

Calgary



2015 Citizen Satisfaction Survey

Ward 10 Report



Ipsos Public Affairs

Prepared for The City of Calgary by:

Contact:

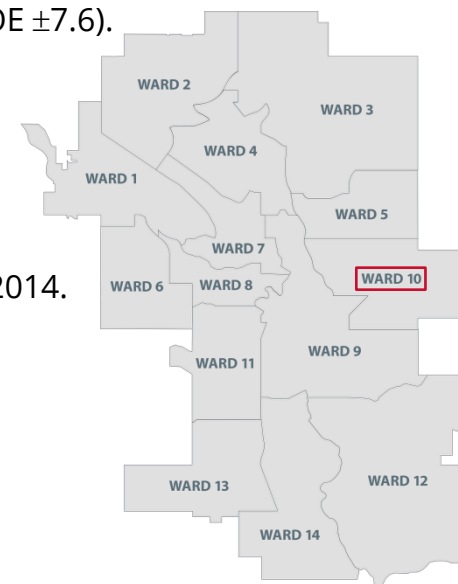
Jamie Duncan
Vice President
Ipsos
587.952.4863
jamie.duncan@ipsos.com
700 6th Ave SW, Suite 1950
Calgary, AB T2P 0T8

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

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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 169 interviews were conducted with residents of Ward 10 (MOE ± 7.6).
- ◆ Research note on significant differences.
 - ❖ Throughout, City Wide results are compared to results from Ward 10.
 - ↑ indicates number is significantly higher than City Wide.
 - ↓ indicates number is significantly lower than City Wide.
 - ❖ Where possible, 2015 results for Ward 10 are compared to those from 2014.
 - Only significant differences are shown.





Summary of Key Findings



Summary of Key Findings

Ward 10 residents are less positive than residents City wide about quality of life. Concerns about crime and safety stand out.

- ◆ While three-quarters (75%) of Ward 10 residents rate the overall quality of life in the city of Calgary as good, this is well below 86% of City wide residents.
- ◆ Moreover, Ward 10 residents are more likely than City wide to say that quality of life has 'worsened' in the past three years (34% vs. 25% City wide) and 'worsened' ratings have increased in the past year (34% vs. 21% in 2014).
- ◆ Ward 10 residents are less likely than City wide residents to say they would feel safe walking alone in their neighbourhood after dark (55% vs. 83% City wide).
 - ❖ They are also more likely to suggest "*crime, safety and policing*" as an action The City could take to improve quality of life (18% vs. 9% City wide).
- ◆ Ward 10 residents are also less likely than City wide residents to agree with the following statements:
 - ❖ 'I am proud to be a Calgarian' (84% vs. 90% City wide).
 - ❖ 'I am proud to live in my neighborhood' (73% vs. 86% City wide).
 - ❖ 'The City of Calgary municipal government fosters a city that is inclusive and accepting of all' (70% vs. 80% City wide).
 - ❖ 'Calgary is moving in the right direction to ensure a high quality of life for future generations' (58% vs. 66% City wide).
 - ❖ Ward 10 residents are less likely to *strongly* agree that 'Calgary is on the right track to be a better city 10 years from now' (24% vs. 33% City wide).

Summary of Key Findings

The top issue agenda item in Ward 10 is the same as City wide, namely “*infrastructure, traffic and roads*”.

- ◆ “*Crime, safety and policing*” is next on the issue agenda, with mentions well above the City wide rate (21% vs. 12% City wide).
- ◆ Conversely, “*transit*” is lower on the issue agenda than City wide (11% vs. 21% City wide) and mentioned by a smaller proportion than in 2014 (11% vs. 21% in 2014).

Ward 10 residents place a greater importance on several City programs and services compared to City wide residents.

- ◆ Ward 10 residents are more likely to rate several programs and services as *very important* including residential garbage collection service (91% vs. 86% City wide), road maintenance including pothole repairs (83% vs. 74% City wide), affordable housing for low-income families (81% vs. 69% City wide), business licenses and inspections (56% vs. 46% City wide), animal control services for stray animals and pet licensing (53% vs. 41% City wide) and The City of Calgary website (43% vs. 35% City wide)
 - ❖ In contrast, Ward 10 residents are less likely to rate City operated roads and infrastructure as *very important* (74% vs. 82% City wide).
- ◆ Compared to 2014, Ward 10 residents now place greater importance on disaster planning and response (83% *very important* vs. 71% in 2014) and lesser importance on downtown revitalization (25% *very important* vs. 39% in 2014).

Summary of Key Findings

Ward 10 residents are more likely than City wide residents to say they think The City should invest *more* on many services.

- ◆ Services in which Ward 10 residents are especially more likely to say The City should invest *more* include road maintenance (66% vs. 56% City wide), Calgary Fire Department (53% vs. 40% City wide), disaster planning and response (53% vs. 38% City wide), 911 (45% vs. 35% City wide), animal control services (34% vs. 18% City wide) and residential garbage collection service (27% vs. 17% City wide).
- ◆ In contrast, they are less likely to want *more* invested in transportation planning (52% vs. 62% City wide).

Ward 10 residents are less satisfied with the overall level and quality of services and programs provided by The City of Calgary.

- ◆ Overall satisfaction with City programs and services is lower in Ward 10 than City wide (73% vs 80% City wide).
- ◆ This lower satisfaction carries over to a number of specific City services including the quality of drinking water (91% vs. 95% City wide), animal control services (88% vs. 93% City wide), business licenses and inspections (87% vs. 93% City wide), bylaw services (80% vs. 87% City wide) and affordable housing for low-income families (61% vs. 69% City wide).
- ◆ Ward 10 residents are, however, more satisfied than residents City wide with community services (97% vs. 93% City wide) and their satisfaction has increased on this measure since 2014 (97% vs. 90% in 2014).
- ◆ They are also more satisfied with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact (93% vs. 85% City wide).

There are no noteworthy differences between Ward 10 residents and the broader Calgary public with regard to Taxation, Contact with The City and City Communications.



DETAILED FINDINGS





Issue Agenda





Issue Agenda

Multiple Responses

City Wide

Ward 10

■ First Mention ■ Other Mentions

INFRASTRUCTURE, TRAFFIC & ROADS (NET)	26%	10%	36%	29%
Traffic congestion	8%	3%	11%	4%↓
Road conditions/ roads	7%	4%	11%	11%
Infrastructure maintenance/ improvement/ development	6%	3%	9%	6%
(Lack of) snow removal	3%	4%		4%
TRANSIT (NET)	16%	5%	21%	11%↓
Public Transportation [incl. buses/ C-train/ poor service]	9%	3%	12%	7%↓
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%	21%↑
Crime [incl. breaking & entering/ gangs/ safety/ public safety, etc.]	4%	6%		10%↑
Public safety	4%	5%		8%
RECREATION (NET)	3%	5%	8%	7%
TAXES (NET)	4%	6%		7%
ENVIRONMENT & WASTE MANAGEMENT (NET)	3%	5%		8%
HOMELESSNESS, POVERTY & AFFORDABLE HOUSING (NET)	3%	4%		3%
GROWTH AND PLANNING (NET)	3%	4%		1%
BUDGET AND SPENDING (NET)	2%	4%		3%
HEALTHCARE	2%	3%		2%
Other			21%	27%
None			14%	14%

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

Total mentions <3% are not shown

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 10: n=159)

Ward 10 2014

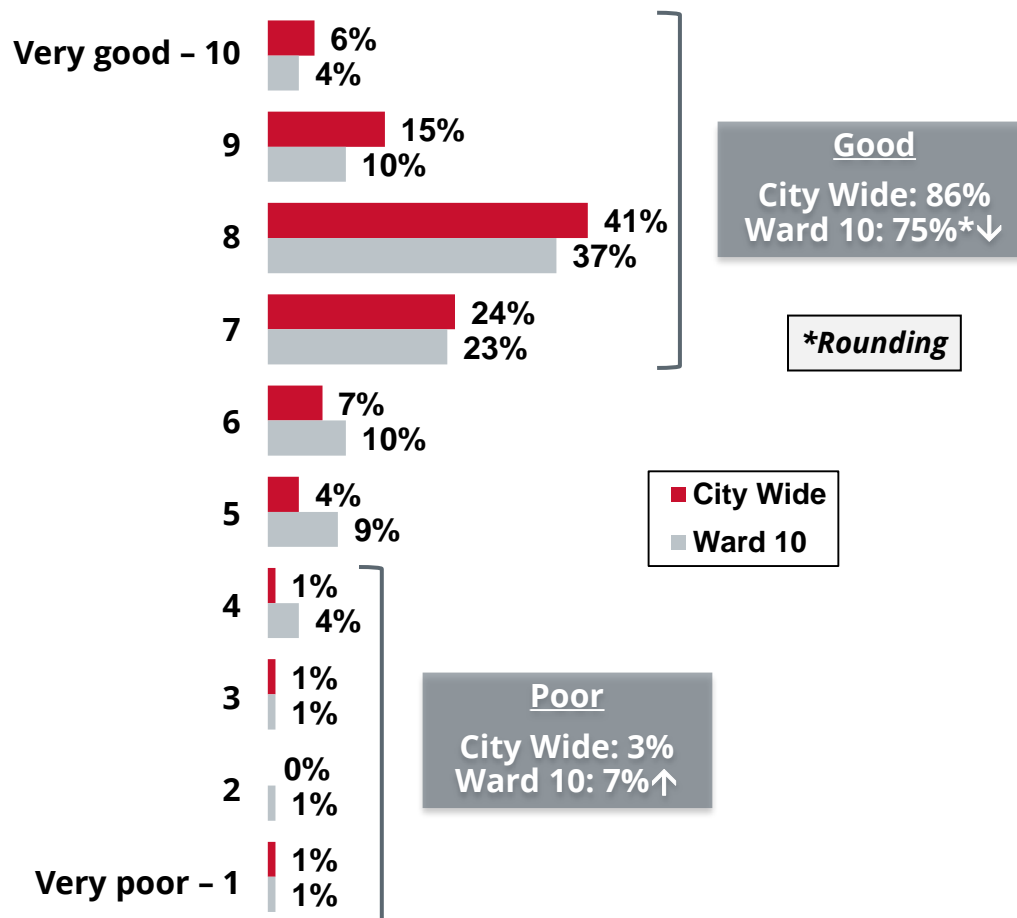


Quality of Life





Overall Quality of Life in Calgary

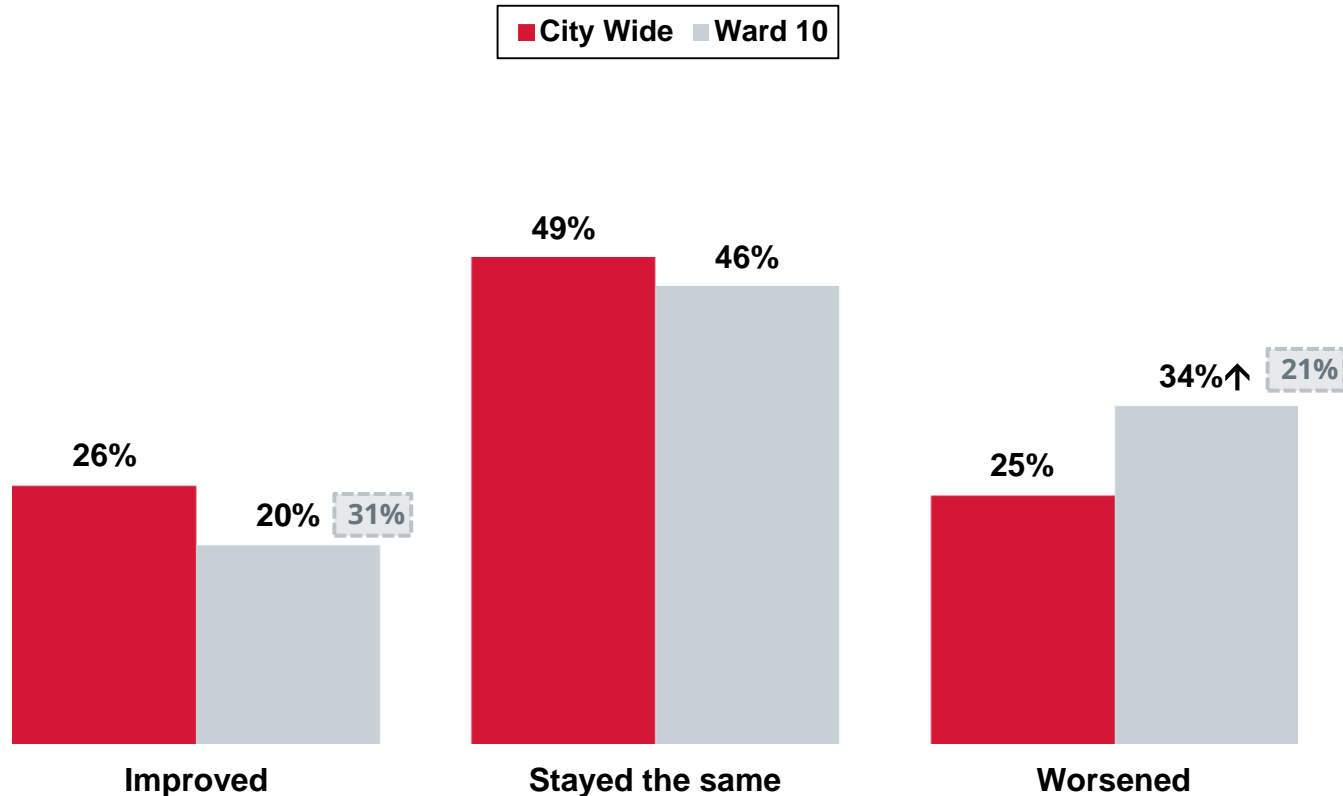


On a scale of "1" to "10" where "1" represents "very poor" and "10" represents "very good" how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,450 / Ward 10: n=168)



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 10: n=164)

Ward 10 2014



Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 10

Transportation (NET)	30%	21%↓
Improvement/ maintenance of existing roads	11%	10%
Better traffic management	10%	5%
Infrastructure	4%	4%
Transit (NET)	22%	9%↓
Improve public transportation	16%	7%↓
Recreation & Community Services (NET)	17%	14%
Building of community centres/ recreation facilities	6%	1%↓
Parks/ green-space improvement	5%	4%
Homelessness, Poverty & Affordable Housing (NET)	16%	20%
Expand affordable housing/ rent	5%	9%↑
Improve job creation/ employment	4%	4%
Government (NET)	13%	11%
Reduce taxes	5%	6%
Tax spending/ City budget	4%	3%
Crime, Safety & Policing (NET)	9%	18%↑
Control crime and safety	4%	13%↑
Growth & Planning (NET)	5%	4%
Education (NET)	4%	2%
Better education/ more schools	4%	2%
Environment (NET)	4%	2%
Other	10%	13%
Nothing	17%	19%

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 10: n=159)



Sustainability Metrics

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

% Agree

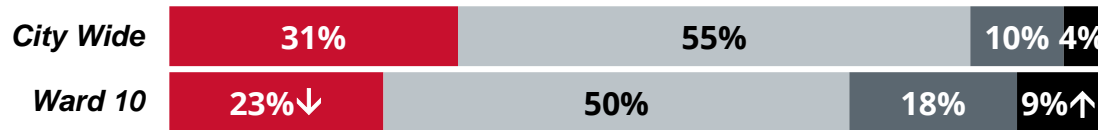
I am proud to be a Calgarian



90%

84%*↓ 94%

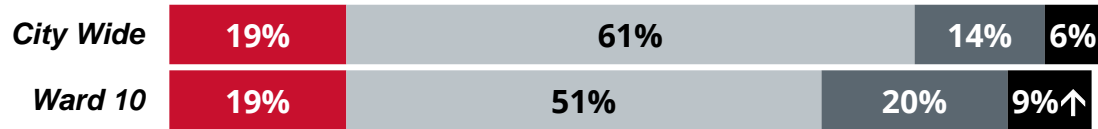
I am proud to live in my neighbourhood



86%

73%↓

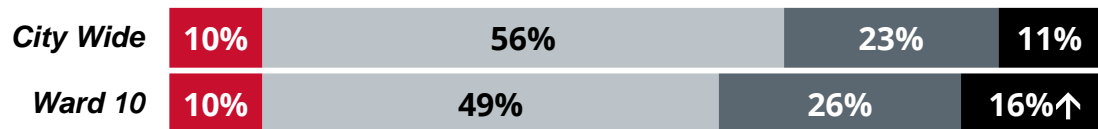
The City of Calgary municipal government fosters a city that is inclusive and accepting of all



80%

70%↓

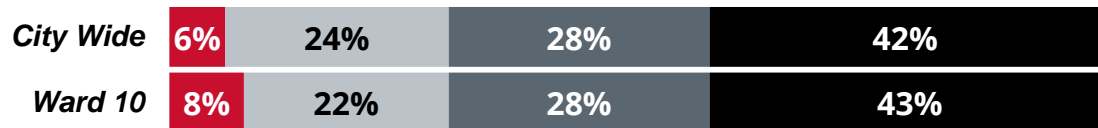
Calgary is moving in the right direction to ensure a high quality of life for future generations



66%

58%*↓

I am regularly involved in neighborhood and local community events



30%

30%

*Rounding

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

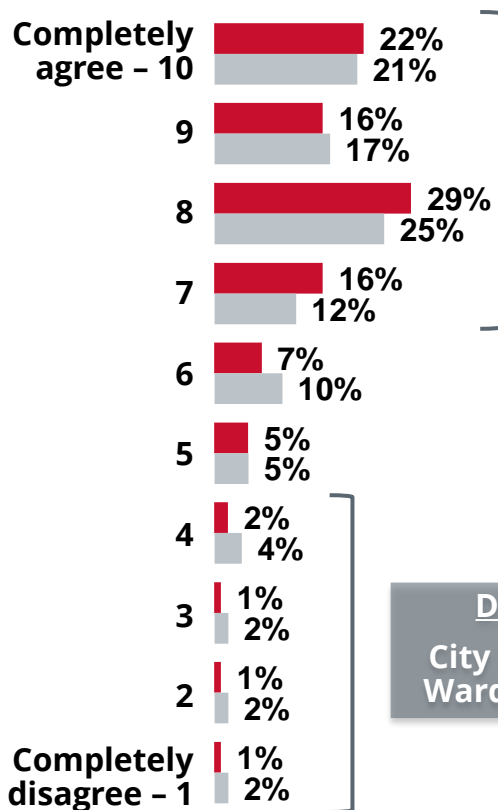
Base: Valid respondents (Bases vary)

Ward 10 2014



Sustainability: Making a Life and Making a Living

Calgary is a Great Place to Make a Life



Agree
City Wide: 84%*
Ward 10: 75%↓

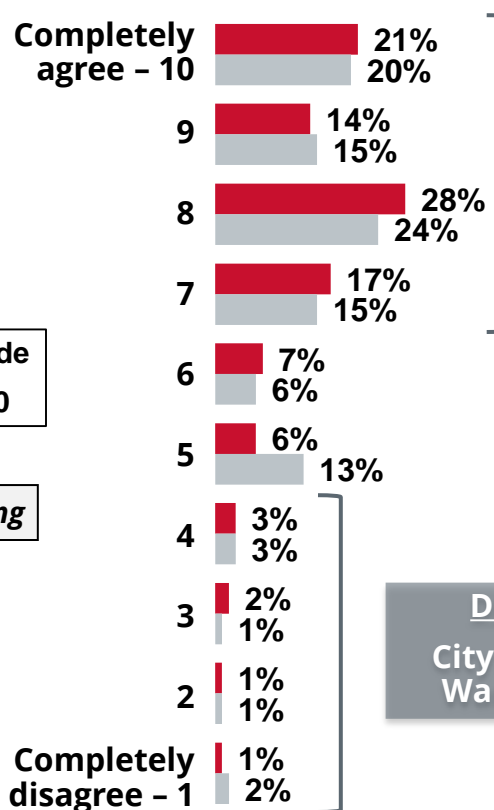
Ward 10 2014: 85%

Disagree
City Wide: 4%*
Ward 10: 10%↑

■ City Wide
■ Ward 10

*Rounding

Calgary is a Great Place to Make a Living



Agree
City Wide: 80%
Ward 10: 74%

Ward 10 2014: 84%

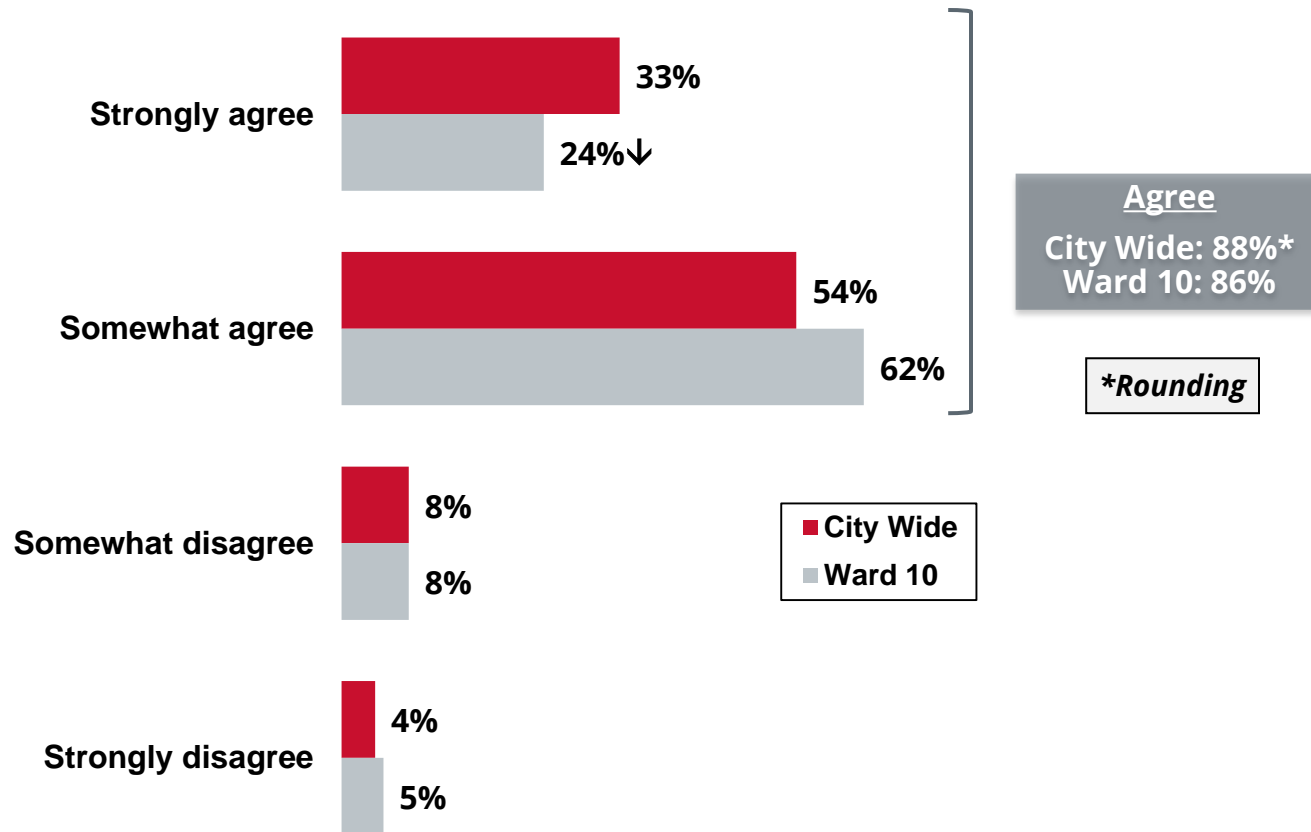
Disagree
City Wide: 7%
Ward 10: 7%

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?

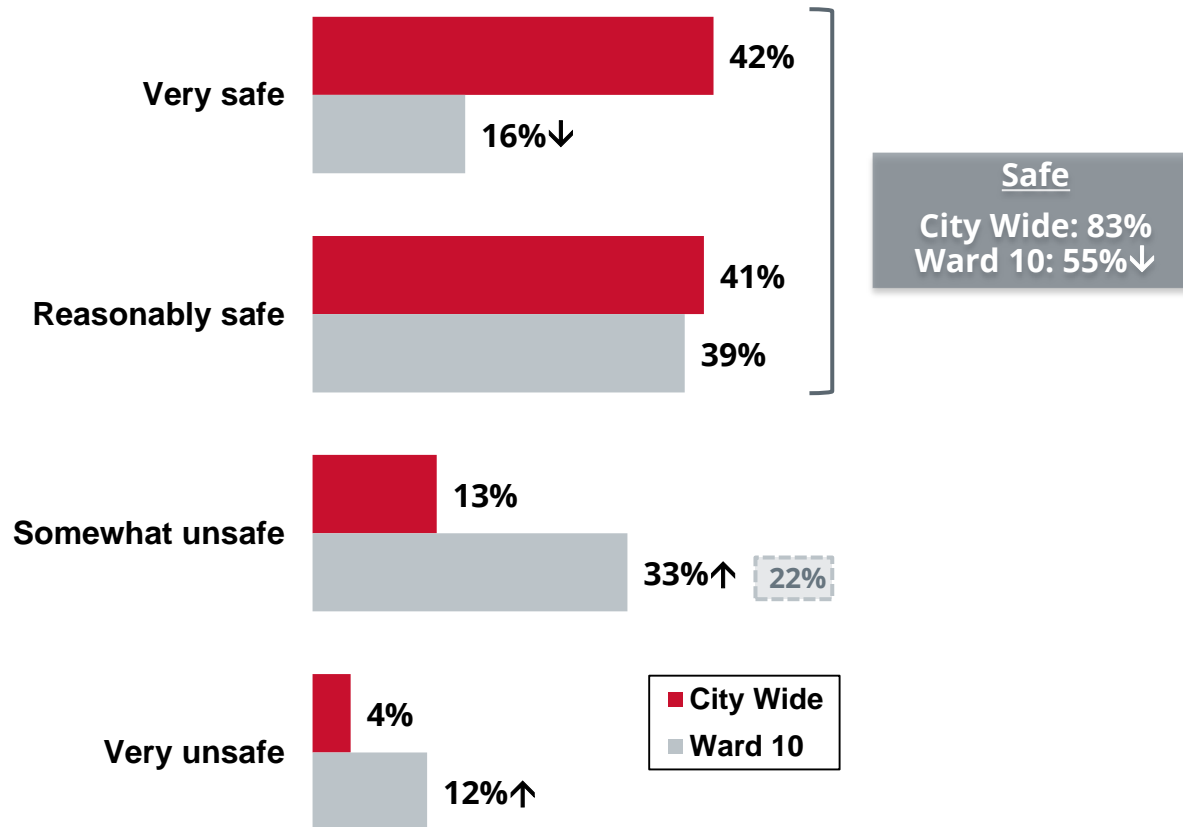


There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.

Base: Valid respondents (City Wide: n=2,442 / Ward 10: n=169)



Perceived Safety in Own Neighbourhood



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

Base: Valid respondents (City Wide: n=2,450 / Ward 10: n=169)

Ward 10 2014



City Programs and Services



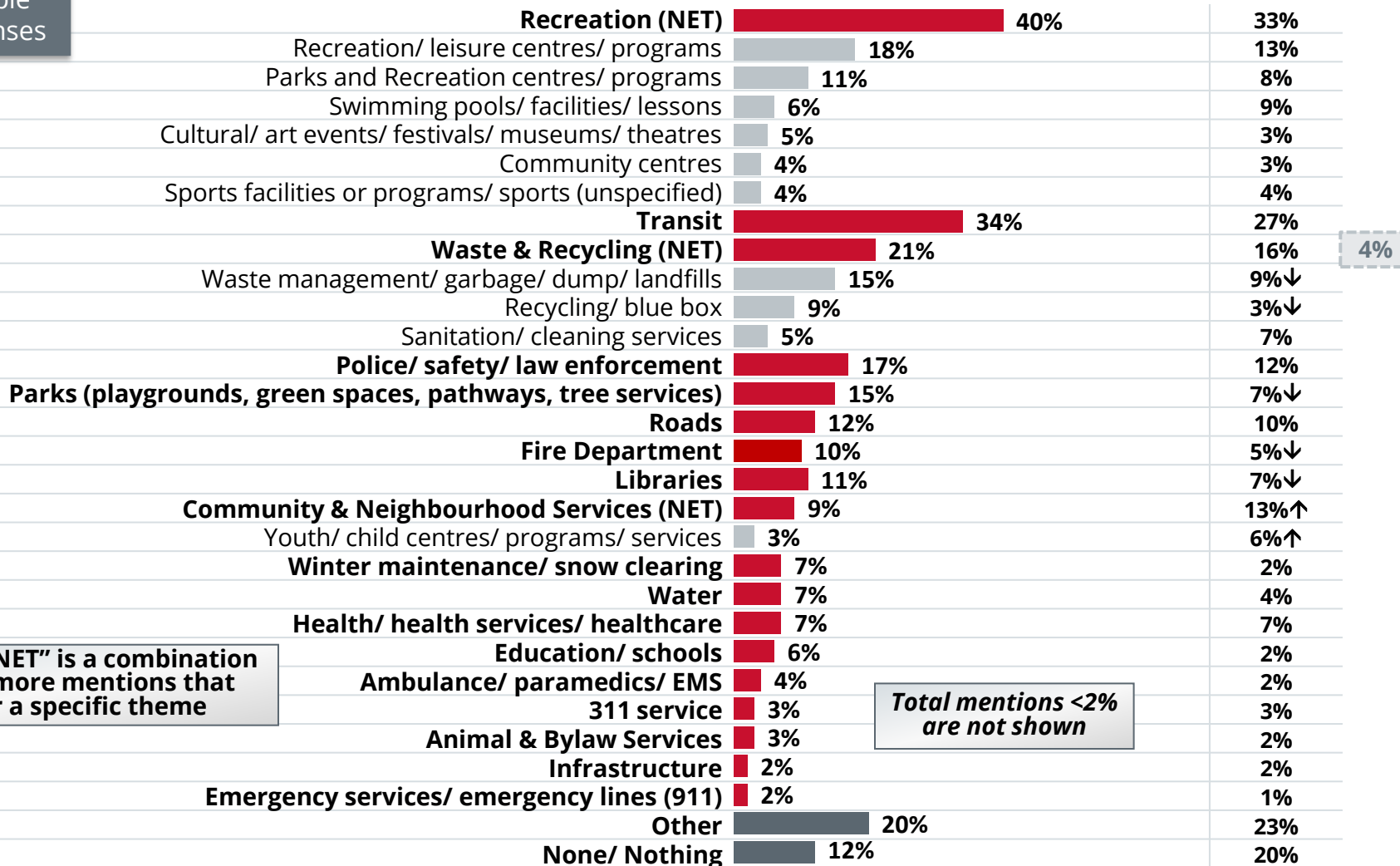


Top-of-Mind Programs and Services

Multiple
Responses

City Wide

Ward 10



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

Total mentions <2% are not shown

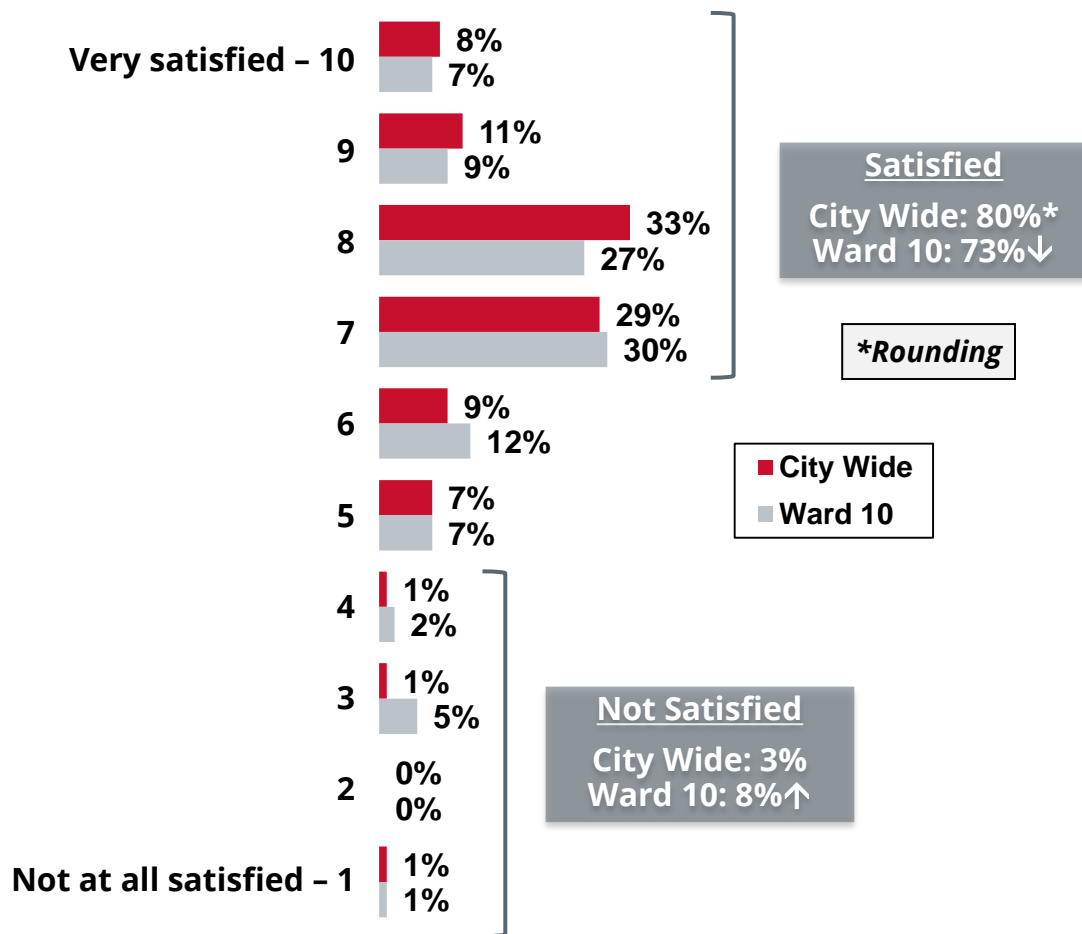
Thinking about all of the services and programs provided by The City of Calgary, what services come to mind?

Base: Valid respondents (City Wide: n=2,381 / Ward 10: n=162)

Ward 10 2014



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

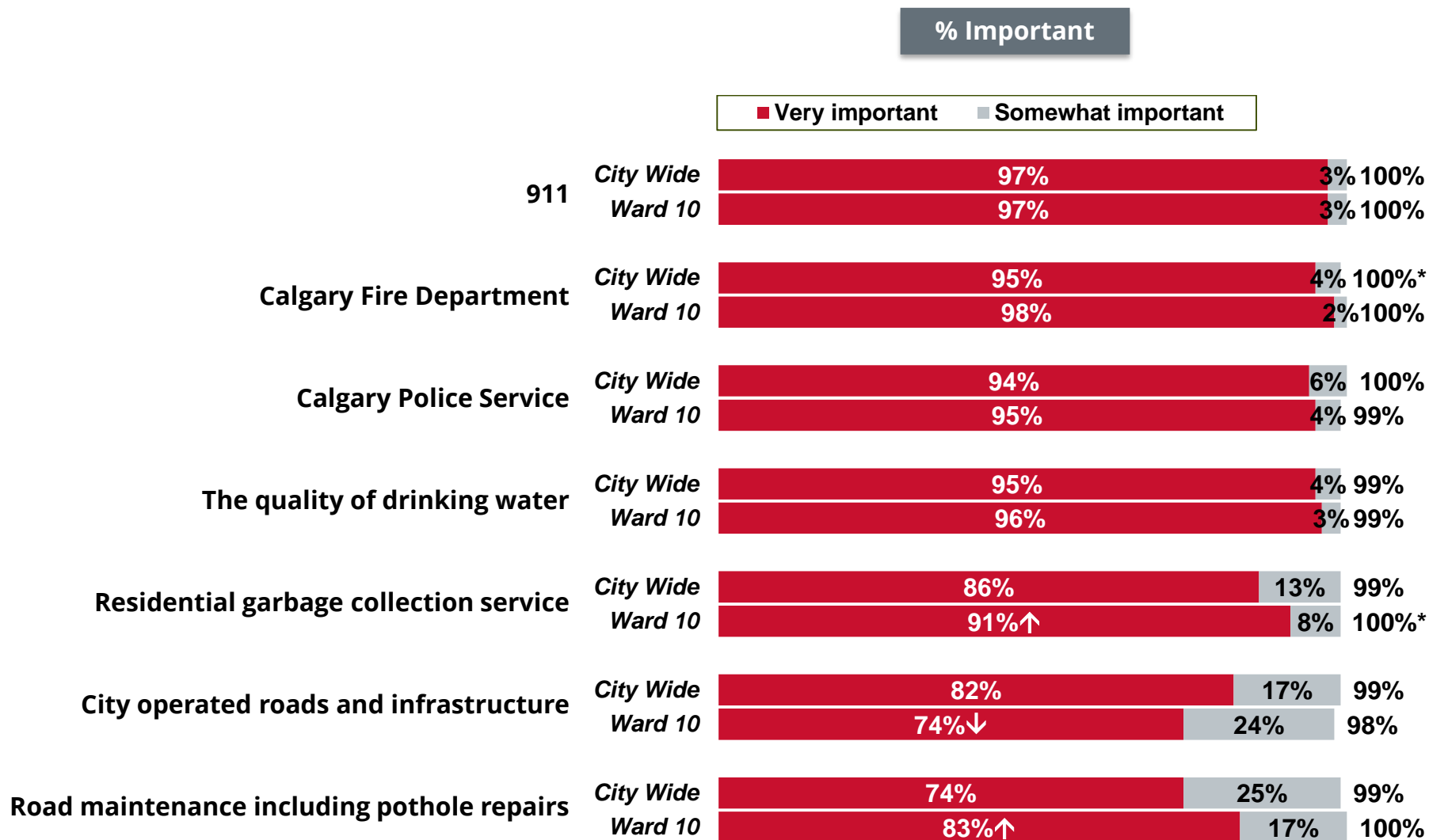


On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,446 / Ward 10: n=169)



Importance of City Programs and Services



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

Base: Valid respondents (Bases vary)

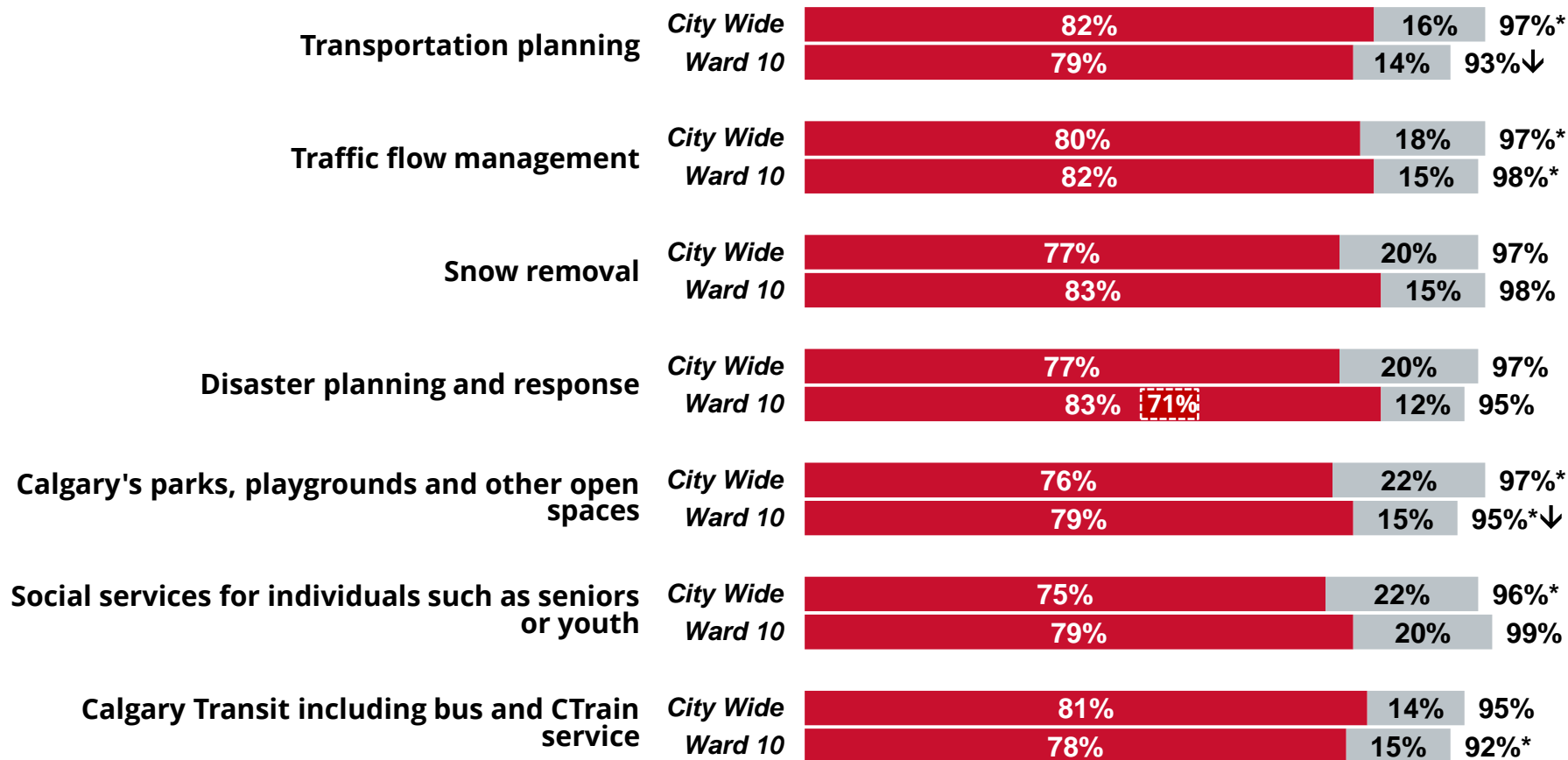
***Rounding**



Importance of City Programs and Services (continued)

% Important

■ Very important ■ Somewhat important



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

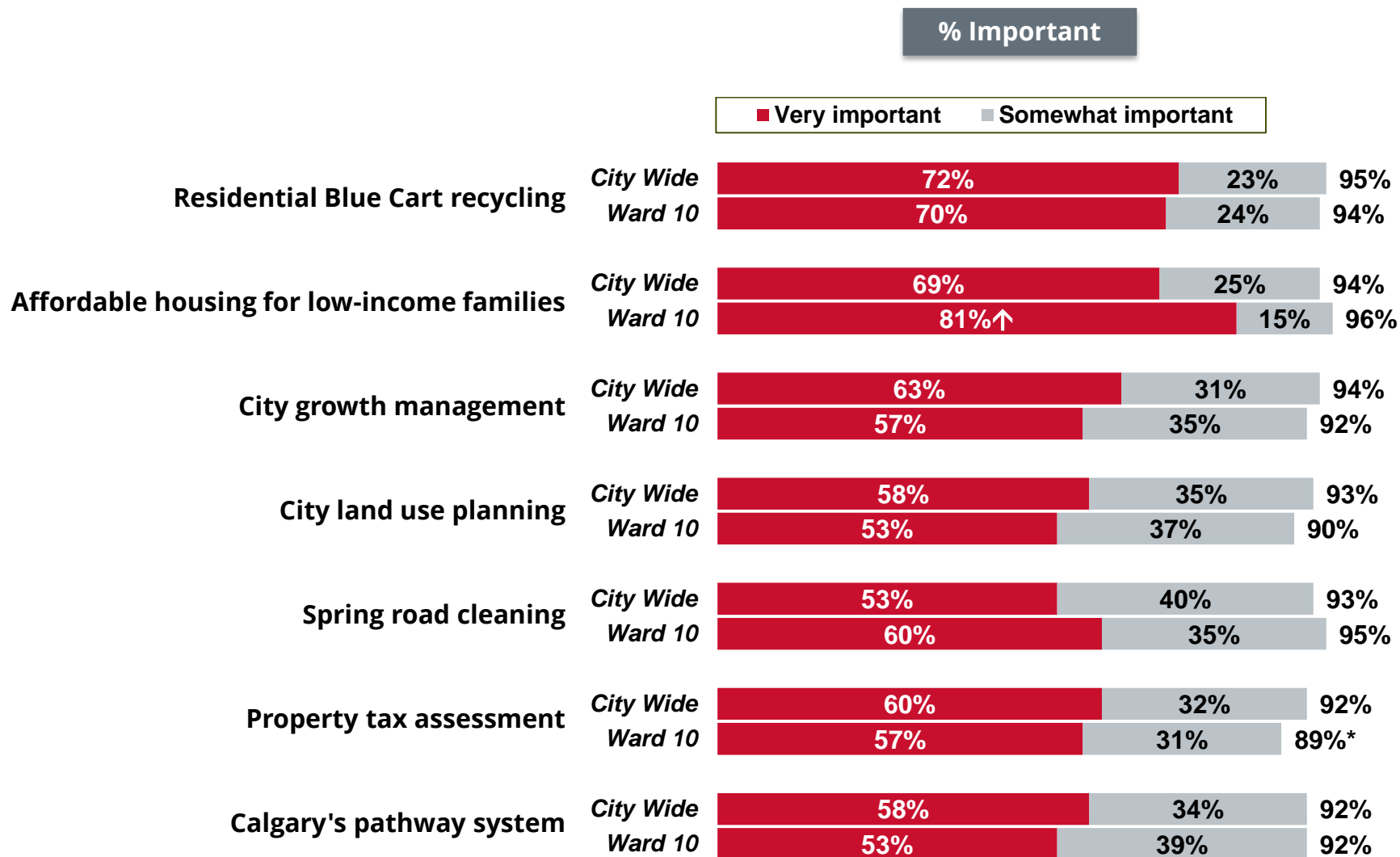
Base: Valid respondents (Bases vary)

Ward 10 2014

*Rounding



Importance of City Programs and Services (continued)

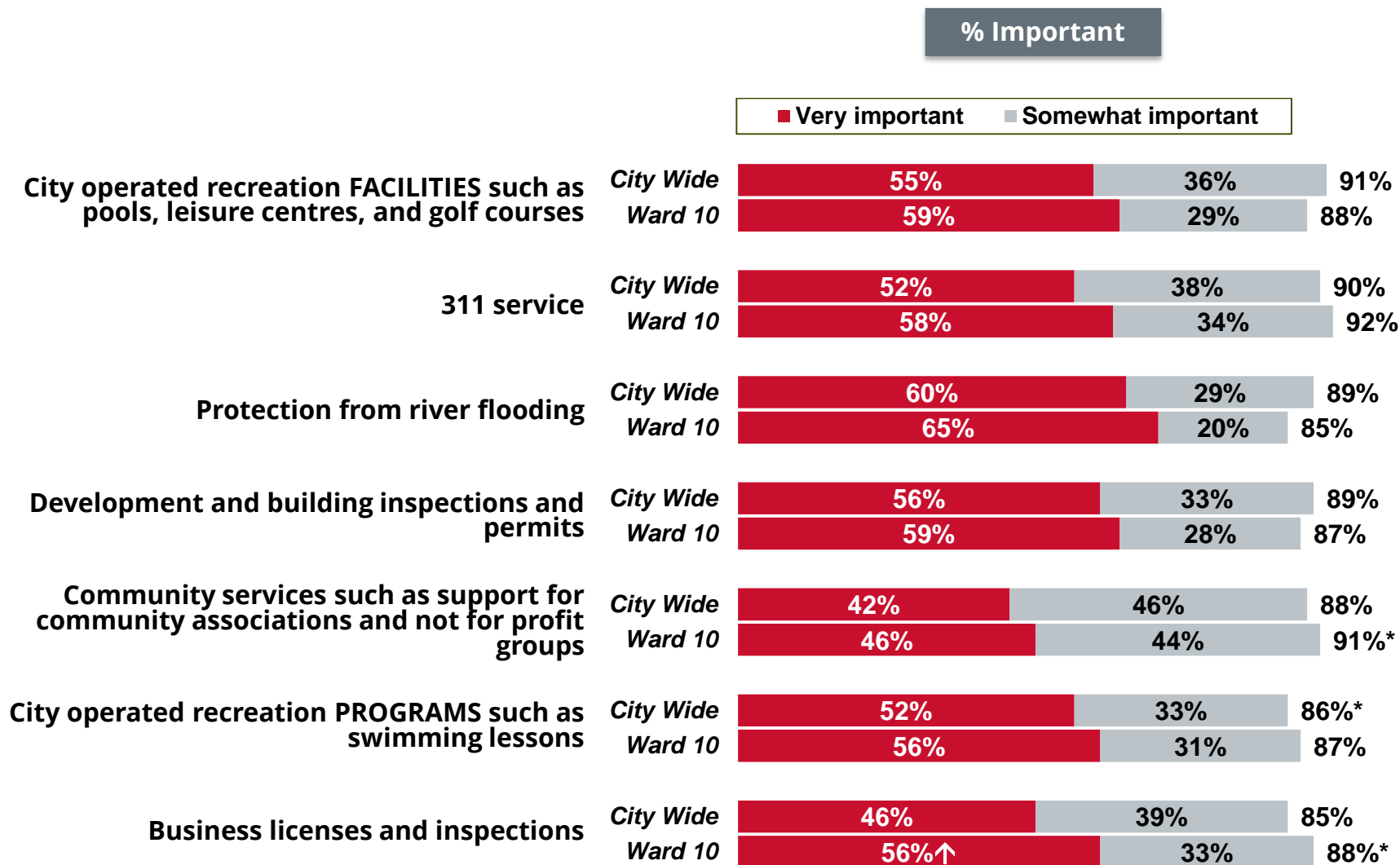


*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)



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)

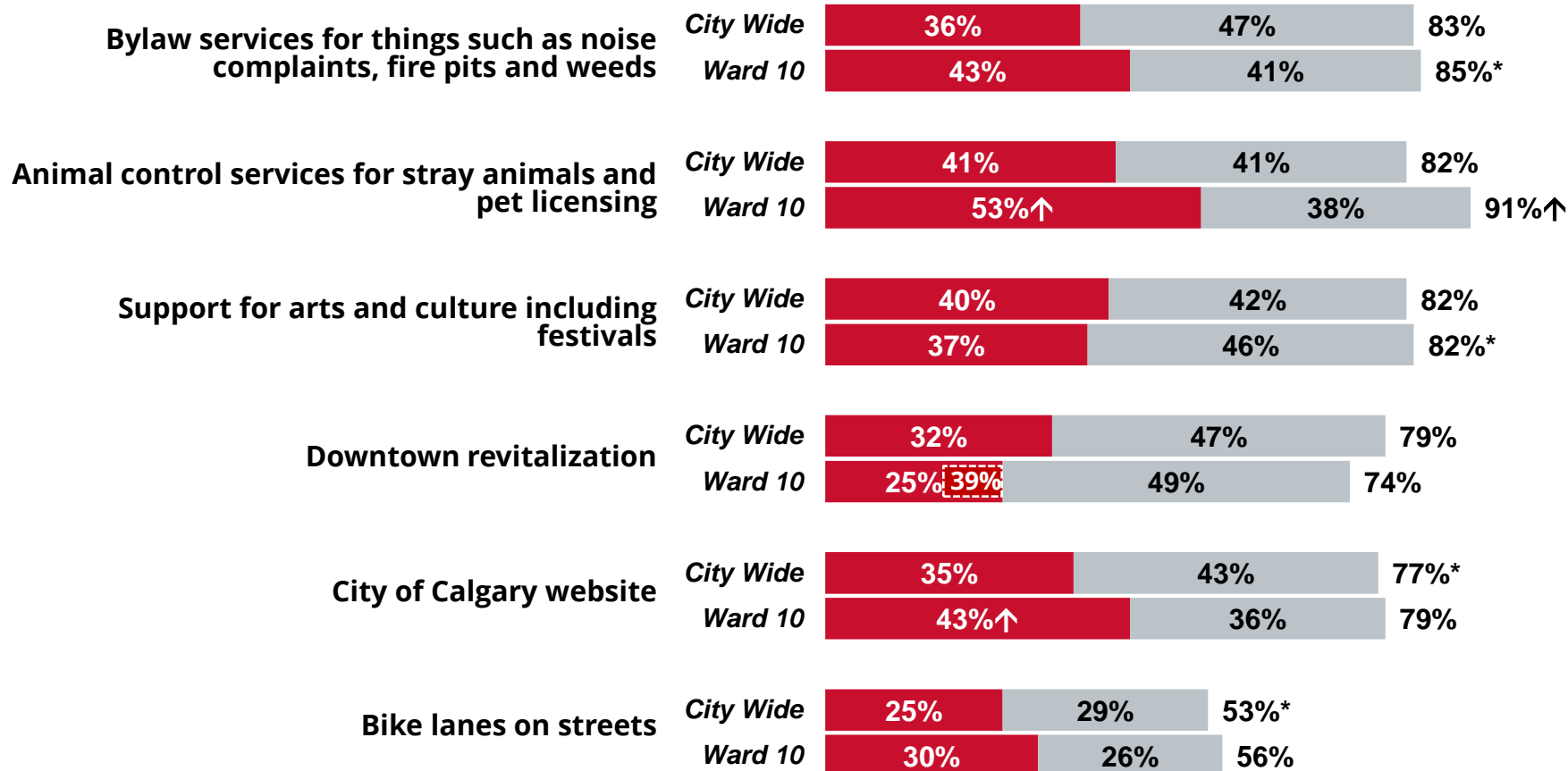
***Rounding**



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.

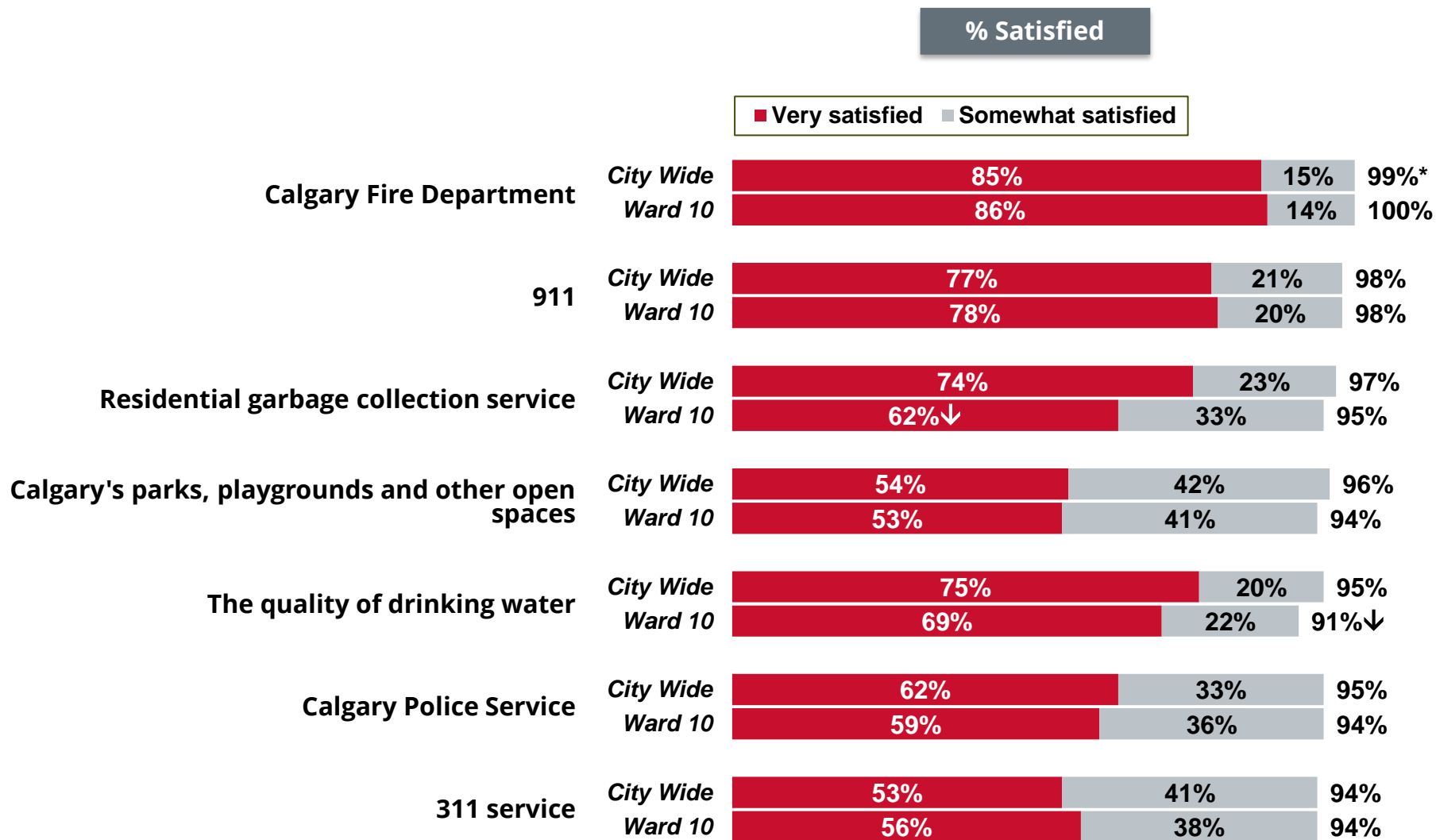
Base: Valid respondents (Bases vary)

Ward 10 2014

*Rounding



Satisfaction with City Programs and Services



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

***Rounding**

Base: Valid respondents (Bases vary)



Satisfaction with City Programs and Services (continued)

% Satisfied

■ Very satisfied ■ Somewhat satisfied

Calgary's pathway system



Disaster planning and response



Animal control services for stray animals and pet licensing



City operated recreation FACILITIES such as pools, leisure centres, and golf courses



City operated recreation PROGRAMS such as swimming lessons



Business licenses and inspections



Community services such as support for community associations and not for profit groups



*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 10 2014

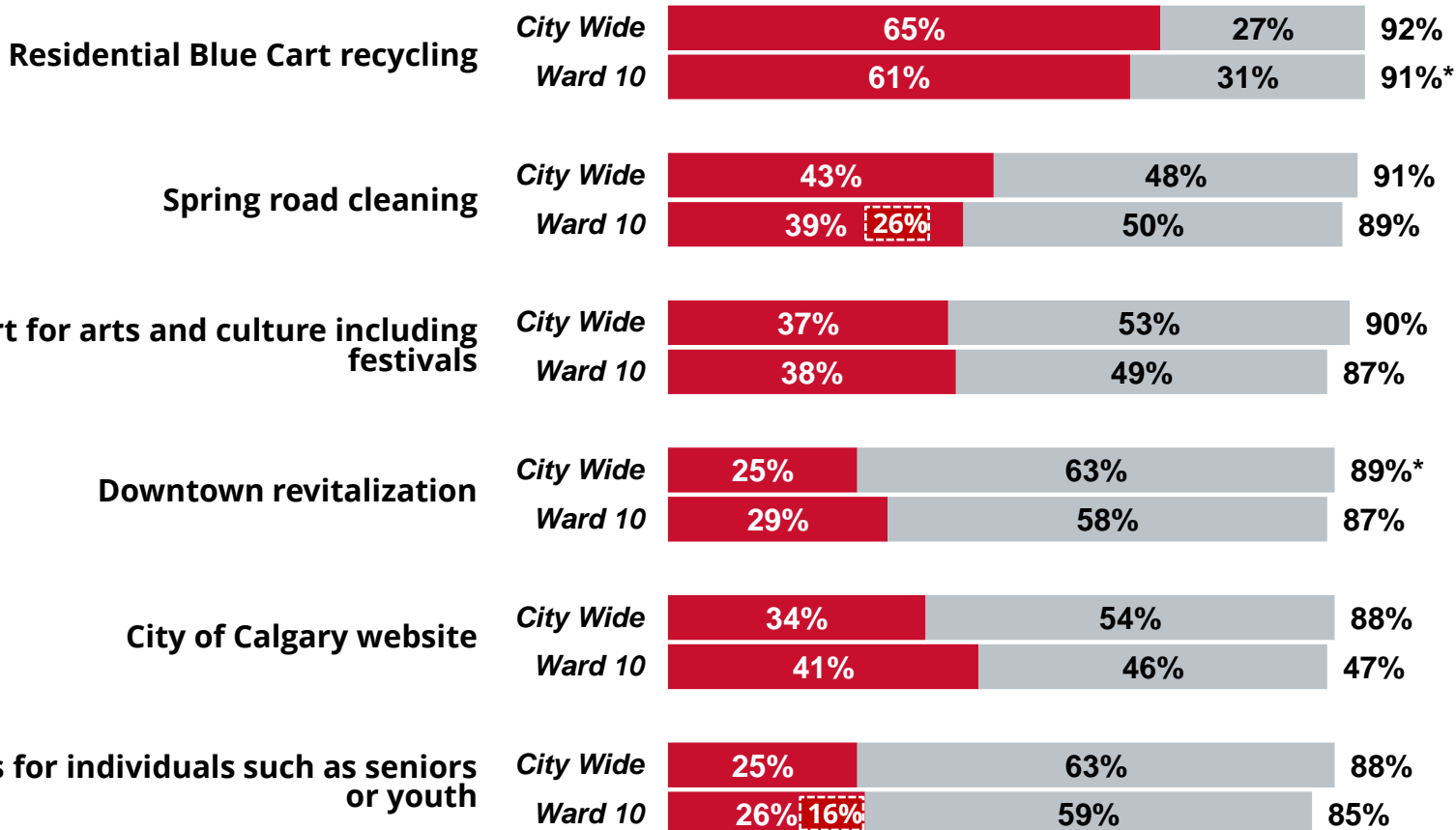
*Rounding



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.*

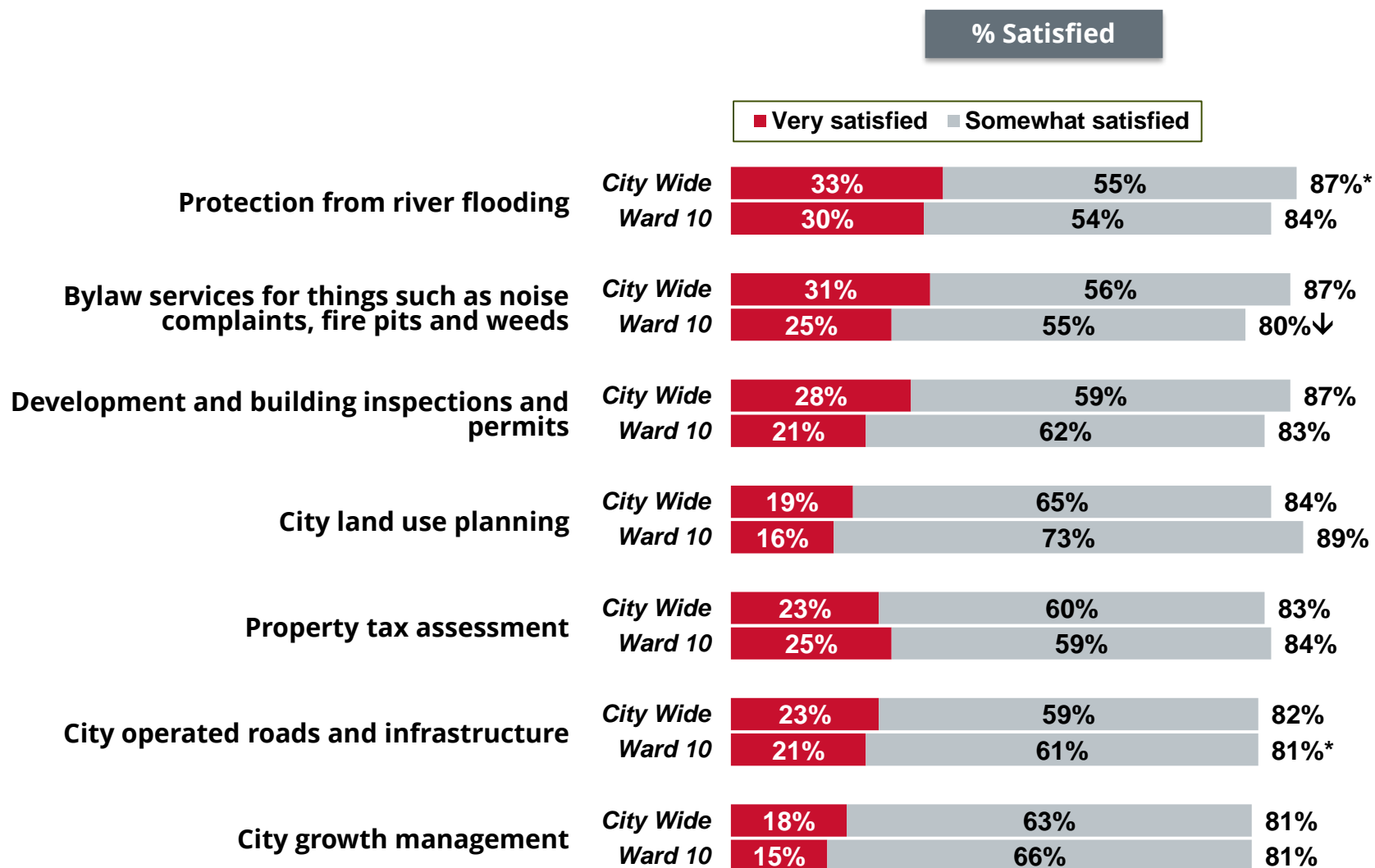
Base: Valid respondents (Bases vary)

Ward 10 2014

*Rounding



Satisfaction with City Programs and Services (continued)



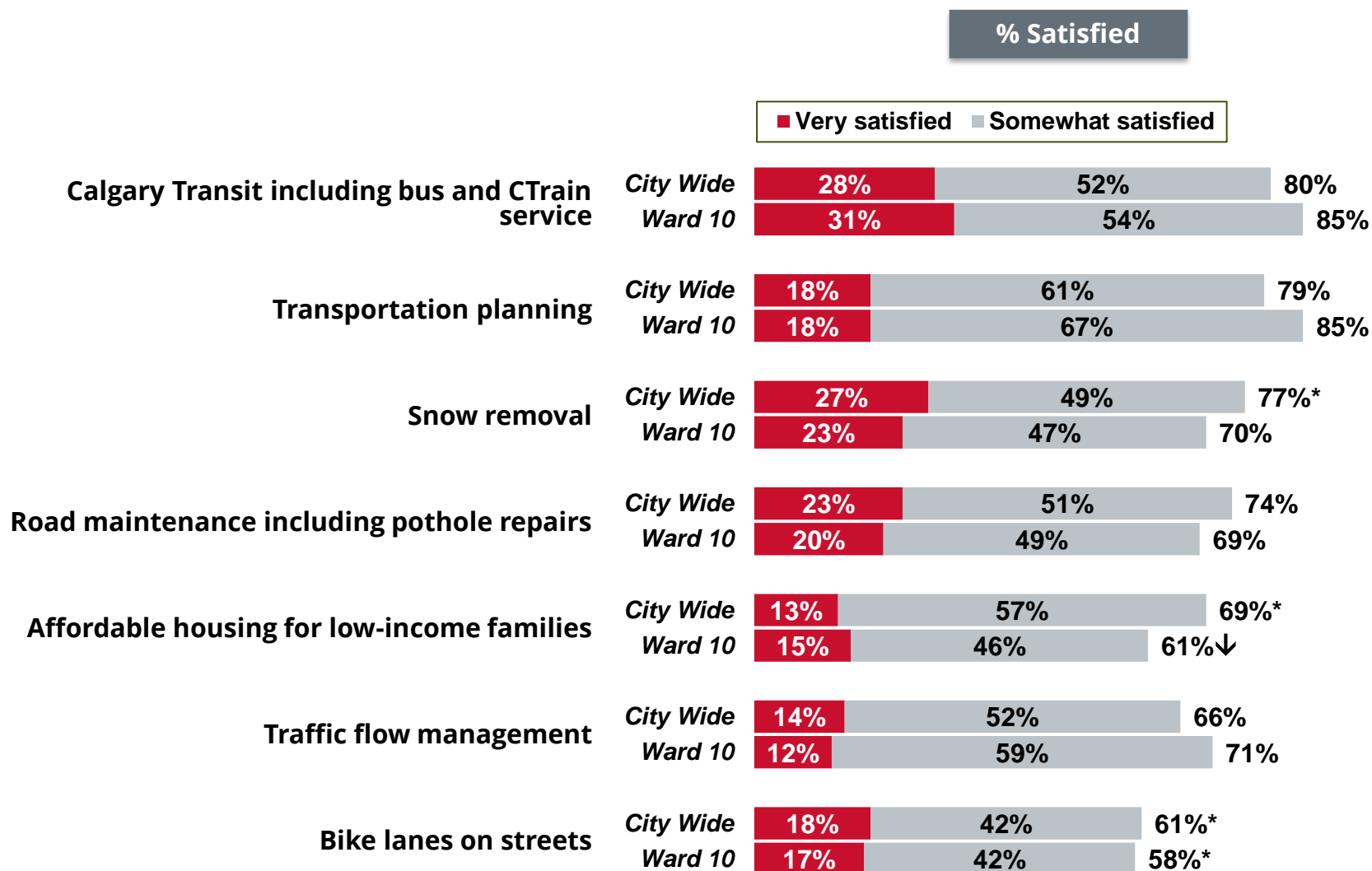
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*

***Rounding**

Base: Valid respondents (Bases vary)



Satisfaction with City Programs and Services (continued)



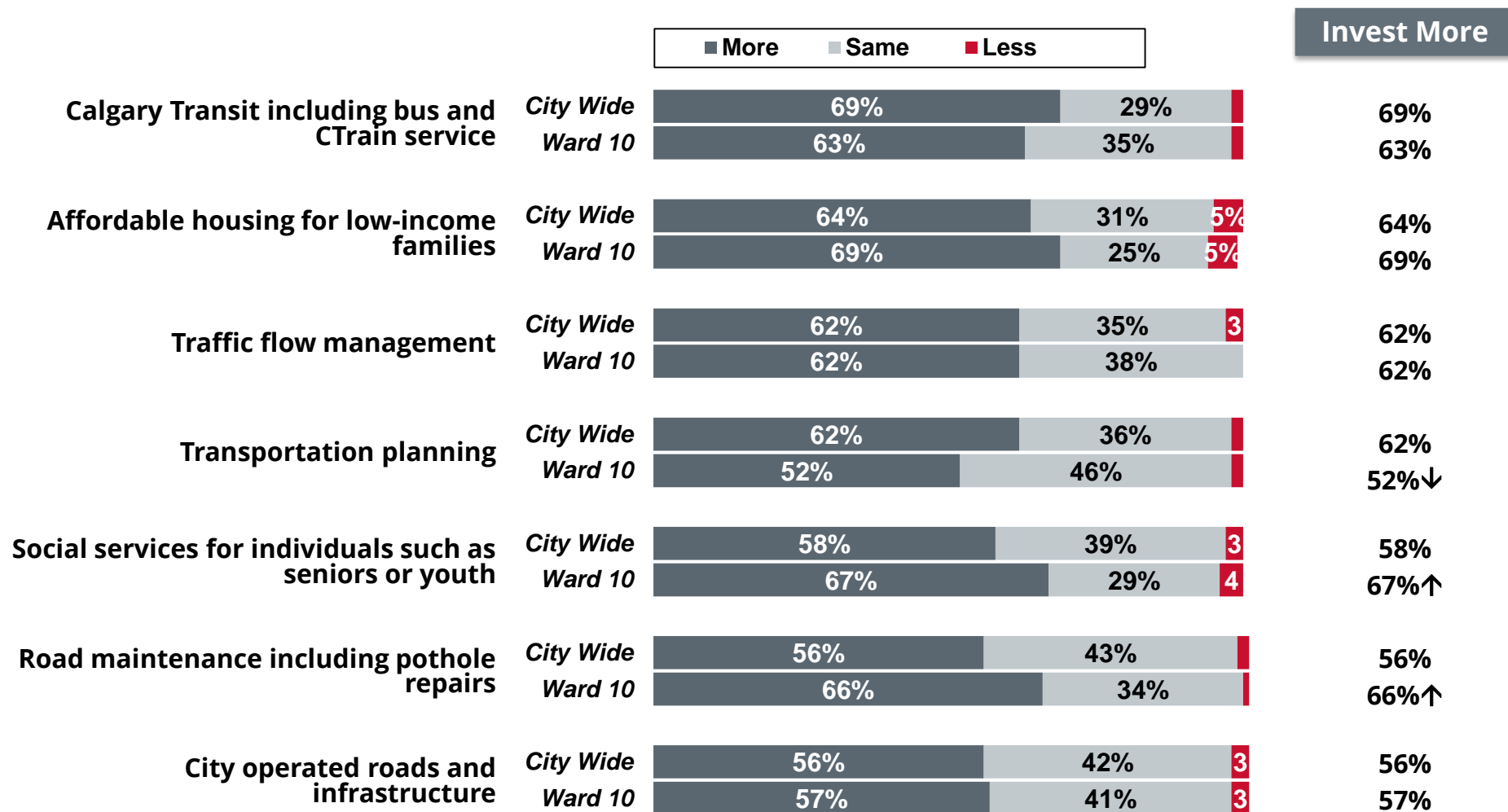
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*

Base: Valid respondents (Bases vary)

***Rounding**



Investment in City Programs and Services

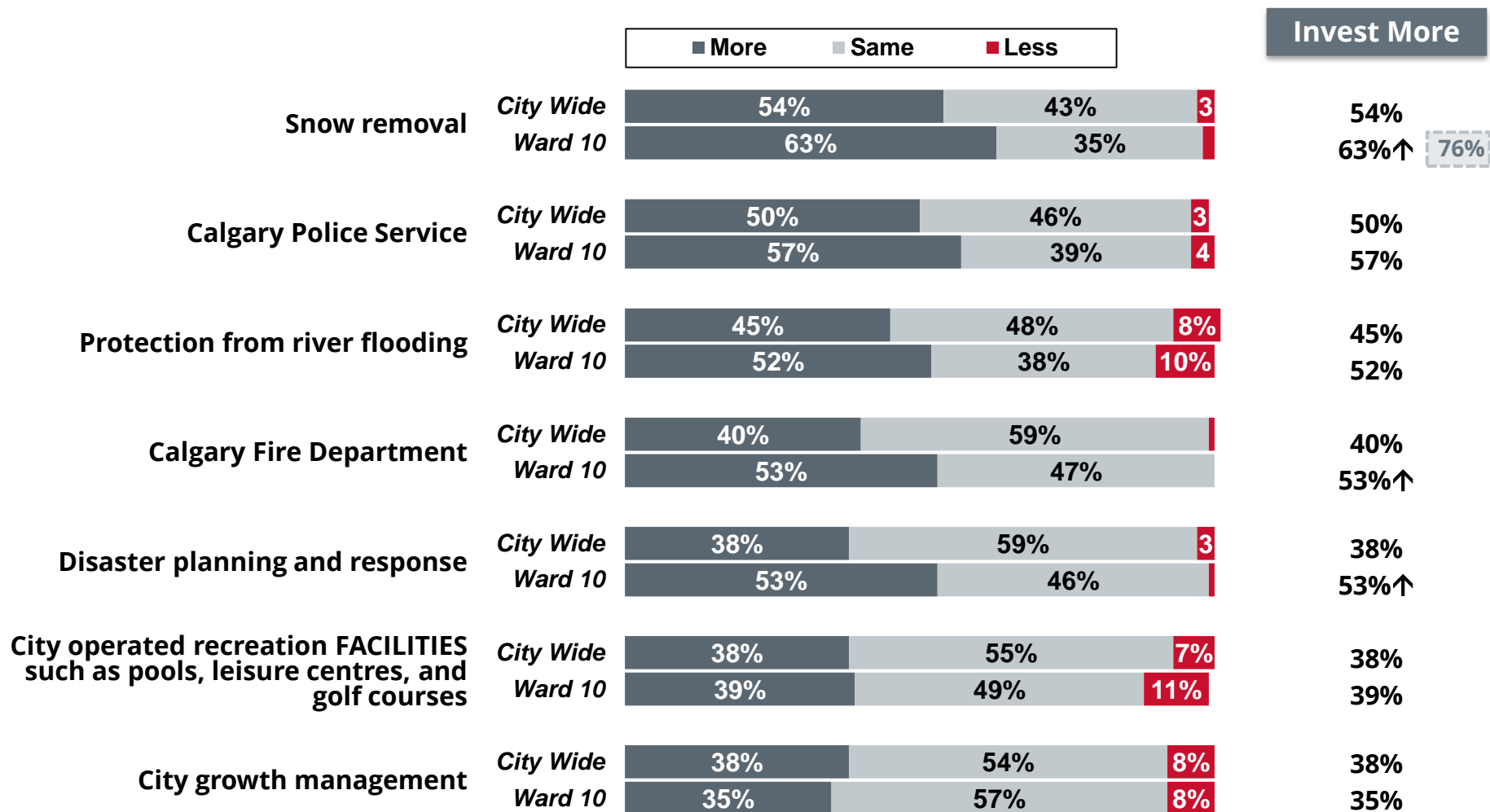


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)



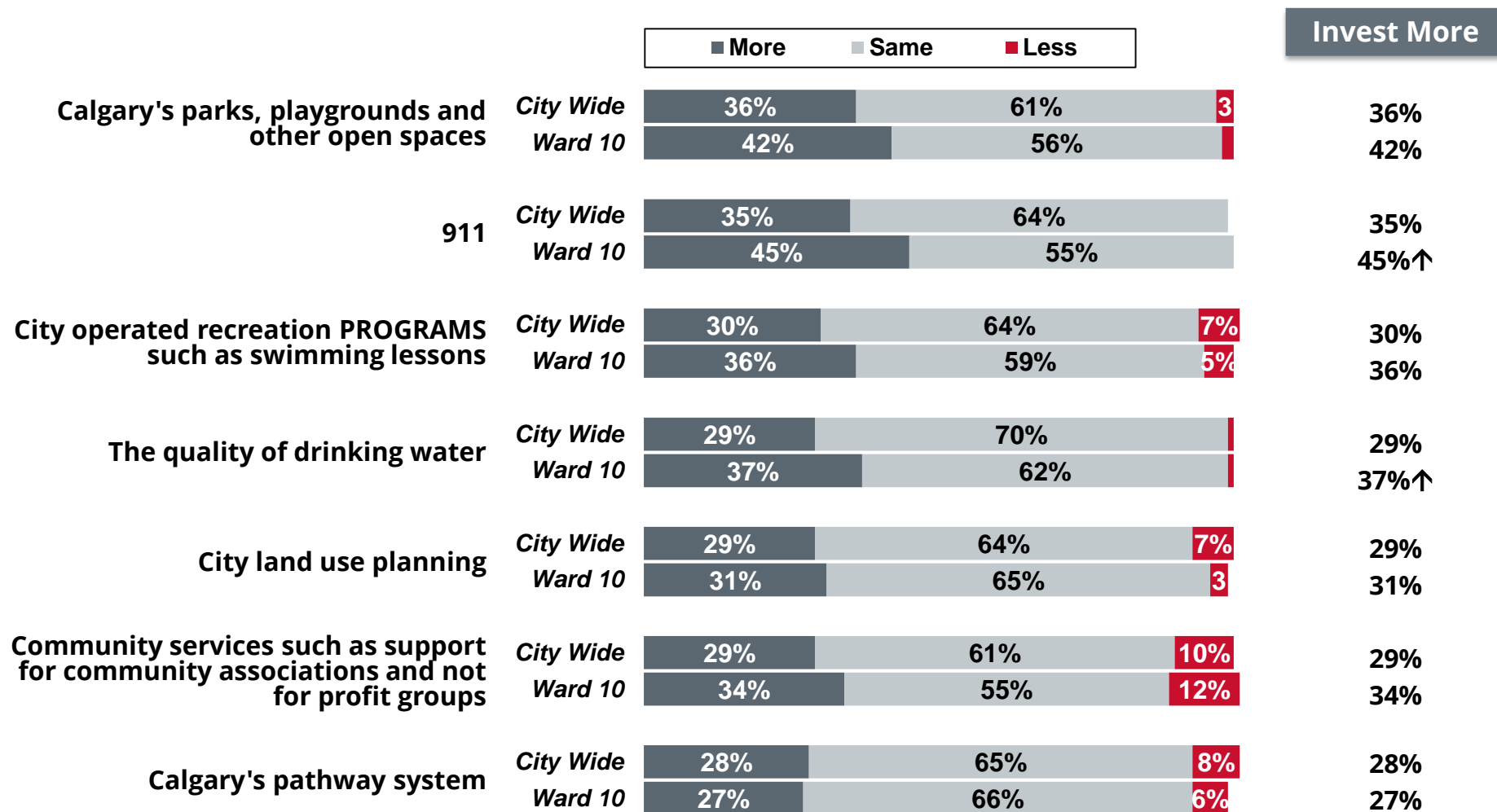
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Ward 10 2014



Investment in City Programs and Services (continued)

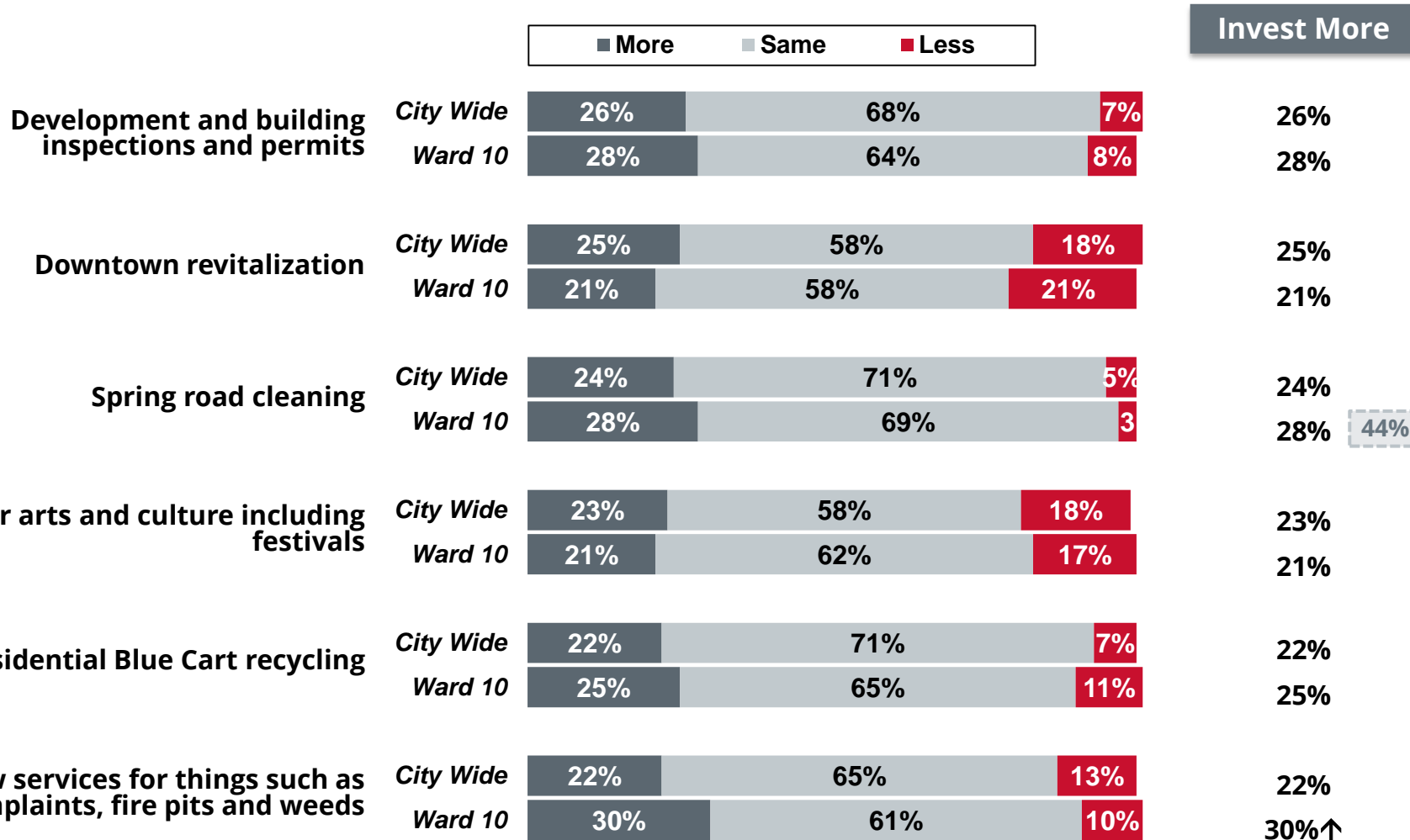


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)



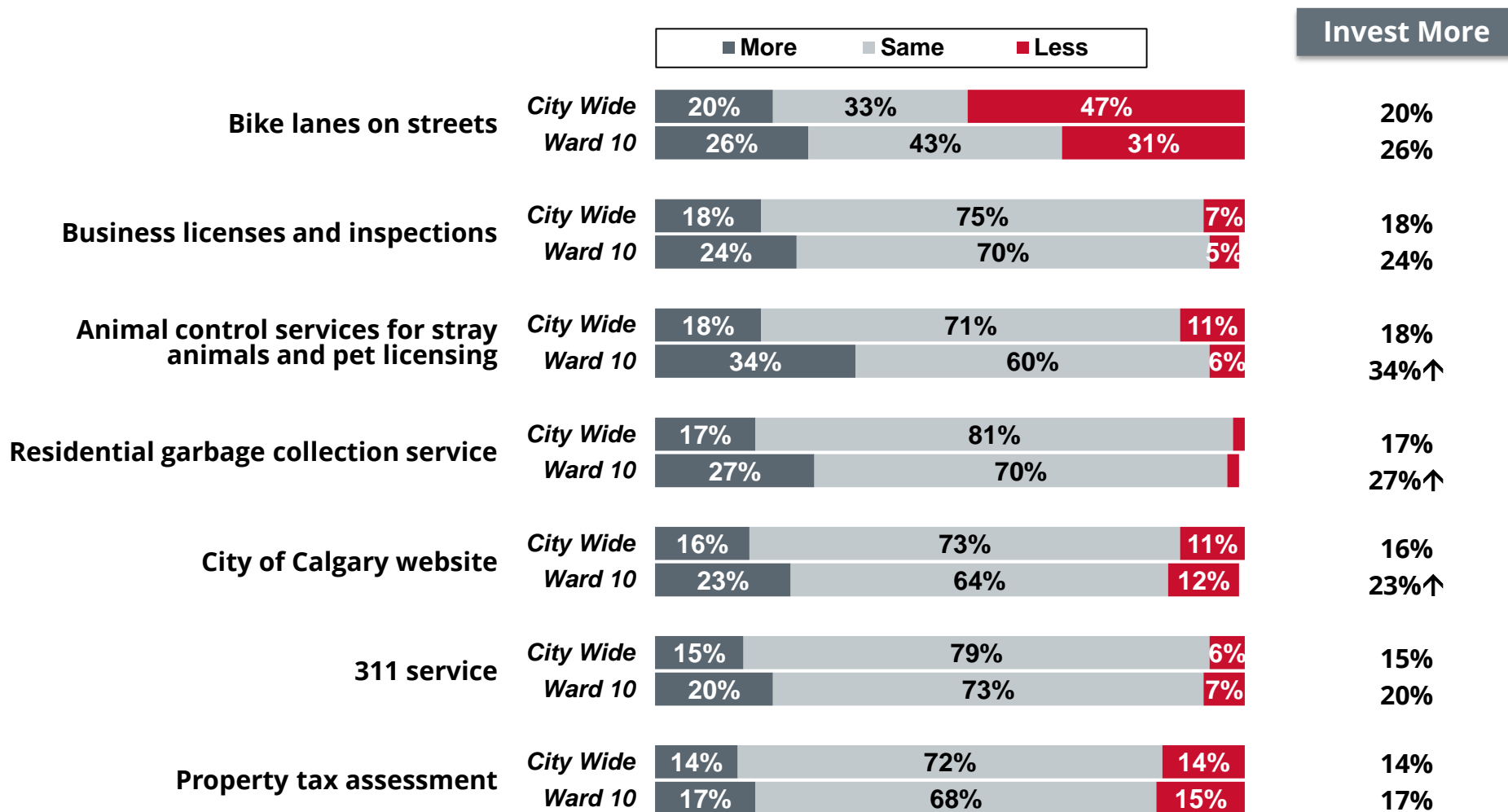
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Ward 10 2014



Investment in City Programs and Services (continued)

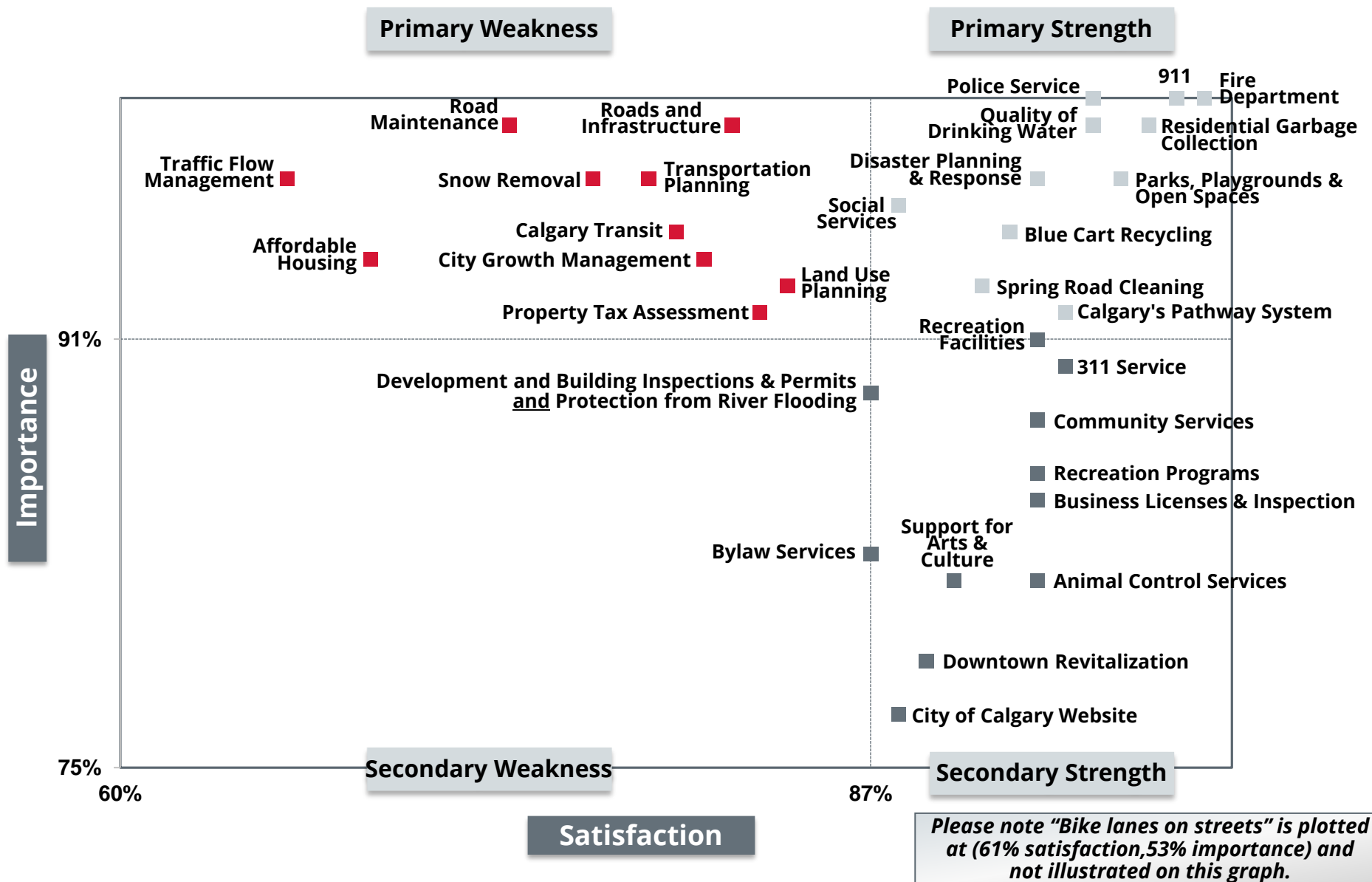


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)



Importance vs. Satisfaction Grid: City Wide

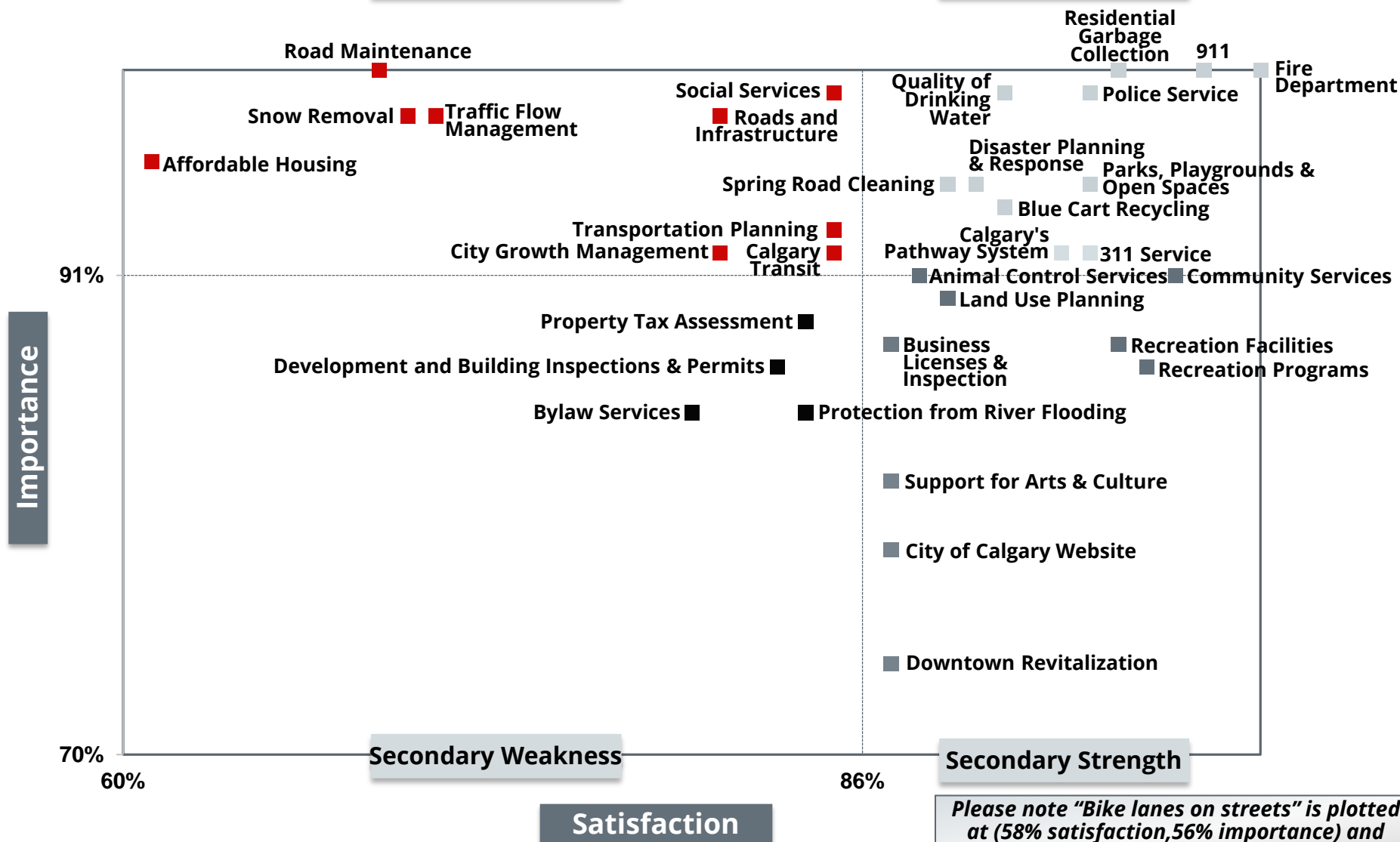




Importance vs. Satisfaction Grid: Ward 10

Primary Weakness

Primary Strength





Primary Strengths and Weaknesses: City Wide versus Ward 10

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 10
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		

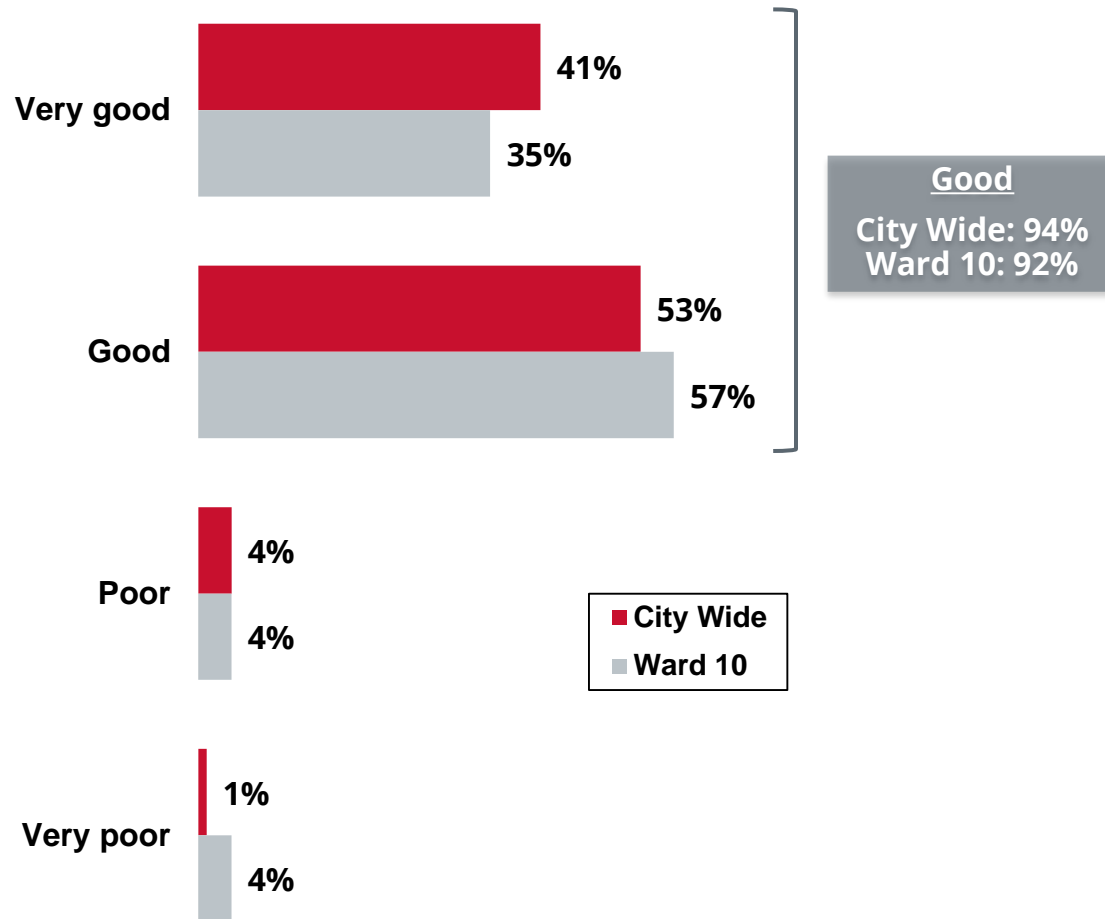


Environmental Performance





Perceptions About Overall State of Calgary's Environment

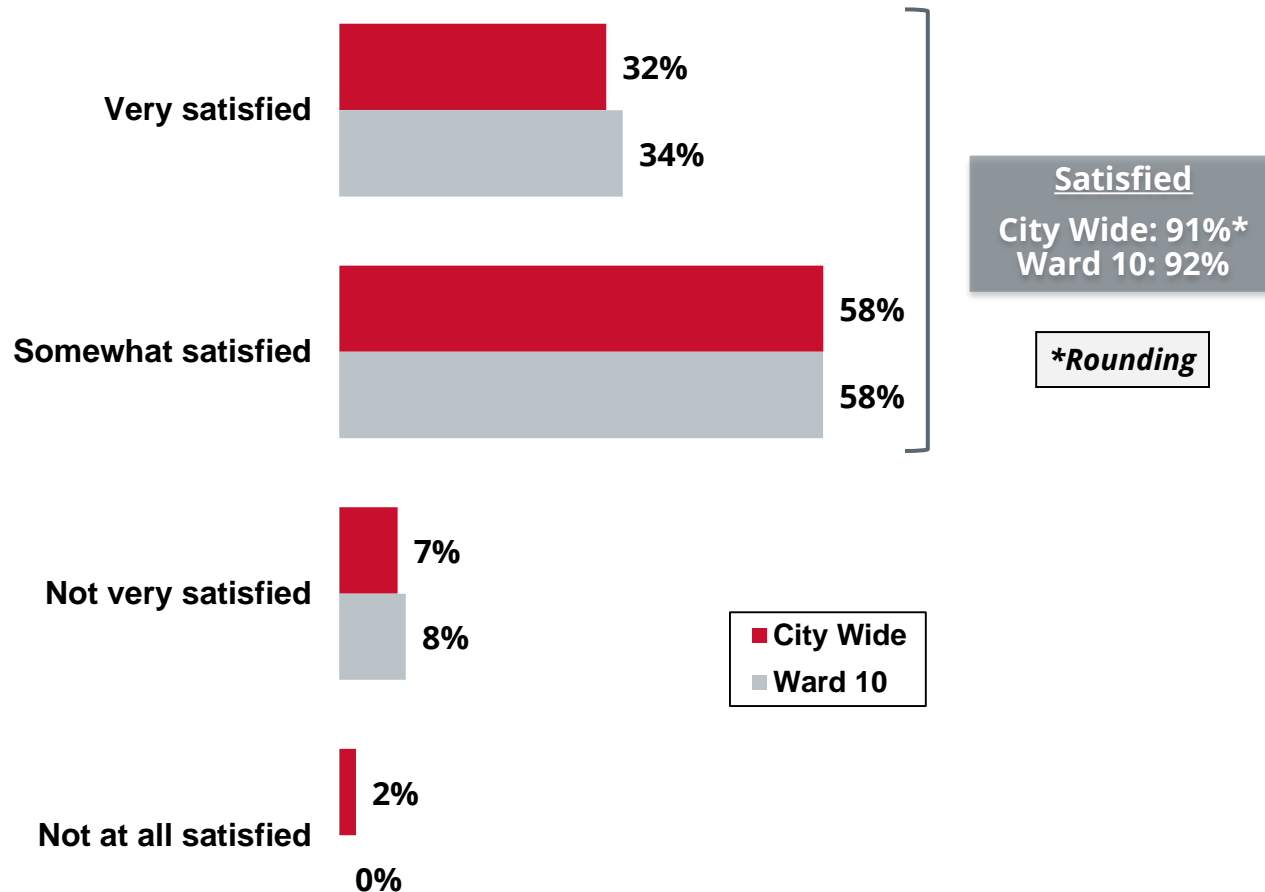


Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?

Base: Valid respondents (City Wide: n=2,448 / Ward 10: n=168)



Satisfaction with The City's Environmental Performance

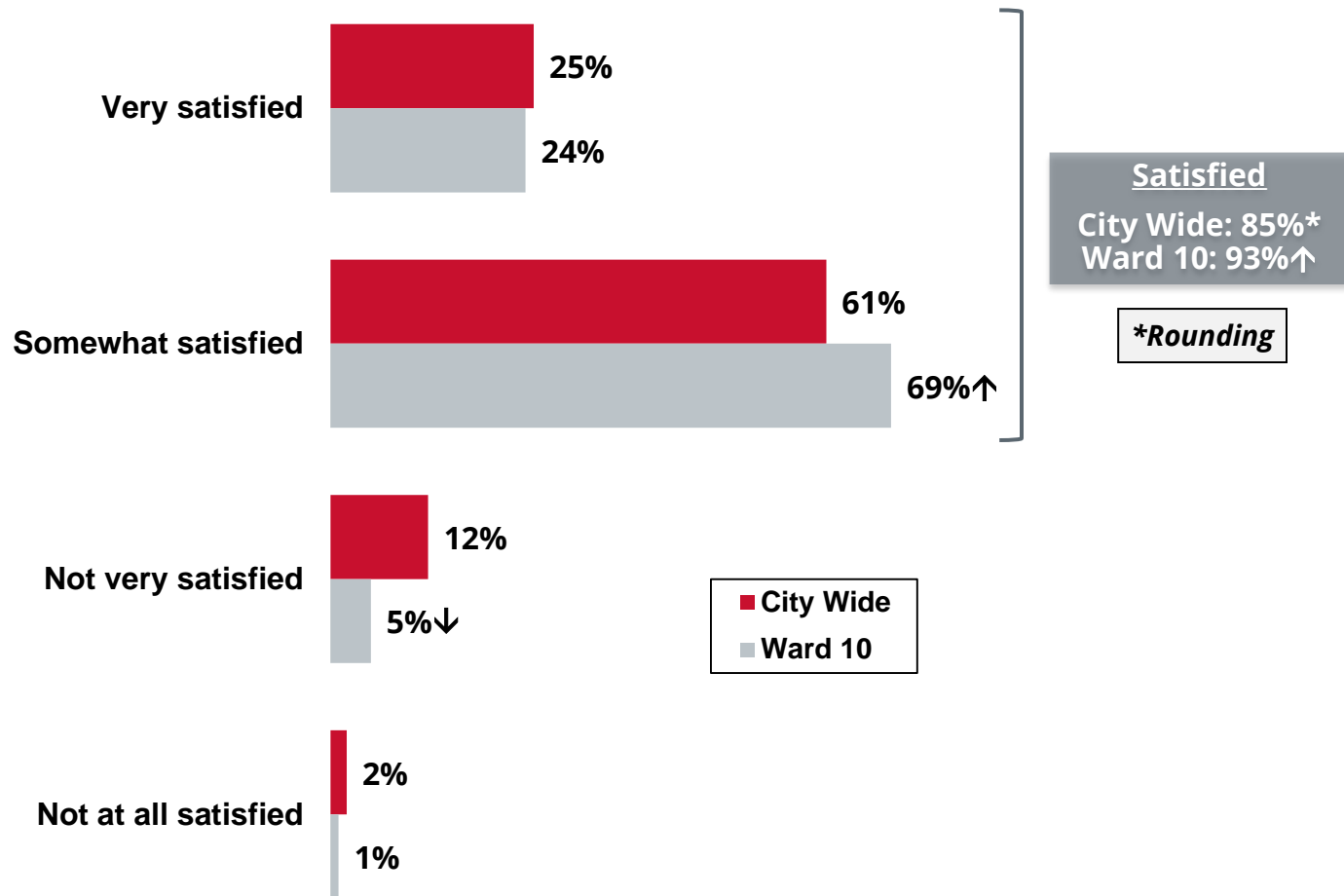


How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Base: Valid respondents (City Wide: n=2,436 / Ward 10: n=168)



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 10: n=166)

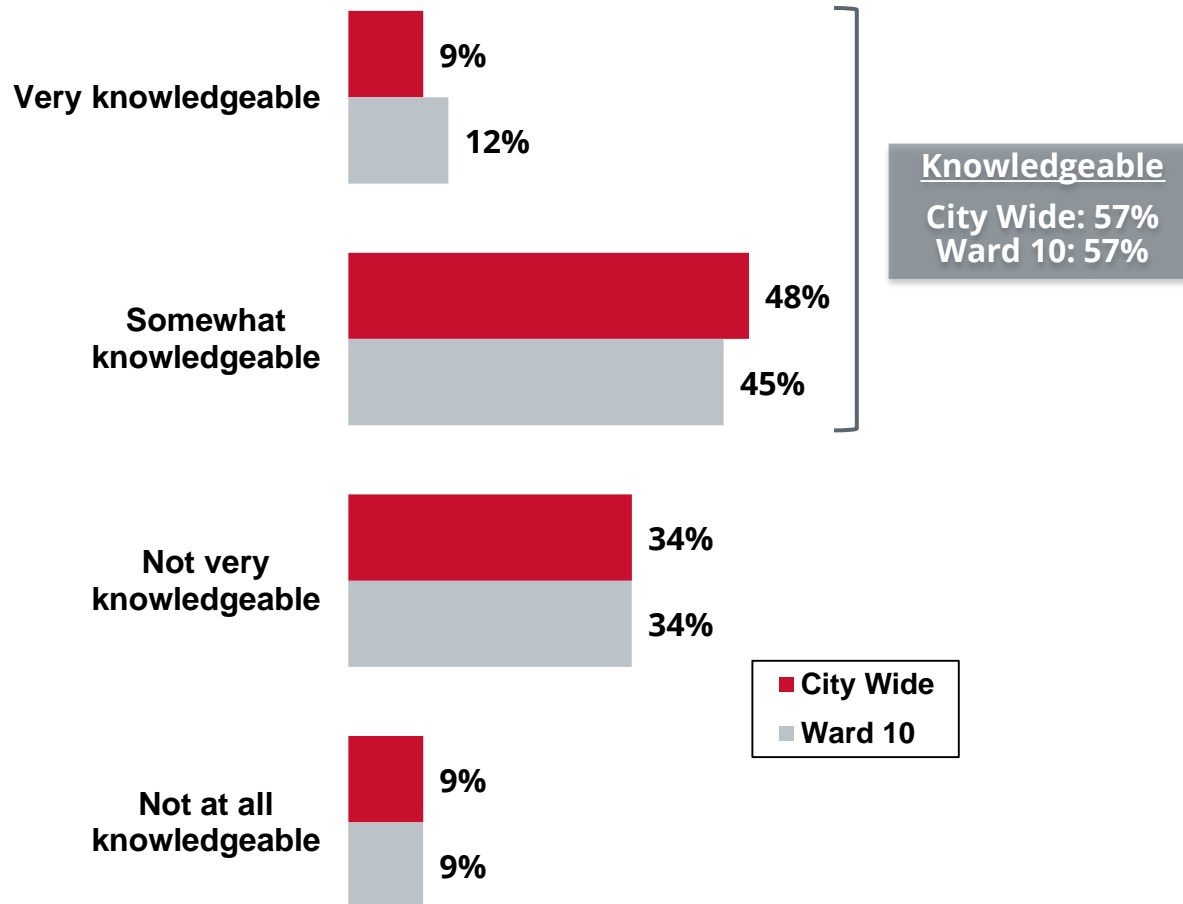


Taxation





Knowledge Levels of Tax Dollar Spending

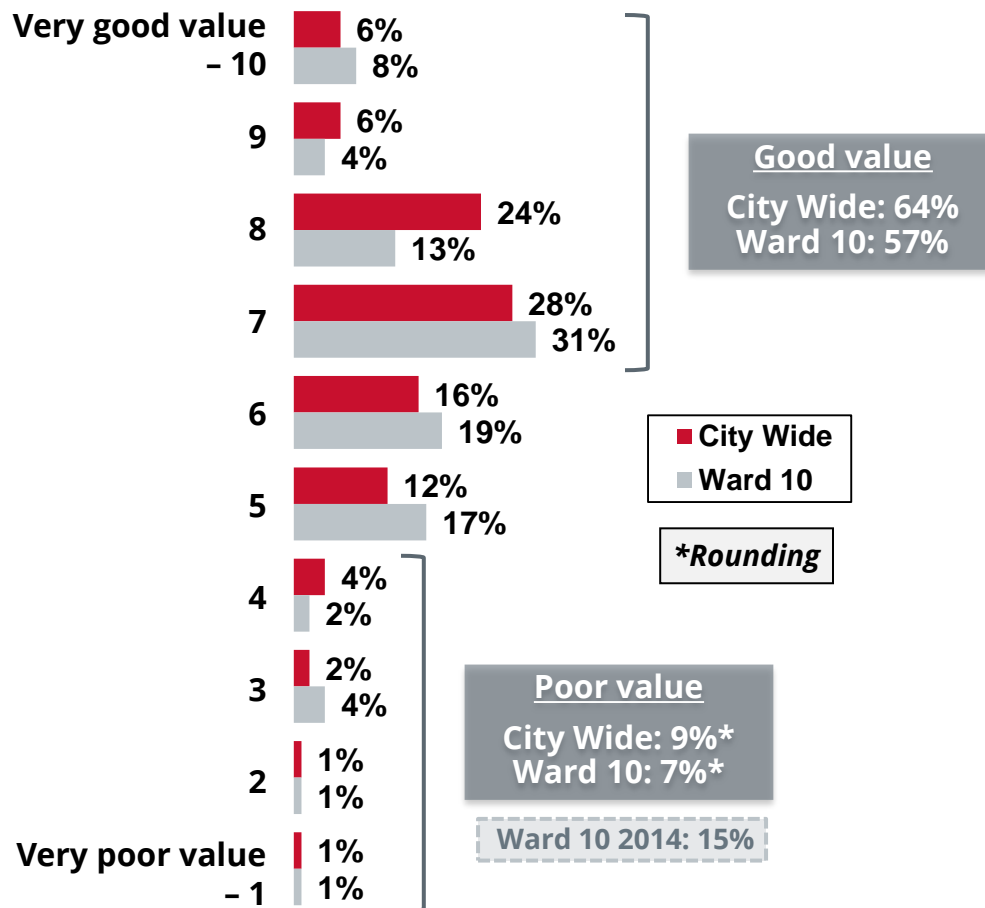


Thinking about how The City of Calgary government is run, and what services it provides, would you say you are very, somewhat, not very, or not at all knowledgeable about how City tax dollars are spent?

Base: Valid respondents (City Wide: n=2,442 / Ward 10: n=168)



Perceived Value of Property Taxes

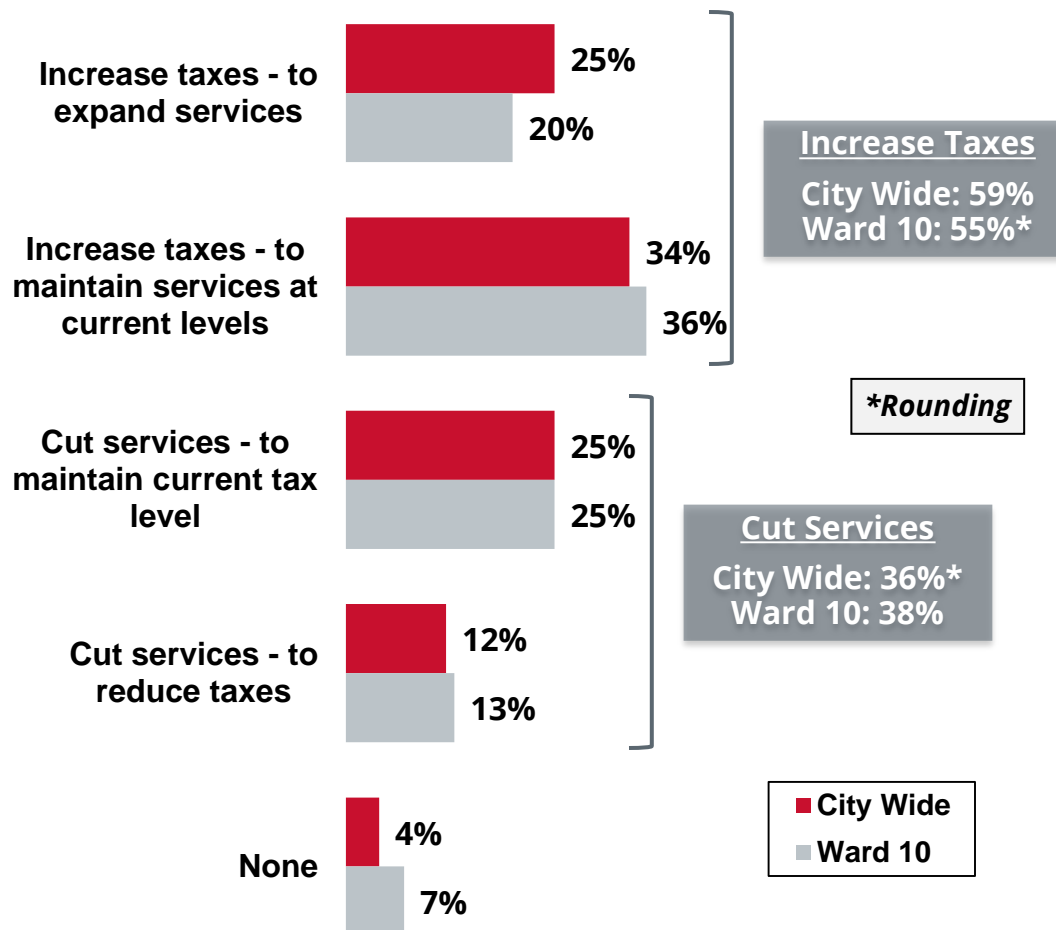


Your property tax dollars are divided between The City and the Province. In Calgary, approximately half of your property tax bill goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars 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 10: n=164)



Balancing Taxation and Service Delivery Levels

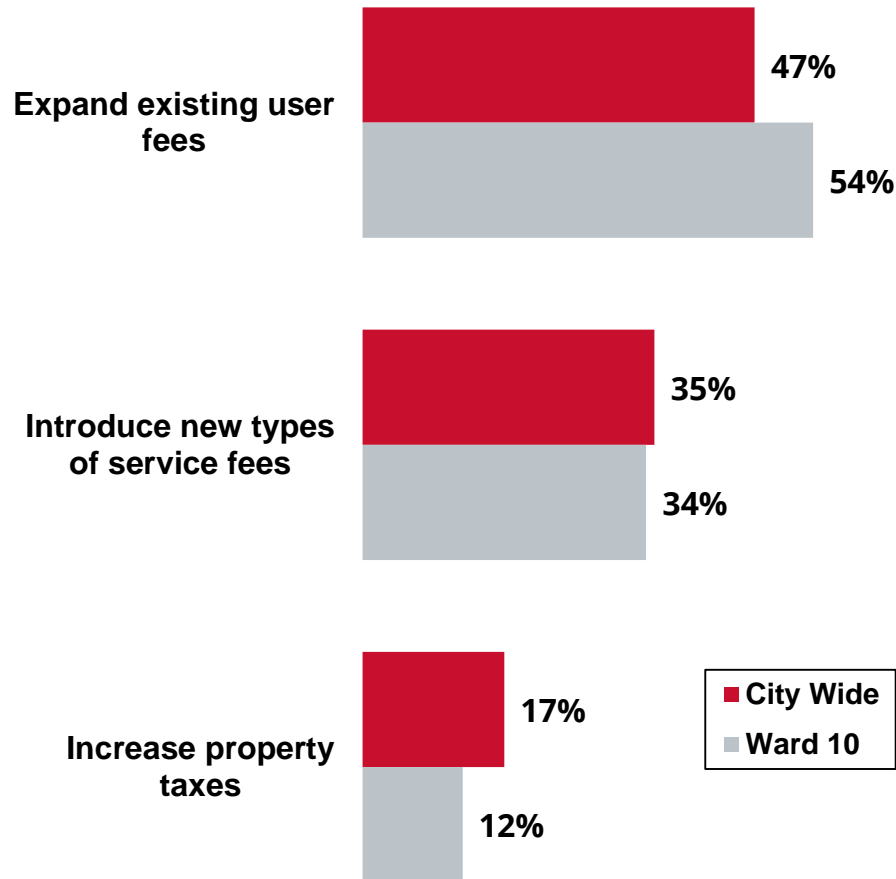


Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (City Wide: n=2,406 / Ward 10: n=163)



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 ...?

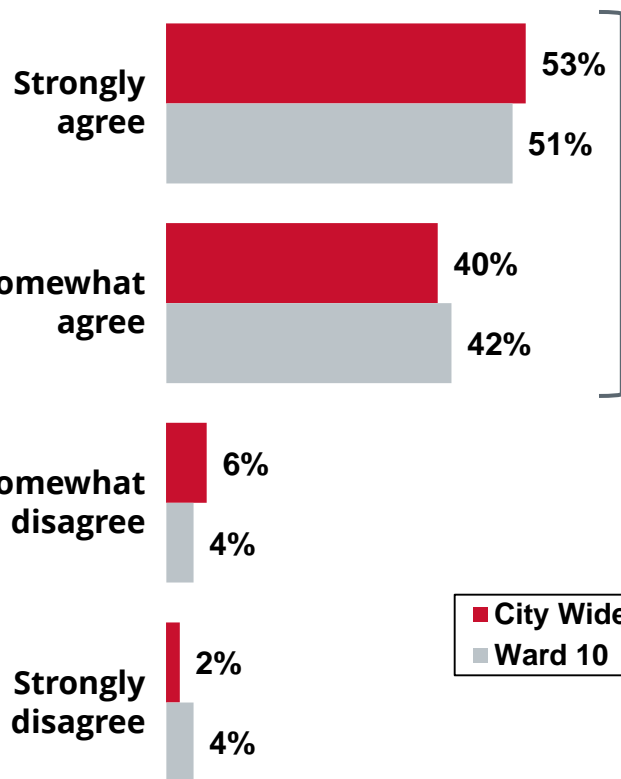
Base: Valid respondents (City Wide: n=2,295 / Ward 10: n=148)



Property Tax Dollar Investment

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

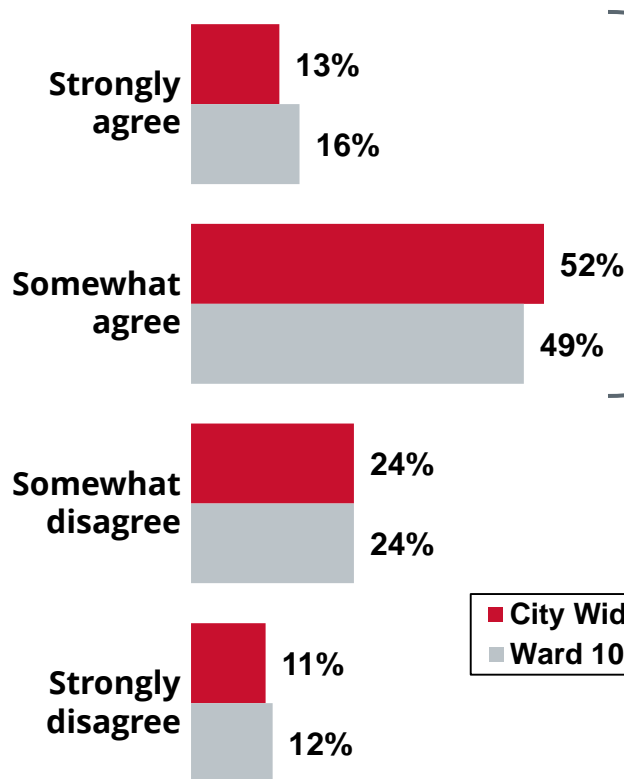
The City does a good job of providing citizens with information about how their property tax dollars are invested in various City services



Agree
City Wide: 93%
Ward 10: 92%*

*Rounding

■ City Wide
■ Ward 10



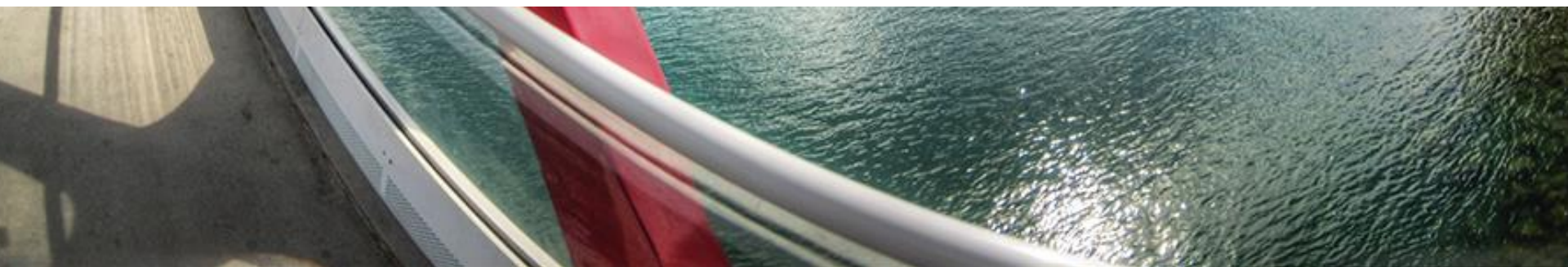
Agree
City Wide: 65%
Ward 10: 64%*

■ City Wide
■ Ward 10

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

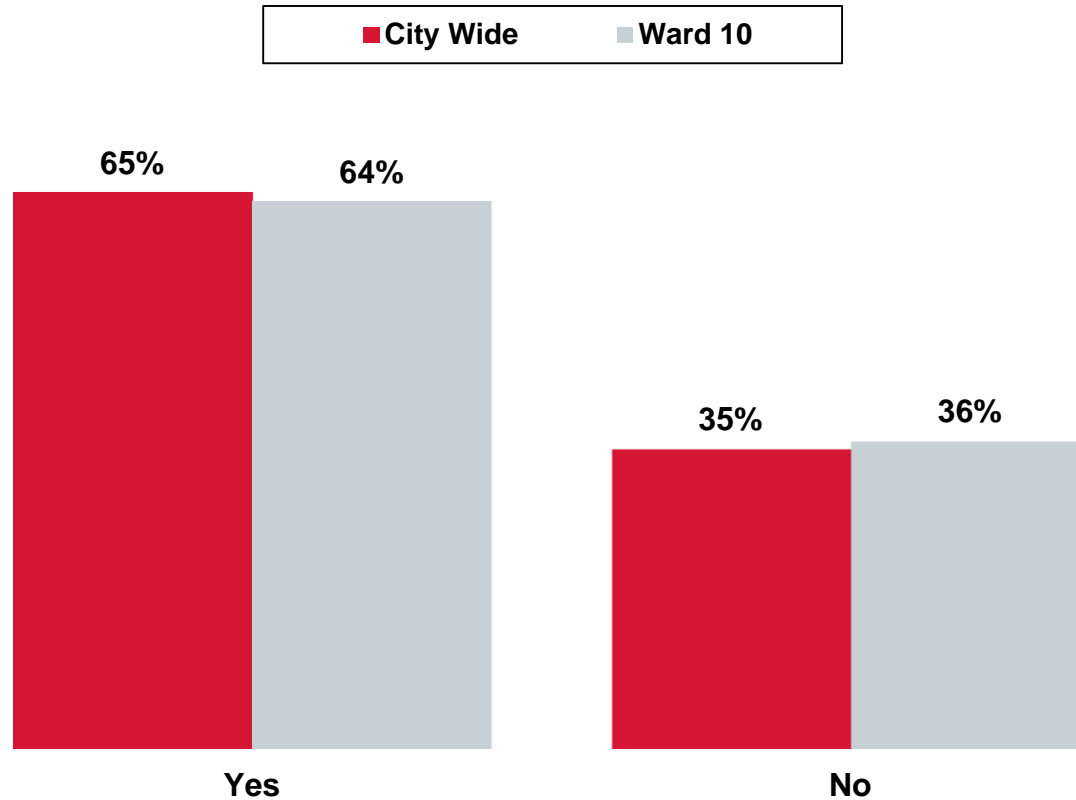


Contact with The City





Past 12 Months Contact with The City of Calgary

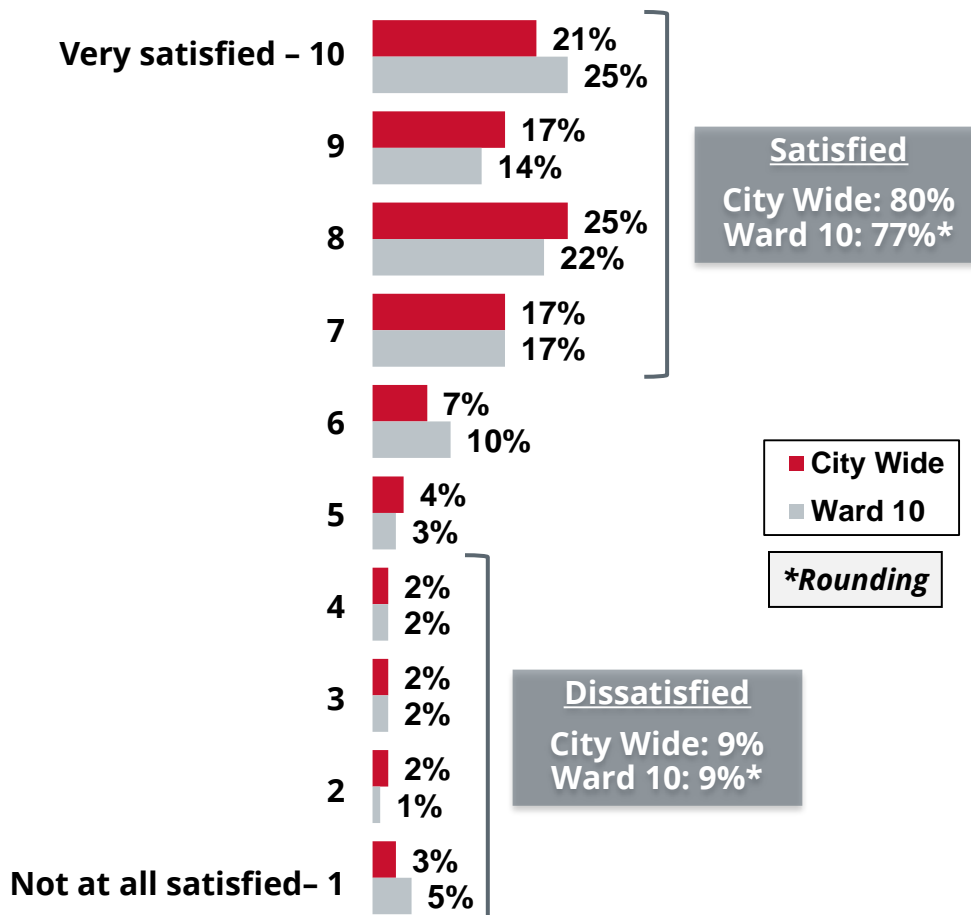


Have you contacted or dealt with The City of Calgary or one of its employees in the last twelve months?

Base: Valid respondents (City Wide: n=2,447 / Ward 10: n=169)



Satisfaction with the Overall Level and Quality of Customer Service

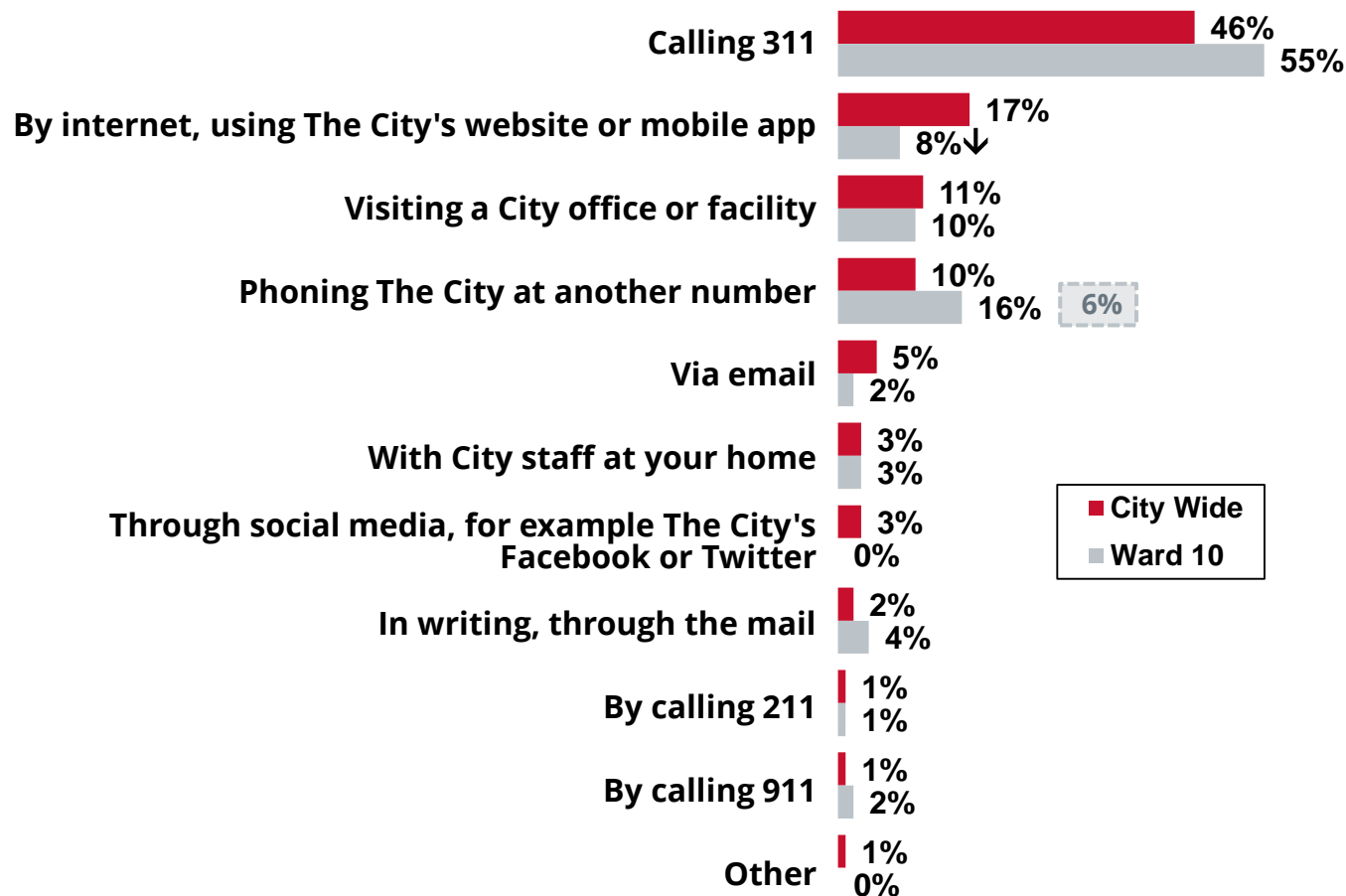


On a scale of 1 – 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied”, how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,603 / Ward 10: n=107)



Type of Contact



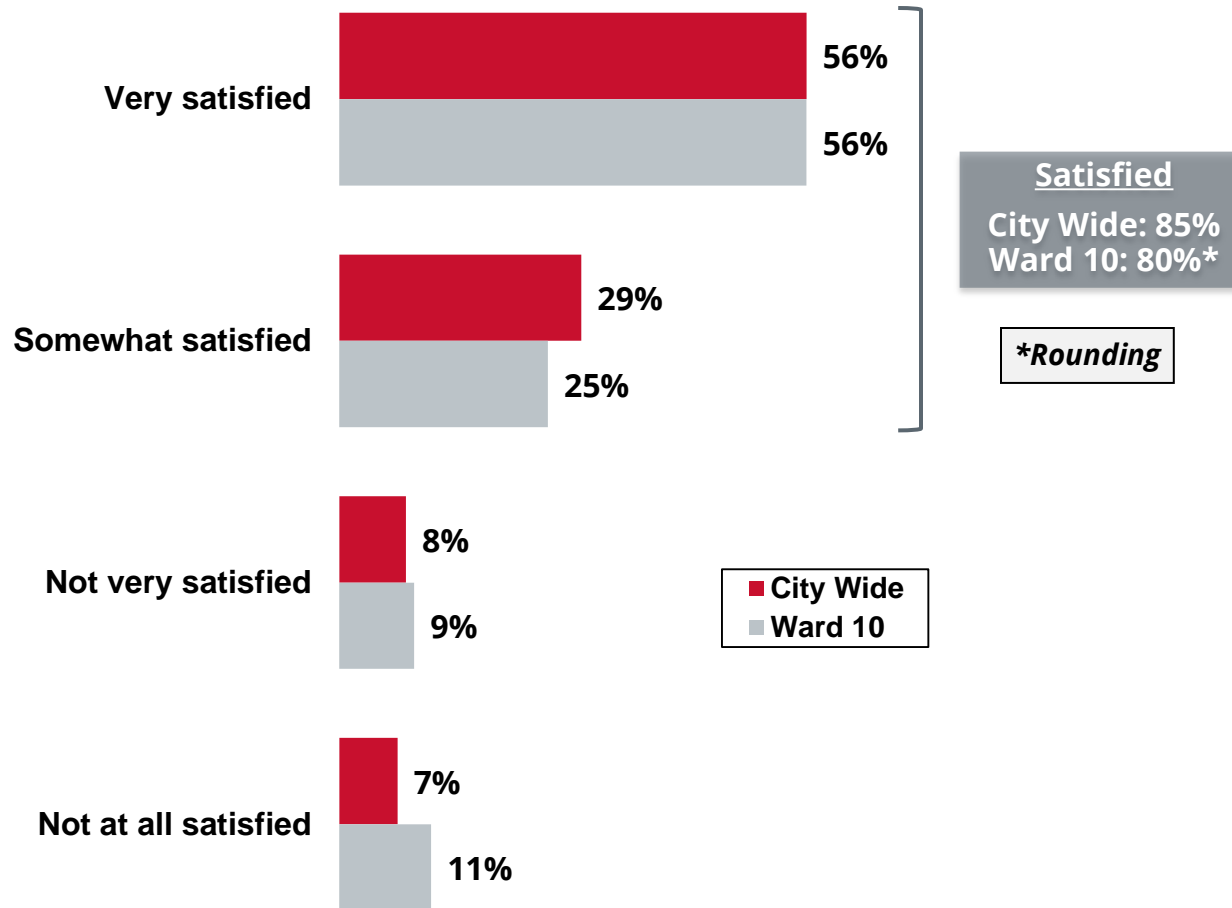
Ward 10 2014

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 10: n=105)



Satisfaction with Most Recent City Contact



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

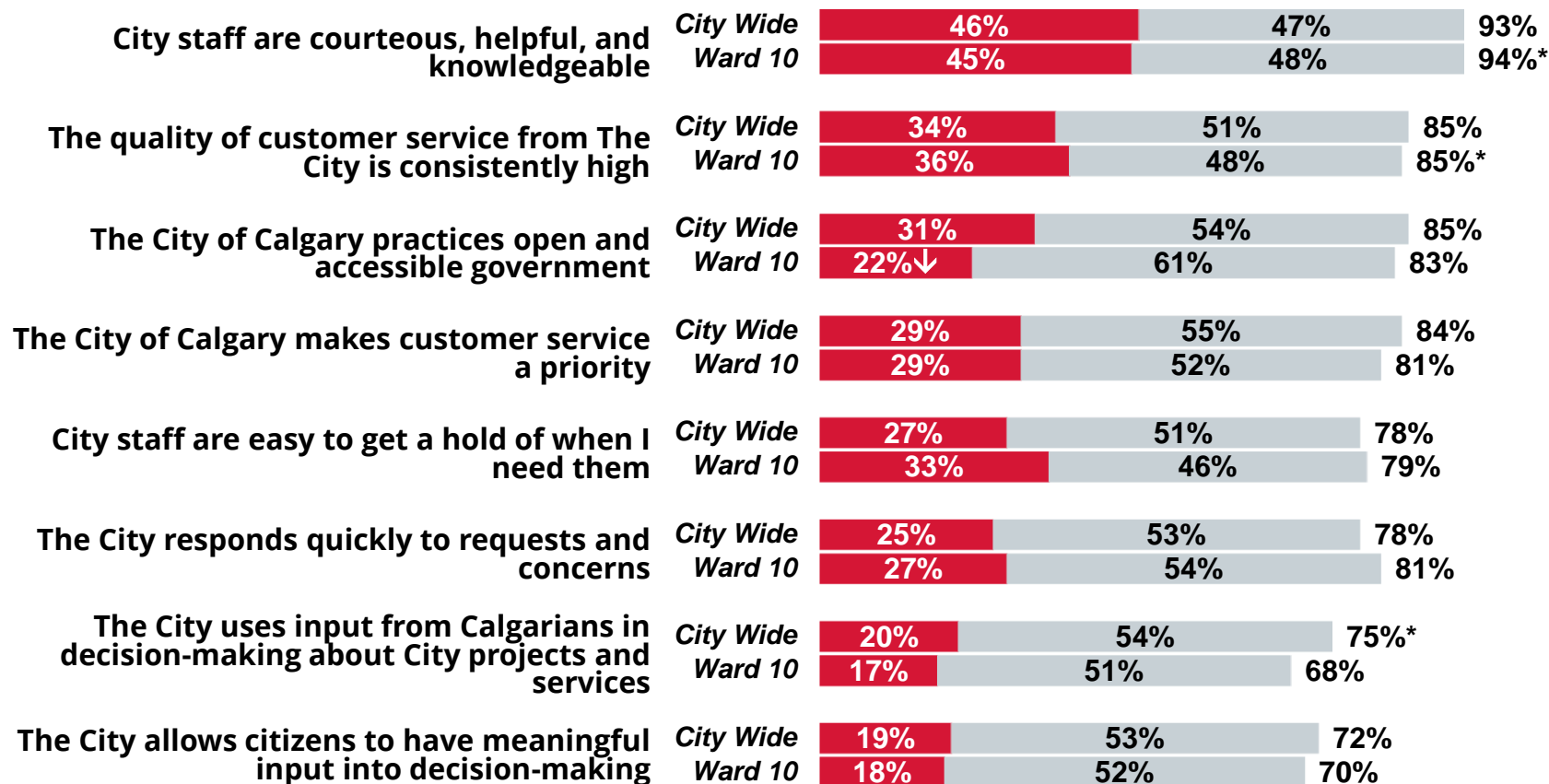
Base: Valid respondents who contacted or dealt with The City of Calgary in the last twelve months
(City Wide: n=1,602 / Ward 10: n=106)



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)

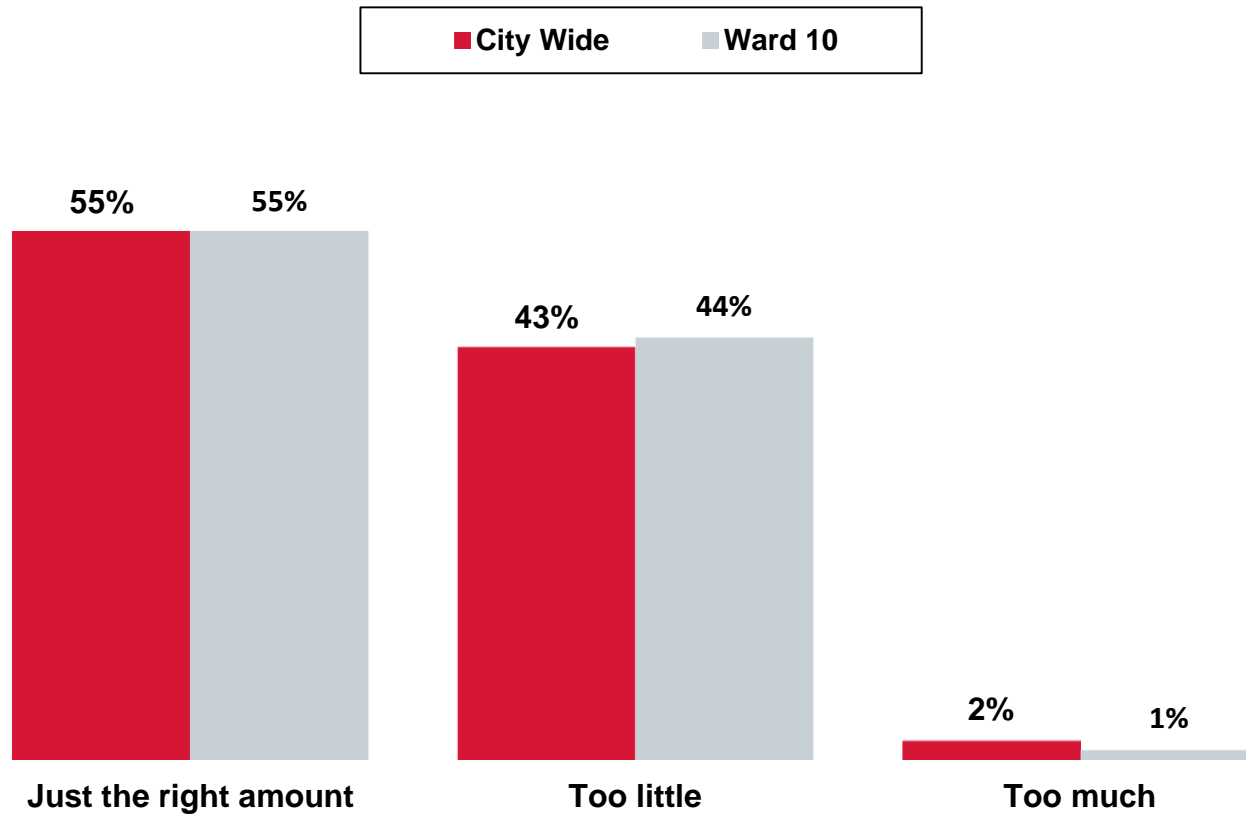
***Rounding**



City Communications



The Extent of Information Received

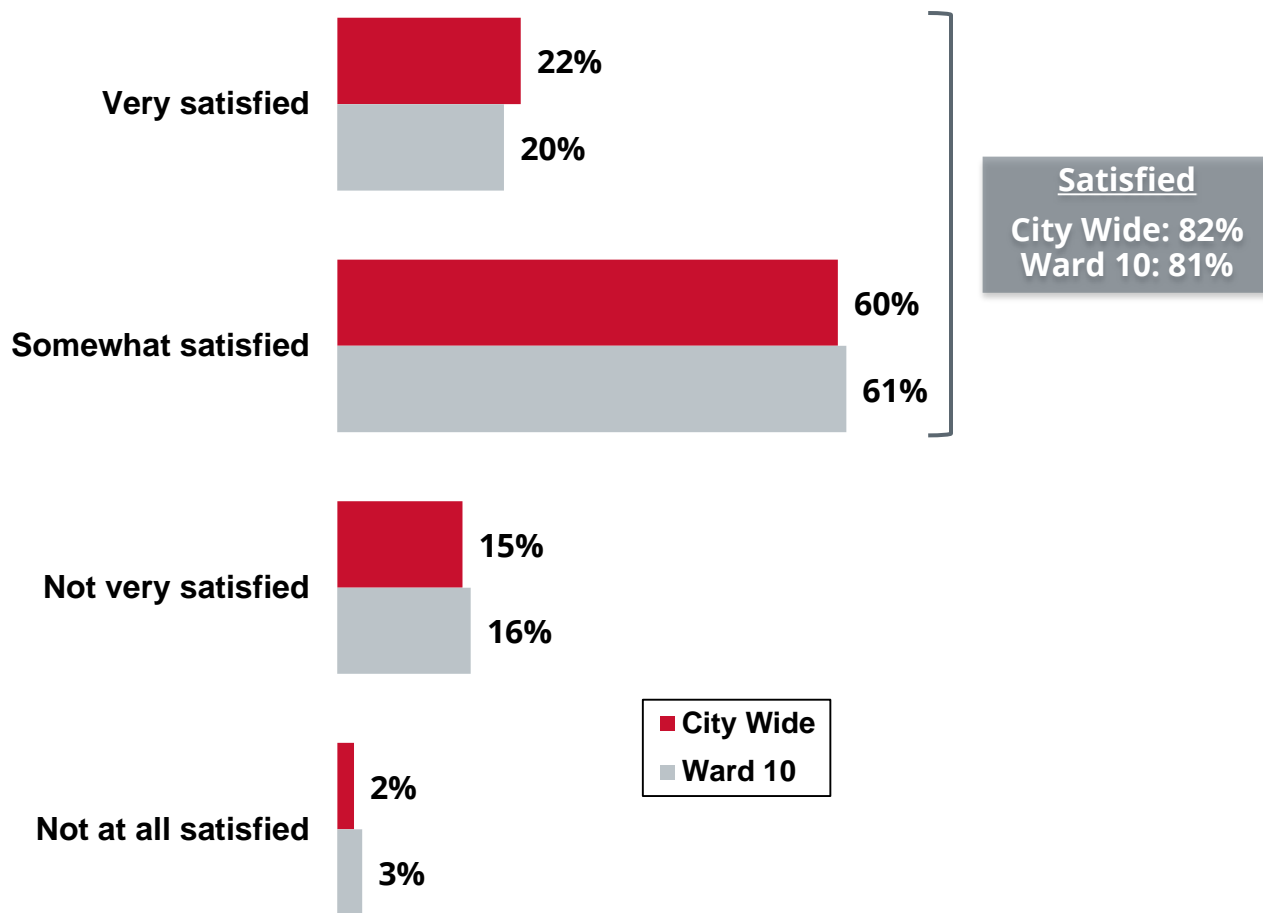


In your opinion, do you currently receive too much, too little, or just the right amount of information from The City?

Base: Valid respondents (City Wide: n=2,440 / Ward 10: n=167)



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 10: n=169)



Demographics





Gender

	City Wide	Ward 10
Male	50%	47%
Female	50%	53%

Age

	City Wide	Ward 10
18 to 24	14%	12%
25 to 34	20%	17%
35 to 44	19%	14%
45 to 54	20%	25%
55 to 64	14%	15%
65 or more	13%	16%
Mean	44 years	47 years

Education

	City Wide	Ward 10
Completed high school or less	18%	37%↑
Some post secondary or college diploma	37%	45%↑
Completed university degree or post-grad degree	45%	18%↓

Income

	City Wide	Ward 10
Less than \$30K	6%	13%↑
\$30K to <\$45K	9%	15%↑
\$45K to <\$60K	11%	24%↑
\$60K to <\$75K	8%	7%
\$75K to <\$90K	8%	6%
\$90K to <\$105K	10%	11%
\$105K to <\$120K	8%	5%
\$120K to <\$150K	14%	15%
\$150K or more	24%	4%↓

Number of People In Household

	City Wide	Ward 10
1	14%	12%
2	29%	30%
3	19%	21%
4	23%	17%
5	10%	9%
6 or more	6%	11%↑

Children and Seniors in Household

% Yes

	City Wide	Ward 10
Children	38%	35%
Seniors	15%	24%↑

Valid respondents



Tenure in Calgary

	City Wide	Ward 10
<5 years	12%	11%
5 to <10 years	10%	7%
10 to <15 years	11%	8%
15 to <20 years	13%	10%
20 to <30 years	19%	20%
30 to <40 years	16%	16%
40 or more	20%	28%
Mean	24 years	27 years ↑

Voted in Last Municipal Election

	City Wide	Ward 10
Yes – in Calgary	72%	68%
Yes – other City	2%	1%
No	25%	31%

Responsible for Property Taxes

	City Wide	Ward 10
Yes	82%	82%
No	18%	18%

Type of Home

	City Wide	Ward 10
Single-detached house	70%	64%
Duplex-attached house	7%	9%
Townhouse	6%	9%
Condominium	7%	4%
Apartment	6%	5%
Another multi-dwelling unit	3%	9% ↑

Waste and Recycling Services

% Yes

	City Wide	Ward 10
Have Black Cart	85%	90%
Have Blue Cart	84%	87%

Own or Rent

	City Wide	Ward 10
Own	76%	70%
Rent	21%	28% ↑
Other	-	1%
Neither	2%	-

Valid respondents



Born in Canada

	City Wide	Ward 10
Yes	74%	74%
No	26%	26%

Age Left Country of Birth

	City Wide	Ward 10
Under 12	28%	26%
12 to 17	12%	13%
18 or older	60%	61%

Base: Not born in Canada

Ethnic Background

	City Wide	Ward 10
Caucasian/ white	24%	22%
British	19%	15%
Canadian/ French Canadian	17%	20%
Western European	12%	12%
East or Southeast Asian	11%	19%↑
Southern or Eastern European	9%	7%
South Asian	6%	1%↓
Central/ South American or Caribbean	2%	2%
West Asian or Middle Eastern	2%	2%
African	2%	1%
Aboriginal/ First Nations/ Metis	2%	3%
Other	1%	-

Disability

	City Wide	Ward 10
Yes	15%	25%↑
No	85%	75%↓

Visible Minority

	City Wide	Ward 10
Yes	20%	30%↑
No	80%	70%↓

Valid respondents

Contact



Jamie Duncan

Vice President

Ipsos

587.952.4863

email: jamie.duncan@ipsos.com

Sheela Das

Director

Ipsos

587.952.4874

email: sheela.das@ipsos.com