

Calgary



2015 Citizen Satisfaction Survey

Ward 12 Report

Prepared for The City of Calgary by:



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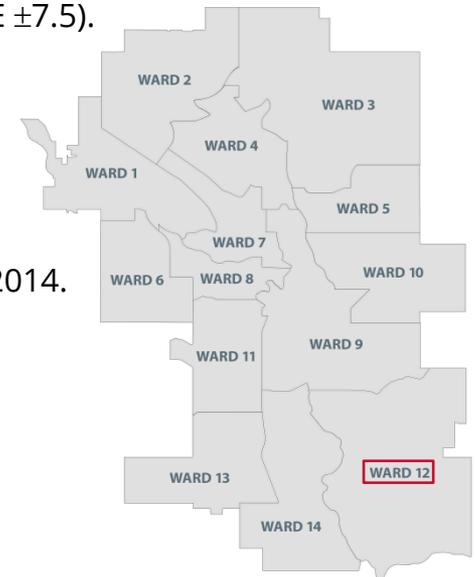


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- ◆ Telephone survey conducted with a randomly selected sample of 2,452 Calgarians aged 18 years and older between August 20th and September 10th, 2015.
 - ❖ Both landline (70%) and cell phone (30%) sample were used.
 - ❖ The average interview length was 30 minutes.
- ◆ Final data were weighted to ensure the overall sample's quadrant, ward and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2011 Federal Census data.
- ◆ The margin of error (MOE) for the total sample of 2,452 is ± 2.0 percentage points, 19 times out of 20.
 - ❖ A total of 171 interviews were conducted with residents of Ward 5 (MOE ± 7.5).
- ◆ Research note on significant differences.
 - ❖ Throughout, City Wide results are compared to results from Ward 12.
 - \uparrow indicates number is significantly higher than City Wide.
 - \downarrow indicates number is significantly lower than City Wide.
 - ❖ Where possible, 2015 results for Ward 12 are compared to those from 2014.
 - Only significant differences are shown.





Summary of Key Findings





Summary of Key Findings

Overall, Ward 12 residents express positive views of the quality of life in Calgary. Compared to City wide results, they are significantly more positive both overall and when considering neighbourhood safety.

- ◆ More than nine-in-ten (93%) Ward 12 residents rate the overall quality of life in Calgary as good, which is significantly higher than the broader Calgary public (86%).
- ◆ Similarly, perceived safety in one's neighbourhood after dark is also markedly higher in Ward 12 than City wide.
 - ❖ Overall, 93% of Ward 12 residents say they feel safe (vs. 83% City Wide), including 57% saying they feel *very* safe (vs. 42% City Wide).



Summary of Key Findings

Contrary to City wide results, “transit” surpasses “infrastructure, traffic, and roads” on the Ward 12 issue agenda.

- ◆ Four-in-ten (42%) Ward 12 residents identify “transit” as the top community issue, which is significantly higher than what is mentioned City wide (21%).
 - ❖ Mentions of both “public transportation” (29% in Ward 12 vs. 12% City wide) and “transportation” (14% vs. 8%) are also significantly higher in Ward 12.
 - ❖ “Public transportation” mentions this year are up markedly from 2014 (29% vs. 16%).
 - ❖ When asked for specific actions The City could take to improve quality of life, one-third (34%) of Ward 12 residents mention “transit”, up from 22% in 2014 and significantly higher than City wide (22%).
 - ❖ While Ward 12 residents’ satisfaction with Calgary Transit increased significantly this year (72% vs. 58% in 2014), it is still well below City wide satisfaction (80%).
- ◆ “Infrastructure, traffic, and roads” is the next most commonly mentioned issue among Ward 12 residents (35%, on par with 36% City wide).
 - ❖ While overall mentions this year are consistent with 2014, there has been a 7 percentage point drop in specific mentions of “road conditions/roads” (5% in 2015 vs. 12% in 2014).
- ◆ Ward 12 residents are much more likely than the broader Calgary public to mention “education” (18% vs. 12%).
- ◆ While overall mentions of “crime, safety, and policing” are similar among Ward 12 (9%) and City wide (12%), Ward 12 residents are less likely to specifically mention “crime” (2% vs. 6%).
- ◆ Similarly, mentions of “growth and planning” are significantly lower in Ward 12 than City wide (1% vs. 4%).



Summary of Key Findings

Satisfaction with City services has increased this year to now be on par with City wide results.

- ◆ Eight-in-ten (80%) Ward 12 residents are satisfied with the overall level and quality of City services and programs this year, up 11 percentage points from 2014 (69%).
- ◆ Several transportation-related services have also seen marked improvements in satisfaction this year, including spring road cleaning (93% in 2015 vs. 86% in 2014), Calgary Transit (72% vs. 58%), transportation planning (73% vs. 59%), road maintenance (82% vs. 67%), and traffic flow management (59% vs. 44%).
 - ❖ Ward 12 residents are now more satisfied than City wide with road maintenance (82% vs. 74% City wide).
 - In light of this higher satisfaction rating, it is not surprising to note that the invest *more* rating this year is down from 2014 (45% vs. 64%) and is also lower than City wide (56%).
 - ❖ However, they continue to be less satisfied than the broader public with Calgary Transit (72% vs. 80% City wide overall, and 17% vs. 28% very satisfied) and traffic flow management (59% vs. 66% City wide overall, and 6% vs. 14% very satisfied).
 - Ward 12 residents are also more likely than City wide to say The City should invest *more* in traffic flow management (74% vs. 62% City wide).



Summary of Key Findings

Other noteworthy differences in Ward 12 residents' assessments of City programs and services are listed below.

- ◆ Waste and recycling services – satisfaction is higher in Ward 12 than City wide.
 - ❖ 82% of Ward 12 residents are *very* satisfied with residential garbage collection versus 74% City wide. Invest *more* is lower in Ward 12 (9% vs. 17% City wide).
 - ❖ 97% of Ward 12 residents are satisfied with residential blue cart recycling (vs. 92% City wide), including 77% saying *very* satisfied (vs. 65% City wide).
- ◆ Affordable housing for low-income families – satisfaction is higher than City wide (79% vs. 69% overall, and 18% vs. 13% *very* satisfied), while *very* important (59% vs. 69%) and invest *more* (51% vs. 64%) ratings are lower.
- ◆ Recreation offerings – satisfaction is lower in Ward 12.
 - ❖ 88% satisfied with City operated recreation facilities (vs. 93% City wide). Invest *more* is higher in Ward 12 (48% vs. 38% City wide).
 - ❖ 89% satisfied with City operated recreation programs (vs. 93% City wide).
- ◆ Property tax assessment – satisfaction is down significantly from 2014 (80% vs. 90% overall, and 21% vs. 37% *very* satisfied).
- ◆ Development and building inspections and permits – importance is up significantly from 2014 (90% vs. 78% overall, and 56% vs. 43% *very* important).



Summary of Key Findings

While perceptions of The City's environmental performance are on par with the broader Calgary public, Ward 12 residents are significantly more positive about the overall state of Calgary's environment.

- ◆ In total, 98% rate the overall state of Calgary's environment as good, which is significantly higher than City wide (94%).

Perceptions of taxation are also largely consistent with City wide results although claimed knowledge of how tax dollars are spent is lower in Ward 12.

- ◆ Half (49%) of Ward 12 residents say they are knowledgeable about how City tax dollars are spent, which is markedly lower than City wide (57%).

Significantly fewer Ward 12 residents say they contacted The City this year.

- ◆ Overall, 59% say they contacted The City in the last twelve months, down from 72% in 2014.
 - ❖ Contacts via calling 311 are down 15 percentage points (35% vs. 50%) and are also significantly lower than what is reported City wide (46%).
- ◆ Ward 12 residents are significantly less likely than City wide to *strongly* agree with the statement 'City staff are courteous, helpful, and knowledgeable' (35% vs. 46%).
- ◆ However, they are more likely than the broader Calgary public to agree overall with the statement 'The City of Calgary makes customer service a priority' (91% vs. 84%).

There are no noteworthy differences between Ward 12 residents and the broader Calgary public with regard to City Communications.



DETAILED FINDINGS





Issue Agenda





Issue Agenda

Multiple Responses

City Wide

Ward 12

■ First Mention ■ Other Mentions

Issue Category	First Mention	Other Mentions	City Wide Total	Ward 12 Total
INFRASTRUCTURE, TRAFFIC & ROADS (NET)	26%	10%	36%	35%
Traffic congestion	8%	3%	11%	13%
Road conditions/ roads	7%	4%	11%	5% 12%
Infrastructure maintenance/ improvement/ development	6%	3%	9%	7%
(Lack of) snow removal	3%	4%		6%
TRANSIT (NET)	16%	5%	21%	42%↑
Public Transportation [incl. buses/ C-train/ poor service]	9%	3%	12%	29%↑ 16%
Transportation (unspecified)	6%	8%		14%↑
EDUCATION [incl. lack of teachers/ funding/ schools/local schools]	8%	4%	12%	18%↑
CRIME, SAFETY & POLICING (NET)	8%	4%	12%	9%
Crime [incl. breaking & entering/ gangs/ safety/ public safety, etc.]	4%	6%		2%↓
Public safety	4%	5%		6%
RECREATION (NET)	3%	5%	8%	11%
TAXES (NET)	4%	6%		4%
ENVIRONMENT & WASTE MANAGEMENT (NET)	3%	5%		4%
HOMELESSNESS, POVERTY & AFFORDABLE HOUSING (NET)	3%	4%		1%
GROWTH AND PLANNING (NET)	3%	4%		1%↓
BUDGET AND SPENDING (NET)	2%	4%		4%
HEALTHCARE	2%	3%		3%
Other			21%	11%
None			14%	7%

Total mentions <3% 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=2,398 / Ward 12: n=165)

Ward 12 2014

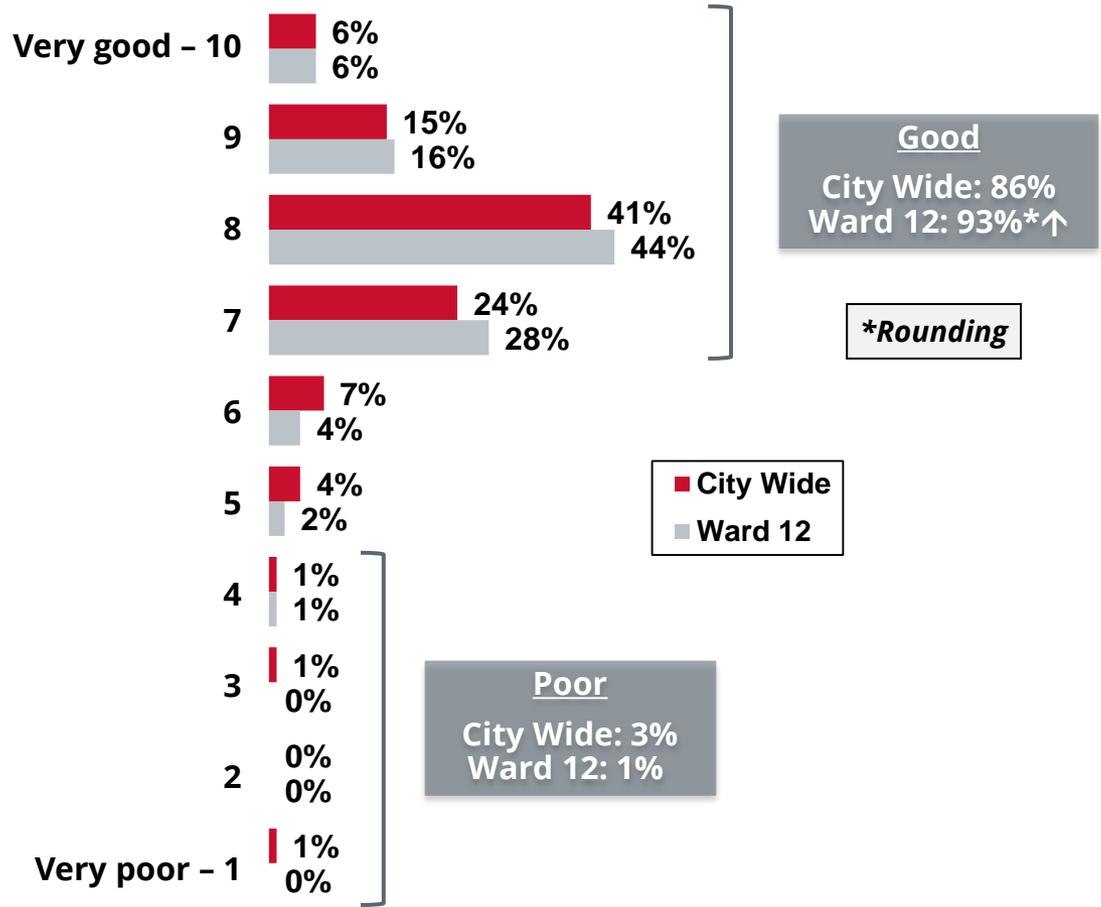


Quality of Life





Overall Quality of Life in Calgary

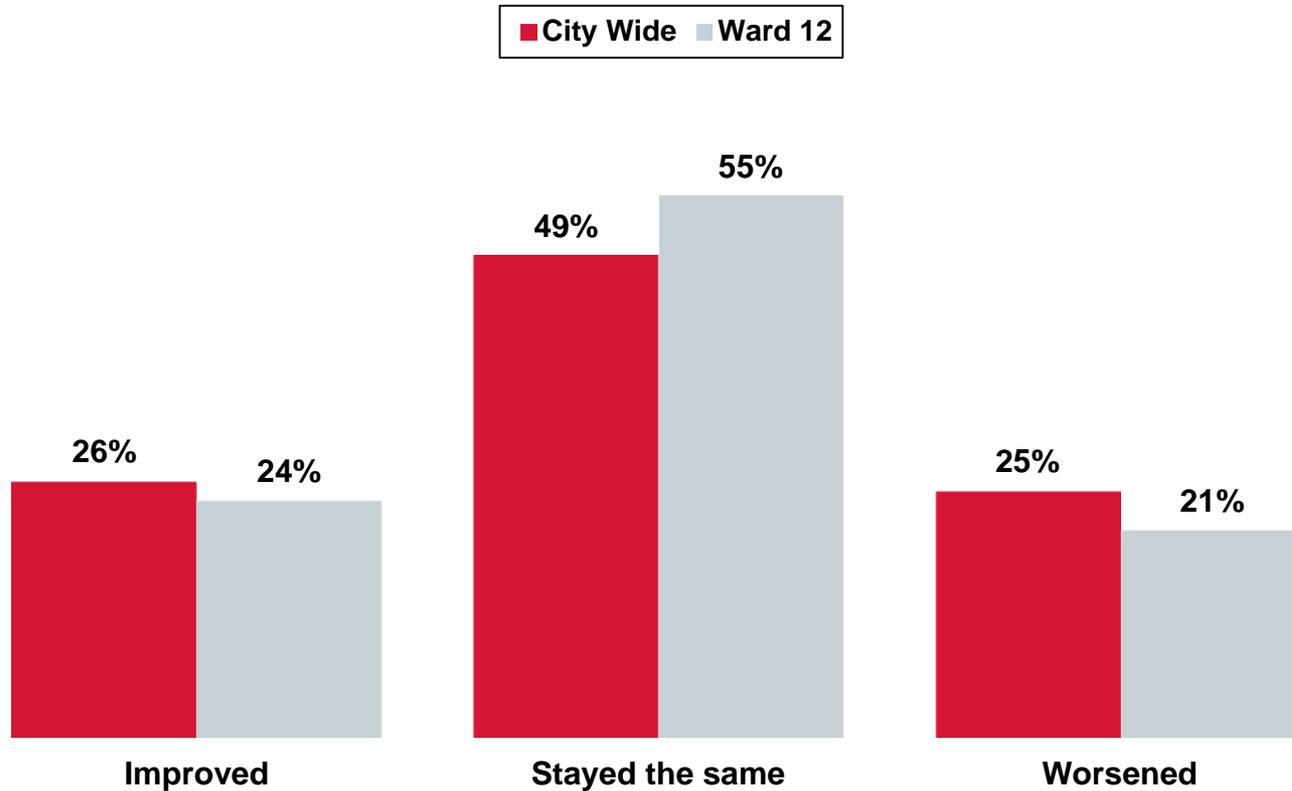


On a scale of "1" to "10" where "1" represents "very poor" and "10" represents "very good" how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,450 / Ward 12: n=170)



Perceived Change in the Quality of Life in Calgary



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

Base: Valid respondents (City Wide: n=2,417 / Ward 12: n=167)



Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 12

	City Wide	Ward 12
Transportation (NET)	30%	32%
Improvement/ maintenance of existing roads	11%	12%
Better traffic management	10%	11%
Infrastructure	4%	5%
Transit (NET)	22%	34%↑ 22%
Improve public transportation	16%	26%↑ 14%
Recreation & Community Services (NET)	17%	14%
Building of community centres/ recreation facilities	6%	7%
Parks/ green-space improvement	5%	2% 7%
Homelessness, Poverty & Affordable Housing (NET)	16%	9%↓
Expand affordable housing/ rent	5%	1%↓ 7%
Improve job creation/ employment	4%	2%
Government (NET)	13%	17% 9%
Reduce taxes	5%	9%↑ 1%
Tax spending/ City budget	4%	2%
Crime, Safety & Policing (NET)	9%	4%↓
Control crime and safety	4%	1%↓
Growth & Planning (NET)	5%	2%
Education (NET)	4%	7%
Better education/ more schools	4%	6%
Environment (NET)	4%	3%
Other	10%	9%
Nothing	17%	15%

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=2,452 / Ward 12: n=161)

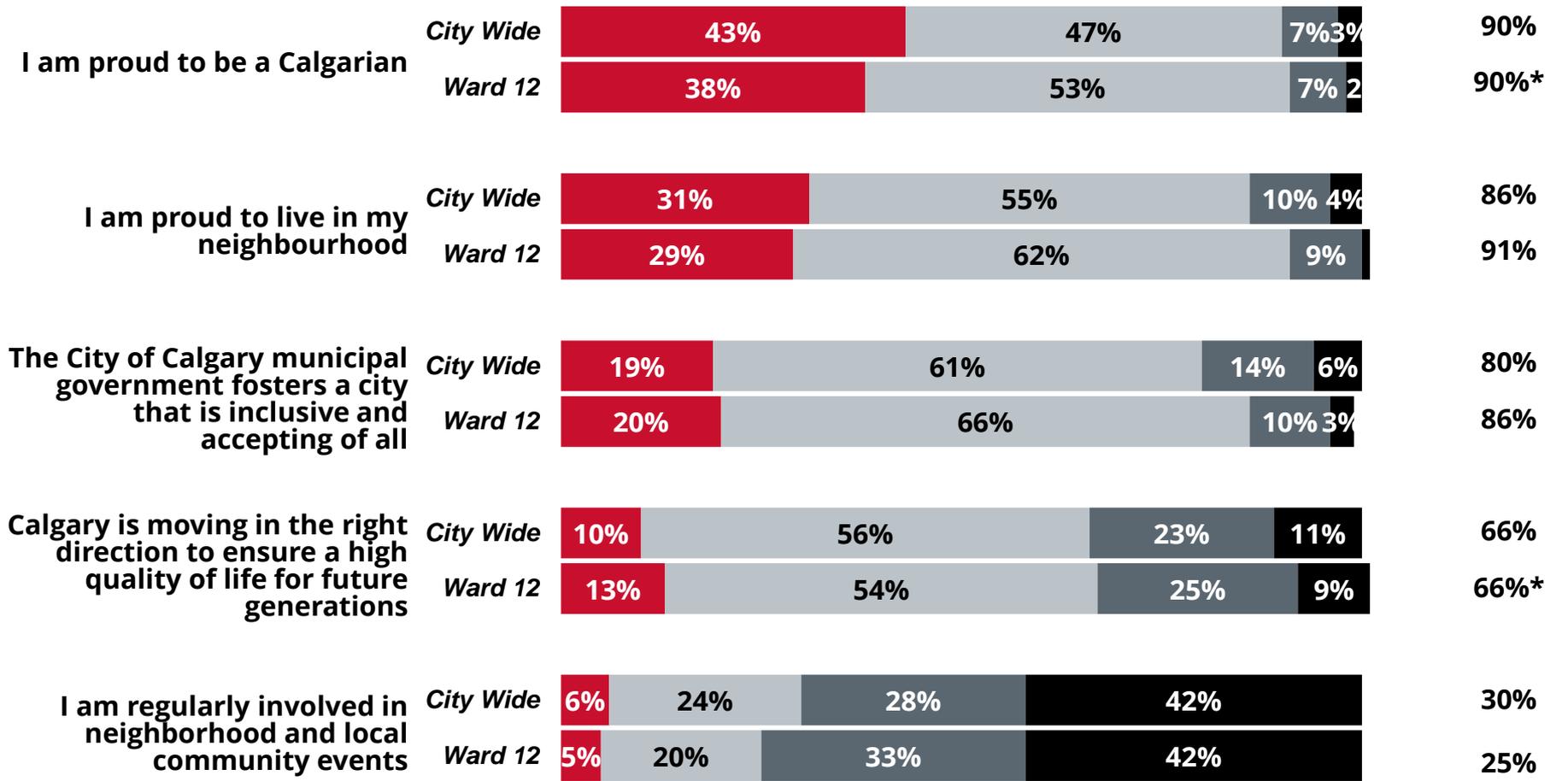
Ward 12 2014



Sustainability Metrics

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

% Agree



*Rounding

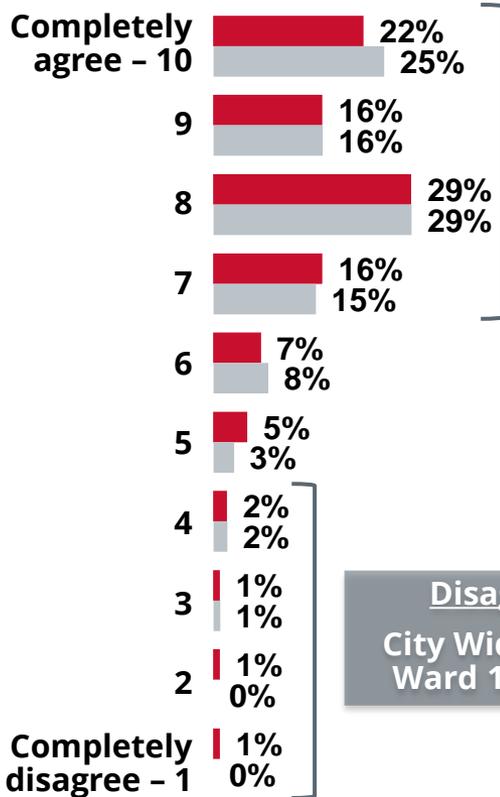
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree".

Base: Valid respondents (Bases vary)



Sustainability: Making a Life and Making a Living

Calgary is a Great Place to Make a Life



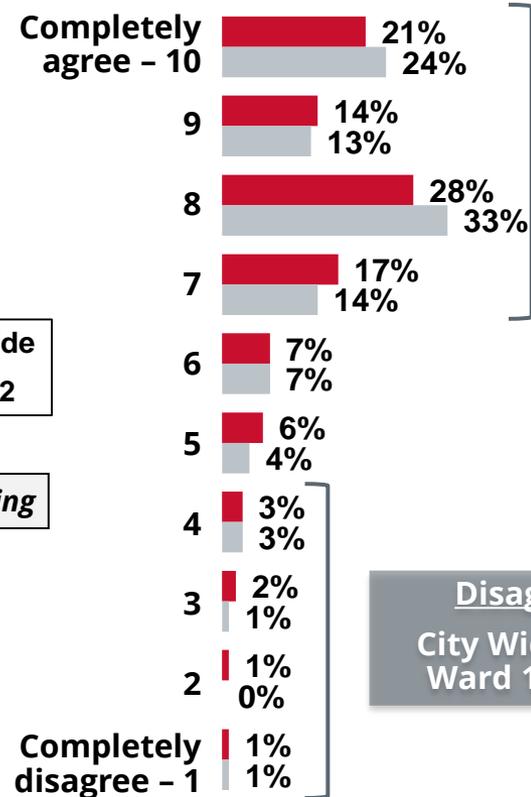
Agree
City Wide: 84%*
Ward 12: 85%

Disagree
City Wide: 4%*
Ward 12: 4%*

■ City Wide
■ Ward 12

*Rounding

Calgary is a Great Place to Make a Living



Agree
City Wide: 80%
Ward 12: 84%

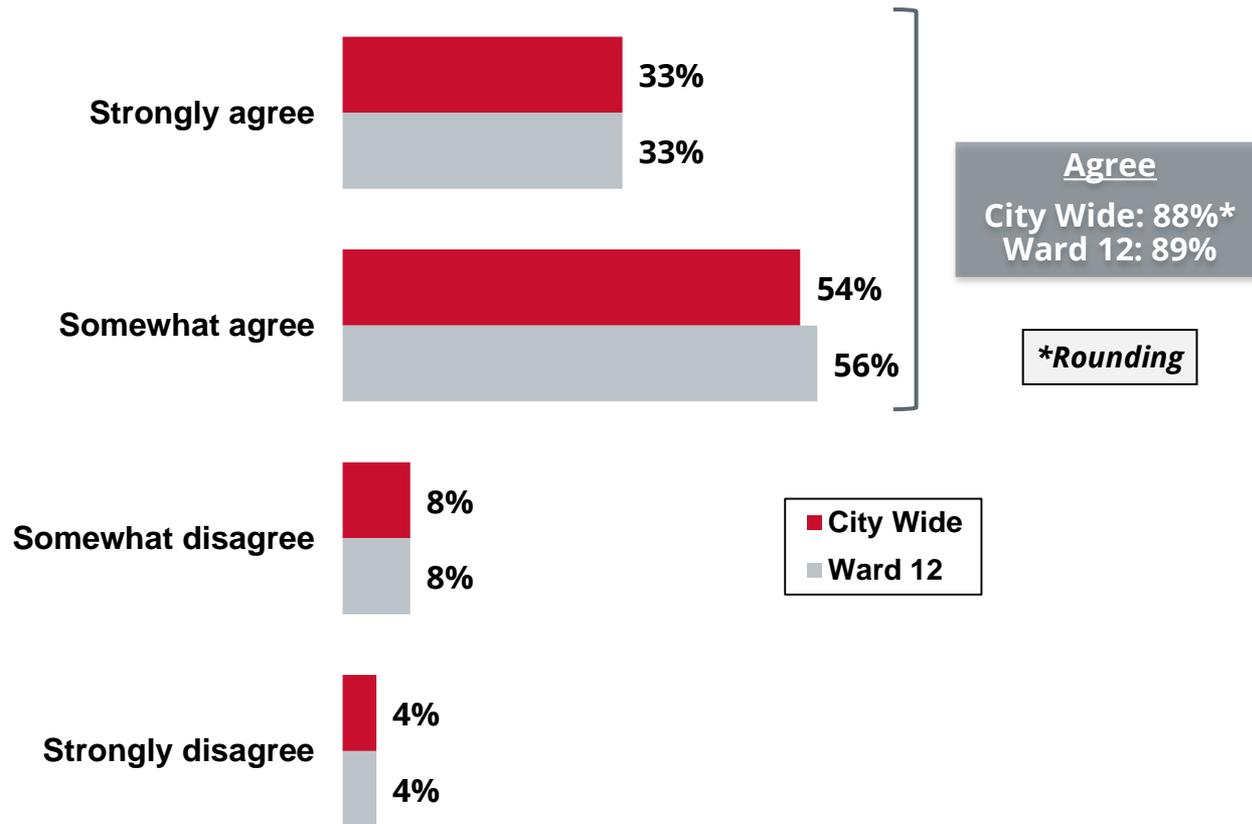
Disagree
City Wide: 7%
Ward 12: 5%

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?

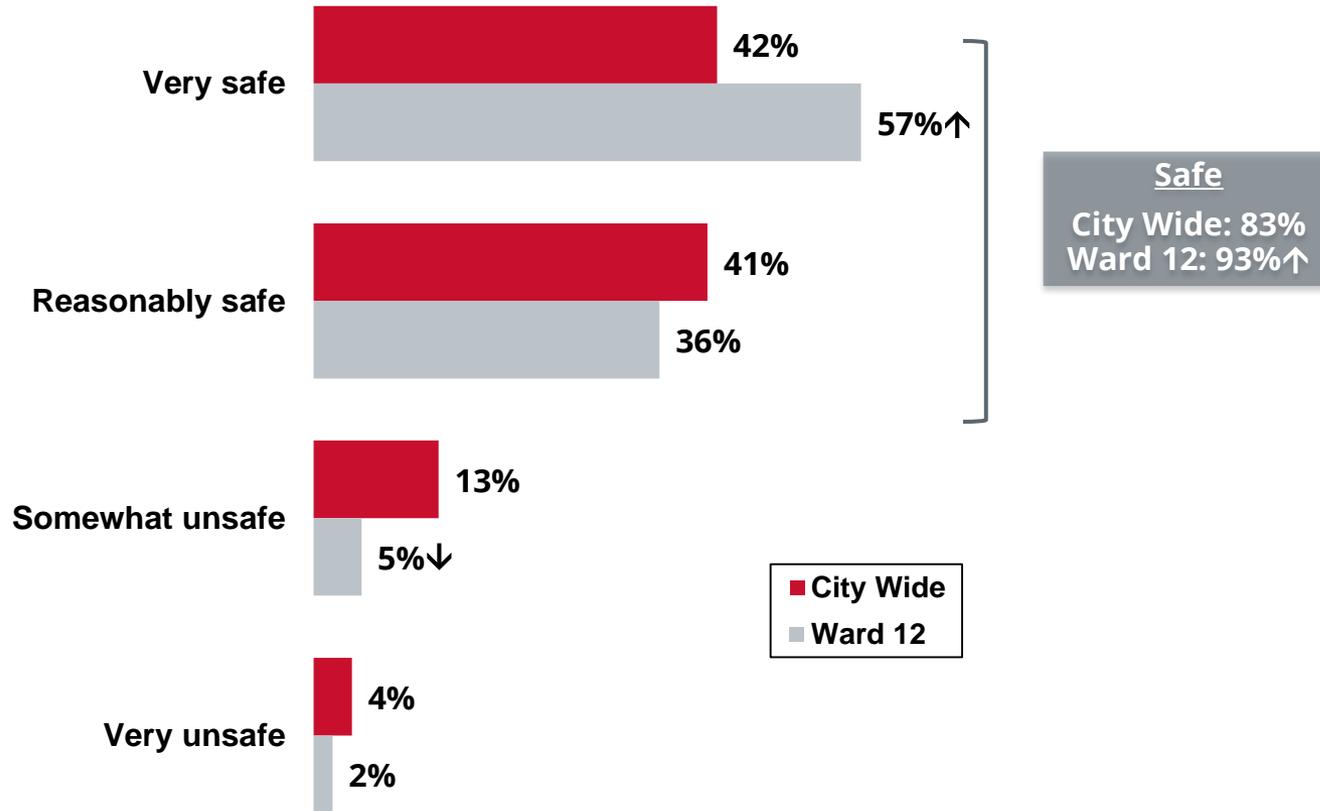


There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.

Base: Valid respondents (City Wide: n=2,442 / Ward 12: n=171)



Perceived Safety in Own Neighbourhood



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

Base: Valid respondents (City Wide: n=2,450 / Ward 12: n=171)



City Programs and Services





Top-of-Mind Programs and Services

City Wide

Ward 12

Multiple Responses

Recreation (NET)

40%

40%

Recreation/ leisure centres/ programs 18%

20%

Parks and Recreation centres/ programs 11%

8%

Swimming pools/ facilities/ lessons 6%

4%

Cultural/ art events/ festivals/ museums/ theatres 5%

6%

Community centres 4%

2%

Sports facilities or programs/ sports (unspecified) 4%

6%

Transit

34%

29% **12%**

Waste & Recycling (NET)

21%

20%

Waste management/ garbage/ dump/ landfills 15%

17%

Recycling/ blue box 9%

11%

Sanitation/ cleaning services 5%

4%

Police/ safety/ law enforcement

17%

16%

Parks (playgrounds, green spaces, pathways, tree services)

15%

16%

Roads

12%

7%

Fire Department

10%

9%

Libraries

11%

8%

Community & Neighbourhood Services (NET)

9%

5%

Youth/ child centres/ programs/ services 3%

2%

Winter maintenance/ snow clearing

7%

8%

Water

7%

3%↓

Health/ health services/ healthcare

7%

9%

Education/ schools

6%

2%↓ **7%**

Ambulance/ paramedics/ EMS

4%

3%

311 service

3%

3%

Animal & Bylaw Services

3%

2%

Infrastructure

2%

2%

Emergency services/ emergency lines (911)

2%

4%

Other

20%

17%

None/ Nothing

12%

14%

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

Total mentions <2% are not shown

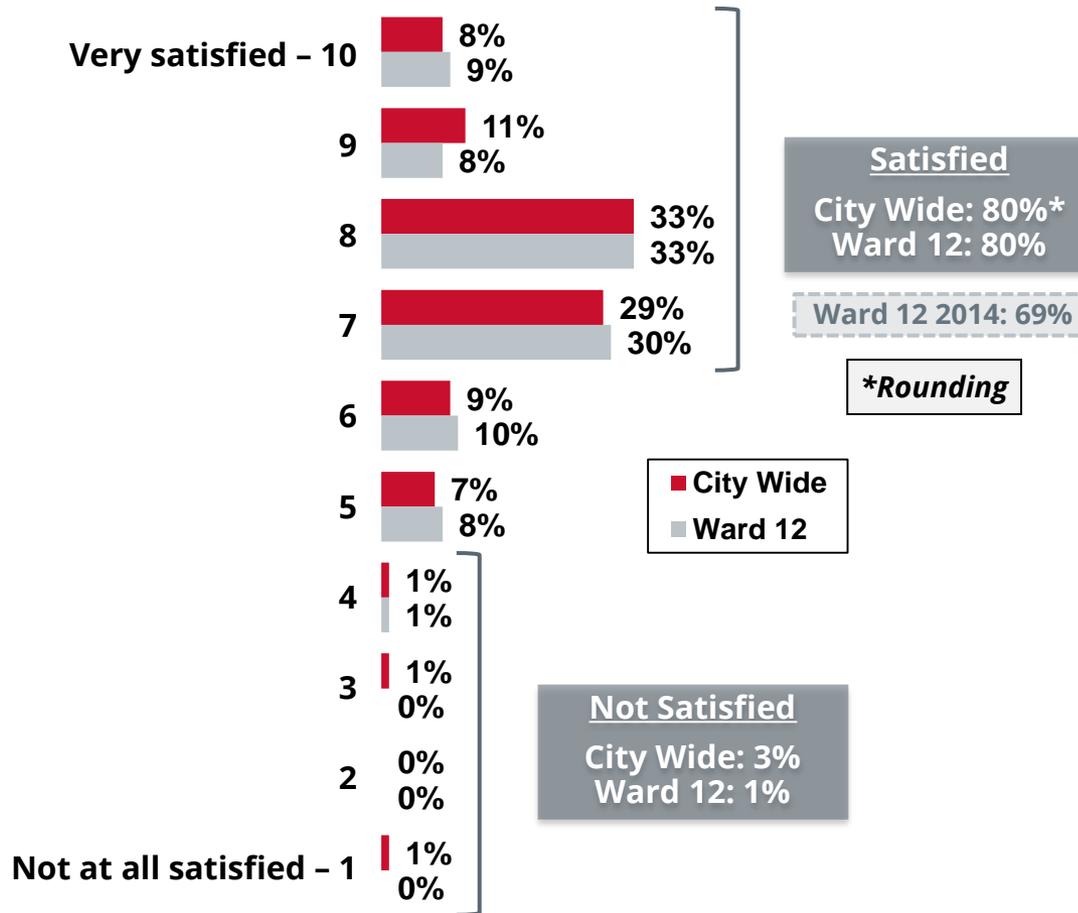
Thinking about all of the services and programs provided by The City of Calgary, what services come to mind?

Base: Valid respondents (City Wide: n=2,381 / Ward 12: n=168)

Ward 12 2014



Overall Satisfaction with the 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?

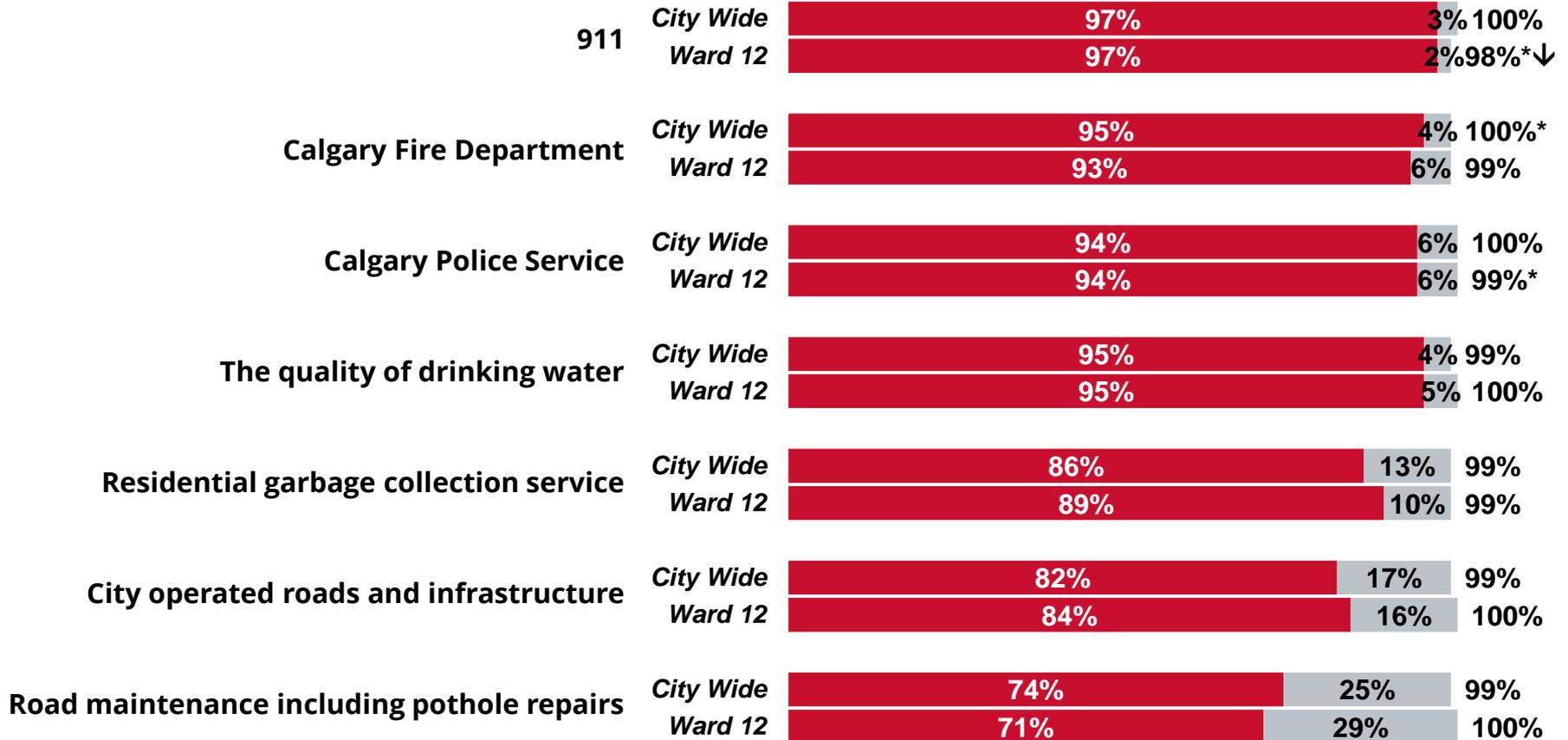
Base: Valid respondents (City Wide: n=2,446 / Ward 12: n=170)



Importance of City Programs and Services

% 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)

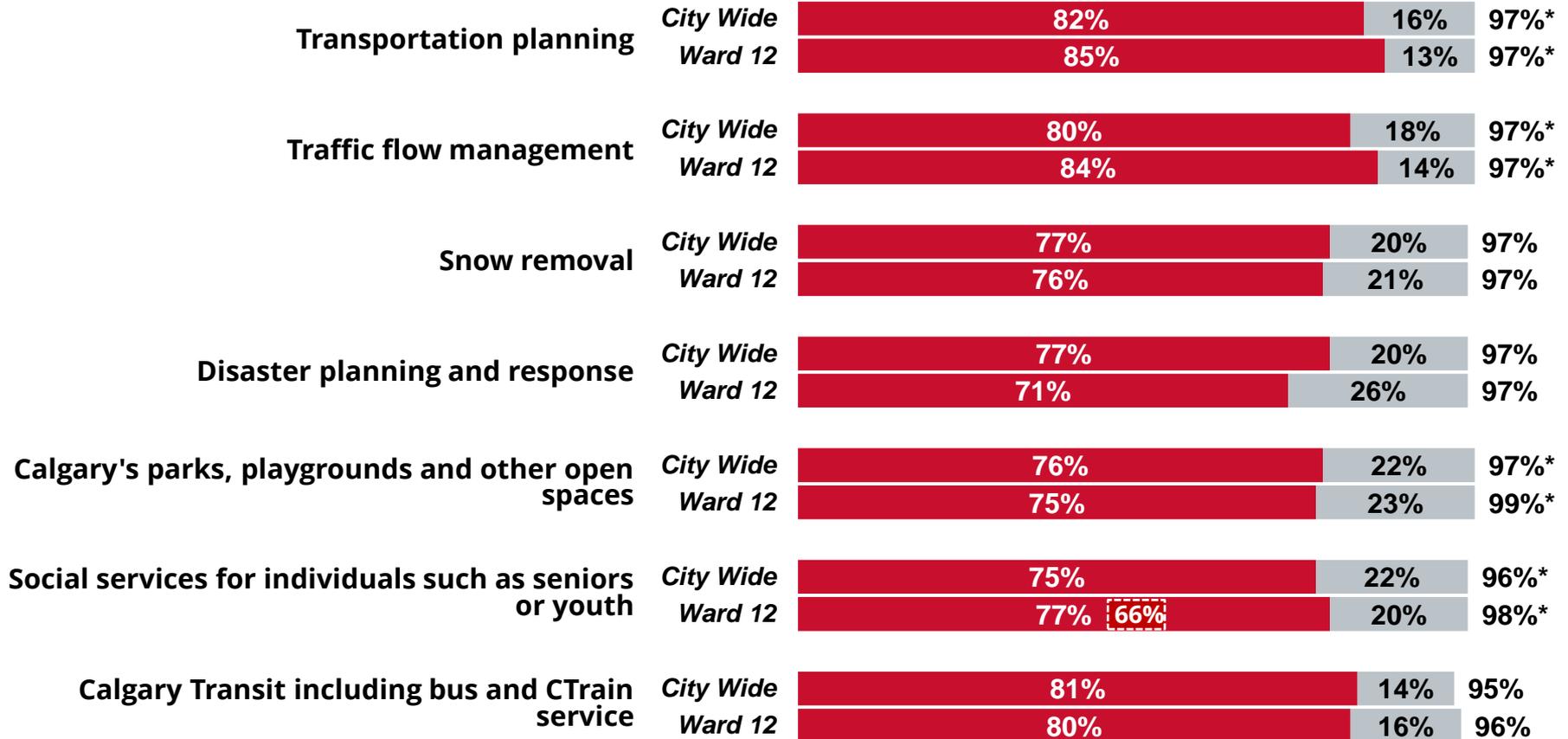
*Rounding



Importance of City Programs and Services (continued)

% 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.

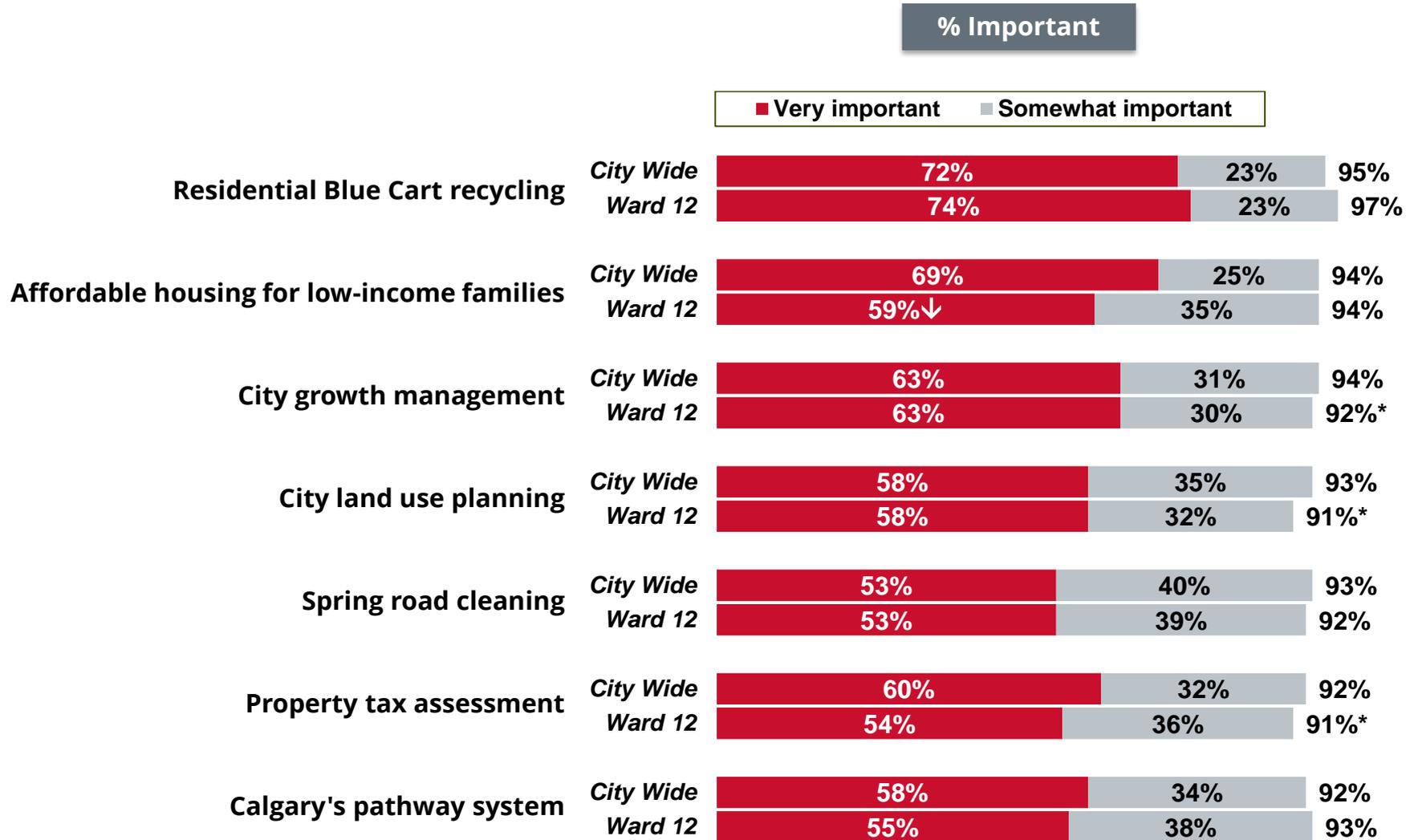
Base: Valid respondents (Bases vary)

Ward 12 2014

*Rounding



Importance of City Programs and Services (continued)



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

Base: Valid respondents (Bases vary)

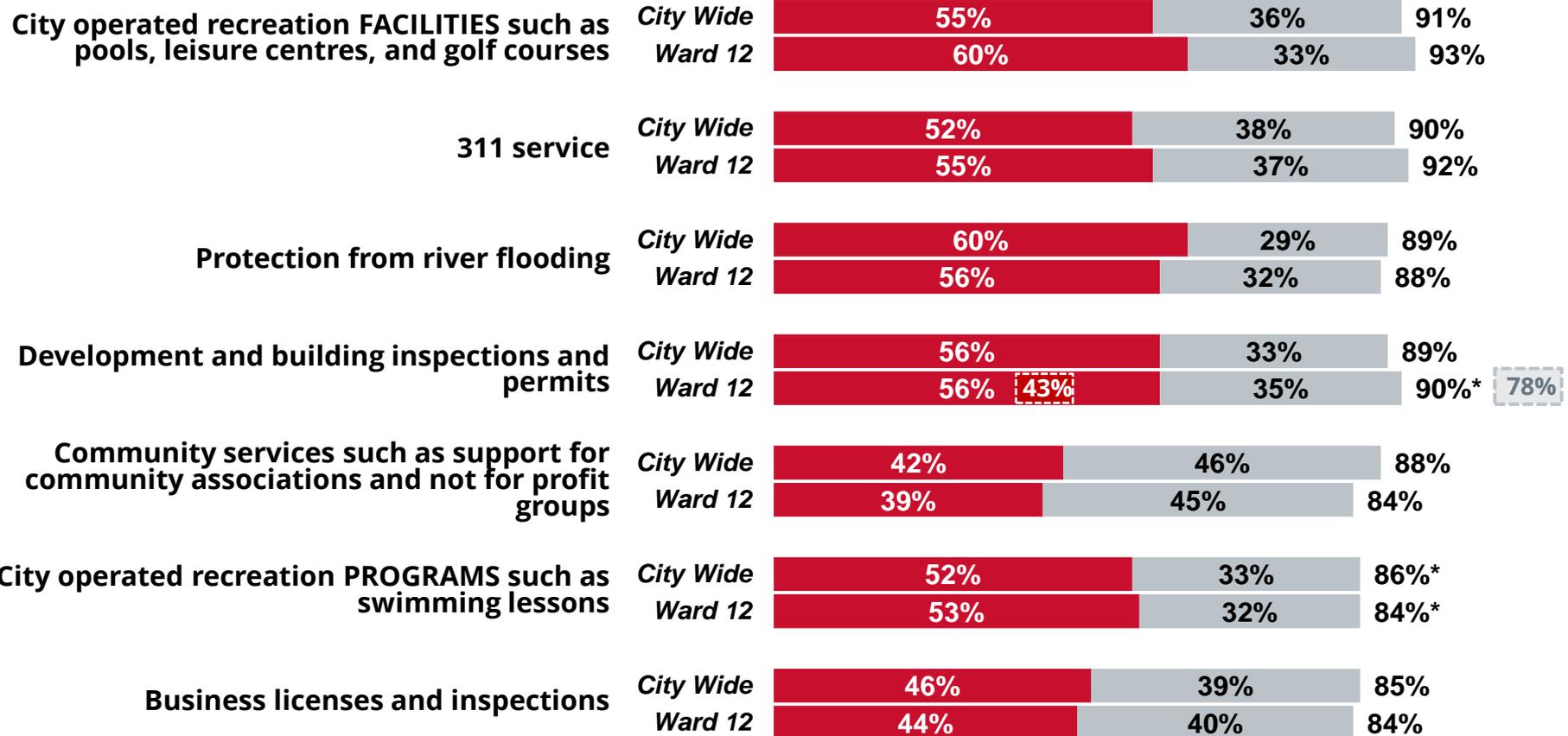
***Rounding**



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)

Ward 12 2014

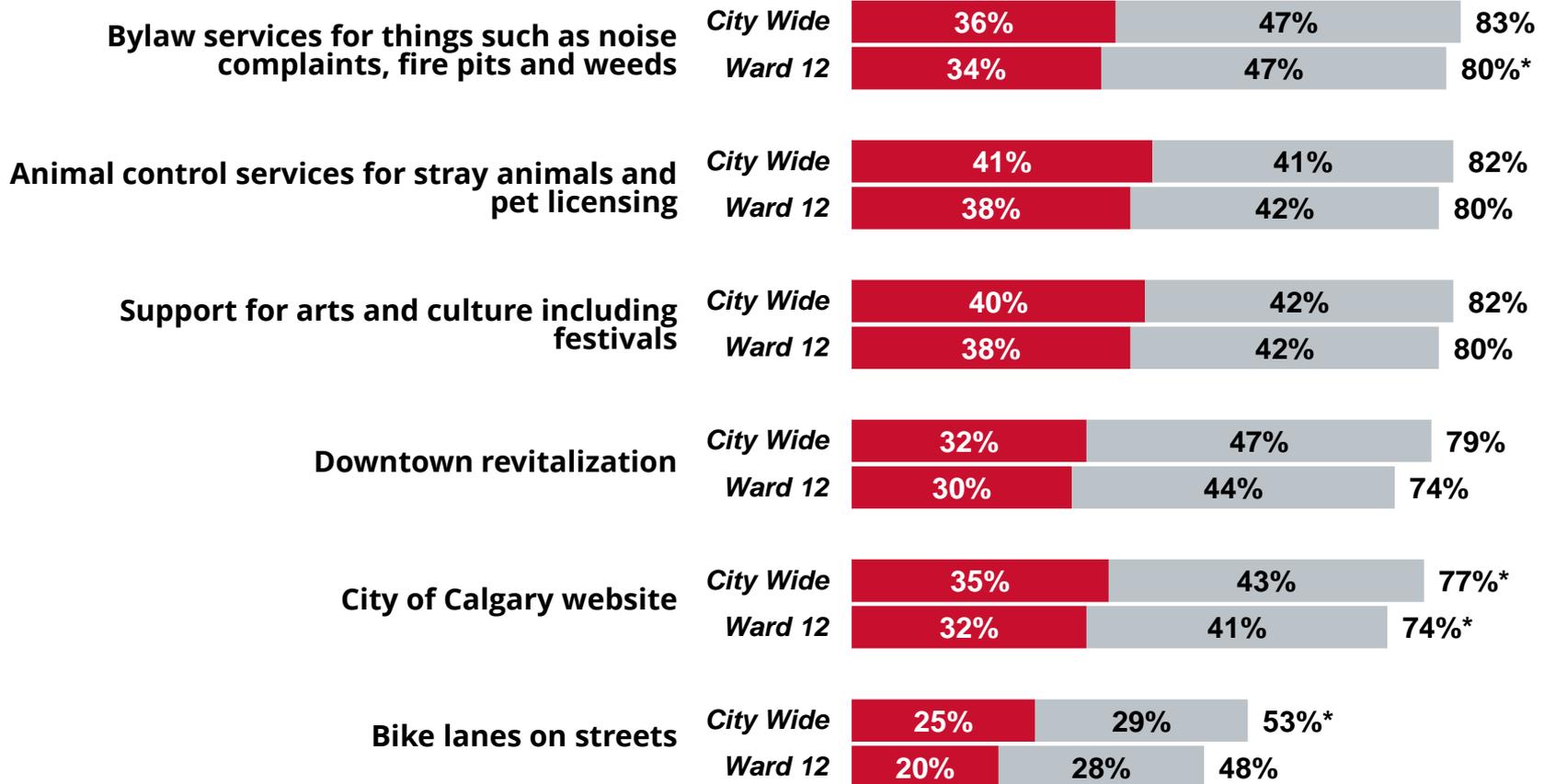
*Rounding



Importance of City Programs and Services (continued)

% Important

■ Very important ■ Somewhat important



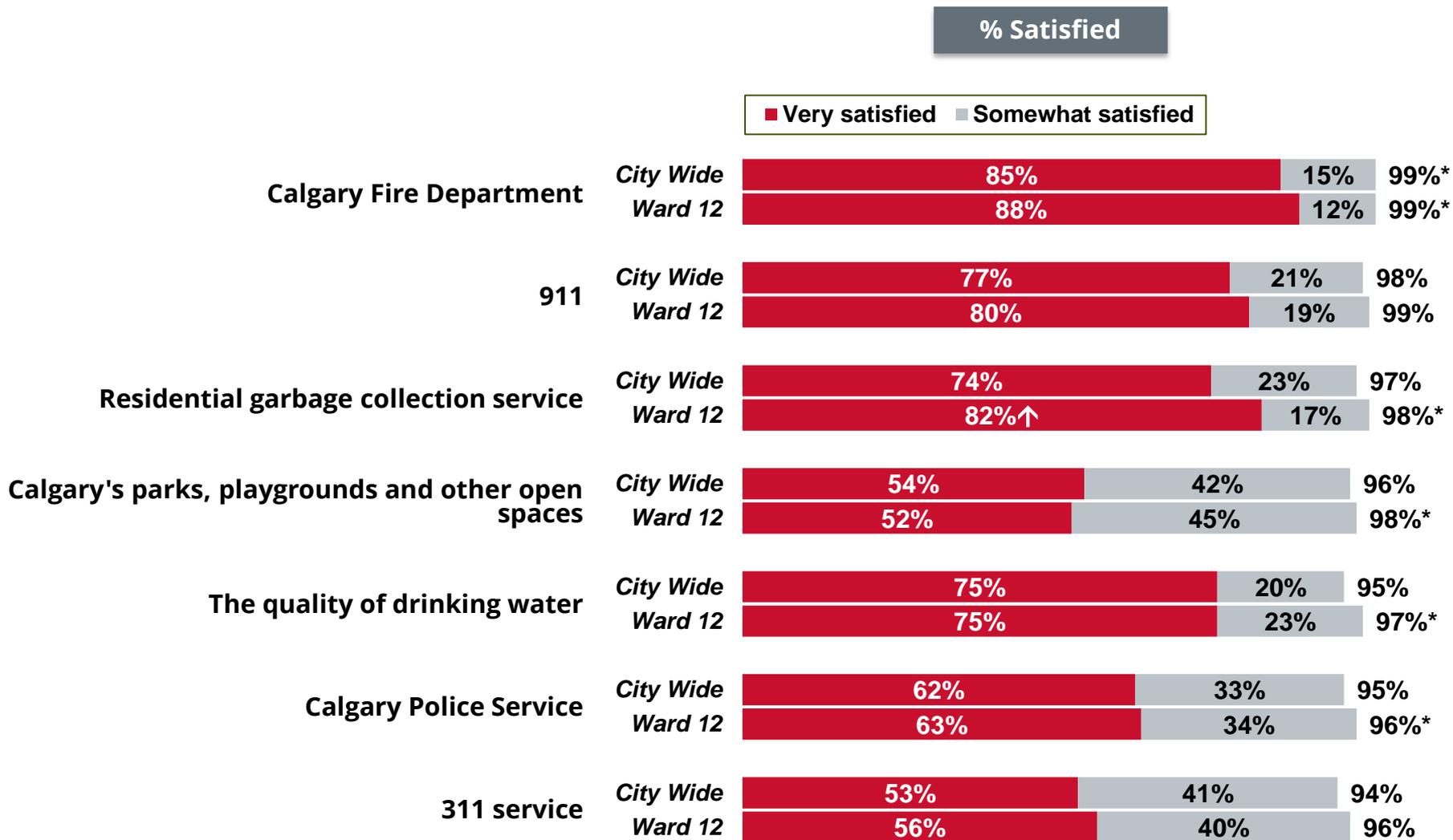
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

*Rounding



Satisfaction with City Programs and Services



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

***Rounding**

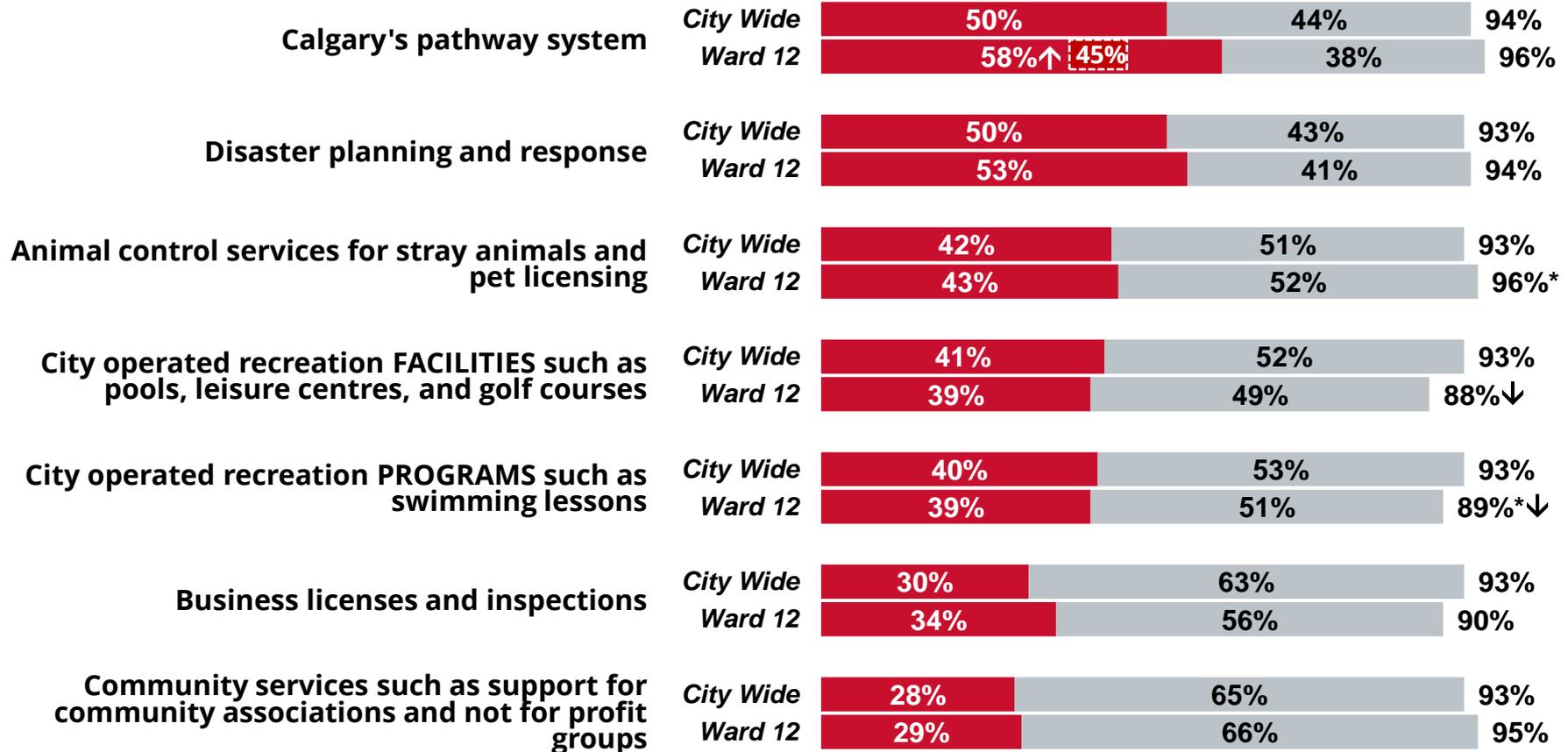
Base: Valid respondents (Bases vary)



Satisfaction with City Programs and Services (continued)

% Satisfied

■ Very satisfied ■ Somewhat satisfied



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

Ward 12 2014

*Rounding

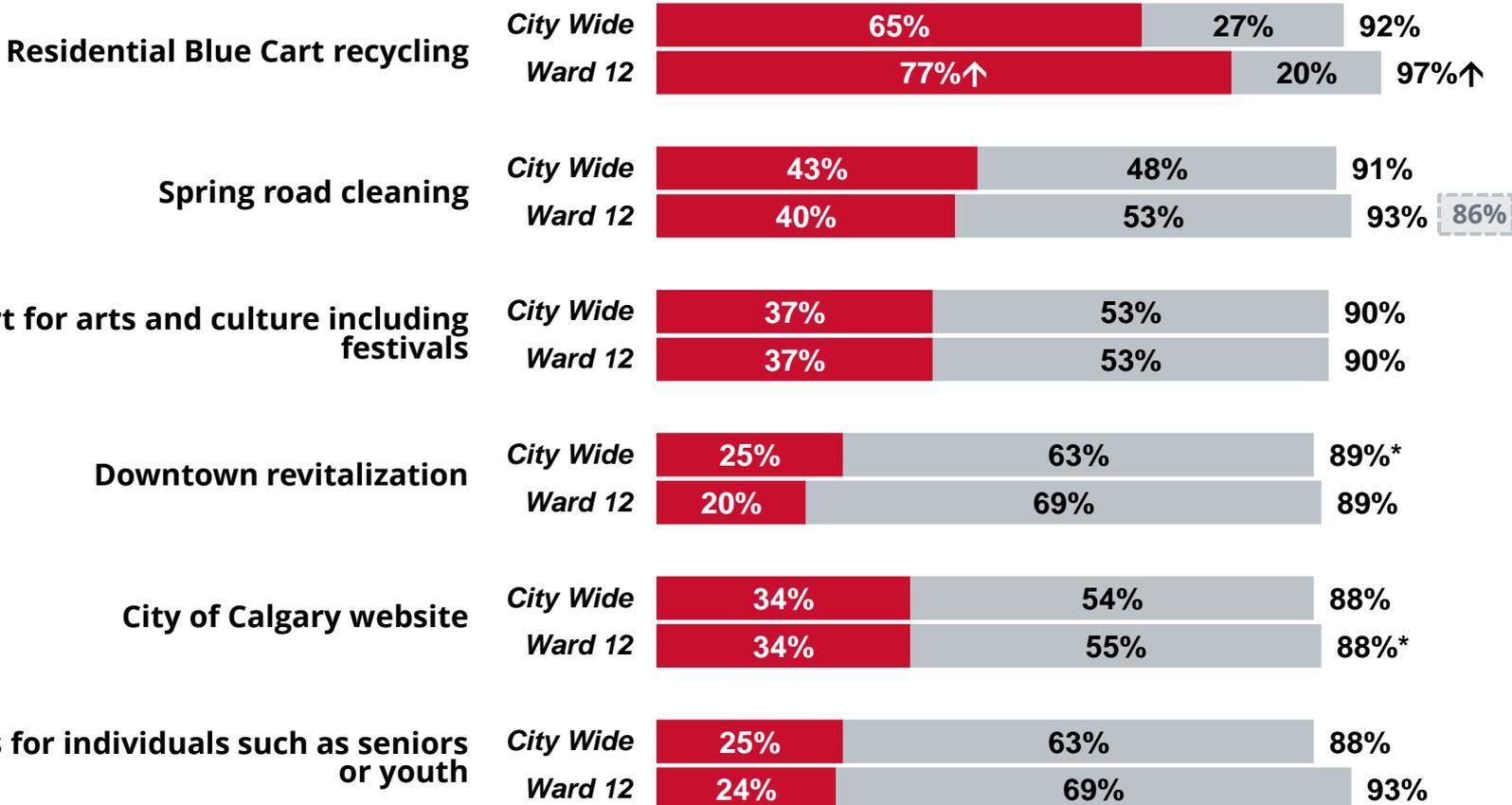
Base: Valid respondents (Bases vary)



Satisfaction with City Programs and Services (continued)

% Satisfied

Very satisfied Somewhat satisfied



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

Ward 12 2014

*Rounding

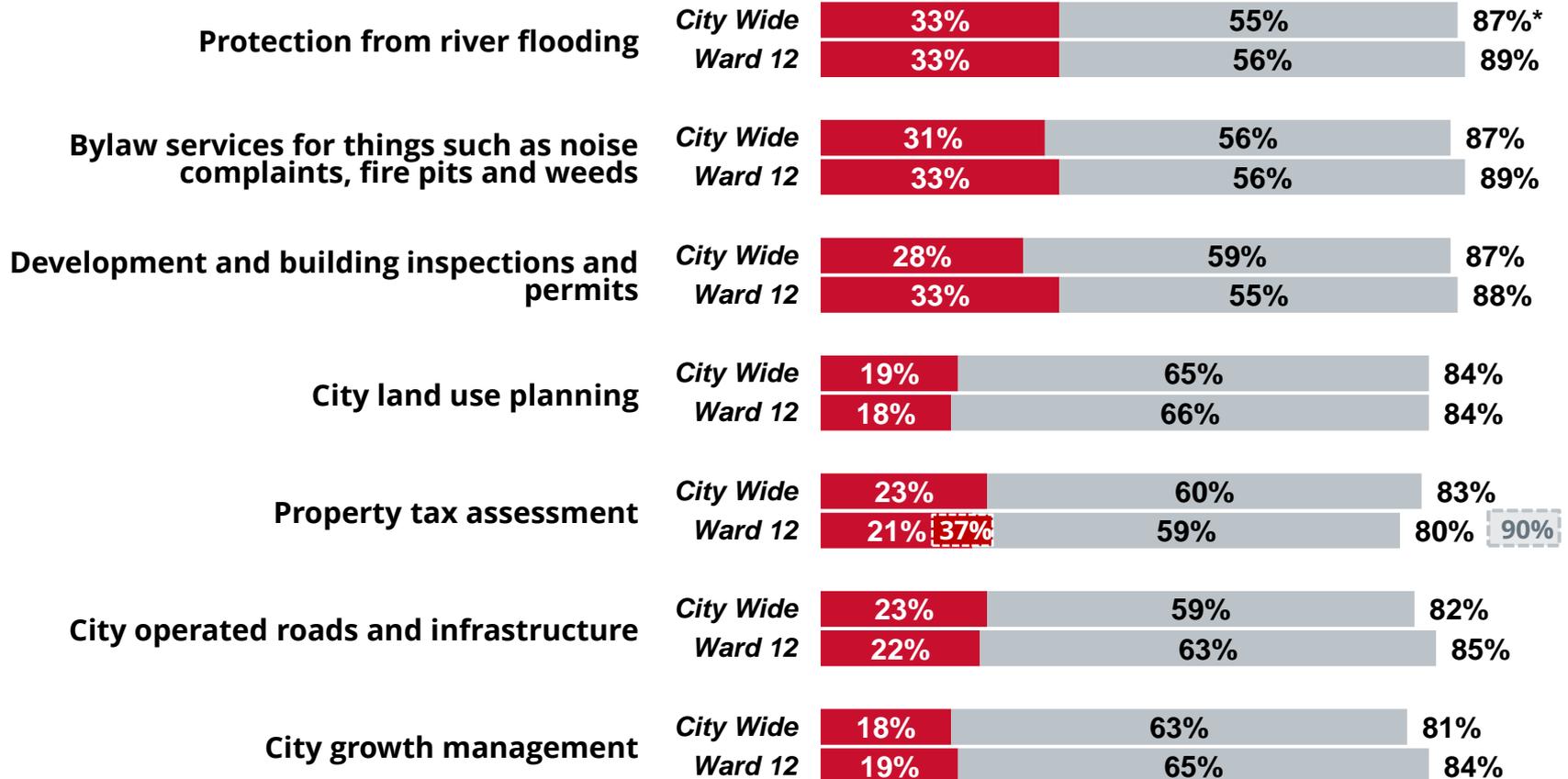
Base: Valid respondents (Bases vary)



Satisfaction with City Programs and Services (continued)

% Satisfied

■ Very satisfied ■ Somewhat satisfied



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

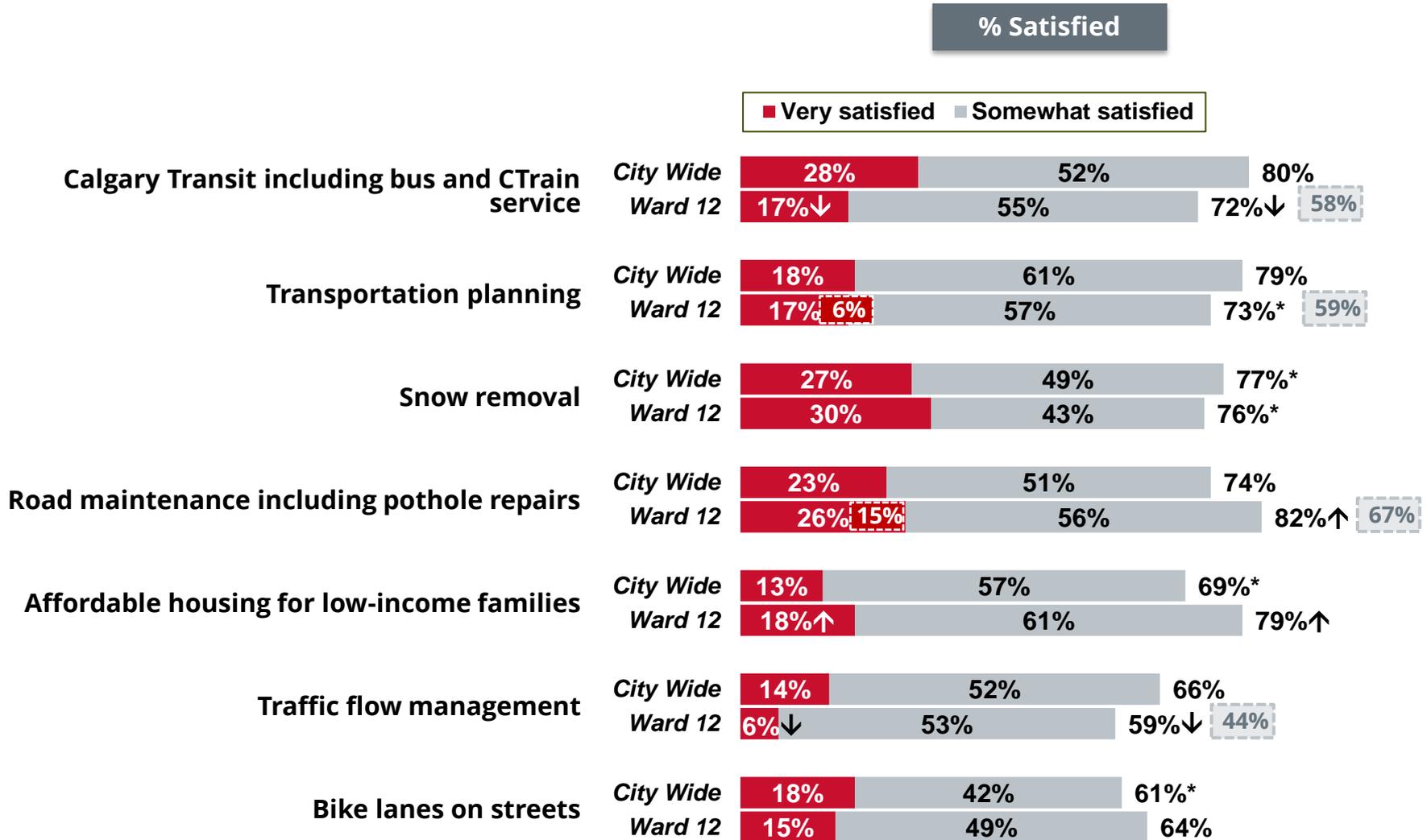
Base: Valid respondents (Bases vary)

Ward 12 2014

*Rounding



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 12 2014

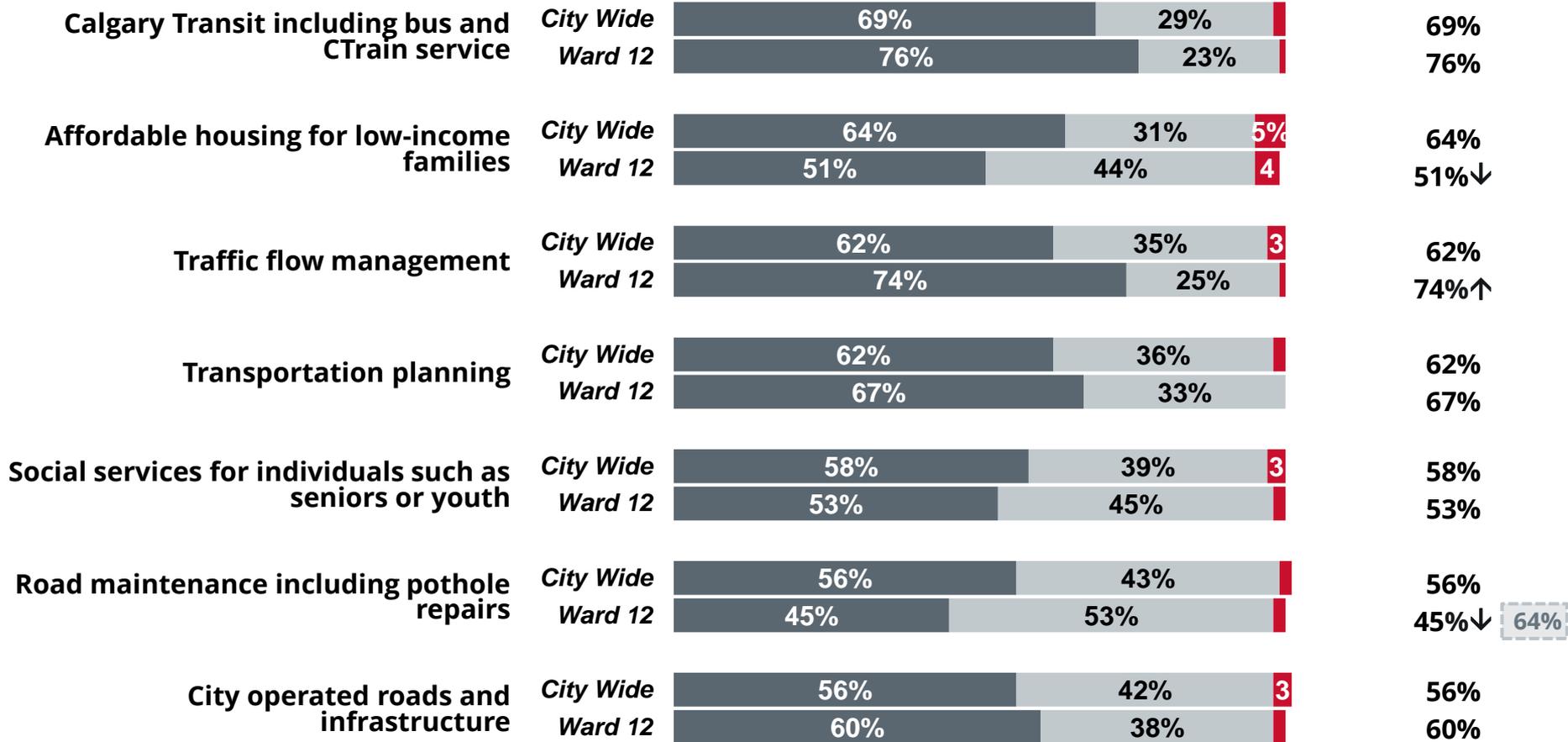
*Rounding



Investment in City Programs and Services



Invest More



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.

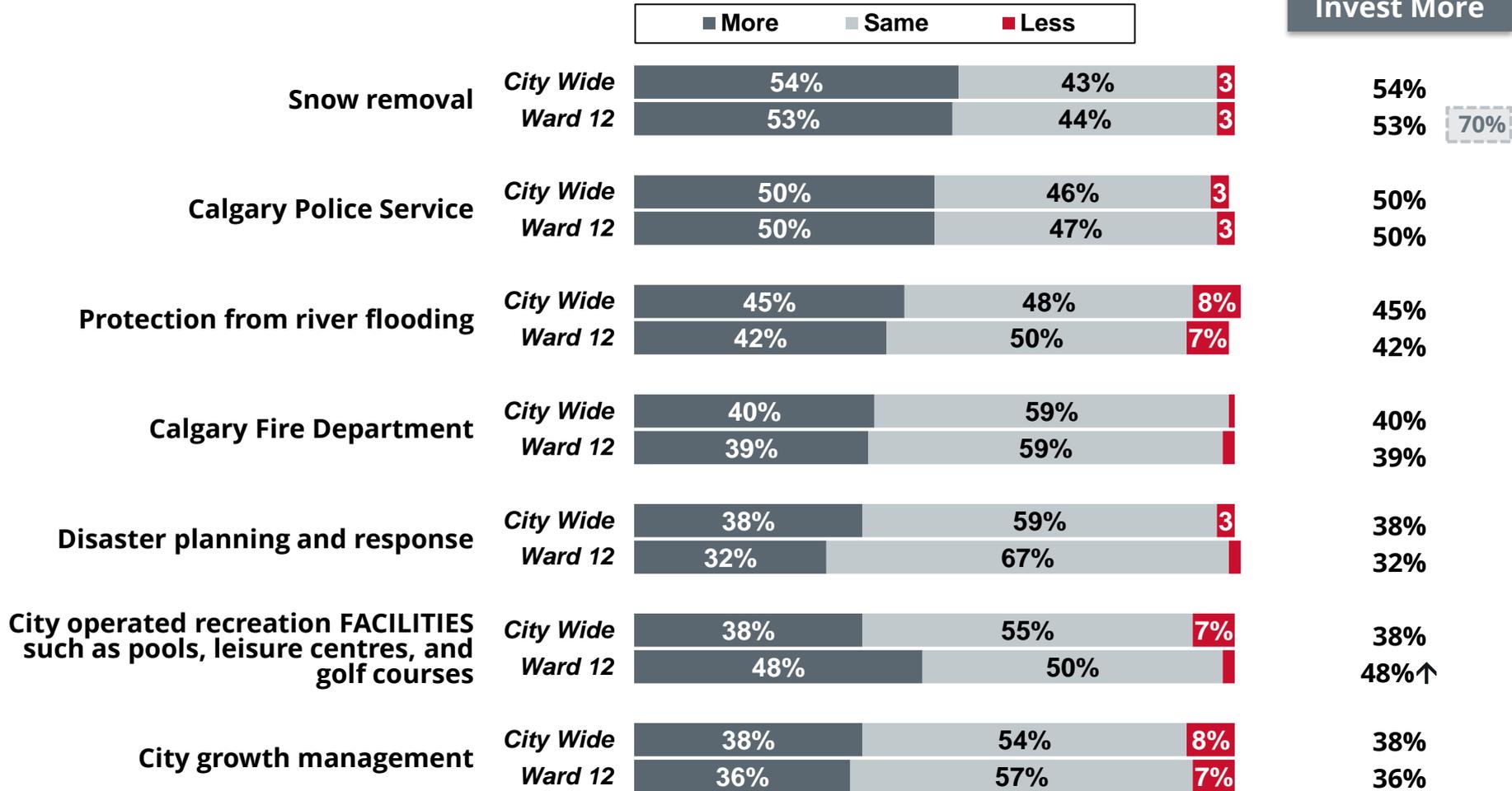
Base: Valid respondents (Bases vary)

Ward 12 2014



Investment in City Programs and Services (continued)

Invest More



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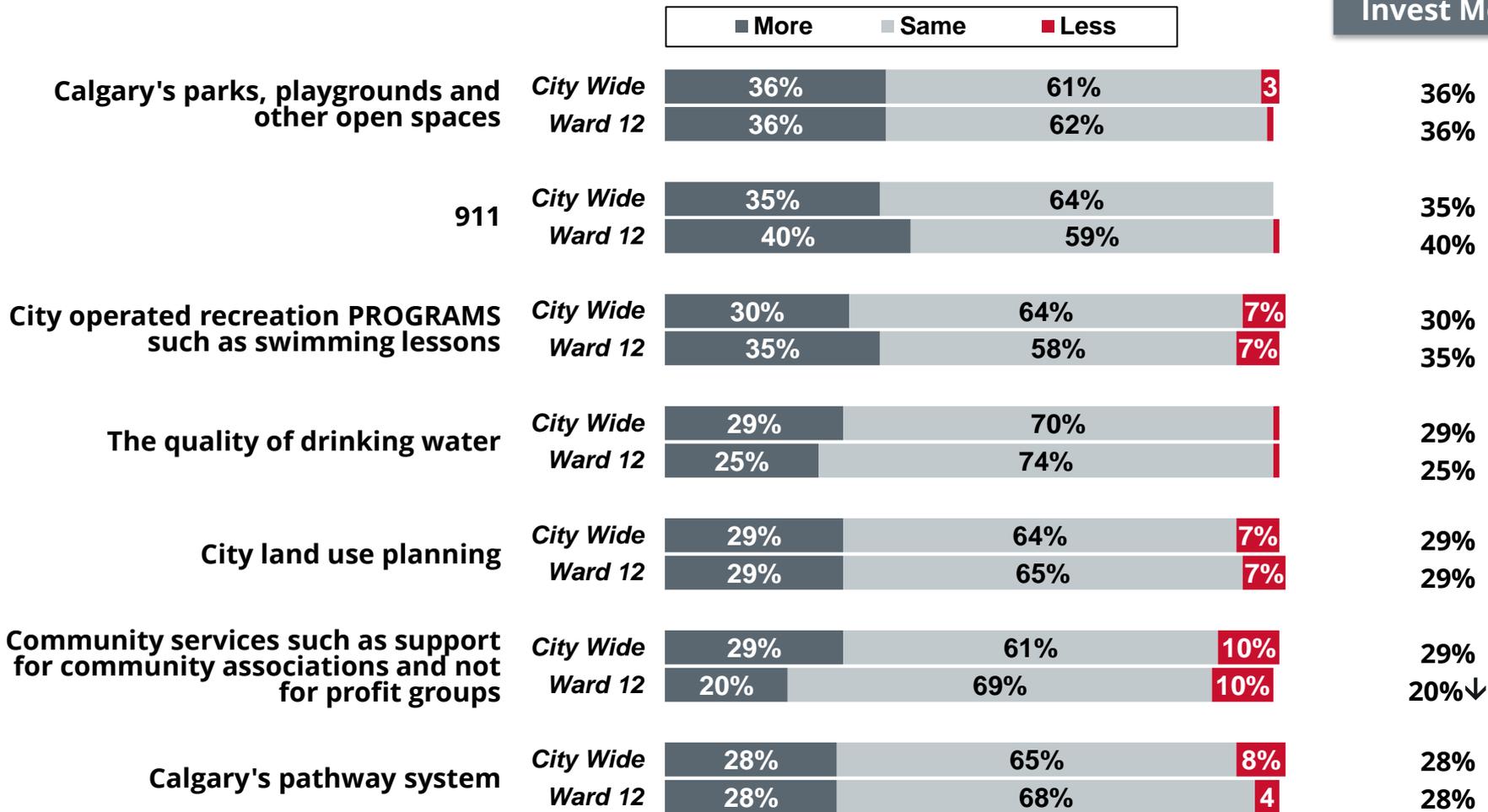
Base: Valid respondents (Bases vary)

Ward 12 2014



Investment in City Programs and Services (continued)

Invest More



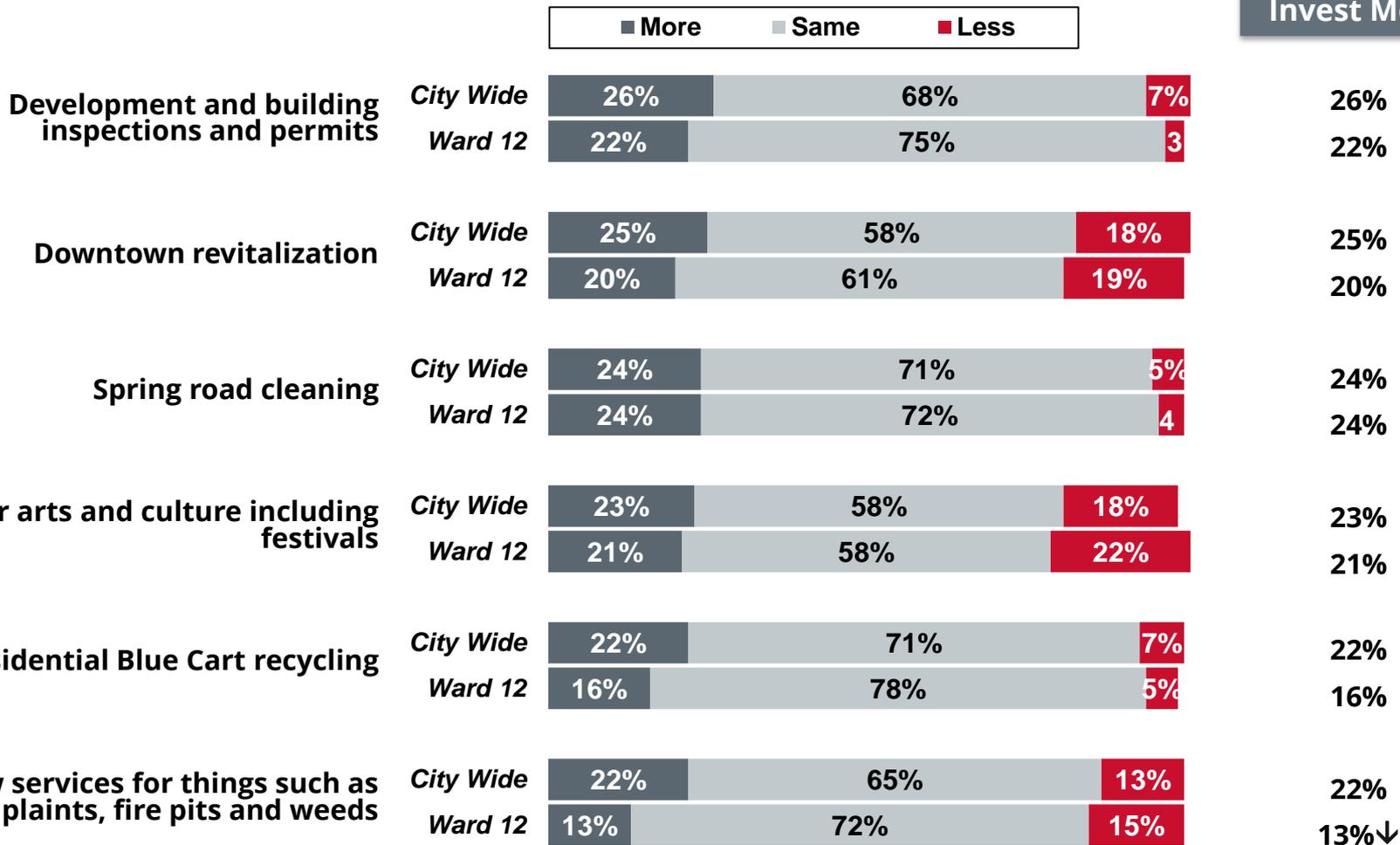
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)

Invest More



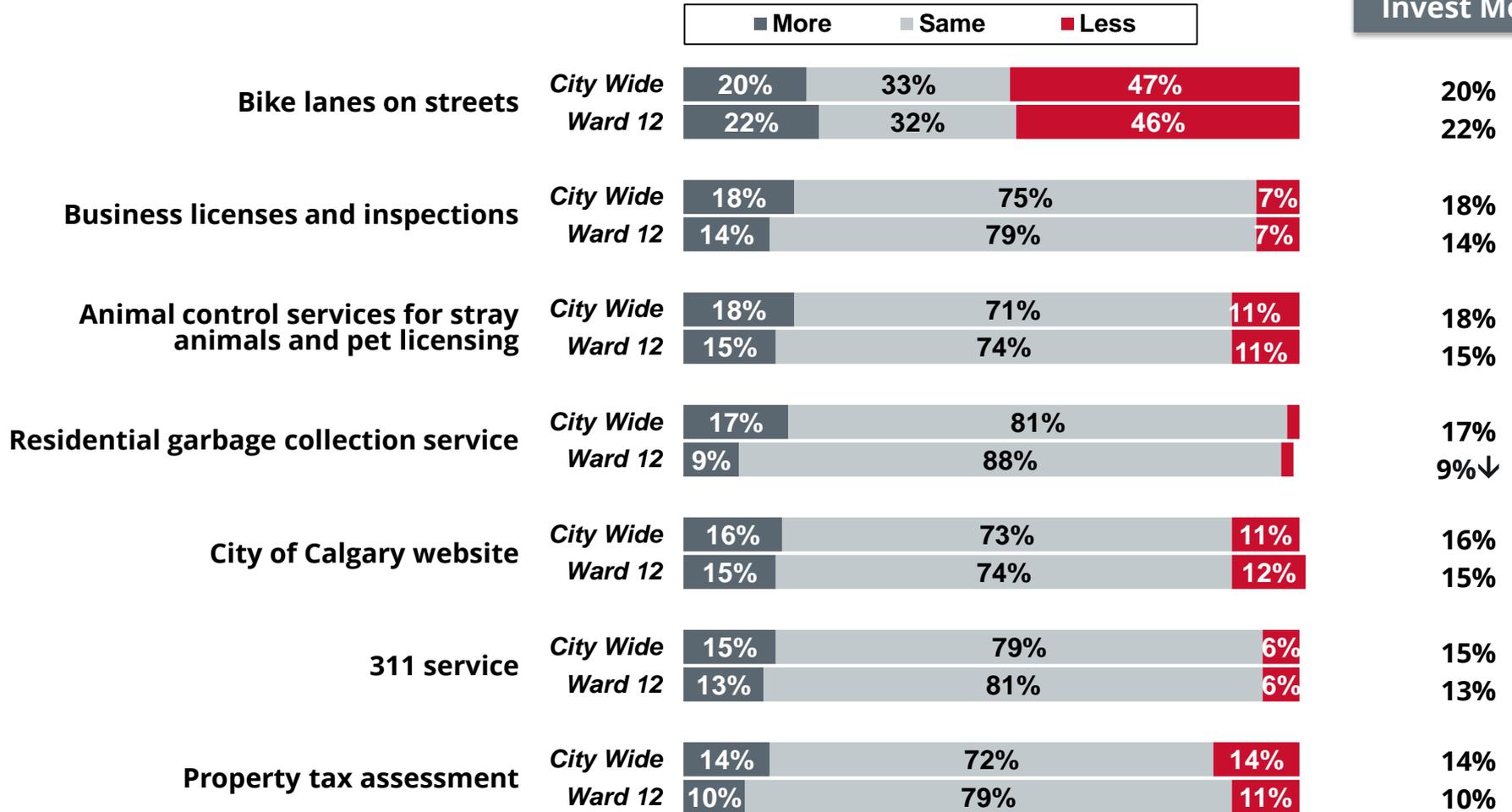
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Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)

Invest More

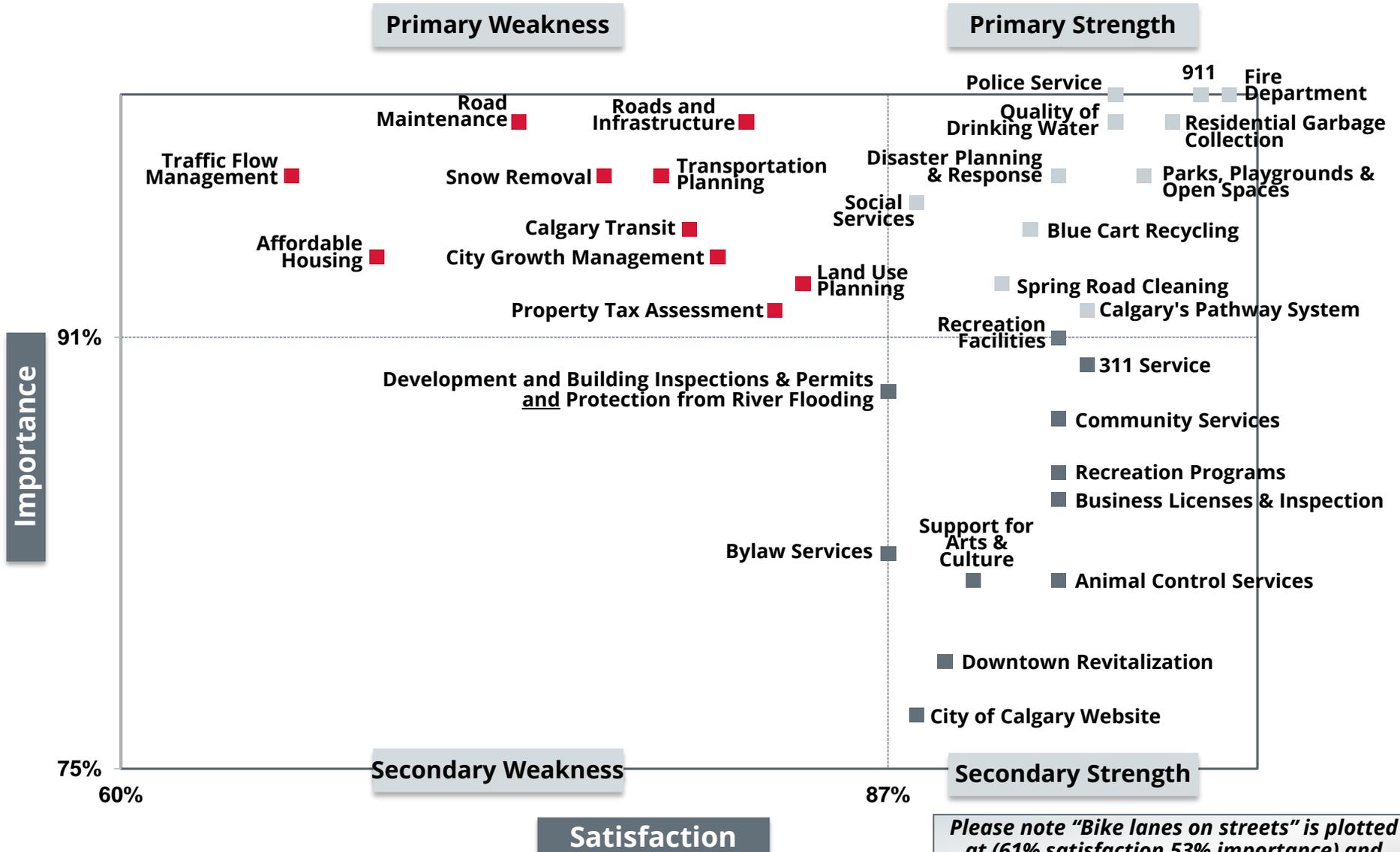


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Base: Valid respondents (Bases vary)



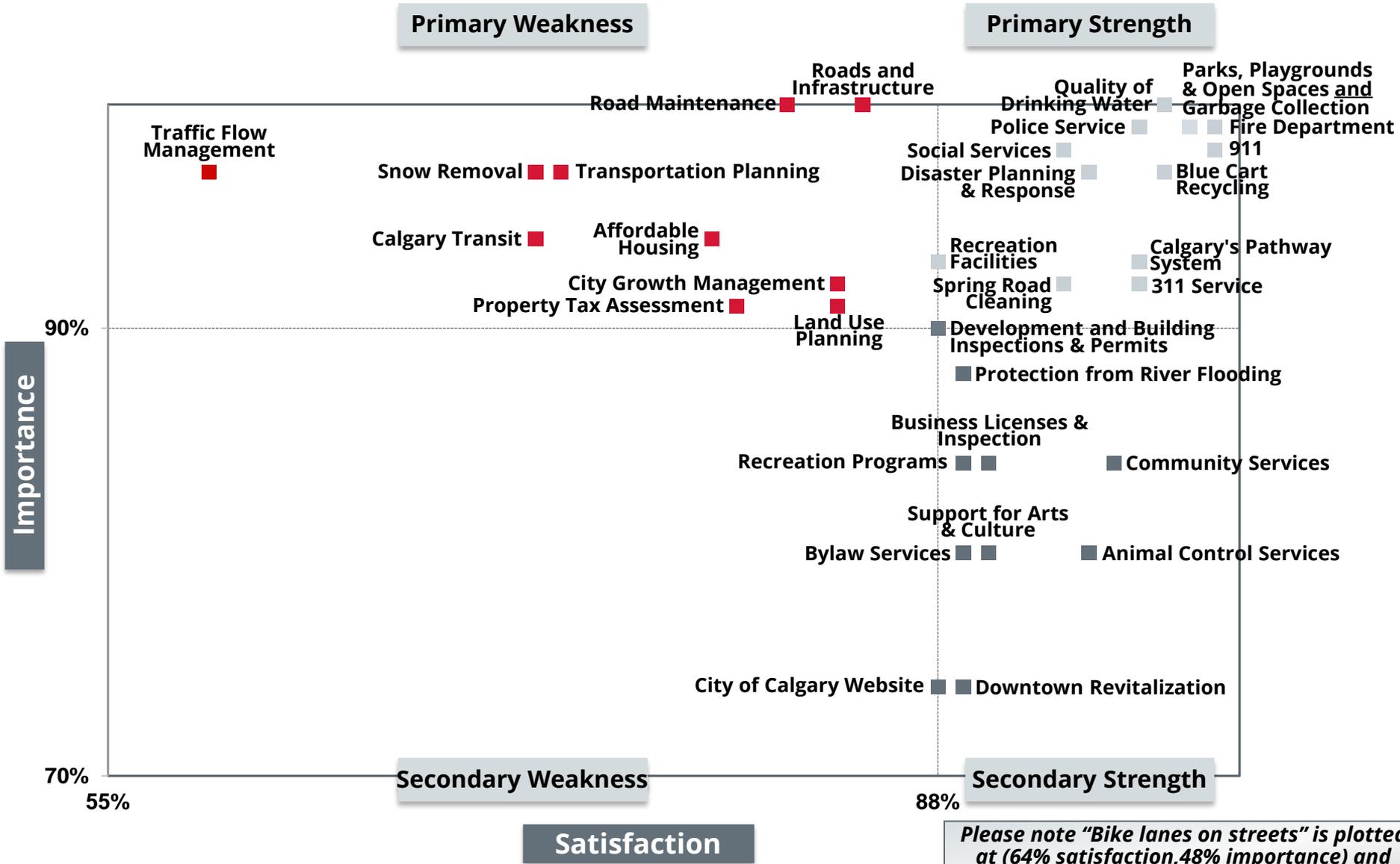
Importance vs. Satisfaction Grid: City Wide



Please note "Bike lanes on streets" is plotted at (61% satisfaction, 53% importance) and not illustrated on this graph.



Importance vs. Satisfaction Grid: Ward 12





Primary Strengths and Weaknesses: City Wide versus Ward 12

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
On the dividing line between strengths and weaknesses
Neither (in another quadrant)

	City Wide	Ward 12
Fire Department		
911		
Residential Garbage Collection		
Police Service		
Quality of Drinking Water		
Parks, Playgrounds and Open Spaces		
Disaster Planning and response		
Blue Cart Recycling		
Calgary's Pathway System		
Spring Road Cleaning		
Social Services		
Traffic Flow Management		
Affordable Housing		
Road Maintenance		
Snow Removal		
Transportation Planning		
Roads and Infrastructure		
Calgary Transit		
City Growth Management		
Property Tax Assessment		
Land Use Planning		
Recreation Facilities		
311 Service		

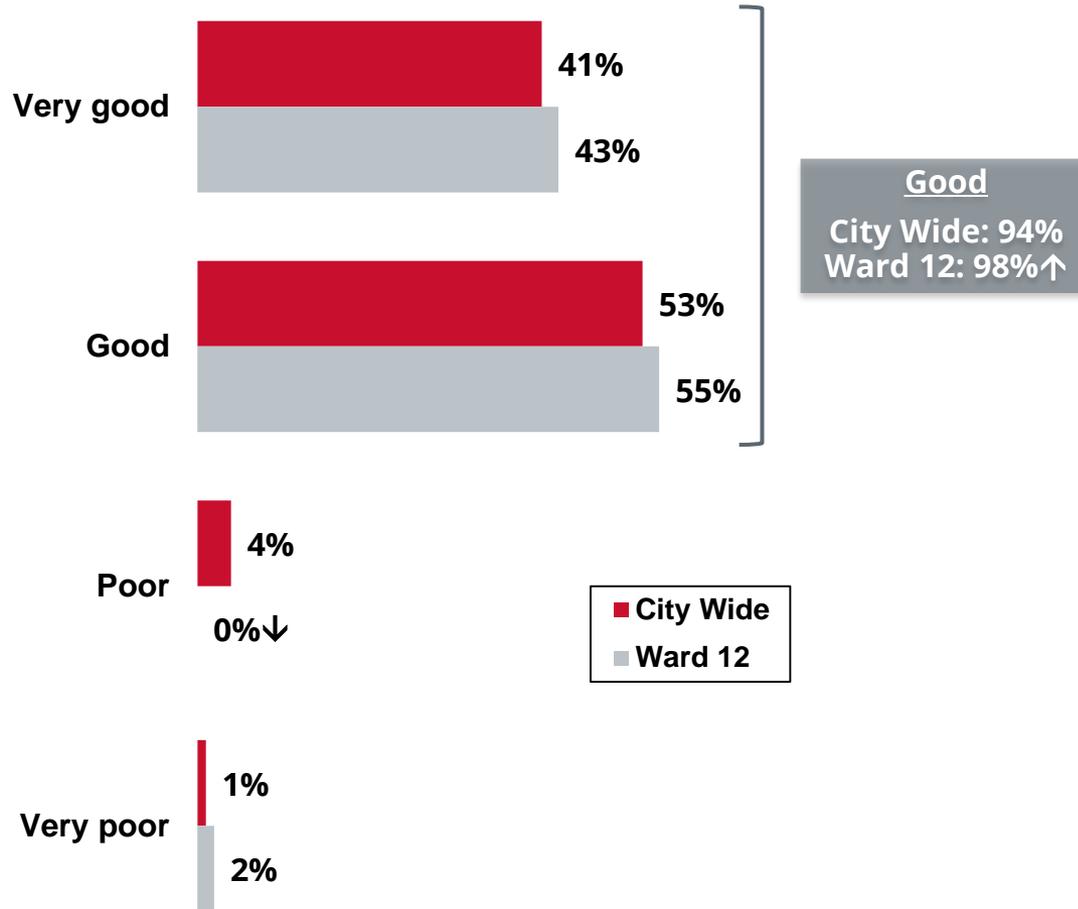


Environmental Performance





Perceptions About Overall State of Calgary's Environment

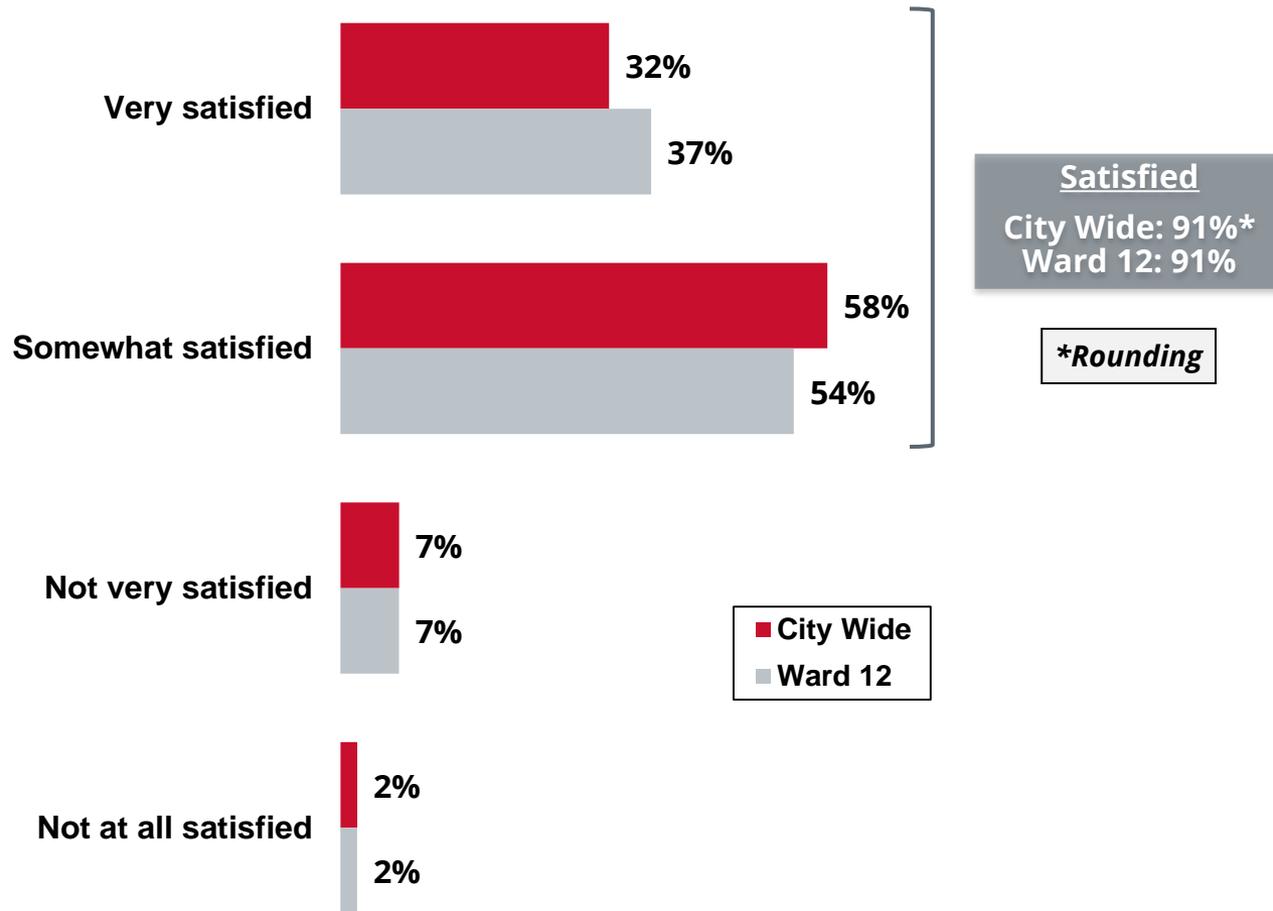


Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?

Base: Valid respondents (City Wide: n=2,448 / Ward 12: n=171)



Satisfaction with The City's Environmental Performance

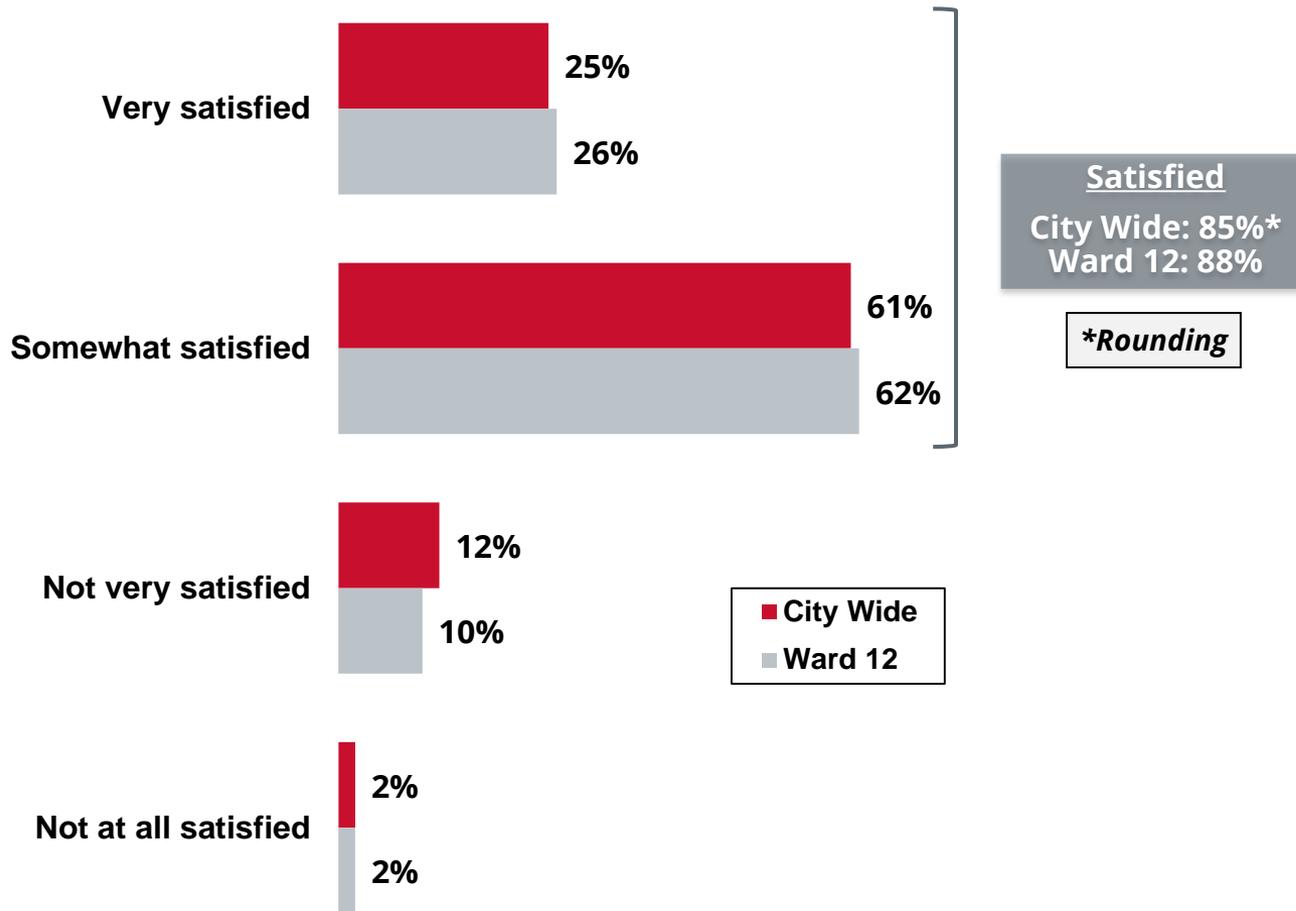


How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Base: Valid respondents (City Wide: n=2,436 / Ward 12: n=171)



Satisfaction with The City's Environmental Programs and Services



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

Base: Valid respondents (City Wide: n=2,429 / Ward 12: n=171)

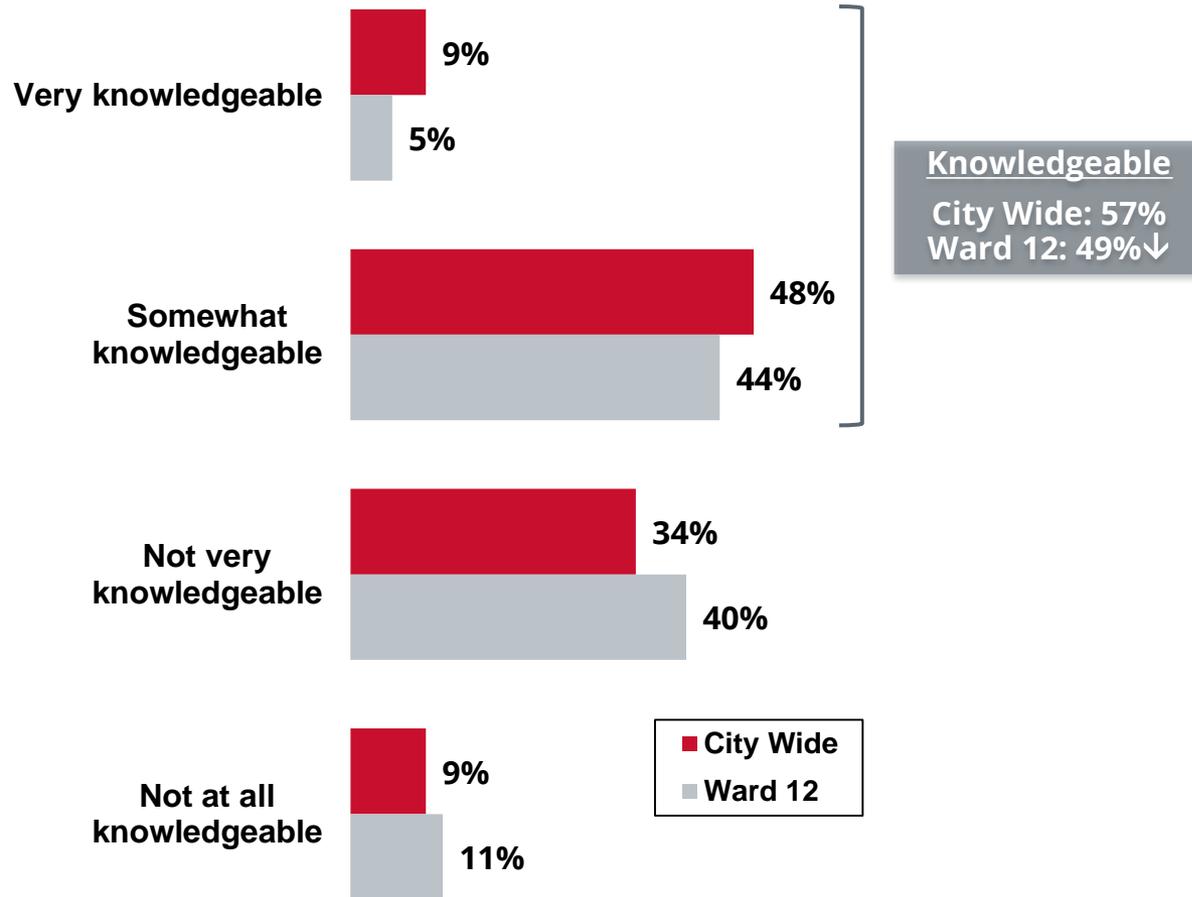


Taxation





Knowledge Levels of Tax Dollar Spending

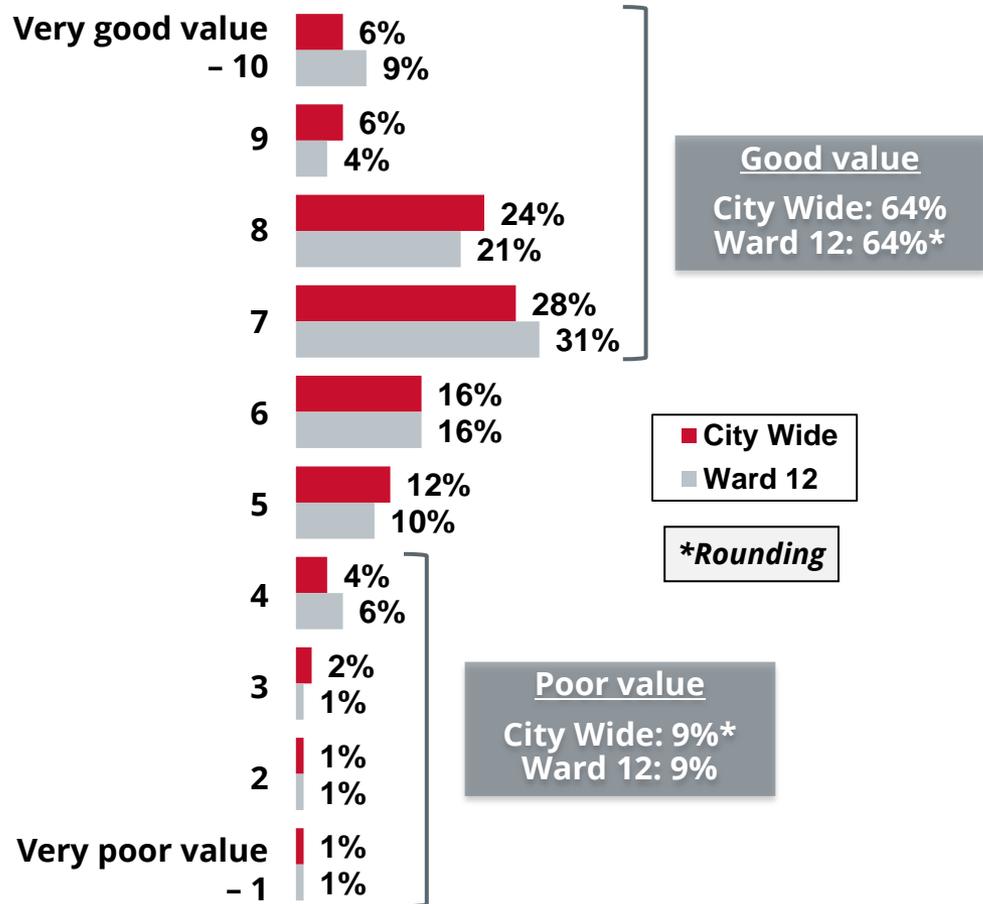


Thinking about how The City of Calgary government is run, and what services it provides, would you say you are very, somewhat, not very, or not at all knowledgeable about how City tax dollars are spent?

Base: Valid respondents (City Wide: n=2,442 / Ward 12: n=170)



Perceived Value of Property Taxes

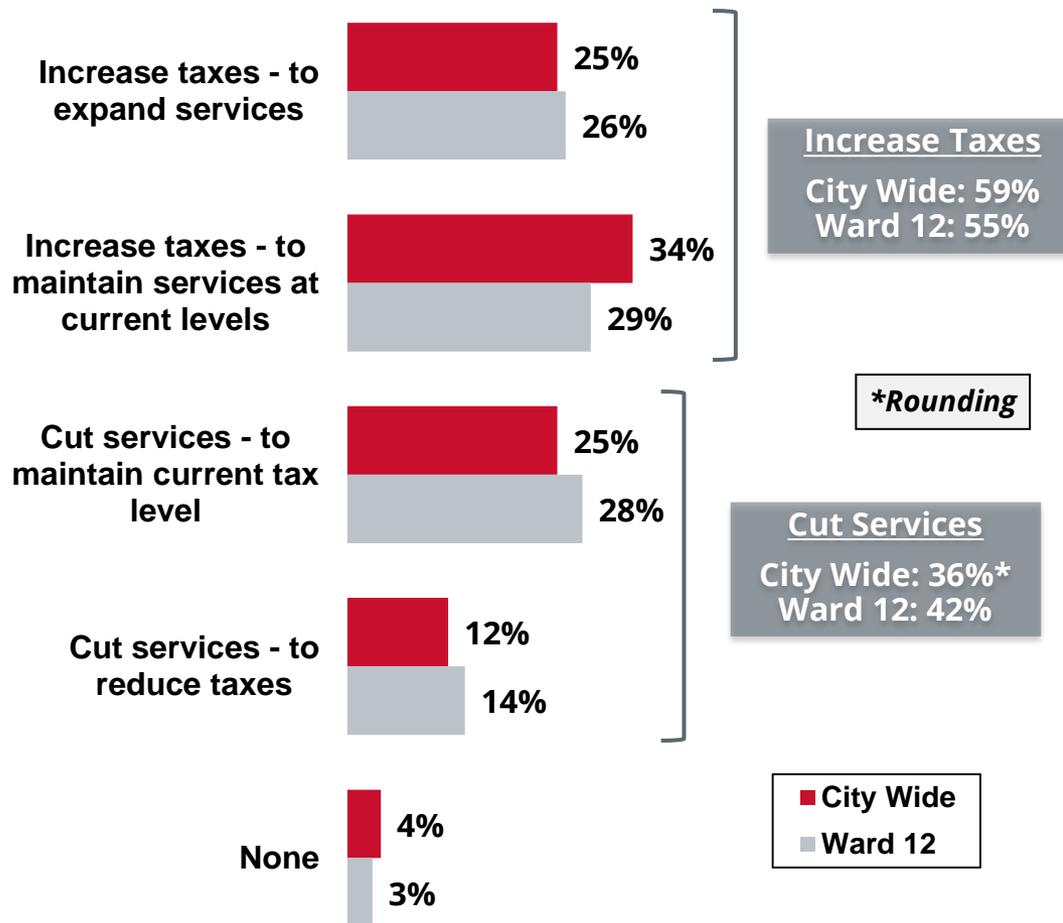


Your property tax dollars are divided between The City and the Province. In Calgary, approximately half of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars 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=2,414 / Ward 12: n=169)



Balancing Taxation and Service Delivery Levels

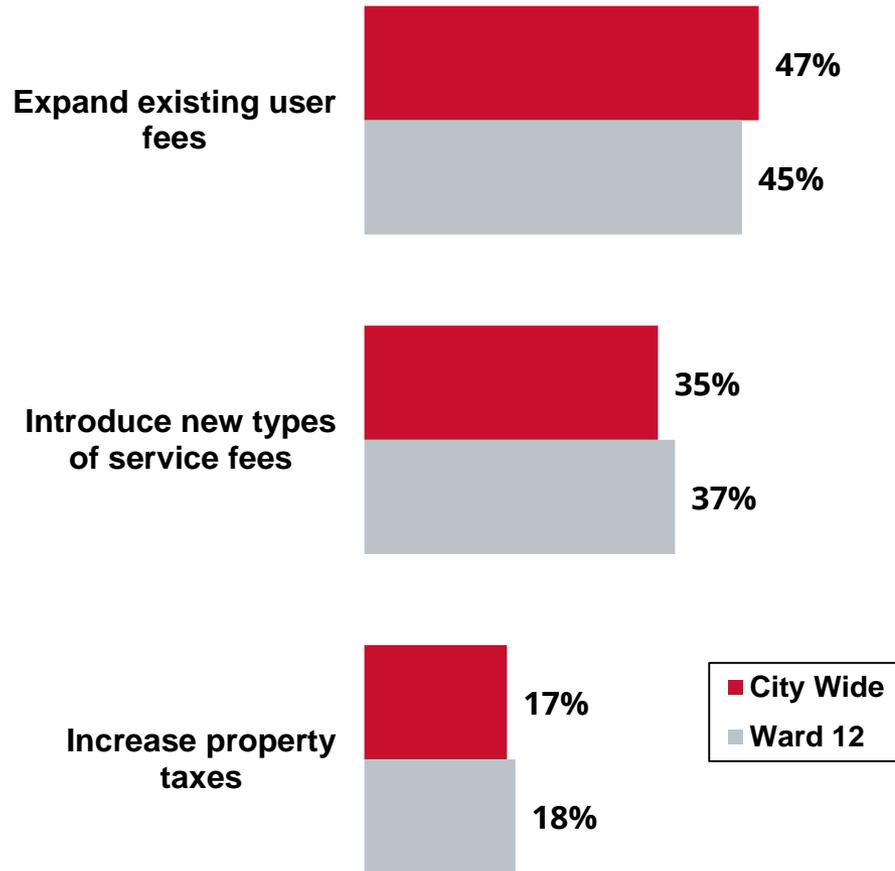


Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (City Wide: n=2,406 / Ward 12: n=170)



Options for Increasing City Revenue



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

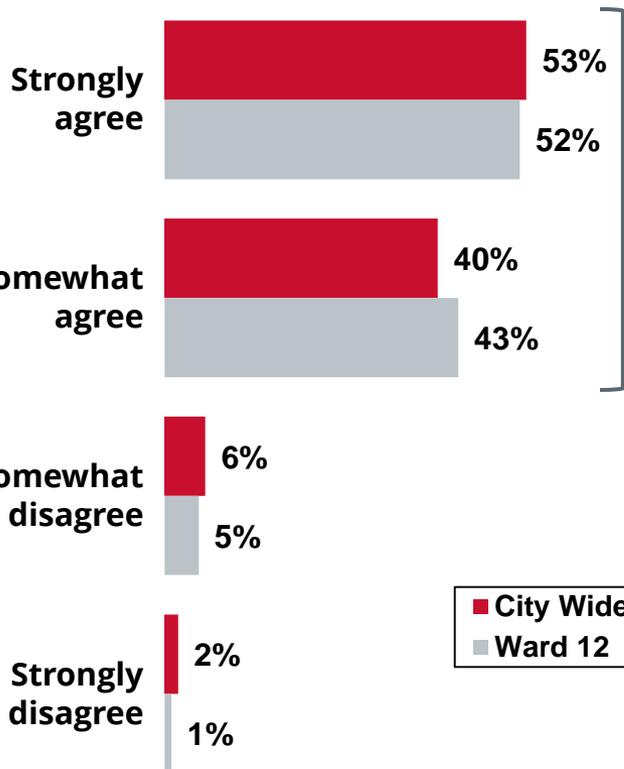
Base: Valid respondents (City Wide: n=2,295 / Ward 12: n=163)



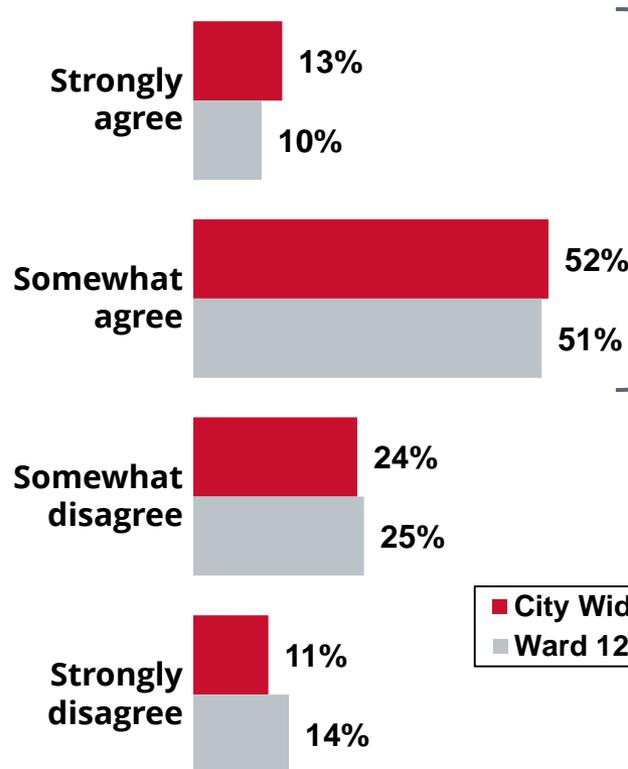
Property Tax Dollar Investment

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



Agree
City Wide: 93%
Ward 12: 94%*
**Rounding*



Agree
City Wide: 65%
Ward 12: 61%

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

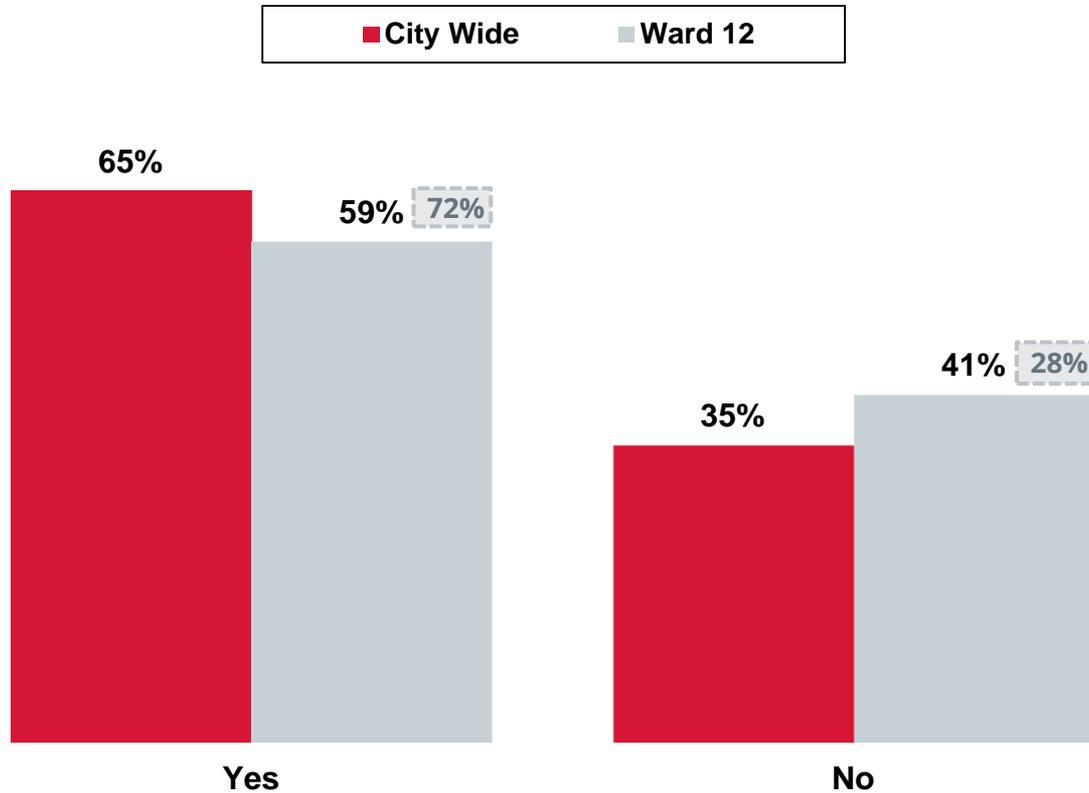


Contact with The City





Past 12 Months Contact with The City of Calgary



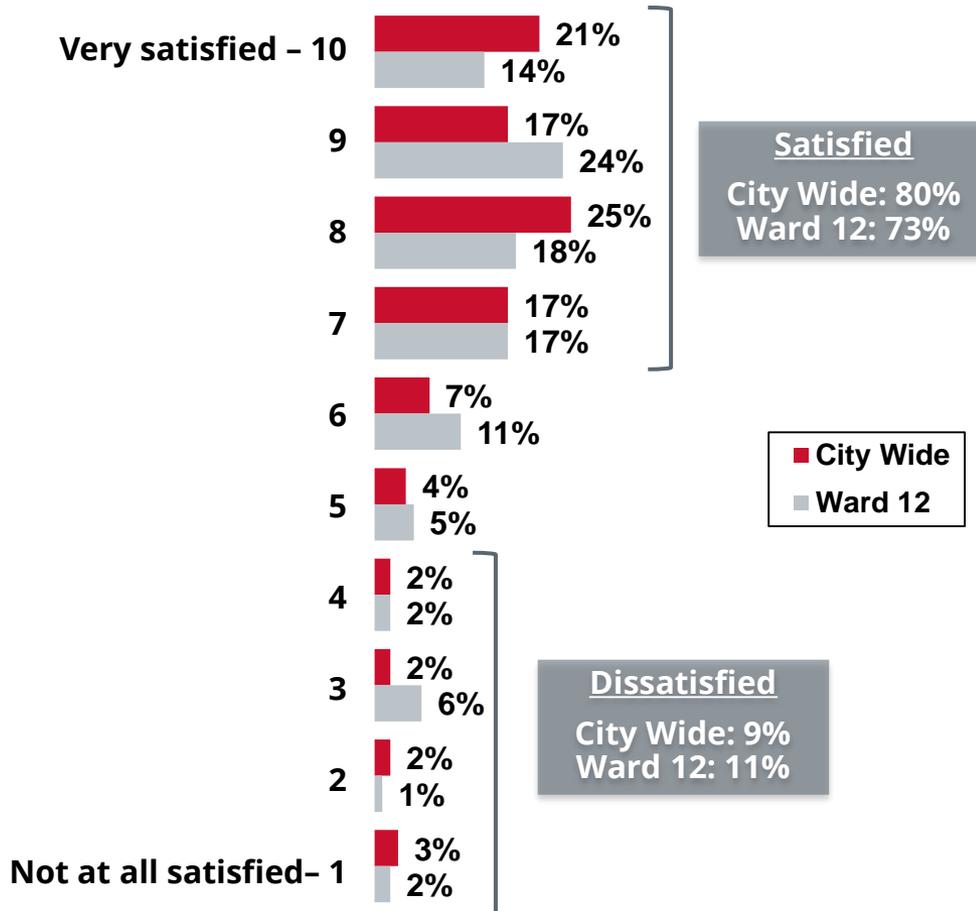
Have you contacted or dealt with The City of Calgary or one of its employees in the last twelve months?

Base: Valid respondents (City Wide: n=2,447 / Ward 12: n=170)

Ward 12 2014



Satisfaction with the Overall Level and Quality of Customer Service

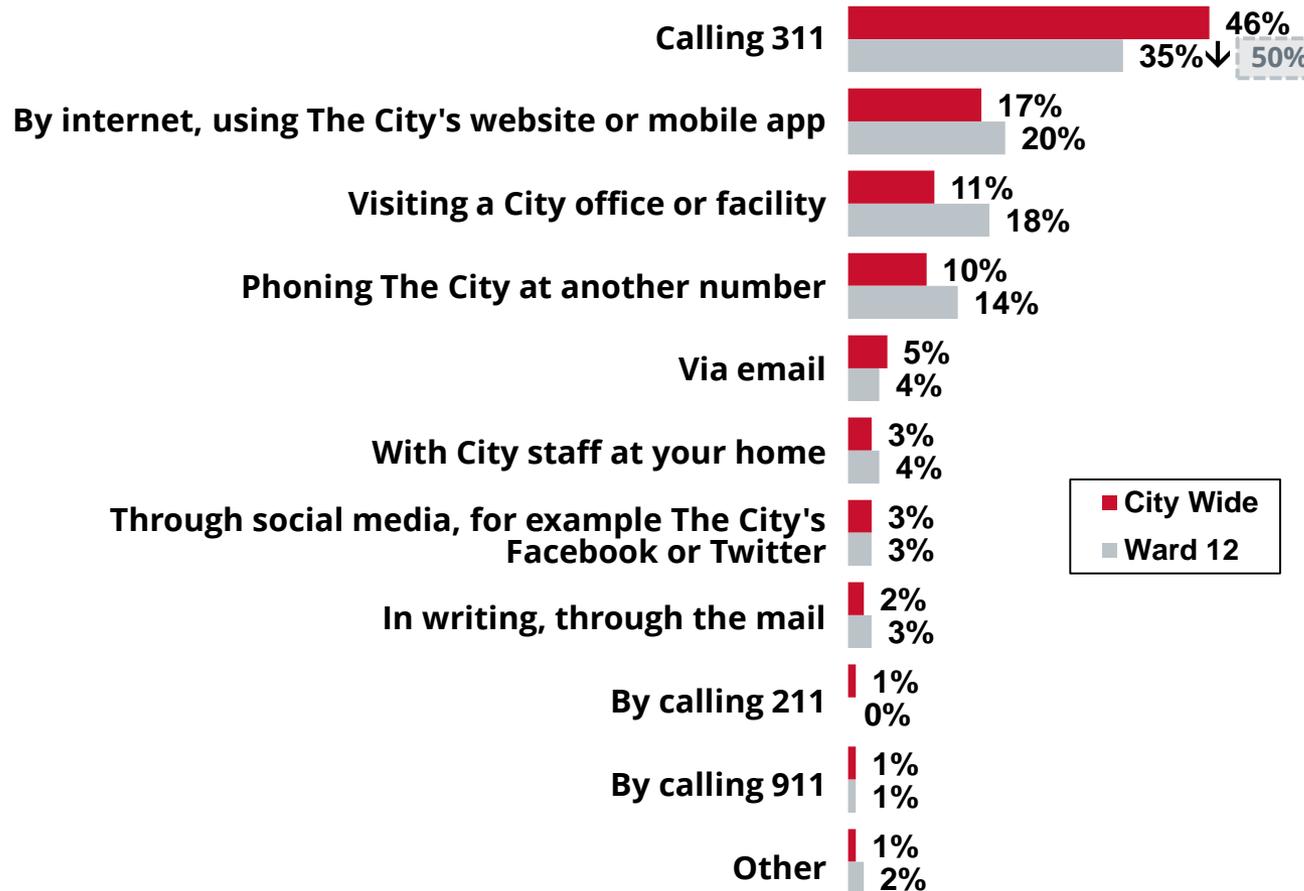


On a scale of 1 – 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied”, how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,603 / Ward 12: n=101)



Type of Contact



■ City Wide
■ Ward 12

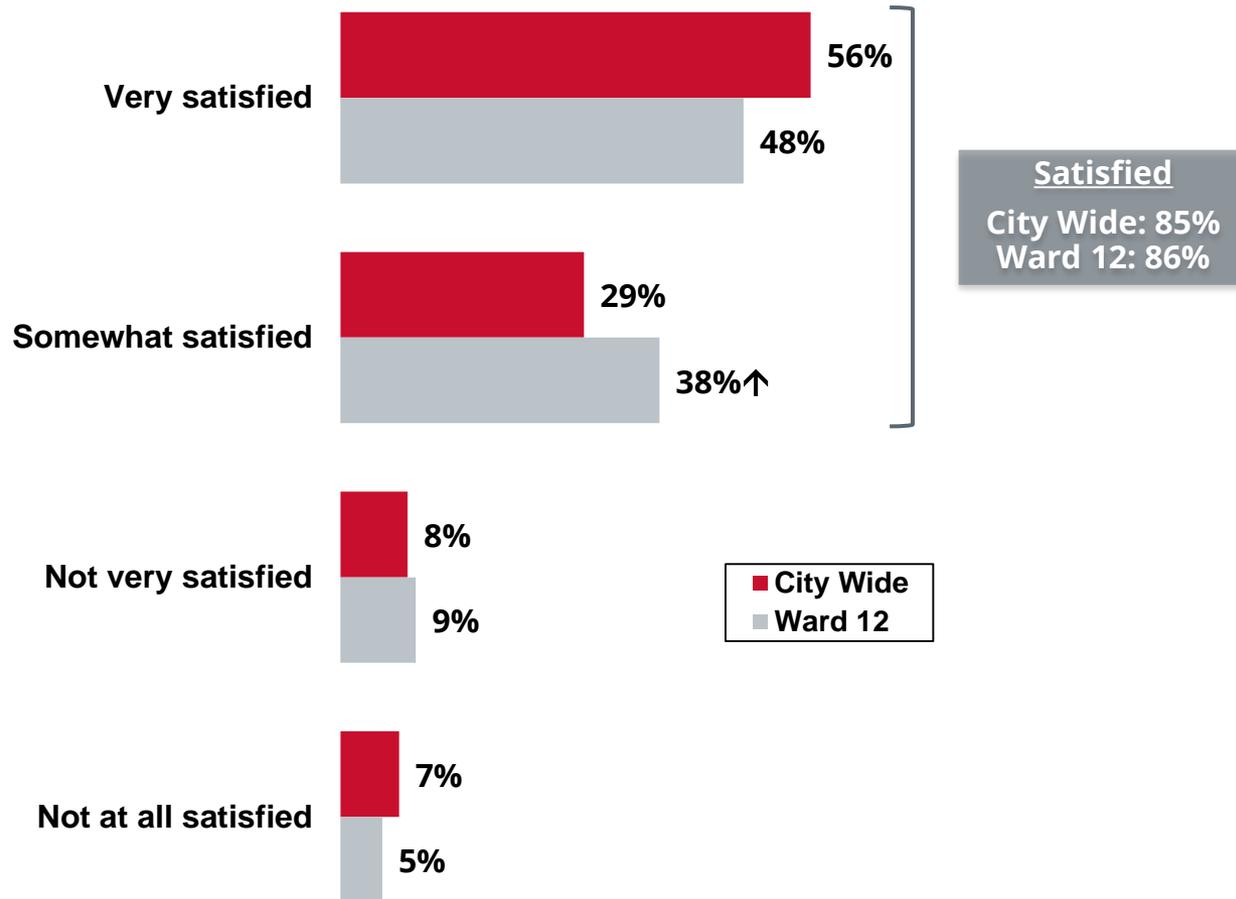
Ward 12 2014

When you contacted The City was it... ?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,597 / Ward 12: n=100)



Satisfaction with Most Recent City Contact



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

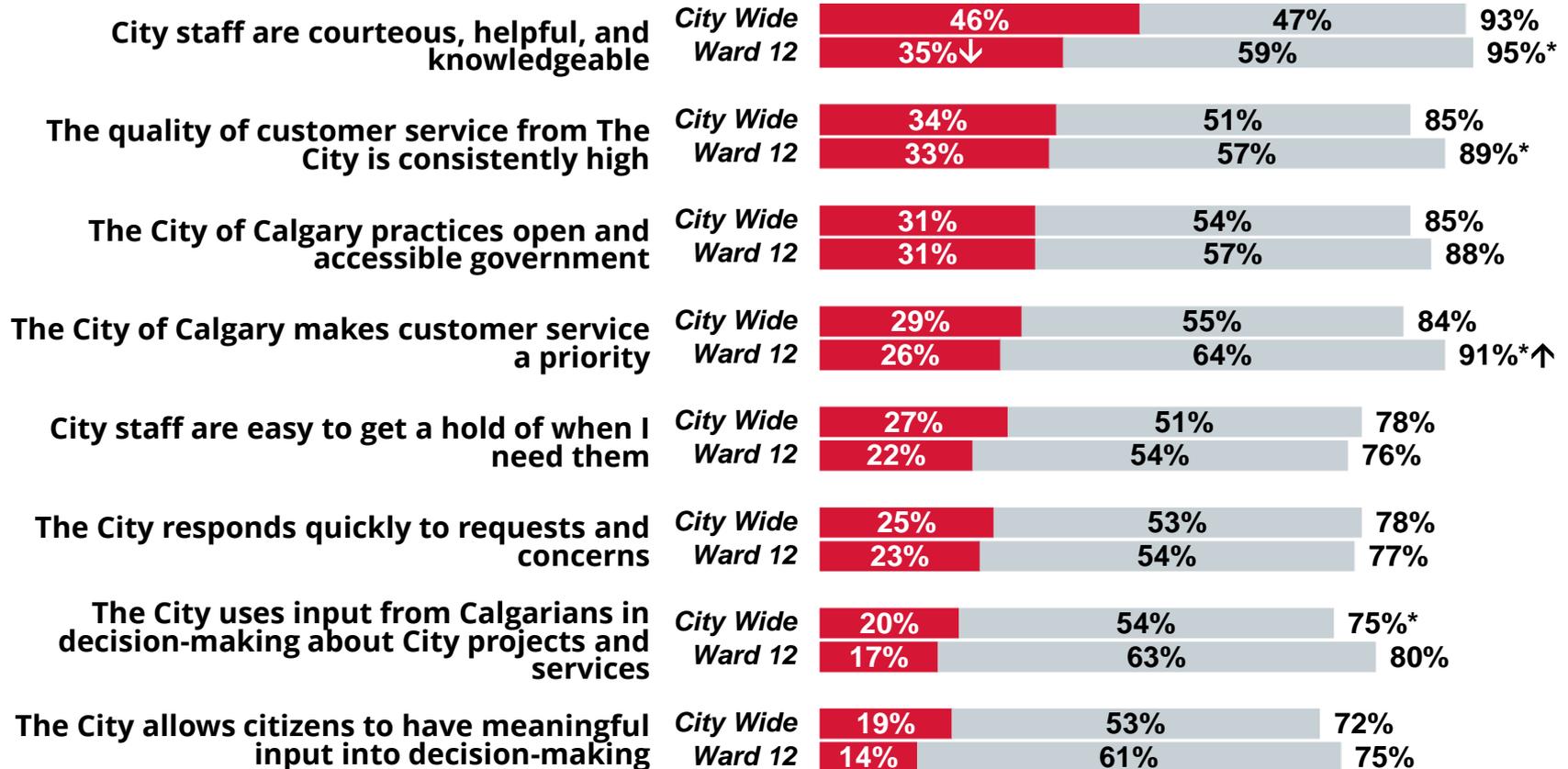
Base: Valid respondents who contacted or dealt with The City of Calgary in the last twelve months (City Wide: n=1,602 / Ward 12: n=101)



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)

*Rounding

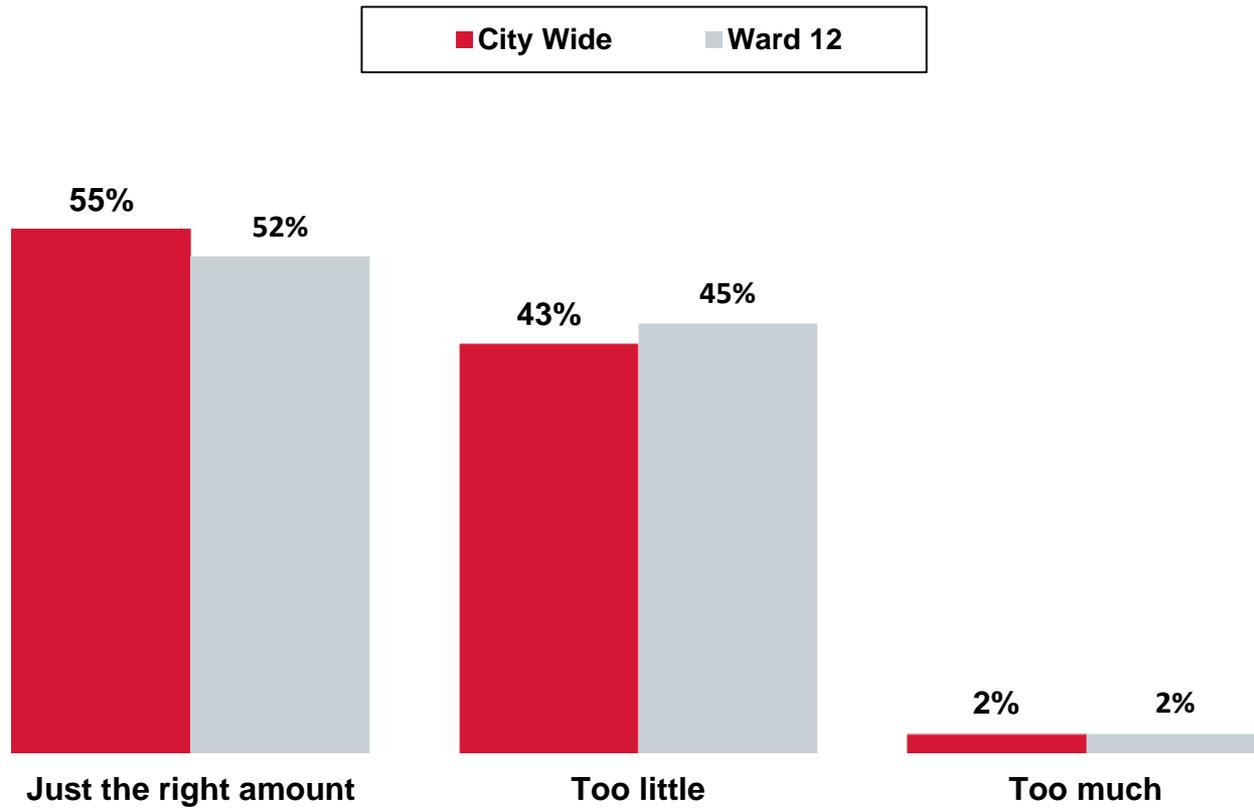


City Communications





The Extent of Information Received

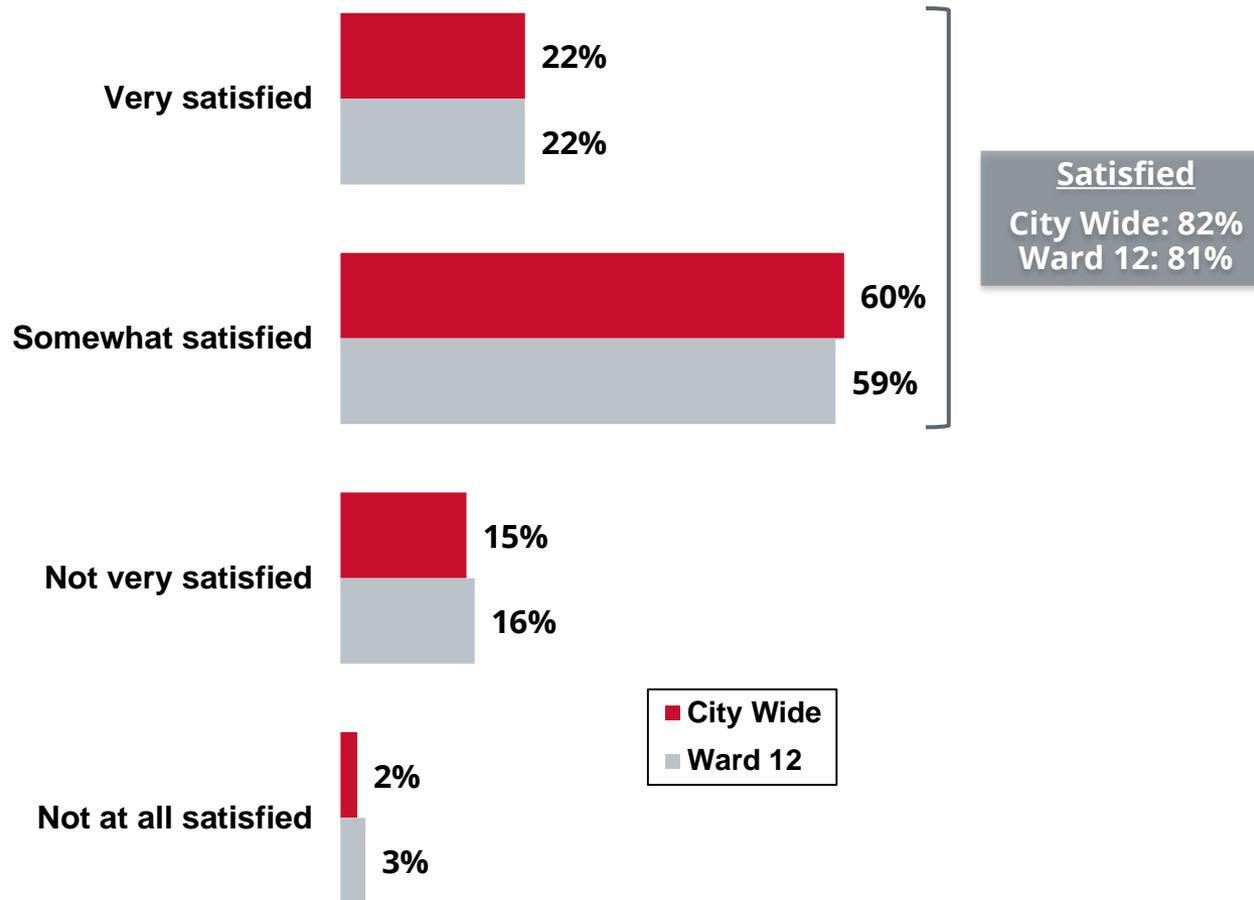


In your opinion, do you currently receive too much, too little, or just the right amount of information from The City?

Base: Valid respondents (City Wide: n=2,440 / Ward 12: n=169)



Overall Satisfaction with Quality of City Information and Communications



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

Base: Valid respondents (City Wide: n=2,441 / Ward 12: n=170)



Demographics





Gender

	City Wide	Ward 12
Male	50%	50%
Female	50%	50%

Age

	City Wide	Ward 12
18 to 24	14%	14%
25 to 34	20%	21%
35 to 44	19%	28%↑
45 to 54	20%	17%
55 to 64	14%	10%
65 or more	13%	11%
<i>Mean</i>	<i>44 years</i>	<i>42 years</i>

Education

	City Wide	Ward 12
Completed high school or less	18%	16%
Some post secondary or college diploma	37%	36%
Completed university degree or post-grad degree	45%	48%

Income

	City Wide	Ward 12
Less than \$30K	6%	3%
\$30K to <\$45K	9%	4%↓
\$45K to <\$60K	11%	5%↓
\$60K to <\$75K	8%	8%
\$75K to <\$90K	8%	9%
\$90K to <\$105K	10%	9%
\$105K to <\$120K	8%	12%
\$120K to <\$150K	14%	20%
\$150K or more	24%	29%

Number of People In Household

	City Wide	Ward 12
1	14%	8%↓
2	29%	26%
3	19%	18%
4	23%	34%↑
5	10%	7%
6 or more	6%	6%

Children and Seniors in Household

% Yes

	City Wide	Ward 12
Children	38%	53%↑
Seniors	15%	15%

Valid respondents



Tenure in Calgary

	City Wide	Ward 12
<5 years	12%	14%
5 to <10 years	10%	12%
10 to <15 years	11%	9%
15 to <20 years	13%	17%
20 to <30 years	19%	22%
30 to <40 years	16%	14%
40 or more	20%	13%
Mean	24 years	21 years↓

Voted in Last Municipal Election

	City Wide	Ward 12
Yes - in Calgary	72%	71%
Yes - other City	2%	5%↑
No	25%	24%

Responsible for Property Taxes

	City Wide	Ward 12
Yes	82%	81%
No	18%	19%

Type of Home

	City Wide	Ward 12
Single-detached house	70%	78%↑
Duplex-attached house	7%	6%
Townhouse	6%	6%
Condominium	7%	7%
Apartment	6%	1%↓
Another multi-dwelling unit	3%	2%

Waste and Recycling Services

% Yes

	City Wide	Ward 12
Have Black Cart	85%	90%
Have Blue Cart	84%	92%↑

Own or Rent

	City Wide	Ward 12
Own	76%	90%↑
Rent	21%	8%↓
Other	-	1%
Neither	2%	1%

Valid respondents



Born in Canada

	City Wide	Ward 12
Yes	74%	77%
No	26%	23%

Age Left Country of Birth

	City Wide	Ward 12
Under 12	28%	21%
12 to 17	12%	14%
18 or older	60%	65%

Base: Not born in Canada

Ethnic Background

	City Wide	Ward 12
Caucasian/ white	24%	24%
British	19%	22%
Canadian/ French Canadian	17%	16%
Western European	12%	14%
East or Southeast Asian	11%	9%
Southern or Eastern European	9%	9%
South Asian	6%	6%
Central/ South American or Caribbean	2%	4%
West Asian or Middle Eastern	2%	-
African	2%	-
Aboriginal/ First Nations/ Metis	2%	-
Other	1%	1%

Disability

	City Wide	Ward 12
Yes	15%	12%
No	85%	88%

Visible Minority

	City Wide	Ward 12
Yes	20%	18%
No	80%	82%

Valid respondents



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