



**NARRATIVE**  
RESEARCH

## 2024 RESIDENT SURVEY REPORT

Final Report Prepared for:  
Halifax Regional Municipality

# HALIFAX

December 2024

*Confidential:* Reproduction in whole or in part is not permitted without expressed permission of Halifax Regional Municipality.

HRM001-1040



## Table of Contents

|   | <u>Page</u> |
|---|-------------|
| 1.0 Background, Objectives, and Executive Summary ..... | 1           |
| 1.1 Background and Objectives .....                     | 1           |
| 1.2 Executive Summary .....                             | 1           |
| Top Issues .....  | 1           |
| Quality of Life .....                                   | 1           |
| Value for Taxes .....                                   | 2           |
| Municipal Leadership and Engagement .....               | 2           |
| Satisfaction with Municipal Services .....              | 2           |
| Community Priorities.....                               | 2           |
| Service Quality.....                                    | 3           |
| Housing and Homelessness .....                          | 3           |
| Food Security.....                                      | 3           |
| Environment and Climate Change .....                    | 3           |
| Policing .....  | 3           |
| Public Safety .....                                     | 4           |
| Recreational Programs and Services .....                | 4           |
| Parks .....   | 4           |
| Public Libraries .....                                  | 4           |
| Mobility and Transportation.....                        | 4           |
| 2.0 Methodology .....                                   | 5           |
| 2.1 Questionnaire Design .....                          | 5           |
| 2.2 Sampling Plan .....                                 | 5           |
| 2.3 Survey Administration .....                         | 5           |
| 2.4 Weighting of the Survey Data.....                   | 5           |
| 2.5 Profile of Respondents .....                        | 7           |
| 2.6 Reporting.....                                      | 8           |
| Detailed Analysis .....                                 | 9           |
| 3.0 Top Issues .....                                    | 9           |
| 4.0 Quality of Life .....                               | 10          |
| 4.1 Assessment of Quality of Life .....                 | 10          |
| 4.2 Change in Quality of Life.....                      | 10          |
| 4.3 Reasons Quality of Life Has Improved .....          | 11          |



|  |    |
|--|----|
| 4.4 Reasons Quality of Life Has Worsened .....                         | 12 |
| 4.5 Satisfaction with Aspects of Quality of Life.....                  | 12 |
| 4.6 Likelihood of Recommending HRM as a Place to Live .....            | 13 |
| 5.0 Value for Taxes .....  | 14 |
| 5.1 Value for Property Taxes .....                                     | 14 |
| 5.2 Municipal Taxes and Services .....                                 | 15 |
| 5.3 Comfort with Increasing Debt .....                                 | 17 |
| 6.0 Municipal Leadership and Engagement .....                          | 17 |
| 6.1 Perceptions of Leadership and Engagement .....                     | 17 |
| 6.2 Sources of Municipal News and Information.....                     | 18 |
| 6.3 Preferred Means of Participating in Community Decision-Making..... | 19 |
| 7.0 Satisfaction with Municipal Services.....                          | 20 |
| 7.1 Overall Satisfaction with Delivery of Services.....                | 20 |
| 7.2 Satisfaction with Prosperous Economy Services .....                | 20 |
| 7.3 Satisfaction with Community Services.....                          | 21 |
| 7.4 Satisfaction with Integrated Mobility Services .....               | 23 |
| 7.5 Satisfaction with Environment Services.....                        | 24 |
| 7.6 Service Levels: Prosperous Economy.....                            | 25 |
| 7.7 Service Levels: Communities .....                                  | 26 |
| 7.8 Service Levels: Integrated Mobility.....                           | 29 |
| 7.9 Service Levels: Environment.....                                   | 30 |
| 7.10 Service Mapping.....  | 31 |
| 7.11 Willingness to Pay Additional Taxes: Prosperous Economy.....      | 34 |
| 7.12 Willingness to Pay Additional Taxes: Communities .....            | 34 |
| 7.13 Willingness to Pay Additional Taxes: Integrated Mobility.....     | 37 |
| 7.14 Willingness to Pay Additional Taxes: Environment.....             | 37 |
| 8.0 Community Priorities.....  | 39 |
| 8.1 Council Priorities: Prosperous Economy.....                        | 39 |
| 8.2 Council Priorities: Communities .....                              | 39 |
| 8.3 Council Priorities: Integrated Mobility.....                       | 40 |
| 8.4 Council Priorities: Environment.....                               | 41 |
| 8.5 Top Infrastructure Priorities .....                                | 42 |
| 8.6 Municipality Spending .....  | 42 |
| 9.0 Service Quality.....   | 43 |
| 9.1 Interactions with the Municipality.....                            | 43 |



|  |    |
|--|----|
| 9.2 Satisfaction with Interactions with the Municipality .....                 | 44 |
| 9.3 Assessments of Interactions with the Municipality .....                    | 45 |
| 9.4 Assessment of Online Interactions with the Municipality .....              | 46 |
| 10.0 Housing and Homelessness .....  | 47 |
| 10.1 The Municipality’s Role .....   | 47 |
| 10.2 Personal Impact.....  | 49 |
| 10.3 Designated Locations for Sleeping Rough .....                             | 49 |
| 10.4 Designated Locations for Indoor Shelters/Supportive Housing.....          | 50 |
| 10.5 Strategies to Address Homelessness .....                                  | 52 |
| 11.0 Food Security.....  | 53 |
| 11.1 Greatest Barriers in Accessing Food to be Healthy and Active .....        | 53 |
| 11.2 Food Actions to Invest In.....  | 53 |
| 12.0 Environment and Climate Change .....                                      | 54 |
| 12.1 Awareness of HalifACT .....   | 54 |
| 12.2 Municipality Efforts: Preparing for Effects of Climate Change .....       | 55 |
| 12.3 Municipality Efforts: Environmental Actions .....                         | 55 |
| 12.4 Municipality Efforts: Programs and Communications .....                   | 56 |
| 12.5 Top Environmental and Climate Change Action Priorities.....               | 57 |
| 13.0 Policing .....  | 57 |
| 13.1 Direct Interaction with Police in Last Two Years.....                     | 57 |
| 13.2 Nature of Interaction(s) with Police .....                                | 58 |
| 13.3 Feelings Towards Interactions with Local Police in Past Two Years.....    | 59 |
| 13.4 Base for Opinion of Halifax-Area Police .....                             | 60 |
| 13.5 Future Interactions with Police.....                                      | 61 |
| 13.6 How Well Police in the Municipality Are Doing .....                       | 62 |
| 14.0 Public Safety .....   | 63 |
| 14.1 Feelings of Safety From Crime When Walking Alone .....                    | 63 |
| 14.2 Feelings of Safety When Using Municipal Services.....                     | 64 |
| 14.3 Confidence in Halifax Regional Municipality Fire & Emergency .....        | 65 |
| 14.4 Interactions with Halifax Regional Municipality Fire & Emergency .....    | 65 |
| 15.0 Recreational Programs and Services .....                                  | 66 |
| 15.1 Registered or Participated in a Municipality-Run Recreation Program ..... | 66 |
| 15.2 Difficulty in Accessing Municipal Facilities, Programs or Services .....  | 67 |
| 15.3 Reasons for Difficulty Accessing Municipal Facilities or Programs .....   | 67 |
| 16.0 Parks.....  | 68 |



|  |    |
|--|----|
| 16.1 Satisfaction with Municipal Park Services and Assets.....               | 68 |
| 17.0 Public Libraries .....  | 70 |
| 17.1 Halifax Public Libraries Usage .....                                    | 70 |
| 17.2 Satisfaction with Programs and Services: Halifax Public Libraries ..... | 70 |
| 17.3 Reasons for Not Using Halifax Public Libraries More Often.....          | 71 |
| 18.0 Mobility and Transportation.....  | 72 |
| 18.1 Commute to Work or School.....  | 72 |
| 18.2 Main Mode of Travel to Work or School .....                             | 73 |
| 18.3 Second Mode of Travel to Work or School.....                            | 73 |
| 18.4 Typical Commute Time .....  | 74 |
| 18.5 Satisfaction with Ease of Getting Around by Transportation Modes.....   | 75 |
| 18.6 Used Halifax Transit in Past 12 Months .....                            | 75 |
| 18.7 Frequency of Using Halifax Transit .....                                | 76 |
| 18.8 Would Encourage More Frequent Public Transit Use .....                  | 77 |
| 18.9 Rating Road and Sidewalk Conditions.....                                | 78 |
| Appendix A: Questionnaire.....   | 79 |



## 1.0 Background, Objectives, and Executive Summary

### 1.1 Background and Objectives

In the summer of 2024, the Halifax Regional Municipality (HRM, or ‘the municipality’) commissioned Narrative Research to conduct its Resident Survey. The 2024 survey was the 11th study in this tracking research since the municipality was created in 1996.

This ongoing research assists the municipality in ensuring that the programs and services that it provides are required and desired by HRM residents. As was the case in 2021, the municipality has two principal objectives in conducting the 2024 Resident Survey:

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

The municipality will use the research findings to develop and implement strategies to enhance the programs and services it provides. 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.

### 1.2 Executive Summary

In the fall of 2024, the Halifax Regional Municipality hired Narrative Research to conduct its Resident Survey with 25,000 households. The survey ran from September 20 to October 13, 2024, with 2,029 residents completing the survey. The overall margin of error for this study is  $\pm 2.2$  percentage points (19 times out of 20 or at the 95% confidence level).

#### Top Issues

As compared to three years ago, there has been a sizable increase in mentions of more housing/available housing/build homes, followed by further housing mentions such as affordable housing/rent control. Compared to when last asked, there has been a considerable increase in mentions related to transportation infrastructure/traffic - congestion, management, flow; transit – improvement, routes, price, access, encourage use, etc.; and poverty/homelessness/panhandlers, among many others. Residents also mention cost of living, taxes, and overpopulation as top issues, although to a slightly lesser extent.

#### Quality of Life

Eight in ten HRM residents describe the overall quality of life in the Halifax region positively, that is, as either very good or good. This reflects a continual downward trend since 2018. A notable decline is evident between 2021 and 2024 in the proportion providing a rating of very good (down 16 points).



## Value for Taxes

Among those who pay property taxes, there has been a substantial shift in views over the past three years regarding the value received for property taxes paid. Currently, four in ten rate such value as either very good or good, compared to more than seven in ten in 2021 and 2018. The majority viewpoint is now that the value received for property taxes paid is either very poor or poor, with close to six in ten holding this viewpoint. Residents are divided in terms of their level of comfort with the municipality borrowing money to expand infrastructure without currently raising taxes but knowing there will be higher taxes in the future. Specifically, just over one-half are very or somewhat uncomfortable with this scenario, while just under one-half are very or somewhat comfortable.

## Municipal Leadership and Engagement

Perceptions of four aspects of municipal leadership are relatively similar, and more likely to be negative than positive. At least six in ten each disagree that the municipality's public processes encourage participation and help them feel involved in decisions that impact them as a resident, that the municipality does a good job of connecting/communicating with the public on key local (community) issues, that the municipality does a good job of connecting/communicating with the public on key regional (municipal-wide) issues, and that the municipality is moving in the right direction to ensure a high quality of life for future generations.

## Satisfaction with Municipal Services

Overall satisfaction with the delivery of all services provided by the municipality has dropped notably from previous years. Currently, six in ten residents are very satisfied or satisfied, compared with eight in ten in 2021 and 2018, respectively. Satisfaction is at or above the 80% mark for eight services, with Halifax Public Libraries and Fire Services achieving the highest satisfaction levels with more than 90% satisfied. Others that achieve 80% or greater satisfaction include parks and greenspaces, outdoor recreation facilities, civic events, playgrounds, recreation programming, and garbage, recycling, and organics collection.

## Community Priorities

The importance of aspects of Council's Priorities of Prosperous Economy, Communities, Integrated Mobility, and Environment as reflected in the [Strategic Priorities Plan 2021-2025](#) were explored. In terms of Prosperous Economy, nine in ten feel directing housing growth to strategic areas across the region and supporting local economies are important. Only a minority feel promoting Halifax globally is important. A majority of residents feel all factors related to the Communities priority area are important, with factors related to housing affordability, community safety services, and homelessness regarded as most important. At the same time, virtually all residents feel that each of the Integrated Mobility aspects is important for the community. Concerning the Environment priority aspects, solid majorities of residents believe each of the environment priority aspects is important, with protecting our ecosystems regarded as the most key aspect by residents, while achieving net zero emissions for municipal emissions is least important.



### Service Quality

Three in four residents have contacted or interacted with the municipality over the past year. Satisfaction regarding interaction with the municipality is strong, with over eight in ten satisfied. Specifically, approximately two in ten are very satisfied and over six in ten are satisfied with municipal interactions. Residents offer generally positive assessments concerning specific aspects of interactions with the municipality. The most positive assessments are offered for being able to conduct interactions in their preferred language, being treated in a friendly, courteous, and attentive manner, and being treated fairly, with over nine in ten provided a positive assessment for each of these aspects. Close to nine in ten agree municipal staff knowledgeable, while approximately eight in ten agree they were satisfied with the amount of time it took to get the service/complete the transaction, being directed to the right person if the person they contacted was unable to assist them, and being satisfied with the outcome of their interaction.

### Housing and Homelessness

The very strong majority opinion is that the municipality should do more to support affordable housing, with eight in ten holding this opinion. Over eight in ten residents agree that the municipality should allocate additional resources to address the creation of more housing in general, while approximately eight in ten agree that the municipality should allocate additional resources to address homelessness.

### Food Security

When asking residents what barriers may prevent them from being able to get the food they need to be healthy and active, one-in-two say that food is not sufficiently affordable, while most of the remainder say they do not confront any such barriers. Over half of residents believe the municipality should be investing in some form of action to improve food access.

### Environment and Climate Change

Presently, satisfaction is moderate concerning the municipality's efforts in preparing for the effects of climate change. Preparation for winter storms, droughts, and hurricanes are perceived to be the areas where the municipality is most prepared. In contrast, preparing for invasive species is an example of an area where residents see opportunity for improvement. At least one-half of residents are satisfied with the programs and communication related to environmental actions. Awareness of HalifaxACT, the municipality's climate action plan, has nearly doubled since 2021, with one-third of residents being aware of the plan.

### Policing

More than one-third of residents have had a direct interaction with police over the last two years. Approximately two in ten residents have interacted with the Halifax Regional Police (HRP), while nearly one in ten have interacted with the Royal Canadian Mounted Police (RCMP), and a similar proportion report having interacted with both HRP and RCMP. A slight majority of residents hold positive perceptions about how well the police are doing in the region, with nearly six in ten residents rating the performance as either excellent or good.



## Public Safety

Almost all residents feel safe from crime when walking alone in their neighbourhood during the day, while somewhat fewer – seven in ten – feel similarly about walking alone in their neighbourhood after dark. This seven in ten figure is generally comparable to 2021. In contrast, only a minority of residents feel safe from crime while walking alone in either downtown Halifax or downtown Dartmouth at night. Confidence is strong that Halifax Regional Fire & Emergency (HRFE) will respond to emergency calls in a timely manner, with slightly fewer than nine in ten being confident, just a bit lower than 2021. Among those who interacted with HRFE in the past year, nearly all hold positive perceptions of their experiences.

## Recreational Programs and Services

Two in ten residents have registered for or participated in a municipality-run recreation program over the past 12 months. Trending up slightly since 2021, one in five residents report difficulties in accessing municipal facilities or participating in municipally-run programs or services.

## Parks

Across the 24 aspects of municipal park services and assets assessed, reported satisfaction was relatively consistent across the various aspects. Satisfaction is highest with regards to wilderness trails and overall park experience. Others that achieve 90% satisfaction or more include multi-use paths, municipal beaches/waterfront areas, all-weather sports fields, grass sports fields, and ball diamonds. Large majorities of residents express satisfaction with all other aspects examined, with two notable exceptions, both related to public washrooms located in a park. Specifically, fewer than six in ten residents are satisfied with the condition of public washrooms, while one-half are satisfied with the availability of public washrooms.

## Public Libraries

A majority of residents in the past 12 months have used services provided by the Halifax Public Libraries in a branch, in the community, or online. Virtually all residents are satisfied with each of the 12 survey statements pertaining to the Halifax Public Library, with nearly two-thirds of library users stating they are very satisfied with Halifax Public Libraries overall.

## Mobility and Transportation

Trending up since 2021, six in ten residents report commuting to work or school. Despite a rise in the proportion of commuters, a slight decline is evident between 2021 and 2024 in the proportion of residents stating they drive themselves, with a corresponding rise in the proportion using public transport. Ratings of the condition of sidewalks in the municipality generally and in neighbourhoods has increased since 2021, while the rating for streets has remained the same.



## 2.0 Methodology

### 2.1 Questionnaire Design

The municipality designed the 2024 questionnaire together with all HRM business units and various partners. The starting point for the document was the final survey from the 2021 iteration of this tracking research. Narrative Research representatives reviewed the draft questionnaire and provided input to refine the questions to enhance ease of completion and comprehension. The final questionnaire is included in Appendix A.

### 2.2 Sampling Plan

In the summer of 2024, the municipality randomly selected 25,000 households in HRM to receive an invitation to complete the Resident Survey. This sampling of households was drawn from a comprehensive listing of all known households in HRM, as catalogued in the municipality's database of civic addresses. As in the 2021 research study, this database was utilized to randomly choose a proportionate selection of households from across the 16 HRM districts, be they single family dwellings or addresses reflecting multi-family residences. Overall, this approach mimicked that of past iterations of this survey.

### 2.3 Survey Administration

The municipality crafted a survey invitation letter that asked a member of each sampled household to complete the 2024 survey, be it online, by telephone, or by receiving a paper copy through the mail. To access the online survey, each letter contained a survey URL/website where the questionnaire was located. In addition, each invitation letter contained a unique passcode that permitted residents to complete the survey only one time. To enhance the survey's response rate, two weeks after sending the initial invitation letter HRM mailed all 25,000 households a reminder postcard that encouraged survey participation. This postcard again contained all relevant information for those who no longer had their original survey invitation letter. The online surveying took place from September 20 to October 13, 2024. It is estimated that approximately 1,250 invitation letters from the original 25,000 will be returned as undeliverable, leaving a final sample of approximately 23,750 usable addresses. (The lack of precision in this figure is owing to the fact that the current Canada Post strike has meant that the precise number of undelivered invitations is still to be determined.) A total of 2,029 surveys were completed, which results in a response rate of 8.5% (on par with 9.3% obtained in 2021). Of the 2,029 usable surveys, 2001 (98.6%) were completed online, 16 were completed by telephone (0.8%), and 12 were completed by mail (0.6%). The overall margin of error for the results is  $\pm 2.2$  percentage points, 19 times out of 20 (or otherwise stated, at the 95% confidence level).

### 2.4 Weighting of the Survey Data

In some cases, when the random sample diverges from Canadian census data, survey researchers will statistically weight the data. This is a commonplace and accepted survey analysis tool for studies of this type. In the current instance, the collected survey responses were weighted to the general population data of Halifax to correct for differences in age, gender, and the area of residence of respondents



(specifically, in terms of urban, suburban, or rural). The survey results in this report are weighted in this manner, as was the case in 2021. The table below displays the surveys collected (“% of Surveys”) as compared to the actual true proportions of the population (“HRM Population”) used for the statistical weighting exercise for the 2024 Resident Survey:

| <b>Table 1: Weighting Profile</b> |                     |                       |
|-----------------------------------|---------------------|-----------------------|
|                                   | <b>% of Surveys</b> | <b>HRM Population</b> |
| <b>Gender (current gender)</b>    |                     |                       |
| Man                               | 45%                 | 48%                   |
| Woman                             | 50%                 | 52%                   |
| Non-binary/Another gender         | 1%                  | -                     |
| Prefer not to say/No response     | 4%                  | -                     |
| <b>Age</b>                        |                     |                       |
| 18 to 24                          | 2%                  | 11%                   |
| 25 to 34                          | 13%                 | 19%                   |
| 35 to 44                          | 16%                 | 16%                   |
| 45 to 54                          | 16%                 | 15%                   |
| 55 to 64                          | 19%                 | 17%                   |
| 65+                               | 32%                 | 21%                   |
| Prefer not to say/No response     | 2%                  | -                     |
| <b>Region</b>                     |                     |                       |
| District 1                        | 5%                  | 5%                    |
| District 2                        | 6%                  | 6%                    |
| District 3                        | 6%                  | 7%                    |
| District 4                        | 8%                  | 6%                    |
| District 5                        | 5%                  | 6%                    |
| District 6                        | 6%                  | 6%                    |
| District 7                        | 6%                  | 7%                    |
| District 8                        | 6%                  | 6%                    |
| District 9                        | 8%                  | 7%                    |
| District 10                       | 6%                  | 7%                    |
| District 11                       | 5%                  | 6%                    |
| District 12                       | 8%                  | 7%                    |
| District 13                       | 7%                  | 6%                    |
| District 14                       | 8%                  | 6%                    |
| District 15                       | 4%                  | 5%                    |
| District 16                       | 6%                  | 8%                    |



## 2.5 Profile of Respondents

The table below summarizes the demographic profile of respondents (excluding responses from respondents who may not have answered a given question).

| Table 2: Profile of Respondents  |                                |                                   |                                |
|--|--------------------------------|-----------------------------------|--------------------------------|
|  | %<br>(that provided responses) |                                   | %<br>(that provided responses) |
| <b>Years Lived in HRM</b>  |                                | <b>Employment Status*</b>         |                                |
| 4 years or less  | 16%                            | Employed (full- or part-time)     | 61%                            |
| 5 to 9 years   | 11%                            | Self-employed                     | 6%                             |
| 10 to 14 years   | 9%                             | Retired/unable to work            | 29%                            |
| 15 to 20 years   | 7%                             | Unemployed                        | 4%                             |
| More than 20 years   | 58%                            | Student                           | 7%                             |
| <b>Highest Level of Education</b>  |                                | Homemaker/Caregiver               |                                |
| High school diploma or lower   | 15%                            | Unable to work                    | 2%                             |
| Apprenticeship, trades, college, CEGEP, or other non-university certificate or diploma   | 29%                            | <b>Annual Property Tax</b>        |                                |
|  |                                | Less than \$2,000                 | 14%                            |
|  |                                | Between \$2,000 and \$3,000       | 19%                            |
| University graduate  | 32%                            | Between \$3,000 and \$4,000       | 14%                            |
| University certificate, diploma, or degree above bachelor level                          | 24%                            | Over \$4,000                      | 20%                            |
|  |                                | Don't know/don't pay property tax | 32%                            |
| <b>Total Household Income (2023)</b>   |                                | <b>Identify as ...</b>            |                                |
| Less than \$50,000   | 25%                            | Person with disability            | 18%                            |
| \$50,000 to less than \$75,000   | 16%                            | Acadian or Francophone            | 10%                            |
| \$75,000 to less than \$100,000  | 17%                            | Member of 2SLGBTQ+                | 13%                            |
| \$100,000 to less than \$125,000   | 11%                            | <b>Racial Identity</b>            |                                |
| \$125,000 or more  | 30%                            | Caucasian                         | 90%                            |
| <b>Rent or Own</b>   |                                | Asian (including South Asian)     | 6%                             |
| Own home   | 65%                            | First Nations/Indigenous          | 3%                             |
| Rent   | 33%                            | Black                             | 2%                             |
| Other  | 2%                             | Middle Eastern                    | 1%                             |
| <b>Children or Seniors in Household*</b>   |                                | My racial identity is not listed  | 1%                             |
| <b>People in Household</b>   |                                |                                   |                                |
| Children   | 21%                            | 1                                 | 22%                            |
| Seniors  | 25%                            | 2                                 | 43%                            |
| Neither  | 55%                            | 3 or more                         | 34%                            |
| Note: Totals may not equal 100% due to rounding.   |                                |                                   |                                |
| *Note: Respondents could provide more than one answer; totals may sum to more than 100%. |                                |                                   |                                |



## 2.6 Reporting

The following 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 response options representing very small percentages of respondents in most bar graphs have been removed for ease of reading.
- **Key differences.** Large sample sizes may increase the likelihood of obtaining statistically significant differences (with a confidence level set at .001) between and within population sub-groups. In this report, judgement is thus called upon together with statistical significance to determine which sub-population differences are discussed in the document. Throughout the report discussion within the “Key Differences” sections meet this .001 confidence level criterion, unless otherwise stated.



## Detailed Analysis

### 3.0 Top Issues

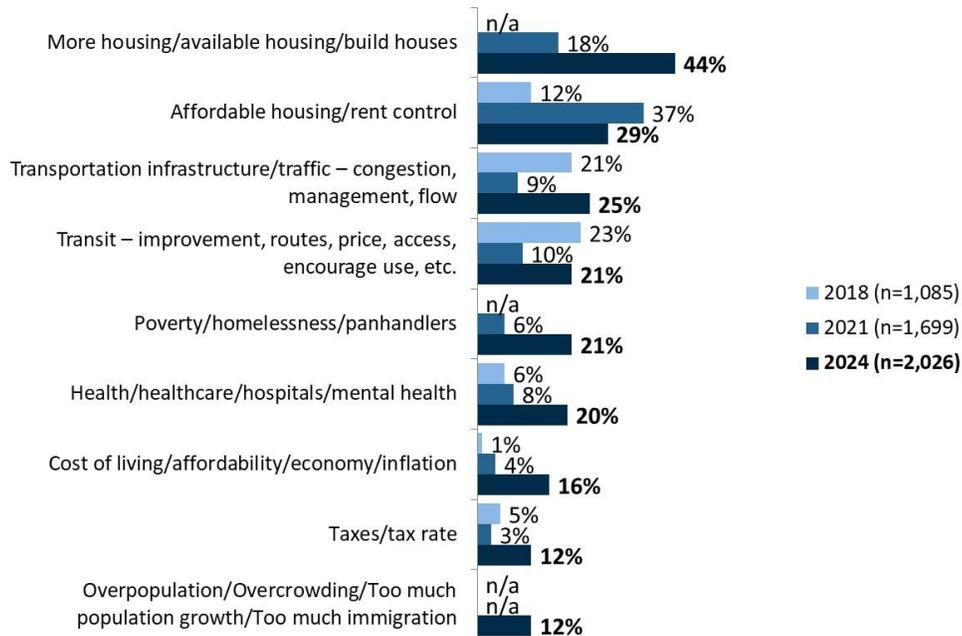
Residents were asked to identify the three most important issues they believe Halifax will face in the next five years. Without being given a list of potential issues to choose from. This means their responses were based entirely on their own perceptions and concerns. Tracking from 2018 and 2021 is displayed in the graph below.

As compared to three years ago, there has been a sizable increase in mentions of more housing/available housing/build homes, followed by further housing mentions such as affordable housing/rent control. Compared to when last asked, there has been a considerable increase in mentions related to transportation infrastructure/traffic - congestion, management, flow; transit – improvement, routes, price, access, encourage use, etc., and poverty/homelessness/panhandlers, among many others. Residents also mention cost of living, taxes, and overpopulation as top issues, although to a slightly lesser extent.

**Key Differences:** Residents with lower household incomes are more likely than their more affluent counterparts to mention affordable housing. Mentions of transportation are more likely among those 35+ years of age, those who do not identify as 2SLGBTQ+, and homeowners. Across genders, women are more likely to cite health and poverty, while men are more likely to say transportation or taxes.

### Top Three Issues Facing the Municipality Over Next Five Years

Key Unaided Mentions



Q.T11: In your opinion, what are the top three issues facing the municipality over the next five years?



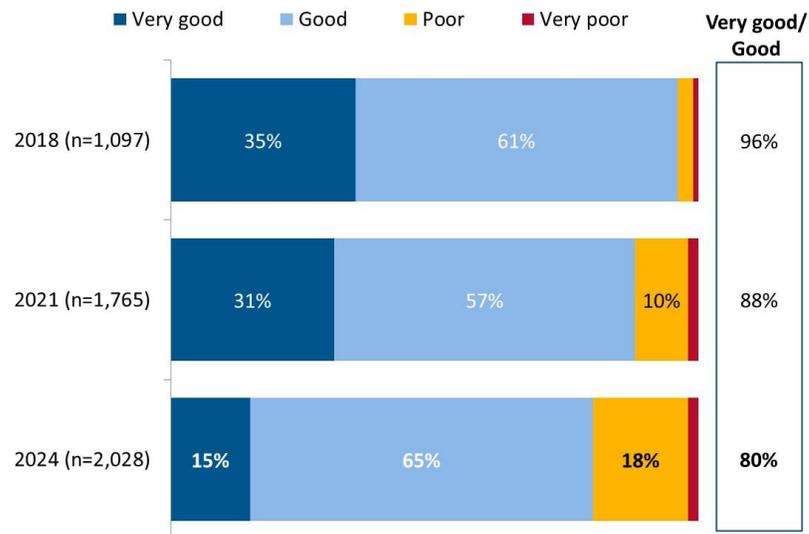
## 4.0 Quality of Life

### 4.1 Assessment of Quality of Life

Eight in ten HRM residents describe the overall quality of life in the Halifax region positively, that is, as either very good or good. This reflects a continual downward trend since 2018. A notable decline is evident between 2021 and 2024 in the proportion providing a rating of very good (down 16 points).

**Key Differences:** Across age segments, those aged 35 to 54 are the least positive and those 75 or older the most positive in their assessment of the quality of life in Halifax. As well, positive assessments are less likely among those with household incomes of less than \$100K, those identifying as having a disability, those identifying as 2SLGBTQ+, and renters.

### Overall Quality of Life in the Halifax Region



Q.QL1: How would you rate the overall quality of life in the Halifax region? *Mentions of 4% or less are represented as a bar.*

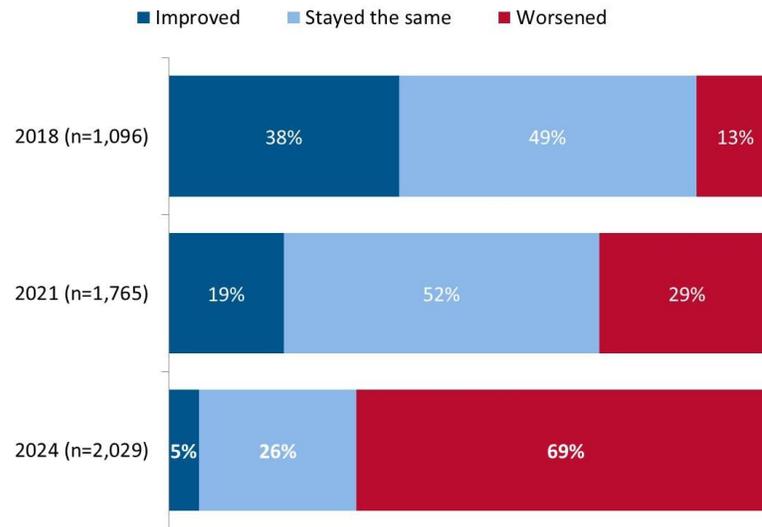
### 4.2 Change in Quality of Life

Seven in ten residents view the quality of life in the region as having worsened, a notable shift from previous years when this was a minority viewpoint. Just 5% view it as improving, while one in four view it as staying the same.

**Key Differences:** Those identifying as 2SLGBTQ+ and women are more likely than their counterparts to view quality of life as worsening. Those who have lived in the Halifax region for 10 to 20 years are most inclined and those living in the region for fewer years are least inclined to view the quality of life as worsening. Those 75 or older are more likely than those younger (particularly 35- to 54-year-olds) to view quality of life as staying the same.



### Quality of Life in the Region Over the Past Three Years



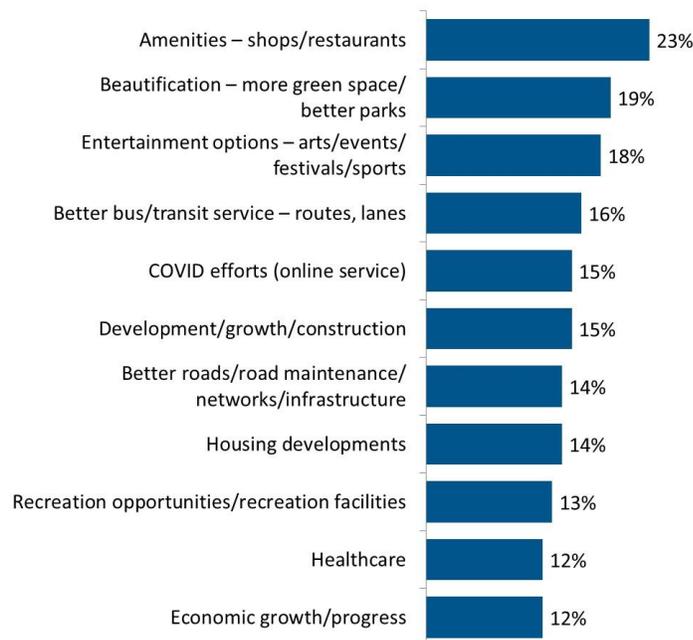
Q.QL2: In the past THREE years, the quality of life in the region has... *Note: In 2018 and 2021, the question asked about life in the past five years.*

#### 4.3 Reasons Quality of Life Has Improved

Among the small percentage who view the quality of life in the region as improving, a variety of reasons were provided for this perception with amenities, beautification, and entertainment options topping the list.

#### Top Reasons Quality of Life in the Region Improved

Key Unaided Mentions Among Those Who Said Quality of Life in Region Improved



Q.QL3: [IF 'IMPROVED' IN Q.QL2] What, in your opinion, would you say are the top three (3) most significant things that contributed to an improved quality of life in the region? (n=110)

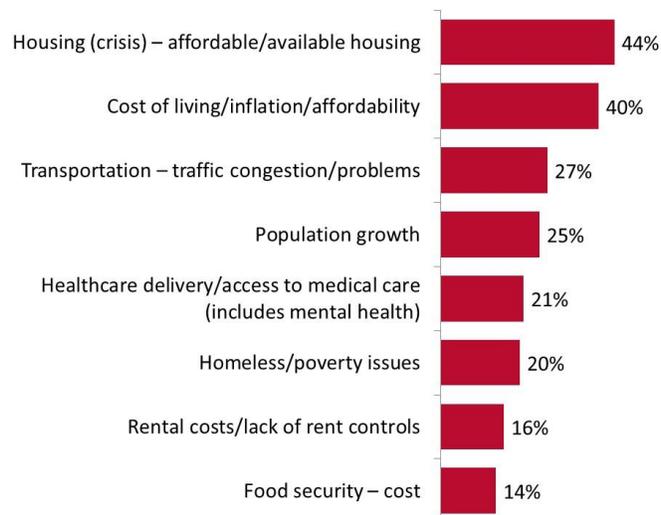


#### 4.4 Reasons Quality of Life Has Worsened

Among those who view the quality of life in the Halifax region as worsening, two reasons for this view are most predominant: affordable/available housing and cost of living/inflation/affordability. Other reasons contributing to this perception include traffic congestion issues, population growth, healthcare, and homeless/poverty issues, among others.

**Key differences:** Housing is more likely to be identified as a reason for worsening quality of life by renters as compared to homeowners. Cost of living/inflation/affordability is more likely to be mentioned by renters and younger residents.

#### Top Reasons Quality of Life in the Region Worsened Key Unaided Mentions Among Those Who Said Quality of Life in Region Worsened



Q.QL3: [IF 'WORSENER' IN Q.QL2] What, in your opinion, would you say are the top three (3) most significant things that contributed to a worsened quality of life in the region? (n=1,397)

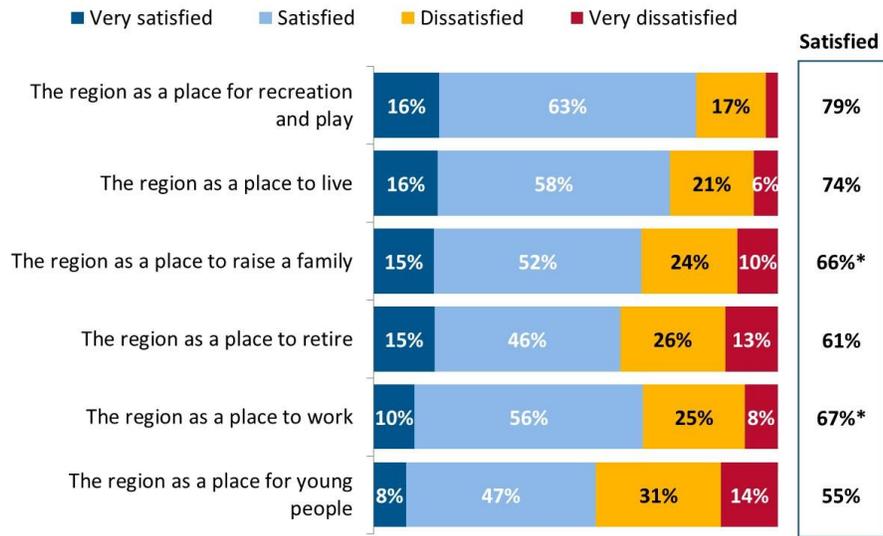
#### 4.5 Satisfaction with Aspects of Quality of Life

Satisfaction is strongest for the Halifax region as a place for recreation and play, with eight in ten satisfied, followed by the region as a place to live, with three in four satisfied. Two in three are satisfied with each of the region as a place to raise a family and the region as a place to work, while six in ten are satisfied with the region as a place to retire. Reflecting the lowest level of satisfaction, just over one half are satisfied with the region as a place for young people.

**Key Differences:** Satisfaction with various aspects of quality of life is less robust among those identifying as having a disability and those identifying as 2SLGBTQ+. Perceptions are generally less positive among younger residents and renters, while those with lower household incomes are less likely to be positive in some aspects, namely in terms of the region as a place to work, live, and raise a family. Perceptions of the region as a place for recreation and play are less likely to be positive among those in rural than among those in urban/suburban areas.



### Satisfaction with Aspects of Quality of Life in Region



Q,QL4a-f: Please tell us how satisfied you are with each of the quality-of-life aspects of the region. (n=1,736-2,011) \*Due to rounding. Mentions of 4% or less are represented as a bar.

#### 4.6 Likelihood of Recommending HRM as a Place to Live

Net Promotor Score (NPS) is an internationally recognized technique that gauges the likelihood to recommend a product, service, or other construct. Residents were asked to rate on a 0 to 10 scale (in which 0 is not at all likely and 10 is very likely) how likely they are to recommend Halifax as a place to live. While 15% are Promoters (that is, they provide a rating of 9 or 10), one-half are Detractors (that is, they offer a score between 0 and 6), resulting in a Net Promoter Score of -35.

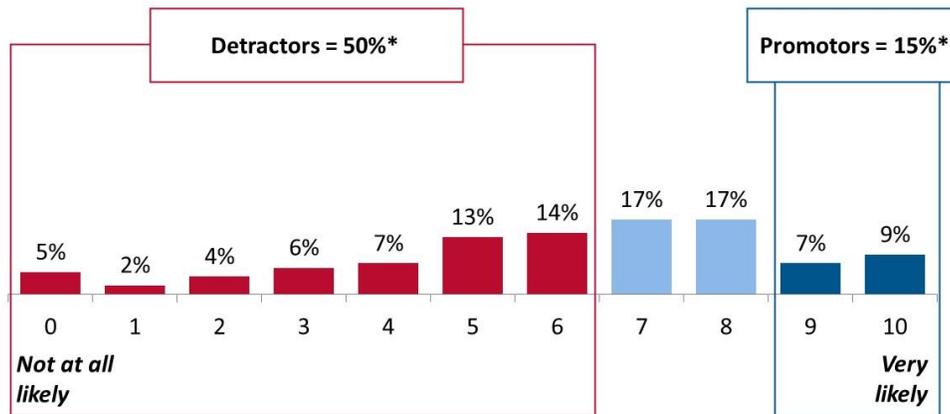


**Key Differences:** The Net Promoter Score is less negative among residents 55 or older, those with household incomes of \$100K or higher, homeowners, those who do not identify as 2SLGBTQ+, and those who do not identify as having a disability.



## Likelihood of Recommending the Halifax Region as a Place to Live

Net Promoter Score = -35



Q.QL5: On a scale of 0 to 10, where 0 is not at all likely, and 10 is very likely, how likely would you be to recommend the Halifax region as a place to live? (n=2,028) \*Due to rounding. Net Promoter Score represents the percentage of residents who offered ratings of 9 or 10 (promoters) minus the percentage who offered ratings of 0 to 6 (detractors).

### 5.0 Value for Taxes

#### 5.1 Value for Property Taxes

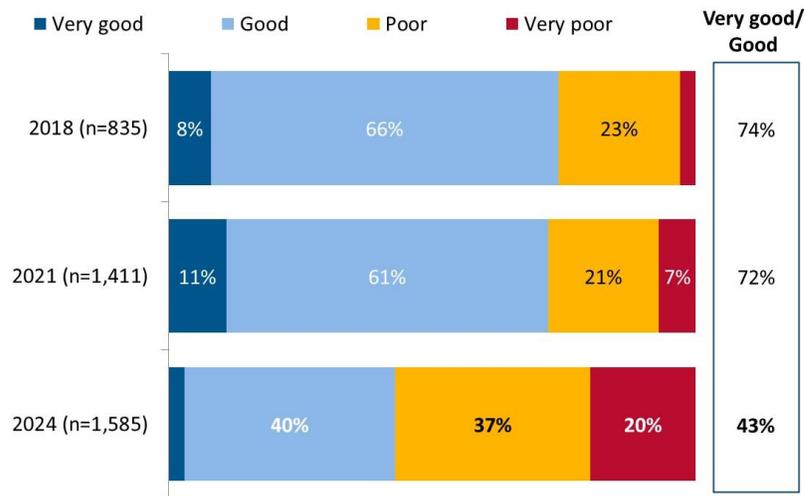
Among those who pay property taxes, there has been a substantial shift in views over the past three years regarding the value received for property taxes paid. Currently, four in ten rate such value as either very good or good, compared to more than seven in ten in 2021 and 2018. Conversely, the majority viewpoint is now that the value received for property taxes paid is either very poor or poor, with close to six in ten holding this viewpoint.

**Key Differences:** Residents under 55 years of age, those with children under the age of 18, and those in rural areas are more likely to provide negative assessments of the value received.



### Value Received for Property Taxes Paid

Among Those Who Pay Taxes



Q.VT1: Thinking about all the programs and services you receive from the municipality, please indicate the value you receive for the property taxes that you currently pay. \*Due to rounding. Mentions of 4% or less are represented as a bar. Responses of 'do not pay property tax' have been removed.

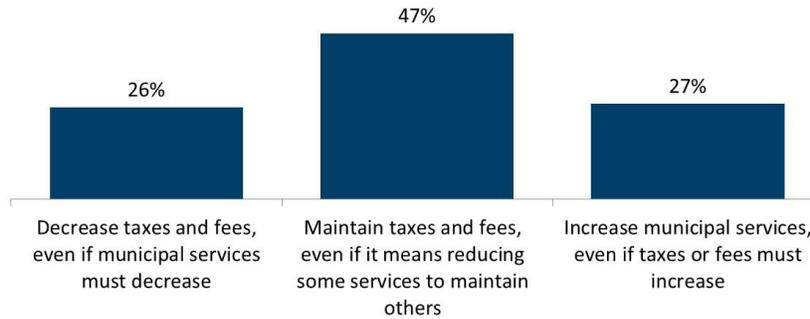
## 5.2 Municipal Taxes and Services

When asked to select among three different viewpoints regarding taxes and municipal services, the most predominant viewpoint, selected by close to one-half, is that the municipality should maintain services and fees, even if it means reducing some services to maintain others. Otherwise, residents are split between thinking there should be decreases in taxes and fees, even if it means decreasing some services, and thinking there should be increases in municipal services, even if it means taxes or fees must increase.

**Key Differences:** Those with higher education levels, renters, and those who identify as 2SLGBTQ+ are more likely to think there should be an *increase* in municipal services. Men, those under 55 years of age, those with lower education levels, those in rural areas, those with children under the age of 18, and those not identifying as 2SLGBTQ+ are more likely to say there should be a *decrease* in taxes and fees.



### Point of View on Municipal Taxes and Services

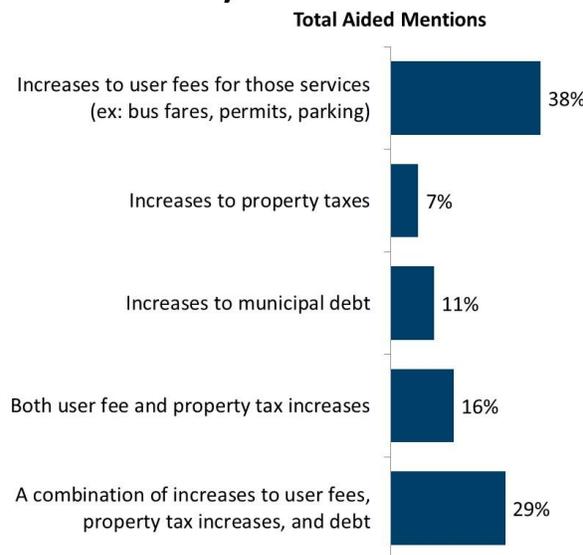


Q.VT2: When the municipality is creating the municipal budget, it often faces higher costs to continue to provide the same level of service (due to things like inflation and wage increases). Please indicate which of the statements comes closest to your point of view. The municipality should: (n=2,029)

The most preferred way to fund increased costs of services is to increase user fees for those services. Increases to property tax or municipal debt are much less favoured, although three in ten think a combination of all three should be implemented.

**Key Differences:** Increases to user fees are more likely to be favoured by those 35 years of age or older, men, those living in Halifax for a longer period of time, those with higher household incomes, those living in rural, areas, and homeowners.

### Preferred Way to Fund Increased Cost of Services



Q.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? (n=1,798)

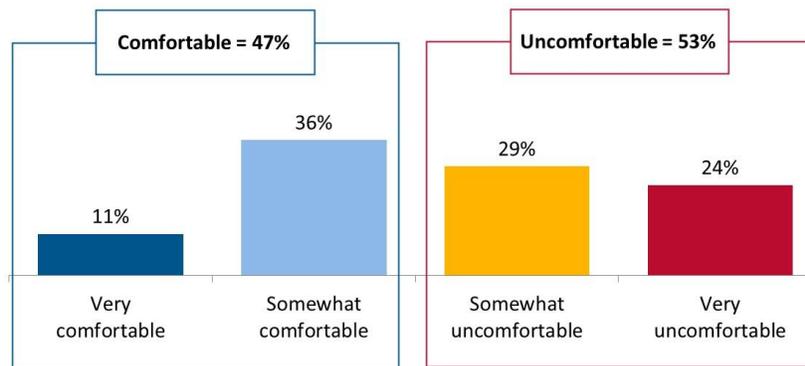


### 5.3 Comfort with Increasing Debt

Residents are divided in terms of their level of comfort with the municipality borrowing money to expand infrastructure without currently raising taxes but knowing there will be higher taxes in the future. Specifically, just over one-half are very or somewhat uncomfortable with this scenario, while just under one-half are very or somewhat comfortable.

**Key Differences:** Those living in HRM for a shorter period of time, those with a university education, renters, and those identifying as 2SLGBTQ+ are more likely to be comfortable with the scenario.

### Level of Comfort with Municipality Borrowing Money to Expand Infrastructure Resulting in Higher Taxes in Future



Q.VT4: The municipality can borrow money to pay for things like buses, buildings and parks. This borrowing means we can expand infrastructure without raising taxes right away. How comfortable would you be with the municipality borrowing more money now for expanded infrastructure, if it means higher taxes in the future to pay back the debt and interest? (n=1,978)

## 6.0 Municipal Leadership and Engagement

### 6.1 Perceptions of Leadership and Engagement

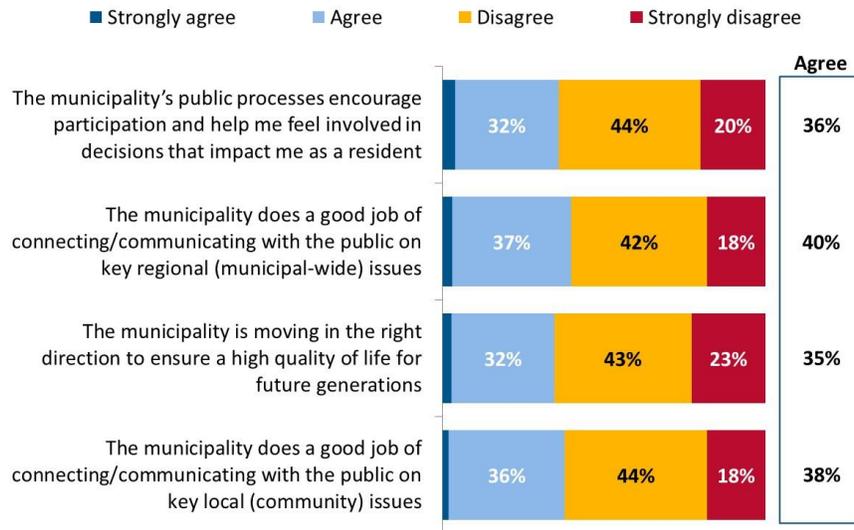
Perceptions of four aspects of municipal leadership are relatively similar, and more likely to be negative than positive. At least six in ten each *disagree* that the municipality’s public processes encourage participation and help them feel involved in decisions that impact them as a resident, that the municipality does a good job of connecting/communicating with the public on key local (community) issues, that the municipality does a good job of connecting/communicating with the public on key regional (municipal-wide) issues, and that the municipality is moving in the right direction to ensure a high quality of life for future generations.

**Key Differences:** Those 75 years of age or older are more likely than those younger to perceive the municipality as moving in the right direction to ensure a high quality of life for future generations. Meanwhile, those identifying as having a disability are less likely to agree that the municipality does a



good job with respect to connecting/communicating with the public on key local issues. Those whose racial identity is Asian are more likely than those whose racial identity is Caucasian/white to perceive that the municipality does a good job of helping them feel involved in decisions that impact them as a resident.

### Agreement with Statements: Municipal Leadership



Q.ML1a-d: For the following questions, please select the response that most closely reflects your opinion. (n=1,797-1,860)  
Mentions of 4% or less are represented as a bar.

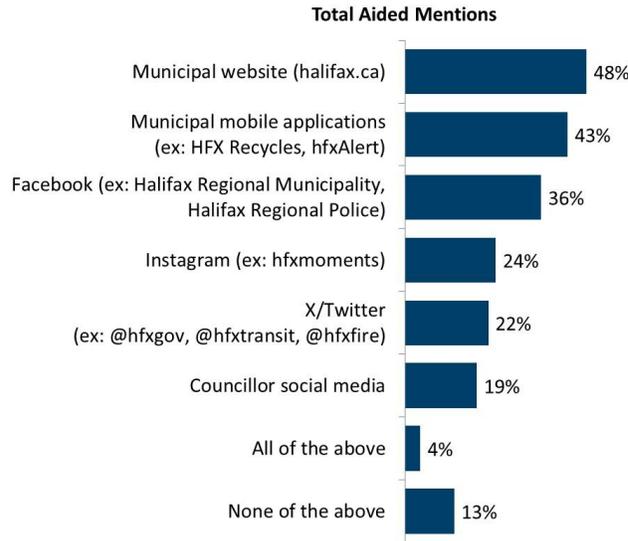
## 6.2 Sources of Municipal News and Information

Most residents use at least one source for municipal news and information. The most widely used is the municipal website, used by one-half. This is followed by municipal mobile applications, used by over four in ten. The third most used is Facebook, used by just under four in ten.

**Key Differences:** Use of the municipal website peaks among those 55 to 74 years of age, while those older are more likely to say they use none of the listed sources. Younger residents are more likely to use Instagram and X. Indeed, Instagram is the top source among 18- to 34-year-olds. Use of Facebook as a source of municipal information is elevated among those who are First Nations/Indigenous. Use of Facebook and Instagram is higher among women than men. Use of the municipal website and mobile applications increases with education levels.



### Sources for Municipal News and Information



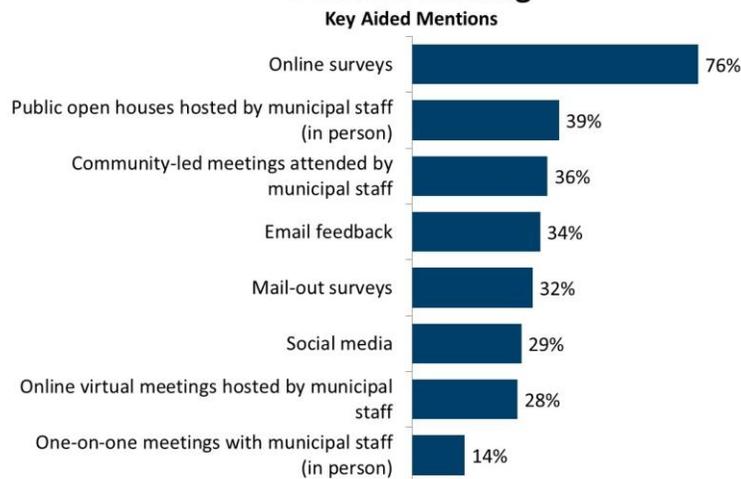
Q.ML2: Do you use any of the following to get municipal news or information? Select all that apply. (n=2,028)

### 6.3 Preferred Means of Participating in Community Decision-Making

By a wide margin, online surveys are the most preferred method of participating in community decision-making, with three in four residents preferring this method. (Of course, it is important to recall that this information was conveyed by the public primarily via an online survey, thus it is perhaps not a surprising finding.) Other methods are moderately preferred, each by sizeable minorities.

**Key Differences:** While online surveys are the most preferred method across demographic segments, they are less preferred by those 75 or older than those younger. As well, younger residents are more likely to prefer social media and online virtual meetings as compared to those older.

### Preferred Methods to Participate in Community Decision-Making



Q.ML3: Which of the following methods would you like to use to participate in community decision-making? Select as many as apply. (n=2,029)



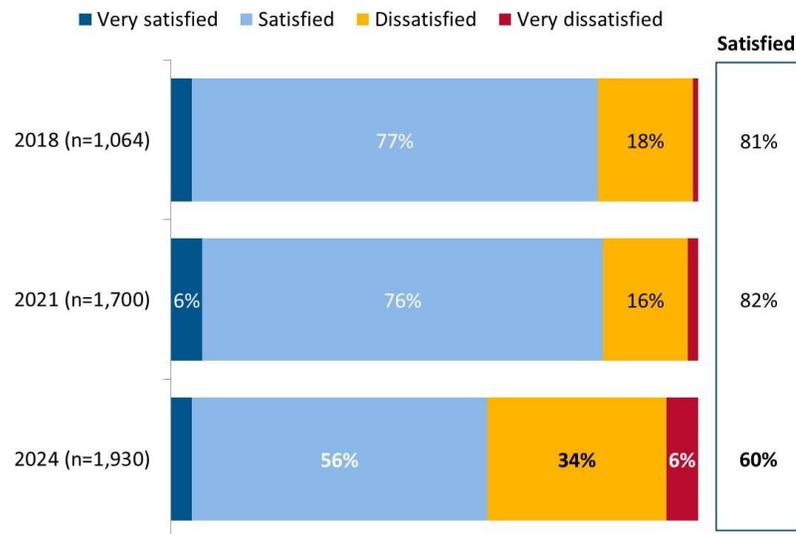
## 7.0 Satisfaction with Municipal Services

### 7.1 Overall Satisfaction with Delivery of Services

Overall satisfaction with the delivery of all services provided by the municipality has dropped notably from previous years. Currently, six in ten are very satisfied or satisfied, compared with eight in ten in 2021 and 2018.

**Key Differences:** Those 75 years of age or older, those who live in urban/suburban areas, and those who do not identify as 2SLGBTQ+ are more likely to be satisfied.

#### Satisfaction with Services Provided by the Municipality



Q.S11: Overall, how satisfied are you with the delivery of all the services provided by the municipality? Mentions of 4% or less are represented as a bar.

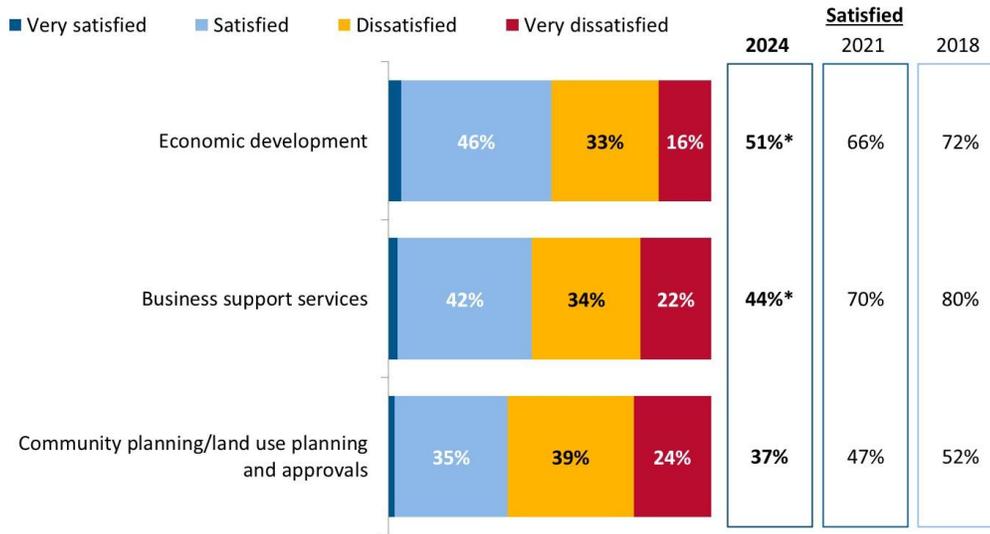
### 7.2 Satisfaction with Prosperous Economy Services

Satisfaction with services aligned to a prosperous economy reflects a continual decline since 2018, with a substantial drop since 2021. Currently, one-half are satisfied with economic development, down from two-thirds three years ago. Just over four in ten are satisfied with business support services, down notably from seven in ten three years ago, while just under four in ten are satisfied with community planning/land use planning and approvals, down from just under one-half in 2021.

**Key Differences:** Satisfaction with economic development is more likely among older residents. Satisfaction with community planning/land use planning and approvals is more likely among those who are Asian as compared with other racial identities, but only statistically significantly in comparison to those who are Caucasian/white.



### Satisfaction with Services: Prosperous Economy



Q.SI2a-c: Please tell us how satisfied you are with each of the following services provided by the municipality. (2018: n=667-856; 2021: n=658-1,148; 2024: n=930-1,389)\*Due to rounding. Mentions of 4% or less are represented as a bar.

### 7.3 Satisfaction with Community Services

In terms of 21 services within the domain of communities, there are varying levels of satisfaction. Satisfaction is at or above the 80% mark for seven services, with Halifax Public Libraries and Fire Services achieving the highest satisfaction levels with more than 90% satisfied. Others that achieve 80% or greater satisfaction include parks and greenspaces, outdoor recreation facilities, civil events, playgrounds, and recreation programming. At the other end of the spectrum services with less than one-half satisfied include public engagement, efforts to support food security and strengthen the food system, and efforts to address homelessness/supporting people who are unhoused.

Relative to 2021, there have been several notable changes. Specifically, satisfaction has increased for Fire Services and diversity and inclusion programs, while it has decreased for parks and greenspaces, playgrounds, recreation programming, emergency management, affordability/free programming, cleanliness, community standards, and public engagement.

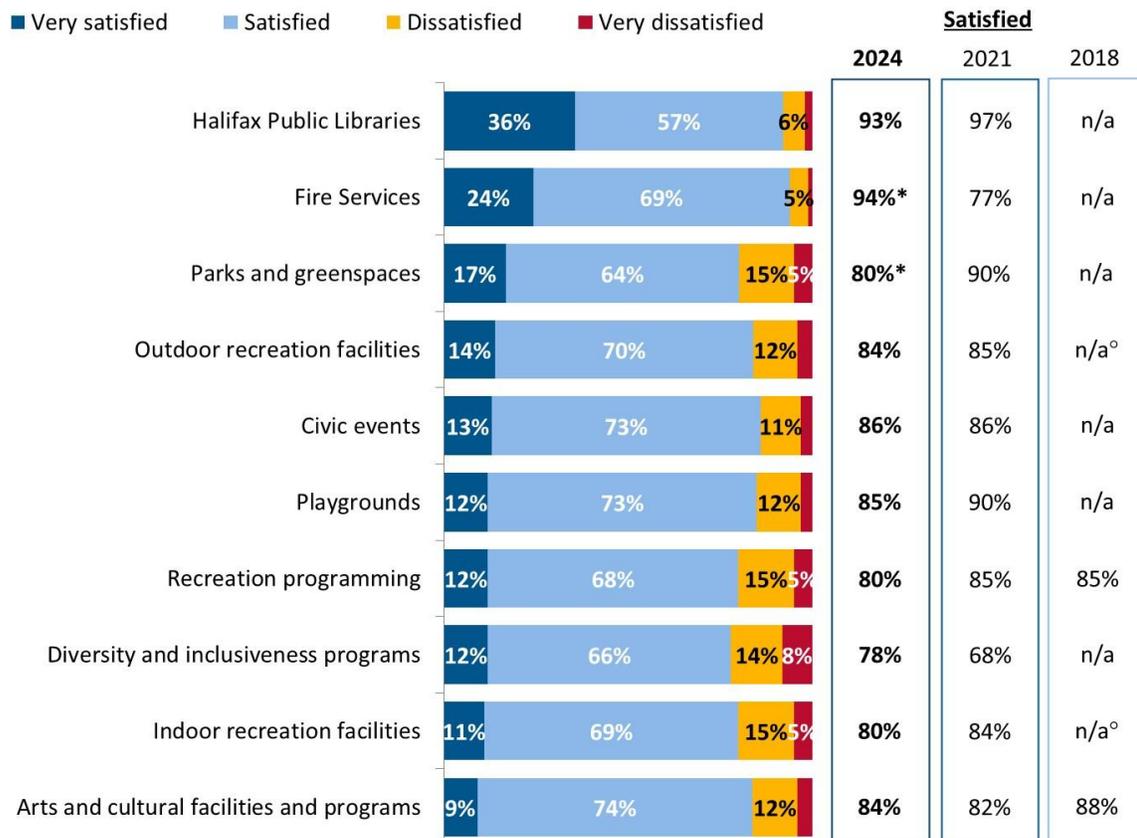
**Key Differences:** There are several differences that merit mention including that men are more satisfied than women with the efforts to support food security and strengthen the food system. Older residents are more satisfied than those younger with affordability/free programs, civic events, efforts to address homelessness/ support people who are unhoused, efforts to support food security and strengthen the food system, and Police Services. First Nations/Indigenous residents are less satisfied with civic events as compared to Caucasian residents. Those identifying as having a disability are less likely to be satisfied with accessibility programming, affordability/free programming, and efforts to address homelessness/support people who are unhoused.



Those identifying as 2SLGBTQ+ are less likely to be satisfied with accessibility programming, affordability/free programming, diversity and inclusiveness programs, efforts to address homelessness/support people who are unhoused, and efforts to support food security and strengthen the food system. Those who live in urban/suburban areas are more likely than those who live in rural areas to be satisfied with several areas including community beautification/streetscaping, playgrounds, public washrooms, indoor recreation facilities, outdoor recreation facilities, recreation programming, Fire Services, emergency management, and public engagement.

Finally, homeowners are more likely to be satisfied than renters with accessibility programming, affordability/free programming, efforts to address homelessness/supporting people who are unhoused, efforts to support food security and strengthen the food system, and Police Services.

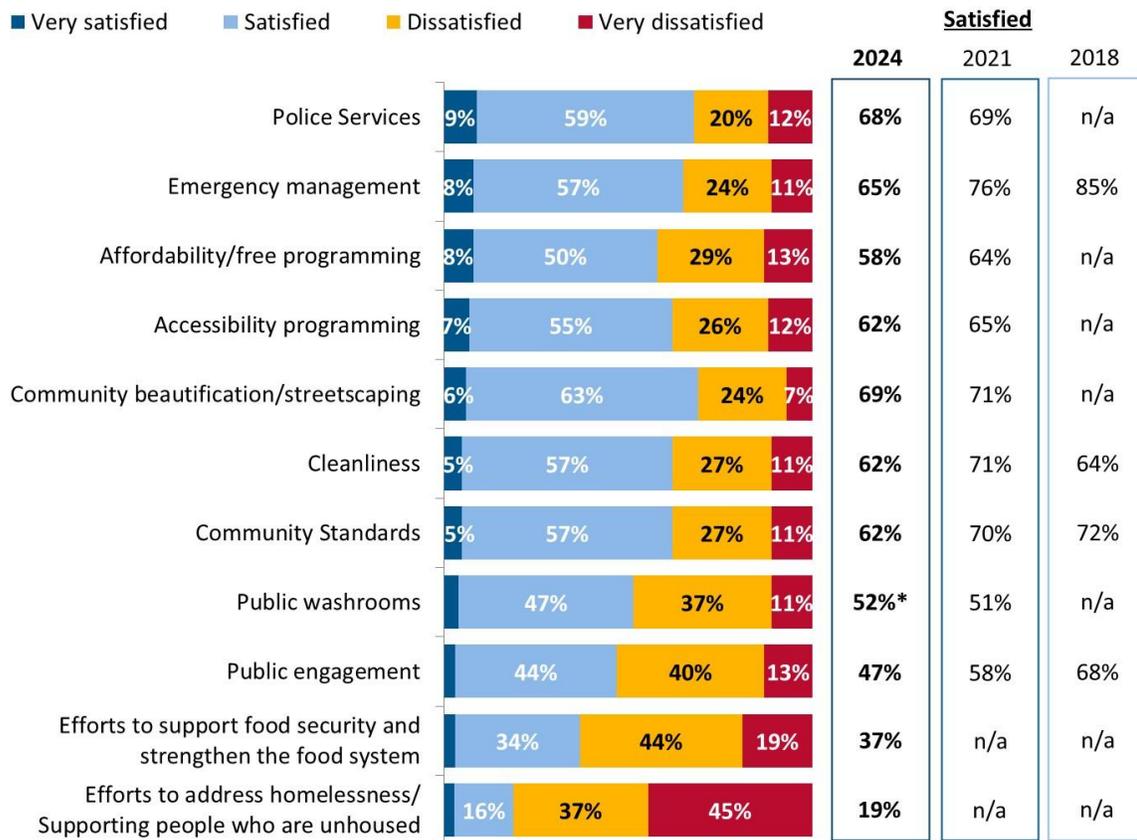
### Satisfaction with Services: Communities



Q.SI2d-x: Please tell us how satisfied you are with each of the following services provided by the municipality. (2018: n=693-1,020; 2021: n=738-1,684; 2024: n=920-1,915) \*Due to rounding. Mentions of 4% or less are represented as a bar. <sup>o</sup>In 2018 'recreational facilities (e.g., community centres, sports fields)' was one question with 85% being satisfied.



## Satisfaction with Services: Communities



Q.S12d-x: Please tell us how satisfied you are with each of the following services provided by the municipality. (2018: n=693-1,020; 2021: n=738-1,684; 2024: n=920-1,915) \*Due to rounding. Mentions of 4% or less are represented as a bar.

### 7.4 Satisfaction with Integrated Mobility Services

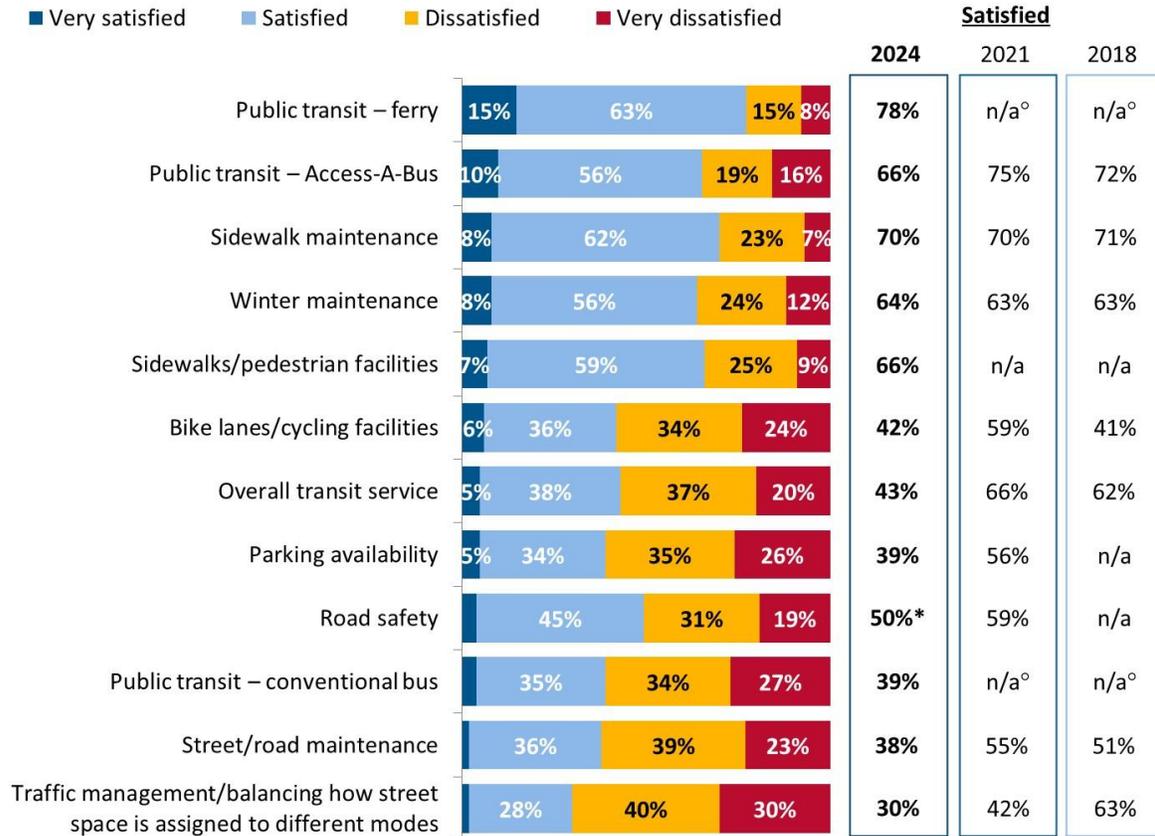
Satisfaction with 12 services related to integrated mobility were examined, with satisfaction levels varying. Satisfaction is highest with the ferry, with eight in ten satisfied. This is followed by sidewalk maintenance with seven in ten satisfied. Satisfaction is lowest with traffic management/balancing how street space is assigned to different modes, with three in ten satisfied. Satisfaction has declined in several areas since 2021 including Access-A-Bus, bike lanes/cycling facilities, overall transit service, parking availability, road safety, street/road maintenance, and traffic management.

**Key Differences:** There are several significant differences that merit mention including that older residents are more likely to be satisfied with public transit – conventional bus, while younger residents are more likely to be satisfied with parking availability. Those with household incomes of less than \$50K are more likely than those with higher household incomes to be satisfied with biking lanes/cycling facilities and traffic management/ balancing how street space is assigned to different modes.



Those identifying as having a disability are less likely than those who do not to be satisfied with sidewalk maintenance and winter maintenance. Those who live in urban/suburban areas are more likely than those who live in rural areas to be satisfied with sidewalk/pedestrian facilities.

### Satisfaction with Services: Integrated Mobility



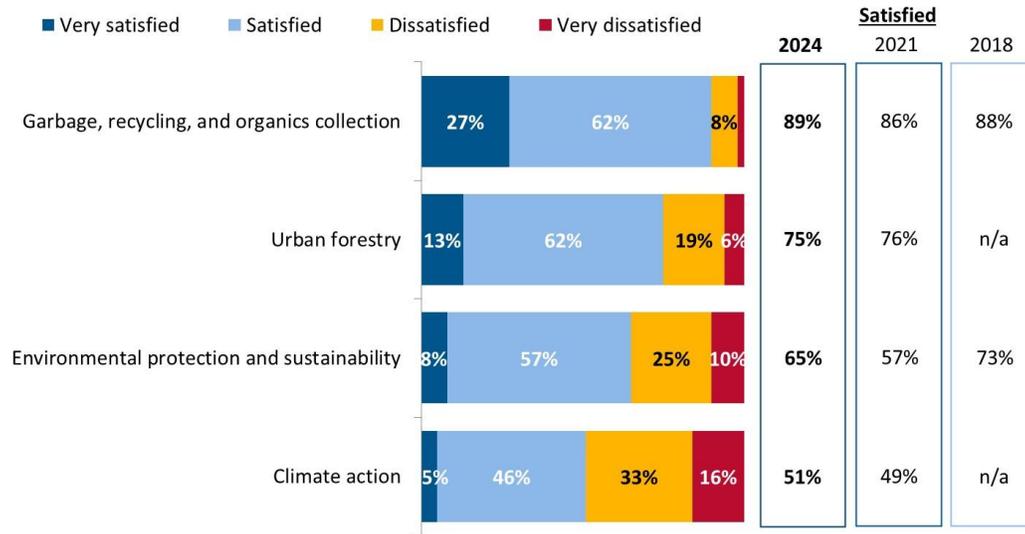
Q.SI2y-aj: Please tell us how satisfied you are with each of the following services provided by the municipality. (2018: n=289-1,078; 2021: n=515-1,708; 2024: n=395-1,985)\*Due to rounding. Mentions of 4% or less are represented as a bar. <sup>o</sup>In 2018 and 2021, 'public transit (bus/ferry)' was one question with 61% and 68%, respectively, being satisfied.

### 7.5 Satisfaction with Environment Services

Satisfaction with garbage, organics, and recyclables collection remains high and consistent with 2021, with nine in ten satisfied. Satisfaction is also stable with urban forestry, with three in four satisfied. Reflecting an improvement since 2021, two in three are satisfied with environmental protection and sustainability. One-half are satisfied with climate action, unchanged from 2021. Perceptions are generally consistent across the population.



### Satisfaction with Services: Environment



Q.SI2ak-an: Please tell us how satisfied you are with each of the following services provided by the municipality. (2018: n=904-1,082; 2021: n= 1,098-1,711; 2024: n=1,365-1,979) Mentions of 4% or less are represented as a bar.

### 7.6 Service Levels: Prosperous Economy

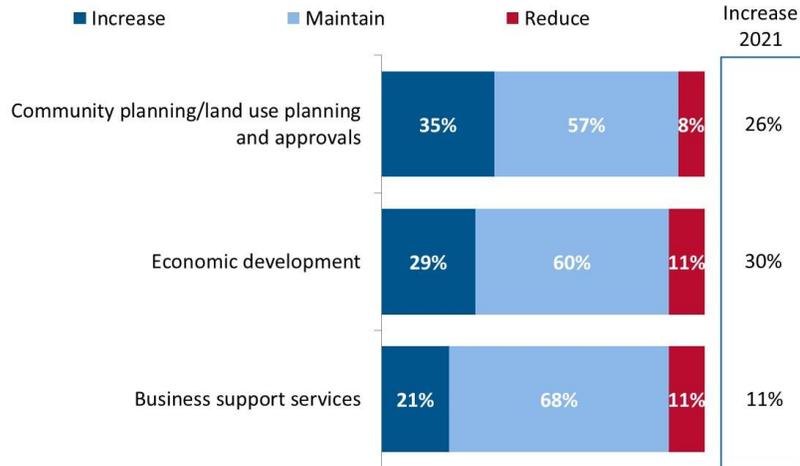
Of the three areas within the prosperous economy priority, HRM residents are most inclined to assert that “Community planning/land use planning and approvals” should have increased service levels, with one in three holding this opinion. This is up slightly from 2021.

Three in ten say economic development should have increased service levels, similar to 2021, while two in ten think business support services should have increased service levels, a greater proportion than in 2021. Just one in ten or less think that any of these three should have reduced levels of service, with the majority stating that the current service levels should be maintained.

**Key Differences:** Men are more likely than women to think there should be an increase in business support services and economic development but are less likely to say there should be increased service in community planning/land use planning and approvals. Renters are more likely than homeowners to assert that there should be increased service for community planning/land use planning and approvals.



### Service Levels: Prosperous Economy



Q.S13a1-c1: The cost of delivering - and in some cases, maintaining - municipal services is rising. 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. (2021: n=1,757-1,759; 2024: n=2,028-2,029) \*Due to rounding. Mentions of 4% or less are represented as a bar.

### 7.7 Service Levels: Communities

Of the 21 aspects examined under the communities priority topic, two areas are most widely supported for increasing service levels: efforts to address homelessness/supporting people who are unhoused, and efforts to support food security and strengthen the food system. For all other areas, a minority consider them as needing increased service levels.

Compared with 2021, residents are more inclined in 2024 to view various aspects of communities' services as requiring increased service levels. The most notable increases are for emergency management and police services. However, some areas have a decreased proportion stating that increased service levels are required: affordability/free programming, accessibility programming, and diversity and inclusion programs.

Generally, fewer residents think there should be decreased service levels, although two in ten residents think service levels should be decreased for diversity and inclusion programs and for civic events.

**Key Differences:** There are a number of key differences in the 2024 survey data. For example, women are more likely than men to think there should be an increase in several areas, most notably efforts to address homelessness/supporting people who are unhoused, and efforts to support food security and strengthen the food system. In addition, women are more likely than men to think there should be an *increase* in various programming including accessibility programming, affordability/free programming, diversity and inclusion programming. Moreover, these are all areas where men are more likely than women to think there should be *decreased* service, as well as in Halifax Public Libraries, arts and culture facilities and programs, and recreation programming.



Conversely, men are more likely than women to support increased funding for civic events, community beautification/ streetscaping, community standards, and outdoor recreation facilities.

Younger residents are more likely than those older to support increased service levels for several areas including efforts to address homelessness/supporting people who are unhoused, and efforts to support food security and strengthen the food system, affordability/free programming, diversity and inclusiveness programs, arts and cultural facilities and programs, civic events, and Halifax Public Libraries. Those older are more likely to support increased service for Police Services, while younger residents are more likely to support decreased service in this area as well as in community standards.

Those identifying as having a disability are more likely than those who do not to support increased service for accessibility programming and affordability/free programming, as well as efforts to address food security and strengthen the food system, and efforts to address homelessness/supporting people who are unhoused. As well, they are more likely to support decreased funding for Police Services. Increased funding for Police Services is more supported by homeowners as compared to renters.

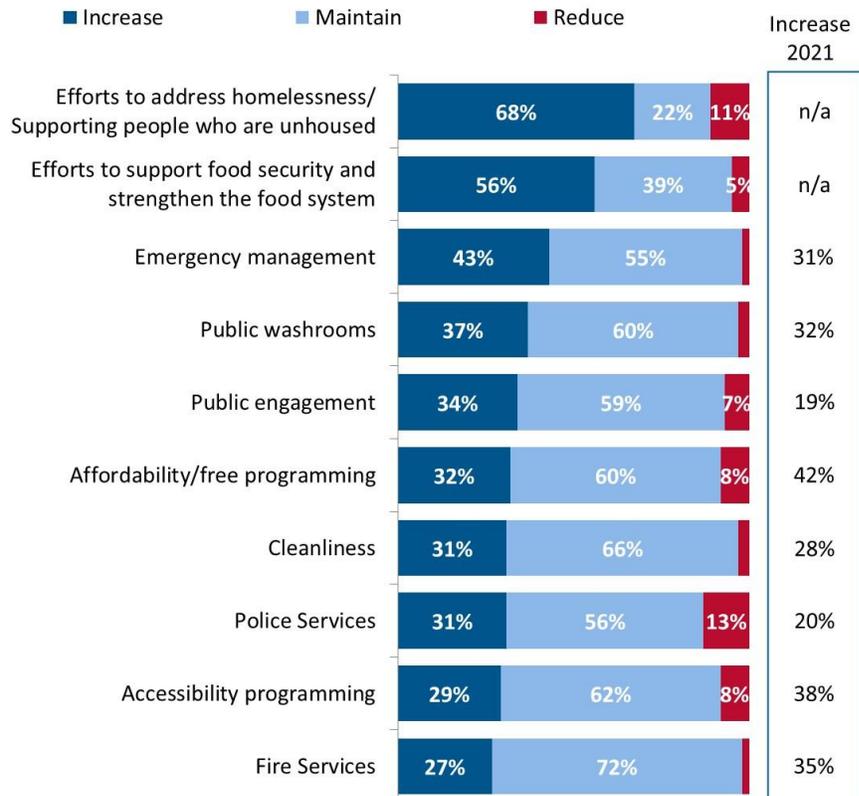
Those in urban/suburban areas are more likely than those in rural areas to support increased efforts to address homelessness/supporting people who are unhoused. Those in rural areas are more likely to support decreased services for arts and cultural facilities and programs.

Those with children under 18 years of age are more likely than those without to support increased service for playgrounds, indoor recreation facilities, outdoor recreation facilities, and recreation programming. Those with higher household incomes are more likely to support increased service for outdoor recreation facilities, while those with lower household incomes are more likely to support increased funding for accessibility programming, diversity and inclusion programs, and affordability/free programming, as well as efforts to address food security and strengthen the food system and efforts to address homelessness/supporting people who are unhoused.

Those who identify as 2SLGBTQ+ are more likely than those who do not to support increased service for diversity and inclusiveness programs, accessibility programming, affordability/free programming, arts and cultural facilities and programming, efforts to address food security and strengthen the food system, and efforts to address homelessness/supporting people who are unhoused, Halifax Public Libraries, and public washrooms. They are more likely to support decreased Police Services, as well as decreased services for civic events, and community standards.



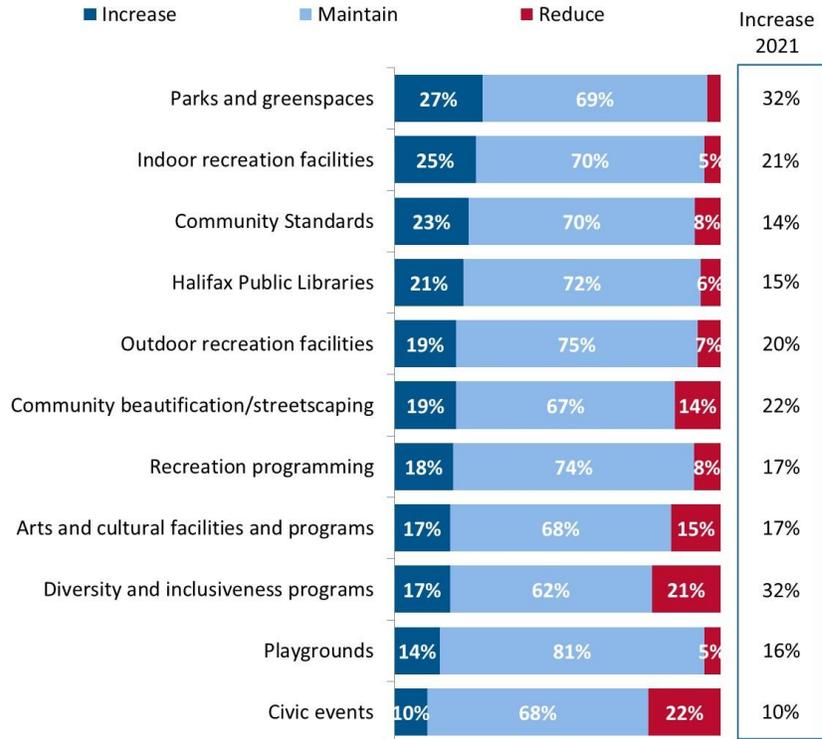
### Service Levels: Communities



Q.SI3d1-x1: The cost of delivering - and in some cases, maintaining - municipal services is rising. 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. (2021: n=1,758-1,761; 2024: n=2,026-2,029) *Mentions of 4% or less are represented as a bar.*



### Service Levels: Communities



Q.SI3d1-x1: The cost of delivering - and in some cases, maintaining - municipal services is rising. 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. (2021: n=1,758-1,762; 2024: n=2,026-2,029) Mentions of 4% or less are represented as a bar.

### 7.8 Service Levels: Integrated Mobility

Three aspects within integrated mobility have a majority supporting increased service levels: public transit – conventional bus, overall transit service, and street/road maintenance. All three areas have a higher proportion in 2024 than in 2021 holding the opinion that service levels should increase. There is also a notably higher proportion thinking parking availability should increase, moving from 14% in 2021 to 40% in 2024.

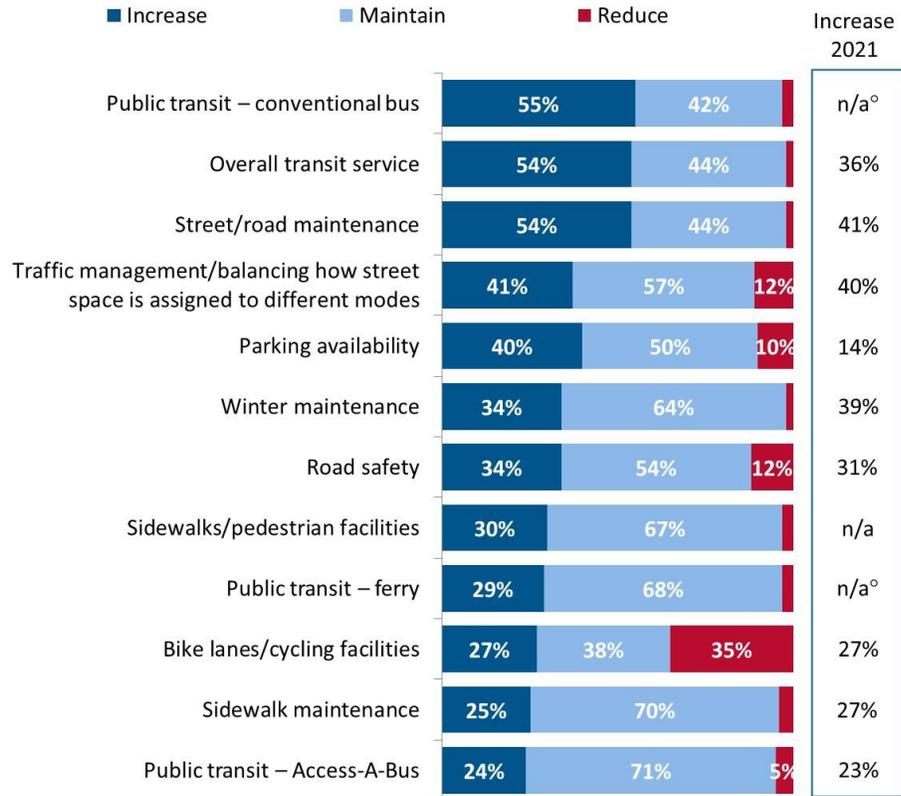
Bike lanes/cycling facilities is the one aspect that has a larger proportion in 2024 thinking the service should be decreased, with one in three holding this opinion (up from 29% in 2021).

**Key Differences:** Younger residents are more likely than those older to support increased service for several areas including traffic management/balancing how street space is assigned to different modes, public transit service - conventional bus, and bike lanes/cycling facilities. Those identifying as having a disability are more likely than those who do not to support increased service for winter maintenance. Those in urban/suburban areas are more likely than those in rural areas to support increased service for aspects of public transit including overall transit service, conventional bus and ferry, as well as traffic management/balancing how street space is assigned to different modes.



Those with lower household incomes are more likely than those with higher household incomes to support increased funding for road safety. The exceptions are parking availability and winter maintenance, sidewalk maintenance, and street/road maintenance, for which support is on par.

### Service Levels: Integrated Mobility



Q.SI3y1-aj1: The cost of delivering - and in some cases, maintaining - municipal services is rising. 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. (2021: n=1,754-1,761; 2024: n=2,025-2,029) Mentions of 4% or less are represented as a bar. <sup>o</sup>In 2021, 'public transit – conventional bus & ferry' was one question with 33% saying increase service levels.

### 7.9 Service Levels: Environment

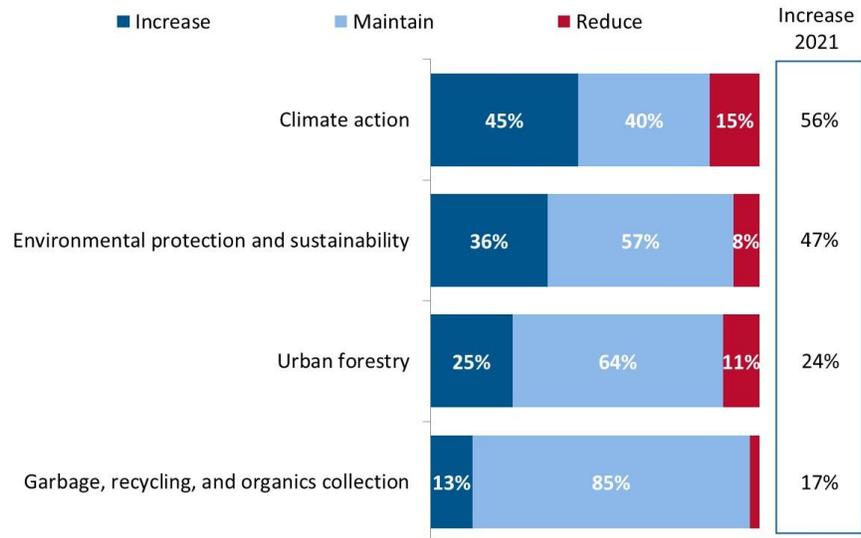
For all of the environmental areas of service, a minority are of the opinion that service levels should increase, although the proportion does vary from over four in ten for climate action to just over one in ten for garbage, recycling and organics collection.

For both climate action and environmental protection and sustainability, the proportion stating a need for increased service has declined since 2021.



**Key Differences:** Women are more likely than men to support increased service for action on climate change, while men are more likely to think funding in this area should be reduced. Younger residents are more likely than those older to support increased service levels for climate action and environmental protection and sustainability.

### Service Levels: Environment



Q.SI3ak1-an1: The cost of delivering - and in some cases, maintaining - municipal services is rising. 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. (2021: n=1,759-1,761; 2024: n=2,028-2,029) Mentions of 4% or less are represented as a bar.

### 7.10 Service Mapping

To understand the relationship between satisfaction with services, on the one hand, and preferences for service levels (funding), on the other hand, results for each of the examined service-related survey questions were plotted on a four-quadrant map. The intent was to identify which services should receive greater attention and funding, relative to other services.

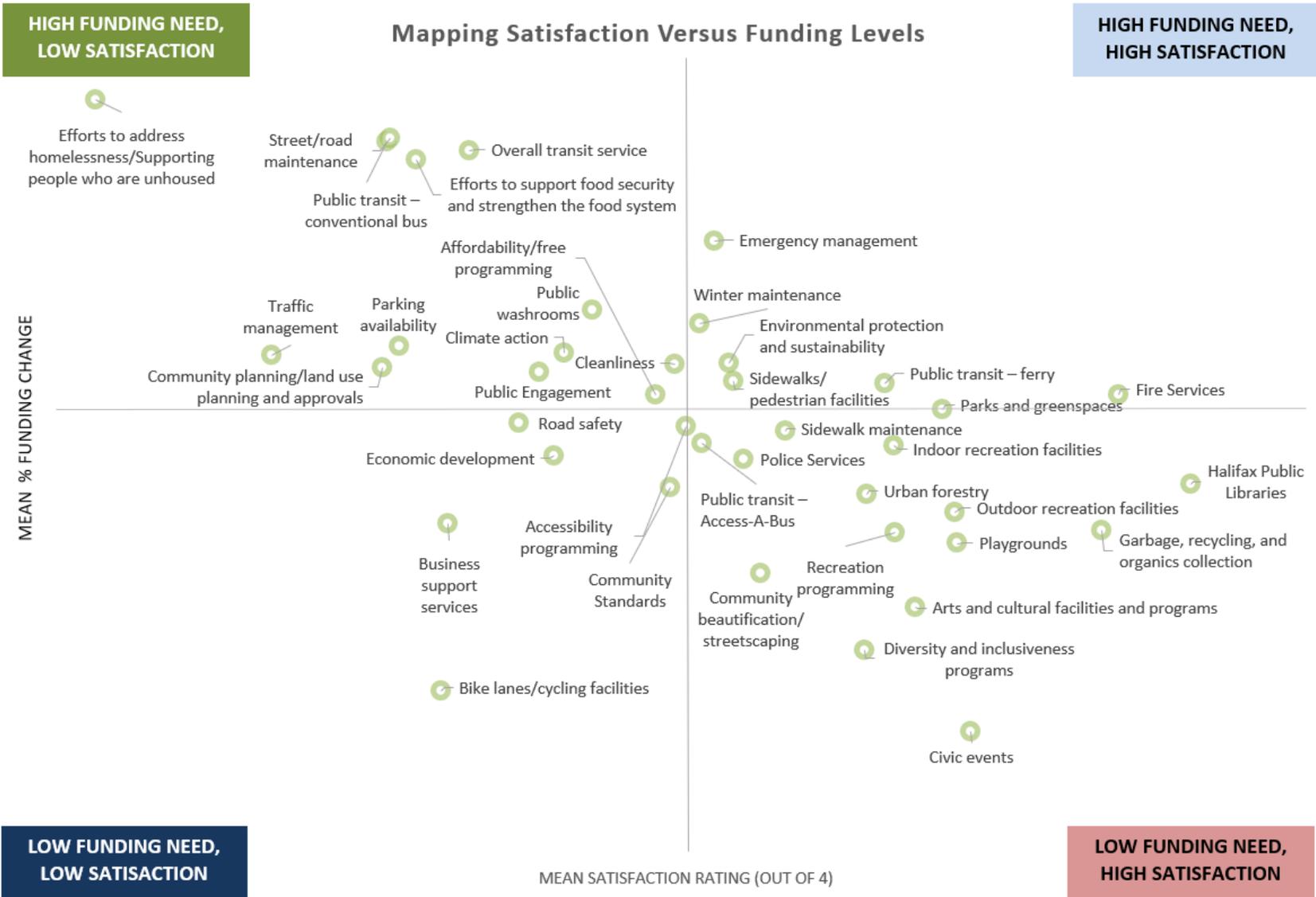
Services with high satisfaction but low funding needs, and services with low satisfaction but also low funding needs, could be deemed as lower priority for decision-makers, as compared to services with low satisfaction and high funding needs, and those with high satisfaction and high funding needs. Satisfaction scores were converted to a four-point scale, with Very Dissatisfied rating a 1, and Very Satisfied rating a 4 (the x-axis).

The Mean Percent Funding Need score was calculated by subtracting the percentage saying they want to decrease service levels, from those who want these levels increased. For example, Economic Development had 29% preferring an increase in service levels/funding, with 11% preferring a decrease in service levels/funding, resulting in a net Mean Percent Funding Need score of 18% (29% minus 11%).



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

- Areas for which HRM residents are least satisfied and want more funding applied/increased service include: efforts to address homelessness/supporting people who are unhoused; efforts to support food security and strengthen the food system; street/road maintenance; affordability/free programming; overall transit service; public transit – conventional bus; traffic management; parking availability; public washrooms; community planning/land use planning and approvals; cleanliness; climate action; and public engagement.
- Areas where there is currently high satisfaction but also a desire for increased funding include: emergency management; winter maintenance, environmental protection and sustainability; sidewalks/pedestrian facilities; public transit - ferry; and Fire Services.
- Areas for which there are lower satisfaction, but lower funding needs include: road safety; bike lanes/cycling facilities; business support services; economic development; community standards; and accessibility programming.
- Areas for which there are also higher satisfaction but lower funding needs include: civic events; diversity and inclusiveness programs; arts and cultural facilities and programs; community beautification/streetscaping; recreation programming; playgrounds; garbage; recycling and organics collection; outdoor recreation facilities; Public transit – Access-A-Bus; urban forestry; Halifax Public Libraries; Police Services; indoor recreation facilities; sidewalk maintenance; and parks and greenspaces.



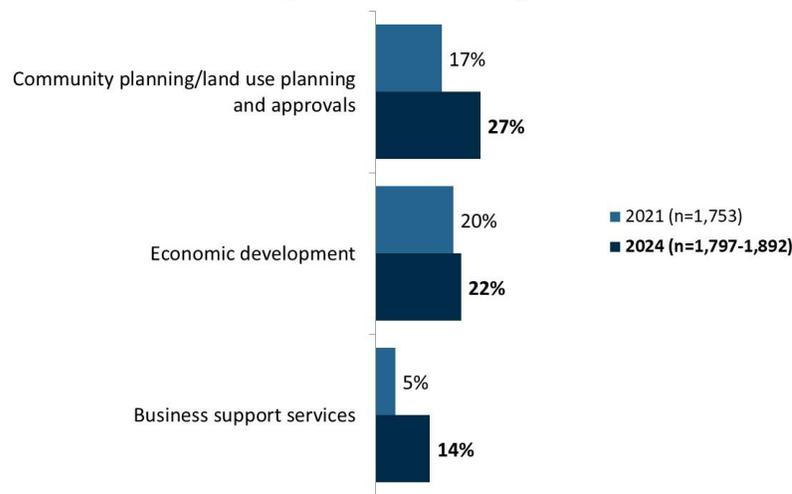


### 7.11 Willingness to Pay Additional Taxes: Prosperous Economy

Of the three aspects of a Prosperous Economy, residents are most likely to be willing to pay additional taxes to improve services for community planning/land use planning and approvals, and more so than was the case in 2021. This is followed by economic development, and finally business support services, with the latter also experiencing an increase since 2021.

**Key Differences:** Those younger are more likely than those older to be willing to pay additional tax for business support services and community planning/land use planning and approvals. Those who live in urban/suburban areas are more likely than those who live in rural areas to be willing to pay additional taxes for economic development.

#### Willing to Pay Additional Tax to Improve Services: Prosperous Economy



Q.S13a2-c2: For each of the following service areas, please indicate whether you would be willing to pay additional tax to improve the service.

### 7.12 Willingness to Pay Additional Taxes: Communities

In the Communities domain, residents are most willing to pay additional taxes in the same areas they indicate are most in need of improvement. Topping the list are efforts to address homelessness/supporting people who are unhoused, efforts to support food security and strengthen the food system, emergency management, and Fire Services. Generally, relative to 2021, there is an increased willingness to pay additional taxes to improve services in multiple areas, although the most notable shift is for emergency management, up 18 points. Also up by at least 10 points are Halifax Public Libraries, Police Services, and indoor recreation facilities.

**Key Differences:** Younger residents are more willing than those older to pay additional taxes in several areas including efforts to address homelessness/supporting people who are unhoused, efforts to support food security and strengthen the food system, affordability/free programming, diversity and inclusiveness programs, arts and cultural facilities and programs, civic events, community beautification/streetscaping, parks and greenspaces, and Halifax Public Libraries.



Those with lower household incomes are more willing to pay additional taxes for affordability/free programming, arts and culture facilities and programs, and diversity and inclusiveness programs, but less willing to pay additional taxes for Police Services.

Those identifying as having a disability are more willing than those who do not to be willing to pay additional taxes for accessibility programming and affordability/free programming.

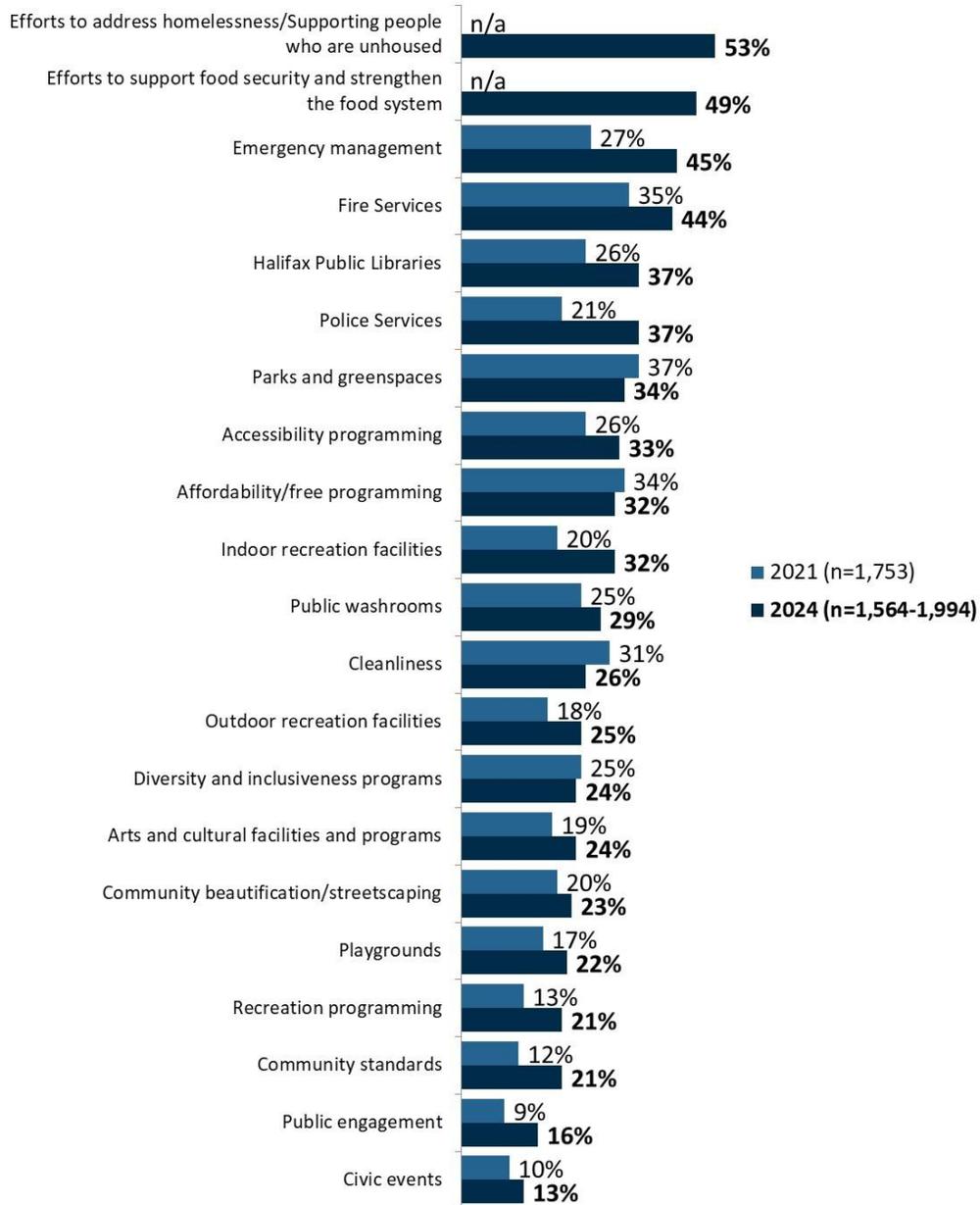
Those with children under 18 are more likely than those without to be willing to pay additional taxes for recreation programming and playgrounds, but less likely to be willing to pay additional taxes for Police Services, public engagement, community standards, efforts to address food security and strengthen the food system, and efforts to address homelessness/supporting people who are unhoused.

Those who identify as 2SLGBTQ+ are more likely than those who do not to be willing to pay additional taxes for diversity and inclusiveness programs, accessibility programming, affordability/free programming, arts and cultural facilities and programming, efforts to address food security and strengthen the food system, and efforts to address homelessness/supporting people who are unhoused, Halifax Public Libraries, parks and greenspaces, public washrooms, and indoor recreation facilities. They are less likely to support additional taxes for Police Services.

Those who live in urban/suburban areas are more likely than those who live in rural areas to be willing to pay additional taxes for accessibility programming, affordability/free programming, diversity and inclusion programs, efforts to address food security and strengthen the food system, efforts to address homelessness/supporting people who are unhoused, Halifax Public Libraries, cleanliness, community beautification/streetscaping, parks and greenspaces, public washrooms.



## Willing to Pay Additional Tax to Improve Services: Communities



Q.S13d2-x2: For each of the following service areas, please indicate whether you would be willing to pay additional tax to improve the service.

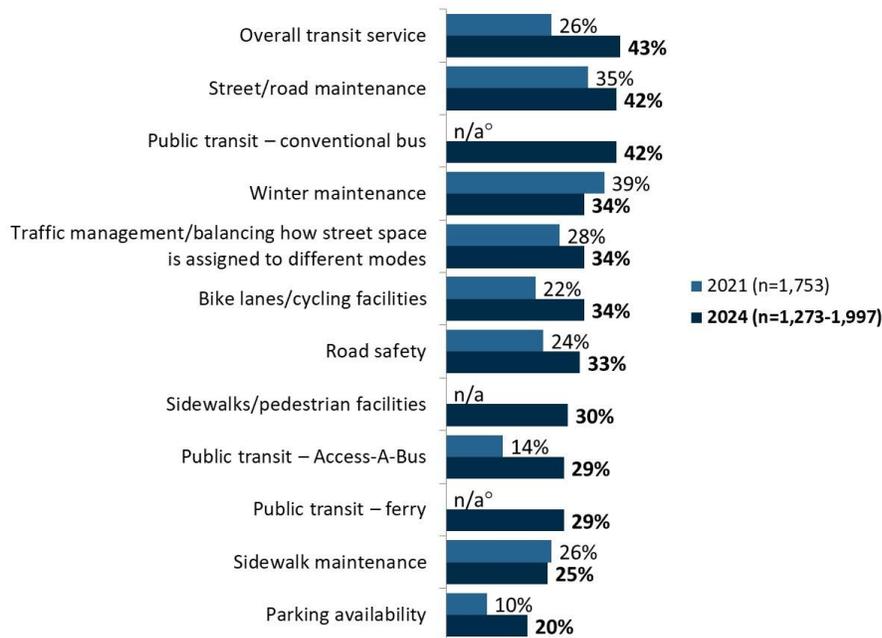


### 7.13 Willingness to Pay Additional Taxes: Integrated Mobility

Willingness to pay additional taxes to improve services regarding the Integrated Mobility topic is highest for the overall transit service, street/road maintenance, and public transit – conventional bus. Compared with 2021, a higher proportion is currently willing to pay additional taxes to improve services particularly for the overall transit service, bike lanes/cycling facilities, public transit – Access-A-Bus, and parking availability.

**Key Differences:** Younger residents are more likely than those older to be willing to pay additional taxes for several areas including road safety, traffic management/balancing how street space is assigned to different modes, overall transit service, conventional bus, ferry, Access-A-Bus, and bike lanes/cycling facilities. Those who live in urban/suburban areas are more willing than those who live in rural areas to be willing to pay additional taxes for almost all aspects of integrated mobility, with the exception of street/road maintenance and parking availability, for which results are on par.

#### Willing to Pay Additional Tax to Improve Services: Integrated Mobility



Q.S13y2-aj2: For each of the following service areas, please indicate whether you would be willing to pay additional tax to improve the service. <sup>o</sup>In 2021, 'public transit – conventional bus & ferry' was one question with 26% saying they would be willing to pay additional tax to improve the service.

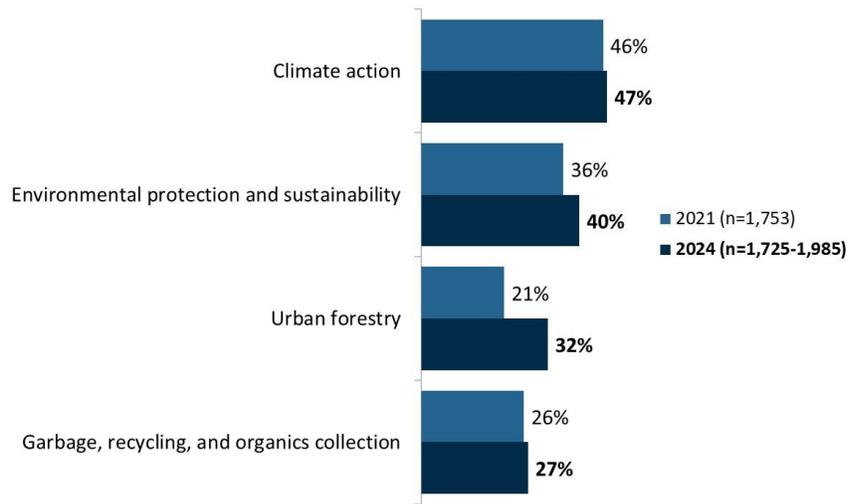
### 7.14 Willingness to Pay Additional Taxes: Environment

Close to one-half of HRM residents are willing to pay additional taxes to improve the climate action service, on par with 2021. Relatively stable compared with 2021, four in ten would pay additional taxes for environmental protection and sustainability. Reflecting an increase from 2021, one in three are currently willing to pay additional taxes to improve urban forestry services. One in four would be willing to pay additional taxes for garbage, recycling, and organics collection, on par with 2021.



**Key Differences:** Younger residents are more willing than those older to pay additional taxes for all aspects of the environment examined. Those who identify as 2SLGBTQ+ are more willing than those who do not to pay additional taxes for all aspects of the environment. Those without children under 18 are more willing than those with to pay additional taxes for climate action, as well as garbage, recycling, and organics collection. Those who live in urban/suburban areas are more willing than those who live in rural areas to be willing to pay additional taxes for garbage, recycling, and organics collection, climate action, and urban forestry.

### Willing to Pay Additional Tax to Improve Services: Environment



Q.SI3Bk2-an2: For each of the following service areas, please indicate whether you would be willing to pay additional tax to improve the service.



## 8.0 Community Priorities

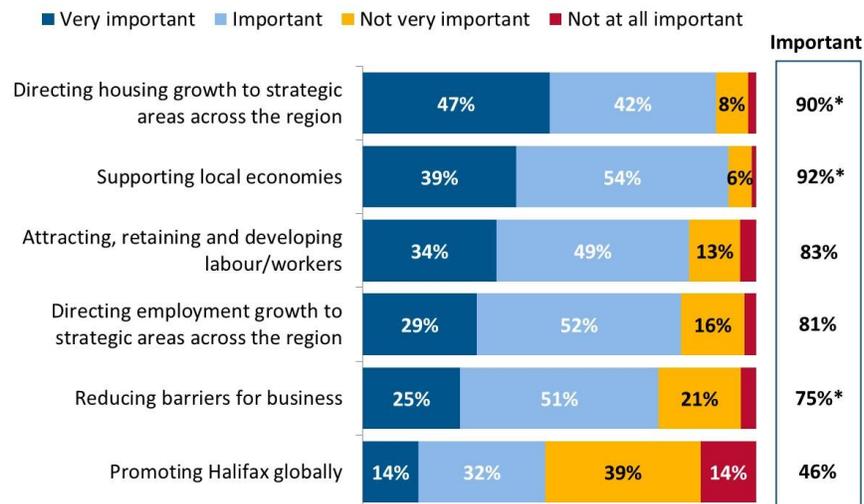
In 2020, the Halifax Regional Council approved four Council Priorities: Prosperous Economy, Communities, Integrated Mobility, and Environment.

### 8.1 Council Priorities: Prosperous Economy

Residents were asked to rate the importance of various aspects of the *Prosperous Economy* priority. Nine in ten feel directing housing growth to strategic areas across the region and supporting local economies are important. Only a minority feel promoting Halifax globally is important.

**Key Differences:** Across genders, men more often assign high importance to reducing barriers for businesses and promoting Halifax globally, while women feel directing housing growth to strategic areas is important.

#### Importance of Council Aspects: Prosperous Economy



Q.CP1a-e: In 2020, Regional Council approved four Council Priority Areas: Prosperous Economy, Communities, Integrated Mobility, and Environment. Please rate the various elements of Council's priorities in terms of their importance to you. (n=2,028) \*Due to rounding. Mentions of 4% or less are represented as a bar.

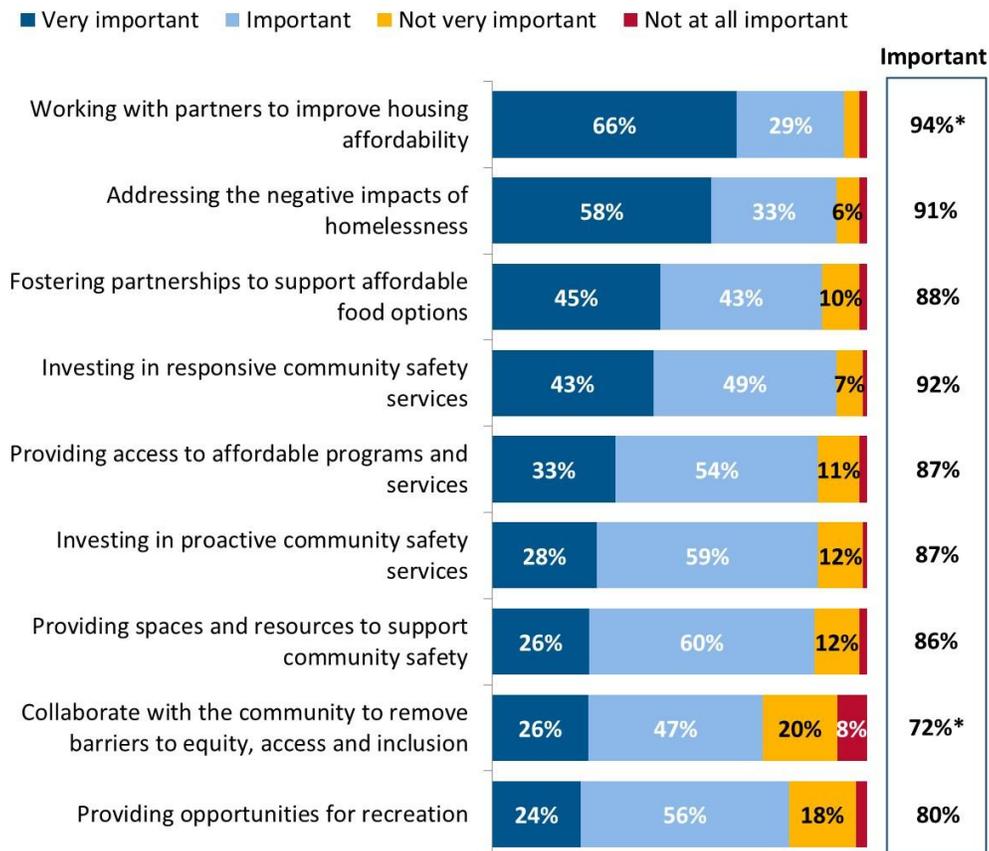
### 8.2 Council Priorities: Communities

A majority of residents feel all factors related to the Communities priority area are important, with factors related to housing affordability, community safety services, and homelessness regarded as most important.

**Key Differences:** Women and renters generally feel that most of the *Communities* priority items are important, as compared to men and homeowners. Across age segments, younger residents place more importance on fostering partnerships to support affordable food options.



## Importance of Council Aspects: Communities



Q.CP1f-o: In 2020, Regional Council approved four Council Priority Areas: Prosperous Economy, Communities, Integrated Mobility, and Environment. Please rate the various elements of Council's priorities in terms of their importance to you. (n=2,026-2,029) \*Due to rounding. Mentions of 4% or less are represented as a bar.

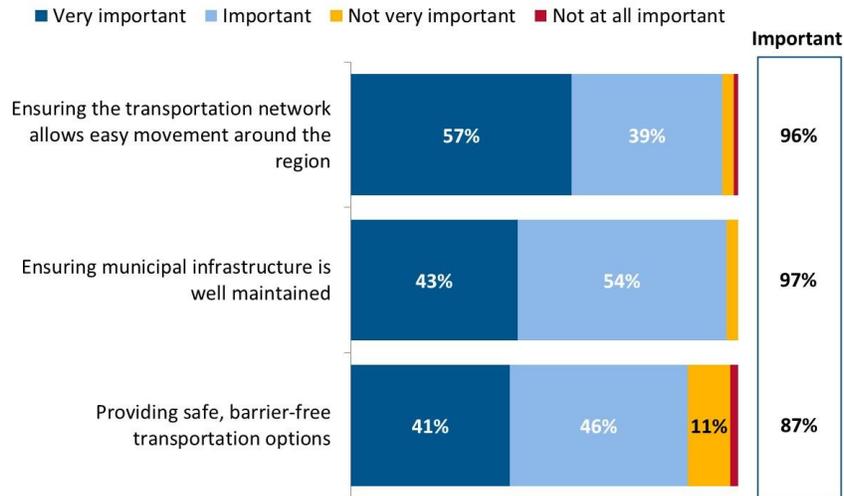
### 8.3 Council Priorities: Integrated Mobility

Virtually all residents feel that each of the *Integrated Mobility* aspects is important for the community.

**Key Differences:** Women, 2SLGBTQ+ individuals, lower household income residents, renters, and those living in Urban/Suburban areas more commonly place importance on providing safe, barrier-free transportation options, compared to their respective counterparts.



### Importance of Council Aspects: Integrated Mobility



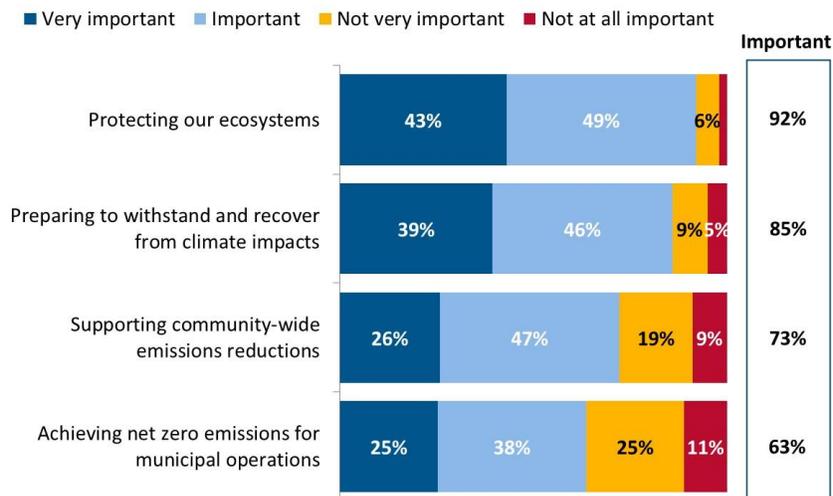
Q.CP1p-r: In 2020, Regional Council approved four Council Priority Areas: Prosperous Economy, Communities, Integrated Mobility, and Environment. Please rate the various elements of Council's priorities in terms of their importance to you. (n=2,028-2,029) Mentions of 4% or less are represented as a bar.

### 8.4 Council Priorities: Environment

Concerning the Environment priority aspects, solid majorities of residents believe each of the environment priority aspects is important. Protecting our ecosystems is regarded as the most key aspect by residents, while achieving net zero emissions for municipal emissions is least important.

**Key Differences:** Women are more likely to feel that each of the environment priority aspects are important as compared to men. This is also true of those who identify as 2SLGBTQ+, as compared to those who do not identify as such.

### Importance of Council Aspects: Environment



Q.CP1s-v: In 2020, Regional Council approved four Council Priority Areas: Prosperous Economy, Communities, Integrated Mobility, and Environment. Please rate the various elements of Council's priorities in terms of their importance to you. (n=2,027-2,028) Mentions of 4% or less are represented as a bar.



### 8.5 Top Infrastructure Priorities

The top infrastructure priority this year is the same as in 2021 - *housing* - however it has been mentioned significantly more frequently this year (44% as top priority, with 75% selecting it as one of their top 5 priorities). All others rank significantly lower as top aspects, including *streets/roads* (7% / 41%) and *climate change mitigation and protection* (8% / 36%), among many other topic areas explored in the survey.

**Key Differences:** Across age segments, younger residents are more likely to mention housing compared to those who are older. Women, renters, those in Urban/Suburban areas, and residents who identify as @2SLGBTQ+ are also more likely than their respective counterparts to mention housing. Residents in rural areas are more likely to mention streets/roads and emergency egresses from neighbourhoods/communities.

### Most Important Infrastructure Projects

Key Aided Mentions

|  | 2024 (n=2,025) |                            | 2021 (n=1,758-1,759) |                            |
|--|----------------|----------------------------|----------------------|----------------------------|
|  | Top Priority   | Selected in Top 5 Mentions | Top Priority         | Selected in Top 5 Mentions |
| Housing  | 44%            | 75%                        | 28%                  | 58%                        |
| Streets/roads                                      | 7%             | 41%                        | 8%                   | 43%                        |
| Climate change mitigation and protection           | 8%             | 36%                        | 14%                  | 43%                        |
| Food   | 3%             | 35%                        | n/a                  | n/a                        |
| Transit – expanding to new areas                   | 2%             | 25%                        | 2%                   | 22%                        |
| Emergency egresses from neighbourhoods/communities | 5%             | 24%                        | n/a                  | n/a                        |
| Road widening                                      | 4%             | 23%                        | 3%                   | 17%                        |
| Transit – more buses on existing routes            | 3%             | 22%                        | 2%                   | 14%                        |
| Access to municipal water                          | 5%             | 18%                        | 5%                   | 15%                        |
| Road safety improvements                           | 2%             | 17%                        | 3%                   | 24%                        |
| Energy efficiency                                  | 1%             | 15%                        | 10%                  | 44%                        |
| Ferry – expanded service                           | 2%             | 12%                        | 2%                   | 14%                        |
| Fire stations                                      | 1%             | 12%                        | 3%                   | 14%                        |
| Fire Apparatus                                     | 1%             | 12%                        | n/a                  | n/a                        |
| Bikeways   | 2%             | 11%                        | 4%                   | 15%                        |
| Transit facilities                                 | 1%             | 11%                        | 1%                   | 7%                         |

Q.CP2: The municipality spends a portion of its annual budget on infrastructure to meet both growth requirements and community expectations. Please select what you believe are the five most important infrastructure projects for the municipality to invest in over the next five years, placing a 1 beside the single most important, a 2 beside the second most important, and so forth.

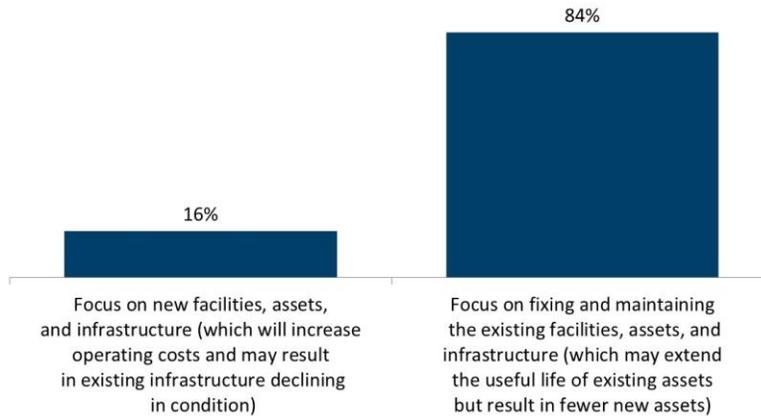
### 8.6 Municipality Spending

When asked if they would prefer for the municipality to focus on new facilities and infrastructure or instead focus on fixing and maintaining the existing infrastructure, residents by a five-to-one margin select fixing and maintaining.



**Key Differences:** Across genders, men are more likely to favour focusing on new facilities, while women favour the fixing and maintenance of existing facilities.

### Municipality Should Focus Spending On



Q.CP3: If forced to choose, which of the following would you rather see the municipality focus on with respect to spending on facilities, assets (for example, vehicles, technology, traffic and streetlights) and infrastructure (for example, roads, sidewalks, bridges)? (n=1,818)

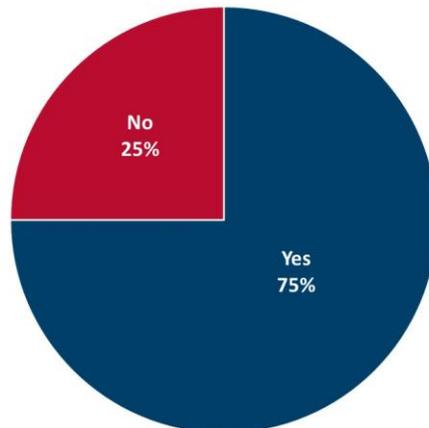
## 9.0 Service Quality

### 9.1 Interactions with the Municipality

Three in four residents have contacted or interacted with the municipality over the past year.

**Key Differences:** Having contacted or interacted with the municipality over the past year is more likely among women, those under 75 years of age, those with higher levels of education, those with children under 18, those who identify as 2SLGBTQ+, and homeowners.

### Interacted with or Contacted the Municipality Over Last Year



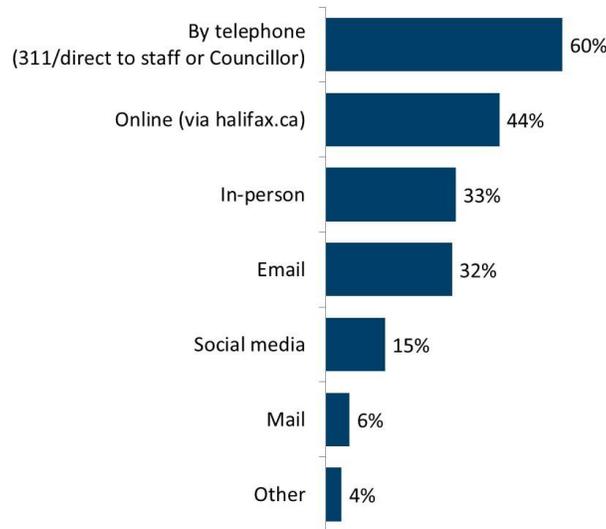
Q.SQ1: Have you interacted with or contacted the municipality over the last year (for example: called 311, contacted a municipal employee or an elected representative, used an online service, paid a fee, or used library services)? (n=2,029)



Telephone is the most popular means of interaction with the municipality, noted by six in ten. Online (via Halifax.ca) is second, while in-person and email are close behind.

**Key Differences:** Residents 18 to 34 years of age are more likely to interact with the municipality online than are older residents. For this younger age segment, online outranks telephone. They are also more likely than those older to interact with the municipality via social media. Those who identify as 2SLGBTQ+ are more likely than those who do not to interact with the municipality via online or social media. The likelihood of interacting online with the municipality also increases with education levels. Renters are more likely than homeowners to interact in-person or via social media.

**Ways Interacted with Municipality**  
Total Aided Mentions Among Those Who Interacted with the Municipality Over Last Year



Q.SQ2: [IF 'YES' IN Q.SQ1] Over the past year, how did you interact with the municipality? Check all that apply. (n=1,538)

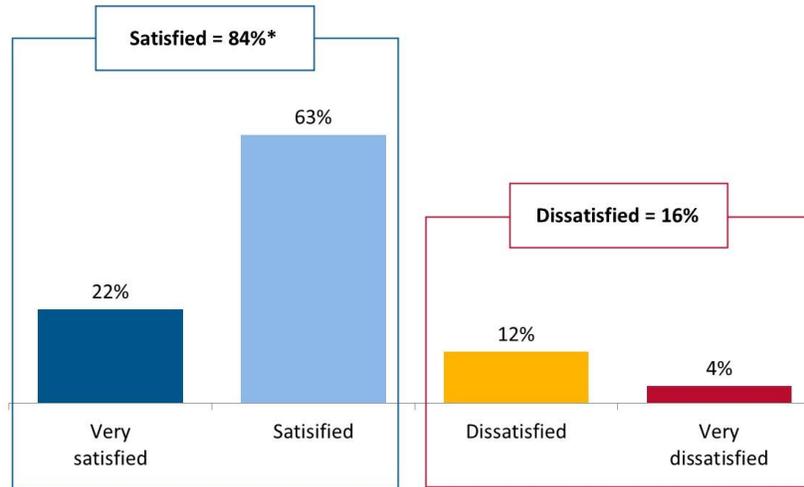
## 9.2 Satisfaction with Interactions with the Municipality

Satisfaction with interactions with the municipality is strong, with over eight in ten satisfied. Specifically, approximately two in ten are very satisfied and over six in ten are satisfied. Satisfaction levels are consistent across the population.



### Satisfaction with Interaction

Among Those Who Interacted with the Municipality Over Last Year



Q.SQ3: [IF 'YES' IN Q.SQ1] Generally speaking, how satisfied were you with your interaction(s)? (n=1,538) \*Due to rounding.

### 9.3 Assessments of Interactions with the Municipality

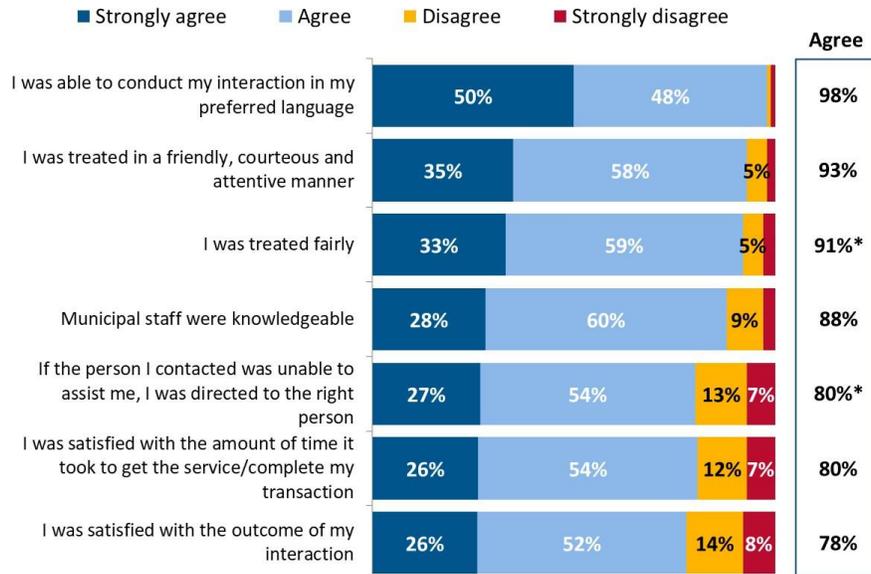
Residents offer generally positive assessments concerning specific aspects of interactions with the municipality. The most positive assessments are offered for being able to conduct interactions in their preferred language, being treated in a friendly, courteous, and attentive manner, and being treated fairly, with over nine in ten provided a positive assessment for each of these aspects.

Close to nine in ten agree municipal staff were knowledgeable, while approximately eight in ten agree they were satisfied with the amount of time it took to get the service/complete the transaction, being directed to the right person if the person they contacted was unable to assist them, and being satisfied with the outcome of their interaction. Results are generally consistent across the population.



### Agreement with Statements: Interaction(s) with the Municipality in Past 12 Months

Among Those Who Interacted with the Municipality Over Last Year



Q.SQ4a-g: [IF 'YES' IN Q.SQ1] Thinking generally about your interaction(s) with the municipality in the past 12 months that involved interacting with a person, please indicate your opinion in the following areas. (n=1,021-1,453) \*Due to rounding. Mentions of 4% or less are represented as a bar.

#### 9.4 Assessment of Online Interactions with the Municipality

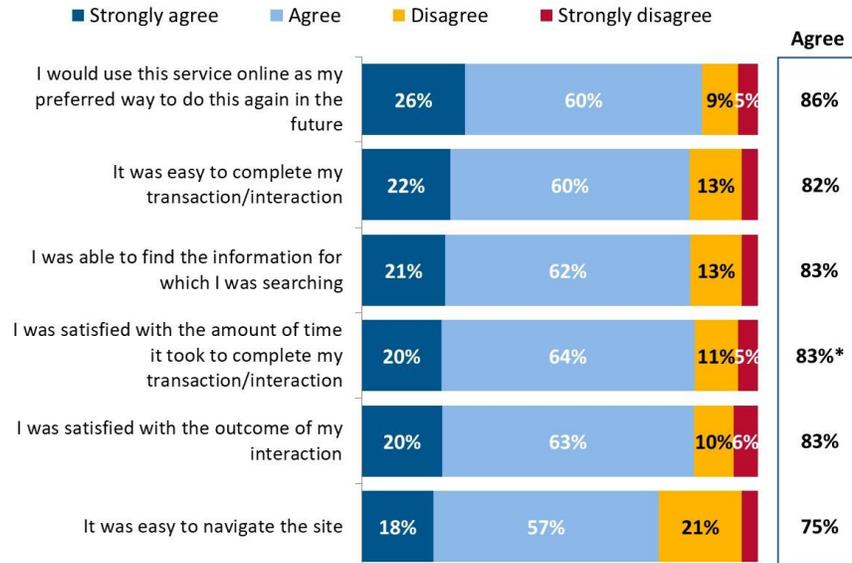
Among those who have used one of the municipality’s online services over the past 12 months, assessments of various aspects of the transactions/interactions are generally positive. Positive assessments ranged from 75% for it being easy to navigate the site, to 86% for residents confirming they would use this service online as their preferred way to do this again in the future.

**Key Differences:** Those who identify as having a disability are less likely than those who do not to agree that it was easy to navigate the site. Similarly, those identifying as 2SLGBTQ+ are less likely to agree that it was easy to navigate the site.



## Agreement with Statements: Online Transaction(s) with the Municipality in Past 12 Months

Among Those Who Interacted with the Municipality Over Last Year



Q.SQ5a-f: [IF 'YES' IN Q.SQ1] If you used one of the municipality's online services over the past 12 months, please indicate your opinion in the following aspects of your transaction/interaction. (n=1,119-1,149) \*Due to rounding. Mentions of 4% or less are represented as a bar.

## 10.0 Housing and Homelessness

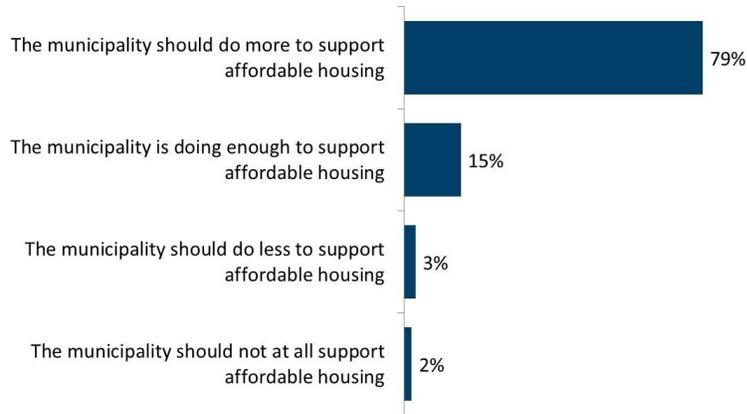
### 10.1 The Municipality's Role

The very strong majority opinion is that the municipality should do more to support affordable housing, with eight in ten holding this opinion.

**Key Differences:** While this is the majority opinion across the population, those most strongly in support are women, 18 to 34 year-olds, those with household incomes of less than \$50K, renters, those identifying as 2SLGBTQ+, and those without children under 18.



### Opinion on the Municipality’s Role Supporting Affordable Housing

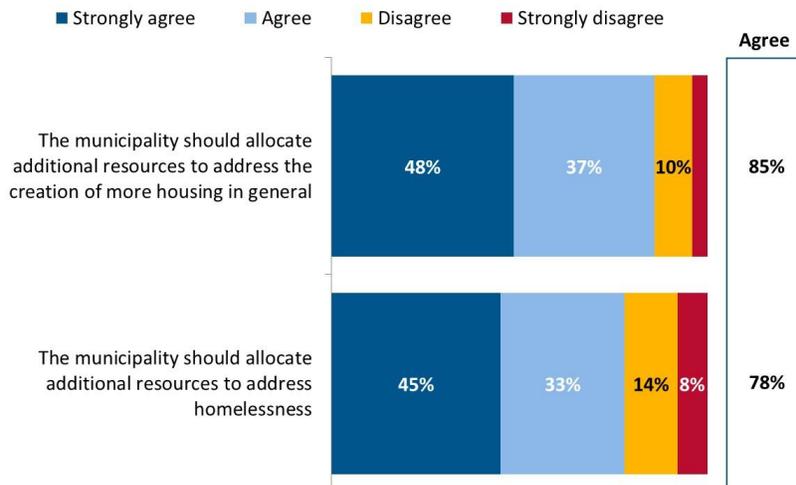


Q.HH1: Providing affordable and deeply affordable housing is not a direct municipal mandate. However, the municipality plays a role and contributes to furthering this work. The province provides services like rent supplements, emergency shelters, and public housing. The municipality helps by making housing rules easier, requiring some housing to be affordable, and supports non-profit housing organizations. Please select the statement that best matches your opinion about the municipality’s role in supporting affordable and deeply affordable housing. (n=1,415)

Over eight in ten residents agree that the municipality should allocate additional resources to address the creation of more housing in general, while approximately eight in ten agree that the municipality should allocate additional resources to address homelessness.

**Key Differences:** Agreement with each of these statements is higher among those 18 to 34 years old, renters, those with household incomes of less than \$50K, and those who live in urban/suburban areas. As well, agreement that the municipality should allocate additional resources to address homelessness is more likely among women, those who identify as having a disability, those who identify as 2SLGBTQ+, and those without children.

### Agreement with Statements: Housing



Q.HH2a-b: To what extent do you agree with the following statements. (n=1,419-1,431) Mentions of 4% or less are represented as a bar.

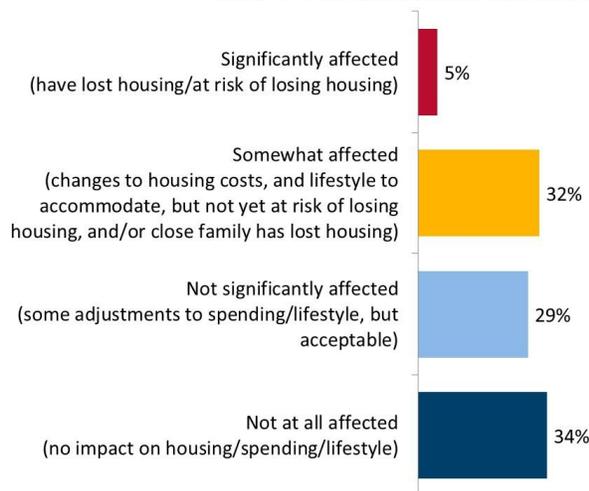


## 10.2 Personal Impact

HRM residents have been personally affected to varying degrees by the current housing and homelessness situation. One-third have not been at all affected, while three in ten have not been significantly affected. One-third have been somewhat affected, while 5% have been significantly affected, having lost their housing or being at risk of losing their housing.

**Key Differences:** Those more likely to be affected include those with lower household incomes, younger residents, those with high school education or less, those identifying as having a disability, those identifying as 2SLGBTQ+, renters, and those who live in urban/suburban areas.

### Personal Impact of Current Housing and Homelessness Situation



Q.HH3: To what extent does the current housing and homelessness situation affect you personally? (n=1,443)

## 10.3 Designated Locations for Sleeping Rough

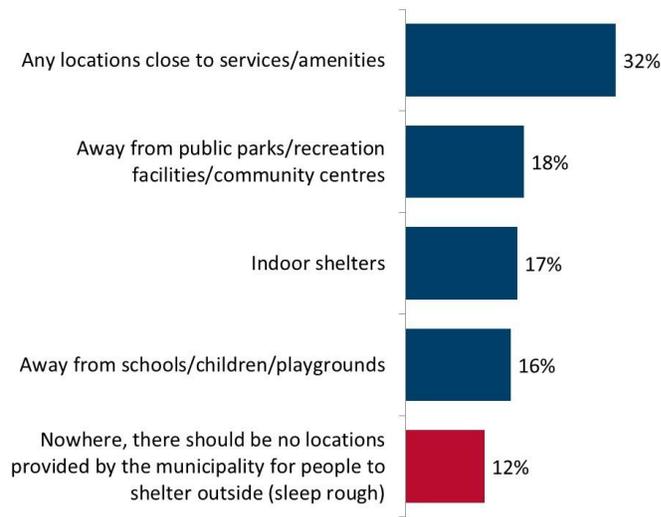
When asked in an open-ended question without the aid of the list, one-third of residents indicated that if the municipality were to provide allowed locations to sleep rough, these should be any location close to service/amenities. Just under two in ten noted it should be away from public parks/recreation facilities/community centres, and a similar proportion said it should be away from schools/children/playgrounds. Just under two in ten feel it should be indoor shelters. Approximately one in ten said nowhere, there should be no locations provided by the municipality for people to shelter outside.

**Key Differences:** Those who are more likely to say any location close to amenities include women, those with higher education levels, and those who identify as 2SLGBTQ+. Those who are more likely to say away from public parks/recreation facilities/community centres include those who do not identify as 2SLGBTQ+ and those who pay \$4K or more in property taxes. Those who are more likely to say away from schools/children/playgrounds include those with children under 18 and those who do not identify as 2SLGBTQ+. Those who are more likely to say nowhere include those 35 or older, and homeowners.



## Potential Designated Locations for People to Sleep Rough

Key Unaided Mentions



Q.HH4: If the municipality is to provide allowed (designated) locations for people to sleep rough (shelter outside), where should these locations be situated? (n=1,089)

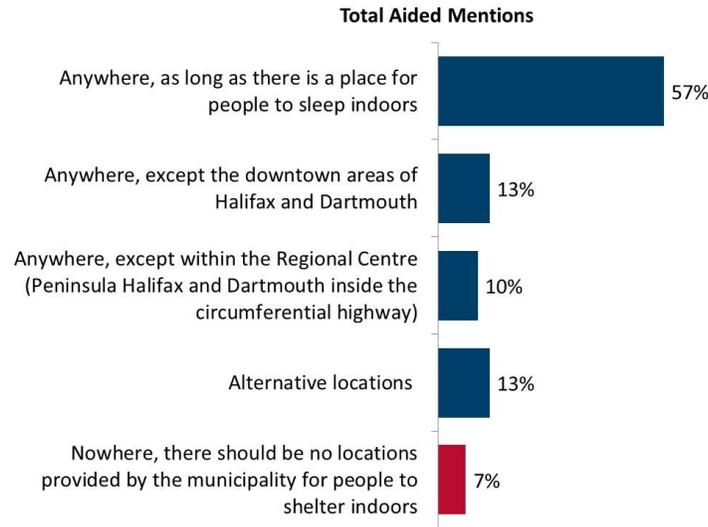
### 10.4 Designated Locations for Indoor Shelters/Supportive Housing

When asked where they would like to see indoor shelter serviced/supportive housing locations for people, if the municipality were to provide them, a majority said anywhere as long as there is a place for people to sleep indoors. Small segments said anywhere except downtown areas of Halifax or Dartmouth or anywhere except within the Regional Centre. Only 7% said nowhere, whereas 13% said alternative locations.

**Key Differences:** Among those more likely to say anywhere as long as there is a place for people to sleep indoors are women, 18 to 34 year-olds, those with household incomes of less than \$50K, renters, those identifying as having a disability, and those identifying as 2SLGBTQ+.



## Potential Locations for Indoor Shelter/Supportive Housing

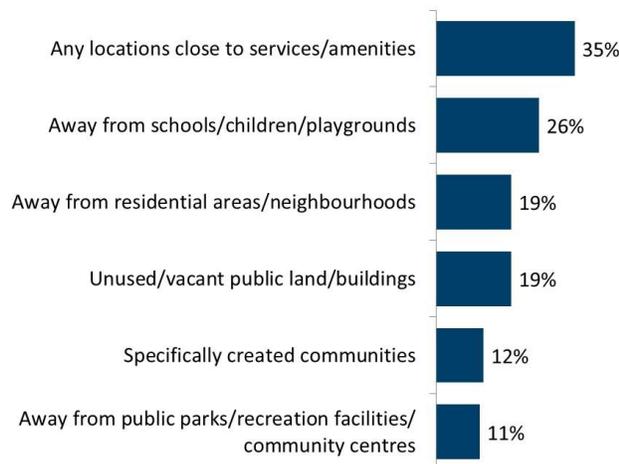


Q.HH5: If the municipality is to provide indoor shelter serviced/supportive housing locations for people, where would you like to see these located? This housing includes options like modular homes, Pallet shelters, tiny homes, shelters like the Multi-Purpose Centre. (n=1,295)

Among the 13% saying alternative locations, a variety of mentions were provided with top responses being any location close to services/amenities; away from schools/children/playgrounds; and away from residential areas/neighbourhoods. Small percentages mentioned specific areas of HRM.

## Alternative Potential Locations

Key Unaided Mentions Among Those Who Selected Alternative Locations for Indoor Shelter/Supportive Housing



Q.HH5ALT: If the municipality is to provide indoor shelter serviced/supportive housing locations for people, where would you like to see these located? This housing includes options like modular homes, Pallet shelters, tiny homes, shelters like the Multi-Purpose Centre. – Alternative locations specified. (n=177)

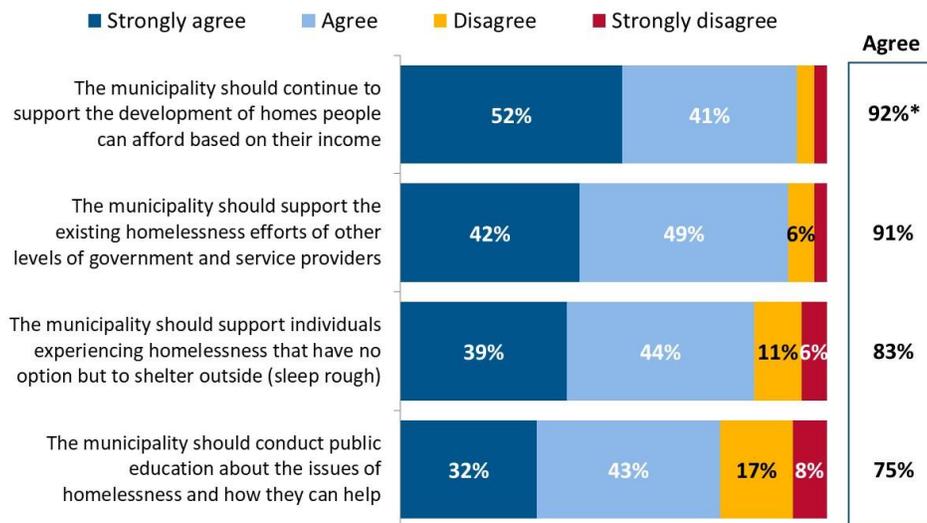


### 10.5 Strategies to Address Homelessness

Agreement with various strategies to address homelessness is strong. More than nine in ten residents agree the municipality should continue to support the development of homes that people can afford based on their income, as well as that the municipality should support the existing homelessness efforts of other levels of government and service providers. More than eight in ten agree that the municipality should support individuals experiencing homelessness that have no option but to shelter outside, while three-quarters agree that the municipality should conduct public education about the issues of homelessness and how they can help.

**Key Differences:** There are several notable differences including that women are more likely than men to agree with all strategies. Renters are more likely than homeowners to agree with all strategies. Those with lower household incomes are more likely to agree that the municipality should support individuals experiencing homelessness that have no option but to shelter outside, and that the municipality should conduct public education about the issues of homelessness and how they can help. Those identifying as 2SLGBTQ+ are more likely than those who do not to agree with all strategies with the exception of the municipality should continue to support the development of homes people can afford based on their incomes. For this aspect, agreement levels are on par.

#### Agreement with Statements: The Municipality's Strategies to Address Homelessness



Q.HH6a-d: Please indicate the extent to which you agree with the following strategies the municipality is using to address homelessness. (n=1,364-1,446) \*Due to rounding. Mentions of 4% or less are represented as a bar.



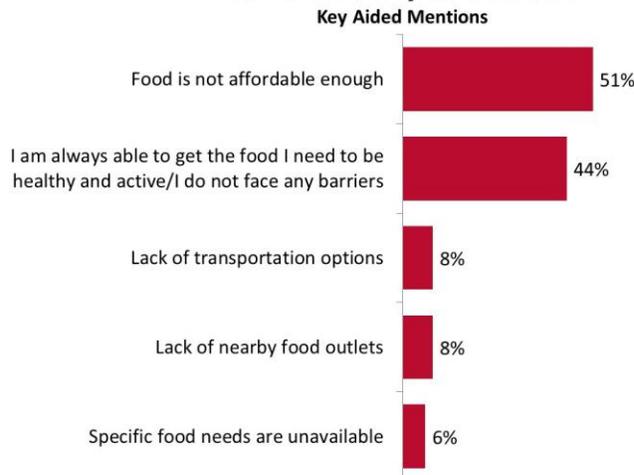
## 11.0 Food Security

### 11.1 Greatest Barriers in Accessing Food to be Healthy and Active

When asked in regard to barriers that may prevent them from being able to get the food they need to be healthy and active, one-in-two residents hold that food is not sufficiently affordable, while most of the remainder say they do not confront any such barriers. Other barriers are identified by much smaller proportions of residents.

**Key Differences:** Younger residents, Indigenous/First Nations residents, those living with a disability, 2SLGBTQ+ individuals, lower household income earners, and renters more commonly cite affordability as a barrier.

#### Greatest Barriers in Being Able to Get the Food Needed to Be Healthy and Active



Q.FS1: What are the greatest barriers to you always being able to get the food you need to be healthy and active? Please select up to three items below, choosing those most important to you. (n=1,481)

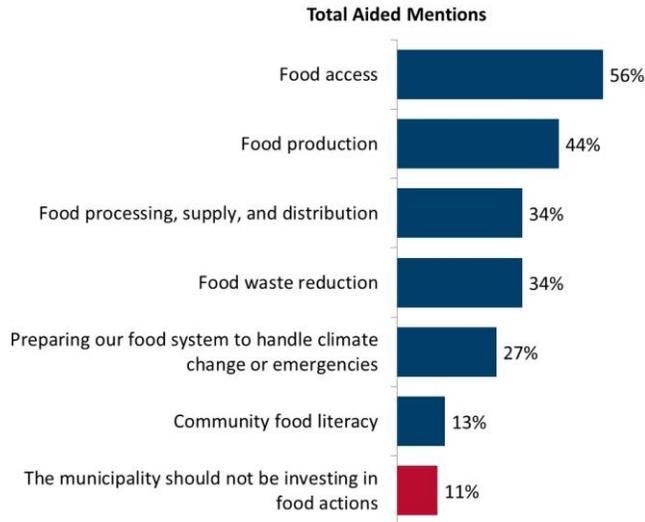
### 11.2 Food Actions to Invest In

Over half of residents prioritize municipal investment in *food access*, while over two in five identify *food production*. Fewer than one-half of the public think that the municipality should be investing in *food processing, supply, and distribution, food waste reduction, and preparing the food system to handle climate change or emergencies*. Comparatively fewer residents say *community food literacy* is an important investment, while only one in ten maintain that the municipality should not be investing in food actions.

**Key Differences:** Across age segments, those 18-34 years of age are more likely than those who are older to state that the municipality should be investing in food production and food processing.



### Food Actions Municipality Should Be Investing In



Q.FS2: What, if any, food actions do you think the municipality should be investing in? Check your top three. (n=1,480)

## 12.0 Environment and Climate Change

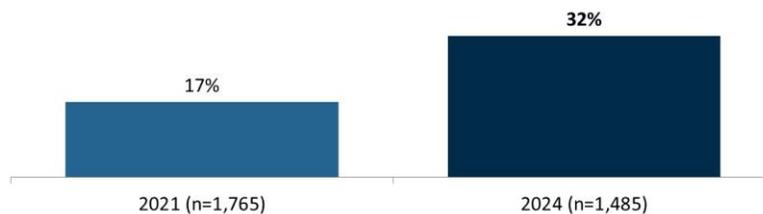
### 12.1 Awareness of HalifACT

Overall, one-third of Halifax residents are aware of HalifACT, the municipality’s climate action plan. Awareness has nearly doubled since 2021.

**Key Differences:** Men, those who identify as 2SLGBTQ+, and those from an Urban/Suburban area are more likely than their respective counterparts to be aware of HalifACT.

### Aware of HalifACT

% 'Yes'



Q.EV1: Are you aware of HalifACT, the municipality’s climate action plan?

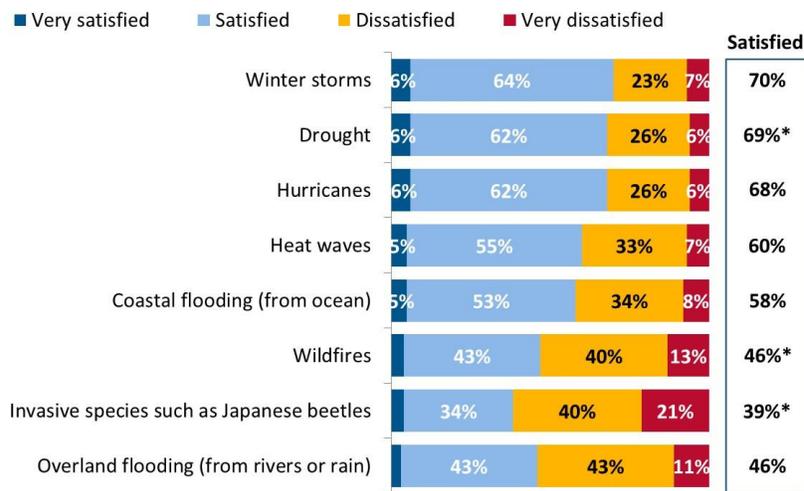


### 12.2 Municipality Efforts: Preparing for Effects of Climate Change

Presently, satisfaction is moderate concerning the municipality's efforts in preparing for the effects of climate change. Preparation for winter storms, droughts, and hurricanes are perceived to be the areas where the municipality is most prepared. In contrast, preparing for invasive species is an example of an aspect regarded as an opportunity for improvement.

**Key Differences:** Homeowners and residents 35-74 years of age are more satisfied with the preparations for heat waves as compared to renters or either younger or older residents.

#### Satisfaction with Municipality's Efforts: Preparing for Effects of Climate Change



Q.EV2A1-A8: Overall, how satisfied are you with the municipality's efforts on preparing for the following effects of climate change? (n=681-1,193) \*Due to rounding. Mentions of 4% or less are represented as a bar.

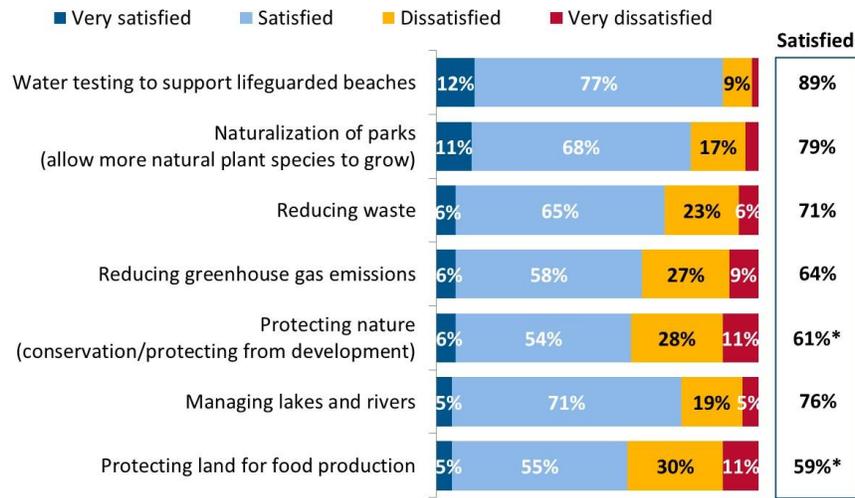
### 12.3 Municipality Efforts: Environmental Actions

Among the seven statements evaluated concerning satisfaction levels with the municipality's environmental actions, residents are largely satisfied with the water testing to support lifeguarded beaches and also with the naturalization of parks (i.e., allowing more natural plant species to grow). Overall, a majority of residents are satisfied with each of the actions examined in the survey.

**Key Differences:** Residents who have lived in HRM for 10+ years are less satisfied with the municipality's protection of nature, as compared to those who have lived in the region for less time.



### Satisfaction with Municipality’s Efforts: Environmental Actions



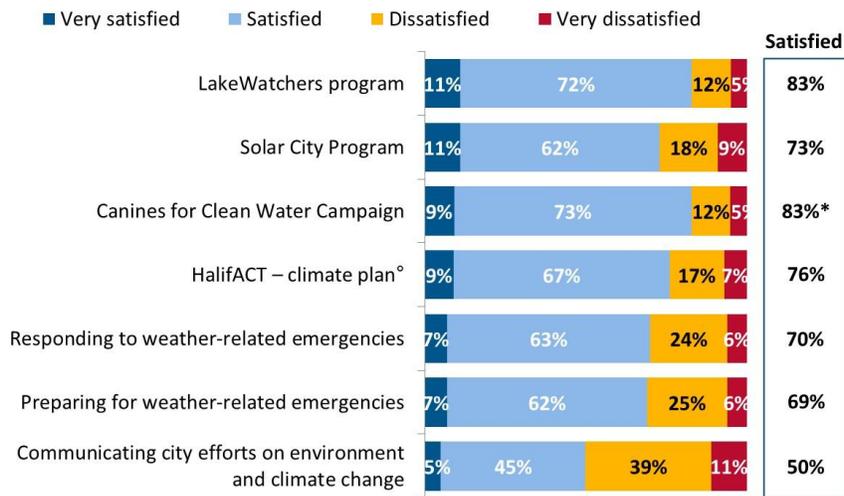
Q.EV2b-h: Overall, how satisfied are you with the municipality’s efforts on the following environment actions? (n=658-1,040) \*Due to rounding. Mentions of 4% or less are represented as a bar.

### 12.4 Municipality Efforts: Programs and Communications

At least 50% of residents are satisfied with the programs and communication of the municipality’s programs and communications related to environmental actions.

LakeWatchers program, Solar City program, Canines of Clean Water campaign, and HalifACT are the areas in which residents are most satisfied. Only one-half of residents feel likewise concerning the municipality communicating city efforts on environment and climate change.

### Satisfaction with Municipality’s Efforts: Programs and Communications



Q.EV2i-o: Overall, how satisfied are you with the municipality’s efforts on the following environment actions? (n=250-1,145) \*Due to rounding. Mentions of 4% or less are represented as a bar. <sup>o</sup>Only among those aware of HalifACT in Q.EV1 (n=328).



### 12.5 Top Environmental and Climate Change Action Priorities

With regards to what should be municipal priorities regarding environmental and climate change action, residents place the greatest priority on *food security, extreme weather and emergency management, emergency preparedness, water quality, and renewable energy generation*. One in three rank *food security* and *extreme weather and emergency management* in their top three, the two highest ranking priorities from the list of 12 topics examined in this survey.

**Key Differences:** Women, individuals who identify as 2SLGBTQ+, lower income households, persons with disabilities, and renters are most likely to mention food security.

### Top Environmental and Climate Change Action Priorities

Key Aided Mentions

|   | 2024 (n=1,477) |                              | 2021 (n=1,727-1,762) |                              |
|---|----------------|------------------------------|----------------------|------------------------------|
|   | Top Priority   | Selected in Top 3 Priorities | Top Priority         | Selected in Top 3 Priorities |
| Food security   | 16%            | 34%                          | n/a                  | n/a                          |
| Extreme weather and emergency management                  | 11%            | 33%                          | n/a                  | n/a                          |
| Emergency preparedness                                    | 10%            | 29%                          | 11%                  | 36%                          |
| Water quality   | 10%            | 25%                          | n/a                  | n/a                          |
| Renewable energy generation – grid*                       | 10%            | 24%                          | 30%                  | 63%                          |
| Creating infrastructure more resilient to climate impacts | 6%             | 17%                          | 6%                   | 31%                          |
| Protection of infrastructure                              | 4%             | 16%                          | n/a                  | n/a                          |
| Energy efficiency   | 4%             | 15%                          | 25%                  | 56%                          |
| Reducing energy use in homes and buildings                | 4%             | 13%                          | n/a                  | n/a                          |
| Protecting watersheds and improving lake health           | 3%             | 12%                          | 9%                   | 35%                          |
| Adding more land for protection and conservation          | 4%             | 11%                          | 8%                   | 33%                          |
| Sea level rise and coastal preparedness                   | 4%             | 11%                          | n/a                  | n/a                          |

Q.EV3: Please select what you believe are the three most important areas of focus regarding environmental and climate change action. Please place a 1 beside your top priority, 2 beside your second highest, 3 beside your third highest. \*In 2022, it was general 'renewable energy generation'.

### 13.0 Policing

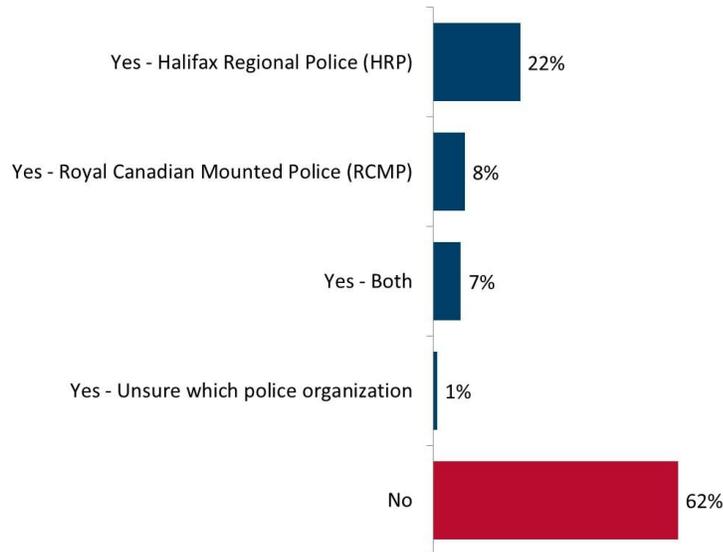
#### 13.1 Direct Interaction with Police in Last Two Years

More than one-third of residents have had a direct interaction with police over the last two years. Approximately two in ten residents have interacted with the Halifax Regional Police (HRP), while nearly one in ten have interacted with the Royal Canadian Mounted Police (RCMP), and a similar proportion report having interacted with both HRP and RCMP.



**Key Differences:** Having contacted or interacted with HRP over the past two years is more likely among renters, and those living in urban/suburban communities.

### Direct Interaction with Police in Last Two Years



Q.P01: Have you had a direct interaction with the police in the last two years? Select one only. (n=1,482)

### 13.2 Nature of Interaction(s) with Police

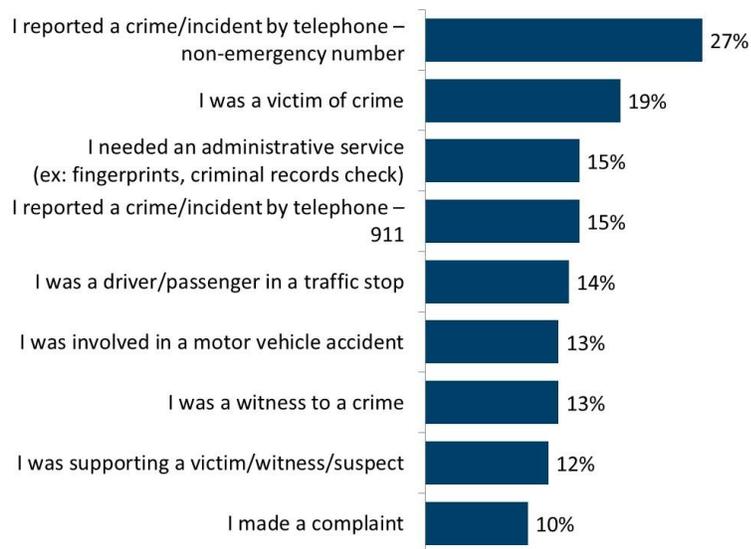
For those who have had at least one interaction with police over the past two years, the nature of the interaction(s) varies, with residents most commonly stating their interaction was in relation to the reporting of a crime/incident by telephone to the municipality's non-emergency number, while fewer noted their interaction was in relation to being a victim of a crime. Other reasons for interacting with police mentioned by at least one in ten residents include needing administrative services, reporting a crime/incident by telephone to 911, being a driver/passenger in a traffic stop, being involved in a motor vehicle accident, witnessing a crime, supporting a victim/witness/suspect, and making a complaint.

**Key Differences:** The survey results are generally consistent across the population.



## Nature of Interaction(s) with Police

Key Aided Mentions Among Those Who Have Interacted with Police in Last Two Years



Q.PO2: [IF 'YES' IN Q.PO1] What was the general nature of your interaction(s) with the police? Check all that apply. (n=557)

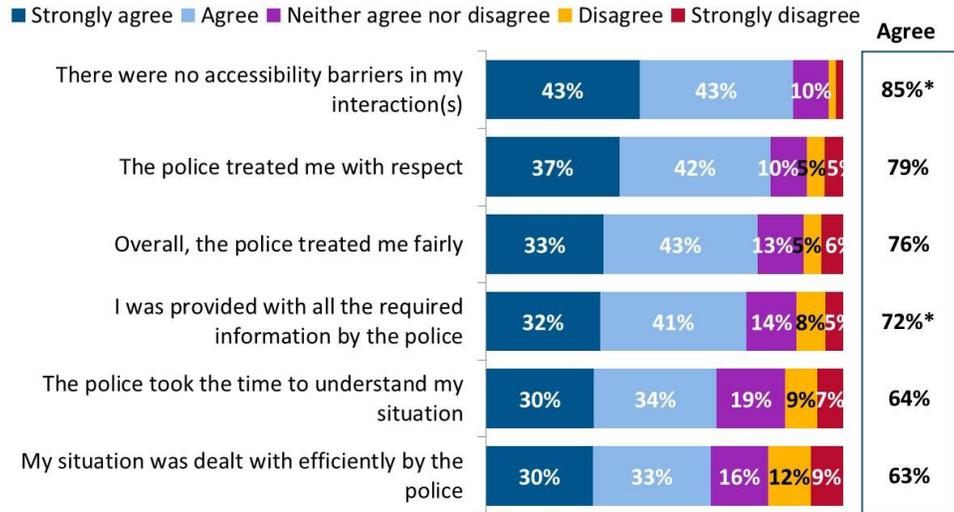
### 13.3 Feelings Towards Interactions with Local Police in Past Two Years

For those who have interacted with police over the past two years, residents were asked their level of agreement concerning specific aspects of their interaction. More than eight in ten residents agree there were no accessibility barriers experienced during their interaction, and nearly eight in ten agree that police treated them with respect. Approximately three-quarters agree that, overall, police treated them fairly, and that the police provided them with all required information. Just under two-thirds of those who interacted with police agreed that the police took the time to understand their situation and dealt with their situation effectively.

**Key Differences:** There are several notable differences: Except for being treated fairly overall, residents who identify as 2SLGBTQ+ are less likely to offer agreement to each aspect of their interactions with police. Residents 55-74 years of age are more likely than those 18-34 to agree that police took time to understand their situation, provided them with all the required information, and that their situation was dealt with efficiently.



### Agreement with Statements: Interactions with Local Police in Past Two Years Among Those Who Have Interacted with Police in Last Two Years



Q.PO3a-f: [IF 'YES' IN Q.PO1] Based on your interaction(s) with your local police in the past two years, to what extent do you agree or disagree with the following statements? (n=557) \*Due to rounding. Mentions of 4% or less are represented as a bar.

#### 13.4 Base for Opinion of Halifax-Area Police

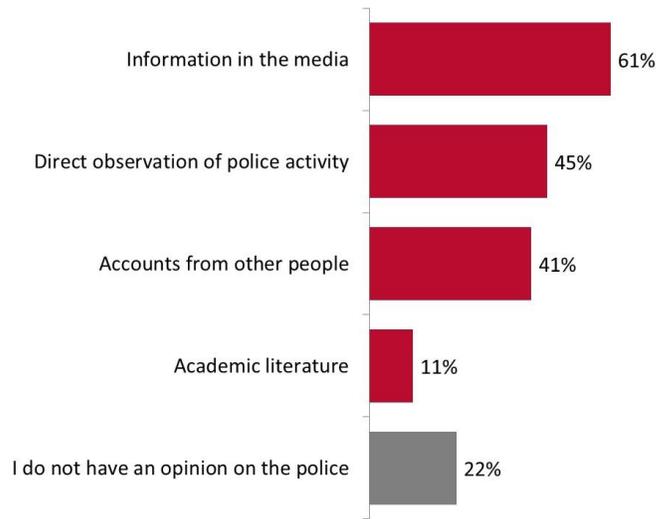
For those who have not interacted with police over the past two years, when asked the factors that inform their opinion of the Halifax-area police, a majority report their opinions being informed by the media. Just under one-half state their opinion is based on direct observation of police activity, while slightly fewer base it on accounts from other people. Only one in ten residents who have not had a recent interaction with police state their opinion is informed by academic literature, while just over two in ten state they do not have an opinion of the police.

**Key Differences:** There are notable sub-group differences in the survey results: For example, residents 18-34 years of age are more likely than their older counterparts to report having their opinion of police being informed by direct observation of police activity and accounts from other people.



### Base for Opinion of Halifax-Area Police

Total Aided Mentions Among Those Who Have Not Interacted with Police in Last Two Years



Q.P04: [IF 'NO' IN Q.P01] Having not had any direct interaction with the police in the last two years, what is your opinion of the Halifax-area police based on? Select all that apply. (n=925)

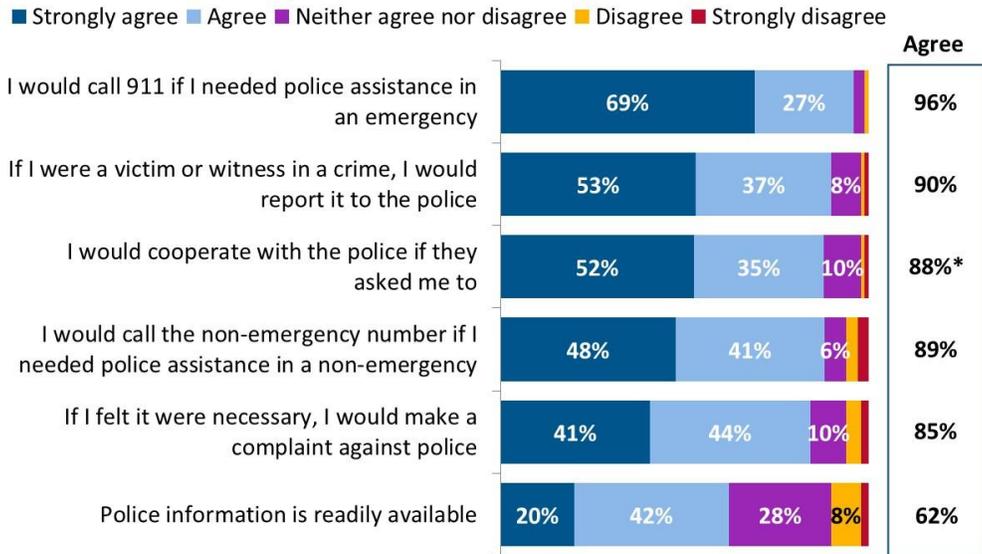
### 13.5 Future Interactions with Police

Regardless of their past interactions with police, all residents were asked their level of agreement concerning specific possible future interactions with the police. Nearly all agree they would call 911 in an emergency if they needed police assistance, while nine in ten agree they would report to the police if they were a victim of a crime, they would cooperate with police if asked, and would call the non-emergency number if they needed police assistance in a non-emergency. More than eight in ten agree they would make a complaint against the police if they felt it was necessary. Six in ten residents agree police information is readily available.

**Key Differences:** There are several notable differences in the results: Across genders, women are more likely to agree they would cooperate with police if asked, while men are more likely to agree they would make a complaint against the police if necessary. With the exception of filing a complaint and police information being readily available, older residents are generally more likely to offer agreement on each statement concerning their possible future interactions with police. In addition, residents who identify as 2SLGBTQ+ are less likely than others to offer agreement on each statement assessed, with the exception of police information being readily available.



### Agreement with Statements: Future Interactions with the Police



Q.P05a-f: To what extent do you agree or disagree with the following statements? (n=1,478-1,481) \*Due to rounding. Mentions of 4% or less are represented as a bar.

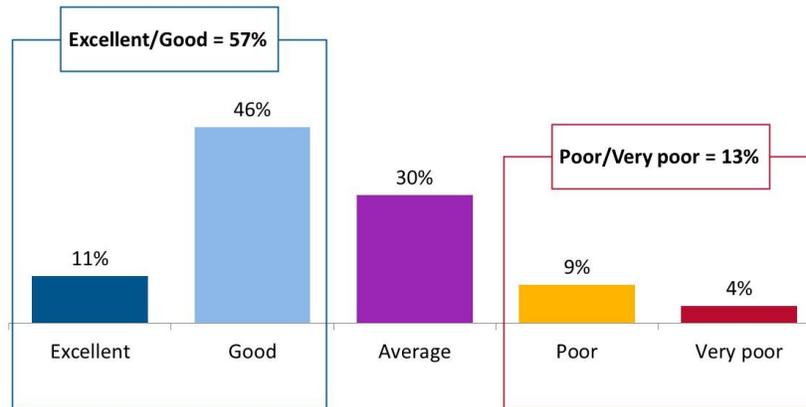
### 13.6 How Well Police in the Municipality Are Doing

A slight majority of residents hold positive perceptions about how well the police are doing in the region, that is, they rate the performance as either excellent or good. Three in ten residents believe the performance is average, and fewer than one in six consider the police’s overall performance to be poor or very poor.

**Key Differences:** Across age segments, those 35 years of age or older are more likely than their younger counterparts to offer positive reviews of the police’s performance. Conversely, residents who identify as 2SLGBTQ+, those living with a disability, and those with an annual household income below \$50,000 tended to cite the police’s performance as being poor more than their respective counterparts.



## How Well Police in the Municipality Are Doing



Q.P06: Taking everything into account, how good a job do you think the police in the municipality are doing? (n=1,481)

## 14.0 Public Safety

### 14.1 Feelings of Safety From Crime When Walking Alone

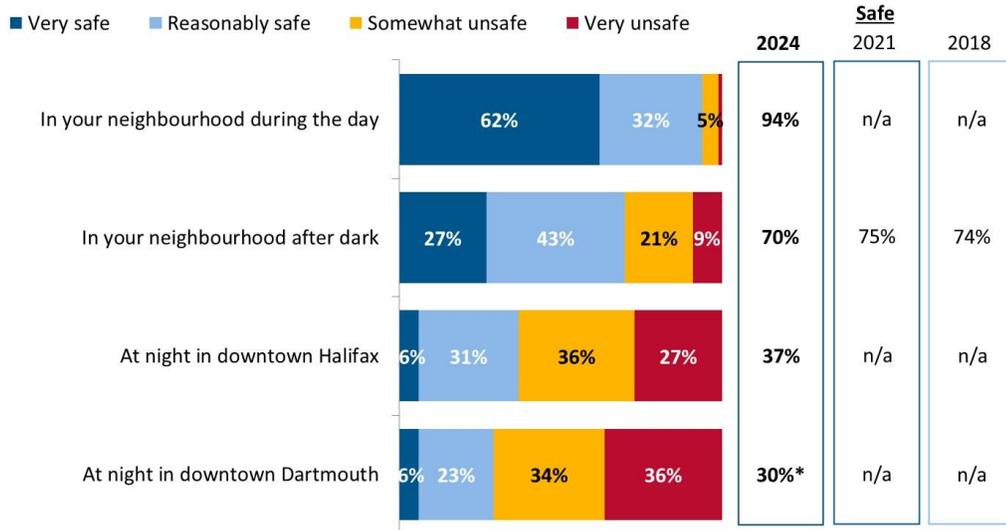
Almost all residents feel safe from crime when walking alone in their neighbourhood during the day, while somewhat fewer – seven in ten – feel similarly about walking alone in their neighbourhood after dark. This seven in ten figure is generally comparable to 2021. In contrast, only a minority of residents feel safe from crime while walking alone in either downtown Halifax or downtown Dartmouth at night.

**Key Differences:** There are several key differences including that men are more likely than women to feel safe, with the exception of when walking alone in their neighbourhood during the day, for which the sense of safety is similar between men and women. Those 18 to 24 years of age are less likely than those older to feel safe in their neighbourhood after dark.

Those more likely to feel safe in their neighbourhood after dark also include those with children under 18, homeowners, those who live in rural areas, those with household incomes of \$50K or higher, and those who do not identify as having a disability. Those with household incomes of \$100K or higher are more likely than those with lower household incomes to feel safe walking alone at night in downtown Dartmouth.



### Feelings of Safety From Crime While Walking Alone

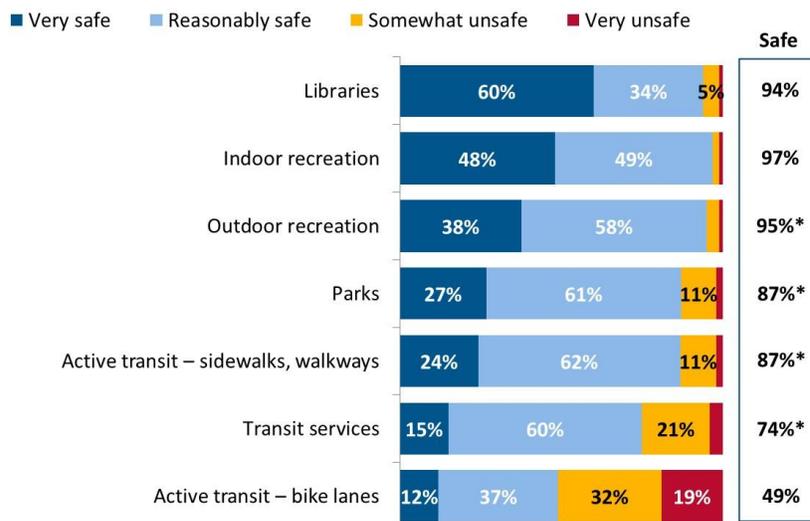


Q.PS1a-d: For the following questions, please indicate the extent to which you feel safe or unsafe. (2018: n=1,096; 2021: n=1,763; 2024: n=1,269-1,482) \*Due to rounding. Mentions of 4% or less are represented as a bar.

### 14.2 Feelings of Safety When Using Municipal Services

There is a widespread sense of safety among residents when using various municipal services including libraries, indoor recreation, and outdoor recreation. This sense is also elevated when using parks and active transit. It is slightly more moderate in terms of using transit services, with three-quarters feeling safe when doing so. The sense of safety is weakest when using active transit – bike lanes, for which just one-half of residents have a strong sense of safety. Results are similar across population sub-groups.

### Feelings of Safety When Using Municipal Services



Q.PS2a-g: In general, how safe do you feel when using the following municipal services? (n=667-1,377) \*Due to rounding. Mentions of 4% or less are represented as a bar.

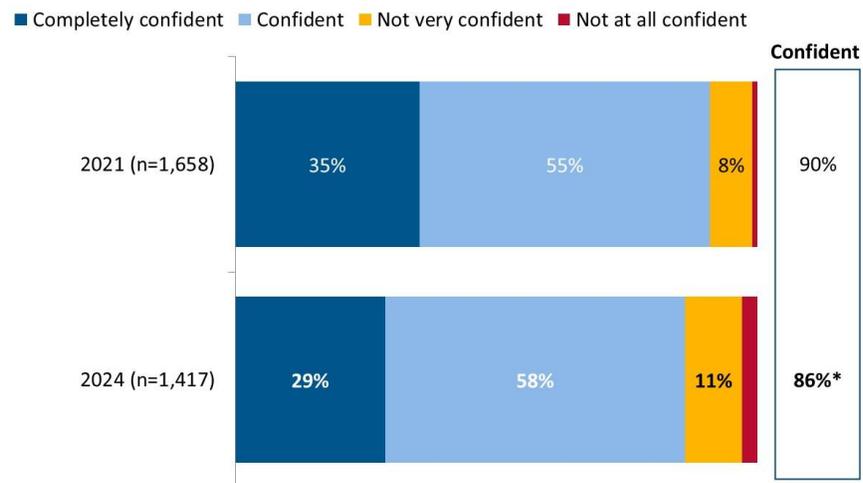


### 14.3 Confidence in Halifax Regional Municipality Fire & Emergency

Confidence is strong that Halifax Regional Fire & Emergency (HRFE) will respond to emergency calls in a timely manner, with slightly fewer than nine in ten being confident, just a bit lower than 2021.

**Key Differences:** While confidence is generally strong across the population, those who live in rural areas are less confident than those who live in urban/suburban areas.

#### Confidence HRFE Will Respond to Emergency Calls in Timely Manner



Q.P53: How confident are you that Halifax Regional Fire & Emergency (HRFE) will respond to emergency calls in a timely manner? \*Due to rounding. Mentions of 4% or less are represented as a bar.

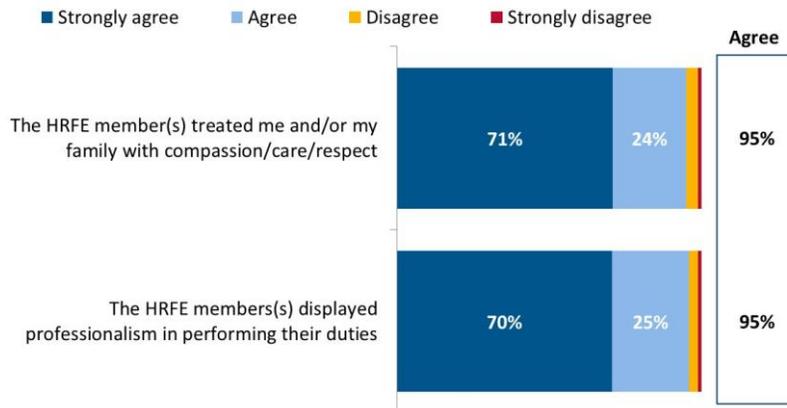
### 14.4 Interactions with Halifax Regional Municipality Fire & Emergency

A small segment (15%) of the population has interacted with HRFE in the past year as they performed their services. The proportion is similar across population sub-groups.

Assessment of interactions with HRFE among those with such interactions in the past year are very strong, with almost all indicating the HRFE staff treated them or their family members with compassion/care/respect, and that HRFE staff displayed professionalism in performing their duties. Assessments are similarly positive across population sub-groups.



### Agreement with Statements: Interactions with HRFE From Crime Among Those Who Have Interacted with HRFE in Past Year



Q.P55a-b: [IF 'YES' IN Q.P54] Since you or one of your household members had an interaction with HRFE in the past year, to what extent do you agree or disagree with the following statements? (n=236-241) Mentions of 4% or less are represented as a bar.

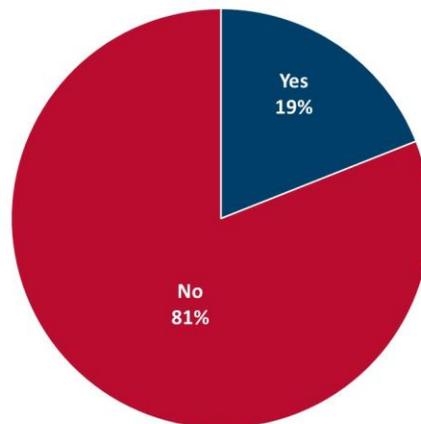
## 15.0 Recreational Programs and Services

### 15.1 Registered or Participated in a Municipality-Run Recreation Program

The majority of residents, eight in ten, have not registered for or participated in a municipality-run recreation program over the past 12 months.

**Key Differences:** Across age segments, those 35-54 years old are more likely than residents 18-34 and 55-74 years old to have registered for or participated in a municipality-run recreation program over the past 12 months. Those with children under 18 years old are also more likely to have registered or participated in a recreation program.

### Registered for or Participated in a Municipality-Run Recreation Program Over Past 12 Months



Q.RL1: Have you registered for or participated in a municipally-run recreation program over the past 12 months? (n=1,485)

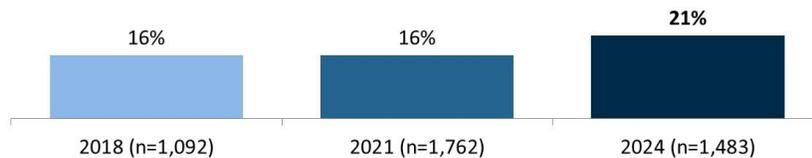


## 15.2 Difficulty in Accessing Municipal Facilities, Programs or Services

Trending up slightly since 2021, one in five residents find it difficult to access municipal facilities or to participate in municipally run programs or services.

**Key Differences:** Residents 54 years of age or under, persons living with disabilities, and lower household income earners are more likely to find it difficult to access the municipal facilities and programs.

### Find it Difficult to Access Municipal Facilities or Participate in Municipal Run Programs or Services % 'Yes'



Q.RL2: Do you find it difficult to access any municipal facilities or participate in any recreation programs or services run by the municipality?

## 15.3 Reasons for Difficulty Accessing Municipal Facilities or Programs

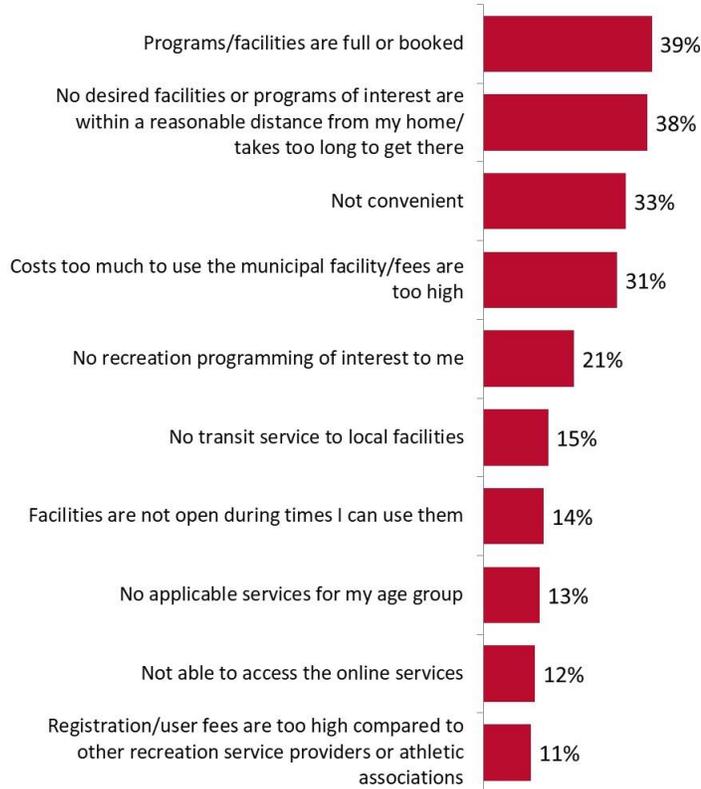
Residents who find it difficult to access municipal facilities or programs cite the programs/facilities are full or booked, there are no desired facilities or programs of interest within a reasonable distance from their home, they are not convenient, or costs too much to use the municipal facility/fees are too high, among various other reasons.

**Key Differences:** Residents who identify as 2SLGBTQ+ are more likely to say there are no desired facilities or programs of interest near them, or they are not convenient.



## Reasons for Difficulty Accessing Municipal Facilities or Recreation and Leisure Programs

Key Aided Mentions Among Those Who Find it Difficult to Access



Q.RL3: [IF 'YES' IN Q.RL2] What, if any, are 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. (n=271)

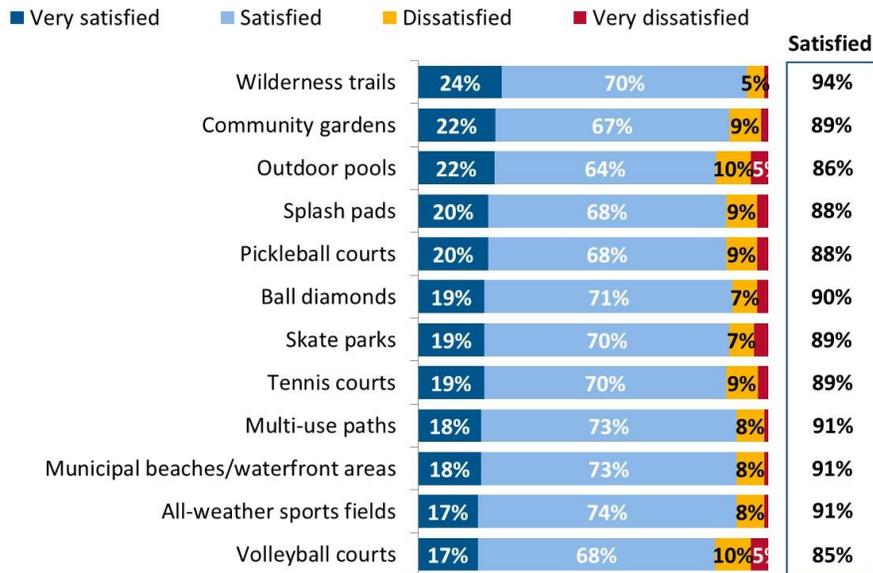
## 16.0 Parks

### 16.1 Satisfaction with Municipal Park Services and Assets

Satisfaction with 24 aspects of municipal park services and assets was catalogued, with reported satisfaction being relatively consistent across the various aspects. Satisfaction is highest with regards to wilderness trails and overall park experience. Others that achieve 90% satisfaction or more include multi-use paths, municipal beaches/waterfront areas, all-weather sports fields, grass sports fields, and ball diamonds.



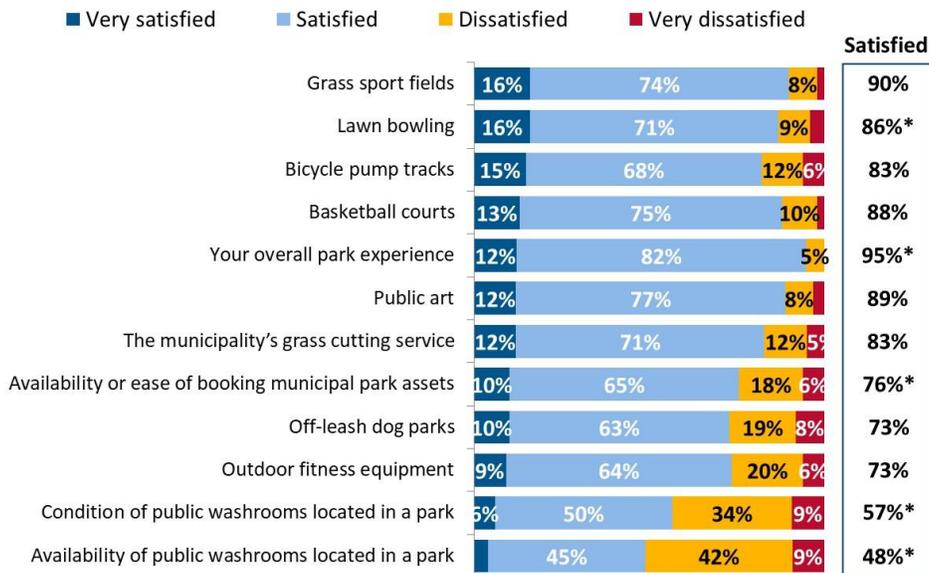
### Satisfaction with Municipal Park Services and Assets



Q.PR1a-x: Please tell us how satisfied you are with the following park assets/park services provided by the municipality. (n=176-1,259) Mentions of 4% or less are represented as a bar.

Large majorities of residents express satisfaction with all aspects examined, with two notable exceptions, both related to public washrooms located in a park. Specifically, fewer than six in ten residents are satisfied with the condition of public washrooms, while one-half are satisfied with the availability of public washrooms.

### Satisfaction with Municipal Park Services and Assets



Q.PR1a-x: Please tell us how satisfied you are with the following park assets/park services provided by the municipality. (n=176-1,259) \*Due to rounding. Mentions of 4% or less are represented as a bar.



**Key Differences:** There are several significant differences that merit mention including that those who live in urban/suburban areas are more likely than those who live in rural areas to be satisfied with the various municipal park services and assets, particularly in relation to outdoor pools, grass sports fields, all-weather sports fields. In addition, those identifying as 2SLGBTQ+ are less likely than those who do not to be satisfied with the condition of public washrooms located in the park. Finally, those with children in the home are less likely than those without to report satisfaction with wilderness trails, community gardens and grass sport fields.

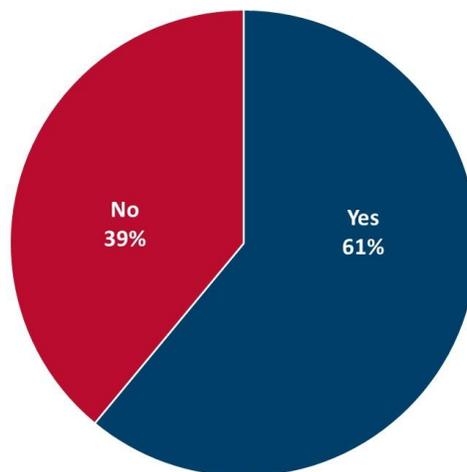
## 17.0 Public Libraries

### 17.1 Halifax Public Libraries Usage

A majority of residents have used services provided by the Halifax Public Libraries in a branch, in the community, or online in the past 12 months.

**Key Differences:** Women are more likely to have used the services provided by the Halifax Public Libraries, as well as those with university degrees and those with children under the age of 18.

#### Used Services Provided by the Halifax Public Libraries in Past 12 Months



Q.LIB1: Have you used the services provided by the Halifax Public Libraries in the past 12 months in a branch, in the community or online? (n=1,485)  
a

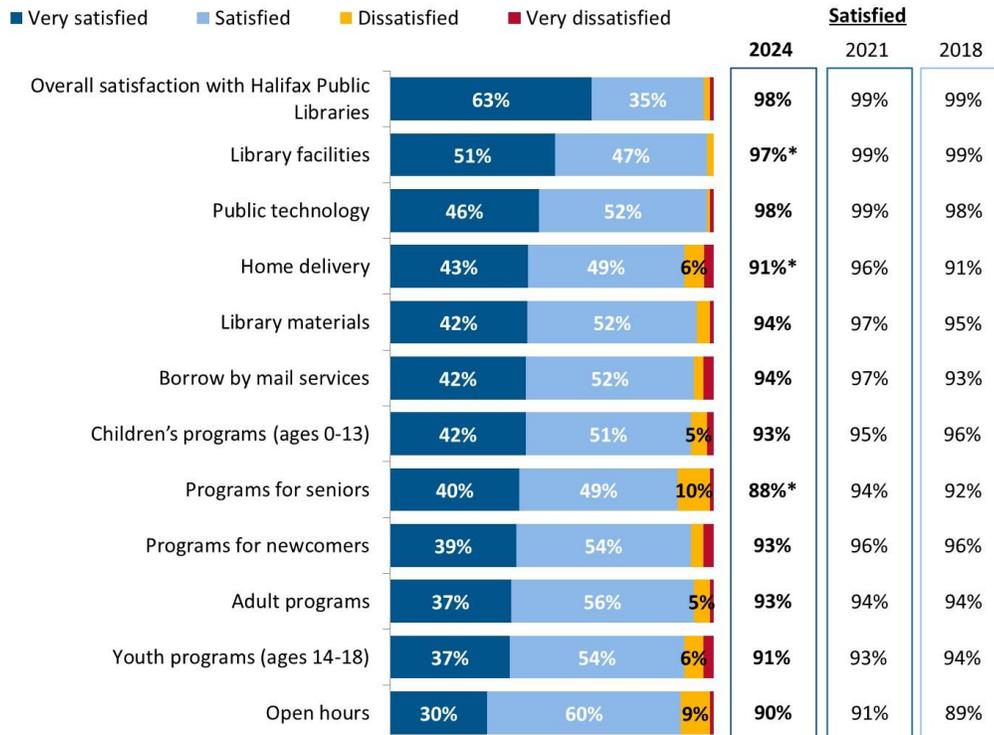
### 17.2 Satisfaction with Programs and Services: Halifax Public Libraries

Virtually all residents are satisfied with each of the 12 survey statements pertaining to the Halifax Public Library. Findings are consistent with previous results and across demographics.



## Satisfaction with Programs and Services: Halifax Public Libraries

Among Those Who Have Used Halifax Public Libraries Services in Past 12 Months



Q.LIB2a-1: [IF 'YES' IN Q.LIB1] Please rate your satisfaction with the programs and services provided by the Halifax Public Libraries you or your household have used in the past 12 months. (2018: n=38\*\*-693; 2021: n=98-818; 2024: n=87-900) \*Due to rounding. \*\*Caution: Small sample size. Mentions of 4% or less are represented as a bar.

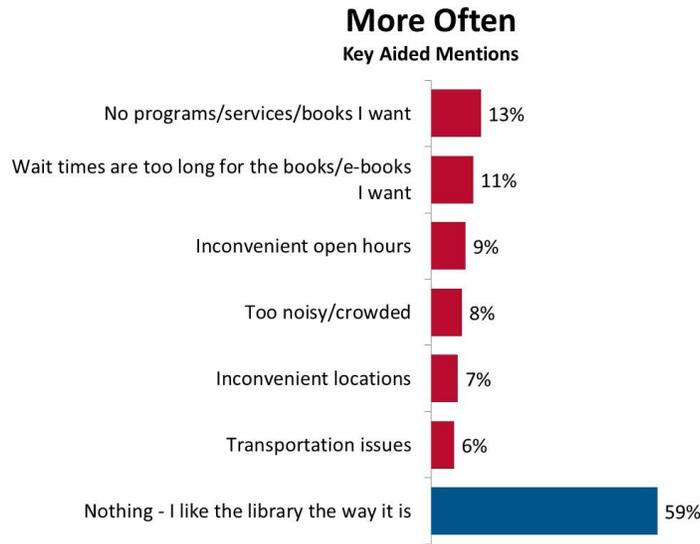
### 17.3 Reasons for Not Using Halifax Public Libraries More Often

Those who have not recently used services from the Halifax Public Libraries state there are no programs/services/books they want, or that the wait times are too long for the books/e-books they want. Three in five state that they like the library the way it is.

**Key Differences:** Women are more likely than men to mention inconvenient open hours, as well as younger residents compared to those aged 35 or older.



## Reasons for Not Using the Halifax Public Libraries



Q.LIB3: What, if anything, prevents you from using the Halifax Public Libraries more often? Select all that apply. (n=1,484)

## 18.0 Mobility and Transportation

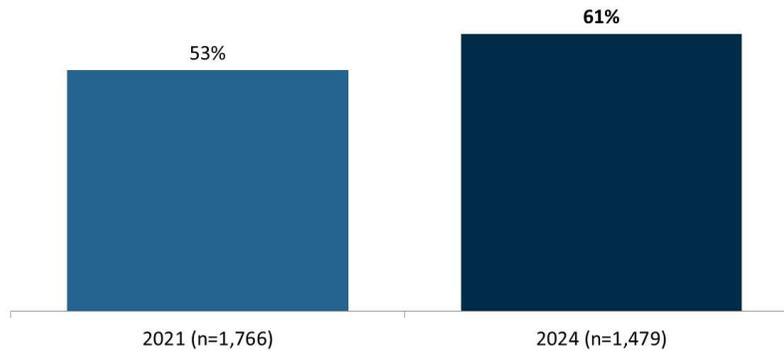
### 18.1 Commute to Work or School

Trending up since 2021, six in ten residents report commuting to work or school.

**Key Differences:** Residents with children under the age of 18, renters and those living in urban/suburban areas are more likely than their respective counterparts to report commuting.

### Commute to Work or School

% 'Yes'



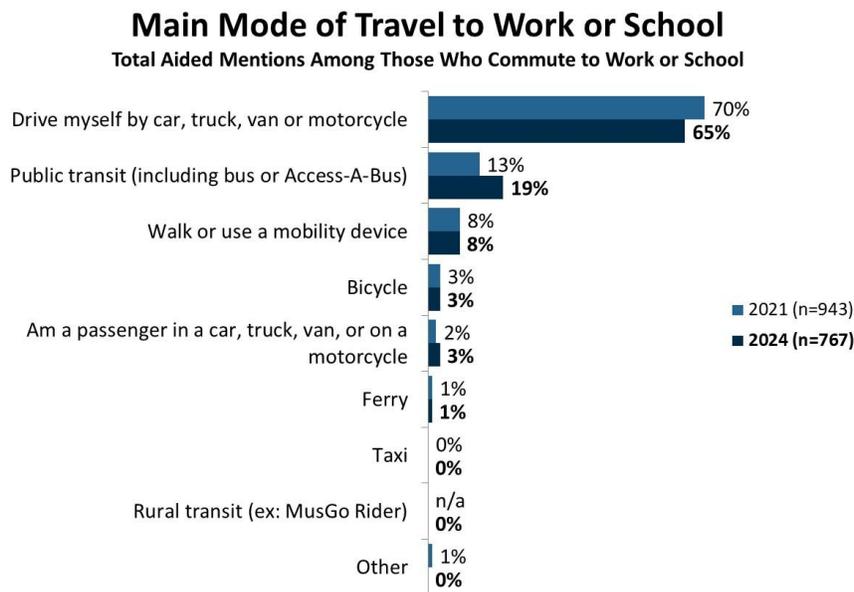
Q.MT1: Do you commute to work or school?



### 18.2 Main Mode of Travel to Work or School

Despite a rise in the proportion of commuters, a slight decline is evident between 2021 and 2024 in the proportion of residents stating they drive themselves by car, truck, van or motorcycle (down 5 percentage points), with a corresponding rise in the proportion using public transport (up 6 percentage points). Other main modes of travel to work or school have remained generally consistent during this time.

**Key Differences:** Residents 18-34 years of age, renters, those living in urban/suburban areas, those with annual household incomes below \$50,000, those without children under the age of 18 years, residents who identify as 2SLGBTQ+, persons living with a disability and those with a high school education or less are more likely than their respective counterparts to report using public transit as their main mode of travel to work or school.



Q.MT2: [IF 'YES' IN Q.MT1] What is your main mode of travel to get to work/school (that is, the mode used for the longest distance)? Please select one only.

### 18.3 Second Mode of Travel to Work or School

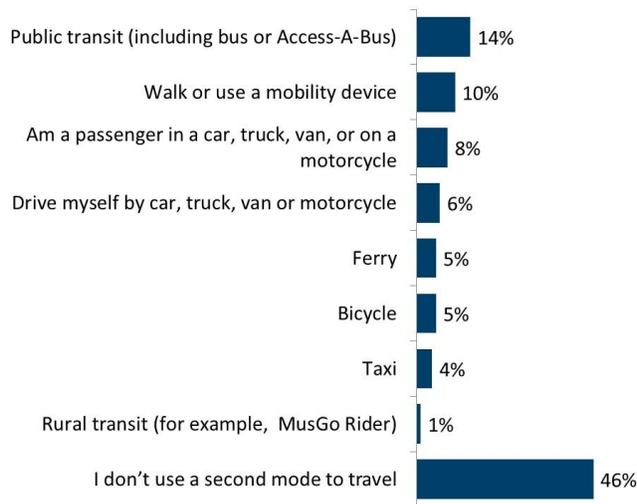
Secondary modes of transportation used by at least one in ten residents include public transit and walking or using a mobility device, while fewer mention using alternative secondary modes of transit. Nearly one-half of residents report not having a secondary mode of transportation.

**Key Differences:** Renters, those living in Urban/Suburban areas, and those with an annual income below \$50,000 are more likely to report having a secondary mode of transportation.



### Second Mode of Travel to Work or School

Key Aided Mentions Among Those Who Commute Using More Than One Mode of Travel



Q.MT3: [IF 'YES' IN Q.MT1] If you use more than one mode of travel to get to work/school, what is the second most frequently used option that you use? (n=767)

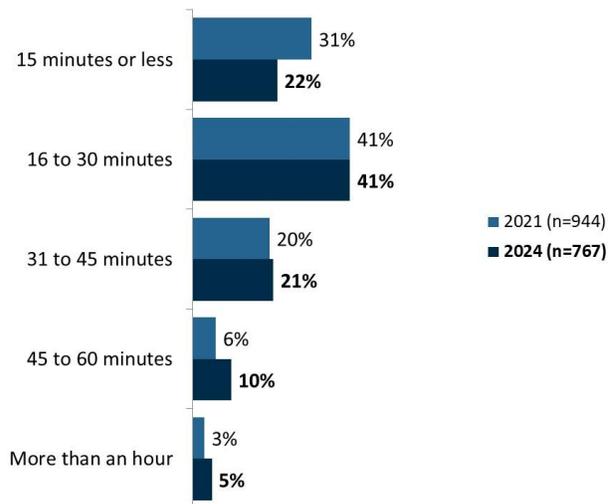
### 18.4 Typical Commute Time

Compared with 2021, commuters report slightly longer commute times this year, with a notable decline in the proportion of residents stating their typical commute time is 15 minutes or less (down 9 points), and an increase in the proportion of residents stating their typical commute time is over 30 minutes (up 7 points).

**Key Differences:** As may be expected, those living in urban/suburban areas are more likely than those living in rural areas to report commute times of 15 minutes or less.

### Typical Commute Time

Total Aided Mentions Among Those Who Commute to Work or School



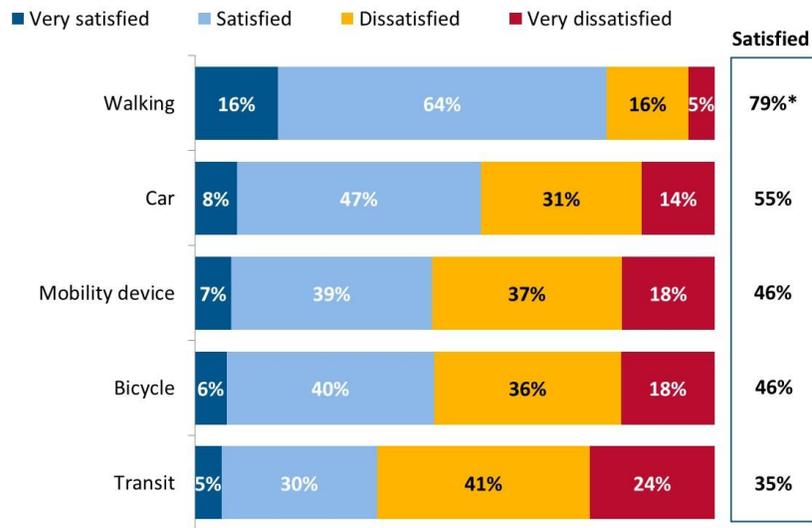
Q.MT4: [IF 'YES' IN Q.MT1] What is your typical commute time from home to work/school?



### 18.5 Satisfaction with Ease of Getting Around by Transportation Modes

In terms of satisfaction with the ease of getting around, satisfaction is highest with the ease of getting around by walking, with eight in ten offering some level of satisfaction in this regard. This is followed by ease of getting around by car, with just over one-half satisfied. Slightly fewer are satisfied with the ease of getting around via mobility device and by bicycle, while just over one-third are satisfied with transit.

#### Satisfaction with Ease of Getting Around by...



Q.MT5a-e: Please indicate your level of satisfaction with the various mobility options. (n=257-1,401)\*Due to rounding.

### 18.6 Used Halifax Transit in Past 12 Months

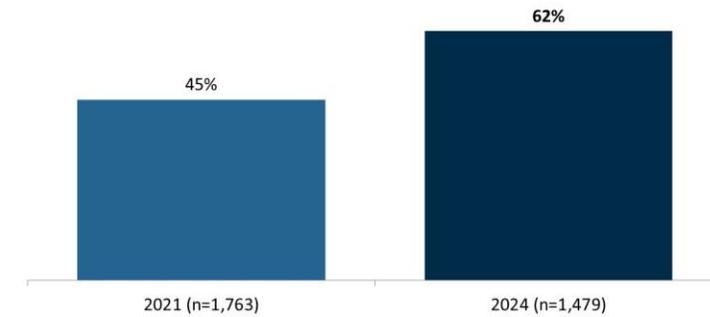
Up considerably from 2021, 62% of residents have used Halifax Transit in the past 12 months.

**Key Differences:** Residents under the age of 55, those with annual household incomes of less than \$50,000, renters, those living in urban/suburban areas, and residents who identify as 2SLBGTO+ are more likely than their respective counterparts to report having used Halifax’s public transit system in the past 12 months.



### Used Halifax Transit in Past 12 Months

% 'Yes'



Q.MT6: Have you used Halifax Transit (bus, ferry, Access-A-Bus) in the past 12 months?

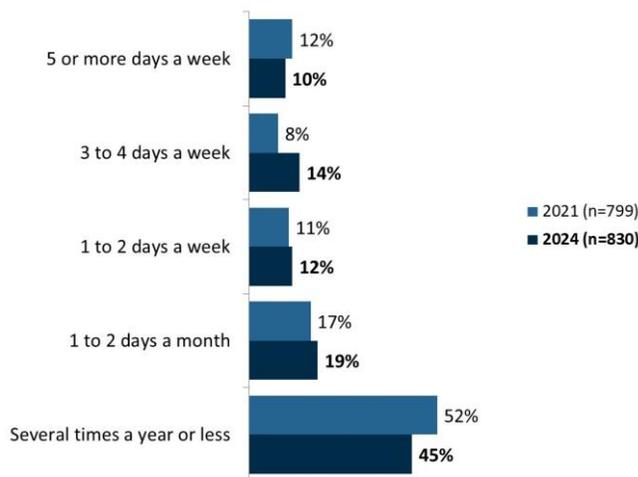
#### 18.7 Frequency of Using Halifax Transit

Currently, one-quarter of transit users report using the service three times or more a week, while an additional one in ten use it once or twice a week. Two in ten report using the service 1-2 times a month, with just under one-half using it less often.

The frequency of using Halifax Transit has remained generally stable over the past three years, with a slight decrease in the proportion of transit users stating they use Halifax Transit several times a year or less (down 7 points).

**Key Differences:** Renters are more likely than homeowners to report being frequent users of Halifax Transit (that is, 3 days a week or more).

#### Frequency of Using Halifax Transit Among Those Who Have Used Halifax Transit in Past 12 Months



Q.MT7: [IF 'YES' IN Q.MT6] How frequently do you use Halifax Transit?



## 18.8 Would Encourage More Frequent Public Transit Use

When asked what would encourage them to use public transit services more often, residents offer a wide range of suggestions, with findings varying notably between current public transit users and non-users. Consistent with historical results, public transit users are most likely to cite more reliable service, more frequent service and more direct routes as key motivators. At least one-half of public transit users state each of these changes would encourage them to use public transit more often, while slightly fewer would be motivated by shorter travel times.

Among non-public transit users, motivators mentioned by at least two in ten residents include more direct routes, more reliable service, more frequent service and shorter travel times.

Of note, compared with 2021, public transit users are significantly more likely to report that they would be encouraged to use public transit more often if the service were more reliable.

**Key Differences:** As expected, those living in rural areas are more likely than those living in urban/suburban communities to cite added service to rural areas as a factor that would encourage them to use public transit more often.

### Would Encourage More Frequent Public Transit Use

#### Key Aided Mentions

|  | 2024   |   | 2021   |   |
|--|--|---|--|---|
|  | Used Halifax Transit in Past 12 Months (n=830) | Have Not Used Halifax Transit in Past 12 Months (n=648) | Used Halifax Transit in Past 12 Months (n=740) | Have Not Used Halifax Transit in Past 12 Months (n=762) |
| More reliable service                                    | 55%  | 22%   | 30%  | 19%   |
| More frequent service                                    | 51%  | 22%   | 43%  | 21%   |
| More direct routes                                       | 49%  | 26%   | 41%  | 26%   |
| Shorter travel times                                     | 43%  | 19%   | 32%  | 21%   |
| Fewer transfers  | 28%  | 12%   | 23%  | 12%   |
| Added service to rural areas                             | 26%  | 20%   | 17%  | 12%   |
| Improved communication about service disruptions/changes | 21%  | 4%  | *  | *   |
| Stops closer to home or work                             | 20%  | 17%   | 19%  | 14%   |
| Improved access to schedule information                  | 20%  | 10%   | *  | *   |
| More fare payment options                                | 18%  | 12%   | 24%  | 11%   |
| Increased safety   | 16%  | 12%   | 12%  | 5%  |
| Additional shelters                                      | 16%  | 6%  | 19%  | 5%  |
| Additional Park & Ride lots                              | 12%  | 7%  | *  | *   |
| Nothing – I don't plan to use transit                    | 6%   | 36%   | 11%  | 40%   |

Q.MT8: What would encourage you to use public transit services more often than you do now? Please check all that apply. \*Tracking not available.



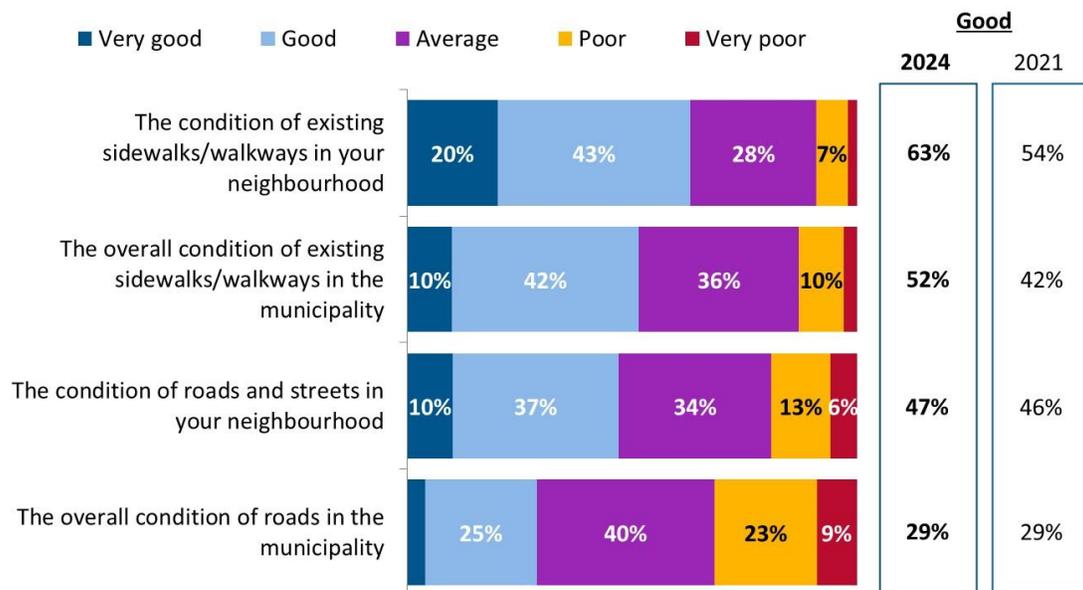
### 18.9 Rating Road and Sidewalk Conditions

Nearly two-thirds of residents describe the overall condition of their existing neighbourhood sidewalks/walkways as either very good or good, marking a notable increase since 2021. Similarly, the proportion of residents with positive assessments of the overall condition of existing sidewalks/walkways in the municipality has also increased notably over the past three years, with just over one-half offering favourable reviews in this regard.

Perceptions regarding the condition of neighbourhood roads and streets, and the roads and streets within the municipality broadly have remained relatively stable from 2021 to 2024. That said, residents continue to be more likely to offer positive reviews of road conditions in their own neighbourhood than they are of road conditions in Halifax overall.

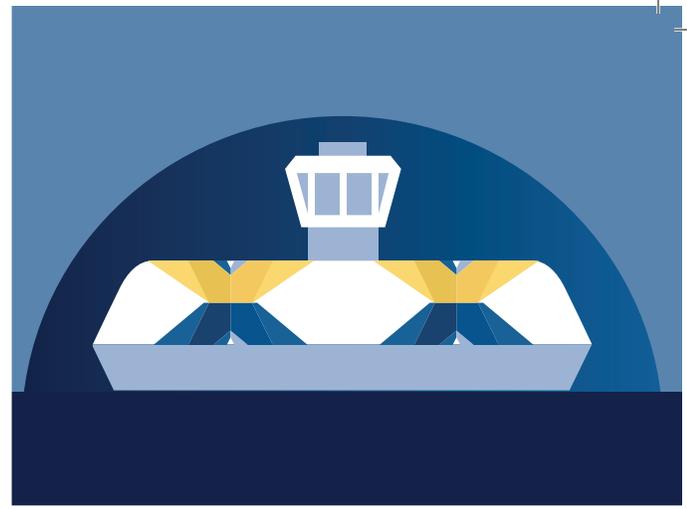
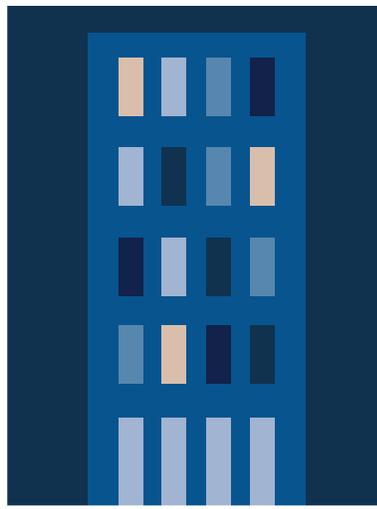
**Key Differences:** Those living in urban/suburban areas are more likely than those living in rural areas to offer positive reviews of the overall condition of the roads in Halifax.

### Rating Road and Sidewalk Conditions



Q.MT9a-c: How would you rate the condition of the following? | Q.M10: How would you rate the condition of existing sidewalks / walkways in your neighbourhood? (2021: n=1,415-1,766; 2024: n=1,095-1,479) Mentions of 4% or less are represented as a bar.

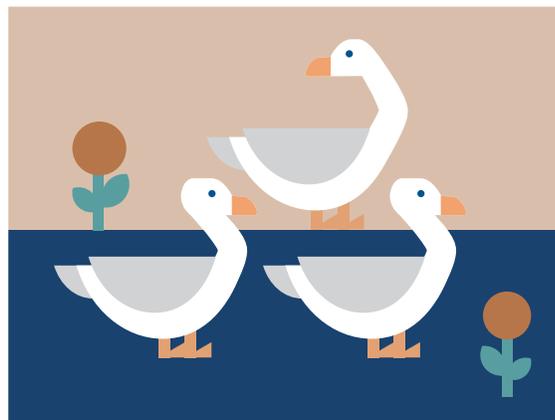
# Appendix A: Questionnaire



# 2024 Resident Survey

For misplaced passcodes or other technical questions, please contact Narrative Research:

- [surveys@narrativeresearch.ca](mailto:surveys@narrativeresearch.ca)
- 1.833.327.0548 (toll-free)



HALIFAX

Welcome to the Halifax Regional Municipality's **2024 Resident Survey**.

The Resident Survey provides information on progress on the municipality's strategic priorities and is an important public engagement tool that advises about resident priorities, preferences and satisfaction with services. The results of this survey will support multi-year strategic planning, business planning and budgeting and assists the municipality in program and service delivery and development.

The results from this survey will be available on the municipality's website at [halifax.ca/residentsurvey](http://halifax.ca/residentsurvey).

The survey should take approximately 30 to 50 minutes or so to complete and for your participation, you will be eligible to win a grand prize of a \$500 VISA gift card or one of five \$100 VISA gift cards.

The deadline for completing this survey is end of day Sunday, **October 13, 2024**.

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. You can also leave the survey and return later to complete it.

To conduct this survey, the municipality has hired Narrative Research, a Halifax-based market research firm. If you require any assistance completing the survey, please contact Narrative Research at 1.833.327.0548 (toll free) or at [surveys@narrativeresearch.ca](mailto:surveys@narrativeresearch.ca).

This survey is registered with the Canadian Research Insights Council. To verify the legitimacy of the study, please visit: [canadianresearchinsightscouncil.ca/rvs/home](http://canadianresearchinsightscouncil.ca/rvs/home) and enter the following code: 20240903-NA920.

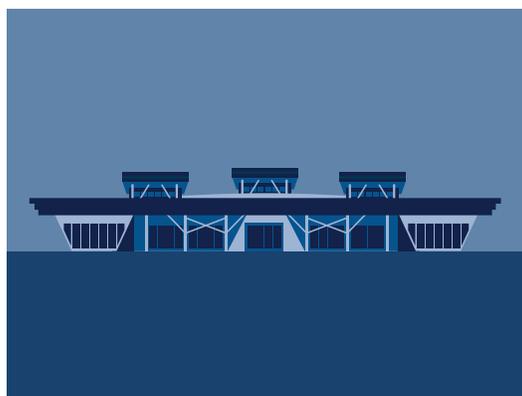
Thank you in advance for your participation.

*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 2024 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 this form/survey, please call 311 or email [contactus@311.halifax.ca](mailto:contactus@311.halifax.ca).*

**Passcode (see invitation letter/postcard):** \_\_\_\_\_

**Postal Code ( first three characters):** \_\_\_\_\_

**Note:** Collected data will only be attributed to District and Tax Designation – urban, suburban or rural.



## TOP ISSUES

T11. In your opinion, what are the **top three issues** facing the municipality over the next five years?

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

---

## QUALITY OF LIFE

QL1. How would you rate the overall quality of life in the Halifax region?

- very good
- good
- poor
- very poor

---

QL2. In the past **three** years, the quality of life in the region has...

- improved
- stayed the same
- worsened

---

QL3. What, in your opinion, would you say are the top three most significant things that contributed to – **improved** or **worsened** – quality of life in the region?

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

QL4. Please tell us how satisfied you are with each of the quality-of-life aspects of the region.

|   | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Don't know/<br>no opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| The region as a place to live                 | <input type="checkbox"/>  |
| The region as a place to work                 | <input type="checkbox"/>  |
| The region as a place for recreation and play | <input type="checkbox"/>  |
| The region as a place to raise a family       | <input type="checkbox"/>  |
| The region as a place for young people        | <input type="checkbox"/>  |
| The region as a place to retire               | <input type="checkbox"/>  |

QL5. On a scale of 0 to 10 – where 0 is not at all likely and 10 is very likely – how likely would you be to recommend the Halifax region as a place to live?

---

## VALUE FOR TAXES

VT1. Thinking about all the programs and services you receive from the municipality – please indicate the value you receive for the 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, etc.)

VT2. When the municipality is creating the municipal budget, it often faces higher costs to continue to provide the same level of service – due to things like inflation and wage increases. 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 for those services (e.g., bus fares, permits, parking, etc.)
  - 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 can borrow money to pay for things like buses, buildings and parks. This borrowing means we can expand infrastructure without raising taxes right away. How comfortable would you be with the municipality borrowing more money now for expanded infrastructure, if it means higher taxes in the future to pay back the debt and interest?

- 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/<br>no opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| The municipality is moving in the right direction to ensure a high quality of life for future generations.                       | <input type="checkbox"/>  |
| The municipality does a good job of connecting/communicating with the public on key regional (municipal-wide) issues.            | <input type="checkbox"/>  |
| The municipality does a good job of connecting/communicating with the public on key local (community) issues.                    | <input type="checkbox"/>  |
| The municipality's public processes encourage participation and help me feel involved in decisions that impact me as a resident. | <input type="checkbox"/>  |

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

- municipal website (halifax.ca)
- municipal mobile applications (e.g. HFX Recycles, hfxAlert)
- Facebook (e.g. Halifax Regional Municipality, Halifax Regional Police, etc.)
- X/Twitter (e.g. @hfxgov, @hfxtransit, @hfxfire, etc.)
- Instagram (@hfxmoments)
- councillor social media
- all of the above
- none of the above

ML3. Which of the following methods would you like to use to participate in community decision-making?  
*Check all that apply:*

- none – I would prefer not to participate
- public open houses hosted by municipal staff (in-person)
- online virtual meetings hosted by municipal staff
- community-led meetings attended by municipal staff
- one-on-one meetings with municipal staff (in-person)
- online surveys
- mail-out surveys
- social media (X/Twitter, Facebook, Instagram or LinkedIn)
- telephone feedback
- email feedback
- other, please specify: \_\_\_\_\_

---

## SATISFACTION WITH SERVICES

SI1. 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

SI2. 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, select *don't know/no opinion*.

### Prosperous Economy

| Service   | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Don't know/<br>no opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Business support services (e.g. zoning regulations, building permits, etc.)                                       | <input type="checkbox"/>  |
| Community planning/land-use planning and approvals (community planning to guide growth and change)                | <input type="checkbox"/>  |
| Economic development (promoting and connecting the municipality to grow and get business, workers and investment) | <input type="checkbox"/>  |

### Communities

| Service  | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Don't know/<br>no opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Accessibility programming (physical/intellectual/emotional access to facilities, services and programs such as inclusion support)                          | <input type="checkbox"/>  |
| Affordability and free programming (the Affordable Access Transit Pass, the Recreation Access Program and the Property Tax Exemption and Deferral Program) | <input type="checkbox"/>  |
| Arts and cultural facilities and programs  | <input type="checkbox"/>  |
| Civic events (e.g. Canada Day, Natal Day, NYE, event grants, etc.)   | <input type="checkbox"/>  |
| Cleanliness (litter and graffiti removal)  | <input type="checkbox"/>  |
| Community beautification and streetscaping   | <input type="checkbox"/>  |
| Community Standards (By-law Enforcement and Animal Services)   | <input type="checkbox"/>  |
| Diversity and inclusiveness programs (e.g. language and culture programming, support for community events, etc.)   | <input type="checkbox"/>  |
| Efforts to address homelessness and supporting people who are unhoused   | <input type="checkbox"/>  |
| Efforts to support food security and strengthen the food system  | <input type="checkbox"/>  |
| Halifax Public Libraries   | <input type="checkbox"/>  |
| Parks and greenspaces  | <input type="checkbox"/>  |
| Playgrounds  | <input type="checkbox"/>  |

## Communities (continued)

| Service  | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Don't know/<br>no opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Public washrooms   | <input type="checkbox"/>  |
| Indoor recreation facilities (e.g. community centres, pools, etc.)                             | <input type="checkbox"/>  |
| Outdoor recreation facilities (e.g. sport fields, tennis courts, pickleball courts, etc.)      | <input type="checkbox"/>  |
| Recreation programming (camps, dryland, skating and aquatic programs)                          | <input type="checkbox"/>  |
| Fire Services  | <input type="checkbox"/>  |
| Police Services  | <input type="checkbox"/>  |
| Emergency management (preparedness, coordination of municipal emergency response and recovery) | <input type="checkbox"/>  |
| Public Engagement (e.g. public consultation on municipal projects, surveys, etc.)              | <input type="checkbox"/>  |

## Integrated Mobility

| Service  | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Don't know/<br>no opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Sidewalks/pedestrian facilities  | <input type="checkbox"/>  |
| Bike lanes/cycling facilities  | <input type="checkbox"/>  |
| Parking availability (paid, permitted and on-street parking)   | <input type="checkbox"/>  |
| Public transit – conventional bus  | <input type="checkbox"/>  |
| Public transit – ferry   | <input type="checkbox"/>  |
| Public transit – Access-A-Bus  | <input type="checkbox"/>  |
| Overall transit service  | <input type="checkbox"/>  |
| Sidewalk maintenance   | <input type="checkbox"/>  |
| Street and road maintenance  | <input type="checkbox"/>  |
| Traffic management/balancing how street space is assigned to different modes (personal vehicles, transit, walking/rolling and cycling) | <input type="checkbox"/>  |
| Road safety (e.g. traffic calming, education, crosswalks, signals, signage for pedestrian, cycling, rolling, vehicles, etc.)           | <input type="checkbox"/>  |
| Winter maintenance (snow and ice control)  | <input type="checkbox"/>  |

## Environment

| Service  | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Don't know/<br>no opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Climate action (reducing emissions and preparing for climate impacts)                                      | <input type="checkbox"/>  |
| Environmental protection and sustainability (e.g. water testing, green network, wetland restoration, etc.) | <input type="checkbox"/>  |
| Garbage, recycling and organics collection   | <input type="checkbox"/>  |
| Urban forestry (street and park tree planting and maintenance)   | <input type="checkbox"/>  |

SI3. The cost of delivering – and in some cases, maintaining – municipal services is rising. 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 AND whether you would be willing to pay additional tax to improve the service. **Please check the box that corresponds with your choice:**

| Service  | Increase service levels  | Maintain service levels  | Reduce service levels    | Would you be willing to pay additional tax to increase the service? |
|--|--------------------------|--------------------------|--------------------------|---|
| Business support services (e.g. zoning regulations, building permits, etc.)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Community planning/land-use planning and approvals (community planning to guide growth and change)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Economic development (promoting and connecting the municipality to grow and get business, workers and investment)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Accessibility programming (physical/intellectual/emotional access to facilities, services and programs such as inclusion support)                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Affordability and free programming (the Affordable Access Transit Pass, the Recreation Access Program and the Property Tax Exemption and Deferral Program) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Arts and cultural facilities and programs  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Civic events (e.g. Canada Day, Natal Day, NYE, event grants, etc.)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |

| Service  | Increase service levels  | Maintain service levels  | Reduce service levels    | Would you be willing to pay additional tax to increase the service? |
|--|--------------------------|--------------------------|--------------------------|---|
| Cleanliness (litter and graffiti removal)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Community beautification and streetscaping   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Community Standards (by-law enforcement and animal services)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Diversity and inclusiveness programs (e.g. language and culture programming, support for community events, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Efforts to address homelessness and supporting people who are unhoused   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Efforts to support food security and strengthen the food system  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Halifax Public Libraries   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Parks and greenspaces  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Playgrounds  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Public washrooms   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Indoor recreation facilities (e.g. community centres, pools, etc.)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Outdoor recreation facilities (e.g. sport fields, tennis courts, pickleball courts, etc.)                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Recreation programming (e.g. day camps, dryland, skating and aquatic programs)                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Fire Services  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Police Services  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Emergency management (preparedness, coordination of municipal emergency response and recovery)                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Public engagement (e.g. public consultation on municipal projects, surveys, etc.)                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Sidewalks and pedestrian facilities  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Bike lanes and cycling facilities  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Parking availability (paid, permitted and on-street parking)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Public transit – conventional bus  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Public transit – ferry   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Public transit – Access-A-Bus  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Overall transit service  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Sidewalk maintenance   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |

| Service  | Increase service levels  | Maintain service levels  | Reduce service levels    | Would you be willing to pay additional tax to increase the service? |
|--|--------------------------|--------------------------|--------------------------|---|
| Street/road maintenance  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Traffic management – balancing how street space is assigned to different modes (personal vehicles, transit, walking/rolling and cycling) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Road safety (traffic calming, education, signals, signage for pedestrian, cycling, rolling and vehicles)                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Winter maintenance (snow and ice control)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Climate action (reducing emissions and preparing for climate impacts)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Environmental protection and sustainability (e.g. water testing, green network, wetland restoration, etc.)                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Garbage, recycling and organics collection   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Urban forestry (street and park tree planting and maintenance)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |

## COMMUNITY PRIORITIES

CP1. In 2020, Regional Council approved four Council priority areas: Prosperous economy, communities, integrated mobility and environment. Please rate the various elements of Council's priorities in terms of their importance to you.

| Council priorities   | Very important           | Important                | Not very important       | Not at all important     |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Reducing barriers for business                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supporting local economies                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Promoting Halifax globally                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Directing housing growth to strategic areas across the region    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Directing employment growth to strategic areas across the region | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Working with partners to improve housing affordability           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Addressing the negative impacts of homelessness                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Council priorities   | Very important           | Important                | Not very important       | Not at all important     |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Attracting, retaining and developing labour/workers  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Providing access to affordable programs and services   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fostering partnerships to support affordable food options  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Collaborate with the community to remove barriers to equity, access and inclusion                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Providing opportunities for recreation   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Providing spaces and resources to support community safety                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Investing in proactive community safety services (emergency planning, education and inspections) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Investing in responsive community safety services (fire and police response)                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ensuring the transportation network allows easy movement around the region                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ensuring municipal infrastructure is well maintained   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Providing safe, barrier-free transportation options  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Achieving net zero emissions for municipal operations  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supporting community-wide emissions reductions   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Preparing to withstand and recover from climate impacts  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Protecting our ecosystems  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

CP2. The municipality spends a portion of its annual budget on infrastructure to meet both growth requirements and community expectations. Please select what you believe are the **five** most important infrastructure projects for the municipality to invest in over the next five years, placing a **1** beside the single most important, a **2** beside the second most important and so forth.

|  |   |
|--|---|
|  | Accessibility improvements to municipal facilities  |
|  | Access to municipal water   |
|  | Arenas and ice surfaces   |
|  | Arts and cultural facilities  |
|  | Bikeways – new and/or repairs to local street bikeways and multi-use pathways   |
|  | Climate change mitigation and protection (e.g. mitigating flooding, emergency planning, protecting critical infrastructure, etc.) |

|  |   |
|--|---|
|  | Emergency egresses from neighbourhoods and communities (i.e., additional exits from neighbourhoods, etc.)   |
|  | 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 and/or repairs  |
|  | Fire apparatus (e.g. fire trucks, aerial trucks, tankers, etc.)   |
|  | Food – additional community gardens/space and infrastructure for growing food, markets, food services and programs, etc.                                  |
|  | Housing – additional support/tools to support creation of affordable and deeply affordable housing  |
|  | Indoor recreation facilities/community centres – new and/or repairs   |
|  | Libraries – new branches and/or refurbishing community branches   |
|  | Municipal vehicles – making municipal fleet more environmentally friendly   |
|  | Outdoor recreation facilities (e.g. playgrounds, skate parks, sport fields, courts, outdoor pools, splash pads, etc.) – new or repaired                   |
|  | Parkland acquisition (acquire and preserve parkland)  |
|  | Public washrooms  |
|  | Road safety improvements (traffic calming and pedestrian safety)  |
|  | Road widening – to provide additional capacity for all modes of transportation  |
|  | Sidewalks – new and/or repairs  |
|  | Streets and road maintenance (e.g. fill potholes, patching, crack sealing, etc.)  |
|  | Technology – 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 and/or additional transit terminals, bus stops and Park & Rides   |
|  | Urban parks and green network   |
|  | Walkways and trails – new and/or repairs  |
|  | Wastewater treatment  |
|  | Other, please describe what other infrastructure projects you would like to see the municipality pursue over the next five 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 (vehicles, technology, traffic and streetlights) and infrastructure (roads, sidewalks and bridges)?

- Focus on **new** facilities, assets and infrastructure – would increase operating costs and may result in existing infrastructure declining in condition
- Focus on fixing and maintaining the **existing** facilities, assets and infrastructure – may extend the useful life of existing assets but result in fewer new assets
- Don't know and/or no opinion

## SERVICE QUALITY

SQ1. Have you interacted with or contacted the municipality over the last year (e.g., called 311, contacted a municipal employee or an elected representative, used an online service, paid a fee or used library services, etc.)?

- yes
  - no (skip to question HH1)
- 

SQ2. Over the past year, how did you interact with the municipality? Check all that apply:

- online (via halifax.ca)
  - in-person
  - by telephone (311/direct to staff or Councillor)
  - email
  - social media (Facebook, X/Twitter, LinkedIn or Instagram)
  - mail
  - other, please specify: \_\_\_\_\_
- 

SQ3. Generally speaking, how satisfied were you with your interaction(s)?

- very satisfied
- satisfied
- dissatisfied
- very dissatisfied

SQ4. Thinking generally about your interaction(s) with the municipality in the past 12 months that involved interacting with a person, please indicate your opinion in the following areas:

|  | Strongly agree           | Agree                    | Disagree                 | Strongly disagree        | Don't know/<br>no opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Municipal staff were knowledgeable   | <input type="checkbox"/>  |
| I was treated in a friendly, courteous and attentive manner                                    | <input type="checkbox"/>  |
| I was treated fairly   | <input type="checkbox"/>  |
| I was satisfied with the amount of time it took to get the service and complete my transaction | <input type="checkbox"/>  |
| If the person I contacted was unable to assist me, I was directed to the right person          | <input type="checkbox"/>  |
| I was satisfied with the outcome of my interaction   | <input type="checkbox"/>  |
| I was able to conduct my interaction in my preferred language                                  | <input type="checkbox"/>  |

SQ5. If you used one of the municipality's **online** services over the past 12 months, please indicate your opinion in the following aspects of your transaction and/or interaction:

|   | Strongly agree           | Agree                    | Disagree                 | Strongly disagree        | Don't know/not applicable |
|---|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| It was easy to navigate the site  | <input type="checkbox"/>  |
| I was able to find the information for which I was searching                              | <input type="checkbox"/>  |
| It was easy to complete my transaction or interaction                                     | <input type="checkbox"/>  |
| I was satisfied with the amount of time it took to complete my transaction or interaction | <input type="checkbox"/>  |
| I was satisfied with the outcome of my interaction  | <input type="checkbox"/>  |
| I would use this service online as my preferred way to do this again in the future        | <input type="checkbox"/>  |

## HOUSING AND HOMELESSNESS

HH1. Providing affordable and deeply affordable housing is not a direct municipal mandate. However, the municipality plays a role and contributes to furthering this work. The province provides services like rent supplements, emergency shelters and public housing. The municipality helps by making housing rules easier, requiring some housing to be affordable and supports non-profit housing organizations.

Please select the statement that best matches your opinion about the municipality's role in supporting affordable and deeply affordable housing.

- the municipality should do more to support affordable housing
- the municipality is doing enough to support affordable housing
- the municipality should do less to support affordable housing
- the municipality should not at all support affordable housing
- don't know and/or no opinion

HH2. To what extent do you agree with the following statements?

|  | Strongly agree           | Agree                    | Disagree                 | Strongly disagree        | Don't know/not applicable |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| The municipality should allocate additional resources to address the creation of more housing in general | <input type="checkbox"/>  |
| The municipality should allocate additional resources to address homelessness                            | <input type="checkbox"/>  |

HH3. To what extent does the current housing and homelessness situation affect you personally?

- significantly affected – have lost housing and/or at risk of losing housing
- somewhat affected – changes to housing costs and lifestyle to accommodate but not yet at risk of losing housing and/or close family has lost housing
- not significantly affected – some adjustments to spending or lifestyle but acceptable
- not at all affected – no impact on housing, spending or lifestyle
- don't know and/or no opinion

HH4. If the municipality is to provide allowed (designated) locations for people to sleep rough (shelter outside), where should these locations be situated?

---



---

For information on the municipality’s efforts to help address homelessness, please visit:  
[halifax.ca/addressinghomelessness](http://halifax.ca/addressinghomelessness)

HH5. If the municipality is to provide indoor shelter service and supportive housing locations for people, where would you like to see these located (e.g. modular homes, pallet shelters, tiny homes, shelters like the Multi-Purpose Centre, etc.)? *Select one:*

- anywhere – as long as there is a place for people to sleep indoors
- anywhere – except the downtown areas of Halifax and Dartmouth
- anywhere – except within the Regional Centre (Peninsula Halifax and Dartmouth inside the circumferential highway)
- nowhere – there should be no locations provided by the municipality for people to shelter indoors
- alternative locations, please specify: \_\_\_\_\_
- don't know and/or no opinion

HH6. Please indicate the extent to which you agree with the following strategies the municipality is using to address homelessness.

|   | Strongly agree           | Agree                    | Disagree                 | Strongly disagree        | Don't know/not applicable |
|---|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| The municipality should support individuals experiencing homelessness that have no option but to shelter outside      | <input type="checkbox"/>  |
| The municipality should support the existing homelessness efforts of other levels of government and service providers | <input type="checkbox"/>  |
| The municipality should conduct public education about the issues of homelessness and how they can help               | <input type="checkbox"/>  |
| The municipality should continue to support the development of homes people can afford based on their income          | <input type="checkbox"/>  |

## FOOD SECURITY

FS1. What are the greatest barriers to you always being able to get the food you need to be healthy and active? *Please select up to three items below, choosing those most important to you:*

- I am always able to get the food I need to be healthy and I do not face any barriers
  - food is not affordable enough
  - lack of nearby food outlets (e.g. grocery, markets, stores, etc.)
  - lack of transportation options (e.g. public transit, bike paths, etc.)
  - food outlets are not accessible (due to physical, cognitive and/or emotional disabilities or otherwise)
  - specific food needs are unavailable (e.g. culturally preferred, diet specific, fresh food, etc.)
  - lack of access to infrastructure for preparing and/or storing food (e.g. stove, freezer, safe storage, etc.)
  - lack of knowledge on how to access, prepare and/or store food
  - other, please specify: \_\_\_\_\_
- 

FS2. What, if any, food actions do you think the municipality should be investing in? *Select your top three:*

- food access (e.g. farmers markets, social supermarkets, mobile food markets, etc.)
- food production (e.g. community gardens, urban farms, growing spaces, etc.)
- food processing, supply and distribution (e.g. local food procurement, community and regional food hubs, short supply chains, etc.)
- community food literacy (cooking classes)
- food waste reduction (e.g. composting, redirecting food waste, etc.)
- preparing our food system to handle climate change or emergencies (distributing food to communities impacted by wildfires or extended power outages)
- the municipality should not be investing in food actions
- other, please specify: \_\_\_\_\_

## ENVIRONMENT & CLIMATE CHANGE

EV1. Are you aware of HalifACT, the municipality’s climate action plan? Learn more at [halifax.ca/climate](https://halifax.ca/climate):

yes

no

EV2. Overall, how satisfied are you with the municipality’s efforts on the following environment actions?

|   | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Don't know/<br>no opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Preparing for the following effects of climate change:                        |                          |                          |                          |                          |                           |
| Wildfires   | <input type="checkbox"/>  |
| Coastal flooding (from ocean)   | <input type="checkbox"/>  |
| Overland flooding (from rivers or rain)                                       | <input type="checkbox"/>  |
| Heat waves  | <input type="checkbox"/>  |
| Drought   | <input type="checkbox"/>  |
| Invasive species such as Japanese beetles                                     | <input type="checkbox"/>  |
| Hurricanes  | <input type="checkbox"/>  |
| Winter storms   | <input type="checkbox"/>  |
| Reducing greenhouse gas emissions   | <input type="checkbox"/>  |
| Managing lakes and rivers   | <input type="checkbox"/>  |
| Protecting land for food production   | <input type="checkbox"/>  |
| Reducing waste  | <input type="checkbox"/>  |
| Water testing to support lifeguarded beaches                                  | <input type="checkbox"/>  |
| Protecting nature (conservation and protection from development)              | <input type="checkbox"/>  |
| Naturalization of parks (i.e. allow more natural plant species to grow, etc.) | <input type="checkbox"/>  |
| Communicating city efforts on environment and climate change                  | <input type="checkbox"/>  |
| Preparing for weather-related emergencies                                     | <input type="checkbox"/>  |
| Responding to weather-related emergencies                                     | <input type="checkbox"/>  |
| Solar City program  | <input type="checkbox"/>  |
| LakeWatchers program  | <input type="checkbox"/>  |
| Canines for Clean Water Campaign  | <input type="checkbox"/>  |
| HalifACT – climate plan   | <input type="checkbox"/>  |

EV3. Please select what you believe are the three most important areas of focus regarding environmental and climate change action. *Please select your top three priorities – place a 1 beside your top priority, 2 for your second highest and a 3 for your third highest:*

- adding more land for environmental and biodiversity protection and conservation
- assessing and reducing flood risks – coastal and overland
- biodiversity and natural areas
- creating more resilient infrastructure to climate impacts
- reducing energy use in homes and buildings
- electrifying transportation
- emergency preparedness
- energy efficiency
- extreme weather and emergency management
- food security
- green infrastructure (rain gardens, bioswales, naturalization and living shorelines)
- growing the green economy and workforce – green jobs
- protecting watersheds and improving lake health
- protection of infrastructure
- renewable energy generation – grid
- renewable energy generation – personal
- sea level rise and coastal preparedness
- water quality
- other: \_\_\_\_\_
- there are no priority areas

## POLICING

**Please note:** Police services in the Halifax region are provided by both Halifax Regional Police and RCMP Halifax Regional Detachment. In your responses, please focus on your overall experience with police services in the municipality.

PO1. Have you had a direct interaction with the police in the last **two** years? *Select one:*

- 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 or suspect
- I was involved in a motor vehicle accident
- I was a driver or passenger in a traffic stop
- I reported a crime or incident by telephone via 911
- I reported a crime or incident by telephone via the non-emergency number
- I reported a crime or incident online
- I reported a crime or incident in-person.
- I was required to testify at court
- I needed an administrative service (e.g. fingerprints, criminal records check, etc.)
- I dealt with property which was lost, found or required destruction
- I made a complaint
- I gave compliments
- I am in the media and requested information
- other, please specify: \_\_\_\_\_

PO3. Based on your interaction(s) with your local police in the past two years, to what extent do you agree or disagree with the following statements?

| Police   | Strongly agree           | Agree                    | Neither agree nor disagree | Disagree                 | Strongly disagree        |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| The police treated me with respect   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| The police took the time to understand my situation  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| I was provided with all the required information by the police   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| My situation was dealt with efficiently by the police  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 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.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall, the police treated me fairly  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |

PO4. **Note:** Skip to question PO5 unless you responded 'no' to question QO1. Having not had any direct interaction with the police in the last two years, what is your opinion of the Halifax-area police based on?

- direct observation of police activity
- accounts from other people
- information in the media
- academic literature
- I do not have an opinion on the police

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  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| I would call the non-emergency number if I needed police assistance in a non-emergency  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| If I were a victim or witness in a crime, I would report it to the police   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| I would cooperate with the police if they asked me to   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| If I felt it were necessary, I would make a complaint against police  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Police information is readily available (e.g. contact information on websites, media news releases, online crime prevention advice, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |

PO6. Taking everything into account – how good of a job do you think the police in the municipality are doing?

- excellent
- good
- average
- poor
- very poor

## PUBLIC SAFETY

PS1. For the following questions, please indicate the extent to which you feel safe or unsafe.

|   | Very safe                | Reasonably safe          | Somewhat unsafe          | Very unsafe              | Don't know/ not applicable |
|---|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| How safe from crime do you feel walking alone in your neighbourhood during the day? | <input type="checkbox"/>   |
| How safe from crime do you feel walking alone in your neighbourhood after dark?     | <input type="checkbox"/>   |
| How safe from crime would you feel walking alone at night in downtown Halifax?      | <input type="checkbox"/>   |
| How safe from crime would you feel walking alone at night in downtown Dartmouth?    | <input type="checkbox"/>   |

PS2. In general, how safe do you feel when using the following municipal services?

|  | Very safe                | Reasonably safe          | Somewhat unsafe          | Very unsafe              | Don't know/<br>not applicable |
|--|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| Transit services   | <input type="checkbox"/>      |
| Parks  | <input type="checkbox"/>      |
| Outdoor recreation (e.g. ball fields, sports fields, etc.) | <input type="checkbox"/>      |
| Indoor recreation (e.g. pools, rec centres, etc.)          | <input type="checkbox"/>      |
| Libraries  | <input type="checkbox"/>      |
| Active transit – bike lanes                                | <input type="checkbox"/>      |
| Active transit – sidewalks and walkways                    | <input type="checkbox"/>      |

PS3. How confident are you that Halifax Regional Fire & Emergency (HRFE) will respond to emergency calls in a timely manner?

- completely confident
  not at all confident  
 confident
  don't know and/or no opinion  
 not very confident

PS4. Over the past year, have you or a member of your household had any interaction with HRFE members as they performed their services (e.g. fighting fires, car rescue, medical response, fire prevention, investigation, etc.)?

- yes  
 no (skip to question RL1)

PS5. Since you or one of your household members had an interaction with HRFE in the past year – to what extent do you agree or disagree with the following statements?

|  | Strongly agree           | Agree                    | Disagree                 | Strongly disagree        | Don't know/<br>no opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| The HRFE members(s) displayed professionalism in performing their duties         | <input type="checkbox"/>  |
| The HRFE member(s) treated me and/or my family with compassion, care and respect | <input type="checkbox"/>  |

## RECREATION PROGRAMS AND SERVICES

RL1. Have you registered for and/or participated in a municipally-run recreation program over the past 12 months?

yes

no

---

RL2. Do you find it difficult to access any municipal facilities or participate in any recreation programs or services run by the municipality? (*i.e. 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, etc.*)

yes

no (skip to question PR1)

---

RL3. What, if any, are 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 and/or fees are too high

registration and user fees are too high compared to other recreation service providers or athletic associations (non-municipally run)

programs and facilities are full or booked

not convenient – date and time of registration

no applicable services for my age group

not able to access the online services (registration or booking)

no desired facilities or programs of interest are within a reasonable distance from my home and/or 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 disability-friendly)

lack of programming available for individuals requiring inclusion support

I do not feel safe accessing municipal facilities or recreation programs and/or services

other, please specify: \_\_\_\_\_

## PARK SERVICES

PR1. Please rate how satisfied you are with the following park assets and park services provided by the municipality.

| Parks   | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Haven't used             |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Splash pads   | <input type="checkbox"/> |
| Outdoor pools   | <input type="checkbox"/> |
| Multi-use paths                                       | <input type="checkbox"/> |
| Wilderness trails                                     | <input type="checkbox"/> |
| Community gardens                                     | <input type="checkbox"/> |
| Grass sport fields                                    | <input type="checkbox"/> |
| All-weather sports fields                             | <input type="checkbox"/> |
| Ball diamonds   | <input type="checkbox"/> |
| Basketball courts                                     | <input type="checkbox"/> |
| Pickleball courts                                     | <input type="checkbox"/> |
| Tennis courts   | <input type="checkbox"/> |
| Volleyball courts                                     | <input type="checkbox"/> |
| Skate parks   | <input type="checkbox"/> |
| Bicycle pump tracks                                   | <input type="checkbox"/> |
| Lawn bowling  | <input type="checkbox"/> |
| Outdoor fitness equipment                             | <input type="checkbox"/> |
| Public art  | <input type="checkbox"/> |
| Off-leash dog parks                                   | <input type="checkbox"/> |
| Municipal beaches and waterfront areas                | <input type="checkbox"/> |
| Condition of public washrooms located in a park       | <input type="checkbox"/> |
| Availability of public washrooms located in a park    | <input type="checkbox"/> |
| Availability or ease of booking municipal park assets | <input type="checkbox"/> |
| The municipality's grass cutting service              | <input type="checkbox"/> |
| Your overall park experience                          | <input type="checkbox"/> |

PR2. Among the park assets and park services you mentioned you were dissatisfied with – please explain why you are dissatisfied:

---



---



---

## PUBLIC LIBRARIES

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

- yes
- no (please skip to LIB3)

LIB2. Please **rate your satisfaction** with the programs and services provided by the Halifax Public Libraries you or your household have used in the past 12 months.

| Halifax Public Libraries   | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Don't know/<br>no opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Overall satisfaction with Halifax Public Libraries                       | <input type="checkbox"/>  |
| Library facilities   | <input type="checkbox"/>  |
| Library materials (books, CDs, DVDs and eBooks)                          | <input type="checkbox"/>  |
| Public technology (e.g. Wi-Fi, computers, iPads, printers, gaming, etc.) | <input type="checkbox"/>  |
| Children's programs (ages 0-13)  | <input type="checkbox"/>  |
| Youth programs (ages 14-18)  | <input type="checkbox"/>  |
| Adult programs   | <input type="checkbox"/>  |
| Programs for seniors   | <input type="checkbox"/>  |
| Programs for newcomers   | <input type="checkbox"/>  |
| Home delivery  | <input type="checkbox"/>  |
| Borrow by mail services  | <input type="checkbox"/>  |
| Open hours   | <input type="checkbox"/>  |

LIB3. What – if anything – prevents you from using the Halifax Public Libraries more often?  
 Select all that apply, except **nothing** (exclusive):

|  |                          |
|--|--------------------------|
| Nothing – I like the library the way it is                 | <input type="checkbox"/> |
| Inconvenient open hours                                    | <input type="checkbox"/> |
| Inconvenient locations                                     | <input type="checkbox"/> |
| Transportation issues                                      | <input type="checkbox"/> |
| No programs, services and/or books I want                  | <input type="checkbox"/> |
| Too noisy and crowded                                      | <input type="checkbox"/> |
| Too difficult to register for a card                       | <input type="checkbox"/> |
| Accessibility issues                                       | <input type="checkbox"/> |
| Wait times are too long for the books and/or eBooks I want | <input type="checkbox"/> |
| Not enough computers                                       | <input type="checkbox"/> |
| Other, please specify:                                     | <input type="checkbox"/> |

---

## MOBILITY AND TRANSPORTATION

MT1. Do you commute to work or school?

yes

no (skip to question MT5)

---

MT2. What is your main mode of travel to get to work and/or school (the mode used for the longest distance)? *Please select one:*

walk or use a mobility device

bicycle

public transit (including bus or Access-A-Bus)

ferry

rural transit (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: \_\_\_\_\_

MT3. If you use more than one mode of travel to get to work and/or school – what is the second most frequently used option that you use?

- walk or use a mobility device
- bicycle
- public transit (including bus or Access-A-Bus)
- ferry
- rural transit (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: \_\_\_\_\_
- I don't use a second mode to travel

MT4. What is your typical commute time from home to work and/or school?

- 15 minutes or less
- 16 to 30 minutes
- 31 to 45 minutes
- 45 to 60 minutes
- more than 60 minutes

MT5. Please rate your level of satisfaction with the various mobility options.

|   | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        | Don't know/<br>no opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| The ease of getting around by car   | <input type="checkbox"/>  |
| The ease of getting around by walking   | <input type="checkbox"/>  |
| The ease of getting around by bicycle   | <input type="checkbox"/>  |
| The ease of getting around by transit   | <input type="checkbox"/>  |
| The ease of getting around by mobility device (wheelchair or motorized scooter) | <input type="checkbox"/>  |

MT6. Have you used Halifax Transit (bus, ferry or Access-A-Bus) in the past 12 months?

- yes
- no (skip to question MT8)

MT7. How frequently do you use Halifax Transit?

- five or more days a week
- three to four days a week
- one to two days a week
- one to two days a month
- several times a year or less

MT8. What would encourage you to use public transit services more often than you do now? *Please check all that apply:*

|  |                          |
|--|--------------------------|
| Not applicable   | <input type="checkbox"/> |
| More frequent service  | <input type="checkbox"/> |
| Shorter travel time  | <input type="checkbox"/> |
| More reliable service  | <input type="checkbox"/> |
| More fare payment options                                      | <input type="checkbox"/> |
| Improved access to schedule information                        | <input type="checkbox"/> |
| More direct routes   | <input type="checkbox"/> |
| Fewer transfers  | <input type="checkbox"/> |
| Additional bus shelters  | <input type="checkbox"/> |
| Additional Park & Ride lots                                    | <input type="checkbox"/> |
| Added service to rural areas                                   | <input type="checkbox"/> |
| Stops closer to home or work                                   | <input type="checkbox"/> |
| More accessible bus stops and terminals                        | <input type="checkbox"/> |
| Improved communications about service disruptions or changes   | <input type="checkbox"/> |
| Increased safety on transit vehicles and at transit facilities | <input type="checkbox"/> |
| Other, please specify:   | <input type="checkbox"/> |
| Nothing – I already use transit all the time                   | <input type="checkbox"/> |
| Nothing – I don't plan to use transit                          | <input type="checkbox"/> |

MT9. How would you rate the condition of the following:

|  | Very good                | Good                     | Average                  | Poor                     | Very poor                |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The overall condition of roads in the municipality                           | <input type="checkbox"/> |
| The condition of roads and streets in your neighbourhood                     | <input type="checkbox"/> |
| The overall condition of existing sidewalks and walkways in the municipality | <input type="checkbox"/> |

---

MT10. How would you rate the condition of existing sidewalks/walkways in your neighbourhood?

- very good
- good
- average
- poor
- very poor
- not applicable – my neighbourhood does not have sidewalks

## DEMOGRAPHIC QUESTIONS

Our final 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 region? *Please include years prior to amalgamation:*

- relocated this year
  - one to four years
  - five to nine years
  - 10 to 14 years
  - 15 to 20 years
  - more than 20 years
  - prefer not to say
- 

D2. How old are you?

- 18 to 24
  - 25 to 34
  - 35 to 44
  - 45 to 54
  - 55 to 64
  - 65 to 74
  - 75+
  - prefer not to say
- 

D3. What is your gender?

- woman
- man
- non-binary
- not listed – please specify if you feel comfortable doing so: \_\_\_\_\_
- prefer not to say and/or unsure

D4. What is your current employment status? *Select all that apply.*

- employed, full-time
  - employed, part-time
  - unemployed and currently looking for work
  - unemployed and not currently looking for work
  - student
  - retired
  - homemaker and/or caregiver
  - self-employed
  - unable to work
  - prefer not to say
- 

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

- less than high school completion
  - secondary (high) school diploma or equivalency certificate
  - apprenticeship or trades certificate or diploma
  - college, CEGEP or other non-university certificate or diploma
  - university graduate (bachelor's degree)
  - university certificate, diploma or degree above bachelor level
  - prefer not to say
- 

D6. What was your estimated 2023 total household income, before taxes?

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

D7. Do you own or rent your home?

- own home (with or without mortgage)
  - rent
  - live in a parent's or relative's home
  - other (group home, retirement facility or university residence)
  - unhoused
  - prefer not to say
- 

D8. Including yourself, how many people live in your household?

- one
  - two
  - three
  - four
  - five
  - six or more
- 

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

- children
  - seniors
  - neither
- 

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

- |   |  |
|---|--|
| <input type="checkbox"/> less than \$1,000  | <input type="checkbox"/> Over \$5,000                              |
| <input type="checkbox"/> \$1,000 to \$2,000 | <input type="checkbox"/> not applicable – I don't pay property tax |
| <input type="checkbox"/> \$2,000 to \$3,000 | <input type="checkbox"/> don't know                                |
| <input type="checkbox"/> \$3,000 to \$4,000 | <input type="checkbox"/> prefer not to say                         |
| <input type="checkbox"/> \$4,000 to \$5,000 |  |

**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.**

D11. Do you consider yourself to be a person with a disability?

yes

no

prefer not to say

---

D12. Do you identify as Acadian or Francophone?

yes - Acadian

yes – Francophone

no

prefer not to say

---

D13. Do you identify as being a member of the 2SLGBTQ+ community?

yes

no

prefer not to say

---

D14. Which racial identity best describes you? *Check all that apply:*

white/Caucasian

Black

First Nations/Indigenous

Asian (including South Asian)

Middle Eastern

Prefer not to say

my racial identity is not listed above, specify: \_\_\_\_\_

D15. Are you an employee of the Halifax Regional Municipality or Halifax Water?

yes – Halifax Regional Municipality

yes – Halifax Water

no

prefer not to say

---

## 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 five \$100 VISA gift cards. To be eligible for the contest, you must answer all the questions on the survey.

Full name:

---

Telephone:

---

Thank you very much for taking the time to provide your opinions and feedback. Your time and effort are appreciated and we will make 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 – [halifax.ca/residentsurvey](https://halifax.ca/residentsurvey).

**HALIFAX**