



Calgary



Fall 2021 Quality of Life and Citizen Satisfaction Survey

Ward 13 Final Report
November 2021

Prepared for The City of Calgary by:



Ipsos Public Affairs

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Respondent Profile

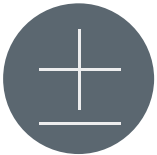


Telephone survey conducted with a randomly-selected sample of 2,500 Calgarians aged 18 years and older between August 16th and September 4th, 2021.

- 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 185 interviews were conducted with residents of Ward 13 (MOE $\pm 7.2\%$).



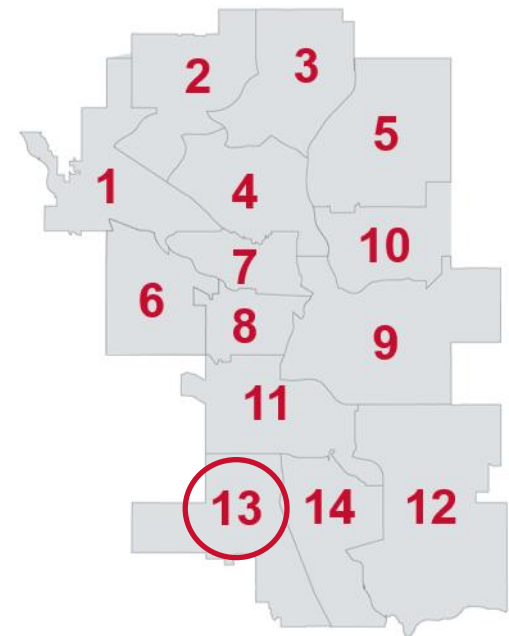
Results for Ward 13 are compared to results City Wide.

- ↑ indicates a number is significantly higher than City Wide.
- ↓ indicates a number is significantly lower than City Wide.

Where possible, Fall 2021 results for Ward 13 are compared to those from Fall 2020 as indicated by a grey dotted box.

Ward 13 2020

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





Highlights



Ward 13: Summary

QUALITY OF LIFE



'Good' Quality of Life 82%

88%
I am proud to live in
my neighbourhood



90%
I feel safe walking alone
in **my neighbourhood**
after dark



84%
Calgary is a great place to
make a life

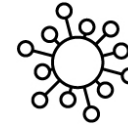
67%
Calgary is a great place to
make a living

78%
Calgary is on the **right**
track to be a better city
10 years from now

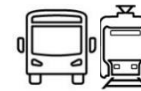
ISSUE AGENDA (TOP 3)



36%
Infrastructure,
Traffic & Roads

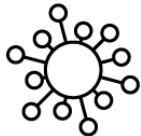


14%
COVID-19



13%
Transit

COVID-19



33%
Major threat to
physical health

32%
Major threat to
mental health

27%
Major threat to
personal financial
situation

VALUE FOR TAXES & CITIZEN SATISFACTION



54%
'Good' value for tax
dollars



71%
'Satisfied' with City
programs and services



69%
'Satisfied' with
customer service

CITY PERFORMANCE & REPUTATION



74%
'Satisfied' with running of The City
by Council and Administration








56%
'Trust' The City of
Calgary



72%
'Agree' City practices open
& accessible government






Differences in Ward 13 vs. City Wide

		Ward 13	City Wide
	Quality of Life	Feel Calgary is safe overall	91%↑ 85%
		Feel safe walking in their neighbourhood after dark	90%↑ 79%
	Issue Agenda	Road conditions	12%↑ 7%
		COVID-19 pandemic	14%↑ 9%
		Budget and spending [NET]	9%↑ 5%
		Lack of snow removal	2%↓ 6%
		Public safety	1%↓ 5%
		Environment and waste management [NET]	2%↓ 6%
		Healthcare	1%↓ 4%
	COVID-19 Pandemic	COVID-19 is a 'major' or 'minor' threat to physical health	72%↓ 79%
	Importance: City Programs & Services	Spring road cleaning	87%↓ 93%
		Protection from river flooding	77%↓ 87%
	Satisfaction: City Programs & Services	Calgary Transit including bus and CTrain service	93%↑ 84%
		Calgary's pathway system	88%↓ 94%

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 13 vs. City Wide

			Ward 13	City Wide
	Investment: City Programs & Services (Invest ' <u>More</u> ') 9-1-1		29%↓	44%
	Taxation	No statistically significant differences		
	Customer Service	No statistically significant differences		
	Communications	No statistically significant differences		
	City Reputation and Performance	Agree that 'The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians'	66%↑	58%

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





Year-Over-Year Changes in Ward 13

		2020	2021
	Quality of Life		
	Feel safe walking in their neighbourhood after dark	75%	90%↑
	Issue Agenda		
	Recreation and parks [NET]	3%	9%↑
	Environment and waste management	10%	2%↓
	COVID-19 Pandemic		
	COVID-19 is a 'major' or 'minor' threat to physical health	83%	72%↓
	COVID-19 is a 'major' or 'minor' threat to personal financial situation	77%	67%↓
	Importance: City Programs & Services		
	No statistically significant differences		
	Satisfaction: City Programs & Services		
	No statistically significant differences		
	Investment: City Programs & Services		
	Calgary's parks, playgrounds and other open spaces	28%	54%↑
	City operated recreation FACILITIES, pools, leisure centres and golf	29%	50%↑
	Downtown revitalization	24%	45%↑
	(Invest ' <u>More</u> ')		

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 13

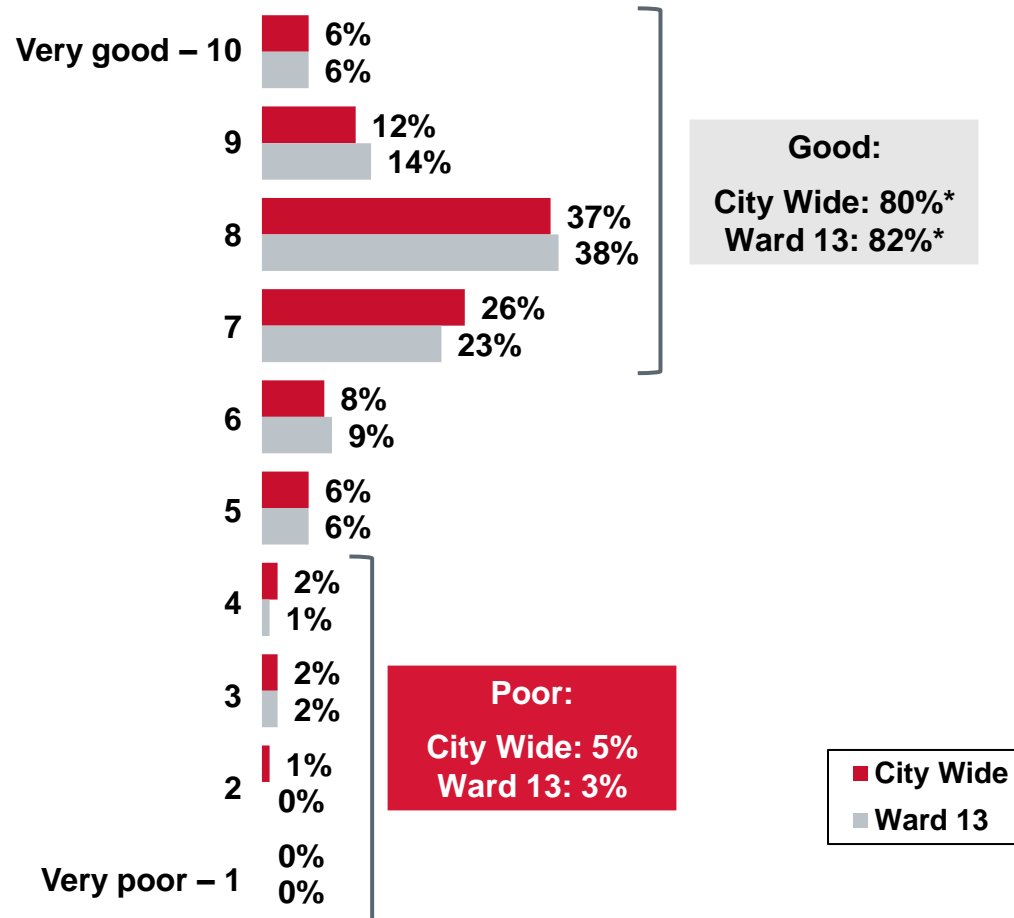
		2020	2021
	Taxation	<i>No statistically significant differences</i>	
	Customer Service	<i>No statistically significant differences</i>	
	Communications	<i>No statistically significant differences</i>	
	City Reputation and Performance	<i>No statistically significant differences</i>	



Quality of Life



Overall Quality of Life in Calgary

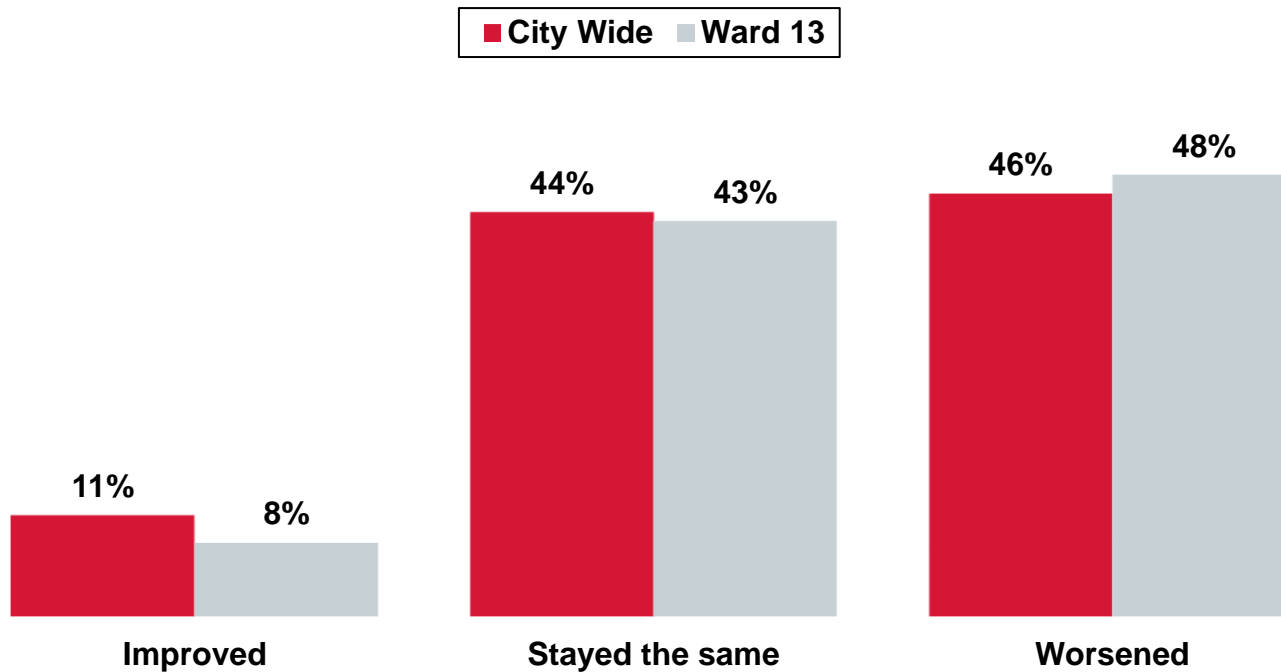


On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good,” how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,499 / Ward 13: n=185)

*Rounding

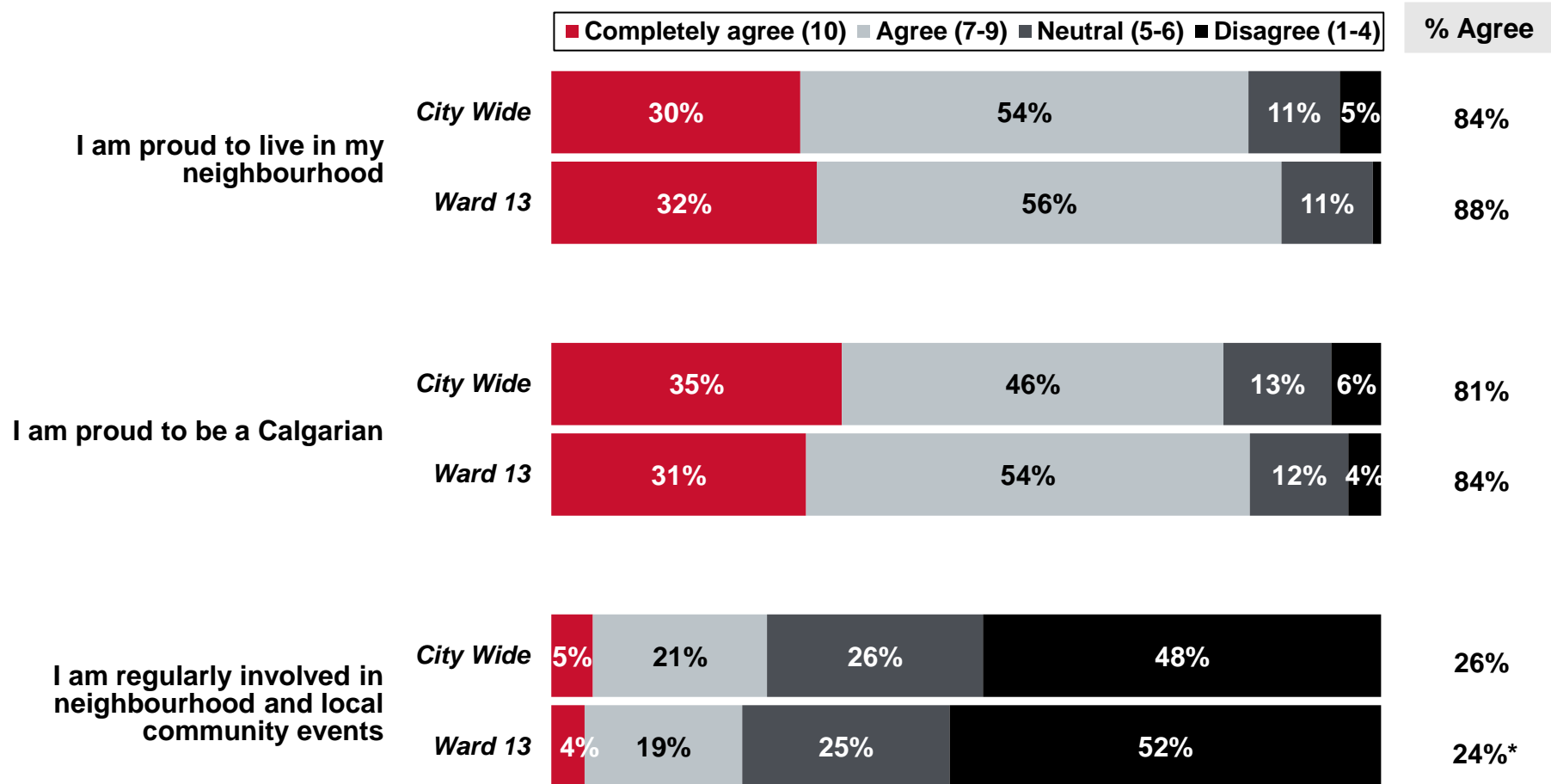
Perceived Change in the Quality of Life



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 13: n=183)

Sustainability: Connectedness



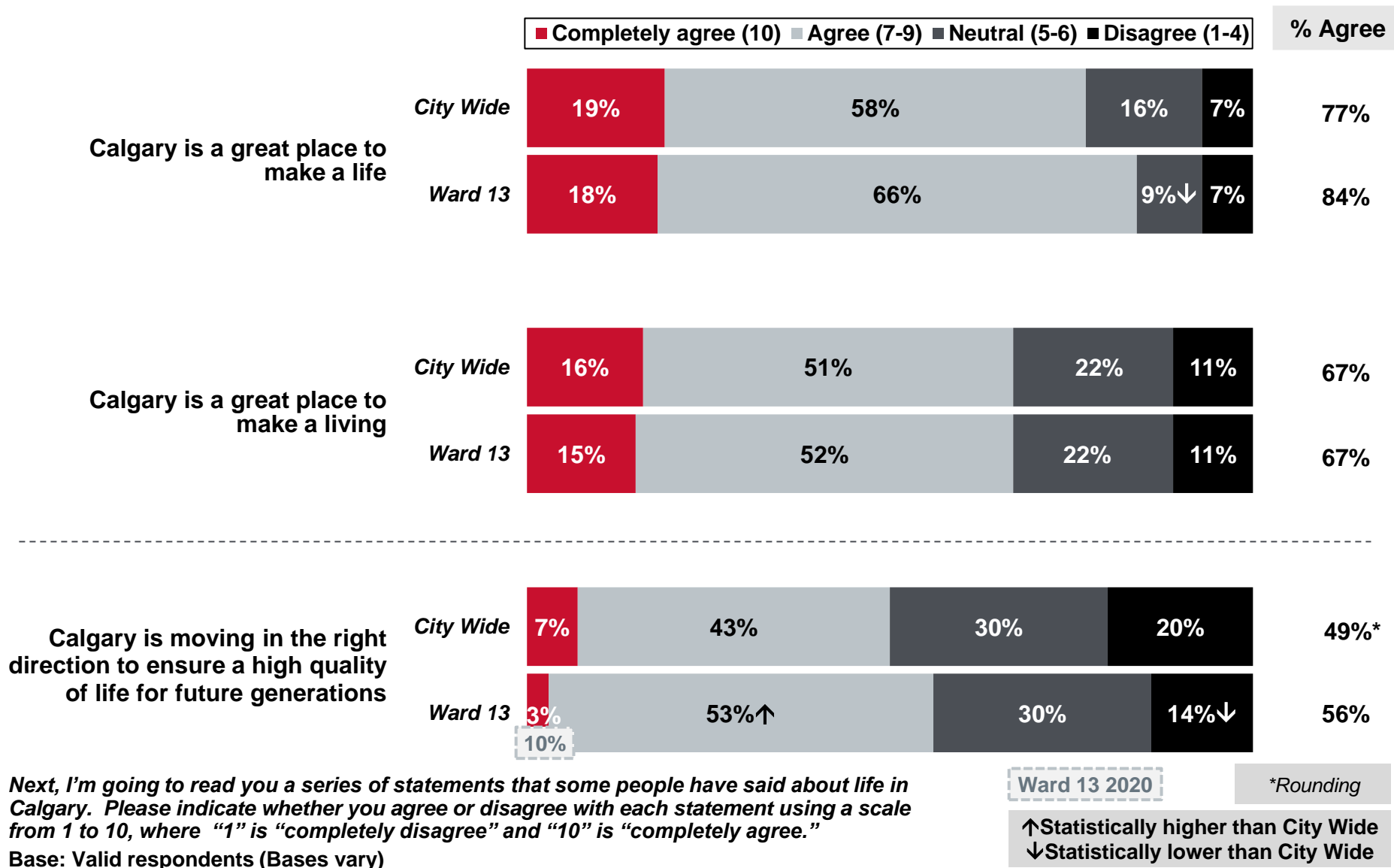
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (Bases vary)

*Rounding

Data labels of <3% are not shown

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



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

% Agree

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

City Wide

13%

57%

20%

11%

70%

Ward 13

13%

59%

17%

11%

72%

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

City Wide

8%

46%

27%

19%

54%

Ward 13

10%

49%

25%

16%

59%

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

City Wide

6%

47%

34%

13%

53%

Ward 13

10%↑

47%

34%

9%

57%

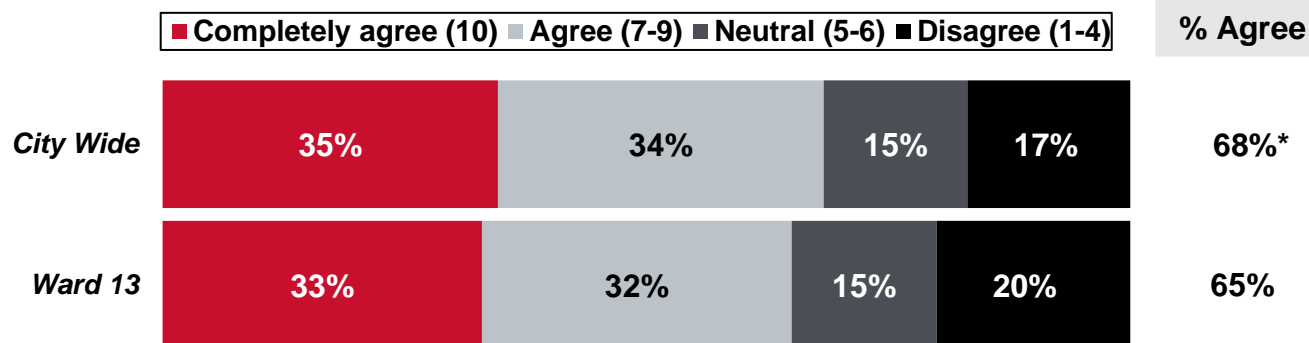
Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."
Base: Valid respondents (Bases vary)

+Not asked in Fall 2020

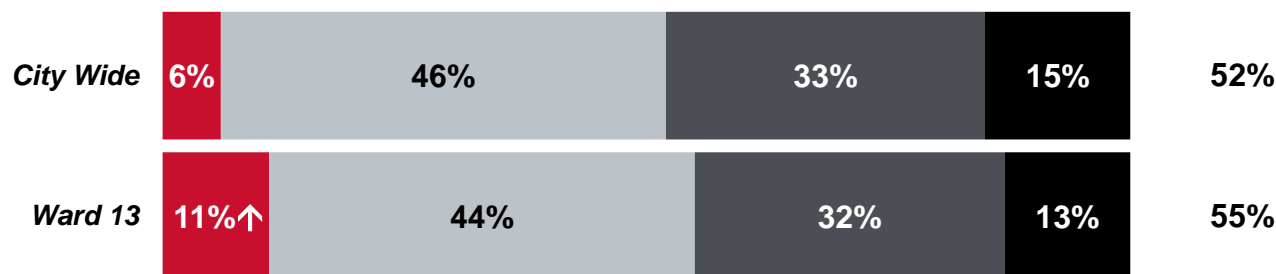
↑Statistically higher than City Wide
↓Statistically lower than City Wide

Climate Change and City Programs to Reduce Calgarians' Environmental Impact

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

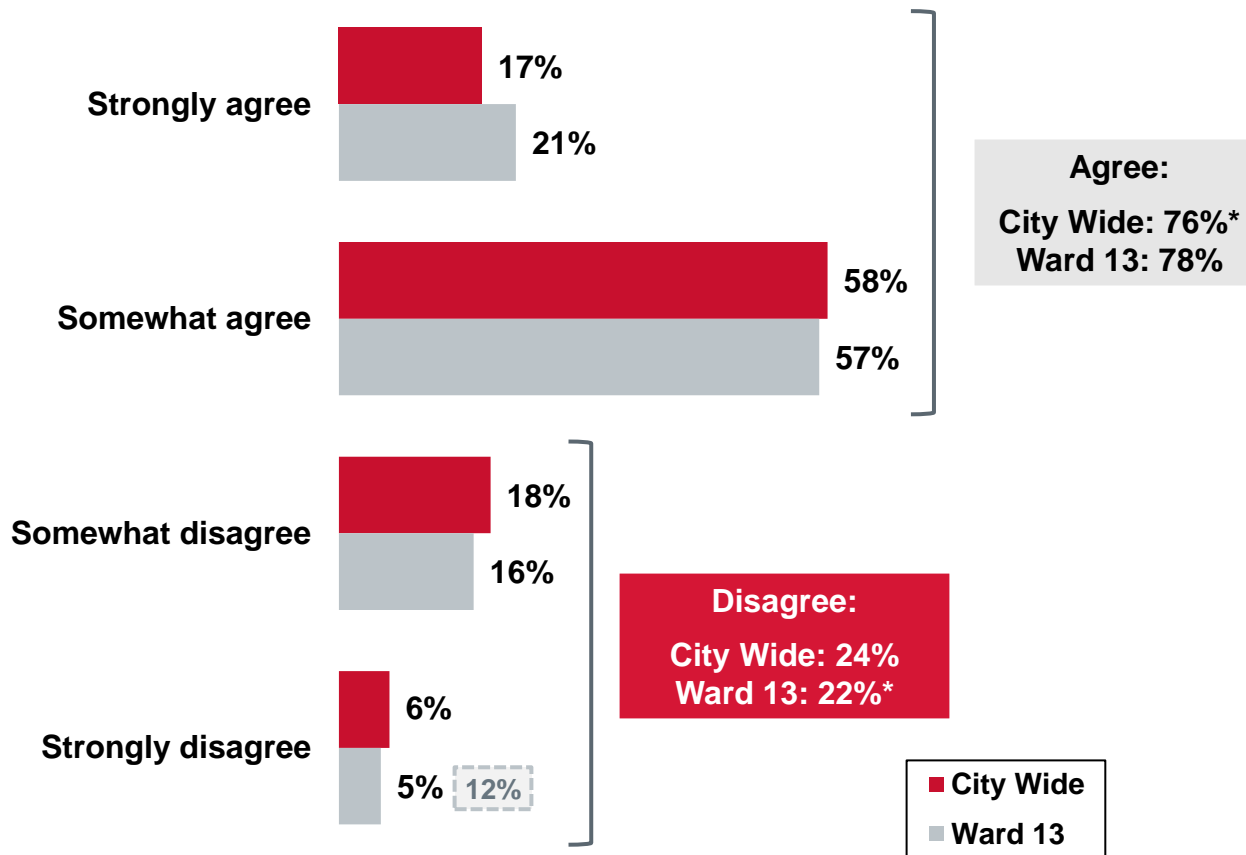


Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."
Base: Valid respondents (Bases vary)

*Rounding

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

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



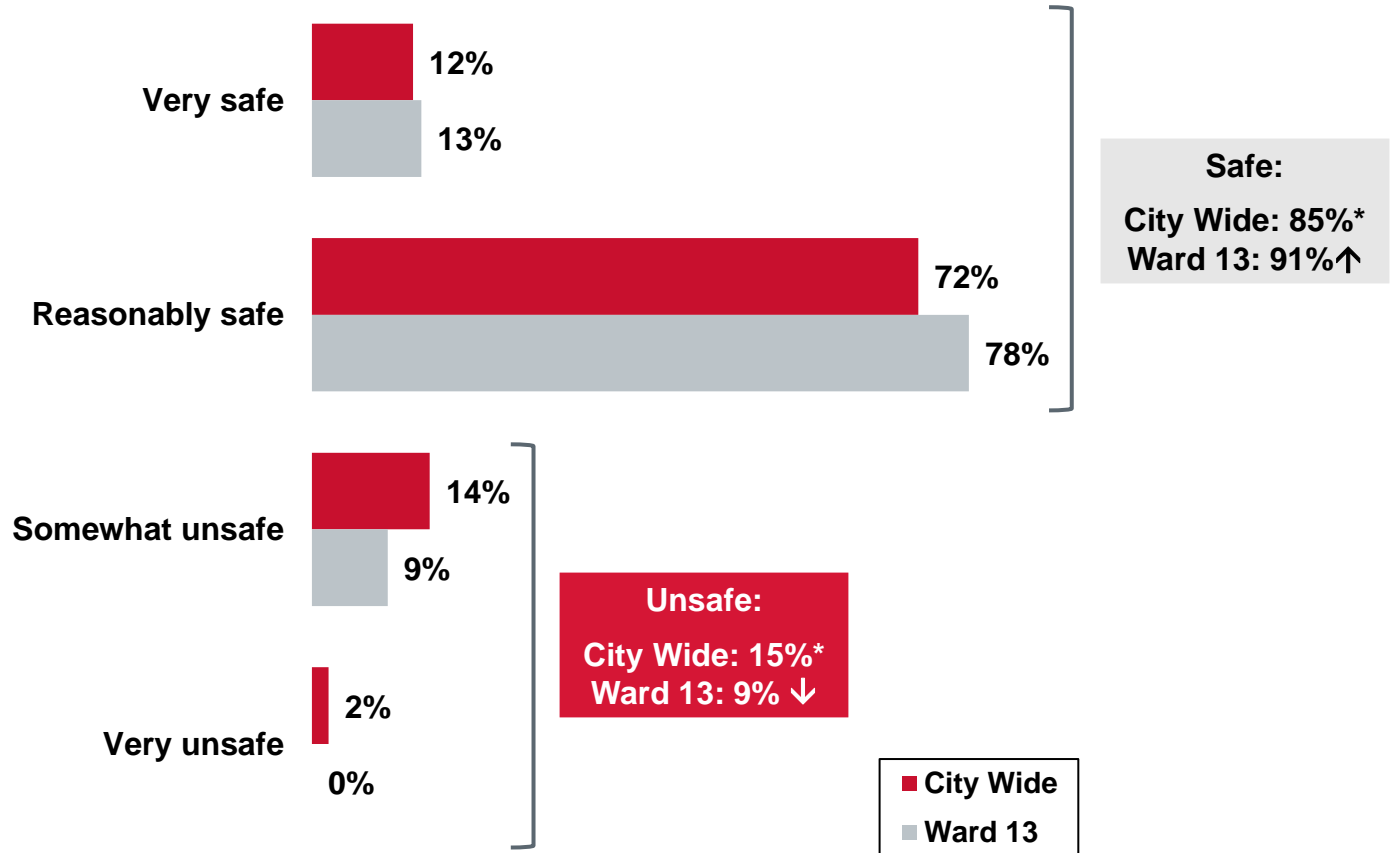
There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.

Base: Valid respondents (City Wide: n=2,484 / Ward 13: n=183)

Ward 13 2020

*Rounding

Perceived Safety of Calgary Overall



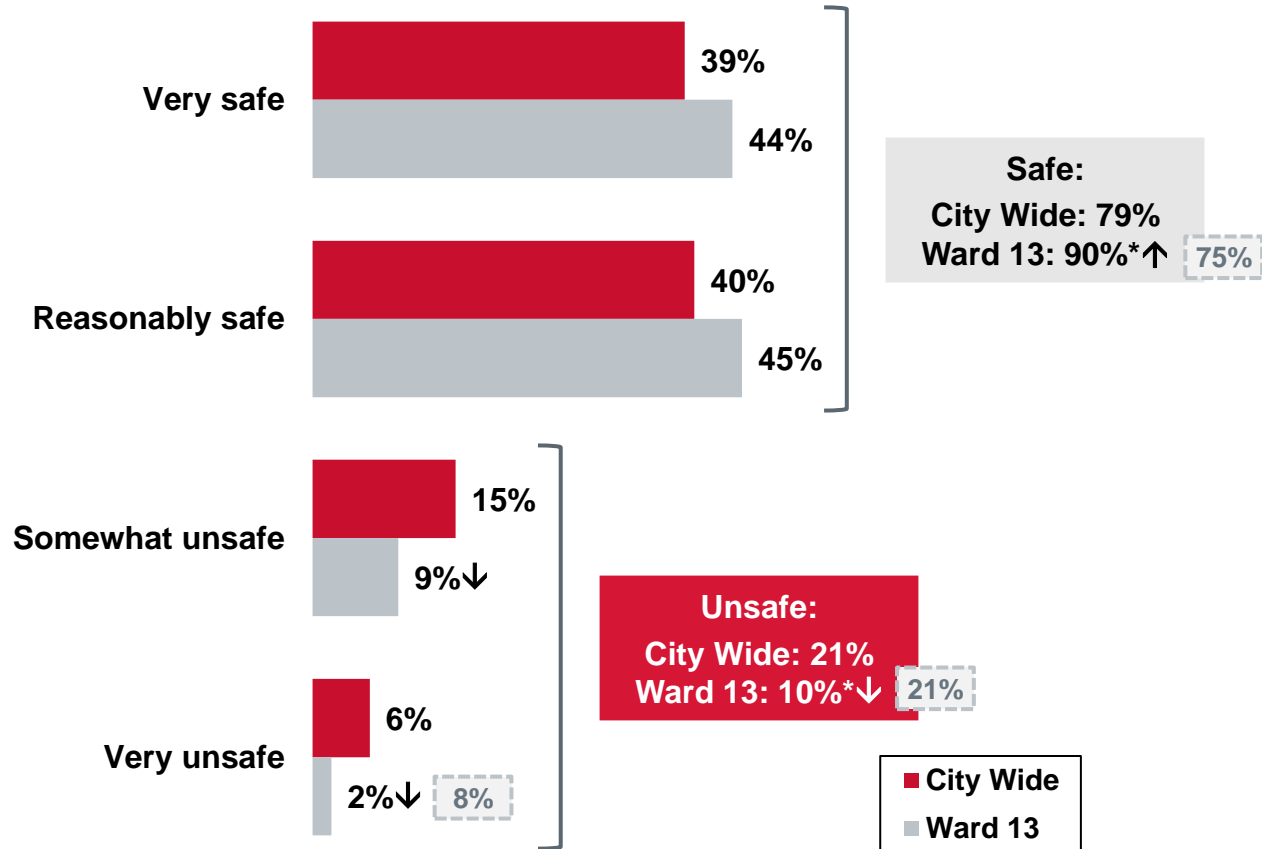
*Rounding

How safe or unsafe do you think Calgary is overall?

Base: Valid respondents (City Wide: n=2,495 / Ward 13: n=185)

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

Perceived Safety in Own Neighbourhood



Ward 13 2020

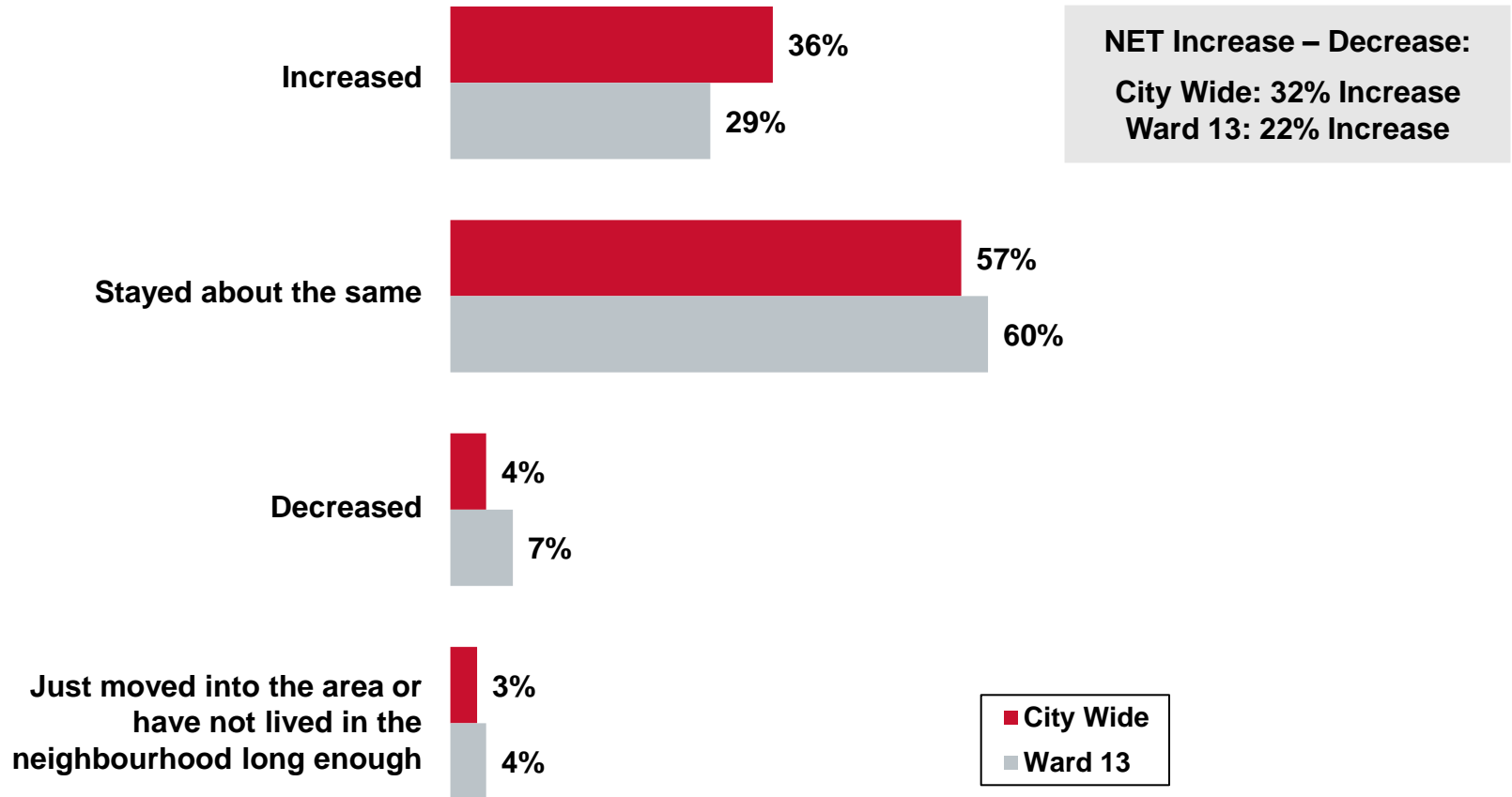
*Rounding

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 13: n=185)

↑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 13: n=184)



Issue Agenda



Issue Agenda

City Wide

Ward 13

■ First Mention ■ Other Mentions

Multiple Responses

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

Infrastructure, Traffic & Roads [NET]

19% 10% 29%

36%

Road conditions 4% 3% 7%

12%↑

Traffic congestion 4% 6%

7%

(Lack of) snow removal 4% 6%

2%↓

Crime, Safety & Policing [NET]

10% 4% 14%

9%

Breaking and entering/gangs/drugs 5% 7%

5%

Public safety 4% 5%

1%↓

Transit [NET]

9% 5% 14%

13%

Public transportation (including buses/C-Train/poor service) 4% 3% 7%

6%

Transit system improvements 4%

5%

Public transportation (unspecified) 4%

2%

COVID-19 Pandemic

7% 9%

14%↑

Taxes [NET]

6% 3% 9%

12%

High taxes 4% 6%

6%

Recreation and Parks [NET]

5% 4% 9%

9% 3%

Homelessness, Poverty & Affordable Housing [NET]

5% 3% 8%

5%

Economy [NET]

5% 6%

10%

Environment and Waste Management [NET]

4% 6%

2%↓ 10%

Budget and Spending [NET]

4% 5%

9%↑

Education

3% 5%

3%

Growth and Planning [NET]

3% 5%

3%

Healthcare

3% 4%

1%↓

None 14%

16%

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 13: n=175)

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

Ward 13 2020

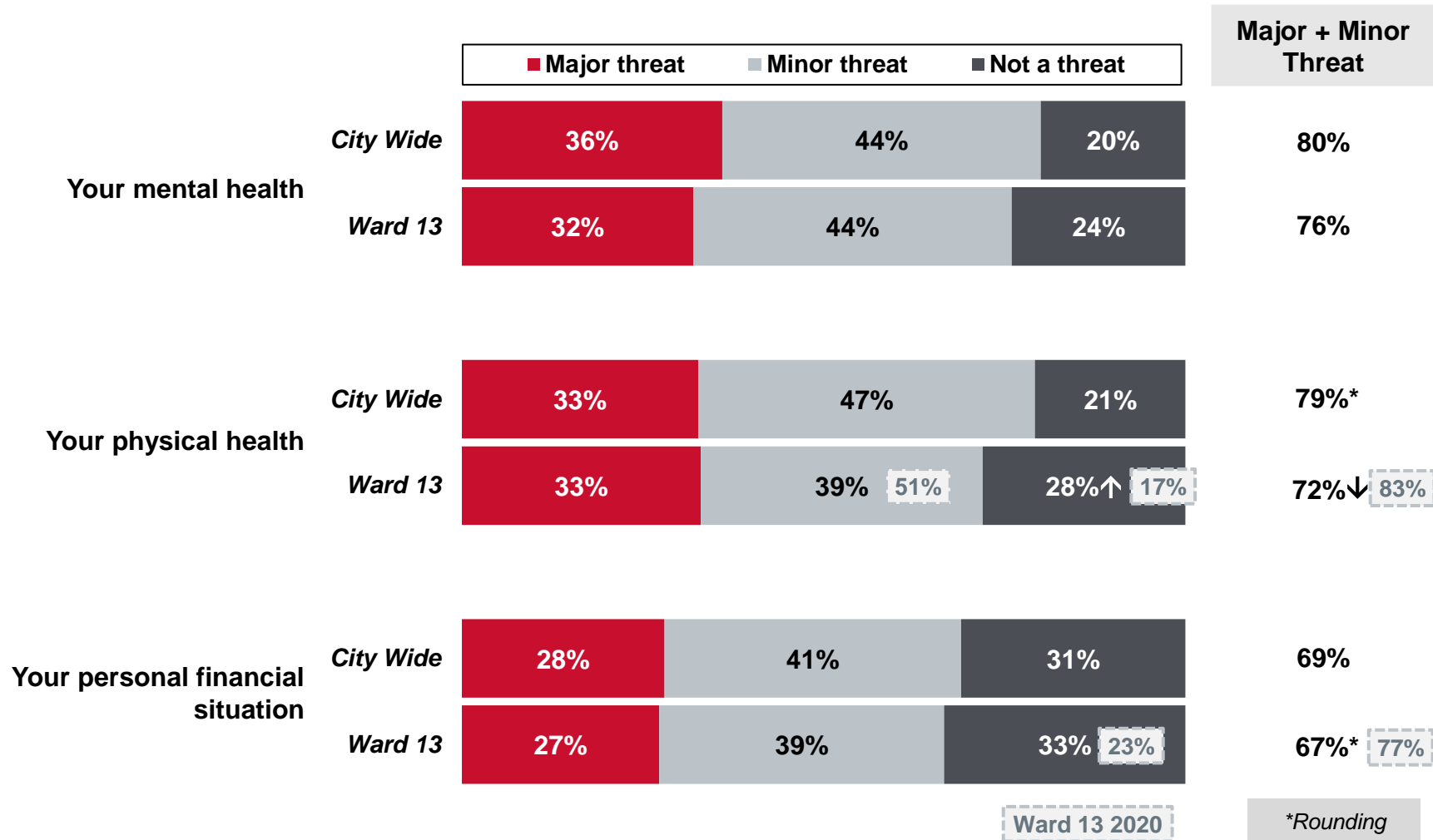
↑ Statistically higher than City Wide
↓ Statistically lower than City Wide



COVID-19 Pandemic



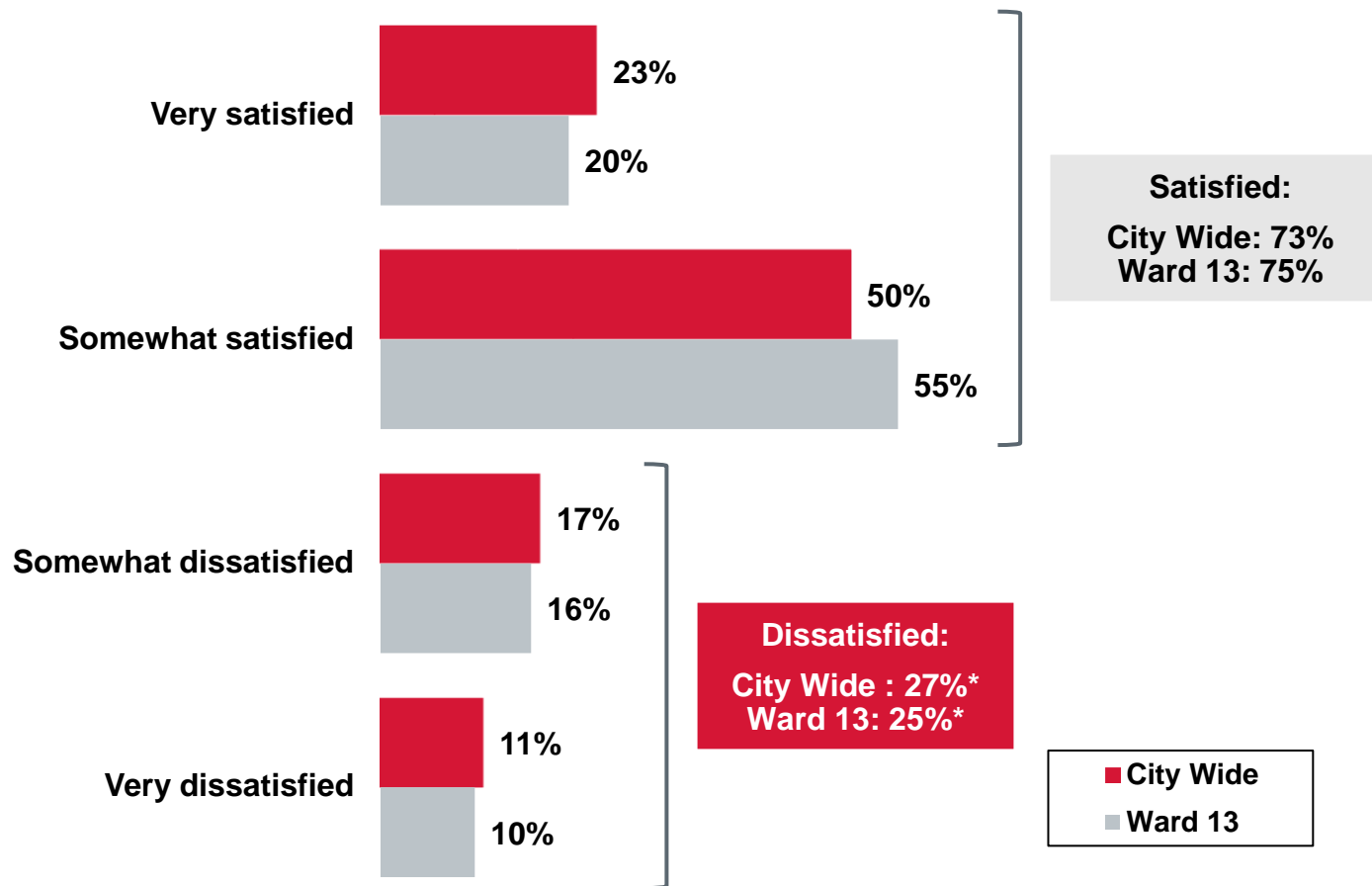
Threats Related to the COVID-19 Pandemic



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 13: n=184)

*Rounding

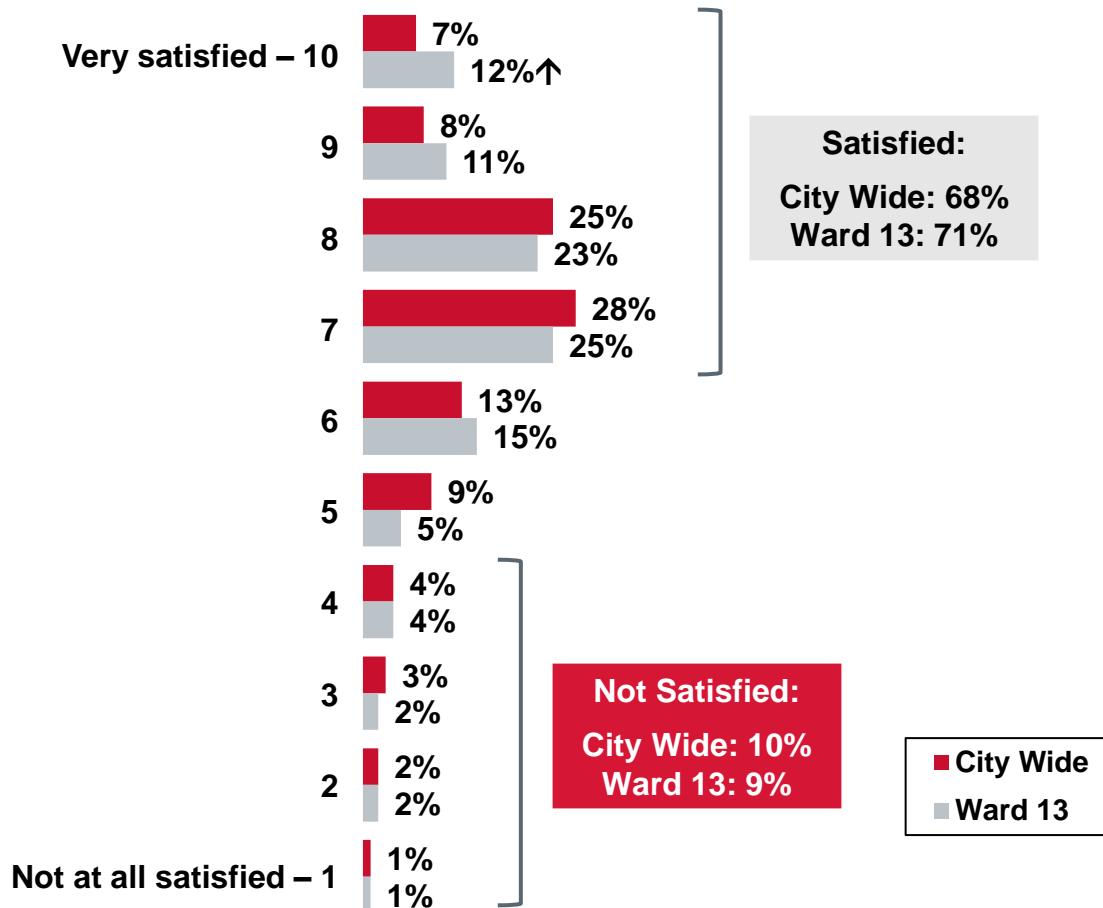
+Not asked in Fall 2020



City Programs and Services



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

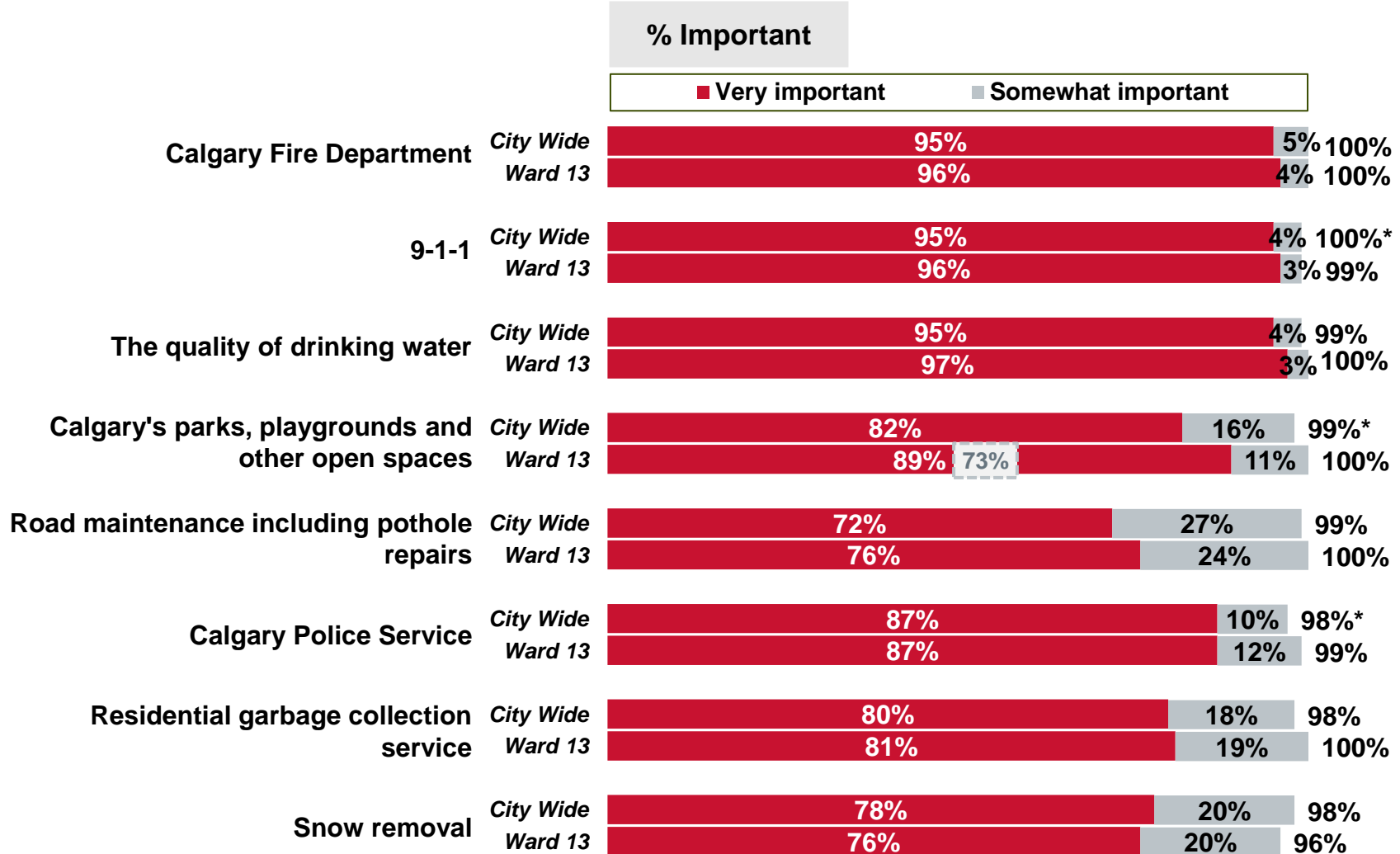


On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,489 / Ward 13: n=185)

↑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 13 2020

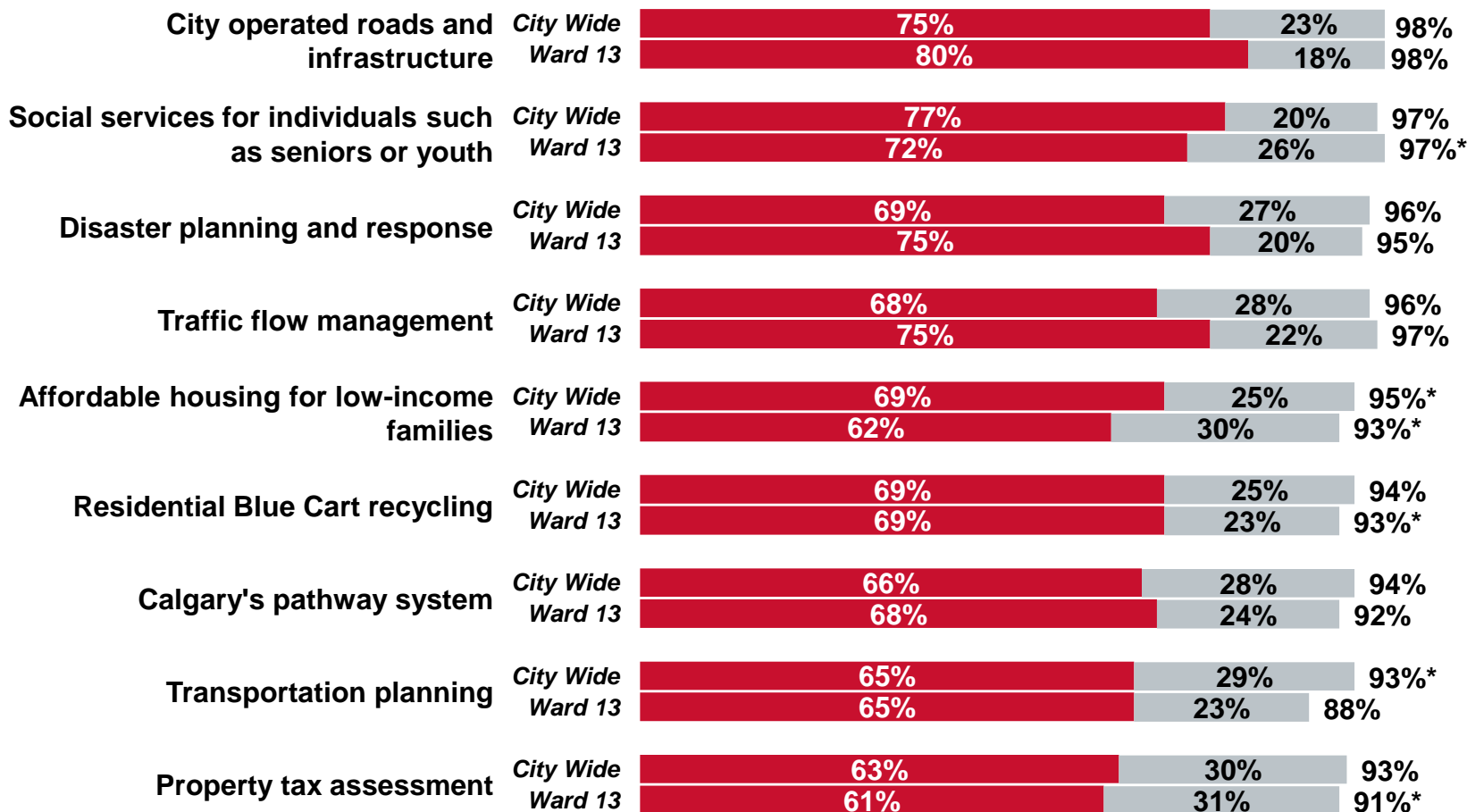
*Rounding

Importance of City Programs and Services (continued)

% Important

■ Very important

■ Somewhat important

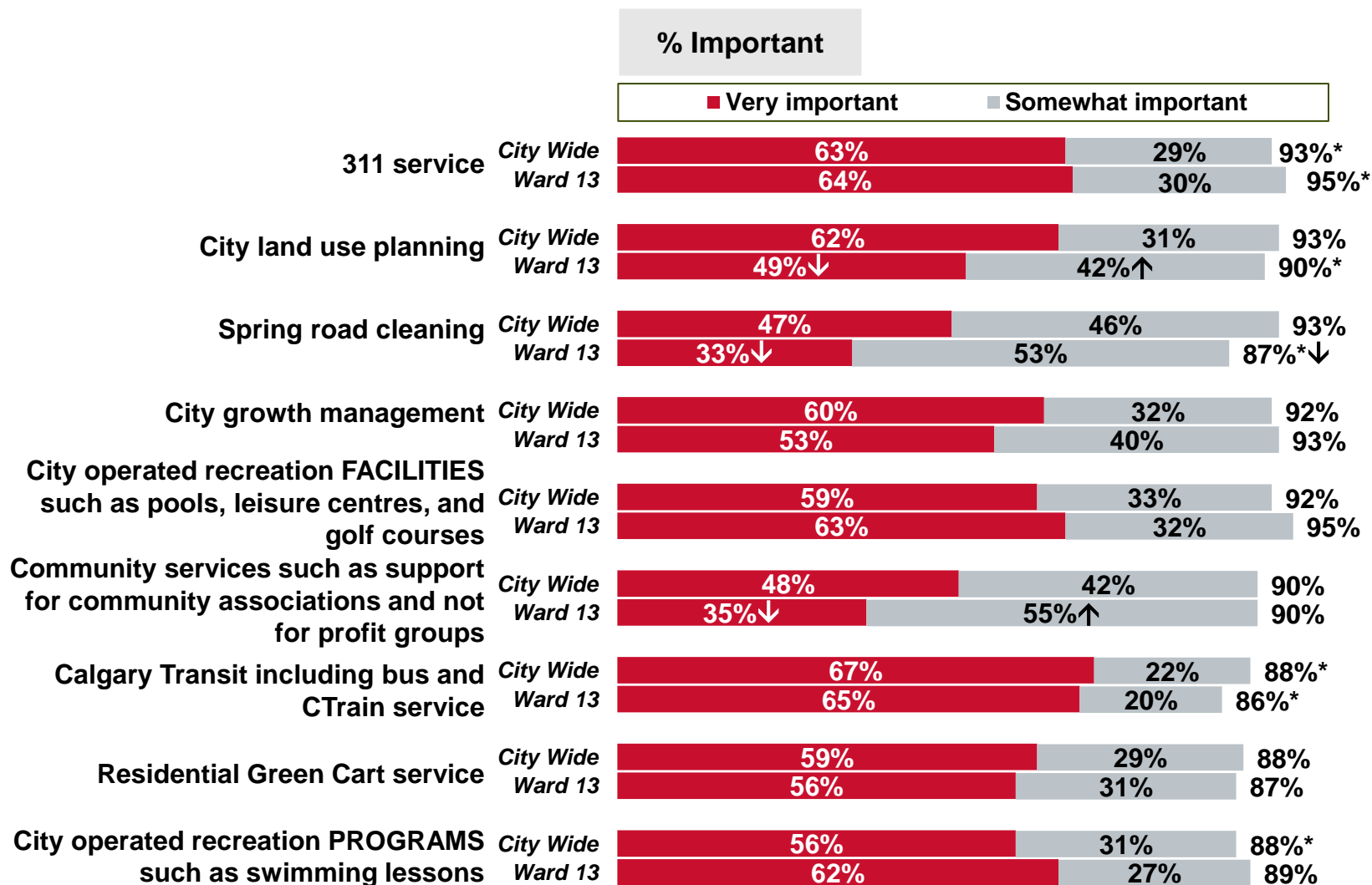


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

*Rounding

Importance of City Programs and Services (continued)



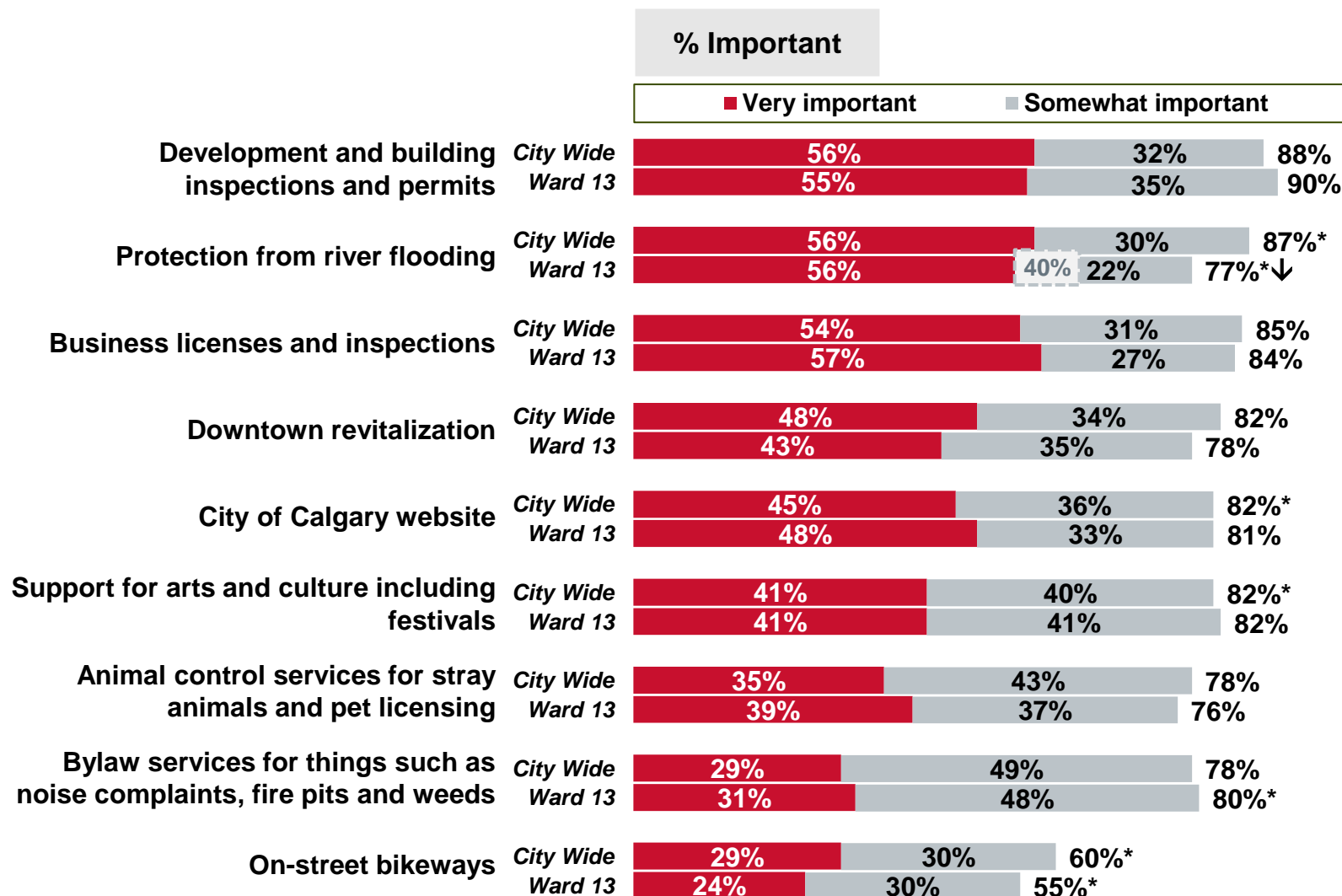
*Rounding

*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)

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

Importance of City Programs and Services (continued)



Ward 13 2020

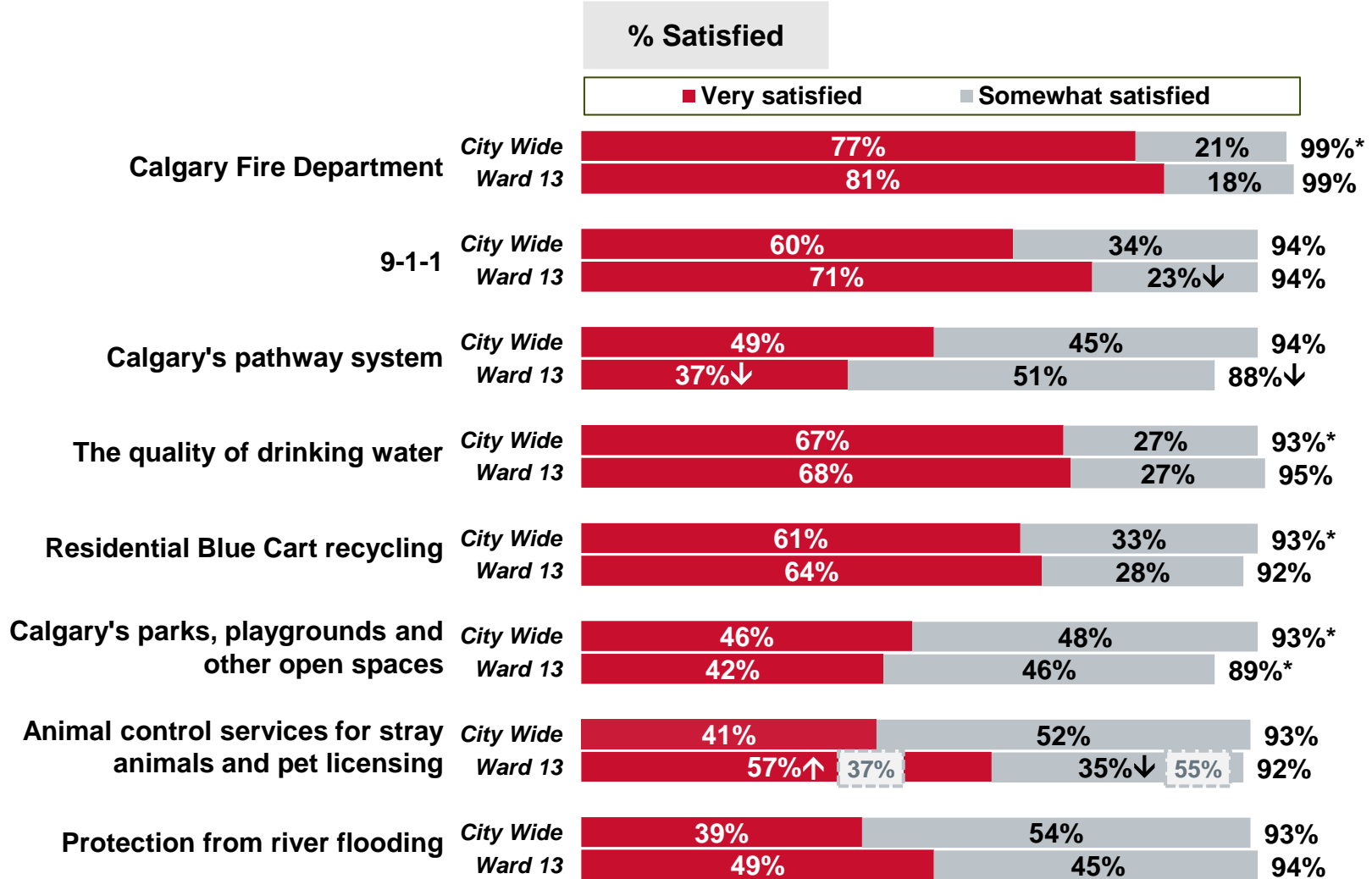
*Rounding

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

Base: Valid respondents (Bases vary)

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

Satisfaction with City Programs and Services



Ward 13 2020

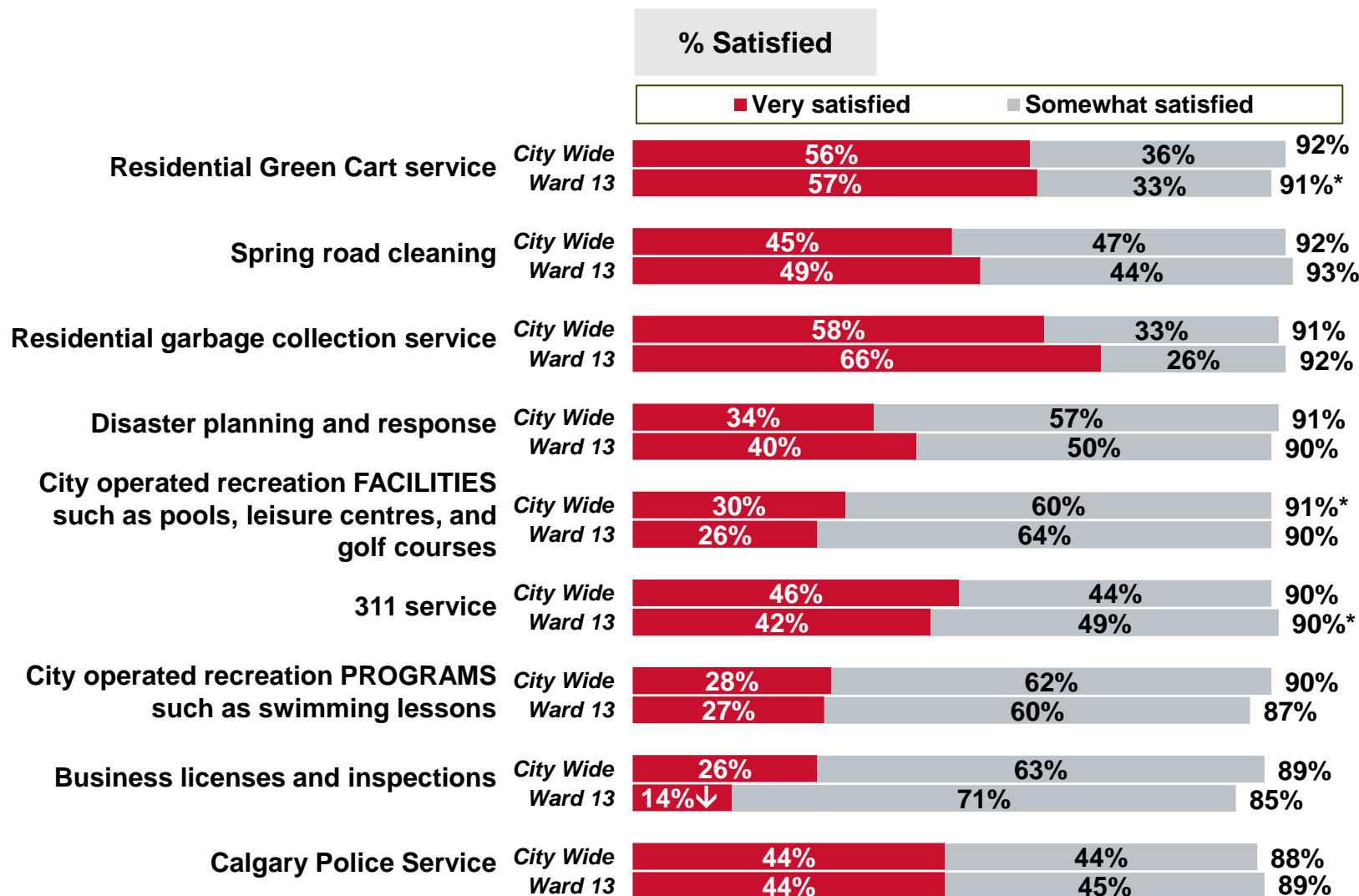
*Rounding

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)



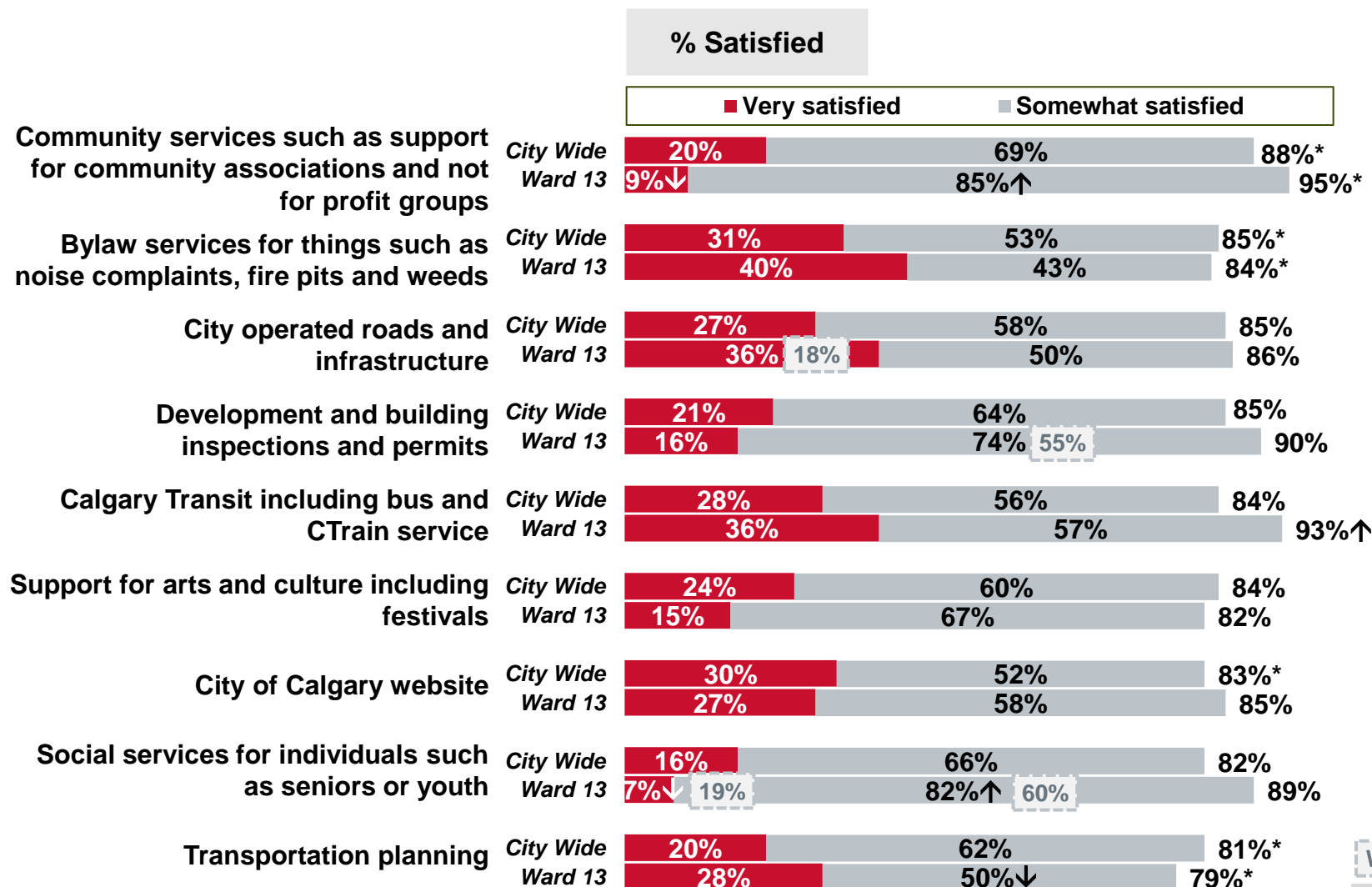
*Rounding

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)



Ward 13 2020

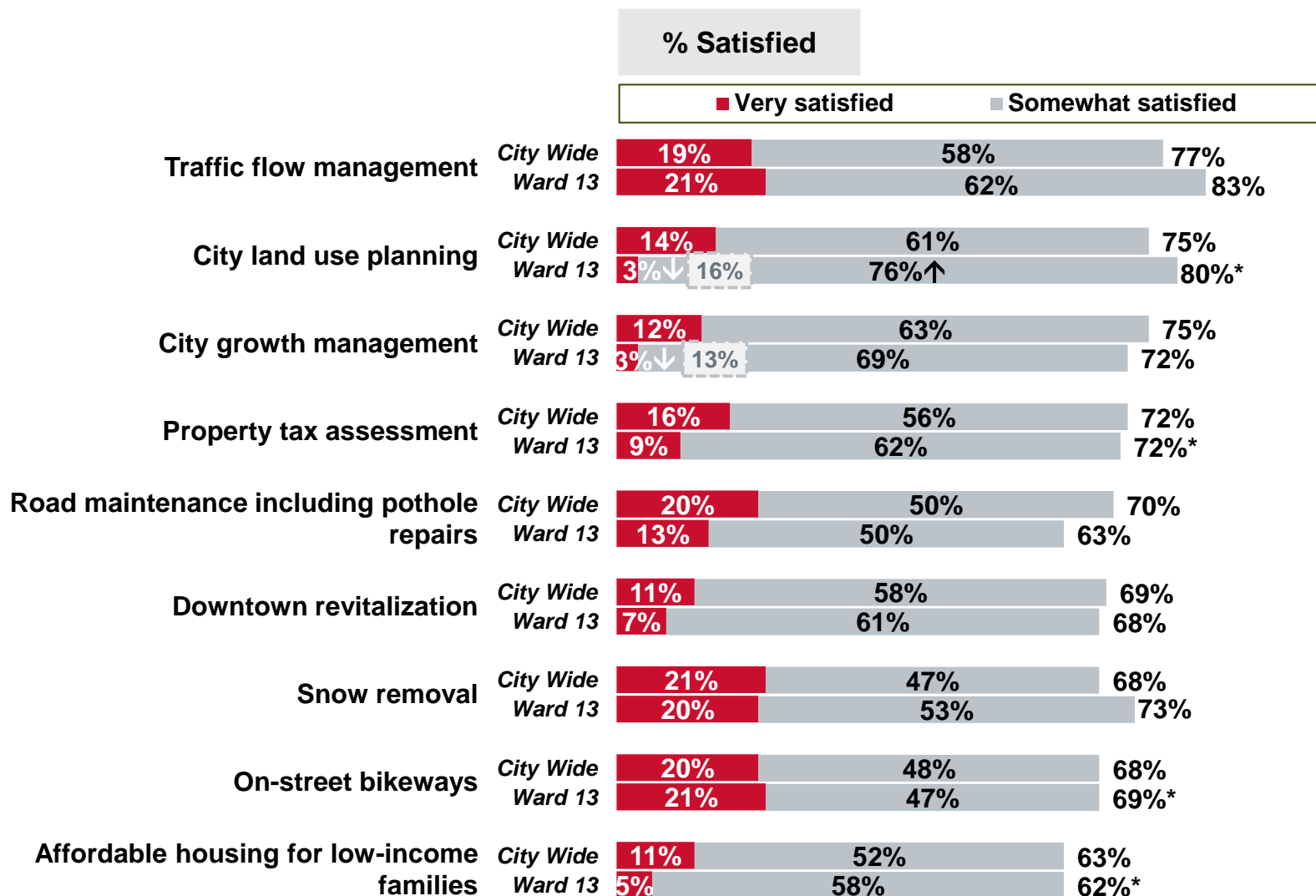
*Rounding

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)



Ward 13 2020

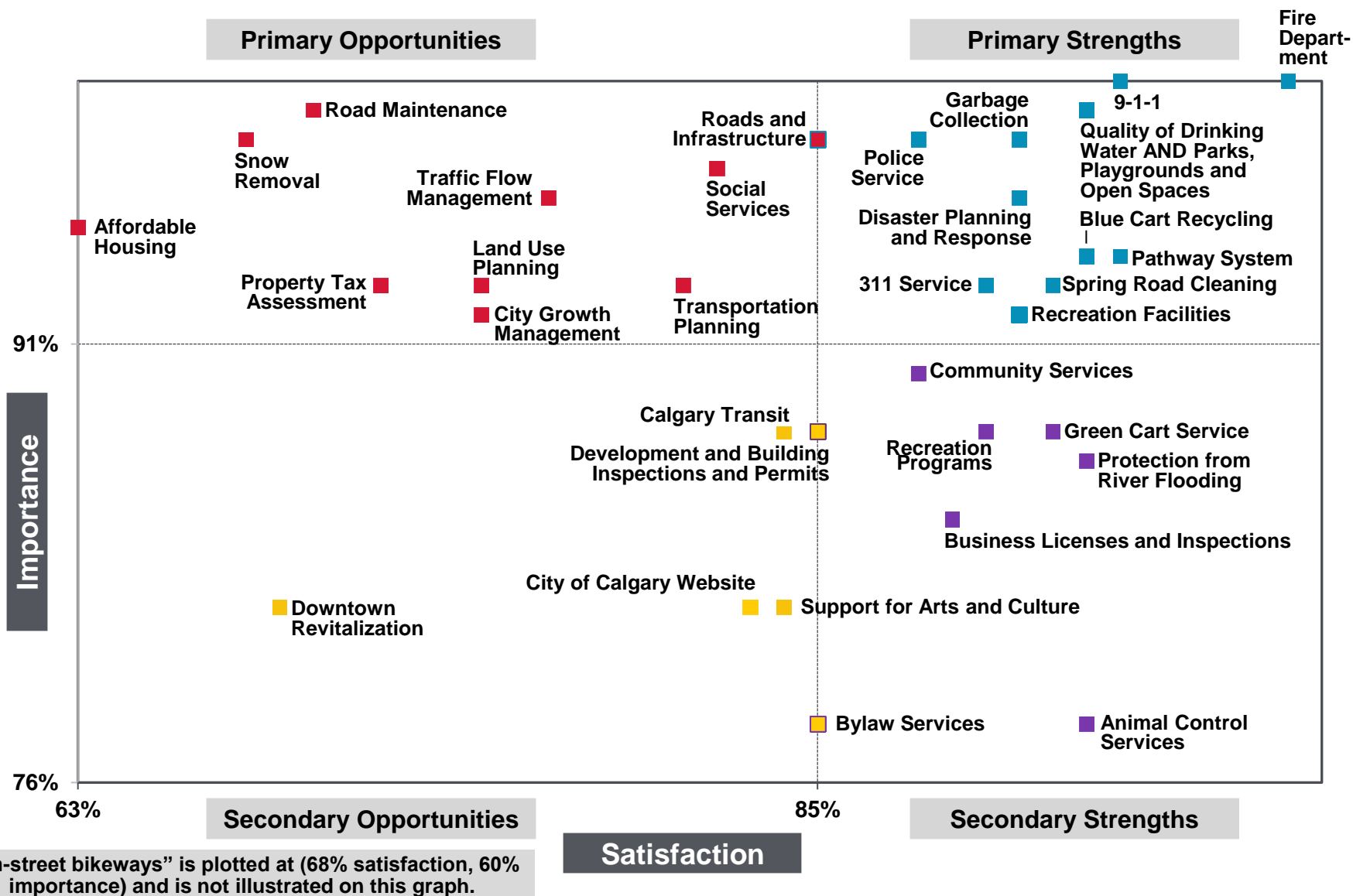
*Rounding

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.

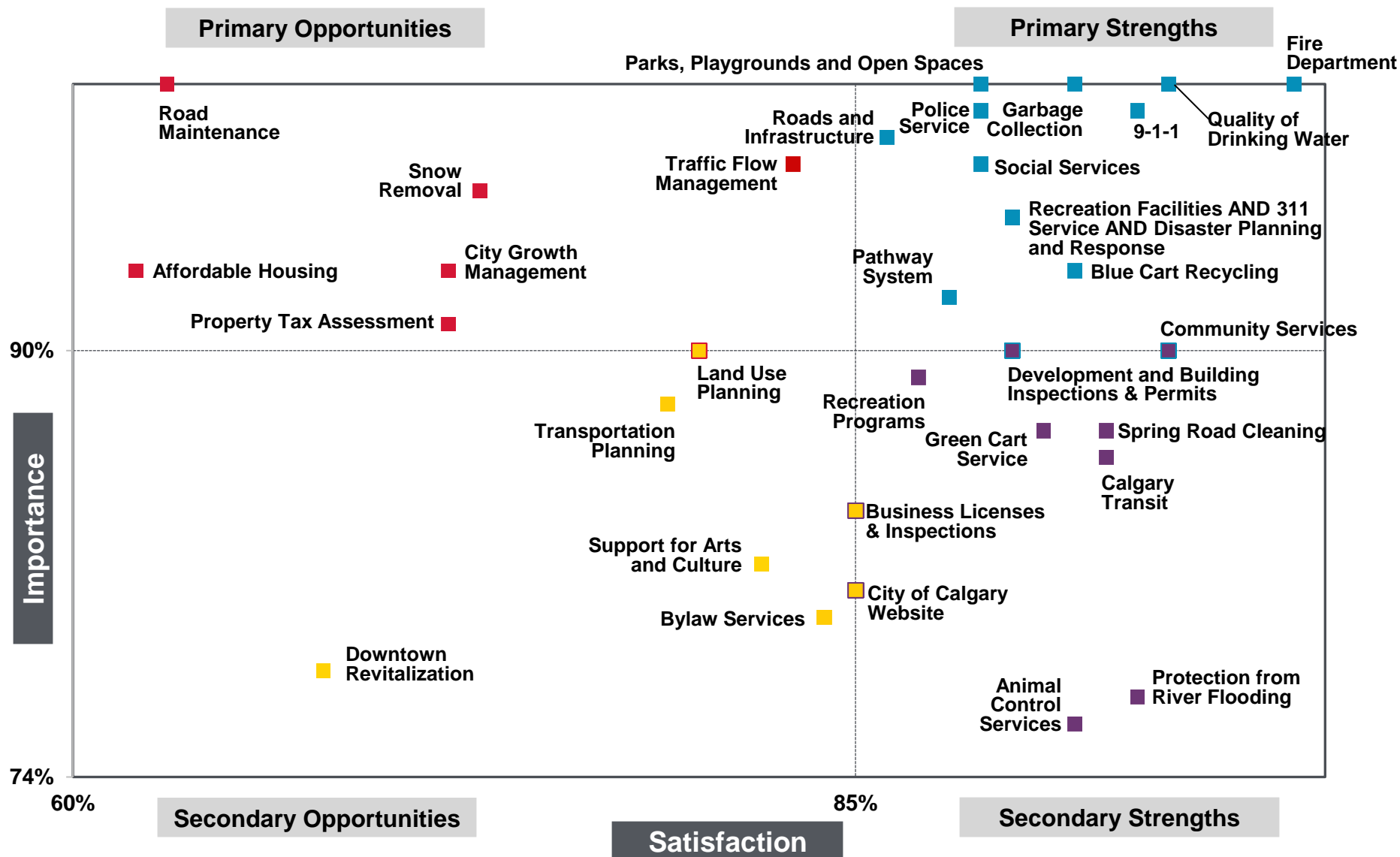
Base: Valid respondents (Bases vary)

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

Importance vs. Satisfaction Grid: City Wide



Importance vs. Satisfaction Grid: Ward 13



"On-street bikeways" (69% satisfaction, 55% importance) is not illustrated on this graph.

Primary Strengths and Opportunities: City Wide versus Ward 13

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

Primary Strengths

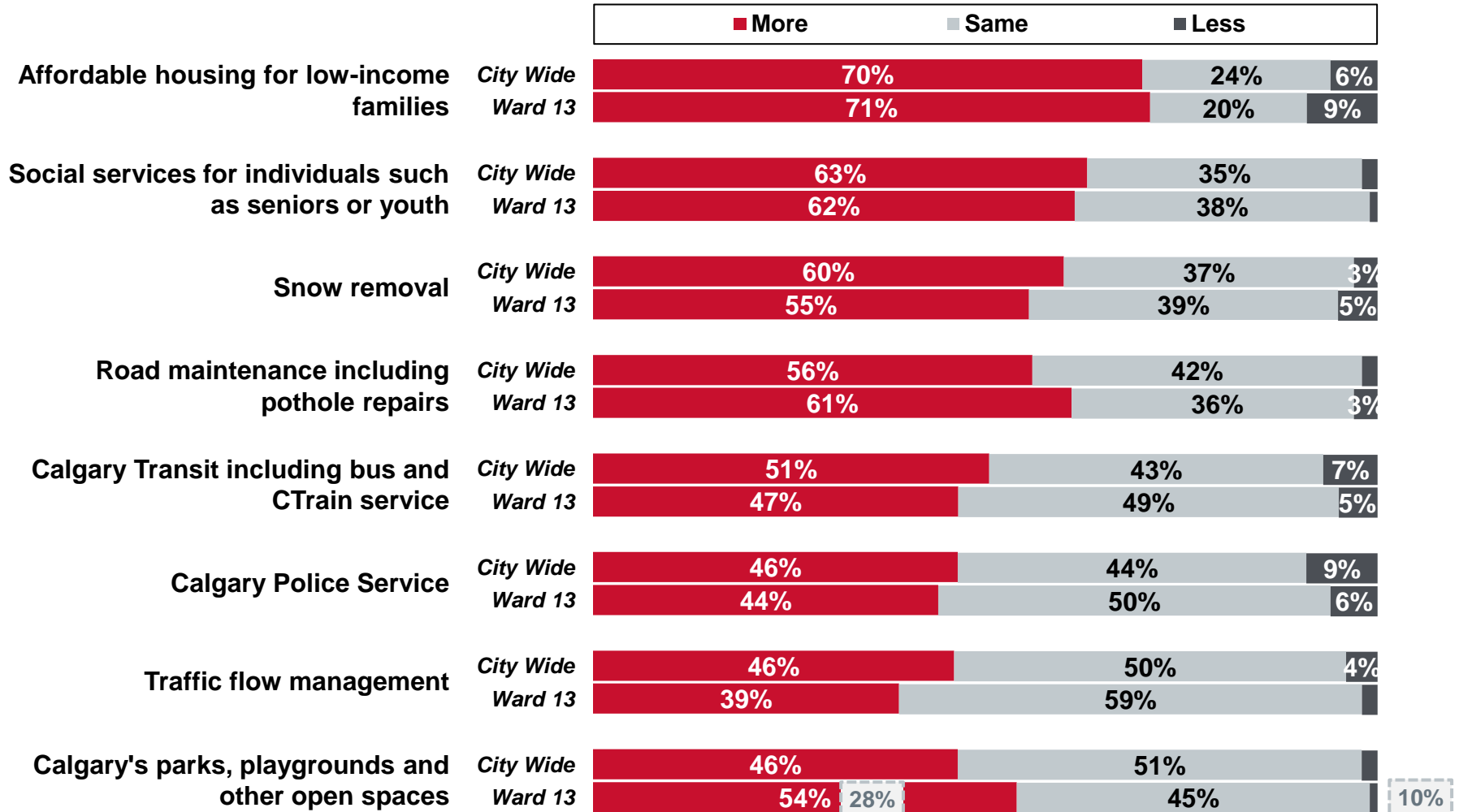
Primary Opportunities

Neither (in another quadrant)

Striped boxes indicate the service sits on the border between quadrants

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

Investment in City Programs and Services



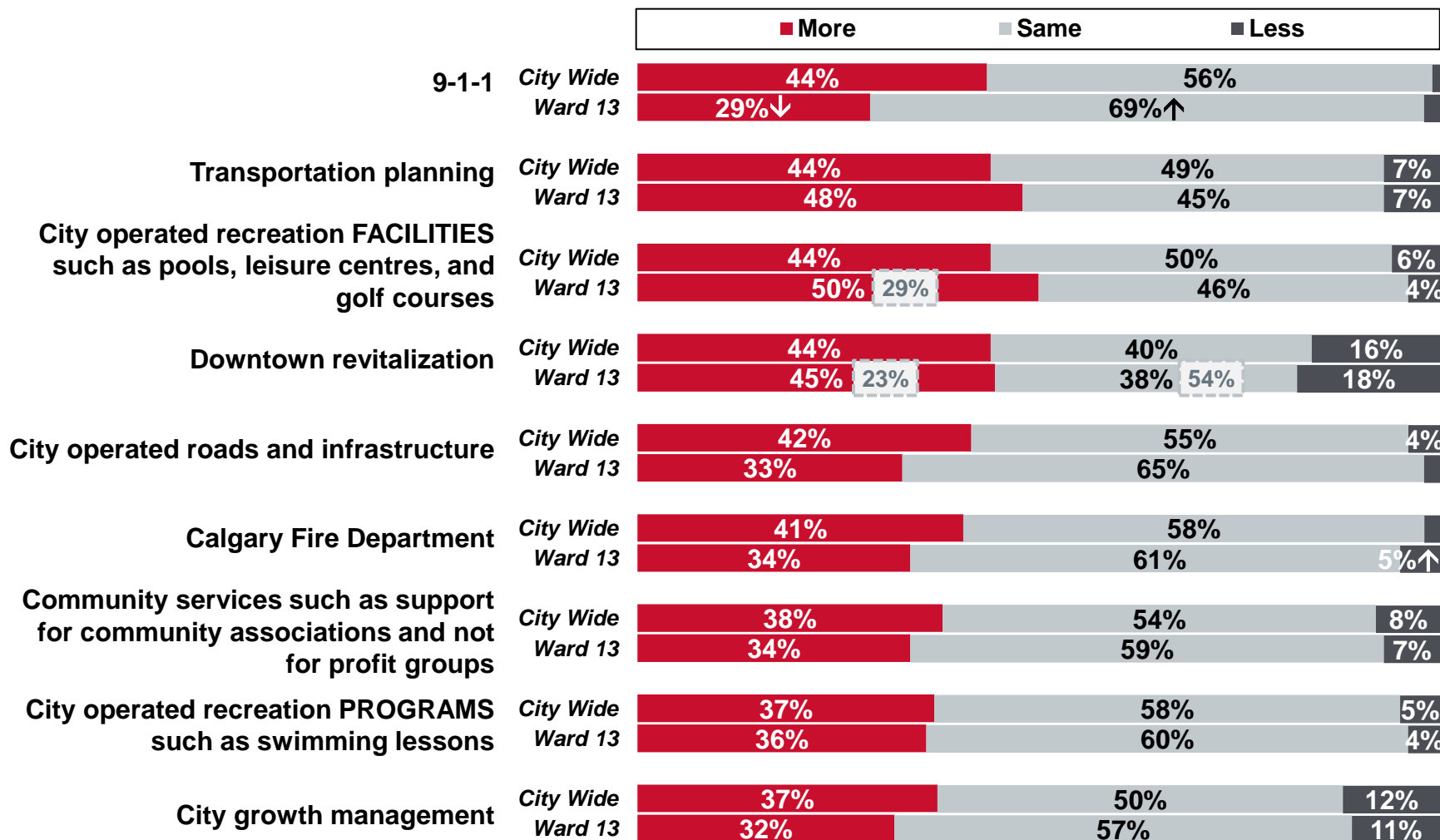
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Ward 13 2020

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.

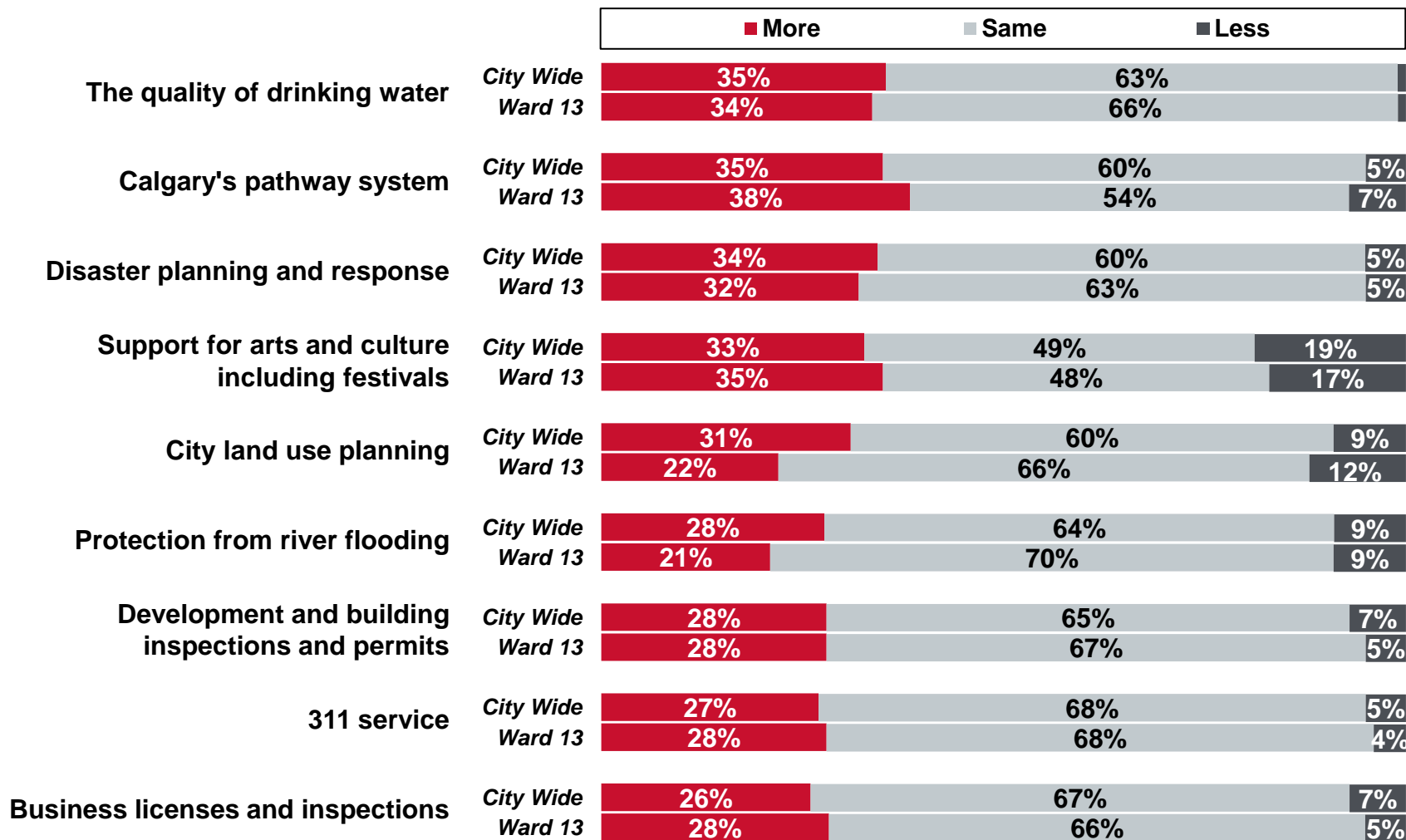
Base: Valid respondents (Bases vary)

Ward 13 2020

Data labels of <3% are not shown

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

Investment in City Programs and Services (continued)

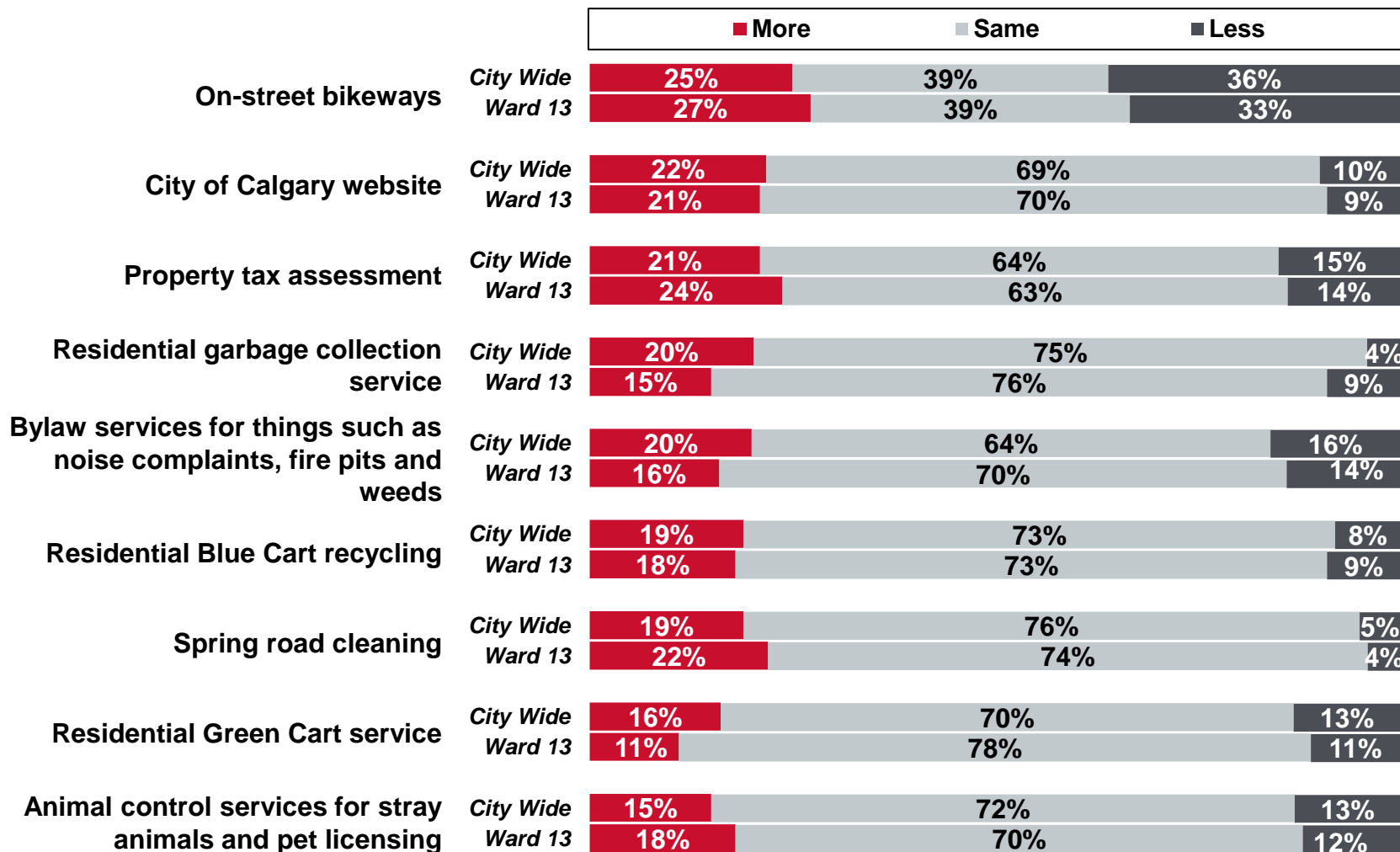


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

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.

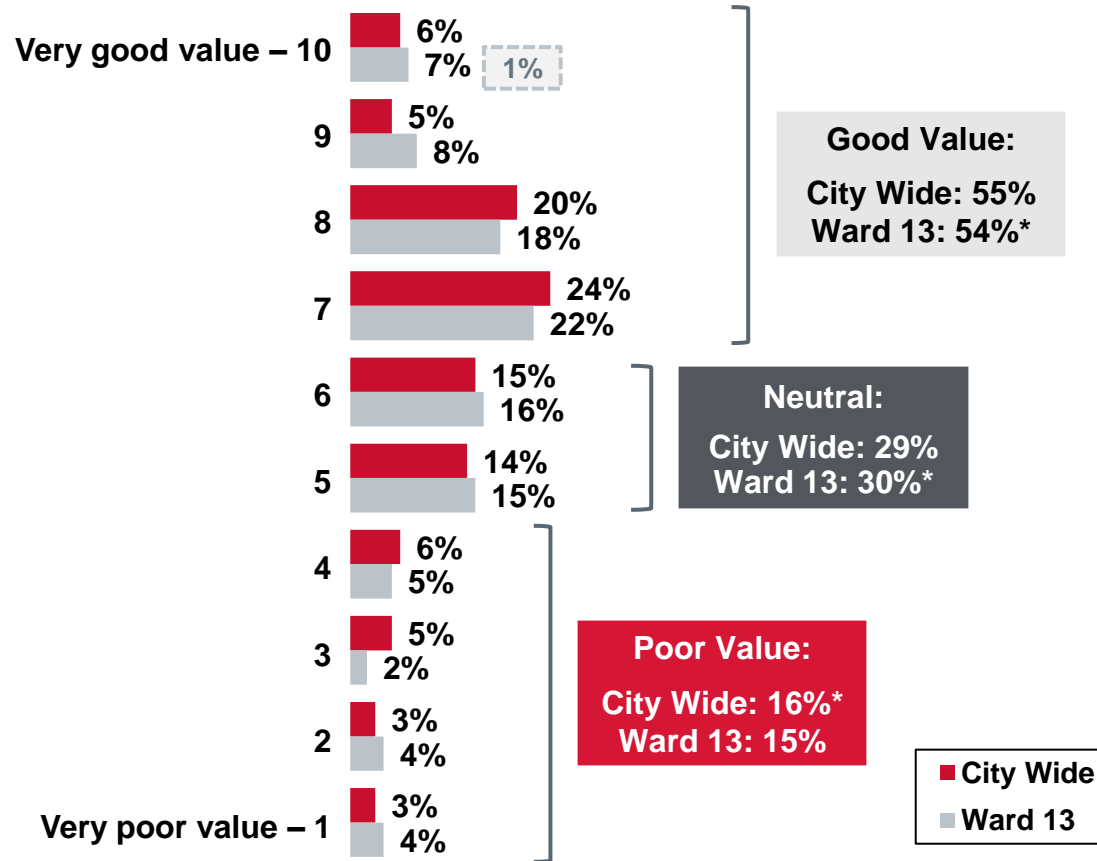
Base: Valid respondents (Bases vary)



Taxation



Perceived Value of Property Taxes



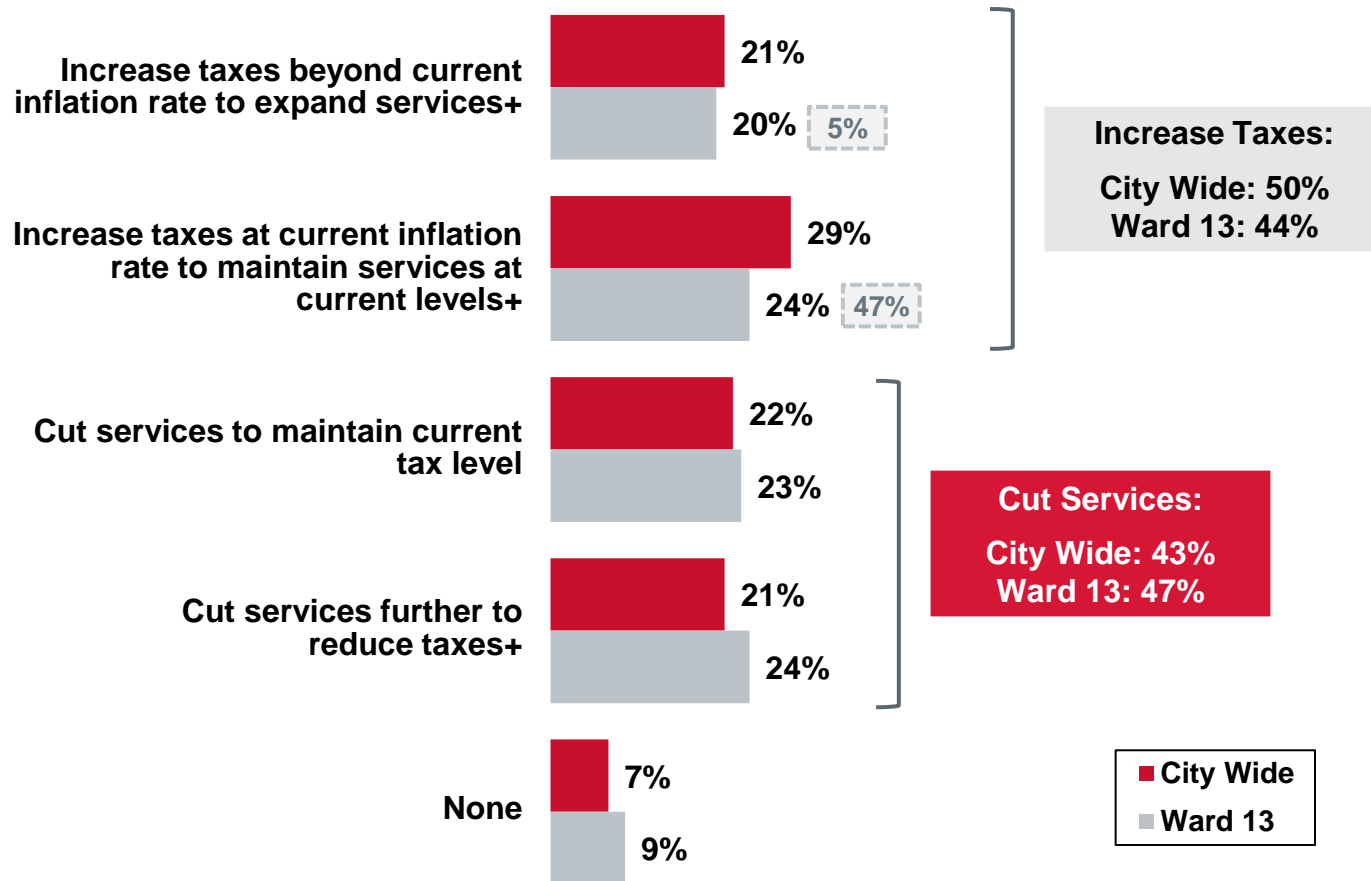
Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal 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 13: n=179)

Ward 13 2020

*Rounding

Balancing Taxation and Service Delivery Levels



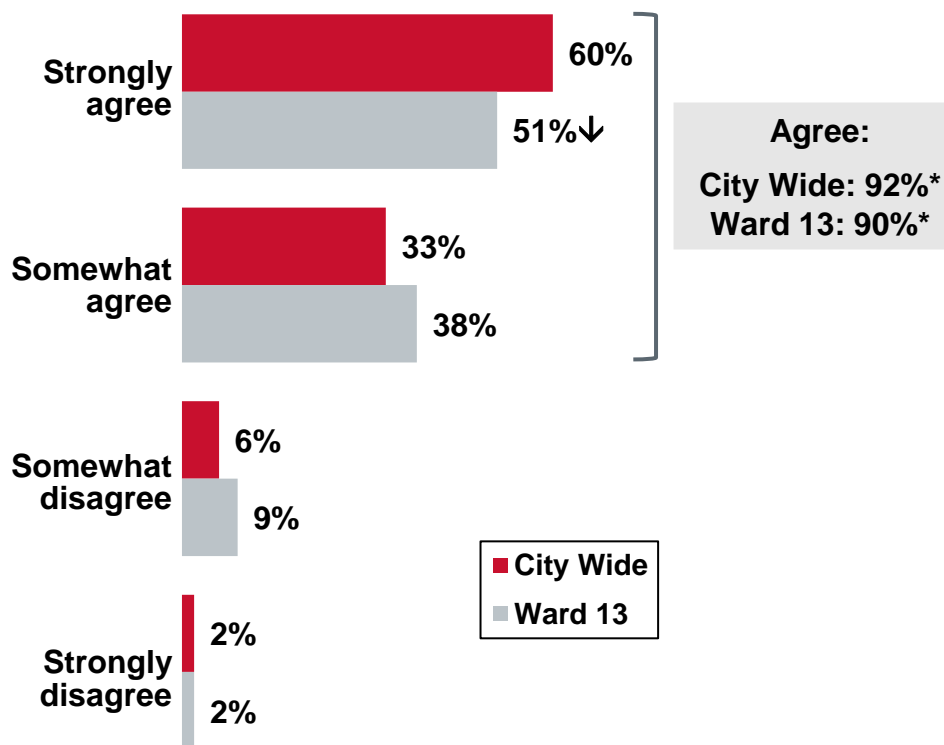
Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (City Wide: n=2,463 / Ward 13: n=183) | +Slight wording changes in Fall 2020

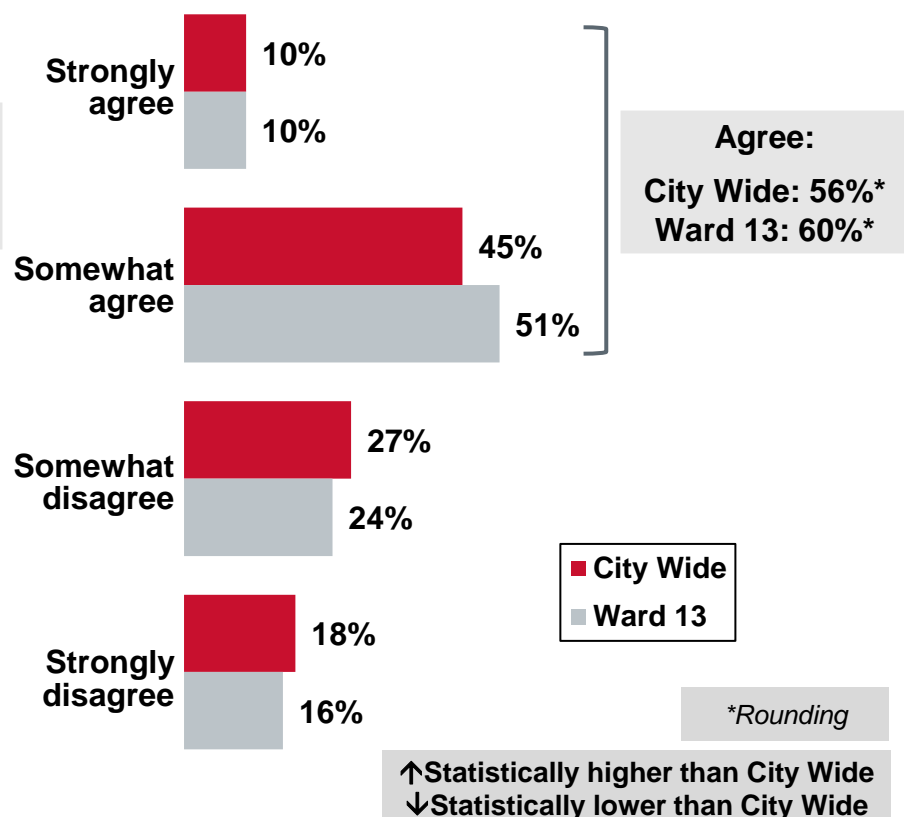
Ward 13 2020

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



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 13: n=184)

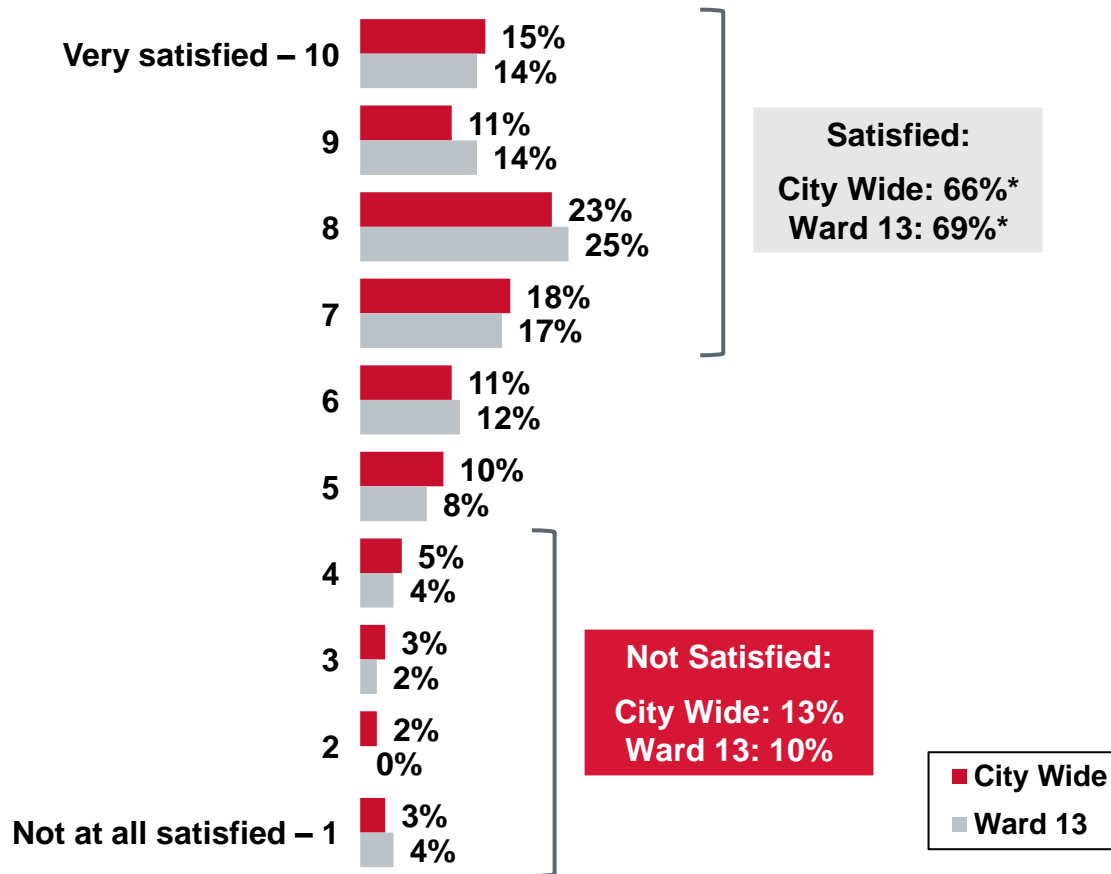
Base: Valid respondents (City Wide: n=2,454 / Ward 13: n=182)



City Customer Service



Satisfaction with the Overall Level and Quality of Customer Service⁺



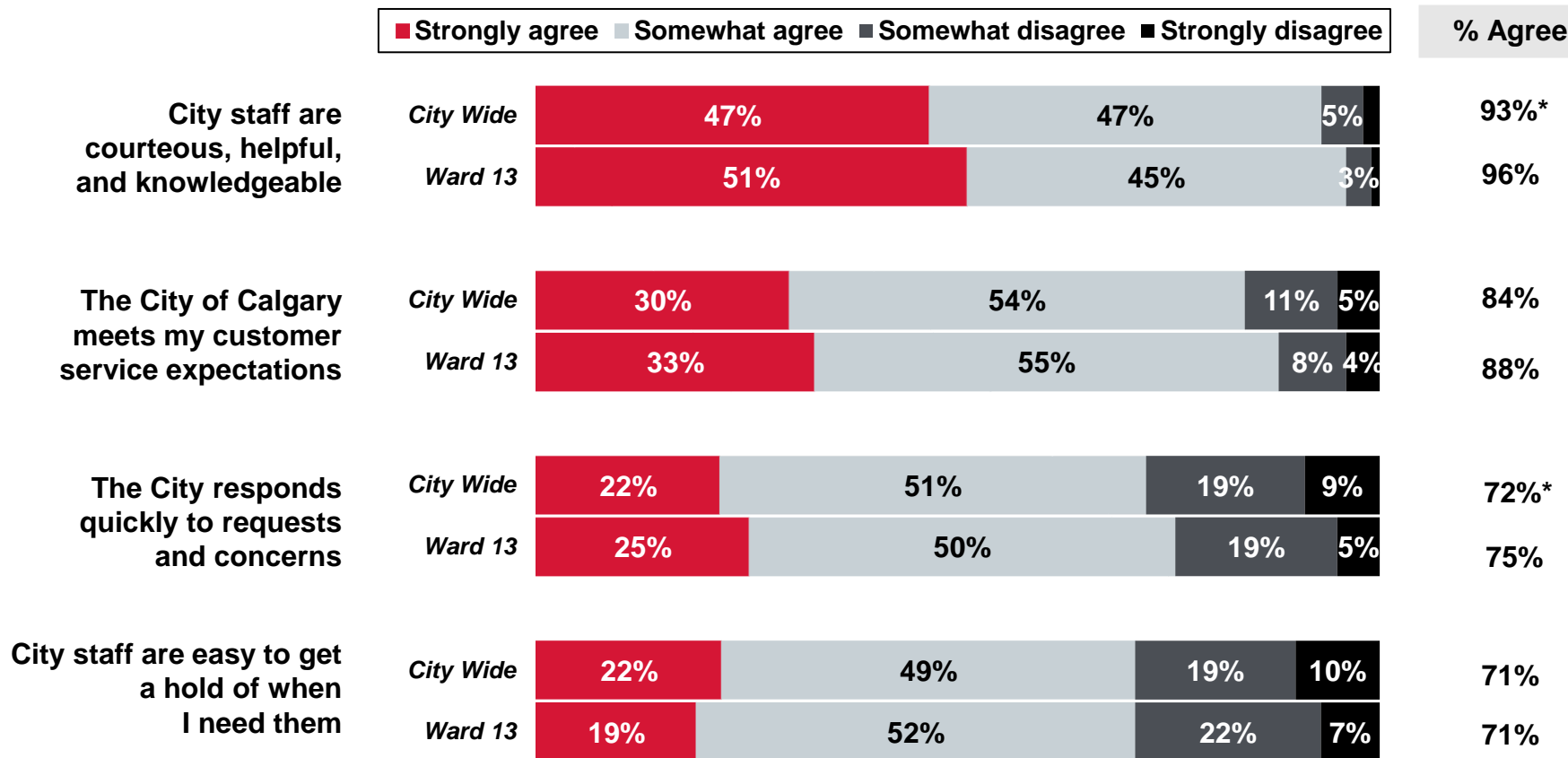
⁺Question wording was modified in Fall 2021 – tracking not possible

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 13: n=166)

*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)

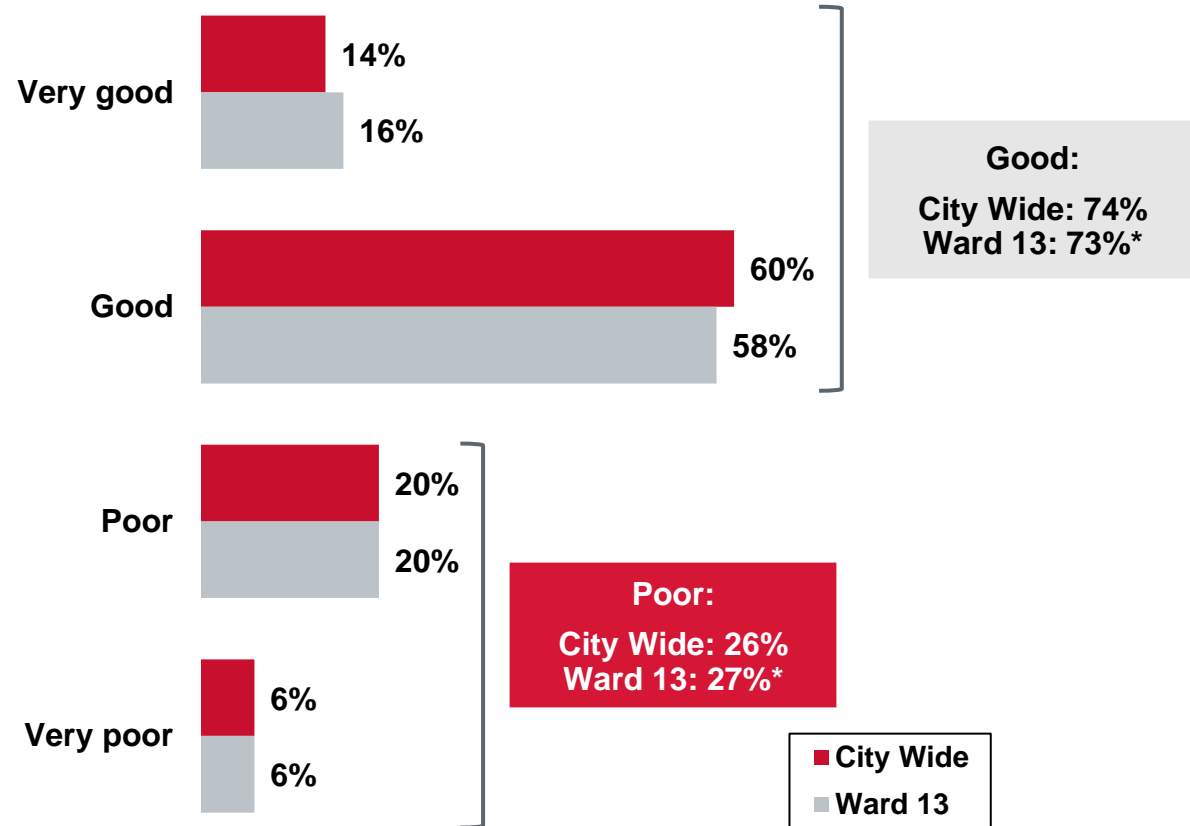
*Rounding



Communication at The City



Overall Communication at The City



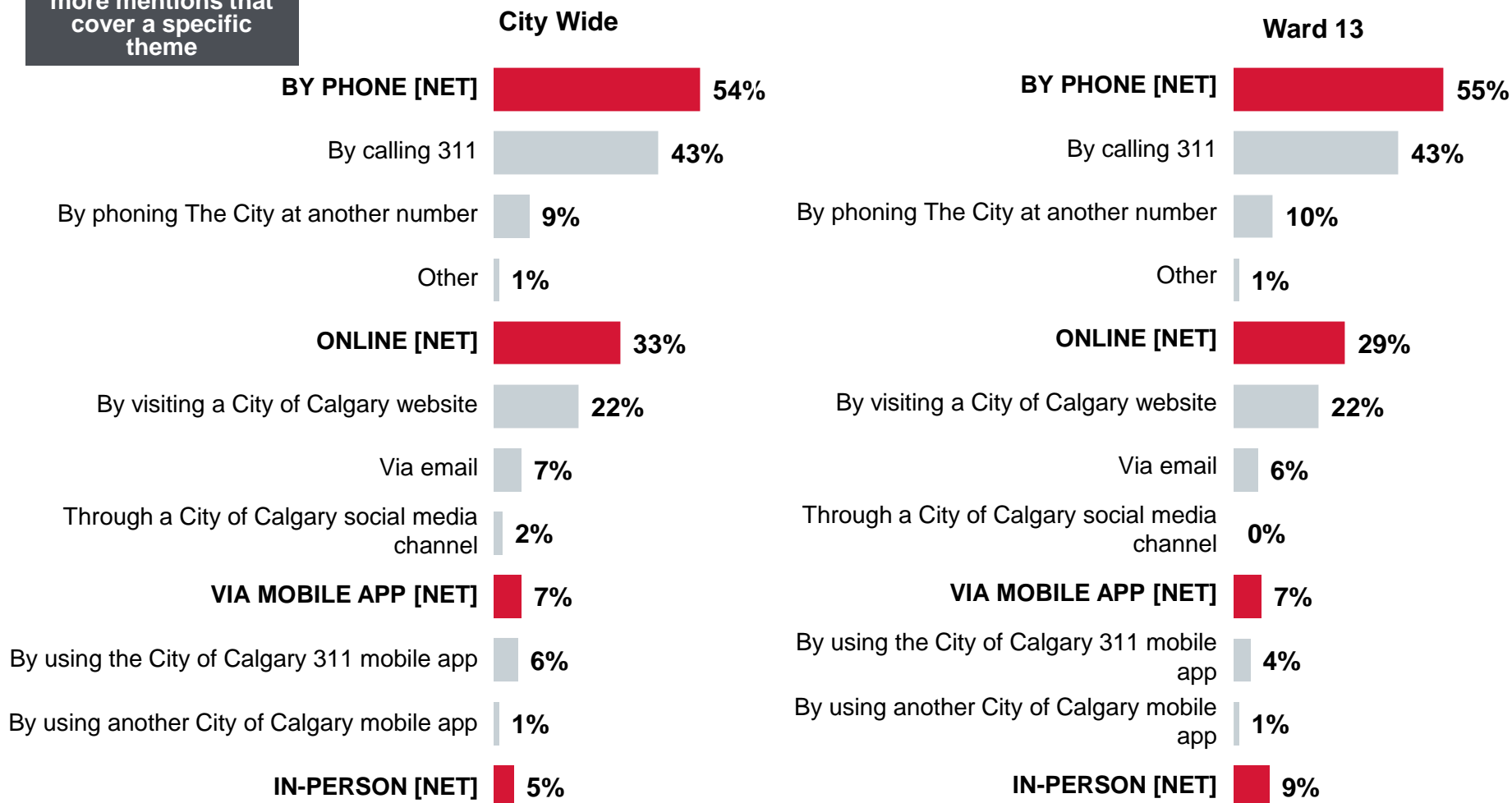
Overall, how would you rate The City of Calgary in terms of how well it communicates with citizens about its services, programs, policies and plans in the past 6 months?

Base: Valid respondents (City Wide: n=2,488 / Ward 13: n=184)

*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

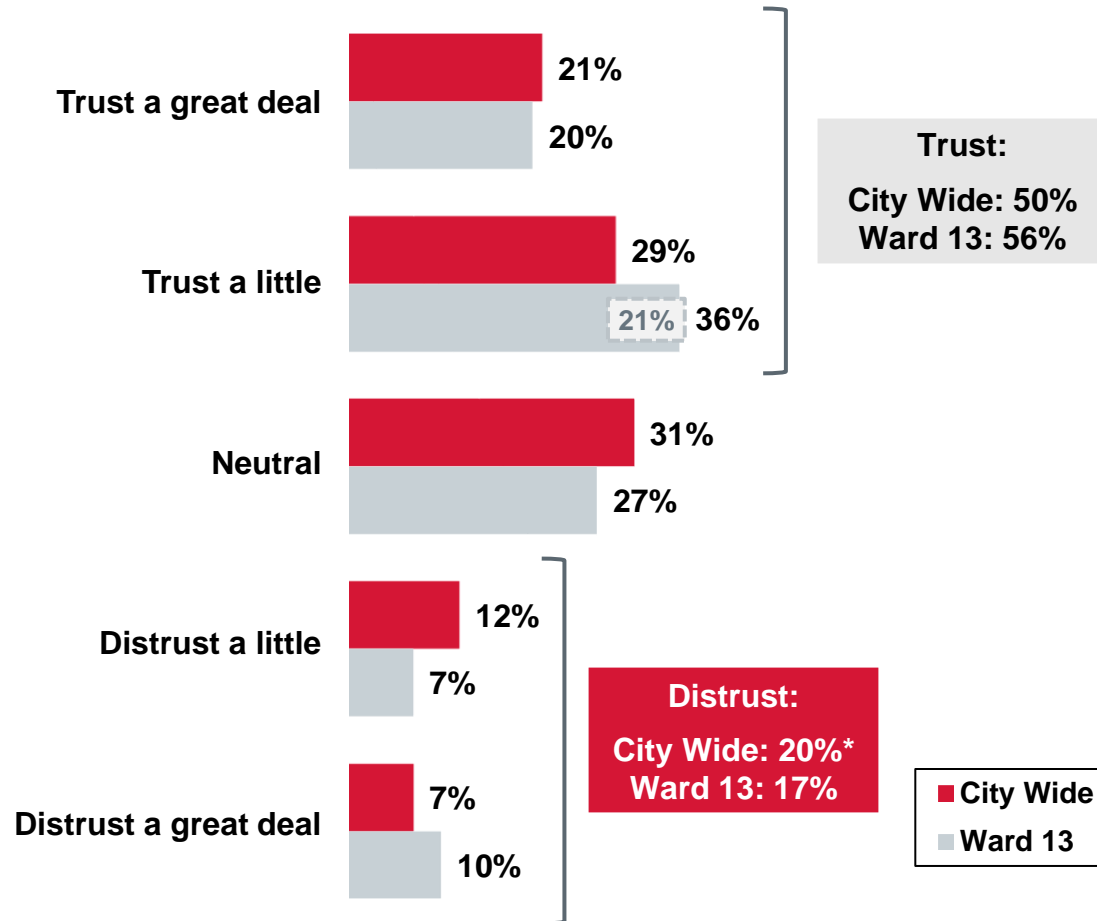
What is your preferred way of contacting The City?

Base: Valid respondents (City Wide: n=2,493 / Ward 13: n=185)



City Reputation and Performance



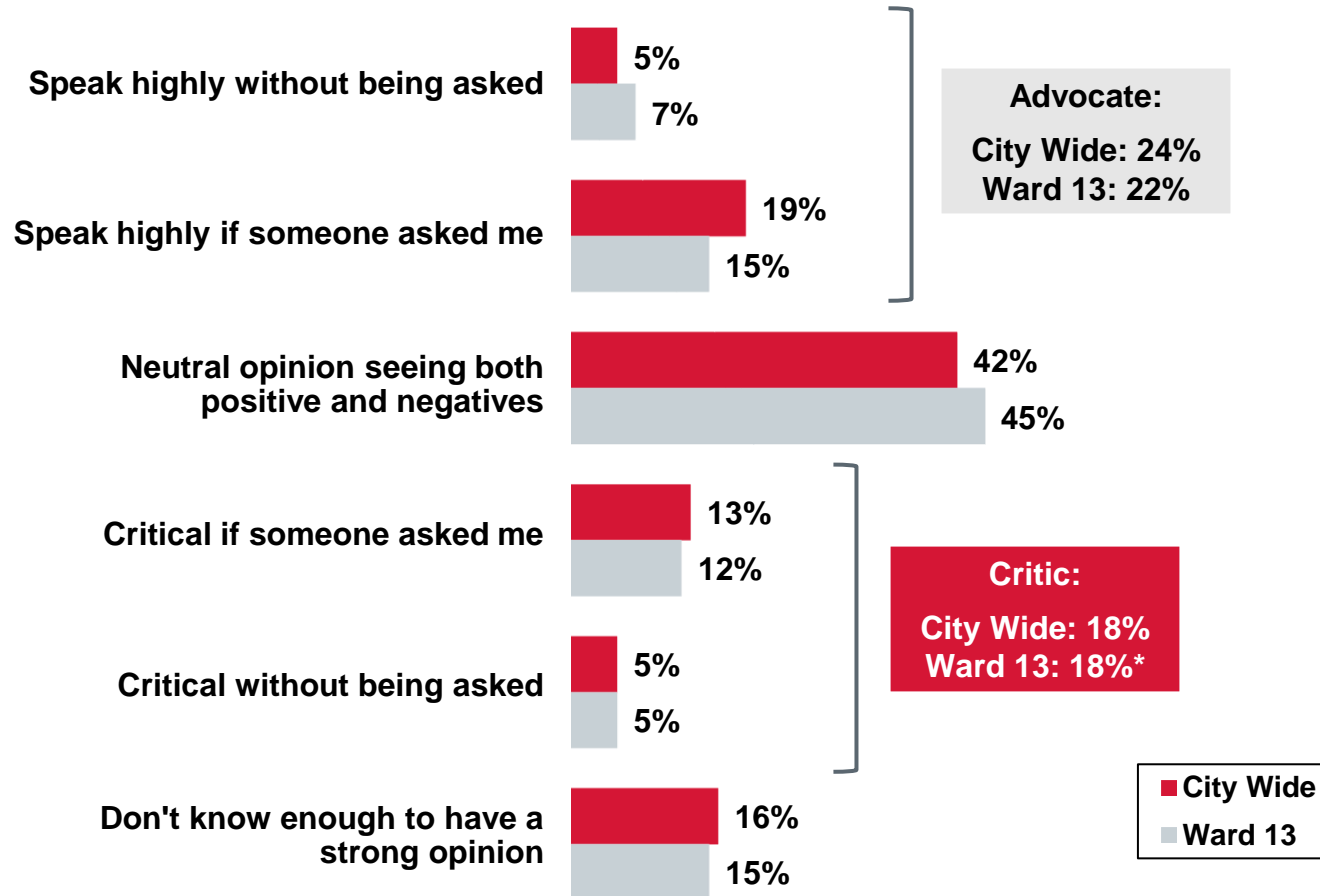


Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?

Base: Valid respondents (City Wide: n=2,497 / Ward 13: n=184)

Ward 13 2020

*Rounding



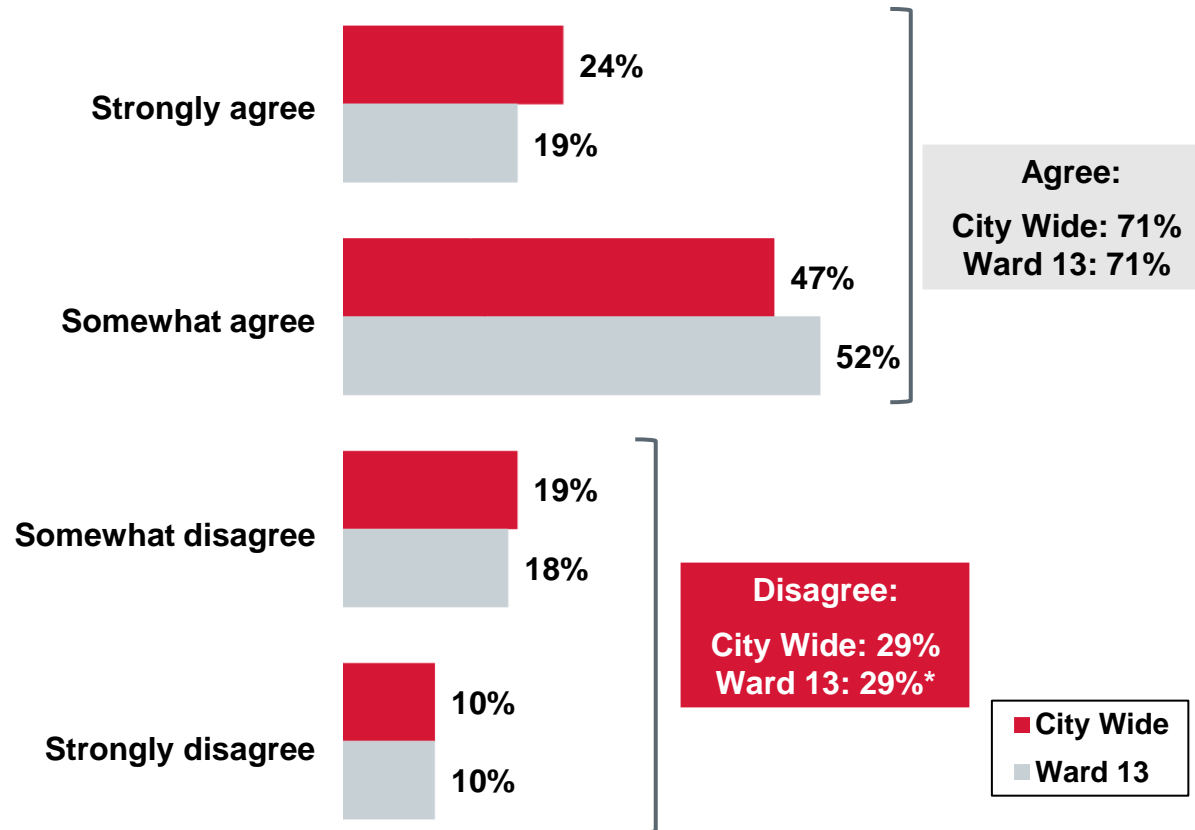
Which one of the following statements best reflects your overall opinion and perceptions of The City of Calgary?

Base: Valid respondents (City Wide: n=2,490 / Ward 13: n=185)

*Rounding

Understanding of Municipal Roles

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



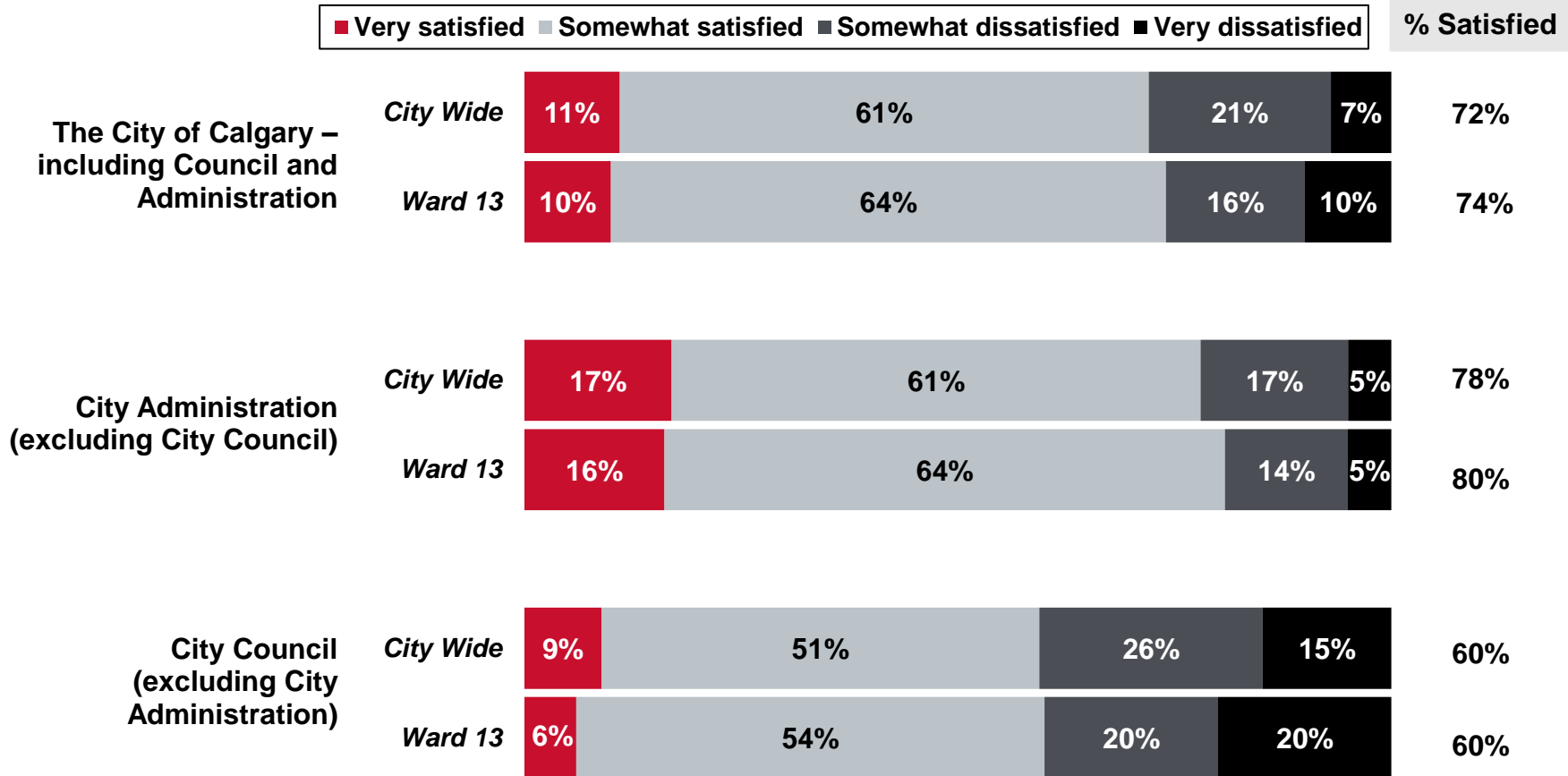
Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.

Base: Valid respondents (City Wide: n=2,456 / Ward 13: n=183)

*Rounding

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)

*Rounding

Perceptions of Transparency and Citizen Input

% Agree

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

% Agree

The City of Calgary practices open and accessible government

City Wide



71%

Ward 13



72%

I am confident that The City of Calgary is working to improve how it includes citizen input into important decisions+

City Wide



66%*

Ward 13



68%

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

City Wide



65%

Ward 13



62%

The City allows citizens to have meaningful input into decision making

City Wide



62%

Ward 13



61%*

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

Ward 13 2020

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?

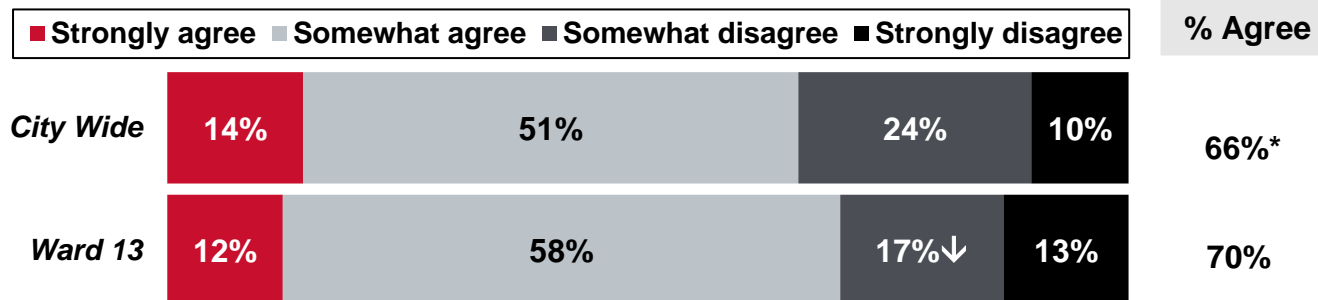
*Rounding

Base: Valid respondents (Bases vary)

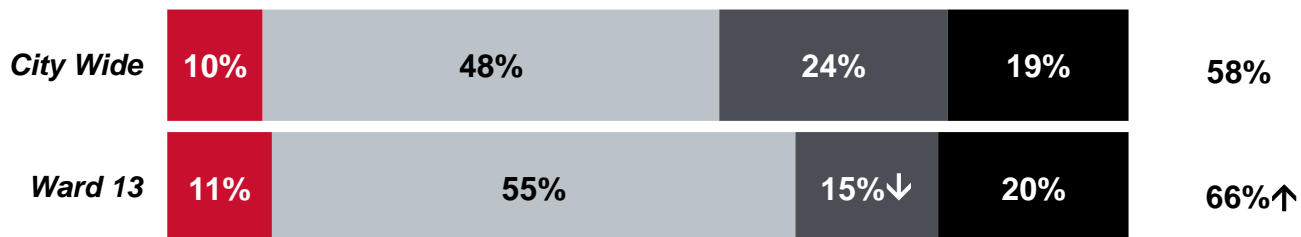
↑Statistically higher than City Wide
↓Statistically lower than City Wide

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

Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (Bases vary)

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



Respondent Profile



Respondent Profile

Age

	City Wide	Ward 13
18 to 24	8%	10%
25 to 34	22%	20%
35 to 44	18%	15%
45 to 54	20%	22%
55 to 64	12%	13%
65 or older	19%	18%
Mean	46.3	46.5

Income

	City Wide	Ward 13
Less than \$30,000	6%	5%
\$30,000 to <\$45,000	7%	5%
\$45,000 to <\$60,000	10%	11%
\$60,000 to <\$75,000	8%	5%
\$75,000 to <\$90,000	8%	6%
\$90,000 to <\$105,000	12%	10%
\$105,000 to <\$120,000	10%	5%
\$120,000 to <\$150,000	12%	17%
\$150,000 to <\$200,000	15%	24%
\$200,000 or more	12%	10%

Gender

	City Wide	Ward 13
Man	49%	50%
Woman	51%	49%
Prefer to self-describe	<1%	1%

Education

	City Wide	Ward 13
Did not complete high school	2%	3%
Completed high school	14%	14%
Some post secondary or completed a college diploma	34%	38%
Completed university degree or post-grad degree	51%	44%

Base: Valid respondents (Bases vary)

Type of Dwelling

	City Wide	Ward 13
Single-detached house	69%	77%
Apartment or apartment-style condominium	15%	13%
Townhouse or rowhouse	8%	8%
Duplex, triplex or fourplex	7%	2%
Another type of multi-dwelling unit	1%	0%

Children and Seniors in Household

	City Wide	Ward 13
Yes - Children	34%	41%
Yes - Seniors	29%	27%

Household Size

	City Wide	Ward 13
1	15%	7%
2	33%	40%
3	16%	12%
4	22%	28%
5 or more	15%	13%
Mean	2.9	3.1

Responsible for Property Taxes

	City Wide	Ward 13
Yes	88%	86%
No	12%	14%

Own or Rent

	City Wide	Ward 13
Own	74%	77%
Rent	23%	17%
Other	1%	0%
Neither	2%	5%

Tenure in Calgary

	City Wide	Ward 13
Less than 5 years	7%	6%
5 to less than 10 years	8%	7%
10 to less than 15 years	10%	11%
15 to less than 20 years	11%	14%
20 to less than 30 years	24%	23%
30 to less than 40 years	16%	14%
40 or more	24%	26%
Mean	27.2	27.2

Base: Valid respondents (Bases vary)

Respondent Profile (continued)

Born in Canada

	City Wide	Ward 13
Yes	72%	69%
No	28%	31%

Age Arrived in Canada

Base: Not born in Canada	City Wide (n=657)	Ward 13 (n=49**)
Less than 12	28%	30%
12 to 17	10%	2%
18 or older	62%	68%

***Caution: Small sample size*

Date of Arrival in Canada

Not born in Canada	City Wide (n=655)	Ward 13 (n=49**)
Within the past year	1%	0%
>1 year ago, but <5 years ago	13%	21%
>5 years ago	85%	79%
Prefer not to answer	1%	0%

***Caution: Small sample size*

Disability in Household

	City Wide	Ward 13
Yes	16%	18%
No	84%	82%

Racialized/Indigenous

	City Wide	Ward 13
Yes	24%	27%
No	76%	73%

LGBTQ2S Community

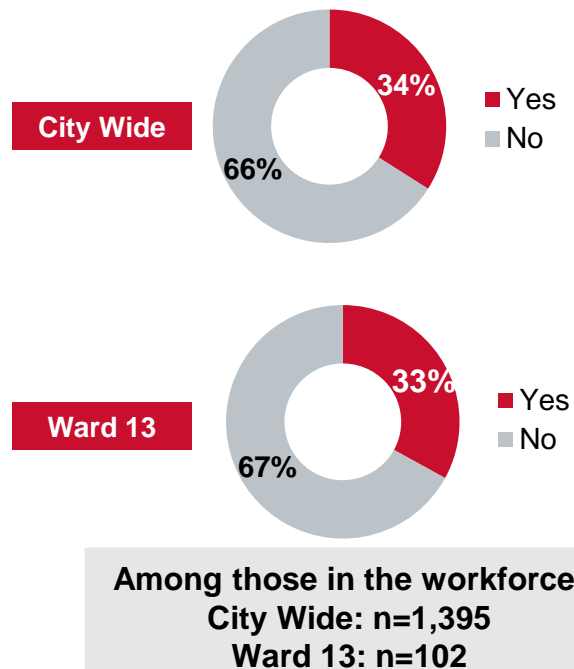
	City Wide	Ward 13
Yes	5%	2%
No	94%	97%
Prefer not to answer	1%	2%

Base: Valid respondents (Bases vary)

Employment Status

	City Wide	Ward 13
Employed full time	46%	47%
Employed part time	9%	11%
Self-employed	12%	10%
Not working and looking for work	6%	6%
Not working and not looking for work	3%	2%
Student	4%	4%
Retired	18%	19%
Unable to work	2%	1%

Business Leader



Base: Valid respondents (Bases vary)

Contact

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