

Calgary



2015 Citizen Satisfaction Survey

Ward 5 Report



Ipsos Public Affairs

Prepared for The City of Calgary by:

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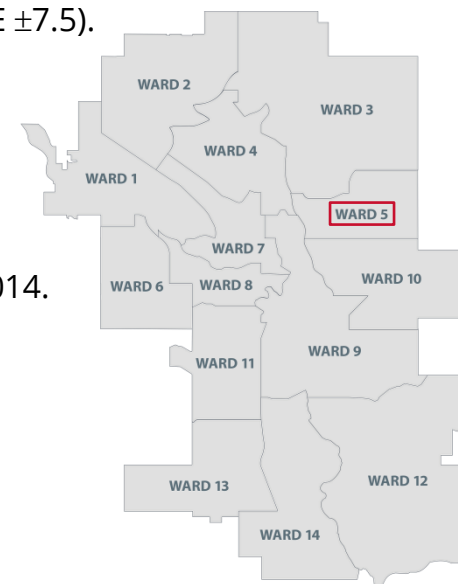
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- ◆ Telephone survey conducted with a randomly selected sample of 2,452 Calgarians aged 18 years and older between August 20th and September 10th, 2015.
 - ❖ Both landline (70%) and cell phone (30%) sample were used.
 - ❖ The average interview length was 30 minutes.
- ◆ Final data were weighted to ensure the overall sample's quadrant, ward and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2011 Federal Census data.
- ◆ The margin of error (MOE) for the total sample of 2,452 is ± 2.0 percentage points, 19 times out of 20.
 - ❖ A total of 174 interviews were conducted with residents of Ward 5 (MOE ± 7.5).
- ◆ Research note on significant differences.
 - ❖ Throughout, City Wide results are compared to results from Ward 5.
 - ↑ indicates number is significantly higher than City Wide.
 - ↓ indicates number is significantly lower than City Wide.
 - ❖ Where possible, 2015 results for Ward 5 are compared to those from 2014.
 - Only significant differences are shown.





Summary of Key Findings



Summary of Key Findings

For Ward 5 residents, perceptions about the quality of life in Calgary are good. While some metrics are lower than City Wide, Ward 5 residents are more optimistic about the future.

- ◆ Eight-in-ten (79%) Ward 5 residents say the quality of life is good – though still strong, significantly lower than City Wide findings (86% good).
- ◆ Additionally, significantly fewer Ward 5 residents agree with the statement ‘I am proud to live in my neighborhood’ (73% vs. 86% City Wide).
- ◆ Perceived safety in one’s neighborhood after dark is markedly lower than City Wide.
 - ❖ Overall, 64% of Ward 5 residents say they feel safe (vs. 83% City Wide), while only 13% feel *very* safe (vs. 42% City Wide).
- ◆ That being said, 35% of Ward 5 residents say the quality of life in Calgary has improved in the past three years, significantly higher than 26% City Wide.
- ◆ Further, just under half (47%) *strongly* agree with the statement ‘Calgary is on the right track to being a better city ten years from now’, significantly higher than 33% City Wide.
- ◆ Finally, looking at sustainability metrics, *completely* agree ratings (10 on a 10-point scale) are significantly higher than City Wide for:
 - ❖ ‘I am proud to be a Calgarian’ (51% vs. 43%);
 - ❖ ‘Calgary is a great place to make a life’ (29% vs. 22%); and,
 - ❖ ‘Calgary is moving in the right direction to ensure a high quality of life for future generations’ (14% vs. 10%).

Summary of Key Findings

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

- ◆ Though still a solid first, as with City Wide results, mentions of “*infrastructure, traffic and roads*” as an important issue are down significantly; from 53% in 2014 to 37% in 2015 among Ward 5 residents.
 - ❖ Further, within this area, mentions of “*road conditions/roads*” is down from 28% in 2014 to 15% in 2015.
- ◆ Nevertheless, issues related to road conditions continue to be more important to Ward 5 residents than the broader Calgary public.
 - ❖ Very important ratings are significantly higher than City Wide for: snow removal (86% vs. 77%), road maintenance including pothole repairs (82% vs. 74%) and spring road cleaning (61% vs. 53%).
 - ❖ Invest *more* ratings are also significantly higher for these three services.

“*Crime, safety and policing*” is in second place on the Ward 5 issue agenda and stands out on several other measures.

- ◆ Three-in-ten (29%) Ward 5 residents cite “*crime, safety and policing*” as an important issue facing their community, significantly higher than 12% City Wide.
 - ❖ Also significantly higher are specific mentions of “*crime*” (18% vs. 6%) and “*public safety*” (12% vs. 5%).
 - ❖ Further, invest *more* ratings are significantly higher for the Calgary Police Service (66% vs. 50%) and 911 (54% vs. 35%).
 - Within Ward 5, invest *more* ratings for the Calgary Police Service are up significantly from 2014 (53%).
 - ❖ As previously mentioned, perceived safety in one’s neighborhood is significantly lower than City Wide.

Summary of Key Findings

***"Transit"* – which is in second place City Wide – emerges as a distant third on the Ward 5 issue agenda.**

- ◆ Just 13% of Ward 5 residents cite *"transit"* as an important issue, significantly lower than 21% City Wide.

***"Homelessness, poverty and affordable housing"* also stands out as a prominent topic for Ward 5 residents.**

- ◆ While not high on the issue agenda, the most frequently cited action for The City to take that would improve the quality of life is to focus on *"homelessness, poverty and affordable housing"* (30%).
 - ❖ This is up 12 percentage points from 2014 (18%) and significantly higher than City Wide (16%).
- ◆ Additionally, very important ratings are significantly higher than City Wide for: affordable housing for low-income families (81% vs. 69%) and social services for individuals such as seniors or youth (81% vs. 75%).
 - ❖ And, both emerge as 'primary weaknesses' in the Ward 5 importance versus satisfaction analysis.
- ◆ Further, invest *more* ratings are significantly higher for affordable housing (72% vs. 64%).

Summary of Key Findings

Incidence of contacting The City is lower for Ward 5 residents while attitudes regarding the opportunity for citizen input are more positive.

- ◆ Six-in-ten (58%) Ward 5 residents say they have contacted or dealt with The City in the past 12 months, significantly lower than City Wide (65%).
- ◆ Among those who had contact in the past 12 months, incidence of contacting The City by calling 311 sees a considerable 27 percentage point drop (from 72% in 2014 to 45% in 2015).
 - ❖ While contact via 311 is also down significantly City Wide, the decrease is smaller at 9 percentage points (from 55% to 46%).
- ◆ Agreement is significantly higher among Ward 5 residents with the statement 'The City allows citizens to have meaningful input into decision-making' (82% vs. 72% agree, 28% vs. 19% *strongly* agree).

There are no noteworthy differences between Ward 5 residents and the broader Calgary public with regard to Environmental Performance, Taxation or City Communications.



DETAILED FINDINGS





Issue Agenda





Issue Agenda

Multiple Responses

City Wide

Ward 5

■ First Mention ■ Other Mentions

	First Mention	Other Mentions	City Wide	Ward 5
INFRASTRUCTURE, TRAFFIC & ROADS (NET)	26%	10%	36%	37%
Traffic congestion	8%	3%	11%	8%
Road conditions/ roads	7%	4%	11%	15%
Infrastructure maintenance/ improvement/ development	6%	3%	9%	7%
(Lack of) snow removal	3%	4%		4%
TRANSIT (NET)	16%	5%	21%	13%↓
Public Transportation [incl. buses/ C-train/ poor service]	9%	3%	12%	8%
Transportation (unspecified)	6%	8%		4%
EDUCATION [incl. lack of teachers/ funding/ schools/local schools]	8%	4%	12%	8%
CRIME, SAFETY & POLICING (NET)	8%	4%	12%	29%↑
Crime [incl. breaking & entering/ gangs/ safety/ public safety, etc.]	4%	6%		18%↑
Public safety	4%	5%		12%↑
RECREATION (NET)	3%	5%	8%	11%
TAXES (NET)	4%	6%		3%
ENVIRONMENT & WASTE MANAGEMENT (NET)	3%	5%		7%
HOMELESSNESS, POVERTY & AFFORDABLE HOUSING (NET)	3%	4%		2%
GROWTH AND PLANNING (NET)	3%	4%		1%
BUDGET AND SPENDING (NET)	2%	4%		0%↓
HEALTHCARE	2%	3%		3%
Other			21%	13%
None			14%	15%

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 5: n=167)

Ward 5 2014

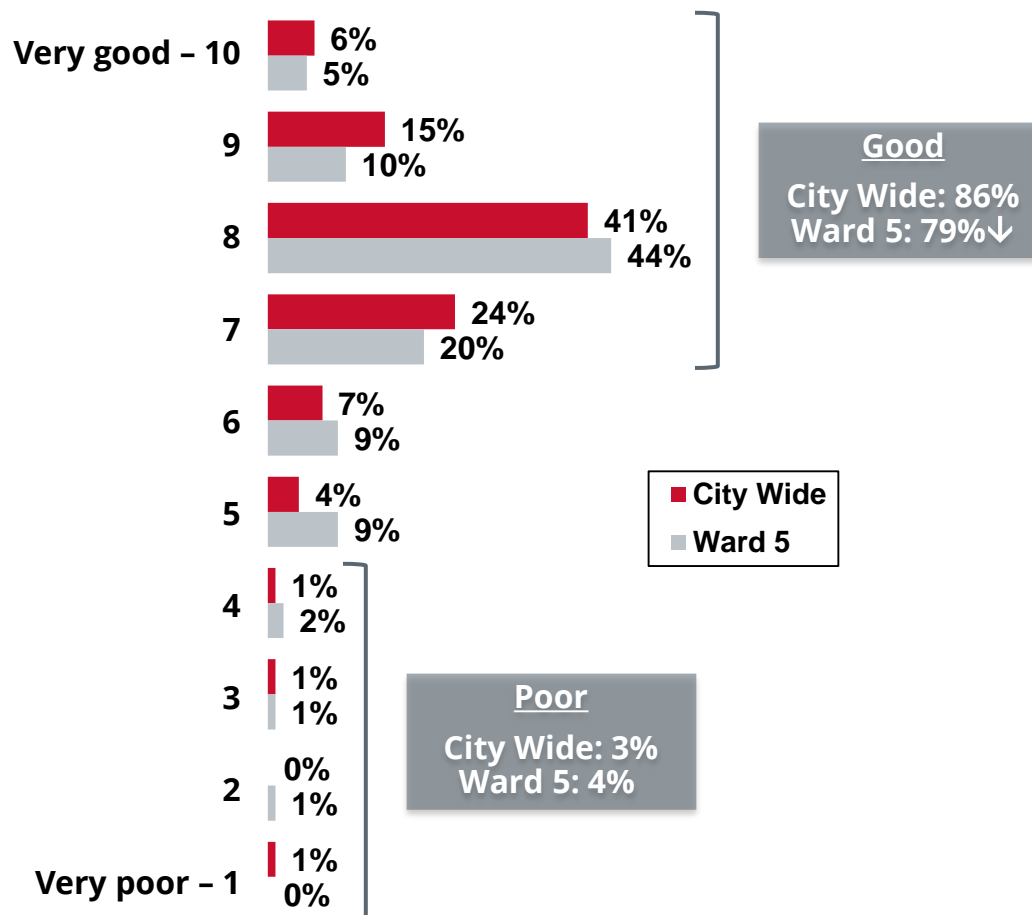


Quality of Life





Overall Quality of Life in Calgary

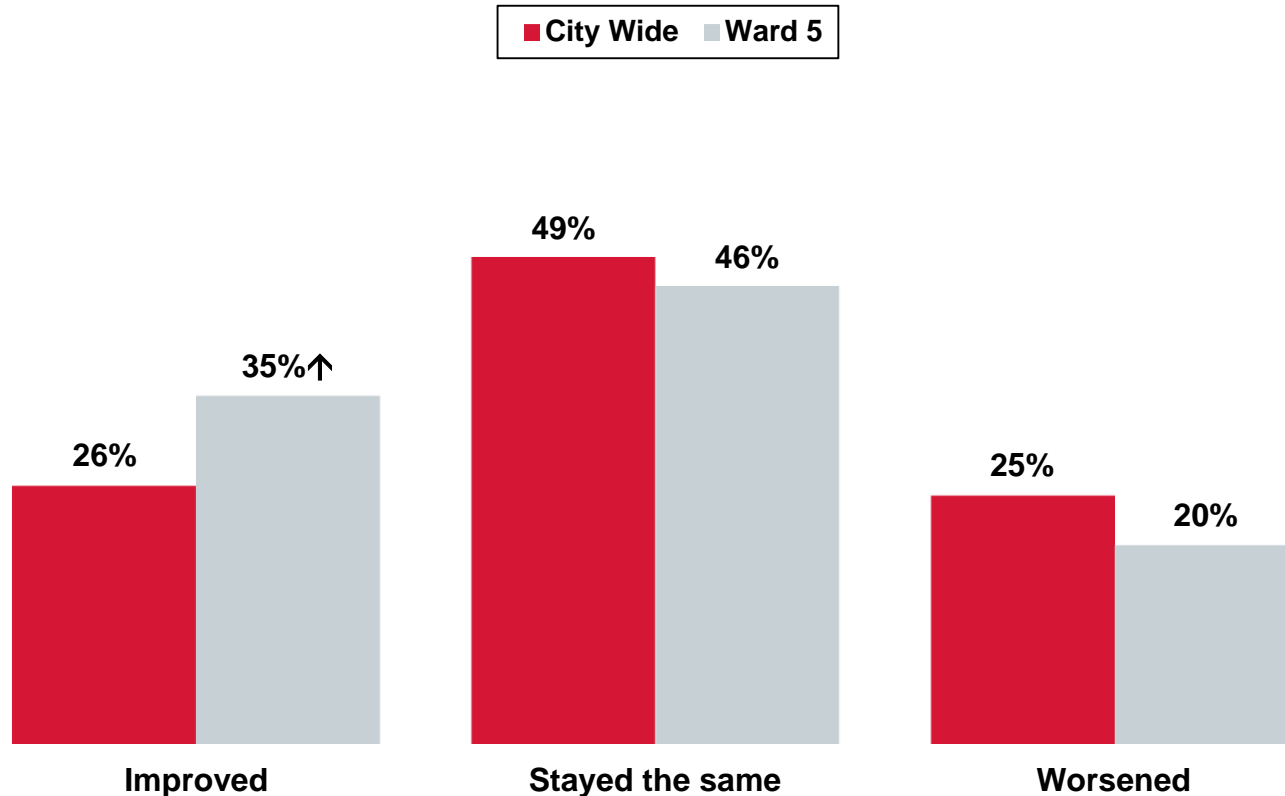


On a scale of "1" to "10" where "1" represents "very poor" and "10" represents "very good" how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,450 / Ward 5: n=174)



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 5: n=168)



Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 5

Transportation (NET)	30%	16%↓	
Improvement/ maintenance of existing roads	11%	9%	
Better traffic management	10%	6%	
Infrastructure	4%	2%	
Transit (NET)	22%	11%↓	
Improve public transportation	16%	8%↓	
Recreation & Community Services (NET)	17%	11%↓	
Building of community centres/ recreation facilities	6%	4%	
Parks/ green-space improvement	5%	2%	
Homelessness, Poverty & Affordable Housing (NET)	16%	30%↑	18%
Expand affordable housing/ rent	5%	6%	
Improve job creation/ employment	4%	14%↑	
Government (NET)	13%	9%	17%
Reduce taxes	5%	3%	
Tax spending/ City budget	4%	1%	
Crime, Safety & Policing (NET)	9%	10%	
Control crime and safety	4%	5%	
Growth & Planning (NET)	5%	3%	
Education (NET)	4%	5%	
Better education/ more schools	4%	4%	
Environment (NET)	4%	5%	
Other	10%	9%	
Nothing	17%	24%	

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?

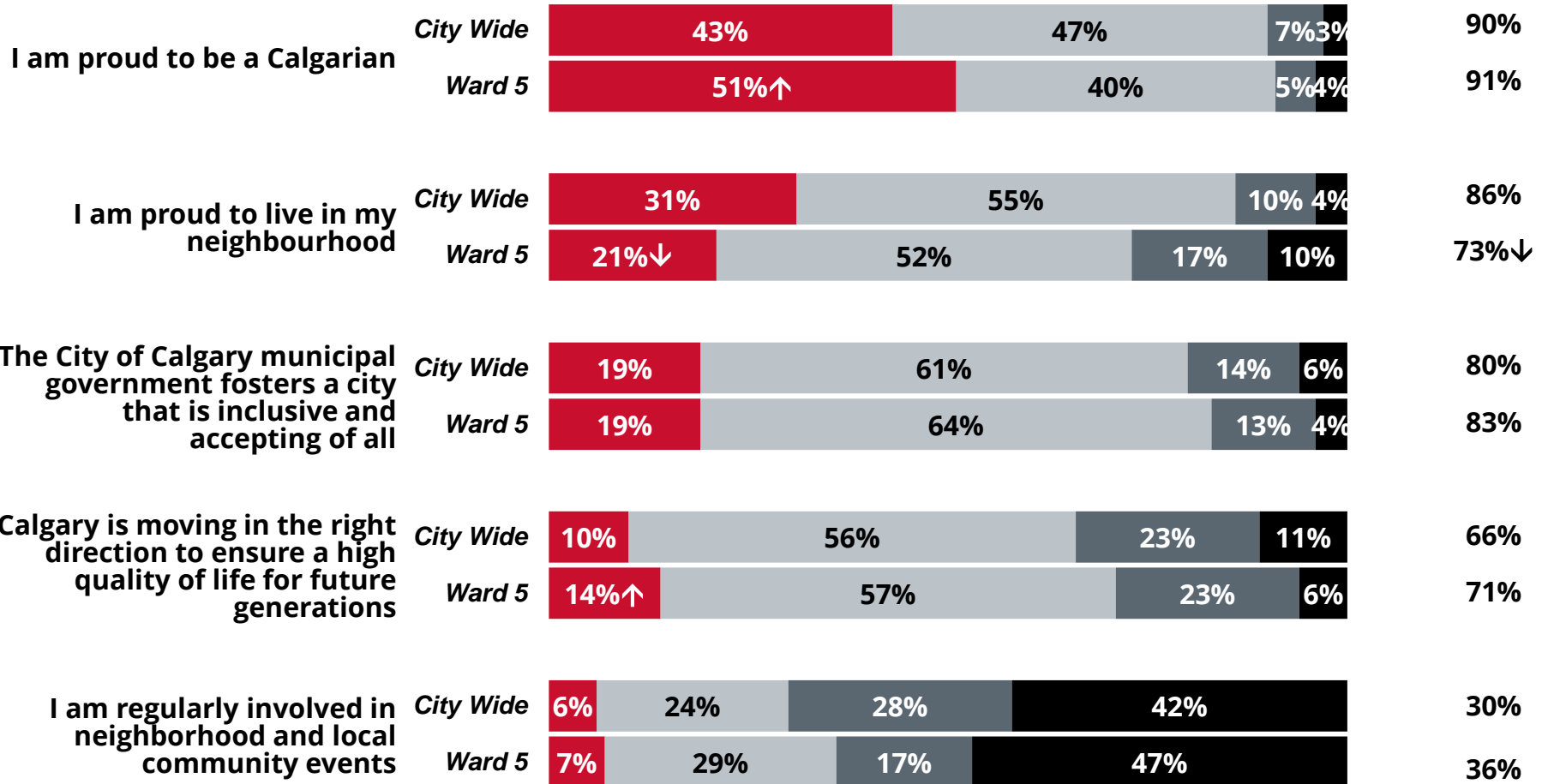
Base: Valid respondents (City Wide: n=2,452 / Ward 5: n=158)

Ward 5 2014



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

% Agree



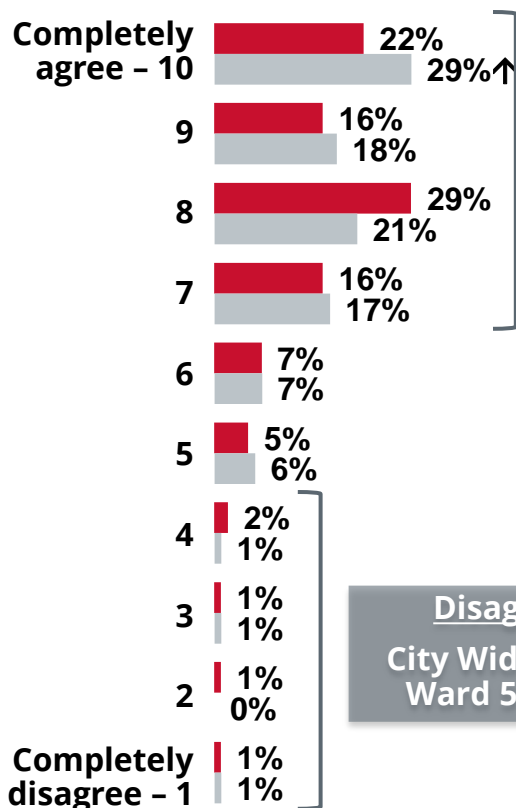
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree".

Base: Valid respondents (Bases vary)



Sustainability: Making a Life and Making a Living

Calgary is a Great Place to Make a Life



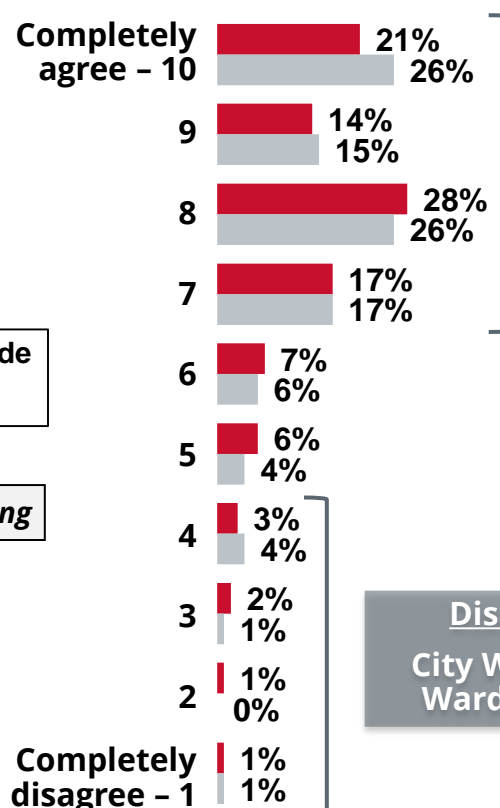
Agree
City Wide: 84%*
Ward 5: 85%

Disagree
City Wide: 4%*
Ward 5: 2%*

■ City Wide
■ Ward 5

**Rounding*

Calgary is a Great Place to Make a Living



Agree
City Wide: 80%
Ward 5: 84%

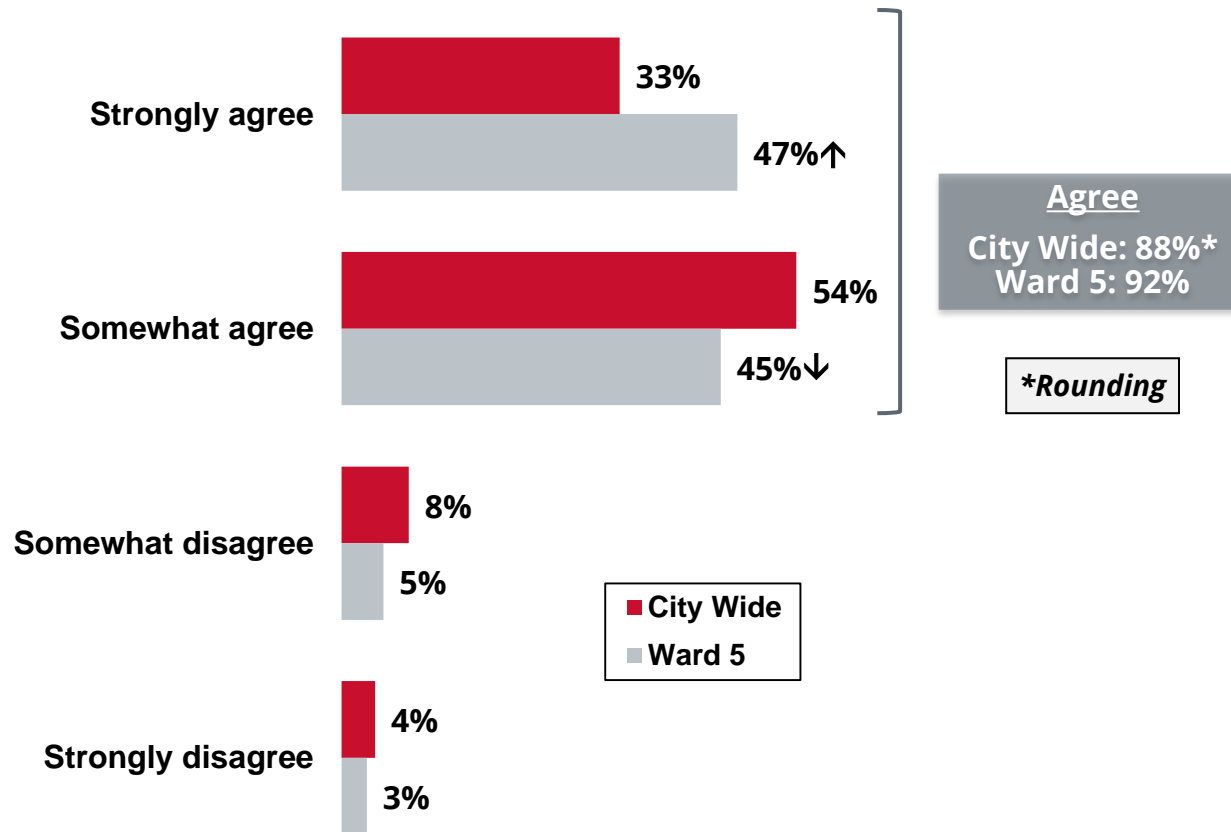
Disagree
City Wide: 7%
Ward 5: 7%*

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?

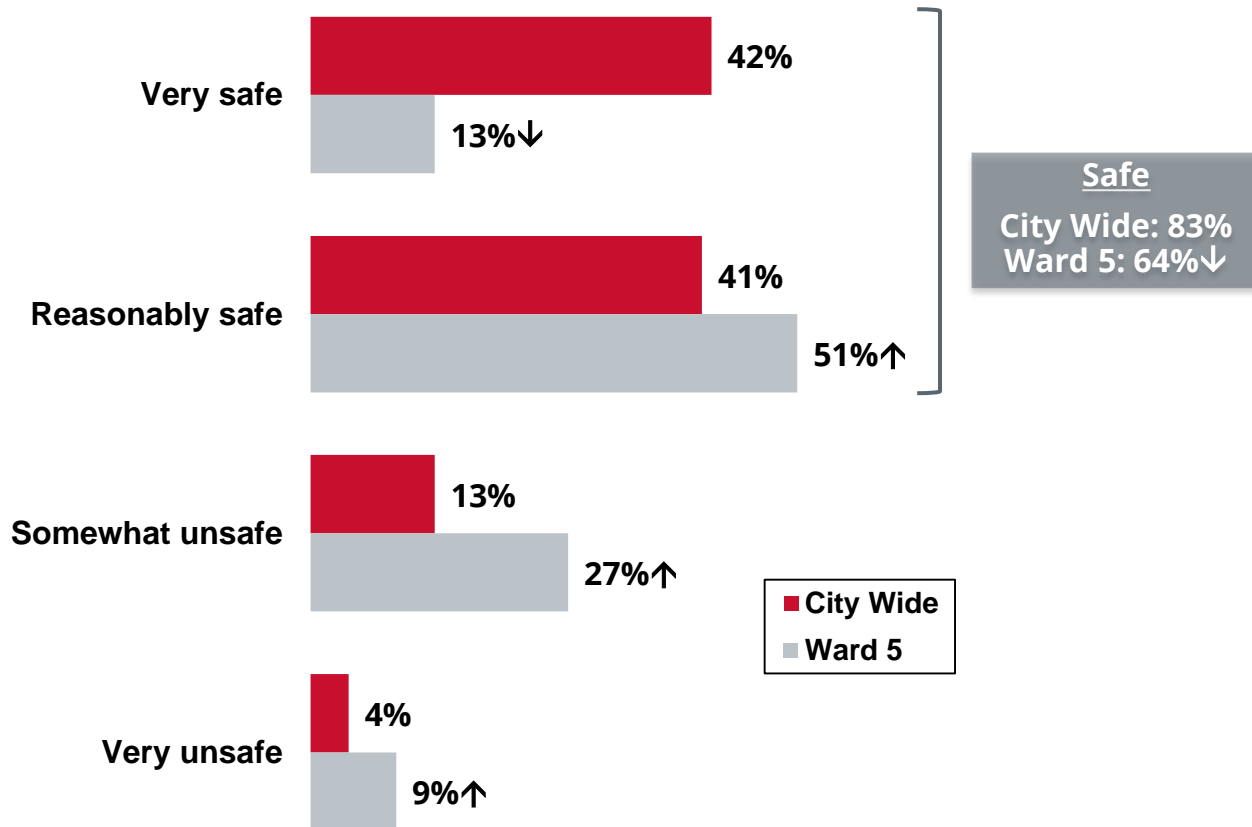


There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.

Base: Valid respondents (City Wide: n=2,442 / Ward 5: n=172)



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 5: n=173)



City Programs and Services





Top-of-Mind Programs and Services

Multiple
Responses

City Wide

Ward 5

Recreation (NET)

40%

32%↓

Recreation/ leisure centres/ programs

18%

13%

Parks and Recreation centres/ programs

11%

10%

Swimming pools/ facilities/ lessons

6%

4%

Cultural/ art events/ festivals/ museums/ theatres

5%

3%

Community centres

4%

4%

Sports facilities or programs/ sports (unspecified)

4%

4%

Transit

34%

38%

22%

Waste & Recycling (NET)

21%

17%

Waste management/ garbage/ dump/ landfills

15%

8%↓

Recycling/ blue box

9%

6%

Sanitation/ cleaning services

5%

7%

Police/ safety/ law enforcement

17%

14%

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

15%

7%↓

Roads

12%

7%

Fire Department

10%

7%

2%

Libraries

11%

10%

Community & Neighbourhood Services (NET)

9%

11%

Youth/ child centres/ programs/ services

3%

4%

Winter maintenance/ snow clearing

7%

5%

Water

7%

4%

Health/ health services/ healthcare

7%

12%↑

4%

Education/ schools

6%

6%

Ambulance/ paramedics/ EMS

4%

3%

311 service

3%

3%

Animal & Bylaw Services

3%

3%

Infrastructure

2%

1%

Emergency services/ emergency lines (911)

2%

3%

Other

20%

15%

None/ Nothing

12%

16%

Total mentions <2%
are not shown

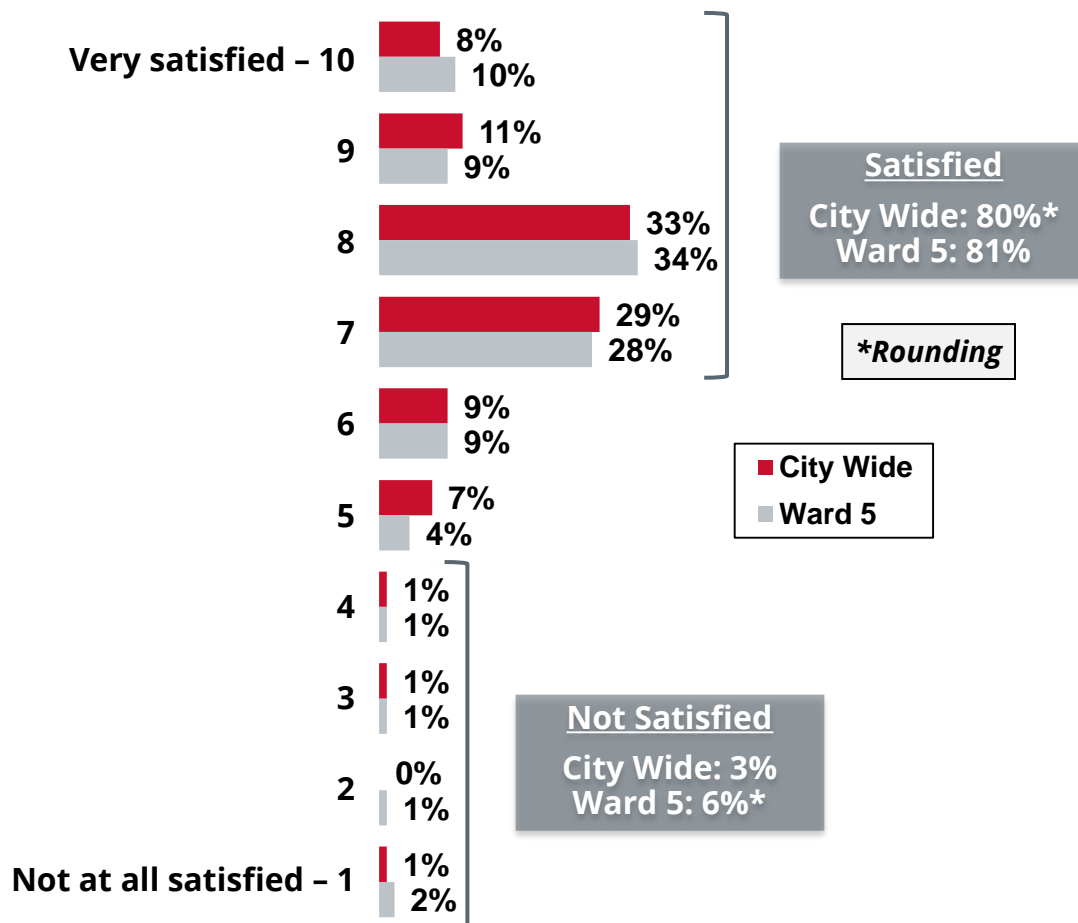
Thinking about all of the services and programs provided by The City of Calgary, what services come to mind?

Base: Valid respondents (City Wide: n=2,381 / Ward 5: n=165)

Ward 5 2014



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

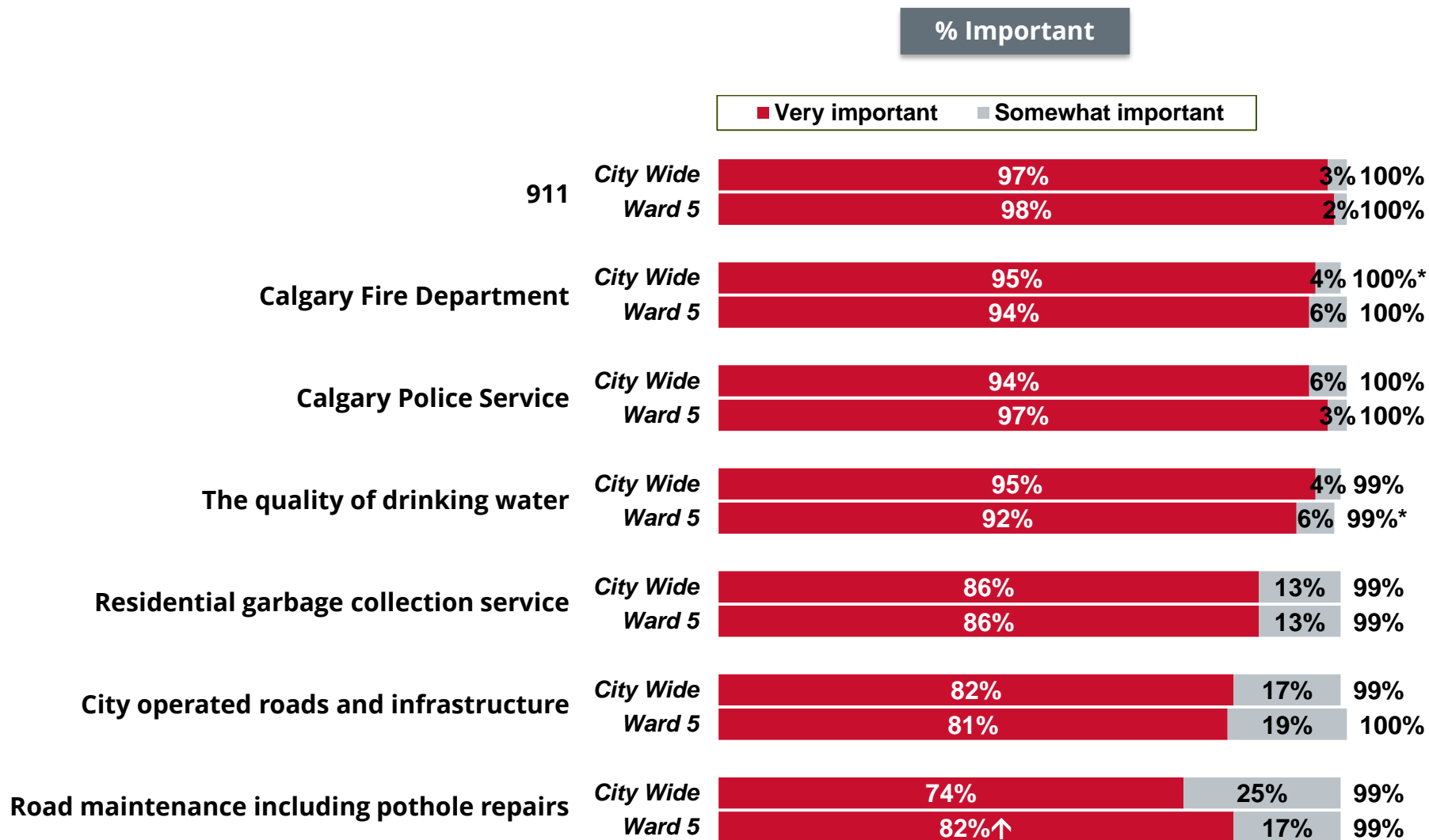


On a scale from "1" to "10" where "1" represents "not at all satisfied" and "10" represents "very satisfied" how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,446 / Ward 5: n=174)



Importance of City Programs and Services



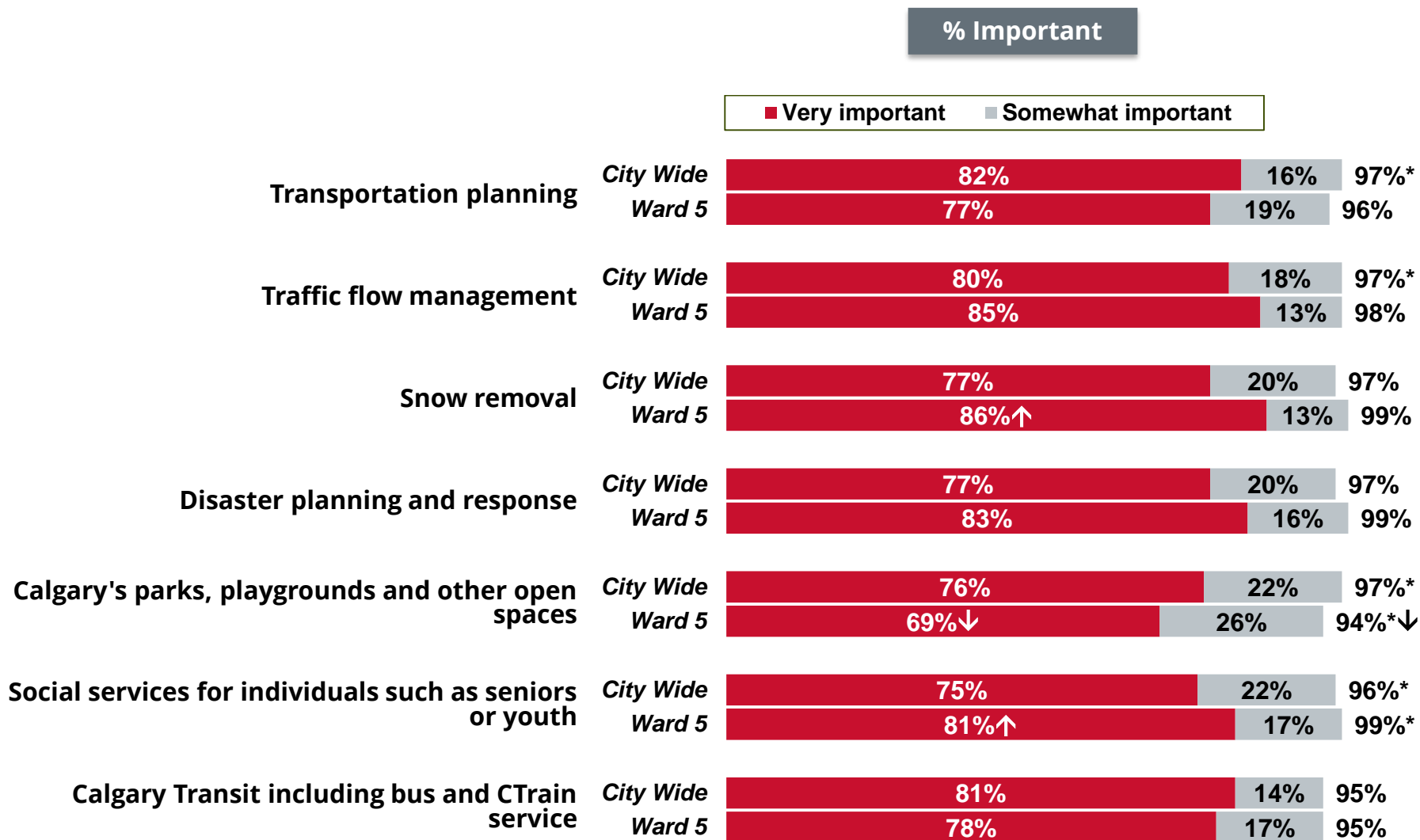
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

***Rounding**



Importance of City Programs and Services (continued)



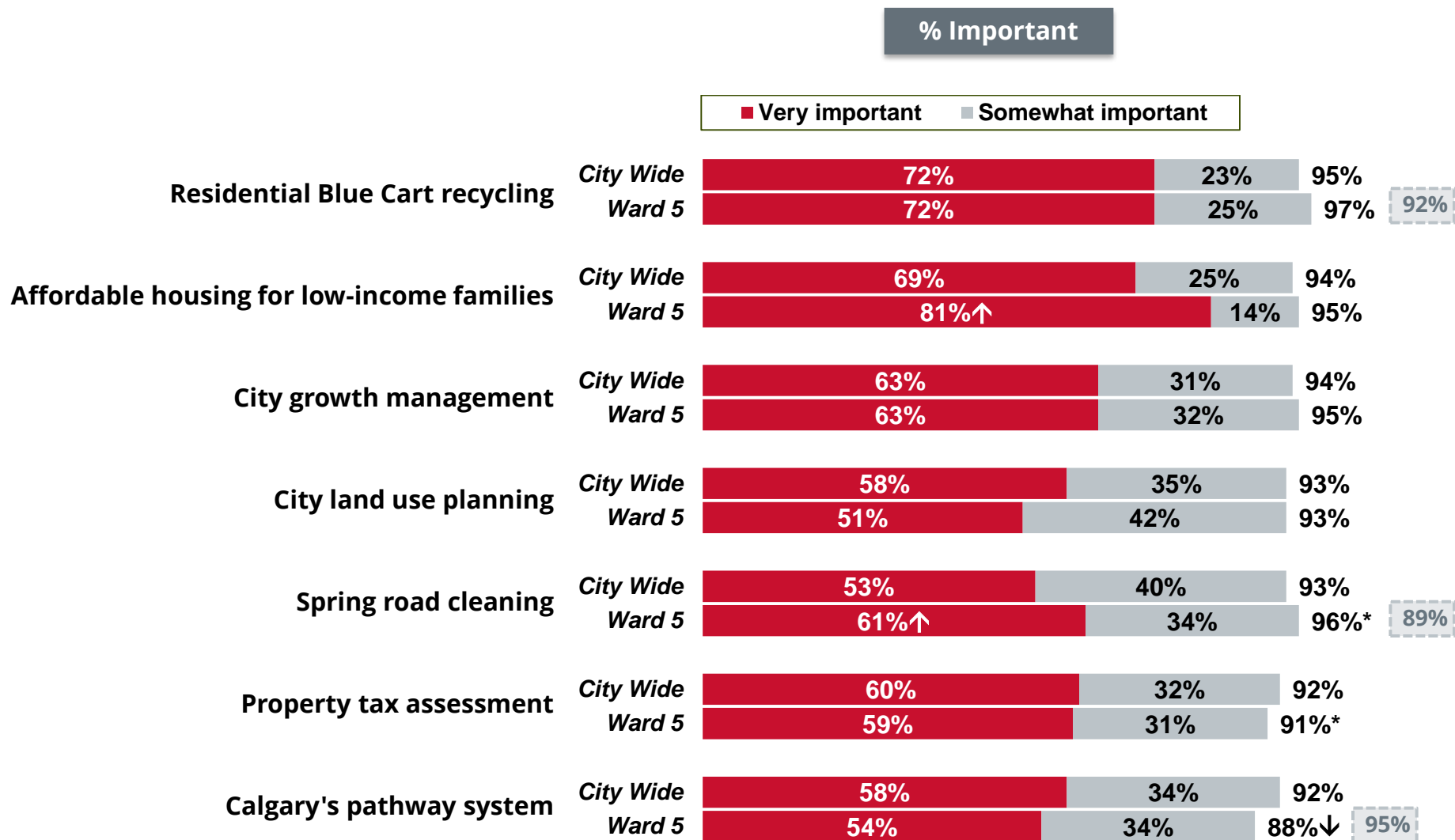
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

***Rounding**



Importance of City Programs and Services (continued)



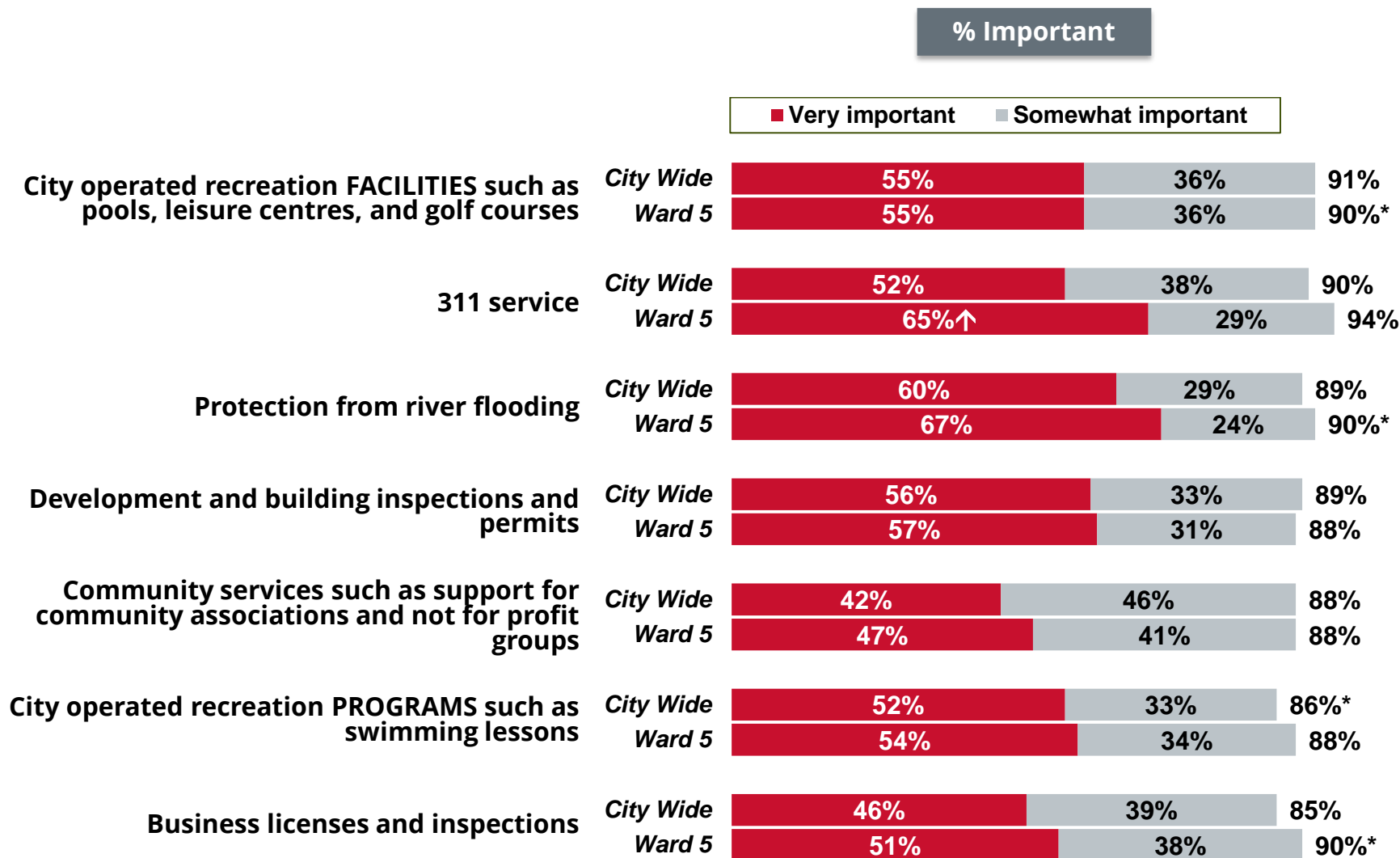
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

Ward 5 2014



Importance of City Programs and Services (continued)



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

Base: Valid respondents (Bases vary)

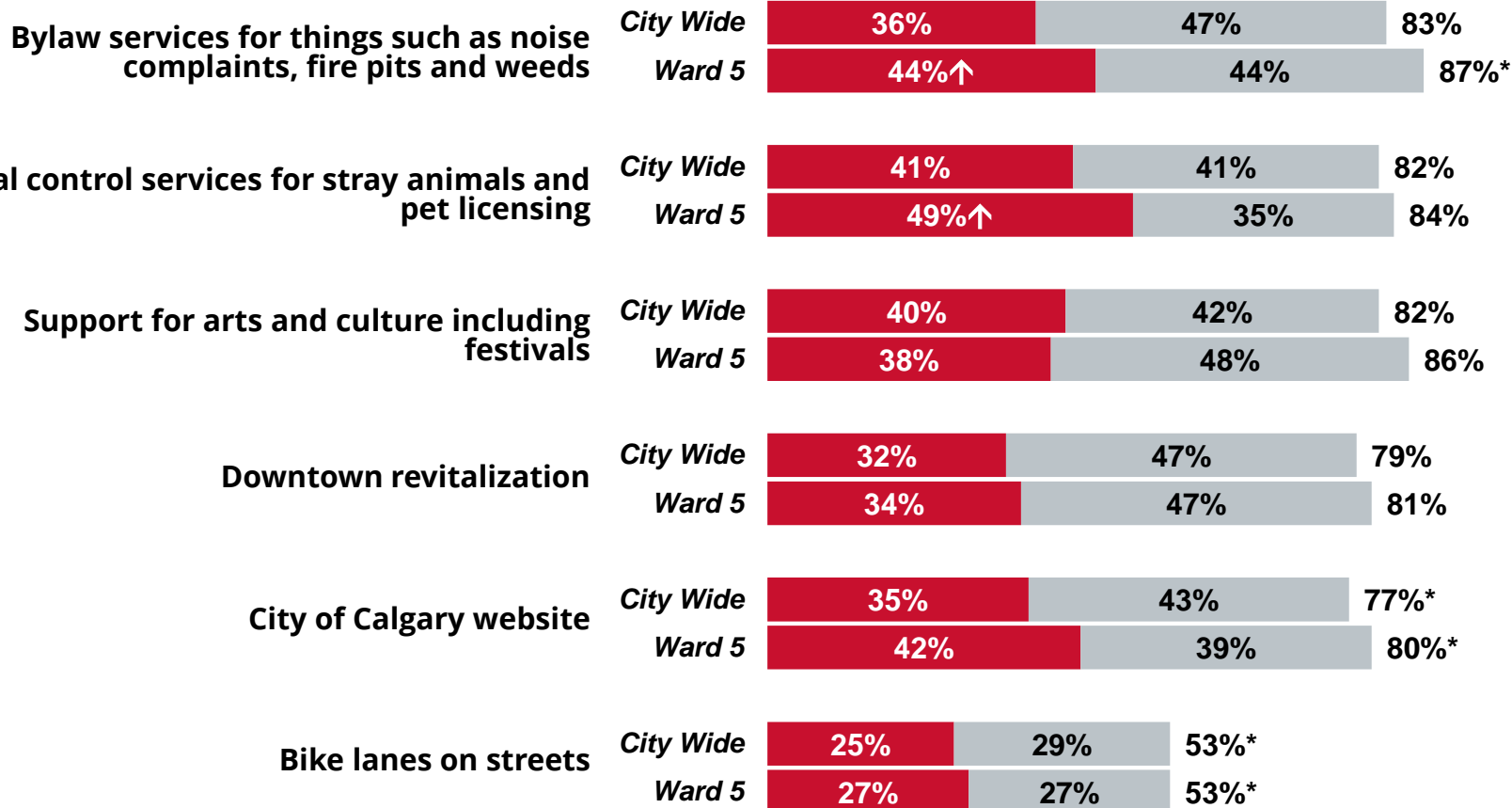
***Rounding**



Importance of City Programs and Services (continued)

% Important

■ Very important ■ Somewhat important



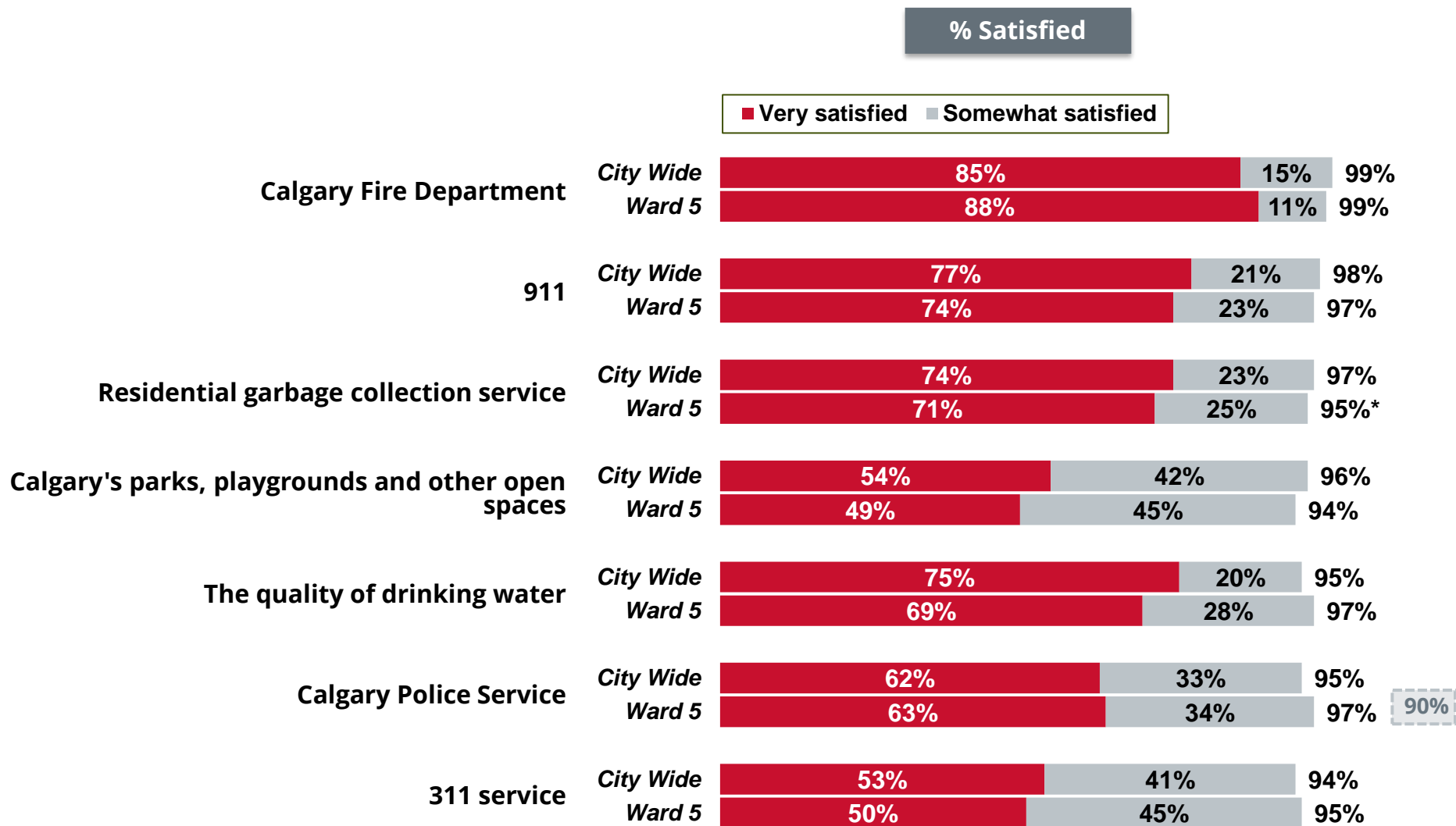
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

***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.*

Base: Valid respondents (Bases vary)

***Rounding**

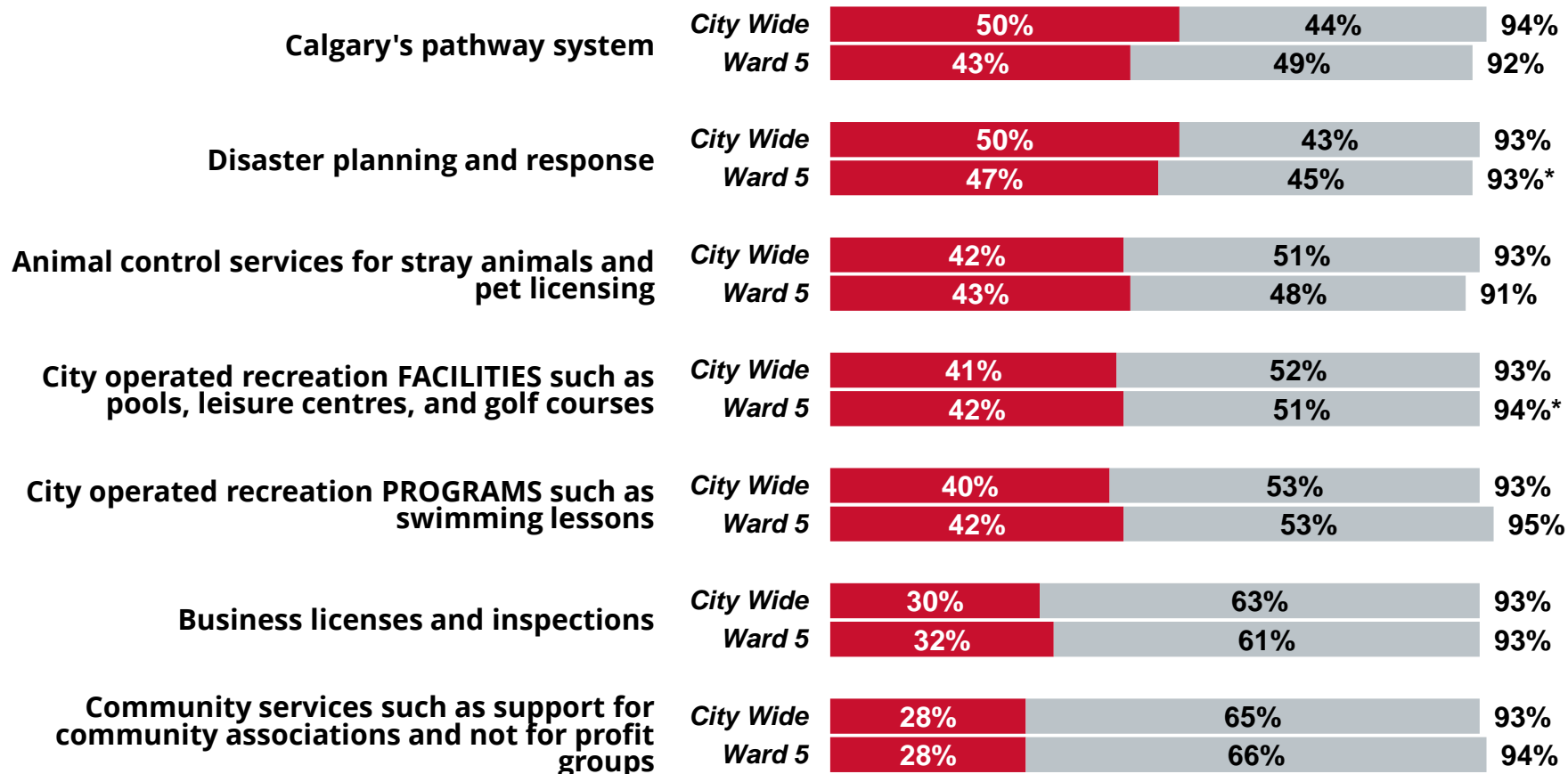
Ward 5 2014



Satisfaction with City Programs and Services (continued)

% Satisfied

■ Very satisfied ■ Somewhat satisfied



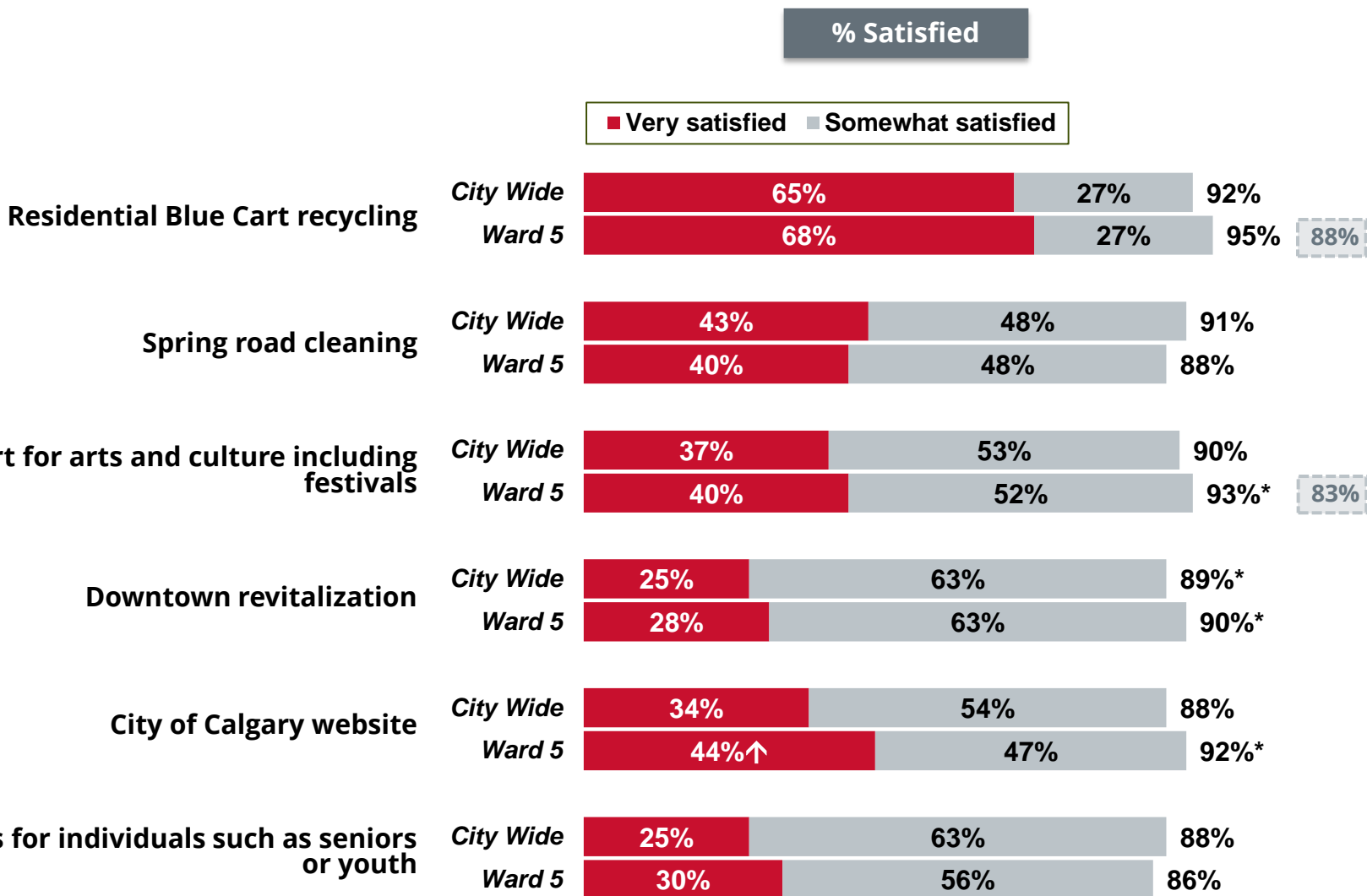
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*

***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.*

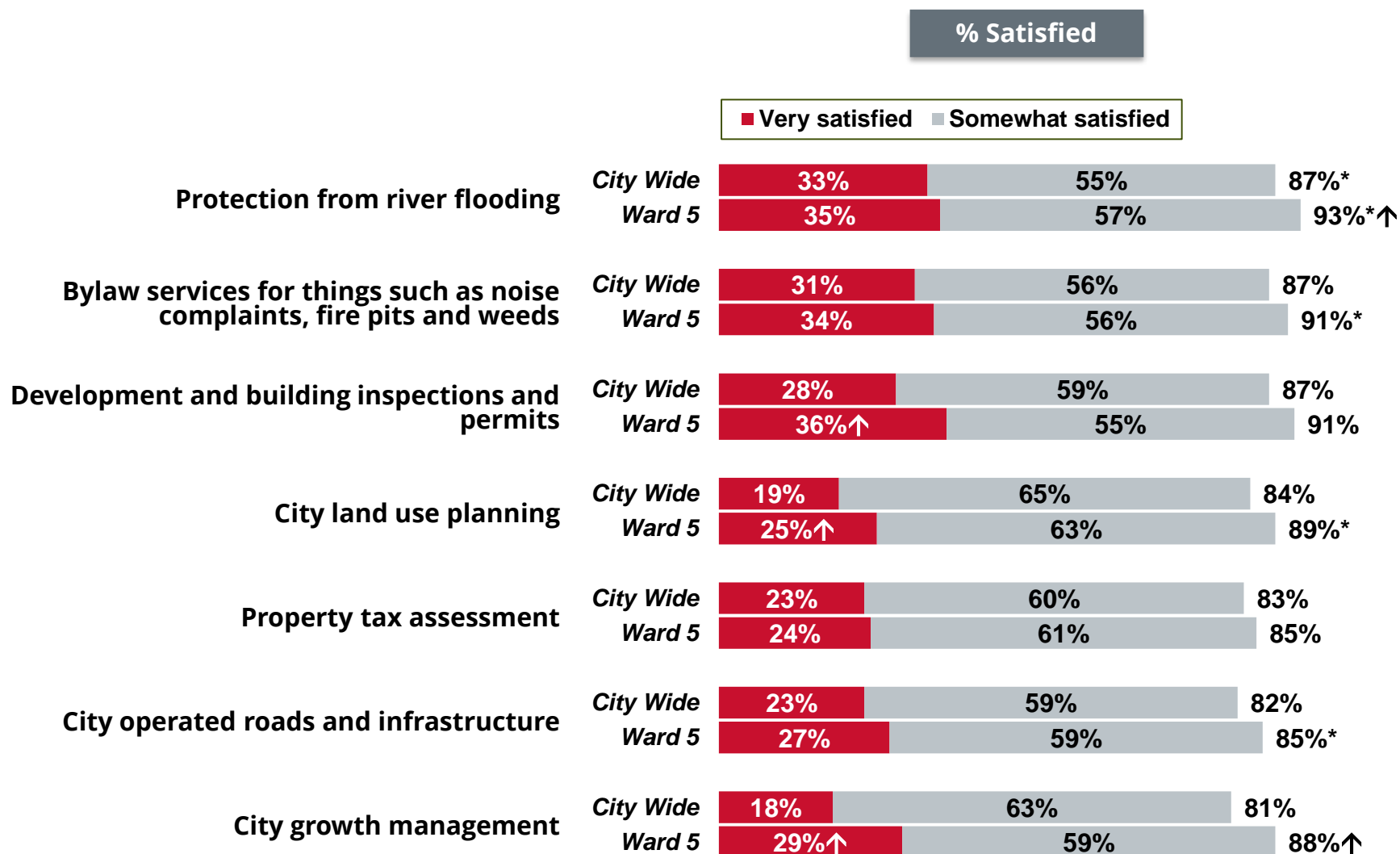
Base: Valid respondents (Bases vary)

***Rounding**

Ward 5 2014



Satisfaction with City Programs and Services (continued)



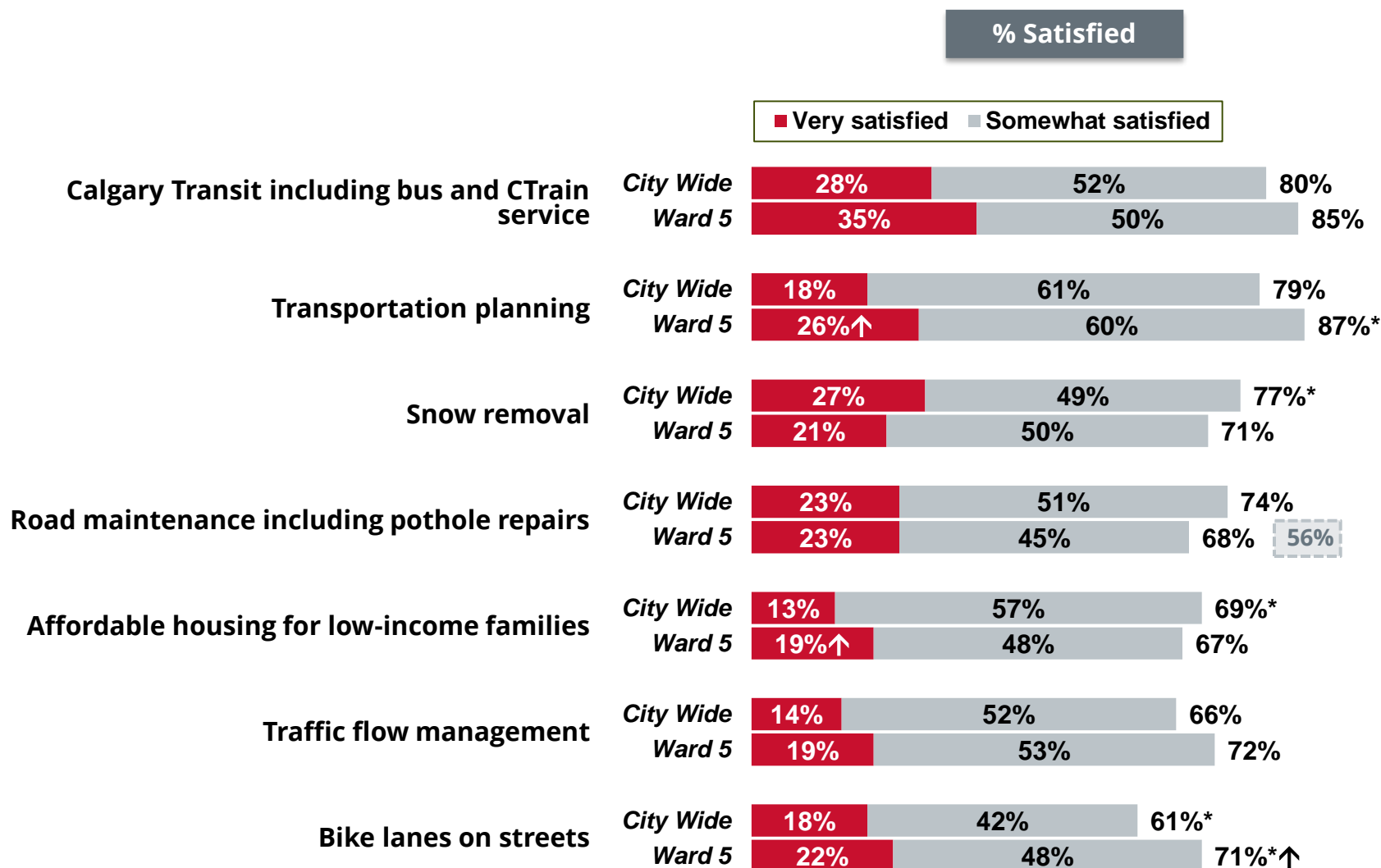
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*

***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.*

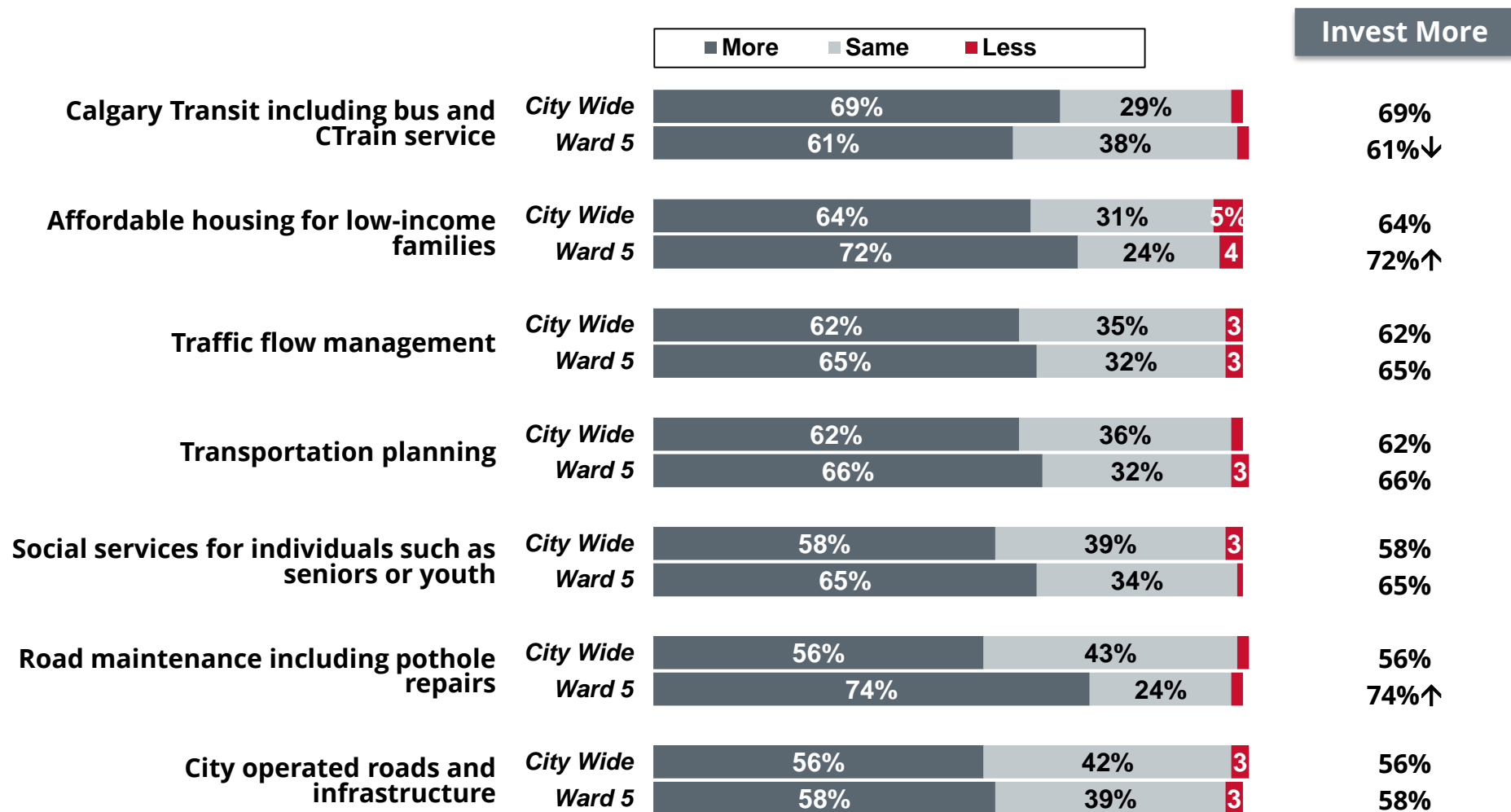
Base: Valid respondents (Bases vary)

***Rounding**

Ward 5 2014



Investment in City Programs and Services

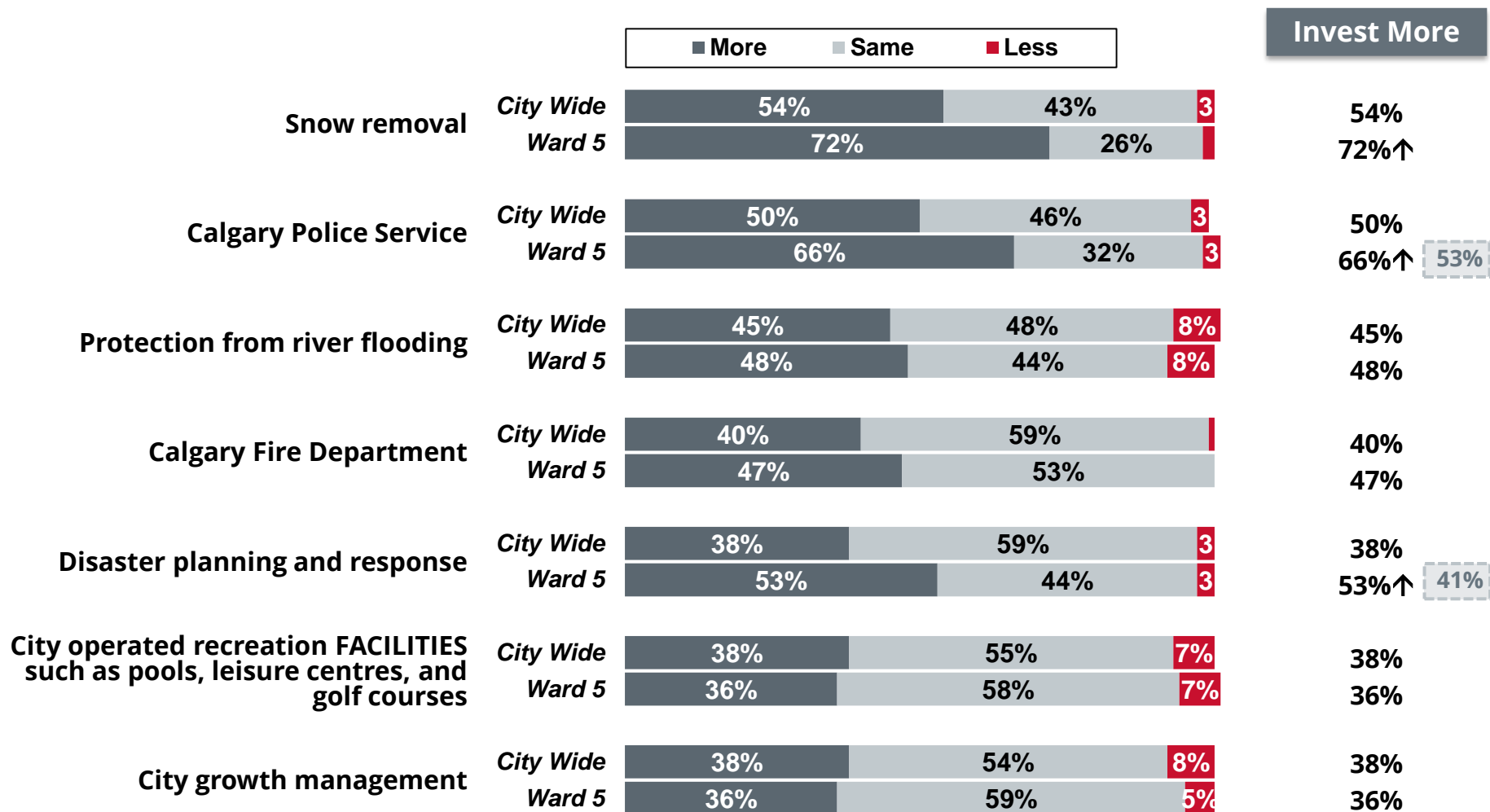


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)



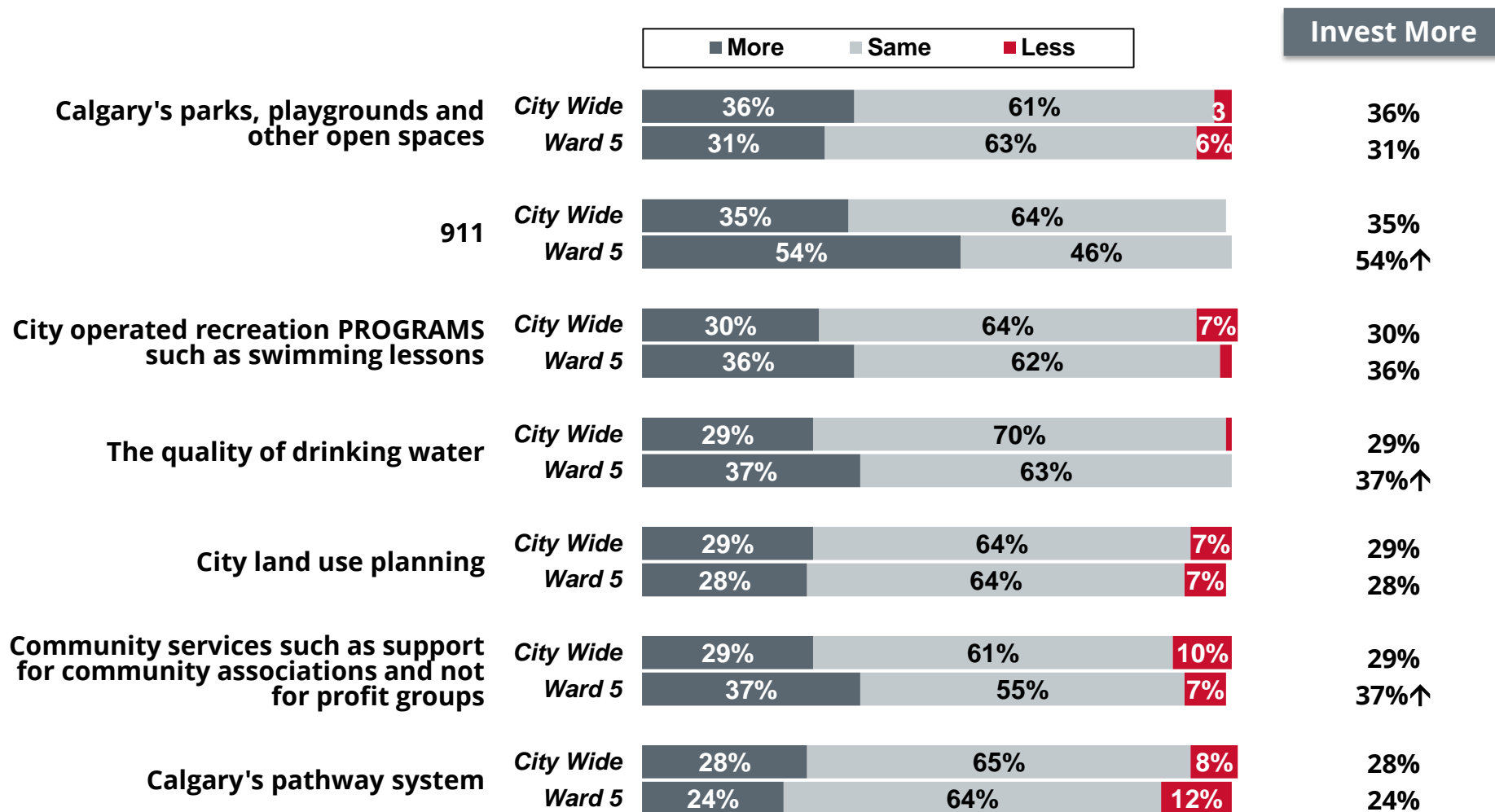
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Ward 5 2014



Investment in City Programs and Services (continued)

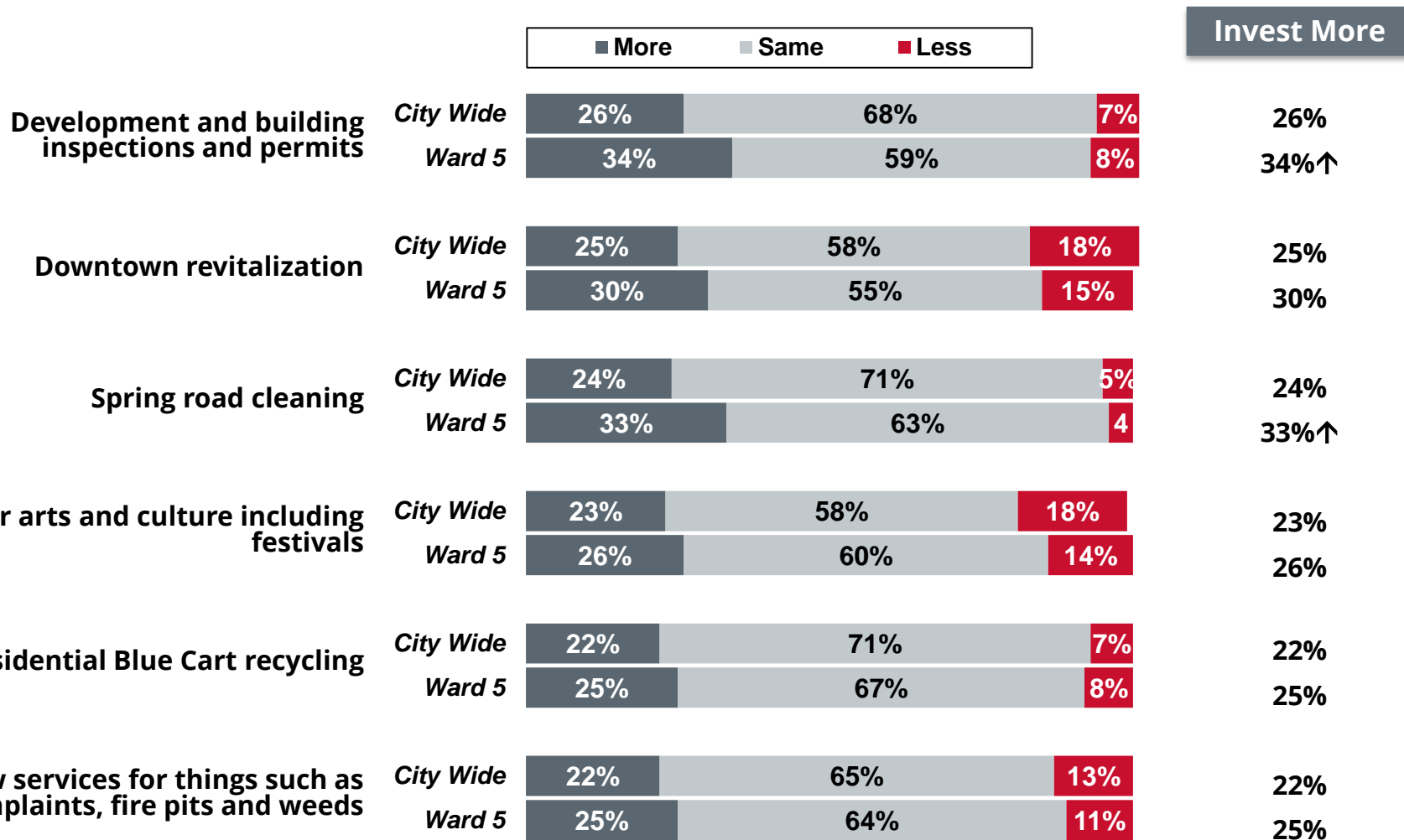


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)

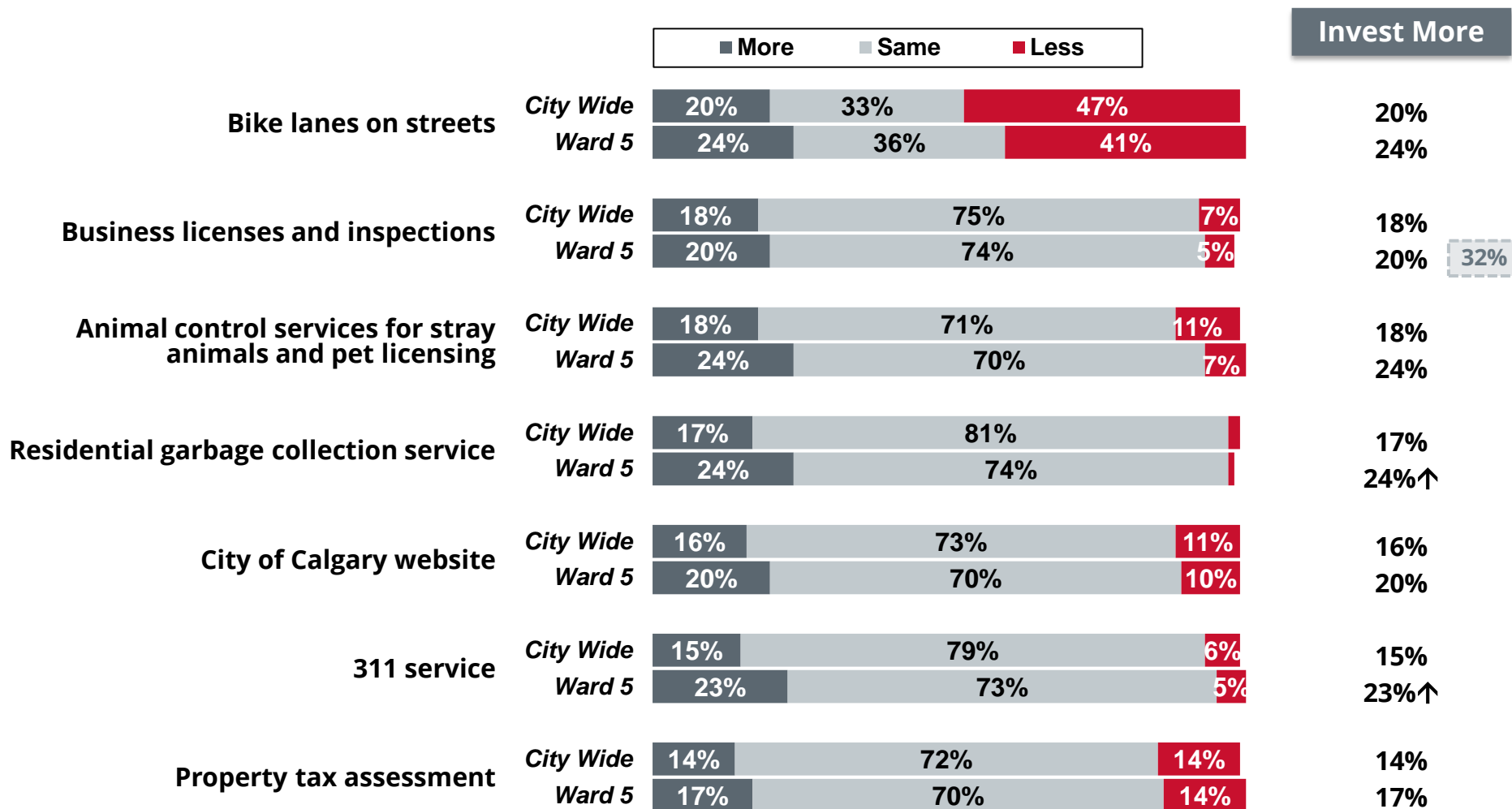


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)



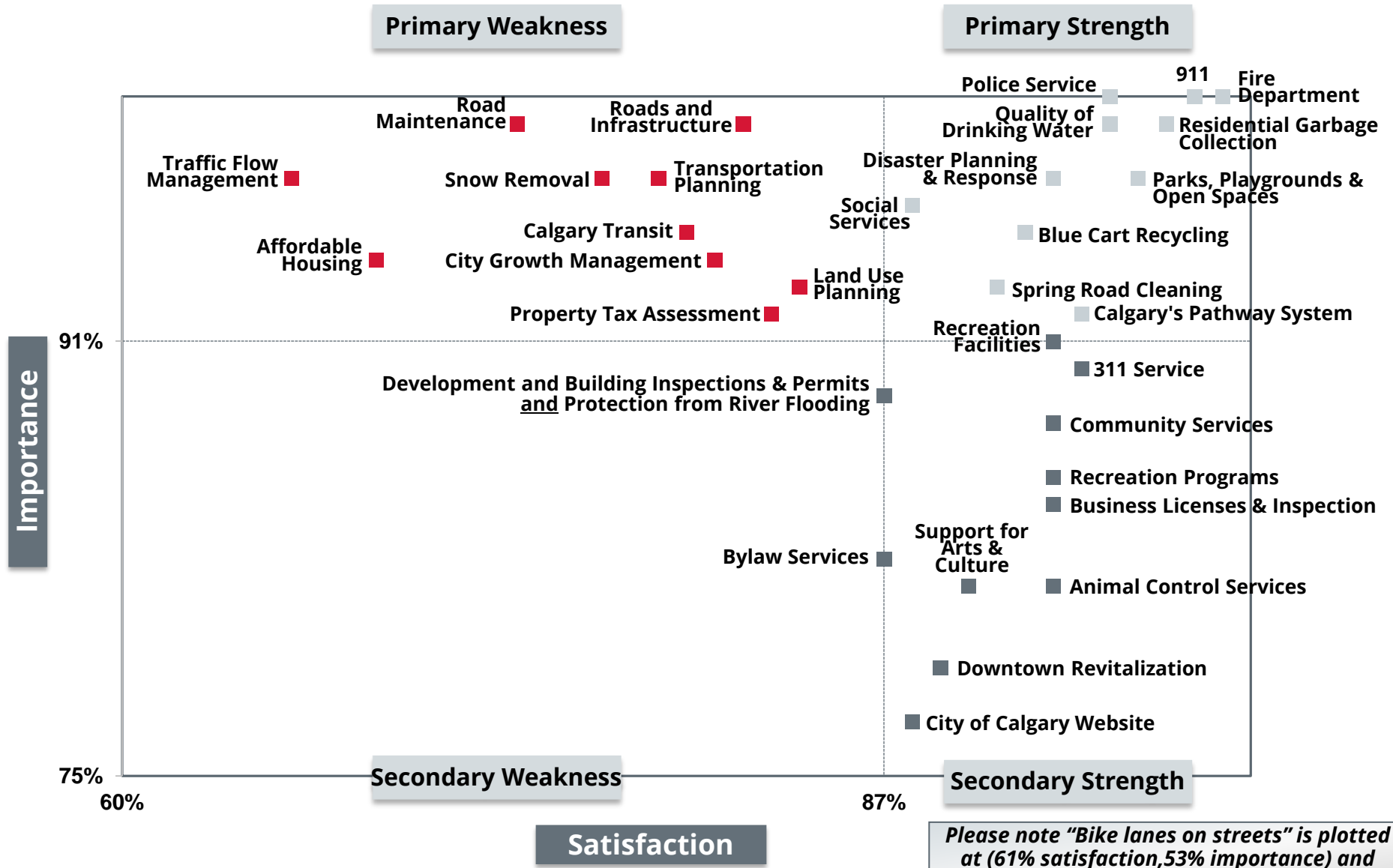
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Ward 5 2014



Importance vs. Satisfaction Grid: City Wide



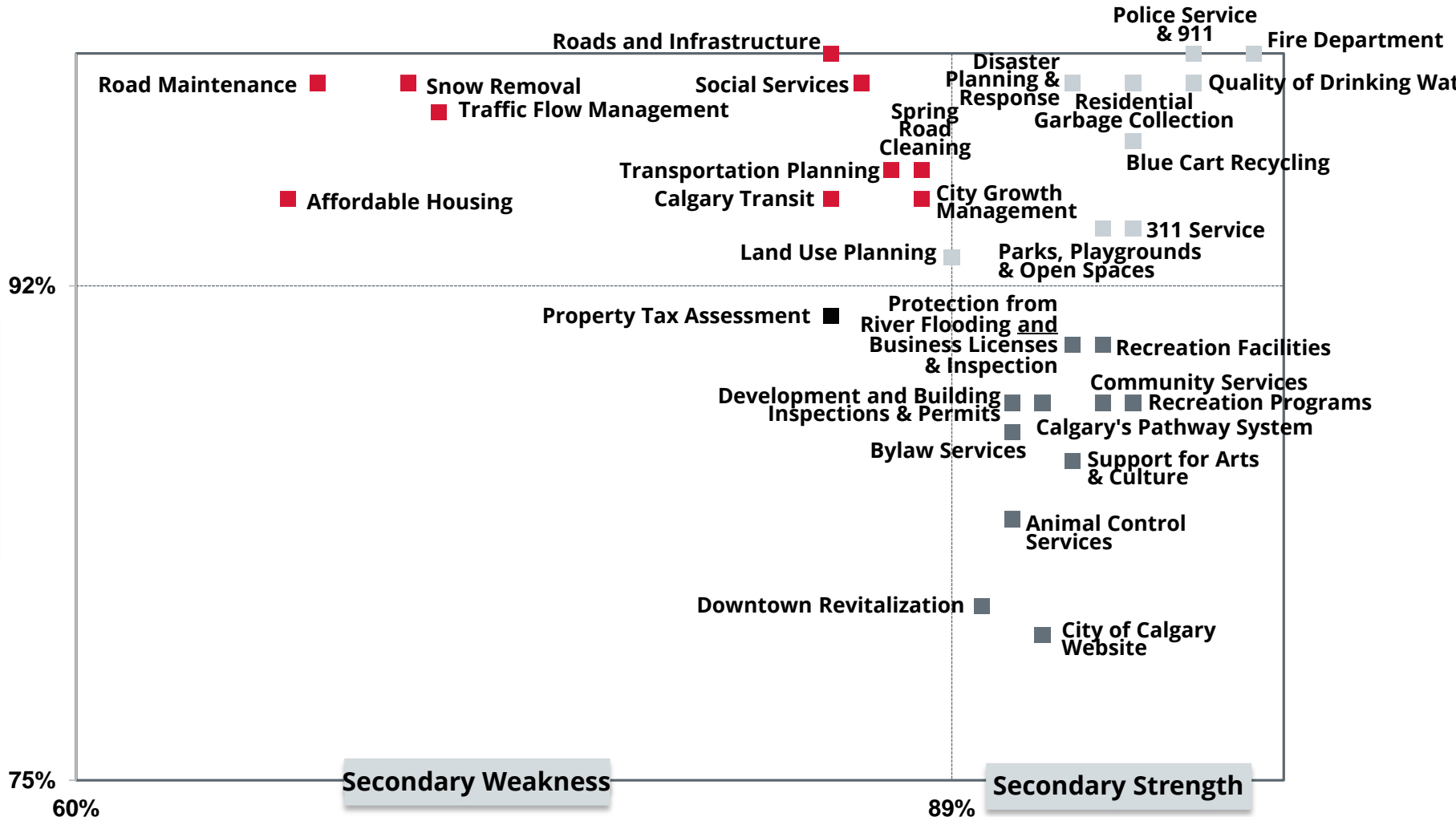


Importance vs. Satisfaction Grid: Ward 5

Primary Weakness

Primary Strength

Importance



Please note "Bike lanes on streets" is plotted at (71% satisfaction, 53% importance) and not illustrated on this graph.



Primary Strengths and Weaknesses: City Wide versus Ward 5

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

Primary Strength

Primary Weakness

On the dividing line between strengths and weaknesses

Neither (in another quadrant)

	City Wide	Ward 5
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		
311 Service		

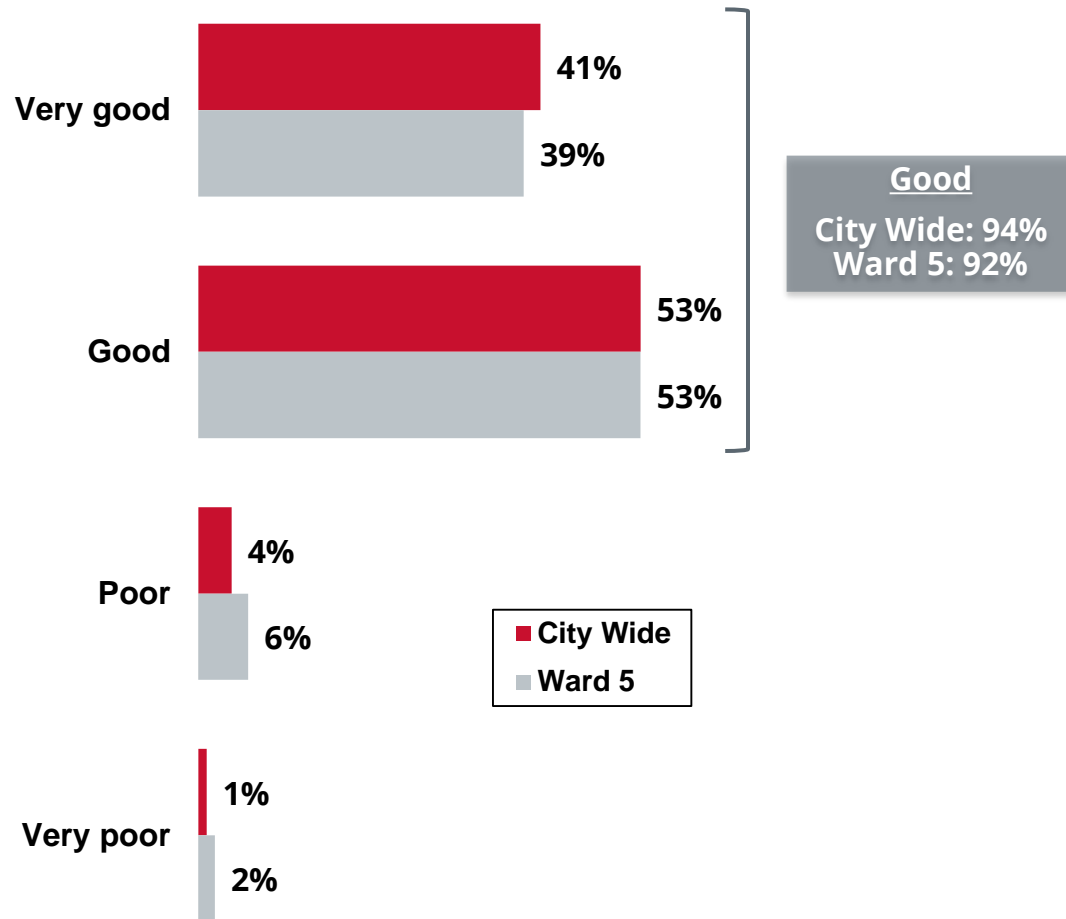


Environmental Performance





Perceptions About Overall State of Calgary's Environment

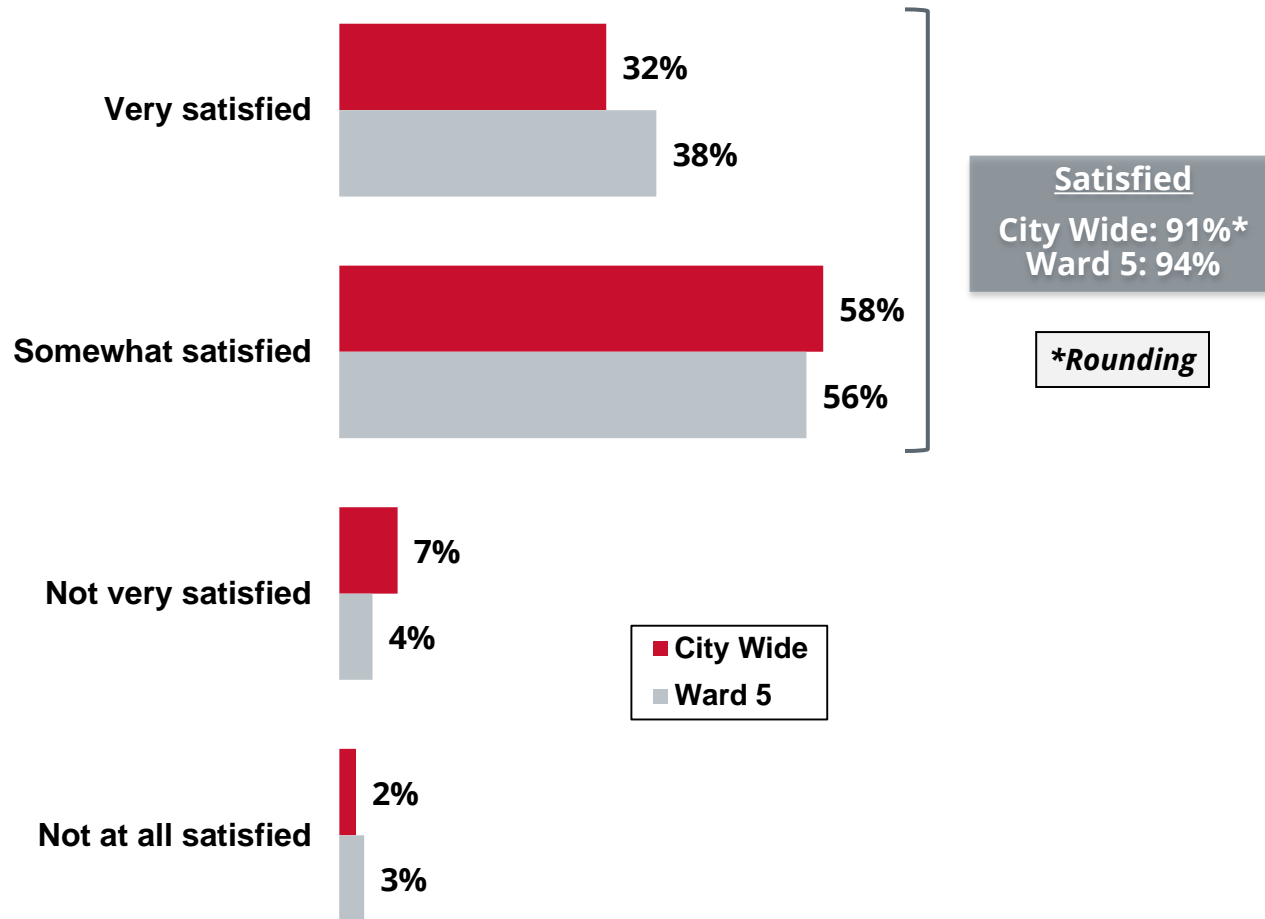


Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?

Base: Valid respondents (City Wide: n=2,448 / Ward 5: n=174)



Satisfaction with The City's Environmental Performance

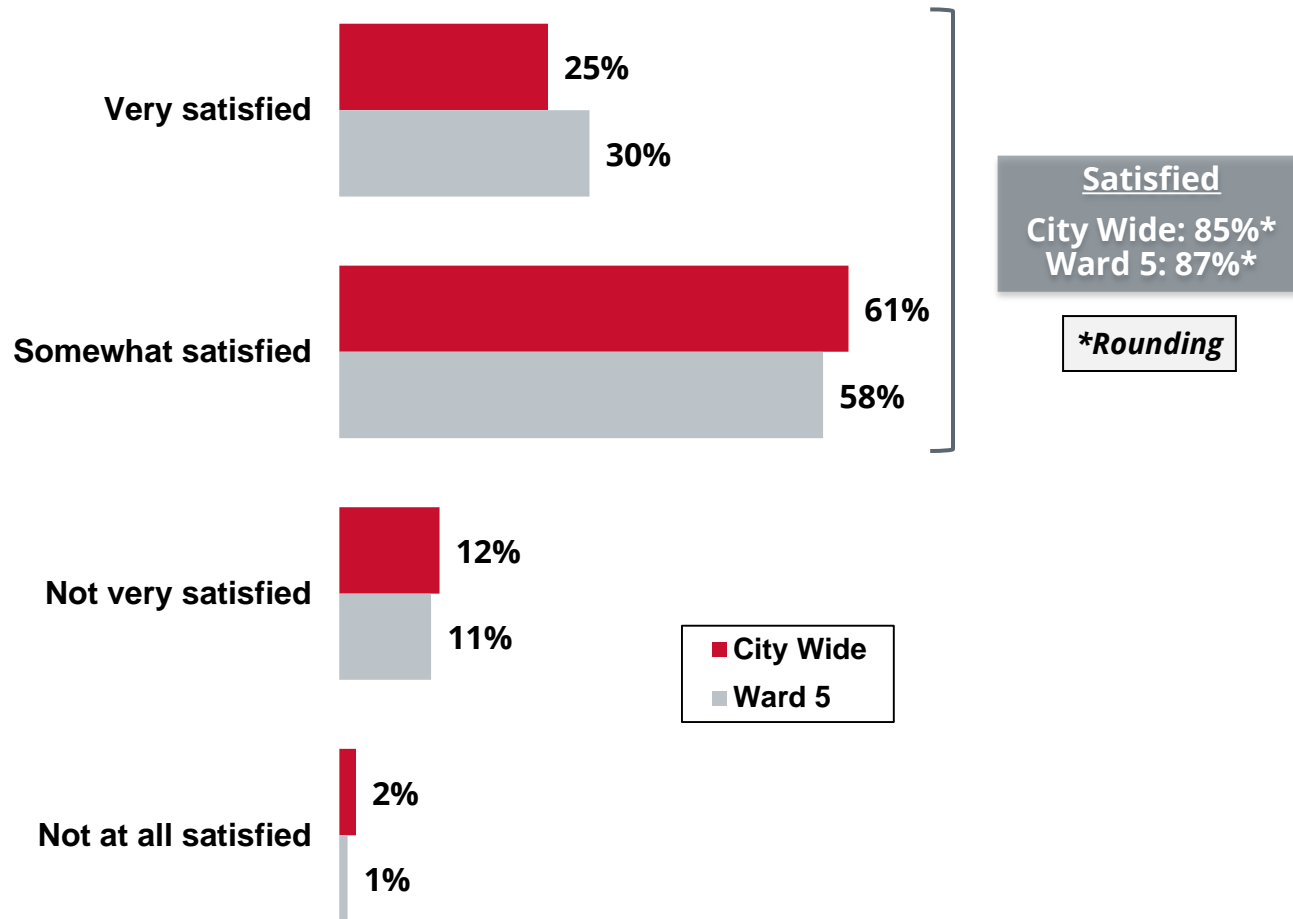


How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Base: Valid respondents (City Wide: n=2,436 / Ward 5: n=174)



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 5: n=173)

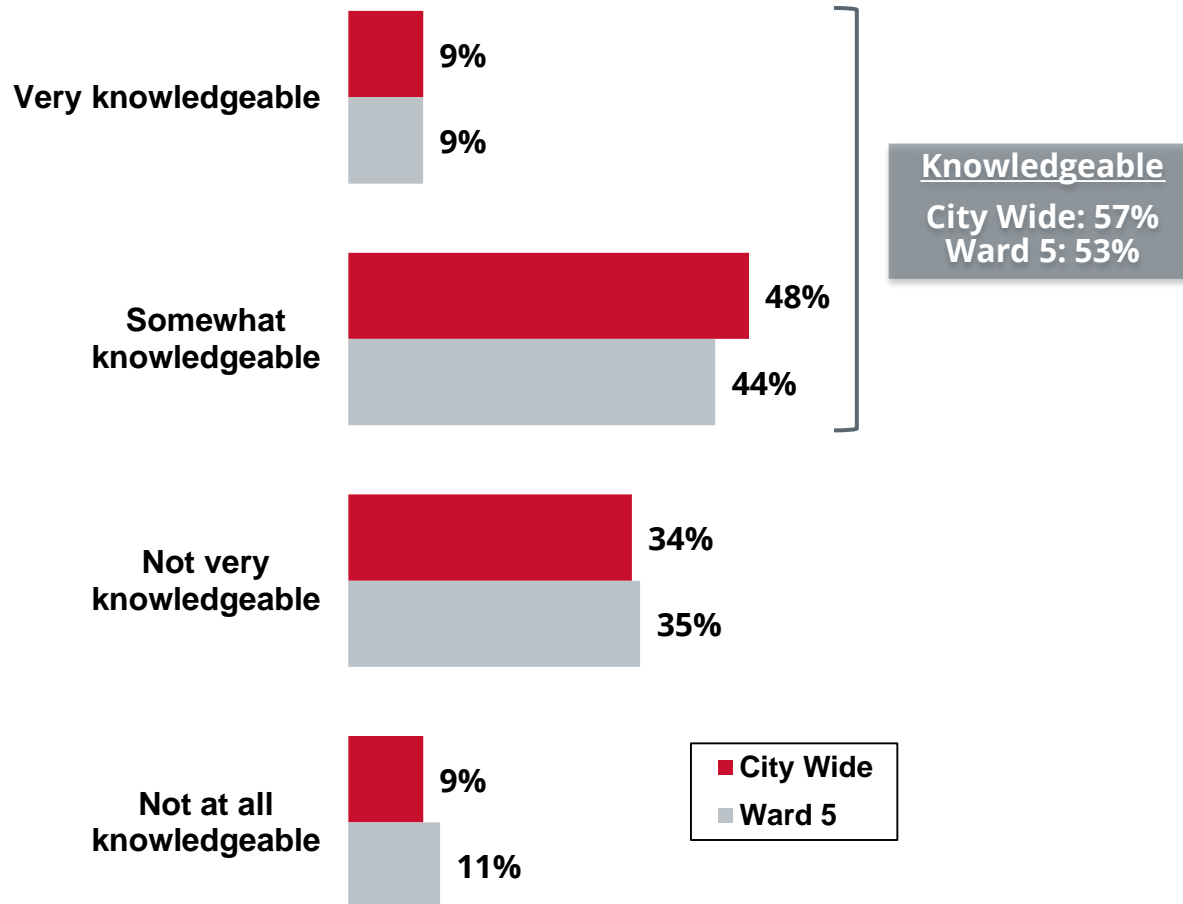


Taxation





Knowledge Levels of Tax Dollar Spending

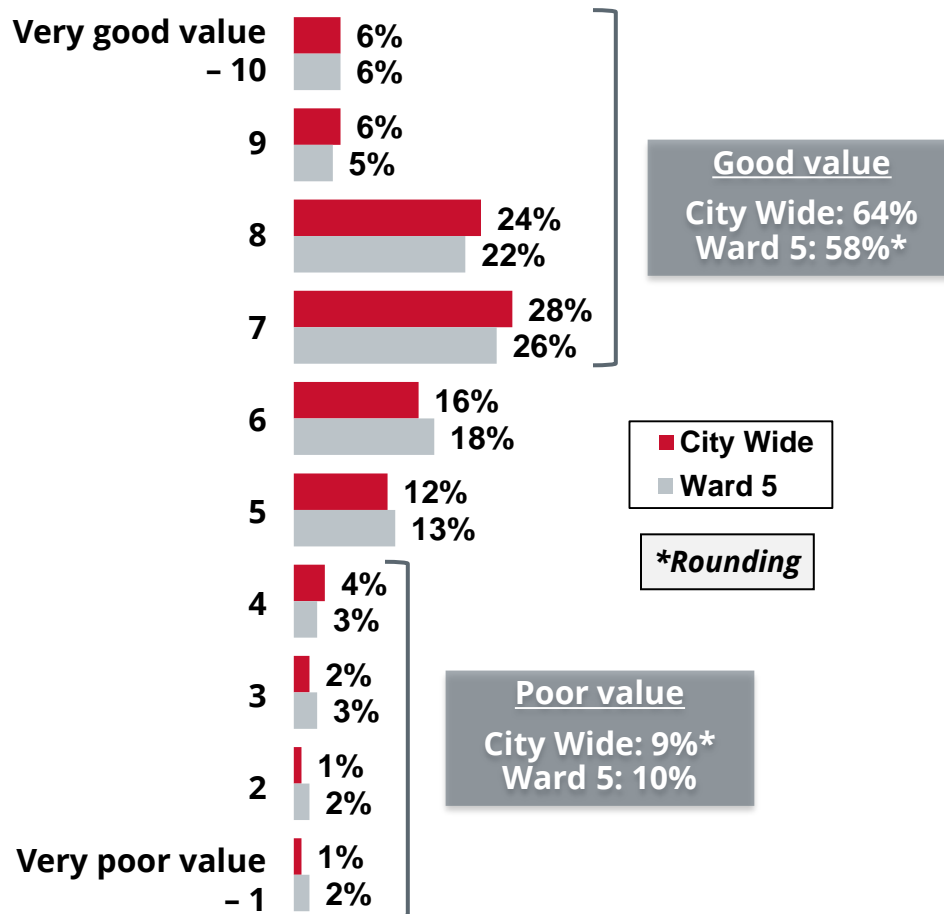


Thinking about how The City of Calgary government is run, and what services it provides, would you say you are very, somewhat, not very, or not at all knowledgeable about how City tax dollars are spent?

Base: Valid respondents (City Wide: n=2,442 / Ward 5: n=173)



Perceived Value of Property Taxes

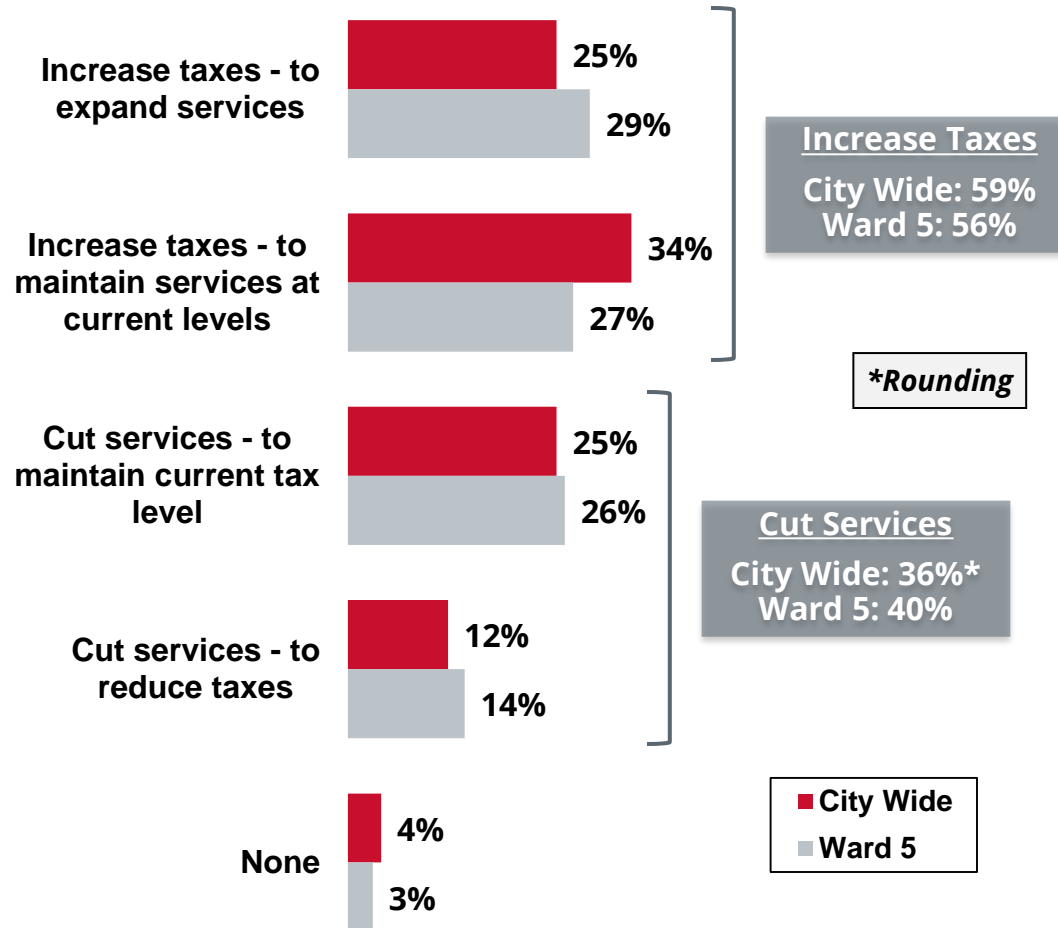


Your property tax dollars are divided between The City and the Province. In Calgary, approximately half of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars 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 5: n=170)



Balancing Taxation and Service Delivery Levels

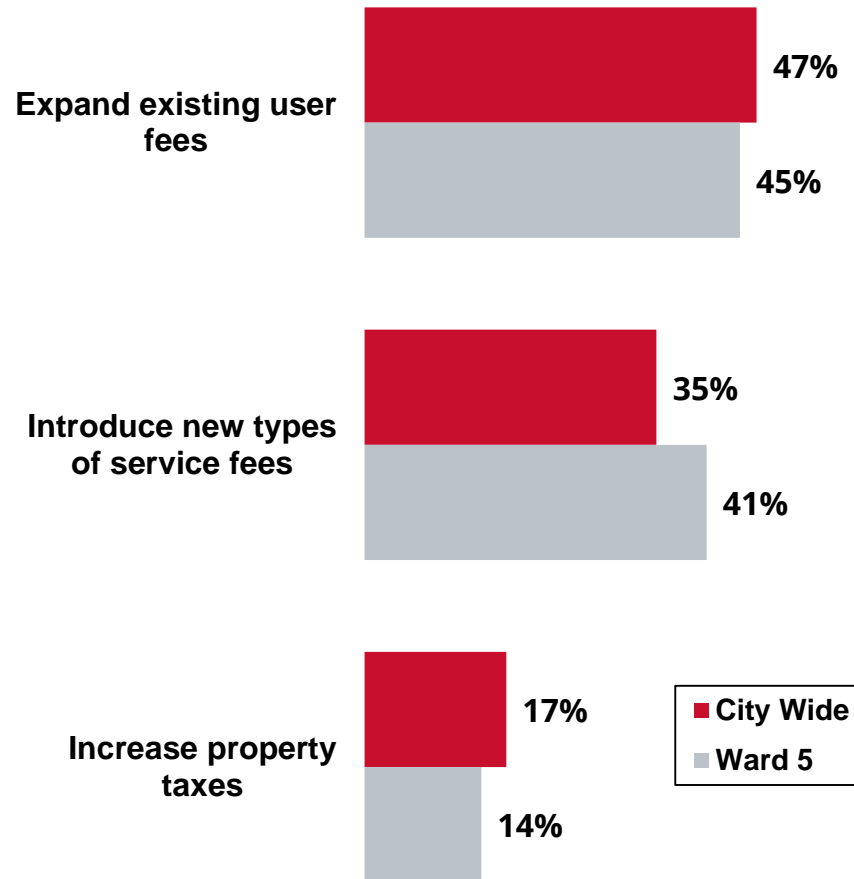


Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (City Wide: n=2,406 / Ward 5: 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 ...?

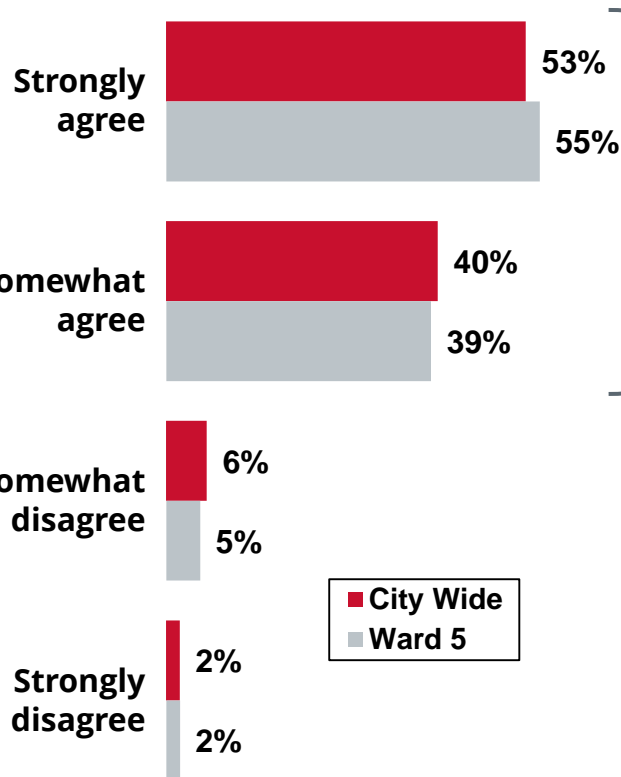
Base: Valid respondents (City Wide: n=2,295 / Ward 5: n=165)



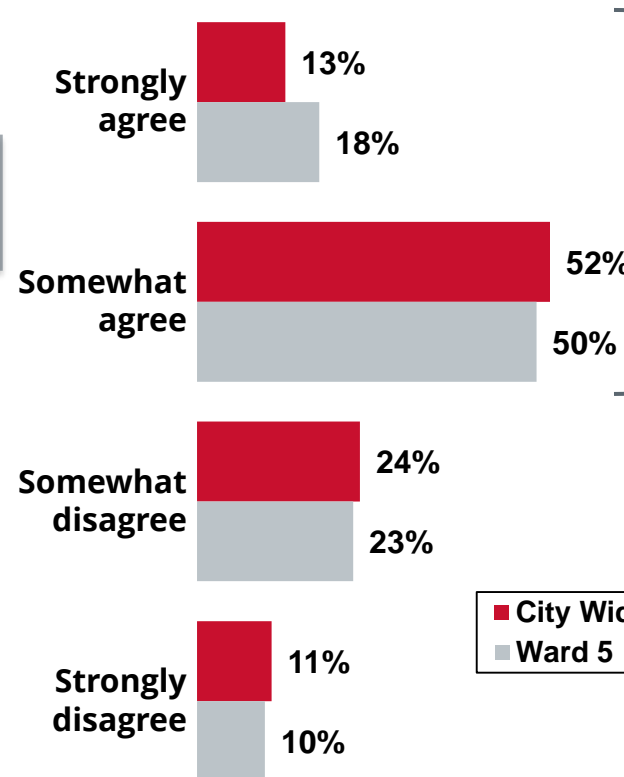
Property Tax Dollar Investment

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 5: 93%*



Agree
City Wide: 65%
Ward 5: 67%*

■ City Wide
■ Ward 5

■ City Wide
■ Ward 5

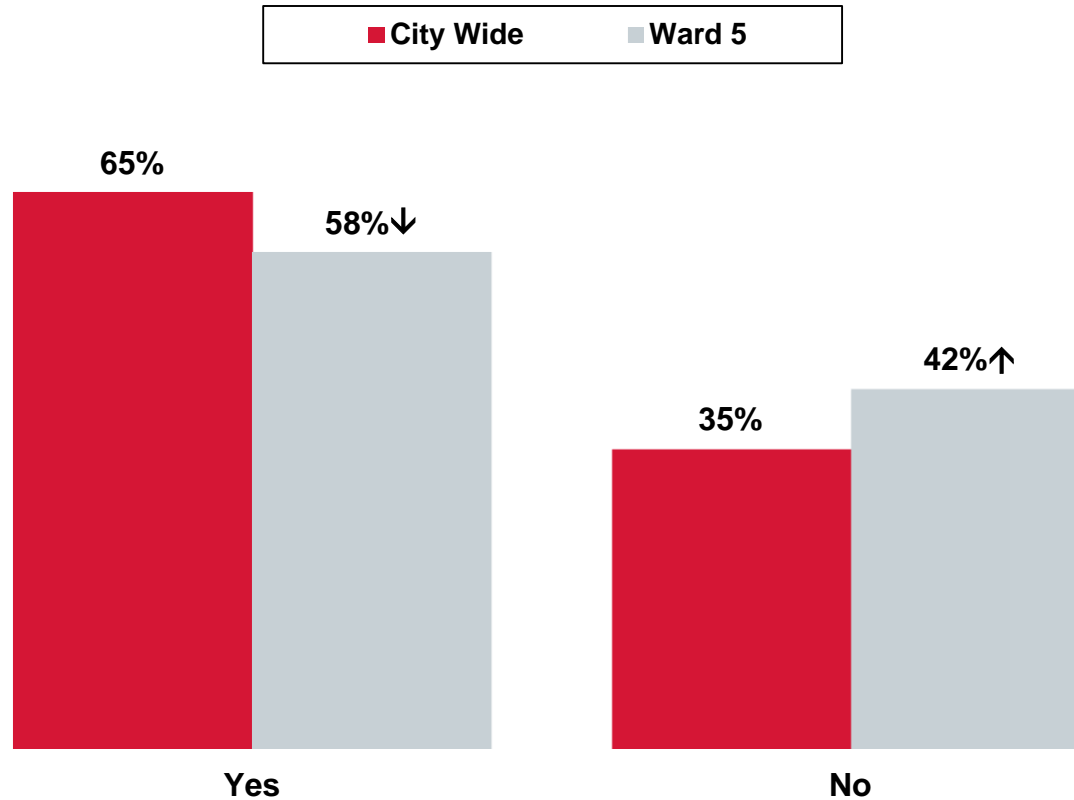
Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.
Base: Valid respondents (Bases vary)



Contact with The City



Past 12 Months Contact with The City of Calgary

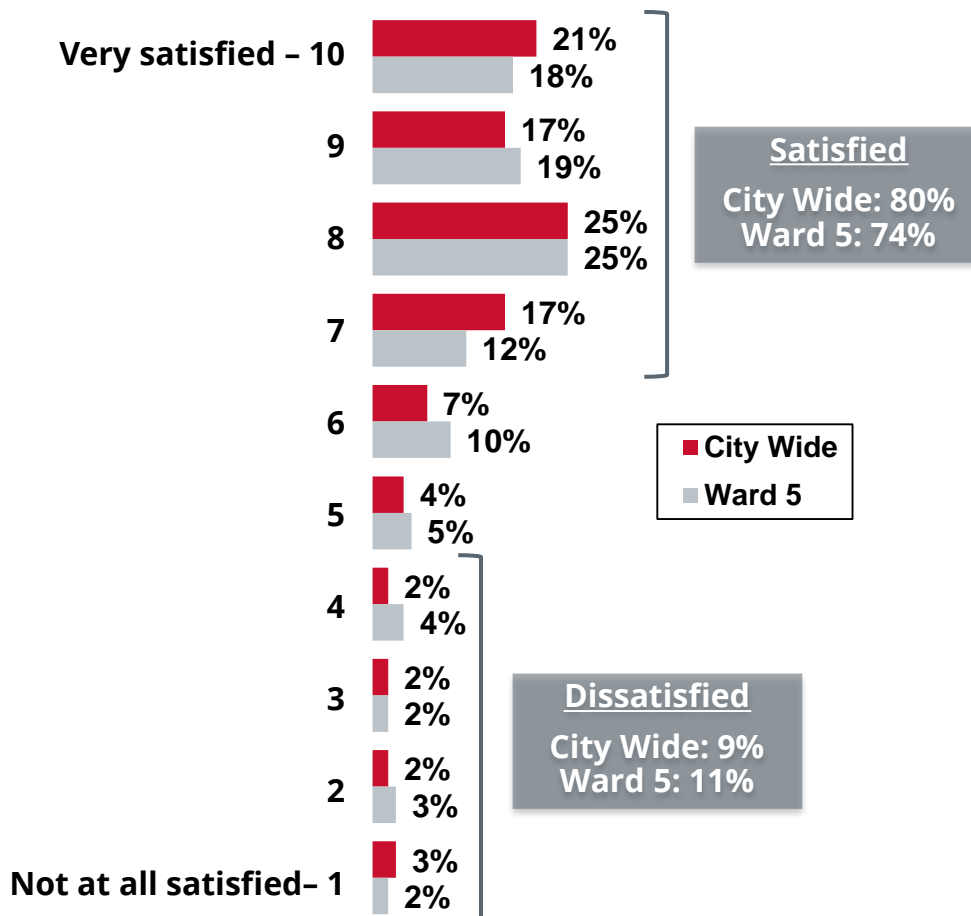


Have you contacted or dealt with The City of Calgary or one of its employees in the last twelve months?

Base: Valid respondents (City Wide: n=2,447 / Ward 5: n=172)



Satisfaction with the Overall Level and Quality of Customer Service

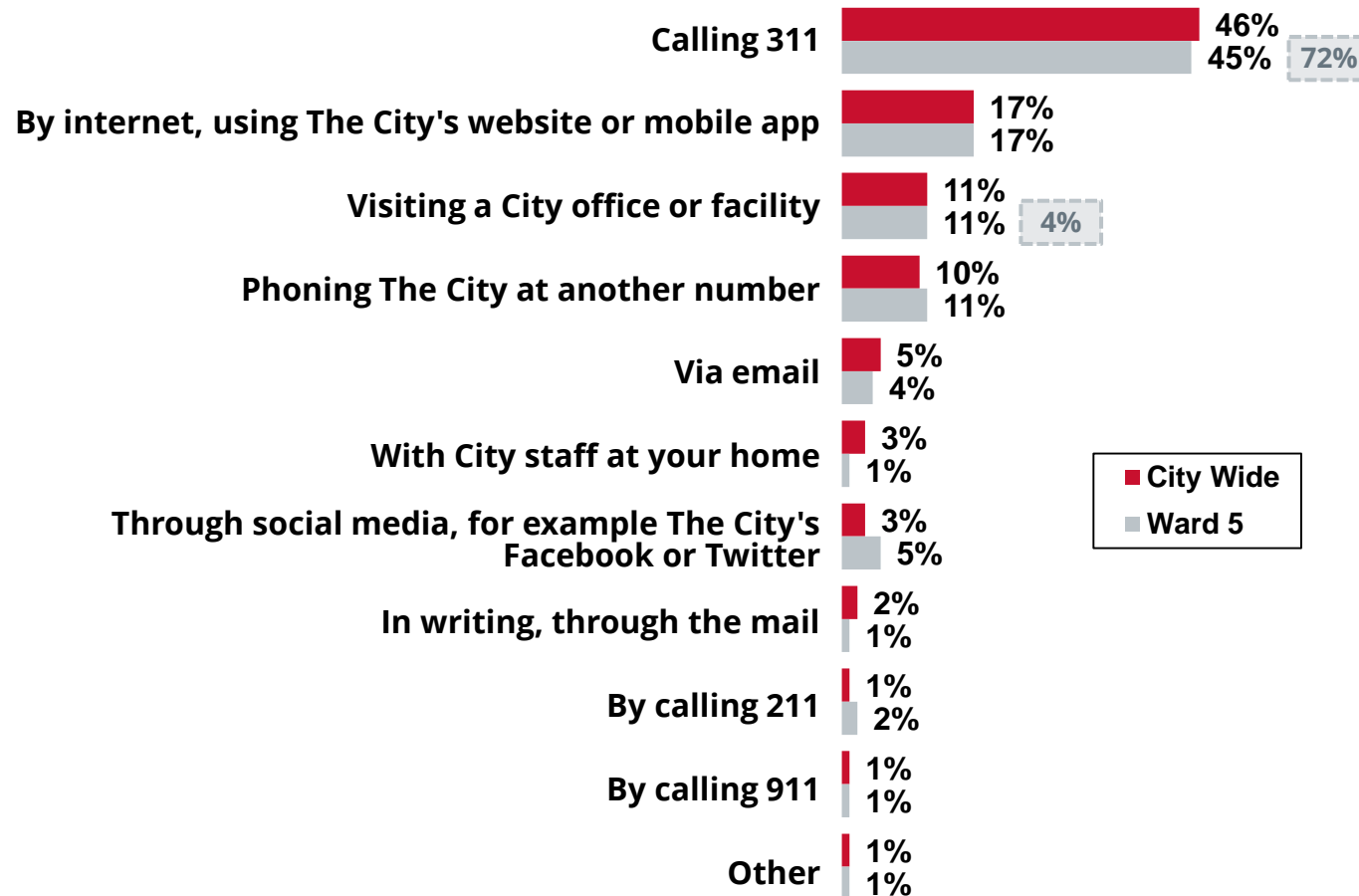


On a scale of 1 – 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied”, how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,603 / Ward 5: n=104)



Type of Contact



■ City Wide
■ Ward 5

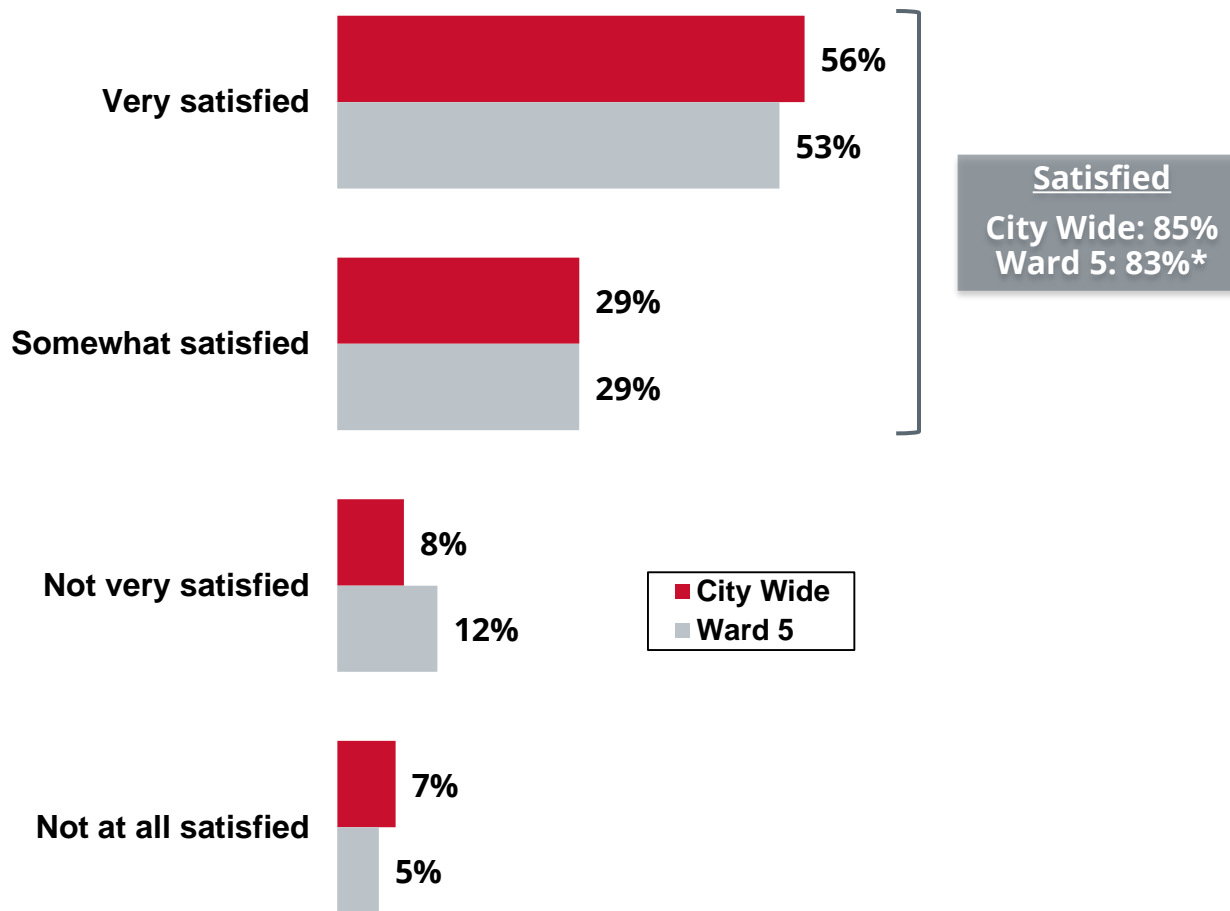
Ward 5 2014

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 5: n=104)



Satisfaction with Most Recent City Contact



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

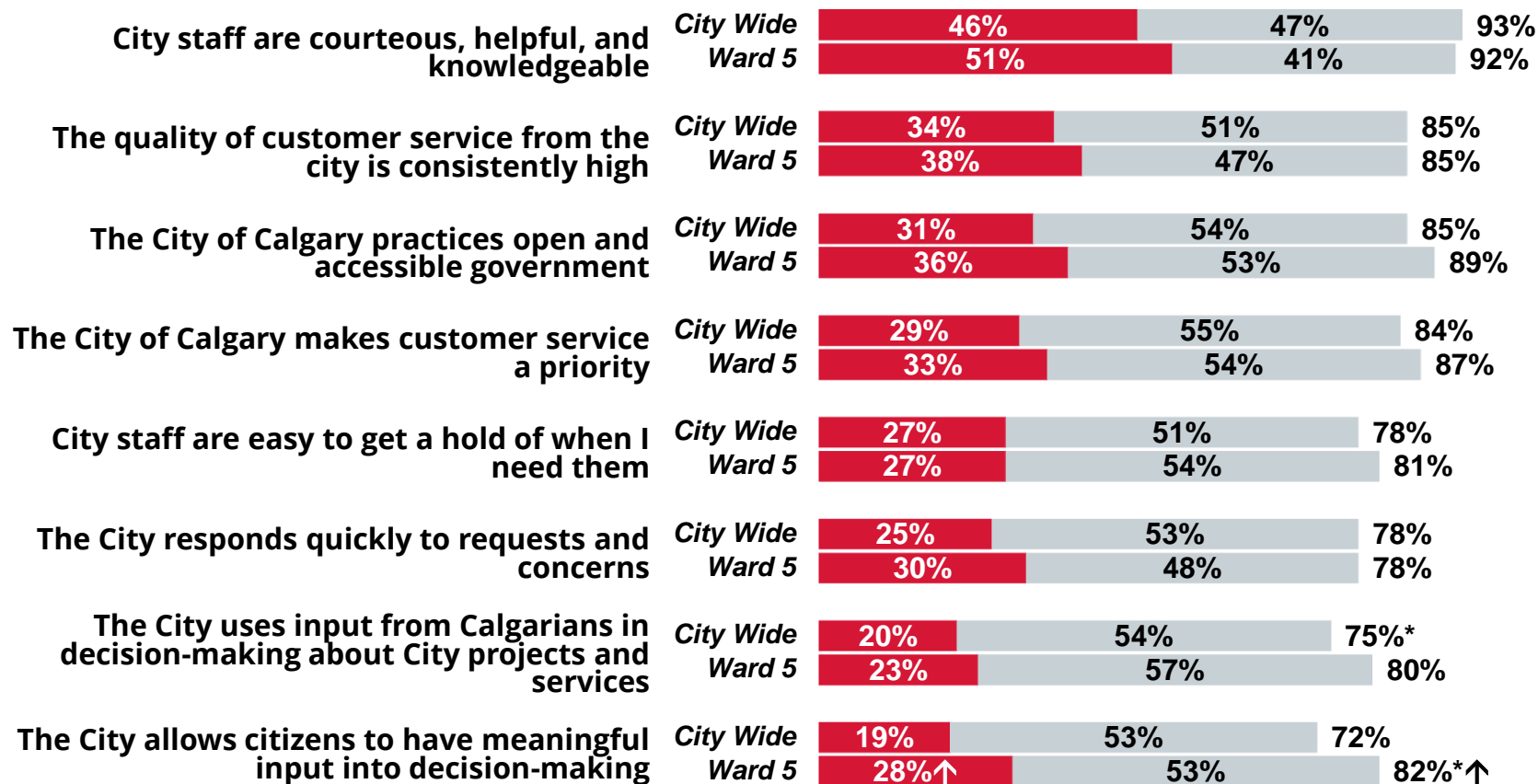
Base: Valid respondents who contacted or dealt with The City of Calgary in the last twelve months
(City Wide: n=1,602 / Ward 5: n=104)



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**

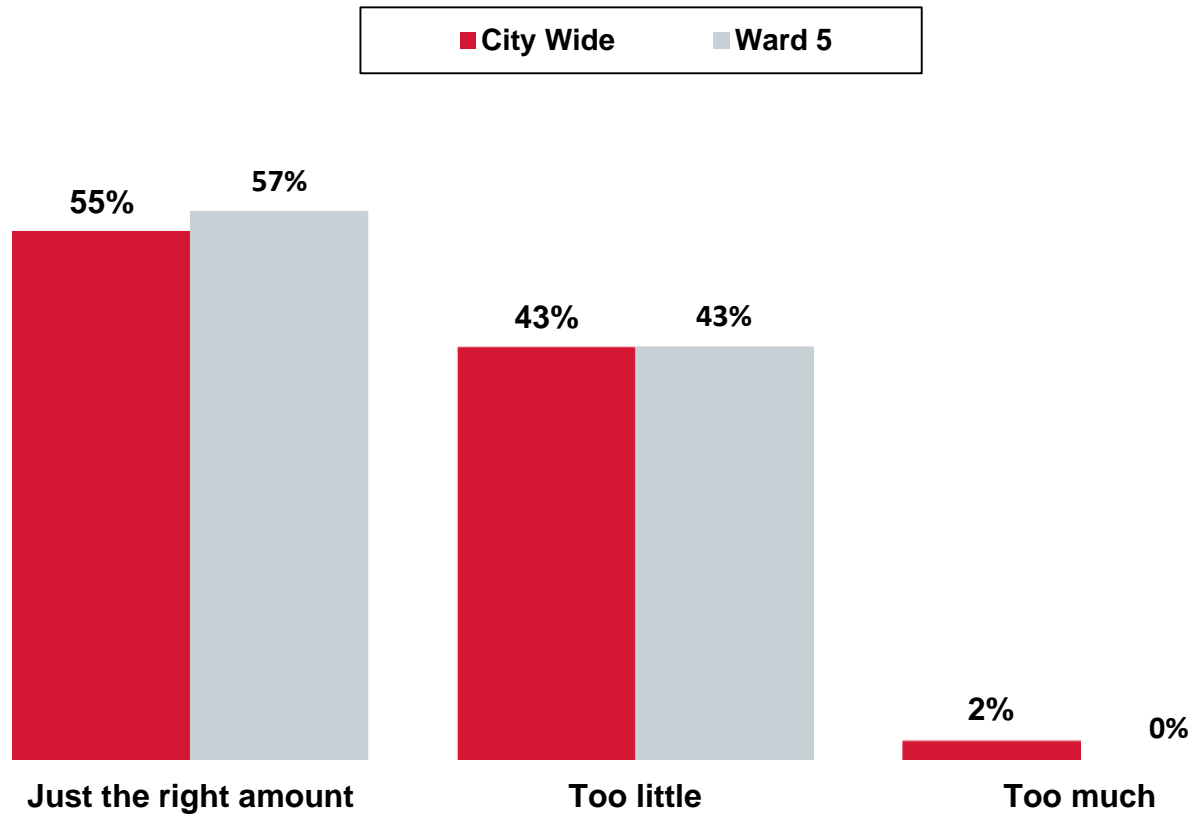


City Communications





The Extent of Information Received

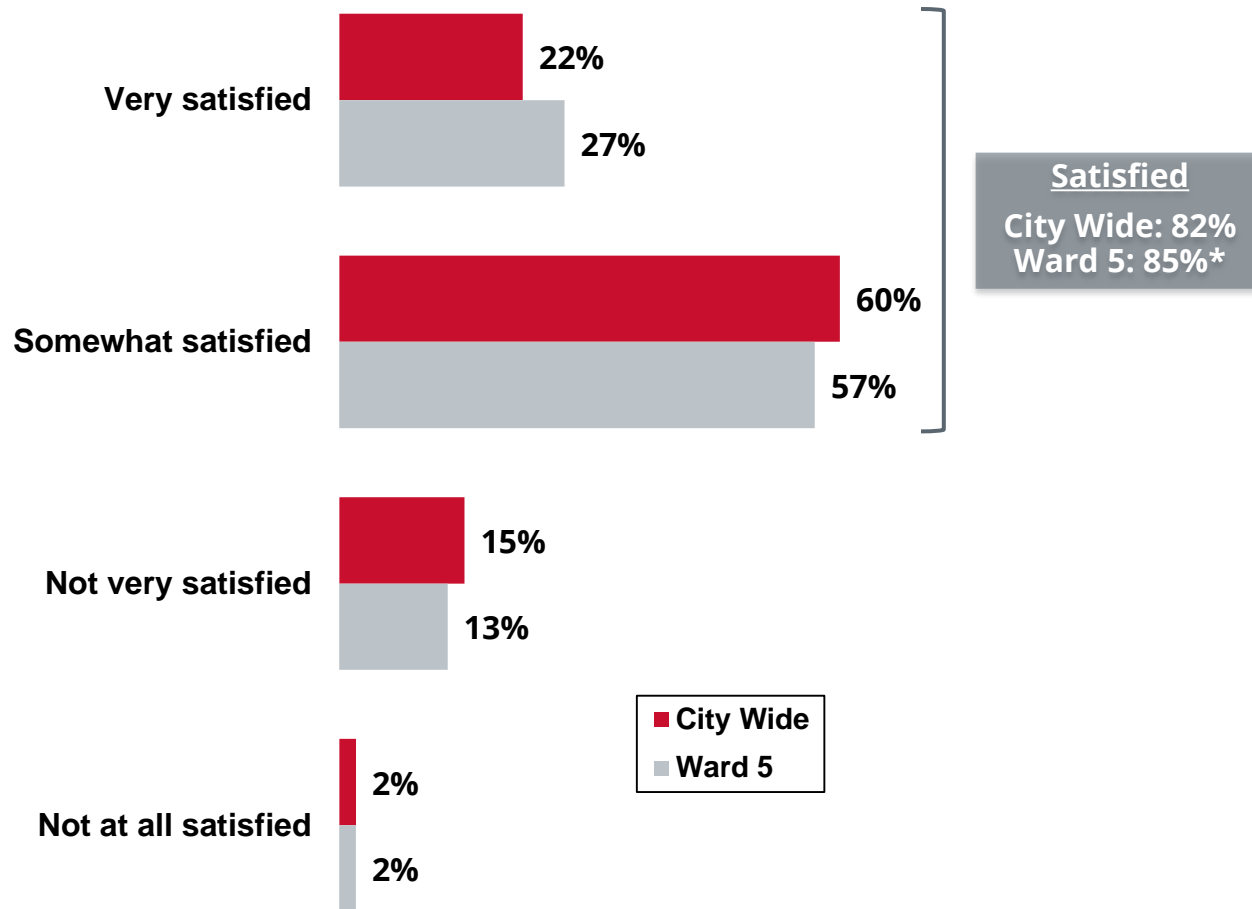


In your opinion, do you currently receive too much, too little, or just the right amount of information from The City?

Base: Valid respondents (City Wide: n=2,440 / Ward 5: n=173)



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 5: n=174)



Demographics





Gender

	City Wide	Ward 5
Male	18%	50%
Female	37%	50%

Age

	City Wide	Ward 5
18 to 24	14%	23%↑
25 to 34	20%	24%
35 to 44	19%	19%
45 to 54	20%	17%
55 to 64	14%	9%
65 or more	13%	8%↓
Mean	44 years	39 years↓

Education

	City Wide	Ward 5
Completed high school or less	18%	30%
Some post secondary or college diploma	37%	42%
Completed university degree or post-grad degree	45%	27%

Income

	City Wide	Ward 5
Less than \$30K	6%	9%
\$30K to <\$45K	9%	17%
\$45K to <\$60K	11%	19%
\$60K to <\$75K	8%	13%
\$75K to <\$90K	8%	10%
\$90K to <\$105K	10%	10%
\$105K to <\$120K	8%	6%
\$120K to <\$150K	14%	11%
\$150K or more	24%	5%

Number of People In Household

	City Wide	Ward 5
1	14%	7%↓
2	29%	23%
3	19%	17%
4	23%	23%
5	10%	16%↑
6 or more	6%	14%↑

Children and Seniors in Household

% Yes

	City Wide	Ward 5
Children	38%	44%
Seniors	15%	16%

Valid respondents



Tenure in Calgary

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

Voted in Last Municipal Election

	City Wide	Ward 5
Yes - in Calgary	72%	55%↓
Yes - other City	2%	1%
No	25%	44%↑

Responsible for Property Taxes

	City Wide	Ward 5
Yes	82%	67%↓
No	18%	33%↑

Type of Home

	City Wide	Ward 5
Single-detached house	70%	74%
Duplex-attached house	7%	11%
Townhouse	6%	7%
Condominium	7%	5%
Apartment	6%	2%
Another multi-dwelling unit	3%	1%

Waste and Recycling Services

% Yes

	City Wide	Ward 5
Have Black Cart	85%	91%↑
Have Blue Cart	84%	92%↑

Own or Rent

	City Wide	Ward 5
Own	76%	70%
Rent	21%	26%
Other	-	1%
Neither	2%	3%

Valid respondents



Born in Canada

	City Wide	Ward 5
Yes	74%	65%↓
No	26%	35%↑

Age Left Country of Birth

	City Wide	Ward 5
Under 12	28%	19%
12 to 17	12%	21%↑
18 or older	60%	60%

Base: Not born in Canada

Ethnic Background

	City Wide	Ward 5
Caucasian/ white	24%	17%↓
British	19%	14%
Canadian/ French Canadian	17%	15%
Western European	12%	6%↓
East or Southeast Asian	11%	14%
Southern or Eastern European	9%	4%↓
South Asian	6%	17%↑
Central/ South American or Caribbean	2%	3%
West Asian or Middle Eastern	2%	7%↑
African	2%	5%↑
Aboriginal/ First Nations/ Metis	2%	1%
Other	1%	1%

Disability

	City Wide	Ward 5
Yes	15%	15%
No	85%	85%

Visible Minority

	City Wide	Ward 5
Yes	20%	38%
No	80%	62%

Valid respondents

Contact



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