

A nighttime photograph of the Calgary clock tower, a historic stone building with two illuminated clock faces. The tower is surrounded by modern glass-walled buildings and a tall apartment building in the background. A purple, cone-shaped light sculpture is visible in the foreground. The sky is dark blue.

Calgary



# 2023 Perspectives on Calgary Safety Perceptions

FINAL REPORT

June 2023

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# Safety highlights at a glance

## CALGARY OVERALL

## COMMUNITY

**75%**  
Agree Calgary is  
a **safe city**



Compared to other large  
Canadian cities, Calgary is:

**More safe** **As safe**  
**41%** **49%**

**56%**  
Agree **The City is**  
**doing a good job** to  
address safety issues  
in Calgary

**95%** Agree Police services  
and social services  
should work together to  
address safety issues



Feel or would feel safe walking alone  
in their community:

**Daytime** **After dark**  
**95%** **76%**

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



**82%**   
Agree there is  
**sufficient lighting**  
in their community

**55%**  
Agree **property theft is a**  
**problem** in their community

## DOWNTOWN

## CALGARY TRANSIT

Do or would feel safe walking alone downtown:

**Daytime** **After dark**  
**76%** **28%**



**84%**

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

**86%** Agree **more Police and Peace Officers**  
**downtown** would make them feel safer there



Feel or would feel safe  
riding a bus alone:

**Daytime** **After dark**  
**78%** **52%**

**81%**

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**  
**67%** **33%**

**21%**

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



# Acknowledgements

## Land Acknowledgement

We acknowledge the traditional territories and oral practices of the Blackfoot Nations, which include the Siksika, the Piikani, and the Kainai. We also acknowledge the Stoney Nakoda Nations, which include the Bearspaw, the Chiniki, and the Goodstoney, as well as the Tsuut'ina First Nations, the Métis Nation (Region 3), and all people who make their homes in the Treaty 7 region of Southern Alberta.

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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.

## Methodology

The survey was conducted by Advanis from May 16, 2023 to May 26, 2023, with 500 Calgarians, via phone using random digit dialing (RDD). The average time to complete the survey was 21 minutes. The survey was conducted using telephone numbers from both landlines (17%) and cell phones (83%) to obtain a random and statistically representative sample of Calgarians.

The margin of error (MOE) for the total sample of  $n=500$  is  $\pm 4.4$  percentage points, 19 times out of 20.

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender and quadrant of the general population aged 18 and older. Data were weighted based on the latest Municipal census for age, gender, and city quadrant, as well as based on adapted statistics from the Statistics Canada 2019 Survey of Household Spending using a conservative extrapolation to estimate 2022 results for phone type ownership (cell phone only, landline only, and both).



# Key findings



# Key findings

**Overall, Calgarians perceive Calgary to be a ‘safe’ city and as safe as, or more safe than, other large Canadian cities; however, a substantial minority of Calgarians often avoid some activities due to safety concerns.**

- Three quarters (75%) of Calgarians think Calgary is ‘safe,’ down from 85% in 2022.
- Two-fifths (41%) of Calgarians think Calgary is ‘more safe’ compared to other large Canadian cities and one-half (49%) say it is ‘about as safe.’
- Due to safety concerns, one-half (51%) of Calgarians say they often avoid walking outside or being in public places when it is dark out and around as many (47%) avoid visiting certain areas of the city outside of downtown. Around one-half (47%) avoid taking the bus or CTrain, up from 37% in 2022 and 44% often avoid going downtown, up from 35% in 2022.
- The perception that The City is doing a good job of addressing safety issues in Calgary has decreased to 56% from 63% in 2022.

**Calgarians tend to feel safe walking alone in their community during the day and after dark, but a sizeable minority think crime in their community has increased over the past three years. This is consistent with results seen in 2022.**

- Nearly all Calgarians (95%) say they feel or would feel safe walking alone in their community during the day and around three-quarters (76%) feel or would feel safe walking alone in their community after dark.
- While one-half (49%) of Calgarians think crime in their community has ‘stayed about the same’ in the last three years, two-fifths (41%) say crime has increased.

# Key findings

## **Calgarians generally feel or would feel safe walking alone downtown during the day but tend to agree they would feel safer downtown when there are more people around and more Police and Peace Officers in the area.**

- The majority (76%) of Calgarians who don't live downtown-say they feel or would feel safe walking alone downtown during the day, while nearly three-in-ten (28%) feel or would feel safe walking alone downtown after dark. Both measures are down from 2022 (83% and 35%, respectively).
- Those who live downtown are more likely to feel safe walking alone during both the day (95%) and night (49%) than Calgarians living elsewhere.
- More than four-fifths (84%) of Calgarians agree they feel or would feel safer downtown when there are more people around and a vast majority (86%) agree that seeing more Police and Peace Officers downtown would make them feel safer being there, up from 77% in 2022.

## **Calgarians generally perceive riding the bus alone to be safer than riding CTrains alone during both daytime and after dark. However, all measures related to safety on transit have fallen since 2022.**

- One-half (52%) of Calgarians feel or would feel safe riding a Transit bus alone after dark while around one-third (35%) feel or would feel safe waiting at the bus stop, down from 2022 (65% and 44%, respectively). One-third (33%) feel or would feel safe riding a CTrain alone after dark and fewer still feel or would feel safe at a CTrain station (27%), down from 2022 (47% and 39%, respectively).
- Four-fifths (81%) of Calgarians agree concern for their personal safety is or would be a consideration when deciding whether or not to take public transit.

# Key findings

## Compared to males in Calgary, females are less likely to feel safe in various contexts and more likely to curtail certain activities because of safety concerns.

- Females are less likely than males to think Calgary is safe overall (70% vs. 80%, respectively) and less likely than males to say they feel or would feel safe:
  - Walking alone in their community after dark (66% vs. 86%)
  - Going downtown (53% vs. 35%), walking alone downtown during the day (70% vs. 82%) and after dark (12% vs. 44%)
  - Riding a Calgary Transit bus during the day (73% vs. 84% males) or after dark (40% vs. 65%)
  - Waiting at a Calgary Transit bus stop during the day (67% vs. 78% males) or after dark (20% vs. 51%)
  - Riding a CTrain during the day (59% vs. 74% males) or after dark (17% vs. 51%)
  - Waiting at a CTrain station during the day (57% vs. 72% males) or after dark (13% vs. 41%)
- Females are more likely than males to often avoid activities due to safety concerns, walking outside or being in public places when it is dark out (71% vs. 30%, respectively), going out alone (57% vs. 20%), being in areas where there are few people (56% vs. 26%) and taking the bus or CTrain (58% vs. 36%).
- Females are more likely than males to agree their personal safety is a consideration regarding using public transit (87% vs. 75%, respectively) and are less likely to there is sufficient lighting at CTrain and Transit parking lots (62% vs. 74%).



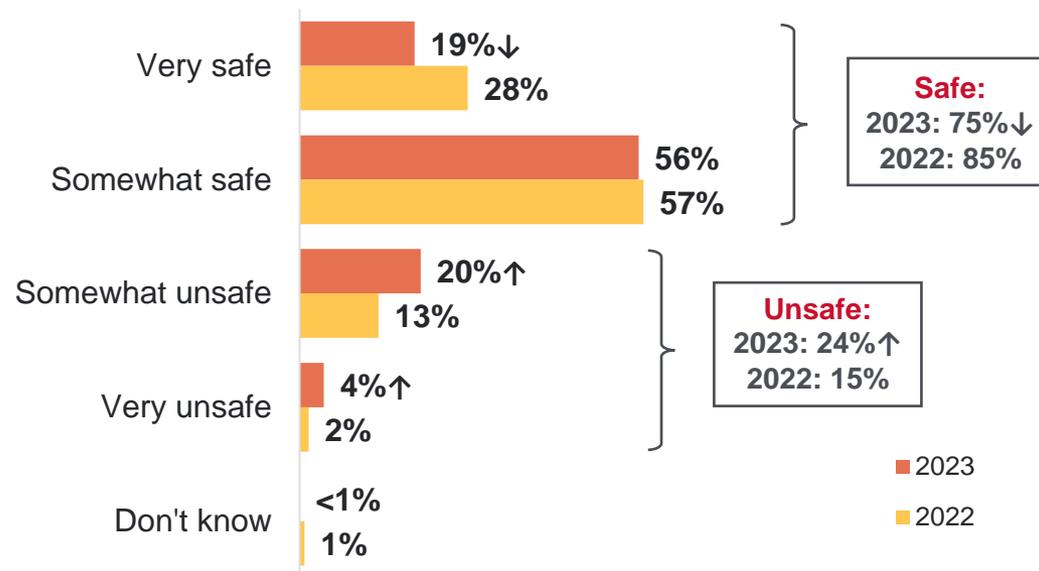
# Overall safety perceptions



# Overall safety in Calgary

Overall, three-quarters (75%) of Calgarians think Calgary is 'safe,' down from 85% in 2022. Conversely, nearly one-quarter (24%) feel Calgary is 'unsafe,' up nine points from 2022 (15%).

Perception of safety in Calgary overall



Q. How safe or unsafe do you think Calgary is overall?  
 Base: Valid respondents (2023: n=500; 2022: n=500)

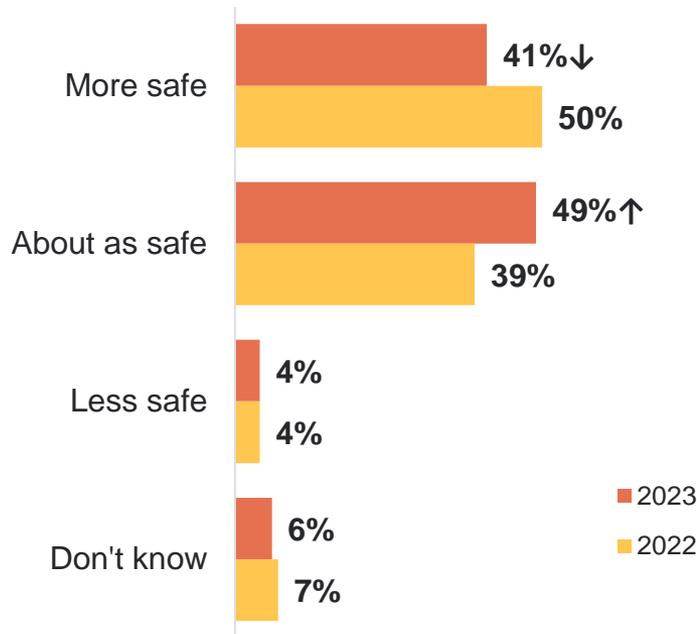
↑ Statistically higher than 2022  
 ↓ Statistically lower than 2022



# Safety in Calgary vs. other large Canadian cities

Two-fifths (41%) of Calgarians say Calgary is ‘more safe’ when compared to other large Canadian cities, down from 50% in 2022. One-half (49%) say Calgary is ‘about as safe,’ an increase of a similar proportion from 39% in 2022. Those saying that Calgary is ‘less safe’ than other Canadian cities remains unchanged at 4%. Those saying that Calgary is ‘less safe’ than other Canadian cities remains unchanged at 4%.

Safety in Calgary vs. other cities



Q. Compared to other large Canadian cities, do you think Calgary is:  
 Base: Valid respondents (2023: n=500; 2022: n=500)

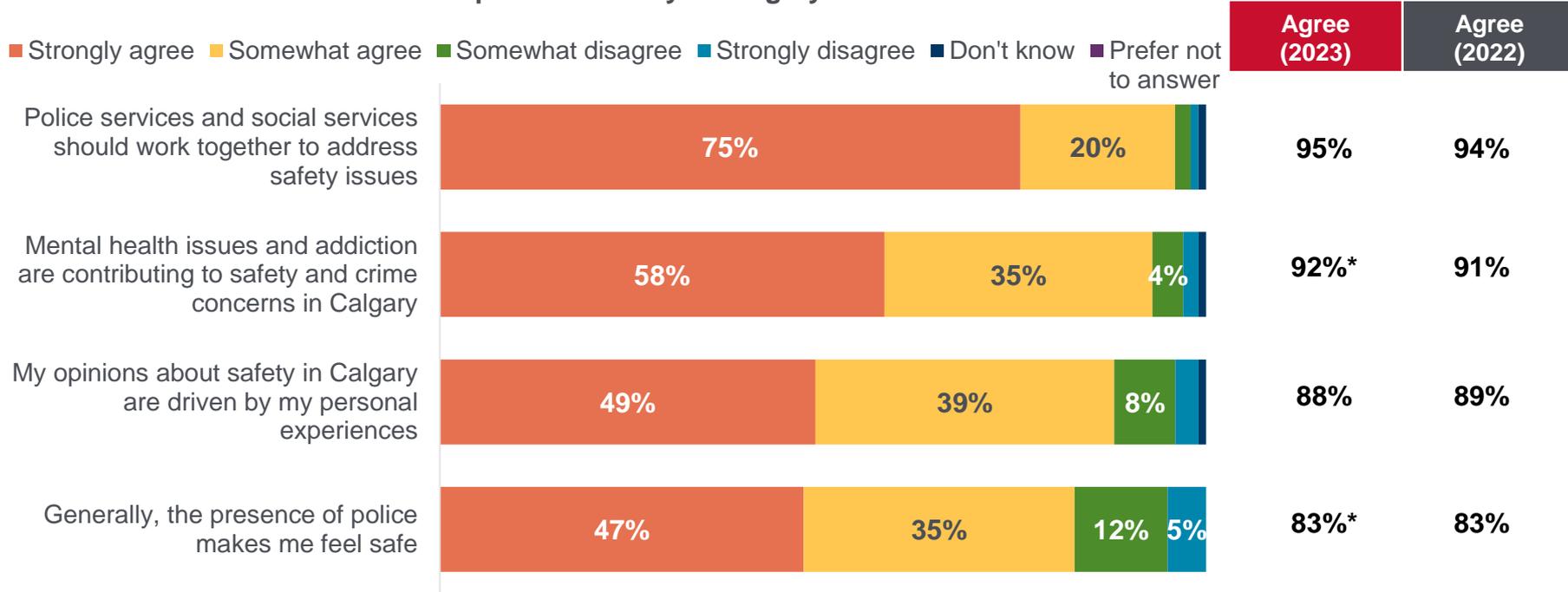
↑ Statistically higher than 2022  
 ↓ Statistically lower than 2022



# Perceptions of safety in Calgary

A strong majority of Calgarians agree police services and social services should work together to address safety issues (95%) and that mental health issues and addiction are contributing to safety and crime concerns in Calgary (92%). Most (88%) also agree their opinions about safety in Calgary are driven by their personal experiences, while around four-fifths (83%) agree the ‘presence of police make me feel safe.’

Perceptions of safety in Calgary



Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents (2023: n=500; 2022: n=500)

\*Rounding

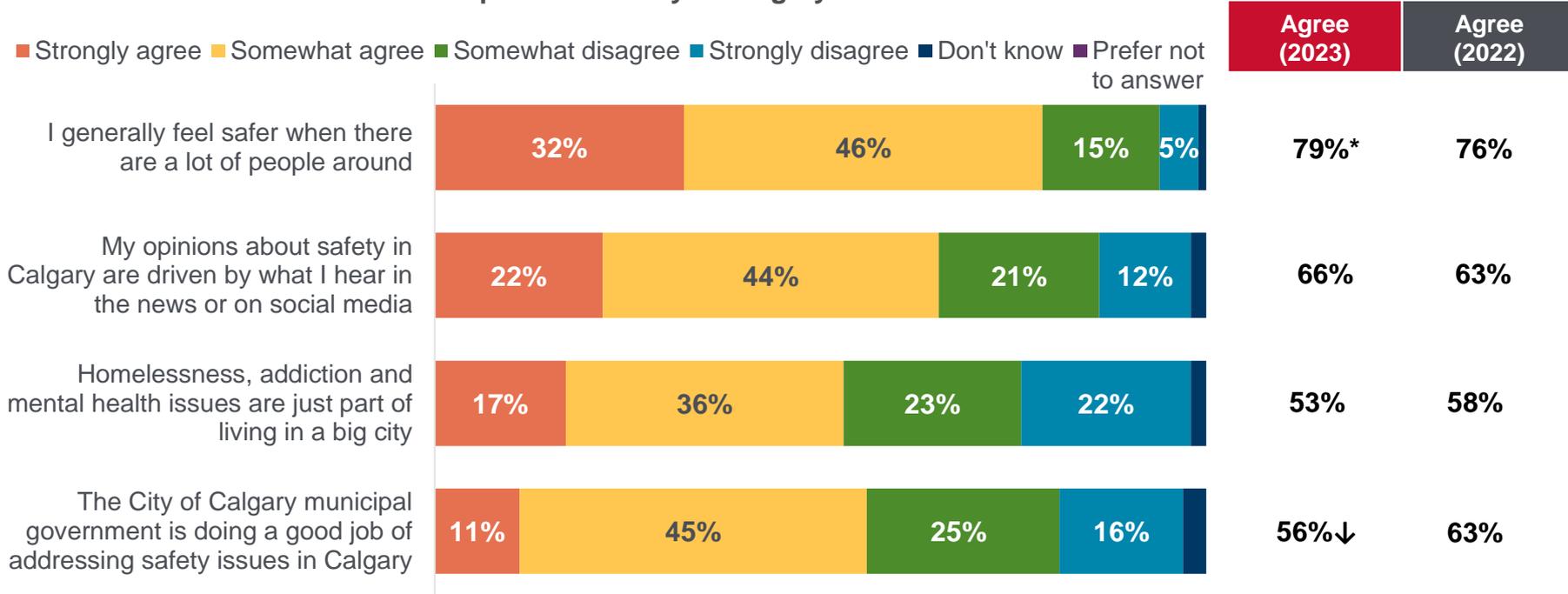
≤3% labels not shown



# Perceptions of safety in Calgary (continued)

While four-fifths (79%) agree they generally feel safer when there are a lot of people around, two-thirds (66%) agree their opinions about safety in Calgary are driven by what they hear in the news or social media. Almost three-fifths (56%) agree The City is doing a good job of addressing safety issues in Calgary, down from 63% in 2022. A similar proportion of Calgarians (53%) agree ‘homelessness, addiction and mental health issues are just part of living in a big city.’

Perceptions of safety in Calgary



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

Base: Valid respondents (2023: n=500; 2022: n=500)

\*Rounding

↑ Statistically higher than 2022  
↓ Statistically lower than 2022

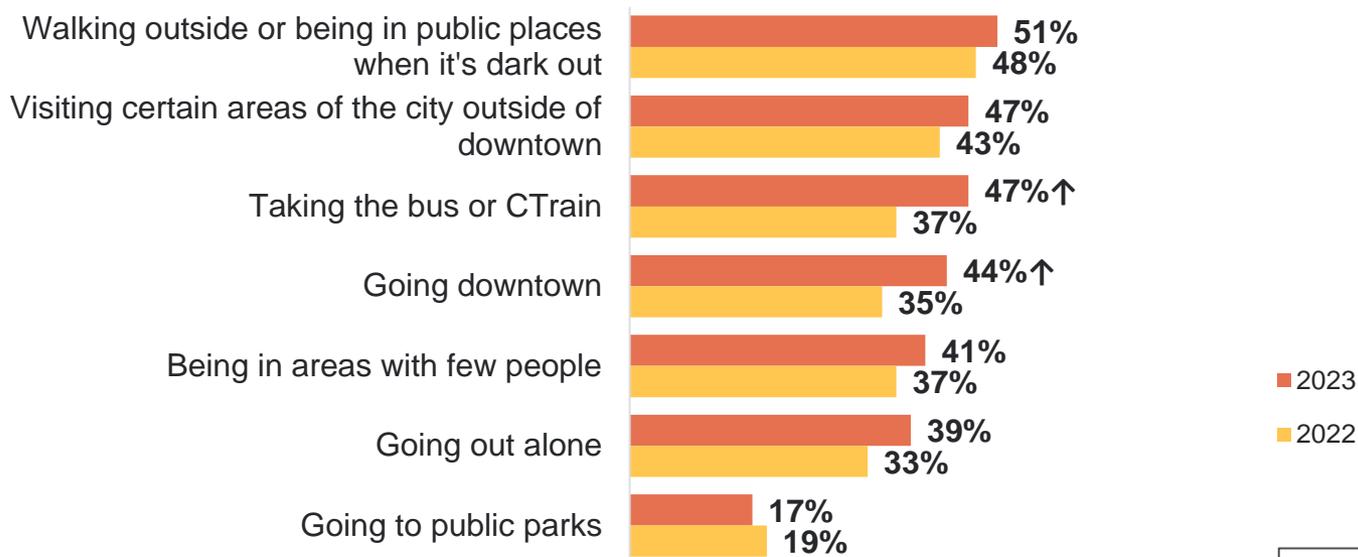
≤3% labels not shown



# Avoidance due to safety concerns

Around one-half (51%) of Calgarians say they avoid walking outside or being in public places when it is dark out due to safety concerns, a similar proportion compared to 2022 (48%). Similarly, about one-half (47%) avoid certain areas of the city outside of downtown, on par with 43% in 2022. About one-half (47%) avoid taking the bus or CTrain, a statistical increase from 37% in 2022, while fewer than one-half (44%) avoid going downtown, also a statistical increase from 35% in 2022. Two-fifths (41%) avoid being in areas where there are few people, while a similar proportion (39%) avoid going out alone, and around one-fifth (17%) do not go to public parks due to safety concerns.

## Activities and places often avoided due to safety concerns



↑ Statistically higher than 2022

Multiple responses allowed

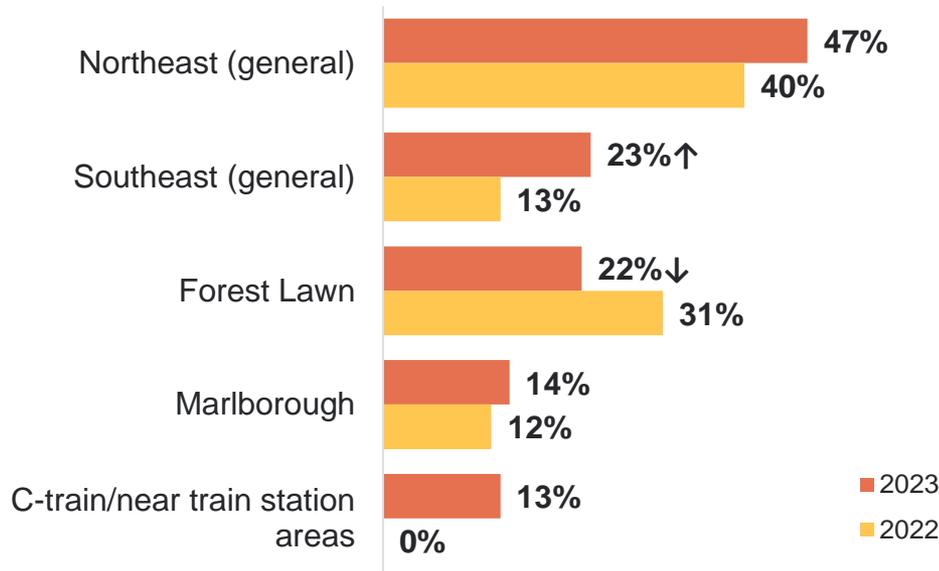
Q. Which of the following, if any, do you often avoid because of safety concerns?  
 Base: Valid respondents (2023: n=500; 2022: n=500)



# Specific areas avoided outside of downtown

Of those who said they often avoid visiting certain areas of the city outside of downtown because of safety concerns, almost one-half (47%) say they avoid the northeast in general, while one-quarter (23%) say they avoid the southeast in general. Around one-fifth (22%) say they avoid Forest Lawn specifically, while more than one-in-ten (14%) say they avoid Marlborough. A similar proportion (13%) say they avoid the areas around CTrain stations. More Calgarians are avoiding the southeast this year than last (13%), while avoidance of Forest Lawn has decreased from 31%.

Places avoided due to safety concerns



↑ Statistically higher than 2022  
 ↓ Statistically lower than 2022

Multiple responses allowed

Mentions <5% not shown

Q. You said you often avoid visiting certain areas of the city outside of downtown because of safety concerns. Which areas are those? [OPEN END]

Base: Respondents who avoid certain areas of the city outside of downtown because of safety concerns (2023: n=217; 2022: n=205)

# Detailed findings – overall safety perceptions

- **Most Calgarians consider Calgary to be safe overall, though this number has fallen over the past year.**
  - Females are less likely than males to think Calgary is safe (70% vs. 80%, respectively), as are seniors compared to younger Calgarians (63% 65 or older vs. 88% 18 to 34).
  - Other subgroups that are less likely to feel Calgary is safe overall are lower income Calgarians (64% \$45,000 to <\$75,000 vs. 83% \$75,000 to <\$105,000, 82% \$105,000 to <\$135,000 and 80% \$135,000 or more), Canadian-born Calgarians (72% vs. 82% born outside of Canada) and those who have been a victim of property crime (71% vs. 81% those who have not been a victim).
- **In comparison to other Canadian cities, a large majority of Calgarians feel Calgary is just as safe or more safe than other cities. Very few feel Calgary is less safe in comparison.**
  - Calgarians who live in the northwest are more likely than those living in the southeast or northeast to feel Calgary is more safe than other Canadian cities (50% N.W. vs. 35% S.E. and 34% N.E.). Calgarians who were not born in Canada are also more likely to feel Calgary is more safe than those born in Canada (51% vs. 36%, respectively), as are Racialized Calgarians (50% vs. 37% who do not identify as Racialized).
- **Calgarians agree that both personal experience as well as media, traditional and social, have an influence on their perceptions of safety.**
  - Those more likely to agree their opinions about safety are driven by what they hear in the news or on social media include females (71% vs. 60% males), immigrants (73% vs. 62% born in Canada) and Racialized Calgarians (75% vs. 62% non-Racialized).
  - Those who have experienced property crime are less likely to indicate that their opinions are driven by news and social media (60% vs. 73% of those who have not experienced property crime). The same is true of those who have experienced violent crime or threatening behaviour, with 55% agreeing news and social media drives their opinions of safety vs. 72% of Calgarians without those experiences.
  - Calgarians more likely to agree their opinions about safety are driven by personal experience are younger (91% 18 to 34 and 90% 35 to 64 vs. 78% 65 or older), have children in their household (94% vs. 85%), work downtown (96% vs. 85%) or have been downtown frequently (92% vs. 84%), or have been victims of a violent crime/threatening behaviour (92% vs. 85%).

# Detailed findings – overall safety perceptions (continued)

- **The majority of Calgarians agree that police presence and having lots of people around contribute to feelings of safety.**
  - Calgarians with children in their household are more likely to feel police presence makes them feel safe (88% vs. 80% without children), as are Racialized Calgarians (90% vs. 80% non-Racialized).
  - Those who visit downtown frequently are less likely to feel police presence makes them feel safe (79% vs. 87% of infrequent downtown visitors). Victims of violent crime are also less likely to agree with this (76% vs. 87%).
  - Racialized Calgarians (89%) and immigrants (87%) agree that having lots of people around contributes to feelings of safety to a greater degree than other Calgarians (75%).
  - Victims of violent crime and threatening behaviour are less likely to agree that being around lots of people makes them feel safer (73% vs. 82% without this experience)
- **Safety is a complex issue. There is understanding among Calgarians that mental health issues and addiction are contributing factors, though some see this as part of living in a big city.**
  - Nine-in-ten (92%) Calgarians agree that mental health and addiction are contributing to safety and crime concerns in Calgary while one-half (53%) feel homelessness, addiction and mental health issues are just part of living in a big city.
    - Those with children in their household are more likely to agree these issues are part of big-city life (60% vs. 49% without children in the home) as do immigrants (63% vs. 48% of those born in Canada).
    - Those who have been victims of property crime or violent crimes are less likely to agree that these issues are part of living in a big city (49% vs. 59% and 46% vs. 57%, respectively).
- **While there is nearly universal agreement that police and social services should work together to address safety issues, there is room for The City to do more. Agreement The City is doing a ‘good’ job in this area has declined since last year.**
  - Male Calgarians are more likely than females to feel The City is doing a good job of addressing safety issues (63% vs. 49%), as are those with children in their household (63% vs. 53% without) and immigrants (65% vs. 52%).
  - Those who have been victims of violent crimes or threatening behaviour are less likely to agree The City is doing a good job of addressing safety issues (45% vs. 62% without this experience).

# Detailed findings – overall safety perceptions (continued)

- **Female Calgarians are much more likely than males to alter their behaviour as a result of safety concerns. Victims of crime, immigrants, Racialized Calgarians and lower income Calgarians also alter some behaviours on account of safety concerns, though not to the extent that females do.**
  - Behaviours females are more likely to avoid than men, due to safety concerns, include:
    - Walking outside or being in public places when it is dark out (71% vs. 30% males)
    - Visiting certain areas of the city outside of downtown (54% vs. 39%)
    - Being in areas where there are few people (56% vs. 26%)
    - Taking the bus or CTrain (58% vs. 36%)
    - Going downtown (53% vs. 35%)
    - Going out alone (57% vs. 20%)
    - Going to public parks (22% vs. 13%)
  - Lower income Calgarians are more likely to say they avoid going to public parks because of safety concerns than wealthier Calgarians (23% <\$45K and 28% \$45K to <\$75K vs. 9% \$135K+).
  - Immigrants are more likely than those born outside of Canada to avoid public parks (27% vs. 13%, respectively), and to avoid areas with few people (50% vs. 37%). The same is true of Racialized Calgarians with 26% avoiding public parks (vs. 14% non-Racialized) and 50% avoiding areas with few people (vs. 38% non-Racialized).
  - Calgarians who have been a victim of violent crime or a threatening behaviour are more likely than others to avoid taking the bus or CTrain (61% vs. 39%) due to safety concerns.



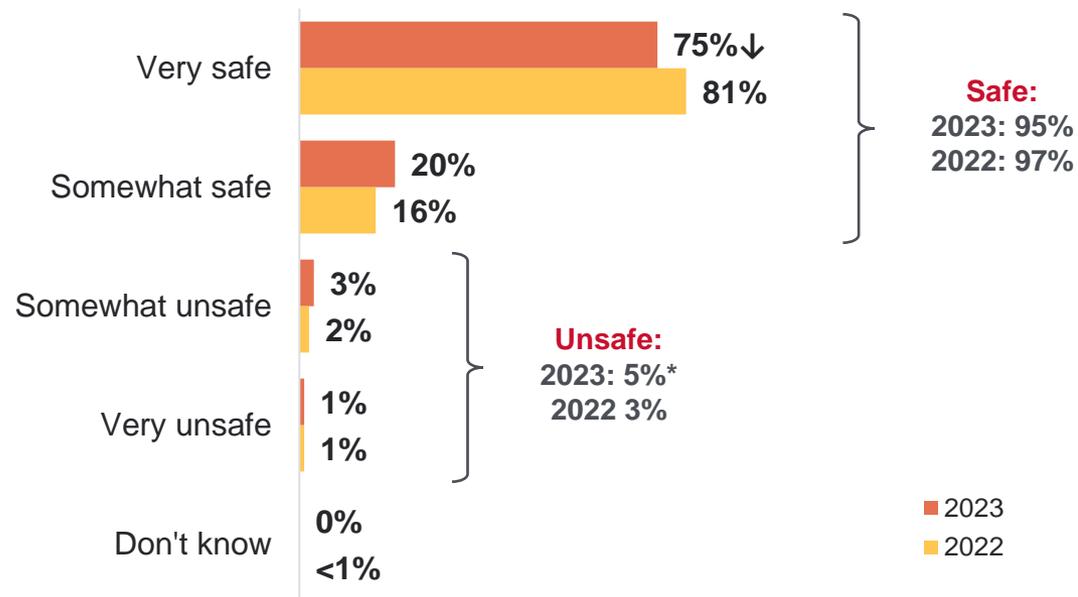
# Community safety perceptions



# Safety in own community

A strong majority (95%) of Calgarians feel or would feel safe walking alone within their own community **during the day**, including 75% who feel 'very' safe. Those feeling 'very' safe is down from 81% in 2022. Conversely, a small minority (5%) of Calgarians feel or would feel unsafe.

**Sense of safety walking alone in one's own community during the day**



↓ Statistically lower than 2022

\*Rounding

Q. How safe or unsafe do you feel or would you feel walking alone in your community during the day?  
 Base: Valid respondents (2023: n=500; 2022: n=500)



# Safety in own community (continued)

Calgarians feel less safe walking in their community after dark than they do during the day. Around three-quarters (76%) feel safe walking in their own community after dark, including 38% who feel 'very' safe.



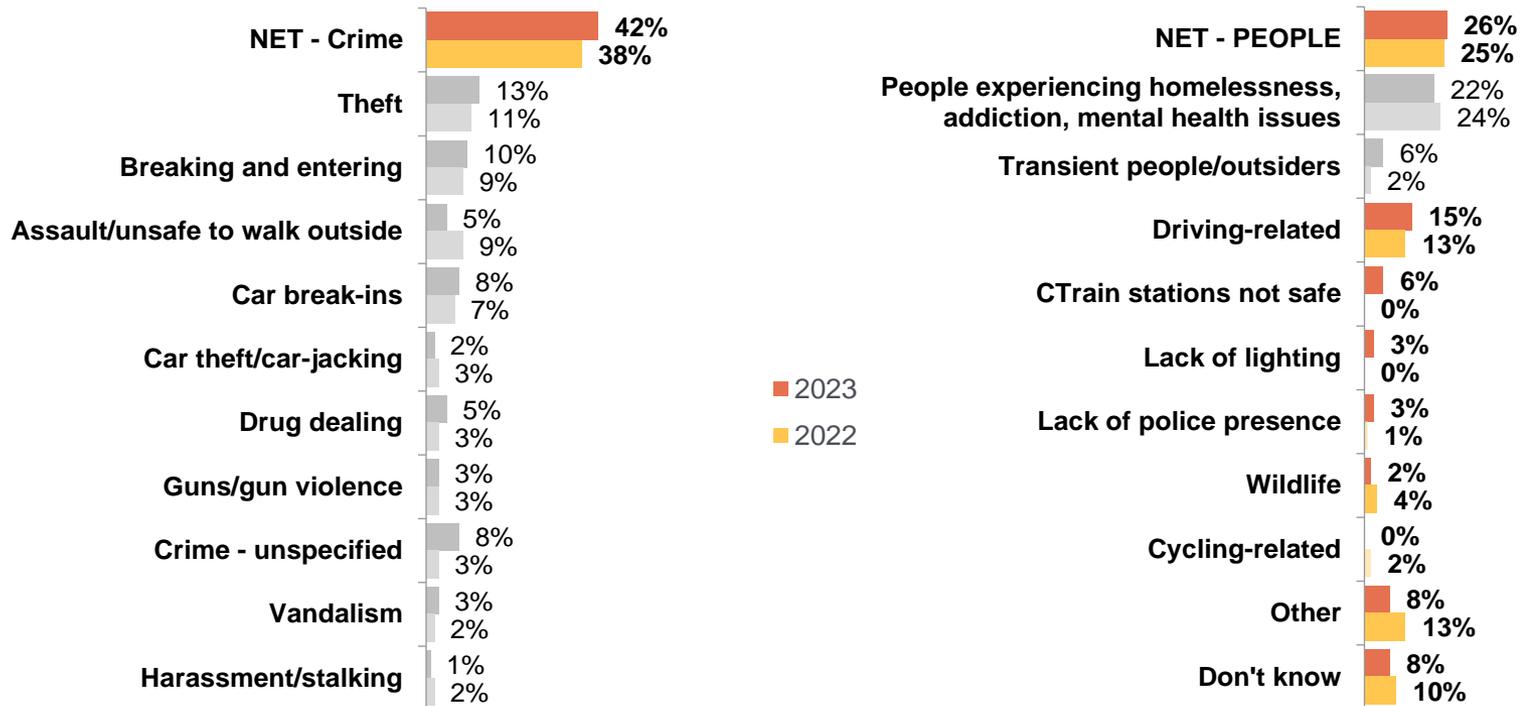
Q. How safe or unsafe do you feel or would you feel walking alone in your community after dark?  
Base: Valid respondents (2023: n=500; 2022: n=500)



# Main safety concerns about community

Around two-fifths (42%) of Calgarians mention something crime-related as their main safety concern in the community. One-quarter (26%) cite concerns related to people experiencing homelessness, addiction and/or mental health issues as well as transient people/ “outsiders.” Less than one-fifth (15%) cite “driving related” concerns, while a large minority (6%) say they have concerns about CTrain stations in their communities.

## Community safety concerns



Q. Thinking about your community specifically, what are your main safety concerns? [OPEN-END]

Base: All respondents (2023: n=500) (2022: n=500)

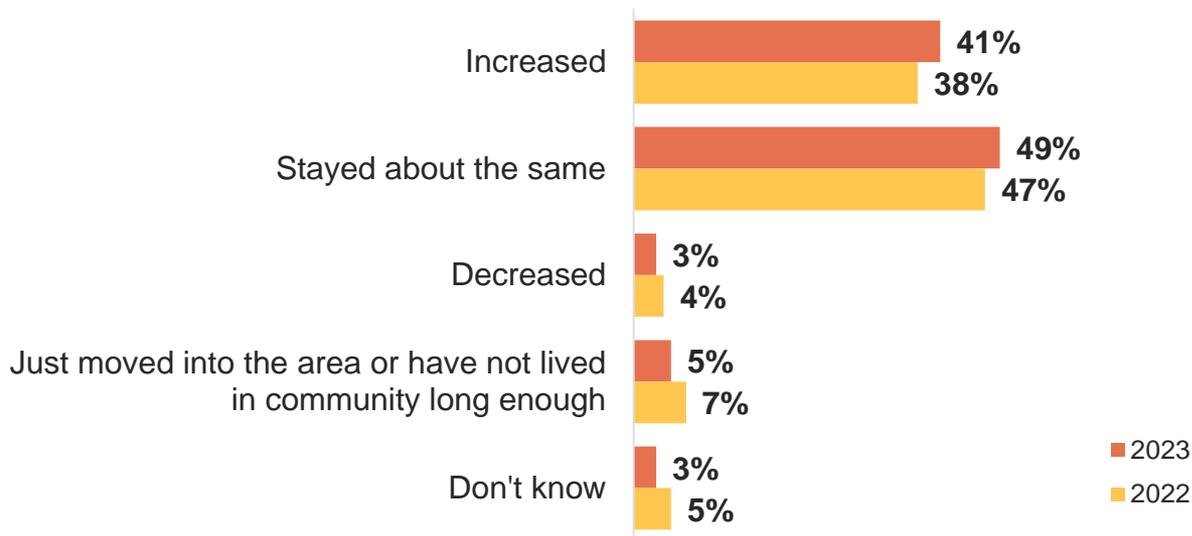
Multiple mentions allowed



# Perceptions of crime in community

While one-half (49%) of Calgarians have not noticed a change in the amount of crime in their own community over the past three years, four-in-ten (41%) Calgarians feel that crime in their community has increased during that time frame. Only 3% of Calgarians feel crime in their neighbourhood has decreased during the last three years.

**Perceptions of change in amount of crime in one's community in the past three years**



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

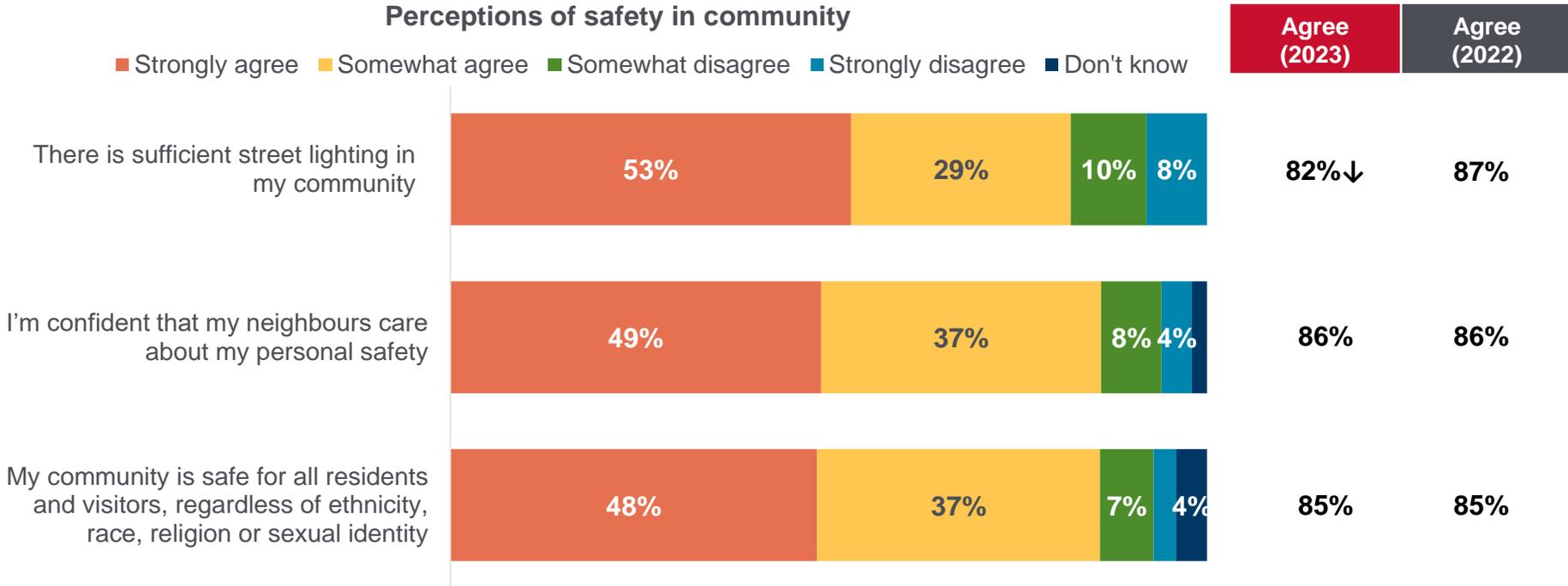
Base: Valid respondents (2023: n=500; 2022: n=500)



# Perceptions of safety in community

The majority of Calgarians agree there is sufficient street lighting in their community (82%), including 53% that ‘strongly’ agree. A majority are also confident their neighbours care about their personal safety (86%) and that their community is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity (85%). There has been a statistical decrease in the proportion of Calgarians finding street lighting to be sufficient (82% in 2023 vs. 87% in 2022).

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: All respondents (2023: n=500; 2022: n=500)

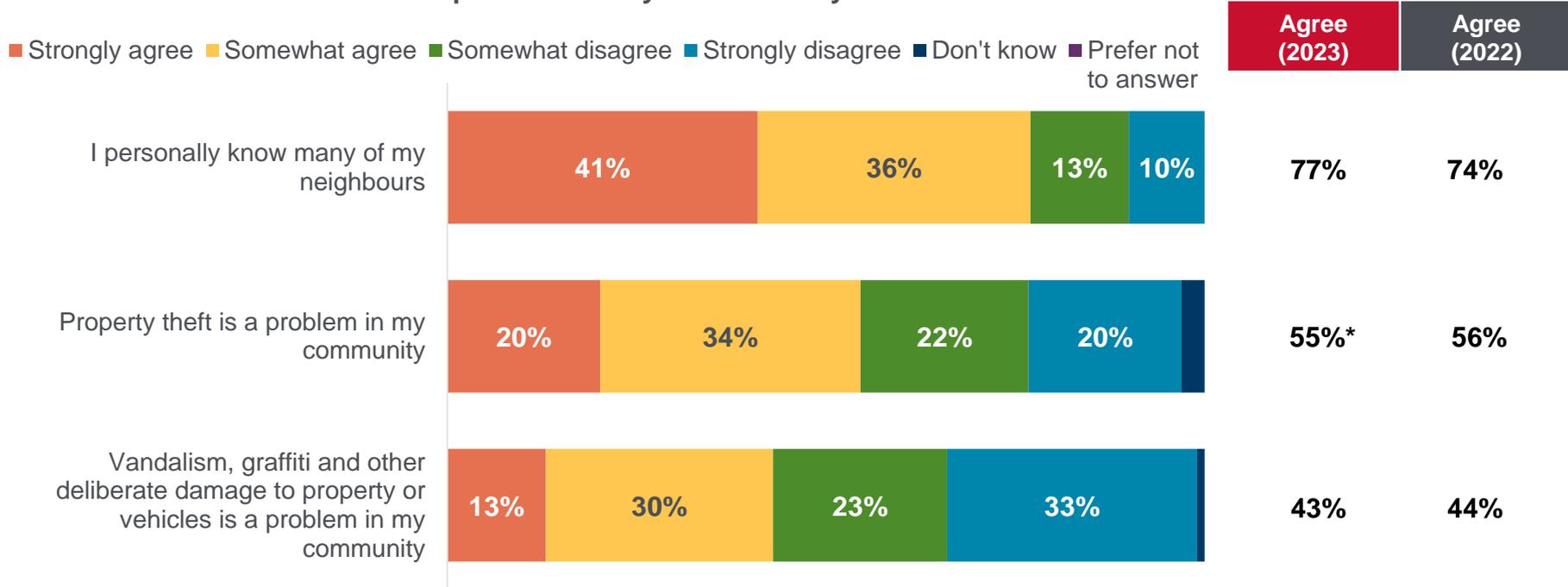
↓ Statistically lower than 2022  
 ≤3% labels not shown



# Perceptions of safety in community (continued)

Three-quarters of Calgarians personally know many of their neighbours (77%). A slight majority (55%) agree property theft is a problem in their community and less than one-half (43%) agree vandalism, graffiti and other deliberate damage to property or vehicles is a problem in their community. Perceptions on these measures have not shifted since last year.

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: All respondents (2023: n=500; 2022: n=500)

\*Rounding  
 ≤3% labels not shown

# Detailed findings – community safety perceptions

- **Generally speaking, Calgarians feel very safe in their own communities. However, they are more comfortable during the daytime than after dark.**
  - Calgarians who reside in the northwest or southwest feel safer **during the day** than those in the southeast (98% N.W. and 98% S.W. vs. 91% S.E.).
  - Females are less likely than males to say they feel or would feel safe walking alone **after dark** in their community (66% vs. 86%, respectively), as are older Calgarians (66% 65 or older vs. 81% 18 to 34 and 76% 35 to 64) and those residing in the northeast (56% N.E. vs. 85% N.W., 77% S.W. and 76% S.E.). Those with lower incomes are also less likely to feel safe walking alone in their own community after dark (62% <\$45K and 65% \$45K to <\$75K vs. 82% \$75K to <\$105K, 84% \$105K to <\$135K and 85% \$135K+).
  - Those aged 34-65 are more likely than both younger and older Calgarians to say crime has ‘increased’ in their community in the past three years (48% 35 to 64 vs. 33% 18 to 24 and 34% 65 or older). Victims of property crime (49% vs. 29% non-victims) and violent crime or threatening behaviour (50% vs. 36%) are also more likely to say crime has increased in their community.
  - Newer Calgarians are less likely to say crime has ‘increased’ in their community in the past three years (26% who have lived in Calgary 10 years or less vs. 45% 10 to <20 years and 44% 20+ years).
- **Victims of property and/or violent crime are less likely to have positive perceptions of safety in their own neighbourhood.**
  - Universally, Calgarians agree that their neighbours care about their personal safety (86%).
  - As would be expected, Calgarians who have been victims of property crimes are more likely to agree that Vandalism, graffiti and other deliberate damage to property or vehicles are a problem (51% vs. 32% non-victims) and that property theft (67% vs. 37% non-victims) is a problem in their community.
  - Those who have been victims of violent crimes or threatening behaviour are less likely to agree that there is sufficient street lighting in their community (72% vs. 88% non-victims) and that their community is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity (79% vs. 88% non-victims).
  - On the other hand, immigrants are more likely to agree their community is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity (91% vs. 82% born in Canada).



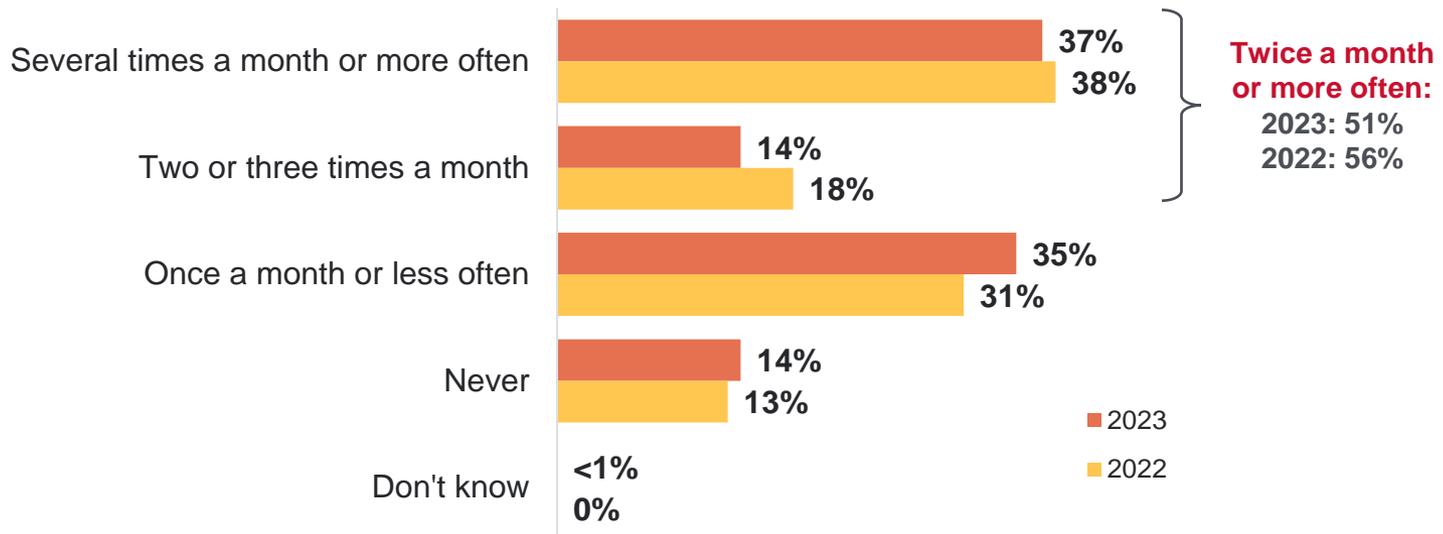
# Perceptions of safety in downtown Calgary



# Frequency of visiting downtown

Among those not living downtown, a slight majority (51%) of Calgarians have visited downtown twice a month or more often in the past six months, with nearly two-fifths (37%) having visited downtown several times a month or more often. Just more than one-tenth (14%) have not been downtown in the past six months.

Frequency of visiting downtown for any reason in past 6 months



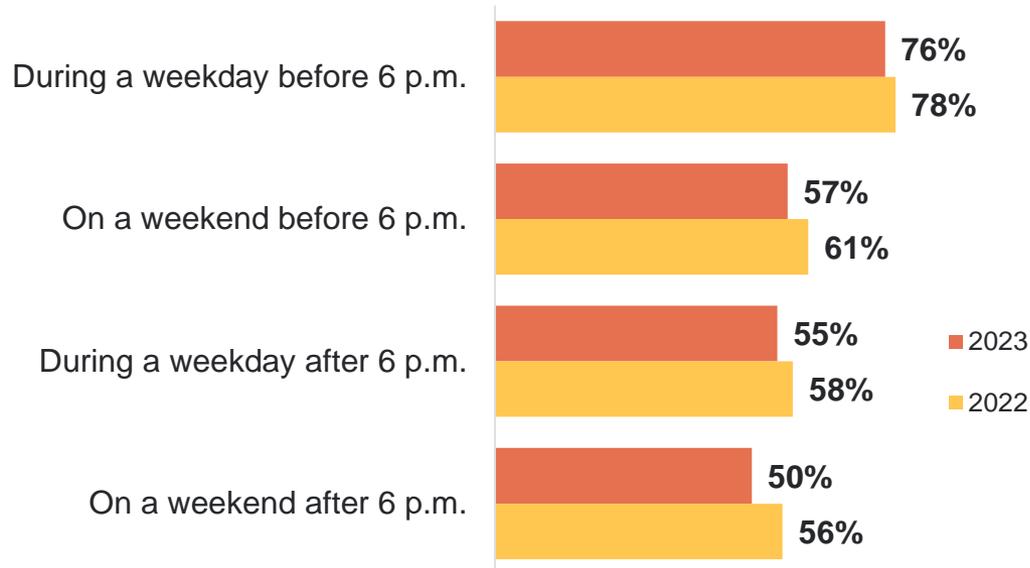
Q. In the past 6 months, how often have you visited downtown for any reason?  
Base: Respondents who do not live downtown (2023: n=467; 2022: n=469)



# Times visited downtown

In the past six months, Calgarians visited downtown at a variety of times, with three-quarters (76%) of Calgarians who visited downtown doing so before 6 p.m. on a weekday. A slight majority visited on a weekday after 6 p.m. (55%) and/or a weekend before 6 p.m. (57%), while exactly one-half (50%) were downtown on a weekend after 6 p.m.

Times visited downtown in past 6 months



Q. And when you've visited downtown in the past 6 months, which of the following times were you there?  
 Base: Respondents who visited downtown in the past 6 months (2023: n=386; 2022: n=399)

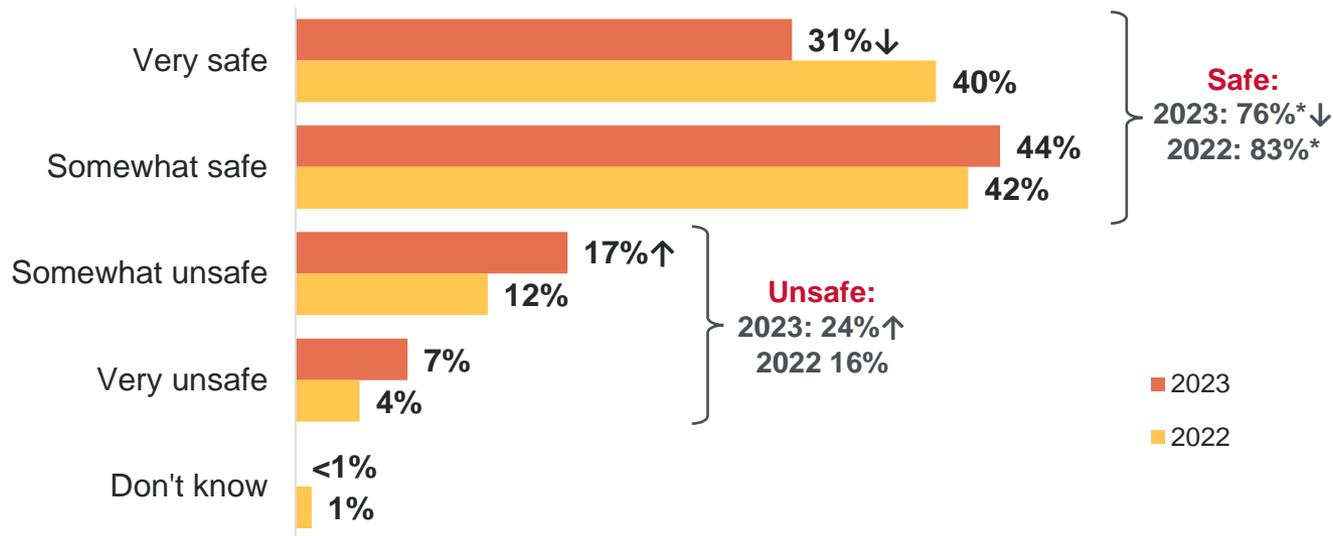
Multiple responses allowed



# Safety downtown

Three-quarters (76%) of Calgarians who live outside of downtown feel or would feel safe walking alone downtown during the day, down statistically from 2022 (83%). Those that feel or would feel 'very' safe declined from 40% in 2022 to 31% this year.

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



↑ Statistically higher than 2022  
↓ Statistically lower than 2022

\*Rounding

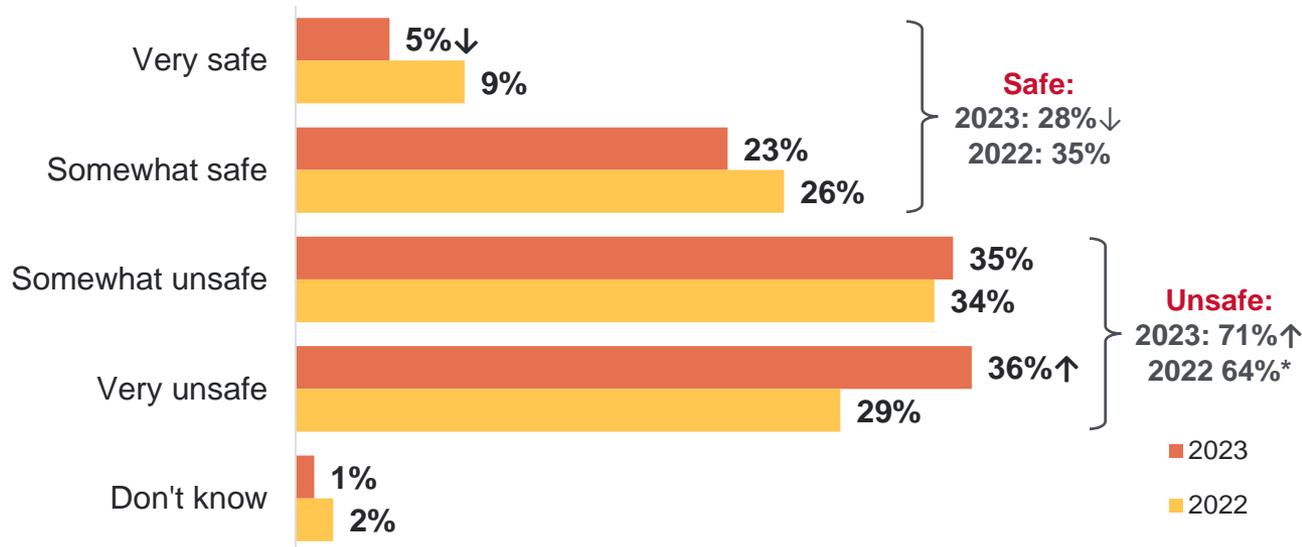
Q. How safe or unsafe do you feel or would you feel walking alone downtown during the day?  
Base: Respondents who do not live downtown (2023: n=467; 2022: n=469)



# Safety downtown (continued)

Nearly three-in-ten (28%) Calgarians who live outside of downtown say they do or would feel safe walking alone downtown after dark, down from 35% in 2022. Only 5% say they do or would feel 'very' safe, also down from 2022 (9%). Conversely, seven-in-ten (71%) do or would feel unsafe walking alone downtown after dark, up from 64% in 2022.

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



↑ Statistically higher than 2022  
↓ Statistically lower than 2022

\*Rounding

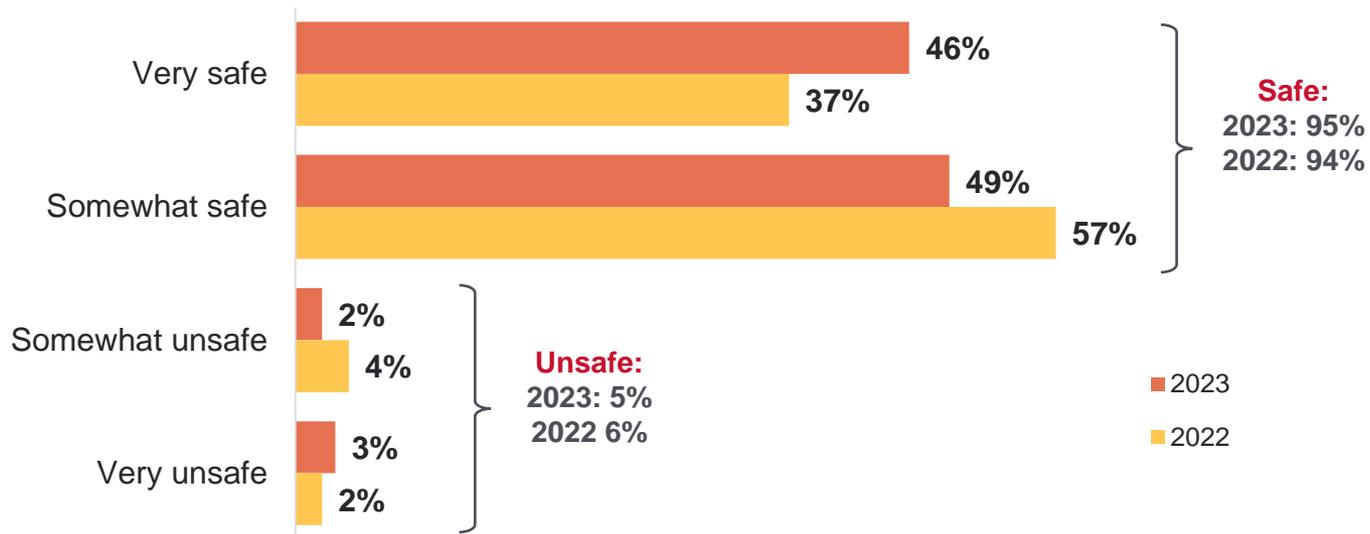
Q. How safe or unsafe do you feel or would you feel walking alone downtown after dark?  
Base: Respondents who do not live downtown (2023: n=467; 2022: n=469)



# Safety downtown (continued)

The vast majority (95%) of downtown residents do or would feel safe walking alone downtown, but outside of their own community, during the day.

**Sense of safety walking alone downtown during the day among Calgarians who live downtown\*\***



Q. How safe or unsafe do you feel or would you feel walking alone downtown during the day?  
Base: Respondents who live downtown (2023: n=33\*\*; 2022: n=31\*\*)

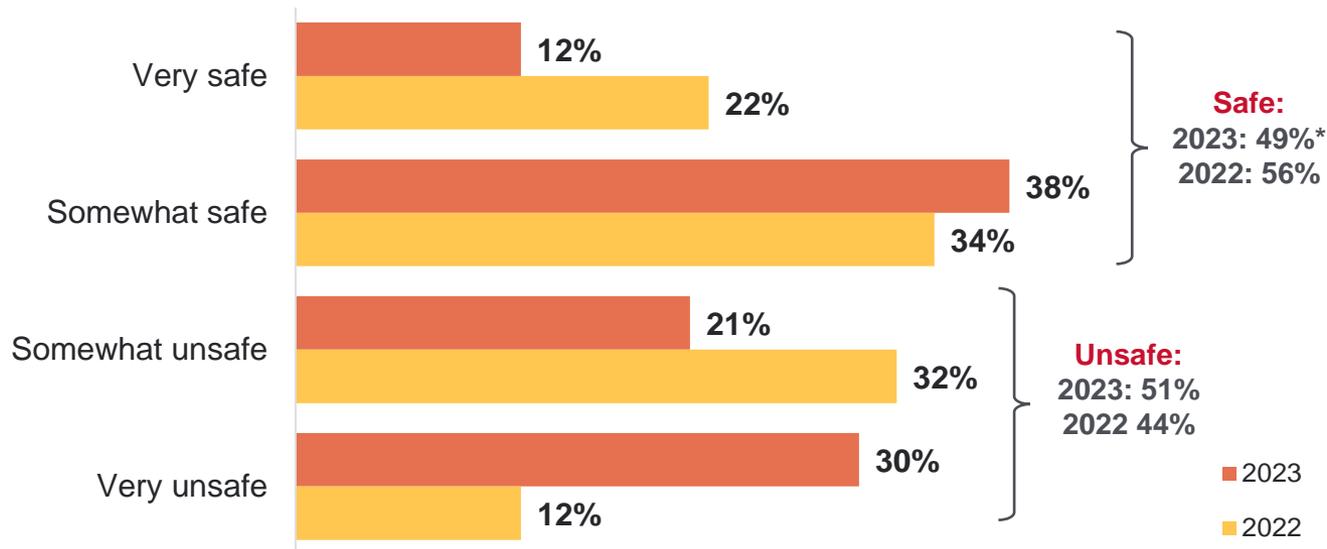
\*\*Caution: small sample size



# Safety downtown (continued)

Downtown residents are evenly split on how safe they do or would feel walking alone downtown outside of their own community after dark, with 49% stating they would feel safe and 51% indicating they would feel unsafe.

**Sense of safety walking alone downtown after dark among  
Calgarians who live downtown\*\***



\*Rounding

\*\*Caution: small sample size

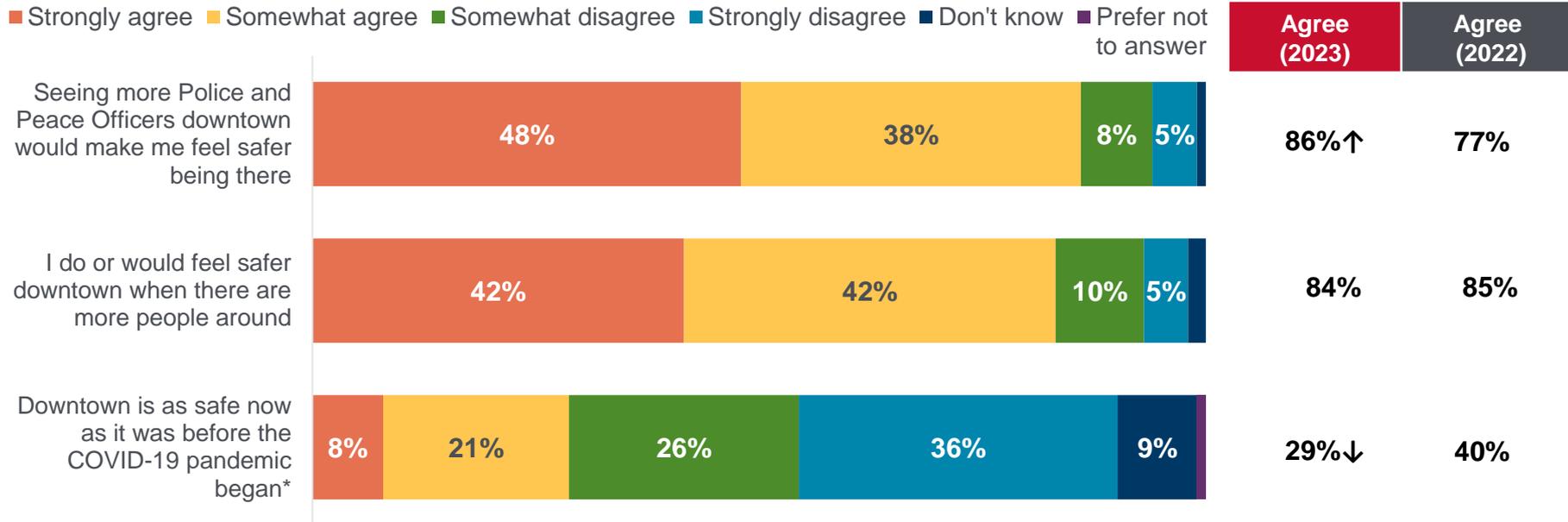
Q. How safe or unsafe do you feel or would you feel walking alone downtown after dark?  
Base: Respondents who live downtown (2023: n=33\*\*; 2022: n=31\*\*)



# Perceptions of safety in downtown Calgary

The majority of Calgarians agree they do our would feel safer downtown when there are more people around (84%) and that seeing more Police and Peace Officers downtown would make them feel safer being there (86%), up from 77% in 2022. Only one-in-three (29%) Calgarians agree that downtown Calgary is as safe now as it was before the pandemic began, down from 40% in 2022.

Perceptions of safety in downtown Calgary



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

Base: All respondents (2023: n=500; 2022: n=500)

↑ Statistically higher than 2022  
↓ Statistically lower than 2022

≤3% labels not shown

# Detailed findings – Safety perceptions of downtown Calgary

- **Those who live downtown feel safer walking around downtown alone, day or night, than those that do not live downtown. That said, both downtown residents and Calgarians that live outside of downtown feel safer walking alone downtown during the day than after dark.**
  - Females are less likely than males to feel safe walking alone downtown **during the day** (70% vs. 82%, respectively), as are those who have been victims of violent crimes or threatening behaviour (67% vs. 81% non-victims).
  - Females are also less likely than males to feel safe walking alone downtown **after dark** (12% vs. 44%). Seniors aged 65+ are also less likely to feel safe compared to younger Calgarians (18% 65+ vs. 29% 35 to 64 and 32% 18 to 34). In addition, those Calgarians with lower incomes are less likely to feel safe walking alone downtown after dark than those with higher incomes (17% <\$45K and 15% \$45K to <\$75K vs. 42% \$75K to <\$105K, 31% \$105K to <\$135K and 32% \$135K+).
- **Fewer Calgarians feel downtown Calgary is safe as it was prior to the pandemic. Having more people around and having more Police and Peace Officers downtown would serve to increase the feeling of safety.**
  - Males are more likely than females to think downtown is as safe now as it was pre-pandemic (34% vs. 24, respectively).
  - Those with children in their household are more likely to agree that having more people around downtown would make them feel safer (91% vs. 81% without). This is also true of frequent visitors to downtown (88% vs. 79% who visit less than once a month), Racialized Calgarians (89% vs. 81% non-Racialized) and those with higher incomes (94% \$135K+ vs. 81% <\$45K, 75% \$45K to <\$75K and 81% \$75K to <\$105K).
  - Those who visit downtown once per month or less often (91% vs. 83% who visit two or more times per month) and Racialized Calgarians (95% vs. 84% non-Racialized) agree that seeing more Police and Peace Officers downtown would make them feel safer.



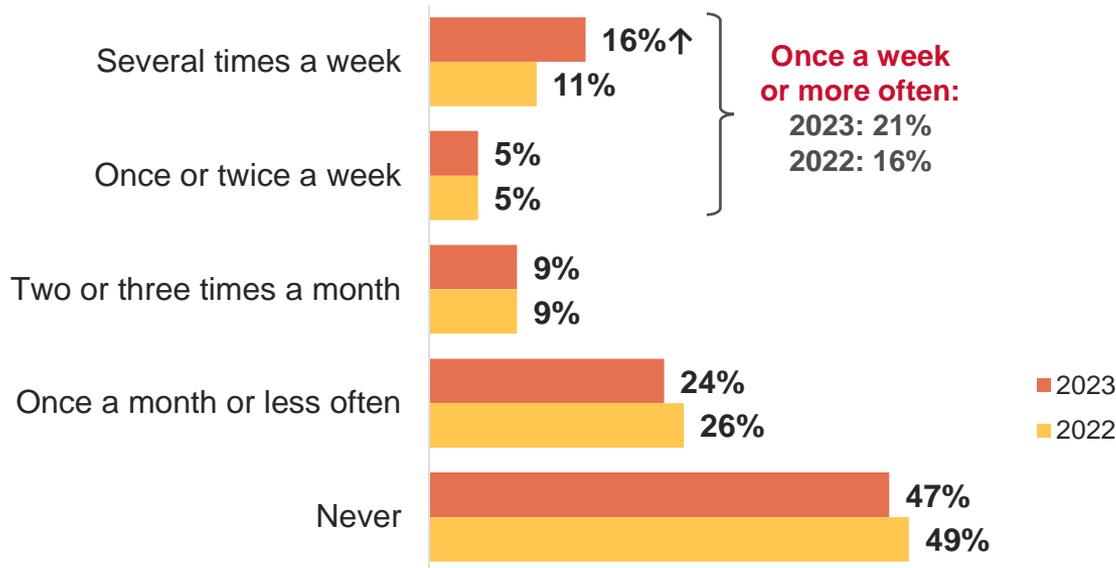
# Transit safety perceptions



# Frequency of using Calgary Transit

A small minority (16%) of Calgarians used Calgary Transit at least once a week over the past six months while one-half (49%) have not used it at all in this timeframe. Those using Calgary Transit several times a week has increased since last year, likely on account of more people returning to the office following the pandemic.

Frequency of using Calgary Transit in past 6 months



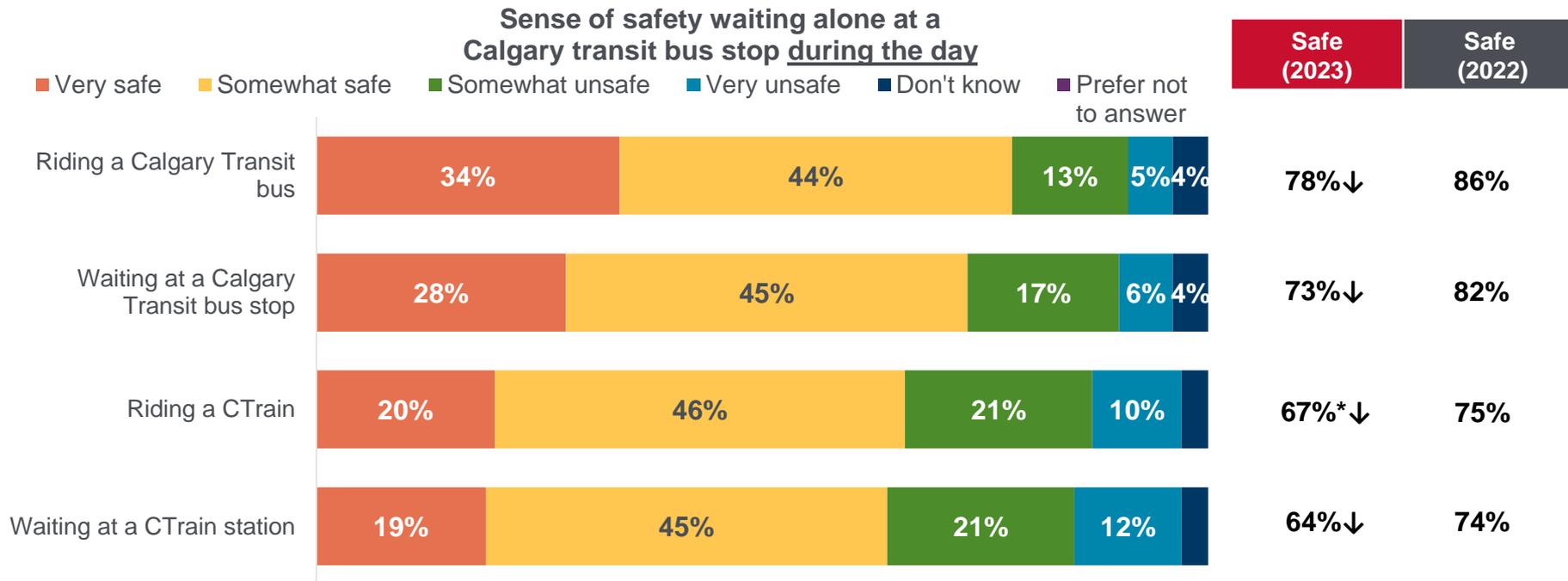
Q. In the past 6 months, how often have you used Calgary Transit, including buses and the CTrain?  
Base: Valid respondents (2023: n=500; 2022: n=500)

↑ Statistically higher than 2022  
↓ Statistically lower than 2022



# Perceptions of safety: Calgary Transit during the day

Calgarians indicate they feel or would feel more safe, alone during the day, on Calgary Transit buses (78% safe) and at bus stops (73%), than they feel riding the CTrain (67%) or waiting for the CTrain (64%). Compared to last year, Calgarians feel less safe during the day while riding buses and the Ctrain, and while waiting at bus stops and CTrain stations.



↓ Statistically lower than 2022

\*Rounding

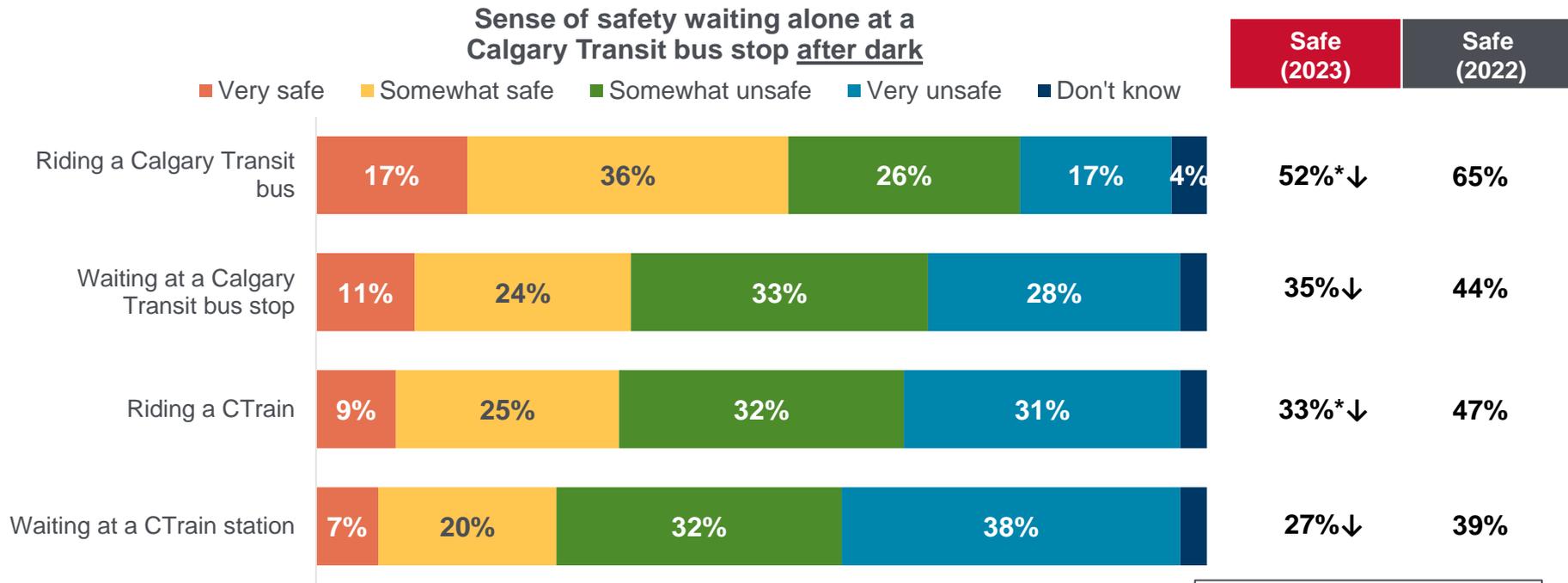
≤3% labels not shown

Q. How safe or unsafe do you feel or would you feel doing the following alone during the day?  
Base: Valid respondents (2023: n=500; 2022: n=500)



# Perceptions of safety: transit after dark

In general, Calgarians feel more safe taking transit when alone in the daytime than they do after dark. That said, they feel or would feel most safe riding a Calgary Transit bus (52% safe) alone after dark. Around one-third of Calgarians feel or would feel safe, alone after dark, at bus stops (35%) or while riding the CTrain (33%). Fewer than three-in-ten (27%) would feel safe waiting for the CTrain alone after dark. All measures are down from 2022.



↓ Statistically lower than 2022

\*Rounding

≤3% labels not shown

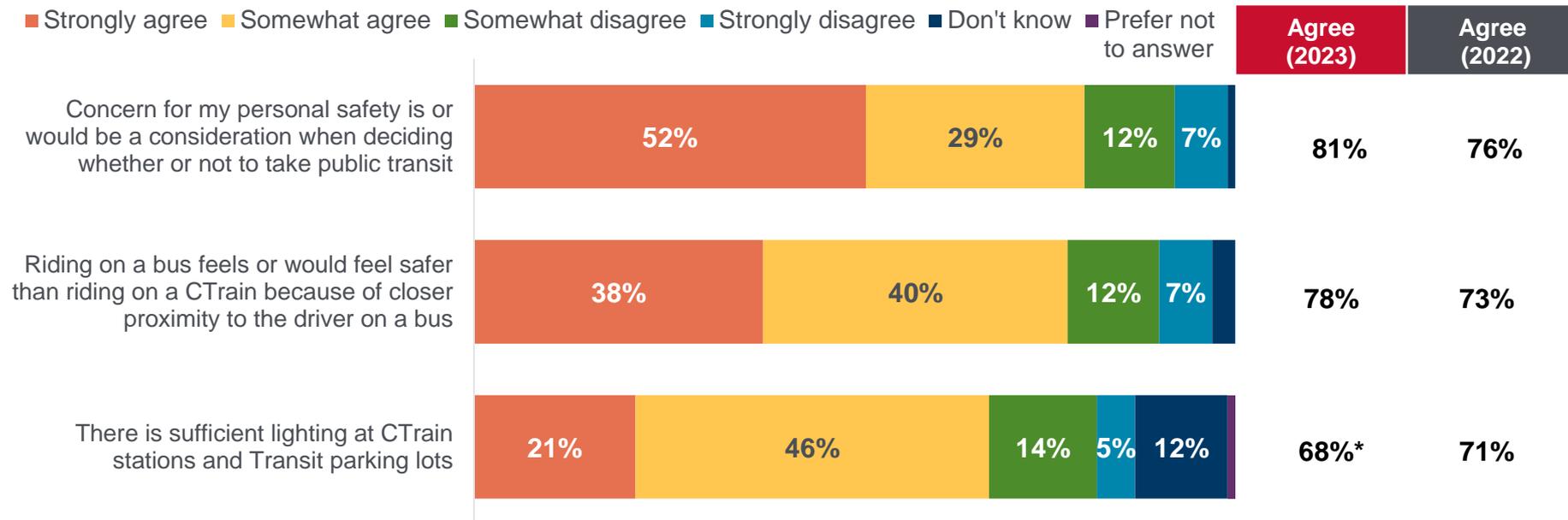
Q. How safe or unsafe do you feel or would you feel doing the following alone after dark?  
 Base: Valid respondents (2023: n=500; 2022: n=500)



# General perceptions of transit safety

Eight-in-ten (81%) Calgarians agree that concern for their personal safety is or would be a consideration when deciding whether or not to take public transit. Nearly as many (78%) agree riding on a bus feels or would feel safer than riding on a CTrain because of closer proximity to the driver on a bus. Approximately two-thirds (68%) of Calgarians think there is sufficient lighting at CTrain stations and Transit parking lots.

General perceptions of transit safety



Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
 Base: Valid respondents (2023: n=500; 2022: n=500)

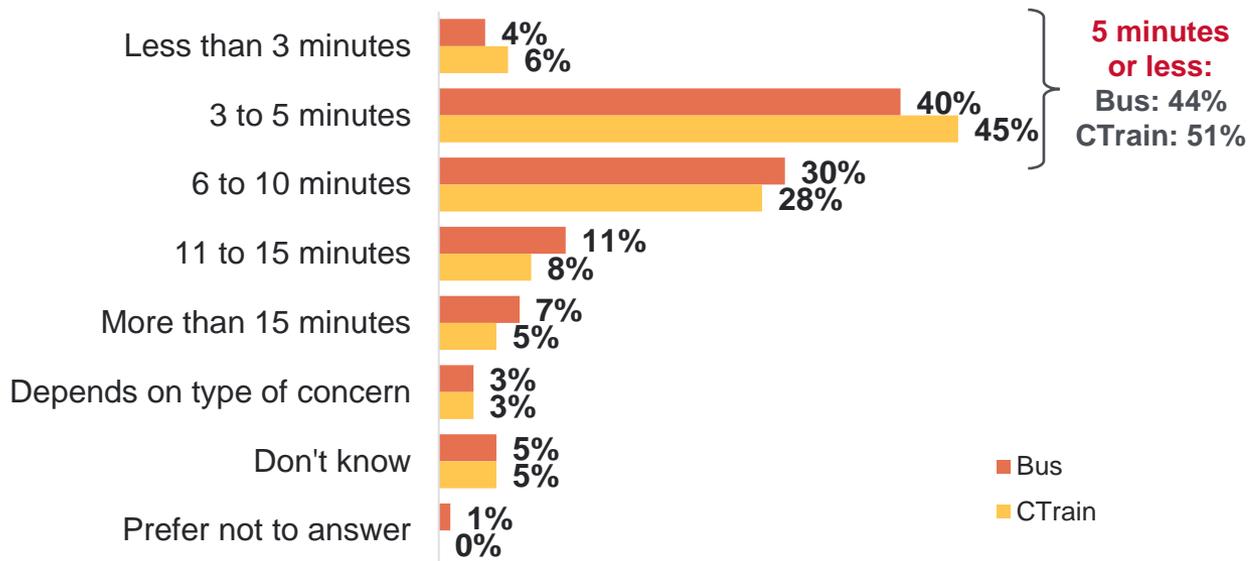
\*Rounding  
 ≤3% labels not shown



# Expected response time for safety concerns on transit

Nearly one-half (51%) of Calgarians feel that a uniformed officer should respond to the scene of a safety concern on a CTrain within 5 minutes, while 44% expect that response time for safety concerns on Calgary Transit buses. An additional three-in-ten Calgarians feel a response time of up to ten minutes is reasonable (30% bus, 28% CTrain).

Response time expectations for safety concerns on Calgary Transit



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? . . . On a CTrain?

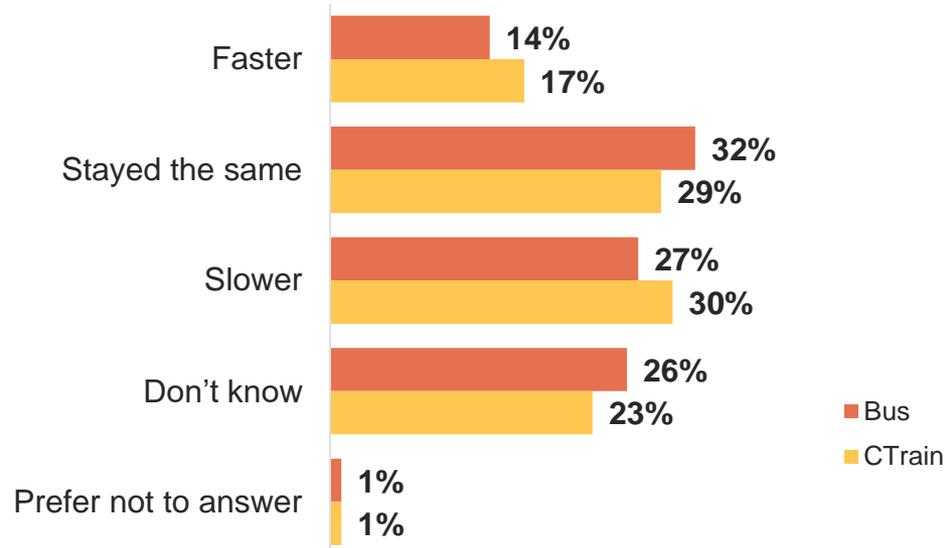
Base: Valid respondents (n=500)



# Perceived change in response time for safety concerns on Transit

Calgarians are somewhat divided on whether they think response times on Calgary Transit have changed over the past 12 months. Around three-in-ten feel the response time on both bus (32%) and CTrain (29%) have stayed the same, while a similar proportion feel it has gotten slower (27% bus, 30% CTrain). Fewer than two-in-ten feel the response times have improved (14% bus, 17% CTrain), while a quarter of Calgarians are unsure (26% bus, 23% CTrain).

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



Q. 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 safety incidents on a Calgary Transit Bus or Transit Bus Shelter? . . . On a Calgary Transit CTrain or CTrain station?

Base: Valid respondents (n=500)

# Detailed findings – transit safety perceptions

- **Regardless of bus or train, day or night, Calgarians feel less safe on transit than they did last year. Females continue to feel much less safe than men on transit.**
  - Females are less likely than men to feel safe with the following aspects of transit:
    - Riding a Calgary Transit bus during the day (73% vs. 84% males) or after dark (40% vs. 65%)
    - Waiting at a Calgary Transit bus stop during the day (67% vs. 78% males) or after dark (20% vs. 51%)
    - Riding a CTrain during the day (59% vs. 74% males) or after dark (17% vs. 51%)
    - Waiting at a CTrain station during the day (57% vs. 72% males) or after dark (13% vs. 41%)
  - Older Calgarians are less likely than younger Calgarians to feel safe when:
    - Riding a Calgary Transit bus during the day (69% 65+ vs. 80% 35 to 64 and 81% 18 to 34)
    - Waiting at a Calgary Transit bus stop after dark (25% 65+ vs. 35% 35 to 64 and 42% 18 to 34)
    - Riding a CTrain during the day (54% 65+ vs. 67% 35 to 64 and 73% 18 to 34)
    - Waiting at a CTrain station during the day (52% 65+ vs. 64% 35 to 64 and 72% 18 to 34)
  - Those who use Calgary Transit frequently (weekly) are less likely to feel safe when riding transit or waiting at a bus stop during the day (74% and 70%, respectively) than infrequent (monthly or annually) transit users (90% and 84%, respectively).
  - Victims of violent crime or threatening behaviour are less likely to feel safe when riding a CTrain or waiting at a CTrain station during the day (58% and 55%, respectively) than non-victims (71% and 69%, respectively).
  - Those living in the northeast feel less safe riding the bus during the day than residents of northwest or southwest Calgary (66% N.E. vs. 80% N.W. and 85% S.W.) as do those with lower incomes (65% <\$45K and 72% \$45K to <\$75K vs. 87% \$75K to <\$105K, 89% \$105K to \$135K and 85% \$135K+).



# Detailed findings – transit safety perceptions

- **Personal safety is a consideration for the majority of Calgarians. Most believe the bus feels safer than the CTrain because of the presence of the driver.**
  - Females are more likely than males to agree their personal safety is a consideration regarding using public transit (87% vs. 75%, respectively) as are those with children in their household (87% vs. 78% without children).
  - Females are less likely than males to agree there is sufficient lighting at CTrain stations and Transit parking lots (62% vs. 74%, respectively) while Racialized Calgarians are more likely to agree there is sufficient lighting (75% vs. 65% non-Racialized).



# Respondent profile



# Respondent profile

Household composition	
Children in household	33%
Seniors in household	24%

Quadrant	
Southwest	29%
Southeast	24%
Northwest	31%
Northeast	16%

Born in Canada	
Yes	67%
No	33%
Prefer not to answer	<1%

Income	
Less than \$30,000	6%
\$30,000 to < \$45,000	7%
\$45,000 to < \$60,000	6%
\$60,000 to < \$75,000	6%
\$75,000 to < \$90,000	7%
\$90,000 to < \$105,000	11%
\$105,000 to < \$120,000	7%
\$120,000 to < \$135,000	4%
\$135,000 to < \$150,000	5%
\$150,000 < \$175,000	7%
\$175,000 < \$200,000	6%
\$200,000 < \$225,000	3%
\$225,000 < \$250,000	2%
\$250,000 and over	8%
Don't know	6%
Prefer not to answer	9%

Racialized	
Yes	27%
No	70%
Prefer to self-describe	<1%
Prefer to not to answer	3%

LGBTQ2S+ Community	
Yes	9%
No	89%
Prefer not to answer	2%

Disability in household**	
Yes – myself	11%
Yes – someone in my household	10%
No	81%
Prefer not to answer	1%

\*\*Multiple responses allowed



# Respondent profile (continued)

Number of people in household	
1	16%
2	33%
3 - 4	33%
5 or more	18%
Prefer not to answer	1%

Indigenous identity**	
Yes – First Nations	2%
Yes – Métis	1%
Yes – Inuit	<1%
Yes - Prefer to self-describe	1%
No	95%
Prefer not to answer	1%

Gender	
Female	49%
Male	49%
Prefer not to answer	1%
Prefer to self-describe	1%

# of Years Lived in Calgary	
Less than 5 years	11%
5 to 10 years	10%
11 to 20 years	22%
21 to 30 years	23%
More than 30 years	34%
Prefer not to answer	<1%

Age	
18 to 24	12%
25 to 34	19%
35 to 44	18%
45 to 54	21%
55 to 64	12%
65 or older	19%

Victim of Property Crime	
Yes	59%
No	41%

Victim of Violent Crime / Behaviour	
Yes	36%
No	64%

Work downtown 1 day/week +	
Yes	25%
No	75%

\*\*Multiple responses allowed



# Questionnaire



## 2023 Safety Survey

City of Calgary

Generated on 2023-05-11 at 10:02:42 MT



### INTRO

#### Int0

Hello, I'm \_\_\_\_\_ with Advanis, calling on behalf of The City of Calgary. We are conducting a study about safety in Calgary and would like to include your input. Are you 18 years of age or older and do you currently live in Calgary?

*IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "2023 Perspectives on Calgary Survey". City Staff would be happy to address your concerns.*

*IF ASKED: The survey will take approximately 15 to 20 minutes.*

- 1 Yes
- 2 No, getting an adult *(Show if is landline (QBAROTVQ = 1))*
- 3 No, refusal
- 4 No, callback
- 5 No, under 18 *(Show if is wireless (QBAROTVQ = 2))*
- 6 No, does not live in Calgary

#### Int0b *Show if getting person (Int0 = 2)*

Hello, I'm \_\_\_\_\_ with Advanis, calling on behalf of The City of Calgary. We are conducting a study about safety in Calgary and would like to include your input. Are you 18 years of age or older and do you currently live in Calgary?

*IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "2023 Perspectives on Calgary Survey". City staff would be happy to address your concerns.*

*IF ASKED: The survey will take approximately 15 to 20 minutes.*

- 1 Yes
- 2 No, refusal
- 3 No, callback
- 4 No, under 18 *(Show if is wireless (QBAROTVQ = 2))*
- 5 No, does not live in Calgary

### SCREENERS

#### QS7

Great! Your participation is voluntary and this call may be recorded for quality control purposes. The survey will take approximately 15 to 20 minutes and your responses will remain confidential, and you will not be personally identified. Any personal information collected in this survey is done so under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used solely for the review and improvement of City of Calgary programs and services.

If you have questions about the collection or use of your information, you can contact a City of Calgary Research Coordinator. Would you like me to provide you with their contact information?

- 1 Yes
- 2 No
- 3 Refusal
- 4 Call back later

#### QS7info *Show if QS7 Yes (QS7 = 1)*

You can contact a City of Calgary Research Coordinator via phone, email, or regular mail and mention the "2023 Perspectives on Calgary Survey". What contact information would you prefer?

**If phone:** 403-268-5287

**If email:** research@calgary.ca

**If mail:** Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

#### QSEX

**DO NOT ASK; RECORD GENDER**

- 1 Male
- 2 Female

#### QS4

Which of the following age groups do you belong to? Just stop me when I get to your age group.

- 1 18 to 19
- 2 20 to 24
- 3 25 to 34
- 4 35 to 44
- 5 45 to 54
- 6 55 to 64
- 7 65 to 74
- 8 75 and older
- 9 **[DO NOT READ]** Prefer not to say



# Questionnaire (continued)

**Q51**

Can you tell me which quadrant of the city you live in?

*WAIT FOR RESPONSE – READ LIST TO CLARIFY IF NEEDED.*

- 1 Southwest
- 2 Southeast
- 3 Northwest
- 4 Northeast
- 5 [\[DO NOT READ\]](#) Prefer not to say
- 6 [\[DO NOT READ\]](#) Does not live in Calgary

**MAIN SURVEY**

**Q1**

In this survey, when we say 'The City of Calgary' or 'The City', we mean the Municipal government including Council and Administration.

How safe or unsafe do you think Calgary is overall? Do you think it is:

- 1 Very safe
- 2 Somewhat safe
- 3 Somewhat unsafe
- 4 Very unsafe
- 5 [\[DO NOT READ\]](#) Don't know
- 6 [\[DO NOT READ\]](#) Prefer not to answer

**Q2**

Compared to other large Canadian cities, do you think Calgary is:

- 1 [More safe](#)
- 2 About as safe
- 3 Less safe
- 4 [\[DO NOT READ\]](#) Don't know
- 5 [\[DO NOT READ\]](#) Prefer not to answer

**Q3**

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. The first is ...

1. Generally, the presence of police makes me feel safe. \*
2. Police services and social services should work together to address safety issues. \*
3. Homelessness, addiction and mental health issues are just part of living in a big city. \*
4. My opinions about safety in Calgary are driven by what I hear in the news or on social media. \*
5. My opinions about safety in Calgary are driven by my personal experiences. \*
6. Mental health issues and addiction are contributing to safety and crime concerns in Calgary. \*
7. I generally feel safer when there are a lot of people around. \*
8. The City of Calgary municipal government is doing a good job of addressing safety issues in Calgary. \*

*Levels marked with \* are randomized*

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree
- 5 [\[DO NOT READ\]](#) Don't know
- 6 [\[DO NOT READ\]](#) Prefer not to answer

**Q4**

Which of the following, if any, do you often avoid because of safety concerns? Do you often avoid ...

1. Walking outside or being in public places when it's dark out \*
2. Going out alone \*
3. Going downtown \*
4. Visiting certain areas of the city outside of downtown \*
5. Being in areas where there are few people \*
6. Going to public parks \*
7. Taking the bus or CTrain \*

*Levels marked with \* are randomized*

- 1 Yes
- 2 No
- 3 [\[DO NOT READ\]](#) Don't know
- 4 [\[DO NOT READ\]](#) Prefer not to answer



# Questionnaire (continued)

**Q5** *Show if Avoid Visiting Areas Outside of Downtown (Q4\_d = 1)*

You said you often avoid visiting certain areas of the city outside of downtown because of safety concerns. Which areas are those?

*(Show if Web) Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- .8 Prefer not to answer
- .9 Don't know

**Q6**

As you may or may not be aware, Calgary's Greater Downtown includes the downtown core, the Beltline, East Village, Chinatown, Eau Claire and Downtown West.

Based on this definition, do you live downtown?

*IF ASKED FOR SPECIFIC STREETS THAT DEFINE THE BOUNDARY OF CENTRE CITY AREA: Calgary's downtown area is bounded by the Bow River and Prince's Island Park to the north; the Elbow River, including Fort Calgary, the Saddledome, and Stampede Grounds to the east; 17th Avenue to the south; and 14th Street to the west.*

*IF RESPONDENT SAYS THEY LIVE IN VICTORIA PARK OR CONNAUGHT, CHOOSE 'YES' TO THIS QUESTION.*

*IF RESPONDENT SAYS THEY LIVE IN SUNALTA, MISSION, OR BANKVIEW, CHOOSE 'NO' TO THIS QUESTION (EVEN IF THEY THINK OR MENTION THAT THEY LIVE IN DOWNTOWN).*

- 1 Yes
- 2 No
- 3 [\[DO NOT READ\] Don't know](#)
- 4 [\[DO NOT READ\] Prefer not to answer](#)

**Q7**

And based on this definition, do you work downtown at least once a week?

- 1 Yes
- 2 No
- 3 [\[DO NOT READ\] Don't know](#)
- 4 [\[DO NOT READ\] Prefer not to answer](#)

**Q8**

In which community do you live?

*IF RESPONDENT SAYS "DOWNTOWN" ASK: Would that be the downtown core, the Beltline, East Village, Chinatown, Eau Claire or Downtown West?*

*IF NOT ABLE TO FIND THE COMMUNITY ON THE LIST, ENTER AS "OTHER (PLEASE SPECIFY)"*

- 1 [COMMUNITY LIST]
- 243 Other (Please Specify) \_\_\_\_\_
- 244 [\[DO NOT READ\] Don't know](#)
- 245 [\[DO NOT READ\] Prefer not to answer](#)

**Q9a**

How safe or unsafe do you [feel](#) or would you feel walking alone in your community during the day? Do you or would you feel ...

*REPEAT LIST ONLY IF NECESSARY*

- 1 Very safe
- 2 Somewhat safe
- 3 Somewhat unsafe
- 4 Very unsafe
- 5 [\[DO NOT READ\] Don't know](#)
- 6 [\[DO NOT READ\] Prefer not to answer](#)

**Q9b**

And how safe or unsafe do you [feel](#) or would you feel walking alone in your community after dark?

*REPEAT LIST ONLY IF NECESSARY*

- 1 Very safe
- 2 Somewhat safe
- 3 Somewhat unsafe
- 4 Very unsafe
- 5 [\[DO NOT READ\] Don't know](#)
- 6 [\[DO NOT READ\] Prefer not to answer](#)



# Questionnaire (continued)

**Q10**

Thinking about your community specifically, what are your main safety concerns?

*(Show if Web) Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.*

\_\_\_\_\_

\_\_\_\_\_

- .8 Prefer not to answer
- .9 Don't know

**Q11**

During the last 3 years, do you think that crime in your community has increased, decreased or remained about the same?

- 1 Increased
- 2 Stayed about the same
- 3 Decreased
- 4 [\[DO NOT READ\]](#) Just moved into the area or have not lived in community long enough
- 5 [\[DO NOT READ\]](#) Don't know
- 6 [\[DO NOT READ\]](#) Prefer not to answer

**Q12**

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. The first is ...

*ONLY REPEAT SCALE IF NECESSARY*

1. I'm confident that my neighbours care about my personal safety. \*
2. Vandalism, graffiti and other deliberate damage to property or vehicles is a problem in my community. \*
3. Property theft is a problem in my community. \*
4. I personally know many of my neighbours. \*
5. There is sufficient street lighting in my community. \*
6. My community is safe for all residents and visitors, regardless of ethnicity, race, religion or sexual identity. \*

*Levels marked with \* are randomized*

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree
- 5 [\[DO NOT READ\]](#) Don't know
- 6 [\[DO NOT READ\]](#) Prefer not to answer

**Q13** *Show if Does Not Live Downtown (Q6 = 2,3,4)*

In the past 6 months, how often have you visited downtown for any reason? Would that be:

- 1 Never
- 2 Once a month or less often
- 3 Two or three times a month
- 4 Several times a month or more often
- 5 [\[DO NOT READ\]](#) Don't know
- 6 [\[DO NOT READ\]](#) Prefer not to answer

**Q14** *Show if Has Visited Downtown (Q13 = 2,3,4,5,6)*

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

1. During a weekday before 6 p.m.
2. During a weekday after 6 p.m.
3. On a weekend before 6 p.m.
4. On a weekend after 6 p.m.

- 1 Yes
- 2 No
- 3 [\[DO NOT READ\]](#) Don't know
- 4 [\[DO NOT READ\]](#) Prefer not to answer

**Q15a** *Show if Does Not Live Downtown (Q6 = 2,3,4)*

How safe or unsafe do you [feel](#) or would you feel walking alone downtown during the day? Do you or would you feel ...

- 1 Very safe
- 2 Somewhat safe
- 3 Somewhat unsafe
- 4 Very unsafe
- 5 [\[DO NOT READ\]](#) Don't know
- 6 [\[DO NOT READ\]](#) Prefer not to answer



# Questionnaire (continued)

**Q15b** *Show if Does Not Live Downtown (Q6 = 2,3,4)*

And how safe or unsafe do you feel or would you feel walking alone downtown after dark?

*REPEAT LIST ONLY IF NECESSARY*

- 1 Very safe
- 2 Somewhat safe
- 3 Somewhat unsafe
- 4 Very unsafe
- 5 [DO NOT READ] Don't know
- 6 [DO NOT READ] Prefer not to answer

**Q16a** *Show if Lives Downtown (Q6 = 1)*

How safe or unsafe do you feel or would you feel walking alone downtown but outside of your community during the day? Do you or would you feel ...

*REPEAT LIST ONLY IF NECESSARY*

- 1 Very safe
- 2 Somewhat safe
- 3 Somewhat unsafe
- 4 Very unsafe
- 5 [DO NOT READ] Don't know
- 6 [DO NOT READ] Prefer not to answer

**Q16b** *Show if Lives Downtown (Q6 = 1)*

And how safe or unsafe do you feel or would you feel walking alone downtown but outside of your community after dark?

*REPEAT LIST ONLY IF NECESSARY*

- 1 Very safe
- 2 Somewhat safe
- 3 Somewhat unsafe
- 4 Very unsafe
- 5 [DO NOT READ] Don't know
- 6 [DO NOT READ] Prefer not to answer

**Q17**

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. The first is ...

*ONLY REPEAT SCALE IF NECESSARY*

1. Seeing more Police and Peace Officers downtown would make me feel safer being there. \*
2. Downtown is as safe now as it was before the COVID-19 pandemic began. \*
3. I do or would feel safer downtown when there are more people around. \*

*Levels marked with \* are randomized*

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree
- 5 [DO NOT READ] Don't know
- 6 [DO NOT READ] Prefer not to answer

**Q18**

In the past 6 months, how often have you used Calgary Transit, including buses and the C-Train? Would that be:

- 1 Never
- 2 Once a month or less often
- 3 Two or three times a month
- 4 Once or twice a week
- 5 Several times a week
- 6 [DO NOT READ] Don't know
- 7 [DO NOT READ] Prefer not to answer



# Questionnaire (continued)

**Q19**

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. The first is ...

*ONLY REPEAT SCALE IF NECESSARY*

1. Waiting at a Calgary Transit bus stop
  2. Riding a Calgary Transit bus
  3. Waiting at a C-Train station
  4. Riding a C-Train
- 1 Very safe
  - 2 Somewhat safe
  - 3 Somewhat unsafe
  - 4 Very unsafe
  - 5 [DO NOT READ] Don't know
  - 6 [DO NOT READ] Prefer not to answer

**Q20**

And how safe or unsafe do you feel or would you feel doing each of these alone after dark?

*ONLY REPEAT SCALE IF NECESSARY*

1. Waiting at a Calgary Transit bus stop
  2. Riding a Calgary Transit bus
  3. Waiting at a C-Train station
  4. Riding a C-Train
- 1 Very safe
  - 2 Somewhat safe
  - 3 Somewhat unsafe
  - 4 Very unsafe
  - 5 [DO NOT READ] Don't know
  - 6 [DO NOT READ] Prefer not to answer

**Q21**

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

*ONLY REPEAT SCALE IF NECESSARY*

1. Concern for my personal safety is or would be a consideration when deciding whether or not to take public transit.\*
  2. Riding on a bus feels or would feel safer than riding on a C-Train because of closer proximity to the driver on a bus.\*
  3. There is sufficient lighting at C-Train stations and Transit parking lots.\*
- Levels marked with \* are randomized*
- 1 Strongly agree
  - 2 Somewhat agree
  - 3 Somewhat disagree
  - 4 Strongly disagree
  - 5 [DO NOT READ] Don't know
  - 6 [DO NOT READ] Prefer not to answer

**Q36a**

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?

*RECORD IN MINUTES*

Minimum: 0, Maximum: 99  
\_\_\_\_\_ minutes

- .8 Prefer not to answer
- .9 Don't know

**Q36b**

And how about on the C-Train?

*RECORD IN MINUTES*

Minimum: 0, Maximum: 99  
\_\_\_\_\_ minutes

- .8 Prefer not to answer
- .9 Don't know



# Questionnaire (continued)

**Q37**

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 ...

1. Safety incidents on a Calgary Transit Bus or Transit Bus Shelter?
2. And how about for safety incidents on a Calgary Transit C-Train or C-Train Station?

- 1 Gotten faster
- 2 Stayed the same
- 3 Gotten slower
- 4 Don't know
- 5 Prefer not to answer

**Q22**

Have you ever been a victim of a property crime such as having your personal property vandalized or stolen?

- 1 Yes
- 2 No
- 3 [\[DO NOT READ\]](#) Don't know
- 4 [\[DO NOT READ\]](#) Prefer not to answer

**Q23**

And have you ever been a victim of threatening behaviour, or a violent crime such as an assault?

- 1 Yes
- 2 No
- 3 [\[DO NOT READ\]](#) Don't know
- 4 [\[DO NOT READ\]](#) Prefer not to answer

**DEMOGRAPHICS**

**DQ1a** *Show if its wireless (phontype = 2)*

We are almost finished. I just have a few demographic questions that will allow us to group responses and to sort the information we collect.

Do you have a landline telephone number in your household? Note that this does not include cell phones, numbers that are only used by a computer or fax machine, or numbers used solely for business purposes.

- 1 Yes
- 2 No
- 3 [\[DO NOT READ\]](#) Prefer not to answer

**DQ1b** *Show ifis landline (phontype = 1)*

We are almost finished. I just have a few demographic questions that will allow us to group responses and to sort the information we collect.

Do you or does anyone in your household have a mobile or cellular telephone that you use for personal reasons?

- 1 Yes
- 2 No
- 3 [\[DO NOT READ\]](#) Prefer not to answer

**Q24**

How many people, including yourself, live in your household?

Minimum: 1, Maximum: 50

\_\_\_\_\_ people

- 0 [\[DO NOT READ\]](#) Prefer not to answer

**Q25** *Show if HH Members More Than 1 (Q24 > 1)*

Do you have any children under the age of 18 living in your household?

- 1 Yes
- 2 No
- 3 [\[DO NOT READ\]](#) Prefer not to answer



# Questionnaire (continued)

**Q26** *Show if HH Members More Than 1 (Q24 > 1)*

*(If is under 65 (QS4 = 1,2,3,4,5,6)) Is there anyone aged 65 years or older living in your household? (if is 65 plus (QS4 = 7,8)) Besides yourself, is there anyone else aged 65 years or older living in your household?*

- 1 Yes
- 2 No
- 9 **[DO NOT READ]** Prefer not to answer

**Q27**

How many years have you lived in Calgary?

*IF LESS THAN 1 YEAR, ENTER 0*

Minimum: 0, Maximum: 100  
\_\_\_\_\_ years

- 98 Prefer not to answer

**Q28**

We want to make sure our research is reflective of all Calgarians. Were you born in Canada?

*DO NOT READ LIST*

- 1 Yes
- 2 No
- 9 **[DO NOT READ]** Prefer not to answer

**Q29**

Are you Indigenous, that is, First Nations, Métis, or Inuit?

*MULTIPLE RESPONSES ARE ACCEPTED*

- 1 Yes - First Nations
- 2 Yes - Métis
- 3 Yes - Inuit
- 4 Yes - Prefer to self-describe (specify) \_\_\_\_\_
- 5 No *(Exclusive)*
- 99 **[DO NOT READ]** Prefer not to answer *(Exclusive)*

**Q30** *Show if Not Indigenous (Q29\_5 = 1 OR Q29\_99 = 1)*

Do you consider yourself a racialized person? A racialized person means someone, other than Indigenous people, who are non-Caucasian in race or non-white in colour.

- 1 Yes
- 2 No
- 98 Prefer to self-describe (specify) \_\_\_\_\_
- 99 **[DO NOT READ]** Prefer not to answer

**Q31a**

Which of the following categories best describes the total annual income, before taxes, of all the members of your household? Please stop me when I get to your category.

*READ LIST*

- 1 Less than \$90,000
- 2 \$90,000 to just under \$150,000
- 3 \$150,000 and over
- 9 **[DO NOT READ]** Don't Know
- 10 **[DO NOT READ]** Prefer not to answer

**Q31b** *Show if Q31a Answered (Q31a = 1,2,3)*

Would that be...

*READ LIST - ACCEPT RESPONSES BEFORE FINISHING LIST*

- 1 Less than \$30,000 *(Show if D10a Under90k (Q31a = 1))*
- 2 \$30,000 to just under \$45,000 *(Show if D10a Under90k (Q31a = 1))*
- 3 \$45,000 to just under \$60,000 *(Show if D10a Under90k (Q31a = 1))*
- 4 \$60,000 to just under \$75,000 *(Show if D10a Under90k (Q31a = 1))*
- 5 \$75,000 to just under \$90,000 *(Show if D10a Under90k (Q31a = 1))*
- 6 \$90,000 to just under \$105,000 *(Show if D10a 90k to under 150k (Q31a = 2))*
- 7 \$105,000 to just under \$120,000 *(Show if D10a 90k to under 150k (Q31a = 2))*
- 8 \$120,000 to just under \$135,000 *(Show if D10a 90k to under 150k (Q31a = 2))*
- 9 \$135,000 to just under \$150,000 *(Show if D10a 90k to under 150k (Q31a = 2))*
- 10 \$150,000 to just under \$175,000 *(Show if D10a 150k plus (Q31a = 3))*
- 11 \$175,000 to just under \$200,000 *(Show if D10a 150k plus (Q31a = 3))*
- 12 \$200,000 to just under \$225,000 *(Show if D10a 150k plus (Q31a = 3))*
- 13 \$225,000 to just under \$250,000 *(Show if D10a 150k plus (Q31a = 3))*
- 14 \$250,000 and over *(Show if D10a 150k plus (Q31a = 3))*
- 15 **[DO NOT READ]** Don't Know
- 16 **[DO NOT READ]** Prefer not to answer



# Questionnaire (continued)

**Q32**

And what is your gender?

*DO NOT READ EXCEPT TO CLARIFY.  
IF NECESSARY - Gender refers to the gender that a person internally feels and/or the gender a person publicly expresses in their daily life, including at work while shopping, or accessing other services, in their home or in the broader community.*

- 1 Male
- 2 Female
- 96 Prefer to self-describe (specify): \_\_\_\_\_
- 99 [DO NOT READ] Prefer not to answer

**Q33**

Do you or a member of your household have a disability?

*DO NOT READ LIST*

- 1 Yes - myself
- 2 Yes - someone in my household
- 3 No *(Exclusive)*
- 4 [DO NOT READ] Prefer not to answer *(Exclusive)*

**Q34**

Do you consider yourself to be a member of the 2SLGBTQ+ community?

*ONLY IF ASKED: 2SLGBTQ+ STANDS FOR TWO SPIRIT, LESBIAN, GAY, BI-SEXUAL, TRANSGENDER, QUEER OR QUESTIONING, WITH THE PLUS RECOGNIZING THERE IS ALSO A WIDE SPECTRUM OF IDENTITIES BEYOND THOSE IN THE ACRONYM*

- 1 Yes
- 2 No
- 9 [DO NOT READ] Prefer not to answer

**Q35a**

Would you be interested in participating in future research related to The City of Calgary?

- 1 Yes
- 2 No
- 3 [DO NOT READ] Don't know

**Q35b** *Show if Willing to Participate in Future Research (Q35a = 1)*

Could I please have an email address where we can contact you?

*Read back email address phonetically to confirm.*

4 \_\_\_\_\_  
Prefer not to answer

**Q35c** *Show if Willing to Participate in Future Research (Q35a = 1)*

Could I please have your first name and confirm your telephone number?

*If respondent indicates "this number is fine" please enter the phone number associated to this call.*

4 \_\_\_\_\_  
Prefer not to answer

First name: \_\_\_\_\_  
Telephone number: \_\_\_\_\_

**Q35d** *Show if Follow Up Research Phone Number Provided ((Q35a = 1) AND NOT (Q35c\_b = Prefer not to answer))*

Is this phone number a cell phone or a landline?

- 1 Cell phone
- 2 Landline
- 3 [DO NOT READ] Prefer not to answer

**end1**

This completes the survey. Thank you very much for taking the time to provide your input.



# Contact

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The City of Calgary  
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