

# EX35.3

## Attachment 3



A REPORT TO  
THE CITY OF TORONTO

### **TORONTO CITY HALL SECURITY SURVEY – ONLINE AND INTERCEPT**

March 2018



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## INTRODUCTION AND METHODOLOGY

# Objectives and Methodology

## Background and Objectives

There has been discussion about introducing security screening at Toronto City Hall (100 Queen Street West).

The objective of the study was to evaluate the level of public support for security screenings at Toronto City Hall (100 Queen Street West).

## Methodology



This report is based on two surveys conducted via two methodologies:

- 1) an online panel of n=800 Toronto residents and 100 Mandarin and 100 Cantonese speakers.
- 2) An intercept was conducted among visitors (n=100) to Toronto City Hall (100 Queen Street West).



The online survey was in field from **March 15<sup>th</sup> to 23<sup>rd</sup>, 2018**. On average, the survey took 8 minutes to complete. The intercept survey was **March 19<sup>th</sup>-21<sup>st</sup>, 2018**. On average, the survey took 7 minutes to complete.



The precision level for the online survey is **3.46%**, 95 times out of 100.



## KEY FINDINGS

# Overall, there is strong support for security screening at Toronto City Hall.

- ❖ Eight-in-ten (79%) of **City of Toronto residents** (based on the online survey) support security screening at the public entrances into City Hall, with 37% ‘strongly’ supporting security screening.
  - City of Toronto residents (79%) are significantly more likely to support security screening than either the Mandarin (67%) or Cantonese (70%) Chinese speaking respondents. This is also true for those who ‘strongly’ support security screening.
- ❖ This level of support increases to 83% (40% ‘strongly’) once the option of using metal detectors for security screening similar to those used at major sporting facilities is introduced.
- ❖ Two-thirds (67%) of **Toronto City Hall visitors** (based on the intercept survey) support the use of metal detectors to screen all visitors entering City Hall, with 25% ‘strongly’ supporting security screening.
  - There are no significant differences between the men and women respondents.

# Among a majority of City of Toronto residents, information regarding independent security assessments does not impact their original views on security screening.

- ❖ With increased information regarding two independent security assessments by Toronto Police Services and Public Safety Canada, fully six-in-ten (60%) City of Toronto residents say this information does not change their original views.
  - However, city of Toronto residents (13%) are significantly more likely to report their view ‘strongly changes’ than either the Mandarin or Cantonese Chinese speaking respondents (both 8%).

# Causing delays or limiting accessibility are the main reasons for opposition to security screening at Toronto City Hall.

- ❖ Among **City of Toronto residents** (based on the online survey) who oppose the use of metal detectors for security screening, causing delays (36%) is the most cited reason. This is followed by deterring people from going to City Hall (26%) and the possibility of discrimination (23%).
- ❖ While half (48%) of **City Hall visitors** (based on the intercept survey) believe security screening using metal detectors is a ‘good idea because of enhanced security’, 43% say it is a poor idea as the new security measures ‘might limit accessibility’.
  - Intercept respondents report being more frequent visitors to Toronto City Hall.
- ❖ Half (49%) of **City Hall visitors** (based on the intercept survey) have the opinion that the ‘City is being prudent and responsible’ in potentially installing metal detectors. However, one-third (33%) believe the ‘City is giving into fear’. Almost two-in-ten (18%) don’t have an opinion.





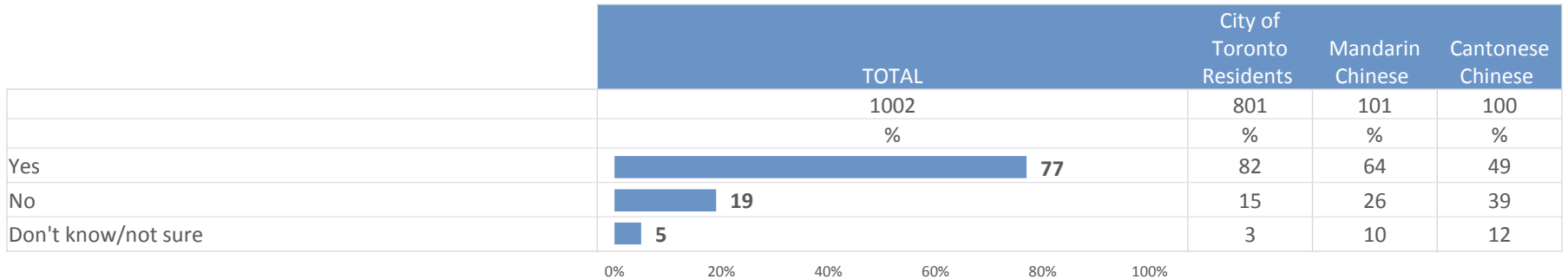
# DETAILED FINDINGS

# Eight-in-ten (82%) of City of Toronto residents have visited Toronto City Hall.

- City of Toronto residents (82%) are significantly more likely to have visited City Hall than either the Mandarin (64%) or Cantonese (49%) speaking respondents (and Mandarin Chinese speaking respondents are significantly more likely to have visited City Hall than those who speak Cantonese Chinese).

## VISITED CITY HALL – 100 QUEEN STREET WEST

Online



Q2. Have you ever visited Toronto City Hall at 100 Queen St. West?

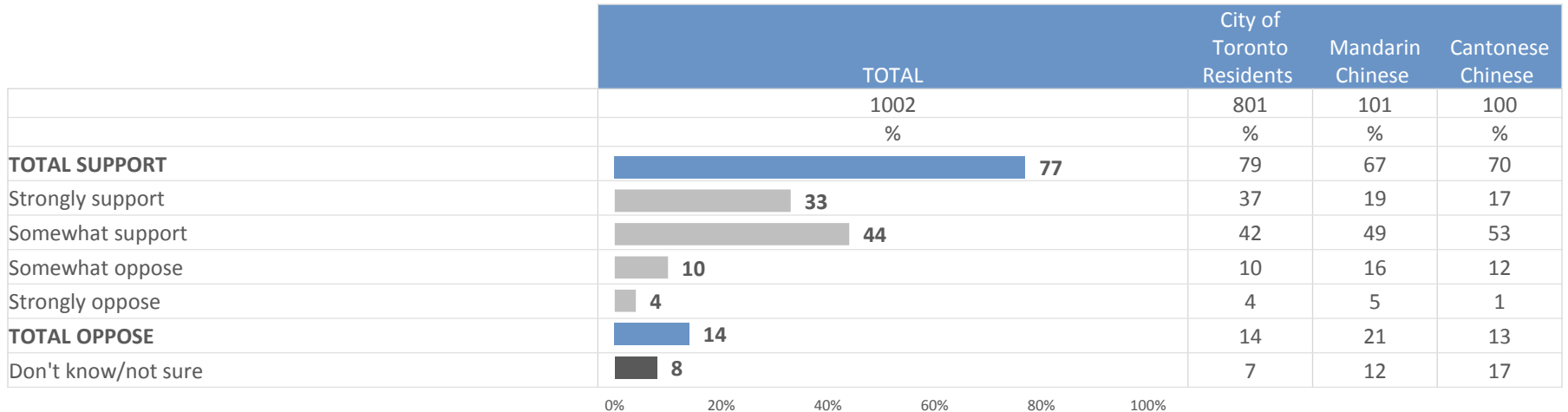
Base: Total sample

Eight-in-ten (79%) of City of Toronto residents support security screening at the public entrances into City Hall, with 37% ‘strongly’ supporting security screening.

- City of Toronto residents (79%) are significantly more likely to support security screening than either Mandarin (67%) or Cantonese (70%) Chinese speaking respondents. This is also true for those who ‘strongly’ support security screening.

### SECURITY SCREENING AT PUBLIC ENTRANCES INTO CITY HALL

Online



Q3. Do you support or oppose security screening at the public entrances into City Hall?

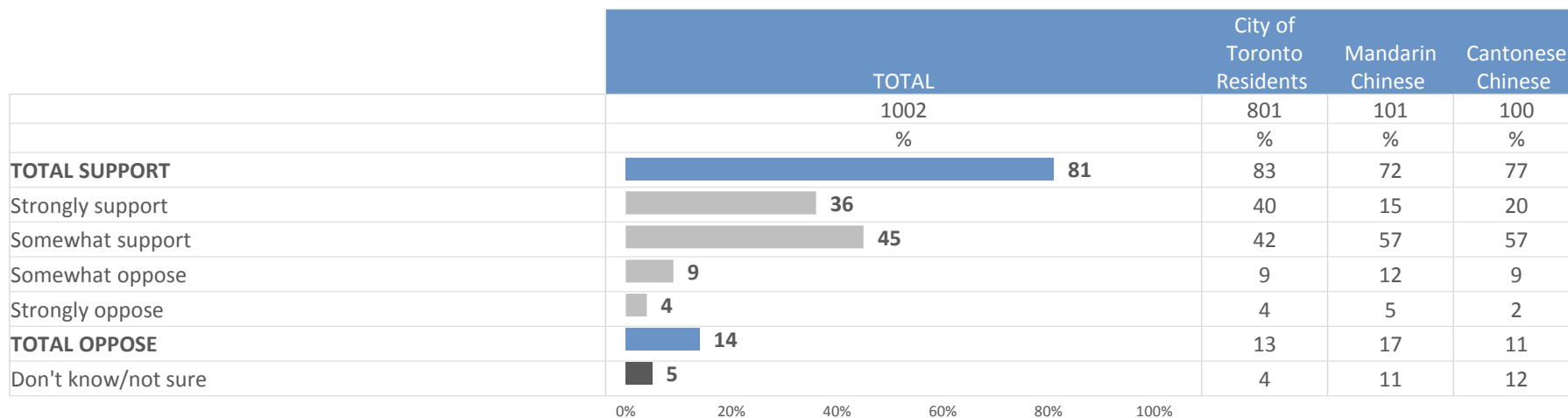
Base: Total sample

Once the option of using metal detectors for security screening similar to those used at major sporting facilities is introduced, support for security screening increases to 83% among City of Toronto residents.

- Total support increases by 4% among City of Toronto residents, 5% among those who speak Mandarin Chinese, and 7% among those who speak Cantonese Chinese.
- Interestingly, among Mandarin Chinese speaking respondents, ‘strong’ support for screening using metal detectors (15%) is lower than their initial support for security screening (19%).

### METAL DETECTORS TO SCREEN ALL VISITORS ENTERING CITY HALL

Online



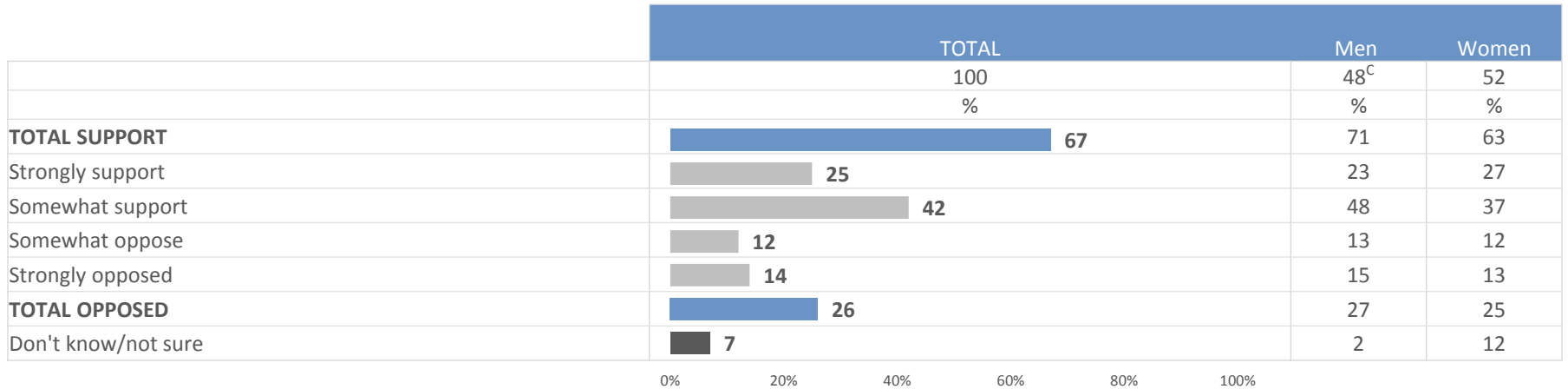
Q4. One option for visitor screening is to use metal detectors similar to those used at major sporting facilities like the Rogers Centre and Air Canada Centre. Do you support or oppose the installation of metal detectors to screen all visitors entering Toronto City Hall at 100 Queen Street West?

Base: Total sample

Two-thirds (67%) of City Hall visitors support the use of metal detectors to screen all visitors entering City Hall, with 25% ‘strongly’ supporting security screening. There are no significant differences between men and women respondents.

## METAL DETECTORS TO SCREEN ALL VISITORS ENTERING CITY HALL

### Intercept



Q1. Do you strongly support, somewhat support, somewhat oppose or strongly oppose the installation of metal detectors to screen all visitors entering Toronto City Hall at 100 Queen Street West?

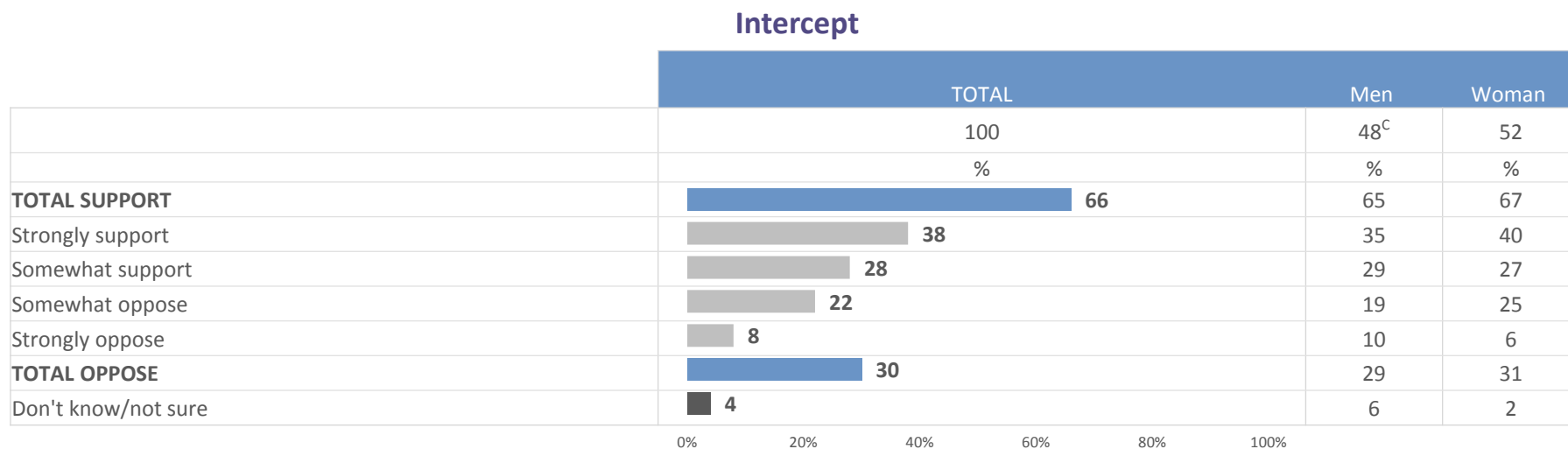
Base: Total sample

C: Caution, small base size

With increased information regarding security assessments, use of metal detectors similar to those used at major sporting facilities, and an average delay of 20 seconds, support (66%) remains similar to the overall initial support for security screening (67%) among City Hall visitors.

- ‘Total’ support among men declines 6 points to 65% once more details are provided. Support increases slightly (up 4%) among women.
- However, those who ‘strongly’ support this change increases by 13% overall, and increases among both men and women (up 12% and 13%, respectively.)

### METAL DETECTORS TO SCREEN ALL VISITORS ENTERING CITY HALL



Q4. Two independent security assessments undertaken for the City of Toronto have recommended that the City install metal detectors to screen all visitors as they enter this building. These would be similar to metal detectors at major sporting facilities and might involve an average of a 20 second delay in gaining access to the building. Do you strongly support, somewhat support, somewhat oppose or strongly oppose installing metal detectors to screen all visitors entering City Hall at 100 Queen Street?

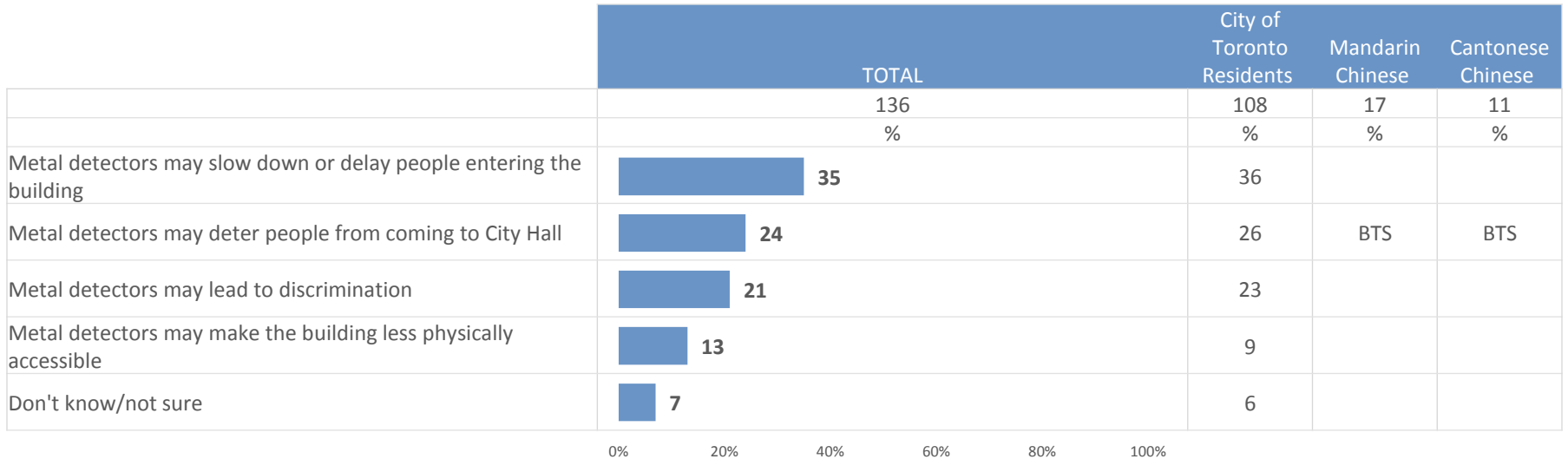
Base: Total sample

C: Caution, small base size

Among City of Toronto residents who oppose the use of metal detectors for security screening, causing delays (36%) is the most cited reason. This is followed by deterring people from going to City Hall (26%) and the possibility of discrimination (23%).

## REASONS OPPOSE THE USE OF METAL DETECTORS

Online



Q5. Please select the option below that is closest to your view on why you oppose the installation of metal detectors.

Base: Those who oppose the use of metal detectors at Q4

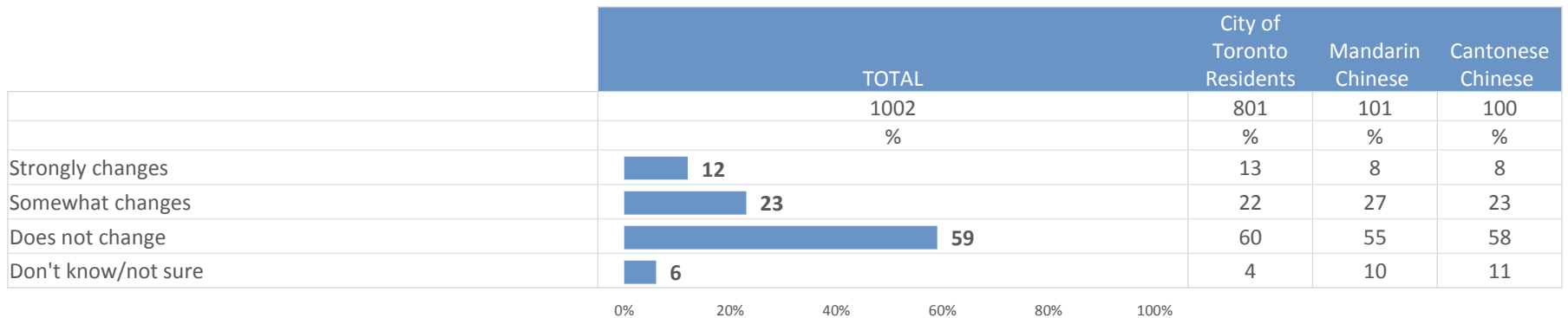
BTS: Base size too small

With increased information regarding two independent security assessments by Toronto Police Services and Public Safety Canada, support ‘strongly’ changes among one-in-ten (13%) City of Toronto residents. However, fully six-in-ten (60%) says this information does not change their original views.

- City of Toronto residents (13%) are significantly more likely to report their view ‘strongly changes’ than either the Mandarin or Cantonese Chinese speaking respondents (both 8%).

### CHANGE IN VIEWS FOR USE OF METAL DETECTORS TO SCREEN ALL VISITORS ENTERING CITY HALL

Online



Q6. 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 Street. 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?

Base: Total sample

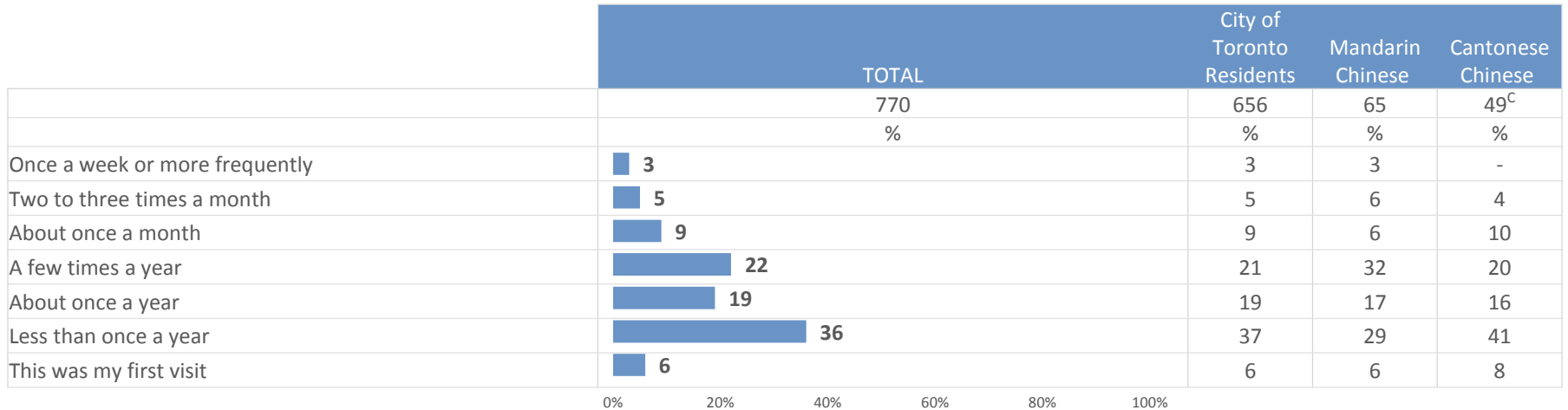


A majority of City of Toronto residents (77%) visit City Hall infrequently. A total of 37% report visiting ‘less than once a year’, 19% say ‘about once a year’, while 21% say they visit ‘a few times a year’. One-in-ten (9%) visit City Hall ‘about once a month’.

- Mandarin Chinese speaking respondents (32%) are significantly more likely to report visiting City Hall ‘a few times a year’ than City of Toronto residents (21%).

### HOW OFTEN VISIT CITY HALL

Online



Q7. On average, how often do you visit City Hall at 100 Queen Street?

Base: Total Sample (excluding no answer)

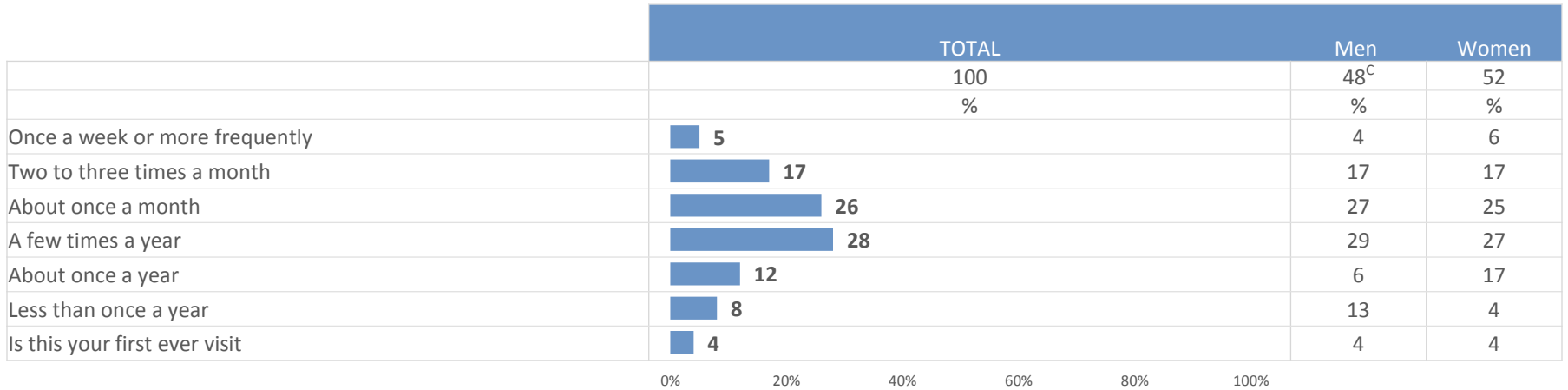
C: Caution, small base size

As might be expected, intercept respondents (City Hall visitors) tend to visit City Hall more often. Half (48%) report visiting once a month or more frequently.

- Women City Hall visitors (17%) are significantly more likely to say they visit City Hall ‘about once a year’ than are their male counterparts (6%).

### HOW OFTEN VISIT CITY HALL

#### Intercept



Q5. On average, do you visit City Hall at 100 Queen Street:

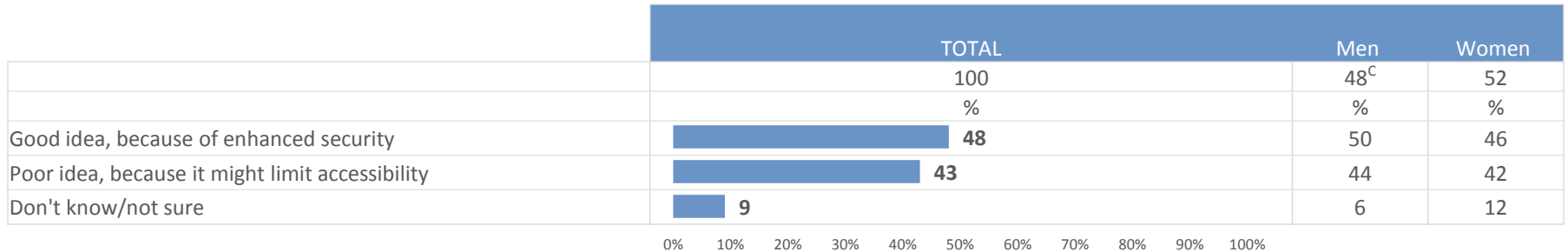
Base: Total sample

C: Caution, small base size

While half (48%) of City Hall visitors believe security screening using metal detectors is a ‘good idea because of enhanced security’, 43% say it is a poor idea as the new security measures ‘might limit accessibility’.

### POINT OF VIEW ON SECURITY SCREENING

#### Intercept



Q2. Some people have said this is a good idea, because it will make the building safer from potential security threats for those working there and visiting. Other people have said this is a poor idea because it will make City Hall at 100 Queen Street less accessible for people and will deter some from visiting. Thinking of these two points of view, which one is closest to your own view?

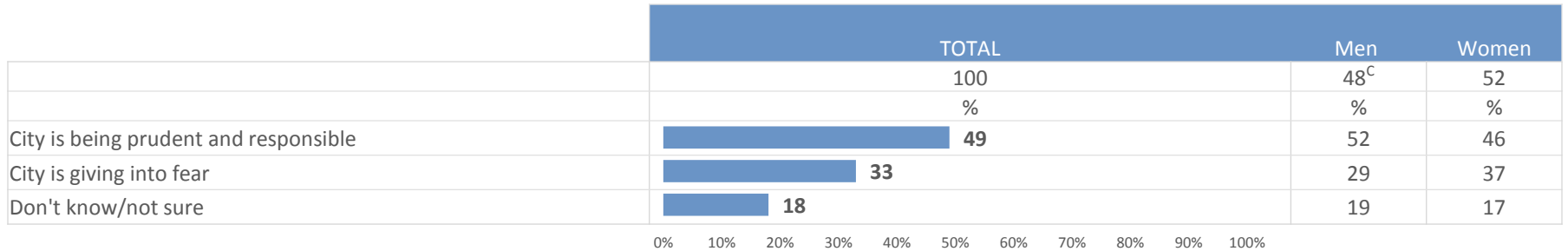
Base: Total sample

C: Caution, small base size

Half (49%) of City Hall visitors have the opinion that the ‘City is being prudent and responsible’ in potentially installing metal detectors. However, one-third (33%) believe the ‘City is giving into fear’. Almost two-in-ten (18%) don’t have an opinion.

### CITY BEING PRUDENT OR GIVING INTO FEAR

#### Intercept



Q3. In your opinion, is the City being prudent and responsible in potentially installing metal detectors or is the City giving into fear?

Base: Total sample

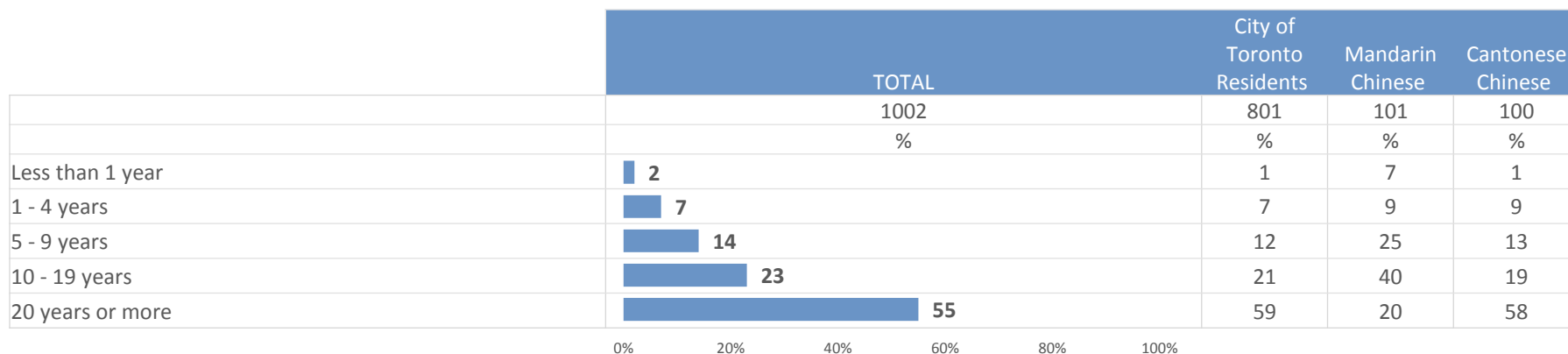
C: Caution, small base size



# DEMOGRAPHICS

## HOW LONG LIVED IN CITY OF TORONTO

Online

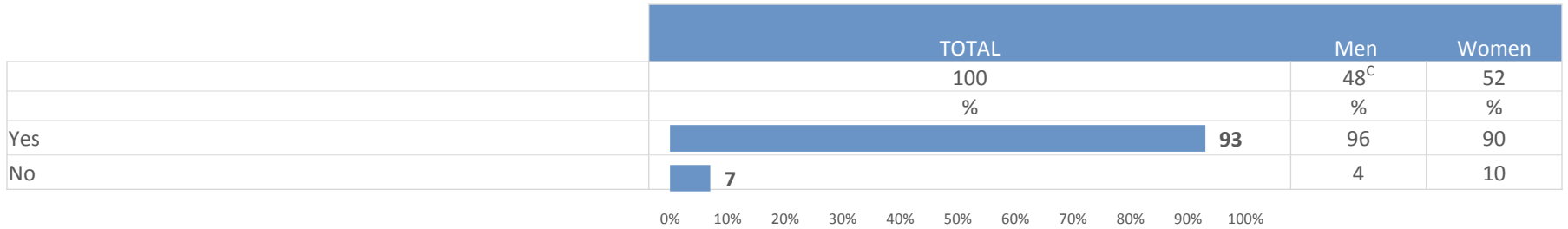


Q1b. How long have you lived in the City of Toronto?

Base: Total sample

## LIVE IN THE CITY OF TORONTO

### Intercept





Q6. Do you live in the City of Toronto?

Base: Total sample


C: Caution, small base size

# Demographics Online


## GENDER

	%
 Male	50
 Female	49
Transgender	1
An identity not listed above	<1
Prefer not to say	<1


## BORN IN CANADA

	%
 Yes	40
No	58
Prefer not to say	2


## VISIBLE MINORITY/RACIALIZED/INDIGENOUS

	%
 Yes, visible minority/Racialized	40
Yes, an Indigenous Canadian	2
No	49
Don't know/not sure	4
Prefer not to say	4

## AGE

	%
 18-34 years	31
35-54 years	38
55 years and over	31

## HOUSEHOLD INCOME

	%
 Under \$25,000	6
\$25,000 - \$39,999	9
\$40,000 - \$59,999	15
\$60,000 - \$79,999	16
\$80,000 - \$99,999	15
\$100,000 or more	27
Prefer not to say	13

Base: Total sample (n=1002)



# Demographics Intercept

## GENDER



	%
Male	48
Female	52

## BORN IN CANADA



	%
Yes	62
No	38

## VISIBLE MINORITY/INDIGENOUS



	%
Yes, visible minority	34
No	66

## AGE



	%
18-34 years	34
35-54 years	48
55 years and over	18

## CAME TO CANADA



	(n=38)	%
As an adult		68
Under 18 years		32
No Answer		62

## HOUSEHOLD INCOME



	%
Under \$25,000	3
\$25,000 - \$39,999	5
\$40,000 - \$59,999	8
\$60,000 - \$79,999	19
\$80,000 - \$99,999	27
\$100,000 or more	25
Prefer not to say	13

Base: Total sample (n=100)