TORONTO
FOUNDATION

Environics
Institute
For Survey Research

An Initiative of
TORONTO'S
VITALSIGNS

TORONTO
SOCIAL CAPITAL STUDY 2018

An Initiative of

TORONTO'S VITALSIGNS

TORONTO SOCIAL CAPITAL STUDY

WHAT'S INSIDE

RESULTS

FOREWORD

The turn of phrase "take stock" comes to mind when I reflect on why we, Toronto's community foundation, set out to launch this benchmarking research study on social capital in Toronto. It is the idea that one should step back and review any given situation before making a decision. The value of this process is in its potential to be a fact finding mission, of sorts. The kind of action one might take when creating a map of where to go next.

Our community knowledge has been our map, our guide star, since we began our work almost 40 years ago. For more than 15 years, our Toronto's Vital Signs Report has been at the heart of our model of philanthropy. Each year it gives us a unique understanding of the challenges and opportunities in our city, and it guides our family of philanthropists to the community organizations that are individually and collectively supporting solutions to the challenges.

A major impetus for this study on social capital came from significant trends highlighted in previous Toronto's Vital Signs Reports, including increasing inequities, persistent child poverty, youth unemployment levels, a fast-growing and aging population, public health challenges, and the rate of change in some neighbourhoods resulting in social isolation. With complex societal concerns such as these, we know that the solutions will not come from some of us, but must come from all of us. And, we believe that social capital is at the core of making collaborative solutions possible.

Toronto Foundation wants to better understand how we can support neighbourhood resilience in the face of increasing stresses. We believe philanthropy can play an important role in not only mitigating damaging effects but, strategic investment choices can be made to create a healthier, more prosperous city for all.

This makes it essential to have the necessary metrics in place to assess the current state of social capital, guide community investments, and to chart improvements over time.

The potential for social capital goes beyond connecting neighbour to neighbour. What if social networks are expanded to bring unusual actors together in a shared purpose? What will happen if relationships are formed that extend beyond the limitations of geography, experience, or income?

As you will read in the pages that follow, the conditions for healthy levels of social capital as a whole already exist in Toronto. For instance, residents in our city's Neighbourhood

Improvement Areas rely on their sense of agency and connections with their neighbours to surmount the difficult challenges they face, more so than many other residents in the city.

This study, which is co-led with Environics Institute for Survey Research, also comes at an interesting time in our city and country. From the impacts of changes at the municipal and provincial levels of government, to young people trying to make their way in an increasingly costly city, and the wave of newcomers making Toronto their home – social capital is an important measure of how well residents are doing, and how well they are able to recover from setbacks and crises, both individually and as a community.

We especially thank Michael Adams and Keith Neuman of the Environics Institute for their vision, guidance, and implementation of the study. A unique feature of this study will also be the linking of the survey results to more than 100 existing demographic and other secondary data sources via postal code to support further analysis that links social capital to other key indicators at the neighbourhood level. This capability is being provided by Environics Analytics through its leading-edge ENVISION geodemographics software platform. We hope this study inspires further research into social capital, an area which is increasingly becoming more important as we navigate a disruptive world together.

The data presented within also benefited substantially from the contributions of several partners who provided invaluable insights and nuance to the data, as well as funding. This project would not have been possible had this group not come together and worked through a variety of perspectives and interests. Our collaboration has truly been social capital in action. This ground-breaking report is just a first step in bringing this new data to life. We expect that our partners and others will add richness, depth, and breadth to this relatively recent area of study.

For our part, this work supports our aim to become a new kind of community foundation and a new kind of funder, one that recognizes that power is not just about money – it is about connections, belonging, creating a sense of trust that we can move forward, all of us together. We must recognize that social capital is an asset we can cultivate. But we must also be mindful that focusing on averages risks overlooking the very real differences in our experiences of social capital. I hope you will read this report with an eye to seeing where we can and must do better so that no one is left isolated.

Sharon Avery,
President & CEO, Toronto Foundation

INTRODUCTION

BACKGROUND

This report presents the results of a major research study about social capital in the city of Toronto. Social capital is the term used to describe the vibrancy of social networks and the extent to which there is trust and reciprocity within a community and among individuals. It is the essential "lubricant" that makes it possible for societies to function, and for people to get along peacefully even when they have little in common. There is ample empirical evidence showing that high levels of such reciprocity, trust and connection are not simply "feel good" notions, but key ingredients to making communities productive, healthy and safe. The concept of social capital gained widespread attention in the past few decades through the work of noted American political scientist Robert Putnam and his seminal work, *Bowling Alone*.

Toronto is among the most ethnically diverse cities on the planet, and widely recognized as having been uniquely successful in attracting high numbers of newcomers from many lands while largely avoiding the tensions and civic strife experienced in some other cities. Toronto's civic leaders have good reason to feel proud about the city's ethnic diversity, especially given that trust, social connections and civic engagement are typically more evident in small homogeneous communities where individuals share historical, ethnic and cultural ties.

Through its Toronto's Vital Signs Reports, Toronto Foundation confirms our city to be among the most liveable in the world.[1] At the same time, these reports also identify numerous trends that are significantly challenging Toronto to remain liveable and vibrant, including a fast-growing and aging population, and an increasing division into high and low income neighbourhoods. Given these trends, social capital becomes even more important to our collective wellbeing, and to developing the connections and resilience needed to provide for a decent quality of life for all residents.

There are good measures for tracking Toronto's economic performance, public health, and infrastructure, but limited evidence about its social capital. While there has been a growing appreciation of the importance of social connections and community engagement to positive outcomes in such areas as public health and our political institutions, this has yet to be given systematic focus through empirical research.

---

1   https://torontofoundation.ca/vitalsigns/

TORONTO SOCIAL CAPITAL STUDY

The Toronto Social Capital Study was conducted to address this gap through comprehensive research on social capital in Toronto, to document how the city is doing today, how it may be changing, and to identify areas of success and challenges. This research addresses such questions as: To what extent do Torontonians feel connected to, and actively engage with, their neighbours and community organizations? How well do they trust others in their communities – those who are like themselves and those who are different? These questions matter because social trust and engagement are critical to a good quality of life, a healthy population, safe streets, and economic prosperity.

This study is the first of its kind in Canada, and will make an important contribution to the future of Toronto in terms of:

• Providing all sectors with an empirical basis for reviewing and building policies, initiatives and investments that strengthen the city's social capital resources in ways that enhance the broader community;

• Identifying new areas of opportunity for addressing challenges and supporting positive change;

• Raising awareness of the importance and benefits of social trust, reciprocity and community involvement, so these are given a greater priority; and

• Establishing a benchmark against which progress can be measured over time. Partners and other organizations can build upon this study through follow-up surveys that may focus on specific target populations and/or areas of the city. This research may also serve as the basis for similar studies in other cities across Ontario and Canada.

The research not only provides much needed social indicators to inform and measure progress, it also sheds light on the community's ability to collaborate and create change. It is intended to be widely shared to support new policies and programs, and to support investment in creating stronger networks and connections to tackle the most pressing issues on a collaborative basis.

The Toronto Social Capital Study is a partnership of leading civic organizations across the city. The research was conducted by the Environics Institute for Survey Research, in partnership with Toronto Foundation, as well as TAS Design Build, Community Foundations of Canada/Canadian Heritage, United Way Greater Toronto, MLSE Foundation, Ontario Trillium Foundation, and the Wellesley Institute. Additional support has been provided by the National Institute on Ageing, Environics Analytics, CanadaHelps, the City of Toronto and Toronto Public Health.

PROJECT OVERVIEW

The Toronto Social Capital Study is being conducted in three phases.

PHASE
1

SECONDARY RESEARCH

The initial phase included a comprehensive review of previous research on social capital, along with consultation with subject matter experts and local stakeholders. The results of this work (published in 2015) confirmed the strong connection between social capital and quality of life (e.g., economic, health, safety), and an extensive body of research demonstrating how social capital has been measured in Canada and elsewhere. At the same time, this review confirmed that little if any research currently exists that answers central questions about the state of social capital in Toronto today, and how it may be manifested across the city's diverse population. A report on the results from Phase 1 is available at https://www.environicsinstitute. org/projects/project-details/toronto-social-capital-project.

PHASE
2

PRIMARY RESEARCH

The second phase included a survey of Toronto residents, to generate empirical measurement of social capital and related indicators in a comprehensive way. The results of the survey are the focus of this report.

PHASE
3

PUBLIC DISSEMINATION AND ENGAGEMENT

With the Phase 2 research now completed and publicly released, the project partners will actively disseminate the study findings and insights, to encourage meaningful applications of the research by organizations in all sectors.

SURVEY OVERVIEW

The survey was conducted with Toronto residents to measure various dimensions of social capital, along with other information pertaining to personal attitudes, behaviours, health status and demographic characteristics. The survey sampling was designed to include a representative sample of residents (18 years of age and older), to the extent possible within the normal constraints of time, budget, and the challenges associated with identifying and surveying hard-to-reach groups within the population. In addition to coverage of the population-at-large, additional steps were taken to increase the representation of individuals from several specific groups identified as important for this study (specifically, residents 65 years and older, and individuals who self-identify as Black, Chinese or South Asian, the three largest ethnic groups in the city).

The survey was conducted with 3,207 city residents between March 12 and July 10, 2018, in English, Portuguese, Mandarin and Cantonese. The survey was administered by telephone and online, with sample quotas established by population characteristics (e.g., neighbourhood areas, age, gender) based on the most current population statistics. Further details on the survey methodology can be found in an Appendix to this report.

To understand how social capital is distributed across Toronto geographically, the city was divided into 26 neighbourhood areas, based on the City's 140 neighbourhood designations.[2] Each area contains several of the 140 neighbourhoods, based on being contiguous and sharing some comparable demographic characteristics (e.g., household income).[3] It should be noted that these areas contain large populations (ranging from 45,000 to 175,000 people) that in some cases are diverse in their socio-economic and race/cultural composition. A map depicting the 26 areas and their individual neighbourhood components is provided in an Appendix.

ABOUT THIS REPORT

This report provides an overview of the survey results. Many of the questions included on the survey were drawn from previous research conducted by Statistics Canada and others, where directly applicable to this study. City of Toronto results from the 2013 General Social Survey (GSS) provide the principal basis for drawing comparisons with the current survey to identify how social capital in Toronto has changed or not over the past five years.[4]

The presentation of results is organized around three primary dimensions of social capital (as informed by the research literature): social trust, social networks, and civic connection, plus one additional dimension called neighbourhood support. Each of the primary dimensions is composed of several sub-dimensions. For each dimension and sub-dimension, an "index score" was created to provide a concise measure for making comparisons across population subgroups (and over time when future surveys are conducted). Each index is scored from "0" (lowest possible score) to "10" (highest possible score).[5]

2   Special thanks are extended to Harvey Low, Manager of Social Research and Information Management at the City of Toronto, who provided invaluable guidance in the creation of the neighbourhood areas.

3   The 26 neighbourhood areas were created without reference to the 25 electoral ward boundaries that were newly created in September 2018, although there is an approximate overlap in some cases.

4   The General Social Survey is an ongoing series of national population surveys conducted by Statistics Canada. For more information see https://www150.statcan.gc.ca/n1/pub/89f0115x/89f0115x2013001-eng.htm#a1.

5   Social capital indices developed for this study represent a work in progress, and may be further refined in subsequent research.

These index scores are used primarily to highlight how social capital is similar and different across a range of groups within the population, on such dimensions as age, socio-economic status, racial-cultural background, generation in Canada, and neighbourhood area. This forms a critical part of the analysis, as the social capital story is not just about the city as a whole; social capital does indeed vary across the population, and it is of particular importance to identify where social capital resources may be in most need of strengthening.

Additional details about the study and results are available at https://www.environicsinstitute.org/projects/project-details/toronto-social-capital-project. All results are presented as percentages unless otherwise noted. In some cases, totals do not add up exactly to 100% because of rounding error.

> " …the social capital story is not just about the city as a whole; social capital does indeed vary across the population, and it is of particular importance to identify where social capital resources may be in most need of strengthening."

EXECUTIVE SUMMARY

How is Toronto doing in terms of the social capital of its people and communities?

At the broadest city-wide level, social capital in Toronto in most respects appears to be solid. The study shows that the majority of people surveyed trust other people (including those different from themselves), have a sense of belonging to their community, have family and friends they can rely on, give back to the community, and are interested in politics. Moreover, comparable data indicates that social capital levels have remained stable or in some cases improved over the past five years. This is notable given the challenges that come with Toronto's size and rapid pace of change, as reported previously in Toronto's Vital Signs.

At the same time, this is not a single story about Toronto as a whole, but about how social capital is distributed across the population, and within groups that may be defined by who people are, where they live, and the circumstances of their lives. Across the dimensions covered in this research, the strength of social capital varies by such characteristics as age, household income, race/culture, neighbourhood area, and whether or not people know their neighbours.

The size of these differences in many cases is not substantial, and in some the similarities are noteworthy. Yet social capital differs significantly on some dimensions with specific groups, and the impact of such differences is unclear, although the study confirms previous research documenting how social capital is strongly linked to overall quality of life.

KEY FINDINGS

The following are key findings from the study.

SOCIAL TRUST

Social trust is the extent to which individuals trust (or distrust) others whom they know or have an opinion about. Overall, social trust in Toronto is by no means universal, but is reasonably strong and in most respects has held steady over time. General trust among Torontonians is comparable to that of Canadians in general, which is significant in that such trust is often lower in large cities than in smaller more homogenous communities.

On the whole, Torontonians are more likely than not to express trust in people generally, and in groups both similar to themselves (e.g., family, co-workers, neighbours) and different (by mother tongue, ethnic group, political views). Residents are also more likely than not to express confidence in local institutions serving their community, although this is more so for the police, neighbourhood associations and local business, than for media and local government. However, public confidence has declined since 2013 in the police, the school system and in particular the justice system and courts, where trust is now least evident among Torontonians who are struggling financially, and/or who identify as Black.

Below the city-wide level, social trust is not consistently strong across the population, and is most notably linked to knowing one's neighbours. Most people report knowing at least some of their neighbours, but among the small segment (8%) who know none, trust levels are the lowest of any group. Age also makes a difference, with Torontonians ages 55 plus expressing the highest level of social trust, and those ages 25 to 29 having the lowest. Social trust is also a matter of having financial security, and of race/culture. Residents who are White or South Asian express higher levels of social trust than do those who identify as Black or Chinese.

These factors are partly reflected across the city's geography, with social trust somewhat (but not significantly) higher among those living in the old city of Toronto and Etobicoke, and lower among residents of North York and Scarborough.[6] Finally, social trust levels are notably similar across generations in Canada (that is, among immigrants or first generation, second generation, and those whose families have been in the country for three or more generations), as well as by mother tongue, education level, gender, and sexual orientation.

SOCIAL NETWORKS

Social networks capital is defined as the presence and quality of social connections that individuals have with others, including family and friends. The vast majority of Torontonians report having one or more close family members and/or close friends – defined as people who they feel at ease with, can talk to about what is on their mind, and can call on for help. In most cases, one or more of these family and friends live in the local area (e.g., Greater Toronto Area), and more than half of city residents say at least one close friend lives in their neighbourhood. Over eight in ten have one or more "other" (less close) friends who expand their social networks that provide connections to resources and opportunities. The number of close family members and friends is roughly comparable to levels recorded in 2013.

---

6   Reference to "old boroughs" and the "old city of Toronto" pertains to previous municipalities in the Greater Toronto Area which were amalgamated in 1998. For more information see. https://en.wikipedia.org/wiki/Amalgamation_of_Toronto.

Torontonians are most likely to maintain frequent contact with close friends and family through online platforms, and this has become more prevalent over the past five years. But significant proportions also continue to connect through in-person contact and by telephone. Most Torontonians are satisfied, if not very satisfied, with the frequency of contact with close friends and family, to the same extent they were in 2013.

An important aspect of social capital is the extent to which people form social connections with people who are different from themselves, referred to as "bridging" capital. This is especially relevant in Toronto given the diversity of the population – to what extent are residents "sticking with their own" versus making connections across ethnic and other boundaries? Study results show that Torontonians are more likely than not to have friends who are like themselves, in terms of mother tongue, age group, sex, education level, and ethnic background. Yet, significant proportions report that at least half or more of their recent friend contacts are with those who are different, and these levels have increased over the past five years. More than four in ten residents say half or more of their recent friend contacts have been with people from a visibly different ethnic group, and this is especially prevalent among younger Torontonians.

The distribution of social networks capital across the population resembles that for social trust, with somewhat smaller differences between groups. Knowing one's neighbours is once again a critical factor (but also one that is another measure of social networks), as is age. Torontonians 55 and older encompasses the cohort that is the strongest on social networks, and this holds for those 65 plus who live alone and/or in high-rise buildings. While social isolation is a significant issue for many seniors, these results indicate that this age group, as a whole, is maintaining meaningful social connections.

While most residents across the city have people they can rely on, six percent report having no close family members and a similar proportion say they have no close friends (with some overlap between these two groups). This is a small percentage of the total population, but represents a sizeable number of adult residents (over 100,000) who lack this essential form of social support. Torontonians least likely to have any close friends or family members include those with the lowest levels of education and income, and those who live in the downtown core of the city.

Social networks capital is evenly distributed across the city's geography, but most evident in several areas in the old city (north of Bloor Street) and parts of Etobicoke and Scarborough, while least so in a handful of outlying areas, as well as parts of the downtown core.

CIVIC CONNECTION

Civic connection encompasses the concept of community or collective vitality – the extent to which people engage with others in groups and organizations (above and beyond family and friends). This was measured in the survey in several ways, one of which is participation in groups, associations and other types of voluntary organizations. Two-thirds of Torontonians report such participation in at least one such group in the past year, the most common types being cultural/education/hobby groups, union/professional associations, sports/recreational leagues, and religious-affiliated groups (excluding churches, synagogues, mosques, etc.). Participation in specific categories of groups has changed over the past five years, but overall participation remains essentially the same. Torontonians' group contacts tend to be with people similar to themselves, but the study found increasing levels of "bridging capital" (the extent to which people form connections with people different from themselves) since 2013, with this most evident among younger residents, first generation Canadians, and those who identify as South Asian.

Another form of civic connection entails contributing one's time and resources for the common good. Just under four in ten Torontonians report having done unpaid volunteer work for an organization over the past 12 months. This proportion is unchanged since 2013, but the level of effort has declined, with fewer now saying they spent five or more hours per month doing this type of volunteering (echoing a national trend documented by Statistics Canada). Three-quarters report having donated money or goods in the past year, the same as was recorded in 2013. The likelihood of such donations increases steadily with household income, but some level of donation is reported by a majority of Torontonians in all income brackets, and among those who are struggling financially.

Much is often made of low voter turnout in municipal (and other) elections, but Torontonians are interested in politics and engaged in other ways. Seven in ten express interest in politics generally, with the proportion "very interested" up from 2013 levels. Six in ten report having engaged in one or more of seven specific types of civic or political activity, the most common being searching for relevant information, boycotting or choosing particular products, and expressing opinions online; in all areas reported activity is higher than was recorded five years ago.

Civic connection capital as a whole varies across Toronto much the same way as with social trust and social networks, in some cases with more notable differences across groups. Civic connection is most evident among citizens who know their neighbours, those with higher levels of education and income, those who are religiously active, and residents living in the central area of the city.

Age is not as prominent a factor (as with other dimensions), but Torontonians 55 years and older are the most active, while those 30 to 39 the least so. Black Torontonians stand out as being more active with respect to group participation and political activity, while this is least evident among those who identify as Chinese.

NEIGHBOURHOOD SUPPORT

In addition to the three primary dimensions of social capital, the study also addressed an additional one called neighbourhood support, which measures how residents view their neighbourhood as having supportive characteristics. Clear majorities of Torontonians are positive about the physical safety of their neighbourhood in terms of it providing safe places for children to play, and being a safe place to walk at night. Two-thirds agree that their neighbourhood is one where people are willing to help their neighbours. At the same time opinions are divided on whether their neighbourhood is a "close knit" community, or a place where people share the same values. When these different aspects of neighbourhood support are considered as a whole, results are notably similar across the city, with comparatively few differences across income levels and neighbourhood areas. This form of social capital is most evident among Torontonians 55 and older, and in neighbourhood areas that include the Danforth, Leslieville, and parts of Etobicoke. It is somewhat less evident

among Chinese residents, as well as among those in the downtown core and in some parts of Scarborough and North York.

Finally, another aspect of neighbourhood support is the degree to which residents feel a sense of "local agency" in making a difference in their local community. A large majority of Torontonians believe that people working together as a group can make a big difference or at least some difference in effectively addressing the issues that affect them. This sentiment is largely consistent across the population, but most prevalent among residents who identify as Black or South Asian, and among residents of the Neighbourhood Improvement Areas (NIAs) which the City has designated as priority areas for investment.

CONCLUSIONS AND NEXT STEPS

The results of this study provide a snapshot of social capital in Toronto across a set of relevant dimensions, and how it compares across the population as defined by important socio-demographic and geographical strata. Most residents are exhibiting reasonably high levels of social capital in a variety of ways, and this extends to some groups where we might not expect to find it, such as first generation Canadians and seniors living alone or in high-rise buildings. Notably, in contrast to some of the research evidence for US cities, this study found no evidence in Toronto that increasing ethnic diversity is linked to lower levels of social capital.

At the same time, for some groups a significant proportion reports lower levels of social capital, and across multiple dimensions: This shows up most clearly among Torontonians who are isolated from their neighbours, those with low incomes and financial insecurity, residents in their late 20s facing the challenges of establishing themselves (e.g., with careers, homes and families), and in some cases racialized minorities. Lower levels of social capital in some cases may show individual or group vulnerability (e.g., social isolation, an unsupportive neighbourhood), but in others reflects choices based on cultural background and/or interactions between such groups and broader society in an historical perspective (whether or not to trust others, extent of civic engagement).

This study provides the first comprehensive look at social capital in Toronto, but it is by no means conclusive or complete. It should be considered an important starting point; a foundation for further research that can build on the initial findings. This might entail new research designed to dig deeper into some of the findings to more clearly understand the basis for varying levels of social capital and their impact on other aspects of people's lives. Even more important is the priority that should be placed on repeating this type of research, in order to identify how social capital is changing over time. The social capital metrics used in this study prove to be of greatest value in documenting how Toronto is doing over time as the city and its evolution continues to unfold.
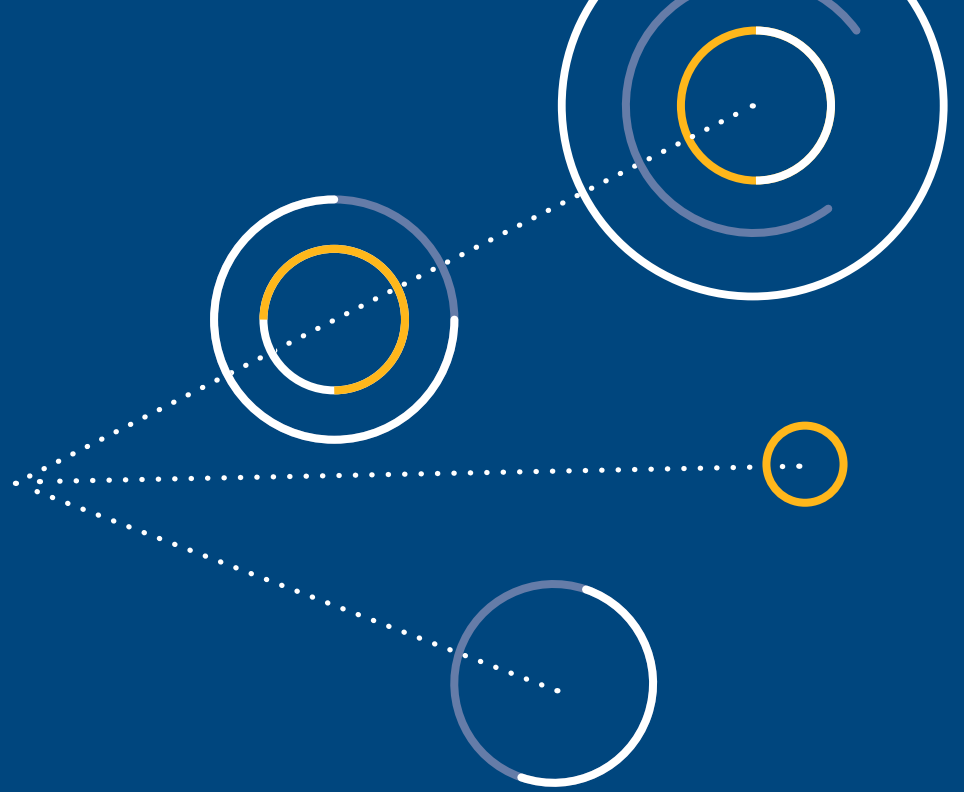
SOCIAL TRUST

T rust in other people and in institutions is one of the central dimensions of social capital, defined as the extent to which individuals trust (or distrust) others with whom they may have relationships and/or social interactions. For this reason, trust is among the most widely studied and validated aspects of social capital.

This study measures social trust in four sub-dimensions: i) trust in other people generally; ii) trust in others belonging to specific groups (similar and different from oneself); iii) confidence in local institutions (e.g. police, school system); and iv) sense of belonging to one's local community.

Most of the survey questions are drawn from the General Social Survey (2003 – 2013); with city of Toronto comparison data available for the 2013 wave). Comparison data for Toronto are also available on two questions from the Equality, Security and Community Survey (1999).

The following sections present survey results on social trust, including city-wide results, how they compare with previous surveys in Toronto, and how social trust is similar and different across the city population (e.g., by socio-economic status, age, race and culture, and neighbourhood area).

GENERAL TRUST

General trust is the extent to which individuals trust other people overall. It is a foundational concept in the social sciences, and included in numerous population surveys in Canada and elsewhere using well-established survey measures, two of which are included in this survey.

The most commonly-used question to measure general trust asks people which of two opposing statements is closest to their own view. A modest majority (55%) of Toronto residents agree with the positive statement "*overall, most people can be trusted*", compared with four in ten (40%) who maintain instead that "*you cannot be too careful in dealing with people*" (the remaining 6% did not offer a response to this question).

These results are very similar to those from previous surveys conducted in 1999 and 2013 for the city of Toronto population.[7]

The stability of general trust is further underscored by the fact that this indicator has changed very little in either Canada or Ontario, as measured by Statistics Canada in three surveys covering the period 2003 to 2013. It is also consistent with a 2014 survey conducted by United Way Greater Toronto.

A second well-established indicator of general trust measures people's confidence in recovering a lost wallet or purse containing $200 from each of several types of individuals: a police officer, a neighbour, and a stranger.

GENERAL TRUST IN OTHERS (%)

Legend:
- 1999[1]
- 2013[2]
- 2018

Most people can be trusted: 54, 56, 55
You cannot be too careful in dealing with people: 46, 43, 40

1 Equality, Security, and Community Survey (1999)
2 General Social Survey (2013)

Q.10. *Generally speaking, would you say that most people can be trusted, or that you cannot be too careful in dealing with people?*

---
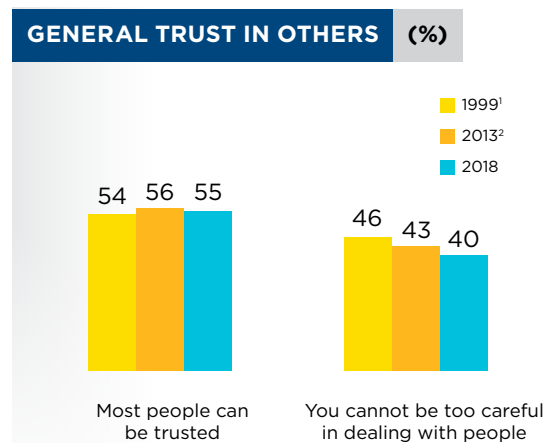
7 Similar findings on the same general trust question are also reported from a 2014 survey conducted in Toronto by United Way Toronto (The Opportunity Equation, February 2015)

Among the three scenarios, Toronto residents are by far most likely to expect they would recover a lost wallet or purse if found by a **police officer**: More than half (56%) say this is very likely, compared with those who say it is somewhat (29%) or not at all (8%) likely.

By comparison, Torontonians are much less confident about recovering a lost wallet or purse from **someone in their neighbourhood**, with only three in ten (29%) who believe this is very likely to happen. Predictably, residents are least likely to expect a return from **a stranger**; only seven percent believe this is very likely, compared with those who say this is somewhat (40%) or not at all (43%) likely to happen.

Has Torontonians' faith in recovering a lost wallet or purse changed over time? Confidence in recovery has declined noticeably in the case of a police officer (70% said it was very likely in 2013, and 66% in 1999), but has held steady when it comes to recovery by someone living close by (31% said very likely in 2013) and a stranger (8%). For the latter two scenarios, Torontonians' level of confidence continues to be somewhat lower than for Ontario residents as a whole.

The results from these two survey questions were combined to form a sub-dimension index for general trust (with an overall score of 4.9, on a scale from "0" to "10"), for purposes of comparison. General trust varies across the Toronto population across a number of dimensions, most noticeably age cohort, household income, and race/culture.

"Social capital is a capability that arises from the prevalence of trust in a society or in certain parts of it. It can be embodied in the smallest and most basic social group, the family, as well as the largest of all groups, the nation, and in all the other groups in between.

Where trust is prevalent, groups and societies can move and adapt quickly through many informal contracts. By contrast, people who do not trust one another will end up cooperating only under a system of formal rules and regulations, which have to be negotiated, agreed to, litigated, and enforced, sometimes by coercive means."

Francis Fukuyama, *Trust: the social virtues and the creation of prosperity* (1995)

RECOVERING A LOST WALLET/PURSE ... (%)

Very likely
Somewhat likely
Not at all likely
Cannot say

By a police officer: 56, 29, 8, 7
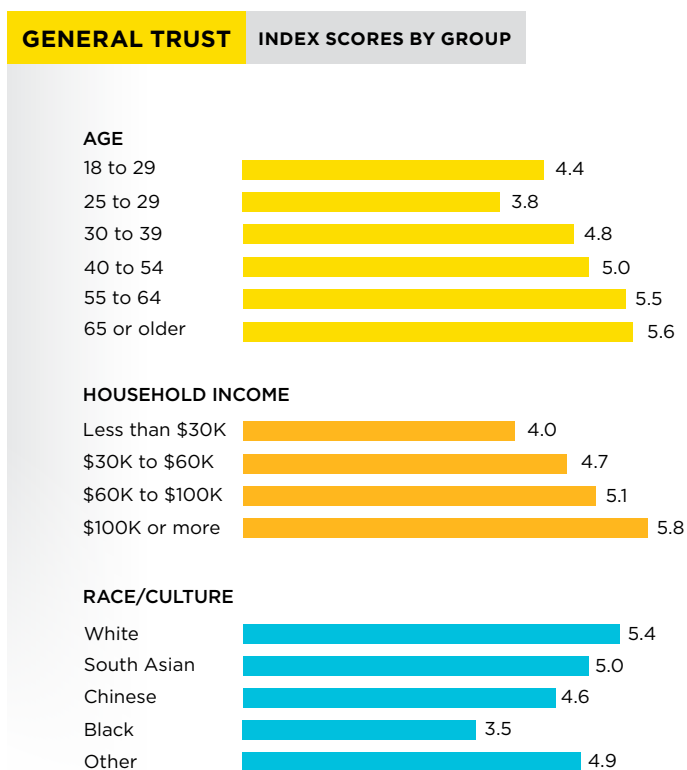By someone who lives close by: 29, 46, 18, 7
By a stranger: 7, 40, 43, 10
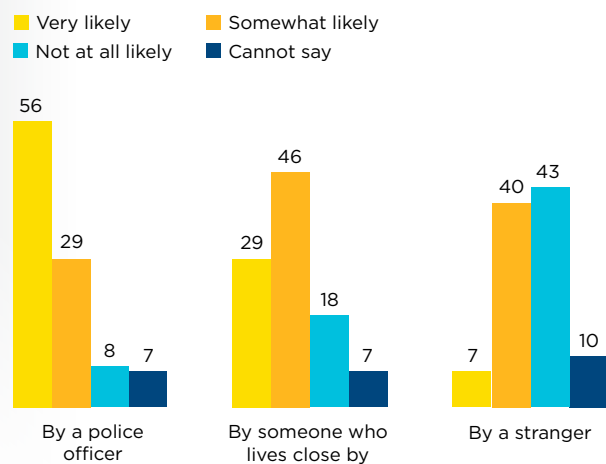
Q.11a-c. If you lost a wallet or purse that contained $200, how likely is it to be returned with the money in it if it was found . . . ?

Across the city, general trust is highest among older Toronto residents, peaking at ages 55 and over (5.6. out of 10), those with household incomes of $100K or more (5.8), and those who identify as White (5.4). By comparison, the lowest scores are given by residents aged 25 to 29 (3.8), and, more significantly, among those struggling financially (3.4), and, more significantly, among those who identify as Black (3.5) (for example, only 34% of Black residents say most people can be trusted, compared with 60% among White residents). This finding is consistent with national GSS data for 2003 - 2013 showing that people in Canada who experience discrimination tend to have lower levels of general trust.

Trust levels vary somewhat across neighbourhood areas, in a pattern that is partly reflective of income and race/culture. General trust index scores are higher in High Park West-Junction-Parkdale (6.2) and Annex-Caledonia (6.0) areas, and lowest in the Downsview-York University (3.9) and Ionview-Eglinton East (4.0) areas. Notably, general trust is largely the same for immigrants (first generation) and those who are second or third plus generations in Canada, as well as by whether one's mother tongue is English or another language, and also by gender.

General trust is closely tied to the extent to which people know their neighbours: Torontonians who know most or many of their neighbours are much more likely to have high general trust in others (5.6), in contrast to those who know none (4.0).

GENERAL TRUST INDEX SCORES BY GROUP

AGE

18 to 29	4.4
25 to 29	3.8
30 to 39	4.8
40 to 54	5.0
55 to 64	5.5
65 or older	5.6

HOUSEHOLD INCOME

Less than $30K	4.0
$30K to $60K	4.7
$60K to $100K	5.1
$100K or more	5.8

RACE/CULTURE

White	5.4
South Asian	5.0
Chinese	4.6
Black	3.5
Other	4.9

General Trust Index (0 to 10)

One-third of Torontonians report to know most (9%) or many (24%) people in their neighbourhood, with a majority (58%) saying they know "a few", and another eight percent indicating they know "none" of their neighbours. Knowing one's neighbours is not closely linked to household income, education, generation in Canada or neighbourhood area, but is more likely among those who live in detached dwellings (versus high-rise buildings) and who have spent more years living in the same neighbourhood. Torontonians 25 to 29 (18%) and those who identify as Chinese (16%) are among those most likely to indicate they know none of their neighbours.
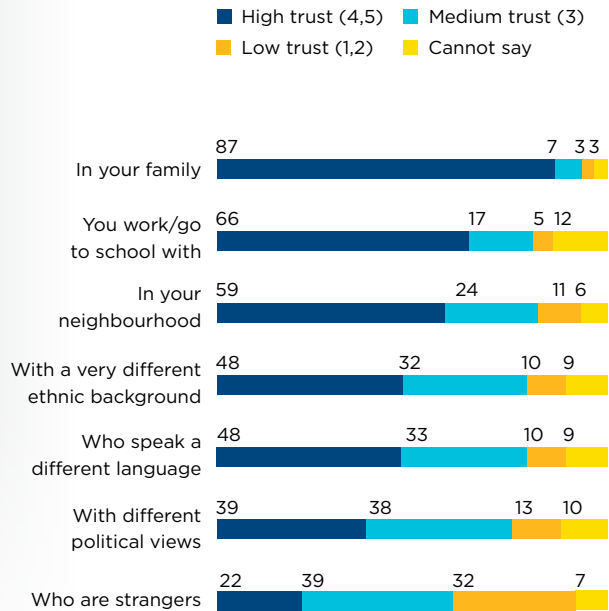
GROUP TRUST

A more specific dimension of social trust is the degree to which individuals trust different groups of people, ranging from those very much like themselves (e.g., family) to those who are different (e.g., by language, ethnic background, political views). The survey examined this dimension by measuring degree of trust in each of seven types of groups.

Not surprisingly, group trust varies by degree of similarity to oneself, starting with one's family. Close to nine in ten (87%) Toronto residents say they have a high level of trust in **family members** (measured as a "4" or "5" on a five-point scale). Roughly six in ten report have a similarly strong level of trust in **people they work with** or go to school with (66%), and in **people in their neighbourhood** (59%).[8]

What about trust in people who are different from oneself? Just under half report to have a high level of trust in **people from a different ethnic background** (48%), as well as in **people who speak a different language** (48%); in both cases about one in ten indicates he or she has a low level of trust (measured as "1" or "2" on a five-point scale). Four in ten (39%) say they have a high level of trust in **people whose political views are different** from one's own, compared with 13 percent who express low trust in this group.

Finally, among the groups included, Torontonians are least apt to say they have a high level of trust in generic **strangers** (22%), compared with one-third (32%) who express low trust.

TRUST IN PEOPLE... (%)

Legend:
- High trust (4,5)
- Medium trust (3)
- Low trust (1,2)
- Cannot say

Group	High trust (4,5)	Medium trust (3)	Low trust (1,2)	Cannot say
In your family	87	7	3	3
You work/go to school with	66	17	5	12
In your neighbourhood	59	24	11	6
With a very different ethnic background	48	32	10	9
Who speak a different language	48	33	10	9
With different political views	39	38	13	10
Who are strangers	22	39	32	7

Q.12.a-h. Using a scale of 1 to 5 (where 1 means "cannot be trusted at all" and 5 means "can be trusted a lot", how much do you trust each of the following groups of people?

---

8   A different response scale was used for this question – asking level of agreement that "people in your neighbourhood can be trusted."

Since 2013, group trust levels remain essentially unchanged with reference to family, co-workers and people who speak a different language, while trust in strangers has strengthened since 2013 (with high trust increasing by 7 percentage points), reflecting a broader trend in Ontario dating back to 2003.[9]
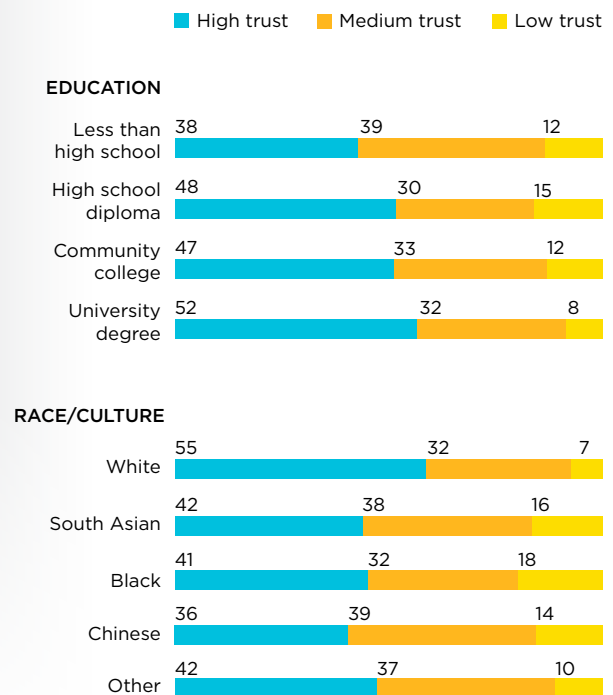
Group trust levels vary across Toronto in a pattern similar to that for general trust, although the differences are a bit smaller. As measured by the group trust index (average score of 4.9, out of 10), higher trust levels are recorded for Torontonians who know most/many neighbours (5.5), are aged 55 and older (5.4), and who have household incomes of $100K or more (5.4). This level of trust is least evident among residents who don't know any neighbours (4.0), are struggling financially (4.1), and aged 25 to 29 (4.1). Group trust varies across neighbourhood areas, the highest being in Etobicoke Central (5.9) and High Park-West-Junction-Parkdale (5.7), and lowest in the old borough of Scarborough (4.5), and most notably Scarborough Central (4.2).

Given the substantial and growing ethnic diversity in Toronto, trust across ethno-cultural groups is an important component of social capital. Trust levels in people with a different ethnic background is more positive than negative across the population by at least a two-to-one margin, and in no group does as many as one in five say he or she has low trust in people who are ethnically different than themselves.

High trust in people with a different ethnic background increases moderately with age and education, and to a lesser extent income, and generation in Canada, as well as among those living in the old city of Toronto. Such trust is least evident among residents who identify as Chinese, are 25 to 29 years of age, struggling financially, and residents of the old borough of Scarborough.

TRUST IN PEOPLE WHO'S ETHNIC BACKGROUND IS VERY DIFFERENT (%)

■ High trust ■ Medium trust ■ Low trust

EDUCATION

	High	Medium	Low
Less than high school	38	39	12
High school diploma	48	30	15
Community college	47	33	12
University degree	52	32	8

RACE/CULTURE

	High	Medium	Low
White	55	32	7
South Asian	42	38	16
Black	41	32	18
Chinese	36	39	14
Other	42	37	10

Q.12e. Using a scale of 1 to 5 (where 1 means "cannot be trusted at all" and 5 means "can be trusted a lot", how much do you trust people whose ethnic background is very different from yours?

9   Trend data are not available for neighbours, people with a different ethnic background, and different political views.

CONFIDENCE IN LOCAL INSTITUTIONS

Another dimension of social trust involves confidence in institutions that play essential roles in the functioning of local communities in terms of their economy, social development, safety and legal protections. The survey asked Toronto residents the extent to which they have confidence in each of eight local institutions.

Across the eight institutions, residents express the strongest confidence in the police (65% give ratings of "4" or "5" on a five-point scale), compared with one in ten who expresses low confidence. Majorities also give high confidence ratings to **neighbourhood centres serving their local community** (59%) and **local merchants and business people** (56%).

Half of Toronto residents say they have a strong degree of confidence in the **local school system** (50%) and **the justice system and courts** (48%), compared with about one in six who has little or no confidence in each of these institutions. About four in ten give positive ratings to **the media** (41%), their **local City Councillor** (39%) and **City Hall** (38%); in each case about one in five gives low confidence ratings.

CONFIDENCE IN LOCAL INSTITUTIONS (%)

■ High confidence (4,5) ■ Medium confidence (3)
■ Low confidence (1,2)   ■ Cannot say

Institution	High confidence (4,5)	Medium confidence (3)	Low confidence (1,2)	Cannot say
Police	65	21	11	3
Neighbourhood centres	59	24	8	10
Local merchants/business people	56	29	11	4
School system	50	27	14	9
Justice system/courts	48	29	17	6
Local media	41	33	22	4
Local City Councillor	39	30	22	9
City Hall	38	36	21	6

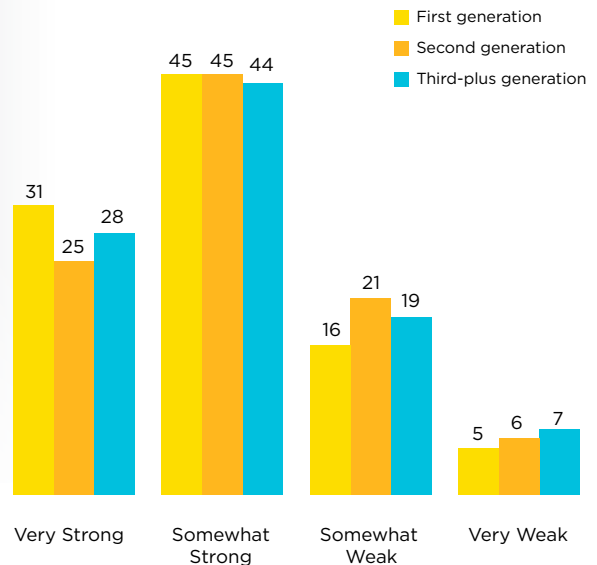*Q.13a-h. Now a few questions about the level of confidence you have in various institutions. Using a scale of 1 to 5 where 1 means "no confidence at all" and 5 means "a great deal of confidence", how much confidence do you have in . . . ?*

How has Torontonians' confidence in their local institutions changed over the past five years? Confidence levels have declined since 2013 for the police (strong confidence has declined 5 percentage points), the school system (down 9), and most notably for the justice system/courts (down 19). Opinions have held steady in regards to local businesses/merchants and local media.[10]

---

10 Trend data are not available for neighbourhood centres, City Councillors and City Hall.

Across the city, confidence in local institutions varies by age, knowing one's neighbours, socio-economic status and race/culture, as they do for other social trust measures. This is particularly noticeable in the case of views about the police, justice system/courts and local merchants/business people, where residents who are Black and/or struggling financially express significantly lower levels of confidence, compared with others.

By comparison, confidence in local City Councillors and City Hall are generally consistent across the population, although somewhat more evident among residents living in the old City of Toronto, compared with those in the other former boroughs.

SENSE OF BELONGING

A fourth dimension of social trust is the extent to which people feel they belong in the community in which they live. Among Toronto residents, close to one-third (28%) feel a very strong sense of belonging to their local community, with another 44 percent saying this is somewhat strong, and one in four describing this as somewhat (19%) or very (6%) weak. This overall sense of belonging to community is similar to levels recorded in 2013, although the proportion who say "somewhat weak" has inched upward over this time period (up 5 points).

STRONG CONFIDENCE IN THE JUSTICE SYSTEM AND COURTS (%)

INCOME INADEQUECY

Good enough	57
Just enough	49
Not enough	37
Struggling	33

RACE/CULTURE

Black	32
Chinese	47
White	52
South Asian	57
Other	47
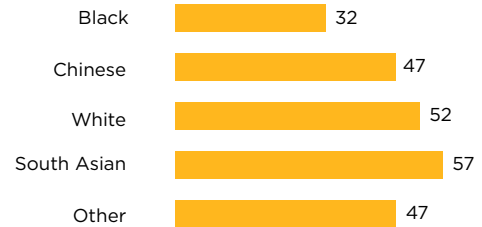
Q.13b. Using a scale of 1 to 5 where 1 means "no confidence at all" and 5 means "a great deal of confidence", how much confidence do you have in the justice system and the courts?

SENSE OF BELONGING TO LOCAL COMMUNITY (%)

By generation in Canada

- First generation
- Second generation
- Third-plus generation

	Very Strong	Somewhat Strong	Somewhat Weak	Very Weak
First generation	31	45	16	5
Second generation	25	45	21	6
Third-plus generation	28	44	19	7

Q.2. How would you describe your sense of belonging to your local community? Would you say it is. . . ?

As with general trust, sense of community belonging is first and foremost linked to knowing one's neighbours (a very strong sense of belonging is reported by 52% of those who know many/most of their neighbours, compared with only 6% among those who know none). Community connection is also more evident among those who have lived in the same neighbourhood the longest, are religiously active, and are 65 years and older (note: there is considerable overlap across these groups).

First generation Canadians are more likely than others to express a strong sense of belonging, but it is also apparent that this builds over time (that is, this connection strengthens the longer they have been in the country). Notably, Chinese residents stand out as being least likely of any group to describe their sense of belonging as very strong (13%, compared with 38% who say it is weak).

REASONS FOR NOT HAVING STRONGER SENSE OF COMMUNITY BELONGING	(%)

Unprompted – Top Reasons (Those who do not feel a very strong sense of belonging)

Not interested/ Don't need closer connection	27
Too busy/ Don't spend time in neighbourhood	18
Cultural/demographic makeup of neighbourhood	16
Not a friendly neighbourhood	12
Lack of community programs/events	9
New to area/ Don't know people	8
Neighbourhood is changing/ New people moving in	4
City development/Traffic/Expansion	4
Housing-related issues	4
Not active due to health/age	4

Q.3. What would you say is the main reason or reasons you do not have a stronger sense of belonging to your local community? (open-ended)

Sense of community belonging is more similar than different across Toronto neighbourhood areas. A very strong sense of belonging is stronger among residents of the old borough of Etobicoke (34%) and the Danforth/Beach area (33%), and least so in Scarborough/Agincourt (21%; although residents in this latter area are no more likely than average to describe their belonging as somewhat or very weak).

REASONS FOR NOT HAVING A STRONGER SENSE OF BELONGING
Residents who do not have a very strong sense of belonging to their local community were asked why this is the case (in an unprompted fashion, without being offered potential responses).

A variety of reasons are given, most of which fall into one of two broad themes. The first theme pertains to residents' lack of interest or time to become more connected; some say they simply don't spend enough time in their area to feel more connected.

The second theme reflects different types of obstacles that people encounter, such as the changing demographics in their neighbourhood, a lack of community resources that connect people, and not feeling welcome. This second theme is more prominent among residents who describe their sense of belonging as somewhat or very weak.

SOCIAL TRUST SUMMARY

Results from the four sub-dimensions of social trust are combined into a single index that provides the basis for identifying where social trust overall is most and least present across Toronto. The city-wide social trust index score is 4.8 (out of a possible 10), and this varies noticeably across some groups. By far the most important influence on social trust is knowing one's neighbours (the social trust index score is 5.8 among those who know most/many neighbours, versus 3.4 for those who know none).

Also important is age: residents 55 years and older have the highest level of social trust (5.4), while those 25 to 29 have the lowest level (4.0) (age is only weakly related to knowing one's neighbours).

Social trust is also a matter of financial security, as well as race/culture. White (5.1) and South Asian (5.0) Torontonians express higher levels of social trust than do individuals who identify as Black (4.3) or Chinese (4.2), with other racial/cultural groups (combined as a group) somewhere in the middle (4.6).

These factors are partly reflected across the city's geography, with social trust levels somewhat higher in the old City of Toronto (5.1) and Etobicoke (4.9), and lower in North York (4.6) and Scarborough (4.5). By comparison, social trust levels are relatively similar by generation in Canada, mother tongue, education level, gender, and sexual orientation.

To what extent are the observed differences in social trust across age and race/cultural groups a function of income? With respect to age, social trust increases along with household income in every age cohort, but age matters as well: residents ages 55 plus earning less than $30K per year (5.0) have a higher level of social trust than do those under 30 earning $100K or more (4.5). By gender, social trust levels are similar between men and women at all income levels, except in the lowest income bracket (where men have a higher score). By race/culture, it is among White residents where income is most strongly related to social trust. For Black Torontonians, social trust levels are lower in households earning under $80K (4.3) than among those earning more (4.9). Among Chinese and South Asians, social trust levels are roughly equivalent across income levels.

The following map depicts the social trust index across the 26 neighbourhood areas, organized into three groups. The first group consists of areas with an index score that is close to the average score of 4.8, (as defined by one standard deviation above or below this average); most of the areas (18 out of 26) fit within this band. Five neighbourhood areas have scores noticeably higher than the mean (coloured in dark green), while three others fall well below average index score.

The five areas with the highest social trust include many of Toronto's most affluent neighbourhoods (e.g., Rosedale, Annex, Forest Hill, Baby Point), but also more mixed areas such as Parkdale, the Junction and Caledonia. These areas also tend to have lower than average representation of first generation and visible minority populations, but just as likely to include those who are second generation in Canada.

"By far the most important influence on social trust is knowing one's neighbours..."

The three neighbourhood areas with the lowest social trust scores all have above-average proportions of low income households, but are by no means the areas of the city with the highest proportion of low income households. Agincourt and Scarborough Centre are both relatively stable in terms of population growth (2011 – 2016) and include high proportions of visible minority residents. Newtonbrook-Willowdale West is one of the high growth areas, with a higher than average proportion of recent immigrants, but at the same time below the average in terms of proportion of visible minority residents.

Finally, social trust is strongly linked to overall life satisfaction and overall health status. This is consistent with other research and underscores the important role that social capital plays in people having happy and fulfilling lives.
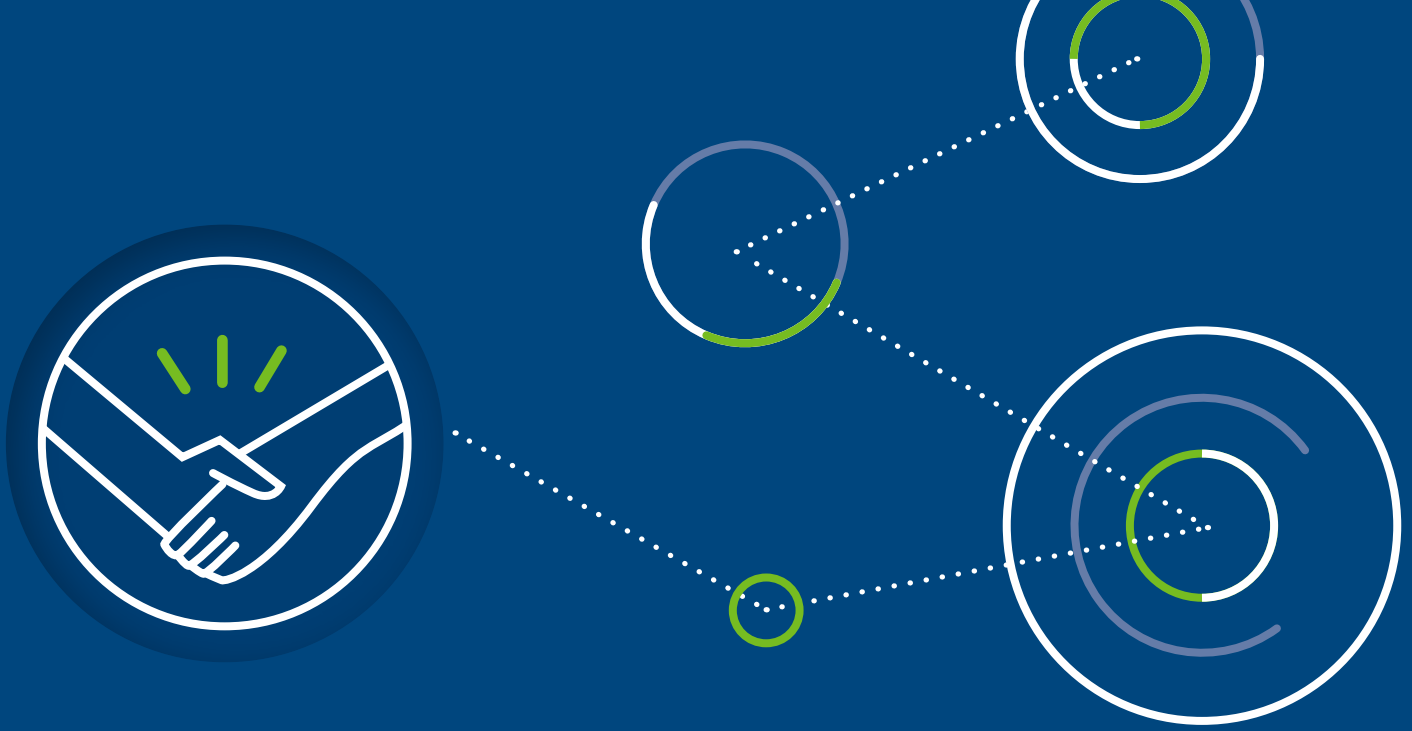
SOCIAL NETWORKS

Another essential dimension of social capital is the presence and quality of personal connections that individuals have with others through their social networks, including family and friends. Social ties play various roles in peoples' lives, fulfilling practical functions (helping out, making connections to valuable resources) and providing emotional support.

The survey examined social networks, in terms of the extent to which Torontonians have family members and friends they can count on, and the type and frequency contact. Most of the questions are drawn from the 2013 General Social Survey.

FAMILY CONNECTIONS

Nine in ten (91%) Torontonians report having at least one family member or relative who they feel close to (e.g., feel at ease with, can talk to about what is on their mind, or can call for help). Of this group, most have between one and five such relatives (50%) or between six and 10 (24%). Six percent say they have no close relatives that fit this description. The number of close relatives reported by residents is similar to what was recorded in 2013, with the median number of such individuals stable at 5.[11]

The presence of close family members is generally similar across the population, in that a majority or plurality in every group reports between one and five such people they can count on. The likelihood of having no such connection is roughly double the city-wide average for residents with the lowest levels of education (13%) and income (13%), those living downtown (11%), and those who also know none of their neighbours (13%). By comparison, having more than 10 close family members is most apt to be the case for Torontonians aged 55 and over (23%), those who are religiously active (24%) and women (20%, versus 14% among men).

Not only do most Torontonians have at least one close family member they can count on, in most cases they have at least one who lives in the GTA.

11   The comparison with 2013 data from the General Social Survey is approximate because of differences in how the data were coded.

Among residents with at least one close family member, eight in ten report one or more of these live in the same city or local community as themselves. When combined with the previous question, this means that six percent of the population have no close relatives at all, 21 percent have at least one close relative but none locally, and the majority (73%) have one or more close relatives living in the same city or local community.

NUMBER OF CLOSE FAMILY MEMBERS AND RELATIVES (%)

None	1 to 5	6 to 10	11 to 20	More than 20
6	50	20	11	7
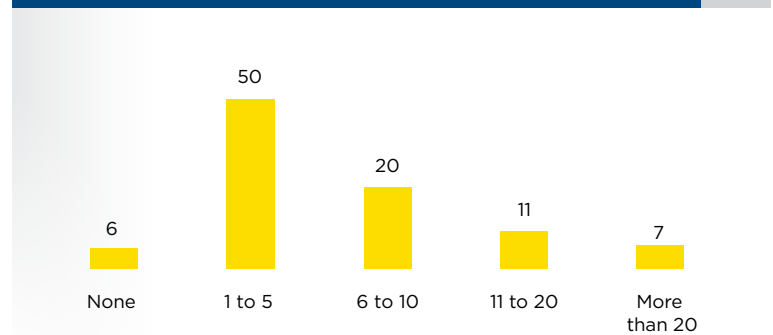
Q.14. How many relatives do you have who you feel close to (that is who you feel at ease with, can talk to about what is on your mind, or call on for help)?

Residents with the most local relatives include those with higher incomes, those aged 40 and over (especially among those 55 to 64), second generation Canadians (and first generation residents who have been in Canada for 20 years or more), and those who are religiously active. Torontonians most apt to have no close relatives in the same city or community include recent immigrants (33%), those living downtown (33%) and those whose sexual orientation is non-heterosexual (31%).

CLOSE FRIEND CONNECTIONS

As with family members, most Torontonians have close friend connections. Nine in ten (92%) report to have at least one close friend (people who are not related to them, but who they are at ease with, can talk to about what is on their mind, or can call on for help). As with relatives, most say they have between one and five (54%) or between six and 10 (23%) friends of this type. Six percent report having no close friends, which is consistent with the country as a whole, as reported by Statistics Canada for the period 2003 through 2013. As with family connections, the median number of close friends (5) is the same as was recorded in 2013.

Close friend connections are the norm across Toronto, but varies in terms of the number of such friends. Those most likely to have at least one (and typically more) close friends are largely the same groups as those who have close relatives: residents with higher socio-economic status, those 55 years and older, and those religiously active. Those with few or no close friends are most apt to have the lowest levels of education (13%) and income (16%), and who know none of their neighbours (13%). Recent immigrants (arrived within the past 10 years) are somewhat less likely than others to have close friends (12% have none), but the difference is notably small given their comparatively short time in Toronto and the country.

NUMBER OF CLOSE FRIENDS **(%)**

None	1 to 5	6 to 10	11 to 20	More than 20
6	54	23	9	5
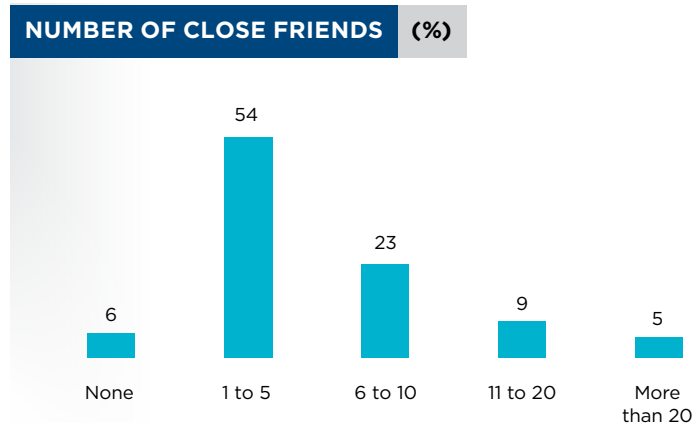
Q. 16. How many close friends do you have (that is, people who are not your relatives but who you can feel at ease with, can talk to about what is on your mind, or call on for help)?

Among Toronto residents with at least one close friend, close to nine in ten (88%) say at least one of them lives **in the same city or local community**; in most cases they report to have between one and five close friends who are local residents, while fewer than one in ten (9%) says he or she has more than 10.

The survey also asked how many close friends live **in the same neighbourhood**. Among those with at least one close friend, close to six in ten Torontonians say one or more of these live in their neighbourhood. When combined with the two previous questions, this means that six percent of Toronto residents have no close friends, another eight percent have no close friends in the city or local community, 30 percent have local friends but none in their neighbourhood, and 54 percent have at least one close friend in their neighbourhood (in most cases between 1 and 5 close friends).

Residents most likely to have close friends in the same neighbourhood include those with no more than a high school diploma, those either 18 to 24 or 65 plus years of age (including seniors living alone and/or in a high-rise building). Close neighbourhood friends are least apt to be reported by residents who are new to their neighbourhood, those who don't know any of their neighbours, those aged 25 to 54, recent immigrants, and those who live in the downtown core.

PROXIMITY OF CLOSE FRIENDS (%)

One or more, in the neighbourhood	54
One or more, in the city, but none in the neighbourhood	30
One or more, but none in the city	8
Have no close friends	6
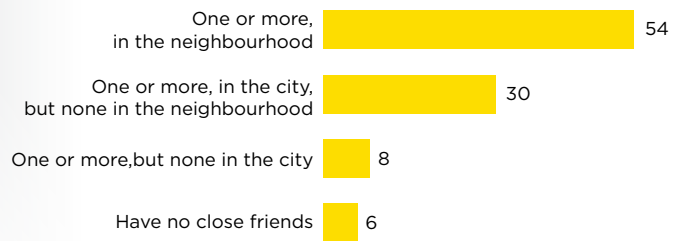
OTHER FRIEND CONNECTIONS

While close friends are important social supports, other types of friends also have value from a social capital perspective in that they offer people an important way to establish and maintain valuable connections to resources and opportunities. More than eight in ten (85%) Torontonians report having one or more "other" friends (in addition to the one's previously identified as close). The number of such friends varies across the population, divided among those who identify one to five (21%), six to 10 (22%), 11 to 20 (18%), or more than 20 (25%) such friends.[12]

The likelihood of having "other" friends is generally similar across the population – a large majority in every identifiable group reports at least one. But in this case the differences by group are somewhat larger, especially in terms of socio-economic status.

NUMBER OF OTHER FRIENDS (%)

By household income

Legend: None | 1 to 5 | 6 to 10 | 11 to 20 | More than 20

	None	1 to 5	6 to 10	11 to 20	More than 20
Less than $30K	21	30	21	10	15
$30K to $60K	14	24	21	18	19
$60K to $100K	7	21	25	17	26
$100K plus	4	13	21	23	36
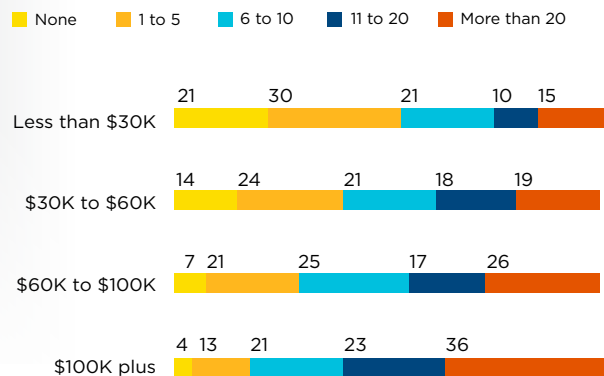
Q.19. Not counting your close friends or relatives, how many other friends do you have?

12   No comparison is available with 2013 data, because of differences in how the question was structured.

Residents with incomes under $30K (21%) are noticeably more likely than others to report having no other friends (especially in comparison with 4% among those earning $100K plus), and much more likely to have fewer in number. The absence of other friends is also more evident among Torontonians without a high school diploma (24%), those 25 to 29 years of age (17%), and those who identify as Black (19%). Seniors (aged 65 plus) who live alone and/or in high-rise buildings are as likely as other Torontonians on average to have a number of other friends.

TYPE AND FREQUENCY OF CONNECTION

Having family and friend connections is important, but equally so is the nature of the contact in terms of type and frequency. The survey asked Toronto residents how frequently they see or communicate with close friends and relatives through each of three modes: in-person, by telephone, and online.

IN-PERSON CONTACT
Three in ten (31%) Toronto residents say that in the past month they have seen close friends or relatives in person on a frequent basis (a few times a week if not every day). Four in ten have done so either once a week (21%) or two to three times in the month (23%), while one in four reports doing so less often (once a month or less) (23%). Frequency of in-person contact has increased since 2013, when a smaller proportion (19%) reported contacts at least a few times per week.

FREQUENCY OF THE CONTACT WITH CLOSE FRIENDS AND RELATIVES (%)

Legend:
- In Person
- By Telephone
- Online

	Every day	Few times/week	Once/week	2-3 times/month	Once/month	Not in the past month
In Person	6	23	21	23	13	9
By Telephone	13	24	19	18	10	12
Online	26	31	3	12	4	9
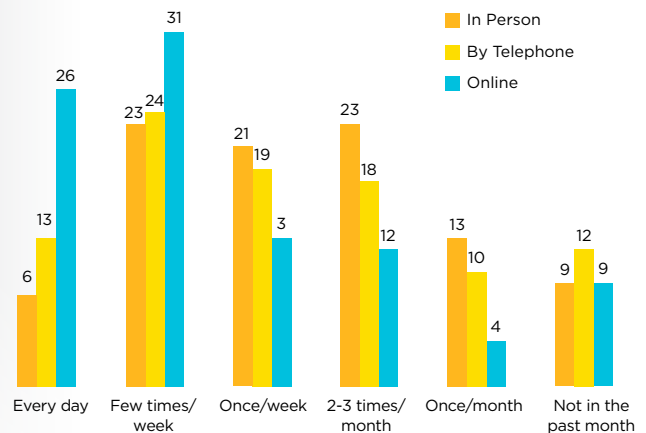
Q.22. And in the past month, how often did you see or communicate with any of your close friends and relatives (outside of people you live with) in terms of. . . ?

TELEPHONE CONTACT

Toronto residents report a similar level of contact by telephone is reported. Close to four in ten (37%) report frequent contact with close friends and/or family by telephone over the past month, compared with one in five (22%) who have done so infrequently. Frequency of telephone contact is essentially unchanged from 2013.

ONLINE CONTACT

Torontonians are most likely to maintain contact with close friends and family online, through text, email or apps such as Whatsapp and Instagram. More than half do so frequently (26% every day or 31% a few times a week). Just over one in ten (13%) reports infrequent contact through online media. Not surprisingly, the frequency of online connections with friends and family has grown the most over the past five years, with the proportion doing so at least a few times a week up by 28 percentage points.

Frequent in-person and telephone connections are most widely reported by Torontonians ages 65 and older, as well as by those 18 to 24 (in contrast to those 25 to 29), residents with lower levels of education, residents who identify as Black, and those who are actively religious.

Infrequent contact is most evident among Torontonians who know none of their neighbours, and who identify as Chinese. Use of online connections is largely similar across the population, but (predictably) most common among the youngest residents and those with higher levels of education and income.

When the three modes are combined, and weighted by degree of direct interaction (i.e., in-person given the greatest weight, followed by telephone and then online), the extent of family/friend connection is largely similar across the city. Index scores are highest for Torontonians who know most or many of their neighbours (5.9) and those aged 18 to 24 (6.3), while lowest among Chinese residents (4.4) and those who know none of their neighbours (4.5).

SATISFACTION WITH FREQUENCY OF CONNECTION

How satisfied are Torontonians with the frequency of contact they have with close friends and relatives? More than seven in ten say they are very satisfied (29%) or satisfied (44%). Another one in six (15%) is neither satisfied nor dissatisfied, while few are clearly dissatisfied (7%) or very dissatisfied (2%). These results are comparable to those recorded in 2013.

Overall satisfaction with frequency of contact with close friends and relatives is notably consistent across the city. Those most likely to be **very satisfied** include residents 65 and older (40%; and even more so among those living alone (43% and/or in high rise buildings (42%)), and those who are actively religiously (39%). Only a small proportion in any identifiable group expresses dissatisfaction with the frequency of contact, but this is most apt to be reported among residents living in the downtown core (15%).
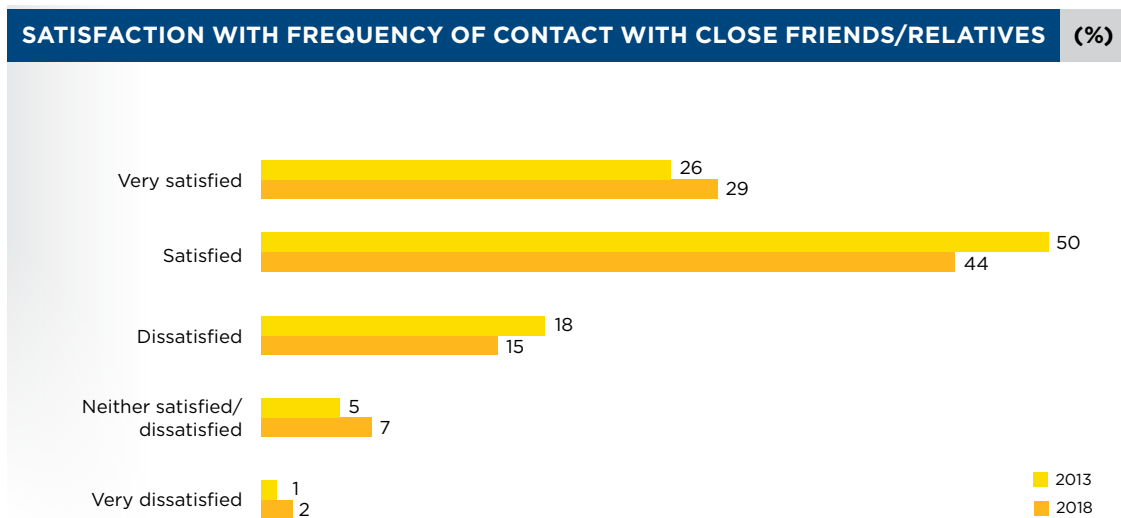
SATISFACTION WITH FREQUENCY OF CONTACT WITH CLOSE FRIENDS/RELATIVES   (%)

	2013	2018
Very satisfied	26	29
Satisfied	50	44
Dissatisfied	18	15
Neither satisfied/dissatisfied	5	7
Very dissatisfied	1	2

Q.23. Overall, how satisfied are you with how often you communicate with your close friends and relatives?

VERY SATISFIED WITH FREQUENCY OF CONTACT WITH CLOSE FRIENDS/RELATIVES (%)

By age cohort
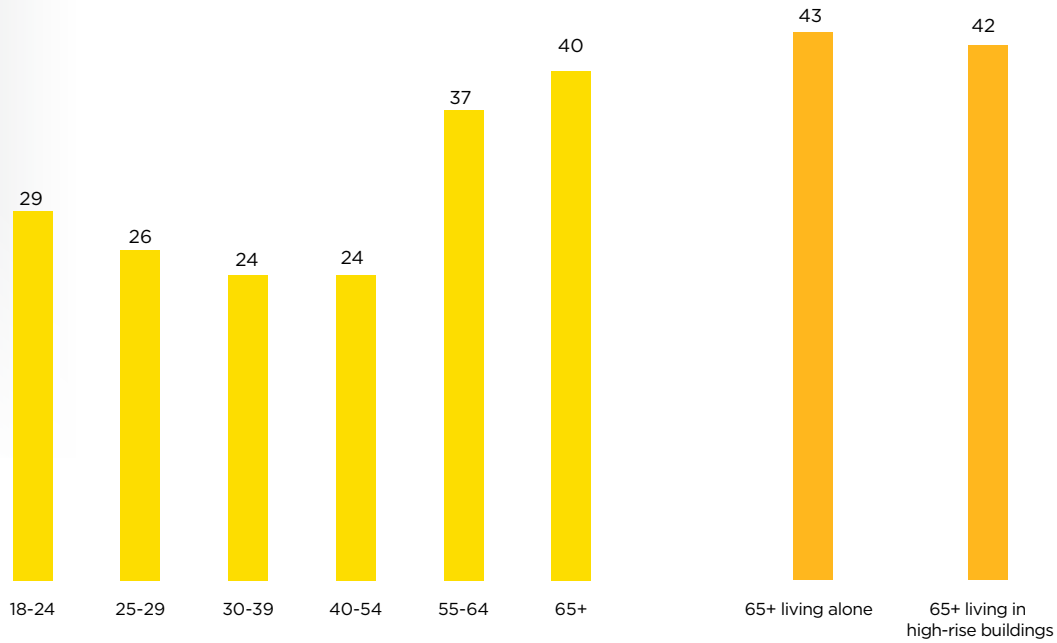
29	26	24	24	37	40		43	42
18-24	25-29	30-39	40-54	55-64	65+		65+ living alone	65+ living in high-rise buildings

Q.23. Overall, how satisfied are you with how often you communicate with your close friends and relatives?

While loneliness and isolation are challenges for many seniors, across the city as a whole, residents aged 65 and over living alone and/or in high-rise buildings are among the most satisfied with the frequency of contact with family and friends (this group is more likely than others to say they are very satisfied with the frequency of contact, with very few (3% among all residents aged 65 plus) expressing dissatisfaction.

Satisfaction levels are only modestly related to type and frequency of contact, which means that satisfaction does not depend on frequent contact. Some people are fully satisfied with occasional or infrequent contact with family members and friends.

FRIENDS BRIDGING

One of the commonly referenced aspects of social capital refers to the extent to which individuals form social networks with people who are like themselves ("bonding") and with people who are different in some meaningful way, such as ethnic background, language and political views ("bridging"). This is an especially important dimension of social capital in Toronto, given the current and expanding diversity of its population. Toronto is made up of many diverse groups, but to what extent do they have meaningful interactions with one another?

The survey measured the extent of "bridging" among close friends, based on questions drawn from the 2013 General Social Survey. The survey asked residents to indicate the extent to which the friends they have been in contact with over the past month are similar or different from themselves in terms of each of five personal characteristics.

A majority of Torontonians report that all or most of their recent contacts have been with friends who share their own mother tongue, education level, and age group, but significant proportions say that no more than half fit this description, with roughly one in five who says that few or none do so (reflecting a high degree of bridging). With respect to sex, residents are evenly split between those whose friends are all or mostly the same as themselves and those who say that half are of the opposite sex.
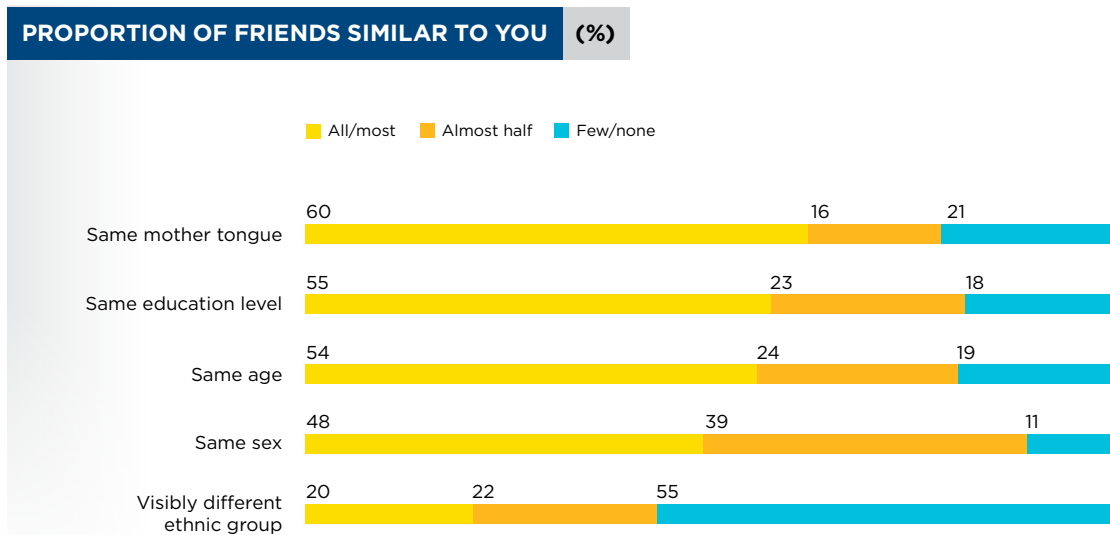
PROPORTION OF FRIENDS SIMILAR TO YOU (%)

■ All/most   ■ Almost half   ■ Few/none

	All/most	Almost half	Few/none
Same mother tongue	60	16	21
Same education level	55	23	18
Same age	54	24	19
Same sex	48	39	11
Visibly different ethnic group	20	22	55

Q.21. Think of all the friends you had contact with in the past month, whether in person, by telephone or online. Of all these people, how many . . . ?:

What about friendships with people from a **visibly different ethnic background**? More than half of Torontonians report that few (37%) or none (18%) of their friends fit this description, compared with those who say about half (22%) or more (20%).

Across Toronto, younger residents (under 30 years of age) are most likely to have ethnically diverse friendships (34% all or most, versus 12% among those 65 plus). This also applies to South Asian (36%) and Chinese (34%) residents, in comparison with those who identify as White (14%). Diverse friendships are also more somewhat common in the old boroughs of North York (23%) and Scarborough (25%), in comparison with Etobicoke (15%). Residents reporting no friends from a different ethnic background are most likely to be seniors living alone (34%), and Torontonians with no post-secondary education (28%).

The extent to which Torontonians are establishing friendships with people different from themselves has grown over the past five years, based on comparisons with the 2013 GSS. In all five categories, residents are less likely than five years ago to report having all or most recent contact with friends who share their own demographic characteristics, with this proportion declining by six to 16 percentage points over this period.
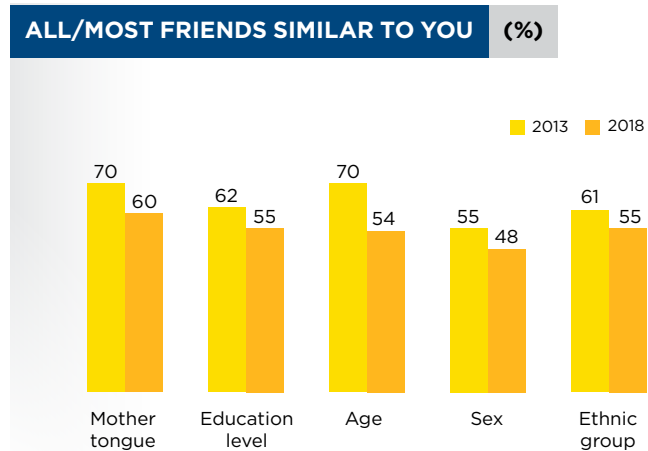
ALL/MOST FRIENDS SIMILAR TO YOU **(%)**

Legend: 2013, 2018

	Mother tongue	Education level	Age	Sex	Ethnic group
2013	70	62	70	55	61
2018	60	55	54	48	55

Q. 21. *Think of all the friends you had contact with in the past month, whether in person, by telephone or online. Of all these people, how many . . . ?:*

This trend is consistent with Statistics Canada own analysis of the GSS data for the country as a whole over the period between 2003 and 2013, which also found that such bridging is most widespread among younger Canadians.[13]

When the results are combined across the five demographic characteristics (into a single index), the extent of friendship bridging is notably similar across the city. On a 10-point scale, the highest bridging scores are reported by South Asian (4.1) and Chinese (4.0) residents, with the lowest scores recorded for third plus generation Canadians (3.1), residents 55 plus (3.3), top income earners (3.3), and people who identify as White (3.3).

13   Trends in Social Capital in Canada, Statistics Canada (May 2015)

SOCIAL NETWORKS SUMMARY

The survey results for family/relative and friend connections were combined to form a single index of social networks that provides the basis for identifying how this form of social capital varies across Toronto.[14] The city-wide social networks score is 5.8 (out of 10), and varies across the population in a pattern similar to that for social trust. Knowing one's neighbours emerges as the most significant factor, as might be expected given this is another measure of one's social connections. Social networks scores are highest for Torontonians who know most or many of their neighbours (6.4), compared with those who know none (4.9).

As with social trust, social networks capital is linked to age, income and race/culture, but to a lesser degree. Once again, residents 55 and older (6.2) have the highest social network scores (and this holds for those living alone and/or in high-rise buildings), while those 25 to 29 have the lowest score among age cohorts (5.4). Social network capital also increases more modestly by income (from 5.3 among those earning less than $30K, to 6.2 among those earning $100K or more), with the impact of income most evident among residents aged 25 to 29.

Social networks scores are largely comparable across race/culture groups, except for being somewhat lower among Chinese residents (5.4). Social networks scores rise evenly with household income for residents who identify as White or Black, but this pattern is less evident for South Asians, and not present at all for Chinese residents (that is, social network capital does not increase along with household income among members of this group).

Results are largely similar across generations in Canada, although social networks scores among first generation residents increase along with years living in the country.

Social networks capital is marginally higher among women (6.0) than men (5.7), and among residents identifying as heterosexual (6.0; versus 5.6 among those who identify in another way).

14 Friends bridging was not included in the social networks index, as it is a distinct dimension of social capital.

"Social networks scores rise evenly with household income for residents who identify as White or Black, but this pattern is less evident for South Asians, and not present at all for Chinese residents…"

SOCIAL NETWORKS INDEX BY NEIGHBOURHOOD AREA
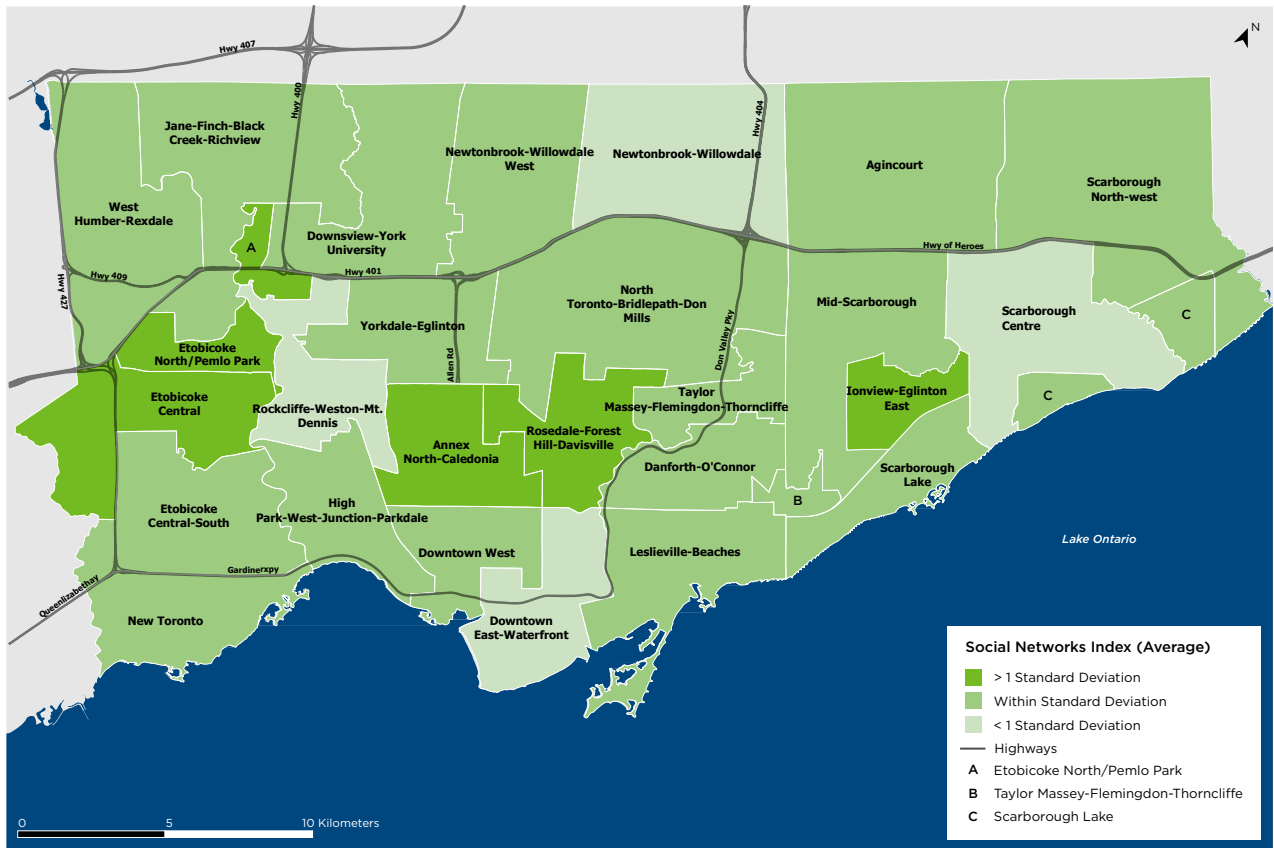
The distribution of social networks scores across the city is depicted in the following map. Compared with the other social capital dimensions, social networks capital is more evenly distributed across neighbourhood areas, with most falling within a relatively narrow range between 5.5 and 6.1.

The five neighbourhood areas that stand out as having high social networks scores include several also high on social trust (Annex-North Caledonia, Rosedale-Forest-Hill-Davisville, Etobicoke Central, Etobicoke North/Pemlo Park), but also includes the Ionview-Eglinton East area of Scarborough.

The four areas with the lowest social networks capital include two outlying areas (Scarborough Centre, Newtonbrook-Willowdale), one in the inner suburbs (Rockcliffe-Weston-Mt Dennis), and one in the downtown core (Downtown East-Waterfront). This group includes areas with higher-than average numbers of low income households, but vary on other socio-economic characteristics, such as rate of population growth, proportion first generation, proportion visible minority status, proportion living in high-rise buildings, and mother tongue other than English.

CIVIC CONNECTION

The third primary dimension of social capital encompasses the concept of community, or collective, social vitality – the extent to which people engage with others in groups and organizations, above and beyond their family and friendship networks. This was the focus of the work of noted American sociologist Robert Putnam, as highlighted in his seminal work *Bowling Alone*. The Toronto Social Capital Study builds on the work of Putnam and others, examining three aspects of this civic connection dimension: participation in various types of groups and organizations, giving back in the form of volunteering and charitable donations, and civic or political engagement.

GROUP PARTICIPATION

Robert Putnam documented the significant decline in Americans' membership in a variety of formal and informal groups and organizations – most notably bowling leagues that were once widely popular – and concluded this was both a symptom and a result of a profound decline in social capital in American society. To what extent are Toronto residents involved in such activities, and is there evidence of a similar erosion over time? The survey included questions taken from the General Social Survey measuring involvement in the past 12 months in each of nine types of groups, associations and organizations.

City-wide, two-thirds (65%) of Torontonians reported to be a member or participant in at least one group, association or organization in the past 12 months. The most common types include a cultural, education, or hobby group (28%), a union or professional association (27%), a sports or recreational organization (26%) or a religious-affiliated group (20%).

Much less common are groups that cater to a specific part of the population, such as seniors (10%), youth (7%) and immigrant/ethnic/cultural (6%) groups. One in ten (12%) says he or she has been involved in a political party or group, while another two percent mention other types of groups not specifically presented on the survey. Most residents report belonging to more than one such group or organization, with the average number being 1.6 (among those who

PARTICIPATION IN GROUPS/ ORGANIZATIONS IN PAST YEAR (%)

Legend: 2013, 2018

Group	2013	2018
Cultural/education/hobby group	25	28
Union/professional association	30	27
Sports/recreational league	33	26
Religious affiliated group (excluding churches, etc.)	15	20
Political party/group	6	10
Seniors group	4	10
Service club (e.g. Rotary)	3	8
Youth organization	7	7
Immigrant/ethnic association	6	6
Other type of group	3	2
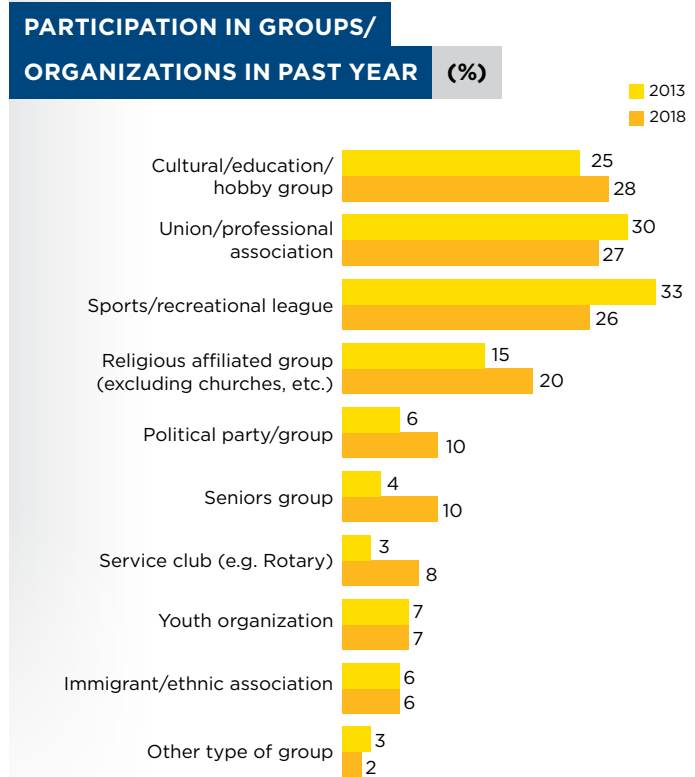
Q.25. In the past 12 months, were you a member or participant in . . . ?

belong to at least one, most identify between one and three organizations or groups).

Group membership or participation in specific types have changed somewhat since 2013 (based on the GSS), but not all in the same direction. Involvement in some groups has increased, such as political parties/groups, religious-affiliated groups, and seniors groups, while declining for unions/professional associations and sports/recreational groups. As a whole, group participation is not much different than it was five years ago.

Participation in categories of groups and organizations vary somewhat across the population, in many cases in a predictable pattern (older residents involved with seniors groups, youth with recreation). An index combining participation across categories reveals further insight into how group involvement compares across the city.

As with other social capital dimensions, group participation varies by age cohort, education and income level, and by race/culture. The most active Torontonians are those with the highest levels of education and income, those 65 plus (5.2), and those who identify as Black (4.8). Scores are lowest for residents in the lowest income bracket (3.6), those 30 to 39 years of age (3.7), and those who identify as Chinese (3.0).

PARTICIPATION IN GROUPS/ORGANIZATIONS IN PAST YEAR

GROUP MEMBERSHIP INDEX - BY GROUP

HOUSEHOLD INCOME

Less than $30K	3.6
$30K - $60K	4.0
$60K - $100K	4.5
$100K plus	4.8

RACE/CULTURE

Black	4.8
South Asian	4.4
White	4.4
Chinese	3.0
Other	4.1
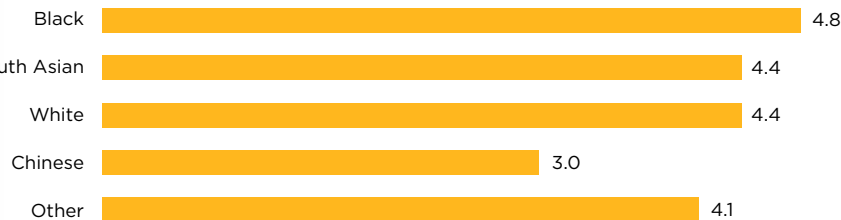
Q.25. In the past 12 months, were you a member or participant in . . . ?

BRIDGING CAPITAL THROUGH GROUP CONTACTS

The survey also examined the extent of "bridging capital" in terms of the extent to which Torontonians interact with people who are different from themselves in four specific ways through their participation in groups and organizations.[15]

Across the four characteristics presented, Torontonians are most likely to say their group contacts are all or most of the **same mother tongue** (52%), with somewhat more variation reported in terms of **sex**, **age**, and **ethnic background**.

Group contact with individuals with a visibly different ethnic background is most commonly reported by Torontonians who do not have a high school diploma (36% say few/none of contacts are with those visibly different), those 18 to 24 (24%), South Asians (21%), and those who sexual orientation is non-heterosexual (32%). In contrast, such bridging is least evident among seniors (60% say few/no group contacts are with those visibly different) and those who identify as White (50%).

Comparisons with the 2013 GSS suggest that bridging with group contacts has increased marginally over the past five years in all four categories, with declining numbers reporting that their group contacts are all or mostly the same as themselves, in terms of mother tongue, ethnic background, sex and age.

As with friends bridging, group contact bridging is similar across the population when the results are combined across the different categories. Index scores are highest for first generation Canadians (4.8), South Asians (5.2) and residents 25 to 29 (5.2), while lowest for those identifying as White (4.2) and aged 65 plus (3.7).
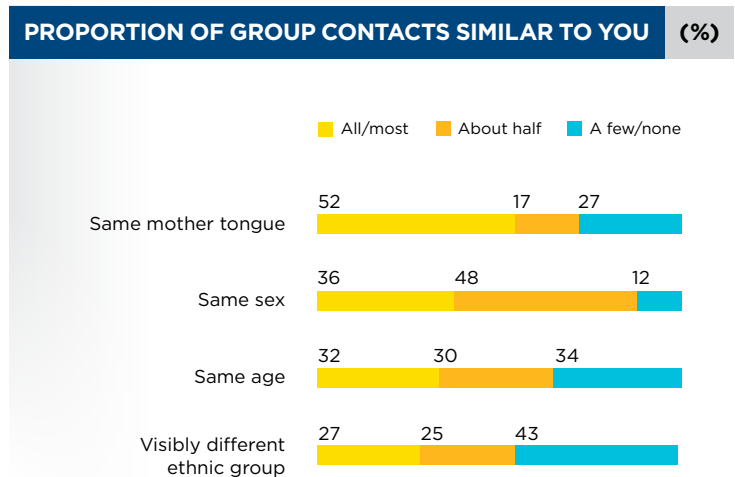
---

15 These questions were directed to the 70 percent of the sample who have been involved in at least one such group in the past 12 months, with the focus directed on the group they were most actively engaged with (in cases where more than one group was reported).

PROPORTION OF GROUP CONTACTS SIMILAR TO YOU (%)

Legend: All/most · About half · A few/none

	All/most	About half	A few/none
Same mother tongue	52	17	27
Same sex	36	48	12
Same age	32	30	34
Visibly different ethnic group	27	25	43

Q.28. Thinking of all the people you met through this organization, how many. . . ?

ALL/MOST GROUP CONTACTS SIMILAR TO YOU (%)

2013 ■ 2018 ■

	2013	2018
Mother tongue	55	52
Ethnic group	48	43
Sex	41	36
Age	36	32
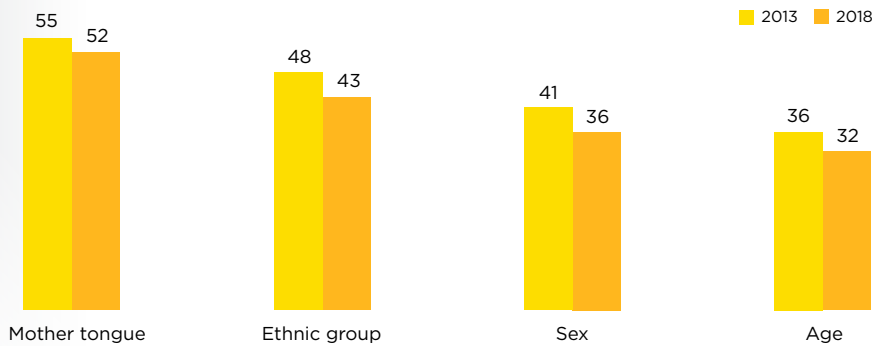
Q.28. *Thinking of all the people you met through this organization, how many. . . ?*

GIVING BACK

Another relevant aspect of civic connection is how citizens choose to give back to their communities through volunteering their time and making charitable donations.

VOLUNTEERING
Fewer than four in ten (37%) Toronto residents report having done unpaid volunteer work for an organization in the past 12 months, essentially the same proportion recorded in 2013.

Across Toronto, volunteer rates are more widespread among residents with higher levels of education and income, those 18 to 24 years of age (45%), and South Asian (47%) and Black (42%) residents. Volunteer activity over the past year is least apt to be reported

by Chinese residents (29%), those who know only few or none of their neighbours (31%), those with no post-secondary education (28%), and those who are religious but not actively so (29%).

Among Torontonians who have volunteered in the past year, the amount of time spent doing so varies noticeably. At the high end, one in five (21%) reports having spent 15 hours or more per month doing volunteer work. At the low end, one in six says he or she spent either less than one hour per month (7%) or volunteered only once or twice over the year (11%).

Time spent volunteering has declined markedly since 2013, with significantly fewer now devoting five or more hours of their time per month. This is consistent with the national trend over the period 2003 – 2013.

Across the city, active volunteering (15 hours plus per month) is most evident among Black residents (31%), residents who are actively religious (26%), 55 and older (26%), and residents of the old boroughs of North York (26%) and Scarborough (24%). This level of activity is least apt to be reported among South Asian residents (9%) and first generation residents living in Canada less than 10 years (11%).

VOLUNTEER ACTIVITY IN THE PAST 12 MONTHS **(%)**

2013 2018

	2013	2018
Yes	36	37
No	64	60
Less than one hour[1]	8	18
1 to 4 hours	24	30
5 to 14 hours	41	30
15 or more hours	27	21

HOURS PER MONTH VOLUNTEERED
[1] Includes those who report having volunteered only one time in past year
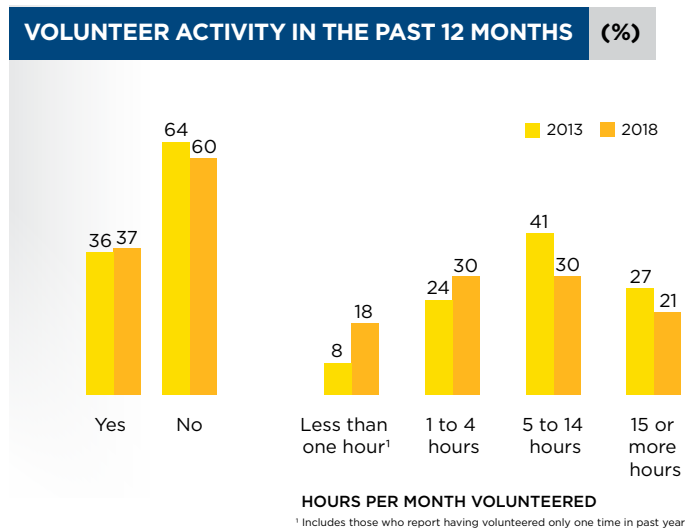
Q.29. In the past 12 months did you do unpaid volunteer work for any organization?
Q.30. (IF YES TO Q.29) On average, about how many hours per month did you volunteer?

CHARITABLE GIVING

Three-quarters (75%) of Toronto residents say they donated money or goods in the past year, unchanged from 2013. This is reported by a majority from every identifiable group, but is most widespread among women (80%, versus 70% of men), older residents, and those with higher levels of education and income. Such activity is least evident among Chinese residents (55%) and those aged 18 to 24 (54%). While charitable giving is strongly linked to income, some form of donation is reported by a majority of Torontonians in the lowest income bracket (59%) and those who are struggling financially (57%).

DONATED MONEY OR GOODS IN PAST YEAR **(%)**

2013 2018

	2013	2018
Yes	74	75
Less than $30K		59
$30K to $60K		72
$60K to $100K		77
$100K or more		86

BY HOUSEHOLD INCOME
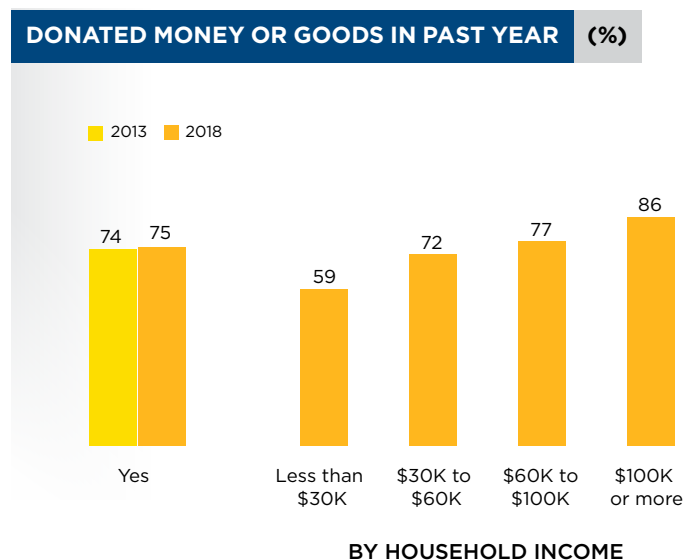
Q.31. In the past 12 months, did you donate money or goods to any organization or charity?

POLITICAL ENGAGEMENT

INTEREST IN POLITICS

Much is often made about low voter turnout in municipal elections, but Torontonians are interested in politics and engaged in other ways. Seven in ten say they are very (30%) or somewhat (41%) interested in politics generally, compared with one in four who is not very (16%) or not at all (10%) interested.[16] Comparisons with the 2013 GSS indicates that Torontonians expressed interest in politics generally has strengthened since five years ago (when 24% said they were very interested in politics).

Across the city, strong interest in politics is most common among residents 65 years and over (42%), those with higher levels of education and income, those who identify as White (36%), men (35%; versus 26% of women), and third plus generation Canadians (36%). This perspective is least apt to be shared by residents 25 to 29 (20%) and those who identify as South Asian (21%) or Chinese (16%). Strong interest is also least evident among first generation Canadians in the country less than 10 years (17%), but rises to 31% among those with 20 plus years of residence.

16   The question referenced politics in broad terms, as including "international, national, provincial or municipal."

GENERAL INTEREST IN POLITICS (%)
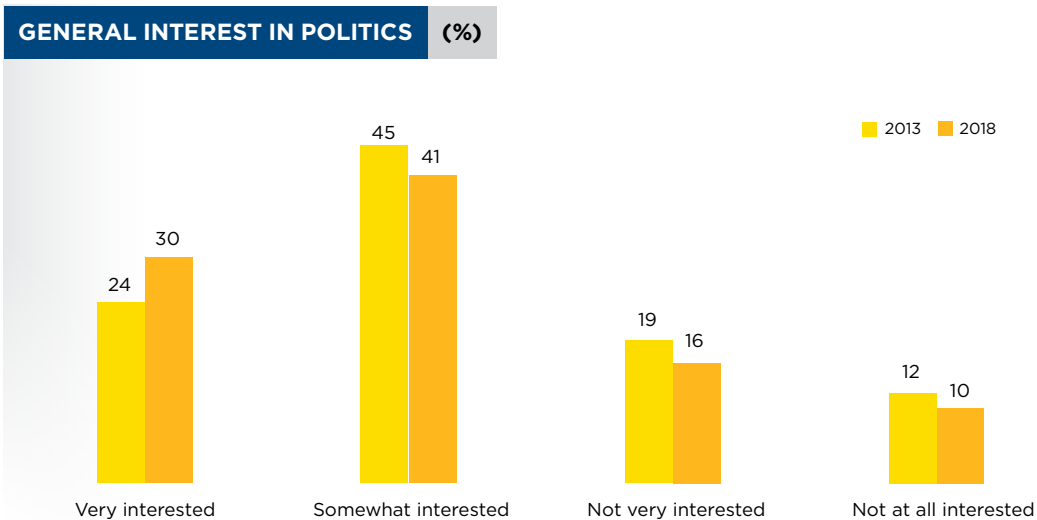
Q.33. Generally speaking, how interested are you in politics (e.g., international, national, provincial or municipal)?

POLITICAL ACTIVITY

The survey asked Torontonians if they took each of seven types of civic or political actions in the past 12 months. Six in ten (60%) report having taken at least one of the seven actions over this time period. Most common are searching for information on a political issue (48%), followed by boycotting or choosing a product for ethical reasons (28%), expressing one's thoughts through an Internet forum (22%), or by contacting a newspaper or politician (15%). Less common are speaking out at a public meeting (9%), participating in a demonstration or march (8%), or volunteering for a political party (5%). In all, the average number of actions taken by Torontonians taken is 1.3, with most taking between one and three.

POLITICAL ACTION TAKEN IN PAST YEAR	(%)

	2013	2018
Searched for information	50	48
Boycotted/chosen product	24	28
Expressed views on Internet forum	19	22
Expressed views to newspaper/politician	12	15
Spoke out at public meeting	4	9
Participated in march/demonstration	6	8
Volunteered for political party	2	5
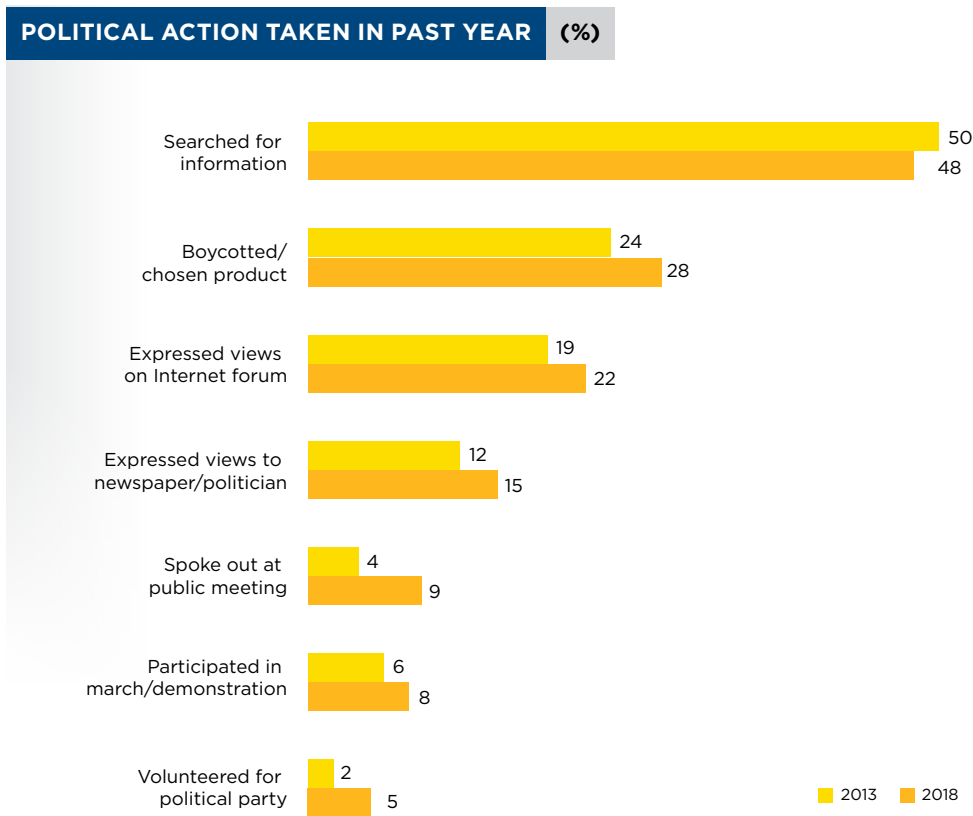
Q.34. In the past 12 months, have you done any of the following activities?

The extent of political activity has increased since 2013 (based on findings from the 2013 GSS), with the proportion reporting such activity up in all cases except the most common one (searching for information).

As with general interest in politics, engagement in these activities is most commonly reported by Torontonians with higher levels of education and income, third plus generation Canadians, and those who identify as White, and less evident among Chinese residents. At the same time, speaking out at public meetings is most apt to be reported by residents who identify as Black and another race/culture (other than White, South Asian or Chinese).

LEVEL OF POLITICAL ENGAGEMENT — POLITICAL ENGAGEMENT INDEX – BY GROUP

EDUCATION

- Less than high school diploma: 2.5
- High school diploma: 2.9
- Community college diploma: 4.3
- University degree: 4.8

GENERATION IN CANADA

- First: 3.6
- Second: 4.3
- Third plus: 4.6

RACE/CULTURE

- White: 4.7
- Black: 3.6
- South Asian: 3.6
- Chinese: 3.0
- Other: 4.0
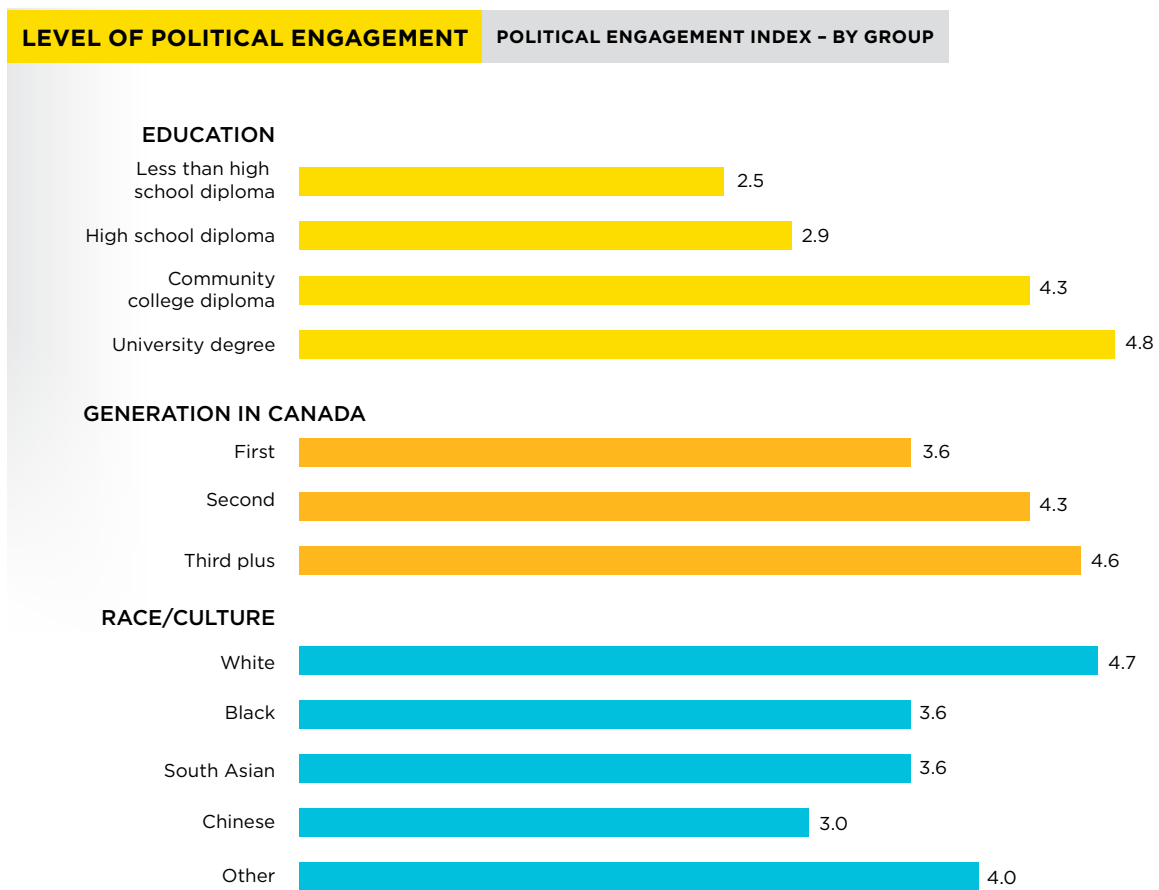
Political engagement index (scale: 0 to 10)

CIVIC CONNECTION SUMMARY

The survey results for the three main sub-dimensions of civic connection were combined to form a single index, so as with other social capital dimensions provides insight into the strength of such connections across the city. The Toronto-wide civic connection score is 4.1 (out of a possible 10), with significant variation across the population in a pattern that is in many respects consistent with social trust and social networks.

Consistent with the results presented above, age cohort, household income, race/culture and knowing one's neighbours stand out as the characteristics most closely linked to civic connection. The highest civic connection index scores are recorded for Torontonians who know most/many of their neighbours (4.9), those with a university degree (4.8), have incomes of $100K or more (4.9) and are religiously active (5.0).

By comparison, low scores are most evident among residents who know none of their neighbours (3.4), do not have a post-secondary diploma or degree (3.3), earn incomes under $30K (3.4), and who identify as Chinese (3.1).

Civic connection scores do not vary as noticeably across age groups, but are lowest among Torontonians 30 to 54 (3.9) and highest among those 55 and older (4.5). Notably, civic connection is only marginally lower among first generation Canadians (4.0) compared with those in the second (4.3) and third plus (4.4) generations, indicating that immigrants are no less likely than well-established citizens to become civically engaged in their community.

The distribution of civic connection social capital across the city is shown in the following map. On this dimension, the highest index scores are concentrated in the old City of Toronto, with the lowest scores located in outlying areas around the perimeter. The neighbourhood areas with the highest index scores include High Park-West-Junction-Parkdale (4.8) and Annex-Caledonia (5.0), with the lowest scores in the Jane-Finch-Black Creek-Richview (3.5) and Agincourt (3.5) areas (this latter area has the city's highest concentration of Chinese residents).

CIVIC CONNECTION INDEX BY NEIGHBOURHOOD AREA
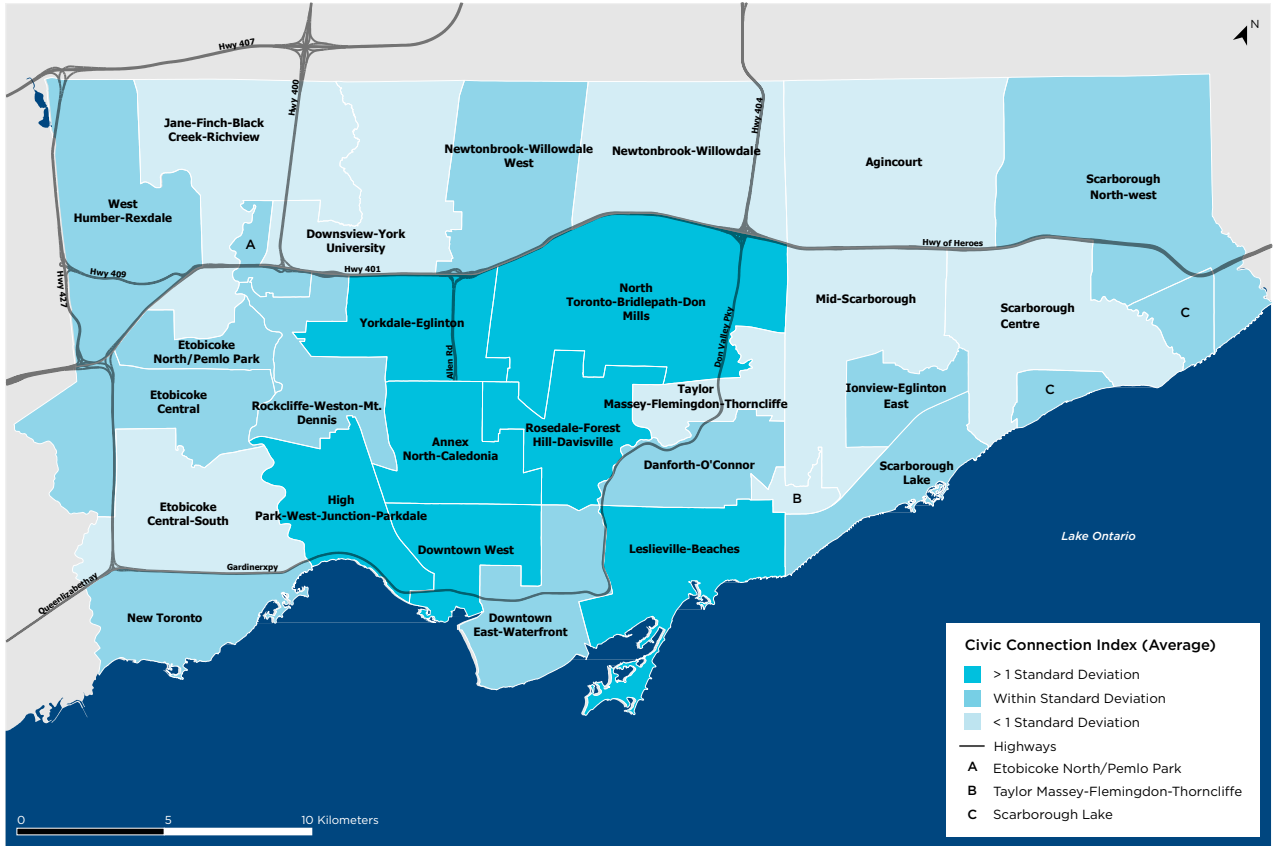
Civic Connection Index (Average)
- > 1 Standard Deviation
- Within Standard Deviation
- < 1 Standard Deviation
- Highways
- A Etobicoke North/Pemlo Park
- B Taylor Massey-Flemingdon-Thorncliffe
- C Scarborough Lake

NEIGHBOURHOOD SUPPORT

In addition to the core social capital dimensions of social trust (which can be described as "cognitive") and social networks and civic connection (which are "behavioural"), there is a fourth that encompasses how residents view the characteristics of their neighbourhood as supporting the type of environment and life they desire (this dimension can be classified as "ecological").

The survey addressed this aspect of social capital by asking Torontonians the extent to which they see their neighbourhood as having supportive characteristics, as well as an additional question about perceived social agency (none of these questions have been covered in previous research in Toronto, so no benchmark data are available).

NEIGHBOURHOOD CHARACTERISTICS

The survey asked Toronto residents the extent to which they agree or disagree with each of five statements that might describe their neighbourhood.

Agree/disagree: *This neighbourhood has safe places for children to play.* Most Toronto residents share the belief that their neighbourhood is relatively safe from crime and violence. Three-quarters (75%) agree with this statement about their neighbourhood providing safe places for children to play; only one in ten (9%) disagrees.

Agreement is most widespread among residents living in detached homes that they own, and who know many/most of their neighbours. It is also more evident among those with higher socio-economic status, and residents in the Humber North (86% agree) and Danforth/Beach (84%) areas. This view is least apt to be shared by those living in the downtown core (62%). Significantly, the perception of neighbourhood safety for children is consistent across generations and race/cultural groups, and only moderately lower among those living in the City's Neighbourhood Improvement Areas (NIAs) (70%).

HOW YOU WOULD DESCRIBE YOUR NEIGHBOURHOOD (%)

Legend: Agree | Neither agree nor disagree | Disagree | Cannot say

Statement	Agree	Neither agree nor disagree	Disagree	Cannot say
This neighbourhood has safe places for children to play	75	12	9	4
People here are willing to help their neighbours	64	21	9	5
This is a close-knit community	39	29	26	6
People in the neighbourhood do not share the same values	30	25	35	10
The crime in my neighbourhood makes it unsafe to go on walks at night	19	15	62	3

Q.7. How well does each of the following statements generally describes the neighbourhood where you live, to the best of your knowledge and experience. Would you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree that . . . ?

Agree/disagree: *The crime in my neighbourhood makes it <u>unsafe</u> to go on walks at night.* On this related question, six in ten (62%) Torontonians disagree with this statement about their neighbourhood, compared with one in five (19%) who agrees. In this case, the impact of socio-economic status is more pronounced, with disagreement much higher at the top of the income range (75%) than at the bottom (51%). White residents (67%) are the most likely to disagree, while Black residents are least apt to do so (54%, disagree, versus 26% who agree).

Across the city, residents most likely to believe their neighbourhood is safe include those living in the downtown core (81% disagree with the statement that crime makes it unsafe), followed by Humber South (72%) and Newtonbrook-Willowdale (72%). This assessment is least apt to be shared by residents in Jane/Weston/York area (45% disagree with the statement, compared with 38% who agree that crime makes it unsafe to go out at night). More broadly, crime is more apt to be seen as a problem in the NIAs (31% agree with the statement) than in the rest of Toronto (16%).

Agree/disagree: *People around here are willing to help their neighbours.* Almost two-thirds (64%) of Toronto residents agree that this statement describes their neighbourhood, compared with one in ten (9%) who disagrees.

Agreement with this statement is most widespread among Torontonians who live in detached homes, own their homes, have been in their neighbourhood for at least 10 years, and know most or many of their neighbours. Even more significant is age, with agreement expressed by 77 percent of residents aged 55 and

older, compared with just 44 percent of those aged 25 to 29. Across areas of the city, residents in the old borough of Etobicoke are most likely to see their neighbours as helpful (70% agree), while those in the downtown core are least apt to share this view (52%).

Agree/disagree: *This is a close-knit community.* In comparison with the helpfulness of neighbours, Torontonians are much less likely to describe their neighbourhood as "close-knit." Four in ten (40%) agree, compared with one in four who disagree (26%).

Similar to with neighbour helpfulness, views of one's area as "close-knit" is more evident among residents in owned, detached homes, those who know their neighbours (68%), those 55 and older (51%), and residents of Etobicoke (47%) and the Danforth/Beach (53%) areas of Toronto. This view is least apt to be shared by residents of the downtown core (26%) and those who identify as Chinese (23%).

Agree/disagree: *People in this neighbourhood do not share the same values.* There is little consensus among Toronto residents on the extent to which this statement describes their neighbourhood. One-third express a positive view by disagreeing with this statement (35%), compared with three in ten who do not believe there are shared values in their neighbourhood (30% agree with the statement). The remainder neither agree nor disagree (25%), or otherwise cannot say (10%).

Across the city, a positive perspective about shared values in the neighbourhood is most prominent among the same groups as identified above: residents in owned, detached homes, those who know their neighbours, residents 55 years and

older (but much less so for seniors living alone or in high-rise buildings), those with higher levels of education and income, White residents and those living in North Toronto/Don Mills. By comparison, shared neighbourhood values is least apt to be seen among Torontonians who are financially struggling (48%), those who identify as Black (45%), and residents of the Weston/Jane/York area (41%). Notably, opinions on this question do not vary by generation in Canada or by immigrants' length of residence in Canada.

LOCAL AGENCY

Another important aspect of neighbourhood support is a sense of local agency, in terms of confidence that people in the community can effectively address the issues that affect them. A small majority (55%) of Toronto residents believe that people working together as a group can make a big difference in solving local problems. Most of the remainder say that some difference (33%) can be made, while few (8%) maintain that group efforts would make little or no difference.[17]

Opinions on this question about local agency are notably consistent across the population, and are essentially the same across socio-economic status, age and generation in Canada. Belief in making a big difference is most evident among residents who know most/many of their neighbours (65%), but is also the case among residents who identify as Black (64%) or South Asian (63%), and those living in Neighbourhood Improvement Areas (60%, versus 54% elsewhere in the city).

HOW MUCH DIFFERENCE CAN PEOPLE WORKING TOGETHER MAKE IN ADDRESSING PROBLEMS IN YOUR COMMUNITY **(%)**

A big difference	Some difference	Little or no difference	Cannot say
55	33	8	4
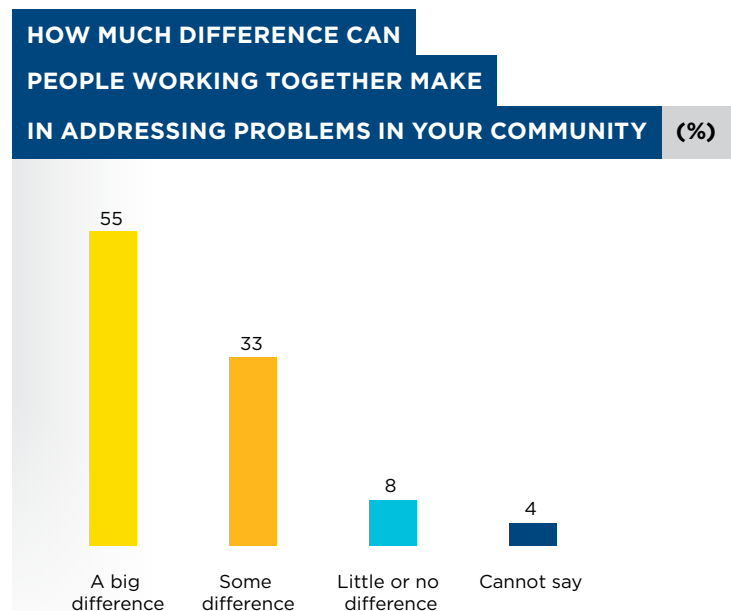
Q.4. Thinking about problems in your community, how much of a difference do you believe people working together as a group can make in solving problems that you see?

Across areas, perceived local agency is most evident in Weston/Jane/York (62%), while lowest in the Newtonbrook/Willowdale (46%) and Scarborough/Agincourt (48%) areas.

17   These results are comparable to a similarly-worded question included on the United Way Toronto 2014 Opportunity Equation Survey

NEIGHBOURHOOD SUPPORT SUMMARY

The neighbourhood support index combines responses to the five agree/disagree statements. The overall index score is 4.5 (out of 10), and does not vary significantly across much of the population. Index scores increase with age cohort (4.2 among those under 30, to 4.9 among those 55 plus), and are notably lower among residents identifying as Chinese (3.9) compared with other race/culture groups.

But scores are largely similar across income groups and generation in Canada. Across neighbourhood areas, index scores range from a low of 4.0 in Agincourt, to a high of 5.3 in Etobicoke Central, with the remainder falling in between.

NEIGHBOURHOOD SUPPORT INDEX BY NEIGHBOURHOOD AREA
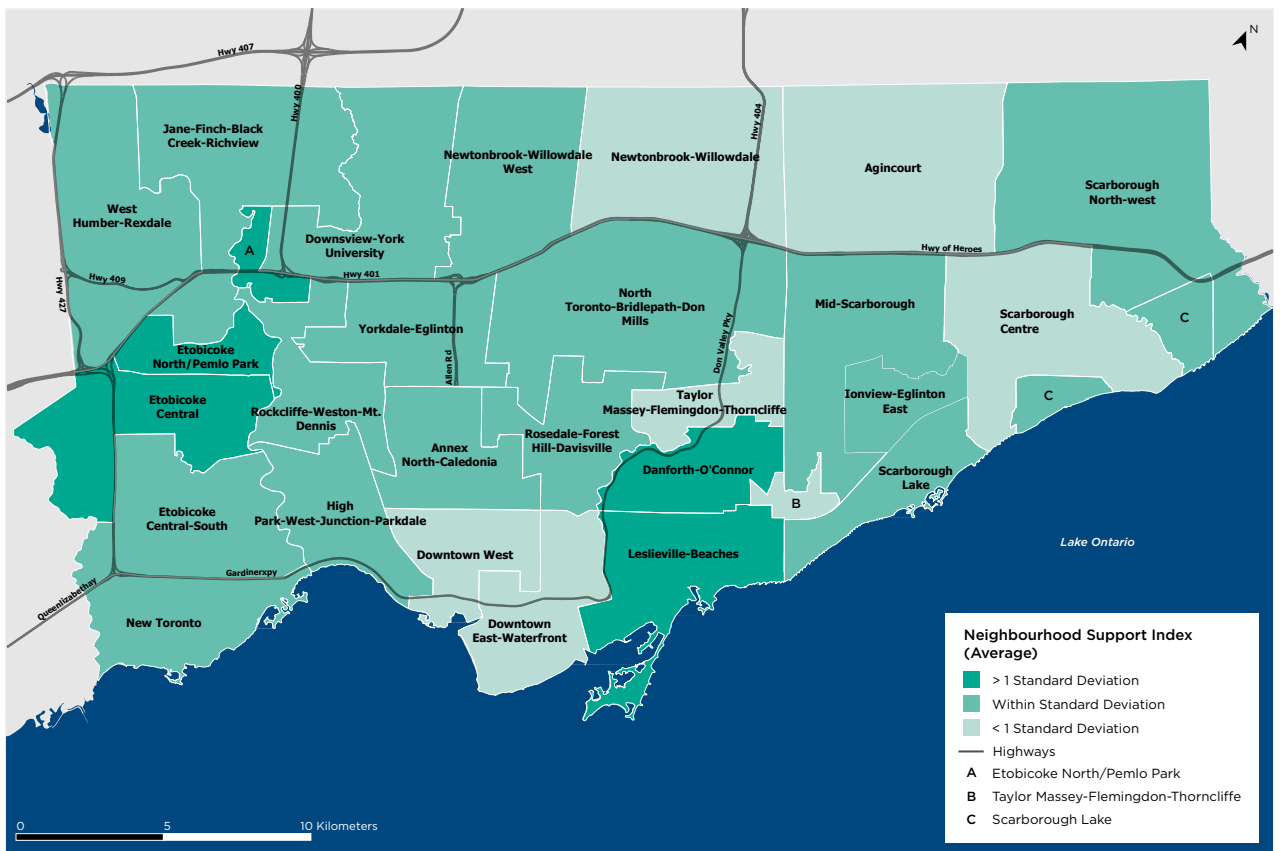
Neighbourhood Support Index (Average)

- > 1 Standard Deviation
- Within Standard Deviation
- < 1 Standard Deviation
- Highways
- **A** Etobicoke North/Pemlo Park
- **B** Taylor Massey-Flemingdon-Thorncliffe
- **C** Scarborough Lake

CONCLUSIONS AND NEXT STEPS

Social capital is by no means a new concept. It has been the subject of study in various forms for several decades, as either a subject in itself or as part of research focusing on social cohesion, citizen engagement and social networking. In Canada, Statistics Canada has conducted several national surveys covering the main dimensions of social capital, and continues to include some of these measures in its surveys over time. And studies are conducted in many communities across the country that touch on specific aspects that fit easily into the broader concept.

This study provides something new – the first major research initiative to focus specifically on social capital in Canada's largest city, providing a comprehensive snapshot of the state of social capital in Toronto. The timing is significant given the growing recognition of how important social capital is in the overall health and resilience of our communities. The Toronto Social Capital Study offers a valuable diagnostic assessment at this point in time, as part of Toronto Foundation's ongoing Vital Signs program.

The study findings document the level of social capital in Toronto as defined by a set of relevant dimensions, and how it compares across the population in terms of socio-demographic and geographical strata. And comparisons are made with previous research, most notably the 2013 General Social Survey conducted by Statistics Canada, as a basis to evaluate how social capital is changing or not over time. Toronto – as a whole – shows relatively high levels of social capital in terms of social trust, social networks, civic connection and neighbourhood support. And these levels have been notably stable over the past five years, with some indicators showing improvement.

> **"** …for some groups a significant proportion reports lower levels of social capital, and across multiple dimensions: This shows up most clearly among Torontonians who are isolated from their neighbours, those with low incomes and financial insecurity, residents in their late 20s facing the challenges of establishing themselves (e.g., with careers, homes and families), and in some cases racialized minorities."

At the same time, for some groups a significant proportion reports lower levels of social capital, and across multiple dimensions: This shows up most clearly among Torontonians who are isolated from their neighbours, those with low incomes and financial insecurity, residents in their late 20s facing the challenges of establishing themselves (e.g., with careers, homes and families), and some cases racialized minorities. Lower levels of social capital in some cases may show individual or group vulnerability (e.g., social isolation, an unsupportive neighbourhood), but in others reflects choices based on cultural background and/or interactions between such groups and broader society in an historical perspective (whether or not to trust others, extent of civic engagement). Strengthening social capital in Toronto may involve addressing gaps experienced within specific groups or neighbourhoods, but will also require investments focused at a broader level, such as building public confidence in local institutions and promoting active engagement among all Torontonians in the civic and political life of the city.

This study provides the first comprehensive look at social capital in Toronto, but it is by no means conclusive or complete. The study covered many important dimensions of social capital, but due to space limitations on the survey it could not address these dimensions in all their facets, nor did it cover all aspects of social capital that might be relevant to consider. For instance, little attention was given to "vertical capital", which refers to the extent to which individuals have easy access to important resources such as health care, legal advice and child care.

As well, the survey included a large sample of residents (3,207) that allowed for meaningful comparisons across important groups, such as age cohort, neighbourhood area and household income. But a sample of this size is not large enough to provide valid results for many other important groups, such as Indigenous Peoples, people with precarious housing circumstances, and refugees and other newcomers just arriving in the past year or so (such individuals were included in the sample, but in too few numbers to support an analysis).

As such, this study should be considered an important starting point; a foundation for further reflection, engagement and research that builds on this work. This might include:

- Active engagement among civic institutions, government agencies, and community groups to have a meaningful dialogue about what the research reveals, and how it might be effectively used in identifying strategies and investments aimed at strengthening social capital across the city.

- Secondary research with the Toronto Social Capital Study data, to further explore the data in greater detail. Detailed data tables showing results for all survey questions by demographic and geographic groups are available online, and a datafile is available to researchers through a standard license agreement (at no charge for academic and non-profit researchers).

- New primary research that might be conducted by other organizations to dig deeper into some of the findings, to gain further insight into the basis for varying levels of social capital and their impact on other aspects of people's lives. This may include further development and refinement of social capital indices, and the inclusion of relevant dimensions not covered in this initial study.

- Future surveys that update the social capital measures in Toronto to identify how social capital is changing over time. This might be done at the city level and/ or by focusing on specific target groups within the population (e.g., at-risk populations, specific neighbourhoods). Such research might entail a complete repetition of the full survey every few years, but also be done in a more targeted way that measures specific dimensions of social capital (e.g., social networks). In the end the greatest value of this research will come from documenting how social capital is evolving over time, and through this providing feedback and guidance to the city's leaders and civic institutions as they address the important priorities and challenges leading into the future.

- Expansion of the social capital research model to other cities in Ontario and Canada. Social capital is an important priority in all communities, and other cities may find value in building on the Toronto study to better understand and map the social capital resources in their own communities. United Way Greater Toronto is currently conducting such a study in York and Peel Regions of the Greater Toronto Area.

As an innovative way to support further application of the Toronto Social Capital Study, the data will be linked to more than 100 existing demographic and other secondary data sources via postal code to support further analysis that links social capital to other key indicators at the local neighbourhood level. This application will make it possible to conduct more location-specific analyses of the study data than would otherwise be possible. This capability is being provided by Environics Analytics through its leading-edge ENVISION geodemographic software platform. Access to this data will be provided at no cost to governments, universities and service organizations who want to incorporate social capital into their planning and service delivery, and will be available starting in Spring 2019.

APPENDICES

SURVEY METHODOLOGY

QUESTIONNAIRE

The questionnaire for this survey was developed to encompass the primary dimensions of social capital, and guided by the results of the Phase 1 secondary research (a copy of the Phase 1 report is available at https://www.environicsinstitute.org/projects/project-details/toronto-social-capital-project). Most of the questions included on the survey were drawn from previous surveys, notably the 2013 General Social Survey conducted by Statistics Canada that was conducted with a large national sample and included a Toronto sample of sufficient size (1,000) to provide the basis for comparing results with the current research.

Prior to being finalized, the questionnaire was pilot-tested twice by telephone (in English) with small numbers of Toronto residents, to evaluate its performance in terms of respondent response (comprehension, sensitivity to content, and fatigue) and overall length. This testing resulted in further revisions, and the final version was then set up for implementation by telephone interview or online, and translated into Mandarin, Cantonese and Portuguese (these languages were selected based on the total number of Toronto residents who speak these languages, and the proportion who are not fluent in English, based on the 2016 Census). A copy of the questionnaire (English version) is available at

https://www.environicsinstitute.org/projects/project-details/toronto-social-capital-project.

SAMPLE DESIGN

The survey sample was designed to complete interviews with a representative sample of more than 3,000 city of Toronto residents, aged 18 and over. The primary population criteria for purposes of sampling were age cohort, gender, race/cultural group, and neighbourhood. The design included an over-sample of four sub-populations that were deemed of particular importance for this research: residents 65 years and older (seniors), and residents who identify as Black, South Asian or Chinese (which comprise the three largest visible minority groups in the city).

For purposes of ensuring geographic representation across Toronto, the city was divided into 26 "neighbourhood areas", based on the 140 neighbourhoods designated by the municipality. The 140 neighbourhoods were aggregated into the neighbourhood areas based on being contiguous and sharing similar socio-economic profiles (in a few cases, an area included non-contiguous neighbourhoods where dictated by socio-economic criteria).

The 26 neighbourhood areas were created with the guidance of Harvey Low (Manager, Social Research and Information Management at the City of Toronto), who was responsible for creation of the City's neighbourhood structure. These areas contain large and sometimes diverse populations (ranging from 45,000 to 175,000), and do not necessarily reflect a common profile or experience when it comes to social capital. The 26 areas represent the most "fine-grained" division of the city's geography that could be supported based on the survey sample and analysis requirements. A map depicting the neighbourhood areas and their composite parts is presented in a separate Appendix.

A sample frame was constructed that included quotas for the number of completed surveys according to age cohort, gender, race/culture, and neighbourhood area.

SAMPLE RECRUITMENT AND SURVEY IMPLEMENTATION

The survey was implemented using a four stage sampling strategy. R. A. Malatest & Associates was retained by the Environics Institute to conduct the survey. The first stage involved sending an introductory (non-personalized) recruitment letter to a randomly-selected sample of 20,000 Toronto households, drawing from addresses provided through Canada Post. The letter sample was stratified by neighbourhood area, based on population and sample

quotas established for each area. The letter introduced the survey and study partners, and invited recipients to participate in the survey either by calling a 1-800 telephone number (to be interviewed) or going to a website to complete the survey online. The survey offered a contest draw, with the winner to receive a free smart phone (or its cash equivalent).

The second stage involved following up with letter recipients by telephone, in those cases where a published landline telephone number was associated with the address (this was the case for roughly a quarter of the households that received a letter).

The third stage entailed expanding the recruitment beyond the households who received an introductory letter, and to reach residents who might not complete the survey by telephone. This consisted of assembling a fresh sample of city residents from an established online panel provider (Asking Canadians). Once assembled, an invitation was sent via email to individuals on the panel, with an invitation to complete the survey online.

The fourth stage was implemented once the first three stages were completed, and gaps in the sample quotas were identified. This last stage consisted of contacting households by telephone (landline and cell phone) to complete additional interviews where sample quotas remained to be filled.

The survey was conducted between March 12 and July 10, 2018. This field period was longer than originally anticipated, and was extended to maximize outreach and the inclusion of residents in harder-to-reach groups. The average survey length (as a telephone interview) was 29 minutes.

FINAL SAMPLE

Surveys were completed with 3,207 city of Toronto residents. All of the relevant subgroups of the population are represented in the sample, but in some cases in lower numbers than outlined in the sampling frame (notably residents under 30 years of age, and those without a university degree). The final sample was weighted by age, education, and race/culture (in some cases to adjust for the over-sampling referred to above), so that the city-wide results reflect the population distribution on these characteristics. The distribution of sample across the 26 neighbourhood areas was sufficiently close to sample quotas, so did not require additional weighting.

A profile of the sample composition is provided in the table below, which includes both the unweighted and weighted distribution across core demographic characteristics, and how they compare with the population. Because the survey was only partially based on probability sampling methods, a margin of sampling error cannot be calculated, and the results should be considered an estimate and not a precise measure of the full population-at-large.

Demographic Group	City of Toronto Population[1] %	Unweighted Sample Distribution %	Weighted Sample Distribution %
GENDER			
Male	48%	45%	44%
Female	52%	53%	53%
Other/Decline to say	–	2%	2%
AGE COHORT			
18 - 24	11%	5%	10%
25 - 34	18%	14%	17%
35 - 44	18%	16%	17%
45 - 54	19%	18%	18%
55 - 64	16%	18%	15%
65 plus	18%	25%	18%
Other/Decline to say	–	5%	5%
EDUCATION LEVEL			
High school diploma or less	42%	19%	40%
College/Trade school diploma	22%	18%	22%
University degree	36%	61%	36%
Decline to say	–	2%	2%
HOUSEHOLD INCOME			
Less than $30,000	22%	11%	14%
$30,000 to $60,000	24%	18%	21%
$60,000 to $80,000	13%	12%	12%
$80,000 to $100,000	10%	12%	11%
$100,000 to $150,000	15%	14%	11%
More than $150,000	16%	15%	12%
Decline to say	–	18%	18%
RACE/CULTURE[2]			
White	49%	55%	51%
Chinese	11%	9%	9%
South Asian	13%	7%	7%
Black	9%	6%	8%
Mixed race	–	10%	11%
Other	19%	9%	9%
Decline to say	--	5%	5%

1   2016 Census
2   Respondents could select more than one race/culture, and this categorization is based on first mention. Census statistics do not include a category for "mixed race".

Survey results for a range of subgroups of the population have been calculated and are available in table format at https://www.environicsinstitute.org/projects/project-details/toronto-social-capital-project.

SOCIAL CAPITAL INDICES

A primary objective of this study was the creation of summary metrics that measure the key dimensions of social capital, encompassing the data from the range of questions included on the survey. The index for each of the three primary dimensions of social capital (social trust, social networks, civic connection) were created from a set of sub-dimensions (as outlined in the report).

Each sub-dimension was created from a handful of conceptually similar survey questions, with the data from these questions combined using formulas that include full range of responses categories, and calibrated on a standard scale of "0" (lowest possible score) to "10" (highest possible score).[18]

Sub-dimensions were then combined in a similar fashion to create indices for the three primary dimensions of social capital. A fourth dimension – neighbourhood support – was created using the same approach (in this case there were no sub-dimensions).

The indices are presented in this report primarily as a means of characterizing how the social capital dimensions compare across groups within the city population. In most cases, groups differed in a similar pattern across the specific survey questions within each sub-dimension, and are reflected in the group index scores. These indices should be considered a work in progress, and will be evaluated and further refined in subsequent research.

Further details on the social apital indices are available at https://www.environicsinstitute.org/projects/project-details/toronto-social-capital-project.

---

18 Missing data were imputed, based on the interpretation of non-response being an indirect form of negative response because of social desirability (e.g., some people choosing to not offer an answer rather than providing a negative one, for instance on such questions as trusting other people and having close friends).

NEIGHBOURHOOD MAP

The following map shows the names and boundaries of the 26 neighbourhood areas created for purposes of survey sampling and analysis. Each area is composed of between two and eight neighbourhoods, as defined by the City of Toronto (there are 140 such neighbourhoods). Below the map is a legend depicting which Toronto City neighbourhoods are included in each of the 26 areas.
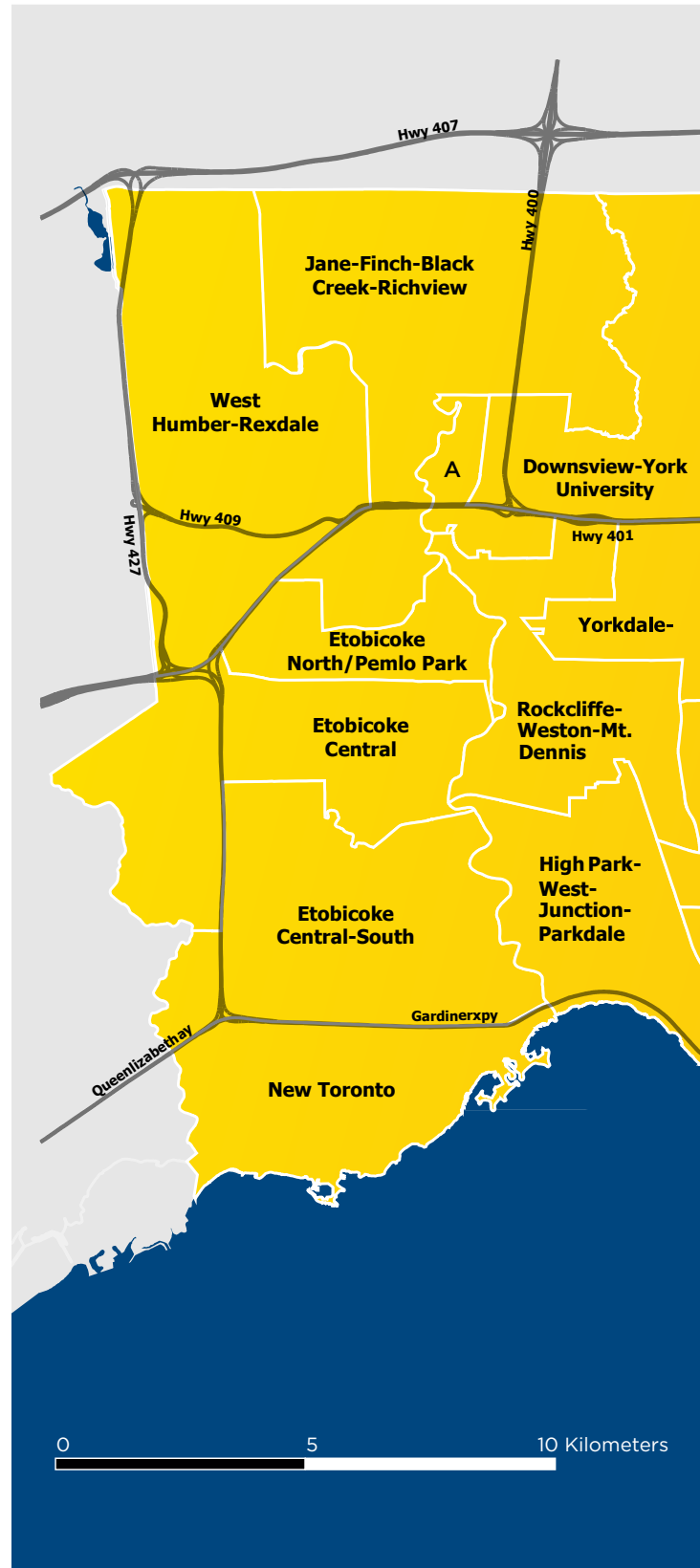
Hwy 407

Hwy 400

Jane-Finch-Black Creek-Richview

West Humber-Rexdale

Hwy 427

Hwy 409

A

Downsview-York University

Hwy 401

Etobicoke North/Pemlo Park

Yorkdale-

Etobicoke Central

Rockcliffe-Weston-Mt. Dennis

High Park-West-Junction-Parkdale

Etobicoke Central-South

Gardinerxpy

Queenlizabethay

New Toronto

0   5   10 Kilometers

Newtonbrook-Willowdale West

Newtonbrook-Willowdale

Agincourt

Scarborough North-west

Hwy 404

North Toronto-Bridlepath-Don Mills

Mid-Scarborough

Scarborough Centre

C

Eglinton

Allen Rd

Don Valley Pky

Taylor Massey-Flemingdon-Thorncliffe

Ionview-Eglinton East

C

Rosedale-Forest Hill-Davisville

Hwy of Heroes

Annex North-Caledonia

Danforth-O'Connor

Scarborough Lake

Downtown West

B

Leslieville-Beaches

Lake Ontario

Downtown East-Waterfront

N

Legend

■ Toronto Neighbourhood Clusters

— Highways

A Etobicoke North/Pemlo Park

B Taylor Massey-Flemingdon-Thorncliffe

C Scarborough Lake
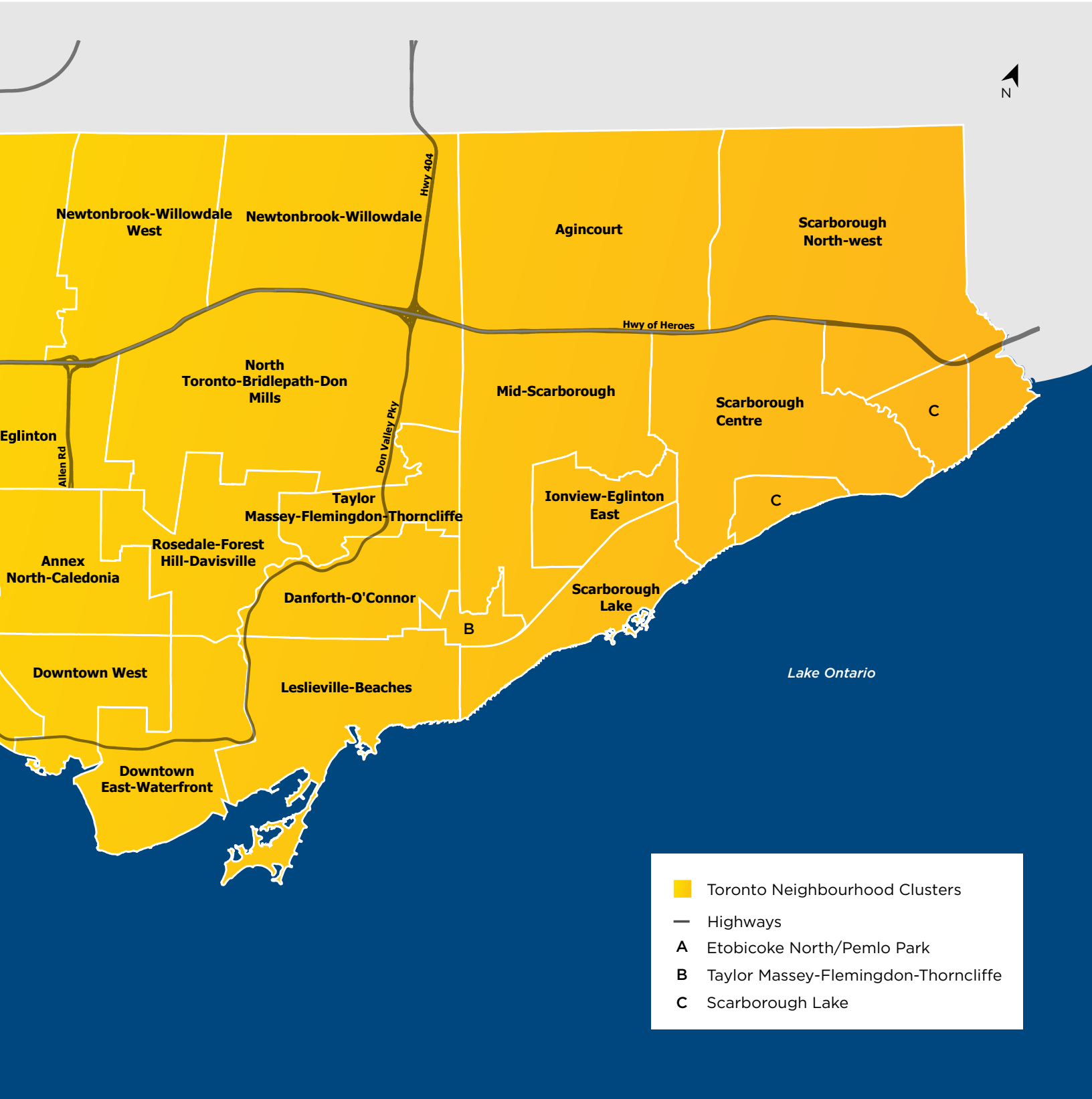
Neighbourhood Area	Toronto Neighbourhoods[19]
West Humber-Rexdale	West Humber-Clairville (1)
	Rexdale-Kipling (4)
Etobicoke North/Pemlo Park	Willowridge-Martingrove-Richview (7)
	Humber Heights-Westmount (8)
	Pemlo Park-Humberlea (23)
Etobicoke Central	Edenbridge-Humber Valley (9)
	Princess-Rosethorn (10)
	Eringate-Centennial-West Deane (11)
	Markland Wood (12)
	Etobicoke-West Mall (13)
Etobicoke Central South	Islington-City Centre West (14)
	Kingsway South (15)
	Stonegate-Queensway (16)
New Toronto	Stonegate-Queensway (16)
	Mimico (17)
	New Toronto (18)
	Long Branch (19)
	Alderwood (20)
High Park-West-Junction-Parkdale	South Parkdale (85)
	Roncesvalles (86)
	High Park-Swansea (87)
	High Park North (88)
	Runnymede-Bloor West Village (89)
	Junction Area (90)
	Lambton Baby Point (114)

19   Numbers refer to the City's designated codes

Neighbourhood Area	Toronto Neighbourhoods[19]
Rockcliffe-Weston-Mt. Dennis	Weston-Pellam Park (91)
	Keelesdale-Eglinton West (110)
	Rockcliffe-Smythe (111)
	Beechborough-Greenbrook (112)
	Weston (113)
	Mount Dennis (115)
	Rustic (28)
Jane-Finch-Black Creek-Richview	Mount Olive-Silverstone-Jamestown (2)
	Thistletown-Beaumont Heights (3)
	Elms-Old Rexdale (5)
	Willowridge-Martingrove-Richview (6)
	Humber Summit (21)
	Humbermede (22)
	Black Creek (24)
	Glenfield-Jane Heights (25)
Downsview-York University	Downsview-Roding-CFB (26)
	York University Heights (27)
Newtonbrook-Willowdale West	Clanton Park (33)
	Bathurst Manor (34)
	Westminster-Branson (35)
	Newtonbrook West (36)
	Willowdale West (37)
	Lansing-Westgate (38)
Yorkdale-Eglinton	Maple Leaf (29)
	Brookhaven-Amesbury (30)
	Yorkdale-Glen Park (31)
	Englemont-Lawrence (32)
	Forest Hill North (102)
	Briar Hill-Belgravia (108)

Neighbourhood Area	Toronto Neighbourhoods[19]
Annex North-Caledonia	Corso Italia-Davenport (92)
	Dovercourt-Wallace Emerson-Junction (93)
	Wychwood (94)
	Annex (95)
	Casa Loma (96)
	Humewood-Cedarvale (106)
	Oakwood Village (107)
	Caledonia-Fairbank (109)
Downtown West	Bay Street Corridor (76)
	Kensington-Chinatown (78)
	University (79)
	Palmerston-Little Italy (80)
	Trinity-Bellwoods (81)
	Niagara (82)
	Dufferin Grove (83)
	Little Portugal (84)
Downtown East-Waterfront	Cabbagetown-South St. James Town (71)
	Regent Park (72)
	Moss Park (73)
	North St. James Town (74)
	Church-Yonge Corridor (75)
	Waterfront Communities-The Island (77)
Rosedale-Forest Hill-Davisville	Leaside-Bennington (56)
	Yonge-St. Clair (97)
	Rosedale-Moore Park (98)
	Mount Pleasant East (99)
	Forest Hill South (101)
	Mount Pleasant West (104)

Neighbourhood Area	Toronto Neighbourhoods[19]
North Toronto-Bridle Path-Don Mills	Bedford Park-Nortown (39)
	St. Andrews-Winfields (40)
	Bridlepath-Sunnybrook-York Mills (41)
	Banbury-Don Mills (42)
	Parkwoods-Donalda (45)
	Yonge-Eglinton (100)
	Lawrence Park South (103)
	Lawrence Park North (105)
Newtonbrook-Willowdale	Pleasant View (46)
	Don Valley Village (47)
	Hillcrest Village (48)
	Bayview Woods-Steeles (49)
	Newtonbrook East (50)
	Willowdale East (51)
	Bayview Village (52)
	Henry Farm (53)
Taylor Massey-Flemingdom-Thorncliffe	Victoria Village (43)
	Flemingdom Park (44)
	Thorncliffe Park (55)
	Taylor-Massey (61)
	Oakridge (121)
Danforth-O'Connor	O'Connor-Parkview (54)
	Broadview North (57)
	Old East York (58)
	Danforth-East York (59)
	Woodbine-Lumsden (60)
	Danforth (66)
	Playter Estates-Danforth (67)

Neighbourhood Area	Toronto Neighbourhoods[19]
Leslieville-Beaches	East End-Danforth (62)
	The Beaches (63)
	Woodbine Corridor (64)
	Greenwood-Coxwell (65)
	North Riverdale (68)
	Blake-Jones (69)
	South Riverdale (70)
Scarborough Lake	Birchcliffe-Cliffside (122)
	Cliffcrest (123)
	Centennial Scarborough (133)
	Guildwood (140)
Mid-Scarborough	Wexford-Maryvale (119)
	Clairlea-Birchmount (120)
	Dorset Park (126)
	Bendale (127)
Agincourt	Steeles (116)
	L'Amoureaux (117)
	Tam O'Shanter-Sullivan (118)
	Agincourt South-Malvern West (126)
	Agincourt North (129)
	Milliken (130)
Scarborough Centre	Morningside (135)
	West Hill (136)
	Woburn (137)
	Scarborough Village (139)

Neighbourhood Area	Toronto Neighbourhoods[19]
Scarborough North-west	Rouge (131)
	Malvern (132)
	Highland Creek (134)
Ionview-Eglinton	Kennedy Park (124)
	Ionview (125)
	Eglinton East (138)

TORONTO FOUNDATION

Environics Institute
For Survey Research

Toronto Foundation

33 Bloor Street East, Suite 1603

Toronto, Ontario, M4W 3H1

**Environics Institute
for Survey Research**

33 Bloor Street East, Suite 900

Toronto, Ontario, M4W 3H1

Julia Howell

VP, Community Engagement

Tel: 416-921-2035 ext. 213

jhowell@torontofoundation.ca

Keith Neuman, Ph.D.

Executive Director

Tel: 416-969-2457

keith.neuman@environics.ca

www.torontofoundation.ca

info@torontofoundation.ca