

# Ottawa residents say the biggest contributor to homelessness is physical/mental health conditions or addictions; Ottawa Mission seen as working at over capacity

Ottawa Mission | Summary

Conducted by Nanos for the Ottawa Mission, November 2019  
Submission 2019-1452



Over nine in ten Ottawa residents say homelessness in Canada has a serious or somewhat serious impact on the individuals affected

## Impact and risk of being homeless

Nearly nine in ten Ottawa residents say homelessness in Canada has a serious impact on the individuals affected, while almost six in ten say it has a serious impact on Canada as a country

Over seven in ten Ottawa residents report that they are at no risk of being homeless, while just over one in two say they think that the people they care about are at no risk of being homeless. A majority rank physical or mental health conditions or addictions at the biggest contributor to homelessness.

- **Over half of Ottawa residents say homelessness in Ottawa has increased over the past five years** – Over half (53%) of Ottawa residents say that homelessness in Ottawa has increased in the past five years, while under one in four (23%) say it has stayed the same. Two per cent say homelessness in Ottawa has decreased over the past five years and under one in four (22%) are unsure. Older residents (67% of those 55 and over) were more likely to say that homelessness in Ottawa has increased in the past five years than younger residents (39% of 18 to 34 year olds, 50% of 35 to 54 year olds).
- **Nearly nine in ten Ottawa residents say homelessness in Canada has a serious impact on the individuals affected** – Asked how serious of an impact homelessness in Canada has on those individuals affected, over nine in ten say it has a serious (86%) or somewhat serious impact (nine per cent), while under one in ten say it has a somewhat not serious impact (one per cent) or not a serious impact (two per cent). Two per cent are unsure.
- **Nearly nine in ten Ottawa residents say homelessness in Canada has a serious or somewhat serious impact on Canada as a country** – Asked how serious of an impact homelessness in Canada has on Canada as a country, under nine in ten say it has a serious impact (56%) or a somewhat serious impact (31%), while over one in ten say it has a somewhat not serious impact (six per cent) or not a serious impact (five per cent). Two per cent are unsure. Women (67%) were more likely to say homelessness in Canada has a serious impact on Canada as a country than men (44% serious impact).

Over six in ten Ottawa residents rank physical or mental health conditions or addictions as the biggest contributor to homelessness

- **Just under three in ten Ottawa residents say they face some risk of being homeless**— Asked to what extent they think they may be at risk of being homeless, two in ten say they are at a small risk (20%) of being homeless while six per cent say they are at a medium risk and two per cent say they are at a high risk of being homeless. Over seven in ten say they are at no risk of being homeless (72%). One per cent are unsure.
- **Just under one in two Ottawa residents report that the people they care about are at some risk of being homeless** – Asked to what extent they think people they care about may be at risk of being homeless, over three in ten say they are at a small risk (31%), while over one in ten say at a medium risk (10%) or at high risk (five per cent). Over five in ten Ottawa residents say no risk (53%). One per cent are unsure.
- **A majority of Ottawa residents say physical or mental health conditions or addictions are the biggest contributor to homelessness** – Asked to rank the top three factors that contribute to homelessness, over six in ten (62%) first ranked physical or mental health conditions or addictions as the biggest contributor to homelessness, followed by lack of affordable housing (17%). Under one in ten each ranked failed transitions from hospital, jail, child protection or immigration services (seven per cent), family violence (five per cent), choosing not to work (four per cent), barriers such as having a criminal record (three per cent) and discrimination (two per cent) as the biggest contributor to homelessness. One per cent are unsure.

## Supporting those who are homeless

Nearly six in ten Ottawa residents say they provide support for people who are homeless and out of those who do, over three in four say they do so by donating to organizations that support those who are homeless.

- **Residents of Ottawa most frequently say they mainly feel sadness and compassion and a desire to help when they see someone whom they think may be homeless** – Asked what one main emotion they feel when they see someone whom they think may be homeless, over four in ten say they feel sadness (44%) and compassion and a desire to help (41%). Under one in ten say they feel irritation or overwhelmed (four per cent each), three per cent say they feel nothing – it doesn't bother them and two per cent say they feel fear. Two per cent are unsure.

Nearly six in ten  
Ottawa  
residents say  
they provide  
support for  
people who are  
homeless

- **Nearly six in ten Ottawa residents say they provide support for people who are homeless** – Close to six in ten (57%) say they provide support for people who are homeless, while over four in ten (43%) say they do not provide support.
- **Ottawa residents who provide support to homeless people most frequently say they do so by donating to organizations that support those who are homeless** – Asked how they provide the support they give for those who are homeless, over three in four (77%) say they donate (funds or in-kind donations) to organizations that support those who are homeless, while one in four (26%) say they vote for those running for elected office who promise to support and/or have provided support to those who are homeless, just over two in ten (22%) say they directly help them by giving them money or food, and two in ten (20%) say they volunteer with organizations that support those who are homeless.
- **Residents of Ottawa are split when it comes to who they think should be responsible for dealing with homelessness, with just under four in ten who say the three levels of government, families and friends, charitable organizations and religious organizations should all be responsible** – Asked to rank who they think are the top three groups or institutions who should be responsible for dealing with homelessness, 15 per cent each say the federal government, the municipal governments and families and friend of those who are homeless should be most responsible. Thirteen per cent say the provincial governments should be most responsible, three per cent say charitable organizations and one per cent say religious institutions. Nearly four in ten say all of them should be the most responsible (38%).
- **Ottawa residents most frequently say housing/homelessness and the environment/climate change are the most important to them, out of a series of current municipal priorities** – Asked to rank a series of priorities of the current municipal government in order of importance, just under three in ten Ottawa residents each say that the most important priority to them is housing/homelessness (29%), followed by environment/climate change (25%), policing (20%), road maintenance (13%), and light rail/transportation (11%).

## The Ottawa Mission

Over six in ten residents of Ottawa report being aware that the Ottawa Mission provides health and social services in addition to emergency food, clothing and shelter, while just over half report being aware that the Ottawa Mission also provided spiritual care. Nearly eight in ten say that the Ottawa Mission is at over capacity in terms of occupancy of emergency shelter beds.

Over two in three Ottawa residents report being aware that the Ottawa Mission provides social services in addition to emergency food, clothing and shelter

- **Over six in ten Ottawa residents report being aware that the Ottawa Mission provides health services in addition to emergency food, clothing and shelter** – Over six in ten (63%) Ottawa residents report being aware that the Ottawa Mission offers health services, including medical, dental, and hospice care, mental health and addiction treatment, in addition to emergency food, clothing and shelter, while under four in ten (37%) report being unaware of this. Older residents (71% of those 55 and older) are more likely to report being aware of this than younger residents (55% of those 18 to 34 years old).
- **Over two in three Ottawa residents report being aware that the Ottawa Mission provides social services in addition to emergency food, clothing and shelter** – Over two thirds of Ottawa residents (68%) report being aware that the Ottawa Mission provides social services such as housing, educational and employment support and job training in addition to emergency food, clothing and shelter, while just over three in ten (32%) report being unaware of this.
- **Just over half of Ottawa residents report being aware that the Ottawa Mission provides spiritual care in addition to emergency food, clothing and shelter** – Just over one in two (53%) Ottawa residents report being aware that the Ottawa Mission provides spiritual care in addition to emergency food, clothing and shelter, while under one in two (47%) report being unaware. Older residents (64% of those 55 and older) are more likely to report being aware of this than younger residents (40% of those 18 to 34 years old).

Nearly eight in ten Ottawa residents say the Ottawa Mission is at over capacity in terms of occupancy of emergency shelter beds

- **Ottawa residents say they think people stay 75 days on average in emergency shelter at the Ottawa Mission** – Asked how long they think people stay in emergency shelter at the Ottawa Mission on average, Ottawa residents most frequently say 30 days (14%), followed by seven days (eight per cent) and 90 days (seven per cent), with a mean of 75 days and a median of 30 days. Over two in ten (21%) are unsure.
- **Nearly eight in ten Ottawa residents say the Ottawa Mission is at over capacity in terms of occupancy of emergency shelter beds** – Asked at what capacity they think the Ottawa Mission is in terms of occupancy of emergency shelter beds, nearly eight in ten (79%) say it is at over capacity, while eight per cent say it is at capacity and three per cent say it is at under capacity. Ten per cent are unsure.

These observations are based on an RDD dual frame (land- and cell-lines) random telephone survey of 801 City of Ottawa residents, 18 years of age or older, between October 22<sup>nd</sup> and November 1<sup>st</sup>, 2019. Participants were randomly recruited by telephone using live agents and administered a survey. The sample is geographically stratified to be representative of Ottawa.

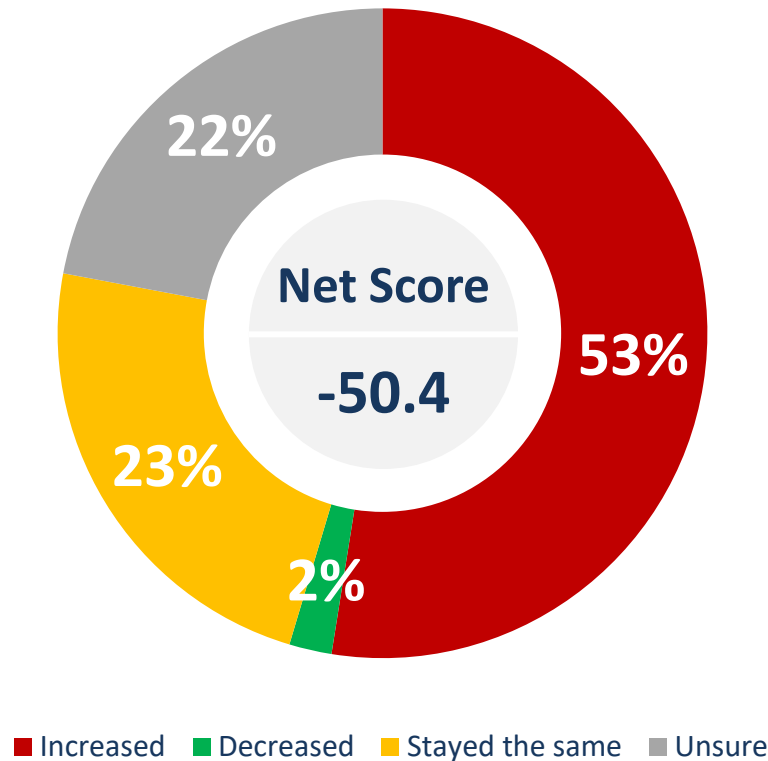
This study was commissioned by the Ottawa Mission and the research was conducted by Nanos Research.



A background image of a smiling woman with long dark hair, wearing a plaid shirt, standing in front of a blurred cityscape.

***“ Only fifty-three per cent of Ottawa residents report that the people they care about are at no risk of being homeless ”***

# Rate of homelessness in Ottawa



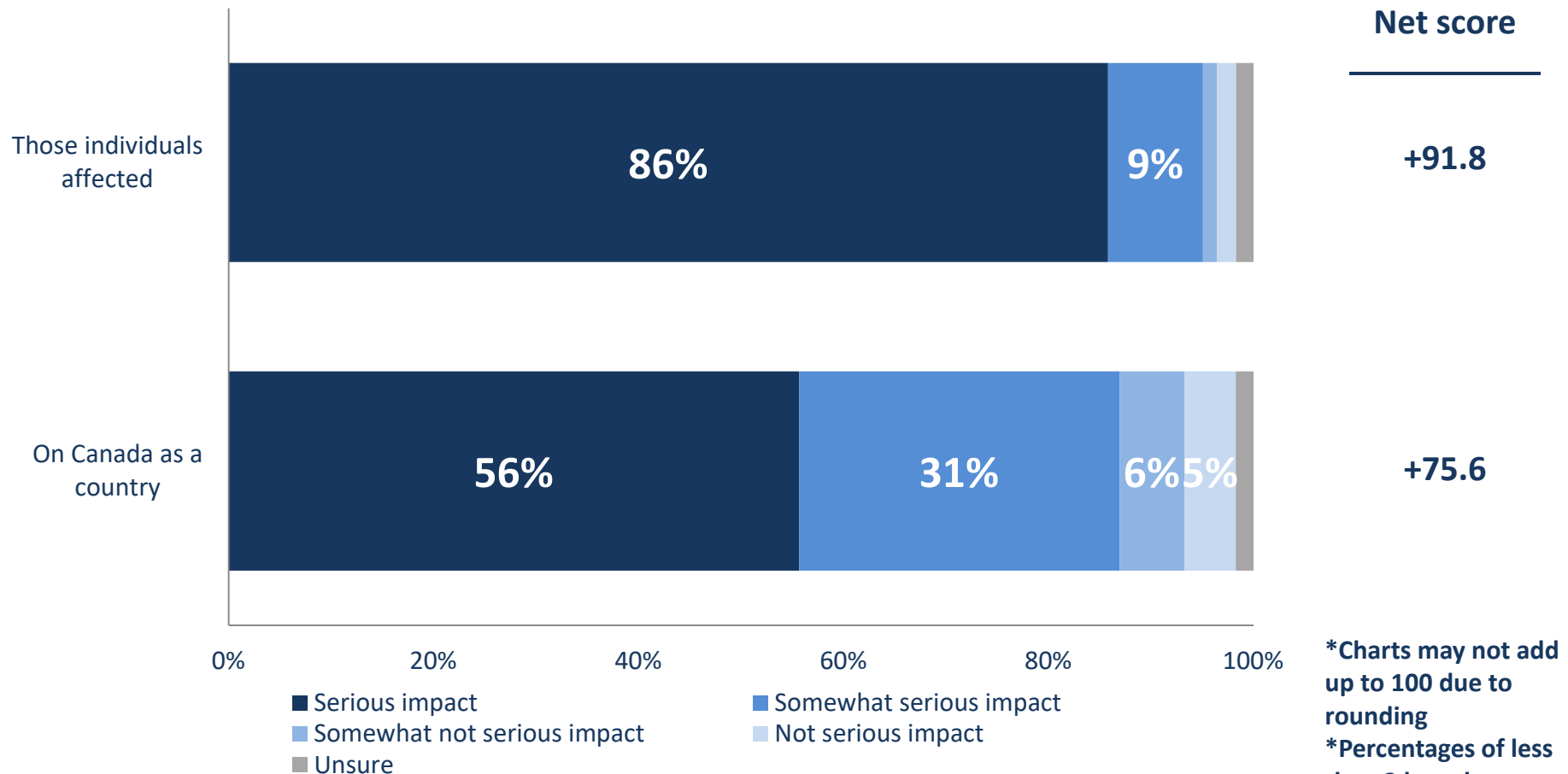
	Increased
Ottawa West (n=184)	52.9%
Ottawa Central (n=164)	53.2%
Ottawa South (n=220)	49.7%
Ottawa East (n=139)	54.8%
Ottawa Rural (n=94)	55.3%
Male (n=393)	47.3%
Female (n=408)	57.3%
18 to 34 (n=190)	38.9%
35 to 54 (n=269)	49.5%
55 plus (n=342)	66.5%

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.

**QUESTION** – Has homelessness in Ottawa increased, decreased or stayed the same over the past five years?

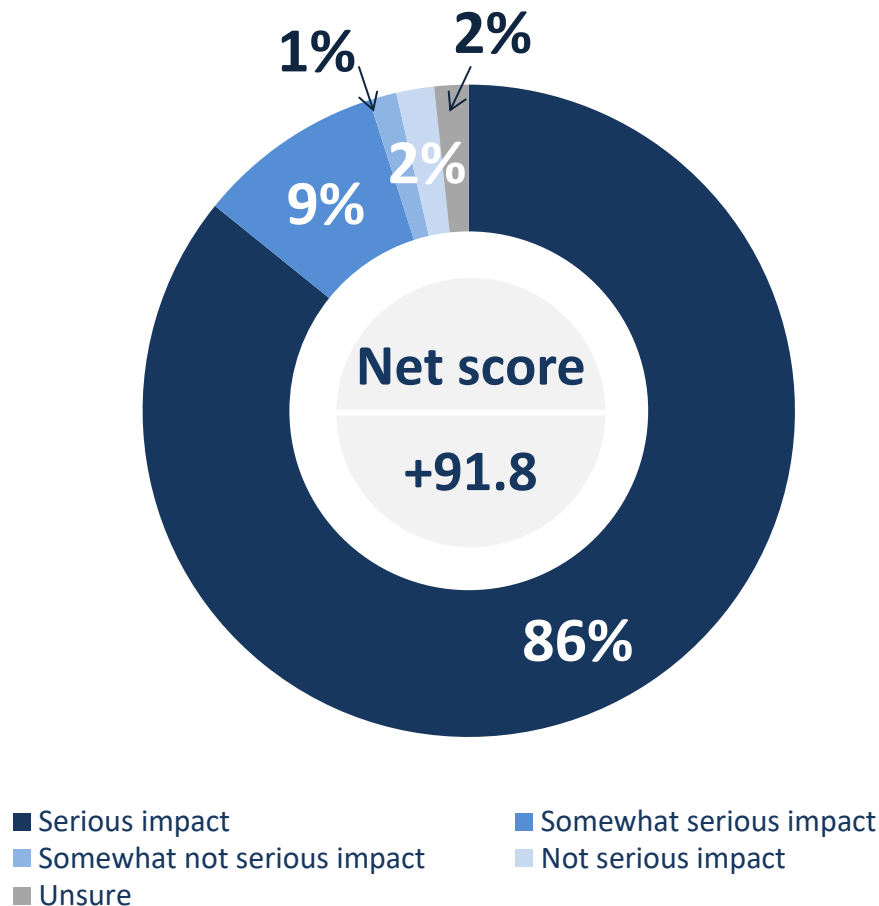


# Impact of homelessness



**QUESTION** – Does homelessness in Canada have a serious impact, somewhat serious impact, somewhat not serious impact or not serious impact on the following: [RANDOMIZE]

# Impact of homelessness on individuals



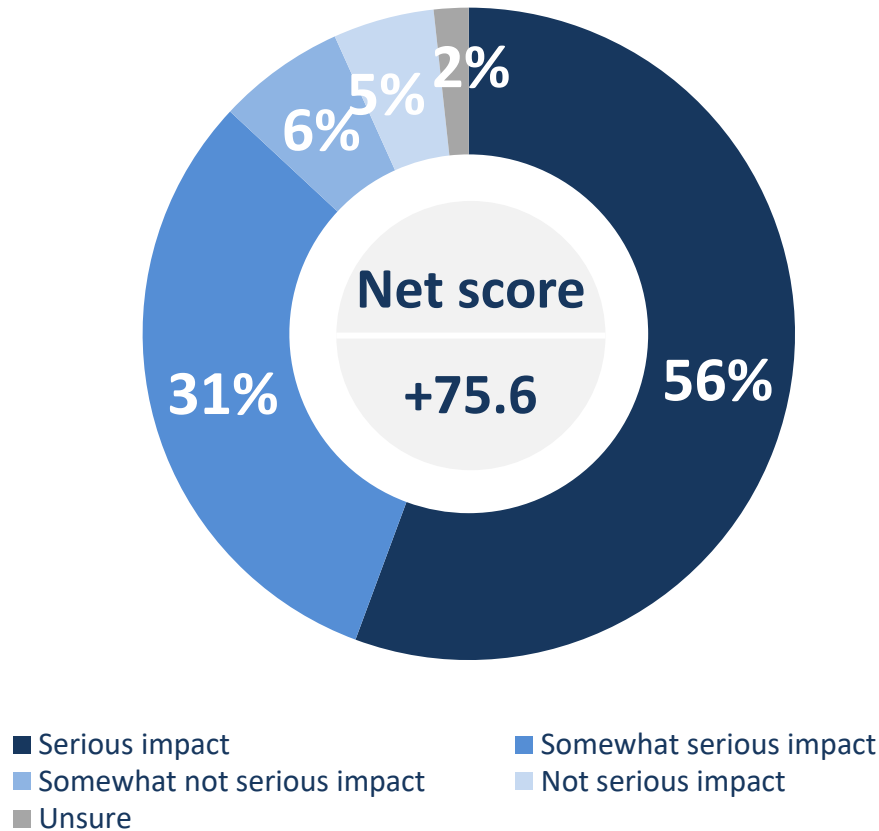
	Serious/somewhat serious impact
Ottawa West (n=184)	94.0%
Ottawa Central (n=164)	98.2%
Ottawa South (n=220)	92.9%
Ottawa East (n=139)	96.8%
Ottawa Rural (n=94)	94.7%
Male (n=393)	94.9%
Female (n=408)	95.3%
18 to 34 (n=190)	93.8%
35 to 54 (n=269)	95.7%
55 plus (n=342)	95.5%

\*Weighted to the true population proportion.  
 \*Charts may not add up to 100 due to rounding.

**QUESTION** – Does homelessness in Canada have a serious impact, somewhat serious impact, somewhat not serious impact or not serious impact on the following?

**Those individuals affected**

# Impact of homelessness on Canada



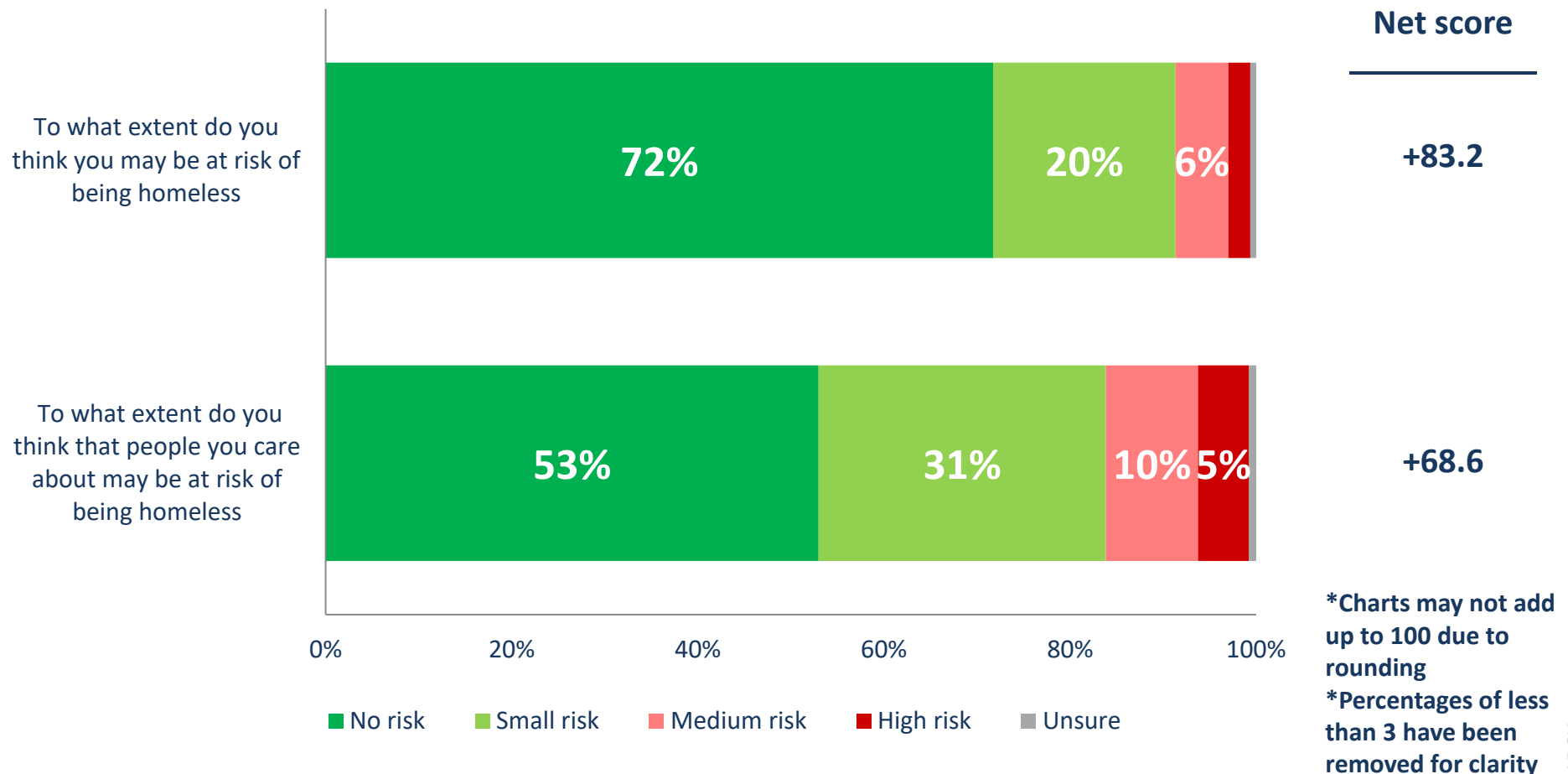
	Serious/somewhat serious impact
Ottawa West (n=184)	89.0%
Ottawa Central (n=164)	87.2%
Ottawa South (n=220)	85.7%
Ottawa East (n=139)	88.4%
Ottawa Rural (n=94)	81.8%
Male (n=393)	82.0%
Female (n=408)	91.4%
18 to 34 (n=190)	87.4%
35 to 54 (n=269)	85.4%
55 plus (n=342)	88.1%

\*Weighted to the true population proportion.  
 \*Charts may not add up to 100 due to rounding.

**QUESTION** – Does homelessness in Canada have a serious impact, somewhat serious impact, somewhat not serious impact or not serious impact on the following?

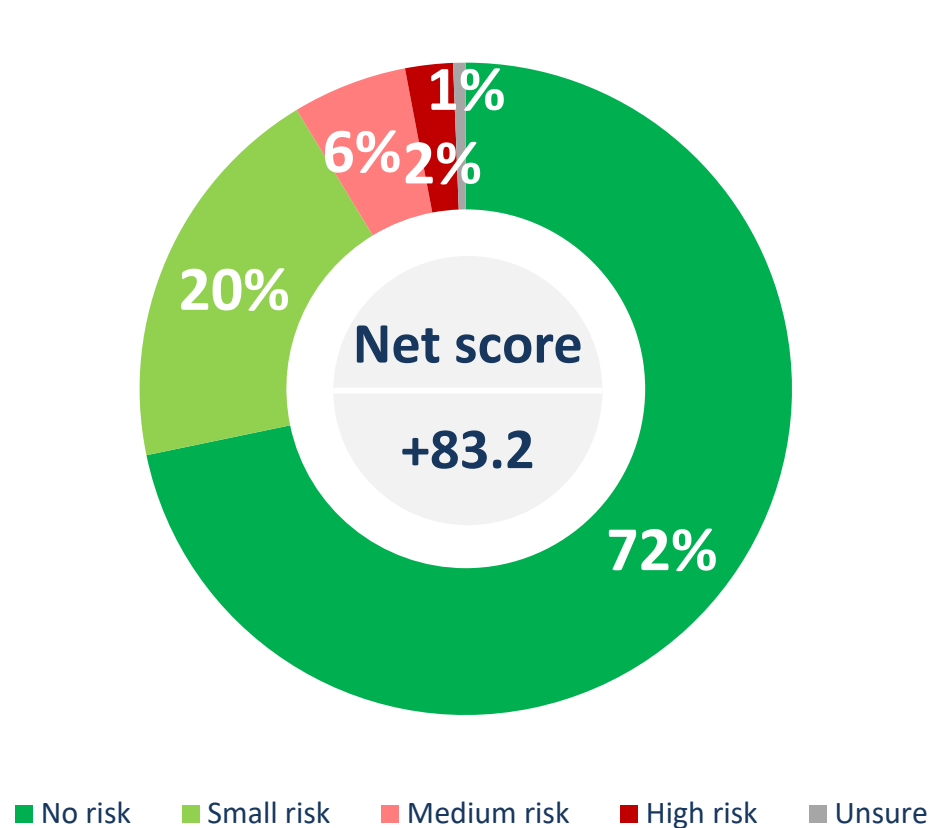
**On Canada as a country**

# Risk of being homeless



**QUESTION** – To what extent do you think that you/people you care about may be at risk of being homeless?

# Personal risk of homelessness

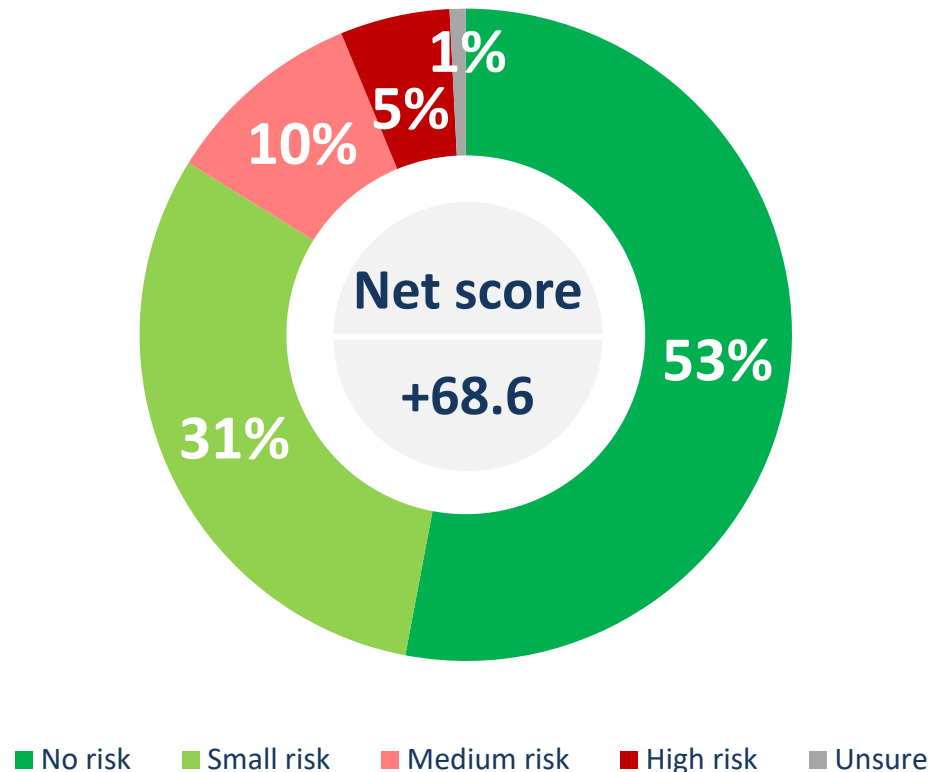


No risk/small risk	
Ottawa West (n=184)	91.8%
Ottawa Central (n=164)	90.9%
Ottawa South (n=220)	89.2%
Ottawa East (n=139)	94.1%
Ottawa Rural (n=94)	92.7%
Male (n=393)	90.9%
Female (n=408)	91.7%
18 to 34 (n=190)	89.5%
35 to 54 (n=269)	91.4%
55 plus (n=342)	92.7%

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.

**QUESTION** – To what extent do you think you may be at risk of being homeless?

# Risk of others being homeless



## No risk/small risk

Ottawa West (n=184)	87.1%
Ottawa Central (n=164)	82.7%
Ottawa South (n=220)	79.6%
Ottawa East (n=139)	85.0%
Ottawa Rural (n=94)	90.9%
Male (n=393)	84.7%
Female (n=408)	83.0%
18 to 34 (n=190)	83.6%
35 to 54 (n=269)	87.7%
55 plus (n=342)	80.2%

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.


**QUESTION** – To what extent do you think that people you care about may be at risk of being homeless?



# Factors contributing to homelessness

	First Rank (n=801)	Second Rank (n=788)	Third Rank (n=773)
Physical or mental health conditions or addictions	62.3%	21.7%	7.7%
Lack of affordable housing	16.8%	19.8%	21.4%
Failed transitions from hospital, jail, child protection or immigration services	6.5%	23.5%	24.5%
Family violence	5.2%	17.1%	19.9%
Choosing not to work	3.9%	7.8%	7.8%
Barriers such as having a criminal record	3.2%	7.4%	14.4%
Discrimination	1.5%	2.7%	4.3%
Unsure	0.6%	-	-

**QUESTION** – Please rank the top three factors that contribute to homelessness, where 1 is the biggest contributor to homelessness, 2 is the second biggest contributor, and 3 is the third biggest contributor. [RANDOMIZE]



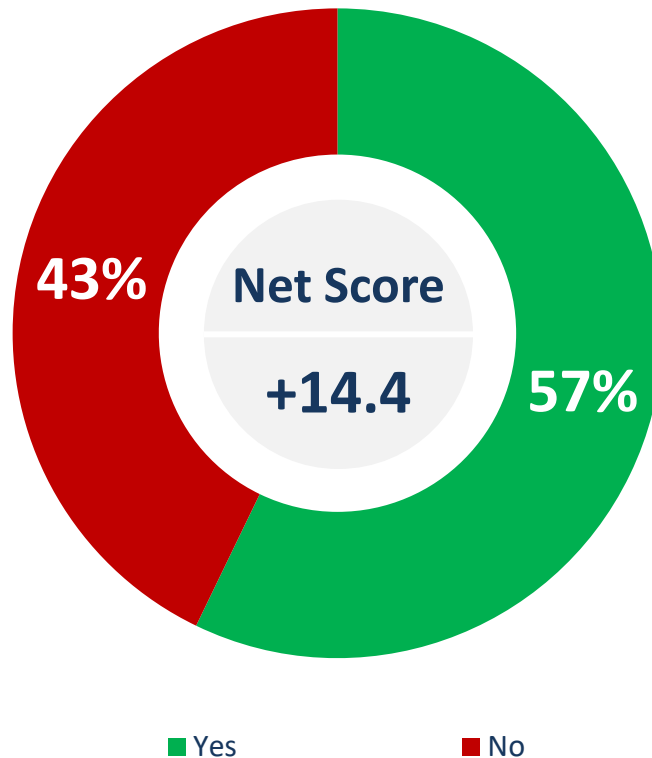
***“ Nearly six in ten Ottawa residents report providing support for those who are homeless; most say they do so by donating funds or in-kind donations ”***

# Emotions towards homelessness

	Frequency (n=801)
Sadness	43.5%
Compassion and a desire to help	41.4%
Irritation	4.1%
Overwhelmed	3.6%
Nothing – it doesn't bother me	3.3%
Fear	1.9%
Unsure	2.2%

**QUESTION** – When you see someone whom you think may be homeless, what is the ONE MAIN emotion that you feel?  
[Select one] [RANDOMIZE]

# Support for those who are homeless



	Yes
Ottawa West (n=184)	53.8%
Ottawa Central (n=164)	60.3%
Ottawa South (n=220)	55.8%
Ottawa East (n=139)	62.0%
Ottawa Rural (n=94)	53.1%
Male (n=393)	52.0%
Female (n=408)	62.0%
18 to 34 (n=190)	53.2%
35 to 54 (n=269)	58.5%
55 plus (n=342)	59.1%

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

**QUESTION** – Do you provide support for people who are homeless?

# Methods of providing support

	Frequency (n=541)
Donate (funds or in-kind donations) to organizations that support those who are homeless	77.1%
Vote for those running for elected office who promise to support and/or have provided support to those who are homeless	25.6%
Volunteer with organizations that support those who are homeless	19.8%
Directly help them (personally give them money, food, verbal support)	22.4%
Provide housing to those in need	2.1%
Other	2.5%

**QUESTION – [IF YES] How do you provide this support? [Select all that apply]**

# Institutions who should be responsible for dealing with homelessness

	First Rank (n=801)	Second Rank (n=500)	Third Rank (n=490)
All of the above	38.4%	-	-
Federal Governments	15.2%	13.7%	26.6%
Municipal Governments	15.1%	22.4%	26.7%
Families and friends of those who are homeless	14.5%	8.4%	11.4%
Provincial Governments	13.1%	39.7%	12.0%
Charitable organizations	3.0%	11.2%	16.9%
Religious institutions	0.7%	4.6%	6.4%

**QUESTION** – Please rank the top three groups or institutions who should be responsible for dealing with homelessness, where 1 is the most responsible, 2 is the second most responsible and 3 is the third most responsible. [RANDOMIZE]



# Municipal government priorities

Top mentions	First Rank (n=801)	Second Rank (n=782)	Third Rank (n=768)
Housing/homelessness	29.3%	29.1%	19.9%
Environment/climate change	24.7%	14.6%	15.7%
Policing	19.7%	24.1%	23.1%
Road maintenance	12.5%	15.3%	19.2%
Light rail/transportation	11.1%	16.0%	19.5%
Budget/economy	0.8%	-	0.6%
Healthcare	0.4%	0.5%	0.8%

**QUESTION** – Please rank the priorities below of the current municipal government in order of importance where 1 is the most important to you, 2 is the second most important priority, and so on. [RANDOMIZE]

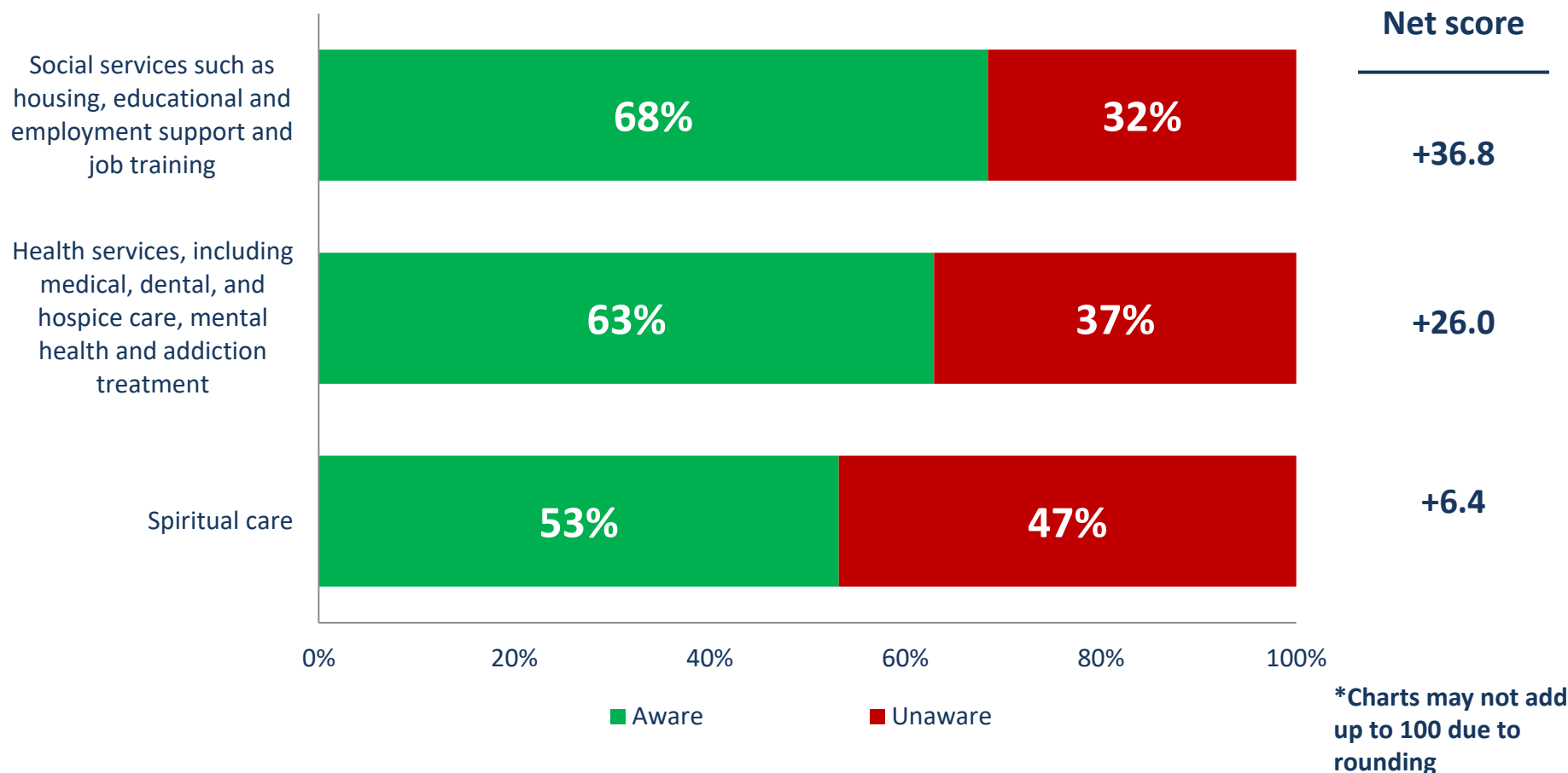
A background image of a smiling woman with long dark hair, wearing a plaid shirt, standing in front of a blurred cityscape.

“

***A majority of Ottawa residents report being aware that the Ottawa Mission provides social and health services in addition to emergency food, clothing and shelter***

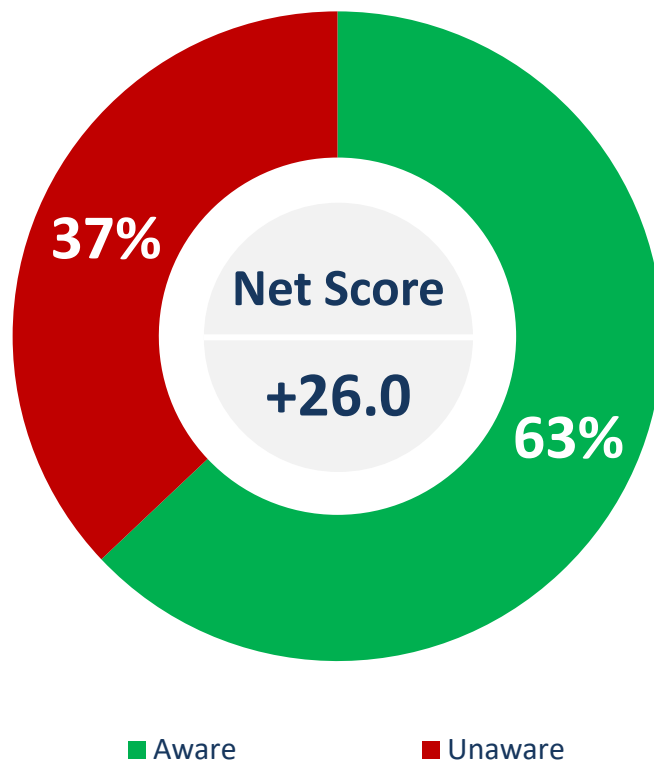
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# Ottawa Mission additional services awareness



**QUESTION** – Are you aware or unaware that The Ottawa Mission provides the following services, in addition to emergency food, clothing and shelter? [RANDOMIZE]

# Health services



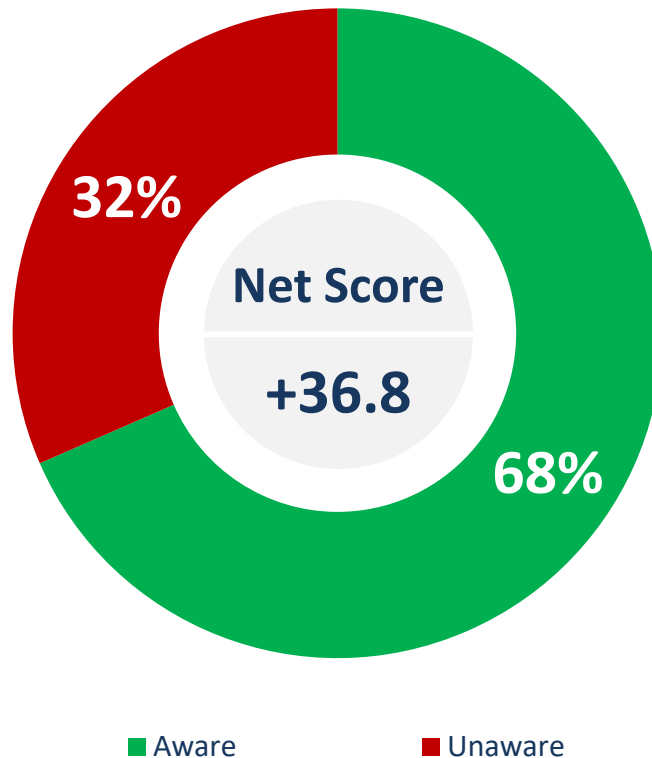
	Aware
Ottawa West (n=184)	61.8%
Ottawa Central (n=164)	63.7%
Ottawa South (n=220)	62.2%
Ottawa East (n=139)	63.9%
Ottawa Rural (n=94)	65.0%
Male (n=393)	59.4%
Female (n=408)	66.3%
18 to 34 (n=190)	54.9%
35 to 54 (n=269)	61.1%
55 plus (n=342)	71.4%

\*Weighted to the true population proportion.  
 \*Charts may not add up to 100 due to rounding.

**QUESTION** – Are you aware or unaware that The Ottawa Mission provides the following services, in addition to emergency food, clothing and shelter? [RANDOMIZE]

**Health services, including medical, dental, and hospice care, mental health and addiction treatment**

# Social services



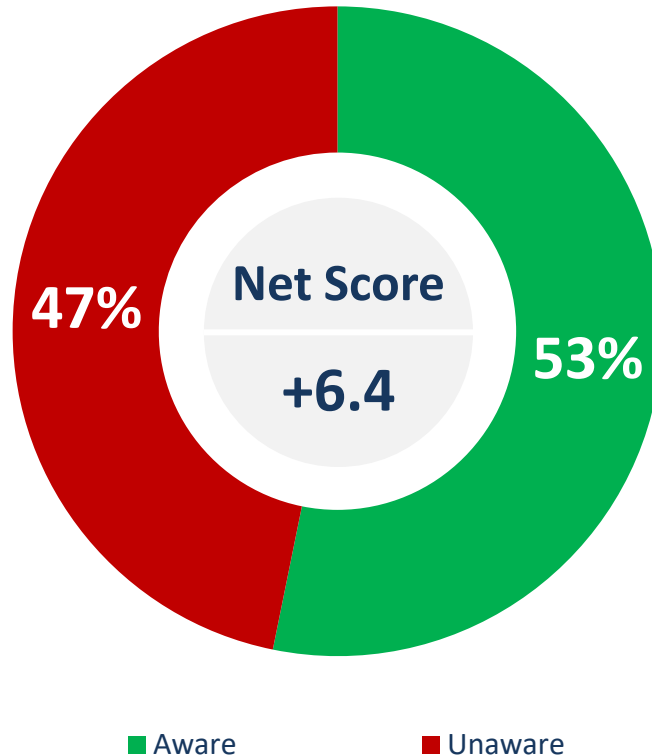
	Aware
Ottawa West (n=184)	66.8%
Ottawa Central (n=164)	70.0%
Ottawa South (n=220)	65.4%
Ottawa East (n=139)	71.8%
Ottawa Rural (n=94)	73.3%
Male (n=393)	67.3%
Female (n=408)	69.5%
18 to 34 (n=190)	64.9%
35 to 54 (n=269)	68.5%
55 plus (n=342)	71.2%

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.

**QUESTION** – Are you aware or unaware that The Ottawa Mission provides the following services, in addition to emergency food, clothing and shelter? [RANDOMIZE]

**Social services such as housing, educational and employment support and job training**

# Spiritual care



	Aware
Ottawa West (n=184)	50.5%
Ottawa Central (n=164)	59.5%
Ottawa South (n=220)	51.2%
Ottawa East (n=139)	47.7%
Ottawa Rural (n=94)	65.2%
Male (n=393)	49.6%
Female (n=408)	56.5%
18 to 34 (n=190)	40.3%
35 to 54 (n=269)	53.3%
55 plus (n=342)	63.5%

\*Weighted to the true population proportion.  
 \*Charts may not add up to 100 due to rounding.

**QUESTION** – Are you aware or unaware that The Ottawa Mission provides the following services, in addition to emergency food, clothing and shelter? [RANDOMIZE]

## Spiritual care

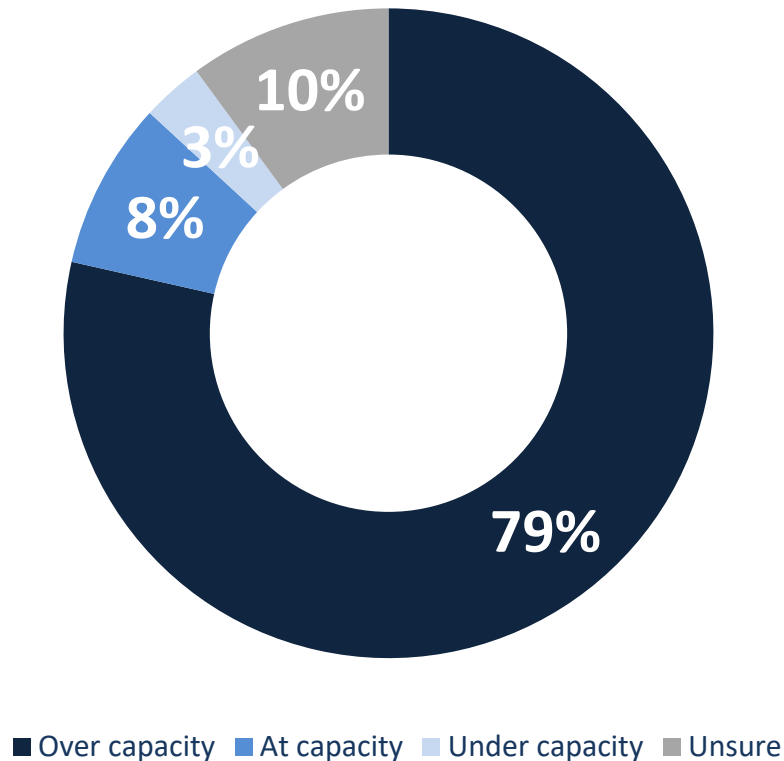


# Average length of stay in emergency shelter

Top responses		Frequency (n=801)	Mean	Median
30 days		13.9%	75 days	30 days
7 days		7.5%		
90 days		7.4%		
180 days		6.0%		
14 days		5.9%		
60 days		5.6%		
Don't know		20.6%		

**QUESTION** – How long do you think people stay in emergency shelter at the Ottawa Mission on average?

# Ottawa Mission emergency shelter bed capacity



	Over capacity
Ottawa West (n=184)	78.4%
Ottawa Central (n=164)	84.8%
Ottawa South (n=220)	74.1%
Ottawa East (n=139)	79.2%
Ottawa Rural (n=94)	78.4%
Male (n=393)	75.0%
Female (n=408)	81.8%
18 to 34 (n=190)	74.2%
35 to 54 (n=269)	78.8%
55 plus (n=342)	81.8%

\*Weighted to the true population proportion.  
 \*Charts may not add up to 100 due to rounding.

**QUESTION** – Is the Ottawa Mission at over capacity, at capacity or under capacity in terms of occupancy of emergency shelter beds?

# METHODOLOGY



Nanos conducted an RDD dual frame (land- and cell-lines) random telephone survey of 801 City of Ottawa residents, 18 years of age or older, between October 22<sup>nd</sup> and November 1<sup>st</sup>, 2019. Participants were randomly recruited by telephone using live agents and administered a survey. The sample is geographically stratified to be representative of Ottawa.

Individuals were randomly called using random digit dialling with a maximum of five call backs.

The margin of error for this survey is  $\pm 3.5$  percentage points, 19 times out of 20.

The research was commissioned by Ottawa Mission and was conducted by Nanos Research.

Note: Charts may not add up to 100 due to rounding.

# DEFINITION OF REGIONS

The survey was conducted in the City of Ottawa and the wards were divided up into the following groups. For more information, please visit the City of Ottawa's website: <https://ottawa.ca/en/city-hall/planning-and-development/official-plan-and-master-plans/2005-ward-boundary-review/new-ward-structure-and-ward-maps>

Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural
Ward 4 - Kanata North	Ward 12 - Rideau-Vanier	Ward 3 – Barrhaven	Ward 1 – Orléans	Ward 5 - West Carleton-March
Ward 6 - Stittsville-Kanata West	Ward 13 - Rideau – Rockcliffe	Ward 9 - Knoxdale – Merivale	Ward 2 – Innes	Ward 20 – Osgoode
Ward 7 - Bay	Ward 14 – Somerset	Ward 10 - Gloucester-Southgate	Ward 11 - Beacon Hill-Cyrville	Ward 21 - Rideau-Goulbourn
Ward 8 - College	Ward 15 – Kitchissippi	Ward 16 – River	Ward 19 - Cumberland	
Ward 23 - Kanata South	Ward 17 - Capital	Ward 18 - Alta Vista		
		Ward 22 - Gloucester - South Nepean		

# TECHNICAL NOTE

Element	Description
Research sponsor	Ottawa Mission
Population and Final Sample Size	801 City of Ottawa residents
Source of Sample	Dynata
Type of Sample	Probability
Margin of Error	±3.5 percentage points, 19 times out of 20.
Mode of Survey	RDD dual frame (land- and cell-lines) random telephone survey
Sampling Method Base	The sample included both land- and cell-lines RDD (Random Digit Dialed) across Canada.
Demographics (Captured)	Men and Women; 18 years and older. Six digit postal code was used to validate geography.
Fieldwork/Validation	Live CATI interviews with live supervision to validate work.
Number of Calls	Maximum of five call backs.
Time of Calls	Individuals were called between 6:30-9:30pm local time for the respondent.
Field Dates	October 22 <sup>nd</sup> to November 1 <sup>st</sup> , 2019.
Language of Survey	The survey was conducted in English.
Standards	Nanos Research is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements. <a href="https://canadianresearchinsightscouncil.ca/standards/">https://canadianresearchinsightscouncil.ca/standards/</a>

Element	Description
Weighting of Data	The results were weighted by age and gender using the latest Census information (2016) and the sample is geographically stratified to ensure a distribution across all regions of Ottawa. See tables for full weighting disclosure
Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media prior to administering the survey to ensure the integrity of the data.
Excluded Demographics	Individuals younger than 18 years old; individuals without land or cell lines could not participate.
Stratification	By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of Ottawa.
Estimated Response Rate	Seven percent, consistent with industry norms.
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	All questions asked are contained in the report.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Research/Data Collection Supplier	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. <a href="http://www.nanos.co">http://www.nanos.co</a> Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.



# ABOUT NANOS



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As one of North America's premier market and public opinion research firms, we put strategic intelligence into the hands of decision makers. The majority of our work is for private sector and public facing organizations and ranges from market studies, managing reputation through to leveraging data intelligence. Nanos Research offers a vertically integrated full service quantitative and qualitative research practice to attain the highest standards and the greatest control over the research process.

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# TABULATIONS





## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Has homelessness in Ottawa increased, decreased or stayed the same over the past five years?	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Increased	%	52.5	52.9	53.2	49.7	54.8	55.3	47.3	57.3	38.9	49.5	66.5
	Decreased	%	2.1	0.5	1.9	3.0	2.3	3.4	3.4	0.9	2.4	2.6	1.3
	Stayed the same	%	23.3	21.5	25.6	22.1	24.5	25.1	26.4	20.5	32.6	27.8	11.4
	Unsure	%	22.0	25.1	19.4	25.3	18.4	16.2	22.9	21.2	26.0	20.0	20.8

Does homelessness in Canada have a serious impact, somewhat serious impact, somewhat not serious impact or not serious impact on the following: [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Those individuals affected	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Serious impact	%	85.8	84.3	88.9	83.2	91.6	79.1	83.4	88.1	86.3	85.3	85.9
	Somewhat serious impact	%	9.3	9.7	9.3	9.7	5.2	15.6	11.5	7.2	7.5	10.4	9.6
	Somewhat not serious impact	%	1.4	0.9	0.0	2.4	0.0	5.3	1.1	1.6	2.7	0.4	1.3
	Not serious impact	%	1.9	2.7	1.4	2.1	1.8	0.0	2.8	1.0	2.9	2.4	0.6
	Unsure	%	1.7	2.4	0.4	2.7	1.4	0.0	1.2	2.1	0.6	1.6	2.7

Nanos conducted an RDD dual frame (land- and cell- lines) telephone random survey of 801 Ottawa residents, 18 years of age or older, between October 22<sup>nd</sup> and November 1<sup>st</sup>, 2019. The margin of error this survey is  $\pm 3.5$  percentage points, 19 times out of 20.

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Does homelessness in Canada have a serious impact, somewhat serious impact, somewhat not serious impact or not serious impact on the following: [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - On Canada as a country	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Serious impact	%	55.6	59.2	56.5	57.3	51.9	45.7	43.6	66.7	54.6	51.6	60.5
	Somewhat serious impact	%	31.3	29.8	30.7	28.4	36.5	36.1	38.4	24.7	32.8	33.8	27.6
	Somewhat not serious impact	%	6.3	5.2	5.7	7.1	4.8	11.6	8.1	4.7	7.6	6.8	4.8
	Not serious impact	%	5.0	4.1	4.5	6.0	5.5	4.0	8.3	2.0	4.1	6.2	4.6
	Unsure	%	1.7	1.6	2.5	1.3	1.3	2.6	1.6	1.9	0.9	1.6	2.5

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - To what extent do you think you may be at risk of being homeless?	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	No risk	%	71.7	71.5	70.8	69.1	78.7	68.9	71.2	72.2	65.4	73.7	75.0
	Small risk	%	19.6	20.3	20.1	20.1	15.4	23.8	19.7	19.5	24.1	17.7	17.7
	Medium risk	%	5.7	4.6	6.2	6.9	4.5	5.7	5.8	5.6	6.3	6.6	4.3
	High risk	%	2.4	3.5	2.5	2.6	1.5	0.0	2.6	2.1	3.7	1.8	1.8
	Unsure	%	0.6	0.0	0.4	1.3	0.0	1.6	0.7	0.6	0.5	0.2	1.1

Nanos conducted an RDD dual frame (land- and cell- lines) telephone random survey of 801 Ottawa residents, 18 years of age or older, between October 22<sup>nd</sup> and November 1<sup>st</sup>, 2019. The margin of error this survey is  $\pm 3.5$  percentage points, 19 times out of 20.

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - To what extent do you think that people you care about may be at risk of being homeless?	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	No risk	%	53.0	53.7	47.9	54.8	52.6	57.5	54.0	52.0	48.6	55.7	53.8
	Small risk	%	30.9	33.4	34.8	24.8	32.4	33.4	30.7	31.0	35.0	32.0	26.4
	Medium risk	%	9.9	6.6	11.5	11.7	10.4	7.5	10.4	9.5	10.2	7.0	12.5
	High risk	%	5.4	4.5	5.9	8.2	4.0	0.0	4.4	6.4	6.2	4.7	5.6
	Unsure	%	0.8	1.8	0.0	0.5	0.6	1.6	0.5	1.1	0.0	0.5	1.7

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Please rank the top three factors that contribute to homelessness, where 1 is the biggest contributor to homelessness, 2 is the second biggest contributor, and 3 is the third biggest contributor. [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - First ranked response	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Discrimination	%	1.5	2.1	0.4	1.2	2.1	1.8	0.8	2.0	1.6	1.5	1.3
	Lack of affordable housing	%	16.8	18.5	17.9	16.8	14.6	14.9	14.7	18.8	18.4	15.6	16.8
	Barriers such as having a criminal record	%	3.2	5.1	1.6	4.3	1.8	0.7	3.9	2.6	5.3	2.7	2.0
	Failed transitions from hospital, jail, child protection or immigration services	%	6.5	8.8	5.9	4.5	8.3	5.4	5.8	7.2	7.4	6.6	5.7
	Family violence	%	5.2	6.2	5.2	4.5	3.6	8.8	6.7	3.8	5.1	5.9	4.6
	Physical or mental health conditions or addictions	%	62.3	55.9	66.4	64.0	62.9	62.5	62.0	62.6	58.7	65.5	62.1
	Choosing not to work	%	3.9	2.7	2.6	4.7	4.9	5.2	5.3	2.6	3.5	1.4	6.6
	Unsure	%	0.6	0.7	0.0	0.0	1.9	0.7	0.9	0.3	0.0	0.9	0.7



## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Please rank the top three factors that contribute to homelessness, where 1 is the biggest contributor to homelessness, 2 is the second biggest contributor, and 3 is the third biggest contributor. [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Second ranked response	Total	Unwgt N	788	181	164	215	135	93	385	403	190	263	335
		Wgt N	788	179	161	241	143	64	377	411	233	274	280
	Discrimination	%	2.7	1.8	3.6	2.8	2.1	3.9	2.2	3.1	2.8	2.7	2.6
	Lack of affordable housing	%	19.8	20.4	21.8	20.3	16.6	18.7	17.6	21.9	18.4	16.1	24.7
	Barriers such as having a criminal record	%	7.4	7.9	4.2	6.2	13.4	5.2	8.5	6.4	9.1	7.4	5.9
	Failed transitions from hospital, jail, child protection or immigration services	%	23.5	17.8	27.0	25.2	22.9	26.1	21.9	25.0	24.1	24.4	22.3
	Family violence	%	17.1	17.9	14.7	16.7	17.4	21.8	19.1	15.3	16.0	18.9	16.2
	Physical or mental health conditions or addictions	%	21.7	23.9	22.8	20.1	21.0	20.3	21.7	21.7	20.6	22.4	21.9
	Choosing not to work	%	7.8	10.3	5.9	8.9	6.6	4.2	9.1	6.6	8.9	8.2	6.4

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Please rank the top three factors that contribute to homelessness, where 1 is the biggest contributor to homelessness, 2 is the second biggest contributor, and 3 is the third biggest contributor. [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Third ranked response	Total	Unwgt N	773	178	158	214	132	91	378	395	186	262	325
		Wgt N	775	177	156	239	140	63	372	403	228	273	273
	Discrimination	%	4.3	2.9	4.1	5.6	4.3	3.9	5.1	3.6	4.1	4.0	4.7
	Lack of affordable housing	%	21.4	18.4	23.6	18.6	28.0	20.0	20.3	22.4	24.3	20.7	19.7
	Barriers such as having a criminal record	%	14.4	15.5	13.7	14.9	15.0	9.1	17.5	11.4	18.2	11.3	14.2
	Failed transitions from hospital, jail, child protection or immigration services	%	24.5	27.0	27.2	20.8	21.6	31.8	21.4	27.4	24.6	26.4	22.5
	Family violence	%	19.9	17.3	21.3	22.4	17.4	20.4	18.2	21.5	13.7	23.0	22.1
	Physical or mental health conditions or addictions	%	7.7	11.1	5.2	7.9	6.1	6.7	7.3	8.1	8.2	6.5	8.4
	Choosing not to work	%	7.8	7.8	4.9	9.8	7.6	8.2	10.2	5.6	6.9	8.1	8.3

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - When you see someone whom you think may be homeless, what is the ONE MAIN emotion that you feel?	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Compassion and a desire to help	%	41.4	39.5	42.9	40.3	47.7	33.5	41.6	41.3	38.4	44.2	41.2
	Sadness	%	43.5	44.8	41.1	45.5	39.3	46.9	39.6	47.0	43.1	43.0	44.2
	Fear	%	1.9	1.6	0.6	3.4	0.6	2.9	2.0	1.7	2.5	1.0	2.2
	Overwhelmed	%	3.6	5.2	3.5	1.7	6.2	0.7	2.8	4.4	4.0	3.5	3.5
	Irritation	%	4.1	3.6	5.3	4.8	2.9	3.1	5.7	2.6	4.7	3.7	4.1
	Nothing - it doesn't bother me	%	3.3	3.4	3.6	2.7	0.8	9.9	5.4	1.3	5.9	3.1	1.3
	Unsure	%	2.2	1.9	3.0	1.6	2.5	2.9	2.9	1.6	1.5	1.5	3.5

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Do you provide support for people who are homeless?	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Yes	%	57.2	53.8	60.3	55.8	62.0	53.1	52.0	62.0	53.2	58.5	59.1
	No	%	42.8	46.2	39.7	44.2	38.0	46.9	48.0	38.0	46.8	41.5	40.9

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - [IF YES] How do you provide this support? (Select all that apply.)	Total	Unwgt N	541	118	114	143	105	61	244	297	123	187	231
		Wgt N	542	117	112	162	110	40	240	302	154	195	192
	Volunteer with organizations that support those who are homeless	%	19.8	19.8	20.2	19.3	20.4	18.8	19.1	20.3	24.8	20.8	14.7
	Donate (funds or in-kind donations) to organizations that support those who are homeless	%	77.1	72.0	76.8	80.2	76.1	82.5	74.7	78.9	63.8	79.3	85.4
	Vote for those running for elected office who promise to support and/or have provided support to those who are homeless	%	25.6	23.6	34.1	23.9	25.0	15.7	24.5	26.4	31.4	24.1	22.5
	I directly help them (personally give them money, food, verbal support)	%	22.4	26.8	16.5	22.0	27.3	13.5	22.4	22.3	28.2	25.8	14.3
	I provide housing to those in need	%	2.1	0.8	4.1	1.3	2.1	3.0	2.3	1.9	4.4	1.0	1.3
	Other	%	2.5	1.6	2.8	2.2	3.1	3.7	1.8	3.1	3.9	2.9	0.9

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Please rank the top three groups or institutions who should be responsible for dealing with homelessness, where 1 is the most responsible, 2 is the second most responsible and 3 is the third most responsible. [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - First ranked response	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Families and friends of those who are homeless	%	14.5	17.0	10.5	16.4	11.6	16.2	19.4	9.9	14.8	15.9	12.8
	Religious institutions	%	0.7	0.9	0.0	1.4	0.0	0.9	0.5	0.9	0.5	0.4	1.2
	Charitable organizations	%	3.0	2.4	3.1	4.1	2.7	0.9	3.1	3.0	1.6	3.7	3.4
	Municipal Governments	%	15.1	11.6	18.8	15.5	14.5	15.3	14.8	15.3	16.6	13.5	15.5
	Provincial Governments	%	13.1	14.5	17.1	10.4	11.9	12.7	13.3	13.0	16.2	11.9	11.9
	Federal Government	%	15.2	17.4	16.1	12.4	16.2	14.9	14.7	15.6	18.0	14.6	13.5
	All of the above	%	38.4	36.1	34.4	39.9	43.0	39.0	34.2	42.3	32.4	40.1	41.6

Please rank the top three groups or institutions who should be responsible for dealing with homelessness, where 1 is the most responsible, 2 is the second most responsible and 3 is the third most responsible. [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Second ranked response	Total	Unwgt N	500	119	108	131	82	60	259	241	134	165	201
		Wgt N	505	118	109	148	89	41	257	248	164	174	167
	Families and friends of those who are homeless	%	8.4	4.9	7.4	9.2	13.1	8.2	9.1	7.7	7.1	11.5	6.5
	Religious institutions	%	4.6	3.9	5.1	7.1	1.7	2.9	5.1	4.1	7.5	1.3	5.3
	Charitable organizations	%	11.2	13.2	6.3	11.6	11.0	17.2	9.4	13.0	9.1	10.7	13.6
	Municipal Governments	%	22.4	28.2	20.2	20.3	23.4	17.1	22.9	21.9	21.2	22.5	23.6
	Provincial Governments	%	39.7	38.4	41.0	40.2	38.3	41.0	38.3	41.1	37.6	41.1	40.3
	Federal Government	%	13.7	11.4	20.0	11.6	12.5	13.6	15.2	12.1	17.6	12.8	10.8

Nanos conducted an RDD dual frame (land- and cell- lines) telephone random survey of 801 Ottawa residents, 18 years of age or older, between October 22<sup>nd</sup> and November 1<sup>st</sup>, 2019. The margin of error this survey is  $\pm 3.5$  percentage points, 19 times out of 20.

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Please rank the top three groups or institutions who should be responsible for dealing with homelessness, where 1 is the most responsible, 2 is the second most responsible and 3 is the third most responsible. [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Third ranked response	Total	Unwgt N	490	119	105	129	78	59	256	234	134	162	194
		Wgt N	495	118	106	145	86	40	253	242	164	170	161
	Families and friends of those who are homeless	%	11.4	13.9	13.3	10.4	5.5	14.9	12.6	10.1	15.5	11.5	7.1
	Religious institutions	%	6.4	7.3	3.4	6.2	6.9	11.5	9.0	3.6	4.6	5.4	9.4
	Charitable organizations	%	16.9	17.6	8.6	19.7	22.4	15.2	17.5	16.3	19.9	13.9	17.1
	Municipal Governments	%	26.7	25.7	30.9	24.0	29.9	21.6	25.1	28.4	21.4	30.7	27.9
	Provincial Governments	%	12.0	9.1	14.3	11.5	13.8	11.8	12.5	11.4	12.6	13.2	10.1
	Federal Government	%	26.6	26.4	29.4	28.2	21.5	25.1	23.3	30.1	26.1	25.3	28.5

Please rank the priorities below of the current municipal government in order of importance where 1 is the most important to you, 2 is the second most important priority, and so on. [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - First ranked response	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Light rail/transportation	%	11.1	12.2	13.3	10.6	10.9	5.0	12.6	9.7	12.1	12.9	8.5
	Policing	%	19.7	16.7	14.4	23.5	20.5	24.5	20.3	19.1	11.2	20.8	25.5
	Road maintenance	%	12.5	12.0	4.2	13.0	16.7	23.7	19.4	6.2	11.7	12.3	13.5
	Housing/homelessness	%	29.3	26.4	34.7	28.5	29.8	26.0	25.7	32.7	31.7	28.2	28.6
	Environment/climate change	%	24.7	28.1	31.1	22.1	19.7	20.8	18.8	30.2	31.7	22.1	21.6
	Budget/economy	%	0.8	2.0	0.4	0.4	0.7	0.0	1.2	0.4	0.9	1.0	0.6
	Healthcare	%	0.4	1.3	0.0	0.0	0.8	0.0	0.3	0.5	0.0	0.9	0.3
	Other	%	0.3	0.0	0.6	0.5	0.0	0.0	0.3	0.3	0.0	0.4	0.4
	Unsure	%	1.1	1.3	1.3	1.4	0.8	0.0	1.4	0.9	0.7	1.6	1.0

Nanos conducted an RDD dual frame (land- and cell- lines) telephone random survey of 801 Ottawa residents, 18 years of age or older, between October 22<sup>nd</sup> and November 1<sup>st</sup>, 2019. The margin of error this survey is ±3.5 percentage points, 19 times out of 20.

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Please rank the priorities below of the current municipal government in order of importance where 1 is the most important to you, 2 is the second most important priority, and so on.  
[RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Second ranked response	Total	Unwgt N	782	177	160	215	138	92	384	398	188	260	334
		Wgt N	782	175	157	240	146	63	375	406	231	272	279
	Light rail/transportation	%	16.0	16.8	17.1	14.4	18.4	11.3	17.4	14.7	16.7	17.8	13.6
	Policing	%	24.1	26.7	15.2	24.0	27.0	33.0	25.5	22.9	21.2	27.0	23.7
	Road maintenance	%	15.3	15.8	17.3	17.6	8.4	15.9	18.1	12.7	10.1	16.6	18.3
	Housing/homelessness	%	29.1	26.7	35.5	28.8	28.5	22.5	24.4	33.4	34.5	25.5	28.2
	Environment/climate change	%	14.6	13.0	13.4	14.6	17.6	15.4	13.6	15.6	15.5	12.8	15.6
	Healthcare	%	0.5	0.6	0.9	0.0	0.0	1.9	0.3	0.7	1.1	0.2	0.2
	Other	%	0.4	0.4	0.6	0.5	0.0	0.0	0.7	0.0	0.9	0.0	0.3

Please rank the priorities below of the current municipal government in order of importance where 1 is the most important to you, 2 is the second most important priority, and so on.  
[RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Third ranked response	Total	Unwgt N	768	174	157	211	135	91	373	395	186	255	327
		Wgt N	768	172	154	236	143	62	365	402	228	266	273
	Light rail/transportation	%	19.5	13.9	20.8	25.0	18.0	14.4	20.7	18.5	20.3	19.4	19.0
	Policing	%	23.1	25.8	24.7	19.9	22.9	24.9	23.6	22.7	27.5	18.3	24.2
	Road maintenance	%	19.2	18.3	17.2	19.5	23.2	16.2	16.2	21.9	18.4	22.0	17.1
	Housing/homelessness	%	19.9	26.5	16.9	17.4	18.0	23.2	21.3	18.6	14.4	22.4	22.2
	Environment/climate change	%	15.7	14.3	18.4	13.9	15.3	20.3	16.0	15.3	16.8	15.3	15.2
	Budget/economy	%	0.6	0.0	0.0	1.5	0.6	0.0	0.5	0.6	0.7	0.8	0.3
	Healthcare	%	0.8	0.6	0.6	0.9	1.2	0.0	1.1	0.5	0.9	0.4	1.0
	Other	%	1.2	0.6	1.4	1.9	0.9	1.0	0.6	1.8	1.1	1.5	1.1

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Please rank the priorities below of the current municipal government in order of importance where 1 is the most important to you, 2 is the second most important priority, and so on.  
[RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Fourth ranked response	Total	Unwgt N	732	163	154	200	129	86	357	375	180	241	311
		Wgt N	732	162	151	224	136	58	350	382	221	252	259
	Light rail/transportation	%	20.9	21.9	18.7	21.1	23.0	18.3	18.1	23.5	17.8	22.7	21.8
	Policing	%	17.3	16.7	24.0	17.1	13.4	11.1	18.5	16.2	21.0	16.6	14.8
	Road maintenance	%	27.4	26.8	31.2	22.5	32.2	27.2	23.3	31.3	29.6	25.3	27.7
	Housing/homelessness	%	13.8	15.8	7.7	16.2	12.6	18.3	19.8	8.3	11.2	16.1	13.8
	Environment/climate change	%	19.9	17.2	18.0	23.1	18.1	24.1	19.9	19.8	19.7	18.8	21.1
	Healthcare	%	0.1	0.0	0.0	0.0	0.6	0.0	0.0	0.2	0.0	0.0	0.3
	Other	%	0.6	1.7	0.4	0.0	0.0	1.0	0.4	0.7	0.7	0.5	0.5

Please rank the priorities below of the current municipal government in order of importance where 1 is the most important to you, 2 is the second most important priority, and so on.  
[RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Fifth ranked response	Total	Unwgt N	729	164	153	199	127	86	353	376	181	241	307
		Wgt N	729	163	150	223	135	59	346	383	222	252	256
	Light rail/transportation	%	30.9	29.3	28.7	30.0	28.2	51.3	28.4	33.3	33.2	23.2	36.6
	Policing	%	14.2	13.4	20.3	13.1	15.0	3.5	11.3	16.9	16.8	16.0	10.3
	Road maintenance	%	24.2	25.4	26.5	26.8	20.1	14.1	22.0	26.1	27.5	23.1	22.4
	Housing/homelessness	%	6.6	5.7	4.8	5.7	9.7	10.1	8.1	5.2	6.8	6.5	6.6
	Environment/climate change	%	23.6	25.8	18.5	24.5	26.2	21.0	30.1	17.7	15.3	30.7	23.7
	Other	%	0.5	0.4	1.3	0.0	0.8	0.0	0.2	0.8	0.5	0.5	0.5

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Please rank the priorities below of the current municipal government in order of importance where 1 is the most important to you, 2 is the second most important priority, and so on.  
[RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Sixth ranked response	Total	Unwgt N	40	9	11	6	8	6	15	25	10	11	19
		Wgt N	38	10	10	6	7	4	15	23	11	12	15
	Light rail/transportation	%	27.4	61.9	13.2	0.0	23.2	28.2	40.8	18.8	9.1	41.1	30.1
	Policing	%	12.5	0.0	20.9	31.8	0.0	14.1	6.8	16.1	13.3	17.3	8.1
	Road maintenance	%	27.0	14.7	44.2	0.0	26.5	57.7	18.2	32.6	50.4	21.5	14.0
	Housing/homelessness	%	4.9	0.0	0.0	16.1	11.6	0.0	5.6	4.5	0.0	8.8	5.6
	Environment/climate change	%	28.2	23.4	21.8	52.1	38.6	0.0	28.5	28.0	27.2	11.3	42.2

Are you aware or unaware that The Ottawa Mission provides the following services, in addition to emergency food, clothing and shelter? [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Health services, including medical, dental, and hospice care, mental health and addiction treatment	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Aware	%	63.0	61.8	63.7	62.2	63.9	65.0	59.4	66.3	54.9	61.1	71.4
	Unaware	%	37.0	38.2	36.3	37.8	36.1	35.0	40.6	33.7	45.1	38.9	28.6

Are you aware or unaware that The Ottawa Mission provides the following services, in addition to emergency food, clothing and shelter? [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Social services such as housing, educational and employment support and job training	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Aware	%	68.4	66.8	70.0	65.4	71.8	73.3	67.3	69.5	64.9	68.5	71.2
	Unaware	%	31.6	33.2	30.0	34.6	28.2	26.7	32.7	30.5	35.1	31.5	28.8

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

Are you aware or unaware that The Ottawa Mission provides the following services, in addition to emergency food, clothing and shelter? [RANDOMIZE]

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Spiritual care	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Aware	%	53.2	50.5	59.5	51.2	47.7	65.2	49.6	56.5	40.3	53.3	63.5
	Unaware	%	46.8	49.5	40.5	48.8	52.3	34.8	50.4	43.5	59.7	46.7	36.5



## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - How long do you think people stay in emergency shelter at the Ottawa Mission on average?	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
		Mean	74.6	68.7	84.0	80.0	58.8	84.2	74.3	74.9	72.9	63.3	89.1
		Median	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0
	1	%	1.0	0.0	0.6	1.7	1.8	0.0	1.0	1.0	3.0	0.4	0.0
	2	%	1.4	0.9	2.3	1.8	0.0	2.0	1.4	1.4	0.5	2.3	1.2
	3	%	3.1	3.4	5.7	1.2	2.4	4.0	3.7	2.5	4.0	3.9	1.5
	4	%	0.5	0.0	1.2	0.9	0.0	0.0	0.8	0.3	0.4	0.7	0.4
	5	%	3.6	2.7	3.4	5.0	3.0	2.7	3.1	4.1	3.2	4.5	3.1
	6	%	0.3	0.7	0.0	0.4	0.0	0.0	0.3	0.2	0.0	0.8	0.0
	7	%	7.5	9.0	5.7	10.0	4.7	4.4	7.2	7.8	9.0	8.6	5.1
	8	%	0.2	0.0	0.6	0.0	0.0	0.9	0.2	0.1	0.4	0.0	0.2
	9	%	0.3	0.0	0.0	0.6	0.0	1.8	0.0	0.7	1.2	0.0	0.0
	10	%	2.7	3.4	2.7	2.9	1.9	2.0	3.8	1.7	1.6	2.4	4.0
	13	%	0.1	0.0	0.0	0.4	0.0	0.0	0.2	0.0	0.0	0.0	0.3
	14	%	5.9	6.3	6.4	3.8	6.4	11.3	7.1	4.8	5.2	6.4	6.1
	15	%	1.5	0.7	0.9	2.0	2.4	0.9	0.9	2.0	1.8	1.7	1.0
	17	%	0.1	0.0	0.0	0.0	0.8	0.0	0.0	0.3	0.0	0.4	0.0
	18	%	0.1	0.0	0.4	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.2
	20	%	2.1	2.3	2.3	2.3	0.7	3.7	2.8	1.5	2.8	2.2	1.5
	21	%	1.3	1.4	1.5	1.4	0.8	0.9	1.2	1.4	1.6	1.6	0.6
	24	%	0.1	0.0	0.0	0.0	0.0	1.0	0.0	0.1	0.0	0.2	0.0
	25	%	0.3	0.5	0.0	0.0	0.7	1.0	0.0	0.6	0.5	0.5	0.0
	28	%	0.2	0.7	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.5	0.0
	29	%	0.1	0.5	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.3
	30	%	13.9	16.1	8.7	11.4	21.2	13.7	13.5	14.3	14.2	13.5	14.1
	31	%	0.2	0.0	0.0	0.5	0.0	0.7	0.1	0.3	0.0	0.0	0.6
	35	%	0.2	0.0	0.4	0.0	0.8	0.0	0.0	0.4	0.0	0.4	0.2
	40	%	0.4	0.0	0.6	0.8	0.0	0.7	0.9	0.0	0.4	0.4	0.5
	41	%	0.1	0.5	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.3	0.0

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## 2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET

		Zone						Gender		Age		
		NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
42	%	0.3	0.0	1.3	0.0	0.0	0.0	0.5	0.0	0.0	0.7	0.0
45	%	1.0	0.4	0.0	2.5	0.8	0.0	0.7	1.3	1.8	0.8	0.6
50	%	0.4	0.0	0.6	0.6	0.6	0.0	0.2	0.6	1.1	0.0	0.3
56	%	0.2	0.0	0.4	0.5	0.0	0.0	0.0	0.4	0.0	0.0	0.6
60	%	5.6	6.6	5.6	2.7	9.1	5.6	5.2	5.9	7.1	5.6	4.3
70	%	0.2	0.4	0.0	0.0	0.0	0.9	0.2	0.1	0.0	0.0	0.4
77	%	0.5	0.8	0.0	0.0	1.4	1.0	0.3	0.7	0.6	0.7	0.3
90	%	7.4	6.9	8.1	7.4	7.8	6.1	7.0	7.7	5.6	9.4	6.8
100	%	0.9	0.7	0.6	0.9	2.0	0.0	1.4	0.5	0.4	0.9	1.3
110	%	0.1	0.0	0.0	0.0	0.6	0.0	0.2	0.0	0.0	0.0	0.3
120	%	1.4	1.7	0.8	1.6	1.4	1.0	1.0	1.7	1.8	1.4	1.0
125	%	0.2	0.0	0.0	0.4	0.0	0.7	0.1	0.2	0.0	0.4	0.2
130	%	0.1	0.0	0.6	0.0	0.0	0.0	0.3	0.0	0.0	0.4	0.0
150	%	1.1	1.1	1.2	0.4	1.6	1.8	1.1	1.0	2.0	0.8	0.5
165	%	0.1	0.0	0.4	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.2
170	%	0.1	0.0	0.0	0.0	0.0	0.9	0.0	0.1	0.0	0.0	0.2
180	%	6.0	5.3	6.6	6.1	6.2	5.7	5.3	6.7	7.6	5.5	5.3
185	%	0.4	0.6	0.0	0.8	0.0	0.0	0.5	0.2	0.4	0.4	0.3
200	%	0.7	0.0	0.7	1.3	0.0	1.6	1.1	0.3	0.9	0.0	1.1
210	%	0.2	0.6	0.0	0.0	0.0	0.7	0.4	0.0	0.4	0.0	0.2
240	%	0.1	0.0	0.4	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.2
300	%	0.6	0.8	1.4	0.0	0.6	0.9	0.6	0.7	0.4	0.5	1.0
355	%	0.1	0.0	0.0	0.0	0.0	0.9	0.0	0.1	0.0	0.0	0.2
365	%	3.8	3.4	6.9	4.3	0.6	1.9	4.0	3.5	3.1	3.4	4.7
400	%	0.1	0.0	0.0	0.0	0.6	0.0	0.2	0.0	0.0	0.0	0.3
730	%	0.6	0.5	0.0	1.5	0.0	0.7	0.4	0.8	0.5	0.3	1.0
760	%	0.1	0.0	0.0	0.0	0.0	1.6	0.3	0.0	0.4	0.0	0.0
Unsure/no answer	%	20.6	21.1	21.1	21.7	19.2	16.3	20.3	20.8	16.0	17.1	27.6

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**2019-1452 – Ottawa Mission – Telephone Survey – STAT SHEET**

			Zone						Gender		Age		
			NCR 2019-06	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Is the Ottawa Mission at over capacity, at capacity or under capacity in terms of occupancy of emergency shelter beds?	Total	Unwgt N	801	184	164	220	139	94	393	408	190	269	342
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Over capacity	%	78.5	78.4	84.8	74.1	79.2	78.4	75.0	81.8	74.2	78.8	81.8
	At capacity	%	8.3	6.7	7.0	10.8	7.0	9.6	9.7	7.1	9.3	9.6	6.3
	Under capacity	%	3.1	3.6	2.2	2.9	4.0	2.5	2.0	4.1	5.1	1.8	2.7
	Unsure	%	10.1	11.2	6.1	12.2	9.8	9.4	13.4	7.0	11.4	9.8	9.2