

# Waterloo Region Community Wellbeing Survey

# Stage 2 Results: A Comparison of Waterloo Region Residents On Selected Aspects of Their Wellbeing

A report for

The Kitchener and Waterloo Community Foundation

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#### Introduction

The Waterloo Region Community Wellbeing Survey was launched on June 10, 2013 when invitations to participate were distributed to 20,000 randomly selected households in the cities of Kitchener, Waterloo, and Cambridge, and the Townships of North Dumfries, Wellesley, Wilmot, and Woolwich. One person in each household, aged 18 years or older, was invited to complete the survey. The survey closed on July 18, 2013. Among the 1,248 questionnaires completed and submitted by Waterloo Region residents, 1,243 were deemed usable (1,151 electronic/online and 92 paper). This represents a response rate of 6.24%.

The results presented in this report are preliminary descriptive statistics, reporting frequency distributions and measures of central tendency selected questions in each of the eight domains comprising the Canadian Index of Wellbeing: Community Vitality, Democratic Engagement, Education, Environment, Healthy Populations, Leisure and Culture, Living Standards, and Time Use. The data were weighted to ensure that results are representative geographically within Waterloo Region and that the sex and age distribution matched the profile for Waterloo Region based on the 2011 Census.

Similar to Report 1, this report is organised by domain, and consists largely of tables. Some background information is provided, but text has been kept to a minimum. The descriptive results detail elements of wellbeing among Waterloo Region residents, as broken down by age, income level, and geography (see latter section on Selected Characteristics).

#### Weighting of Data

A description of survey participants is outlined in the following tables. We begin with the results for age, sex, and geographic region to provide a better understanding of how the responses were distributed initially. Then we illustrate how respondents were distributed once the data were weighted based on these three characteristics.

A total of 1,243 usable responses to the survey were collected. Weighting of the data generates estimates on each characteristic based on the total number of residents in the Waterloo Region as reported in the 2011 Census of Canada.

To weight the data, we assigned participants to one of the following seven locations based on postal code information:

- 1. City of Kitchener
- 2. City of Cambridge
- 3. City of Waterloo

- 4. Township of North Dumfries
- 5. Township of Wellesley
- 6. Township of Wilmot
- 7. Township of Woolwich

We subsequently grouped these areas into four larger districts including the City of Kitchener, City of Waterloo, City of Cambridge, and the Townships. Drawing upon information from the 2011 Census, we weighted the data according to sex (see Table 1), age (see Table 2), and geographic area (see Table 3) to ensure that the results of the survey are representative of the residents of Waterloo Region. Hence, all other tables in this report use weighted data.

Table 1 Distribution of Respondents *by Sex*<sup>a</sup>

	Sar	nple	Weighted Sample		
Sex	n	Pct.	n	Pct.	
Female	622	51.6	199,240	53.6	
Male	581	48.2	172,305	46.4	

<sup>&</sup>lt;sup>a</sup> 38 respondents did not provide information about their sex and two identified as transgender.

Table 2
Distribution of Respondents by Age Group<sup>a</sup>

	San	nple	Weighted	Sample
Age Group	n	Pct.	n	Pct.
18 to 25 years	8	0.7	29,190	7.9
26 to 34 years	91	7.6	70,060	18.9
35 to 44 years	178	14.8	72,300	19.5
45 to 54 years	266	22.2	77,995	21.0
55 to 64 years	302	25.2	58,400	15.7
65 to 79 years	299	24.9	45,950	12.4
80 years and older	56	4.7	17,650	4.8

<sup>&</sup>lt;sup>a</sup> 43 respondents did not provide information about their age.

Table 3
Distribution of Respondents by Geographic Area<sup>a</sup>

	Sample		Weighted	Sample
Geographic Area	n	Pct.	n	Pct.
Kitchener	497	40.2	161,345	43.4
Waterloo	344	27.8	77,950	21.0
Cambridge	178	14.4	91,120	24.5
Townships	217	17.6	41,130	11.1

<sup>&</sup>lt;sup>a</sup> 7 print surveys were missing their 5-digit identifier and we were unable to obtain postal code information for them.

Once the sample had been compared to the actual distribution of the total population separately for each of sex, age, and geographic location, the proportional weights for each of these characteristics were established. Subsequently, the final weighting was undertaken with all three characteristics included to ensure the sample reflected the overall population distributions. With the weighting applied, the final sample quite reasonably approximated the region's population profile (see Table 4).

Table 4
Waterloo Region Population 2011 – Aged 18 years and older<sup>a</sup>

		Popula	Population		Sample
Municipality/CSD		n	Pct.	n	Pct.
Kitchener		172,265	43.8	161,345	43.4
Waterloo		77,950	19.8	77,950	21.0
Cambridge		96,980	24.6	91,120	24.5
Townships		46,495	11.8	41,130	11.1
	Total	393,690	100.0	371,545	100.0

<sup>&</sup>lt;sup>a</sup> In 45 cases, the weight variable was set to zero because information was missing for sex, geographic location, or age group.

With these weights assigned, the results reported in the tables comprising the rest of this report are weighted to reflect population estimates. In some instances, when sample responses are too low (e.g., country of birth if not Canada), population estimates are not reported.

#### Reading the report

As noted above, the results presented in the tables have been weighted to provide estimates of the population in the Waterloo Region. In some instances, the total number of responses will not always equal the total population due to missing responses. Most often, non-response represents only a handful of individuals so the totals are not much below the population total for the region. In other cases, larger numbers of people might have chosen not to respond either because they judged the question not to be relevant to them or because they simply declined to respond to the question. For example, in the latter case, many people decline to report their income. Also, total percentages in the tables might not always total to 100% due to rounding.

#### The CIW and Vital Signs Matrix

To facilitate the selection of results from the Community Wellbeing Survey that correspond to areas of interest identified by Vital Signs ™, a matrix has been developed that matches question numbers from each of the eight CIW domains with the 11 areas of interest (see Table 5). Given the intersection of various indicators with more than one domain and/or area of interest, the matrix represents a starting point; in other words, some indicators could be used to inform our understanding of more than one area of interest in Vital Signs.

#### Resident Comparisons on Selected Characteristics

In this report, the residents of Waterloo Region are compared on selected characteristics of wellbeing based on two factors:

- 1. sense of belonging to local community: weaker sense of belonging, neutral (neither weak nor strong sense of belonging), and stronger sense of belonging, and
- 2. *annual household income*: under \$40,000 per year, \$40,000 to \$79,999 per year, \$80,000 to \$119,000 per year, and \$120,000 and greater per year.

The tables in this report, therefore, address two basic questions: (1) to what extent are higher levels of residents' perceived sense of belong to the local community associated with selected indicators of wellbeing?, and (2) is residents' household income associated with different aspects of selected indicators of wellbeing? Distributions of residents for the two factors of interest are reported in Tables 6 and 7 for both the original sample and the weighted sample.

Table 5
Questions from the Community Wellbeing Survey Corresponding to Vital Signs' Areas of Interest

	Domains of the Canadian Index of Wellbeing									
Areas of Vital Signs	Community Vitality	Democratic Engage- ment	Education	Environ- ment	Healthy Populations	Leisure and Culture	Living Standards	Time Use	Overall well-being	Demo- graphics
Safety	A7, A8, A9									
Belonging and Leadership	A1 to A6, A10, A11	C1 to C3	F3.7	D1.9				H1, H2	12, 11.4, 11.13, 11.14	J13
Learning			F1, F2, F3			E9.2			I1.6	J4
Environment				D1, D2					11.12	
Health and Wellness					B1 to B5	E1.3, E1.4, E11.4		H3, H4	I1.1, I1.2	
Arts and Culture	A2.3					E1 to E11			11.3, 119, 11.10	
Gap between Rich and Poor							G8		I1.15	J6
Housing							G8.2			J15
Work							G1 to G4, G6, G7		I1.7, I1.16	J5
Getting Started										J5 X J9
Getting Around				D2.7			G5			
Economy									I1.15	
Demographics										J1 to J20

Notes: Specific questions within each section of the Community Wellbeing Survey are listed under their respective CIW domains in the row corresponding to the Vital Signs area with indicators equivalent or similar to the CIW's indicators.

In instances where a question that presents several items in a list, an individual item that is relevant to another Vital Signs area are indicated by specifying the question and the item number (e.g., question D2 in the Environment section of the survey links directly to the Vital Signs area "Environment", but the seventh item in the question could be used as an indicator for the area "Getting Around" so is shown in that row as D2.7).

References to specific items within scales (e.g., E1.3) refer to their order in the *questionnaire*. Their order in the *tables* within this report may change based on the respondents' rankings.

Table 6
Distribution of Respondents by *Sense of Belonging to Local Community* 

	Sample		Weighted	l Sample
Sense of belonging	n	Pct.	n	Pct.
Weaker sense of belonging	211	17.1	73,730	19.9
Neutral (neither weak nor strong)	297	24.0	97,514	26.3
Stronger sense of belonging	728	58.9	199,285	53.8
Total	1,236	100.0	370,530	100.0

Table 7
Distribution of Respondents by *Income Level* 

			nple	Weighted Sample		
Income Level		n	Pct.	n	Pct.	
Less than \$40,000		183	16.4	62,695	17.9	
\$40,000 to \$79,999		382	34.2	111,870	31.9	
\$80,000 to \$119,999		279	25.0	87,427	24.9	
\$120,000 or more		274	24.5	88,754	25.3	
	Total	1,118	100.0	350,746	100.0	

#### List of Abbreviations and Terms

n Number of respondentsPct. Percentage of respondents

Mean Arithmetic average

Std. Dev. Standard deviation (average amount the scores deviate from

the mean)

Min. Minimum score reported Max. Maximum score reported

### **Demographic Characteristics**

Table Ja Selected Demographic Characteristics of Respondents by Sense of Belonging to Local Community

Demographic Characteristic	Se	nse of Belon	ging
Attribute	Weaker	Neutral	Stronger
Sex			
Female	17.6	26.9	55.6
	(34,884)	(53,288)	(110,223)
Male	22.6	25.7	51.7
	(38,846)	(44,227)	(89,062)
Agea			
18 to 44 years	22.2	27.5	50.3
	(38,000)	(47,165)	(86,052)
45 to 64 years	19.2	24.9	56.0
	(26,030)	(33,736)	(75,947)
65 years and older	15.3	26.1	58.6
	(9,700)	(16,614)	(37,286)
Relationship status			
Married/Living common-law	18.1	25.5	56.4
	(47,397)	(66,547)	(147,245)
Separated/Divorced	27.9	23.6	48.5
	(9,352)	(7,909)	(16,235)
Single, never married	24.0	27.7	48.2
	(12,868)	(14,861)	(25,839)
Widowed	15.3	39.3	45.4
	(3,188)	(8,197)	(9,476)
Education completed			
Less than high school	17.5	26.0	56.5
	(1,407)	(2,088)	(4,543)
High school	27.1	23.5	49.4
	(19,979)	(17,274)	(36,343)
Post-secondary certificate or College diploma	19.7	26.9	53.4
	(25,178)	(34,406)	(68,286)
University or post-graduate degree	16.7	27.3	56.0
	(26,731)	(43,746)	(89,664)

[Table Ja continued next page...]

# Table Ja (continued) Selected Demographic Characteristics of Respondents by Sense of Belonging to Local Community

Demographic Characteristic	Sense of Belonging				
Attribute	Weaker	Neutral	Stronger		
Main activity					
Working full-time	20.2	30.1	49.7		
	(38,465)	(57,290)	(94,960)		
Non-standard employment	20.0	11.7	68.4		
	(9,916)	(5,788)	(33,932)		
Retired	13.7	27.7	58.6		
	(9,808)	(19,883)	(42,102)		
Household work/caring for children	11.6	14.5	73.9		
	(1,667)	(2,074)	(10,609)		
Other	31.2	28.9	39.9		
	(13,490)	(12,480)	(17,274)		
Income level					
Less than \$40,000	29.1	24.9	46.0		
	(18,063)	(15,494)	(28,593)		
\$40,000 to \$79,999	19.9	26.6	53.6		
	(22,120)	(29,586)	(59,693)		
\$80,000 to \$119,999	15.8	32.5	51.6		
	(13,848)	(28,444)	(45,134)		
\$120,000 or more	17.6	21.6	60.8		
	(15,577)	(19,215)	(53,962)		
Born in Canada					
Yes	17.5	28.3	54.2		
	(10,810)	(17,460)	(33,429)		
No	20.4	26.1	53.4		
	(62,418)	(79,799)	(163,106)		
Years lived in Canada					
10 years or less	8.6	39.5	51.9		
	(697)	(3,202)	(4,215)		
11 to 20 years	38.2	28.2	33.6		
	(9,201)	(6,794)	(8,112)		
21 to 30 years	17.2	25.8	57.0		
	(7,413)	(11,143)	(24,551)		
31 to 50 years	21.4	26.2	52.5		
	(31,736)	(38,865)	(77,902)		
More than 50 years	16.0	24.0	60.0		
	(19,150)	(28,711)	(71,753)		

[Table Ja continued next page...]

Table Ja (continued)
Selected Demographic Characteristics of Respondents
by Sense of Belonging to Local Community

Demographic Characteristic	Se	nse of Belon	ging
Attribute	Weaker	Neutral	Stronger
Living with a disability			
Yes	22.8	32.4	44.8
	(10,894)	(15,501)	(21,417)
No	19.3	25.5	55.2
	(61,436)	(81,344)	(175,709)
Sexual orientation			
Heterosexual or straight	19.6	26.1	54.2
	(68,925)	(91,750)	(190,393)
Gay, Lesbian, Bisexual, or other	32.5	30.5	36.9
	(2,893)	(2,715)	(3,282)
Household type			
Couple living with children at home	15.7	25.7	58.6
	(24,397)	(39,816)	(90,840)
Couple with children elsewhere (e.g., "empty nester")	15.6	19.4	65.0
	(9,573)	(11,903)	(39,913)
Couple with no children	30.3	33.3	36.5
	(11,999)	(13,188)	(14,464)
Adult living alone	19.8	26.3	53.9
	(6,833)	(9,090)	(18,583)
Adult living alone, children living elsewhere (e.g., "empty nester")	21.1	30.5	48.4
	(4,707)	(6,798(	(10,771)
Adult living with children	34.6	18.6	46.8
	(10,080)	(5,417)	(13,612)

<sup>&</sup>lt;sup>a</sup> Participants had to be at least 18 years of age to participate in the survey.

 $\begin{array}{c} \textbf{Table Jb} \\ \textbf{Selected Demographic Characteristics of Respondents} \\ \textbf{\textit{by Income Level}} \end{array}$ 

		Incom	e Level	
<b>Demographic Characteristic</b> Attribute	Under	\$40,000-	\$80,000-	\$120,000
	\$40,000	\$79,999	\$119,999	and over
Sex				
Female	20,7	34.3	22.2	22.8
	(38,337)	(63,655)	(41,159)	(42,390)
Male	14.7	29.2	28.0	28.1
	(24,357)	(48,215)	(46,268)	(46,364)
Agea				
18 to 44 years	14.9	28.7	28.6	27.8
	(24,839)	(47,777)	(47,625)	(46,287)
45 to 64 years	14.1	30.8	25.4	29.8
	(18,070)	(39,466)	(32,510)	(38,137)
65 years and older	35.3	43.9	13.0	7.7
	(19,786)	(24,627)	(7,292)	(4,330)
Education completed				
Less than high school	38.8	41.2	4.9	15.1
	(2,755)	(2,919)	(349)	(1,069)
High school	37.3	35.8	15.1	11.8
	(26,133)	(25,123)	(10,554)	(8,290)
Post-secondary certificate or College diploma	19.3	33.3	27.9	19.5
	(23,129)	(39,987)	(33,418)	(23,382)
University or post-graduate degree	6.9	28.5	28.1	36.5
	(10,509)	(43,701)	(43,106)	(56,012)
Main activity				
Working full-time	5.8	27.5	33.2	33.5
	(10,741)	(50,738)	(61,230)	(61,690)
Non-standard employment	22.9	25.9	22.1	29.0
	(10,893)	(12,325)	(10,518)	(13,807)
Retired	33.5	43.6	16.7	6.2
	(21,194)	(27,650)	(10,600)	(3,908)
Household work/caring for children	22.6	34.0	31.2	12.2
	(2,865)	(4,304)	(3,958)	(1,541)
Other	39.6	20.1	2.7	17.7
	(16,620)	(16,853)	(1,121)	(7,424)

[Table Jb continued next page...]

Table Jb (continued)
Selected Demographic Characteristics of Respondents
by Income Level

	Income Level					
<b>Demographic Characteristic</b> Attribute	Under	\$40,000-	\$80,000-	\$120,000		
	\$40,000	\$79,999	\$119,999	and over		
Born in Canada						
Yes	16.7	31.3	25.7	26.3		
	(48,444)	(90,905)	(74,782)	(76,492)		
No	23.3	35.4	20.1	21.2		
	(13,375)	(20,293)	(11,505)	(12,122)		
Years lived in Canada						
10 years or less	34.8	3,554	13.7	7.6		
	(2,826)	(43.8)	(1,115)	(619)		
11 to 20 years	37.5	27.4	9.2	26.0		
	(9,154)	(6,686)	(2,258)	(6,343)		
21 to 30 years	26.5	36.5	18.3	18.8		
	(11,132)	(15,328)	(7,681)	(7,899)		
31 to 50 years	7.6	27.4	31.4	33.7		
	(10,870)	(39,153)	(44,910)	(48,189)		
More than 50 years	21.2	37.2	20.7	20.9		
	(23,351)	(41,033)	(22,860)	(23,090)		
Living with a disability						
Yes	37.9	42.5	11.9	7.8		
	(16,128)	(18,069)	(5,509)	(3,301)		
No	15.2	30.1	26.8	27.9		
	(46,352)	(91,939)	(81,746)	(85,312)		

<sup>&</sup>lt;sup>a</sup> Participants had to be at least 18 years of age to participate in the survey.

Table A1a
Respondents who Volunteered During the Past 12 Months
by Sense of Belonging so Local Community

	Volunteered in past 12 months <sup>a</sup>				
Sense of Belonging	n	Pct.			
Weaker sense of belonging	22,475	31.3			
Neutral (neither weak nor strong)	43,990	45.7			
Stronger sense of belonging	118,680	60.9			

<sup>&</sup>lt;sup>a</sup> The number and percentage of respondents who did volunteer in the past 12 months.

Table A1b Respondents who Volunteered During the Past 12 Months  $\it by\ Income\ Level$ 

	Volunteered in past 12 months <sup>a</sup>			
Income Level	n	Pct.		
Less than \$40,000	23,055	37.5		
\$40,000 to \$79,999	55,671	50.7		
\$80,000 to \$119,999	42,253	49.6		
\$120,000 or more	54,284	62.1		

<sup>&</sup>lt;sup>a</sup> The number and percentage of respondents who did volunteer in the past 12 months.

Table A2a Respondents who were a Member of or Participant in an Organization During the Past 12 Months by Sense of Belonging to Local Community

	Sen	se of Belong	inga
Organization type	Weaker	Neutral	Stronger
Union or professional association	39.8	32.1	33.4
	(28,991)	(30,863)	(64,603)
Sports or recreational organization (e.g., hockey league, health club, golf club)	20.2	36.0	39.4
	(14,699)	(34,552)	(75,857)
Cultural, educational or hobby organization (e.g., theatre group, book club, bridge club)	12.8	23.0	32.4
	(9,371)	(21,608)	(61,876)
Religious affiliated group (e.g., church youth group, choir)	13.5	20.5	36.6
	(9,762)	(19,819)	(70,403)
Public interest group (e.g., focused on the environment, animal welfare, food security, homelessness)	9.8	14.4	13.9
	(7,094)	(13,548)	(26,717)
School group, neighbourhood, civic, or community association (e.g., PTA, alumni, block parents, neighbourhood watch)	9.6	8.2	18.1
	(6,961)	(7,823)	(34,509)
Service club or fraternal organization (e.g.,	5.5	12.3	8.4
Kiwanis, Knights of Columbus, the Legion)	(4,018)	(11,492)	(15,974)
Political party or group	4.1	12.3	8.7
	(2,946)	(11,568)	(16,487)
Other organized group or activity	17.3	21.3	22.5
	(12,709)	(20,165)	(42,955)

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses.

Table A2b Respondents who were a Member of or Participant in an Organization During the Past 12 Months by  $Income\ Level$ 

		Incom	e Levela	
Organization type	Under	\$40,000-	\$80,000-	\$120,000
	\$40,000	\$79,999	\$119,999	and over
Union or professional association	21.7	27.8	32.4	55.4
	(12,927)	(30,543)	(28,075)	(48,546)
Sports or recreational organization (e.g., hockey league, health club, golf club)	19.6	30.5	35.9	49.8
	(11,761)	(33,325)	(30,742)	(43,863)
Cultural, educational or hobby organization (e.g., theatre group, book club, bridge club)	21.8	29.1	21.5	29.6
	(12,743)	(31,592)	(18,514)	(25,527)
Religious affiliated group (e.g., church youth group, choir)	28.9	29.2	25.1	27.2
	(17,476)	(31,963)	(21,604)	(23,504)
Public interest group (e.g., focused on the environment, animal welfare, food security, homelessness)	14.5 (8,579)	9.9 (10,806)	12.2 (10,436)	17.8 (15,444)
School group, neighbourhood, civic, or community association (e.g., PTA, alumni, neighbourhood watch, block parents,)	9.8 (5,877)	14.4 (15,694)	14.2 (12,183)	14.7 (12,751)
Service club or fraternal organization (e.g., Kiwanis, the Legion, Knights of Columbus)	2.7 (1,576)	9.9 (10,783)	9.2 (7,830)	10.3 (8,951)
Political party or group	6.0	8.1	12.6	8.6
	(3,472)	(8,757)	(10,811)	(7,517)
Other organized group or activity	27.5	19.4	19.9	19.6
	(16,221)	(21,176)	(17,030)	(16,996)

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses.

Table A4a Numbers of Social Contacts Reported by Respondents: **Relatives** by Income Level

		Number of Relatives					
Income Level	n	Min.	Max.	Mean	Std. Dev.		
Under \$40,000	61,859	0	50	5.22	5.45		
\$40,000 to \$79,999	111,739	0	50	5.38	6.12		
\$80,000 to \$119,999	86,506	0	50	7.08	7.38		
\$120,000 and over	88,517	0	50	6.19	6.26		

Table A4b Numbers of Social Contacts Reported by Respondents: **Relatives** by Sense of Belonging to Local Community

		Number of Relatives						
Sense of Belonging	n	Min.	Max.	Mean	Std. Dev.			
Weaker sense of belonging	73,730	0	35	4.20	4.93			
Neutral (neither weak nor strong)	95,669	0	43	5.42	5.62			
Stronger sense of belonging	198,611	0	50	6.98	7.07			

Table A5
Numbers of Social Contacts Reported by Respondents:
Close friends by Sense of Belonging to Local Community

		Number of Close Friends						
Sense of Belonging	n	Min.	Max.	Mean	Std. Dev.			
Weaker sense of belonging	73,530	0	36	3.34	3.40			
Neutral (neither weak nor strong)	96,329	0	25	4.51	3.68			
Stronger sense of belonging	198,750	0	50	6.41	6.44			

Table A6
Numbers of Social Contacts Reported by Respondents: *Neighbours* by Sense of Belonging to Local Community

		Number of Neighbours						
Sense of Belonging	n	Min.	Max.	Mean	Std. Dev.			
Weaker sense of belonging	73.530	0	12	1.57	1.90			
Neutral (neither weak nor strong)	96.491	0	22	2.86	2.75			
Stronger sense of belonging	198.768	0	44	4.53	4.31			

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Table A7 Perceptions of Safety and Belonging: How Safe Walking in Neighbourhood at Night by Sense of Belongoing to Local Community

		How safe	Iow safe respondent feels walking in neighbourhood at nighta							Summary Statistics		
Sense of Belonging	n	Very unsafe	2	3	4	5	6	Very safe	Meanb	Std. Dev.		
Weaker sense of belonging	73,348	6.9 (5,095)	6.9 (5,041)	6.9 (5,080)	8.4 (6,157)	11.9 (8,762)	33.3 (24,447)	25.6 (18,766)	5.14	1.90		
Neutral (neither weak nor strong)	96,940	2.0 (1,937)	2.2 (2,170)	8.8 (8,548)	8.2 (7,940)	16.2 (15,698)	27.8 (26,955)	34.8 (33,692)	5.57	1.52		
Stronger sense of belonging	198,107	1.7 (3,448)	1.6 (3,101)	4.1 (8,123)	6.4 (12,722)	13.3 (26,379)	27.2 (53,926)	45.6 (90,408)	5.92	1.38		

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses. <sup>b</sup> Based on 7-point scale where higher scores reflect higher feelings of safety.

Table A8
Perceptions of Safety and Belonging: Uncomfortable/Out of Place Because of Ethnicity, Culture, Race, Skin Colour by Sense of Belongoing to Local Community

		Uncomi	Uncomfortable/Out of place because of ethnicity, culture, race, skin colour <sup>a</sup>							Summary Statistics		
Sense of Belonging	n	Never	2	3	4	5	6	All of the time	Meanb	Std. Dev.		
Weaker sense of belonging	73,723	59.5 (43,841)	23.9 (17,592)	4.8 (3,512)	3.7 (2,693)	1.2 (875)	2.1 (1,528)	5.0 (3,688)	1.89	1.57		
Neutral (neither weak nor strong)	92,782	76.6 (71,066)	8.7 (8,029)	7.8 (7,241)	6.9 (6,446)	0 (0.0)	0 (0.0)	0 (0.0)	1.45	0.91		
Stronger sense of belonging	199,285	85.0 (169,415)	9.5 (18,884)	1.6 (3,155)	2.1 (4,160)	1.2 (2,328)	0.3 (545)	0.4 (798)	1.27	0.82		

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses.

<sup>&</sup>lt;sup>b</sup> Based on 7-point scale where higher scores reflect higher feelings of discomfort/being out of place.

Table A9
Perceptions of Safety and Belonging: Discriminated Against Because of Ethnicity, Culture, Race, Skin Colour by Sense of Belongoing to Local Community

		Discrin	Discriminated against because of ethnicity, culture, race, skin colour <sup>a</sup>						Summary Statistics	
Sense of Belonging	n	Never	2	3	4	5	6	All of the time	Meanb	Std. Dev.
Weaker sense of belonging	72,726	60.1 (43,717)	24.3 (17,681)	2.4 (1,761)	5.5 (3,969)	2.4 (1,748)	0.6 (433)	4.7 (3,417)	1.86	1.52
Neutral (neither weak nor strong)	93,667	80.0 (74,964)	11.0 (10,259)	1.0 (898)	4.2 (3,955)	3.5 (3,310)	0 (0.0)	0.3 (281)	1.41	1.02
Stronger sense of belonging	198,192	87.4 (173,169)	6.6 (13,083)	1.6 (3,233)	3.5 (6,851)	0.9 (1,856)	0 (0.0)	0 (0.0)	1.24	0.73

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses.

<sup>&</sup>lt;sup>b</sup> Based on 7-point scale where higher scores reflect higher feelings of discrimination.

Table A10
Perceptions of Safety and Belonging: Sense of Belonging in Local Community

by Income Level

			Sense of belonging to your local communitya						Sumn Statis	
Income Level	n	Very weak	2	3	4	5	6	Very strong	Meanb	Std. Dev.
Under \$40,000	62,148	8.6 (5,322)	2.9 (1,832)	17.6 (10,908)	24.9 (15,494)	17.9 (11,115)	18.9 (11,747)	9.2 (5,730)	5.03	1.71
\$40,000 to \$79,999	111,400	5.1 (5,631)	5.1 (5,650)	9.7 (10,840)	26.6 (29,586)	23.6 (26,325)	16.1 (17,933)	13.9 (15,435)	5.40	1.64
\$80,000 to \$119,999	87,426	2.9 (2,547)	5.3 (4,659)	7.6 (6,642)	32.5 (28,444)	17.1 (14,991)	20.0 (17,513)	14.4 (12,630)	6.12	1.14
\$120,000 and over	88,753	1.9 (1,682)	8.7 (7,758)	6.9 (6,136)	21.6 (19,215)	25.9 (22,966)	19.3 (17,144)	15.6 (13,852)	6.17	1.23

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses.

b Based on 7-point scale where higher scores reflect higher feelings of belonging.

Table A11a
Respondents' Who Agree<sup>a</sup> with Selected Feelings Concerning Community as a
Place to Live by Sense of Belonging to Local Community

		Ser	ise of Belong	ging
Community as a place to live	n	Weaker	Neutral	Stronger
I would recommend my community to others as a great place to live	298,798	49.3 (36,010)	83.4 (81,334)	91.1 (181,454)
I feel at ease with the people in this community	290,060	54.1 (39,451)	73.6 (71,146)	91.5 (179,463)
I am proud of this community	282,934	47.0 (34,216)	72.6 (70,693)	90.0 (178,025)
This community provides opportunities for me to do a lot of different things	274,648	53.3 (38,586)	73.2 (70,584)	84.1 (165,478)
I have good friends in this community	274,514	50.3 (36,691)	67.4 (65,589)	86.6 (172,234)
If I had an emergency, even people I do not know would be willing to help me	263,350	53.6 (39,250)	65.3 (63,680)	80.6 (160,420)
People are sociable here	257,311	40.8 (29,845)	66.4 (63,955)	82.8 (163,511)
If I need help, this community has many excellent services to meet my needs	256,248	42.1 (30,408)	64.8 (62,776)	82.4 (163,064)
Many people in this community are available to give help if somebody needs it	249,855	30.8 (22,330)	65.0 (62,622)	83.1 (164,903)
There are places in this community that inspire me	234,952	43.4 (31,779)	60.0 (58,383)	73.1 (144,790)
If I had problem, few people in this community would try to help me	93,403	38.5 (27,933)	22.0 (20,813)	22.5 (44,657)
It is difficult for me to connect with the people in this community	73,114	43.8 (32,063)	20.0 (19,481)	10.9 (21,570)
In this community, there is never much to do	64,020	33.8 (24,645)	19.1 (18,301)	10.7 (21,074)
In this community, I have few opportunities to satisfy my needs	47,723	24.5 (17,545)	15.4 (14,995)	7.6 (15,183)
In this community, people are not willing to help those in need	38,858	19.5 (14,275)	10.3 (10,016)	7.4 (14,567)

<sup>&</sup>lt;sup>a</sup> Includes respondents who "agree", "strongly agree", or "very strongly agree" with statements.

Table A11b

Dimension of Sense of Community: **Social climate and bonds**by Sense of Belonging to Local Community

		Social Climate and B			ondsa
Sense of Belonging	n	Min.	Max.	Mean	Std. Dev.
Weaker sense of belonging	72,602	1	7	3.97	1.07
Neutral (neither weak nor strong)	95,246	2	7	4.71	0.70
Stronger sense of belonging	192,812	3	7	5.39	0.81

<sup>&</sup>lt;sup>a</sup> *Social climate and bonds* is an average of responses to statements assessing friendships, sociability, and ability to connect with people in the city.

Table A11c
Dimension of Sense of Community: *Help in Case of Need*by Sense of Belonging to Local Community

		Help in Case of Needa			
Sense of Belonging	n	Min.	Max.	Mean	Std. Dev.
Weaker sense of belonging	71,846	1	7	4.13	1.01
Neutral (neither weak nor strong)	93,206	3	7	4.65	0.76
Stronger sense of belonging	196,368	3	7	5.17	0.85

<sup>&</sup>lt;sup>a</sup> *Help in case of need* includes responses to statements about the number and willingness of people to provide help in an emergency of situation of need.

Table A11d
Dimension of Sense of Community: **Needs Fulfillment**by Sense of Belonging to Local Community

		Needs Fulfillmenta				
Sense of Belonging	n	Min.	Max.	Mean	Std. Dev.	
Weaker sense of belonging	69,997	1	7	4.18	1.14	
Neutral (neither weak nor strong)	94,717	2	7	4.76	0.82	
Stronger sense of belonging	193,438	2	7	5.32	0.93	

<sup>&</sup>lt;sup>a</sup> *Needs fulfillment* refers to perceptions of the range and accessibility of opportunities to satisfy activity needs.

*Note*: Means in tables above are based on a 7-point scale where higher scores reflect greater satisfaction with dimension of sense of community.

Table A11e Respondents' Who Agreea with Selected Feelings Concerning Community as a Place to Live by Income Level

			Incom	e Level	
Community as a place to live	n	Under \$40,000	\$40,000- \$79,999	\$80,000- \$119,999	\$120,000 and over
I would recommend my commu- nity to others as a great place to live	280,241	68.4 (42,904)	75.4 (84,013)	88.8 (77,476)	85.5 (75,848)
I feel at ease with the people in this community	274,320	75.2 (46,948)	73.3 (81,053)	85.1 (73,085)	83.6 (73,234)
I am proud of this community	265,793	62.0 (38,531)	70.8 (78,823)	84.2 (72,989)	85.2 (75,450)
This community provides opportunities for me to do a lot of different things	259,842	57.2 (35,354)	72.8 (80,397)	76.6 (66,400)	88.5 (77,691)
I have good friends in this community	258,146	73.0 (45,366)	68.2 (76,046)	78.0 (68,069)	77.4 (68,665)
If I had an emergency, even people I do not know would be willing to help me	249,402	67.6 (42,122)	64.7 (71,990)	77.2 (67,485)	76.4 (67,805)
If I need help, this community has many excellent services to meet my needs	242,214	62.6 (38,464)	64.6 (71,519)	73.5 (64,260)	76.9 (67,971)
People are sociable here	241,825	60.1 (37,689)	66.7 (73,583)	77.3 (66,751)	72.3 (63,802)
Many people in this community are available to give help if somebody needs it	234,422	56.4 (35,091)	61.7 (67,981)	78.1 (67,961)	71.5 (63,389)
There are places in this community that inspire me	222,209	54.2 (33,914)	63.1 (70,167)	65.2 (56,315)	69.6 (61,813)
If I had problem, few people in this community would try to help me	87,473	31.6 (19,169)	26.4 (29,414)	21.9 (19,092)	22.8 (19,798)
It is difficult for me to connect with the people in this community	71,035	24.4 (15,071)	22.3 (24,810)	14.8 (12,794)	20.7 (18,360)
In this community, there is never much to do	61,610	24.4 (14,925)	17.8 (19,645)	16.8 (14,658)	14.0 (12,382)
In this community, I have few opportunities to satisfy my needs	45,209	21.9 (13,725)	14.8 (16,365)	7.1 (6,175)	10.1 (8,944)
In this community, people are not willing to help those in need	37,772	15.6 (9,800)	16.2 (17,935)	4.9 (4,256)	6.5 (5,781)

<sup>&</sup>lt;sup>a</sup> Includes respondents who "agree", "strongly agree", or "very strongly agree" with statements.

Table A11f
Dimension of Sense of Community: **Social climate and bonds**by Income Level

		Social climate and bonds <sup>a</sup>				
Income Level	n	Min.	Max.	Meanb	Std. Dev.	
Under \$40,000	61,298	1	7	4.72	1.17	
\$40,000 to \$79,999	109,518	1	7	4.81	1.06	
\$80,000 to \$119,999	83,628	2	7	5.06	0.87	
\$120,000 and over	87,141	2	7	5.03	0.96	

<sup>&</sup>lt;sup>a</sup> *Social climate and bonds* is an average of responses to statements assessing friendships, sociability, and ability to connect with people in the city.

Table A11g
Dimension of Sense of Community: **Help in case of need**by Income Level

		Help in case of needa				
Income Level	n	Min.	Max.	Meanb	Std. Dev.	
Under \$40,000	59,751	1	7	4.66	1.23	
\$40,000 to \$79,999	109,562	2	7	4.69	0.95	
\$80,000 to \$119,999	86,368	3	7	4.97	0.77	
\$120,000 and over	86,408	2	7	4.98	0.90	

<sup>&</sup>lt;sup>a</sup> *Help in case of need* includes responses to statements about the number and willingness of people to provide help in an emergency of situation of need.

<sup>&</sup>lt;sup>b</sup> Means are based on a 7-point scale where higher scores reflect greater satisfaction with dimension of sense of community.

<sup>&</sup>lt;sup>b</sup> Means are based on a 7-point scale where higher scores reflect greater satisfaction with dimension of sense of community.

Table A11h
Dimension of Sense of Community: **Needs fulfillment**by Income Level

		Needs fulfillment <sup>a</sup>				
Income Level	n	Min.	Max.	Meanb	Std. Dev.	
Under \$40,000	58,992	2	7	4.60	1.29	
\$40,000 to \$79,999	107,896	1	7	4.82	1.07	
\$80,000 to \$119,999	86,015	2	7	5.09	0.88	
\$120,000 and over	87,100	2	7	5.18	0.92	

<sup>&</sup>lt;sup>a</sup> *Needs fulfillment* refers to perceptions of the range and accessibility of opportunities to satisfy activity needs.

<sup>&</sup>lt;sup>b</sup> Means are based on a 7-point scale where higher scores reflect greater satisfaction with dimension of sense of community.

## **Democratic Engagement**

Table C1a
Respondents Participating in Democratic Activity During the Past 12 Months
by Sense of Belonging to Local Community

		Sense of Belonginga		
Democratic Activity	n	Weaker	Neutral	Stronger
I participated in local event to support charitable organization (e.g., 5km run for breast cancer)	113,627	21.7 (15,902)	29.2 (28,482)	35.1 (69,243)
I participated in a local event in support of community (e.g., "pick up litter days", earth day)	98,019	13.0 (9,508)	23.5 (22,674)	33.6 (65,837)
I wrote a letter or email to or spoke with a municipal official about a local issue	61,839	9.0 (6,589)	12.8 (12,459)	21.7 (42,791)
I joined a Facebook page on a local issue	58,751	11.7 (8,581)	15.6 (15,028)	17.8 (35,142)
I attended a local planning meeting or open house	37,580	4.7 (3,463)	6.0 (5,790)	14.3 (28,327)
I wrote a letter to the editor of the newspaper about a local issue	25,026	6.0 (4,411)	4.8 (4,664)	8.0 (15,951)
I attended a municipal council meeting	24,117	2.5 (1,874)	2.0 (1,985)	10.2 (20,258)
I attended a Ward/neighbourhood meeting	22,122	4.3 (3,136)	3.4 (3,326)	7.9 (15,660)
I participated in a public demonstration or protest	20,081	8.5 (6,152)	3.2 (3,106)	5.5 (10,823)

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses.

Table C1b Respondents Participating in Democratic Activity During the Past 12 Months  $\it by\ Income\ Level$ 

		Income Levela					
Democratic Activity	n	Under \$40,000	\$40,000- \$79,999	\$80,000- \$119,999	\$120,000 and over		
I participated in local event to support charitable organiz- ation (e.g., 5km run for breast cancer)	109,733	20.0 (12,549)	26.1 (28,954)	37.4 (32,558)	40.4 (35,672)		
I participated in a local event in support of community (e.g., "pick up litter days", earth day)	93,848	27.4 (16,940)	25.7 (28,372)	30.4 (26,157)	25.5 (22,379)		
I wrote a letter or email to or spoke with a municipal official about a local issue	59,525	13.8 (8,683)	16.1 (17,977)	16.0 (13,818)	21.5 (19,047)		
I joined a Facebook page on a local issue	57,741	21.0 (13,083)	9.8 (10,887)	20.6 (17,784)	18.1 (15,987)		
I attended a local planning meeting or open house	35,517	7.9 (4,940)	8.7 (9,657)	10.6 (9,237)	13.3 (11,683)		
I attended a municipal council meeting	23,057	3.7 (2,297)	4.0 (4,506)	9.2 (7,987)	9.4 (8,267)		
I attended a Ward/neighbour- hood meeting	20,811	6.1 (3,820)	5.9 (6,605)	5.3 (4,645)	6.5 (5,741)		
I wrote a letter to the editor of the newspaper about a local issue	24,071	3.5 (2,179)	5.6 (6,226)	8.8 (7,694)	9.0 (7,972)		
I participated in a public demonstration or protest	19,449	9.5 (5,786)	4.2 (4,676)	3.7 (3,214)	6.6 (5,773)		

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses.

Table C2a
Level of Interest in Politics at the Federal, Provincial, and Municipal Levels
by Sense of Belonging to Local Community

Political Level		Level of Interest in Politics <sup>a</sup>										Summary statistics	
Sense of belonging	n	None	2	3	4	5	6	7	8	9	Great deal	Mean	Std. Dev.
Federal politic	s												
Weaker	73,731	18.0 (13,271)	4.1 (2,990)	5.0 (3,674)	4.2 (3,105)	8.1 (5,953)	6.0 (4,441)	27.2 (20,051)	7.7 (5,656)	8.4 (6,185)	11.4 (8,405)	5.76	2.99
Neutral	97,291	17.7 (17,204)	4.2 (4,079)	9.2 (8,920)	4.1 (4,019)	16.7 (16,283)	16.0 (15,568)	11.0 (10,702)	9.9 (9,652)	3.8 (3,728)	7.3 (7,136)	5.14	2.75
Stronger	198,620	10.4 (20,715)	2.5 (4,893)	5.6 (11,038)	4.7 (9,277)	11.1 (21,976)	8.5 (16,977)	14.4 (28,575)	19.2 (38,211)	10.2 (20,175)	13.5 (26,783)	6.38	2.76
Provincial poli	tics												
Weaker	73,296	17.1 (12,534)	5.4 (3,928)	3.0 (2,185)	4.5 (3,315)	10.5 (7,705)	7.4 (5,456)	26.9 (19,725)	5.9 (4,296)	5.2 (3,830)	14.1 (10,322)	5.75	2.98
Neutral	97,515	16.2 (15,796)	4.9 (4,791)	8.7 (8,499)	8.6 (8,371)	21.6 (21,038)	9.0 (8,805)	13.5 (13,152)	6.8 (6,643)	4.2 (4,142)	6.4 (6,278)	5.00	2.65
Stronger	198,518	10.1 (20,040)	2.4 (4,714)	5.4 (10,681)	4.6 (9,213)	14.4 (28,640)	9.1 (18,090)	16.0 (31,799)	16.2 (32,171)	9.4 (18,612)	12.4 (24,558)	6.26	2.70
Municipal poli	tics												
Weaker	73,731	18.6 (13,728)	14.2 (5,802)	9.1 (6,744)	9.7 (7,150)	9.2 (6,760)	15.3 (11,295)	5.8 (4,242)	5.4 (4,017)	3.4 (2,508)	9.2 (6,797)	4.58	2.88
Neutral	97,242	16.4 (15,985)	6.0 (5,802)	11.5 (11,217)	11.5 (11,220)	16.6 (16,190)	10.9 (10,602)	12.2 (11,872)	7.4 (7,242)	2.9 (2,795)	4.4 (4,317)	4.73	2.55
Stronger	198,340	9.4 (18,691)	2.7 (5,447)	6.0 (11,919)	5.7 (11,233)	17.3 (34,407)	10.4 (20,661)	17.2 (34,150)	12.2 (24,295)	8.6 (16,991)	10.4 (20,546)	6.04	2.61

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses.

<sup>&</sup>lt;sup>b</sup> Based on 10-point scale where higher scores reflect higher levels of interest.

Table C2b Level of Interest in Politics at the Federal, Provincial, and Municipal Levels by Income Level

					Level	of Inter	est in Po	oliticsa				Sum	_
Political Level Income Level	n	None	2	3	4	5	6	7	8	9	Great deal	Mean	Std. Dev.
Federal politics													
Under \$40,000	62,473	20.6 (12,860)	2.6 (1,634)	3.2 (1,984)	2.7 (1,685)	14.0 (8,759)	6.8 (4,251)	19.2 (12,018)	8.6 (5,345)	10.0 (6,252)	12.3 (7,685)	5.73	3.07
\$40,000–\$79,999	111,869	15.6 (17,421)	4.2 (4,743)	7.8 (8,712)	3.4 (3,858)	9.1 (10,189)	10.7 (11,957)	12.4 (13,868)	16.6 (18,551)	5.4 (6,016)	14.8 (16,554)	5.87	3.02
\$80,000-\$119,999	87,427	12.5 (10,972)	3.0 (2,588)	5.5 (4,781)	4.2 (3,645)	14.0 (12,268)	15.0 (13,137)	14.8 (12,945)	14.6 (12,725)	8.0 (6,951)	8.5 (7,415)	5.88	2.68
\$120,000 and over	88,524	7.8 (6,949)	2.4 (2,160)	7.8 (6,888)	7.0 (6,154)	9.1 (8,077)	7.4 (6,562)	21.3 (18,872)	16.7 (14,751)	16.7 (9,751)	11.0 (9,751)	6.30	2.59
Provincial politics	3												
Under \$40,000	62,563	18.8 (11,785)	2.4 (1,474)	3.6 (2,240)	1.2 (761)	17.0 (10,620)	6.7 (4,191)	20.1 (12,557)	8.7 (5,474)	4.9 (3,064)	16.6 (10,397)	5.85	3.04
\$40,000-\$79,999	111,669	15.6 (17,421)	4.1 (4,538)	7.8 (8,760)	3.8 (4,207)	12.2 (13,643)	8.1 (9,074)	18.2 (20,270)	12.6 (14,066)	5.7 (6,390)	11.9 (13,300)	5.71	2.92
\$80,000-\$119,999	87,428	12.4 (10,877)	3.5 (3,070)	4.6 (4,051)	9.5 (8,313)	16.9 (14,819)	9.9 (8,681)	14.6 (12,722)	12.3 (10,777)	8.0 (6,958)	8.2 (7,160)	5.70	2.69
\$120,000 and over	88,754	6.6 (5,875)	4.0 (3,514)	6.1 (5,413)	7.1 (6,307)	15.7 (16,955)	9.8 (8,735)	19.9 (17,642)	11.5 (10,225)	10.5 (9,337)	8.7 (7,751)	6.12	2.50
Municipal politics	<b>.</b>												
Under \$40,000	62,693	17.5 (10,959)	14.0 (8,764)	4.7 (2,964)	2.8 (1,738)	13.6 (8,526)	8.2 (5,116)	10.5 (6,565)	6.5 (4,072)	5.6 (3,517)	16.7 (10,472)	5.30	3.22
\$40,000–\$79,999	111,299	15.8 (17,586)	4.2 (4,682)	9.1 (10,175)	6.0 (6,710)	15.0 (16,715)	12.1 (13,497)	15.4 (17,185)	10.7 (11,927)	5.2 (5,739)	6.4 (7,083)	5.27	2.72
\$80,000-\$119,999	87,215	10.8 (9,439)	5.1 (4,450)	7.7 (6,719)	13.2 (11,536)	15.8 (13,770)	11.0 (9,628)	13.0 (11,331)	9.4 (8,182)	6.9 (6,011)	7.1 (6,149)	5.41	2.61
\$120,000 and over	88,754	8.7 (7,759)	4.0 (3,524)	10.5 (9,316)	9.0 (7,954)	15.8 (13,996)	14.4 (12,792)	14.6 (12,982)	10.1 (8,945)	6.6 (5,830)	6.4 (5,656)	5.55	2.50

<sup>&</sup>lt;sup>a</sup> Percentages reported above with frequencies below in parentheses.

<sup>b</sup> Based on 10-point scale where higher scores reflect higher levels of interest.

### Leisure and Culture

Social Leisure Activity		
Income Level	n	Pct.
Socializing with friends		
Under \$40,000	46,463	74.1
\$40,000 to \$79,999	102,744	91.8
\$80,000 to \$119,999	83,835	95.9
\$120,000 and over	83,797	94.4
Going out to movies		
Under \$40,000	24,504	39.1
\$40,000 to \$79,999	54,120	48.4
\$80,000 to \$119,999	44,281	50.6
\$120,000 and over	47,299	53.3
Going to sports events as spectator		
Under \$40,000	9,932	15.8
\$40,000 to \$79,999	27,253	24.4
\$80,000 to \$119,999	25,857	29.6
\$120,000 and over	36,334	40.9
Going out to clubs, bars, taverns		
Under \$40,000	13,944	22.2
\$40,000 to \$79,999	30,529	27.3
\$80,000 to \$119,999	33,866	38.7
\$120,000 and over	37,670	42.4

Table E4a Participation in Cultural Activities During the Past Year by Sense of Belonging to Local Community

Cultural Activity		Pct.
Sense of Belonging  Attending music concerts	n	PCL.
	26 545	49.6
Weaker sense of belonging	36,545	
Neutral (neither weak nor strong)	57,854	59.3
Stronger sense of belonging	128,846	64.7
Attending live theatre		
Weaker sense of belonging	36,37	49.8
Neutral (neither weak nor strong)	50,413	51.7
Stronger sense of belonging	114,356	57.4
Attending festivals		
Weaker sense of belonging	34,965	47.4
Neutral (neither weak nor strong)	65,628	67.3
Stronger sense of belonging	142,663	71.6
Visiting art galleries/museums		
Weaker sense of belonging	29,932	40.6
Neutral (neither weak nor strong)	48,685	49.9
Stronger sense of belonging	117,252	58.8
Attending ballet, dance performances		
Weaker sense of belonging	9,621	13.0
Neutral (neither weak nor strong)	19,719	20.2
Stronger sense of belonging	41,383	20.8

Table E4b Participation in Cultural Activities During the Past Year *by Income Level* 

Cultural Activity		
Income Level	n	Pct.
Attending music concerts		
Under \$40,000	36,033	57.5
\$40,000 to \$79,999	59,815	53.5
\$80,000 to \$119,999	54,664	62.5
\$120,000 and over	62,246	70.1
Attending live theatre		
Under \$40,000	32,293	51.5
\$40,000 to \$79,999	55,391	49.5
\$80,000 to \$119,999	48,375	55.3
\$120,000 and over	54,068	60.9
Attending festivals		
Under \$40,000	30,514	48.7
\$40,000 to \$79,999	74,130	66.3
\$80,000 to \$119,999	60,808	69.6
\$120,000 and over	65,514	73.8
Visiting art galleries/museums		
Under \$40,000	19,178	30.6
\$40,000 to \$79,999	56,251	50.3
\$80,000 to \$119,999	55,136	63.1
\$120,000 and over	55,829	62.9
Attending ballet, dance performances		
Under \$40,000	8,328	13.3
\$40,000 to \$79,999	17,233	15.4
\$80,000 to \$119,999	17,486	20.0
\$120,000 and over	22,775	25.7

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Table E8a Respondents Using Recreation and Cultural Facilities at least "Sometimes"<sup>a</sup> During the Past Year *by Sense of Belonging to Local Community* 

		Sense of Belonging <sup>b</sup>			
Recreation and cultural facility	n	Weaker	Neutral	Stronger	
Local park	316,545	85.8 (62,087)	83.8 (80,112)	88.2 (174,346)	
Public library	246,123	65.3 (47,684)	61.8 (57,956)	71.0 (140,483)	
Performing arts facility (e.g., Centre in the Square, Dunfield Theatre Cambridge)	202,200	42.5 (31,039	54.3 (52,726)	59.7 (118,435)	
Multi-purpose rec centre	183,171	35.7 (25,924)	46.6 (45,092)	56.8 (112,155)	
Swimming pool	145,238	20.9 (15,212)	45.2 (43,828)	43.5 (86,198)	
Arena	125,695	25.0 (18,123)	30.0 (28,506)	40.1 (79,066)	
An historic site (e.g., Doon Heritage Village, Woodside National Historic Site)	123,569	24.5 (17,830)	30.3 (29,306)	38.6 (76,433)	
Sports fields (e.g., soccer, baseball)	123,151	31.7 (22,800)	33.0 (31,236)	35.2 (69,115)	
Other outdoors sports (e.g., golf, tennis)	114,491	19.6 (14,211)	31.6 (30,072)	35.5 (70,208)	
Splash pad or wading pool	96,962	17.4 (12,528)	32.0 (30,634)	27.2 (53,800)	
Outdoor skating rink	69,339	10.1 (7,295)	16.2 (15,450)	23.8 (46,594)	
Visual arts facility (e.g., Canadian Clay and Glass Gallery, Homer Watson Gallery)	66,311	11.4 (8,189)	16.6 (16,004)	21.2 (42,118)	

 $<sup>^{\</sup>rm a}$  Includes respondents who responded "sometimes", "regularly", "quite often", or "all of the time".

<sup>&</sup>lt;sup>b</sup> Percentages reported above with frequencies below in parentheses.

Table E8b Respondents Using Recreation and Cultural Facilities at least "Sometimes" a During the Past Year by Income Level

		Income Level <sup>b</sup>				
Recreation and cultural facility	n	Under \$40,000	\$40,000- \$79,999	\$80,000- \$119,999	\$120,000 and over	
Local park	303,707	83.2 (50,200)	83.1 (92,181)	91.2 (79,218)	92.9 (82,108)	
Public library	234,615	72.5 (45,274)	64.1 (69,434)	69.3 (60,260)	67.7 (59,647)	
Performing arts facility (e.g., Centre in the Square, Dunfield Theatre Cambridge)	190,613	44.8 (27,796)	48.2 (53,675)	58.1 (50,543)	66.1 (58,599)	
Multi-purpose rec centre	176,001	42.3 (26,435)	47.3 (52,641)	56.4 (48,407)	54.9 (48,518)	
Swimming pool	138,213	23.9 (14,796)	40.5 (44,980)	48.7 (42,552)	40.6 (35,885)	
Arena	120,628	22.4 (13,544)	32.5 (35,782)	38.3 (33,300)	43.1 (38,002)	
Sports fields (e.g., soccer, baseball)	120,125	32.6 (19,652)	30.3 (33,395)	36.2 (31,387)	40.8 (35,691)	
An historic site (e.g., Doon Heritage Village, Woodside National Historic Site)	115,796	33.3 (20,744)	33.1 (36,632)	31.3 (27,198)	35.2 (31,222)	
Other outdoors sports (golf, tennis)	109,322	9.2 (5,575)	24.3 (26,929)	38.6 (33,635)	48.7 (43,183)	
Splash pad or wading pool	93,423	14.4 (8,695)	25.8 (28,484)	34.1 (29,642)	30.0 (26,602)	
Outdoor skating rink	67,364	10.1 (6,062)	15.6 (17,253)	29.2 (25,304)	21.4 (18,745)	
Visual arts facility (e.g., Homer Watson Gallery, Canadian Clay and Glass Gallery)	62,729	15.8 (9,870)	17.3 (19,163)	19.6 (17,009)	18.9 (16,687)	

 $<sup>^{\</sup>rm a}$  Includes respondents who responded "sometimes", "regularly", "quite often", or "all of the time".

<sup>&</sup>lt;sup>b</sup> Percentages reported above with frequencies below in parentheses.

Table E9a Respondents Agreeing<sup>a</sup> on Aspects of Accessibility of Recreation and Cultural Facilities by Sense of Belonging to Local Community

		Sense of Belonging <sup>b</sup>			
Aspect of Accessibility	n	Weaker	Neutral	Stronger	
There is a local park nearby that is easy for me to get to from my home	308,276	81.4 (57,960)	80.7 (76,029)	92.1 (174,287)	
The recreation and culture facilities are easy for me to get to from my home	260,208	54.4 (39,767)	72.8 (68,331)	80.3 (152,110)	
There are places nearby where I can take classes for my own interest	239,485	48.1 (34,599)	68.0 (63,849)	73.2 (141,037)	
The recreation and cultural facilities are very welcoming to me	189,362	26.1 (17,391)	61.1 (55,083)	64.1 (116,888)	
Recreation and culture programs are offered at times that are convenient to me	184,305	32.6 (22,816)	55.1 (50,642)	60.1 (110,847)	
The cost of public recreation and culture programs prevents me from participating	83,029	47.2 (31,075)	26.0 (22,625)	16.4 (29,329)	
Childcare is available at the recreation facilities if I need to use it	43,801	16.2 (7,460)	19.7 (10,875)	24.0 (25,466)	

<sup>&</sup>lt;sup>a</sup> Includes those who responded "agree", "strongly agree", or "very strongly agree".

<sup>b</sup> Percentages reported above with frequencies below in parentheses.

Table E9b Respondents Agreeing<sup>a</sup> on Aspects of Accessibility of Recreation and Cultural Facilities *by Income Level* 

		Income Level <sup>b</sup>			
Aspect of Accessibility	n	Under \$40,000	\$40,000- \$79,999	\$80,000- \$119,999	\$120,000 and over
There is a local park nearby that is easy for me to get to from my home	292,872	82.5 (48,168)	85.3 (91,765)	89.3 (75,558)	90.7 (77,381)
The recreation and culture facilities are easy for me to get to from my home	245,570	53.9 (33,192)	66.4 (68,090)	81.0 (69,746)	85.0 (74,542)
There are places nearby where I can take classes for my own interest	226,868	50.8 (31,325)	60.8 (64,534)	75.2 (64,630)	76.2 (66,379)
The recreation and cultural facilities are very welcoming to me	180,009	38.3 (22,138)	53.9 (52,312)	64.4 (53,626)	61.5 (51,933)
Recreation and culture programs are offered at times that are convenient to me	176,200	41.4 (24,905)	51.8 (52,308)	58.3 (48,671)	60.0 (50,316)
The cost of public recreation and culture programs pre- vents me from participating	78,265	45.7 (25,150)	28.5 (27,874)	18.5 (14,634)	12.6 (10,607)
Childcare is available at the recreation facilities if I need to use it	41,293	8.8 (3,244)	18.5 (11,299)	25.9 (13,700)	27.3 (13,050)

<sup>&</sup>lt;sup>a</sup> Includes those who responded "agree", "strongly agree", or "very strongly agree".

<sup>b</sup> Percentages reported above with frequencies below in parentheses.

Table E10 Respondents Agreeinga on Aspects of Access to Information about Community Facilities or Events by Income Level

		Income Level <sup>b</sup>			
I know where to find information on	n	Under \$40,000	\$40,000- \$79,999	\$80,000- \$119,999	\$120,000 and over
Community festivals and special events	274,481	71.2 (44,484)	75.9 (84,060)	82.9 (72,457)	83.2 (73,480)
Live music, theatre, dance, or other performances	262,617	66.3 (41,426)	75.2 (83,966)	77.6 (67,885)	80.3 (69,340)
Museums, galleries, or other visual arts facilities	255,386	59.9 (37,196)	72.9 (80,927)	77.2 (67,535)	78.6 (69,728)
Sports events	245,276	52.2 (32,605)	73.7 (80,863)	73.5 (64,182)	76.3 (67,626)
Community trails (e.g., hiking, walking, cycling)	240,554	59.9 (37,430)	60.7 (67,702)	79.6 (69,629)	74.7 (65,793)
Lectures and public talks	185,782	59.4 (36,436)	49.8 (55,514)	54.1 (46,907)	53.3 (46,925)

<sup>&</sup>lt;sup>a</sup> Includes those who responded "agree" or "strongly agree".

<sup>b</sup> Percentages reported above with frequencies below in parentheses.

## **Living Standards**

Table G2 Number of Paid Jobs (full or part-time) Held by Respondents by Sense of Belonging to Local Community and Income Level

Factor		Number of Paid Jobsa			
Category	n	1 job	2 jobs	3 or more	
Sense of Belonging					
Weaker sense of belonging	55,608	21.3 (48,723)	24.0 (5,583)	11.5 (1,302)	
Neutral (neither weak nor strong)	67,461	24.9 (57,141)	30.7 (7,132)	28.1 (3,188)	
Stronger sense of belonging	140,624	53.8 (123,251)	45.3 (10,518)	60.4 (6,855)	
Income Level					
Under \$40,000	31,115	11.7 (25,621)	13.9 (3,209)	20.4 (2,285)	
\$40,000 to \$79,999	71,623	29.5 (64,843)	24.4 (5,657)	10.0 (1,123)	
\$80,000 to \$119,999	72,624	27.6 (60,695)	32.0 (7,398)	40.5 (4,531)	
\$120,000 and over	78,847	31.3 (68,713)	29.8 (6,888)	29.0 (3,246)	

<sup>&</sup>lt;sup>a</sup> Percentages reported above and frequencies below in parentheses (includes just those respondents who indicated that they worked for pay).

Table G3 Respondents' Weekly Hours Spent Working for Pay on  $Main\ Job\ by\ Income\ Level$ 

		Weekly Hours Working for Pay on Main Joba					
Income Level	n	Fewer than 25 hours	25 to 34 hours	35 to 49 hours	50 to 59 hours	60 or more hours	
Under \$40,000	30,903	38.7 (10,641)	15.9 (2,438)	10.1 (16,228)	2.2 (808)	6.1 (788)	
\$40,000 to \$79,999	71,048	22.7 (6,242)	33.8 (5,183)	32.6 (52,331)	17.5 (6,534)	5.8 (758)	
\$80,000 to \$119,999	72,624	18.7 (5,141)	21.9 (3,361)	28.7 (46,086)	26.2 (9,757)	63.8 (8,279)	
\$120,000 and over	78,845	20.0 (5,492)	28.5 (4,367)	28.5 (45,693)	54.1 (20,137)	24.3 (3,156)	

<sup>&</sup>lt;sup>a</sup> Percentages reported above and frequencies below in parentheses (includes just those respondents who indicated that they worked for pay).

Table G6a Respondents who Agreed<sup>a</sup> With Selected Feelings Concerning Job Fit with Main Job by Sense of Belonging to Local Community

		Sense of Belonging <sup>b</sup>		
Feelings Concerning Job Fit	n	Weaker	Neutral	Stronger
My current occupational position adequately reflects my education and training	181,031	67.0 (37,050)	69.7 (46,750)	69.2 (97,231)
Considering all my efforts and achievements, my opportunities at work are adequate	150,379	50.4 (28,039)	55.6 (37,515)	60.2 (84,825)
Considering all my efforts and achievements, my salary/income is adequate	144,894	41.4 (22,992)	55.0 (37,072)	60.3 (84,830)
I have little hope for promotion at my job	109,686	50.4 (28,019)	38.3 (25,832)	39.6 (55,835)
I have experienced or I expect to experience an undesirable change in my work situation	70,158	33.4 (18,560)	29.6 (19,949)	22.5 (31,649)
My job security is poor	52,872	36.4 (20,215)	16.3 (10,948)	15.4 (21,709)

<sup>&</sup>lt;sup>a</sup> Includes those who responded "agree", "strongly agree", or "very strongly agree".

<sup>b</sup> Percentages reported above and frequencies below in parentheses.

Table G6b Respondents who Agreed<sup>a</sup> With Selected Feelings Concerning Job Fit with Main Job by Income Level

		Income Level <sup>b</sup>				
Feelings Concerning Job Fit	n	Under \$40,000	\$40,000- \$79,999	\$80,000- \$119,999	\$120,000 and over	
My current occupational position adequately reflects my education and training	174,352	60.5 (18,605)	53.5 (38,330)	71.7 (52,190)	83.4 (65,227)	
Considering all my efforts and achievements, my opportunities at work are adequate	143,972	36.9 (11,467)	44.4 (31,801)	57.3 (41,742)	74.8 (58,962)	
Considering all my efforts and achievements, my salary/income is adequate	139,561	19.0 (5,888)	44.2 (31,660)	61.7 (44,904)	72.6 (57,109)	
I have little hope for promotion at my job	106,635	65.1 (20,270)	50.5 (36,163)	36.6 (26,647)	29.9 (23,555)	
I have experienced or I expect to experience an undesirable change in my work situation	67,991	25.5 (7,939)	33.5 (23,967)	23.9 (17,427)	23.7 (18,658)	
My job security is poor	51,219	19.7 (6,129)	28.0 (19,977)	13.4 (9,794)	19.5 (15,319)	

<sup>&</sup>lt;sup>a</sup> Includes those who responded "agree", "strongly agree", or "very strongly agree".

<sup>b</sup> Percentages reported above and frequencies below in parentheses.

Table G8
Respondents Reporting Challenges<sup>a</sup> with Aspects of Financial Security During the Past Year by Income Level

		Income Level <sup>b</sup>				
Aspects of Financial Security	n	Under \$40,000	\$40,000- \$79,999	\$80,000- \$119,999	\$120,000 and over	
I did not have enough money to buy the things I wanted	166,568	63.5 (37,750)	52.9 (55,201)	51.4 (43,517)	34.7 (30,100)	
I did not have enough money to buy the things I needed	68,575	34.3 (20,695)	27.4 (28,538)	17.4 (14,919)	5.1 (4,423)	
I could not pay my bills on time (e.g., water, hydro, phone, credit card)	62,262	20.7 (12,461)	28.0 (29,629)	14.5 (12,453)	9.2 (7,719)	
I ate less because there was not enough food or money for food	39,655	25.1 (15,137)	18.1 (18,883)	4.7 (3,993)	2.0 (1,642)	
I could not pay my mortgage or rent on time	24,767	17.1 (9,427)	11.9 (11,884)	3.2 (2,648)	1.0 (808)	

<sup>&</sup>lt;sup>a</sup> Includes those who reported a challenge with financial security "once in the past year", "at least once every 6 months", "at least once every three months", or "at least once a month".

<sup>b</sup> Percentages reported above and frequencies below in parentheses.

## Time Use

Table H3
Respondents Agreeing<sup>a</sup> on Aspects of Time Adequacy
by Sense of Belonging to Local Community

		Sense of Belonging <sup>b</sup>			
Perceived Adequate Time	n	Weaker	Neutral	Stronger	
To be yourself	283,762	65.1 (46,894)	80.5 (77,993)	82.1 (158,875)	
To prepare or eat healthy meals	274,404	59.3 (42,997)	73.8 (69,008)	83.2 (162,399)	
To get enough sleep/rest	266,831	57.9 (41,849)	74.1 (71,651)	78.8 (153,331)	
To socialize	249,307	44.8 (31,285)	72.7 (69,940)	76.2 (148,082)	
To complete housework or chores	242,325	48.3 (34,901)	68.1 (65,005)	73.1 (142,419)	
To keep in shape	241,422	53.2 (37,384)	71.1 (67,973)	70.3 (136,065)	
For your family to be together	228,482	50.3 (33,488)	67.5 (60,558)	73.7 (134,436)	
To form and sustain serious relationships	225,277	42.8 (26,555)	73.2 (60,108)	78.7 (138,614)	
To be with your partner or spouse	206,092	54.4 (27,958)	68.9 (52,566)	79.8 (125,568)	
To nurture your spiritual and/or creative side	198,752	35.5 (24,046)	59.2 (52,896)	65.9 (121,810)	
To participate in or be active in the community	195,962	31.1 (20,653)	55.4 (48,606)	67.7 (126,703)	
To be with children you live with	155,889	61.7 (27,326)	76.7 (40,842)	80.3 (87,721)	

<sup>&</sup>lt;sup>a</sup> Includes those who responded with a score of 6 or greater along a 10 point scale where 1 indicates "Not enough" and 10 indicates "Always enough"

<sup>&</sup>lt;sup>b</sup> Percentages reported above with frequencies below in parentheses.

## **Overall Health and Wellbeing**

Table I1a Respondents Satisfied<sup>a</sup> with Aspects of Wellbeing *by Sense of Belonging* 

		Sense of Belonging <sup>b</sup>			
Aspect of Wellbeing	n	Weaker	Neutral	Stronger	
My neighbourhood as place to live	286,493	52.5 (38,250)	71.2 (69,254)	90.1 (178,989)	
The environmental quality of my neighbourhood	264,741	50.3 (36,705)	63.4 (61,263)	83.9 (166,773)	
My mental wellbeing	269,948	58.2 (42,847)	66.2 (64,551)	81.8 (162,550)	
My access to parks and recreation opportunities in the community	262,103	56.4 (41,004)	62.7 (60,948)	81.4 (160,151)	
My personal relationships	244,783	48.3 (35,381)	61.8 (59,812)	75.3 (149,590)	
My access to educational opportunities in the community	228,279	42.2 (30,705)	58.5 (55,546)	71.6 (142,028)	
My access to arts and culture opportunities in the community	200,268	31.5 (22,722)	53.2 (49,307)	64.7 (128,239)	
My work situation	211,211	43.1 (30,427)	54.3 (50,308)	68.4 (130,476)	
My leisure time	211,209	35.3 (25,767)	55.2 (53,601)	66.4 (131,841)	
My physical wellbeing	214,357	49.6 (36,212)	56.7 (55,134)	61.9 (123,011)	
How I spend my time	190,441	33.2 (24,352)	46.4 (45,100)	61.0 (120,989)	
The balance of activities in my daily life	196,133	26.9 (19,726)	48.2 (46,849)	65.3 (129,558)	
My financial situation	213,636	43.5 (31,529)	46.9 (44,904)	69.2 (137,203)	
My sense of belonging to this community	168,443	10.7 (7,809)	31.4 (30,434)	65.5 (130,200)	
How well democracy is working in my community	147,328	18.3 (13,251)	36.3 (34,446)	50.5 (99,631)	
The way my local government responds to community needs	132,871	15.2 (10,996)	30.7 (29,436)	46.9 (92,439)	

<sup>&</sup>lt;sup>a</sup> Includes those who responded with a score of 5 or greater along a 7 point scale where 1 indicates "Extremely dissatisfied" and 7 indicates "Extremely satisfied"

<sup>b</sup> Percentages reported above with frequencies below in parentheses.

Table I1b Respondents Satisfied<sup>a</sup> with Aspects of Wellbeing *by Level of Income* 

		Income Level <sup>b</sup>			
Aspect of Wellbeing	n	Under \$40,000	\$40,000- \$79,999	\$80,000- \$119,999	\$120,000 and over
My neighbourhood as place to live	269,494	65.2 (40,903)	70.5 (78,658)	79.2 (69,080)	91.7 (80,853)
The environmental quality of my neighbourhood	249,499	57.5 (35,909)	64.3 (71,717)	75.5 (65,436)	86.3 (76,437)
My mental wellbeing	252,084	66.8 (41,884)	68.0 (75,869)	73.1 (63,908)	79.6 (70,423)
My access to parks and recreation opportunities in the community	244,880	60.3 (37,662)	62.8 (69,654)	75.3 (65,607)	83.0 (72,057)
My personal relationships	228,269	54.6 (33,947)	64.3 (71,723)	68.6 (59,993)	71.0 (62,606)
My access to educational opportunities in the community	215,175	60.2 (36,145)	57.7 (64,393)	64.6 (56,345)	66.2 (58,292)
My access to arts and culture opportunities in the community	185,341	39.7 (24,269)	49.1 (52,796)	57.2 (49,578)	66.3 (58,698)
My work situation	198,684	34.0 (18,895)	52.9 (57,075)	65.8 (56,217)	75.2 (66,497)
My leisure time	194,045	50.7 (31,817)	57.6 (63,877)	52.2 (45,508)	59.9 (52,843)
My physical wellbeing	200,239	56.3 (35,251)	48.8 (54,307)	63.0 (54,916)	62.9 (55,765)
How I spend my time	173,805	43.4 (27,093)	49.6 (55,401)	49.1 (42,790)	55.2 (48,521)
The balance of activities in my daily life	179,921	44.2 (27,602)	53.4 (59,317)	51.9 (45,410)	53.9 (47,592)
My financial situation	198,604	32.3 (19,694)	49.1 (54,600)	59.1 (51,386)	82.5 (72,924)
My sense of belonging to this community	156,127	36.2 (22,461)	44.9 (50,206)	42.7 (37,181)	52.2 (46,279)
How well democracy is working in my community	138,444	28.0 (16,998)	38.1 (42,284)	46.2 (40,078)	44.3 (39,084)
The way my local government responds to community needs	123,698	30.3 (60,998)	33.5 (36,941)	38.8 (33,733)	39.2 (34,518)

<sup>&</sup>lt;sup>a</sup> Includes those who responded with a score of 5 or greater along a 7 point scale where 1 indicates "Extremely dissatisfied" and 7 indicates "Extremely satisfied" b Percentages reported above with frequencies below in parentheses.

Table I2 Respondents' Level of Satisfaction with Life in General by Sense of Belonging to Local Community and Income Level

		Satisfaction with Life in General <sup>a</sup>					Summary Statistics	
<b>Factor</b> Category	n	Very dissatis- fied	Dissatis- fied	Neither satisfied/ dissatisfied	Satisfied	Very satisfied	Mean <sup>b</sup>	Std. Dev.
Sense of Belonging								
Weaker sense of belonging	69,481	3.6 (2,489)	10.7 (7,460)	32.7 (22,746)	40.6 (28,224)	12.3 (8,562)	3.47	0.96
Neutral (neither weak nor strong)	97,007	2.0 (1,913)	9.7 (9,371)	16.1 (15,635)	52.8 (51,235)	19.4 (18,853)	3.78	0.93
Stronger sense of belonging	197,251	0.3 (602)	3.0 (5,938)	11.9 (23,558)	46.7 (92,049)	38.1 (75,104)	4.19	0.78
Income Level								
Under \$40,000	12,560	3.8 (2,378)	10.5 (6,565)	29.4 (18,345)	36.2 (22,646)	20.1 (12,560)	3.58	1.04
\$40,000 to \$79,999	25,027	1.6 (1,755)	8.6 (9,483)	23.2 (25,454)	43.7 (47,946)	22.8 (25,027)	3.78	0.95
\$80,000 to \$119,999	22,640	0.6 (541)	4.4 (3,735)	15.2 (12,953)	53.3 (45,442)	26.5 (22,640)	4.01	0.81
\$120,000 and over	33,880	0.6 (501)	3.1 (2,733)	4.0 (3,438)	53.3 (46,370)	39.0 (33,880)	4.27	0.73

<sup>&</sup>lt;sup>a</sup> Percentages reported above and frequencies below in parentheses.

<sup>b</sup> Based on 5-point scale where higher scores reflect higher levels of satisfaction.



Measuring what matters

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