



Calgary



Fall 2021 Quality of Life and Citizen Satisfaction Survey

Ward 14 Final Report
November 2021

Prepared for The City of Calgary by:



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Respondent Profile

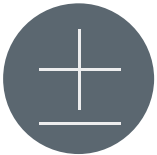


Telephone survey conducted with a randomly-selected sample of 2,500 Calgarians aged 18 years and older between August 16th and September 4th, 2021.

- 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 172 interviews were conducted with residents of Ward 14 (MOE $\pm 7.5\%$).



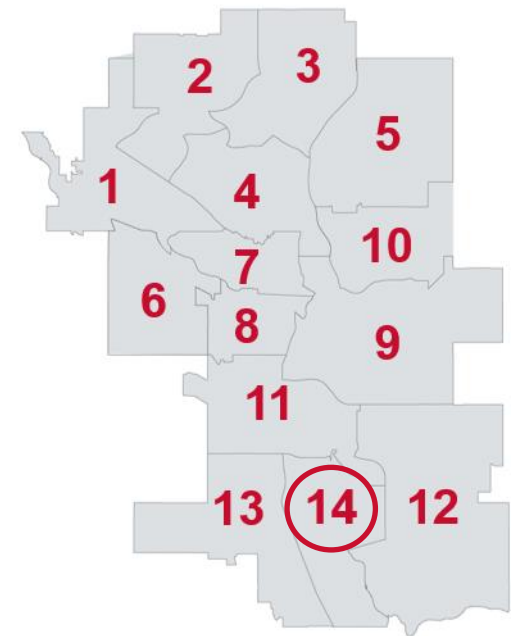
Results for Ward 14 are compared to results City Wide.

- \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 14 are compared to those from Fall 2020 as indicated by a grey dotted box.

Ward 14 2020

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





Highlights



Ward 14: Summary

QUALITY OF LIFE



'Good' Quality of Life 82%

91%
I am proud to live in
my neighbourhood



86%
I feel safe walking alone
in **my neighbourhood**
after dark



76%
Calgary is a great place to
make a life

64%
Calgary is a great place to
make a living

73%
Calgary is on the **right**
track to be a better city
10 years from now

ISSUE AGENDA (TOP 3)



29%
Infrastructure,
Traffic & Roads



15%
Taxes



12%
Crime, safety &
policing

COVID-19



34%
Major threat to
mental health

32%
Major threat to
physical health

23%
Major threat to
personal financial
situation

VALUE FOR TAXES & CITIZEN SATISFACTION



53%
'Good' value for tax
dollars



64%
'Satisfied' with City
programs and services



58%
'Satisfied' with
customer service

CITY PERFORMANCE & REPUTATION



69%
'Satisfied' with running of The City
by Council and Administration









38%
'Trust' The City of
Calgary



71%
'Agree' City practices open
& accessible government





Differences in Ward 14 vs. City Wide

			Ward 14	City Wide
	Quality of Life	Agree that 'I am proud to live in my neighbourhood'	91%↑	84%
		Feel safe walking in their neighbourhood after dark	86%↑	79%
	Issue Agenda	Taxes	15%↑	9%
		Homelessness, poverty & affordable housing [NET]	2%↓	8%
	COVID-19 Pandemic	<i>No statistically significant differences</i>		
	Importance: City Programs & Services	Residential garbage collection service	94%↓	98%
	Satisfaction: City Programs & Services	Residential garbage collection service	82%↓	91%
		Calgary Transit including bus and CTrain service	73%↓	84%
		Road maintenance including pothole repairs	55%↓	70%
		Snow removal	54%↓	68%
	Investment: City Programs & Services (Invest 'More')	Calgary Transit including bus and CTrain service	39%↓	51%
		Community services, support for community associations & not for profits	25%↓	38%
		The quality of drinking water	23%↓	35%
		Support for arts and culture including festivals	19%↓	33%
		Animal control services for stray animals and pet licensing	6%↓	15%

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 14 vs. City Wide

		Ward 14	City Wide
	Taxation	<i>No statistically significant differences</i>	
	Customer Service	Satisfied with level & quality of customer service from The City of Calgary	58%↓ 66%
		Agree that 'City staff are courteous, helpful, and knowledgeable'	89%↓ 93%
		Agree that 'The City of Calgary meets my customer service expectations'	73%↓ 84%
		Agree that 'City staff are easy to get a hold of when I need them'	55%↓ 71%
	Communications	<i>No statistically significant differences</i>	
	City Reputation and Performance	Trust The City of Calgary	38%↓ 50%
		Satisfied with performance of City Council (excluding City Administration)	50%↓ 60%





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

Year-Over-Year Changes in Ward 14

		2020	2021
	Quality of Life	Agree that 'Calgary is a great place to make a living'	50% 64%↑
	Issue Agenda	<i>No statistically significant differences</i>	
	COVID-19 Pandemic	COVID-19 is a 'major' threat to personal financial situation	36% 23%↓
	Importance: City Programs & Services	Downtown revitalization	72% 86%↑
		Support for arts and culture including festivals	73% 87%↑
	Satisfaction: City Programs & Services	Residential garbage collection service	94% 82%↓
	Investment: City Programs & Services (Invest ' <u>More</u> ')	Downtown revitalization	27% 45%↑
		City operated recreation PROGRAMS such as swimming lessons	19% 45%↑
		Development and building inspections and permits	15% 29%↑
		311 service	8% 25%↑

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

Year-Over-Year Changes in Ward 14

		2020	2021
	Taxation	<i>No statistically significant differences</i>	
	Customer Service	Agree that 'City staff are easy to get a hold of when I need them' 68%	55%↓
	Communications	<i>No statistically significant differences</i>	
	City Reputation and Performance	<i>No statistically significant differences</i>	

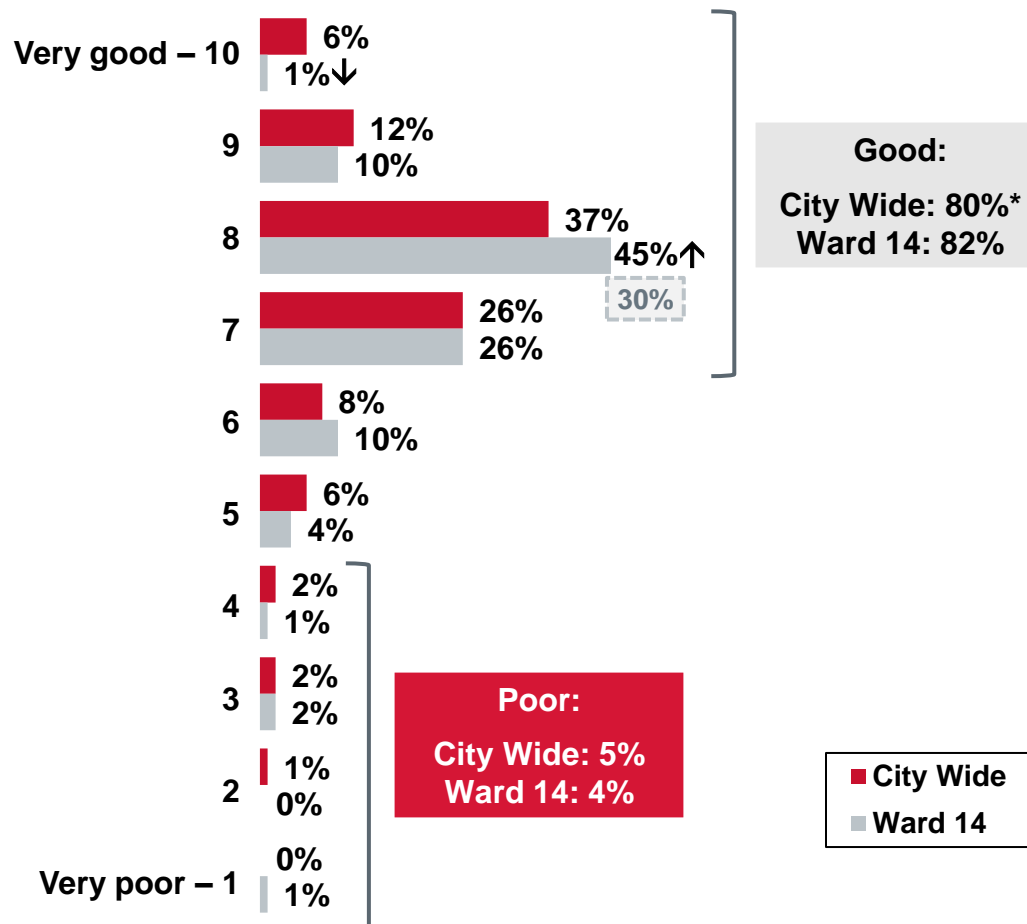
↑Statistically higher than Fall 2020
↓Statistically lower than Fall 2020



Quality of Life



Overall Quality of Life in Calgary



Ward 14 2020

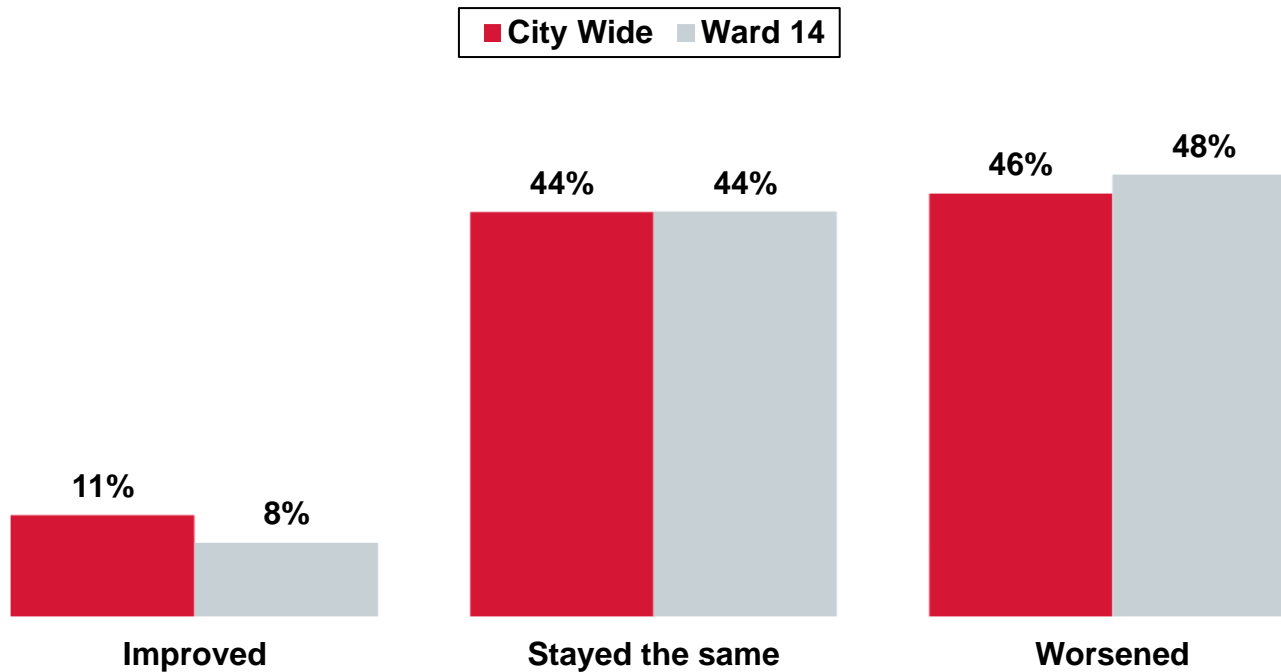
*Rounding

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 14: n=172)

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

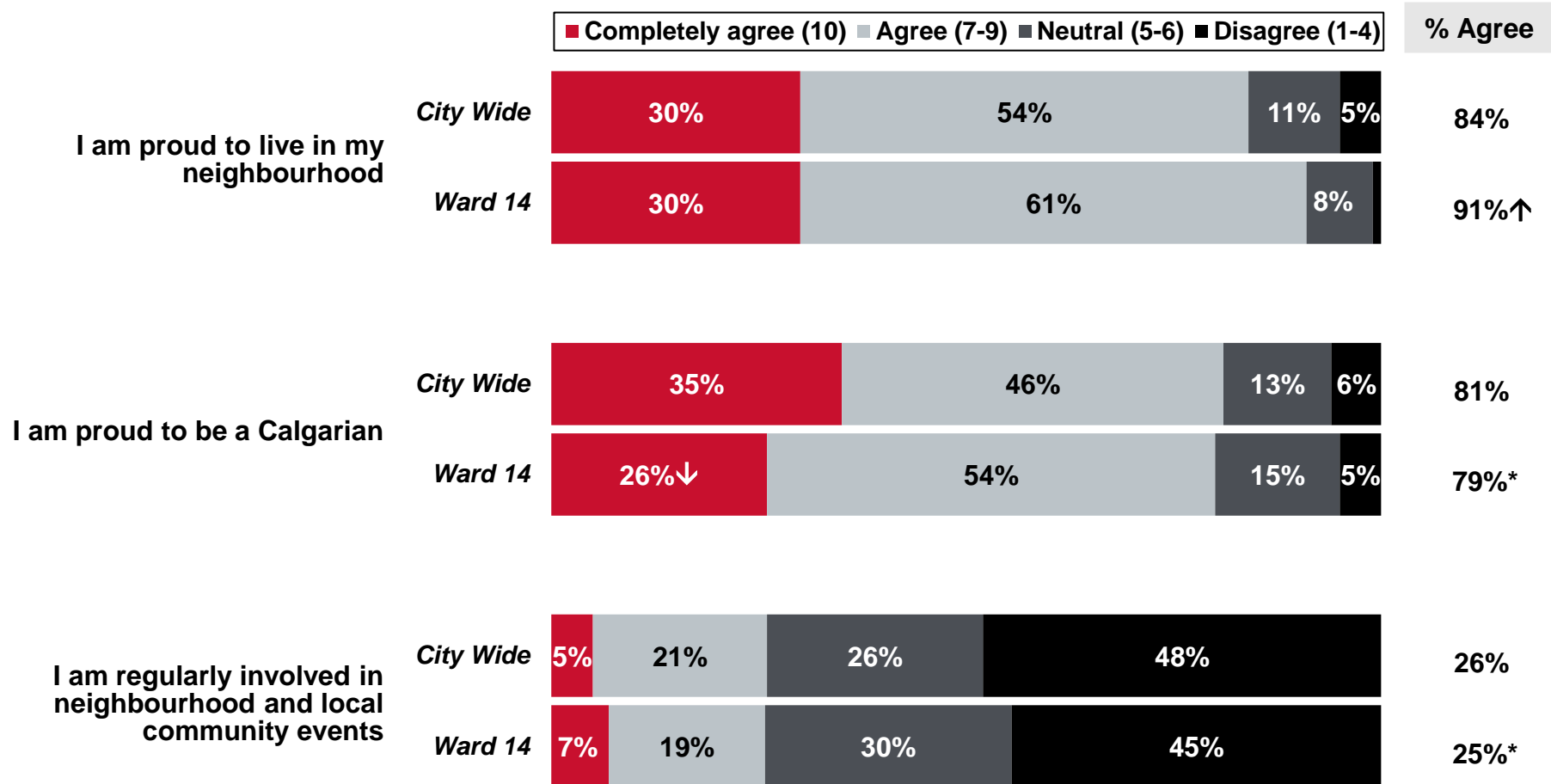
Perceived Change in the Quality of Life



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

Base: Valid respondents (City Wide: n=2,483 / Ward 14: n=170)

Sustainability: Connectedness



*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."

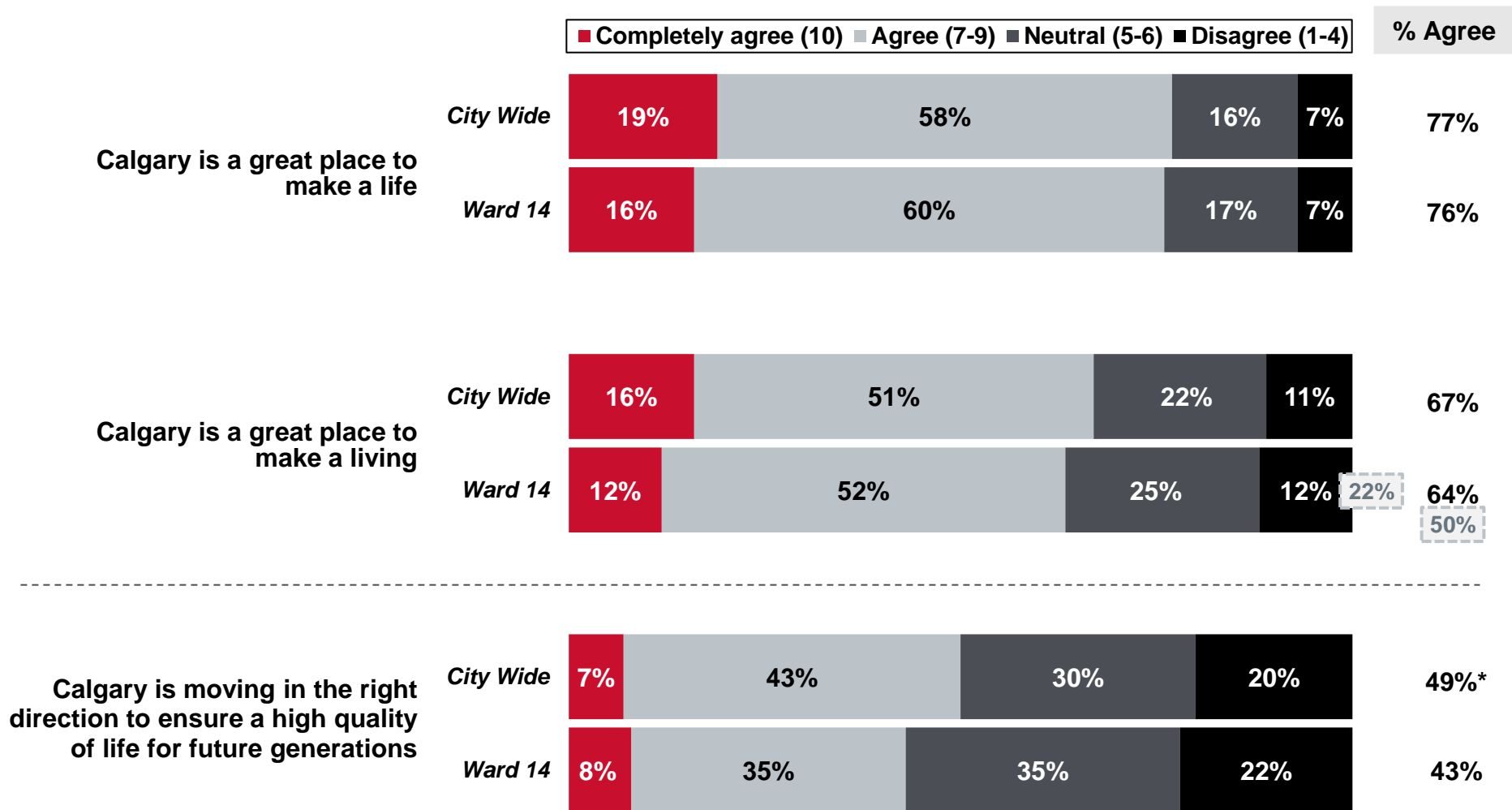
Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

↑ Statistically higher than City Wide

↓ Statistically lower than City Wide

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



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 14 2020

*Rounding

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

% Agree

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

City Wide

13%

57%

20%

11%

70%

Ward 14

12%

61%

20%

7%

73%

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

City Wide

8%

46%

27%

19%

54%

Ward 14

7%

47%

23%

23%

54%

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

City Wide

6%

47%

34%

13%

53%

Ward 14

5%

46%

36%

13%

50%*

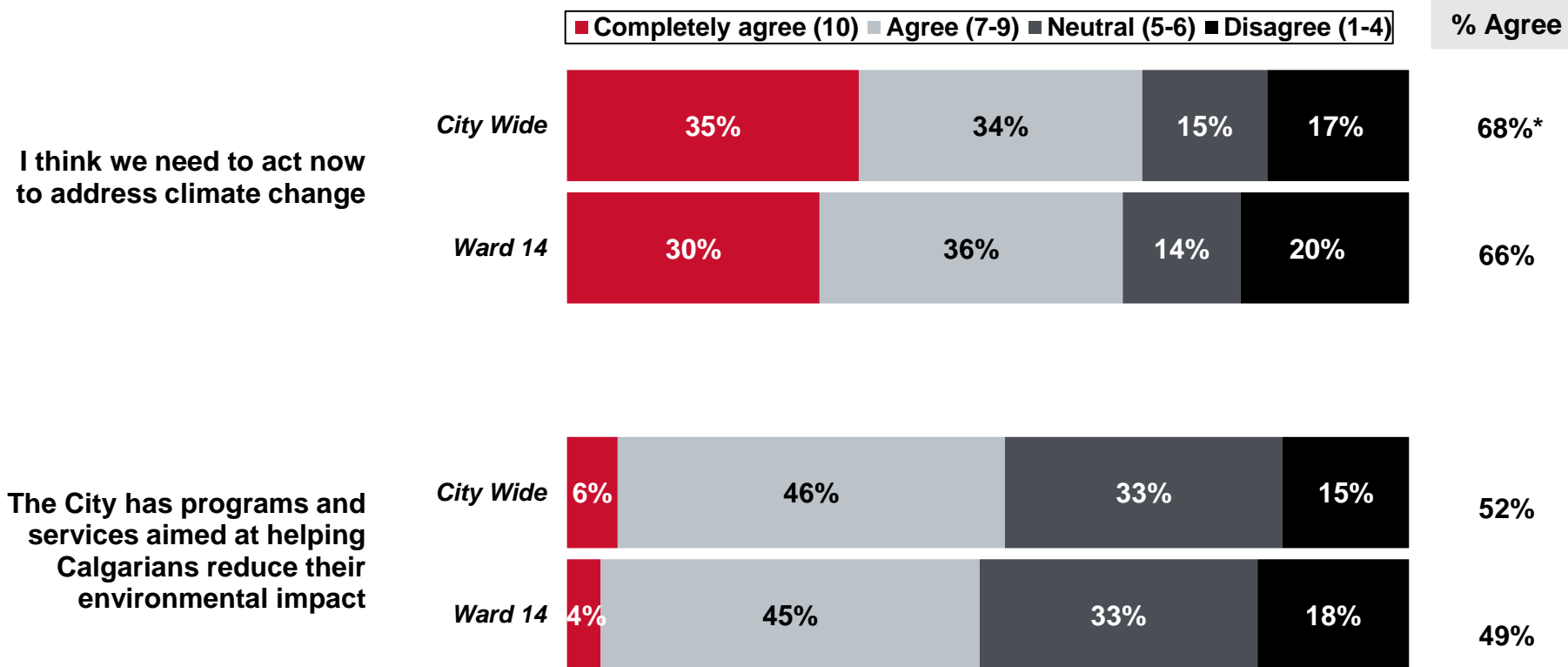
Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (Bases vary)

*Rounding

+Not asked in Fall 2020

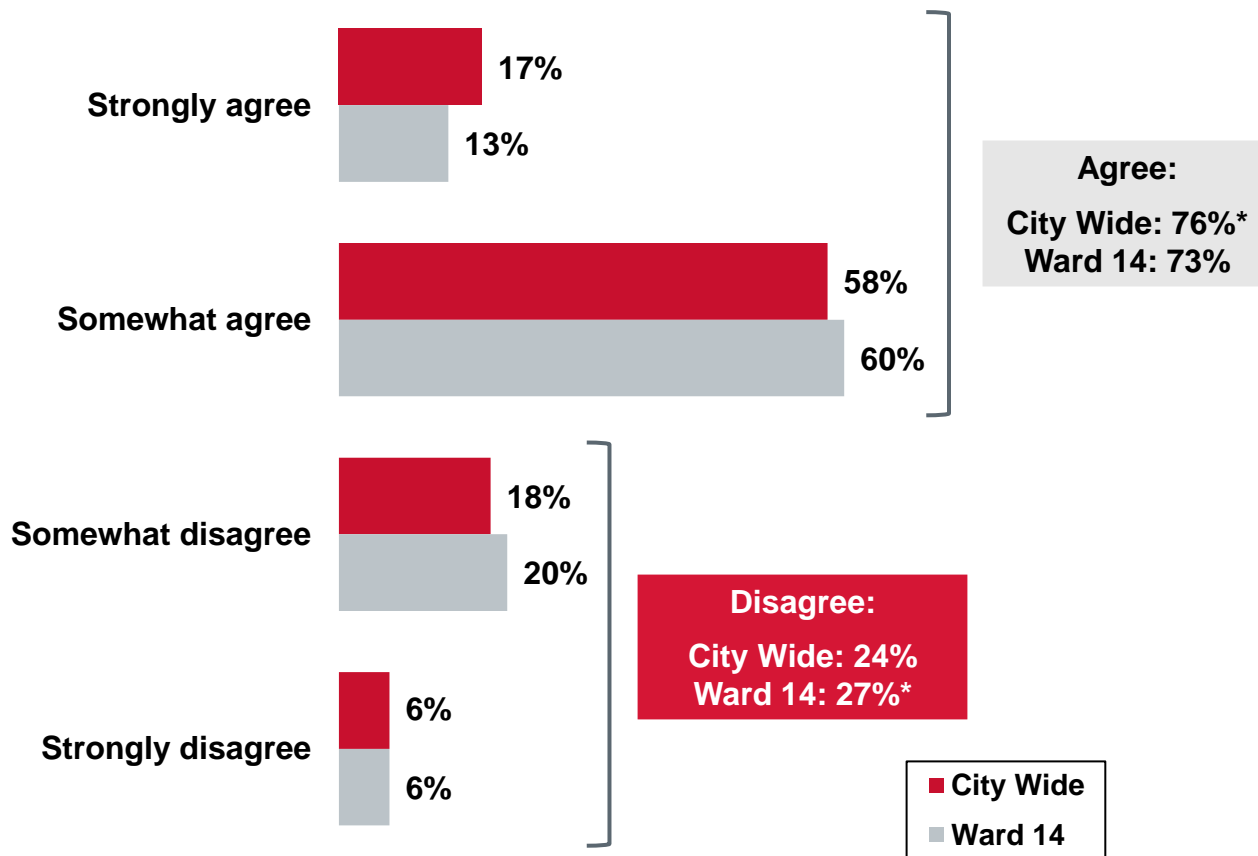
Climate Change and City Programs to Reduce Calgarians' Environmental Impact



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?

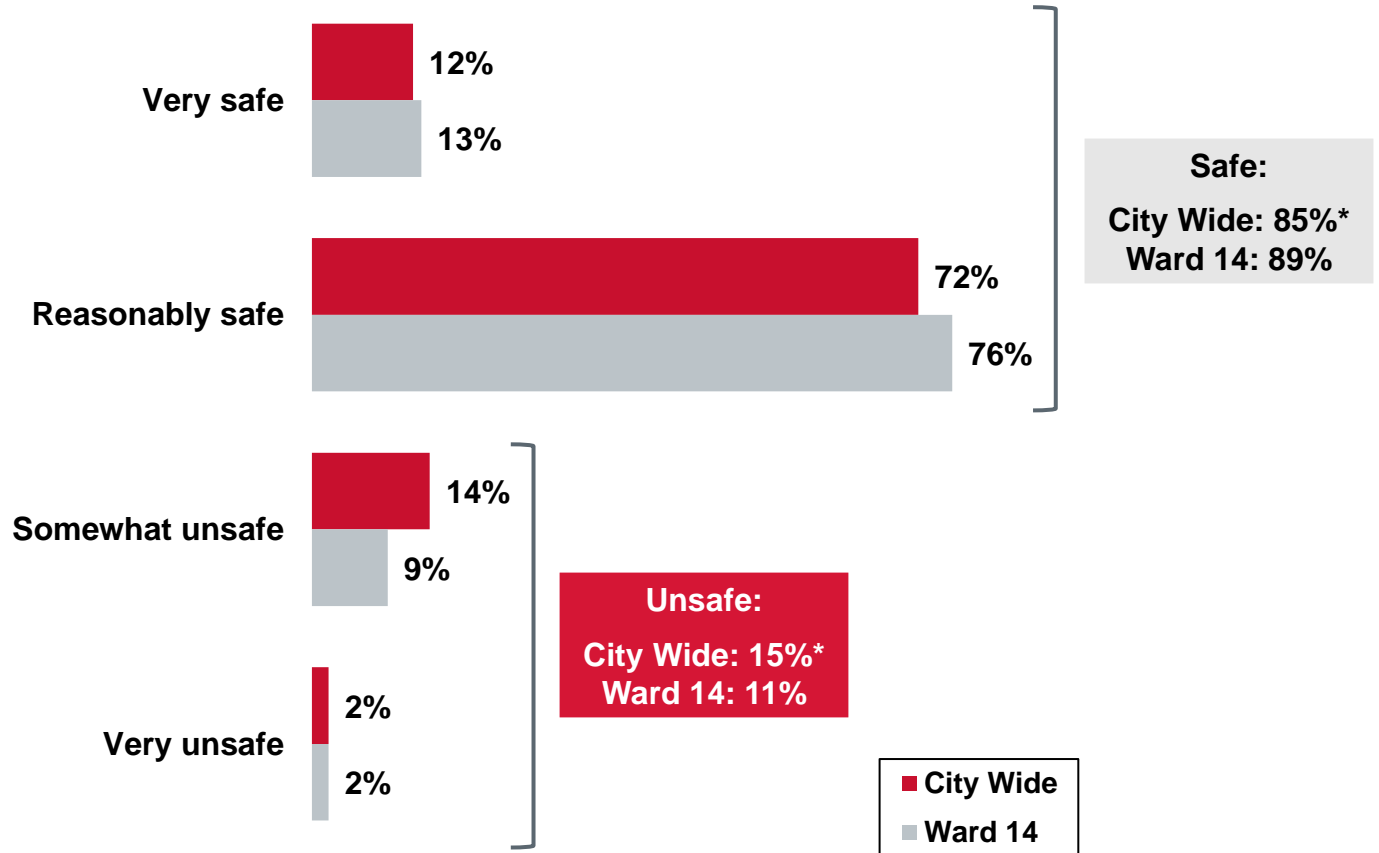


There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.

Base: Valid respondents (City Wide: n=2,484 / Ward 14: n=171)

*Rounding

Perceived Safety of Calgary Overall

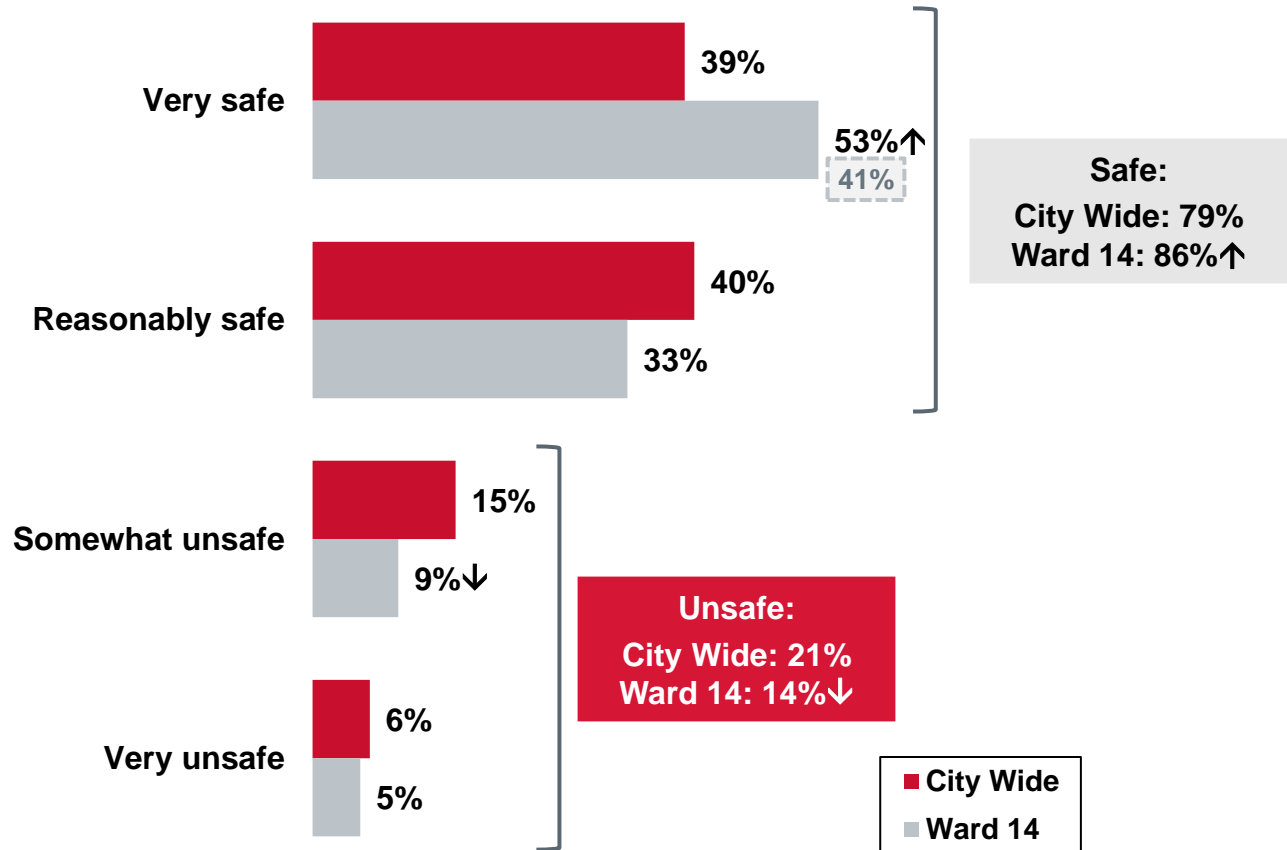


How safe or unsafe do you think Calgary is overall?

Base: Valid respondents (City Wide: n=2,495 / Ward 14: n=171)

*Rounding

Perceived Safety in Own Neighbourhood



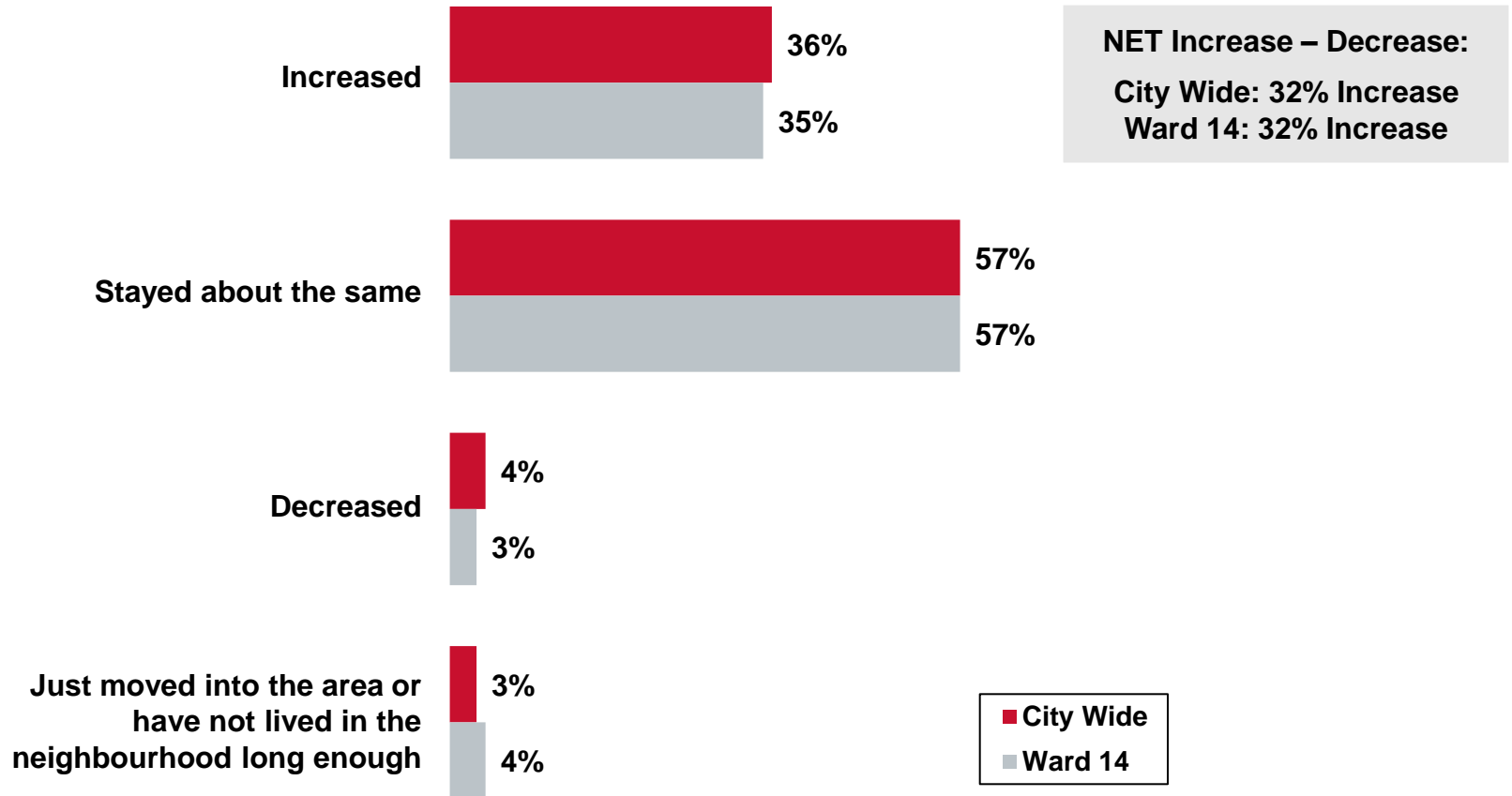
Ward 14 2020

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 14: n=172)

↑ 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 14: n=170)



Issue Agenda



Issue Agenda

City Wide

Ward 14

Multiple Responses

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

■ First Mention ■ Other Mentions

Infrastructure, Traffic & Roads [NET]	19%	10%	29%	29%
Road conditions	4%	3%	7%	8%
Traffic congestion	4%		6%	3%
(Lack of) snow removal	4%		6%	9%
Crime, Safety & Policing [NET]	10%	4%	14%	12%
Breaking and entering/gangs/drugs	5%		7%	4%
Public safety	4%		5%	4%
Transit [NET]	9%	5%	14%	11%
Public transportation (including buses/C-Train/poor service)	4%	3%	7%	5%
Transit system improvements			4%	2%
Public transportation (unspecified)			4%	4%
COVID-19 Pandemic	7%		9%	7%
Taxes [NET]	6%	3%	9%	15%↑
High taxes	4%		6%	8%
Recreation and Parks [NET]	5%	4%	9%	10%
Homelessness, Poverty & Affordable Housing [NET]	5%	3%	8%	2%↓
Economy [NET]	5%		6%	7%
Environment and Waste Management [NET]	4%		6%	3%
Budget and Spending [NET]	4%		5%	4%
Education	3%		5%	4%
Growth and Planning [NET]	3%		5%	3%
Healthcare	3%		4%	4%
None			14%	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 14: n=168)

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

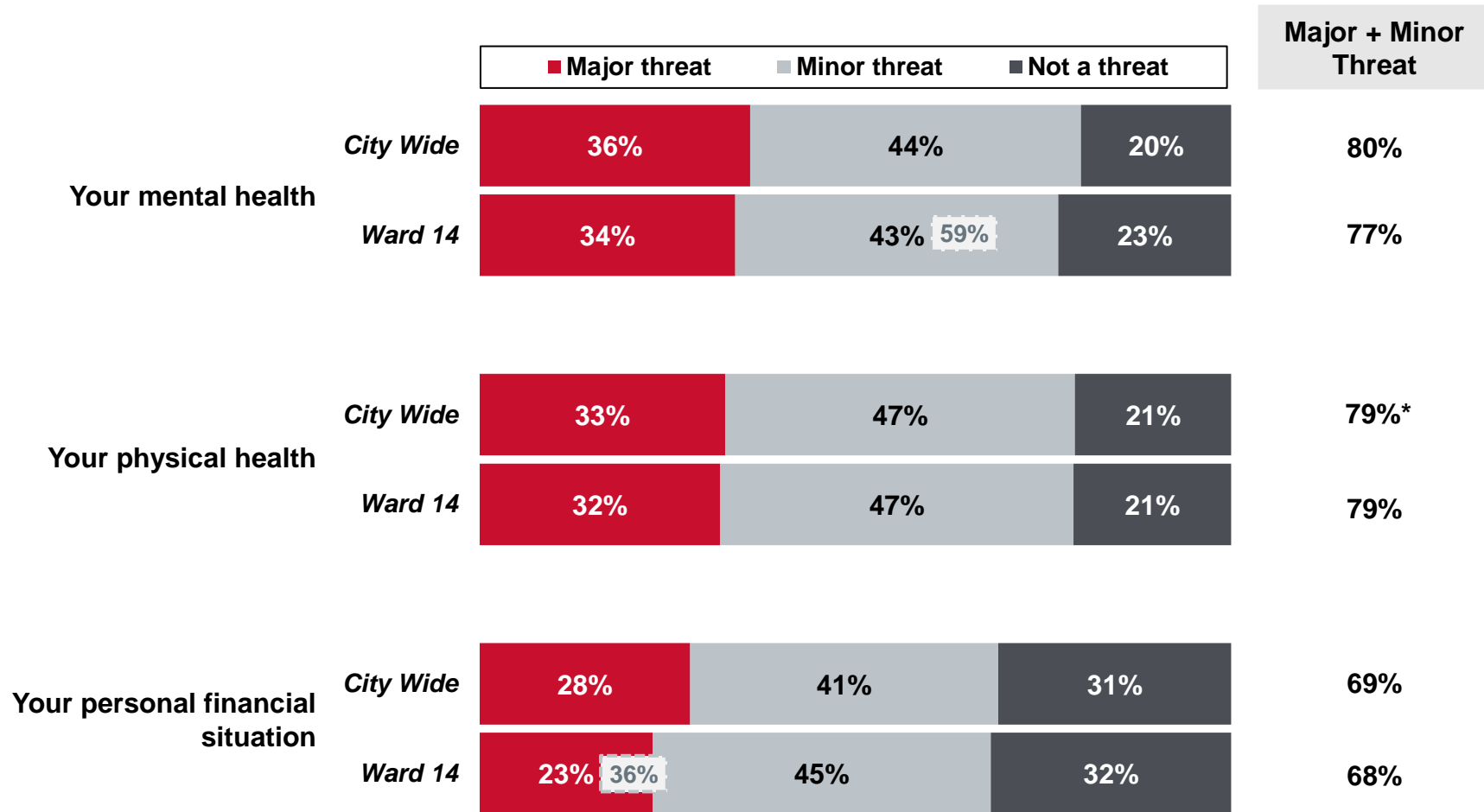
↑ Statistically higher than City Wide
↓ Statistically lower than City Wide



COVID-19 Pandemic



Threats Related to the COVID-19 Pandemic



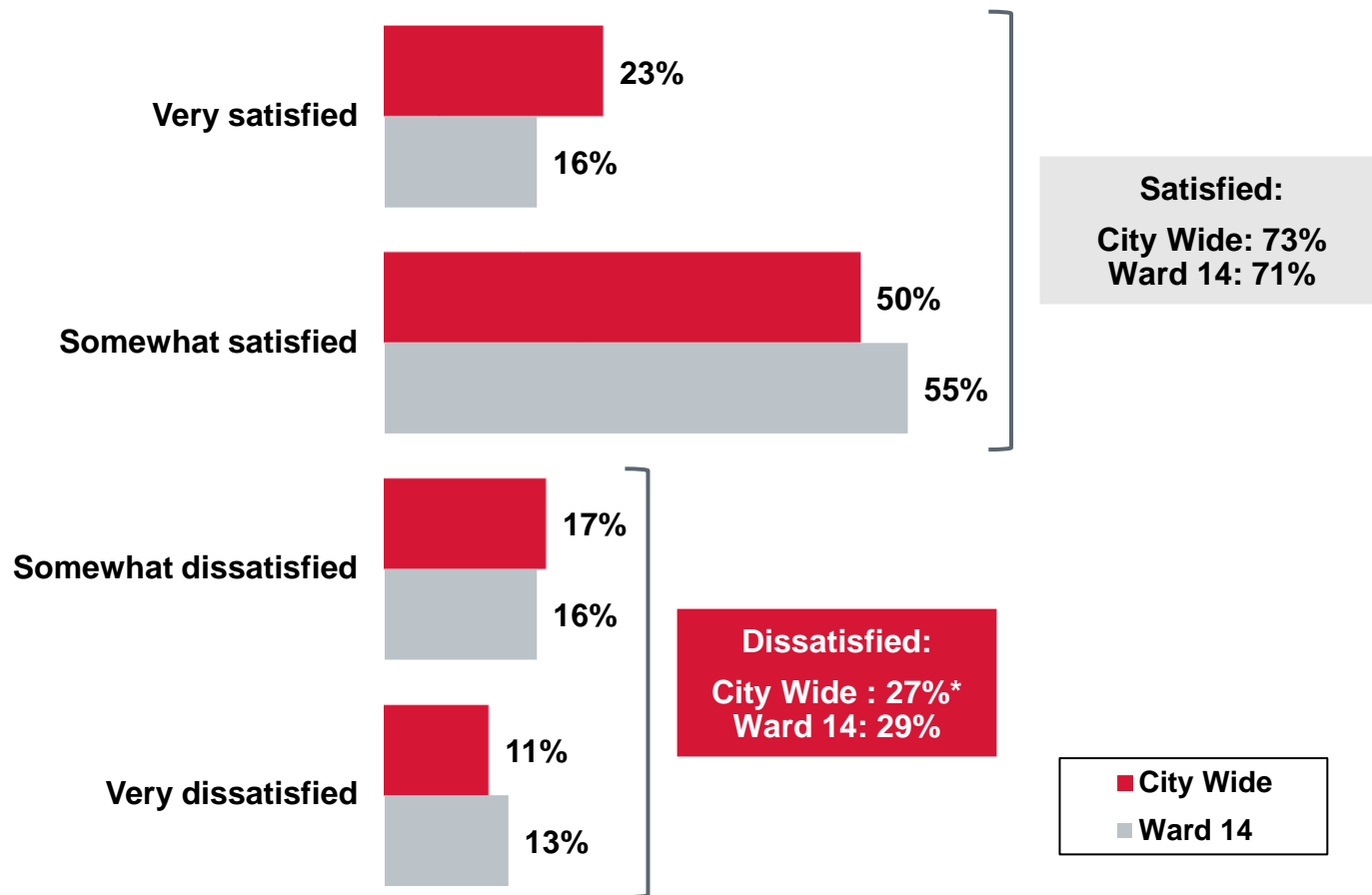
In your opinion, how much of a threat is the COVID-19 pandemic for...?

Base: Valid respondents (Bases vary)

Ward 14 2020

*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 14: n=171)

*Rounding

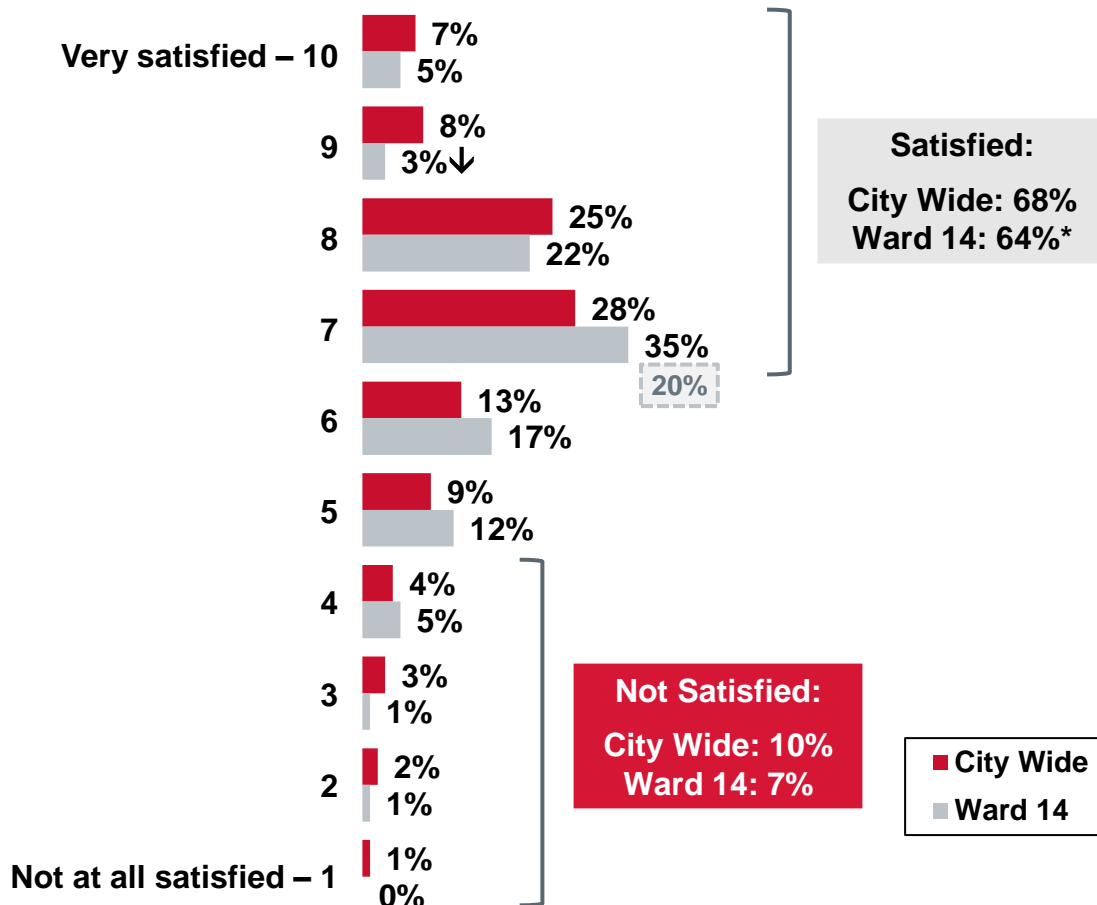
+Not asked in Fall 2020



City Programs and Services



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



Ward 14 2020

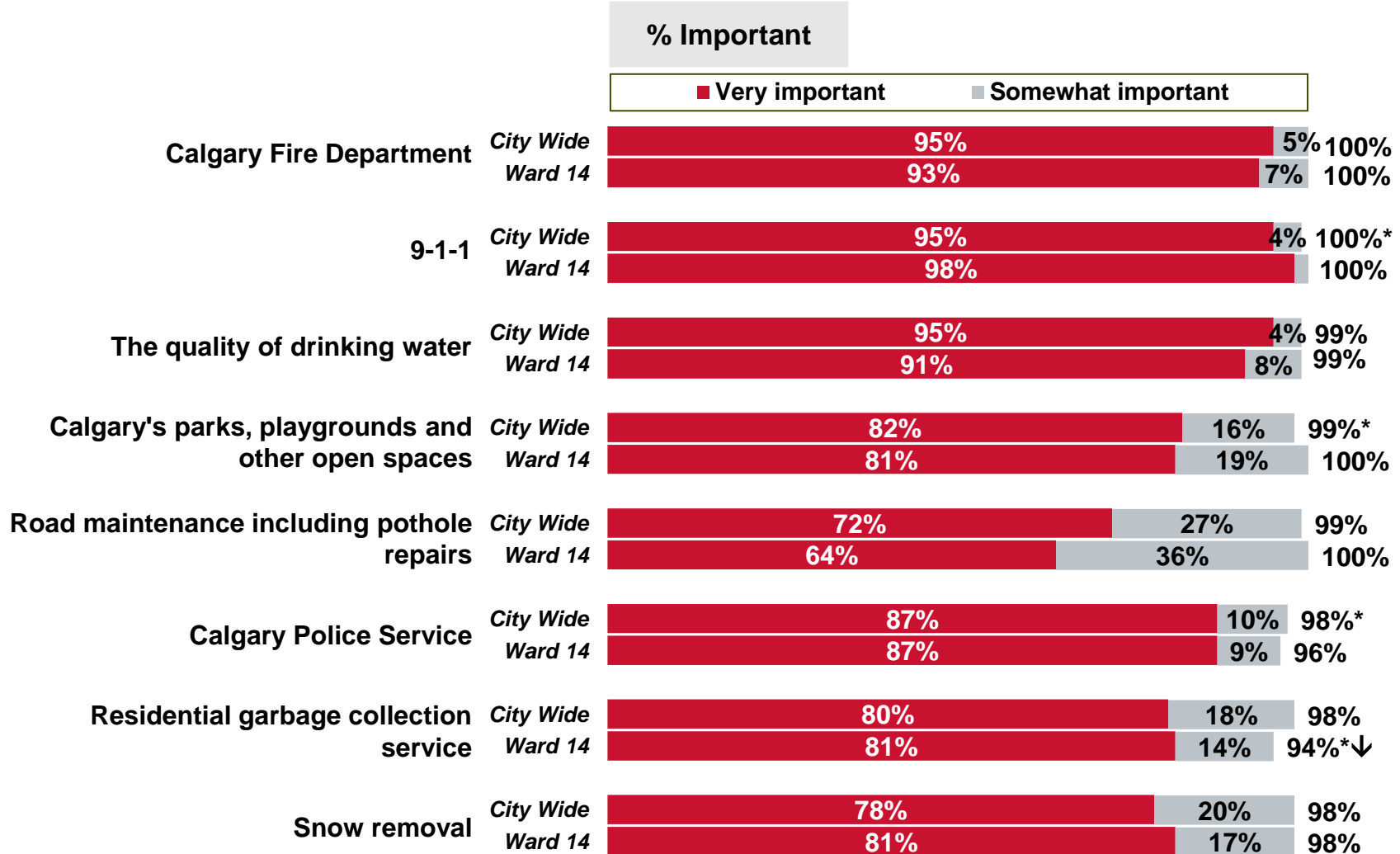
*Rounding

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

Base: Valid respondents (City Wide: n=2,489 / Ward 14: n=172)

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

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)

Data labels of <3% are not shown

*Rounding

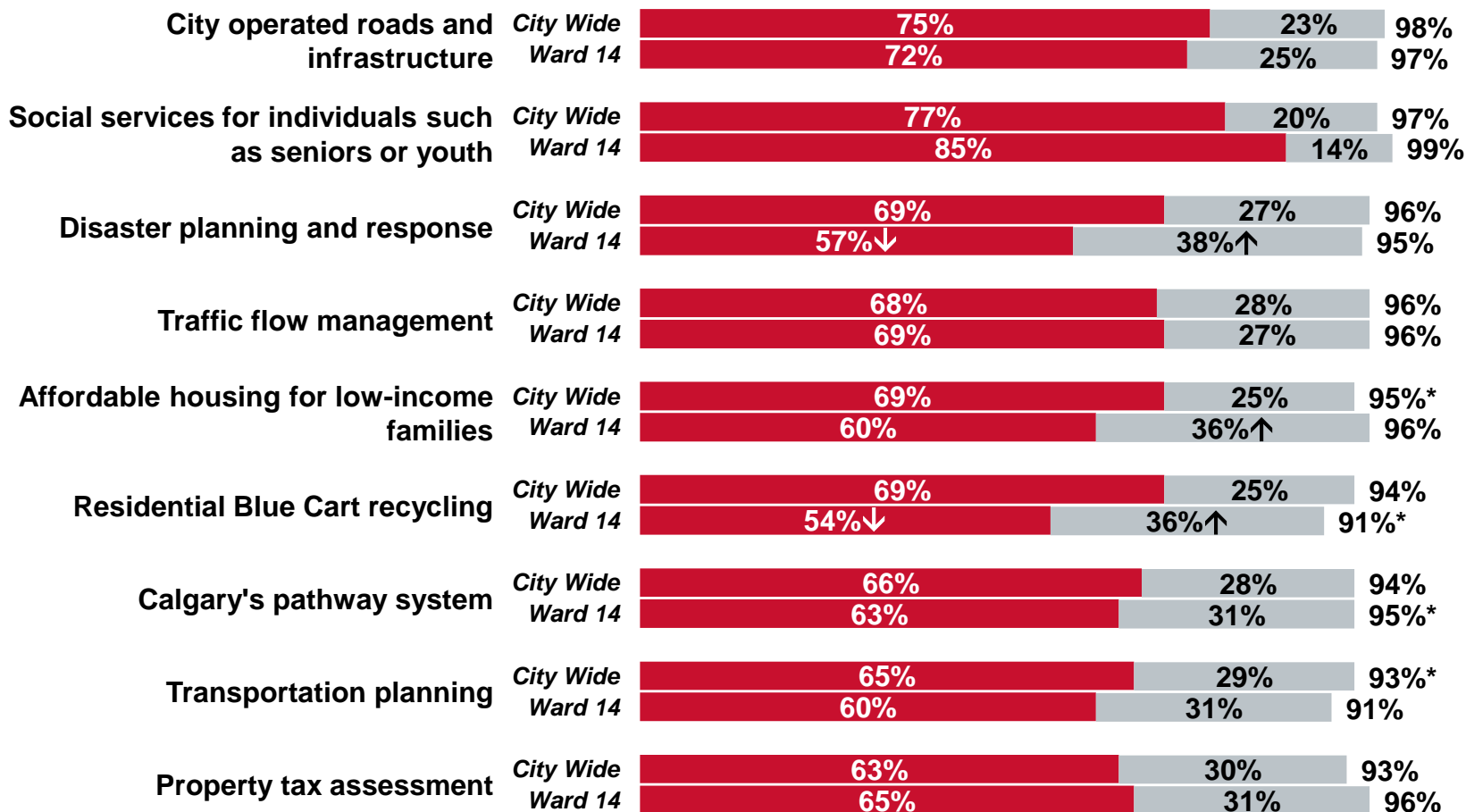
↑ Statistically higher than City Wide
↓ Statistically lower than City Wide

Importance of City Programs and Services (continued)

% Important

■ Very important

■ Somewhat important



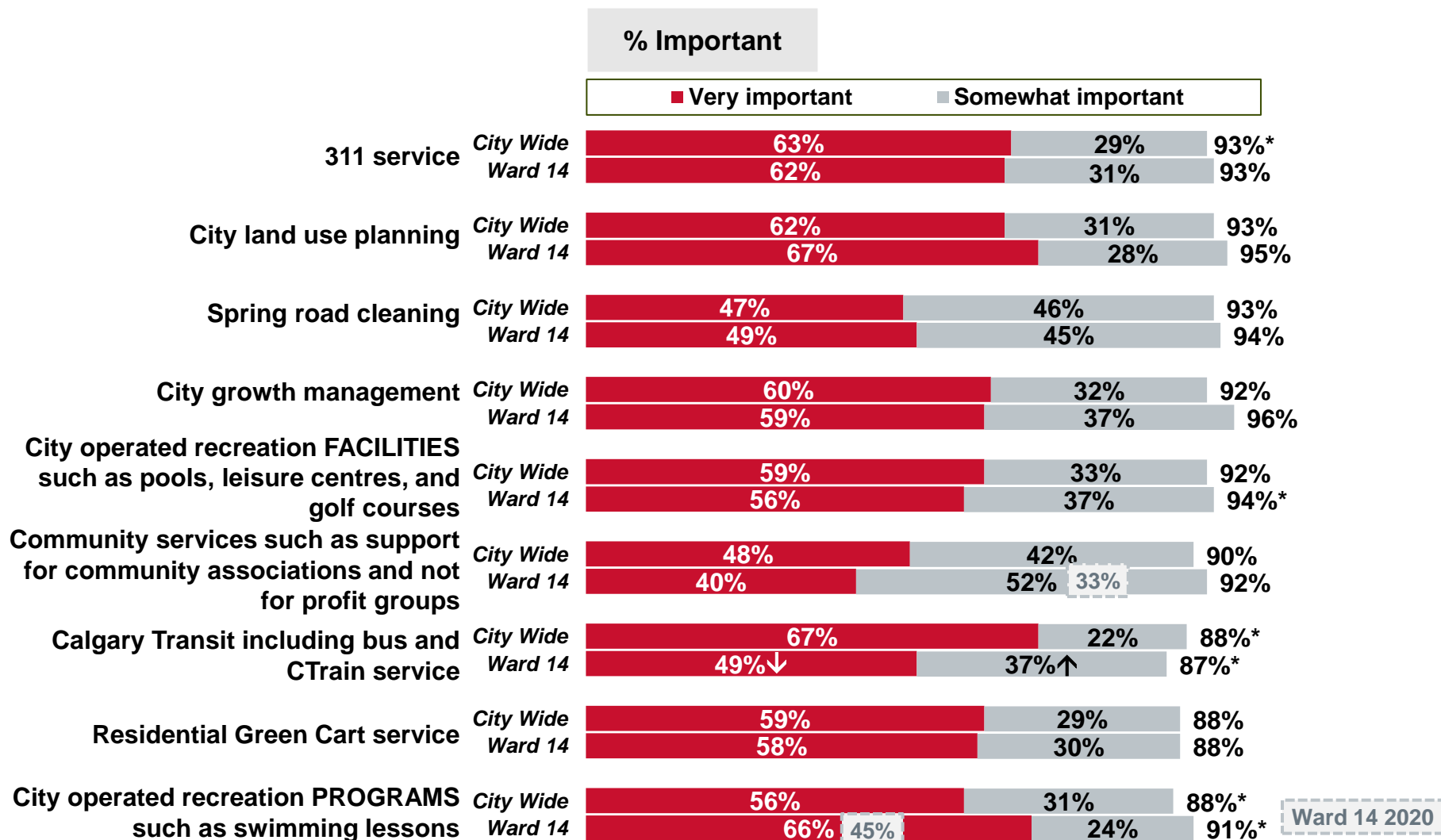
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

*Rounding

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

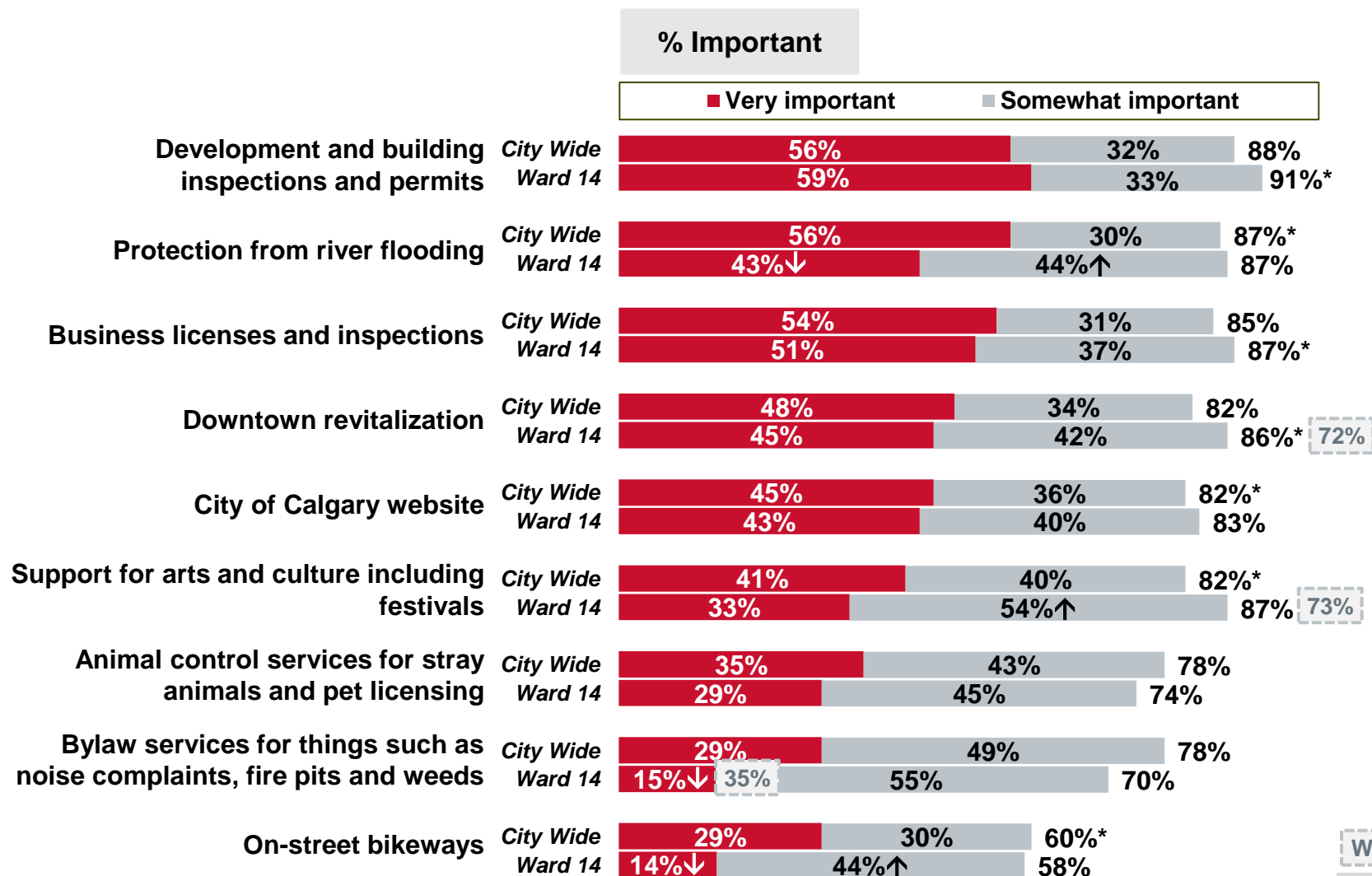
Importance of City Programs and Services (continued)



*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)



Ward 14 2020

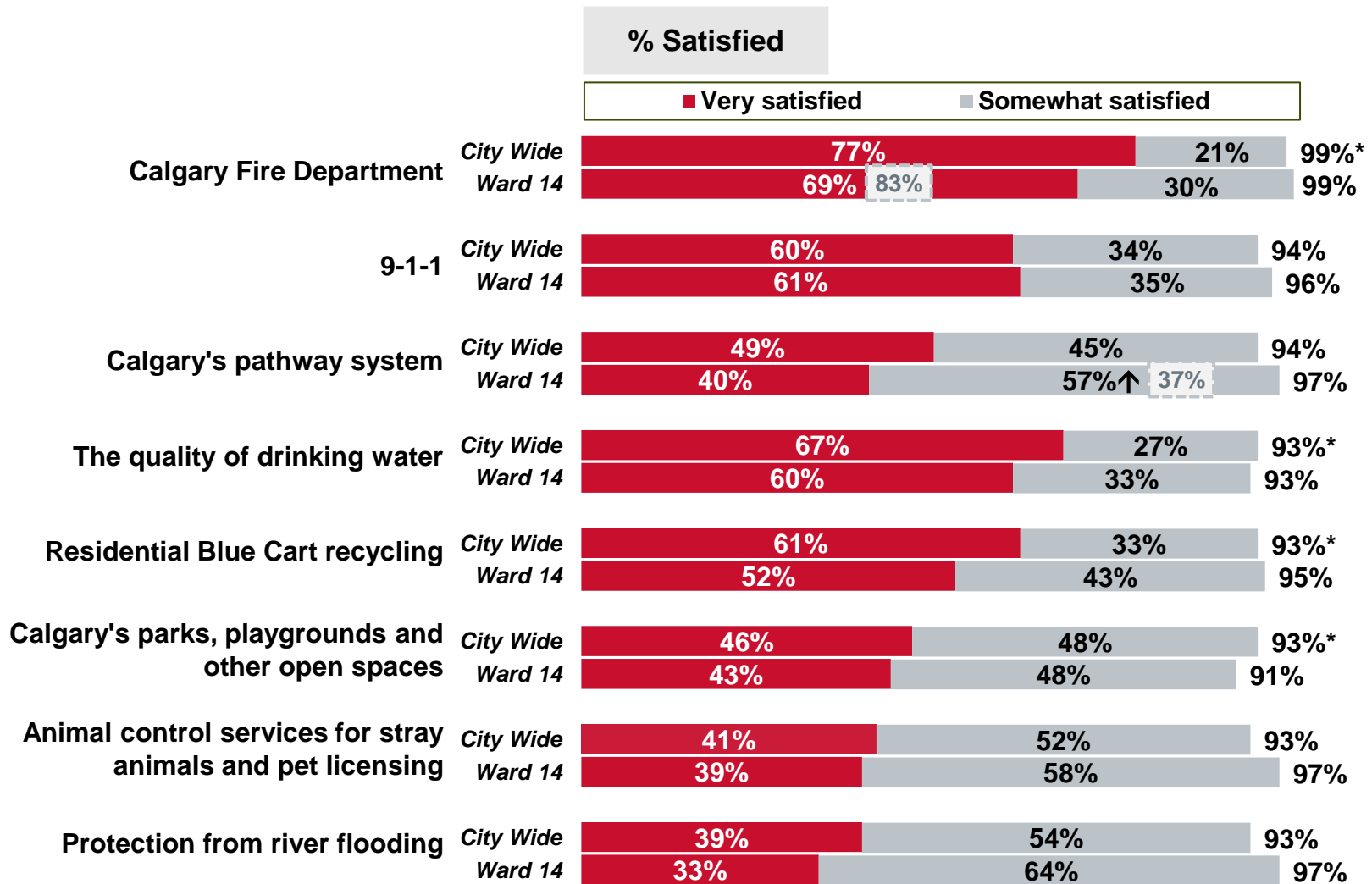
*Rounding

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



Ward 14 2020

*Rounding

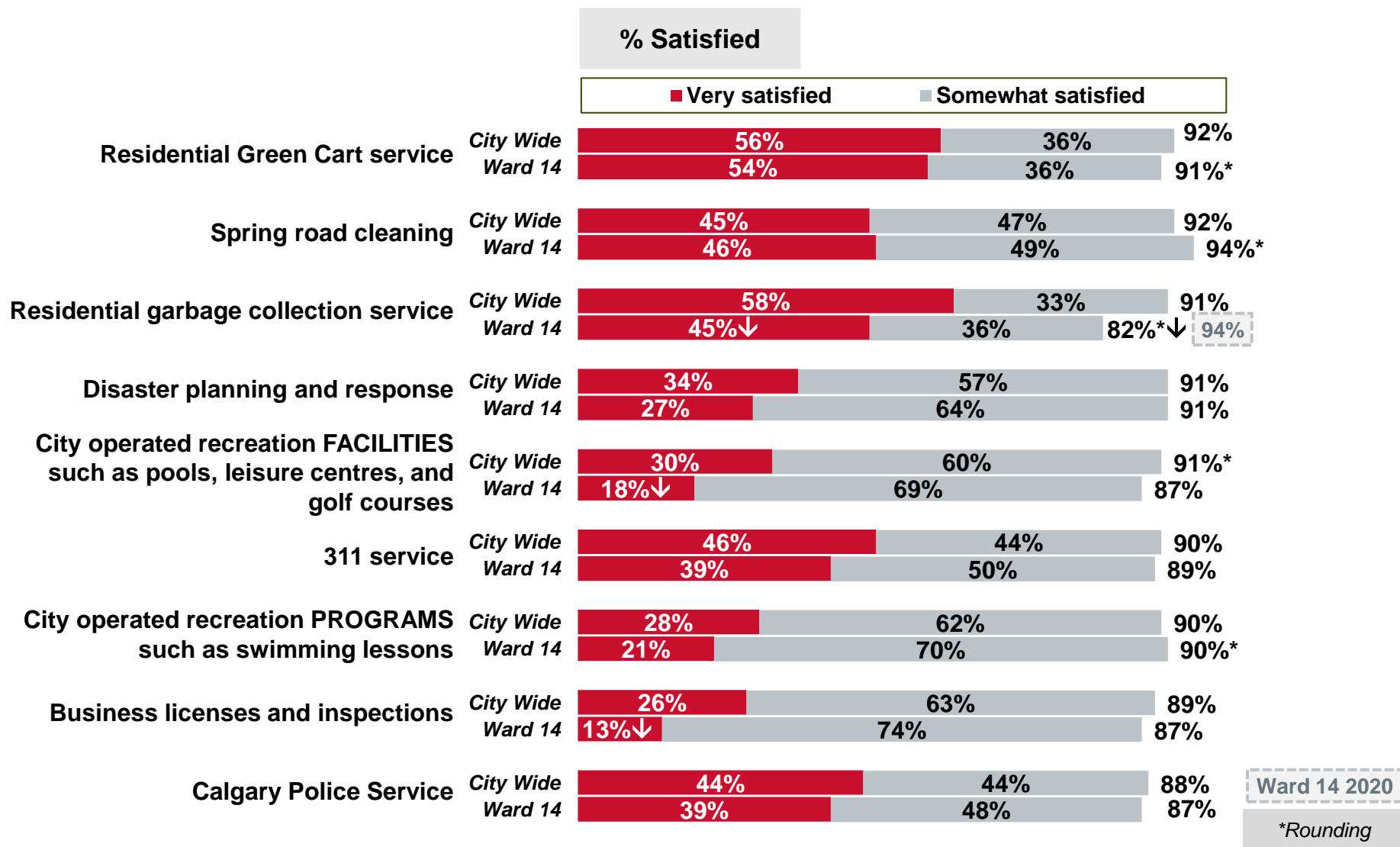
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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

Satisfaction with City Programs and Services

(continued)

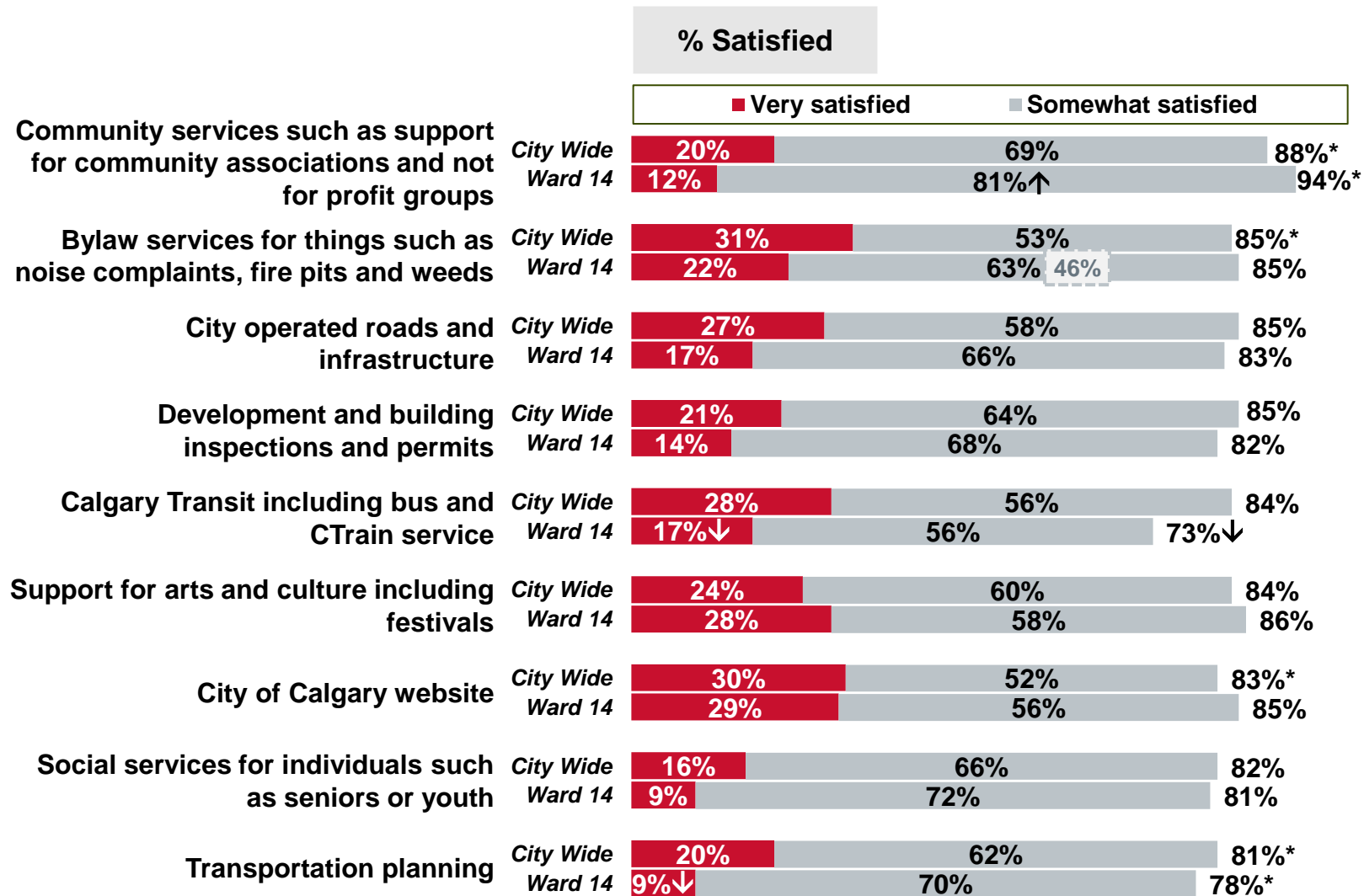


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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

Satisfaction with City Programs and Services (continued)



Ward 14 2020

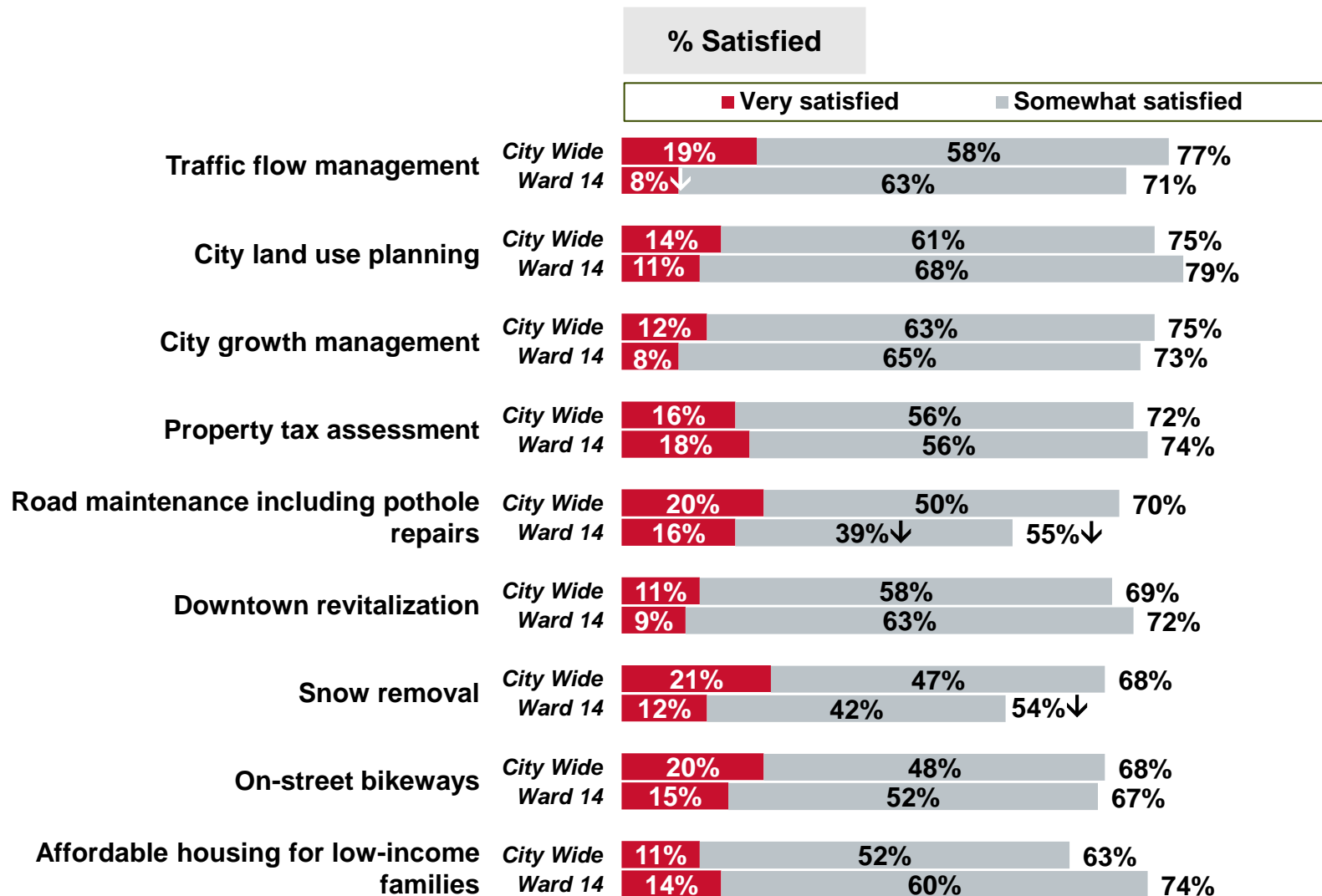
*Rounding

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)

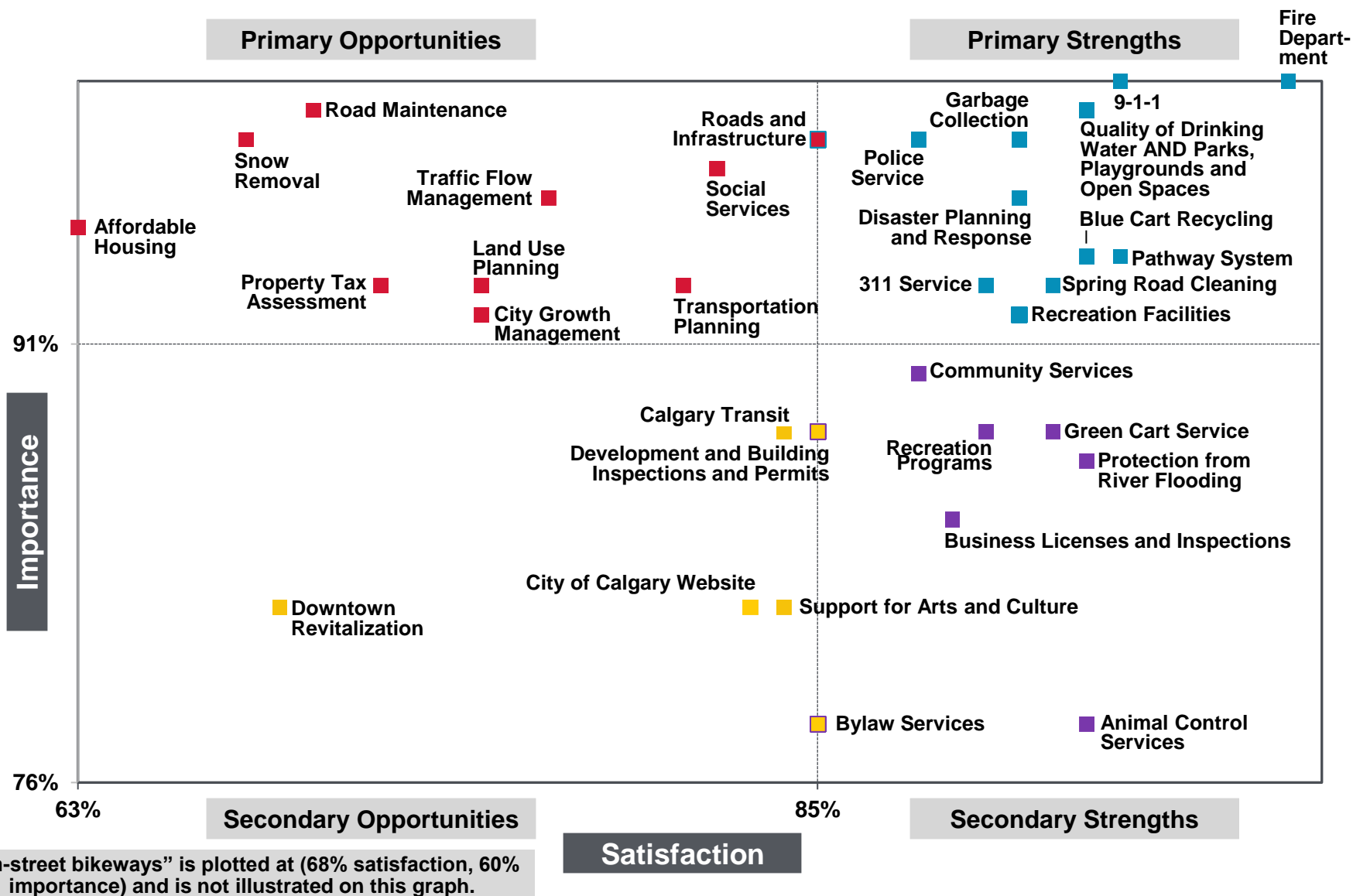


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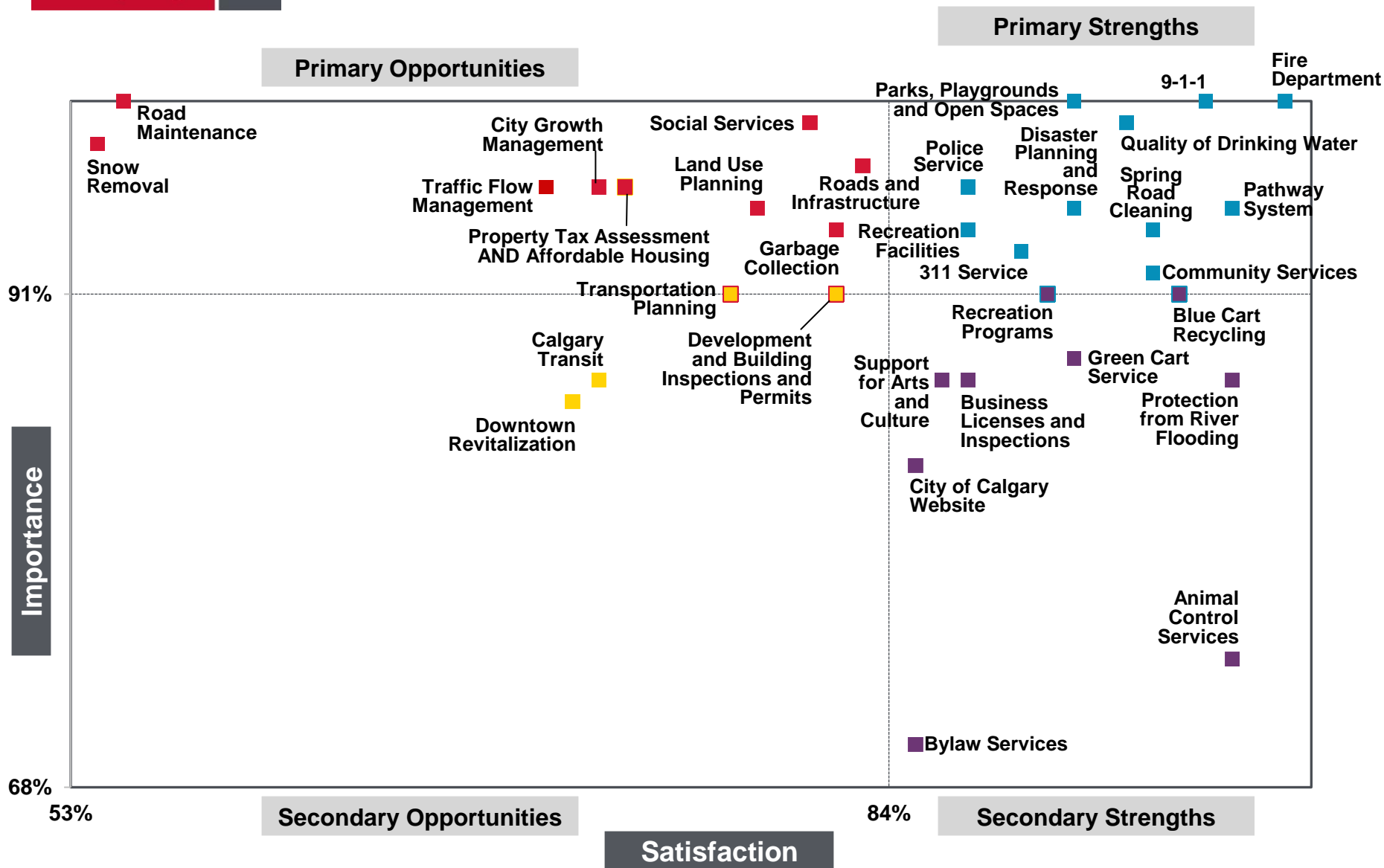
Base: Valid respondents (Bases vary)

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

Importance vs. Satisfaction Grid: City Wide



Importance vs. Satisfaction Grid: Ward 14



"On-street bikeways" (67% satisfaction, 58% importance) is not illustrated on this graph.

Primary Strengths and Opportunities: City Wide versus Ward 14

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

Primary Strengths

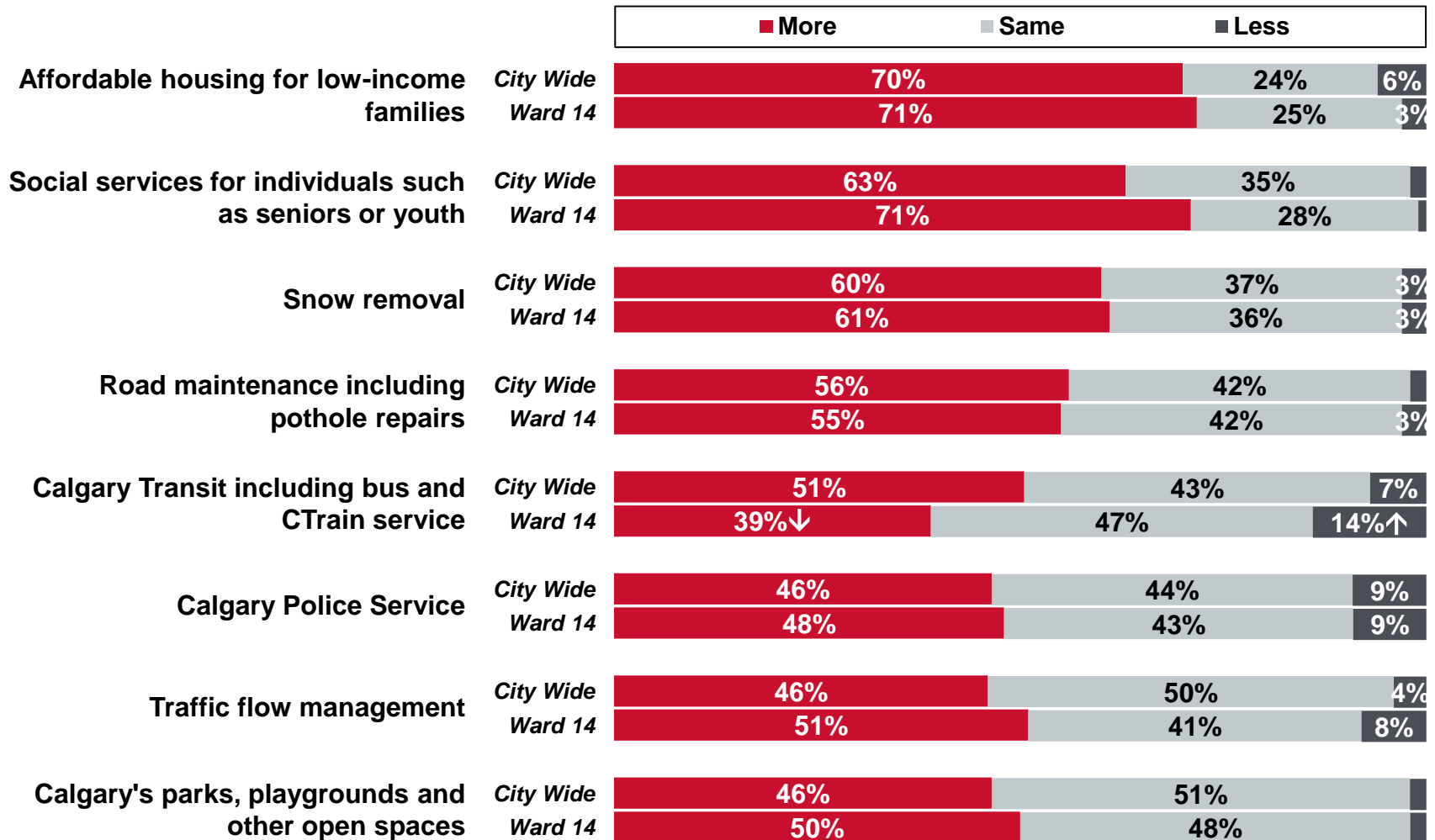
Primary Opportunities

Neither (in another quadrant)

Striped boxes indicate the service sits on the border between quadrants

	City Wide	Ward 14
Fire Department		
9-1-1		
Quality of Drinking Water		
Garbage Collection		
Parks, Playgrounds and Open Spaces		
Disaster Planning and Response		
Pathway System		
Police Service		
Blue Cart Recycling		
Spring Road Cleaning		
311 Service		
Recreation Facilities		
Community Services		
Roads and Infrastructure		
Road Maintenance		
Affordable Housing		
Property Tax Assessment		
City Growth Management		
Snow Removal		
Land Use Planning		
Traffic Flow Management		
Transportation Planning		
Social Services		
Recreation Programs		
Development and Building Inspections and Permits		

Investment in City Programs and Services



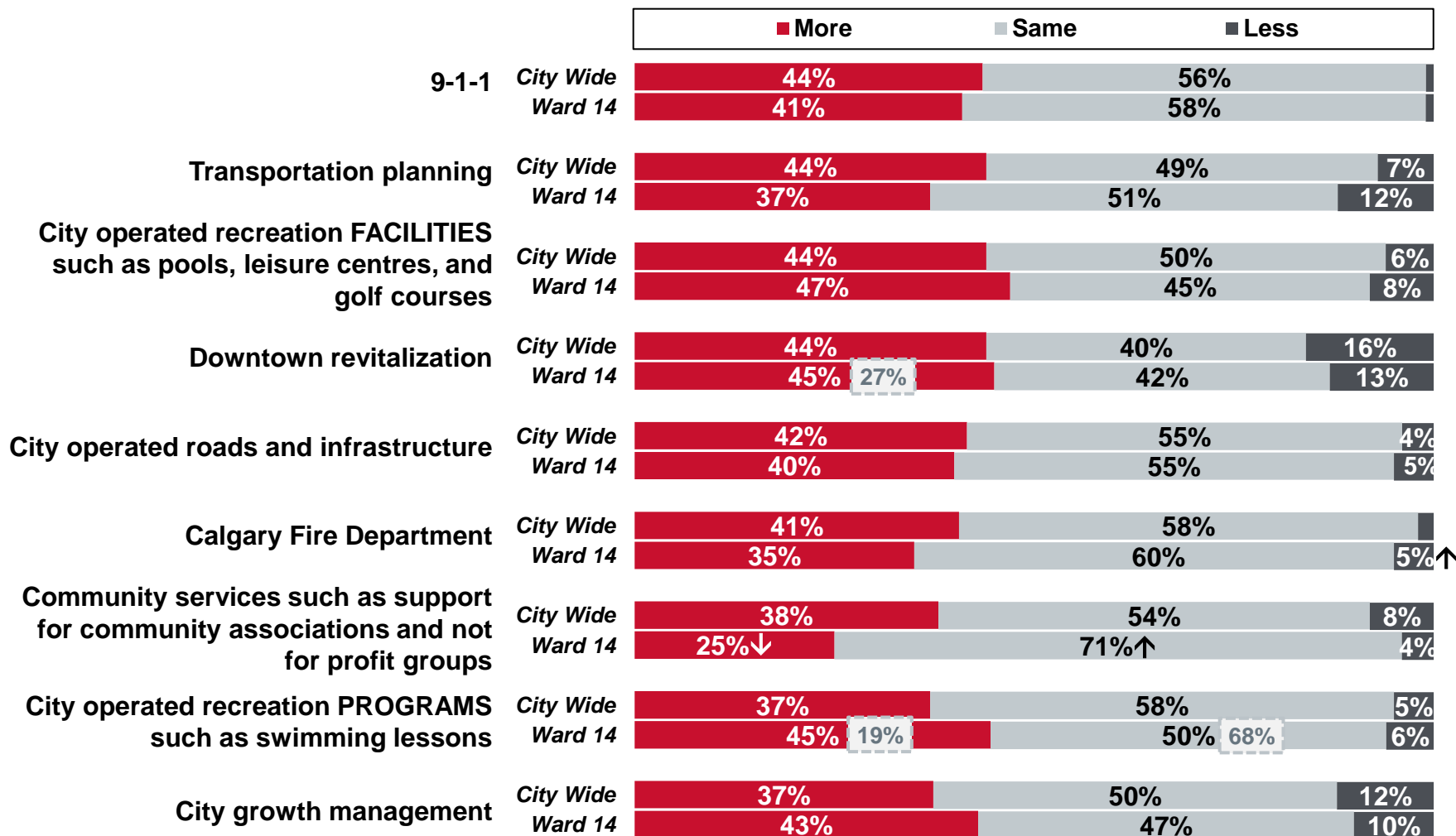
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

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

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.

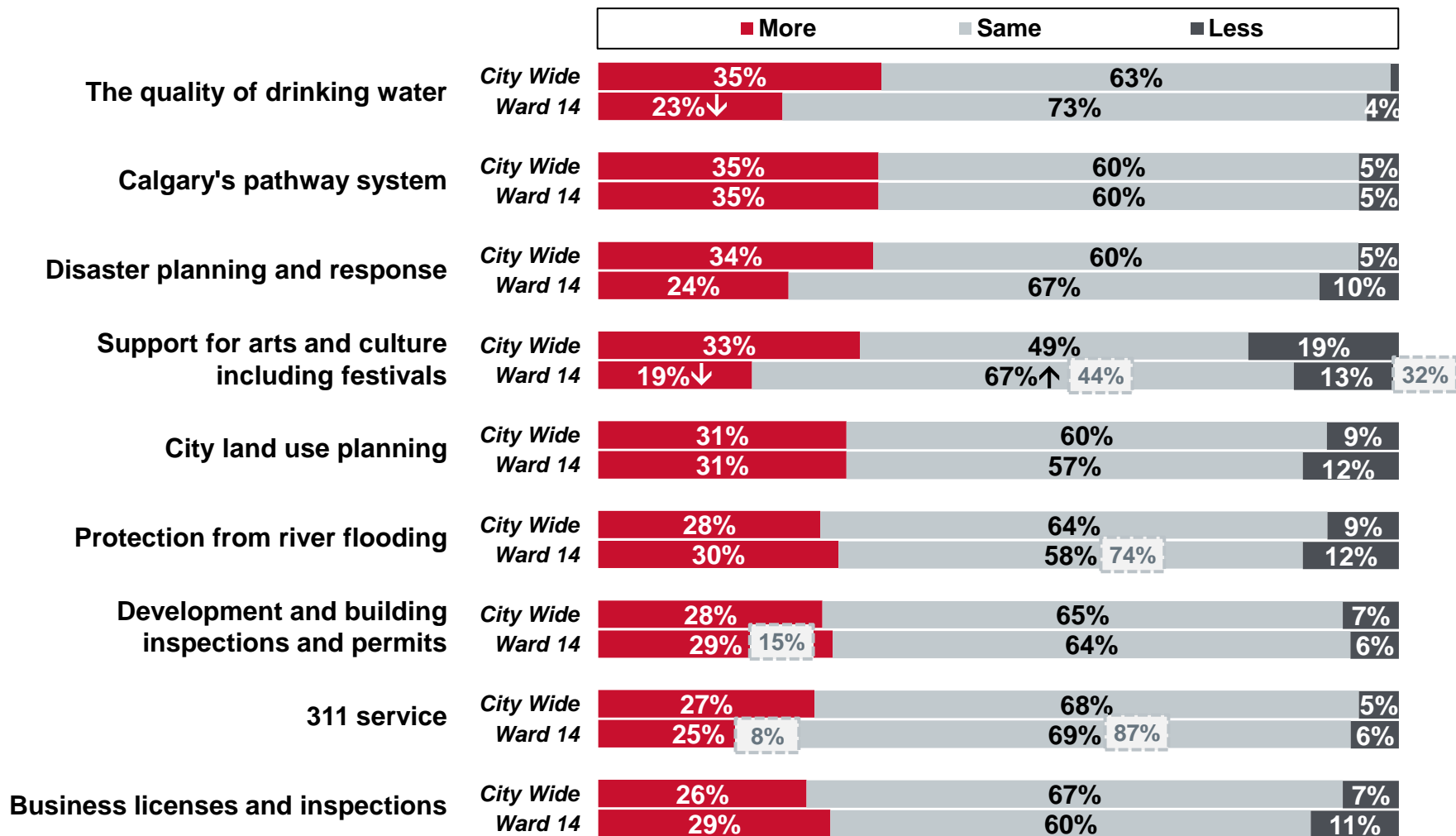
Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

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

Ward 14 2020

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.

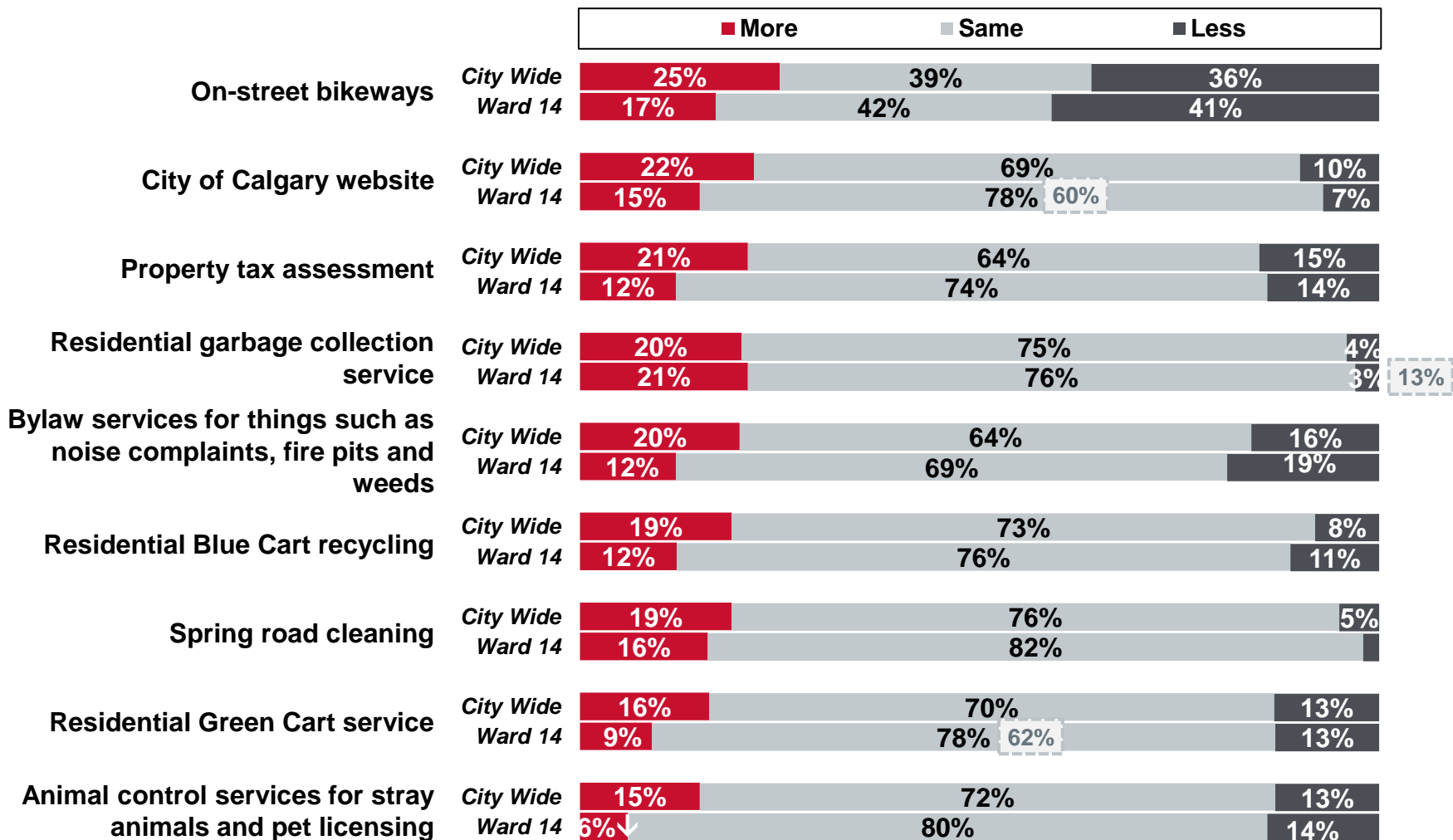
Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

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

Ward 14 2020

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 14 2020

Data labels of <3% are not shown

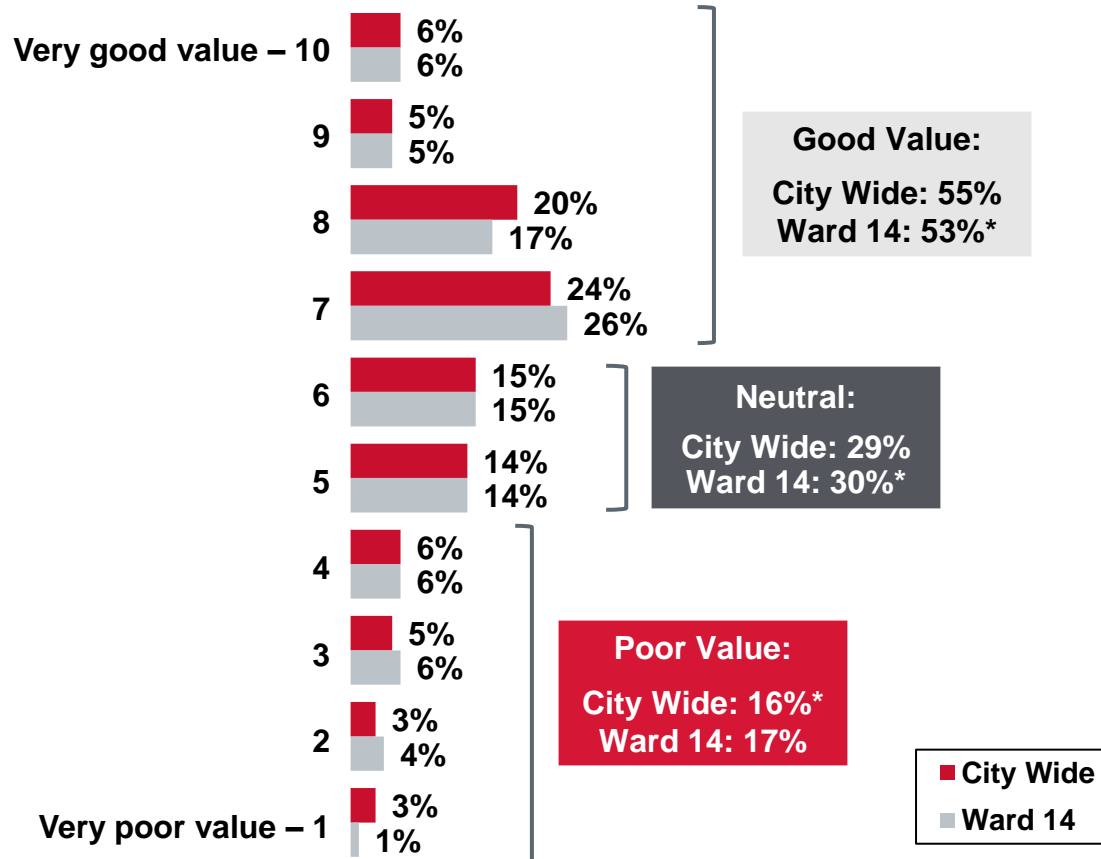
↑ Statistically higher than City Wide
↓ Statistically lower than City Wide



Taxation



Perceived Value of Property Taxes

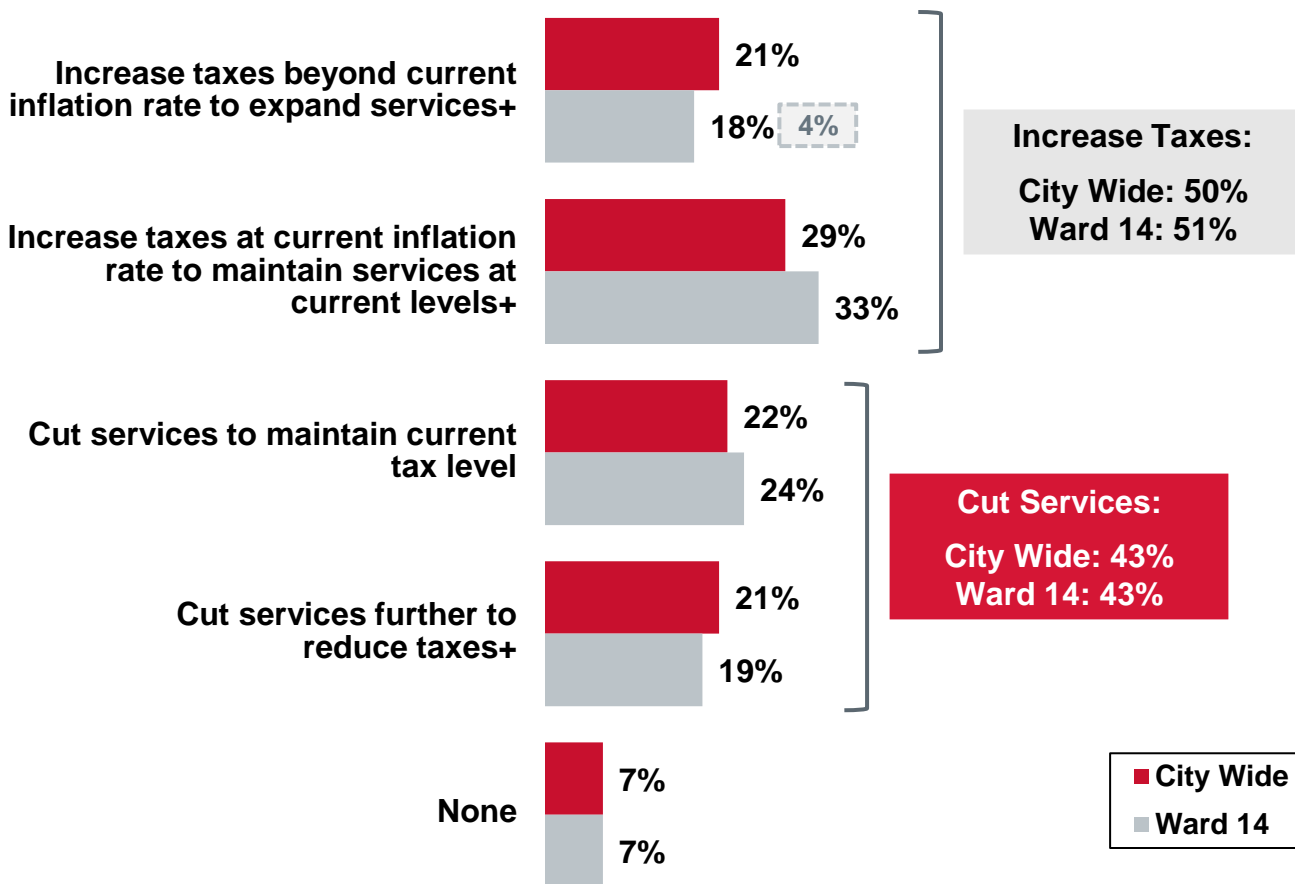


Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal 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 14: n=171)

*Rounding

Balancing Taxation and Service Delivery Levels



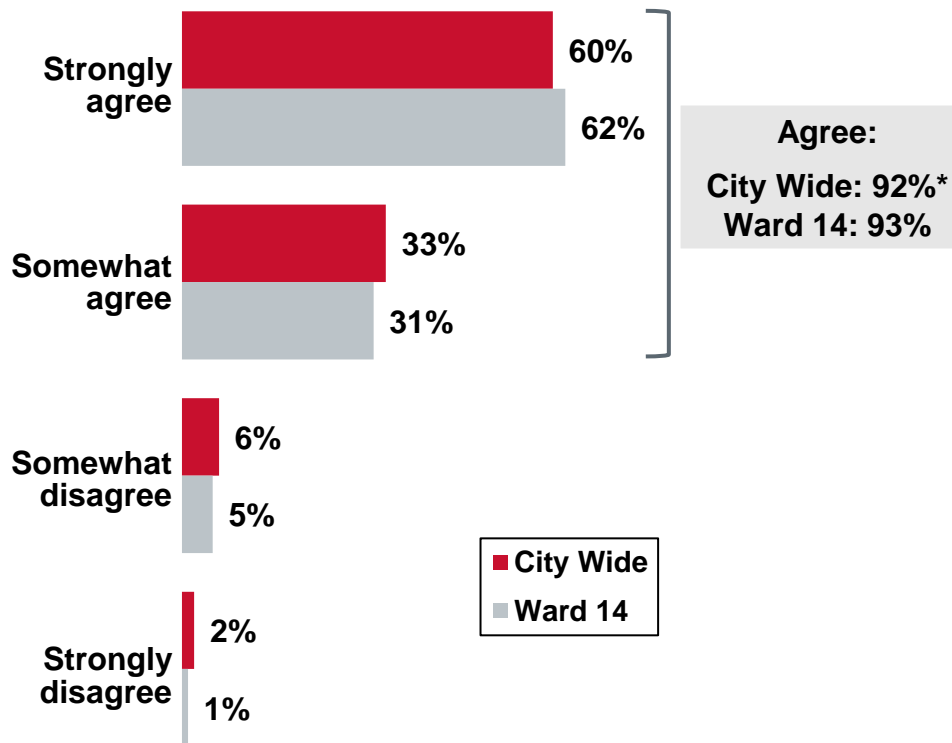
Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (City Wide: n=2,463 / Ward 14: n=170) | +Slight wording changes in Fall 2020

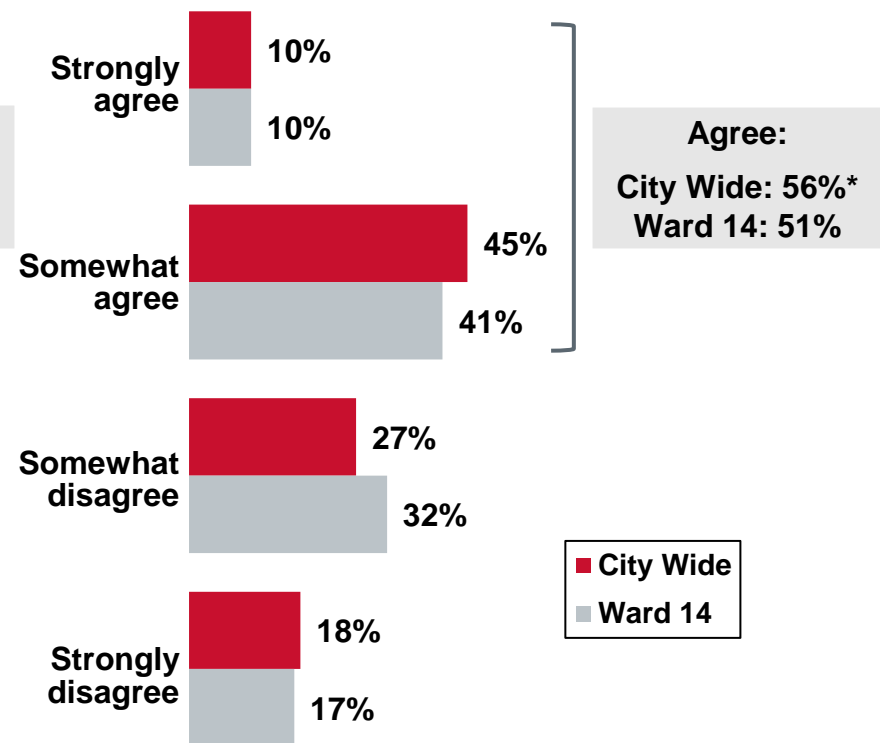
Ward 14 2020

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



**Rounding*

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 14: n=172)

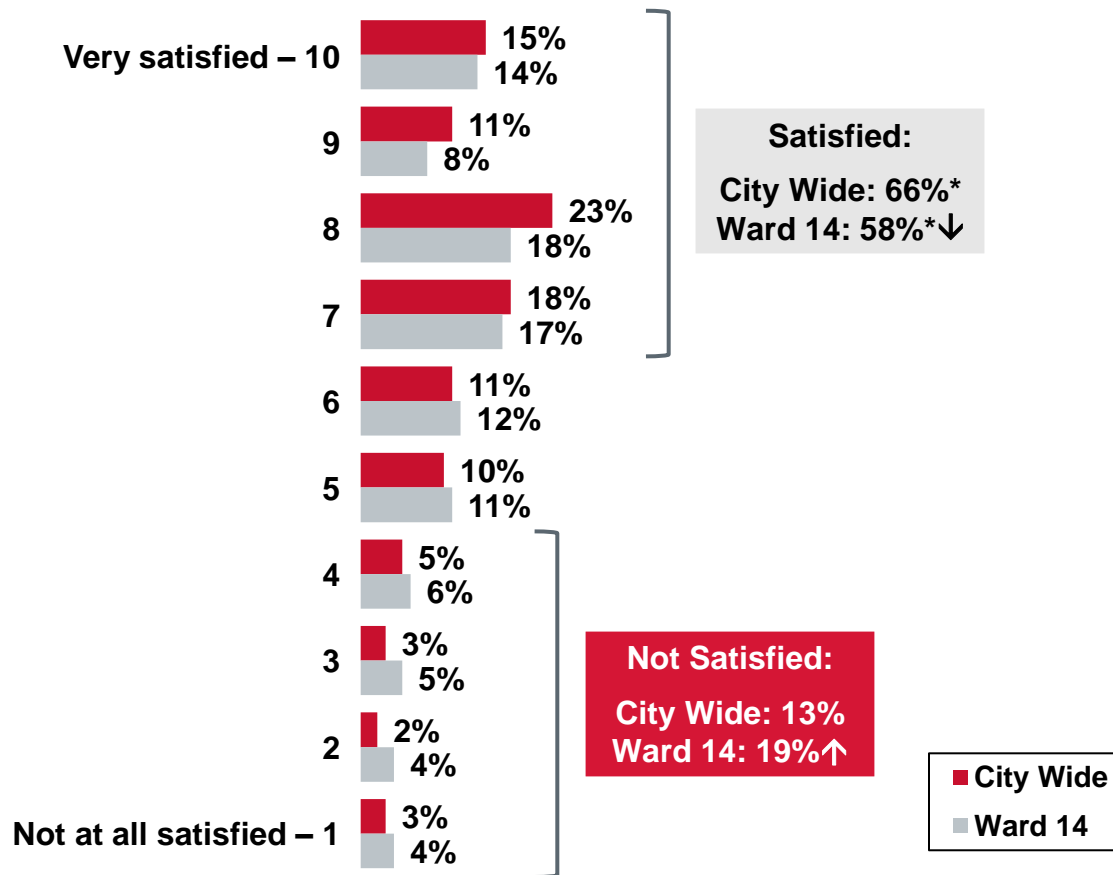
Base: Valid respondents (City Wide: n=2,454 / Ward 14: n=171)



City Customer Service



Satisfaction with the Overall Level and Quality of Customer Service⁺



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

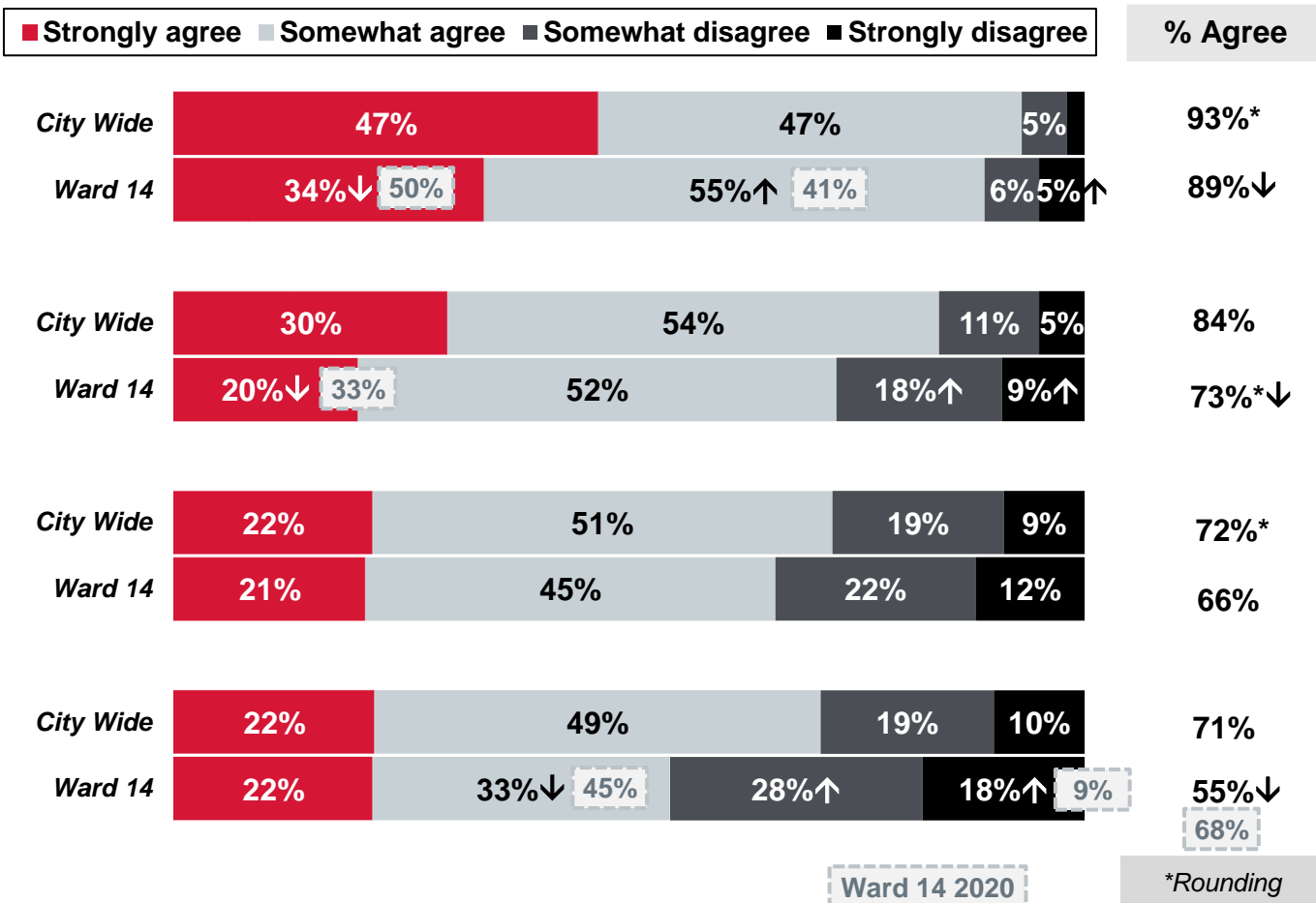
Now I'd like you to think about any contact you've had with The City of Calgary in the past year. On a scale of 1 to 10 where "1" represents "not at all satisfied" and "10" represents "very satisfied", how satisfied are you with the overall level and quality of customer service provided by The City of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

Base: Valid respondents who contacted The City in the last twelve months
(City Wide: n=2,278 / Ward 14: n=155)

*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?

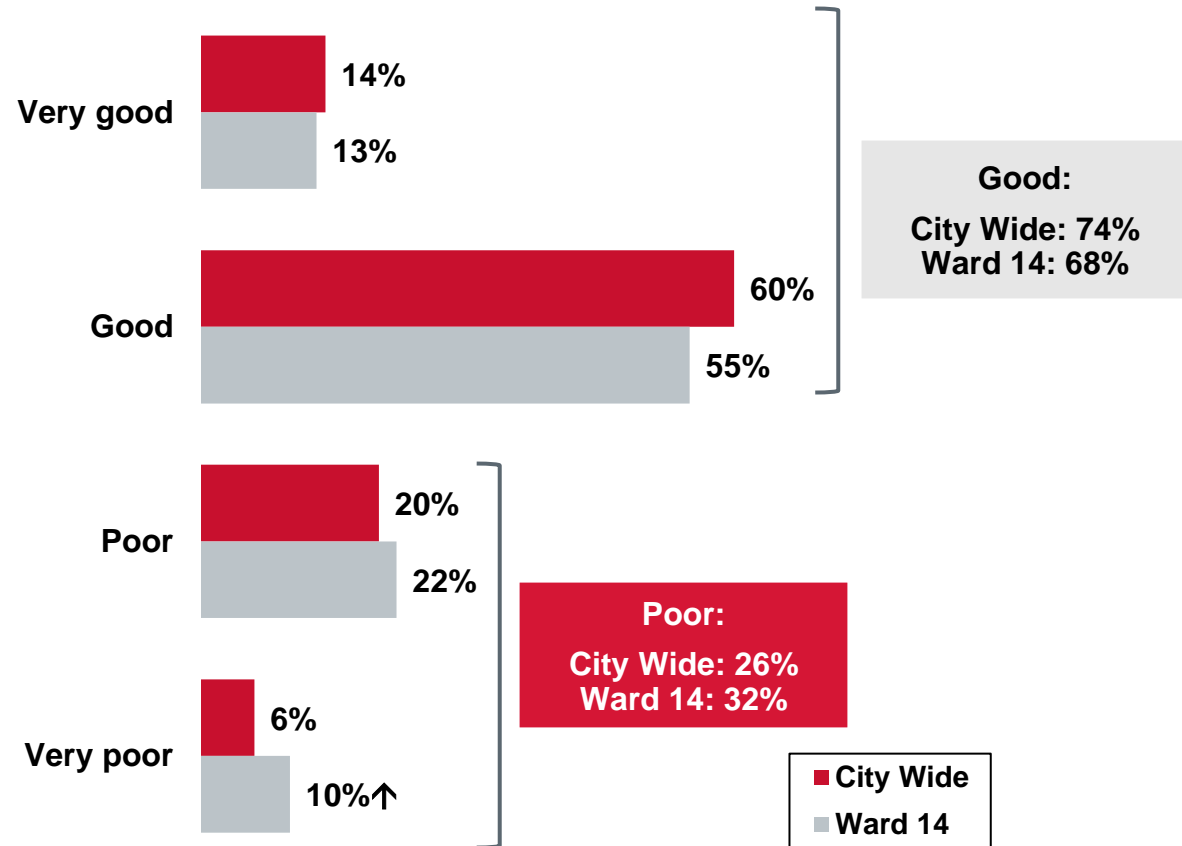
Base: Valid respondents (Bases vary)



Communication at The City



Overall Communication at The City



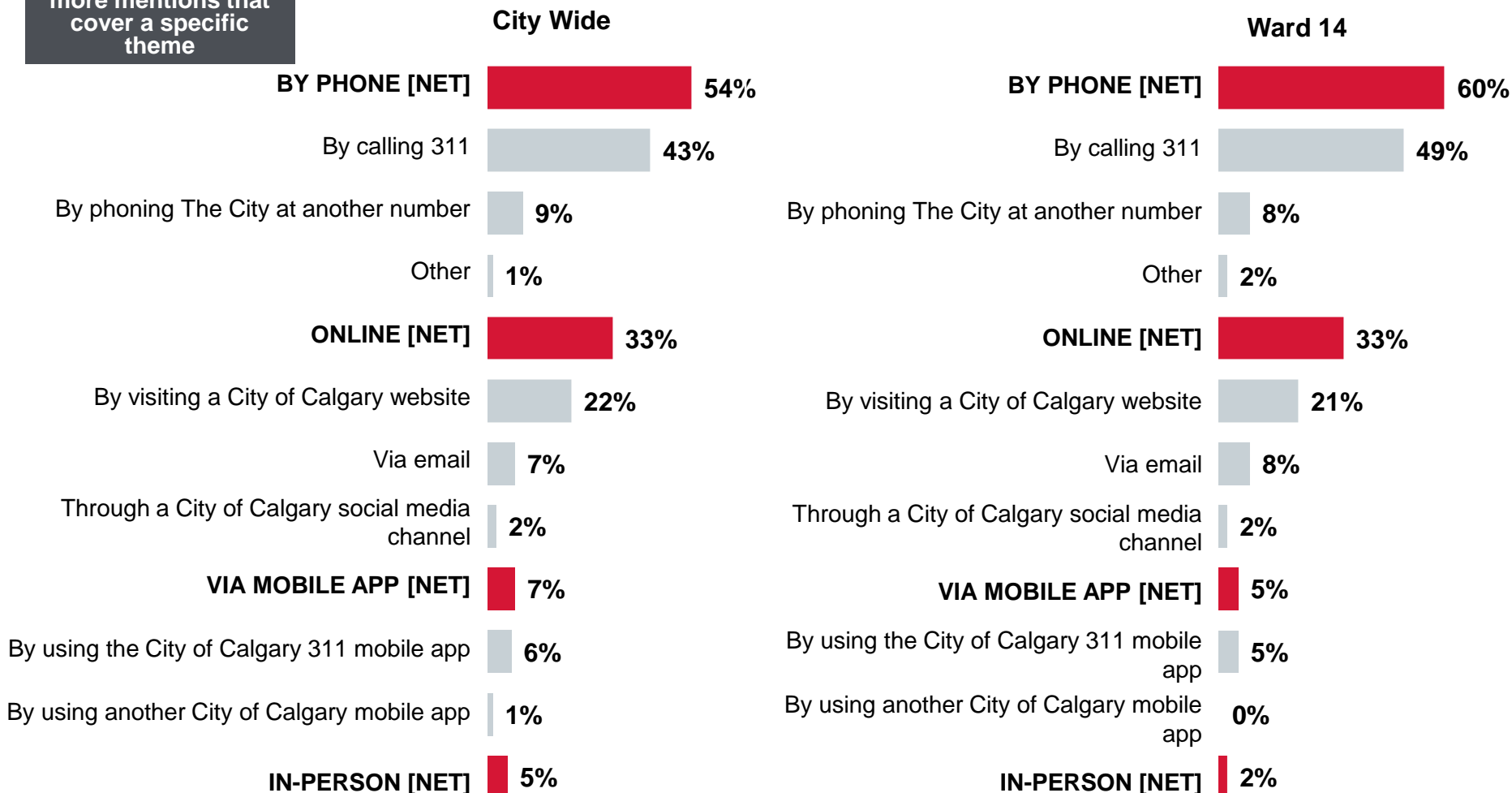
Overall, how would you rate The City of Calgary in terms of how well it communicates with citizens about its services, programs, policies and plans in the past 6 months?

Base: Valid respondents (City Wide: n=2,488 / Ward 14: n=172)

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

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?

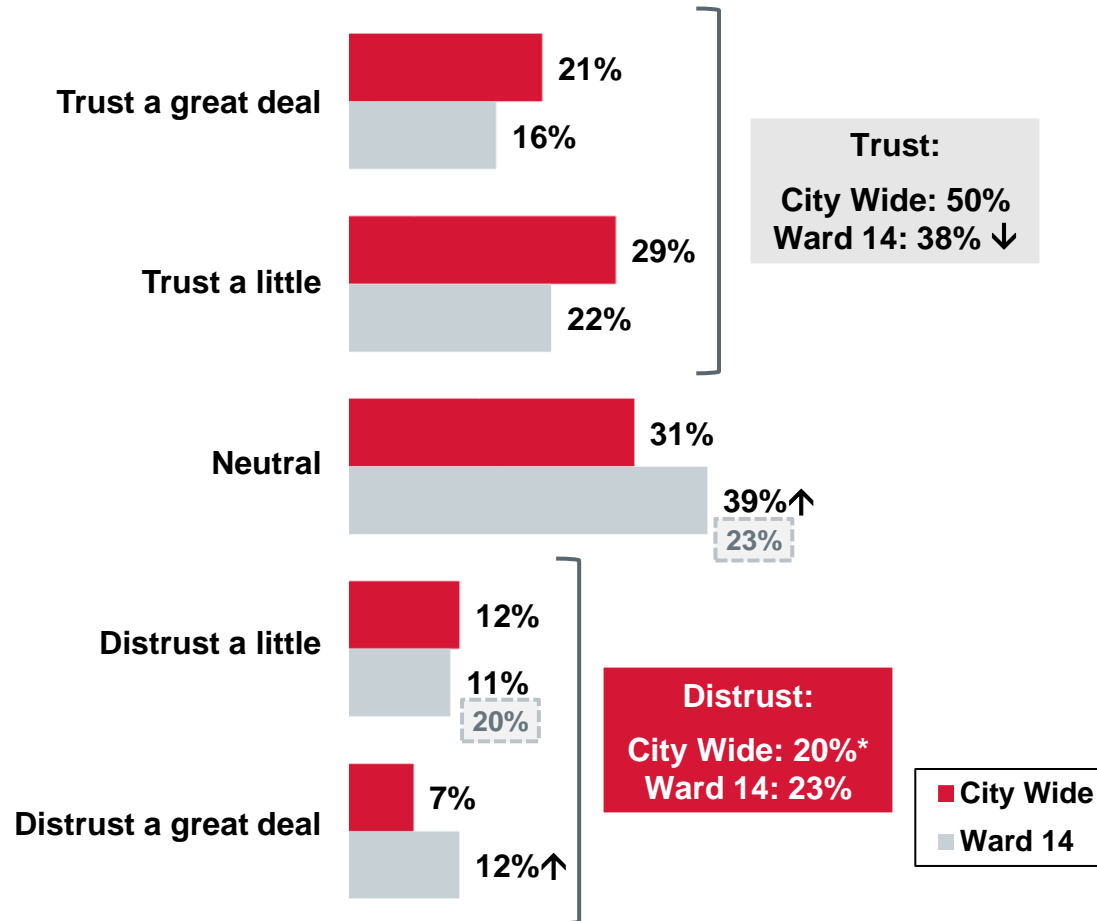
Base: Valid respondents (City Wide: n=2,493 / Ward 14: n=172)



City Reputation and Performance



Trust



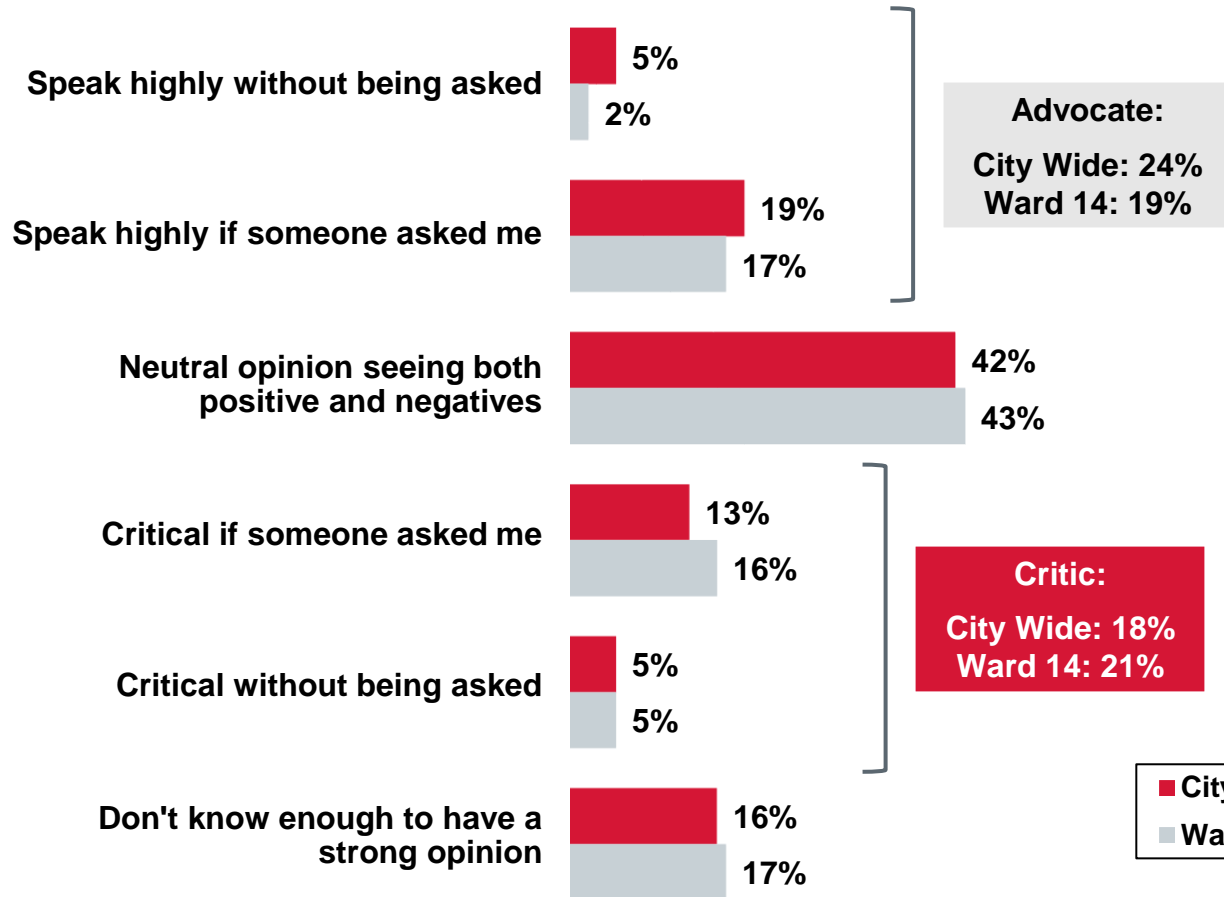
Ward 14 2020

*Rounding

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 14: n=172)

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

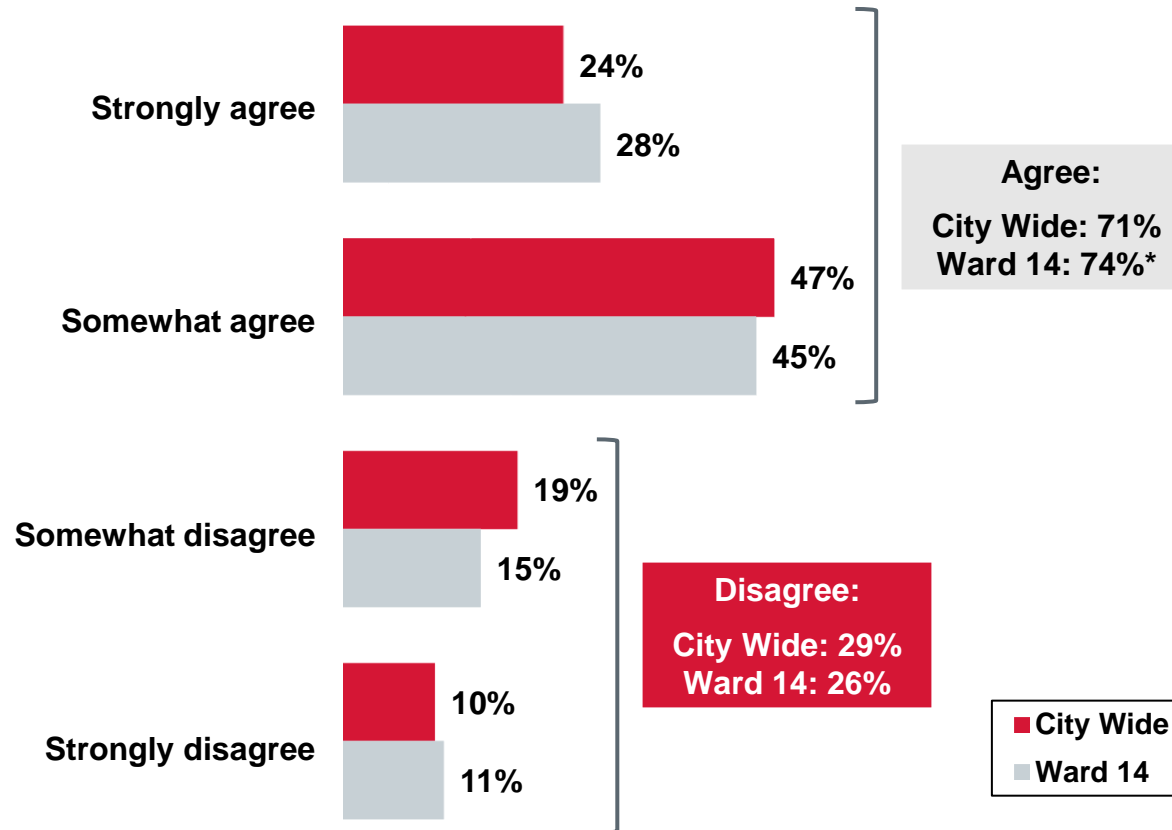


Which one of the following statements best reflects your overall opinion and perceptions of The City of Calgary?

Base: Valid respondents (City Wide: n=2,490 / Ward 14: n=170)

Understanding of Municipal Roles

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



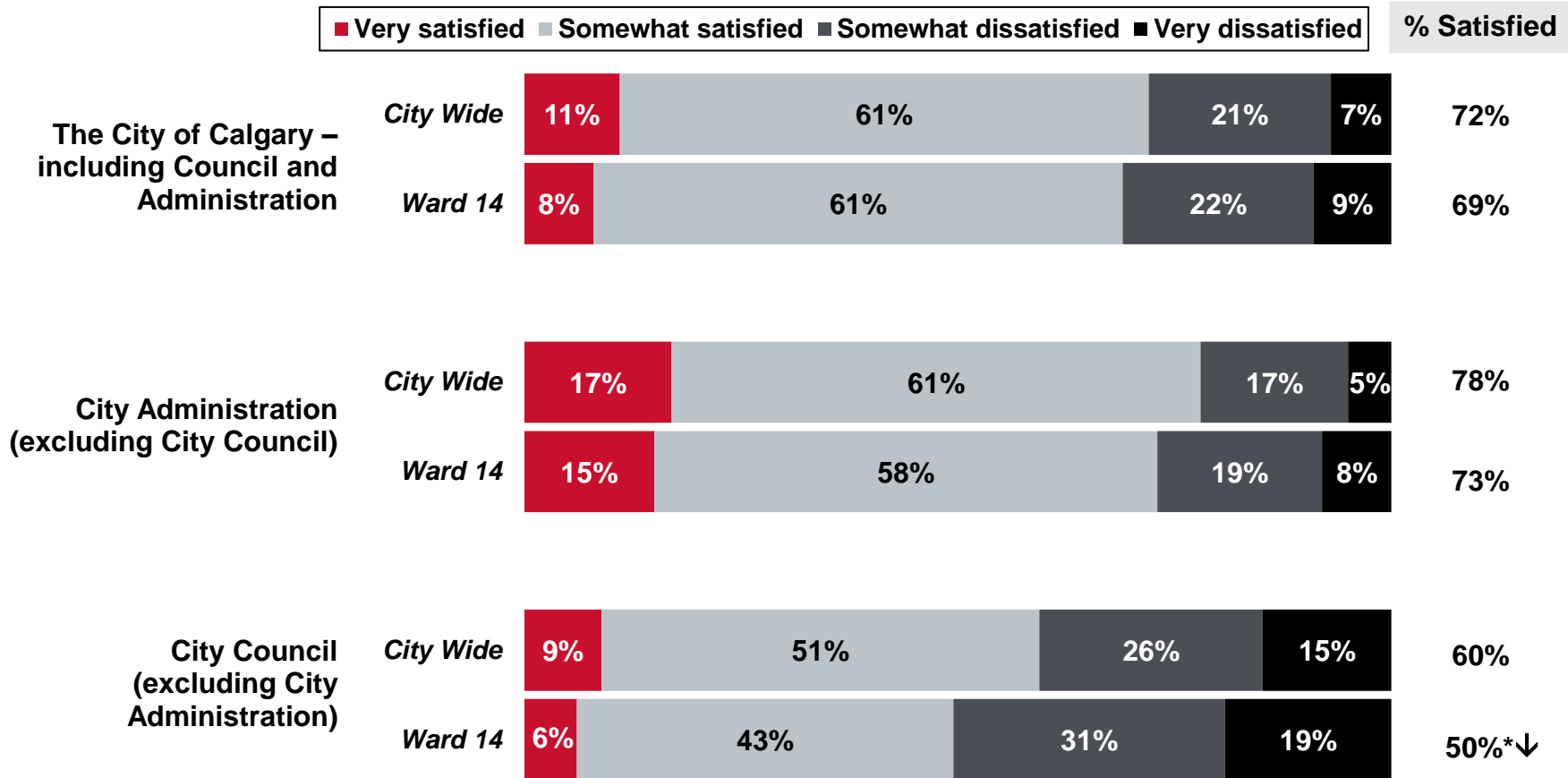
Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.

Base: Valid respondents (City Wide: n=2,456 / Ward 14: n=171)

*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.



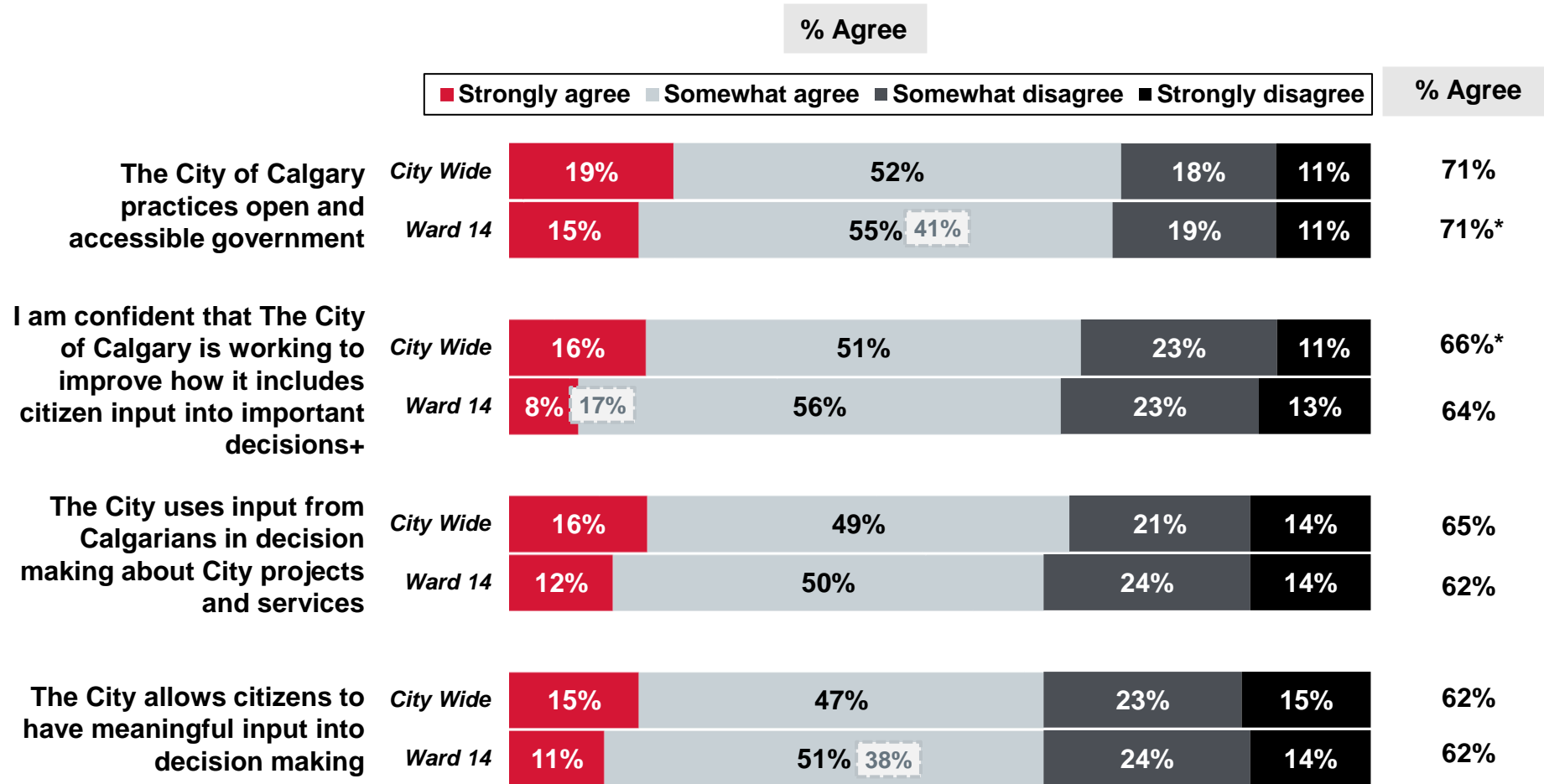
*Rounding

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



+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?

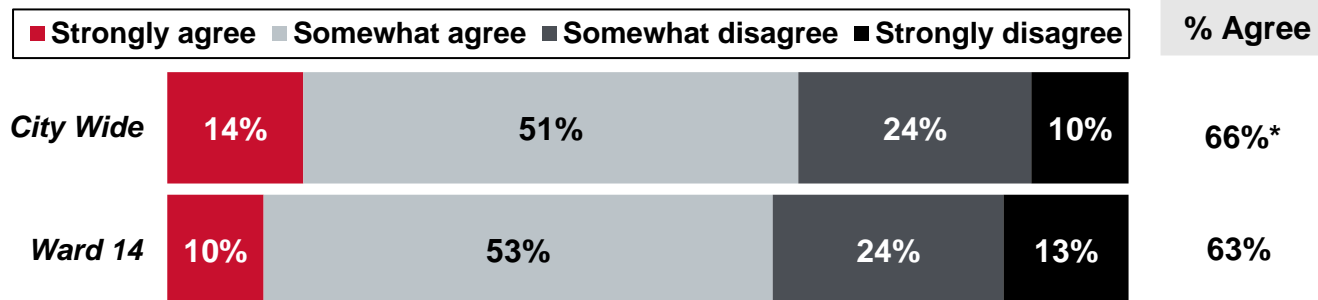
Base: Valid respondents (Bases vary)

Ward 14 2020

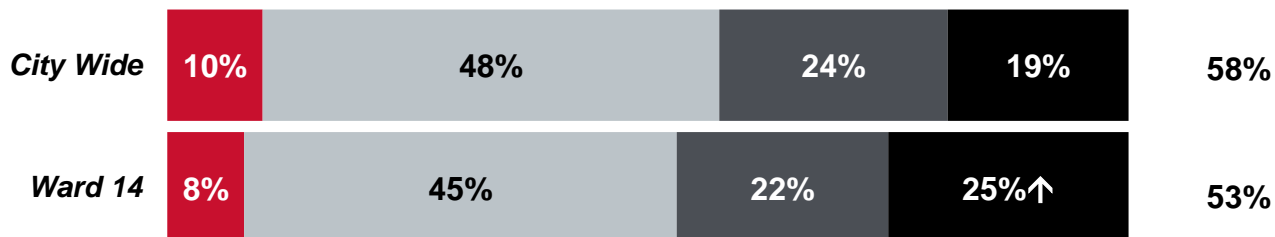
*Rounding

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)

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



Respondent Profile



Age

	City Wide	Ward 14
18 to 24	8%	6%
25 to 34	22%	22%
35 to 44	18%	26%
45 to 54	20%	17%
55 to 64	12%	13%
65 or older	19%	15%
Mean	46.3	45.4

Income

	City Wide	Ward 14
Less than \$30,000	6%	2%
\$30,000 to <\$45,000	7%	2%
\$45,000 to <\$60,000	10%	6%
\$60,000 to <\$75,000	8%	4%
\$75,000 to <\$90,000	8%	9%
\$90,000 to <\$105,000	12%	12%
\$105,000 to <\$120,000	10%	10%
\$120,000 to <\$150,000	12%	12%
\$150,000 to <\$200,000	15%	25%
\$200,000 or more	12%	17%

Gender

	City Wide	Ward 14
Man	49%	58%
Woman	51%	41%
Prefer to self-describe	<1%	1%

Education

	City Wide	Ward 14
Did not complete high school	2%	1%
Completed high school	14%	11%
Some post secondary or completed a college diploma	34%	39%
Completed university degree or post-grad degree	51%	49%

Base: Valid respondents (Bases vary)

Type of Dwelling

	City Wide	Ward 14
Single-detached house	69%	78%
Apartment or apartment-style condominium	15%	8%
Townhouse or rowhouse	8%	10%
Duplex, triplex or fourplex	7%	3%
Another type of multi-dwelling unit	1%	0%

Children and Seniors in Household

	City Wide	Ward 14
Yes - Children	34%	39%
Yes - Seniors	29%	28%

Household Size

	City Wide	Ward 14
1	15%	12%
2	33%	32%
3	16%	21%
4	22%	19%
5 or more	15%	17%
Mean	2.9	3.0

Responsible for Property Taxes

	City Wide	Ward 14
Yes	88%	90%
No	12%	10%

Own or Rent

	City Wide	Ward 14
Own	74%	87%
Rent	23%	11%
Other	1%	0%
Neither	2%	2%

Tenure in Calgary

	City Wide	Ward 14
Less than 5 years	7%	3%
5 to less than 10 years	8%	7%
10 to less than 15 years	10%	8%
15 to less than 20 years	11%	14%
20 to less than 30 years	24%	27%
30 to less than 40 years	16%	23%
40 or more	24%	18%
Mean	27.2	26.5

Base: Valid respondents (Bases vary)

Respondent Profile (continued)

Born in Canada

	City Wide	Ward 14
Yes	72%	79%
No	28%	21%

Age Arrived in Canada

Base: Not born in Canada	City Wide (n=657)	Ward 14 (n=36**)
Less than 12	28%	41%
12 to 17	10%	6%
18 or older	62%	53%

***Caution: Small sample size*

Date of Arrival in Canada

Not born in Canada	City Wide (n=655)	Ward 14 (n=36**)
Within the past year	1%	0%
>1 year ago, but <5 years ago	13%	6%
More than 5 years ago	85%	94%
Prefer not to answer	1%	0%

***Caution: Small sample size*

Disability in Household

	City Wide	Ward 14
Yes	16%	14%
No	84%	86%

Racialized/Indigenous

	City Wide	Ward 14
Yes	24%	22%
No	76%	78%

LGBTQ2S Community

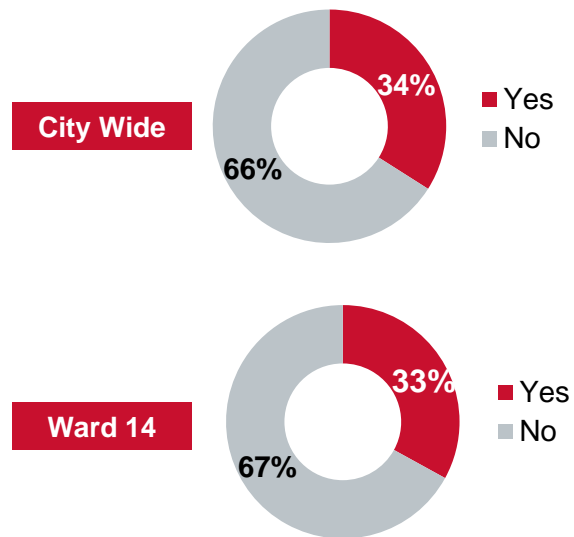
	City Wide	Ward 14
Yes	5%	5%
No	94%	94%
Prefer not to answer	1%	0%

Base: Valid respondents (Bases vary)

Employment Status

	City Wide	Ward 14
Employed full time	46%	59%
Employed part time	9%	7%
Self-employed	12%	13%
Not working and looking for work	6%	2%
Not working and not looking for work	3%	2%
Student	4%	3%
Retired	18%	13%
Unable to work	2%	1%

Business Leader



Among those in the workforce:
City Wide: n=1,395
Ward 14: n=122

Base: Valid respondents (Bases vary)

Contact

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