

Calgary



# Fall 2020 Quality of Life and Citizen Satisfaction Survey

Ward 8 Final Report  
November 2020

Prepared for The City of Calgary by:





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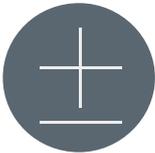


**Telephone survey conducted** with a randomly selected sample of 2,500 Calgarians aged 18 years and older between August 17<sup>th</sup> and September 6<sup>th</sup>, 2020.

- Both landline (55%) and cell phone (45%) sample were used.
- The average interview length was 31 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 2018 Municipal and 2016 Federal Census data.



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

- A total of 181 interviews were conducted with residents of Ward 8 (MOE  $\pm 7.3\%$ ).

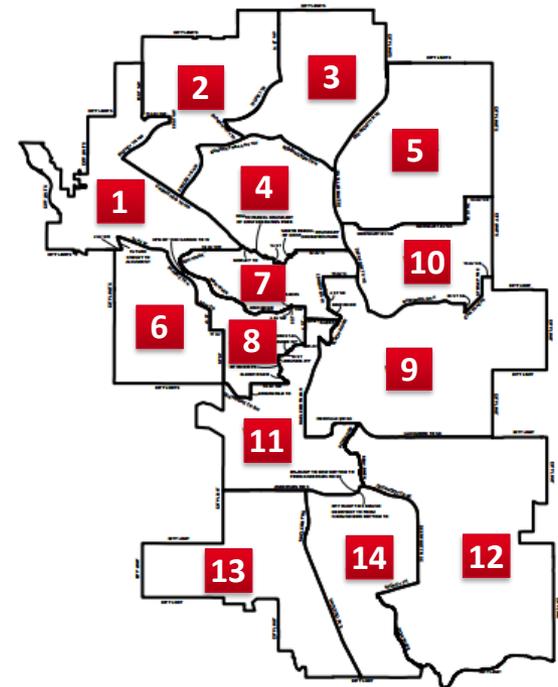


**Results for Ward 8 are compared to results City Wide.**

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

**Where possible, Fall 2020 results for Ward 8 are compared to those from Fall 2019.**

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





# Highlights





# Ward 8: Summary

## QUALITY OF LIFE



**'Good' Quality of Life 86%**

**86%**  
I am proud to live in my neighbourhood



**78%**  
I feel safe walking alone in my neighbourhood after dark



**81%**  
Calgary is a great place to make a life

**60%**  
Calgary is a great place to make a living

**75%**  
Calgary is on the right track to be a better city 10 years from now

## ISSUE AGENDA (TOP 3)



**19%**  
Infrastructure, Traffic & Roads

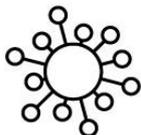


**16%**  
Crime, Safety and Policing



**15%**  
Homelessness, Poverty and Affordable Housing

## COVID-19



**39%**  
Major threat to physical health

**36%**  
Major threat to mental health

**33%**  
Major threat to personal financial situation

## VALUE FOR TAXES & CITIZEN SATISFACTION



**64%**  
'Good' value for tax dollars



**72%**  
'Satisfied' with City programs and services



**79%**  
'Satisfied' with customer service

## CITY PERFORMANCE & REPUTATION



**74%**  
'Satisfied' with running of The City by Council and Administration



**52%**  
'Trust' The City of Calgary



**78%**  
'Agree' City practices open & accessible government



# Differences in Ward 8 vs. City Wide

		Ward 8	City Wide	
	<b>Quality of Life</b>	Overall quality of life is 'good'	<b>86%↑</b>	<b>79%</b>
		Agree 'I am regularly involved in neighbourhood and community events'	<b>33%↑</b>	<b>26%</b>
	<b>Issue Agenda</b>	Infrastructure, traffic and roads (NET)	<b>19%↓</b>	<b>28%</b>
		Homelessness, poverty and affordable housing (NET)	<b>15%↑</b>	<b>6%</b>
	<b>COVID-19</b>	'Major' threat to physical health	<b>39%↑</b>	<b>29%</b>
		'Major' threat to mental health	<b>36%↑</b>	<b>26%</b>
		'Major' and 'minor' threat to mental health	<b>86%↑</b>	<b>78%</b>
	<b>Importance: City Programs &amp; Services</b>	City growth management	<b>83%↓</b>	<b>90%</b>
	<b>Satisfaction: City Programs &amp; Services</b>	Residential Green Cart service	<b>97%↑</b>	<b>89%</b>
		Social services for individuals such as seniors or youth	<b>74%↓</b>	<b>83%</b>
		City land use planning	<b>64%↓</b>	<b>77%</b>
	<b>Investment: City Programs &amp; Services (Invest 'More')</b>	Traffic flow management	<b>28%↓</b>	<b>40%</b>
		Calgary Fire Department	<b>18%↓</b>	<b>33%</b>
		Downtown revitalization	<b>48%↑</b>	<b>32%</b>
		City operated recreation programs	<b>40%↑</b>	<b>27%</b>
		Support for arts and culture, including festivals	<b>39%↑</b>	<b>27%</b>
		On-street bikeways	<b>33%↑</b>	<b>20%</b>
		Residential garbage collection service	<b>8%↓</b>	<b>17%</b>

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 8 vs. City Wide (continued)

		Ward 8	City Wide
	<b>Taxation</b>	'Good' value for property taxes	64%↑ 53%
		In order to balance the budget, increase taxes	64%↑ 52%
		In order to balance the budget, cut services	36%↓ 44%
	<b>Customer Service</b>	Contacted The City during the past 12 months via Internet	14%↓ 26%
	<b>Communications</b>	<i>No statistically significant differences</i>	
	<b>City Reputation and Performance</b>	<i>No statistically significant differences</i>	

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



# Year-Over-Year Changes in Ward 8

		2019	2020
	<b>Quality of Life</b>	<i>No statistically significant differences</i>	
		Infrastructure, traffic and roads (NET)	35% 19%↓
		Traffic congestion	13% 3%↓
		Transit (NET)	16% 8%↓
		COVID-19 pandemic	0% 14%↑
		Education (NET)	3% 8%↑
	<b>Issue Agenda</b>		
		Spring road cleaning	97% 88%↓
		Protection from river flooding	80% 92%↑
		Residential garbage collection service	81% 97%↑
		Residential Blue Cart recycling	85% 96%↑
		Residential Green Cart service	84% 97%↑
		Transportation planning	73% 89%↑
		Traffic flow management	67% 86%↑
	<b>Importance: City Programs &amp; Services</b>		
		Spring road cleaning	97% 88%↓
		Protection from river flooding	80% 92%↑
		Residential garbage collection service	81% 97%↑
		Residential Blue Cart recycling	85% 96%↑
		Residential Green Cart service	84% 97%↑
		Transportation planning	73% 89%↑
		Traffic flow management	67% 86%↑
	<b>Satisfaction: City Programs &amp; Services</b>		
		Spring road cleaning	97% 88%↓
		Protection from river flooding	80% 92%↑
		Residential garbage collection service	81% 97%↑
		Residential Blue Cart recycling	85% 96%↑
		Residential Green Cart service	84% 97%↑
		Transportation planning	73% 89%↑
		Traffic flow management	67% 86%↑

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

↑Statistically higher than Fall 2019  
↓Statistically lower than Fall 2019



# Year-Over-Year Changes in Ward 8 (continued)

		2019	2020
 <b>Investment: City Programs &amp; Services (Invest 'More')</b>	Calgary Police Service	53%	32%↓
	Traffic flow management	46%	28%↓
	Calgary Fire Department	34%	18%↓
	Residential garbage collection service	21%	8%↓
 <b>Taxation</b>	'Good' value for property taxes	52%	64%↑
	In order to balance the budget, increase taxes	48%	64%↑
 <b>Customer Service</b>	<i>No statistically significant differences</i>		
 <b>Communications</b>	<i>No statistically significant differences</i>		
 <b>City Reputation and Performance</b>	Agree that 'I am confident that The City of Calgary is working to improve how it includes citizen input into important decisions'	63%	76%↑

↑Statistically higher than Fall 2019  
 ↓Statistically lower than Fall 2019

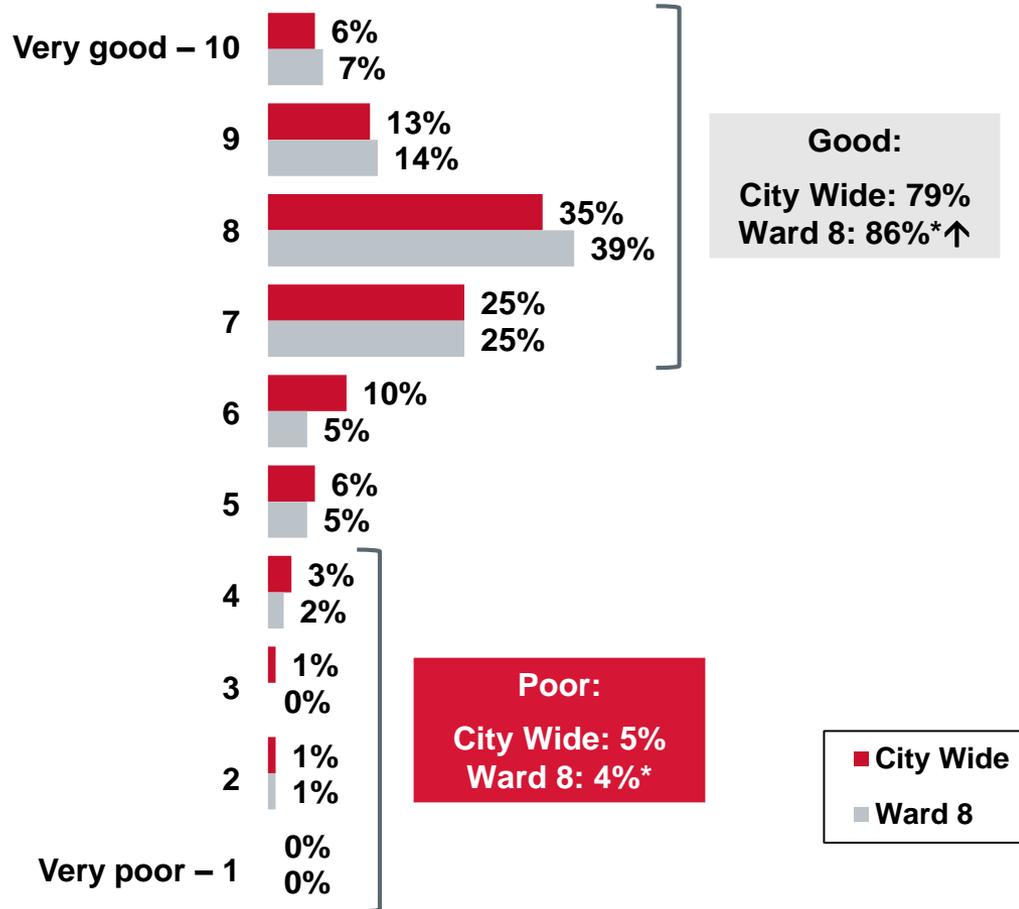


## Quality of Life





# 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?

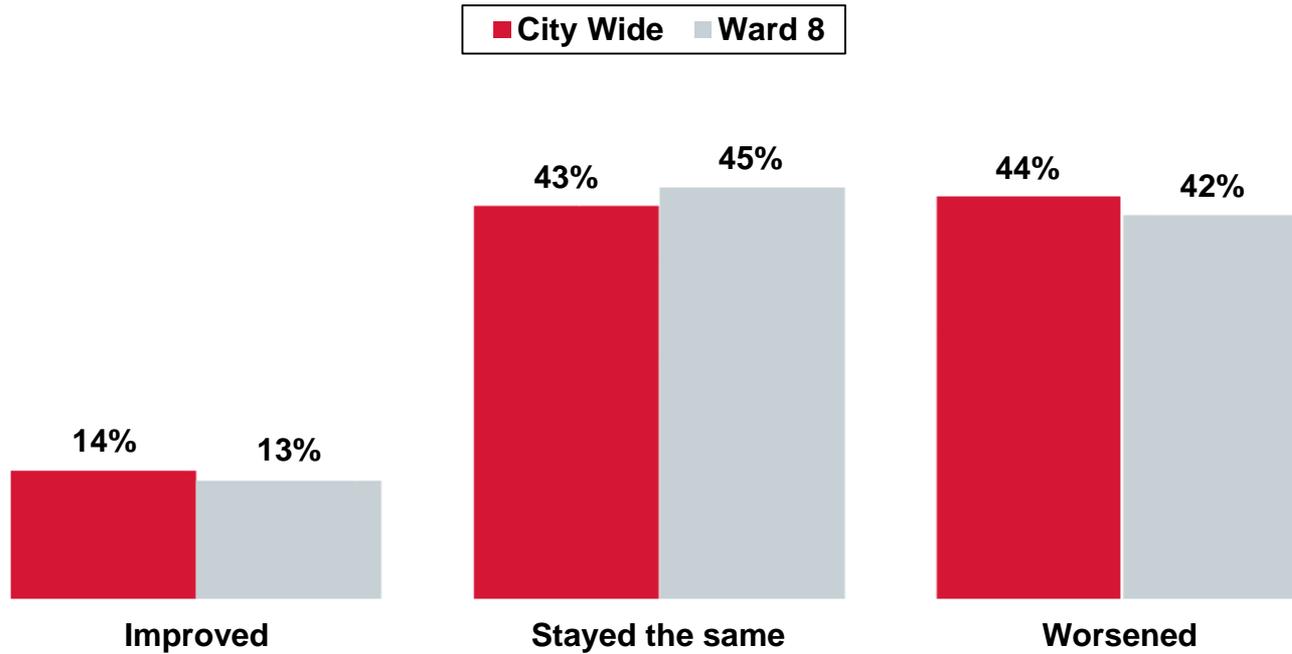
Base: Valid respondents (City Wide: n=2,494 / Ward 8: n=180)

\*Rounding

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



# Perceived Change in the Quality of Life

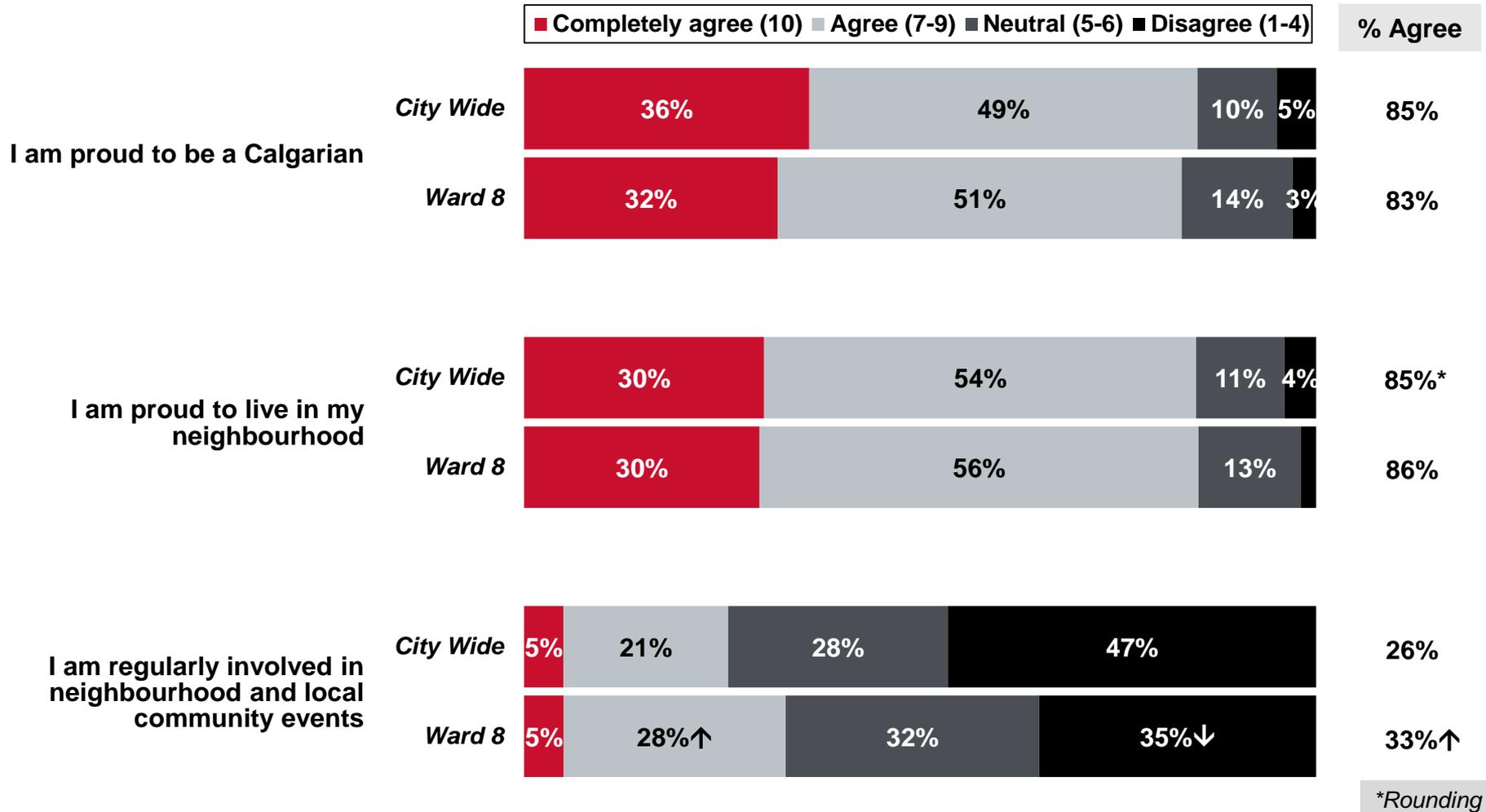


*And, do you feel that the quality of life in the city of Calgary in the past three years has ...?*

Base: Valid respondents (City Wide: n=2,471 / Ward 8: n=175)



# 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)

Data labels of <3% are not shown

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

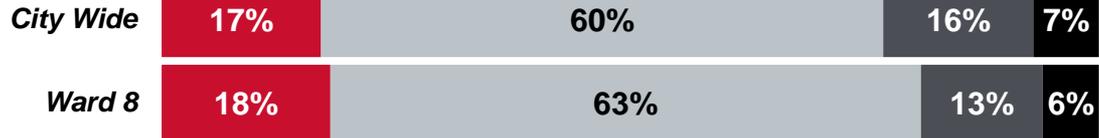


# Sustainability: Making a Life and Living, Inclusivity and Direction for the Future

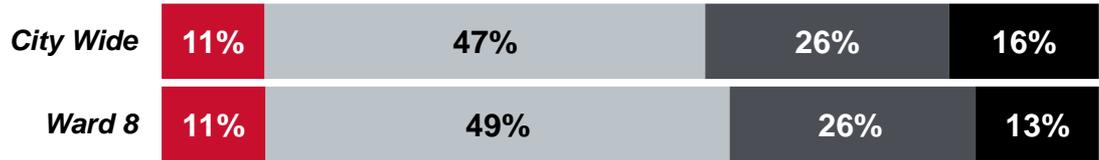
■ Completely agree (10) ■ Agree (7-9) ■ Neutral (5-6) ■ Disagree (1-4)

% Agree

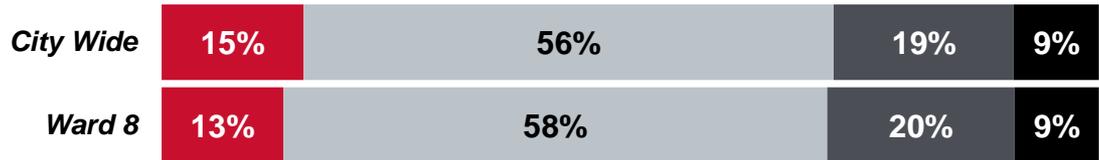
Calgary is a great place to make a life



Calgary is a great place to make a living



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



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



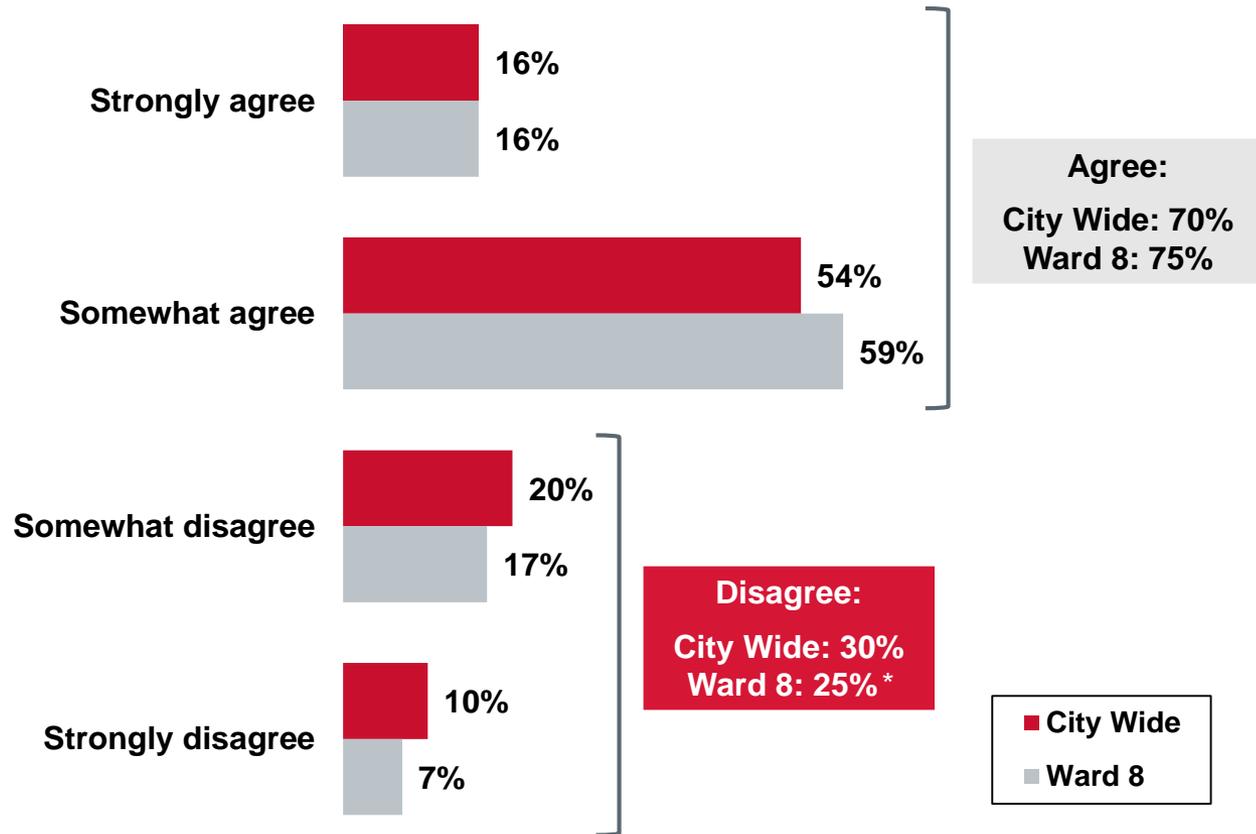
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (Bases vary)

\*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.*

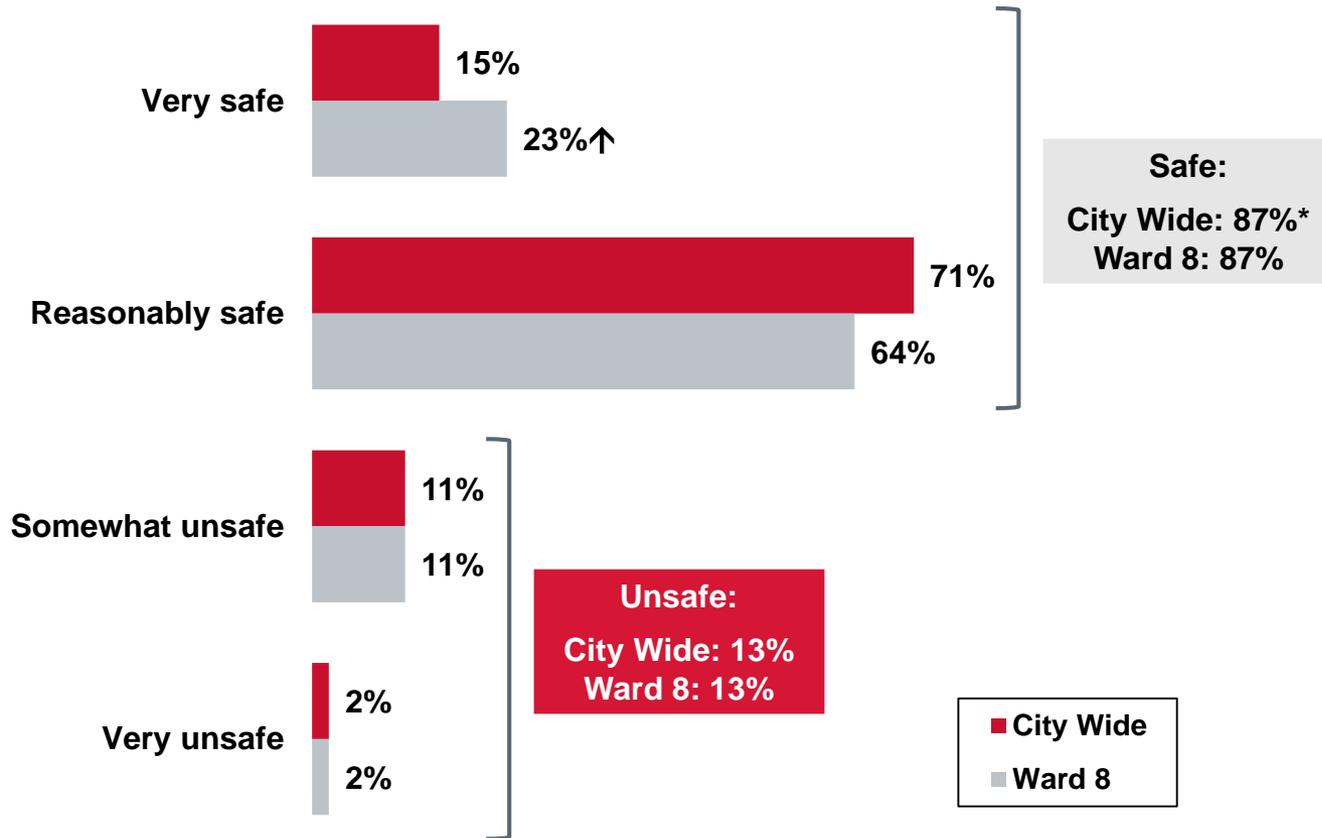
Base: Valid respondents (City Wide: n=2,481 / Ward 8: n=180)

\*Rounding



# Perceived Safety of City of Calgary Overall

New question in Fall 2020



\*Rounding

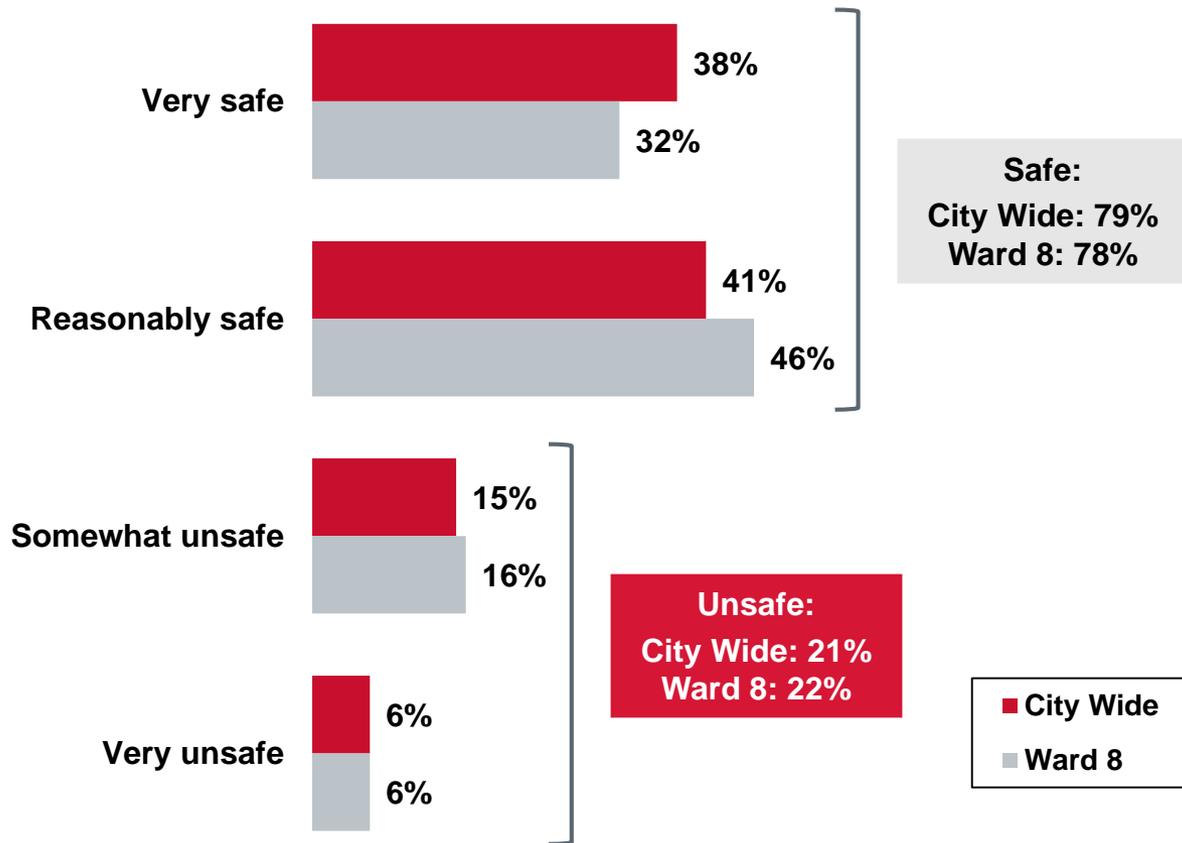
How safe or unsafe do you think Calgary is overall?

Base: Valid respondents (City Wide: n=2,493 / Ward 8: n=180)

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



# Perceived Safety in Own Neighbourhood



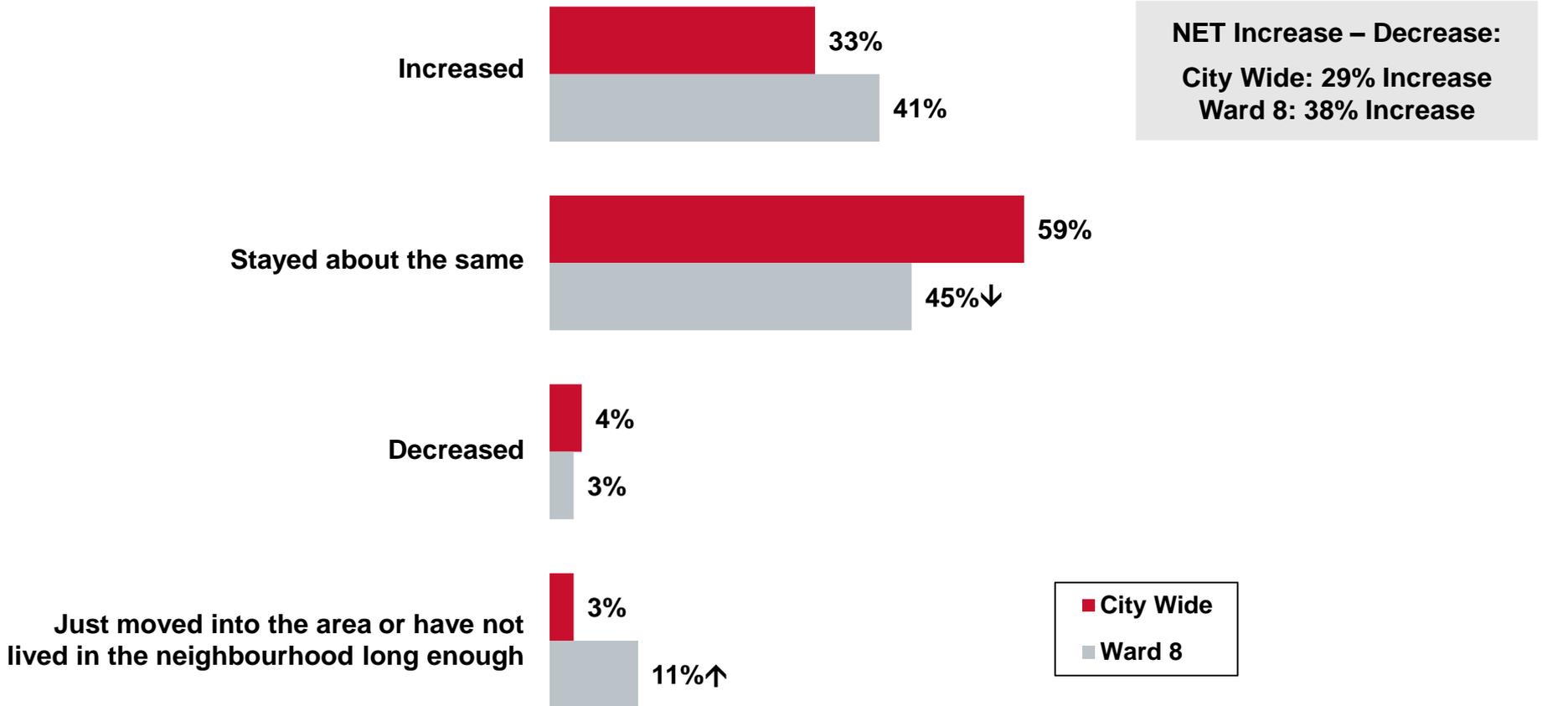
How safe do you feel or would you feel walking alone in your neighbourhood after dark?

Base: Valid respondents (City Wide: n=2,493 / Ward 8: n=179)



# Perceived Change in Neighbourhood Crime

New question in  
Fall 2020



*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=2,480 / Ward 8: n=181)

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



# Issue Agenda





# Issue Agenda

**Multiple Responses**

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

	City Wide			Ward 8
	First mention	Other mentions		
<b>Infrastructure, Traffic &amp; Roads [NET]</b>	<b>18%</b>	<b>10%</b>	28%	19%↓ <b>35%</b>
Road conditions	5%	4%	9%	6%
Traffic congestion	3%	4%		3% <b>13%</b>
(Lack of) snow removal		4%		1%
<b>Crime, Safety &amp; Policing [NET]</b>	<b>10%</b>	<b>5%</b>	15%	16%
Breaking and entering/gangs/drugs	4%	3%	7%	8%
Public safety	4%		6%	8%
<b>Taxes [NET]</b>	<b>9%</b>	<b>4%</b>	13%	12%
Taxes/High taxes	6%	3%	9%	9%
Property taxes	3%	4%		3%
<b>Transit [NET]</b>	<b>8%</b>	<b>4%</b>	12%	8% <b>16%</b>
Public Transportation (incl. buses/ C-train/ poor service)	4%		6%	3%
Transit system improvements	3%	4%		5%
<b>COVID-19 Pandemic</b>	<b>8%</b>	<b>3%</b>	11%	14% <b>0%</b>
<b>Economy [NET]</b>	<b>6%</b>	<b>3%</b>	9%	13%
<b>Budget &amp; Spending [NET]</b>	<b>6%</b>		8%	7%
<b>Education</b>	<b>6%</b>		8%	8% <b>3%</b>
<b>Recreation [NET]</b>	<b>3%</b>	<b>4%</b>	7%	6%
<b>Environment and Waste Management [NET]</b>	<b>3%</b>	<b>4%</b>	7%	4%
<b>Homelessness, Poverty &amp; Affordable Housing [NET]</b>	<b>4%</b>		6%	15%↑
<b>Growth and Planning [NET]</b>	<b>3%</b>	4%		5%
<b>None</b>			15%	13%

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 8: n=175)

Mentions of <4% are not shown  
Data labels of <3% are not shown

Ward 8 2019

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



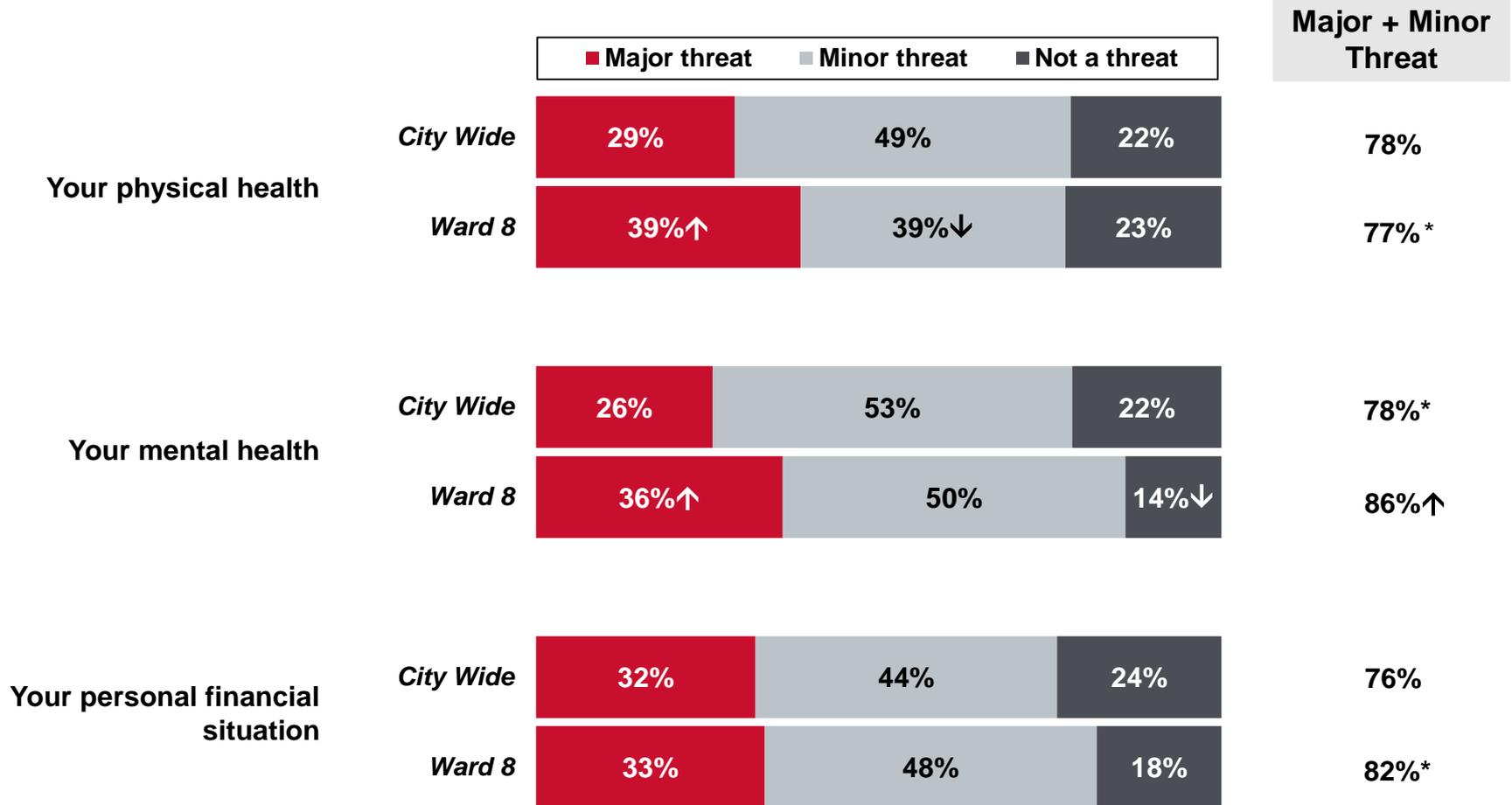
# COVID-19 Pandemic





# Threats Related to the COVID-19 Pandemic

New question in Fall 2020



\*Rounding

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

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

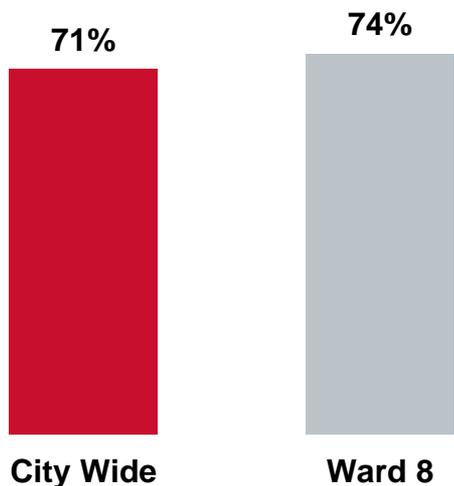


# Employment During the COVID-19 Pandemic

New questions in  
Fall 2020

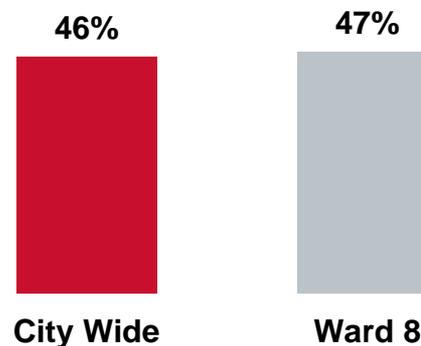
## Employed at the beginning of the COVID-19 pandemic

% Yes



## Experienced a job/income loss as a result of the COVID-19 pandemic

% Yes



*At the beginning of the COVID-19 pandemic, were you employed?  
This includes being self-employed.*

Base: Valid respondents (City Wide: n=2,494 / Ward 8: n=181)

*Have you experienced a job loss or income loss due to the COVID-19 pandemic?*

Base: Valid respondents employed pre-COVID-19 (City Wide: n=1,598 / Ward 8: n=120)

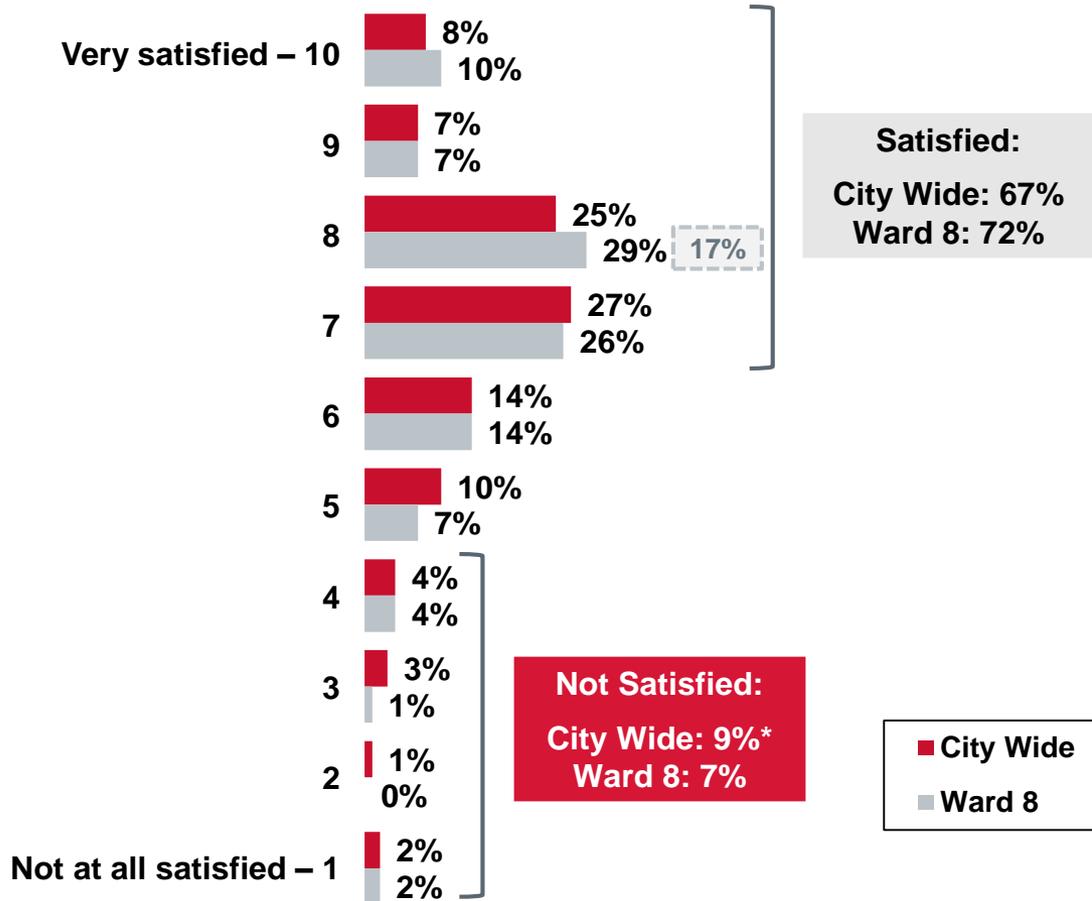


## City Programs and Services





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



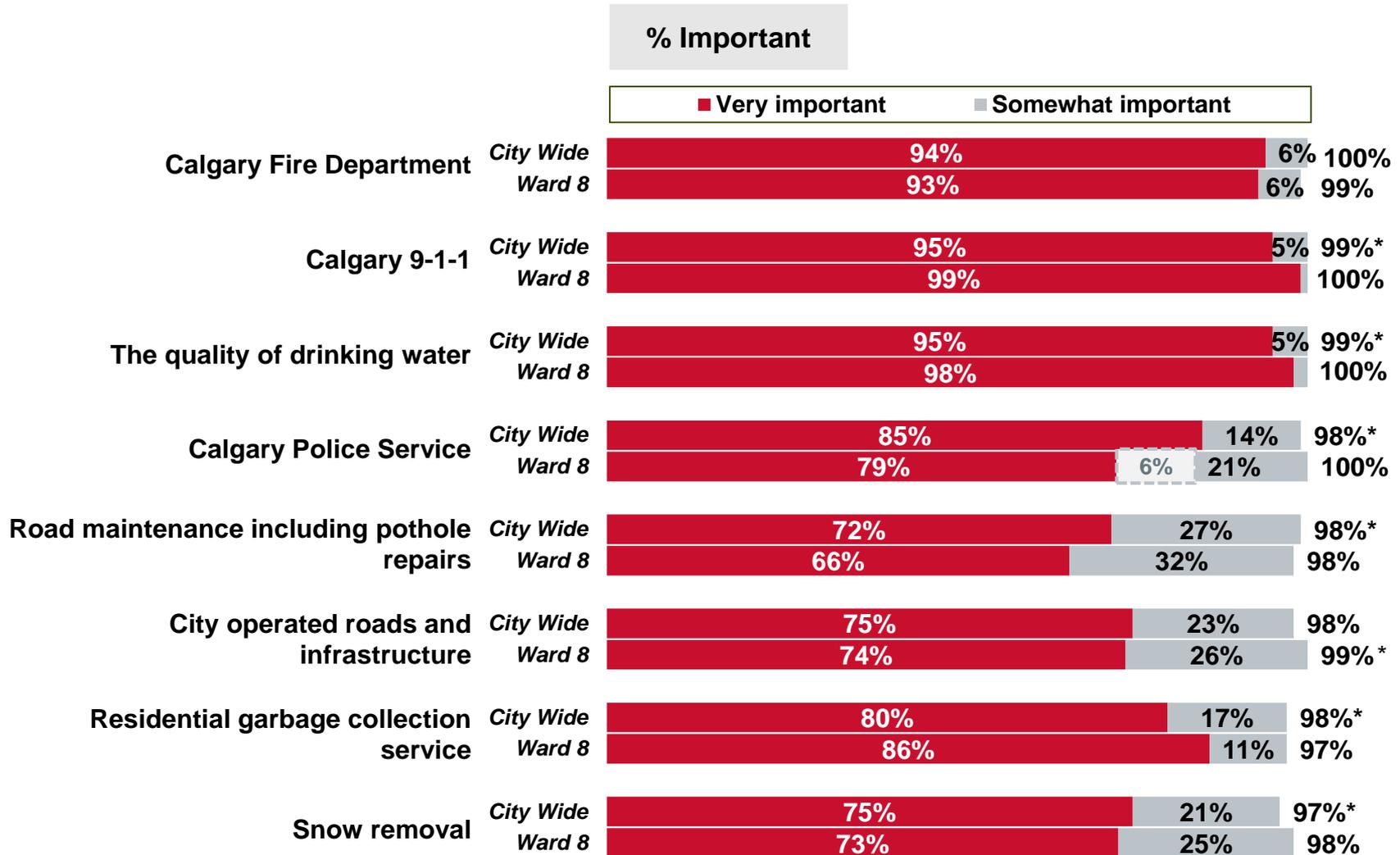
On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,487 / Ward 8: n=180)

Ward 8 2019  
\*Rounding



# 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)

Ward 8 2019

\*Rounding

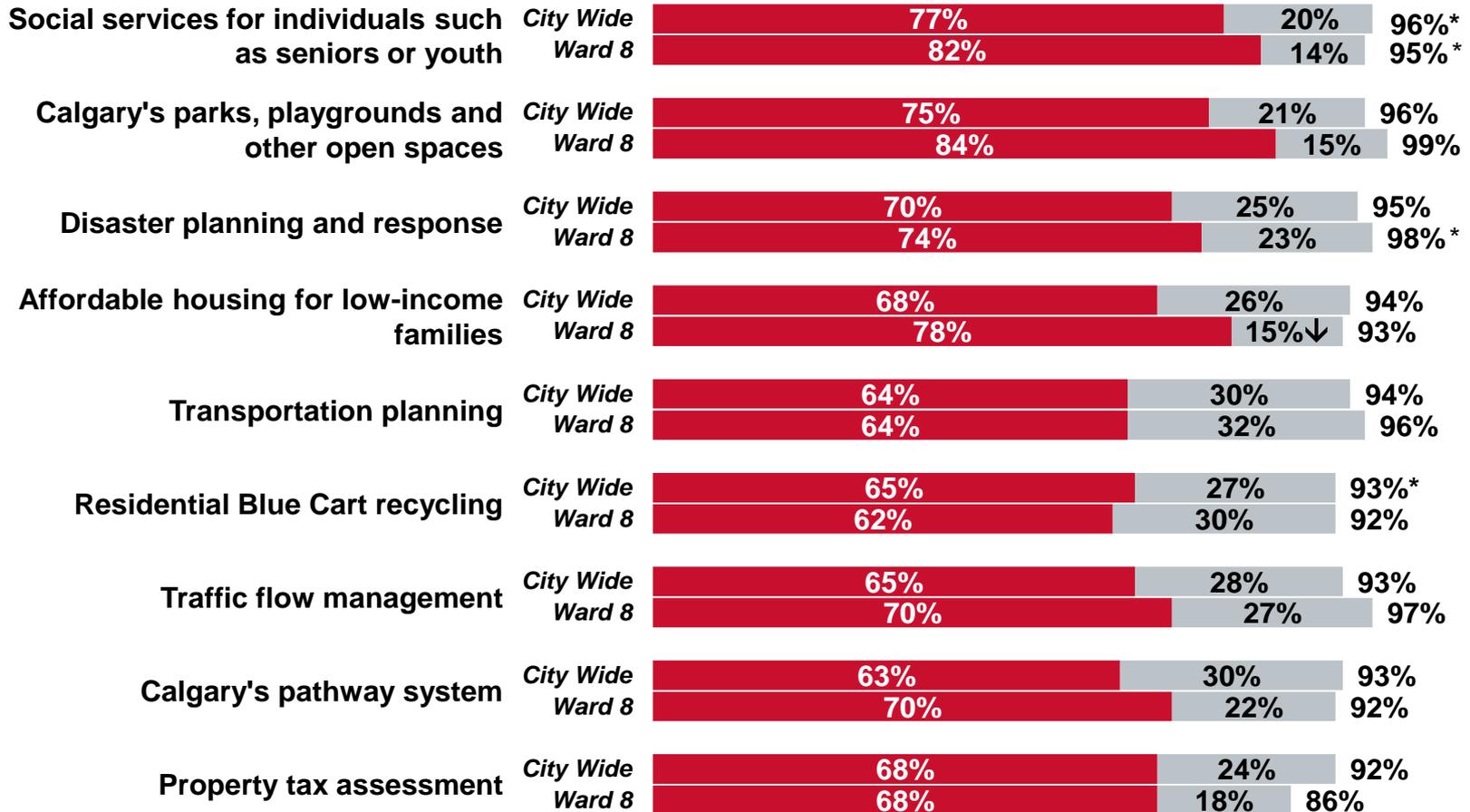
Data labels of <3% are not shown



# 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.

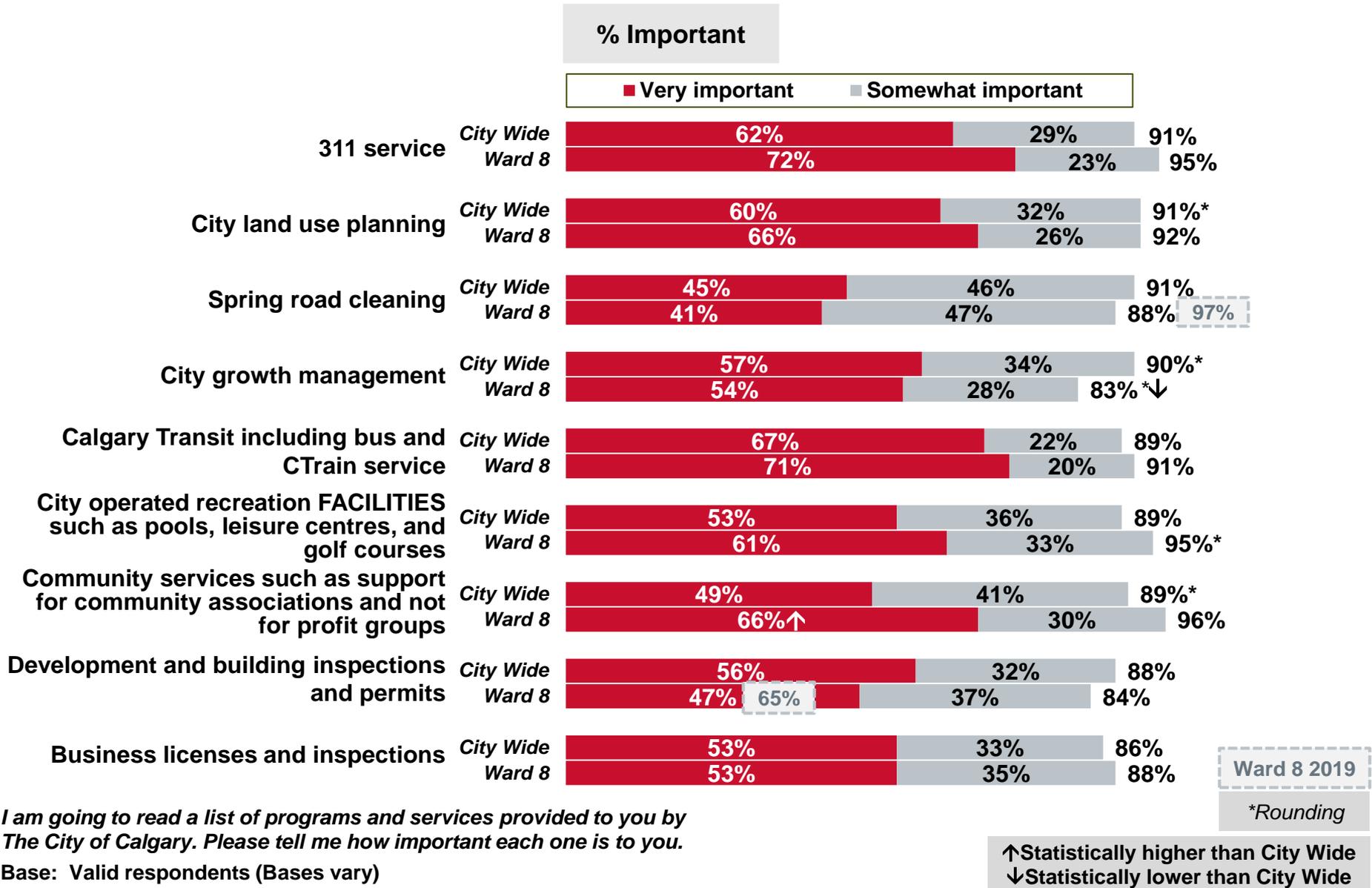
Base: Valid respondents (Bases vary)

\*Rounding

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

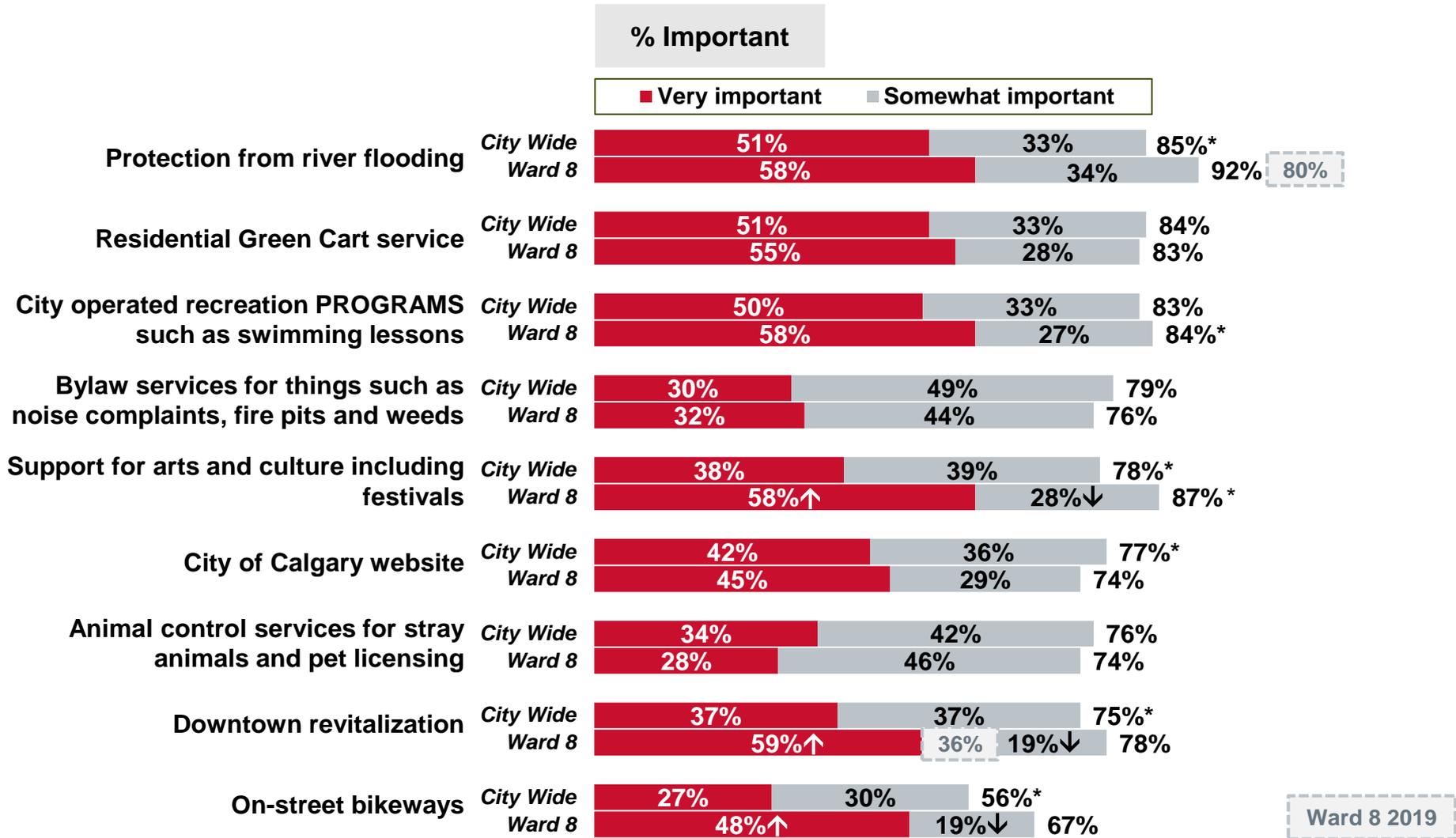


# Importance of City Programs and Services (continued)





# Importance of City Programs and Services (continued)



Ward 8 2019

\*Rounding

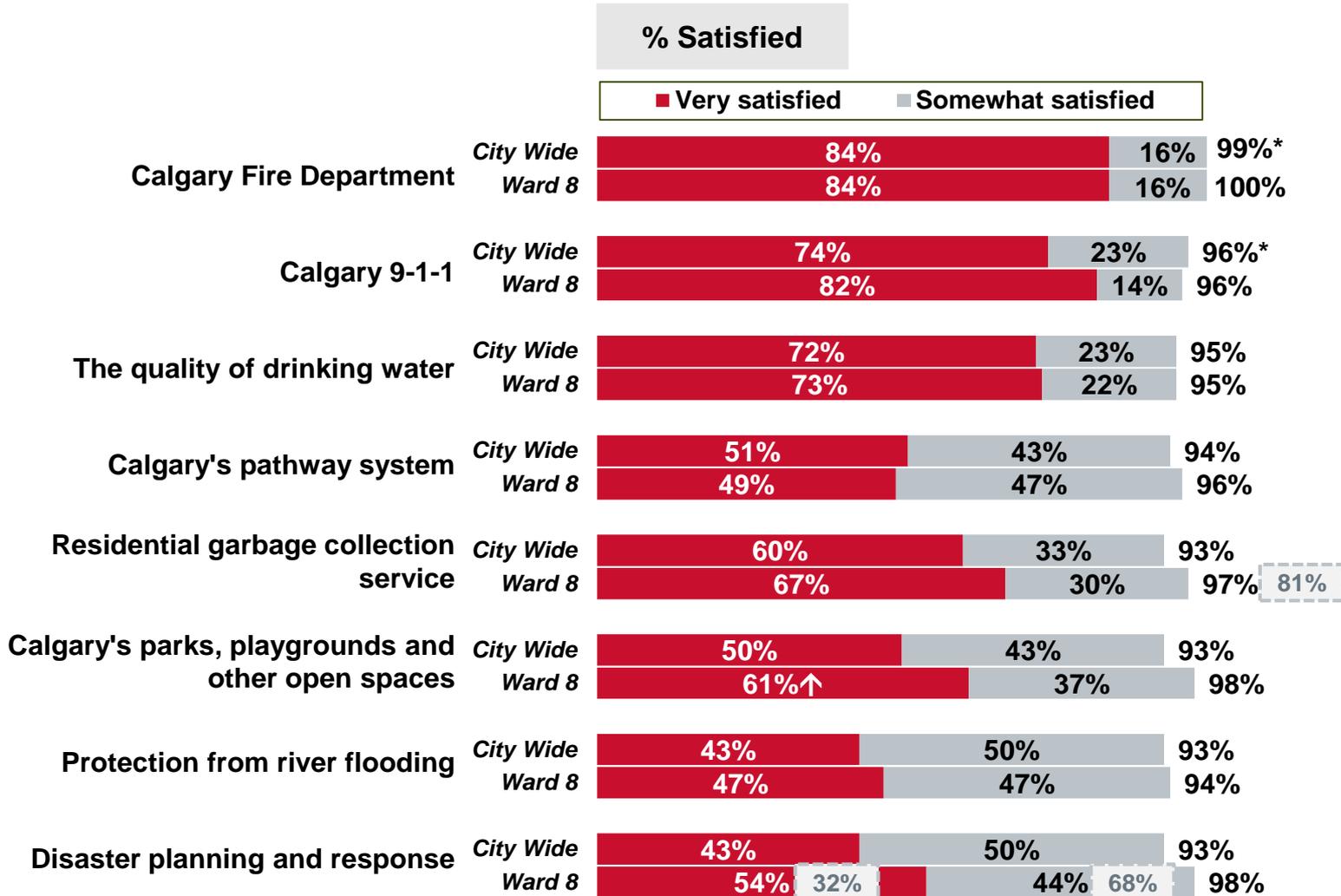
↑Statistically higher than City Wide  
↓Statistically lower than City Wide

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)



# Satisfaction with City Programs and Services



Ward 8 2019

\*Rounding

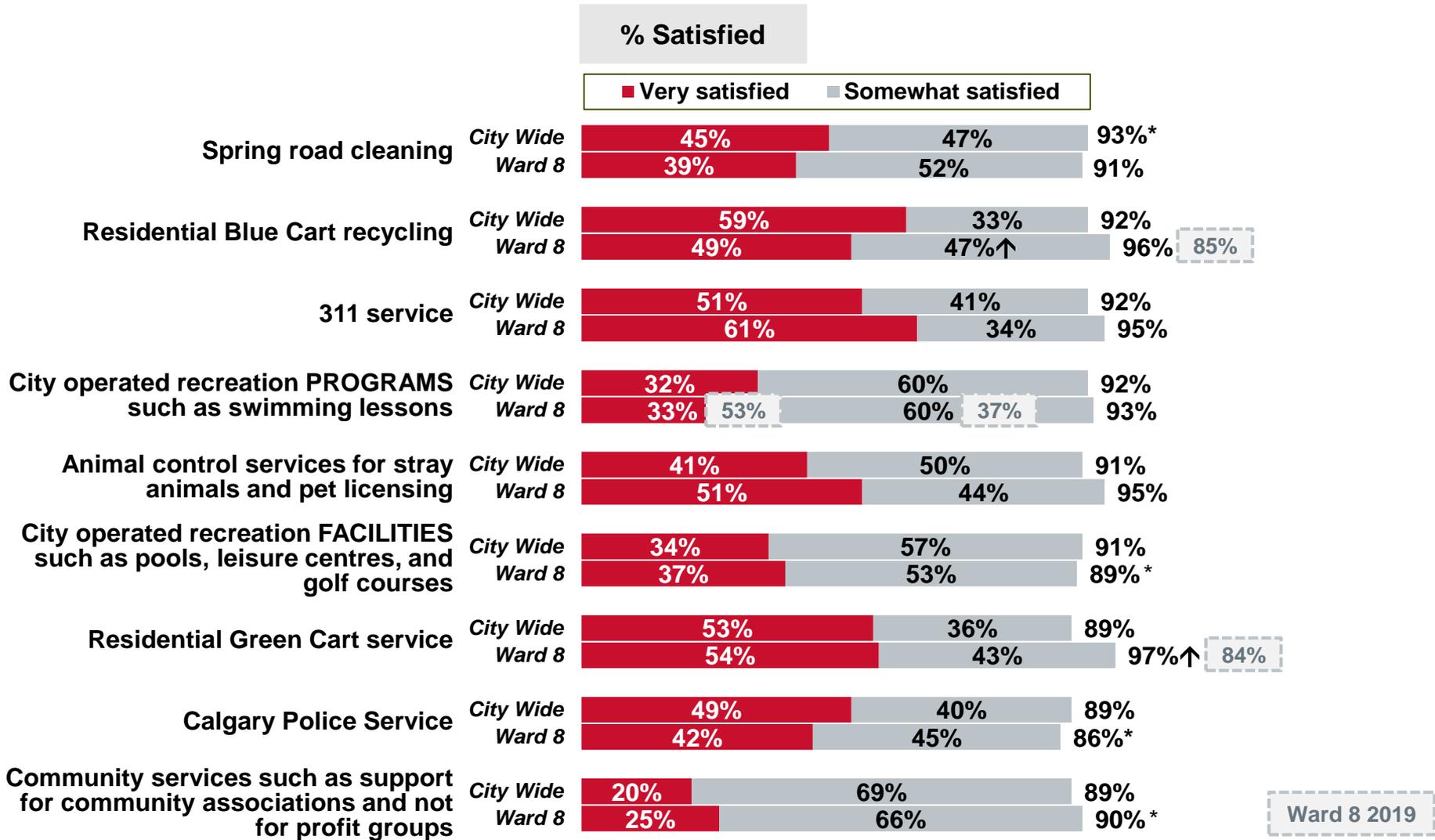
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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



# Satisfaction with City Programs and Services (continued)



Ward 8 2019

\*Rounding

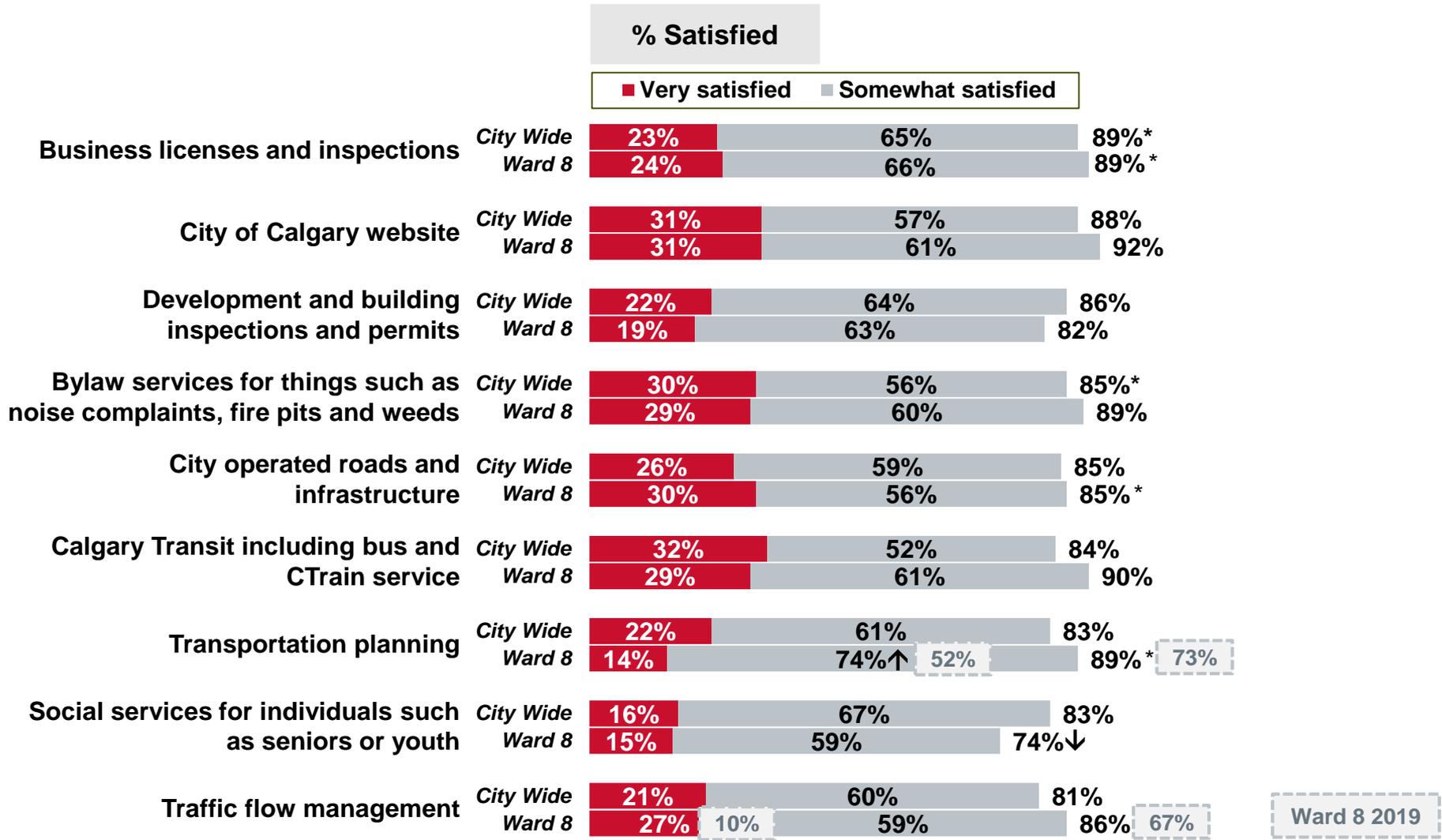
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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



# Satisfaction with City Programs and Services (continued)

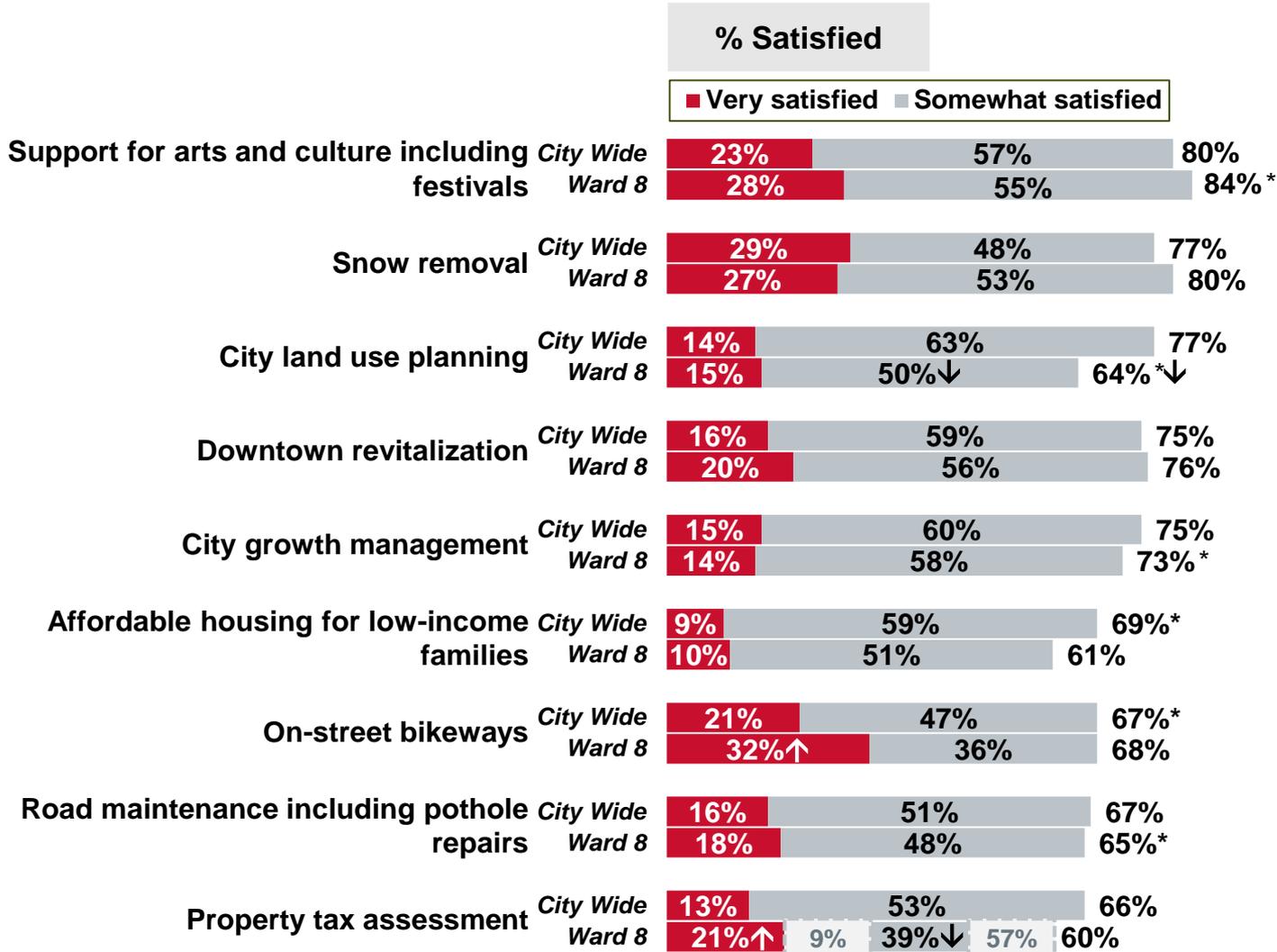


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.  
 Base: Valid respondents (Bases vary)

\*Rounding  
 ↑Statistically higher than City Wide  
 ↓Statistically lower than City Wide



# Satisfaction with City Programs and Services (continued)



Ward 8 2019

\*Rounding

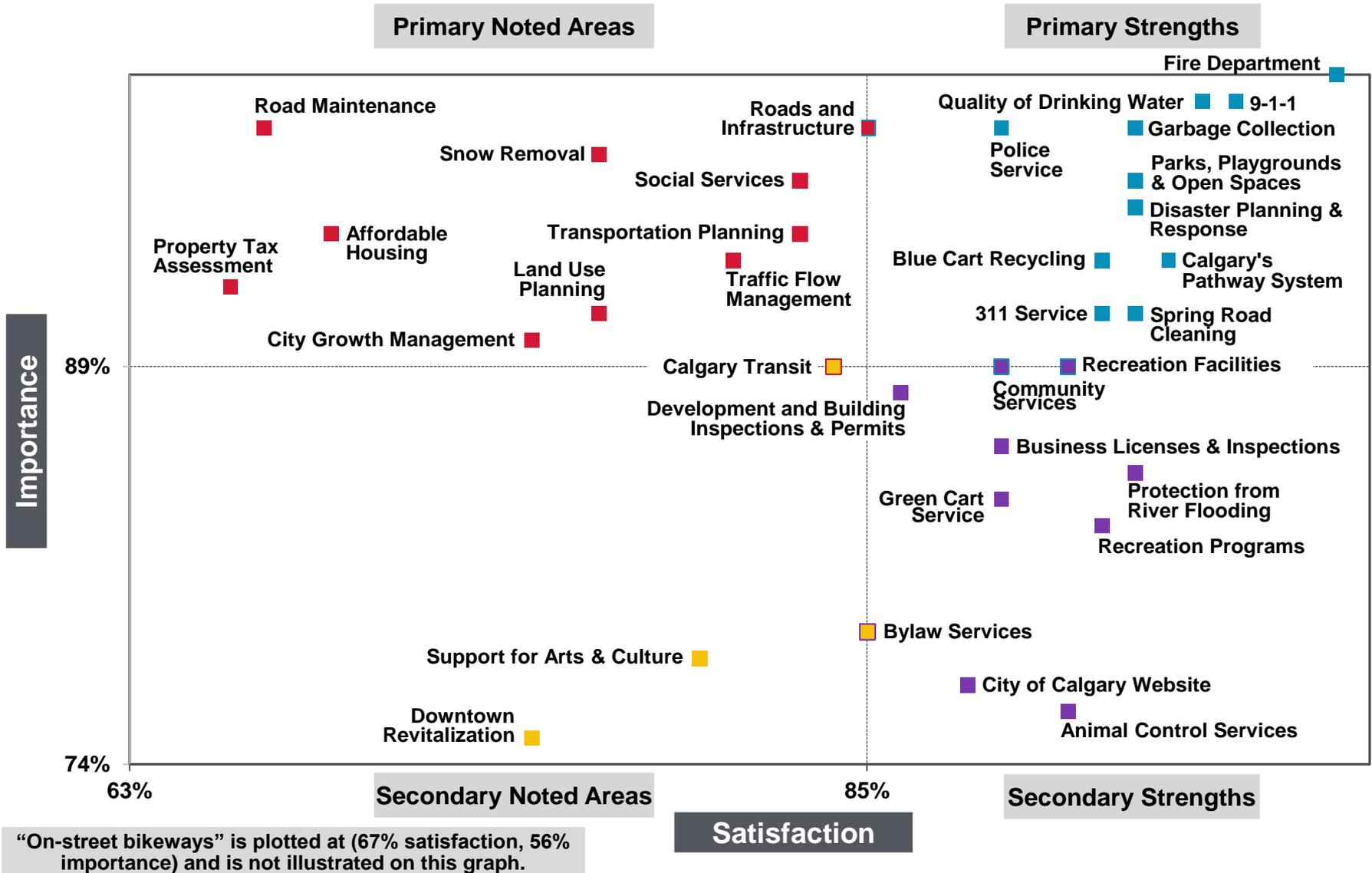
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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

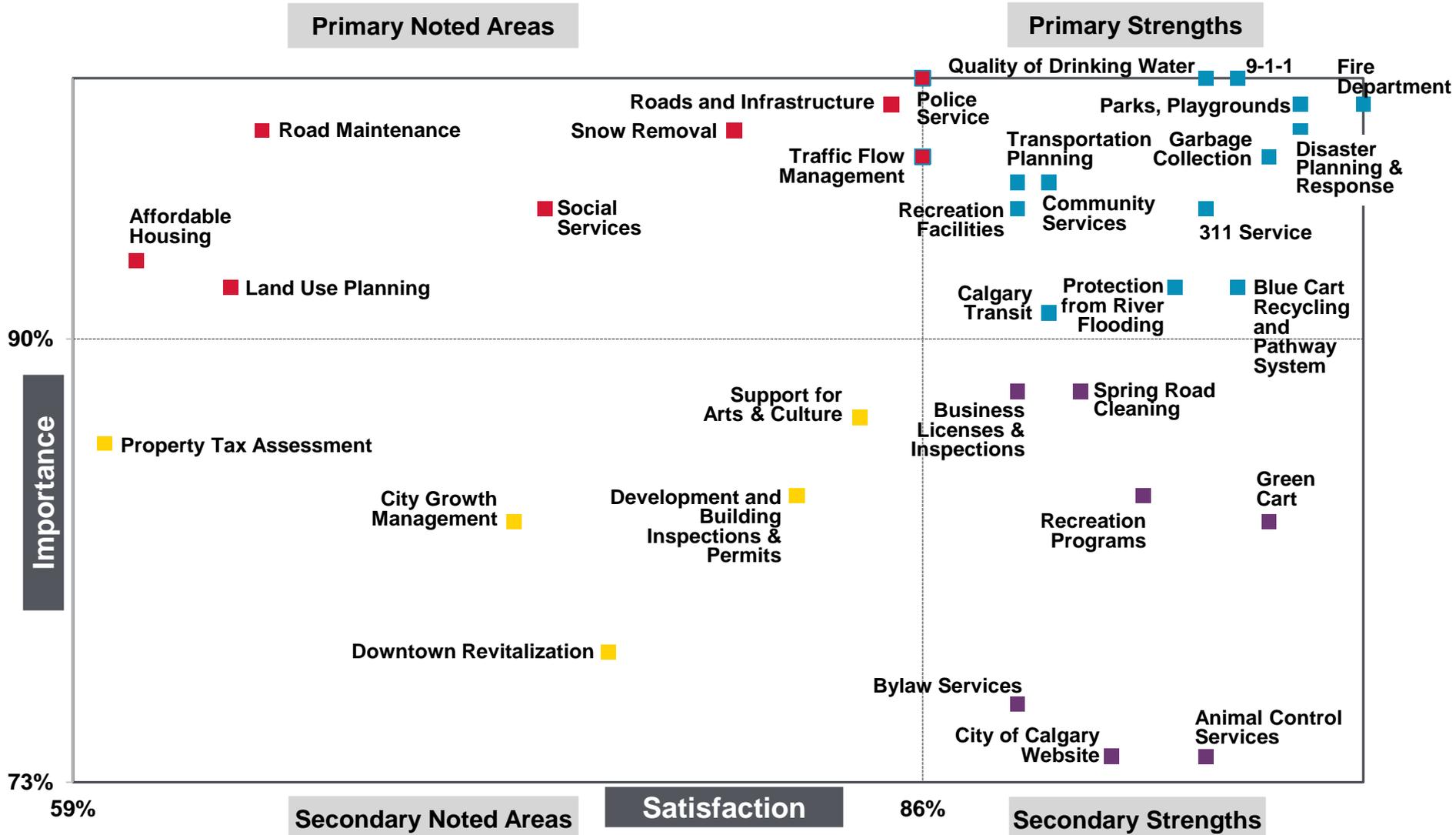


# Importance vs. Satisfaction Grid: City Wide





# Importance vs. Satisfaction Grid: Ward 8



“On-street bikeways” (68% satisfaction, 67% importance) is not illustrated on this graph.



# Primary Strengths and Noted Areas: City Wide versus Ward 8

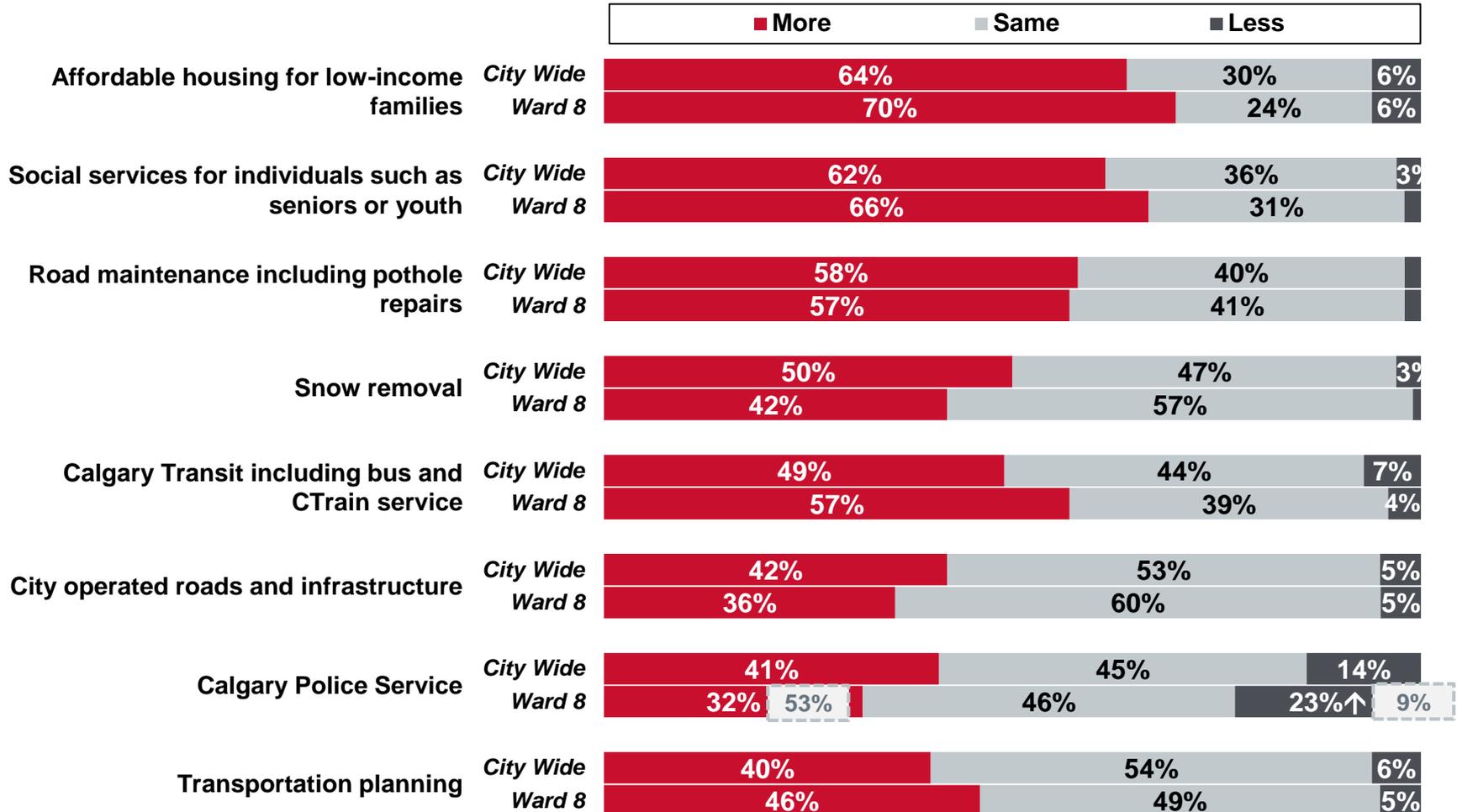
Please note: Only items that are primary strengths or primary noted areas either City Wide or for the Ward are shown in the table.

<b>Primary Strength</b>
<b>Primary Noted Areas</b>
<b>Neither (in another quadrant)</b>
<i>Striped boxes indicate the service sits on the border between quadrants</i>

	City Wide	Ward 8
Fire Department	Blue	Blue
9-1-1	Blue	Blue
Quality of Drinking Water	Blue	Blue
Residential Garbage Collection	Blue	Blue
Parks, Playgrounds and Open Spaces	Blue	Blue
Disaster Planning and Response	Blue	Blue
Calgary's Pathway System	Blue	Blue
Police Service	Blue	Red/Blue Diagonal Stripes
Blue Cart Recycling	Blue	Blue
Spring Road Cleaning	Blue	White
311 Service	Blue	Blue
Community Services	Blue/White Diagonal Stripes	Blue
Recreation Facilities	Blue/White Diagonal Stripes	Blue
Roads and Infrastructure	Red/Blue Diagonal Stripes	Red
Road Maintenance	Red	Red
Affordable Housing	Red	Red
Property Tax Assessment	Red	White
City Growth Management	Red	White
Snow Removal	Red	Red
Land Use Planning	Red	Red
Traffic Flow Management	Red	Red/Blue Diagonal Stripes
Transportation Planning	Red	Blue
Social Services	Red	Red
Calgary Transit	Red/White Diagonal Stripes	Blue



# Investment in City Programs and Services



Ward 8 2019

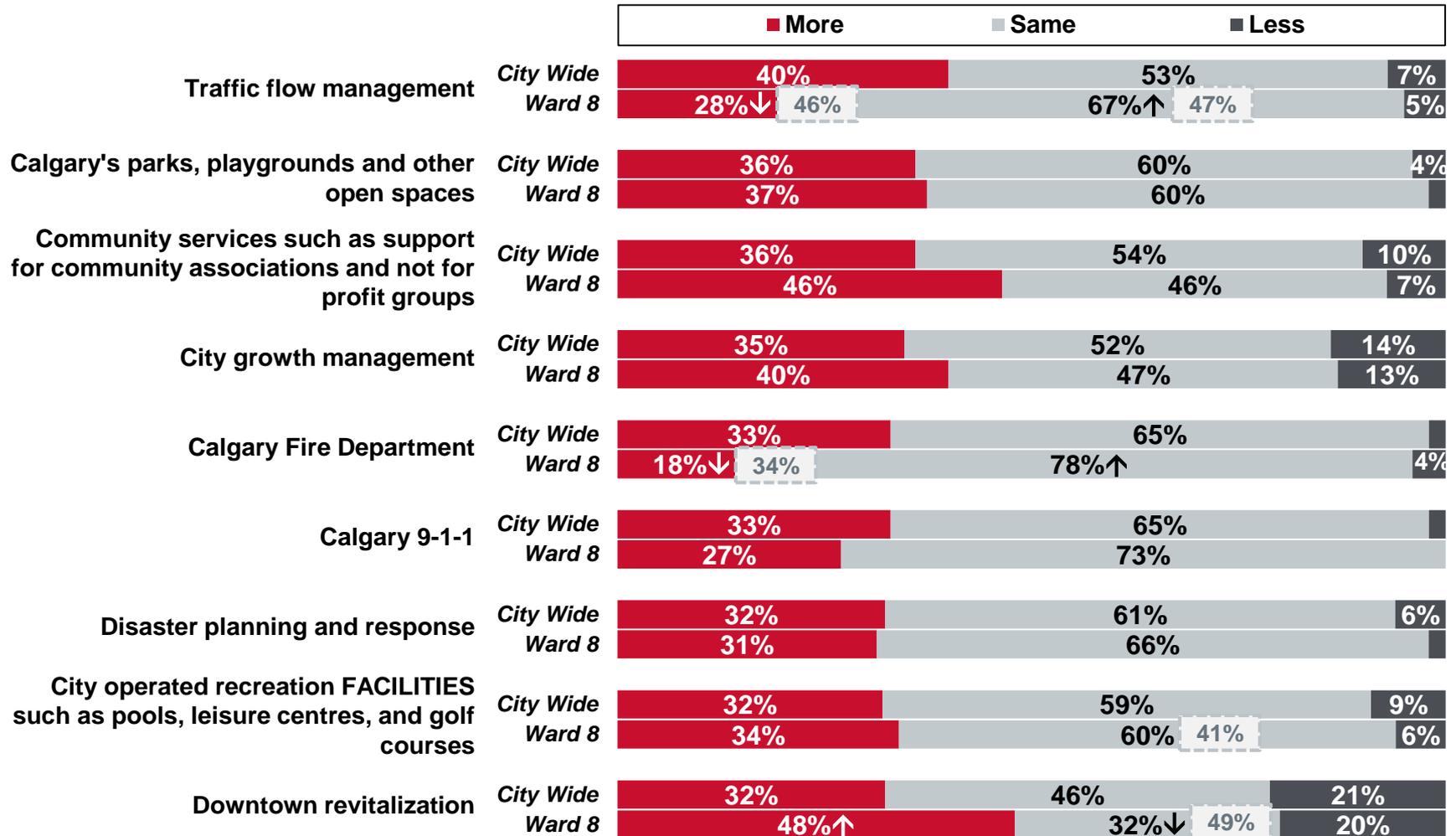
*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.*

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)

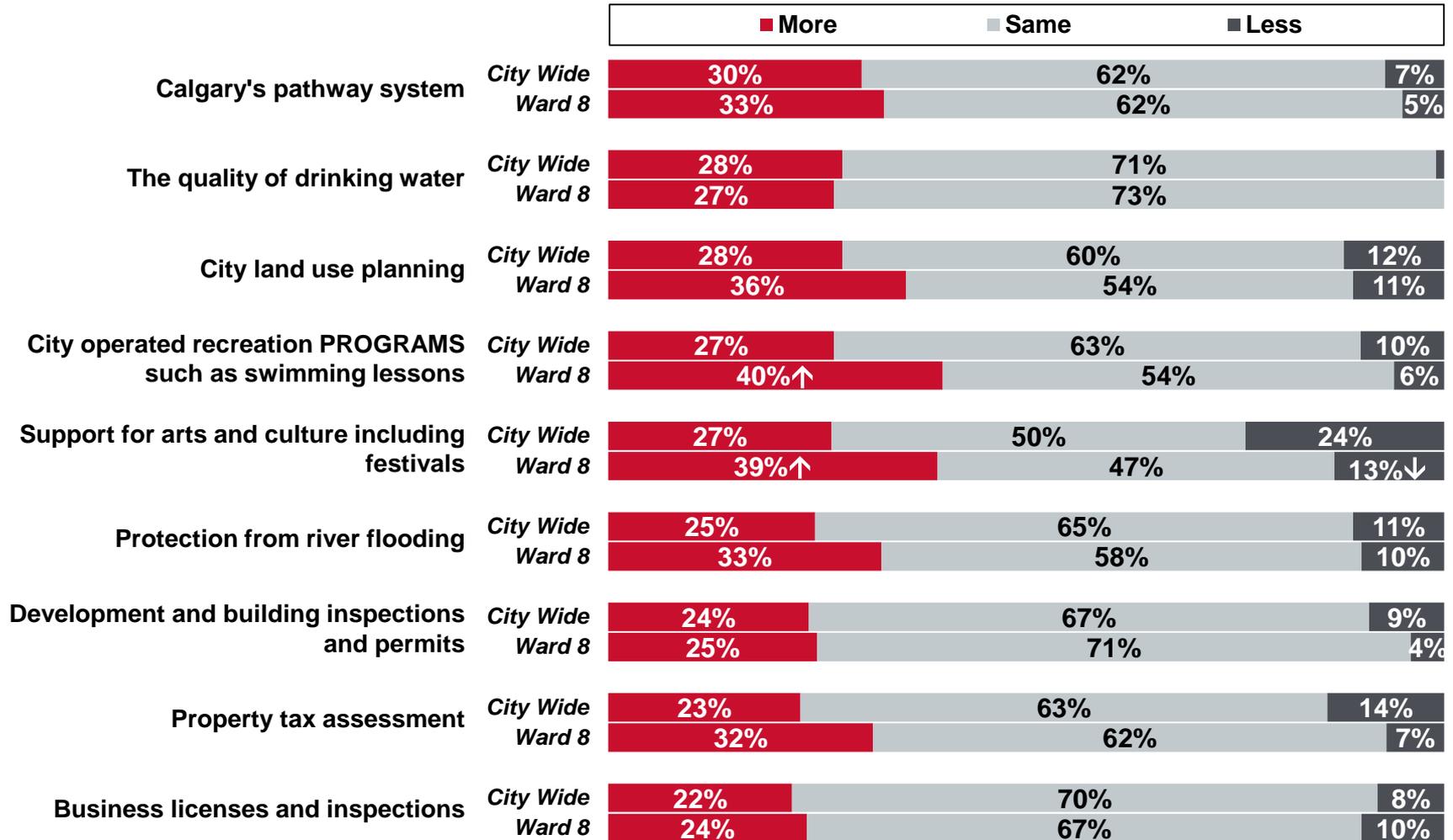
Data labels of <3% are not shown

Ward 8 2019

↑ 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)

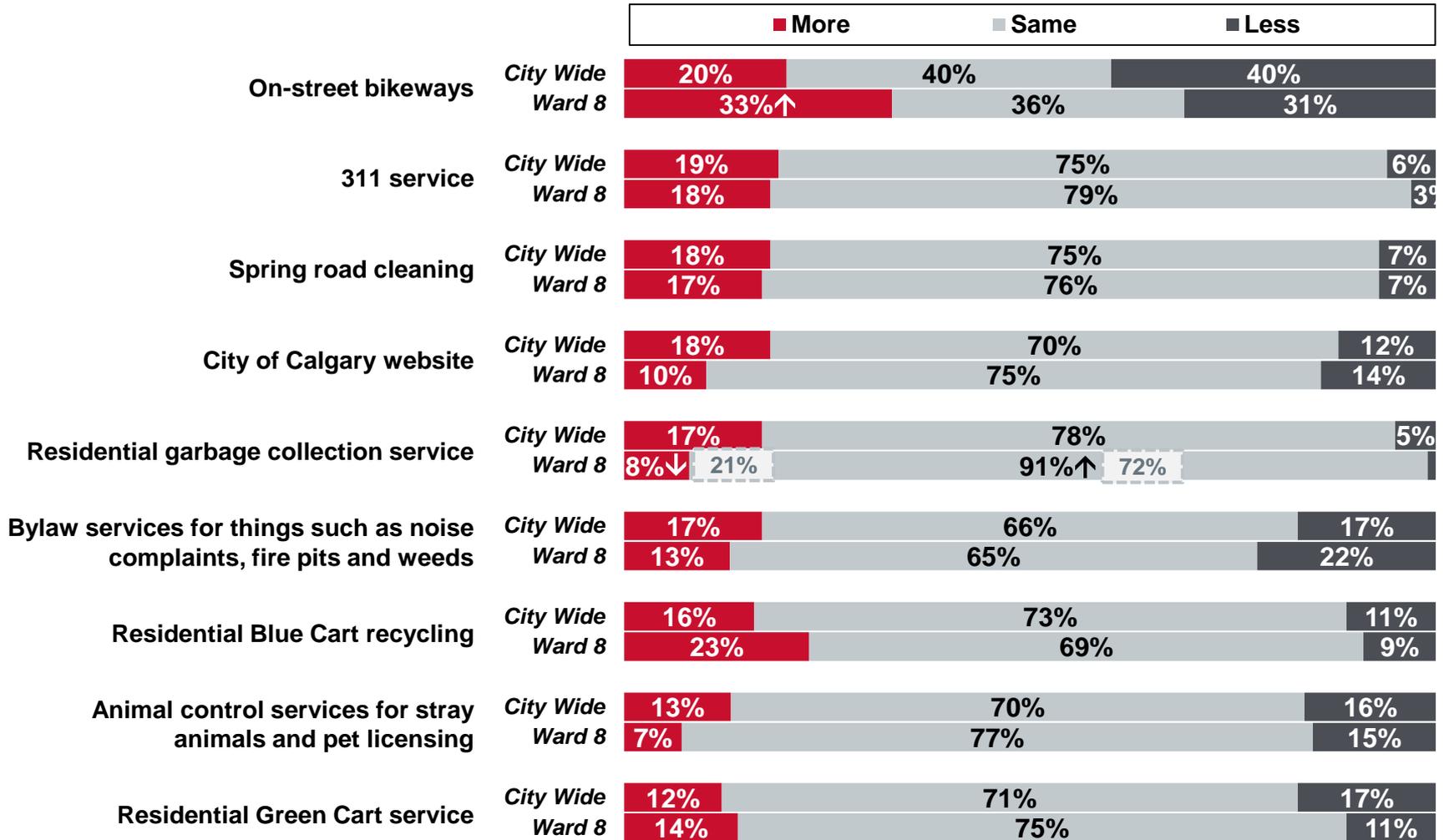
Data labels of <3% are not shown

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



# 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 8 2019

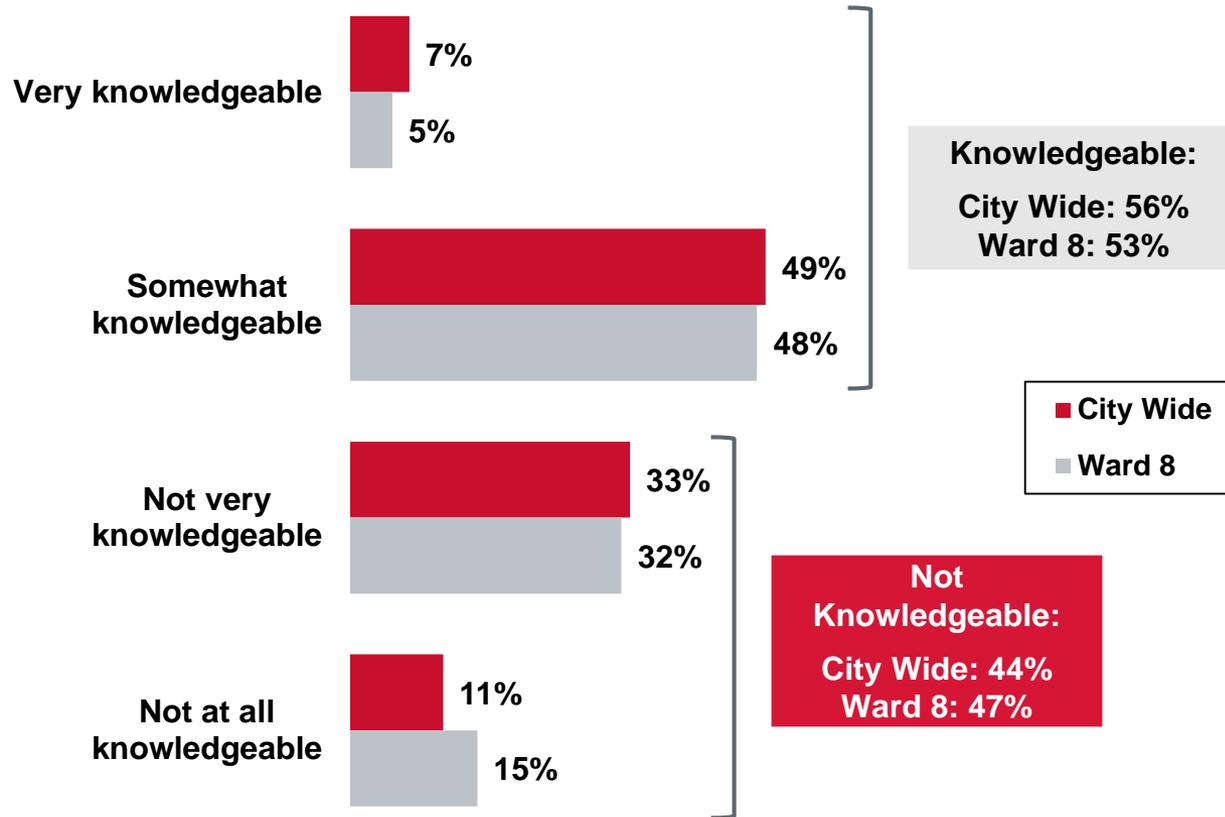


# Taxation





# Knowledge Levels of Tax Dollar Spending

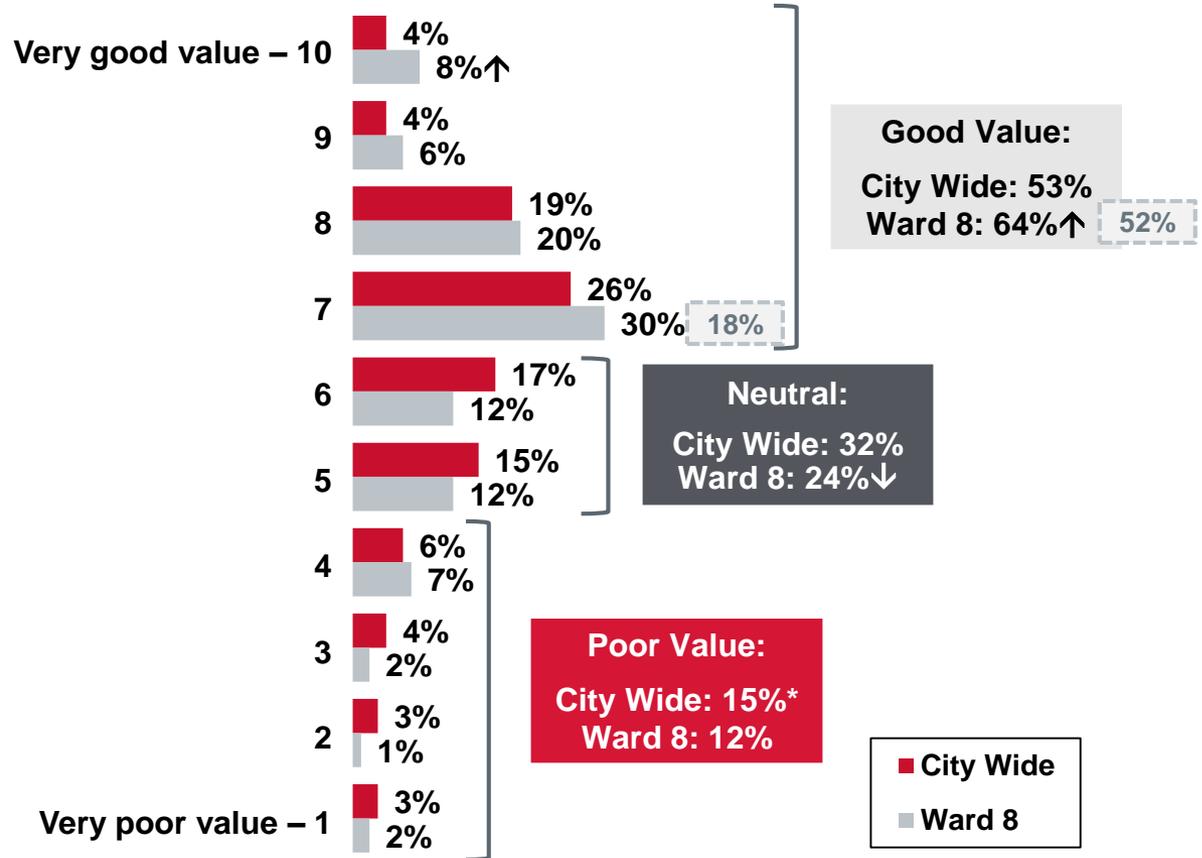


*Thinking about how The City of Calgary government is run, and what services it provides, would you say you are very, somewhat, not very, or not at all knowledgeable about how City tax dollars are spent?*

Base: Valid respondents (City Wide: n=2,484 / Ward 8: n=180)



# 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=2,453 / Ward 8: n=174)

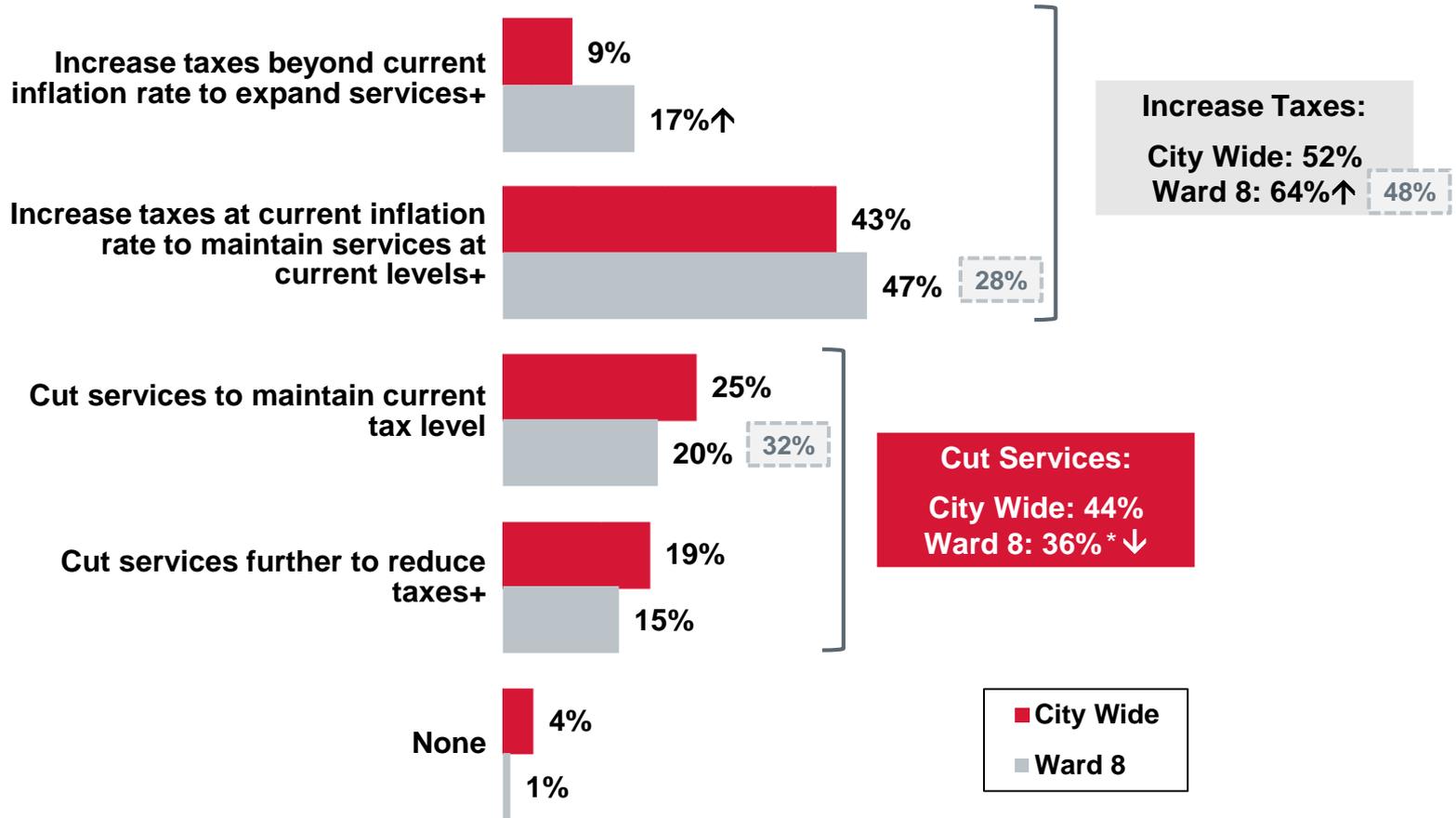
Ward 8 2019

\*Rounding

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



# 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=2,464 / Ward 8: n=180) | +Slight wording changes in Fall 2020

Ward 8 2019  
 \*Rounding

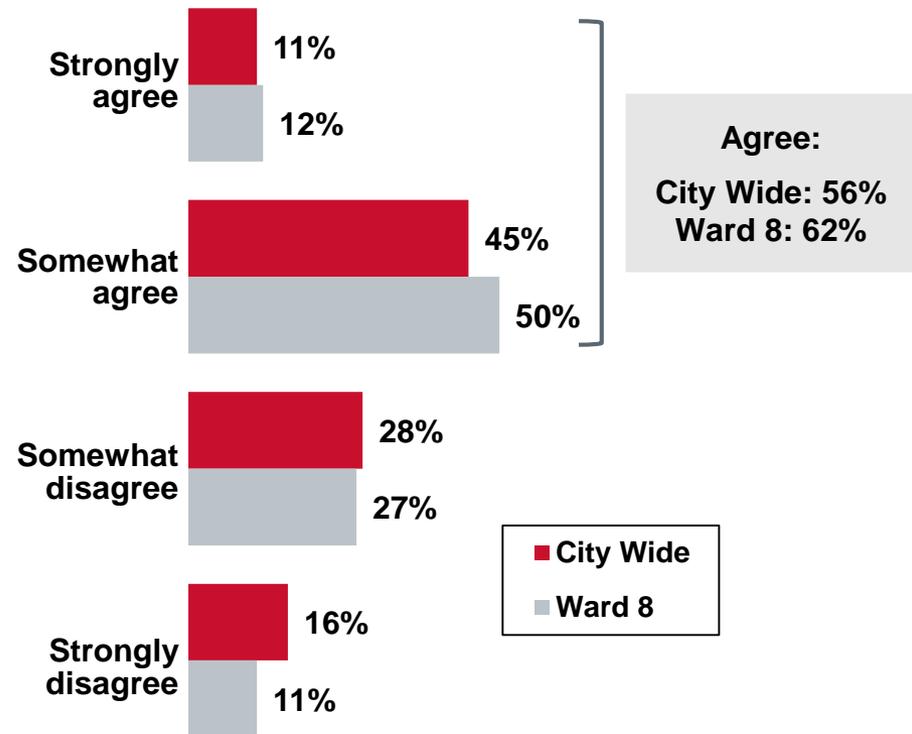
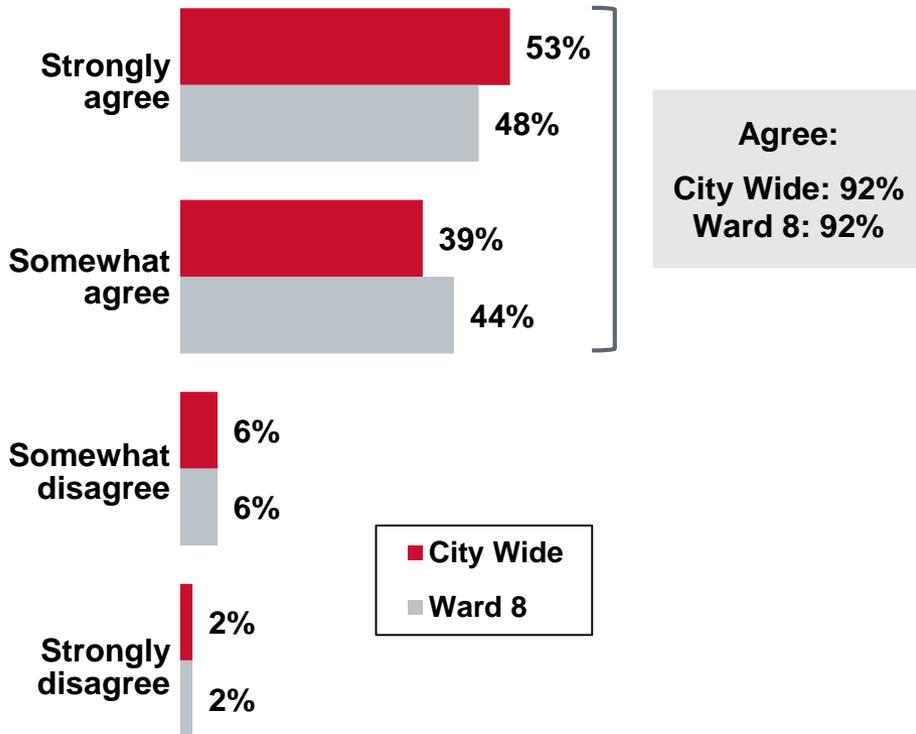
↑Statistically higher than City Wide  
 ↓Statistically lower than City Wide



# 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*



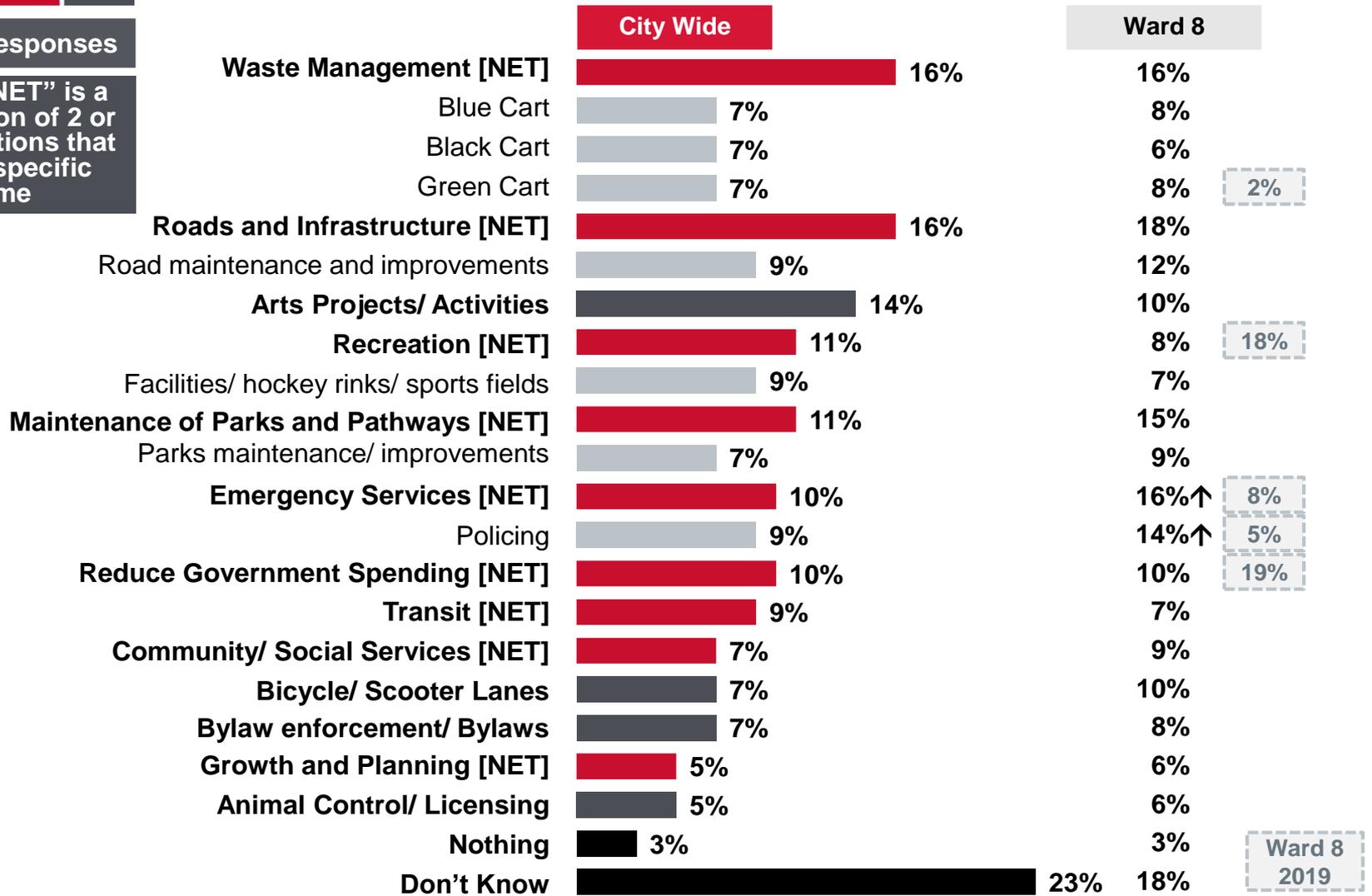
Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
 Base: Valid respondents (City Wide: n=2,481 / Ward 8: n=181)      Base: Valid respondents (City Wide: n=2,453 / Ward 8: n=178)



# Proposed Service Reductions

Multiple Responses

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



Of all the services you know of that are provided by The City of Calgary, name up to three services that you would propose to have a service reduction in order to save costs.

Base: Valid respondents (City Wide: n=2,500 / Ward 8: n=181)

Mentions of <5% are not shown

↑ Statistically higher than City Wide

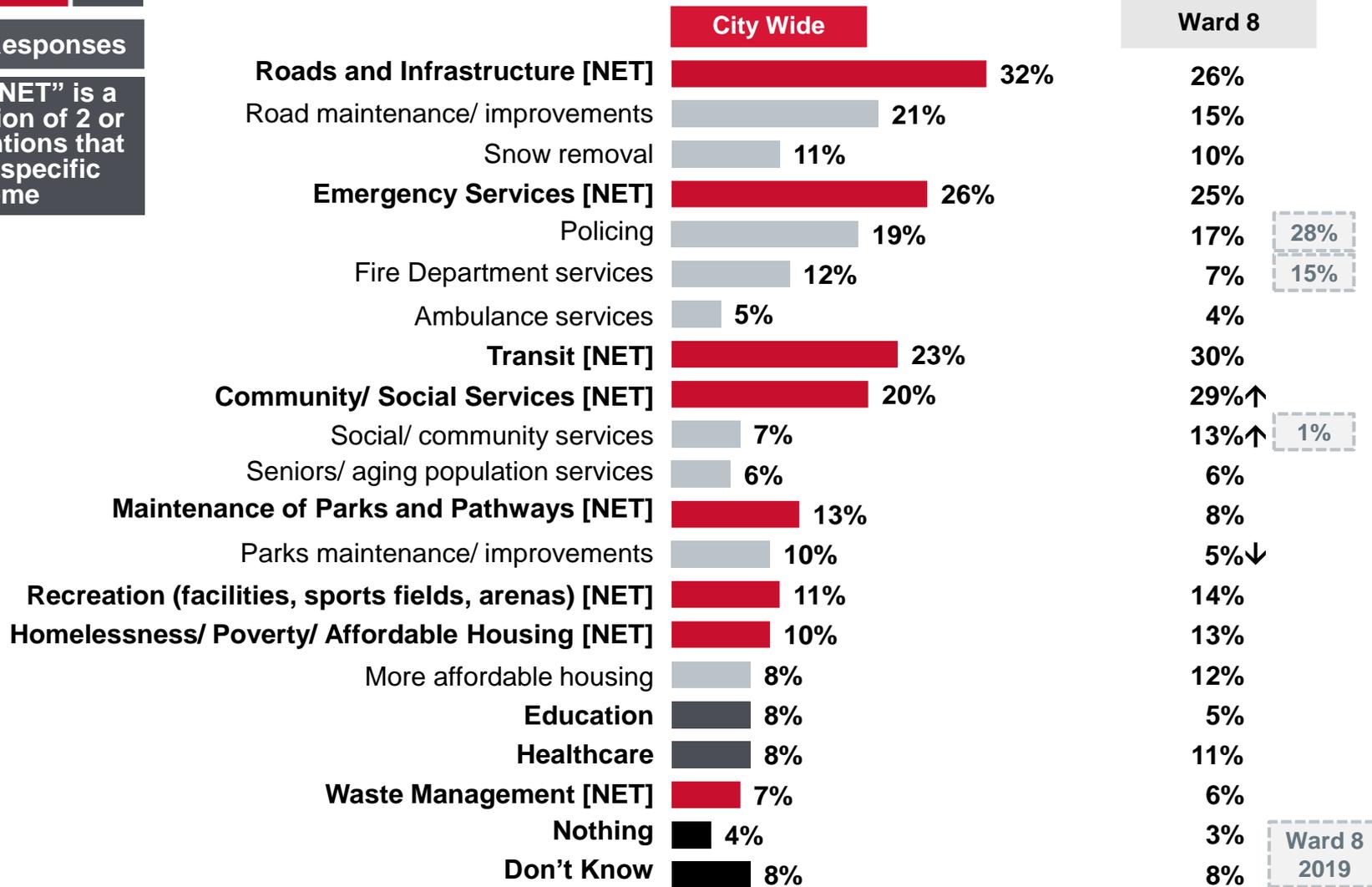
↓ Statistically lower than City Wide



# Proposed Service Increases

Multiple Responses

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



Mentions of <5% are not shown

↑Statistically higher than City Wide

↓Statistically lower than City Wide

Again, considering all the services that you know The City of Calgary provides, name up to three services that you would propose to spend more on to receive an increase in service.

Base: Valid respondents (City Wide: n=2,500 / Ward 8: n=181)

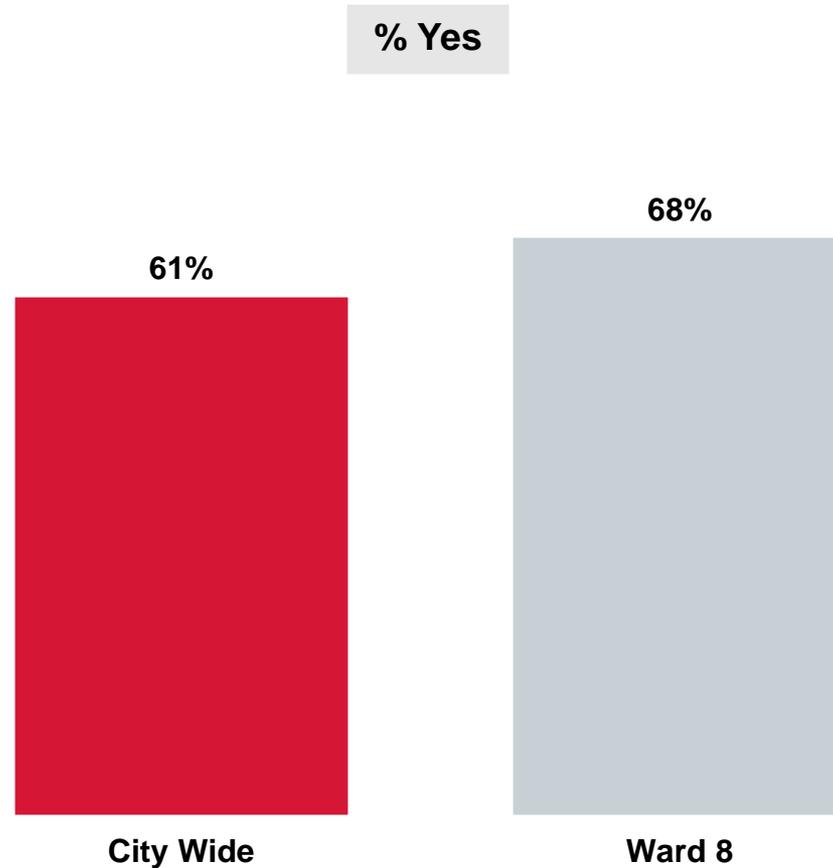


## Contact with The City and Customer Service





# Past 12 Months Contact with The City of Calgary

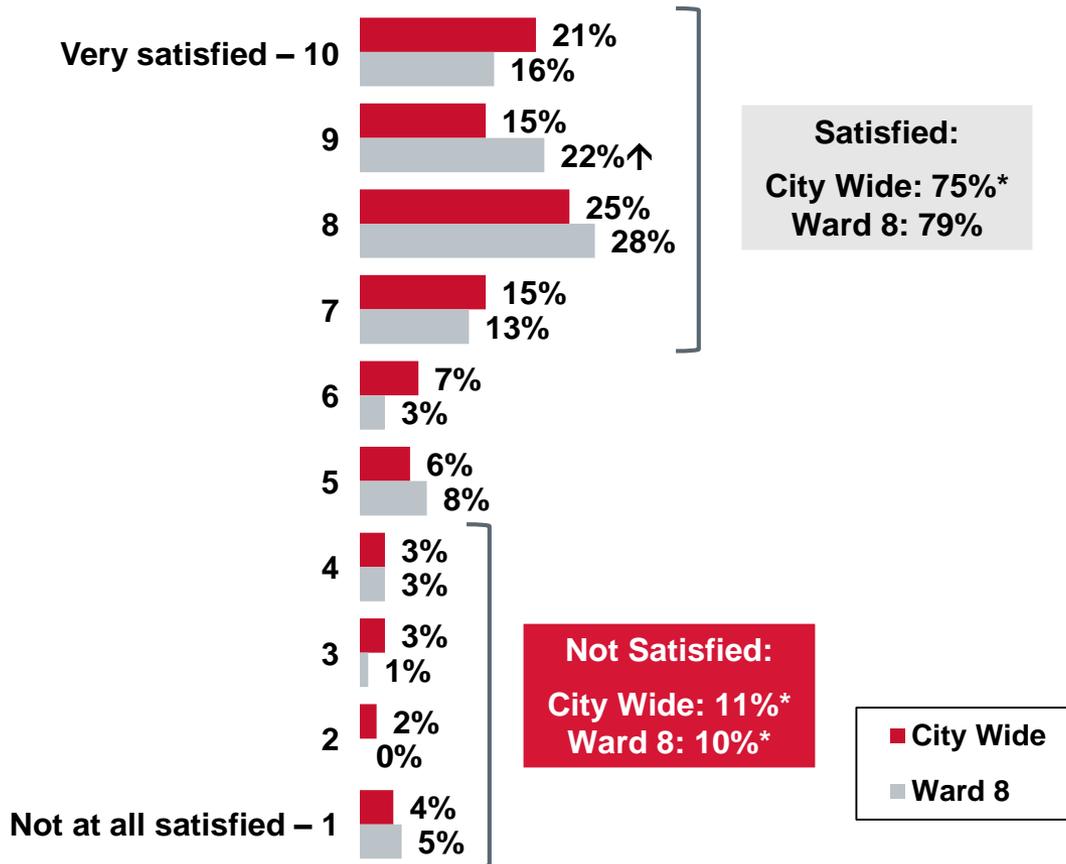


*Have you contacted The City of Calgary or dealt with The City or one of its employees in the last twelve months?*

Base: Valid respondents (City Wide: n=2,479 / Ward 8: n=179)



# Satisfaction with the Overall Level and Quality of Customer Service



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

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,535 / Ward 8: n=125)

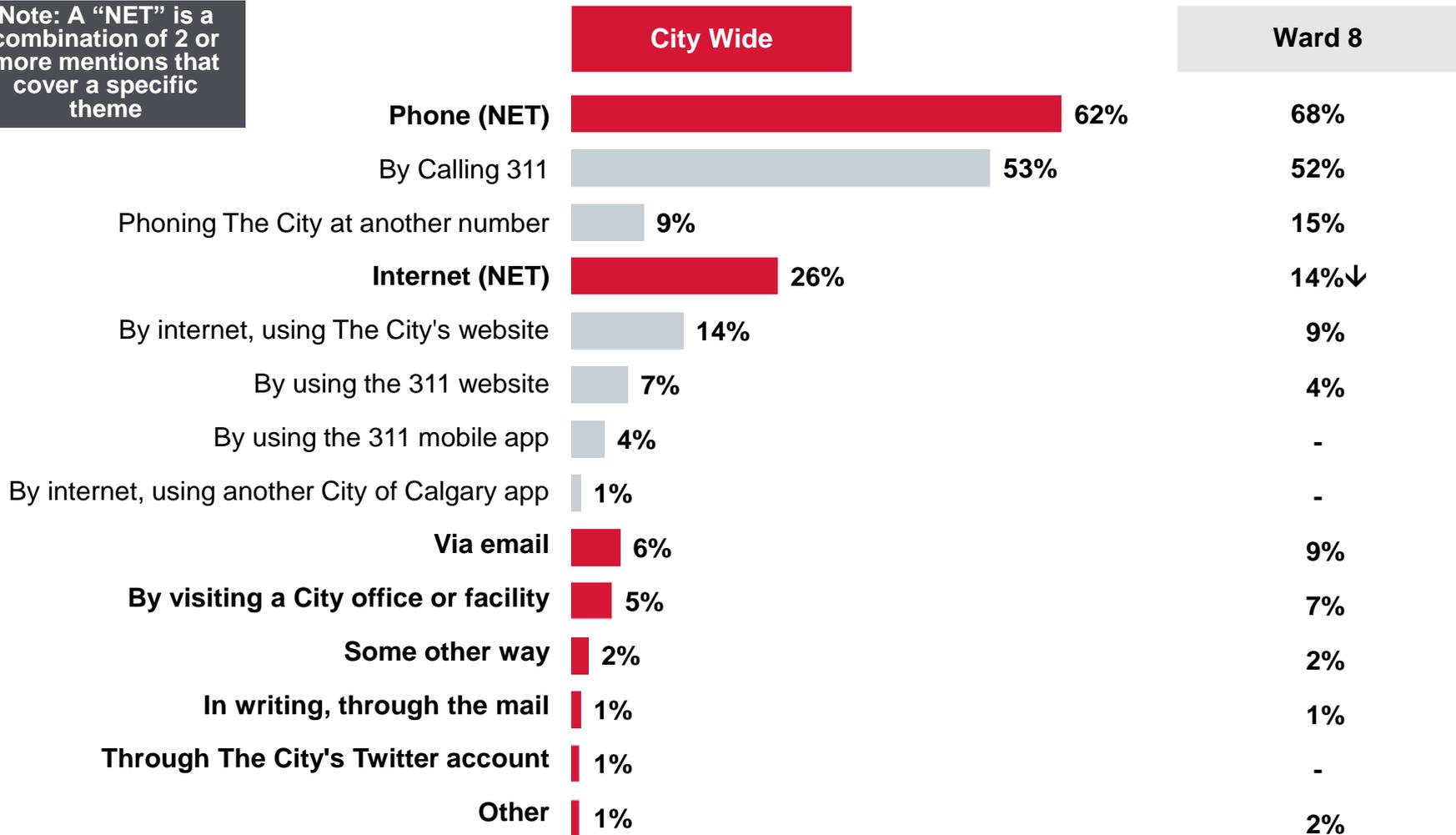
\*Rounding

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



# Type of Contact

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



Thinking of the most recent time you contacted The City, was it... ?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,111 / Ward 8: n=91)

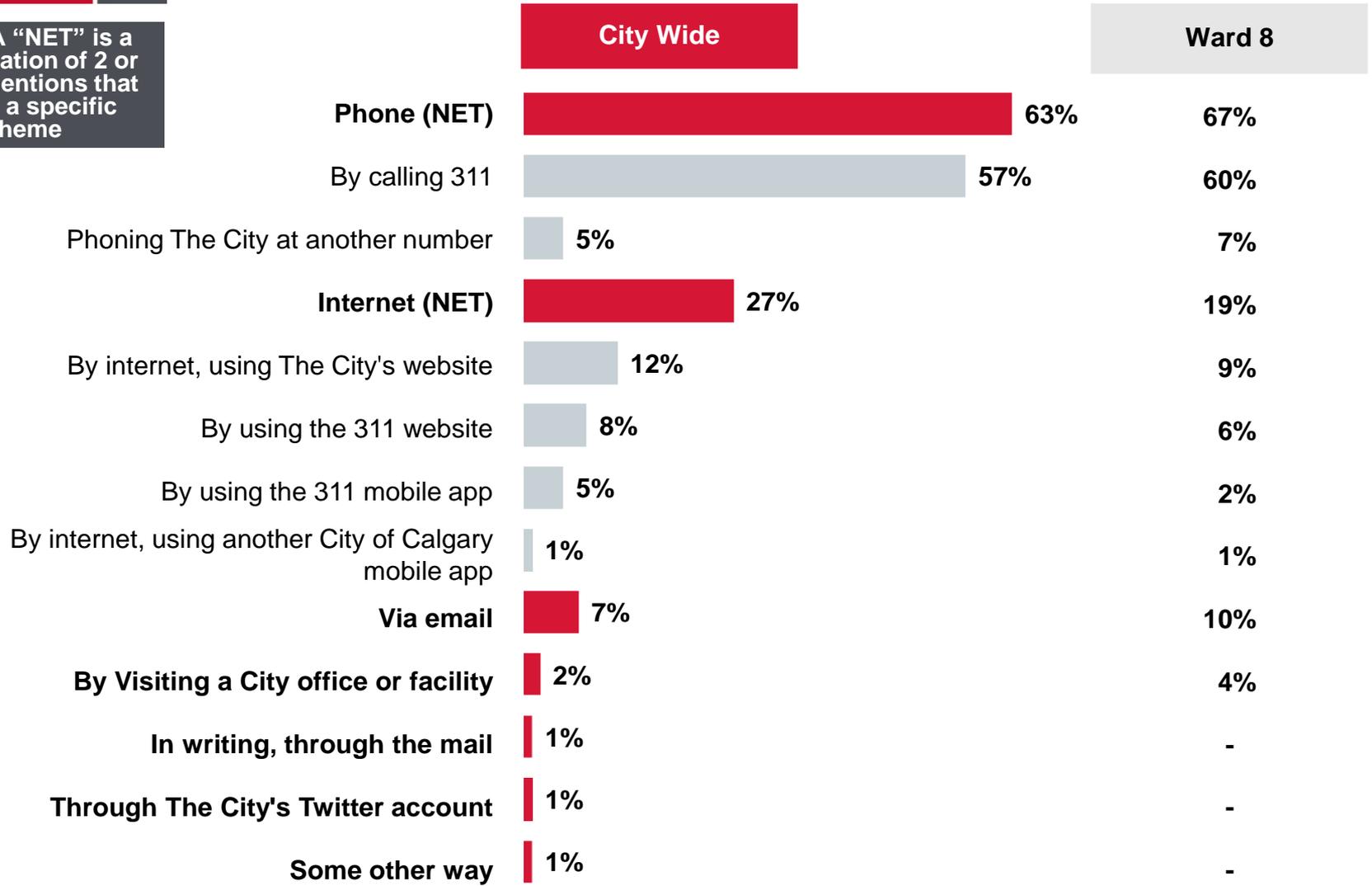
Mentions of <1% are not shown

↑ 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



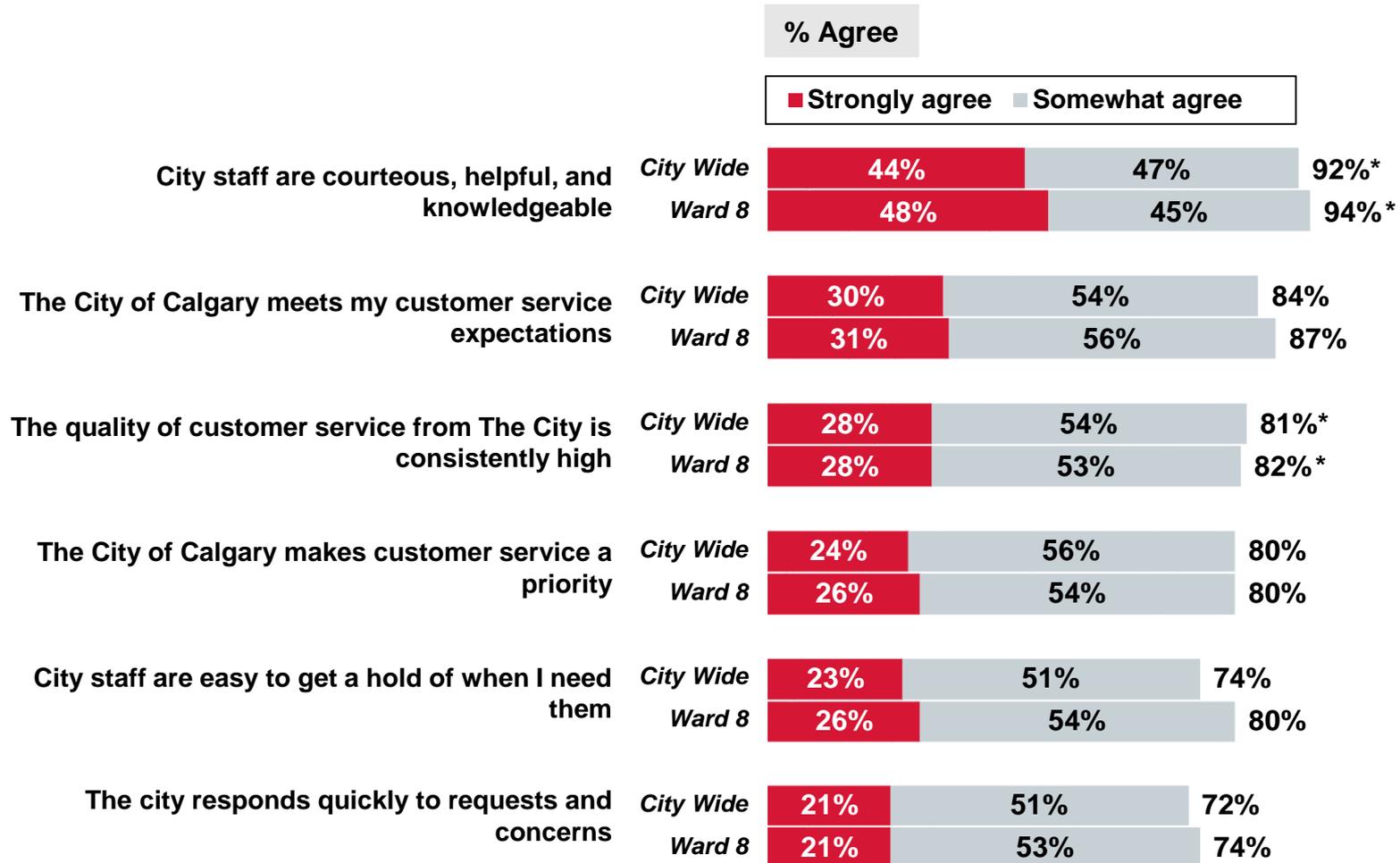
What is your preferred way of contacting The City?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,111 / Ward 8: n=91)

Mentions of <1% are not shown



# 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)

\*Rounding

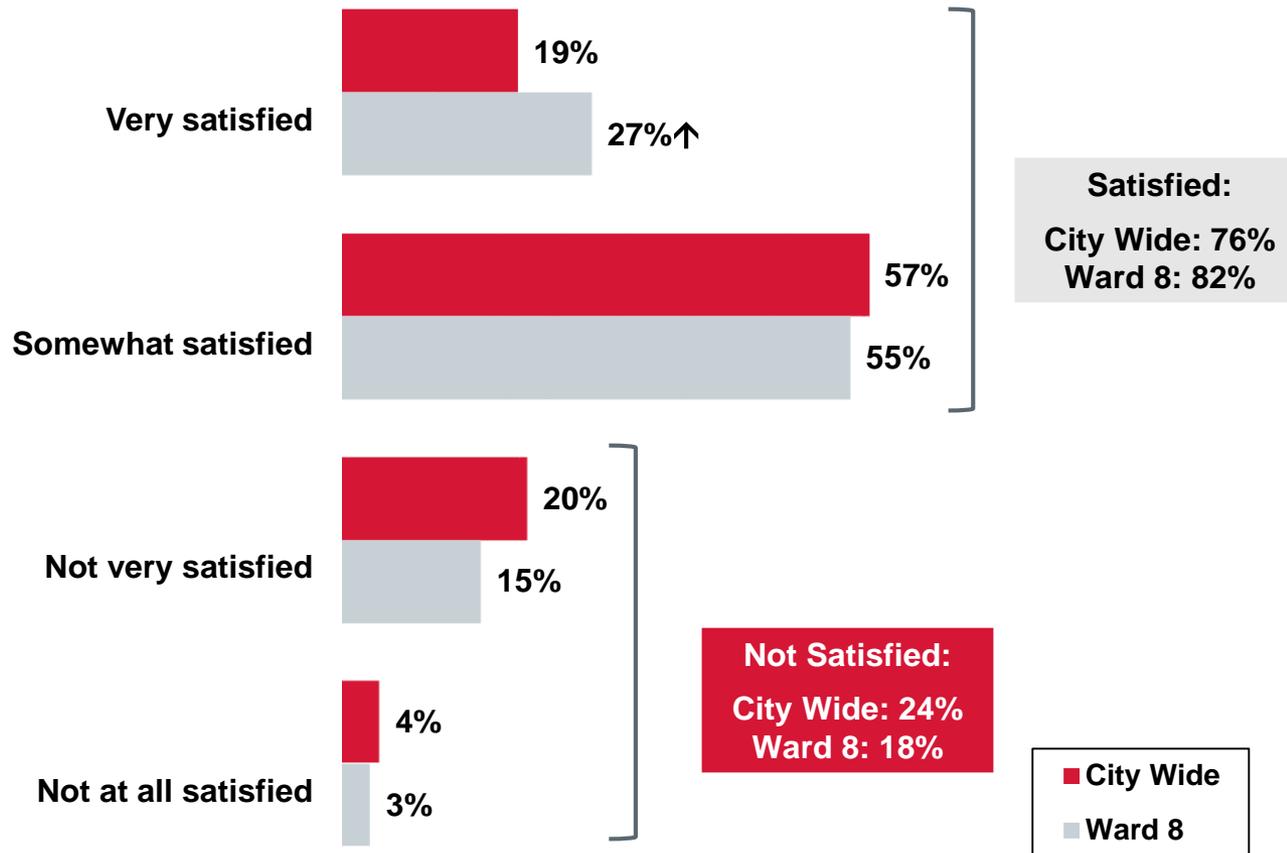


## City Communications





# Satisfaction with the Overall Quality of City Information and Communications



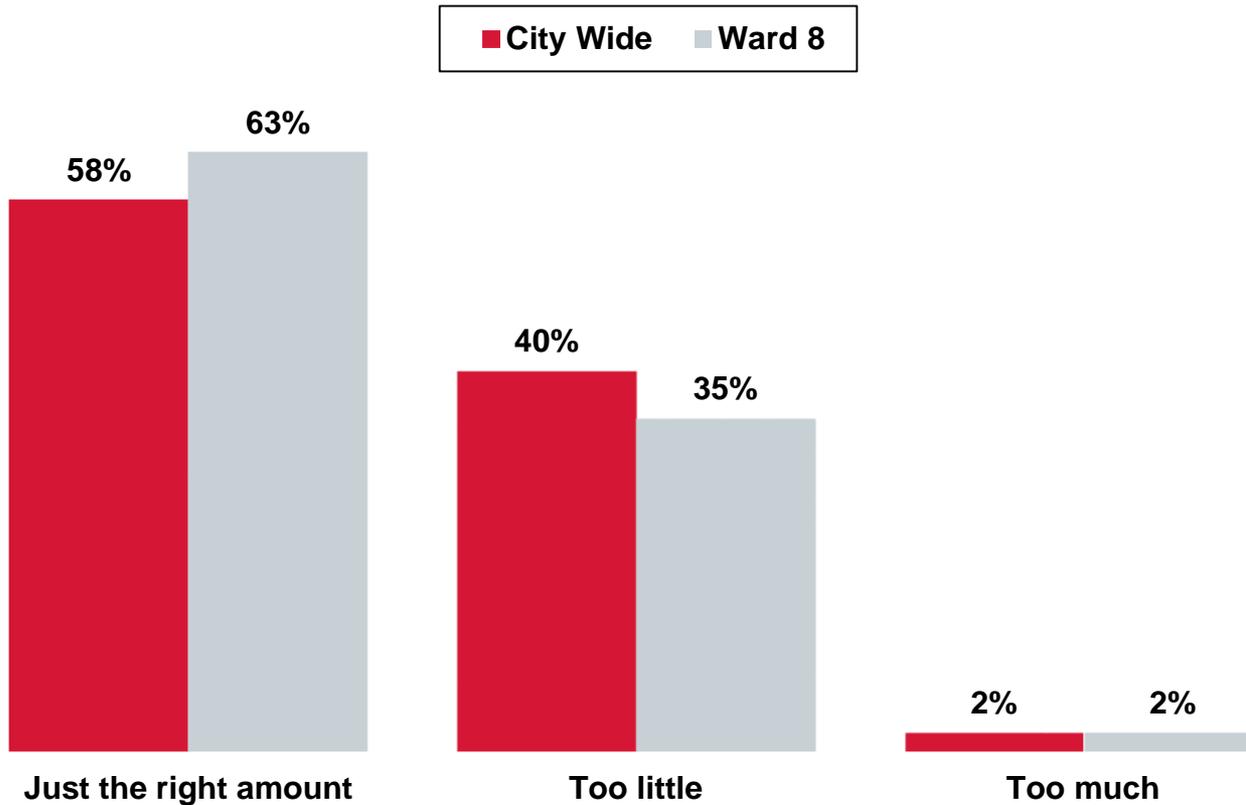
And how satisfied are you with the overall quality of City information and communications?

Base: Valid respondents (City Wide: n=2,493 / Ward 8: n=180)

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



# Amount of Accessible Information

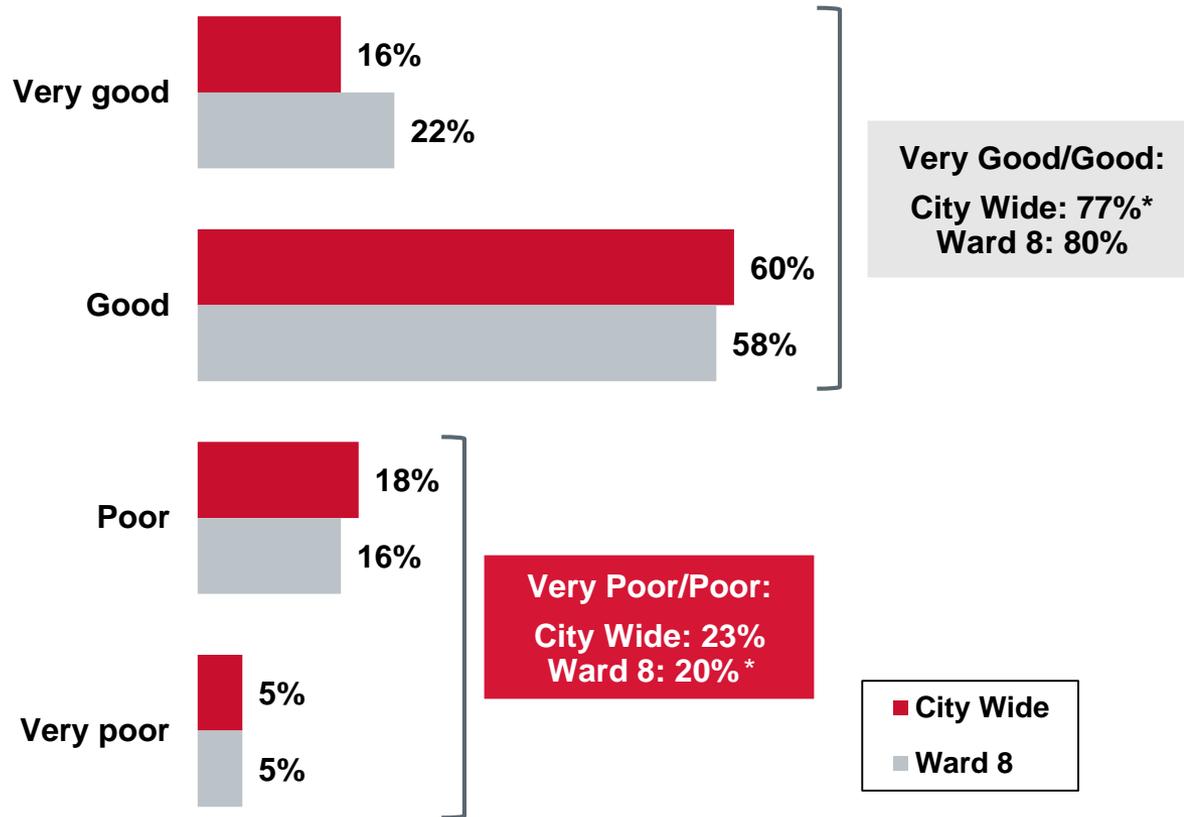


*In your opinion, do you currently have access to too much, too little, or just the right amount of information from The City?*

Base: Valid respondents (City Wide: n=2,479 / Ward 8: n=179)



# Overall Communications from 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=2,484 / Ward 8: n=180)

\*Rounding

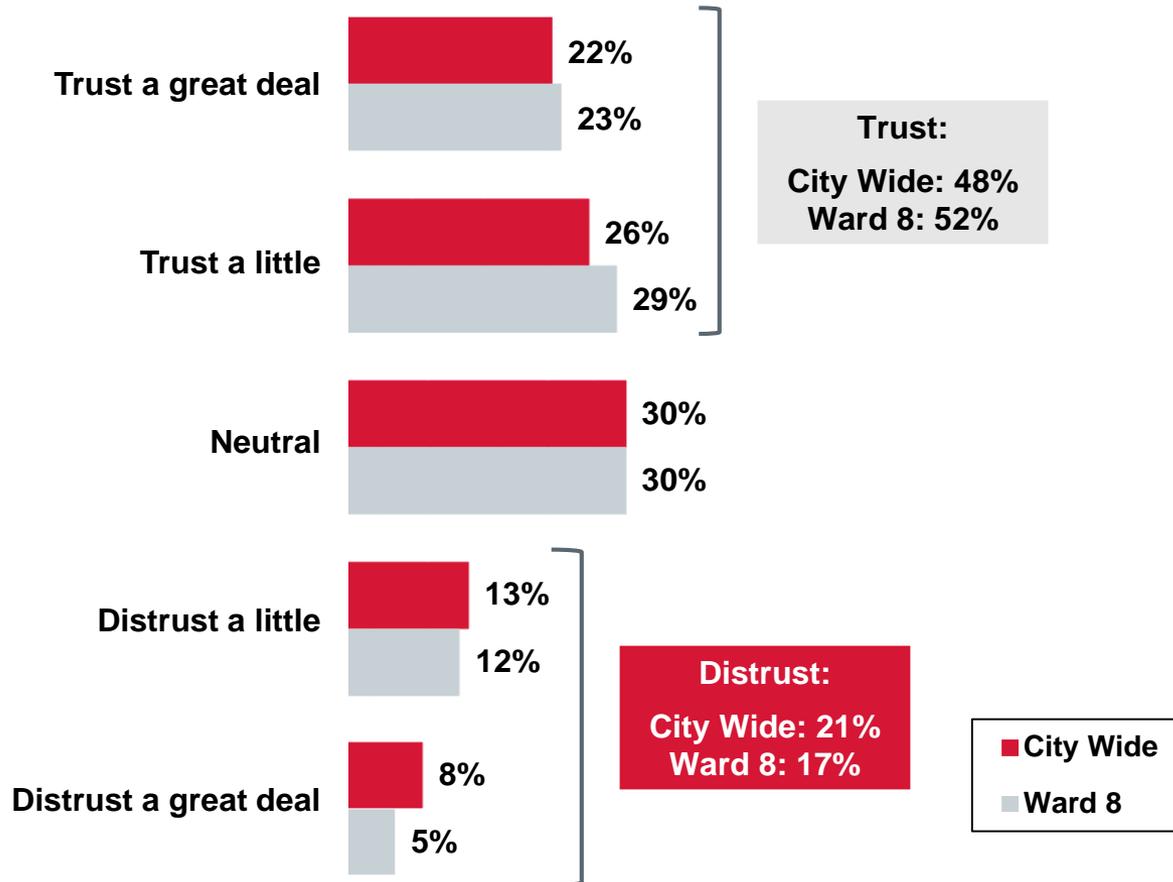


## City Reputation and Performance



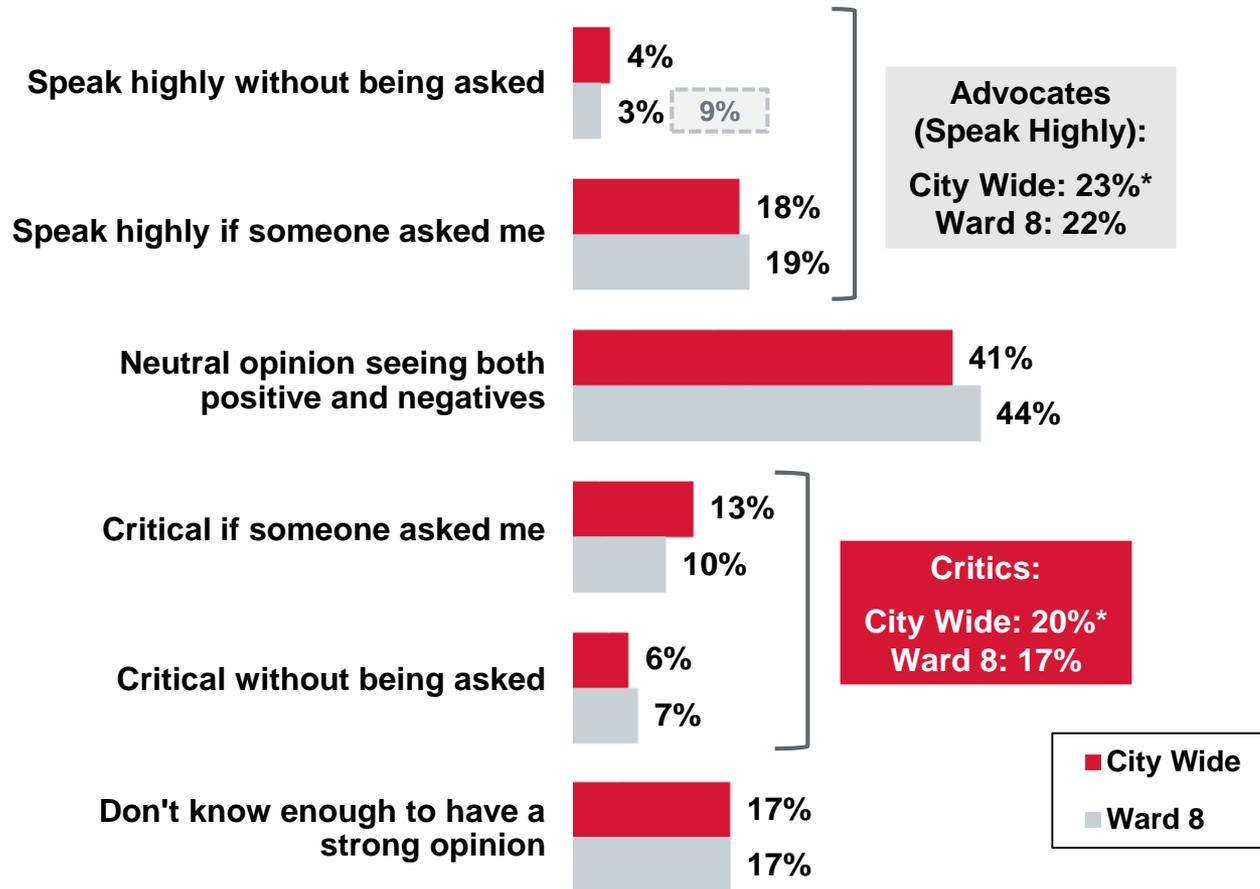


# Trust



*Again, taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?*

Base: Valid respondents (City Wide: n=2,491 / Ward 8: n=181)



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

Base: Valid respondents (City Wide: n=2,487 / Ward 8: n=181)

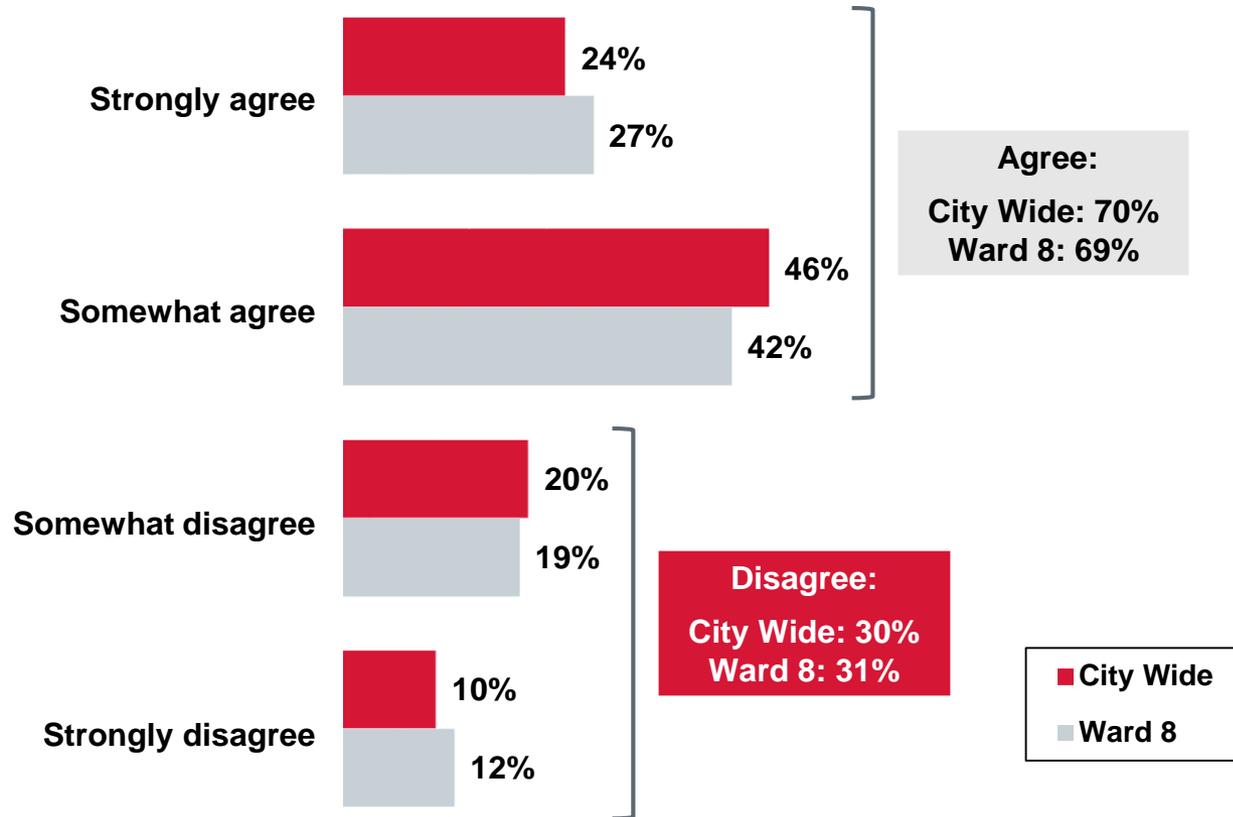
Ward 8 2019

\*Rounding



# Understanding of the Roles of City Council versus City Administration

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



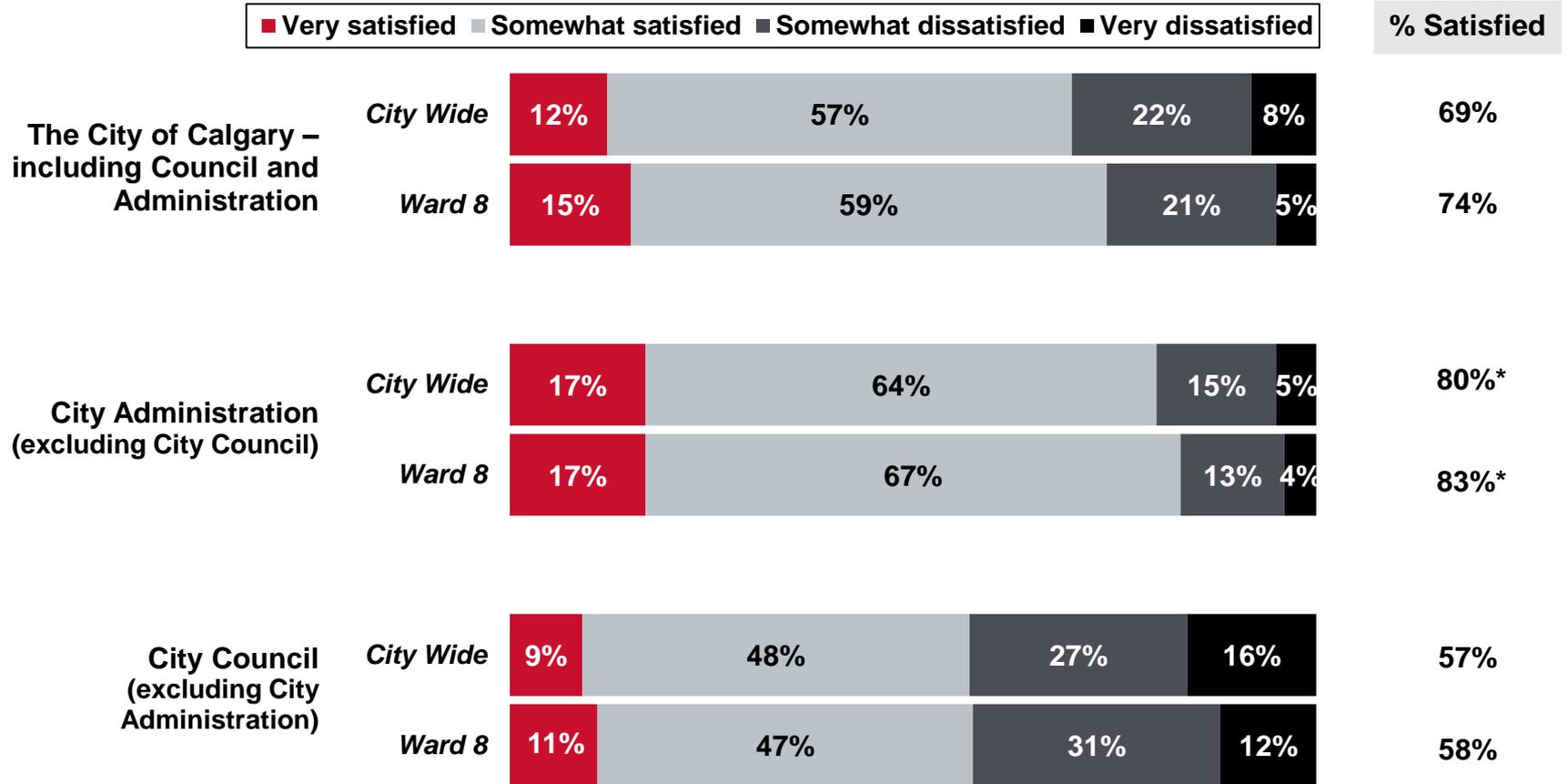
*Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.*

Base: Valid respondents (City Wide: n=2,455 / Ward 8: n=178)



# 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.



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

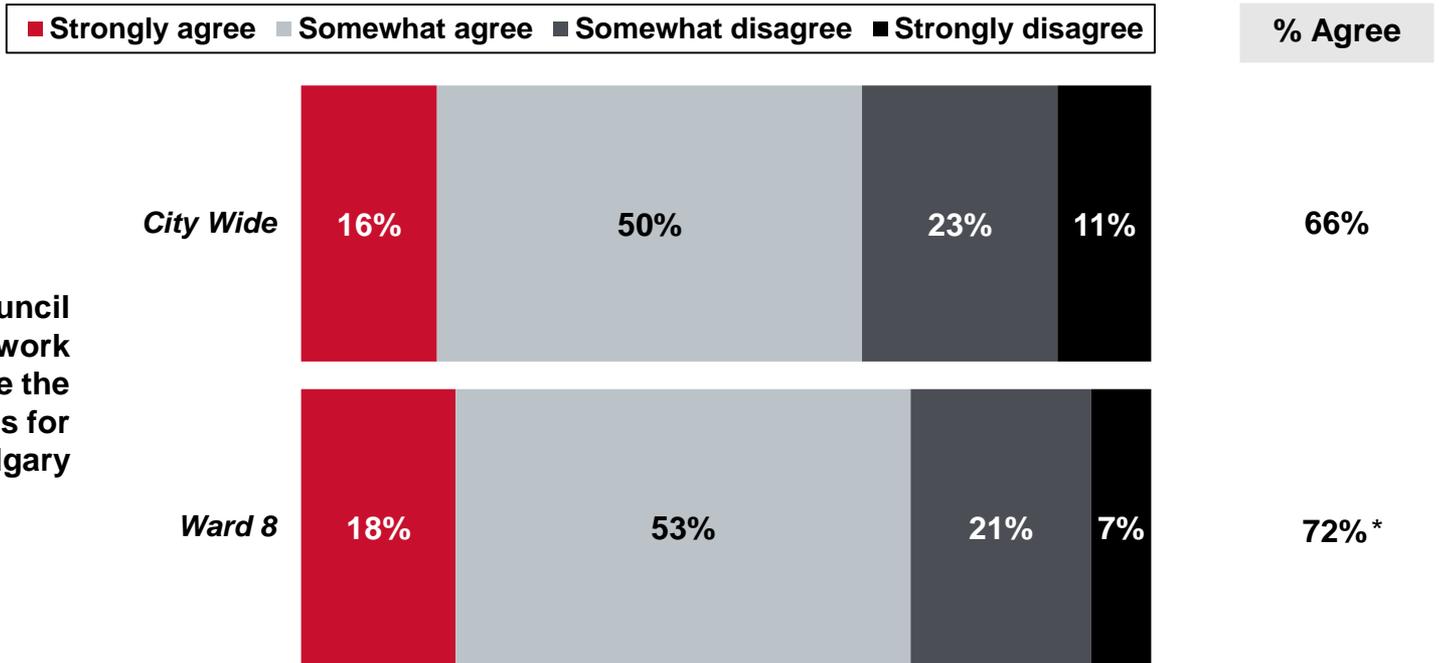
Base: Valid respondents (Bases vary)

\*Rounding



# Attitudes Regarding Collaboration

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



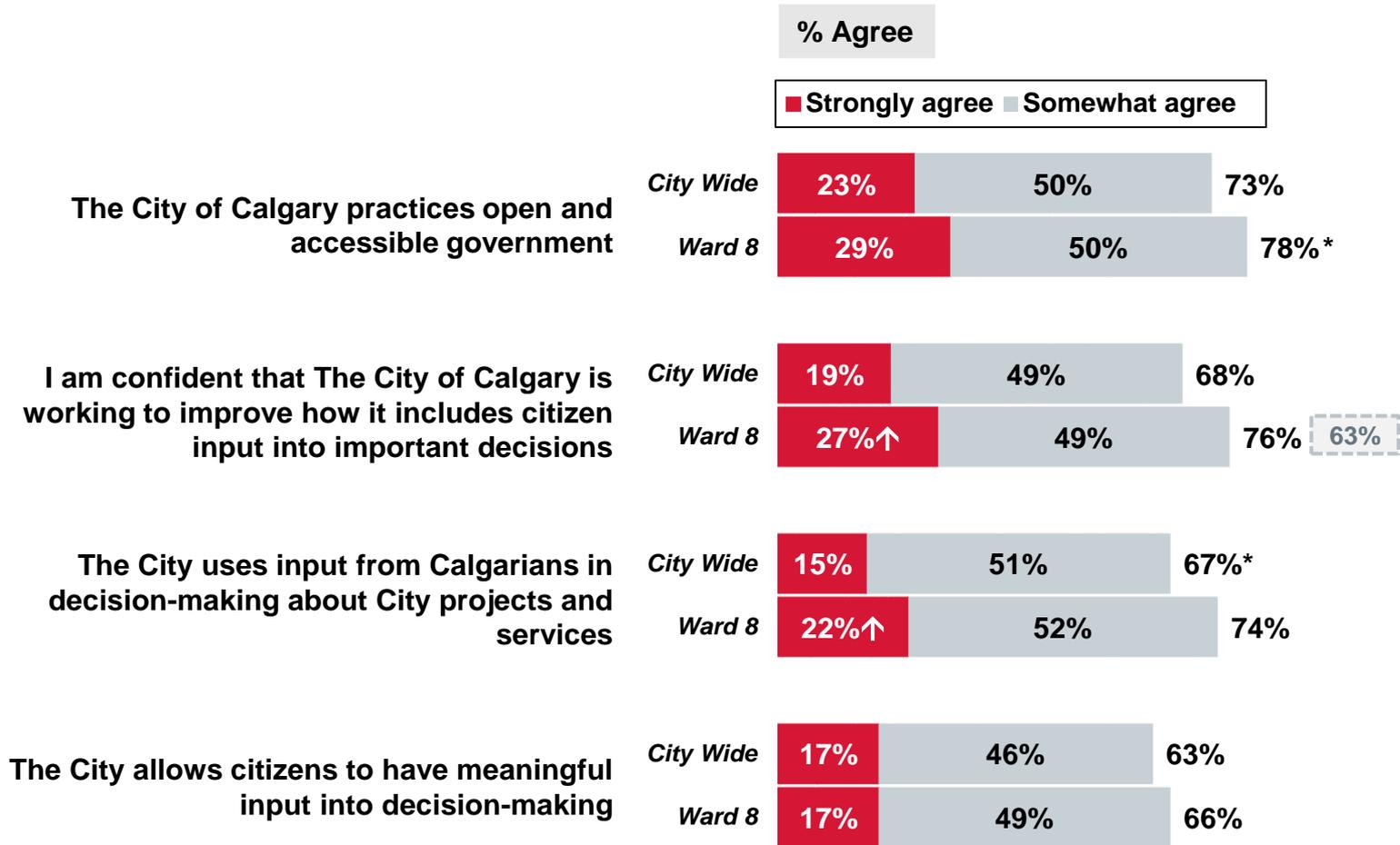
Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (City Wide: n=2,463 / Ward 8: n=176)

\*Rounding



# Perceptions of Transparency and Citizen Input



Ward 8 2019

\*Rounding

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

*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)



## Respondent Profile





# Respondent Profile

## Age

	City Wide	Ward 8
18 to 24	11%	10%
25 to 34	22%	31%
35 to 44	18%	17%
45 to 54	19%	17%
55 to 64	13%	11%
65 or older	17%	14%
<b>Mean</b>	<b>45.5</b>	<b>43.4</b>

## Income

	City Wide	Ward 8
Less than \$30,000	7%	6%
\$30,000 to <\$45,000	8%	8%
\$45,000 to <\$60,000	10%	10%
\$60,000 to <\$75,000	9%	7%
\$75,000 to <\$90,000	9%	12%
\$90,000 to <\$105,000	11%	10%
\$105,000 to <\$120,000	11%	5%
\$120,000 to <\$150,000	13%	16%
\$150,000 or more	23%	26%

## Gender

	City Wide	Ward 8
Male	50%	43%
Female	49%	56%
Other	<1%	1%

## Education

	City Wide	Ward 8
Completed high school or less	16%	10%
Some post secondary or completed a college diploma	34%	19%
Completed university degree or post-grad degree	50%	71%

Base: Valid respondents (Bases vary)



## Type of Home

	City Wide	Ward 8
Single-detached house	69%	31%
Apartment or apartment-style condominium	13%	50%
Duplex, triplex or fourplex	8%	12%
Townhouse or rowhouse	8%	5%
Another type of multi-dwelling unit	2%	2%

## Children and Seniors in Household

	City Wide	Ward 8
Yes - Children	31%	13%
Yes - Seniors	28%	20%

## Household Size

	City Wide	Ward 8
1	14%	28%
2	33%	47%
3	19%	15%
4	21%	7%
5 or more	13%	3%
<b>Mean</b>	<b>2.9</b>	<b>2.1</b>

## Responsible for Property Taxes

	City Wide	Ward 8
Yes	84%	94%
No	16%	6%

## Own or Rent

	City Wide	Ward 8
Own	74%	49%
Rent	22%	49%
Other	1%	0%
Neither	4%	2%

## Tenure in Calgary

	City Wide	Ward 8
Less than 5 years	6%	16%
5 to less than 10 years	10%	12%
10 to less than 15 years	10%	6%
15 to less than 20 years	10%	8%
20 to less than 30 years	24%	18%
30 to less than 40 years	15%	13%
40 or more	26%	25%
<b>Mean</b>	<b>27.2</b>	<b>25.6</b>

Base: Valid respondents (Bases vary)



### Born in Canada

	City Wide	Ward 8
Yes	73%	77%
No	27%	23%

### Age Left Country of Birth

Base: Not born in Canada	City Wide (n=639)	Ward 8 (n=42)
Less than 12	30%	27%
12 to 17	12%	9%
18 or older	57%	65%

### Ethnic Background

	City Wide	Ward 8
Caucasian/ White	26%	41%
British	18%	16%
Canadian/ French Canadian	15%	13%
Northern or Western European	11%	11%
East or Southeast Asian	11%	5%
Southern or Eastern European	7%	5%
South Asian	7%	8%
Central/South American or Caribbean	3%	6%
African	2%	-
West Asian or Middle Eastern	2%	-
Aboriginal/First Nations/Metis	1%	-
Declined to respond	1%	-
Don't Know	4%	3%

### Disability in Household

	City Wide	Ward 8
Yes	18%	14%
No	82%	86%

### Visible Minority

	City Wide	Ward 8
Yes	27%	22%
No	73%	78%

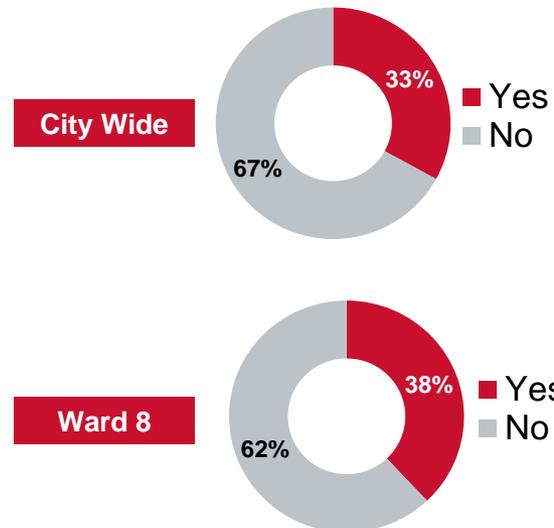
Base: Valid respondents (Bases vary)



## Employment Status

	City Wide	Ward 8
Employed full-time	43%	52%
Employed part-time	8%	6%
Self-employed	10%	11%
Out of work and looking for work	9%	8%
Out of work but not currently looking for work	2%	2%
Homemaker	2%	1%
Student	6%	4%
Retired	17%	14%
Unable to work	2%	2%
Other	1%	-

## Business Leader



Among those in the workforce  
(City Wide: n=1,377 valid respondents /  
Ward 8: n=112 valid respondents)

Base: Valid respondents (Bases vary)

## Contact

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The City of Calgary  
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[Krista.Ring@Calgary.ca](mailto:Krista.Ring@Calgary.ca)