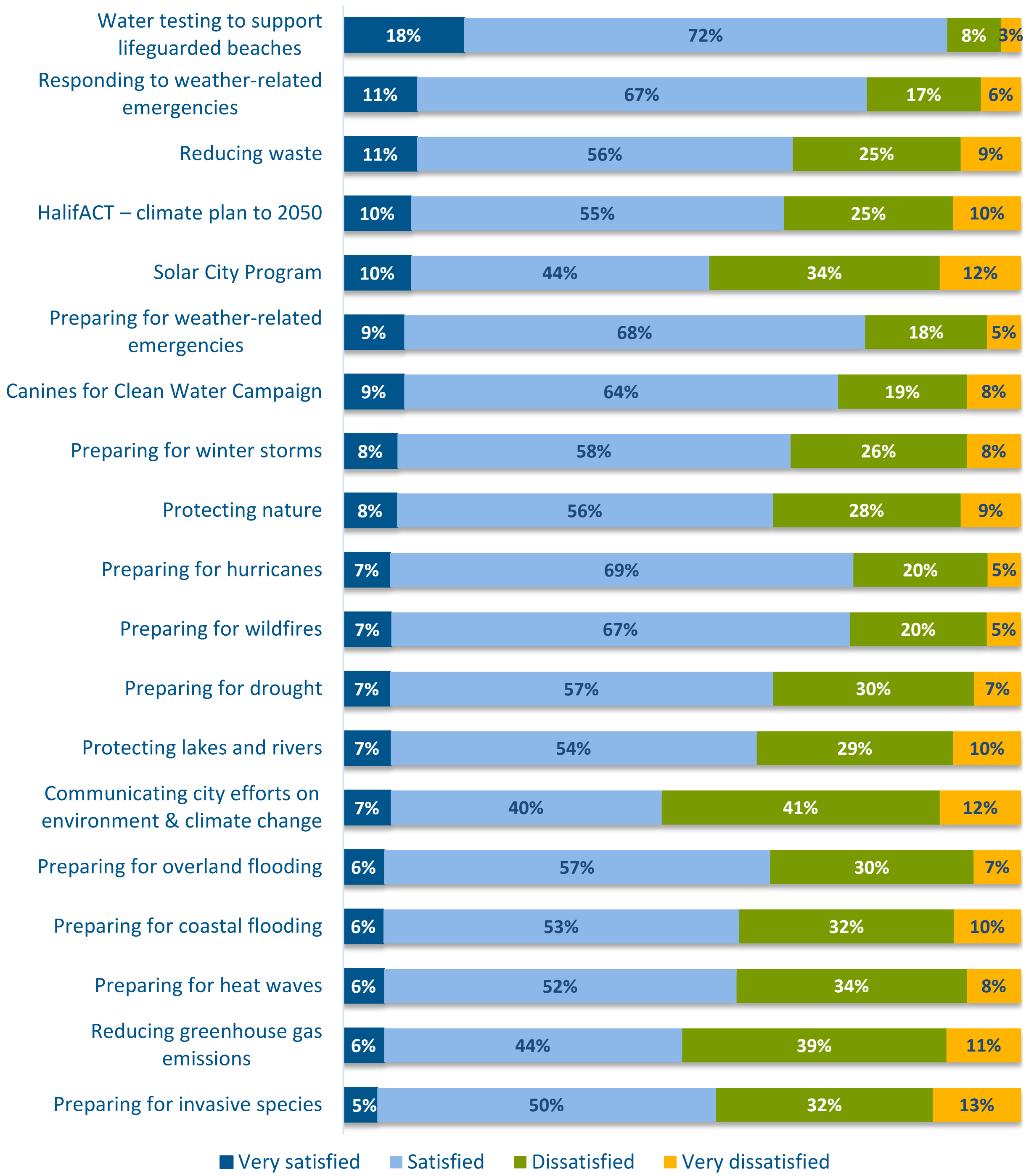
8.0 Environment and climate change

8.1 Satisfaction with HRM's efforts on environment actions

The majority of residents tend to be satisfied with statements related to the Municipality's efforts on environment and climate change, although, in most cases, about 1 in 10 residents or less are very satisfied. However, only one statement has more than half of residents dissatisfied or very dissatisfied — *communicating the city's efforts on environment and climate change.*

Key differences. Younger residents tend to be more likely to be very dissatisfied with the Municipality's efforts in many areas, including *reducing greenhouse gas emissions, preparing for heat waves, preparing for winter storms, protecting lakes and rivers, reducing waste, communicating city efforts on environment and climate change, preparing for weather-related emergencies,* and *responding to weather-related emergencies*. In addition, those who identify as part of the 2SLGBTQ+ community tend to be more likely to be very dissatisfied than their counterparts for most areas.

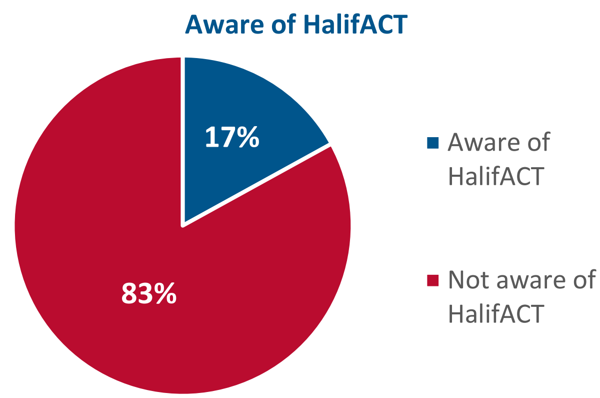
Satisfaction with environment actions



8.2 Awareness of HalifACT

Overall, slightly less than 2 in 10 residents are *aware of HalifACT, the Municipality's climate action plan*.

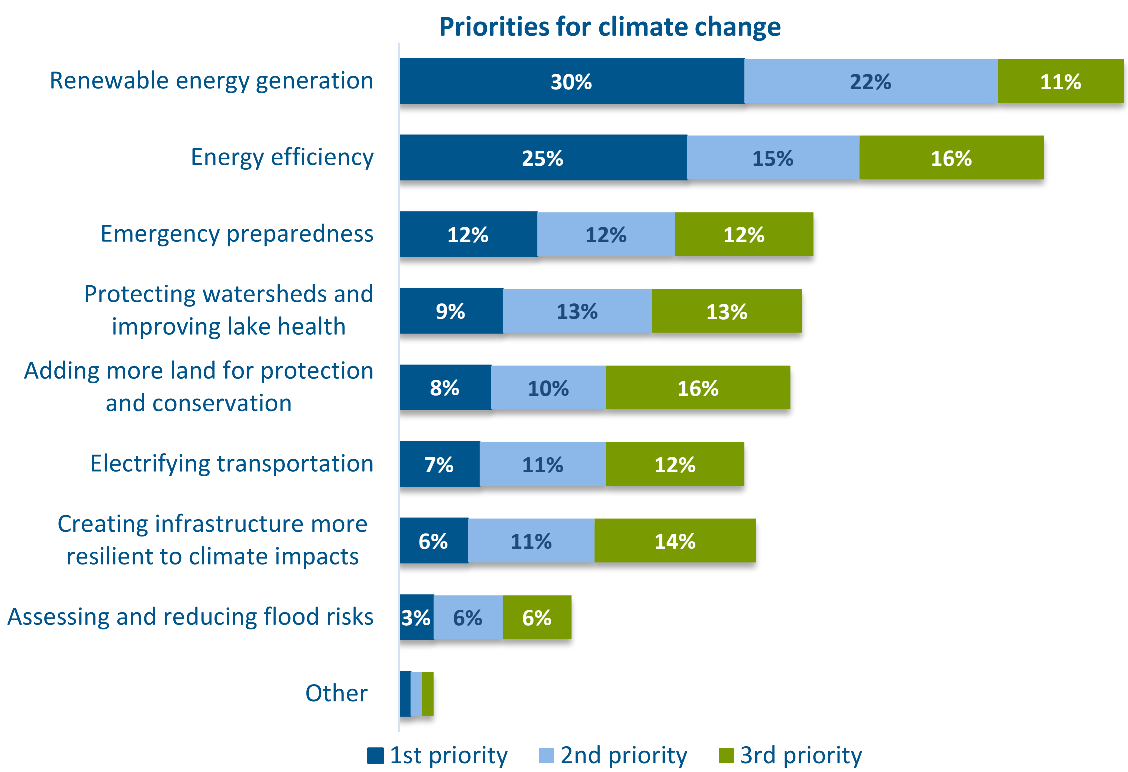
Key differences. Residents under 55, those with higher levels of education, renters, and those who identify as 2SLGBTQ+ are most likely to be aware of HalifACT.



8.3 Priorities for spending on environmental and climate change action

In terms of priorities for where the Municipality should focus spending over the next five years related to the area of environmental and climate change action, residents put the greatest priority on *renewable energy generation*, with 2 in 3 residents ranking it in their top three, which includes 30% who rank it first.

Key differences. Younger residents, those with higher levels of education, those in higher income households, and those who identify as 2SLBTQ+ are more likely to rank *renewable energy generation* as their top choice.

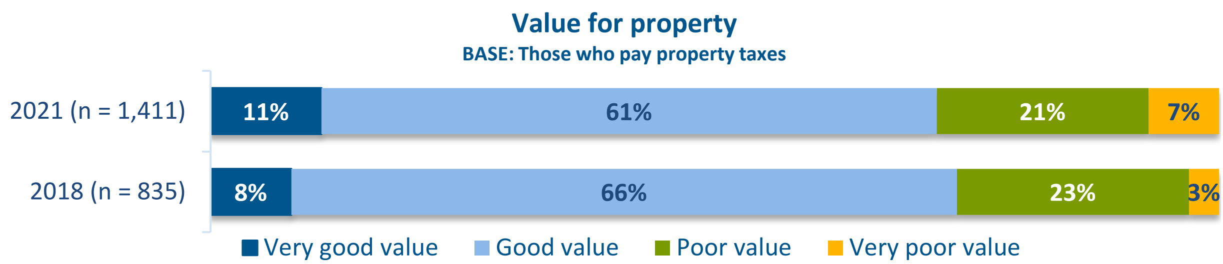


9.0 Value for taxes

9.1 Value for property taxes

About 7 in 10 residents say they receive good or very good value *for the level of property taxes that they currently pay*. Although the proportion who say they receive very good value is slightly higher than 2018, the combined proportion who say they receive very good/good value is slightly down.

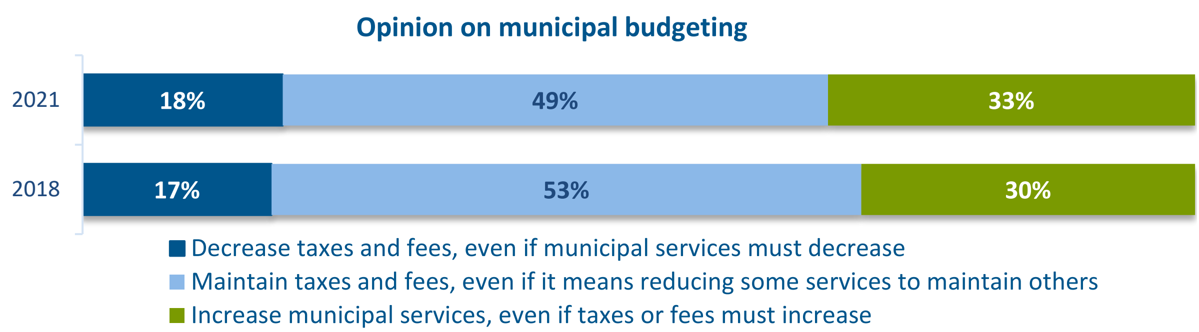
Key differences. Results show that older residents, those living in suburban/urban areas, and those with fewer people in their household are more likely to say that they receive very good value.



9.2 Municipal budgets

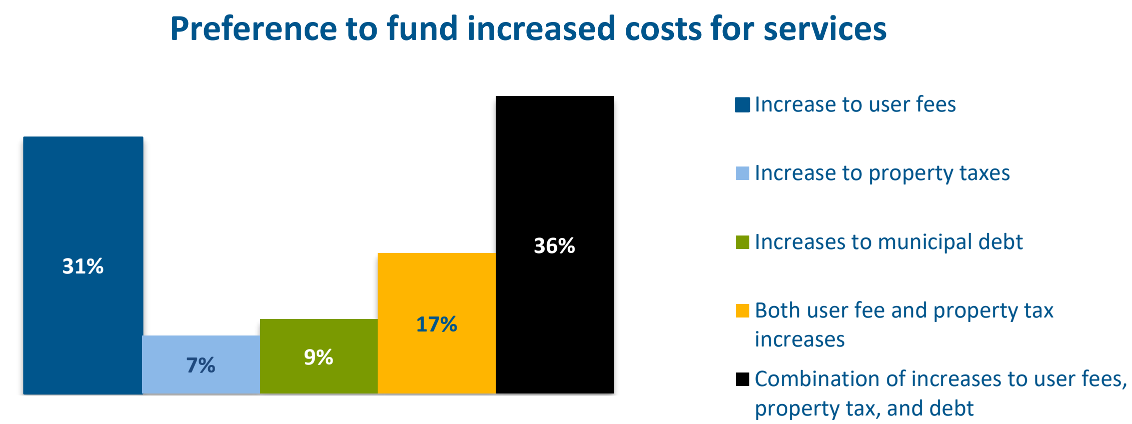
When asked for their opinion about municipal budgeting, about half say they would *maintain taxes and fees, even if it means reducing some services to maintain others*. About twice as many say that they would *increase services (with increases to taxes and fees)* as *decrease services*. Results are very similar to 2018.

Key differences. Results show that younger residents, those with less education, those who identify as a visible minority, and those who do not identify as 2SLGBTQ+ are more likely to say *decrease taxes and fees*. Renters are more likely than homeowners to indicate that *services should be increased* (likely because they do not pay property taxes directly).



When asked how they would prefer to fund the addition or maintenance of services and facilities, respondents tended to favour some aspect of *users fees*, either a *standalone increase to user fees* or in *combination with a property tax increase* or *property tax increase and debt increase*. Results are very similar to 2018.

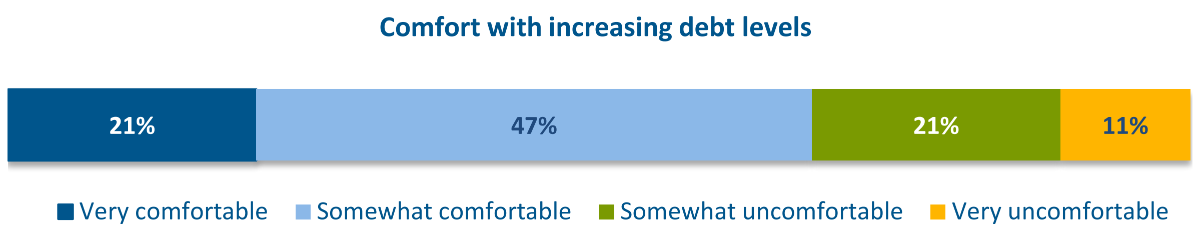
Key differences. Results indicate that men, older residents, those living in rural areas, homeowners, and those who do not identify as 2SLGBTQ+ are more likely than their counterparts to say that it should be paid by *increase to user fees* alone.



9.3 Comfort with HRM increasing debt

About two thirds of residents say that they are very or somewhat comfortable *with increasing the level of debt the Municipality holds*.

Key differences. Younger residents, renters, and those who identify as 2SLGBTQ+ are more likely to be very comfortable with *increasing the level of debt*. In addition, men are more likely than women to say that they would be very uncomfortable.

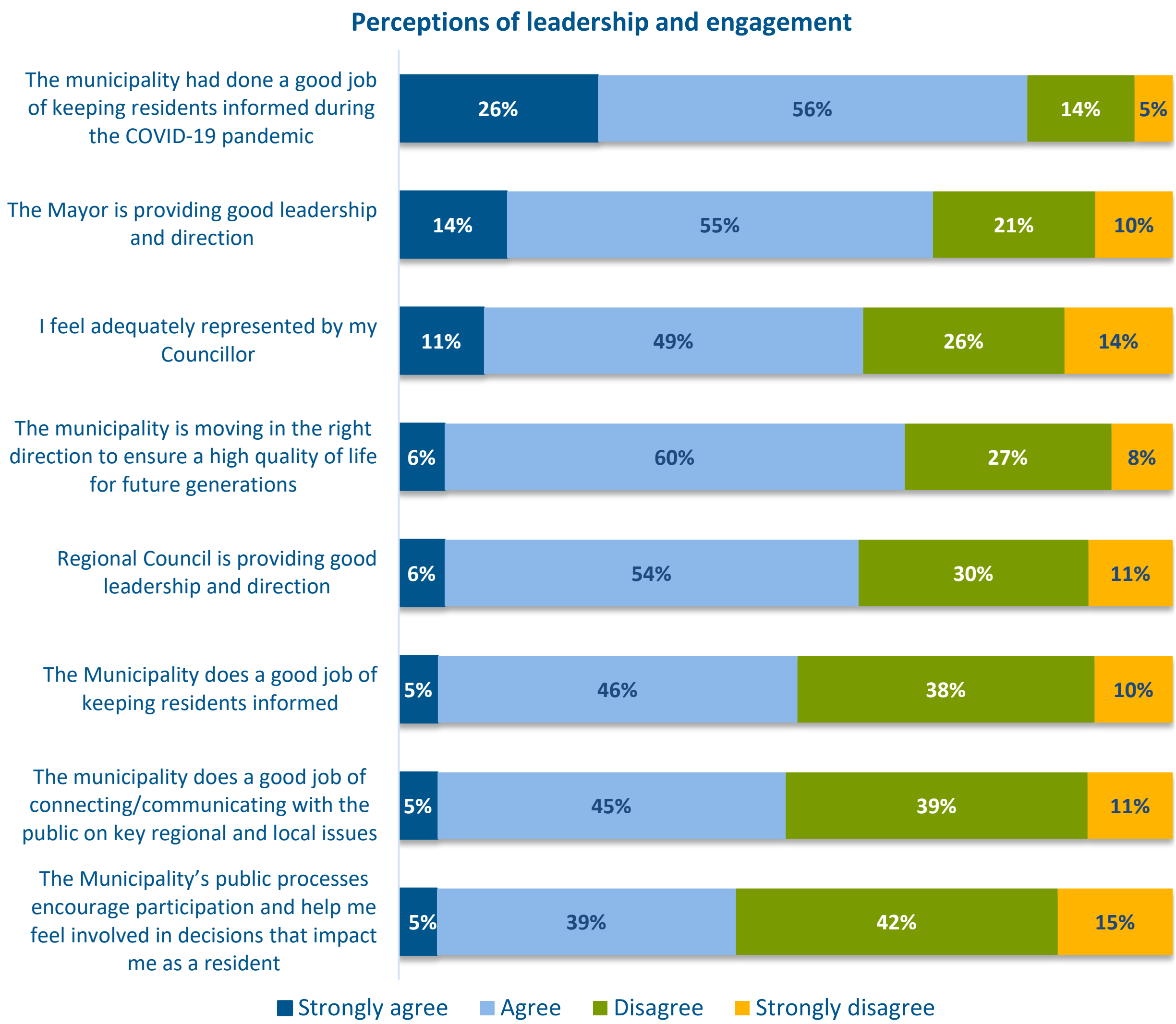


10.0 Municipal leadership and engagement

10.1 Perceptions of leadership and engagement

Among eight statements related to leadership and engagement, residents were most likely to agree or strongly agree that *the Municipality had done a good job of keeping residents informed during the COVID-19 pandemic*, while least likely to agree that *the Municipality's public processes encourage participation and help them feel involved in decisions that impact them as a resident*.

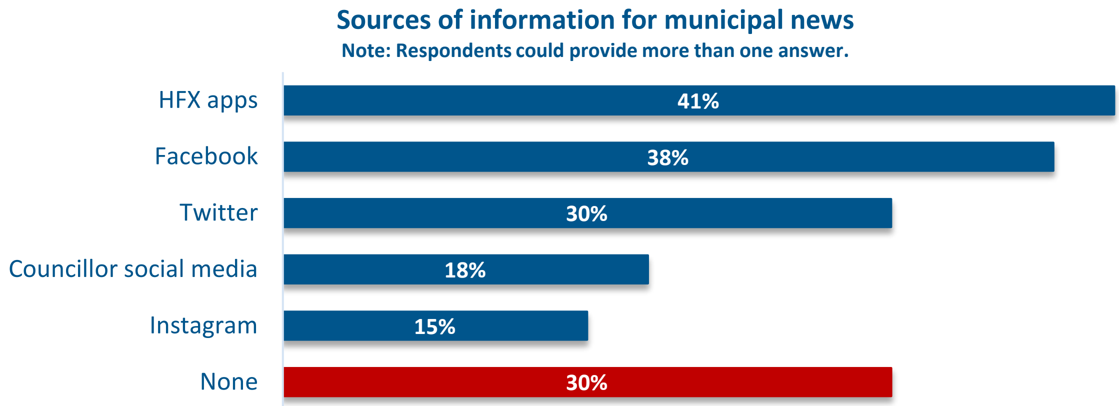
Key differences. Younger residents, those in lower income households, renters, those who identify as having a disability, and those who identify as 2SLGBTQ+ are more likely to strongly disagree with most statements.



10.2 Using social media to get information about HRM

About 7 in 10 residents use at least one type of social media to get information about the Municipality, most commonly HFX apps.

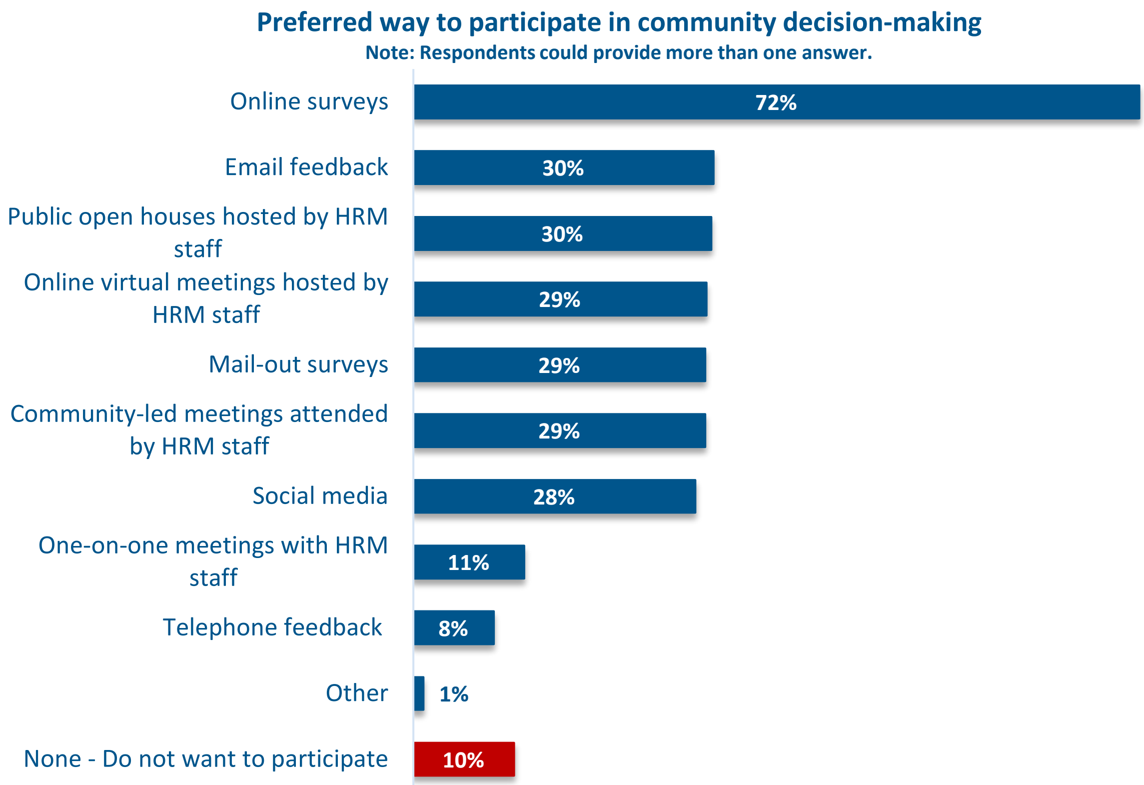
Key differences. Women, younger residents, those with more education, those in higher income households, homeowners, those with more residents in their household, those with children, those living in homes with higher property taxes, and those who identify as 2SLGBTQ+ are most likely to use some type of social media.



10.3 Participating in community decision-making

About 9 in 10 residents *would like to participate in community decision-making*, most commonly through *online surveys*, although this option may be skewed slightly given that the vast majority of those who participated in this survey did so online.

Key differences. Older residents, those with less education, those with fewer people living in their household, and those who do not identify as 2SLGBTQ+ are more likely to say that they do not want to participate. In addition, younger residents tend to be more likely to want to participate in decision-making that is done online (e.g., online surveys, social media).



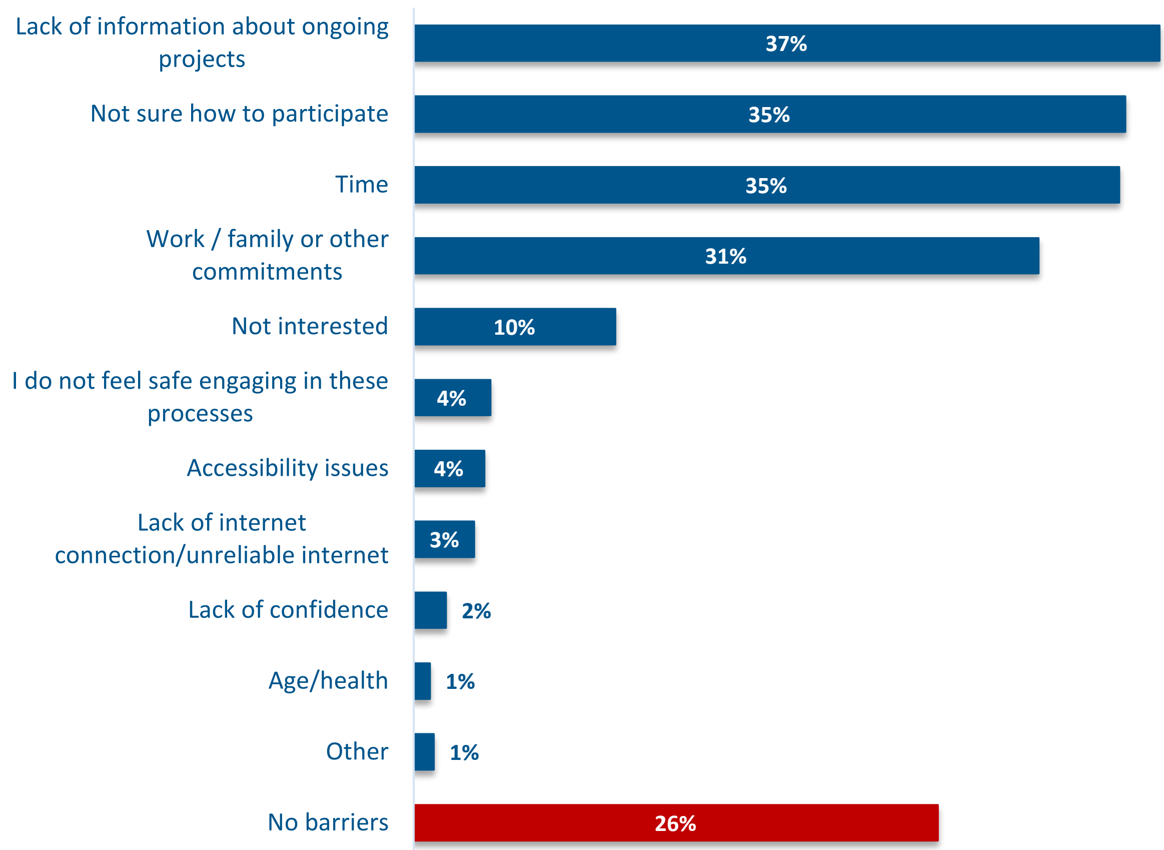
10.4 Barriers to participating in community decision-making

About 3 in 4 residents identify at least one *barrier for them to participate in community decision-making*, with several barriers selected by about 1 in 3 residents.

Key differences. Residents under 35 years of age, those in lower income households, renters, those with children, those who identify as having a disability, and those who identify as 2SLGBTQ+ are most likely to identify having some barrier.

Barriers to participating in community decision-making

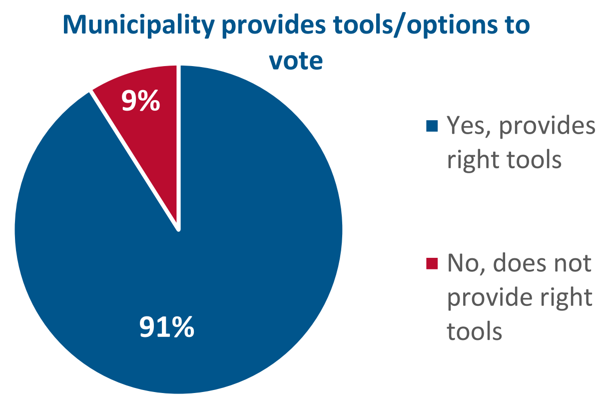
Note: Respondents could provide more than one answer.



10.5 Tools and options to vote

More than 9 in 10 residents say that they *feel the Municipality provides them with the right tools/options to enable them to vote*.

Key differences. Residents under 35 years of age, those in lower income households, renters, and those who identify as a visible minority are more likely than their counterparts to say that they do not feel they have the right tools/options available.

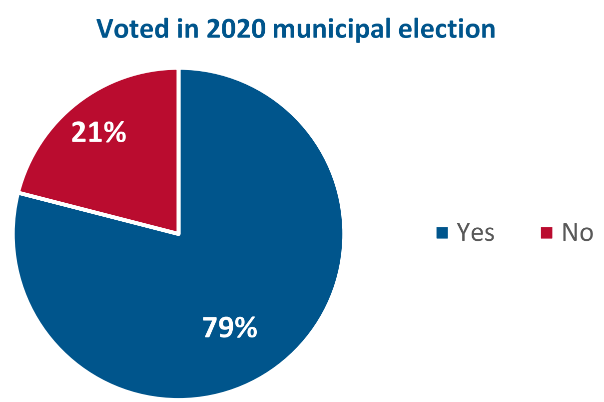


10.6 Voted in 2020 municipal election

Almost 8 in 10 residents say that they *voted in the 2020 municipal election*, which is more than double the reported turnout (about 40%). This likely indicates a high respondent bias.

Key differences. Older residents, those in higher income households, homeowners, and those who do not identify as a visible minority were most likely to report voting in the 2020 election.

Among those who did not vote in 2020 (n = 362), the most common reasons given for not voting included *not being eligible to vote* (23%), *not interested/my vote would not make a difference* (18%), *out of town/away* (16%), *not aware of the election* (10%), and *too busy* (10%).



11.0 Satisfaction with municipal services

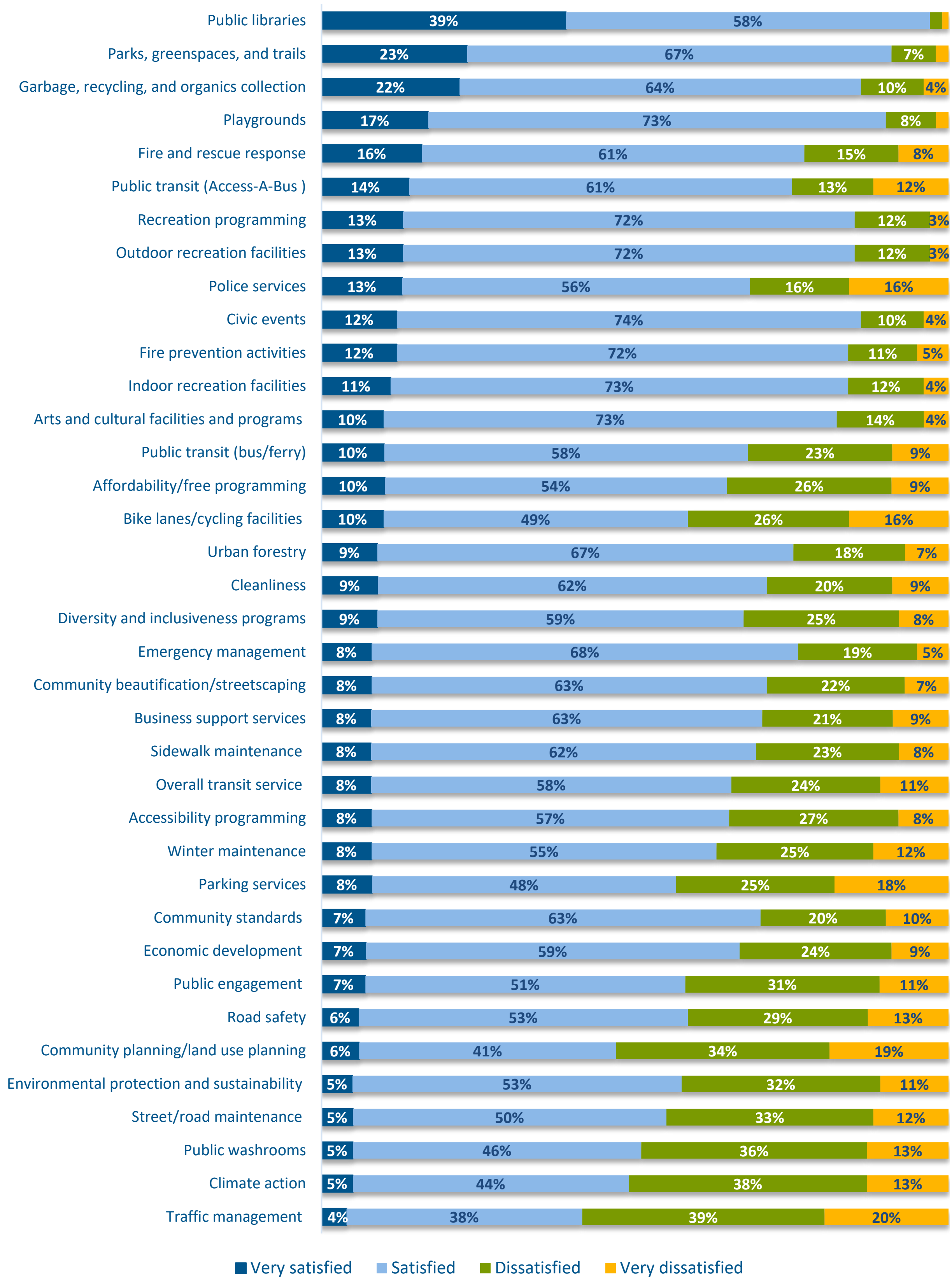
11.1 Satisfaction with municipal services

Respondents were asked to rate their satisfaction with 37 municipal services. Respondents appear to be most satisfied with *public libraries* (39% very satisfied) and least satisfied with *traffic management* (4% very satisfied and 20% very dissatisfied).

Key differences. There are many significant results among residents and their satisfaction with services.

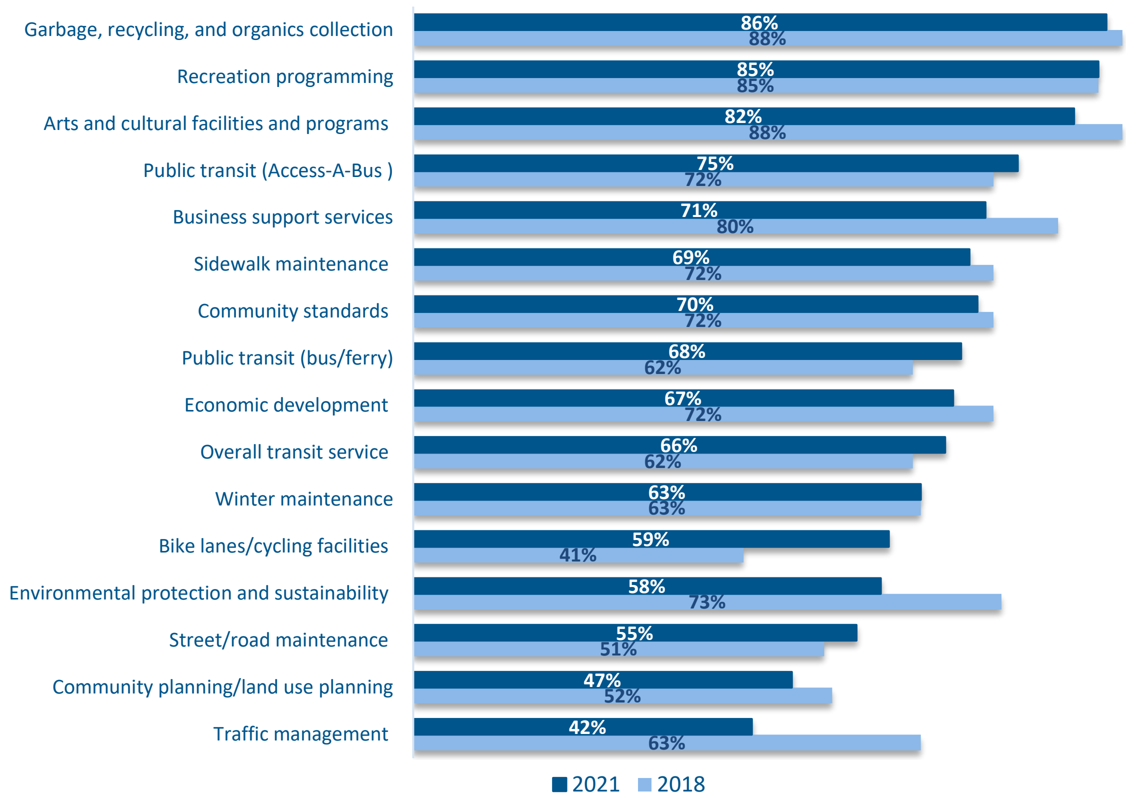
- Men tend to be more likely than women to be very satisfied with the delivery of some services, including *accessibility programming*, *climate action*, *diversity and inclusion programs*, *fire and rescue response*, *public transit*, and *Access-A-Bus*.
- Younger residents tend to be more likely to be very dissatisfied with most of the services.
- Rural residents tend to be more likely than urban/suburban residents to be very dissatisfied with *indoor* and *outdoor recreation facilities*, as well as *street/road maintenance.*
- Renters tend to be more likely than those who own their home to be very dissatisfied with some services, including *accessibility programming, affordability/free programming, climate action, community standards, environmental protection and sustainability, parking services, police services, public transit, street/road maintenance,* and *winter maintenance.*
- Those with a higher level of education tend to be more likely to be very satisfied with *parking services,* but they are less likely to be satisfied with *environmental protection and sustainability* and *public libraries.*
- Those with a higher income tend to be more likely than their counterparts to be very satisfied with *economic development, environmental protection and sustainability,* and *parking services.*
- As the number of people living in a household increases so does the dissatisfaction with *affordability/free programming, community beautification/streetscaping,* and *overall transit service*.
- Those with children under 18 tend to be more likely than their counterparts to be very dissatisfied with *civic events; community beautification/streetscaping*; *garbage, recycling, and organics collection;* and *playgrounds.*
- Those who identify as a visible minority, as having a disability, or as 2SLGBTQ+ tend to be more likely than their counterparts to be very dissatisfied with the delivery of almost all services.

Satisfaction with municipal services



Comparing results for services that were also asked in the 2018 survey shows that several saw significant changes, most notably an increase in satisfaction with *bike lanes/cycling facilities* and decreases for *environmental protection and sustainability* and *traffic management*.

Satisfaction with municipal services: 2018 to 2021

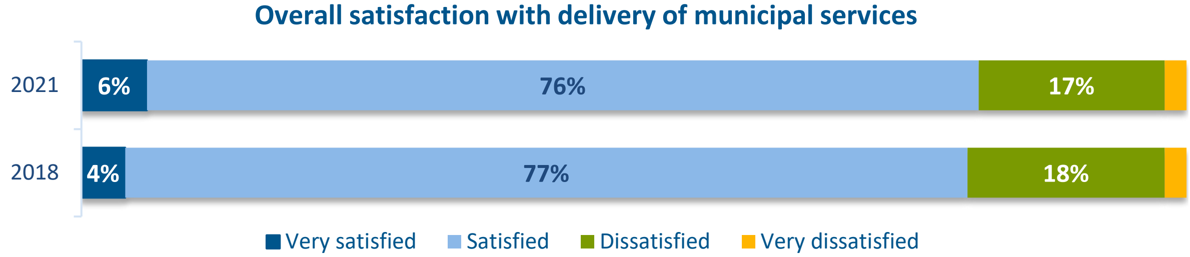


11.2 Overall satisfaction with delivery of municipal services

Overall, more than 8 in 10 residents are very satisfied or satisfied with *the delivery of all services provided by the Municipality*. Results are on par with those from 2018.

Key differences. Older residents are more likely to be very satisfied with the *delivery of all services*. In addition, residents who identify as a visible minority or as 2SLGBTQ+ are more likely than their counterparts to be very dissatisfied.

Overall satisfaction with delivery of municipal services

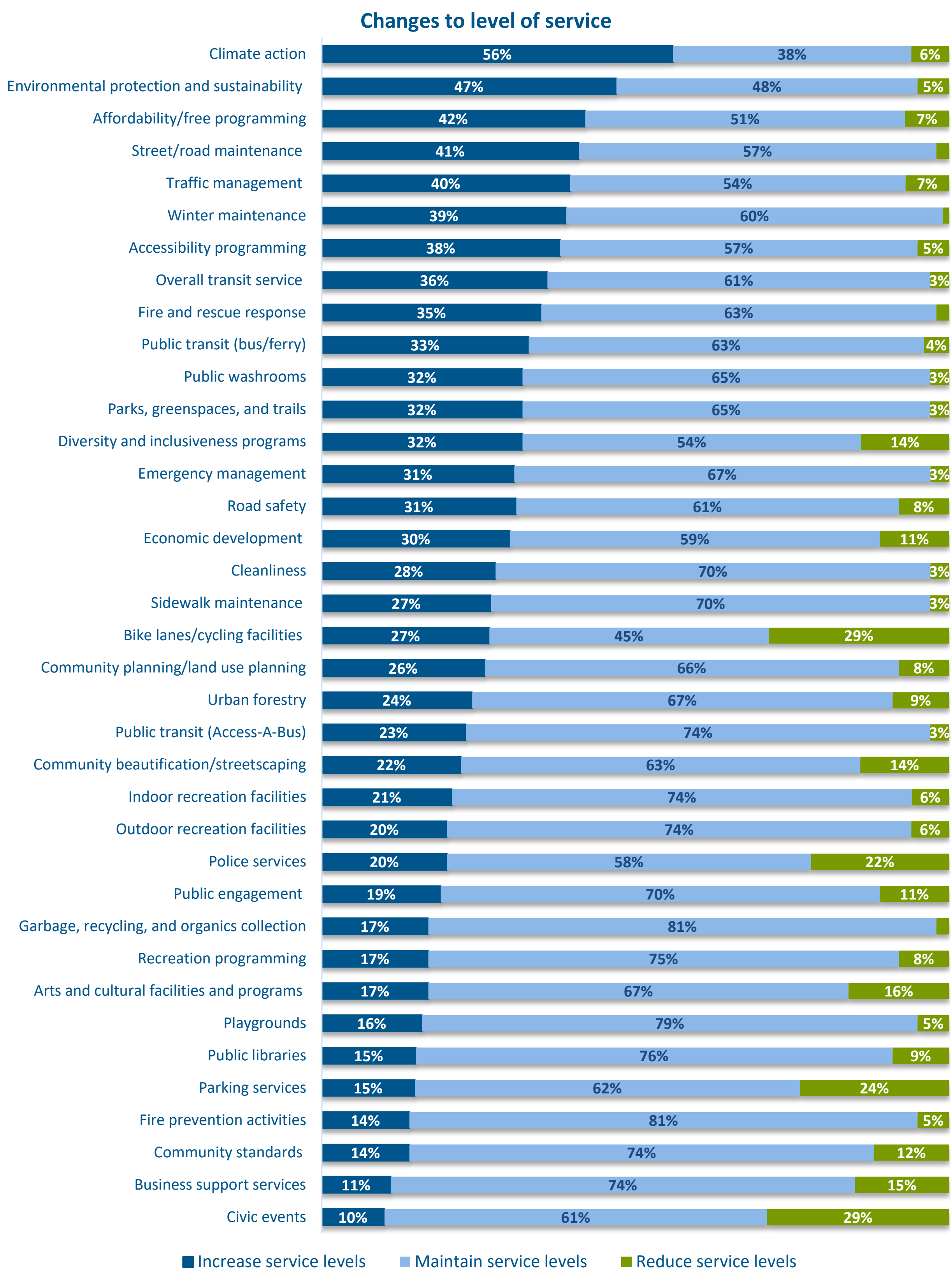


11.3 Change to service levels for municipal services

When asked about which services should be increased, maintained, or reduced, in all cases but one, the most common answer was maintain service levels. In fact, the only area which saw a greater number of increased responses was for *climate action*. The two areas with the highest proportion of decreased service level responses were *bike lanes/cycling facilities* and *civic events* at 29% each.

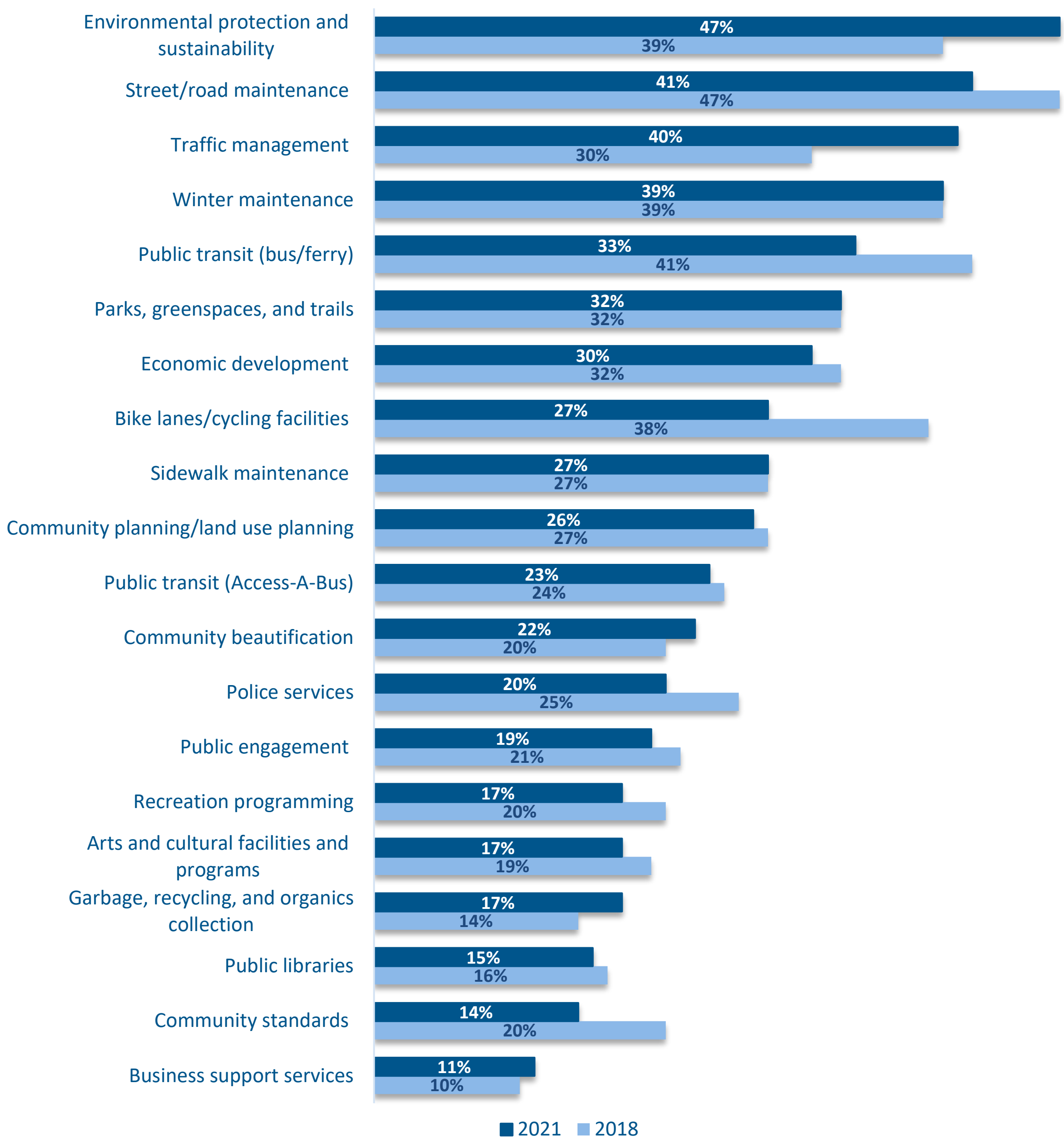
Key differences. When examining service level changes, there are a number of differences between groups.

- Women tend to be more likely than men to want increased levels of service for most services, while men tend to be more likely to want reduced levels of service for *bike lanes/cycling facilities, business support services, public libraries,* and *recreation programming,* and increased levels of *outdoor recreation facilities.*
- Younger residents are more likely to say they want increased levels of almost all services, with the exception that younger residents are more likely to say they want reduced levels of service to *police services*.
- Those living in urban/suburban areas are more likely than their rural counterparts to want increased levels of service for *affordability/free programming* and *sidewalk maintenance,* whereas those living in rural areas are more likely to want reduced levels of service for *bike lanes/cycling facilities.*
- University graduates are more likely to want increased service levels for *affordability/free programming, arts and cultural facilities and programs, bike lanes/cycling facilities, climate action, diversity and inclusiveness programs, environmental protection and sustainability, public libraries, parks, greenspaces, and trails,* and *public transit.* As well, university graduates are more likely to want to maintain service levels for *fire and rescue response* and *street/road maintenance* and reduce service levels for *police services*.
- Those in lower income households tend to be more likely to want increased service levels for *affordability/free programming* and *arts and cultural facilities and programs,* while those in higher income households tend to prefer increased levels for *bike lanes/cycling facilities*.
- Home renters were more likely than homeowners to want increased levels of almost all services, the exceptions being that home renters are more likely to want reduced levels of *police services* and homeowners are more likely to want reduced levels of service for *bike lanes/cycling facilities*.
- Residents with children and households with more than two residents are more likely than their counterparts to want increased levels of service for pl*aygrounds, recreation facilities,* and *recreation programming*. Those with fewer residents living in the household are more likely to want to maintain level of service for *environmental protection and sustainability.*
- Those who identify as a visible minority are more likely to want increased service levels for *business support services* and *parking services*, while those with a disability are more likely to want increased levels of service in *accessibility programming, public transit (Access-A-Bus),* and *sidewalk maintenance* and want reduced service levels for *police services*.
- Those who identify as 2SLGBTQ+ tend to be more likely than their counterparts to want increases in almost all levels of service, the exception being for *community standards* and *police services,* where those who identify as 2SLGBTQ+ are more likely to want reductions of service levels.


Changes to level of service
Climate action 56% 38% 6%
Environmental protection and sustainability 47% 48% 5%
Affordability/free programming 42% 51% 7%
Street/road maintenance 41% 57%
Traffic management 40% 54% 7%
Winter maintenance 39% 60%
Accessibility programming 38% 57% 5%
Overall transit service 36% 61% 3%
Fire and rescue response 35% 63%
Public transit (bus/ferry) 33% 63% 4%
Public washrooms 32% 65% 3%
Parks, greenspaces, and trails 32% 65% 3%
Diversity and inclusiveness programs 32% 54% 14%
Emergency management 31% 67% 3%
Road safety 31% 61% 8%
Economic development 30% 59% 11%
Cleanliness 28% 70% 3%
Sidewalk maintenance 27% 70% 3%
Bike lanes/cycling facilities 27% 45% 29%
Community planning/land use planning 26% 66% 8%
Urban forestry 24% 67% 9%
Public transit (Access-A-Bus) 23% 74% 3%
Community beautification/streetscaping 22% 63% 14%
Indoor recreation facilities 21% 74% 6%
Outdoor recreation facilities 20% 74% 6%
Police services 20% 58% 22%
Public engagement 19% 70% 11%
Garbage, recycling, and organics collection 17% 81%
Recreation programming 17% 75% 8%
Arts and cultural facilities and programs 17% 67% 16%
Playgrounds 16% 79% 5%
Public libraries 15% 76% 9%
Parking services 15% 62% 24%
Fire prevention activities 14% 81% 5%
Community standards 14% 74% 12%
Business support services 11% 74% 15%
Civic events 10% 61% 29%
Increase service levels
Maintain service levels
Reduce service levels

Among services asked about in the 2018 survey, several saw a change of greater than five percentage points for the proportion who wanted to see the service level increase. In 2021, residents put more emphasis on increases to *traffic management* (+10 percentage points) and *environmental protection and sustainability* (+8 percentage points) and less emphasis on *bike lanes/cycling facilities* (-11), *public transit* (-8)*, street/road maintenance* (-6), and *community standards* (-6).

Changes to increase level of service: 2018 to 2021

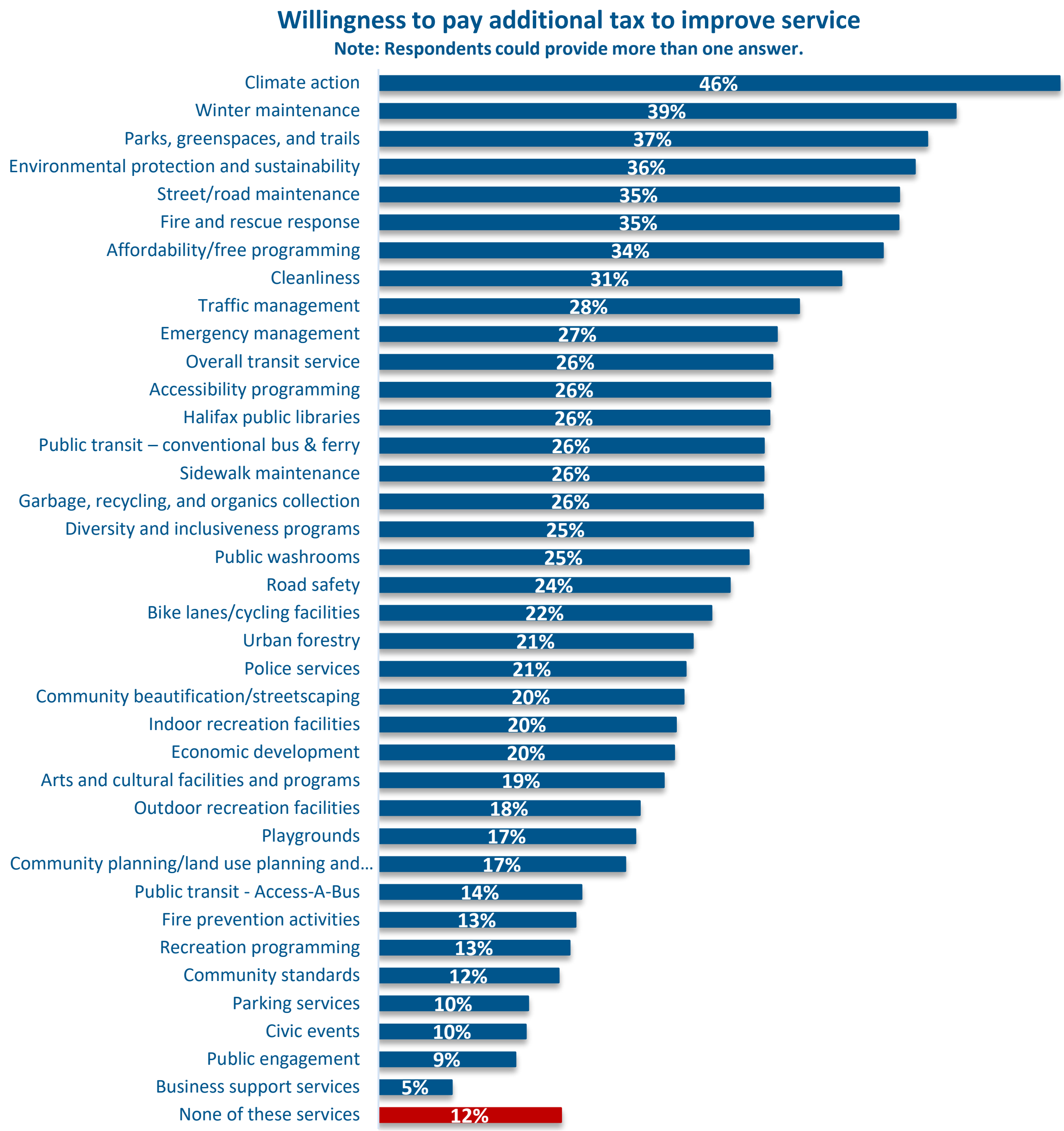


11.4 Pay extra taxes to improve service

When asked to select the service they would be willing to pay additional tax to support, results in the graph below somewhat mirror the services respondents were interested in increasing in Section 11.3, with *climate action* topping the list.

Key differences. There are many significant differences for those who are willing (or not willing) to pay additional taxes.

- Older residents and those with high school or less education are least willing to pay more taxes for any service.
- Younger residents, those with a university degree or higher, and those who identify as 2SLGBTQ+ are more likely to be willing to pay more taxes for services such as *parks, greenspace, and trails, public libraries, bike lanes/cycling facilities,* and *diversity and inclusiveness programs.* Women are also more likely to be willing to pay additional taxes for the *inclusiveness programs*.
- Women, younger urban residents, those with lower household incomes, those who rent their homes, and those who identify as having a disability are more likely to be willing to spend their tax dollars on *affordability/free programming*.
- Those who identify as having a disability, are home renters, and identify as 2SLGBTQ+ are more likely to be willing to pay more taxes for services such as *accessibility programming.*
- Urban/suburban residents are more likely than their rural counterparts to be willing to pay additional taxes on services like *traffic management, sidewalk maintenance,* and *road safety.*
- Younger residents, those with more education, and those who identify as 2SLGBTQ+ are less likely to be willing to pay more taxes for *police services*.
- Those with children and those with a greater number of people in their household are more likely to be willing to pay more taxes for *playgrounds*.
- Those who identify as a visible minority are more likely to not be willing to pay additional taxes for services such as *climate action* and *environmental protection and sustainability*.


Willingness to pay additional tax to improve service
Note: Respondents could provide more than one answer.
Climate action 46%
Winter maintenance 39%
Parks, greenspaces, and trails 37%
Environmental protection and sustainability 36%
Street/road maintenance 35%
Fire and rescue response 35%
Affordability/free programming 34%
Cleanliness 31%
Traffic management 28%
Emergency management 27%
Overall transit service 26%
Accessibility programming 26%
Halifax public libraries 26%
Public transit – conventional bus & ferry 26%
Sidewalk maintenance 26%
Garbage, recycling, and organics collection 26%
Diversity and inclusiveness programs 25%
Public washrooms 25%
Road safety 24%
Bike lanes/cycling facilities 22%
Urban forestry 21%
Police services 21%
Community beautification/streetscaping 20%
Indoor recreation facilities 20%
Economic development 20%
Arts and cultural facilities and programs 19%
Outdoor recreation facilities 18%
Playgrounds 17%
Community planning/land use planning and… 17%
Public transit - Access-A-Bus 14%
Fire prevention activities 13%
Recreation programming 13%
Community standards 12%
Parking services 10%
Civic events 10%
Public engagement 9%
Business support services 5%
None of these services 12%

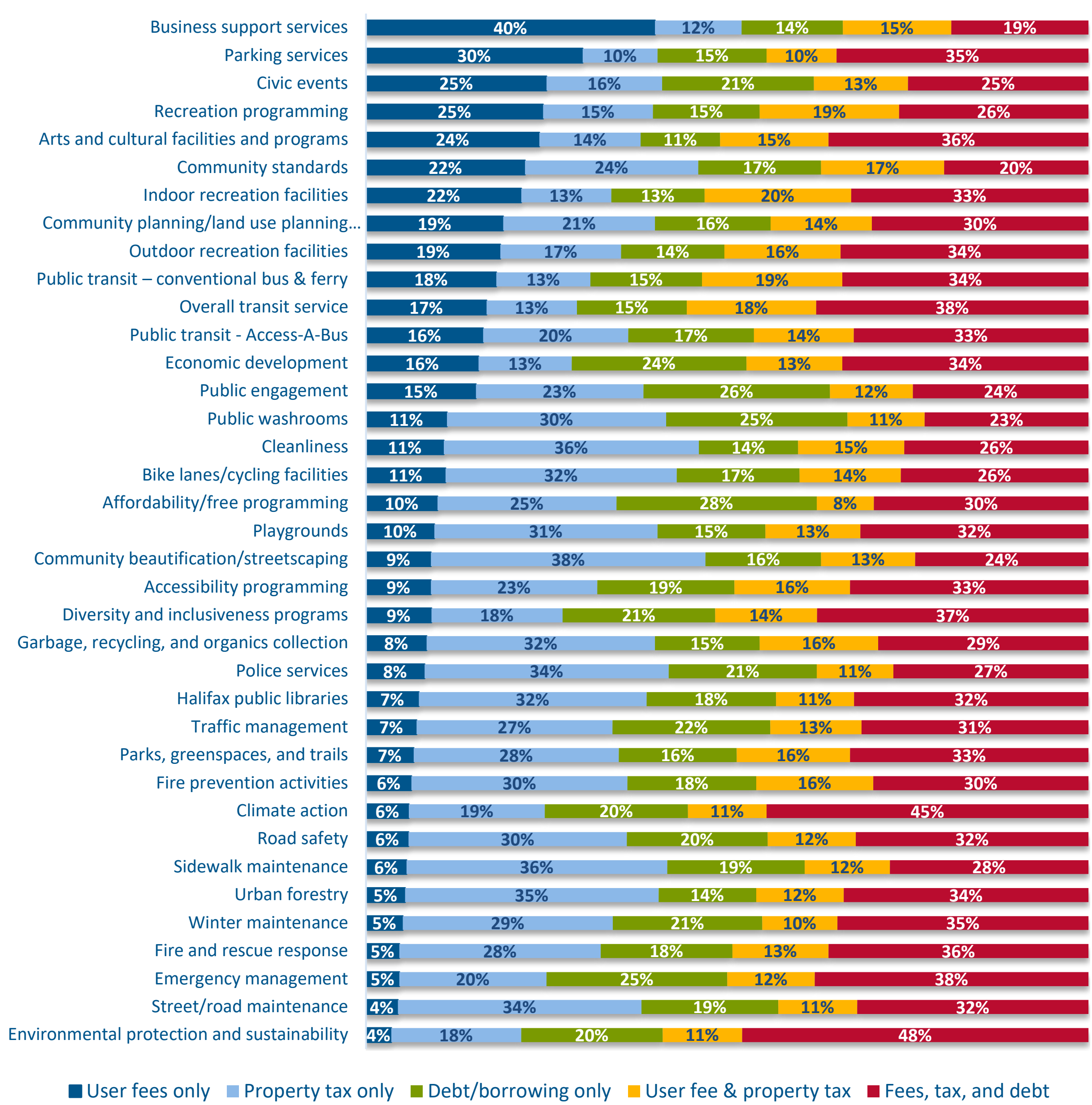
11.5 Preferred method to fund increase

Among those who indicated that they would like to see the service level increased, residents were asked how the increase should be funded. Among the 37, only one — *business support services* — had user fees only as the most common selection. Most tend to favour some combination of user fees and property taxes (with or without debt).

Key differences. When examining preferred method, there are not many significant differences; however, there is some consistency in that men and older residents tend to favour using property taxes to fund, while women and younger residents tend to favour debt.

Preferred method to fund increase

Base: Those willing to pay additional tax to improve (n = 145 to 795)



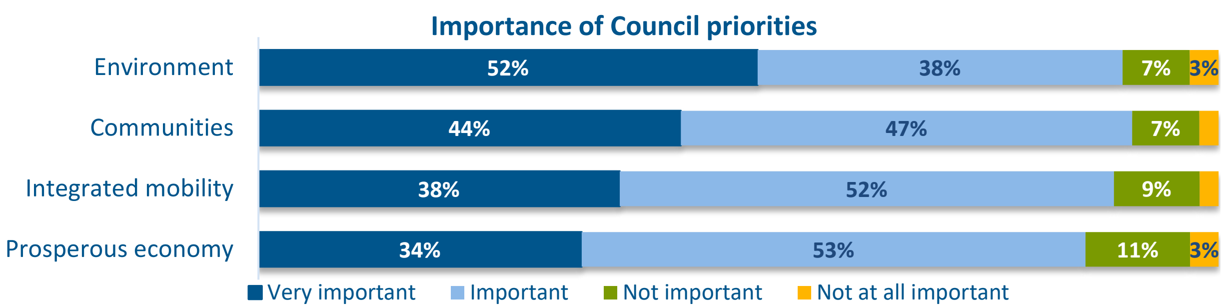
12.0 Community priorities

12.1 Council priorities

Among four priorities for Council, residents put fairly equal importance on all four, with the major differentiator on the percentage that select each as very important. With that being said, *environment* seems to have the greatest importance among the four as it was the only one where more than half selected it as very important.

Key differences. Results show the following differences among demographic groups:

- Women, residents under 35, those with a university education or higher, renters, and those who identify as 2SLGBTQ+ are more likely to say that *environment* is very important.
- Women, those with a university education or higher, those in lower income households, renters, those who identify as having a disability, and those who identify as 2SLGBTQ+ are more likely to say *communities* are very important.
- Younger residents, those with more education, renters, and those who identify as 2SLGBTQ+ are more likely to say that *integrated mobility* is very important.
- Men and those who do not identify as 2SLGBTQ+ are more likely than their counterparts to rate *prosperous economy* as very important.



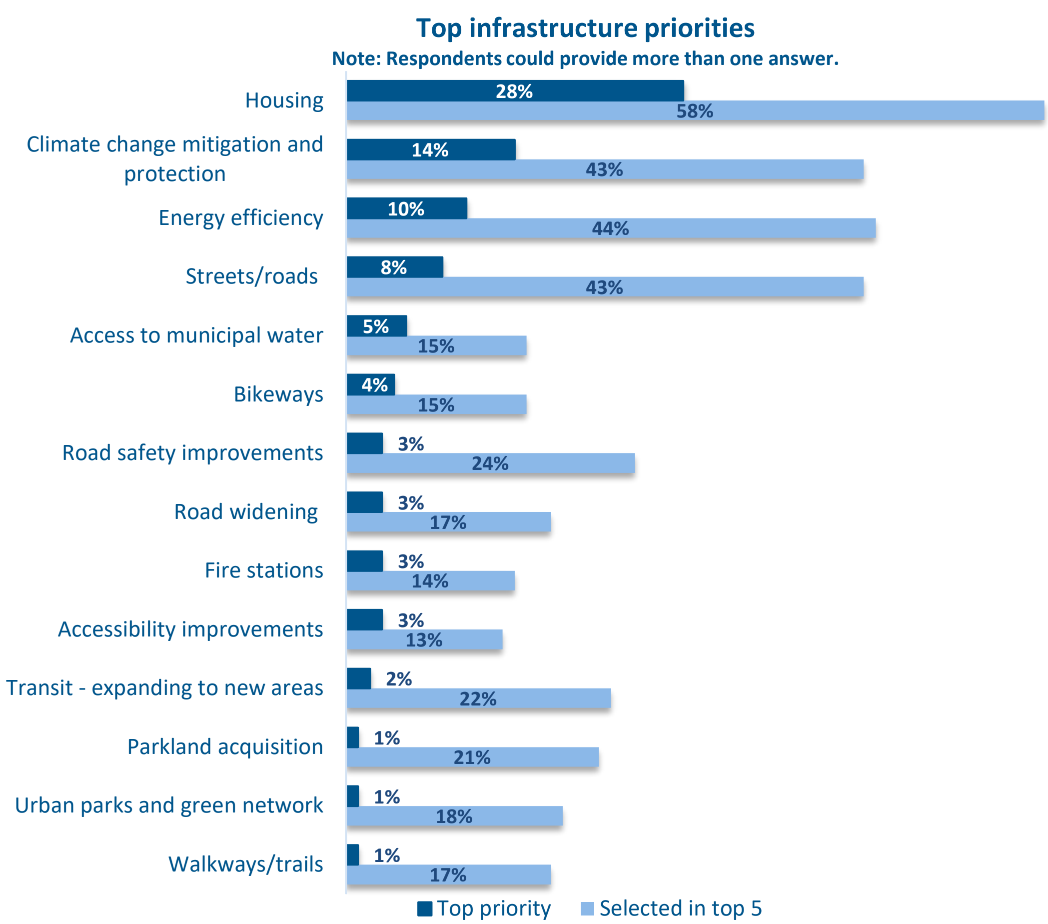
12.2 Infrastructure priorities

Respondents ranked their top five infrastructure projects for the Municipality to pursue over the next five years.

The highest priority was *housing*, selected most often as the top priority and selected most often among the top five. It is also worth noting that a few areas ranked in the top 10 as a top priority, but did not rank in the top 10 when looking at how many selected in their top five priorities. These included *access to municipal water*, *bikeways*, *fire stations*, and *accessibility improvements*. This likely indicates that there may be groups for which these areas are a high priority.

Key differences. Among the top priorities, results show differences among groups:

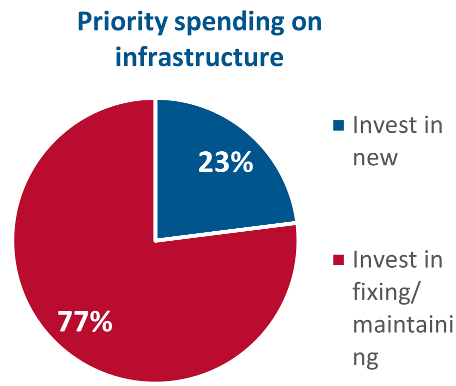
- Women, younger residents, lower income households, renters, those without children, those with fewer people in their household, those who identify as having a disability, and those who identify as 2SLGBTQ+ put more emphasis on *housing*.
- Those with more education put more emphasis on *climate change*.
- Those in higher income households and homeowners put more emphasis on *streets/roads.*



12.3 Priority on spending

When asked if *they would rather see the Municipality focus on investing in new infrastructure or fixing and maintaining existing infrastructure*, residents tend to favour *fixing and maintaining* by about 3:1.

Key differences. Women, residents 55 and older, and those without children put greater emphasis on fixing and maintaining existing infrastructure.



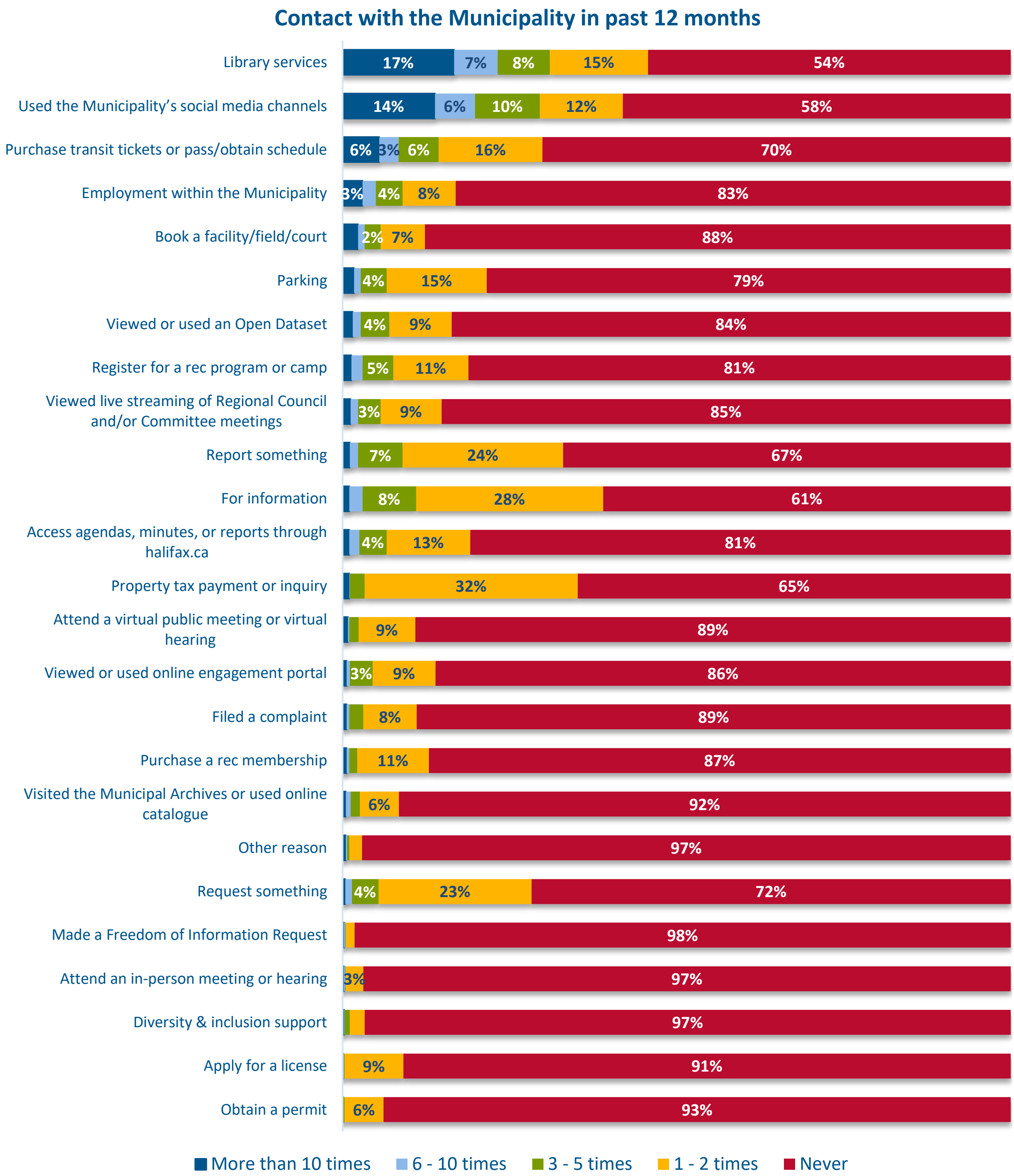
13.0 Service quality

13.1 Contact with the Municipality

Among 25 different points of contact with the Municipality, residents were most likely to have accessed *library services* and *the Municipality's social media channels* in the past 12 months.

Key differences. Interacting with the Municipality seems to be related to many characteristics summarized below.

- Women are more likely than men to have contacted *library services* or *used social media channels*.
- Age plays a varying role in contact with the Municipality. Residents 35 and older tend to be more likely to have had contact with the Municipality regarding many of the areas, including *for information* or to *request something,* while younger residents are more likely to have contacted for *employment*, *booking a facility*, *purchasing transit tickets or pass, parking*, *social media,* or *viewing/using Open Datasets*. Also, those 35 to 54 are more likely than other age groups to have made contact for *registering for a program or camp, library services, property tax payment or inquiry,* or *viewing or using online engagement portal.*
- Homeowners are more likely than renters to contact the Municipality *for information*, *requesting something, reporting something, registering for a program or camp, property tax payment or inquiry,* or *obtaining a permit.* The exception is renters, who are more likely to have contacted the Municipality for *employment* or *purchasing transit tickets or pass*.
- Urban residents are more likely than rural residents to have contacted the Municipality to *purchase transit tickets or pass* or for *property tax payment or inquiry*.
- As residents have more education, they are more likely to have contacted the Municipality for *library services* or *social media channels*.
- As household income increases, residents are more likely to have made contact to *book a facility, register for a program or camp, inquire about property tax,* or *obtain a permit*.
- Those with children are more likely to have contacted the Municipality to *book a facility, purchase a recreation membership, register for a program or camp,* or *view social media channels*.
- Those who self-identify as having a disability are more likely to contact the Municipality to *purchase transit tickets or pass* or *attend a virtual public meeting*.
- Those who self-identify as being a visible minority are more likely to have contacted the Municipality for *employment*, to *purchase transit tickets or pass* or for *parking*.
- Those who identify as 2SLGBTQ+ were more likely to have contacted the Municipality for many reasons, including *employment, purchase transit tickets or pass, diversity and inclusion support, attending a virtual public meeting, accessing agendas, minutes or reports, viewing or using online engagement portal, visiting the Municipal Archives, viewing social media channels,* or *viewing/using an Open Dataset*.


Contact with the Municipality in past 12 months
Library services 17% 7% 8% 15% 54%
Used the Municipality's social media channels 14% 6% 10% 12% 58%
Purchase transit tickets or pass/obtain schedule 6% 3% 6% 16% 70%
Employment within the Municipality 3% 4% 8% 83%
Book a facility/field/court 2% 7% 88%
Parking 4% 15% 79%
Viewed or used an Open Dataset 4% 9% 84%
Register for a rec program or camp 5% 11% 81%
Viewed live streaming of Regional Council and/or Committee meetings 3% 9% 85%
Report something 7% 24% 67%
For information 8% 28% 61%
Access agendas, minutes, or reports through halifax.ca 4% 13% 81%
Property tax payment or inquiry 32% 65%
Attend a virtual public meeting or virtual hearing 9% 89%
Viewed or used online engagement portal 3% 9% 86%
Filed a complaint 8% 89%
Purchase a rec membership 11% 87%
Visited the Municipal Archives or used online catalogue 6% 92%
Other reason 97%
Request something 4% 23% 72%
Made a Freedom of Information Request 98%
Attend an in-person meeting or hearing 3% 97%
Diversity & inclusion support 97%
Apply for a license 9% 91%
Obtain a permit 6% 93%
More than 10 times
6 - 10 times
3 - 5 times
1 - 2 times
Never

13.2 Method of contact

The primary method of contacting the Municipality varies depending on the reason for contact, with many respondents using online as the primary method. Few respondents used 311, in-person, or email as their primary contact, while none used telephone as the primary contact method (although several were used by approximately one quarter to one third of residents).

Key differences. A primary factor related to mode of contact is age, as older respondents tend to be more likely to contact the Municipality in-person or by telephone/311, while younger residents are more likely to contact online.

Table 6: Method of contact

	311	Online	In-person	By telephone	Email	Other
Primary through 311						
Report something (n = 580)	57%	11%	1%	24%	27%	5%
Request something (n = 495)	48%	34%	2%	27%	6%	4%
File a complaint (n = 193)	46%	15%	6%	34%	29%	4%
Primary online						
Viewed or used online engagement portal (n = 244)	1%	89%	1%	1%	3%	8%
Viewed or used an Open Dataset (n = 288)	2%	87%	1%	2%	1%	12%
Access agendas, minutes, or reports through halifax.ca (n = 335)	1%	87%	2%	1%	2%	10%
Employment within the Municipality (n = 292)	3%	86%	<1%	2%	6%	8%
Visited the Municipal Archives or used online catalogue (n = 148)	-	82%	5%	4%	5%	10%
Viewed live streaming of Regional Council and/or Committee meetings (n = 258)	2%	79%	3%	1%	1%	17%
Register for a rec program or camp (n = 331)	3%	76%	10%	14%	4%	8%
Attend a virtual public meeting or virtual hearing (n = 191)	3%	75%	3%	2%	<1%	18%
Used the Municipality’s social media channels (n = 739)	1%	71%	2%	1%	2%	30%
Parking (n = 378)	4%	70%	19%	7%	4%	3%
Book a facility/field/court (n = 217)	4%	65%	11%	14%	17%	7%
Obtain a permit (n = 118)	3%	52%	22%	20%	16%	15%
For information (n = 687)	42%	51%	5%	28%	11%	3%
Purchase a rec membership (n = 228)	3%	49%	38%	10%	4%	5%
Property tax payment or inquiry (n = 620)	8%	48%	8%	17%	5%	24%
Attend an in-person meeting or hearing (n = 55)	1%	42%	41%	2%	5%	17%
Primary in-person						
Purchase transit tickets or pass/obtain schedule (n = 524)	2%	20%	77%	3%	1%	7%
Library services (n = 803)	1%	49%	58%	7%	6%	10%
Apply for a license (n = 158)	6%	29%	50%	4%	7%	13%
Diversity & inclusion support (n = 59)	4%	37%	37%	10%	19%	21%
Primary by email						
Made a Freedom of Information Request (n = 30)	2%	33%	17%	19%	36%	22%

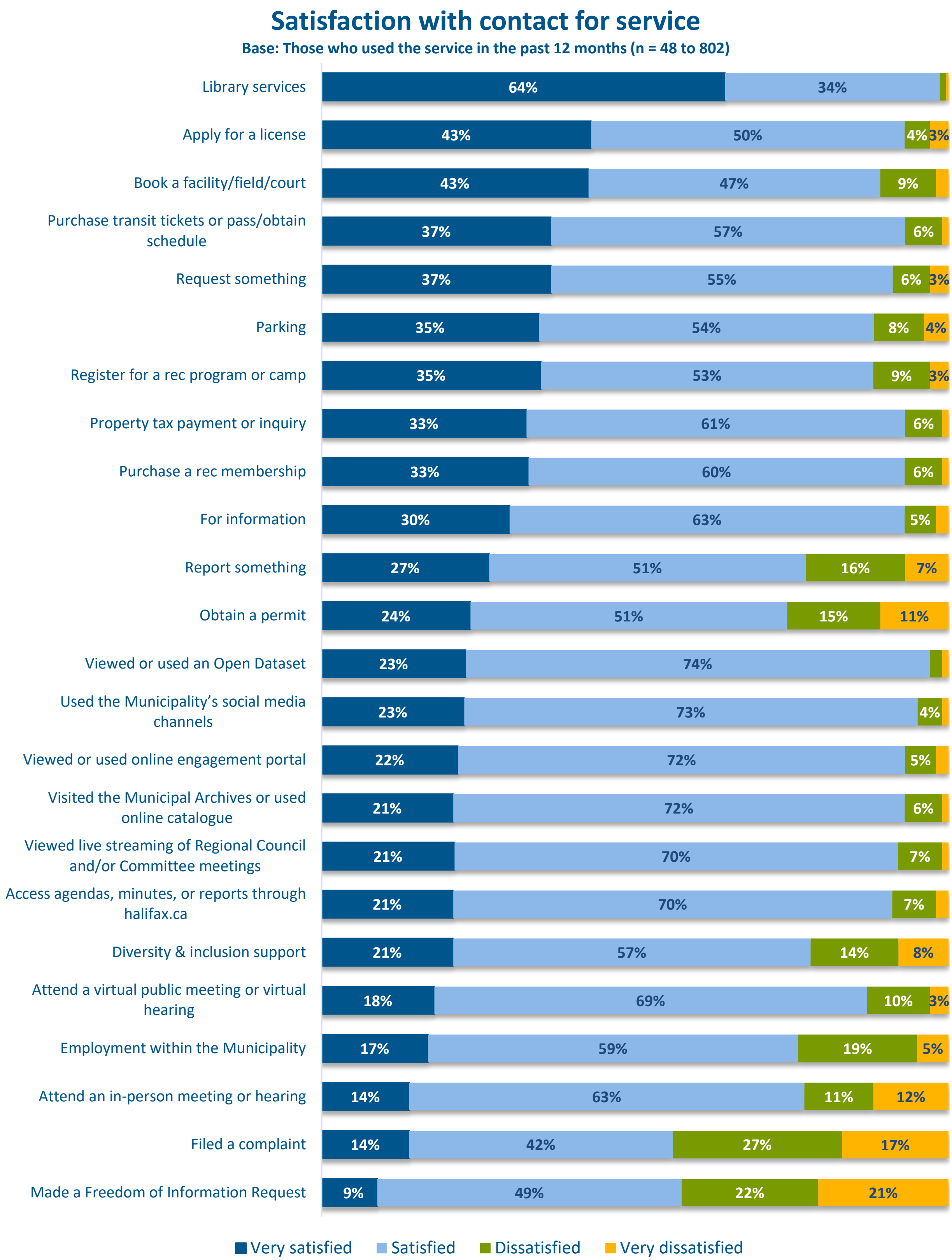
Note: Respondents could give more than one response; therefore, columns will sum to more than 100%.
Base: Those who contacted in the past 12 months.

13.3 Satisfaction with contact with Municipality

When asked *how satisfied they were with their contact for the service*, residents were most satisfied with the contact for *library services* with almost all residents rating their satisfaction as very satisfied or satisfied. On the other end, residents were least satisfied with their contact for *filing a complaint* or *making a Freedom of Information Request*, as just over 4 in 10 were dissatisfied or very dissatisfied.

Key differences. There were several differences among demographic groups and the satisfaction with the contact for various services.

- Women were more likely than men to be satisfied with the contact for *library services*.
- Higher income households and those who own their home were more satisfied with contact related to *employment available within the Municipality*.
- Those living in urban/suburban areas were more satisfied than those living in rural areas with contact with the Municipality for *purchasing a recreation membership*.
- Those who identify as Caucasian were more satisfied with their contact with the Municipality for many services, including *library services*, *property tax payments*, *viewing live streams of Regional Council or Committee meetings*, *attending virtual meetings*, and *viewing the online engagement portal*.
- Those who do not identify as Acadian/Francophone were more satisfied with *viewing live streams of Council or Committee meetings*.
- Those who do not identify as having a disability were more satisfied with contact *for information*.
- Those who do not identify as 2SLGBTQ+ were more satisfied with contact to *report something.*


Satisfaction with contact for service
Base: Those who used the service in the past 12 months (n = 48 to 802)
Library services
64%
34%
Apply for a license
43%
50%
4%
3%
Book a facility/field/court
43%
47%
9%
Purchase transit tickets or pass/obtain schedule
37%
57%
6%
Request something
37%
55%
6%
3%
Parking
35%
54%
8%
4%
Register for a rec program or camp
35%
53%
9%
3%
Property tax payment or inquiry
33%
61%
6%
Purchase a rec membership
33%
60%
6%
For information
30%
63%
5%
Report something
27%
51%
16%
7%
Obtain a permit
24%
51%
15%
11%
Viewed or used an Open Dataset
23%
74%
Used the Municipality's social media channels
23%
73%
4%
Viewed or used online engagement portal
22%
72%
5%
Visited the Municipal Archives or used online catalogue
21%
72%
6%
Viewed live streaming of Regional Council and/or Committee meetings
21%
70%
7%
Access agendas, minutes, or reports through halifax.ca
21%
70%
7%
Diversity & inclusion support
21%
57%
14%
8%
Attend a virtual public meeting or virtual hearing
18%
69%
10%
3%
Employment within the Municipality
17%
59%
19%
5%
Attend an in-person meeting or hearing
14%
63%
11%
12%
Filed a complaint
14%
42%
27%
17%
Made a Freedom of Information Request
9%
49%
22%
21%
Very satisfied
Satisfied
Dissatisfied
Very dissatisfied

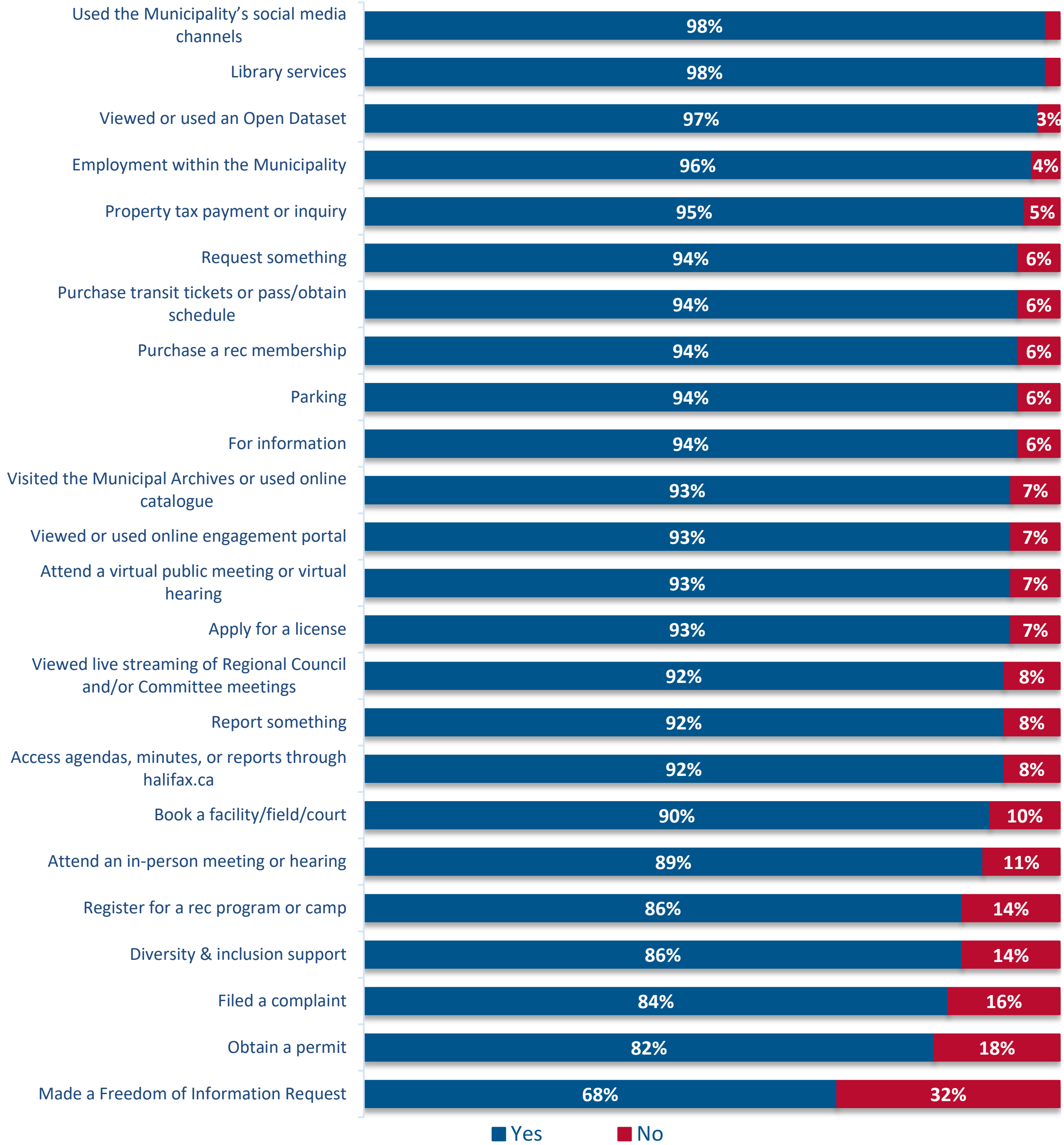
13.4 Contact by preferred method

In most instances, residents were able to access the service in their preferred method, with the outlier being *making a Freedom of Information Request*. When asked why they were not able to easily access the service in their preferred method, the most commonly mentioned reasons were *too many steps* (26%), *wanted to speak to a person* (25%), *too complicated* (20%), or *service I wanted was not available* (18%).

Key differences. The only difference between groups was that those who identify as a visible minority were less likely to say they were able to easily access services with their preferred method *for information* and *to request something*.

Access service using preferred contact method

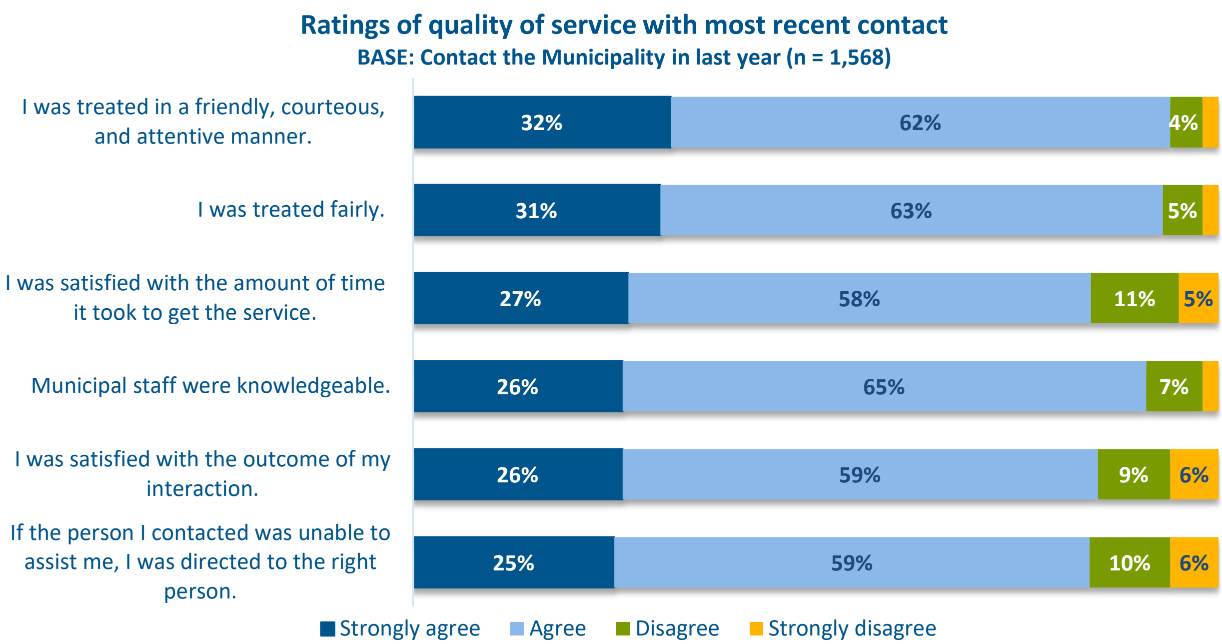
Base: Those who used the service in the past 12 months (n = 28 to 793)



13.5 Perceptions of most recent contact with the Municipality

Respondents with any contact with the Municipality in the last year rated their agreement with six statements. In all cases, approximately 3 in 4 at least agreed with the statement. When compared to results from 2018, the proportion who strongly agree with each statement is slightly down for most statements, but the combined agreement (strongly agree and agree) is on par with 2018 results.

Key difference. There are no statistical differences between groups and their ratings of the statements shown below.



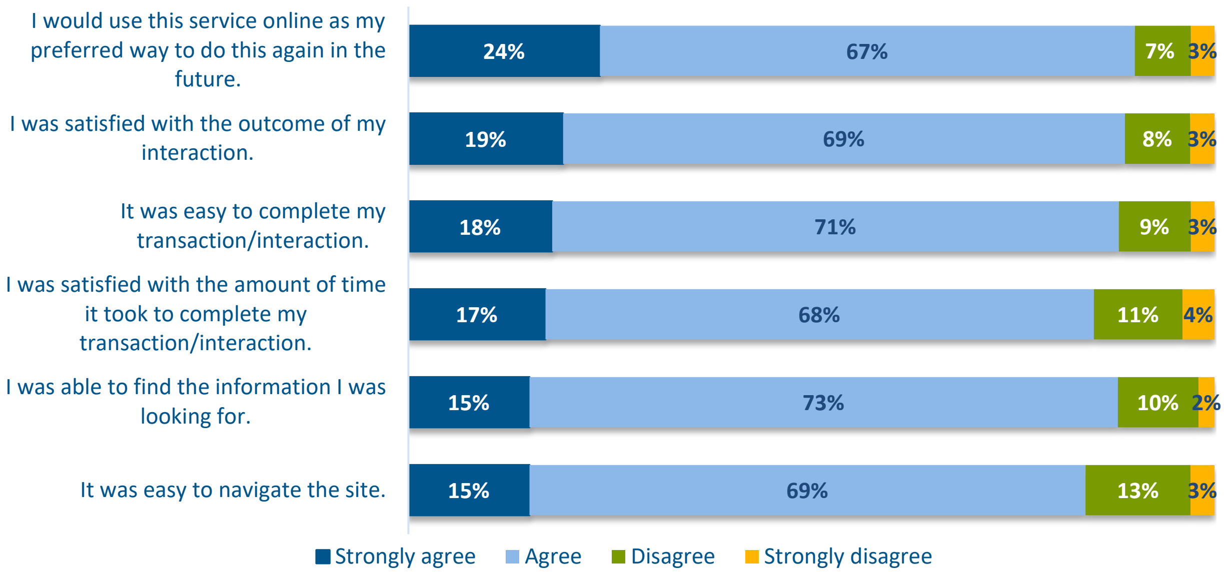
13.6 Perceptions of online services

Respondents with any contact with the Municipality in the last year rated their agreement with six statements about online services. In all cases, more than 8 in 10 strongly agreed or agreed, with similar ratings across all six statements.

Key difference. Those who identify as 2SLGBTQ+ were less likely to strongly agree that *they were satisfied with the outcome of their interaction*.

Ratings of quality of online services

BASE: Contact the Municipality in last year (n = 1,568)



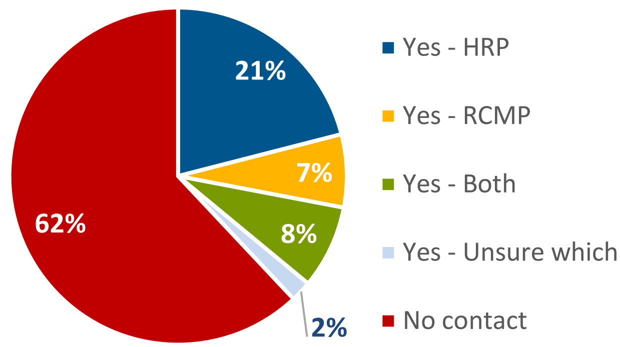
14.0 Policing

14.1 Contact with police

Slightly less than 4 in 10 residents have *had contact with the police in the past three years*, most often with Halifax Regional Police (HRP).

Key differences. Younger residents, those with more people in their household, those with children, those who identify as a visible minority, and those who identify as 2SLGBTQ+ are most likely to have had contact with the police in the past three years.

Contact with police in last 3 years



Among those who had contact with the police (n = 663), the most common reasons were *to report a crime/incident by telephone for a non-emergency* (22%), *being in a vehicle involved in a traffic stop* (20%), *needing an administrative service* (18%), *because they were a victim of crime* (14%), *because they were involved in a motor vehicle accident* (14%), or *to make a complaint* (14%).

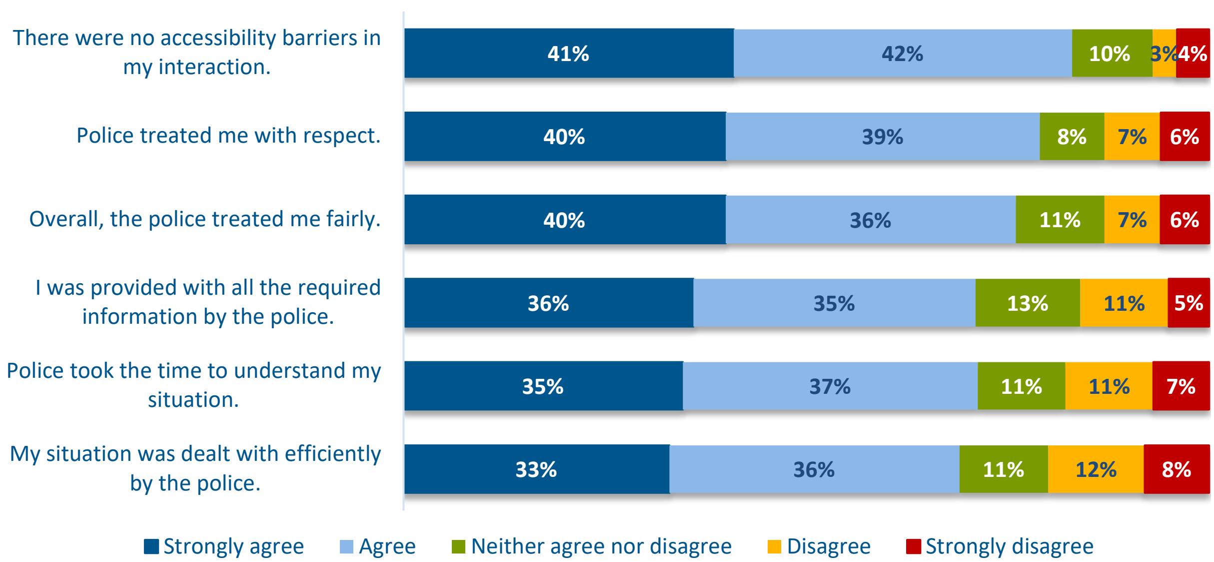
14.1.1 Perceptions of contact with police

Generally, those who had interactions with the police in the past three years had positive experiences, with the majority agreeing or strongly agreeing with each statement below.

Key differences. Younger residents, renters, and those who identify as 2SLGBTQ+ are less likely to strongly agree with each statement, although the differences by age and homeownership are not always statistically significant.

Ratings of contact with police

BASE: Had contact with police in last three years (n = 663)



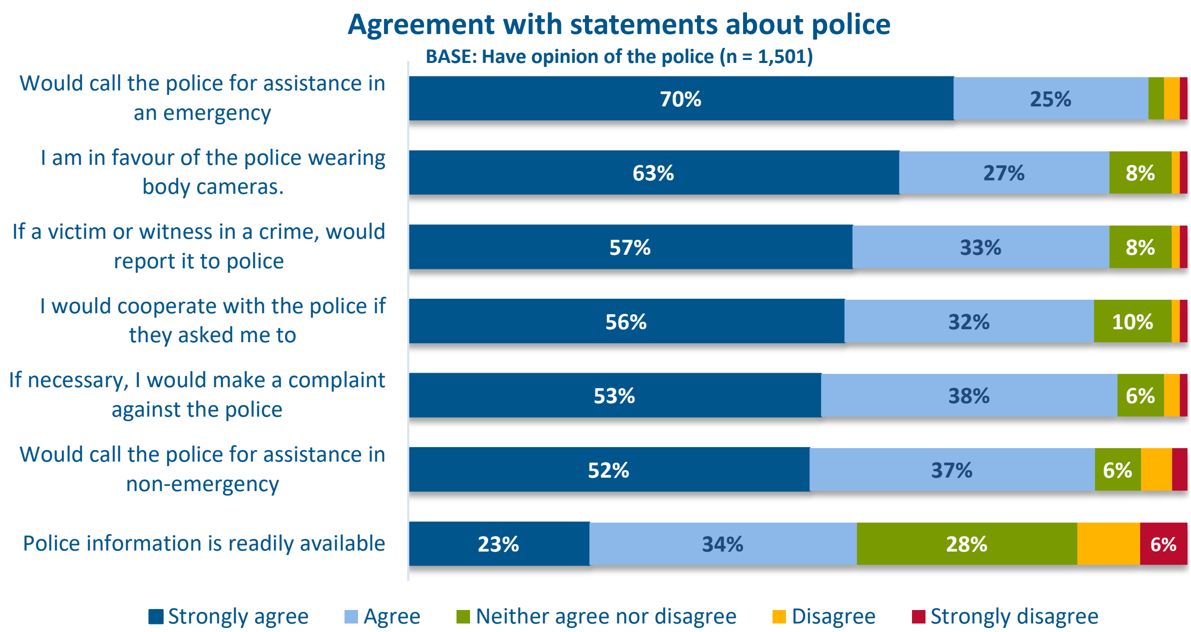
14.2 Perceptions of the police

For those who have not had contact with the police (n = 1,097), 24% say they do not have an opinion of the police, while others say their opinions are influenced by *the media* (64%), *direct observations of the police* (48%), *accounts from other people* (41%), and *academic literature* (12%).

Key differences. Older residents, those with less education, those who identify as a visible minority, and those who do not identify as 2SLGBTQ+ are more likely not to have an opinion of the police.

Among seven statements about the police, residents are most likely to strongly agree or agree that *they would call the police for assistance in an emergency*, but least likely to strongly agree or agree that *police information is readily available*.

Key differences. Older residents, those in higher income households, those who own their home, those who identify as Caucasian, those who do not have a disability, and those not in the 2SLGBTQ+ community are more likely to strongly agree with each statement.

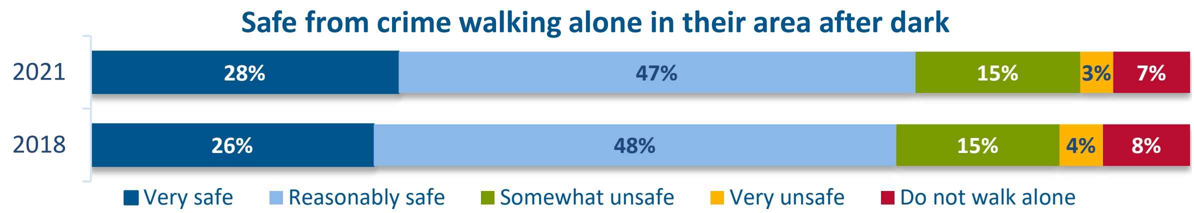


15.0 Public safety

15.1 Safe from crime

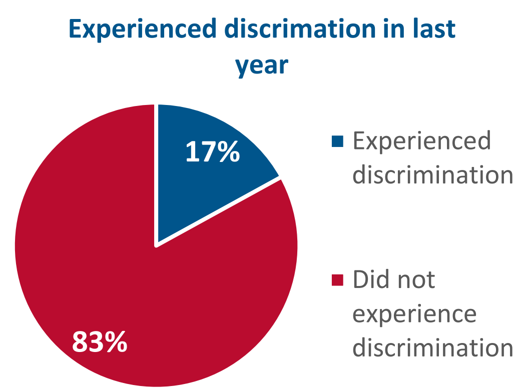
Overall, three-quarters of citizens say they feel at least reasonably *safe from crime when walking alone in their neighbourhood after dark*. Results are very similar to those from 2018.

Key differences. Females, those 18 to 34, those living in urban/suburban areas, those in lower income households, renters, those with fewer people in their household, those with lower property taxes, those who identify as a visible minority, those who identify as having a disability, and those who identify as 2SLGBTQ+ are least likely to say they feel very safe when walking alone.



15.2 Experienced discrimination

In the past year, 17% of residents *experienced discrimination because of their gender* (10%), *ethnicity* (6%), *sexual orientation* (3%), *disability* (3%), or *religion* (2%).[1]



Key differences. Women, those under 55, those with more education, those in lower income households, renters, those who identify as a visible minority, those who identify as having a disability, and those who identify as 2SLGBTQ+ were more likely to say they have felt discriminated against in the past year.

Those who felt discriminated against were asked where they were discriminated.

- Those who felt discriminated because of their gender (n = 174) were most likely to have experienced it *in their community* (46%) or *at work* (38%).
- Those who felt discriminated because of their ethnicity (n = 103) were most likely to have experienced it *in their community* (56%) or *at work* (39%).
- Those who felt discriminated because of their disability (n = 60) were most likely to have experienced it *at work* (51%), *in their community* (41%), or *while in a Municipality facility* (38%).
- Those who felt discriminated because of their sexual orientation (n = 46) were most likely to have experienced it *in their community* (48%) or *at work* (38%).
- Those who felt discriminated because of their religion (n = 26) were most likely to have experienced it *in their community* (48%), *while in a Municipality facility* (38%), or *at work* (37%).

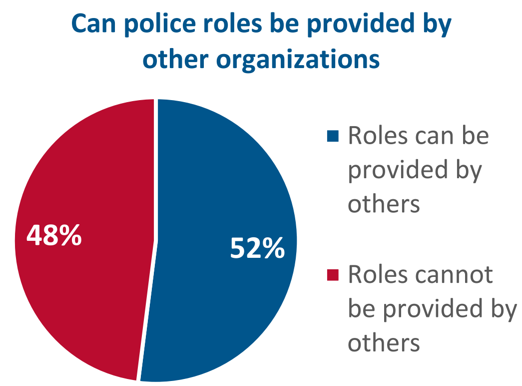
[1] Respondents could identify being discriminated for more than one reason.

15.3 Police roles fulfilled by other organizations

Residents are split about whether *roles provided by the police could be provided by non-police services or organizations in the Municipality.*

Key differences. Younger residents, those living in urban/suburban areas, those with more education, those who do not identify as a visible minority, and those who identify as 2SLGBTQ+ are most likely to say there are police roles that can be fulfilled by others.

Among those who said roles could be fulfilled by other organizations or services (n = 896), the most common services were *mental health response* (58%), *wellness checks* (18%), *dealing with homeless* (15%), and *traffic services* (13%).



15.4 Safety preparedness

In terms of safety preparedness, residents are most likely to *be prepared for an emegency by having supplies to last up to 72 hours* and least likely to have *subscribed to hfxALERT*.

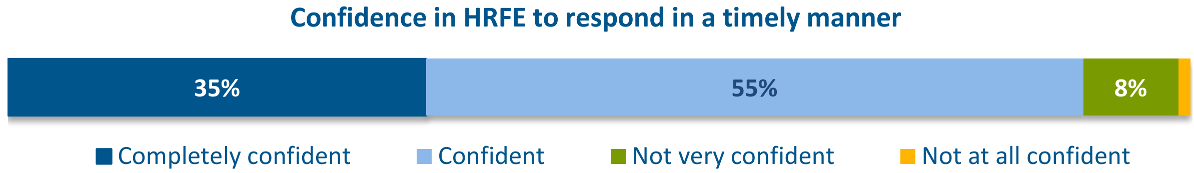
Key differences. There are several differences among demographic groups and their preparedness.

- Older residents, those living in rural areas, higher income households, those with more people living in the household, and those without a disability are more likely to *be prepared for an emergency*.
- Older residents, those living in rural areas, and those without a university education are more likely to *reduce risk of wildland fires by cleaning debris from around their property*.
- Older residents and those with less education are more likely to *have a plan* and *be aware they can call 311 to request fire services*.
- Higher income households, homeowners, households with more people, and households with children are more likely to have *subscribed to hfxALERT*.

15.5 Confidence in Halifax Regional Fire & Emergency (HRFE)

Nine in 10 residents are at least confident that *HRFE will respond to emergency calls in a timely manner*.

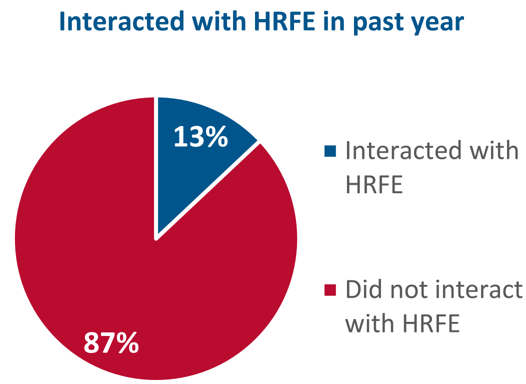
Key differences. Men, those living in urban/suburban areas, and those who do not identify as 2SLGBTQ+ are most likely to be completely confident in HRFE.



15.6 Interactions with HRFE

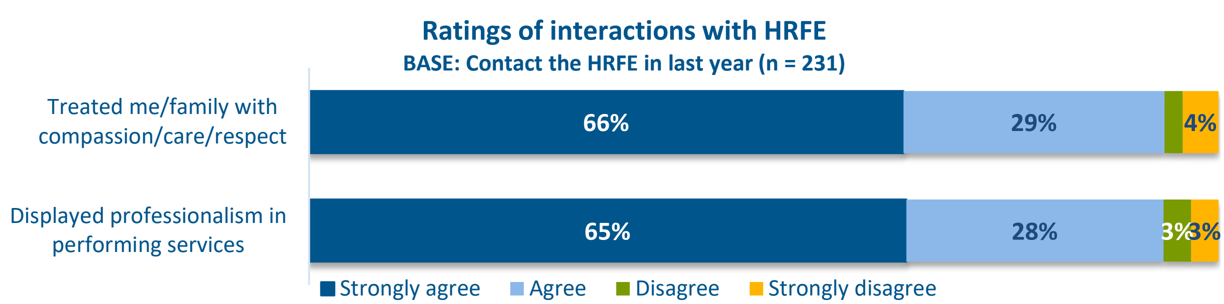
Slightly more than 1 in 10 residents *interacted with HRFE in the past year as they performed their services*.

Key differences. Renters are more likely than homeowners to have interacted with HRFE in the past year.



Among those who interacted with HRFE in the past year, over 9 in 10 at least agree with each of two statements about their interactions, with two-thirds strongly agreeing.

Key differences. Those who identify as 2SLGBTQ+ are less likely to strongly agree with each statement.



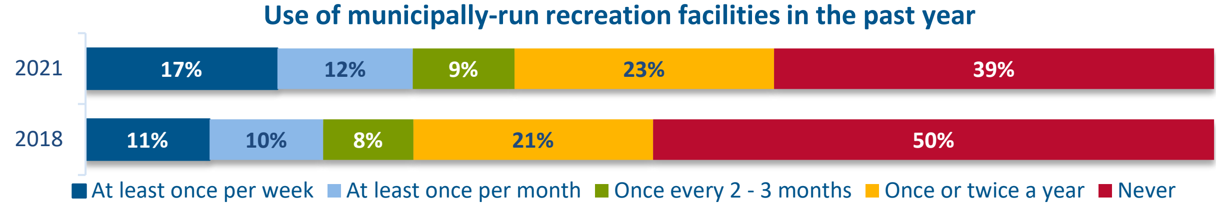
16.0 Recreation and leisure

16.1 Use of municipally-run facilities

Residents were asked *in a normal year without COVID-19, how often they would use municipally-run recreation facilities*. Almost 3 in 10 residents use it monthly, which is up from about 2 in 10 in 2018. It is possible that this increase is due to issues with recalling behaviour that occurred prior to the pandemic, as a change of this magnitude (from 2018 to approximately late 2019 to early 2020, before the pandemic) seems unlikely without significant infrastructure additions across the Municipality.

Key differences. Results show that residents under 75, those with more education, those in higher income households, those who own a home, those with more people in their household, and those with children are more likely to have used these facilities.

Use of municipally-run recreation facilities in the past year

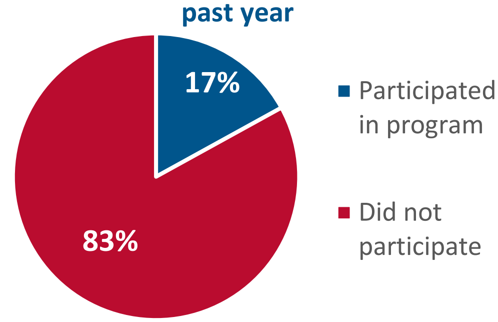


16.2 Use of recreation programs

About 17% have *registered or participated in a municipally-run recreation program over the past 12 months*, virtually unchanged from 18% in 2018.

Key differences. Residents aged 35 to 54, those in higher income households, those with higher education, homeowners, and those with three or more people in their household are most likely to have registered or participated in recreation programs.

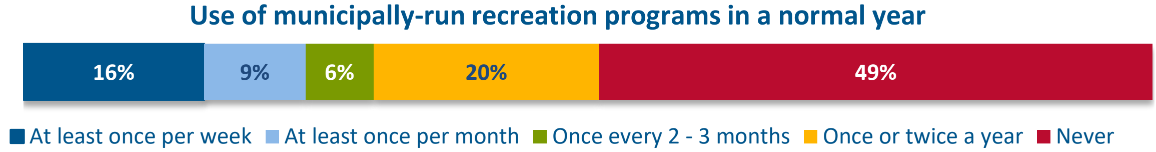
Registered or participated in municipal recreation program in past year



About one-quarter of residents indicate they or their family *use municipally-run recreation programs at least once a month in a normal year*. These results seem somewhat out of line with the previous question, as just 17% said they registered for or participated in a program in the last year, yet 51% indicate that, in a normal year, they participate at least once a year.

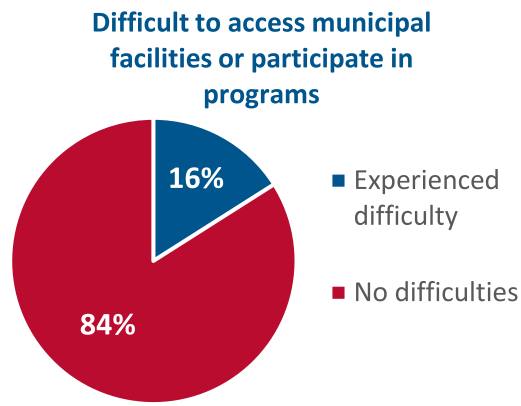
Key differences. Residents aged 35 to 54, in higher income households, who graduated post-secondary, homeowners, those with three or more people in their household, and those with children are most likely to participate in recreation programs.

Use of municipally-run recreation programs in a normal year



16.3 Accessing facilities and programs

Sixteen percent said in a normal year they *find it difficult to access any municipal facilities or participate in any recreation or leisure programs run by the Municipality*. This is unchanged from 2018 (16%).



Key differences. Results show that younger residents, those in lower income households, renters, those with children, those who identify as a visible minority, those who identify as having a disability, and those who identify as 2SLBGTQ+ are most likely to have experienced difficulties.

Among the 16% (n = 286) who found it difficult, the most common reasons were that *programs/facilities are full or booked* (47%), *costs too much to use facilities/fees are too high* (46%), *no facilities or programs are within a reasonable distance from their home* (30%), *facilities are not open during times they want* (27%), *fees are too high compared to other programs* (26%), and *no recreation programming is of interest* (25%).[2]

16.4 Additional recreational programs or services

When asked if there were other recreational programs the Municipality could offer, 76% indicated there were no other programs needed. Although many programs were mentioned, the only type of programming mentioned by more than 2% of respondents was *concerts/events* (3%).

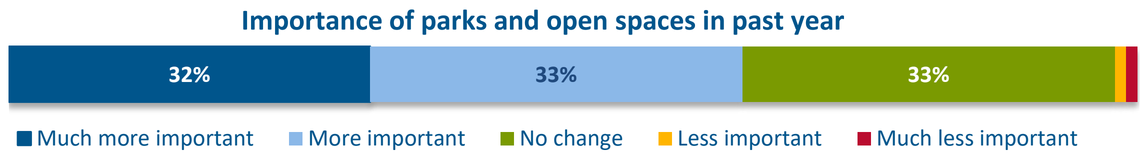
2 Respondents could give more than one answer.

17.0 Parks

17.1 Importance of parks in the past year

About two-thirds of residents believe that *parks and open spaces in the Municipality* have become at least more important to the quality of their life in the past year. Conversely, just 2% say it has become less or much less important.

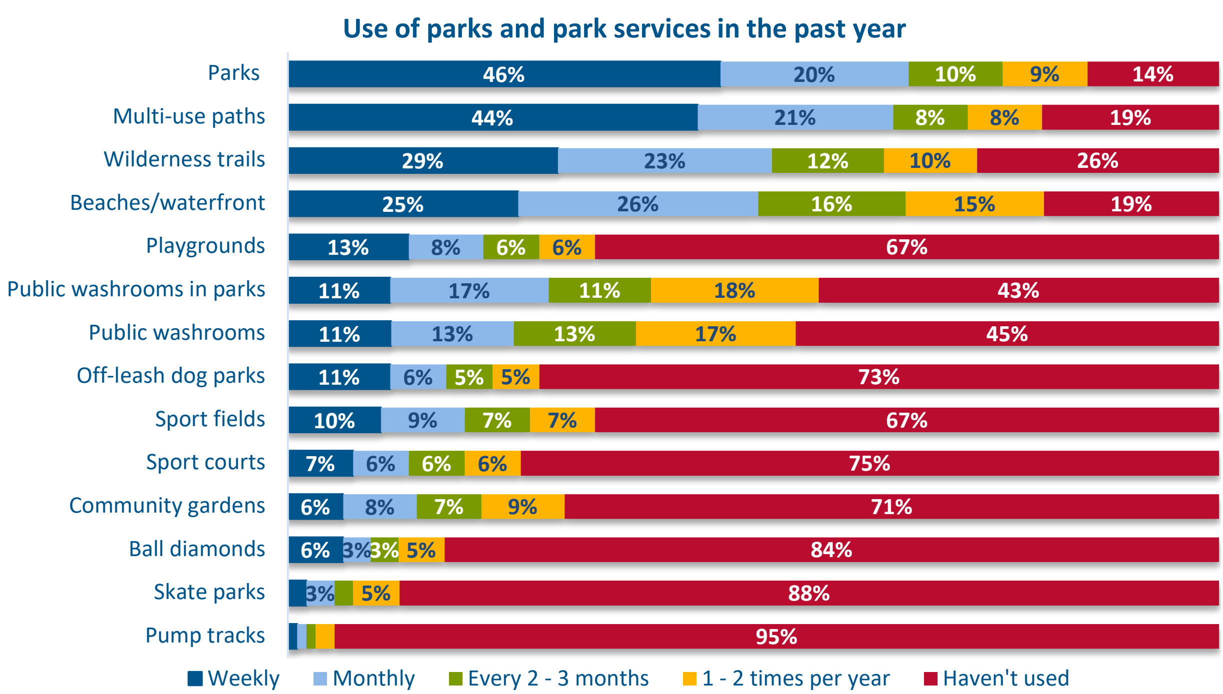
Key differences. Women, younger residents, those living in urban/suburban areas, those with more education, those in higher income households, and those who identify as 2SLGBTQ+ are most likely to say that parks have become much more important.



17.2 Use of parks and park services

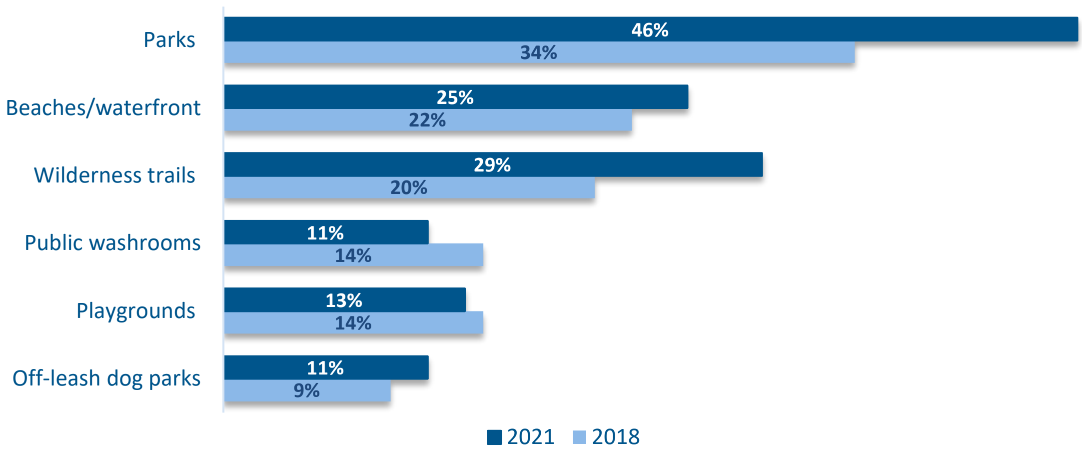
Among 14 different outdoor spaces, residents used *parks* and *multi-use paths* most frequently, while very few used *pump tracks*.

Key differences. In terms of use of outdoor spaces, generally younger residents, those living in urban/suburban areas, those with more education, those in higher income households, those with more people living in the household, those with children, those with higher property taxes, those who do not have disability, and those who identify as 2SLGBTQ+ were more likely to use the outdoor spaces identified below.



There were six parks areas that were asked about in 2018, and the results below show significant increases in weekly users for *parks* and *wilderness trails* in 2021.

Weekly use of parks and park services: 2018 to 2021



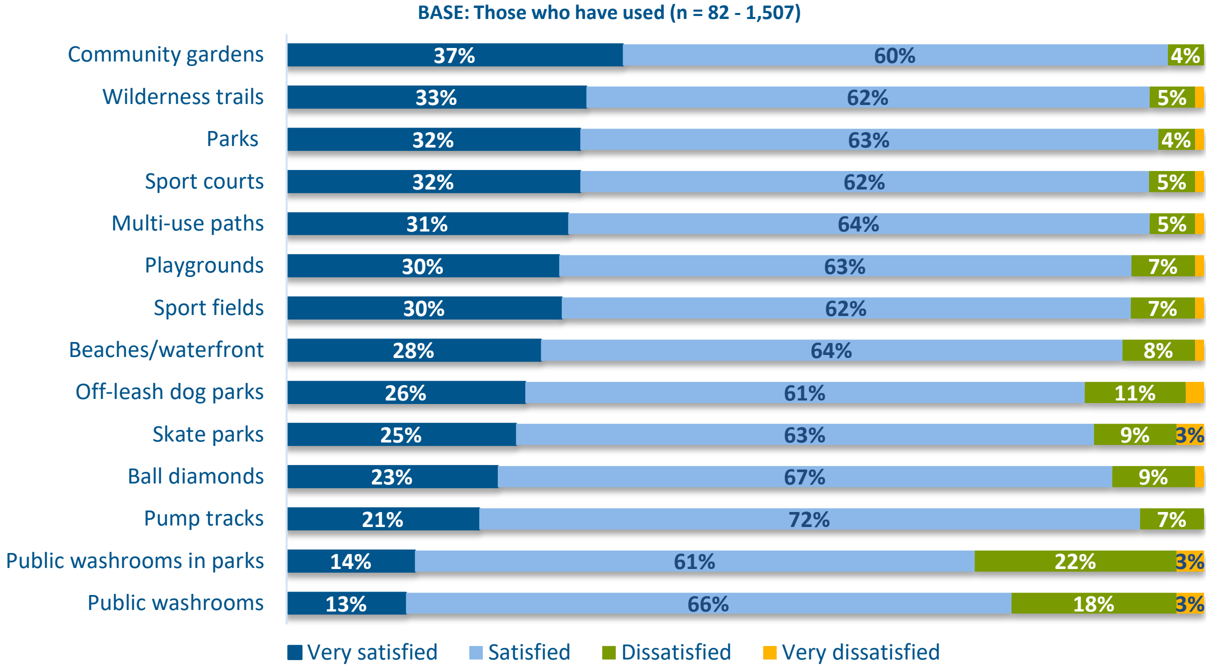
17.3 Satisfaction with cleanliness and maintenance of parks

Satisfaction with cleanliness and maintenance of outdoor areas tends to be quite high. The only two areas that have lower than 8 in 10 who are very satisfied or satisfied are *public washrooms* and *public washrooms in parks*.

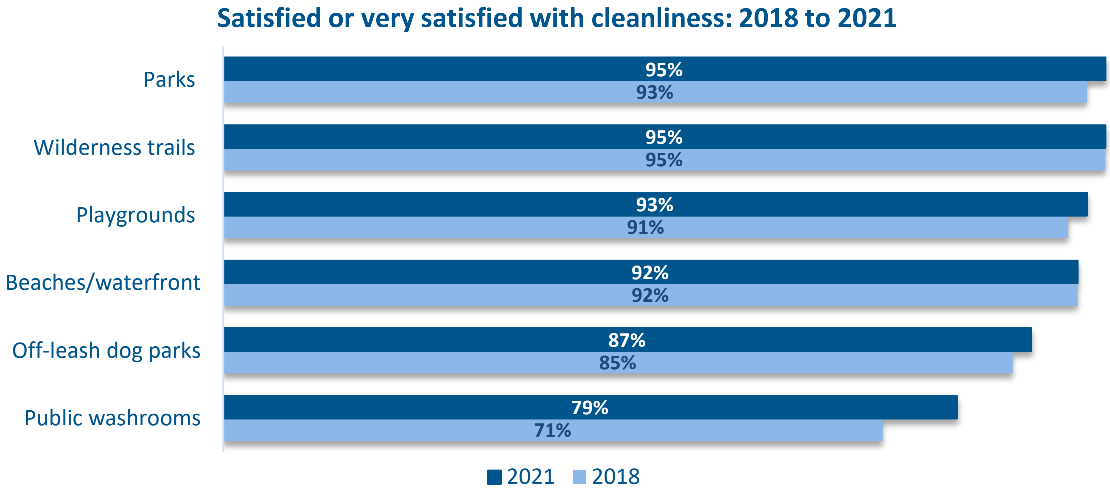
Key differences. In general, younger residents tend to be more likely to be satisfied with the cleanliness of most aspects, although it is just significant for *wilderness trails*. The one exception is satisfaction with *public washrooms in parks,* where younger residents are more likely to be dissatisfied.

Satisfaction with cleanliness and maintenance

BASE: Those who have used (n = 82 - 1,507)



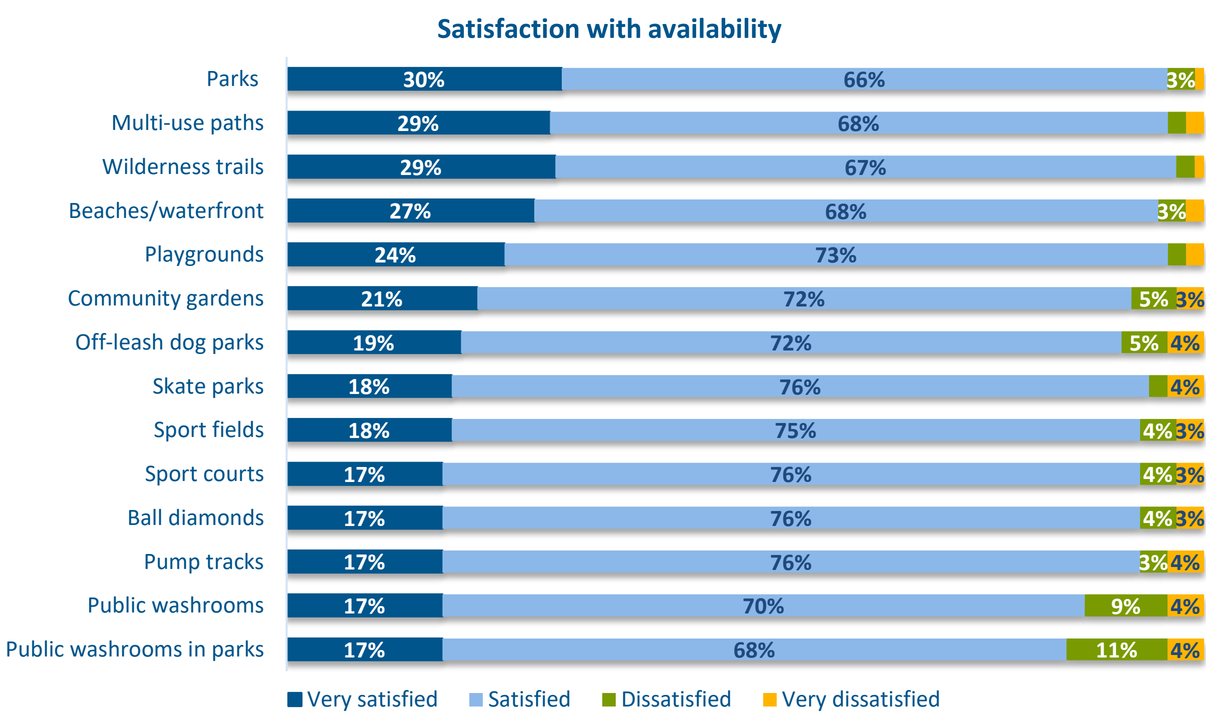
Compared to 2018, satisfaction with the cleanliness of outdoor areas is similar in most areas, with the exception of *public washrooms*, which increased from 71% to 79%.



17.4 Satisfaction with availability and booking

Satisfaction with the *availability or ability to book or use* outdoor areas is also quite high, with satisfaction looking very similar to satisfaction with cleanliness, as residents are least satisfied with the availability of *public washrooms* and *public washrooms in parks*.

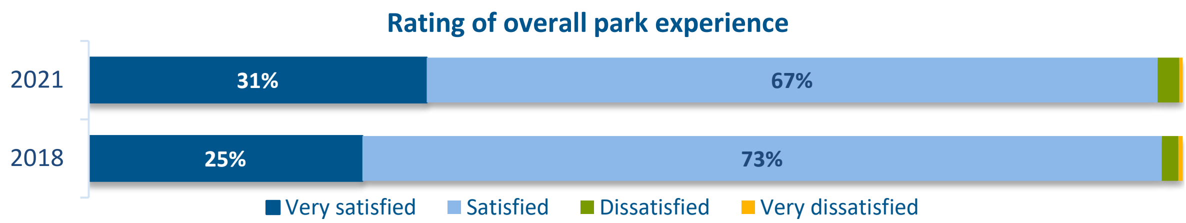
Key differences. Although not always significant, results show a trend in that younger residents, those living in urban/suburban areas, and those with university education or higher are more likely to be very satisfied with availability.



17.5 Overall park experience

Overall, 98% of residents are at least satisfied with their *overall park experience*. Although the total satisfied (very satisfied and satisfied) is unchanged, the proportion who are very satisfied is up from 2018.

Key differences. There are no differences among residents and their satisfaction with park experiences.



When asked what would improve their overall park experience, 71% did not provide any suggestions. The most common suggestions are *more public washrooms* (4%), *better litter collection/clean-up* (4%), *more amenities* (3%), *more garbage/recycling bins* (3%), *enforce dog controls* (3%), *more off-leash parks* (3%), and *more parks* (3%).

18.0 Public libraries

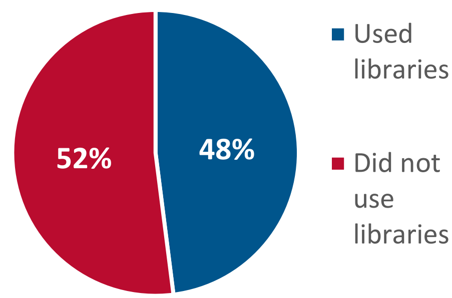
18.1 Use of public libraries

About half of residents have *used services of Halifax public libraries in the past 12 months in a branch, in the community, or online*, which is down from 64% in 2018.

Key differences. Results show women, those 35 to 54 years old, and those with more education are most likely to report using library services in the past year.

When asked what prevents them from using libraries, most *say nothing or there are no barriers* (68%). The most common barriers were *inconvenient hours* (7%), *wait times for books are too long* (7%), and *no programs/services/books they want* (6%).

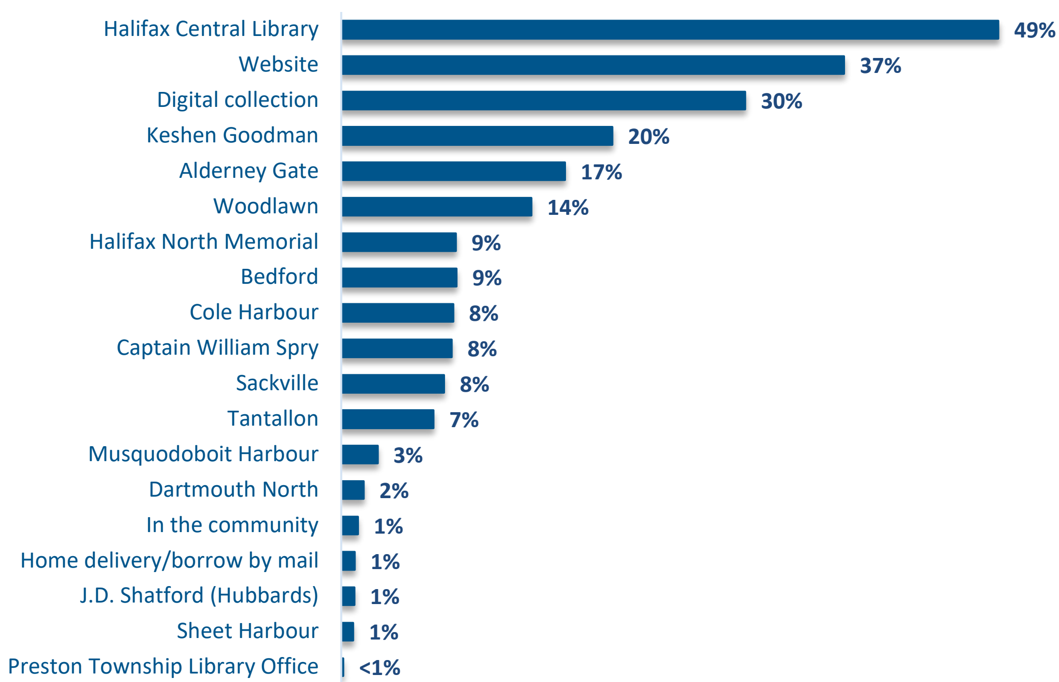
Used Halifax public library services in past 12 months



Among library users, the most common library used was the *Halifax Central Library*. This was also the most commonly used library in 2018. It should be noted that use of the *website* did not change from 2018 (35%); however, there was an increase in use of the *digital collection* from 19% in 2018 to 30% in 2021.

Public libraries used

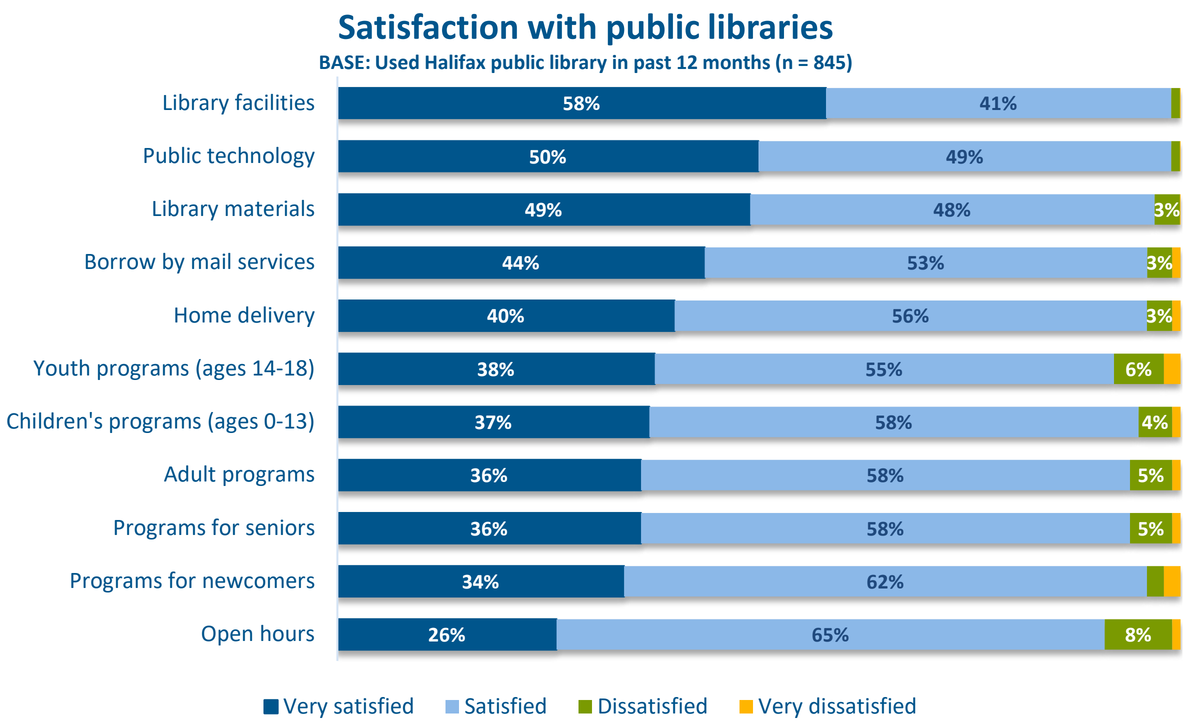
BASE: Used Halifax public library in past 12 months (n = 845)
Note: Respondents could provide more than one answer.



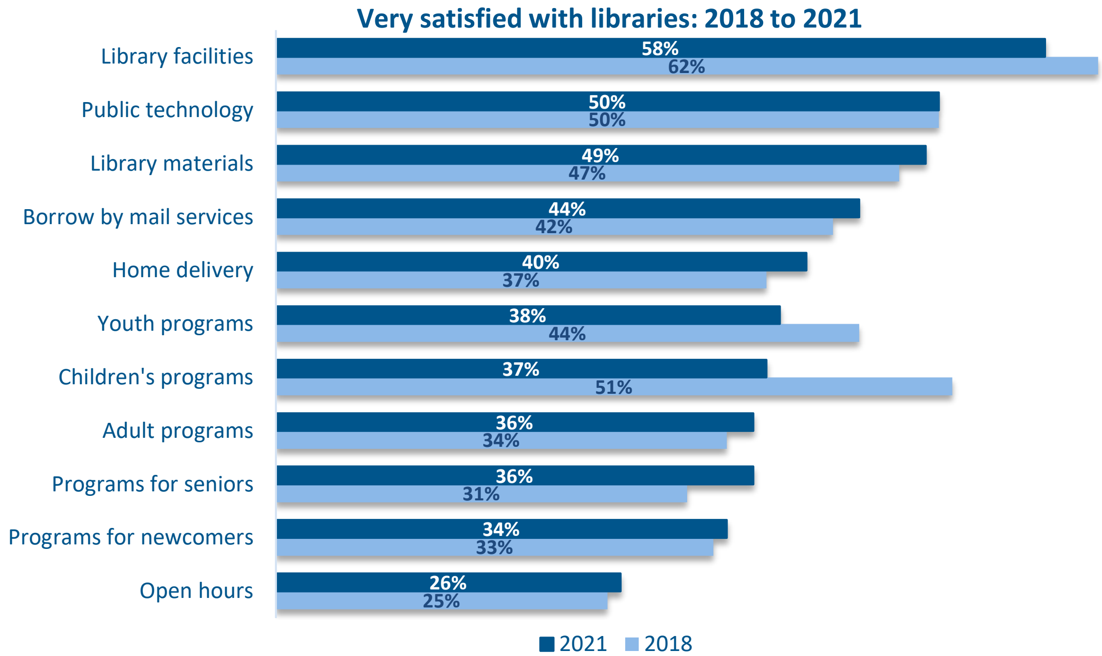
18.2 Satisfaction with public libraries

For the most part, library users are satisfied with various aspects of libraries, with about 9 in 10 or more reporting they are at least satisfied. However, the proportion who are very satisfied does vary, with respondents most likely to be very satisfied with *library facilities* and least likely to be very satisfied with *open hours*.

Key difference. There are just two significant differences among groups — those without children are more likely to be very satisfied with *library facilities* and those in households with more members are less likely to be very satisfied with *open hours*.



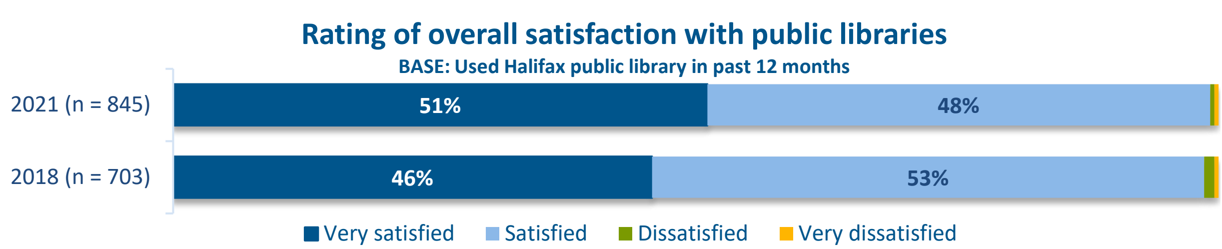
Comparing results from 2021 to 2018 shows a decline in the proportion who were very satisfied with *children's* and *youth programs*, although there was a slight increase in satisfaction with *programs for seniors*.



18.3 Overall library satisfaction

Almost all library users are at least satisfied with their overall experiences with libraries, including 51% who are very satisfied. The results are very similar to 2018, with some shifts between those very satisfied and satisfied.

Key difference. There are no statistical differences between groups and their overall satisfaction with library services.



18.4 Sources of information about library services

The most common sources of information for those using the library are *the website* (80%), *library staff* (43%), *digital screen in branch* (14%), and *library poster* (10%). These were also the same top sources of information in 2018, although there was an increase in reliance on the *website* and less on in-library sources, likely due to the impacts of the pandemic.

Key differences. Results tend to indicate that younger respondents are more likely to access services through *the website* and less likely to rely on *library staff* and *printed program listings*. Also, men are more likely to rely on *library staff*.

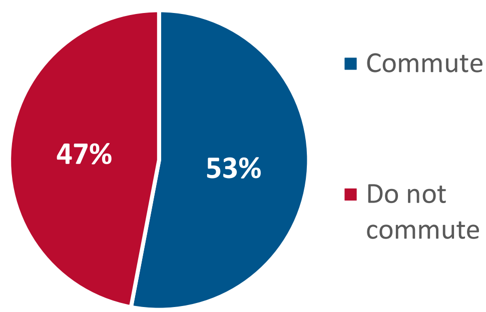
19.0 Transportation

19.1 Commuting to work or school

Overall, 53% *commute to work or school*, which is down only slightly from 59% in 2018.

Key differences. Results show those under 55, those with higher levels of education, those with children, those with higher household incomes, and those who identify as 2SLGBTQ+ are most likely to report commuting to work or school.

Commute to work or school



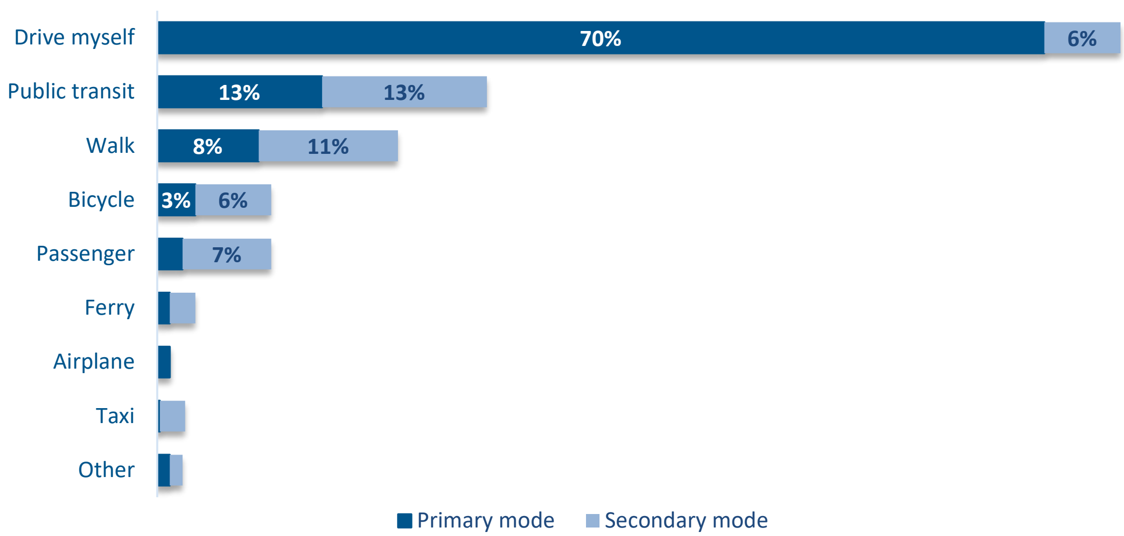
19.1.1 Primary mode of travel for commuting

For commuters, the primary mode of travel is *driving themselves* followed by *public transit*.

Key differences. Those 35 or older, in higher income households, with children, homeowners, or those without a disability are more likely to drive as their primary mode of travel. Those under 35, in lower income households, without children, and renters tend to be more likely to use transit or walk.

Modes of travel for commuting

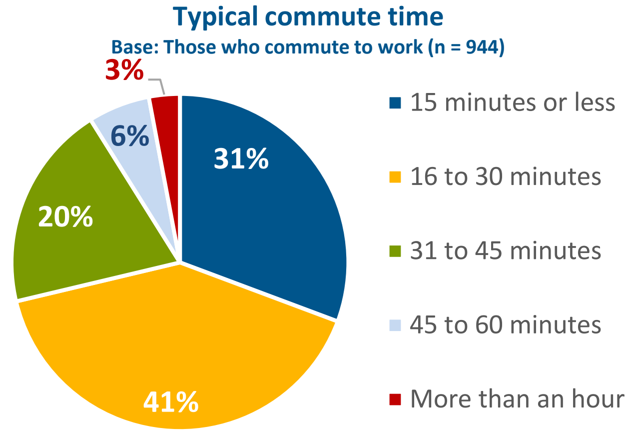
BASE: Commute to work or school (n = 945)



19.1.2 Commute time

About 7 in 10 residents who commute take 30 minutes or less to commute to work or school. Just 3% say it takes more than an hour to commute.

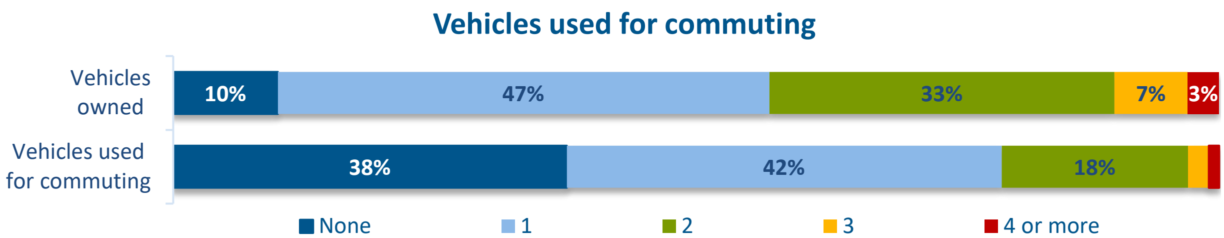
Key differences. The only difference in commute times is between those who live in urban/suburban areas versus rural areas. About three-quarters of those living in urban/suburban areas take 30 minutes or less to commute compared to 4 in 10 of those living in rural areas.



19.1.3 Vehicles used for commuting

About 9 in 10 households own a vehicle, while about 7 in 10 use one for commuting to work or school. This means that approximately 60% of vehicles owned are used for commuting.

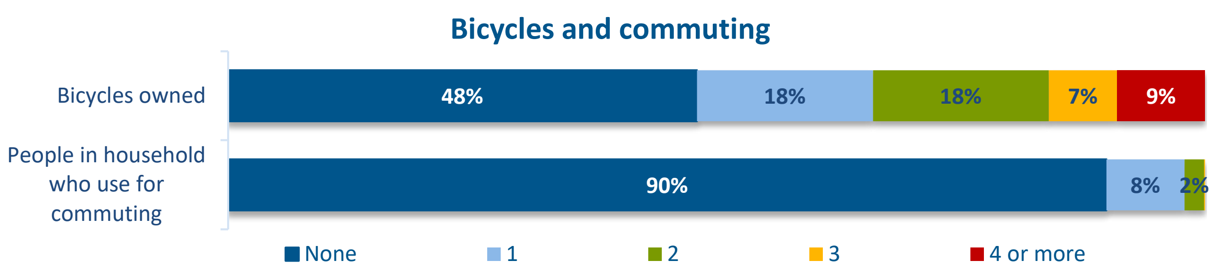
Key differences. Results are similar to those in Section 19.1.1., as those who use vehicles for commuting tend to be more likely to own them as well.



19.1.4 Bicycles used for commuting

About half of households own at least one bicycle, with almost 1 in 10 owning 4 or more; however, only about 1 in 10 households have at least one person who uses a bicycle for commuting.

Key differences. Residents under 75 years, those living in rural areas, those with more education, higher income households, homeowners, those with children, those with higher property taxes, and those without a disability are most likely to own at least one bike. Younger residents, those with children, and those with more education are most likely to have at least one person in their household use a bike to commute.

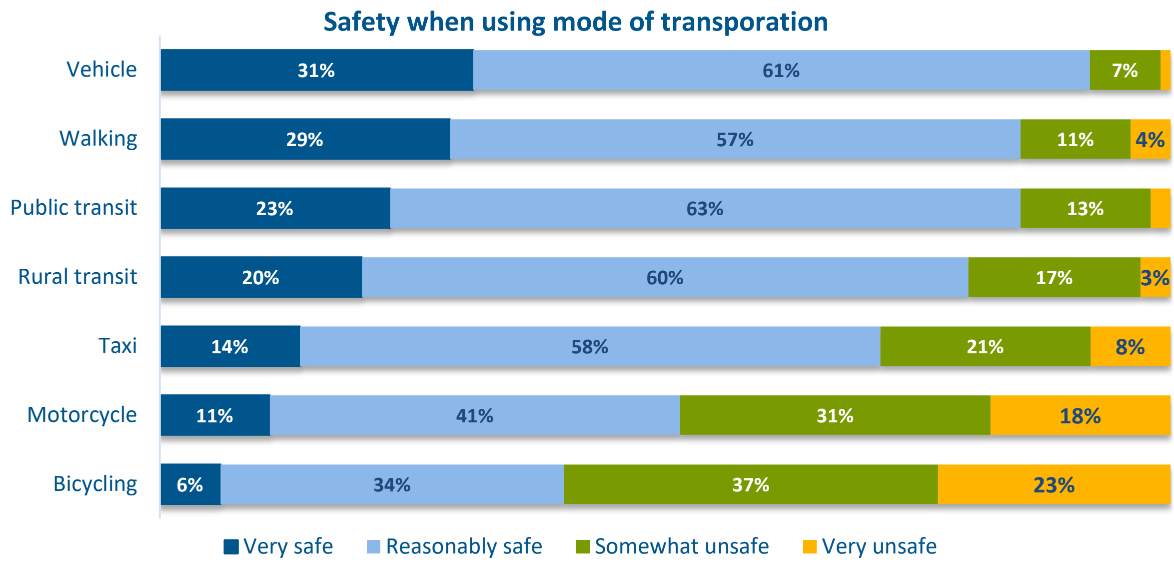


19.2 Safety of modes of travel

19.2.1 Perceptions of safety by travel type

Residents tend to feel most safe when *driving a vehicle* to travel, while least safe *bicycling*.

Key differences. Generally, men, older residents (excluding *bicycling*), those who do not have a disability, and those who do not identify as 2SLGBTQ+ feel safe using all forms of transportation.

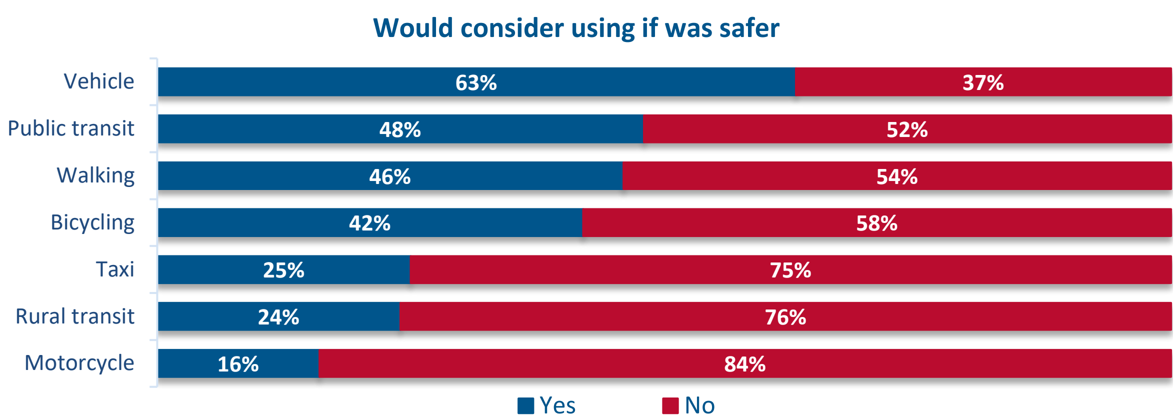


19.2.2 Use if travel type was safer

Among the seven modes of transportation, residents would be most likely to consider *using a vehicle as their primary mode if it was safer*.

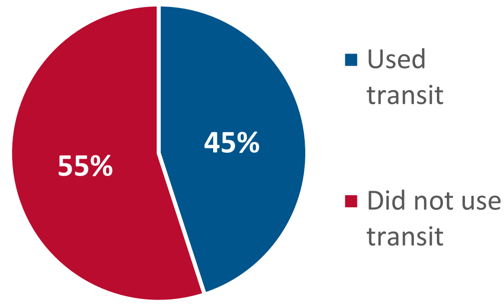
Key differences. There are differences between groups and the impact safer transportation would have on their use:

- Residents living in urban/suburban areas, in lower income households, who rent, without children, and those who identify as a visible minority would be more likely to use public transit if it was safer.
- Residents under 35 or over 55 years of age, living in urban/suburban areas, in lower income households, renters, those without children, and those who identify as a visible minority would be more likely to walk if it was safer.
- Residents who are younger, living in urban/suburban areas, more educated, rent, and identify as 2SLGBTQ+ would be willing to consider bicycling if it was safer.
- Residents 75 and older, living in urban/suburban areas, in lower income households, who rent, with fewer people in their home, without children, and identify as a visible minority would be more likely to take a taxi if it was safer.
- Residents in lower income households, who rent, and who identify as a visible minority would be more likely to use rural transit if it was safer.
- Men and younger residents would be more likely to use a motorcycle if it was safer.



19.3 Halifax Transit

Used Halifax Transit in past 12 months



Overall, 45% have *used Halifax Transit in the past 12 months*, down from 59% in 2018.

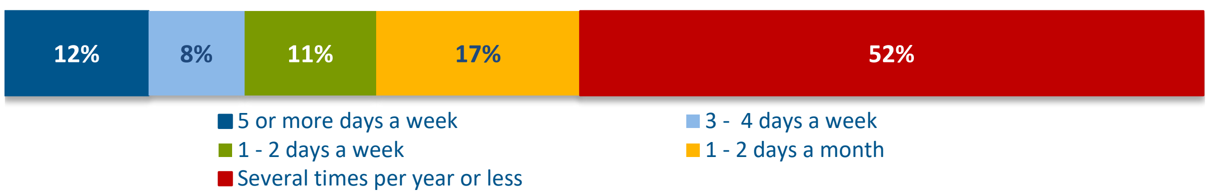
Key differences. Results show that younger residents, those living in urban/suburban Halifax, those in lower income households, renters, those who identify as a visible minority, and those who identify as 2SLGBTQ+ are more likely than their counterparts to have used Halifax Transit in the past year.

Among those who have used transit in the past year, residents are split between those who use transit monthly versus those who use it less often.

Key differences. Younger residents, those in lower income households, renters, and those who identify as having a disability are most likely to use transit five or more days per week.

Frequency of Halifax Transit use

BASE: Used Halifax Transit in past 12 months (n = 800)



When asked what would get them to use transit more or more often, the factors that would increase use tend to be the same in terms of importance, although those who have used Halifax Transit in the past 12 months mentioned more ways to encourage usage because almost half of those who have not used it did not give any suggestions. For both groups, the three most common areas for improvement are *increased service frequency, more direct routes,* and *shorter travel times*.

Table 7: Encourage use of public transit more often (Top 10)

	Used Halifax Transit in past 12 months (n = 740)	Have not used in past 12 months (n = 762)
Increased service frequency	43%	21%
More direct routes	41%	26%
Shorter travel times	32%	21%
Reliable/on-time service	30%	19%
More fare payment options	24%	11%
Fewer transfers	23%	12%
Additional shelters	19%	5%
Stops closer to home or work	19%	14%
Added service to rural areas	17%	12%
Increased safety	12%	5%
Nothing - I don't plan to use transit	11%	40%
Nothing - happy with current services	21%	8%

Note: Respondents could give more than one response; therefore, columns will sum to more than 100%.

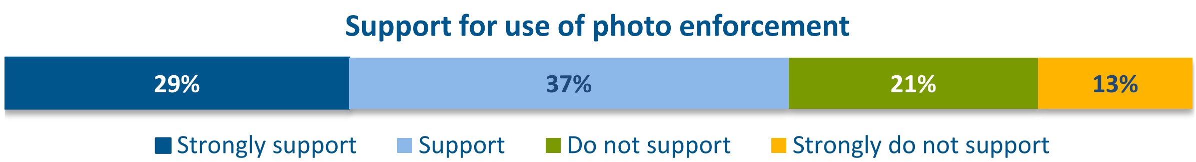
19.4 Encouraging bicycling

When asked what would *encourage them to bicycle more often than they do now*, 60% say nothing would. The most common suggestions were *more protected and physically separated bike lanes* (32%) and *a more continuous and connected bicycle network* (26%).

19.5 Use of photo enforcement

About two-thirds of residents support or strongly support *the use of photo enforcement for red light running and electronic speed detection to improve road safety*.

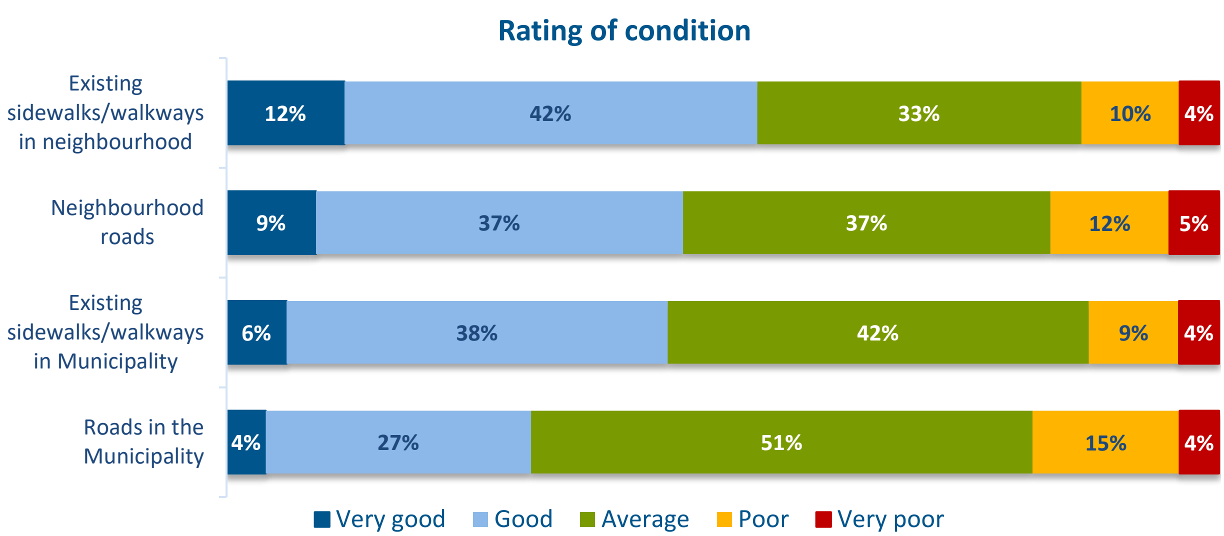
Key differences. Women and older residents are more likely to support the use of photo enforcement.



19.6 Perception of condition of roads and sidewalks

Residents tend to have more positive perceptions of *the condition of roads, sidewalks, and walkways*, although they are more positive about the condition of them in their neighbourhood than the Municipality as a whole.

Key differences. Generally, those living in urban/suburban area more likely to rate *the condition of roads, sidewalks, and walkways* more positively than those living in rural areas. In addition, those who identify as having a disability are generally more likely to rate each as very poor.

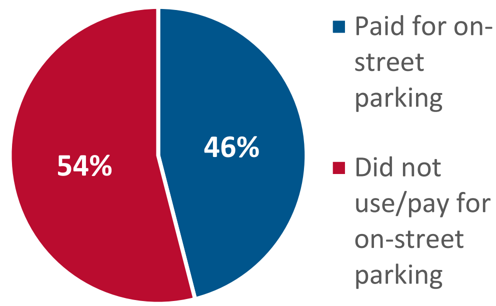


19.7 On-street parking

Overall, 46% have *paid for on-street parking since the launch of the new parking technology in October 2020*.

Key differences. Residents under 75 years old, those with more education, those with higher income, homeowners, those with children, those with higher property tax, and those who do not have a disability are most likely to have paid for on-street parking since October 2020. These results also correlate with the groups most likely to own a vehicle.

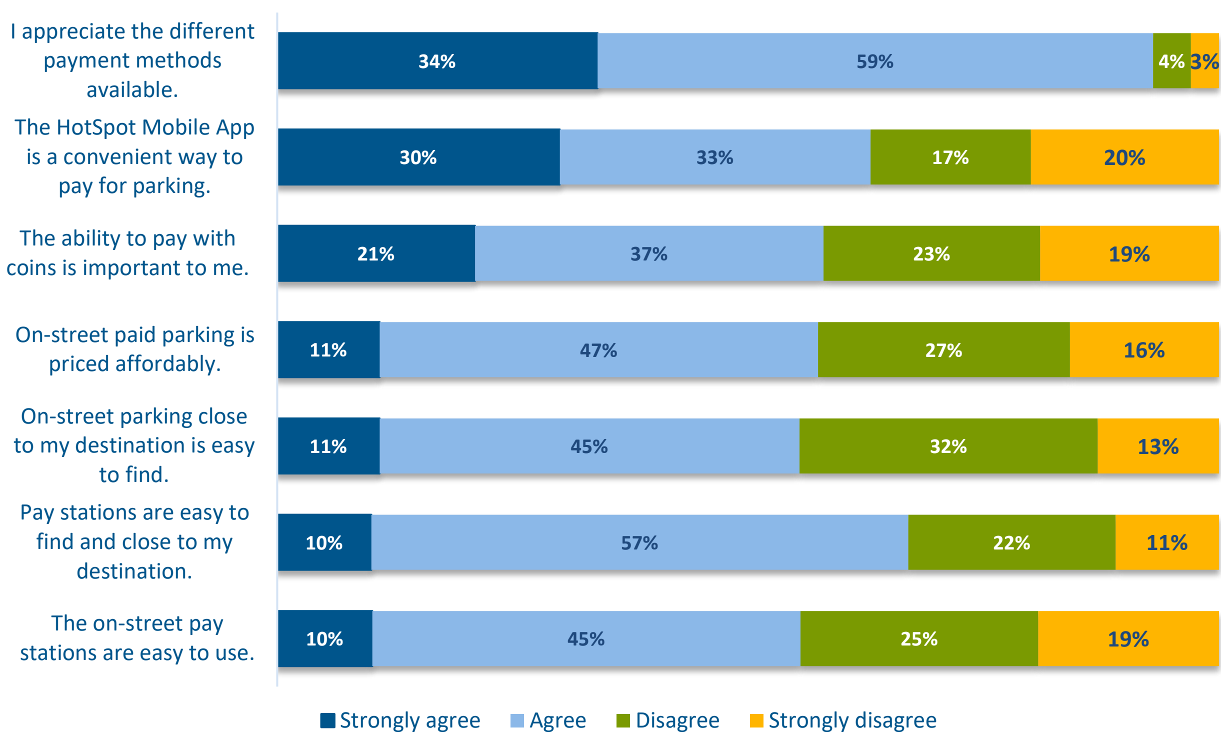
Paid for on-street parking since October 2020



Residents are most likely to agree that *they appreciate the different payment methods available*; otherwise, there is a fair amount (between one-third and just less than half) who disagree/strongly disagree with each statement below.

Key differences. Those 75 and older, those with less education, those in lower income households, and those with lower property taxes are most likely to strongly agree that *the ability to pay with coins is important to me*. Otherwise, residents under 55 years of age are more likely to strongly agree with the other statements, and those in higher income households are more likely to strongly agree that *the HotSpot Mobile App is convenient* and *parking is priced affordably*.

Ratings of on-street parking

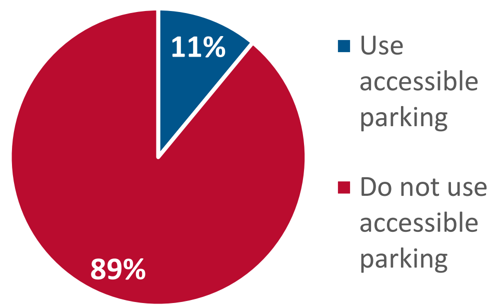


19.8 Accessible parking

Overall, 11% *make use of on-street accessible parking*.

Key differences. Residents in lower income households, those who identify as a visible minority, or those who identify as having a disability are most likely to use on-street accessible parking.

Use accessible parking

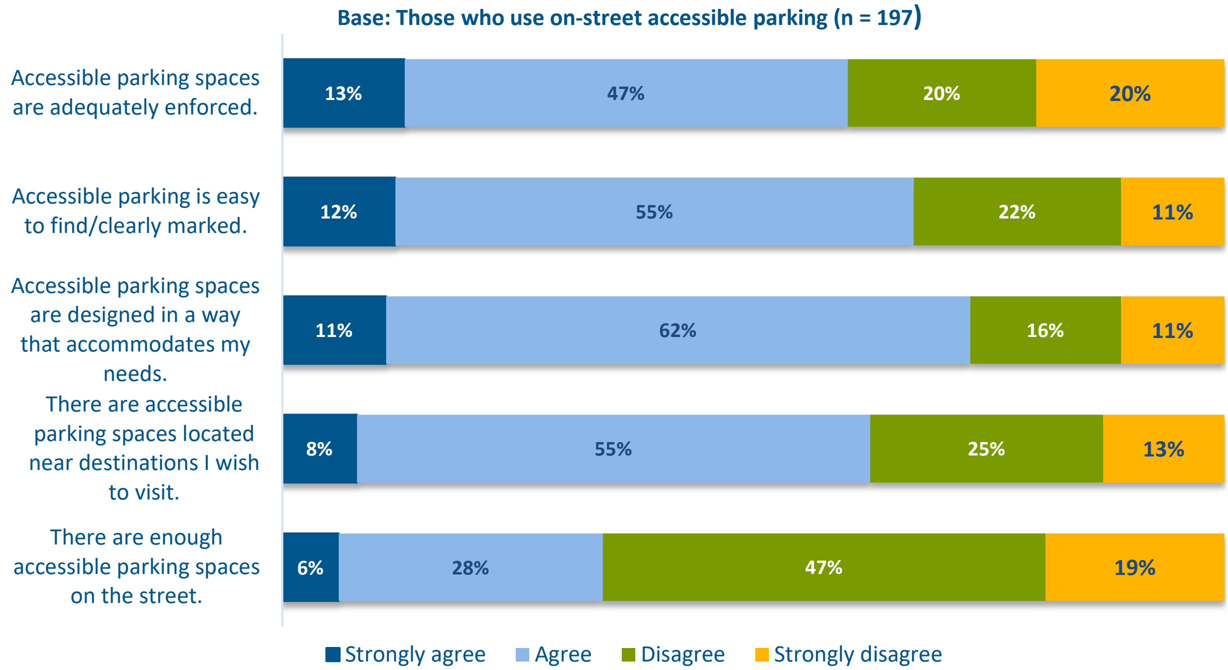


Among those who have used on-street accessible parking, residents are most likely to at least agree that *accessible parking spaces are designed in a way that accommodates my needs*. Conversely, a majority disagree or strongly disagree that *there are enough accessible parking spaces on the street*.

Key differences. Because of the small number of responses to these questions (less than 200 respondents), group sizes are too small to assess statistical differences with confidence.

Ratings of on-street accessible parking

Base: Those who use on-street accessible parking (n = 197)



20.0 Halifax Regional Municipality issues

Respondents were asked to name up to three *issues facing the Halifax region over the next five years in which they feel the Municipality should invest greater resources*. The table below shows those issues mentioned by 5% or more of respondents.

Compared to 2018, there were considerable increases in mentions related to two themes: housing (e.g., *affordable housing; more housing; poverty/homelessness*) and the environment (e.g., *climate change; environment; renewable energy*). In general, respondents seemed to be less focused on transportation-related themes, such as *road conditions*; *transit*; *transportation and traffic*.

Table 8: Top issues facing Halifax region over next five years (5% or more)

	% selecting as top three priority	
	2018	2021
Affordable housing	13%	37% ↑
Climate change	3%	19%↑
More housing/available housing	-	18%↑
Environment	9%	15%↑
Road conditions/sidewalks/snow removal	22%	11%↓
Transit	23%	10%↓
Transportation/traffic	21%	9%↓
Health/healthcare/hospitals	6%	8%
Active transportation	12%	7%↓
Parking/winter parking	15%	6%↓
Crime/policing	10%	6%
Renewable energy	<1%	6%↑
Poverty/homelessness	-	6%↑
Infrastructure renewal	5%	5%
Upgrade roads/road system	4%	5%
Racism/diversity	-	5%↑
Recreation opportunities	8%	3%↓
Commuter rail/light rail/ferry system	6%	3%
Economic growth/small business growth	6%	3%
Taxes	5%	3%
Urban sprawl/planning for growth	9%	2%↓
Clean up/beautify	5%	2%
Retention/attraction of residents/immigration	5%	1%

Note: Respondents could give more than one response; therefore, columns will sum to more than 100%.
↑ - 10% or greater increase
↑ - 5% to 9% increase
↓ - 5% to 9% decrease
↓ - 10% or greater decrease

Appendix A – Halifax Regional Municipality 2021 Resident Survey

2021 Resident Survey

Welcome to the Halifax Regional Municipality's (HRM) **2021 Resident Survey.** The municipality recognizes that residents' priorities may have shifted during the COVID-19 pandemic. Our goal with this survey is to understand where residents would like to see investments in municipal programs and services. Your responses will help guide the Halifax Regional Municipality with its immediate and long-term business and budget planning.

Thank you in advance for taking the time to participate in this survey. The results from this survey will be available on the municipality's website at www.halifax.ca/citizensurvey.

The survey should take approximately 45 to 60 minutes to complete, and for your participation, you will be eligible to win a grand prize of a $500 VISA gift card, or one of 5 $100 VISA gift cards.

The deadline for completing this survey is **September 24, 2021**.

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. If you require any assistance completing the survey, please contact PRA Inc. at 1-888-877-6744 (toll free) or at admin@pra.ca.

Thank you in advance for your participation.

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 2021 Resident 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 902-943-2148 or privacy@halifax.ca.

PASSCODE (see invitation letter): _________________

Quality of Life

Q1. How would you rate the overall quality of life in the Halifax Regional Municipality?

Quality of life meaning the degree to which you are healthy, comfortable, and able to participate in or enjoy life – and is the Region moving toward enabling this. Can include such things as health, education, leisure and social opportunities, natural and living environment, economic security and physical safety, income, and feeling of social belonging.

☐ Very good
☐ Good
☐ Poor
☐ Very poor

Q2. In the past five years, the quality of life in the municipality has …

- ☐ Improved
- ☐ Stayed the same
- ☐ Worsened

Q3. Based on your response to Q2, what, in your opinion, would you say are the top three (3) most significant things that contributed to an IMPROVED / WORSENED quality of life in the municipality?

1. ____
2. ____
3. ____

Housing and Development

HD1. Halifax Regional Municipality, through our regional and community land use plans, supports a mix of housing types for people of all ages, abilities, and levels of income.

What types of housing do you feel there is a lack of in your community? Select all that apply.

- ☐ There is no lack of housing in our community
- ☐ Market ownership (residents own their own house or condominium)
- ☐ Market rental (residents rent a house or dwelling unit from a landlord)
- ☐ Non-profit rental (residents rent a house or dwelling unit from non-profit entity)
- ☐ Public housing (residents live in a property that is owned by a government authority)
- ☐ Multiple unit building (buildings with 3 or more residential units such as an apartment building or condominium building)
- ☐ Secondary or backyard suites (smaller rental units that are accessory to a house)
- ☐ Co-operative housing (a group of homes, either contained within a multiple unit dwelling or spread out amongst several dwellings, where residents are members of a co-operative organization that manages the housing)
- ☐ Transitionary housing (housing that provides temporary supports for residents with the goal of transitioning or returning to a permanent form of housing)
- ☐ Supportive housing (housing that includes support services to residents, whether temporary or permanent)
- ☐ Shared housing (individuals share accommodation within a dwelling unit under separate lease/tenant agreements such as rooming houses or assisted care)
- ☐ Universally accessible housing (housing that is accessible to all abilities)
- ☐ Emergency shelters (shelter that is provided on a nightly basis and usually includes access to support services)
- ☐ Co-housing (households have their own units but share amenities with other households)
- ☐ Tiny homes (smaller and more efficiently designed single unit dwellings)
- ☐ Other (please specify) ____

HD2. Are you living in housing that meets basic housing needs?

- Suitability – has enough bedrooms for the size / number of people in the household
- Adequacy – housing does not need any major repairs and building meets minimum occupancy standards
- Affordability - housing/shelter costs (including rent and utilities) are less than or equal to 30% of a household's total before-tax income (example: For a household with a gross income of $60,000, this would be about $18,000 per year, or $1,500 per month.)

Select all that apply.

- ☐ Yes, suitability
- ☐ Yes, adequacy
- ☐ Yes, affordability
- ☐ No – my household would be considered in core housing need

HD3. While the provision of affordable housing is primarily the responsibility of the province, HRM acknowledges it also has a shared responsibility. Where the provincial government plays a large role in providing services to support those in need of housing, including rent supplements, emergency shelters and public housing, HRM plays an important part in supporting affordable housing though land use policies in our Regional Plan and Community Plans, by simplifying land use rules and removing barriers to a variety of housing forms, requiring the inclusion of affordability through incentive or bonus zoning, or through financial incentives/supports directed towards non-profit housing organizations.

Please select the statement that best matches your opinion regarding HRM’s role in supporting affordable housing.

- ☐ The municipality should play a larger role in supporting affordable housing.
- ☐ The municipality is doing enough to support affordable housing.
- ☐ The municipality should play less of a role in supporting affordable housing
- ☐ The municipality should not play a role in supporting affordable housing.
- ☐ Don’t know / no Opinion

HD4. Throughout Canada, municipal jurisdictions use a variety of tools and programs to support affordable housing. Which types of tools or programs do you think HRM should explore? Select all that apply.

- ☐ HRM should not provide tools or programs targeted to support affordable housing
- ☐ Inclusionary Zoning – Requires new developments to include affordable units
- ☐ Community Land Trusts – Land is owned by a non-profit entity (can be the Municipality) and made available to affordable housing organizations through long term leases
- ☐ Developing grant or incentive programs targeting specific forms of affordable housing (such as secondary and backyard suites)
- ☐ No-Net-Loss Policy – Encourages the retention or inclusion of existing affordable units when a building is renovated or redeveloped
- ☐ Municipal Land Development Agency – Municipality develops land or builds units that are either sold or leased to affordable housing organizations
- ☐ Municipal Housing Provider – Municipality owns, manages, and finds tenants for affordable housing units
- ☐ Other ___________________________
- ☐ Don't know / no opinion

Food Security

FS1. How often do you (or your household) experience food insecurity, that is, the difficulty or worry about accessing enough food for a healthy, active life?

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

FS2. What are the greatest barriers to you always being able to get the food you need to be healthy and active?
Check your top three (3)

- ☐ No barriers
- ☐ Income
- ☐ Lack of nearby food outlets (grocery, markets, stores, etc.)
- ☐ Lack of transport options (transit, bike ways, too far to walk, mobility issues, etc.)
- ☐ Type of food available (culturally appropriate, diet specific, fresh food, etc.)
- ☐ Options for food (the type and form of food that you would prefer is not available)
- ☐ Access to infrastructure for cooking, storing, etc. (stove, freezer, safe storage, etc.)
- ☐ Knowledge on how to access, prepare, store, etc. food
- ☐ Other (please specify): ____

FS3. Which of the following municipally offered and supported food initiatives do you currently participate in?
Check all that apply

- ☐ I don’t participate in any municipal food initiatives
- ☐ Community gardens
- ☐ Halifax Mobile Food Market
- ☐ Master Composter and/or other Solid Waste programs
- ☐ Food programming at Libraries
- ☐ Food programming at Recreation / Community Centres
- ☐ JustFOOD: Action Plan for the Halifax Region or Halifax Food Policy Alliance
- ☐ Other (please specify): ____

FS4. What food actions do you think HRM should be investing in?

Check your top three (3)

- ☐ HRM should not be investing in food actions
- ☐ Reduce barriers and encourage food uses in communities such as food production, good food outlets, spaces for sharing food, etc.
- ☐ Increase food programming in municipal facilities
- ☐ Offer more food access programs like the Mobile Food Market (brings fresh and affordable food into communities with food access challenges)
- ☐ Create a usable Food Map of food assets and community resources
- ☐ Maximize municipal facilities for food production (community gardens, etc.), food storage / sharing (community fridges and kitchens, etc.), food knowledge (demonstrations, etc.)
- ☐ Protect and expand land for agriculture
- ☐ Collaborate more with other levels of government and advocate for income supports
- ☐ Prioritize JustFOOD: Action Plan and investments, collaborations, and efforts to address inequities and strengthen our food system
- ☐ Other (please specify): ____

Economy and Employment

EC1. Do you feel like there are sufficient opportunities in the region to work in the field or profession of your choice?

- ☐ Yes
- ☐ No
- ☐ Don’t know
- ☐ Not applicable

EC2. Do you anticipate having to move from the municipality to find work in the field or profession of your choice?

- ☐ Yes (me)
- ☐ Yes (family member)
- ☐ No
- ☐ Don't know
- ☐ Not applicable

EC3. What is your current primary work location?

- ☐ Downtown Dartmouth
- ☐ Downtown Halifax
- ☐ Burnside
- ☐ Bayers Lake
- ☐ Sackville
- ☐ Bedford
- ☐ Spryfield
- ☐ Rural HRM
- ☐ Other
- ☐ I am retired
- ☐ I am not employed / not applicable

EC4. What is your current work situation?

- ☐ Work from home exclusively
- ☐ A combination of work from home and at my workplace
- ☐ Work from my place of work exclusively
- ☐ Not employed / not applicable

EC5. Once we are 'back to normal' (post-COVID), what do you expect your work situation to be?

- ☐ Work from home exclusively
- ☐ A combination of work from home and at my workplace
- ☐ Work from my place of work exclusively
- ☐ Not employed / not applicable

EC6. If you were able to choose, which option best describes your preferred work situation?

- ☐ Work from home exclusively
- ☐ A combination of work from home and at my workplace
- ☐ Work from my place of work exclusively
- ☐ Not employed / not applicable

Inclusiveness / Sense of Connectedness

IN1. Please tell us how satisfied you are with each of the quality of life aspects of the municipality.

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know / no opinion
The municipality as a place to live	☐	☐	☐	☐	☐
The municipality as a place to work	☐	☐	☐	☐	☐
The municipality as a place for recreation and play	☐	☐	☐	☐	☐
The municipality as a place to raise a family	☐	☐	☐	☐	☐
The municipality as a place for young people	☐	☐	☐	☐	☐
The municipality as a place to retire	☐	☐	☐	☐	☐
The municipality as a place for people of colour	☐	☐	☐	☐	☐
The municipality as a place for people of African descent	☐	☐	☐	☐	☐
The municipality as a place for African Nova Scotians	☐	☐	☐	☐	☐
The municipality as a place for Indigenous people	☐	☐	☐	☐	☐
The municipality as a place for people who identify as women and girls	☐	☐	☐	☐	☐
The municipality as a place for people who are 2SLGBTQ+	☐	☐	☐	☐	☐
The municipality as a place for people who identify as gender non-conforming	☐	☐	☐	☐	☐
The municipality as a place for persons with disabilities	☐	☐	☐	☐	☐
The municipality as a place for people who do not have English as their first language	☐	☐	☐	☐	☐
The municipality as a place for newcomers / immigrants	☐	☐	☐	☐	☐
The efforts of the municipality to help combat racism	☐	☐	☐	☐	☐

IN2. For each of the following questions please select the response that most closely reflects your opinion.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / no opinion
I like the neighbourhood I live in	☐	☐	☐	☐	☐
I know my neighbours	☐	☐	☐	☐	☐
I feel like I'm connected to my neighbourhood	☐	☐	☐	☐	☐
If I had an emergency, even people I did not know in my neighbourhood would be willing to help	☐	☐	☐	☐	☐
My community welcomes all cultures	☐	☐	☐	☐	☐
There are people in my community that are similar to me	☐	☐	☐	☐	☐
I feel safe from violence in public spaces in my community	☐	☐	☐	☐	☐
The municipality is accessible to persons with disabilities	☐	☐	☐	☐	☐
The municipality acknowledges and highlights the Indigenous history of the region	☐	☐	☐	☐	☐
The municipality's programs and facilities are inclusive for people of different genders, races, or abilities	☐	☐	☐	☐	☐
The municipality as a community is inclusive of diversity	☐	☐	☐	☐	☐

IN3. What could the municipality do to help improve inclusiveness / sense of connectedness?

____
____
____
____

☐ Nothing ☐ Don't know

Environment & Climate Change

EV1. Overall, how satisfied are you with the municipality's efforts on the following environment actions?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know / no opinion
Reducing greenhouse gas emissions	☐	☐	☐	☐	☐
Preparing for the following effects of climate change:					
Wildfires	☐	☐	☐	☐	☐
Coastal flooding (from ocean)	☐	☐	☐	☐	☐
Overland flooding (from rivers or rain)	☐	☐	☐	☐	☐
Heat waves	☐	☐	☐	☐	☐
Drought	☐	☐	☐	☐	☐
Invasive species	☐	☐	☐	☐	☐
Hurricanes	☐	☐	☐	☐	☐
Winter storms	☐	☐	☐	☐	☐
Protecting lakes and rivers	☐	☐	☐	☐	☐
Reducing waste	☐	☐	☐	☐	☐
Water testing to support lifeguarded beaches	☐	☐	☐	☐	☐
Protecting nature	☐	☐	☐	☐	☐
Communicating city efforts on environment & climate change	☐	☐	☐	☐	☐
Preparing for weather-related emergencies	☐	☐	☐	☐	☐
Responding to weather-related emergencies	☐	☐	☐	☐	☐
Solar City Program	☐	☐	☐	☐	☐
Canines for Clean Water Campaign	☐	☐	☐	☐	☐
HalifACT – climate plan to 2050	☐	☐	☐	☐	☐

EV2. Are you aware of HalifACT, the municipality's climate action plan?
(go to Halifax.ca/climate to learn more)

- ☐ Yes
- ☐ No

EV3. If you were given the choice of where to focus spending over the next five (5) years in the area of Environmental and Climate Change Action, what would be **your top three (3)** priorities? Please place a 1 beside your top priority, 2 beside your second highest, 3 beside your third highest.

___ Energy efficiency
___ Renewable energy generation
___ Electrifying transportation
___ Emergency preparedness
___ Assessing and reducing flood risks (coastal and overland)
___ Creating more resilient infrastructure to climate impacts
___ Protecting watersheds and improving lake health
___ Adding more land for environmental and biodiversity protection and conservation
___ Other (What other priorities should spending be focused on over the next five (5) years in the area of Environmental and Climate Change Action?):
____
____

Value for Taxes

VT1. The municipality provides a wide range of services, including police and fire protection, garbage collection and disposal, recreation facilities, parks and programming, transit and bike ways, 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
☐ Don't know / no opinion
☐ Do not pay property tax (e.g. rent, live with parents)

VT2. When the municipality is creating the municipal budget it often faces higher costs to continue to provide the same level of service. Please indicate which of the statements comes closest to your point of view. The municipality should:

☐ 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

VT3. 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?

- ☐ 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

VT4. The municipality has relatively low debt with less than 5 percent of revenue required to pay its annual debt costs. However, it faces considerable pressure to maintain and expand its infrastructure (such as buses, buildings, parks, etc.). Additional debt would allow the municipality to maintain and expand services faster. How comfortable are you with increasing the level of debt the municipality holds?

- ☐ Very comfortable
- ☐ Somewhat comfortable
- ☐ Somewhat uncomfortable
- ☐ Very uncomfortable
- ☐ Don't know / no opinion

Municipal Leadership and Engagement

ML1. For the following questions, please select the response that most closely reflects your opinion.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / no opinion
The municipality is moving in the right direction to ensure a high quality of life for future generations	☐	☐	☐	☐	☐
The Mayor is providing good leadership and direction	☐	☐	☐	☐	☐
Regional Council is providing good leadership and direction	☐	☐	☐	☐	☐
I feel adequately represented by my Councillor	☐	☐	☐	☐	☐
The municipality does a good job of connecting / communicating with the public on key regional and local issues	☐	☐	☐	☐	☐
The municipality does a good job of keeping residents informed	☐	☐	☐	☐	☐
The municipality's public processes encourage participation and help me feel involved in decisions that impact me as a resident	☐	☐	☐	☐	☐
The municipality had done a good job of keeping residents informed during the COVID-19 pandemic	☐	☐	☐	☐	☐

ML2. Do you use any of the following to get municipal news or information? Select all that apply.

- ☐ HFX Apps (e.g. HFX Recycles, hfx Alert)
- ☐ Facebook (e.g. Halifax Regional Municipality, Halifax Regional Police)
- ☐ Twitter (e.g. @hfxgov, @hfxtransit, @hfxfire)
- ☐ Instagram (e.g. hfxmoments)
- ☐ Councillor social media
- ☐ None of the above

ML3. In the future, I would like to participate in community decision-making using the following methods:

Check all that apply

- ☐ None - I would prefer not to participate
- ☐ Public open houses hosted by HRM staff (in person, post-COVID)
- ☐ Online virtual meetings hosted by HRM staff
- ☐ Community-led meetings attended by HRM staff
- ☐ One-on-one meetings with HRM staff (in person, post-COVID)
- ☐ Online surveys
- ☐ Mail-out surveys
- ☐ Social media (e.g. Twitter, Facebook)
- ☐ Telephone feedback
- ☐ Email feedback
- ☐ Other (please specify): ____

ML4. What, if any, are some of the barriers for you to participate in community decision-making?

Check all that apply

- ☐ I don't have any barriers to participate
- ☐ Not interested
- ☐ Time
- ☐ Work / family or other commitments
- ☐ Lack of internet connection / unreliable internet
- ☐ Lack of information about ongoing projects
- ☐ Lack of information about how to participate / not sure how to participate
- ☐ Accessibility issues
- ☐ I do not feel safe engaging in these processes
- ☐ Other (please specify): ____

ML5. Do you feel like the municipality provides you the right tools / options to enable you to vote?

- ☐ Yes
- ☐ No

ML6. Did you vote in the 2020 municipal election (for your district Councillor and/or for the Mayor)?

- ☐ Yes (skip to question SI1)
- ☐ No

ML7. If you answered No to voting in the 2020 municipal election, why did you not vote?

Check all that apply

- ☐ Not aware that there was an election
- ☐ Not interested / my vote would not have made a difference
- ☐ Too busy
- ☐ I did not understand the voting process
- ☐ Out of town / away
- ☐ Not able to vote due to illness / disability
- ☐ Did not like the candidates / issues
- ☐ Forgot to vote
- ☐ Too difficult to vote online
- ☐ Too difficult to get to the voting station / no polling station close to my home
- ☐ Religious beliefs
- ☐ Was not eligible to vote
- ☐ Not on voters list
- ☐ I did not feel safe voting / participating in the voting process
- ☐ Other reason(s) (please specify) ______________________________________

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'.

Service	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know / no opinion
Accessibility programming (e.g. physical / intellectual / emotional access to facilities, services, and programs)	☐	☐	☐	☐	☐
Affordability / free programming (e.g. low-income transit pass / free menstrual products / property tax reduction program)	☐	☐	☐	☐	☐
Arts and cultural facilities and programs	☐	☐	☐	☐	☐
Bike lanes / cycling facilities	☐	☐	☐	☐	☐
Business support services (e.g. permits)	☐	☐	☐	☐	☐
Civic events (e.g. Canada Day, Natal Day, Bedford Days, event grants)	☐	☐	☐	☐	☐
Cleanliness (e.g. litter & graffiti removal)	☐	☐	☐	☐	☐
Climate action (e.g. reducing emissions and preparing for climate impacts)	☐	☐	☐	☐	☐
Community beautification / streetscaping	☐	☐	☐	☐	☐
Community planning / land use planning and approvals	☐	☐	☐	☐	☐
Community standards (e.g. by-law enforcement, animal control)	☐	☐	☐	☐	☐
Diversity and inclusiveness programs (e.g. language and culture programming, support for community events)	☐	☐	☐	☐	☐
Economic development (promoting and connecting the municipality to grow and get business, talent, and investment)	☐	☐	☐	☐	☐
Emergency management (e.g. preparedness, coordination of municipal emergency response, and recovery)	☐	☐	☐	☐	☐
Environmental protection and sustainability	☐	☐	☐	☐	☐
Fire and rescue response (e.g. firefighting / medical / rescue)	☐	☐	☐	☐	☐

Service	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know / no opinion
Fire prevention activities (e.g. public education / inspections / code enforcement / investigation)	☐	☐	☐	☐	☐
Garbage, recycling, and organics collection	☐	☐	☐	☐	☐
Halifax public libraries	☐	☐	☐	☐	☐
Parking services (permit parking / paid parking / enforcement)	☐	☐	☐	☐	☐
Parks, greenspaces, and trails	☐	☐	☐	☐	☐
Playgrounds	☐	☐	☐	☐	☐
Police services	☐	☐	☐	☐	☐
Public engagement (e.g. consultation on projects like Centre Plan, surveys, etc.)	☐	☐	☐	☐	☐
Public transit – conventional bus & ferry	☐	☐	☐	☐	☐
Public transit - Access-A-Bus	☐	☐	☐	☐	☐
Overall transit service	☐	☐	☐	☐	☐
Public washrooms	☐	☐	☐	☐	☐
Indoor recreation facilities (e.g. community centres, pools)	☐	☐	☐	☐	☐
Outdoor recreation facilities (e.g. sport fields, tennis courts, pickleball)	☐	☐	☐	☐	☐
Recreation programming (e.g. swimming, camps)	☐	☐	☐	☐	☐
Sidewalk maintenance	☐	☐	☐	☐	☐
Street / road maintenance	☐	☐	☐	☐	☐
Traffic management (to balance congestion / space on street for different users (vehicles, goods, transit, cyclists, walking and rolling))	☐	☐	☐	☐	☐
Road safety (traffic calming, education, signals, and signage for pedestrian, cycling, rolling, vehicles)	☐	☐	☐	☐	☐
Urban forestry (street & park tree planting and maintenance)	☐	☐	☐	☐	☐
Winter maintenance (e.g. snow and ice control)	☐	☐	☐	☐	☐

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

- ☐ 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	Which of the following would you be willing to pay additional tax to improve the service? (Check box for Yes)
Accessibility programming (e.g. physical / intellectual / emotional access to facilities, services, and programs)	☐	☐	☐	☐
Affordability / free programming (e.g. low-income transit pass / free menstrual products / property tax reduction program)	☐	☐	☐	☐
Arts and cultural facilities and programs	☐	☐	☐	☐
Bike lanes / cycling facilities	☐	☐	☐	☐
Business support services (e.g. permits)	☐	☐	☐	☐
Civic events (e.g. Canada Day, Natal Day, Bedford Days, event grants)	☐	☐	☐	☐
Cleanliness (e.g. litter & graffiti removal)	☐	☐	☐	☐
Climate action (e.g. reducing emissions and preparing for climate impacts)	☐	☐	☐	☐
Community beautification / streetscaping	☐	☐	☐	☐
Community planning / land use planning and approvals	☐	☐	☐	☐
Community standards (e.g. by-law enforcement, animal control)	☐	☐	☐	☐
Diversity and inclusiveness programs (e.g. language and culture programming, support	☐	☐	☐	☐
Economic development (promoting and connecting the municipality to grow and get business, talent, and investment)	☐	☐	☐	☐

Service	Increase service levels	Maintain service levels	Reduce service levels	Which of the following would you be willing to pay additional tax to improve the service? (Check box for Yes)
Emergency management (e.g. preparedness, coordination of municipal emergency response, and recovery)	☐	☐	☐	☐
Environmental protection and sustainability	☐	☐	☐	☐
Fire and rescue response (e.g. firefighting / medical / rescue)	☐	☐	☐	☐
Fire prevention activities (e.g. public education / inspections / code enforcement / investigation)	☐	☐	☐	☐
Garbage, recycling, and organics collection	☐	☐	☐	☐
Halifax public libraries	☐	☐	☐	☐
Parking services (permit parking / paid parking / enforcement)	☐	☐	☐	☐
Parks, greenspaces, and trails	☐	☐	☐	☐
Playgrounds	☐	☐	☐	☐
Police services	☐	☐	☐	☐
Public engagement (e.g. consultation on projects like Centre Plan, surveys, etc.)	☐	☐	☐	☐
Public transit – conventional bus & ferry	☐	☐	☐	☐
Public transit - Access-A-Bus	☐	☐	☐	☐
Overall transit service	☐	☐	☐	☐
Public washrooms	☐	☐	☐	☐
Indoor recreation facilities (e.g. community centres, pools)	☐	☐	☐	☐
Outdoor recreation facilities (e.g. sport fields, tennis courts, pickleball)	☐	☐	☐	☐
Recreation programming (e.g. swimming, camps)	☐	☐	☐	☐
Sidewalk maintenance	☐	☐	☐	☐
Street / road maintenance	☐	☐	☐	☐
Traffic management (to balance congestion / space on street for different users (vehicles, goods, transit, cyclists, walking and rolling))	☐	☐	☐	☐
Road safety (traffic calming, education, signals, and signage for pedestrian, cycling, rolling, vehicles)	☐	☐	☐	☐
Urban forestry (street & park tree planting and maintenance)	☐	☐	☐	☐
Winter maintenance (e.g. snow and ice control)	☐	☐	☐	☐

SI4. For each of the following services that you indicated you wanted to <u>increase</u> service levels, please indicate your preferred option to fund this increase.

Service	User fees only	Property tax only	Debt / borrowing only	User fee + property tax	User fee + property tax + debt	Don't know / no opinion
Accessibility programming (e.g. physical / intellectual / emotional access to facilities, services, and programs)	☐	☐	☐	☐	☐	☐
Affordability / free programming (e.g. low-income transit pass / free menstrual products / property tax reduction program)	☐	☐	☐	☐	☐	☐
Arts and cultural facilities and programs	☐	☐	☐	☐	☐	☐
Bike lanes / cycling facilities	☐	☐	☐	☐	☐	☐
Business support services (e.g. permits)	☐	☐	☐	☐	☐	☐
Civic events (e.g. Canada Day, Natal Day, Bedford Days, event grants)	☐	☐	☐	☐	☐	☐
Cleanliness (e.g. litter & graffiti removal)	☐	☐	☐	☐	☐	☐
Climate action (e.g. reducing emissions and preparing for climate impacts)	☐	☐	☐	☐	☐	☐
Community beautification / streetscaping	☐	☐	☐	☐	☐	☐
Community planning / land use planning and approvals	☐	☐	☐	☐	☐	☐
Community standards (e.g. by-law enforcement, animal control)	☐	☐	☐	☐	☐	☐
Diversity and inclusiveness programs (e.g. language and culture programming, support for community events)	☐	☐	☐	☐	☐	☐
Economic development (promoting and connecting the municipality to grow and get business, talent, and investment)	☐	☐	☐	☐	☐	☐
Emergency management (e.g. preparedness, coordination of municipal emergency response, and recovery)	☐	☐	☐	☐	☐	☐
Environmental protection and sustainability	☐	☐	☐	☐	☐	☐
Fire and rescue response (e.g. firefighting / medical / rescue)	☐	☐	☐	☐	☐	☐
Fire prevention activities (e.g. public education / inspections / code enforcement / investigation)	☐	☐	☐	☐	☐	☐
Garbage, recycling, and organics collection	☐	☐	☐	☐	☐	☐

Service	User fees only	Property tax only	Debt / borrowing only	User fee + property tax	User fee + property tax + debt	Don't know / no opinion
Halifax public libraries	☐	☐	☐	☐	☐	☐
Parking services (permit parking / paid parking / enforcement)	☐	☐	☐	☐	☐	☐
Parks, greenspaces, and trails	☐	☐	☐	☐	☐	☐
Playgrounds	☐	☐	☐	☐	☐	☐
Police services	☐	☐	☐	☐	☐	☐
Public engagement (e.g. consultation on projects like Centre Plan, surveys, etc.)	☐	☐	☐	☐	☐	☐
Public transit – conventional bus & ferry	☐	☐	☐	☐	☐	☐
Public transit - Access-A-Bus	☐	☐	☐	☐	☐	☐
Overall transit service	☐	☐	☐	☐	☐	☐
Public washrooms	☐	☐	☐	☐	☐	☐
Indoor recreation facilities (e.g. community centres, pools)	☐	☐	☐	☐	☐	☐
Outdoor recreation facilities (e.g. sport fields, tennis courts, pickleball)	☐	☐	☐	☐	☐	☐
Recreation programming (e.g. swimming, camps)	☐	☐	☐	☐	☐	☐
Sidewalk maintenance	☐	☐	☐	☐	☐	☐
Street / road maintenance	☐	☐	☐	☐	☐	☐
Traffic management (to balance congestion / space on street for different users (vehicles, goods, transit, cyclists, walking and rolling))	☐	☐	☐	☐	☐	☐
Road safety (traffic calming, education, signals, and signage for pedestrian, cycling, rolling, vehicles)	☐	☐	☐	☐	☐	☐
Urban forestry (street & park tree planting and maintenance)	☐	☐	☐	☐	☐	☐
Winter maintenance (e.g. snow and ice control)	☐	☐	☐	☐	☐	☐

Community Priorities

CP1. In 2020, Regional Council approved four Council priorities. Please rate them in terms of their importance to you.

Council Priorities	Very important	Important	Not important	Not at all important
Prosperous Economy through attracting investment, keeping and growing business and talent in the municipality, and integrated planning that considers economic, social, and environmental implications of how communities grow and develop.	☐	☐	☐	☐
Communities through investments and engagement to build social equity, safer and more inclusive communities for all, leisure, learning, social, recreation, and civic opportunities, and quality, affordable housing options in safe and vibrant neighbourhoods.	☐	☐	☐	☐
Integrated Mobility through investments in public transit, active transportation, traffic congestion reduction, and maintaining assets to create a safe, sustainable, and accessible mobility network.	☐	☐	☐	☐
Environment through leadership in climate change action and environmental protection to achieve net zero emissions, climate resilience, and healthy and protected ecosystems	☐	☐	☐	☐

CP2. The municipality spends a portion of its yearly budget on infrastructure to meet both growth requirements and community expectations. Please rank the top **FIVE (5**) 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, 3 beside your third highest, 4 for your fourth highest, and 5 for fifth highest. Rank the top FIVE (5).

________ Accessibility improvements to municipal facilities
________ Access to municipal water
________ Arenas / ice surfaces
________ Arts and cultural facilities
________ Bikeways – new / repaired (includes local street bikeways, multi-use pathways)
________ Climate change mitigation and protection (e.g. mitigating flooding, emergency planning, protecting critical infrastructure)
________ Energy efficiency - making existing municipal facilities and buildings more energy efficient (may result in long term savings)
________ Ferry - expand the harbour ferry service
________ Fire stations – new / repaired
________ Housing – additional support / tools
________ Indoor recreation facilities / community centres – new / repaired
________ Libraries - new / refurbished community branches
________ Municipal vehicles – making municipal fleet more environmentally friendly / useful
________ Outdoor recreation facilities (e.g. playgrounds, skate parks, sport fields, courts) - new / repair
________ Parkland acquisition (acquire and preserve parkland)
________ Public washrooms
________ Road safety improvements (includes traffic calming, pedestrian safety)
________ Road widening – to provide additional capacity for all modes of transportation
________ Sidewalks – new / repaired
________ Streets / roads - maintenance (e.g. fill potholes, patching, crack sealing)
________ Technology - to improve and support service delivery / municipal operations, customer service, and accessibility (e.g. online services, mobile services, etc.)
________ Transit - more buses on existing routes
________ Transit - more buses so that service can be expanded to new areas
________ Transit Facilities - improved / additional
________ Urban parks and green network
________ Walkways / trails – new / repaired
________ Other (Please describe what other infrastructure projects you would like to see the municipality pursue over the next 5 years): ____

CP3. If forced to choose, which of the following would you rather see the municipality focus on, with respect to spending on facilities, assets, and infrastructure?

- ☐ Invest a greater proportion toward new facilities, assets, and infrastructure (which will increase operating costs and may result in existing infrastructure declining in condition)
- ☐ Invest a greater proportion toward fixing and maintaining the existing facilities, assets, and infrastructure (which may extend the useful life of existing assets but result in fewer new assets)

Service Quality

SQ1. How often over the past 12 months have you contacted the municipality for any of the following?

	Not in the past 12 months	1-2 times	3-5 times	6-10 times	More than 10 times
For information (about a program, service, or general info)	☐	☐	☐	☐	☐
Request something (e.g. information, green bin, refrigerant removal)	☐	☐	☐	☐	☐
Report something (e.g. to 311, Councillor, staff)	☐	☐	☐	☐	☐
Employment / search for jobs available within the Halifax Regional Municipality	☐	☐	☐	☐	☐
Book a facility / field / court / etc.	☐	☐	☐	☐	☐
Purchase a recreation membership	☐	☐	☐	☐	☐
Register for a recreation program or camp	☐	☐	☐	☐	☐
Library services (e.g. reserve or borrow a book/e-book, register for a program, reserve a computer/space)	☐	☐	☐	☐	☐
Purchase transit tickets or pass / obtain transit schedule	☐	☐	☐	☐	☐
Parking (pay a fine / obtain a permit / dispute a ticket – through the Parking Management Portal)	☐	☐	☐	☐	☐
Property tax payment or inquiry	☐	☐	☐	☐	☐
Obtain a permit (commercial / home)	☐	☐	☐	☐	☐
Apply for a license (e.g. animal, vending, marriage, taxi)	☐	☐	☐	☐	☐
Diversity & inclusion support (e.g. support for community-led events)	☐	☐	☐	☐	☐
Viewed live streaming of Regional Council and/or Committee meetings	☐	☐	☐	☐	☐
Attend an in-person meeting or hearing run by the municipality (e.g. Council, Community Council, Board or Committee meeting)	☐	☐	☐	☐	☐
Attend a virtual public meeting or virtual hearing run by the municipality	☐	☐	☐	☐	☐
Access agendas, minutes, or reports through halifax.ca	☐	☐	☐	☐	☐
Viewed or used the municipality's online engagement portal (Shape Your City Halifax)	☐	☐	☐	☐	☐
Visited the Municipal Archives or used their online catalogue	☐	☐	☐	☐	☐
Viewed or engaged with the municipality's social media channels (e.g. Twitter, Facebook, Instagram)	☐	☐	☐	☐	☐
Made a Freedom of Information Request	☐	☐	☐	☐	☐
Viewed or used an Open Dataset (e.g. crime map, Open Data, Find your District / Councillor)	☐	☐	☐	☐	☐
File a complaint	☐	☐	☐	☐	☐
Other (For what other reason(s) have you contacted the municipality?) ____________________	☐	☐	☐	☐	☐

SQ2. How did you contact the municipality for this service in the past 12 months (check all that apply)?

	311	Online (via Halifax.ca)	In person	By telephone	Email	Other
For information (about a program, service, or general info)	☐	☐	☐	☐	☐	☐
Request something (e.g. information, green bin, refrigerant removal)	☐	☐	☐	☐	☐	☐
Report something (e.g. to 311, Councillor, staff)	☐	☐	☐	☐	☐	☐
Employment / search for jobs available within the Halifax Regional Municipality	☐	☐	☐	☐	☐	☐
Book a facility / field / court / etc.	☐	☐	☐	☐	☐	☐
Purchase a recreation membership	☐	☐	☐	☐	☐	☐
Register for a recreation program or camp	☐	☐	☐	☐	☐	☐
Library services (e.g. reserve or borrow a book/e-book, register for a program, reserve a computer/space)	☐	☐	☐	☐	☐	☐
Purchase transit tickets or pass / obtain transit schedule	☐	☐	☐	☐	☐	☐
Parking (pay a fine / obtain a permit / dispute a ticket – through the Parking Management Portal)	☐	☐	☐	☐	☐	☐
Property tax payment or inquiry	☐	☐	☐	☐	☐	☐
Obtain a permit (commercial / home)	☐	☐	☐	☐	☐	☐
Apply for a license (e.g. animal, vending, marriage, taxi)	☐	☐	☐	☐	☐	☐
Diversity & inclusion support (e.g. support for community-led events)	☐	☐	☐	☐	☐	☐
Viewed live streaming of Regional Council and/or Committee meetings	☐	☐	☐	☐	☐	☐
Attend an in-person meeting or hearing run by the municipality (e.g. Council, Community Council, Board or Committee meeting)	☐	☐	☐	☐	☐	☐
Attend a virtual public meeting or virtual hearing run by the municipality	☐	☐	☐	☐	☐	☐
Access agendas, minutes, or reports through halifax.ca	☐	☐	☐	☐	☐	☐
Viewed or used the municipality's online engagement portal (Shape Your City Halifax)	☐	☐	☐	☐	☐	☐
Visited the Municipal Archives or used their online catalogue	☐	☐	☐	☐	☐	☐
Viewed or engaged with the municipality's social media channels (e.g. Twitter, Facebook, Instagram)	☐	☐	☐	☐	☐	☐
Made a Freedom of Information Request	☐	☐	☐	☐	☐	☐
Viewed or used an Open Dataset (e.g. crime map, Open Data, Find your District / Councillor)	☐	☐	☐	☐	☐	☐
File a complaint	☐	☐	☐	☐	☐	☐
Other (Please specify) ________________________	☐	☐	☐	☐	☐	☐

SQ3. Generally speaking, how satisfied were you with your contact with the municipality for this service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not applicable
For information (about a program, service, or general info)	☐	☐	☐	☐	☐
Request something (e.g. information, green bin, refrigerant removal)	☐	☐	☐	☐	☐
Report something (e.g. to 311, Councillor, staff)	☐	☐	☐	☐	☐
Employment / search for jobs available within the Halifax Regional Municipality	☐	☐	☐	☐	☐
Book a facility / field / court / etc.	☐	☐	☐	☐	☐
Purchase a recreation membership	☐	☐	☐	☐	☐
Register for a recreation program or camp	☐	☐	☐	☐	☐
Library services (e.g. reserve or borrow a book/e-book, register for a program, reserve a computer/space)	☐	☐	☐	☐	☐
Purchase transit tickets or pass / obtain transit schedule	☐	☐	☐	☐	☐
Parking (pay a ticket / obtain a permit / dispute a ticket, etc. – through the Parking Management Portal)	☐	☐	☐	☐	☐
Property tax payment or inquiry	☐	☐	☐	☐	☐
Obtain a permit (commercial / home)	☐	☐	☐	☐	☐
Apply for a license (e.g. animal, vending, marriage, taxi)	☐	☐	☐	☐	☐
Diversity & inclusion support (e.g. support for community-led events)	☐	☐	☐	☐	☐
Viewed live streaming of Regional Council and/or Committee meetings	☐	☐	☐	☐	☐
Attend an in-person meeting or hearing run by the municipality (e.g. Council, Community Council, Board or Committee meeting)	☐	☐	☐	☐	☐
Attend a virtual public meeting or virtual hearing run by the municipality	☐	☐	☐	☐	☐
Access agendas, minutes, or reports through halifax.ca	☐	☐	☐	☐	☐
Viewed or used the municipality's online engagement portal (Shape Your City Halifax)	☐	☐	☐	☐	☐
Visited the Municipal Archives or used their online catalogue	☐	☐	☐	☐	☐
Viewed or engaged with the municipality's social media channels (e.g. Twitter, Facebook, Instagram)	☐	☐	☐	☐	☐
Made a Freedom of Information Request	☐	☐	☐	☐	☐
Viewed or used an Open Dataset (e.g. crime map, Open Data, Find your District / Councillor)	☐	☐	☐	☐	☐
File a complaint	☐	☐	☐	☐	☐
Other (Please specify) ________________________	☐	☐	☐	☐	☐

SQ4. Were you able to easily access this service by your preferred method of contact?

	Yes	No	Not applicable
For information (about a program, service, or general info)			
Request something (e.g. information, green bin, refrigerant removal)			
Report something (e.g. to 311, Councillor, staff)			
Employment / search for jobs available within the Halifax Regional Municipality			
Book a facility / field / court / etc.			
Purchase a recreation membership			
Register for a recreation program or camp			
Library services (e.g. reserve or borrow a book/e-book, register for a program, reserve a computer/space)			
Purchase transit tickets or pass / obtain transit schedule			
Parking (pay a fine / obtain a permit / dispute a ticket – through the Parking Management Portal)			
Property tax payment or inquiry			
Obtain a permit (commercial / home)			
Apply for a license (e.g. animal, vending, marriage, taxi)			
Diversity & inclusion support (e.g. support for community-led events)			
Viewed live streaming of Regional Council and/or Committee meetings			
Attend an in-person meeting or hearing run by the municipality (e.g. Council, Community Council, Board or Committee meeting)			
Attend a virtual public meeting or virtual hearing run by the municipality			
Access agendas, minutes, or reports through halifax.ca			
Viewed or used the municipality's online engagement portal (Shape Your City Halifax)			
Visited the Municipal Archives or used their online catalogue			
Viewed or engaged with the municipality's social media channels (e.g. Twitter, Facebook, Instagram)			
Made a Freedom of Information Request			
Viewed or used an Open Dataset (e.g. crime map, Open Data, Find your District / Councillor)			
File a complaint			
Other (Please specify) ___________________________________			

SQ5. What was the reason you were not able to easily access a service by your preferred method of contact? (only respond for services used)

	Too complicated	Too many steps	Wanted to speak to a person	Do not have ability to check online	Did not want to use online option	Service was not available
For information (about a program, service, or general info)	☐	☐	☐	☐	☐	☐
Request something (e.g. green bin, refrigerant removal, information)	☐	☐	☐	☐	☐	☐
Report something (e.g. to 311, Councillor, staff)	☐	☐	☐	☐	☐	☐
Employment / search for jobs available within the Halifax Regional Municipality	☐	☐	☐	☐	☐	☐
Book a facility / field / court / etc.	☐	☐	☐	☐	☐	☐
Purchase a recreation membership	☐	☐	☐	☐	☐	☐
Register for a recreation program or camp	☐	☐	☐	☐	☐	☐
Library services (e.g. reserve or borrow a book/e-book, register for a program, reserve a computer/space)	☐	☐	☐	☐	☐	☐
Purchase Transit tickets or pass / Obtain Transit schedule	☐	☐	☐	☐	☐	☐
Parking (pay a fine / obtain a permit / dispute a ticket – through the Parking Management Portal)	☐	☐	☐	☐	☐	☐
Property tax payment or inquiry	☐	☐	☐	☐	☐	☐
Obtain a permit (commercial / home)	☐	☐	☐	☐	☐	☐
Apply for a license (e.g. animal, vending, marriage, taxi)	☐	☐	☐	☐	☐	☐
Diversity & inclusion support (e.g. support for community-led events)	☐	☐	☐	☐	☐	☐
Viewed live streaming of Regional Council and/or Committee meetings	☐	☐	☐	☐	☐	☐
Attend an in-person meeting or hearing run by the municipality (e.g. Council, Community Council, Board or Committee meeting)	☐	☐	☐	☐	☐	☐
Attend a virtual public meeting or virtual hearing run by the municipality	☐	☐	☐	☐	☐	☐
Access agendas, minutes, or reports through halifax.ca	☐	☐	☐	☐	☐	☐
Viewed or used the municipality's online engagement portal (Shape Your City Halifax)	☐	☐	☐	☐	☐	☐
Visited the Municipal Archives or used their online catalogue	☐	☐	☐	☐	☐	☐
Viewed or engaged with the municipality's social media channels (e.g. Twitter, Facebook, Instagram)	☐	☐	☐	☐	☐	☐
Made a Freedom of Information Request	☐	☐	☐	☐	☐	☐
Viewed or used an Open Dataset (e.g. crime map, Open Data, Find your District / Councillor)	☐	☐	☐	☐	☐	☐
File a complaint	☐	☐	☐	☐	☐	☐
Other (Please specify) ______________________	☐	☐	☐	☐	☐	☐

SQ6. Thinking generally about your contact(s) with the municipality in the past 12 months, please indicate your opinion in the following areas:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / no opinion
Municipal staff were knowledgeable	☐	☐	☐	☐	☐
I was treated in a friendly, courteous, and attentive manner	☐	☐	☐	☐	☐
I was treated fairly	☐	☐	☐	☐	☐
I was satisfied with the amount of time it took to get the service / complete my transaction	☐	☐	☐	☐	☐
If the person I contacted was unable to assist me, I was directed to the right person	☐	☐	☐	☐	☐
I was satisfied with the outcome of my interaction	☐	☐	☐	☐	☐

SQ7. Thinking generally about your use of the municipality's online services, please indicate your opinion in the following aspects of your transaction / interaction:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / not applicable
It was easy to navigate the site	☐	☐	☐	☐	☐
I was able to find the information I was looking for	☐	☐	☐	☐	☐
It was easy to complete my transaction / interaction	☐	☐	☐	☐	☐
I was satisfied with the amount of time it took to complete my transaction / interaction	☐	☐	☐	☐	☐
I was satisfied with the outcome of my interaction	☐	☐	☐	☐	☐
I would use this service online as my preferred way to do this again in the future	☐	☐	☐	☐	☐

Policing

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.

PO1. Have you had a direct interaction with the police in the last 3 years?

- ☐ Yes – Halifax Regional Police (HRP)
- ☐ Yes – Royal Canadian Mounted Police (RCMP)
- ☐ Yes – Both
- ☐ Yes – Unsure which police organization
- ☐ No (skip to question PO4)

PO2. What was the general nature of your interaction(s) with the police?

Check all that apply

- ☐ I was a victim of crime
- ☐ I was a witness to a crime
- ☐ I was a suspect in a criminal investigation
- ☐ I was supporting a victim / witness / suspect
- ☐ I was involved in a motor vehicle accident
- ☐ I was a driver / passenger in a traffic stop
- ☐ I reported a crime / incident by telephone – 911
- ☐ I reported a crime / incident by telephone – non-emergency number
- ☐ I reported a crime / incident online
- ☐ I reported a crime / incident in person
- ☐ I was required to testify at court
- ☐ I needed an administrative service (e.g. fingerprints, criminal records check)
- ☐ I dealt with property which was lost / found / required destruction
- ☐ I made a complaint
- ☐ I gave compliments
- ☐ I am a member of the media and requested information
- ☐ Other (Please specify): ____

PO3. To what extent do you agree or disagree with the following statements? (Then Skip to PO5)

Police	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The police treated me with respect	☐	☐	☐	☐	☐
The police took the time to understand my situation	☐	☐	☐	☐	☐
I was provided with all the required information by the police	☐	☐	☐	☐	☐
My situation was dealt with efficiently by the police	☐	☐	☐	☐	☐
There were no accessibility barriers in my interaction(s) (e.g. able to communicate in first or chosen language, and by my preferred communication method, buildings adapted to accommodate any disabilities, etc.)	☐	☐	☐	☐	☐
Overall, the police treated me fairly	☐	☐	☐	☐	☐

PO4. Having not had any direct interaction with the police in the last 3 years, what is your opinion on the police based on?

Select all that apply.

- ☐ Direct observation of police activity
- ☐ Accounts from other people
- ☐ Information in the media
- ☐ Academic literature
- ☐ I do not have an opinion on the police (please skip to first Public Safety question - PS1)

PO5. To what extent do you agree or disagree with the following statements?

Police	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I would call 911 if I needed police assistance in an emergency	☐	☐	☐	☐	☐
I would call the non-emergency number if I needed police assistance in a non-emergency	☐	☐	☐	☐	☐
If I was a victim or witness in a crime, I would report it to the police	☐	☐	☐	☐	☐
I would cooperate with the police if they asked me to	☐	☐	☐	☐	☐
If I felt it was necessary, I would make a complaint against police	☐	☐	☐	☐	☐
Police information is readily available (e.g. contact information on websites, media news releases, online crime prevention advice)	☐	☐	☐	☐	☐
I am in favour of the police having body worn cameras	☐	☐	☐	☐	☐

Public Safety

PS1. How safe from crime do you feel walking alone in your neighbourhood after dark?

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

PS2. Within the past year, have you experienced discrimination because of your ethnicity / culture / skin colour, religion, sexuality, gender, or disability?

Check all that apply

- ☐ No (skip to question PS5)
- ☐ Yes – Ethnicity / culture / skin colour
- ☐ Yes – Religious affiliation
- ☐ Yes – Sexual orientation
- ☐ Yes – Gender
- ☐ Yes - Disability

PS3. Where did you experience discrimination? Check all that apply

	At home	In your local community	At your work	While in a municipal facility	While using Halifax Transit / transit facility	Elsewhere in the Halifax Region	Outside of the municipality
Discrimination because of your ethnicity, culture, or skin colour	☐	☐	☐	☐	☐	☐	☐
Discrimination because of your religious affiliation	☐	☐	☐	☐	☐	☐	☐
Discrimination because of your sexual orientation	☐	☐	☐	☐	☐	☐	☐
Discrimination because of your gender	☐	☐	☐	☐	☐	☐	☐
Discrimination because of your disability	☐	☐	☐	☐	☐	☐	☐

PS4. Do you think that there are roles provided by the police that could be provided by non-police services or organizations in the municipality?

- ☐ Yes
- ☐ No (skip to question PS7)

PS5. If you answered YES to the previous question, what are they?

____
____
____

PS6. Safety starts with being informed and prepared. To help you stay safer, are you / do you:

Fire Services	Yes	No	Not applicable
Prepared for an emergency (enough supplies to last you for 72 hours)	☐	☐	☐
Have a plan in case you need to evacuate your home	☐	☐	☐
Aware that you can call 311 to request various fire services (e.g. school visits and public education / request a smoke alarm / station tours / obtain a tent permit)	☐	☐	☐
Subscribed to hfxAlert, the municipality's mass notification system to keep residents informed about emergencies and operations updates (e.g. winter parking ban notices)	☐	☐	☐
Reduce your risk of wildland fires by cleaning debris from around your property and remove vegetation at least 10m from around your home?	☐	☐	☐

PS7. How confident are you that Halifax Regional Fire & Emergency (HRFE) will respond to emergency calls in a timely manner?

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

PS8. Over the past year, have you or a member of your household had any interaction with Halifax Regional Fire & Emergency (HRFE) as they performed their services (e.g. fire suppression, car rescue, medical response, fire prevention, investigation)?

- ☐ Yes
- ☐ No (skip to question RL1)

PS9. If you answered yes that you or a member of your household had an interaction with HRFE, to what extent do you agree or disagree that?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / No opinion
The HRFE members(s) displayed professionalism in performing their service	☐	☐	☐	☐	☐
The HRFE member(s) treated me and/or my family with compassion / care / respect	☐	☐	☐	☐	☐

Recreation and Leisure

RL1. How frequently, <u>in a normal year without COVID-19</u>, would you use a municipally run recreation facility? (Examples: Captain William Spry, Gordon R. Snow, North Preston Community Centre)

- ☐ 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?

- ☐ Yes
- ☐ No

RL3. How frequently, <u>in a normal year without COVID-19</u>, would you or your children / family participate in a municipally run recreation program?

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

RL4. <u>In a normal year, without COVID-19</u>, 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)

- ☐ Yes
- ☐ No (skip to Question RL6)

RL5. What are some of the reasons why you (or your children/family) find it difficult to access municipal facilities or recreation and leisure programs run by the municipality?

Check all that apply

- ☐ Costs too much to use the municipal facility / fees are too high
- ☐ Registration / user fees are too high compared to other recreation service providers or athletic associations (non-municipally run)
- ☐ Programs / facilities are full or booked
- ☐ No applicable services for my age group
- ☐ Not able to access the online services (e.g. registration / booking)
- ☐ 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)
- ☐ I do not feel safe accessing municipal facilities or recreation and leisure programs
- ☐ Other (please specify): ____

RL6. Is there any additional recreation, arts, culture, and leisure programming that you would like to see the municipality offer?

____
____
____

☐ Nothing ☐ Don't know

Parks

PR1. Over the past year, have parks and open spaces in the municipality become more important to your quality of life?

- ☐ Much more important
- ☐ More important
- ☐ No change
- ☐ Less important
- ☐ Much less important

PR2. How frequently have you used the following over the past year in HRM?

Parks	Weekly	Monthly	Every 2-3 Months	1-2 times per year	Haven't used
Parks	☐	☐	☐	☐	☐
Playgrounds	☐	☐	☐	☐	☐
Multi-use paths	☐	☐	☐	☐	☐
Wilderness trails	☐	☐	☐	☐	☐
Community gardens	☐	☐	☐	☐	☐
Sport fields	☐	☐	☐	☐	☐
Ball diamonds	☐	☐	☐	☐	☐
Sport courts (e.g. tennis, pickleball, basketball)	☐	☐	☐	☐	☐
Skate parks	☐	☐	☐	☐	☐
Pump tracks	☐	☐	☐	☐	☐
Off-leash dog parks	☐	☐	☐	☐	☐
Beaches / waterfront areas	☐	☐	☐	☐	☐
Public washrooms located in a park	☐	☐	☐	☐	☐
Public washrooms (e.g. in community facilities, transit facilities)	☐	☐	☐	☐	☐

PR3. How satisfied are you with the cleanliness / maintenance of the following?

Parks	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Haven't used / no opinion
Parks	☐	☐	☐	☐	☐
Playgrounds	☐	☐	☐	☐	☐
Multi-use paths	☐	☐	☐	☐	☐
Wilderness trails	☐	☐	☐	☐	☐
Community gardens	☐	☐	☐	☐	☐
Sport fields	☐	☐	☐	☐	☐
Ball diamonds	☐	☐	☐	☐	☐
Sport courts (e.g. tennis, pickleball, basketball)	☐	☐	☐	☐	☐
Skate parks	☐	☐	☐	☐	☐
Pump tracks	☐	☐	☐	☐	☐
Off-leash dog parks	☐	☐	☐	☐	☐
Beaches / waterfront areas	☐	☐	☐	☐	☐
Public washrooms located in a park	☐	☐	☐	☐	☐
Public washrooms (e.g. in community facilities, transit facilities)	☐	☐	☐	☐	☐

PR4. How satisfied are you with the availability / ability to book or use the following?

Parks	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Haven't used / no opinion
Parks	☐	☐	☐	☐	☐
Playgrounds	☐	☐	☐	☐	☐
Multi-use paths	☐	☐	☐	☐	☐
Wilderness trails	☐	☐	☐	☐	☐
Community gardens	☐	☐	☐	☐	☐
Sport fields	☐	☐	☐	☐	☐
Ball diamonds	☐	☐	☐	☐	☐
Sport courts (e.g. tennis, pickleball, basketball)	☐	☐	☐	☐	☐
Skate parks	☐	☐	☐	☐	☐
Pump tracks	☐	☐	☐	☐	☐
Off-leash dog parks	☐	☐	☐	☐	☐
Beaches / waterfront areas	☐	☐	☐	☐	☐
Public washrooms located in a park	☐	☐	☐	☐	☐
Public washrooms (e.g. in community facilities, transit facilities)	☐	☐	☐	☐	☐

PR5. How would you rate your overall park experience?

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Don't know / no opinion

PR6. Is there anything that would enhance the overall park experience for you?

____

____

____

☐ Nothing ☐ Don't know

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 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
- ☐ Musquodoboit Valley Library Office
- ☐ Preston Township Library Office
- ☐ Sackville
- ☐ Sheet Harbour
- ☐ Tantallon
- ☐ Woodlawn
- ☐ Home delivery / borrow by mail
- ☐ Website (halifaxpubliclibraries.ca)
- ☐ Digital collection (e.g. e-books, streaming, e-magazines)
- ☐ 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
Library facilities	☐	☐	☐	☐	☐
Library materials (books, CDs, DVDs, ebooks, etc.)	☐	☐	☐	☐	☐
Public technology (Wi-Fi, computers, iPads, printers, gaming, etc.)	☐	☐	☐	☐	☐
Children's programs (ages 0-13)	☐	☐	☐	☐	☐
Youth programs (ages 14-18)	☐	☐	☐	☐	☐
Adult programs	☐	☐	☐	☐	☐
Programs for seniors	☐	☐	☐	☐	☐
Programs for newcomers	☐	☐	☐	☐	☐
Home delivery	☐	☐	☐	☐	☐
Borrow by mail services	☐	☐	☐	☐	☐
Open hours	☐	☐	☐	☐	☐
Overall satisfaction with Halifax Public Libraries	☐	☐	☐	☐	☐

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

Select all that apply.

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

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

☐ Nothing - I like the library the way it is
☐ 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
☐ Wait times are too long for the books / e-books I want
☐ Not enough computers
☐ Other (please specify): ____

Transportation

T1. Do you commute to work or school?

- ☐ Yes
- ☐ No (Skip to Question T5)

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

- ☐ Walk or use a mobility device
- ☐ Bicycle
- ☐ Public transit (including bus or Access-A-Bus)
- ☐ Ferry
- ☐ Rural transit (e.g. MusGo Rider)
- ☐ Taxi
- ☐ Drive myself by car, truck, van, or motorcycle
- ☐ Am a passenger in a car, truck, van, or on a motorcycle
- ☐ Other (please specify): ____

T3. If you use more than one mode of travel to get to work / school, what is the second option you use?

- ☐ I don’t use a second mode to travel
- ☐ Walk or use a mobility device
- ☐ Bicycle
- ☐ Public transit (including bus or Access-A-Bus)
- ☐ Ferry
- ☐ Rural transit (e.g. MusGo Rider)
- ☐ Taxi
- ☐ Drive myself by car, truck, van, or motorcycle
- ☐ Am a passenger in a car, truck, van, or on a motorcycle
- ☐ Other (please specify): ____

T4. What is your typical commute time from home to work / school?

- ☐ 15 minutes or less
- ☐ 16 to 30 minutes
- ☐ 31 to 45 minutes
- ☐ 45 to 60 minutes
- ☐ More than an hour

T5. How many vehicles (including cars, trucks, SUVs, motorcycles) does your household own?

- ☐ None
- ☐ One
- ☐ Two
- ☐ Three
- ☐ Four
- ☐ More than four

T6. How many vehicles (including cars, trucks, SUVs, motorcycles) does your household use for commuting to work or school?

- ☐ None
- ☐ One
- ☐ Two
- ☐ Three
- ☐ Four
- ☐ More than four

T7. How many bicycles does your household own?

- ☐ None
- ☐ One
- ☐ Two
- ☐ Three
- ☐ Four
- ☐ More than four

T8. How many people in your household use bicycles for commuting to work or school?

- ☐ None
- ☐ One
- ☐ Two
- ☐ Three
- ☐ Four
- ☐ More than four

T9. Please indicate which most accurately reflects your feeling of safety when using the mode of transportation below to travel throughout the municipality.

	Very safe	Reasonably safe	Somewhat unsafe	Very unsafe	Don't know / no opinion
Walking	☐	☐	☐	☐	☐
Bicycling	☐	☐	☐	☐	☐
Using public transit	☐	☐	☐	☐	☐
Using rural transit	☐	☐	☐	☐	☐
Using a taxi	☐	☐	☐	☐	☐
Driving a car	☐	☐	☐	☐	☐
Driving a motorcycle	☐	☐	☐	☐	☐

T10. Would you consider using an alternative mode of transportation as your primary mode to commute if it was safer?

	Yes	No	Don't know / no opinion
Walking	☐	☐	☐
Bicycling	☐	☐	☐
Using public transit	☐	☐	☐
Using rural transit	☐	☐	☐
Using a taxi	☐	☐	☐
Driving a car	☐	☐	☐
Driving a motorcycle	☐	☐	☐

T11. Have you used Halifax Transit (bus, ferry, Access-A-Bus) in the past 12 months?

- ☐ Yes
- ☐ No (Skip to question T13)

T12. If you answered Yes to Question T11, how frequently do you use Halifax Transit?

- ☐ 5 or more days a week
- ☐ 3 - 4 days a week
- ☐ 1 – 2 days a week
- ☐ 1 – 2 days a month
- ☐ Several times a year or less

T13. What would encourage you to use public transit services more often than you do now?

Please check all that apply

- ☐ Not applicable
- ☐ More frequent service
- ☐ Shorter travel time
- ☐ More reliable service
- ☐ More fare payment options
- ☐ Improved access to schedule information
- ☐ More direct routes
- ☐ Fewer transfers
- ☐ Additional bus shelters
- ☐ Additional Park & Ride lots
- ☐ Added service to rural areas
- ☐ Stops closer to home or work
- ☐ Increased safety on transit vehicles / at transit facilities
- ☐ Other (please specify):____
- ☐ Nothing - Happy with current services
- ☐ Nothing - I don't plan to use transit

T14. What would encourage you to bicycle more often than you do now?

Please check all that apply

- ☐ More protected and physically separated bike lanes
- ☐ More maps, directions, and information about cycling in HRM
- ☐ A more continuous and connected bicycle network
- ☐ More indoor bicycle parking
- ☐ More shower / changing facilities at work
- ☐ More training on safe cycling
- ☐ Bike sharing programs
- ☐ Other (please specify):
- ☐ Nothing – Happy with current state
- ☐ Nothing - I don't plan to cycle

T15. The municipality is conducting a feasibility study on the use of photo enforcement for red light running and electronic speed detection to improve road safety. Would you support the implementation of this program / technology?

- ☐ Strongly support
- ☐ Support
- ☐ Do not support
- ☐ Strongly do not support

T16. How would you rate the overall condition of roads in the municipality?

☐ Very good
☐ Good
☐ Average
☐ Poor
☐ Very poor

T17. How would you rate the condition of roads in your neighbourhood?

☐ Very Good
☐ Good
☐ Average
☐ Poor
☐ Very poor

T18. How would you rate the overall condition of existing sidewalks / walkways in the municipality?

☐ Very Good
☐ Good
☐ Average
☐ Poor
☐ Very poor

T19. How would you rate the condition of existing sidewalks / walkways in your neighbourhood?

☐ Very Good
☐ Good
☐ Average
☐ Poor
☐ Very poor
☐ My neighbourhood doesn't have sidewalks

T20. Have you paid for on-street parking since the launch of the new parking technology in October 2020?

☐ Yes
☐ No

T21. Please select the response which most closely reflects your opinion on the following on-street parking statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / no opinion
On-street parking close to my destination is easy to find	☐	☐	☐	☐	☐
The on-street pay stations are easy to use	☐	☐	☐	☐	☐
Pay stations are easy to find and close to my destination	☐	☐	☐	☐	☐
The ability to pay with coin is important to me	☐	☐	☐	☐	☐
I appreciate the different payment methods available (coin/credit/debit)	☐	☐	☐	☐	☐
The HotSpot Mobile App is a convenient way to pay for parking	☐	☐	☐	☐	☐
On-street paid parking is priced affordably	☐	☐	☐	☐	☐

T22. Do you or someone you travel with make use of on-street accessible parking?

☐ Yes
☐ No (Skip to question F1 - Final Thoughts)

T23. Please select the response which most closely reflects your opinion on the following accessible parking statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / no opinion
Accessible parking is easy to find / is clearly marked	☐	☐	☐	☐	☐
There are enough accessible parking spaces on street	☐	☐	☐	☐	☐
Accessible parking spaces are designed in a way that accommodates my needs	☐	☐	☐	☐	☐
There are accessible parking spaces located near destinations I wish to visit	☐	☐	☐	☐	☐
Accessible parking spaces are adequately enforced	☐	☐	☐	☐	☐

TOP ISSUES:

F1. In your opinion, what are the top three (3) issues facing the municipality over the next five (5) 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. How many years have you lived in the Halifax Regional Municipality? (*Please include years prior to amalgamation*)

- ☐ Relocated this year
- ☐ 1 - 4 Years
- ☐ 5 - 9 Years
- ☐ 10 – 14 Years
- ☐ 15 - 20 Years
- ☐ More than 20 Years

D2. My sex at birth is:

- ☐ Female
- ☐ Male
- ☐ Please specify: _________________________
- ☐ Prefer not to say

D3. I identify my gender as:

- ☐ Woman
- ☐ Man
- ☐ Non-Binary
- ☐ Trans-Woman – Trans Feminine
- ☐ Trans-Man – Trans Masculine
- ☐ Two-spirit
- ☐ Another gender not listed above
- ☐ Prefer not to say

D4. How old are you?

- ☐ 18 – 34 years old
- ☐ 35 – 54 years old
- ☐ 55 – 74 years old
- ☐ 75 and older
- ☐ Prefer not to say

D5. What is your current employment status?

- ☐ Employed full time
- ☐ Employed part time
- ☐ Unemployed and currently looking for work
- ☐ Unemployed and not currently looking for work
- ☐ Student
- ☐ Retired
- ☐ Homemaker / caregiver
- ☐ Self-employed
- ☐ Unable to work
- ☐ Prefer not to say

D6. 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

D7. What was your 2020 total household income, before taxes?
Your best estimate is fine.

- ☐ Less than $30,000
- ☐ $30,000 to less than $50,000
- ☐ $50,000 to less than $75,000
- ☐ $75,000 to less than $100,000
- ☐ $100,000 to less than $125,000
- ☐ $125,000 to less than $150,000
- ☐ $150,000 or more
- ☐ Prefer not to say

D8. 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

D9. Including yourself, how many people live in your household?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6 or more

D10. 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

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

- ☐ Less than $1,000
- ☐ Between $1,000 and $2,000
- ☐ Between $2,000 and $3,000
- ☐ Between $3,000 and $4,000
- ☐ Between $4,000 and $5,000
- ☐ Over $5,000
- ☐ Don't know / don't pay property tax
- ☐ Prefer not to say

D12. Does your household currently have access to high-speed internet (e.g. cable, DSL/Fibre)?

- ☐ Yes – Currently on high-speed internet
- ☐ Yes – But not using / cannot afford it
- ☐ No
- ☐ Don't know

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 on several demographics.

D13. Do you identify as a person with disabilities?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

D14. Do you identify as Acadian or Francophone?

- ☐ Yes - Acadian
- ☐ Yes – Francophone
- ☐ No
- ☐ Prefer not to say

D15. Do you identify as being a member of the 2SLGBTQ+ community?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

D16. Based on the ethnicity categories of the Canadian Census what is your ethnic identity?

Check all that apply

- ☐ South Asian (e.g. East Indian, Pakistani, Sri Lankan, etc.)
- ☐ Chinese
- ☐ Black (African Nova Scotian)
- ☐ Black (African Canadian)
- ☐ Caucasian (White)
- ☐ Filipino
- ☐ Latin American
- ☐ Arab
- ☐ Southeast Asian (e.g. Vietnamese, Cambodian, Laotian, Thai, etc.)
- ☐ West Asian (e.g. Iraqi, Iranian, Afghan, Syrian, Palestinian, etc.)
- ☐ Korean
- ☐ Japanese
- ☐ First Nations (includes Status and Non-Status)
- ☐ Métis
- ☐ Mi'kmaq and/or L'nu
- ☐ Inuk (Inuit)
- ☐ Prefer not to say
- ☐ Other ____

COMMENTS OR FEEDBACK

Do you have any final comments or suggestions for improvement for this survey?

____

____

____

____

PRIZE DRAW:

Please enter your contact information to be eligible to win a $500 VISA gift card, or one of 5 $100 VISA gift cards

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

Name: ______________________________________

Tel. #: ______________________________________

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