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Item No. 15.1.3
Halifax Regional Council
January 14, 2025

TO:	Mayor Fillmore and Members of Halifax Regional Council
FROM:	Cathie O'Toole, Chief Administrative Officer
DATE:	January 6, 2025
SUBJECT:	2024 Resident Survey

ORIGIN

This report stems from the municipality's commitment in the 2024/25 Finance & Asset Management business plan to conduct a Resident Survey to inform the development of the 2026-2030 Strategic Plan and business planning and budgeting decisions.

EXECUTIVE SUMMARY

The Resident Survey provides an overview of resident perceptions of municipal programs and services, their priorities and preferences for where the municipality should focus spending and effort, and the results are used to trend municipal performance over time. This report provides a summary of results from the 2024 Resident Survey that was conducted in September and October 2024, with 2,029 responses provided. The attached 2024 Resident Survey Report highlights results from the 2024 Invitation-based survey and compares results to the 2021 Resident Survey and the 2018 Citizen Survey. While not recommended to be used for decision-making, results from the Open version of this survey, which was available to all residents of the municipality are also referenced for comparison.

Overall, results have trended downward from 2018, with notable decreases in perceptions of quality of life, value for taxes, overall and service-specific satisfaction, and generally with municipal performance. Residents note housing affordability and availability as the top issue facing the municipality. Comparing the Invitation survey results to the Open results, responses tended to be more unfavourable in the Open survey.

A high-level summary of results is found on page four of this report, and the attached 2024 Resident Survey Report contains a detailed analysis of results.

RECOMMENDATION

It is recommended that Halifax Regional Council:

1. Direct the Chief Administrative Officer to incorporate the results of the 2024 Resident Survey in the preparation of the updated 2026-2030 Strategic Plan.

BACKGROUND

The Invitation-based 2024 Resident Survey was conducted from September 20 to October 13, 2024. Subsequently, the same survey was made available from October 4 to 27 to all residents of the municipality to complete (Open survey), to increase the survey's reach and inclusivity. Due to the sampling methodologies used to conduct the survey, the Invitation-based survey results are used to assess municipal performance and resident opinions. The Open survey results are used for information purposes only to gauge general sentiment, but the results are not used to assess performance.

The resident survey is an engagement tool used to gather information from a diverse range of HRM residents about their priorities, service experience and expectations, and to inform policy and decision making and investments in the community.

This was the 11th survey the municipality has conducted since amalgamation in 1996. The Resident Survey acts as a gauge of the satisfaction of residents and taxpayers with the services provided by their municipal government and helps identify the mix of programs and services to best meet their expectations.

The results of the survey will guide strategic and business planning and budgeting decisions and provide Regional Council and administration with valuable insight into what matters most to residents.

DISCUSSION

The 2024 Resident Survey was developed in collaboration with municipal business units, and with input from the Halifax Partnership.

Narrative Research, a Halifax-based market research firm, was contracted to conduct the survey on behalf of the municipality, and Narrative provided input to refine the survey.

Results from the Invitation-based survey as summarized in the attached 2024 Resident Survey report produced by Narrative Research. The report and data from the survey are available at www.halifax.ca/residentsurvey.

Methodology:

The 2024 Resident Survey was delivered in two phases, in both English and French: An Invitation-based survey which followed a controlled sampling methodology and allows results to be generalized the population of the Region; and an Open survey, which used the same questions and was available to all residents to complete in an online format only. The Invitation-based survey results form the basis for the analysis in the attached 2024 Resident Survey Report and are the results which will be used to inform planning decisions and performance reporting. Due to the sampling methodology for the Open survey, results from that survey are provided for information purposes only and cannot be used to assess overall resident sentiment. A summary of Open results compared to select Invitation survey results is provided below, and results from both surveys are available in tabular format at www.halifa.ca/residentsurvey.

The Invitation-based 2024 Resident Survey was conducted from September 20 to October 13, 2024. Respondents who received a mailed invitation letter inviting them to participate were given the option to complete the survey online, via telephone, or by paper copy. A random-sampling approach was used to determine which households received invitations, which allows a margin of error to be applied to the results and for the results to be generalized to the population of the municipality.

The municipality's civic address database was used to randomly select 25,000 single-family and multi-unit residential households from across the municipality's 16 districts to receive an invitation to participate. To ensure fair and equitable representation, the distribution of invitations was based on the population in each district, as a percentage of the total population in the municipality. This invitation-based methodology is consistent with the approach used for the Resident Survey in 2021. The 2010, 2012, 2014, and 2018 surveys used households in each district as the basis for distribution. Basing the distribution on population allows for a more even number of surveys per district. Of the 25,000 invitations sent, approximately 1,250 are expected to be returned as undelivered.

For the Open survey, a link to the survey was provided on the municipality's website, and residents were offered the option to complete the survey in an online format only.

The survey captured a broad range of demographic information that allows the analysis of results by demographic markers, however, caution should be applied when generalizing results to population subgroups where a low number of responses were received, as the margin of error increases with smaller sample sizes, and thus the risk that the results may vary from true consensus.

Public Engagement and Representation

Communication for the 2024 Resident Survey included advertisements in daily and community newspapers, digital newspapers, social media advertising (Facebook, X, Instagram), and a follow-up postcard to all invited households reminding them to complete the survey. Regional Council members were also provided messaging that they could include in their social media or newsletters to encourage constituents to participate if they received an invitation, or to the Open survey if they did not.

Due to the methodology selected (Civic Address database), it was not possible to ensure that the households selected for the Invitation survey were representative of all demographics. Past survey response has been overwhelmingly from Caucasian Nova Scotians (2021: 89%, 2018: 91%), with lower response rates from African Nova Scotian, African Canadian, and First Nations/Indigenous residents (typically in the 1% - 3% range).

Corporate Planning worked with the Office of Diversity & Inclusion to implement strategies to increase the response rate in traditionally underrepresented communities and encourage participation from several distinct community groups. Specifically, communications to these communities were distributed to encourage members to complete the survey if they received an invitation to participate, and invitation postcards containing a link to the Invitation survey were distributed at various public events such as the French Services Fair, and in-community meetings attended by members of the Office of Diversity & Inclusion. Of the 25,000 invitations sent, 2,000 of them were distributed to oversample in districts where there is a proportionately higher number of Black, First Nations/Indigenous, and new immigrant residents (400 each to districts 2, 4, 10, 12, and 14). There was no statistically significant increase in the percentage of respondents from these demographic groups in the overall survey results. While there was a modest increase in the proportion of respondents who identify as a person with disability (18% in 2024, 14% in 2021), and those who identify as a member of 2SLGBTQ+ (13% in 2024, 9% in 2021), this increase cannot be definitively attributed to increased communication with these communities.

Interpreting the Results – Invitation Survey

Of the 25,00 invitations distributed, approximately 1,250 are expected to be returned as undeliverable (the current Canada Post strike has delayed the receipt of undelivered mail), leaving a final sample of approximately 23,750 useable addresses. 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, and 9.5% in 2018). Of the 2,029 useable surveys, 2,001 (98%) were completed online, 16 were completed by telephone (0.8%), and 12 were completed by mail (0.6%).

For the Invitation survey, residents were required to complete a series of core questions including top issues, value for taxes, service satisfaction, funding, and quality, and priorities. Once these core questions were completed, they were given the option to end their survey or continue with additional questions on specific services. 2,029 residents completed the core questions, and approximately 1,500 completed the full question set.

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 the District they reside in). The survey results in this report are weighted in this manner, which differs from the 2021 results that were weighted by age, gender, and tax designation (urban, suburban, rural).

The margin of error for this survey is ± 2.2%. This means that the results will be within the range of the reported number by ± 2.2%, 19 times out of 20 or at the 95% confidence level. For example, if a result shows that 80% of residents say they receive good value for the property taxes they currently pay, the real result lies between 77.8% and 82.2% (80% + 2.2% = 82.2%, or 80% - 2.2% = 77.8%). This represents the range within which true sentiment for HRM residents toward value for taxes can be expected to fall, 95% of the time.

Interpreting the Results – Open Survey

The Open survey contained the same questions as the Invitation survey and received 834 responses. Due to the inability to control who responded to the survey, and how frequently they responded, a margin of error cannot be applied to the results. Therefore, the Open survey results cannot be considered as representative of resident sentiment and should not supplant the Invitation survey results. The results are provided for information purposes. An analysis of the Open survey results is not included as part of the attached 2024 Resident Survey Report prepared by Narrative Research, however, a high-level summary of results for select questions is included below comparing Invitation and Open results. Results and differences are for qualitative information only and should not be used to assess overall sentiment or true differences between the two surveys.

Key Highlights of the 2024 Resident Survey Results:

The attached 2024 Resident Survey Report outlines findings from the Invitation survey and compares results from 2024 to the 2021 Resident Survey and 2018 Citizen Survey, where questions were continued.

This section provides a summary of key findings of the 2024 Resident Survey. The main bullet reflects the results from the Invitation-based survey. The sub-bullet highlights results from the Open survey. As noted, **only the Invitation-based survey results will be used for planning and performance reporting purposes**. Numbers may be rounded.

- **Top Issues**: More housing/available housing was the primary issue facing the municipality over the next five years, with affordable housing/rent control, transportation/traffic, transit, poverty / homelessness, and healthcare also rating highly.
    - **Open**: More housing / available housing was the primary issue, followed by transit, affordable housing, and transportation/traffic.

- **Quality of Life**: 80% of residents rated their quality of life as very good or good, down nine percentage points from 2021. 69% of residents said the quality of life has worsened over the past three years. The decrease was attributed mainly to concerns about housing affordability and availability, and the cost of living. Issues such as traffic congestion, population growth, access to healthcare, and homelessness were also cited.
    - **Open**: 77% rated the overall quality of life as very good or good. 71% thought quality of life has worsened over the past three years.

- **Perception of Value for Taxes**: 43% of residents indicated they received very good or good value for the property taxes they paid; a decline from 72% in 2021.
    - **Open**: 36% indicated that they received very good or good value for their taxes.

- **Satisfaction with Municipal Services**: Overall, 60% of residents were very satisfied or satisfied with the delivery of all services provided by the municipality. This is down from 82% in 2021. Of the 40 services assessed, residents were satisfied with 28. Of the 35 services where tracking was available against 2021 results, 25 of them received lower satisfaction ratings, two remained the same, and eight increased.

- **Open**: Overall, only 50% of residents were satisfied or very satisfied with the delivery of all services provided by the municipality. Of the 40 services assessed, residents were at least satisfied with 26 of them.

- **Service Levels**: When asked if they would like to increase, maintain, or decrease service levels for municipal services, residents said they would prefer to maintain service levels the majority of the time for 34 of 40 services. Services they would like to see increased were efforts to address homelessness/support people who are unhoused, efforts to support food security and strengthen the food system, public transit – conventional bus, overall transit service, street/road maintenance, and climate action. When asked if they would be willing to pay more to increase (or maintain) services, a majority of residents were only willing to pay more for efforts to address homelessness/support people who are unhoused, however the percentage of those who would be willing to pay more increased for 29 of 35 services, compared to 2021.
    - **Open**: Residents preferred to maintain the level of service for 26 of the 40 services. There were seven services they would like to see service levels increased for, and there were seven services where a plurality existed (less than 50%, but more than other options) – three for increase (community planning/land use planning and approvals, bike lanes, and road safety), and four for maintain (public engagement, parking availability, sidewalks/pedestrian facilities, and environmental protection and sustainability). The seven services residents wanted to see increased were efforts to address homelessness/supporting people who are unhoused (66%), efforts to support food security and strengthen the food system (56%), public transit - conventional bus (70%), overall transit service (70%), street/road maintenance (52%), traffic management/balancing how street space is assigned to different modes (58%), and climate action (54%). Of the seven services for which residents wanted to see service levels increased, they were willing to pay an additional tax for this increase for all except street/road maintenance.

- **Priorities**: When asked to rate the importance of 22 aspects of each of the Council Priorities in the 2021-2025 Strategic Priorities Plan, residents rated all but one over 63% very important or important, with 'ensuring the transportation network allows easy movement around the region' the highest at 96% very important or important. Promoting Halifax globally (46%) was the only aspect to not receive at least a majority considering it important.
    - **Open**: Residents rated 21 of 22 aspects of Council priorities as at least 64% important, with well-maintained municipal infrastructure considered the most important at 98%. Promoting Halifax globally was the only aspect rated as not important by the majority, with only 41% rating it important.

Infrastructure: Housing (at 44%) was rated the most important infrastructure project for the municipality to invest in over the next five years, and at 75% of top 5 mentions for residents; it was also the top infrastructure priority in 2021. Streets/roads (41%), climate change mitigation and protection (36%), and food (35%) received the next highest frequency of top five mentions. 84% of residents favoured investing in fixing and maintaining existing facilities, assets and infrastructure over building new.

- **Open**: Housing was both the top infrastructure priority at 35%, and most common top five mention at 65%, followed by climate change mitigation and protection (9%, 39% top five) and emergency egresses (7%, 26% top five). More buses to expand service (34%), more buses on existing transit routes (33%), and streets/roads (31%) were other top five mentions. 76% of residents would prefer the municipality focus on fixing and maintaining existing assets as opposed to building new.

- **City Direction and Public Engagement:** Only 35% of residents feel the city is moving in the right direction to ensure a high quality of life for future generations. And just over two thirds felt the city did a good job communicating on regional and local issues.

- **Open:** 30% of residents agreed that the municipality is moving in the right direction, and 33% felt the municipality was doing a good job communicating on regional and local issues.

- **Service Quality**: 75% of residents indicated they had some form of contact the municipality over the past year. 84% indicated that they were satisfied with their interaction. Ratings for those using online services were also high, with 83% satisfied with the outcome of their interaction.
  - **Open**: 81% indicated they had some form of contact with the municipality of the past year. 83% were satisfied with their interaction for in-person service and 76% when using online services.

- **Housing & Homelessness**: 85% believe the municipality should allocate additional resources to address the creation of more housing in general, and 78% that the municipality should allocate additional resources to address homelessness.
  - **Open**: 77% believe the municipality should allocate additional resources to address the creation of additional housing. 74% that the municipality should allocate additional resources to address homelessness.

- **Food Security**: 51% of residents indicated that the greatest barrier to getting the food they need to be healthy and active was that food was not affordable enough.
  - **Open**: 49% of residents indicated that food was not affordable enough.

- **Environment**: The majority of residents were satisfied with the municipality's efforts to prepare for climate change, carry out environmental actions, and programs and communications related to the environment and climate action, except for actions to prepare for wildfires, invasive species, and overland flooding. The top priority for action on environment and climate change was food security, followed by extreme weather and emergency management.
  - **Open**: Residents were less satisfied with every effort compared to the Invitation results but were still satisfied with 15 of 21 areas. Top priority for action was food security, followed closely by renewable energy generation (grid), emergency preparedness, creating more resilient infrastructure to climate impacts, and extreme weather and emergency management.

- **Policing**: 38% of residents had some form of direct interaction with either Halifax Regional Police or the RCMP during the past two years. Overall, 57% of residents said the police are doing an excellent or good job, with 13% saying they were doing a poor or very poor job.
  - **Open**: 42% of residents had some form of direct interaction with police during the past two years. Overall, 47% said police were doing a good or excellent job, with 23% saying they were doing a poor or very poor job.

- **Public Safety**: 94% of residents feel safe walking alone in their neighbourhood during the day, and 70% at night. Only 37% felt safe walking alone at night in downtown Halifax, and 30% at night in downtown Dartmouth. Three quarters of residents felt safe using municipal services, except for bike lanes, where only 49% felt safe. 86% of residents were confident Halifax Regional Fire & Emergency would respond in a timely manner, down from 90% in 2021.
  - **Open**: 95% felt safe in their neighbourhood during the day, and 72% at night. Only 41% felt safe in downtown Halifax after dark, and 36% in downtown Dartmouth after dark. Residents generally felt safe using municipal services, except for bike lanes at 36%, and 86% were confident that Halifax Regional Fire & Emergency would respond in a timely manner.

- **Recreation**: Only 19% of residents reported registering or participating in a municipal recreation program over the past year. Programs being full/booked, and a lack of facilities or programs of interest near their home were noted as the top barriers.
  - **Open**: 20% of residents reported registering or participating in a municipal recreation program, with the same barriers of full/booked programs, and a lack of facilities or programs of interest nearby as the greatest barriers.

- **Parks**: Except for the condition (57%) and availability (48%) of public washrooms in parks, at least 73% of residents were satisfied with various park assets and services.
    - **Open**: Similar to the Invitation results, 71% of residents were satisfied with park assets and services for all but the condition (52%) and availability (40%) of public washrooms located in a park.

- **Libraries**: 61% of residents reported using the Halifax Public Libraries over the past year, and 98% were satisfied with the Library overall.
    - **Open**: Of the 71% of residents who reported using the Halifax Public Library over the past year, 96% were satisfied with the Library overall.

- **Mobility and Transportation**: 61% of residents reported they commuted to work, with 65% using their own personal vehicle as their primary mode of transportation. 19% reported using the bus, and 8% walked or used a mobility device, and 3% cycle. Satisfaction with the ease of getting around by various modes varied from 79% for walking, to 35% for public transit. More reliable service, more frequent service, more direct routes, and shorter travel times were cited as things that would encourage more people to use public transit. The overall condition of roads in the municipality was rated as good by only 29% of residents. Sidewalks scored slightly higher at 52%.
    - **Open**: 66% reported that they commuted to work, with 53% using a personal vehicle, 26% using public transit, and 8% cycling, walking, or using a personal mobility device. Residents were most satisfied with the ease of getting around by walking (72%), and least satisfied with ease by bicycle (28%) and transit (18%). 68% indicated they have used public transit over the past year, and that more frequent service, shorter travel times, more reliable service, and direct routes were the top things that would encourage more transit use. Respondents were more satisfied with the condition of streets/roads and sidewalks in their community compared to generally in the municipality, but still rated their overall satisfaction with roads (27%) and sidewalks (42%) in the municipality lower than those in the Invitation sample.

FINANCIAL IMPLICATIONS

Results from public engagements inform the budget and business planning process. Regional Council may choose to make tax policy decisions based on this information, and the information may be reflected in adjustments to budget and business planning and delivery in 2024/25 and beyond.

The total cost for the 2024 Resident Survey is approximately $84,0000 (net HST included), Funding for this expenditure has been provided for from cost centre M310.

There are no immediate financial implications resulting from this report.

RISK CONSIDERATION

The Resident Survey is an engagement tool used to support evidence-based decision-making by Regional Council and municipal staff. The methodology used to solicit responses is intended to limit bias in respondent selection by randomizing who receives an invitation to participate. Because of this approach, residents who do not have a permanent residence will not receive an invitation and their input will not be included in this report/analysis. Additionally, because responding to the survey is voluntary, it cannot be guaranteed that results will be truly representative of all members of the municipal population, and that low response rates from specific demographics such as District or ethnicity may result in higher margins of error than at the Regional (overall results) level. As such, there should be some caution in interpreting the results and applying them to a particular subgroup as representative of their sentiment on any specific issue.

There is additional risk in that the specific reasons for why a resident may feel the way they do on a particular issue is not surveyed for many questions – in part due to the significant cost and analysis required when including additional 'open-ended' questions in the survey. As such, results should be viewed as an overall perception of residents, but the true cause or motivation for that response should not be interpreted or assumed.

COMMUNITY ENGAGEMENT

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

ENVIRONMENTAL IMPLICATIONS

No environmental implications were identified.

ALTERNATIVES

1. Regional Council could choose not to approve the recommendation

LEGISLATIVE AUTHORITY

Halifax Regional Municipality Charter, section 7A and subsection 34(1), as follows:

7A The purposes of the Municipality are to

(a) provide good government;

(b) provide services, facilities and other things that, in the opinion of the Council, are necessary or desirable for all or part of the Municipality; and

(c) develop and maintain safe and viable communities.

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

ATTACHMENTS

Attachment 1 - 2024 Resident Survey Report (Consultant Report) - includes copy of the survey questions

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Report Prepared by: Luciana Arraras de Ferrari, Planning & Performance Coordinator, Finance & Asset Management, 902.717.0143,

Michael Pappas, Director, Corporate Planning & Performance, Finance & Asset

Attachment 1 - 2024 Resident Survey Report

NARRATIVE RESEARCH

RESIDENT REPORT

Final Report Prepared for:

Halifax Regional Municipality

HALIFAX

December 2024

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HRM001-1040

Table of Contents

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 ± 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 ± 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 the District they reside in). The survey results in this report are weighted in this manner, which differs from the 2021 results that were weighted by age, gender, and tax designation (urban, suburban, rural). 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:

Table 1: Weighting Profile

	% of Surveys	HRM Population
Gender (current gender)		
Man	45%	48%
Woman	50%	52%
Non-binary/Another gender	1%	-
Prefer not to say/No response	4%	-
Age		
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%	-
Region		
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

	% (that provided responses)		% (that provided responses)
Years Lived in HRM		**Employment Status***	
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%
Highest Level of Education		Homemaker/Caregiver	1%
High school diploma or lower	15%	Unable to work	2%
Apprenticeship, trades, college, CEGEP, or other non-university certificate or diploma	29%	**Annual Property Tax**	
		Less than $2,000	14%
		Between $2,000 and $3,000	19%
		Between $3,000 and $4,000	14%
University graduate	32%	Over $4,000	20%
University certificate, diploma, or degree above bachelor level	24%	Don’t know/don’t pay property tax	32%
		Identify as ...	
Total Household Income (2023)		Person with disability	18%
Less than $50,000	25%	Acadian or Francophone	10%
$50,000 to less than $75,000	16%	Member of 2SLGBTQ+	13%
$75,000 to less than $100,000	17%	**Racial Identity**	
$100,000 to less than $125,000	11%	Caucasian	90%
$125,000 or more	30%	Asian (including South Asian)	6%
Rent or Own		First Nations/Indigenous	3%
Own home	65%	Black	2%
Rent	33%	Middle Eastern	1%
Other	2%	My racial identity is not listed	1%
Children or Seniors in Household*		**People in Household**	
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.

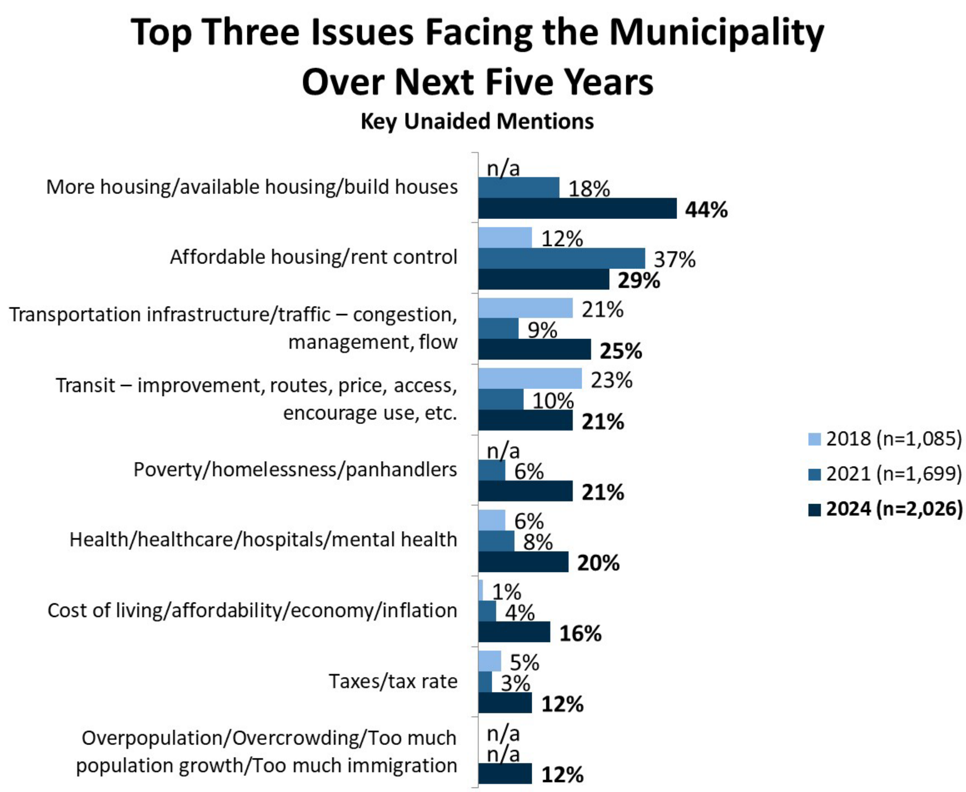
Detailed Analysis

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.



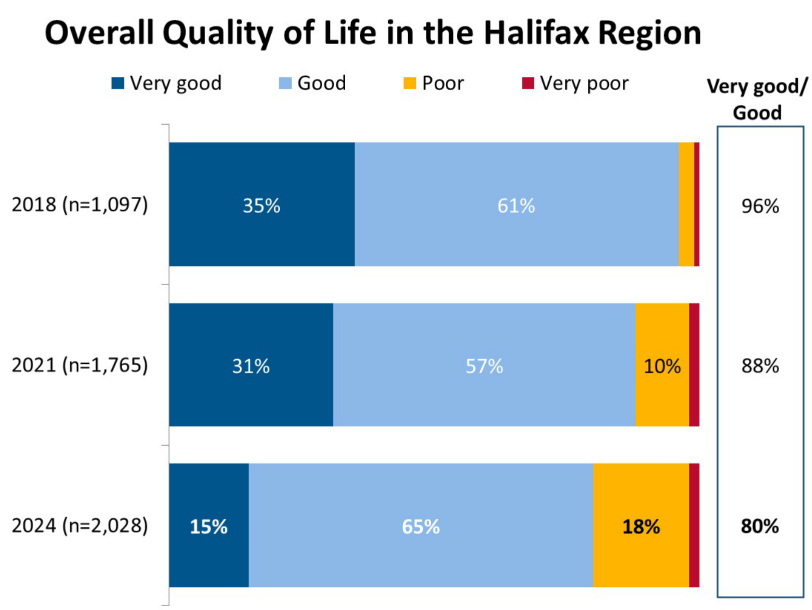
Q.TI1: In your opinion, what are the top three issues facing the municipality over the next five years?

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.

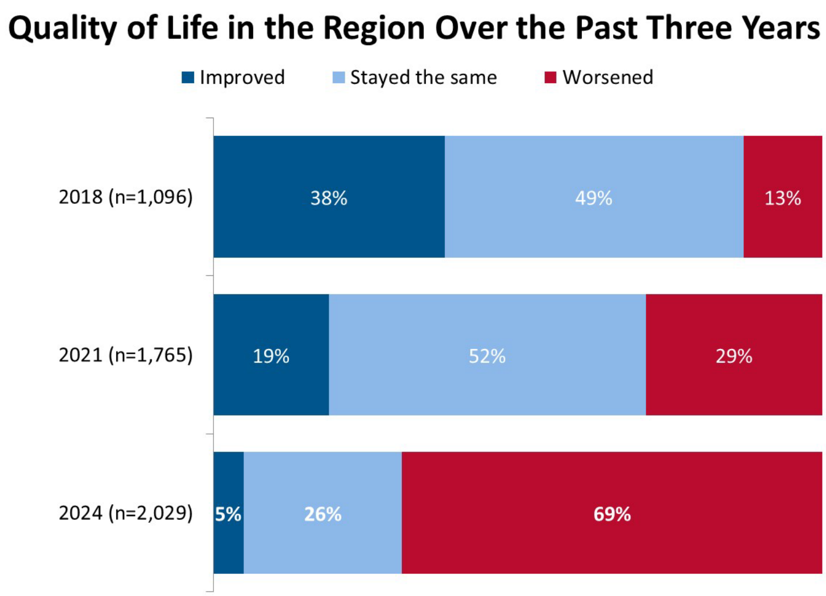


Q.QL1: How would you rate the overall quality of life in the Halifax region? *Mentions of 4% or less are represented as a bar.*

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.

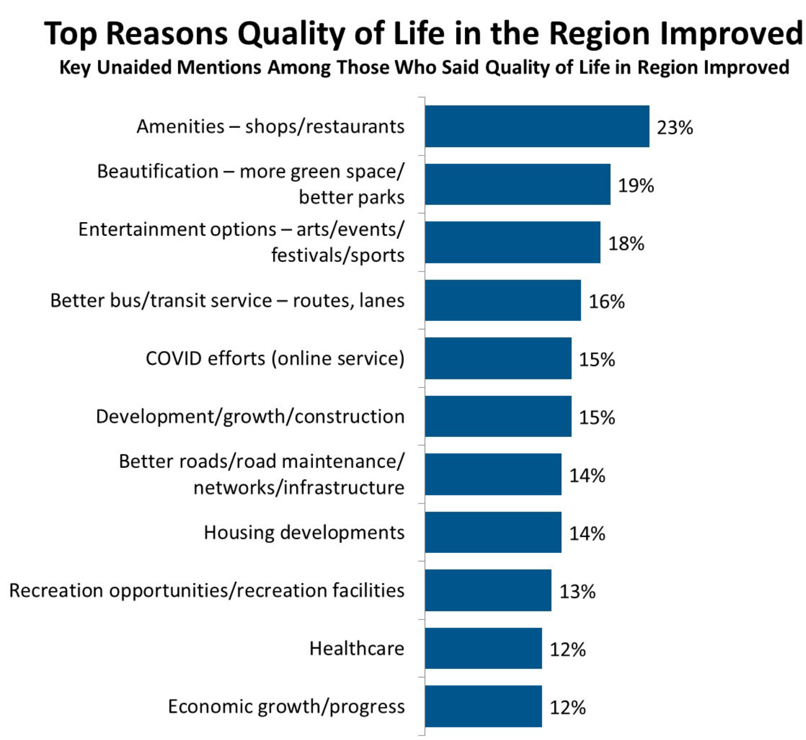
Key Differences: Those identifying as 2SLGBTQ+ and women are more likely than their counterparts to view quality of life as worsening. Those who have lived in the Halifax region for 10 to 20 years are most inclined and those living in the region for fewer years are least inclined to view the quality 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.



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.

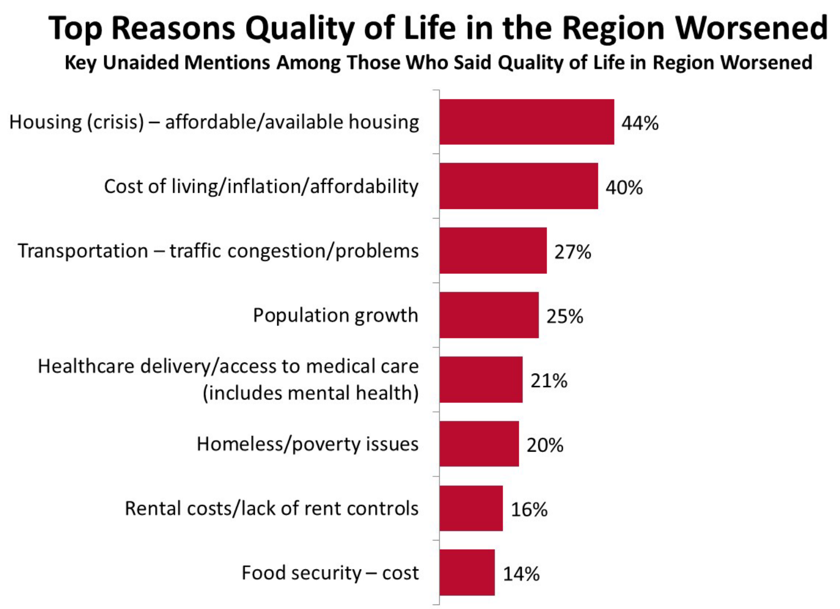


Q.QL3: **[IF 'IMPROVED' IN Q.QL2]** What, in your opinion, would you say are the top three (3) most significant things that contributed to an improved quality of life in the region? (n=110)

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.

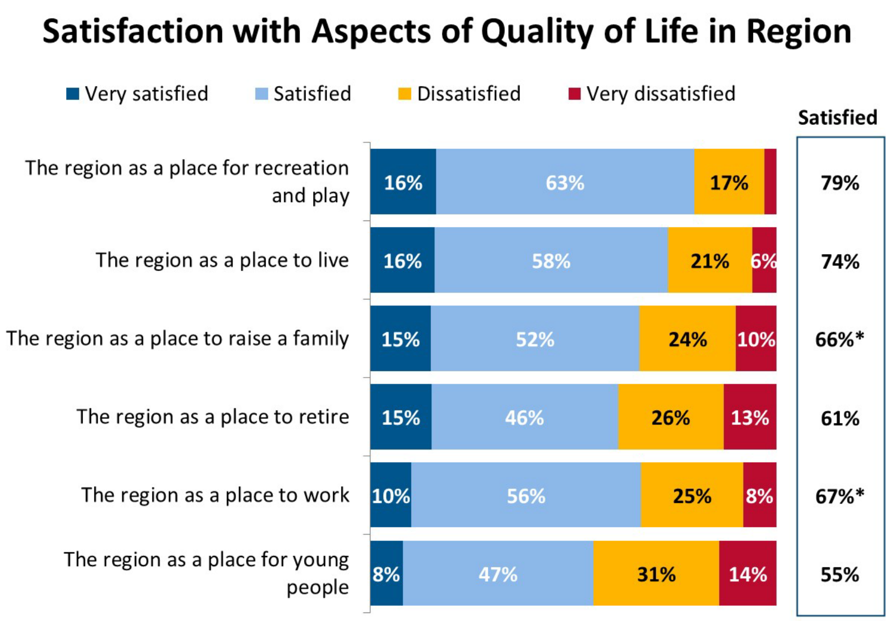


Q.QL3: **[IF 'WORSENED' IN Q.QL2]** What, in your opinion, would you say are the top three (3) most significant things that contributed to a worsened quality of life in the region? (n=1,397)

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.



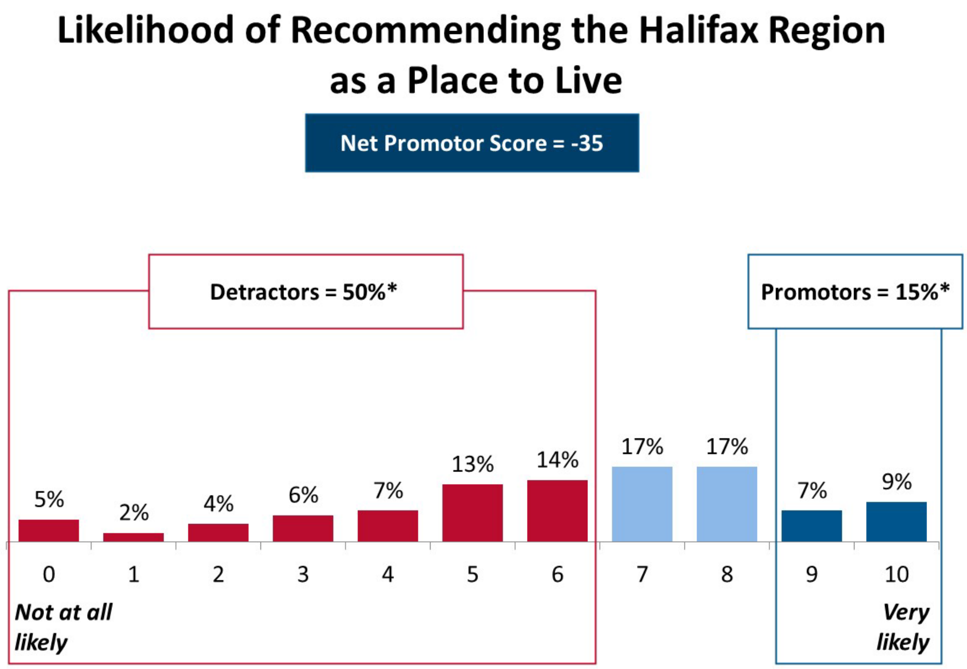
Q.QL4a-f: Please tell us how satisfied you are with each of the quality-of-life aspects of the region. (n=1,736-2,011) **Due to rounding. Mentions of 4% or less are represented as a bar.*

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 Promotors (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.

Net Promotor Score = Promotors (9-10 rating) − Detractors (0-6 rating)

Key Differences: The Net Promotor 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.



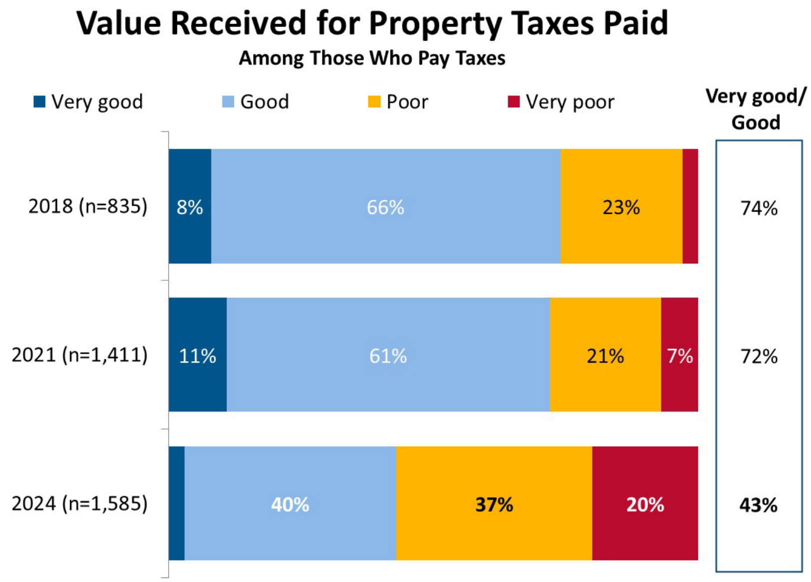
Q.QL5: On a scale of 0 to 10, where 0 is not at all likely, and 10 is very likely, how likely would you be to recommend the Halifax region as a place to live? (n=2,028) **Due to rounding. Net Promoter Score represents the percentage of residents who offered ratings of 9 or 10 (promoters) minus the percentage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



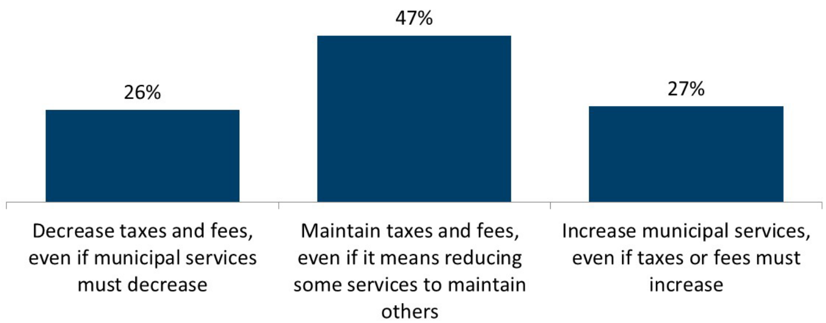
Q.VT1: Thinking about all the programs and services you receive from the municipality, please indicate the value you receive for the property taxes that you currently pay. **Due to rounding. Mentions of 4% or less are represented as a bar. Responses of 'do not pay property tax' have been removed.*

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



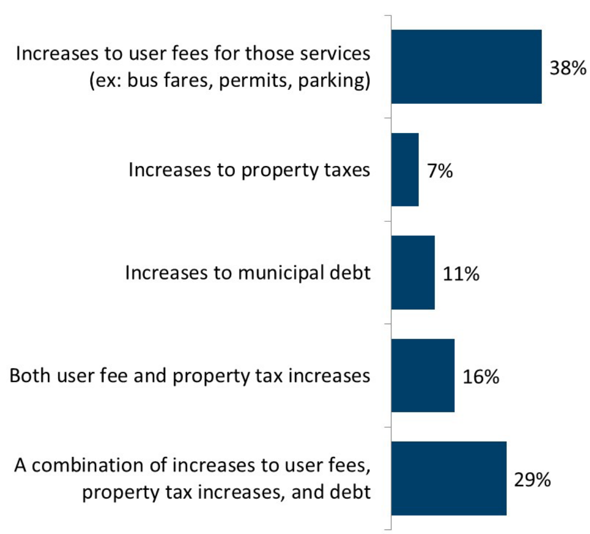
Q.VT2: When the municipality is creating the municipal budget, it often faces higher costs to continue to provide the same level of service (due to things like inflation and wage increases). Please indicate which of the statements comes closest to your point of view. The municipality should: (n=2,029)

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

Total Aided Mentions



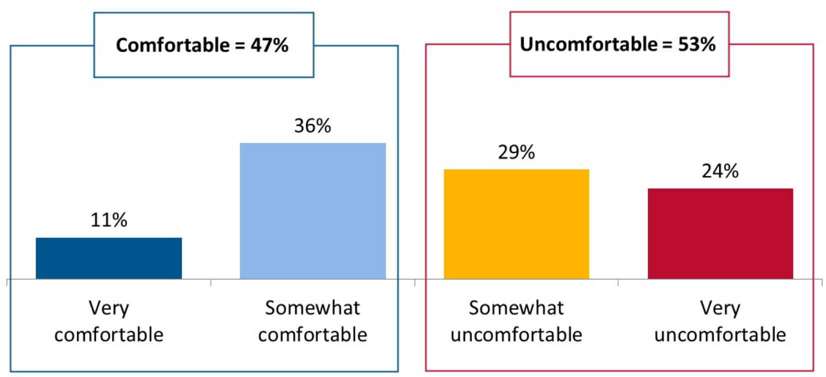
Q.VT3: If adding services and facilities, or maintaining existing service levels meant an increased cost to provide those services, which would you prefer most as a way to fund this increase? (n=1,798)

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



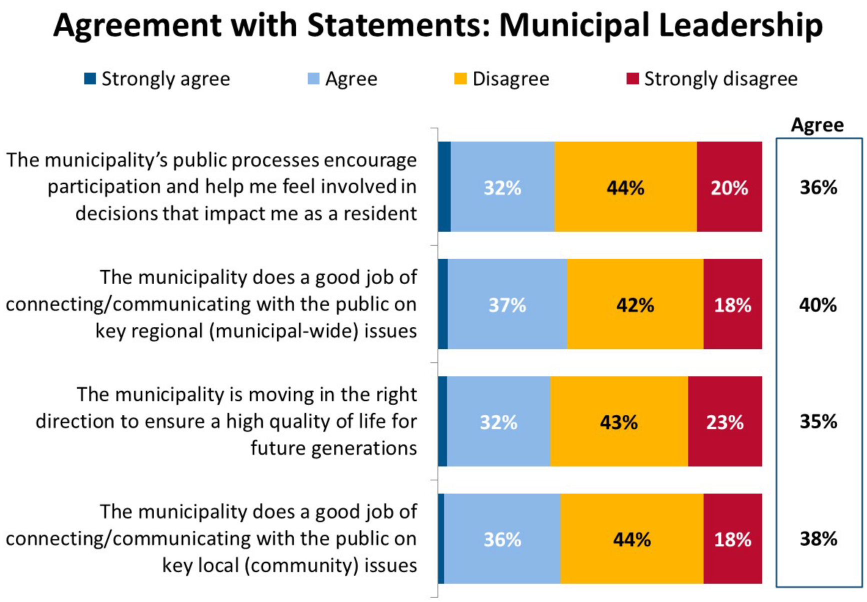
Q.VT4: The municipality can borrow money to pay for things like buses, buildings and parks. This borrowing means we can expand infrastructure without raising taxes right away. How comfortable would you be with the municipality borrowing more money now for expanded infrastructure, if it means higher taxes 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.

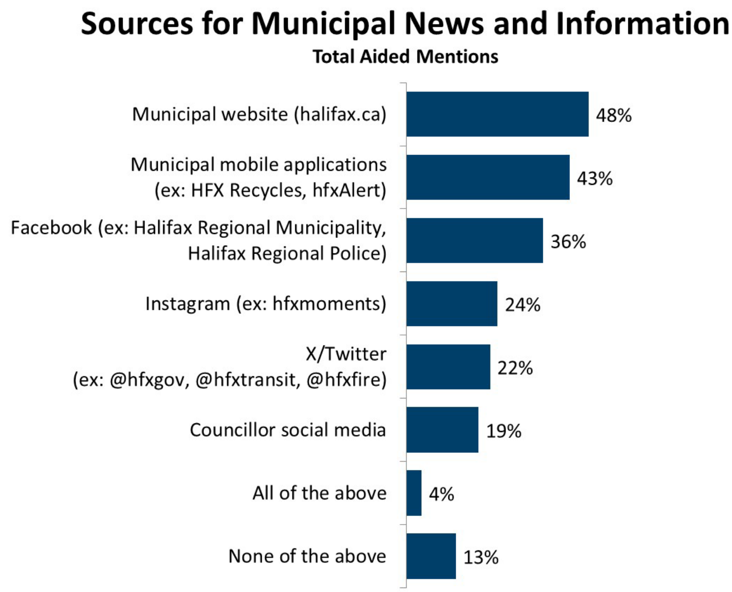


Q.ML1a-d: For the following questions, please select the response that most closely reflects your opinion. (n=1,797-1,860)
Mentions of 4% or less are represented as a bar.

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.

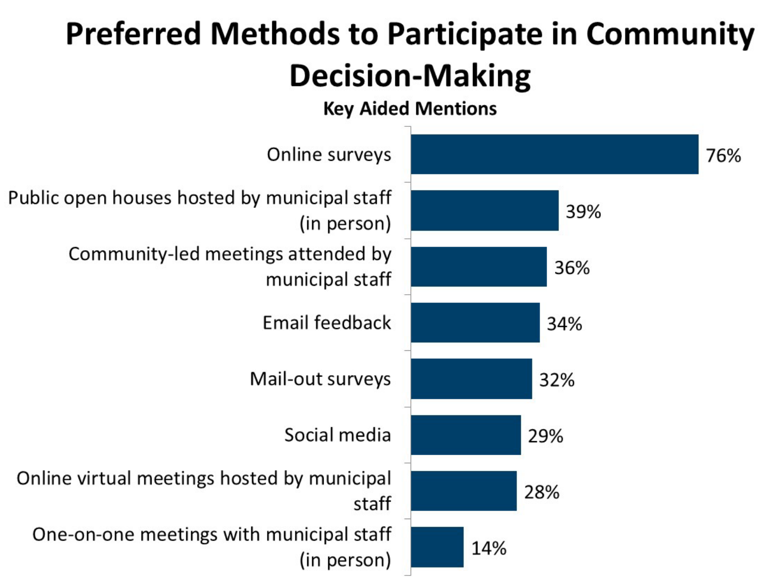


Q.ML2: Do you use any of the following to get municipal news or information? Select all that apply. (n=2,028)

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.



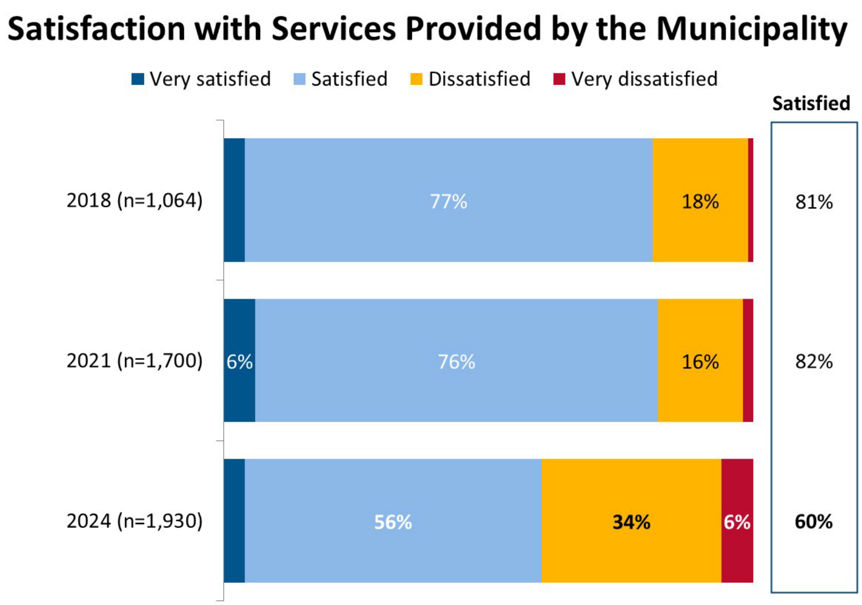
Q.ML3: Which of the following methods would you like to use to participate in community decision-making? Select as many as apply. (n=2,029)

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.

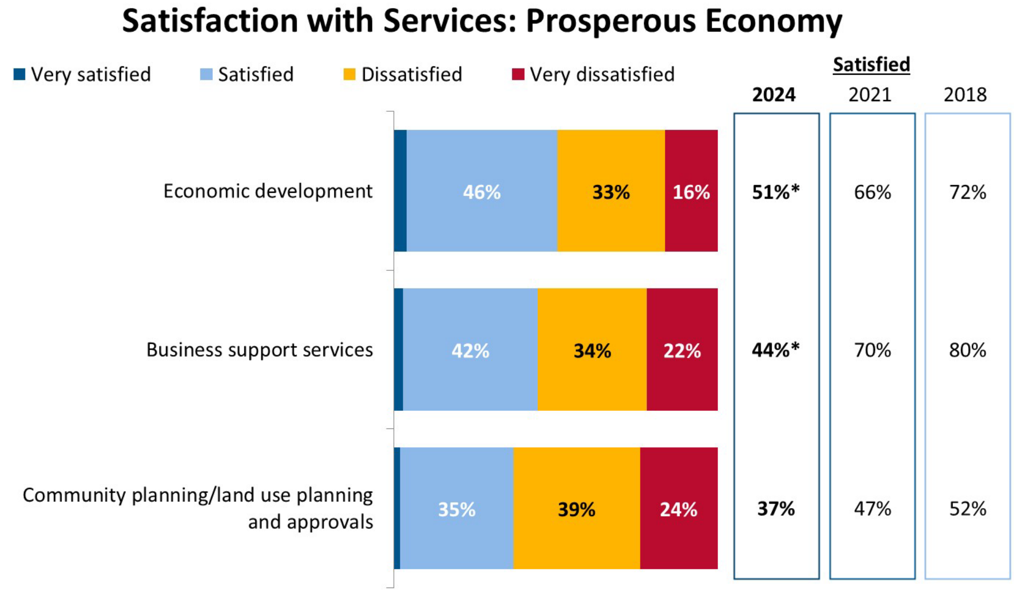


Q.SI1: Overall, how satisfied are you with the delivery of all the services provided by the municipality? *Mentions of 4% or less are represented as a bar.*

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.



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

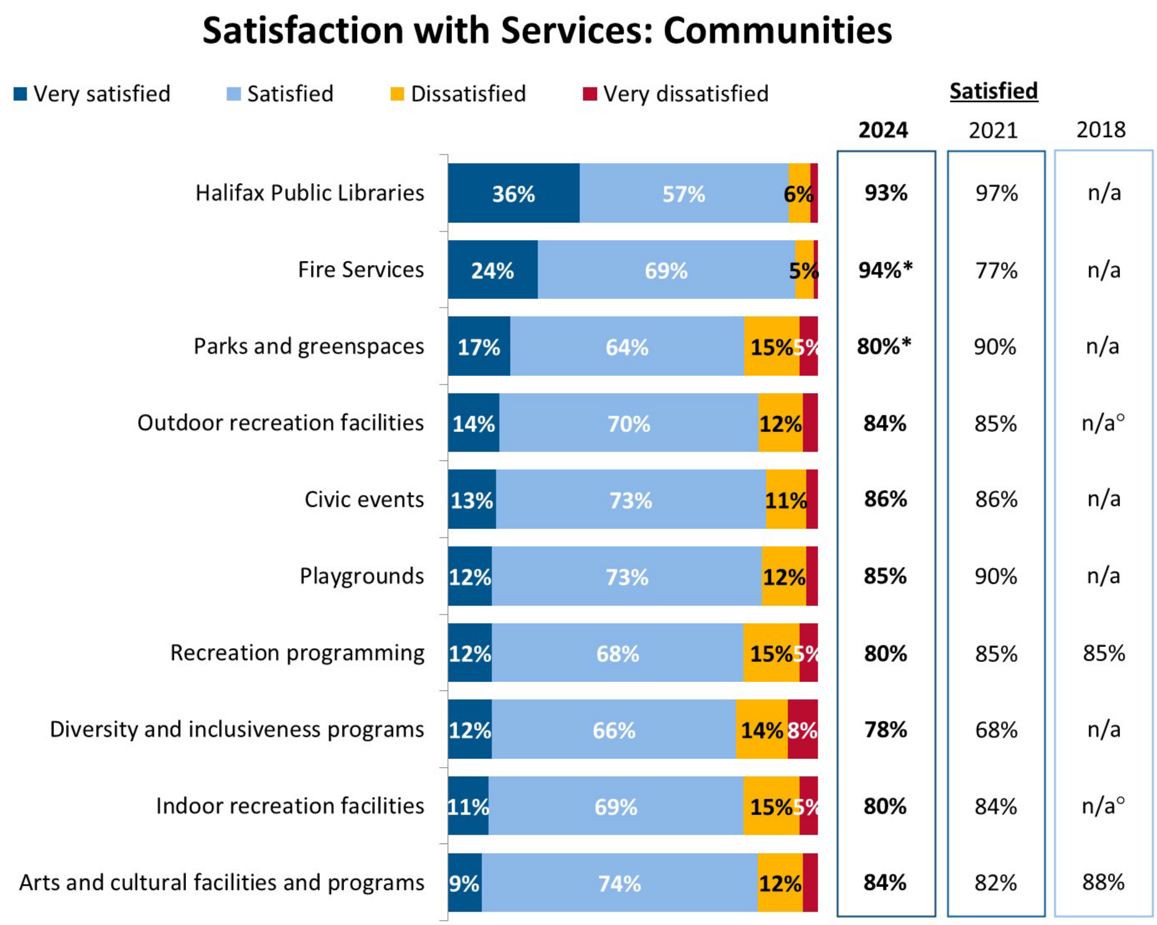
In terms of 21 services within the domain of communities, there are varying levels of satisfaction. Satisfaction is at or above the 80% mark for seven services, with Halifax Public Libraries and Fire Services achieving the highest satisfaction levels with more than 90% satisfied. Others that achieve 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.

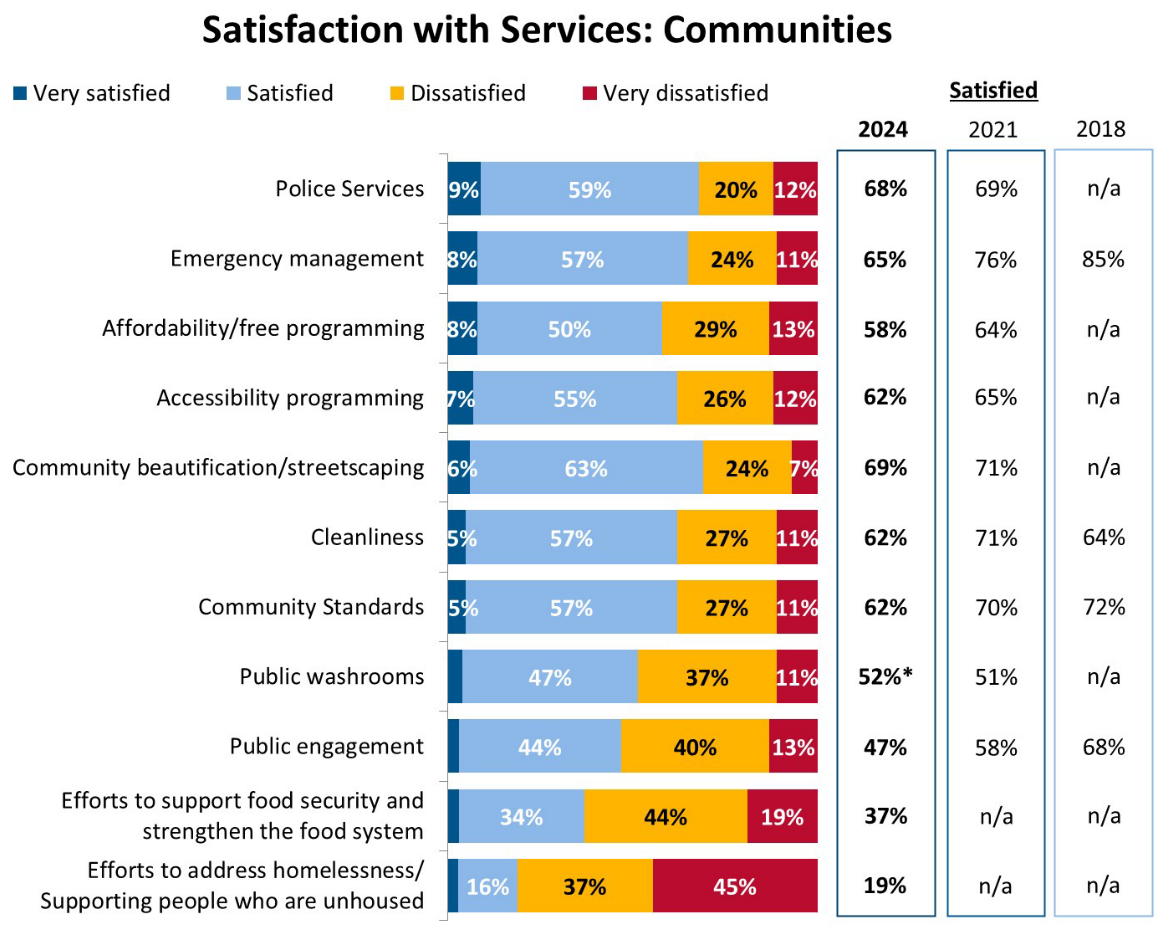
Key Differences: There are several differences that merit mention including that men are more satisfied than women with the efforts to support food security and strengthen the food system. Older residents are more satisfied than those younger with affordability/free programs, civic events, efforts to 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.



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. ° In 2018 'recreational facilities (e.g., community centres, sports fields)' was one question with 85% being satisfied.



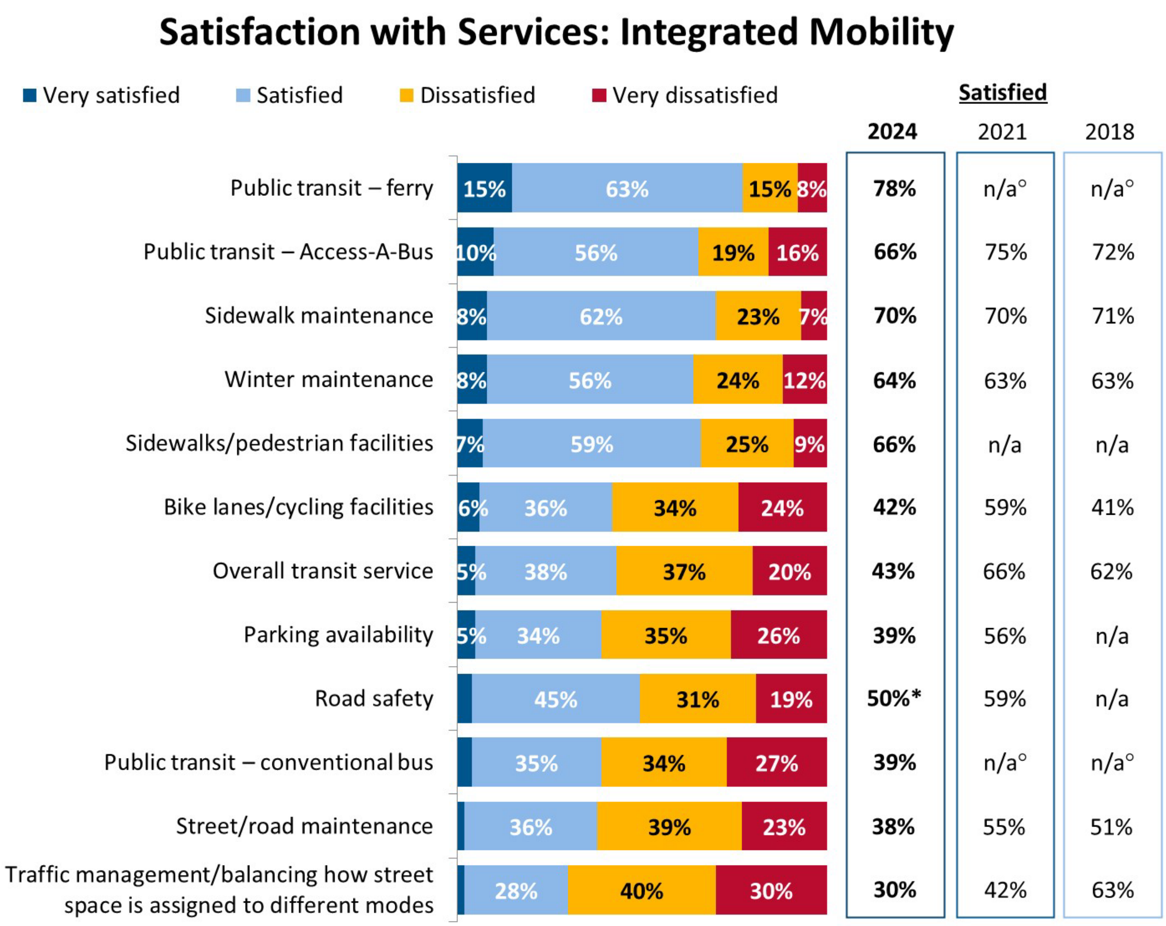
Q.SI2d-x: Please tell us how satisfied you are with each of the following services provided by the municipality. (2018: n=693-1,020; 2021: n=738-1,684; 2024: n=920-1,915) *Due to rounding. Mentions of 4% or less are represented as a bar.*

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.

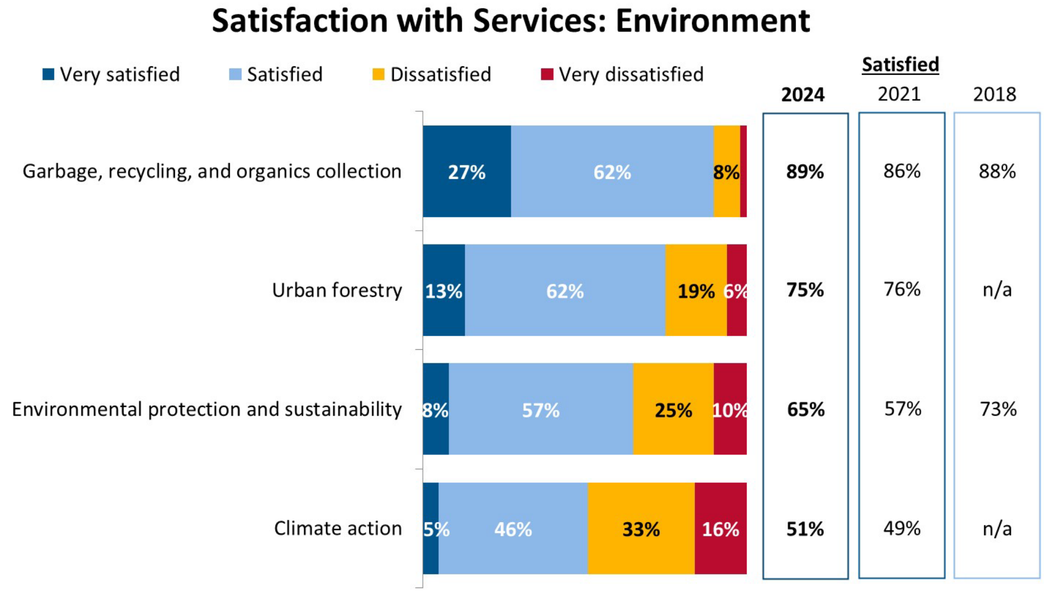
Those identifying as having a disability are less likely than those who do not to be satisfied with sidewalk maintenance and winter maintenance. Those who live in urban/suburban areas are more likely than those who live in rural areas to be satisfied with sidewalk/pedestrian facilities.



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. ° 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.



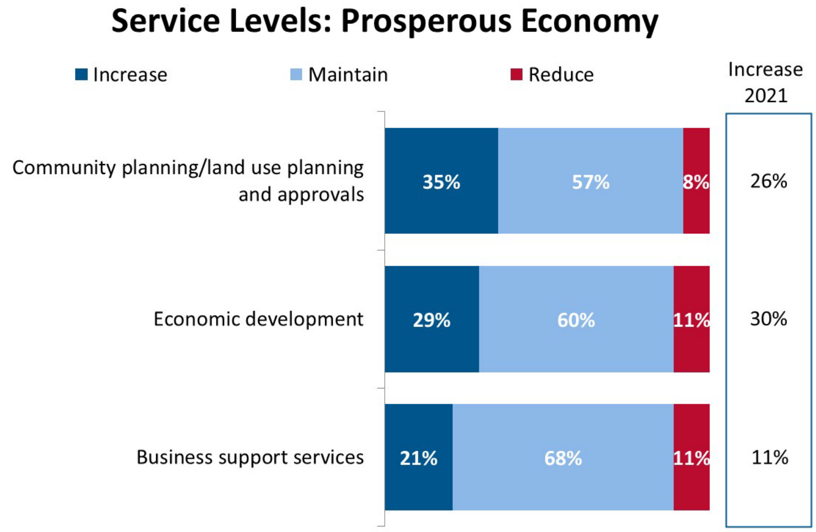
Q.SI2ak-an: Please tell us how satisfied you are with each of the following services provided by the municipality. (2018: n=904-1,082; 2021: n= 1,098-1,711; 2024: n=1,365-1,979) *Mentions of 4% or less are represented as a bar.*

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.



Q.SI3a1-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.

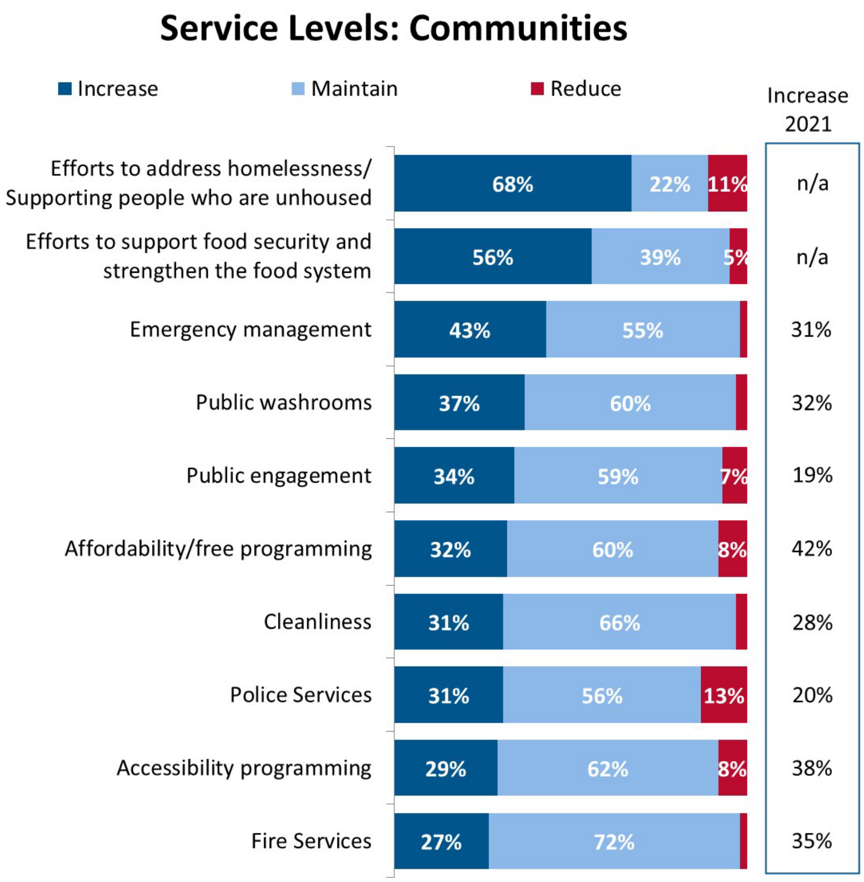
Younger residents are more likely than those older to support increased service levels for several areas including efforts to address homelessness/supporting people who are unhoused, and efforts to support food security and strengthen the food system, affordability/free programming, diversity and inclusiveness 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.

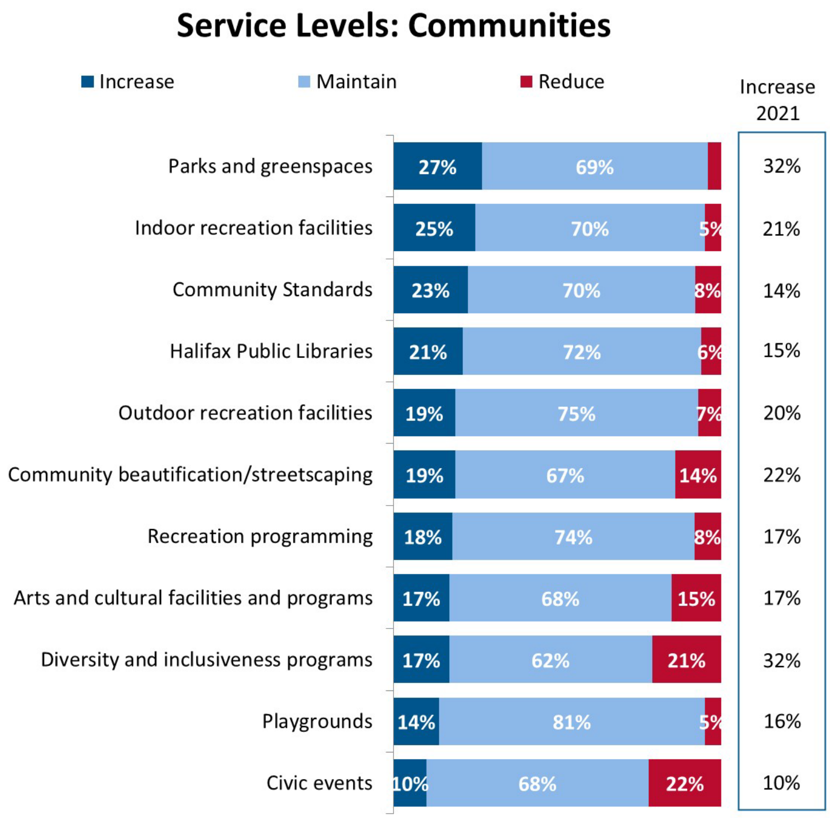
Those in urban/suburban areas are more likely than those in rural areas to support increased efforts to address homelessness/supporting people who are unhoused. Those in rural areas are more likely to support decreased services for arts and cultural facilities and programs.

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.



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.*



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.*

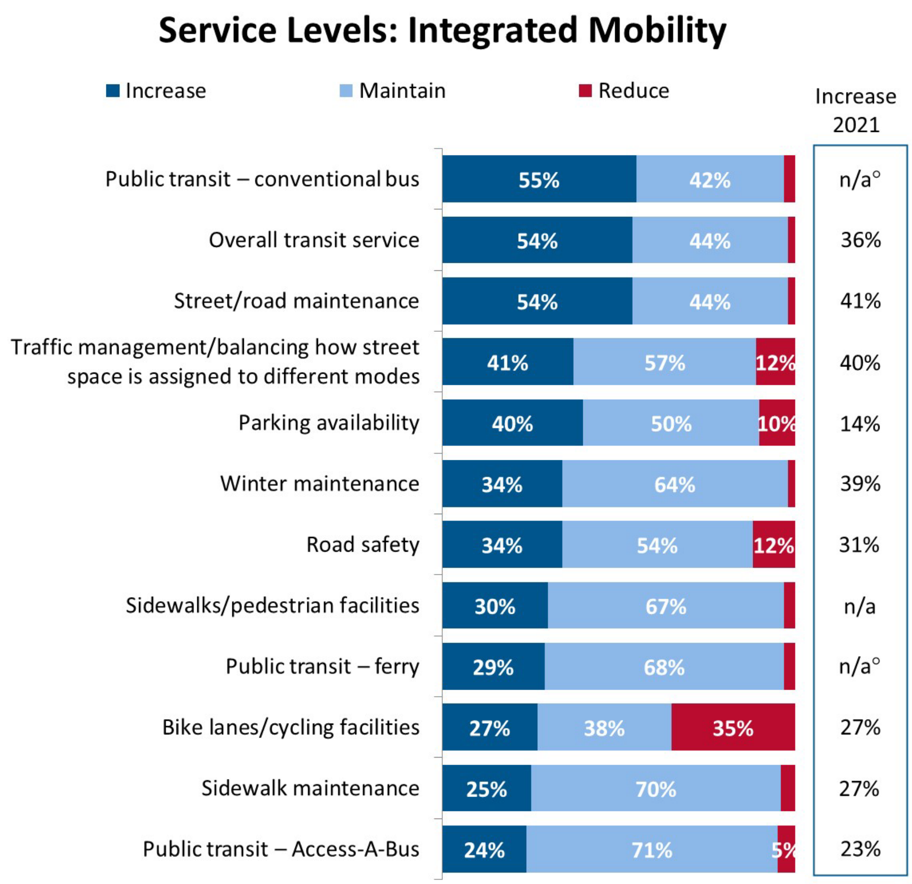
7.8 Service Levels: Integrated Mobility

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.



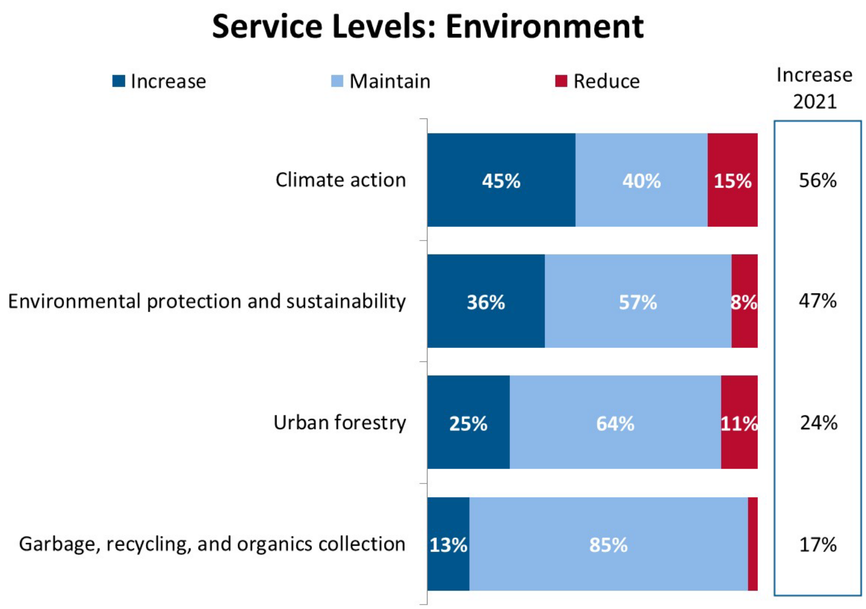
Q.SI3y1-aj1: The cost of delivering - and in some cases, maintaining - municipal services is rising. Maintaining or increasing some service levels without additional revenues may require reducing other services. For each of the following service areas, please indicate whether you believe the municipality 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. °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.



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

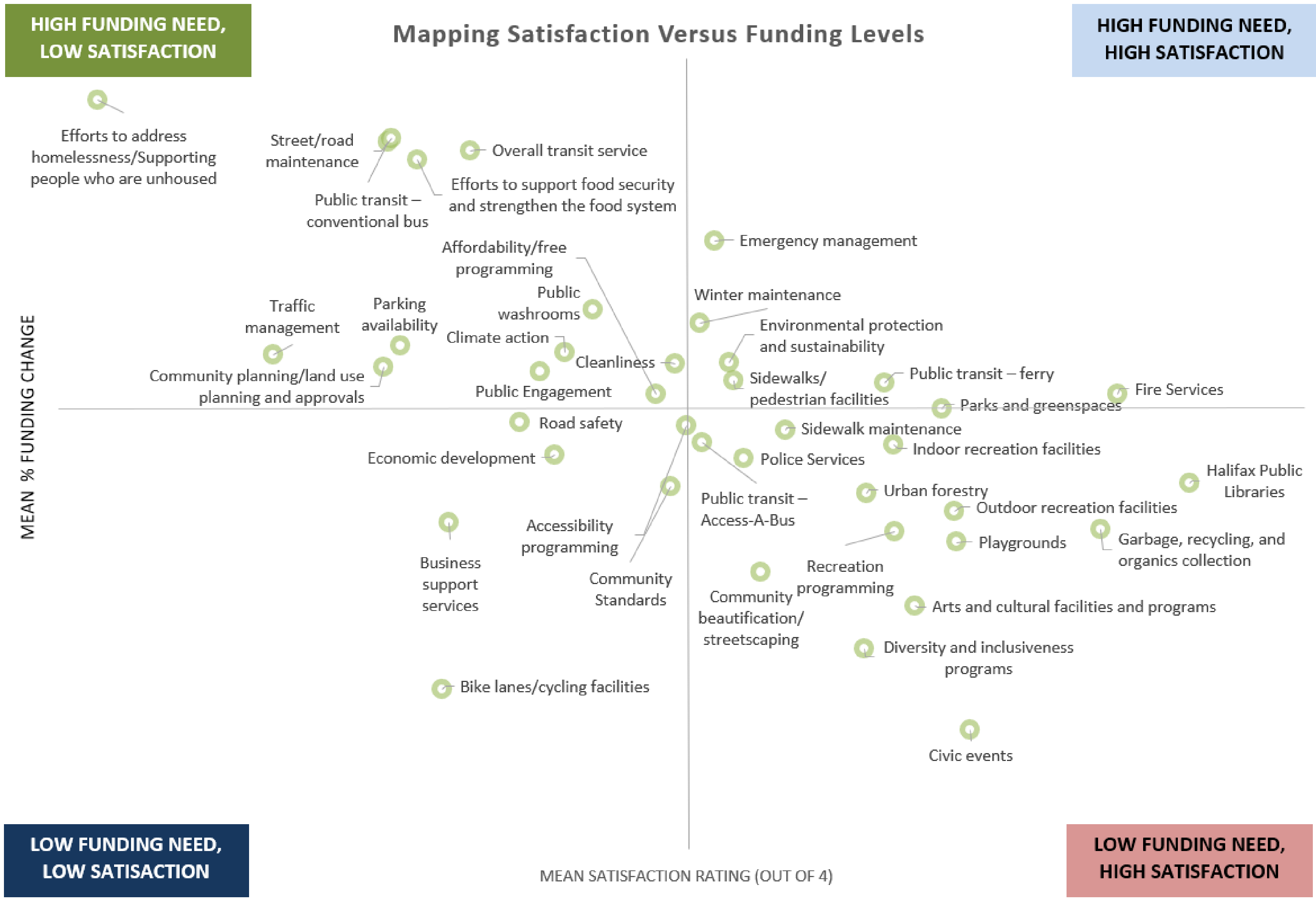
To understand the relationship between satisfaction with services, on the one hand, and preferences for service levels (funding), on the other hand, results for each of the examined service-related survey questions were plotted on a four-quadrant map. The intent was to identify which services should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

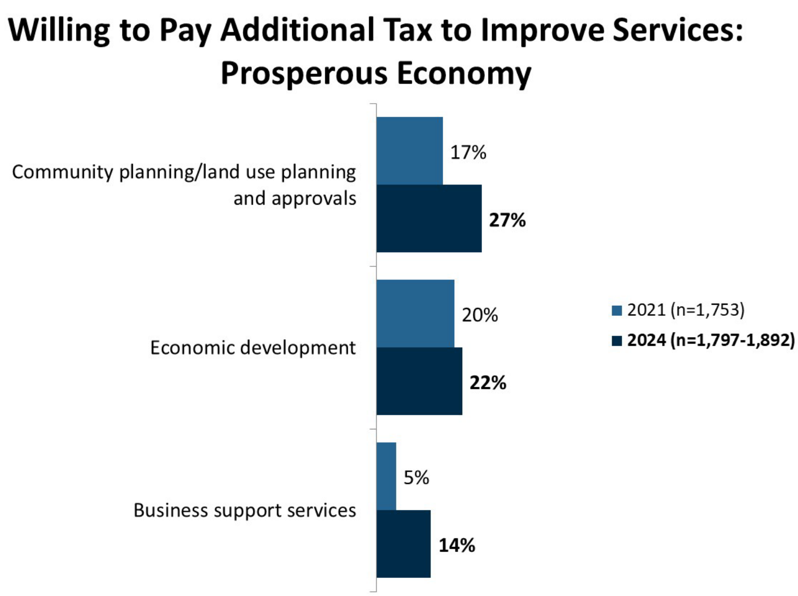
- Areas for which HRM residents are least satisfied and want more funding applied/increased service include: efforts to address homelessness/supporting people who are unhoused; efforts to support food security and strengthen the food system; street/road maintenance; affordability/free programming; overall 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.


HIGH FUNDING NEED, LOW SATISFACTION
Mapping Satisfaction Versus Funding Levels
HIGH FUNDING NEED, HIGH SATISFACTION
Efforts to address homelessness/Supporting people who are unhoused
Street/road maintenance
Overall transit service
Efforts to support food security and strengthen the food system
Public transit – conventional bus
Emergency management
Affordability/free programming
Public washrooms
Winter maintenance
Traffic management
Parking availability
Climate action
Environmental protection and sustainability
Cleanliness
Sidewalks/ pedestrian facilities
Public transit – ferry
Community planning/land use planning and approvals
Public Engagement
Fire Services
Parks and greenspaces
Road safety
Sidewalk maintenance
Indoor recreation facilities
Economic development
Police Services
Halifax Public Libraries
Urban forestry
Public transit – Access-A-Bus
Outdoor recreation facilities
Accessibility programming
Playgrounds
Garbage, recycling, and organics collection
Business support services
Recreation programming
Community Standards
Community beautification/ streetscaping
Arts and cultural facilities and programs
Diversity and inclusiveness programs
Bike lanes/cycling facilities
Civic events
MEAN % FUNDING CHANGE
MEAN SATISFACTION RATING (OUT OF 4)
LOW FUNDING NEED, LOW SATISACTION
LOW FUNDING NEED, HIGH SATISFACTION

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.



Q.SI3a2-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.

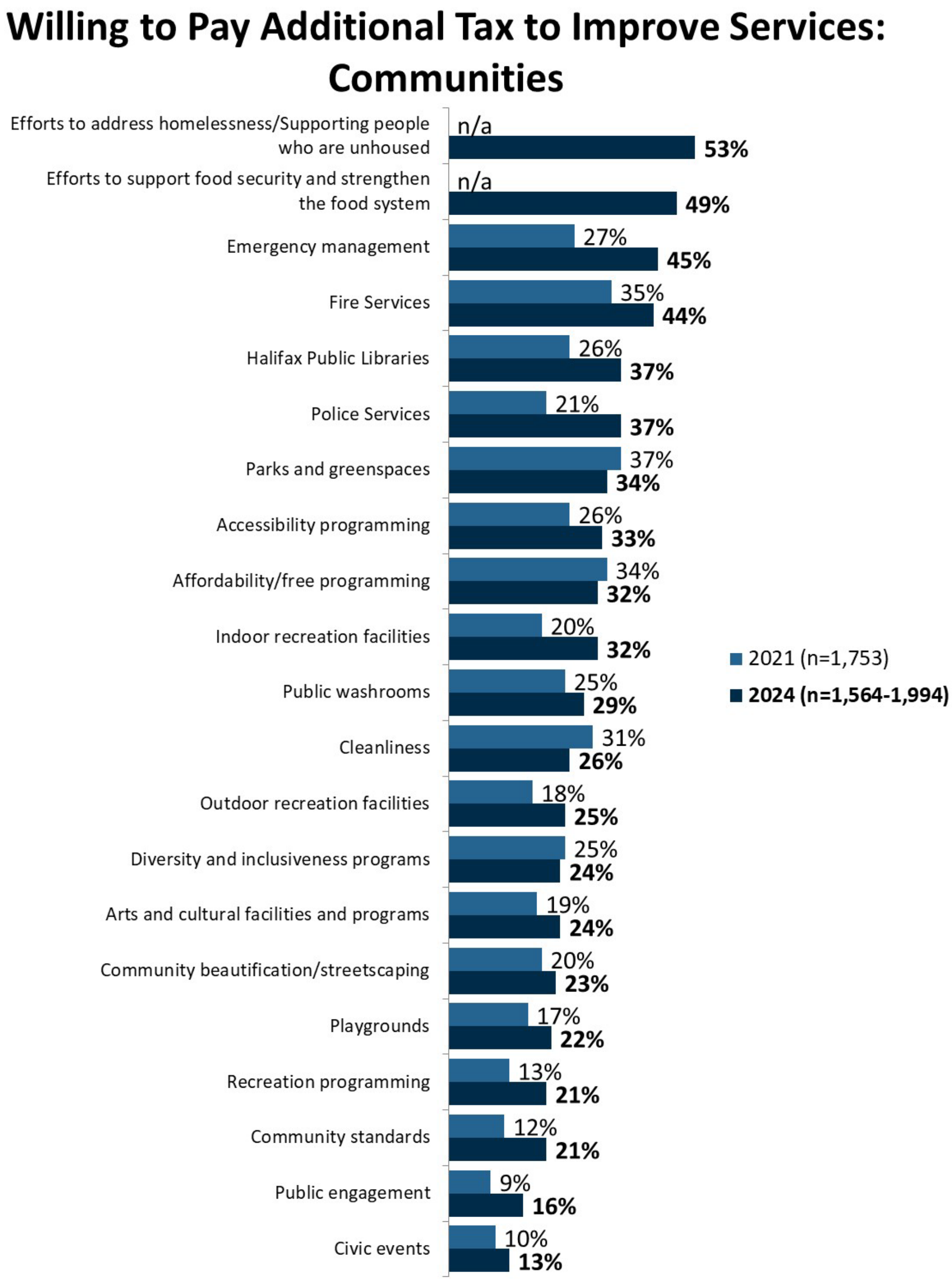
Those with lower household incomes are more willing to pay additional taxes for affordability/free programming, arts and culture facilities and programs, and diversity and inclusiveness programs, but less willing to pay additional taxes for Police Services.

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.



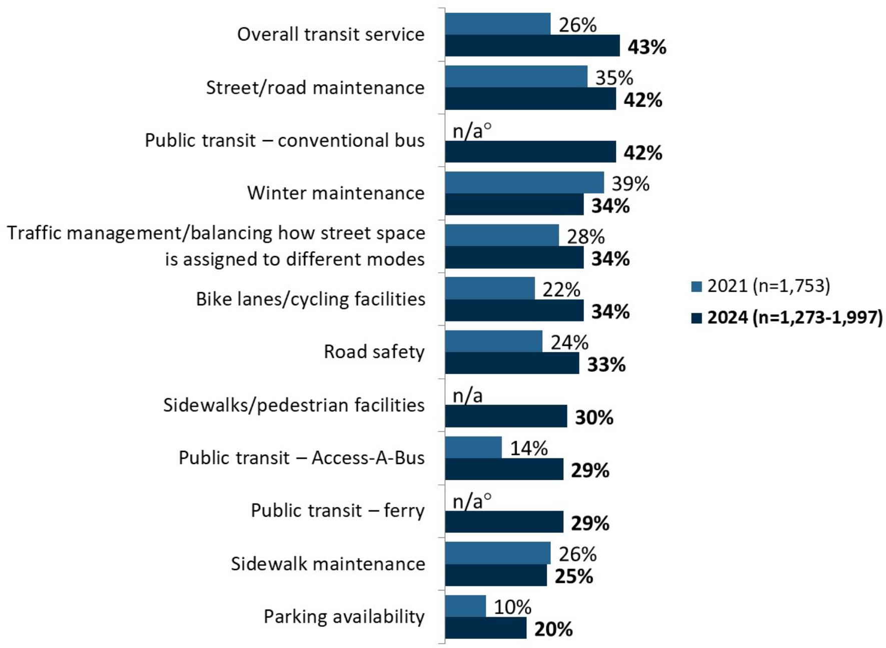
Q.SI3d2-x2: For each of the following service areas, please indicate whether you would be willing to pay additional tax to improve the service.

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

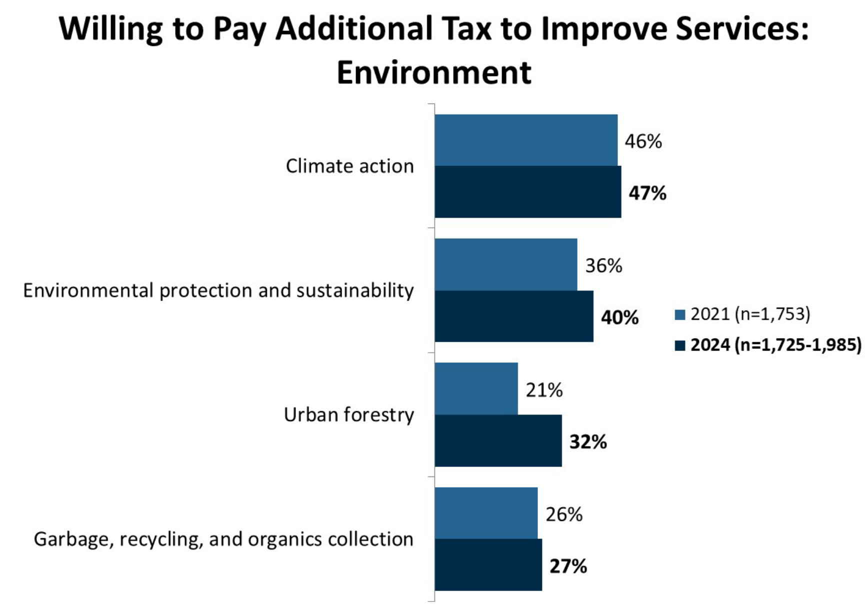


Q.SI3y2-aj2: For each of the following service areas, please indicate whether you would be willing to pay additional tax to improve the service. *° In 2021, 'public transit – conventional bus & ferry' was one question with 26% saying they would be willing to pay additional tax to improve the service.*

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.



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.

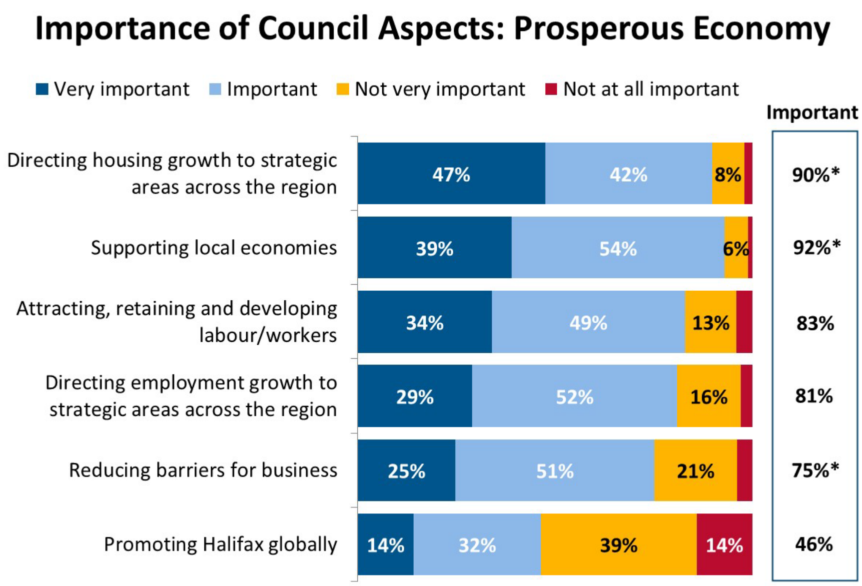
8.0 Community Priorities

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.



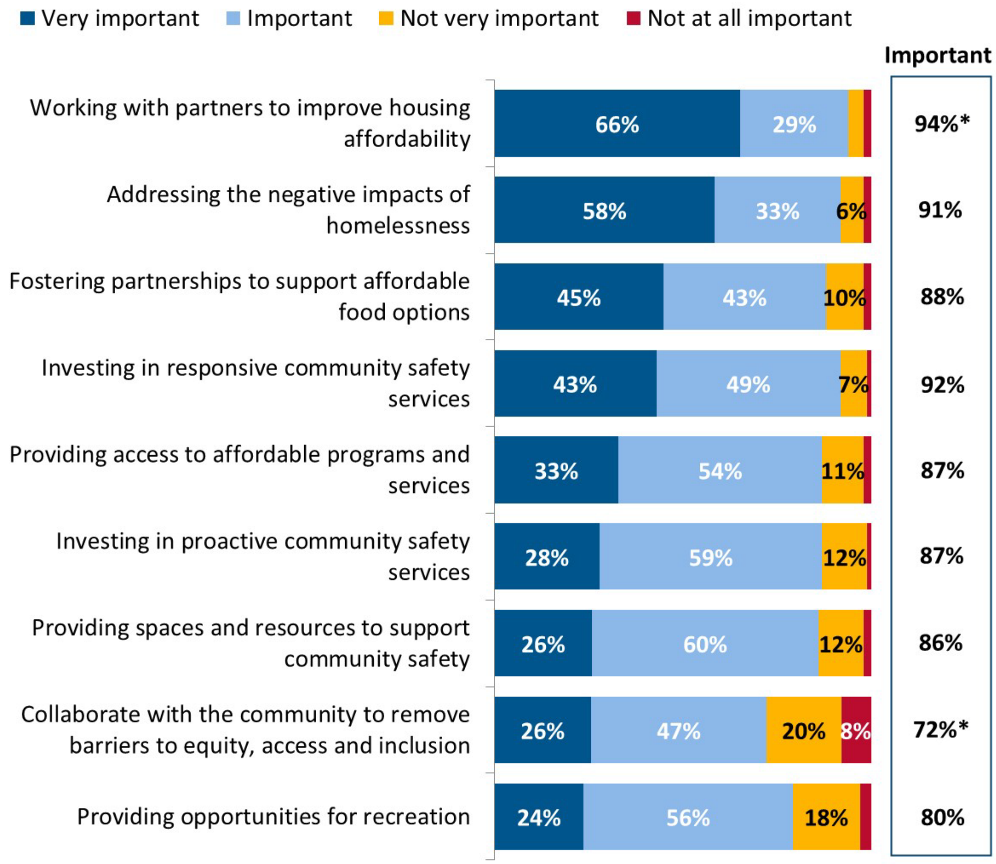
Q.CP1a-e: In 2020, Regional Council approved four Council Priority Areas: Prosperous Economy, Communities, Integrated Mobility, and Environment. Please rate the various elements of Council's priorities in terms of their importance to you. (n=2,028) **Due to rounding. Mentions of 4% or less are represented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

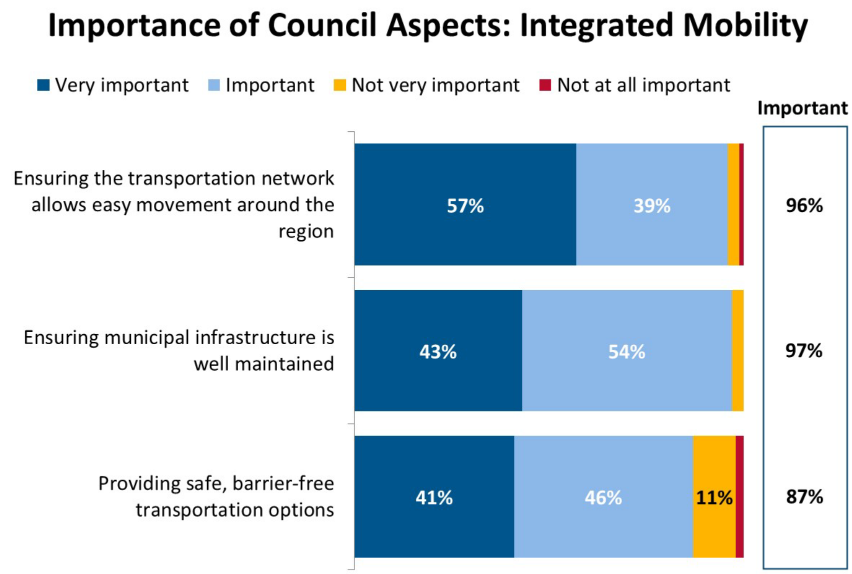


Q.CP1f-o: In 2020, Regional Council approved four Council Priority Areas: Prosperous Economy, Communities, Integrated Mobility, and Environment. Please rate the various elements of Council's priorities in terms of their importance to you. (n=2,026-2,029) **Due to rounding. Mentions of 4% or less are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

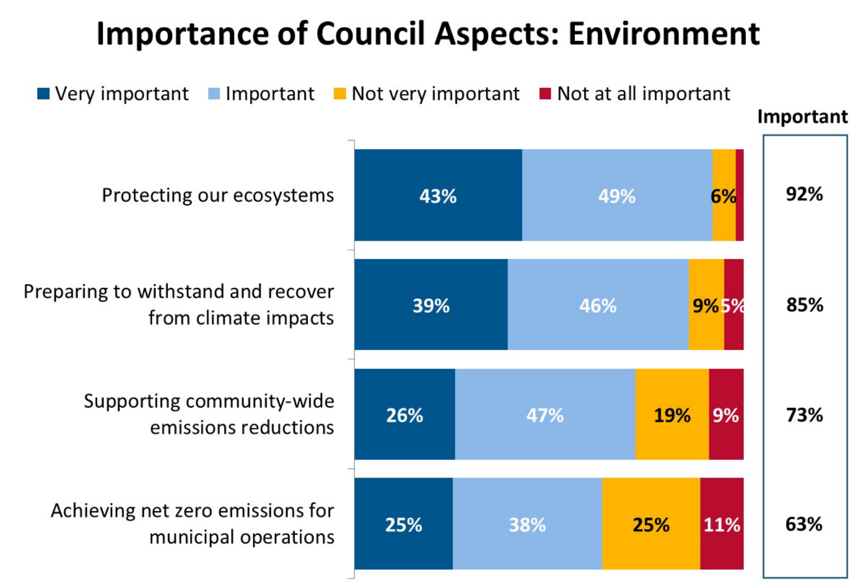


Q.CP1p-r: In 2020, Regional Council approved four Council Priority Areas: Prosperous Economy, Communities, Integrated Mobility, and Environment. Please rate the various elements of Council's priorities in terms of their importance to you. (n=2,028-2,029) *Mentions of 4% or less are represented as a bar.*

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.



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

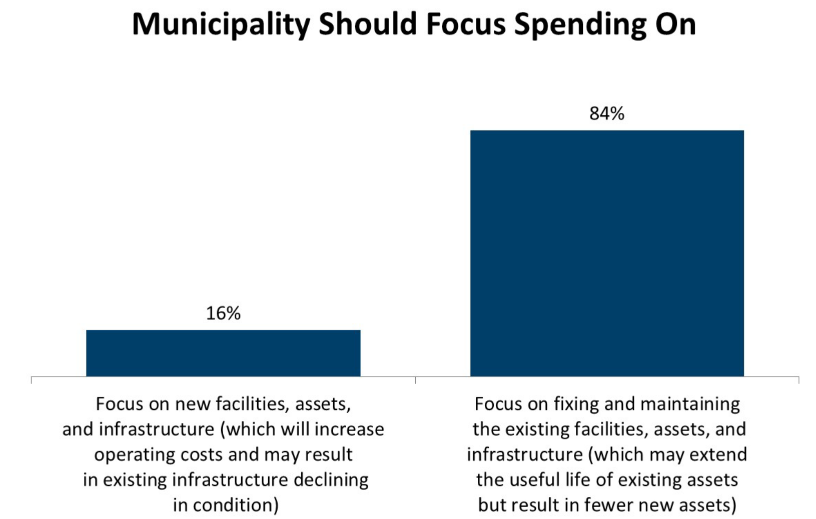
	2024 (n=2,025)		2021 (n=1,758-1,759)	
	Top Priority	Selected in Top 5 Mentions	Top Priority	Selected in Top 5 Mentions
Housing	**44%**	**75%**	28%	58%
Streets/roads	**7%**	**41%**	8%	43%
Climate change mitigation and protection	**8%**	**36%**	14%	43%
Food	**3%**	**35%**	n/a	n/a
Transit – expanding to 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.



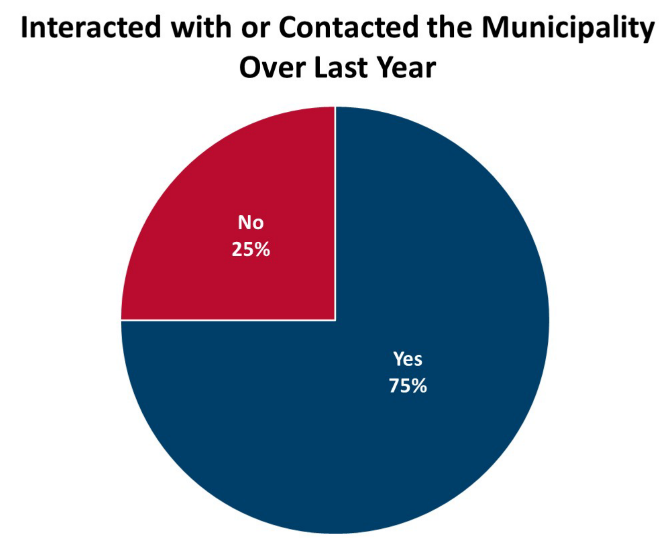
Q.CP3: If forced to choose, which of the following would you rather see the municipality focus on with respect to spending on facilities, assets (for example, vehicles, technology, traffic and streetlights) and infrastructure (for example, roads, sidewalks, bridges)? (n=1,818)

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.

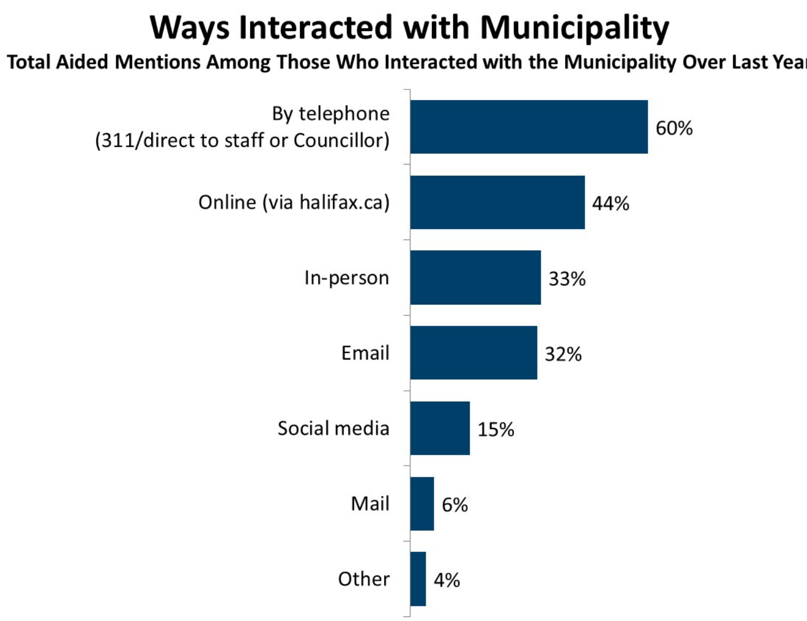
Key Differences: Having contacted or interacted with the municipality over the past year is more likely among women, those under 75 years of age, those with higher levels of education, those with children under 18, those who identify as 2SLGBTQ+, and homeowners.



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.

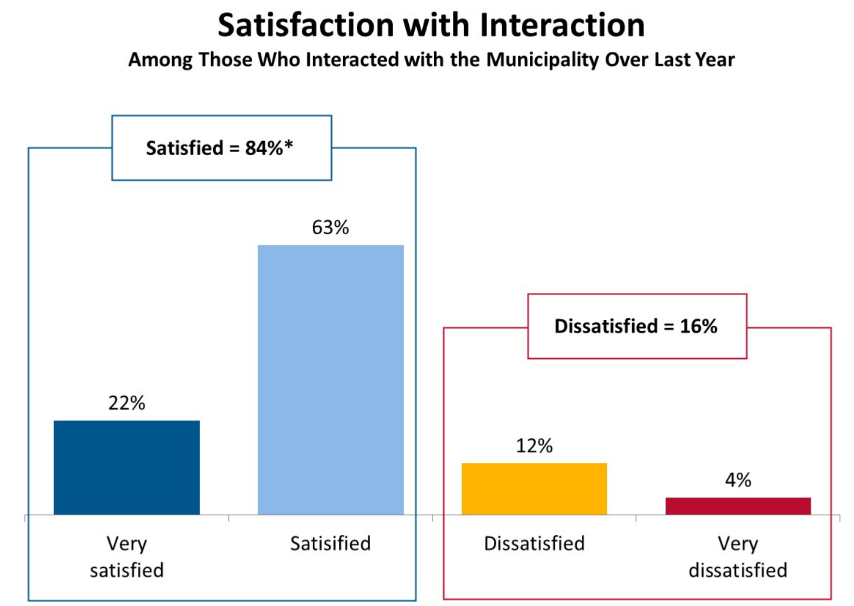
Key Differences: Residents 18 to 34 years of age are more likely to interact with the municipality online than are older residents. For this younger age segment, online outranks telephone. They are also more likely than those older to interact with the municipality via social media. Those who identify 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.



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.

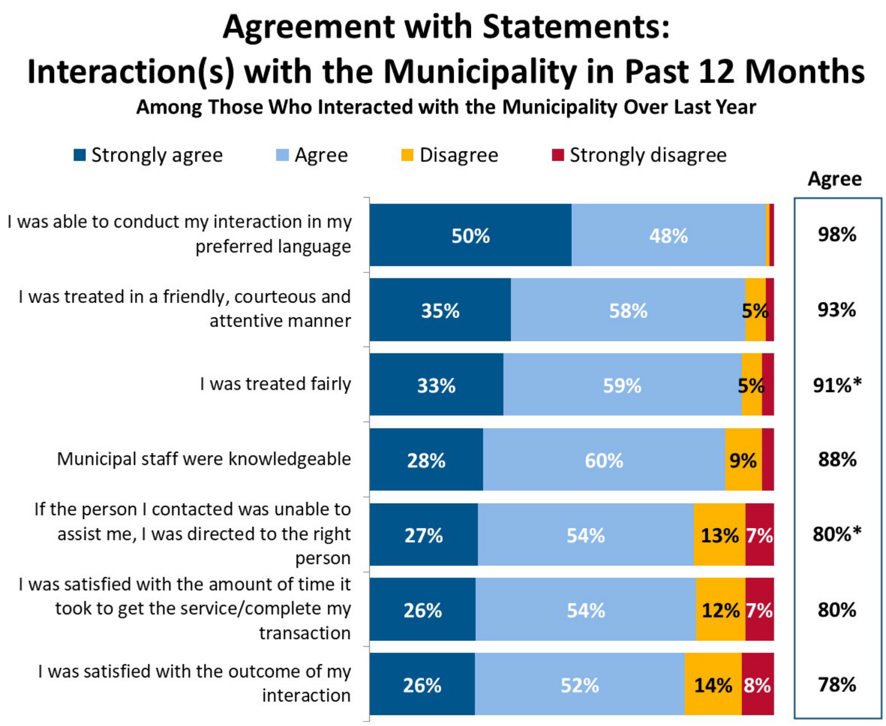


Q.SQ3: **[IF 'YES' IN Q.SQ1]** Generally speaking, how satisfied were you with your interaction(s)? (n=1,538) **Due to rounding.*

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.

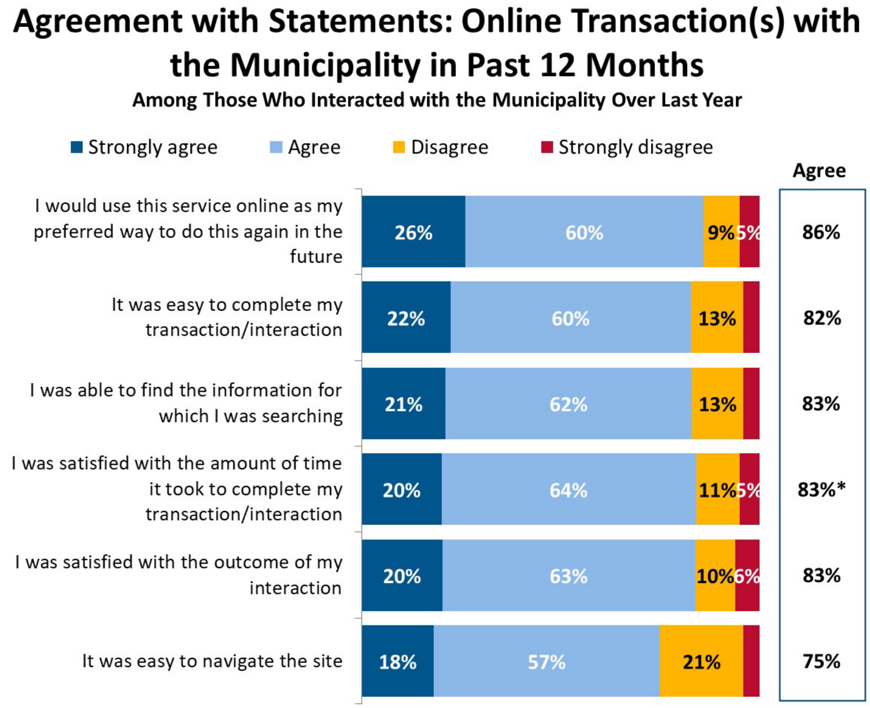


Q.SQ4a-g: **[IF 'YES' IN Q.SQ1]** Thinking generally about your interaction(s) with the municipality in the past 12 months that involved interacting with a person, please indicate your opinion in the following areas. (n=1,021-1,453) **Due to rounding. Mentions of 4% or less are represented as a bar.*

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.



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.*

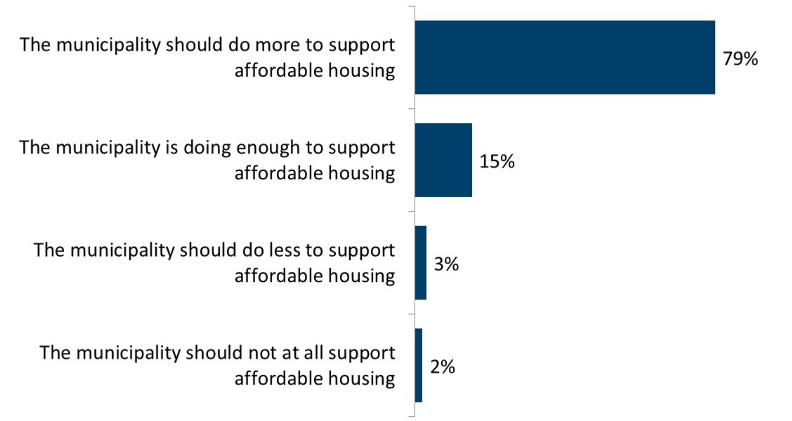
10.0 Housing and Homelessness

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

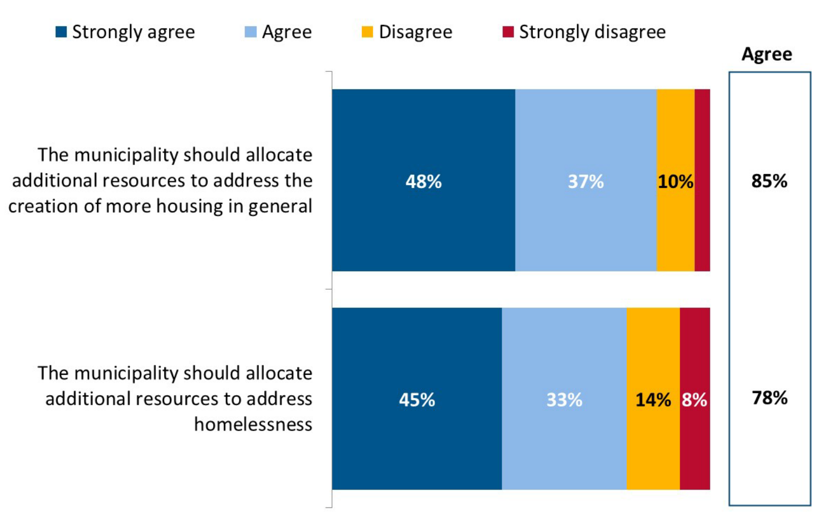


Q.HH1: Providing affordable and deeply affordable housing is not a direct municipal mandate. However, the municipality plays a role and contributes to furthering this work. The province provides services like rent supplements, emergency shelters, and public housing. The municipality helps by making housing 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

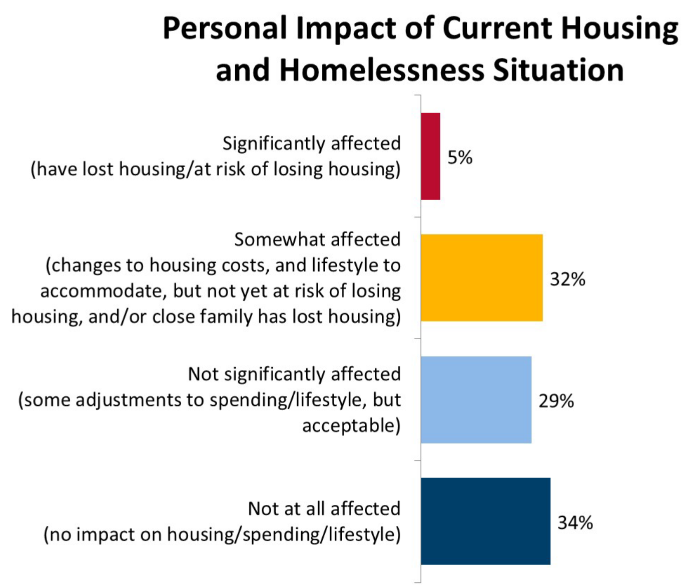


Q.HH2a-b: To what extent do you agree with the following statements. (n=1,419-1,431) *Mentions of 4% or less are represented as a bar.*

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.

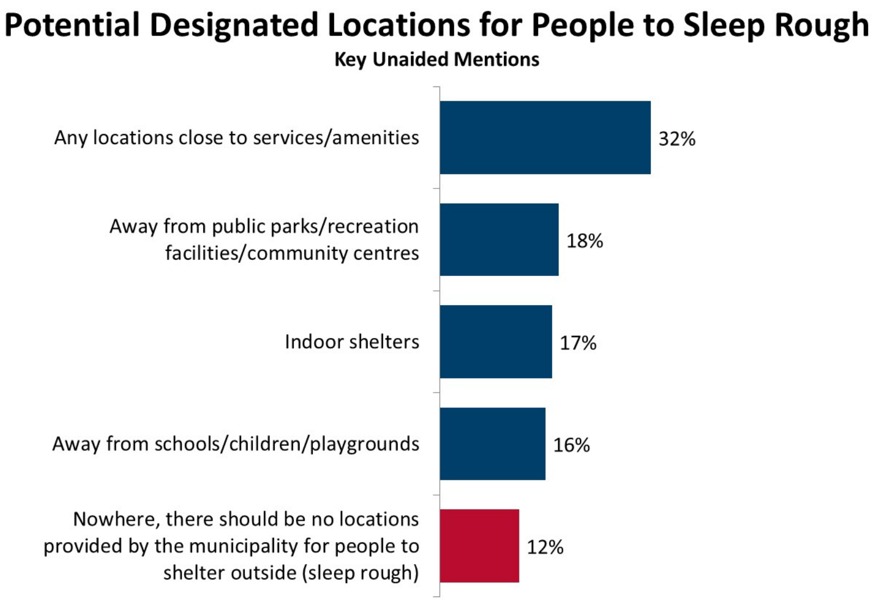


Q.HH3: To what extent does the current housing and homelessness situation affect you personally? (n=1,443)

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.

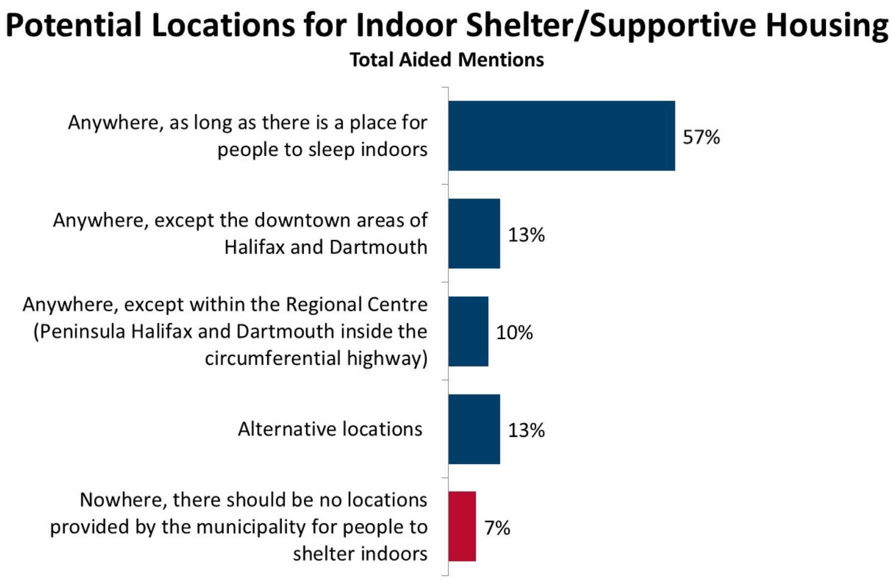


Q.HH4: If the municipality is to provide allowed (designated) locations for people to sleep rough (shelter outside), where should these locations be situated? (n=1,089)

10.4 Designated Locations for Indoor Shelters/Supportive Housing

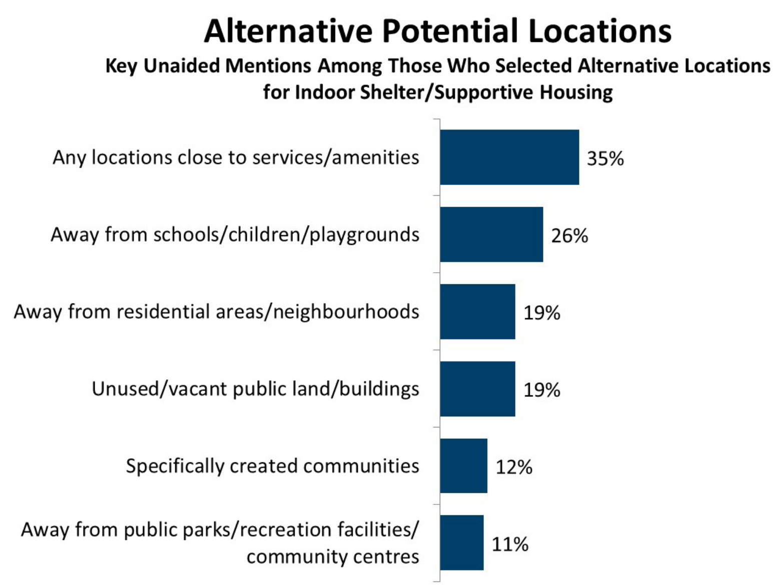
When asked where they would like to see indoor shelter serviced/supportive housing locations for people, if the municipality were to provide them, a majority said anywhere as long as there is a place for people to sleep indoors. Small segments said anywhere except downtown areas of Halifax or Dartmouth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



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.

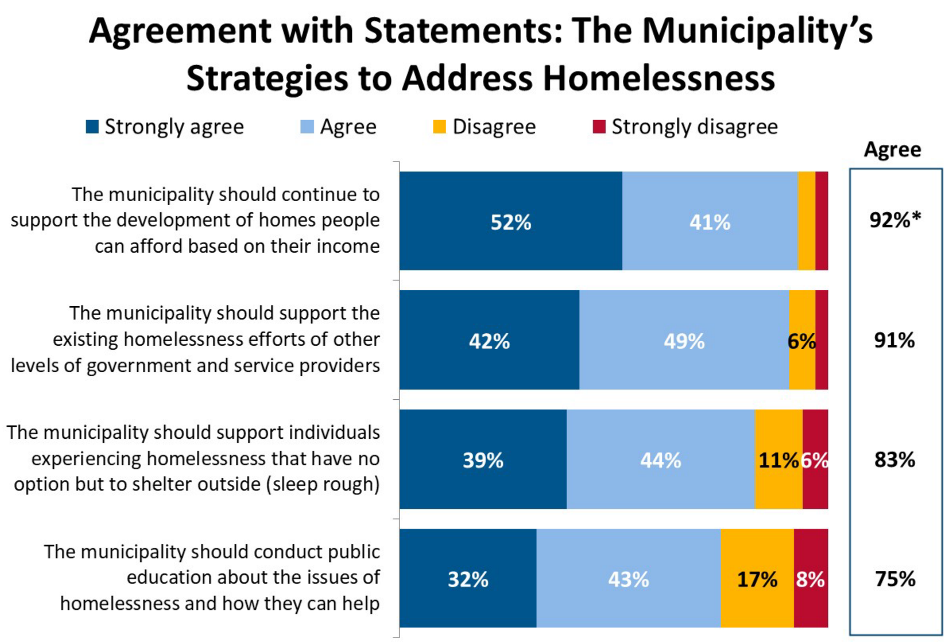


Q.HH5ALT: If the municipality is to provide indoor shelter serviced/supportive housing locations for people, where would you like to see these located? This housing includes options like modular homes, Pallet shelters, tiny homes, shelters like the Multi-Purpose Centre. – Alternative locations specified.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



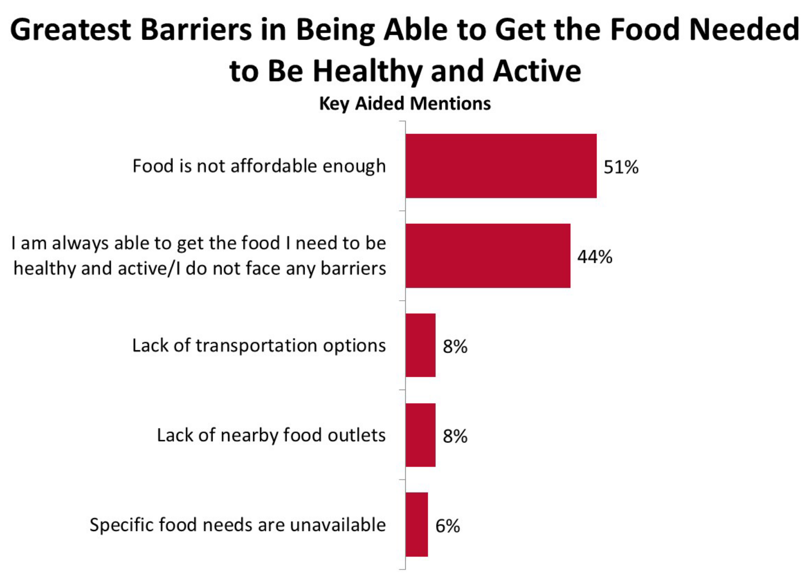
Q.HH6a-d: Please indicate the extent to which you agree with the following strategies the municipality is using to address homelessness. (n=1,364-1,446) **Due to rounding. Mentions of 4% or less are represented as a bar.*

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.

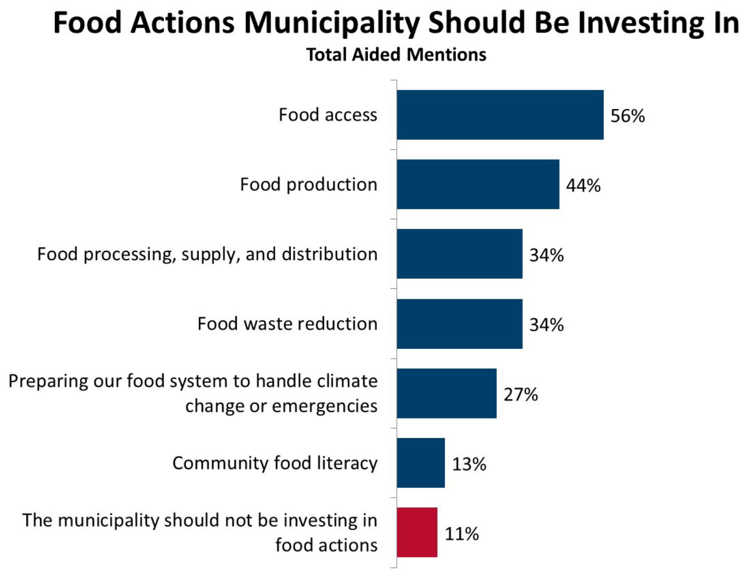


Q.FS1: What are the greatest barriers to you always being able to get the food you need to be healthy and active? Please select up to three items below, choosing those most important to you. (n=1,481)

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.



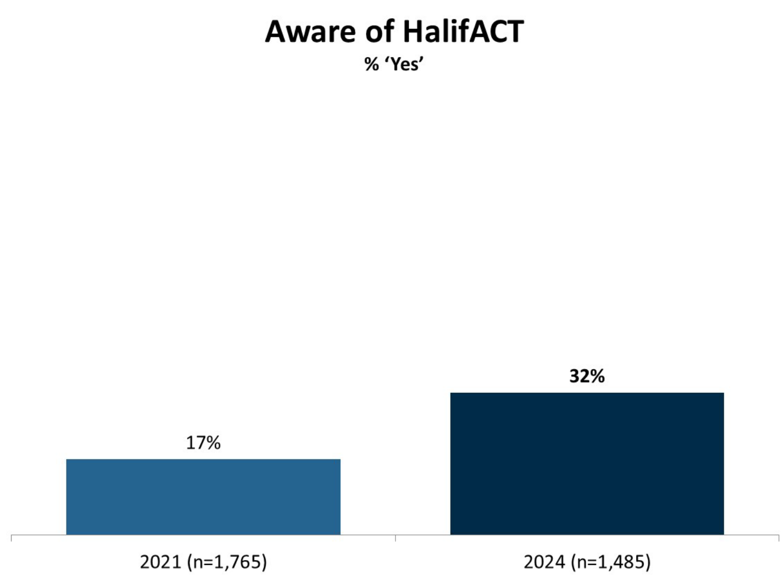
Q.FS2: What, if any, food actions do you think the municipality should be investing in? Check your top three. (n=1,480)

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.

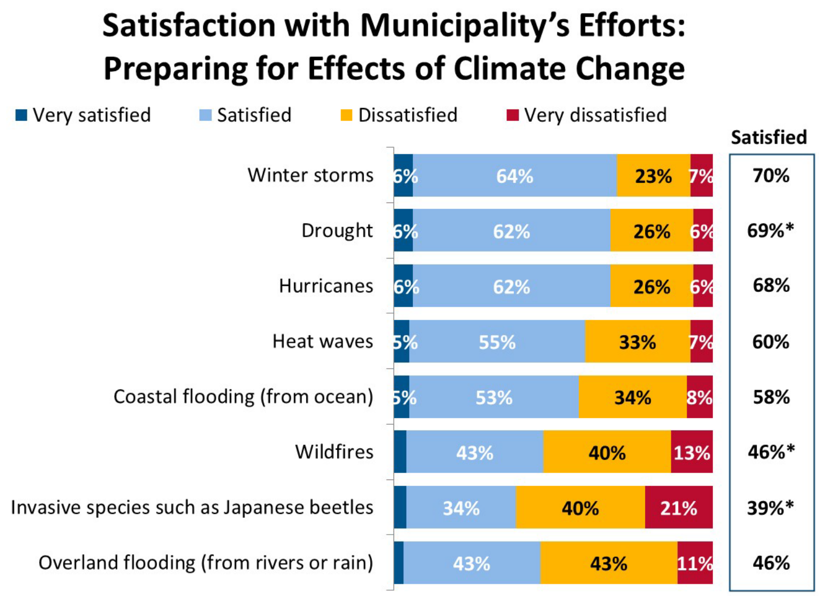


Q.EV1: Are you aware of HalifACT, the municipality's climate action plan?

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.

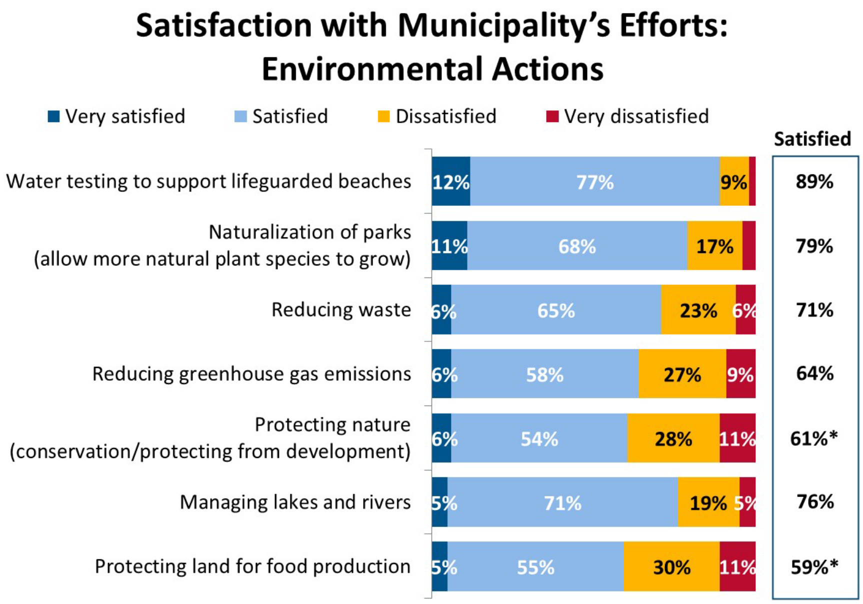


Q.EV2A1-A8: Overall, how satisfied are you with the municipality's efforts on preparing for the following effects of climate change? (n=681-1,193) **Due to rounding. Mentions of 4% or less are represented as a bar.*

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.

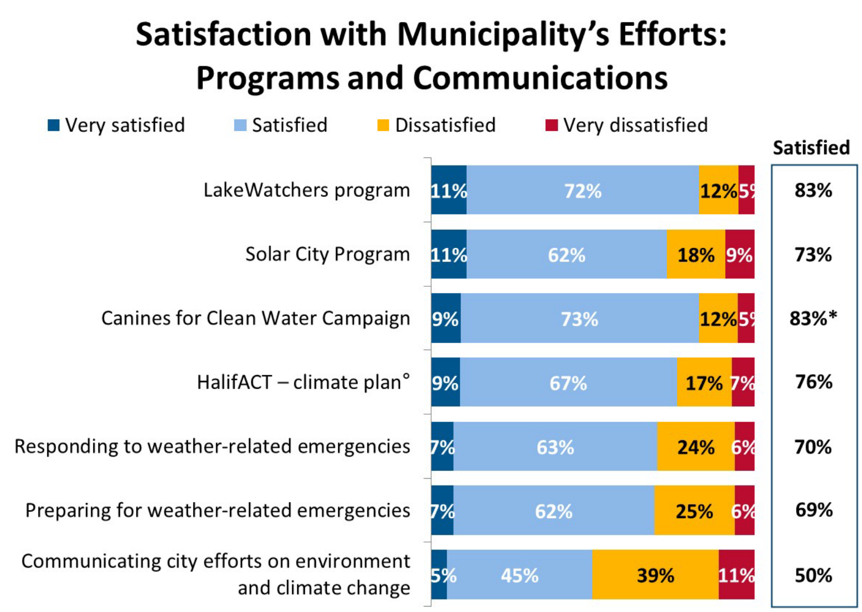


Q.EV2b-h: Overall, how satisfied are you with the municipality's efforts on the following environment actions? (n=658-1,040) **Due to rounding. Mentions of 4% or less are represented as a bar.*

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*.



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. °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

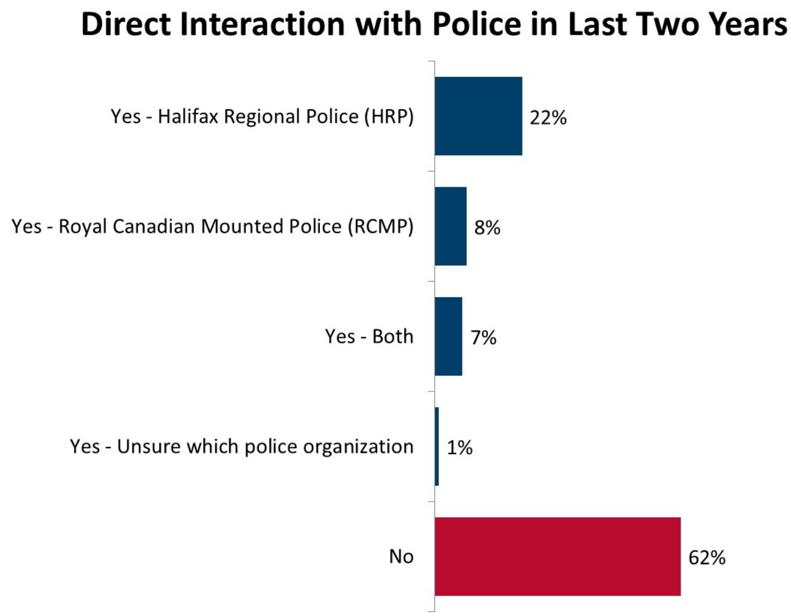
Q.EV3: Please select what you believe are the three most important areas of focus regarding environmental and climate change action. Please place a 1 beside your top priority, 2 beside your second highest, 3 beside your third highest. **In 2022, it was general 'renewable energy generation'.*

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.

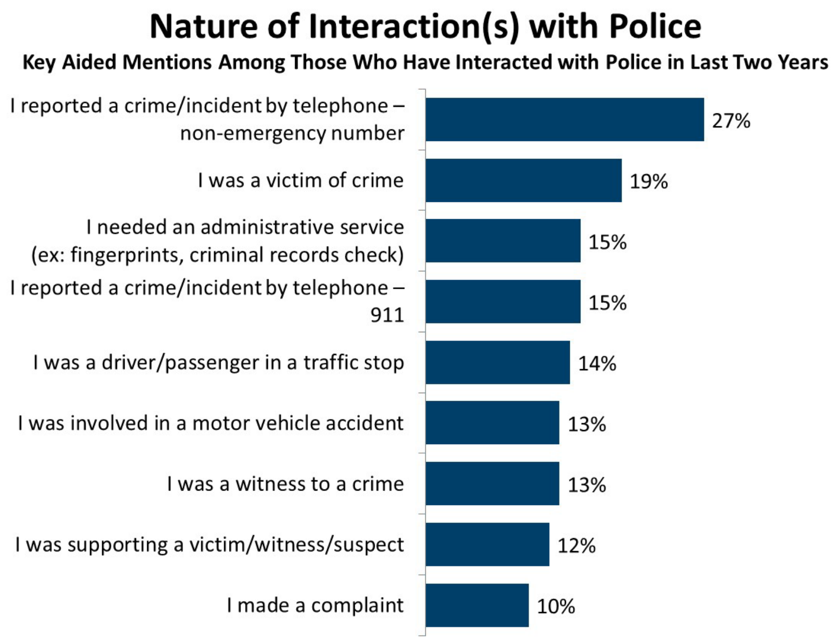


Q.PO1: Have you had a direct interaction with the police in the last two years? Select one only. (n=1,482)

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.

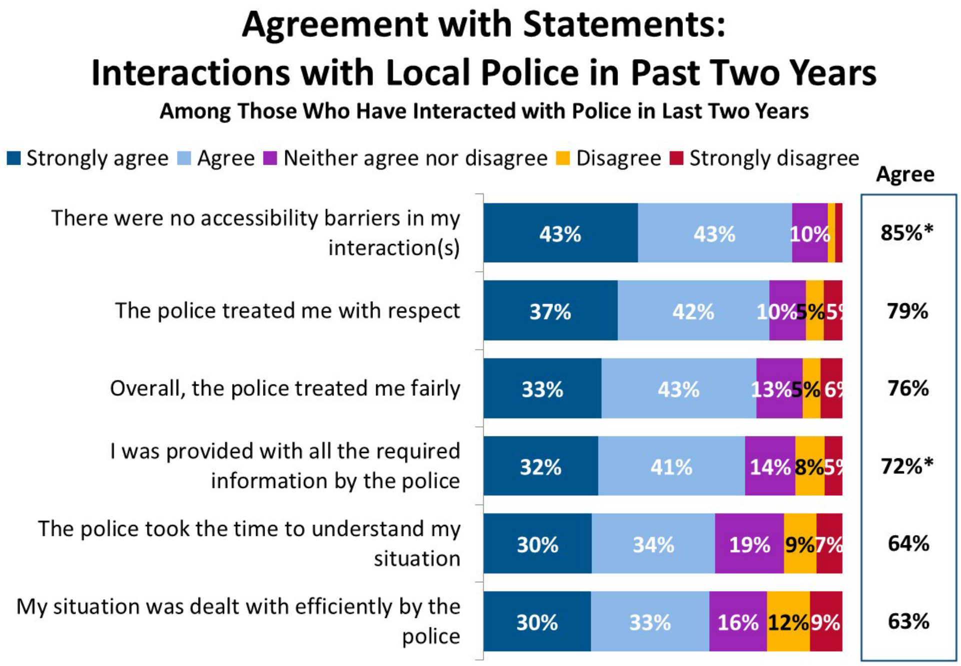


Q.PO2: **[IF 'YES' IN Q.PO1]** What was the general nature of your interaction(s) with the police? Check all that apply. (n=557)

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 will all the required information, and that their situation was dealt with efficiently.

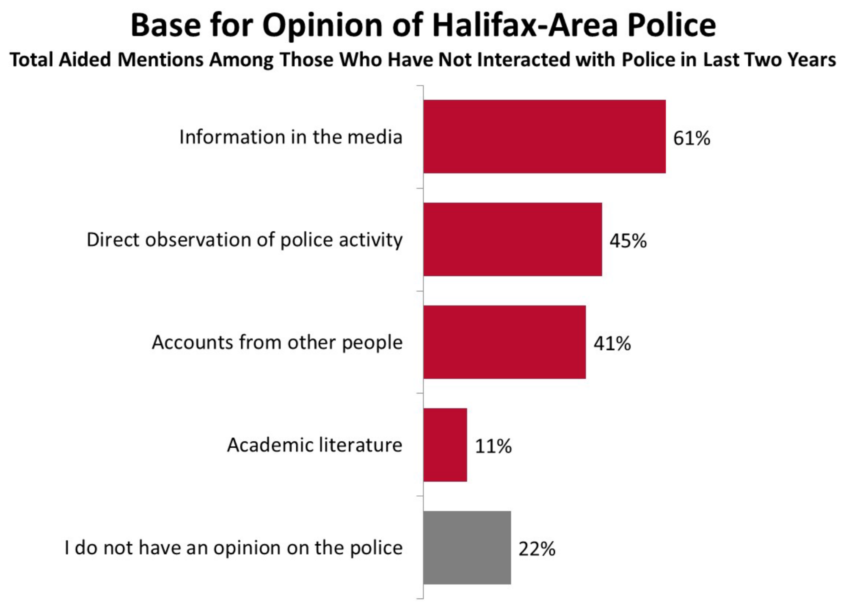


Q.PO3a-f: **[IF 'YES' IN Q.PO1]** Based on your interaction(s) with your local police in the past two years, to what extent do you agree or disagree with the following statements? (n=557) **Due to rounding. Mentions of 4% or less are represented as a bar.*

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.

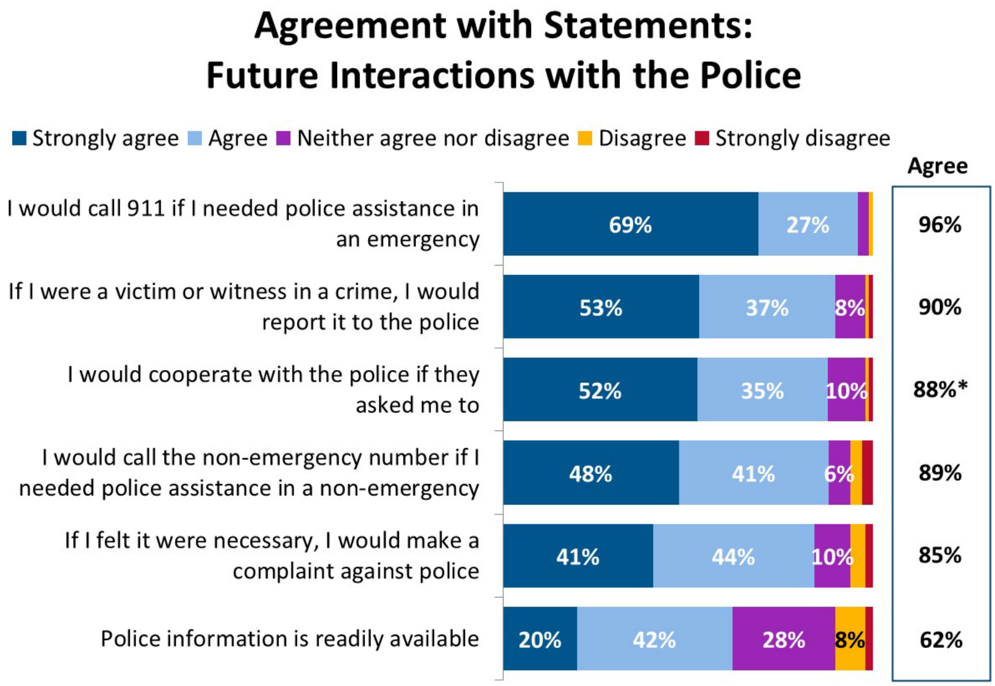


Q.PO4: **[IF 'NO' IN Q.PO1]** Having not had any direct interaction with the police in the last two years, what is your opinion of the Halifax-area police based on? Select all that apply. (n=925)

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.



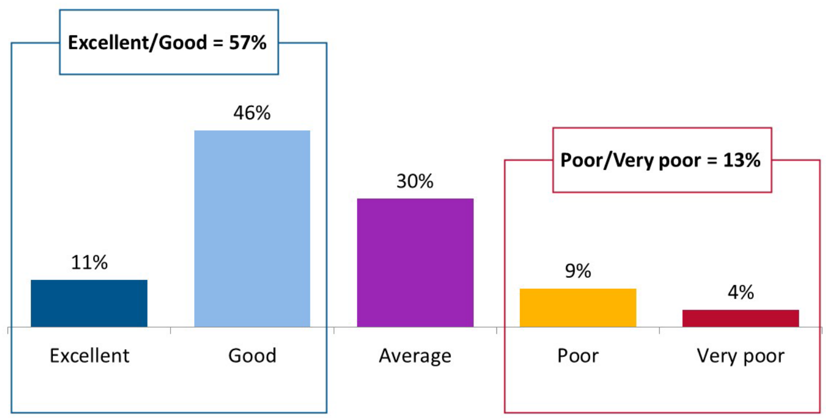
Q.PO5a-f: To what extent do you agree or disagree with the following statements? (n=1,478-1,481) **Due to rounding. Mentions of 4% or less are represented as a bar.*

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.PO6: Taking everything into account, how good a job do you think the police in the municipality are doing? (n=1,481)

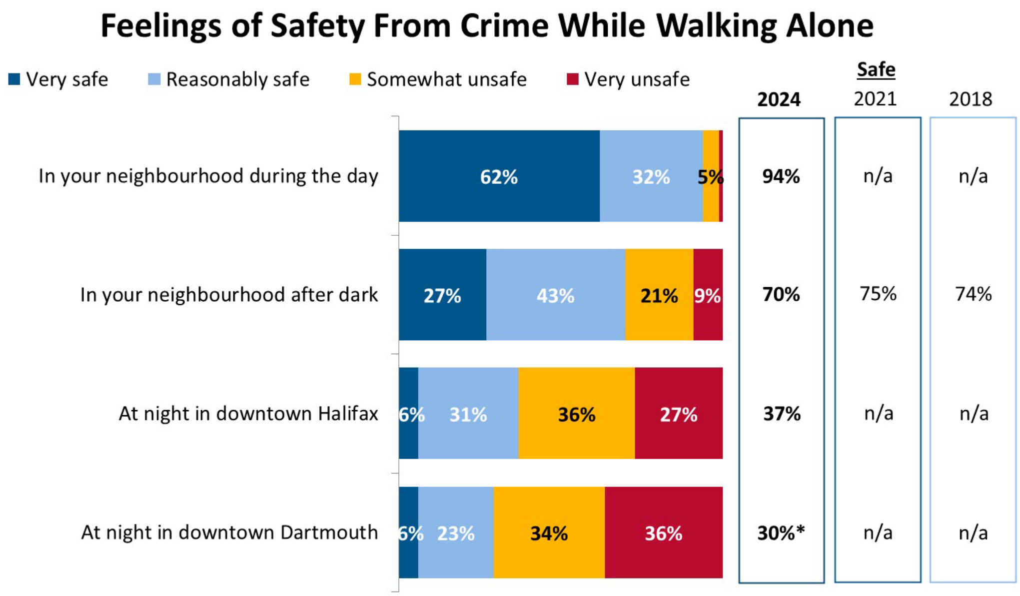
14.0 Public Safety

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.

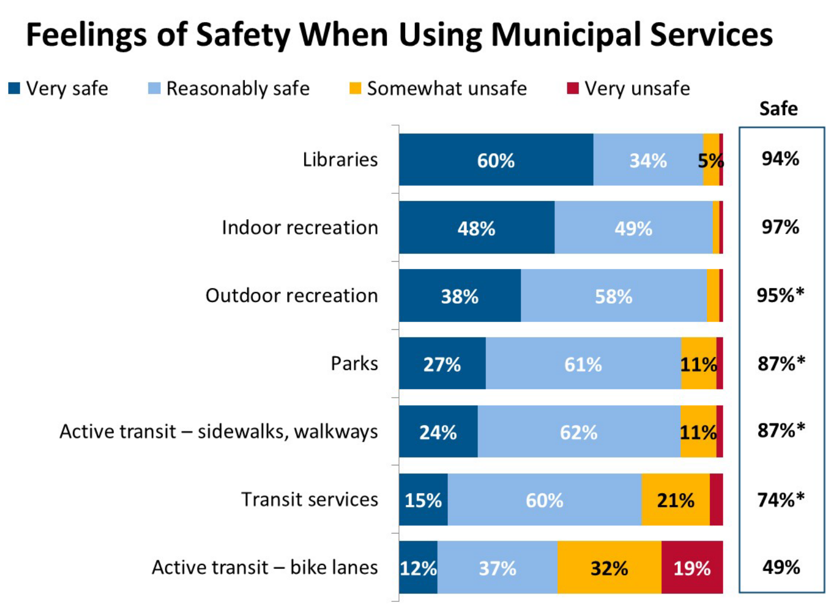
Those more likely to feel safe in their neighbourhood after dark also include those with children under 18, homeowners, those who live in rural areas, those with household incomes of $50K or higher, and those who do not identify as having a disability. Those with household incomes of $100K or higher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



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.

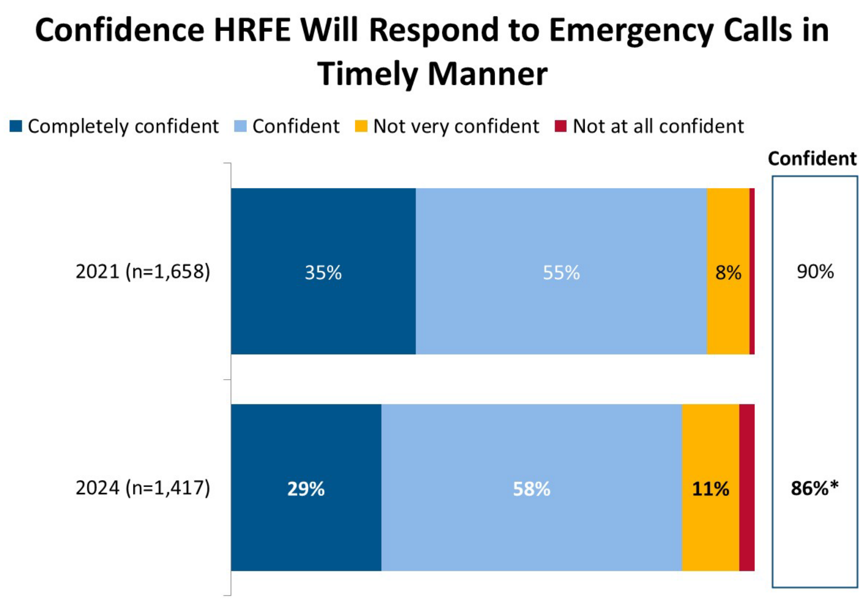


Q.PS2a-g: In general, how safe do you feel when using the following municipal services? (n=667-1,377) **Due to rounding. Mentions of 4% or less are represented as a bar.*

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.

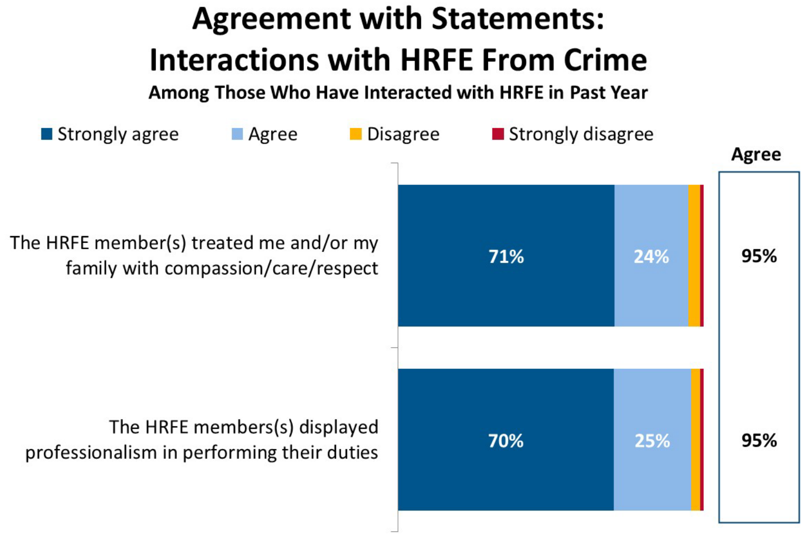


Q.PS3: How confident are you that Halifax Regional Fire & Emergency (HRFE) will respond to emergency calls in a timely manner? **Due to rounding. Mentions of 4% or less are represented as a bar.*

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.



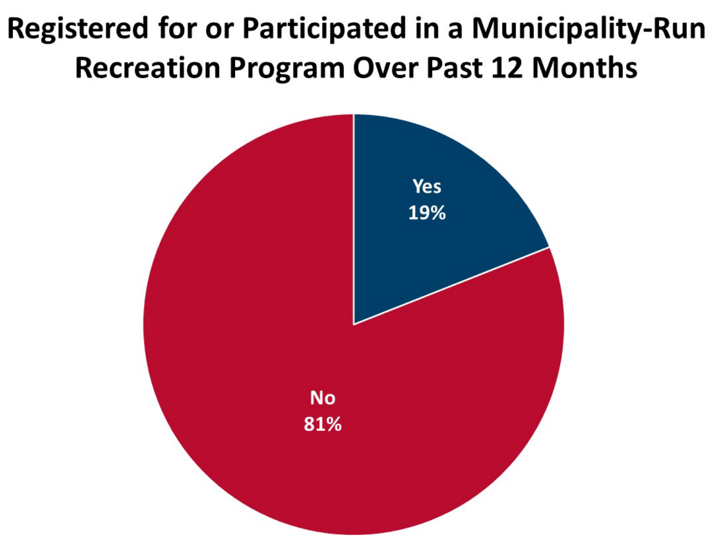
Q.PS5a-b: **[IF 'YES' IN Q.PS4]** Since you or one of your household members had an interaction with HRFE in the past year, to what extent do you agree or disagree with the following statements? (n=236-241) *Mentions of 4% or less are represented as a bar.*

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.

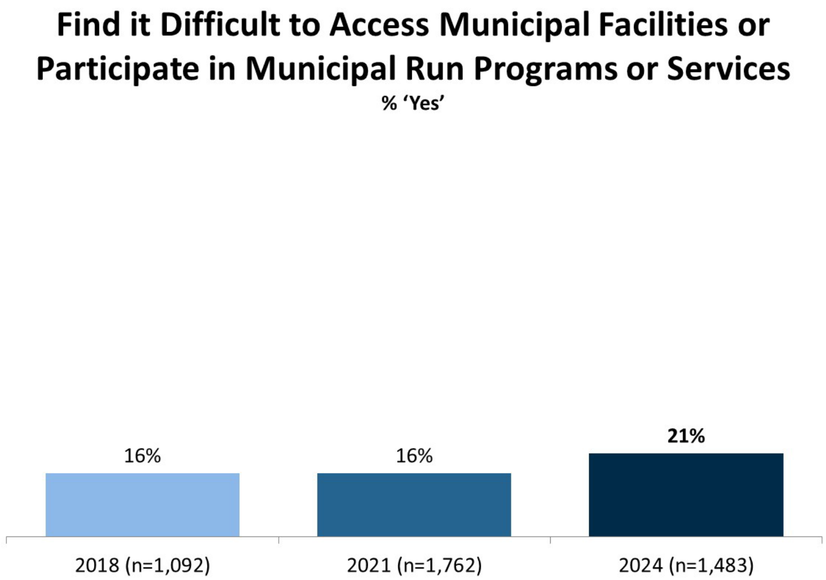


Q.RL1: Have you registered for or participated in a municipally-run recreation program over the past 12 months? (n=1,485)

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.

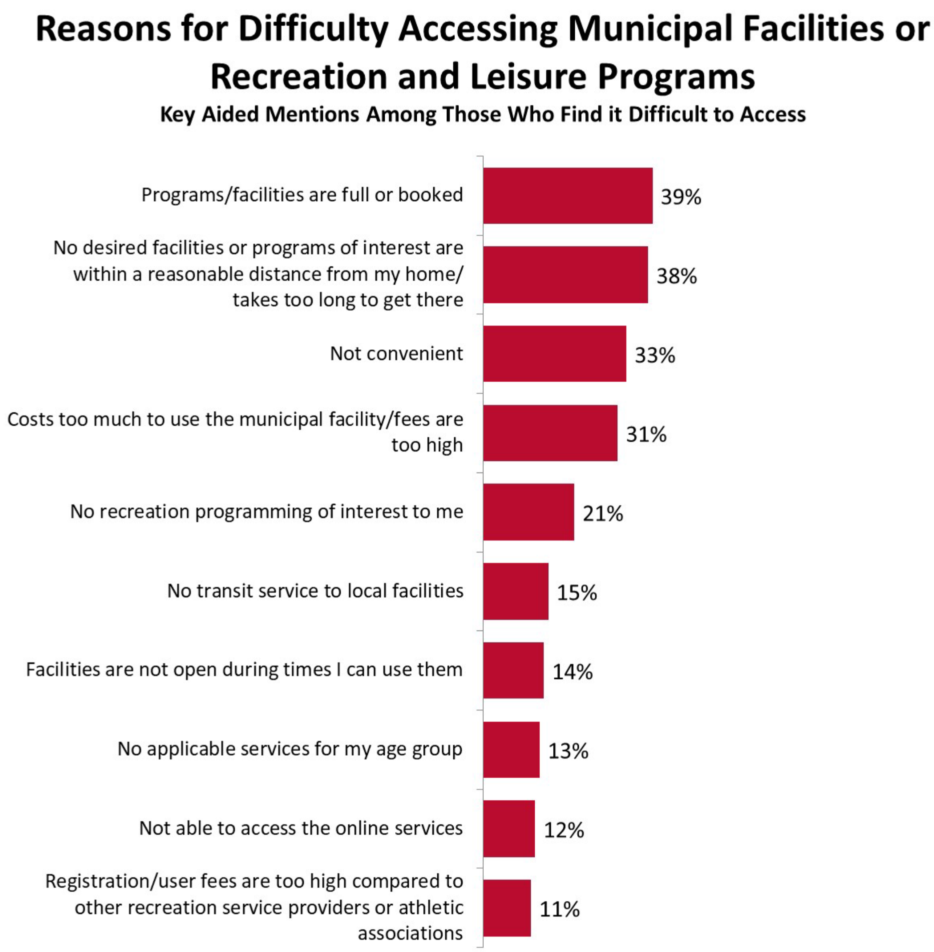


Q.RL2: Do you find it difficult to access any municipal facilities or participate in any recreation programs or services run by the municipality?

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.

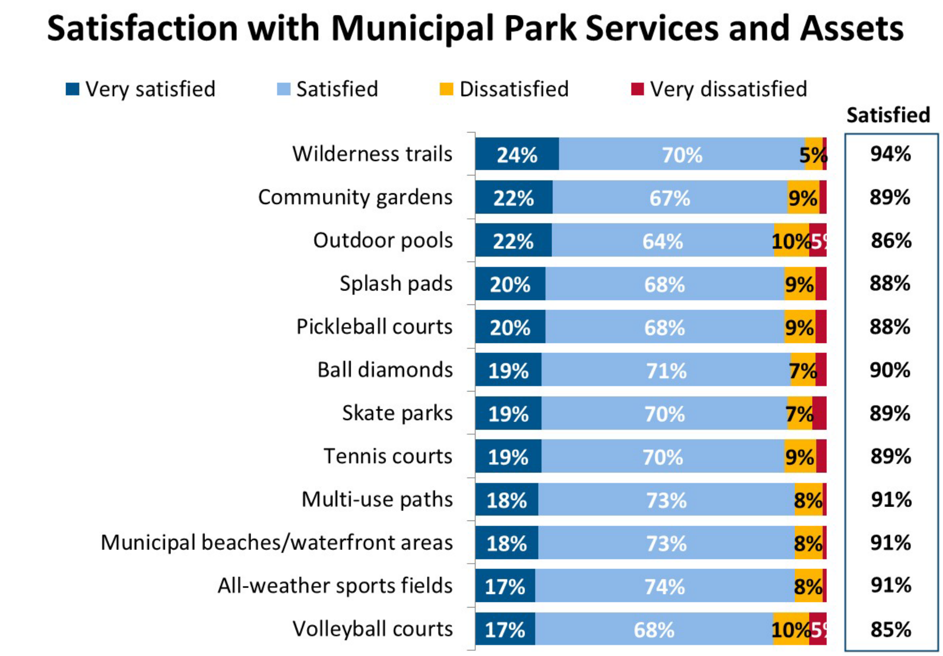


Q.RL3: **[IF 'YES' IN Q.RL2]** What, if any, are reasons why you (or your children/family) find it difficult to access municipal facilities or recreation and leisure programs run by the municipality? Check all that apply. (n=271)

16.0 Parks

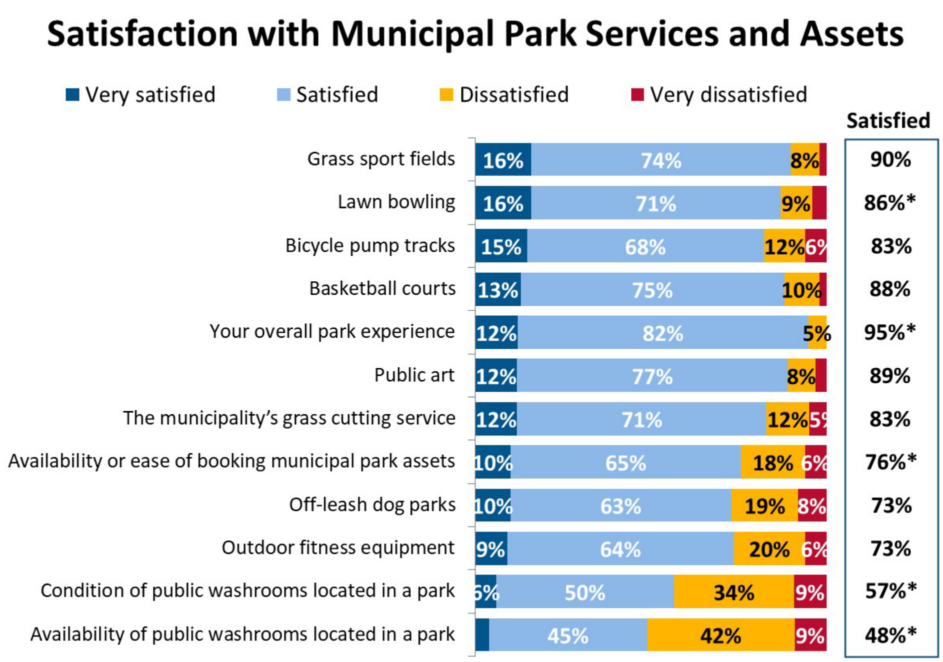
16.1 Satisfaction with Municipal Park Services and Assets

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.



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.



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.*

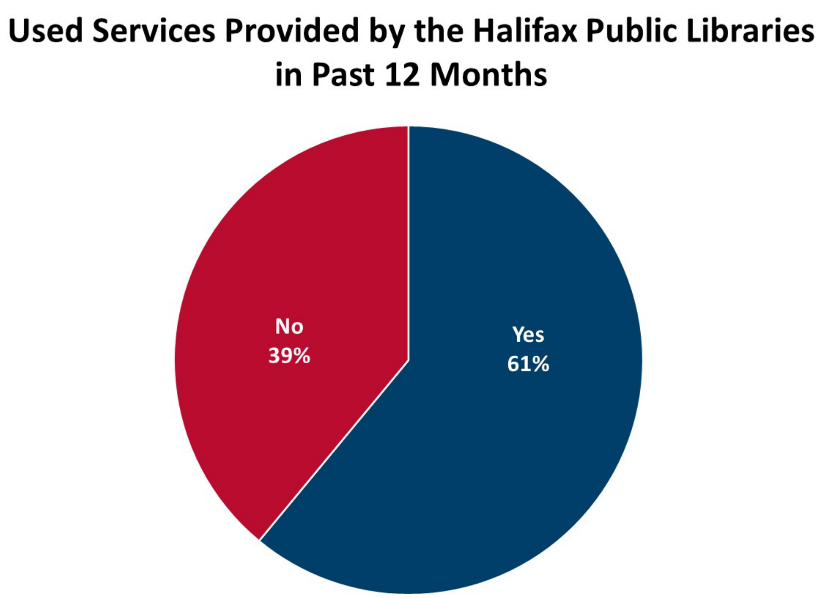
Key Differences: There are several significant differences that merit mention including that those who live in urban/suburban areas are more likely than those who live in rural areas to be satisfied with the various municipal park services and assets, particularly in relation to outdoor pools, grass 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.

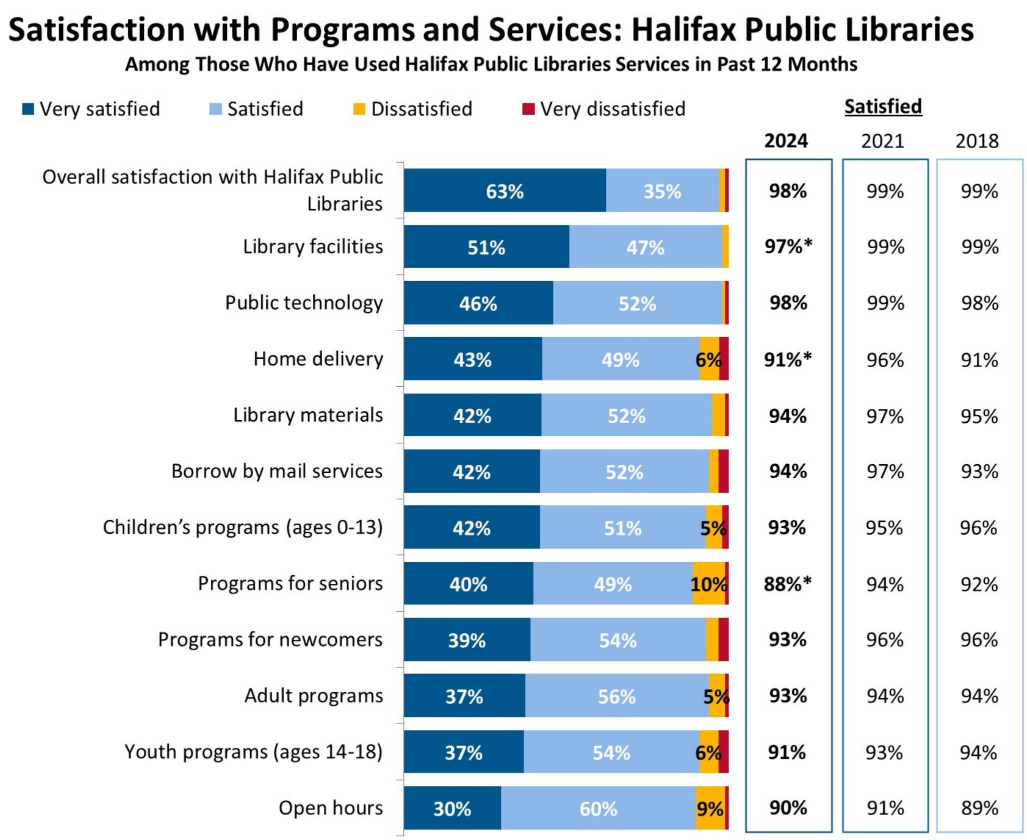


Q.LIB1: Have you used the services provided by the Halifax Public Libraries in the past 12 months in a branch, in the community or online? (n=1,485)

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.

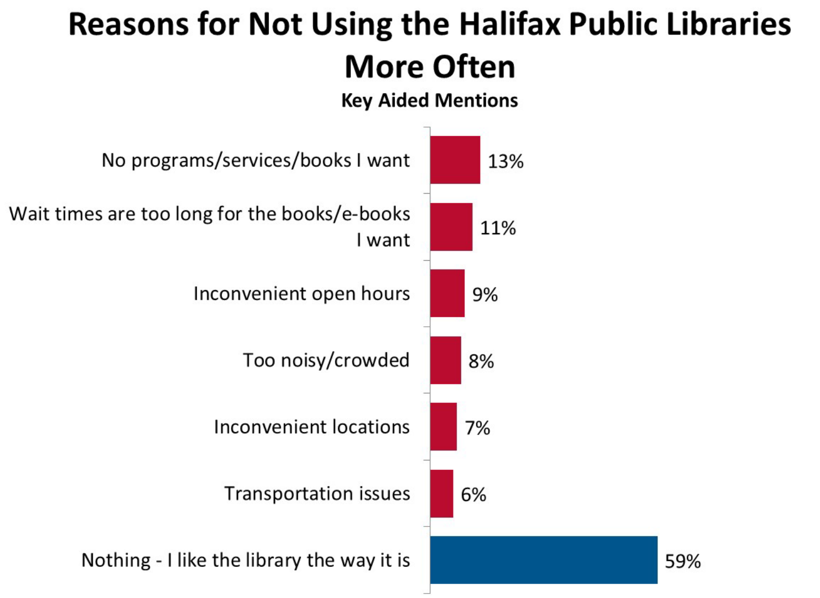


Q.LIB2a-l: **[IF 'YES' IN Q.LIB1]** Please rate your satisfaction with the programs and services provided by the Halifax Public Libraries you or your household have used in the past 12 months. (2018: n=38**-693; 2021: n=98-818; 2024: n=87-900) **Due to rounding. **Caution: Small sample size. Mentions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



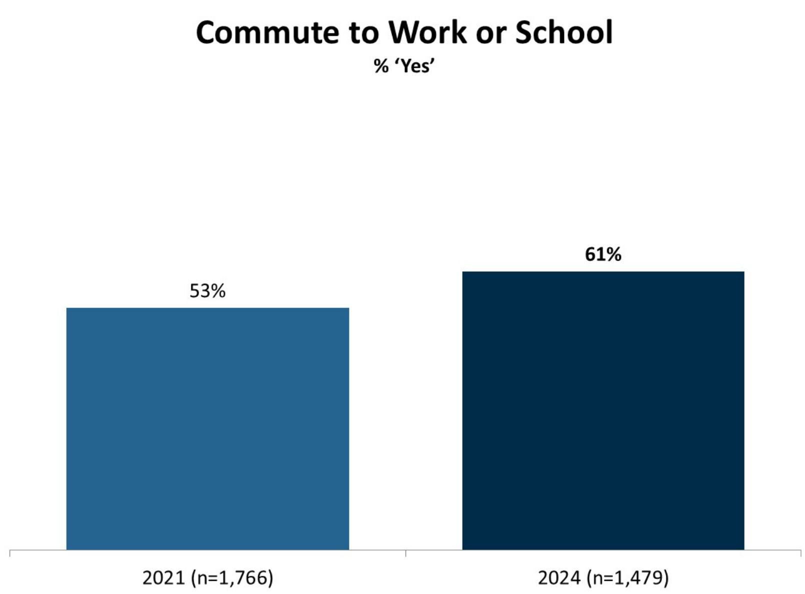
Q.LIB3: What, if anything, prevents you from using the Halifax Public Libraries more often? Select all that apply. (n=1,484)

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.

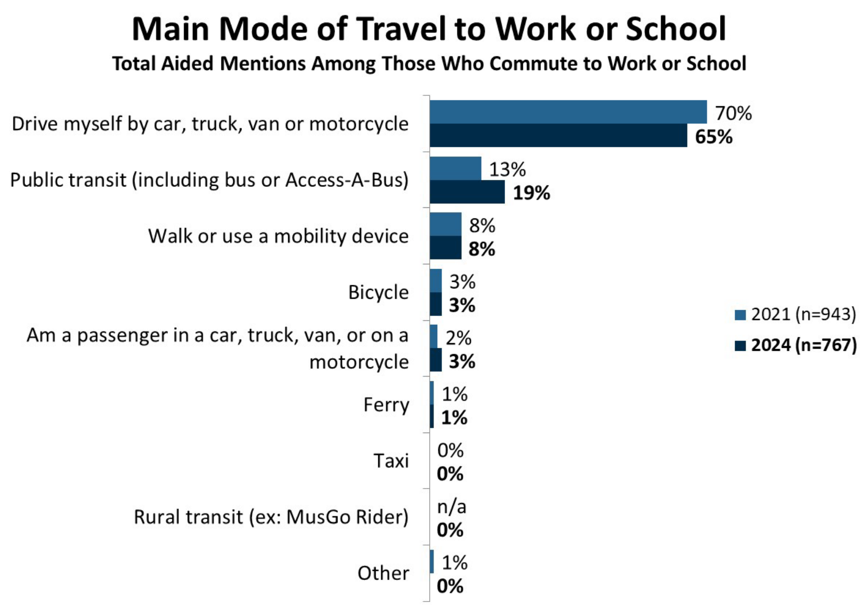


Q.MT1: Do you commute to work or school?

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 themself 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 2SLBGTQ+, 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.

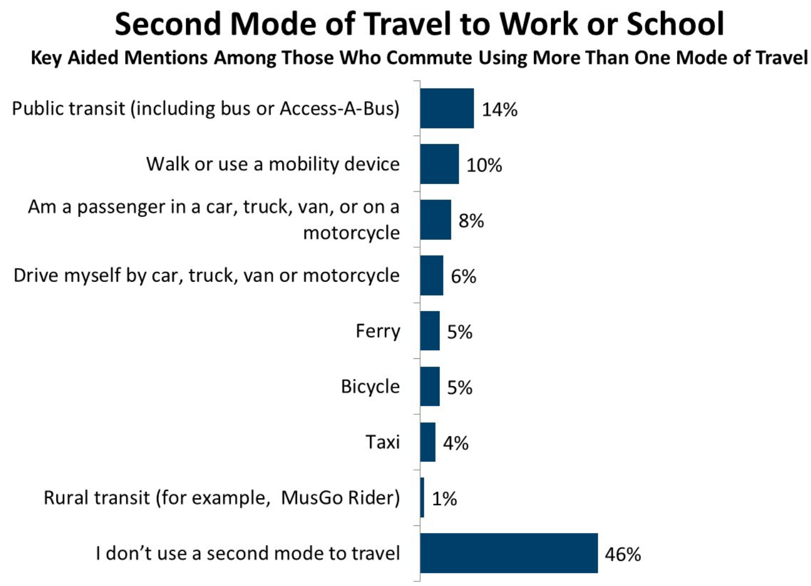


Q.MT2: **[IF 'YES' IN Q.MT1]** What is your main mode of travel to get to work/school (that is, the mode used for the longest distance)? Please select one only.

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 alterative 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.

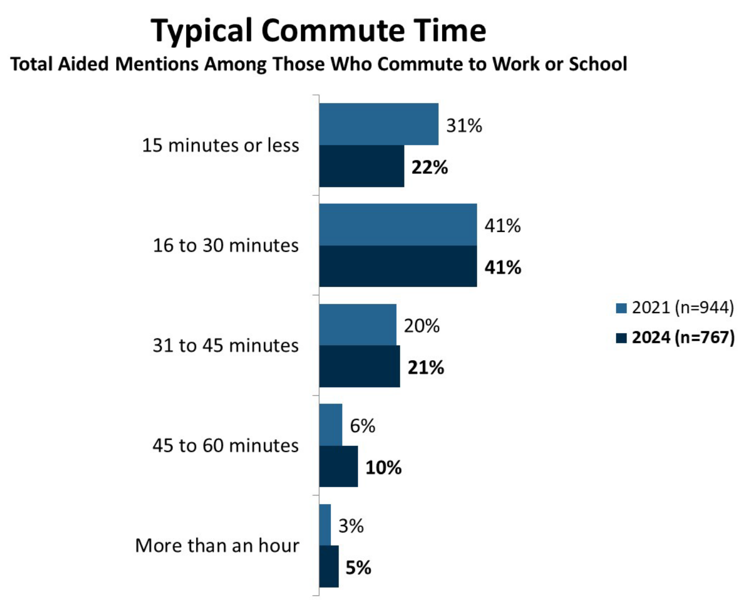


Q.MT3: **[IF 'YES' IN Q.MT1]** If you use more than one mode of travel to get to work/school, what is the second most frequently used option that you use? (n=767)

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).

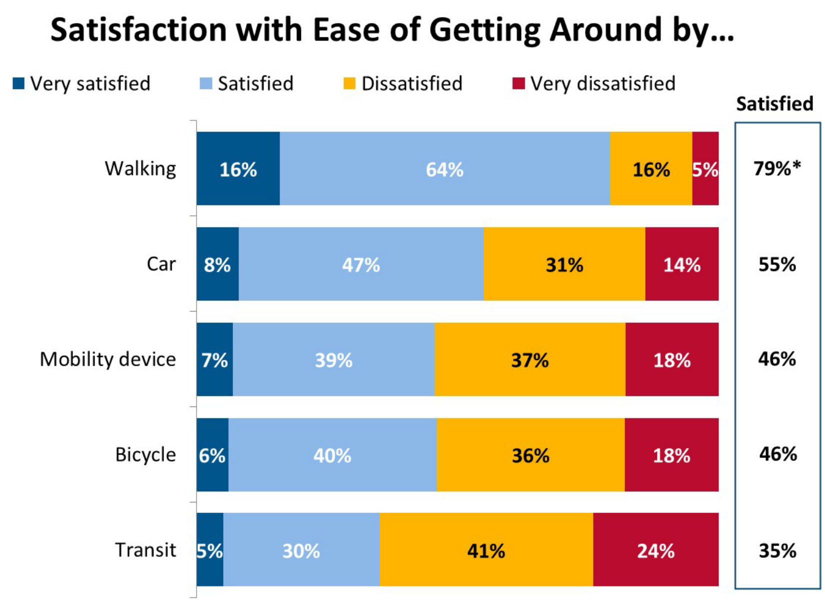
Key Differences: As may be expected, those living in urban/suburban areas are more likely than those living in rural areas to report commute times of 15 minutes or less.



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.

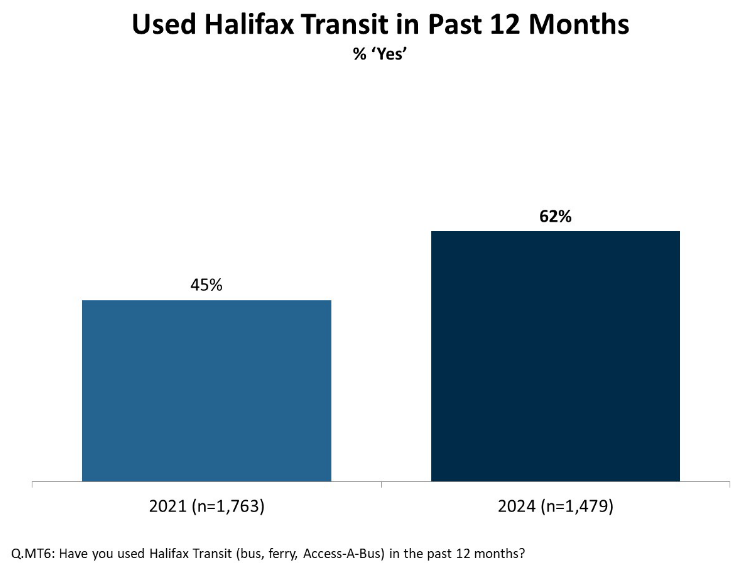


Q.MT5a-e: Please indicate your level of satisfaction with the various mobility options. (n=257-1,401) *Due to rounding.*

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 2SLBGTQ+ are more likely than their respective counterparts to report having used Halifax's public transit system in the past 12 months.

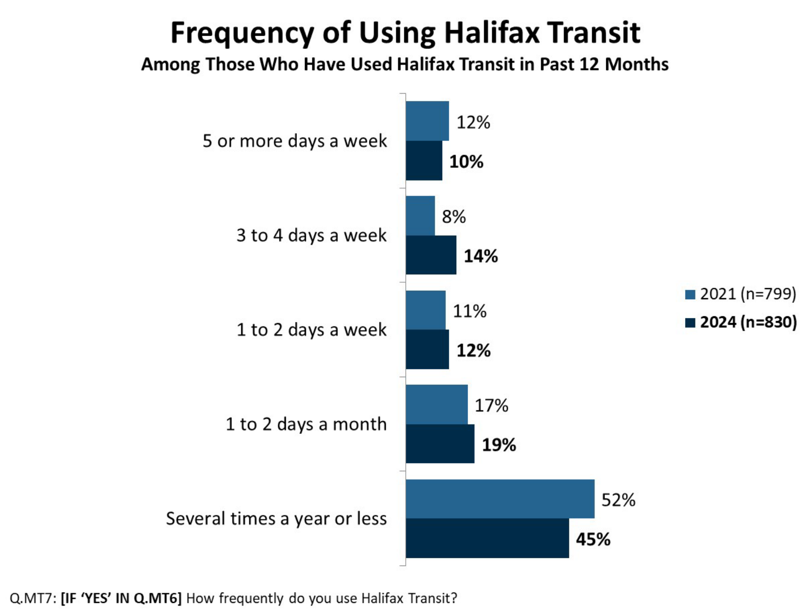


18.7 Frequency of Using Halifax Transit

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).



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%

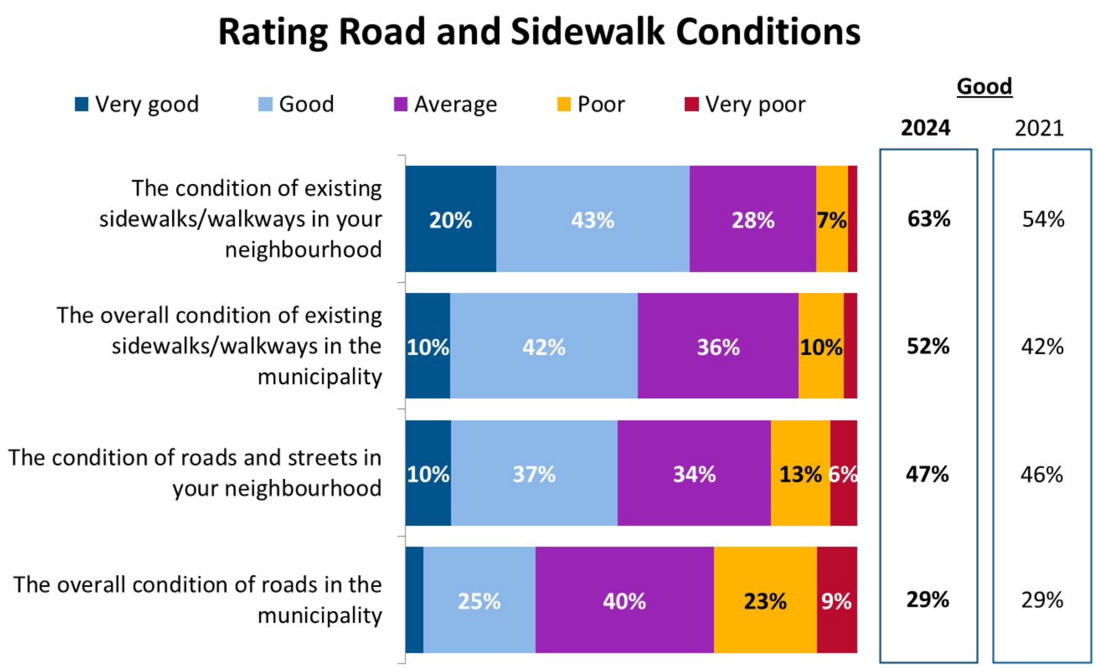
Q.MT8: What would encourage you to use public transit services more often than you do now? Please check all that apply. **Tracking not available.*

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 sideways/walkways in the municipality has also increased notably over the past three years, with just over one-half offering favourable reviews in this regard.

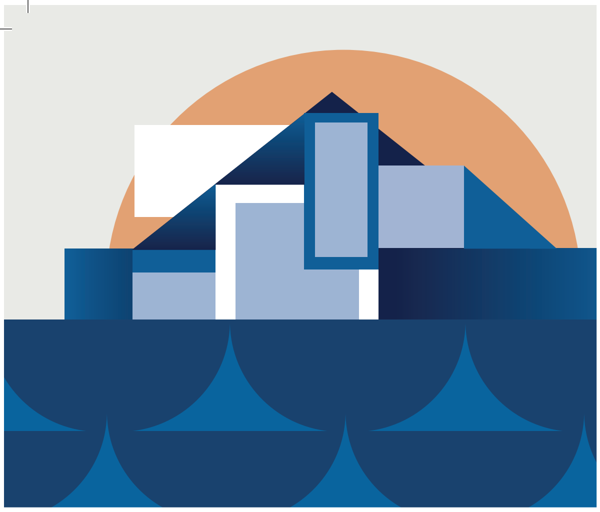
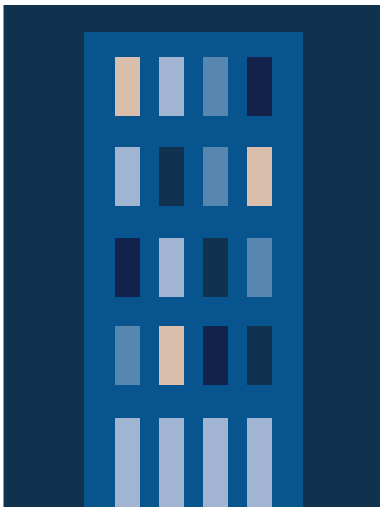
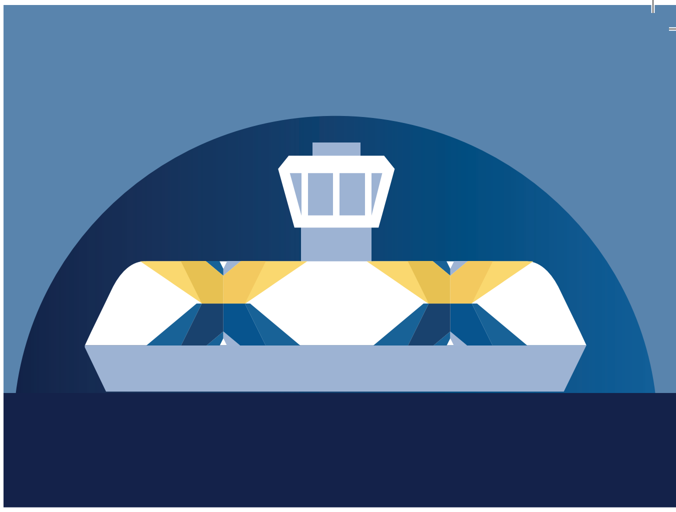
Perceptions regarding the condition of neighbourhood roads and streets, and the roads and streets within the municipality broadly have remained relatively stable from 2021 to 2024. That said, residents continue to be more likely to offer positive reviews of road conditions in their own neighbourhood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



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.*

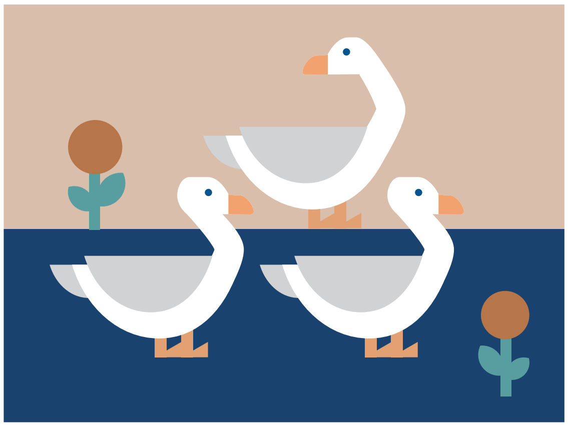
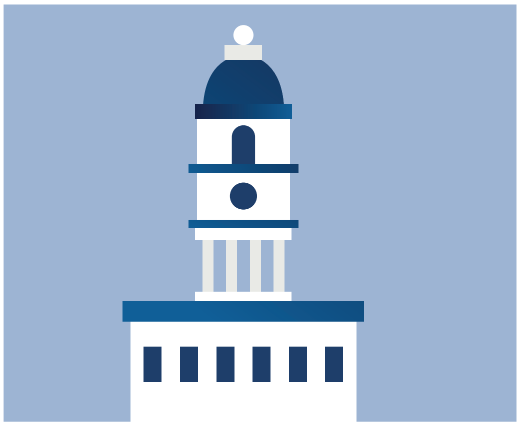
Appendix A: Questionnaire

2024 Resident Survey

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

- surveys@narrativeresearch.ca
- 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.

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.

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

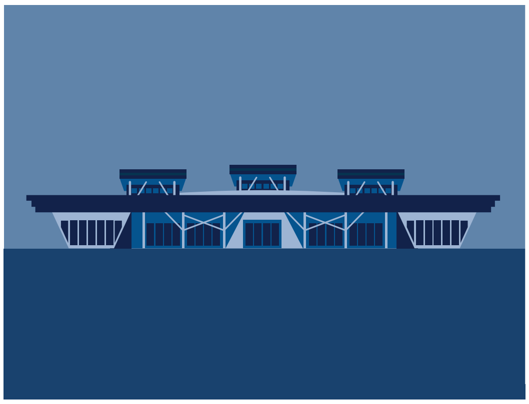
Thank you in advance for your participation.

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.

Passcode (see invitation letter/postcard): ______________________________

Postal Code (irst three characters): ______________________________

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



TOP ISSUES

TI1. 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/ no opinion
The region as a place to live	☐	☐	☐	☐	☐
The region as a place to work	☐	☐	☐	☐	☐
The region as a place for recreation and play	☐	☐	☐	☐	☐
The region as a place to raise a family	☐	☐	☐	☐	☐
The region as a place for young people	☐	☐	☐	☐	☐
The region as a place to retire	☐	☐	☐	☐	☐

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

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/ no opinion
Business support services (e.g. zoning regulations, building permits, etc.)	☐	☐	☐	☐	☐
Community planning/land-use planning and approvals (community planning to guide growth and change)	☐	☐	☐	☐	☐
Economic development (promoting and connecting the municipality to grow and get business, workers and investment)	☐	☐	☐	☐	☐

Communities

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

Communities (continued)

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

Integrated Mobility

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

Environment

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

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.)	☐	☐	☐	☐
Community planning/land-use planning and approvals (community planning to guide growth and change)	☐	☐	☐	☐
Economic development (promoting and connecting the municipality to grow and get business, workers and investment)	☐	☐	☐	☐
Accessibility programming (physical/intellectual/emotional access to facilities, services and programs such as inclusion support)	☐	☐	☐	☐
Affordability and free programming (the Affordable Access Transit Pass, the Recreation Access Program and the Property Tax Exemption and Deferral Program)	☐	☐	☐	☐
Arts and cultural facilities and programs	☐	☐	☐	☐
Civic events (e.g. Canada Day, Natal Day, NYE, event grants, etc.)	☐	☐	☐	☐

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)	☐	☐	☐	☐
Community beautification and streetscaping	☐	☐	☐	☐
Community Standards (by-law enforcement and animal services)	☐	☐	☐	☐
Diversity and inclusiveness programs (e.g. language and culture programming, support for community events, etc.)	☐	☐	☐	☐
Efforts to address homelessness and supporting people who are unhoused	☐	☐	☐	☐
Efforts to support food security and strengthen the food system	☐	☐	☐	☐
Halifax Public Libraries	☐	☐	☐	☐
Parks and greenspaces	☐	☐	☐	☐
Playgrounds	☐	☐	☐	☐
Public washrooms	☐	☐	☐	☐
Indoor recreation facilities (e.g. community centres, pools, etc.)	☐	☐	☐	☐
Outdoor recreation facilities (e.g. sport fields, tennis courts, pickleball courts, etc.)	☐	☐	☐	☐
Recreation programming (e.g. day camps, dryland, skating and aquatic programs)	☐	☐	☐	☐
Fire Services	☐	☐	☐	☐
Police Services	☐	☐	☐	☐
Emergency management (preparedness, coordination of municipal emergency response and recovery)	☐	☐	☐	☐
Public engagement (e.g. public consultation on municipal projects, surveys, etc.)	☐	☐	☐	☐
Sidewalks and pedestrian facilities	☐	☐	☐	☐
Bike lanes and cycling facilities	☐	☐	☐	☐
Parking availability (paid, permitted and on-street parking)	☐	☐	☐	☐
Public transit – conventional bus	☐	☐	☐	☐
Public transit – ferry	☐	☐	☐	☐
Public transit – Access-A-Bus	☐	☐	☐	☐
Overall transit service	☐	☐	☐	☐
Sidewalk maintenance	☐	☐	☐	☐

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	☐	☐	☐	☐
Traffic management – balancing how street space is assigned to different modes (personal vehicles, transit, walking/rolling and cycling)	☐	☐	☐	☐
Road safety (traffic calming, education, signals, signage for pedestrian, cycling, rolling and vehicles)	☐	☐	☐	☐
Winter maintenance (snow and ice control)	☐	☐	☐	☐
Climate action (reducing emissions and preparing for climate impacts)	☐	☐	☐	☐
Environmental protection and sustainability (e.g. water testing, green network, wetland restoration, etc.)	☐	☐	☐	☐
Garbage, recycling and organics collection	☐	☐	☐	☐
Urban forestry (street and park tree planting and maintenance)	☐	☐	☐	☐

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	☐	☐	☐	☐
Supporting local economies	☐	☐	☐	☐
Promoting Halifax globally	☐	☐	☐	☐
Directing housing growth to strategic areas across the region	☐	☐	☐	☐
Directing employment growth to strategic areas across the region	☐	☐	☐	☐
Working with partners to improve housing affordability	☐	☐	☐	☐
Addressing the negative impacts of homelessness	☐	☐	☐	☐

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

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/ no opinion
Municipal staff were knowledgeable	☐	☐	☐	☐	☐
I was treated in a friendly, courteous and attentive manner	☐	☐	☐	☐	☐
I was treated fairly	☐	☐	☐	☐	☐
I was satisfied with the amount of time it took to get the service and complete my transaction	☐	☐	☐	☐	☐
If the person I contacted was unable to assist me, I was directed to the right person	☐	☐	☐	☐	☐
I was satisfied with the outcome of my interaction	☐	☐	☐	☐	☐
I was able to conduct my interaction in my preferred language	☐	☐	☐	☐	☐

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	☐	☐	☐	☐	☐
I was able to find the information for which I was searching	☐	☐	☐	☐	☐
It was easy to complete my transaction or interaction	☐	☐	☐	☐	☐
I was satisfied with the amount of time it took to complete my transaction or interaction	☐	☐	☐	☐	☐
I was satisfied with the outcome of my interaction	☐	☐	☐	☐	☐
I would use this service online as my preferred way to do this again in the future	☐	☐	☐	☐	☐

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	☐	☐	☐	☐	☐
The municipality should allocate additional resources to address homelessness	☐	☐	☐	☐	☐

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

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	☐	☐	☐	☐	☐
The municipality should support the existing homelessness efforts of other levels of government and service providers	☐	☐	☐	☐	☐
The municipality should conduct public education about the issues of homelessness and how they can help	☐	☐	☐	☐	☐
The municipality should continue to support the development of homes people can afford based on their income	☐	☐	☐	☐	☐

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:

☐ 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/ no opinion
Preparing for the following effects of climate change:					
Wildfires	☐	☐	☐	☐	☐
Coastal flooding (from ocean)	☐	☐	☐	☐	☐
Overland flooding (from rivers or rain)	☐	☐	☐	☐	☐
Heat waves	☐	☐	☐	☐	☐
Drought	☐	☐	☐	☐	☐
Invasive species such as Japanese beetles	☐	☐	☐	☐	☐
Hurricanes	☐	☐	☐	☐	☐
Winter storms	☐	☐	☐	☐	☐
Reducing greenhouse gas emissions	☐	☐	☐	☐	☐
Managing lakes and rivers	☐	☐	☐	☐	☐
Protecting land for food production	☐	☐	☐	☐	☐
Reducing waste	☐	☐	☐	☐	☐
Water testing to support lifeguarded beaches	☐	☐	☐	☐	☐
Protecting nature (conservation and protection from development)	☐	☐	☐	☐	☐
Naturalization of parks (i.e. allow more natural plant species to grow, etc.)	☐	☐	☐	☐	☐
Communicating city efforts on environment and climate change	☐	☐	☐	☐	☐
Preparing for weather-related emergencies	☐	☐	☐	☐	☐
Responding to weather-related emergencies	☐	☐	☐	☐	☐
Solar City program	☐	☐	☐	☐	☐
LakeWatchers program	☐	☐	☐	☐	☐
Canines for Clean Water Campaign	☐	☐	☐	☐	☐
HalifACT – climate plan	☐	☐	☐	☐	☐

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	☐	☐	☐	☐	☐
The police took the time to understand my situation	☐	☐	☐	☐	☐
I was provided with all the required information by the police	☐	☐	☐	☐	☐
My situation was dealt with efficiently by the police	☐	☐	☐	☐	☐
There were no accessibility barriers in my interaction(s) (e.g. able to communicate in first or chosen language and by my preferred communication method, buildings adapted to accommodate any disabilities, etc.)	☐	☐	☐	☐	☐
Overall, the police treated me fairly	☐	☐	☐	☐	☐

PO4. 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	☐	☐	☐	☐	☐
I would call the non-emergency number if I needed police assistance in a non-emergency	☐	☐	☐	☐	☐
If I were a victim or witness in a crime, I would report it to the police	☐	☐	☐	☐	☐
I would cooperate with the police if they asked me to	☐	☐	☐	☐	☐
If I felt it were necessary, I would make a complaint against police	☐	☐	☐	☐	☐
Police information is readily available (e.g. contact information on websites, media news releases, online crime prevention advice, etc.)	☐	☐	☐	☐	☐

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?	☐	☐	☐	☐	☐
How safe from crime do you feel walking alone in your neighbourhood after dark?	☐	☐	☐	☐	☐
How safe from crime would you feel walking alone at night in downtown Halifax?	☐	☐	☐	☐	☐
How safe from crime would you feel walking alone at night in downtown Dartmouth?	☐	☐	☐	☐	☐

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/ not applicable
Transit services	☐	☐	☐	☐	☐
Parks	☐	☐	☐	☐	☐
Outdoor recreation (e.g. ball fields, sports fields, etc.)	☐	☐	☐	☐	☐
Indoor recreation (e.g. pools, rec centres, etc.)	☐	☐	☐	☐	☐
Libraries	☐	☐	☐	☐	☐
Active transit – bike lanes	☐	☐	☐	☐	☐
Active transit – sidewalks and walkways	☐	☐	☐	☐	☐

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

☐ completely confident

☐ confident

☐ not very confident

☐ not at all confident

☐ don't know and/or no opinion

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/ no opinion
The HRFE members(s) displayed professionalism in performing their duties	☐	☐	☐	☐	☐
The HRFE member(s) treated me and/or my family with compassion, care and respect	☐	☐	☐	☐	☐

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	☐	☐	☐	☐	☐
Outdoor pools	☐	☐	☐	☐	☐
Multi-use paths	☐	☐	☐	☐	☐
Wilderness trails	☐	☐	☐	☐	☐
Community gardens	☐	☐	☐	☐	☐
Grass sport fields	☐	☐	☐	☐	☐
All-weather sports fields	☐	☐	☐	☐	☐
Ball diamonds	☐	☐	☐	☐	☐
Basketball courts	☐	☐	☐	☐	☐
Pickleball courts	☐	☐	☐	☐	☐
Tennis courts	☐	☐	☐	☐	☐
Volleyball courts	☐	☐	☐	☐	☐
Skate parks	☐	☐	☐	☐	☐
Bicycle pump tracks	☐	☐	☐	☐	☐
Lawn bowling	☐	☐	☐	☐	☐
Outdoor fitness equipment	☐	☐	☐	☐	☐
Public art	☐	☐	☐	☐	☐
Off-leash dog parks	☐	☐	☐	☐	☐
Municipal beaches and waterfront areas	☐	☐	☐	☐	☐
Condition of public washrooms located in a park	☐	☐	☐	☐	☐
Availability of public washrooms located in a park	☐	☐	☐	☐	☐
Availability or ease of booking municipal park assets	☐	☐	☐	☐	☐
The municipality's grass cutting service	☐	☐	☐	☐	☐
Your overall park experience	☐	☐	☐	☐	☐

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/ no opinion
Overall satisfaction with Halifax Public Libraries	☐	☐	☐	☐	☐
Library facilities	☐	☐	☐	☐	☐
Library materials (books, CDs, DVDs and eBooks)	☐	☐	☐	☐	☐
Public technology (e.g. Wi-Fi, computers, iPads, printers, gaming, etc.)	☐	☐	☐	☐	☐
Children's programs (ages 0-13)	☐	☐	☐	☐	☐
Youth programs (ages 14-18)	☐	☐	☐	☐	☐
Adult programs	☐	☐	☐	☐	☐
Programs for seniors	☐	☐	☐	☐	☐
Programs for newcomers	☐	☐	☐	☐	☐
Home delivery	☐	☐	☐	☐	☐
Borrow by mail services	☐	☐	☐	☐	☐
Open hours	☐	☐	☐	☐	☐

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	☐
Inconvenient open hours	☐
Inconvenient locations	☐
Transportation issues	☐
No programs, services and/or books I want	☐
Too noisy and crowded	☐
Too difficult to register for a card	☐
Accessibility issues	☐
Wait times are too long for the books and/or eBooks I want	☐
Not enough computers	☐
Other, please specify:	☐

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/ no opinion
The ease of getting around by car	☐	☐	☐	☐	☐
The ease of getting around by walking	☐	☐	☐	☐	☐
The ease of getting around by bicycle	☐	☐	☐	☐	☐
The ease of getting around by transit	☐	☐	☐	☐	☐
The ease of getting around by mobility device (wheelchair or motorized scooter)	☐	☐	☐	☐	☐

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

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	☐	☐	☐	☐	☐
The condition of roads and streets in your neighbourhood	☐	☐	☐	☐	☐
The overall condition of existing sidewalks and walkways in the municipality	☐	☐	☐	☐	☐

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?

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

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?

- ☐ less than $1,000
- ☐ $1,000 to $2,000
- ☐ $2,000 to $3,000
- ☐ $3,000 to $4,000
- ☐ $4,000 to $5,000
- ☐ Over $5,000
- ☐ not applicable – I don't pay property tax
- ☐ don't know
- ☐ prefer not to say

The Halifax Regional Municipality has identified valuing diversity and inclusion as a corporate priority. To support this, we are asking you to please self-identify 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.

HALIFAX