

Calgary



2018 Quality of Life and Citizen Satisfaction Survey

Ward 13 Report

Prepared for The City of Calgary by:

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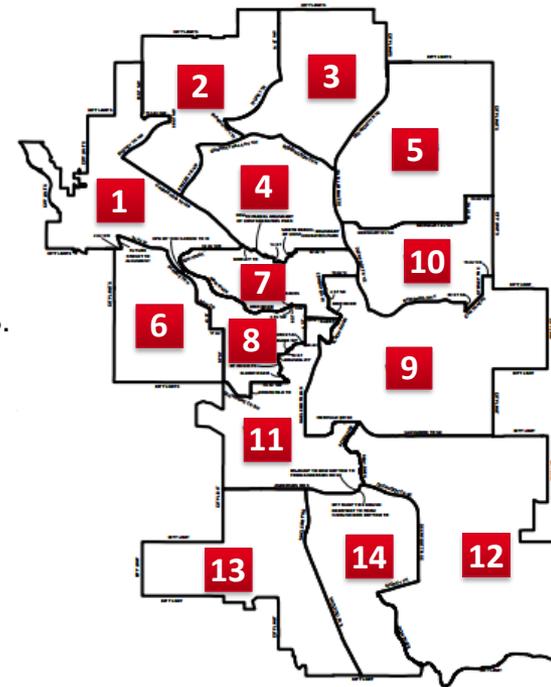
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Respondent Profile



Methodology

- ❖ Telephone survey conducted with a randomly selected sample of 2,500 Calgarians aged 18 years and older between August 15th and September 12th, 2018.
 - Both landline (60%) and cell phone (40%) sample were used.
 - The average interview length was 32 minutes.
- ❖ Final data were weighted to ensure the overall sample’s quadrant, ward, and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2016 Municipal and Federal Census data.
- ❖ The margin of error (MOE) for the total sample of 2,500 is ± 2.0 percentage points, 19 times out of 20.
 - A total of 179 interviews were conducted with residents of Ward 13 (MOE ± 7.4).
- ❖ Research Note on significant differences.
 - Throughout, City Wide results are compared to results from Ward 13.
 - \uparrow indicates a number is significantly higher than City Wide.
 - \downarrow indicates a number is significantly lower than City Wide.
- ❖ Where possible, 2018 results for Ward 13 are compared to those from 2017.
 - Only significant differences are shown.





Summary of Key Findings





Key Findings: Quality of Life

Ward 13 residents rate quality of life similar to City Wide and overall attitudes about Calgary's future remain optimistic.

- ❖ Over eight-in-ten (84%) Ward 13 residents say the quality of life in Calgary today is 'good,' statistically consistent with 86% City Wide.
- ❖ One-half (49%) of Ward 13 residents say the quality of life in Calgary has stayed the same over the past three years (identical to 49% City Wide), while 20% say it has improved (on par with 22% City Wide), and 31% say it has worsened (on par with 29% City Wide).
- ❖ Overall perceptions of sustainability (proud to be a Calgarian and of neighbourhoods, connectedness, making a life and living, inclusivity, and direction for the future) are all on par with City Wide.
- ❖ Overall, 85% of Ward 13 residents agree that Calgary is on the right track to being a better city (on par with 84% City Wide).
- ❖ Perceived safety is on par with City Wide.
 - Overall, more than eight-in-ten (86%) Ward 13 residents say they would feel safe walking alone in their neighbourhood after dark, with 46% who say that they feel 'reasonably safe' – a marked 12 percentage point increase compared to 34% among Ward 13 residents in 2017.



Key Findings: Issue Agenda and Level and Quality of Services and Programs

The Ward 13 issue agenda is on par with City Wide results, placing infrastructure, traffic, & roads at the top of the list.

The top issues in Ward 13 are "*infrastructure, traffic and roads*" (41%, on par with 40% City Wide), "*transit*" (16%, identical to City Wide) and "*crime, safety and policing*" (9%, on par with 14% City Wide).

- ❖ There are two notable shifts in the Ward 13 issue agenda compared to 2017:
 - An 8 percentage point increase of mentions about "*roads (unspecified)*" (11% compared to 3% in 2017); and,
 - A 4 percentage point decrease in mentions about "*growth and planning*" (1% compared to 5% in 2017).

Overall satisfaction with the level and quality of City services is the same as City Wide results.

- ❖ Nearly eight-in-ten (82%) Ward 13 residents say they are satisfied with the overall level and quality of services and programs provided by The City, on par with 77% City Wide.



Key Findings: City Programs and Services

Ward 13 residents are generally on par with City Wide results, but show shifts from 2017 with respect to the importance, satisfaction and desired investment in several services.

- ❖ Ward 13 residents are more likely to rate several services as *very* important compared to 2017, especially:
 - 9-1-1: 99% rate as *very* important (5 points higher than 94% in 2017).
 - Road maintenance including pothole repairs: 87% rate as *very* important (11 points higher than 76% in 2017).
 - Affordable housing for low-income families: 77% rate as *very* important (13 points higher than 64% in 2017).
- ❖ Ward 13 residents are more likely to rate several services as *very/somewhat* important compared to 2017, especially:
 - Spring road cleaning: Over nine-in-ten (96%) rate as *very/somewhat* important (7 points higher than 89% in 2017).
 - Residential Blue Cart recycling: 95% rate as *very/somewhat* important (7 points higher than 88% in 2017).
- ❖ Ward 13 residents stand out from City Wide by placing different levels of importance on three services.
 - Road maintenance including pothole repairs : 87% rate as *very* important (9 points higher than 78% City Wide).
 - Animal control services for stray animals and pet licensing: 88% rate as *very/somewhat* important (6 points higher than 82% City Wide).
 - Development and building inspections and permits: 43% rate as *very* important (10 points lower than 53% City Wide).



Key Findings: City Programs and Services (continued)

- ❖ Satisfaction has increased in Ward 13 with one service and decreased with three services compared to 2017.
 - Downtown revitalization: 93% are *very/somewhat* satisfied (8 points higher than 85% in 2017).
 - Road maintenance including pothole repairs: 57% are *very/somewhat* satisfied (15 points lower than 72% in 2017).
 - City operated recreation FACILITIES such as pools, leisure centres, and golf courses: 32% are *very* satisfied (13 points lower than 45% in 2017).
 - Snow removal: 18% are *very* satisfied (13 points lower than 31% in 2017).
- ❖ Ward 13 residents are more satisfied than City Wide residents with the following services:
 - Social services for individuals such as seniors or youth: 30% are *very* satisfied (7 points higher than 23% City Wide).
 - On-street bikeways: 76% are *very/somewhat* satisfied (9 points higher than 67% City Wide).
 - Downtown revitalization: 30% are *very* satisfied (8 points higher than 22% City Wide and a marked 14 percentage point increase compared 16% in 2017).
- ❖ Compared to City Wide, Ward 13 residents are less likely to indicate that they would like to see *more* investment in the following services:
 - Transportation planning: 46% want *more* investment (9 points lower than 55% City Wide).
 - Downtown revitalization: 22% want *more* investment (9 points lower than 31% City Wide).
 - City land use planning: 21% want *more* investment (7 points lower than 28% City Wide).
- ❖ Over seven-in-ten (75%) Ward 13 residents want *more* investment in "road maintenance including pothole repairs" (11 points higher than 64% City Wide and a marked 17 percentage point increase over 58% in 2017).



Key Findings: Taxation and Customer Service

Ward 13 residents' views on taxation are consistent with City Wide.

- ❖ Six-in-ten (58%) of Ward 13 residents give The City a 'good value' rating for the value of their property tax dollars (on par with 59% City Wide).
- ❖ One-half (52%) of Ward 13 residents support tax increases to maintain or expand services (on par with 52% City Wide), while 48% support cutting services to maintain or reduce taxes (on par with 43% City Wide).

City contact and customer service metrics are generally consistent with City Wide results with one marked improvement compared to 2017.

- ❖ Ward 13 residents are aligned with City Wide results for contacting The City in the past 12 months (59%, on par with 65% City Wide) and for satisfaction with the level of overall quality and service provided (76%, on par with 78% City Wide).
- ❖ Nearly all (97%) Ward 13 residents agree that *City staff are courteous, helpful, and knowledgeable*, an 8 percentage point increase over 89% in 2017.



Key Findings: Communications, City Reputation and Performance

Overall perceptions of City information and communications are consistent with City Wide results.

- ❖ Satisfaction with the overall quality of City information and communications is comparable to City Wide (80%, identical to City Wide).

Measures of The City's reputation are on par with City Wide results.

- ❖ Ward 13 results are on par with City Wide results for favourability (69% vs. 68% City Wide), trust (58% vs. 60% City Wide) and being advocates (33% vs. 34% City Wide).

Assessments of the performance of Council and Administration are consistent with City Wide results.

- ❖ Eight-in-ten (83%) of Ward 13 residents are satisfied with the way The City of Calgary – including Council and Administration are running the City (on par with 79% City Wide) .

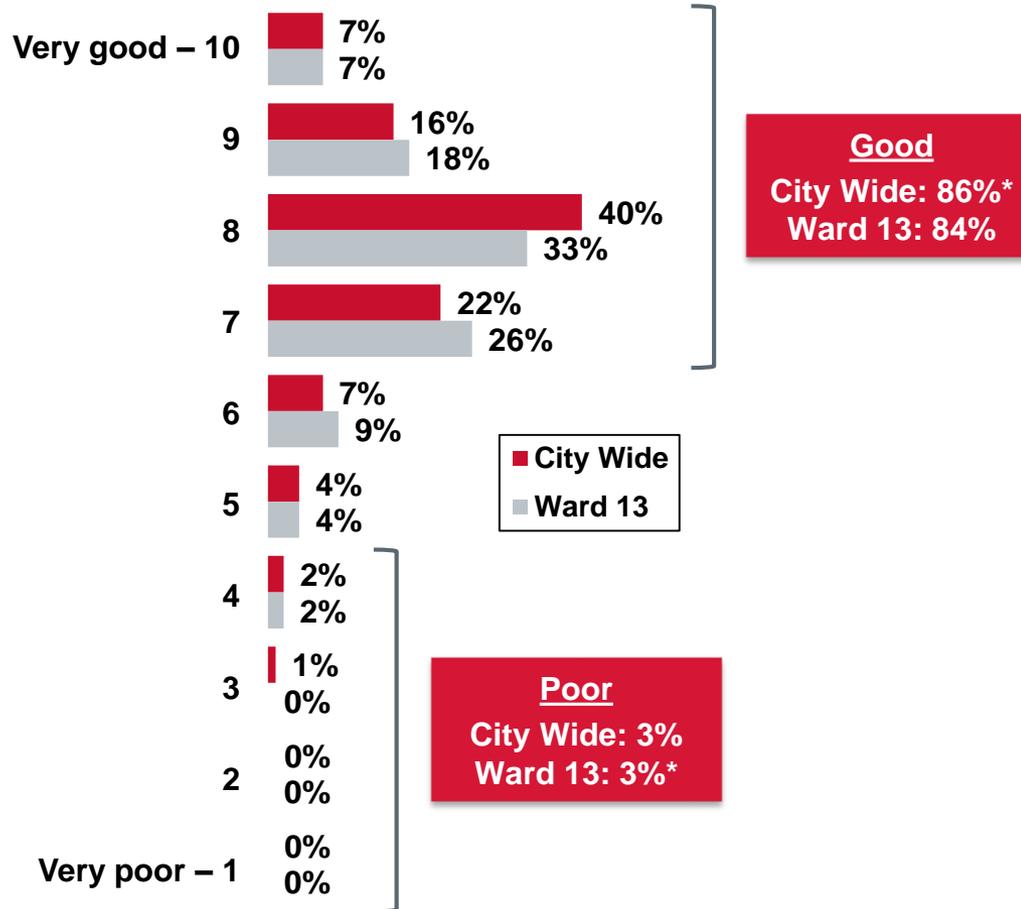


Quality of Life





Overall Quality of Life in Calgary



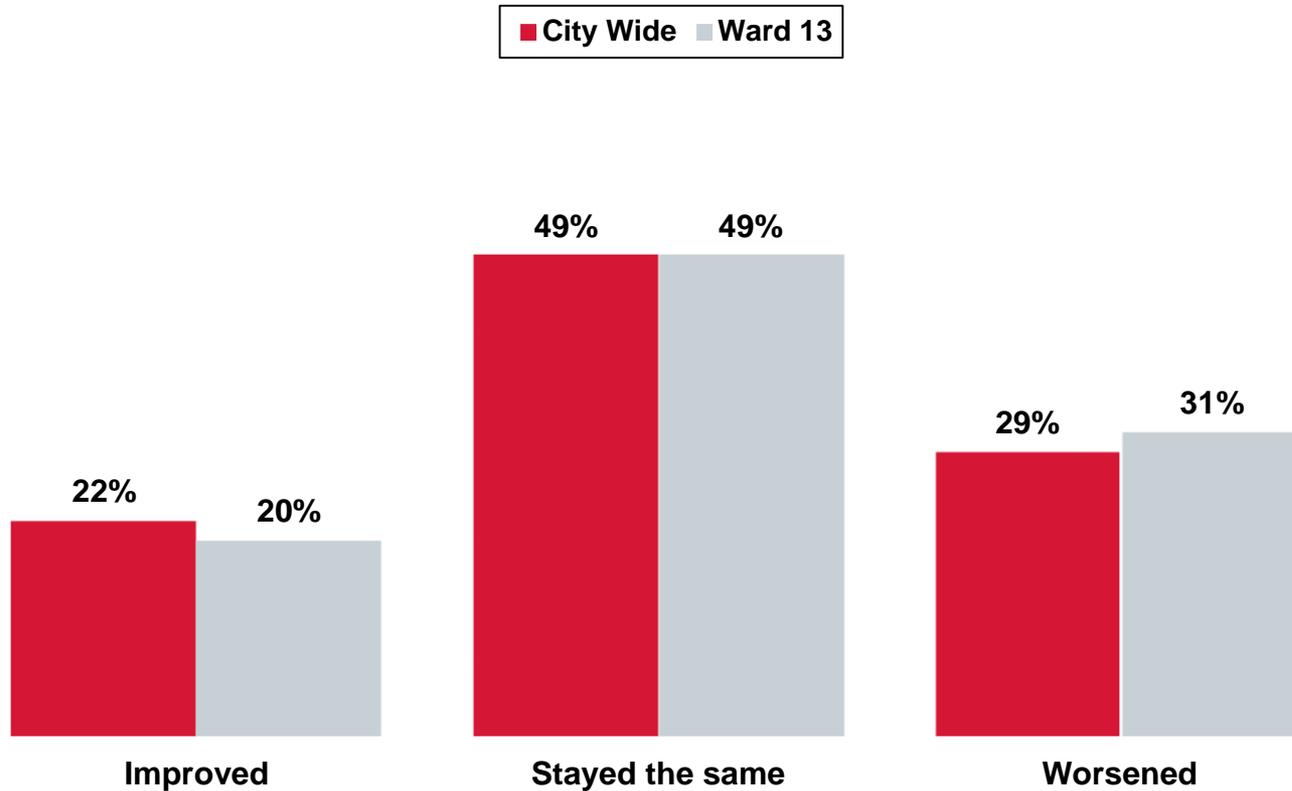
On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good,” how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,497 / Ward 13: n=175)

*Rounding



Perceived Change in the Quality of Life



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

Base: Valid respondents (City Wide: n=2,482 / Ward 13: n=175)



Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 13

	City Wide	Ward 13
Transportation [NET]	27%	31%
Improvement/ maintenance of existing roads	10%	14%
Better traffic management	6%	6%
Recreation & Community Services [NET]	21%	17%
Parks/ green-space improvement	4%	2%
Building of community centres/ recreation facilities	4%	4%
Availability of (free) programs/ activities/ services	4%	4%
Engage in community events/ activities	4%	3%
Homelessness, Poverty & Affordable Housing [NET]	20%	19%
Improve job creation/ employment	9%	9%
Expand affordable housing/ rent	4%	3%
Government [NET]	19%	21%
Reduce taxes	8%	6%
Tax spending/ city budget	5%	5%
Transit [NET]	15%	11%
Improve public transportation (unspecified)	10%	8%
More access to buses/ transit/ trains	5%	3%
Crime, Safety & Policing [NET]	11%	4%↓
Control crime and safety	5%	3%
More policing/ patrolling	5%	1%↓ 6%
Health [NET]	4%	3%
Environment [NET]	4%	4%
Education [NET]	3%	5%
Growth & Planning [NET]	3%	3%
Other	13%	11%
Nothing	17%	23%

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

NET mentions <3% are not shown

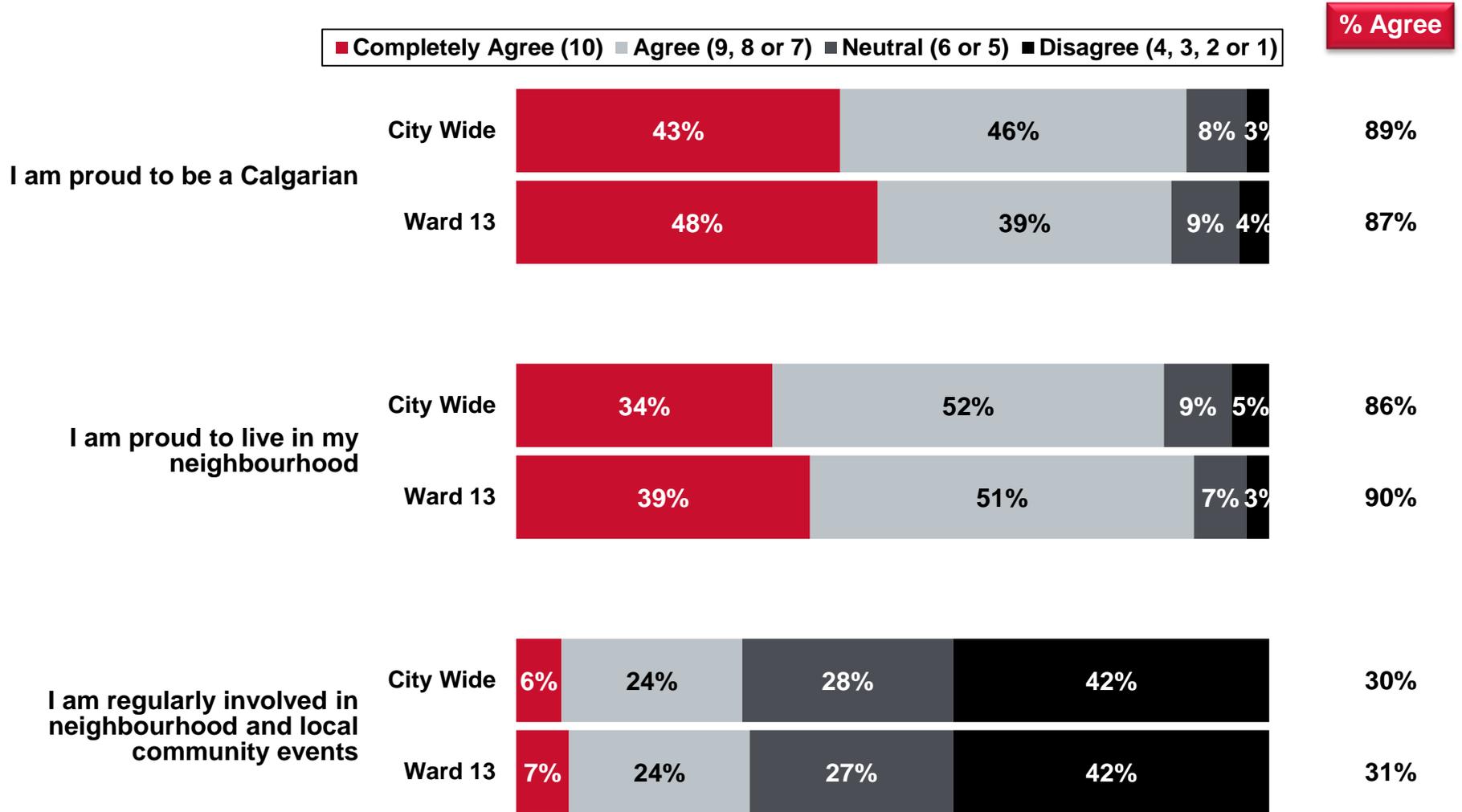
Ward 13 2017

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=2,391 / Ward 13: n=169)



Sustainability: Connectedness



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

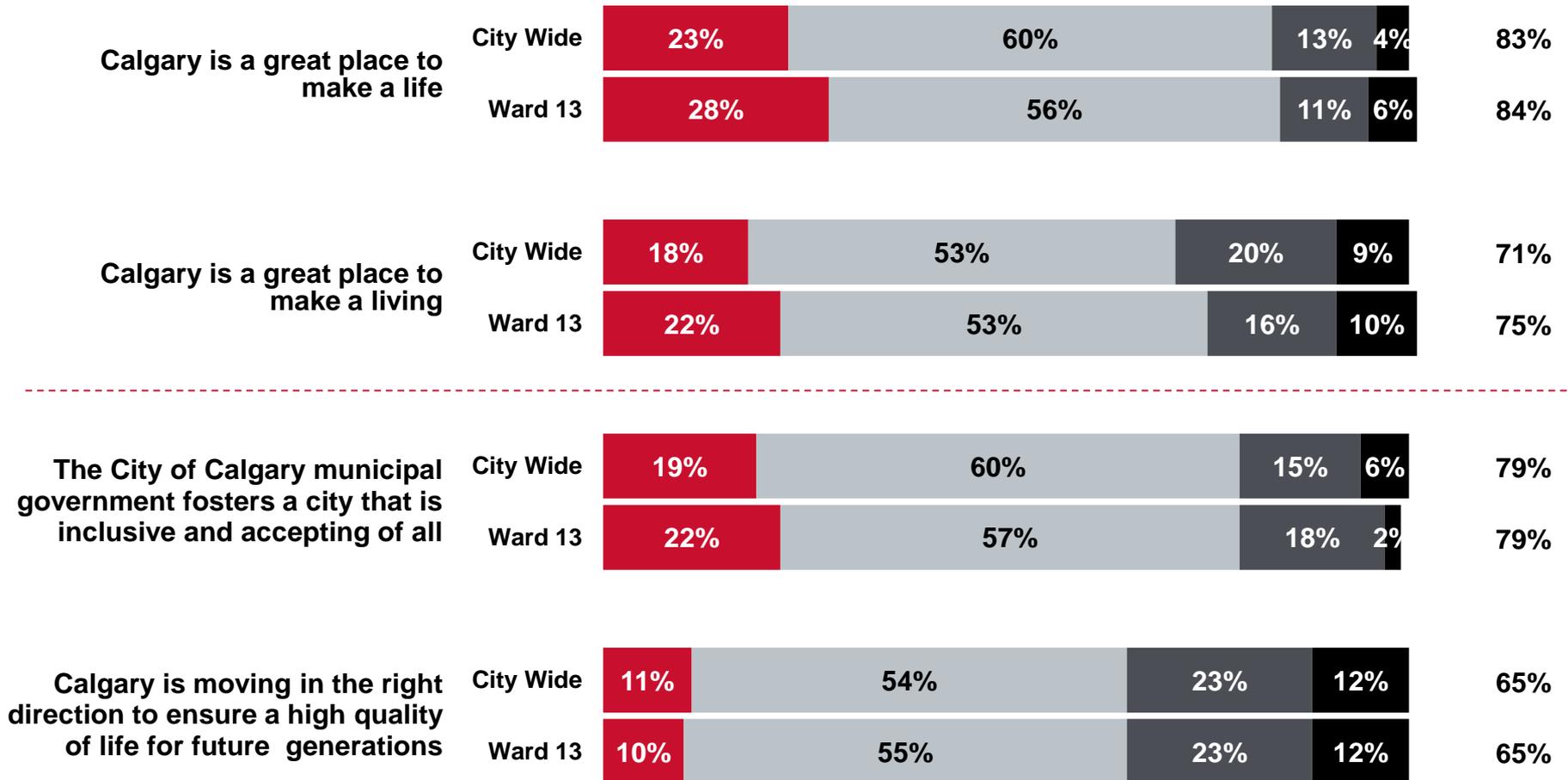
Base: Valid respondents (Bases vary)



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

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

% Agree

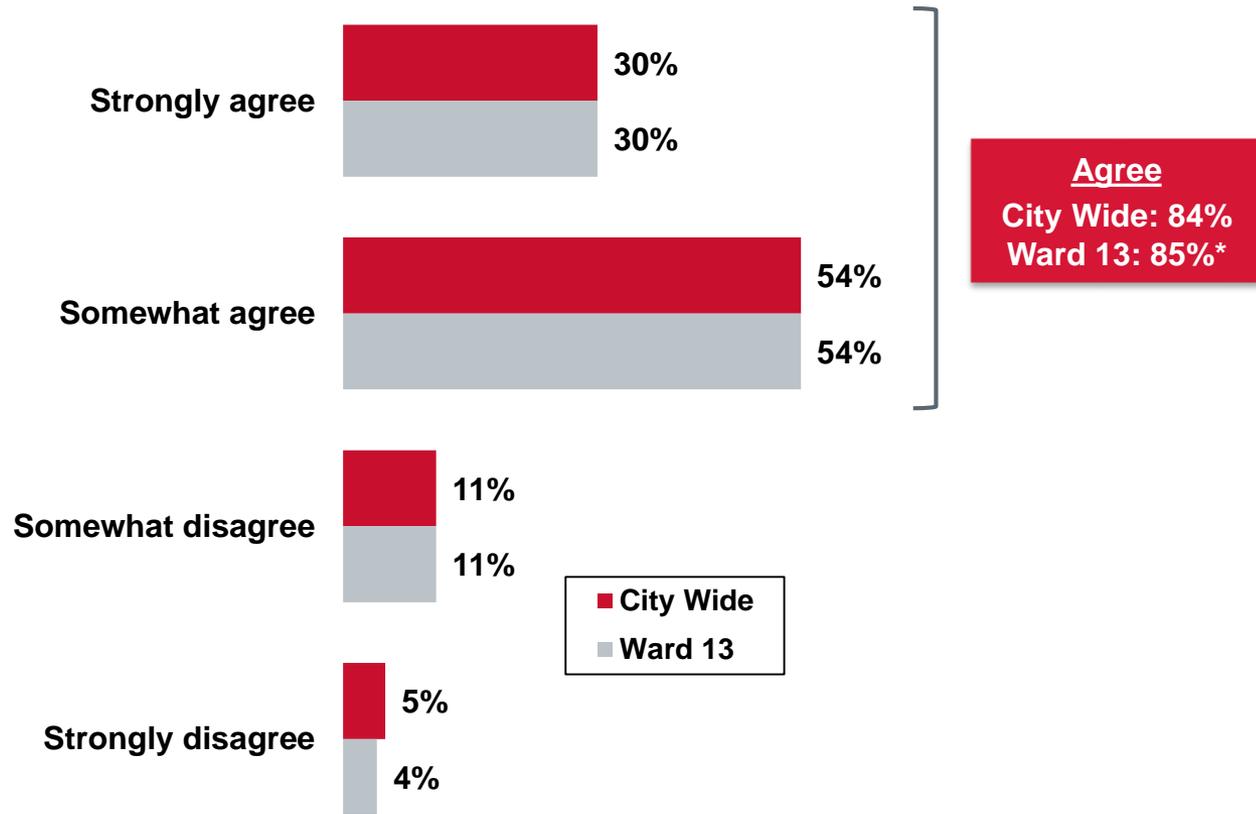


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (Bases vary)



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



*Rounding

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

Base: Valid respondents (City Wide: n=2,485 / Ward 13: n=175)



Perceived Safety in Own Neighbourhood



Ward 13 2017

*Rounding

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

Base: Valid respondents (City Wide: n=2,496 / Ward 13: n=175)



Issue Agenda





Issue Agenda

Multiple Responses

City Wide

Ward 13

■ First Mention ■ Other Mentions

Issue	City Wide	Ward 13
Infrastructure, Traffic & Roads [NET]	29% (First), 11% (Other) = 40%	41%
Traffic congestion	7% (First), 9% (Other) = 16%	8%
(Lack of) snow removal	5% (First), 3% (Other) = 8%	10%
Roads (unspecified)	6% (First), 8% (Other) = 14%	11% (5% First, 6% Other)
Road conditions	3% (First), 3% (Other) = 6%	3%
Transit [NET]	12% (First), 4% (Other) = 16%	16%
Transportation (unspecified)	7% (First), 9% (Other) = 16%	12%
Public Transportation (incl. buses/ C-train/ poor service)	5% (First), 7% (Other) = 12%	6%
Crime, Safety & Policing [NET]	9% (First), 5% (Other) = 14%	9%
Recreation [NET]	5% (First), 4% (Other) = 9%	7%
Taxes [NET]	5% (First), 3% (Other) = 8%	6%
Environment & Waste Management [NET]	3% (First), 4% (Other) = 7%	8%
Education [NET]	4% (First), 3% (Other) = 7%	9%
Economy [NET]	4% (First), 5% (Other) = 9%	6%
Homelessness, Poverty & Affordable Housing [NET]	3% (First), 5% (Other) = 8%	5%
Budget & Spending [NET]	2% (First), 4% (Other) = 6%	3%
Growth & Planning [NET]	3% (First), 4% (Other) = 7%	1%↓ (5% Other)
Olympics [NET]	2% (First), 4% (Other) = 6%	3%
Other	18%	20%
None	16%	18%

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

NET mentions <4% are not shown

Ward 13 2017

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=2,454 / Ward 13: n=174)

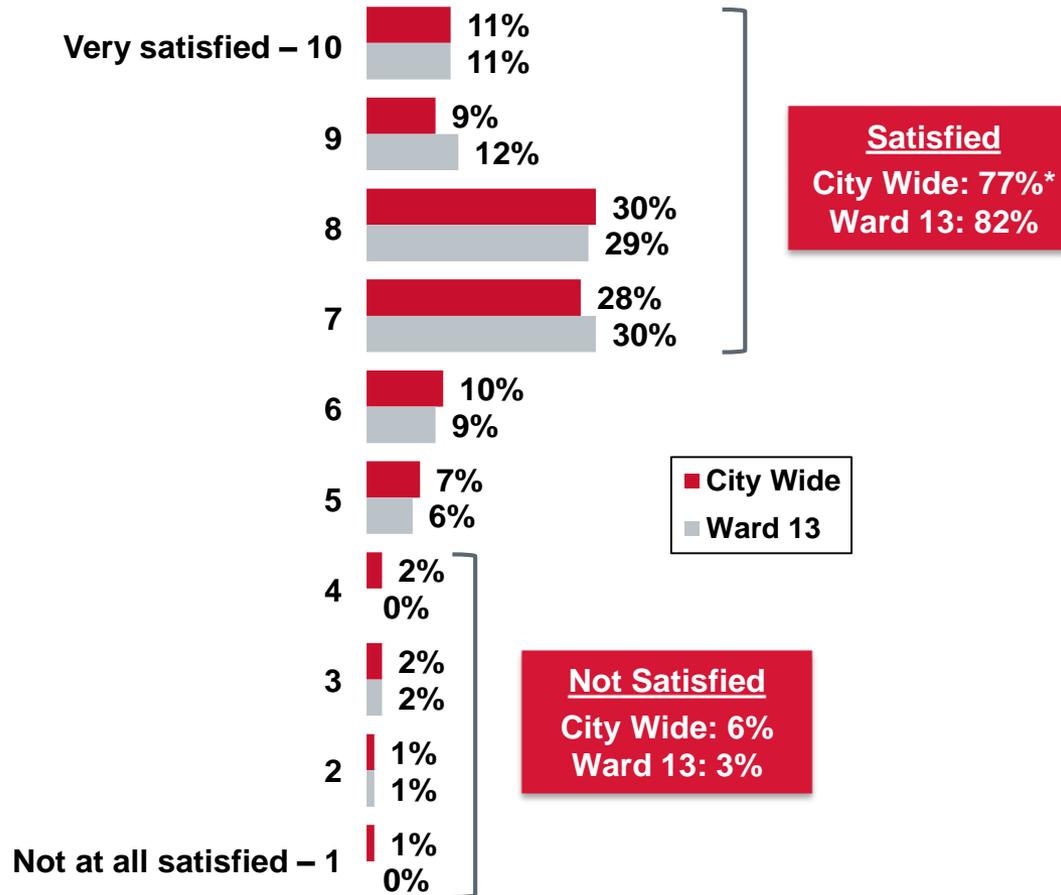


City Programs and Services





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



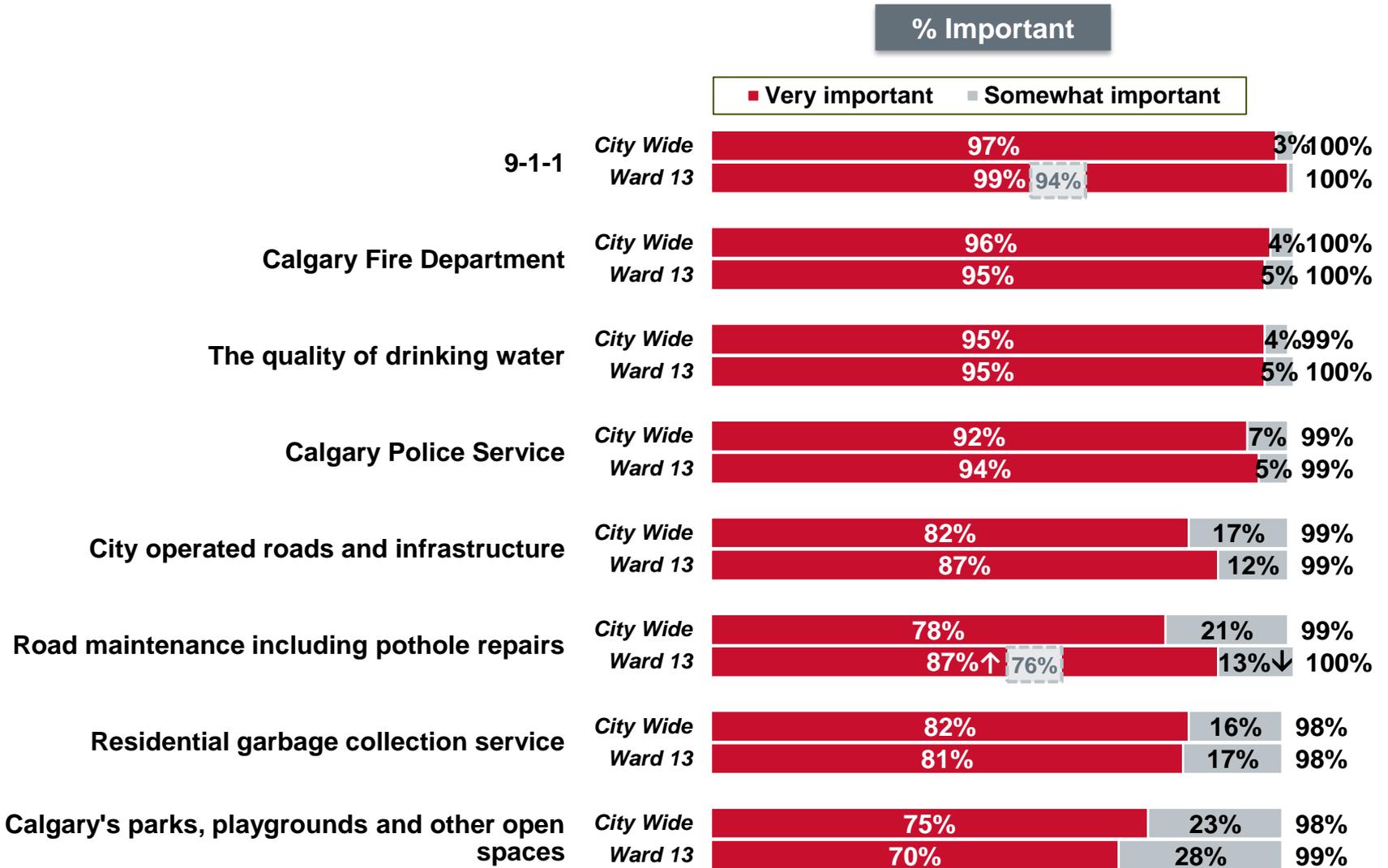
*Rounding

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

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



Importance of City Programs and Services



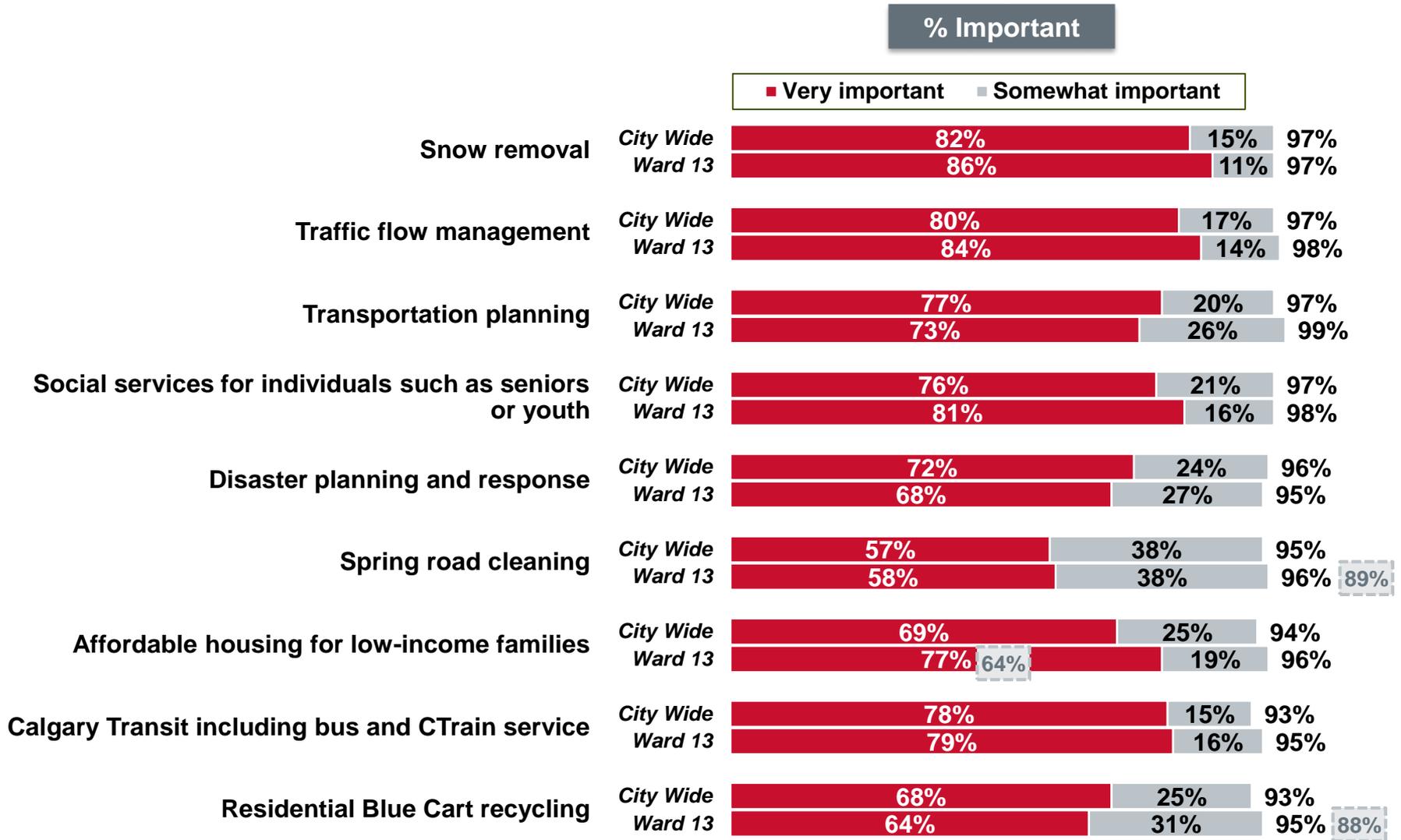
Ward 13 2017

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

Base: Valid respondents (Bases vary)



Importance of City Programs and Services (continued)



Ward 13 2017

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

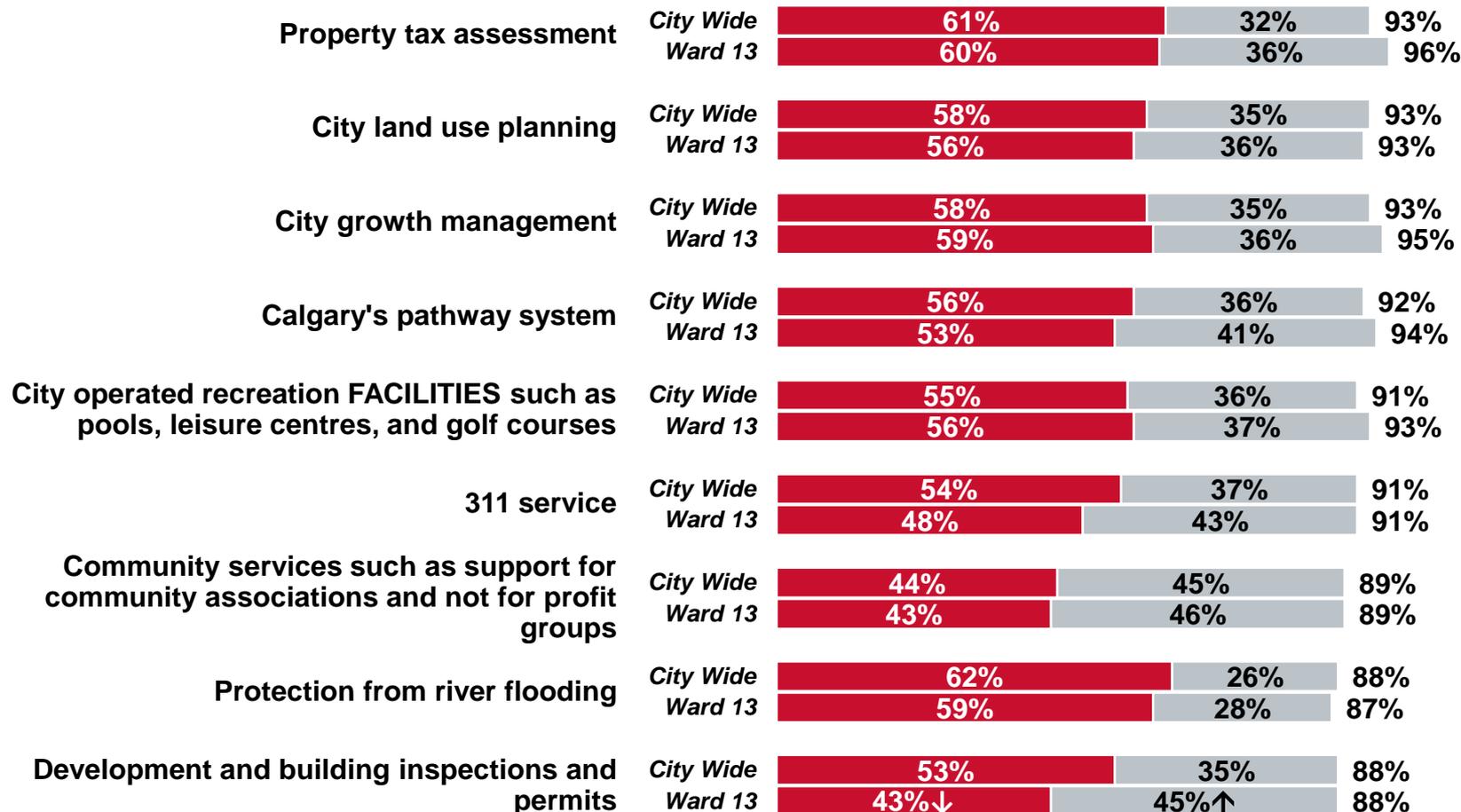
Base: Valid respondents (Bases vary)



Importance of City Programs and Services (continued)

% Important

■ Very important ■ Somewhat important

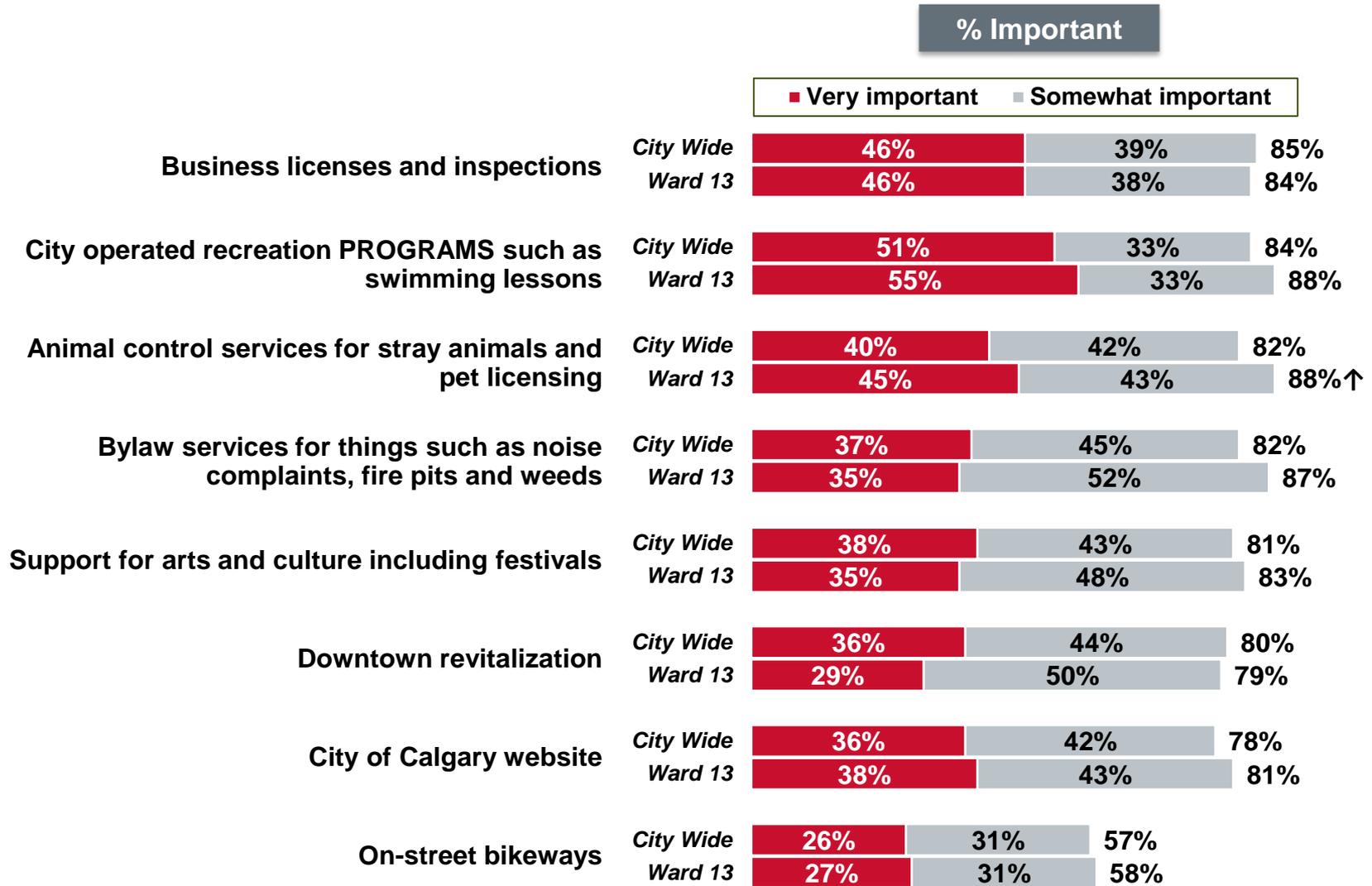


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)



Importance of City Programs and Services (continued)

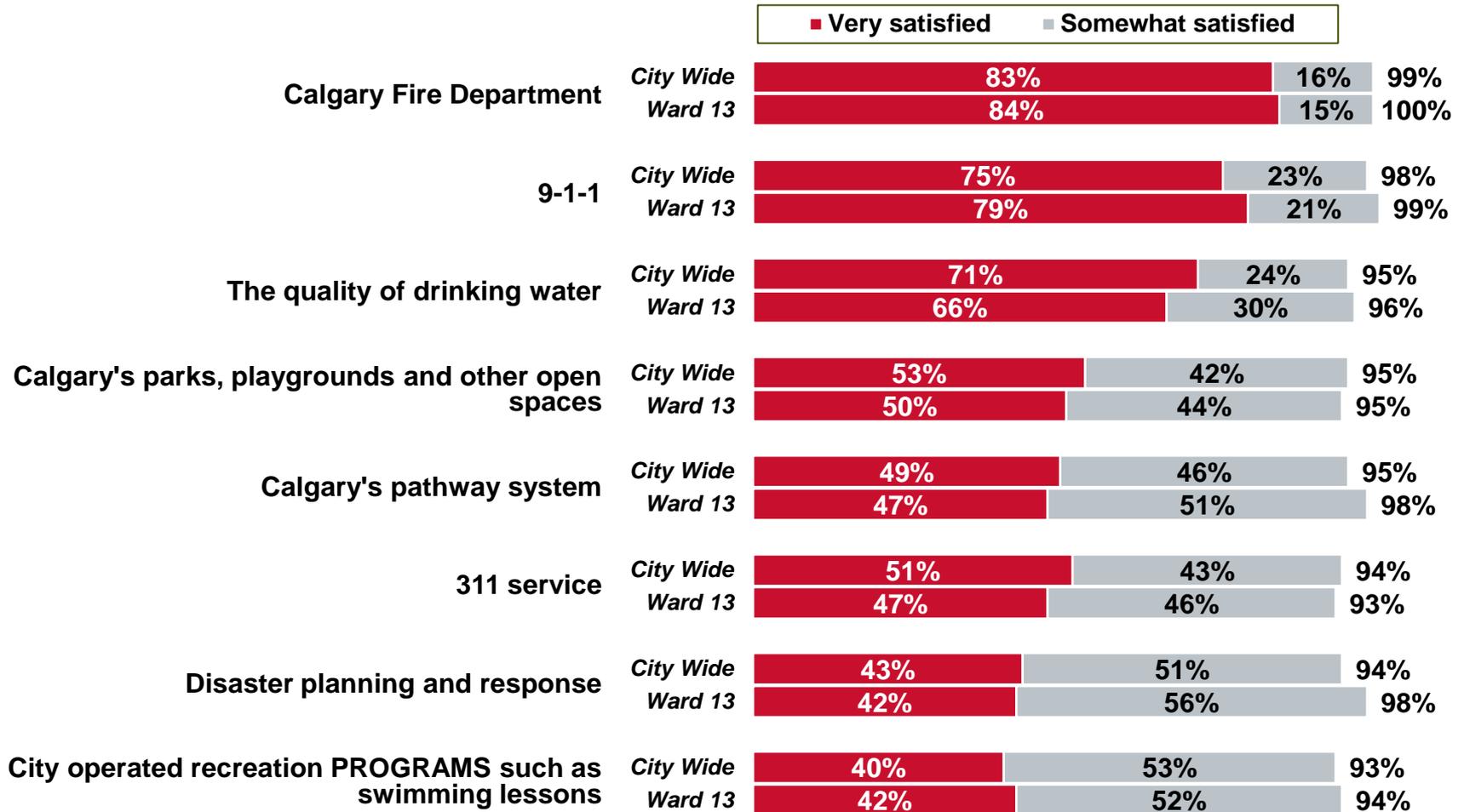


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)



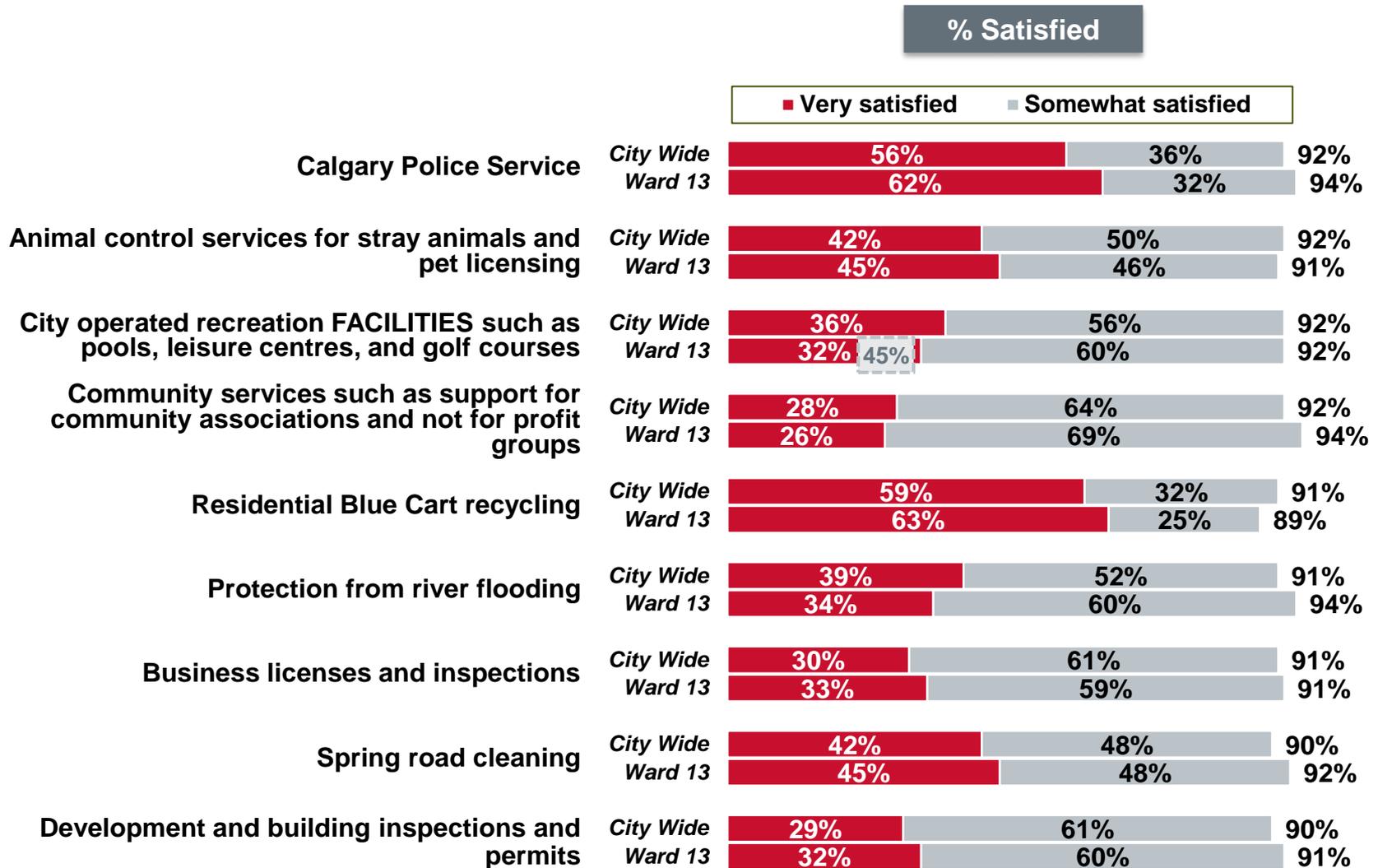
Satisfaction with City Programs and Services



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)



Satisfaction with City Programs and Services (continued)

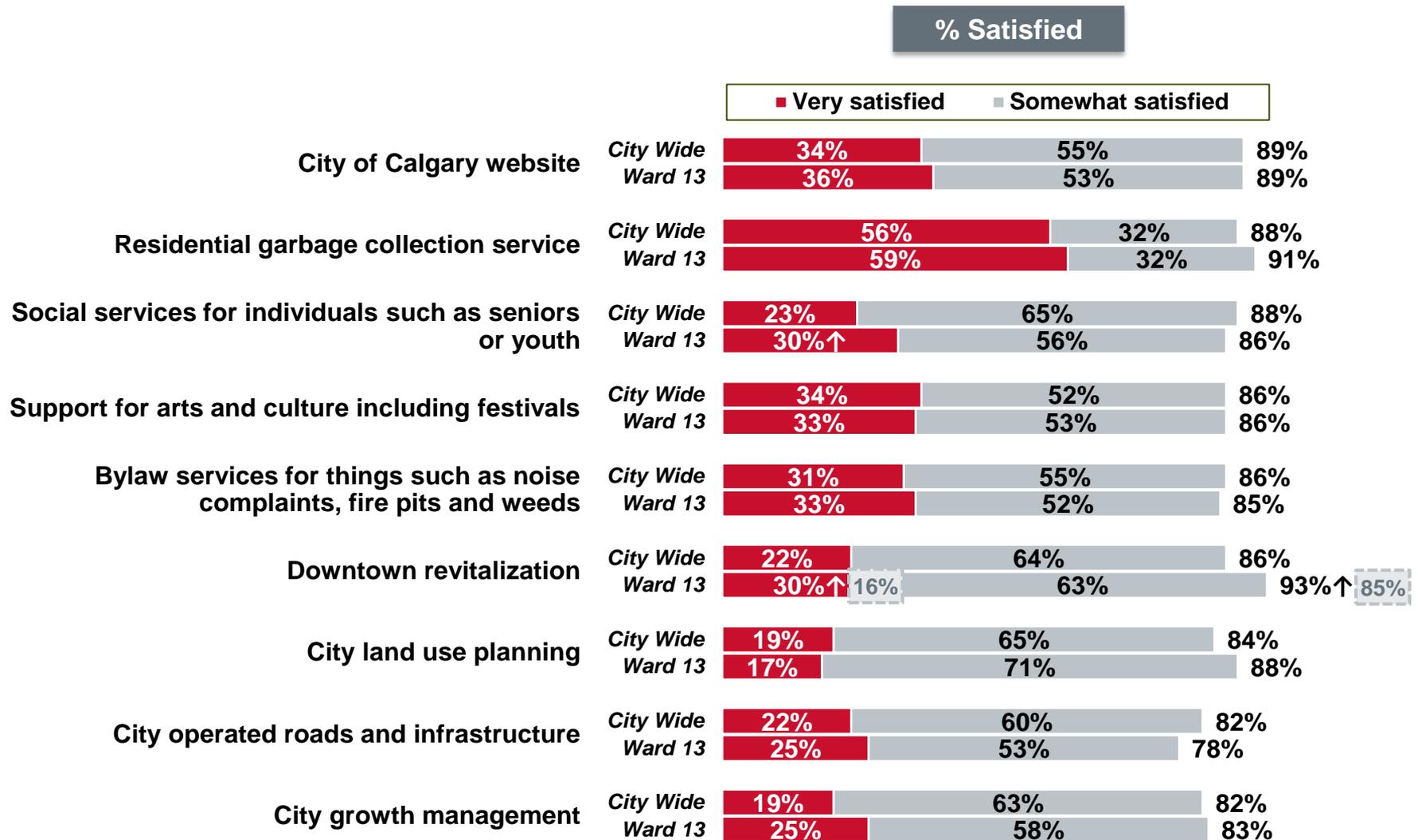


Ward 13 2017

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



Satisfaction with City Programs and Services (continued)

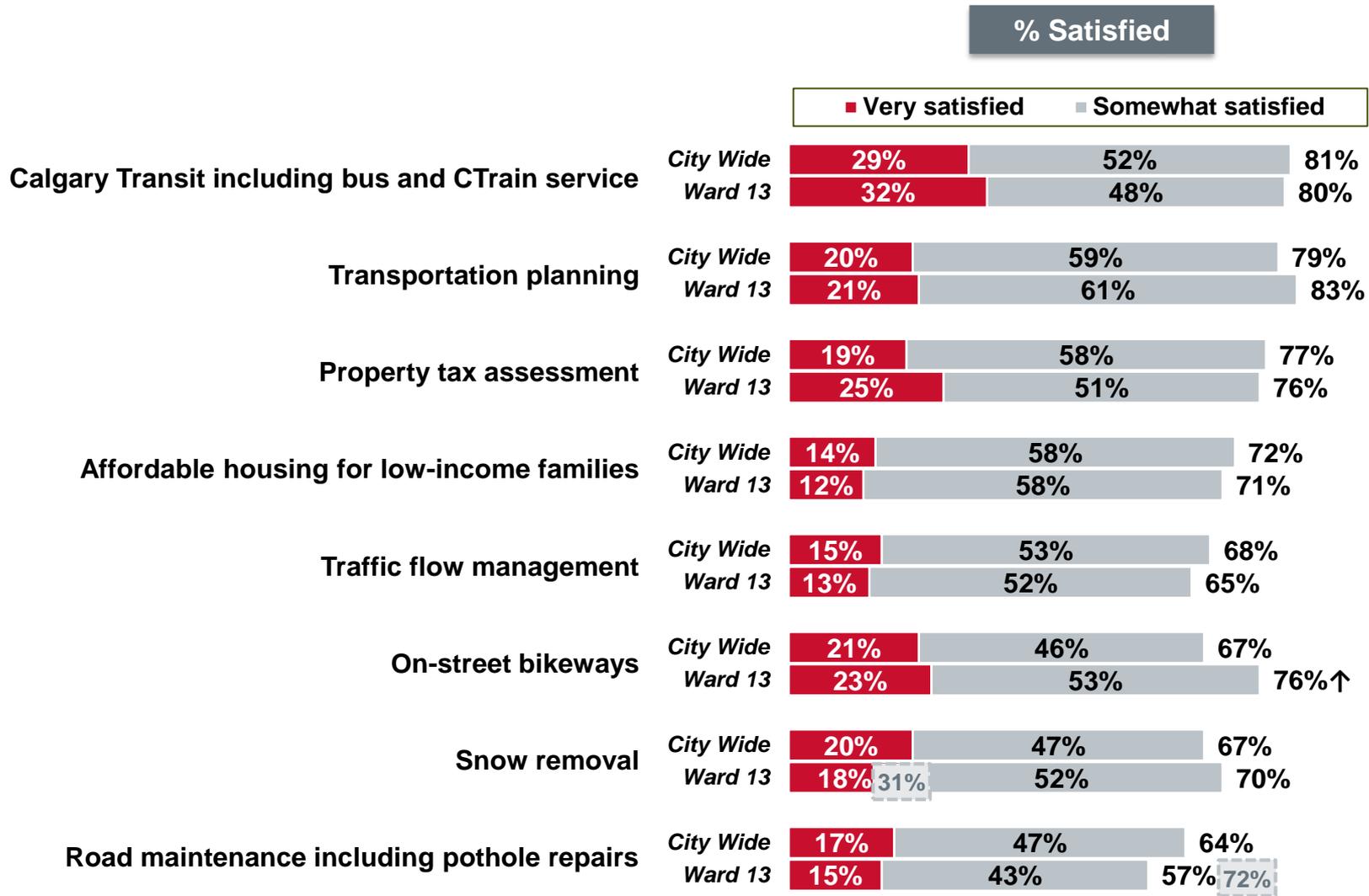


Ward 13 2017

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



Satisfaction with City Programs and Services (continued)

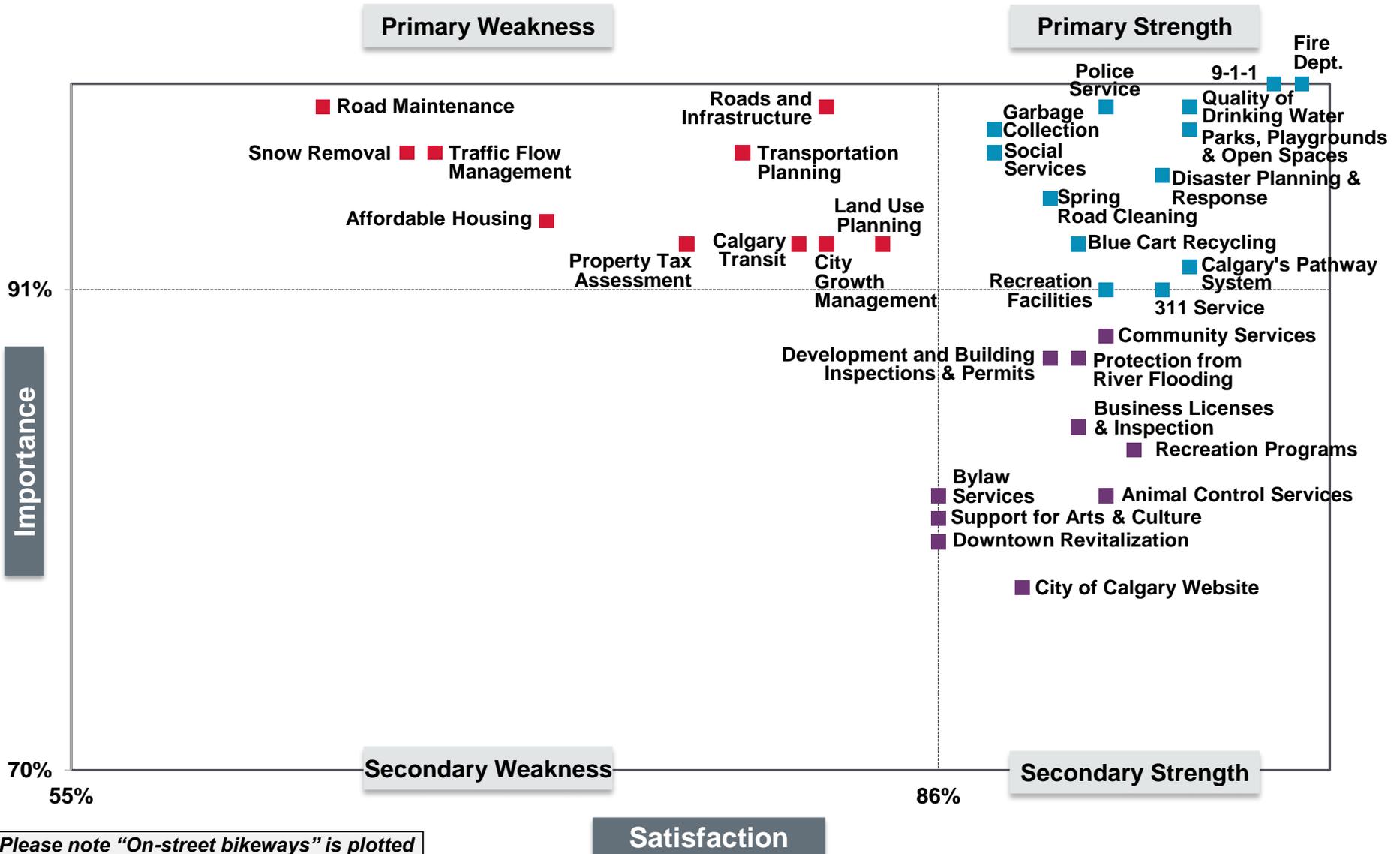


Ward 13 2017

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)



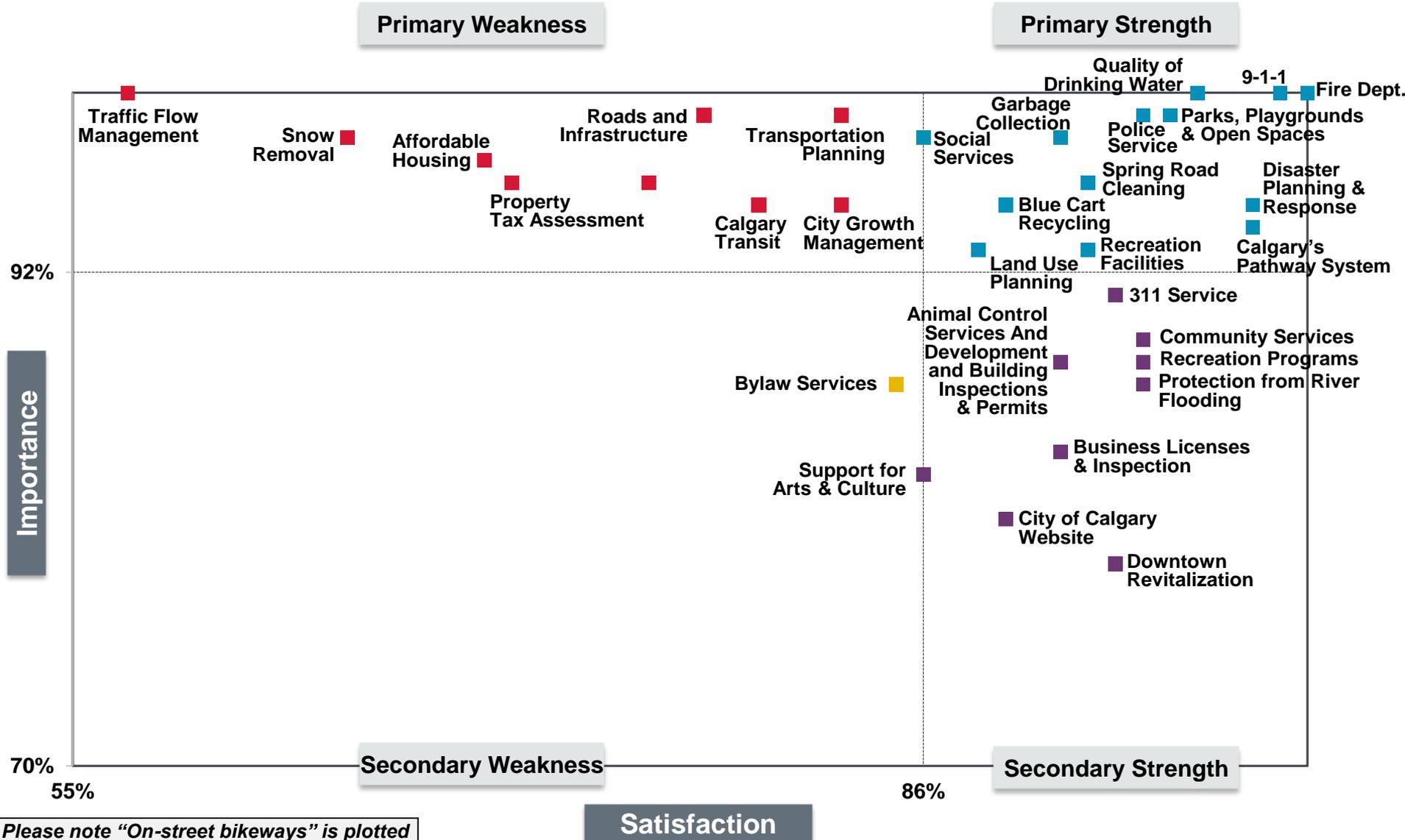
Importance vs. Satisfaction Grid: City Wide



Please note "On-street bikeways" is plotted at (67% satisfaction, 57% importance) and not illustrated on this graph.



Importance vs. Satisfaction Grid: Ward 13



Please note "On-street bikeways" is plotted at (76% satisfaction, 58% importance) and not illustrated on this graph.



Primary Strengths and Weaknesses: City Wide versus Ward 13

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

Primary Strength

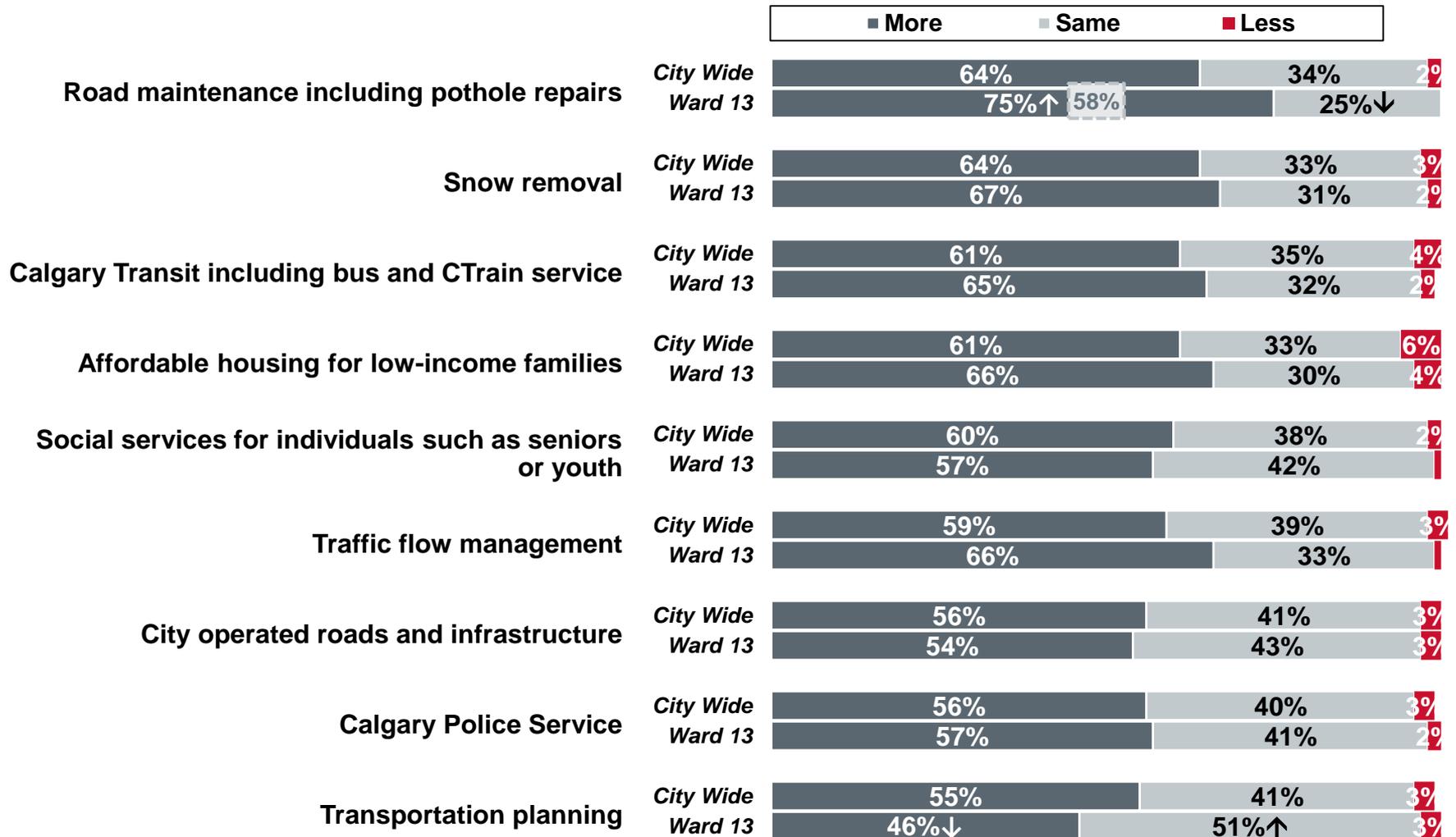
Primary Weakness

Neither (in another quadrant)

	City Wide	Ward 13
Fire Department	Primary Strength	Primary Strength
9-1-1	Primary Strength	Primary Strength
Quality of Drinking Water	Primary Strength	Primary Strength
Parks, Playgrounds and Open Spaces	Primary Strength	Primary Strength
Disaster Planning and response	Primary Strength	Primary Strength
Police Service	Primary Strength	Primary Strength
Calgary's Pathway System	Primary Strength	Primary Strength
Spring Road Cleaning	Primary Strength	Primary Strength
Blue Cart Recycling	Primary Strength	Primary Strength
Residential Garbage Collection	Primary Strength	Primary Strength
Social Services	Primary Strength	Primary Strength
Recreation Facilities	Primary Strength	Primary Strength
311 service	Primary Strength	Neither
Road Maintenance	Primary Weakness	Primary Weakness
Snow Removal	Primary Weakness	Primary Weakness
Traffic Flow Management	Primary Weakness	Primary Weakness
Affordable Housing	Primary Weakness	Primary Weakness
Property Tax Assessment	Primary Weakness	Primary Weakness
Transportation Planning	Primary Weakness	Primary Weakness
Roads and Infrastructure	Primary Weakness	Primary Weakness
Calgary Transit	Primary Weakness	Primary Weakness
City Growth Management	Primary Weakness	Primary Weakness
Land Use Planning	Primary Weakness	Primary Strength



Investment in City Programs and Services

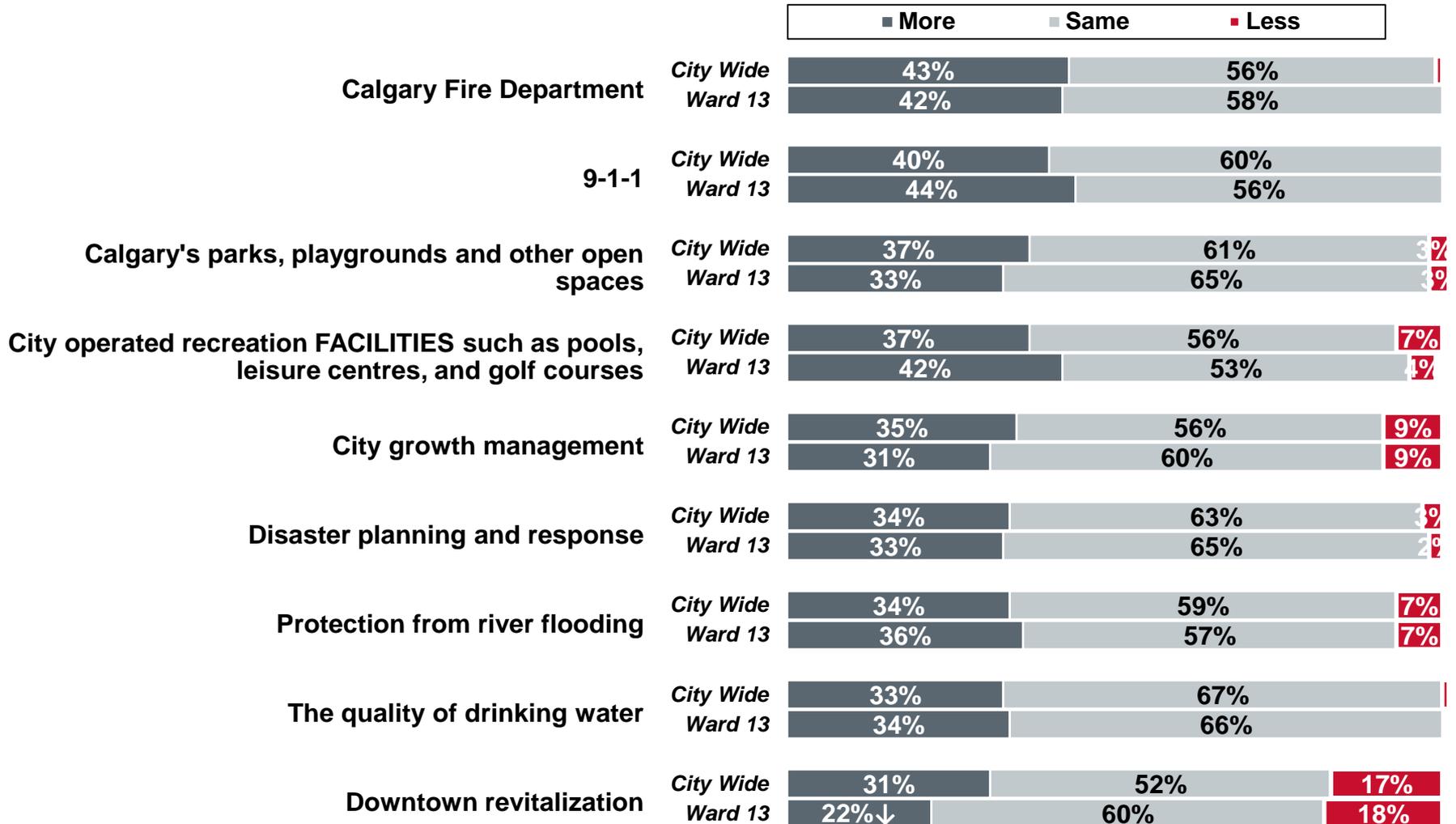


Ward 13 2017

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



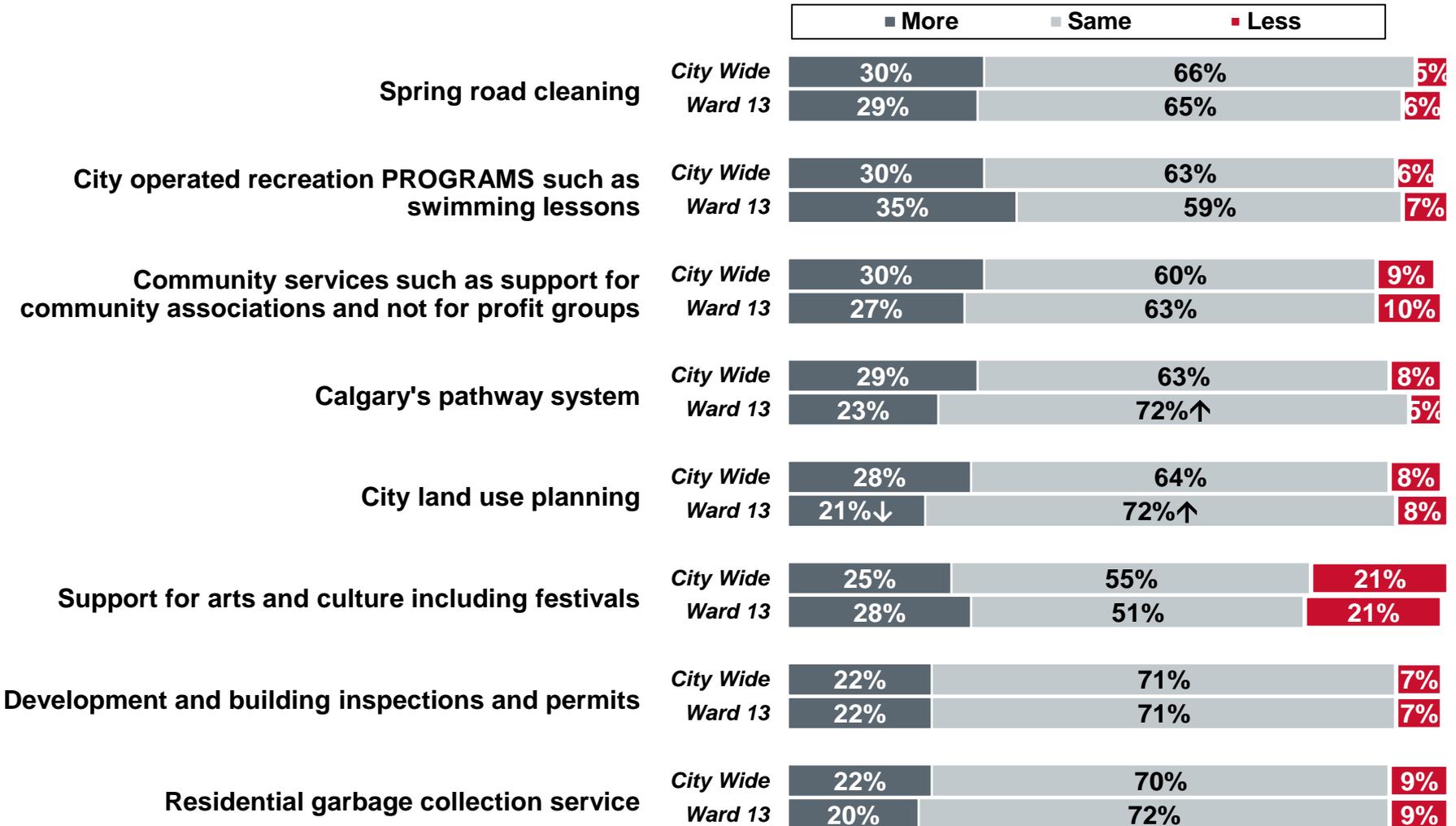
Investment in City Programs and Services (continued)



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



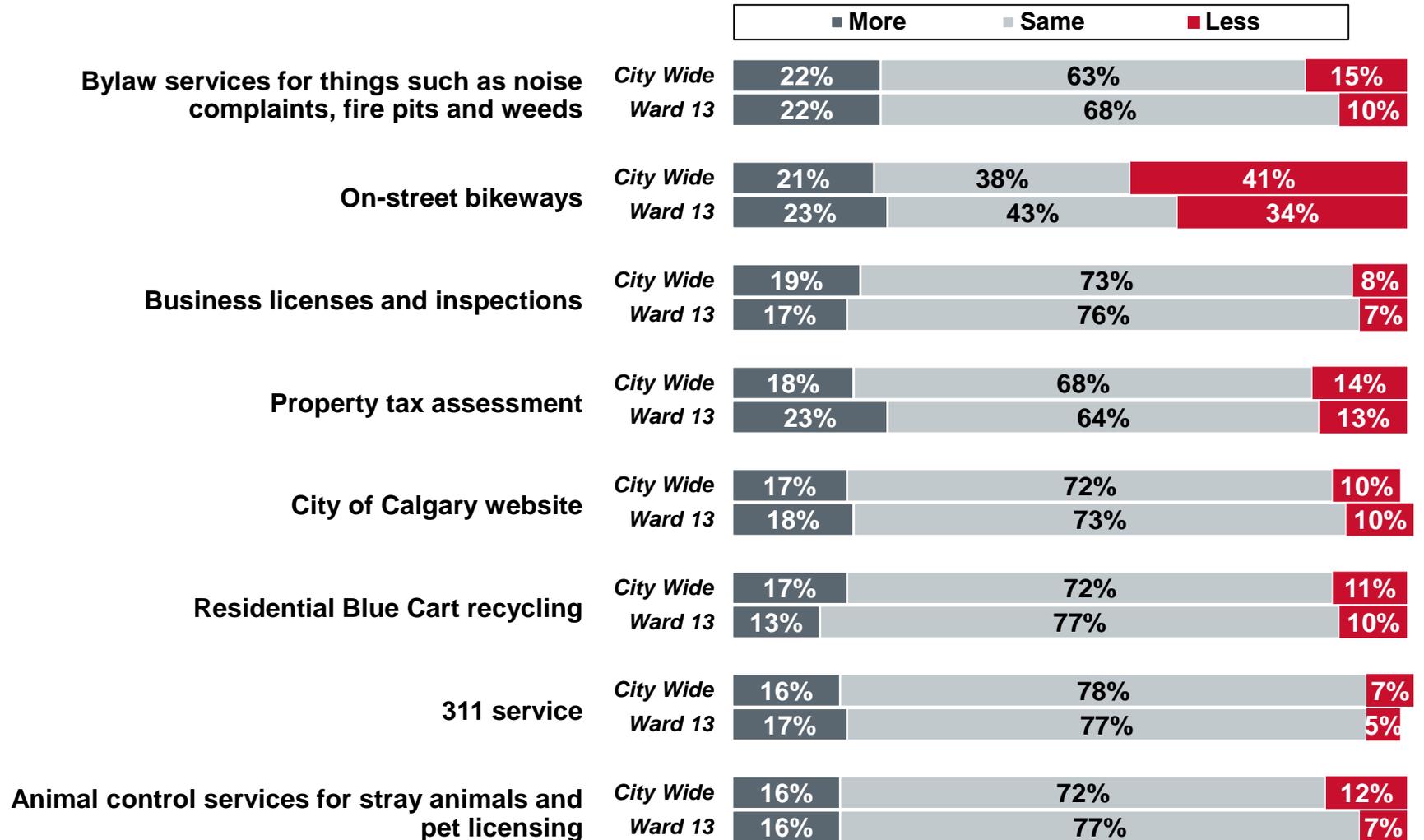
Investment in City Programs and Services (continued)



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)

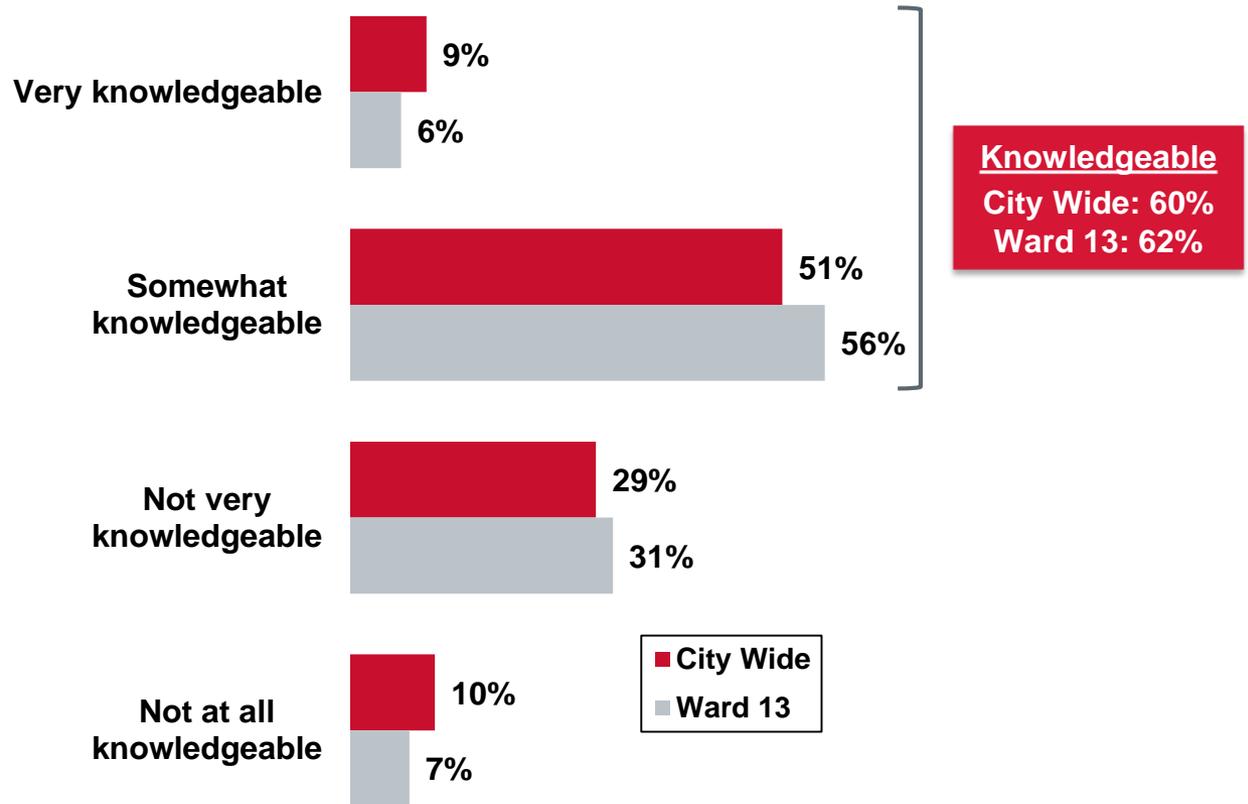


Taxation





Knowledge Levels of Tax Dollar Spending

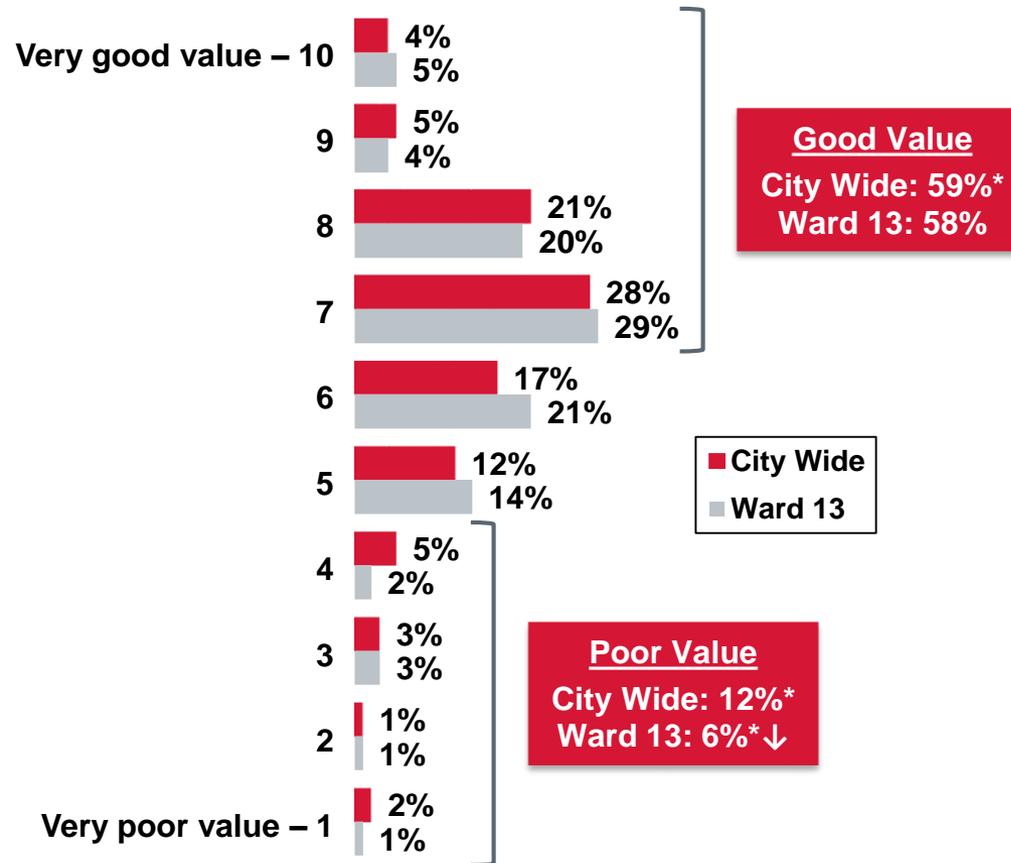


Thinking about how The City of Calgary government is run, and what services it provides, would you say you are very, somewhat, not very, or not at all knowledgeable about how City tax dollars are spent?

Base: Valid respondents (City Wide: n=2,492 / Ward 13: n=175)



Perceived Value of Property Taxes



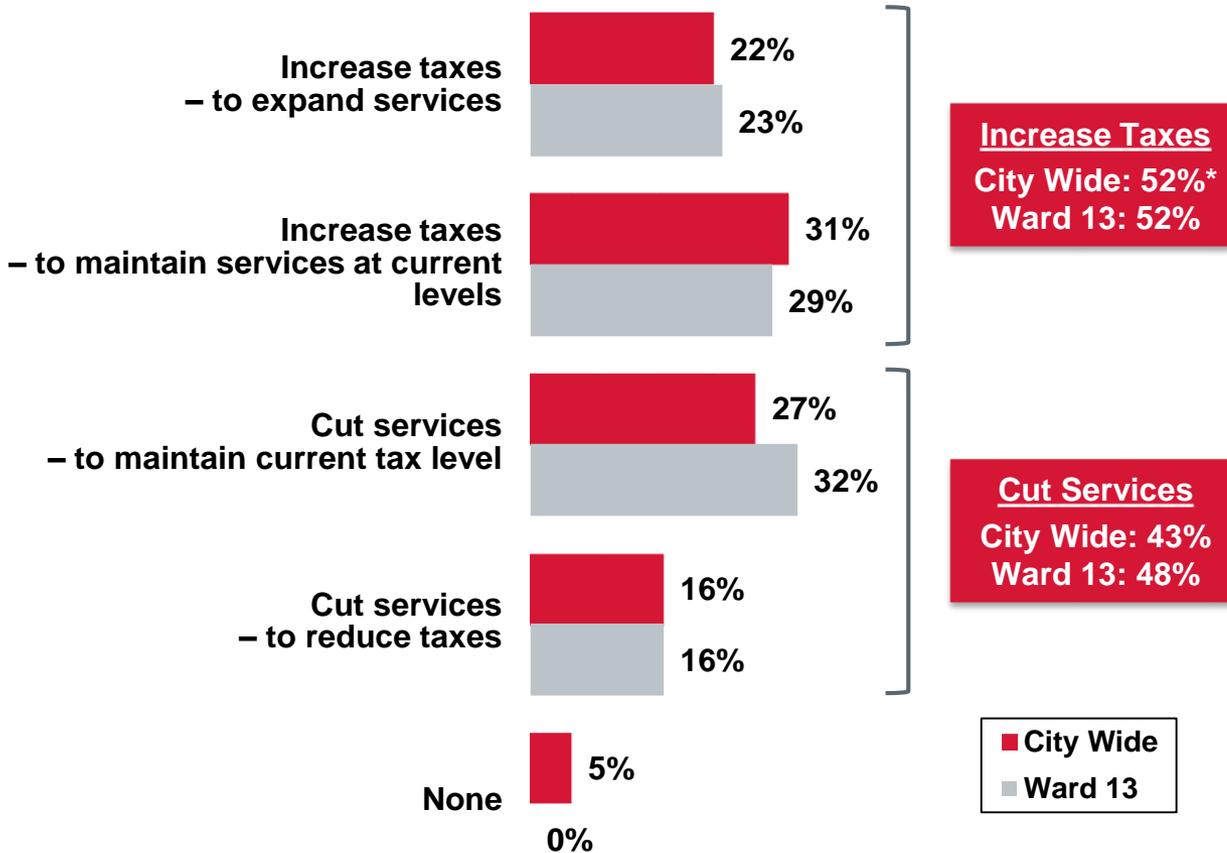
*Rounding

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

Base: Valid respondents (City Wide: n=2,477 / Ward 13: n=174)



Balancing Taxation and Service Delivery Levels

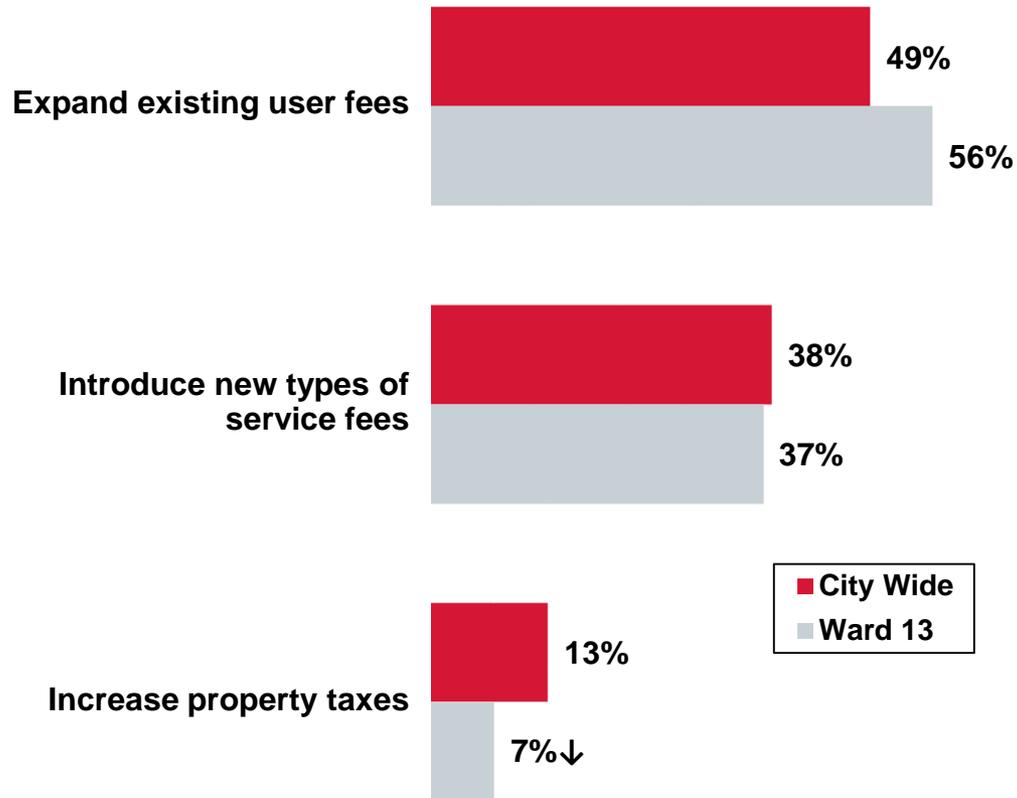


Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (City Wide: n=2,460 / Ward 13: n=171)



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 ...?

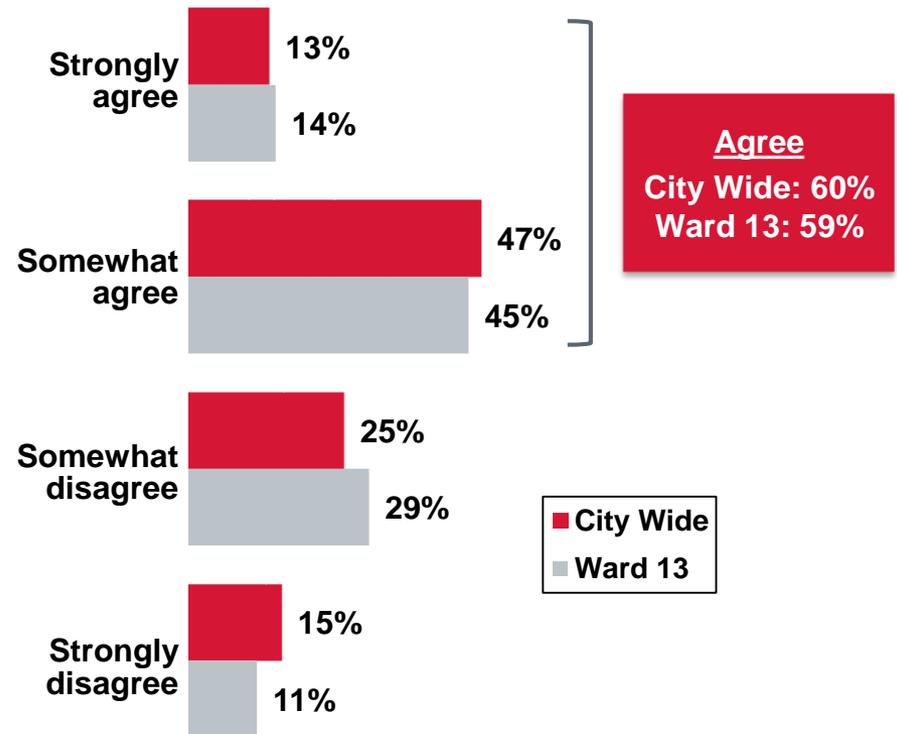
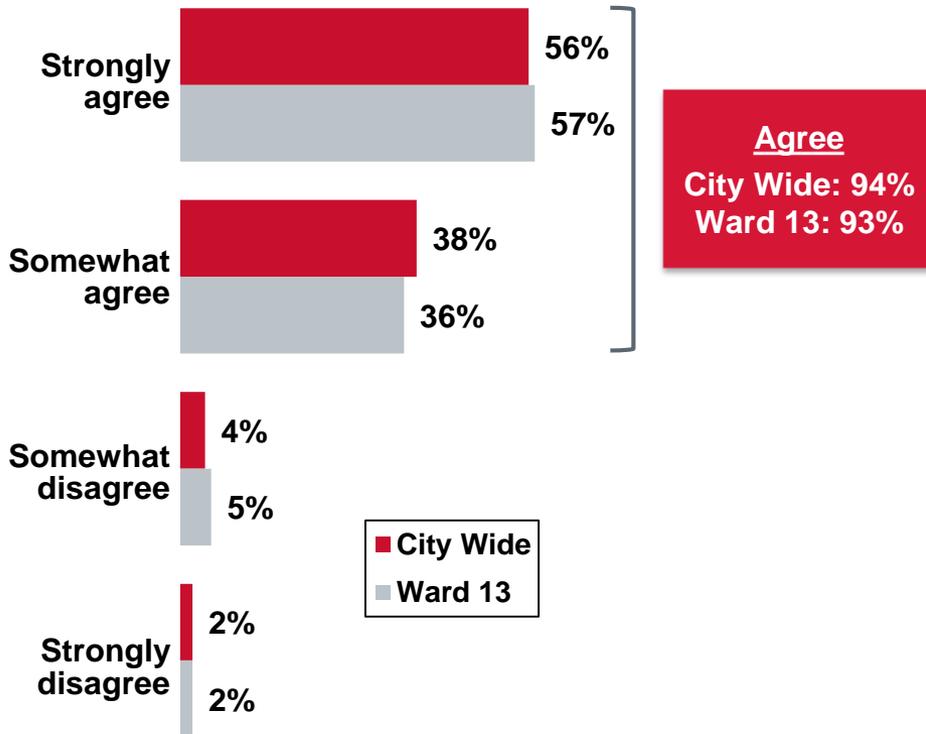
Base: Valid respondents (City Wide: n=2,352 / Ward 13: n=167)



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



Base: Valid respondents (City Wide: n=2,487 / Ward 13: n=175)

Base: Valid respondents (City Wide: n=2,463 / Ward 13: n=175)

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

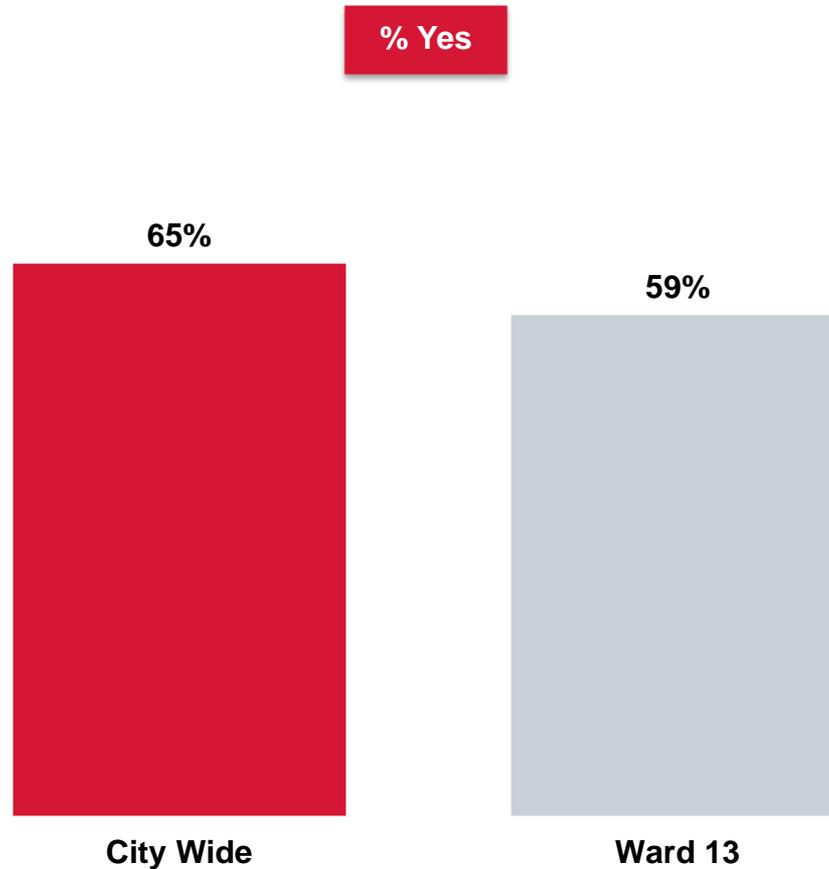


Contact with The City and Customer Service





Past 12 Months Contact with The City of Calgary

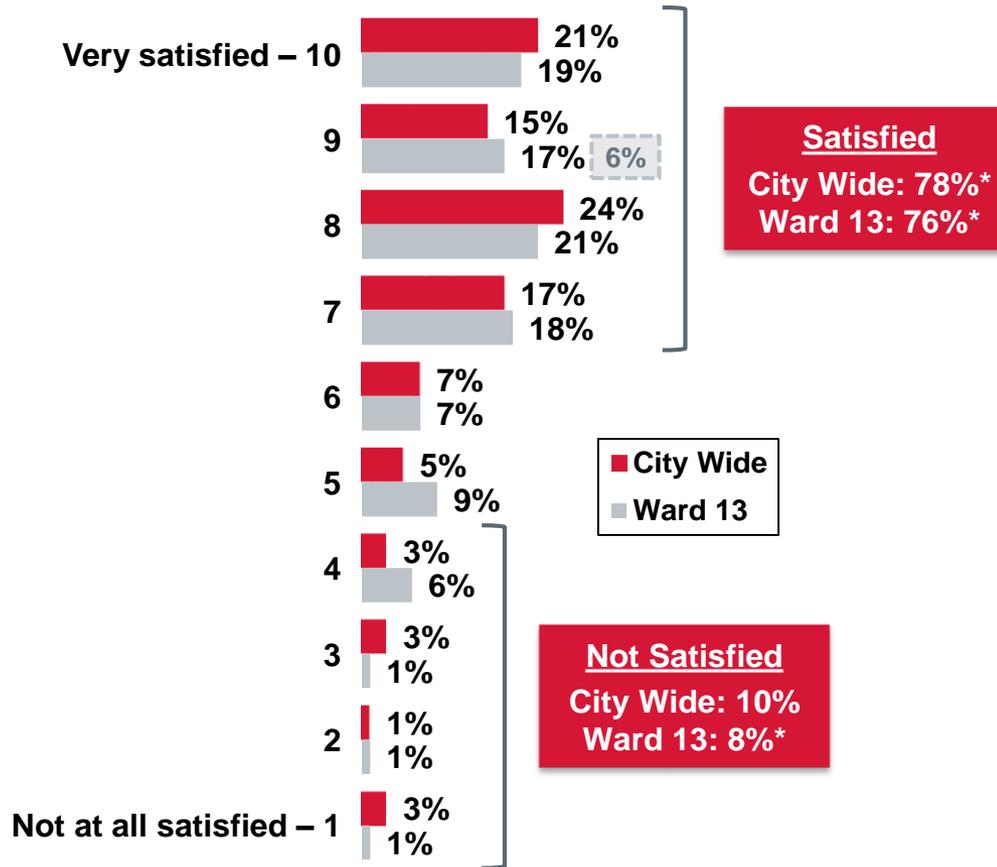


Have you contacted The City of Calgary or dealt with The City or one of its employees in the last twelve months?

Base: Valid respondents (City Wide: n=2,488 / Ward 13: n=174)



Satisfaction with the Overall Level and Quality of Customer Service



Ward 13 2017

*Rounding

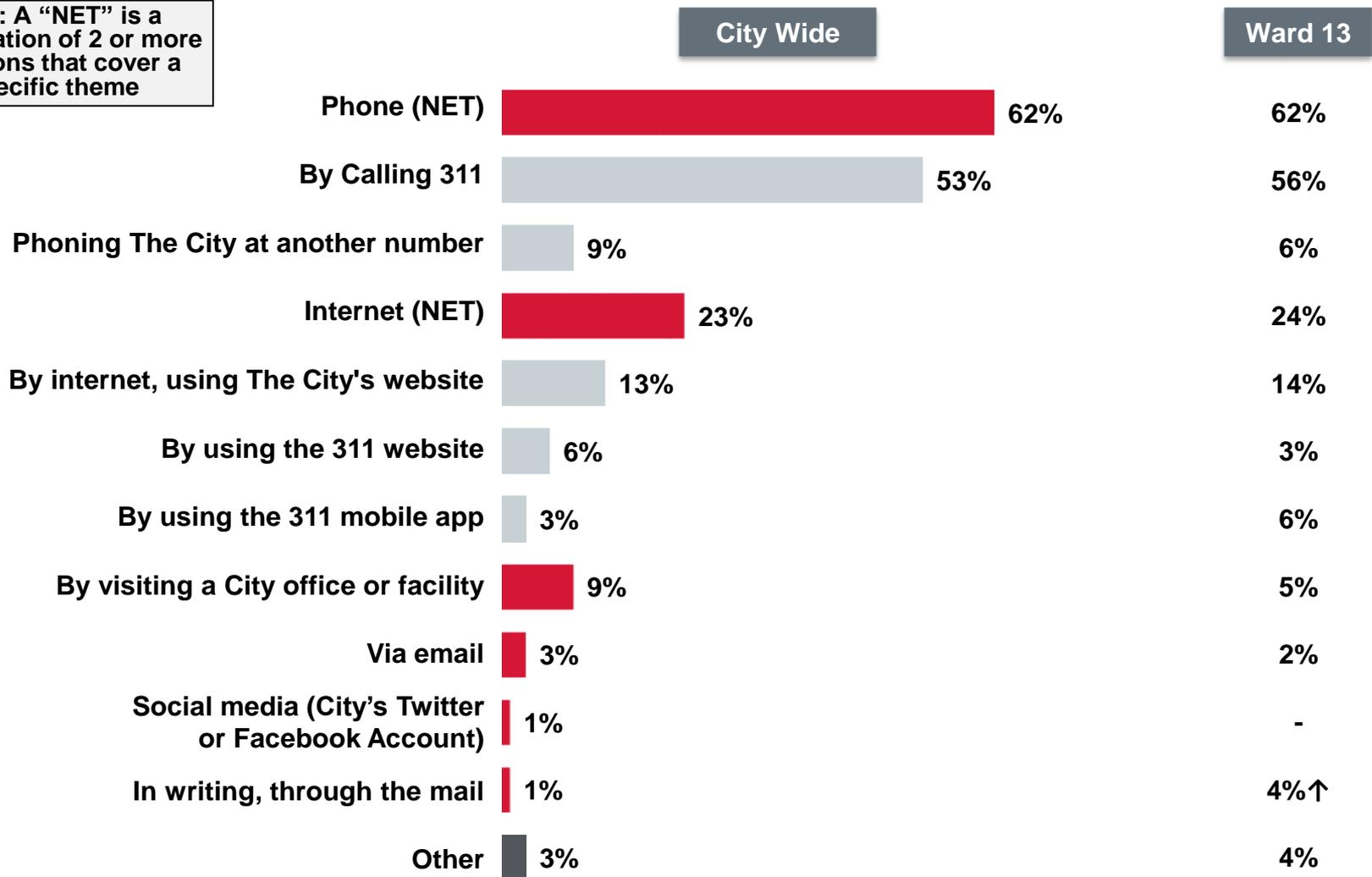
On a scale of 1 to 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied”, how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,651 / Ward 13: n=111)



Type of Contact

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

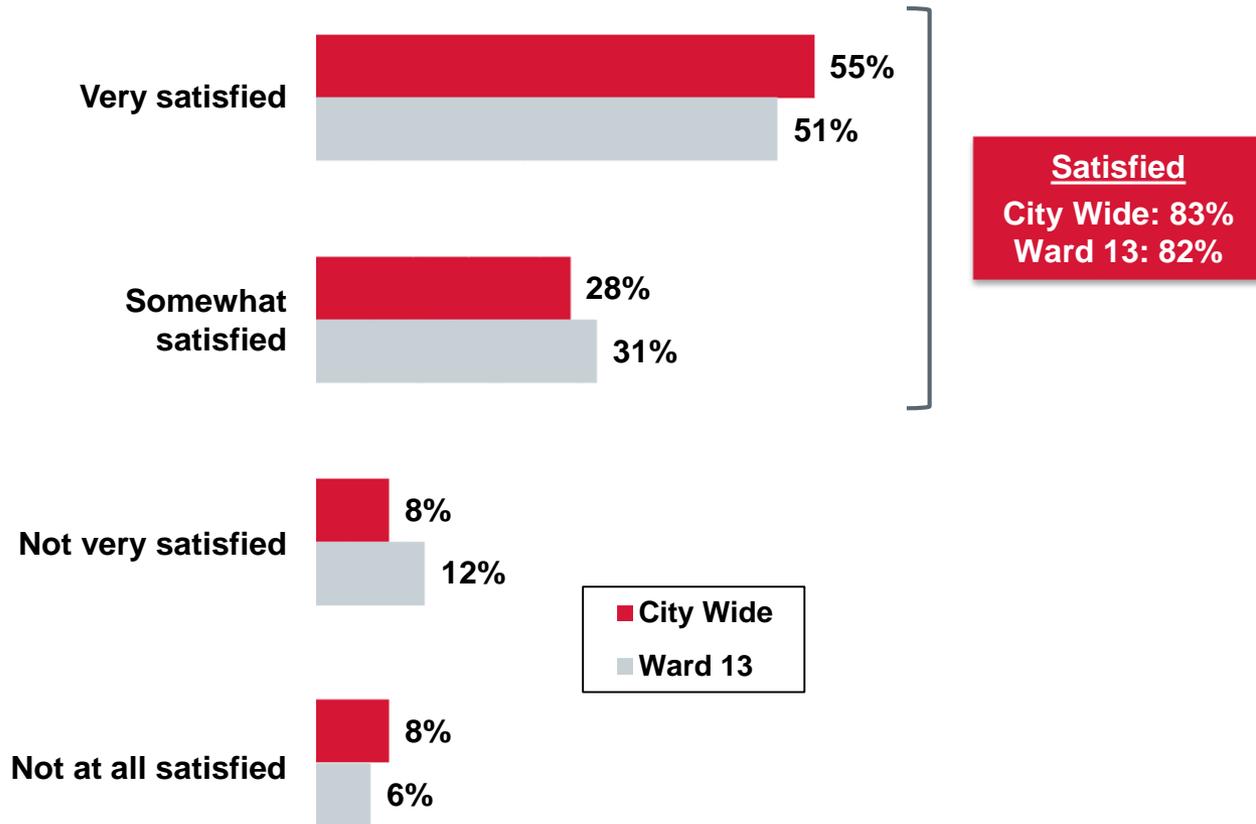


When you contacted The City was it... ?

Base: Valid respondents who contacted The City in the last twelve months (City Wide: n=1,126 / Ward 13: n=75)



Satisfaction with Most Recent City Contact



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

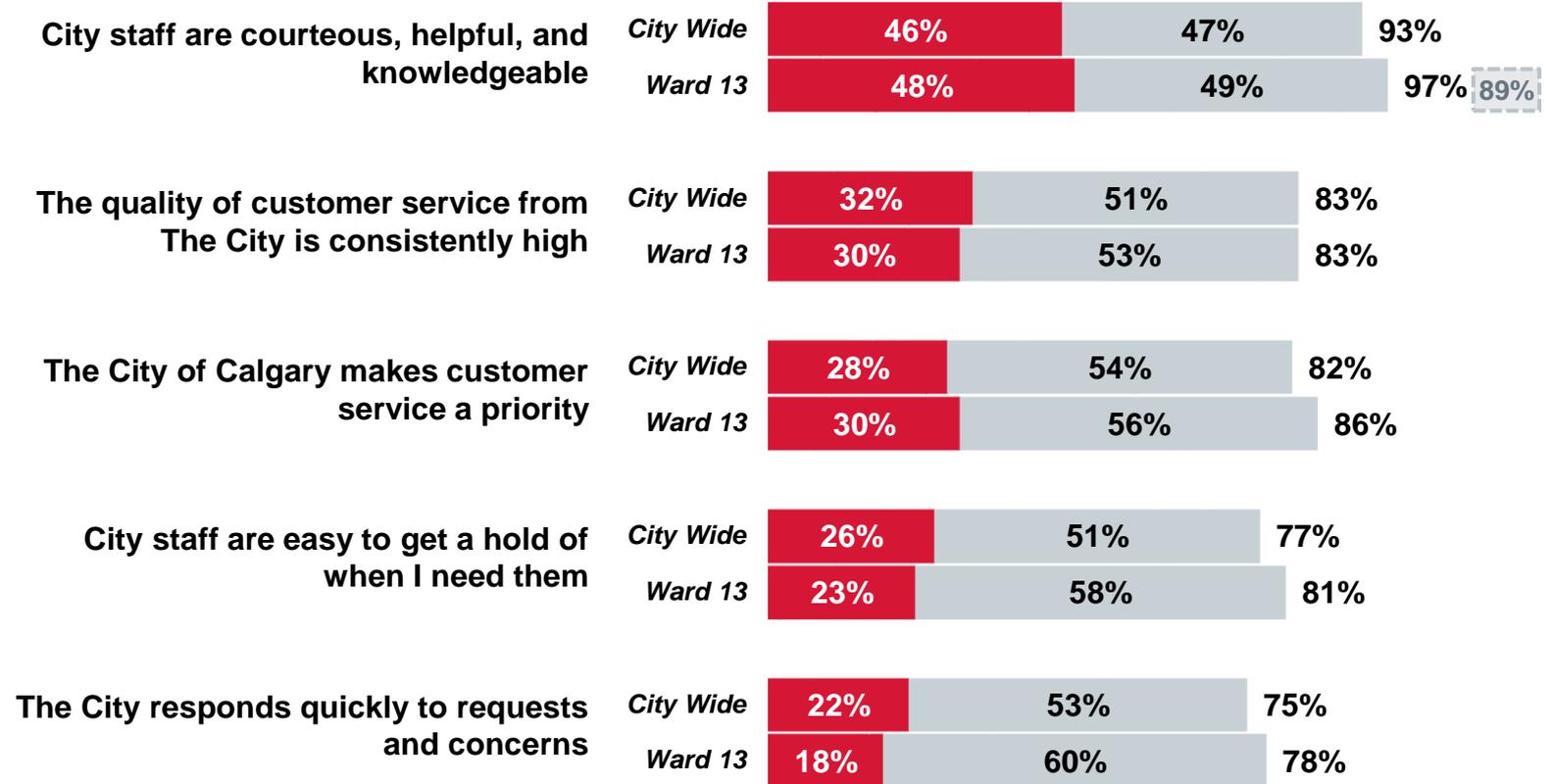
Base: Valid respondents who contacted The City of Calgary in the last twelve months (City Wide: n=1,125 / Ward 13: n=74)



Attitudes Regarding Customer Service

% Agree

■ Strongly agree ■ Somewhat agree



Ward 13 2017

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)

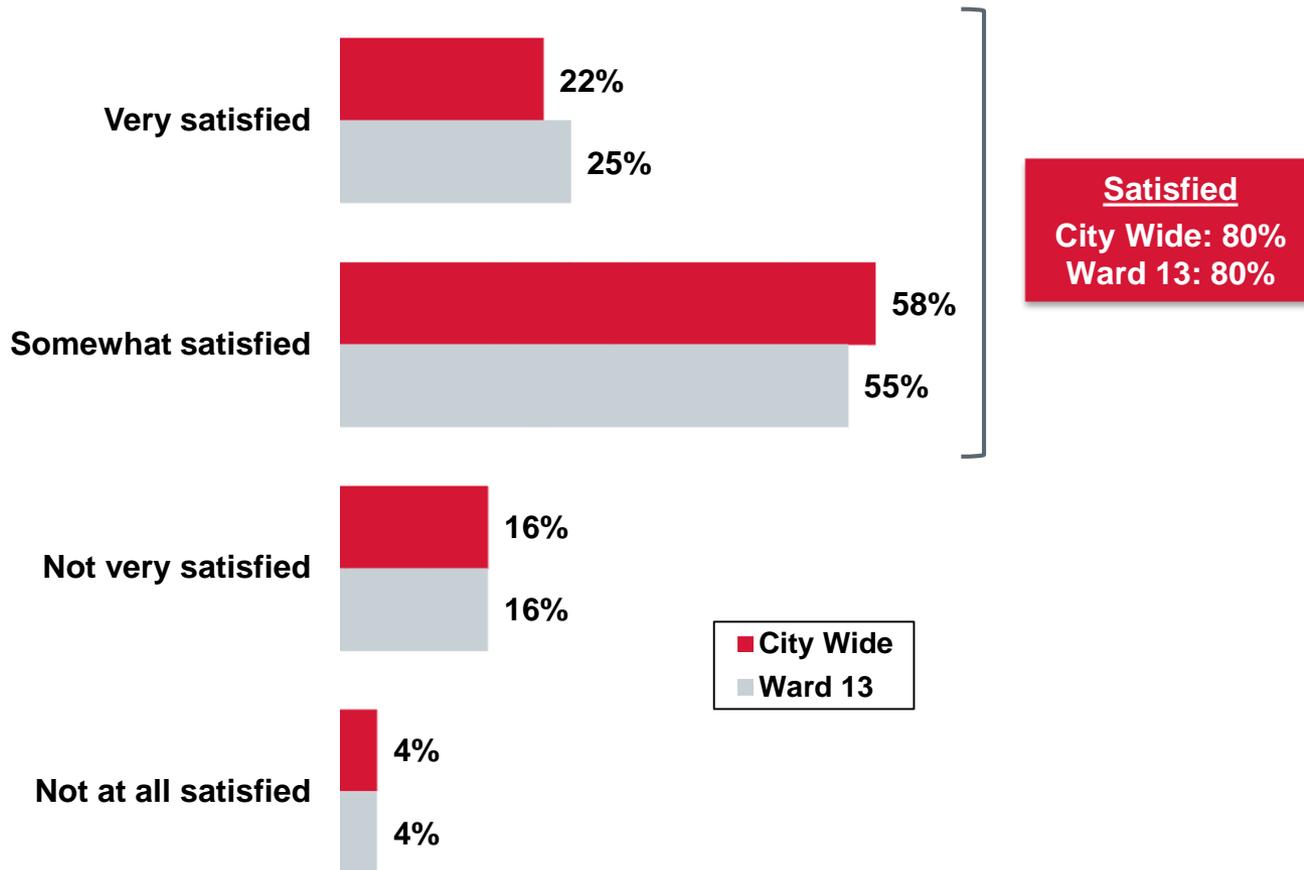


City Communications





Satisfaction with the Overall Quality of City Information and Communications

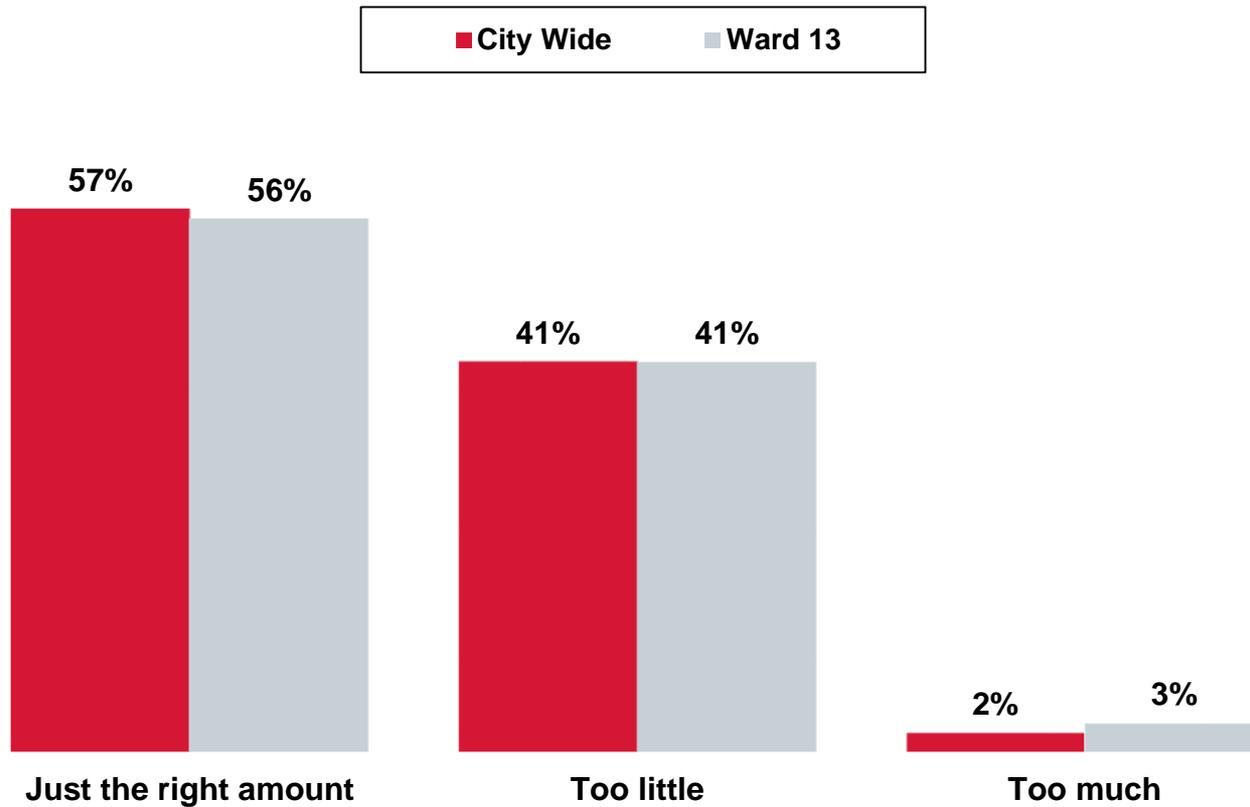


And how satisfied are you with the overall quality of City information and communications?

Base: Valid respondents (City Wide: n=2,490 / Ward 13: n=175)



The Amount of Information Accessible



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

Base: Valid respondents (City Wide: n=2,470 / Ward 13: n=172)

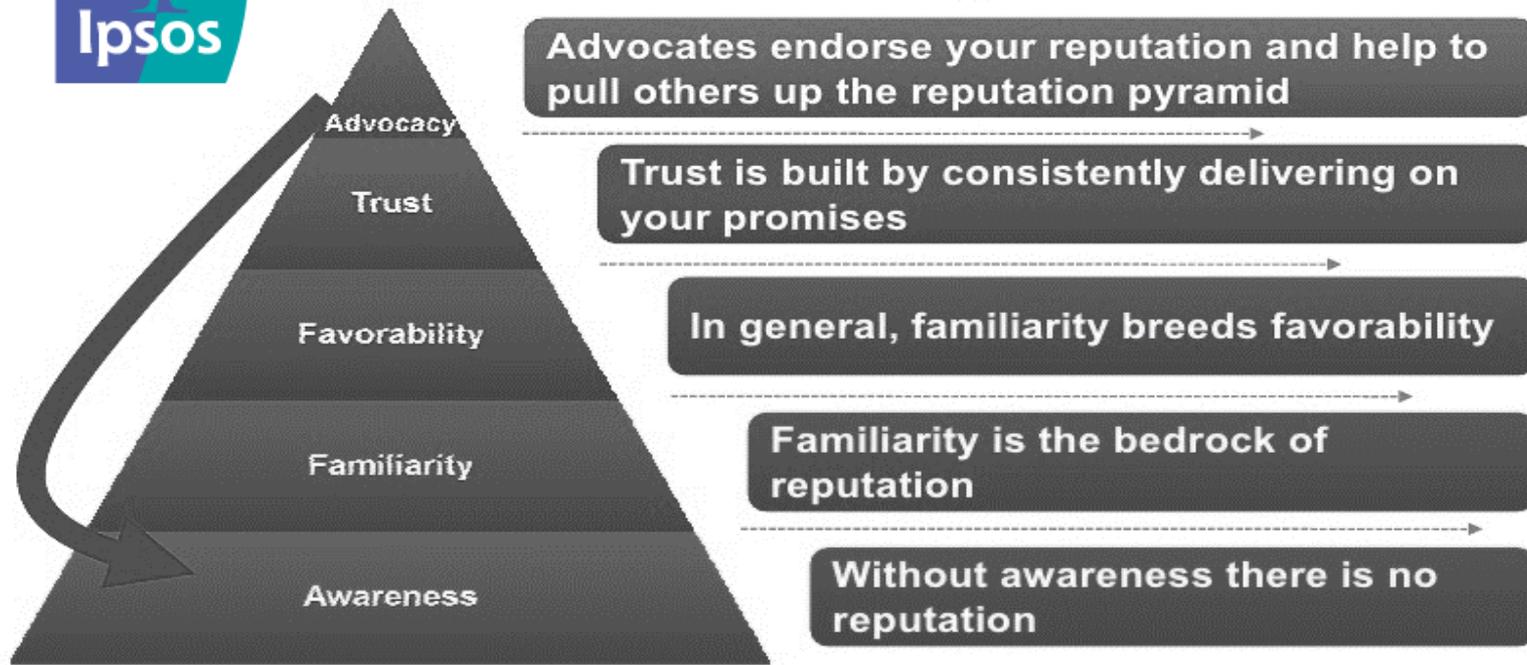


City Reputation and Performance





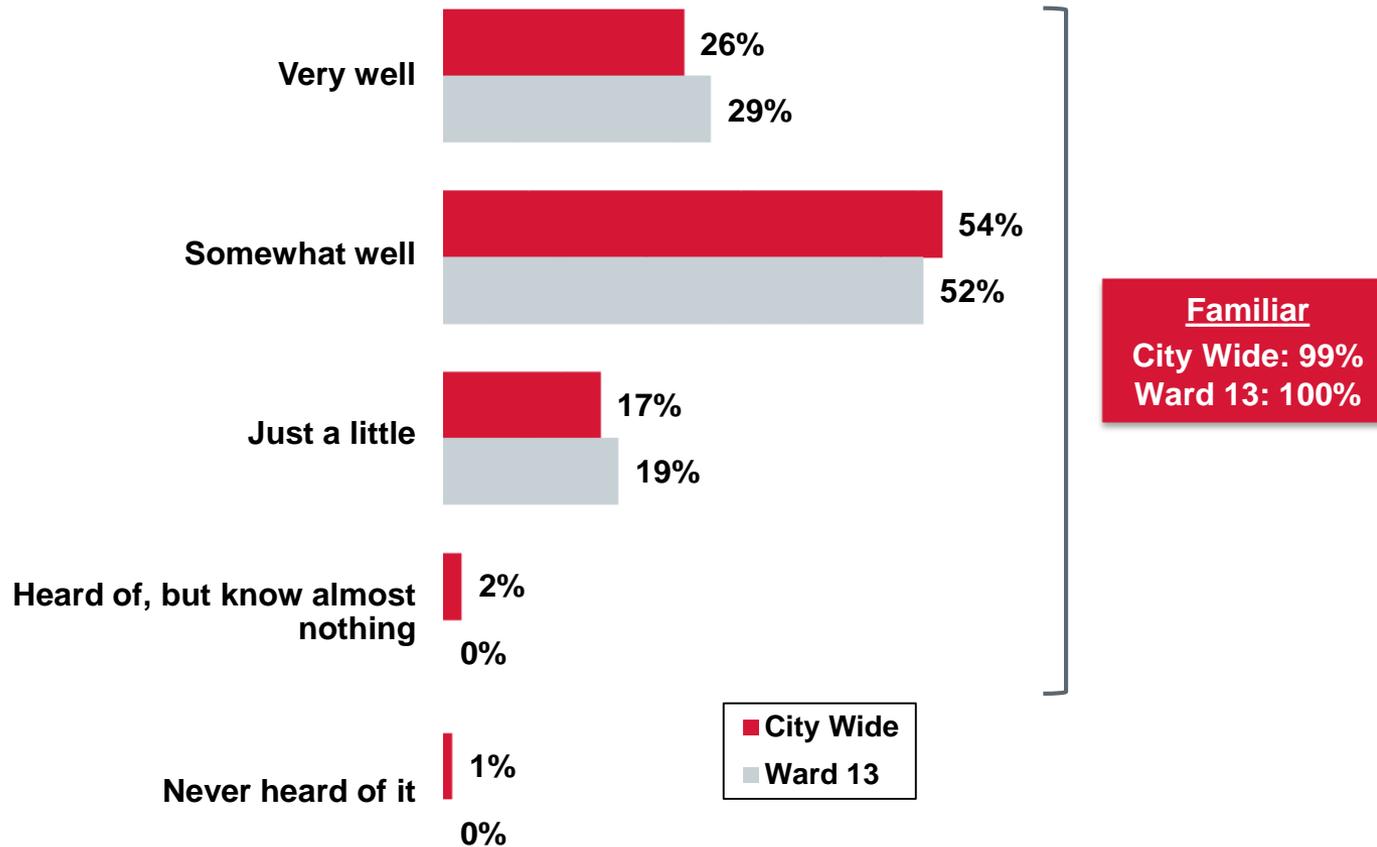
A Model of Reputation



Building a strong reputation helps an organization perform more effectively in the present AND builds a reservoir of goodwill to draw upon in future crises



Familiarity

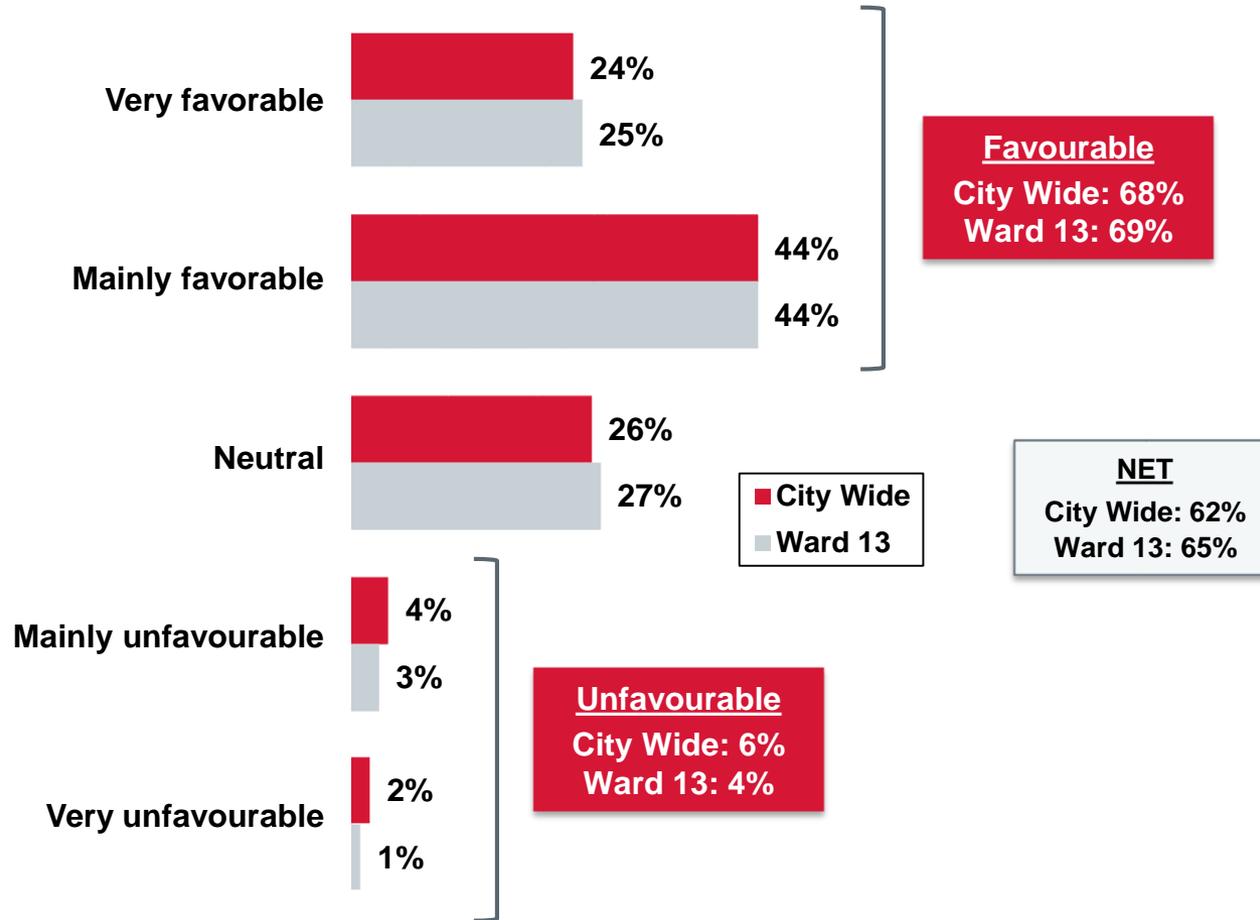


Taking into account all the ways you have learned about or had contact with The City of Calgary, how well do you feel you know The City?

Base: Valid respondents (City Wide: n=2,496 / Ward 13: n=175)



Favourability

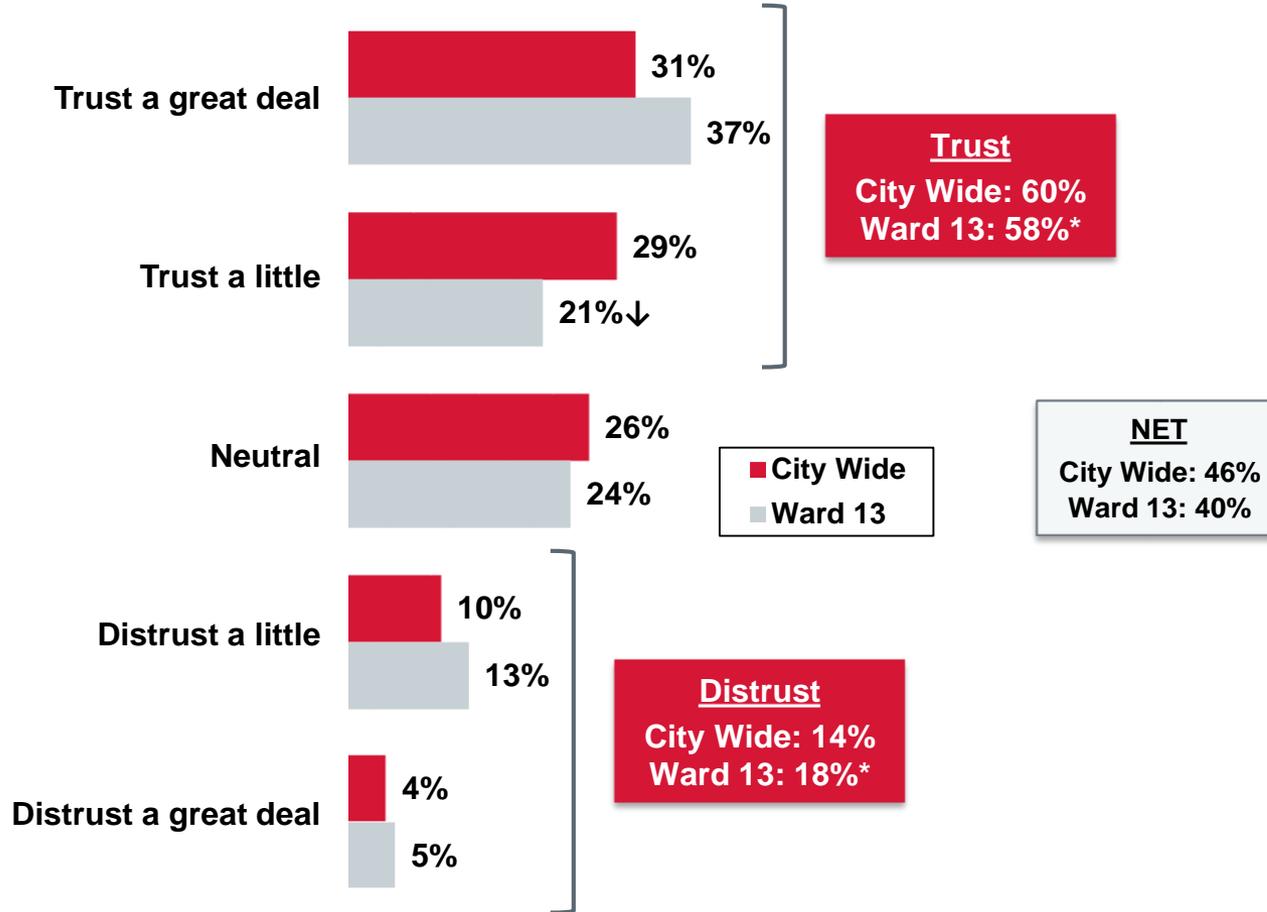


Taking into account all of the things which you think are important, how favourable or unfavourable is your overall opinion or impression of The City of Calgary?

Base: Valid respondents (City Wide: n=2,496 / Ward 13: n=175)



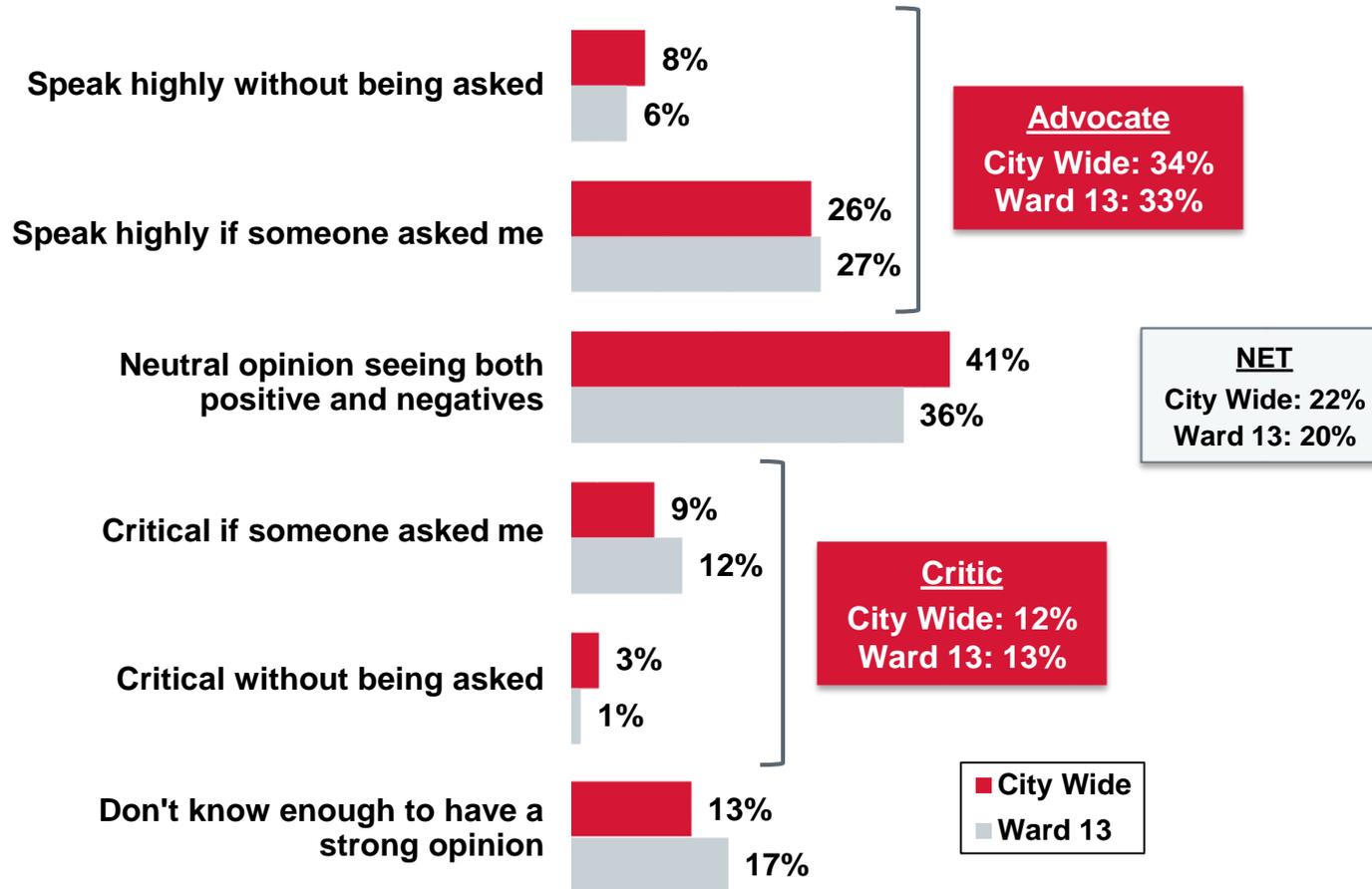
Trust



*Rounding

Again, 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=2,495 / Ward 13: n=175)



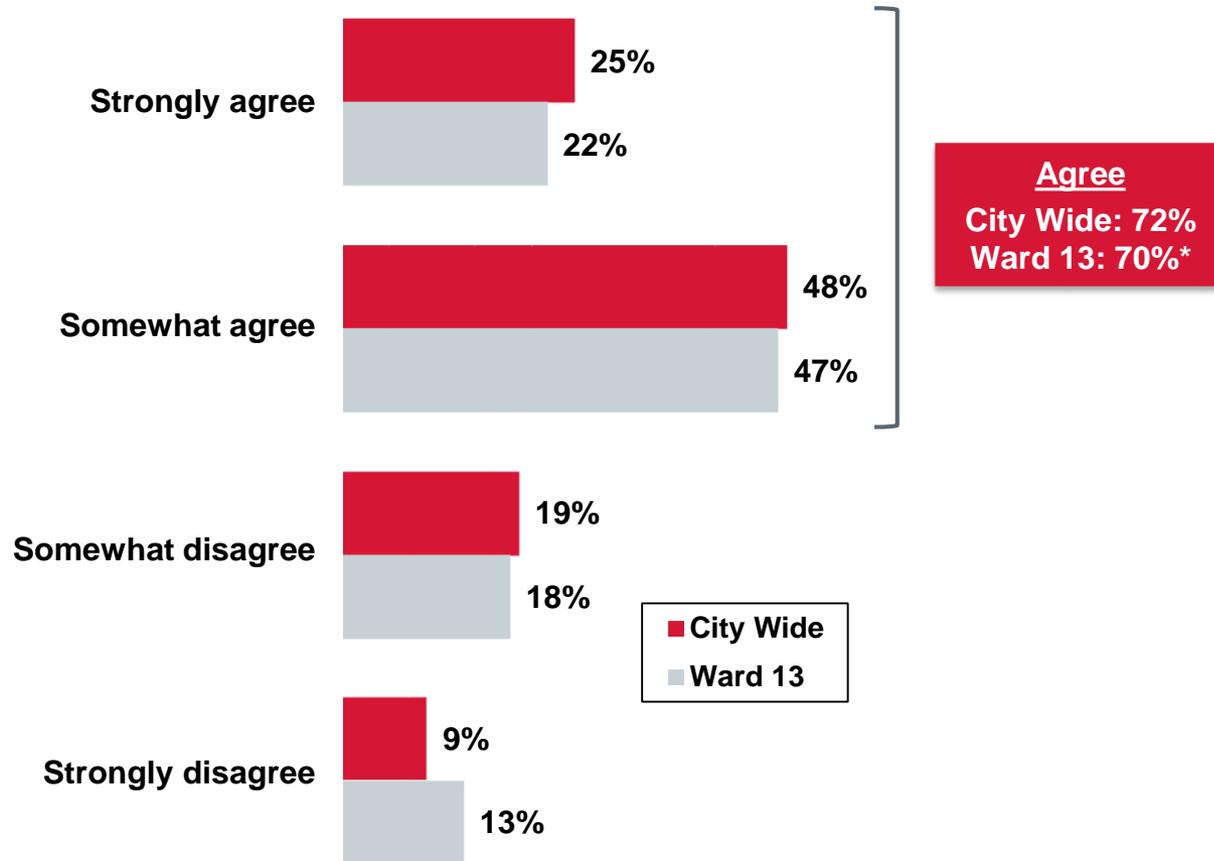
Which one of the following statements best reflects your overall opinion and perceptions of The City of Calgary?

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



Understanding of the Roles of City Council versus City Administration

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



*Rounding

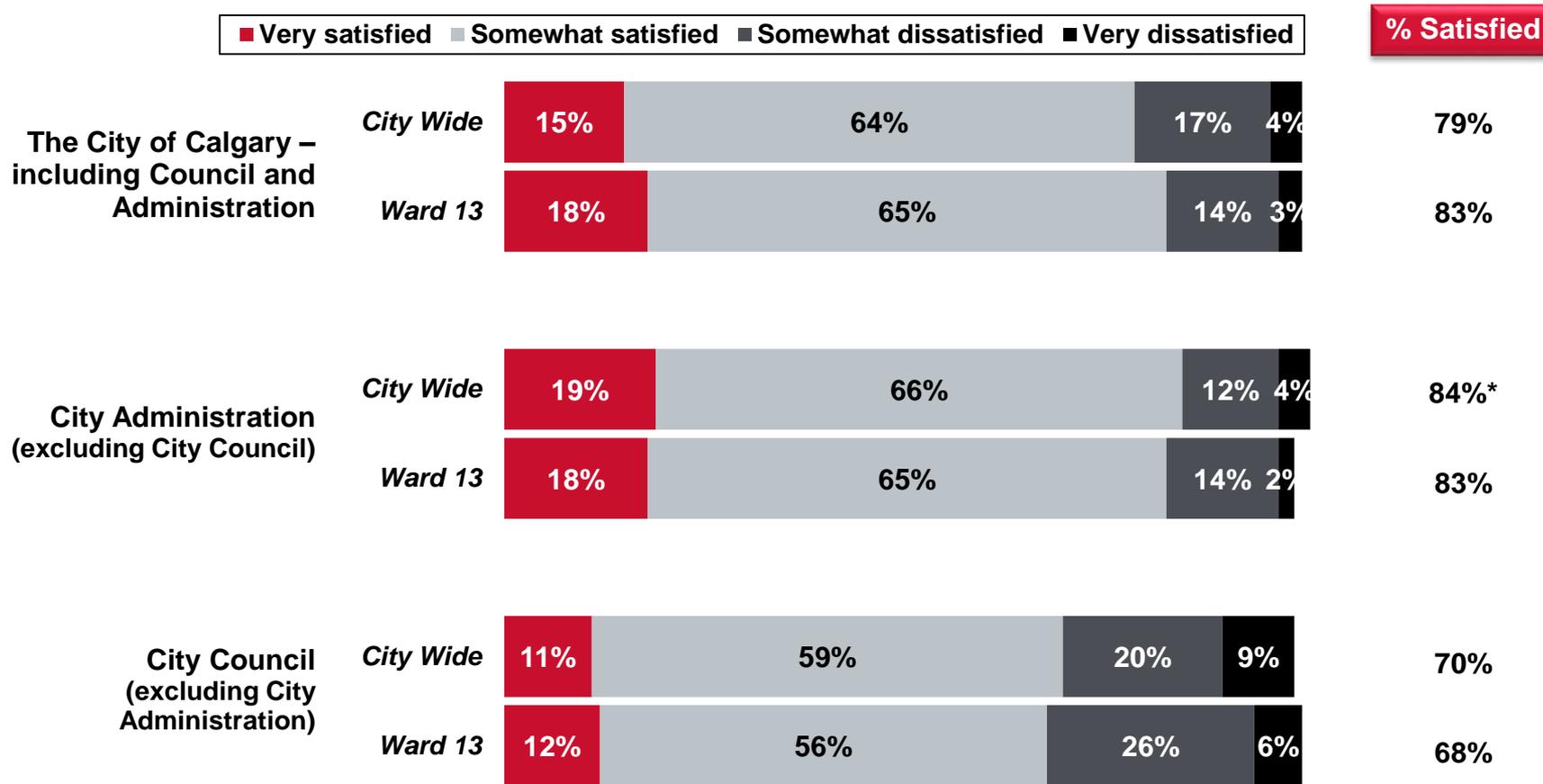
*Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement:
I understand the roles and responsibilities of City Council compared to those of City Administration.*

Base: Valid respondents (City Wide: n=2,480 / Ward 13: n=174)



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)



Attitudes Regarding Collaboration

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

% Agree

I believe that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary



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

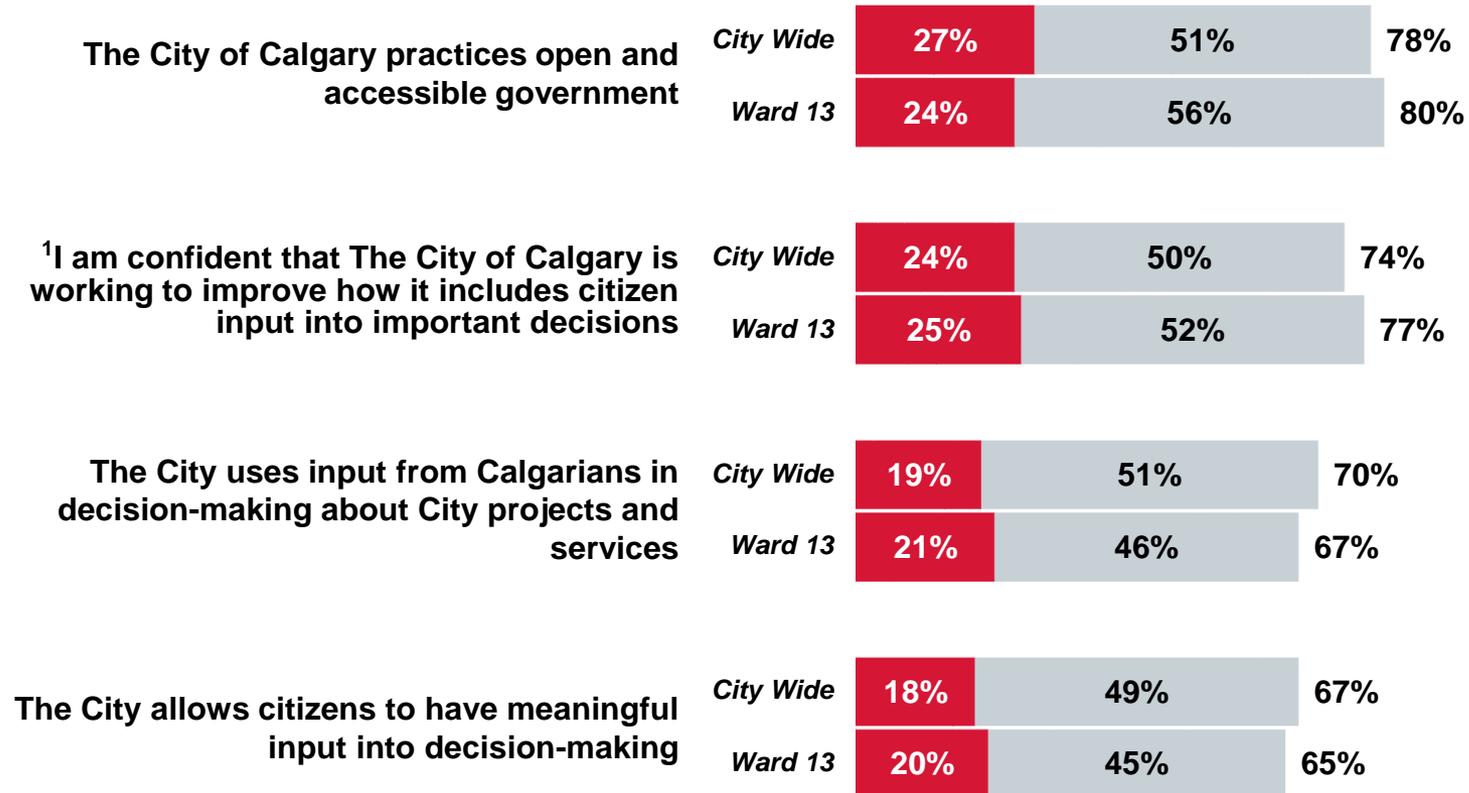
Base: Valid respondents (City Wide: n=2,479 / Ward 13: n=175)



Perceptions of Transparency and Citizen Input

% 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?

¹Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (Bases vary)



Respondent Profile





Demographics

Age

	City Wide	Ward 13
18 to 24	12%	22%
25 to 34	21%	15%
35 to 44	17%	15%
45 to 54	19%	18%
55 to 64	13%	15%
65 or older	17%	15%
<i>Mean</i>	45	44

Income

	City Wide	Ward 13
Less than \$30,000	7%	7%
\$30,000 to <\$45,000	8%	5%
\$45,000 to <\$60,000	12%	8%
\$60,000 to <\$75,000	9%	8%
\$75,000 to <\$90,000	8%	10%
\$90,000 to <\$105,000	11%	14%
\$105,000 to <\$120,000	11%	16%
\$120,000 to <\$150,000	12%	13%
\$150,000 or more	23%	19%

Education

	City Wide	Ward 13
Completed high school or less	16%	18%
Some post secondary or completed a college diploma	38%	37%
Completed university degree or post-grad degree	46%	46%

Base: Valid respondents (Bases vary)



Household Characteristics

Type of Home

	City Wide	Ward 13
Single-detached house	69%	76%
Apartment or apartment-style condominium	13%	7%
Duplex, triplex or fourplex	9%	4%
Townhouse or rowhouse	8%	11%
Another type of multi-dwelling unit	1%	2%

Children and Seniors in Household

	City Wide	Ward 13
Yes - Children	35%	37%
Yes - Seniors	17%	19%

Household Size

	City Wide	Ward 13
1	14%	9%
2	32%	30%
3	18%	21%
4	22%	22%
5 or more	15%	19%
<i>Mean</i>	3.0	3.2

Responsible for Property Taxes

	City Wide	Ward 13
Yes	84%	76%
No	16%	24%

Own or Rent

	City Wide	Ward 13
Own	75%	81%
Rent	20%	12%
Other	1%	2%
Neither	4%	5%

Tenure in Calgary

	City Wide	Ward 13
Less than 5 years	7%	5%
5 to less than 10 years	10%	7%
10 to less than 15 years	10%	18%
15 to less than 20 years	11%	17%
20 to less than 30 years	24%	24%
30 to less than 40 years	15%	10%
40 or more	24%	17%
<i>Mean</i>	26	24

Base: Valid respondents (Bases vary)



Respondent Characteristics

Born in Canada

	City Wide	Ward 13
Yes	73%	66%
No	27%	34%

Age Left Country of Birth

Base: Not born in Canada	City Wide (n=656)	Ward 13 (n=54)
Less than 12	28%	27%
12 to 17	12%	22%
18 or older	60%	50%
No response	-	-

Ethnic Background

	City Wide	Ward 13
Caucasian/ White	23%	26%
British	20%	20%
Canadian/ French Canadian	16%	18%
Northern or Western European	12%	14%
Southern or Eastern European	11%	9%
East or Southeast Asian	11%	12%
South Asian	7%	2%
Central/ South American or Caribbean	3%	5%
West Asian or Middle Eastern	2%	3%
African	2%	5%
Aboriginal/ First Nations/ Metis	2%	1%

Disability

	City Wide	Ward 13
Yes	16%	11%
No	84%	89%

Visible Minority

	City Wide	Ward 13
Yes	25%	23%
No	75%	77%

Base: Valid respondents (Bases vary)



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