

Calgary



Fall 2021 Quality of Life and Citizen Satisfaction Survey

Ward 11 Final Report
November 2021

Prepared for The City of Calgary by:





Table of Contents

03

Methodology

04

Highlights

10

Quality of Life

21

Issue Agenda

23

COVID-19 Pandemic

26

City Programs and Services

43

Taxation

47

City Customer Service

50

Communications at The City

53

City Reputation and Performance

60

Respondent Profile



Telephone survey conducted with a randomly-selected sample of 2,500 Calgarians aged 18 years and older between August 16th and September 4th, 2021.

- Both landline (55%) and cell phone (45%) sample were used.
- The average interview length was 30 minutes.
- When assessing City programs and services, each respondent is asked to rate about one-half of the 35 programs and services evaluated.



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 2016 Federal Census data.



The **margin of error** (MOE) for the total City Wide sample of 2,500 is ± 2.0 percentage points, 19 times out of 20.

- A total of 219 interviews were conducted with residents of Ward 11 (MOE $\pm 6.6\%$).



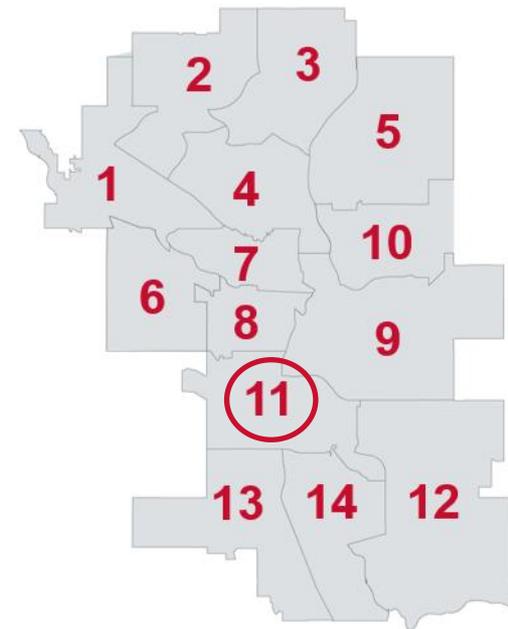
Results for Ward 11 are compared to results City Wide.

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

Where possible, Fall 2021 results for Ward 11 are compared to those from Fall 2020 as indicated by a grey dotted box.

Ward 11 2020

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





Highlights





Ward 11: Summary

QUALITY OF LIFE



'Good' Quality of Life 78%

89%
I am proud to live in
my neighbourhood



85%
I feel safe walking alone
in **my neighbourhood**
after dark



76%
Calgary is a great place to
make a life

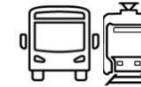
66%
Calgary is a great place to
make a living

76%
Calgary is on the **right track**
to be a better city
10 years from now

ISSUE AGENDA (TOP 3)



32%
Infrastructure,
Traffic & Roads



17%
Transit



12%
Taxes

COVID-19



35%
Major threat to
mental health

29%
Major threat to
physical health

23%
Major threat to
personal financial situation

VALUE FOR TAXES & CITIZEN SATISFACTION



59%
'Good' value for tax
dollars



62%
'Satisfied' with City
programs and services



62%
'Satisfied' with
customer service

CITY PERFORMANCE & REPUTATION



66%
'Satisfied' with running of The City
by Council and Administration



42%
'Trust' The City of
Calgary



60%
'Agree' City practices open
& accessible government



Differences in Ward 11 vs. City Wide

			Ward 11	City Wide
	Quality of Life	Feel safe walking in their neighbourhood after dark	85%↑	79%
	Issue Agenda	High taxes	11%↑	6%
	COVID-19 Pandemic	<i>No statistically significant differences</i>		
	Importance: City Programs & Services	Animal control services for stray animals and pet licensing	88%↑	78%
		Calgary Fire Department	98%↓	100%
		On-street bikeways	45%↓	60%
	Satisfaction: City Programs & Services	<i>No statistically significant differences</i>		
	Investment: City Programs & Services (Invest 'More')	<i>No statistically significant differences</i>		

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



Differences in Ward 11 vs. City Wide

		Ward 11	City Wide
	Taxation	<i>No statistically significant differences</i>	
	Customer Service	<i>No statistically significant differences</i>	
	Communications	Prefer to contact The City using an online channel	41% ↑ 33%
	City Reputation and Performance	Critical overall opinion of The City of Calgary	25% ↑ 18%
		Trust The City of Calgary	42% ↓ 50%
		Agree that 'The City of Calgary practices open and accessible government'	60% ↓ 71%
		Agree that 'I am confident that The City of Calgary is working to improve how it includes citizen input into important decisions'	57% ↓ 66%
		Agree that 'I believe that City Council & City Administration work collaboratively to make the best possible decisions for the future'	58% ↓ 66%

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



Year-Over-Year Changes in Ward 11

			2020	2021
	Quality of Life	Agree that 'Calgary is on right track to be a better city 10 years from now'	66%	76%↑
	Issue Agenda	Recreation and parks [NET]	3%	8%↑
		Public safety	8%	2%↓
	COVID-19 Pandemic	COVID-19 is a 'major' threat to mental health	25%	35%↑
	Importance: City Programs & Services	Disaster planning and response	90%	99%↑
		Animal control services for stray animals and pet licensing	72%	88%↑
	Satisfaction: City Programs & Services	<i>No statistically significant differences</i>		
	Investment: City Programs & Services (Invest ' <u>More</u> ')	Traffic flow management	37%	55%↑
		The quality of drinking water	15%	31%↑

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

↑Statistically higher than Fall 2020
↓Statistically lower than Fall 2020



Year-Over-Year Changes in Ward 11

		2020	2021
	Taxation	<i>No statistically significant differences</i>	
	Customer Service	<i>No statistically significant differences</i>	
	Communications	<i>No statistically significant differences</i>	
	City Reputation and Performance	<i>No statistically significant differences</i>	

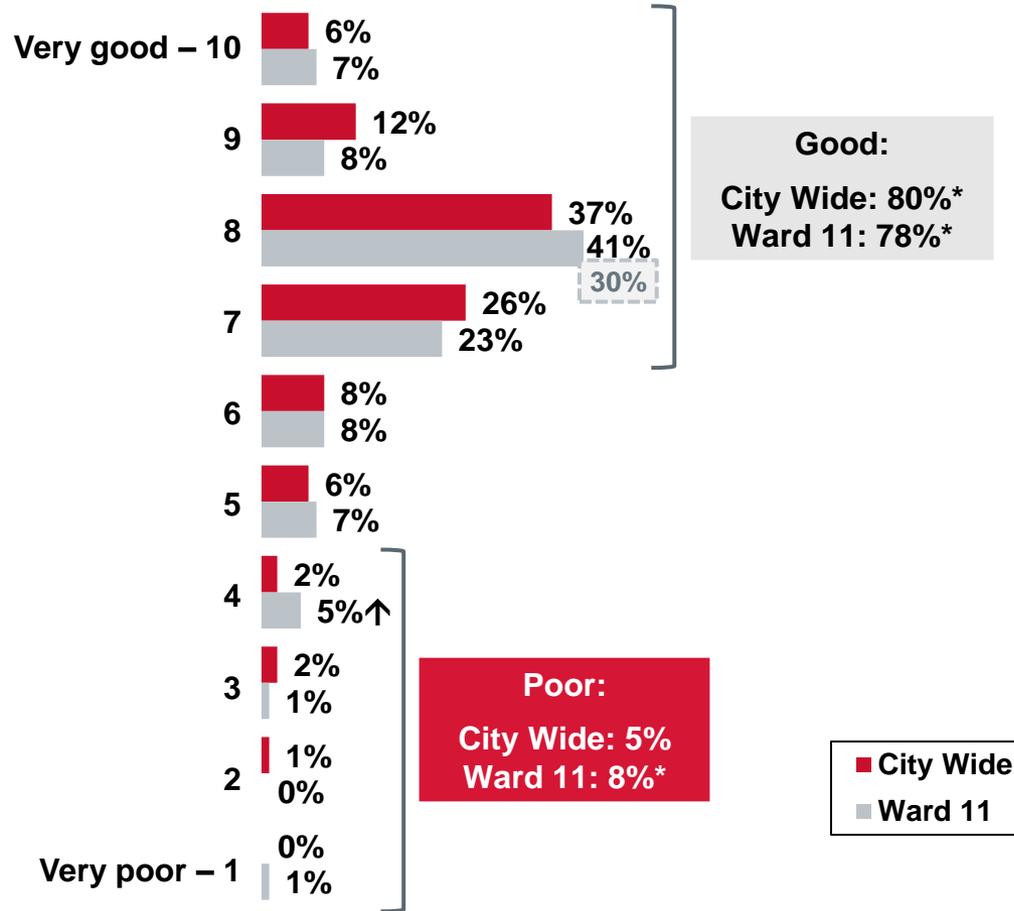


Quality of Life





Overall Quality of Life in Calgary



Ward 11 2020

*Rounding

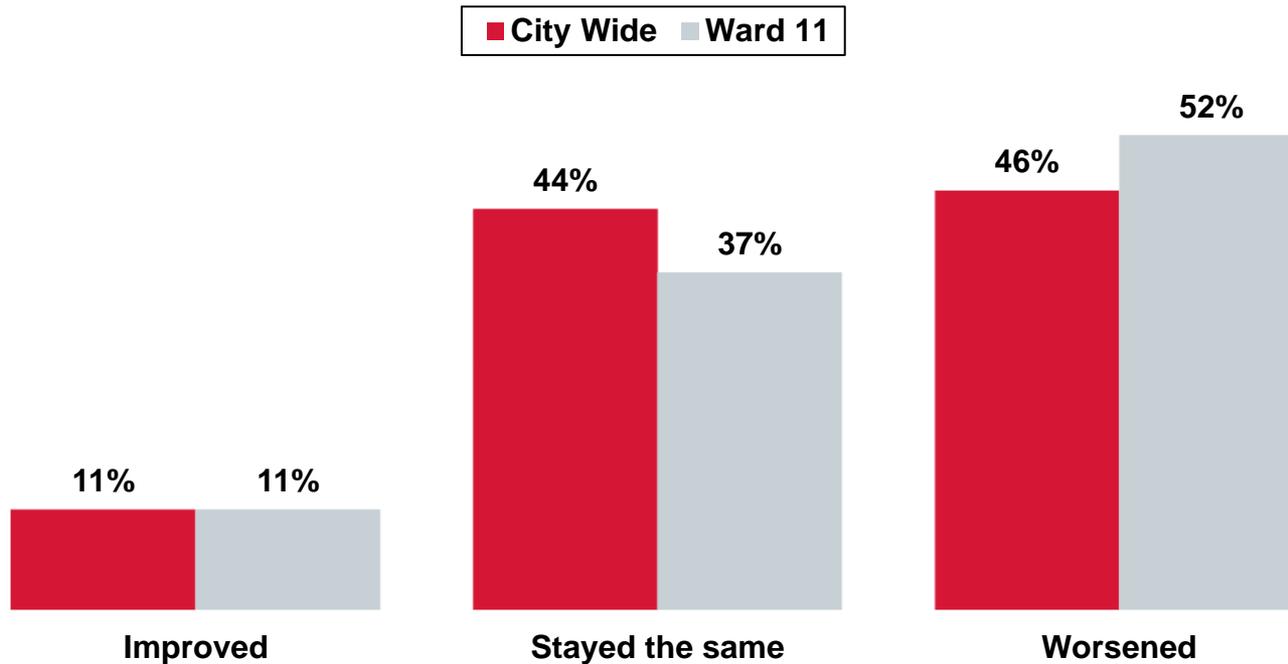
On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good,” how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,499 / Ward 11: n=218)

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



Perceived Change in the Quality of Life

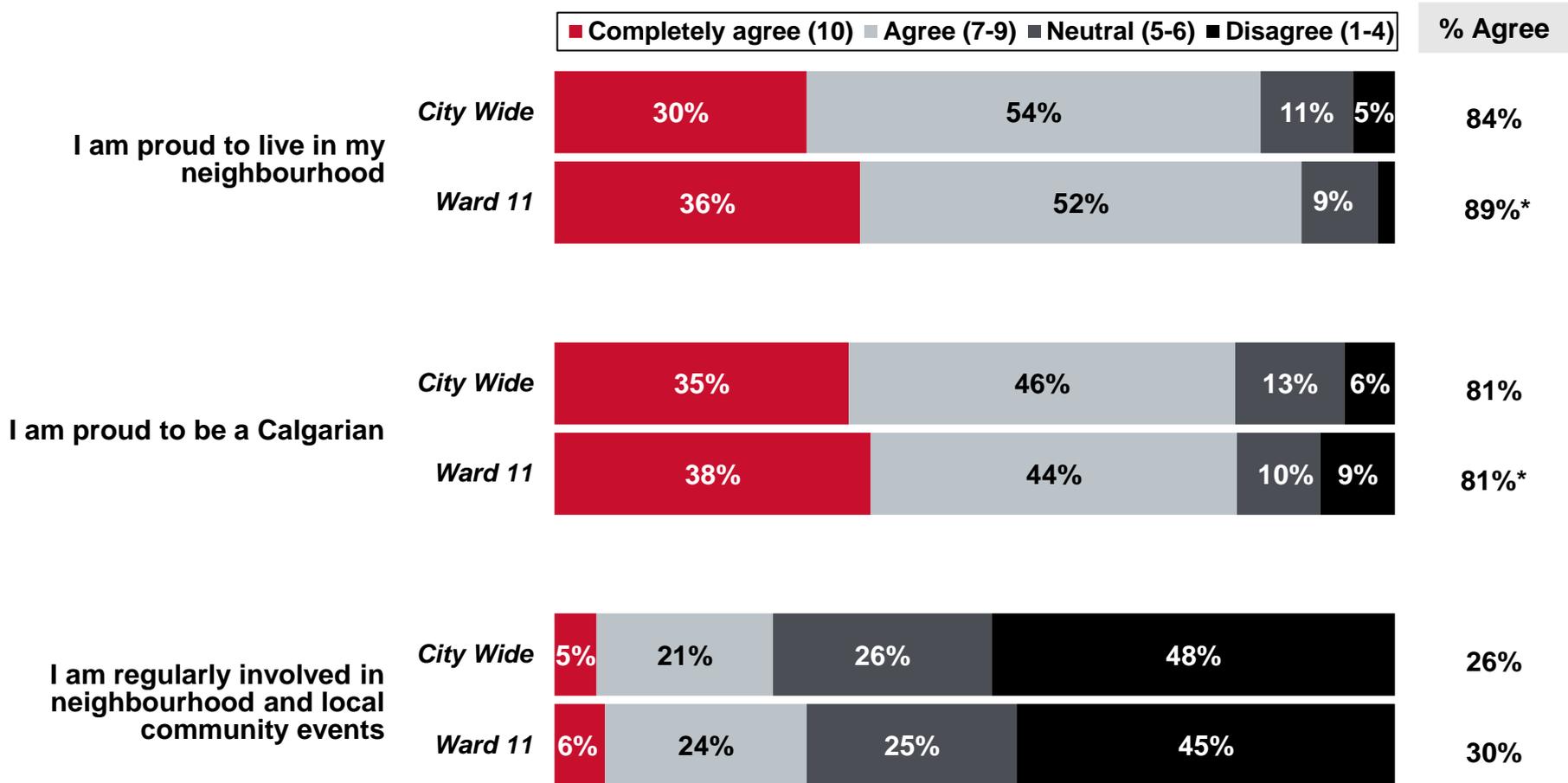


And, do you feel that the quality of life in the city of Calgary in the past three years has ...?

Base: Valid respondents (City Wide: n=2,483 / Ward 11: n=218)



Sustainability: Connectedness



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."

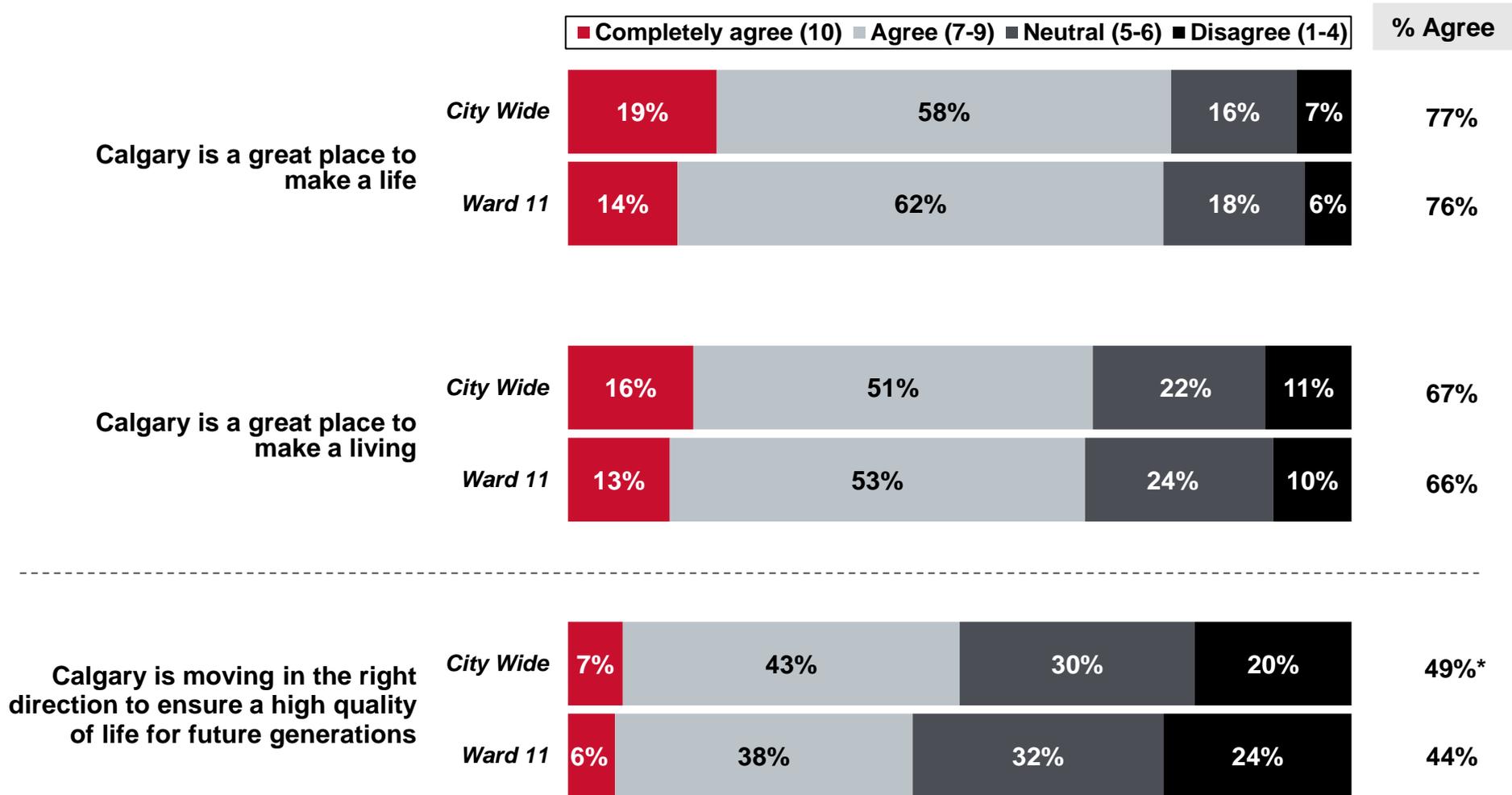
Base: Valid respondents (Bases vary)

*Rounding

Data labels of <3% are not shown



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



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)

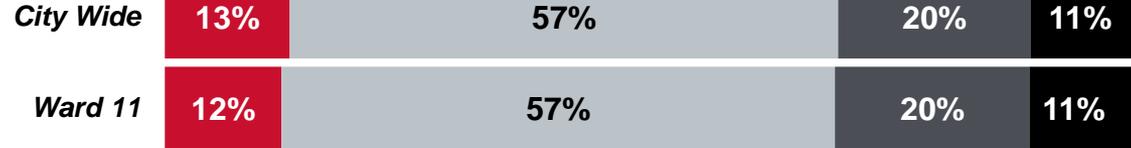
*Rounding



Inclusivity

■ Completely agree (10) ■ Agree (7-9) ■ Neutral (5-6) ■ Disagree (1-4)

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

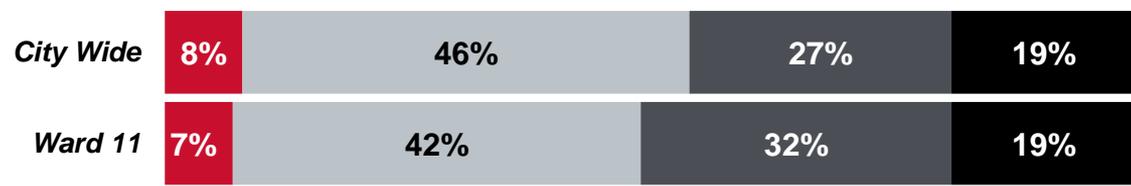


% Agree

70%

69%

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



54%

49%

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



53%

49%*

Now, I'm going to read you a few more 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

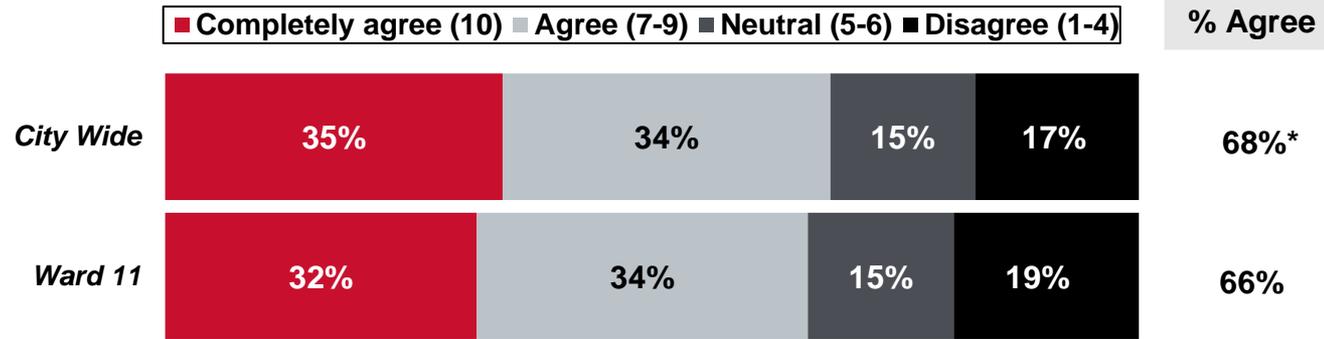
+Not asked in Fall 2020



Climate Change and City Programs to Reduce Calgarians' Environmental Impact

New questions in
Fall 2021

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

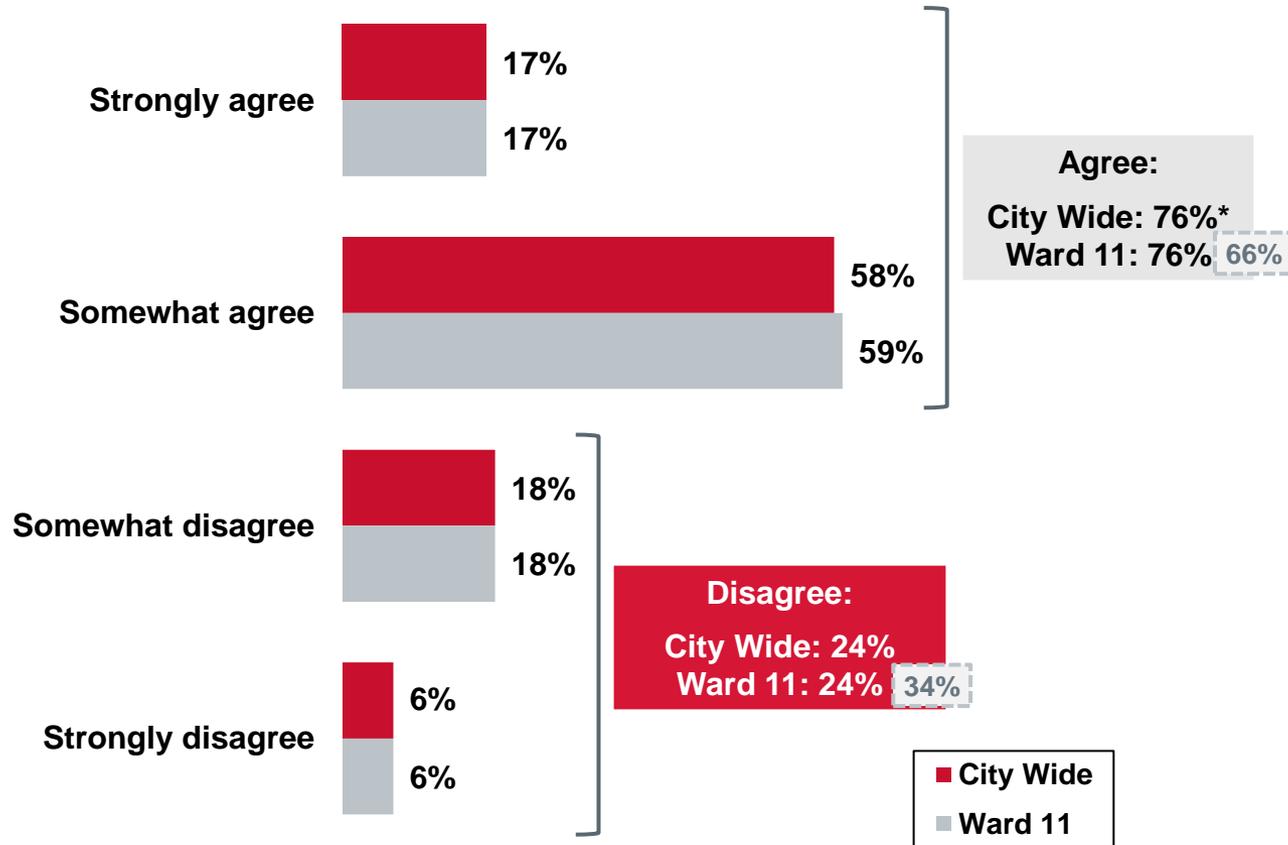


Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."
Base: Valid respondents (Bases vary)

*Rounding



Calgary: On the Right Track to Being 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.

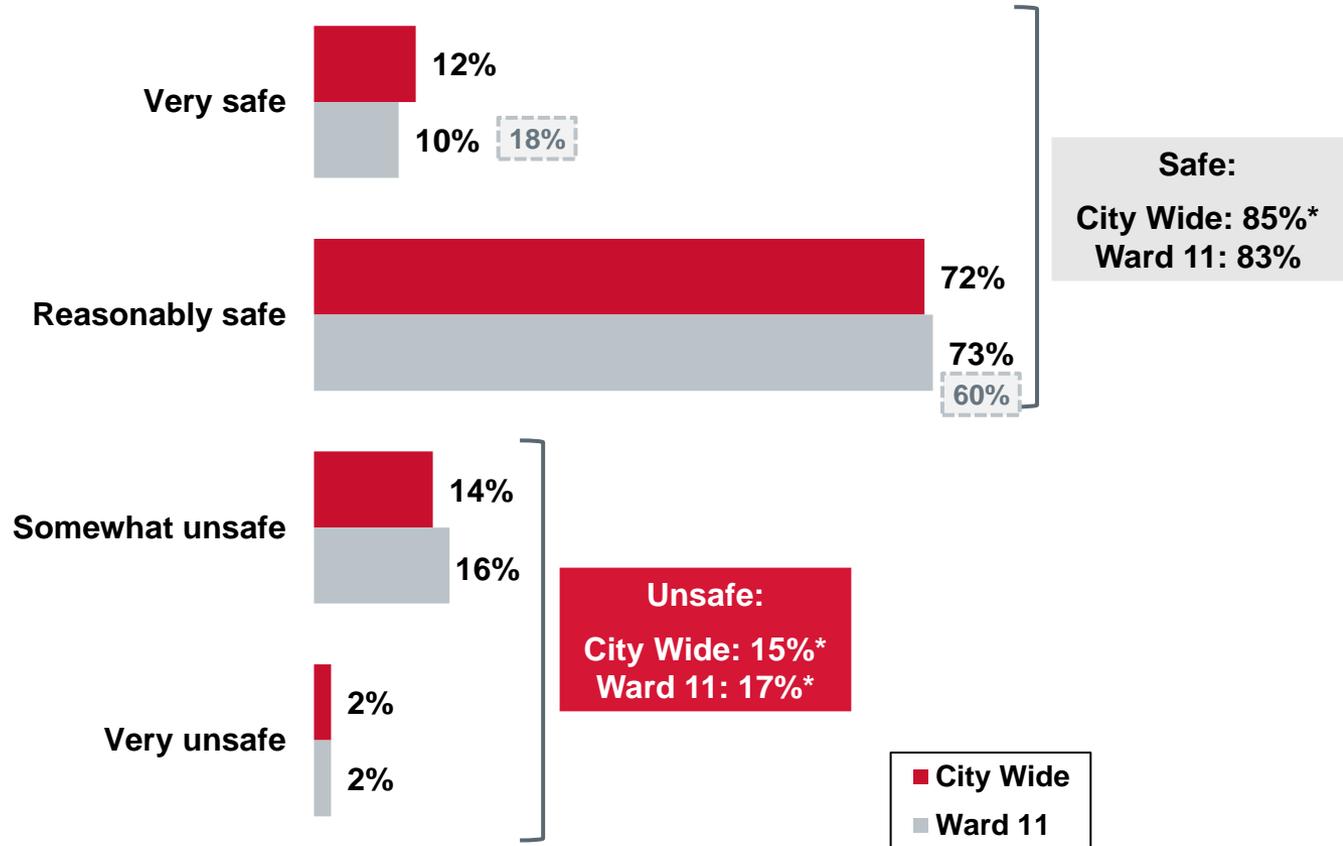
Base: Valid respondents (City Wide: n=2,484 / Ward 11: n=219)

Ward 11 2020

*Rounding



Perceived Safety of Calgary Overall



How safe or unsafe do you think Calgary is overall?

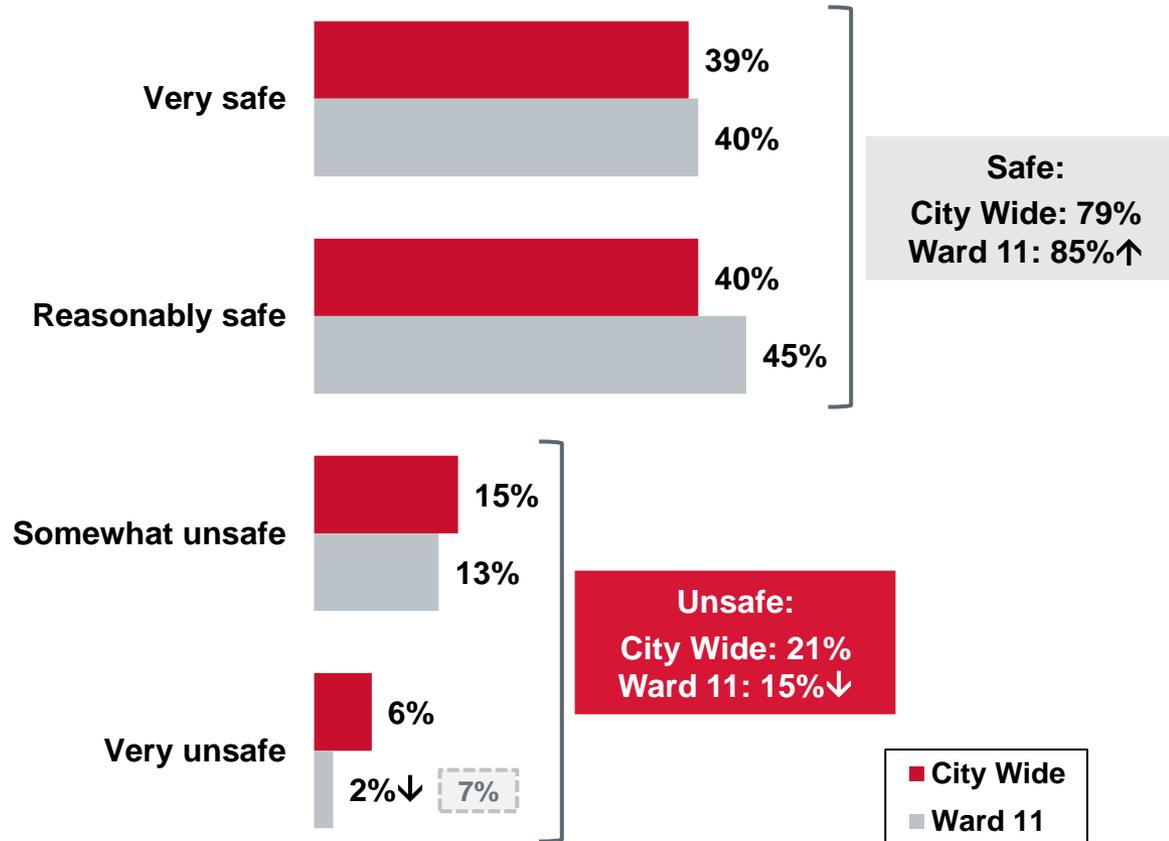
Base: Valid respondents (City Wide: n=2,495 / Ward 11: n=219)

Ward 11 2020

*Rounding



Perceived Safety in Own Neighbourhood



Ward 11 2020

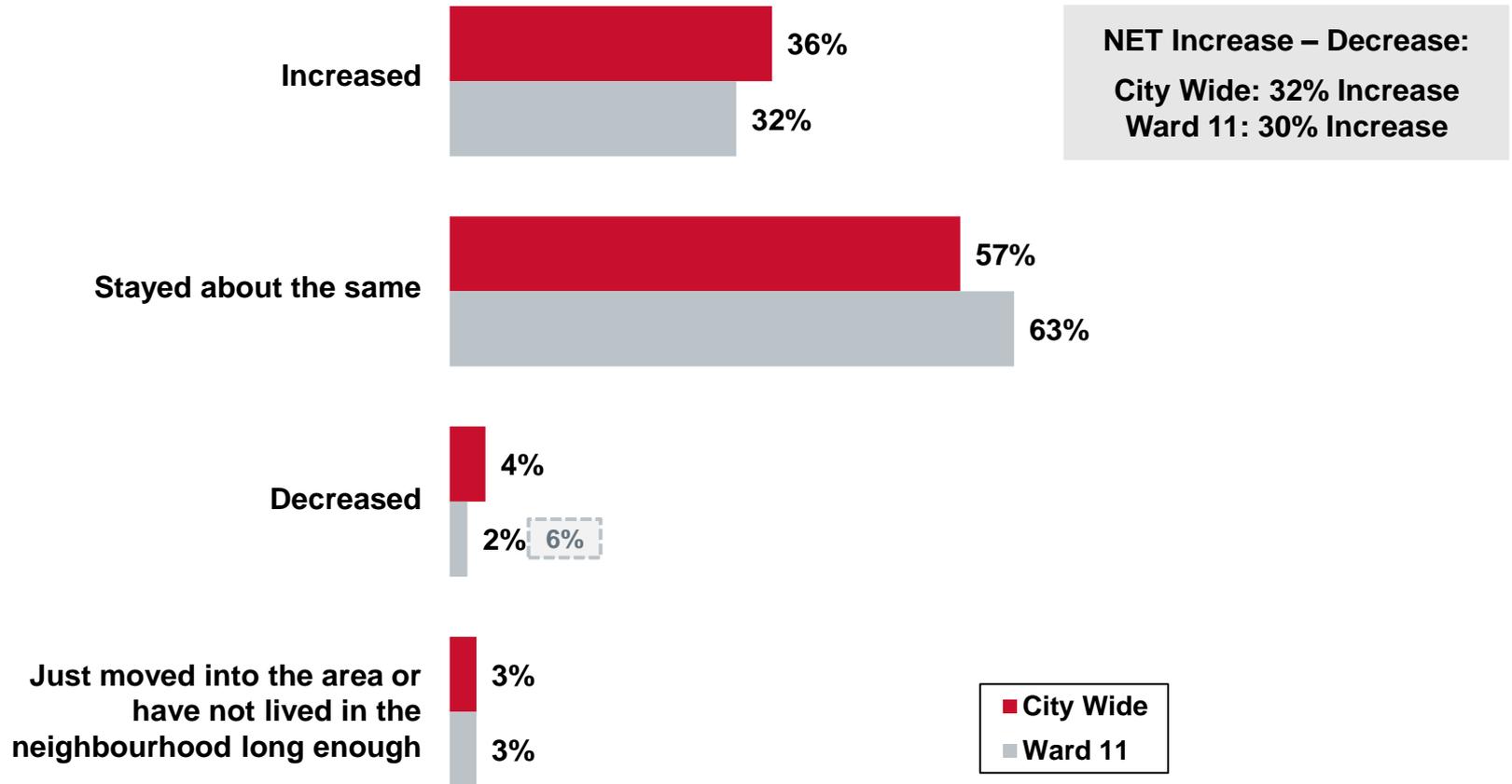
How safe do you feel or would you feel walking alone in your neighbourhood after dark?

Base: Valid respondents (City Wide: n=2,496 / Ward 11: n=218)

↑ 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=2,474 / Ward 11: n=217)

Ward 11 2020



Issue Agenda





Issue Agenda

City Wide

Ward 11

■ First Mention ■ Other Mentions

Multiple Responses

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

Issue	City Wide	Ward 11
Infrastructure, Traffic & Roads [NET]	19% 10% 29%	32%
Road conditions	4% 3% 7%	6%
Traffic congestion	4% 6%	7%
(Lack of) snow removal	4% 6%	8%
Crime, Safety & Policing [NET]	10% 4% 14%	10%
Breaking and entering/gangs/drugs	5% 7%	6%
Public safety	4% 5%	2% 8%
Transit [NET]	9% 5% 14%	17%
Public transportation (including buses/C-Train/poor service)	4% 3% 7%	9%
Transit system improvements	4%	4%
Public transportation (unspecified)	4%	4%
COVID-19 Pandemic	7% 9%	11%
Taxes [NET]	6% 3% 9%	12%
High taxes	4% 6%	11% [↑]
Recreation and Parks [NET]	5% 4% 9%	8% 3%
Homelessness, Poverty & Affordable Housing [NET]	5% 3% 8%	5%
Economy [NET]	5% 6%	6%
Environment and Waste Management [NET]	4% 6%	5%
Budget and Spending [NET]	4% 5%	6%
Education	3% 5%	4%
Growth and Planning [NET]	3% 5%	4%
Healthcare	3% 4%	5%
None	14%	15%

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=2,422 / Ward 11: n=213)

City Wide mentions of <4% are not shown
City Wide data labels of <3% are not shown

Ward 11 2020

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

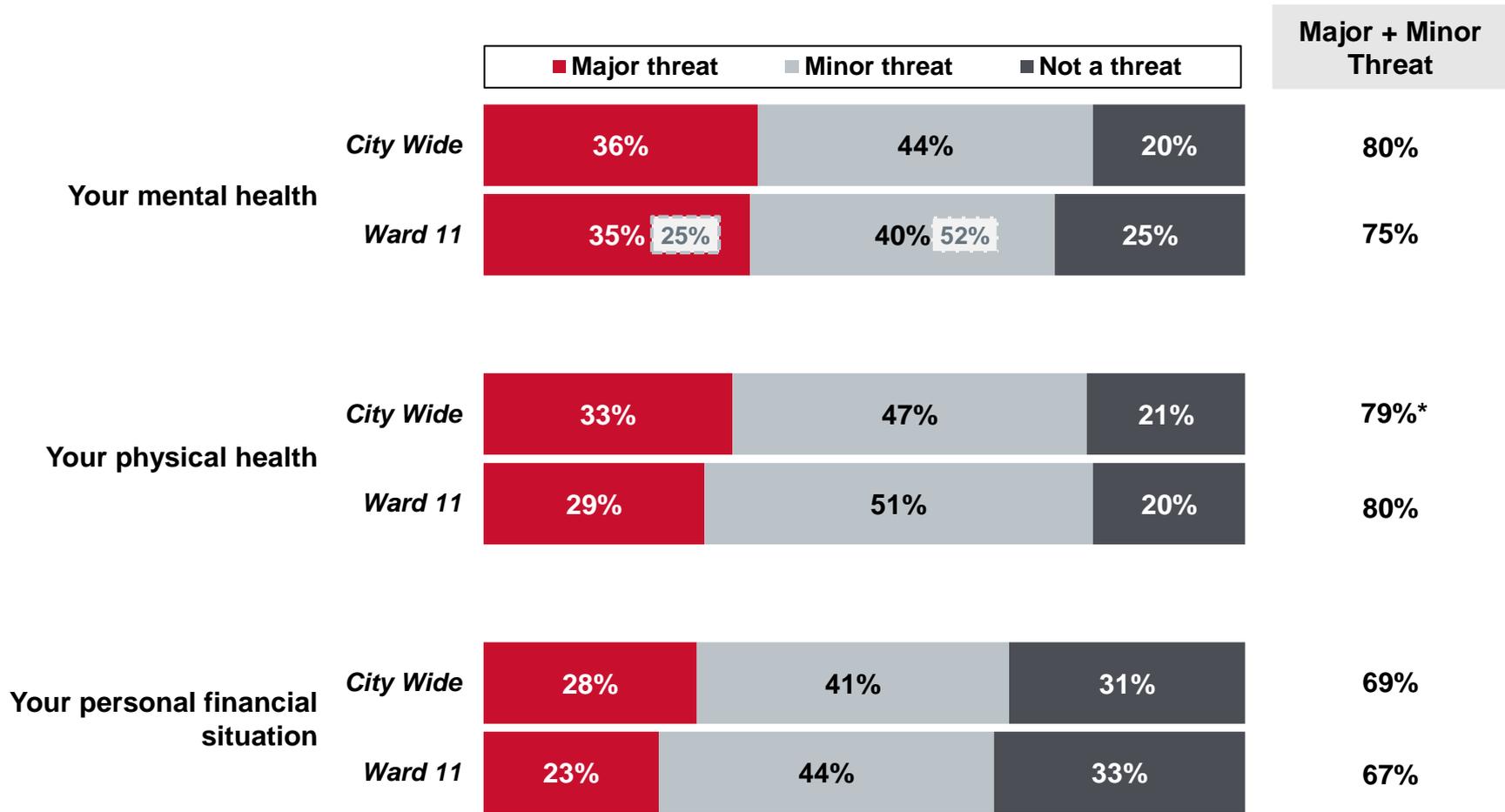


COVID-19 Pandemic





Threats Related to the COVID-19 Pandemic



Ward 11 2020

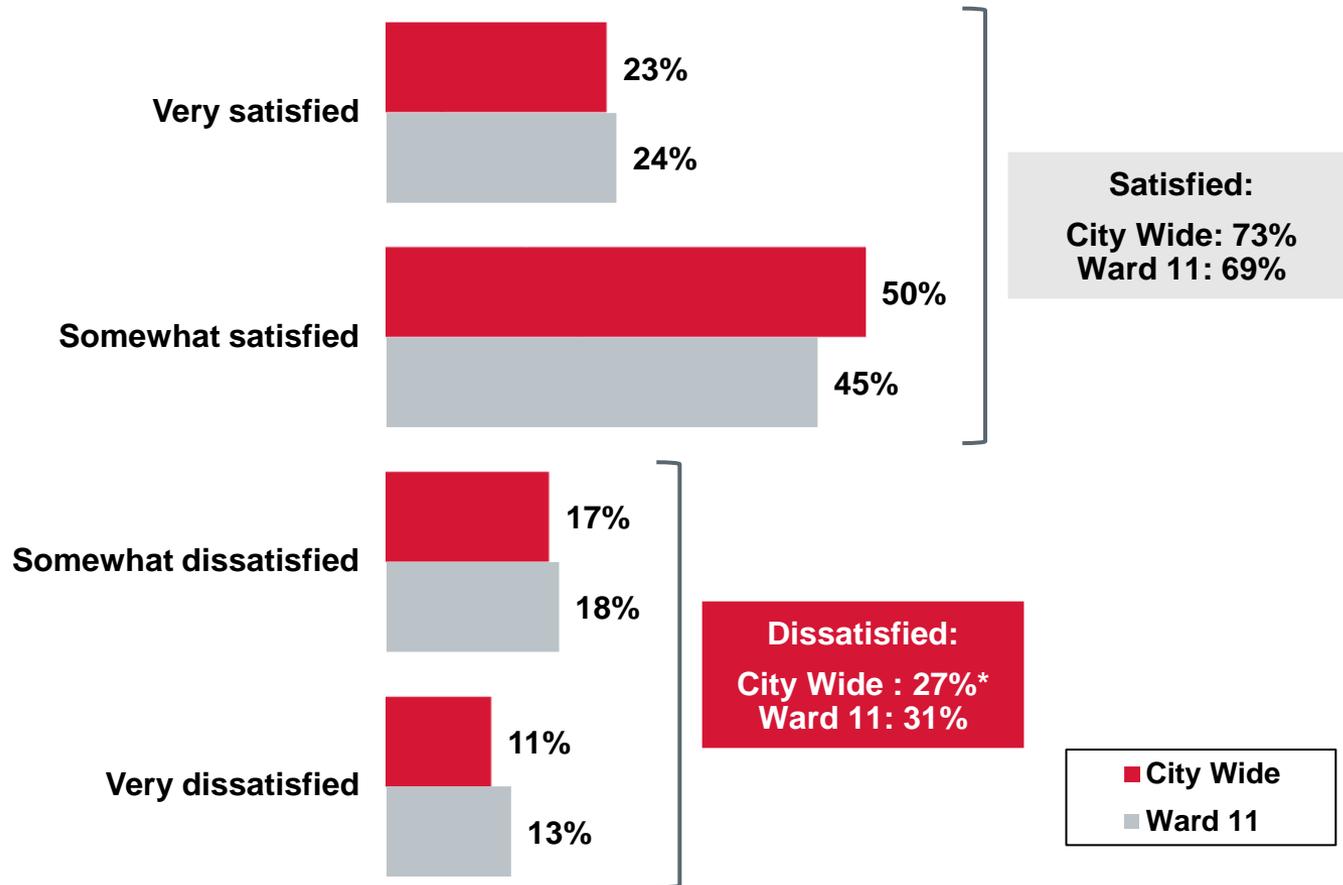
*Rounding

In your opinion, how much of a threat is the COVID-19 pandemic for...?

Base: Valid respondents (Bases vary)



Satisfaction with The City's COVID-19 Response⁺



Overall, how satisfied are you with The City's COVID-19 response? Are you...?
 Base: Valid respondents (City Wide: n=2,486 / Ward 11: n=218)

*Rounding

+Not asked in Fall 2020

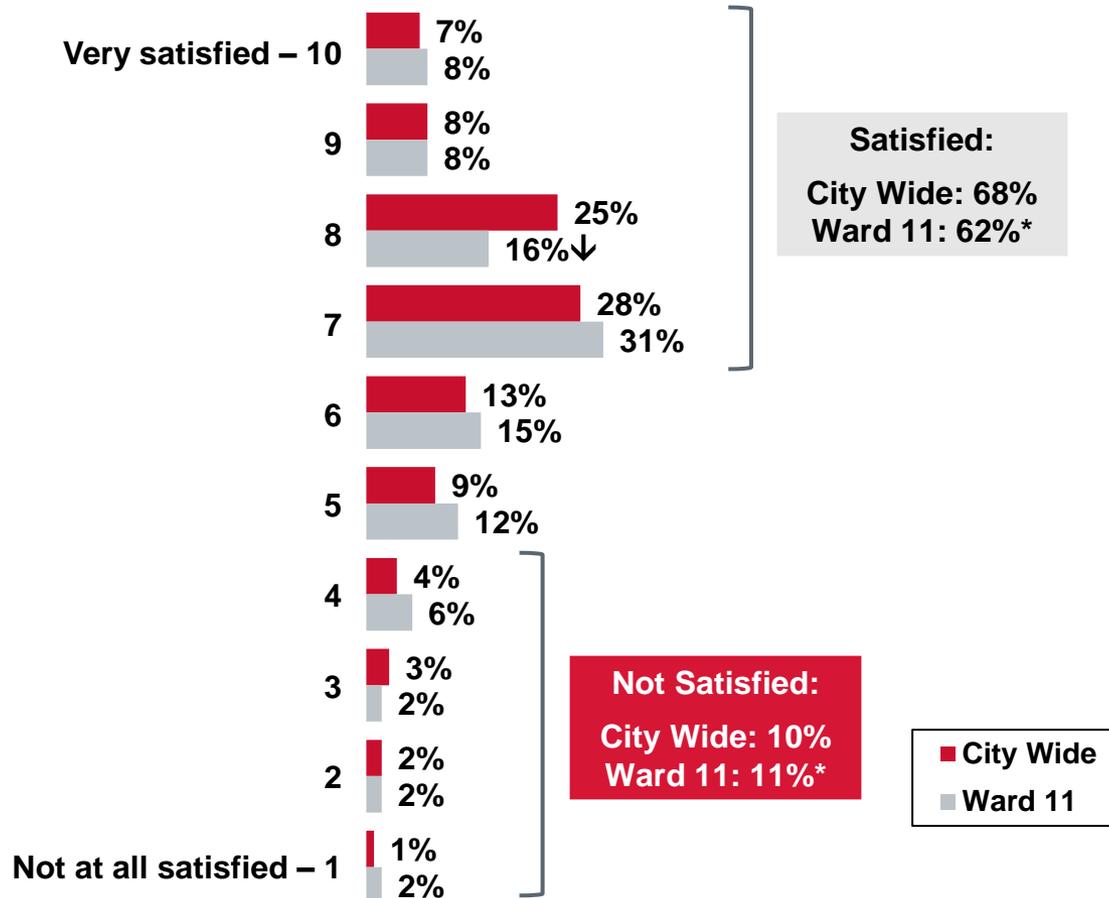


City Programs and Services





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?

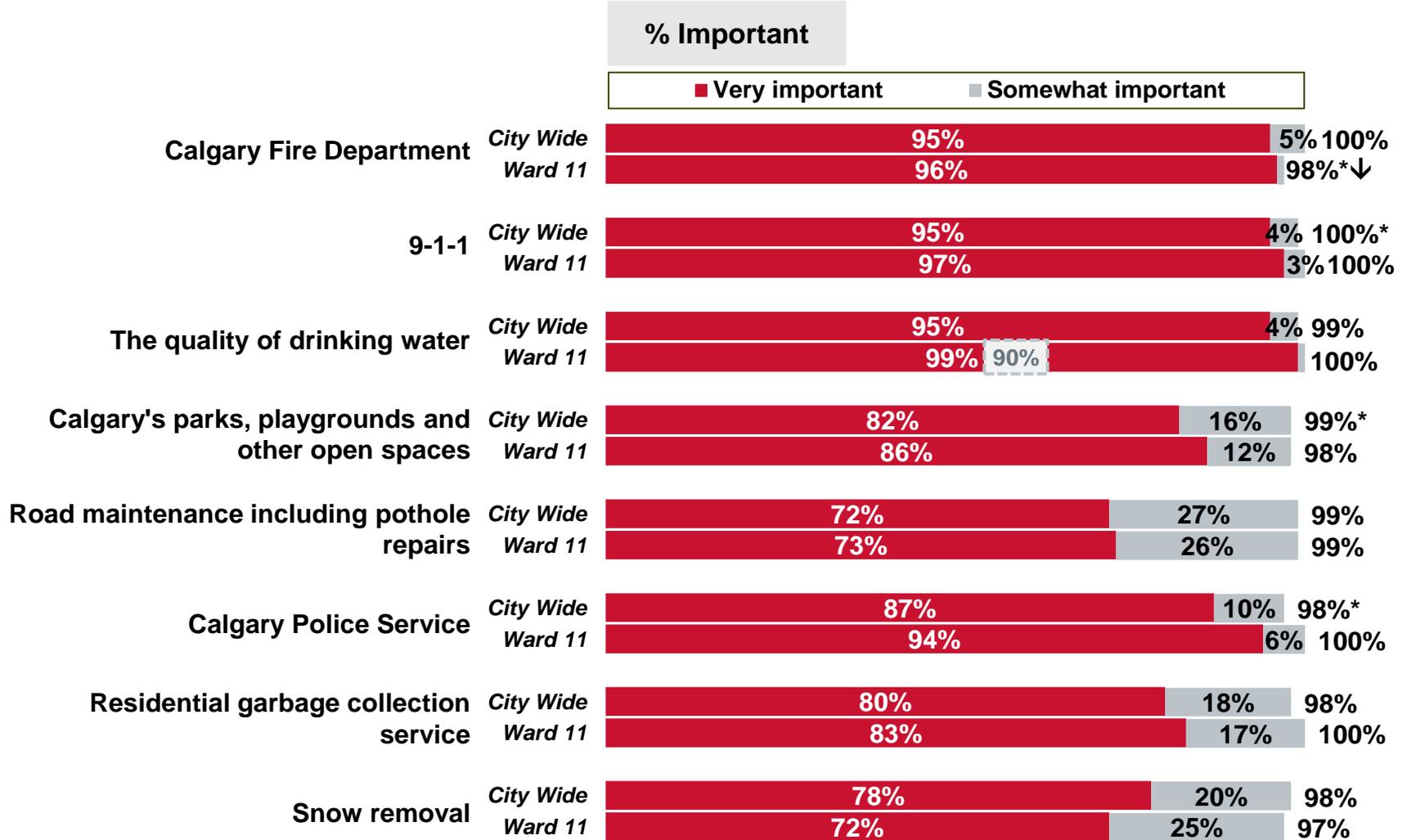
Base: Valid respondents (City Wide: n=2,489 / Ward 11: n=218)

*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)

Ward 11 2020

*Rounding

Data labels of <3% are not shown

↑ Statistically higher than City Wide

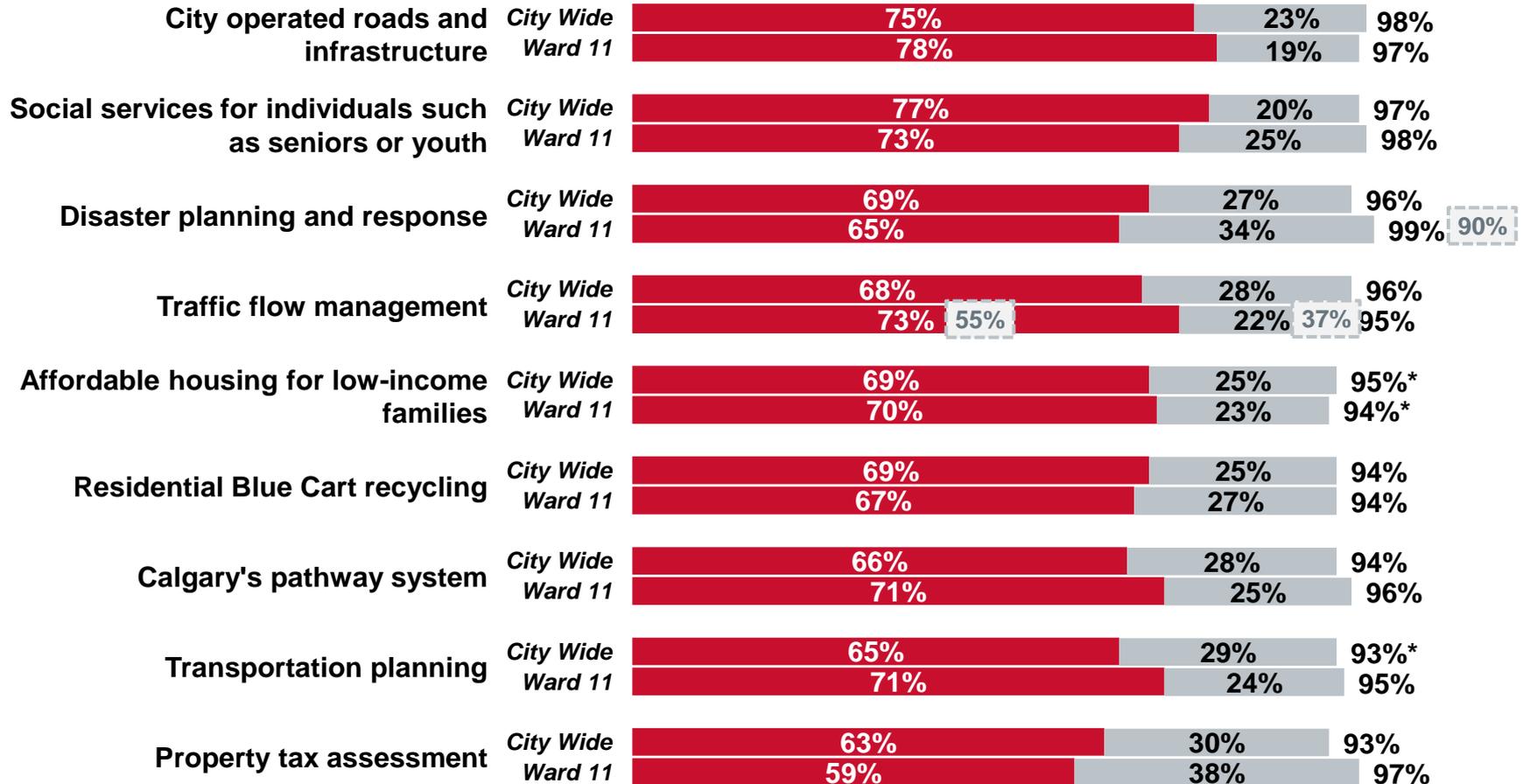
↓ Statistically lower than City Wide



Importance of City Programs and Service (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.

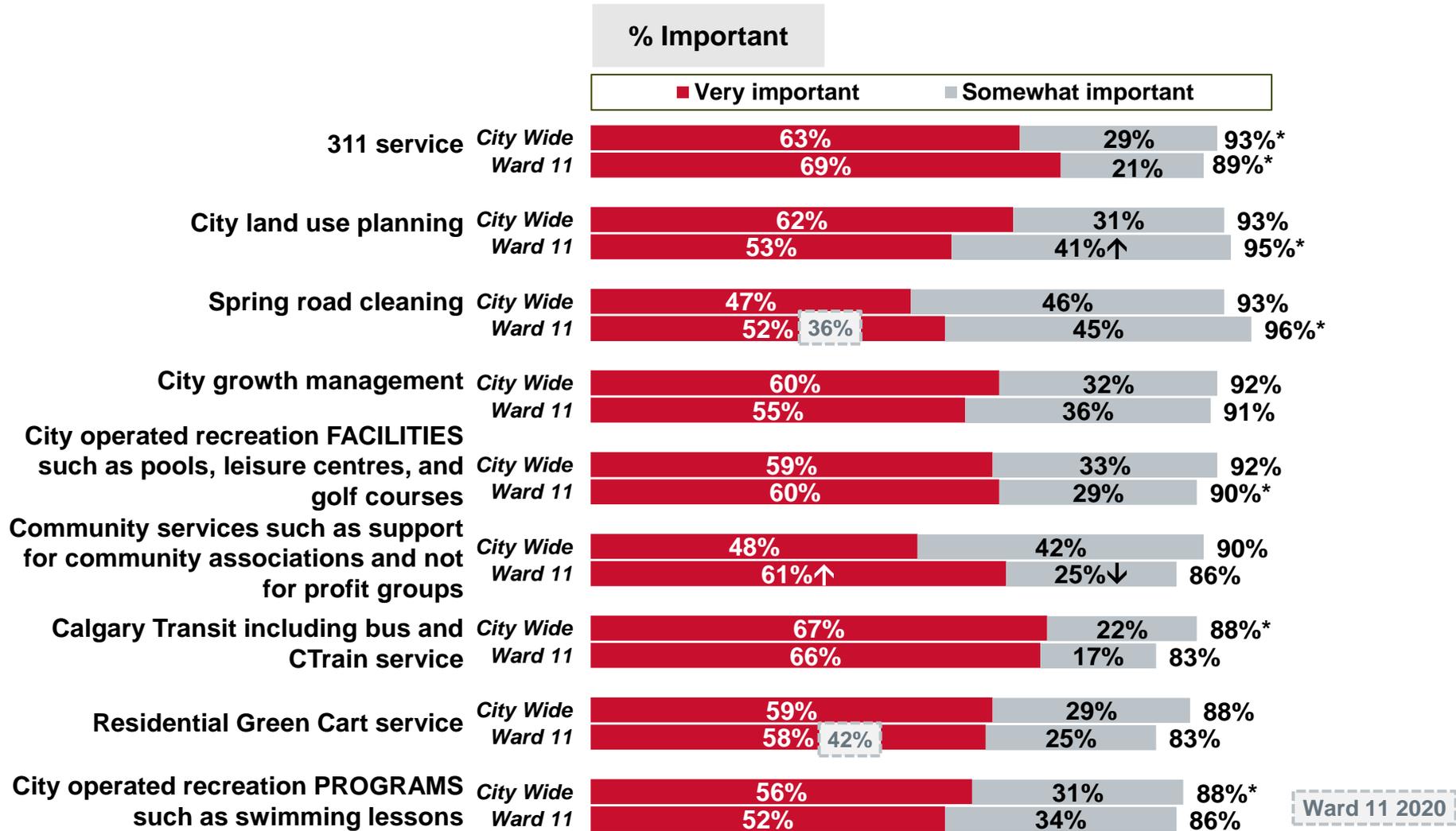
Base: Valid respondents (Bases vary)

Ward 11 2020

*Rounding



Importance of City Programs and Services (continued)



Ward 11 2020

*Rounding

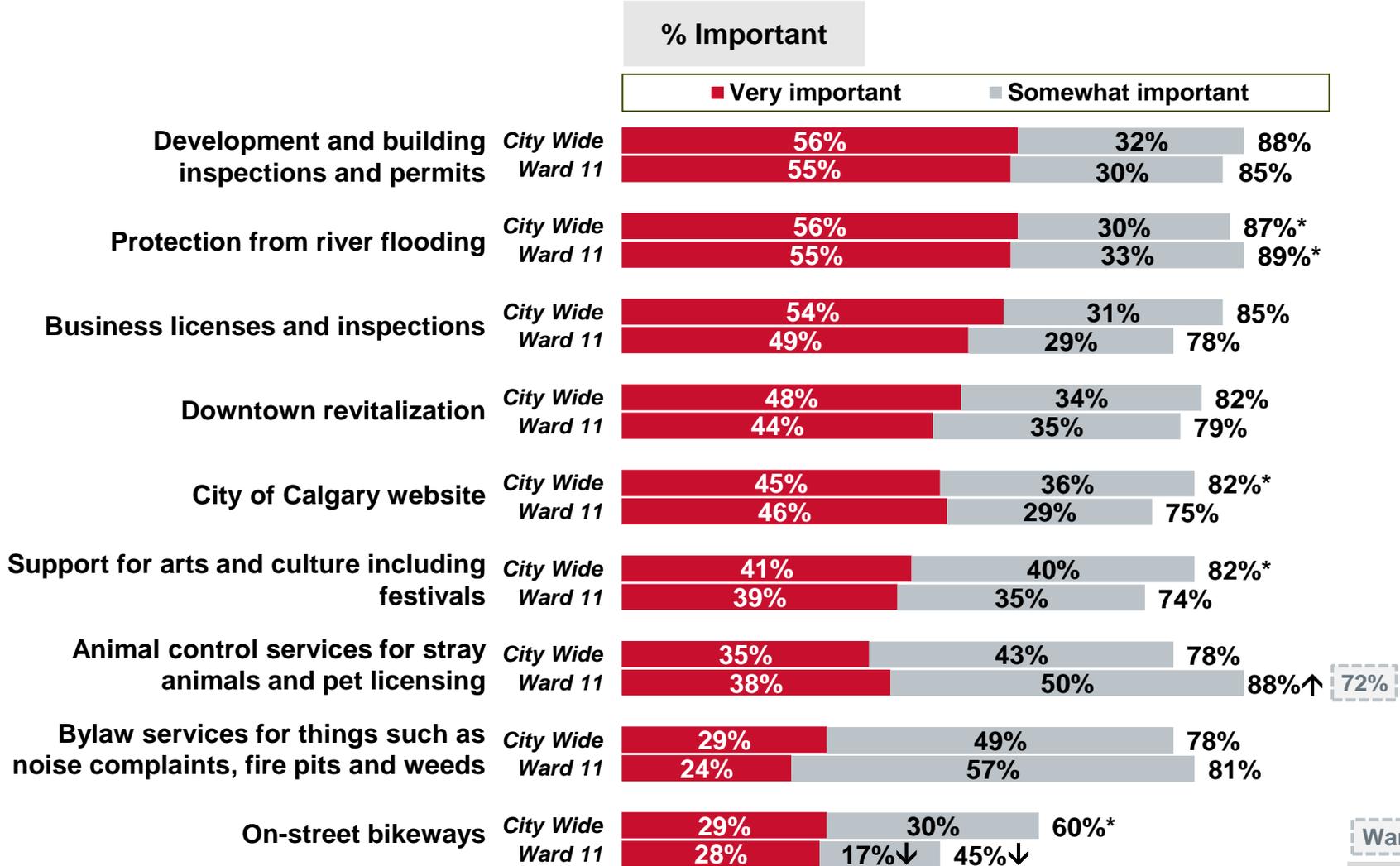
↑ Statistically higher than City Wide
↓ Statistically lower than City Wide

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)



Ward 11 2020

*Rounding

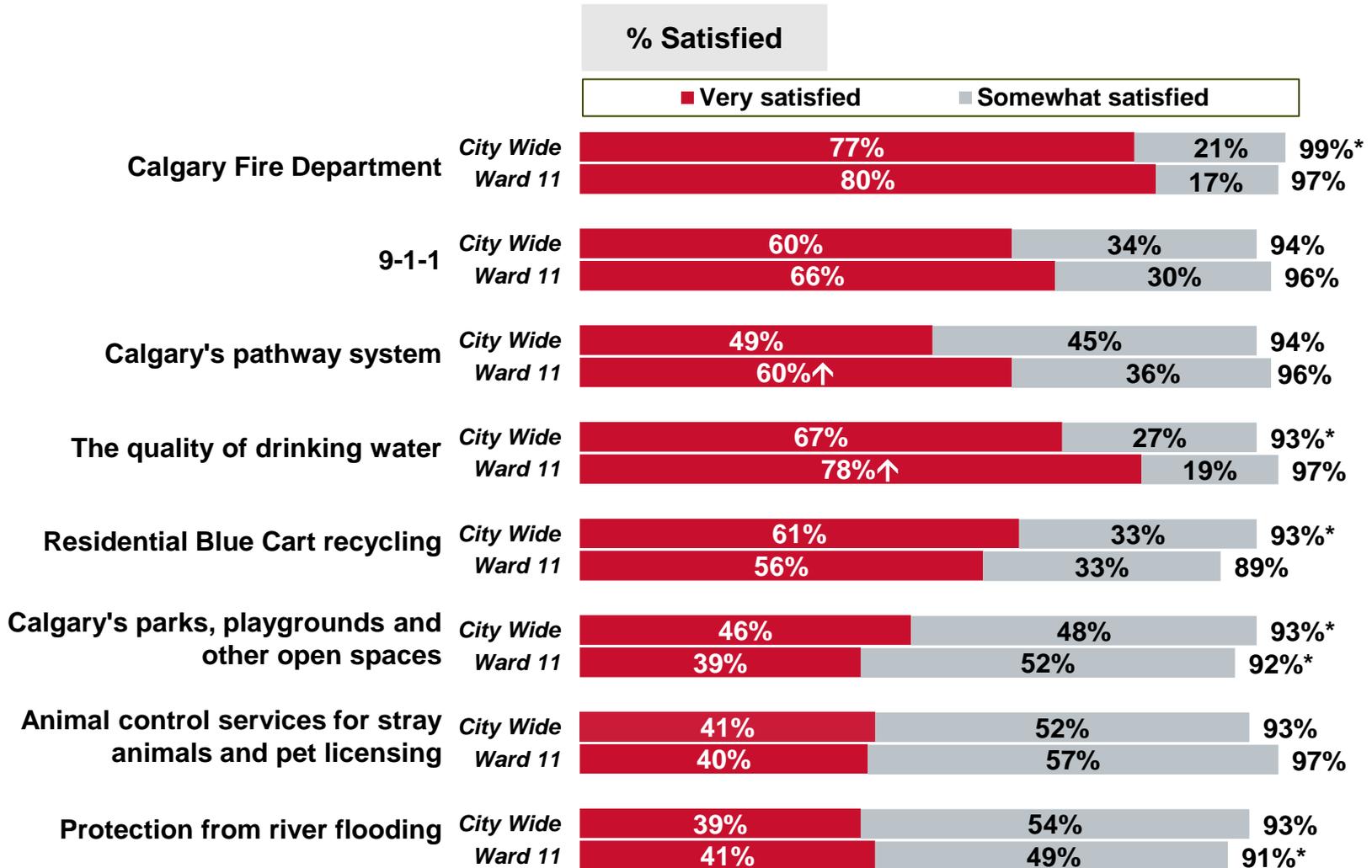
↑Statistically higher than City Wide
↓Statistically lower than City Wide

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



*Rounding

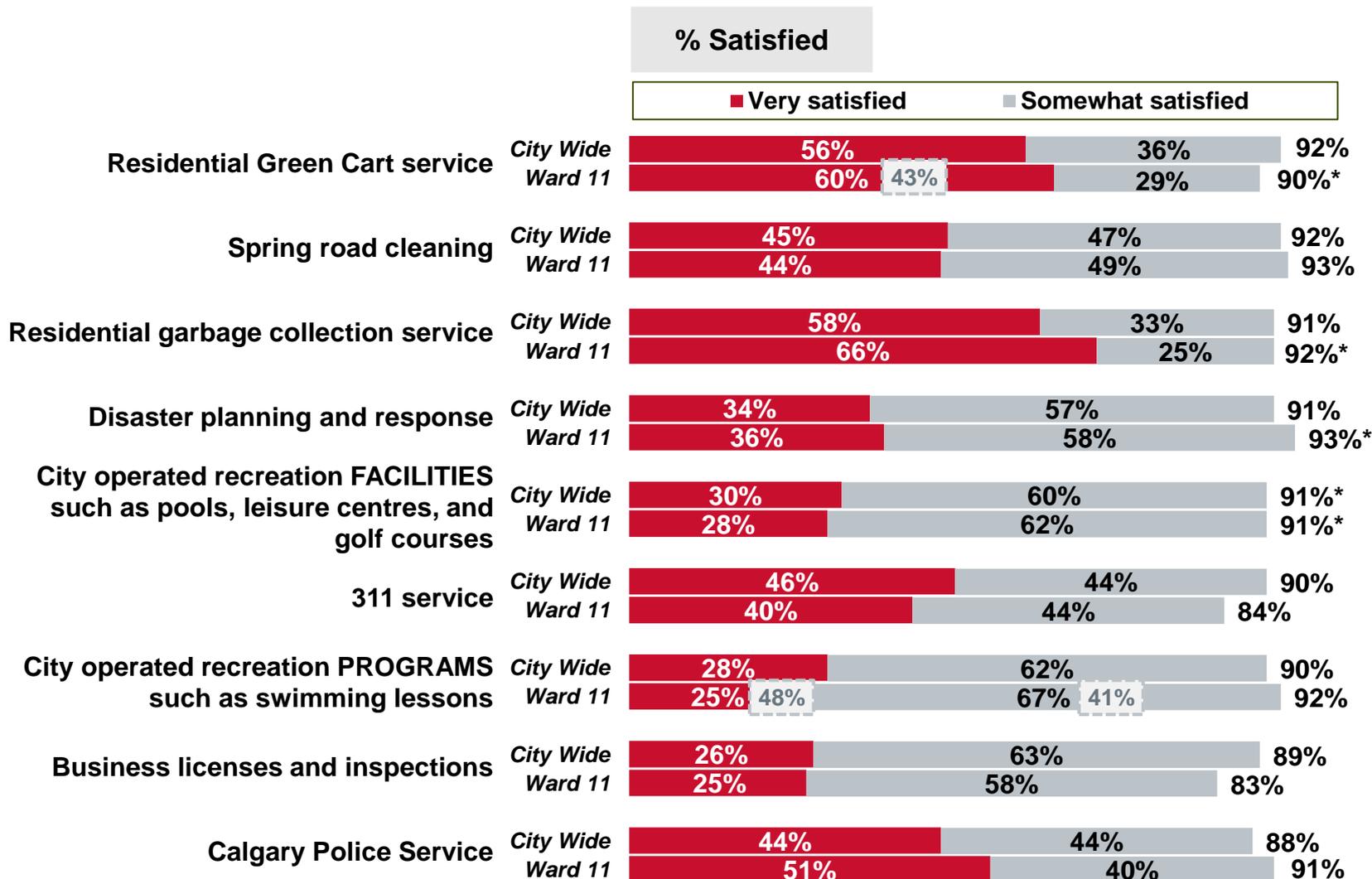
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

↑ 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.

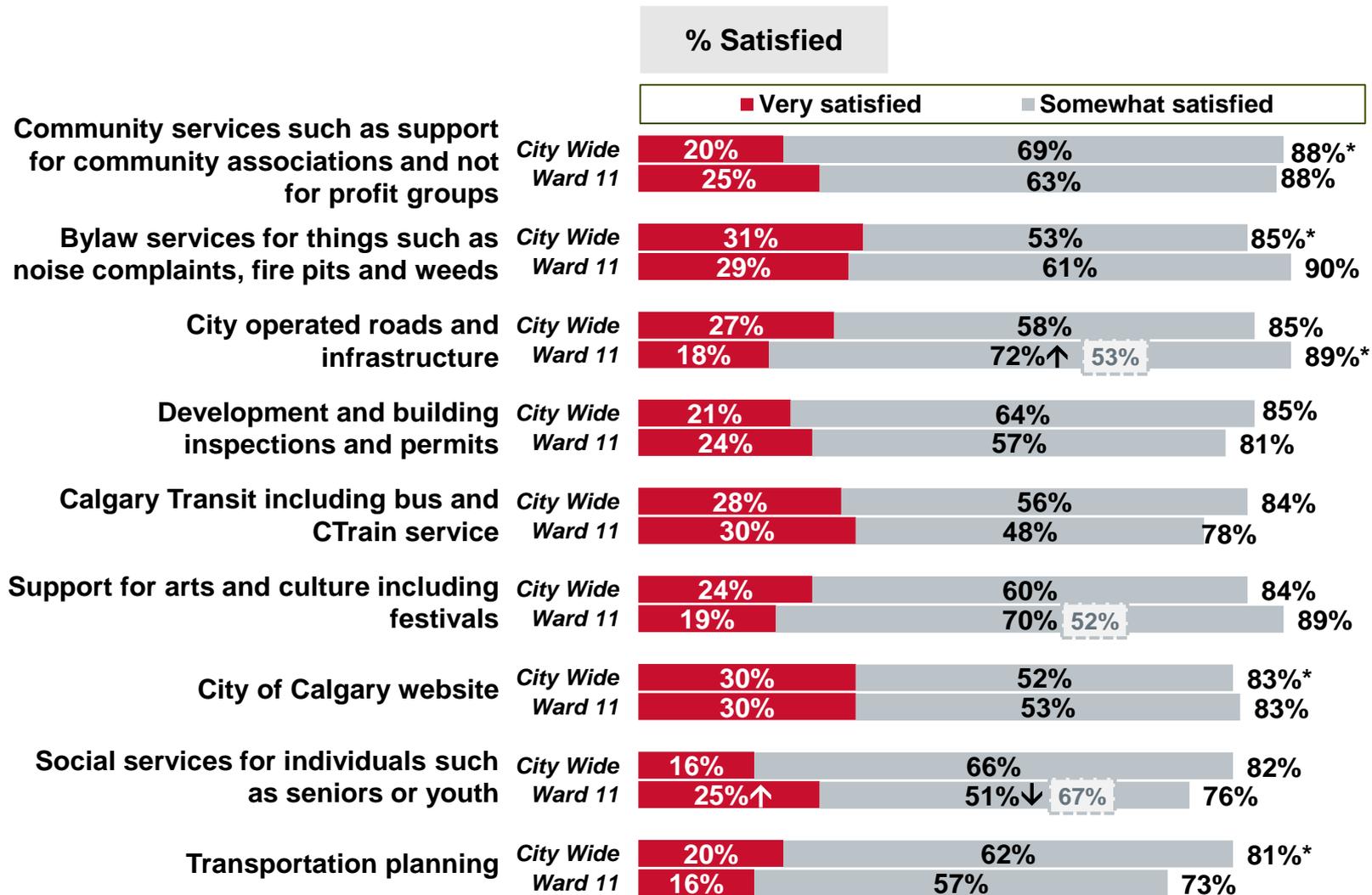
Base: Valid respondents (Bases vary)

Ward 11 2020

*Rounding



Satisfaction with City Programs and Services (continued)



Ward 1 2020

*Rounding

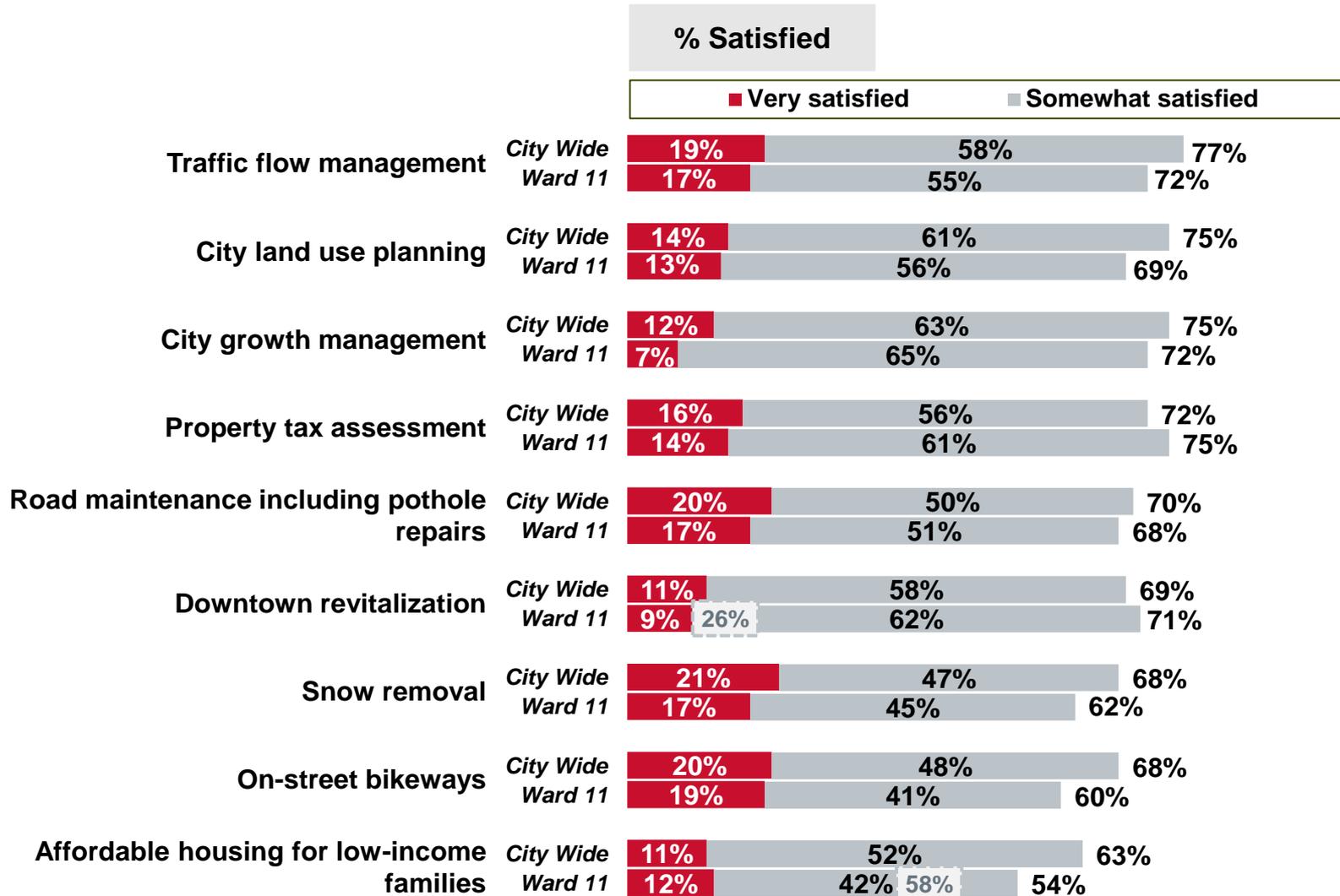
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

↑ 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.

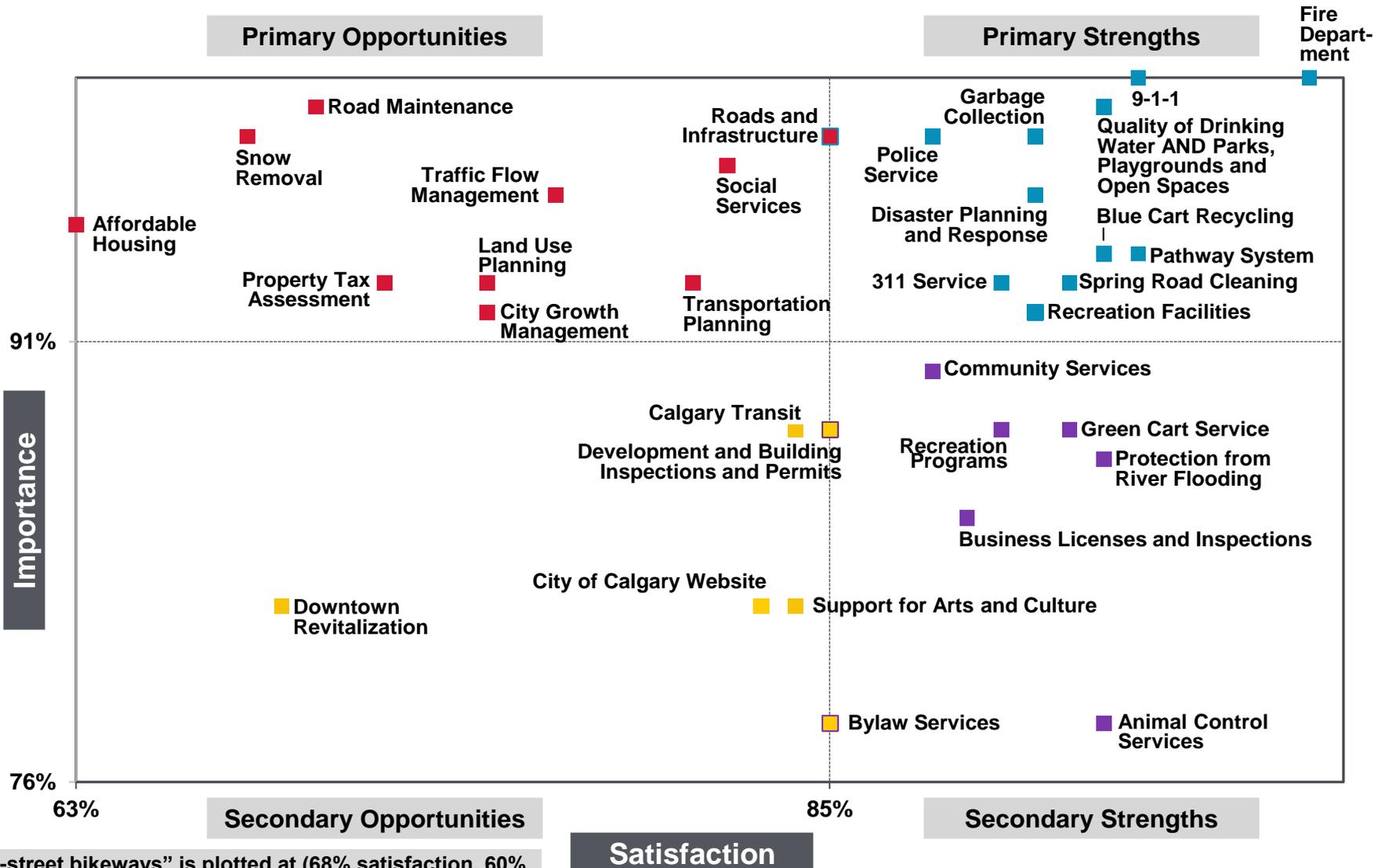
Base: Valid respondents (Bases vary)

Ward 1 2020

*Rounding



Importance vs. Satisfaction Grid: City Wide



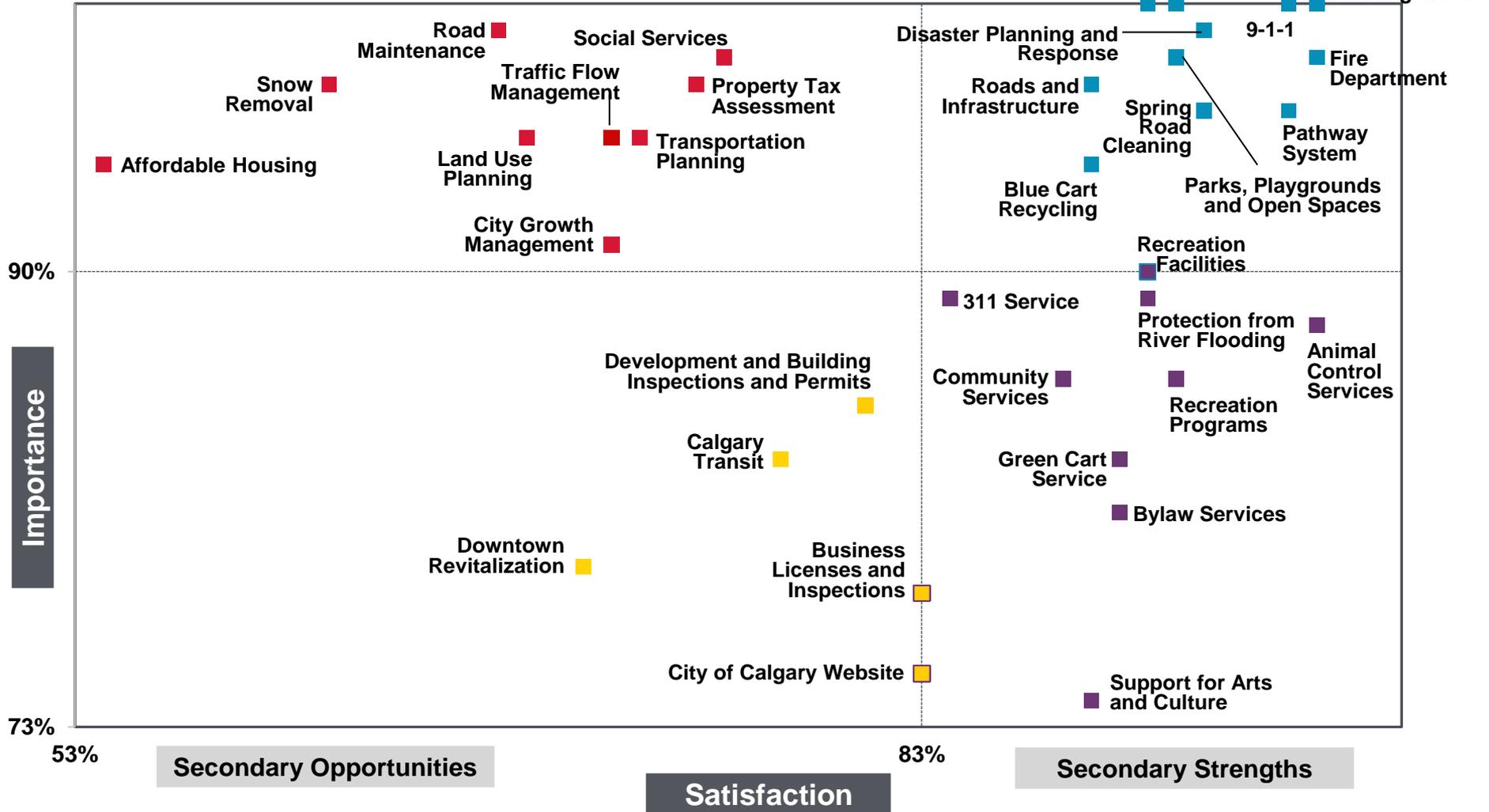
“On-street bikeways” is plotted at (68% satisfaction, 60% importance) and is not illustrated on this graph.



Importance vs. Satisfaction Grid: Ward 11

Primary Opportunities

Primary Strengths



“On-street bikeways” (60% satisfaction, 45% importance) is not illustrated on this graph.



Primary Strengths and Opportunities: City Wide versus Ward 11

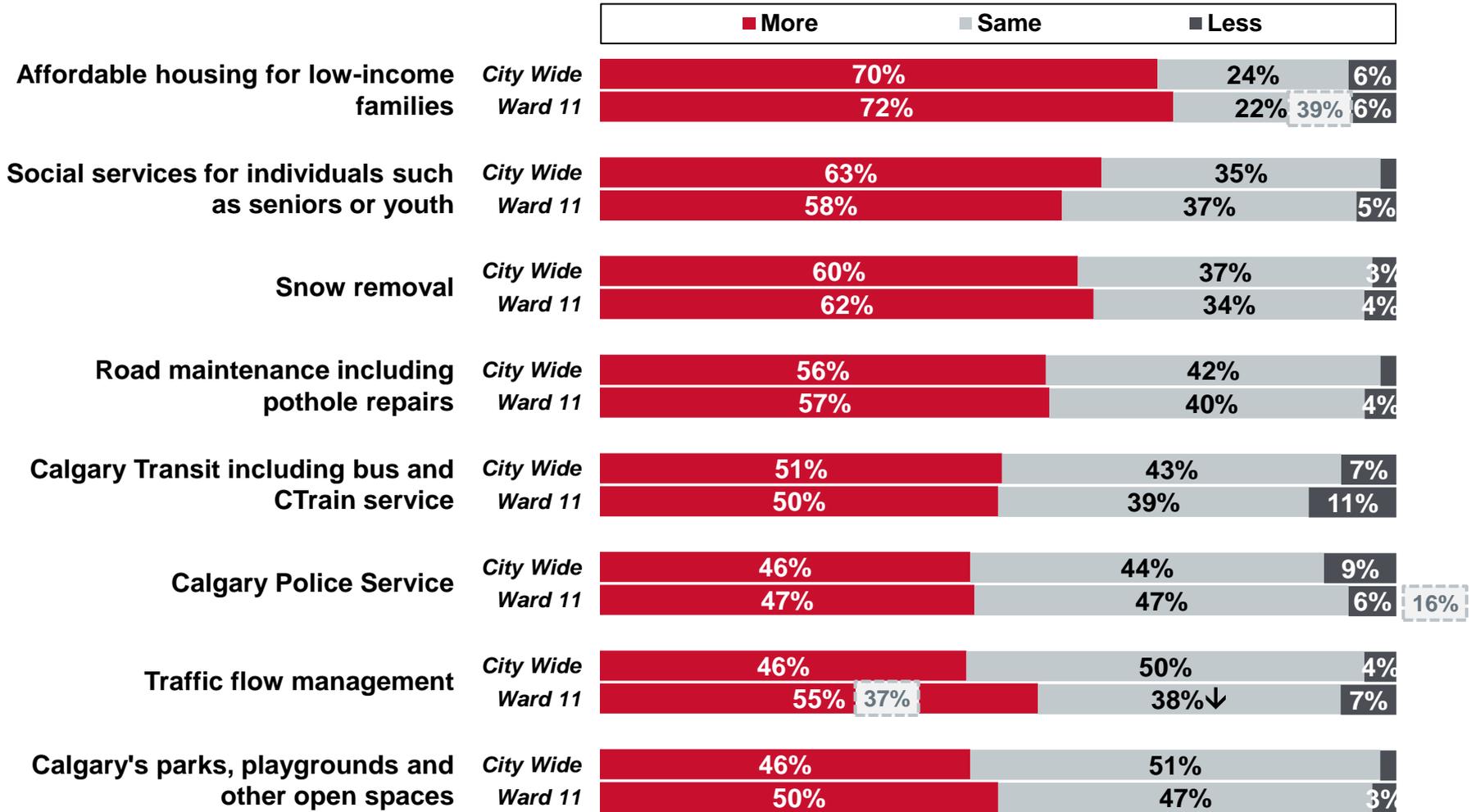
Please note: Only items that are primary strengths or primary noted areas either City Wide or for the Ward are shown in the table.

	City Wide	Ward 11
Fire Department	Blue	Blue
9-1-1	Blue	Blue
Quality of Drinking Water	Blue	Blue
Garbage Collection	Blue	Blue
Parks and Open Spaces	Blue	Blue
Disaster Planning & Response	Blue	Blue
Pathway System	Blue	Blue
Police Service	Blue	Blue
Blue Cart Recycling	Blue	Blue
Spring Road Cleaning	Blue	Blue
311 Service	Blue	White
Recreation Facilities	Blue	Blue/White Diagonal Stripes
Roads and Infrastructure	Red/White Diagonal Stripes	Blue
Road Maintenance	Red	Red
Affordable Housing	Red	Red
Property Tax Assessment	Red	Red
City Growth Management	Red	Red
Snow Removal	Red	Red
Land Use Planning	Red	Red
Traffic Flow Management	Red	Red
Transportation Planning	Red	Red
Social Services	Red	Red

Primary Strengths
Primary Opportunities
Neither (in another quadrant)
<i>Striped boxes indicate the service sits on the border between quadrants</i>



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)

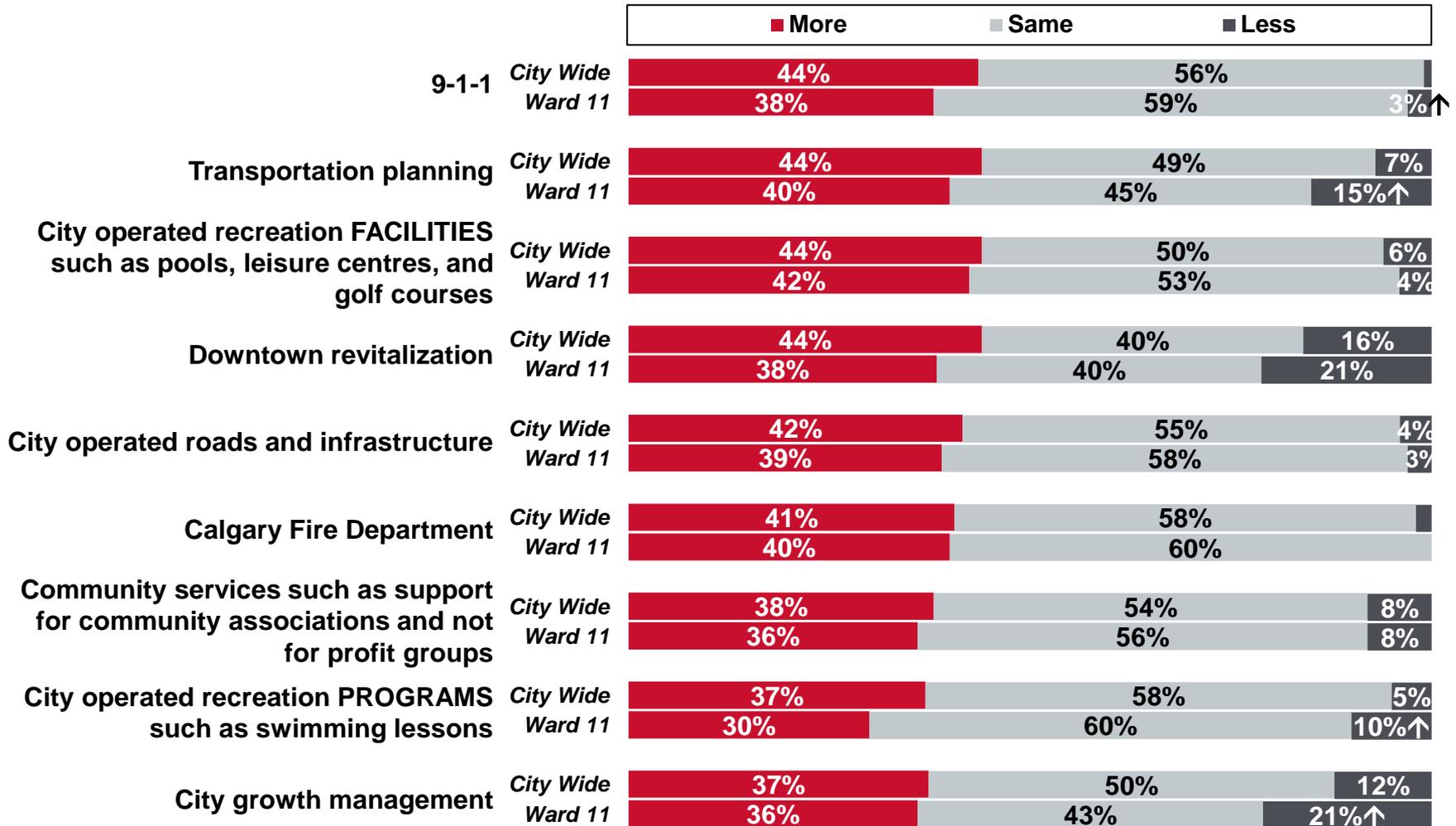
Data labels of <3% are not shown

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

Ward 11 2020



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.

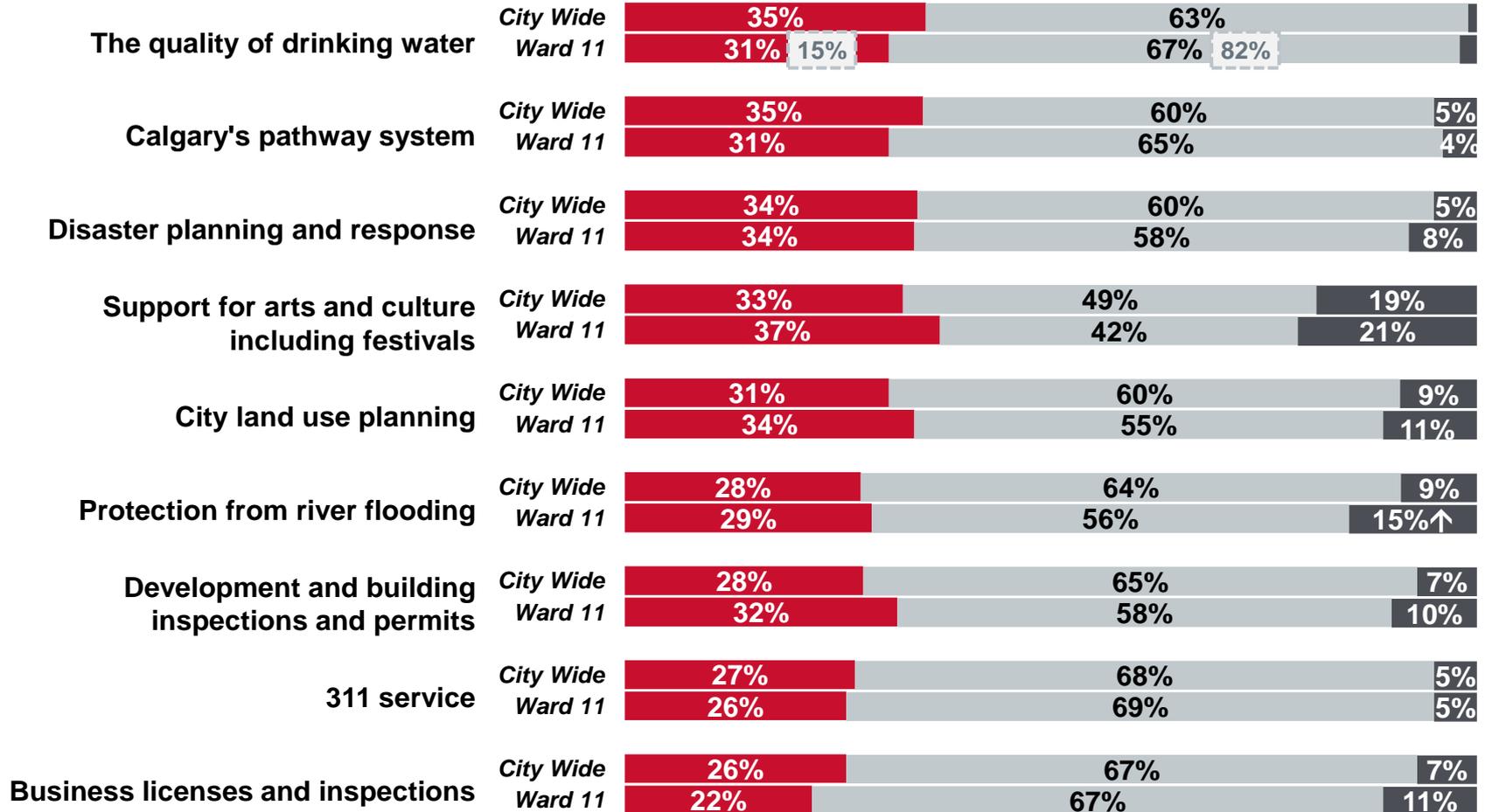
Base: Valid respondents (Bases vary)

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)

Data labels of <3% are not shown

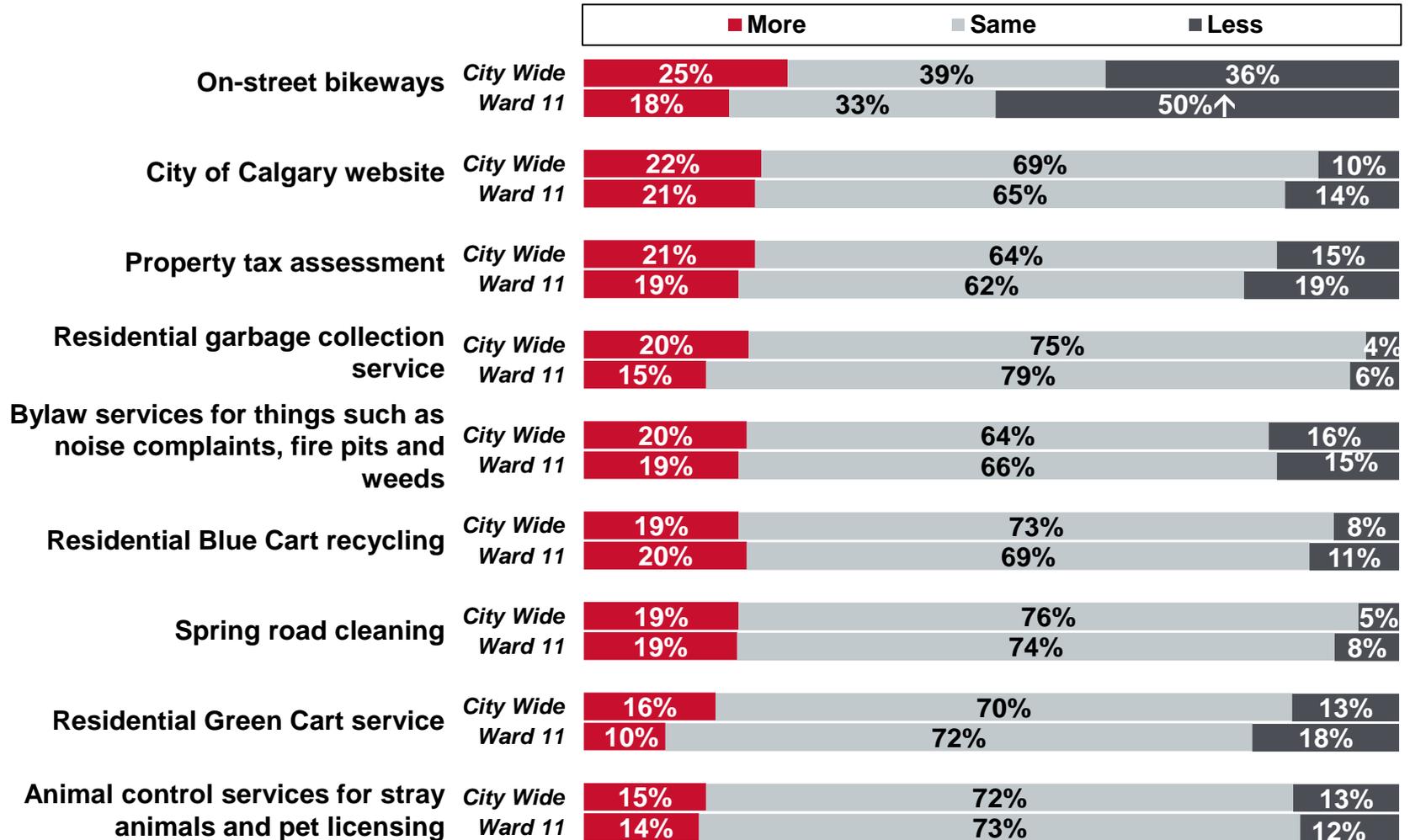
↑ Statistically higher than City Wide

↓ Statistically lower than City Wide

Ward 11 2020



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)

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

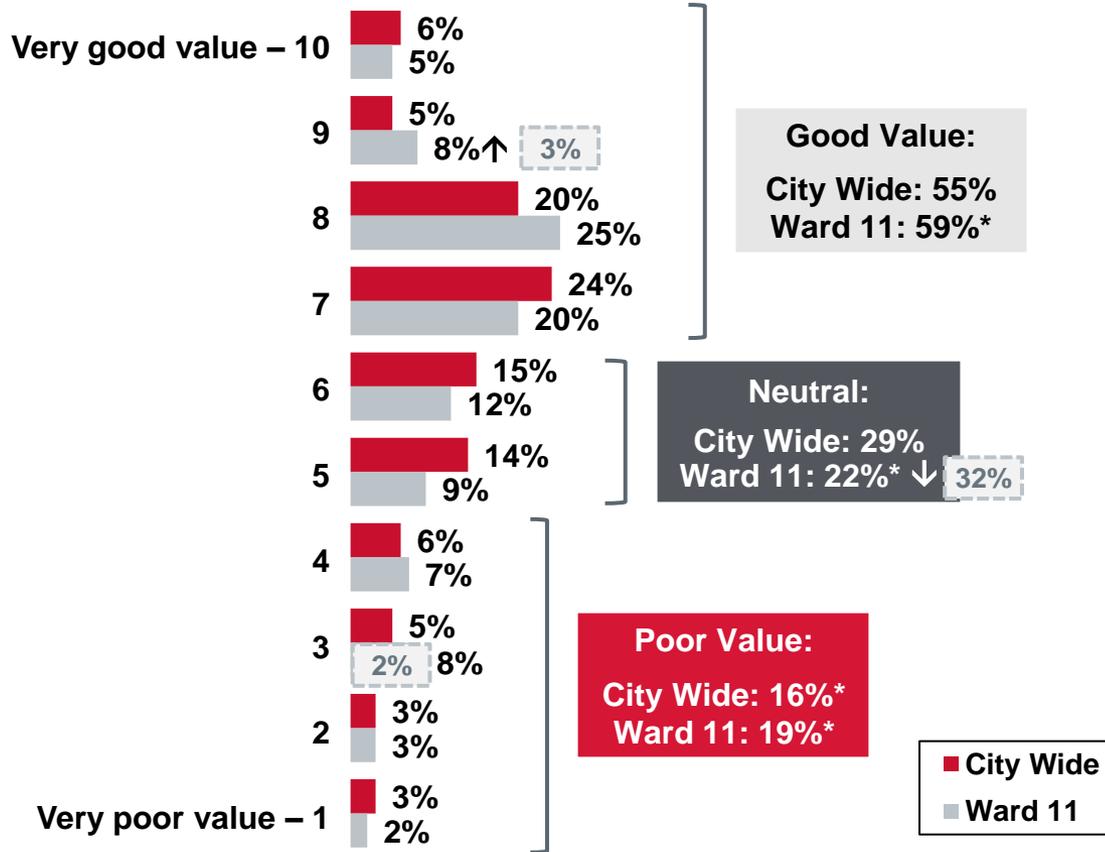


Taxation





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=2,446 / Ward 11: n=216)

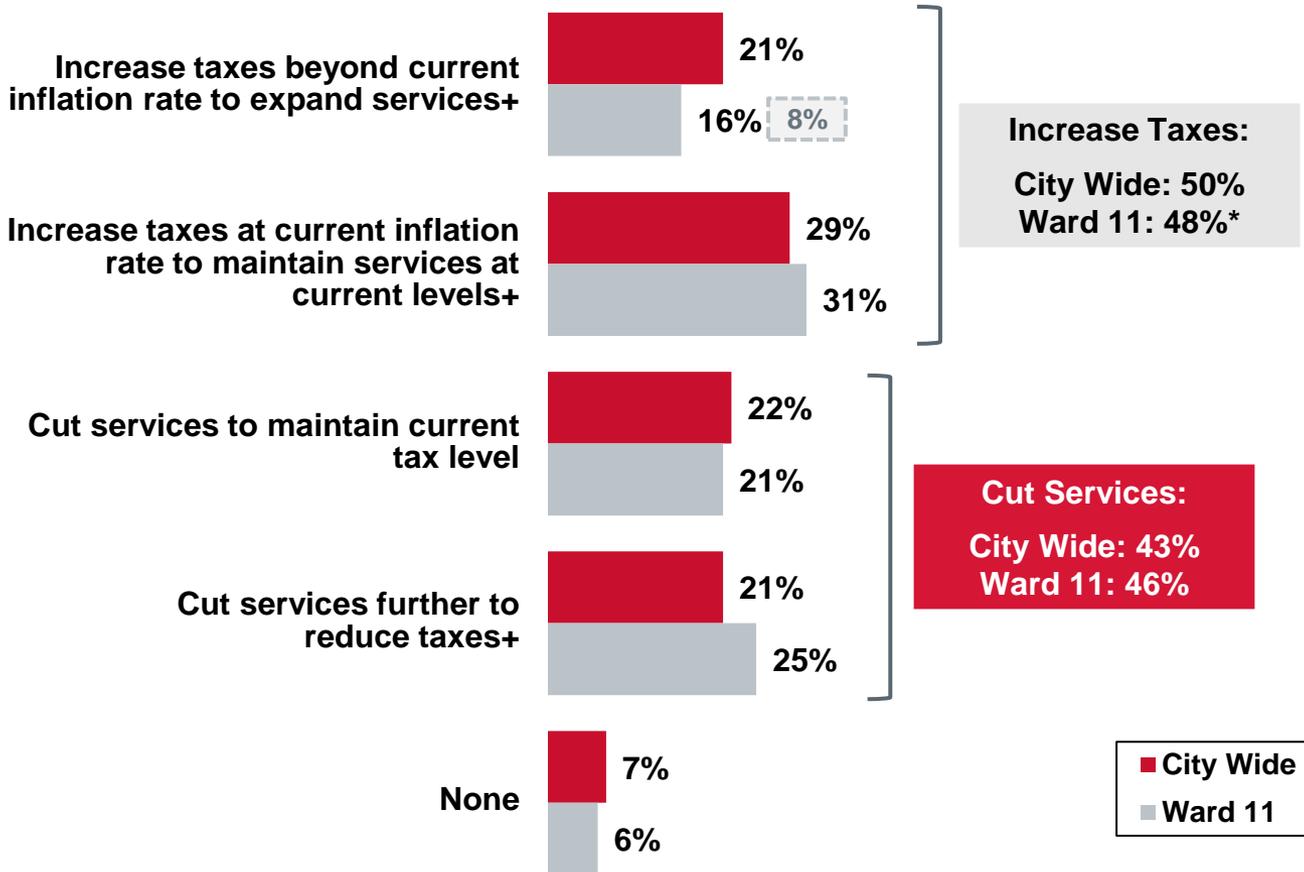
Ward 11 2020

*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=2,463 / Ward 11: n=214) | +Slight wording changes in Fall 2020

Ward 11 2020

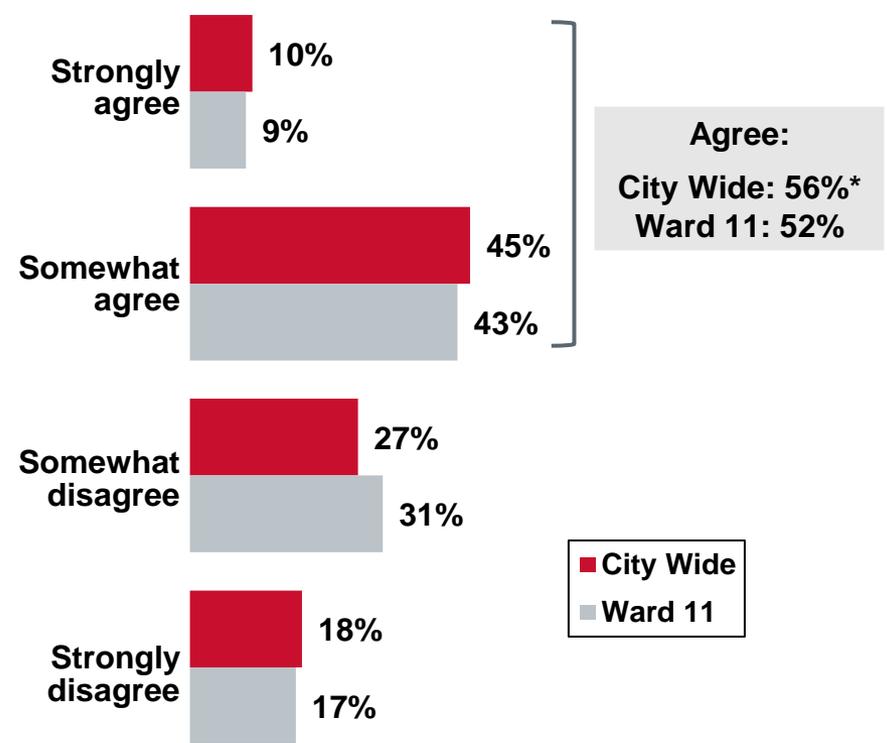
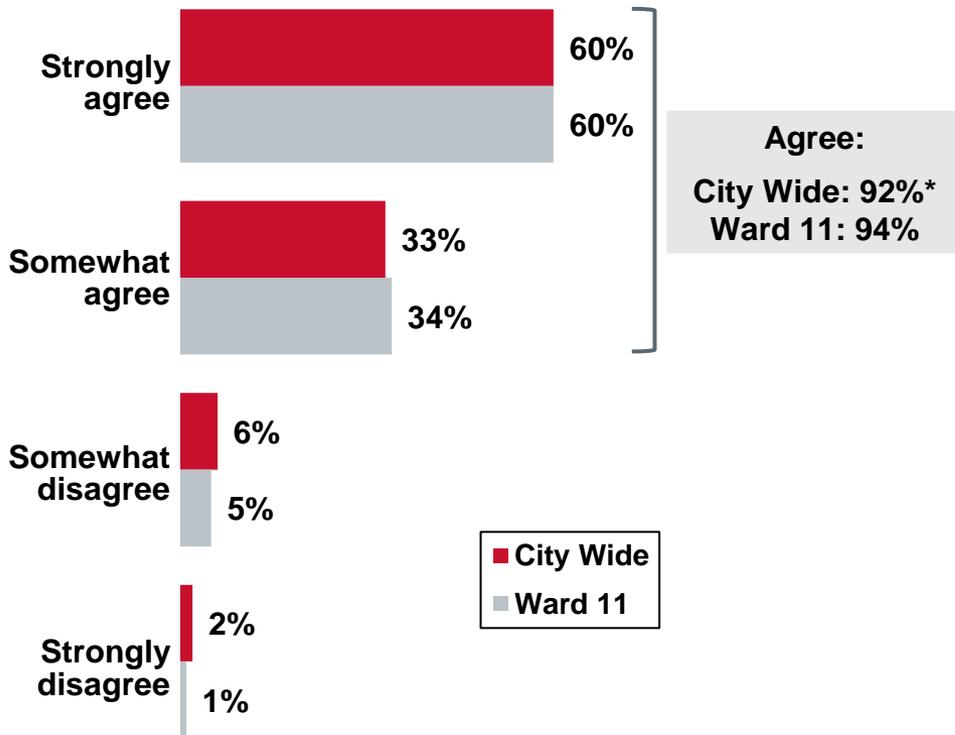
*Rounding



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



*Rounding

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

Base: Valid respondents (City Wide: n=2,485 / Ward 11: n=217)

Base: Valid respondents (City Wide: n=2,454 / Ward 11: n=217)

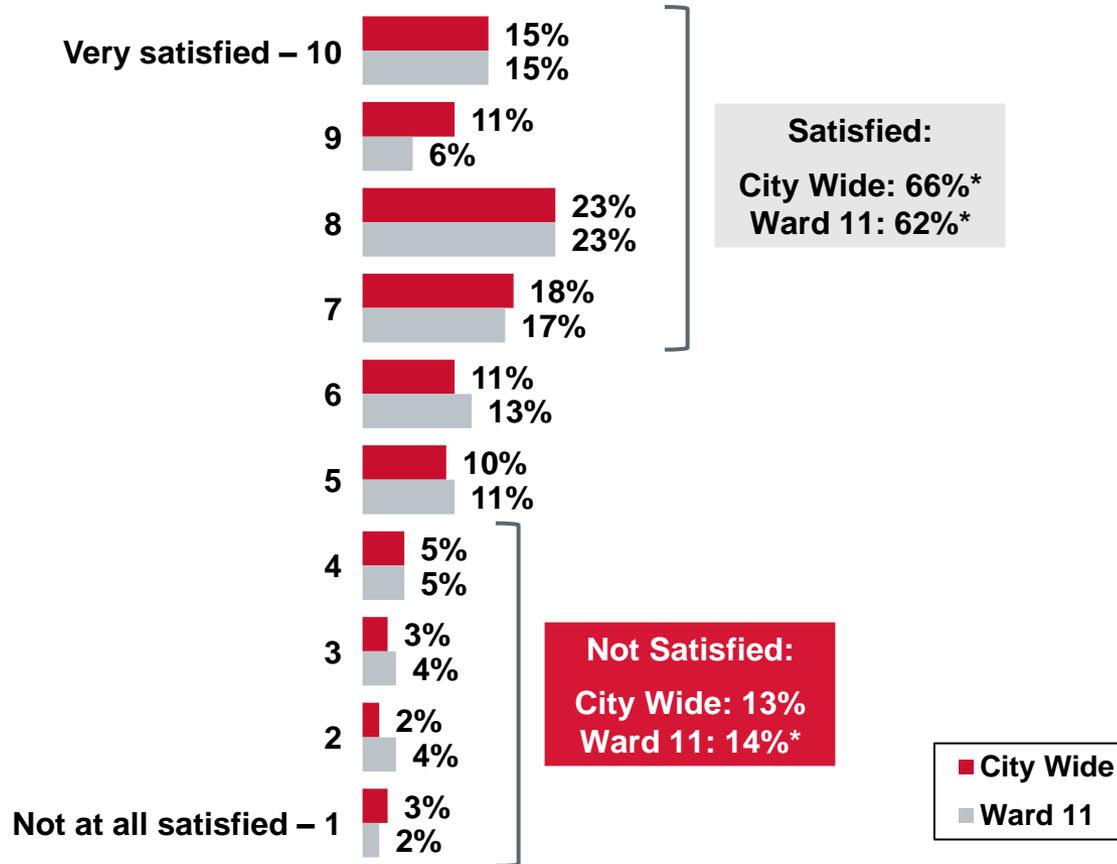


City Customer Service





Satisfaction with the Overall Level and Quality of Customer Service⁺



⁺Question wording was modified in Fall 2021 – tracking not possible

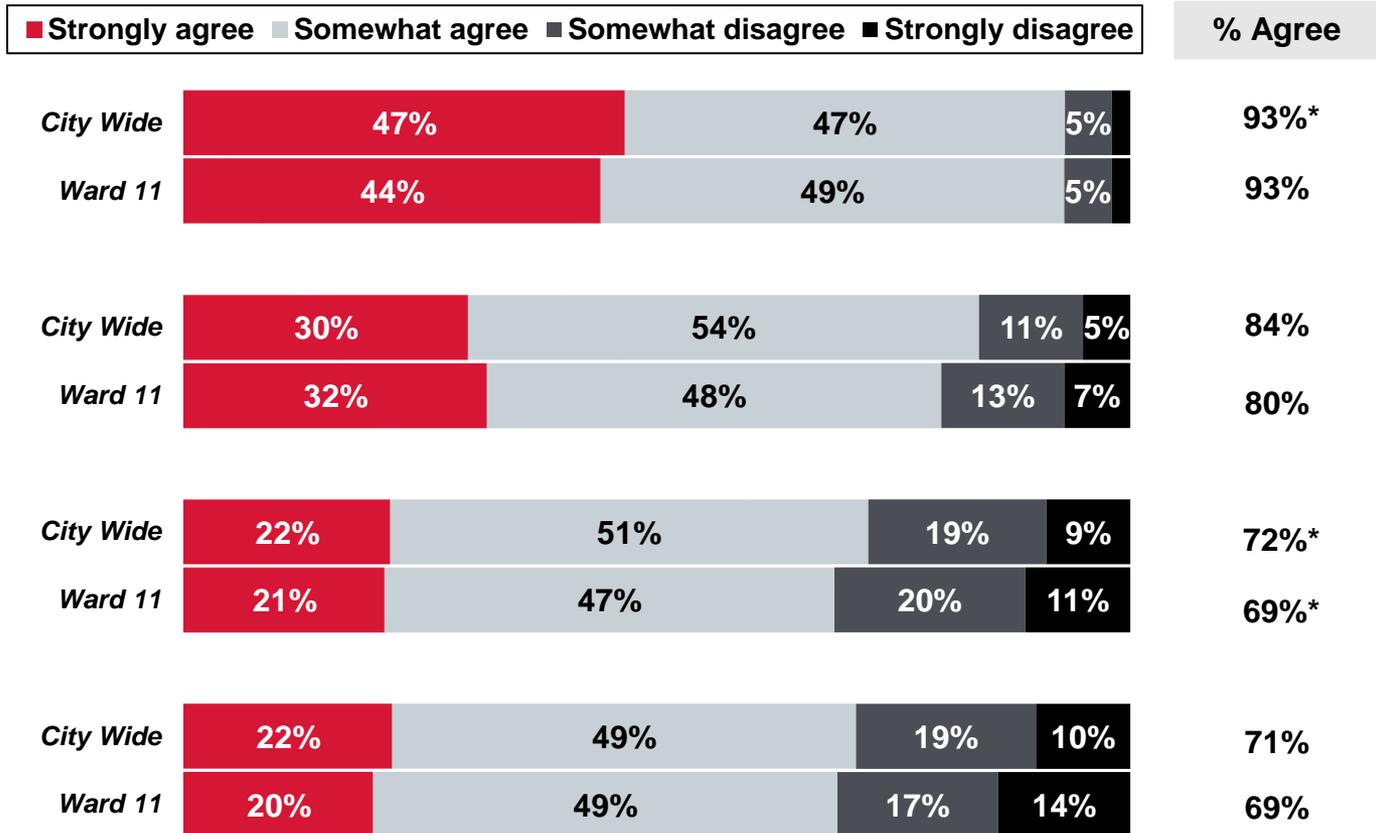
Now I'd like you to think about any contact you've had with The City of Calgary in the past year. On a scale of 1 to 10 where "1" represents "not at all satisfied" and "10" represents "very satisfied", how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted The City in the last twelve months
 City Wide: n=2,278 / Ward 11: n=201)

*Rounding



Attitudes Regarding Customer Service



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

Data labels of <3% are not shown

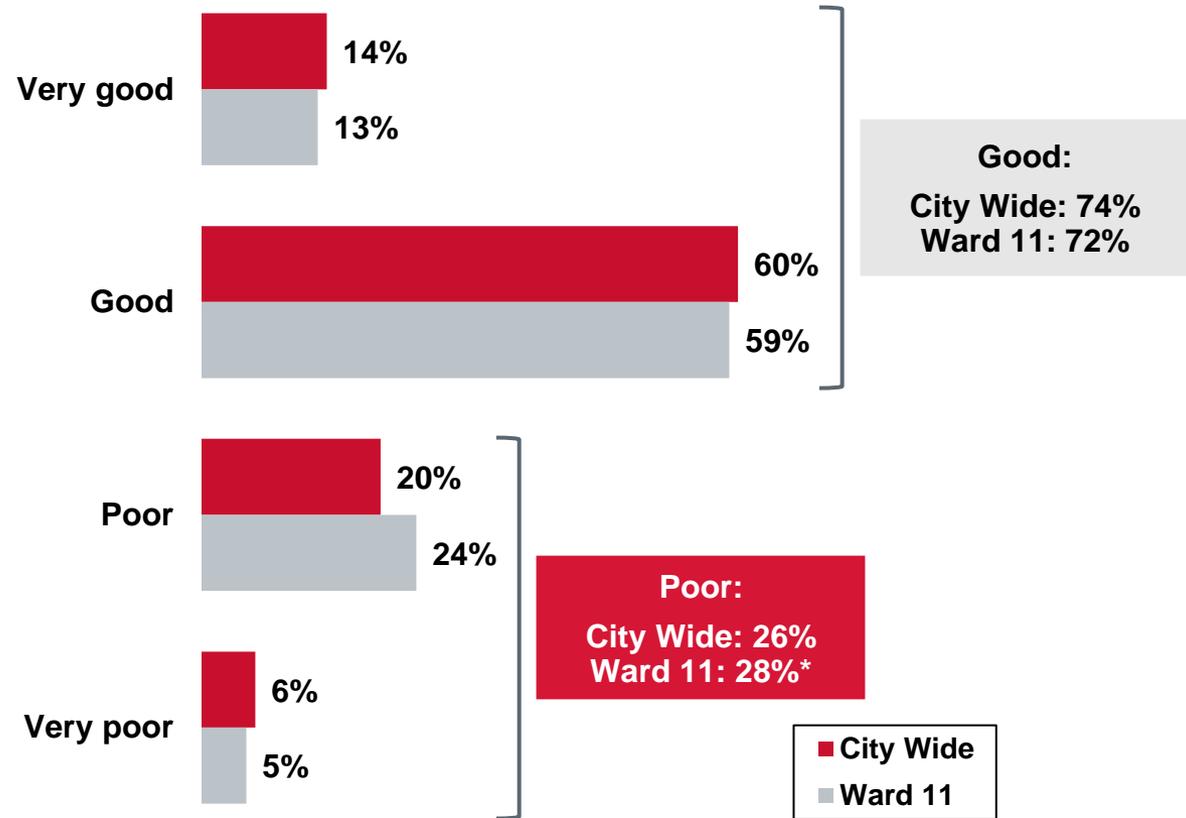


Communication at The City





Overall Communication at The City



Overall, how would you rate The City of Calgary in terms of how well it communicates with citizens about its services, programs, policies and plans in the past 6 months?

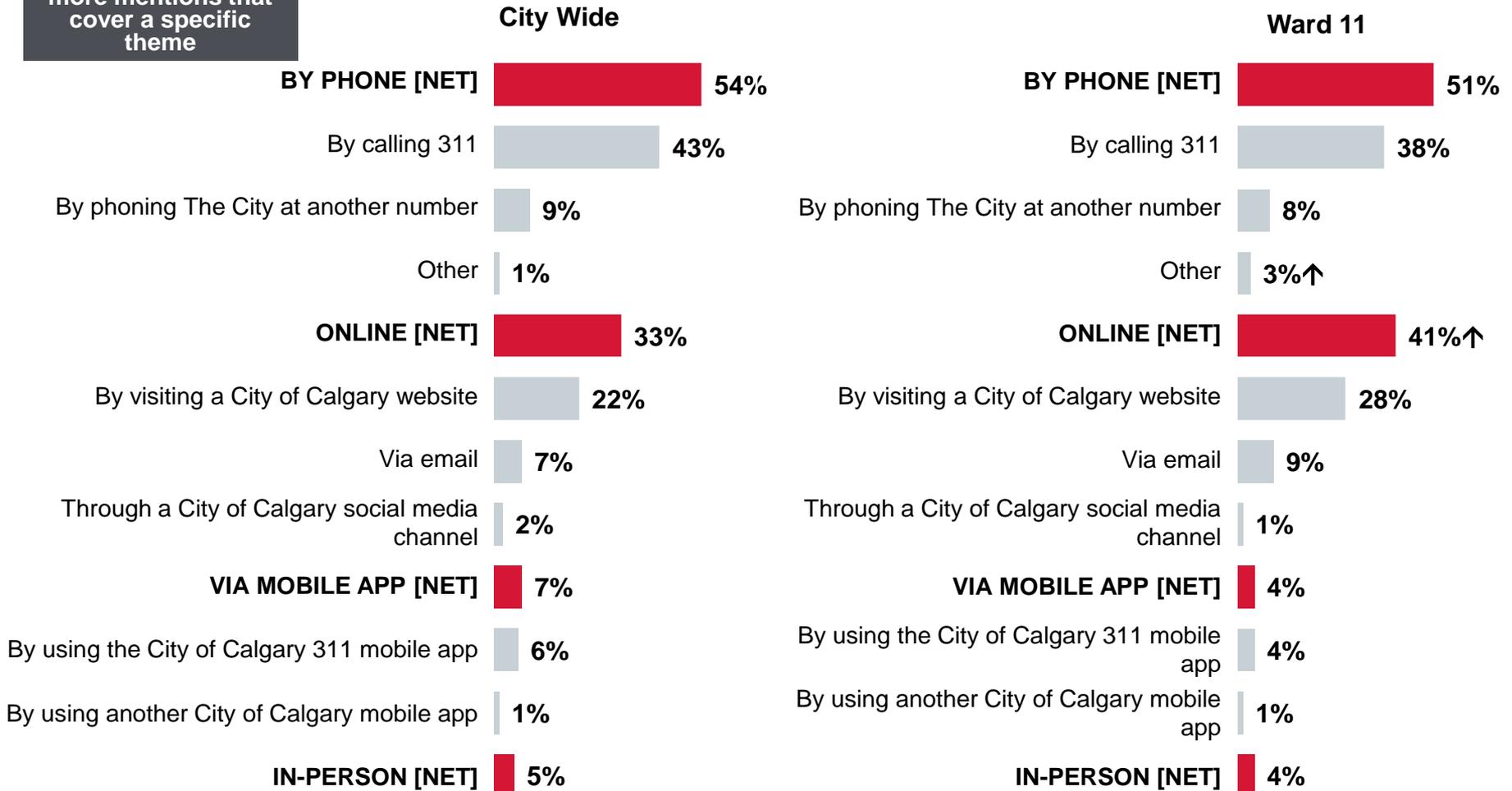
Base: Valid respondents (City Wide: n=2,488 / Ward 11: n=217)

*Rounding



Preferred Method of Contact+

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



+Question wording was modified in Fall 2021 – tracking not possible
 What is your preferred way of contacting The City?
 Base: Valid respondents (City Wide: n=2,493 / Ward 11: n=218)

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

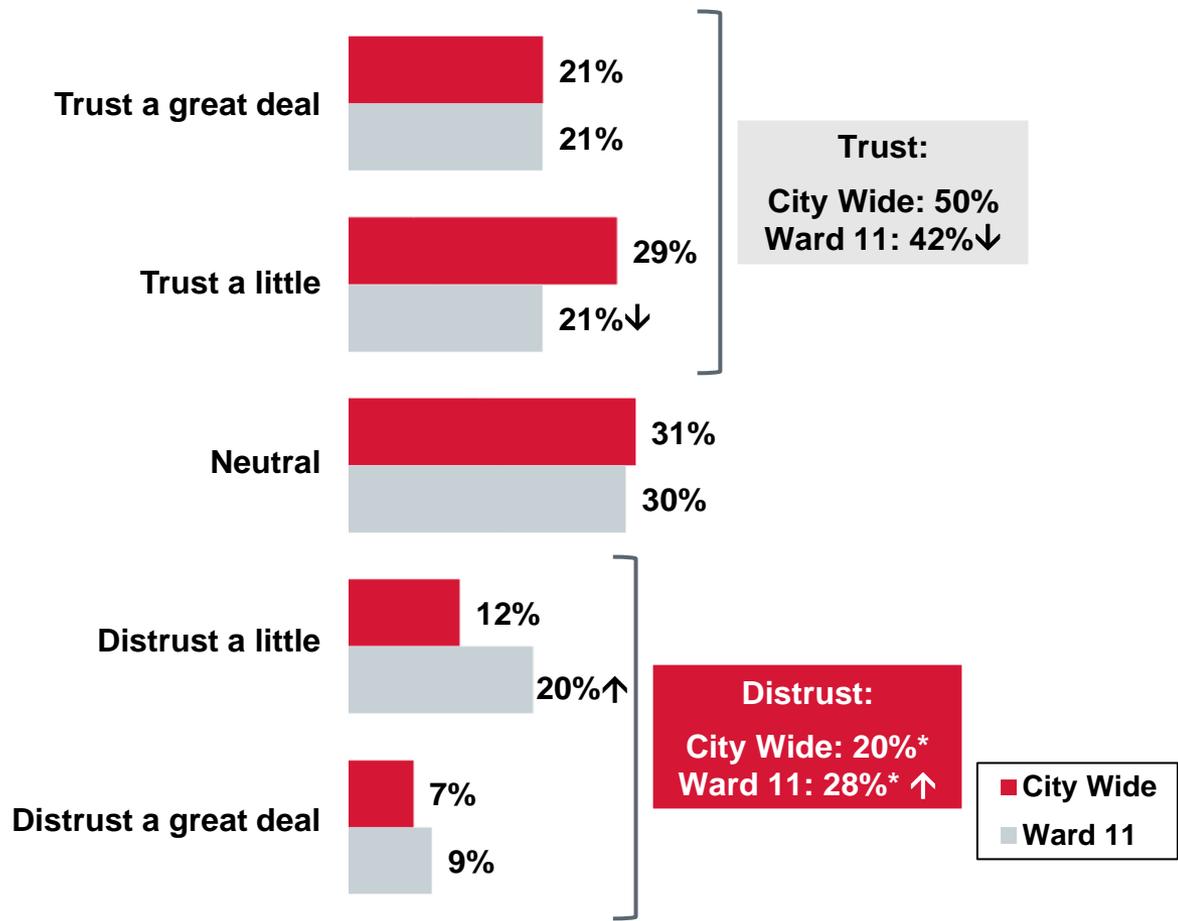


City Reputation and Performance





Trust

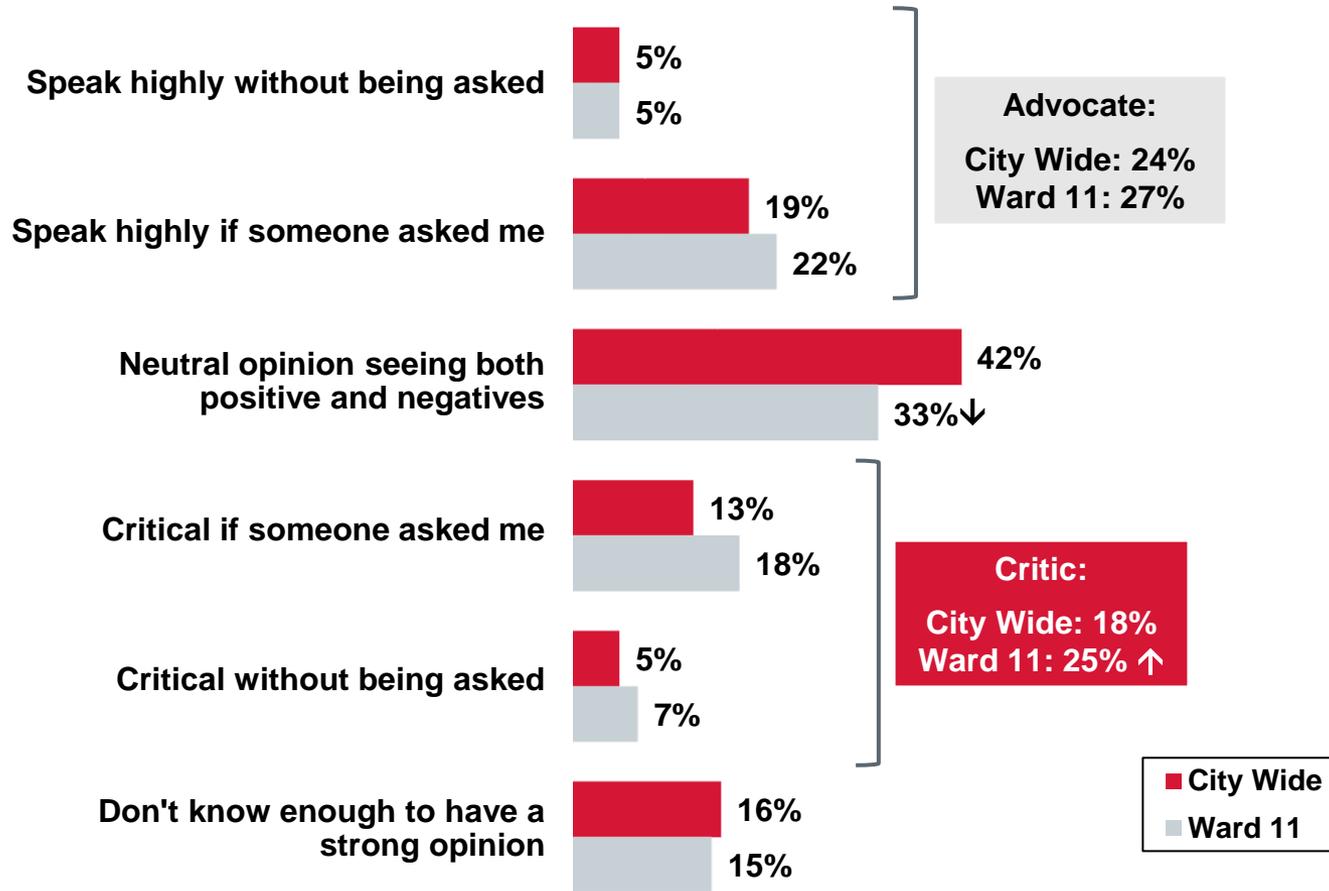


*Rounding

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=2,497 / Ward 11: n=219)

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



Which one of the following statements best reflects your overall opinion and perceptions of The City of Calgary?

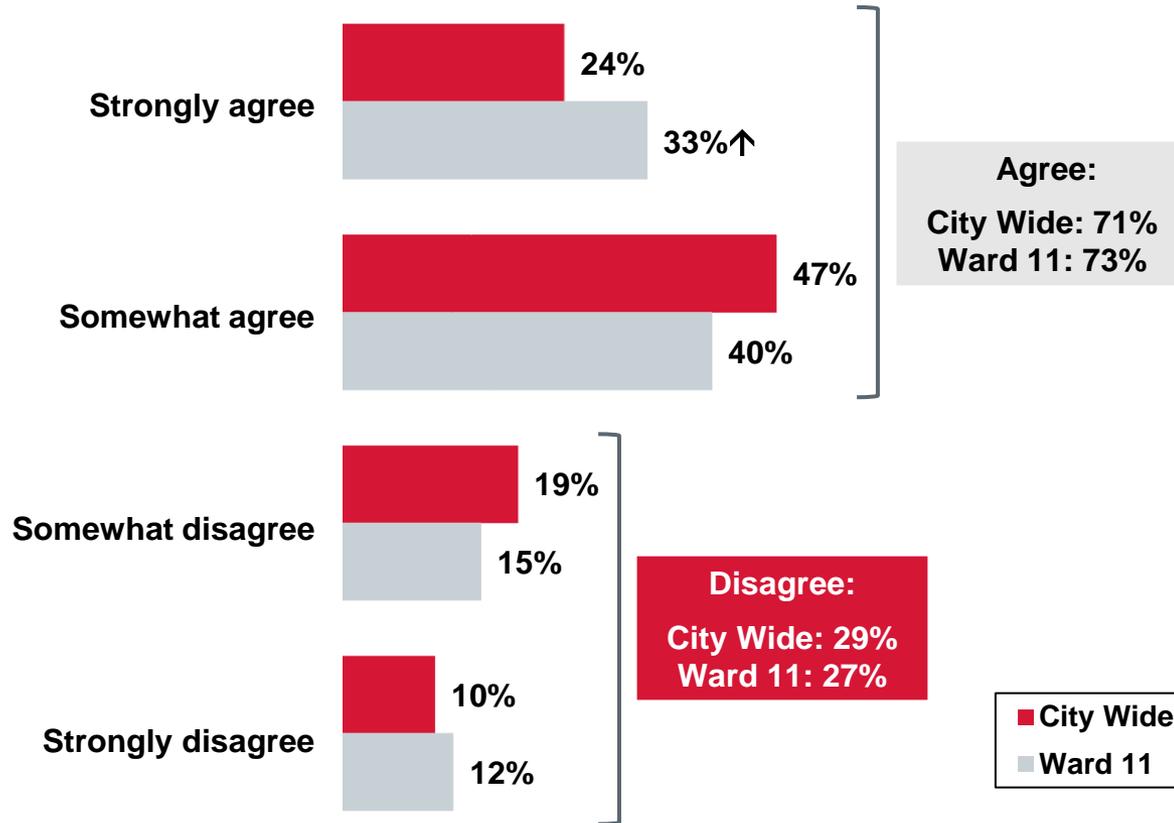
Base: Valid respondents (City Wide: n=2,490 / Ward 11: n=219)

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



Understanding of Municipal Roles

I understand the roles and responsibilities of City Council compared to those of City Administration



Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.

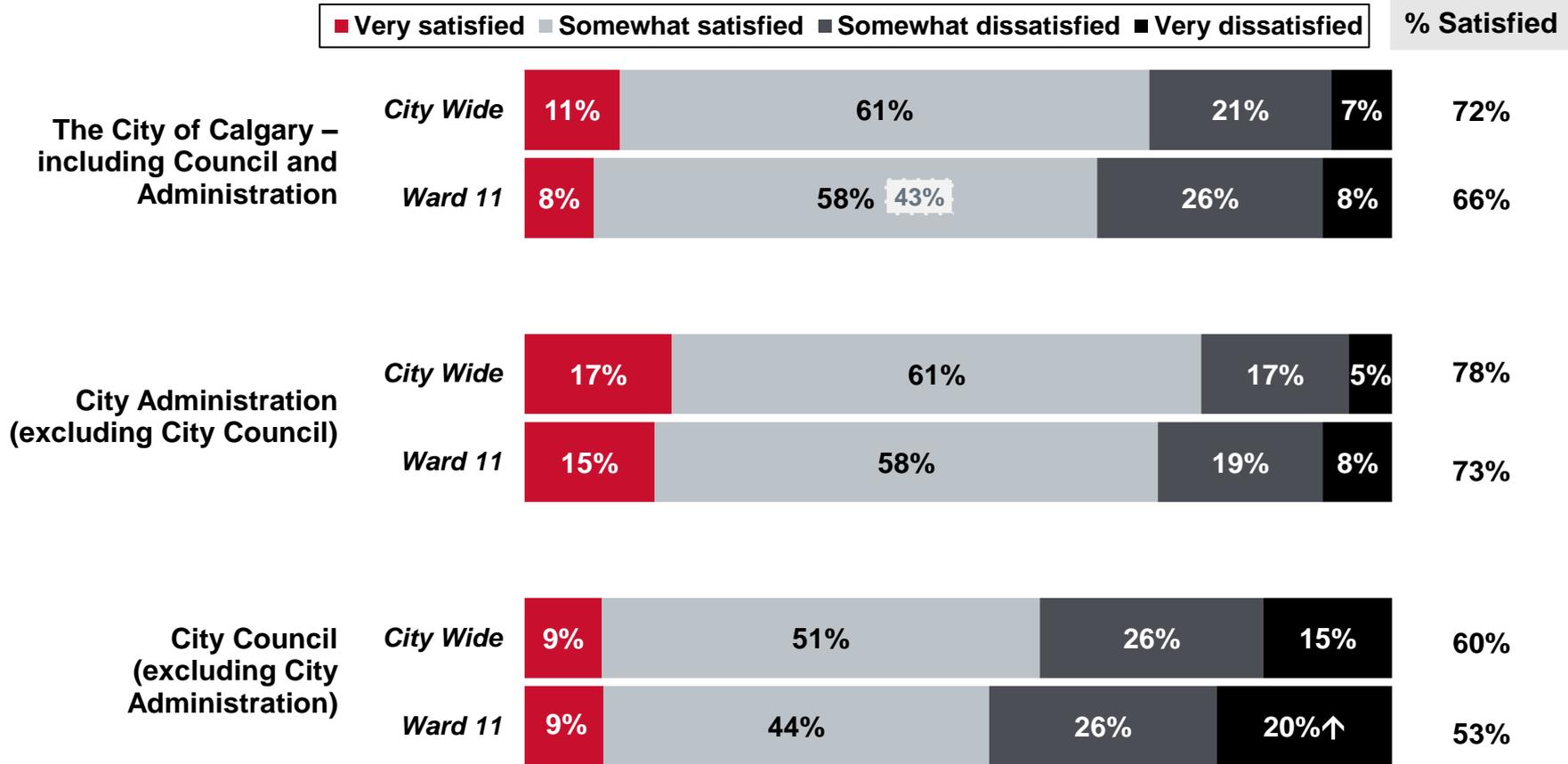
Base: Valid respondents (City Wide: n=2,456 / Ward 11: n=216)

↑ 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.



Ward 11 2020

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)

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

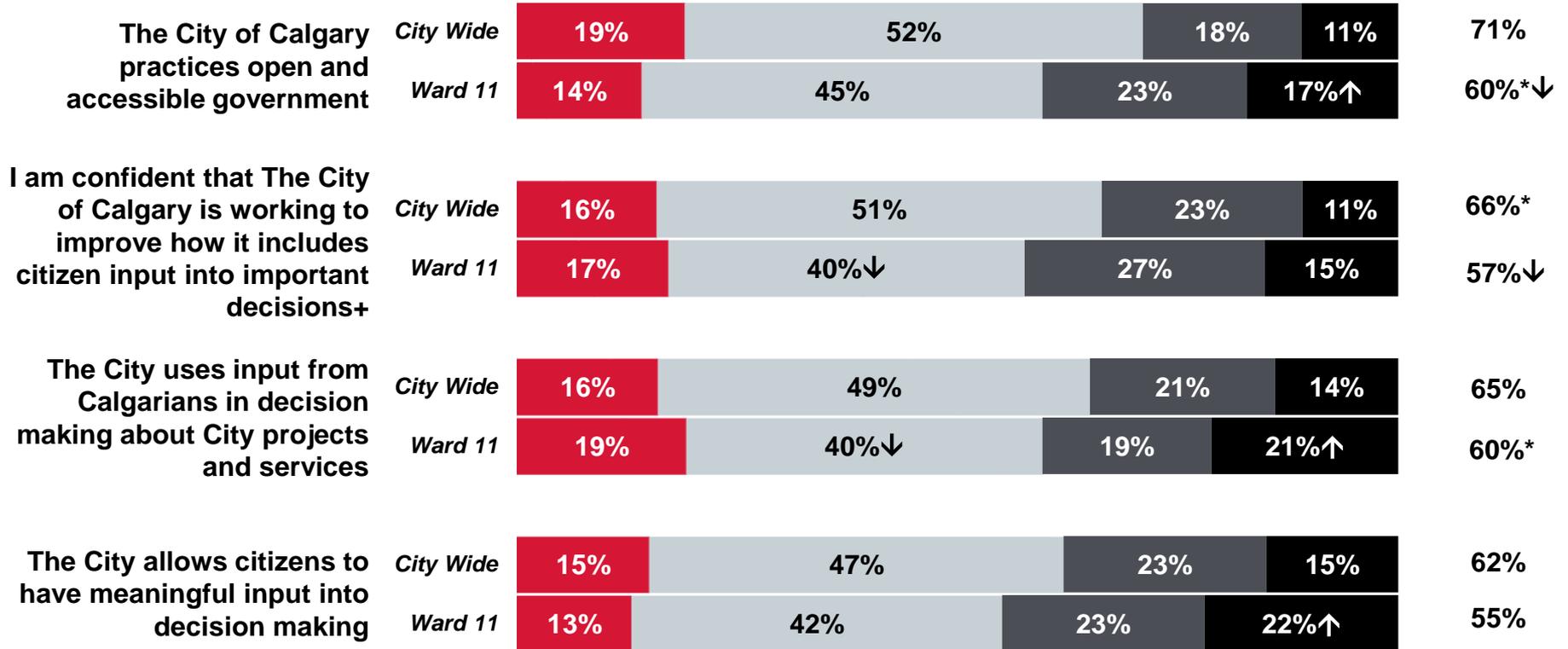


Perceptions of Transparency and Citizen Input

% Agree

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

% Agree



+Introduction to the question differed for this statement: Please tell me whether you agree or disagree with each of the following statements?

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)

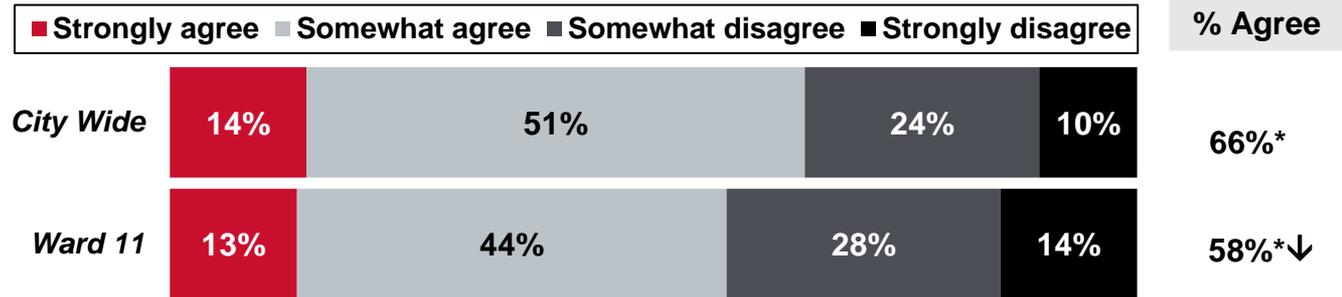
*Rounding

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



Attitudes Regarding Collaboration & Spending

I believe that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary



The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians+



*Rounding

+Not asked in Fall 2020

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

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



Respondent Profile





Respondent Profile

Age

	City Wide	Ward 11
18 to 24	8%	7%
25 to 34	22%	14%
35 to 44	18%	14%
45 to 54	20%	19%
55 to 64	12%	18%
65 or older	19%	28%
Mean	46.3	52.2

Income

	City Wide	Ward 11
Less than \$30,000	6%	4%
\$30,000 to <\$45,000	7%	6%
\$45,000 to <\$60,000	10%	6%
\$60,000 to <\$75,000	8%	14%
\$75,000 to <\$90,000	8%	8%
\$90,000 to <\$105,000	12%	13%
\$105,000 to <\$120,000	10%	10%
\$120,000 to <\$150,000	12%	10%
\$150,000 to <\$200,000	15%	21%
\$200,000 or more	12%	10%

Gender

	City Wide	Ward 11
Man	49%	54%
Woman	51%	46%
Prefer to self-describe	<1%	0%

Education

	City Wide	Ward 11
Did not complete high school	2%	2%
Completed high school	14%	14%
Some post secondary or completed a college diploma	34%	36%
Completed university degree or post-grad degree	51%	48%

Base: Valid respondents (Bases vary)



Type of Dwelling

	City Wide	Ward 11
Single-detached house	69%	76%
Apartment or apartment-style condominium	15%	10%
Townhouse or rowhouse	8%	10%
Duplex, triplex or fourplex	7%	4%
Another type of multi-dwelling unit	1%	0%

Children and Seniors in Household

	City Wide	Ward 11
Yes - Children	34%	32%
Yes - Seniors	29%	37%

Household Size

	City Wide	Ward 11
1	15%	16%
2	33%	38%
3	16%	15%
4	22%	20%
5 or more	15%	12%
Mean	2.9	2.8

Responsible for Property Taxes

	City Wide	Ward 11
Yes	88%	91%
No	12%	9%

Own or Rent

	City Wide	Ward 11
Own	74%	77%
Rent	23%	21%
Other	1%	1%
Neither	2%	1%

Tenure in Calgary

	City Wide	Ward 11
Less than 5 years	7%	3%
5 to less than 10 years	8%	6%
10 to less than 15 years	10%	5%
15 to less than 20 years	11%	11%
20 to less than 30 years	24%	20%
30 to less than 40 years	16%	20%
40 or more	24%	36%
Mean	27.2	32.7

Base: Valid respondents (Bases vary)



Respondent Profile (continued)

Born in Canada

	City Wide	Ward 11
Yes	72%	81%
No	28%	19%

Age Arrived in Canada

Base: Not born in Canada	City Wide (n=657)	Ward 11 (n=41**)
Less than 12	28%	29%
12 to 17	10%	3%
18 or older	62%	68%

***Caution: Small sample size*

Date of Arrival in Canada

Not born in Canada	City Wide (n=655)	Ward 11 (n=41**)
Within the past year	1%	0%
>1 year ago, but <5 years ago	13%	0%
>5 years ago	85%	100%
Prefer not to answer	1%	0%

***Caution: Small sample size*

Disability in Household

	City Wide	Ward 11
Yes	16%	12%
No	84%	88%

Racialized/Indigenous

	City Wide	Ward 11
Yes	24%	14%
No	76%	86%

LGBTQ2S Community

	City Wide	Ward 11
Yes	5%	5%
No	94%	94%
Prefer not to answer	1%	1%

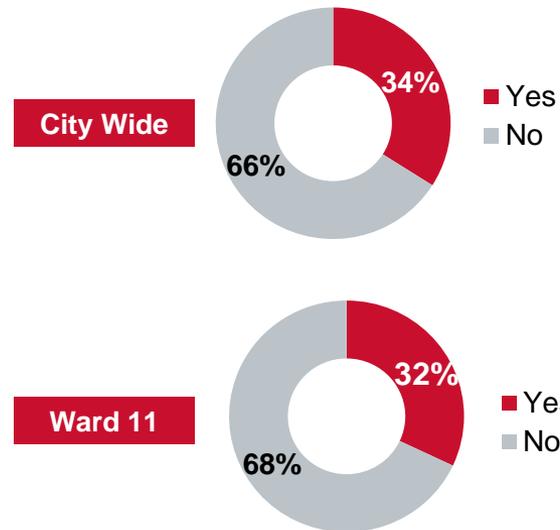
Base: Valid respondents (Bases vary)



Employment Status

	City Wide	Ward 11
Employed full time	46%	43%
Employed part time	9%	5%
Self-employed	12%	12%
Not working and looking for work	6%	3%
Not working and not looking for work	3%	7%
Student	4%	3%
Retired	18%	26%
Unable to work	2%	2%

Business Leader



Among those in the workforce:
 City Wide: n=1,395
 Ward 11: n=104

Base: Valid respondents (Bases vary)

Contact

Krista Ring
Manager of Web, Research and Projects
The City of Calgary
403-268-9963 | 403-988-9425
Krista.Ring@Calgary.ca