

2016 Citizen Satisfaction Survey

Ward 13 Final Report



Prepared for The City of Calgary by:

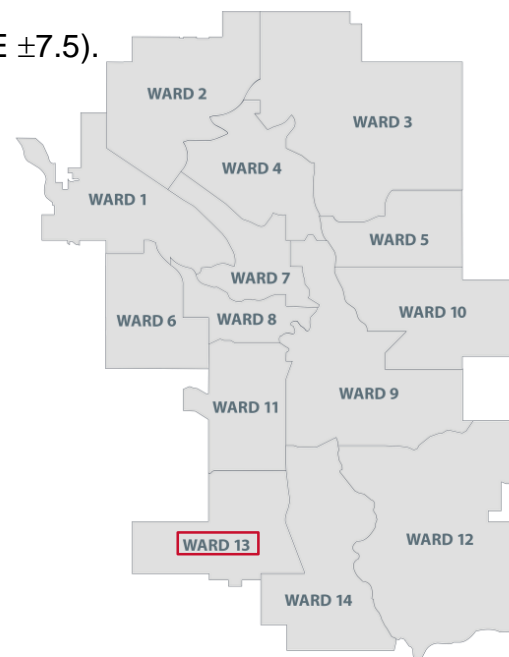
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- ❖ Telephone survey conducted with a randomly selected sample of 2,500 Calgarians aged 18 years and older between August 18th and September 6th, 2016.
 - Both landline (70%) and cell phone (30%) sample were used.
 - The average interview length was 31 minutes.
- ❖ Final data were weighted to ensure the overall sample's quadrant, ward and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2011 Federal Census data.
- ❖ The margin of error (MOE) for the total sample of 2,500 is ± 2.0 percentage points, 19 times out of 20.
 - A total of 171 interviews were conducted with residents of Ward 13 (MOE ± 7.5).
- ❖ Research Note on significant differences:
 - Throughout, City Wide results are compared to results from Ward 13.
 - ↑ indicates a number is significantly higher than City Wide.
 - ↓ indicates a number is significantly lower than City Wide.
- ❖ Where possible, 2016 results for Ward 13 are compared to those from 2015.
 - Only significant differences are shown.





Summary of Key Findings



- ❖ The last twelve months have proven to be difficult for our city, with the impacts of a slowed economy being felt more acutely than in 2015. With Calgary's unemployment rate climbing from 6.8% in 2015 to 8.6% in 2016, downtown office vacancy rates at near record levels, and the value of building permits forecasted to be significantly lower than 2015, speculation continues about whether we will see an upswing as we move into 2017.
- ❖ Despite facing challenging times, many Calgarians as a whole remain resilient. A number of surveys, including this one, report that people have a generally optimistic view about the future, and perceptions of their overall quality of life is still quite strong.
- ❖ Our research suggests that Calgarians are looking to government – Federal, Provincial, and Municipal – for leadership and sound investment to strengthen and diversify our economy moving forward. However, Calgarians are also looking to government to be more watchful and aware of how their tax dollars are being spent.
- ❖ This year's Citizen Satisfaction Survey presents a narrative that highlights some **shifts in perceptions that can likely be attributed to the economic downturn**. It is an important editorial note for those reviewing this year's survey.

Key Findings: Quality of Life and Issue Agenda

For Ward 13 residents, perceptions of the quality of life in Calgary remain strong. That being said, consistent with City Wide, some quality of life metrics have declined.

- ❖ Among Ward 13 residents, 86% say the quality of life in Calgary today is ‘good’ (on par with 83% City Wide).
- ❖ However, 35% of Ward 13 residents say the quality of life in Calgary has ‘worsened’ over the past three years – statistically consistent with 28% in 2015 but up 12 percentage points from 23% in 2014. Conversely, fewer Ward 13 residents say the quality of life has ‘improved’ – at 17%, statistically unchanged from 2015 (24%) but down 14 points from 2014 (31%).
 - These changes in perceptions of the quality of life mirror City Wide results.
- ❖ Also as with the broader Calgary public, agreement that ‘Calgary is a great place to make a living’ sees a marked drop – from 82% in 2015 to 61% in 2016.

The Ward 13 issue agenda aligns closely with City Wide results.

- ❖ “*Infrastructure, traffic and roads*” (33%) holds the top position, with “*transit*” (25%) a solid second and “*crime, safety and policing*” (14%) rounding out the top three.
 - It is notable that mentions of “*crime, safety and policing*” are up 8 percentage points from 6% in 2015.

Key Findings: Satisfaction with City Services

Overall satisfaction with the level and quality of City services remains high and on par with City Wide results.

- ❖ More than eight-in-ten (85%) Ward 13 residents say they are satisfied with the overall level and quality of services and programs provided by The City (statistically consistent with 79% City Wide).
- ❖ Among Ward 13 residents, the importance of, satisfaction with and desired investment in a number of services and programs has changed from 2015 and/or differs from City Wide. These include:
 - Spring road cleaning (87% important, down from 94% in 2015 and lower than 92% City Wide).
 - Bylaw services (89% satisfied, up from 80% in 2015 and 16% 'invest more,' down from 28% in 2015).
 - Residential garbage collection service (81% 'very satisfied,' higher than 72% City Wide).
 - Support for arts and culture (74% important, lower than 81% City Wide and 24% 'invest less,' higher than 17% City Wide).
 - Affordable housing for low income families (91% important, lower than 95% City Wide and 78% satisfied, higher than 70% City Wide).

Key Findings: Customer Service and the Environment

Among Ward 13 residents, several customer service metrics are improved from 2015.

- ❖ More than nine-in-ten (92%) Ward 13 residents who contacted The City in the last 12 months say they are satisfied with their most recent contact – a 13 percentage point improvement from 79% in 2015.
- ❖ Further, ‘*strongly agree*’ ratings have increased for:
 - The quality of customer service from The City is consistently high (41% vs. 30% in 2015);
 - City staff are easy to get hold of when I need them (30% vs. 18% in 2015); and,
 - The City responds quickly to requests and concerns (31% vs. 15% in 2015).

Ward 13 residents’ perceptions of the environment in Calgary are extremely positive and improved from 2015.

- ❖ In 2016, 97% of Ward 13 residents agree that the overall state of the environment in Calgary today is ‘good’ or ‘very good’ – statistically higher than 91% in 2015.
 - What’s more, over half (52%) now say it is ‘very good’ – up 15 percentage points from 2015 (37%).

There are no noteworthy differences between Ward 13 residents and the broader Calgary public – or notable changes from 2015 – with regard to taxation or City communications.



Detailed Findings





Issue Agenda



Multiple Responses

City Wide

Ward 13

 First Mention
  Other Mentions

INFRASTRUCTURE, TRAFFIC & ROADS (NET)	25%	10%	35%	33%
Traffic congestion	8%	3	11%	9%
Road conditions	6%	3	9%	7%
Infrastructure maintenance/ improvement/ development	4%	6%		5%
Bicycle/ pedestrian lanes	3	5%		4%
TRANSIT (NET)	14%	7%	21%	25%
Public Transportation [incl. buses/ C-train/ poor service]	9%	11%		14%
Transportation (unspecified)	5%	3	8%	10%
CRIME, SAFETY & POLICING (NET)	10%	5%	15%	14%
Crime [incl. Breaking and entering/ gangs/ drug dealers, etc.]	5%	3	8%	6%
Public safety	4%	6%		7%
ECONOMY (NET)	7%	9%		5%
Unemployment/ job creation	5%	6%		4%
RECREATION (NET)	5%	4%	9%	11%
TAXES (NET)	6%	8%		10%
Education [incl. lack of teachers/ funding/ schools/local schools]	4%	3	7%	7%
ENVIRONMENT & WASTE MANAGEMENT (NET)	3	3	6%	3%
HOMELESSNESS, POVERTY & AFFORDABLE HOUSING (NET)	3	4%		1%
GROWTH AND PLANNING (NET)	3	4%		3%
BUDGET AND SPENDING (NET)	4%			5%
Other			22%	16%
None			15%	21%↑

Note: A "NET" is a combination of 2 or more mentions that cover a specific theme

Total mentions <4% are not shown

In your view, as a resident of the city of Calgary, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?
 Base: Valid respondents (City Wide: n=2,452 / Ward 13: n=166)

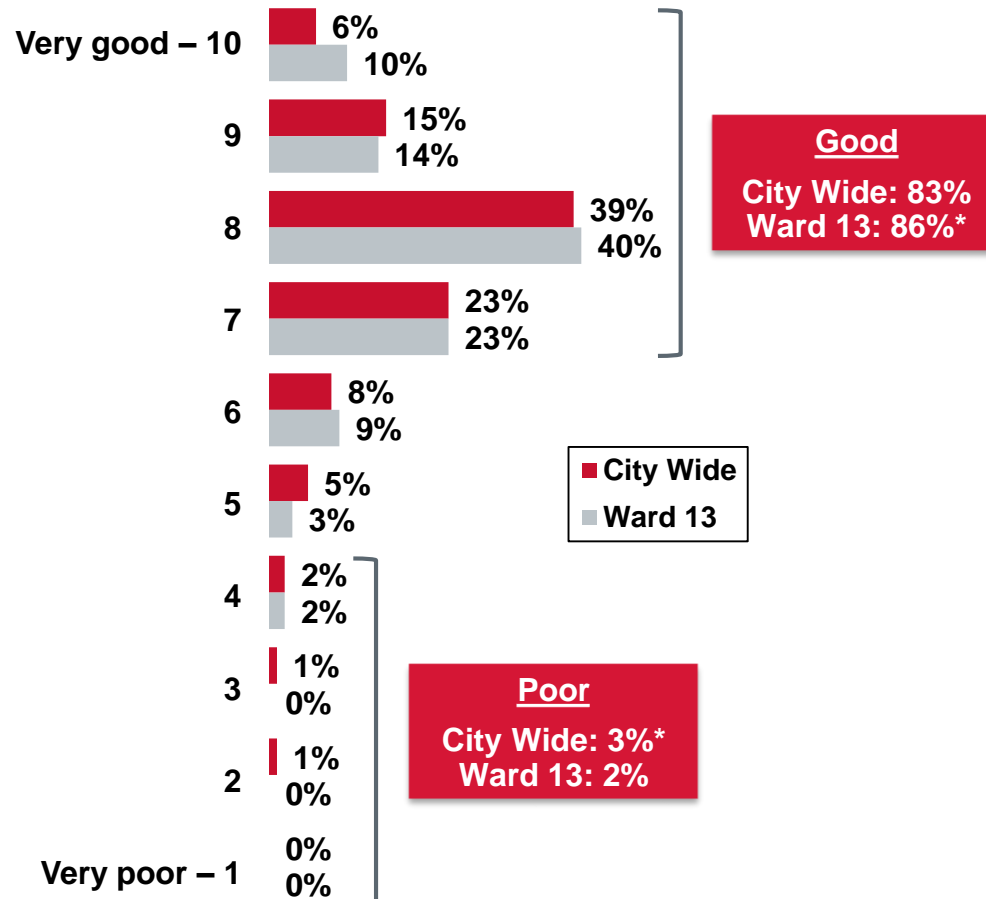
Ward 13 2015



Quality of Life



Overall Quality of Life in Calgary

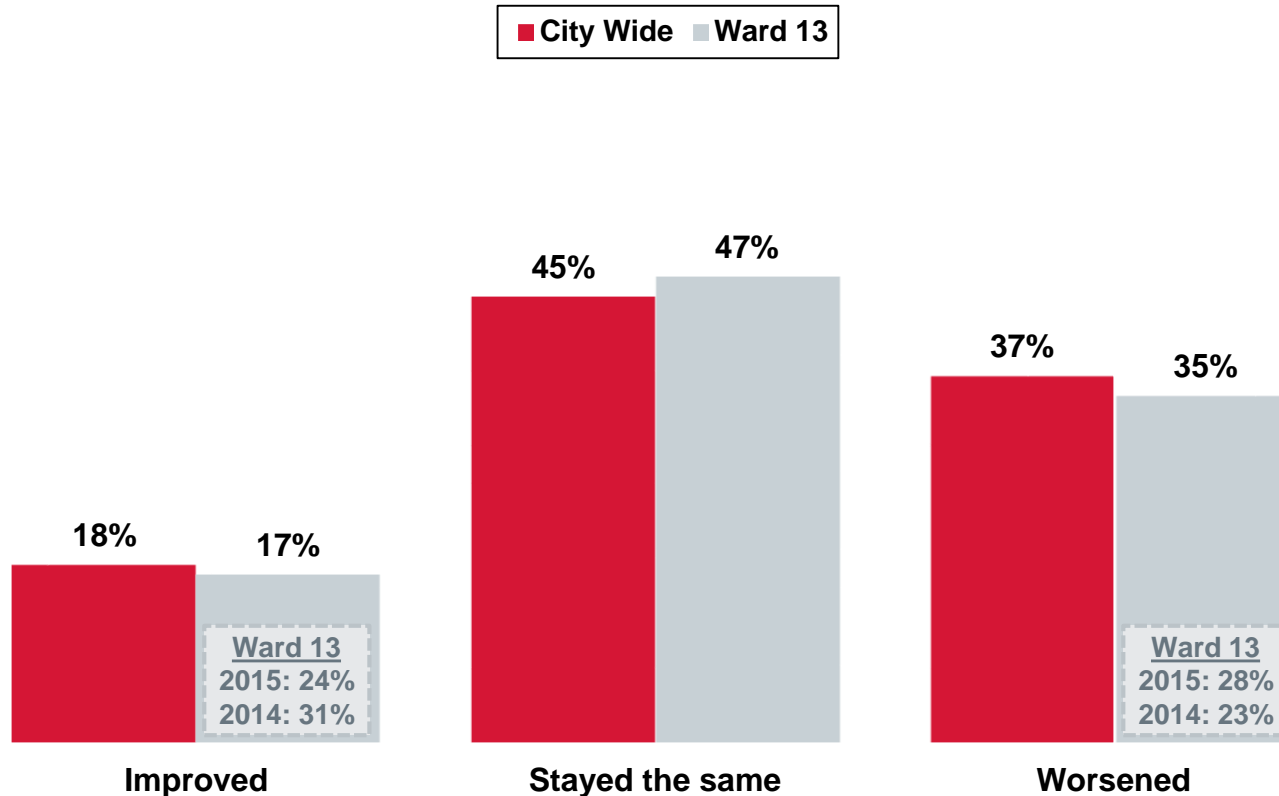


*Rounding

On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good” how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,497 / Ward 13: n=171)

Perceived Change in the Quality of Life in Calgary



And, do you feel that the quality of life in the city of Calgary in the past three years has ...?

Base: Valid respondents (City Wide: n=2,469 / Ward 13: n=171)

Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 13

Transportation (NET)	25%	22%	33%
Better traffic management	7%	6%	14%
Improvement/ maintenance of existing roads	6%	4%	15%
Infrastructure (unspecified)	3%	5%	
Employment, Cost of Living & Homelessness (NET)	23%	19%	
Improve job creation/ employment	13%	14%	3%
Expand affordable housing/ rent	4%	2%	
Government (NET)	21%	21%	11%
Reduce taxes	9%	10%	
Tax spending/ city budget	5%	5%	
Recreation & Community Services (NET)	18%	12%	
Parks/ green-space improvement	5%	4%	
Building of community centres/ recreation facilities	4%	5%	
Transit (NET)	17%	19%	
Improve public transportation (unspecified)	6%	10%	
Improve bus/ train schedule/ service	5%	5%	
Crime, Safety & Policing (NET)	9%	12%	
Control crime and safety	5%	6%	
More policing/ patrolling	4%	4%	
Growth & Planning (NET)	5%	2%	
Education (NET)	3%	0%	6%
Environment (NET)	3%	3%	
Health (NET)	3%	2%	
Other	8%	5%	
Nothing	17%	21%↑	

Total mentions <3%
are not shown

Note: A "NET" is a combination of 2 or more mentions that cover a specific theme

Thinking about all of the different things that contribute to the quality of life in Calgary, what specific actions do you think The City of Calgary could take to improve the quality of life?

Ward 13 2015

Base: Valid respondents (City Wide: n=2,409 / Ward 13: n=160)

Sustainability Metrics: Connectedness and Inclusivity

■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

I am proud to be a Calgarian

City Wide



90%

Ward 13



91%

I am proud to live in my neighbourhood

City Wide



88%

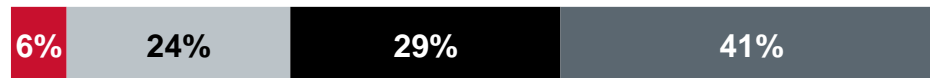
Ward 13



90%

I am regularly involved in neighbourhood and local community events

City Wide



30%

Ward 13



32%

The City of Calgary municipal government fosters a city that is inclusive and accepting of all

City Wide



81%

Ward 13



84%

Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree".

Base: Valid respondents (Bases vary)

Sustainability: Making a Life, Making a Living and Direction for the Future

■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

Calgary is a great place to make a life

City Wide

20%

62%

13%

5%

82%

Ward 13

21%

60%

14%

5%

81%

Calgary is a great place to make a living

City Wide

15%

50%

23%

12%

65%

Ward 13

11%

50%

26%

13%

61%

82%

Calgary is moving in the right direction to ensure a high quality of life for future generations

City Wide

10%

56%

22%

12%

66%

Ward 13

11%

54%

23%

12%

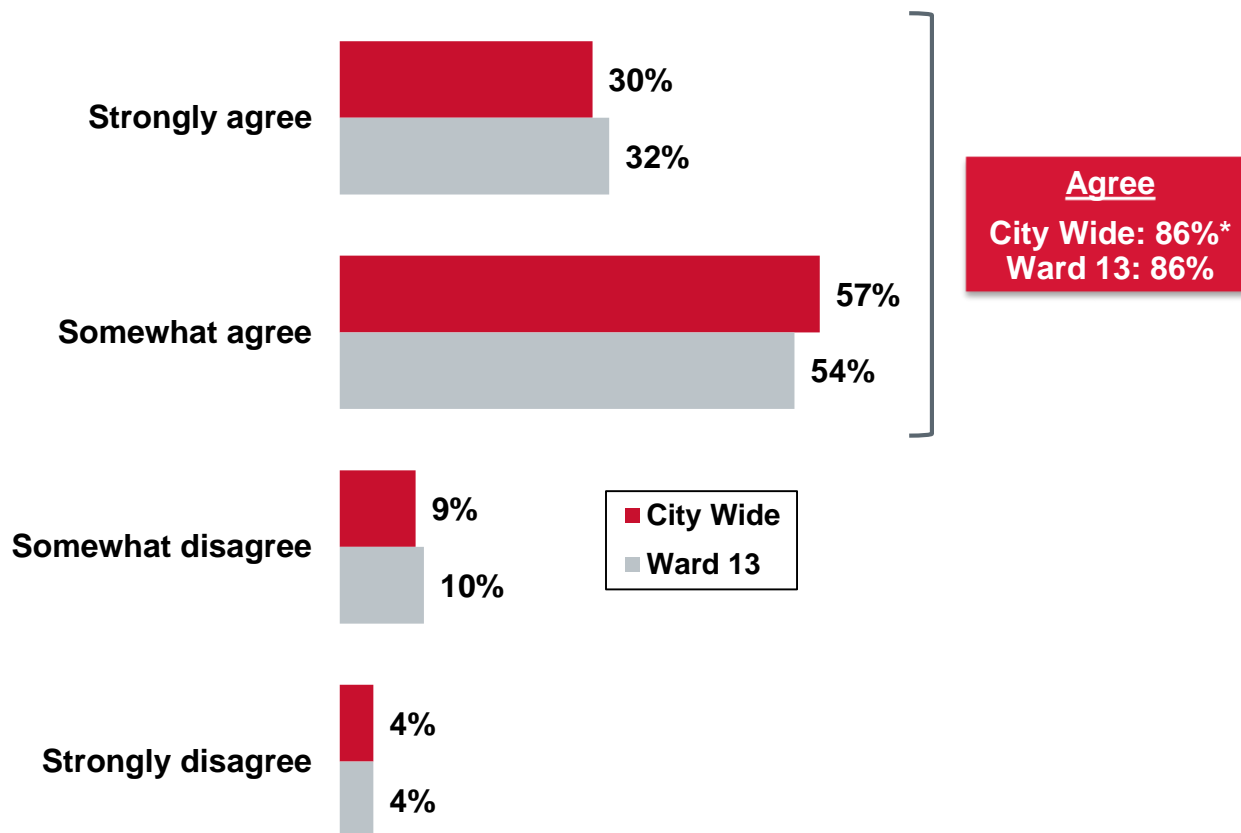
65%

Ward 13 2015

Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree".

Base: Valid respondents (Bases vary)

Calgary: On the Right Track to Being a Better City?

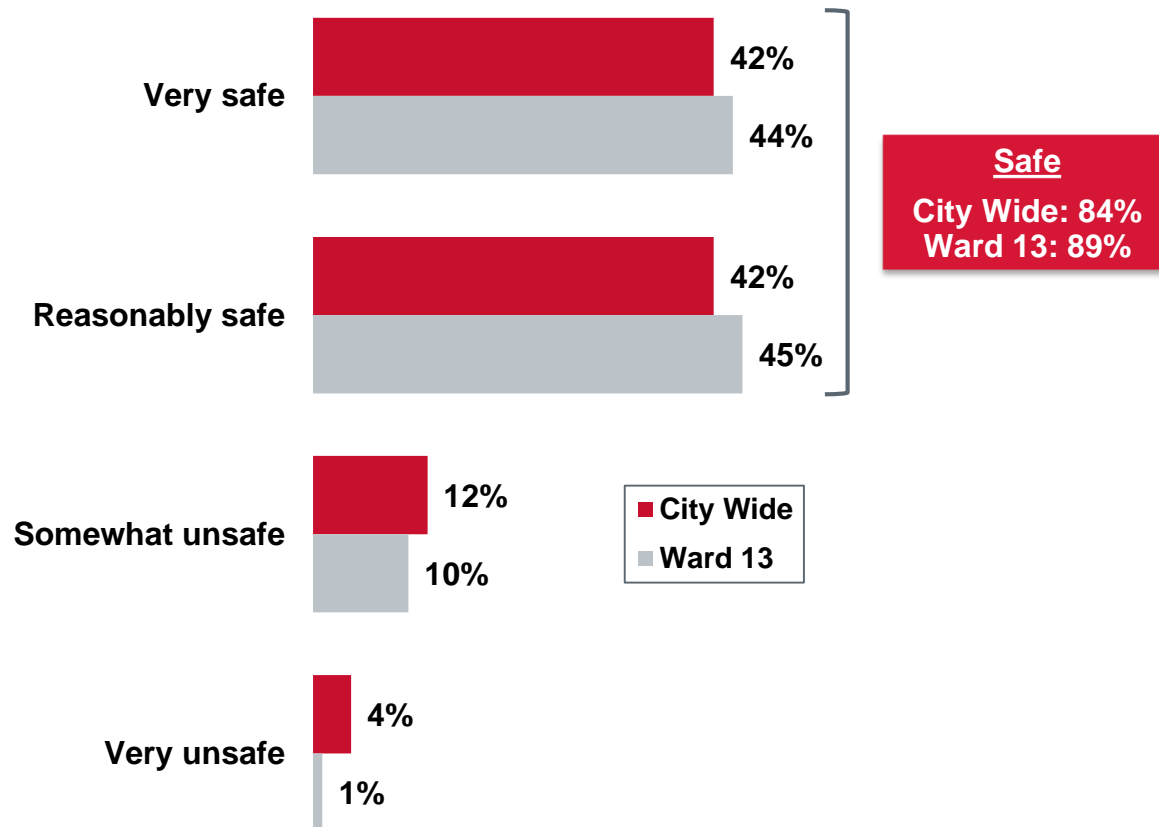


*Rounding

There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.

Base: Valid respondents (City Wide: n=2,485 / Ward 13: n=171)

Perceived Safety in Own Neighbourhood



How safe do you feel or would you feel walking alone in your neighbourhood after dark?

Base: Valid respondents (City Wide: n=2,494 / Ward 13: n=171)



City Programs and Services

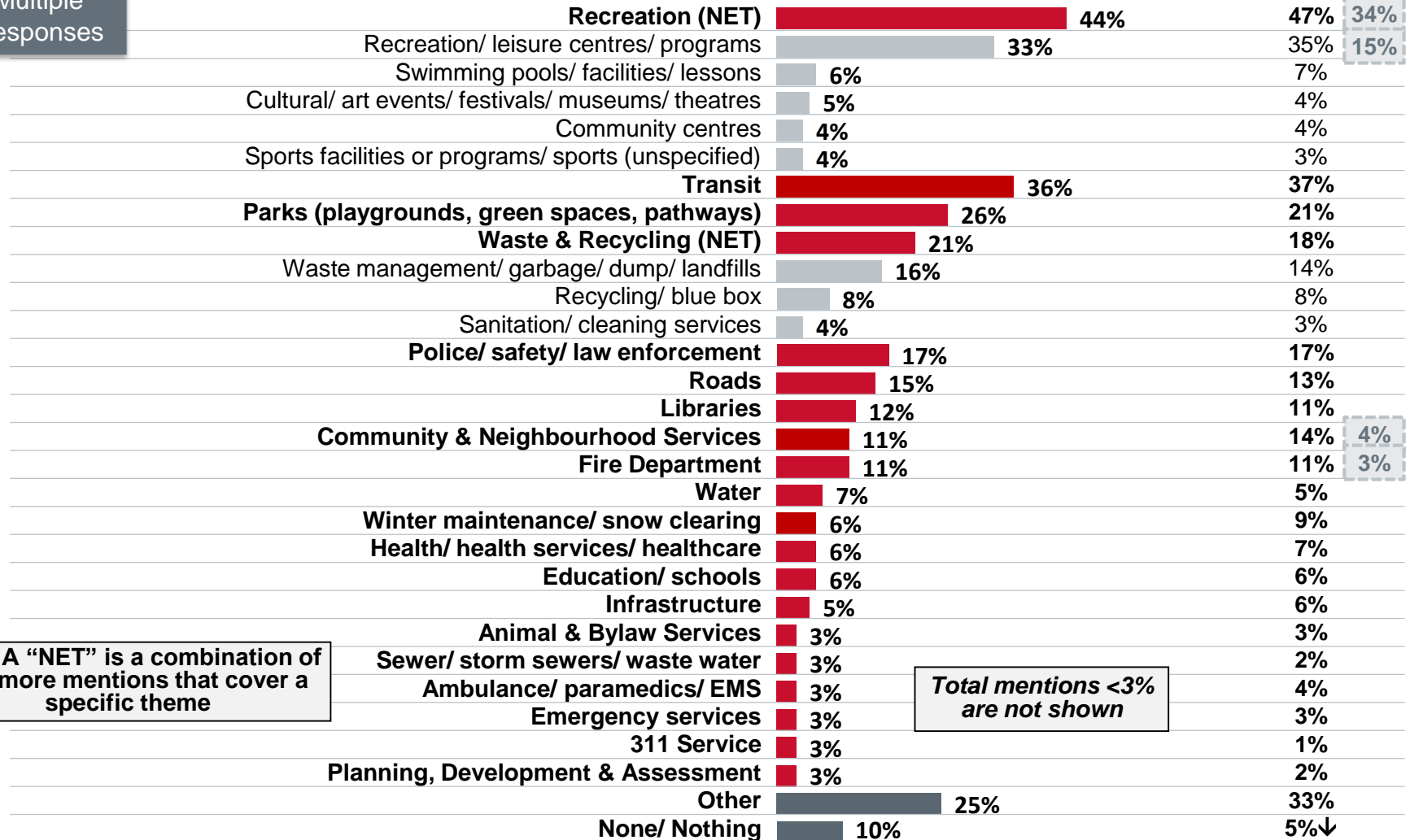


Top-of-Mind Programs and Services

Multiple
Responses

City Wide

Ward 13

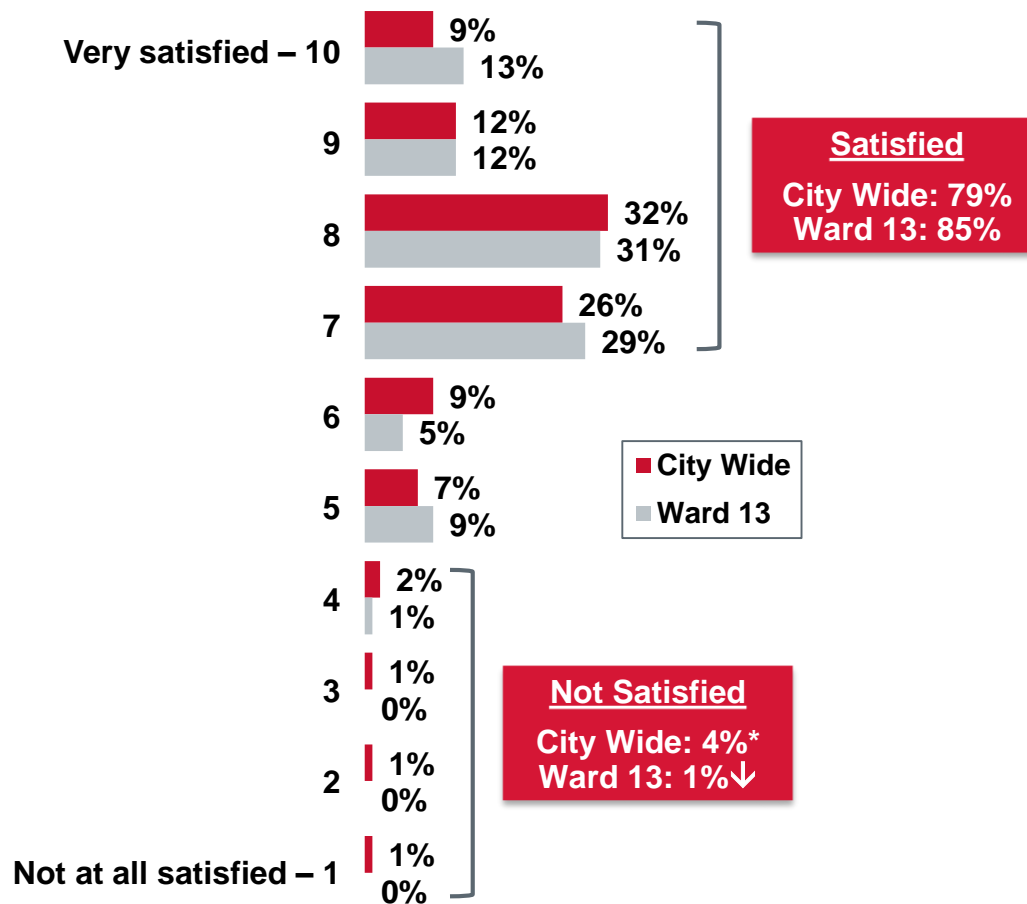


Ward 13 2015

Thinking about all of the services and programs provided by The City of Calgary, what services come to mind?

Base: Valid respondents (City Wide: n=2,381 / Ward 13: n=168)

Overall Satisfaction with the Level and Quality of City Services and Programs

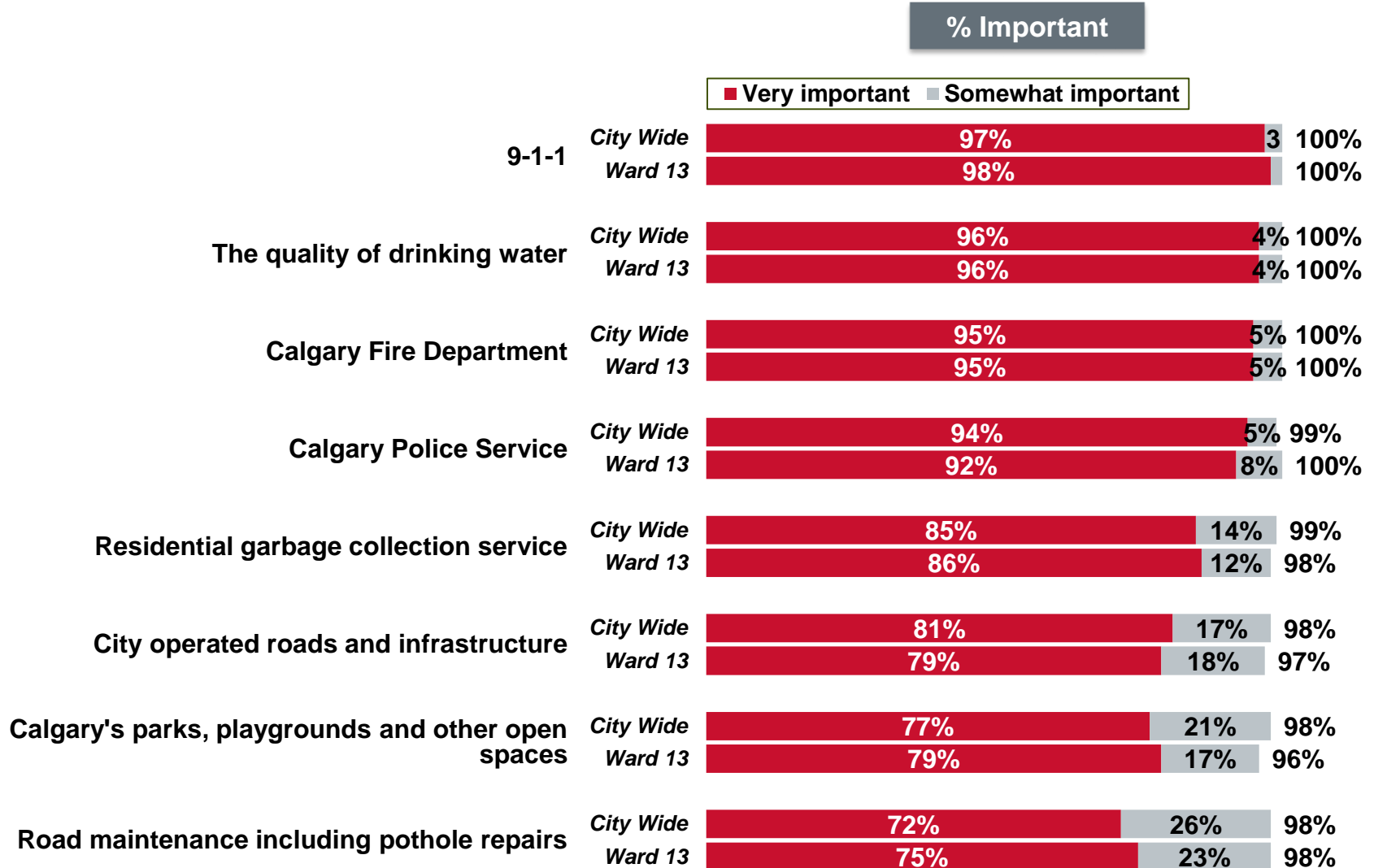


*Rounding

On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,479 / Ward 13: n=170)

Importance of City Programs and Services



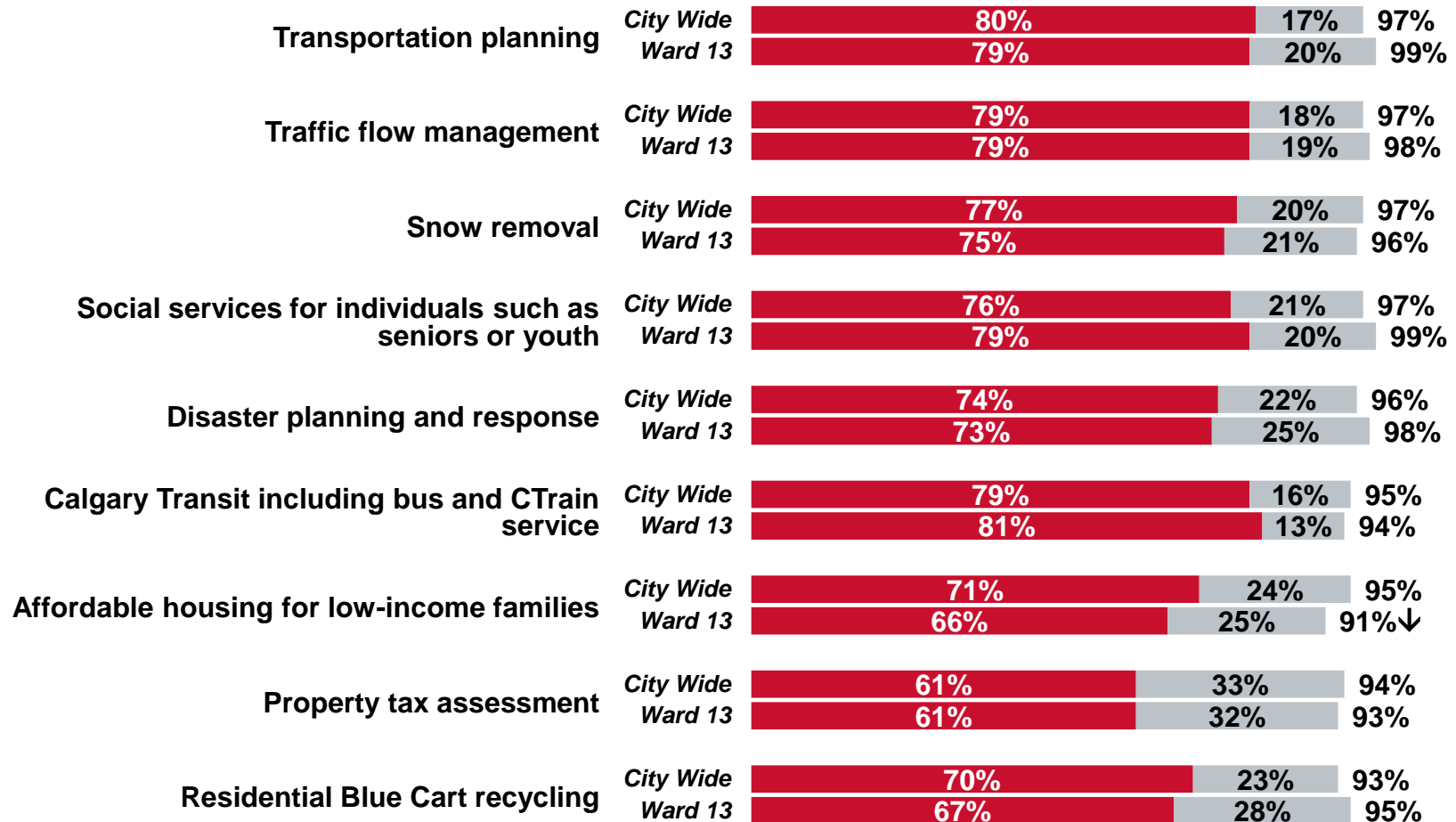
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

Importance of City Programs and Services (continued)

% Important

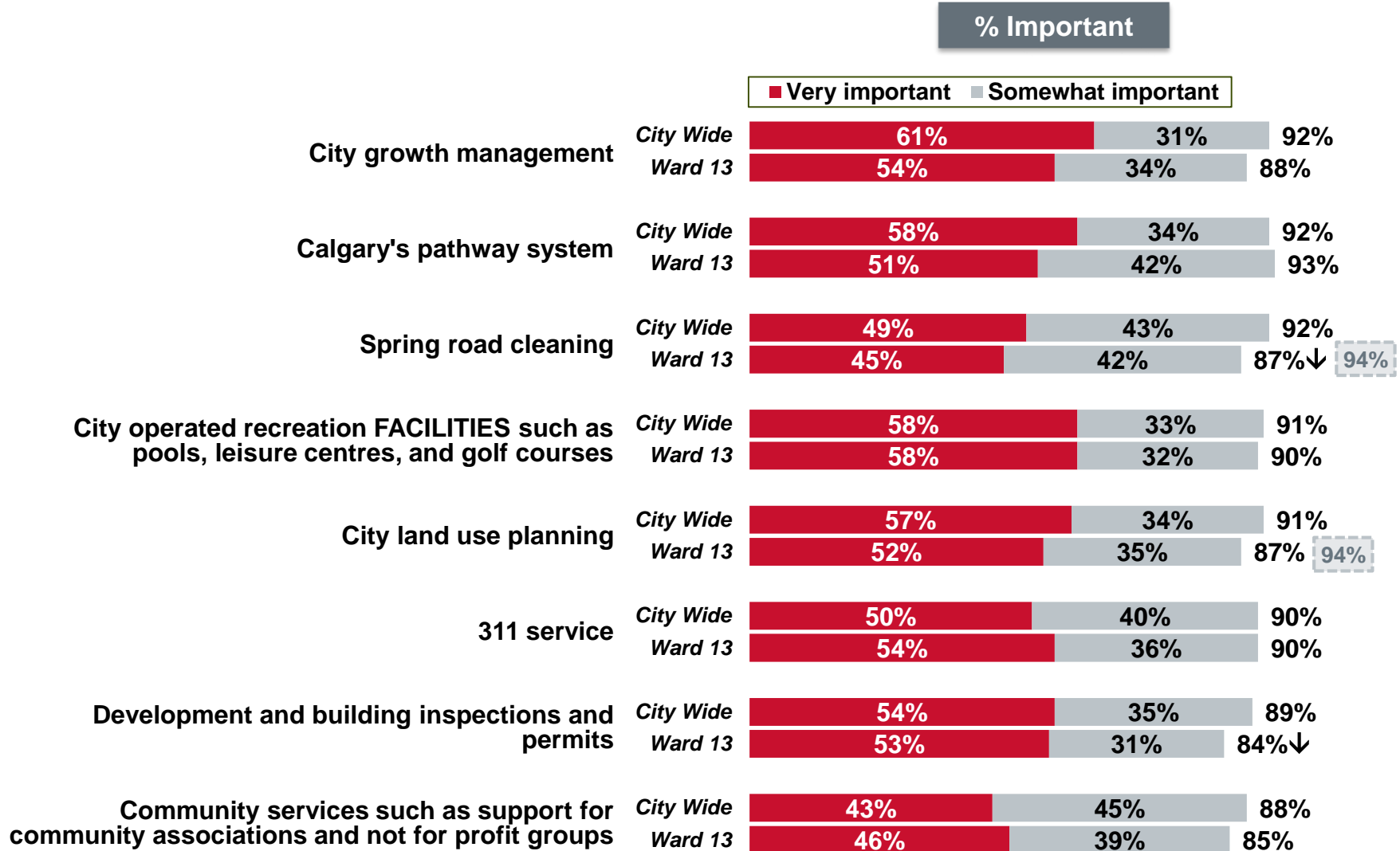
■ Very important ■ Somewhat important



*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

Importance of City Programs and Services (continued)

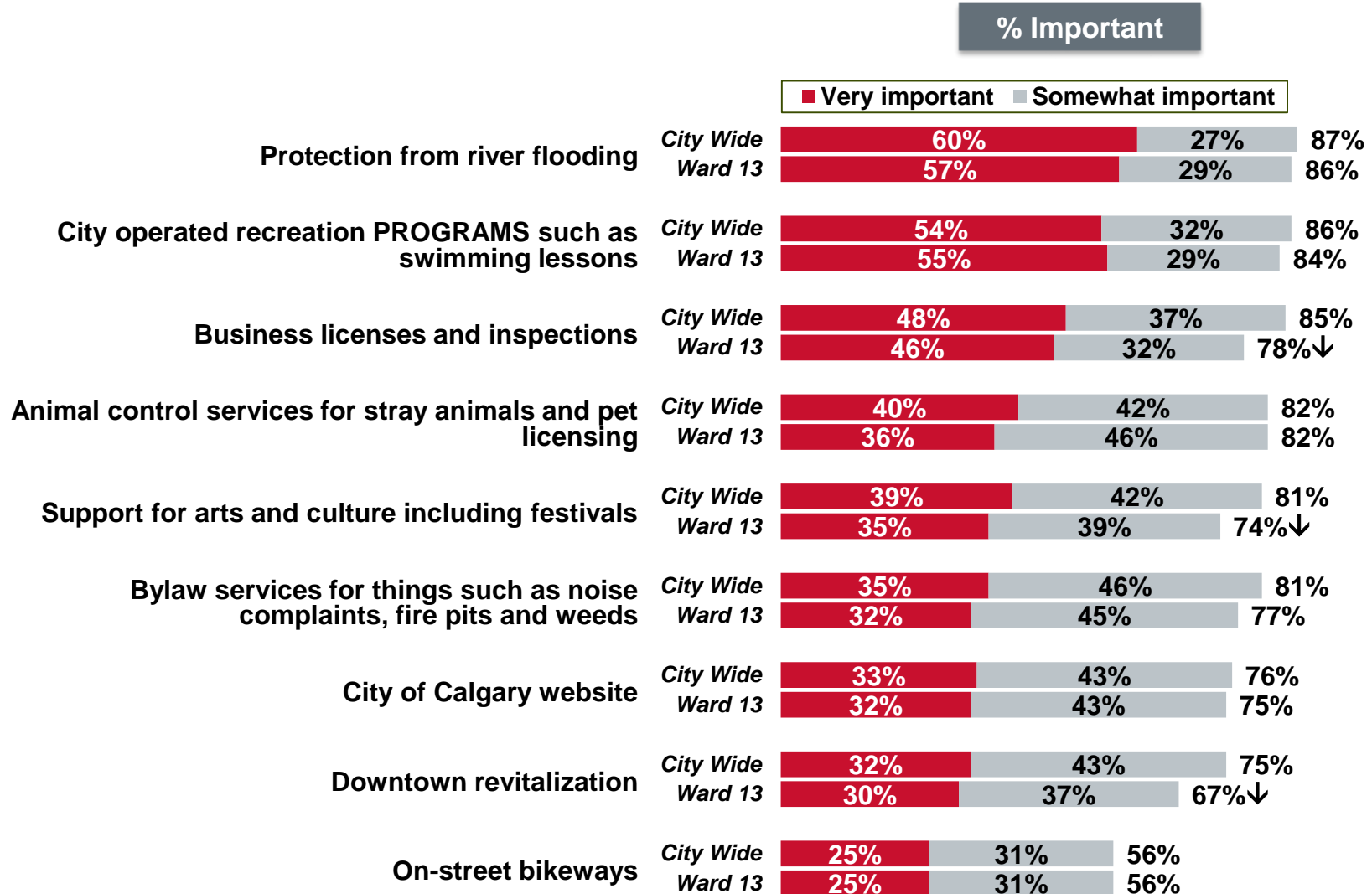


*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.*

Ward 13 2015

Base: Valid respondents (Bases vary)

Importance of City Programs and Services (continued)



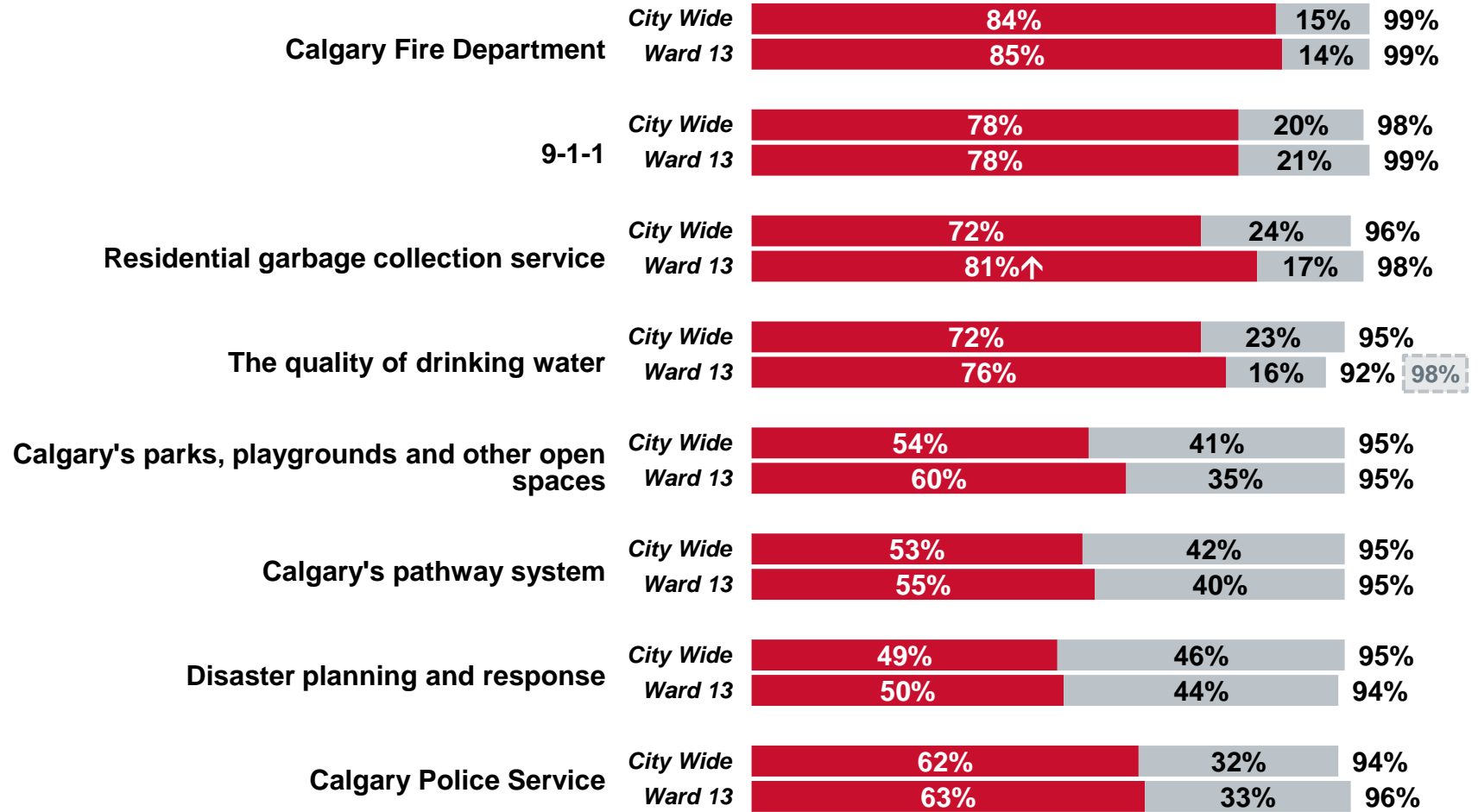
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

Satisfaction with City Programs and Services

% Satisfied

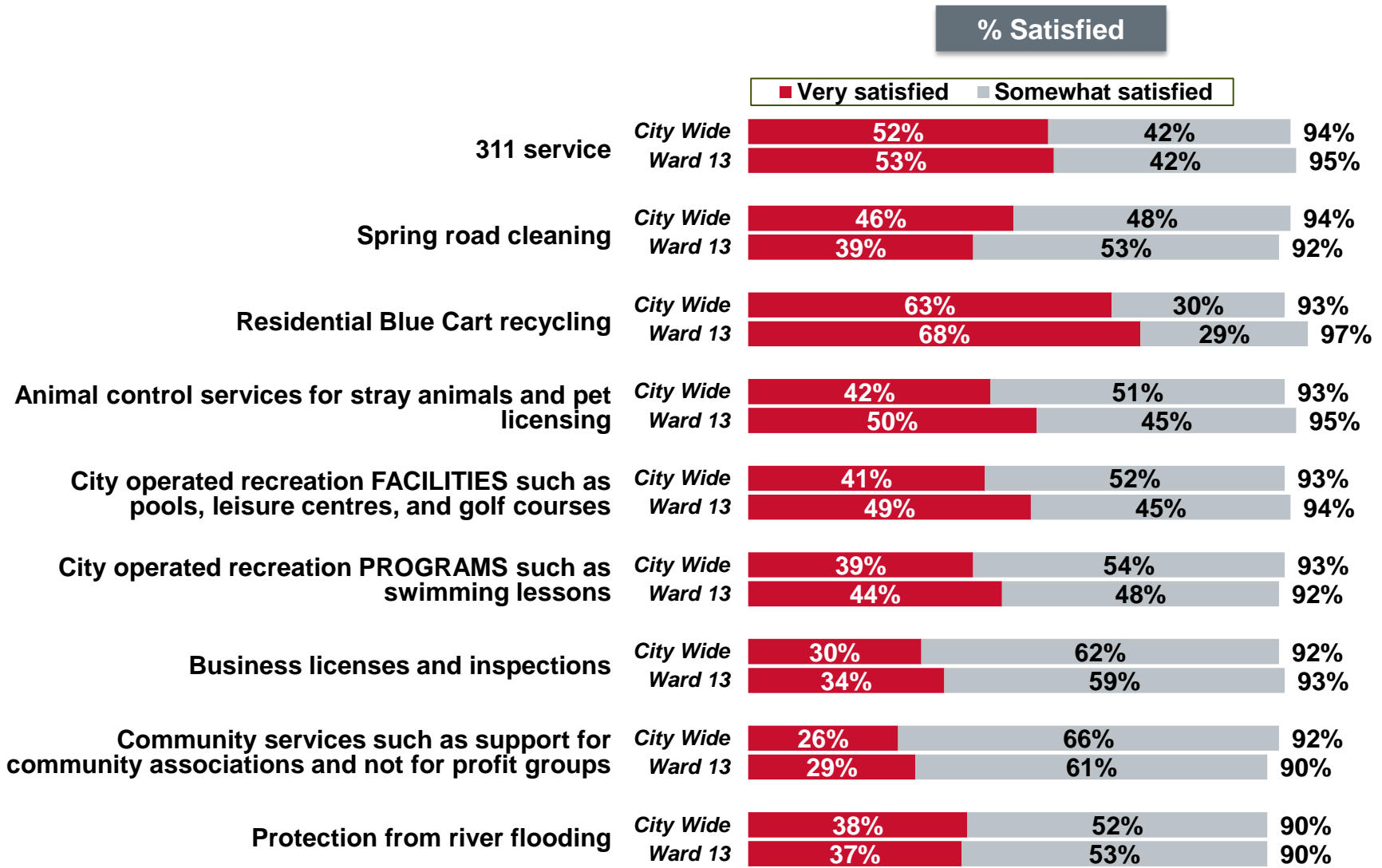
■ Very satisfied ■ Somewhat satisfied



*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*
Base: Valid respondents (Bases vary)

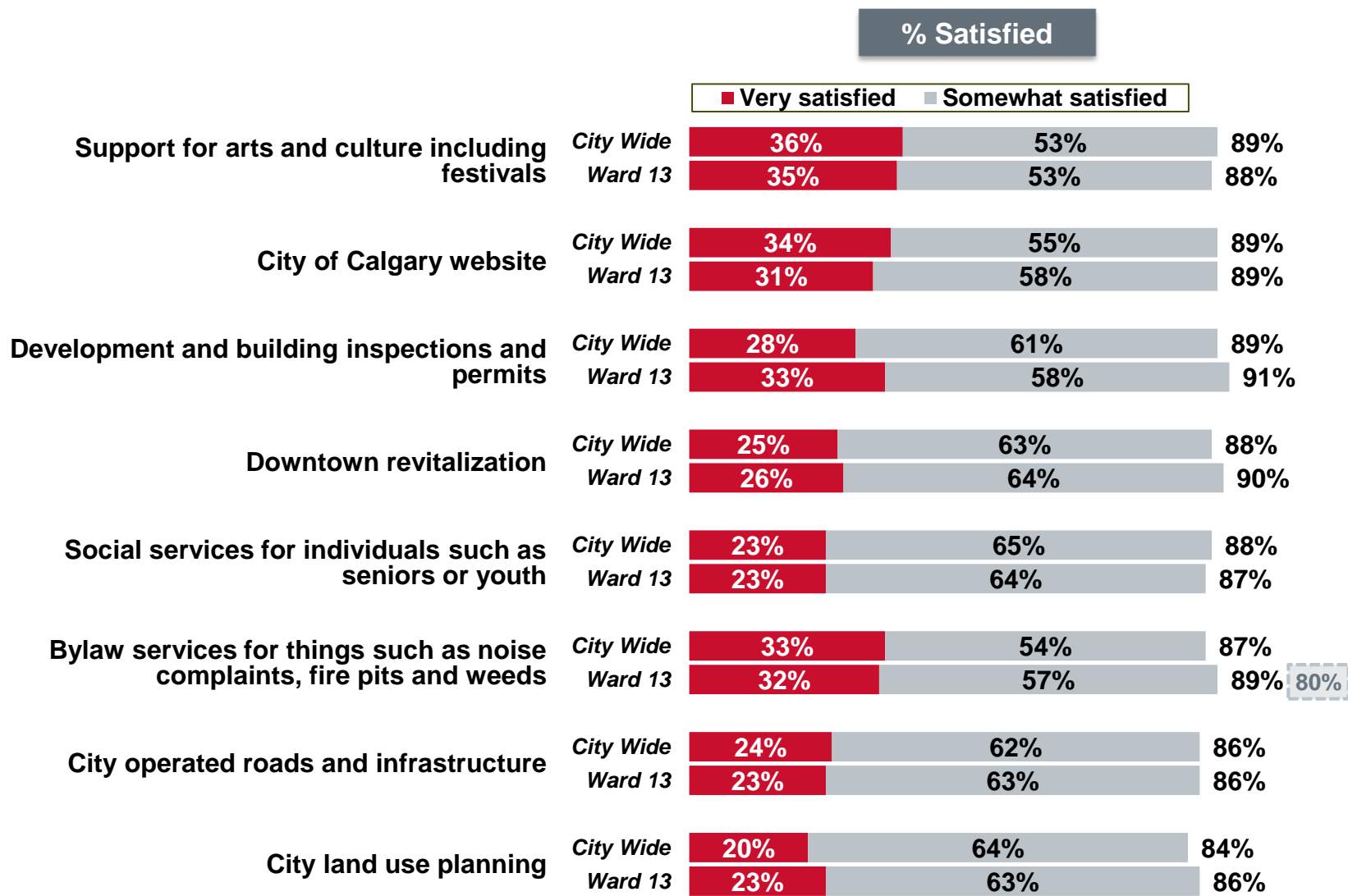
Ward 13 2015

Satisfaction with City Programs and Services (continued)



*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*
Base: Valid respondents (Bases vary)

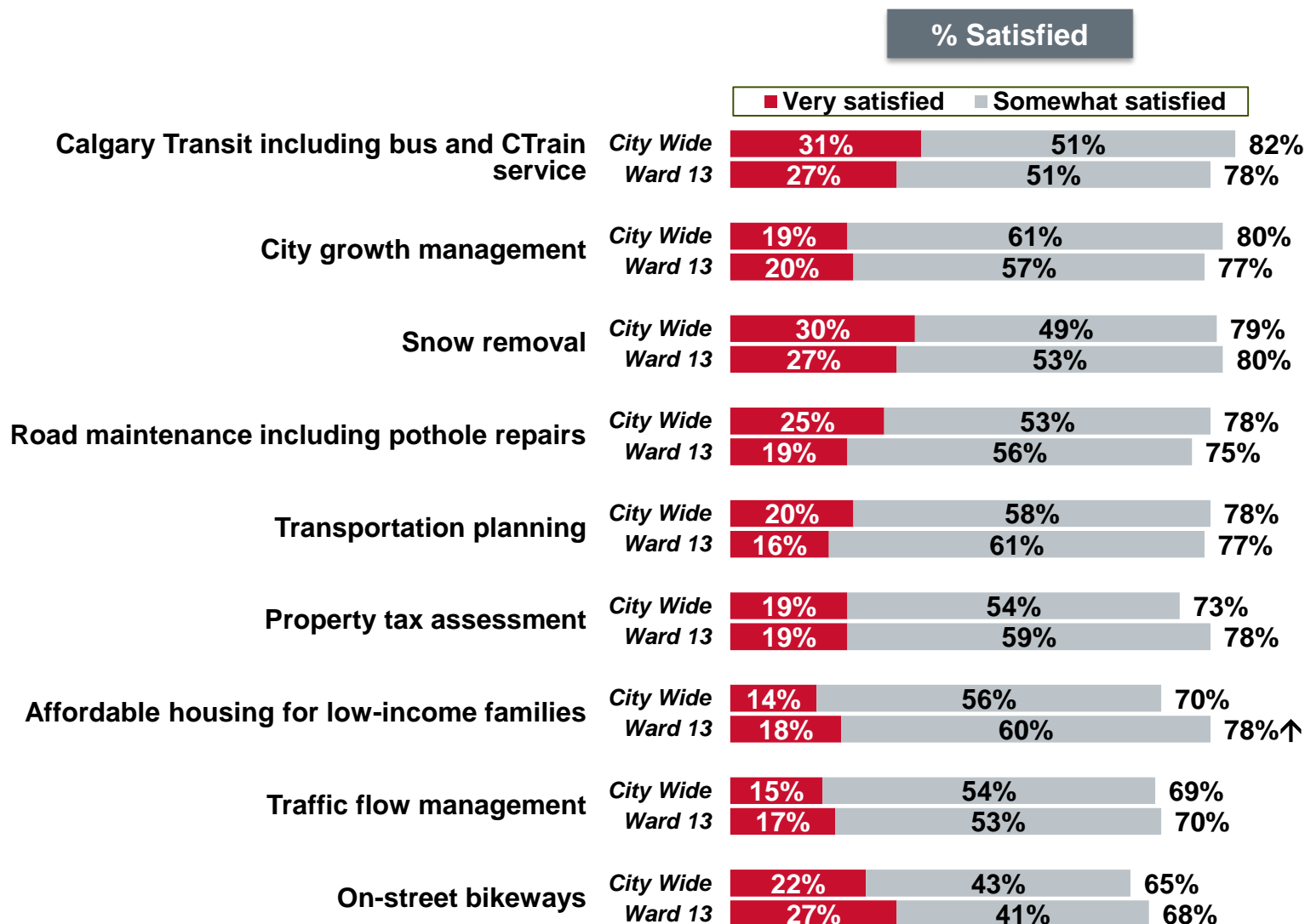
Satisfaction with City Programs and Services (continued)



*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*
Base: Valid respondents (Bases vary)

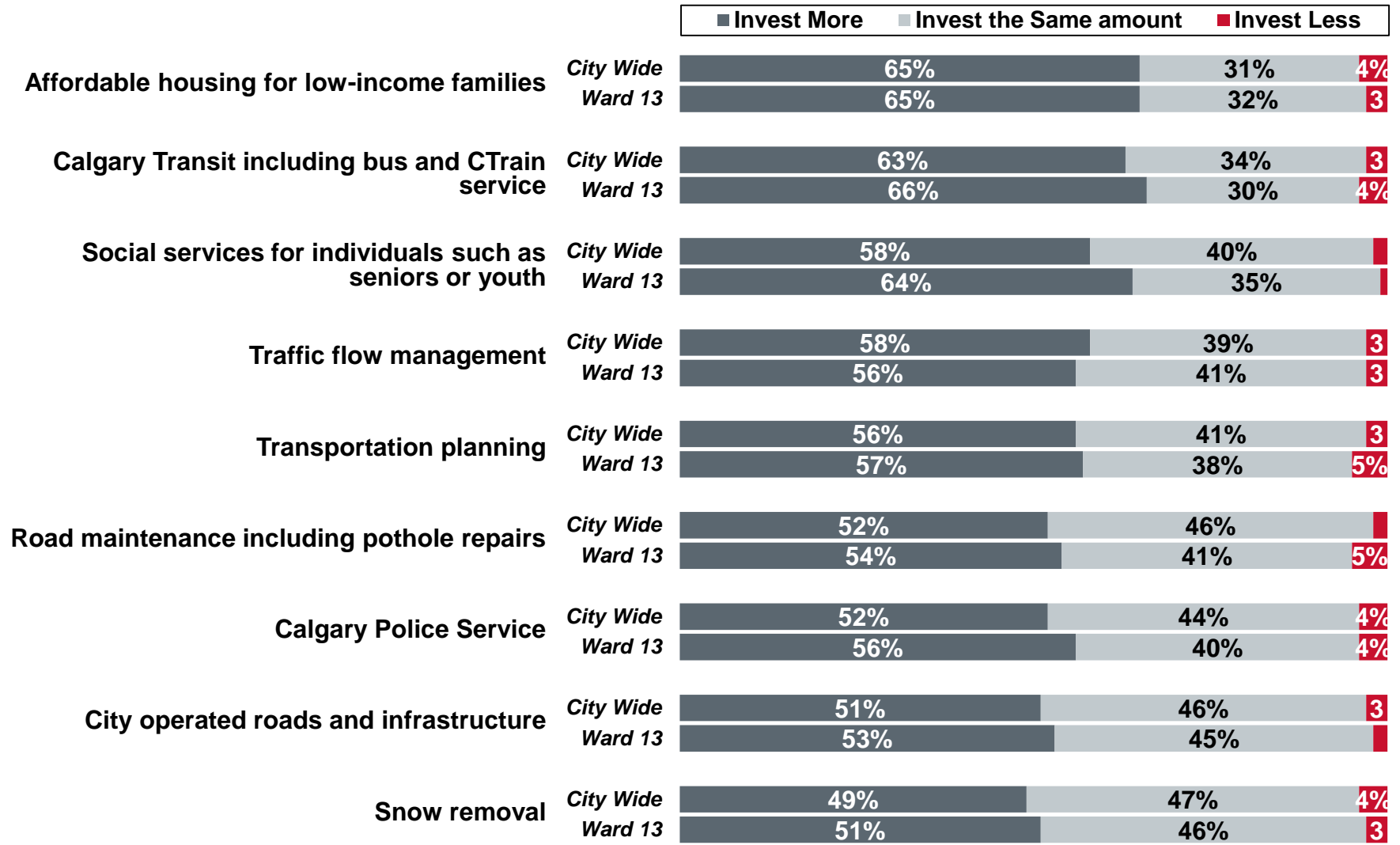
Ward 13 2015

Satisfaction with City Programs and Services (continued)



*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*
Base: Valid respondents (Bases vary)

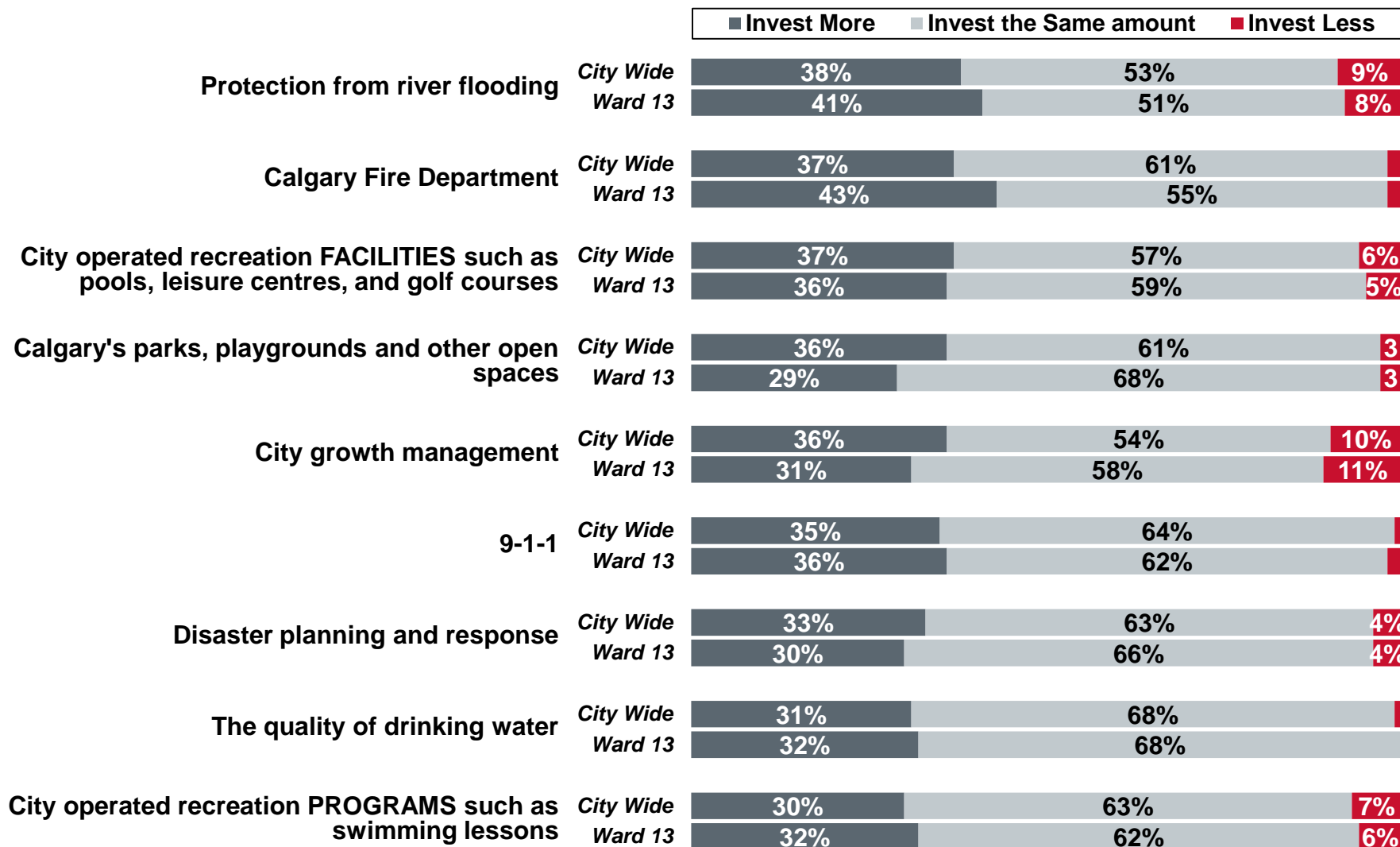
Investment in City Programs and Services



*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me if you think The City should invest more, less or the same amount on the program or service.*
Base: Valid respondents (Bases vary)

Investment in City Programs and Services

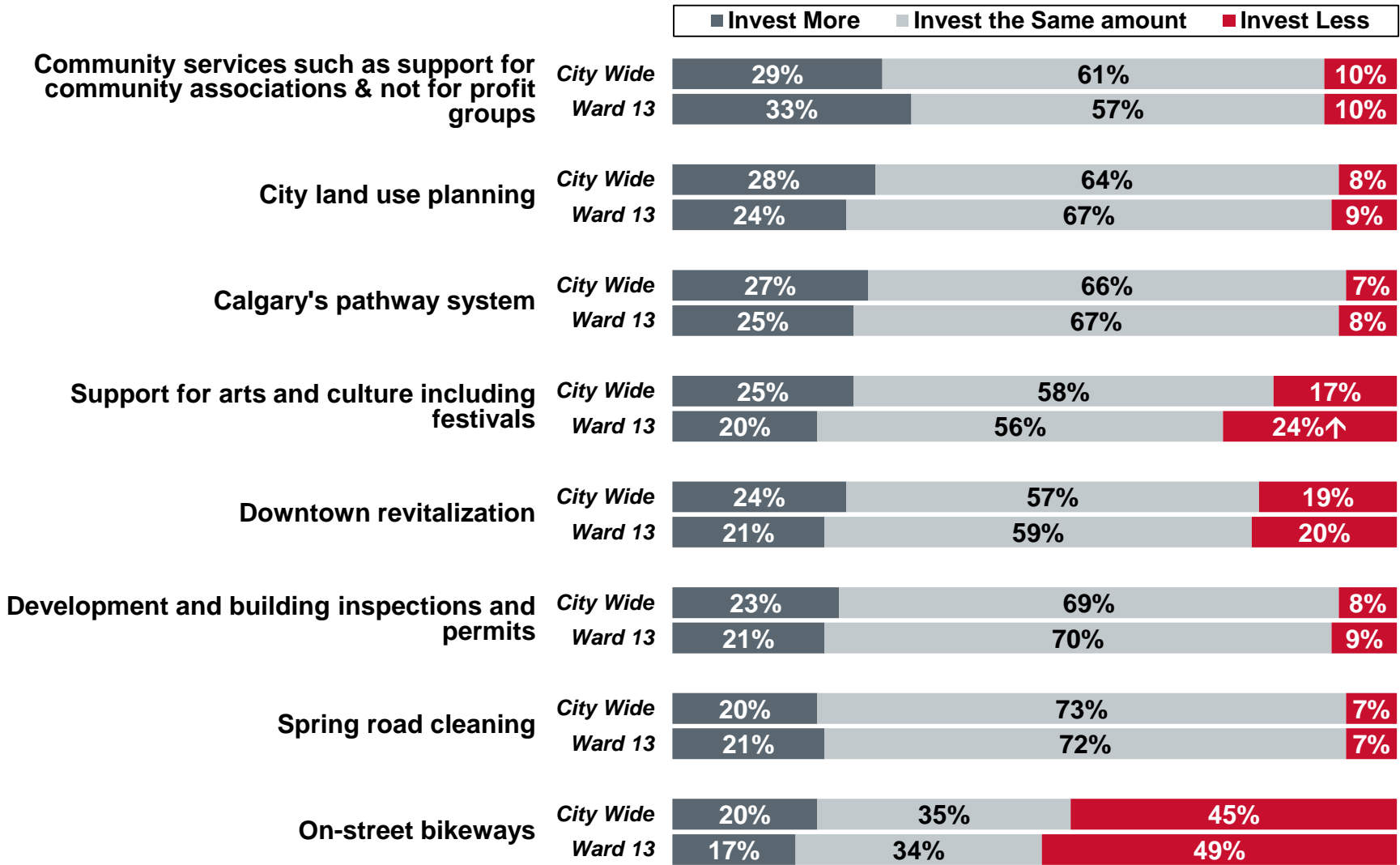
(continued)



*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me if you think The City should invest more, less or the same amount on the program or service.*
Base: Valid respondents (Bases vary)

Investment in City Programs and Services

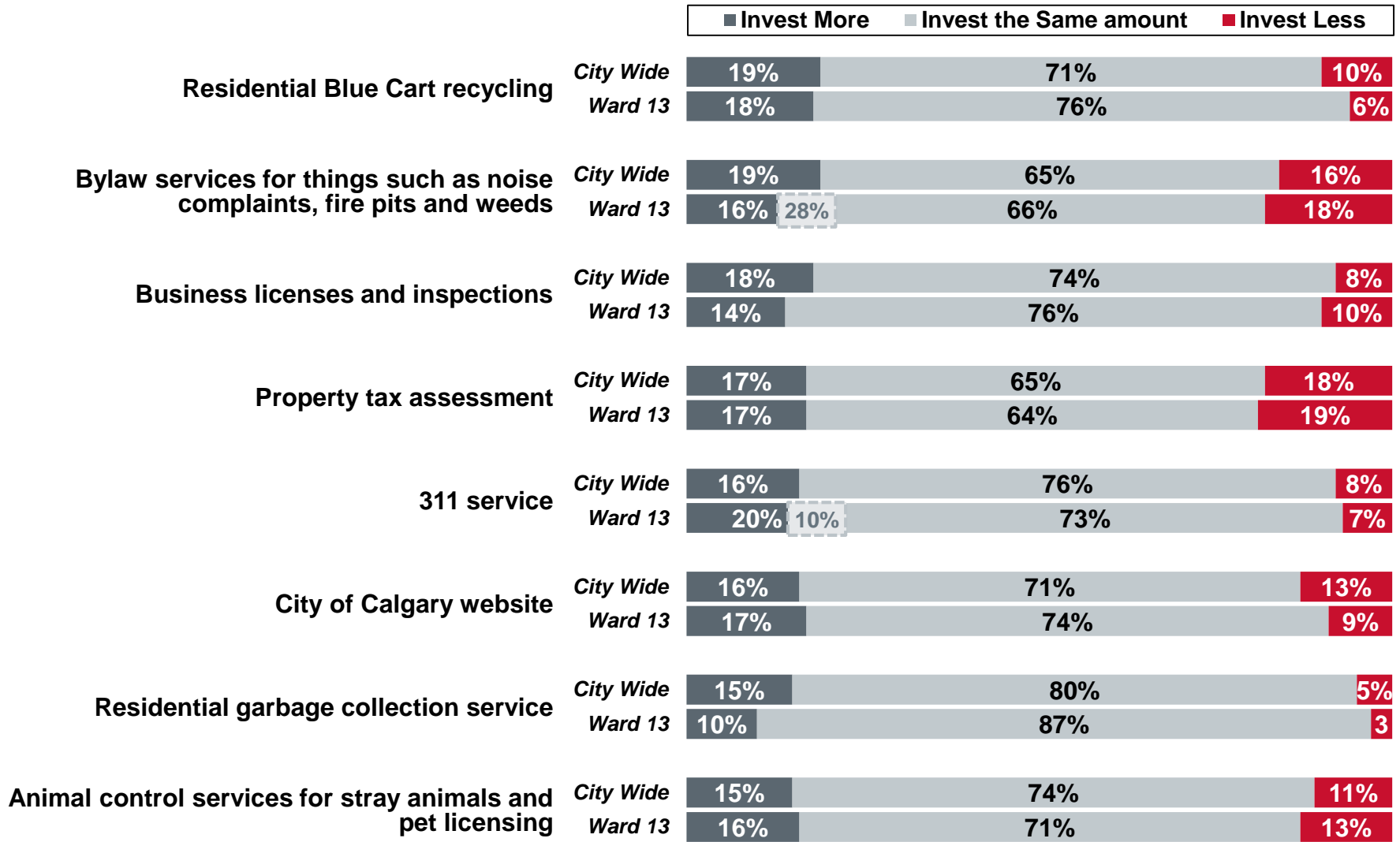
(continued)



*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me if you think The City should invest more, less or the same amount on the program or service.*
Base: Valid respondents (Bases vary)

Investment in City Programs and Services

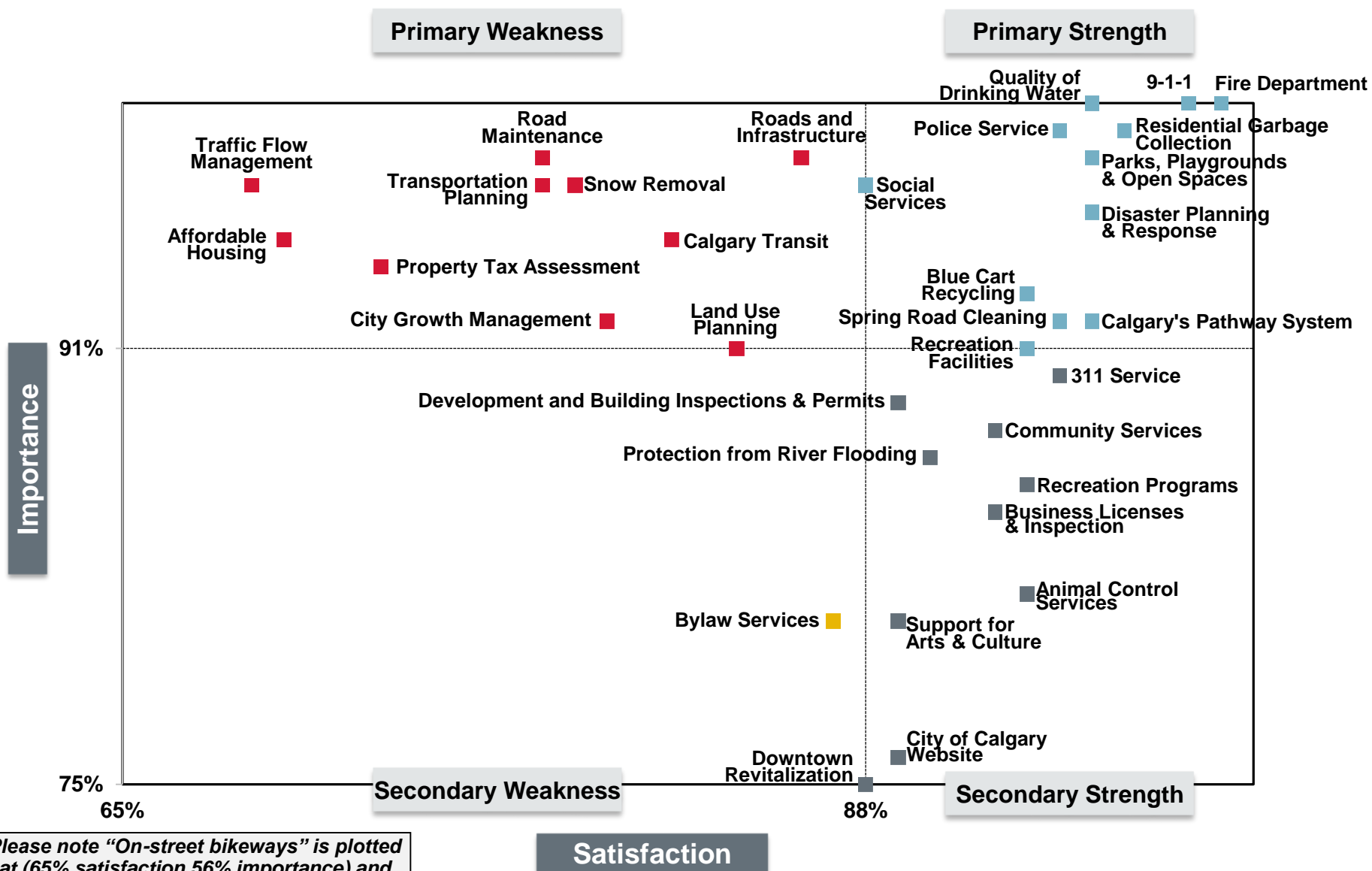
(continued)



Ward 13 2015

I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me if you think The City should invest more, less or the same amount on the program or service.
Base: Valid respondents (Bases vary)

Importance vs. Satisfaction Grid: City Wide



Importance vs. Satisfaction Grid: Ward 13

Primary Weakness

Primary Strength

Importance

89%

65%

65%

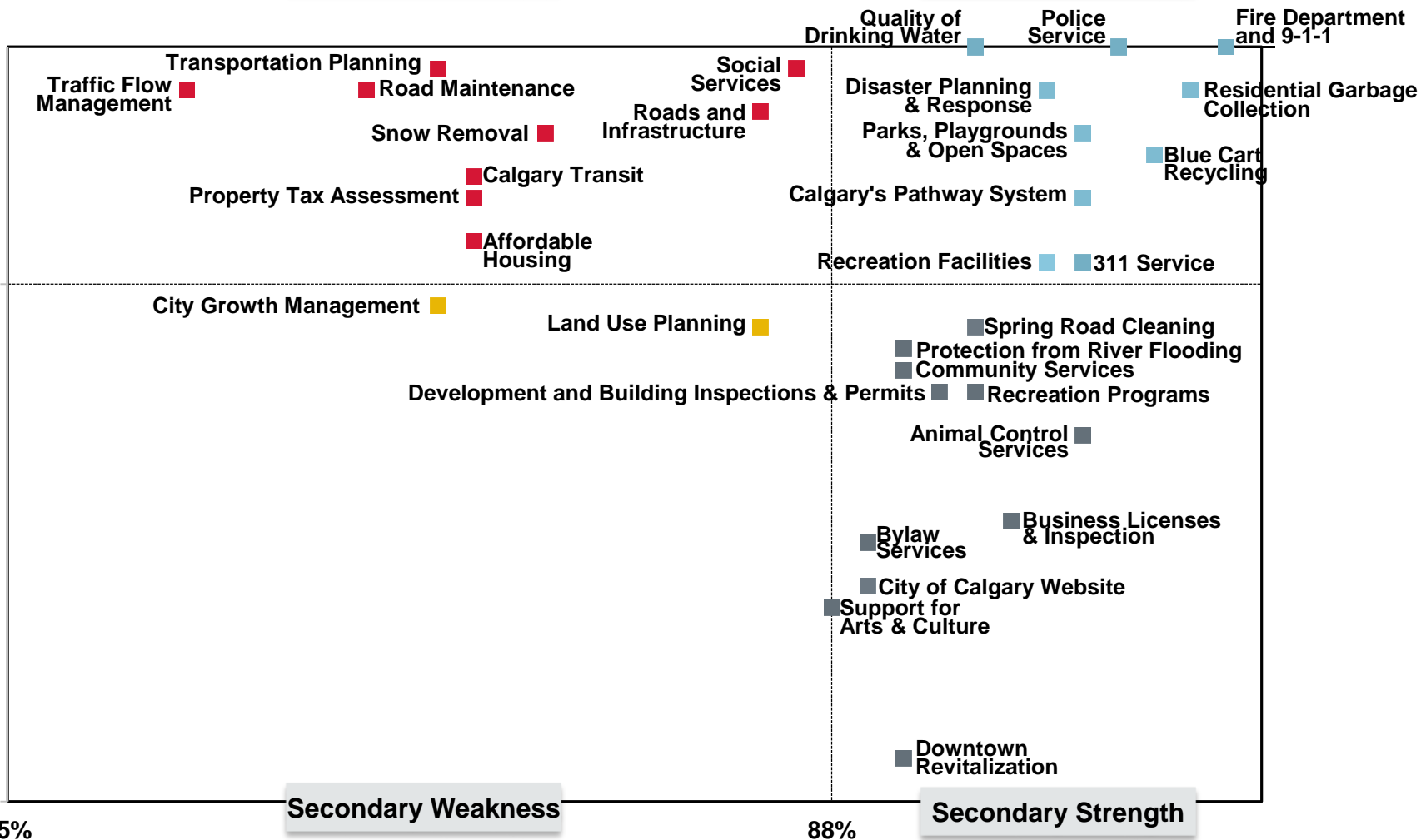
88%

Secondary Weakness

Secondary Strength

Satisfaction

Please note "On-street bikeways" is plotted at (68% satisfaction, 56% importance) and not illustrated on this graph.



Primary Strengths and Weaknesses: City Wide versus Ward 13

Please note: Only items that are primary strengths or primary weaknesses either City Wide or for the Ward are shown in the table.

Primary Strength

Primary Weakness

Neither (in another quadrant)

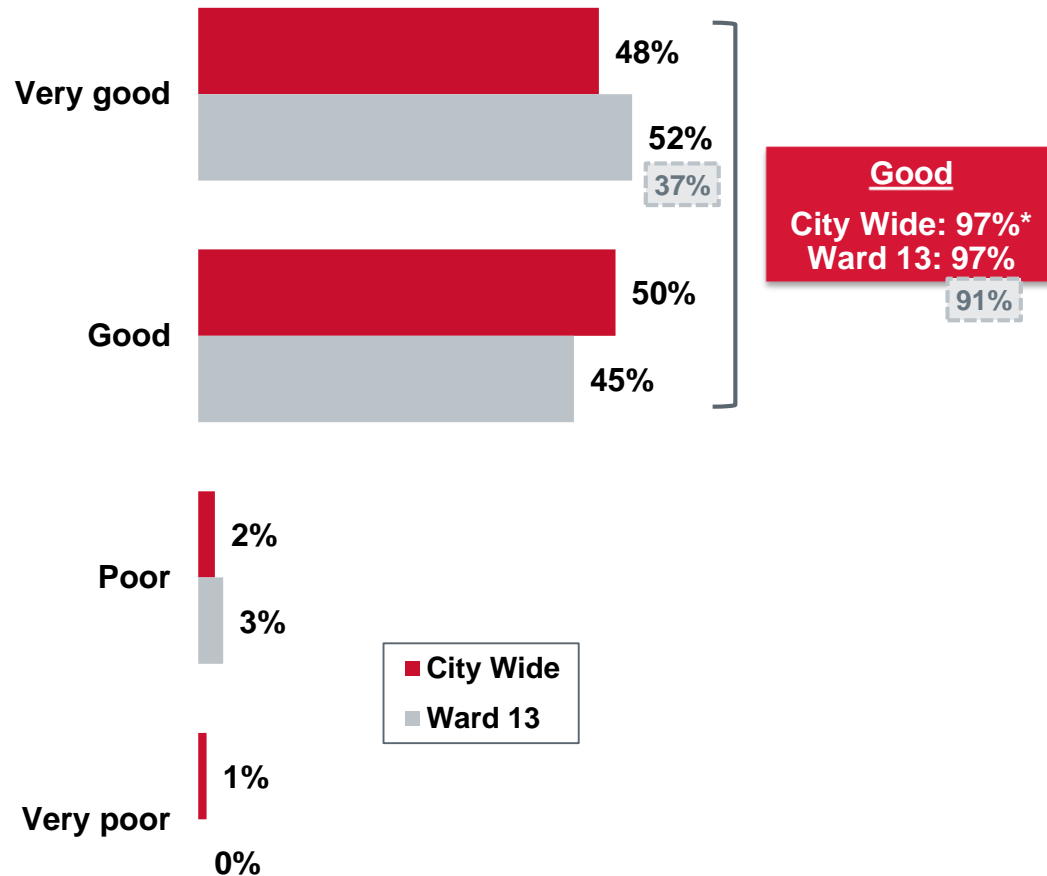
	City Wide	Ward 13
Fire Department		
9-1-1		
Residential Garbage Collection		
Quality of Drinking Water		
Police Service		
Parks, Playgrounds and Open Spaces		
Disaster Planning and response		
Calgary's Pathway System		
Spring Road Cleaning		
Blue Cart Recycling		
Recreation Facilities		
311 Service		
Social Services		
Traffic Flow Management		
Affordable Housing		
Property Tax Assessment		
Road Maintenance		
Transportation Planning		
Snow Removal		
City Growth Management		
Calgary Transit		
Roads and Infrastructure		
Land Use Planning		



Environmental Performance



Perceptions About Overall State of Calgary's Environment

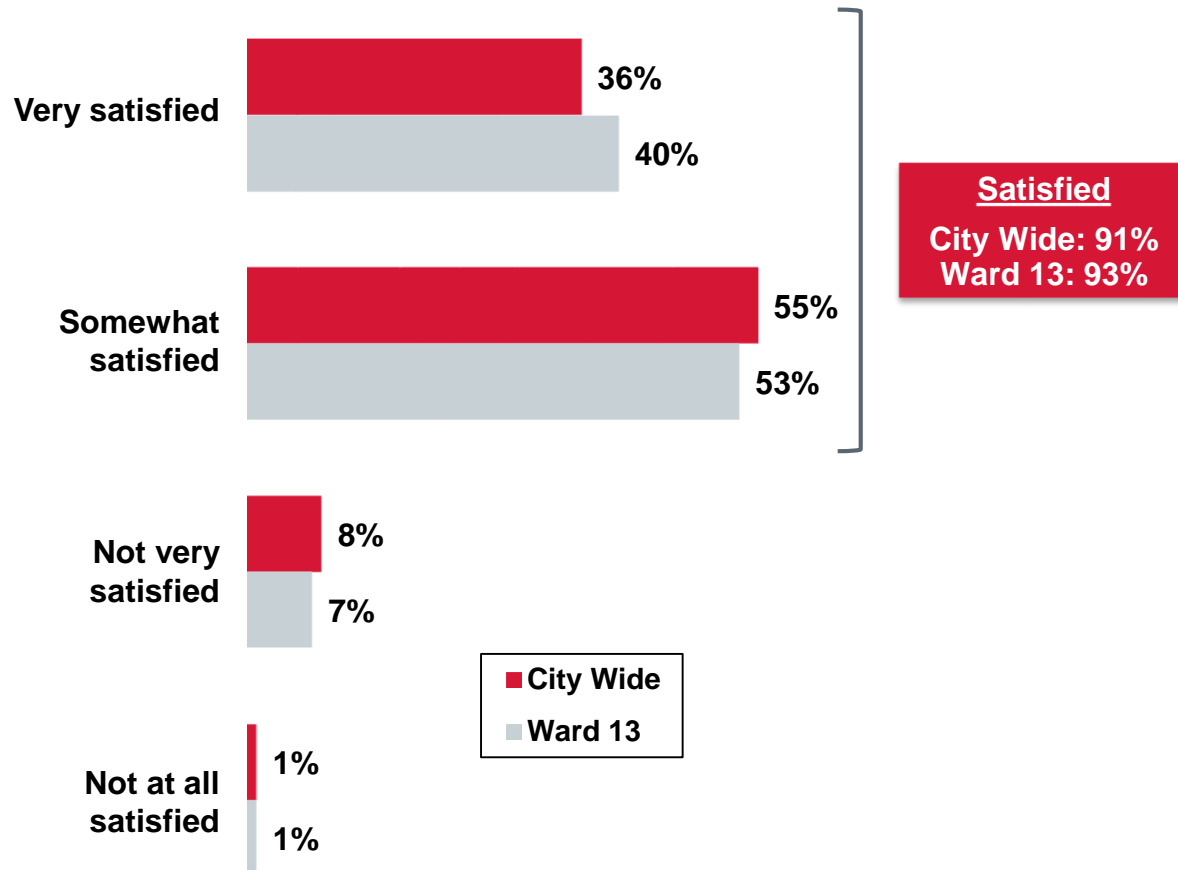


Ward 13 2015

*Rounding

Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?
Base: Valid respondents (City Wide: n=2,498 / Ward 13: n=171)

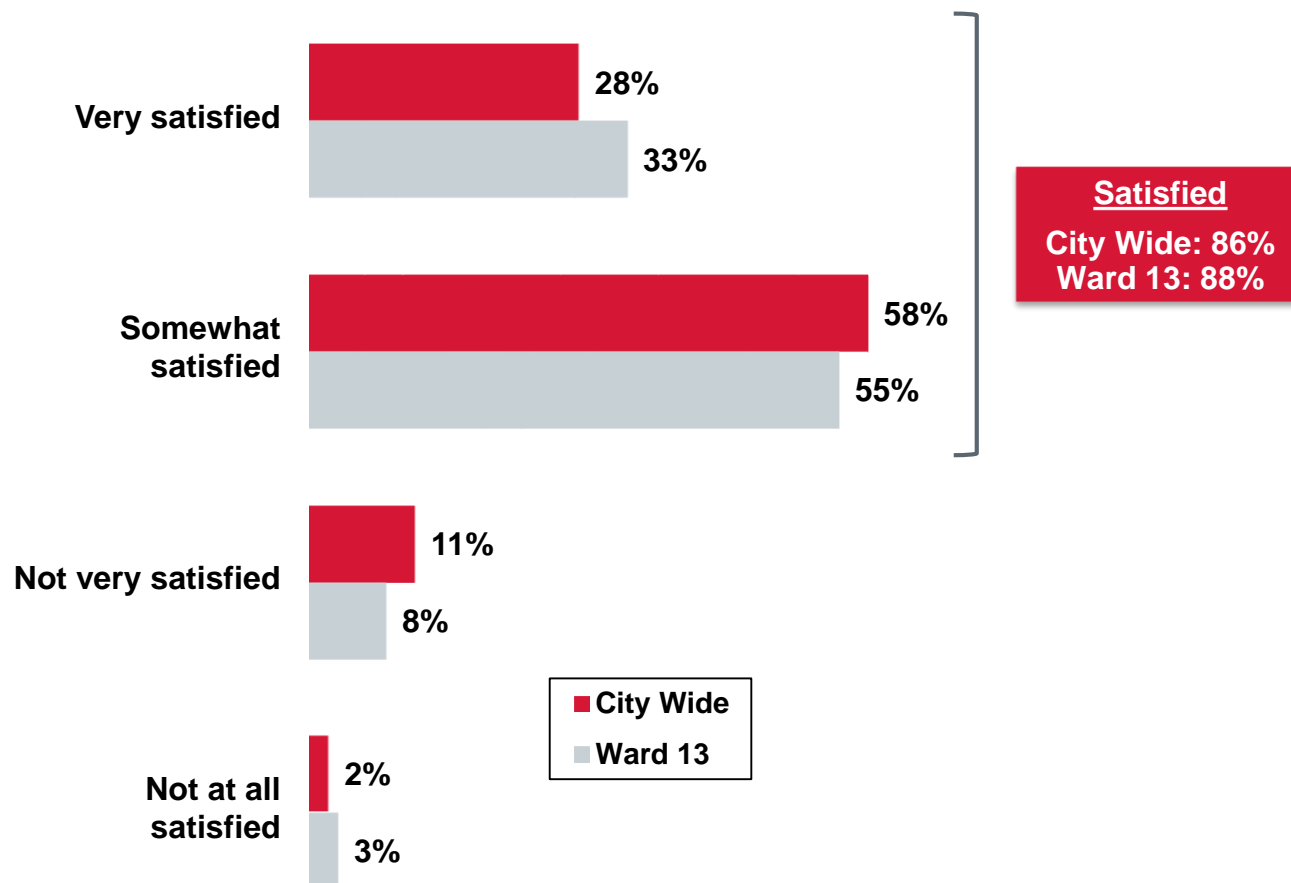
Satisfaction with The City's Environmental Performance



How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Base: Valid respondents (City Wide: n=2,469 / Ward 13: n=171)

Satisfaction with The City's Environmental Programs and Services



How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?

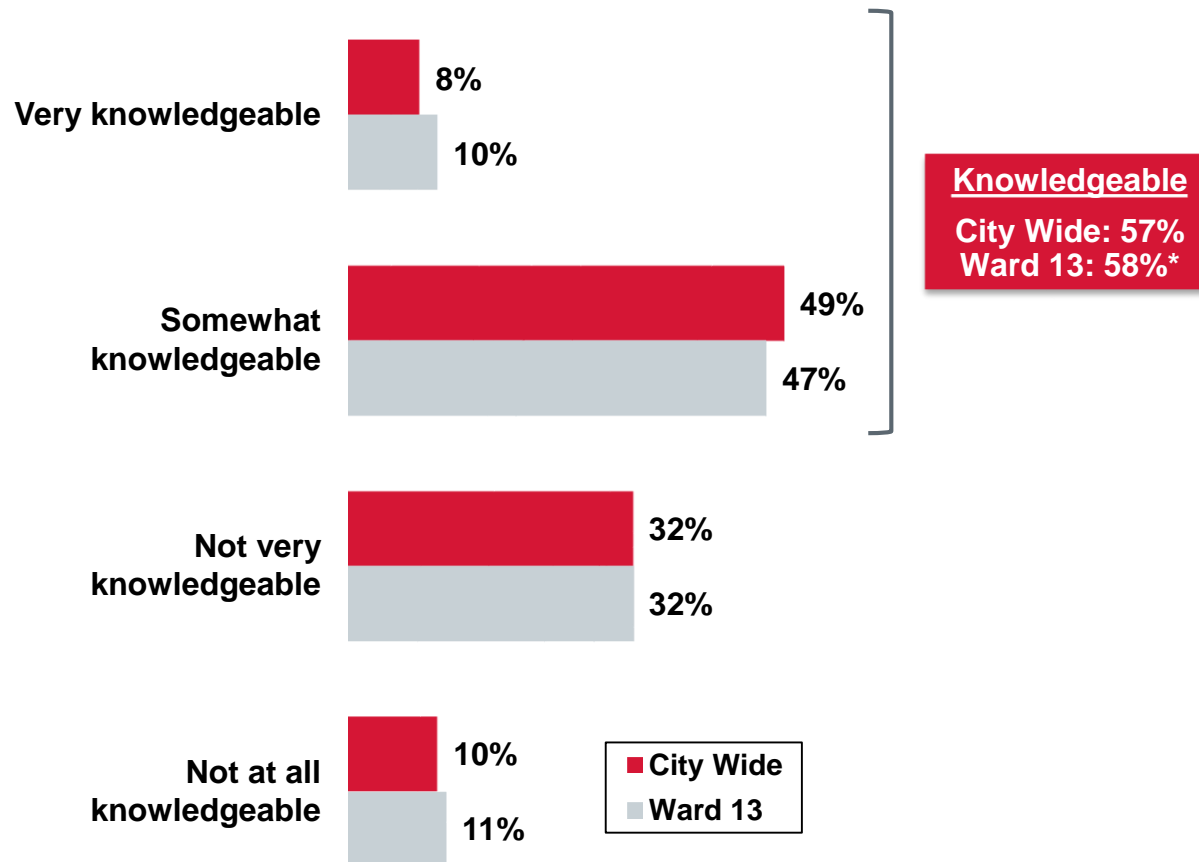
Base: Valid respondents (City Wide: n=2,472 / Ward 13: n=168)



Taxation



Knowledge Levels of Tax Dollar Spending

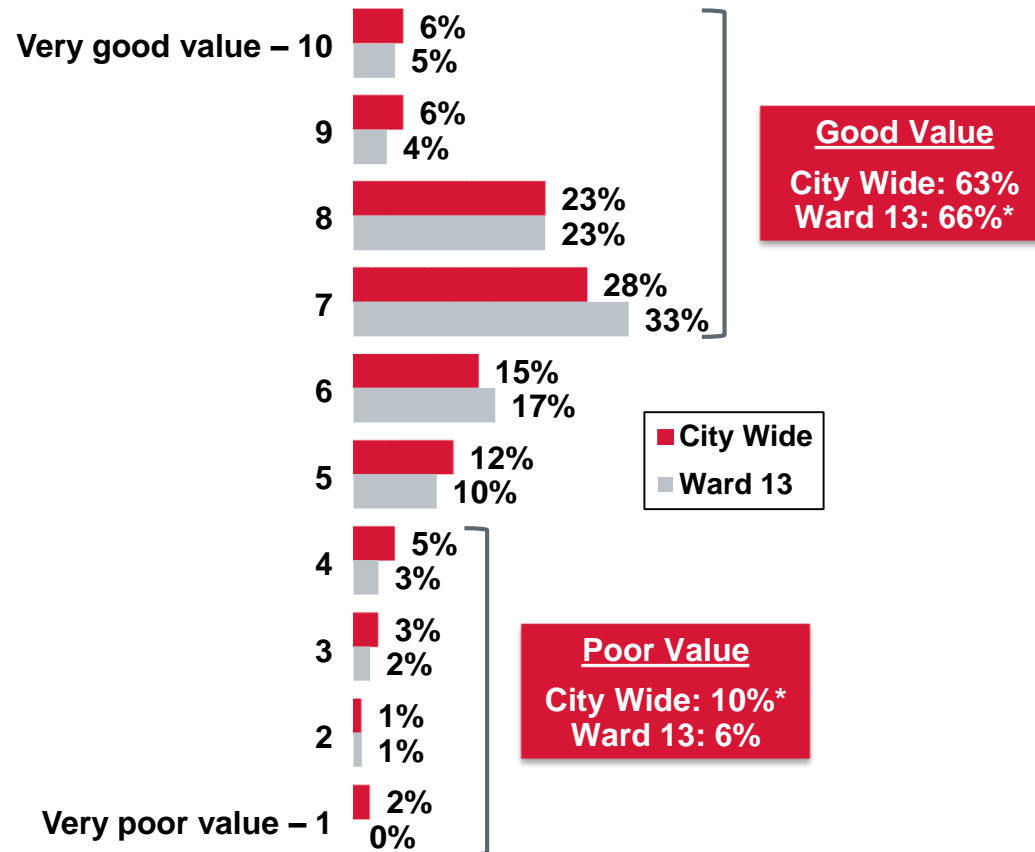


*Rounding

Thinking about how The City of Calgary government is run, and what services it provides, would you say you are very, somewhat, not very, or not at all knowledgeable about how City tax dollars are spent?

Base: Valid respondents (City Wide: n=2,494 / Ward 13: n=171)

Perceived Value of Property Taxes

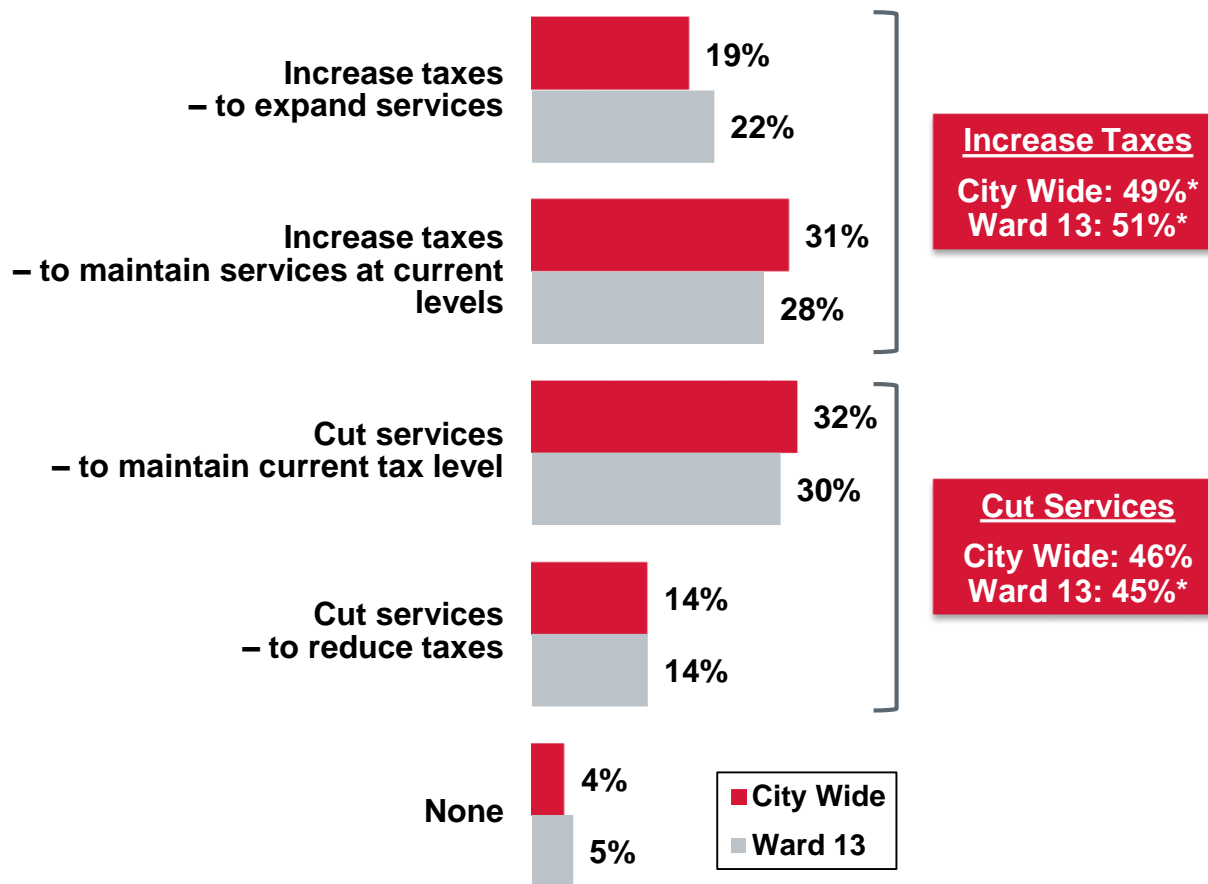


*Rounding

Your property tax dollars are divided between The City and the Province. In Calgary, approximately half of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where “1” represents “very poor value” and “10” represents “very good value”.

Base: Valid respondents (City Wide: n=2,466 / Ward 13: n=168)

Balancing Taxation and Service Delivery Levels

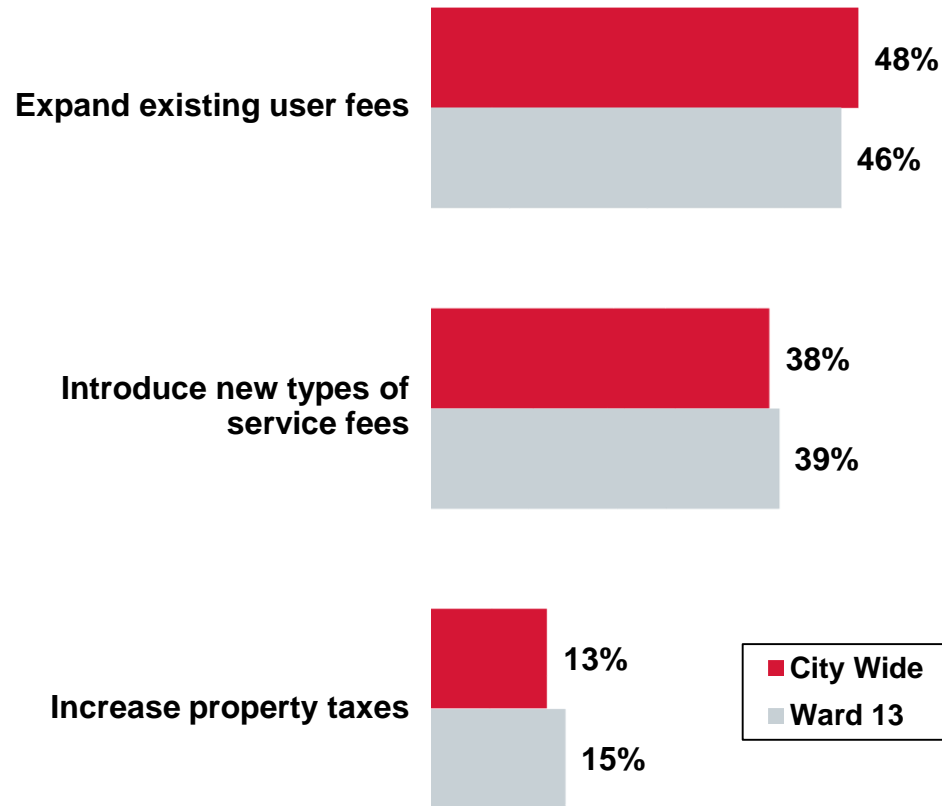


*Rounding

Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

Base: Valid respondents (City Wide: n=2,457 / Ward 13: n=168)

Options for Increasing City Revenue



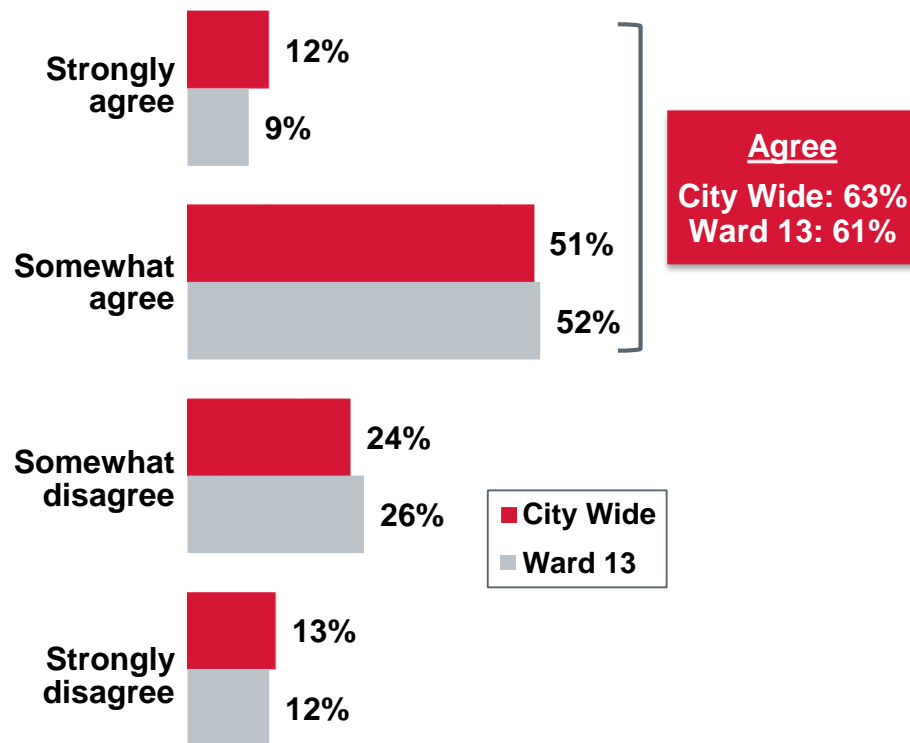
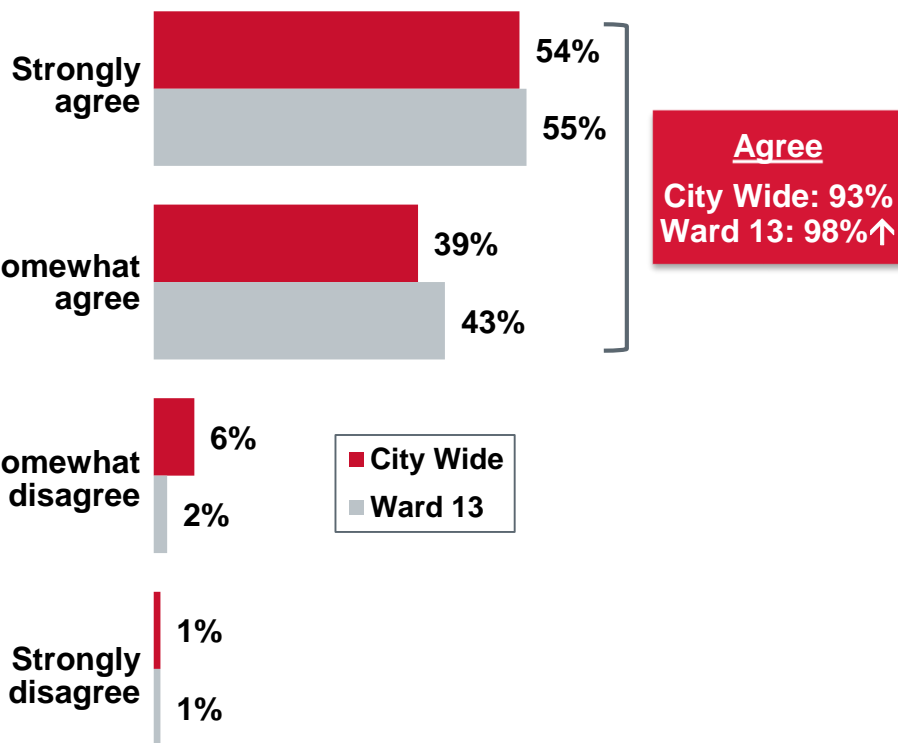
Should The City need to increase the amount of revenue it collects from citizens for new or emerging services, would you prefer The City to ...?

Base: Valid respondents (City Wide: n=2,331 / Ward 13: n=158)

Property Tax Dollar Investment

I am interested in knowing how my property tax dollars are invested in various City services

The City does a good job of providing citizens with information about how their property tax dollars are invested in various City services



Base: Valid respondents (City Wide: n=2,490 / Ward 13: n=170)

Base: Valid respondents (City Wide: n=2,475 / Ward 13: n=171)

Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.



Contact with The City



Past 12 Months Contact with The City of Calgary

% Yes

■ City Wide

■ Ward 13

66%

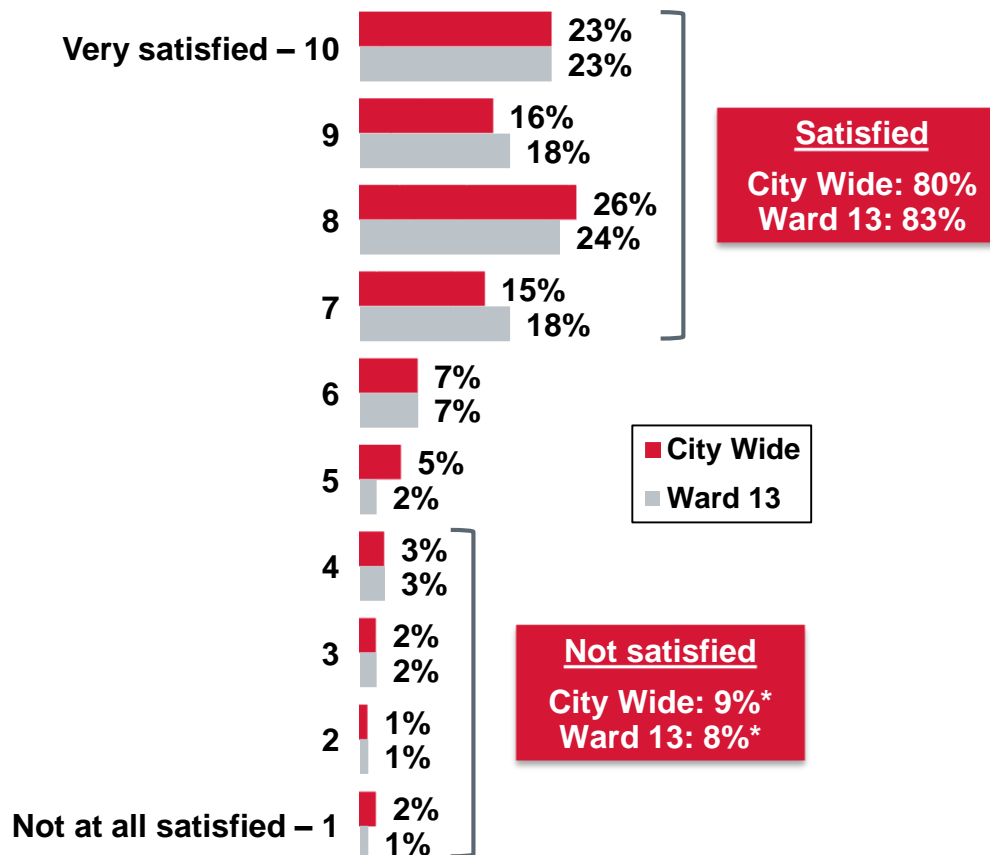
65%



Have you contacted or dealt with The City of Calgary or dealt with The City or one of its employees in the last twelve months?

Base: Valid respondents (City Wide: n=2,486 / Ward 13: n=171)

Satisfaction with the Overall Level and Quality of Customer Service

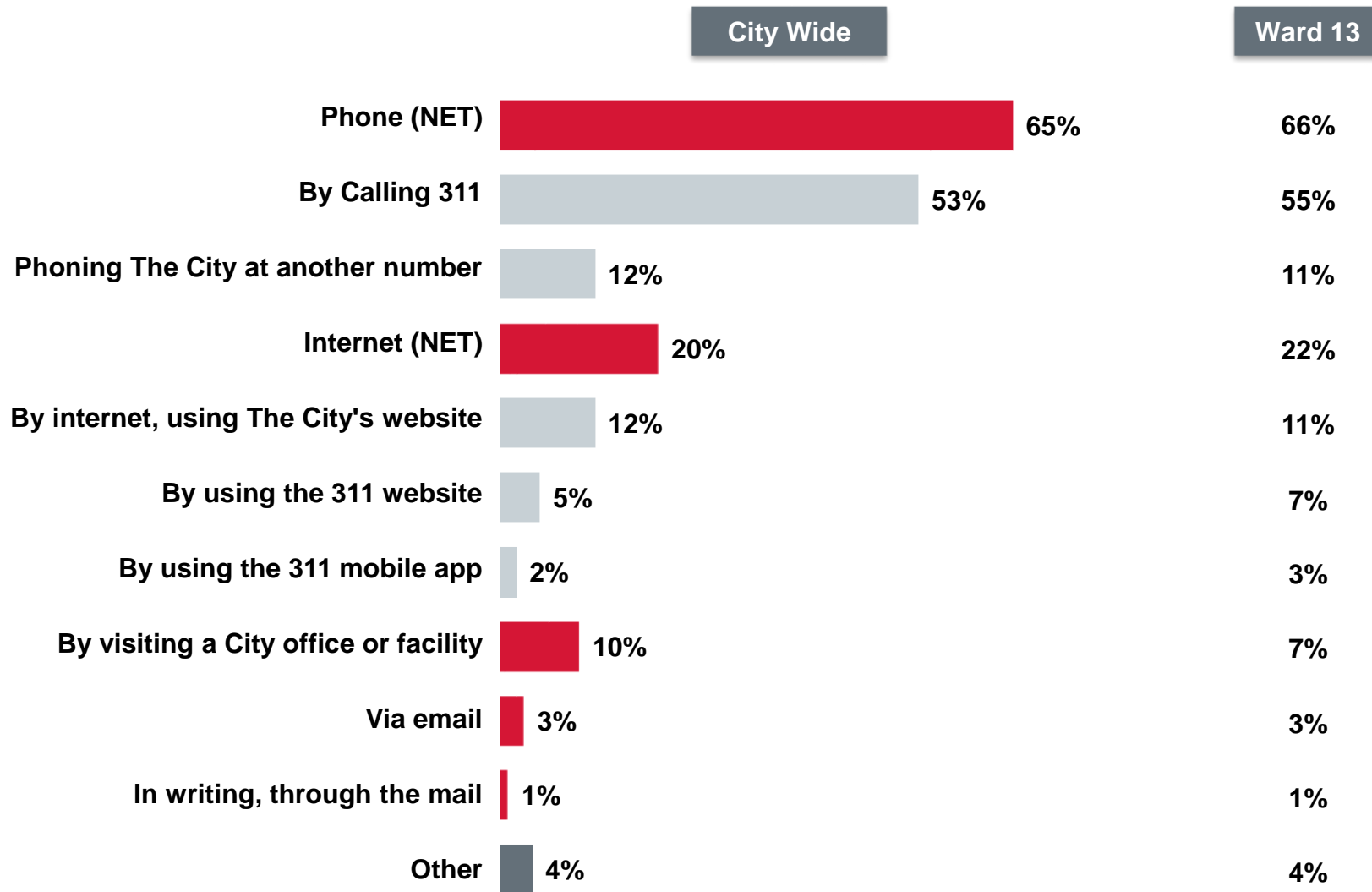


*Rounding

On a scale of 1 – 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied”, how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,630 / Ward 13: n=107)

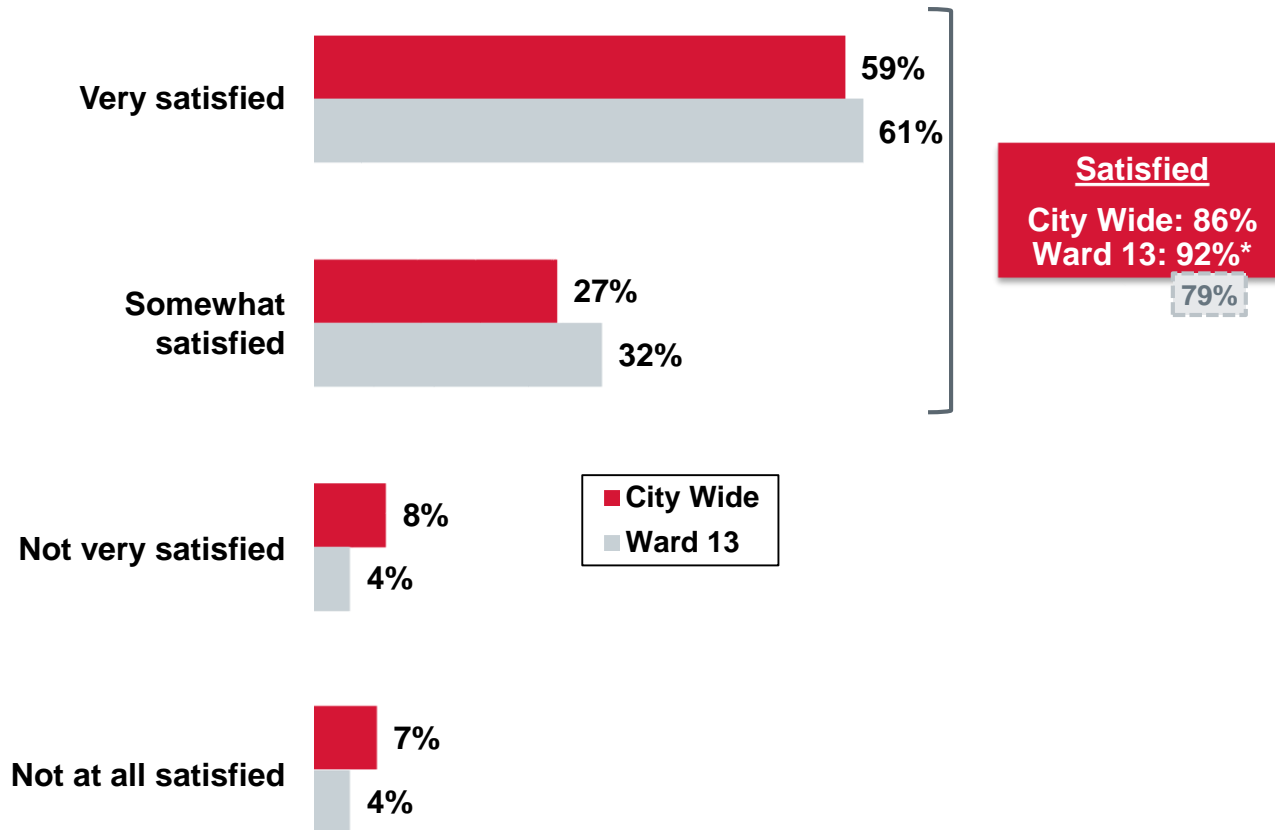
Type of Contact



When you contacted The City was it... ?

Base: Valid respondents who contacted The City in the last twelve months (City Wide: n=1,080 / Ward 13: n=70)

Satisfaction with Most Recent City Contact



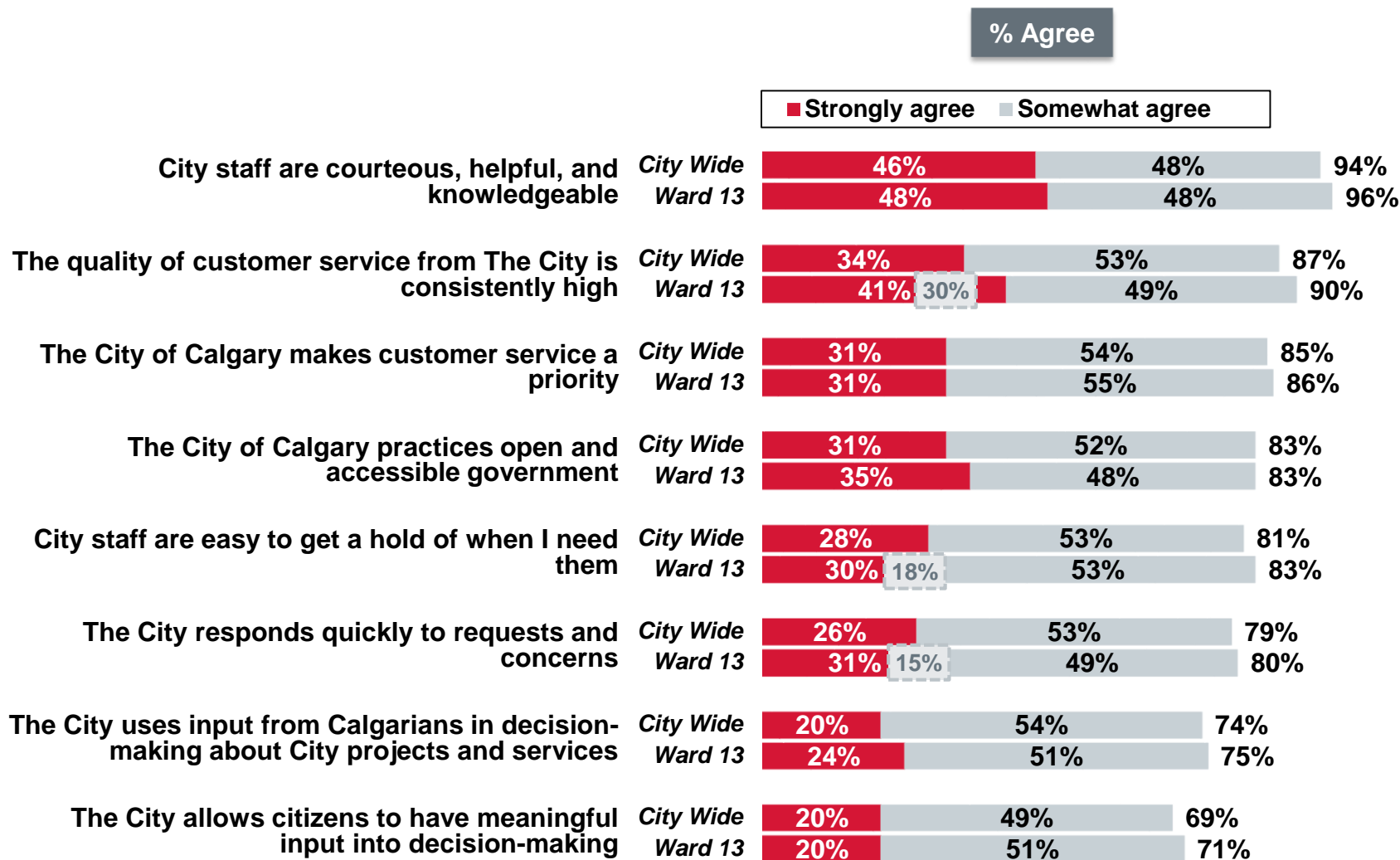
Ward 13 2015

*Rounding

How satisfied were you with your most recent contact with The City?

Base: 2016: Valid respondents who contacted The City of Calgary in the last twelve months (City Wide: n=1,081 / Ward 13: n=70)

Attitudes Regarding City Service Delivery and Transparency



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City?

Ward 13 2015

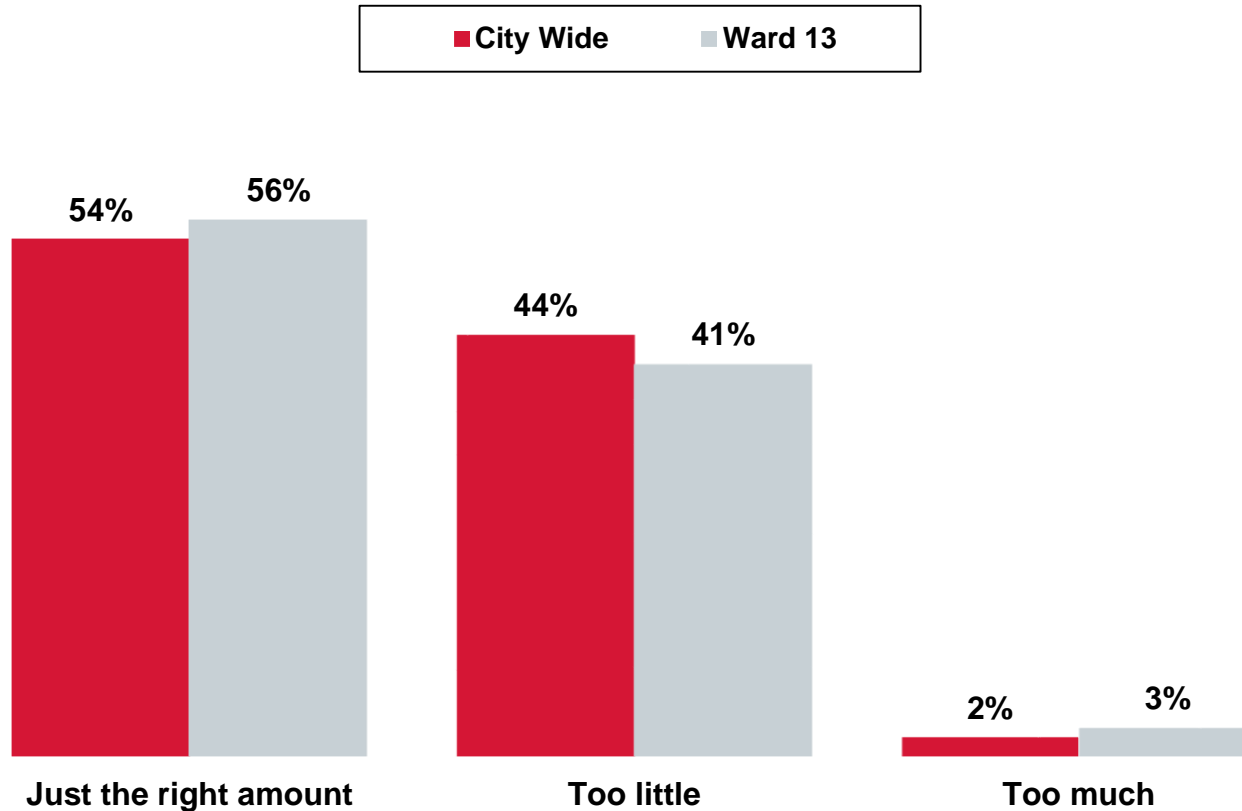
Base: Valid respondents (Bases vary)



City Communications



The Extent of Information Received



In your opinion, do you currently receive too much, too little, or just the right amount of information from The City?

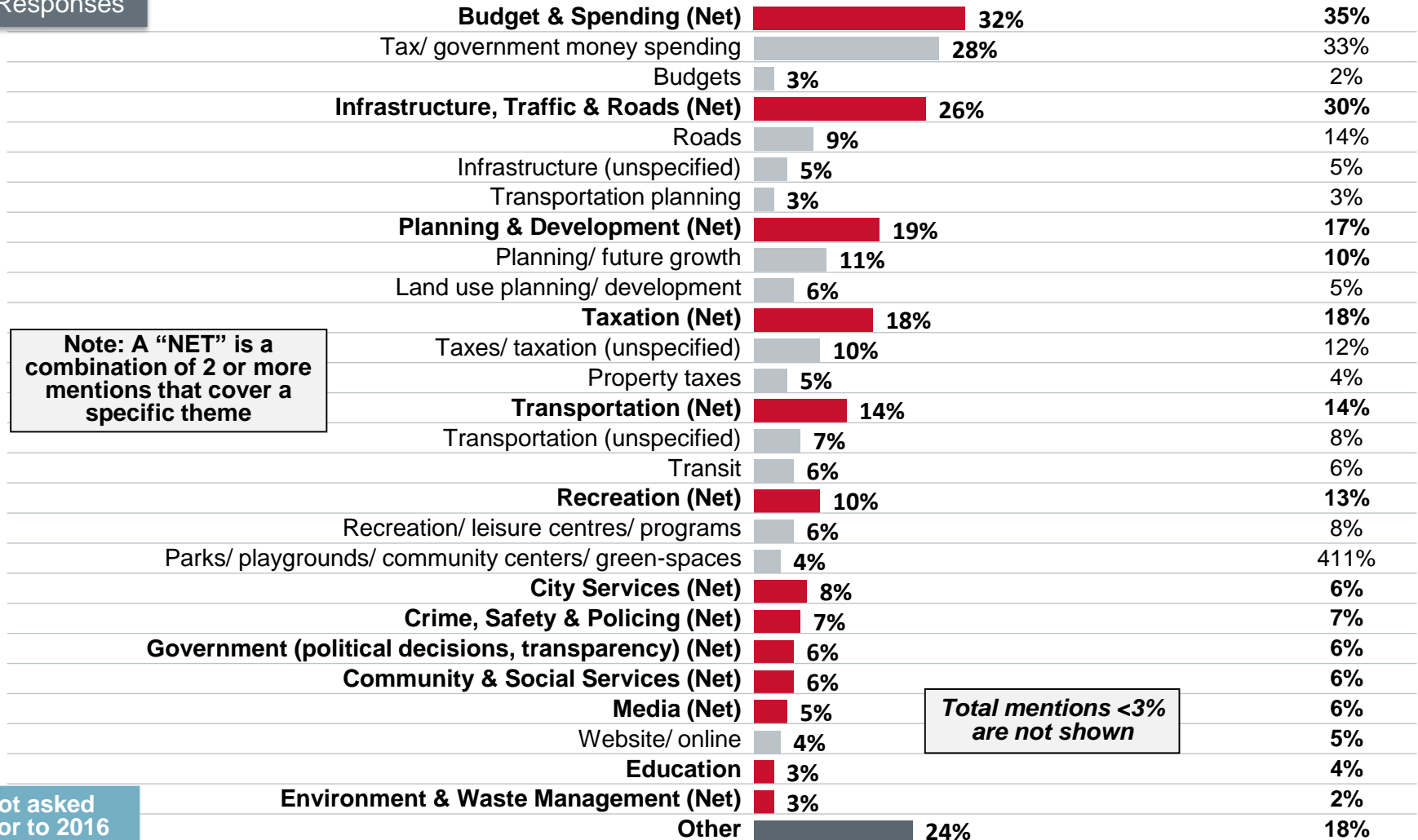
Base: Valid respondents (City Wide: n=2,487 / Ward 13: n=169)

Top Areas for Information from The City

Multiple
Responses

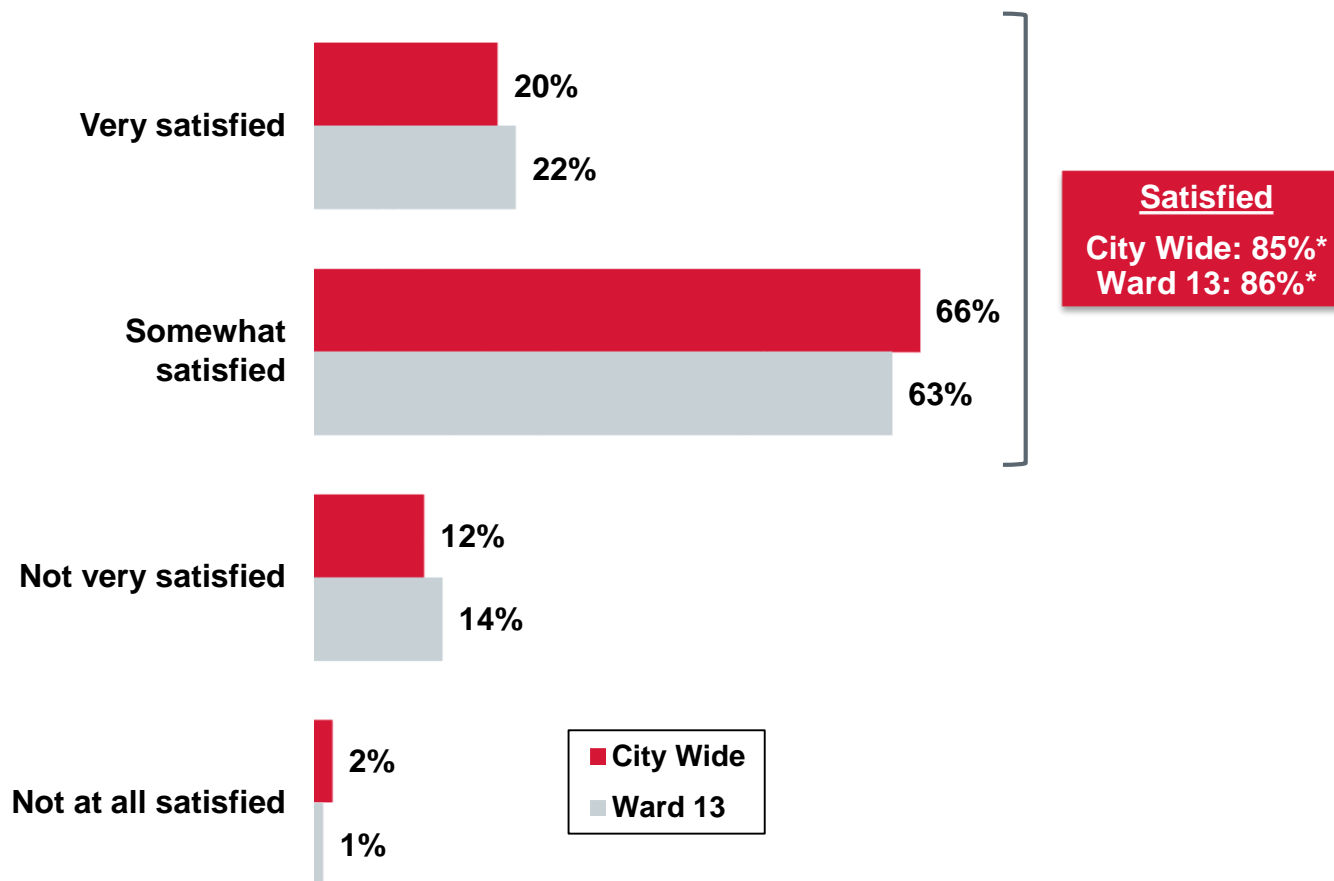
City Wide

Ward 13



What are the top three areas where [too little; you would like The City to / right amount: The City should] provide more information?
Base: Valid respondents who say they receive too little or just the right amount of information (City Wide: n=990 / Ward 13: n=143)

Overall Satisfaction with Quality of City Information and Communications



*Rounding

And how satisfied are you with the overall quality of City information and communications?

Base: Valid respondents (City Wide: n=2,489 / Ward 13: n=170)



Demographics



Gender

	City Wide	Ward 13
Male	50%	44%
Female	50%	56%

Education

	City Wide	Ward 13
Completed high school or less	18%	19%
Some post secondary or completed a college diploma	34%	39%
Completed university degree or post-grad degree	48%	42%

Age

	City Wide	Ward 13
18 to 24	12%	17%
25 to 34	22%	20%
35 to 44	18%	18%
45 to 54	20%	16%
55 to 64	13%	13%
65 or older	14%	15%
Mean	44.5	43.8

Income

	City Wide	Ward 13
Less than \$30,000	7%	9%
\$30,000 to <\$45,000	9%	8%
\$45,000 to <\$60,000	10%	7%
\$60,000 to <\$75,000	9%	9%
\$75,000 to <\$90,000	9%	7%
\$90,000 to <\$105,000	11%	9%
\$105,000 to <\$120,000	11%	11%
\$120,000 to <\$150,000	13%	12%
\$150,000 or more	23%	27%

Base: Valid respondents

Tenure in Calgary

	City Wide	Ward 13
Less than 5 years	9%	9%
5 to less than 10 years	10%	13%
10 to less than 15 years	12%	13%
15 to less than 20 years	14%	16%
20 to less than 30 years	19%	21%
30 to less than 40 years	15%	14%
40 or more	21%	14%↓
Mean	25 years	23 years

Household Size

	City Wide	Ward 13
1	13%	9%
2	32%	34%
3	19%	17%
4	23%	27%
5 or more	13%	12%
Mean	3	3.1

Children and Seniors in Household

	City Wide	Ward 13
Yes - Children	37%	34%
Yes - Seniors	16%	15%

Type of Home

	City Wide	Ward 13
Single-detached house	72%	80%↑
Apartment or apartment-style condominium	12%	7%↓
Townhouse or rowhouse	7%	8%
Duplex, triplex or fourplex	8%	5%
Another type of multi-dwelling unit	1%	0%

Own or Rent

	City Wide	Ward 13
Own	77%	77%
Rent	20%	20%
Other	1%	0%
Neither	2%	3%

Responsible for Property Taxes

	City Wide	Ward 13
Yes	84%	75%↓
No	16%	25%

Base: Valid respondents

Respondent Characteristics

Born in Canada

	City Wide	Ward 13
Yes	72%	71%
No	28%	29%

Age Left Country of Birth

Base: Not born in Canada	City Wide (n=626)	Ward 13 (n=42)
Under the age of 12	27%	38%
12 to 17	10%	7%
18 or older	62%	55%

Ethnic Background

	City Wide	Ward 13
Caucasian/ white	22%	24%
British	20%	24%
Canadian/ French Canadian	18%	13%
Western European	11%	10%
Southern or Eastern European	11%	11%
East or Southeast Asian	10%	13%
South Asian	7%	3%
Central/ South American or Caribbean	3%	2%
West Asian or Middle Eastern	2%	2%
African	2%	2%
Aboriginal/ First Nations/ Metis	1%	1%

Disability

	City Wide	Ward 13
Yes	13%	16%
No	87%	84%

Visible Minority

	City Wide	Ward 13
Yes	22%	17%
No	78%	83%

Base: Valid respondents

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