

Calgary



# 2024 Perspectives on Calgary Safety Perceptions – Wave 4

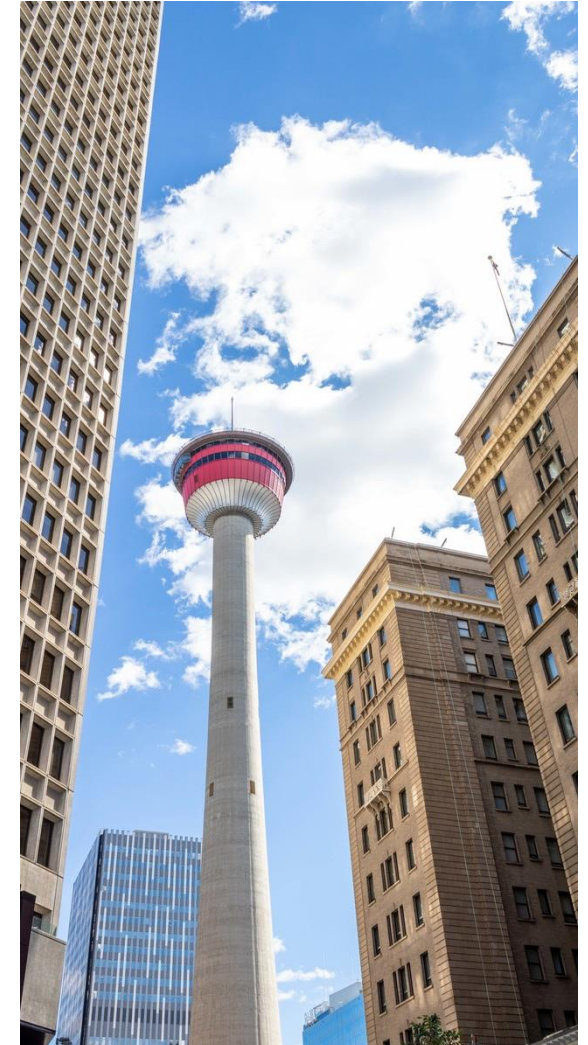
Final Report

May 2024

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# Background and methodology

## Background

The City of Calgary surveys citizens about their opinions, preferences, and attitudes in order to help support data-driven City decision-making. The Perspectives on Calgary Survey is one of the ways by which data are collected, and this survey is conducted multiple times throughout the year. The topic of this survey is perceptions of safety in Calgary, including one’s own community, downtown and Calgary Transit. This is the fourth time this survey has been run in the past three years. Prior wave results are included for reference.

## Methodology

The telephone survey was conducted by Advanis from April 16 to 26, 2024 with 500 Calgarians. The average time to complete the survey was 21 minutes.

The survey was completed using numbers from both landlines (20%) and cell phones (80%) to obtain a random and statistically representative sample of Calgarians.

The margin of error (MOE) for the total sample of n=500 is ±4.4 percentage points, 19 times out of 20 (though larger among subgroups of the total).

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city quadrant of the general population aged 18 and older.

Data were weighted based on the latest federal census for age, gender, and city quadrant, as well as based on the Statistics Canada 2021 Survey of Household Spending for phone type ownership (cell phone only, landline only, and both). The weighting efficiency was 79%. Although the results are weighted, sample sizes for each question represent the number of actual respondents (i.e., unweighted n).

Some charts and tables do not add to 100% due to rounding.

Survey	Data collection dates	n=
Wave 4	April 16 – 26, 2024	500
Wave 3	November 13 – 23, 2023	500
Wave 2	May 16 – 26, 2023	500
Wave 1	July 19 – 28, 2022	500



# Highlights at a glance

## CALGARY OVERALL

**73%**  
Agree Calgary is  
a **safe city**



Compared to other large  
Canadian cities, Calgary is:

**More safe** **As safe**  
**42%** **45%**

**54%**  
Agree **The City is**  
**doing a good job** to  
address safety issues  
in Calgary

**96%** Agree **Police services**  
and **social services**  
should work together to  
address safety issues




## COMMUNITY

Feel or would feel safe walking alone  
in their community:

**Daytime** **After dark**  
**96%** **73%**

**41%**  
Say **crime** in their  
community **increased**  
in last 3 years



**80%**   
Agree there is  
**sufficient lighting**  
in their community

**59%**  
Agree **property theft is a**  
**problem** in their community

## DOWNTOWN



Do or would feel safe walking alone downtown:  
(Among Calgarians who do not live downtown)

**Daytime** **After dark**  
**81%** **30%**



**90%**  
Agree they do or would **feel safer downtown**  
when there are **more people** around

**87%** Agree **more Police and Peace Officers**  
**downtown** would make them feel safer there

## CALGARY TRANSIT



Feel or would feel safe  
riding a bus alone:

**Daytime** **After dark**  
**82%** **52%**

**77%** Agree **personal safety**  
**concerns** are or would be  
**a consideration** when  
deciding whether or not to  
take public transit



Feel or would feel safe  
riding a CTrain alone:

**Daytime** **After dark**  
**69%** **35%**

**17%**  
Used Calgary Transit  
**once a week or more often**  
in past six months

# Key findings

## **The majority of Calgarians feel that Calgary is safe overall (73%), with one-in-five indicating they feel ‘very safe’.**

- This perception holds when asked about Calgary in comparison to other large Canadian cities, with 87% indicating they feel Calgary is as safe or more safe.
- The vast majority of Calgarians surveyed feel that police and social services should be working together to address safety issues (96%), and that mental health issues and addiction are contributing to safety and crime concerns in Calgary (93%).
- Safety perceptions among Calgarians have remained relatively stable over time.

## **Calgarians feel safe walking alone in their communities both during the day (96%), and at night (73%).**

- When it comes to concerns about safety in their community, the top areas of concern are homeless, beggars, addicts or people with mental health issues (29%), driving-related safety concerns (17%), and theft (9%). Mentions of homeless, beggars, addicts or people with mental health issues has remained the top concern over the past four iterations of the study.
- Half (50%) of Calgarians feel the amount of crime in their community has remained the same over the past 3 years, while two-in-five feel it has increased (41%).
- Four-in-five (80%) Calgarians feel there is sufficient street lighting in their community.
- However, females are more likely than males to avoid visiting certain areas of downtown (58%), take public transportation (53%), or walk alone outside when it’s dark (64%) due to safety concerns.

## Key findings (continued)

### **Approximately half (51%) of Calgarians who do not live downtown have visited downtown two or more times a month in the past 6 months, down from 60% in November of 2023.**

- Although visiting downtown most often happens during a weekday before 6pm (70%), at least half are visiting after 6pm on weekdays, as well as anytime on weekends. The proportion visiting before 6pm on weekdays has decreased significantly since November of 2023 (from 78% to 70%).
- Most Calgarians who do not live downtown feel safe when walking alone downtown during the day (81%), but less than one-third (30%) feel safe walking alone downtown after dark.
- Only 30% of Calgarians feel downtown is as safe now as it was before the COVID-19 pandemic began.

### **Just under one-fifth (17%) of Calgarians are using Calgary transit once a week or more often.**

- Although the proportion of those using Calgary transit once a week remained stable, those who never use transit has increased from 43% to 53% since November 2023.
- While approximately four-in-five feel safe riding a Calgary Transit bus (82%) or waiting at a Calgary transit bus stop (79%) during the day, only one-half (52%) feel safe riding a Calgary Transit bus after dark, and only one-third (35%) feel safe waiting alone at a bus stop.
- When it comes to CTrains, just over two-thirds (69%) feel safe riding the CTrain or waiting at a CTrain station during the day, while approximately one-third or less feel safe riding the CTrain alone at night (35%) or waiting alone at a CTrain station (29%) after dark.
- Approximately two-thirds (69%) feel that there is sufficient lighting in CTrain stations and Transit parking lots.
- An expected response time of 5 minutes or less at either a Calgary Transit bus shelter (43%) or CTrain station (51%), has remained consistent with historic expectations. Response times on both the CTrain and Calgary Transit are perceived for the most part to have stayed the same since November of 2023.



# Detailed Findings



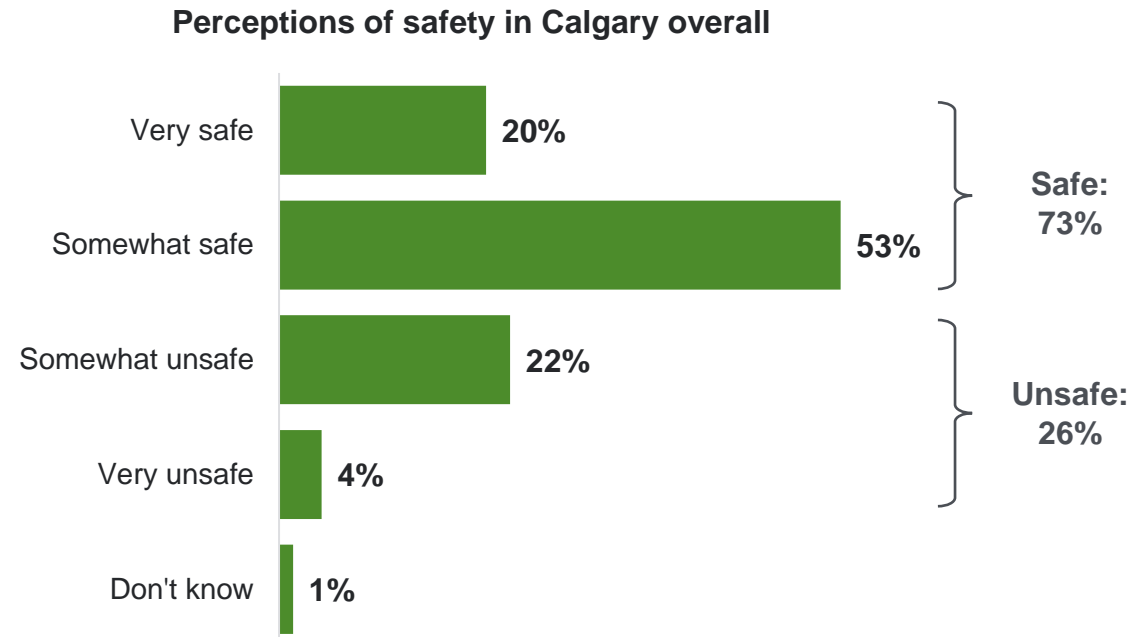
# Overall safety perceptions





# Overall safety in Calgary

Approximately three-quarters of Calgarians feel Calgary is safe overall, with one-in-five indicating they feel ‘very safe’.

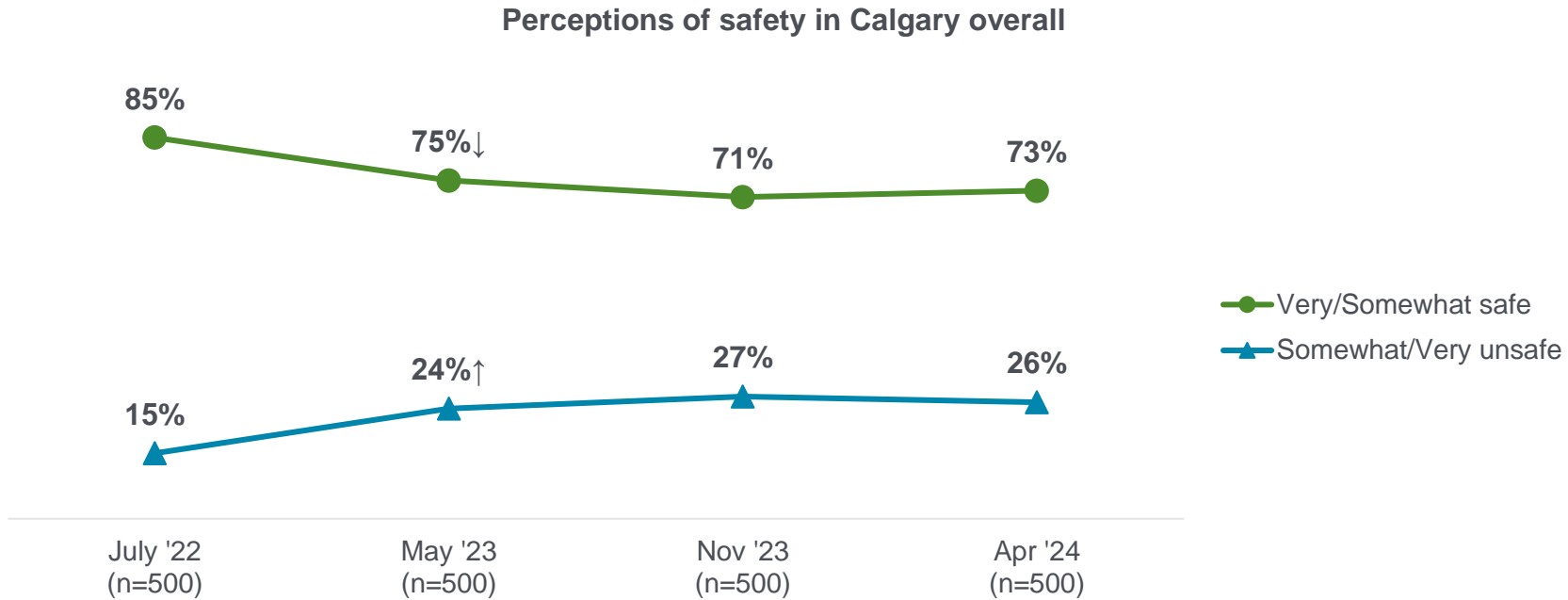


Q. How safe or unsafe do you think Calgary is overall?  
 Base: Valid respondents (n=500)



# Tracking overall safety in Calgary

Perceptions of overall safety in Calgary have remained stable since May 2023.



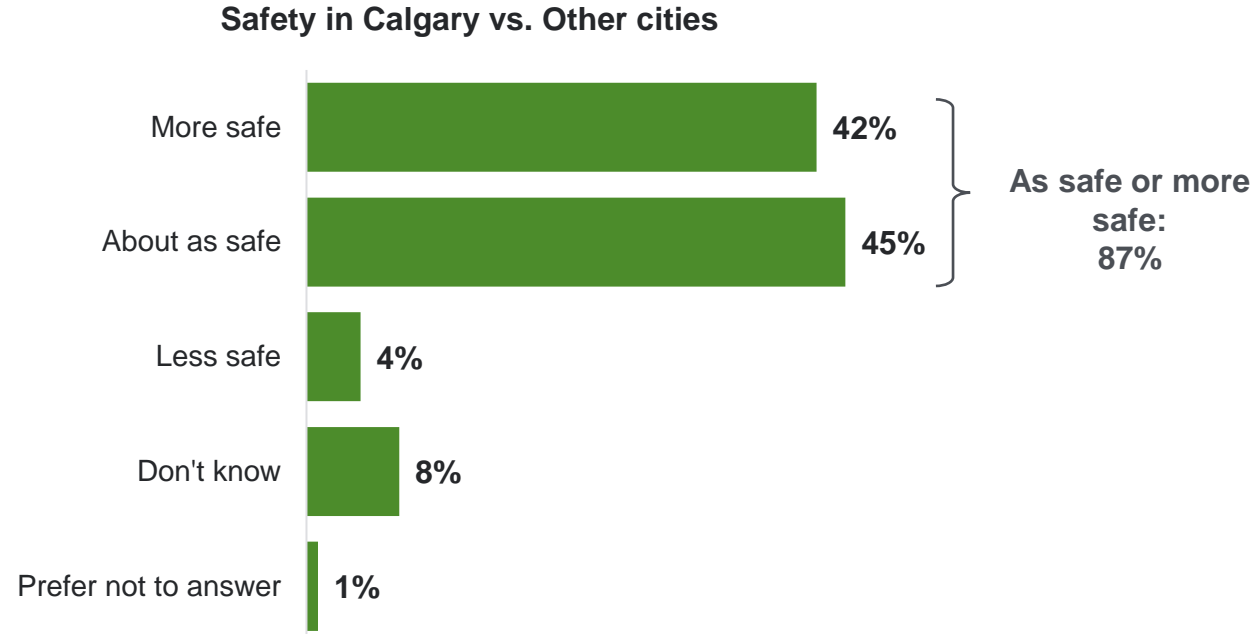
↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

Q. How safe or unsafe do you think Calgary is overall?  
 Base: Valid respondents



# Safety in Calgary vs. other large Canadian cities

The vast majority (87%) of Calgarians surveyed feel that Calgary is as safe, or more safe than other large Canadian cities, with 42% indicating that Calgary is 'more safe'.



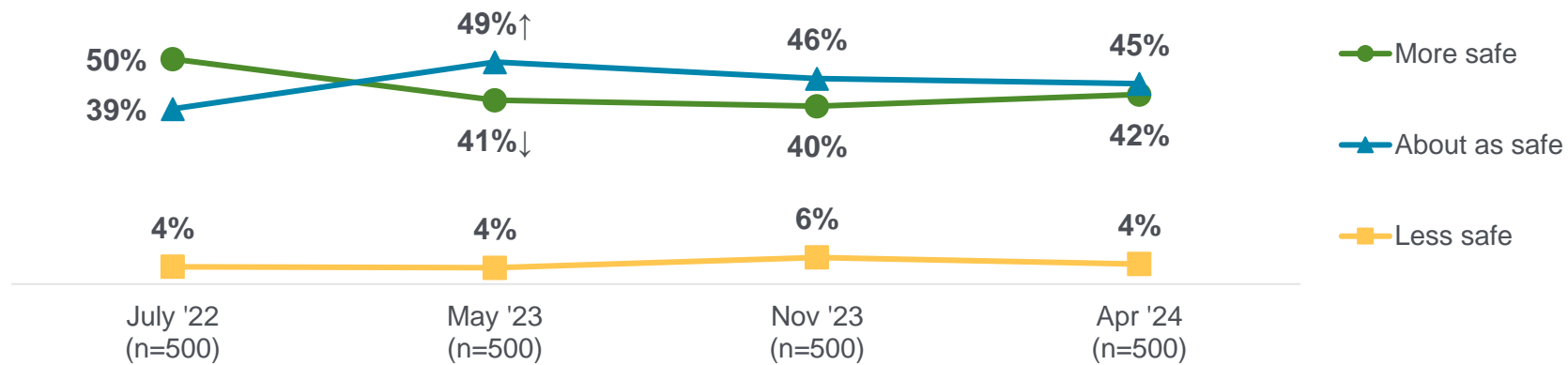
Q. Compared to other large Canadian cities, do you think Calgary is:  
 Base: Valid respondents (n=500)



# Tracking safety in Calgary vs. other large Canadian cities

Opinions about safety in Calgary compared to other major cities have remained relatively stable over time.

Perceptions of safety in Calgary overall



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

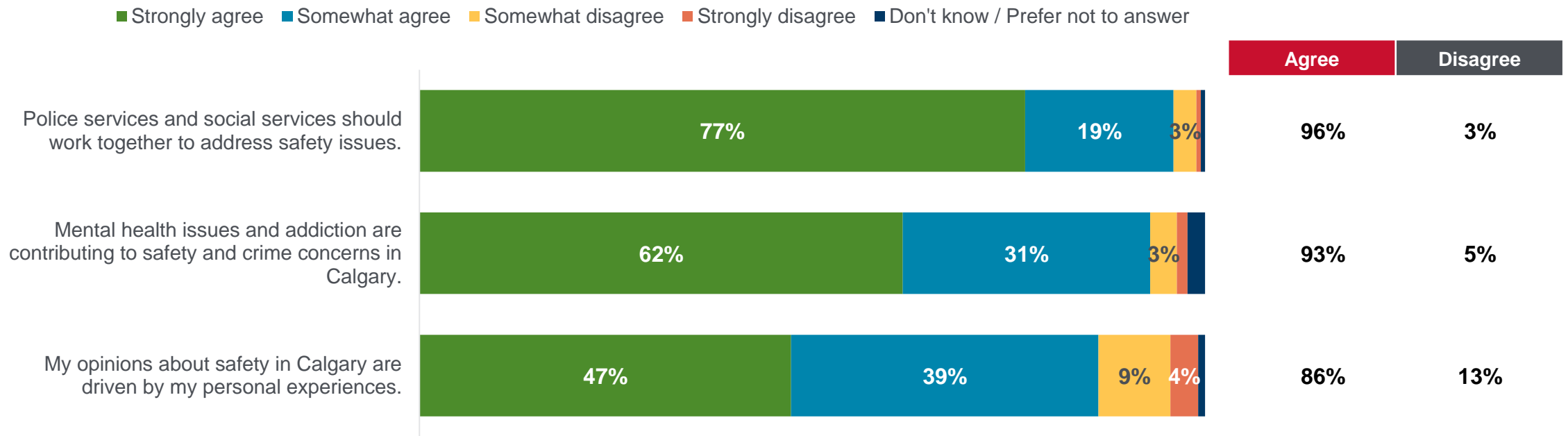
Q. Compared to other large Canadian cities, do you think Calgary is:  
 Base: Valid respondents



# Perceptions of safety in Calgary

Almost all Calgarians surveyed agree that police services and social services should work together to address safety issues (96%), and that mental health issues and addiction are contributing to safety and crime concerns in Calgary (93%). The majority (86%) also feel their opinions are driven by their personal experiences.

Perceptions of Safety in Calgary



Data labels <3% not shown

Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
Base: Valid respondents (n=500)



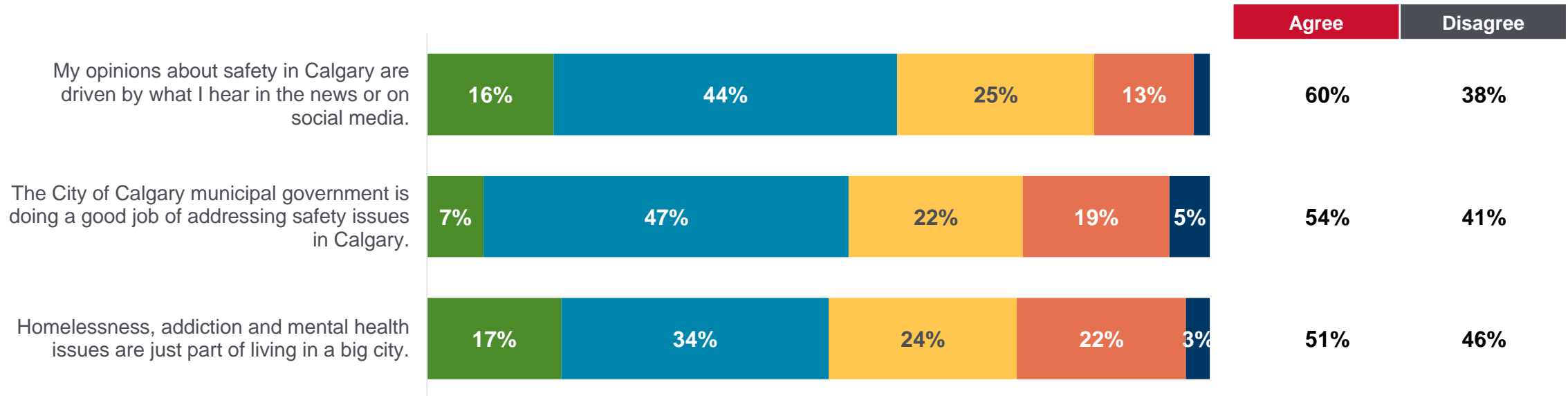
# Perceptions of safety in Calgary (continued)

Three-in-five (60%) indicate that their opinions are also driven by what they hear in the news or on social media.

Approximately one-half of Calgarians feel that the municipal government is doing a good job of addressing safety issues (54%), and that homelessness, addiction and mental health issues are just part of living in a big city (51%).

Perceptions of Safety in Calgary

■ Strongly agree 
 ■ Somewhat agree 
 ■ Somewhat disagree 
 ■ Strongly disagree 
 ■ Don't know / Prefer not to answer



Data labels <3% not shown

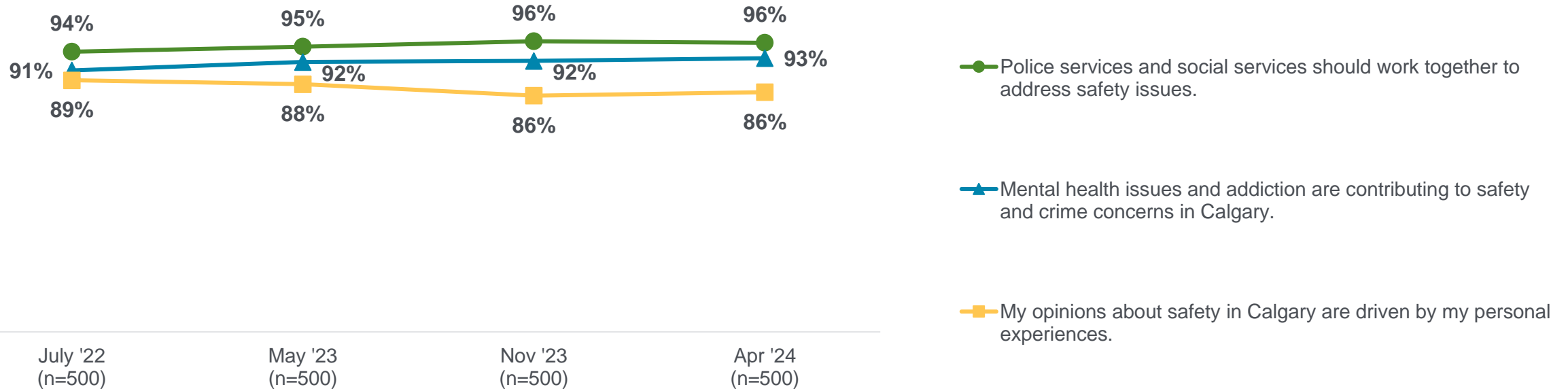
Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents (n=500)



# Tracking perceptions of safety in Calgary

Perceptions of police services and social services working together to address safety issues, mental health issues and addiction contributing to safety and crime concerns, and opinions being driven by personal experience have remained virtually unchanged since November of 2023 and are consistent with previous years.

Perceptions of safety in Calgary overall (NET Agree)



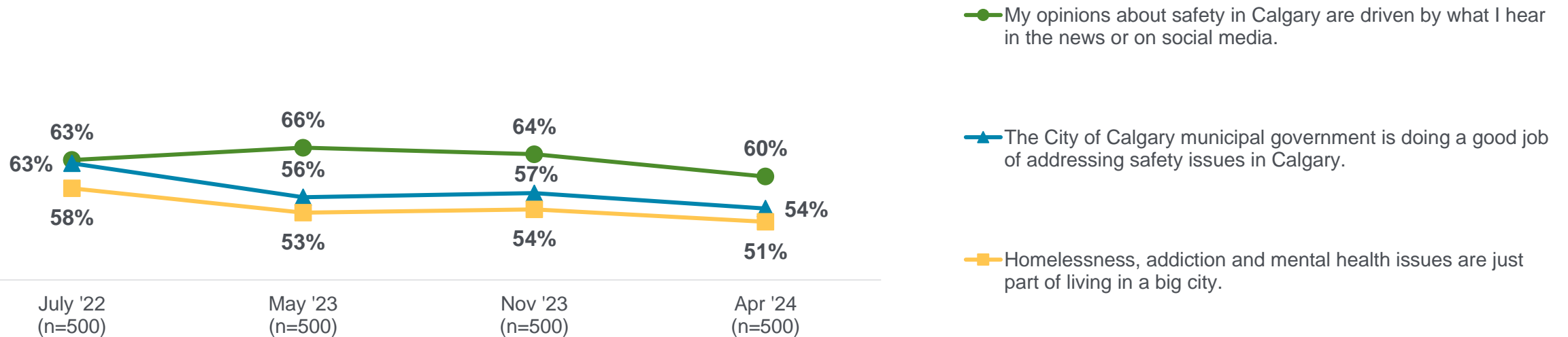
Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents



# Tracking perceptions of safety in Calgary (continued)

Perceptions of safety in terms of homelessness, addiction and mental health issues being part of living in a big city, that The City is doing a good job addressing safety issues, and that opinions are driven by what people hear in the news and or on social media have stayed consistent with 2023.

Perceptions of safety in Calgary overall (NET Agree)



Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents

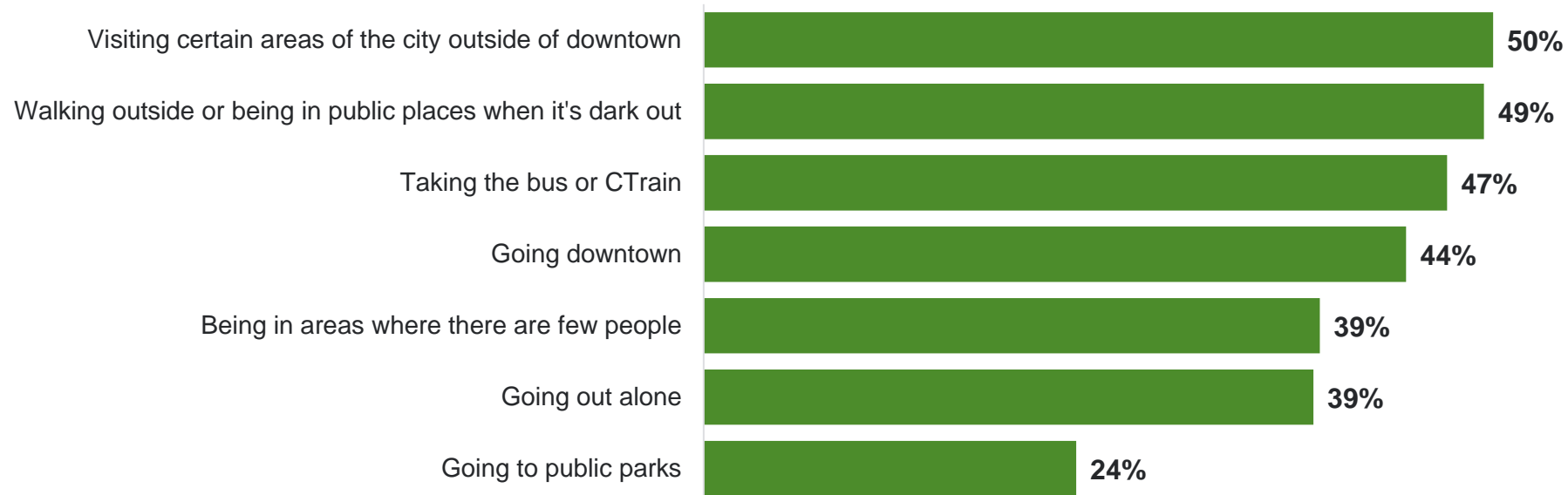




# Avoidance due to safety concerns

Approximately one-half of Calgarians would avoid visiting certain areas of the city outside of downtown (50%), avoid walking outside or in public places when it is dark (49%), and taking the bus or CTrain (47%) due to safety concerns. In contrast, only one-in-four (24%) indicate they would avoid going to public parks due to safety concerns.

**Activities and places often avoided due to safety concerns (% Yes)**



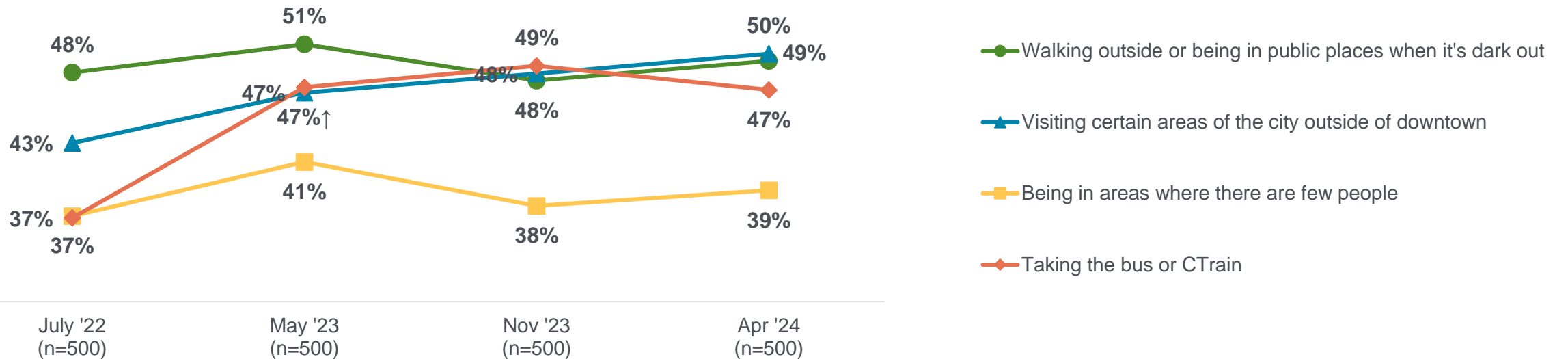
Q. Which of the following, if any, do you often avoid because of safety concerns?  
 Base: Valid respondents (500)



# Tracking avoidance due to safety concerns

One-half of Calgarians continue to refrain from walking outside after dark, avoid specific areas outside downtown and remote locations, and opt out of taking the bus or CTrain due to persistent safety apprehensions; a trend unchanged from November 2023.

Activities and places often avoided due to safety concerns (% Yes)



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

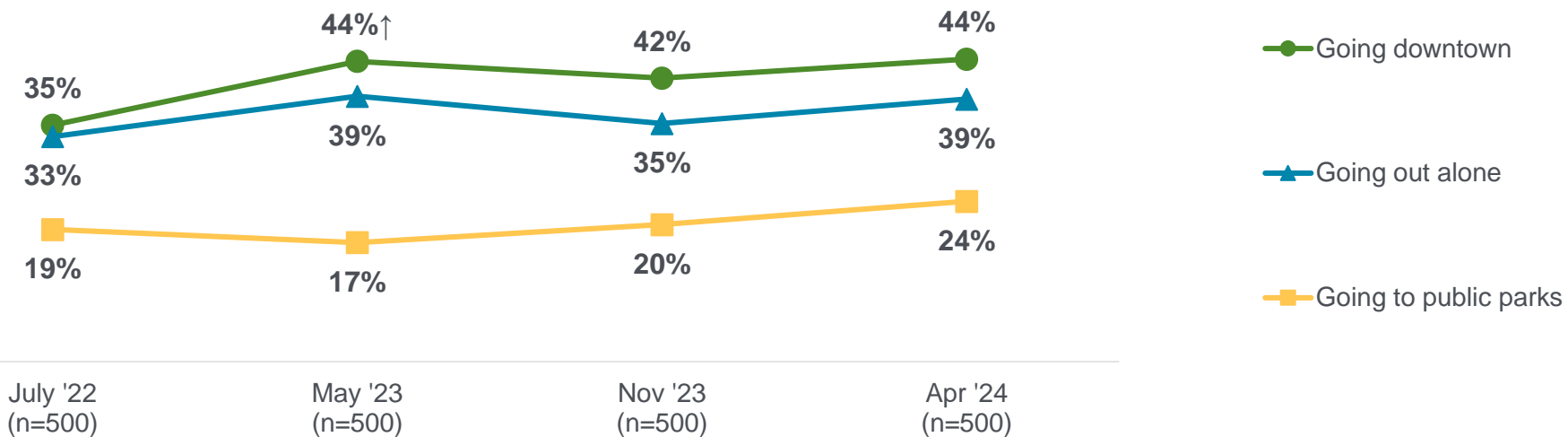
Q. Which of the following, if any, do you often avoid because of safety concerns?  
 Base: Valid respondents



# Tracking avoidance due to safety concerns (continued)

Compared to 2023, a similar proportion of Calgarians would avoid going downtown, going out alone, or going to public parks.

Activities and places often avoided due to safety concerns (% Yes)



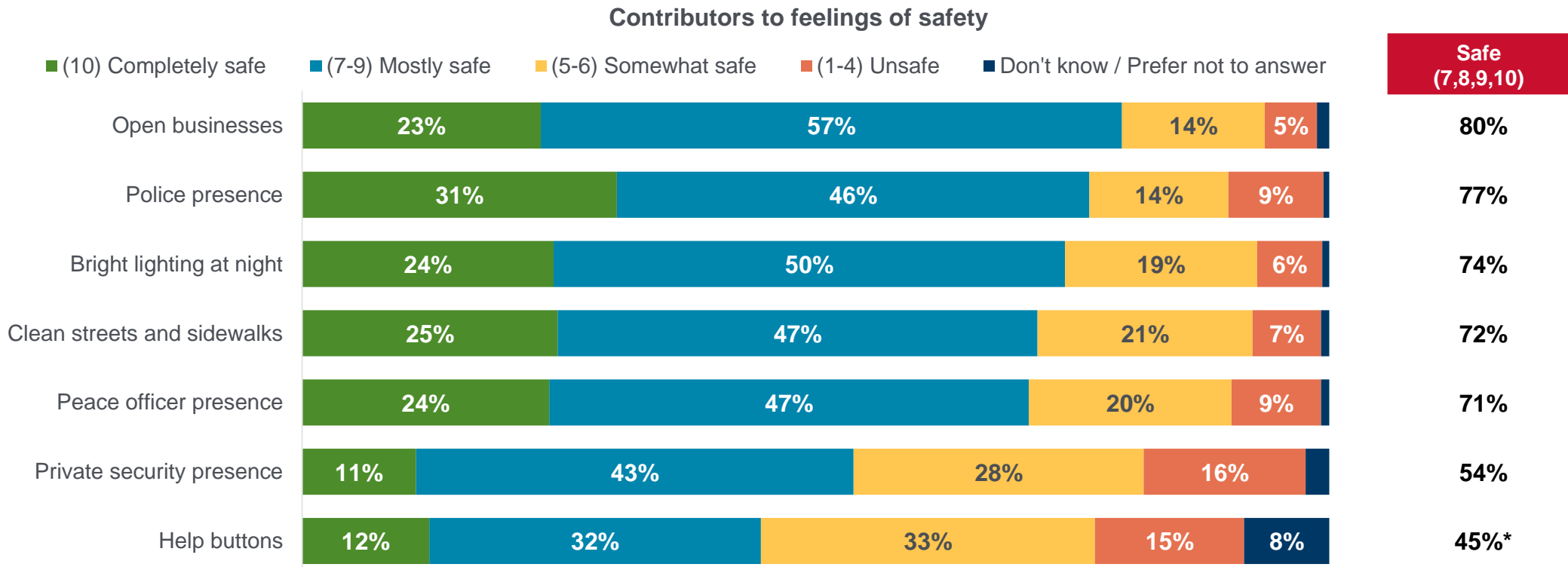
↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

Q. Which of the following, if any, do you often avoid because of safety concerns?  
 Base: Valid respondents



# Contributors to feelings of safety

The majority of Calgarians perceive open businesses (80%), and police presence (77%) as crucial factors that enhance their sense of safety. Additionally, bright nighttime lighting (74%), clean streets and sidewalks (72%), and the presence of peace officers (71%) are also deemed significant contributors to fostering feelings of security within the community.



Q. Using a scale of 1 to 10, where 1 is extremely unsafe and 10 is completely safe, please tell me how safe or unsafe each of the following make you feel when walking outside or being in public places.

Base: Valid respondents (n=500)

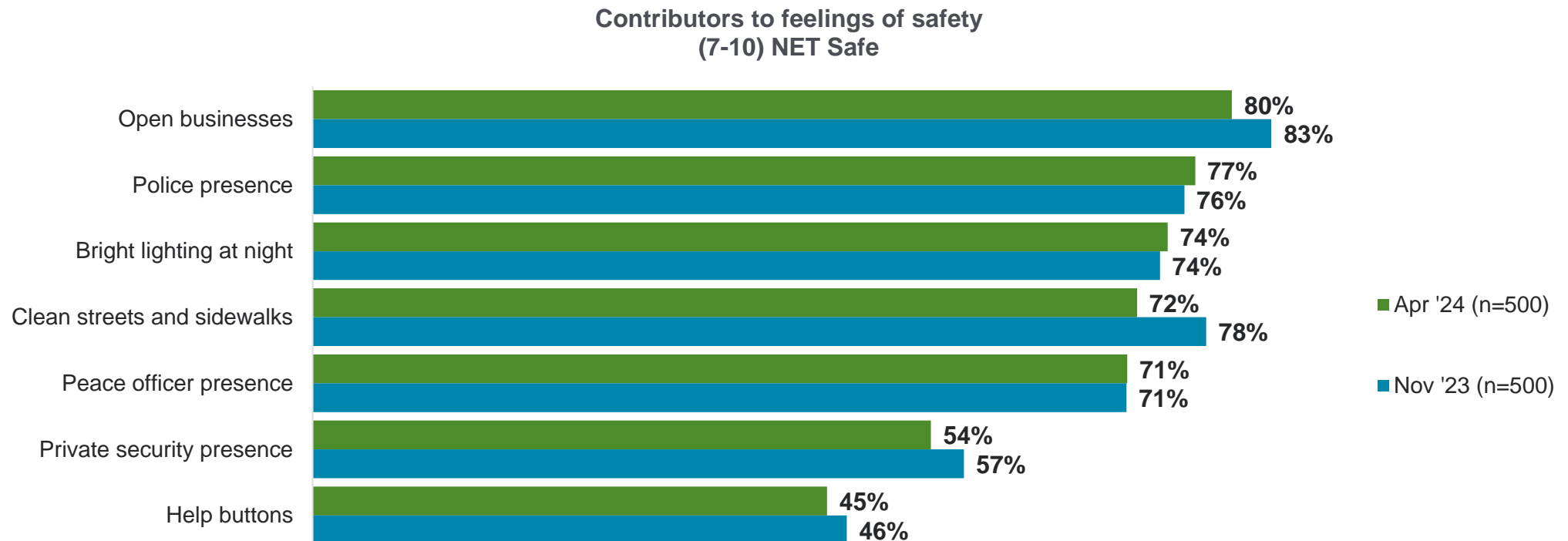
\*Rounding

Data labels <3% not shown



# Tracking contributors to feelings of safety

The factors that Calgarians report as contributing to feelings of safety have remained consistent with those from November 2023.



Q. Using a scale of 1 to 10, where 1 is extremely unsafe and 10 is completely safe, please tell me how safe or unsafe each of the following make you feel when walking outside or being in public places.

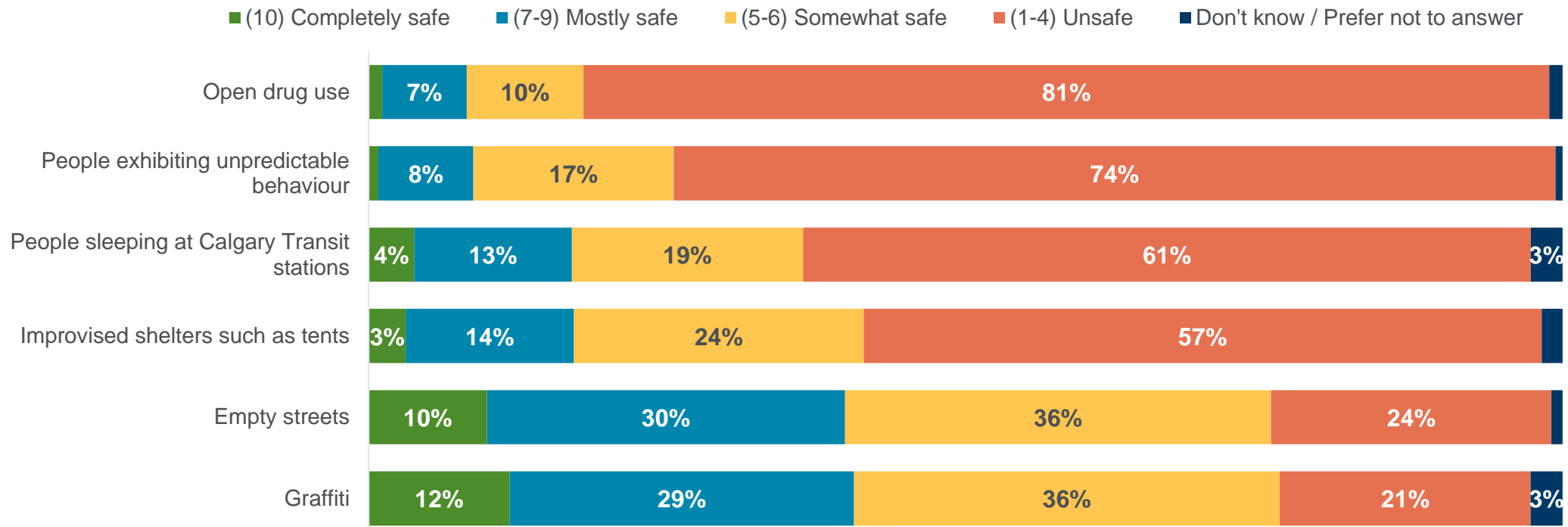
Base: Valid respondents



# Detractors from feelings of safety

A significant majority of Calgarians perceive open drug use (81%), and people’s unpredictable behaviors (74%) as detractors from feelings of safety in the city. Additionally, approximately three-in-five residents also identify people sleeping at Calgary Transit stations (61%) and improvised shelters (57%) as factors that diminish their sense of safety.

Detractors from feelings of safety



Q. Using a scale of 1 to 10, where 1 is extremely unsafe and 10 is completely safe, please tell me how safe or unsafe each of the following make you feel when walking outside or being in public places.

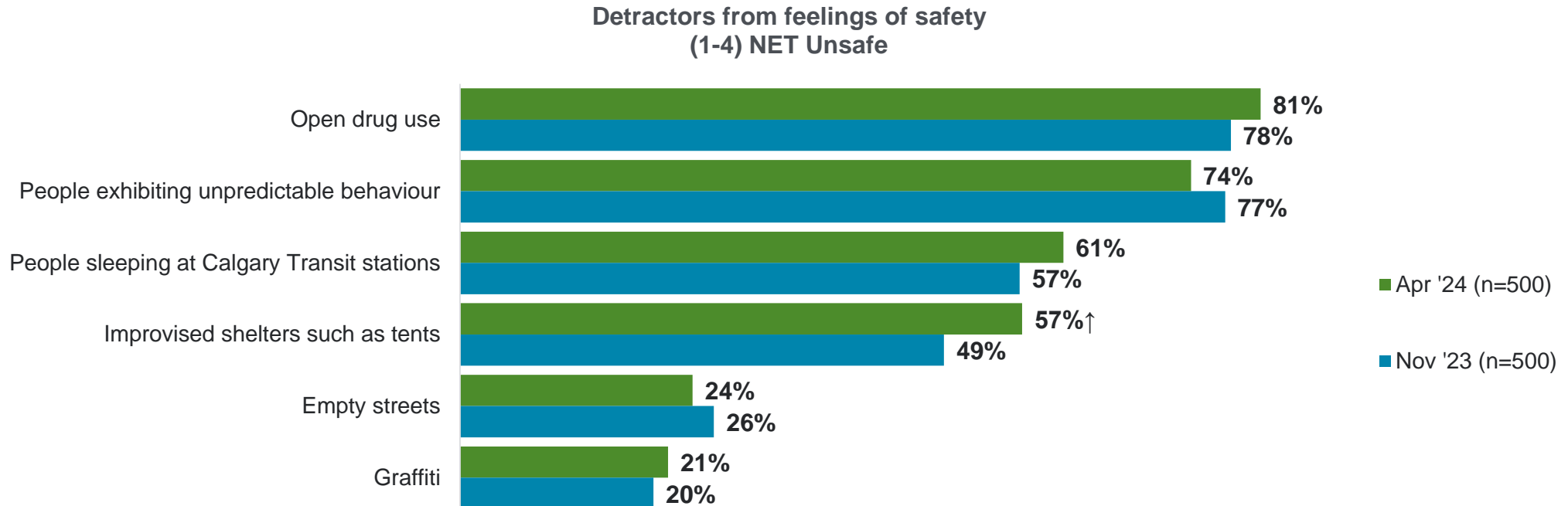
Base: Valid respondents (n=500)

Data labels <3% not shown



# Tracking detractors from feelings of safety

Although most factors contributing to a decreased feeling of safety in Calgary have remained stable since November 2023, significantly more Calgarians feel that improvised shelters such as tent make them feel unsafe.



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

Q. Using a scale of 1 to 10, where 1 is extremely unsafe and 10 is completely safe, please tell me how safe or unsafe each of the following make you feel when walking outside or being in public places.

Base: Valid respondents

# Segment differences overview

Compared to all other Calgarians ...

## **Younger Calgarians (aged 18 to 34) (n=82) ...**

- ... are more likely to perceive help buttons (54%) as contributors to feelings of safety.
- ... are less likely to feel improvised shelters (42%) would make them feel unsafe while walking.

## **Seniors (aged 55+) (n=222) ...**

- ... are less likely to perceive the presence of open businesses (74%) and help buttons (38%) as contributors to feelings of safety.
- ... are more likely to feel unsafe walking outside when things like graffiti (28%), and improvised shelters or tents (68%) are around.

## **Females (n=238) ...**

- ... are more likely to avoid visiting certain areas outside of downtown (58%), walking outside when it's dark (64%), taking public transportation (53%), going downtown (54%), being in areas where there are few people (49%), going out alone (50%) and going to public parks (30%) due to safety concerns.
- ... are more likely to perceive empty streets (34%), people exhibiting unpredictable behaviours (79%), and open drug use (87%) as cause for feeling unsafe while walking outside or in public places.

## **Households earning less than \$60k (n=63) ...**

- ... are more likely to avoid going to public parks due to safety concerns (41%).





# Segment differences overview (continued)

Compared to all other Calgarians ...

## **Those who visited downtown twice a month or more in the past 6 months (n=236) ...**

- ... are more likely to believe Calgary is safe (78%).
- ... are less likely to avoid walking outside when it's dark (43%), and going downtown (36%) due to safety concerns.
- ... are less likely to feel unsafe walking outside on empty streets (18%).

## **Those who never use Calgary Transit (n=280) ...**

- ... are more likely to avoid certain areas outside downtown due to safety concerns (55%).
- ... are less likely to perceive the presence of open businesses (75%), clean streets and sidewalks (67%) and help buttons (35%) as contributors to feelings of safety.

## **Those who use Calgary Transit monthly or yearly (n=147) ...**

- ... are more likely to feel Calgary is safe (80%).
- ... are less likely to avoid taking the bus or CTrain (37%) or avoid going to public parks (16%) due to safety concerns.
- ... are more likely to perceive open businesses (90%) and help buttons (54%) as contributors to feelings of safety.

## **Those who use Calgary Transit weekly (n=73) ...**

- ... are more likely to perceive help buttons (59%) as contributors to feelings of safety.

# Segment differences overview (continued)

Compared to all other Calgarians ...

## Those who disagree that there is sufficient lighting in CTrain stations (*n=93*) ...

- ... are less likely to believe Calgary is safe (62%).
- ... are more likely to avoid visiting certain areas outside of downtown (66%), walking outside when it's dark (61%), taking public transportation (60%) or going downtown (59%) due to safety concerns.
- ... are less likely to perceive peace officer presence (61%) as a contributor to feelings of safety.
- ... are more likely to perceive people sleeping at Calgary transit stations (72%) and people exhibiting unpredictable behaviour (87%) as cause for feeling unsafe.

## Those who feel unsafe in Calgary (*n=120*) ...

- ... are more likely to avoid all activities due to safety concerns.
- ... are less likely to perceive the presence of open businesses (72%), police presence (67%), bright lighting at night (58%), clean streets and sidewalks (62%), peace officer (61%), and private security presence (45%) as contributors to feelings of safety.
- ... are more likely to perceive graffiti (31%), people sleeping at Calgary Transit stations (75%), people exhibiting unpredictable behaviour (82%), and open drug use (88%) as detractors from safety feelings.

## Those with children in household (*n=163*) ...

- ... are less likely to avoid being in areas with few people (29%) due to safety concerns.



# Segment differences overview (continued)

Compared to all other Calgarians ...

## **Those with seniors in household (*n=167*) ...**

- ... are more likely to perceive graffiti (18%) and improvised shelters (53%) as reasons to feel unsafe when walking outside.

## **Those not born in Canada (*n=131*) ...**

- ... are more likely to believe Calgary is safe (80%).
- ... are more likely to perceive clean streets and sidewalks (80%) as contributors to feelings of safety.

## **Those living in Calgary for 10 years or less (*n=68*) ...**

- ... are more likely to perceive bright lighting at night (87%) and help buttons (58%) as contributors to feelings of safety.
- ... are less likely to perceive improvised shelters (43%) as a reason to feel unsafe when walking outside.

## **Those living in the Southwest (*n=148*) ...**

- ... are less likely to avoid going downtown (34%) due to safety concerns.

## **Those living in the Northwest (*n=148*) ...**

- ... are more likely to perceive clean streets and sidewalks (78%) as contributor to feeling safe.

## **Those living in the Northeast (*n=90*) ...**

- ... are more likely to avoid walking outside when it's dark (61%) due to safety concerns.



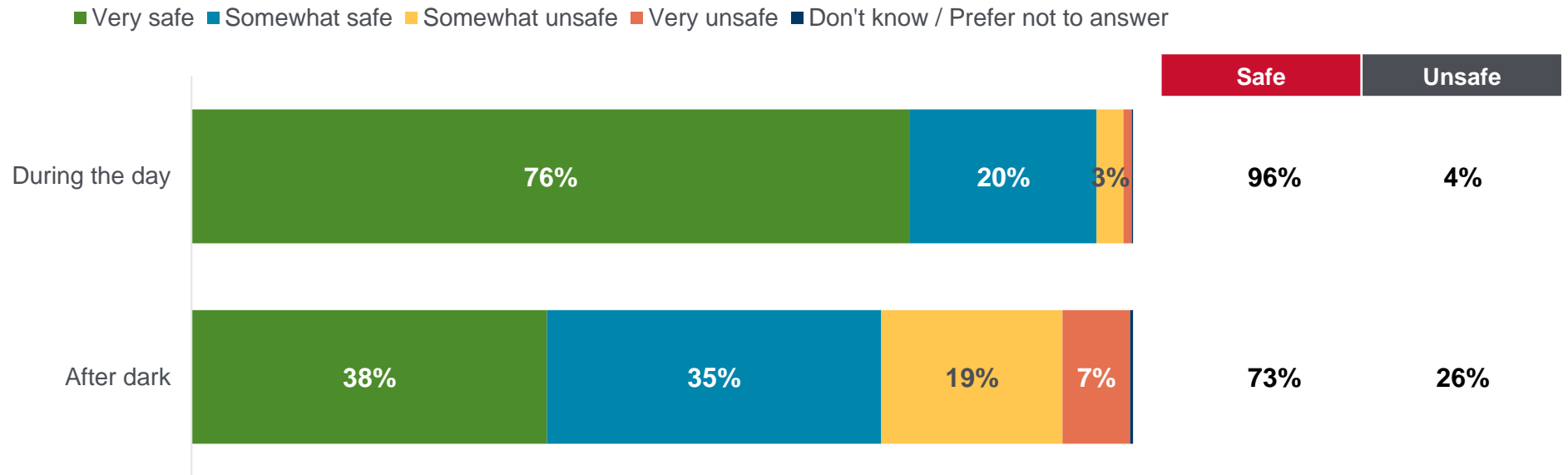
# Community safety perceptions



# Safety in own community

During the daytime, nearly all Calgarians (96%) feel safe walking alone in their community, with three-quarters (76%) feeling 'very safe'. However, only about three-quarters (73%) feel safe walking alone in their community after dark, with only 38% feeling 'very safe' during nighttime hours.

Sense of safety walking alone in one's community...



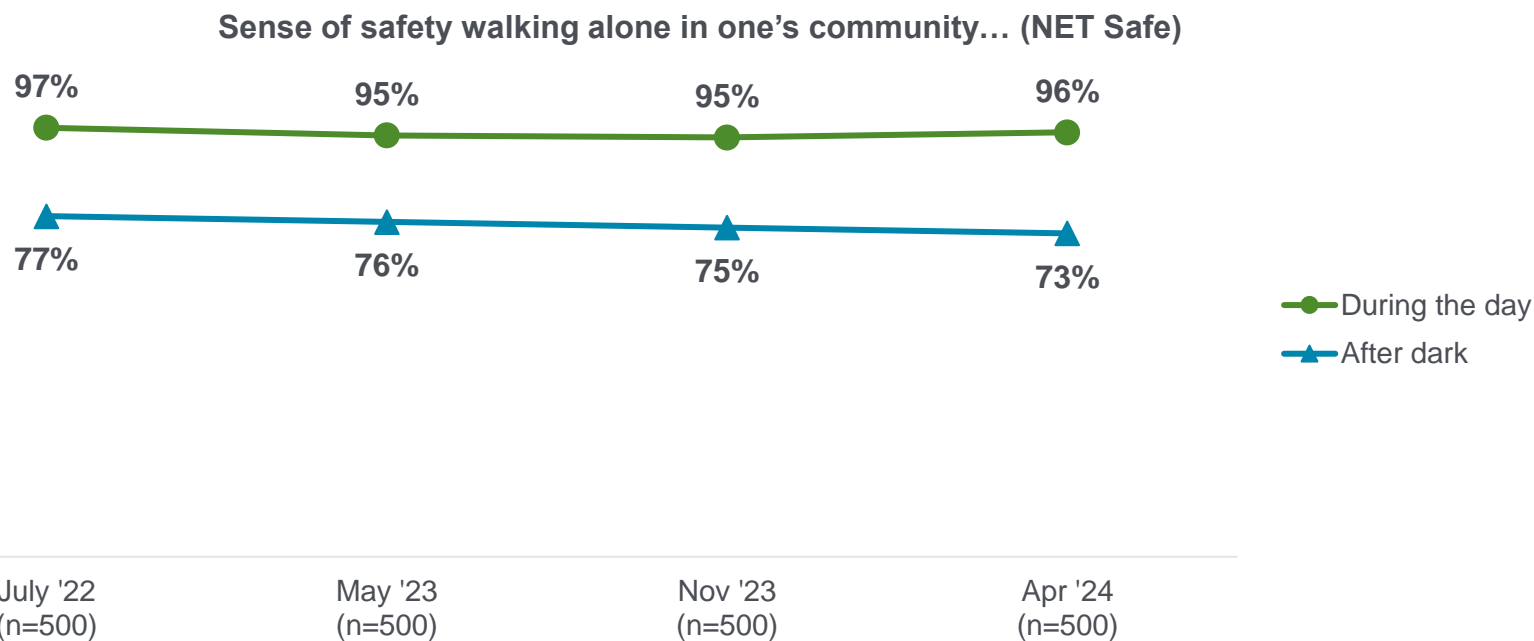
Q. How safe or unsafe do you feel or would you feel walking alone in your community during the day? / Q. How safe or unsafe do you feel or would you feel walking alone in your community after dark?  
 Base: Valid respondents (n=500)

Data labels <3% not shown



# Tracking safety in own community

Feelings of safety when walking alone during the day and after dark have remained stable over time.



Q. How safe or unsafe do you feel or would you feel walking alone in your community during the day? / Q. How safe or unsafe do you feel or would you feel walking alone in your community after dark?

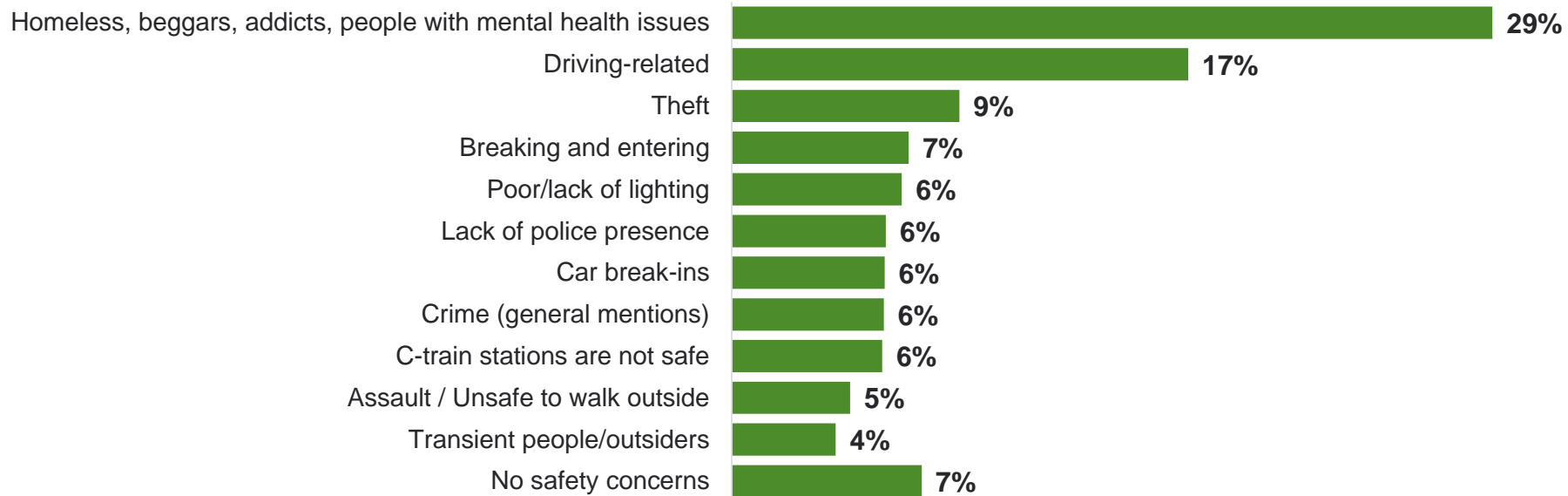
Base: Valid respondents



# Main safety concerns about community (open-ended)

The primary community safety concerns for Calgarians include issues related to homelessness, begging, addiction, and mental health (29%), followed by concerns related to driving (17%), and theft (9%). Only a small percentage (7%) have no safety concerns about their community.

## Main safety concerns about community



Values <5% not shown

Open-ended question

Multiple responses allowed

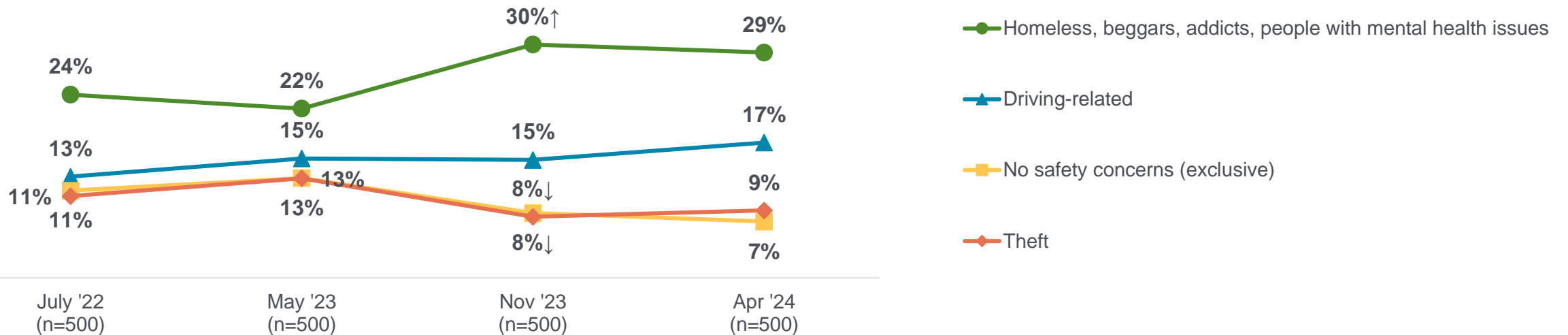
Q. Thinking about your community specifically, what are your main safety concerns?  
 Base: Valid respondents (n=500)



# Tracking main safety concerns about community (open-ended)

The top three community safety concerns, as well as the proportion of Calgarians reporting no safety concerns, has remained consistent with the results from November of 2023.

Main safety concerns about community



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

Open-ended question

Multiple responses allowed

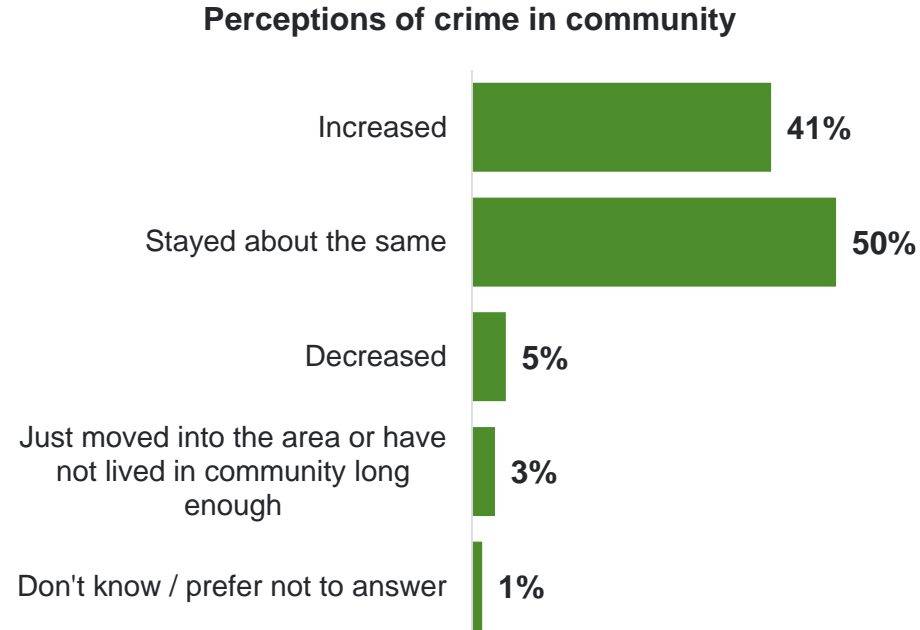
Q. Thinking about your community specifically, what are your main safety concerns?  
 Base: Valid respondents





# Perceptions of crime in community

Two-fifths (41%) of Calgarians perceive that crime in their community has increased over the past three years, while half believe it has remained the same.



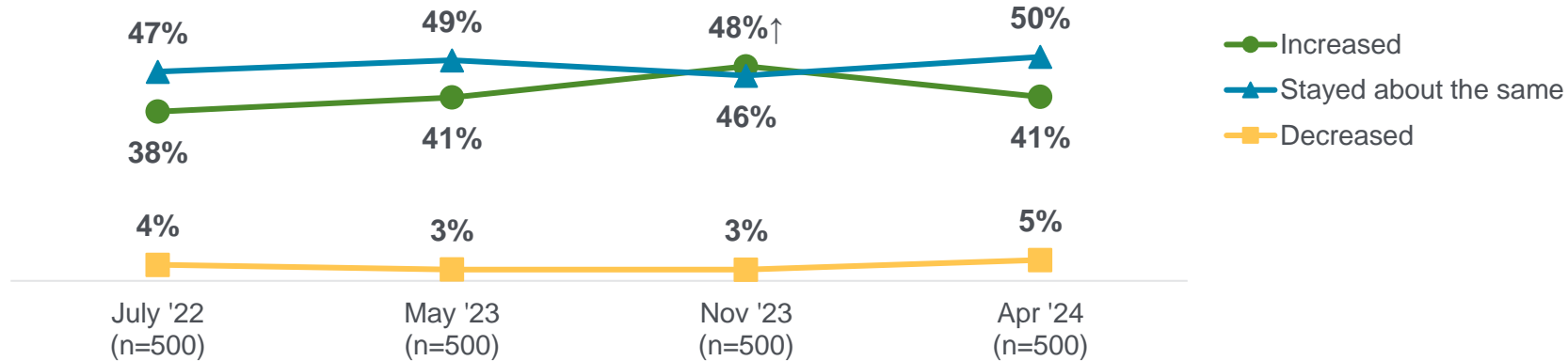
Q. During the last 3 years, do you think that crime in your community has increased, decreased or remained about the same?  
 Base: Valid respondents (n=500)



# Tracking perceptions of crime in community

Perceptions of crime in Calgary communities have remained consistent with perceptions in November 2023.

Perceptions of crime in community



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

Q. During the last 3 years, do you think that crime in your community has increased, decreased or remained about the same?  
 Base: Valid respondents

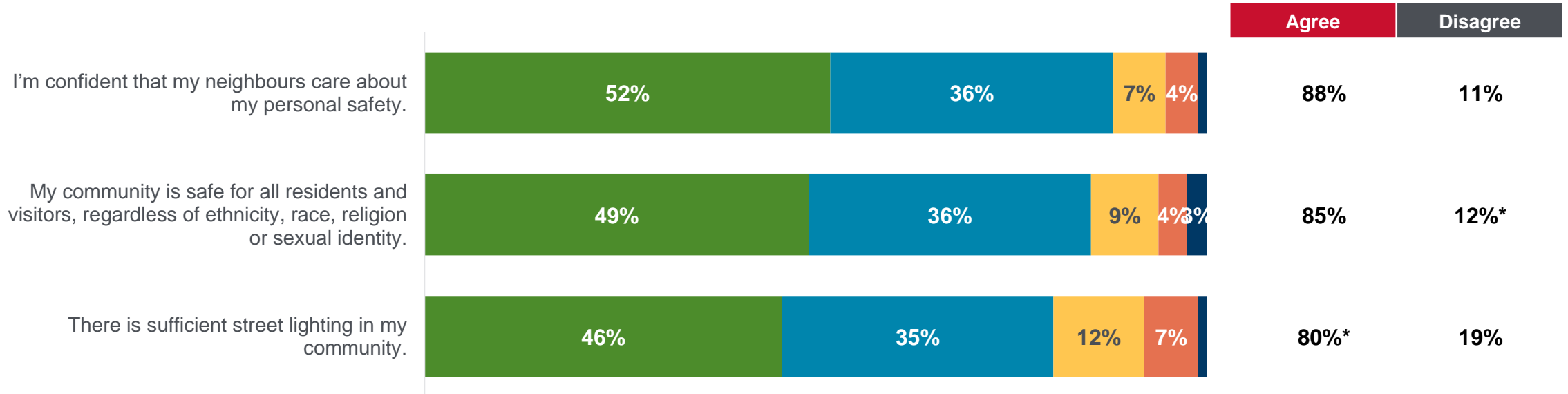


# Perceptions of safety in community

The vast majority of Calgarians are confident that their neighbours care about their personal safety (88%) and believe that their community is safe for everyone regardless of ethnicity, race, religion or sexual identity (85%). Additionally, 80% feel there is sufficient street lighting in their community.

Perceptions of Safety in community

■ Strongly agree 
 ■ Somewhat agree 
 ■ Somewhat disagree 
 ■ Strongly disagree 
 ■ Don't know / Prefer not to answer



Data labels <3% not shown

\*Rounding

Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents (n=500)

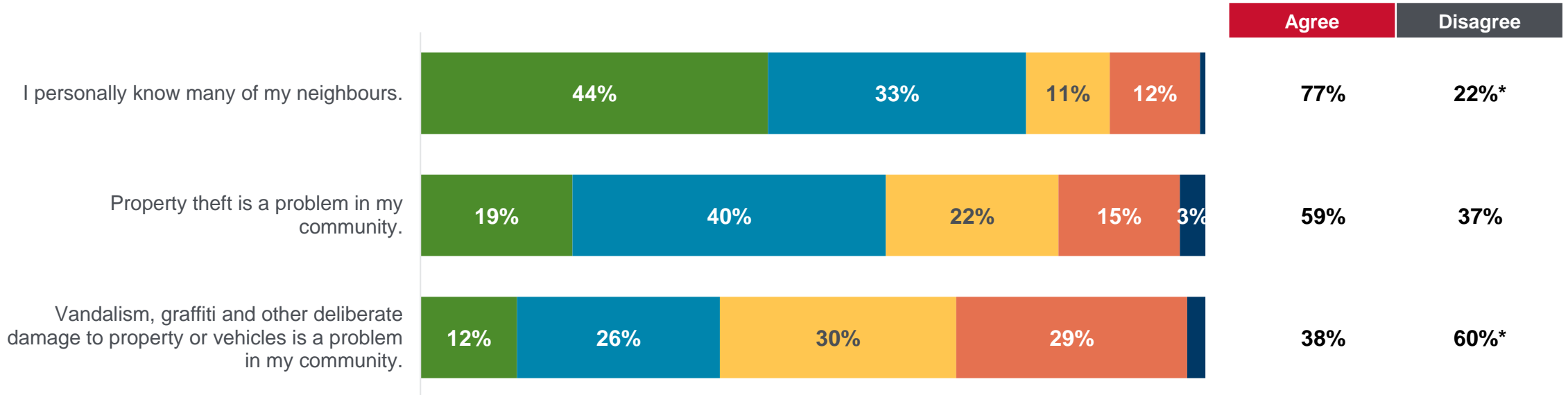


# Perceptions of safety in community (continued)

More than three-quarters (77%) of Calgarians personally know many of their neighbors. Additionally, three-fifths (60%) *disagree* that vandalism, graffiti, and other property damage are problems in their community.

Perceptions of Safety in community

■ Strongly agree 
 ■ Somewhat agree 
 ■ Somewhat disagree 
 ■ Strongly disagree 
 ■ Don't know / Prefer not to answer



Data labels <3% not shown

\*Rounding

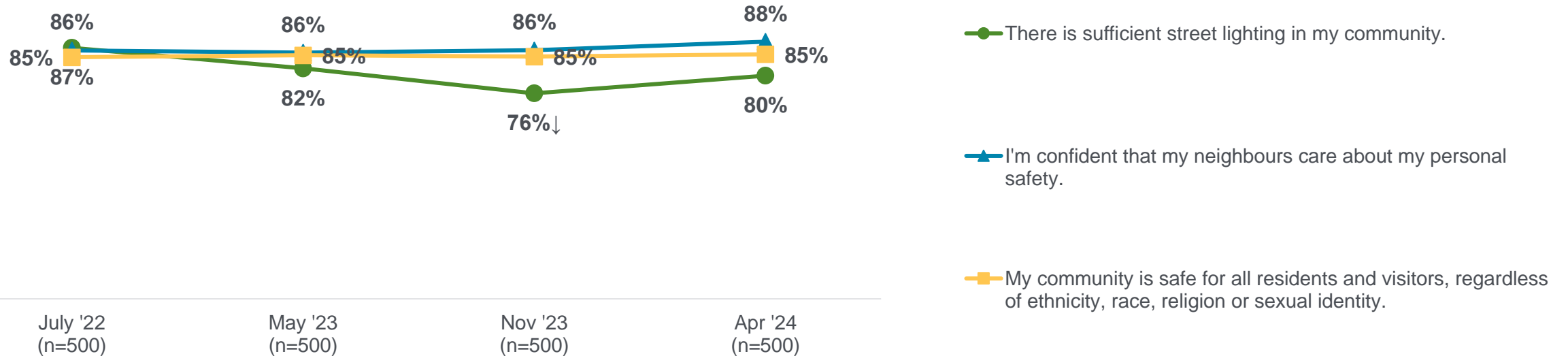
Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents (n=500)



# Tracking perceptions of safety in community

Perceptions of safety in Calgarian communities have remained stable with results from 2023.

Perceptions of safety in community (NET Agree)



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

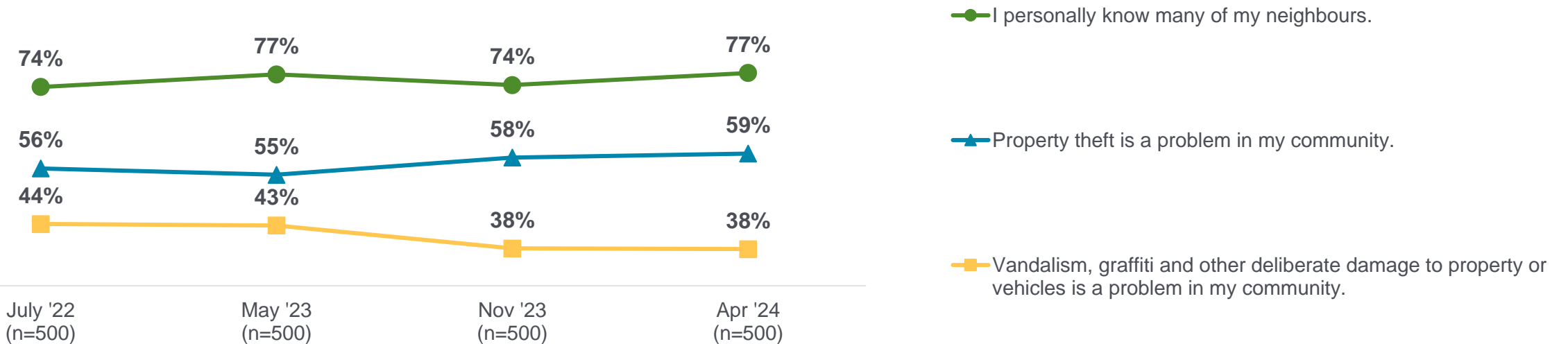
Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents



# Tracking perceptions of safety in community (continued)

Perceptions of safety in Calgarian communities have remained consistent since November 2023.

Perceptions of safety in community



Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
Base: Valid respondents



# Segment differences overview

Compared to all other Calgarians ...

## **Females (n=238) ...**

- ... are less likely to feel safe when walking alone in their community after dark (64%).

## **Households earning more than \$60k (n=357) ...**

- ... are more likely to feel safe when walking alone in their community after dark (78%).

## **Those who visited downtown twice a month or more in the past 6 months (n=236) ...**

- ... are more likely to feel safe when walking alone in their community after dark (81%).
- ... are more likely to personally know many of their neighbours (83%).

## **Those who use Calgary Transit monthly or yearly (n=147) ...**

- ... are more likely to feel confident their neighbours care about their personal safety (94%).

## **Those who use Calgary Transit weekly (n=73) ...**

- ... are less likely to feel confident their neighbours care about their personal safety (79%).

## **Those who feel unsafe in Calgary (n=120) ...**

- ... are less likely to feel safe when walking alone in their community after dark (50%), or to perceive their community as safe for all residents and visitors (70%) and that there is sufficient lighting in their community (73%).
- ... are more likely to perceive that property theft (77%) and vandalism, graffiti, and other property damage as a problem in their community (58%).



# Segment differences overview (continued)

Compared to all other Calgarians ...

## **Those with children in household (n=163) ...**

- ... are more likely to perceive their community as safe for all residents and visitors (92%), and to personally know many of their neighbours (85%).
- ... are less likely to perceive vandalism, graffiti and other property or vehicle damage as a problem in their community (30%).

## **Those not born in Canada (n=131) ...**

- ... are less likely to feel confident their neighbours care about their personal safety (79%) and that there is sufficient lighting in their community (72%).

## **Those living in Calgary for 10 years or less (n=68) ...**

- ... are less likely to feel confident their neighbours care about their personal safety (70%), or to personally know their neighbours (62%).

## **Those living in the Southeast (n=114) ...**

- ... are less likely to perceive vandalism, graffiti and other property or vehicle damage as a problem in their community (29%).



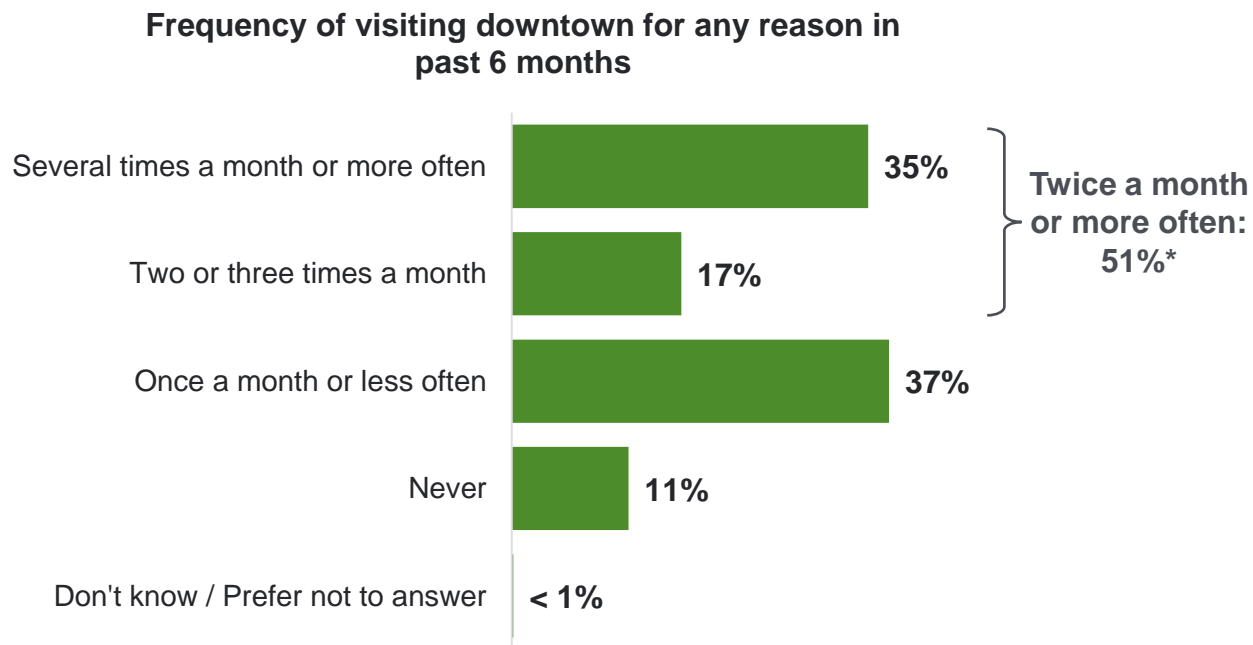


# Perceptions of safety in downtown Calgary



# Frequency of visiting downtown

Among those who do not live downtown, about one-half (51%) visited downtown twice a month or more often in the past six months.



Q. In the past 6 months, how often have you visited downtown for any reason?  
 Base: Respondents who do not live downtown (n=474)

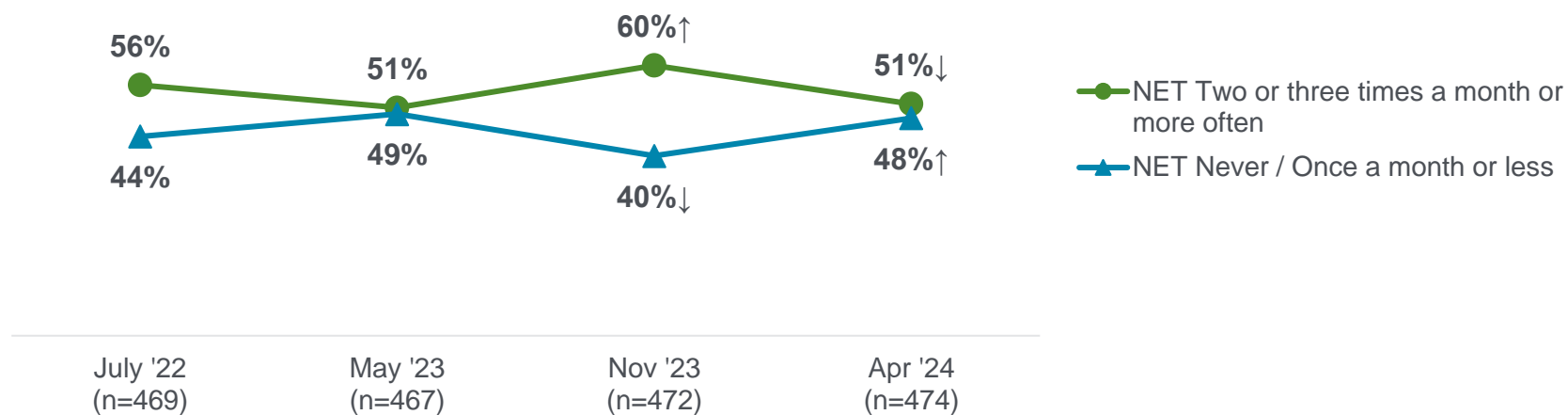
\*Rounding



# Tracking frequency of visiting downtown

The proportion of Calgarians who do not live downtown visiting downtown twice a month or more often has decreased since November 2023, dropping from 60% to 51% as of April 2024. However, results are similar to May 2023 potentially indicating some sort of seasonality effect.

Frequency of visiting downtown Calgary in past 6 months



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

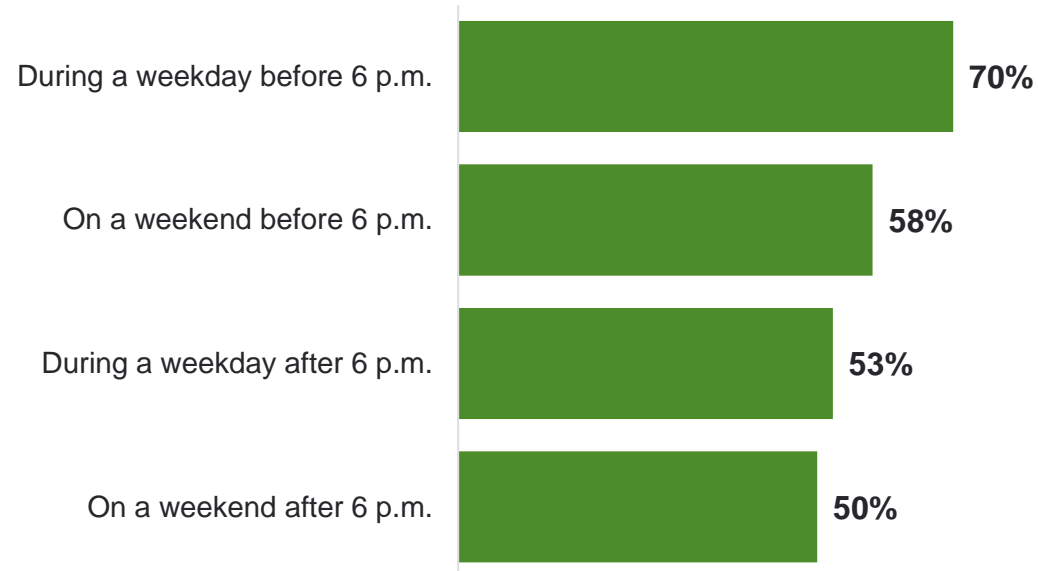
Q. In the past 6 months, how often have you visited downtown for any reason?  
 Base: Respondents who do not live downtown



# Times visited downtown

More than two-thirds (70%) of Calgarians who visited downtown did so during weekdays before 6pm, while about three-in-five (58%) have done so on weekends at the same timeframe. Around one-half have visited downtown after 6pm, with 53% visiting during weekdays, and 50% on weekends.

**Times visited downtown in past 6 months**



Multiple responses allowed

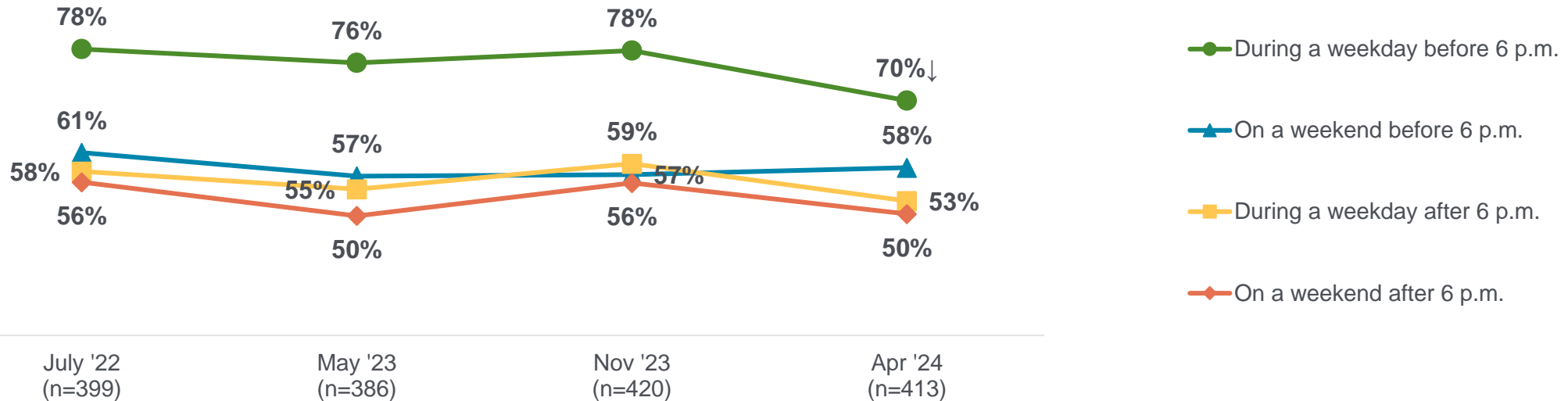
Q. And when you've visited downtown in the past 6 months, which of the following times were you there?  
 Base: Has visited downtown (n=413)



# Tracking times visited downtown

The percentage of Calgarians visiting downtown during weekdays before 6pm has significantly decreased since November 2023, dropping from 78% to 70% in April 2024. Visitation during other time periods has remained consistent.

Times visited downtown in past 6 months



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

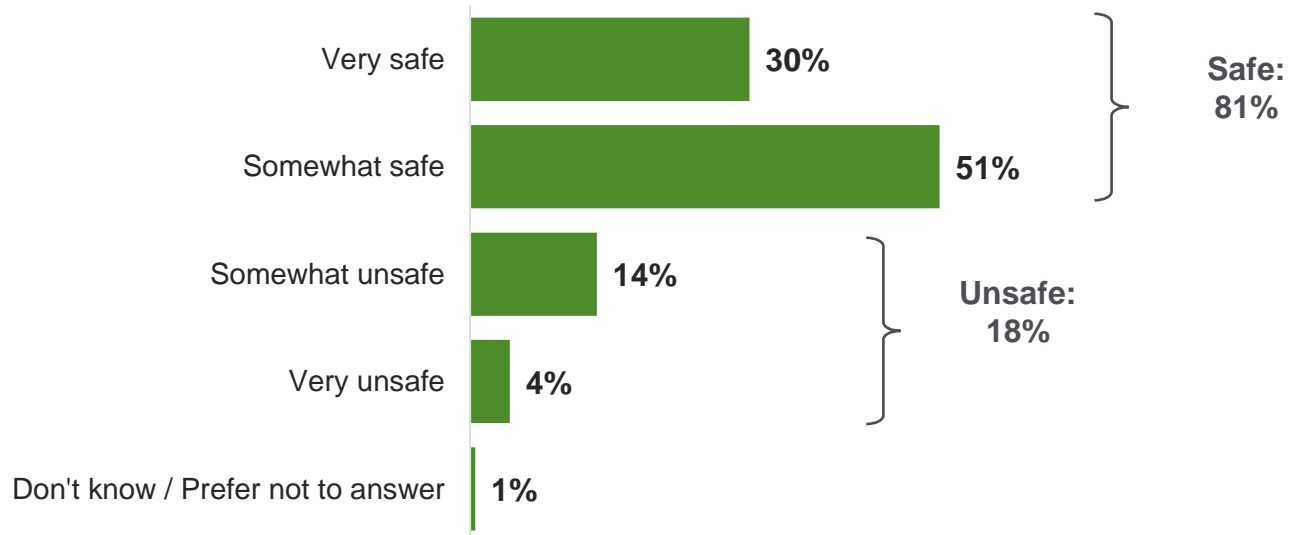
Q. And when you've visited downtown in the past 6 months, which of the following times were you there?  
 Base: Has visited downtown



# Safety downtown during the day

The majority of Calgarians who do not live downtown (81%) feel safe walking alone downtown during the day. Only a small proportion (4%) feel very unsafe walking alone downtown.

**Sense of safety walking alone downtown during the day among Calgarians who do not live downtown**



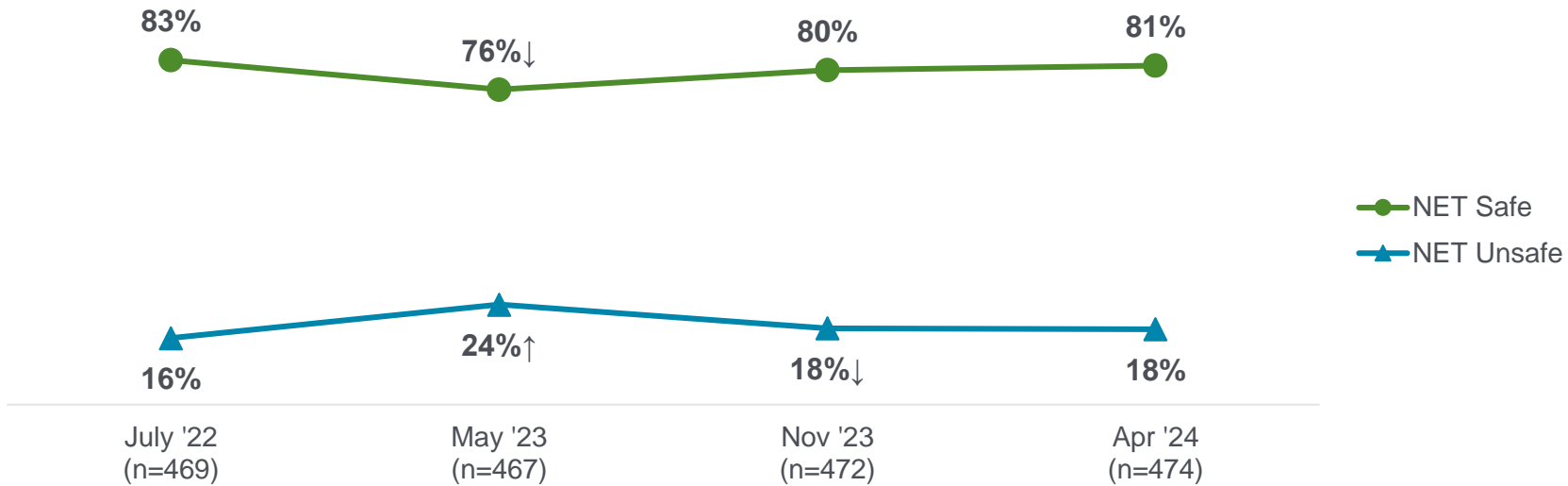
Q. How safe or unsafe do you feel or would you feel walking alone downtown during the day?  
 Base: Respondents who do not live downtown (n=474)



# Tracking safety downtown during the day

Among those who do not live downtown, feelings of safety when walking alone downtown during the day have remained unchanged since November 2023, with four-fifths (81%) feeling safe when doing so.

**Sense of safety walking alone downtown during the day among Calgarians who do not live downtown**



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

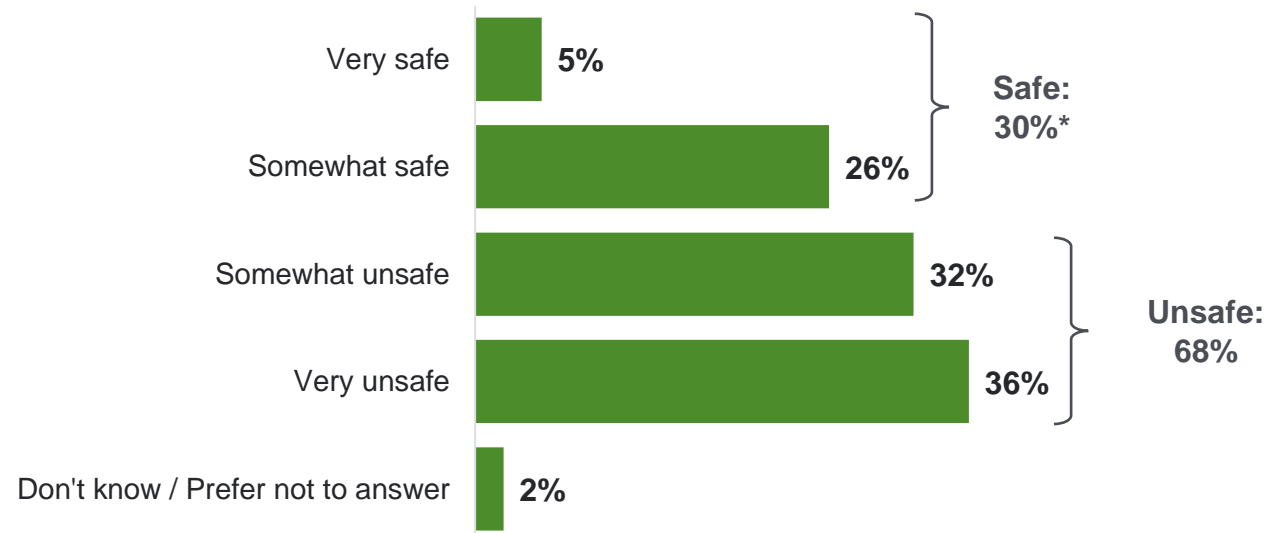
Q. How safe or unsafe do you feel or would you feel walking alone downtown during the day?  
 Base: Respondents who do not live downtown



# Safety downtown after dark

Around two-thirds (68%) of Calgarians who do not live downtown feel unsafe when walking alone downtown after dark, with one-third (36%) feeling 'very unsafe'.

**Sense of safety walking alone downtown after dark among Calgarians who do not live downtown**



Q. And how safe or unsafe do you feel or would you feel walking alone downtown after dark?  
 Base: Respondents who do not live downtown (n=474)

\*Rounding

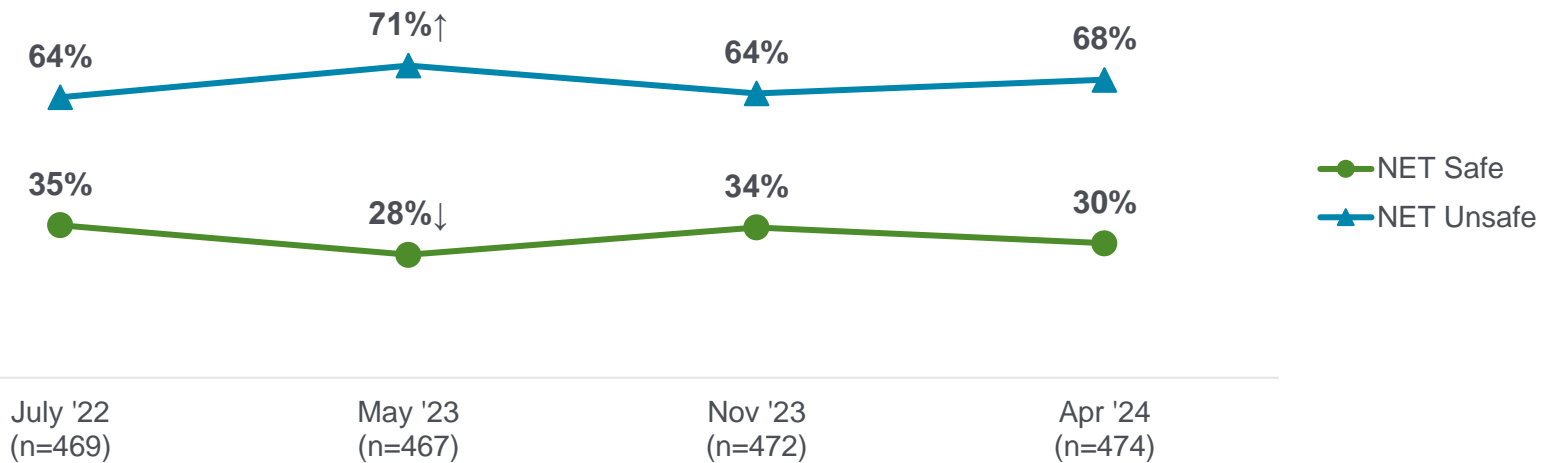




# Tracking safety downtown after dark

Feelings of safety when walking alone downtown after dark have remained stable since November 2023.

Sense of safety walking alone downtown after dark among Calgarians who do not live downtown



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

Q. And how safe or unsafe do you feel or would you feel walking alone downtown after dark?  
 Base: Respondents who do not live downtown

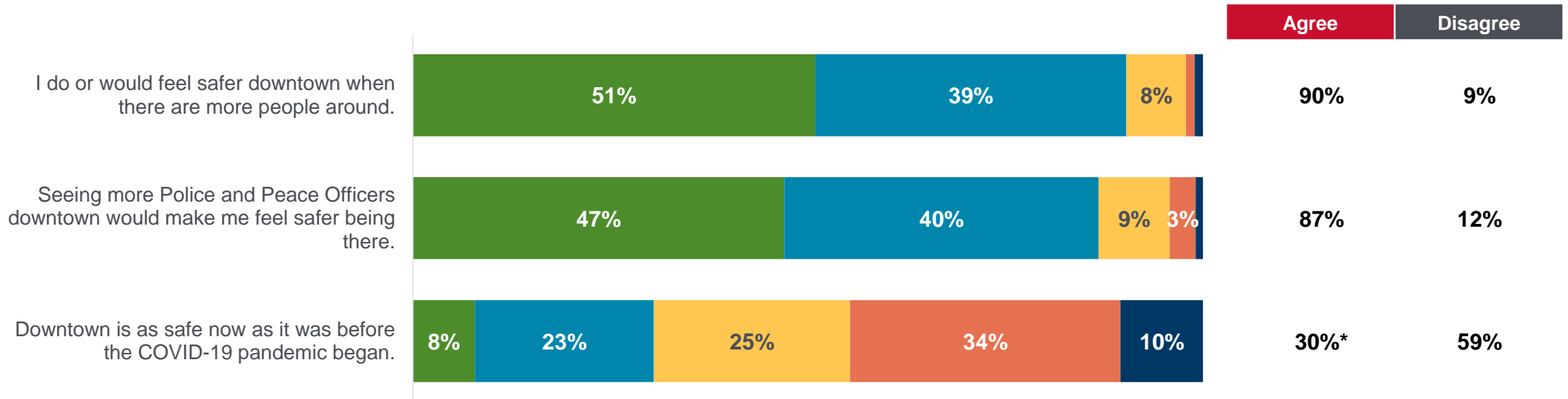


# Perceptions of safety in downtown Calgary

The overwhelming majority of Calgarians feel safer in downtown when there are more people around (90%) and when they see more police and peace officers (87%). However, three-in-five (59%) *disagree* that downtown is as safe now as it was prior to the COVID-19 pandemic.

Perceptions of safety in downtown Calgary

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know / Prefer not to answer



Data labels <3% not shown

\*Rounding

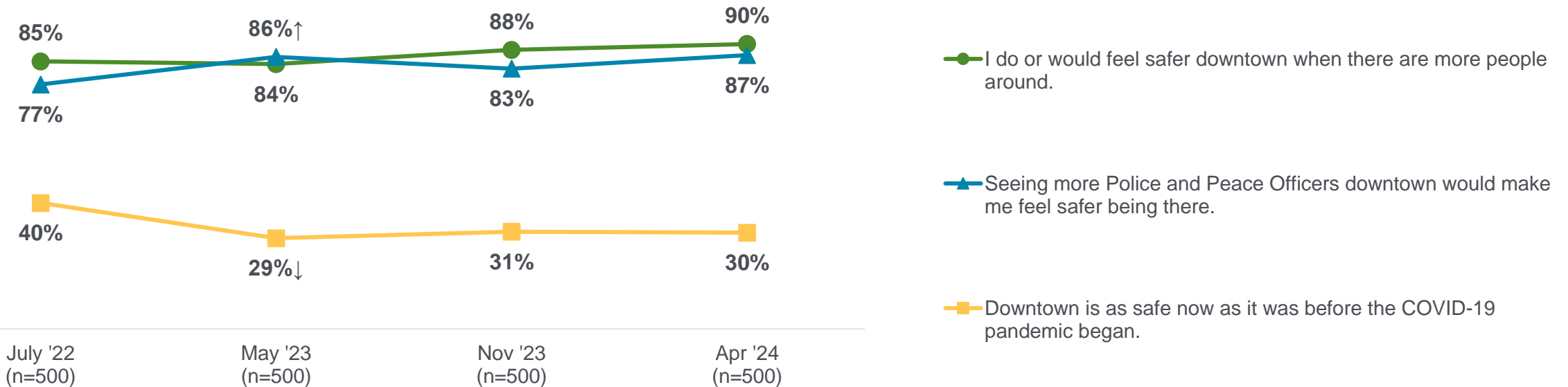
Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
Base: Valid respondents (n=500)



# Tracking perceptions of safety in downtown Calgary

Similar to other safety metrics, perceptions of safety in downtown Calgary have remained stable since November 2023.

Perceptions of safety in downtown Calgary (NET Agree)



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents



# Segment differences overview

Compared to all other Calgarians ...

## **Younger Calgarians (aged 18 to 34) (n=82) ...**

- ... are more likely to have visited downtown at least two or more times a month (65%) and have visited downtown during weekdays and weekends after 6pm (64% and 63%, respectively).

## **Seniors (aged 55+) (n=222) ...**

- ... are less likely to work downtown at least once a week (10%).
- ... are less likely to have visited downtown two or more times a month (34%) or have visited downtown on weekends before 6pm (48%), and during weekdays and weekends after 6pm (40% and 35%, respectively).

## **Females (n=238) ...**

- ... are less likely to have visited downtown two or more times a month (43%) and less likely to have visited downtown on weekends after 6pm (45%).
- ... are less likely to feel safe during the day (77%) and at night (15%) when walking alone downtown.

## **Households earning less than \$60k (n=63) ...**

- ... are less likely to work downtown at least once a week (11%).
- ... are less likely to have visited downtown at least two or three times a month (28%) and have visited downtown on weekends after 6pm (35%).



# Segment differences overview (continued)

Compared to all other Calgarians ...

## Those who never use Calgary Transit (*n=280*) ...

- ... are less likely to work downtown at least once a week (15%).
- ... are less likely to have visited downtown at least two or three times a month (43%) and have visited downtown during weekdays before 6pm (64%), or during weekdays after 6pm (47%).

## Those who use Calgary Transit weekly (*n=73*) ...

- ... are more likely to work downtown at least once a week (39%).
- ... are more likely to have visited downtown at least two or three times a month (78%) and have visited downtown during weekdays before 6pm (83%).

## Those who feel unsafe in Calgary (*n=120*) ...

- ... are less likely to have visited downtown on weekends after 6pm (40%).
- ... are less likely to feel safe during the day (67%) and at night (8%) when walking alone downtown.

## Those who disagree that there is sufficient lighting in CTrain stations (*n=93*) ...

- ... are less likely to feel safe and at night (18%) when walking alone downtown.

## Those who visited downtown twice a month or more in the past 6 months (*n=236*) ...

- ... are more likely to feel safe during the day (88%) and at night (37%) when walking alone downtown.



# Segment differences overview (continued)

Compared to all other Calgarians ...

## **Those with children in household (n=163) ...**

- ... are more likely to work downtown at least once a week (16%) and have visited downtown at least two or three times a month (63%).

## **Those with seniors in household (n=167) ...**

- ... are less likely to work downtown at least once a week (13%).
- ... are less likely to have visited downtown at least two or three times a month (40%) and have visited downtown on weekends before 6pm (46%), weekdays after 6pm (42%) and weekends after 6pm (38%).

## **Those living in the Southeast (n=114) ...**

- ... are more likely to work downtown at least once a week (29%).

## **Those living in the Southeast (n=114) ...**

- ... are less likely to work downtown at least once a week (13%), or have visited downtown at least two or three times a month (39%).

## **Those living in the Northwest (n=148) ...**

- ... are more likely to have visited downtown during weekdays before 6pm (79%).

## **Those living in the Northeast (n=90) ...**

- ... are less likely to have visited downtown during weekdays before 6pm (57%).



# Transit safety perceptions

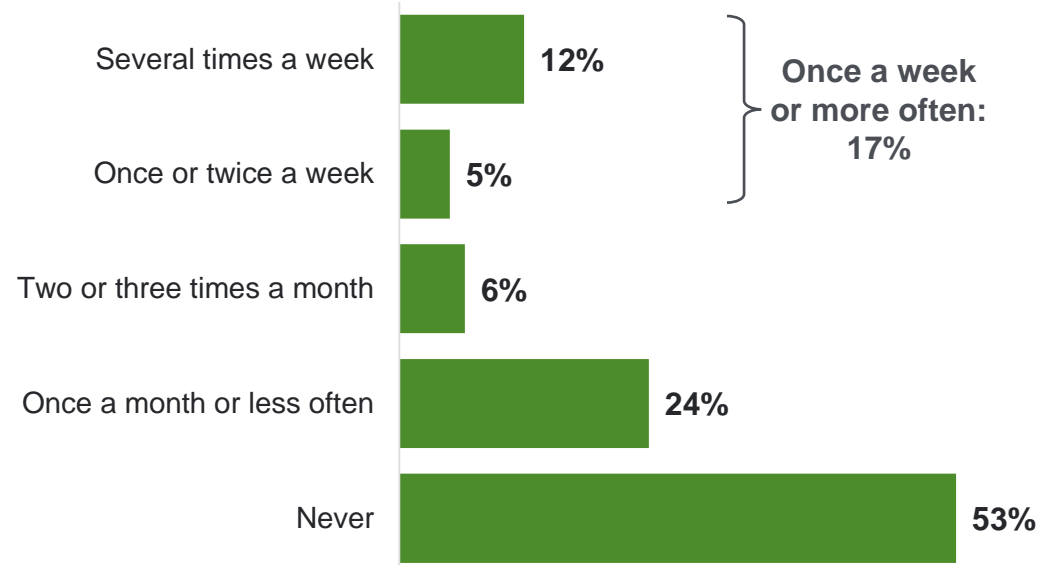
*Please note: the following are results from a survey asked of all Calgarians, regardless if they were users of transit or not. As such, results may differ slightly from other transit research conducted by The City.*



# Frequency of using Calgary transit

Around one-fifth (17%) of Calgarians are using Calgary transit once a week or more often, while one-half (53%) of Calgarians are not using Calgary transit at all.

Frequency of using Calgary transit in past 6 months



Q. In the past 6 months, how often have you used Calgary Transit, including buses and the CTrain?  
 Base: Valid respondents (n=500)

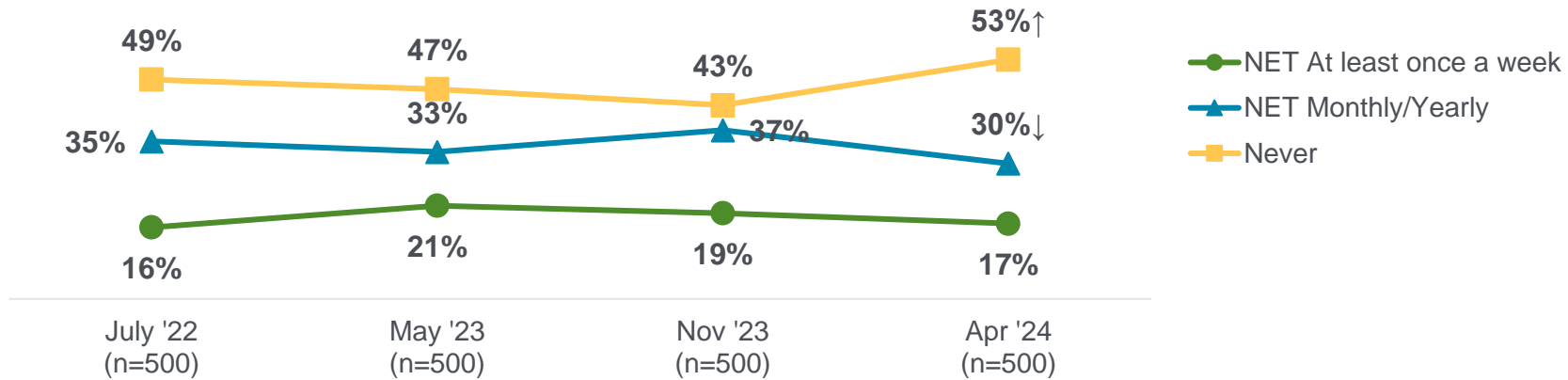




# Tracking frequency of using Calgary transit

The proportion of Calgarians not using Calgary Transit has increased from 43% in November 2023 to 53% in April 2024. However, the proportion of those using Calgary Transit at least once a week has remained relatively stable.

Frequency of using Calgary transit in past 6 months



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

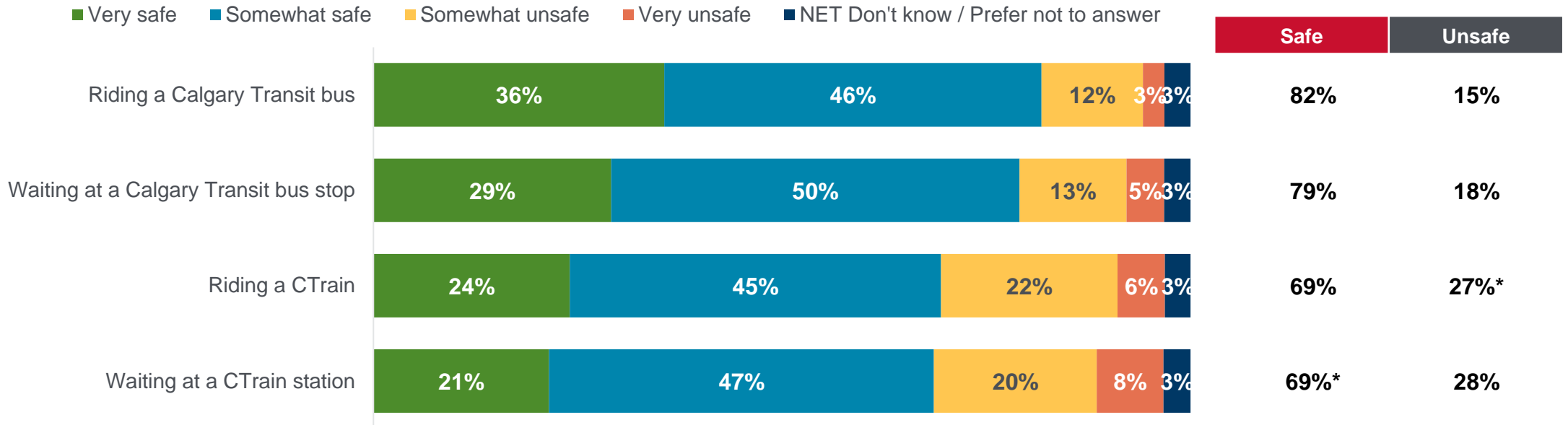
Q. In the past 6 months, how often have you used Calgary Transit, including buses and the CTrain?  
 Base: Valid respondents



# Perceptions of safety: Calgary transit during the day

Perceptions of safety regarding Calgary Transit during the day are generally high, with 82% feeling safe riding a Calgary Transit bus, and 69% feeling safe when riding a CTrain. Moreover, around four-fifths (79%) feel safe waiting at a bus stop, and more than two-thirds (69%) feel safe waiting at a CTrain station.

Sense of safety waiting alone at a Calgary Transit bus stop during the day



Q. For each of the following, please tell me if you feel or would feel very safe, somewhat safe, somewhat unsafe, or very unsafe doing each alone during the day.

Base: Valid respondents (n=500)

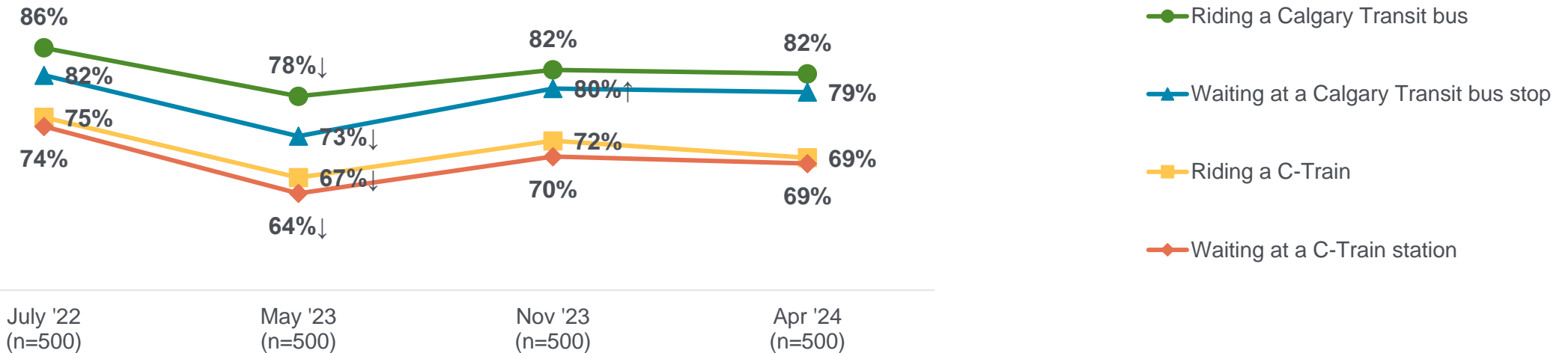
\*Rounding



# Tracking perceptions of safety: Calgary transit during the day

Feelings of safety regarding Calgary Transit during the day have remained high and stable since November 2023.

Sense of safety waiting alone at a Calgary Transit bus stop during the day (NET Safe)



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

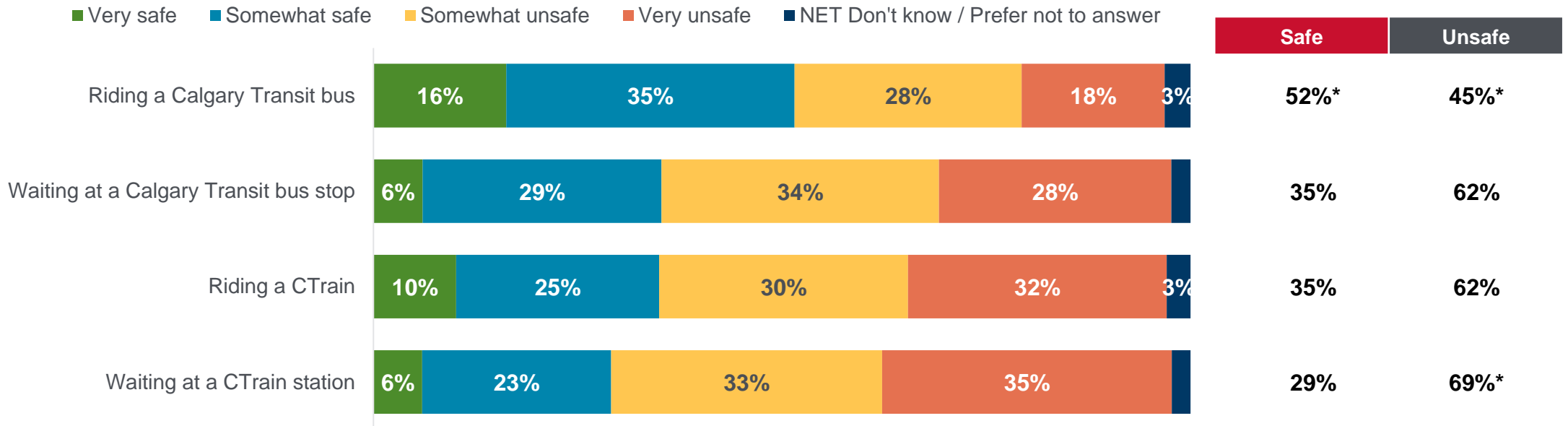
Q. For each of the following, please tell me if you feel or would feel very safe, somewhat safe, somewhat unsafe, or very unsafe doing each alone during the day.  
 Base: Valid respondents



# Perceptions of safety: Calgary transit after dark

However, after dark, only one-half (52%) of Calgarians feel safe riding a Calgary Transit bus and just one-third (35%) feel safe riding a CTrain. Feelings of safety are only 35% when waiting at a bus stop and less than one-third (29%) feel safe waiting at a CTrain station after dark.

Sense of safety waiting alone at a Calgary Transit bus stop after dark



Data labels <3% not shown

\*Rounding

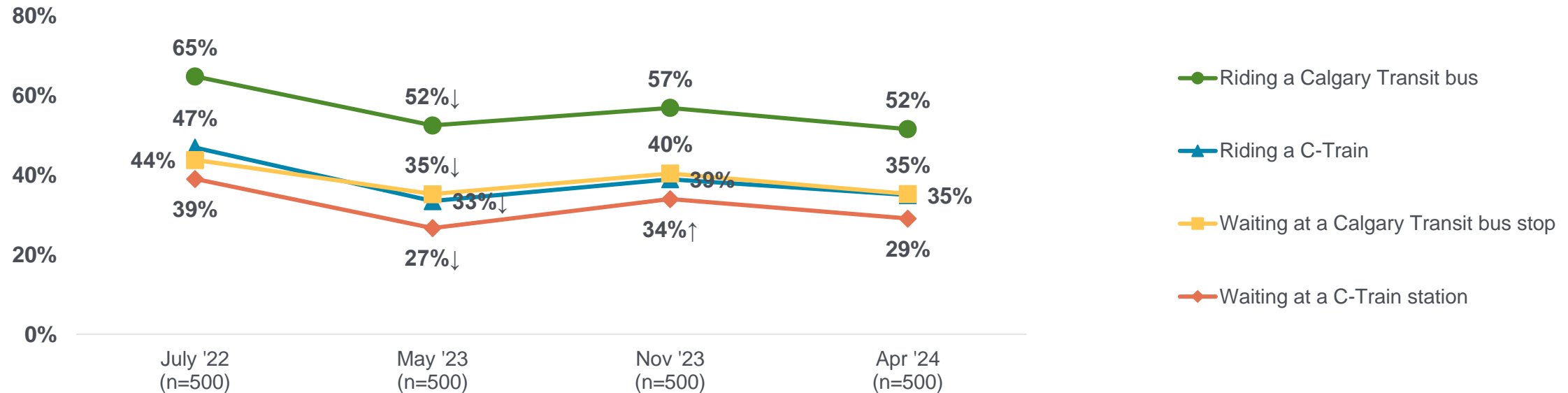
Q. And how safe or unsafe do you feel or would you feel doing each of these alone after dark?  
Base: Valid respondents (n=500)



# Tracking perceptions of safety: Calgary transit after dark

Feelings of safety at nighttime when riding a Calgary Transit bus or waiting at a bus stop are consistent with those from November 2023.

Sense of safety waiting alone at a Calgary Transit bus stop after dark (NET Safe)



↑ Statistically higher than the previous wave  
 ↓ Statistically lower than the previous wave

Q. And how safe or unsafe do you feel or would you feel doing each of these alone after dark?  
 Base: Valid respondents



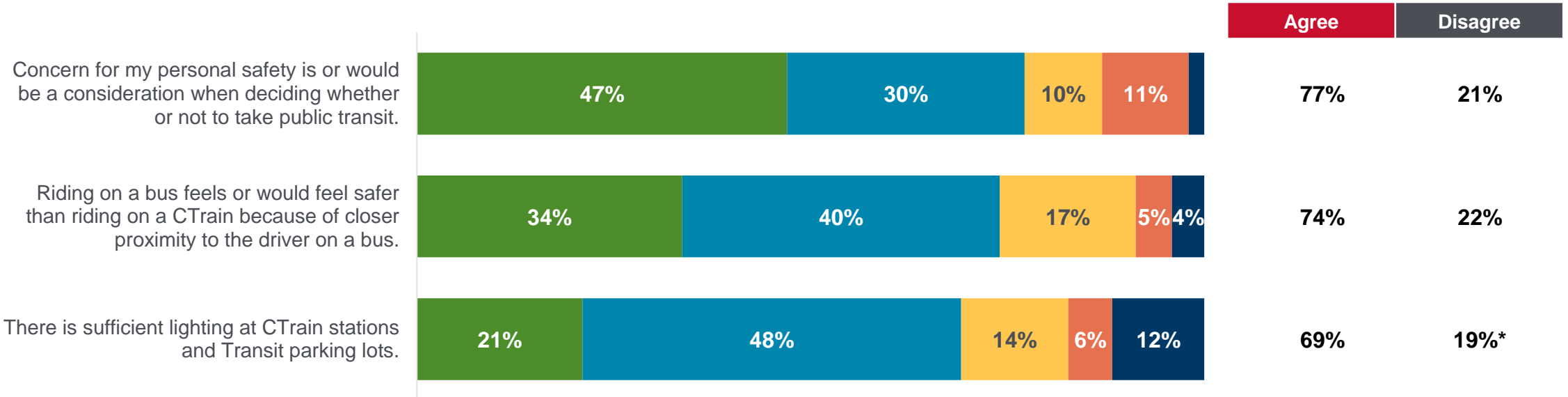
# General perceptions of transit safety

Around three-quarters (77%) of Calgarians consider their personal safety when deciding whether to take a public transit. They also believe riding a bus feels safer than a CTrain due to the proximity to the bus driver (74%).

About two-thirds (69%) agree that there is sufficient lighting at CTrain stations and Transit parking lots.

General perceptions of transit safety

■ Strongly agree 
 ■ Somewhat agree 
 ■ Somewhat disagree 
 ■ Strongly disagree 
 ■ Don't know / Prefer not to answer



Data labels <3% not shown

\*Rounding

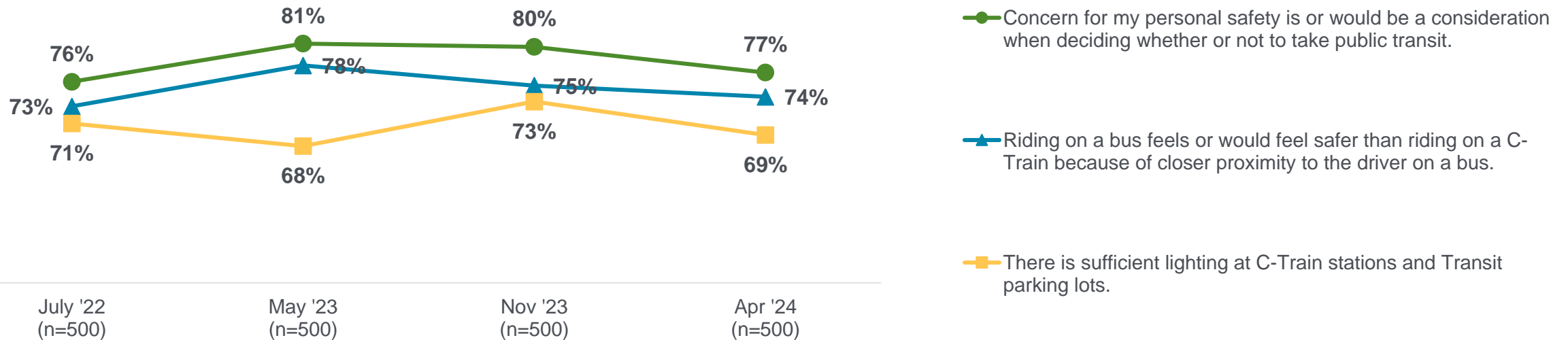
Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents (n=500)



# Tracking general perceptions of transit safety

General perceptions of transit safety are consistent with those found in 2023.

General perceptions of transit safety (NET Agree)



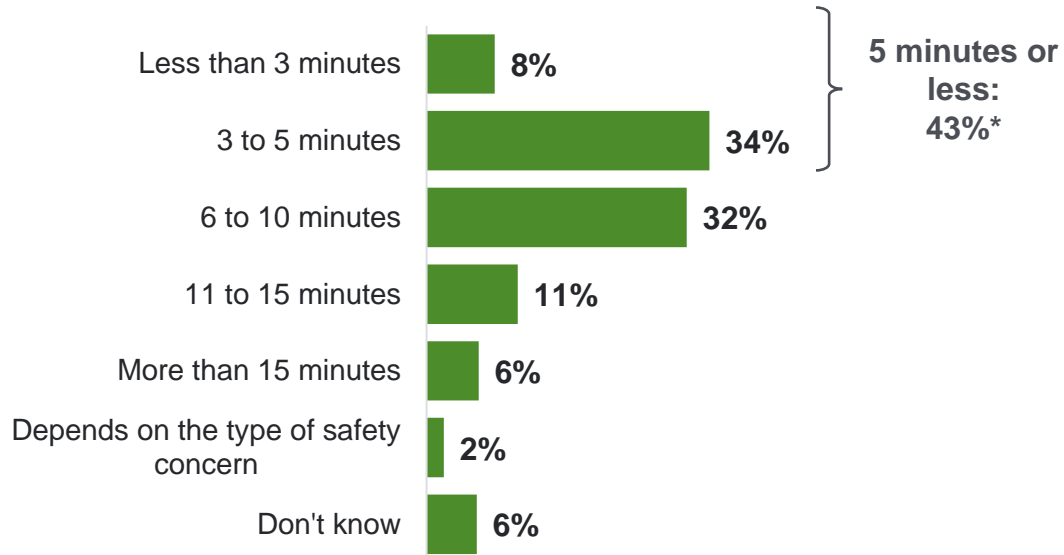
Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents



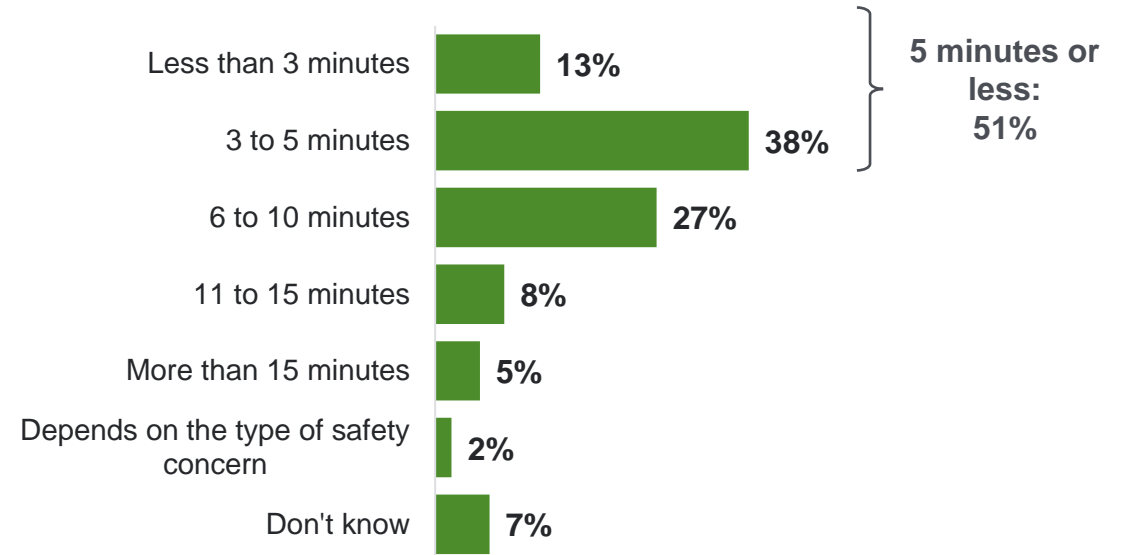
# Expected response times for safety concerns on transit

Around two-fifths (43%) of Calgarians expect to wait 5 minutes or less for an officer to respond to the scene of a safety concern at a Calgary Transit bus, while half (51%) expect a 5 minute or less response time for safety concerns on the CTrain.

**Response time expectations for safety concerns on Calgary Transit Bus**



**Response time expectations for safety concerns on the CTrain**



Q. How much time do you think is reasonable for a uniformed officer to respond to the scene of a safety concern on a Calgary Transit bus? /  
 Q. How much time do you think is reasonable for a uniformed officer to respond to the scene of a safety concern on the CTrain?  
 Base: Valid respondents (500)

\*Rounding

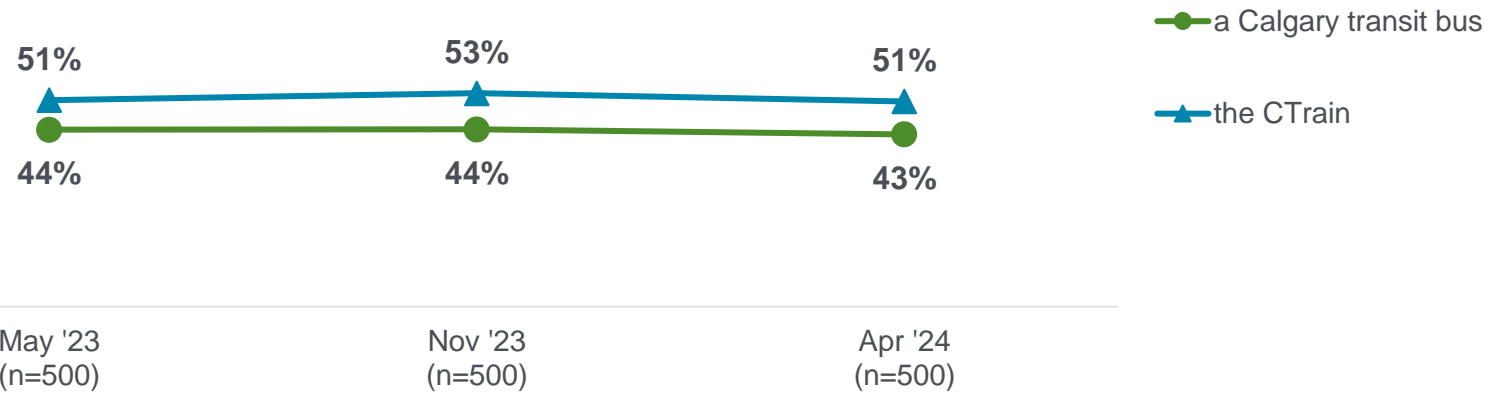




# Tracking expected response times for safety concerns on transit

Response time expectations for safety concerns on buses and CTrains have remained unchanged from previous results.

Response time expectations for safety concerns on ...  
(NET 5 minutes or less)



Q. How much time do you think is reasonable for a uniformed officer to respond to the scene of a safety concern on a Calgary Transit bus? /  
Q. How much time do you think is reasonable for a uniformed officer to respond to the scene of a safety concern on the CTrain?  
Base: Valid respondents

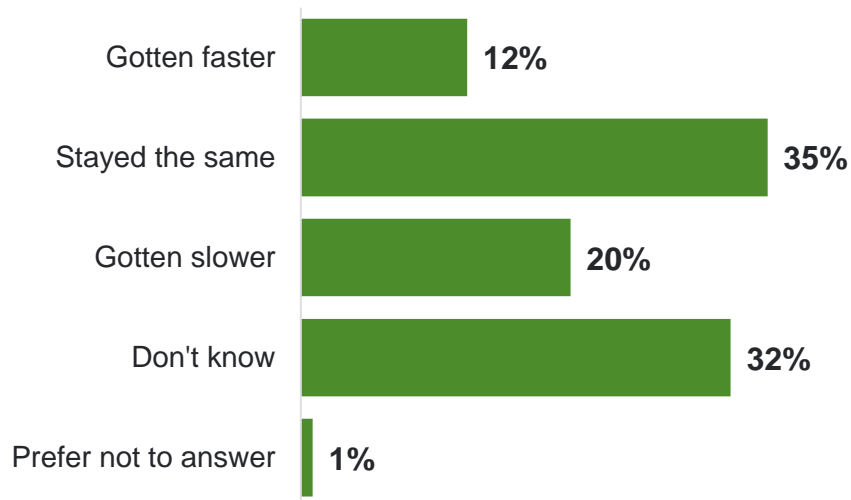
↑ Statistically higher than the previous wave  
↓ Statistically lower than the previous wave



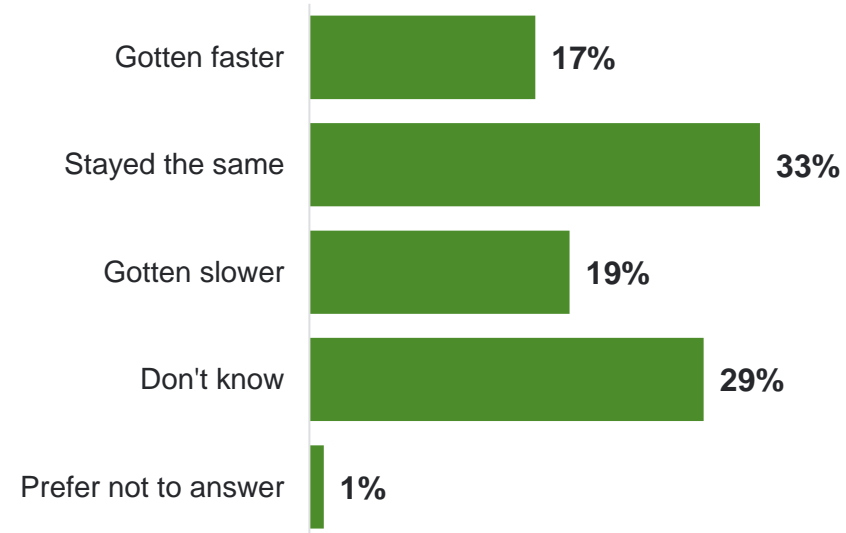
# Perceived change in response time for safety concerns on Transit

Approximately one-third of Calgarians perceive that response times to safety concerns have stayed consistent on Calgary Transit buses and shelters (35%), as well as CTrains and CTrain stations (33%). Less than one-fifth believe that response times have improved for buses (12%) and at CTrain stations (17%).

**Change in response times to safety concerns on or at Calgary Transit bus or shelter**



**Change in response times to safety concerns on CTrain or CTrain station**



Q. And based on everything you have read, seen, or heard in the past 12 months, do you think response times have gotten faster, stayed the same, or gotten slower for ...

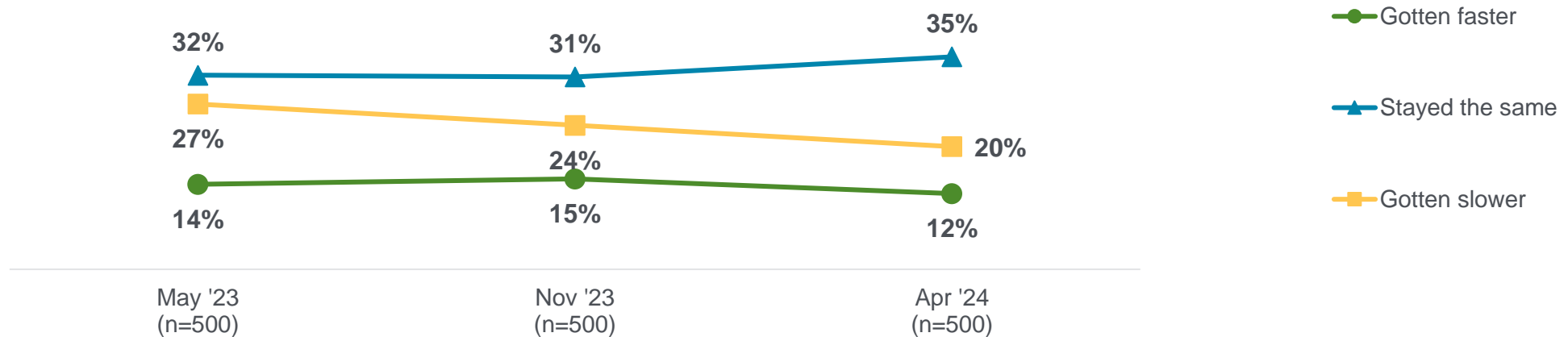
Base: Valid respondents (500)



# Tracking perceived change in response time for safety concerns on or at a Calgary Transit bus or shelter

Perceptions of response times to safety concerns on at Calgary Transit bus or shelters have not changed from November 2023.

Change in response times to safety concerns on or at Calgary Transit bus or shelter



Q. And based on everything you have read, seen, or heard in the past 12 months, do you think response times have gotten faster, stayed the same, or gotten slower for ...

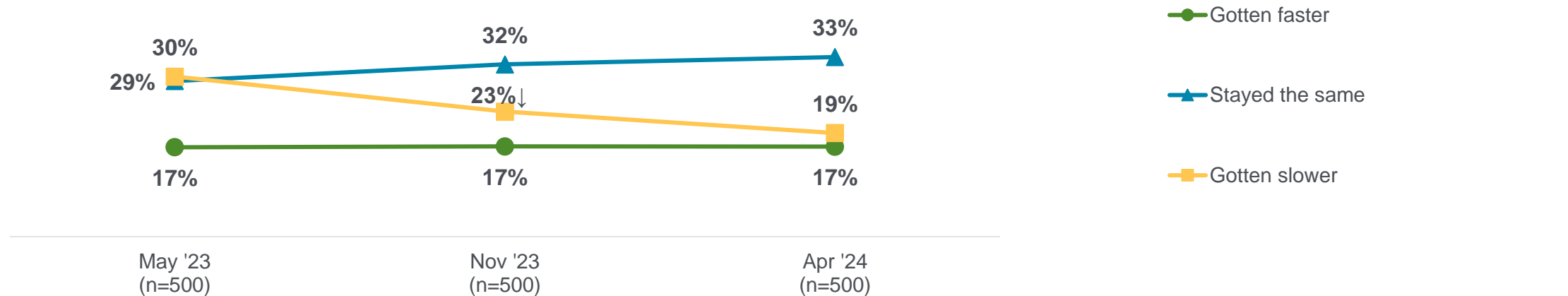
Base: Valid respondents



# Tracking perceived change in response time for safety concerns on CTrain or CTrain station

Similarly, perceptions around response times to safety concerns at CTrain or CTrain stations have also remained consistent with results from November 2023.

Change in response times to safety concerns on CTrain or CTrain station



Q. And based on everything you have read, seen, or heard in the past 12 months, do you think response times have gotten faster, stayed the same, or gotten slower for ...  
 Base: Valid respondents



# Segment differences overview

Compared to all other Calgarians ...

## **Younger Calgarians (aged 18 to 34) (n=82) ...**

- ... are more likely to use Calgary Transit weekly (27%).
- ... are less likely to have never used Calgary Transit (41%).

## **Seniors (aged 55+) (n=222) ...**

- ... are less likely to use Calgary Transit weekly (10%).
- ... are more likely to have never used Calgary Transit (65%).

## **Females (n=238) ...**

- ... are less likely to feel safe when riding and waiting for public transportation (bus and CTrain) after dark.
- ... are less likely to feel safe when riding a CTrain during the day (63%).

## **Households earning less than \$60k (n=63) ...**

- ... are less likely to feel safe when waiting at a bus stop (67%) alone after dark.

## **Those who visited downtown twice a month or more in the past 6 months (n=236) ...**

- ... are more likely to use Calgary Transit weekly (24%).
- ... are less likely to have never used Calgary Transit (46%).
- ... are more likely to feel safe when riding a CTrain alone after dark (39%) and when riding a bus alone during the day (87%).



# Segment differences overview (continued)

Compared to all other Calgarians ...

## Those who feel unsafe in Calgary (n=120) ...

- ... are less likely to use Calgary Transit monthly or yearly (22%).
- ... are less likely to feel safe when riding and waiting for public transportation (bus and CTrain) after dark and during the day.

## Those who never use Calgary Transit (n=280) ...

- ... are less likely to feel safe when riding a bus (47%), waiting at a bus stop (30%) and riding a C-Train (30%) alone after dark, and when riding a bus (77%), riding a C-Train (63%) and waiting at a C-Train station (62%) alone during the day.

## Those who use Calgary Transit monthly or yearly (n=147) ...

- ... are more likely to feel safe when riding a bus (61%), waiting at a bus stop (46%) and riding a C-Train (43%) alone after dark, and when riding a C-Train (78%) and waiting at a C-Train station (79%) alone during the day.

## Those who disagree that there is sufficient lighting in CTrain stations (n=93) ...

- ... are less likely to feel safe when riding and waiting for public transportation (bus and CTrain) after dark.
- ... are less likely to feel safe when riding a bus (69%), riding a CTrain (54%) and waiting at a CTrain station (49%) alone during the day.

## Those not born in Canada (n=131) ...

- ... are less likely to have never used Calgary Transit (45%).
- ... are more likely to believe that reasonable time for a uniformed officer to respond to a CTrain is 5 minutes or less (64%).



# Segment differences overview (continued)

Compared to all other Calgarians ...

## **Those living in Calgary for 10 years or less (*n=68*) ...**

- ... are more likely to use Calgary Transit weekly (30%).

## **Those living in the Southwest (*n=148*) ...**

- ... are more likely to use Calgary Transit weekly (24%).

## **Those living in the Northwest (*n=148*) ...**

- ... are more likely to feel safe when waiting at a Calgary Transit bus stop (85%) alone during the day.

## **Those living in the Northeast (*n=90*) ...**

- ... are less likely to use Calgary Transit weekly (4%).
- ... are less likely to feel safe when waiting at a bus stop (69%) alone during the day.
- ... are more likely to feel safe riding a CTrain alone after dark (45%).



# Respondent profile





# Respondent profile

Gender	Unweighted %	Weighted %
Female	51%	48%
Male	48%	51%
Prefer to self-describe	<1%	<1%
Prefer not to answer	1%	1%

Quadrant	Unweighted %	Weighted %
Southwest	30%	28%
Southeast	23%	24%
Northwest	30%	28%
Northeast	18%	20%

Age	Unweighted %	Weighted %
18-24	5%	8%
25-34	11%	21%
35-44	19%	18%
45-54	20%	20%
55-64	16%	12%
65+	28%	21%

People in household	
1	14%
2	30%
3 to 4	37%
5 or more	19%
Prefer not to answer	<1%

Children in household	
Yes	37%
No	63%
Prefer not to answer	<1%

Senior in household	
Yes	28%
No	72%
Prefer not to answer	<1%

Tenure in Calgary	
10 years or less	15%
11 to 20 years	25%
More than 20 years	60%
Don't know / Prefer not to answer	<1%

Disability in household	
Yes - myself	12%
Yes - someone in my household	11%
No	78%
Prefer not to answer	1%

Identify as 2SLGBTQIA+	
Yes	6%
No	94%
Prefer not to answer	1%

Base: Valid respondents (n=500, unless otherwise specified)



# Respondent profile (continued)

Racialized (includes Indigenous)	
Yes	20%
No	79%
Prefer to self-describe	<1%
Prefer not to answer	1%

Born in Canada	
Yes	74%
No	26%
Prefer not to answer	<1%

Identify as Indigenous	
Yes - First Nations	1%
Yes - Métis	2%
Yes - Inuit	<1%
Yes - Prefer to self-describe	<1%
No	97%
Prefer not to answer	<1%

Annual household income	
Less than \$45,000	7%
\$45,000 to less than \$75,000	11%
\$75,000 to less than \$105,000	15%
\$105,000 to less than \$135,000	14%
\$135,000 or more	38%
Don't know	7%
Prefer not to answer	9%

Base: Valid respondents (n=500, unless otherwise specified)



## Appendix: Differences by sub-groups



# Segment differences Explanation

Any statistical differences between demographic groups are indicated with arrows to indicate where a group is statistically higher or lower than all other segments combined.

- To illustrate, the statistical tests performed when comparing three groups are as follows:



- This approach identifies differences between one group and everyone else who is not part of that group. To illustrate using the example below, 55+ year olds are significantly less likely to believe that people in Calgary are very welcoming and friendly compared everyone who is not part of that group (i.e., those aged 18 to 54).
- Note that we cannot conclude that this sentiment is lower for those who are 55+ years old when compared 18-to-34-years-old or 35-to-54-years-old individually (which may not be true).

	Age group		
	18-34 (n=82)	35-54 (n=185)	55+ (n=234)
People in Calgary are very welcoming and friendly (% agree)	51%	56%	43%↓



# Segment differences

	18 to 34 (n=82)	35 to 54 (n=196)	55+ (n=222)	Male (n=256)	Female (n=238)	NET <\$60k (n=63)	NET \$60k+ (n=357)
<b>General perception of safety</b>							
NET Safe	70%	76%	72%	77%	69%	61%	75%
<b>Activities avoided due to safety concerns (% yes)</b>							
Visiting certain areas of the city outside of downtown	55%	<b>43% ↓</b>	54%	<b>42% ↓</b>	<b>58% ↑</b>	60%	49%
Walking outside or being in public places when it's dark out	56%	45%	49%	<b>34% ↓</b>	<b>64% ↑</b>	58%	47%
Taking the bus or CTrain	45%	49%	46%	<b>40% ↓</b>	<b>53% ↑</b>	51%	48%
Going downtown	46%	41%	47%	<b>35% ↓</b>	<b>54% ↑</b>	56%	42%
Being in areas where there are few people	40%	34%	43%	<b>28% ↓</b>	<b>49% ↑</b>	47%	37%
Going out alone	44%	36%	37%	<b>26% ↓</b>	<b>50% ↑</b>	41%	38%
Going to public parks	22%	22%	26%	<b>17% ↓</b>	<b>30% ↑</b>	<b>41% ↑</b>	<b>20% ↓</b>

Base: all respondents

↑ Statistically higher than the result of **all other segments combined**  
 ↓ Statistically lower than the result of **all other segments combined**



# Segment differences (continued)

	Age			Gender		Income	
	18 to 34	35 to 54	55+	Male	Female	NET <\$60k	NET \$60k+
	(n=82)	(n=196)	(n=222)	(n=256)	(n=238)	(n=63)	(n=357)
<b>Contributors to feelings of safety when walking outside or being in public places (% Safe)</b>							
Open businesses	83%	82%	<b>74%</b> ↓	82%	78%	77%	81%
Police presence	72%	80%	77%	75%	79%	73%	78%
Bright lighting at night	78%	74%	71%	77%	73%	67%	76%
Clean streets and sidewalks	69%	75%	71%	71%	72%	63%	72%
Peace officer presence	63%	73%	75%	71%	71%	68%	71%
Private security presence	57%	54%	51%	52%	56%	58%	53%
Help buttons	<b>54%</b> ↑	43%	<b>38%</b> ↓	46%	43%	49%	44%
<b>Detractors to feelings of safety when walking outside or being in public places (% Unsafe)</b>							
Graffiti	18%	17%	<b>28%</b> ↑	22%	20%	27%	20%
Empty streets	20%	24%	26%	<b>13%</b> ↓	<b>34%</b> ↑	34%	21%
Improvised shelters such as tents	<b>42%</b> ↓	58%	<b>68%</b> ↑	54%	59%	59%	57%
People sleeping at Calgary Transit stations	56%	61%	66%	57%	65%	64%	61%
People exhibiting unpredictable behaviour	71%	75%	75%	<b>69%</b> ↓	<b>79%</b> ↑	76%	73%
Open drug use	82%	81%	79%	<b>74%</b> ↓	<b>87%</b> ↑	78%	82%

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined



# Segment differences (continued)

	Age			Gender		Income	
	18 to 34 (n=82)	35 to 54 (n=196)	55+ (n=222)	Male (n=256)	Female (n=238)	NET <\$60k (n=63)	NET \$60k+ (n=357)
And how safe or unsafe do you feel or would you feel walking alone in your community after dark? (% NET Safe)	70%	77%	72%	<b>83% ↑</b>	<b>64% ↓</b>	62%	<b>78% ↑</b>
<b>Safety perceptions (% agree)</b>							
I'm confident that my neighbours care about my personal safety	85%	89%	89%	86%	90%	84%	90%
My community is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity	88%	84%	84%	88%	83%	78%	86%
There is sufficient street lighting in my community	82%	77%	83%	83%	78%	77%	79%
I personally know many of my neighbours	70%	79%	81%	77%	77%	75%	78%
Property theft is a problem in my community	60%	61%	56%	58%	61%	57%	60%
Vandalism, graffiti and other deliberate damage to property or vehicles is a problem in my community	39%	40%	35%	34%	42%	44%	38%

Base: all respondents

↑ Statistically higher than the result of **all other segments combined**  
 ↓ Statistically lower than the result of **all other segments combined**



# Segment differences (continued)

	Age			Gender		Income	
	18 to 34	35 to 54	55+	Male	Female	NET <\$60k	NET \$60k+
	(n=82)	(n=196)	(n=222)	(n=256)	(n=238)	(n=63)	(n=357)
Do you work downtown at least once a week? (% yes)	20%	<b>31% ↑</b>	<b>10% ↓</b>	23%	19%	<b>11% ↓</b>	<b>25% ↑</b>
<b>Visited downtown in the past 6 months (% yes)</b>							
NET Two or three times a month or more often	<b>65% ↑</b>	57%	<b>34% ↓</b>	<b>60% ↑</b>	<b>43% ↓</b>	<b>28% ↓</b>	<b>59% ↑</b>
During a weekday before 6 p.m.	61%	73%	73%	71%	67%	69%	72%
On a weekend before 6 p.m.	65%	60%	<b>48% ↓</b>	60%	57%	52%	<b>62% ↑</b>
During a weekday after 6 p.m.	<b>64% ↑</b>	53%	<b>40% ↓</b>	55%	50%	41%	<b>57% ↑</b>
On a weekend after 6 p.m.	<b>63% ↑</b>	53%	<b>35% ↓</b>	<b>56% ↑</b>	<b>45% ↓</b>	<b>35% ↓</b>	<b>57% ↑</b>
<b>Safety perceptions when walking alone downtown... (% safe)</b>							
During the day	79%	84%	81%	<b>86% ↑</b>	<b>77% ↓</b>	75%	83%
After dark	27%	34%	29%	<b>46% ↑</b>	<b>15% ↓</b>	28%	<b>33% ↑</b>

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined





# Segment differences (continued)

	Age			Gender		Income	
	18 to 34 (n=82)	35 to 54 (n=196)	55+ (n=222)	Male (n=256)	Female (n=238)	NET <\$60k (n=63)	NET \$60k+ (n=357)
<b>Calgary Transit usage frequency</b>							
NET Never	<b>41%</b> ↓	52%	<b>65%</b> ↑	51%	56%	52%	53%
NET Monthly / Yearly	32%	33%	25%	31%	30%	27%	32%
NET Weekly	<b>27%</b> ↑	15%	<b>10%</b> ↓	18%	15%	22%	15%
<b>Safety feelings when doing each of those alone during the day (% safe)</b>							
Riding a Calgary Transit bus	80%	<b>86%</b> ↑	78%	81%	82%	75%	83%
Waiting at a Calgary Transit bus stop	74%	<b>85%</b> ↑	77%	81%	77%	<b>67%</b> ↓	82%
Riding a CTrain	65%	74%	68%	73%	67%	63%	71%
Waiting at a CTrain station	68%	71%	66%	<b>74%</b> ↑	<b>63%</b> ↓	72%	68%
<b>Safety feelings when doing each of those alone after dark (% safe)</b>							
Riding a Calgary Transit bus	51%	54%	49%	<b>64%</b> ↑	<b>40%</b> ↓	47%	54%
Waiting at a Calgary Transit bus stop	30%	39%	35%	<b>51%</b> ↑	<b>20%</b> ↓	32%	37%
Riding a CTrain	37%	37%	31%	<b>47%</b> ↑	<b>24%</b> ↓	31%	37%
Waiting at a CTrain station	30%	30%	27%	<b>40%</b> ↑	<b>18%</b> ↓	26%	29%
<b>Reasonable time for a uniformed officer to respond to a CTrain</b>							
NET 5 minutes or less	54%	51%	47%	50%	52%	47%	52%

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined



# Segment differences (continued)

	Visited downtown		Use Calgary Transit			Perceptions of safety in Calgary		Sufficient lighting in CTrain stations	
	NET Two or three times a month or more often (n=236)	NET Never / Once a month or less (n=237)	NET Weekly (n=73)	NET Monthly / Yearly (n=147)	NET Never (n=280)	NET Safe (n=372)	NET Unsafe (n=120)	NET Agree (n=341)	NET Disagree (n=93)
<b>General perception of safety</b>									
NET Safe	<b>78% ↑</b>	<b>67% ↓</b>	67%	<b>80% ↑</b>	71%	100%	0%	<b>76% ↑</b>	<b>62% ↓</b>
<b>Activities avoided due to safety concerns (% yes)</b>									
Visiting certain areas of the city outside of downtown	46%	55%	44%	45%	<b>55% ↑</b>	<b>42% ↓</b>	<b>71% ↑</b>	47%	<b>66% ↑</b>
Walking outside or being in public places when it's dark out	<b>43% ↓</b>	<b>55% ↑</b>	55%	47%	49%	<b>41% ↓</b>	<b>74% ↑</b>	47%	<b>61% ↑</b>
Taking the bus or CTrain	49%	46%	51%	<b>37% ↓</b>	51%	<b>36% ↓</b>	<b>76% ↑</b>	46%	<b>60% ↑</b>
Going downtown	<b>36% ↓</b>	<b>55% ↑</b>	42%	39%	48%	<b>35% ↓</b>	<b>70% ↑</b>	43%	<b>59% ↑</b>
Being in areas where there are few people	36%	42%	41%	38%	39%	<b>33% ↓</b>	<b>55% ↑</b>	39%	44%
Going out alone	34%	43%	40%	33%	41%	<b>32% ↓</b>	<b>56% ↑</b>	39%	42%
Going to public parks	22%	23%	33%	<b>16% ↓</b>	25%	<b>17% ↓</b>	<b>42% ↑</b>	25%	24%

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined



# Segment differences (continued)

	Visited downtown		Use Calgary Transit			Perceptions of safety in Calgary		Sufficient lighting in CTrain stations	
	NET Two or three times a month or more often (n=236)	NET Never / Once a month or less (n=237)	NET Weekly (n=73)	NET Monthly / Yearly (n=147)	NET Never (n=280)	NET Safe (n=372)	NET Unsafe (n=120)	NET Agree (n=341)	NET Disagree (n=93)
<b>Contributors to feelings of safety when walking outside or being in public places (% Safe)</b>									
Open businesses	81%	78%	76%	<b>90%</b> ↑	<b>75%</b> ↓	82%	<b>72%</b> ↓	80%	78%
Police presence	78%	75%	71%	76%	79%	<b>80%</b> ↑	<b>67%</b> ↓	<b>80%</b> ↑	73%
Bright lighting at night	77%	70%	75%	79%	71%	<b>80%</b> ↑	<b>58%</b> ↓	75%	74%
Clean streets and sidewalks	68%	73%	77%	77%	<b>67%</b> ↓	<b>75%</b> ↑	<b>62%</b> ↓	72%	71%
Peace officer presence	68%	73%	68%	71%	71%	<b>74%</b> ↑	<b>61%</b> ↓	<b>74%</b> ↑	<b>61%</b> ↓
Private security presence	52%	55%	51%	58%	52%	<b>57%</b> ↑	<b>45%</b> ↓	57%	49%
Help buttons	49%	42%	<b>59%</b> ↑	<b>54%</b> ↑	<b>35%</b> ↓	47%	39%	46%	42%
<b>Detractors to feelings of safety when walking outside or being in public places (% Unsafe)</b>									
Graffiti	19%	24%	18%	19%	23%	<b>18%</b> ↓	<b>31%</b> ↑	20%	20%
Empty streets	<b>18%</b> ↓	<b>28%</b> ↑	19%	24%	25%	21%	30%	24%	24%
Improvised shelters such as tents	59%	54%	58%	56%	57%	55%	62%	54%	64%
People sleeping at Calgary Transit stations	59%	63%	66%	57%	62%	<b>56%</b> ↓	<b>75%</b> ↑	59%	<b>72%</b> ↑
People exhibiting unpredictable behaviour	77%	71%	78%	71%	74%	<b>71%</b> ↓	<b>82%</b> ↑	<b>70%</b> ↓	<b>87%</b> ↑
Open drug use	85%	77%	87%	82%	78%	<b>78%</b> ↓	<b>88%</b> ↑	79%	86%

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined



# Segment differences (continued)

	Visited downtown		Use Calgary Transit			Perceptions of safety in Calgary		Sufficient lighting in CTrain stations	
	NET Two or three times a month or more often (n=236)	NET Never / Once a month or less (n=237)	NET Weekly (n=73)	NET Monthly / Yearly (n=147)	NET Never (n=280)	NET Safe (n=372)	NET Unsafe (n=120)	NET Agree (n=341)	NET Disagree (n=93)
And how safe or unsafe do you feel or would you feel walking alone in your community after dark? (% NET Safe)	<b>81%↑</b>	<b>68%↓</b>	63%	78%	74%	<b>82%↑</b>	<b>50%↓</b>	74%	67%
<b>Safety perceptions (% agree)</b>									
I'm confident that my neighbours care about my personal safety	90%	87%	<b>79%↓</b>	<b>94%↑</b>	87%	89%	84%	88%	82%
My community is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity	88%	82%	83%	90%	83%	<b>91%↑</b>	<b>70%↓</b>	86%	80%
There is sufficient street lighting in my community	79%	83%	77%	83%	80%	<b>83%↑</b>	<b>73%↓</b>	<b>83%↑</b>	<b>66%↓</b>
I personally know many of my neighbours	<b>83%↑</b>	<b>72%↓</b>	72%	80%	77%	79%	72%	78%	75%
Property theft is a problem in my community	59%	59%	51%	62%	61%	<b>53%↓</b>	<b>77%↑</b>	60%	62%
Vandalism, graffiti and other deliberate damage to property or vehicles is a problem in my community	37%	37%	36%	38%	39%	<b>31%↓</b>	<b>58%↑</b>	37%	48%

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined



# Segment differences (continued)

	Visited downtown		Use Calgary Transit			Perceptions of safety in Calgary		Sufficient lighting in CTrain stations	
	NET Two or three times a month or more often (n=236)	NET Never / Once a month or less (n=237)	NET Weekly (n=73)	NET Monthly / Yearly (n=147)	NET Never (n=280)	NET Safe (n=372)	NET Unsafe (n=120)	NET Agree (n=341)	NET Disagree (n=93)
Do you work downtown at least once a week? (% yes)	<b>36%</b> ↑	<b>3%</b> ↓	<b>39%</b> ↑	22%	<b>15%</b> ↓	20%	25%	22%	21%
<b>Visited downtown in the past 6 months (% yes)</b>									
NET Two or three times a month or more often	100%	0%	<b>78%</b> ↑	52%	<b>43%</b> ↓	<b>55%</b> ↑	43%	52%	55%
During a weekday before 6 p.m.	<b>77%</b> ↑	<b>59%</b> ↓	<b>83%</b> ↑	71%	<b>64%</b> ↓	69%	72%	72%	66%
On a weekend before 6 p.m.	<b>69%</b> ↑	<b>43%</b> ↓	53%	64%	56%	59%	57%	55%	69%
During a weekday after 6 p.m.	<b>66%</b> ↑	<b>34%</b> ↓	60%	57%	<b>47%</b> ↓	54%	48%	50%	62%
On a weekend after 6 p.m.	<b>64%</b> ↑	<b>31%</b> ↓	50%	55%	47%	<b>54%</b> ↑	<b>40%</b> ↓	48%	60%
<b>Safety perceptions when walking alone downtown... (% safe)</b>									
During the day	<b>88%</b> ↑	<b>75%</b> ↓	81%	82%	81%	<b>87%</b> ↑	<b>67%</b> ↓	84%	73%
After dark	<b>37%</b> ↑	<b>24%</b> ↓	30%	33%	29%	<b>39%</b> ↑	<b>8%</b> ↓	<b>36%</b> ↑	<b>18%</b> ↓

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined



# Segment differences (continued)

	Visited downtown		Use Calgary Transit			Perceptions of safety in Calgary		Sufficient lighting in CTrain stations	
	NET Two or three times a month or more often (n=236)	NET Never / Once a month or less (n=237)	NET Weekly (n=73)	NET Monthly / Yearly (n=147)	NET Never (n=280)	NET Safe (n=372)	NET Unsafe (n=120)	NET Agree (n=341)	NET Disagree (n=93)
<b>Calgary Transit usage frequency</b>									
NET Never	46% ↓	64% ↑	-	-	100%	52%	57%	49% ↓	52%
NET Monthly / Yearly	29%	29%	-	100%	-	33% ↑	22% ↓	33% ↑	26%
NET Weekly	24% ↑	7% ↓	100%	-	-	16%	20%	17%	22%
<b>Safety feelings when doing each of those alone during the day (% safe)</b>									
Riding a Calgary Transit bus	87% ↑	78% ↓	88%	86%	77% ↓	87% ↑	67% ↓	86% ↑	69% ↓
Waiting at a Calgary Transit bus stop	82%	75%	84%	82%	76%	86% ↑	61% ↓	81%	73%
Riding a CTrain	73%	65%	74%	78% ↑	63% ↓	78% ↑	45% ↓	75% ↑	54% ↓
Waiting at a CTrain station	71%	65%	69%	79% ↑	62% ↓	79% ↑	40% ↓	76% ↑	49% ↓
<b>Safety feelings when doing each of those alone after dark (% safe)</b>									
Riding a Calgary Transit bus	56%	48%	51%	61% ↑	47% ↓	61% ↑	25% ↓	57% ↑	41% ↓
Waiting at a Calgary Transit bus stop	39%	33%	31%	46% ↑	30% ↓	44% ↑	12% ↓	40% ↑	23% ↓
Riding a CTrain	39% ↑	29% ↓	38%	43% ↑	30% ↓	44% ↑	9% ↓	41% ↑	21% ↓
Waiting at a CTrain station	30%	27%	28%	36%	26%	37% ↑	7% ↓	34% ↑	14% ↓
<b>Reasonable time for a uniformed officer to respond to a CTrain</b>									
NET 5 minutes or less	52%	49%	54%	49%	51%	49%	57%	54% ↑	48%

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined



# Segment differences (continued)

	Children in Household		Seniors in Household		Born in Canada		Tenure in Canada			Quadrant				
	Yes (n=163)	No (n=336)	Yes (n=167)	No (n=332)	Yes (n=369)	No (n=131)	10 years or less (n=68)	11 to 20 years (n=110)	More than 20 years (n=320)	Southwest (n=148)	Southeast (n=114)	Northwest (n=148)	Northeast (n=90)	
<b>General perception of safety</b>														
NET Safe	74%	72%	78%	71%	<b>70%</b> ↓	<b>80%</b> ↑	78%	76%	70%	71%	72%	73%	77%	
<b>Activities avoided due to safety concerns (% yes)</b>														
Visiting certain areas of the city outside of downtown	46%	52%	54%	48%	51%	47%	40%	45%	<b>55%</b> ↑	50%	51%	48%	52%	
Walking outside or being in public places when it's dark out	45%	52%	54%	48%	49%	51%	53%	51%	48%	44%	42%	53%	<b>61%</b> ↑	
Taking the bus or CTrain	45%	48%	46%	47%	48%	44%	43%	44%	49%	45%	50%	48%	44%	
Going downtown	42%	46%	48%	43%	44%	47%	41%	42%	47%	<b>34%</b> ↓	51%	45%	49%	
Being in areas where there are few people	<b>29%</b> ↓	<b>45%</b> ↑	44%	37%	37%	44%	38%	45%	37%	39%	34%	45%	36%	
Going out alone	34%	41%	42%	37%	38%	39%	38%	37%	39%	39%	44%	35%	36%	
Going to public parks	19%	26%	22%	24%	24%	23%	25%	26%	22%	26%	20%	22%	27%	

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined



# Segment differences (continued)

	Children in Household		Seniors in Household		Born in Canada		Tenure in Canada			Quadrant			
	Yes (n=163)	No (n=336)	Yes (n=167)	No (n=332)	Yes (n=369)	No (n=131)	10 years or less (n=68)	11 to 20 years (n=110)	More than 20 years (n=320)	Southwest (n=148)	Southeast (n=114)	Northwest (n=148)	Northeast (n=90)
<b>Contributors to feelings of safety when walking outside or being in public places (% Safe)</b>													
Open businesses	81%	79%	75%	82%	80%	79%	77%	86%	78%	83%	76%	82%	77%
Police presence	78%	76%	77%	77%	76%	78%	73%	79%	77%	74%	79%	81%	71%
Bright lighting at night	79%	71%	70%	76%	74%	75%	<b>87%</b> ↑	71%	73%	72%	71%	80%	73%
Clean streets and sidewalks	74%	70%	66%	74%	<b>69%</b> ↓	<b>80%</b> ↑	72%	76%	69%	72%	69%	<b>78%</b> ↑	64%
Peace officer presence	68%	72%	74%	70%	69%	75%	72%	75%	69%	69%	67%	76%	69%
Private security presence	55%	53%	54%	54%	51%	62%	58%	54%	53%	59%	48%	55%	52%
Help buttons	48%	43%	43%	45%	43%	50%	<b>58%</b> ↑	47%	<b>40%</b> ↓	44%	40%	47%	48%
<b>Detractors to feelings of safety when walking outside or being in public places (% Unsafe)</b>													
Graffiti	17%	23%	<b>28%</b> ↑	<b>18%</b> ↓	19%	26%	22%	18%	22%	18%	17%	22%	29%
Empty streets	21%	25%	24%	23%	22%	28%	22%	25%	23%	23%	25%	26%	18%
Improvised shelters such as tents	52%	60%	<b>66%</b> ↑	<b>53%</b> ↓	59%	50%	<b>43%</b> ↓	53%	<b>62%</b> ↑	58%	52%	57%	60%
People sleeping at Calgary Transit stations	59%	62%	62%	61%	60%	63%	58%	62%	62%	56%	61%	64%	64%
People exhibiting unpredictable behaviour	74%	74%	72%	75%	76%	67%	66%	75%	76%	73%	70%	78%	74%
Open drug use	82%	80%	80%	81%	81%	81%	82%	83%	80%	78%	79%	81%	86%

Base: all respondents

↑ Statistically higher than the result of all other segments combined  
 ↓ Statistically lower than the result of all other segments combined





# Segment differences (continued)

	Children in Household		Seniors in Household		Born in Canada		Tenure in Canada			Quadrant			
	Yes (n=163)	No (n=336)	Yes (n=167)	No (n=332)	Yes (n=369)	No (n=131)	10 years or less (n=68)	11 to 20 years (n=110)	More than 20 years (n=320)	Southwest (n=148)	Southeast (n=114)	Northwest (n=148)	Northeast (n=90)
And how safe or unsafe do you feel or would you feel walking alone in your community after dark? (% NET Safe)	78%	70%	73%	73%	73%	73%	72%	70%	75%	76%	77%	74%	64%
<b>Safety perceptions (% agree)</b>													
I'm confident that my neighbours care about my personal safety	88%	88%	89%	88%	<b>91%</b> ↑	<b>79%</b> ↓	<b>70%</b> ↓	89%	<b>92%</b> ↑	88%	87%	88%	88%
My community is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity	<b>92%</b> ↑	<b>81%</b> ↓	82%	86%	84%	90%	80%	<b>91%</b> ↑	84%	89%	81%	88%	81%
There is sufficient street lighting in my community	81%	80%	84%	79%	<b>83%</b> ↑	<b>72%</b> ↓	80%	75%	82%	80%	79%	83%	78%
I personally know many of my neighbours	<b>85%</b> ↑	<b>72%</b> ↓	82%	76%	78%	74%	<b>62%</b> ↓	73%	<b>82%</b> ↑	73%	76%	80%	81%
Property theft is a problem in my community	59%	59%	54%	61%	62%	53%	54%	62%	60%	58%	58%	57%	65%
Vandalism, graffiti and other deliberate damage to property or vehicles is a problem in my community	<b>30%</b> ↓	<b>43%</b> ↑	32%	40%	39%	35%	37%	33%	41%	41%	<b>29%</b> ↓	38%	46%

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# Segment differences (continued)

	Children in Household		Seniors in Household		Born in Canada		Tenure in Canada			Quadrant			
	Yes (n=163)	No (n=336)	Yes (n=167)	No (n=332)	Yes (n=369)	No (n=131)	10 years or less (n=68)	11 to 20 years (n=110)	More than 20 years (n=320)	Southwest (n=148)	Southeast (n=114)	Northwest (n=148)	Northeast (n=90)
Do you work downtown at least once a week? (% yes)	<b>29%</b> ↑	<b>16%</b> ↓	<b>13%</b> ↓	<b>24%</b> ↑	19%	26%	23%	26%	19%	<b>29%</b> ↑	<b>13%</b> ↓	22%	19%
<b>Visited downtown in the past 6 months (% yes)</b>													
NET Two or three times a month or more often	<b>63%</b> ↑	<b>45%</b> ↓	<b>40%</b> ↓	<b>56%</b> ↑	50%	55%	59%	<b>62%</b> ↑	<b>46%</b> ↓	59%	<b>39%</b> ↓	56%	51%
During a weekday before 6 p.m.	73%	68%	74%	68%	70%	70%	73%	65%	70%	75%	63%	<b>79%</b> ↑	<b>57%</b> ↓
On a weekend before 6 p.m.	61%	57%	<b>46%</b> ↓	<b>63%</b> ↑	57%	61%	54%	67%	55%	58%	53%	59%	64%
During a weekday after 6 p.m.	52%	53%	<b>42%</b> ↓	<b>57%</b> ↑	54%	49%	45%	59%	52%	51%	49%	56%	55%
On a weekend after 6 p.m.	53%	49%	<b>38%</b> ↓	<b>55%</b> ↑	49%	55%	48%	<b>60%</b> ↑	47%	45%	51%	52%	54%
<b>Safety perceptions when walking alone downtown... (% safe)</b>													
During the day	82%	81%	80%	82%	80%	85%	80%	87%	79%	80%	79%	83%	85%
After dark	25%	34%	28%	31%	30%	31%	36%	31%	28%	36%	32%	29%	23%

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# Segment differences (continued)

	Children in Household		Seniors in Household		Born in Canada		Tenure in Canada			Quadrant			
	Yes (n=163)	No (n=336)	Yes (n=167)	No (n=332)	Yes (n=369)	No (n=131)	10 years or less (n=68)	11 to 20 years (n=110)	More than 20 years (n=320)	Southwest (n=148)	Southeast (n=114)	Northwest (n=148)	Northeast (n=90)
<b>Calgary Transit usage frequency</b>													
NET Never	53%	53%	60%	51%	<b>56%</b> ↑	<b>45%</b> ↓	44%	<b>41%</b> ↓	<b>61%</b> ↑	46%	59%	50%	61%
NET Monthly / Yearly	29%	31%	25%	32%	29%	33%	26%	34%	30%	31%	28%	29%	35%
NET Weekly	18%	16%	15%	17%	15%	22%	<b>30%</b> ↑	<b>26%</b> ↑	<b>10%</b> ↓	<b>24%</b> ↑	13%	21%	<b>4%</b> ↓
<b>Safety feelings when doing each of those alone during the day (% safe)</b>													
Riding a Calgary Transit bus	85%	80%	82%	82%	82%	82%	81%	82%	82%	83%	80%	85%	76%
Waiting at a Calgary Transit bus stop	81%	78%	75%	81%	79%	80%	80%	82%	78%	84%	75%	<b>85%</b> ↑	<b>69%</b> ↓
Riding a CTrain	73%	68%	67%	70%	69%	72%	67%	72%	69%	72%	68%	66%	73%
Waiting at a CTrain station	71%	67%	66%	69%	68%	71%	69%	72%	67%	71%	66%	67%	71%
<b>Safety feelings when doing each of those alone after dark (% safe)</b>													
Riding a Calgary Transit bus	51%	52%	49%	52%	53%	49%	54%	54%	50%	52%	51%	48%	58%
Waiting at a Calgary Transit bus stop	35%	36%	36%	35%	33%	40%	37%	39%	33%	35%	37%	35%	34%
Riding a CTrain	36%	34%	32%	36%	33%	40%	40%	43%	<b>30%</b> ↓	32%	30%	35%	<b>45%</b> ↑
Waiting at a CTrain station	26%	30%	25%	30%	29%	30%	29%	36%	26%	28%	25%	28%	37%
<b>Reasonable time for a uniformed officer to respond to a CTrain</b>													
NET 5 minutes or less	50%	51%	50%	51%	<b>46%</b> ↓	<b>64%</b> ↑	46%	58%	49%	48%	47%	54%	54%

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# Contact

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