



Calgary



2015 Citizen Satisfaction Survey

Ward 2 Report

Prepared for The City of Calgary by:



Ipsos Public Affairs

Contact:

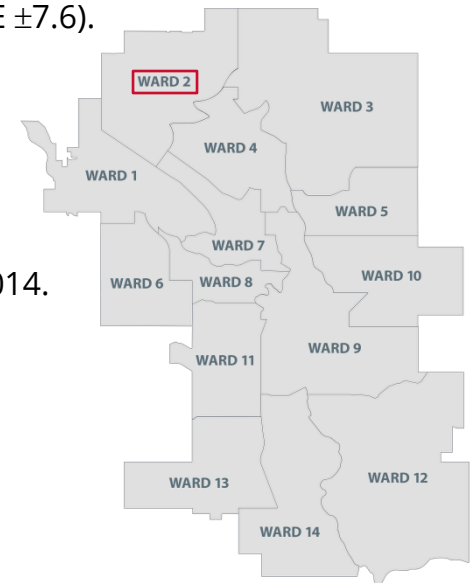
Jamie Duncan
Vice President
Ipsos
587.952.4863
jamie.duncan@ipsos.com
700 6th Ave SW, Suite 1950
Calgary, AB T2P 0T8

Sheela Das
Director
Ipsos
587.952.4874
sheela.das@ipsos.com
700 6th Ave SW, Suite 1950
Calgary, AB T2P 0T8

Table of Contents

I. Methodology	3
II. Summary of Key Findings	4
III. Detailed Findings	8
Issue Agenda	9
Quality of Life	11
City Programs and Services	19
Environmental Performance	40
Taxation	44
Contact with The City	50
City Communications	56
IV. Demographics	59

- ◆ 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 170 interviews were conducted with residents of Ward 2 (MOE ± 7.6).
- ◆ Research note on significant differences.
 - ❖ Throughout, City Wide results are compared to results from Ward 2.
 - ↑ indicates number is significantly higher than City Wide.
 - ↓ indicates number is significantly lower than City Wide.
 - ❖ Where possible, 2015 results for Ward 2 are compared to those from 2014.
 - Only significant differences are shown.





Summary of Key Findings



Summary of Key Findings

Perceptions about the quality of life remain high and on par with City wide results across all measures. However, positive views among Ward 2 residents have decreased in several areas.

- ◆ More than eight-in-ten (85%) Ward 2 residents rate the quality of life in Calgary as good. While this is comparable to the City wide result (86%), there has been a significant 9 percentage point decrease since 2014 (94%) among Ward 2 residents.
- ◆ The proportion of Ward 2 residents who say that the quality of life has worsened over the past three years is up 14 percentage points from 16% in 2014 to 30% in 2015; a corresponding drop is seen in the proportion who say it has improved (from 40% in 2014 to 26% in 2015).
- ◆ While nine-in-ten residents of Ward 2 (88%) agree with the statement 'I am proud to be a Calgarian,' this represents a significant decrease from 2014 (95%).
- ◆ Further, agreement that 'Calgary is a great place to make a living' has decreased significantly from 88% in 2014 to 75% in 2015.

Consistent with City Wide results, "*infrastructure, traffic and roads*" is in the top position on the 2015 issue agenda.

- ◆ One-third (33%) of Ward 2 residents, on par with City wide results (36%) say "*infrastructure, traffic and roads*" is the top issue. As with City wide results, however, this marks a significant decrease of 22 percentage points over 2014 (55%).
 - ❖ This decrease is due primarily to a drop in the number of mentions of "*traffic congestion*" (8%, down from 20% in 2014) and "*snow removal*" (3%, down from 16% in 2014).
- ◆ As with City wide, "*transit*" (25%) continues to hold second place.

Summary of Key Findings

Ward 2 residents' assessment of City programs and services are generally consistent with the broader Calgary public. There are, however, a few noteworthy differences as well as changes from 2014.

- ◆ Bike lanes on streets sees significant changes from 2014 on all measures.
 - ❖ Importance ratings are down significantly from 2014 – 63% versus 47% overall, and 29% versus 18% *very* important.
 - ❖ Satisfaction sees a significant 15 point decrease from 73% in 2014 to 58% in 2015.
 - ❖ Invest *more* ratings are down from 28% in 2014 to 14% in 2015.
- ◆ Calgary Fire Department – Though still high, *very* satisfied ratings are down significantly from 89% in 2014 to 79% in 2015.
- ◆ City operated recreation facilities – Overall satisfaction is significantly lower than City wide (88% vs. 93%), however, *very* satisfied ratings are up 13 percentage points from 2014 (25% 2014 vs. 38% 2015). Further, recreation facilities emerge as a primary strength in the importance versus satisfaction analysis.
- ◆ City operated recreation programs – *Very* satisfied ratings are up 11 percentage points from 2014 (34% in 2014 vs. 45% in 2015), while invest *more* ratings are down from 39% in 2014 to 24% in 2015.
- ◆ Bylaw services – Overall satisfaction is significantly lower than City wide (80% vs. 87%) and down 10 percentage points from 2014 (90%).
- ◆ Traffic flow management – Overall satisfaction sees a significant 12 percentage point increase from 2014 (56% 2014 vs. 68% 2015), and invest *more* ratings are down from 72% in 2014 to 56% in 2015.

Summary of Key Findings

While the perceived value of property tax dollars is on par with City wide, Ward 2 residents differ from the broader Calgary public with regard to taxation.

- ◆ When asked to choose between increasing taxes to expand or maintain service levels or cut services to maintain or reduce taxes, more than four-in-ten (44%) Ward 2 residents opt for cutting services – significantly higher than 36% City wide.
 - ❖ Further, among Ward 2 residents, this represents a 17 percentage point increase from 2014 (27% cut services).
 - ❖ Conversely, half (50%) of Ward 2 residents would opt for increasing taxes, significantly lower than City Wide (59%) and down 15 percentage points from 2014 (65%).
- ◆ Given three options for increasing City revenue, significantly fewer Ward 2 residents say they would prefer The City to ‘introduce new types of service fees’ (24% vs. 35% City wide).
 - ❖ The percentage of Ward 2 residents that would prefer The City to ‘expand existing user fees’ and ‘increase property taxes’ is statistically consistent with City wide results.

While contact with The City in the past 12 months is consistent between Ward 2 residents and the broader Calgary public, residents of Ward 2 report higher levels of satisfaction.

- ◆ Among Ward 2 residents who have contacted or dealt with The City in the past 12 months, satisfaction with the overall level and quality of customer service is significantly higher than City wide (90% vs. 80%).
- ◆ It is notable that contact by visiting a City office or facility (4%) is significantly lower than City wide (11%) and down from 15% in 2014.

There are no noteworthy differences between Ward 2 residents and the broader Calgary public with regard to Environmental Performance or City Communications.

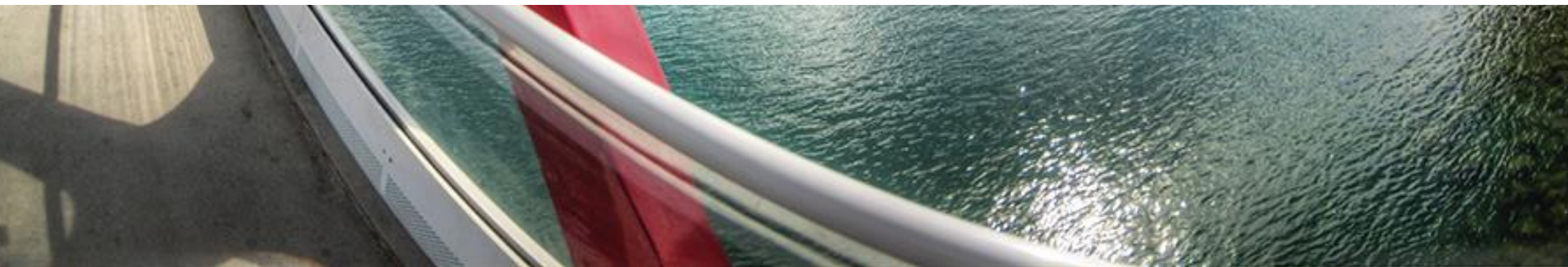


DETAILED FINDINGS





Issue Agenda





Issue Agenda

Multiple Responses

City Wide

Ward 2

■ First Mention ■ Other Mentions

INFRASTRUCTURE, TRAFFIC & ROADS (NET)	26%	10%	36%	33%	55%
Traffic congestion	8%	3%	11%	8%	20%
Road conditions/ roads	7%	4%	11%	13%	
Infrastructure maintenance/ improvement/ development	6%	3%	9%	10%	
(Lack of) snow removal	3%	4%		3%	16%
TRANSIT (NET)	16%	5%	21%	25%	
Public Transportation [incl. buses/ C-train/ poor service]	9%	3%	12%	12%	
Transportation (unspecified)	6%	8%		11%	
EDUCATION [incl. lack of teachers/ funding/ schools/local schools]	8%	4%	12%	15%	
CRIME, SAFETY & POLICING (NET)	8%	4%	12%	12%	
Crime [incl. breaking & entering/ gangs/ safety/ public safety, etc.]	4%	6%		6%	
Public safety	4%	5%		6%	
RECREATION (NET)	3%	5%	8%	10%	
TAXES (NET)	4%	6%		9%	
ENVIRONMENT & WASTE MANAGEMENT (NET)	3%	5%		4%	
HOMELESSNESS, POVERTY & AFFORDABLE HOUSING (NET)	3%	4%		4%	
GROWTH AND PLANNING (NET)	3%	4%		2%	
BUDGET AND SPENDING (NET)	2%	4%		7%↑	
HEALTHCARE	2%	3%		3%	
Other			21%	28%	
None			14%	14%	

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 2: n=168)

Ward 2 2014

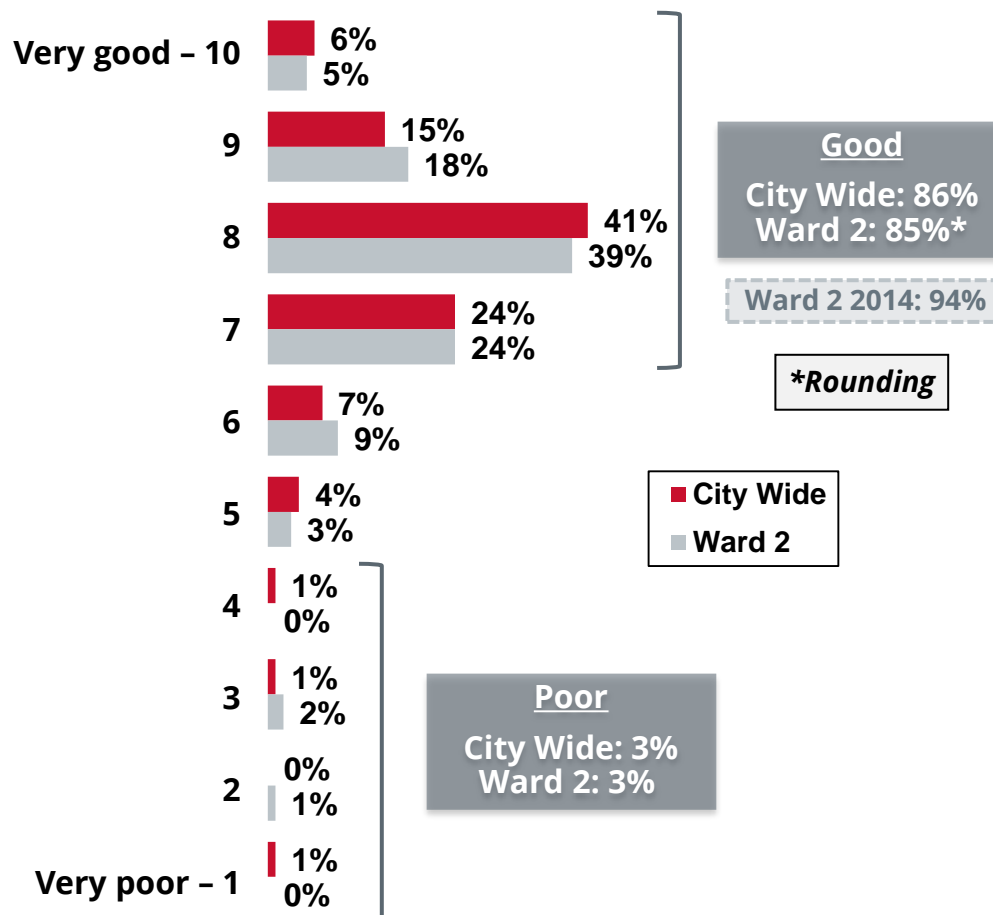


Quality of Life





Overall Quality of Life in Calgary

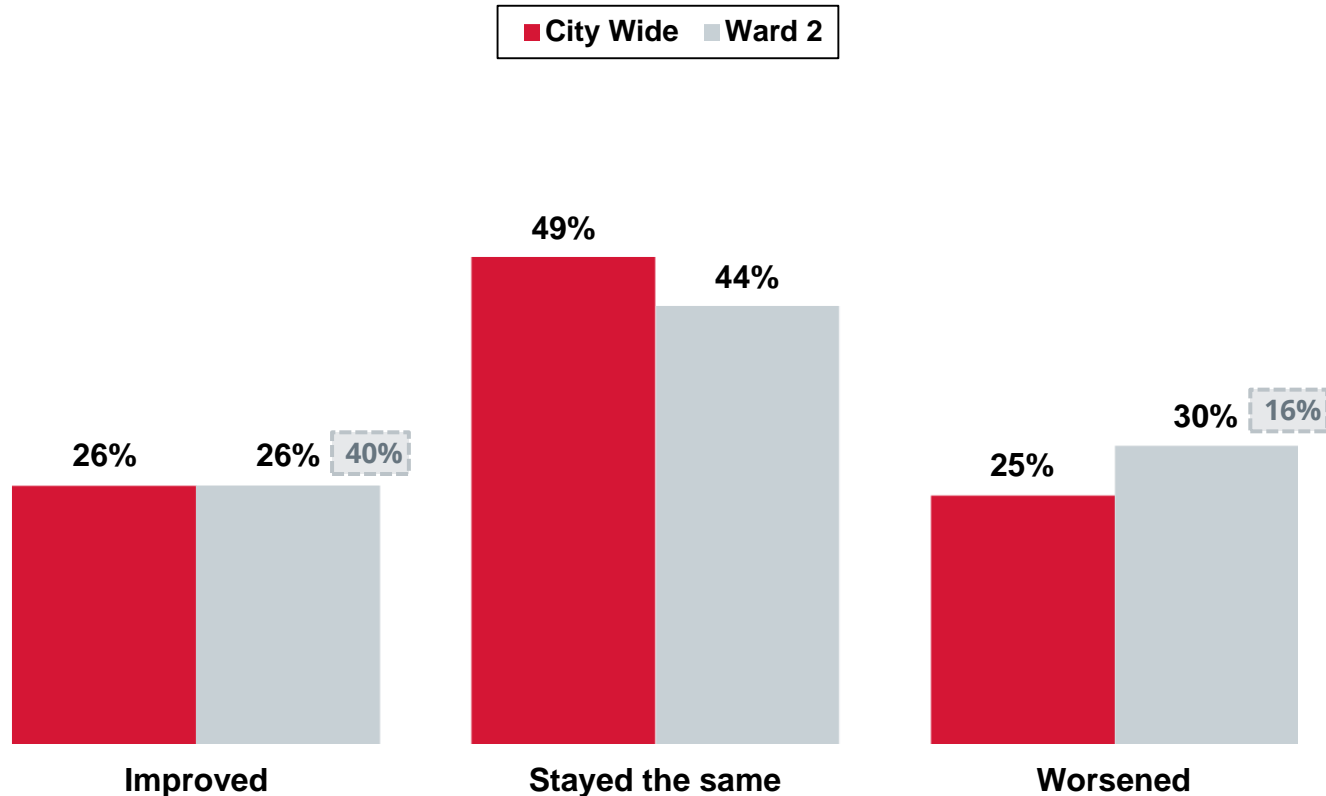


On a scale of "1" to "10" where "1" represents "very poor" and "10" represents "very good" how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,450 / Ward 2: 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 2: n=168)

Ward 2 2014



Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 2

Transportation (NET)	30%	35%
Improvement/ maintenance of existing roads	11%	13%
Better traffic management	10%	9%
Infrastructure	4%	5%
Transit (NET)	22%	20%
Improve public transportation	16%	13%
Recreation & Community Services (NET)	17%	15%
Building of community centres/ recreation facilities	6%	3%
Parks/ green-space improvement	5%	8%
Homelessness, Poverty & Affordable Housing (NET)	16%	11%
Expand affordable housing/ rent	5%	3%
Improve job creation/ employment	4%	3%
Government (NET)	13%	14%
Reduce taxes	5%	6%
Tax spending/ City budget	4%	3%
Crime, Safety & Policing (NET)	9%	8%
Control crime and safety	4%	4%
Growth & Planning (NET)	5%	4%
Education (NET)	4%	5%
Better education/ more schools	4%	5%
Environment (NET)	4%	7%
Other	10%	8%
Nothing	17%	20%

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 2: n=163)



Sustainability Metrics

■ 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



90%

Ward 2



88%

95%

I am proud to live in my neighbourhood

City Wide



86%

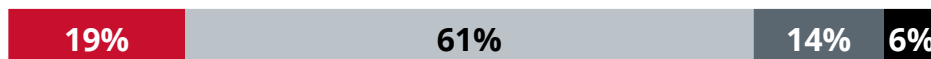
Ward 2



88%

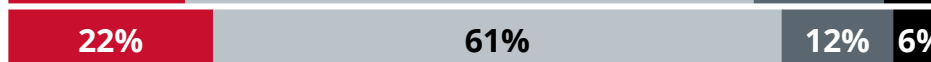
The City of Calgary municipal government fosters a city that is inclusive and accepting of all

City Wide



80%

Ward 2



82%*

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

City Wide



66%

Ward 2



69%

I am regularly involved in neighborhood and local community events

City Wide



30%

Ward 2



31%

*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".

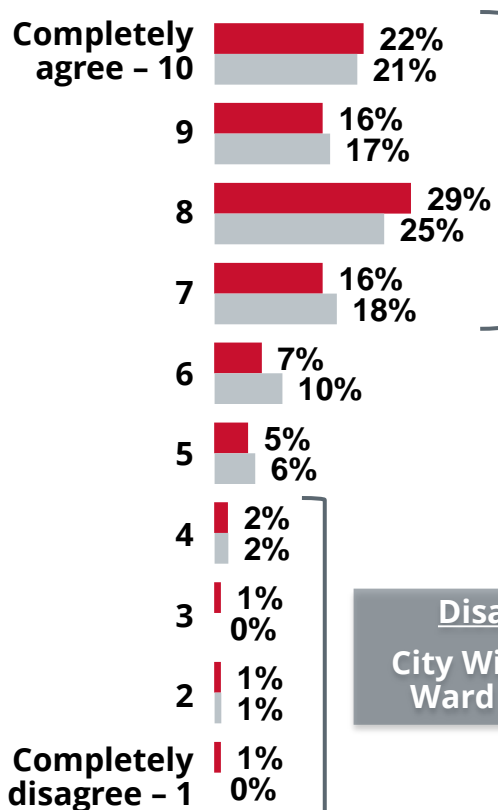
Base: Valid respondents (Bases vary)

Ward 2 2014



Sustainability: Making a Life and Making a Living

Calgary is a Great Place to Make a Life



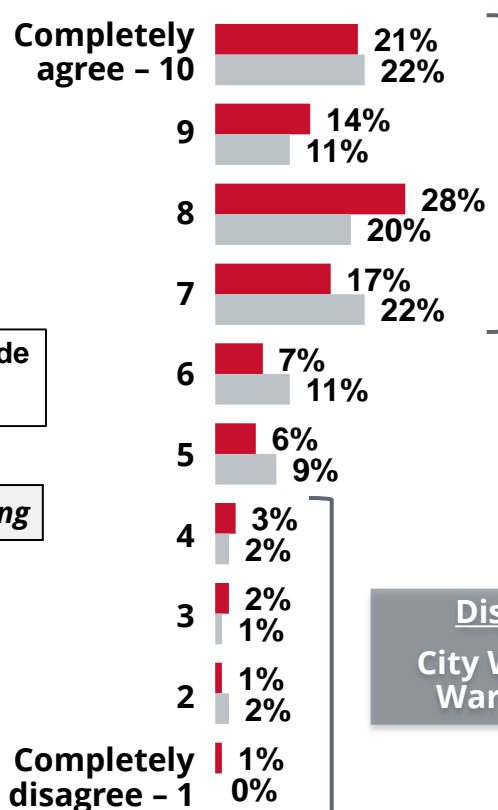
Agree
City Wide: 84%*
Ward 2: 80%*

Disagree
City Wide: 4%*
Ward 2: 4%*

■ City Wide
■ Ward 2

*Rounding

Calgary is a Great Place to Make a Living



Agree
City Wide: 80%
Ward 2: 75%

Ward 2 2014: 88%

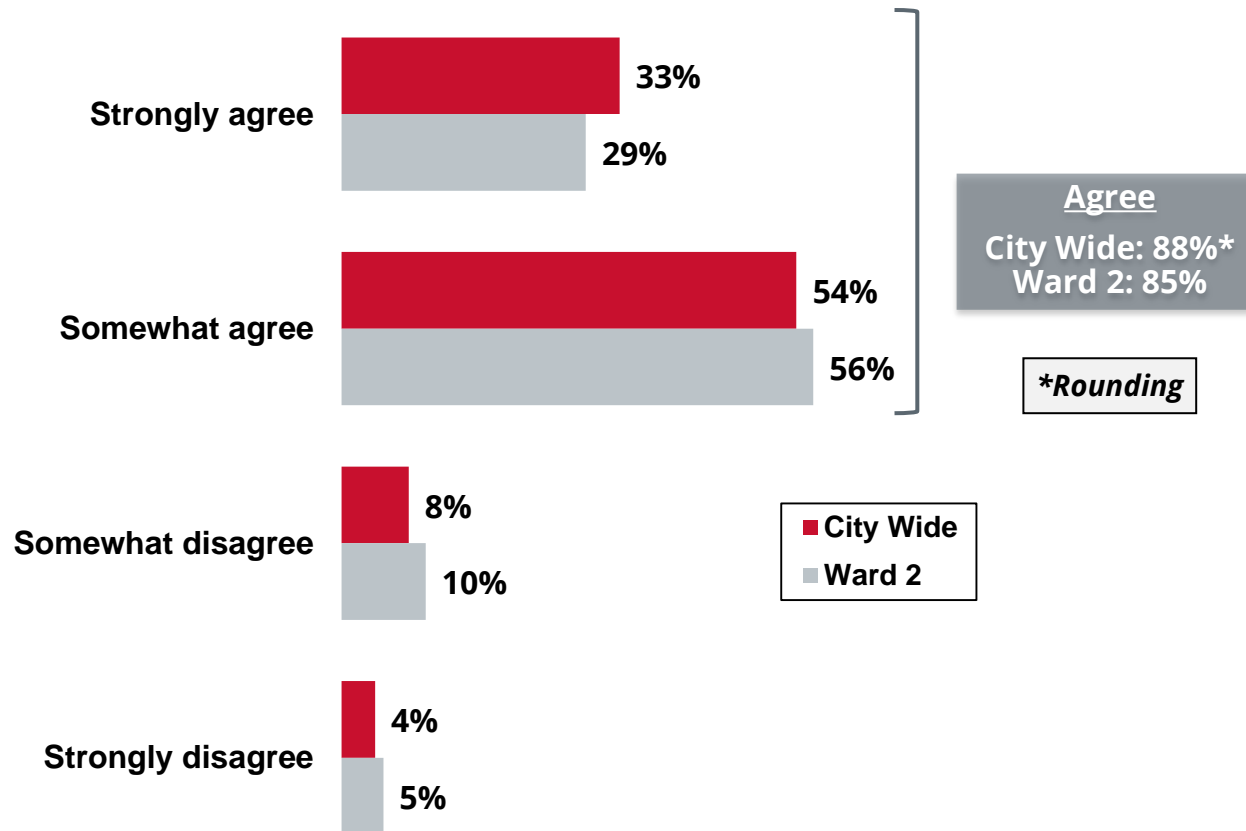
Disagree
City Wide: 7%
Ward 2: 5%

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?

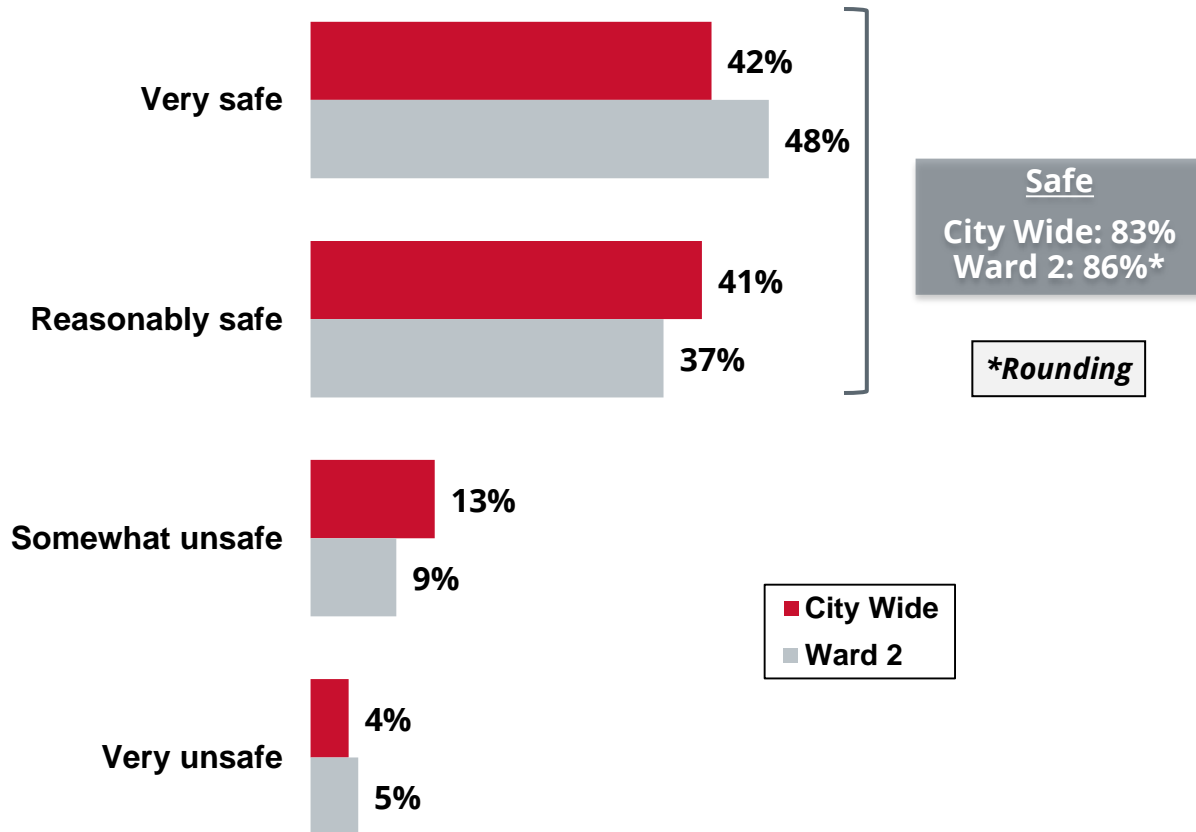


There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.

Base: Valid respondents (City Wide: n=2,442 / Ward 2: n=169)



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 2: n=170)



City Programs and Services



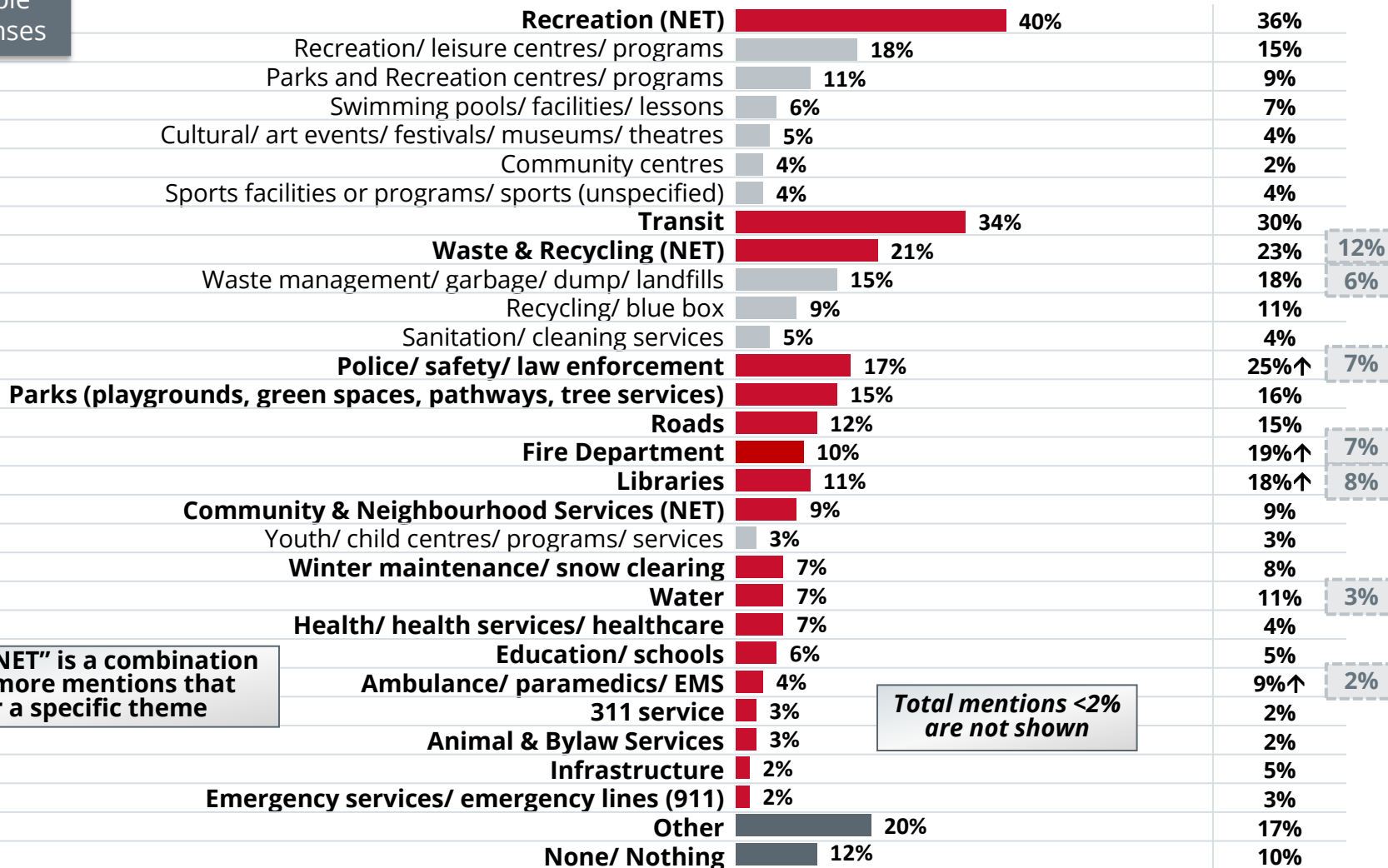


Top-of-Mind Programs and Services

Multiple Responses

City Wide

Ward 2



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

Total mentions <2% are not shown

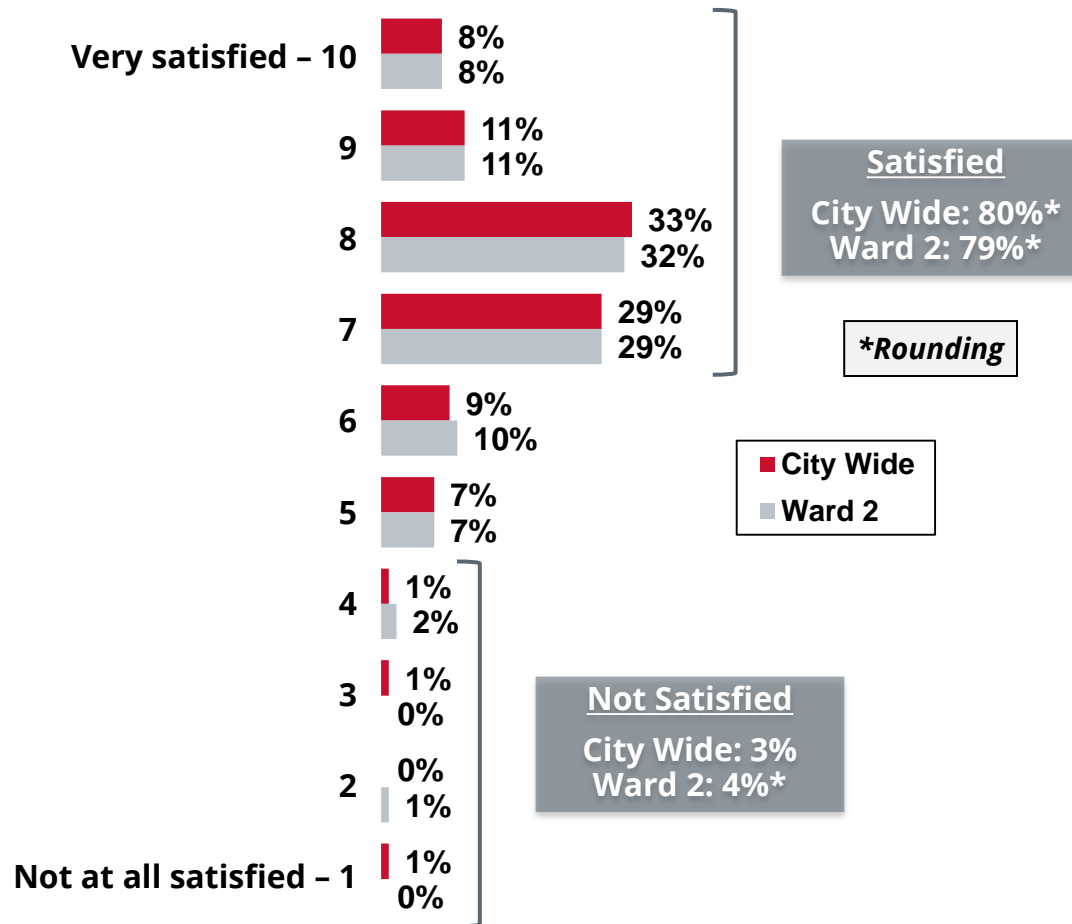
Thinking about all of the services and programs provided by The City of Calgary, what services come to mind?

Base: Valid respondents (City Wide: n=2,381 / Ward 2: n=163)

Ward 2 2014



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

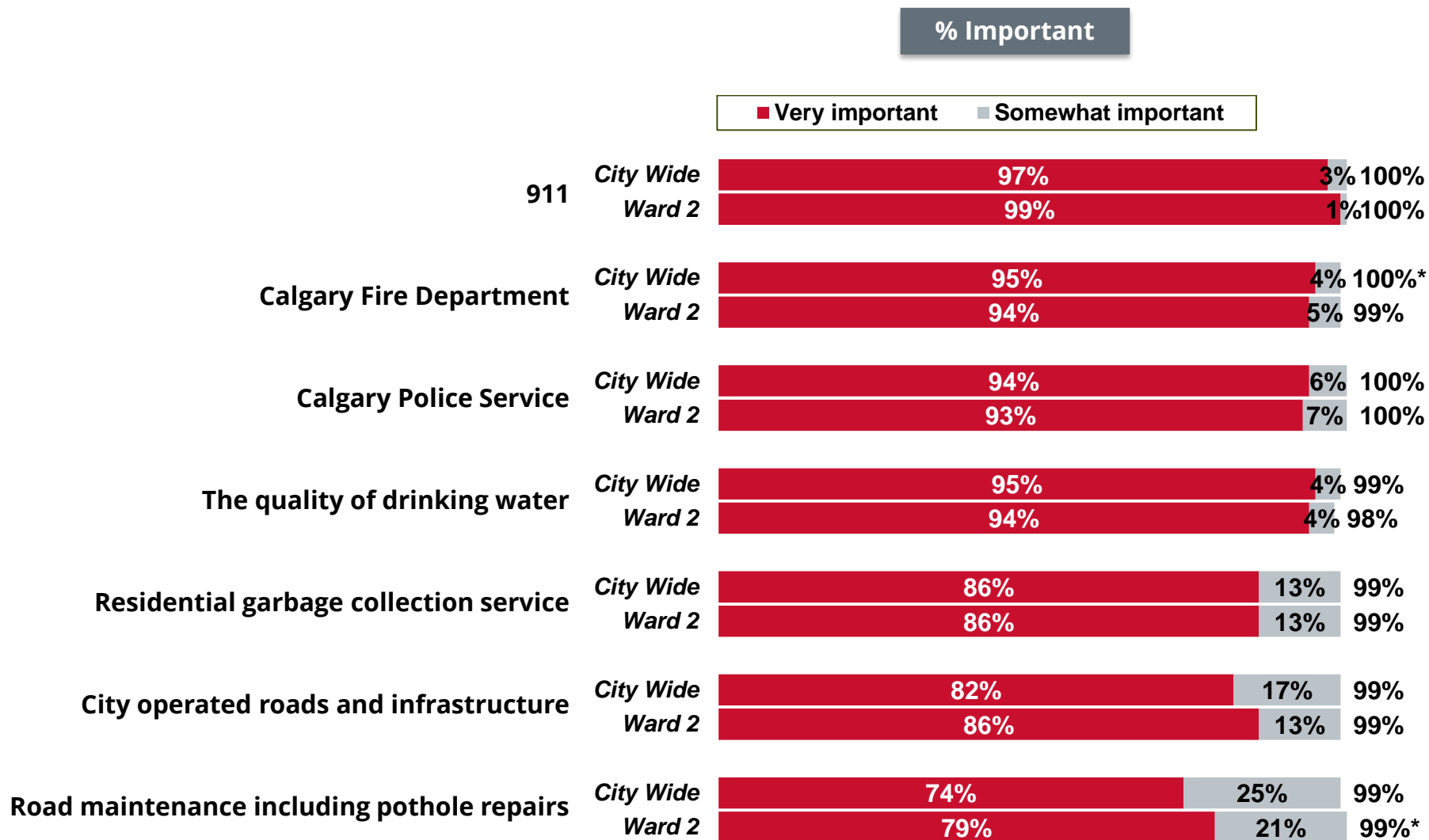


On a scale from "1" to "10" where "1" represents "not at all satisfied" and "10" represents "very satisfied" how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

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



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)

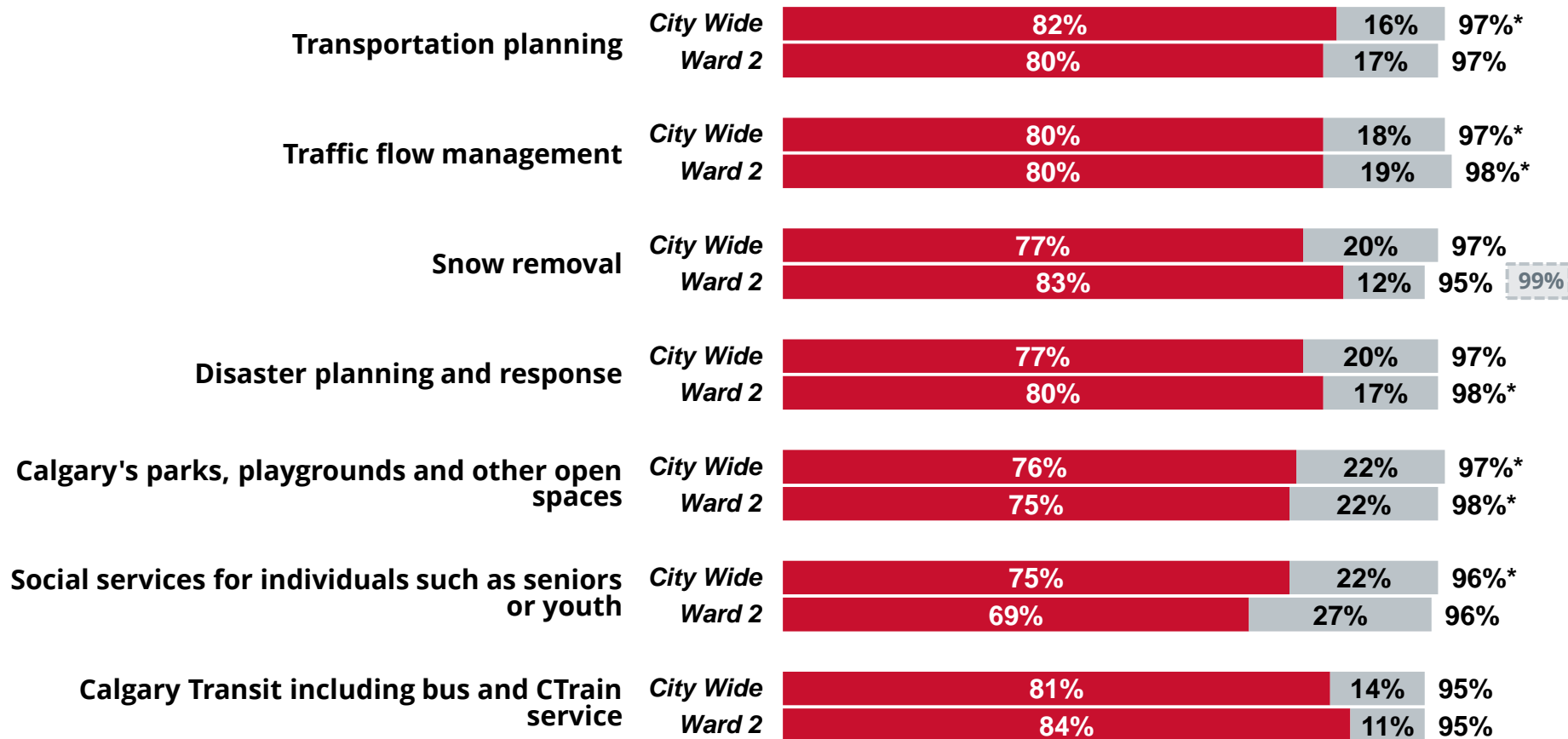
***Rounding**



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.

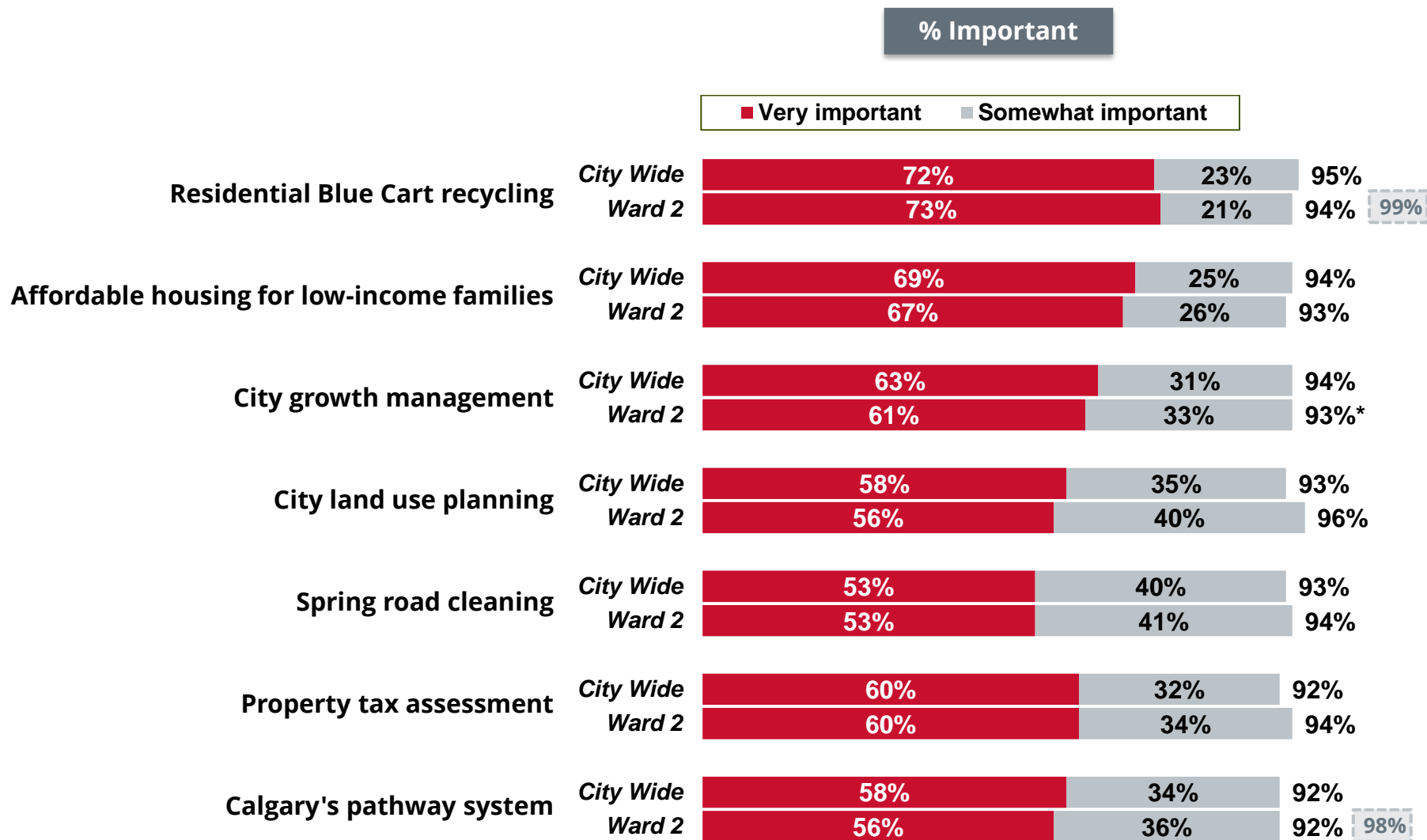
Base: Valid respondents (Bases vary)

Ward 2 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.*

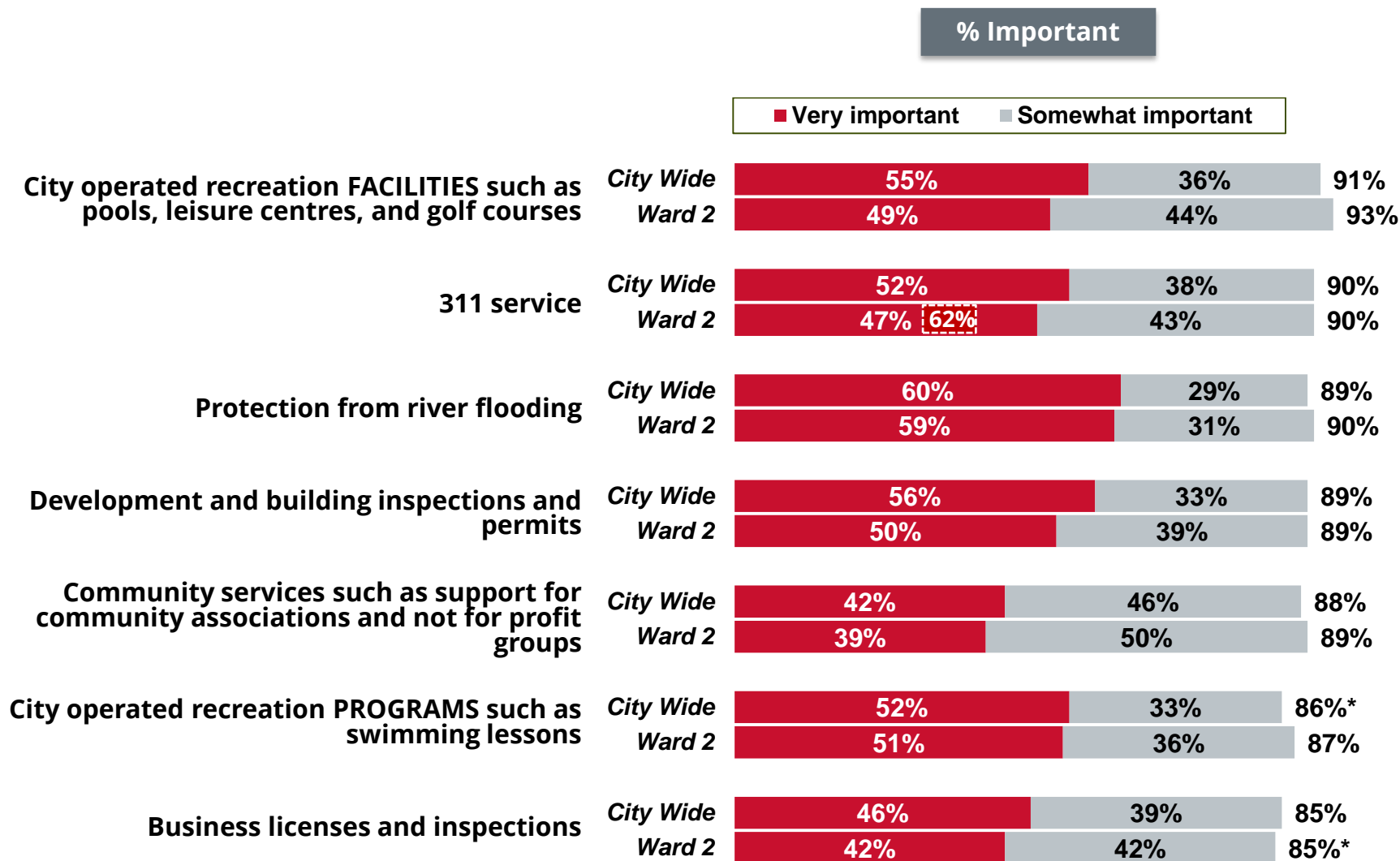
Base: Valid respondents (Bases vary)

Ward 2 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)

Ward 2 2014

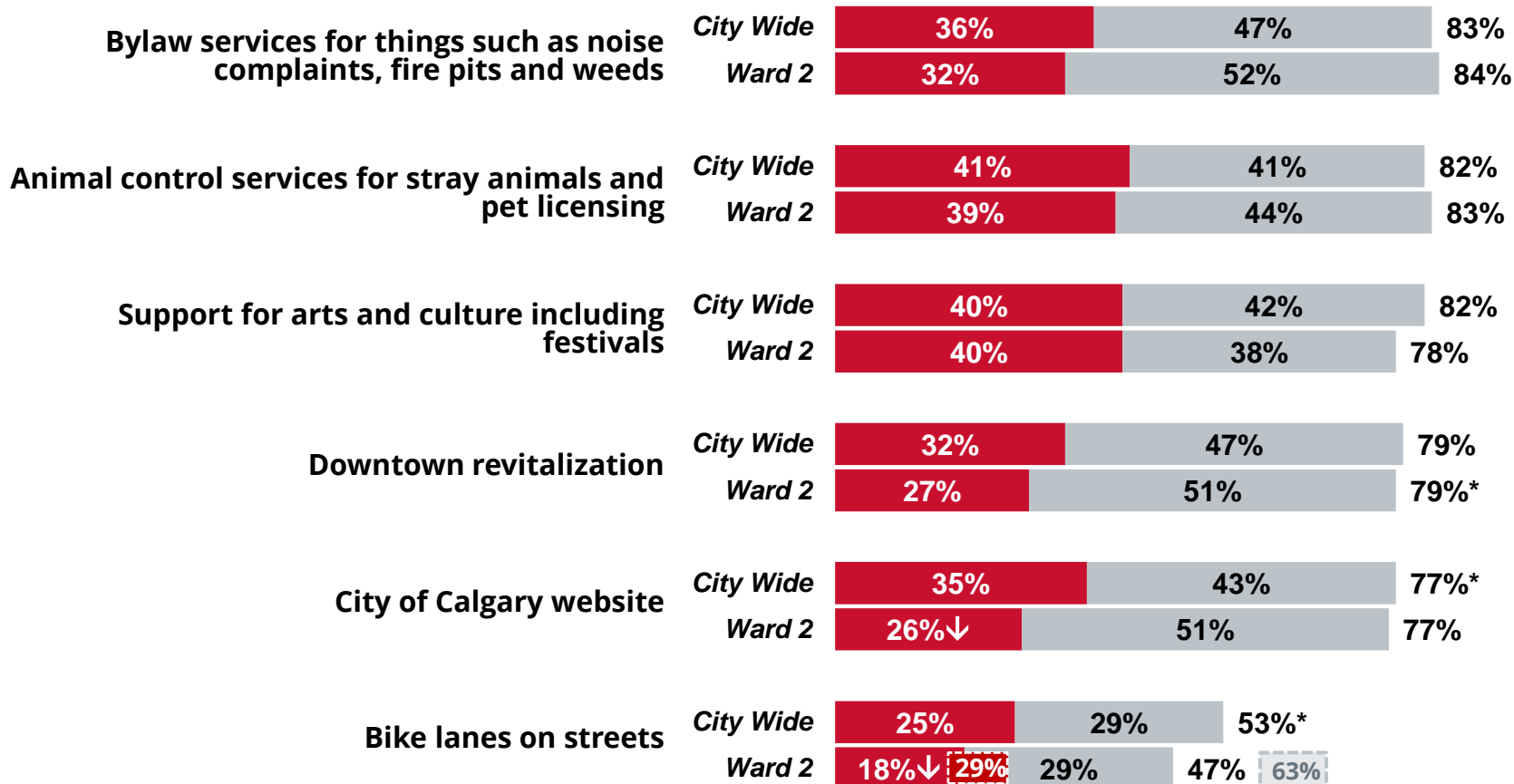
*Rounding



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.

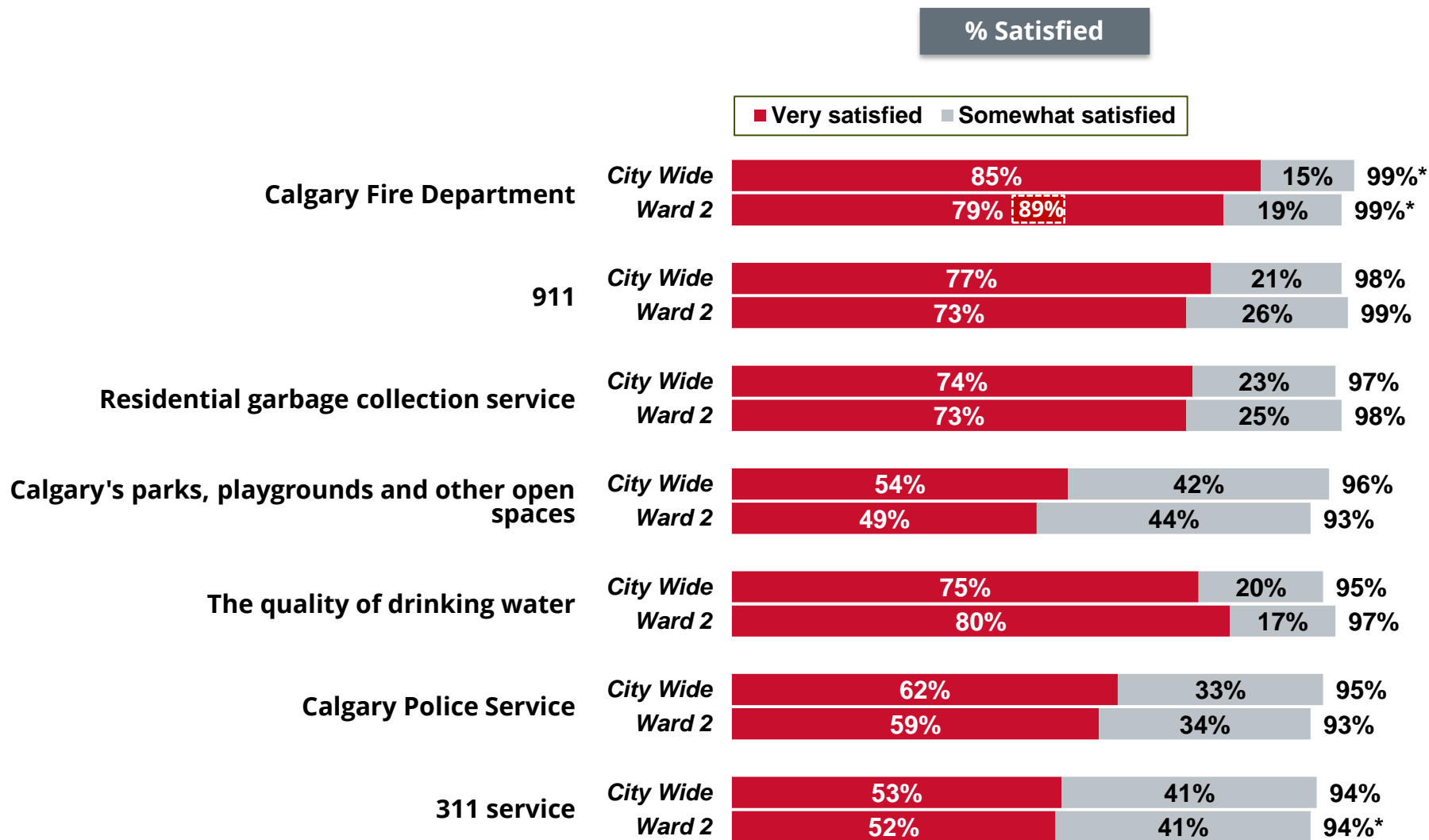
Base: Valid respondents (Bases vary)

Ward 2 2014

*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.*

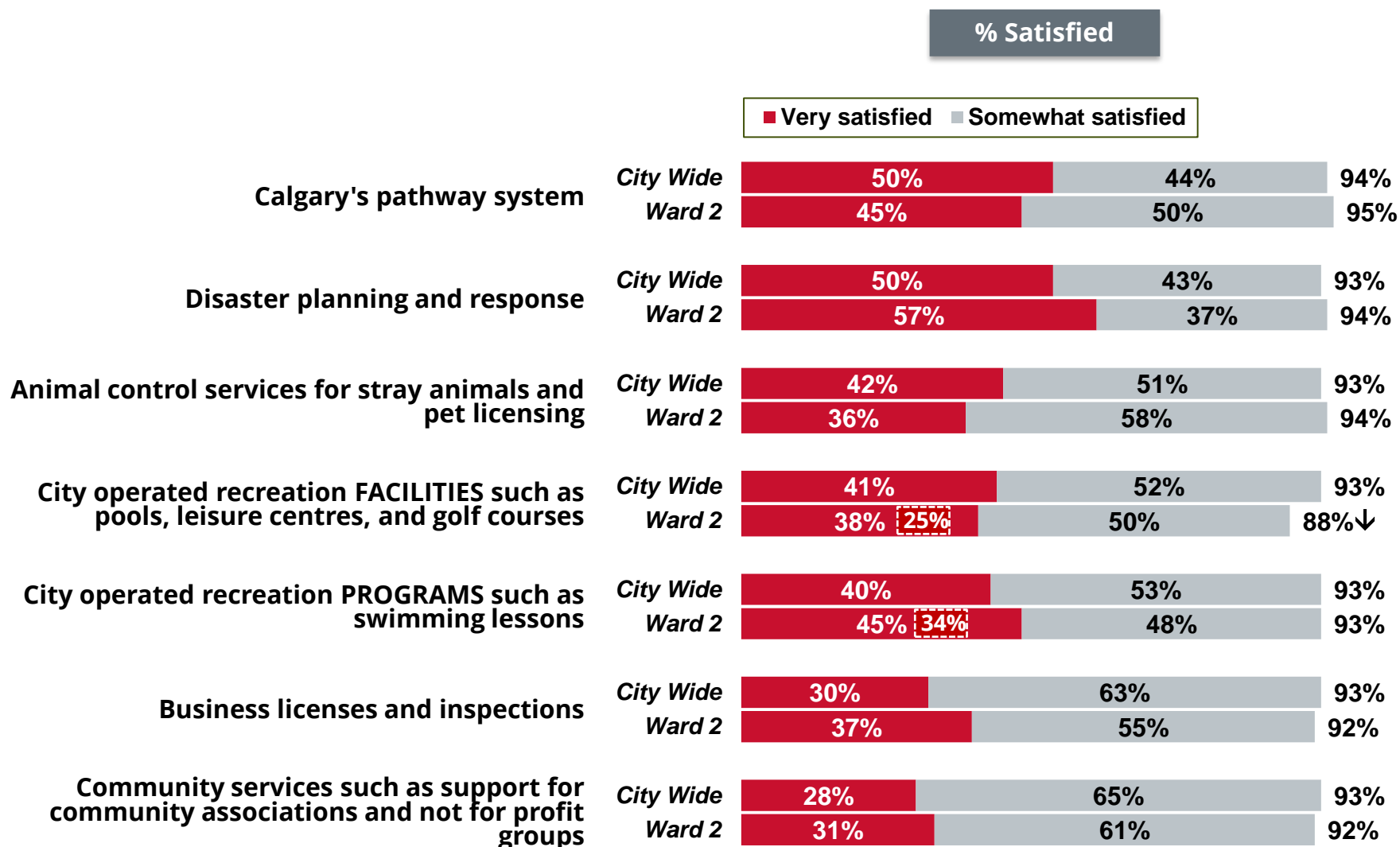
Ward 2 2014

*Rounding

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.*

Ward 2 2014

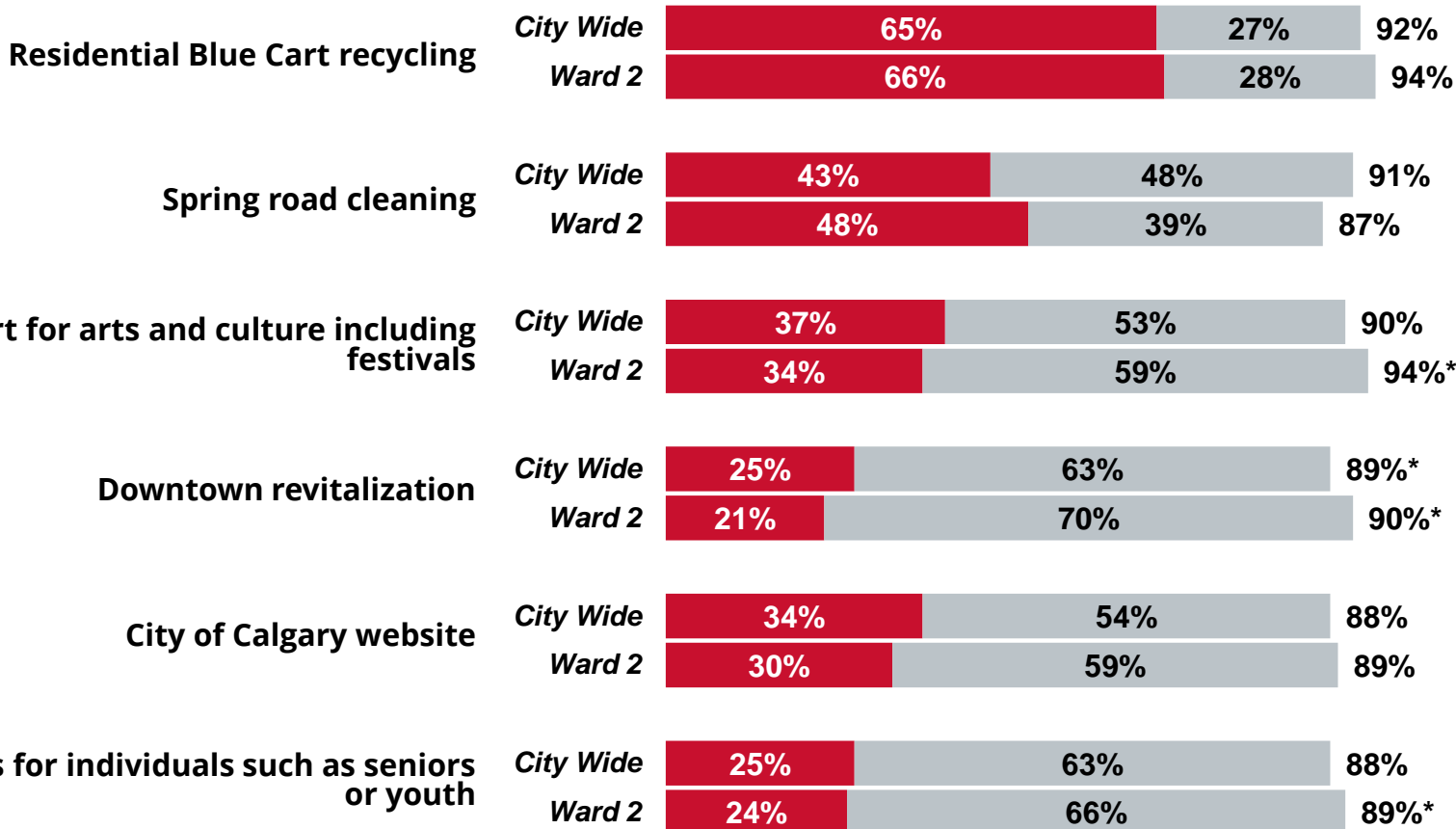
Base: Valid respondents (Bases vary)



Satisfaction with City Programs and Services (continued)

% Satisfied

■ Very satisfied ■ Somewhat satisfied



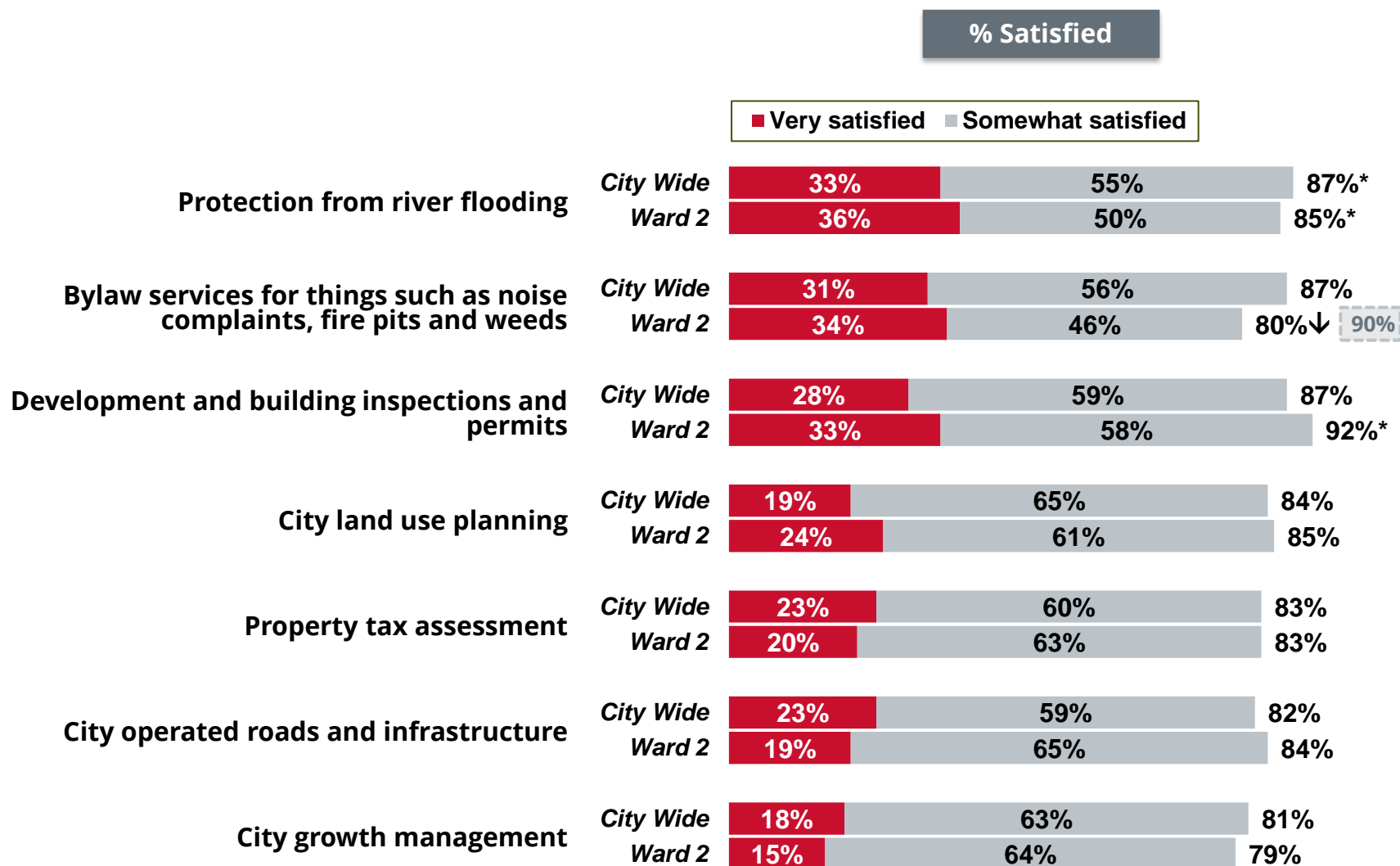
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*

***Rounding**

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.*

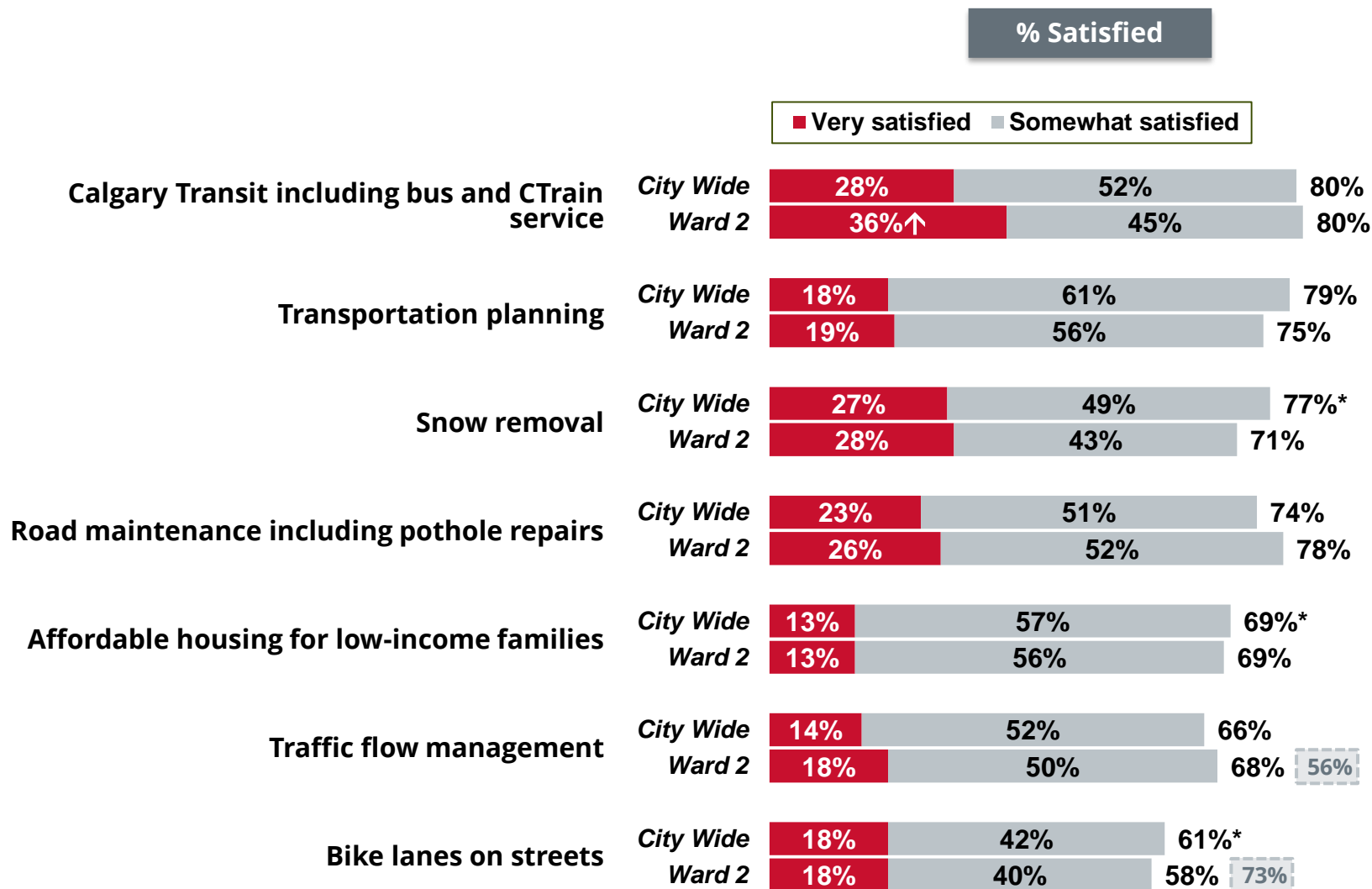
Base: Valid respondents (Bases vary)

Ward 2 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.*

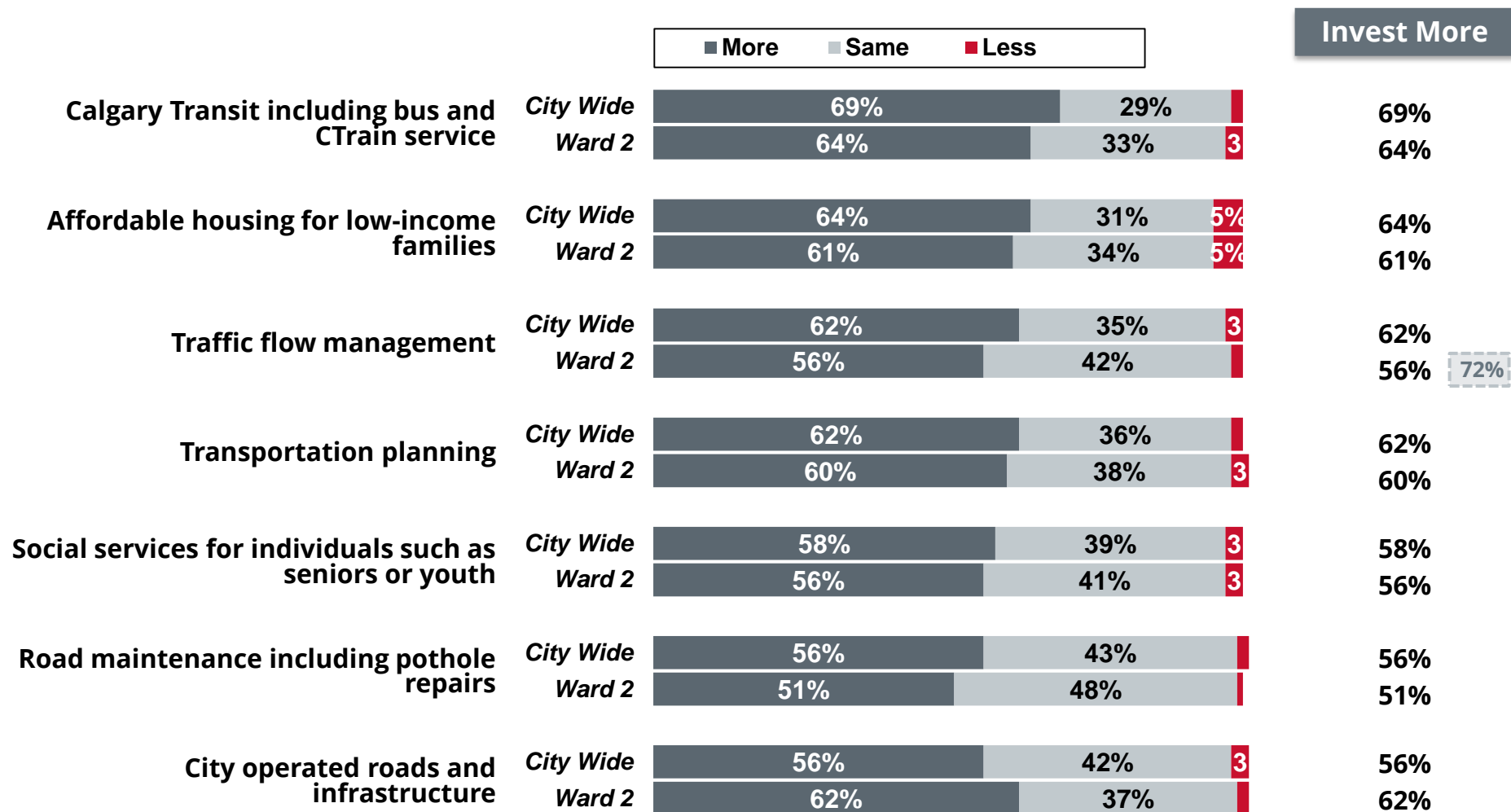
Base: Valid respondents (Bases vary)

Ward 2 2014

*Rounding



Investment in City Programs and Services



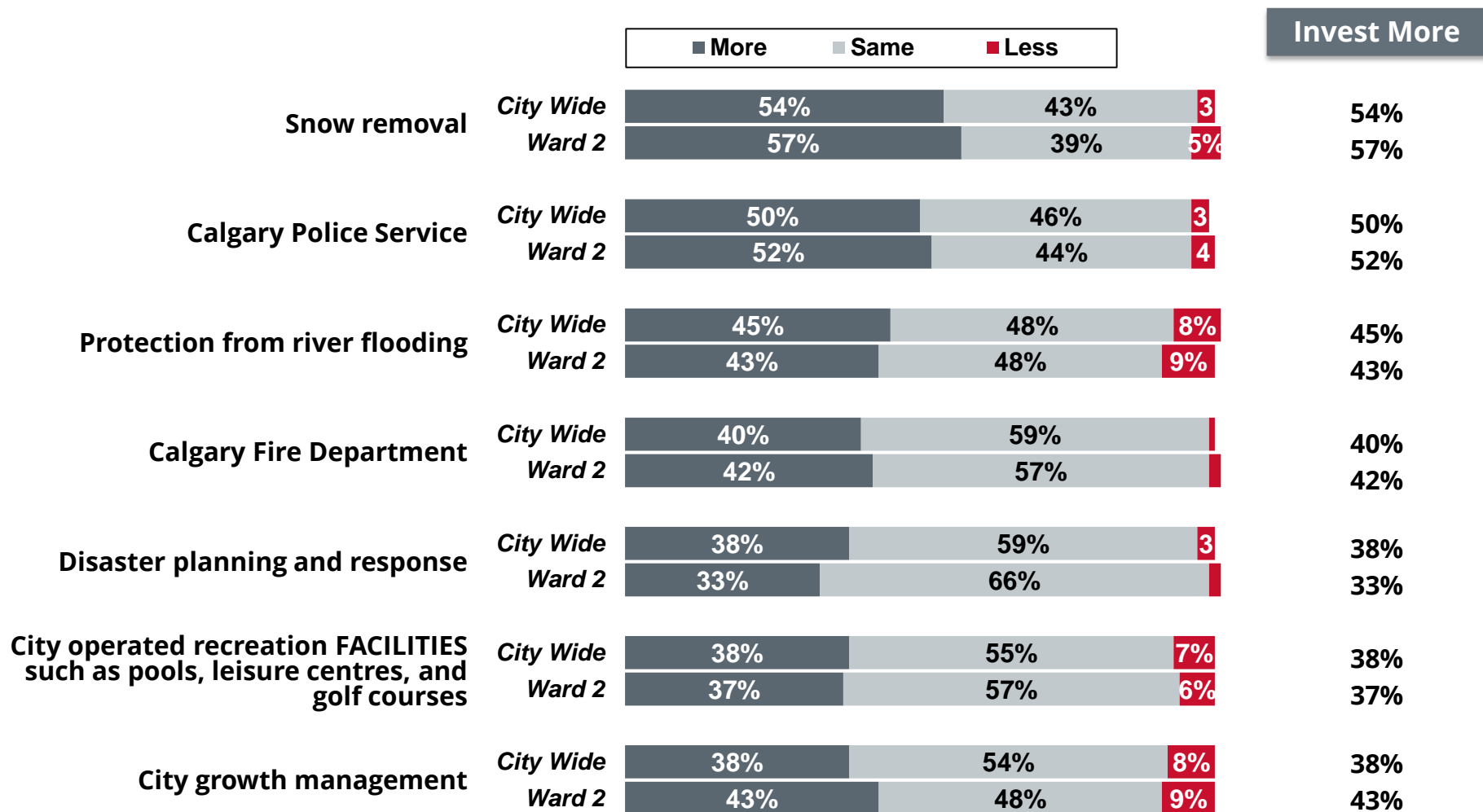
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Ward 2 2014



Investment in City Programs and Services (continued)

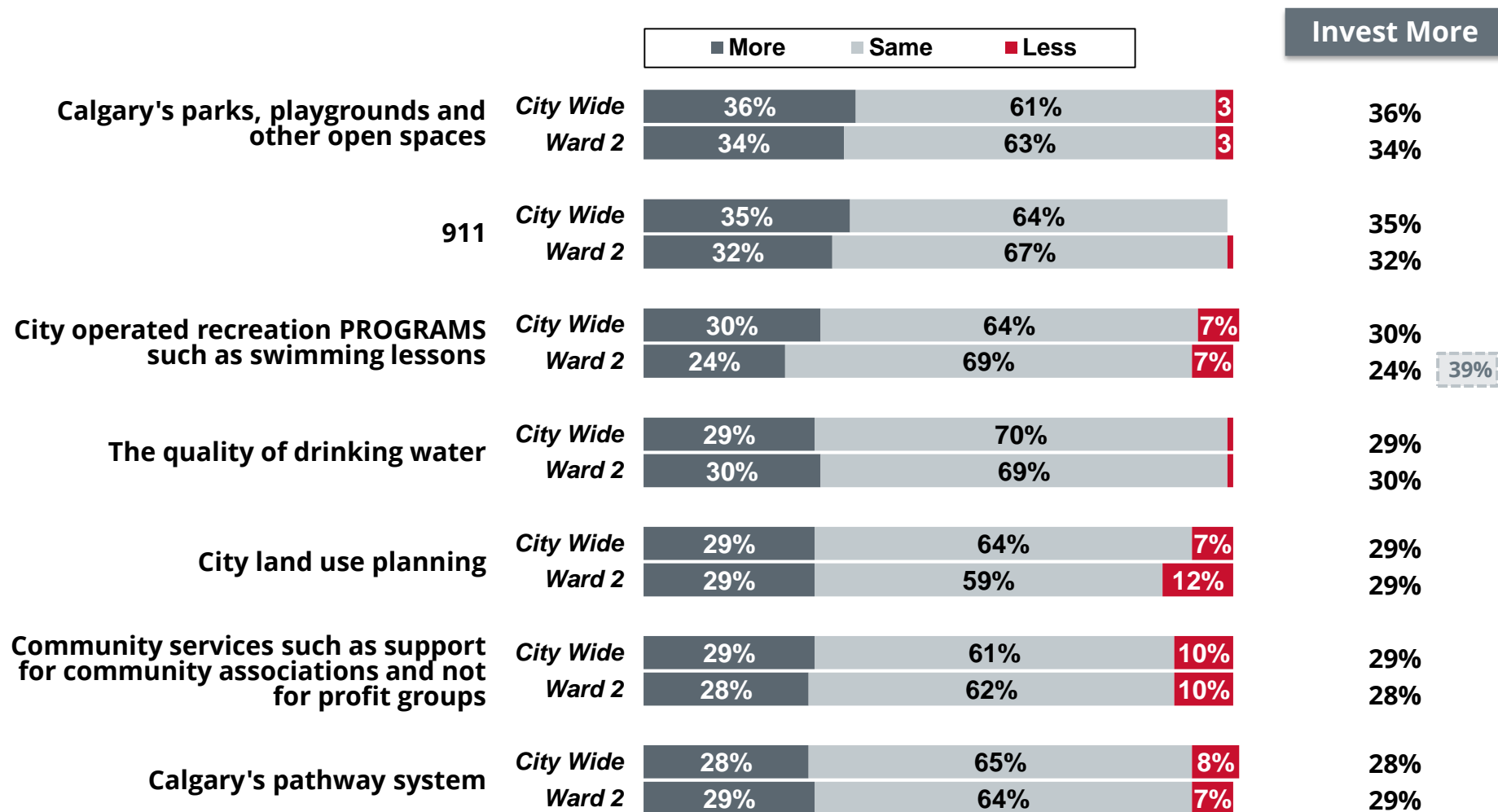


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)



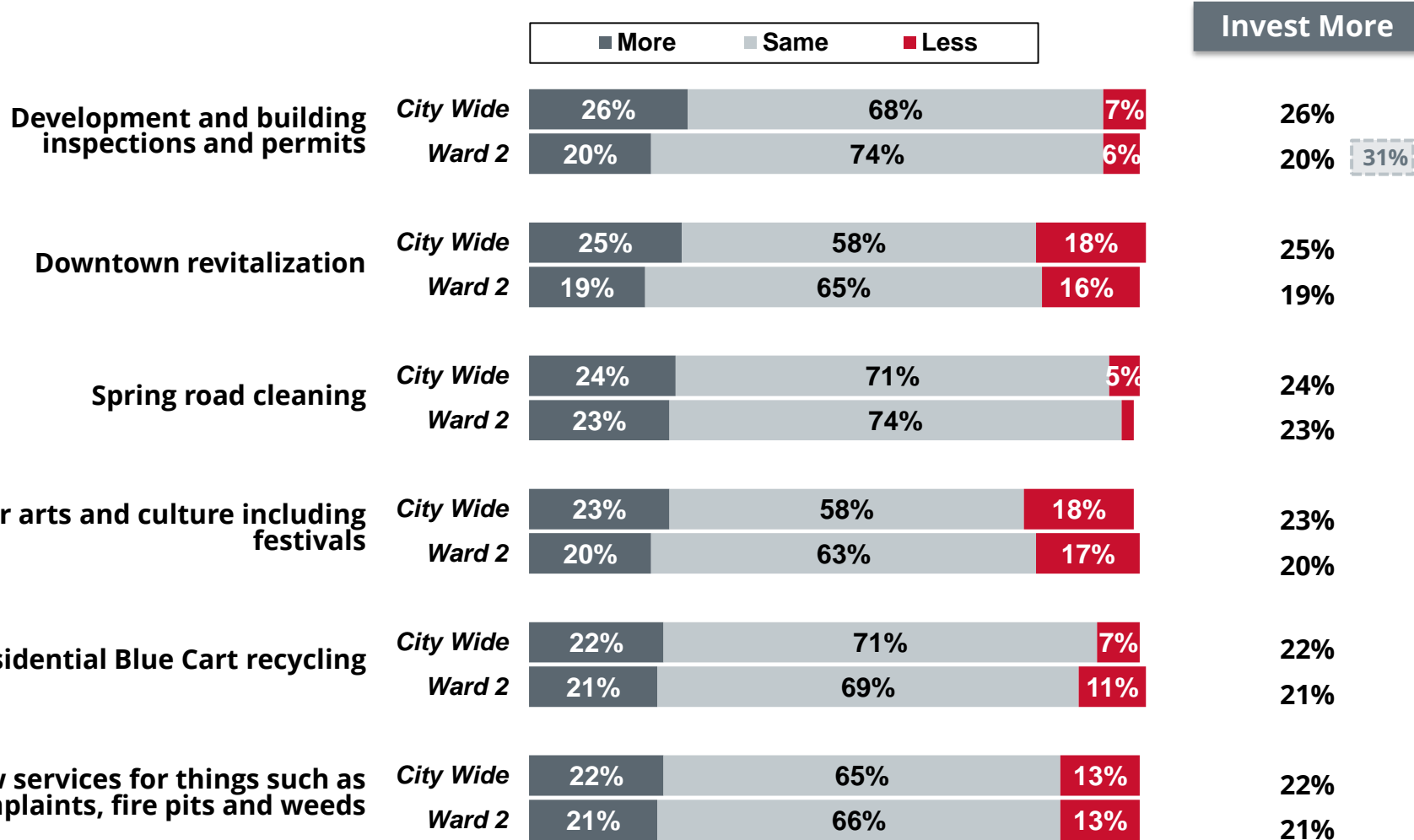
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Ward 2 2014



Investment in City Programs and Services (continued)



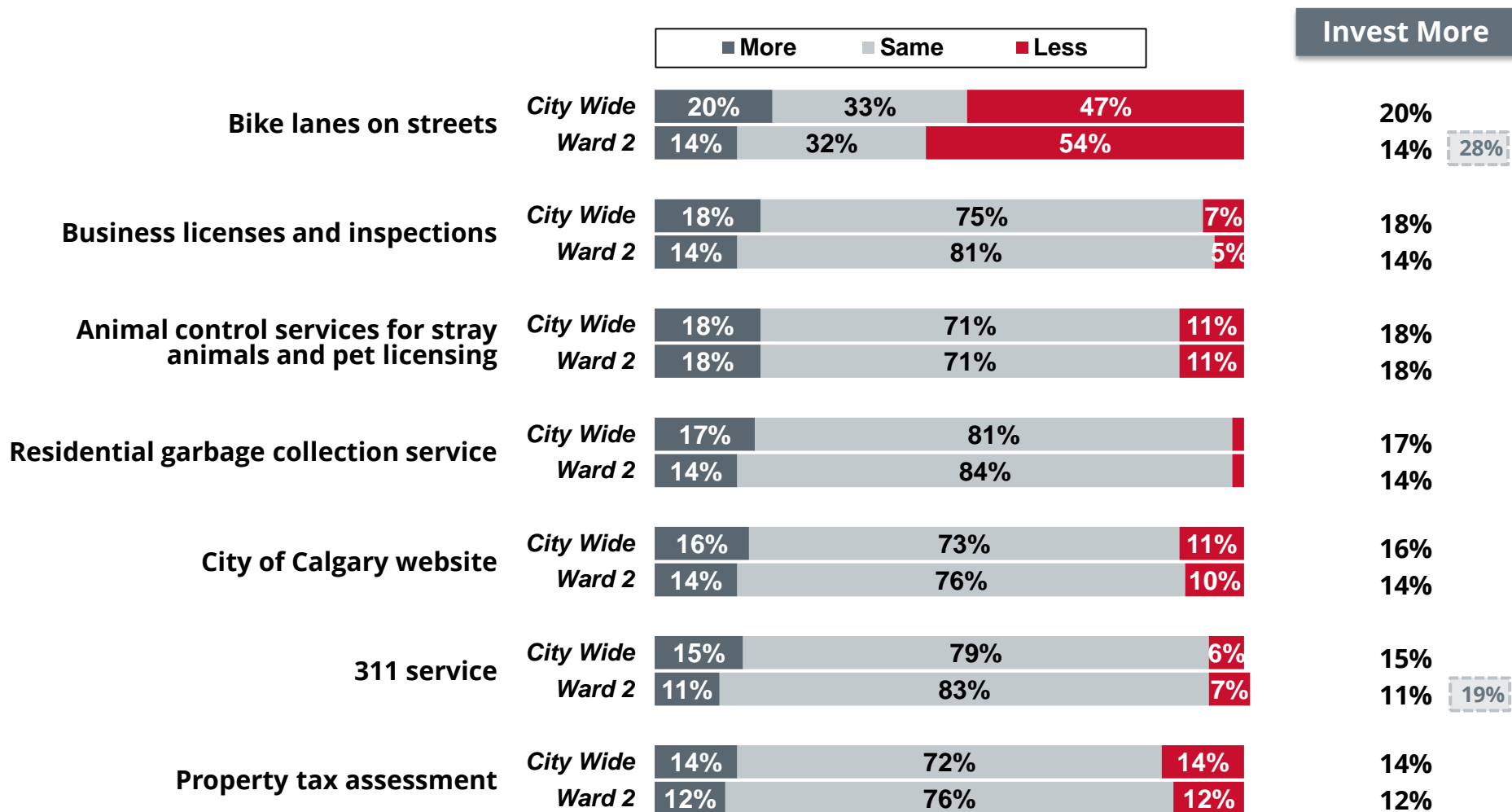
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Ward 2 2014



Investment in City Programs and Services (continued)



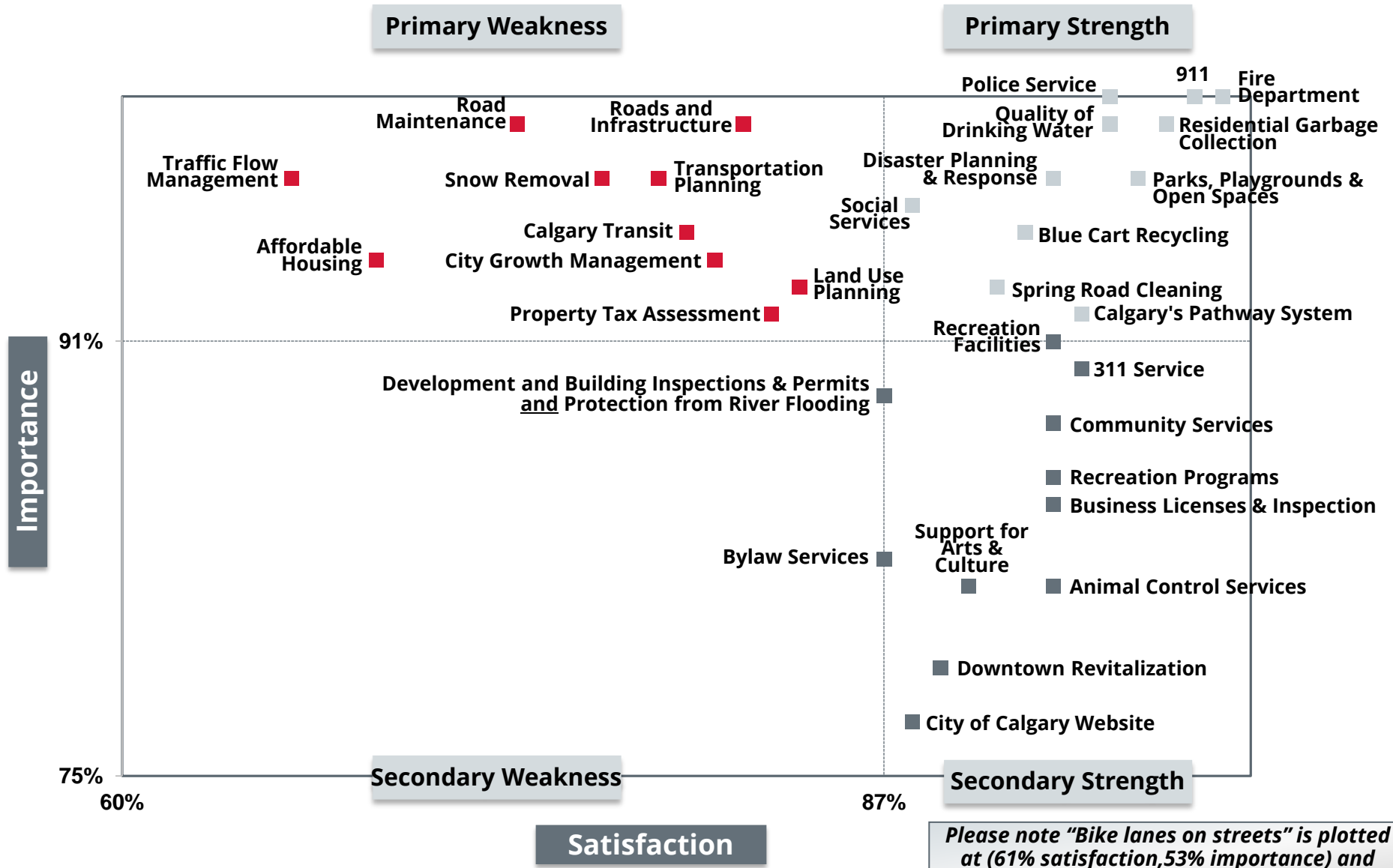
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Ward 2 2014

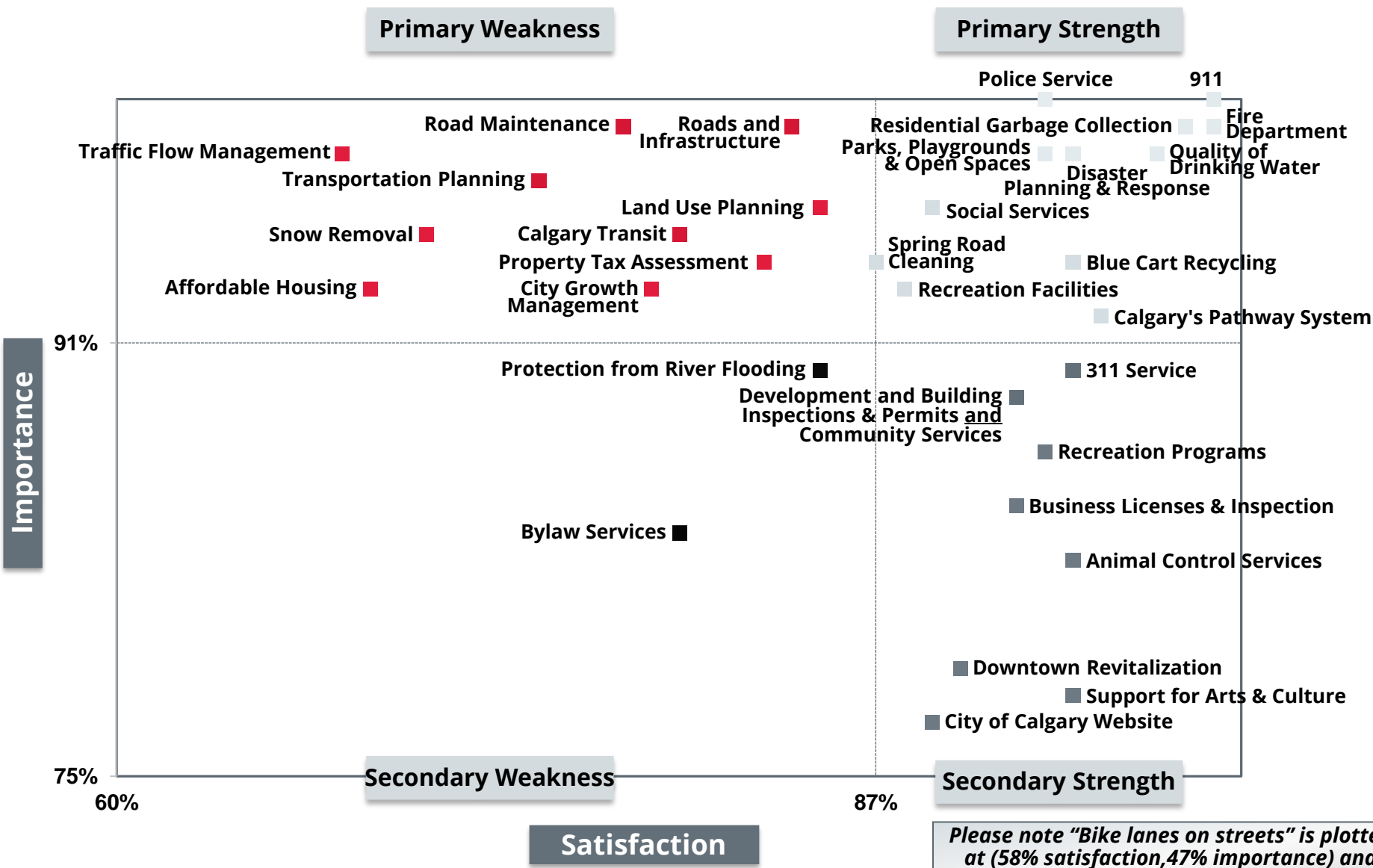


Importance vs. Satisfaction Grid: City Wide





Importance vs. Satisfaction Grid: Ward 2





Primary Strengths and Weaknesses: City Wide versus Ward 2

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

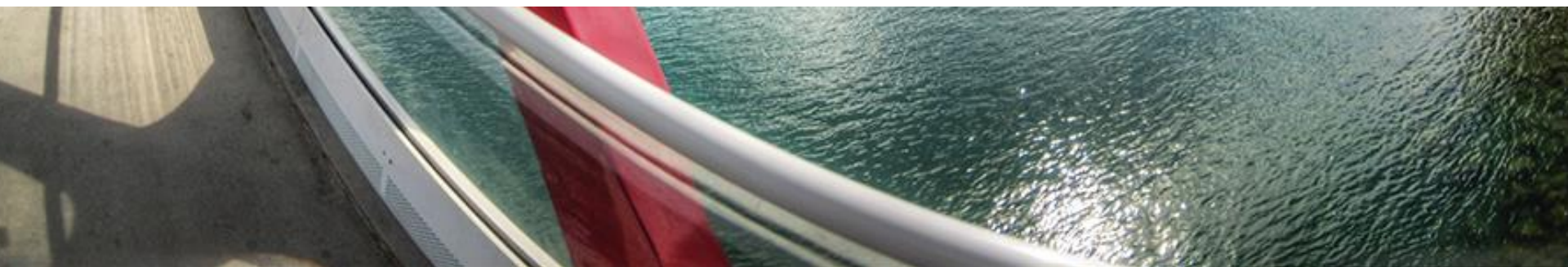
Primary Weakness

Neither (in another quadrant)

	City Wide	Ward 2
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		

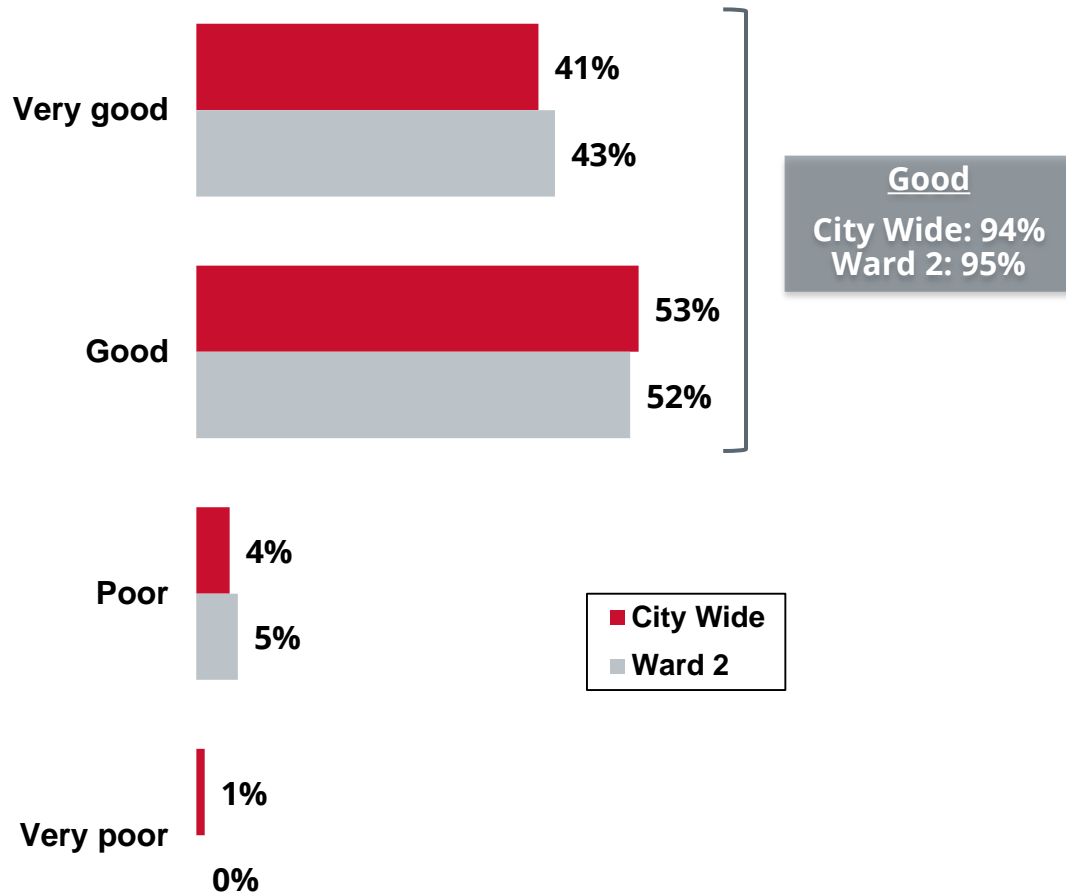


Environmental Performance





Perceptions About Overall State of Calgary's Environment

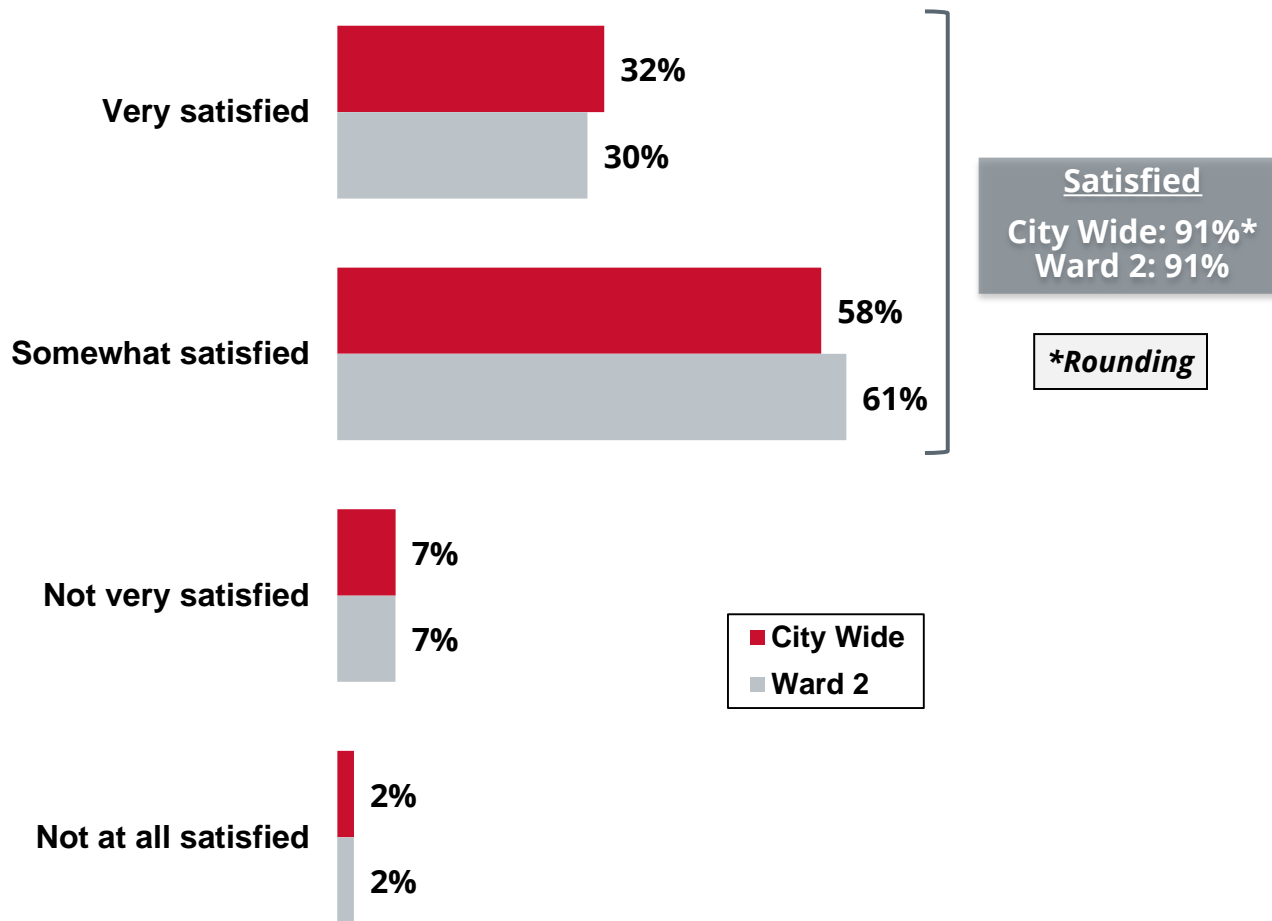


Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?

Base: Valid respondents (City Wide: n=2,448 / Ward 2: n=169)



Satisfaction with The City's Environmental Performance

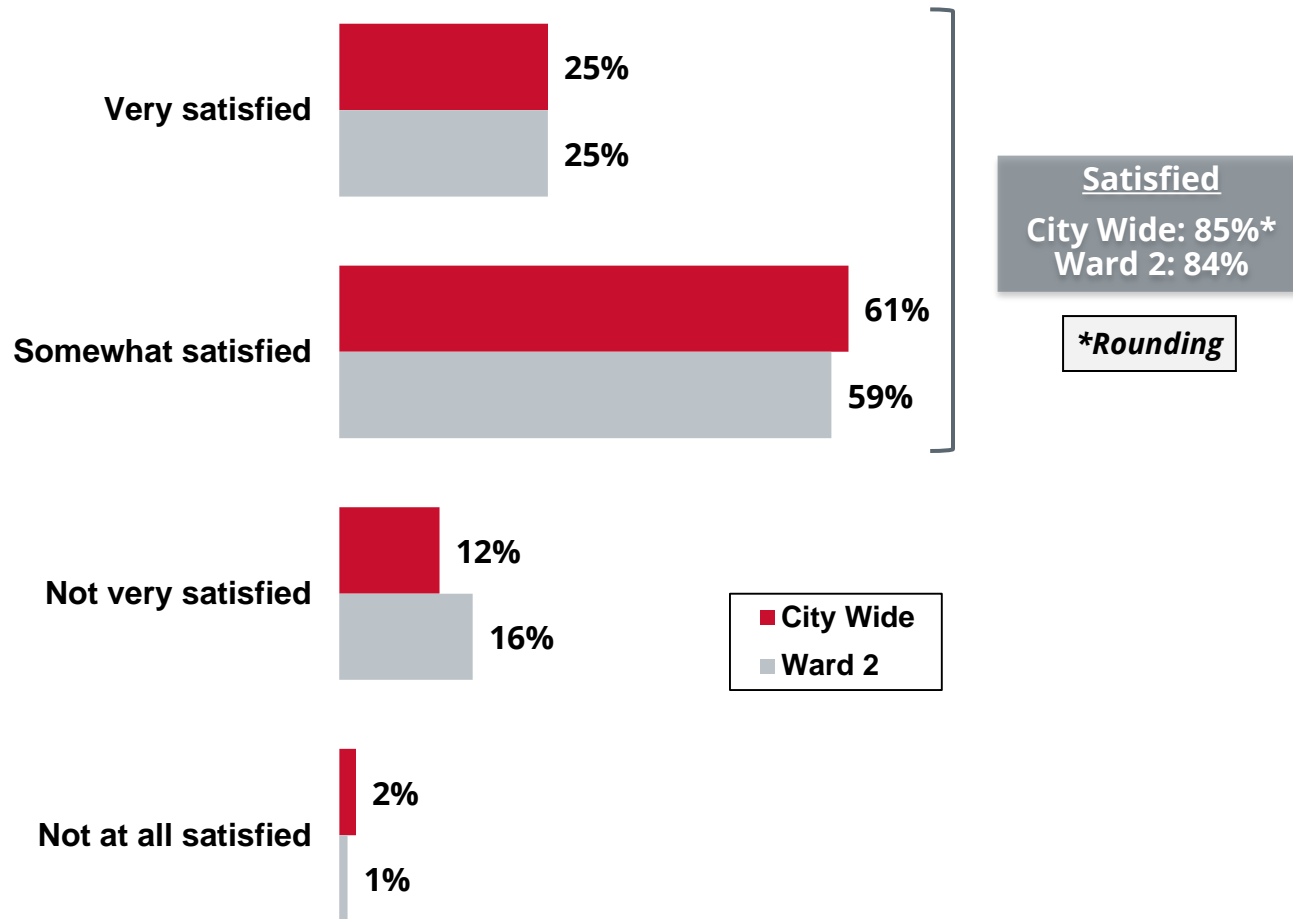


How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Base: Valid respondents (City Wide: n=2,436 / Ward 2: n=170)



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 2: n=170)

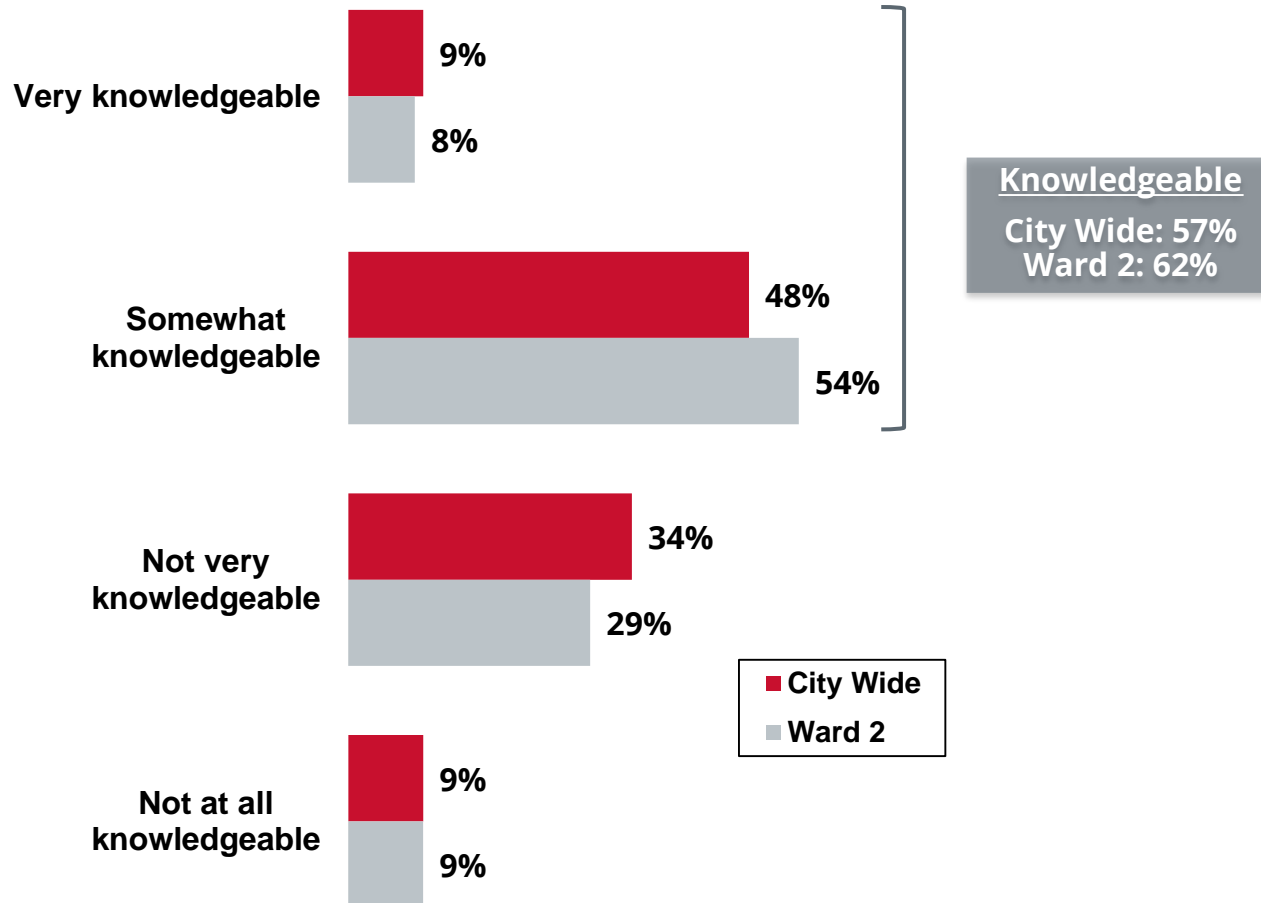


Taxation





Knowledge Levels of Tax Dollar Spending

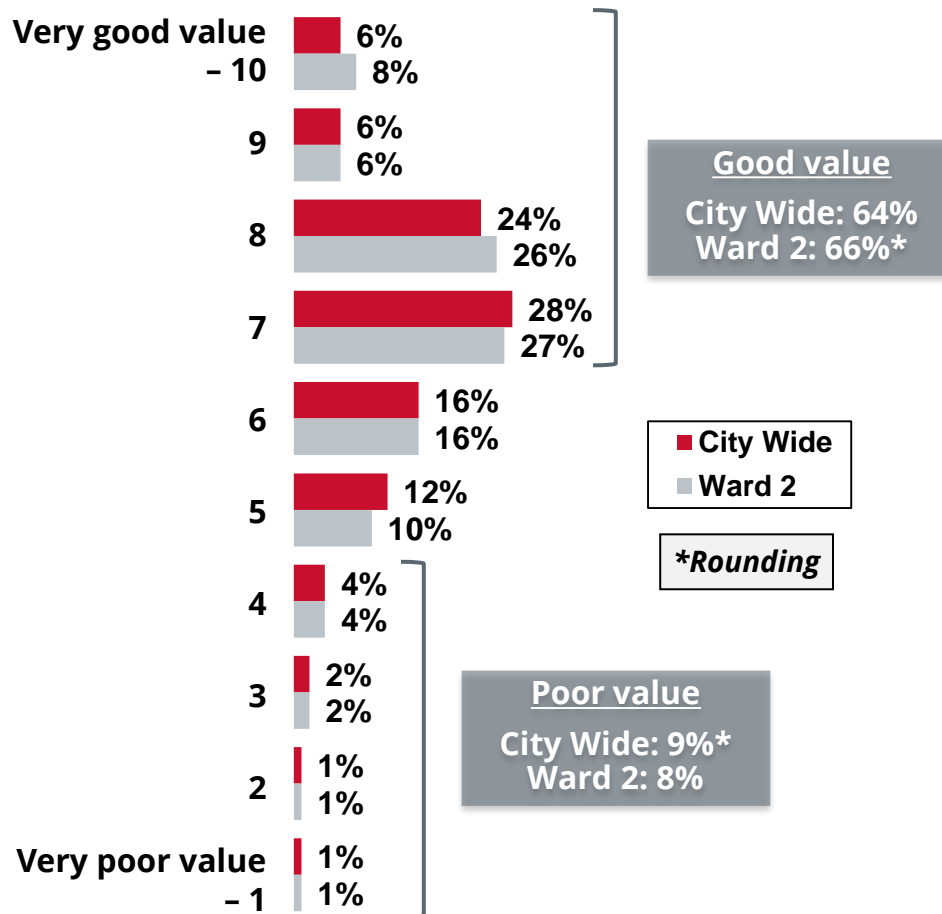


Thinking about how The City of Calgary government is run, and what services it provides, would you say you are very, somewhat, not very, or not at all knowledgeable about how City tax dollars are spent?

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



Perceived Value of Property Taxes

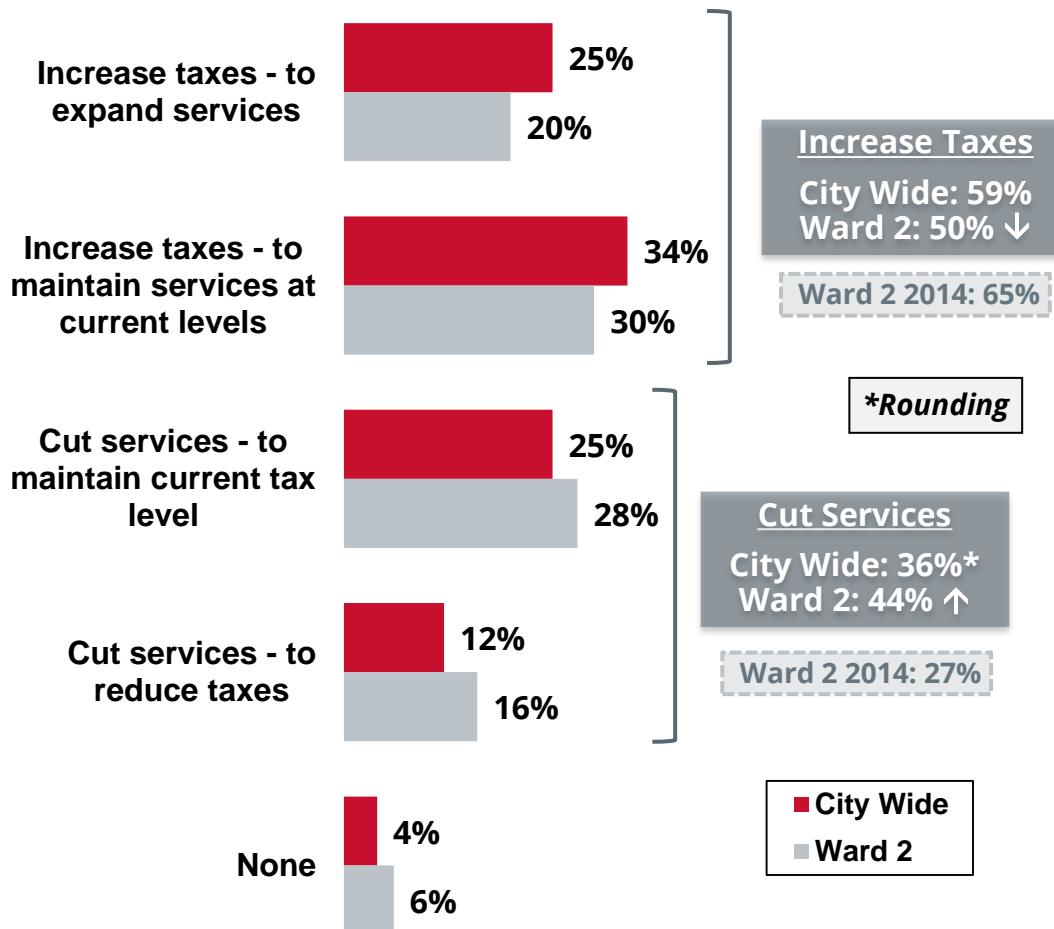


Your property tax dollars are divided between The City and the Province. In Calgary, approximately half of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars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



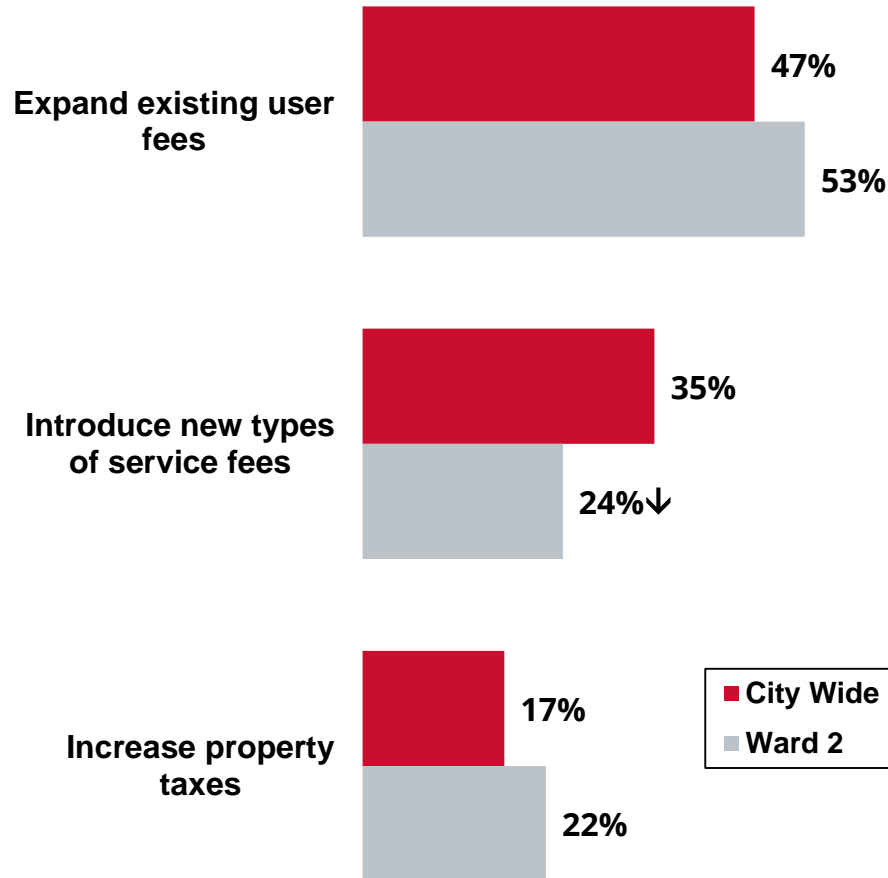
Balancing Taxation and Service Delivery Levels



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 2: n=167)

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 ...?

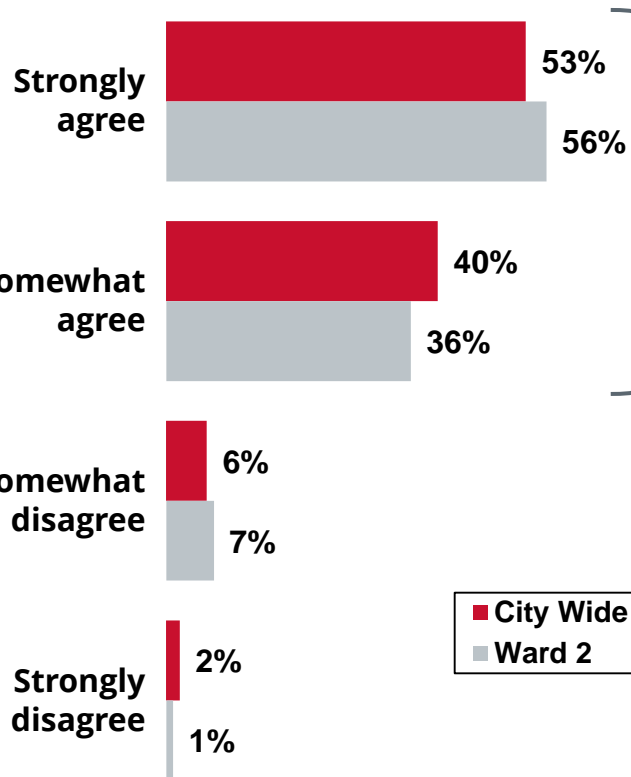
Base: Valid respondents (City Wide: n=2,295 / Ward 2: n=160)



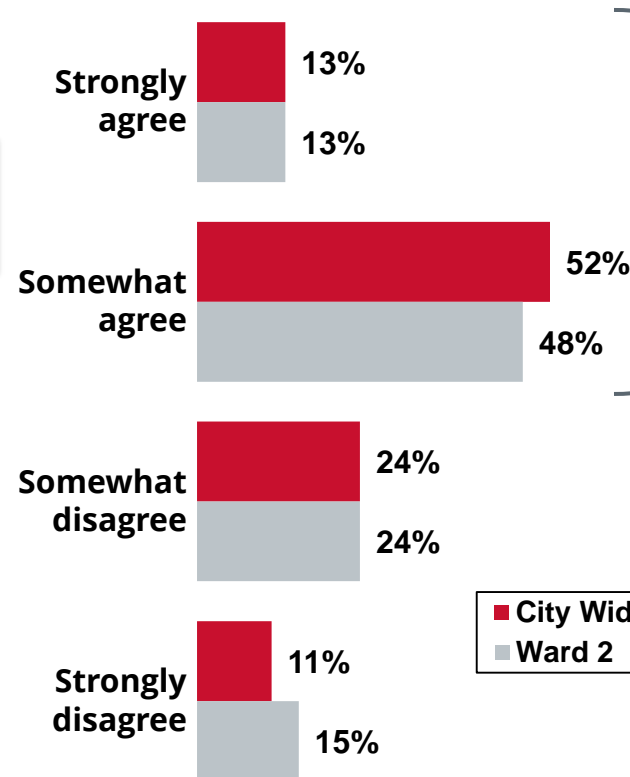
Property Tax Dollar Investment

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 2: 92%

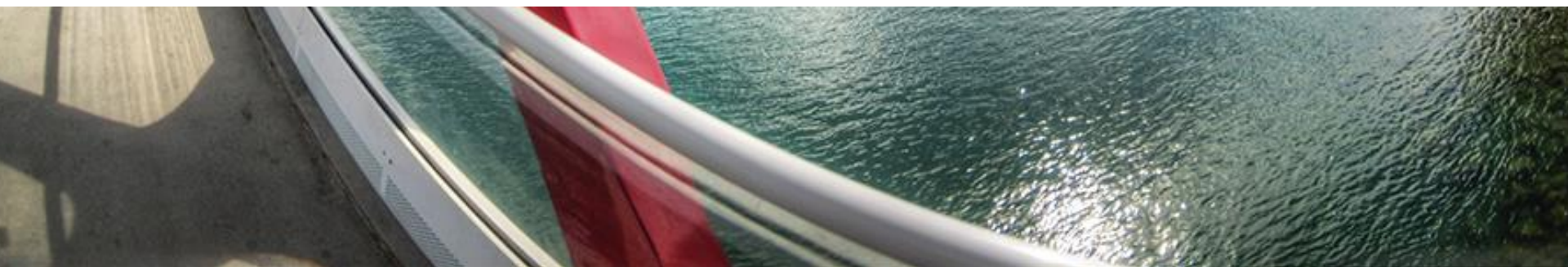


Agree
City Wide: 65%
Ward 2: 61%

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

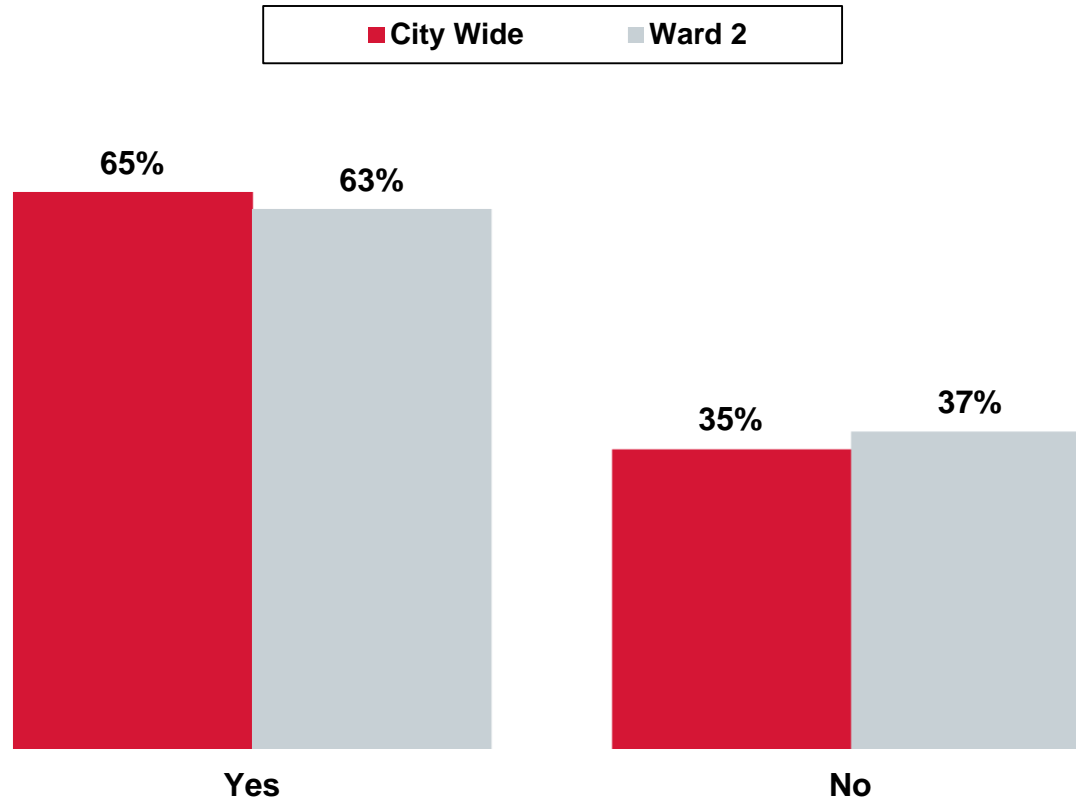


Contact with The City





Past 12 Months Contact with The City of Calgary

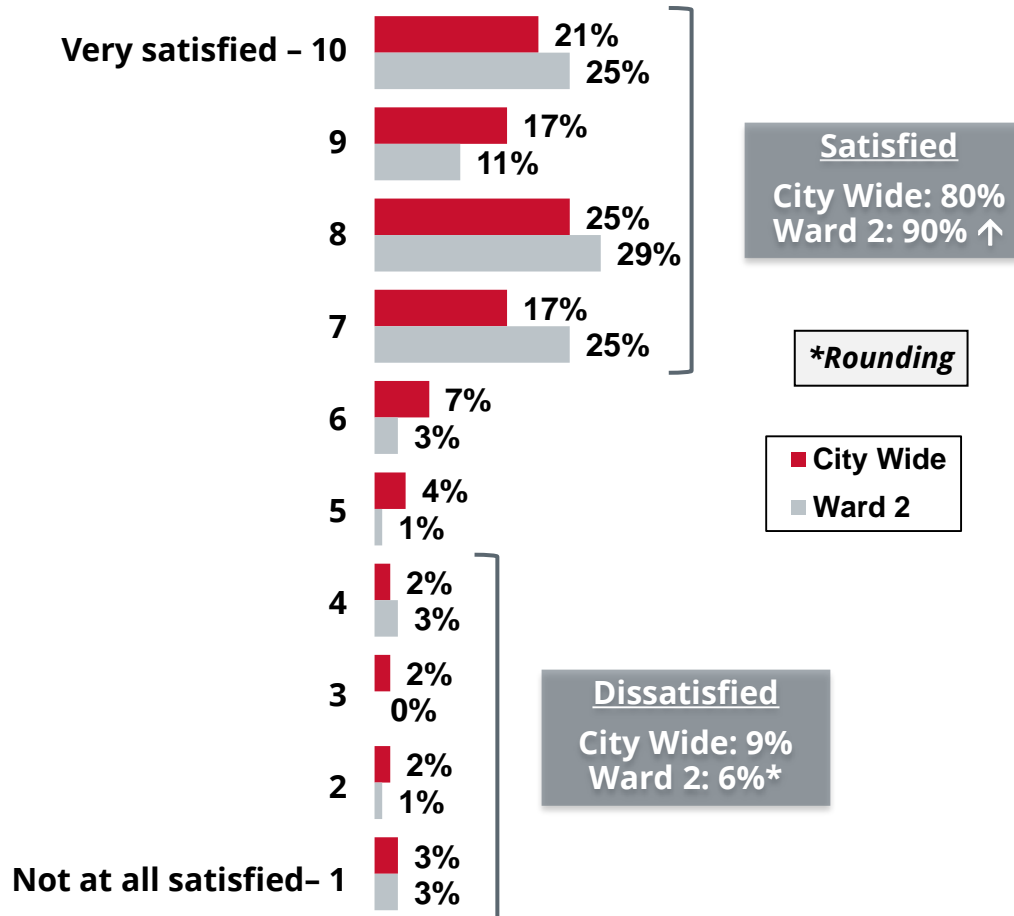


Have you contacted or dealt with The City of Calgary or one of its employees in the last twelve months?

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



Satisfaction with the Overall Level and Quality of Customer Service

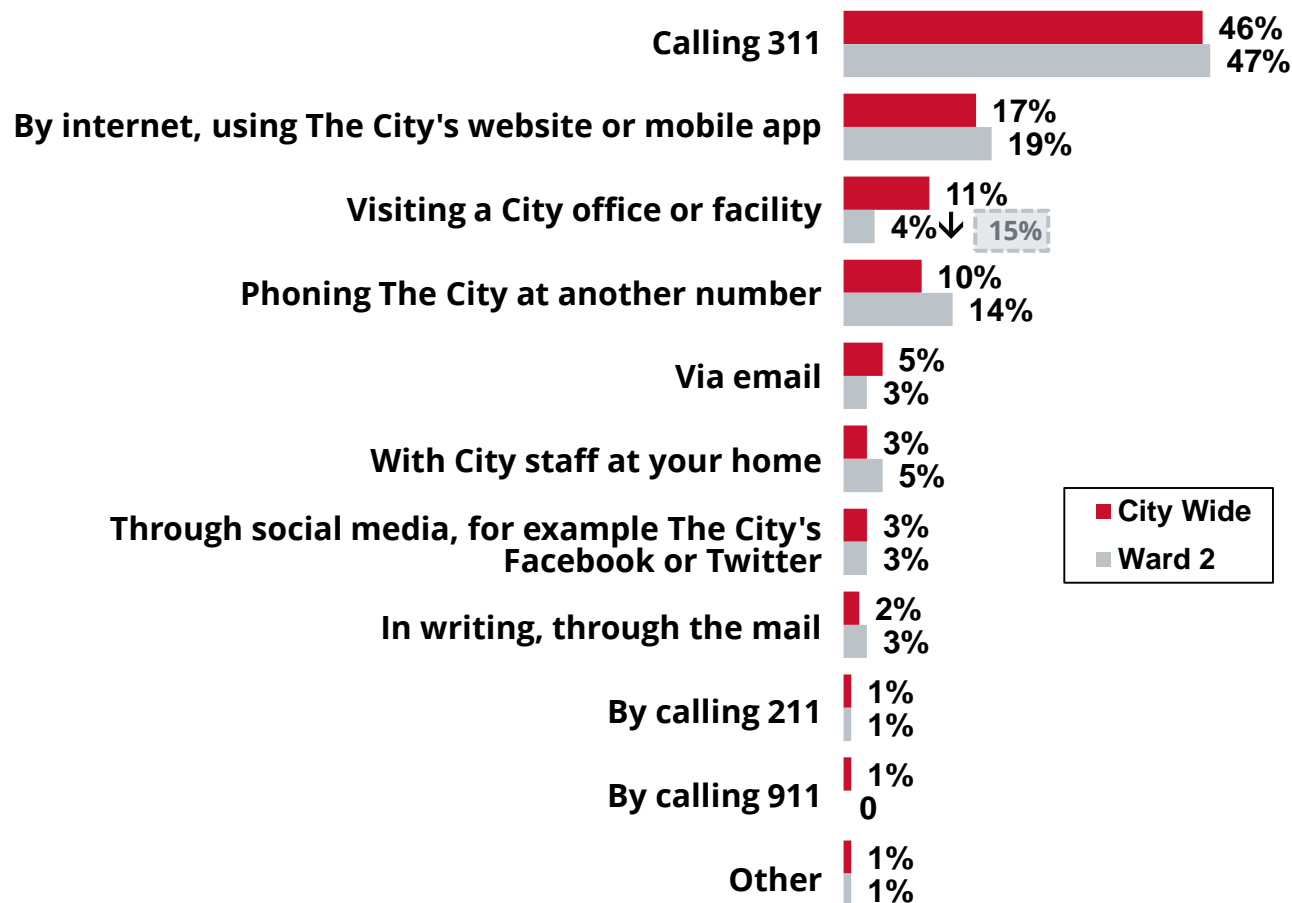


On a scale of 1 – 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied”, how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,603 / Ward 2: n=109)



Type of Contact



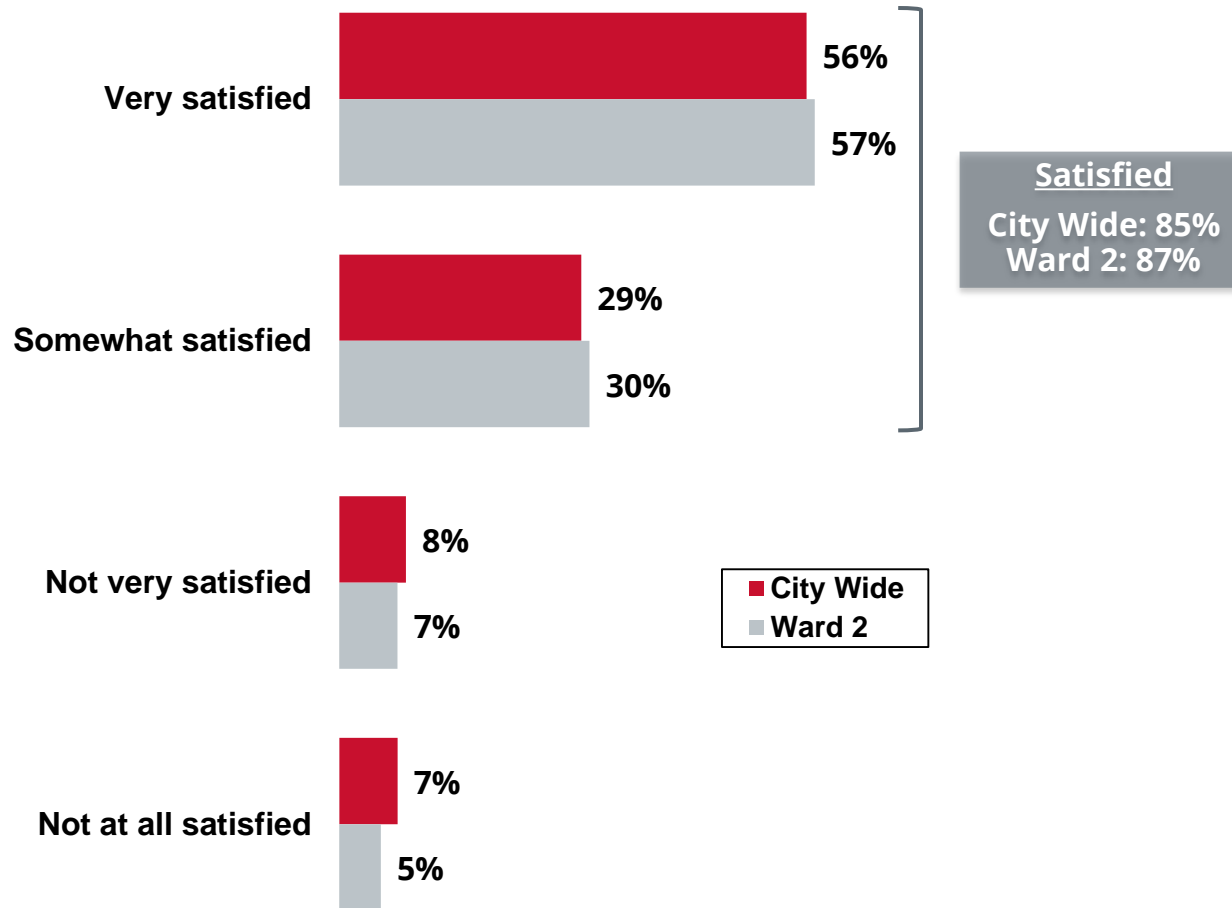
Ward 2 2014

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 2: n=109)



Satisfaction with Most Recent City Contact



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

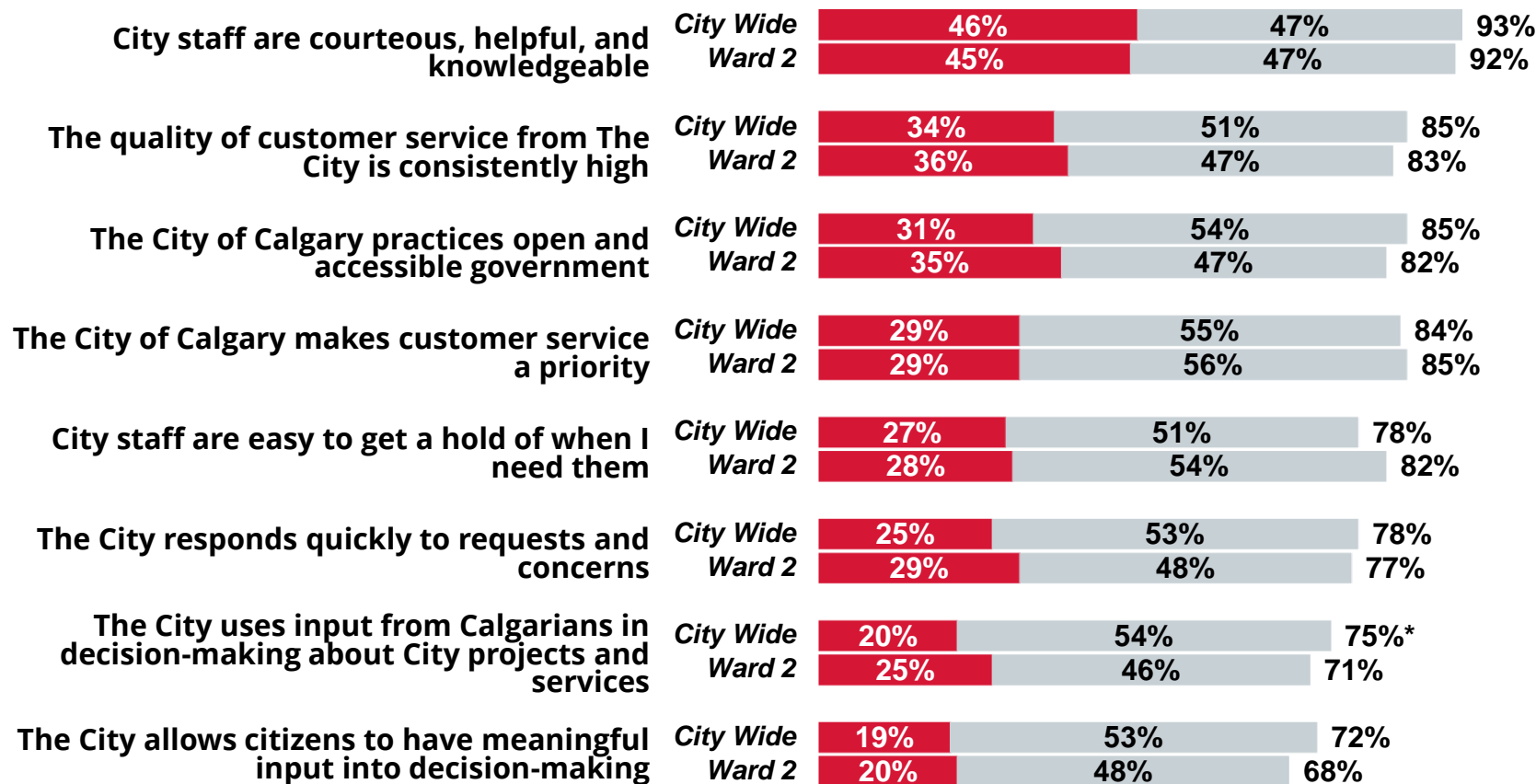
Base: Valid respondents who contacted or dealt with The City of Calgary in the last twelve months
(City Wide: n=1,602 / Ward 2: n=109)



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**

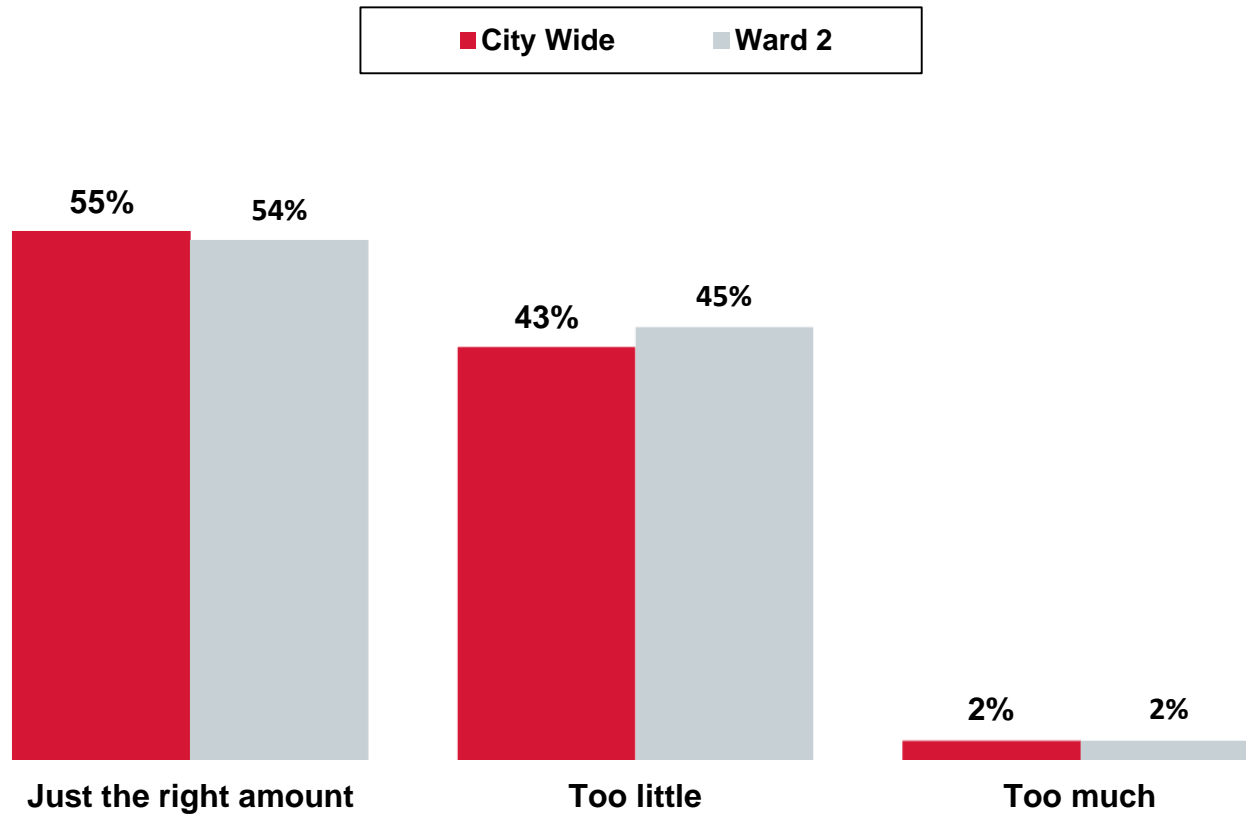


City Communications





The Extent of Information Received

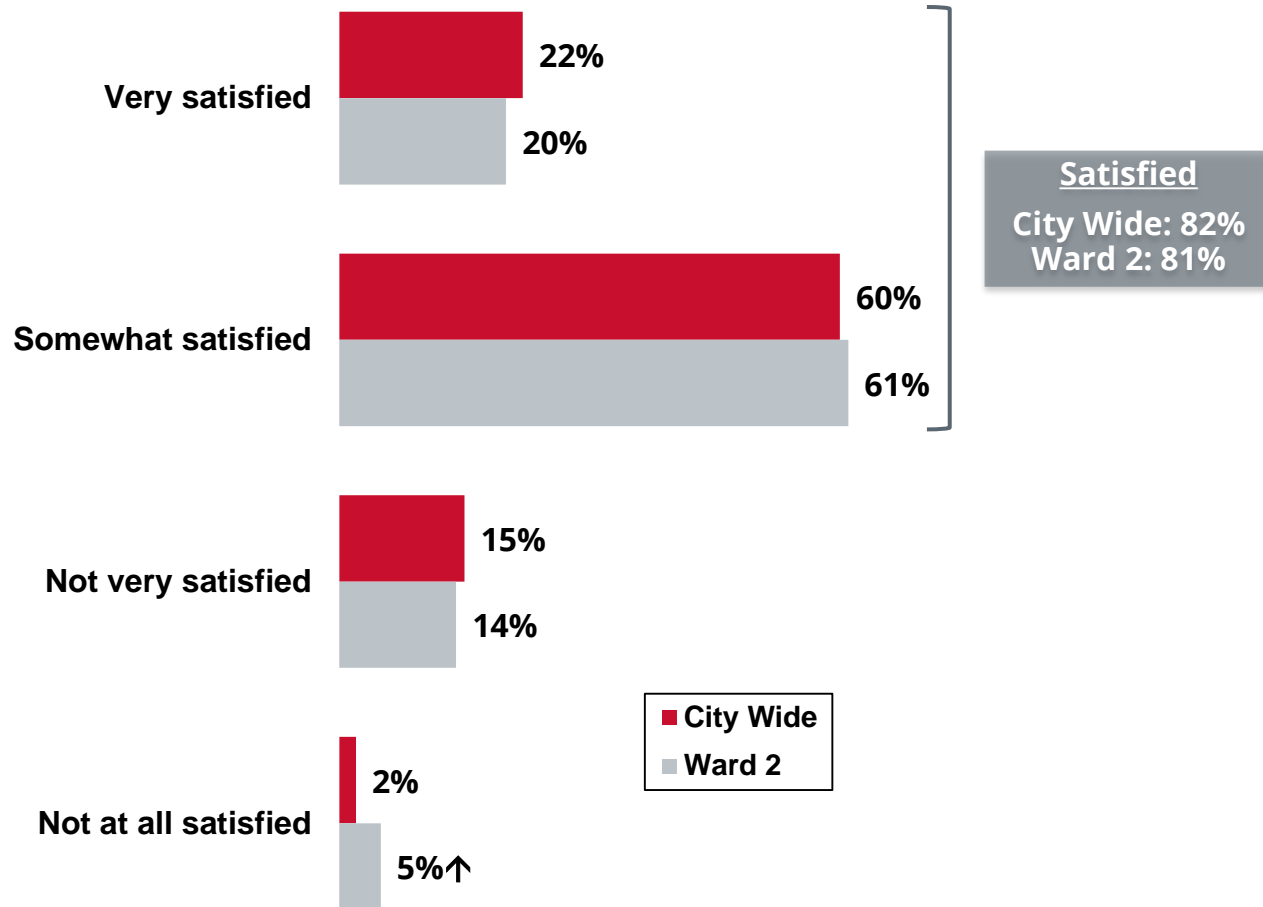


In your opinion, do you currently receive too much, too little, or just the right amount of information from The City?

Base: Valid respondents (City Wide: n=2,440 / Ward 2: n=170)



Overall Satisfaction with Quality of City Information and Communications

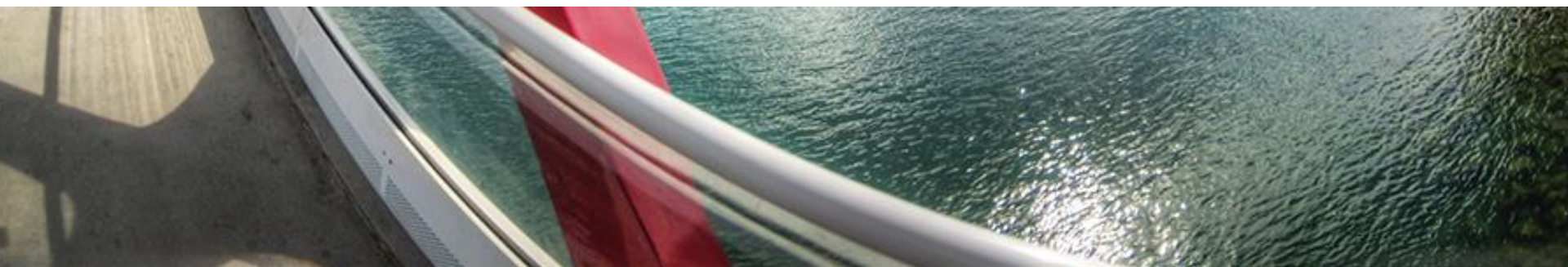


And how satisfied are you with the overall quality of City information and communications?

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



Demographics





Gender

	City Wide	Ward 2
Male	50%	44%
Female	50%	56%

Age

	City Wide	Ward 2
18 to 24	14%	20%↑
25 to 34	20%	12%↓
35 to 44	19%	23%
45 to 54	20%	24%
55 to 64	14%	11%
65 or more	13%	11%
Mean	44 years	43 years

Education

	City Wide	Ward 2
Completed high school or less	18%	13%
Some post secondary or college diploma	37%	45%↑
Completed university degree or post-grad degree	45%	42%

Income

	City Wide	Ward 2
Less than \$30K	6%	3%
\$30K to <\$45K	9%	5%
\$45K to <\$60K	11%	4%↓
\$60K to <\$75K	8%	11%
\$75K to <\$90K	8%	9%
\$90K to <\$105K	10%	7%
\$105K to <\$120K	8%	10%
\$120K to <\$150K	14%	26%↑
\$150K or more	24%	25%

Number of People In Household

	City Wide	Ward 2
1	14%	9%
2	29%	29%
3	19%	19%
4	23%	24%
5	10%	14%
6 or more	6%	5%

Children and Seniors in Household

% Yes

	City Wide	Ward 2
Children	38%	41%
Seniors	15%	15%

Valid respondents



Tenure in Calgary

	City Wide	Ward 2
<5 years	12%	11%
5 to <10 years	10%	6%
10 to <15 years	11%	15%
15 to <20 years	13%	16%
20 to <30 years	19%	19%
30 to <40 years	16%	19%
40 or more	20%	13%
Mean	24 years	23 years

Voted in Last Municipal Election

	City Wide	Ward 2
Yes – in Calgary	72%	74%
Yes – other City	2%	4%
No	25%	22%

Responsible for Property Taxes

	City Wide	Ward 2
Yes	82%	79%
No	18%	21%

Type of Home

	City Wide	Ward 2
Single-detached house	70%	79%↑
Duplex-attached house	7%	2%↓
Townhouse	6%	9%
Condominium	7%	4%
Apartment	6%	2%↓
Another multi-dwelling unit	3%	4%

Waste and Recycling Services

% Yes

	City Wide	Ward 2
Have Black Cart	85%	83%
Have Blue Cart	84%	82%

Own or Rent

	City Wide	Ward 2
Own	76%	85%↑
Rent	21%	10%↓
Neither	2%	4%

Valid respondents



Born in Canada

	City Wide	Ward 2
Yes	74%	70%
No	26%	30%

Age Left Country of Birth

	City Wide	Ward 2
Under 12	28%	43%↑
12 to 17	12%	11%
18 or older	60%	46%

Base: Not born in Canada

Ethnic Background

	City Wide	Ward 2
Caucasian/ white	24%	24%
British	19%	16%
Canadian/ French Canadian	17%	22%
Western European	12%	9%
East or Southeast Asian	11%	11%
Southern or Eastern European	9%	9%
South Asian	6%	3%
Central/ South American or Caribbean	2%	3%
West Asian or Middle Eastern	2%	3%
African	2%	2%
Aboriginal/ First Nations/ Metis	2%	2%
Other	1%	2%↑

Disability

	City Wide	Ward 2
Yes	15%	18%
No	85%	82%

Visible Minority

	City Wide	Ward 2
Yes	20%	22%
No	80%	78%

Valid respondents

Contact



Jamie Duncan

Vice President

Ipsos

587.952.4863

email: jamie.duncan@ipsos.com

Sheela Das

Director

Ipsos

587.952.4874

email: sheela.das@ipsos.com