

Enhanced Security Measures at Toronto City Hall

SUMMARY OF SURVEY RESULTS

Introduction

As detailed in the Staff Report, a number of polls, surveys, and engagement sessions were conducted in order to survey and consult members of the public and City staff, including:

- a) an online poll (in lieu of telephone) conducted by The Strategic Counsel;
- b) in person intercept surveys conducted at City Hall by The Strategic Counsel;
- c) an online survey on the City's website;
- d) a staff survey on the City's intranet site; and,
- e) facilitated community conversations (engagement sessions) with the Black community; Muslim, Middle Eastern, South-Asian communities, and Indigenous Peoples community.

A) Online Poll and B) Intercept Survey

The online poll and intercept survey were conducted by The Strategic Counsel, a professional market research firm. The objective of their polling was to evaluate the level of public support for security screening at Toronto City Hall.

For the online poll, the online panel of 1000 residents included 100 Mandarin and 100 Cantonese speakers. The average time to complete the survey was 8 minutes. The online survey is estimated to be accurate within 3.46 percentage points, 95 times out of 100.

An intercept survey is a research method used to gather on-site feedback from an audience. During the intercept survey, the interviewer approached persons entering City Hall. One of the results of the Online and Intercept surveys was Intercept respondents tend to visit City Hall more frequently than Online respondents with half reporting they visit City Hall once a month or more frequently.

A report, from The Strategic Counsel, highlighting the methodology, key findings, detailed findings, and demographics is included as Attachment 3, The Strategic Counsel Report.

C) Public Survey on City's Internet Site

The City hosted a public online survey on City Hall patron screening on the City of Toronto's website from March 19 to April 10, 2018.

The online survey results, however, cannot be stated to reflect the views of the general population in the same way that the online survey conducted by The Strategic Counsel did, for a number of reasons.

For example, the survey did not have the functionality to restrict multiple responses from the same IP address and the survey did not have the functionality to restrict the public who do not reside in the City of Toronto from responding, amongst others.

The public online survey on the City's website had a total of 1602 applicable responses. It is not possible to determine how many actual respondents posted those responses.

The following are the survey questions used for the online survey.

City Hall Patron Screening Survey

This survey was hosted on the City of Toronto internet site. The survey was promoted through Twitter and to community groups by various City divisions.

1. Do you work for any of the following organizations: a market research company, an advertising agency, the City of Toronto, or for a security company?

The respondents had a choice of answering yes or no. If the respondents answered yes the survey ended.

2. How long have you lived in the city of Toronto?

The respondents had a choice of selecting one of the following answers: Less than a year; 1 - 4 years; 5 - 9 years; 10 - 19 years; 20 years or more; don't know/not sure.

3. Have you ever visited Toronto City Hall at 100 Queen St. W.?

The respondents had a choice of selecting one of the following answers: yes; no; don't know/not sure.

4. Do you support or oppose security screening at the public entrances into City Hall?

The respondents had a choice of selecting one of the following answers: don't know / not sure; strongly oppose; somewhat oppose; strongly support; somewhat support; neither support nor oppose.

5. One option for visitor screening is to use metal detectors similar to those used at major sporting facilities like the Rogers Centre and Air Canada Centre. Do you support or oppose the installation of metal detectors to screen all visitors entering Toronto City Hall at 100 Queen St. W.?

The respondents had a choice of selecting one of the following answers: don't know / not sure; strongly oppose; somewhat oppose; strongly support; somewhat support; neither support nor oppose. If the respondents selected strongly oppose or somewhat oppose they were directed to question six.

6. *Please select the option below that is closest to your view on why you oppose the installation of metal detectors.*

The respondents had a choice of selecting the following answers: don't know / not sure; metal detectors may make the building less physically accessible; metal detectors may lead to discrimination; metal detectors may deter people from coming to City Hall; metal detectors may slow down or delay people entering the building.

7. *Recently, two independent security assessments, one completed by the Toronto Police Service and one completed by Public Safety Canada, recommended that the City install metal detectors to screen all visitors as they enter City Hall at 100 Queen St. W. With the awareness that the recommendation to install metal detectors is supported by these law enforcement agencies, does this change your support or opposition to the installation of metal detectors?*

The respondents had a choice of selecting one of the following answers: does not change; somewhat changes; strongly changes; don't know/not sure.

8. *On average, how often do you visit City Hall at 100 Queen St. W.?*

The respondents had a choice of selecting one of the following answers: a few times per year; about once a month; about once a year; less than once a year; once a week or more frequently; two or three times a month.

9. *To help us ensure that we have appropriate representation of people from different area of the city, please provide the first three characters of your postal code.*

The respondents were provided with an area to record the first three characters of their postal code.

10. *In which of the following age groups do you belong?*

The respondents had a choice of selecting one of the following answers: prefer not to say; under 18; 18 - 34 years; 35 - 54 years; 55 years and over.

11. *Which of the following categories describes your annual household income?*

The respondents had a choice of selecting one of the following answers: prefer not to say; \$100,000 or more; \$80,000 to \$99,000; \$60,000 to \$79,000; \$40,000 to \$59,000; \$25,000 - \$39,000; under \$25,000.

12. *Were you born in Canada?*

The respondents had a choice of selecting one of the following answers: yes; no; prefer not to say.

13. *Would you describe yourself as a member of a visible minority or racialized group or as an Indigenous Canadian?*

The respondents had a choice of selecting one of the following answers: yes, visible minority/racialized; no; prefer not to say.

14. *Do you identify as:*

The respondents had a choice of selecting one of the following answers: male; female; transgender; an identity not listed; prefer not to say.

D) Staff Survey on City's Intranet Site

The City hosted an intranet City Hall patron screening online survey for City staff.

The survey however did not have the same scientific scrutiny that could be applied to the online survey conducted by The Strategic Counsel for a number of reasons including the survey did not have the functionality to restrict multiple responses from the same IP address and the survey did not have the functionality to restrict employees who do not work at City Hall from responding that they did.

For the staff survey, 286 respondents indicated their permanent work location was City Hall.

The following are the survey questions used for the Staff survey on the City's intranet site.

City of Toronto Employee Survey Questions

1. What is your permanent work location?

The respondents had a choice of selecting "Toronto City Hall" or "A different city facility". If the respondents selected "a different city facility" they were directed to question number two.

2. On average, which of the following categories most closely resembles how often you visit City Hall for the purpose of work?

The respondents had a choice of selecting from a list of the following options: a few times per month; a few times per week; more than once per week; once per year.

3. Are you supportive of some type of enhanced security measures for visitors entering City Hall?

The respondents had a choice of selecting from a list of the following options: don't know / not sure; strongly oppose; somewhat oppose; strongly support; somewhat support; neither support nor oppose.

4. Overall, would you support or oppose a proposal to install metal detectors, similar to those at major sports stadiums, at City Hall entrances to screen visitors (non-City staff)?

The respondents had a choice of selecting from a list of the following options: don't know / not sure; strongly oppose; somewhat oppose; strongly support; somewhat support; neither support nor oppose.

E) Community Consultations

Facilitated community conversations (engagement sessions) occurred with the

- 1) Black, Muslim, Middle-Eastern, and South-Asian communities
- 2) Indigenous Peoples community.

1) Black, Muslim, Middle-Eastern, and South-Asian Communities

A City Hall Security Community Engagement Report, titled "Community and SME (Subject Matter Experts) Engagements on the proposed City Hall enhanced security measures" was prepared. This report provides details of the results of the focus groups for the African-Canadian Black communities; East African, Black and Muslim community; and South-Asian, Middle Eastern, and Muslim Communities.

This report is included as Attachment 4, Community and SME Engagements Report.

For the African Canadian Black, South-Asian, Middle-Eastern, and Muslim communities, the consultant recommended that a separation be made between focus groups targeting the a) general community and b) outreach and engagement of community leaders, organisers, and SMEs.

a) Interview Questions: Community Members

- A. What do you know about City Hall?
- B. Have you been to City Hall?
- C. If not, why haven't you gone? If so, when was the last visit? How was that experience?
- D. What do you know about City Hall security measures?
- E. What, if at all, are your experiences with City Hall security (and/or protocols) if any?
- F. How might these proposed security measures impact - whether positively or negatively - you as a resident of this city?
- G. Have you or anyone close to you been impacted?
- H. In what way? What occurred?
- I. How, if at all, might being South Asian/Middle Eastern/Black/Muslim impact your experience of entering City Hall? In what ways (be specific)
- J. What are your suggestions on how the interactions between security staff at City Hall and members of community are incident free?
- K. Are there things you need further clarified before moving forward?

b) Interview Questions: Subject Matter Experts

- A. What challenges, if any might you see arising from these proposed measures?
- B. In what ways may this impact the community you serve and/or are a part?
- C. How might security go about ensuring these challenges are avoided?
- D. What suggested alternatives if any might you propose they explore?
- E. What questions could be better answered for you before moving forward?

2) Indigenous Peoples Community

An Indigenous Community Focus Group report, from McLean Consulting Group (an Indigenous owned and operated company) titled "Toronto City Hall Patron Screening" was prepared.

This report is included as Attachment 5, Indigenous Peoples Community Report.

The following is an overview of the questions asked and responses provided.

1) Have you ever visited City Hall?

"Yes" 78%

"No" 22%

2) On a scale of 1-10 (where 1 is "not at all and 10 is absolutely) did you feel safe visiting City Hall?

Average rating was 8.15

3) Do you feel the staff are safe at City Hall?

"Very safe" 19 out of 27 respondents

"Somewhat safe" 3 out of 27 respondents

"Unsure" 5 out of 27 respondents

4) Were you aware of some of the threats of violence towards City Hall and City Council?

"Yes" 17 out of 27 respondents

"Somewhat" 6 out of 27 respondents

"No" 4 out of 27 respondents

5) Have you ever gone through Patron Screening before?

All respondents reported having experienced screening before.

6) How was your experience?

"Positive" 1 out of 27 respondents

"Somewhat positive experience" 8 out of 27 respondents

"Unsure" 5 out of 27 respondents

"Somewhat negative experience" 10 out of 27 respondents

"Negative experience" 3 out of 27 respondents

7) What would Patron Screening have to look like to be considered respectful and professional?

Top Answers:

- Cultural competency training for all staff

- Traditional items

- Privacy rooms

- Traditional people and elders

- Male and female staff

- Responsiveness to requests for a supervisor

- City staff required to go through patron screening each day like everyone else

8) If Patron Screening was done in a respectful and professional manner, would you support it?

"Support" 52%

"Not Support" 48%

9) Is there a role for the Indigenous community to play if Patron Screening is implemented?

Top answers:

- Cultural Competency Training
- Designation of elders and traditional people
- "Secret shoppers" to measure quality of Patron Screening staff