



Calgary



# 2022 Fall Survey of Calgarians

## Ward 5 - Final Report

Prepared for The City of Calgary by:





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# Methodology



**Telephone survey conducted** with a randomly-selected sample of 2,501 Calgarians aged 18 years and older between August 15<sup>th</sup> and September 2<sup>nd</sup>, 2022. A total of 142 interviews were conducted with residents of Ward 5.

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



**Final data were weighted** to ensure the overall sample's quadrant, ward, and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2019 Municipal and 2021 Federal Census data.



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

- The MOE for Ward 5 is  $\pm 8.22$  percentage points.



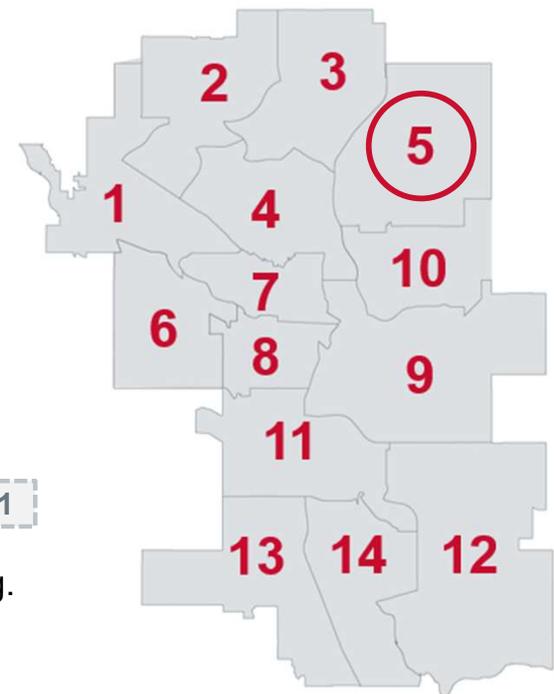
**Results for Ward 5 are compared to results City Wide.**

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

**Where possible, Fall 2022 results for Ward 5 are compared to those from Fall 2021 as indicated by a grey dotted box:**

Ward 5 2021

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





# Highlights





## QUALITY OF LIFE



'Good' Quality of Life **71%**

Calgary is a great place to make a life **75%**

I am proud to live in my neighbourhood



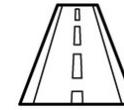
I feel safe walking alone in my neighbourhood after dark



Calgary is a great place to make a living **73%**

Calgary is on the right track to be a better city 10 years from now **75%**

## ISSUE AGENDA (TOP 3)



Infrastructure, Traffic and Roads **37%**



Crime, Safety and Policing **27%**



Recreation and Parks **21%**

## VALUE FOR TAXES AND CITIZEN SATISFACTION



**45%**  
'Good' value for tax dollars



**58%**  
'Satisfied' with City services and programs



**66%**  
'Satisfied' with customer service

## CITY PERFORMANCE AND REPUTATION



**43%**  
'Trust' The City of Calgary



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



**70%**  
'Agree' City practices open and accessible government



**81%**  
'Agree' City building meaningful relationships with Indigenous partners



**89%**  
'Agree' Calgary is a city that celebrates culture, heritage and diversity



# Differences in Ward 5 vs. City Wide

		Ward 5	City Wide
 <p><b>Quality of Life</b></p>	Overall quality of life is 'good'	71%↓	80%
	Crime in neighbourhood has 'increased'	65%↑	44%
	Feel 'safe' walking alone in neighbourhood after dark	63%↓	78%
	The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most	61%↑	52%
	I am proud to live in my neighbourhood	57%↓	81%
	Quality of life has 'improved'	21%↑	13%
 <p><b>Issue Agenda</b></p>	Roads (unspecified)	18%↑	11%
	Environment and Waste Management [NET]	16%↑	10%
	Transit [NET]	10%↓	18%
	Poverty/homelessness/related social issues	5%↓	11%
	Public transportation	4%↓	10%
	Taxes [NET]	3%↓	8%
	Growth and Planning [NET]	2%↓	7%
 <p><b>Importance: City Programs and Services</b></p>	Calgary Transit including bus and CTrain service	97%↑	89%
	Calgary's parks, playgrounds and other open spaces	95%↓	99%

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 5 vs. City Wide (continued)



## Satisfaction: City Programs and Services

	Ward 5	City Wide
Calgary Transit including bus and CTrain service	88%↑	72%
Disaster planning and response	87%↓	93%
Residential garbage collection service	80%↓	90%
Spring road cleaning	80%↓	90%
Road maintenance	56%↓	70%
Snow removal	74%↑	55%
Road maintenance including pothole repairs	70%↑	55%
Calgary's parks, playgrounds and other open spaces	59%↑	47%
City operated recreation PROGRAMS	56%↑	41%
311 service	52%↑	32%
Disaster planning and response	49%↑	33%
The quality of drinking water	48%↑	31%
Development and building inspections and permits	47%↑	31%
Support for arts and culture	43%↑	28%
Bylaw services	36%↑	23%
Spring road cleaning	36%↑	21%
Property tax assessment	32%↑	21%



## Investment: City Programs and Services (Invest 'More')

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

# Differences in Ward 5 vs. City Wide (continued)

		Ward 5	City Wide
	<b>Taxation</b>	Value received from municipal property tax dollars is 'good'	45%↓ 56%
	<b>Customer Service</b>	<i>No statistically significant differences</i>	
	<b>Communication</b>	Preferred method of contact is online [NET]	19%↓ 29%
		Preferred method of contact is by visiting a City of Calgary website	13%↓ 21%
	<b>City Reputation and Performance</b>	'Satisfied' with City Council (excluding City Administration)	72%↑ 62%
	<b>Council Focus Areas</b>	<i>No statistically significant differences</i>	

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

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



# Year-Over-Year Changes in Ward 5

		2022	2021
	<b>Quality of Life</b>	Calgary is a safe city	73%↓ 84%
		Perceived Change in Crime (Increased)	65%↑ 40%
		I am proud to live in my neighbourhood	57%↓ 76%
	<b>Issue Agenda</b>	Crime, Safety and Policing [NET]	27%↑ 15%
		Recreation and Parks [NET]	21%↑ 11%
		Roads (unspecified)	18%↑ 2%
		Public safety	11%↑ 2%
		None/no others	8%↓ 20%
	<b>Importance: City Programs and Services</b>	Affordable housing for low-income Calgarians	93%↓ 100%
		City growth management	90%↓ 99%
		On-street bikeways	61%↓ 81%
	<b>Satisfaction: City Programs and Services</b>	Spring road cleaning	80%↓ 92%

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

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



# Year-Over-Year Changes in Ward 5 (continued)

		2022	2021
	<b>Investment: City Programs and Services (Invest 'More')</b>	<i>No statistically significant differences</i>	
	<b>Taxation</b>	<i>No statistically significant differences</i>	
	<b>Customer Service</b>	<i>No statistically significant differences</i>	
	<b>Communication</b>	<i>No statistically significant differences</i>	
	<b>City Reputation and Performance</b>	<i>No statistically significant differences</i>	

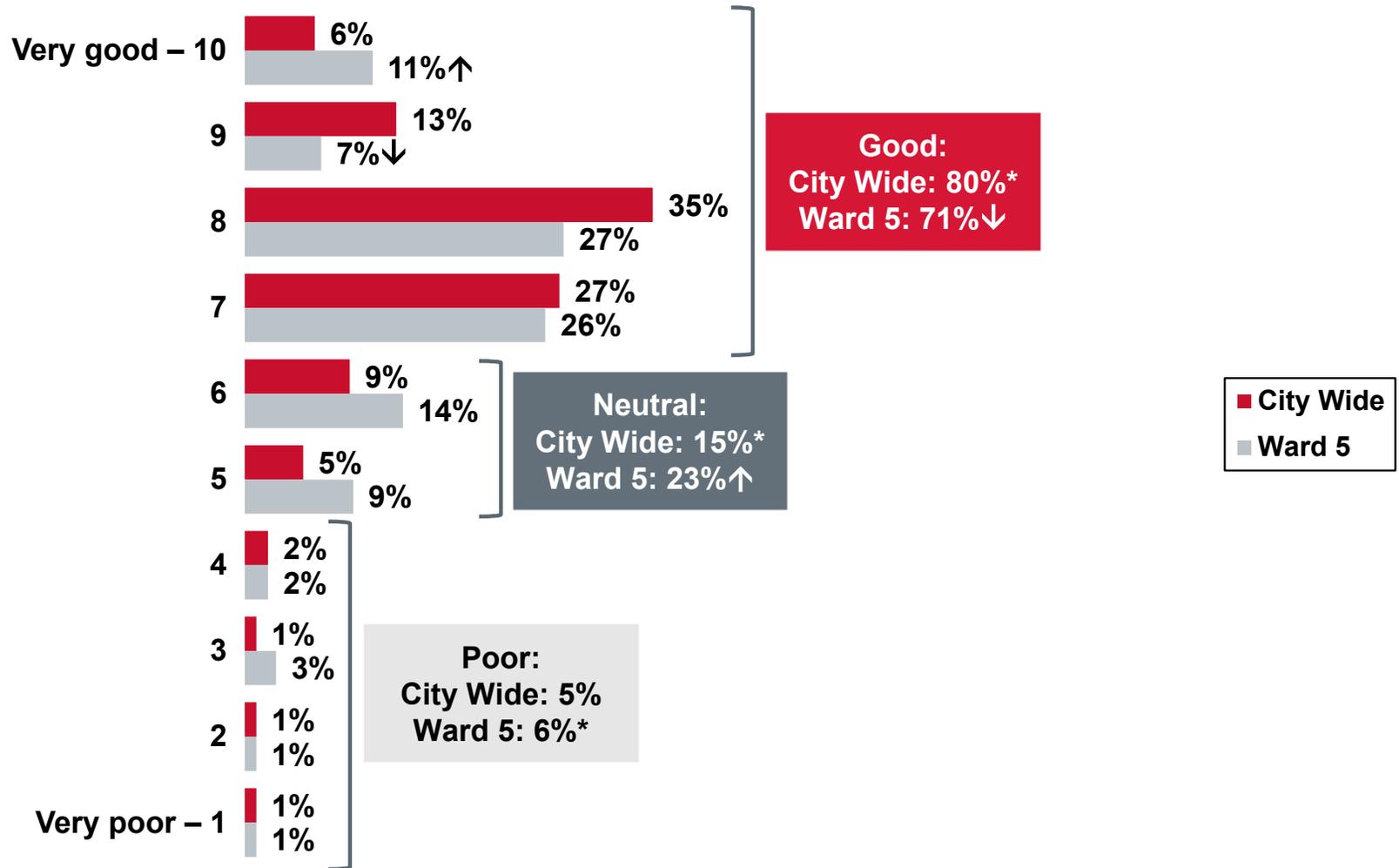


## Quality of Life





# 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?

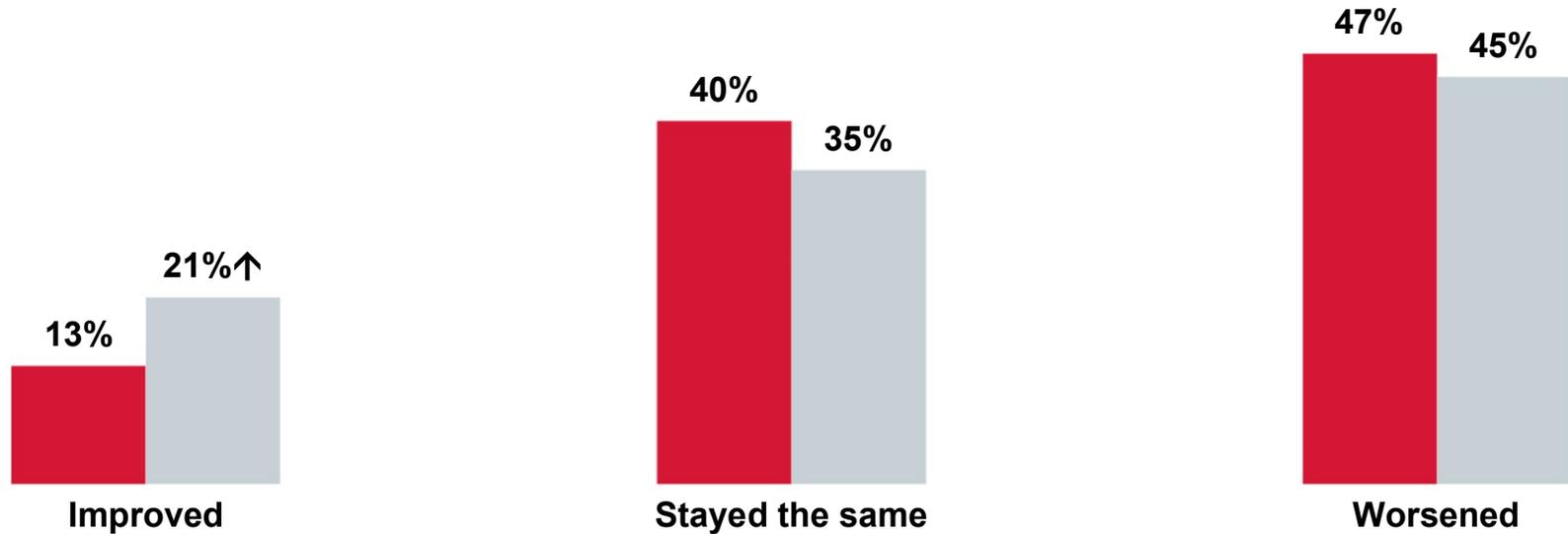
Base: Valid respondents (City Wide: n=2,499 / Ward 5: n=142)

\*Rounding

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

# Perceived Change in the Quality of Life

■ City Wide   ■ Ward 5



*And, do you feel that the quality of life in the city of Calgary in the past three years has ...?*  
 Base: Valid respondents (City Wide: n=2,460 / Ward 5: n=139)

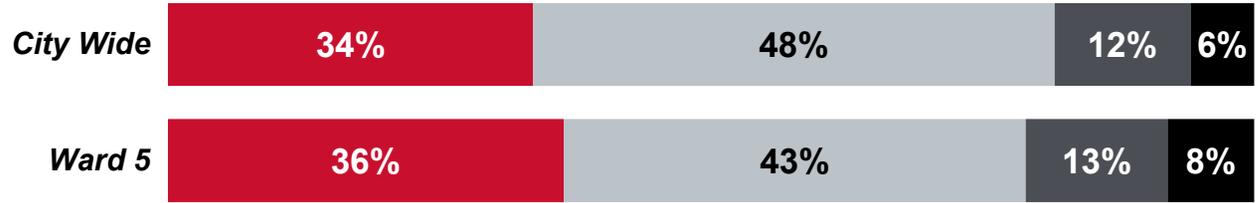
↑ Statistically higher than City Wide  
 ↓ Statistically lower than City Wide

# Connectedness

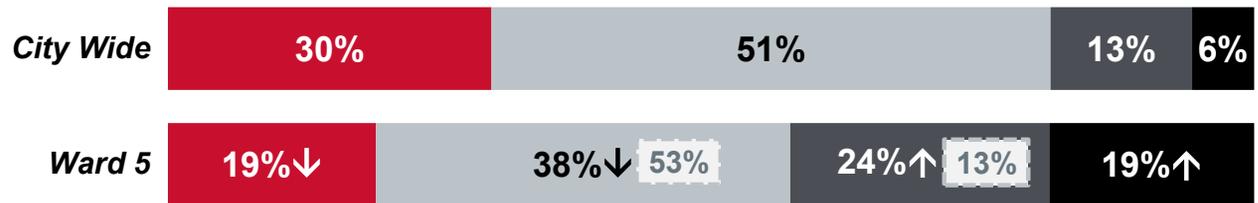
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

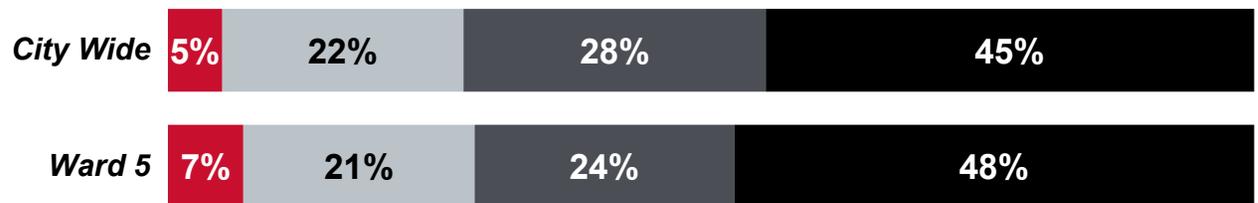
I am proud to be a Calgarian



I am proud to live in my neighbourhood



I am regularly involved in neighbourhood and local community events



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

Ward 5 2021

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

# Making a Life and Making a Living

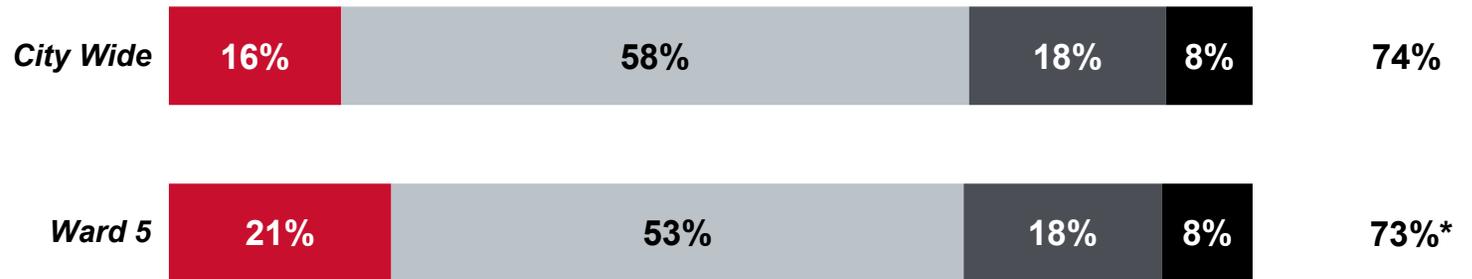
■ Completely Agree (10) 
 ■ Agree (9, 8 or 7) 
 ■ Neutral (6 or 5) 
 ■ Disagree (4, 3, 2 or 1)

% Agree

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



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



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

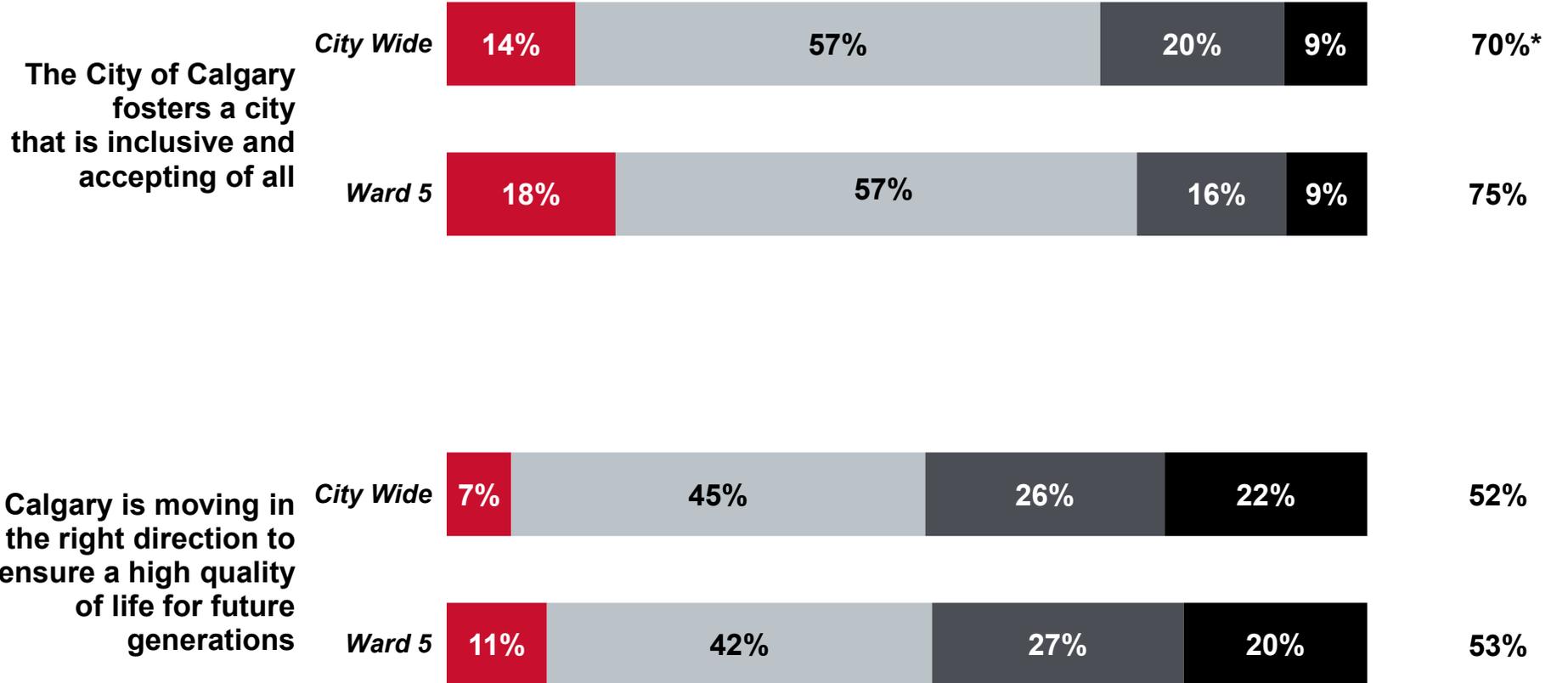
Base: Valid respondents (Bases vary)

\*Rounding

# Inclusivity and Future Direction

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

% Agree



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

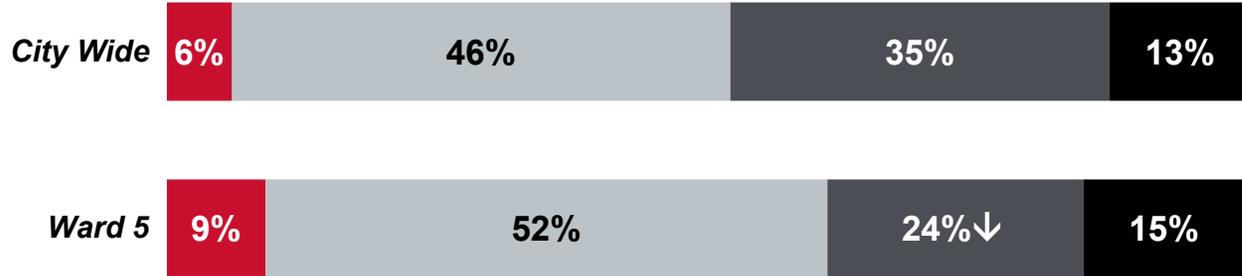
\*Rounding

# Inclusivity

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

% Agree

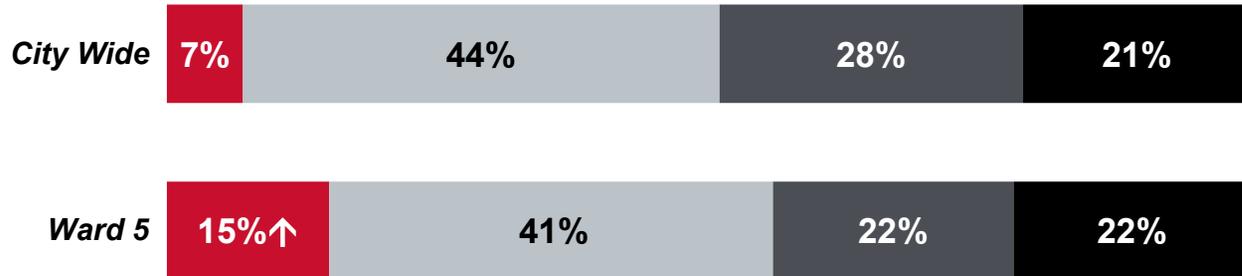
The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most



52%

61%↑

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



51%

56%

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)

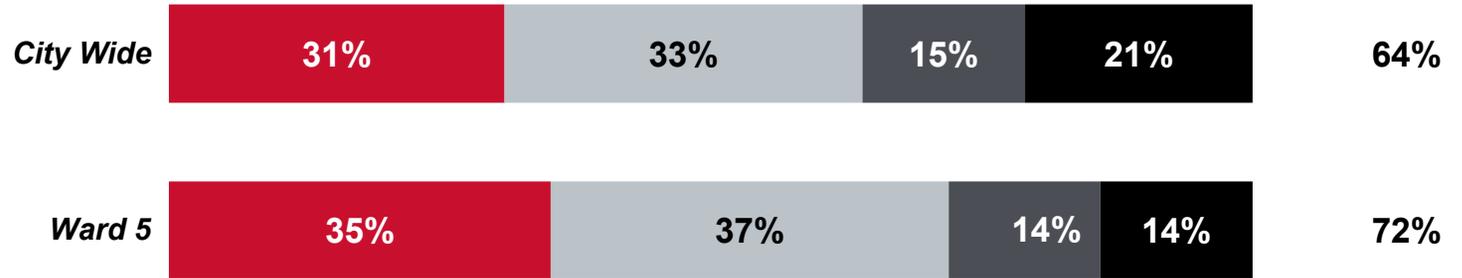
↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

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

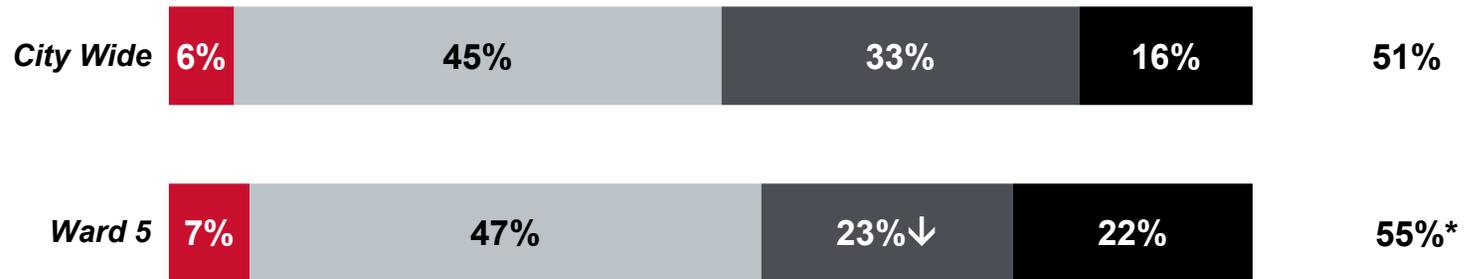
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

I think we need to act now to address climate change



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



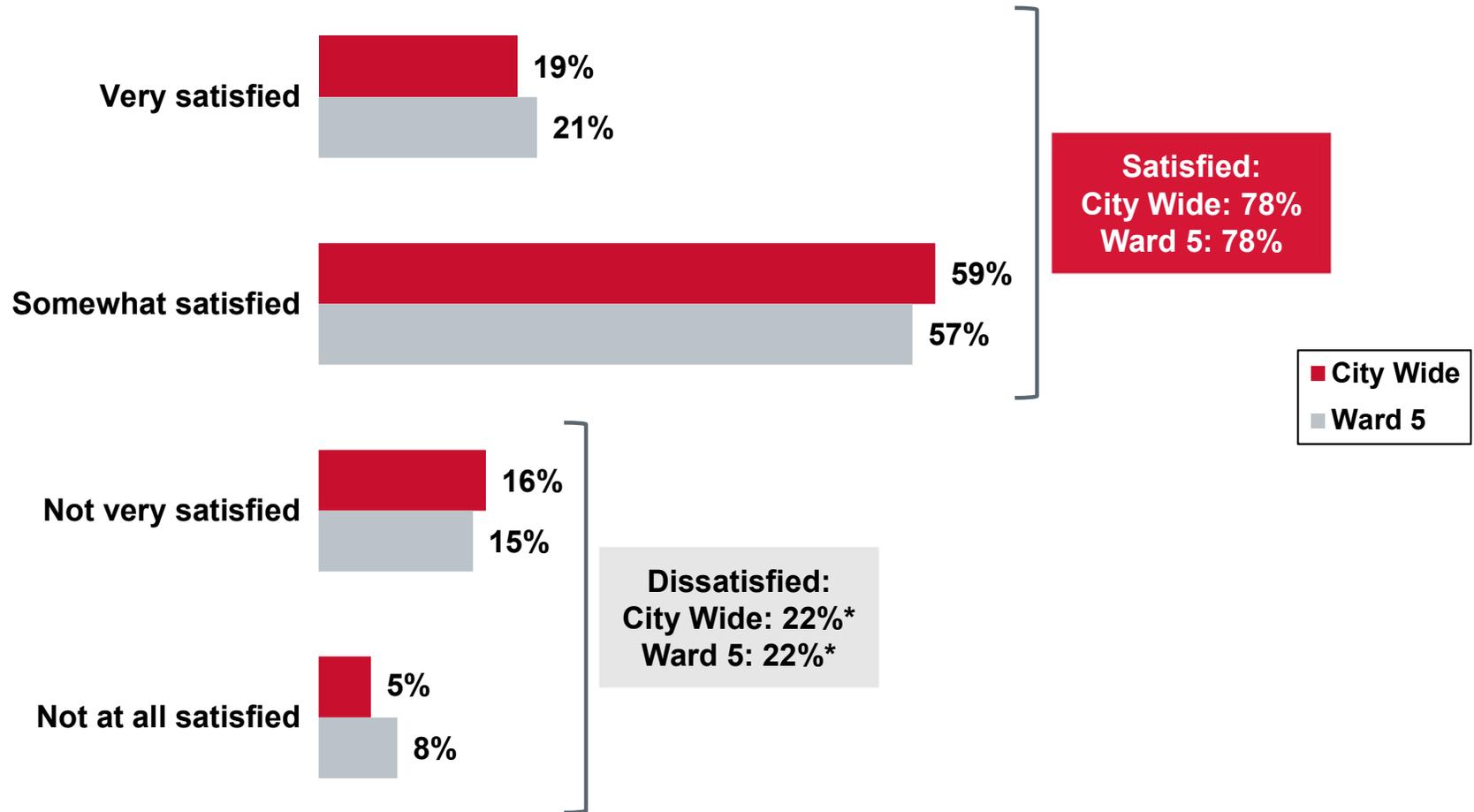
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."  
 Base: Valid respondents (Bases vary)

\*Rounding

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



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



+Question reintroduced in Fall 2022

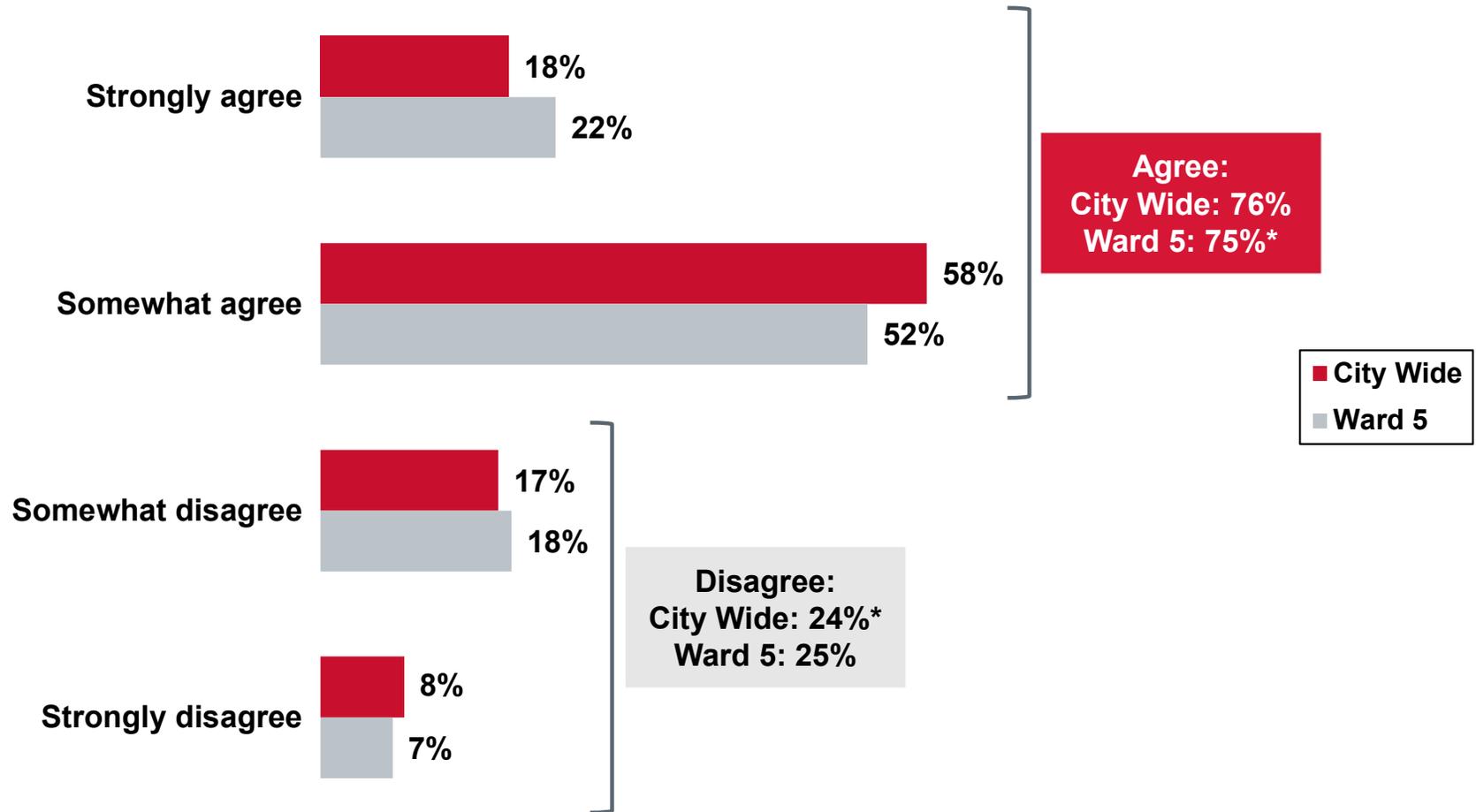
How satisfied are you with the job the City of Calgary is currently doing to protect the environment?

Base: Valid respondents (City Wide: n=2,463 / Ward 5: n=141)

\*Rounding



# On the Right Track to Be a Better City

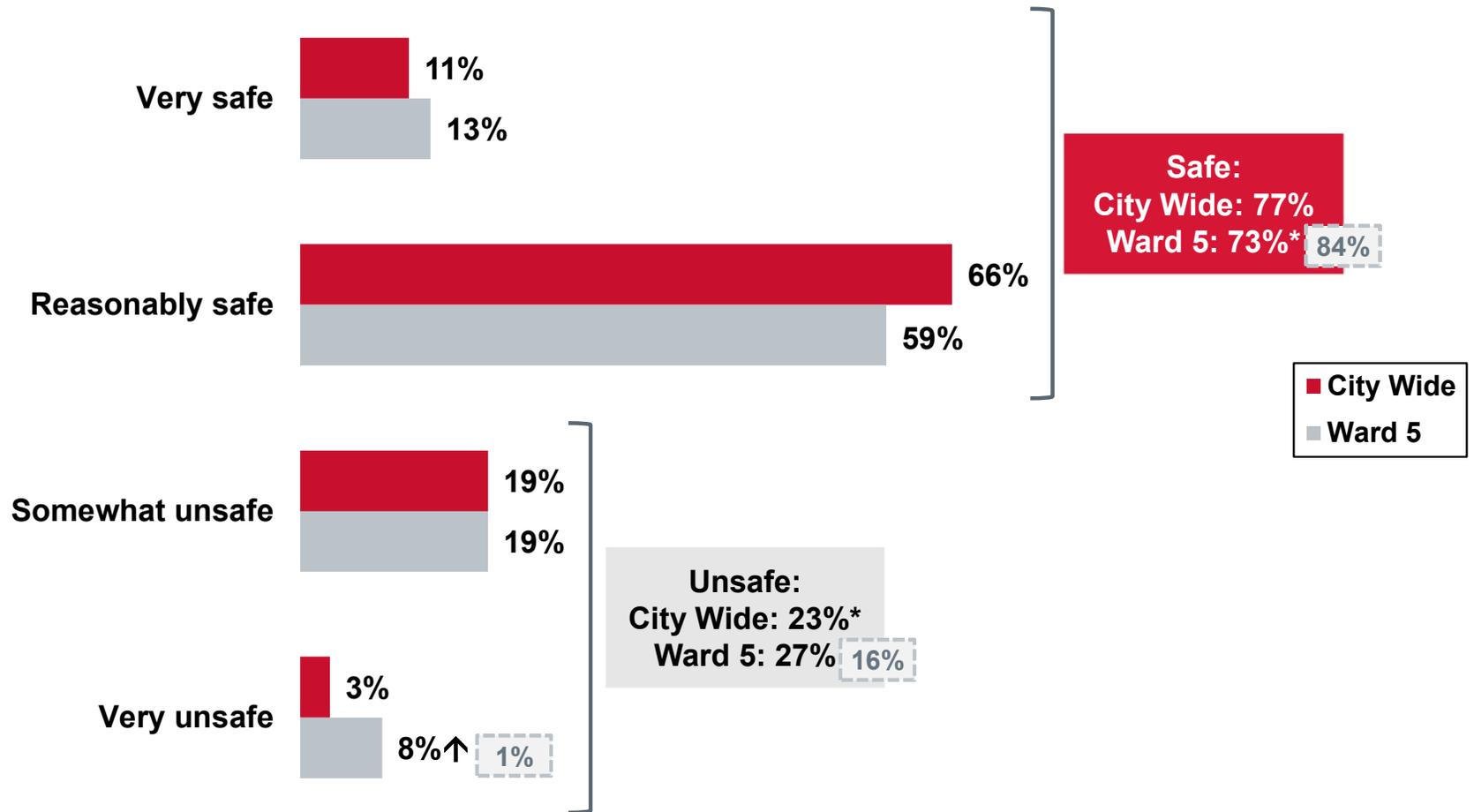


*There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.*  
 Base: Valid respondents (City Wide: n=2,488 / Ward 5: n=142)

\*Rounding



# Overall Perceived Safety of the City of Calgary

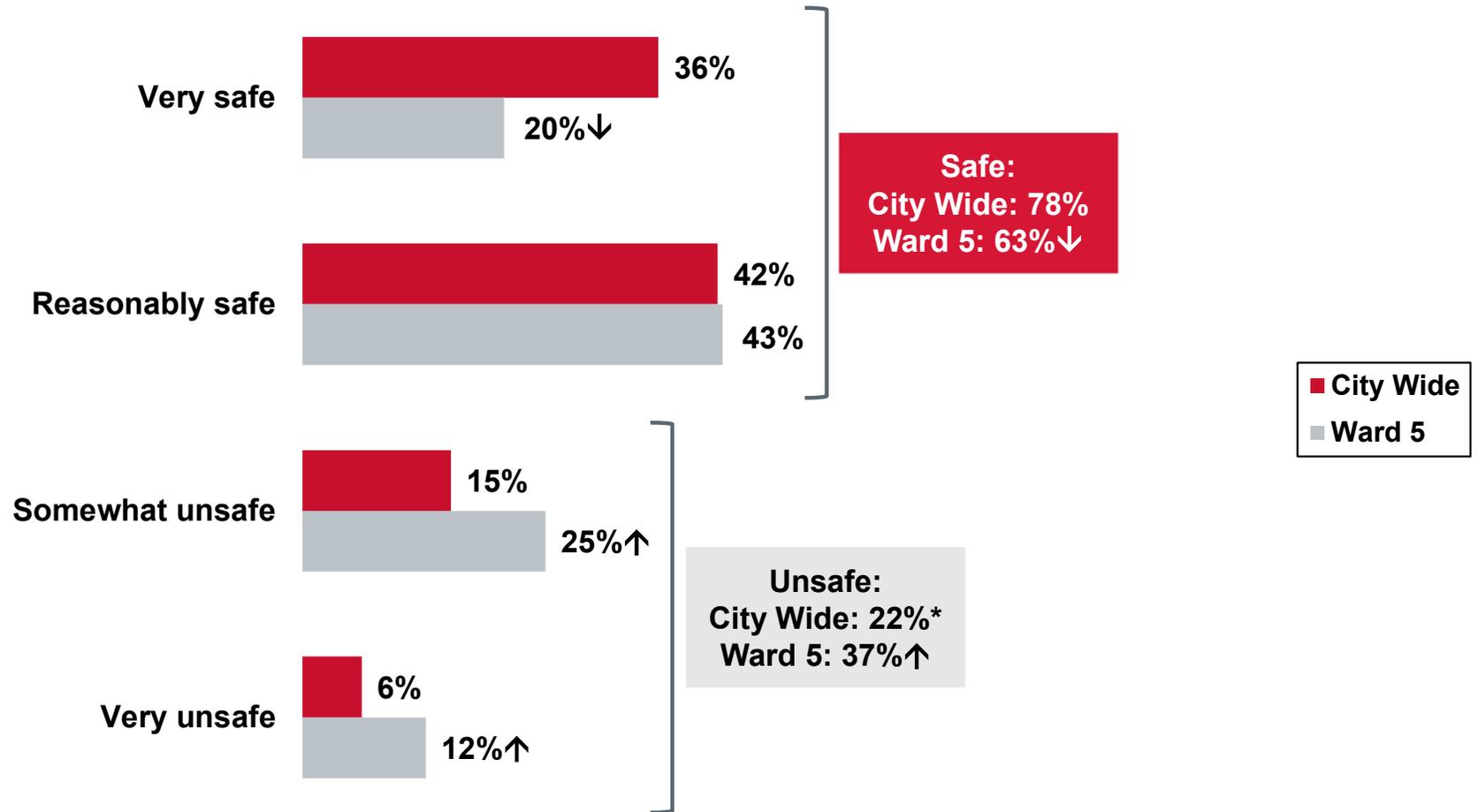


How safe or unsafe do you think Calgary is overall?  
 Base: Valid respondents (City Wide: n=2,489 / Ward 5: n=142)

Ward 5 2021 \*Rounding  
 ↑ Statistically higher than City Wide  
 ↓ Statistically lower than City Wide



# Perceived Safety in Own Neighbourhood

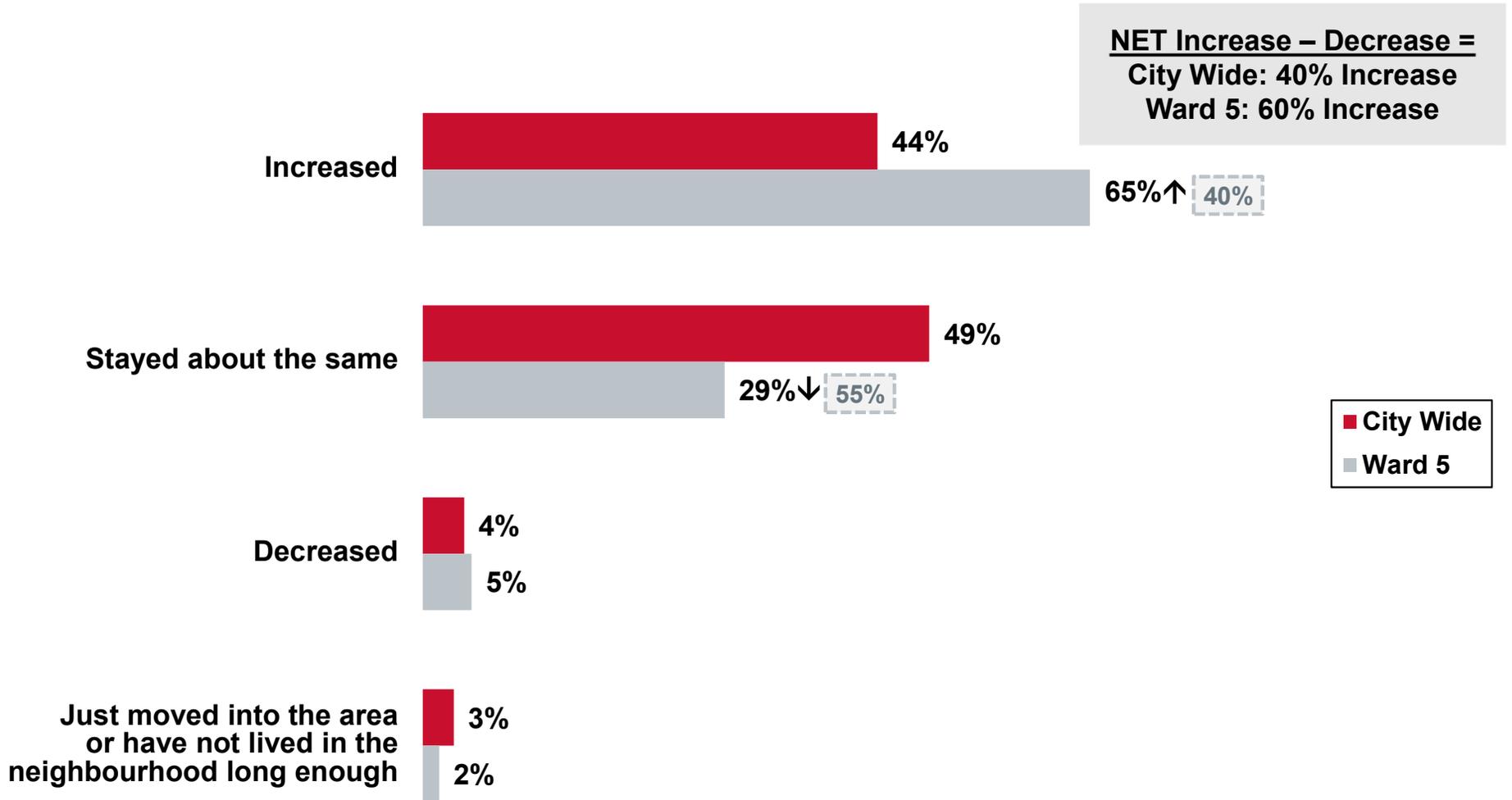


How safe do you feel or would you feel walking alone in your neighbourhood after dark?  
 Do you or would you feel ...  
 Base: Valid respondents (City Wide: n=2,496 / Ward 5: n=141)

\*Rounding

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

# Perceived Change in Neighbourhood Crime



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

Base: Valid respondents (City Wide: n=2,484 / Ward 5: n=141)



## Issue Agenda





# Issue Agenda

City Wide

Ward 5

■ First Mention ■ Other Mentions

Multiple Responses

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

Issue	City Wide (NET)	Ward 5
<b>Infrastructure, Traffic and Roads [NET]</b>	<b>31%</b>	<b>37%</b>
Roads (unspecified)	7% (First) 11% (Other)	18%↑ 2%
Road conditions	7%	9%
Traffic congestion	7%	5%
<b>Crime, Safety and Policing [NET]</b>	<b>27%</b>	<b>27%</b> 15%
Crime	10% (First) 14% (Other)	17%
Public safety	9% (First) 12% (Other)	11% 2%
<b>Recreation and Parks [NET]</b>	<b>19%</b>	<b>21%</b> 11%
Lack of community centres/parks/green space	8% (First) 12% (Other)	11%
<b>Transit [NET]</b>	<b>18%</b>	<b>10%</b> ↓
Public transportation	6% (First) 10% (Other)	4%↓
Transit system improvements	5% (First) 9% (Other)	4%
Transportation (unspecified)	6%	5%
<b>Homelessness, Poverty, Affordable Housing [NET]</b>	<b>16%</b>	<b>11%</b>
Poverty/homelessness/related social issues	7% (First) 11% (Other)	5%↓
Affordable/available housing	7%	6%
<b>Economy [NET]</b>	<b>10%</b>	<b>9%</b>
<b>Environment and Waste Management [NET]</b>	<b>10%</b>	<b>16%</b> ↑
<b>Taxes [NET]</b>	<b>8%</b>	<b>3%</b> ↓
Taxes/high taxes	5% (First) 8% (Other)	3%↓
<b>Growth and Planning [NET]</b>	<b>7%</b>	<b>2%</b> ↓
Education	7%	11%
Healthcare	6%	4%
<b>None/no others</b>	<b>14%</b>	<b>8%</b> 20%

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

In your view, as a resident of the city of Calgary, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Valid respondents (City Wide: n=2,458 / Ward 5: n=142)

Ward 5 2021

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

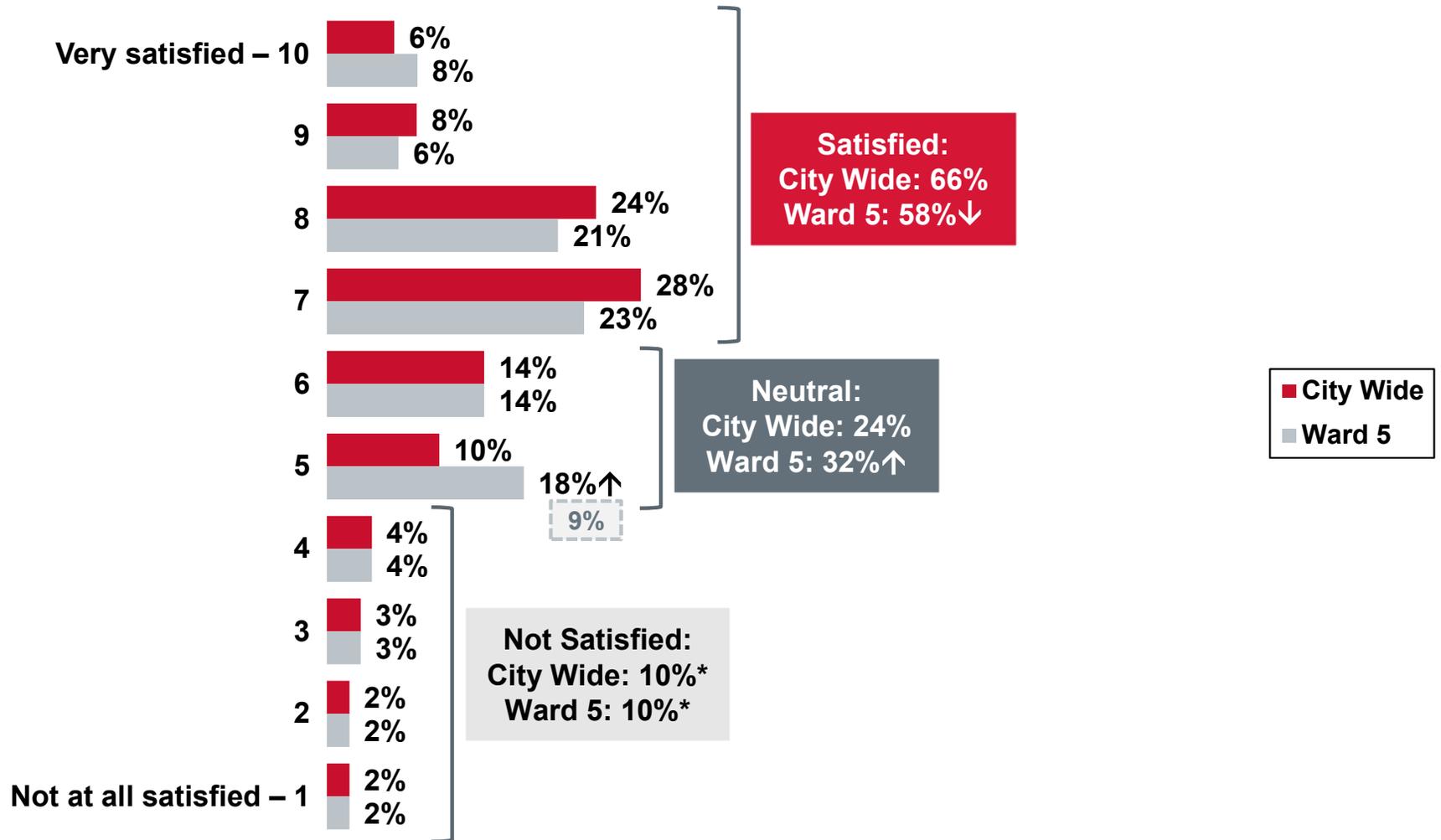


## City Programs and Services





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



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

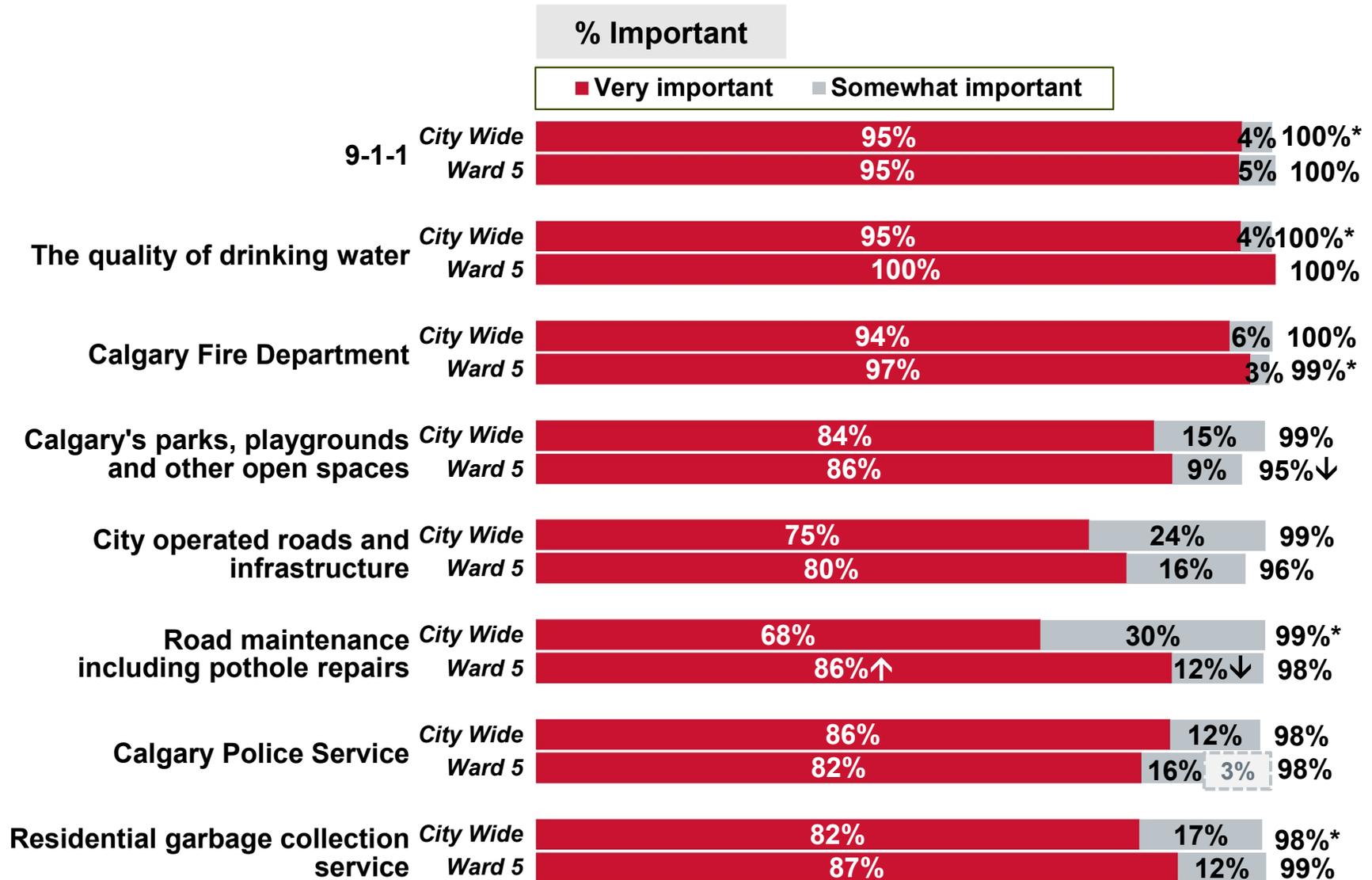
Base: Valid respondents (City Wide: n=2,489 / Ward 5: n=142)

Ward 5 2021 \*Rounding

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



# Importance of City Programs and Services



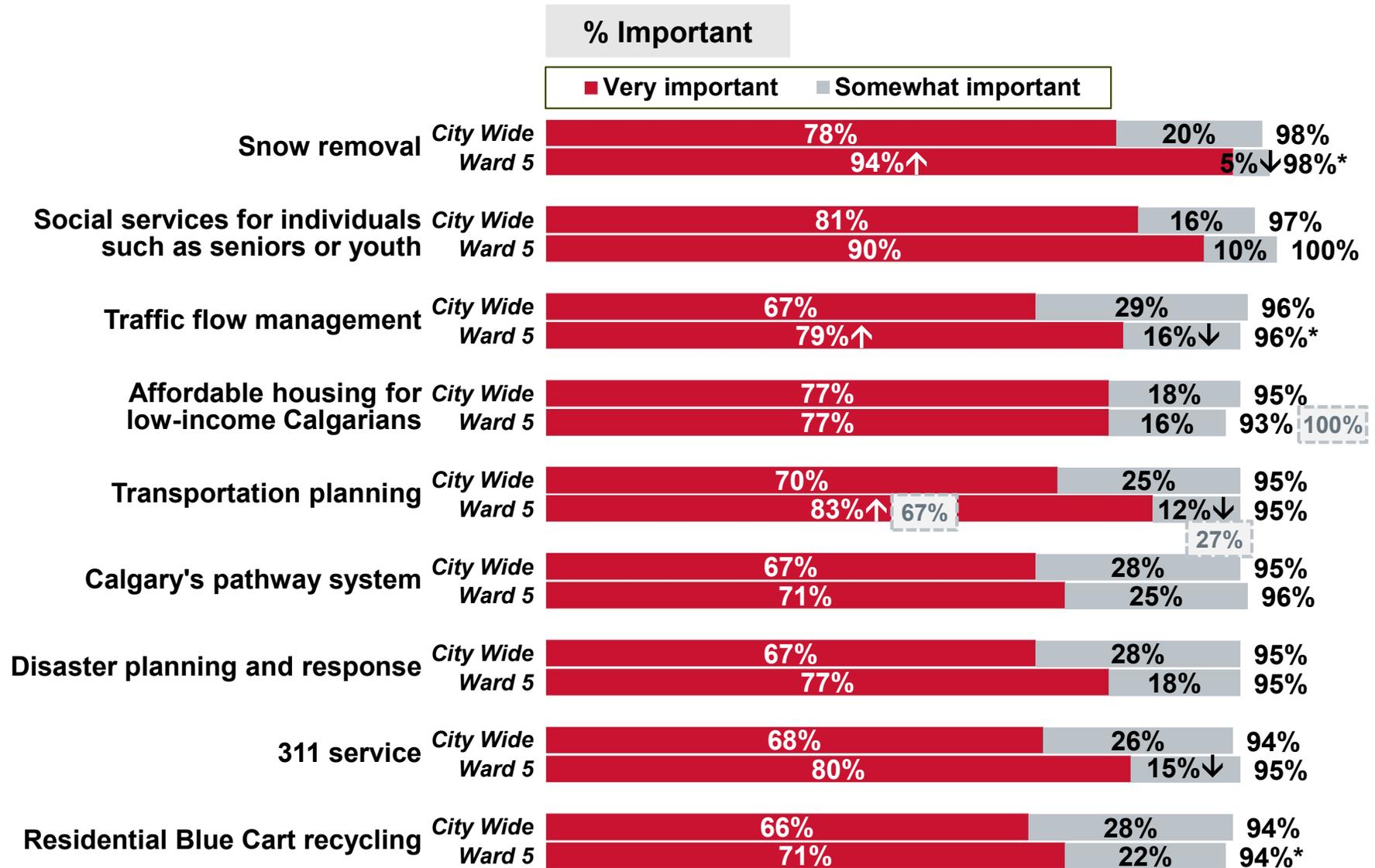
Ward 5 2021 \*Rounding

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)



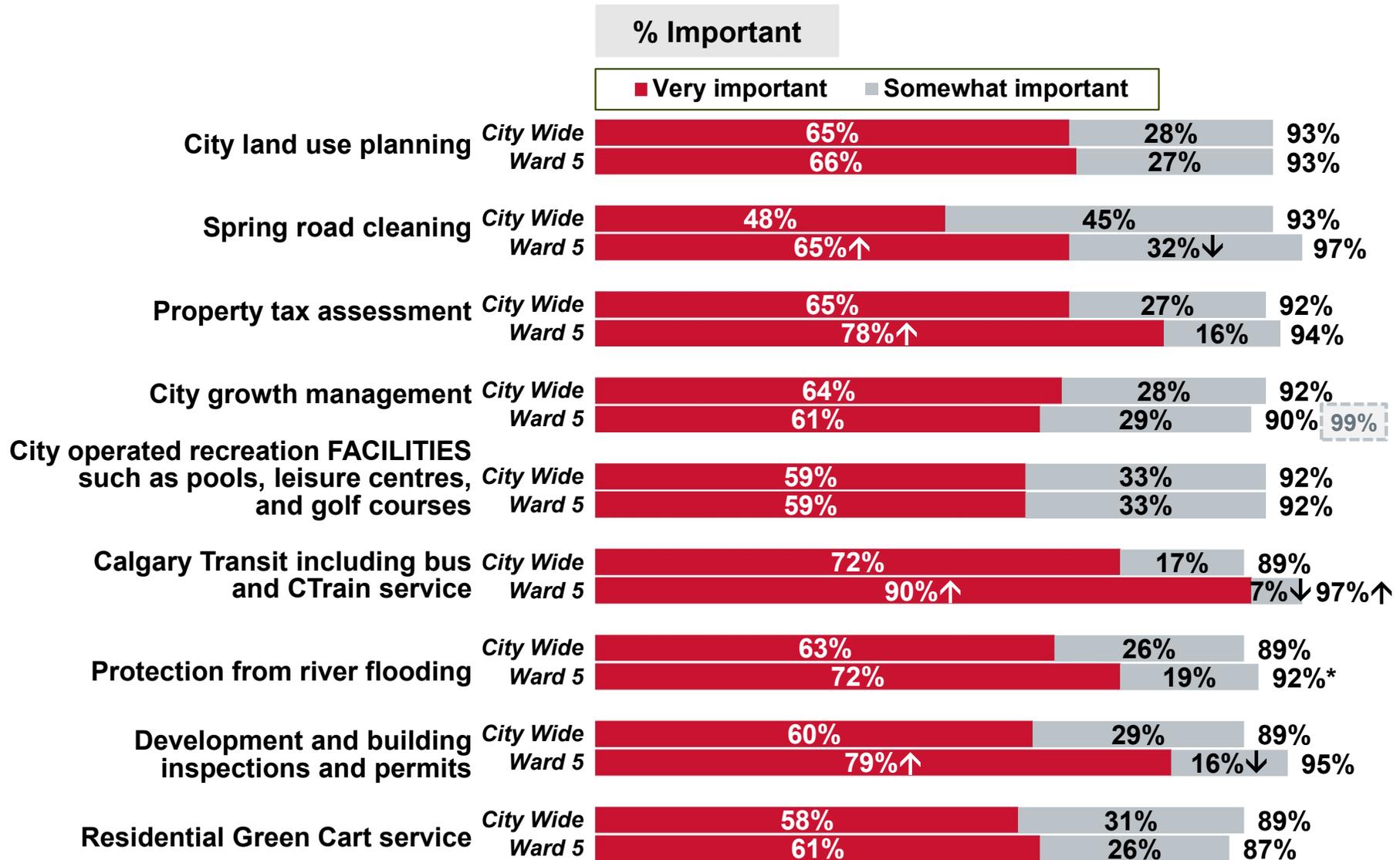
Ward 5 2021 \*Rounding

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 5 2021

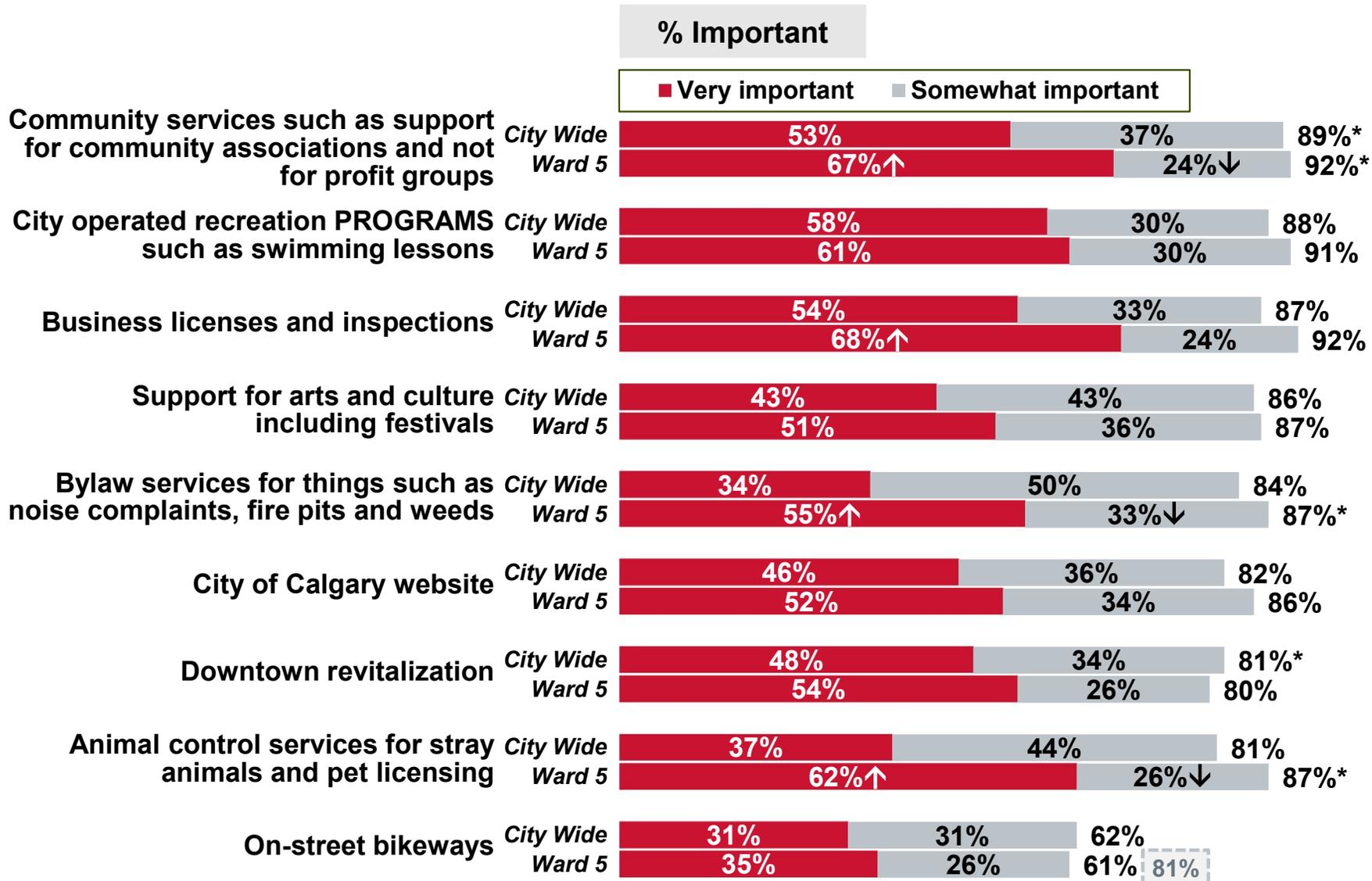
\*Rounding

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)



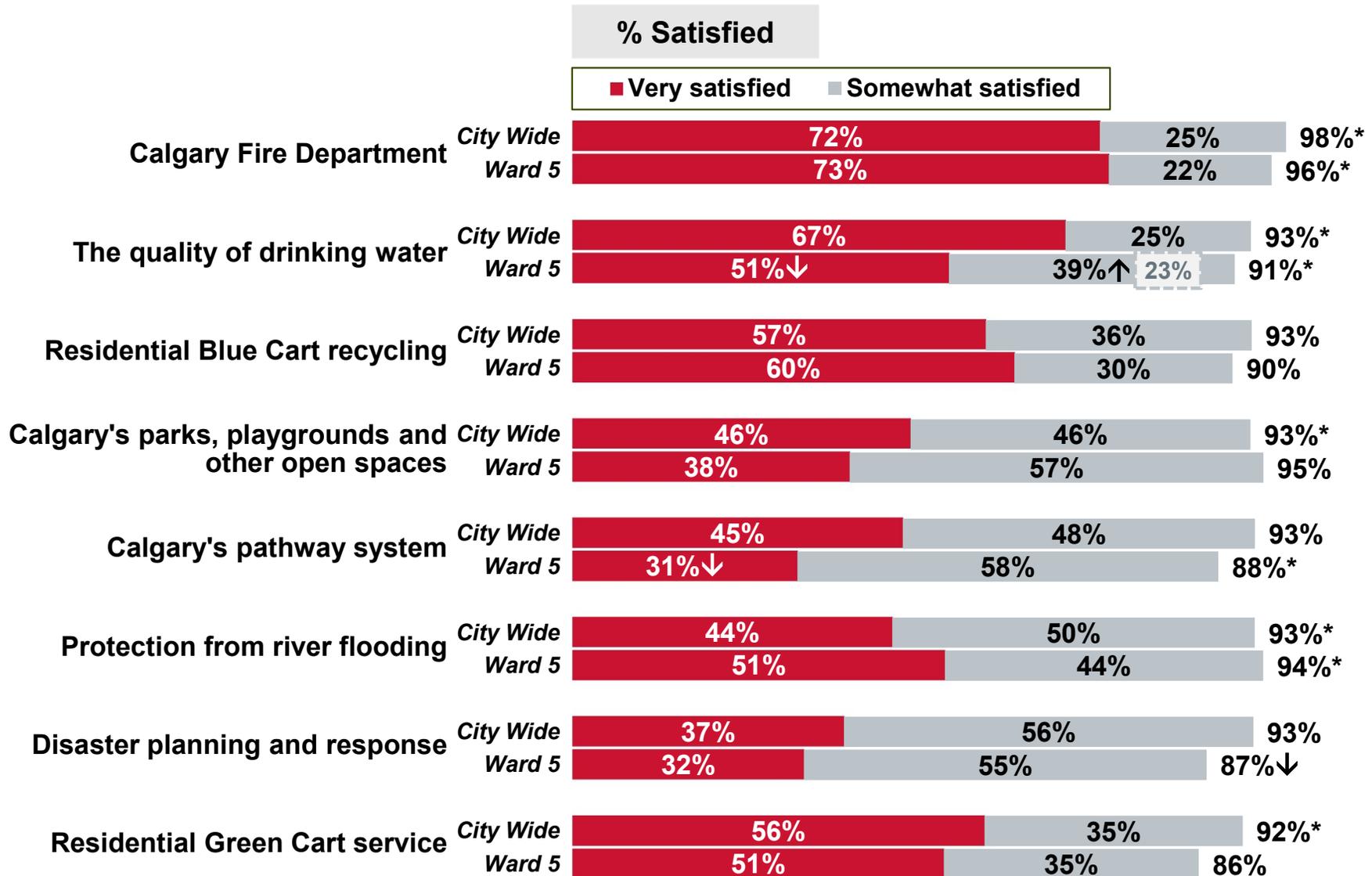
Ward 5 2021 \*Rounding

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

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



# Satisfaction with City Programs and Services



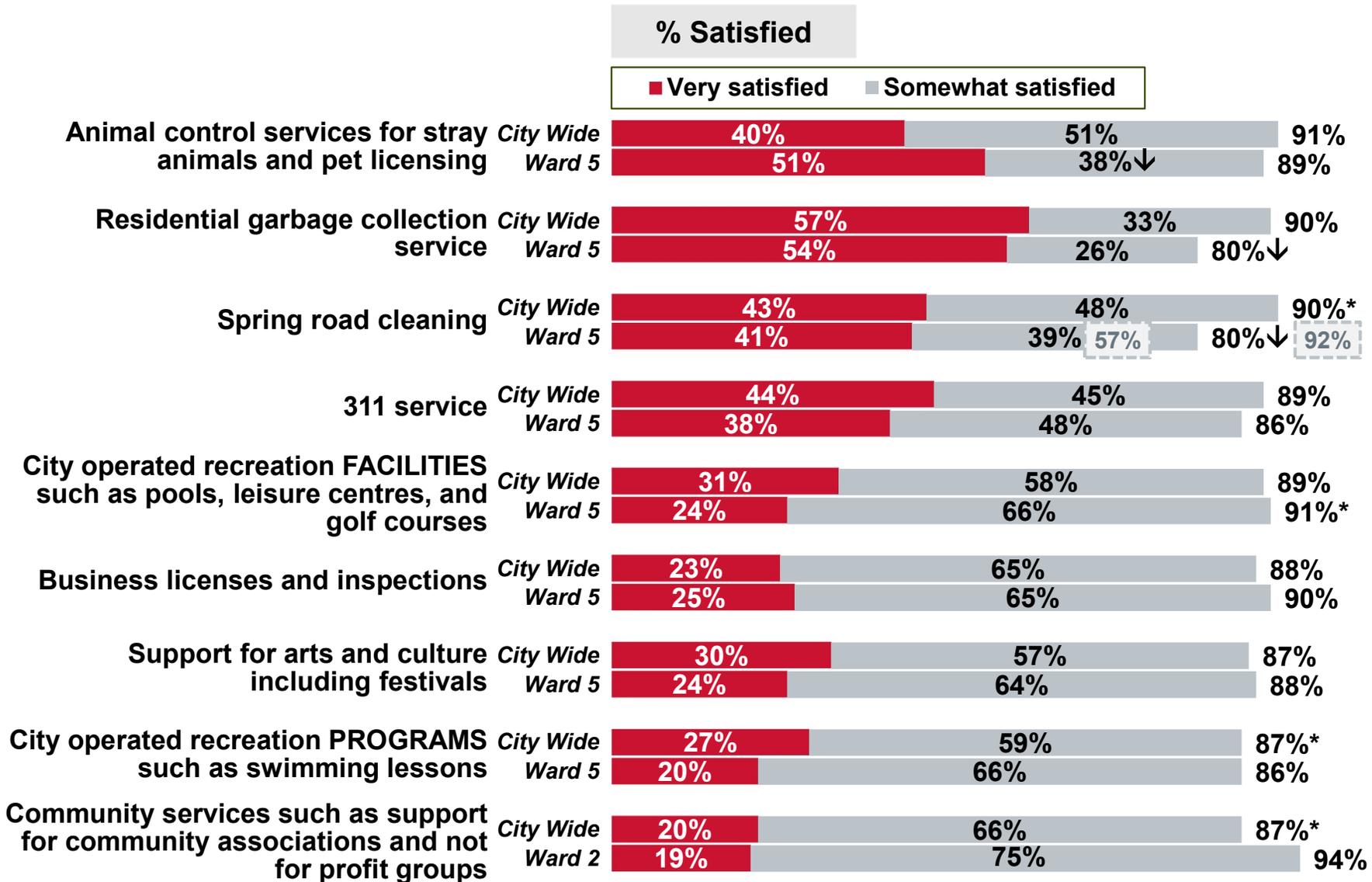
*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.*  
 Base: Valid respondents (Bases vary)

Ward 5 2021 \*Rounding

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



# Satisfaction with City Programs and Services (continued)



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

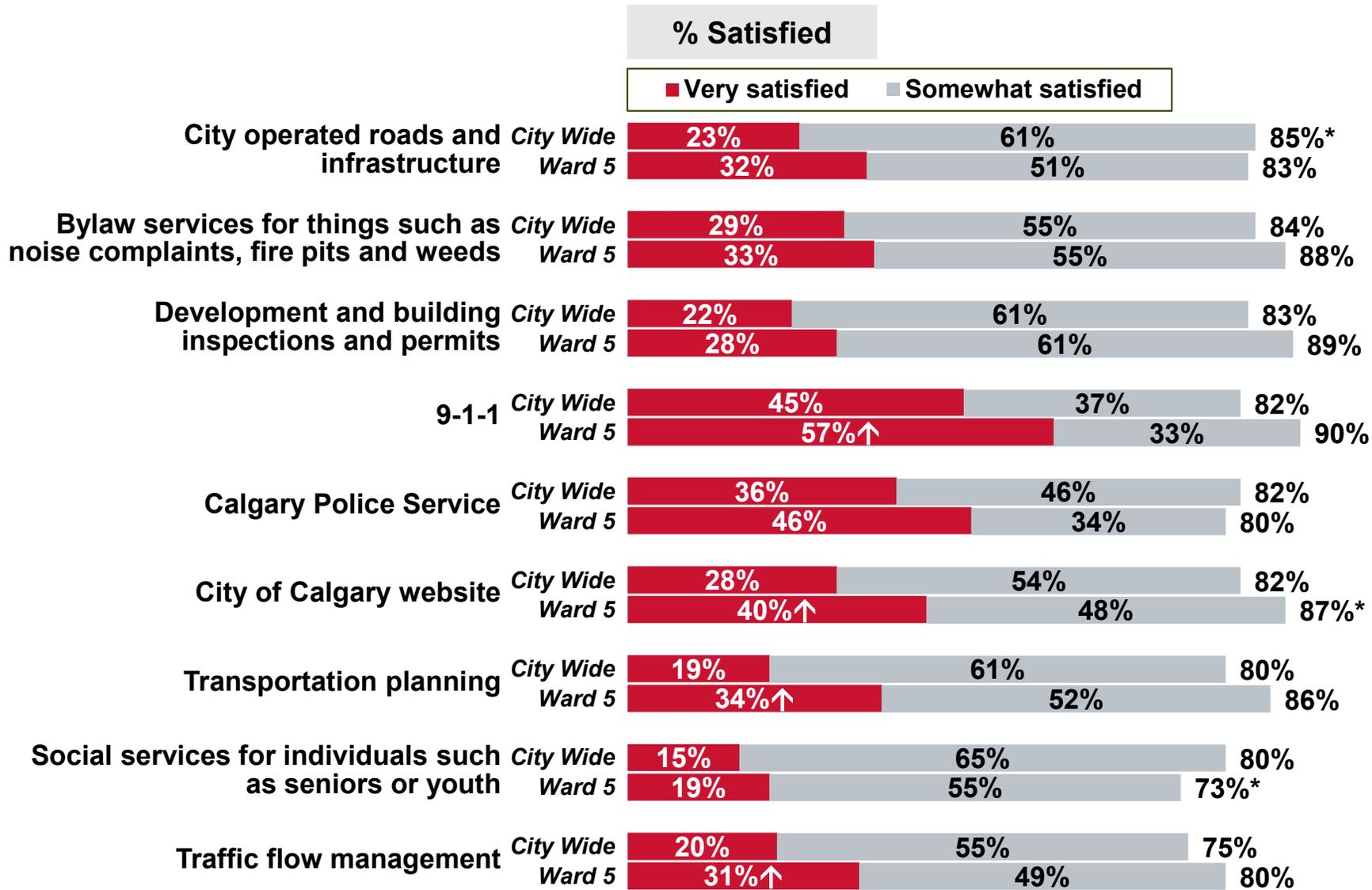
Base: Valid respondents (Bases vary)

Ward 5 2021 \*Rounding

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



# Satisfaction with City Programs and Services (continued)



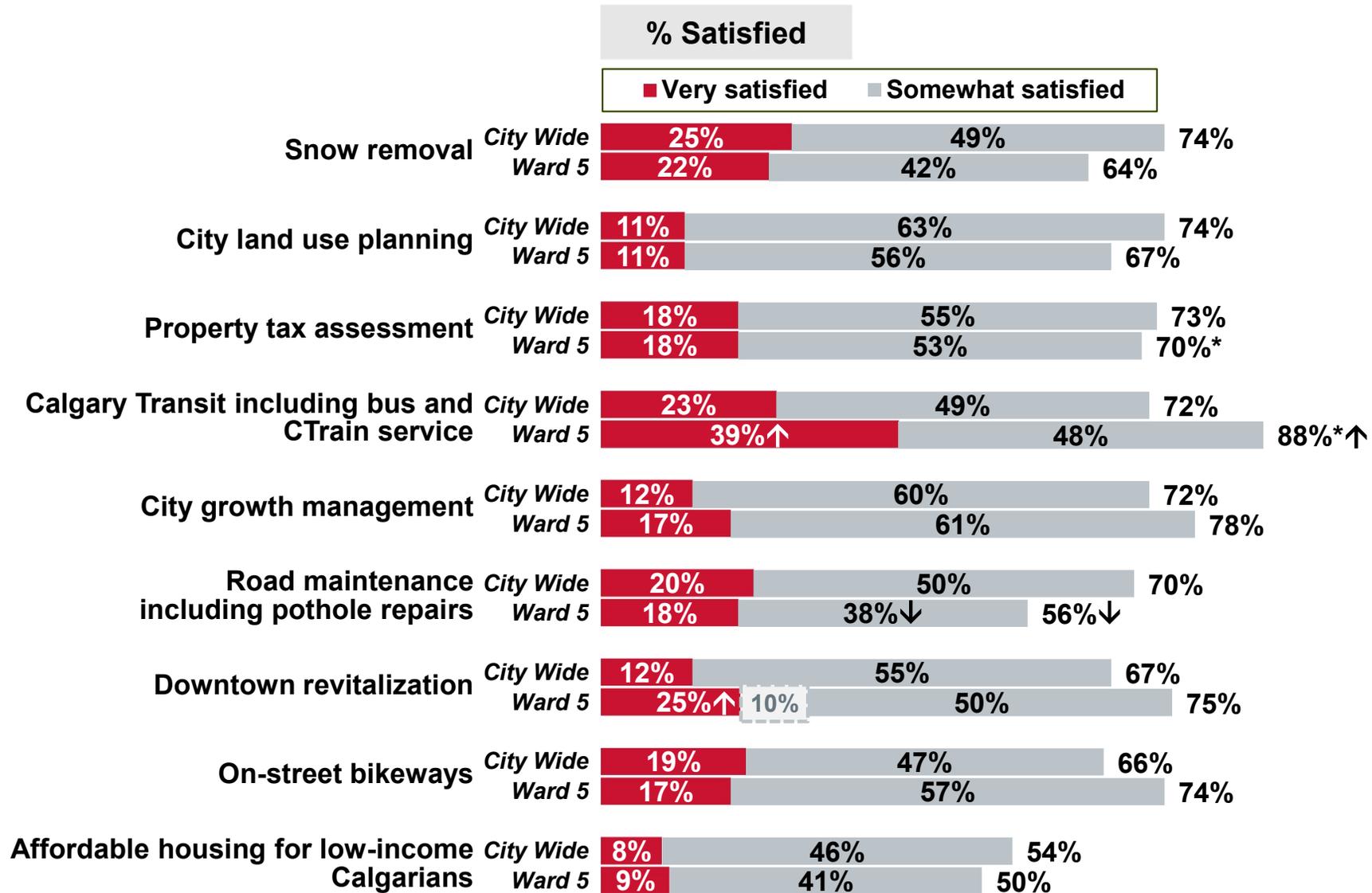
*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.*  
 Base: Valid respondents (Bases vary)

\*Rounding

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



# Satisfaction with City Programs and Services (continued)



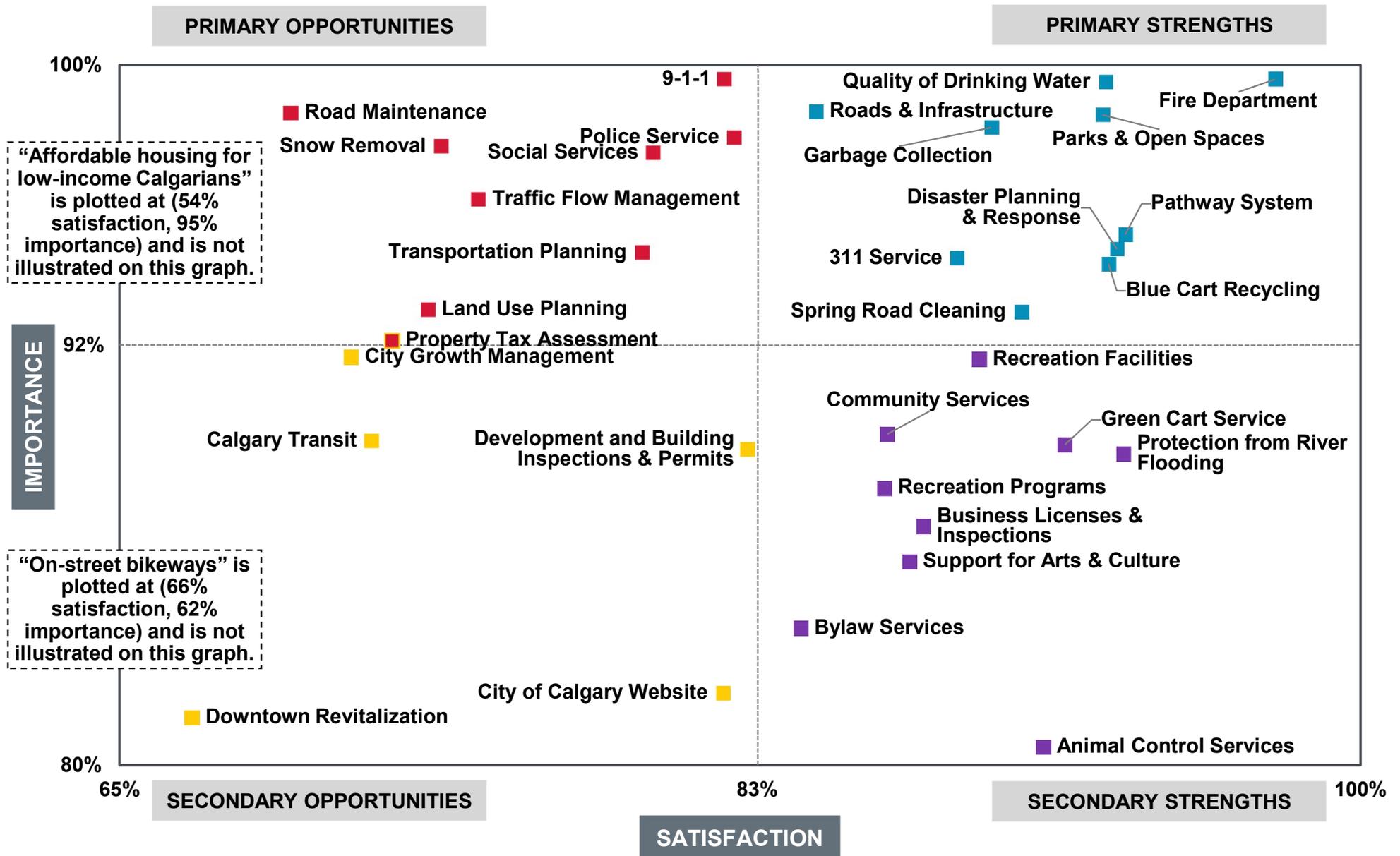
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.  
 Base: Valid respondents (Bases vary)

Ward 5 2021 \*Rounding

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

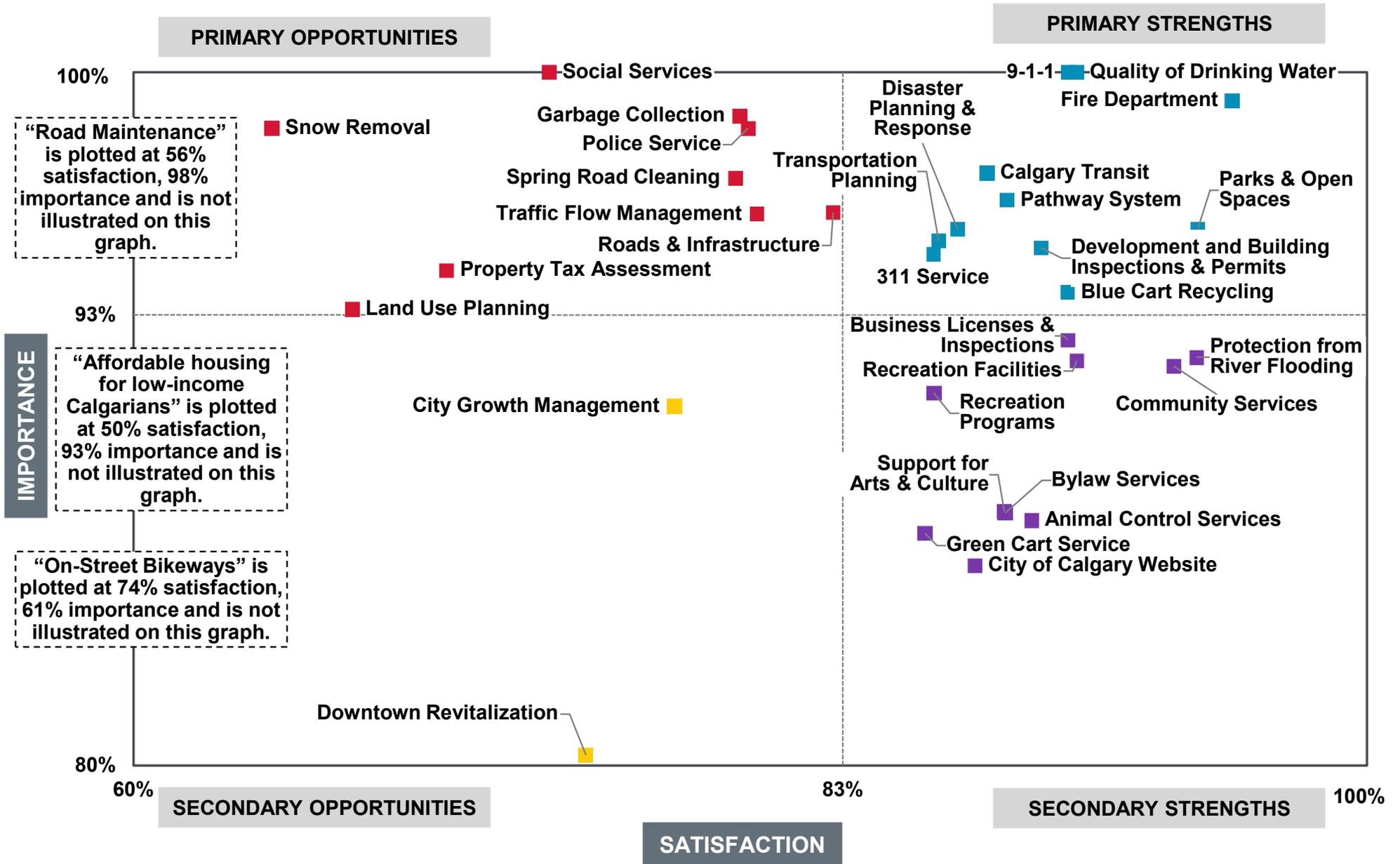


# Importance vs. Satisfaction Grid: City Wide





# Importance vs. Satisfaction Grid: Ward 5





# Primary Strengths and Opportunities: City Wide vs. Ward 5

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

**Primary Strengths**

**Primary Opportunities**

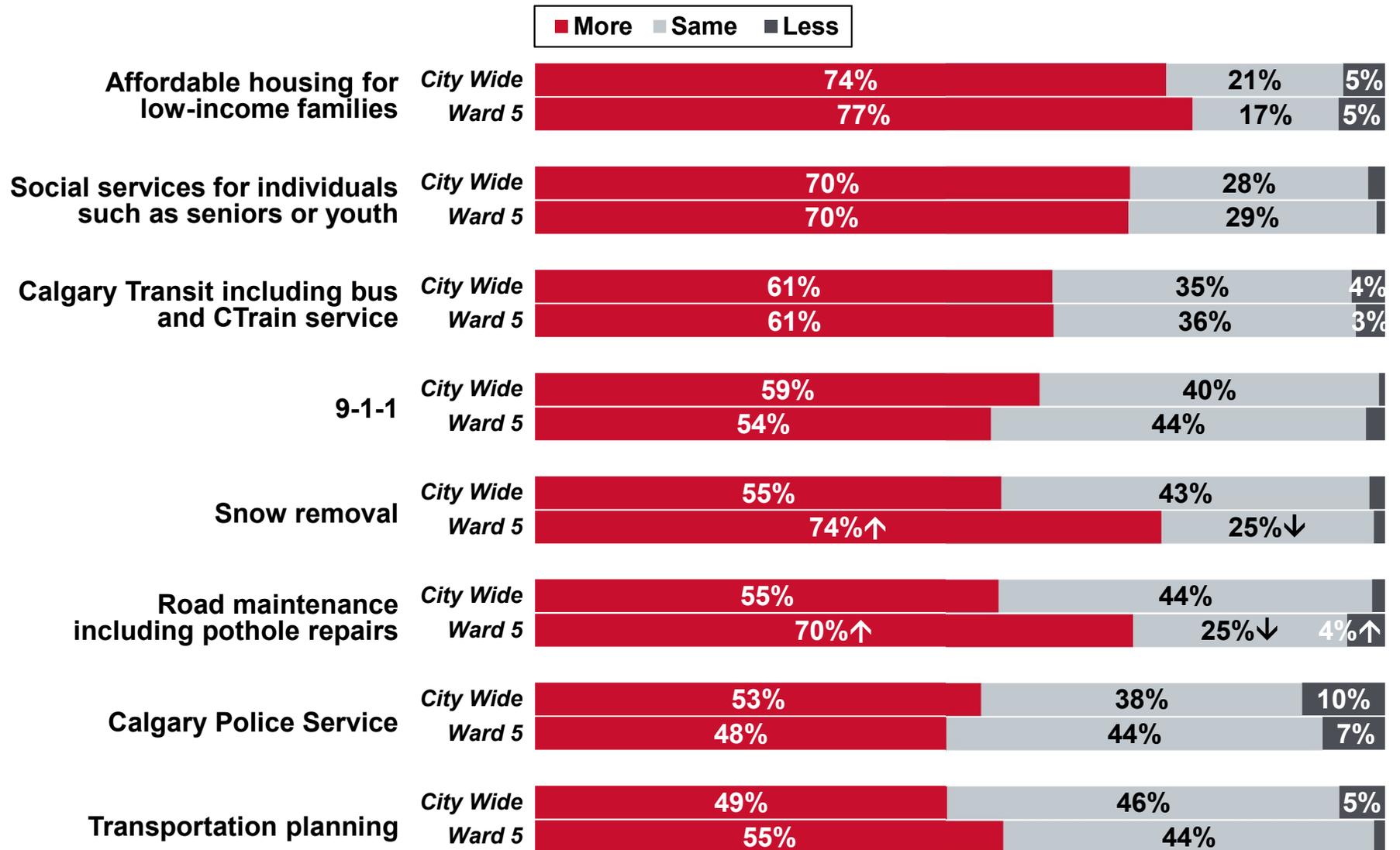
**Neither (in another quadrant)**

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

	City Wide	Ward 5
Fire Department	Blue	Blue
Quality of Drinking Water	Blue	Blue
Garbage Collection	Blue	Red
Parks and Open Spaces	Blue	Blue
Disaster Planning and Response	Blue	Blue
Pathway System	Blue	Blue
Blue Cart Recycling	Blue	Blue
Spring Road Cleaning	Blue	Red
311 Service	Blue	Blue
Roads and Infrastructure	Blue	Red
Calgary Transit	White	Blue
Development and Building Inspections and Permits	White	Blue
9-1-1	Red	Blue
Transporation Planning	Red	Blue
Police Service	Red	Red
Road Maintenance	Red	Red
Affordable Housing	Red	Striped
Property Tax Assessment	Striped	Red
Snow Removal	Red	Red
Land Use Planning	Red	Red
Traffic Flow Management	Red	Red
Social Services	Red	Red



# Investment in City Programs and Services



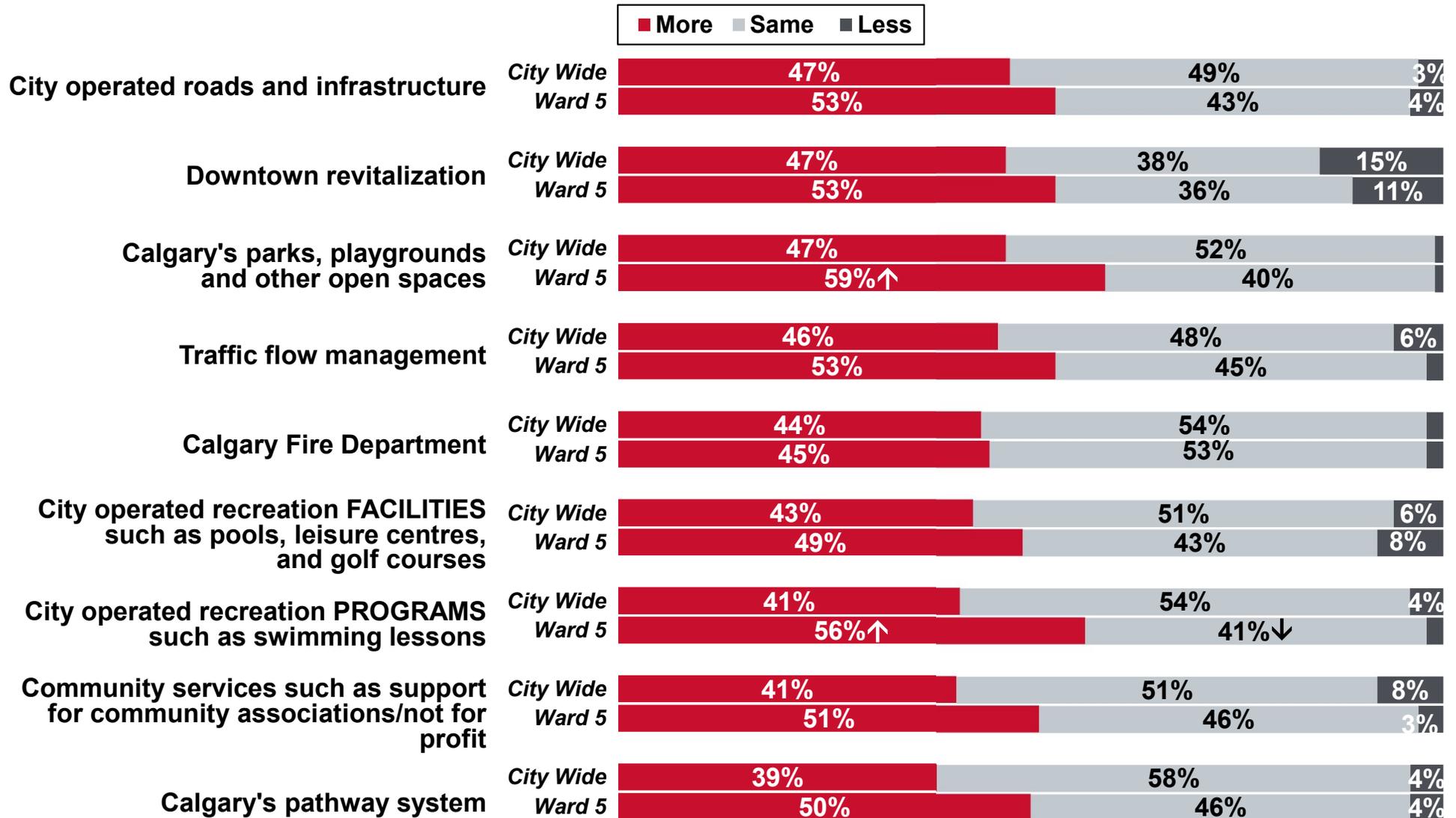
*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service?*

Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

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

# Investment in City Programs and Services (continued)



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

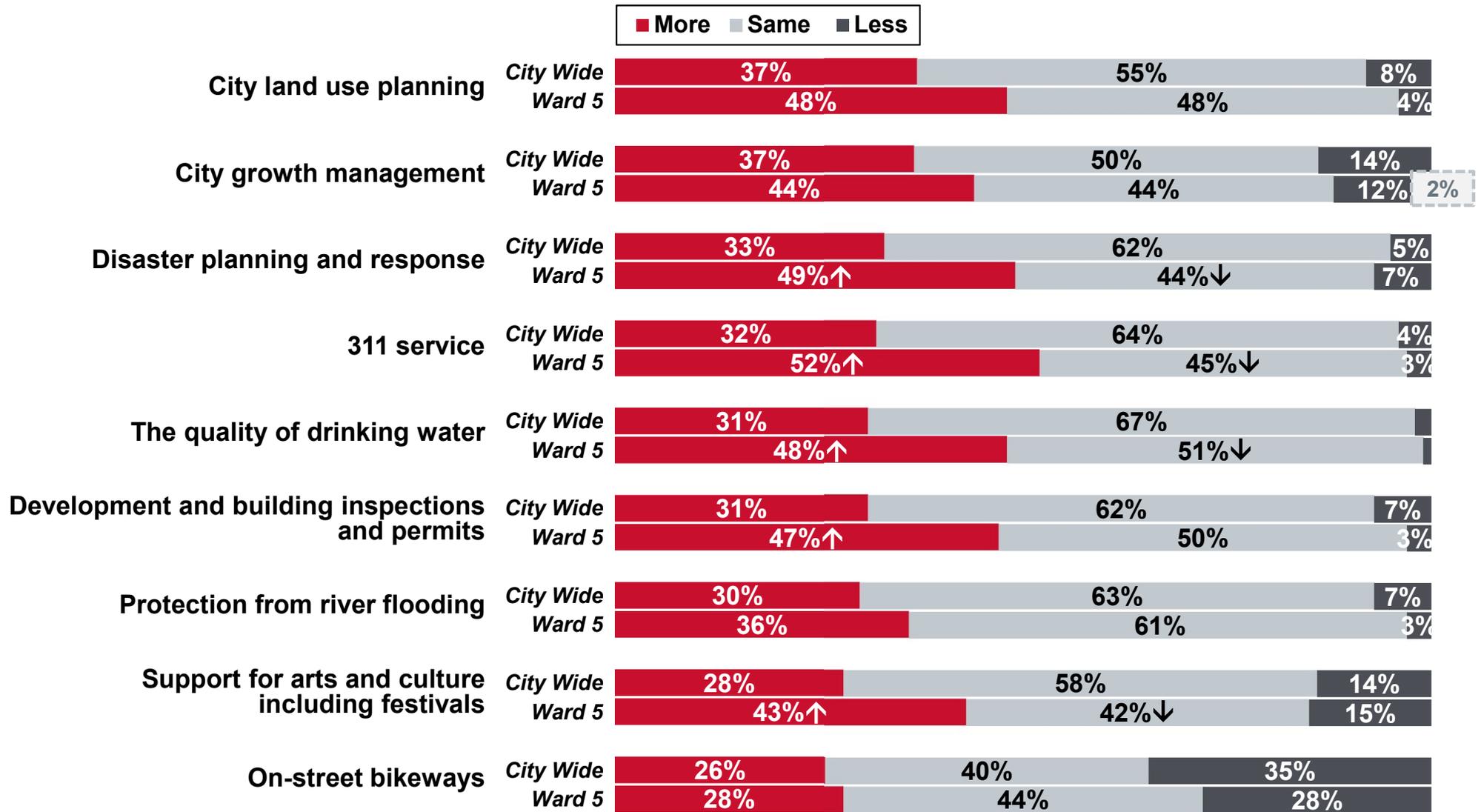
Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

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



# Investment in City Programs and Services (continued)



Ward 5 2021

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

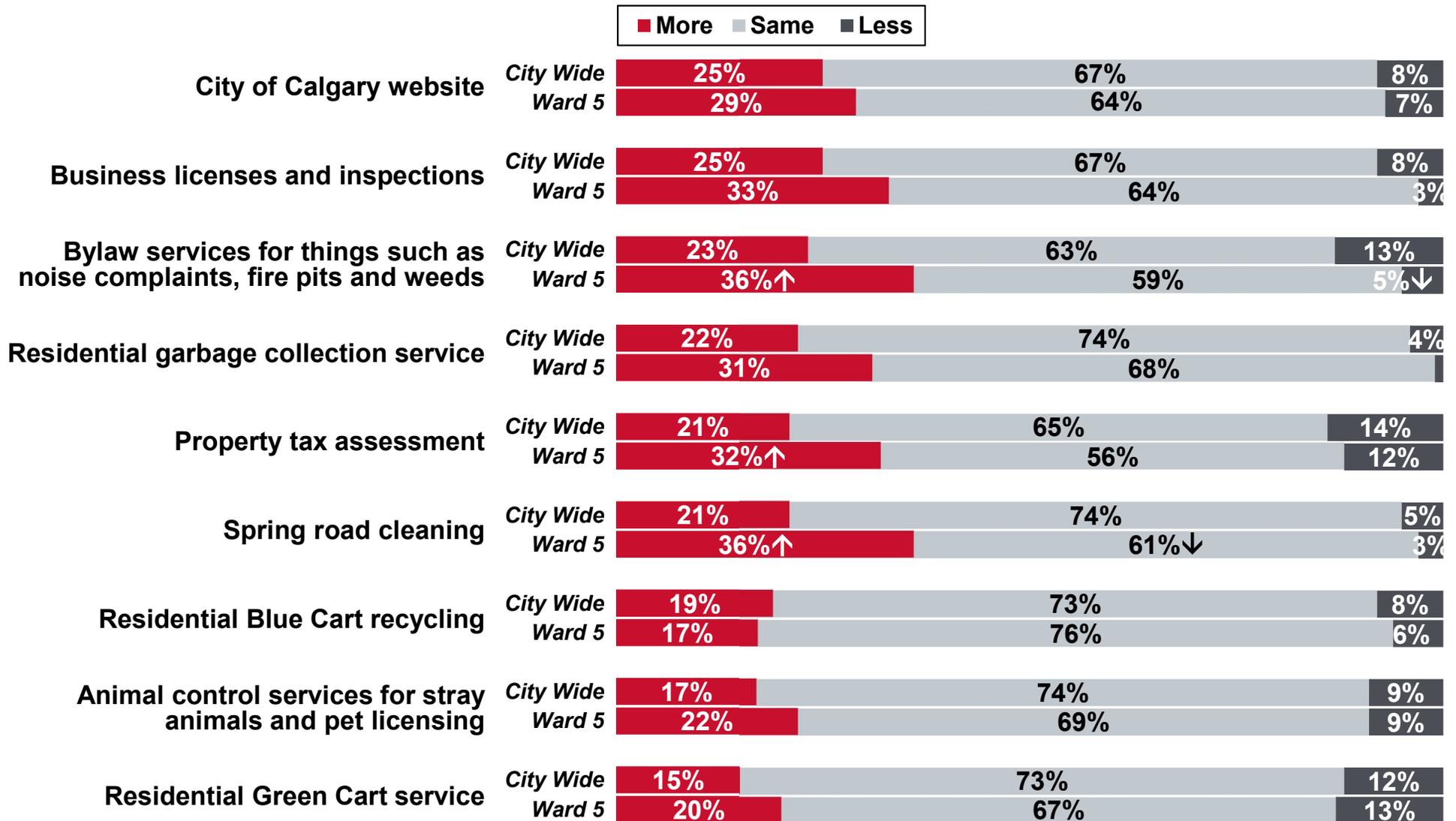
Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

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



# Investment in City Programs and Services (continued)



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

Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

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

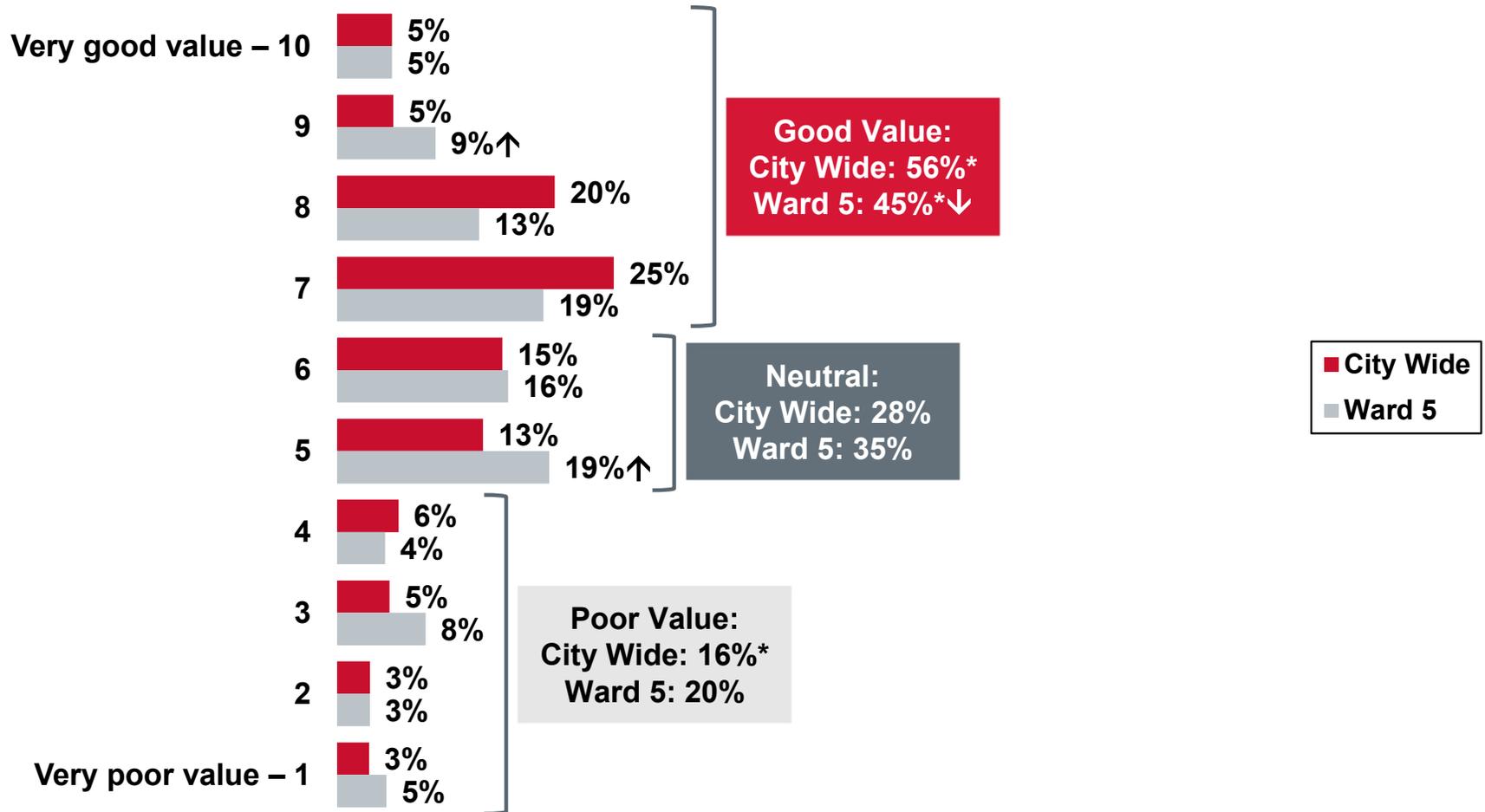


## Taxation





# Perceived Value of Property Taxes



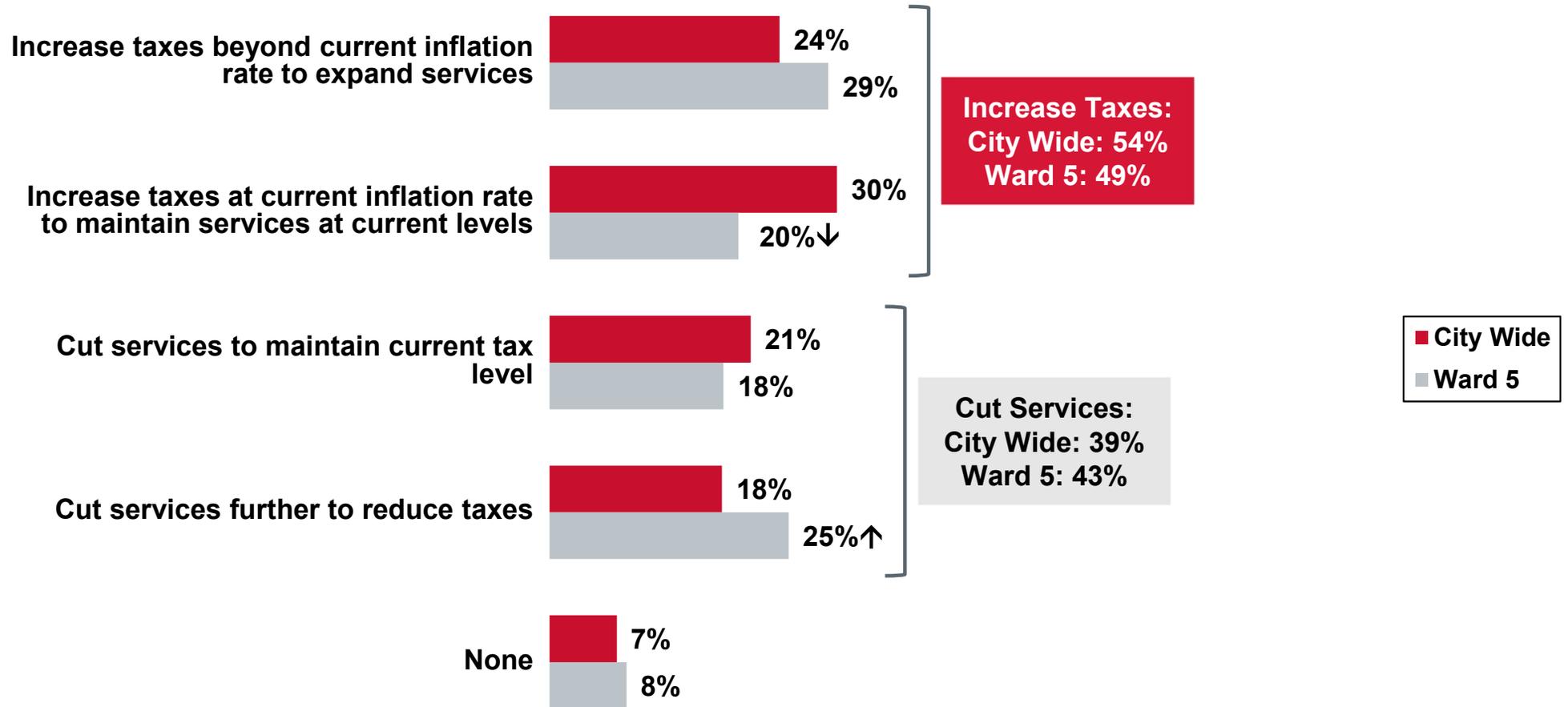
Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal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

Base: Valid respondents (City Wide: n=2,461 / Ward 5: n=138)

\*Rounding

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

# Balancing Taxation and Service Delivery Levels



*Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?*  
 Base: Valid respondents (City Wide: n=2,469 / Ward 5: n=139)

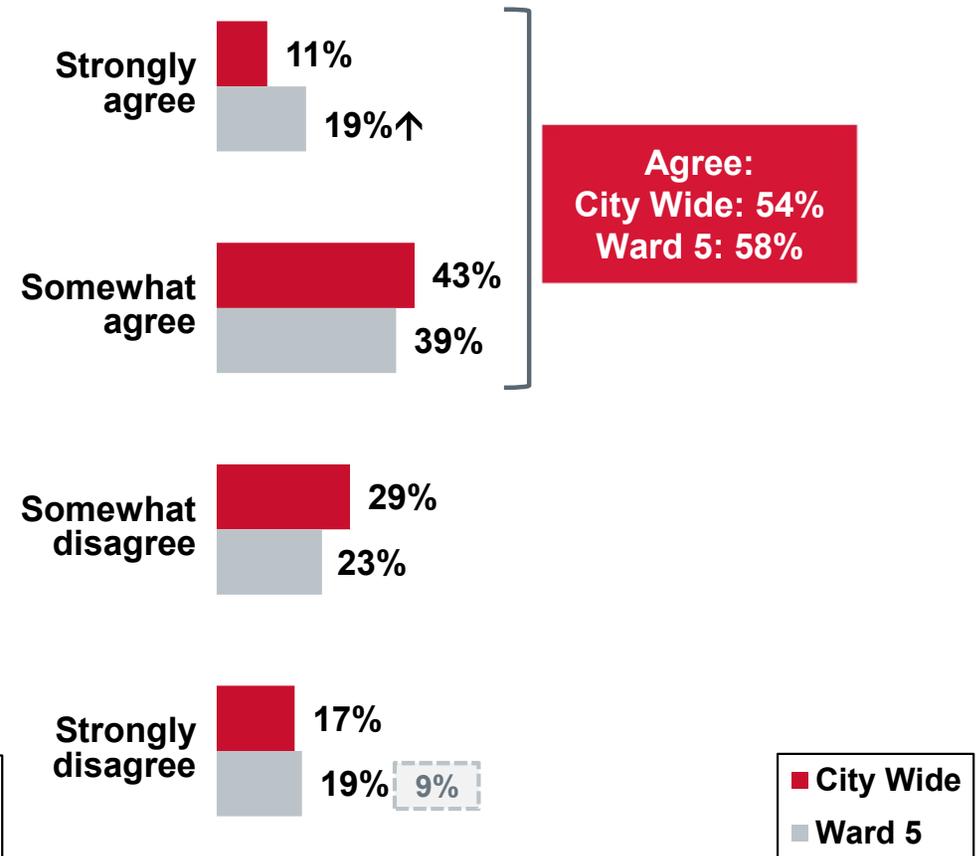
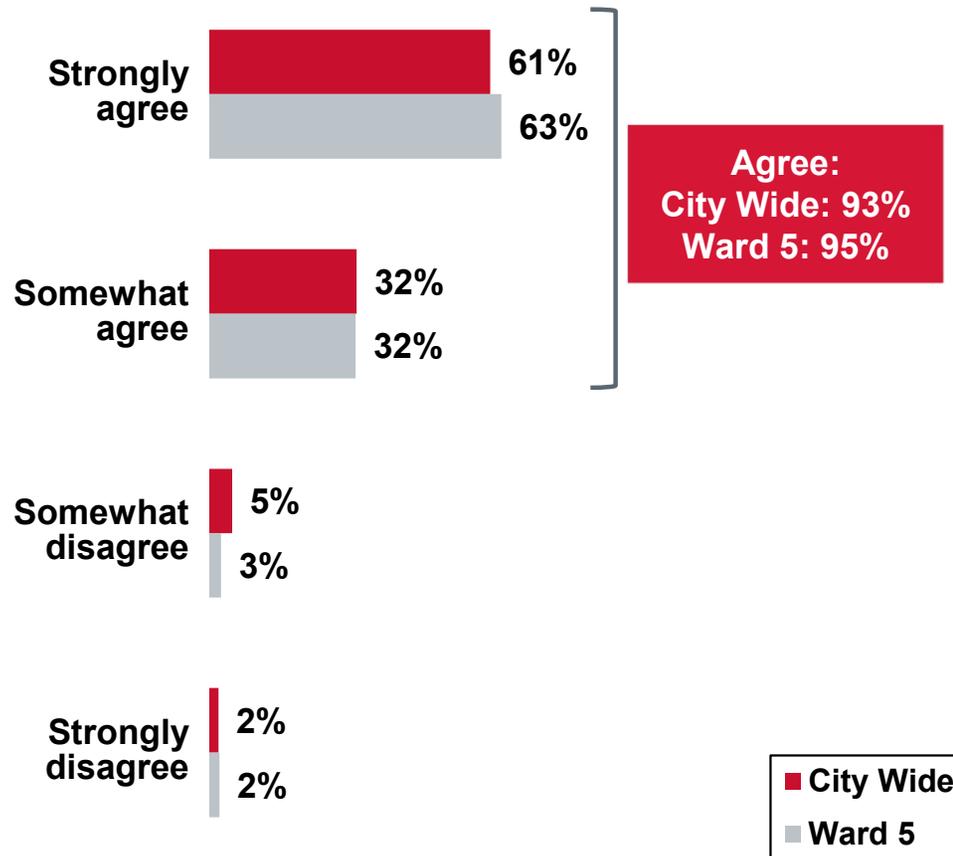
↑ Statistically higher than City Wide  
 ↓ Statistically lower than City Wide



# Property Tax Dollar Investment

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

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



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

Ward 5 2021  
 ↑ Statistically higher than City Wide  
 ↓ Statistically lower than City Wide

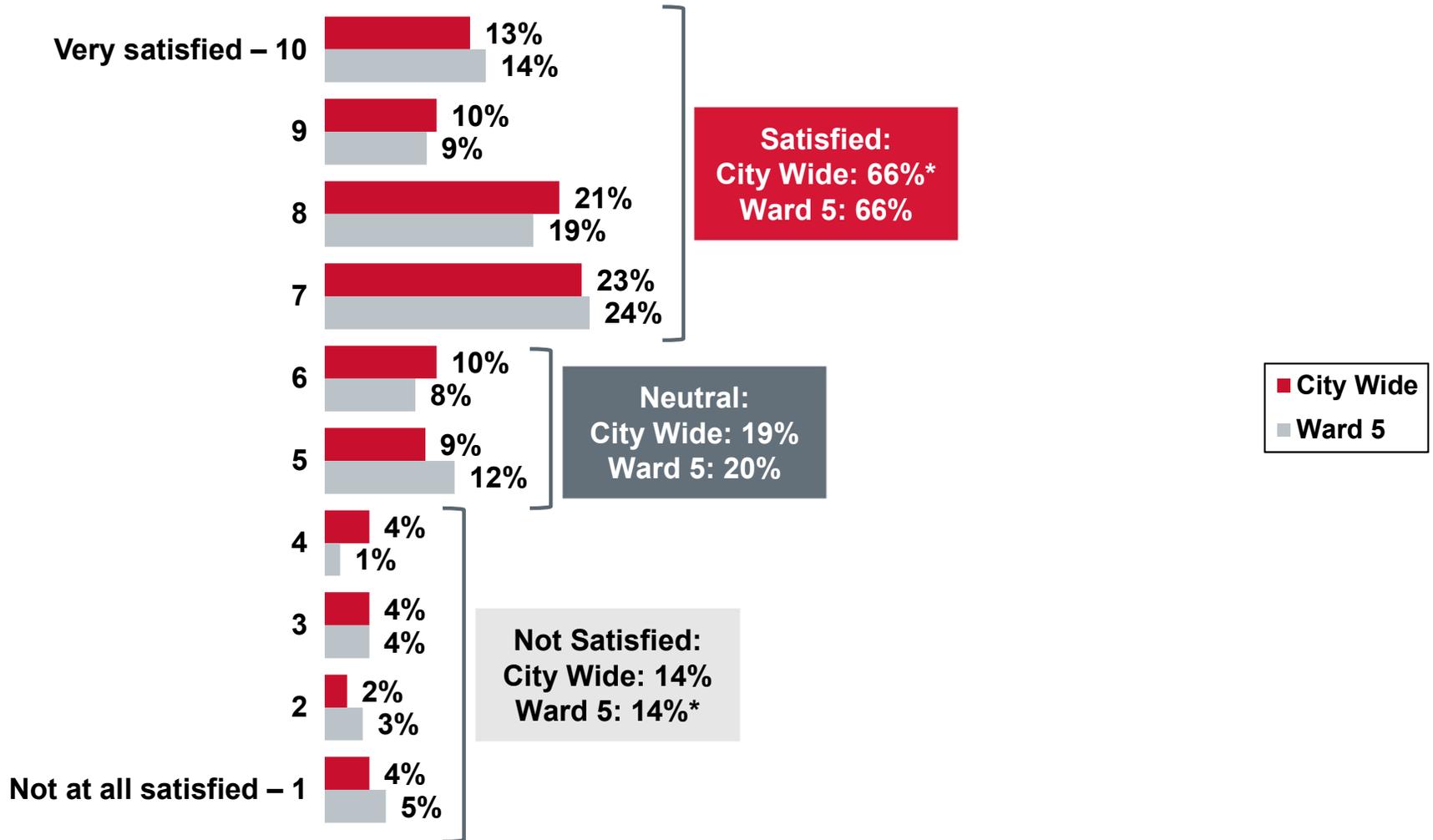


## City Customer Service





# Satisfaction with the Overall Level and Quality of Customer Service



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

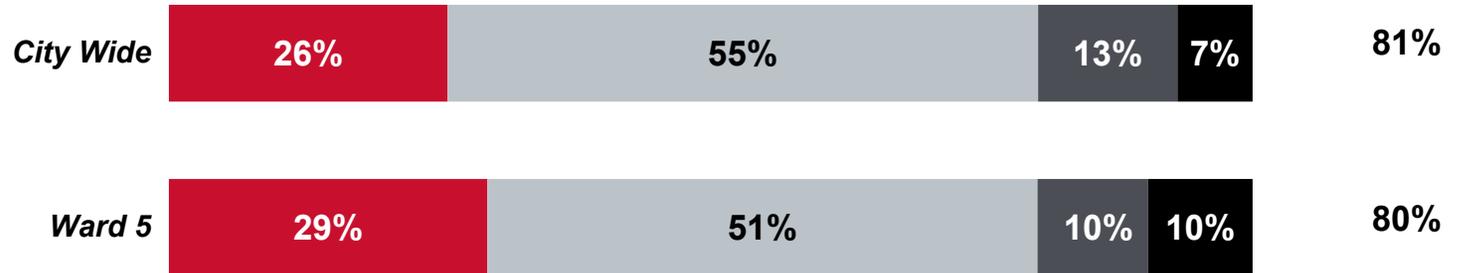
Base: Valid respondents who had contact with The City in the last twelve months (City Wide: n=2,305 / Ward 5: n=131)

\*Rounding

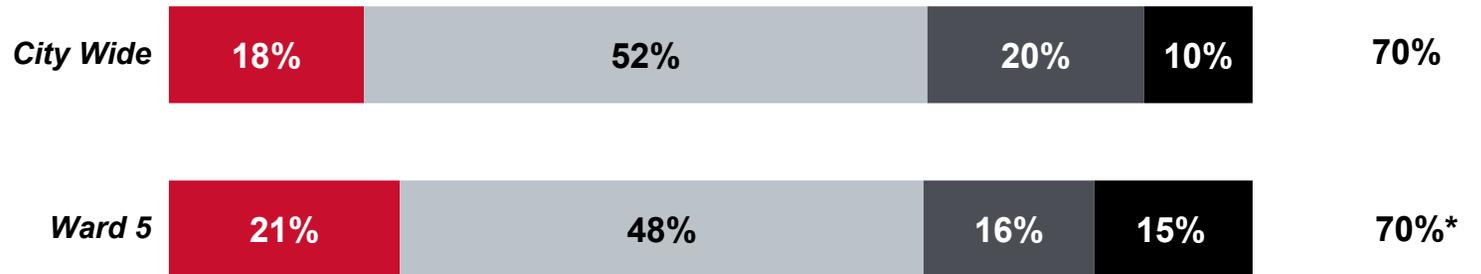
# Attitudes Regarding Customer Service

■ Strongly agree 
 ■ Somewhat agree 
 ■ Somewhat disagree 
 ■ Strongly disagree 
 % Agree

**The City of Calgary meets my customer service expectations**



**The City responds quickly to requests and concerns**



*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

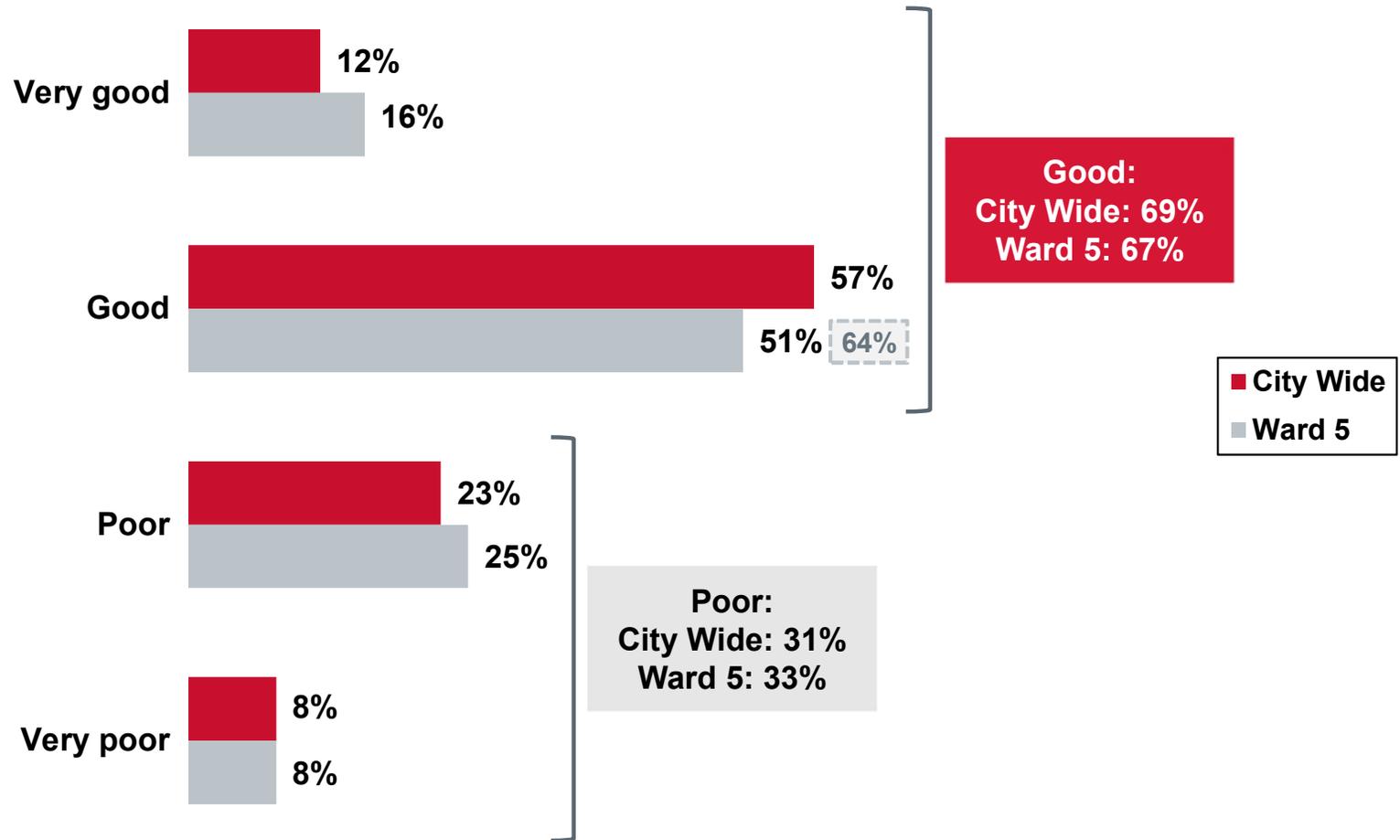


## Communication at The City





# Overall Communication at The City



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

Base: Valid respondents (City Wide: n=2,490 / Ward 5: n=142)

Ward 5 2021

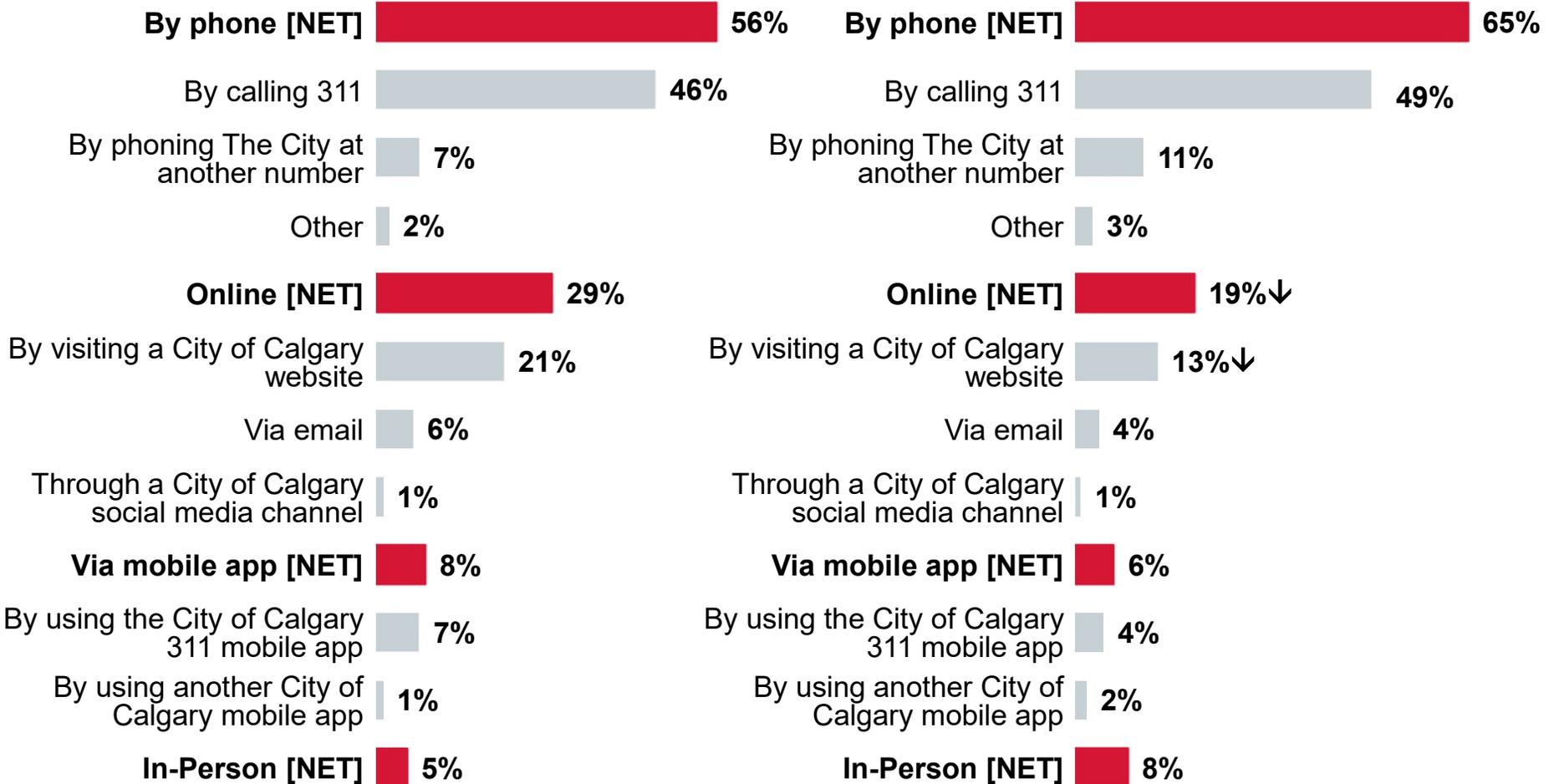


# Preferred Method of Contact

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

## City Wide

## Ward 5



What is your preferred way of contacting The City?  
 Base: Valid respondents (City Wide: n=2,490 / Ward 5: n=141)

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

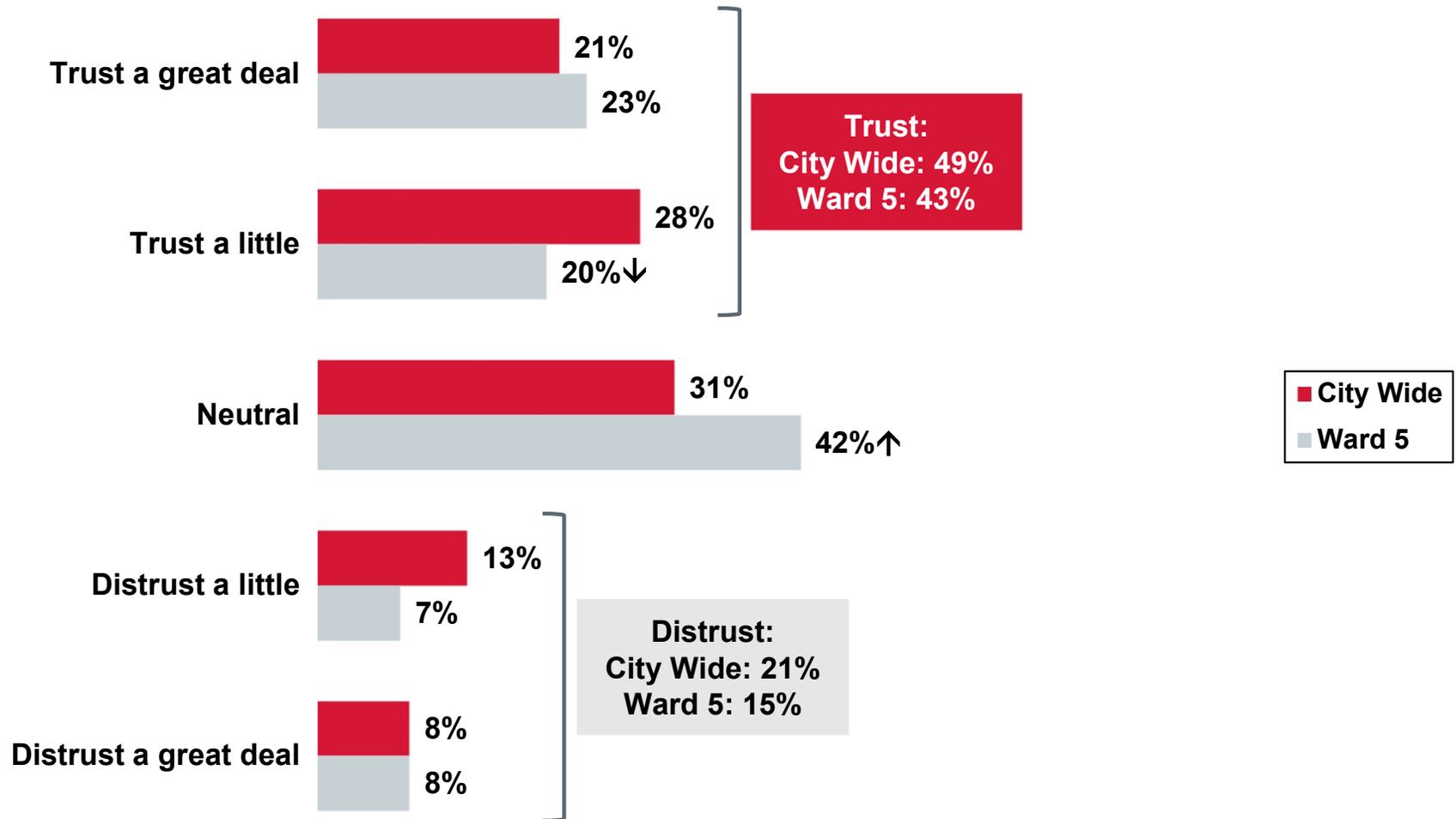


## City Reputation and Performance





# Trust in The City of Calgary



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

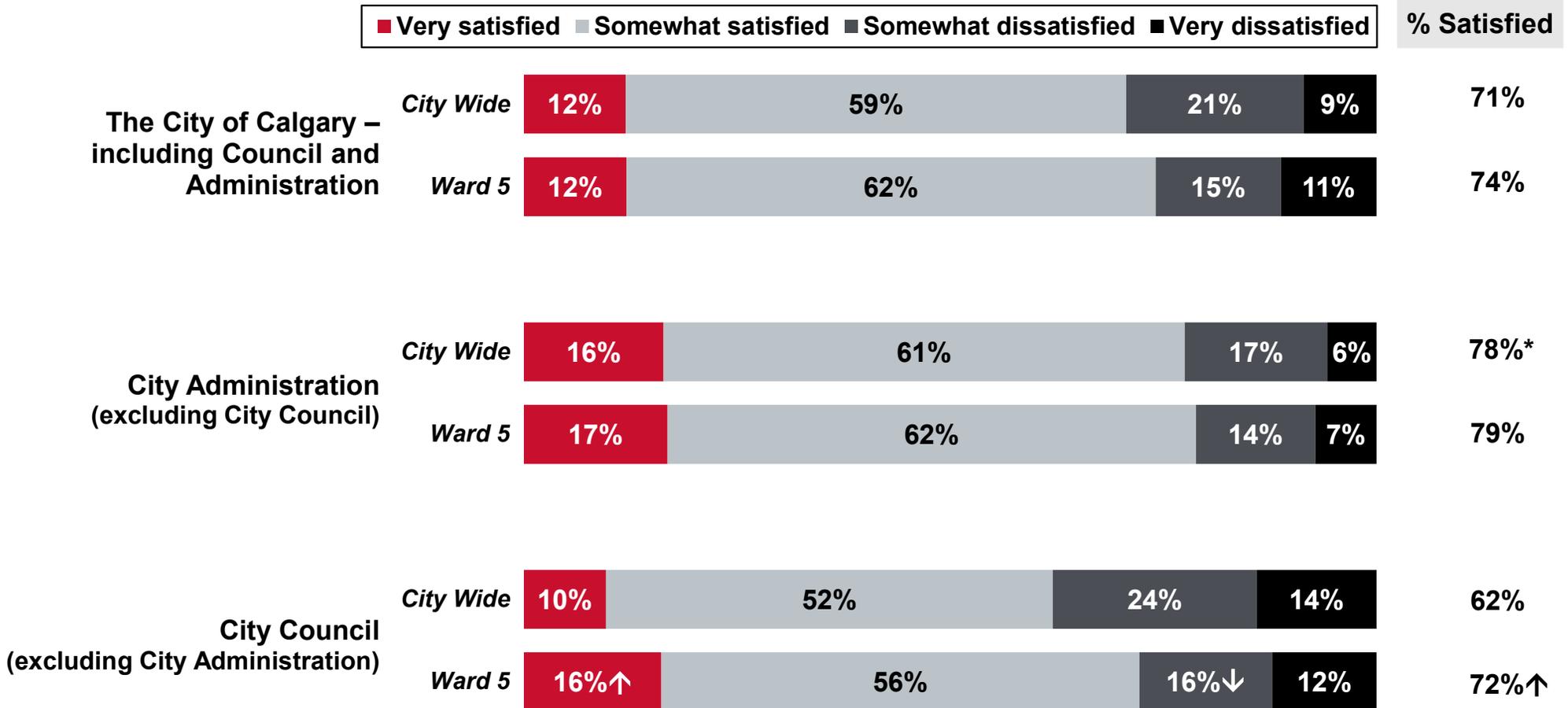
Base: Valid respondents (City Wide: n=2,494 / Ward 5: n=141)

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



# Perceptions About City Performance

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



\*Rounding

Taking everything into account, how satisfied or dissatisfied are you with the way [INSERT] is going about running our City?

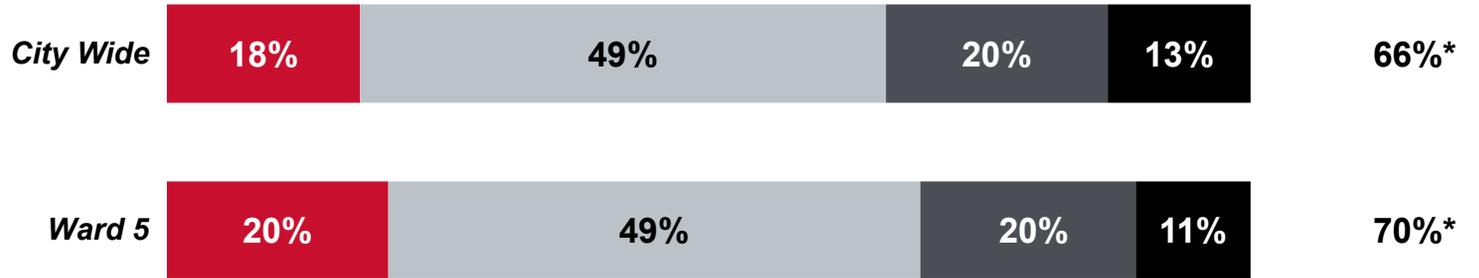
Base: Valid respondents (Bases vary)

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

# Attitudes Regarding The City

■ Strongly agree  
 ■ Somewhat agree  
 ■ Somewhat disagree  
 ■ Strongly disagree  
 % Agree

**The City of Calgary practices open and accessible government**



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

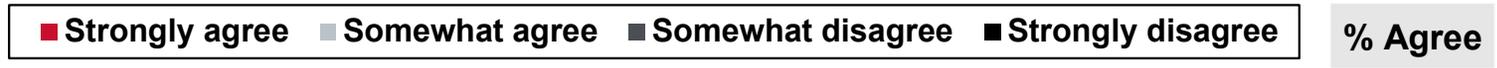


*Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.*

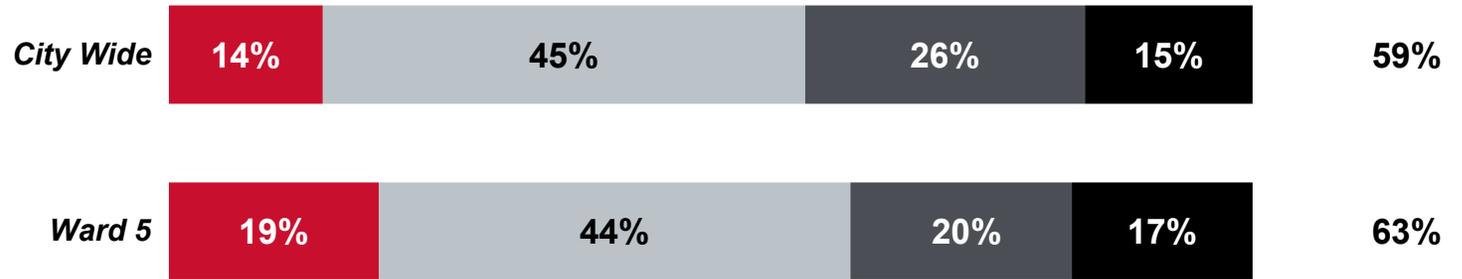
Base: Valid respondents (Bases vary)

\*Rounding

# Perceptions of Citizen Input



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



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

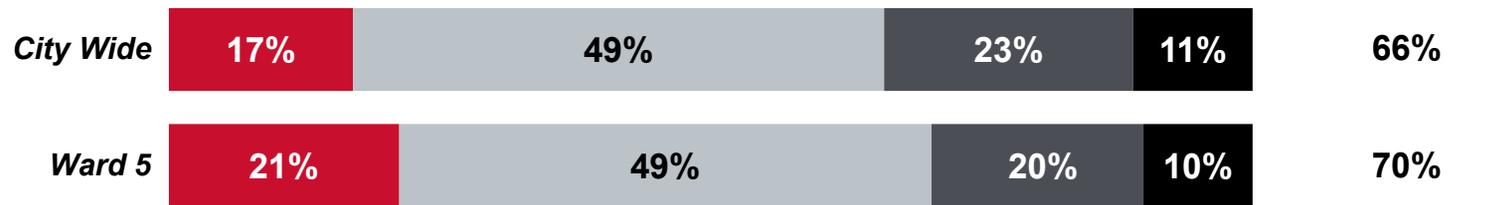


+Statement not measured in Fall 2021  
 Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.  
 Base: Valid respondents (Bases vary)

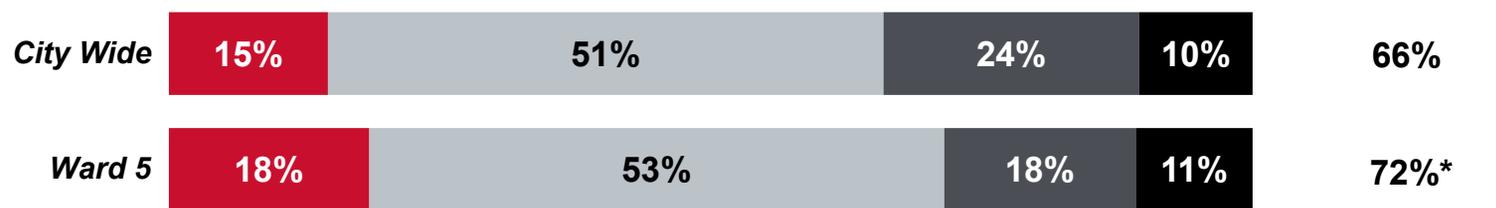
# Attitudes Regarding The City

■ Strongly agree  
 ■ Somewhat agree  
 ■ Somewhat disagree  
 ■ Strongly disagree  
 % Agree

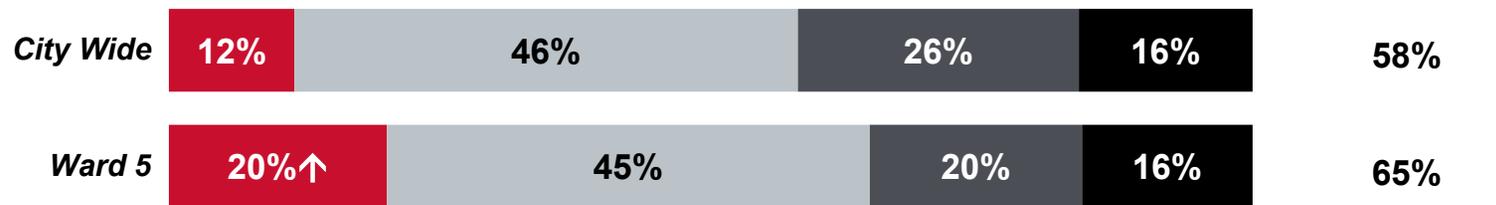
I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions



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

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

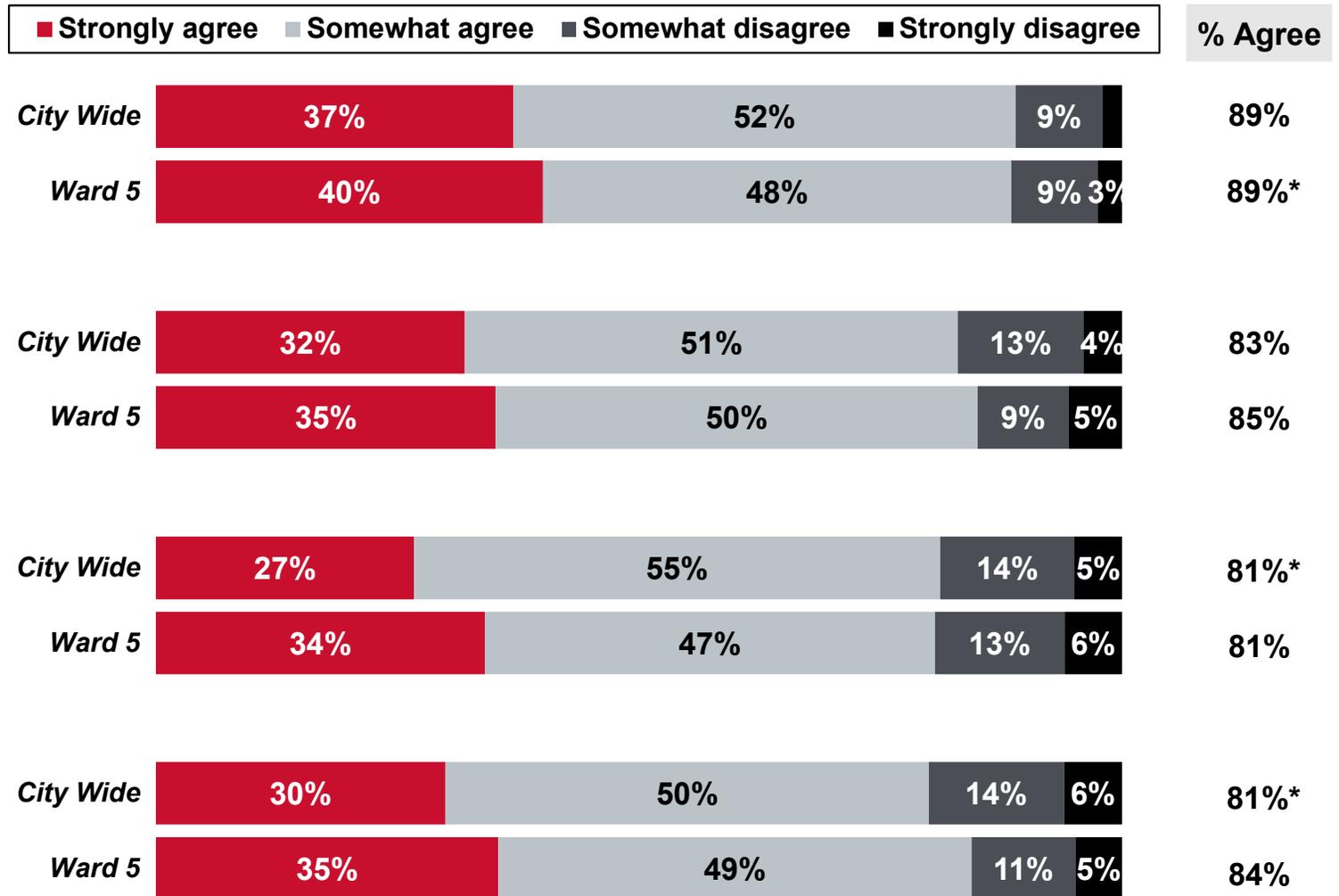
<sup>↑</sup> Statistically higher than City Wide  
<sup>↓</sup> Statistically lower than City Wide



## Council Focus Areas



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



+Question introduced Fall 2022

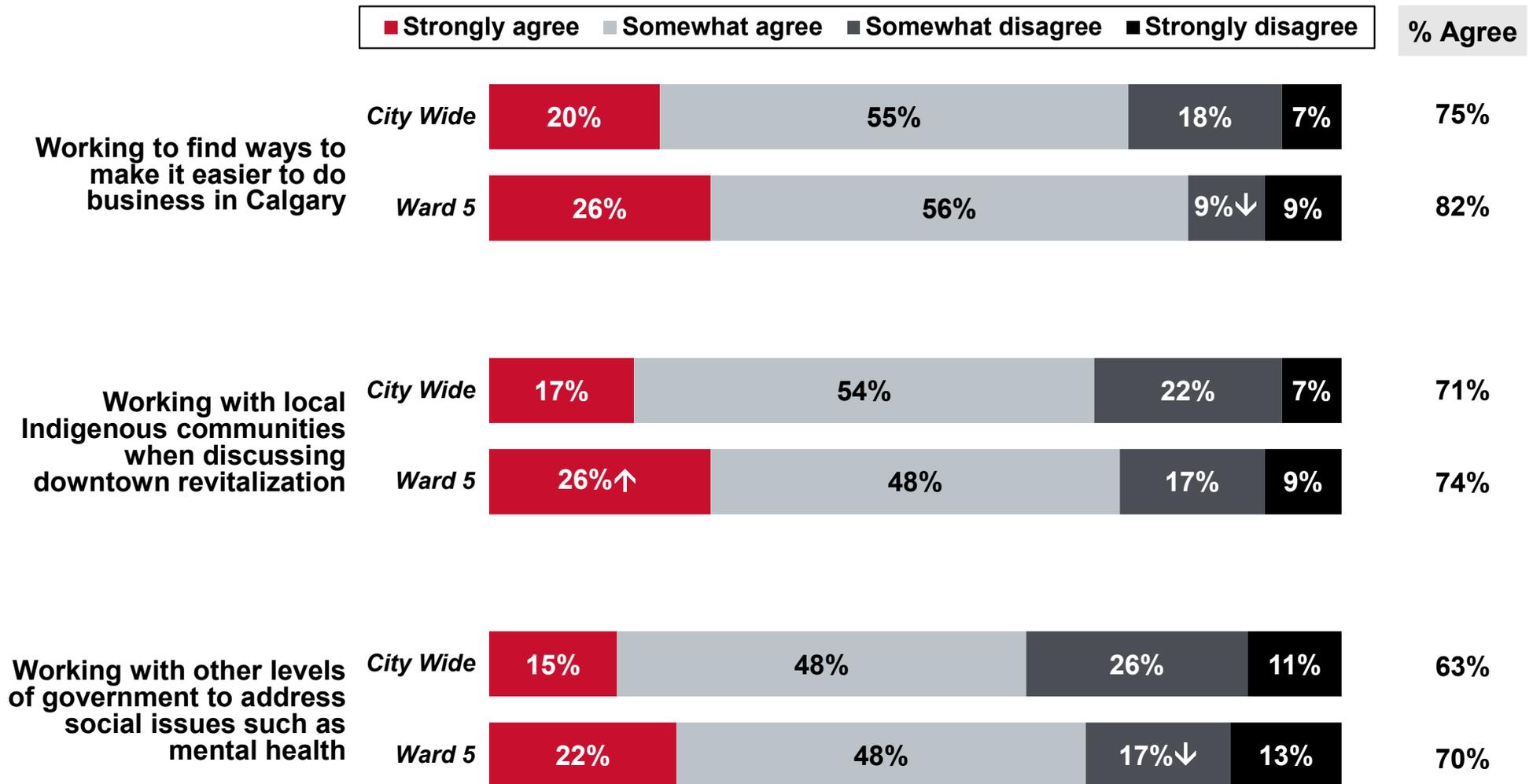
Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following.

Base: Valid respondents (Bases vary)

\*Rounding

Data labels of <3% are not shown

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



+Question introduced Fall 2022

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

Base: Valid respondents (Bases vary)

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



## Respondent Profile





# Respondent Profile

## Gender

	City Wide	Ward 5
Female	50%	49%
Male	49%	51%
Prefer to self-describe	1%	0%

## LGBTQ2S+ Community

	City Wide	Ward 5
Yes	7%	6%
No	93%	94%

## Children or Seniors in Household

	City Wide	Ward 5
Yes – Children	34%	45%
Yes – Seniors	31%	25%

## Education

	City Wide	Ward 5
Did not complete high school or equivalent	2%	4%
Completed high school or equivalent	18%	32%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%	9%
Completed a college or other non-university certificate or diploma	19%	21%
Completed a university certificate, diploma or degree	53%	34%

## Household Income

	City Wide	Ward 5
Less than \$30,000	7%	15%
\$30,000 to <\$45,000	8%	17%
\$45,000 to <\$60,000	10%	12%
\$60,000 to <\$75,000	7%	9%
\$75,000 to <\$90,000	7%	9%
\$90,000 to <\$105,000	11%	11%
\$105,000 to <\$120,000	9%	5%
\$120,000 to <\$150,000	12%	13%
\$150,000 to <\$200,000	16%	8%
\$200,000+	14%	2%

## Age

	City Wide	Ward 5
18 to 24	11%	21%
25 to 34	19%	25%
35 to 44	18%	17%
45 to 54	18%	13%
55 to 64	13%	13%
65 or older	21%	12%
<b>Mean</b>	<b>47.1</b>	<b>40.9</b>

Base: Valid respondents (Bases vary)



# Respondent Profile (continued)

## Tenure in Calgary

	City Wide	Ward 5
Less than 5 years	7%	9%
5 to <10 years	9%	15%
10 to <15 years	9%	13%
15 to <20 years	10%	18%
20 to <30 years	22%	19%
30 to <40 years	15%	7%
40 years or more	28%	19%
<b>Mean</b>	<b>27.9</b>	<b>22.2</b>

## Type of Dwelling

	City Wide	Ward 5
Single-detached house	68%	78%
Apartment or apartment-style condominium	14%	6%
Duplex, triplex or fourplex	9%	8%
Townhouse or rowhouse	8%	6%
Another type of multi-dwelling unit	1%	2%

## Household Size

	City Wide	Ward 5
1	16%	7%
2	33%	24%
3	18%	26%
4	20%	17%
5 or more	14%	26%
<b>Mean</b>	<b>2.9</b>	<b>3.5</b>

## Responsible for Property Taxes

	City Wide	Ward 5
Yes	87%	77%
No	13%	23%

## Own or Rent

	City Wide	Ward 5
Own	74%	74%
Rent	23%	20%
Other	3%	6%

Base: Valid respondents (Bases vary)



# Respondent Profile (continued)

## Born in Canada

	City Wide	Ward 5
Yes	72%	48%
No	28%	52%

## Age Arrived in Canada

Base: Not born in Canada	City Wide	Ward 5
Under the age of 18	36%	33%
18 to 49	64%	65%
50 or older	1%	2%

## Date of Arrival in Canada

Base: Not born in Canada	City Wide	Ward 5
Within the past five years	18%	15%
More than five years ago	82%	85%

## Indigenous

Multiple mention	City Wide	Ward 5
Yes – First Nations	1%	1%
Yes – Metis	2%	1%
Yes – Inuit	<1%	0%
Yes – prefer to self-describe	1%	1%
No	96%	96%

## Racialized

	City Wide	Ward 5
Yes	27%	58%
No	72%	42%
Prefer to self-describe	1%	<1%

## Disability in Household

	City Wide	Ward 5
Yes – myself	11%	12%
Yes – someone in my household	9%	13%
No	80%	76%

Base: Valid respondents (Bases vary)



# Respondent Profile (continued)

## Employment Status

Multiple mention	City Wide	Ward 5
Full time employed or self employed	54%	54%
Part time employed or self-employed	12%	11%
Retired	20%	11%
Looking after home and/or family	3%	2%
Unable to work because of sickness or disability	3%	5%
Unemployed	3%	7%
Doing unpaid or voluntary work	1%	0%
Student	6%	13%

## Own or Operate a Business

Base: Among those in the workforce	City Wide	Ward 5
Own and operate a business	16%	12%
Own a business	3%	1%
Operate a business	2%	1%
No	79%	86%

Base: Valid respondents (Bases vary)

# Contact

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