

# 2017 Quality of Life and Citizen Satisfaction Survey

## Ward 13 Report



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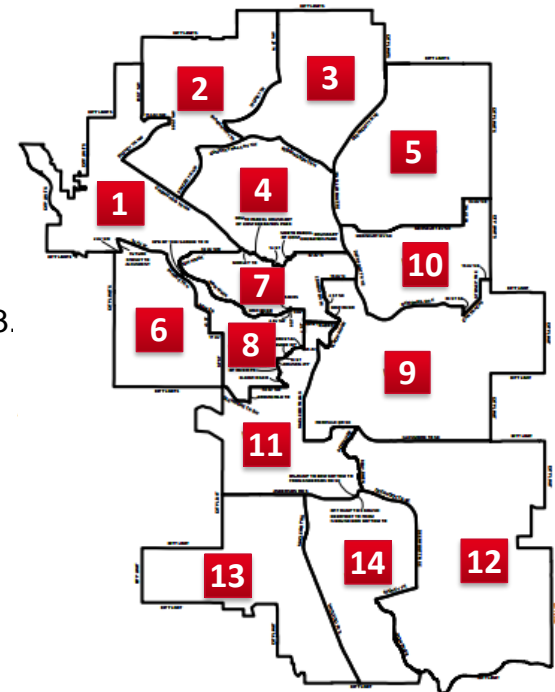
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Demographics

## Methodology

- ❖ Telephone survey conducted with a randomly selected sample of 2,500 Calgarians aged 18 years and older between August 16<sup>th</sup> and September 10<sup>th</sup>, 2017.
  - Both landline (70%) and cell phone (30%) sample were used.
  - The average interview length was 31 minutes.
- ❖ Final data were weighted to ensure the overall sample's quadrant, ward, and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2016 Municipal and Federal Census data.
- ❖ The margin of error (MOE) for the total sample of 2,500 is  $\pm 2.0$  percentage points, 19 times out of 20.
  - A total of 175 interviews were conducted with residents of Ward 13 (MOE  $\pm 7.4$ ).
- ❖ Research Note on significant differences.
  - Throughout, City Wide results are compared to results from Ward 13.
    - $\uparrow$  indicates a number is significantly higher than City Wide.
    - $\downarrow$  indicates a number is significantly lower than City Wide.
- ❖ Where possible, 2017 results for Ward 13 are compared to those from 2016.
  - Only significant differences are shown.





## Summary of Key Findings





# Key Findings: Quality of Life and Issue Agenda

## Ward 13 residents' perceptions of Calgary's quality of life are strong and on par or higher than City Wide.

- ❖ Overall, 85% of Ward 13 residents say the quality of life in Calgary today is 'good', consistent with 85% City Wide.
- ❖ Four-in-ten (40%) Ward 13 residents say the quality of life in Calgary has stayed the same over the past three years, on par with 45% City Wide. Another 22% say the quality of life has improved (consistent with 20% City Wide) while 37% feel it has worsened (on par with 35% City Wide).
- ❖ Ward 13 residents are significantly more likely than the broader Calgary public to say they completely agree with the statements 'The City of Calgary, municipal government, fosters a city that is inclusive and accepting of all' (25% vs. 18%) and 'Calgary is a great place to make a living' (22% vs. 16%).
- ❖ Ward 13 residents are also significantly more likely to say they feel very safe walking alone in their neighbourhood after dark (49% vs. 40% City Wide).

## The Ward 13 issue agenda aligns closely with that of the broader Calgary public.

- ❖ "*Infrastructure, traffic & roads*" holds the top position in Ward 13 (40%, on par with 35% City Wide), followed by "*transit*" (17%, on par with 19% City Wide).
  - While overall mentions of "*infrastructure, traffic & roads*" are consistent with the City Wide results, specific mentions of "*traffic congestion*" are notably higher in Ward 13 (16% vs. 10% City Wide).

# Key Findings: City Programs and Services

**Overall satisfaction with City services and programs remains high and in line with the broader Calgary public.**

- ❖ More than eight-in-ten (82%) Ward 13 residents say they are satisfied with the overall level and quality of municipal services and programs, statistically consistent with 79% City Wide.

**However, there are some significant differences when looking at satisfaction with specific programs and services.**

- ❖ Services that receive higher than average satisfaction scores in Ward 13 include:
  - Calgary's pathway system – 58% very satisfied vs. 50% City Wide.
  - Calgary Police Service – 65% very satisfied vs. 55% City Wide.
  - Snow removal – 31% very satisfied vs. 28% City Wide.
- ❖ Conversely, services that receive lower than average satisfaction scores in Ward 13 include:
  - Calgary Fire Department – 79% very satisfied vs. 85% City Wide.
  - Residential garbage collection service – 54% very satisfied vs. 63% City Wide.
    - Satisfaction (overall and intensity) this year is also down from 2016 (88% total satisfied in 2017 vs. 98% in 2016, 54% very satisfied in 2017 vs. 81% in 2016).
    - The percentage of Ward 13 residents saying The City should invest more in residential garbage collection has more than doubled this year as compared to 2016 (22% vs 10%).
      - Bi-weekly garbage collection for Ward 13 started around a month prior to the start of interviewing for this survey.

# Key Findings: The Environment and Taxation

**While Ward 13 residents' perceptions of Calgary's overall environment closely align with City Wide findings, satisfaction with The City's environmental efforts is stronger than average.**

- ❖ The vast majority (93%) of Ward 13 residents rate the overall state of Calgary's environment today as 'good' or 'very good', on par with 94% City Wide.
- ❖ More than nine-in-ten (94%) say they are satisfied with the job The City is doing to protect the environment, consistent with 91% City Wide.
  - However, Ward 13 residents are significantly more likely to say they are very satisfied with The City's efforts in this area (48% vs. 38% City Wide).
- ❖ Similarly, 93% of Ward 13 residents say they are satisfied with The City's programs and services aimed at helping Calgarians reduce their environmental impact, on par with 89% City Wide.
  - Again, however, the intensity of satisfaction is stronger in Ward 13 (43% very satisfied vs. 35% City Wide) – this year's very satisfied rating is also significantly higher than what was reported in 2016 (31%).

**Ward 13 residents demonstrate generally similar views on taxation with one notable exception around balancing taxation and service delivery levels.**

- ❖ Six-in-ten (61%) Ward 13 residents say they receive good value from their municipal property taxes, consistent with 60% City Wide.
- ❖ When asked about balancing taxation and service delivery levels, Ward 13 residents prefer service cuts (52%) over tax increases (44%). The direction of the split differs from what is seen in the broader Calgary public (with 45% opting for service cuts and 50% opting for tax increases), though findings are statistically consistent.
- ❖ More than six-in-ten (63%) Ward 13 residents agree 'The City does a good job of providing citizens with information about how their property tax dollars are invested in various City services', on par with 60% City Wide.

# Key Findings: Service Delivery and Communications

**Measures of City contact and customer service delivery are consistent with the broader Calgary public, although one staff metric has declined from 2016.**

- ❖ Nearly two-thirds (64%) of Ward 13 residents say they contacted or dealt with The City in the last 12 months, on par with 66% City Wide.
- ❖ Among those who contacted The City, 78% say they are satisfied with the overall level and quality of customer service received, consistent with 78% City Wide.
- ❖ Perceptions of The City's customer service delivery, transparency, and citizen-input into decision making are on par with City Wide findings.
  - However, agreement with the statement 'City staff are courteous, helpful and knowledgeable' has dropped 8 percentage points this year (89% vs. 97% in 2016).

**Ward 13 residents' perceptions of City communications are also consistent with City Wide results.**

- ❖ Satisfaction with the overall quality of City information and communications is solid (83%) and on par with City Wide (84%).
- ❖ Overall, 43% of Ward 13 residents say they receive 'too little' information from The City, consistent with 47% City Wide.
- ❖ Ward 13 residents' top information need relates to "*infrastructure, traffic & roads*" (38%), closely followed by "*budget & spending*" (31%). These were also the top two information needs of the broader Calgary public, although the order is reversed (36% "*budget & spending*", 32% "*infrastructure, traffic & roads*").

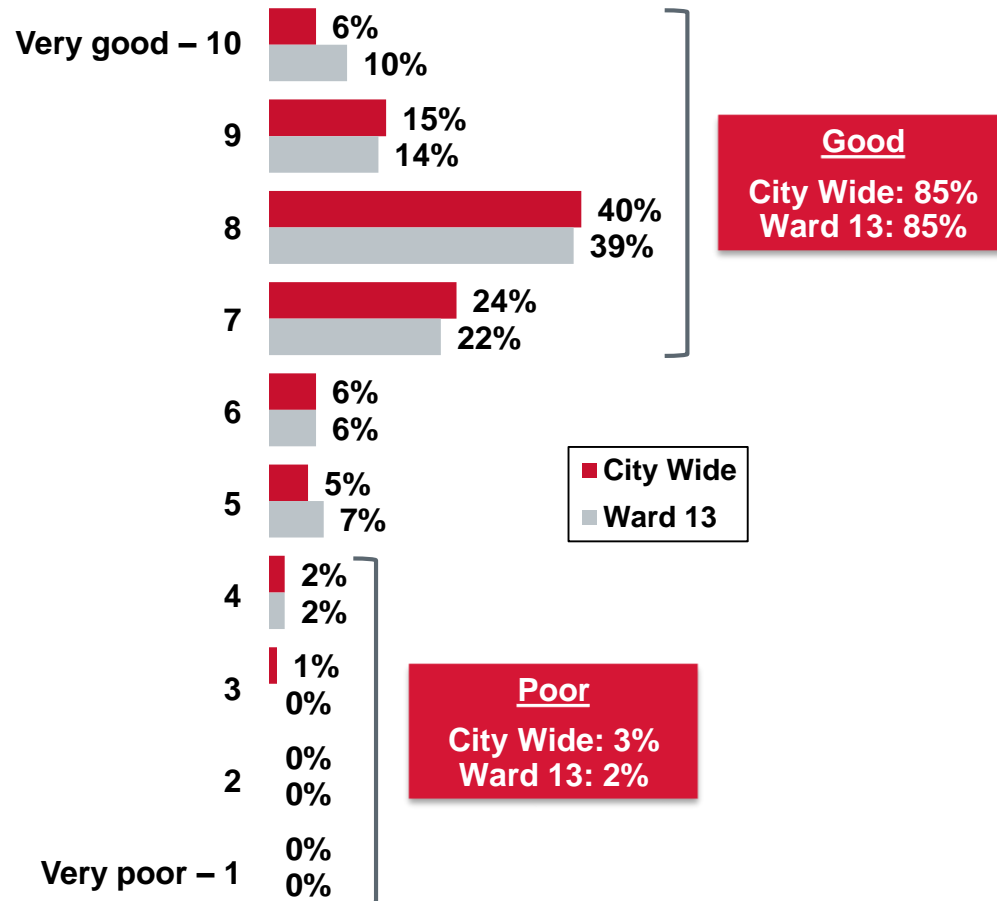




## Quality of Life



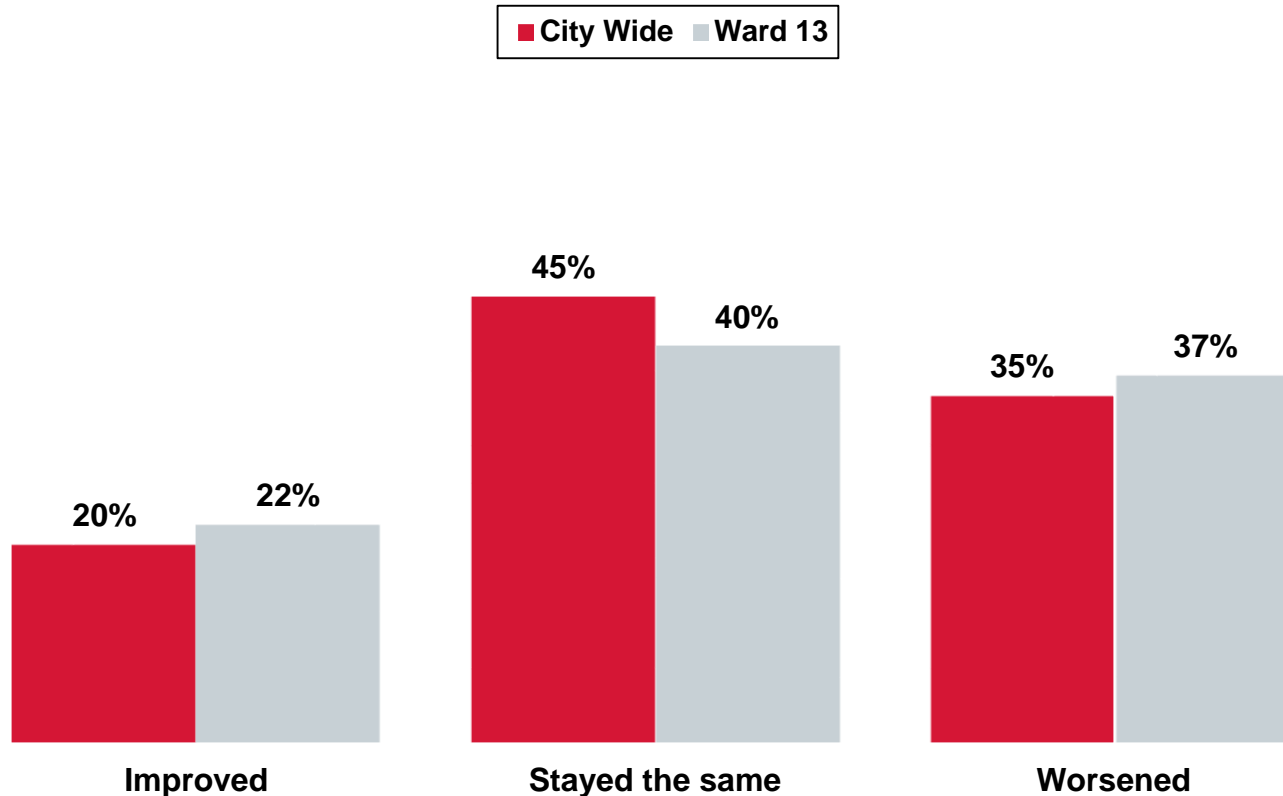
# Overall Quality of Life in Calgary



*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=175)

# 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 ...?*

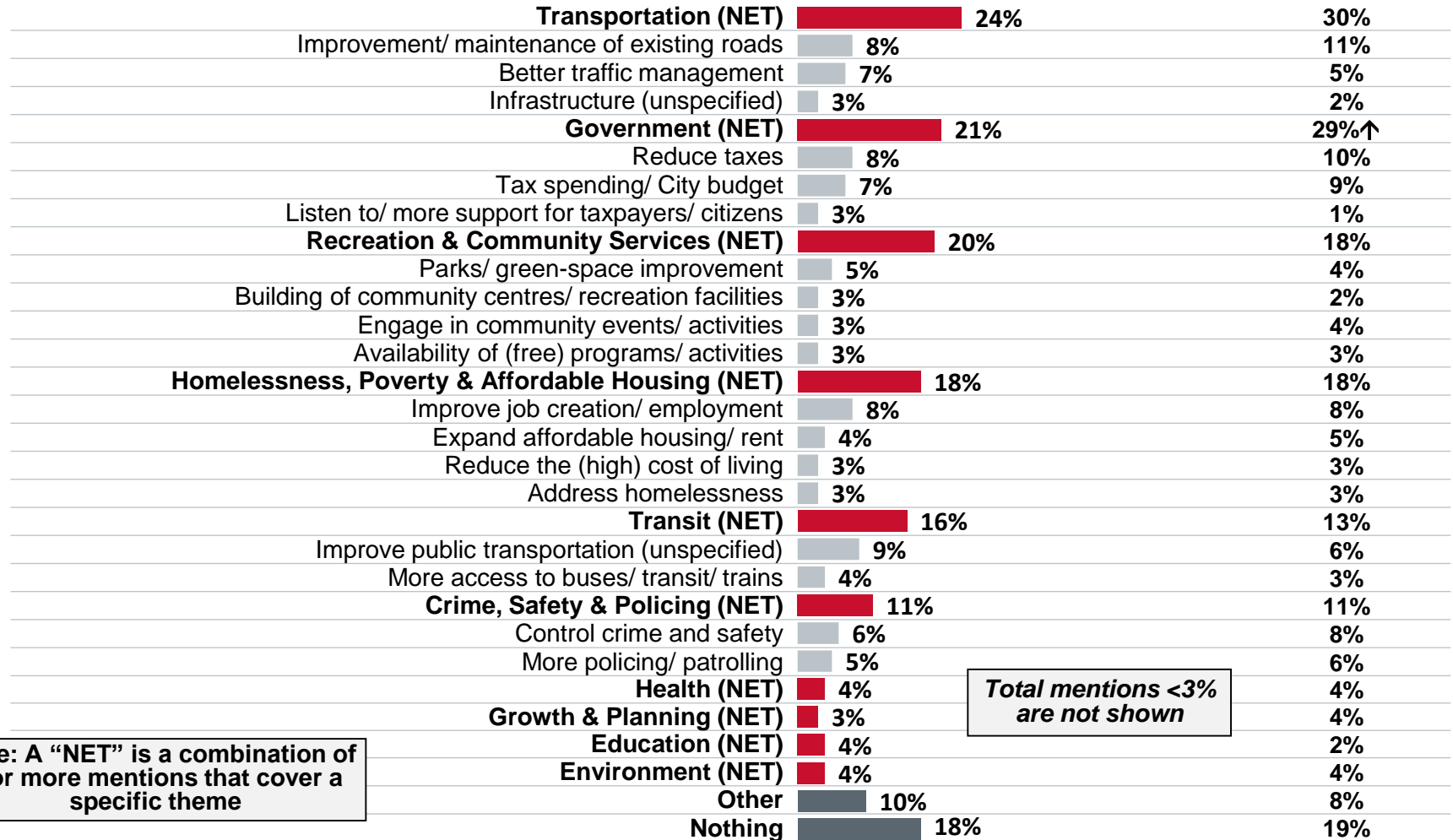
Base: Valid respondents (City Wide: n=2,484 / Ward 13: n=174)

# Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 13



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

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

Base: Valid respondents (City Wide: n=2,359 / Ward 13: n=165)

# Sustainability: Connectedness and Inclusivity

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

% Agree

I am proud to be a Calgarian

City Wide



89%

Ward 13



92%

I am proud to live in my neighbourhood

City Wide



85%

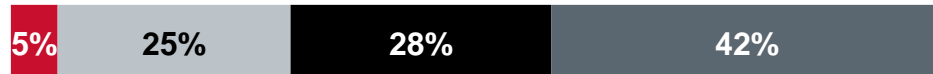
Ward 13



87%

I am regularly involved in neighbourhood and local community events

City Wide



30%

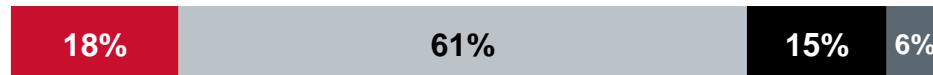
Ward 13



23%

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

City Wide



79%

Ward 13



79%

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

Base: Valid respondents (Bases vary)



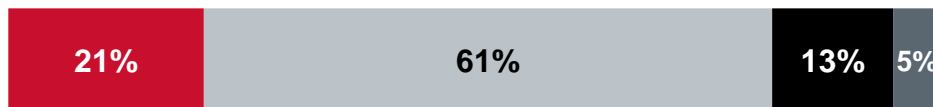
# Sustainability: Making a Life, Making a Living and Direction for the Future

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

% Agree

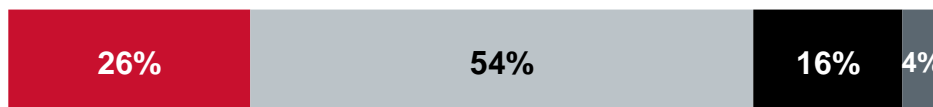
Calgary is a great place to make a life

City Wide



82%

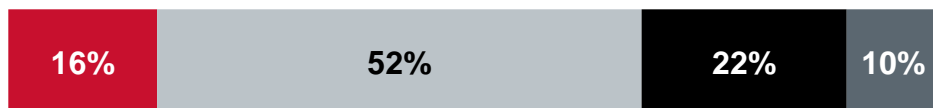
Ward 13



80%

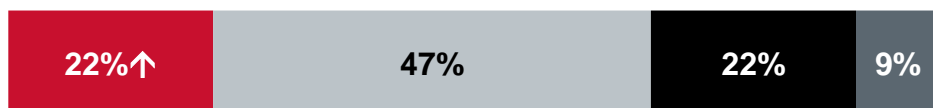
Calgary is a great place to make a living

City Wide



68%

Ward 13



69%

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

City Wide



62%

Ward 13

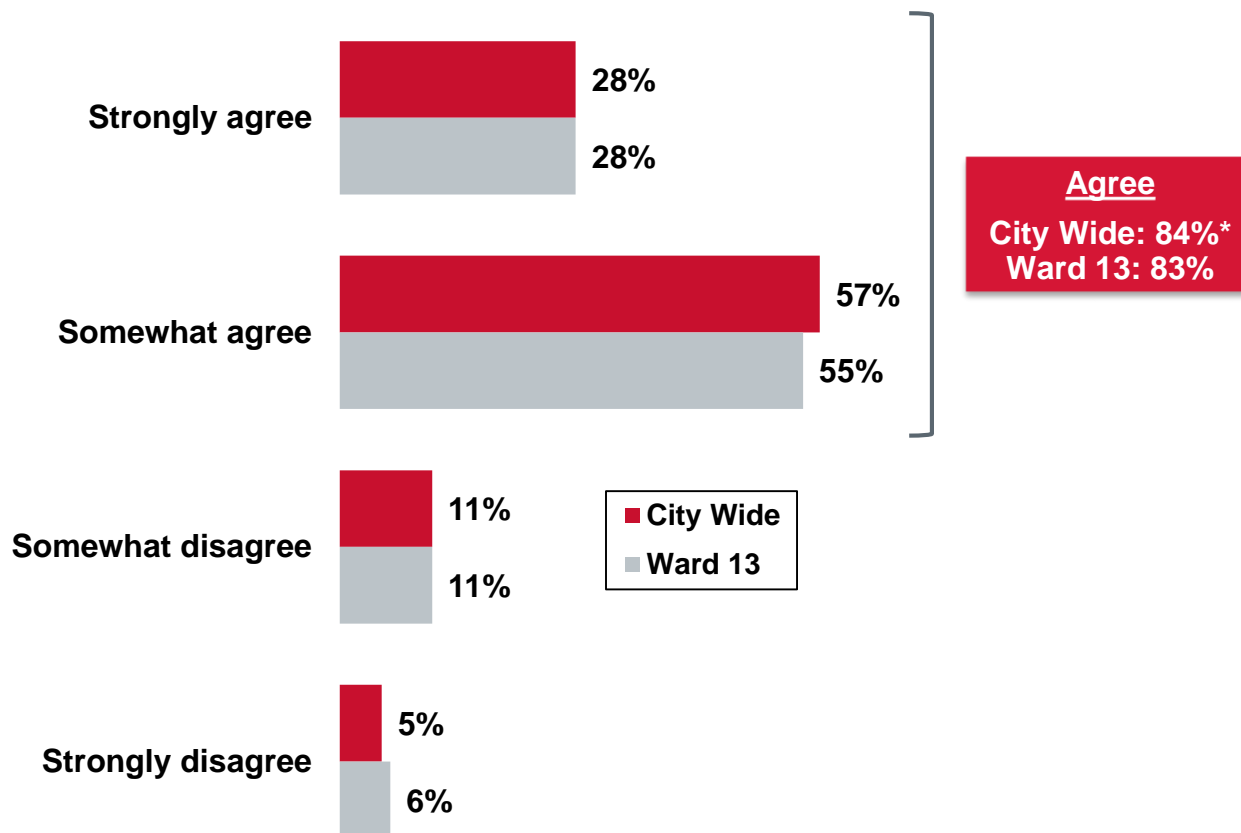


62%

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

Base: Valid respondents (Bases vary)

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

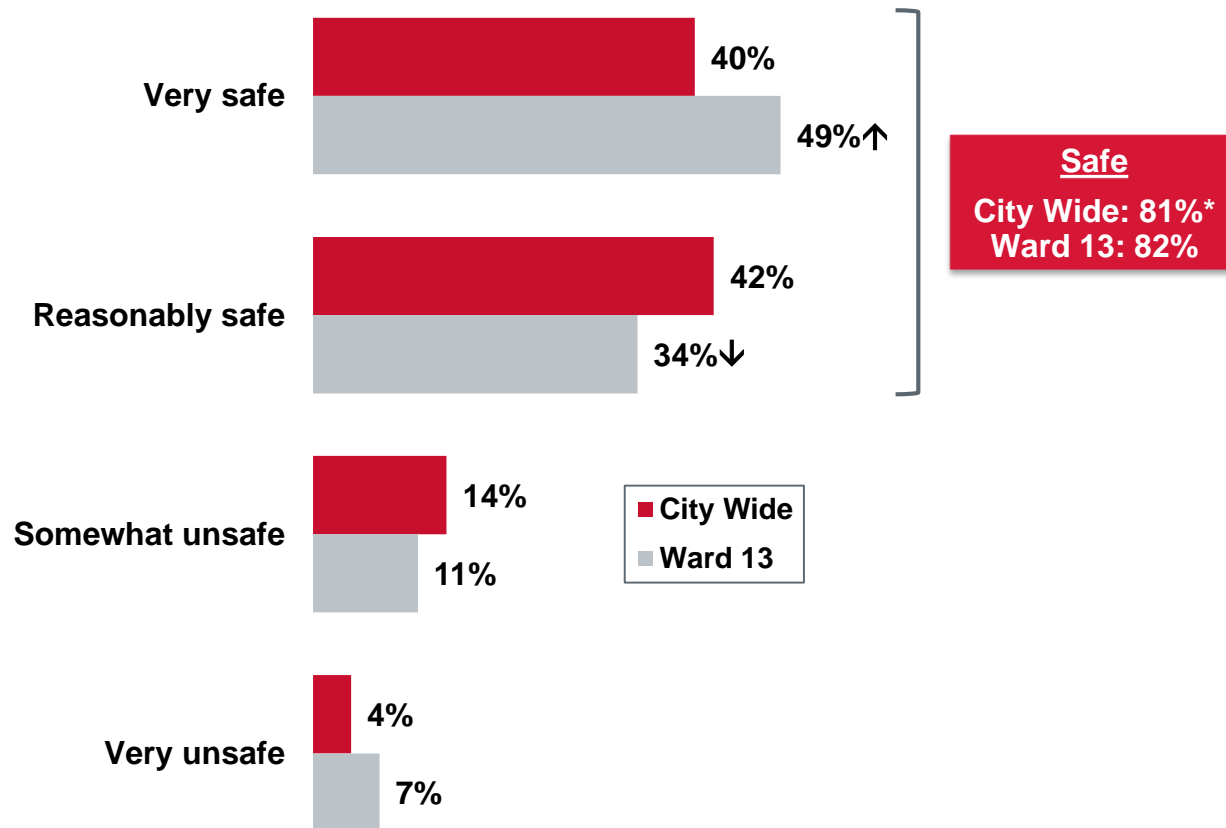


\*Rounding

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

Base: Valid respondents (City Wide: n=2,489 / Ward 13: n=175)

# Perceived Safety in Own Neighbourhood



\*Rounding

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

Base: Valid respondents (City Wide: n=2,495 / Ward 13: n=175)



## Issue Agenda



Multiple Responses

City Wide

Ward 13

■ First Mention ■ Other Mentions

<b>Infrastructure, Traffic &amp; Roads (NET)</b>	<b>26%</b>	<b>9%</b>	<b>35%</b>	<b>40%</b>
Traffic congestion	<b>7%</b>	<b>3</b>	<b>10%</b>	<b>16%↑</b>
Infrastructure maintenance/ improvement/ development	<b>4%</b>	<b>5%</b>		<b>5%</b>
Road conditions	<b>4%</b>	<b>3</b>	<b>7%</b>	<b>4%</b>
(Lack of) snow removal	<b>3</b>	<b>4%</b>		<b>5%</b>
<b>Transit (NET)</b>	<b>13%</b>	<b>6%</b>	<b>19%</b>	<b>17%</b>
Public Transportation [incl. buses/ C-train/ poor service]	<b>8%</b>	<b>3</b>	<b>11%</b>	<b>9%</b>
Transportation (unspecified)	<b>4%</b>	<b>3</b>	<b>7%</b>	<b>7%</b>
<b>Crime, Safety &amp; Policing (NET)</b>	<b>9%</b>	<b>4%</b>	<b>13%</b>	<b>9%</b>
Crime [incl. breaking and entering/ gangs/ drug dealers, etc.]	<b>5%</b>	<b>7%</b>		<b>3%</b>
Public safety	<b>4%</b>	<b>6%</b>		<b>5%</b>
<b>Taxes (NET)</b>	<b>6%</b>	<b>8%</b>		<b>8%</b>
<b>Recreation (NET)</b>	<b>4%</b>	<b>3</b>	<b>7%</b>	<b>5%</b>
<b>Environment &amp; Waste Management (NET)</b>	<b>4%</b>	<b>3</b>	<b>7%</b>	<b>7%</b>
<b>Economy (NET)</b>	<b>4%</b>	<b>6%</b>		<b>6%</b>
<b>Budget &amp; Spending (NET)</b>	<b>4%</b>	<b>6%</b>		<b>5%</b>
<b>Education (NET)</b>	<b>4%</b>	<b>6%</b>		<b>4%</b>
<b>Homelessness, Poverty &amp; Affordable Housing (NET)</b>	<b>3</b>	<b>5%</b>		<b>2%</b>
<b>Growth &amp; Planning (NET)</b>	<b>3</b>	<b>4%</b>		<b>5%</b>
Other			<b>25%</b>	<b>23%</b>
None			<b>15%</b>	<b>15%</b>

Total mentions <4%  
are not shown

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

*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=2,441 / Ward 13: n=173)

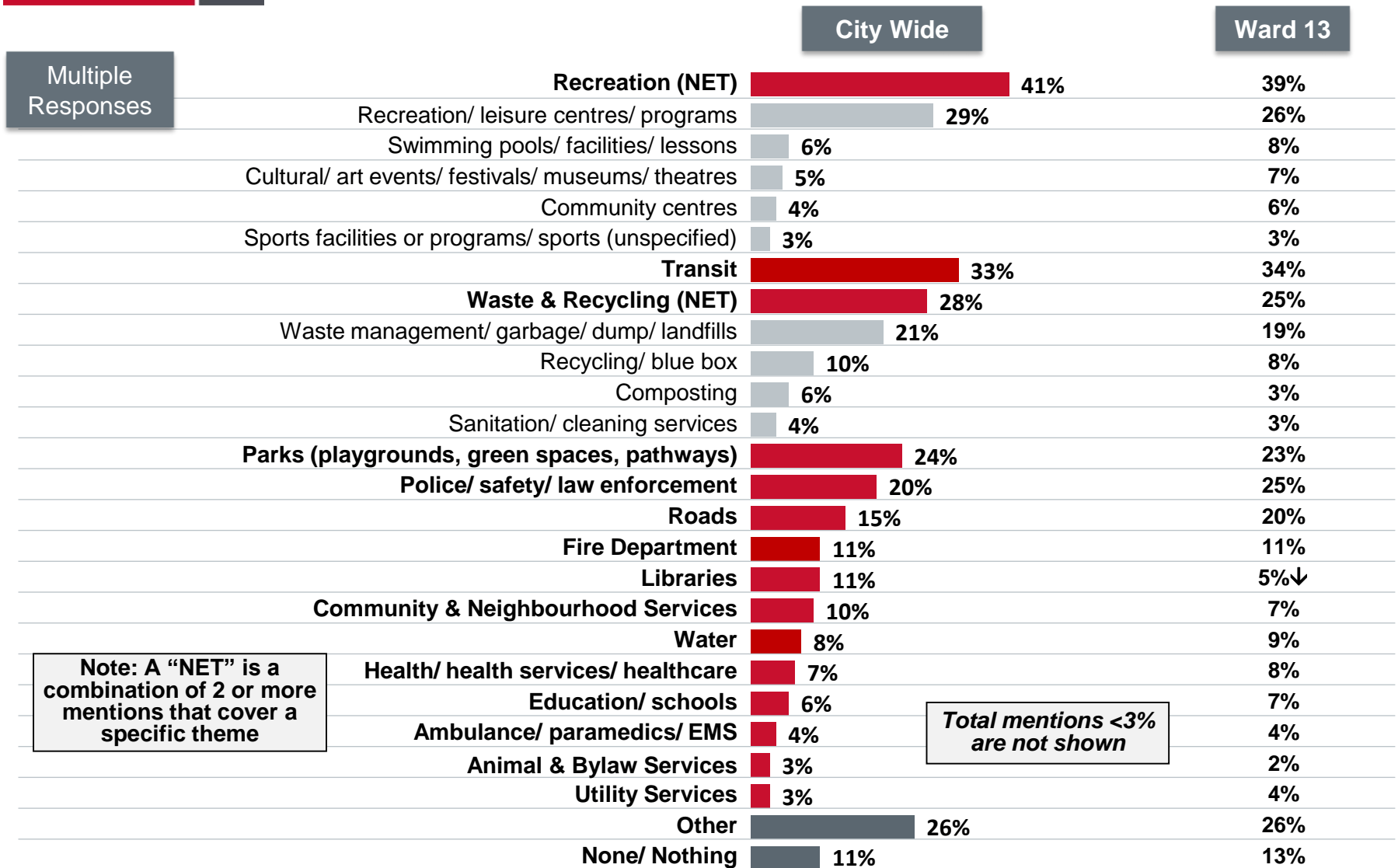




## City Programs and Services



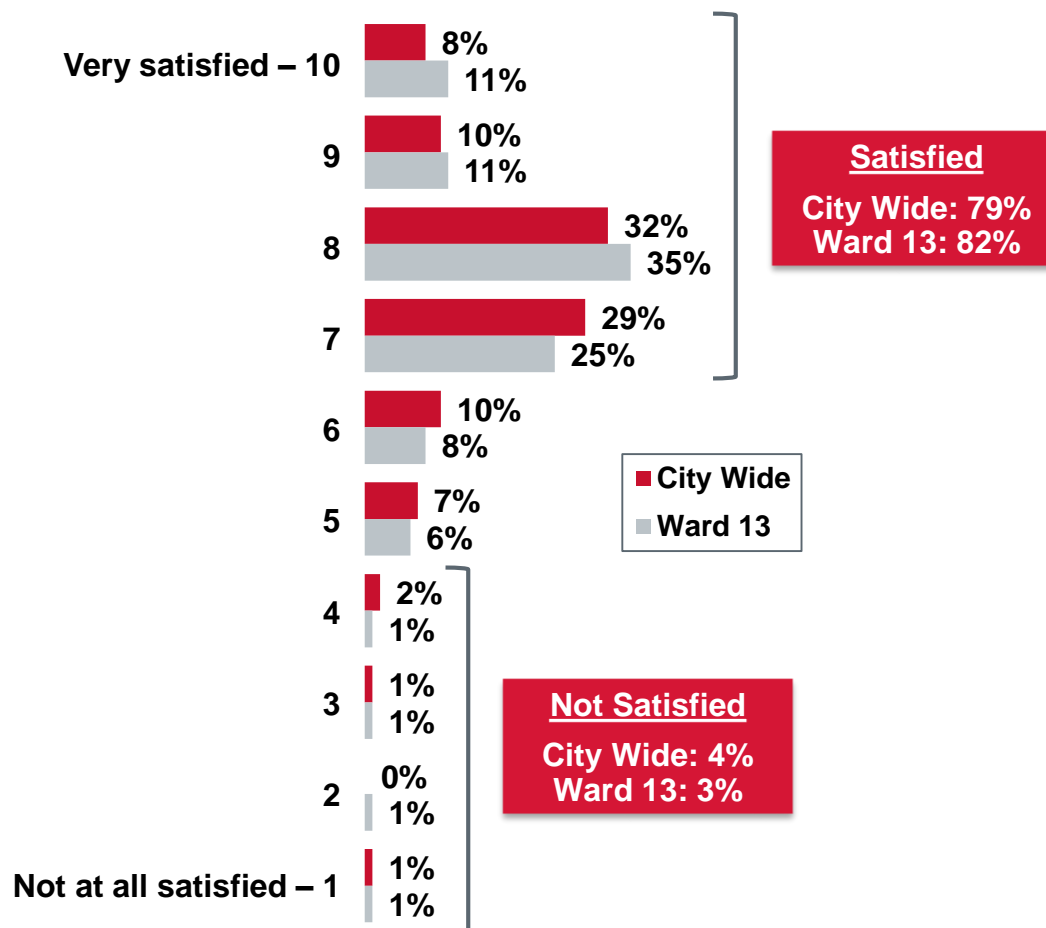
# Top-of-Mind Programs and Services



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

Base: Valid respondents (City Wide: n=2,436 / Ward 13: n=171)

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

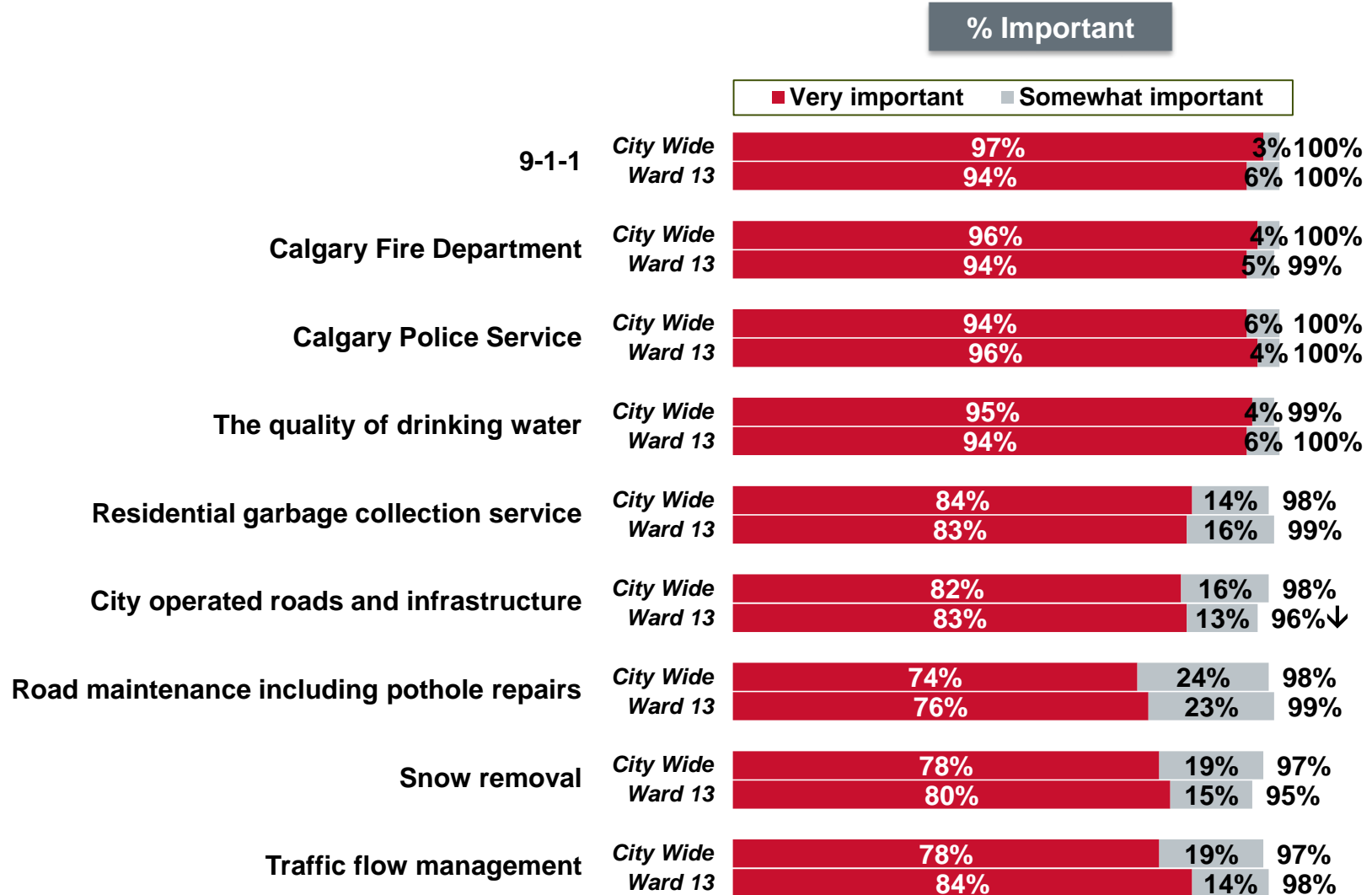


\*Rounding

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

Base: Valid respondents (City Wide: n=2,486 / Ward 13: n=174)

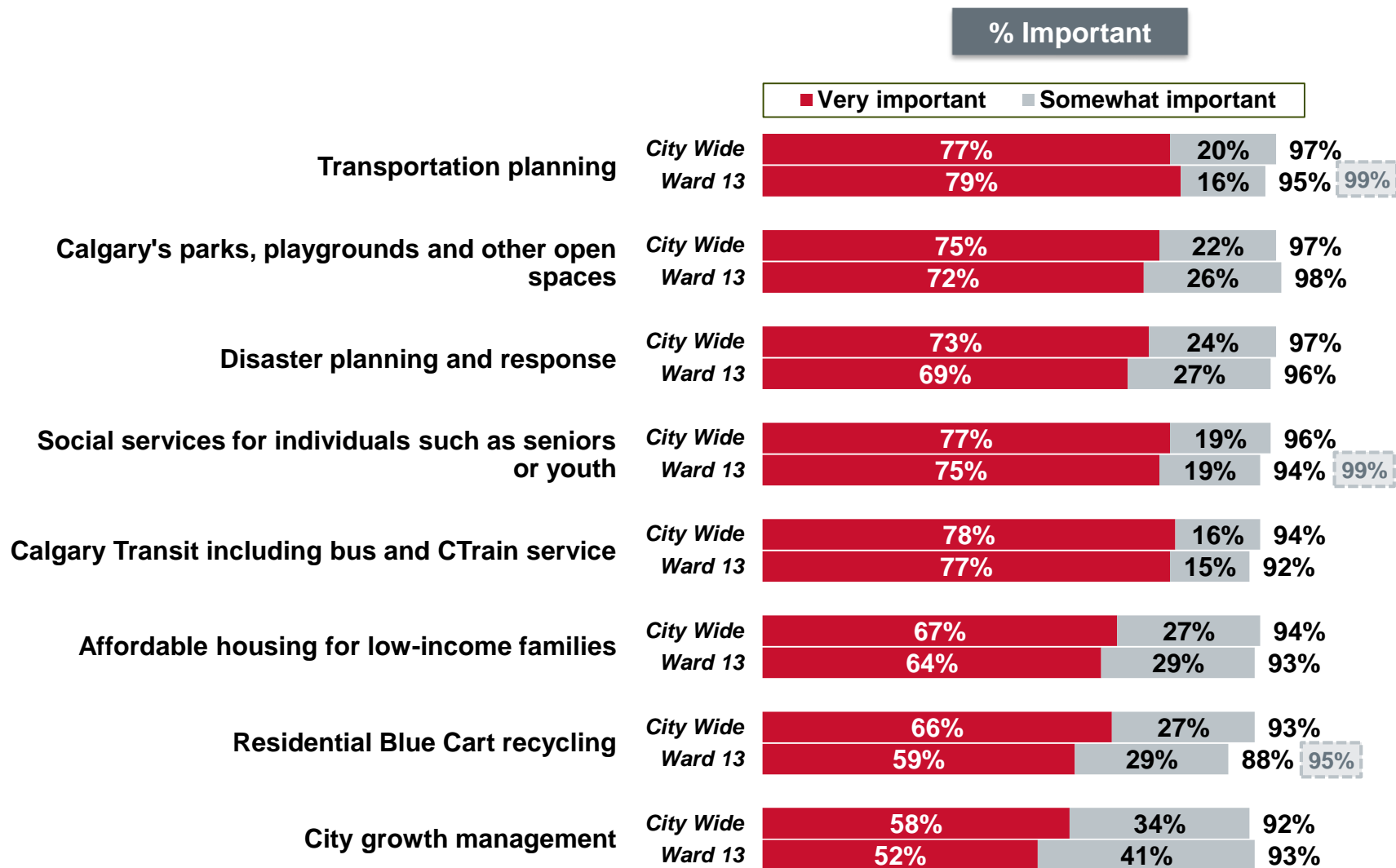
# Importance of City Programs and Services



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

Base: Valid respondents (Bases vary)

# Importance of City Programs and Services (continued)



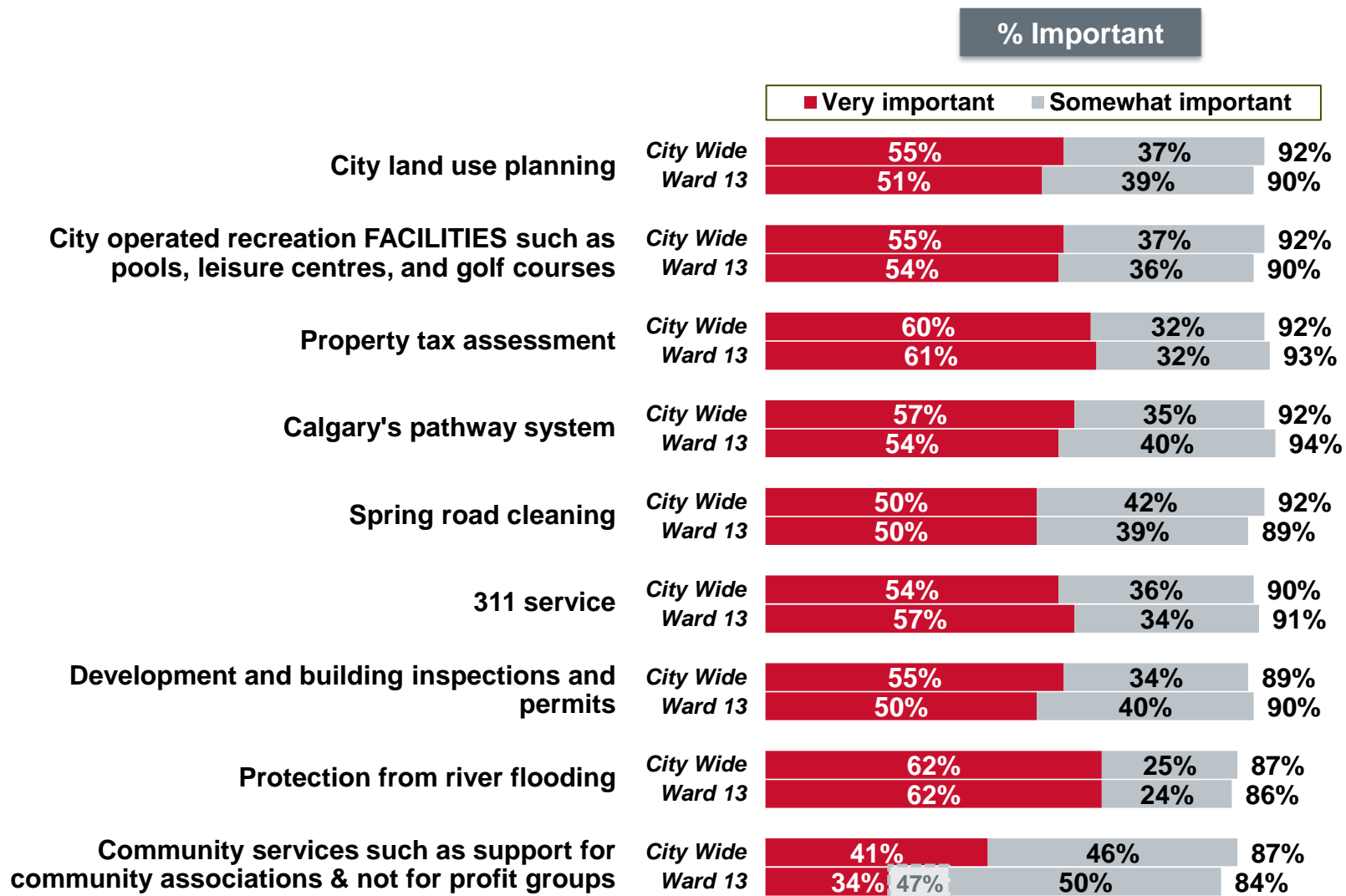
*I am going to read a list of programs and services provided to you by The City of Calgary.  
Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

Ward 13 2016



# Importance of City Programs and Services (continued)

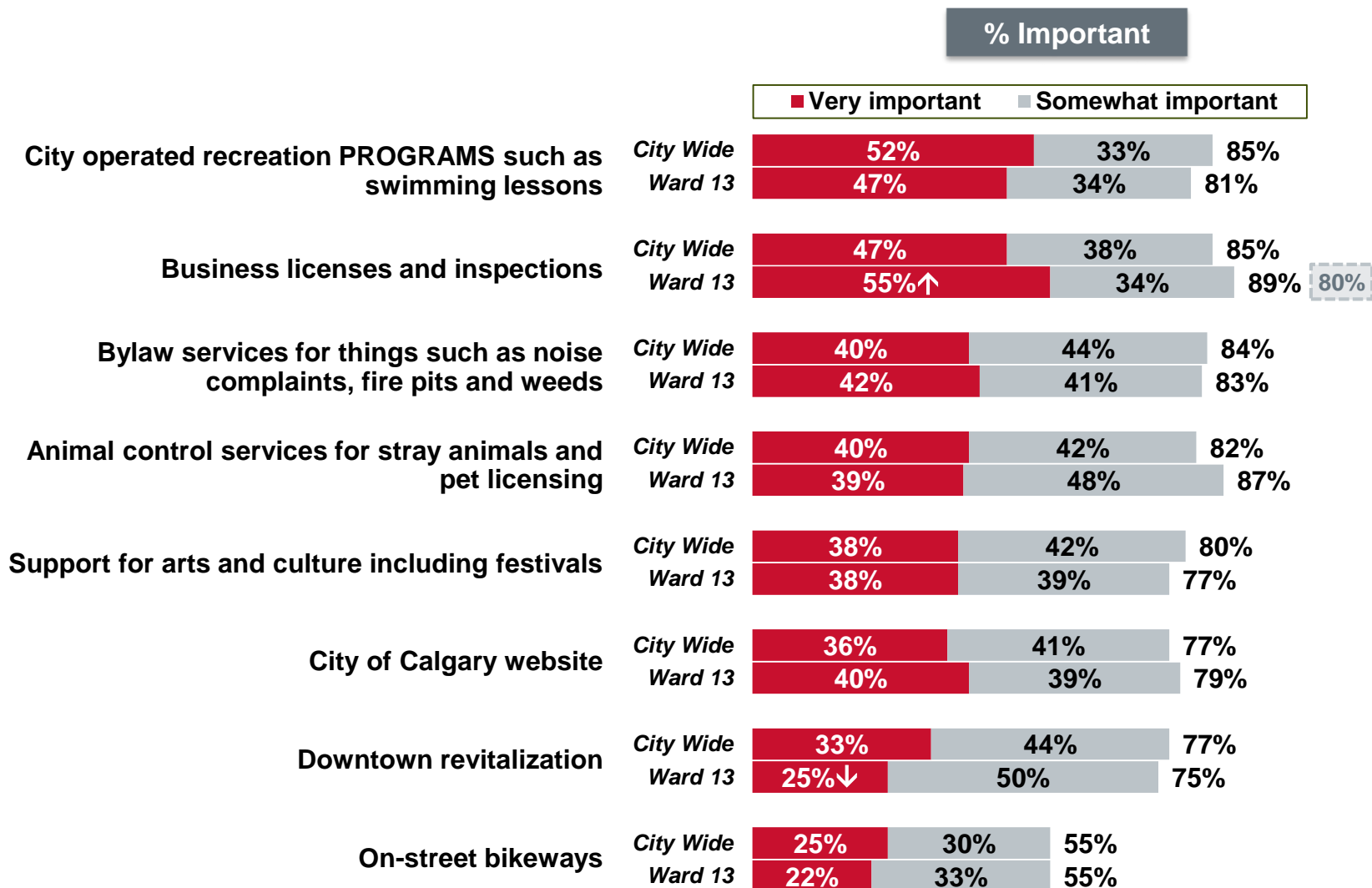


*I am going to read a list of programs and services provided to you by The City of Calgary.  
Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

Ward 13 2016

# Importance of City Programs and Services (continued)

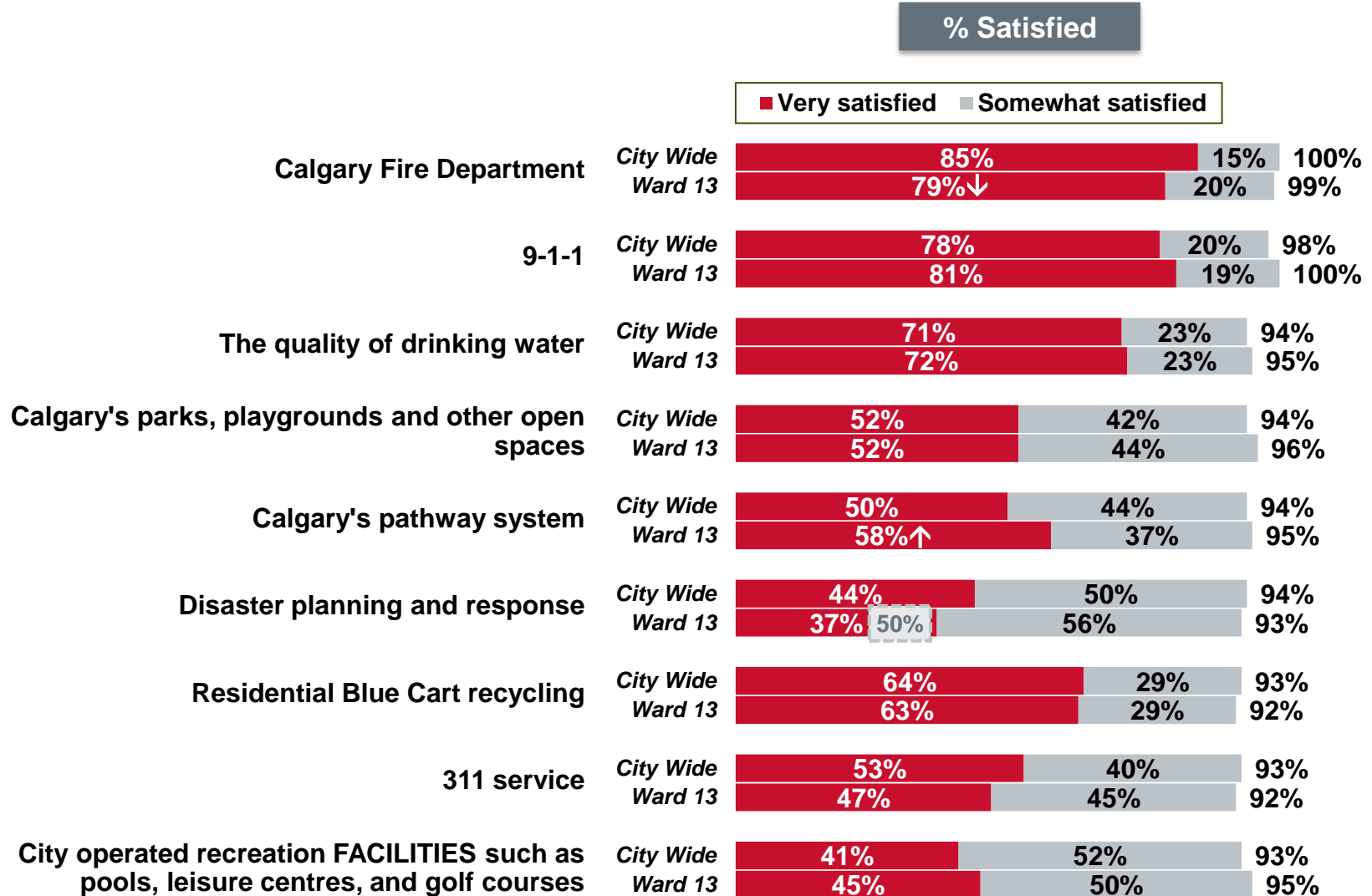


*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

Ward 13 2016

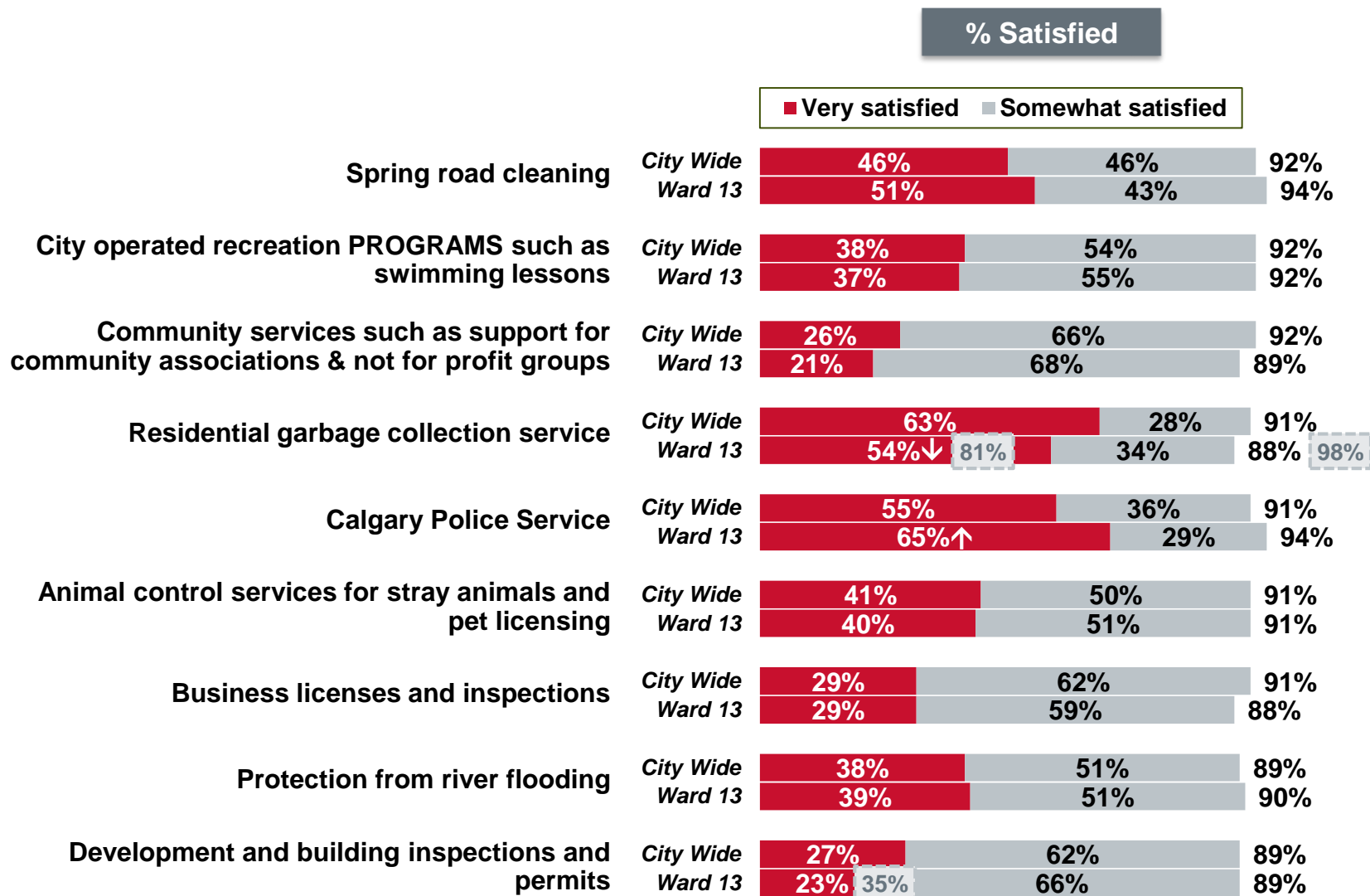
# Satisfaction with City Programs and Services



Ward 13 2016

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

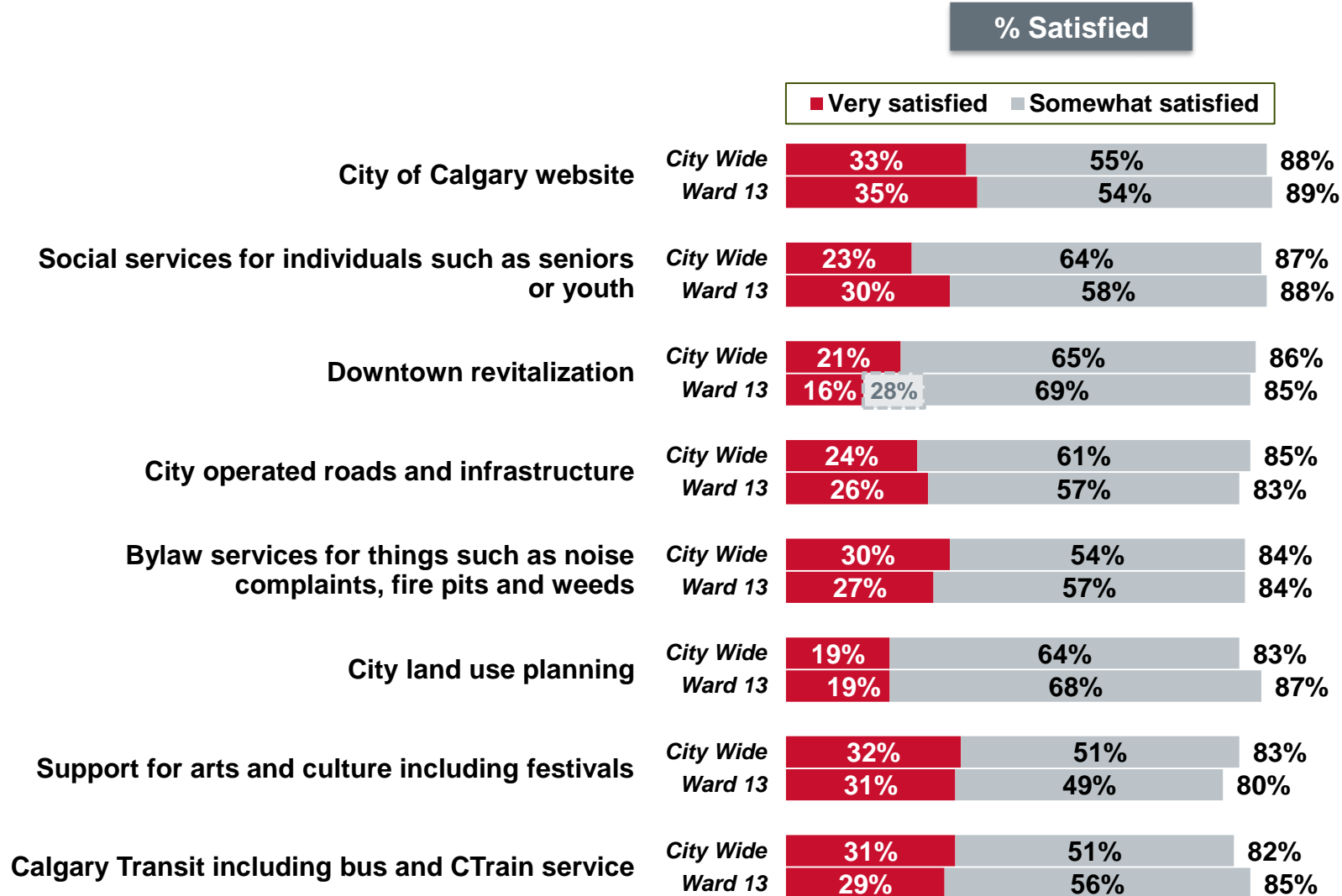
# Satisfaction with City Programs and Services (continued)



Ward 13 2016

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

# Satisfaction with City Programs and Services (continued)

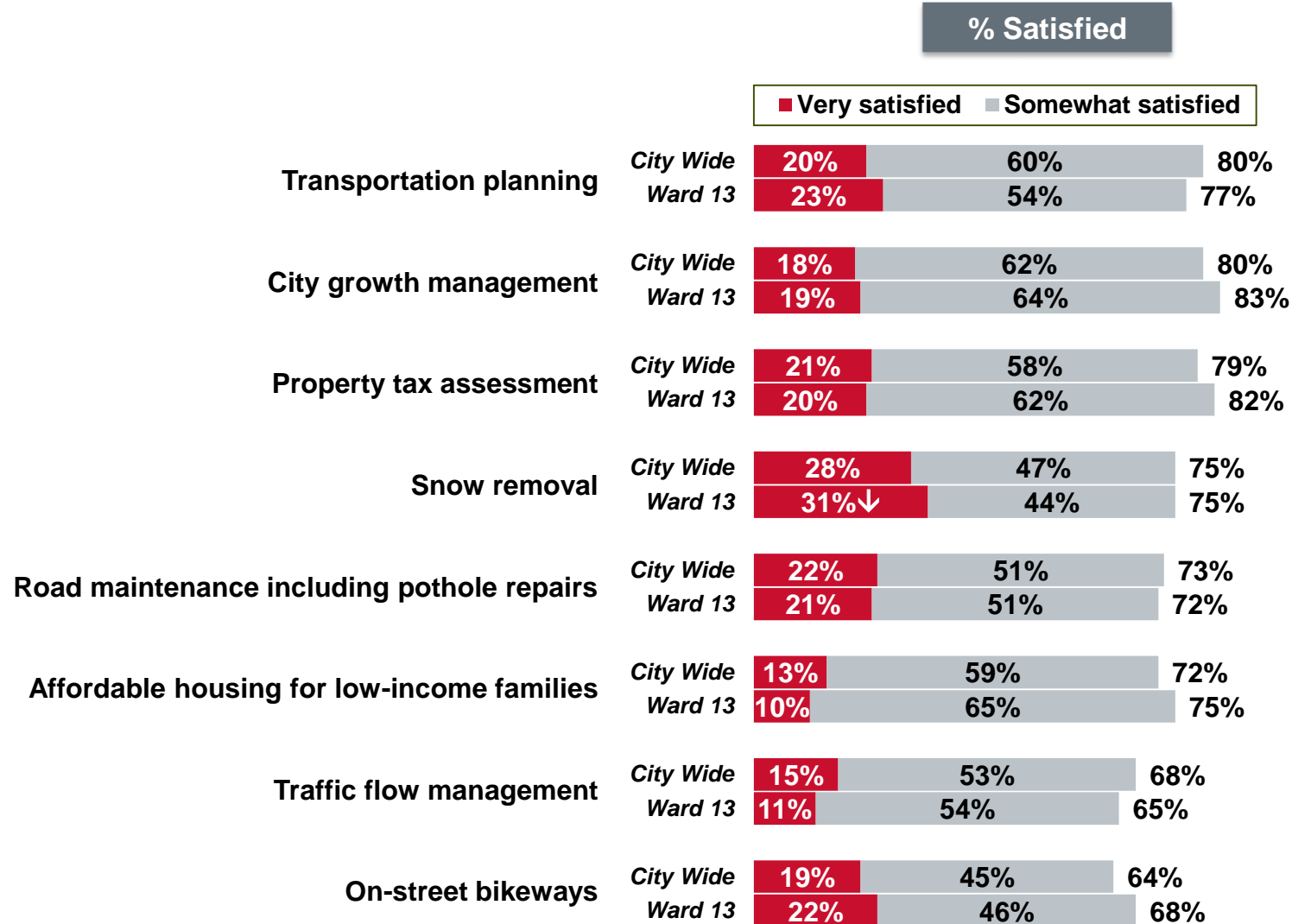


Ward 13 2016

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



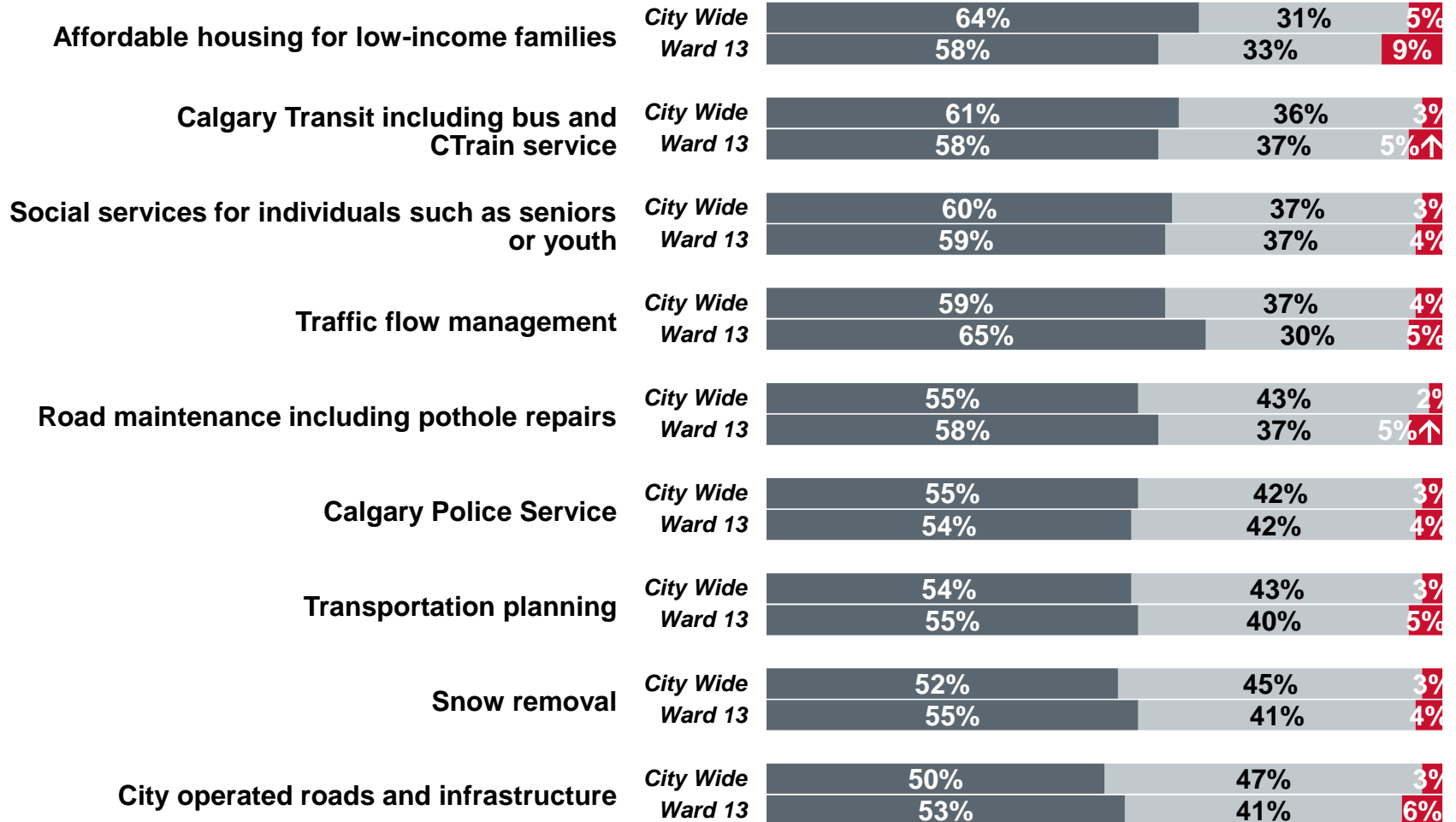
# Satisfaction with City Programs and Services (continued)



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

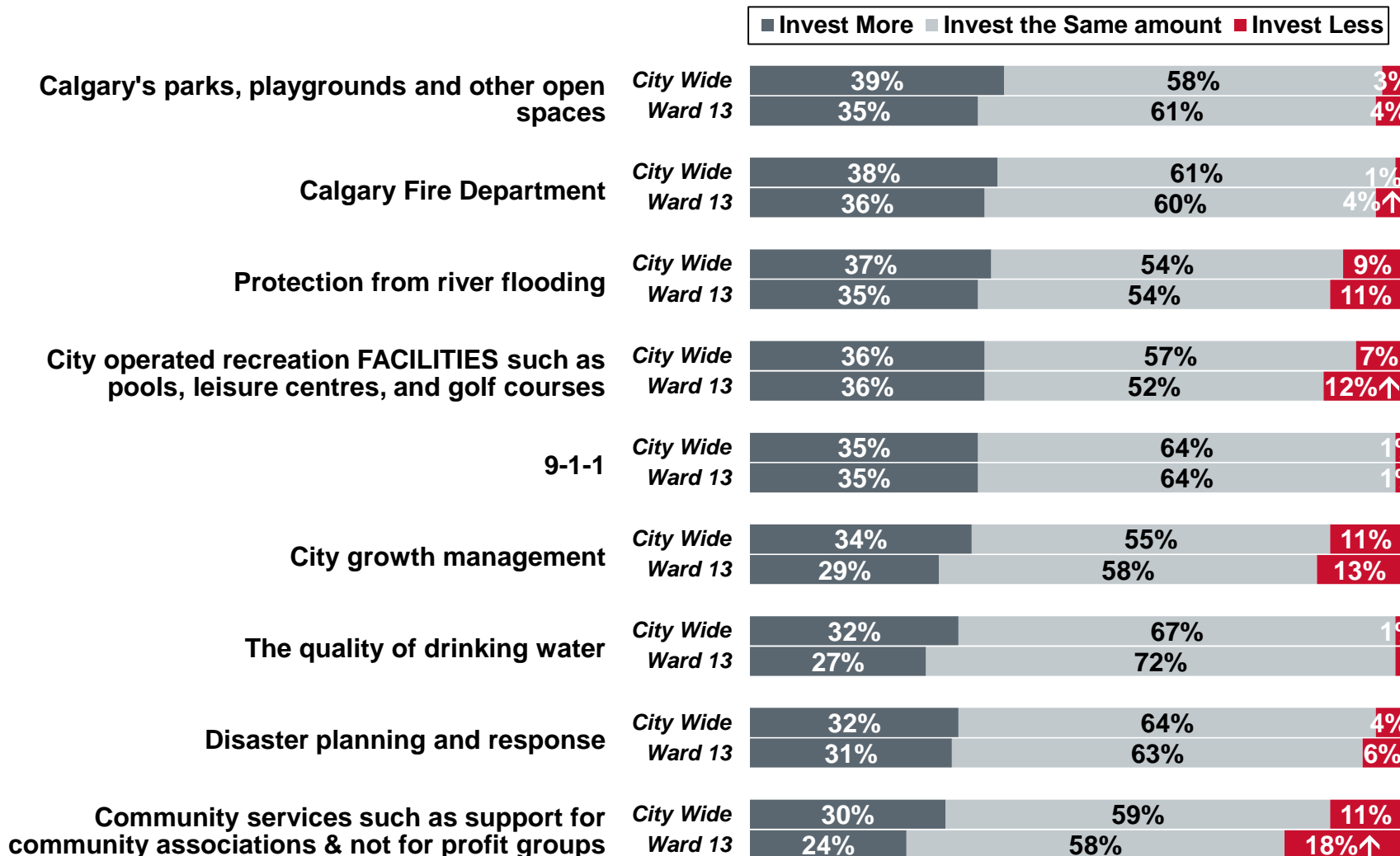
# Investment in City Programs and Services

■ Invest More ■ Invest the Same amount ■ Invest Less



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

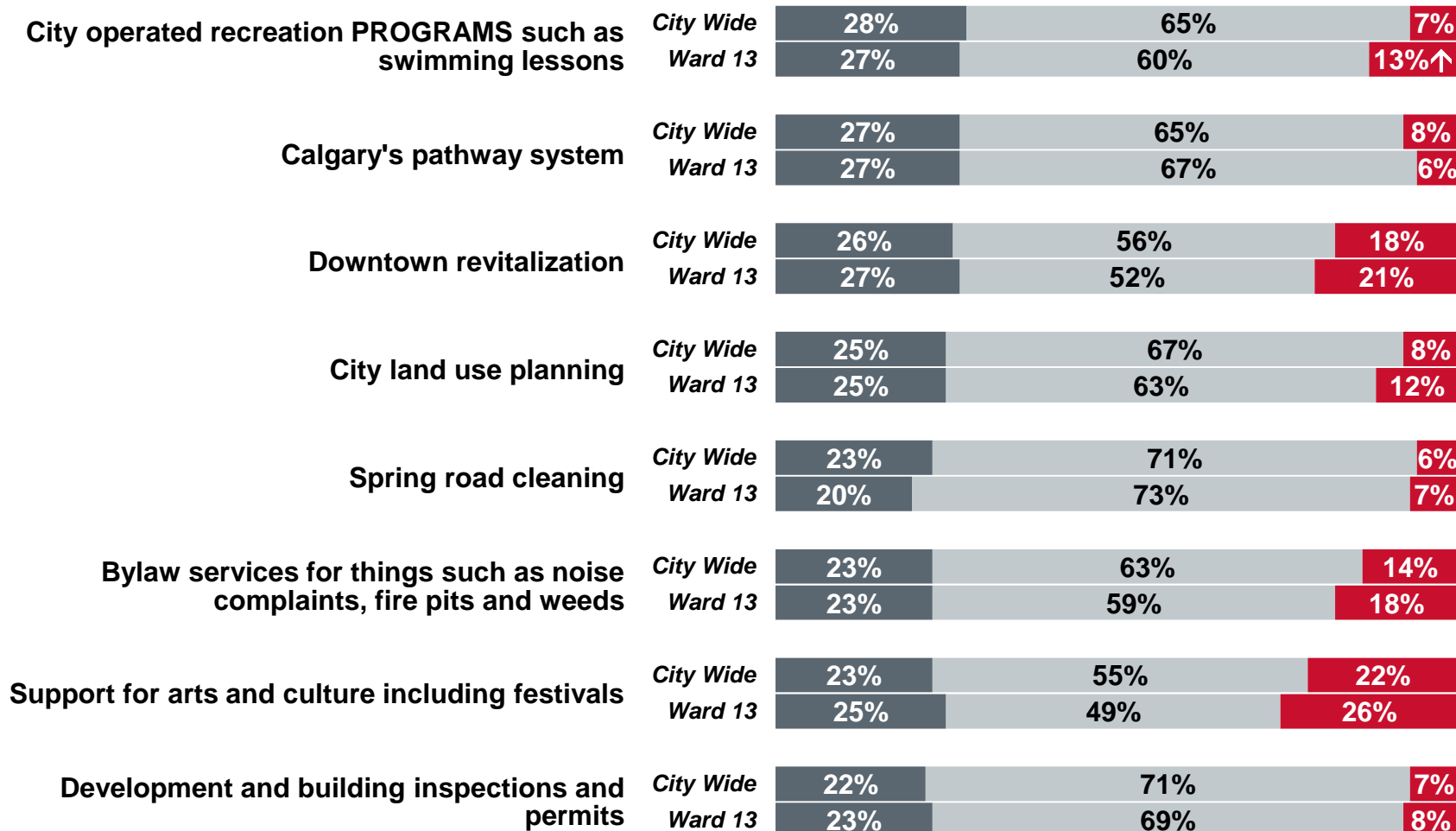
# Investment in City Programs and Services (continued)



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

# Investment in City Programs and Services (continued)

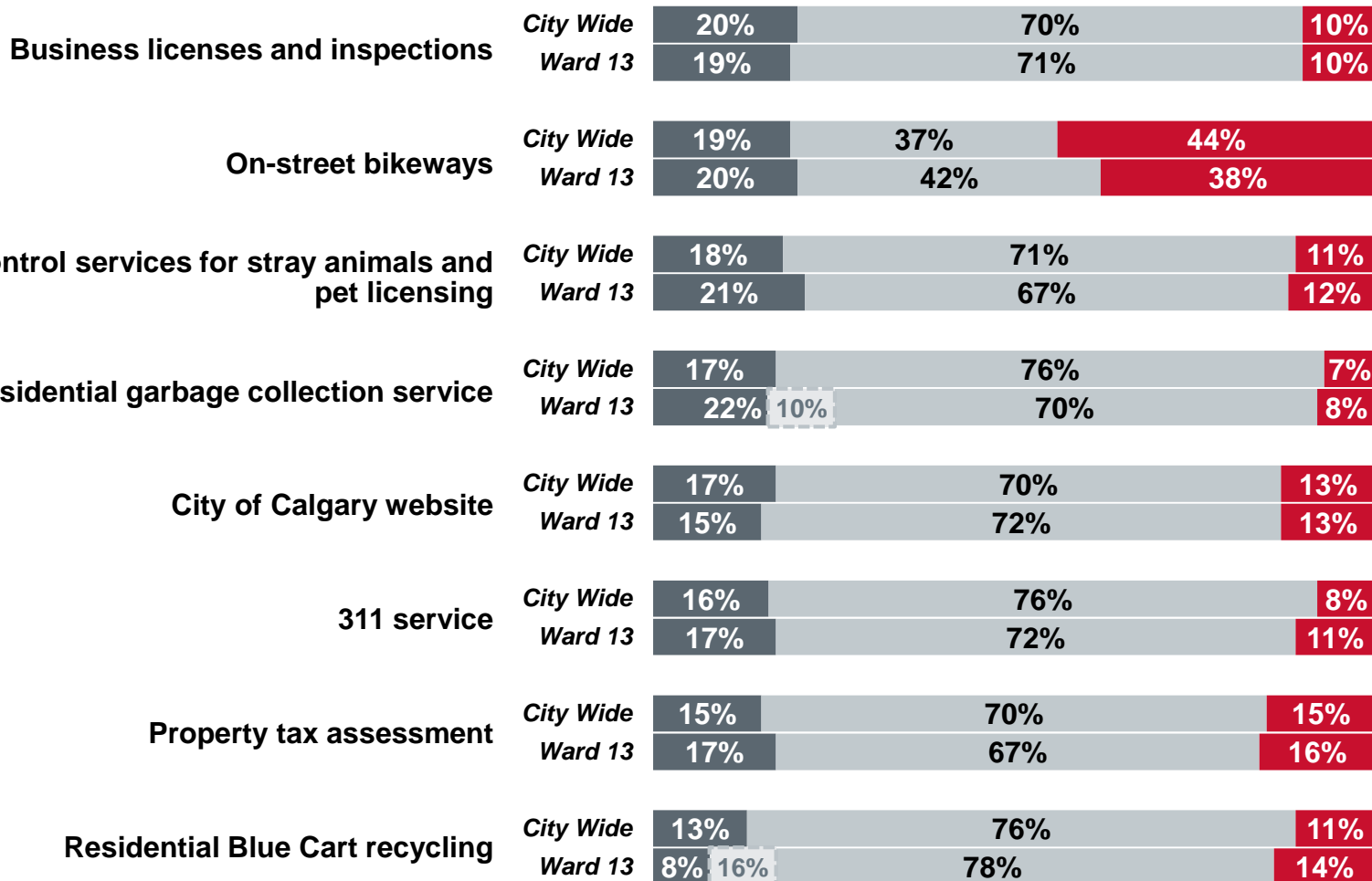
■ Invest More ■ Invest the Same amount ■ Invest Less



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

# Investment in City Programs and Services (continued)

■ Invest More ■ Invest the Same amount ■ Invest Less



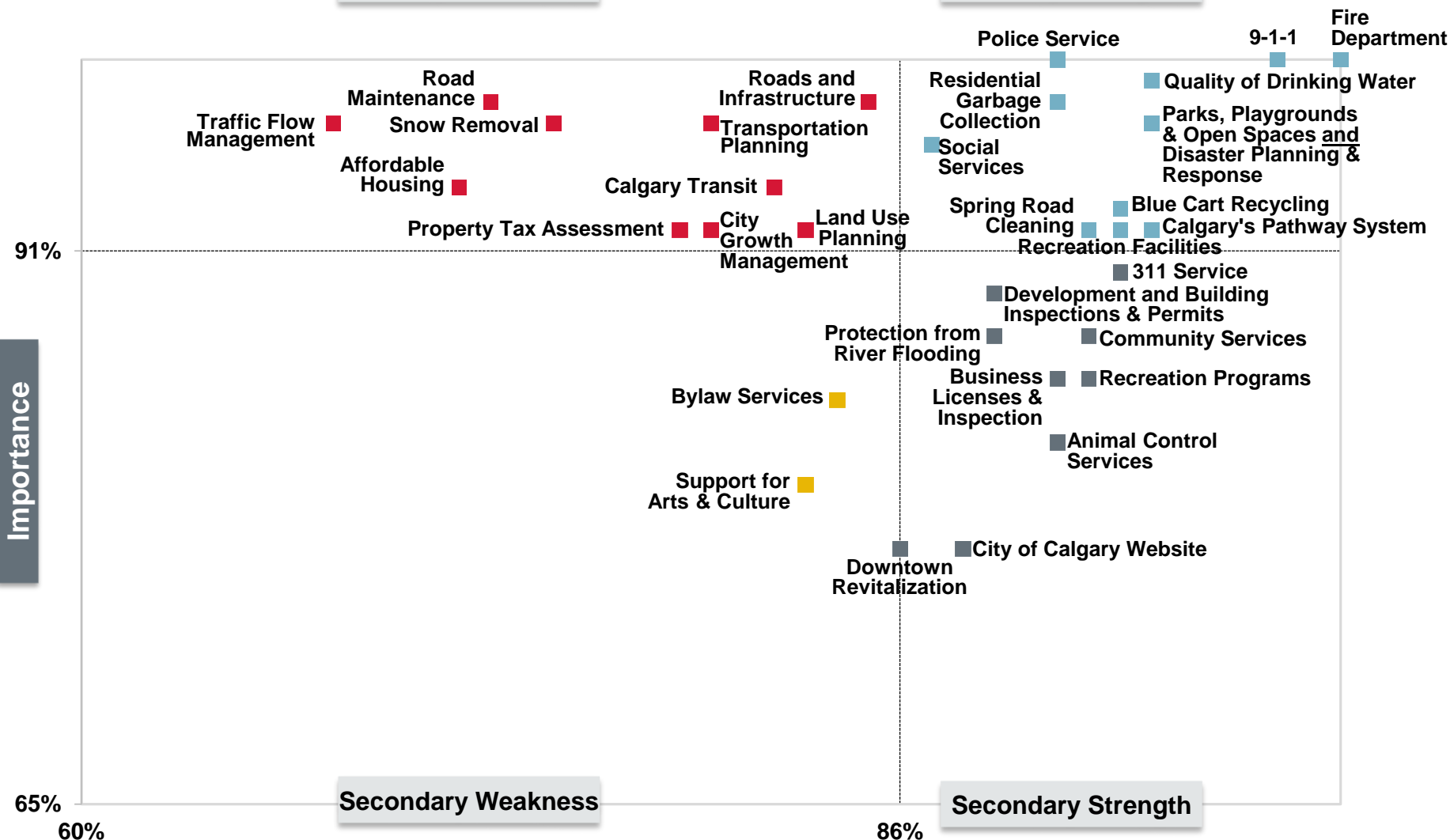
Ward 13 2016

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

# Importance vs. Satisfaction Grid: City Wide

Primary Weakness

Primary Strength



Satisfaction

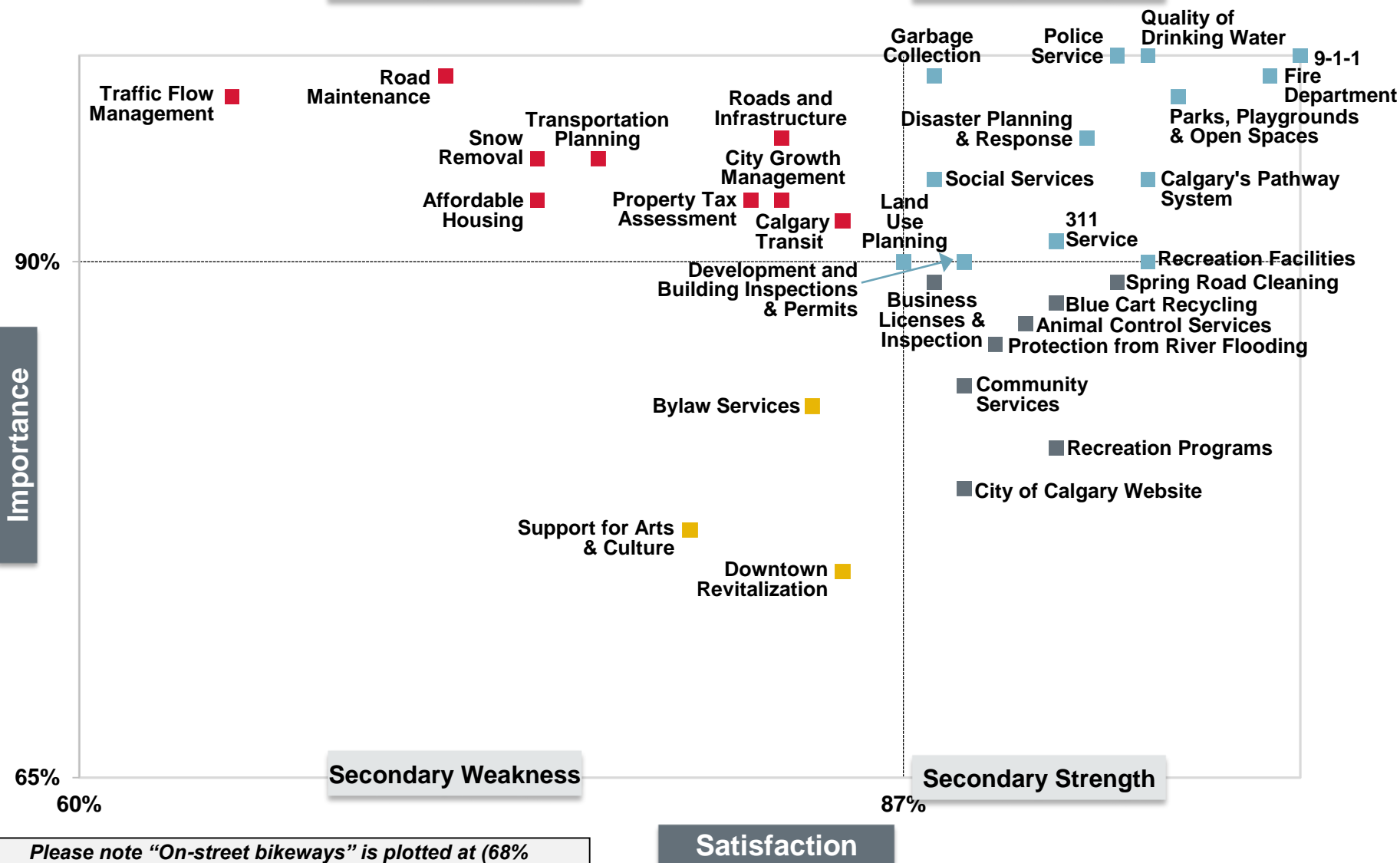
Please note "On-street bikeways" is plotted at (64% satisfaction, 55% importance) and not illustrated on this graph.



# Importance vs. Satisfaction Grid: Ward 13

Primary Weakness

Primary Strength



# Primary Strengths and Weaknesses: City Wide versus Ward 13

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

**Primary Strength**

**Primary Weakness**

**Neither (in another quadrant)**

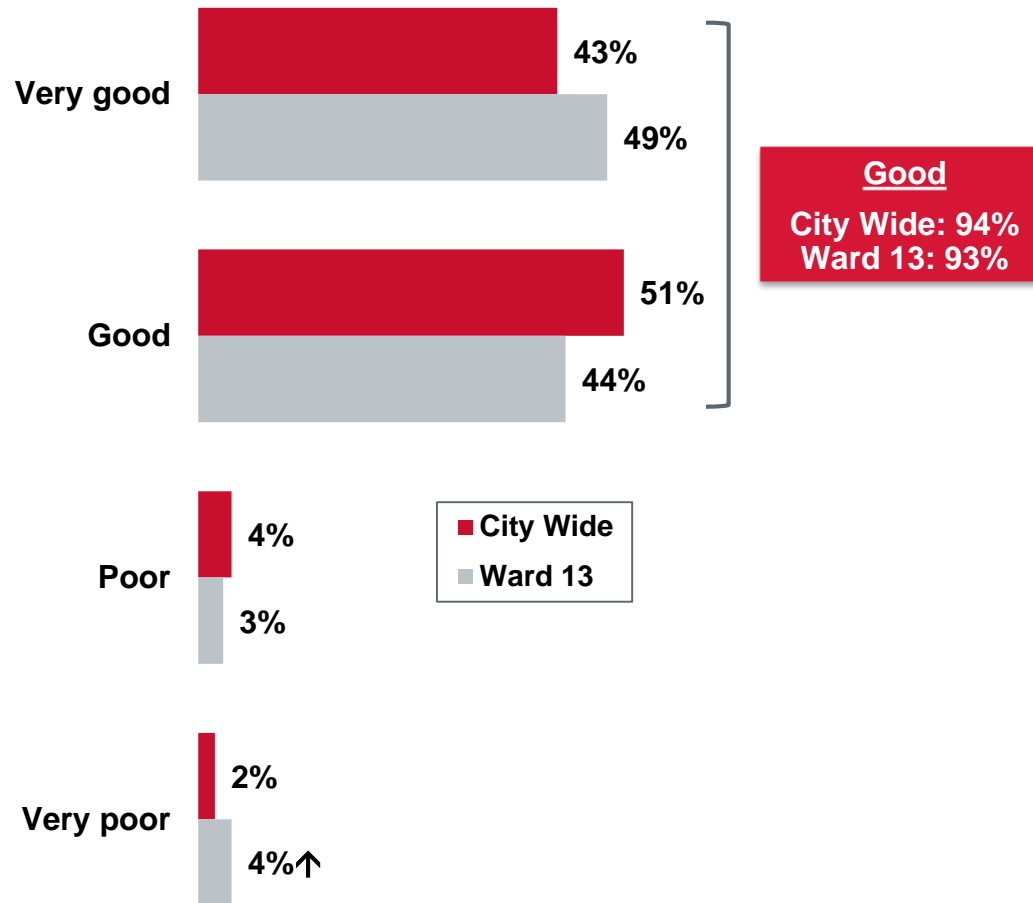
	City Wide	Ward X
Fire Department		
9-1-1		
Residential Garbage Collection		
Quality of Drinking Water		
Police Service		
Parks, Playgrounds and Open Spaces		
Disaster Planning and response		
Calgary's Pathway System		
Spring Road Cleaning		
Blue Cart Recycling		
Recreation Facilities		
Social Services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



## Environmental Performance

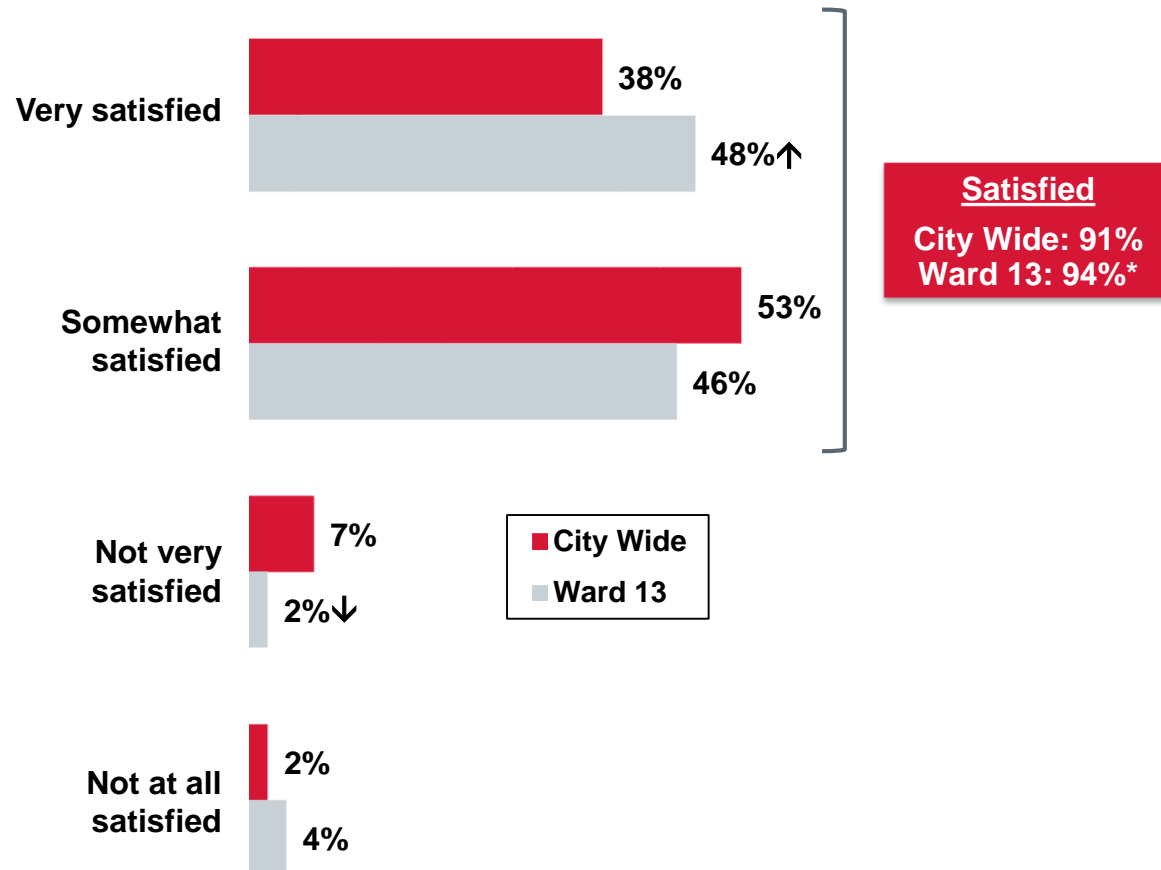


# Perceptions About Overall State of Calgary's Environment



*Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?*  
 Base: Valid respondents (City Wide: n=2,492 / Ward 13: n=174)

# Satisfaction with The City's Environmental Performance

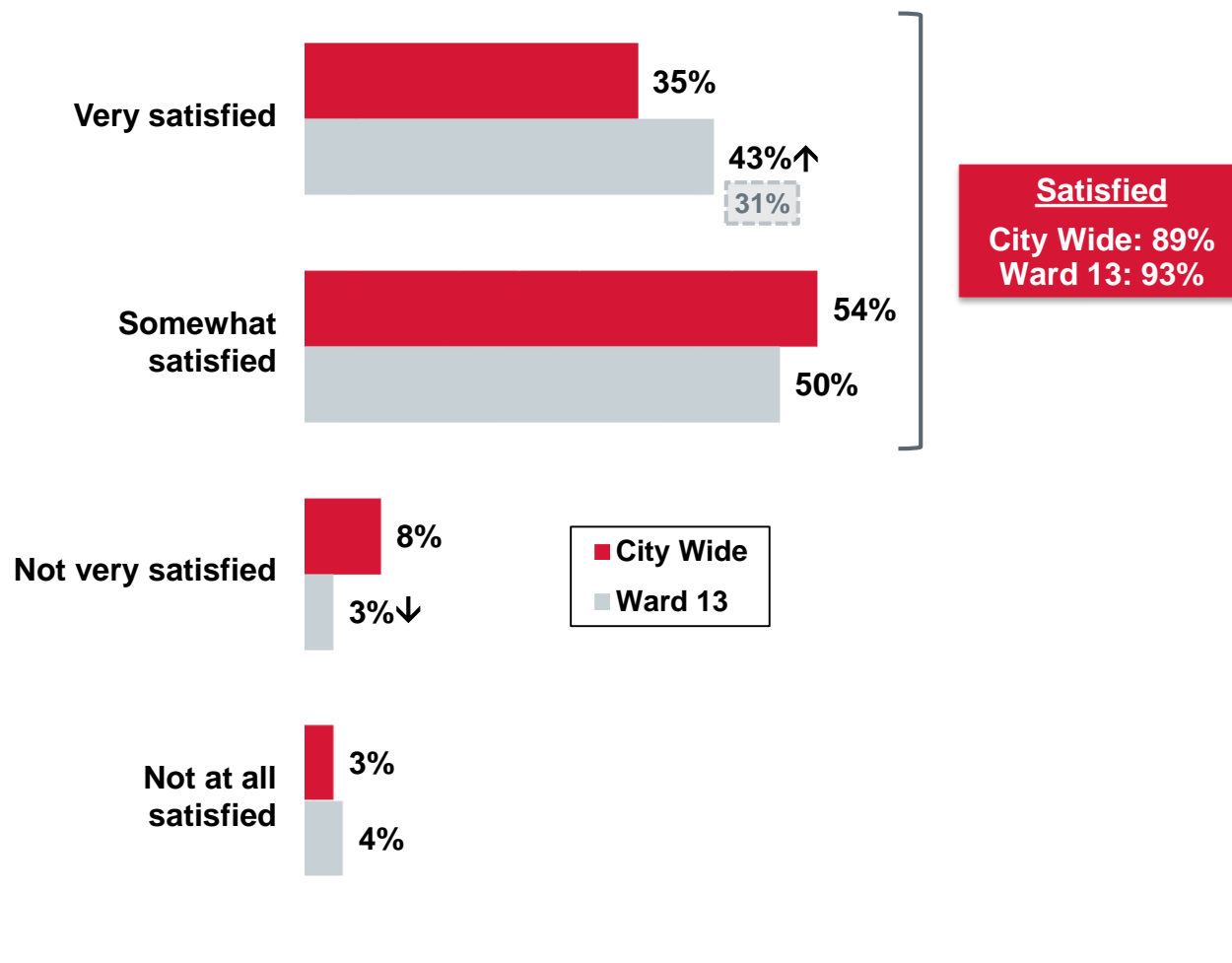


\*Rounding

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

Base: Valid respondents (City Wide: n=2,484 / Ward 13: n=173)

# Satisfaction with The City's Environmental Programs and Services



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

Base: Valid respondents (City Wide: n=2,478 / Ward 13: n=174)

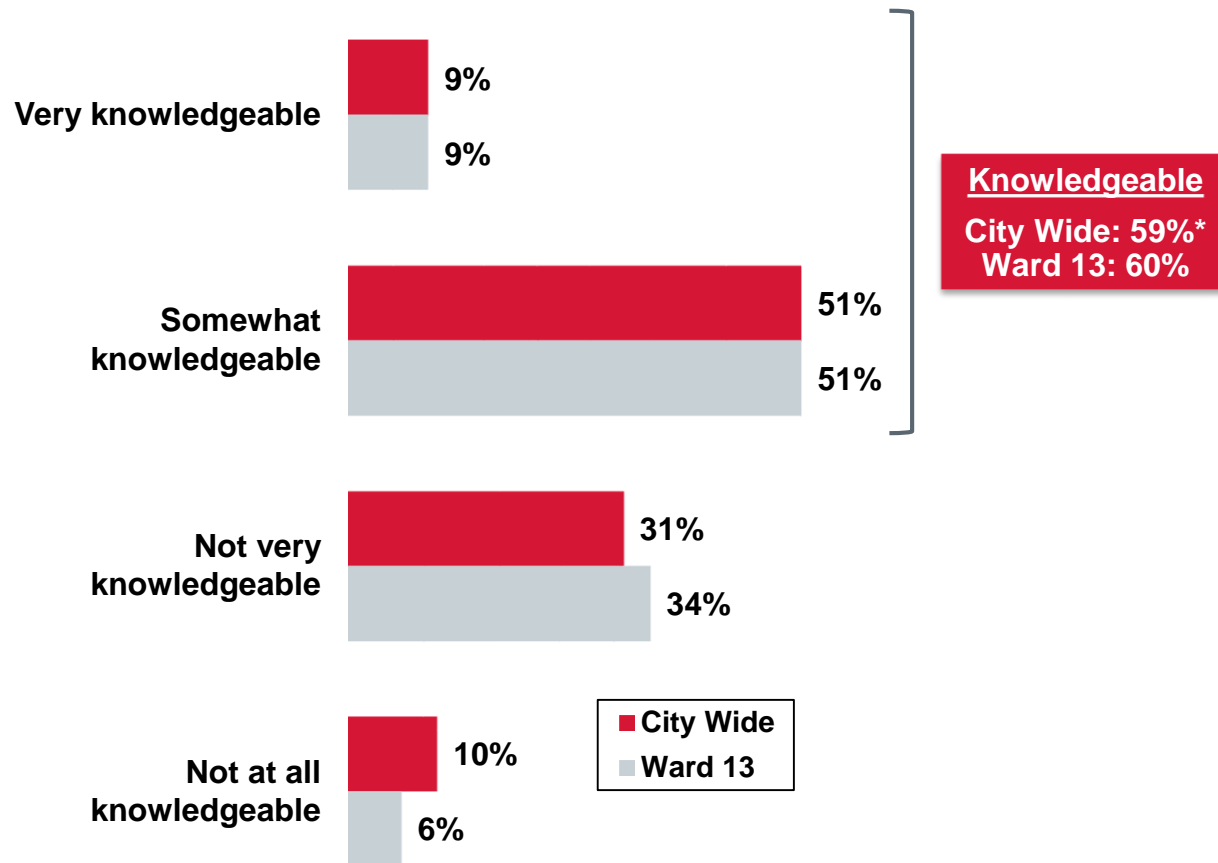




## Taxation



# Knowledge Levels of Tax Dollar Spending

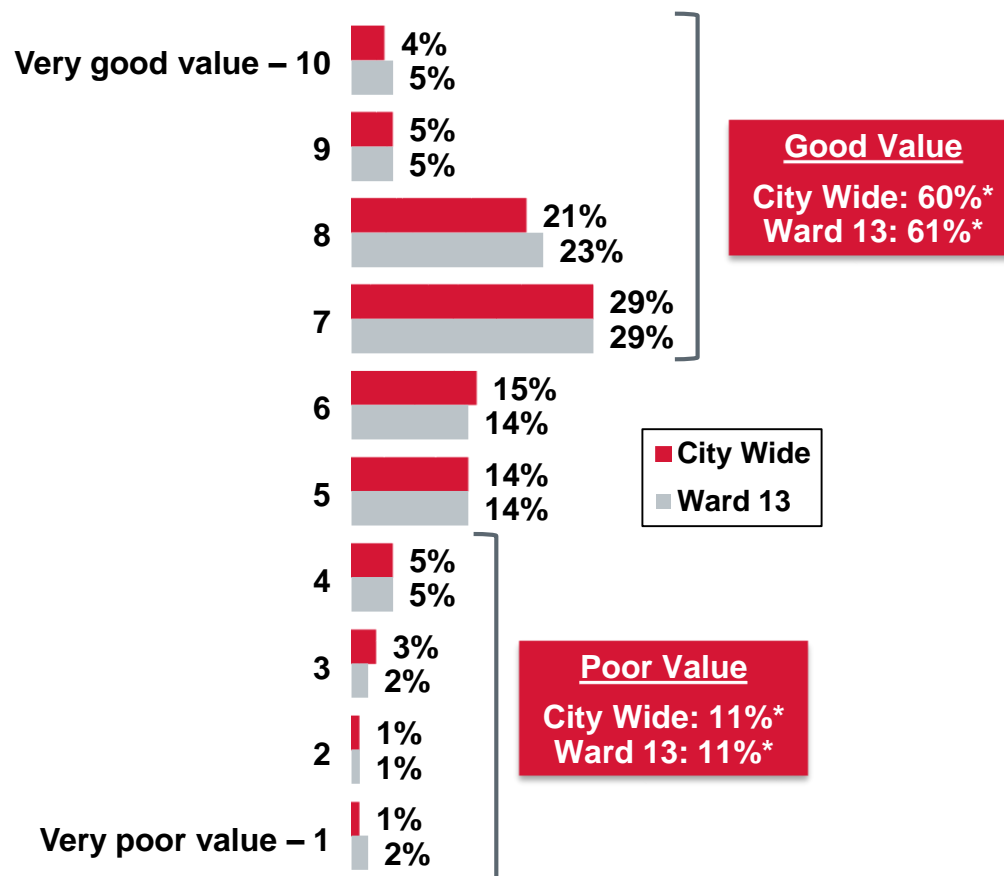


\*Rounding

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

Base: Valid respondents (City Wide: n=2,494 / Ward 13: n=174)

# Perceived Value of Property Taxes

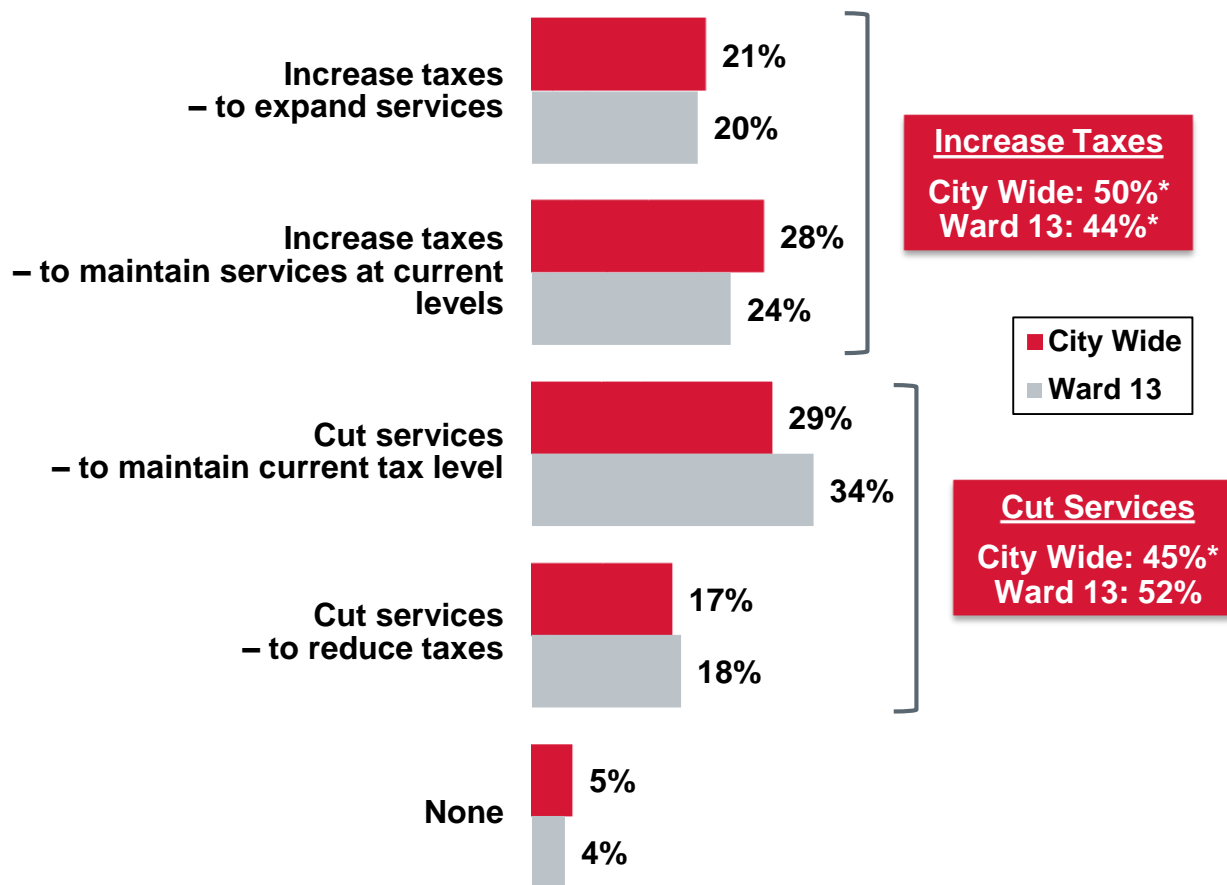


\*Rounding

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

Base: Valid respondents (City Wide: n=2,467 / Ward 13: n=175)

# Balancing Taxation and Service Delivery Levels

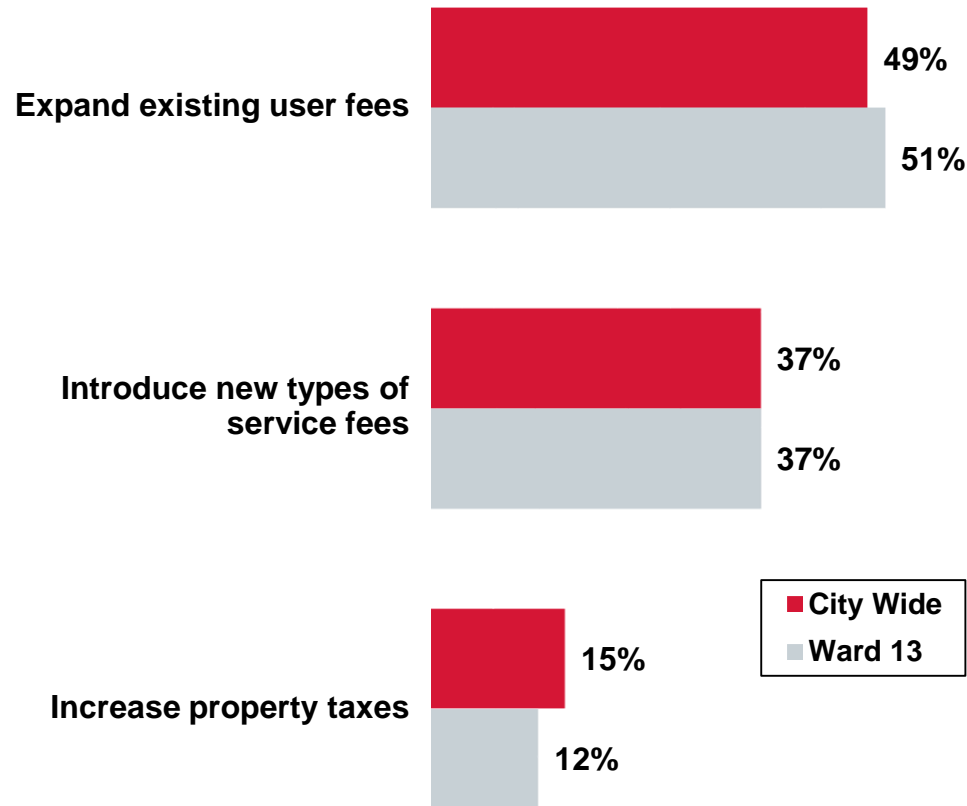


\*Rounding

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

Base: Valid respondents (City Wide: n=2,459 / Ward 13: n=174)

# Options for Increasing City Revenue



■ City Wide  
■ Ward 13

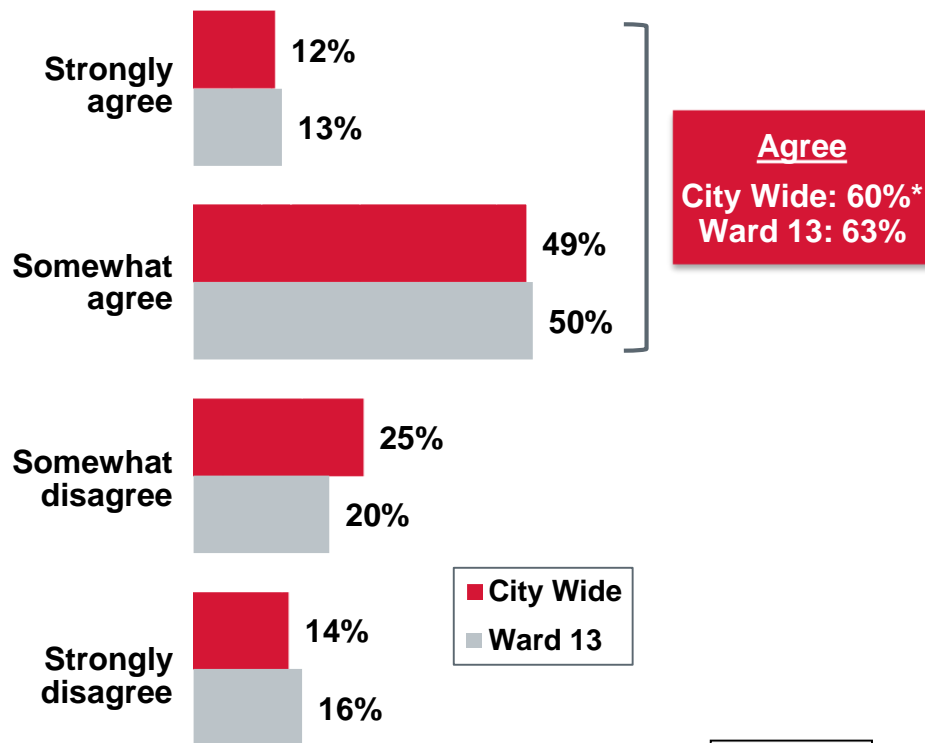
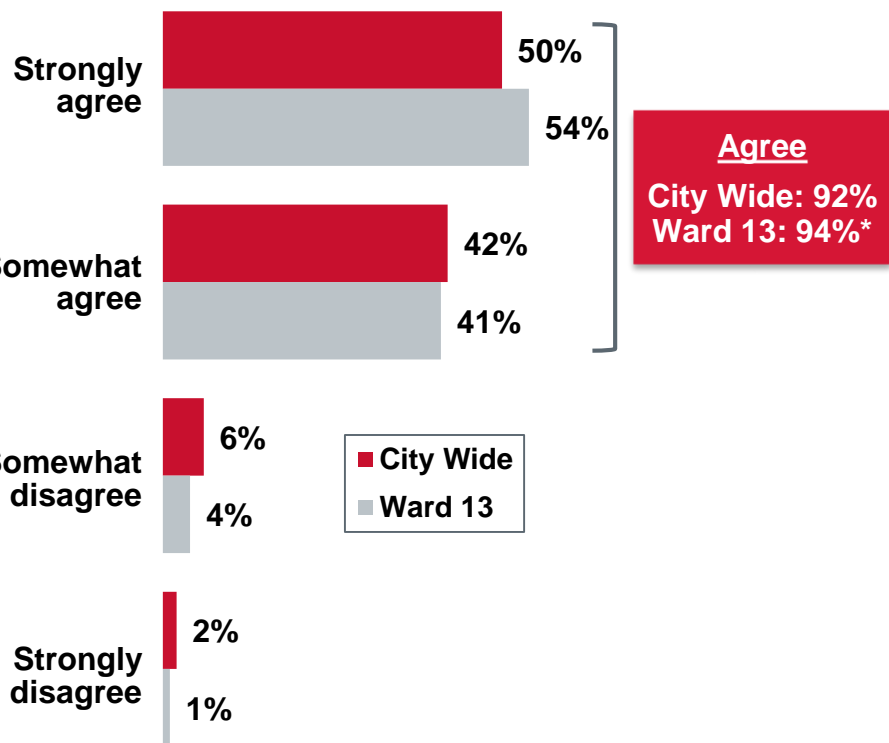
*Should The City need to increase the amount of revenue it collects from citizens for new or emerging services, would you prefer The City to ...?*

Base: Valid respondents (City Wide: n=2,365 / Ward 13: n=168)

# 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

Base: Valid respondents (City Wide: n=2,488 / Ward 13: n=175)

Base: Valid respondents (City Wide: n=2,464 / Ward 13: n=174)

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

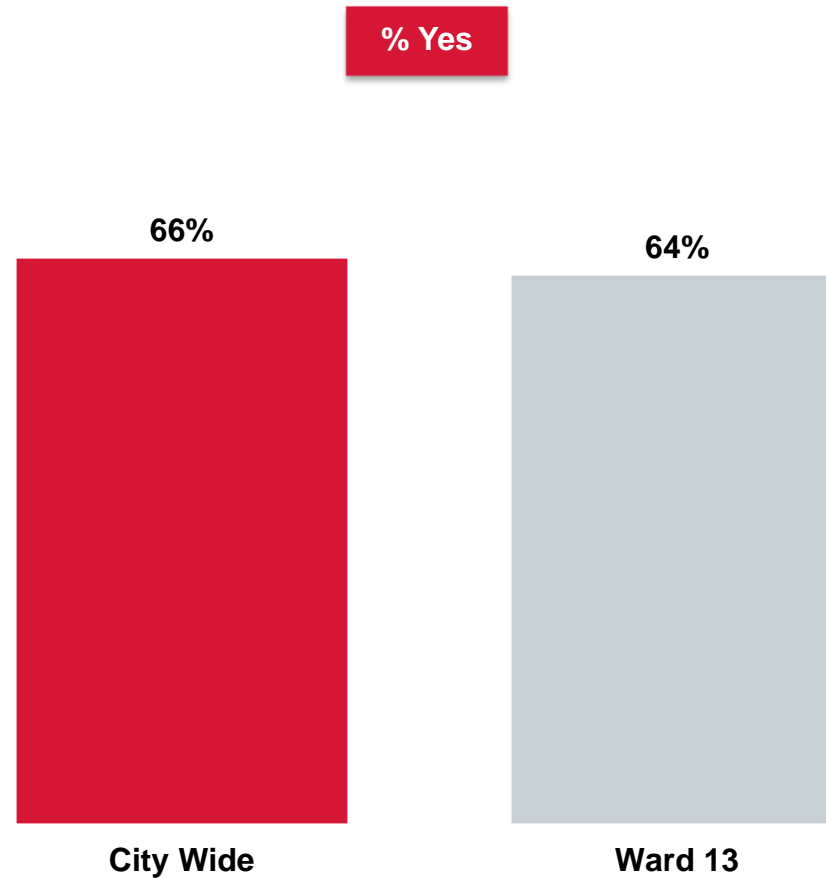




## Contact with The City



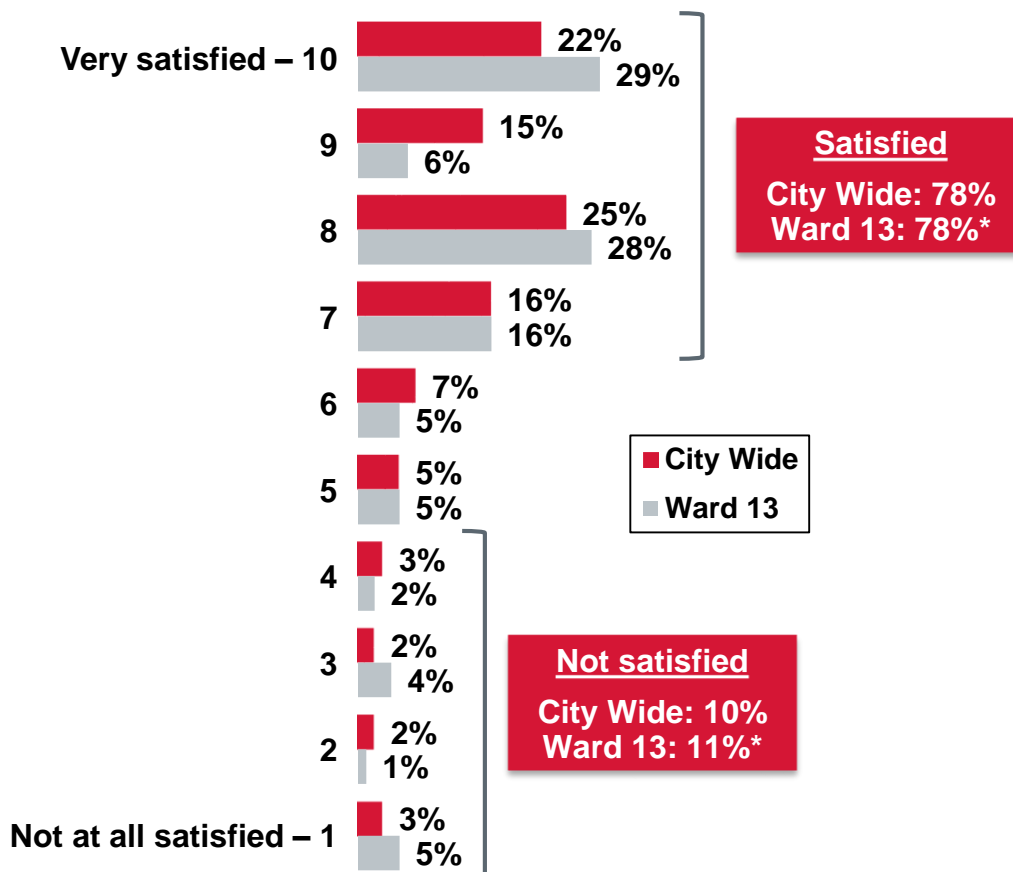
# Past 12 Months Contact with The City of Calgary



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

Base: Valid respondents (City Wide: n=2,494 / Ward 13: n=175)

# Satisfaction with the Overall Level and Quality of Customer Service

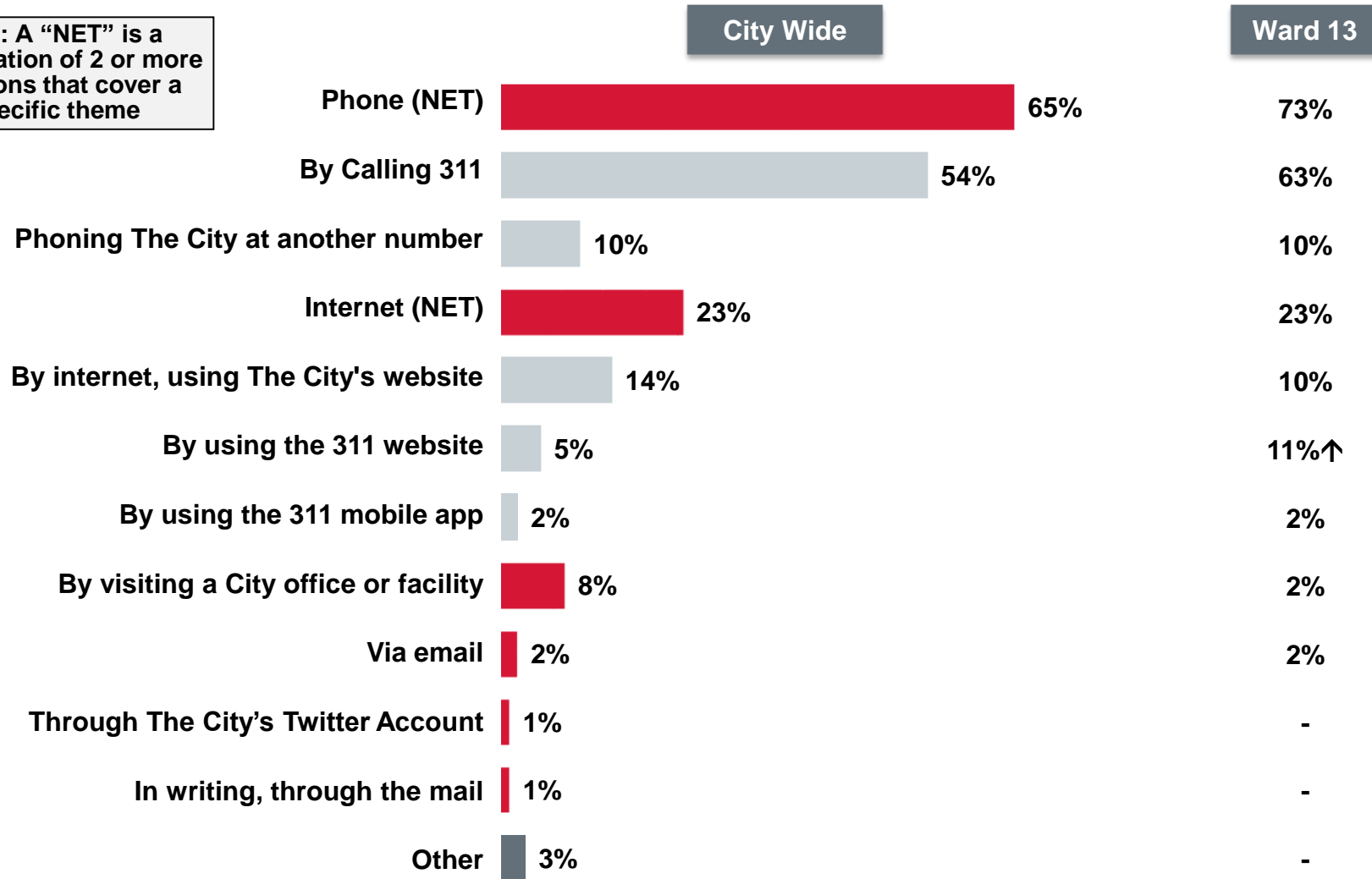


On a scale of 1 – 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied”, how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,649 / Ward 13: n=109)

# Type of Contact

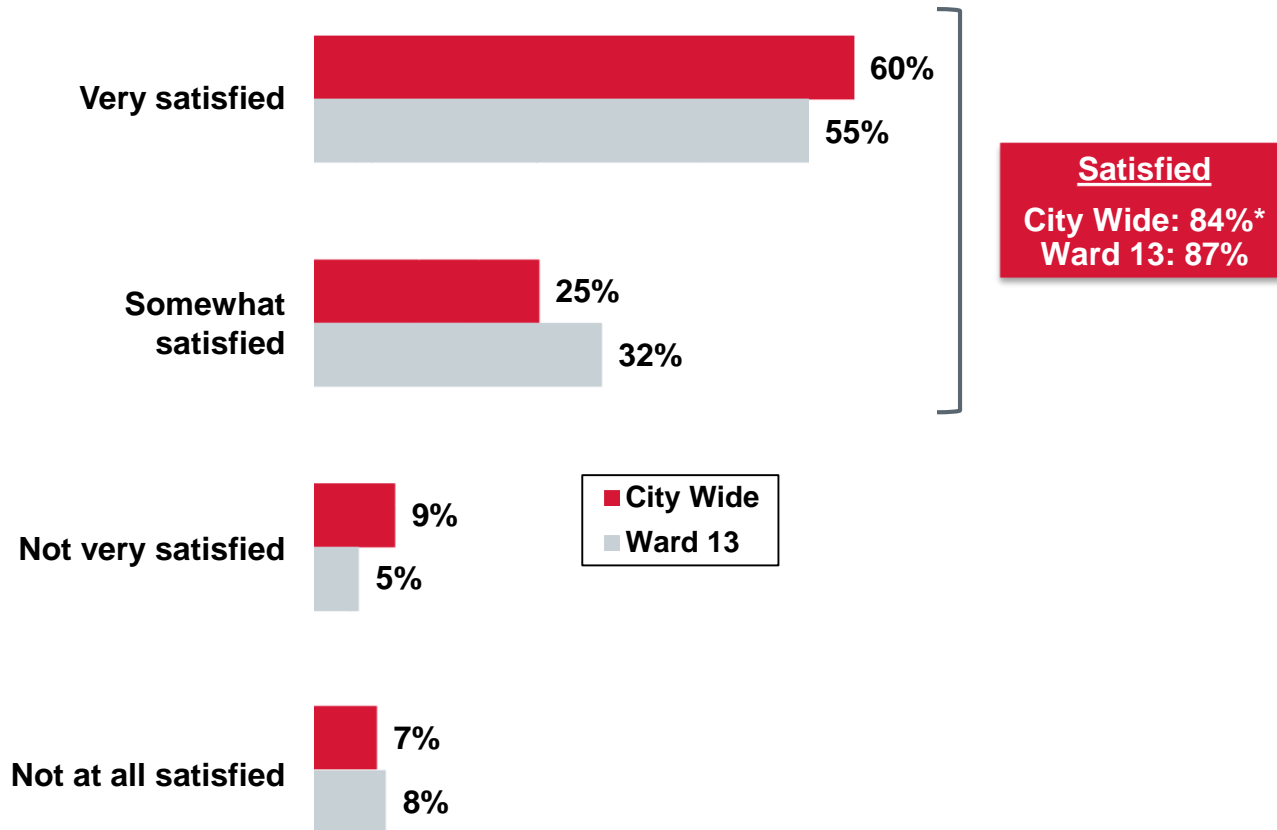
Note: A "NET" is a combination of 2 or more mentions that cover a specific theme



*When you contacted The City was it... ?*

Base: Valid respondents who contacted The City in the last twelve months (City Wide: n=1,084 / Ward 13: n=67)

# Satisfaction with Most Recent City Contact



\*Rounding

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

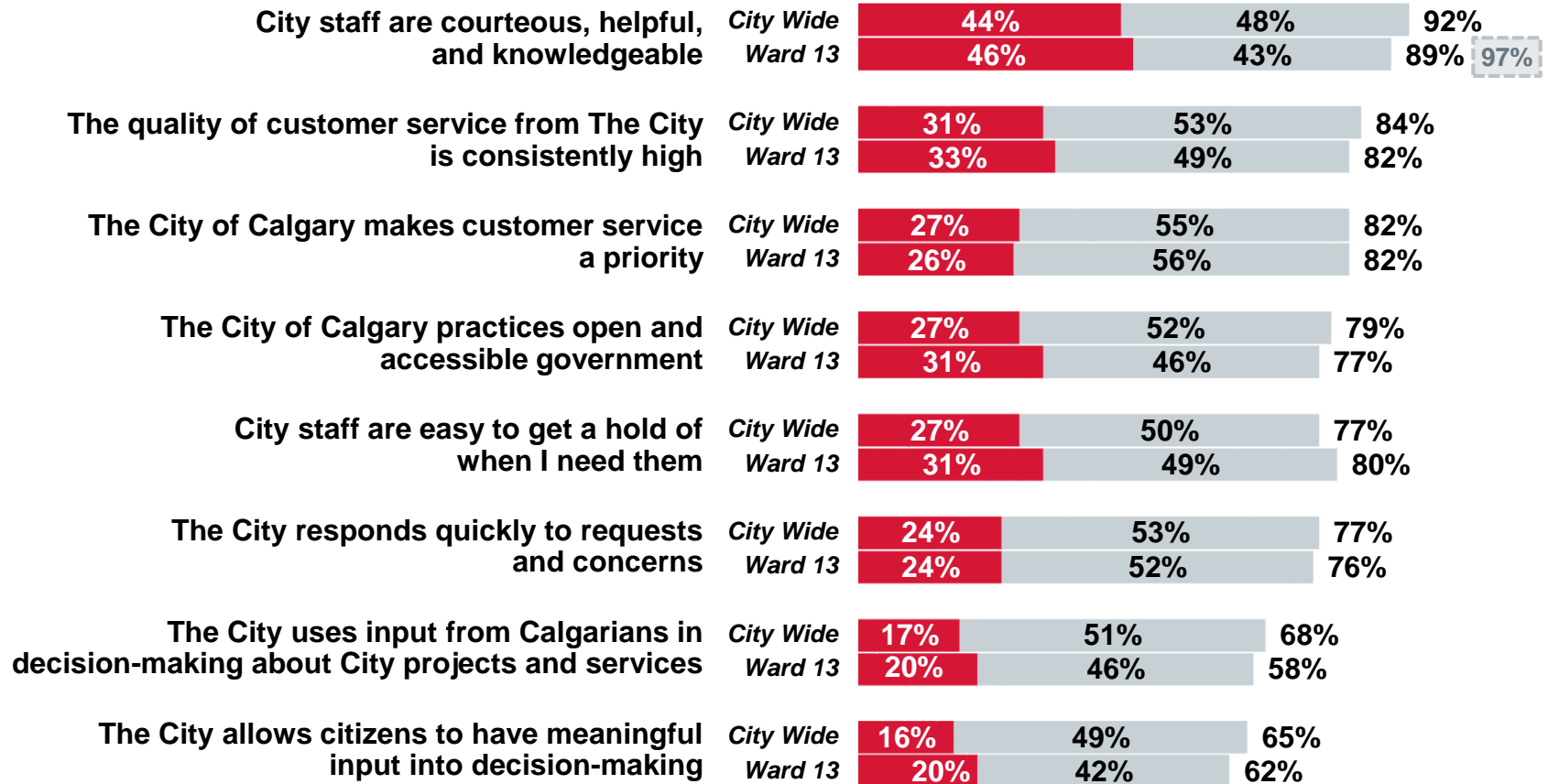
Base: Valid respondents who contacted The City of Calgary in the last twelve months (City Wide: n=1,085 / Ward 13: n=67)



# Attitudes Regarding City Service Delivery and Transparency

% Agree

■ Strongly agree ■ Somewhat agree



*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 13 2016

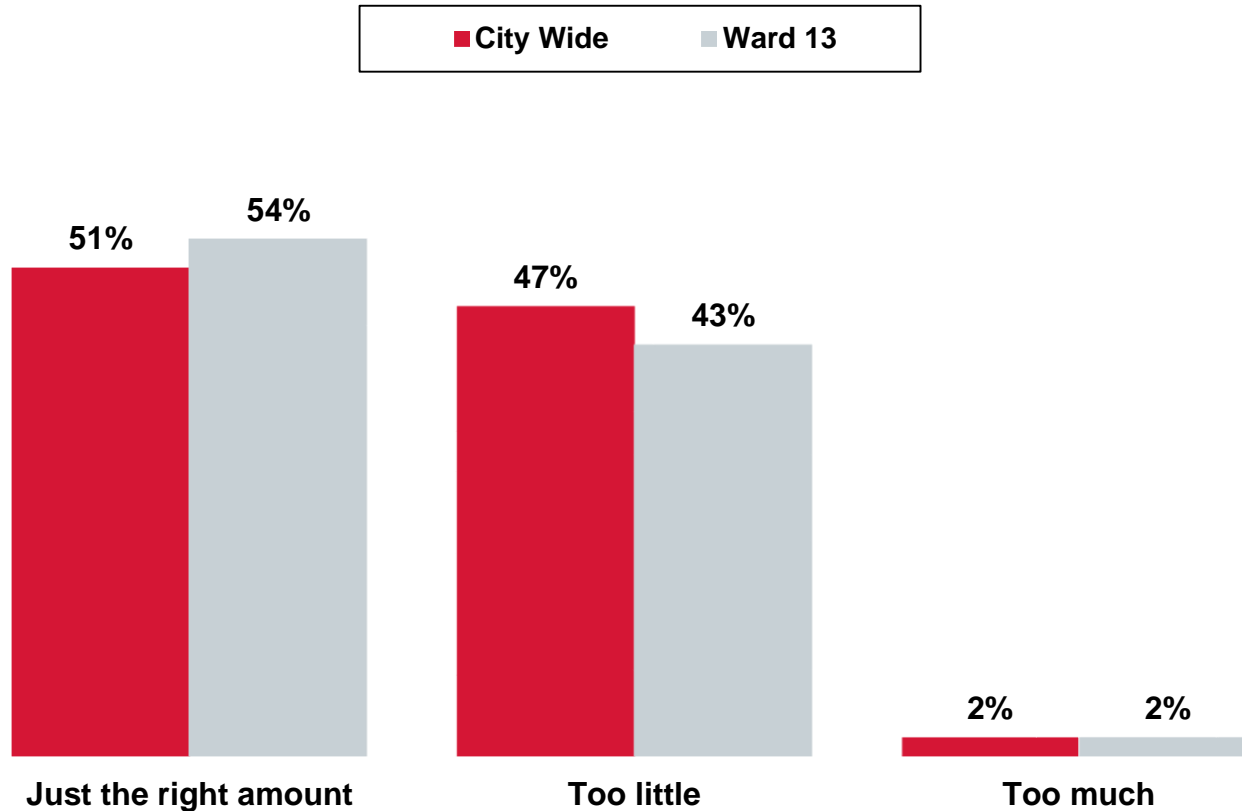




## City Communications



# The Amount of Information Received



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

Base: Valid respondents (City Wide: n=2,474 / Ward 13: n=174)

# Top Areas for Information from The City

Ward 13

Multiple  
Responses
**Budget & Spending (NET)** 36%

31%

Taxes/ government spending 33%

30%

**Infrastructure, Traffic & Roads (NET)** 32%

38%

Roads 13%

16%

Construction 6%

6%

Infrastructure (unspecified) 5%

1%↓

**Planning & Development (NET)** 16%

14%

Planning/ future growth 9%

8%

Land use planning/ development 4%

1%

**Taxation (NET)** 16%

13%

Taxes/ taxation (unspecified) 10%

8%

Property taxes 5%

4%

**Transit (NET)** 15%

12%

Transit 7%

5%

Transportation (unspecified) 7%

7%

**Government (NET)** 12%

13%

**Recreation (NET)** 9%

12%

Recreation/ leisure centres/ programs 7%

10%

**Community & Social Services (NET)** 9%

7%

**City Services (NET)** 8%

6%

**Crime, Safety & Policing (NET)** 8%

13%

**Media (NET)** 6%

4%

**Environment & Waste Management (NET)** 5%

5%

**City/ public art displays** 5%

5%

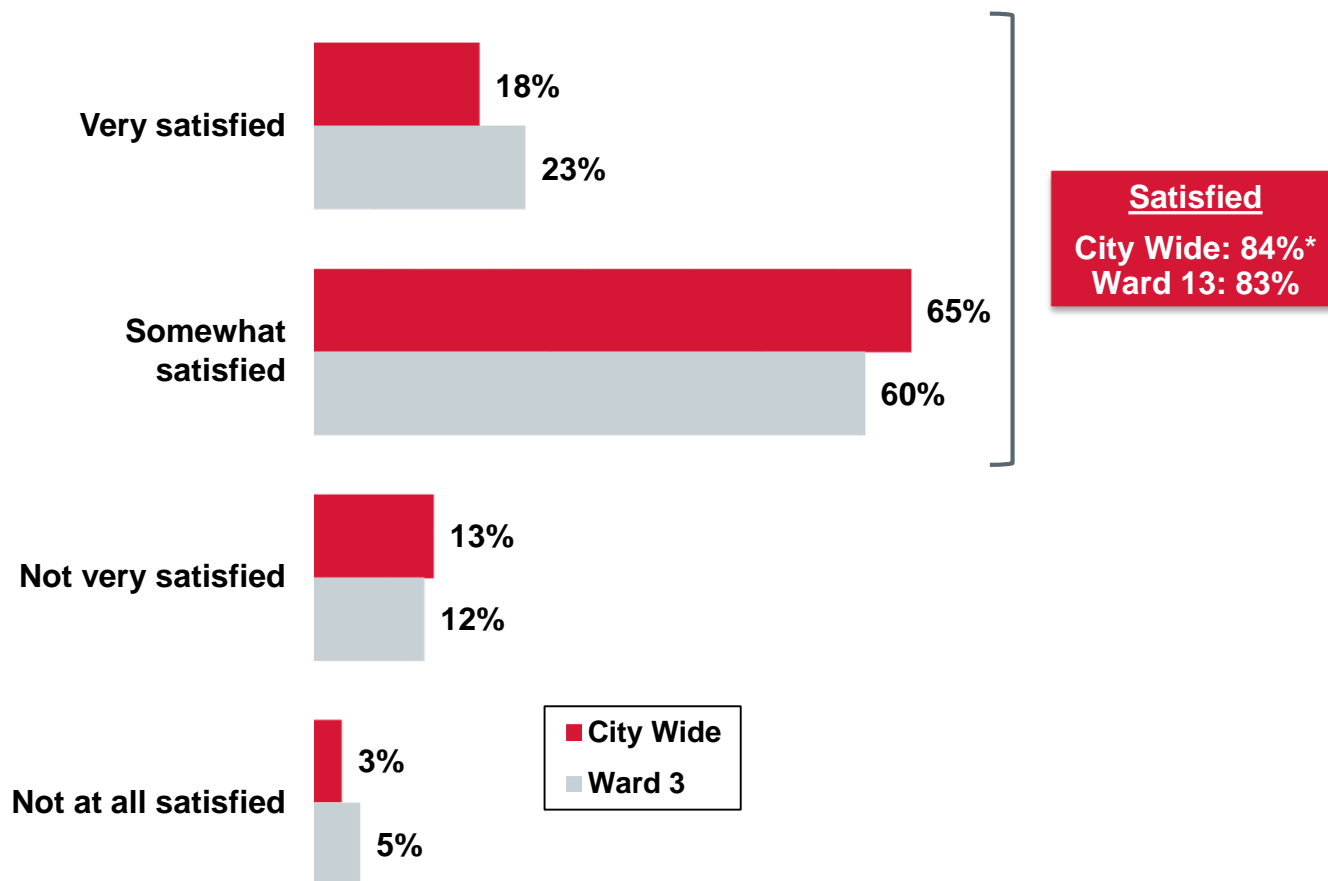
Note: A "NET" is a combination of 2 or more mentions that cover a specific theme

Total mentions <3% are not shown

What are the top three areas where you would like The City to provide more information?

Base: Valid respondents who say they receive too little or just the right amount of information (City Wide: n=2,172 / Ward 13: n=153)

# Satisfaction with the Overall Quality of City Information and Communications



\*Rounding

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

Base: Valid respondents (City Wide: n=2,484 / Ward 13: n=175)





## Demographics



## Gender

	City Wide	Ward 13
Male	49%	57%
Female	51%	43%

## Education

	City Wide	Ward 13
Completed high school or less	18%	22%
Some post secondary or completed a college diploma	35%	39%
Completed university degree or post-grad degree	47%	39%

## Age

	City Wide	Ward 13
18 to 24	13%	19%
25 to 34	20%	13%
35 to 44	17%	11%
45 to 54	20%	23%
55 to 64	14%	14%
65 or older	16%	20%
Mean	45	47

## Income

	City Wide	Ward 13
Less than \$30,000	7%	2%
\$30,000 to <\$45,000	9%	8%
\$45,000 to <\$60,000	11%	10%
\$60,000 to <\$75,000	8%	10%
\$75,000 to <\$90,000	9%	5%
\$90,000 to <\$105,000	10%	11%
\$105,000 to <\$120,000	10%	14%
\$120,000 to <\$150,000	14%	18%
\$150,000 or more	23%	21%

Base: Valid respondents (Bases vary)



## Tenure in Calgary

	City Wide	Ward 13
Less than 5 years	7%	6%
5 to less than 10 years	9%	10%
10 to less than 15 years	11%	12%
15 to less than 20 years	12%	12%
20 to less than 30 years	24%	25%
30 to less than 40 years	16%	17%
40 or more years	21%	18%
Mean	26	25

## Household Size

	City Wide	Ward 13
1	13%	10%
2	31%	36%
3	19%	19%
4	22%	18%
5 or more	15%	17%
Mean	3.0	3.1

## Children and Seniors in Household

	City Wide	Ward 13
Yes - Children	36%	33%
Yes - Seniors	17%	22%

## Type of Home

	City Wide	Ward 13
Single-detached house	71%	76%
Apartment or apartment-style condominium	13%	12%
Duplex, triplex or fourplex	8%	7%
Townhouse or rowhouse	7%	4%
Another type of multi-dwelling unit	1%	1%

## Own or Rent

	City Wide	Ward 13
Own	76%	89%
Rent	21%	9%
Other	1%	-
Neither	2%	1%

## Responsible for Property Taxes

	City Wide	Ward 13
Yes	84%	83%
No	16%	17%

Base: Valid respondents (Bases vary)

# Respondent Characteristics

## Born in Canada

	City Wide	Ward 13
Yes	74%	70%
No	26%	30%

## Age Left Country of Birth

Base: Not born in Canada	City Wide (n=645)	Ward 13 (n=46)
Less than 12	28%	34%
12 to 17	13%	3%
18 or older	59%	59%
No response	1%	4%

## Ethnic Background

	City Wide	Ward 13
Caucasian/ White	24%	15%
British	20%	21%
Canadian/ French Canadian	17%	13%
Western European	12%	11%
Southern or Eastern European	9%	10%
East or Southeast Asian	9%	12%
South Asian	6%	7%
Central/ South American or Caribbean	2%	4%
West Asian or Middle Eastern	2%	3%
African	2%	1%
Aboriginal/ First Nations/ Metis	2%	2%

## Disability

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

## Visible Minority

	City Wide	Ward 13
Yes	23%	26%
No	77%	74%

Base: Valid respondents (Bases vary)

## Contact

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