



**Calgary**



# 2022 Fall Survey of Calgarians

## Ward 14 - Final Report

Prepared for The City of Calgary by:



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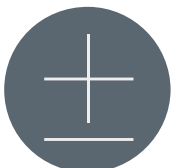


**Telephone survey conducted** with a randomly-selected sample of 2,501 Calgarians aged 18 years and older between August 15<sup>th</sup> and September 2<sup>nd</sup>, 2022. A total of 163 interviews were conducted with residents of Ward 14.

- Both cell phone (60%) and landline (40%) sample were used.
- The average interview length was 32 minutes.
- When assessing City programs and services, each respondent is asked to rate about one-half of the 35 programs and services evaluated. The programs and services evaluated are randomly assigned.



**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 2019 Municipal and 2021 Federal Census data.



The **margin of error** (MOE) for the total City Wide sample of 2,501 is  $\pm 2.0$  percentage points, 19 times out of 20.

- The MOE for Ward 14 is  $\pm 7.68$  percentage points.

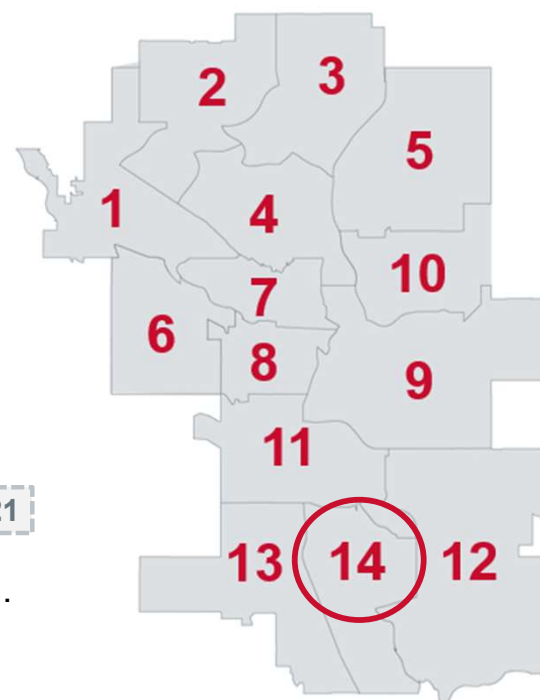


**Results for Ward 14 are compared to results City Wide.**

- $\uparrow$  indicates a number is significantly higher than City Wide.
- $\downarrow$  indicates a number is significantly lower than City Wide.

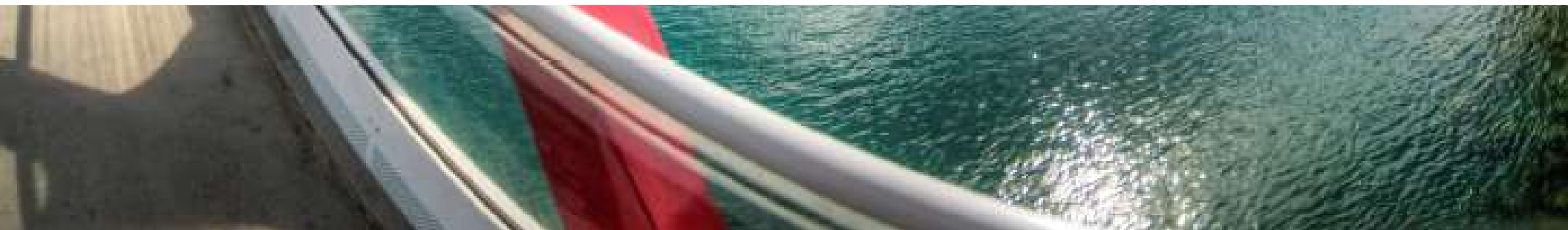
**Where possible, Fall 2022 results for Ward 14 are compared to those from Fall 2021 as indicated by a grey dotted box:** Ward 14 2021

- Only significant differences are shown.
- Some bar charts in this report do not add up to 100% due to rounding.





## Highlights



## QUALITY OF LIFE



'Good' Quality of Life

**87%**

Calgary is a great place to make a life

**87%**

I am proud to live in my neighbourhood



**93%**

I feel safe walking alone in my neighbourhood after dark



**93%**

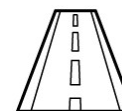
Calgary is a great place to make a living

**78%**

Calgary is on the right track to be a better city 10 years from now

**79%**

## ISSUE AGENDA (TOP 3)



Infrastructure, Traffic and Roads

**35%**



Crime, Safety and Policing

**24%**



Transit

**20%**

## VALUE FOR TAXES AND CITIZEN SATISFACTION



**66%**

'Good' value for tax dollars



**75%**

'Satisfied' with City services and programs



**64%**

'Satisfied' with customer service

## CITY PERFORMANCE AND REPUTATION



**45%**

'Trust' The City of Calgary



**72%**

Satisfied with running of The City by Council and Administration



**64%**

'Agree' City practices open and accessible government



**83%**





'Agree' City building meaningful relationships with Indigenous partners



**93%**

'Agree' Calgary is a city that celebrates culture, heritage and diversity

# Differences in Ward 14 vs. City Wide







		Ward 14	City Wide
 <b>Quality of Life</b>	Feel 'safe' walking alone in neighbourhood after dark	93%↑	78%
	I am proud to live in my neighbourhood	93%↑	81%
	I am proud to be a Calgarian	88%↑	82%
	Overall quality of life in the city of Calgary today is 'good'	87%↑	80%
	Calgary is a great place to make a life	87%↑	79%
	The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most	60%↑	52%
 <b>Issue Agenda</b>	Crime in neighbourhood has 'increased'	34%↓	44%
	Transit system improvements	14%↑	9%
	Education	11%↑	7%
	Growth and Planning [NET]	2%↓	7%
 <b>Importance: City Programs and Services</b>	City land use planning	85%↓	93%
	Business licenses and inspections	79%↓	87%
 <b>Satisfaction: City Programs and Services</b>	City land use planning	86%↑	74%
	Residential garbage collection service	82%↓	90%
	On-street bikeways	79%↑	66%
	'Satisfied' with the overall level and quality of services and programs provided by The City of Calgary	75%↑	66%

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

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide






# Differences in Ward 14 vs. City Wide (continued)

			Ward 14	City Wide
	<b>Investment: City Programs and Services (Invest 'More')</b>	Snow removal	43%↓	55%
	<b>Taxation</b>	Value received from municipal property tax dollars is 'good'	66%↑	56%
	<b>Customer Service</b>	<i>No statistically significant differences</i>		
	<b>Communication</b>	Preferred way of contacting The City is by phone [NET]	46%↓	56%
		Preferred way of contacting The City is online [NET]	42%↑	29%
		Preferred way of contacting The City is by calling 311	36%↓	46%
		Preferred way of contacting The City is visiting a City of Calgary website	29%↑	21%
		Preferred way of contacting The City is via email	12%↑	6%
	<b>City Reputation and Performance</b>	<i>No statistically significant differences</i>		
	<b>Council Focus Areas</b>	<i>No statistically significant differences</i>		

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

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

# Year-Over-Year Changes in Ward 14


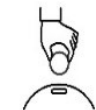




		2022	2021
 <b>Quality of Life</b>	I am proud to be a Calgarian	88%↑	79%
	Calgary is a great place to make a life	87%↑	76%
	Calgary is a great place to make a living	78%↑	64%
	Calgary is moving in the right direction to ensure a high quality of life for future generations	55%↑	43%
 <b>Issue Agenda</b>	Crime, Safety and Policing [NET]	24%↑	12%
	Transit [NET]	20%↑	11%
	Recreation and Parks [NET]	19%↑	10%
	Public safety	15%↑	4%
	Transit system improvements	14%↑	2%
	Public transportation	12%↑	5%
	Crime	11%↑	4%
	Education	11%↑	4%
 <b>Importance: City Programs and Services</b>	Homelessness, Poverty and Affordable Housing [NET]	11%↑	2%
	Bylaw services for things such as noise complaints, fire pits and weeds	86%↑	70%
	City land use planning	85%↓	95%

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

↑ Statistically higher than Fall 2021  
↓ Statistically lower than Fall 2021



# Year-Over-Year Changes in Ward 14 (continued)

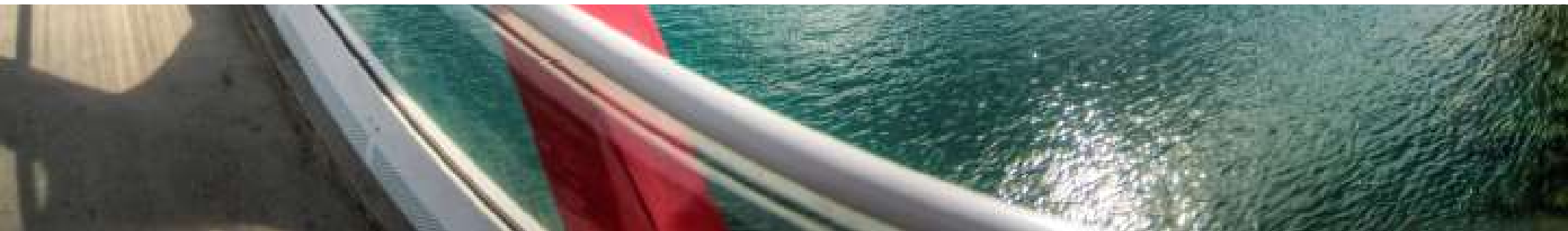
		2022	2021
 <b>Satisfaction: City Programs and Services</b>	9-1-1	83%↓	96%
	Snow removal	77%↑	54%
	Road maintenance including pothole repairs	74%↑	55%
	Affordable housing for low-income Calgarians	56%↓	74%
 <b>Investment: City Programs and Services (Invest 'More')</b>	9-1-1	63%↑	41%
	Snow removal	43%↓	61%
	Support for arts and culture including festivals	34%↑	19%
	City of Calgary website	32%↑	15%
 <b>Taxation</b>	Value received from municipal property tax dollars is 'good'	66%↑	53%
 <b>Customer Service</b>	The City of Calgary meets my customer service expectations	84%↑	73%
 <b>Communication</b>	Preferred way of contacting The City is by phone [NET]	46%↓	60%
	Preferred way of contacting The City is by calling 311	36%↓	49%
 <b>City Reputation and Performance</b>	No statistically significant differences		

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

↑ Statistically higher than Fall 2021  
↓ Statistically lower than Fall 2021

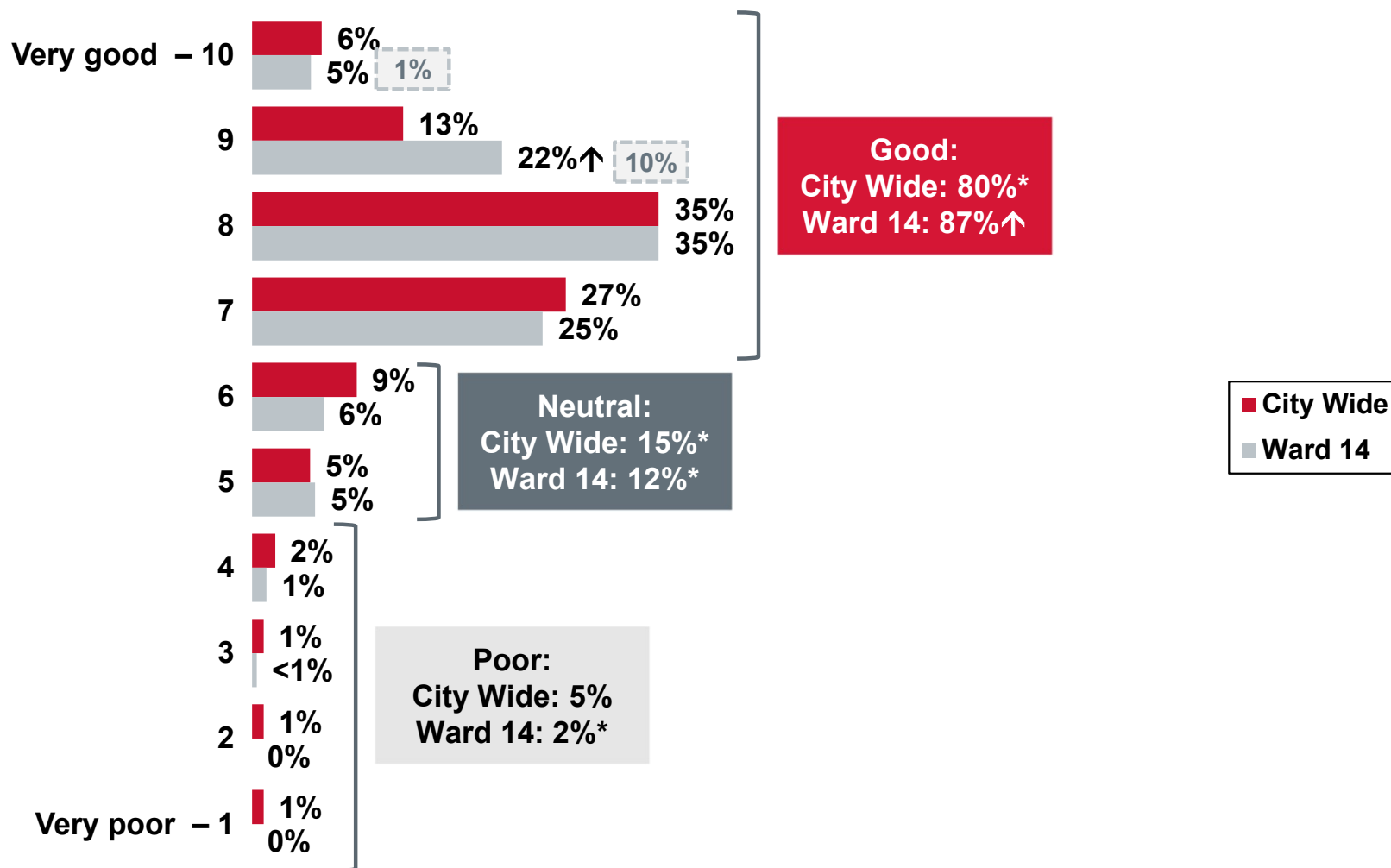


## Quality of Life





# Overall Quality of Life in Calgary



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?

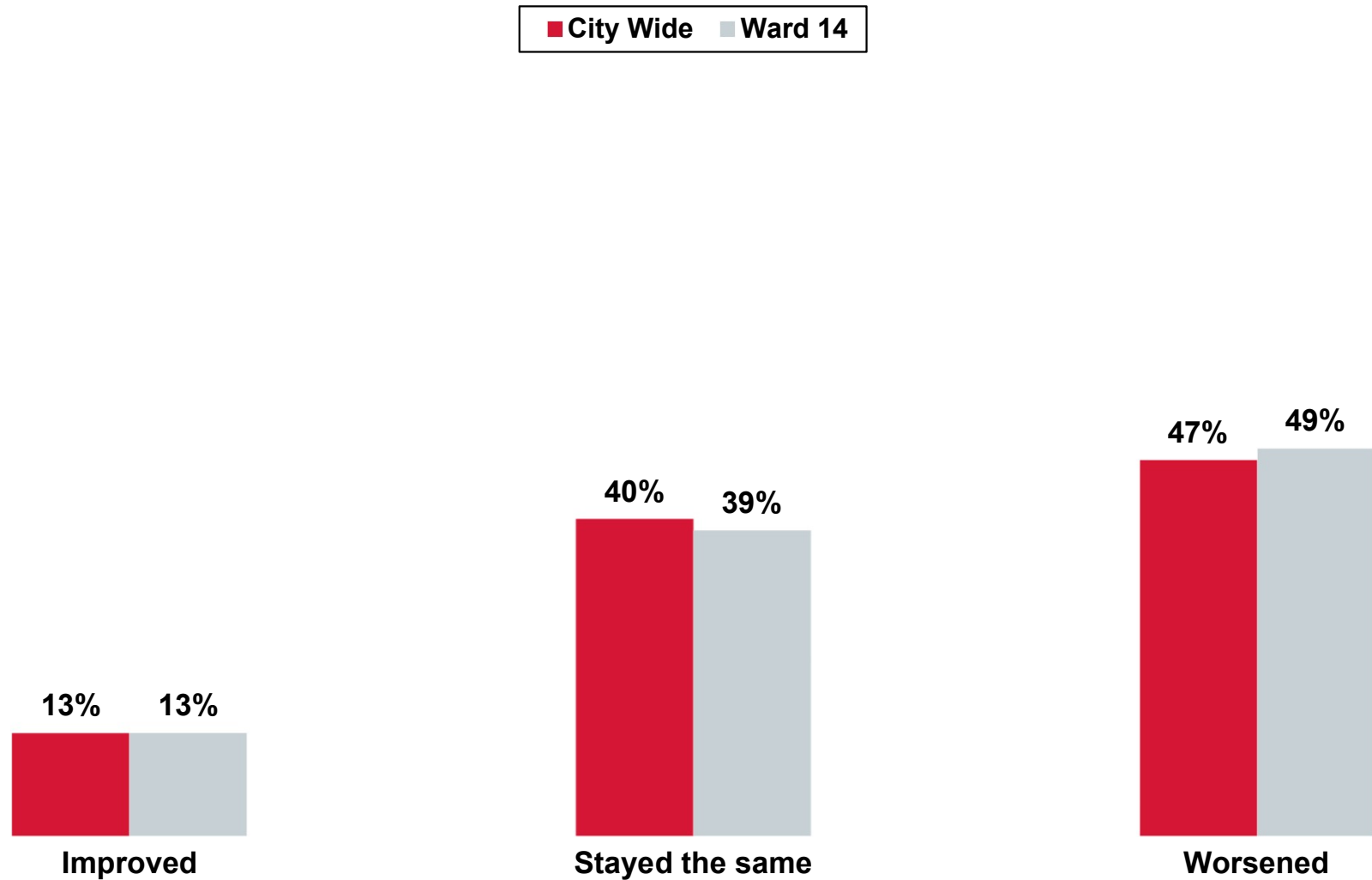
Base: Valid respondents (City Wide: n=2,499 / Ward 14: n=163)

Ward 14 2021

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

# Perceived Change in the Quality of Life



*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=2,460 / Ward 14: n=162)



# Connectedness

■ 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



82%

Ward 14



88%\*↑

79%

I am proud to live in my  
neighbourhood

City Wide



81%

Ward 14



93%\*↑

I am regularly involved in  
neighbourhood and local  
community events

City Wide



27%

Ward 14



30%

Ward 14 2021

\*Rounding

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)

Data labels of <3% are not shown

↑ Statistically higher than City Wide

↓ Statistically lower than City Wide

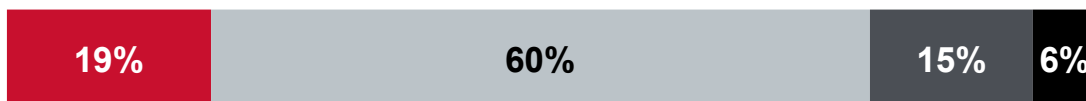
# Making a Life and Making a Living

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

% Agree

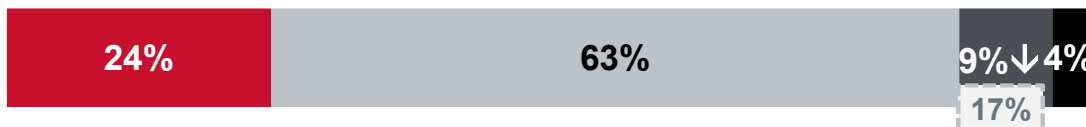
**Calgary is a great place to make a life**

City Wide



79%

Ward 14

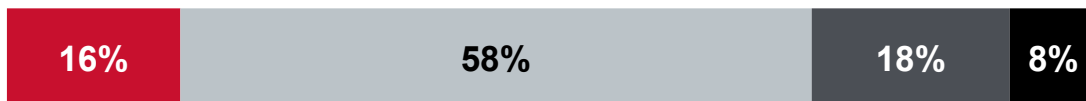


87%↑

76%

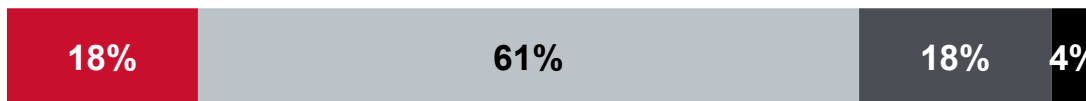
**Calgary is a great place to make a living**

City Wide



74%

Ward 14



78%\*

64%

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)

Ward 14 2021

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

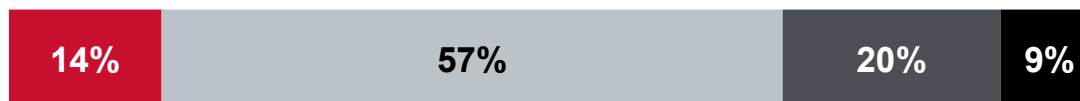
# Inclusivity and Future Direction

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

% Agree

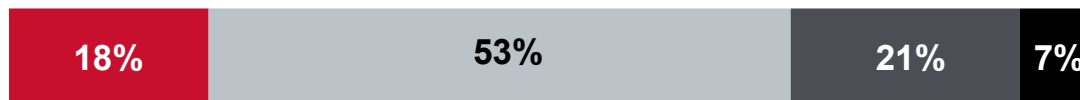
The City of Calgary fosters a city that is inclusive and accepting of all

City Wide



70%\*

Ward 14



72%\*

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

City Wide



52%

Ward 14



55% 43%

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)

Ward 14 2021

\*Rounding

# Inclusivity

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

% Agree

The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most

City Wide



52%

Ward 14



60%↑

Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity

City Wide



51%

Ward 14



53%

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)

Ward 14 2021

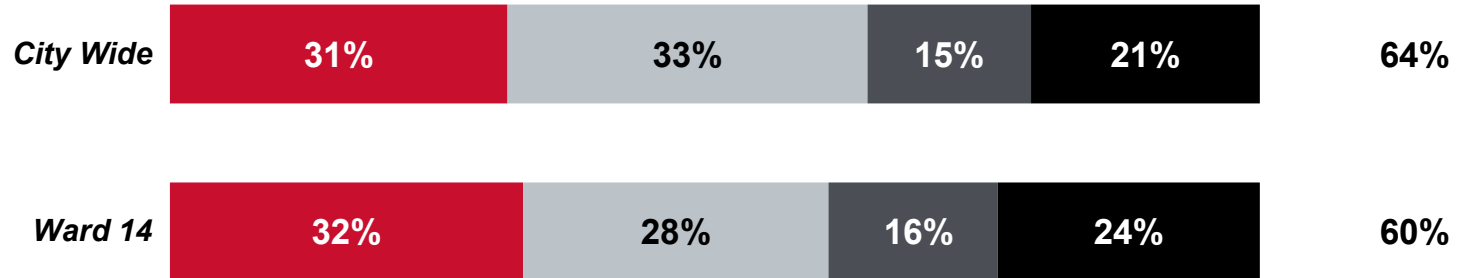
↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

# Climate Change and City Programs to Reduce Calgarians' Environmental Impact

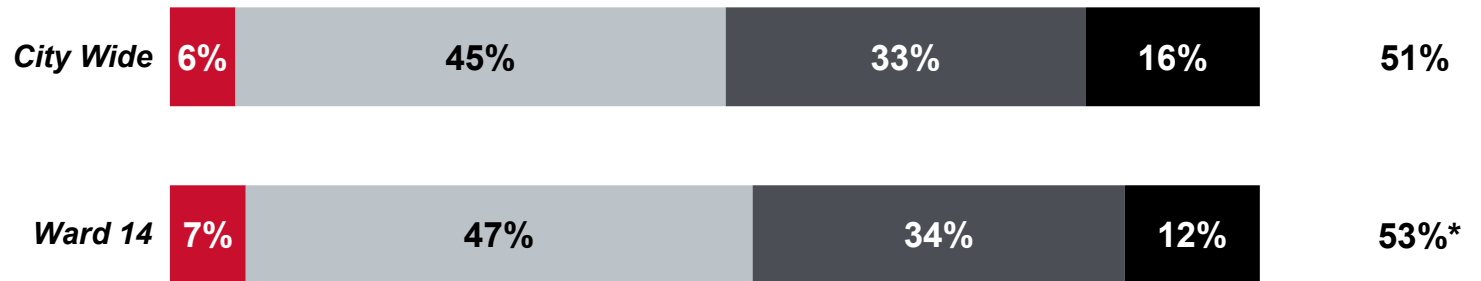
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

I think we need to act now to address climate change



The City has programs and services aimed at helping Calgarians reduce their environmental impact



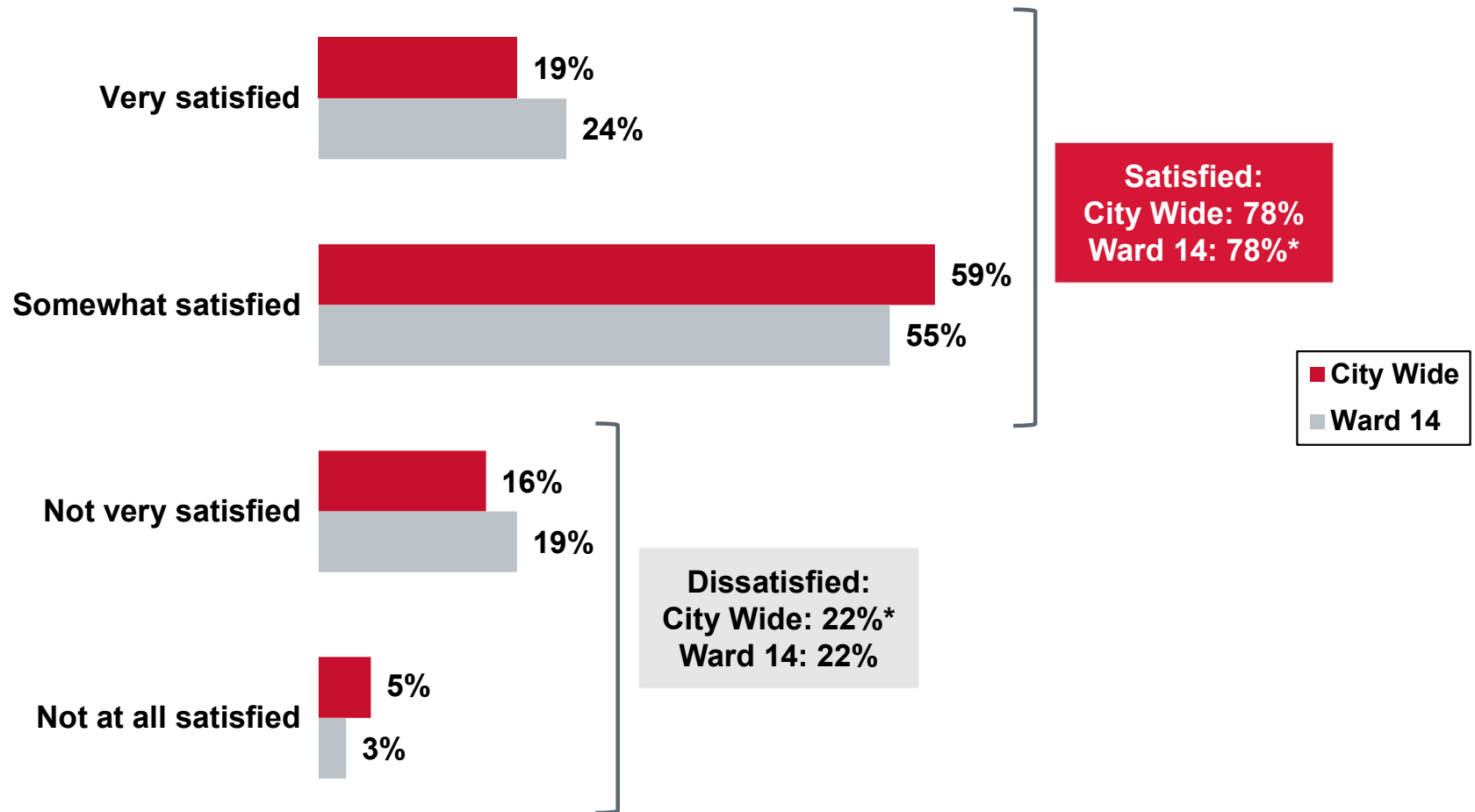
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (Bases vary)

\*Rounding



# Satisfaction with The City of Calgary in Protecting the Environment+



+Question reintroduced in Fall 2022

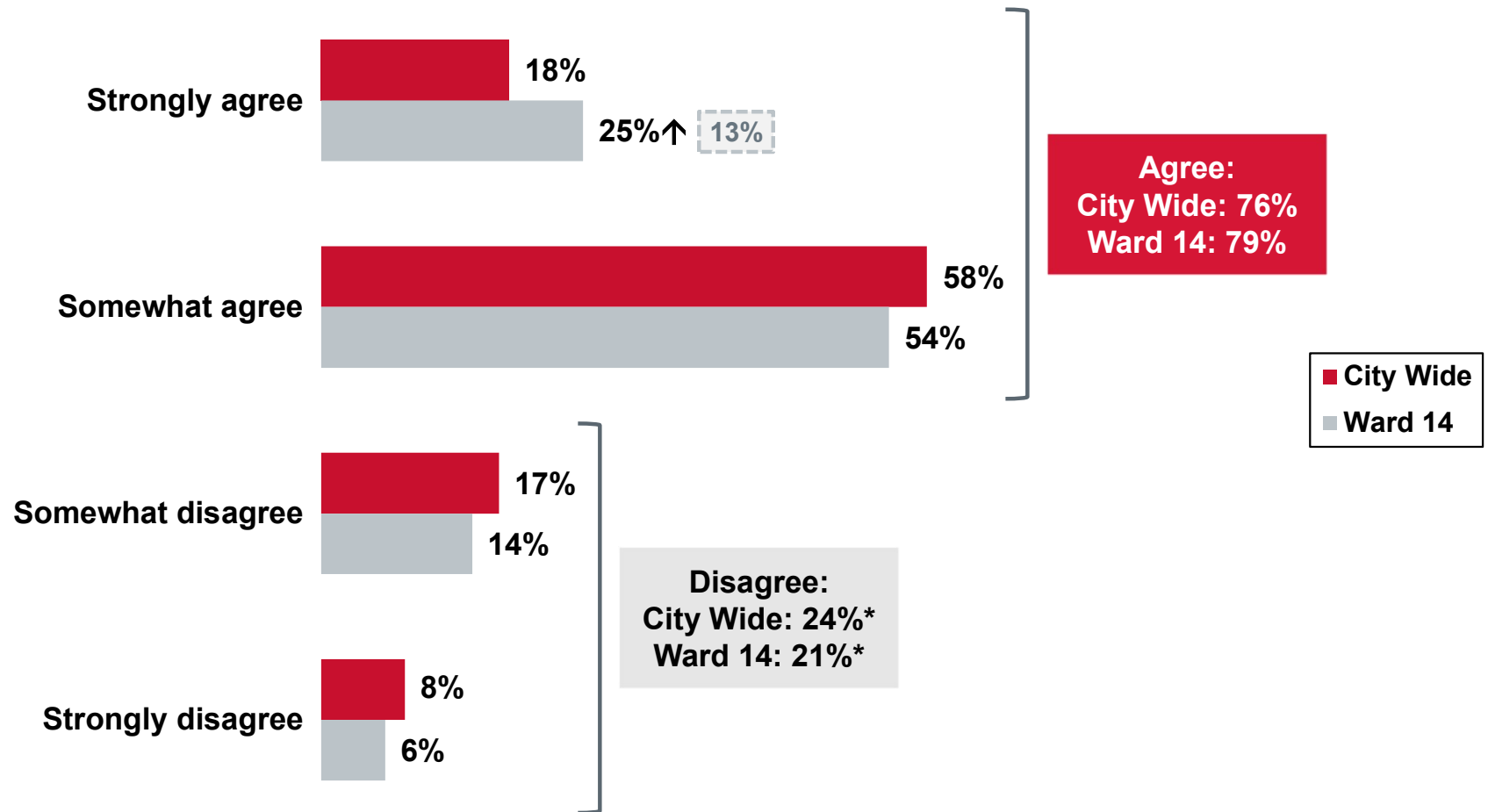
How satisfied are you with the job the City of Calgary is currently doing to protect the environment?

Base: Valid respondents (City Wide: n=2,463 / Ward 14: n=161)

\*Rounding



# On the Right Track to Be a Better City



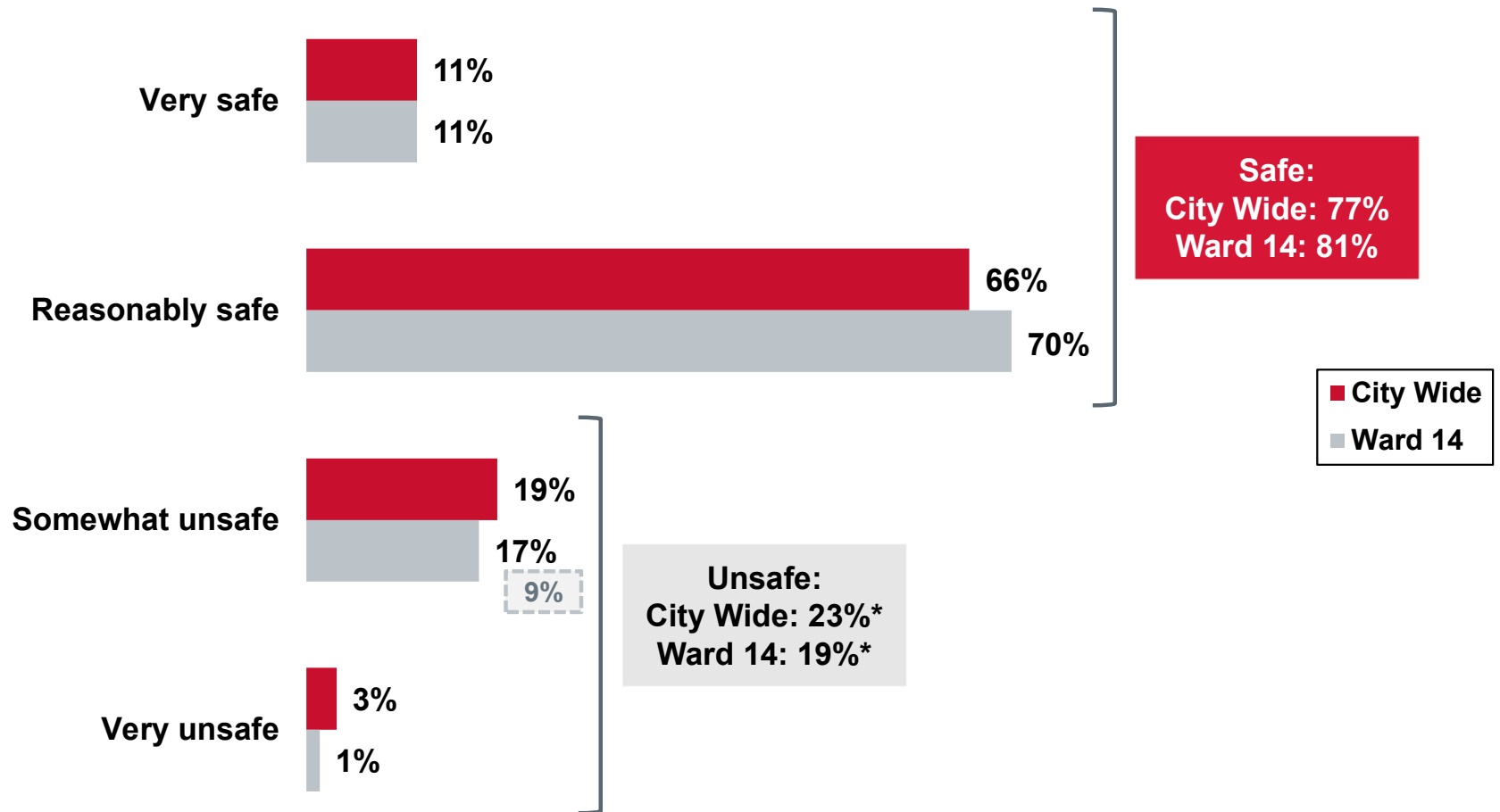
*There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.*  
Base: Valid respondents (City Wide: n=2,488 / Ward 14: n=163)

Ward 14 2021

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

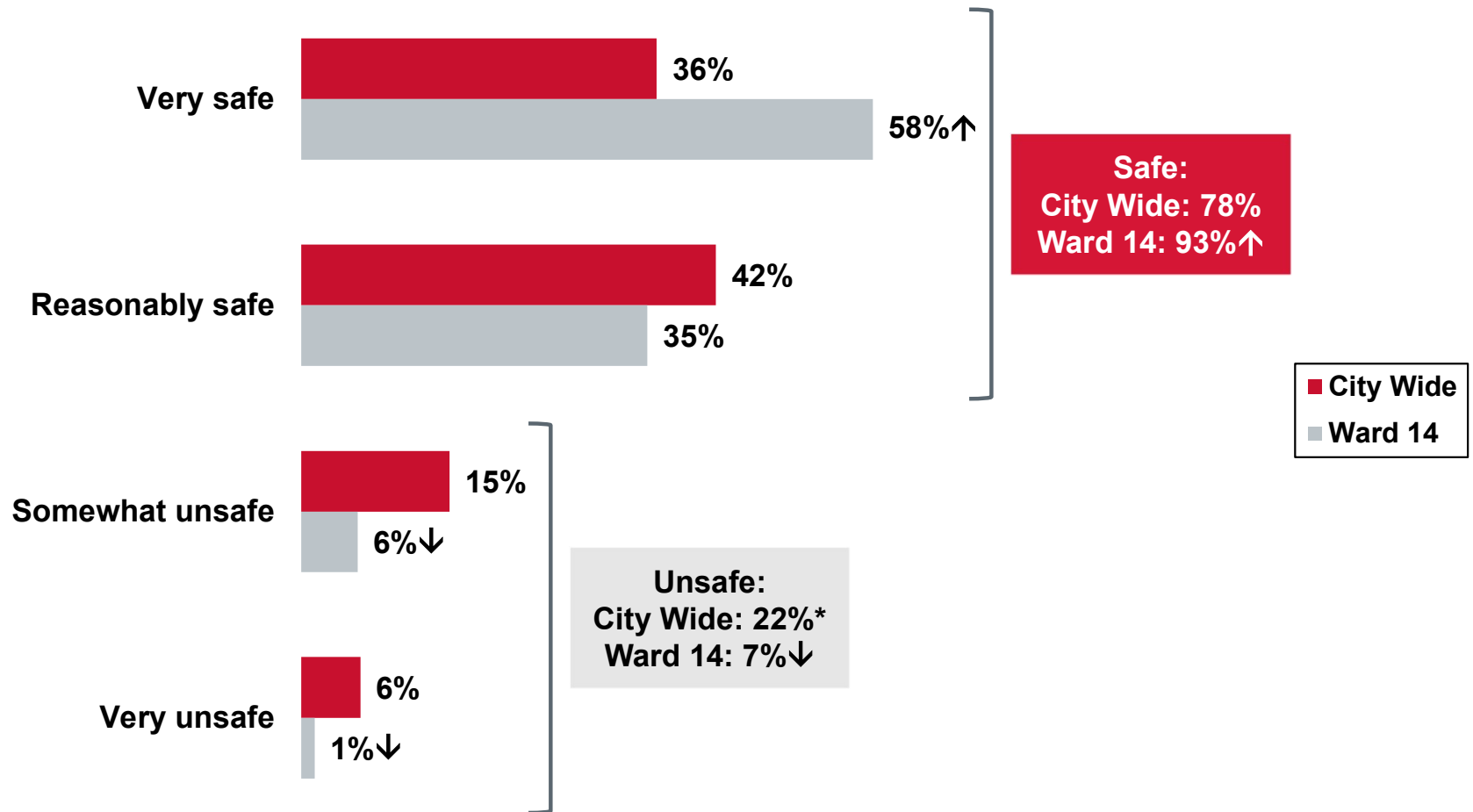
# Overall Perceived Safety of the City of Calgary



**How safe or unsafe do you think Calgary is overall?**  
 Base: Valid respondents (City Wide: n=2,489 / Ward 14: n=162)

Ward 14 2021  
 \*Rounding

# Perceived Safety in Own Neighbourhood

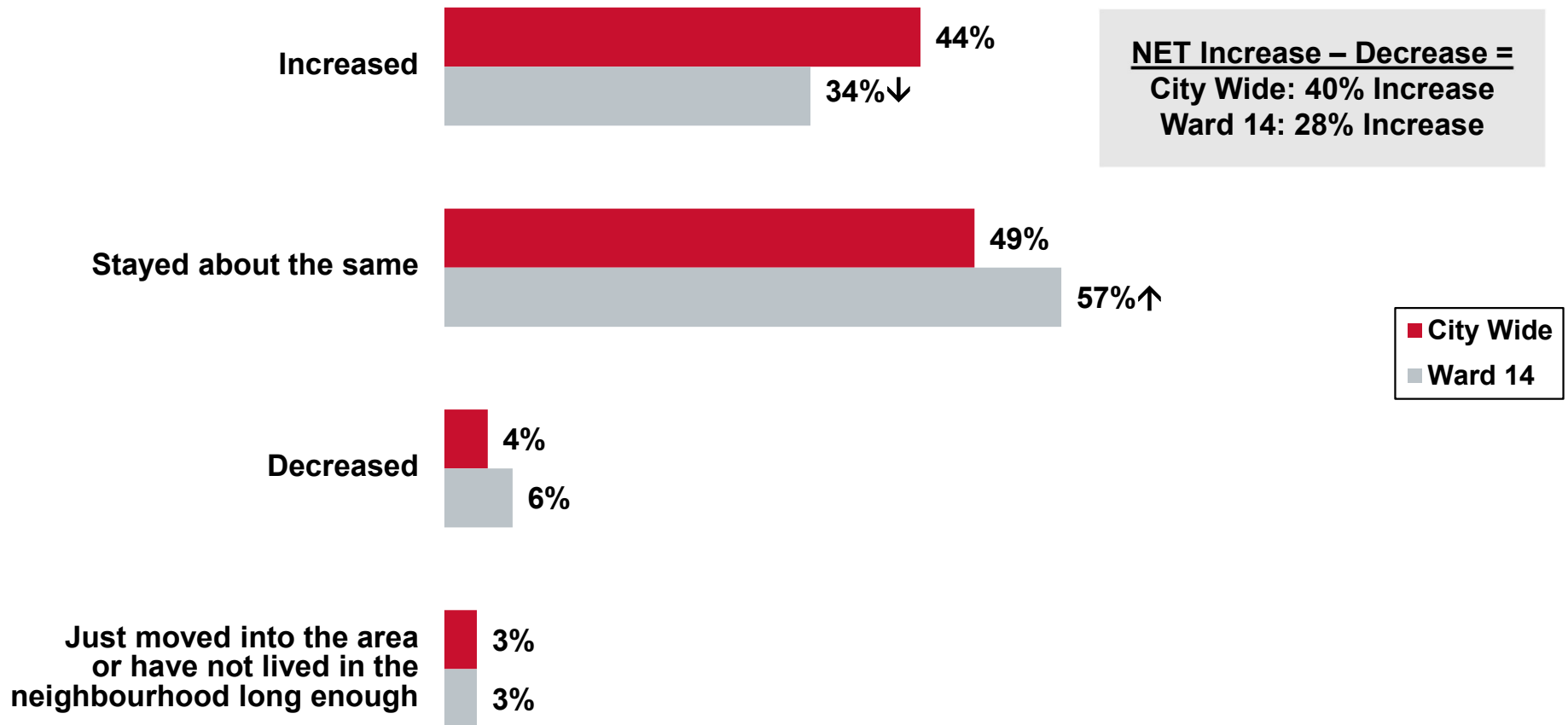


How safe do you feel or would you feel walking alone in your neighbourhood after dark?  
 Do you or would you feel ...  
 Base: Valid respondents (City Wide: n=2,496 / Ward 14: n=163)

\*Rounding

↑ Statistically higher than City Wide  
 ↓ Statistically lower than City Wide

# Perceived Change in Neighbourhood Crime



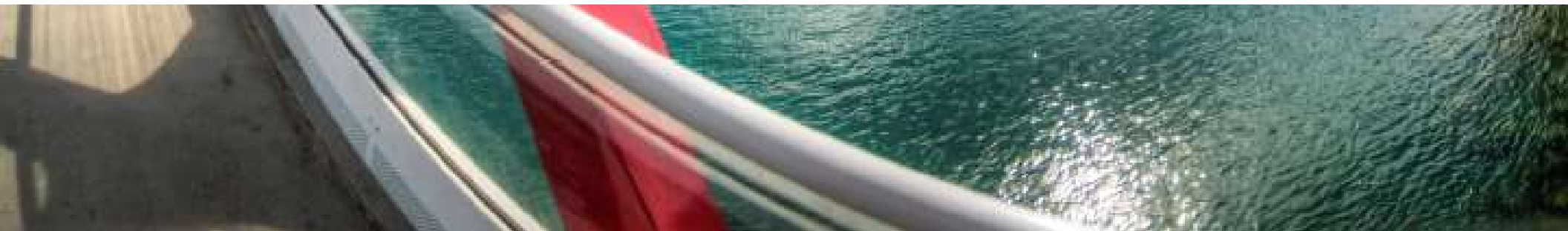
*During the last 3 years, do you think that crime in your neighbourhood has increased, decreased or remained about the same?*

Base: Valid respondents (City Wide: n=2,484 / Ward 14: n=162)

↑ Statistically higher than City Wide  
 ↓ Statistically lower than City Wide



## Issue Agenda





# Issue Agenda

City Wide

Ward 14

■ First Mention ■ Other Mentions

Multiple Responses

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

<b>Infrastructure, Traffic and Roads [NET]</b>	<b>21%</b>	<b>10%</b>	<b>31%</b>	<b>35%</b>	
Roads (unspecified)	7%		11%	10%	
Road conditions		7%		8%	
Traffic congestion		7%		7%	
<b>Crime, Safety and Policing [NET]</b>	<b>19%</b>	<b>8%</b>	<b>27%</b>	<b>24%</b>	<b>12%</b>
Crime	10%		14%	11%	4%
Public safety	9%		12%	15%	4%
<b>Recreation and Parks [NET]</b>	<b>12%</b>	<b>7%</b>	<b>19%</b>	<b>19%</b>	<b>10%</b>
Lack of community centres/parks/green space	8%		12%	10%	
<b>Transit [NET]</b>	<b>10%</b>	<b>8%</b>	<b>18%</b>	<b>20%</b>	<b>11%</b>
Public transportation	6%		10%	12%	5%
Transit system improvements	5%		9%	14%↑	2%
Transportation (unspecified)		6%		5%	
<b>Homelessness, Poverty, Affordable Housing [NET]</b>	<b>11%</b>	<b>5%</b>	<b>16%</b>	<b>11%</b>	<b>2%</b>
Poverty/homelessness/related social issues	7%		11%	6%	
Affordable/available housing		7%		5%	
<b>Economy [NET]</b>	<b>6%</b>		<b>10%</b>	<b>9%</b>	
<b>Environment and Waste Management [NET]</b>	<b>6%</b>		<b>10%</b>	<b>7%</b>	
<b>Taxes [NET]</b>	<b>5%</b>		<b>8%</b>	<b>7%</b>	
Taxes/high taxes	5%		8%	7%	
<b>Growth and Planning [NET]</b>		7%		2%↓	
Education		7%		11%↑	4%
Healthcare		6%		6%	
<b>None/no others</b>			<b>14%</b>	<b>14%</b>	

City Wide mentions of <6% are not shown  
City Wide data labels of <5% 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?

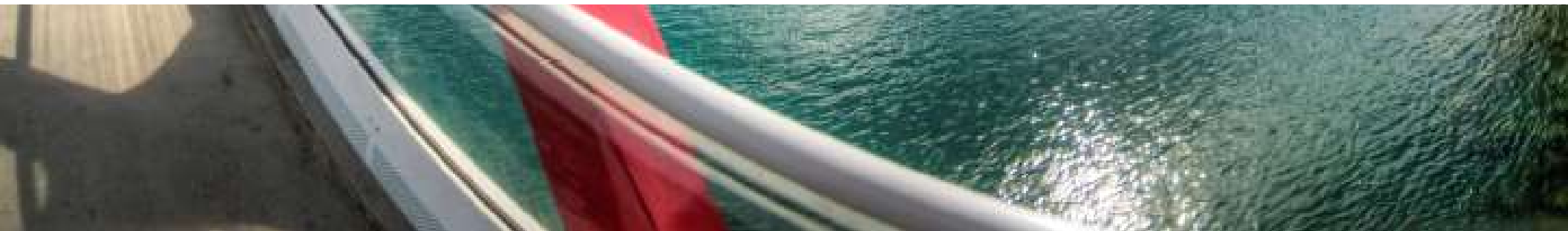
Base: Valid respondents (City Wide: n=2,458 / Ward 14: n=160)

Ward 14 2021

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

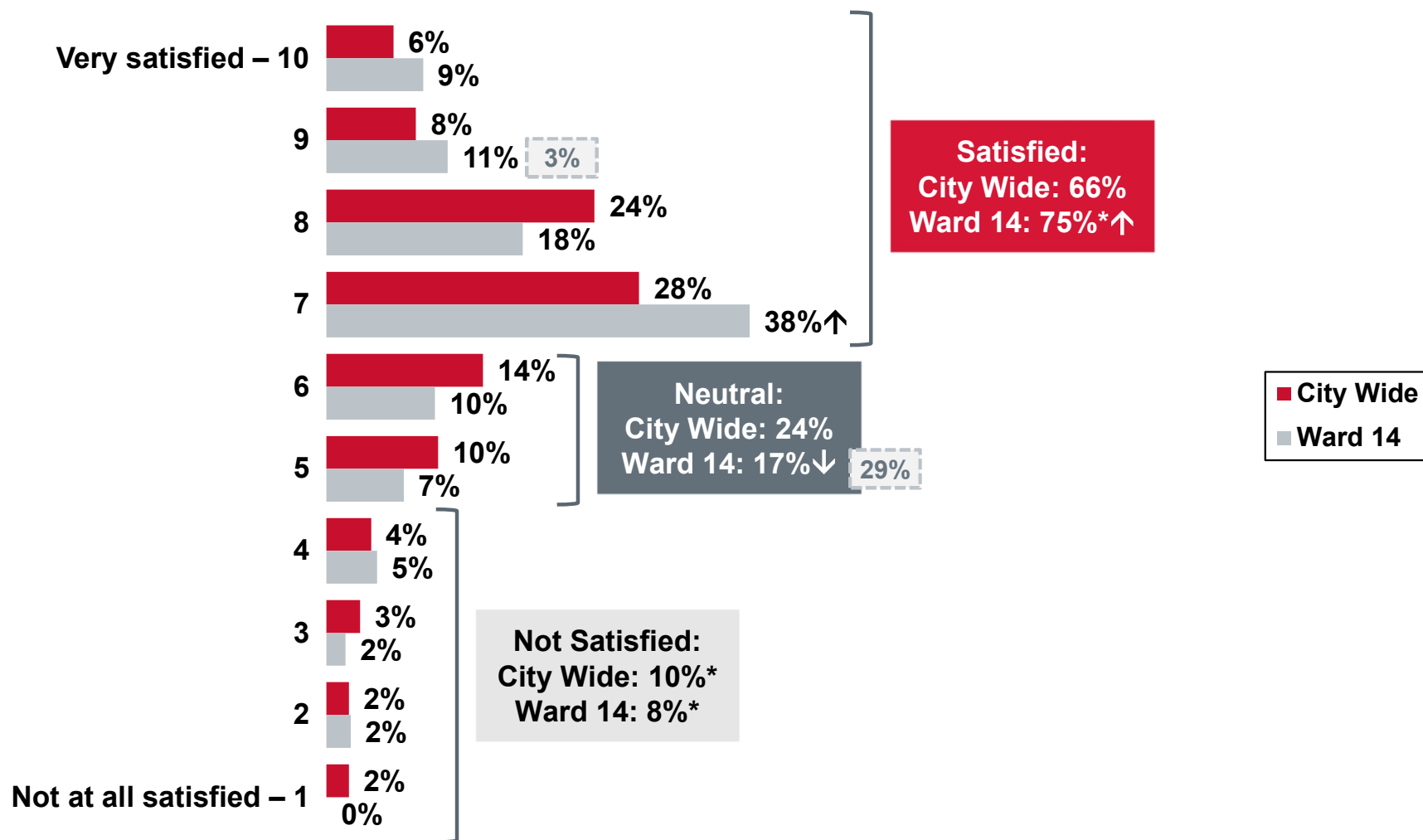


## City Programs and Services





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



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=2,489 / Ward 14: n=162)

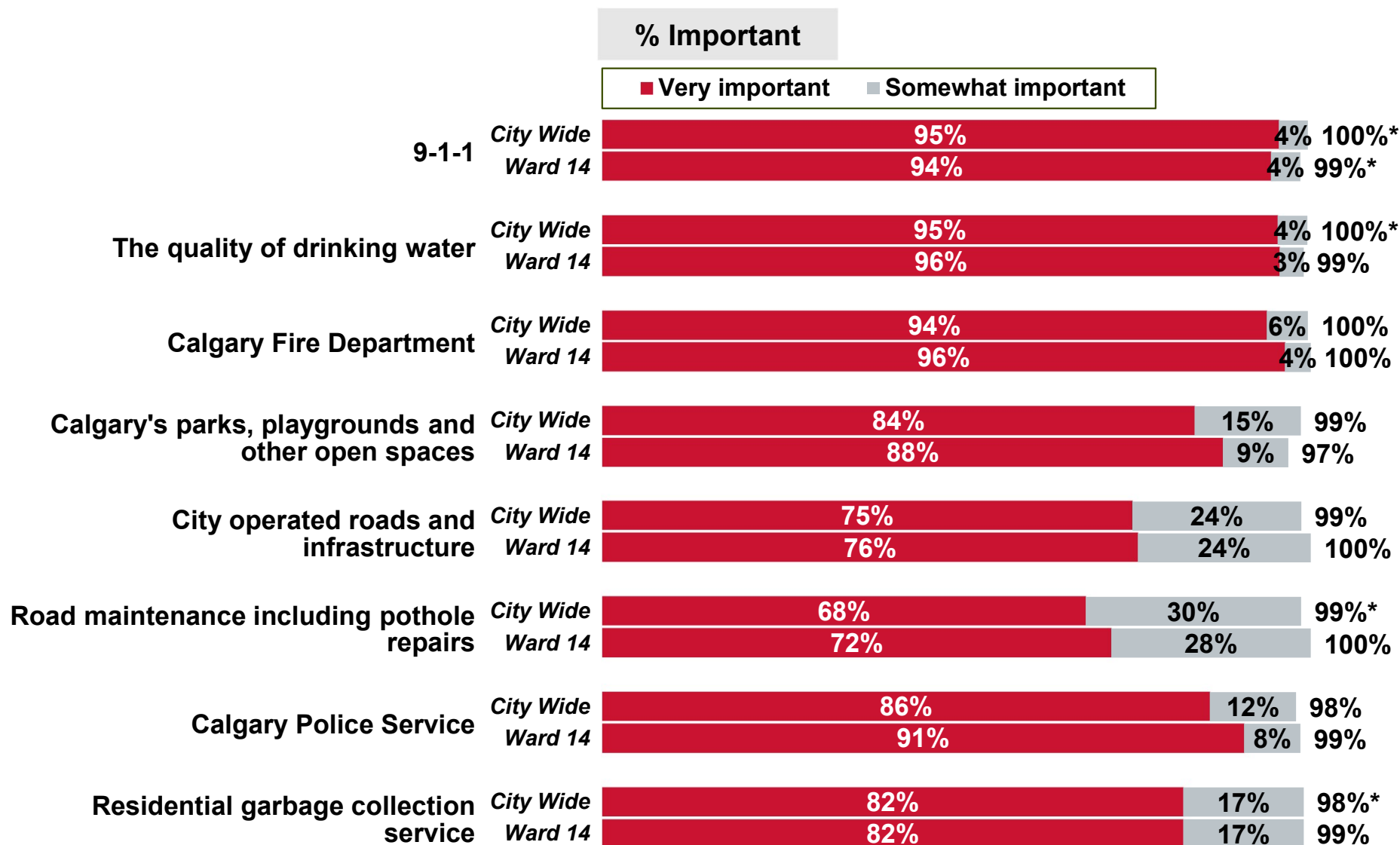
Ward 14 2021

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide



# Importance of City Programs and Services



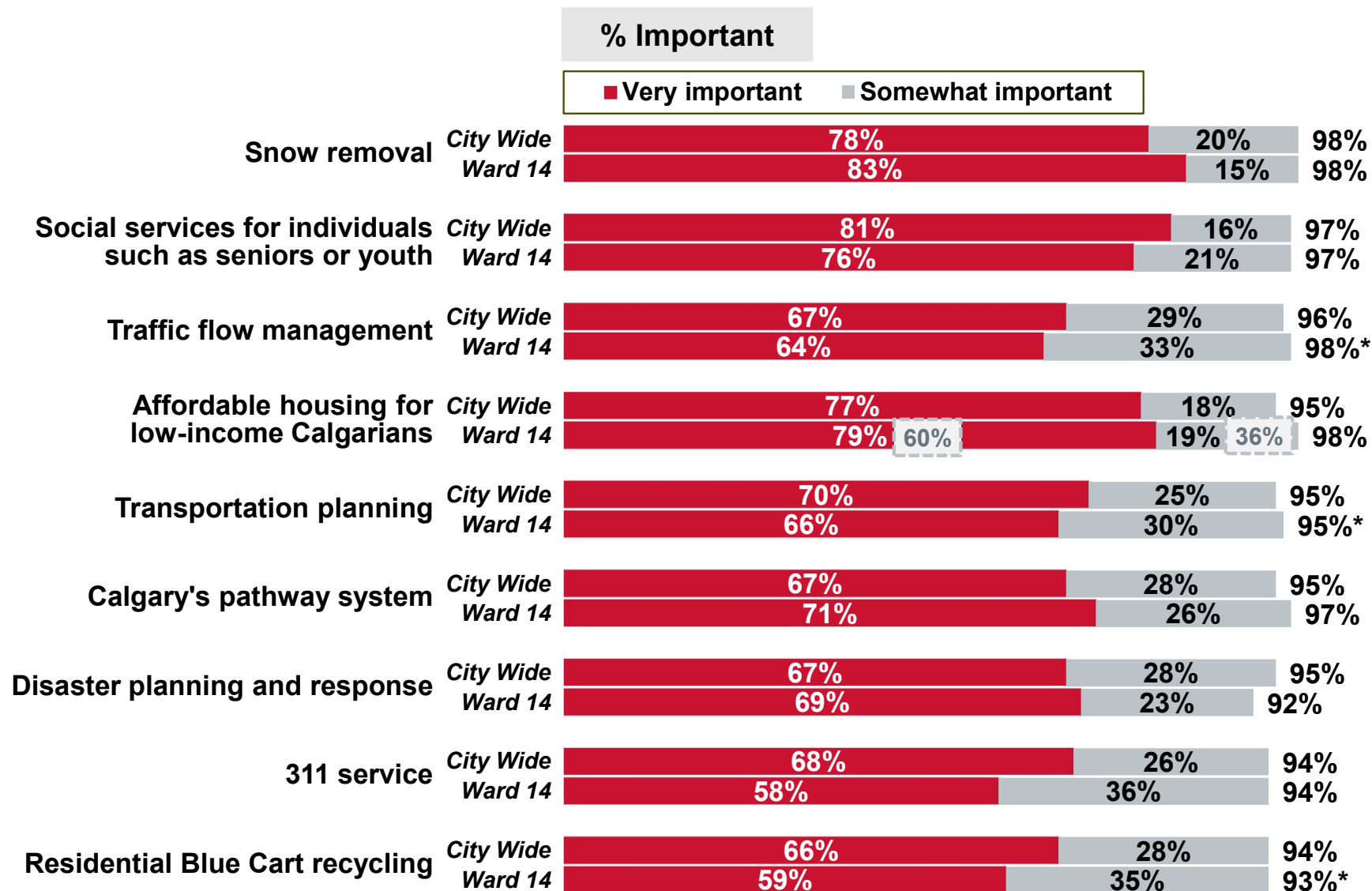
*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

\*Rounding



# Importance of City Programs and Services (continued)



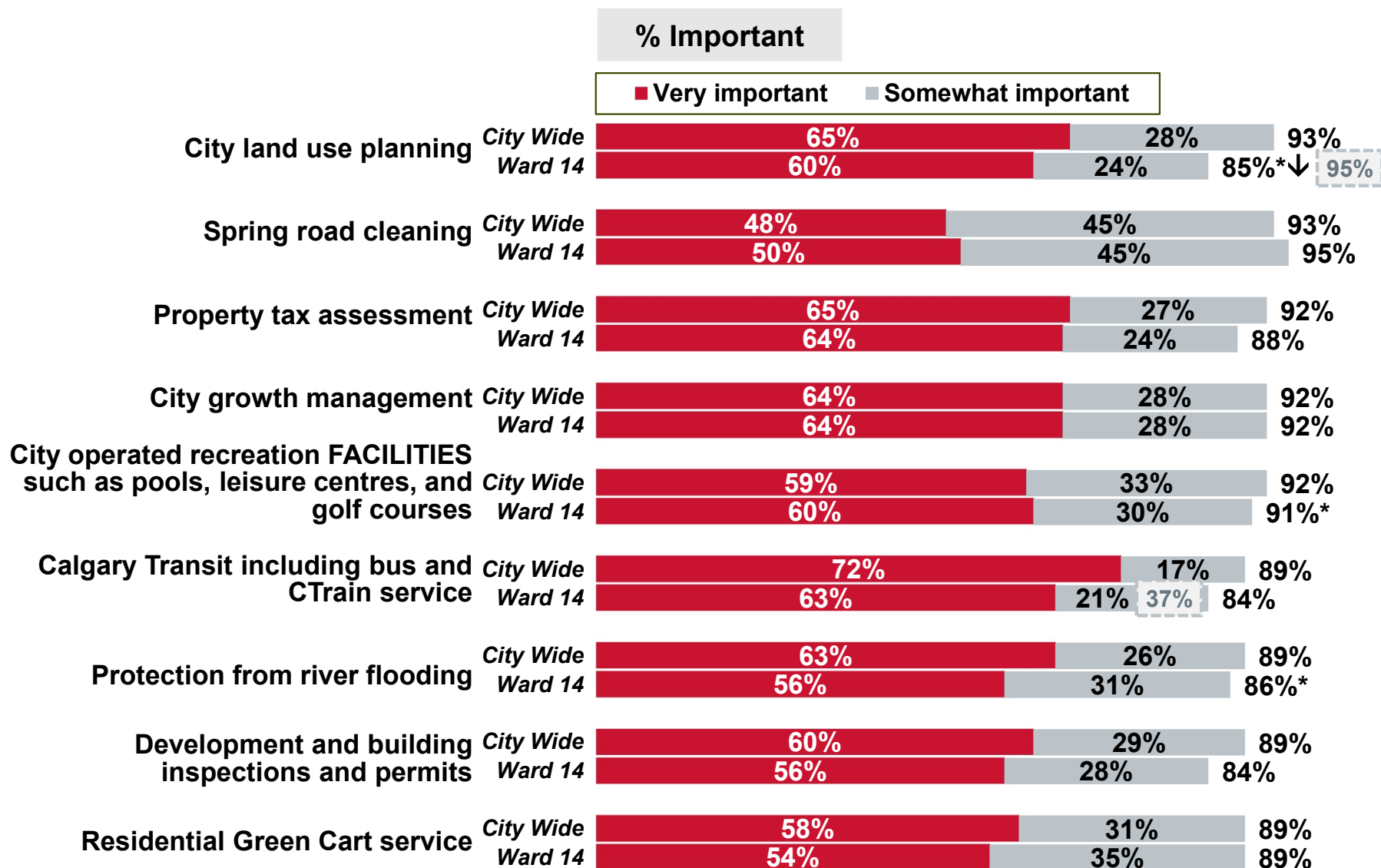
*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.*  
Base: Valid respondents (Bases vary)

Ward 14 2021

\*Rounding



# 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)

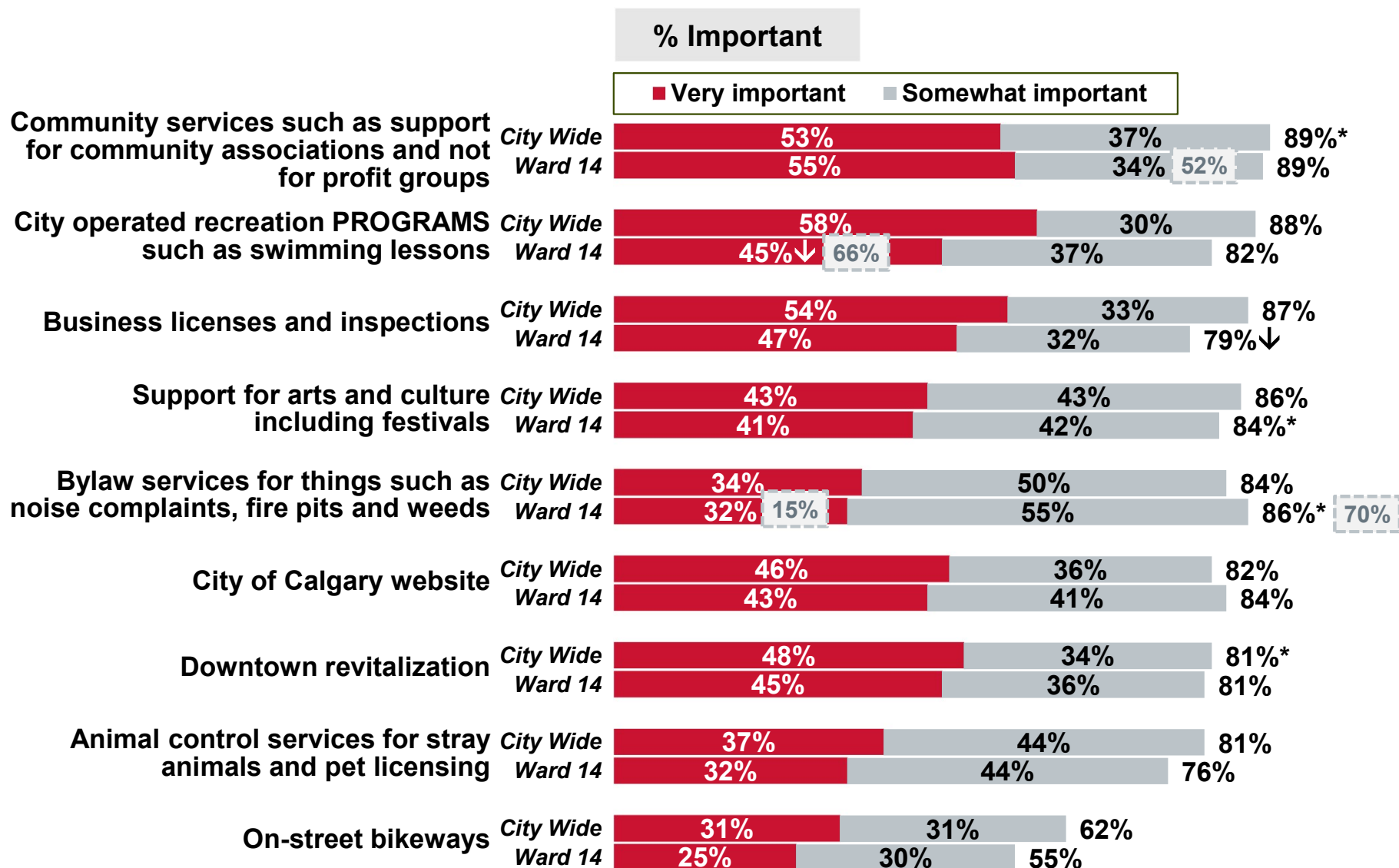
Ward 14 2021

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide



# 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)

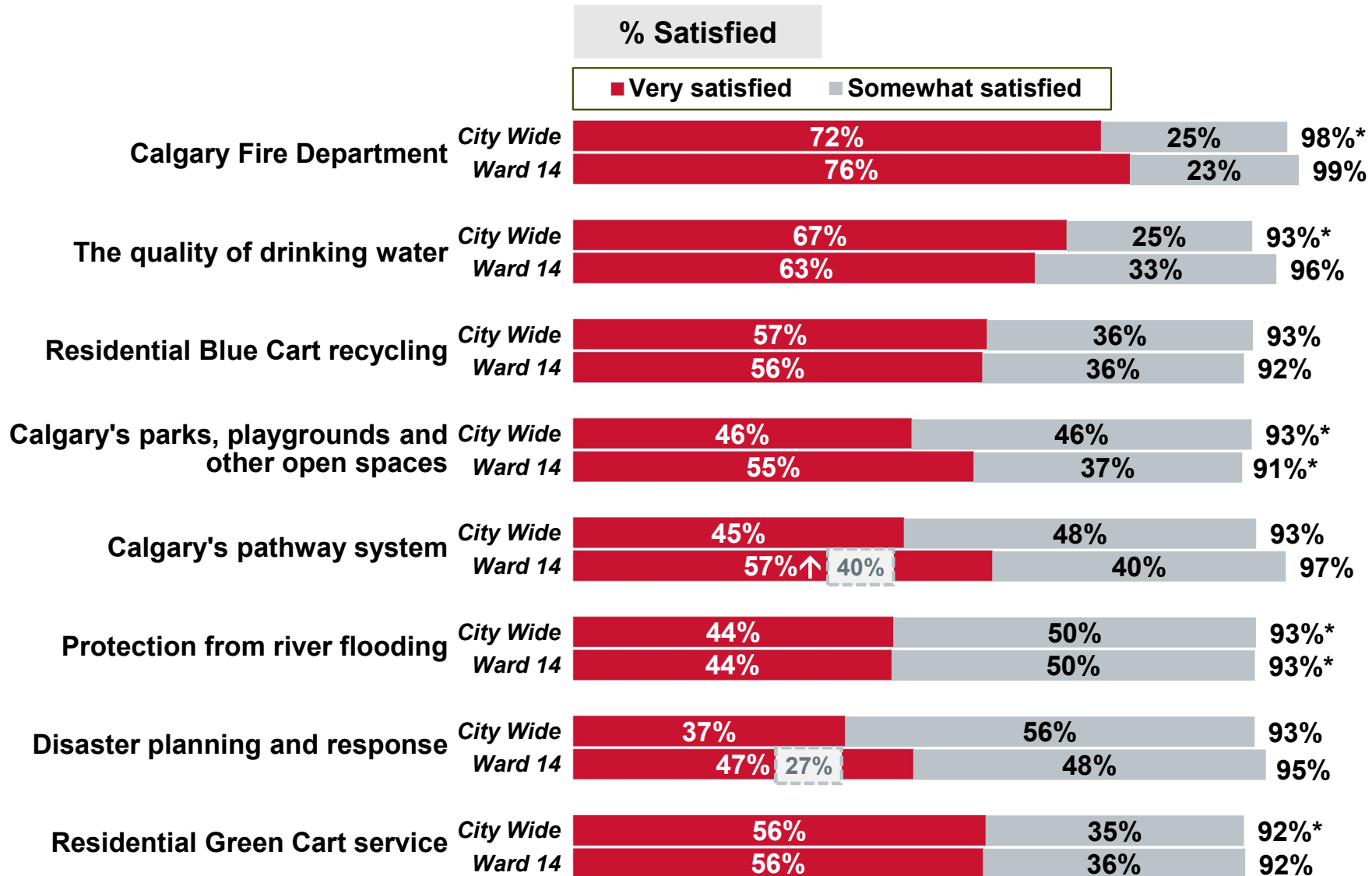
Ward 14 2021

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide



# Satisfaction with 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 satisfied you are with the job The City is doing in providing that program or service.*

Base: Valid respondents (Bases vary)

Ward 14 2021

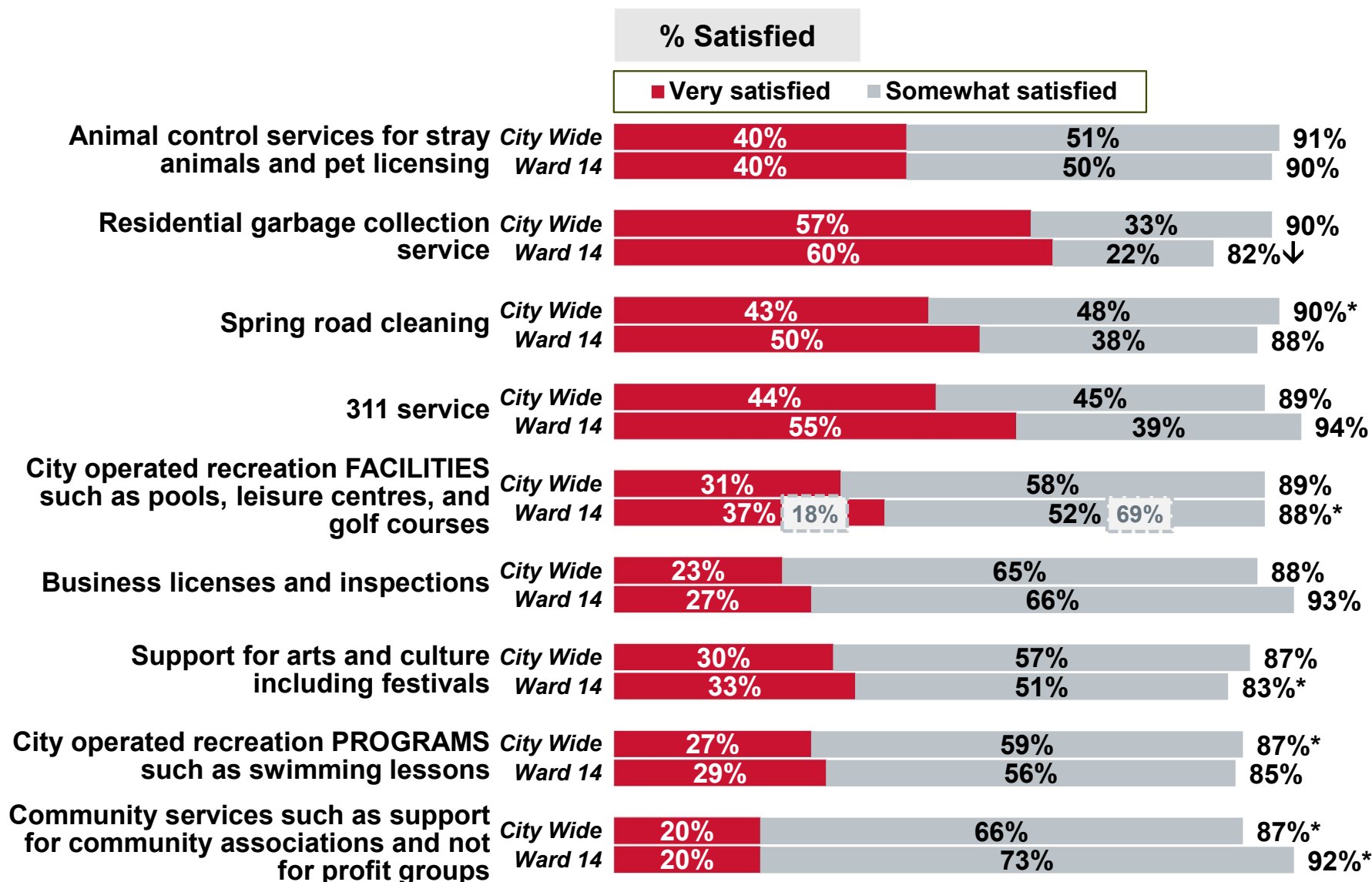
\*Rounding

↑ Statistically higher than City Wide

↓ Statistically lower than City Wide



# 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)

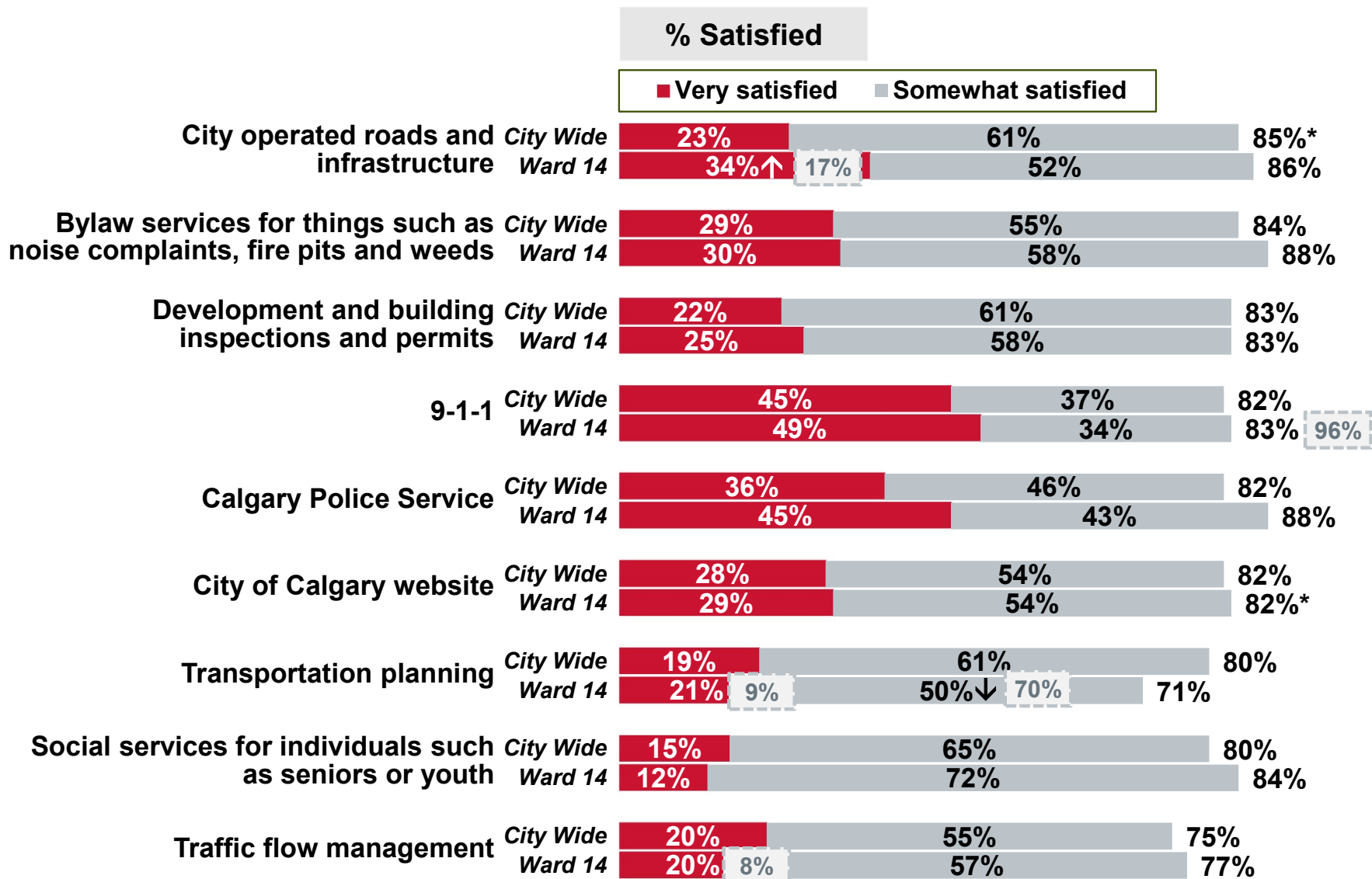
Ward 14 2021

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide



# 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)

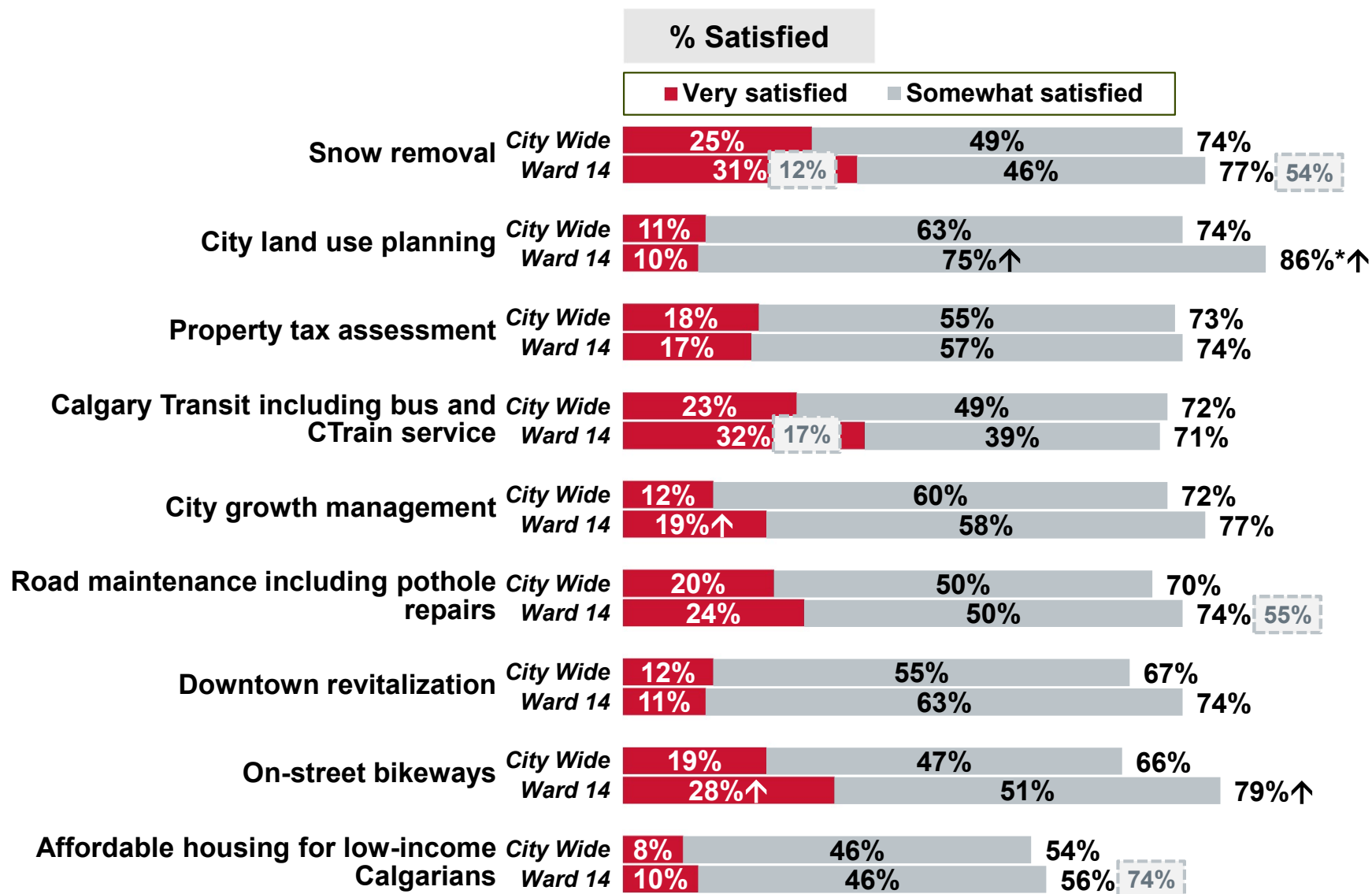
Ward 14 2021

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide



# 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.*

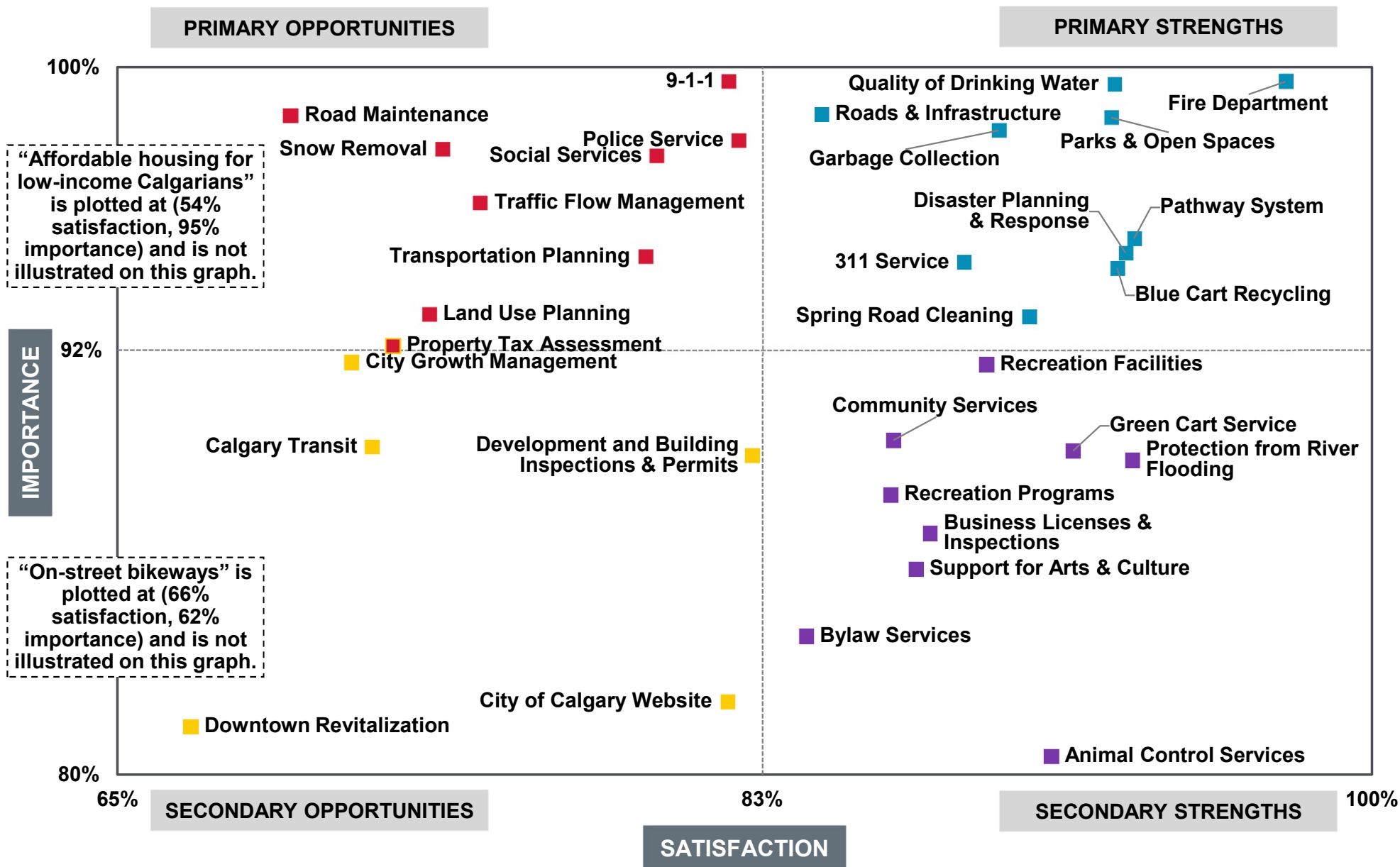
Base: Valid respondents (Bases vary)

Ward 14 2021

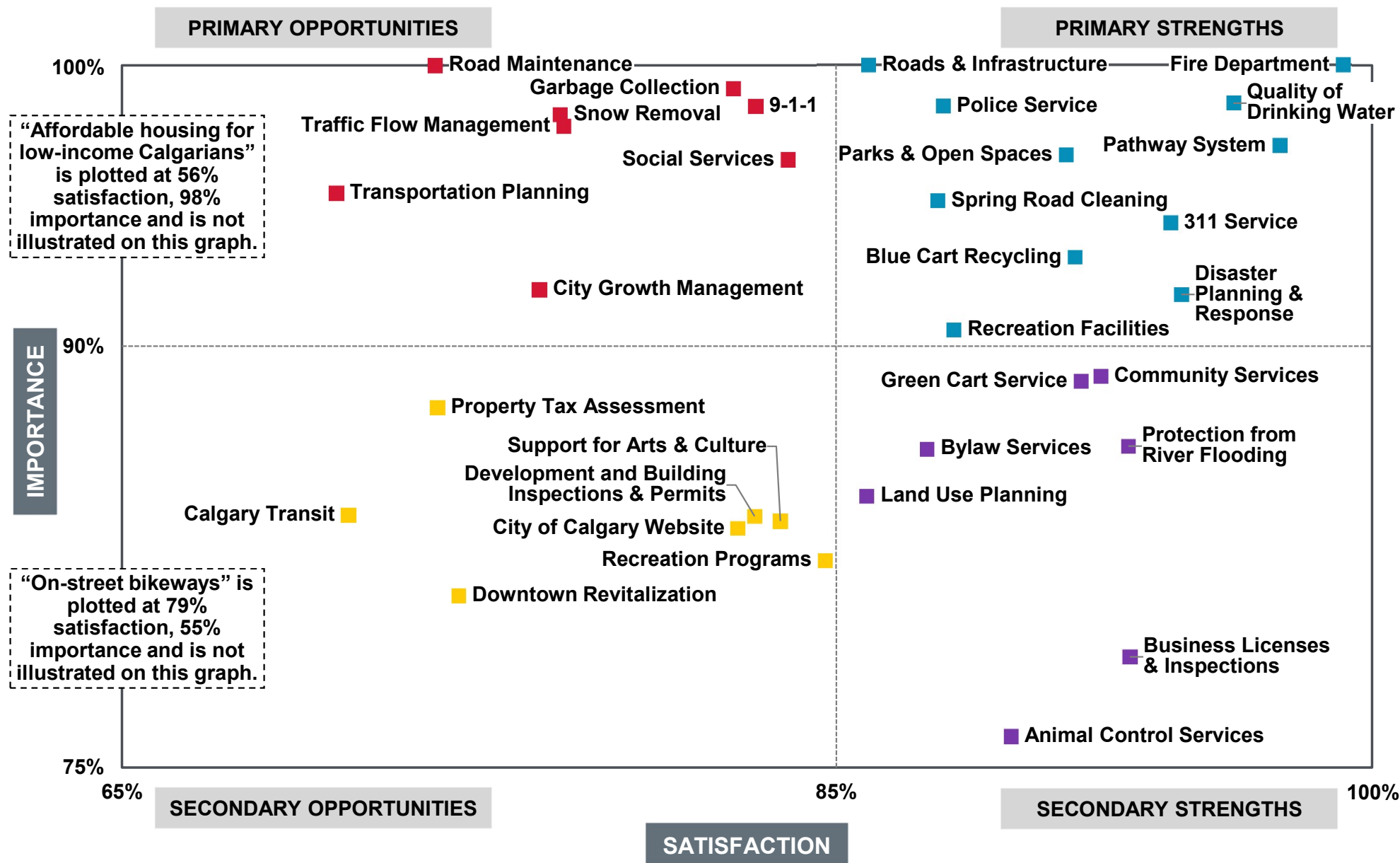
\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

# Importance vs. Satisfaction Grid: City Wide



# Importance vs. Satisfaction Grid: Ward 14





# Primary Strengths and Opportunities: City Wide vs. Ward 14

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

**Primary Strengths**

**Primary Opportunities**

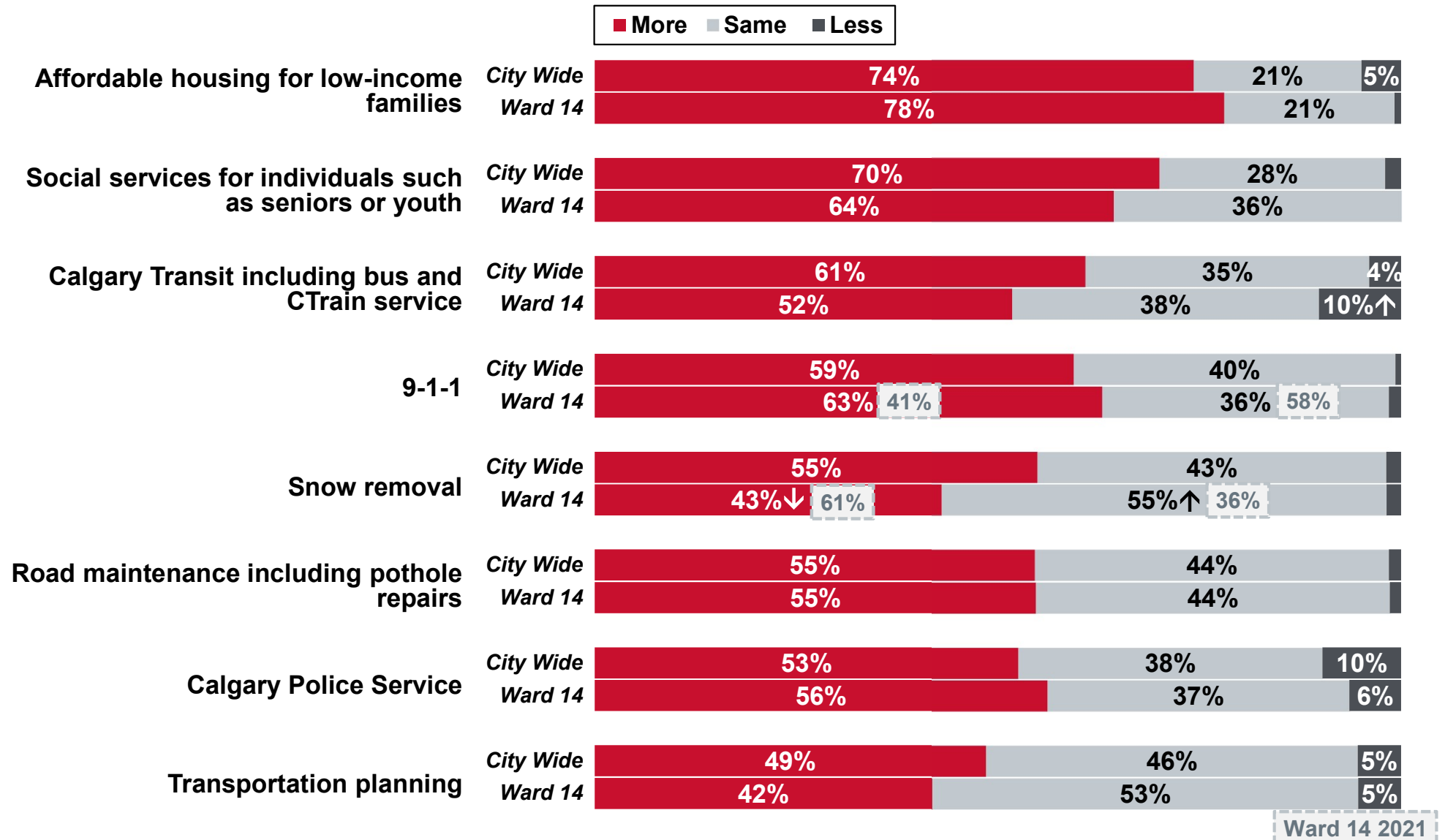
**Neither (in another quadrant)**

**Striped boxes indicate the service sits on the border between quadrants**

	City Wide	Ward 14
Fire Department		
Quality of Drinking Water		
Garbage Collection		
Parks and Open Spaces		
Disaster Planning and Response		
Pathway System		
Blue Cart Recycling		
Spring Road Cleaning		
311 Service		
Roads and Infrastructure		
Recreation Facilities		
9-1-1		
Police Service		
Road Maintenance		
Affordable Housing		
Property Tax Assessment		
Snow Removal		
Land Use Planning		
Traffic Flow Management		
Transportation Planning		
Social Services		
City Growth Management		



# 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)

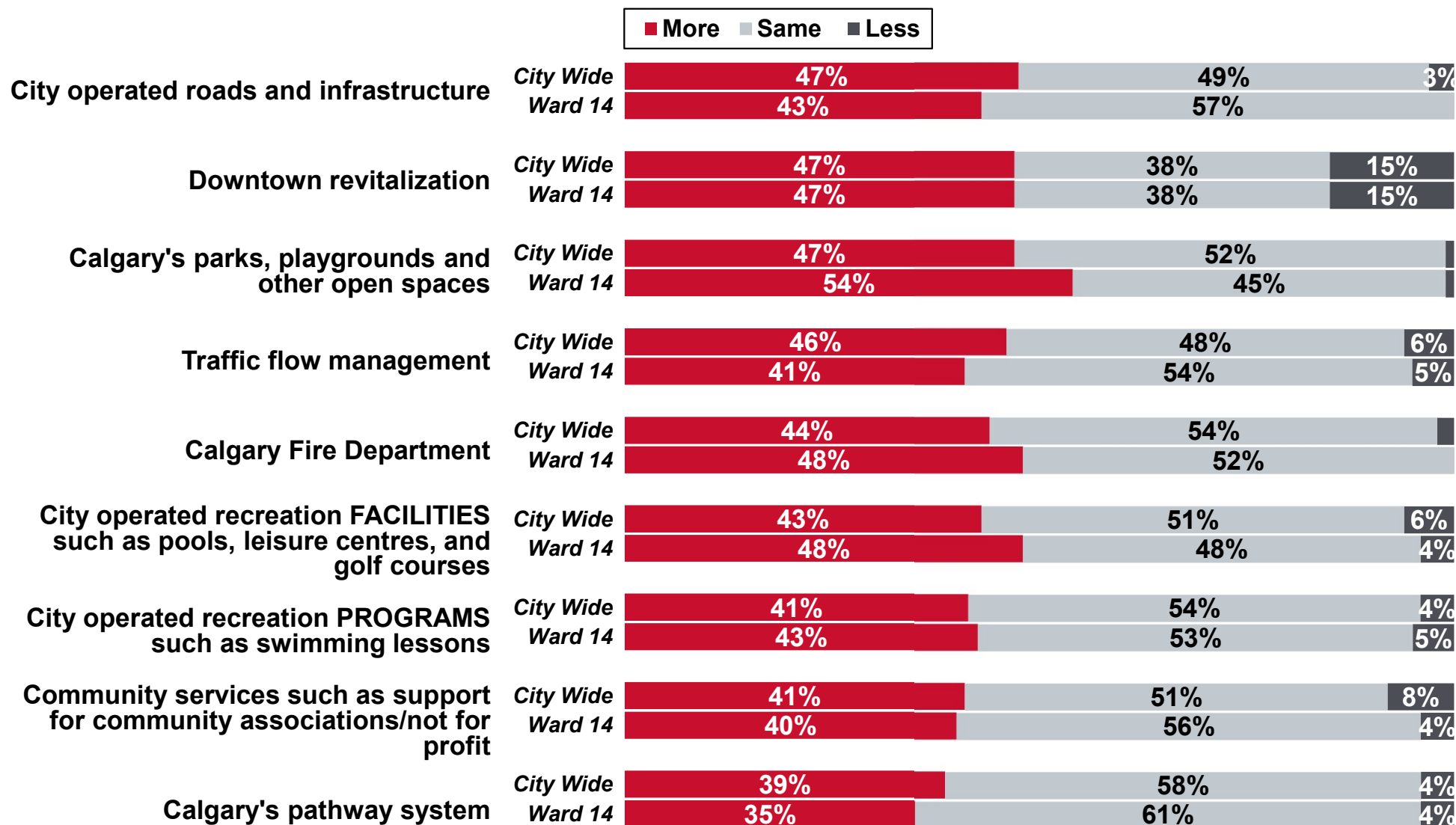
Data labels of <3% are not shown

↑ Statistically higher than City Wide

↓ Statistically lower than City Wide



# Investment in City Programs and Services (continued)



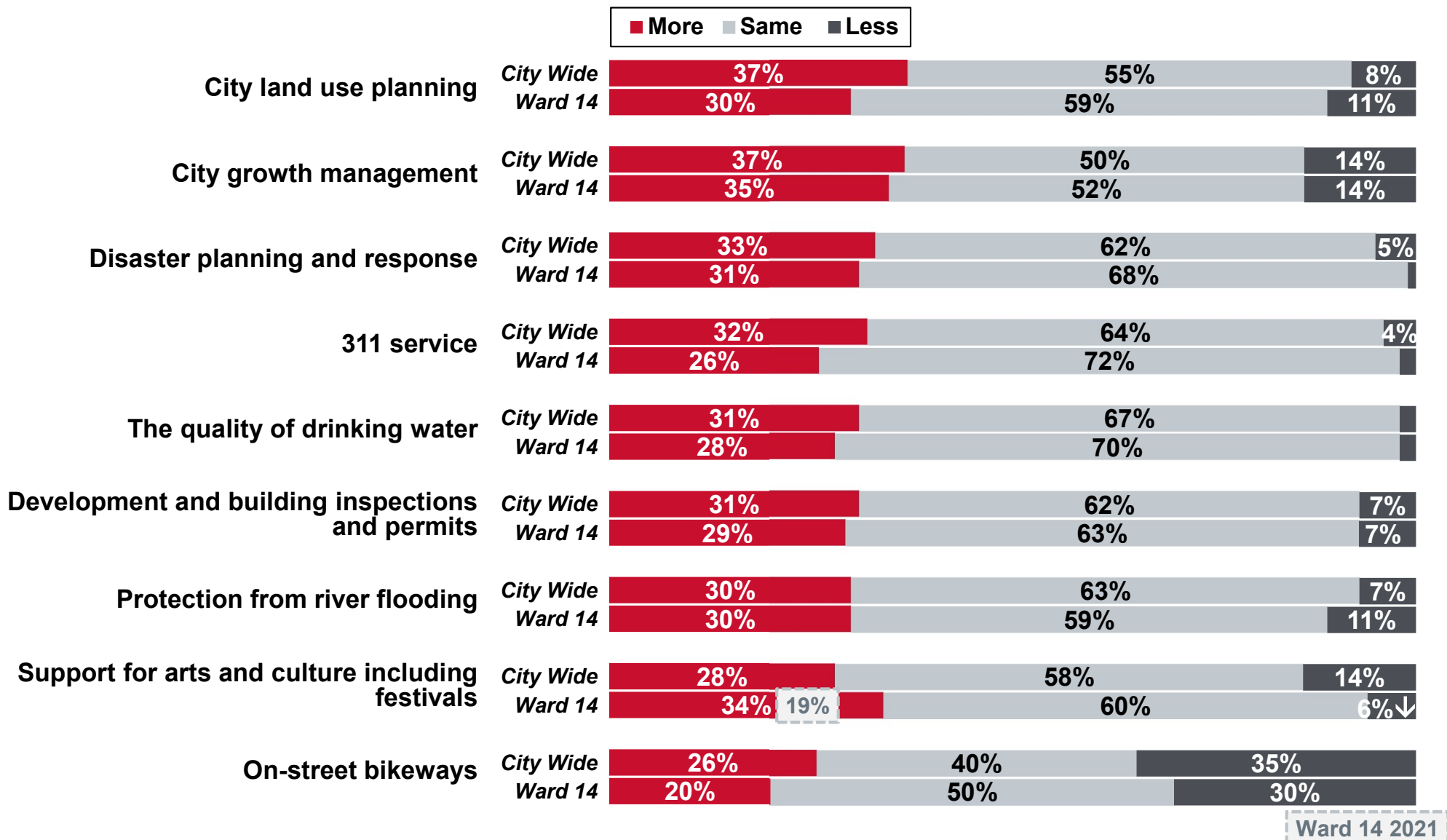
*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service?*

Base: Valid respondents (Bases vary)

Data labels of <3% are not shown



# 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?

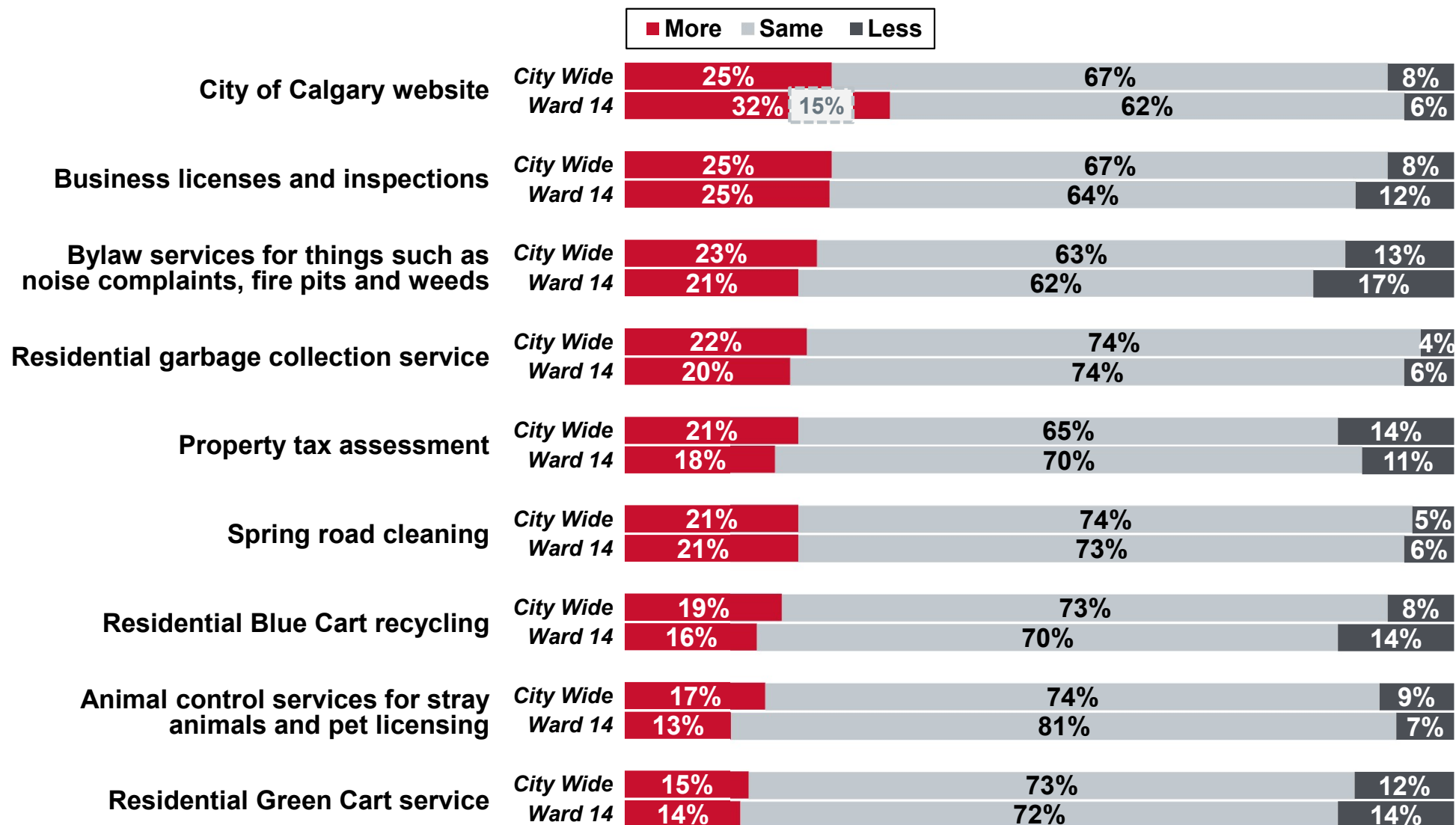
Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide



# Investment in City Programs and Services (continued)



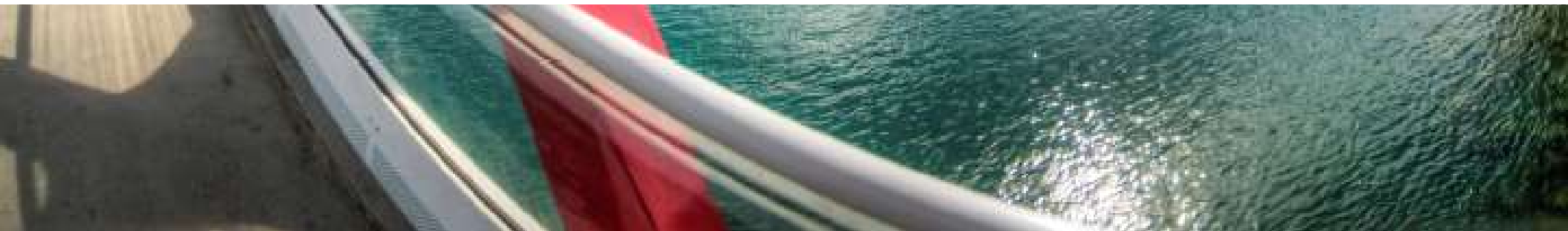
*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service?*

Base: Valid respondents (Bases vary)

Ward 14 2021

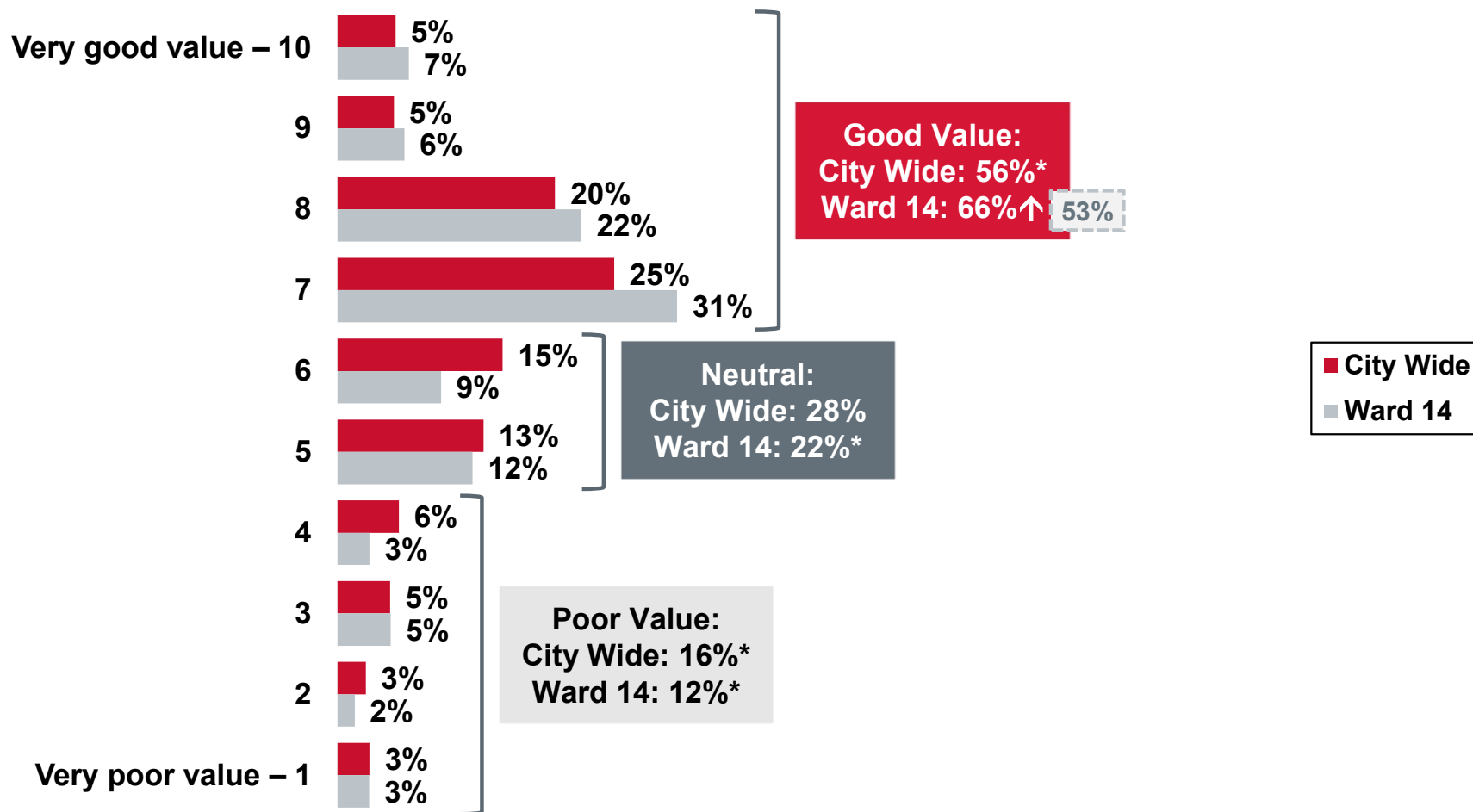


# Taxation





# Perceived Value of Property Taxes



Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your residential property tax payment 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”.

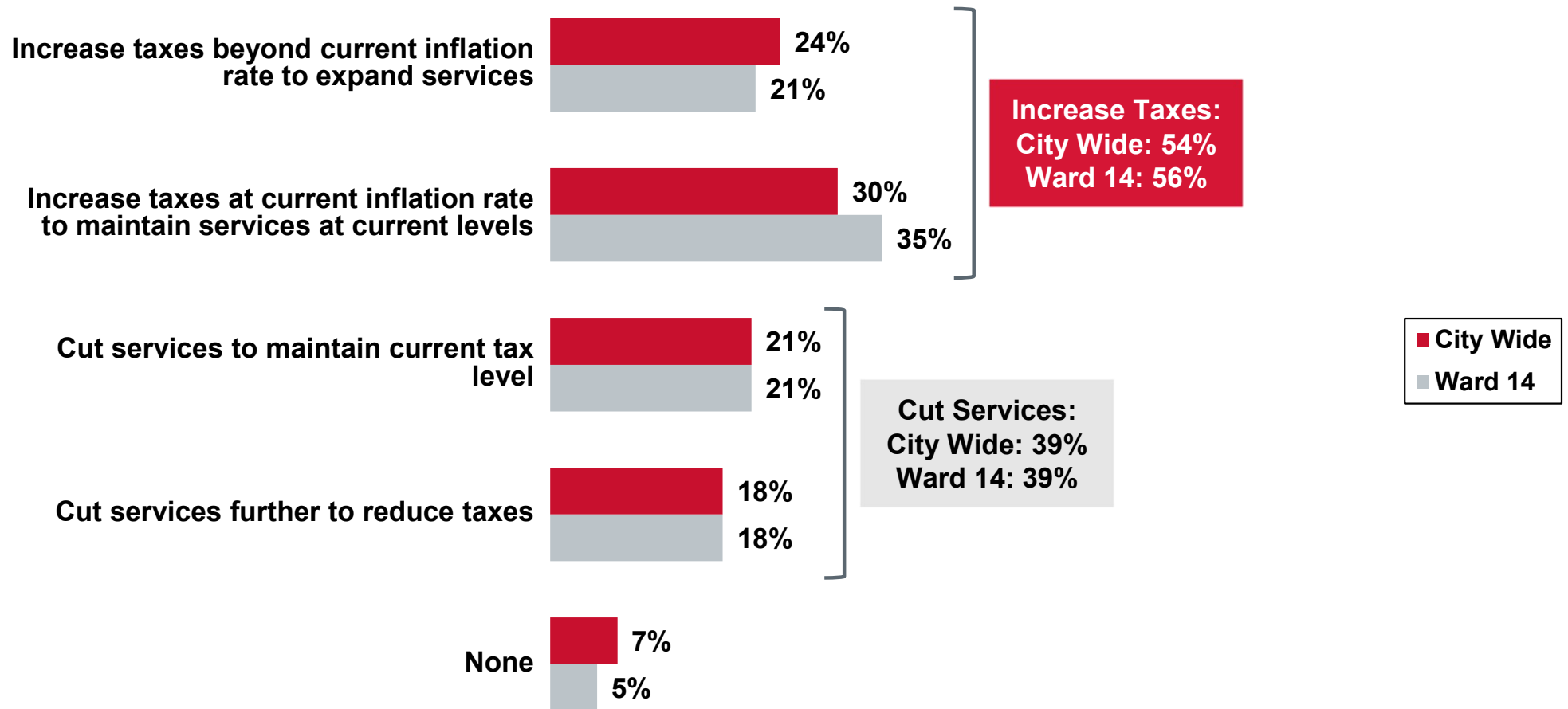
Base: Valid respondents (City Wide: n=2,461 / Ward 14: n=161)

Ward 14 2021

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

# Balancing Taxation and Service Delivery Levels



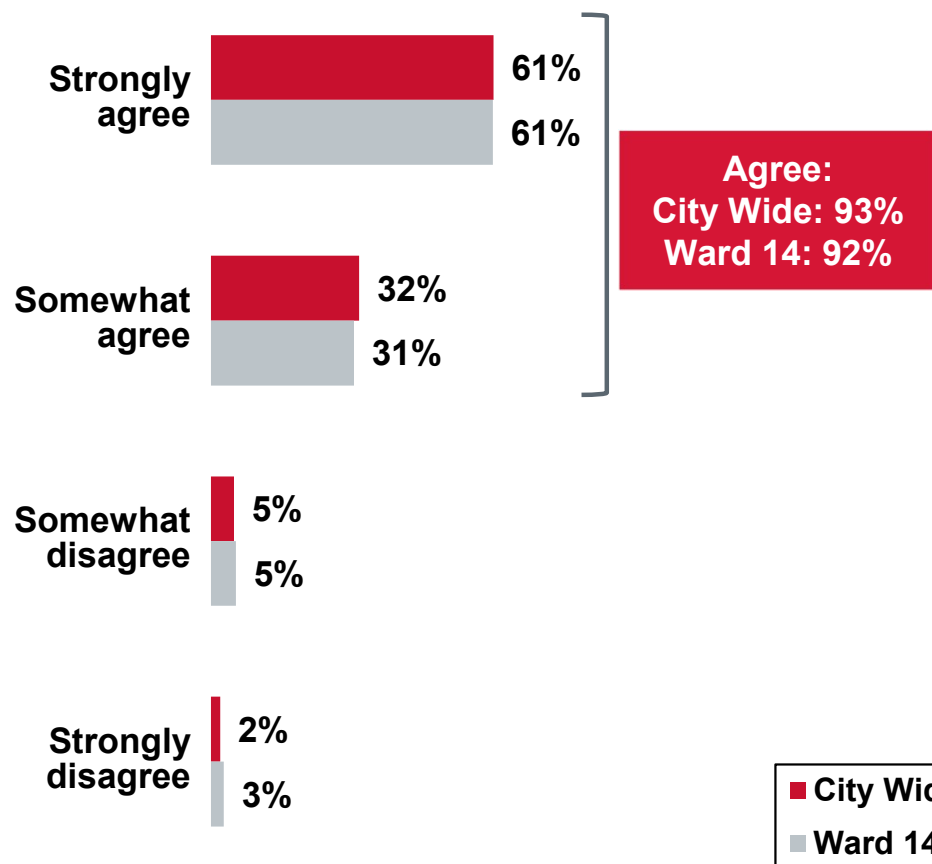
*Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (City Wide: n=2,469 / Ward 14: n=161)

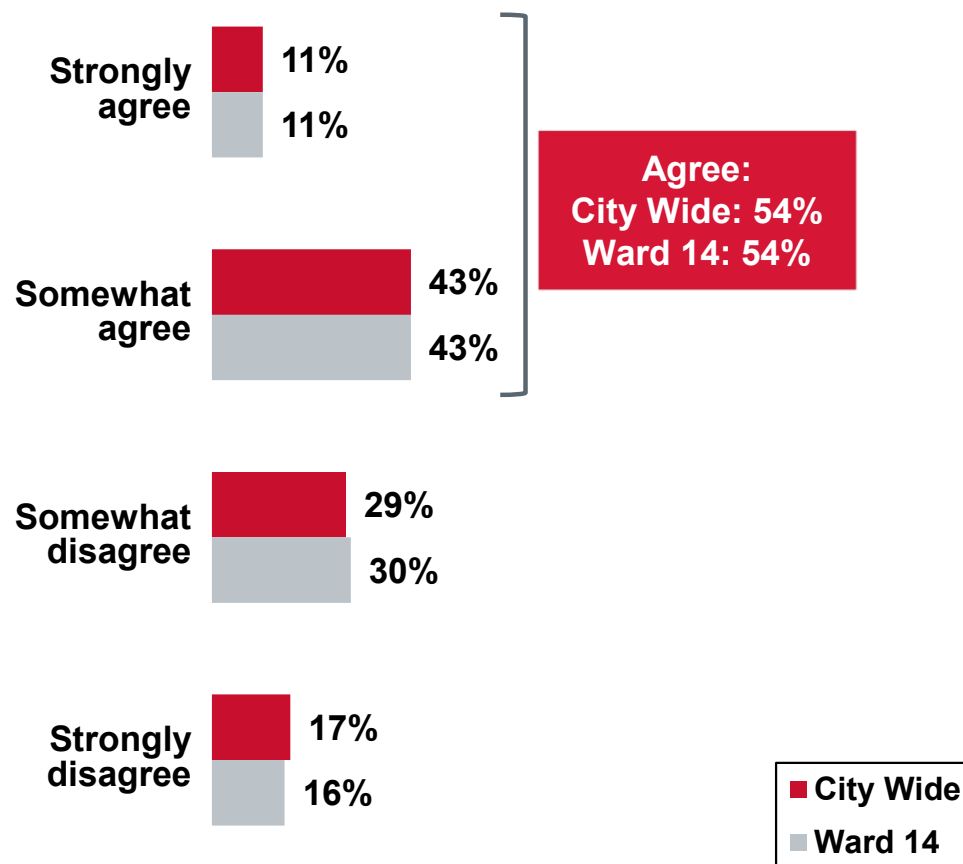


# Property Tax Dollar Investment

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



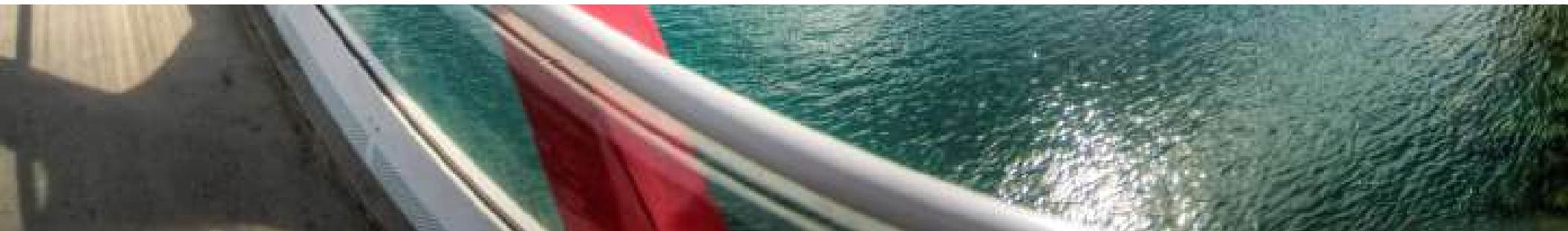
*The City does a good job of providing Calgarians with information about how their property tax dollars are invested in various City services*



*Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.*  
Base: Valid respondents (Bases vary)

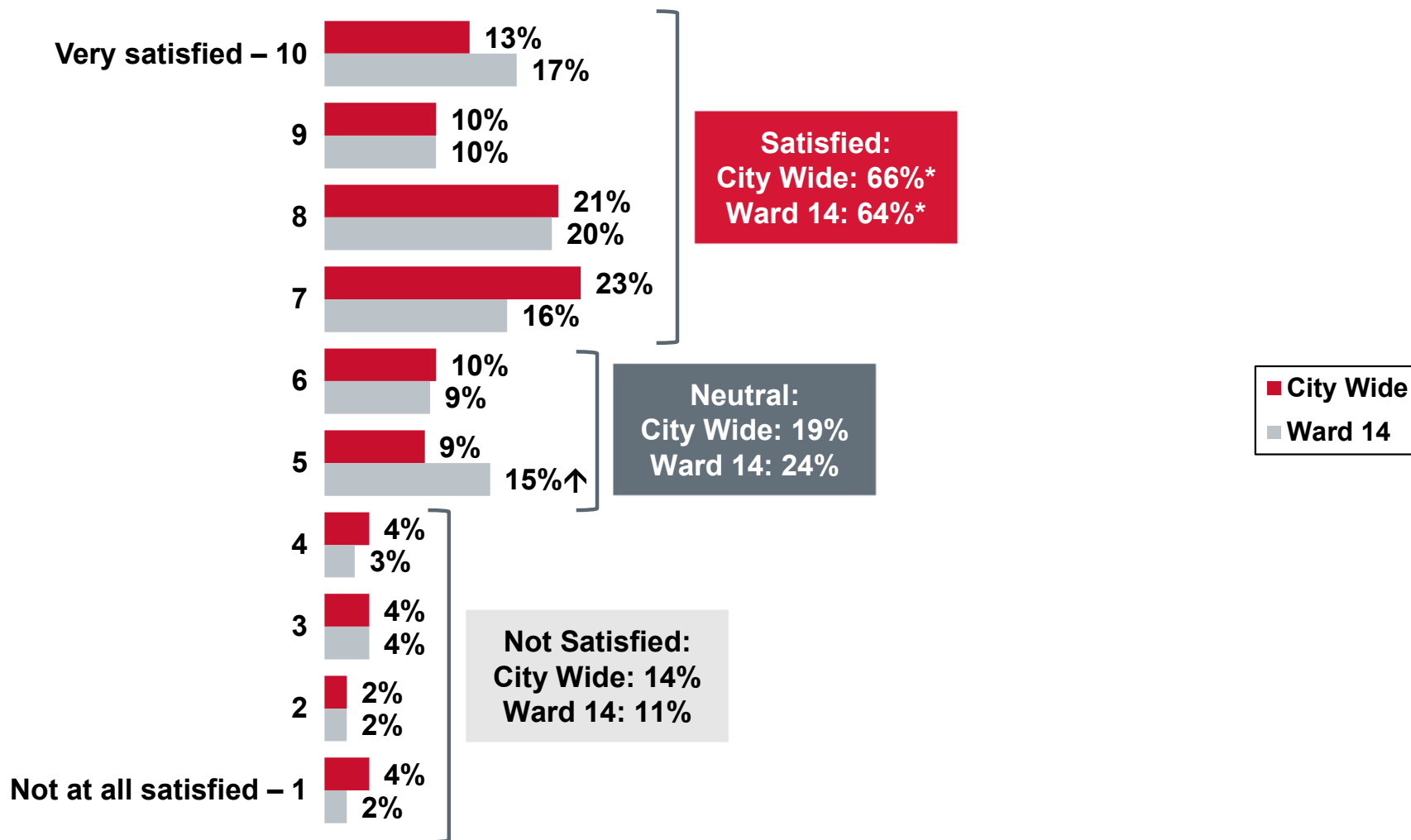


## City Customer Service





# Satisfaction with the Overall Level and Quality of Customer Service



Now I'd like you to think about any contact you've had with The City of Calgary in the past year. On a scale of 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 customer service provided by The City of Calgary?

Base: Valid respondents who had contact with The City in the last twelve months (City Wide: n=2,305 / Ward 14: n=144)

\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

# Attitudes Regarding Customer Service

■ Strongly agree 
 ■ Somewhat agree 
 ■ Somewhat disagree 
 ■ Strongly disagree

% Agree

The City of Calgary meets my customer service expectations

City Wide



81%

Ward 14

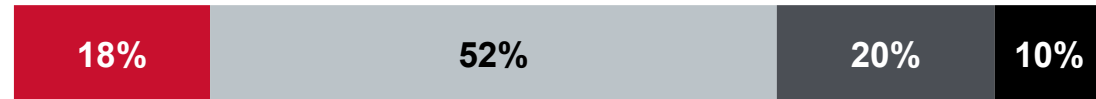


84%\*

73%

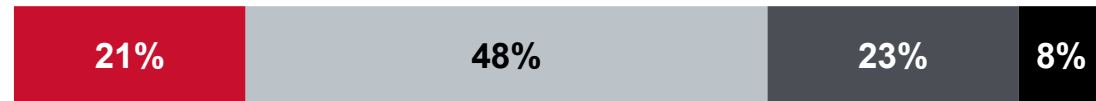
The City responds quickly to requests and concerns

City Wide



70%

Ward 14



69%

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?

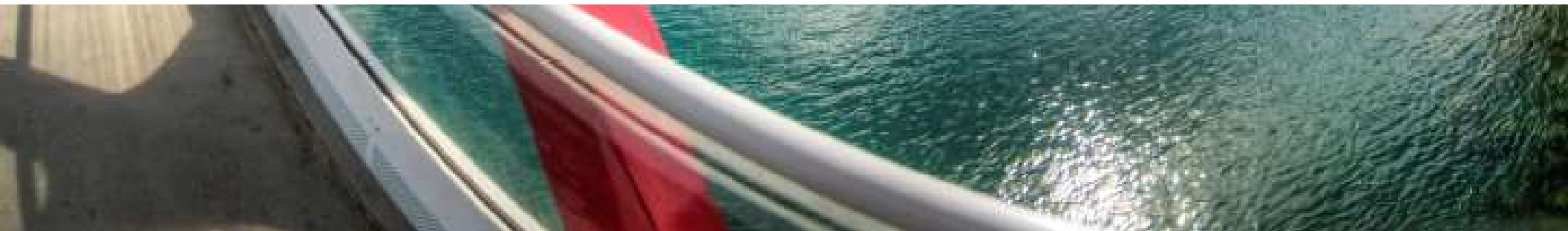
Base: Valid respondents (Bases vary)

Ward 14 2021

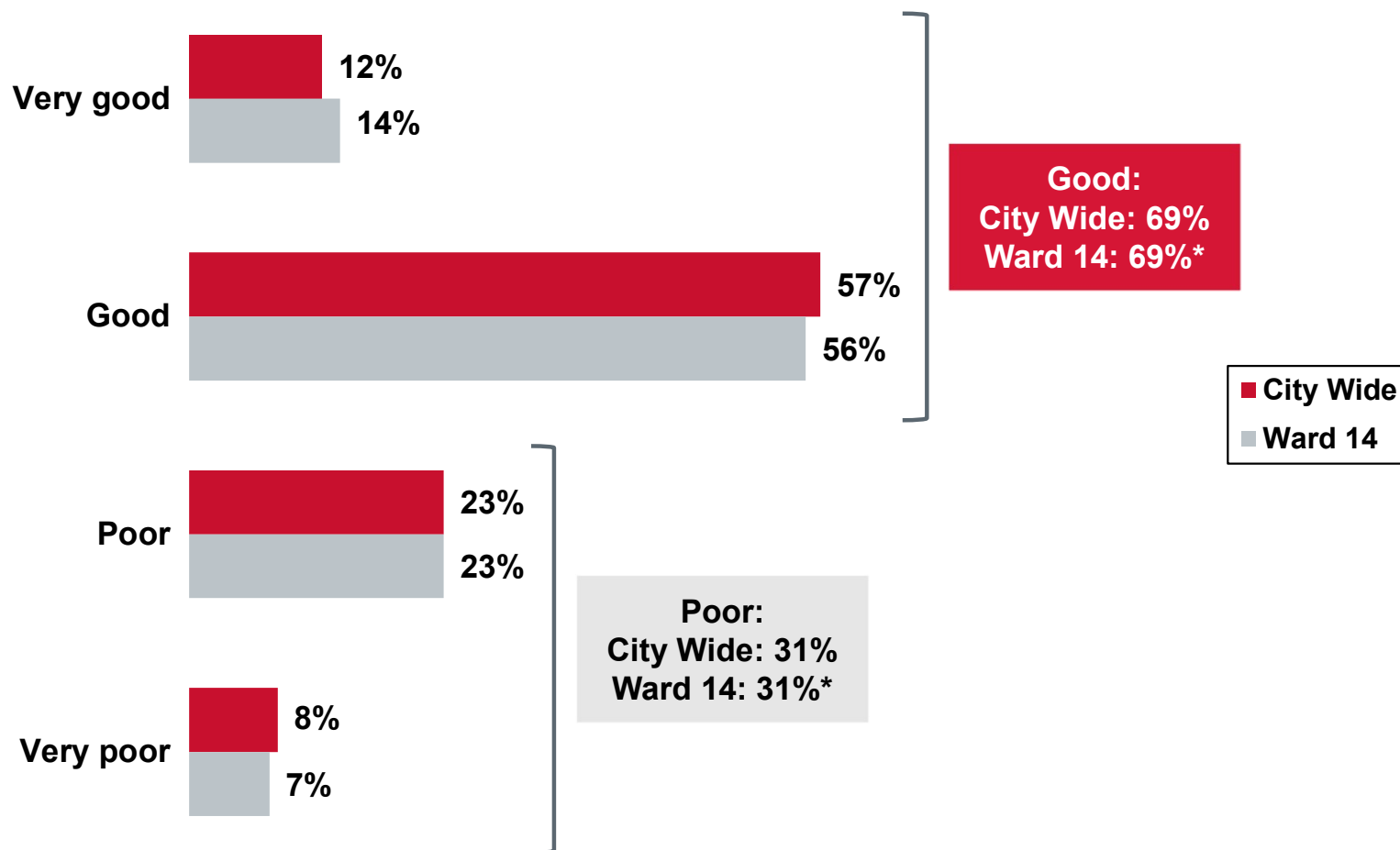
\*Rounding



## **Communication at The City**



# Overall Communication at The City



*Overall, how would you rate The City of Calgary in terms of how well it communicates with Calgarians about its services, programs, policies and plans in the past 6 months? Would you say the communication has been ...?*

Base: Valid respondents (City Wide: n=2,490 / Ward 14: n=163)

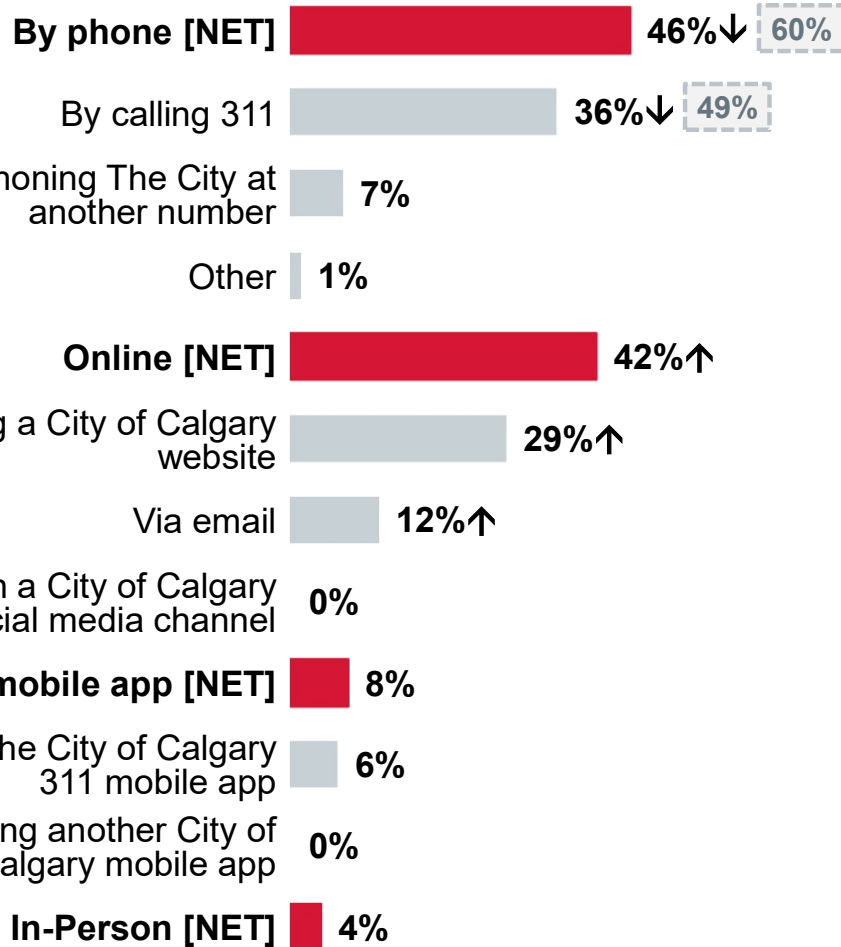
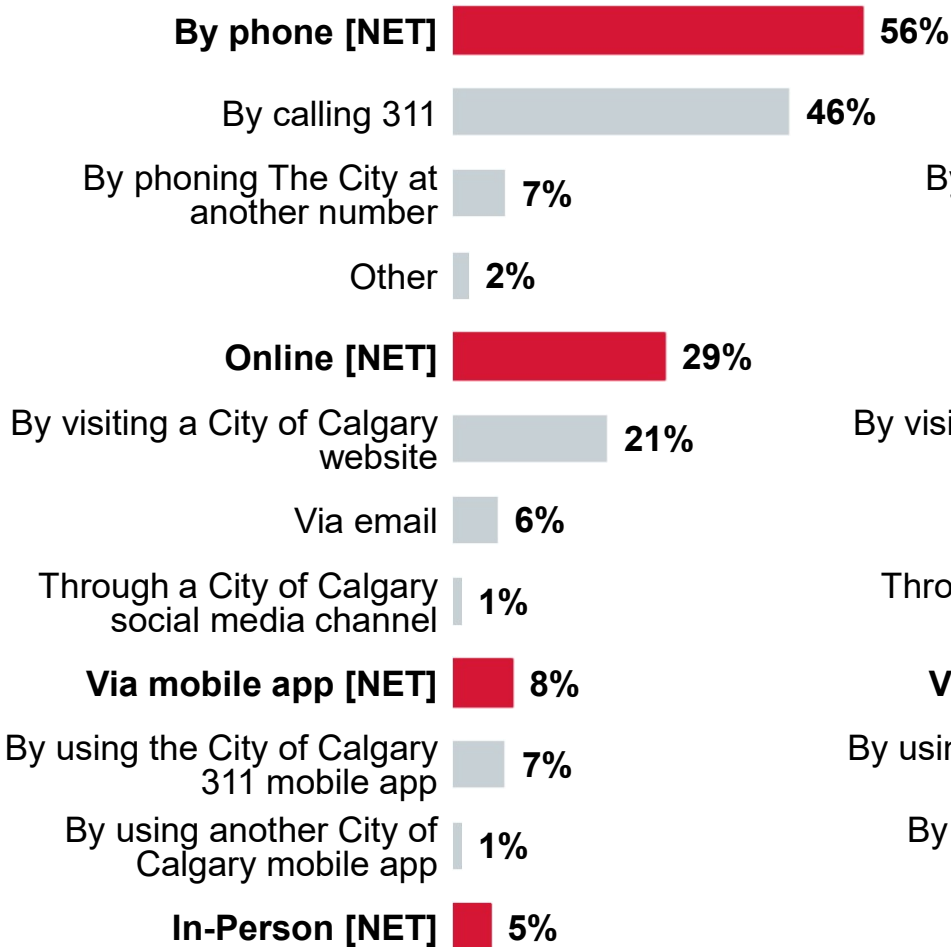
\*Rounding

# Preferred Method of Contact

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

## City Wide

## Ward 14



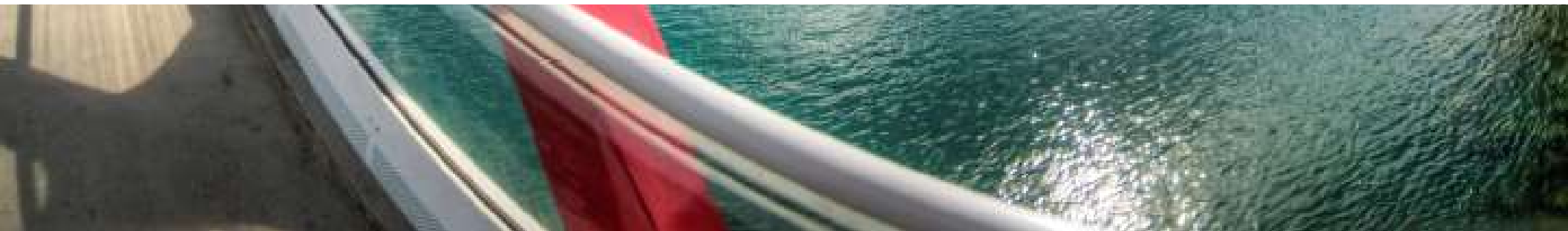
Ward 14 2021

What is your preferred way of contacting The City?  
Base: Valid respondents (City Wide: n=2,490 / Ward 14: n=163)

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

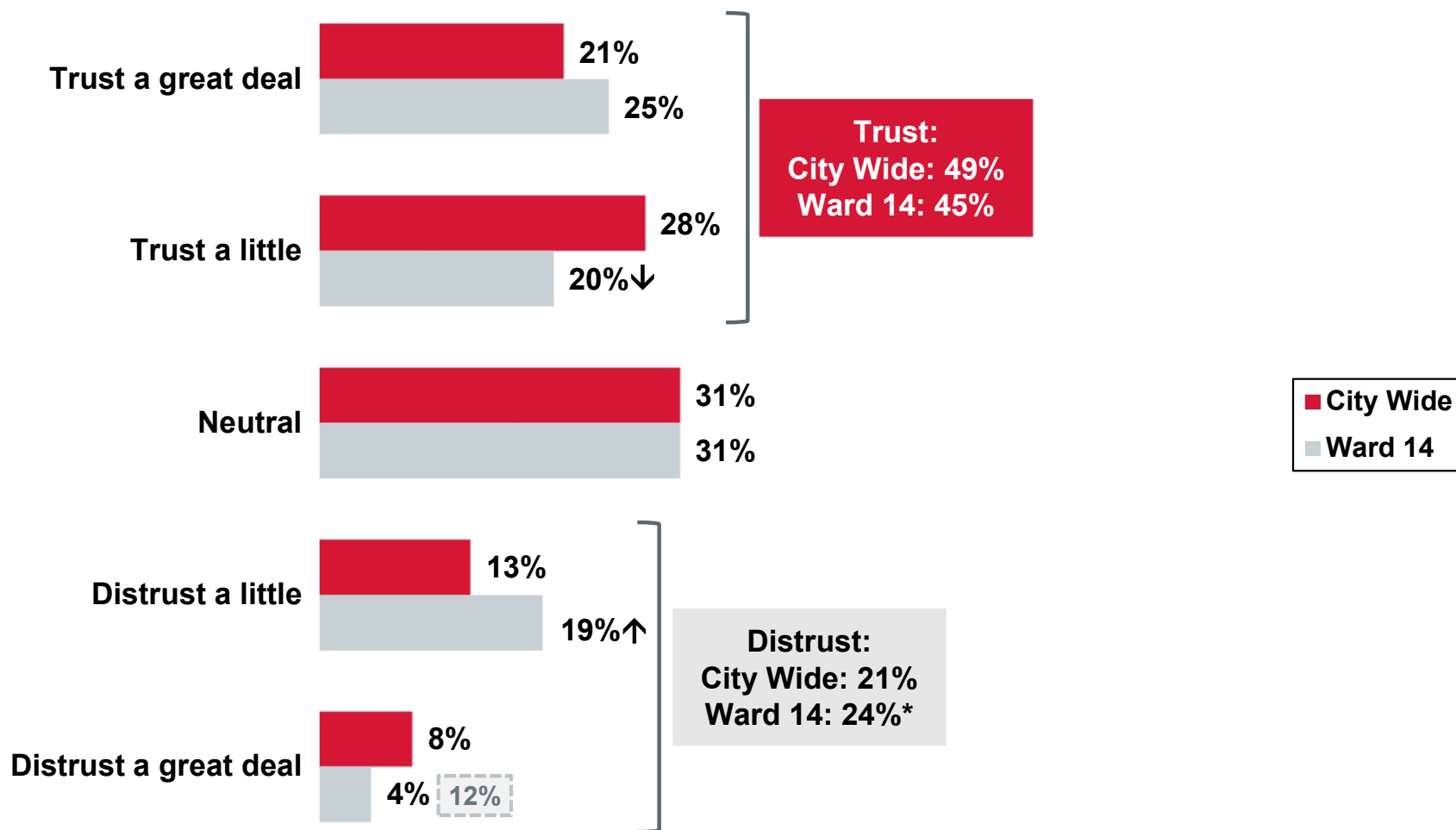


## City Reputation and Performance





# Trust in The City of Calgary



*Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?*

Base: Valid respondents (City Wide: n=2,494 / Ward 14: n=163)

Ward 14 2021

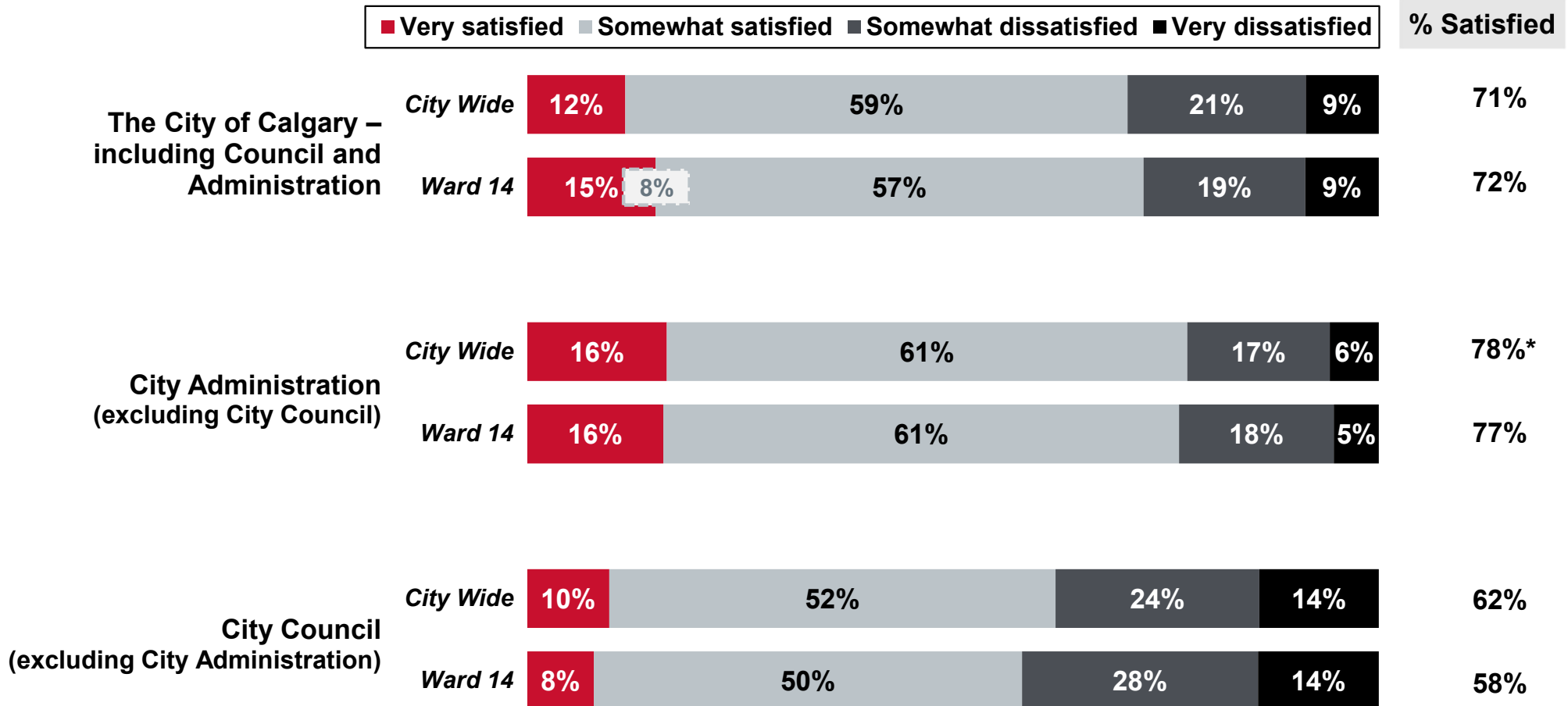
\*Rounding

↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide



# Perceptions About City Performance

As you may know, **City Council** is made up of elected officials who are the legislative body that govern The City. While **City Administration** is made up of non-elected employees at The City who are responsible for the management and running of local services. In other words, public servants who administer services, facilities, safety and infrastructure for communities.



Taking everything into account, how satisfied or dissatisfied are you with the way [INSERT] is going about running our City?  
Base: Valid respondents (Bases vary)

Ward 14 2021

\*Rounding

# Attitudes Regarding The City

■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

% Agree

The City of Calgary practices open and accessible government

City Wide



66%\*

Ward 14



64%\*

The City uses input from Calgarians in decision-making about City projects and services

City Wide



62%

Ward 14



61%

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.

Base: Valid respondents (Bases vary)

\*Rounding

↑ Statistically higher than City Wide  
 ↓ Statistically lower than City Wide

# Perceptions of Input

■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

% Agree

The City allows Calgarians to have meaningful input into decision-making

City Wide



59%

Ward 14



58%

Calgarians have enough opportunities to provide input into decision-making about City projects and services+

City Wide



61%

Ward 14



63%

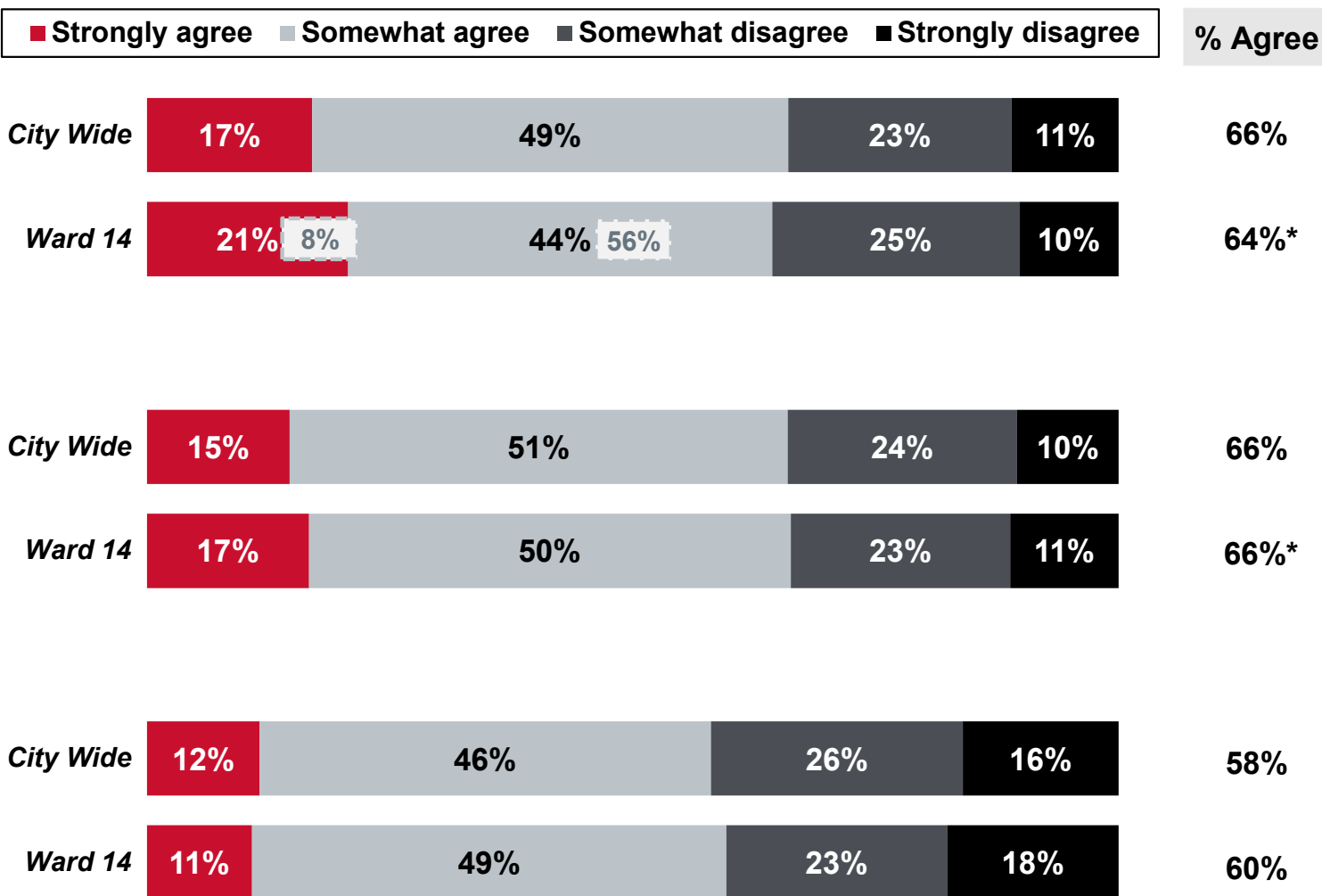
+Statement not measured in Fall 2021

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.

Base: Valid respondents (Bases vary)



# Attitudes Regarding The City



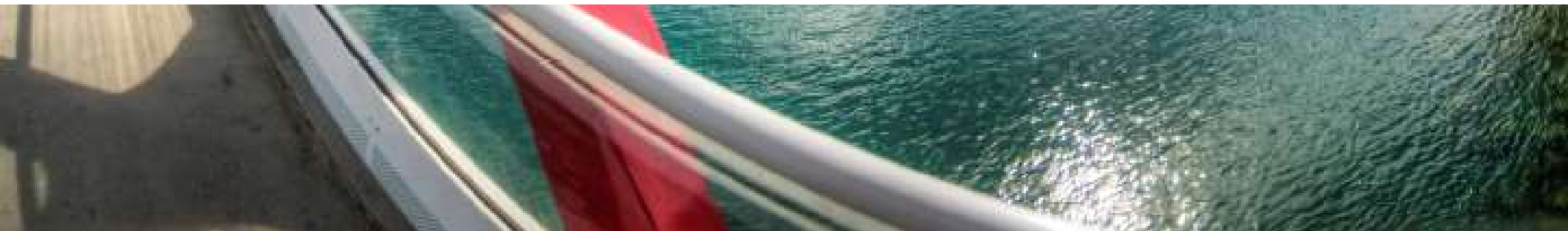
Please tell me whether you agree or disagree with each of the following statements.  
Base: Valid respondents (Bases vary)

Ward 14 2021

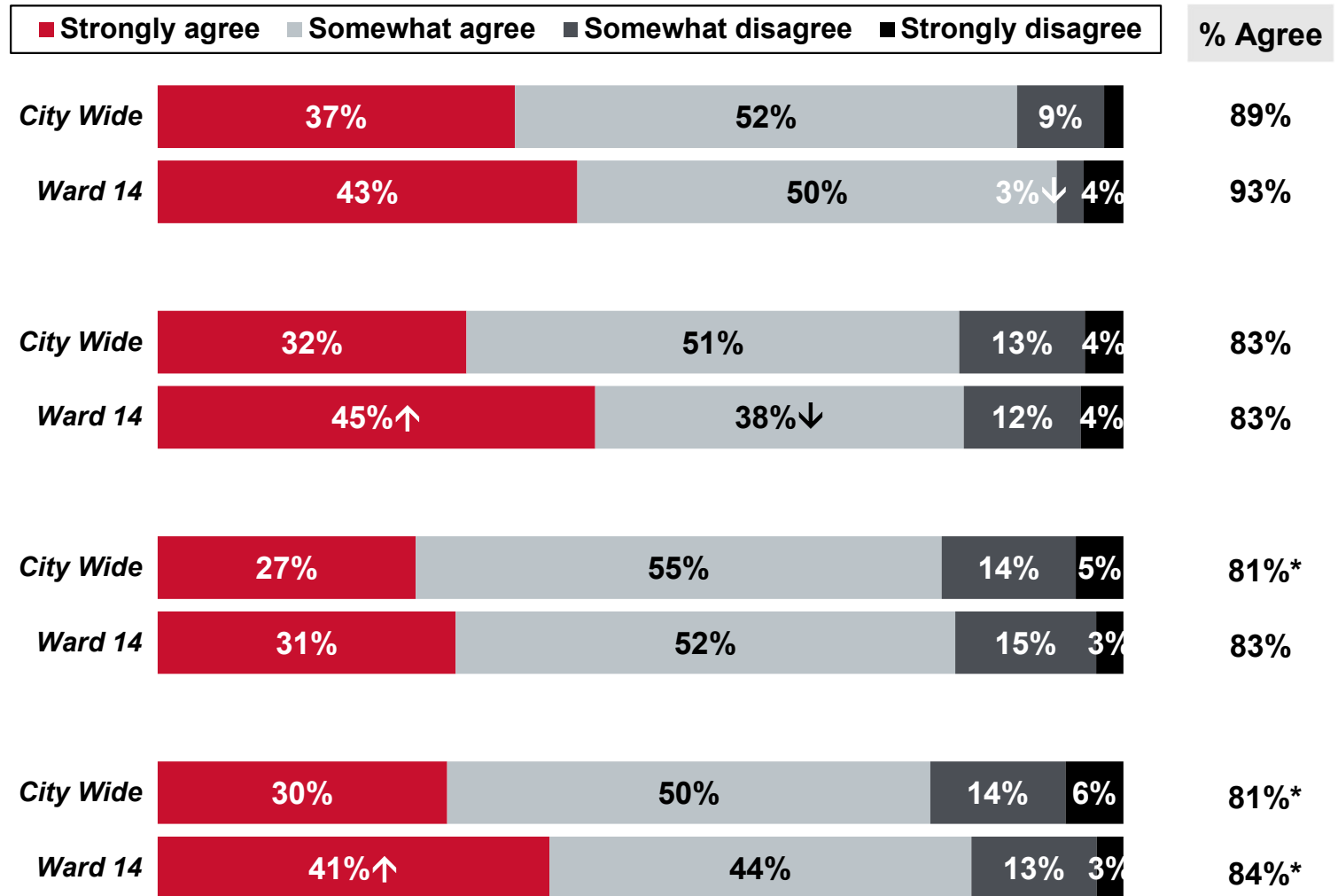
\*Rounding



## Council Focus Areas



# Perception The City is Doing a Good Job on Council Focus Areas+



\*Rounding

+Question introduced Fall 2022

Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following.

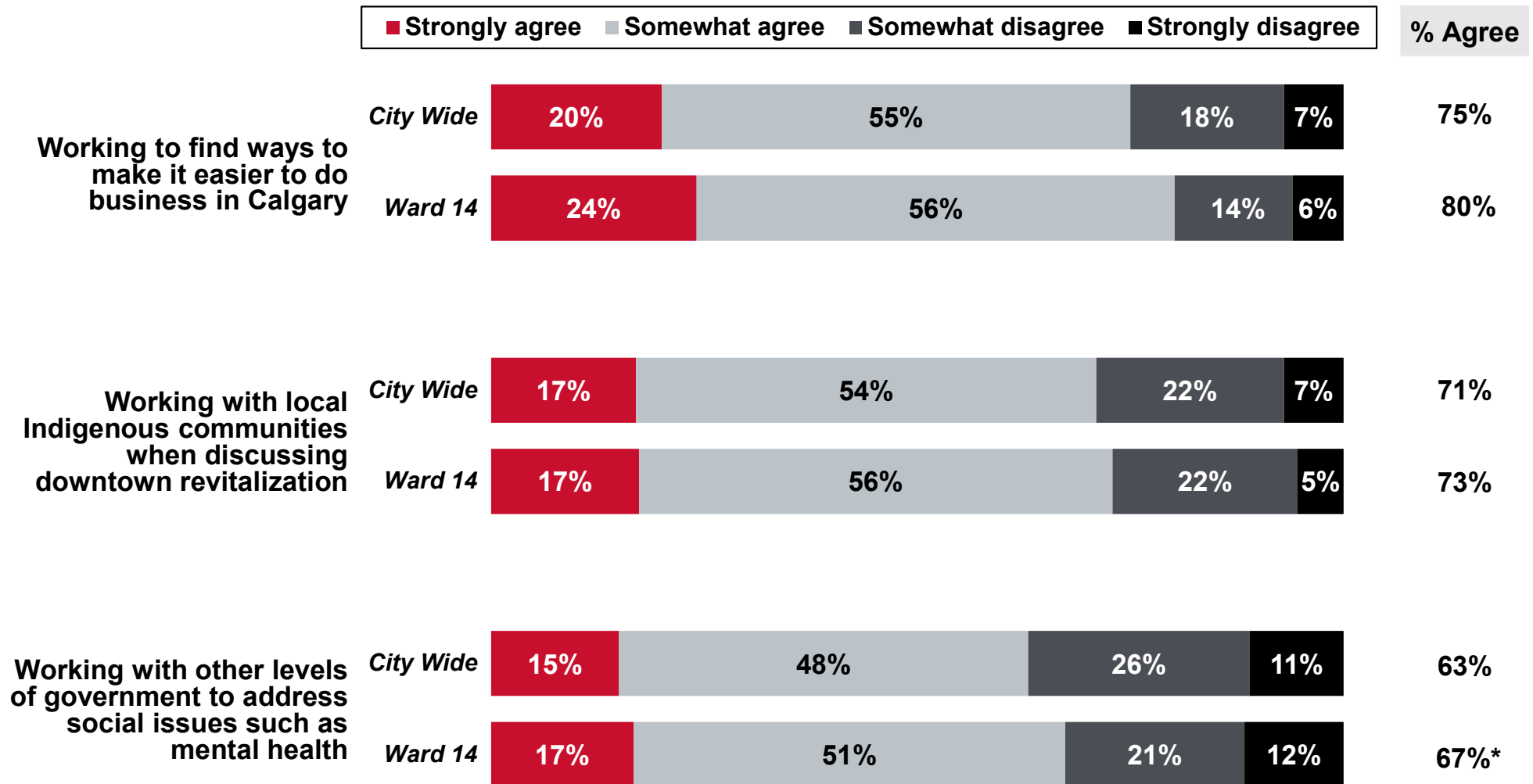
Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

↑ Statistically higher than City Wide

↓ Statistically lower than City Wide

# Perception The City is Doing a Good Job on Council Focus Areas+ (continued)



+Question introduced Fall 2022

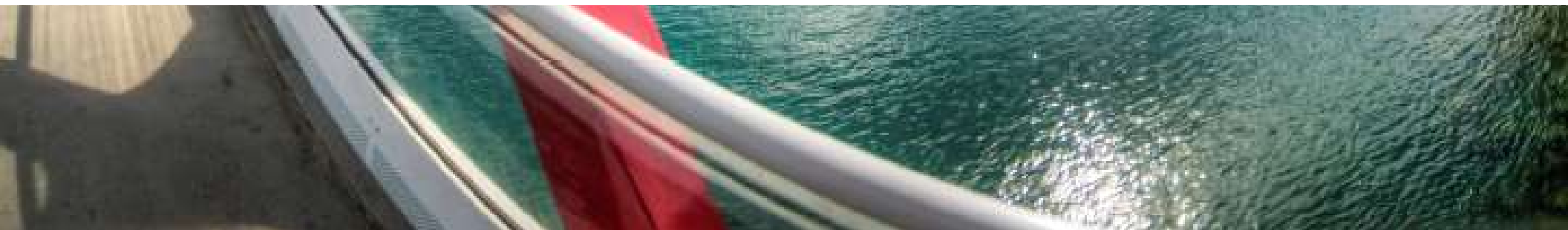
Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following.

Base: Valid respondents (Bases vary)

\*Rounding



## Respondent Profile



## Gender

	City Wide	Ward 14
Female	50%	43%
Male	49%	56%
Prefer to self-describe	1%	1%

## LGBTQ2S+ Community

	City Wide	Ward 14
Yes	7%	7%
No	93%	93%

## Children or Seniors in Household

	City Wide	Ward 14
Yes – Children	34%	31%
Yes – Seniors	31%	25%

## Education

	City Wide	Ward 14
Did not complete high school or equivalent	2%	1%
Completed high school or equivalent	18%	22%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%	8%
Completed a college or other non-university certificate or diploma	19%	19%
Completed a university certificate, diploma or degree	53%	50%

## Household Income

	City Wide	Ward 14
Less than \$30,000	7%	3%
\$30,000 to <\$45,000	8%	4%
\$45,000 to <\$60,000	10%	6%
\$60,000 to <\$75,000	7%	5%
\$75,000 to <\$90,000	7%	7%
\$90,000 to <\$105,000	11%	13%
\$105,000 to <\$120,000	9%	8%
\$120,000 to <\$150,000	12%	17%
\$150,000 to <\$200,000	16%	21%
\$200,000+	14%	17%

## Age

	City Wide	Ward 14
18 to 24	11%	14%
25 to 34	19%	19%
35 to 44	18%	17%
45 to 54	18%	18%
55 to 64	13%	15%
65 or older	21%	17%
<b>Mean</b>	<b>47.1</b>	<b>45.7</b>

Base: Valid respondents (Bases vary)

# Respondent Profile (continued)

## Tenure in Calgary

	City Wide	Ward 14
Less than 5 years	7%	7%
5 to <10 years	9%	8%
10 to <15 years	9%	9%
15 to <20 years	10%	8%
20 to <30 years	22%	28%
30 to <40 years	15%	18%
40 years or more	28%	21%
<b>Mean</b>	<b>27.9</b>	<b>26.5</b>

## Type of Dwelling

	City Wide	Ward 14
Single-detached house	68%	75%
Apartment or apartment-style condominium	14%	7%
Duplex, triplex or fourplex	9%	10%
Townhouse or rowhouse	8%	6%
Another type of multi-dwelling unit	1%	2%

## Household Size

	City Wide	Ward 14
1	16%	11%
2	33%	32%
3	18%	23%
4	20%	27%
5 or more	14%	8%
<b>Mean</b>	<b>2.9</b>	<b>2.9</b>

## Responsible for Property Taxes

	City Wide	Ward 14
Yes	87%	88%
No	13%	12%

## Own or Rent

	City Wide	Ward 14
Own	74%	85%
Rent	23%	11%
Other	3%	4%

Base: Valid respondents (Bases vary)

# Respondent Profile (continued)

## Born in Canada

	City Wide	Ward 14
Yes	72%	79%
No	28%	21%

## Age Arrived in Canada

Base: Not born in Canada	City Wide	Ward 14
Under the age of 18	36%	41%
18 to 49	64%	59%
50 or older	1%	0%

## Date of Arrival in Canada

Base: Not born in Canada	City Wide	Ward 14
Within the past five years	18%	8%
More than five years ago	82%	92%

## Indigenous

Multiple mention	City Wide	Ward 14
Yes – First Nations	1%	0%
Yes – Metis	2%	2%
Yes – Inuit	<1%	0%
Yes – prefer to self-describe	1%	1%
No	96%	97%

## Racialized

	City Wide	Ward 14
Yes	27%	18%
No	72%	82%
Prefer to self-describe	1%	0%

## Disability in Household

	City Wide	Ward 14
Yes – myself	11%	6%
Yes – someone in my household	9%	9%
No	80%	85%

Base: Valid respondents (Bases vary)



## Respondent Profile (continued)

### Employment Status

Multiple mention	City Wide	Ward 14
Full time employed or self employed	54%	61%
Part time employed or self-employed	12%	13%
Retired	20%	18%
Looking after home and/or family	3%	2%
Unable to work because of sickness or disability	3%	1%
Unemployed	3%	1%
Doing unpaid or voluntary work	1%	0%
Student	6%	6%

### Own or Operate a Business

Base: Among those in the workforce	City Wide	Ward 14
Own and operate a business	16%	14%
Own a business	3%	5%
Operate a business	2%	1%
No	79%	81%

Base: Valid respondents (Bases vary)

# Contact

**Krista Ring**  
**Manager of Web, Research & Projects**  
**The City of Calgary**  
**403-268-9963 | 403-988-9425**  
**[Krista.Ring@Calgary.ca](mailto:Krista.Ring@Calgary.ca)**