

Calgary



Fall 2021 Quality of Life and Citizen Satisfaction Survey

Ward 12 Final Report
November 2021

Prepared for The City of Calgary by:





Table of Contents

03

Methodology

04

Highlights

10

Quality of Life

21

Issue Agenda

23

COVID-19 Pandemic

26

City Programs and Services

43

Taxation

47

City Customer Service

50

Communications at The City

53

City Reputation and Performance

60

Respondent Profile



Telephone survey conducted with a randomly-selected sample of 2,500 Calgarians aged 18 years and older between August 16th and September 4th, 2021.

- Both landline (55%) and cell phone (45%) sample were used.
- The average interview length was 30 minutes.
- When assessing City programs and services, each respondent is asked to rate about one-half of the 35 programs and services evaluated.



Final data were weighted to ensure the overall sample's quadrant, ward, and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2019 Municipal and 2016 Federal Census data.



The **margin of error** (MOE) for the total City Wide sample of 2,500 is ± 2.0 percentage points, 19 times out of 20.

- A total of 159 interviews were conducted with residents of Ward 12 (MOE $\pm 7.8\%$).



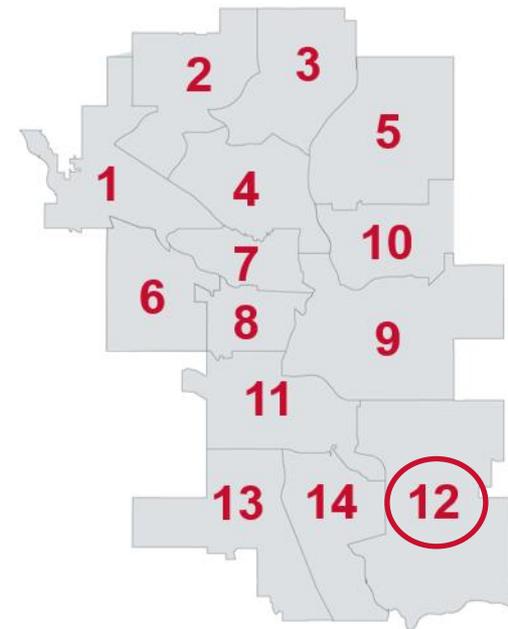
Results for Ward 12 are compared to results City Wide.

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

Where possible, Fall 2021 results for Ward 12 are compared to those from Fall 2020 as indicated by a grey dotted box.

Ward 12 2020

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





Highlights





Ward 12: Summary

QUALITY OF LIFE



'Good' Quality of Life 84%

85%
I am proud to live in
my neighbourhood



89%
I feel safe walking alone
in **my neighbourhood**
after dark



81%
Calgary is a great place to
make a life

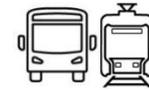
77%
Calgary is a great place to
make a living

78%
Calgary is on the **right track**
to be a better city
10 years from now

ISSUE AGENDA (TOP 3)



31%
Infrastructure,
Traffic & Roads



26%
Transit



13%
Taxes

COVID-19



34%
Major threat to
mental health

28%
Major threat to
physical health

23%
Major threat to
personal financial situation

VALUE FOR TAXES & CITIZEN SATISFACTION



53%
'Good' value for tax
dollars



71%
'Satisfied' with City
programs and services



65%
'Satisfied' with
customer service

CITY PERFORMANCE & REPUTATION



63%
'Satisfied' with running of The City
by Council and Administration



48%
'Trust' The City of
Calgary



71%
'Agree' City practices open
& accessible government



Differences in Ward 12 vs. City Wide

		Ward 12	City Wide
	Quality of Life	Agree that 'Calgary is a great place to make a living'	77%↑ 67%
		Feel safe walking in their neighbourhood after dark	89%↑ 79%
		Feel that quality of life in Calgary has 'improved' in past three years	5%↓ 11%
	Issue Agenda	Transit (NET)	26%↑ 14%
		Public transportation (including buses/C-Train/poor service)	14%↑ 7%
		Transit system improvements	7%↑ 4%
		High taxes	11%↑ 6%
		Breaking and entering/gangs/drugs	2%↓ 7%
		Homelessness, poverty & affordable housing (NET)	3%↓ 8%
	COVID-19 Pandemic	<i>No statistically significant differences</i>	
	Importance: City Programs & Services	Social services for individuals such as seniors or youth	92%↓ 97%
		Animal control services for stray animals and pet licensing	68%↓ 78%
		Bylaw services for things such as noise complaints, fire pits and weeds	67%↓ 78%
		On-street bikeways	44%↓ 60%
	Satisfaction: City Programs & Services	Community services such as support for community associations and not for profit groups	81%↓ 88%

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

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



Differences in Ward 12 vs. City Wide

			Ward 12	City Wide
	Investment: City Programs & Services (Invest 'More')	Disaster planning and response	19%↓	34%
		Bylaw services for things such as noise complaints, fire pits and weeds	10%↓	20%
	Taxation	<i>No statistically significant differences</i>		
	Customer Service	<i>No statistically significant differences</i>		
	Communications	<i>No statistically significant differences</i>		
	City Reputation and Performance	Satisfied with the way The City of Calgary – including Council and Administration are running our City	63%↓	72%

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



Year-Over-Year Changes in Ward 12

			2020	2021
	Quality of Life	Agree that 'Calgary is a great place to make a living'	57%	77%↑
		Agree that 'I am proud to be live in my neighbourhood'	95%	85%↓
	Issue Agenda	Lack of snow removal	2%	9%↑
	COVID-19 Pandemic	<i>No statistically significant differences</i>		
	Importance: City Programs & Services	Snow removal	92%	99%↑
		Traffic flow management	90%	99%↑
		Residential Green Cart service	70%	88%↑
		City of Calgary website	69%	83%↑
	Satisfaction: City Programs & Services	City operated roads and infrastructure	75%	89%↑
		Community services, support for community associations & not for profits	93%	81%↓
	Investment: City Programs & Services (Invest ' <u>More</u> ')	Calgary's parks, playgrounds and other open spaces	28%	51%↑
		311 service	9%	27%↑
		City of Calgary website	12%	27%↑
		City operated roads and infrastructure	50%	30%↓

↑Statistically higher than Fall 2020
↓Statistically lower than Fall 2020



Year-Over-Year Changes in Ward 12

		2020	2021
	Taxation	<i>No statistically significant differences</i>	
	Customer Service	<i>No statistically significant differences</i>	
	Communications	<i>No statistically significant differences</i>	
	City Reputation and Performance	<i>No statistically significant differences</i>	

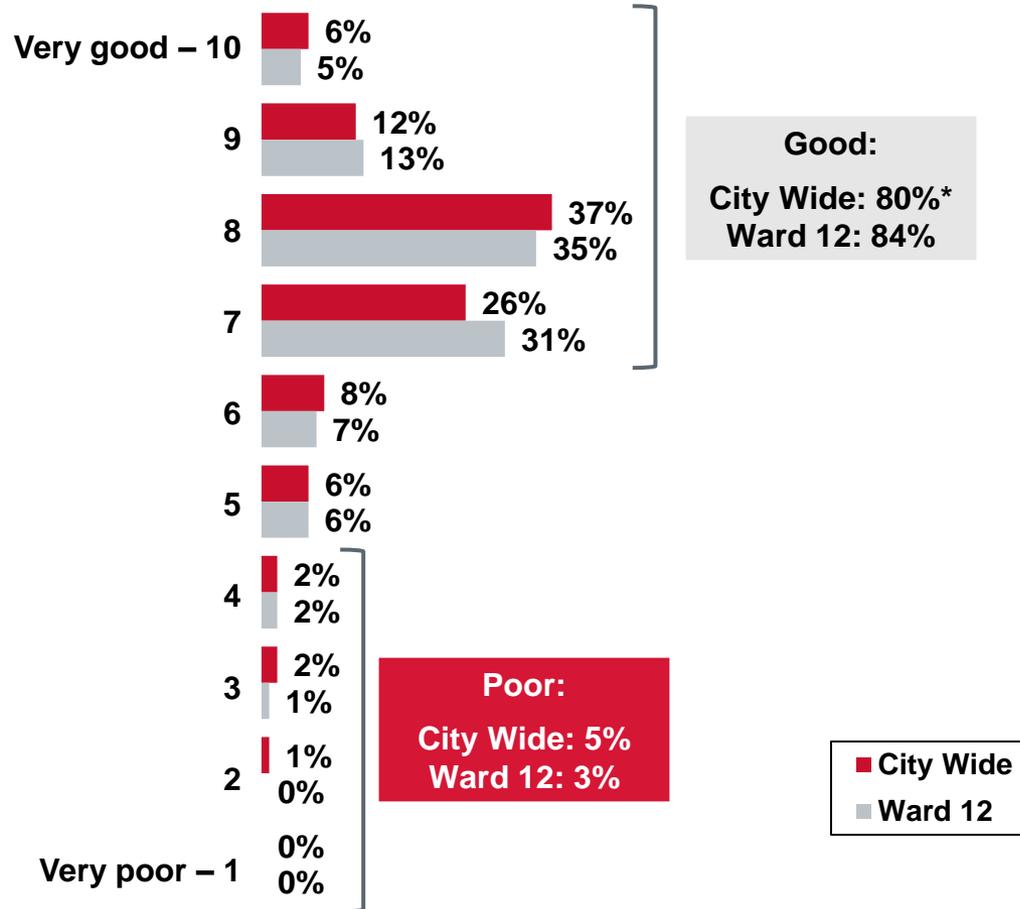


Quality of Life





Overall Quality of Life in Calgary



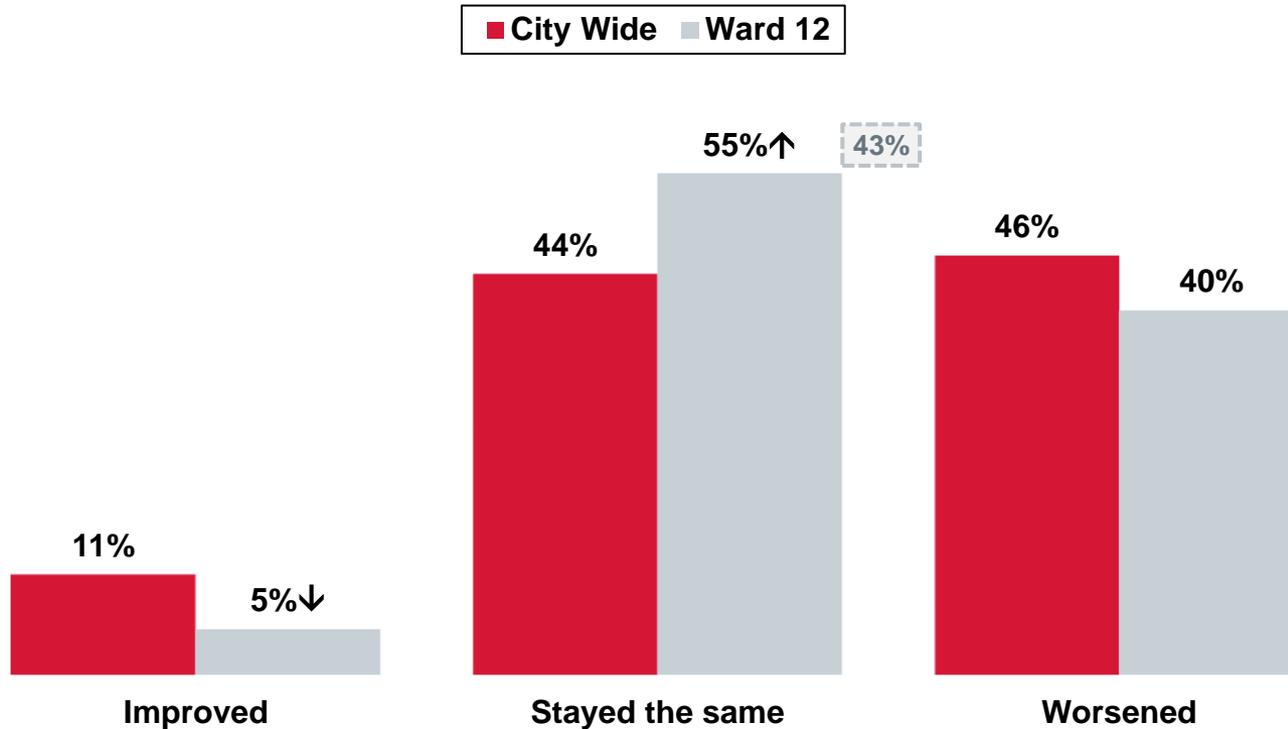
On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good,” how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,499 / Ward 12: n=159)

*Rounding



Perceived Change in the Quality of Life



Ward 12 2020

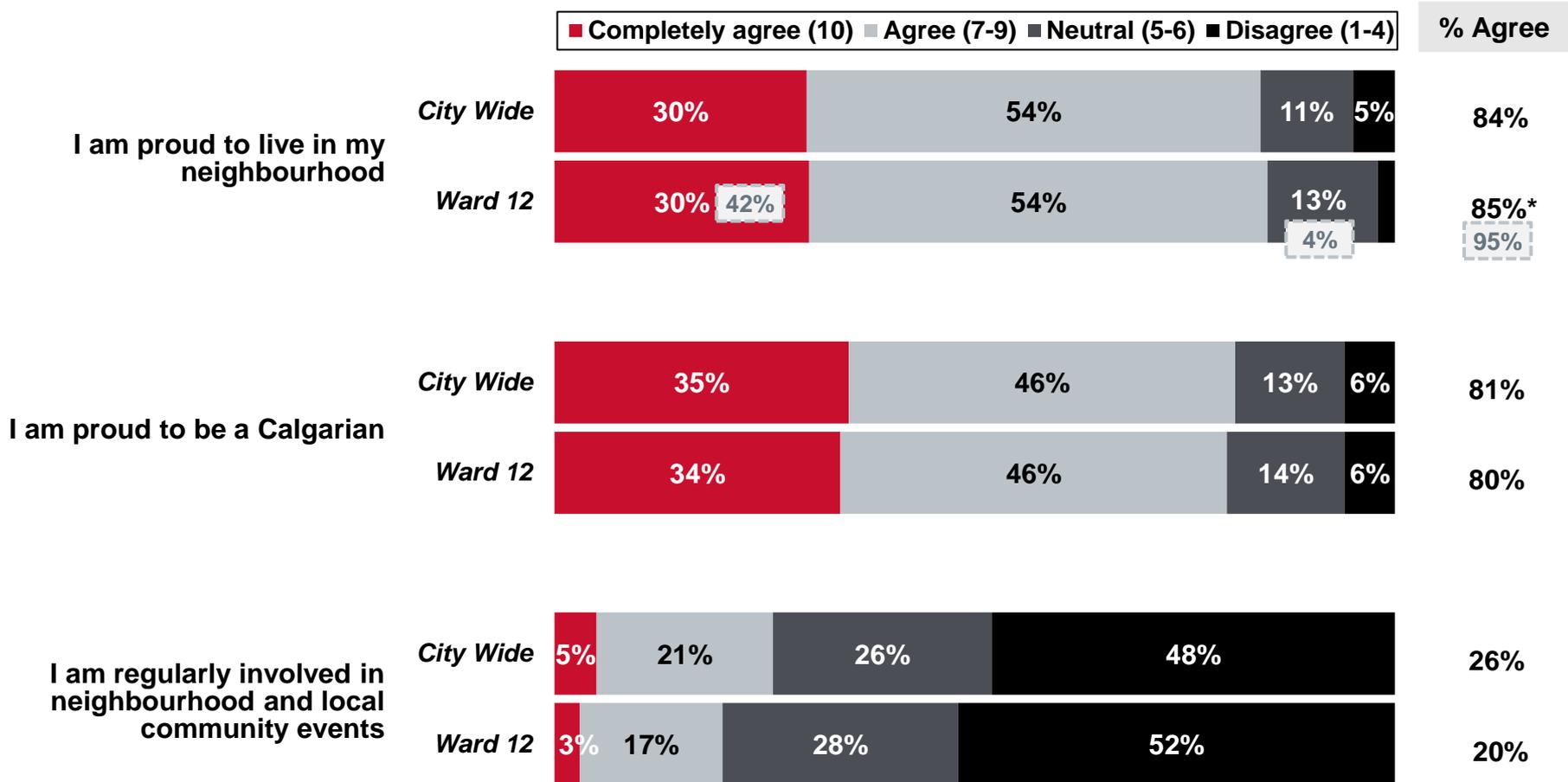
And, do you feel that the quality of life in the city of Calgary in the past three years has ...?

Base: Valid respondents (City Wide: n=2,483 / Ward 12: n=158)

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



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)

Ward 12 2020

*Rounding

Data labels of <3% are not shown



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

■ Completely agree (10) ■ Agree (7-9) ■ Neutral (5-6) ■ Disagree (1-4)

% Agree

Calgary is a great place to make a life

City Wide

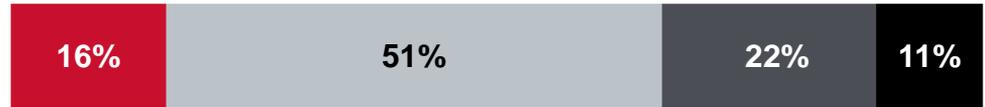


Ward 12

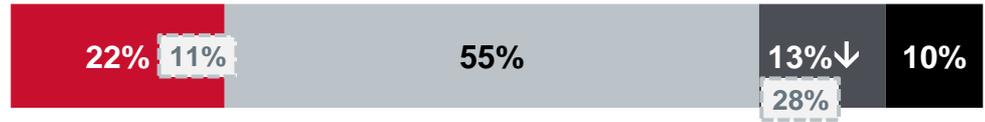


Calgary is a great place to make a living

City Wide



Ward 12



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

City Wide



Ward 12



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 12 2020

*Rounding

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

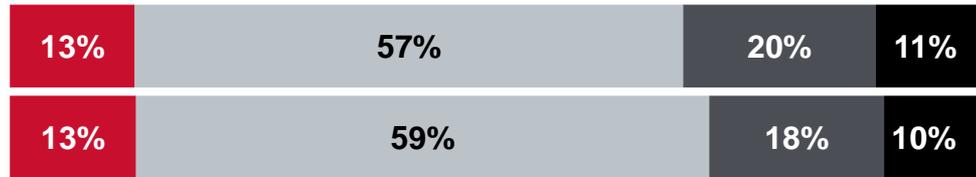


Inclusivity

■ Completely agree (10) ■ Agree (7-9) ■ Neutral (5-6) ■ Disagree (1-4)

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

City Wide
Ward 12



% Agree

70%
72%

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

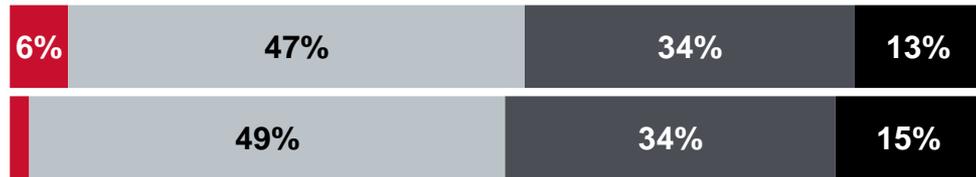
City Wide
Ward 12



54%
62%*

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

City Wide
Ward 12



53%
51%

*Rounding

+Not asked in Fall 2020

Data labels of <3% are not shown

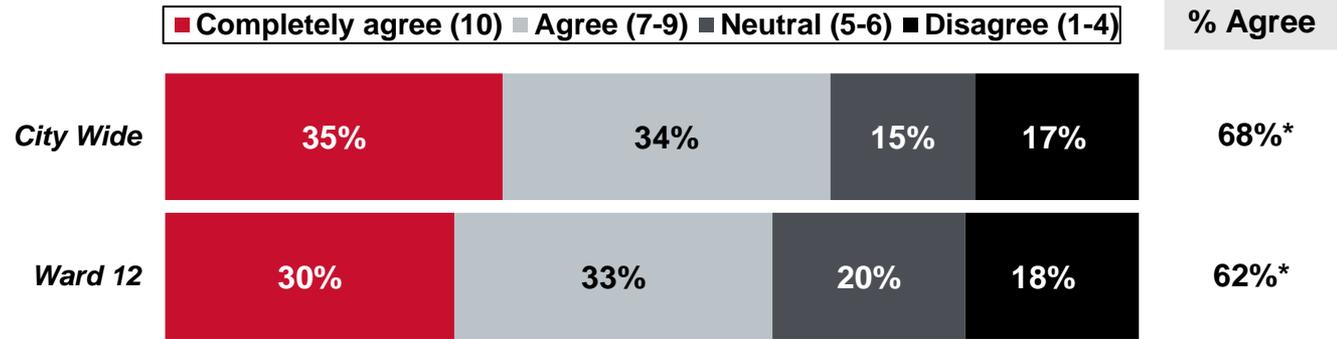
Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."
Base: Valid respondents (Bases vary)



Climate Change and City Programs to Reduce Calgarians' Environmental Impact

New questions in
Fall 2021

I think we need to act now to address climate change



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

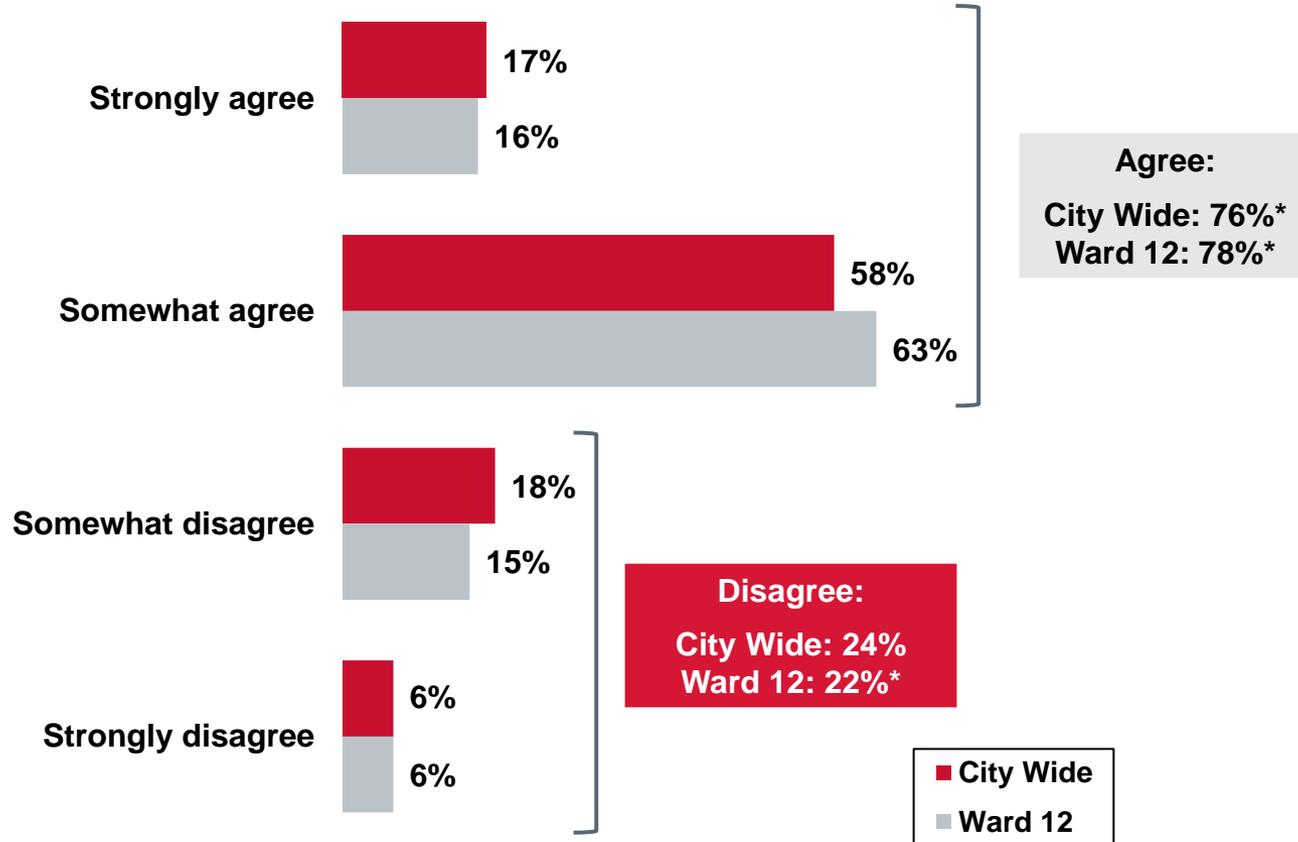


Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."
Base: Valid respondents (Bases vary)

*Rounding



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



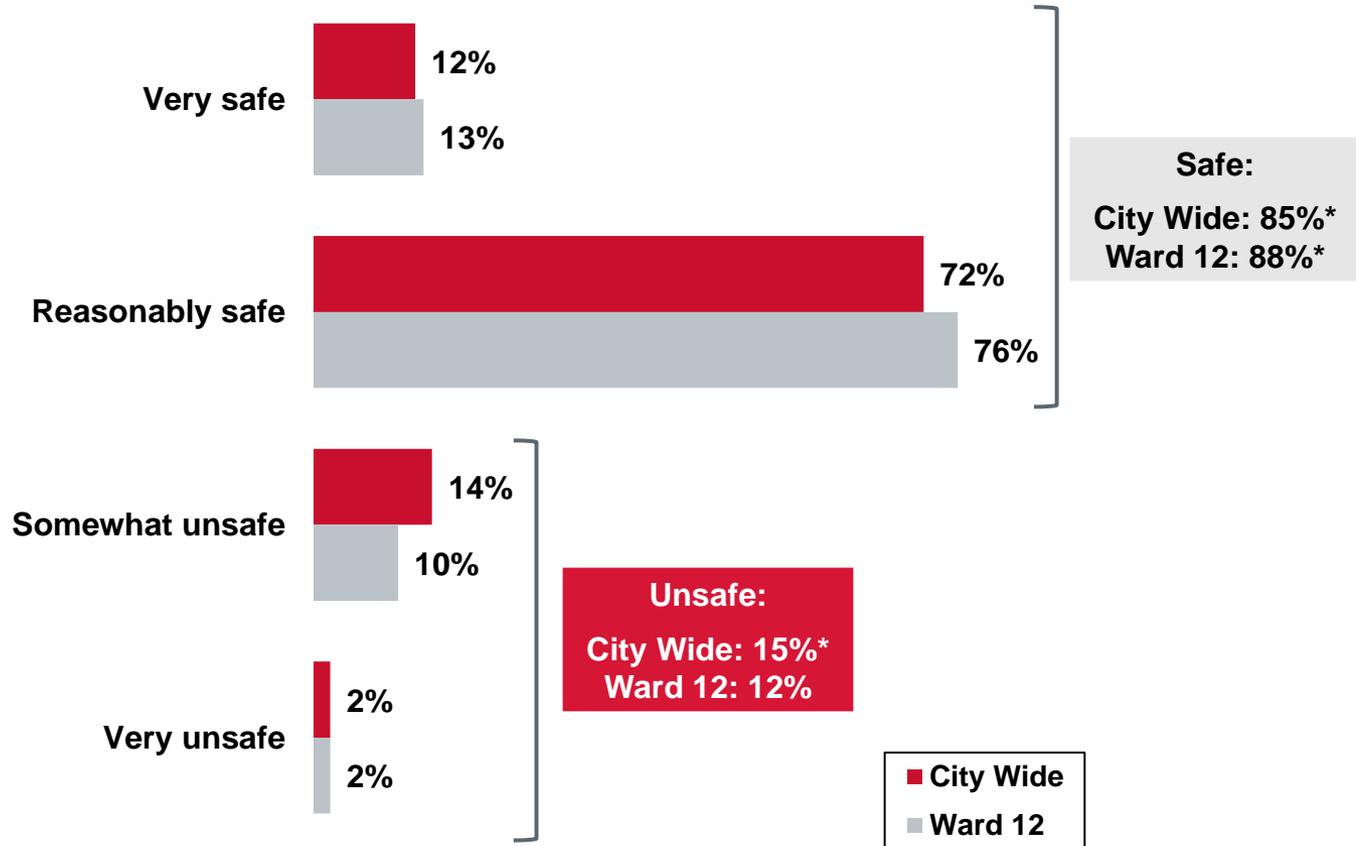
There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.

Base: Valid respondents (City Wide: n=2,484 / Ward 12: n=157)

*Rounding



Perceived Safety of Calgary Overall



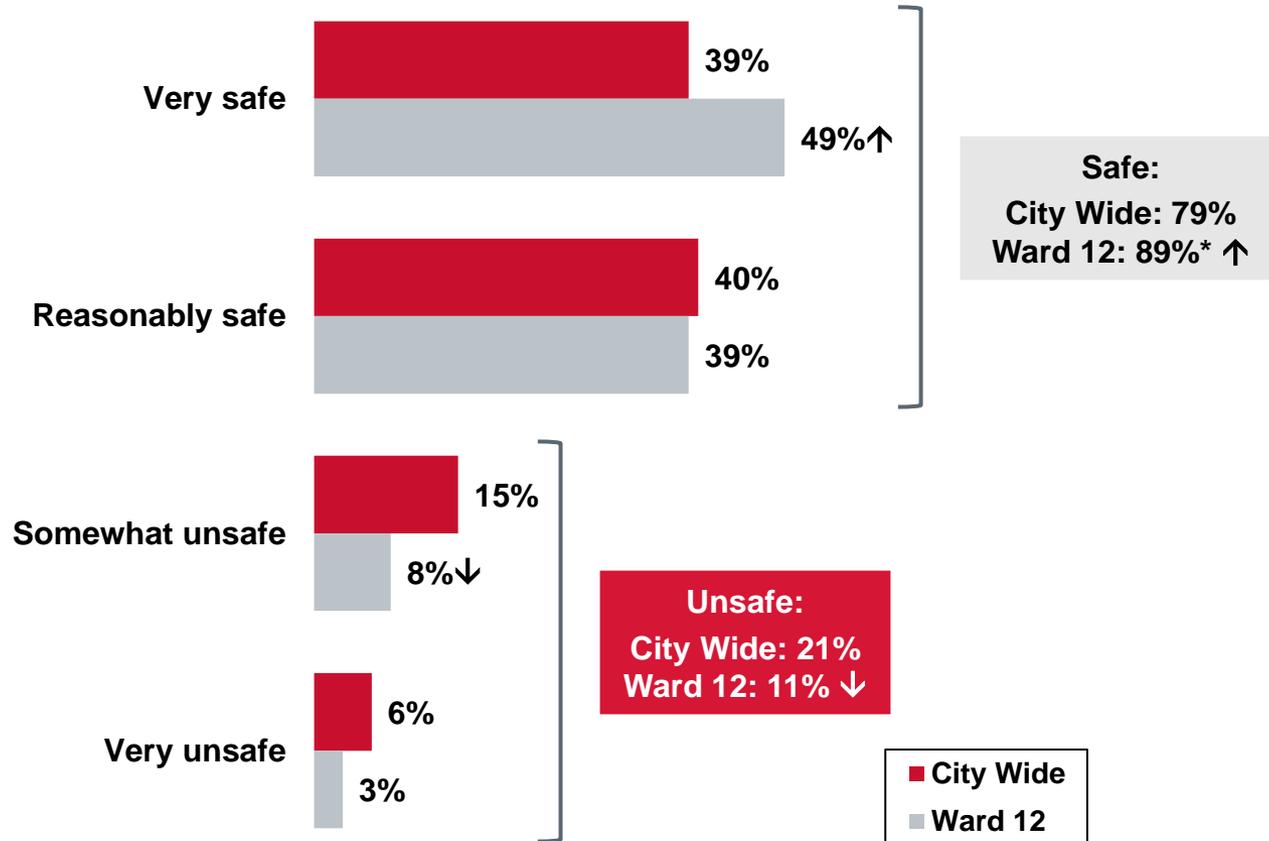
How safe or unsafe do you think Calgary is overall?

Base: Valid respondents (City Wide: n=2,495 / Ward 12: n=159)

*Rounding



Perceived Safety in Own Neighbourhood



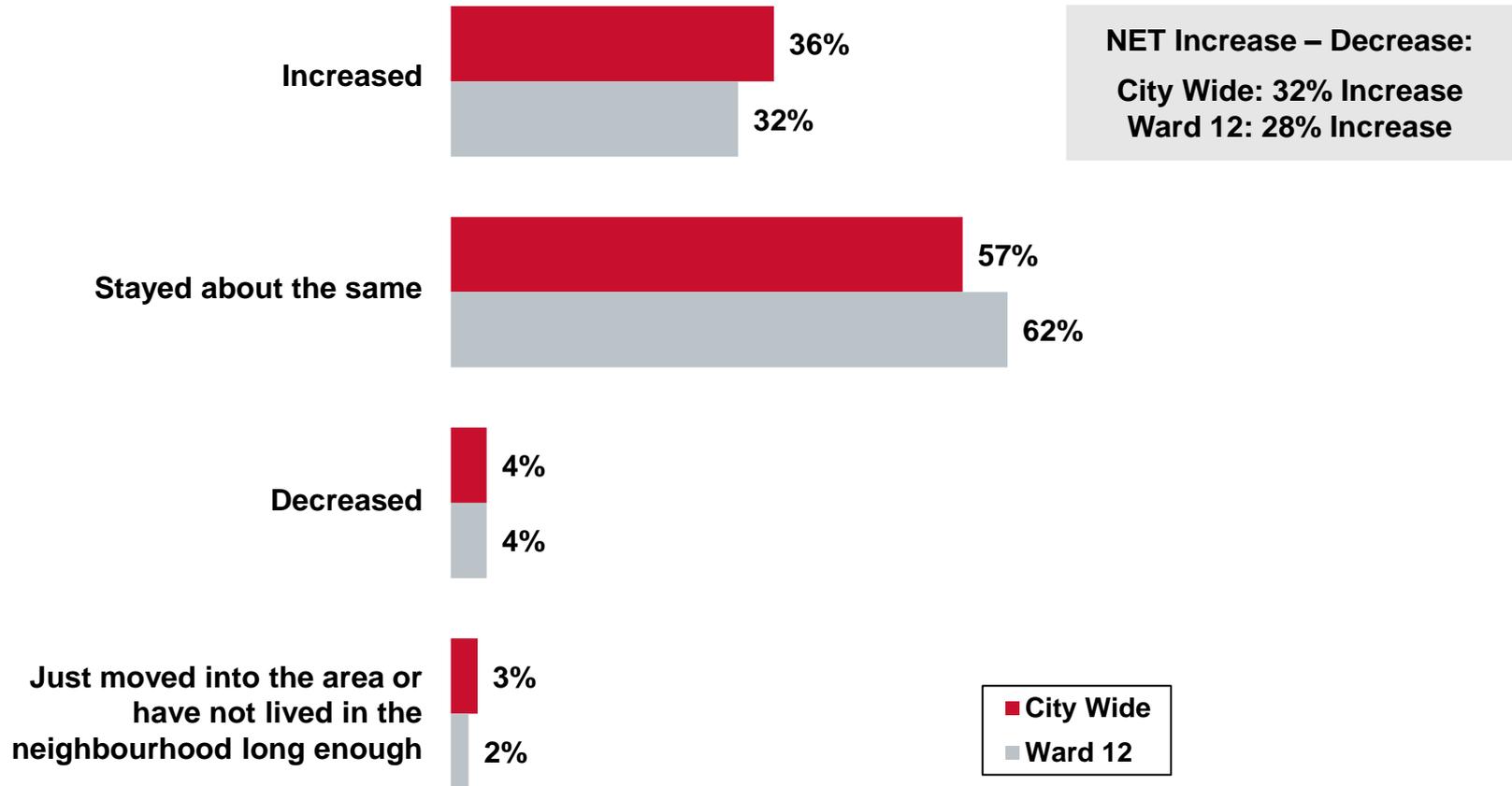
*Rounding

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 12: n=159)

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



Perceived Change in Neighbourhood Crime



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

Base: Valid respondents (City Wide: n=2,474 / Ward 12: n=159)



Issue Agenda





Issue Agenda

City Wide

Ward 12

■ First Mention ■ Other Mentions

Multiple Responses

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

Issue	City Wide	Ward 12
Infrastructure, Traffic & Roads [NET]	19% 10% 29%	31%
Road conditions	4% 3% 7%	6%
Traffic congestion	4% 6%	5%
(Lack of) snow removal	4% 6%	9% 2%
Crime, Safety & Policing [NET]	10% 4% 14%	10%
Breaking and entering/gangs/drugs	5% 7%	2%↓
Public safety	4% 5%	4%
Transit [NET]	9% 5% 14%	26%↑
Public transportation (including buses/C-Train/poor service)	4% 3% 7%	14%↑
Transit system improvements	4%	7%↑
Public transportation (unspecified)	4%	6%
COVID-19 Pandemic	7% 9%	9%
Taxes [NET]	6% 3% 9%	13%
High taxes	4% 6%	11%↑
Recreation and Parks [NET]	5% 4% 9%	10%
Homelessness, Poverty & Affordable Housing [NET]	5% 3% 8%	3%↓
Economy [NET]	5% 6%	4%
Environment and Waste Management [NET]	4% 6%	4%
Budget and Spending [NET]	4% 5%	5%
Education	3% 5%	6%
Growth and Planning [NET]	3% 5%	4%
Healthcare	3% 4%	2%
None	14%	9% 18%

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=2,422 / Ward 12: n=151)

City Wide mentions of <4% are not shown
City Wide data labels of <3% are not shown

Ward 12 2020

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

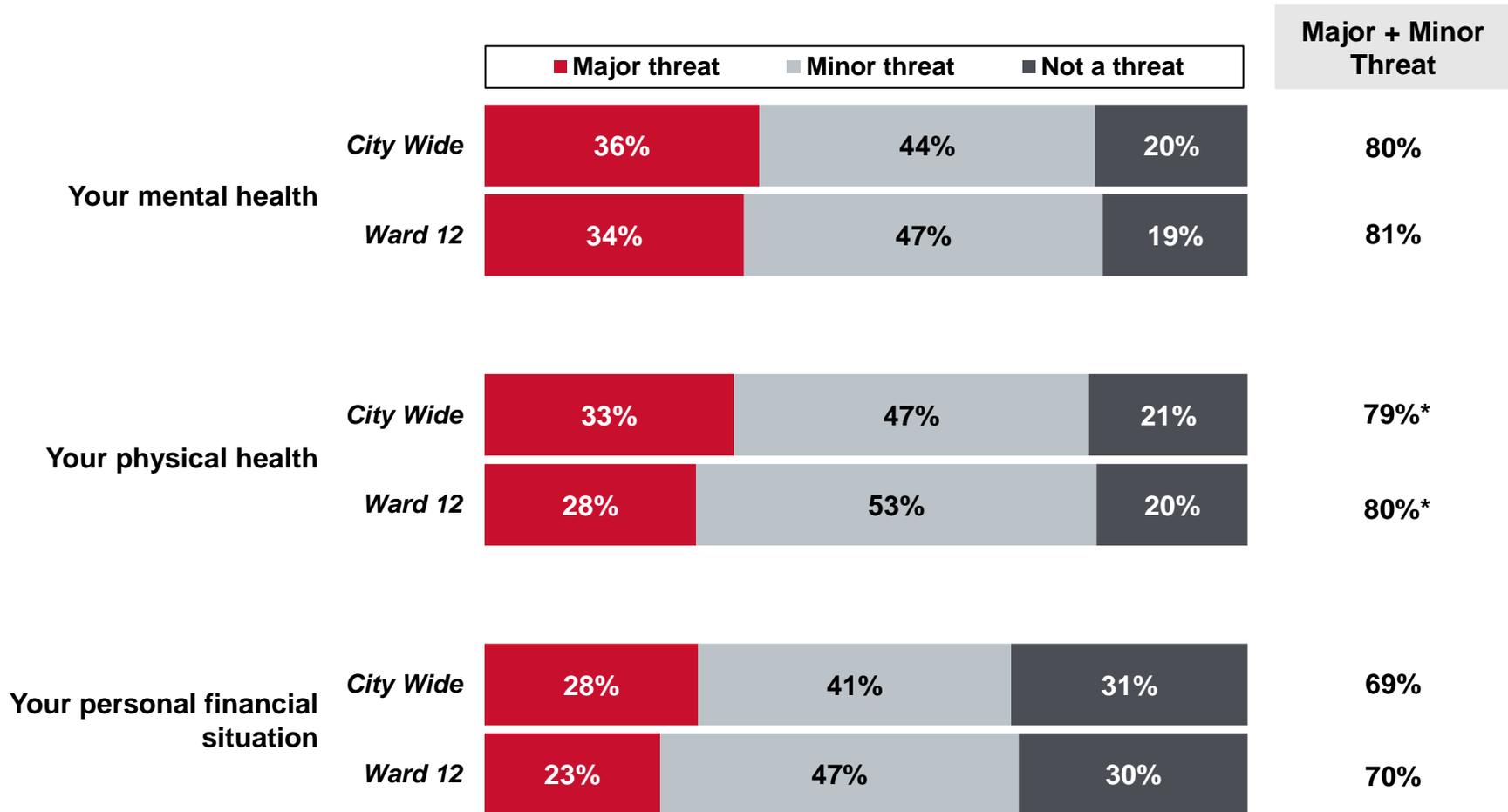


COVID-19 Pandemic





Threats Related to the COVID-19 Pandemic



In your opinion, how much of a threat is the COVID-19 pandemic for...?
 Base: Valid respondents (Bases vary)

*Rounding



Satisfaction with The City's COVID-19 Response⁺



Overall, how satisfied are you with The City's COVID-19 response? Are you...?
 Base: Valid respondents (City Wide: n=2,486 / Ward 12: n=158)

*Rounding

+Not asked in Fall 2020

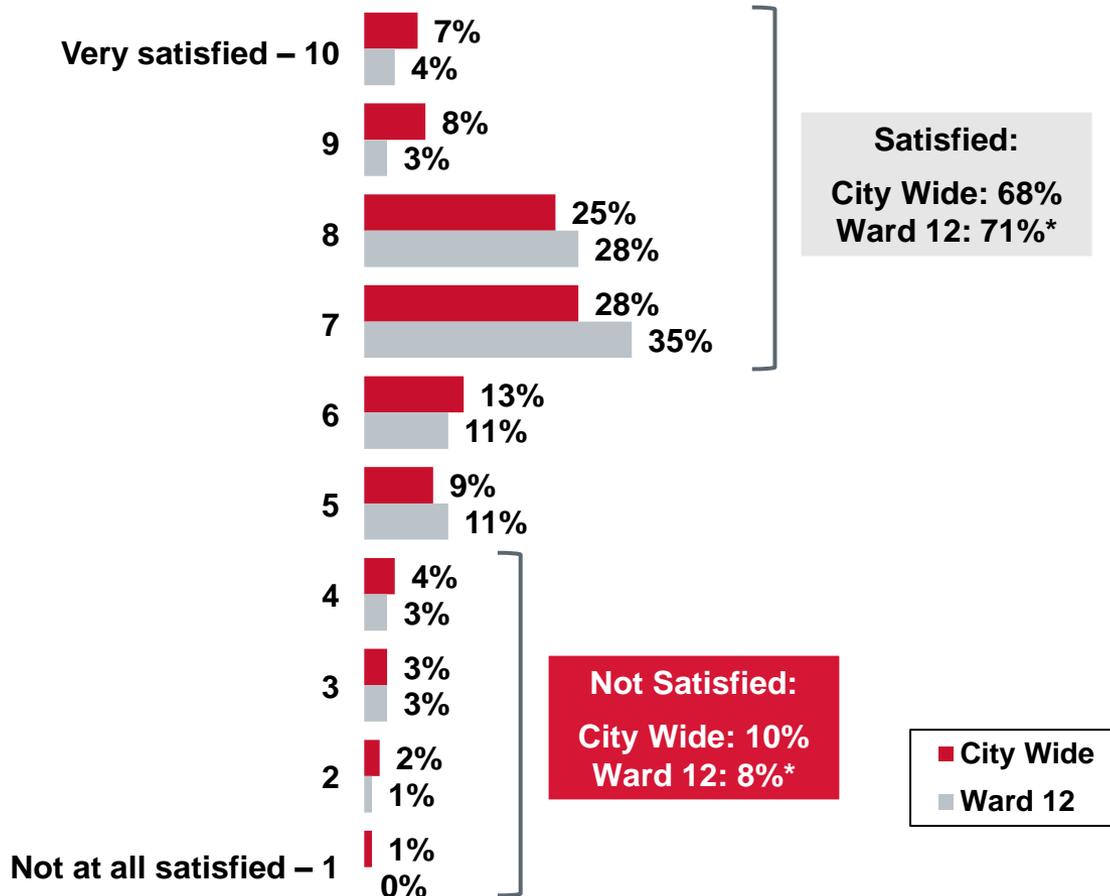


City Programs and Services





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



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

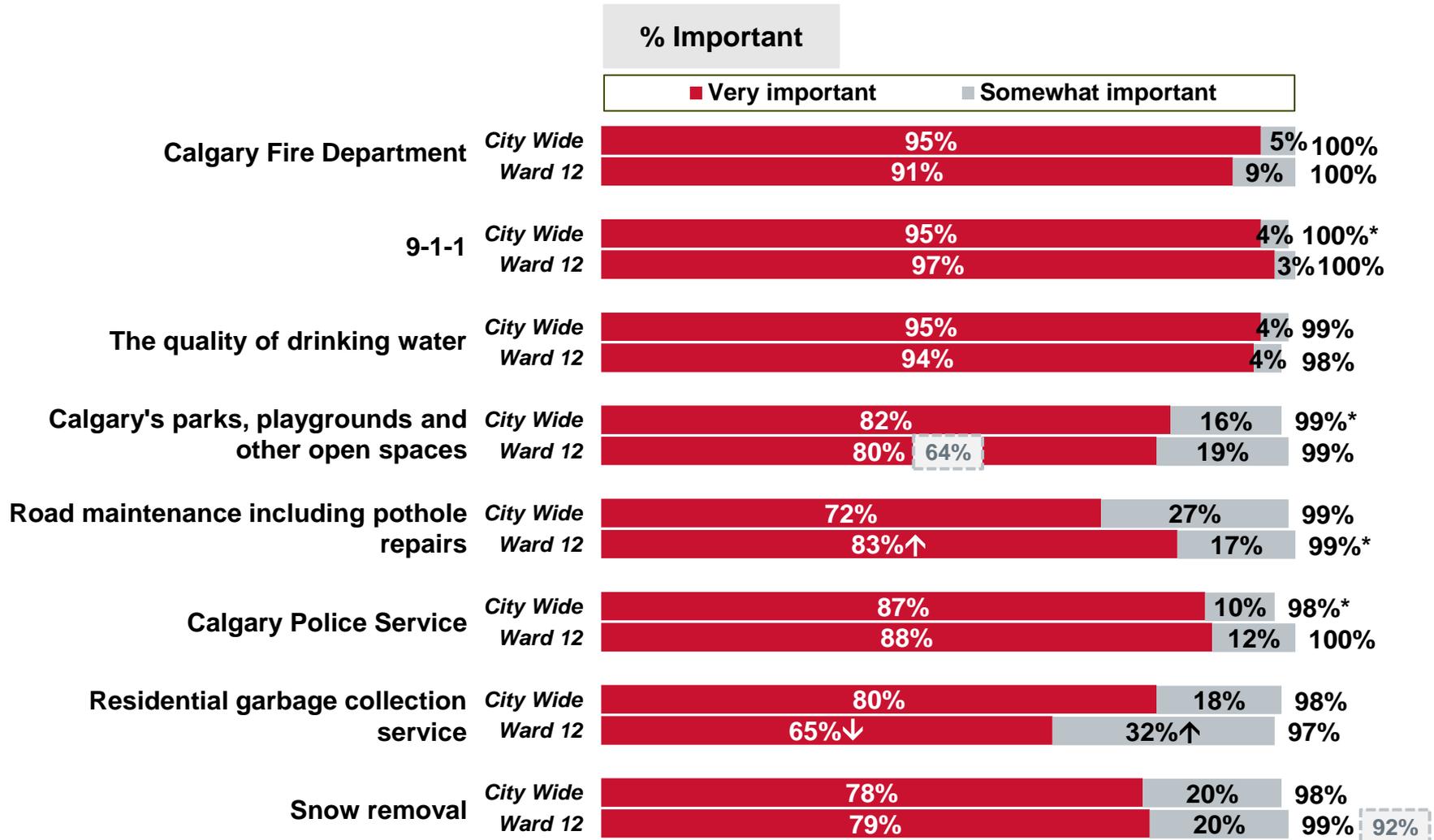
Base: Valid respondents (City Wide: n=2,489 / Ward 12: n=159)

*Rounding

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



Importance of City Programs and Services



Ward 12 2020 *Rounding

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

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

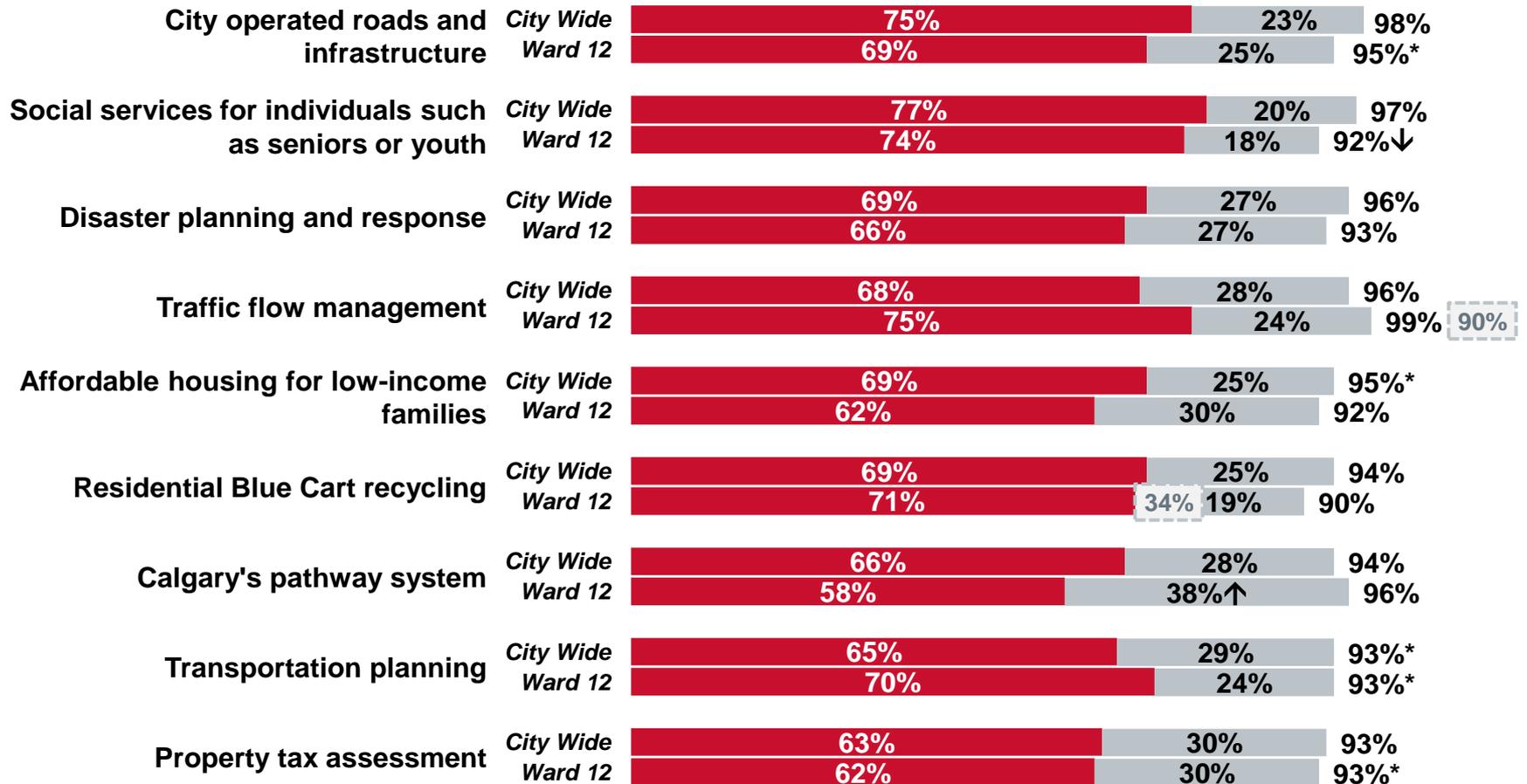
Base: Valid respondents (Bases vary)



Importance of City Programs and Services (continued)

% Important

■ Very important ■ Somewhat important



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

Base: Valid respondents (Bases vary)

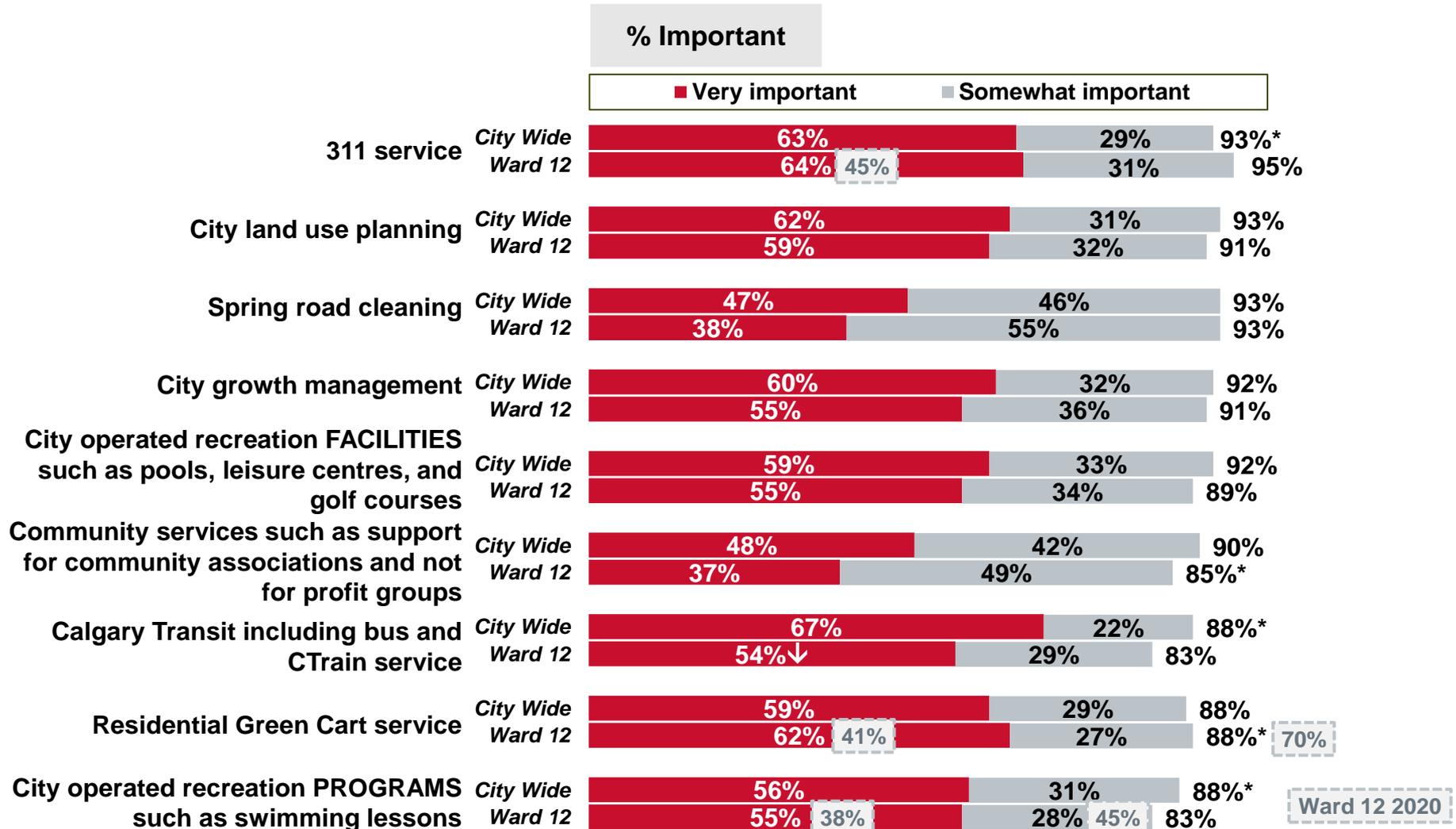
Ward 12 2020

*Rounding

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



Importance of City Programs and Services (continued)



Ward 12 2020

*Rounding

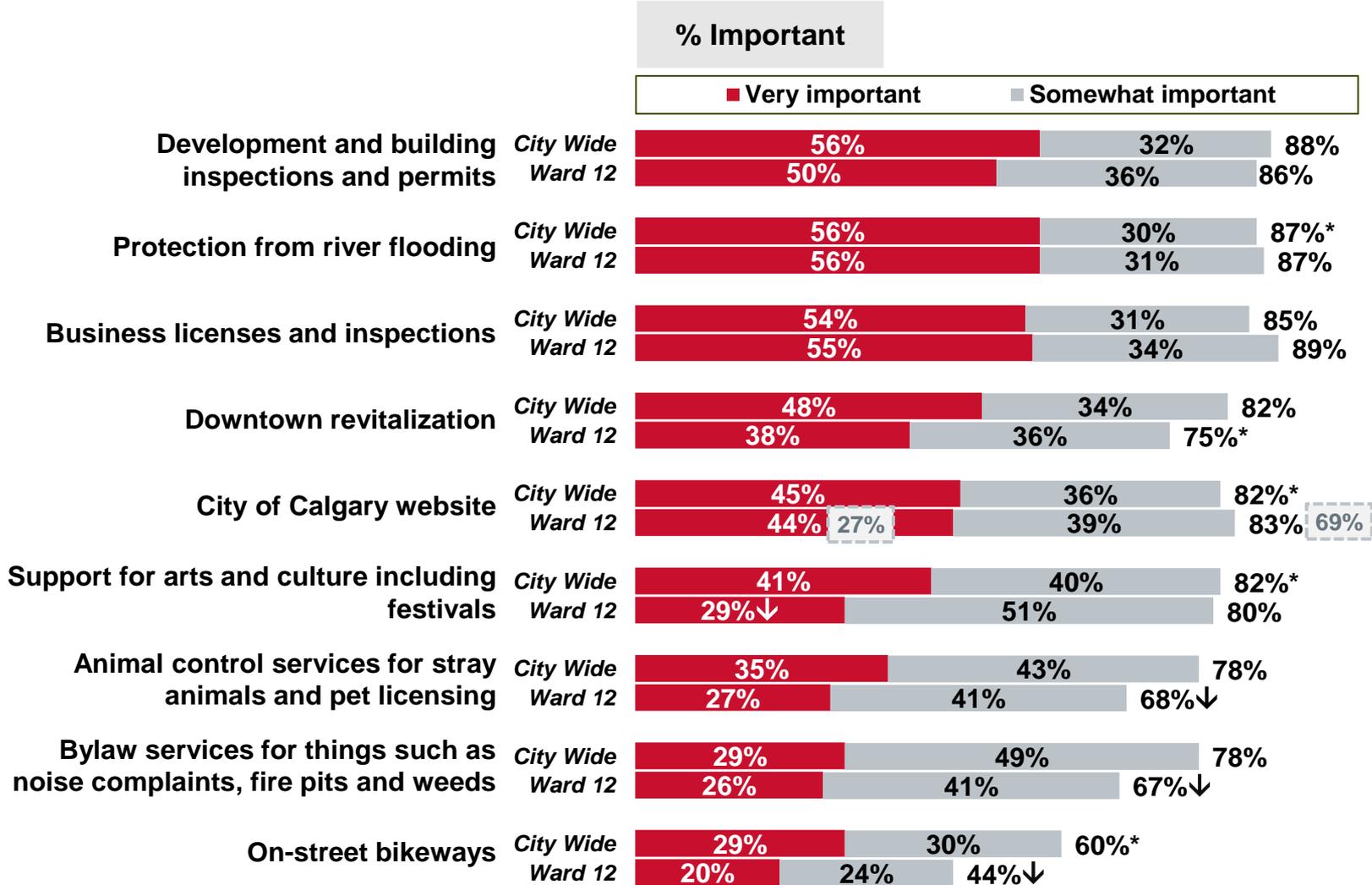
↑ Statistically higher than City Wide
↓ Statistically lower than City Wide

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

Base: Valid respondents (Bases vary)



Importance of City Programs and Services (continued)



Ward 12 2020

*Rounding

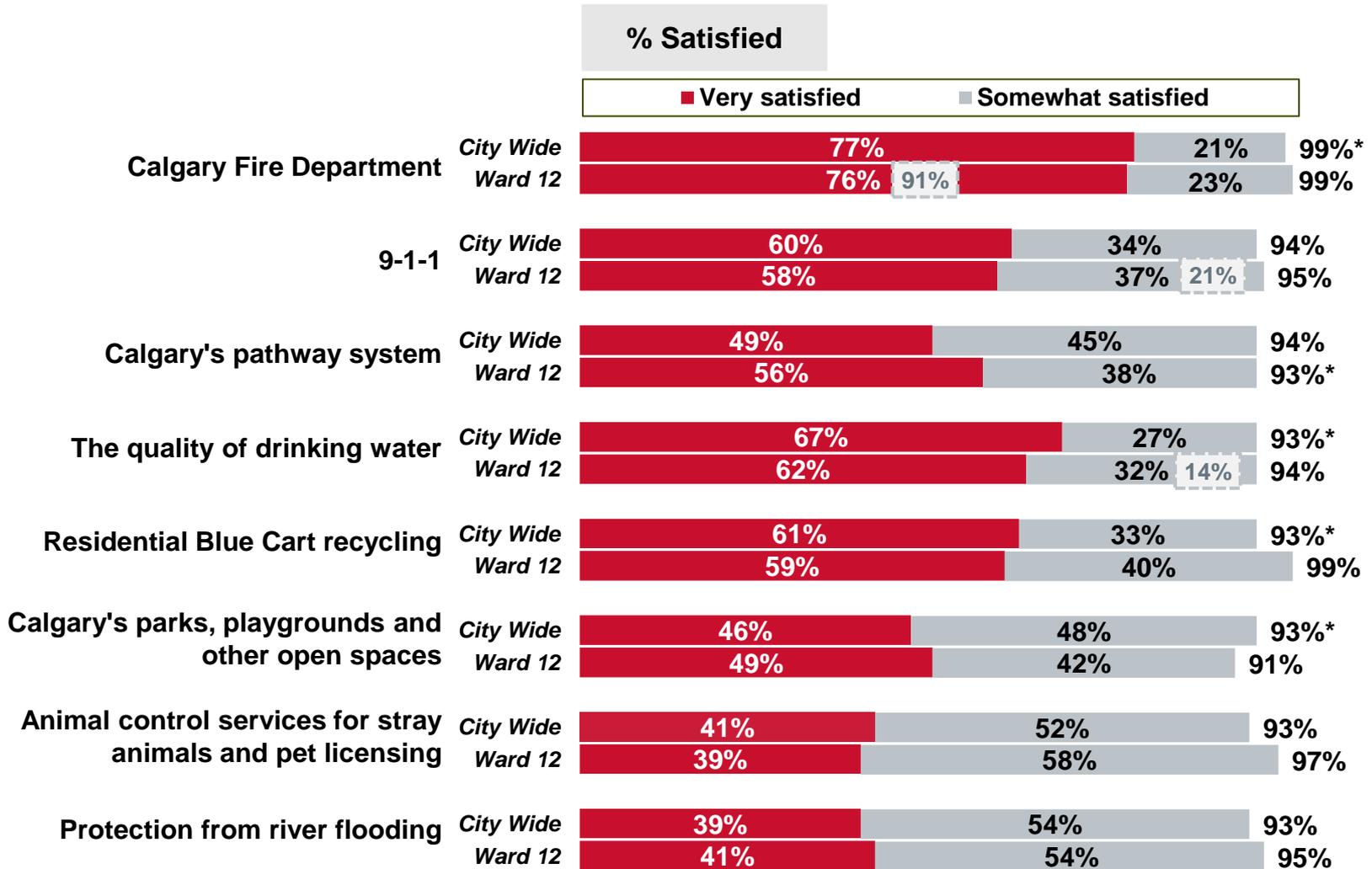
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

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



Satisfaction with City Programs and Services



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

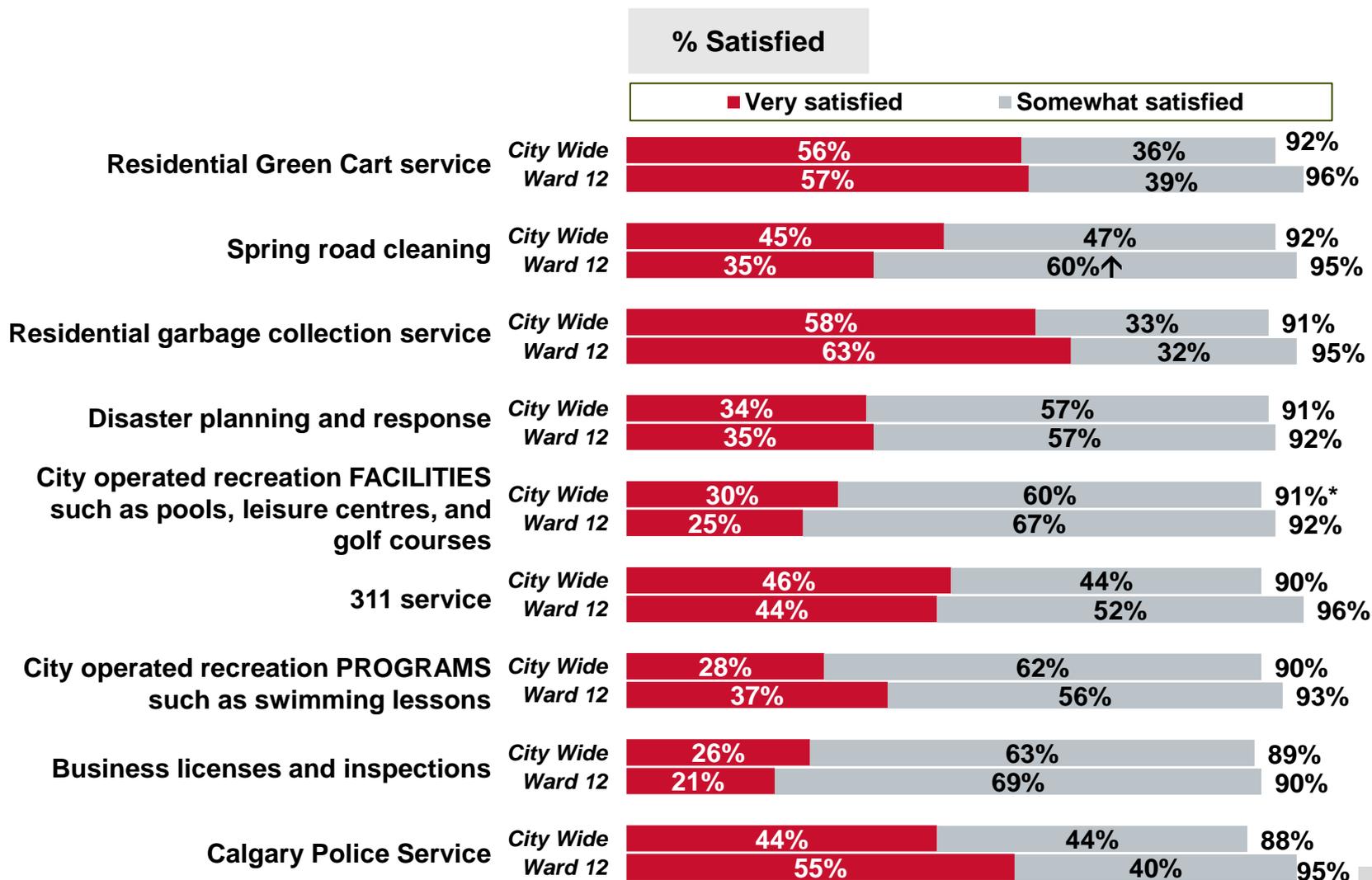
Base: Valid respondents (Bases vary)

Ward 12 2020

*Rounding



Satisfaction with City Programs and Services (continued)



*Rounding

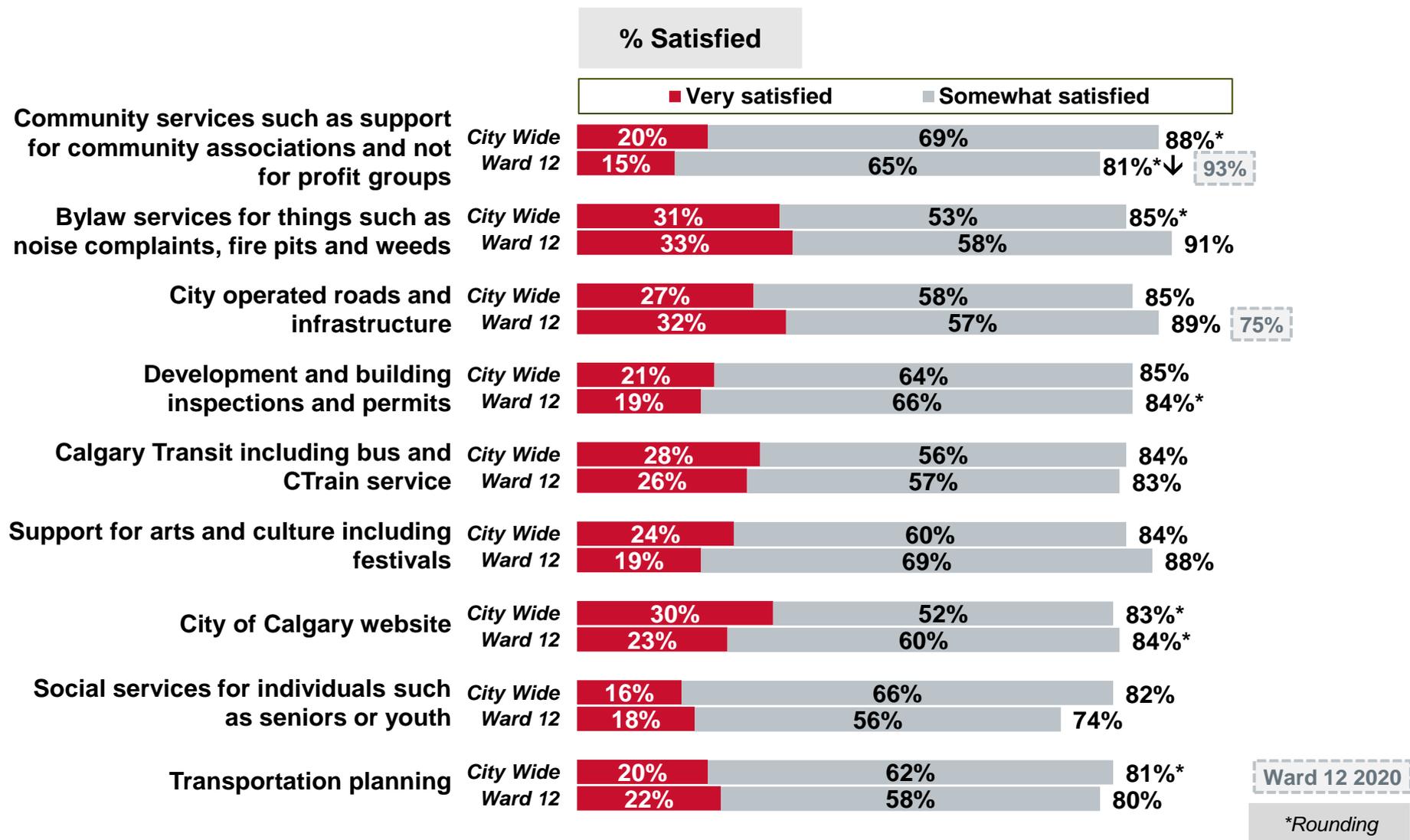
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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



Satisfaction with City Programs and Services (continued)



Ward 12 2020

*Rounding

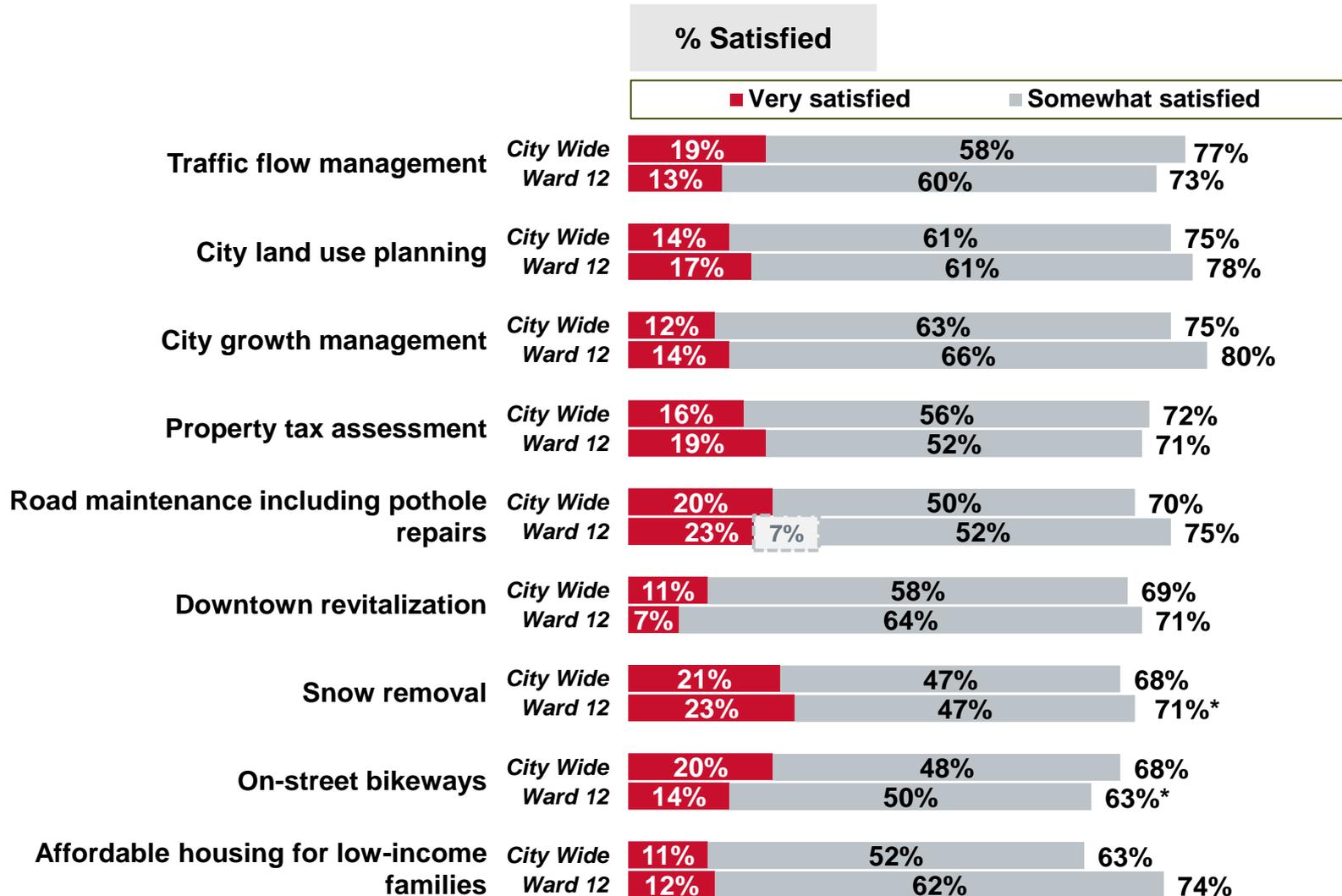
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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



Satisfaction with City Programs and Services (continued)



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

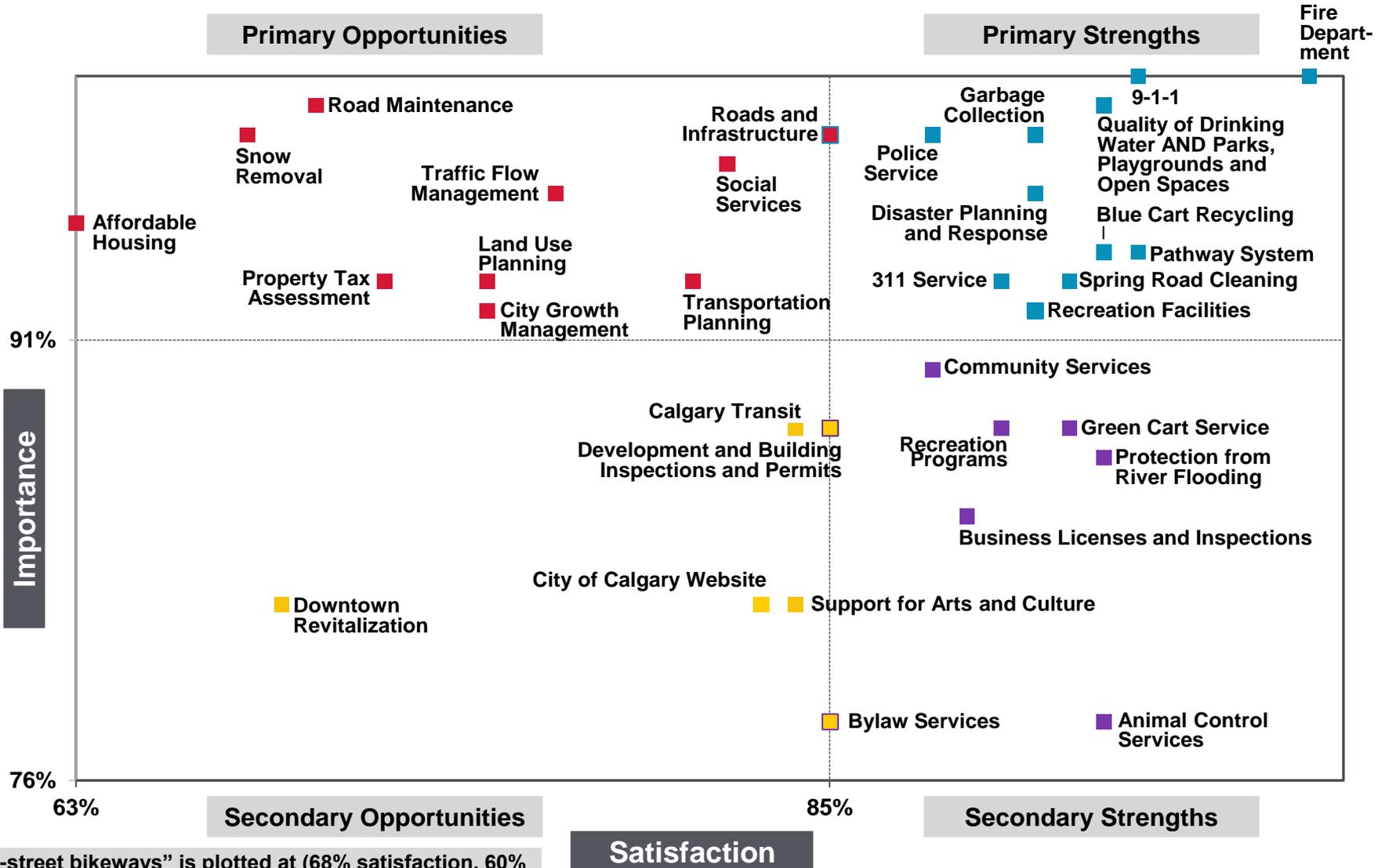
Base: Valid respondents (Bases vary)

Ward 12 2020

*Rounding



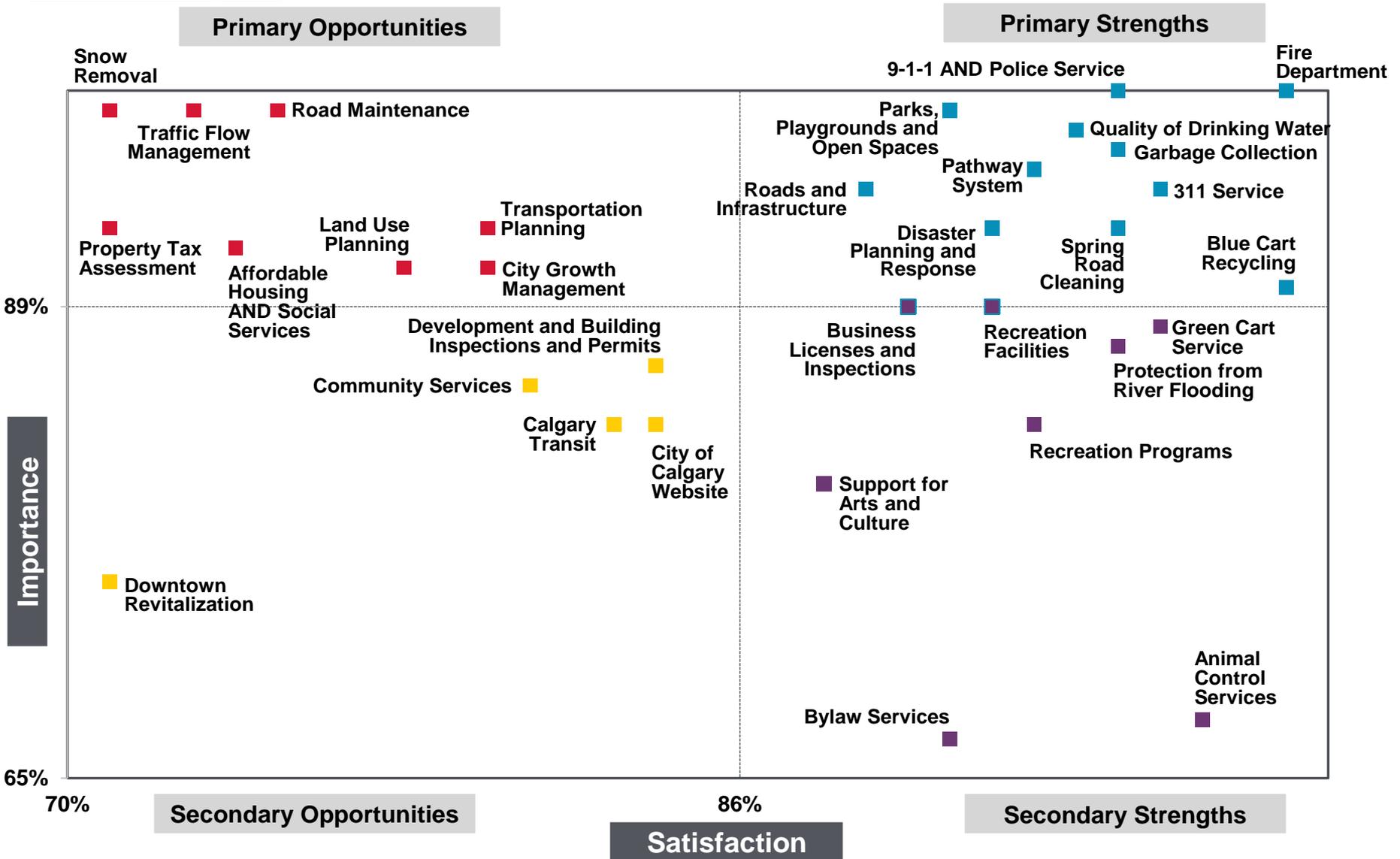
Importance vs. Satisfaction Grid: City Wide



“On-street bikeways” is plotted at (68% satisfaction, 60% importance) and is not illustrated on this graph.



Importance vs. Satisfaction Grid: Ward 12



“On-street bikeways” (63% satisfaction, 44% importance) is not illustrated on this graph.



Primary Strengths and Opportunities: City Wide versus Ward 12

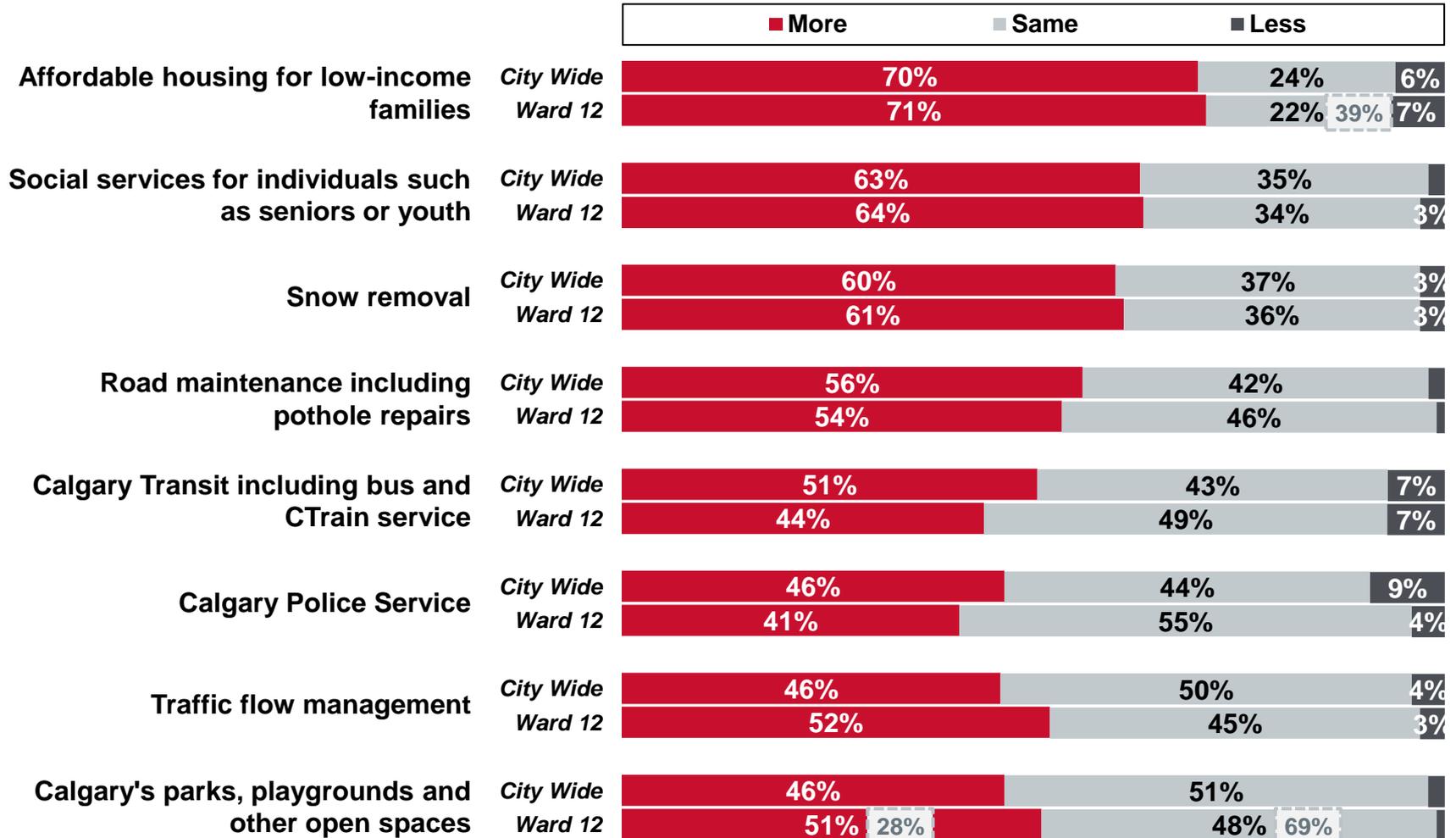
Please note: Only items that are primary strengths or primary noted areas either City Wide or for the Ward are shown in the table.

	City Wide	Ward 12
Fire Department	Blue	Blue
9-1-1	Blue	Blue
Quality of Drinking Water	Blue	Blue
Garbage Collection	Blue	Blue
Parks, Playgrounds and Open Spaces	Blue	Blue
Disaster Planning and Response	Blue	Blue
Pathway System	Blue	Blue
Police Service	Blue	Blue
Blue Cart Recycling	Blue	Blue
Spring Road Cleaning	Blue	Blue
311 Service	Blue	Blue
Recreation Facilities	Blue	Striped
Business Licenses and Inspections	Blue	Striped
Roads and Infrastructure	Striped	Blue
Road Maintenance	Red	Red
Affordable Housing	Red	Red
Property Tax Assessment	Red	Red
City Growth Management	Red	Red
Snow Removal	Red	Red
Land Use Planning	Red	Red
Traffic Flow Management	Red	Red
Transportation Planning	Red	Red
Social Services	Red	Red

Primary Strengths
Primary Opportunities
Neither (in another quadrant)
<i>Striped boxes indicate the service sits on the border between quadrants</i>



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.

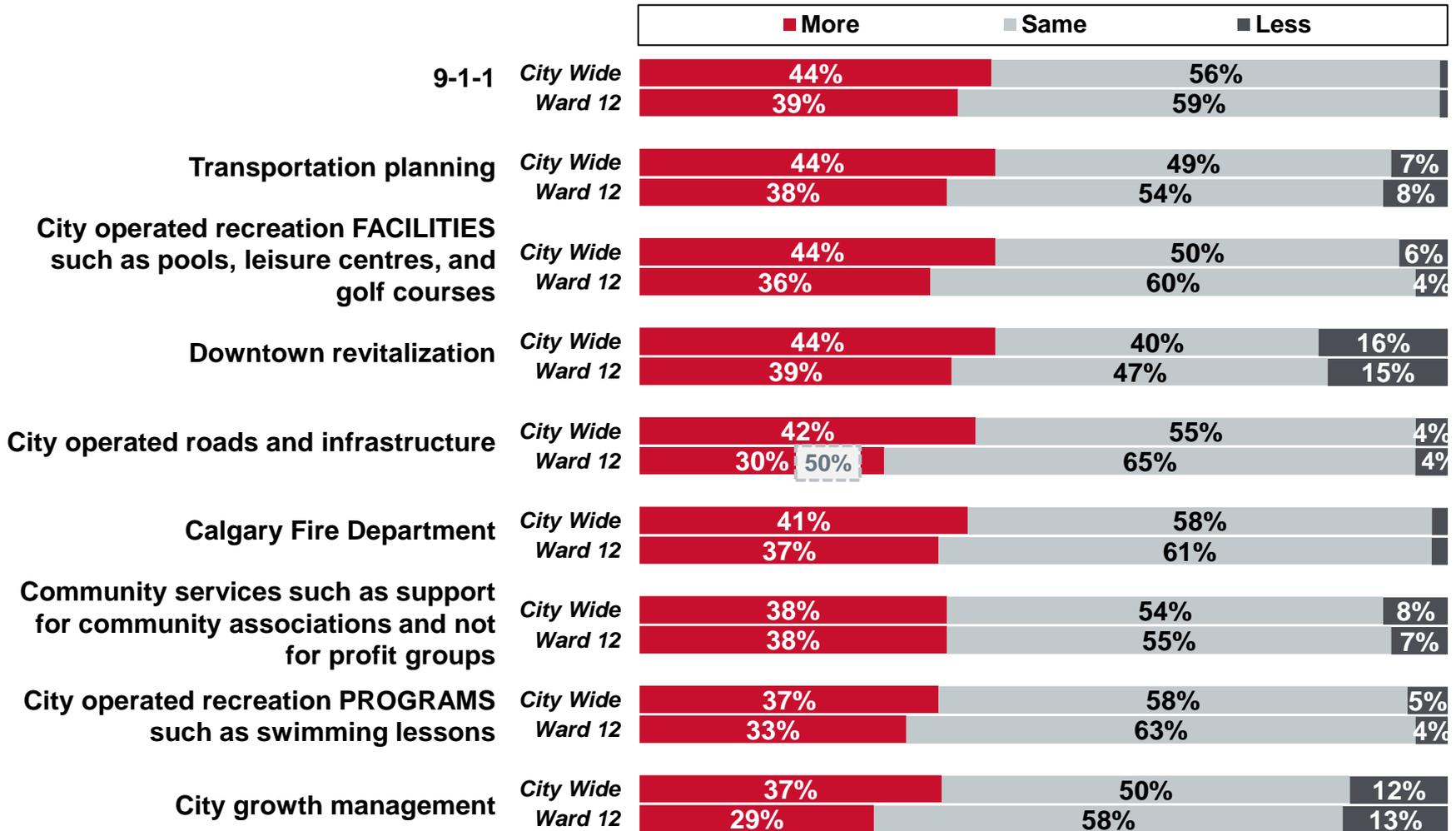
Base: Valid respondents (Bases vary)

Ward 12 2020

Data labels of <3% are not shown



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.

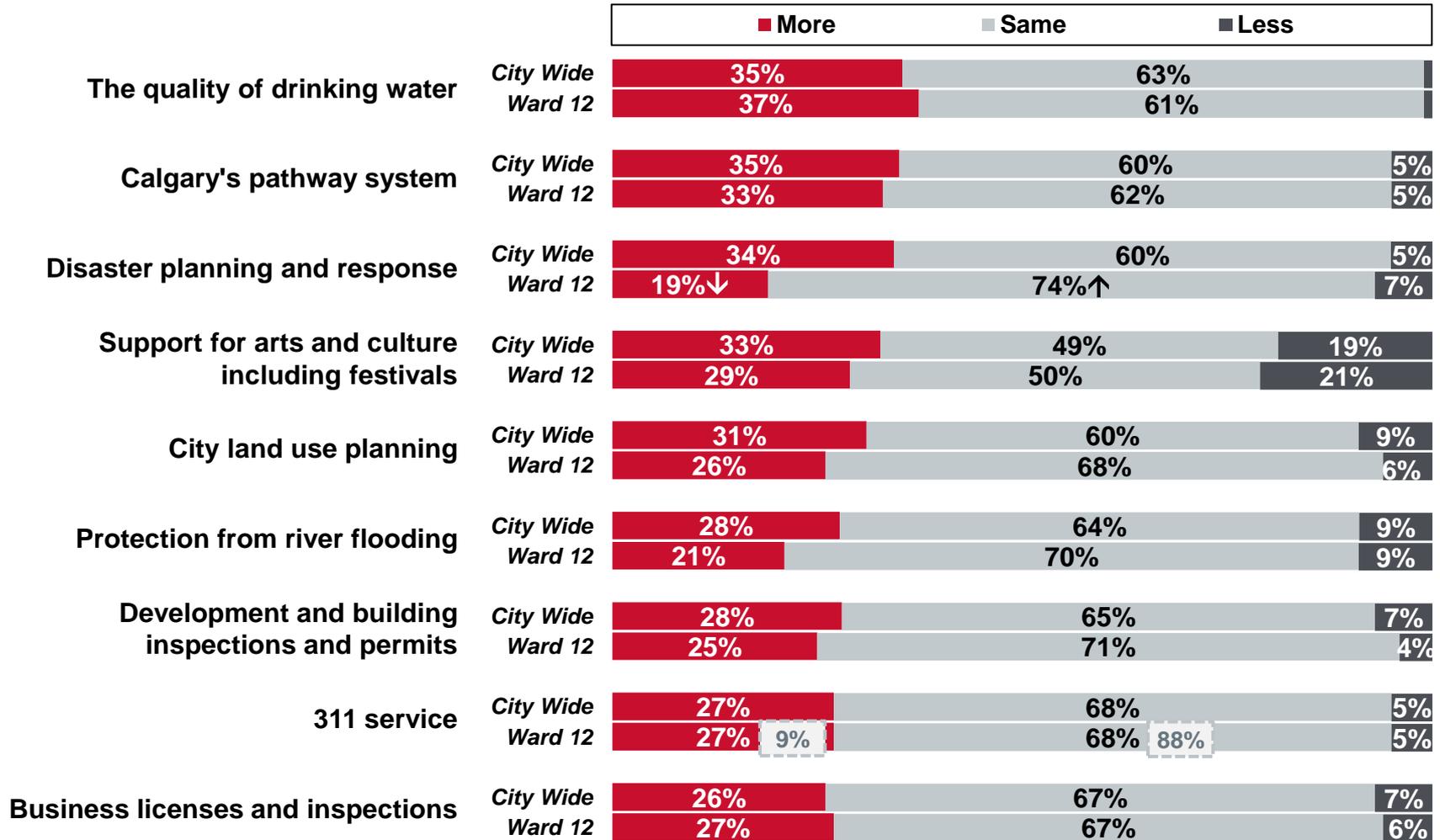
Base: Valid respondents (Bases vary)

Ward 12 2020

Data labels of <3% are not shown



Investment in City Programs and Services (continued)



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

Base: Valid respondents (Bases vary)

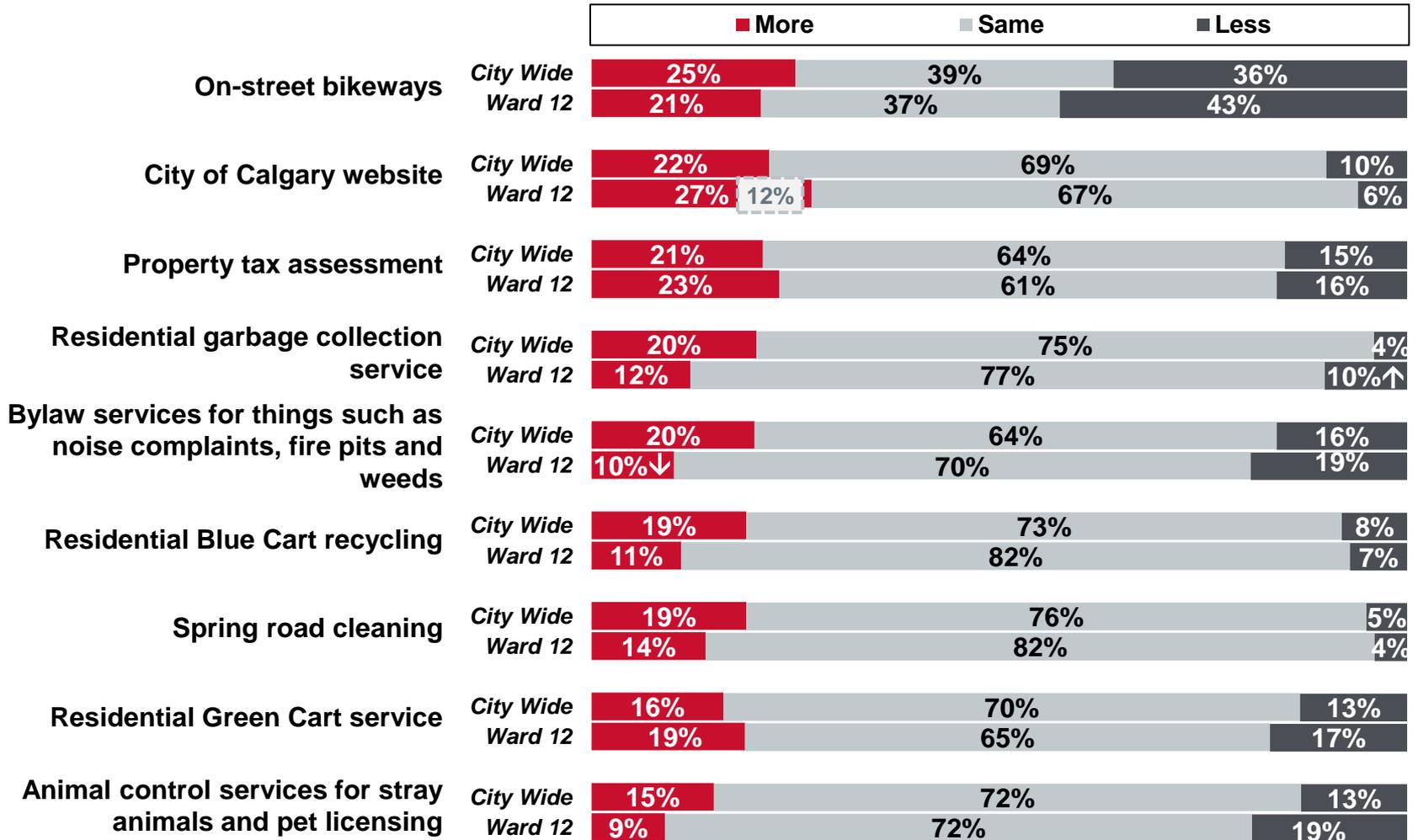
Data labels of <3% are not shown

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

Ward 12 2020



Investment in City Programs and Services (continued)



Ward 12 2020

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)

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

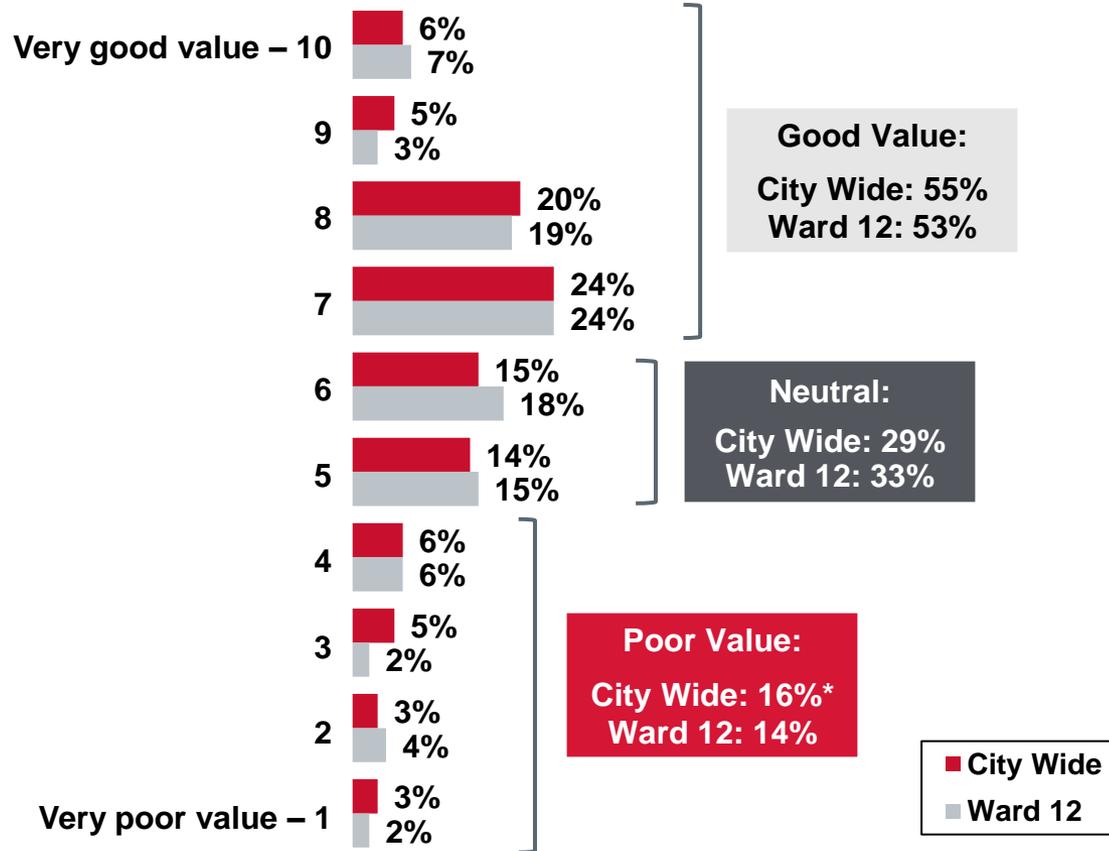


Taxation





Perceived Value of Property Taxes



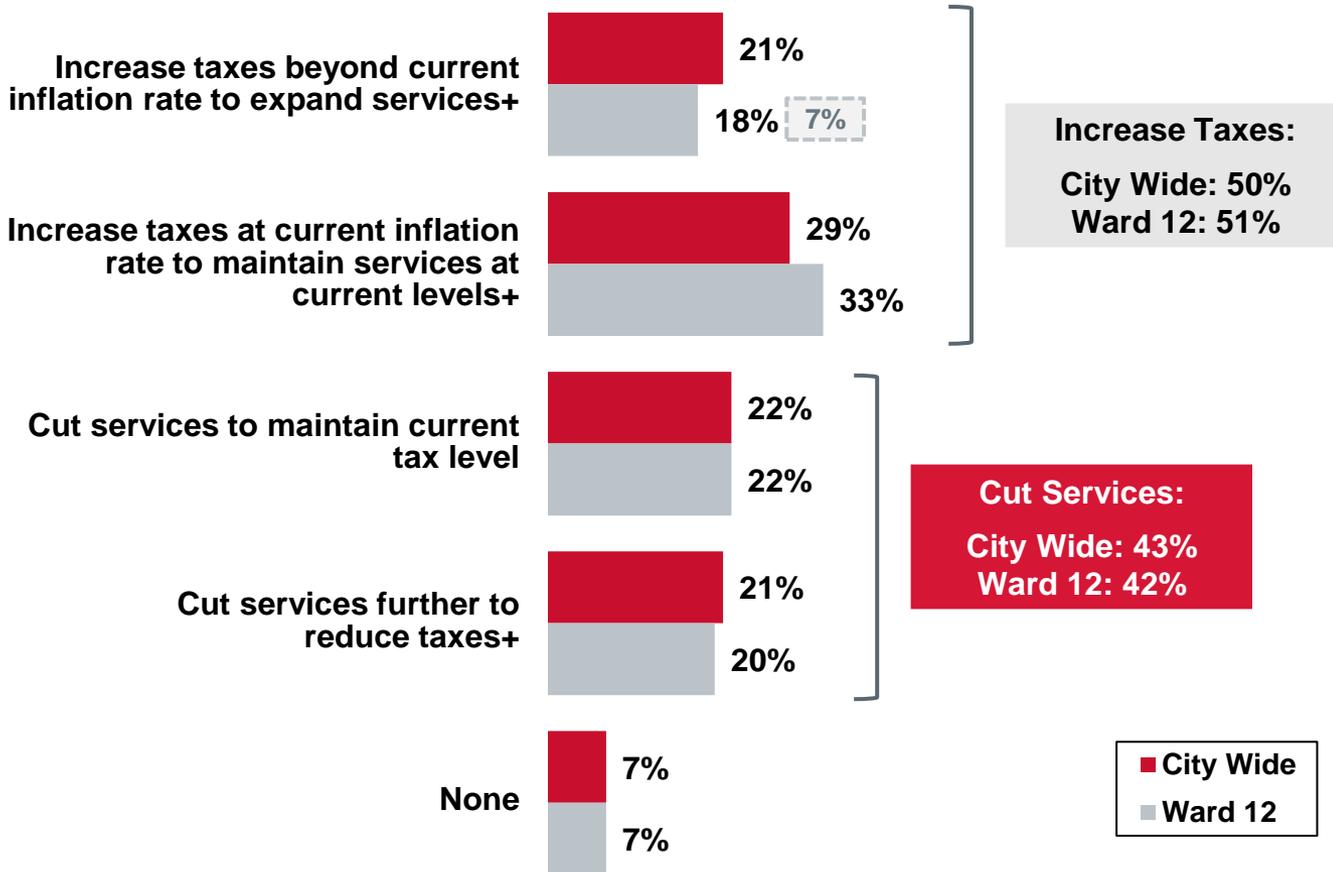
Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal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

Base: Valid respondents (City Wide: n=2,446 / Ward 12: n=158)

*Rounding



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?

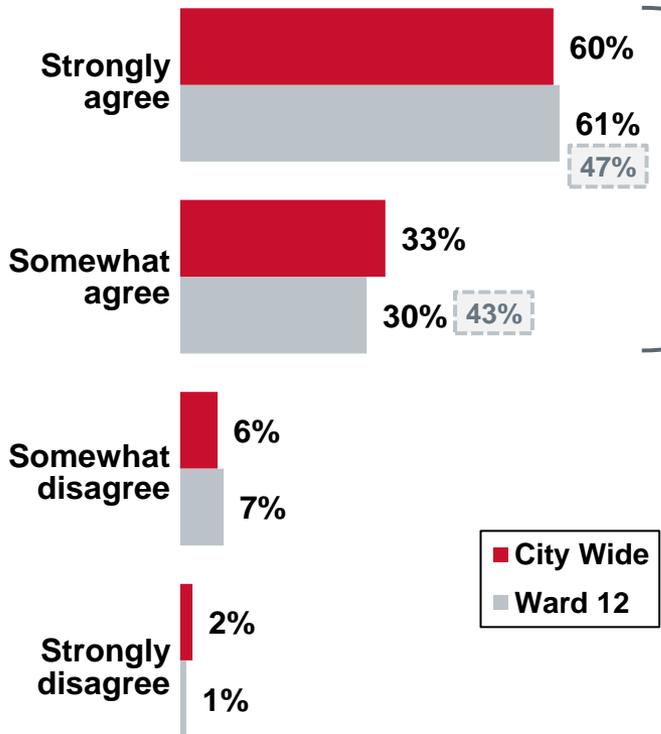
Base: Valid respondents (City Wide: n=2,463 / Ward 12: n=158) | +Slight wording changes in Fall 2020

Ward 12 2020



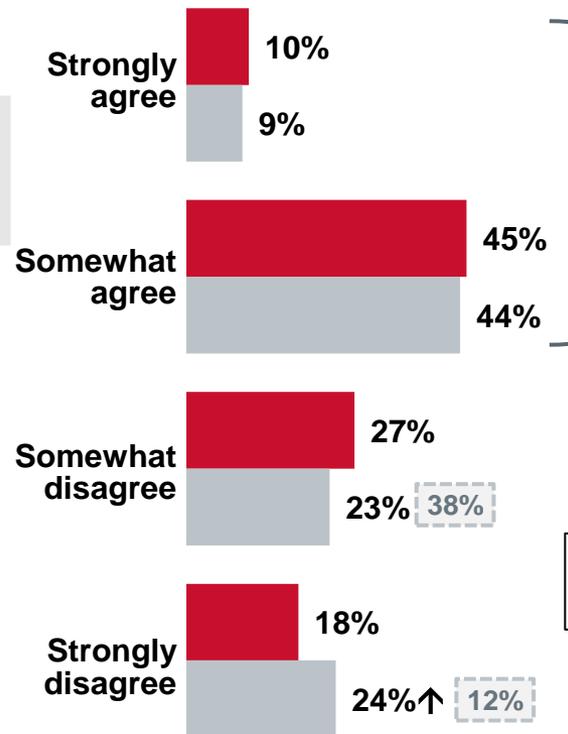
Property Tax Dollar Investment

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



Agree:
City Wide: 92%*
Ward 12: 91%

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: 56%*
Ward 12: 53%

Ward 12 2020
*Rounding

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

Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.
Base: Valid respondents (City Wide: n=2,485 / Ward 12: n=159) Base: Valid respondents (City Wide: n=2,454 / Ward 12: n=157)

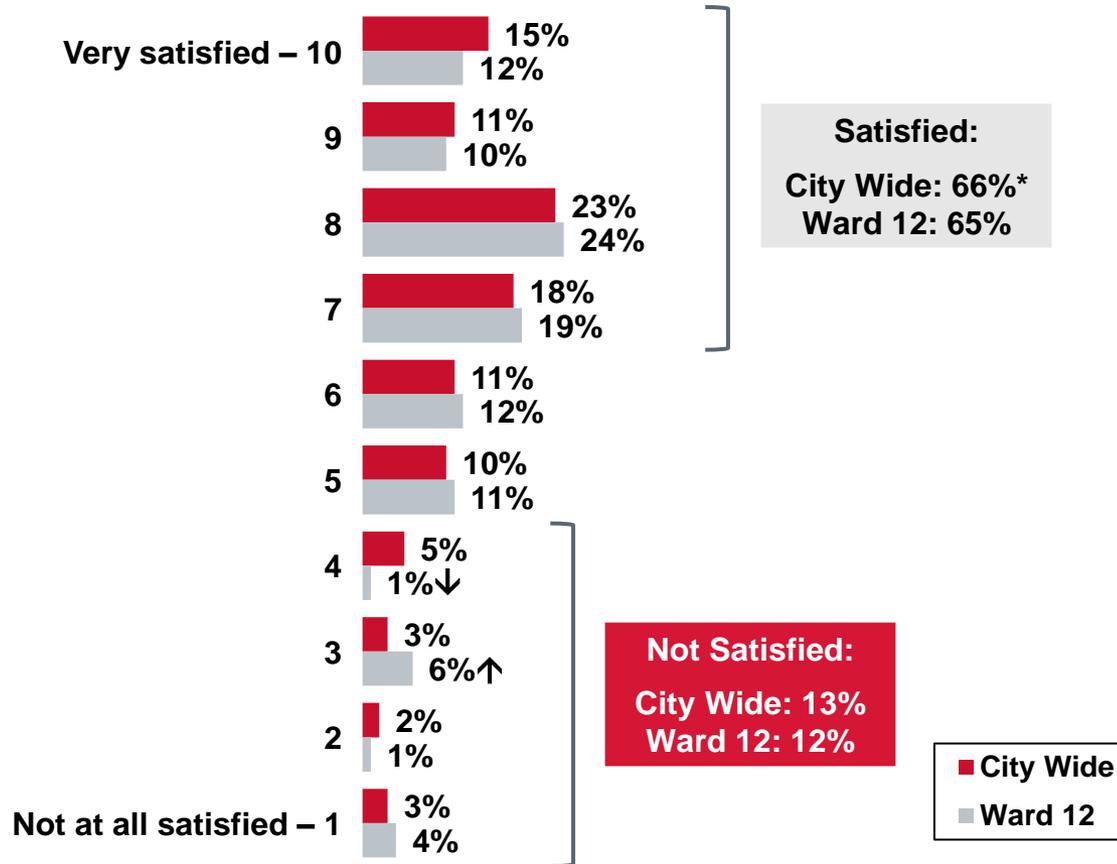


City Customer Service





Satisfaction with the Overall Level and Quality of Customer Service⁺



⁺Question wording was modified in Fall 2021 – tracking not possible

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

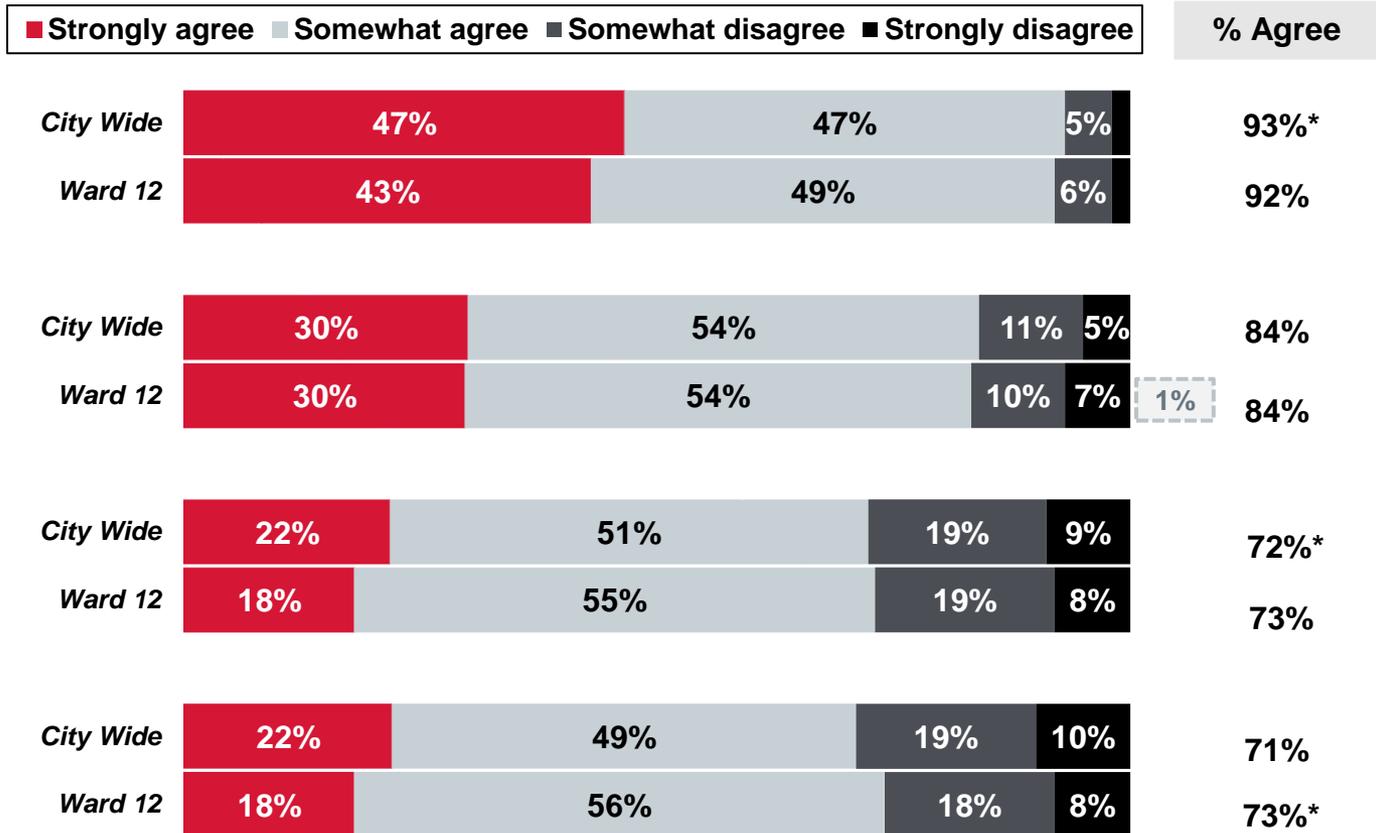
Base: Valid respondents who contacted The City in the last twelve months (City Wide: n=2,278 / Ward 12: n=143)

*Rounding

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



Attitudes Regarding Customer Service



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)

Ward 12 2020

*Rounding

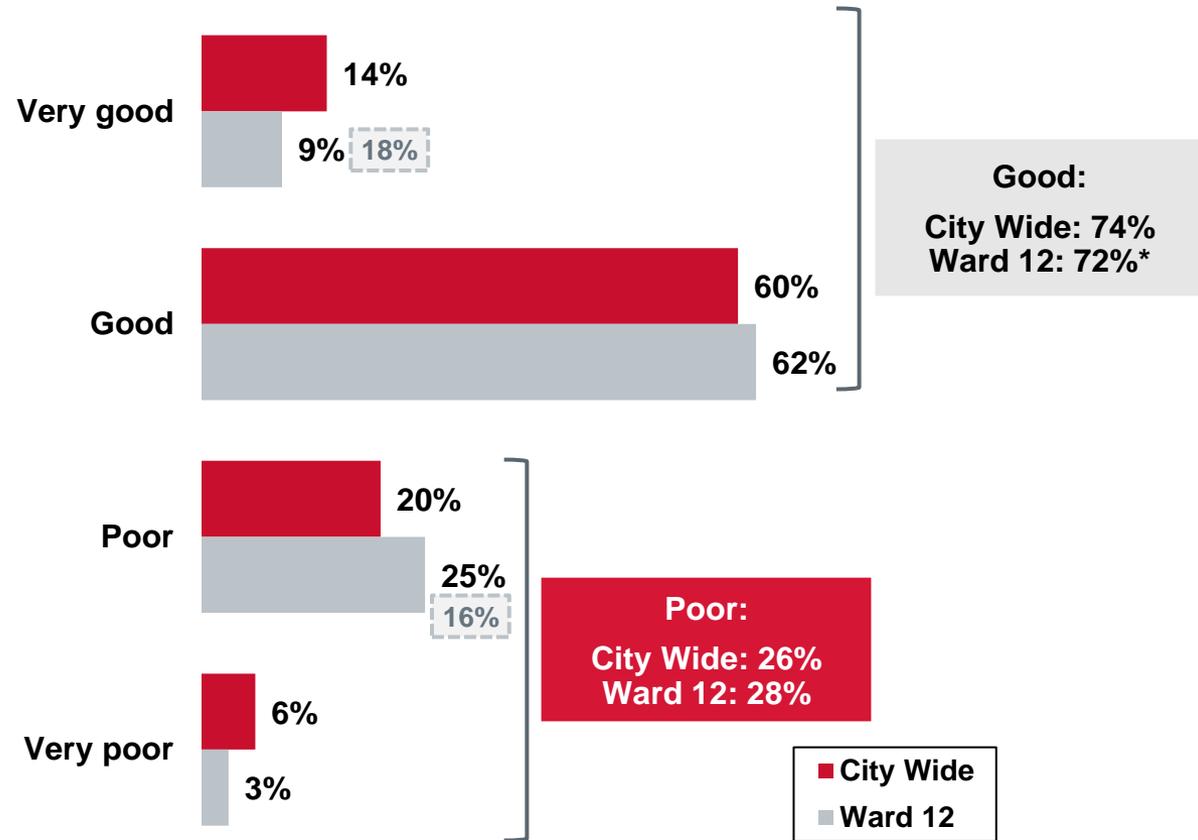


Communication at The City





Overall Communication at The City



Overall, how would you rate The City of Calgary in terms of how well it communicates with citizens about its services, programs, policies and plans in the past 6 months?

Base: Valid respondents (City Wide: n=2,488 / Ward 12: n=158)

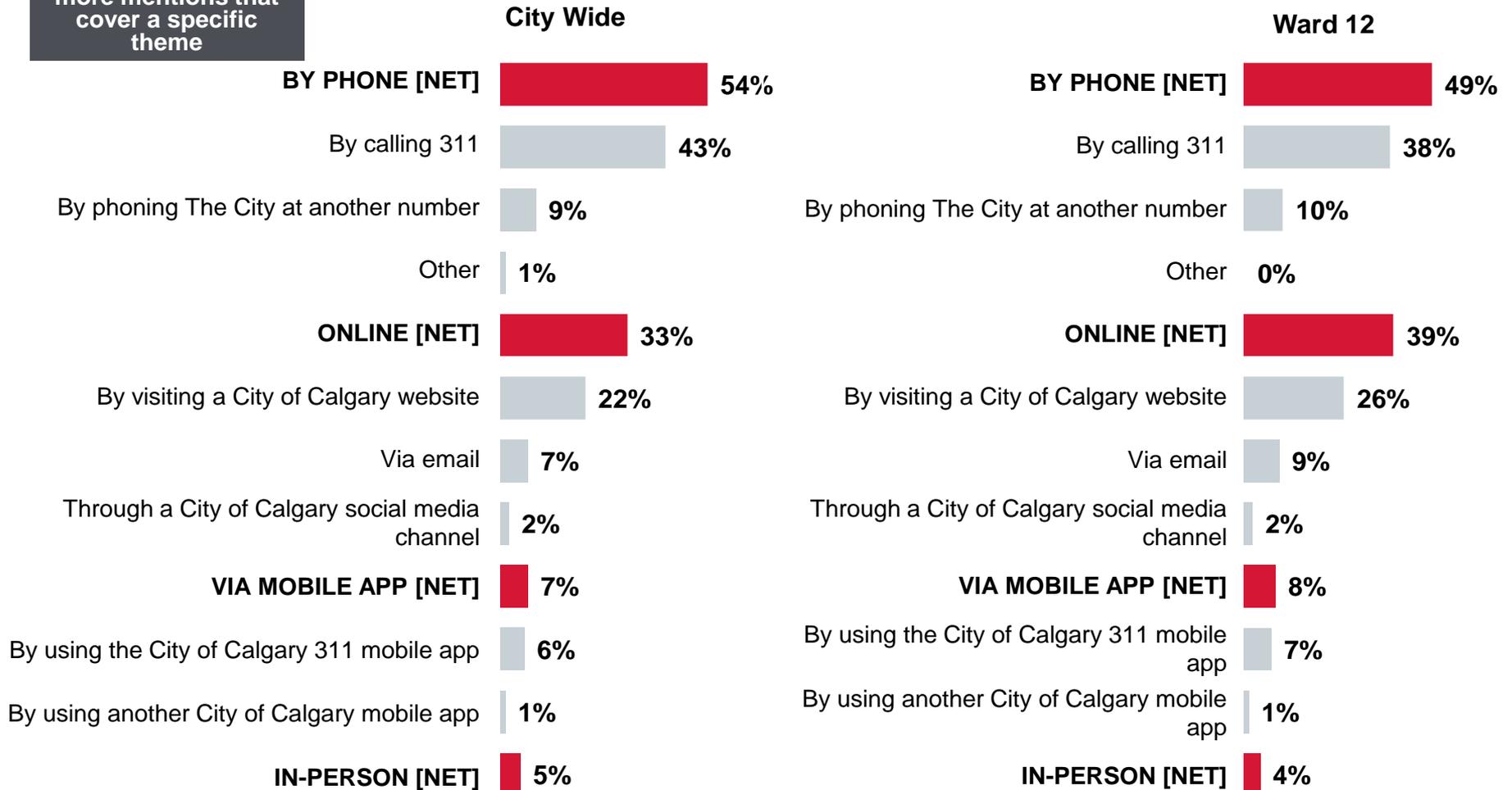
Ward 12 2020

*Rounding



Preferred Method of Contact+

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



+Question wording was modified in Fall 2021 – tracking not possible
 What is your preferred way of contacting The City?
 Base: Valid respondents (City Wide: n=2,493 / Ward 12: n=159)

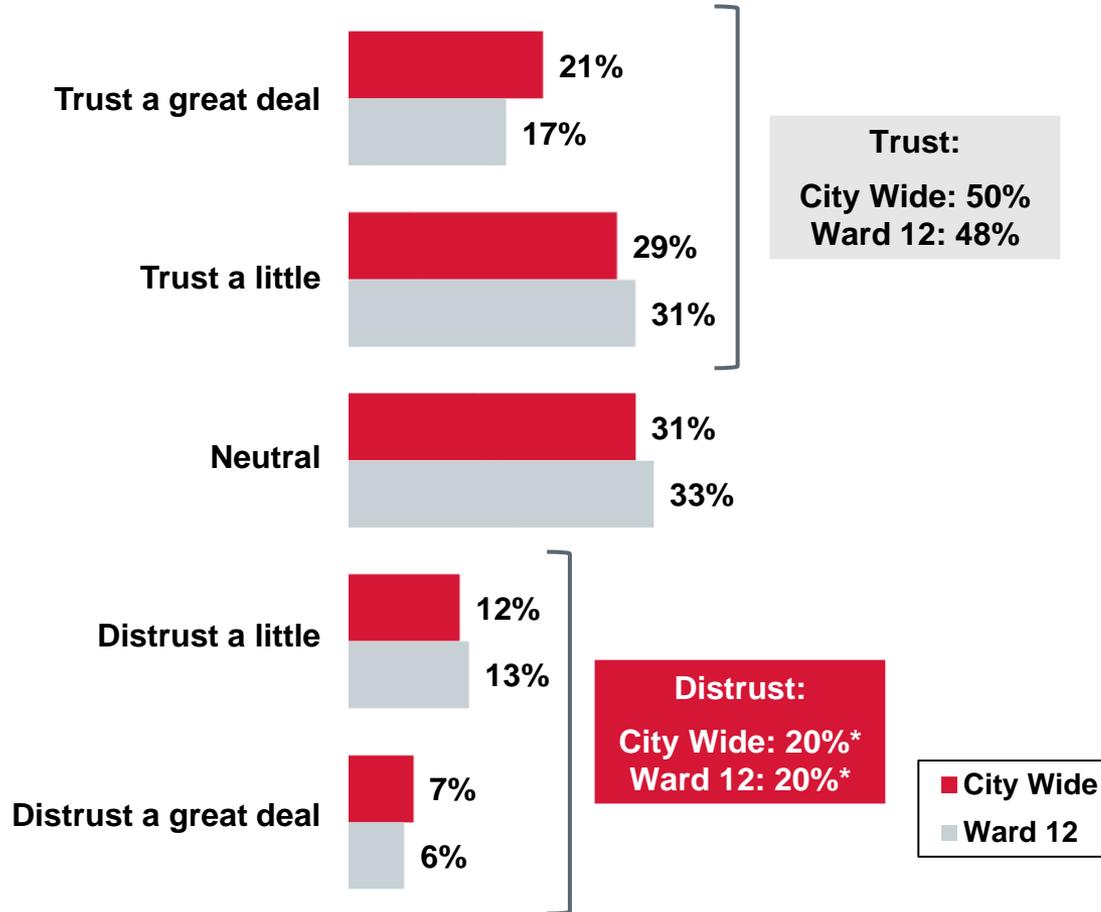


City Reputation and Performance





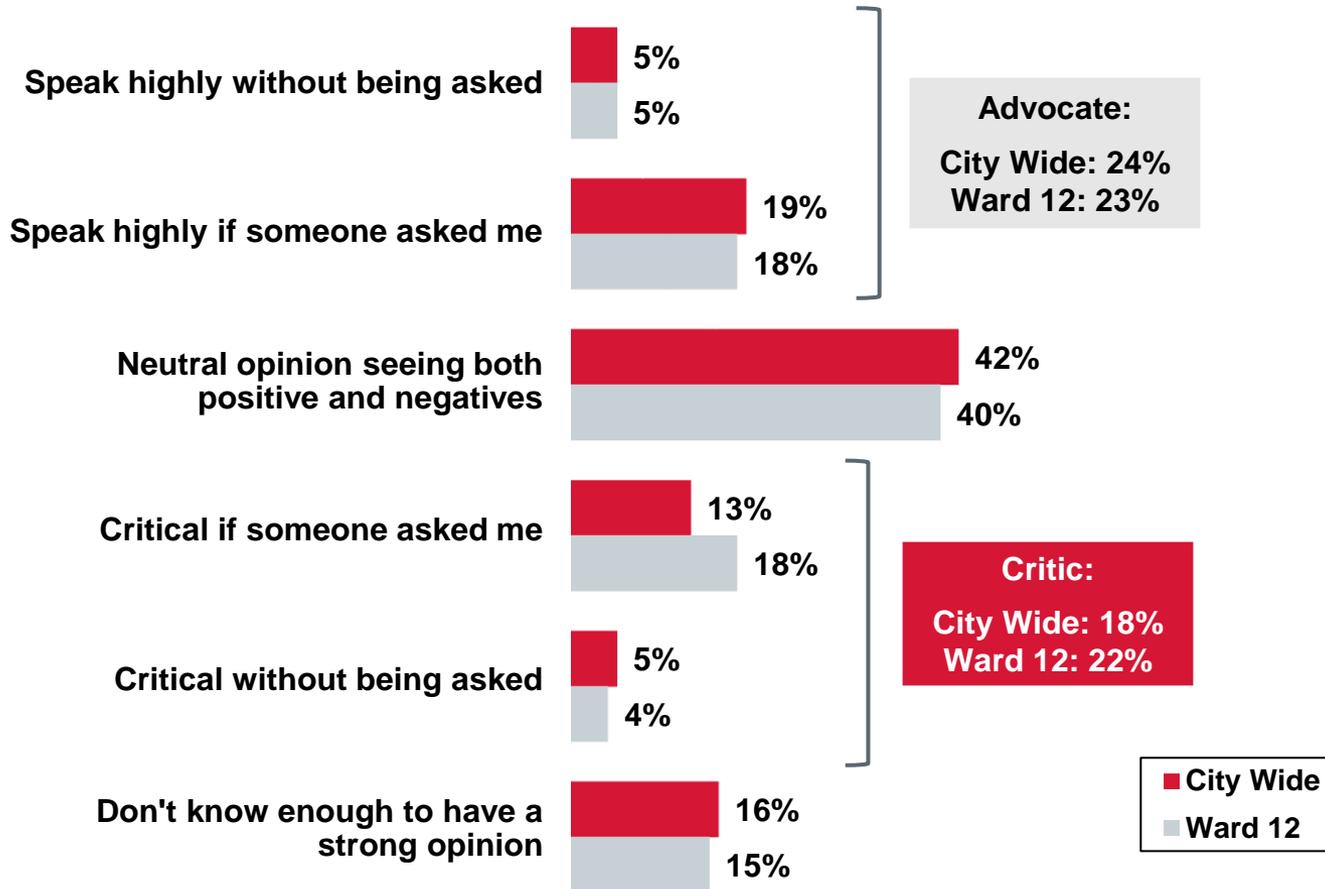
Trust



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=2,497 / Ward 12: n=159)

*Rounding



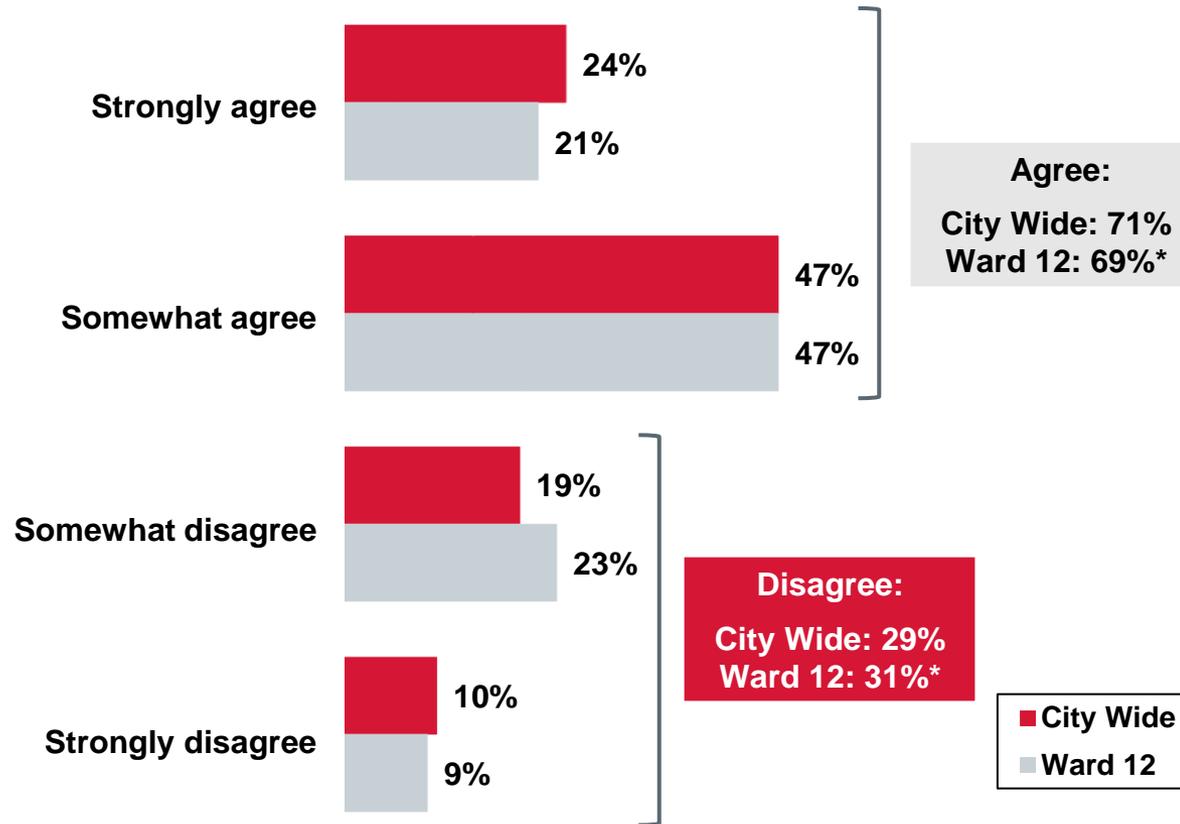
Which one of the following statements best reflects your overall opinion and perceptions of The City of Calgary?

Base: Valid respondents (City Wide: n=2,490 / Ward 12: n=157)



Understanding of Municipal Roles

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



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.

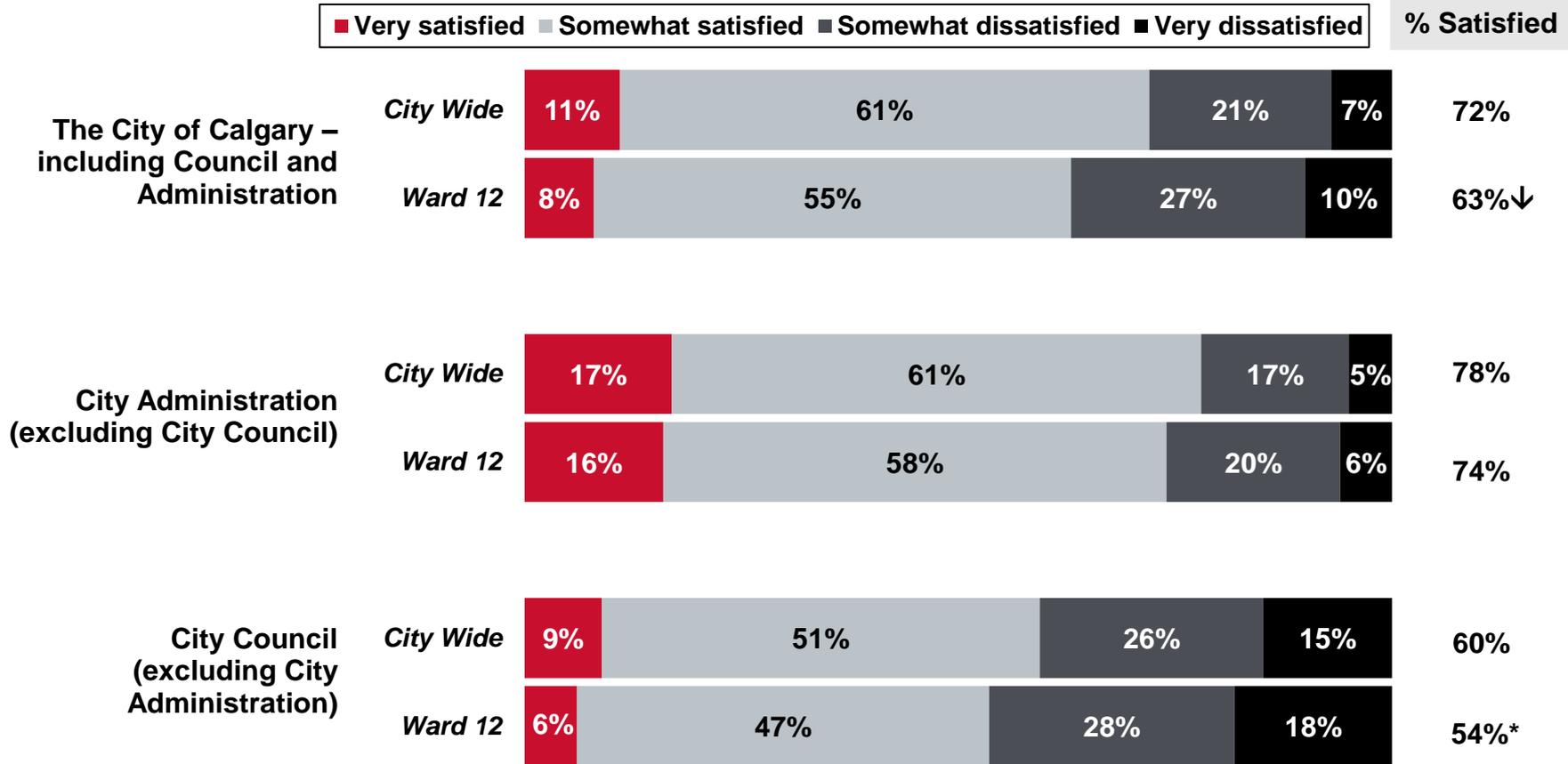
Base: Valid respondents (City Wide: n=2,456 / Ward 12: n=156)

*Rounding



Perceptions About City Performance

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



*Rounding

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

Base: Valid respondents (Bases vary)

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

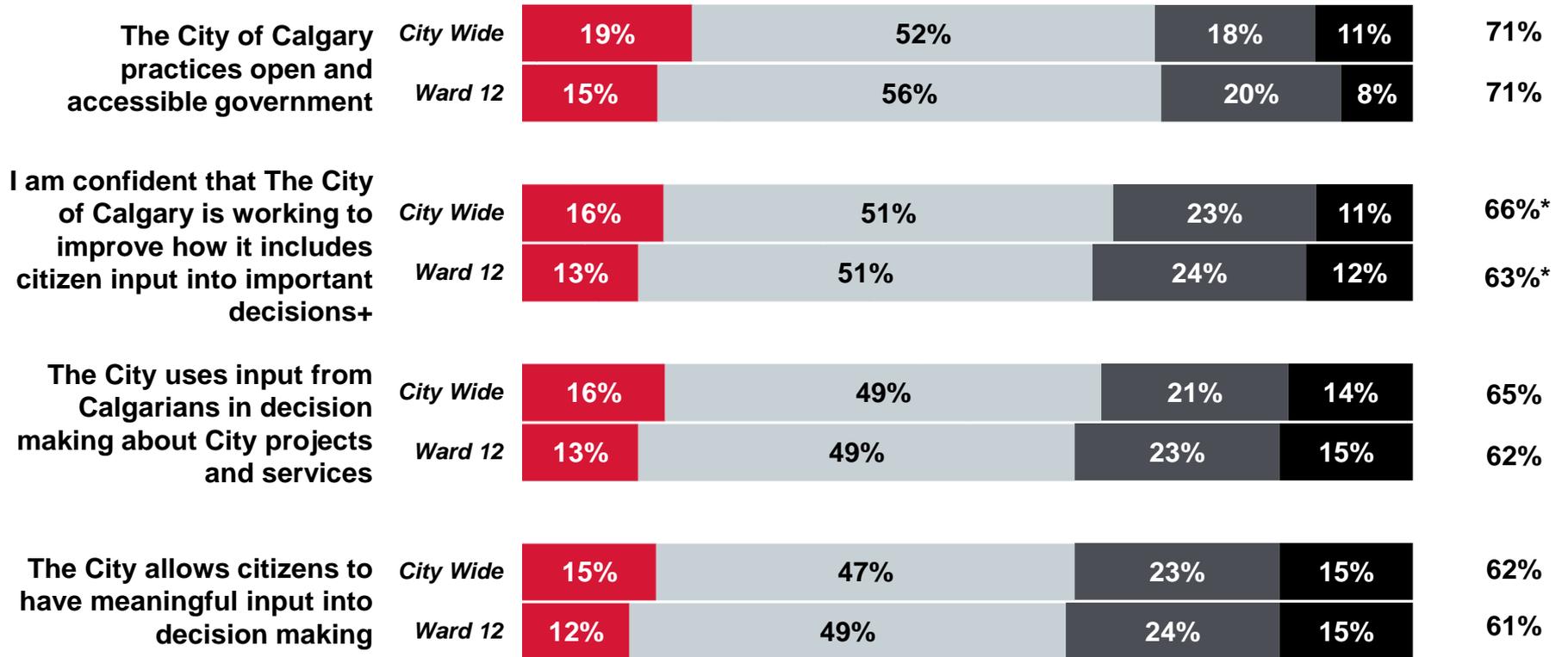


Perceptions of Transparency and Citizen Input

% Agree

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

% Agree



+Introduction to the question differed for this statement: Please tell me whether you agree or disagree with each of the following statements?

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?

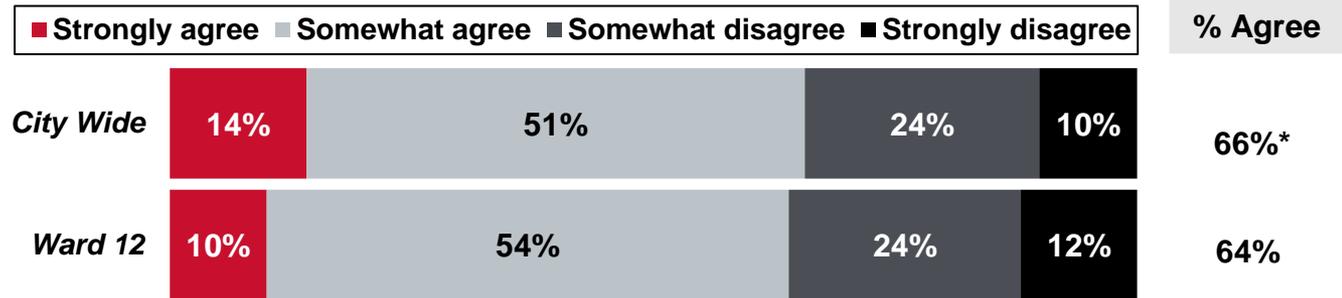
Base: Valid respondents (Bases vary)

*Rounding



Attitudes Regarding Collaboration & Spending

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



The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians+



*Rounding

+Not asked in Fall 2020

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

Base: Valid respondents (Bases vary)



Respondent Profile





Respondent Profile

Age

	City Wide	Ward 12
18 to 24	8%	8%
25 to 34	22%	21%
35 to 44	18%	27%
45 to 54	20%	22%
55 to 64	12%	10%
65 or older	19%	12%
Mean	46.3	44.1

Income

	City Wide	Ward 12
Less than \$30,000	6%	4%
\$30,000 to <\$45,000	7%	8%
\$45,000 to <\$60,000	10%	5%
\$60,000 to <\$75,000	8%	7%
\$75,000 to <\$90,000	8%	8%
\$90,000 to <\$105,000	12%	12%
\$105,000 to <\$120,000	10%	9%
\$120,000 to <\$150,000	12%	22%
\$150,000 to <\$200,000	15%	15%
\$200,000 or more	12%	11%

Gender

	City Wide	Ward 12
Man	49%	54%
Woman	51%	46%
Prefer to self-describe	<1%	0%

Education

	City Wide	Ward 12
Did not complete high school	2%	2%
Completed high school	14%	13%
Some post secondary or completed a college diploma	34%	38%
Completed university degree or post-grad degree	51%	47%

Base: Valid respondents (Bases vary)



Respondent Profile (continued)

Type of Dwelling

	City Wide	Ward 12
Single-detached house	69%	68%
Apartment or apartment-style condominium	15%	14%
Townhouse or rowhouse	8%	9%
Duplex, triplex or fourplex	7%	6%
Another type of multi-dwelling unit	1%	2%

Children and Seniors in Household

	City Wide	Ward 12
Yes - Children	34%	47%
Yes - Seniors	29%	18%

Household Size

	City Wide	Ward 12
1	15%	10%
2	33%	37%
3	16%	17%
4	22%	26%
5 or more	15%	9%
Mean	2.9	2.9

Responsible for Property Taxes

	City Wide	Ward 12
Yes	88%	90%
No	12%	10%

Own or Rent

	City Wide	Ward 12
Own	74%	88%
Rent	23%	9%
Other	1%	0%
Neither	2%	3%

Tenure in Calgary

	City Wide	Ward 12
Less than 5 years	7%	2%
5 to less than 10 years	8%	12%
10 to less than 15 years	10%	16%
15 to less than 20 years	11%	12%
20 to less than 30 years	24%	28%
30 to less than 40 years	16%	14%
40 or more	24%	14%
Mean	27.2	23.6

Base: Valid respondents (Bases vary)



Respondent Profile (continued)

Born in Canada

	City Wide	Ward 12
Yes	72%	75%
No	28%	25%

Age Arrived in Canada

Base: Not born in Canada	City Wide (n=657)	Ward 12 (n=38**)
Less than 12	28%	32%
12 to 17	10%	7%
18 or older	62%	60%

***Caution: Small sample size*

Date of Arrival in Canada

Not born in Canada	City Wide (n=655)	Ward 12 (n=38**)
Within the past year	1%	0%
>1 year ago, but <5 years ago	13%	5%
>5 years ago	85%	95%
Prefer not to answer	1%	0%

***Caution: Small sample size*

Disability in Household

	City Wide	Ward 12
Yes	16%	17%
No	84%	83%

Racialized/Indigenous

	City Wide	Ward 12
Yes	24%	15%
No	76%	85%

LGBTQ2S Community

	City Wide	Ward 12
Yes	5%	4%
No	94%	96%
Prefer not to answer	1%	0%

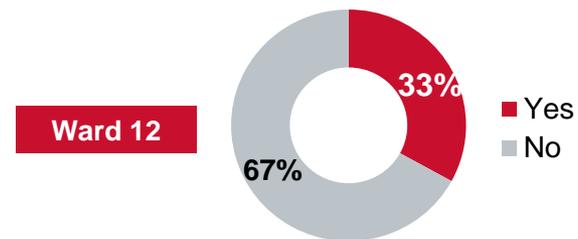
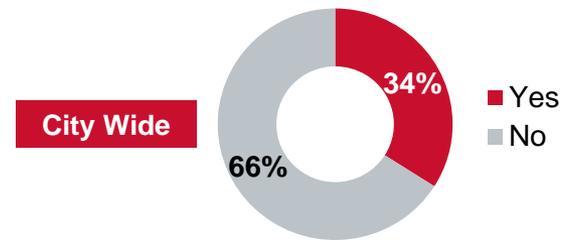
Base: Valid respondents (Bases vary)



Employment Status

	City Wide	Ward 12
Employed full time	46%	59%
Employed part time	9%	7%
Self-employed	12%	11%
Not working and looking for work	6%	3%
Not working and not looking for work	3%	1%
Student	4%	3%
Retired	18%	14%
Unable to work	2%	2%

Business Leader



Among those in the workforce:
 City Wide: n=1,395
 Ward 12: n=107

Base: Valid respondents (Bases vary)

Contact

Krista Ring
Manager of Web, Research and Projects
The City of Calgary
403-268-9963 | 403-988-9425
Krista.Ring@Calgary.ca