

2017 Quality of Life and Citizen Satisfaction Survey

Ward 11 Report



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

Table of Contents

03

Methodology

04

Summary of Key Findings

09

Quality of Life

17

Issue Agenda

19

City Programs and Services

37

Environmental Performance

41

Taxation

47

Contact with The City

53

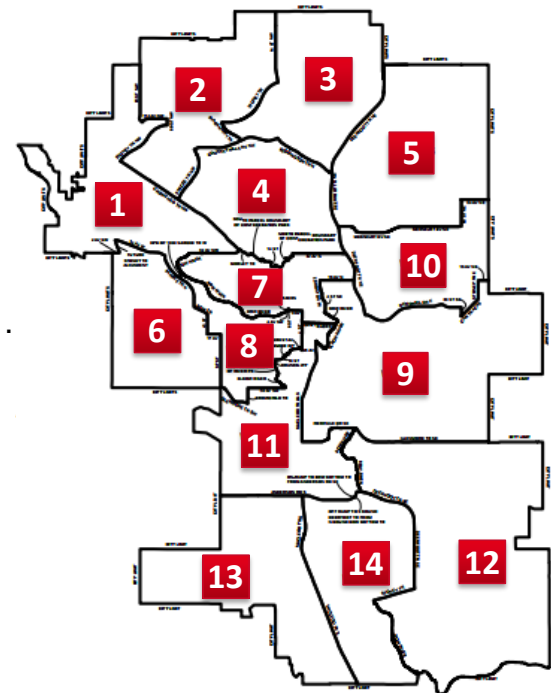
City Communications

57

Demographics

Methodology

- ❖ Telephone survey conducted with a randomly selected sample of 2,500 Calgarians aged 18 years and older between August 16th and September 10th, 2017.
 - Both landline (70%) and cell phone (30%) 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 2016 Municipal and Federal Census data.
- ❖ The margin of error (MOE) for the total sample of 2,500 is ± 2.0 percentage points, 19 times out of 20.
 - A total of 196 interviews were conducted with residents of Ward 11 (MOE ± 7.0).
- ❖ Research Note on significant differences.
 - Throughout, City Wide results are compared to results from Ward 11.
 - \uparrow indicates a number is significantly higher than City Wide.
 - \downarrow indicates a number is significantly lower than City Wide.
- ❖ Where possible, 2017 results for Ward 11 are compared to those from 2016.
 - Only significant differences are shown.





Summary of Key Findings



Overall perceptions of Calgary's quality of life are favourable. While generally on par with City Wide, two sustainability metrics are notably lower in Ward 11.

- ❖ Overall, 85% of Ward 11 residents say the quality of life in Calgary today is 'good,' consistent with 85% City Wide.
- ❖ A plurality (44%) of Ward 11 residents say the quality of life in Calgary has stayed the same over the past three years, on par with 45% City Wide. Another 17% say the quality of life has improved (consistent with 20% City Wide) while 39% feel it has worsened (on par with 35% City Wide).
- ❖ Ward 11 residents are significantly less likely than the broader Calgary public to agree with the statements 'I am proud to be a Calgarian' (84% vs. 89%) and 'Calgary is a great place to make a living' (56% vs. 68%).
- ❖ Perceptions of Calgary's future and neighbourhood safety are on par with the City Wide results.
 - 79% of Ward 11 residents agree Calgary is on the right track to being a better city (vs. 84% City Wide).
 - 84% of Ward 11 residents say they would feel safe walking alone in their neighbourhood after dark (vs. 81% City Wide).

The Ward 11 issue agenda aligns closely with City Wide results.

- ❖ Similar to City Wide, "*infrastructure, traffic & roads*" holds the top position in Ward 11 (37%), followed by "*transit*" (19%).
 - Ward 11 residents are notably less likely than the broader Calgary public to mention "*education*" (2% vs. 6%) but more likely to mention "*growth & planning*" (8% vs. 4%).

Key Findings: City Programs and Services

Overall satisfaction with City services and programs remains high and in line with the broader Calgary public.

- ❖ More than three-quarters (77%) of Ward 11 residents say they are satisfied with the overall level and quality of municipal services and programs, on par with 79% City Wide.

However, Ward 11 residents are notably less satisfied with a number of specific programs and services.

- ❖ Services and programs that are rated less satisfactory in Ward 11 include:
 - 311 service (86% total satisfied vs. 93% City Wide)
 - Residential garbage collection (86% total satisfied vs. 91% City Wide) – satisfaction is also lower than 2016 (95%).
 - Bi-weekly garbage collection for most Ward 11 residents started around a month prior to interviewing for this survey began; for some, however, this wasn't implemented until after the end of interviewing.
 - Protection from river flooding (27% very satisfied vs. 38% City Wide)
 - City operated roads and infrastructure (79% total satisfied vs. 85% City Wide)
 - Property tax assessment (14% very satisfied vs. 21% City Wide)
- ❖ Further, Ward 11 residents' satisfaction with City operated recreation programs has dropped this year as compared to 2016 (89% vs. 95%), although is still in line with City Wide (92%).
- ❖ Conversely, Ward 11 residents are more satisfied than the broader Calgary public with the quality of drinking water (78% very satisfied vs. 71% City Wide) – this is also an improvement from 2016 (68%).

Key Findings: The Environment and Taxation

While Ward 11 residents' overall perceptions of Calgary's environment closely align with City Wide findings, they are notably less satisfied with The City's environmental programs and services.

- ❖ The vast majority (95%) of Ward 11 residents rate the overall state of Calgary's environment today as 'good' or 'very good,' on par with 94% City Wide.
- ❖ Similarly, nearly nine-in-ten (89%) say they are satisfied with the job The City is doing to protect the environment, consistent with 91% City Wide.
- ❖ However, relatively fewer (80%) Ward 11 residents say they are satisfied with The City's programs and services aimed at helping Calgarians reduce their environmental impact. This is notably lower than 89% City Wide.

The perceived value of property taxes is on par with City Wide. While claimed knowledge of tax dollar spending is consistent with the broader Calgary public, Ward 11 residents demonstrate less interest in knowing how property tax dollars are invested.

- ❖ The majority (63%) of Ward 11 residents say they receive good value from their municipal property taxes, consistent with 60% City Wide.
- ❖ Opinion is split regarding paying increased taxes (47%) or seeing a reduction in services (49%). Overall results, however, are still on par with City Wide (50% increase taxes, 45% cut services).
- ❖ More than six-in-ten (63%) Ward 11 residents say they are knowledgeable about how City tax dollars are spent, on par with 59% City Wide.
- ❖ However, Ward 11 residents are notably less likely to agree with the statement 'I am interested in knowing how my property tax dollars are invested in various City services' (87% vs. 92% City Wide).

Key Findings: Service Delivery and Communications

Overall satisfaction with The City's customer service is on par with City Wide. However, several service delivery satisfaction metrics are notably lower in Ward 11.

- ❖ More than six-in-ten (63%) Ward 11 residents say they contacted or dealt with The City in the last 12 months, on par with 66% City Wide.
 - Ward 11 residents are significantly more likely to say they contacted The City via the phone (76% vs. 65% City Wide). Conversely, mentions of the Internet are lower in Ward 11 (13% vs. 23% City Wide).
- ❖ More than three-quarters (76%) of those who contacted The City say they are satisfied with the overall level and quality of customer service received, on par with 78% City Wide.
- ❖ Ward 11 residents are less likely than the broader Calgary public to agree with the statement 'The City allows citizens to have meaningful input into decision-making' (57% vs. 65%).
 - Ward 11 residents are also significantly less likely to say they strongly agree with the following two statements. Overall agreement with these statements, however, is similar.
 - The City of Calgary practices open and accessible government (19% strongly agree vs. 27% City Wide).
 - City staff are easy to get a hold of when I need them (20% strongly agree vs. 27% City Wide).

Ward 11 residents' perceptions of City communications are consistent with City Wide results.

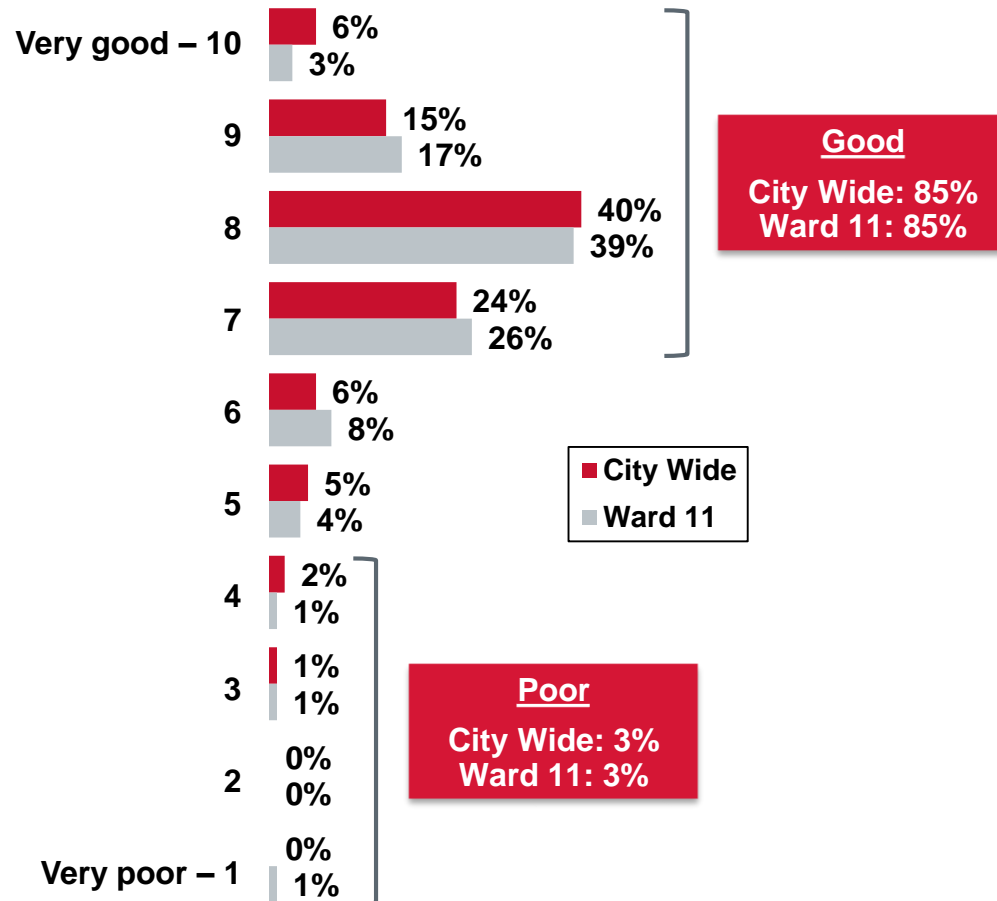
- ❖ Overall, 85% of Ward 11 residents say they are satisfied with the overall quality of City information and communications, on par with 84% City Wide.
- ❖ Just over four-in-ten (42%) Ward 11 residents say they receive 'too little' information from The City, consistent with 47% City Wide.
- ❖ Ward 11 residents are particularly interested in information related to *"infrastructure, traffic & roads"* (39%, statistically higher than 32% City Wide), followed by budget and spending (37%, on par with 36% City Wide).



Quality of Life



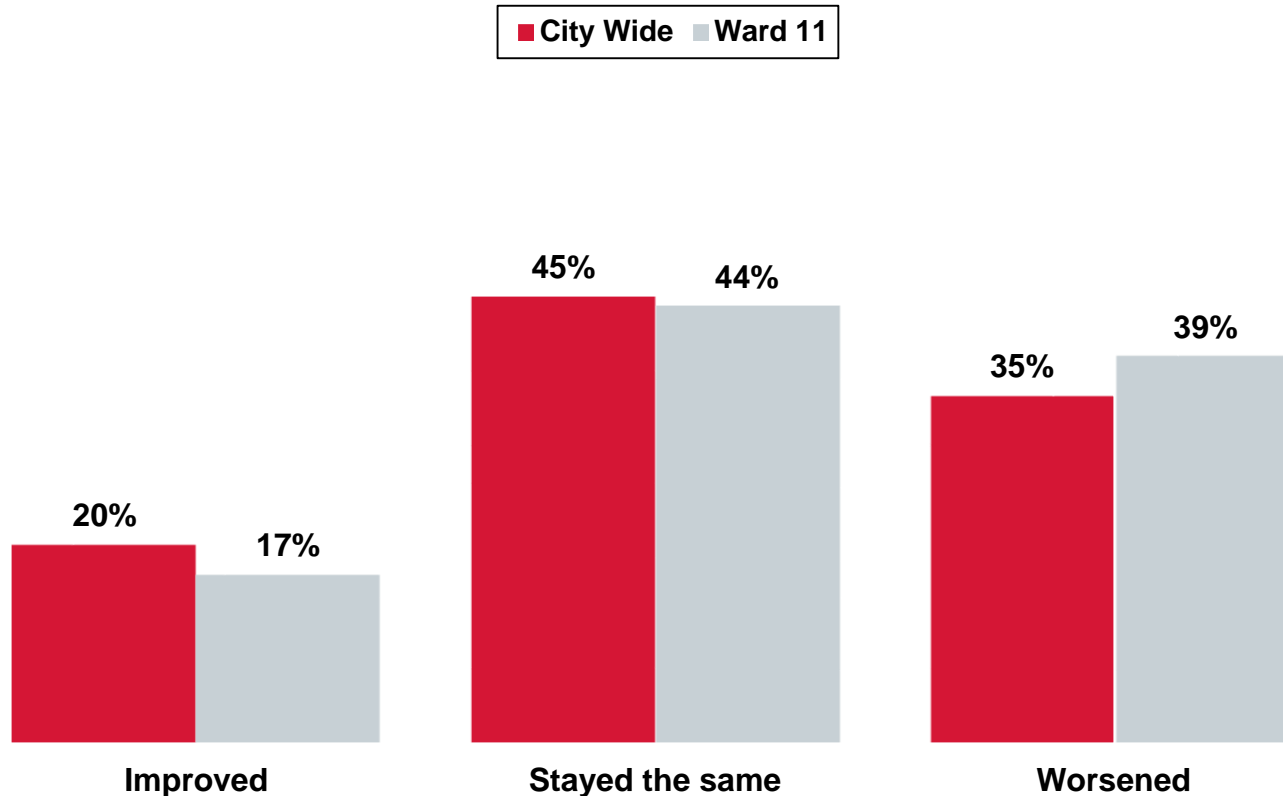
Overall Quality of Life in Calgary



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

Base: Valid respondents (City Wide: n=2,499 / Ward 196)

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 ...?

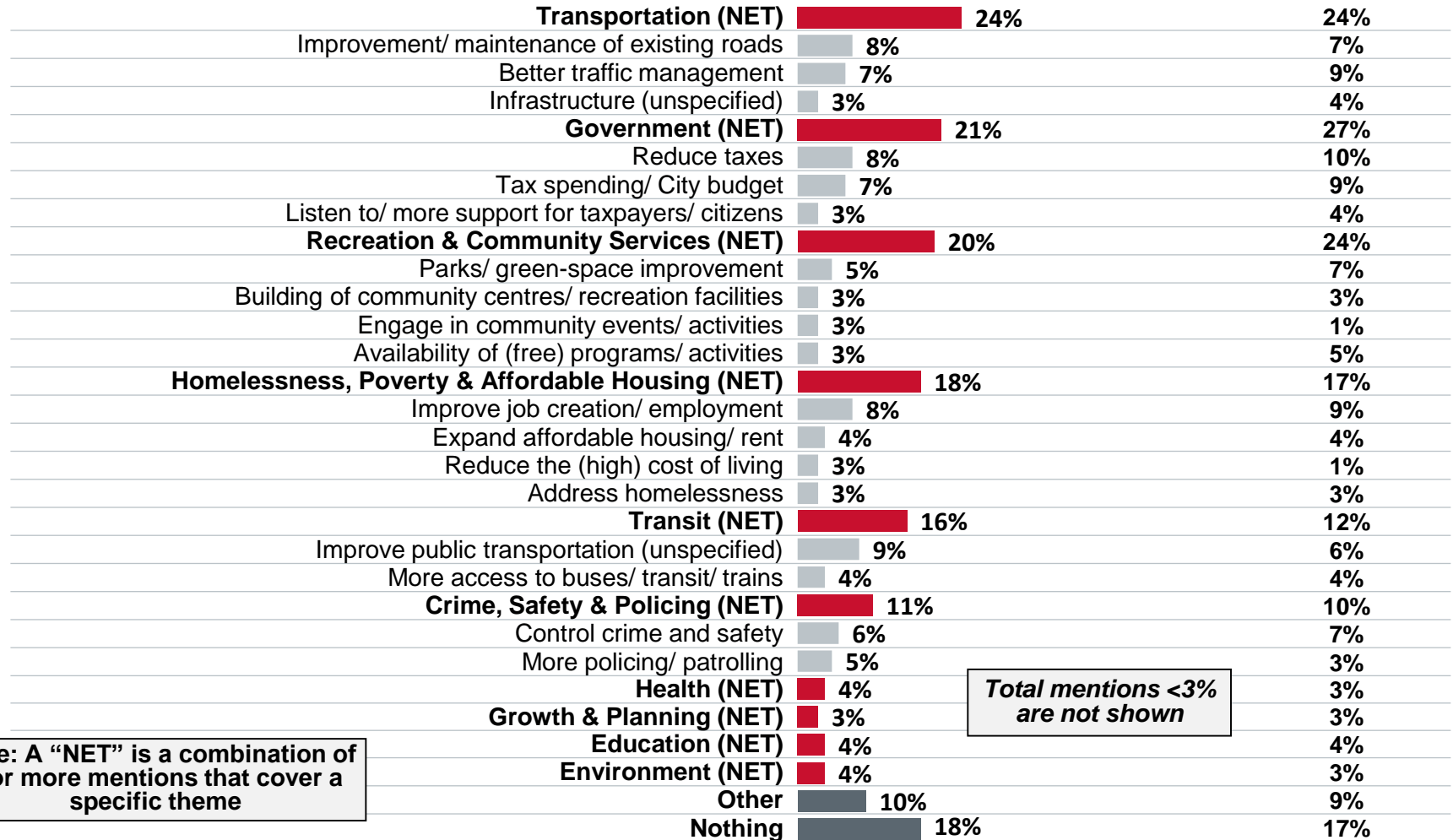
Base: Valid respondents (City Wide: n=2,484 / Ward 11: n=195)

Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 11



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=2,359 / Ward 11: n=183)

Sustainability: Connectedness and Inclusivity

■ 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

City Wide



89%

Ward 11



84%↓

I am proud to live in my neighbourhood

City Wide



85%

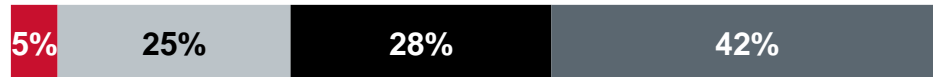
Ward 11



90%

I am regularly involved in neighbourhood and local community events

City Wide



30%

Ward 11



25%

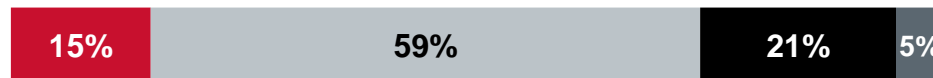
The City of Calgary, municipal government, fosters a city that is inclusive and accepting of all

City Wide



79%

Ward 11



74%

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

Base: Valid respondents (Bases vary)

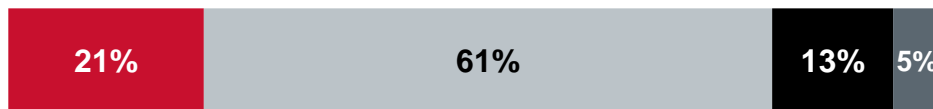
Sustainability: Making a Life, Making a Living and Direction for the Future

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

% Agree

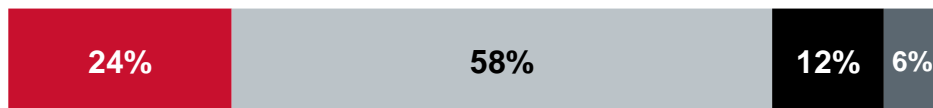
Calgary is a great place to make a life

City Wide



82%

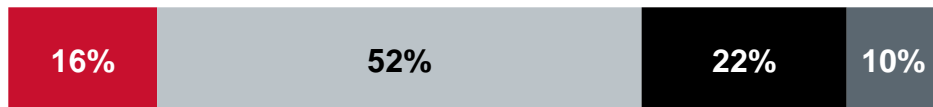
Ward 11



82%

Calgary is a great place to make a living

City Wide



68%

Ward 11



56%↓

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

City Wide



62%

Ward 11

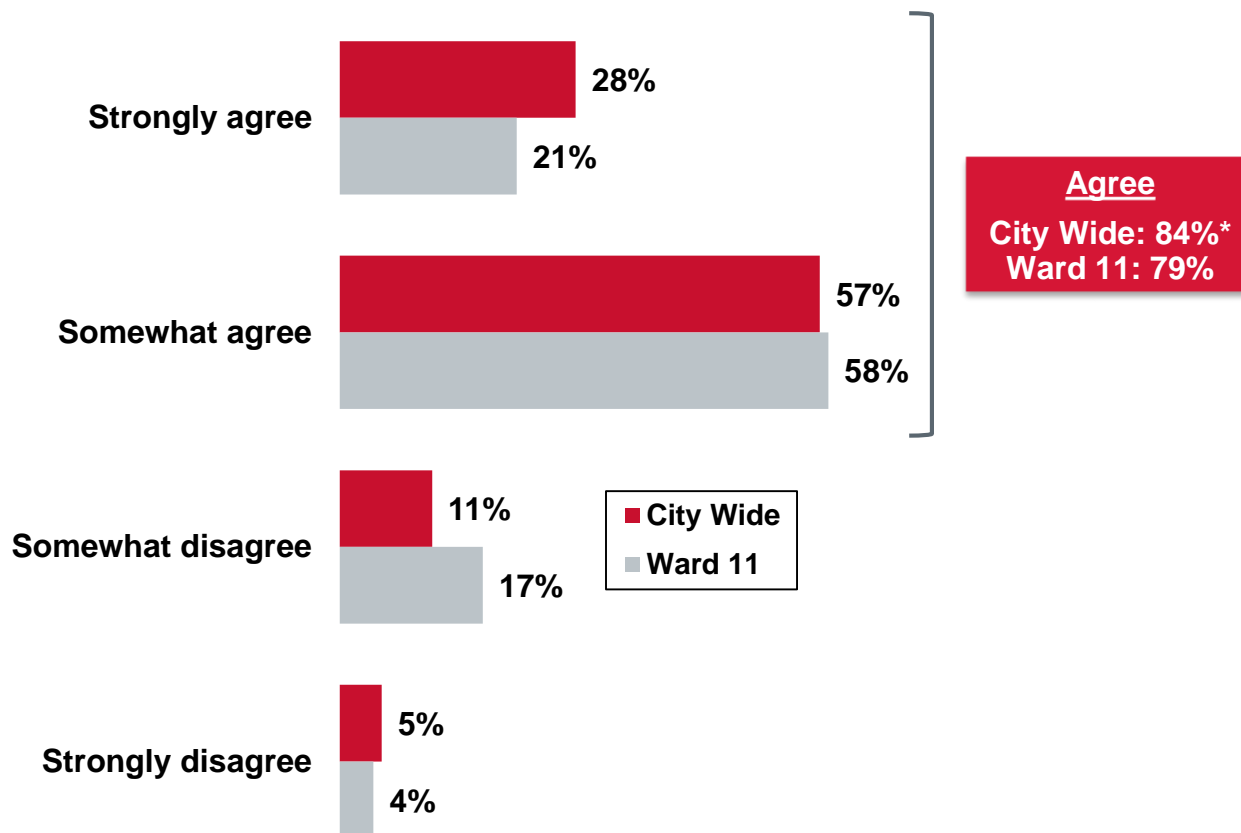


56%

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?

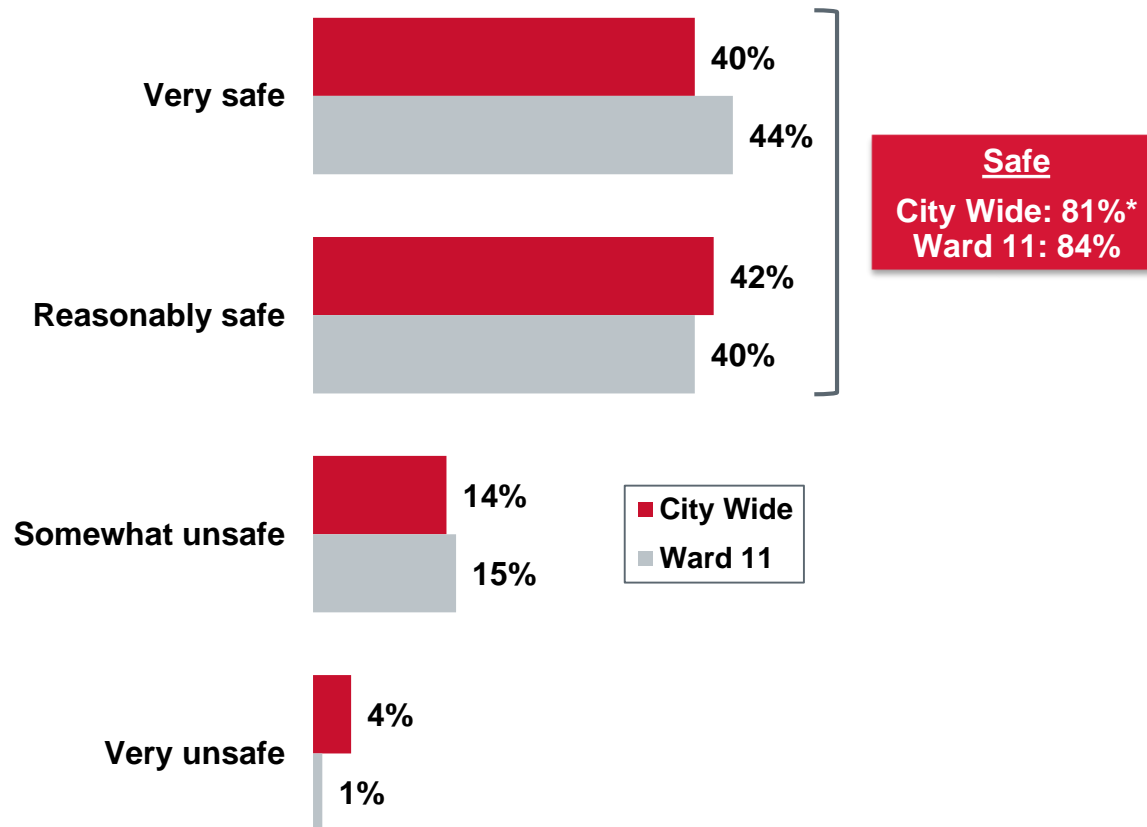


*Rounding

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=2,489 / Ward 11: n=196)

Perceived Safety in Own Neighbourhood



*Rounding

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

Base: Valid respondents (City Wide: n=2,495 / Ward 11: n=196)



Issue Agenda



Issue Agenda

Multiple Responses

City Wide

Ward 11

■ First Mention ■ Other Mentions

Infrastructure, Traffic & Roads (NET)	26%	9%	35%	37%
Traffic congestion	7%	3	10%	10%
Infrastructure maintenance/ improvement/ development	4%	5%		4%
Road conditions	4%	3	7%	8%
(Lack of) snow removal	3	4%		3%
Transit (NET)	13%	6%	19%	19%
Public Transportation [incl. buses/ C-train/ poor service]	8%	3	11%	9%
Transportation (unspecified)	4%	3	7%	8%
Crime, Safety & Policing (NET)	9%	4%	13%	10%
Crime [incl. breaking and entering/ gangs/ drug dealers, etc.]	5%	7%		6%
Public safety	4%	6%		2%
Taxes (NET)	6%	8%		10%
Recreation (NET)	4%	3	7%	5%
Environment & Waste Management (NET)	4%	3	7%	5%
Economy (NET)	4%	6%		5%
Budget & Spending (NET)	4%	6%		9%
Education (NET)	4%	6%		2%↓
Homelessness, Poverty & Affordable Housing (NET)	3	5%		6%
Growth & Planning (NET)	3	4%		8%↑
Other		25%		27%
None		15%		15%

Total mentions <4%
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?

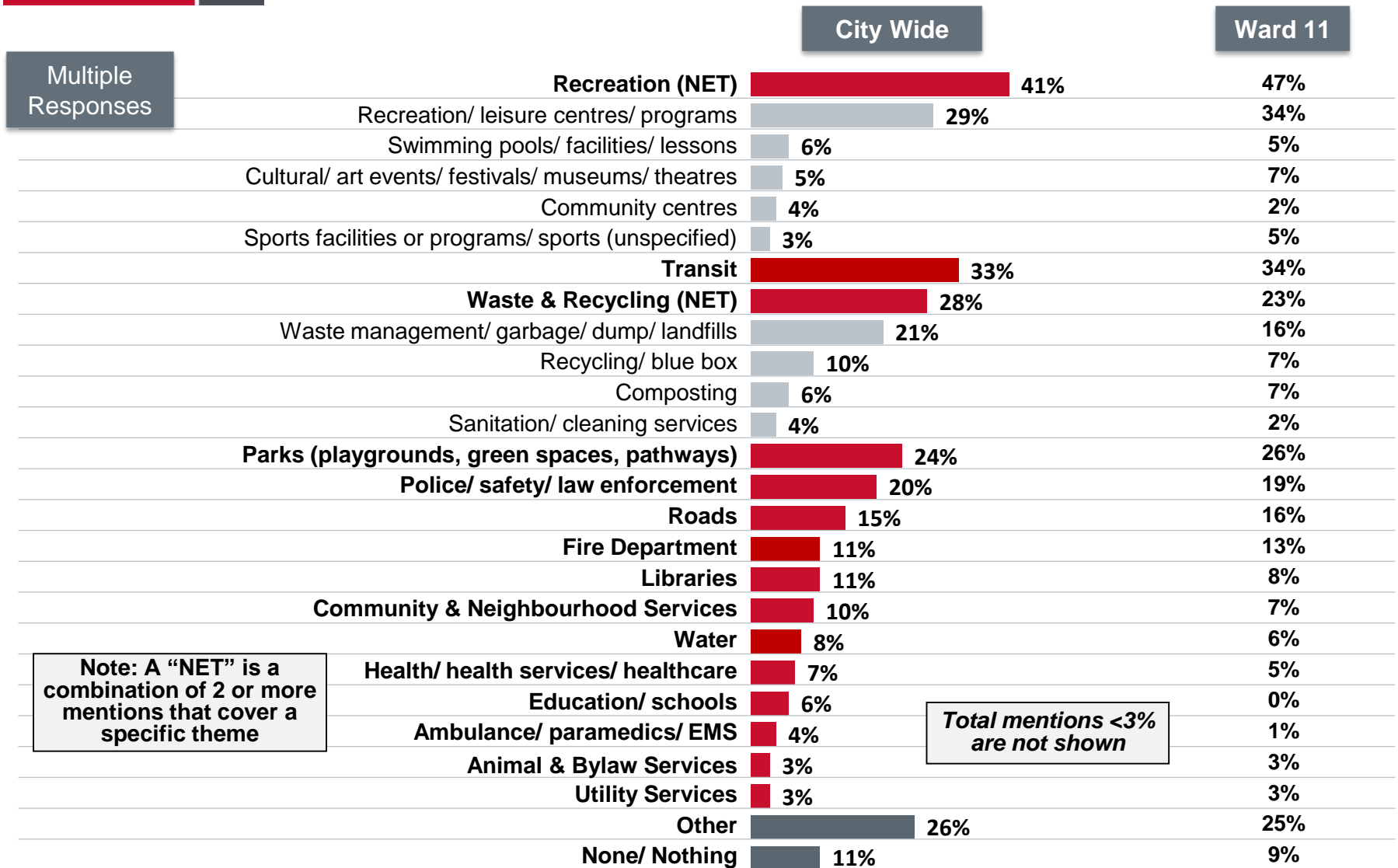
Base: Valid respondents (City Wide: n=2,441 / Ward 11: n=194)



City Programs and Services



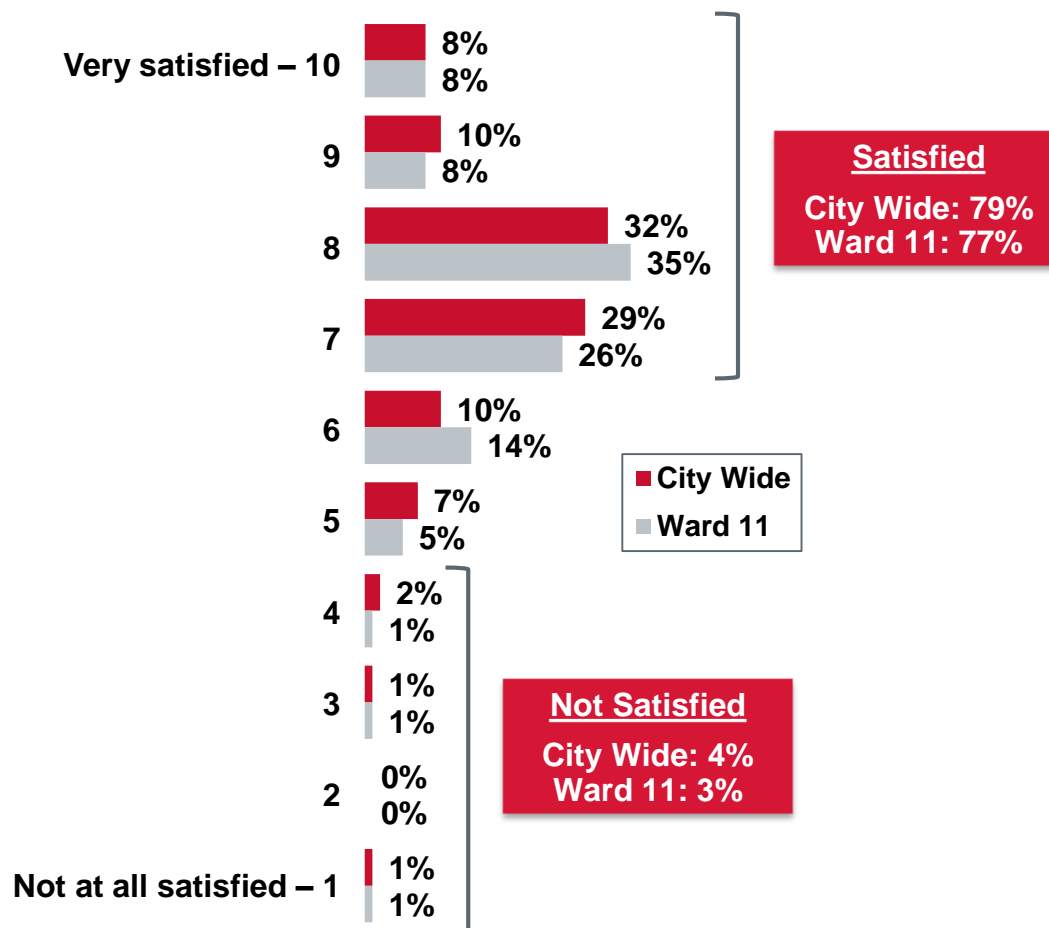
Top-of-Mind Programs and Services



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=2,436 / Ward 11: n=190)

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



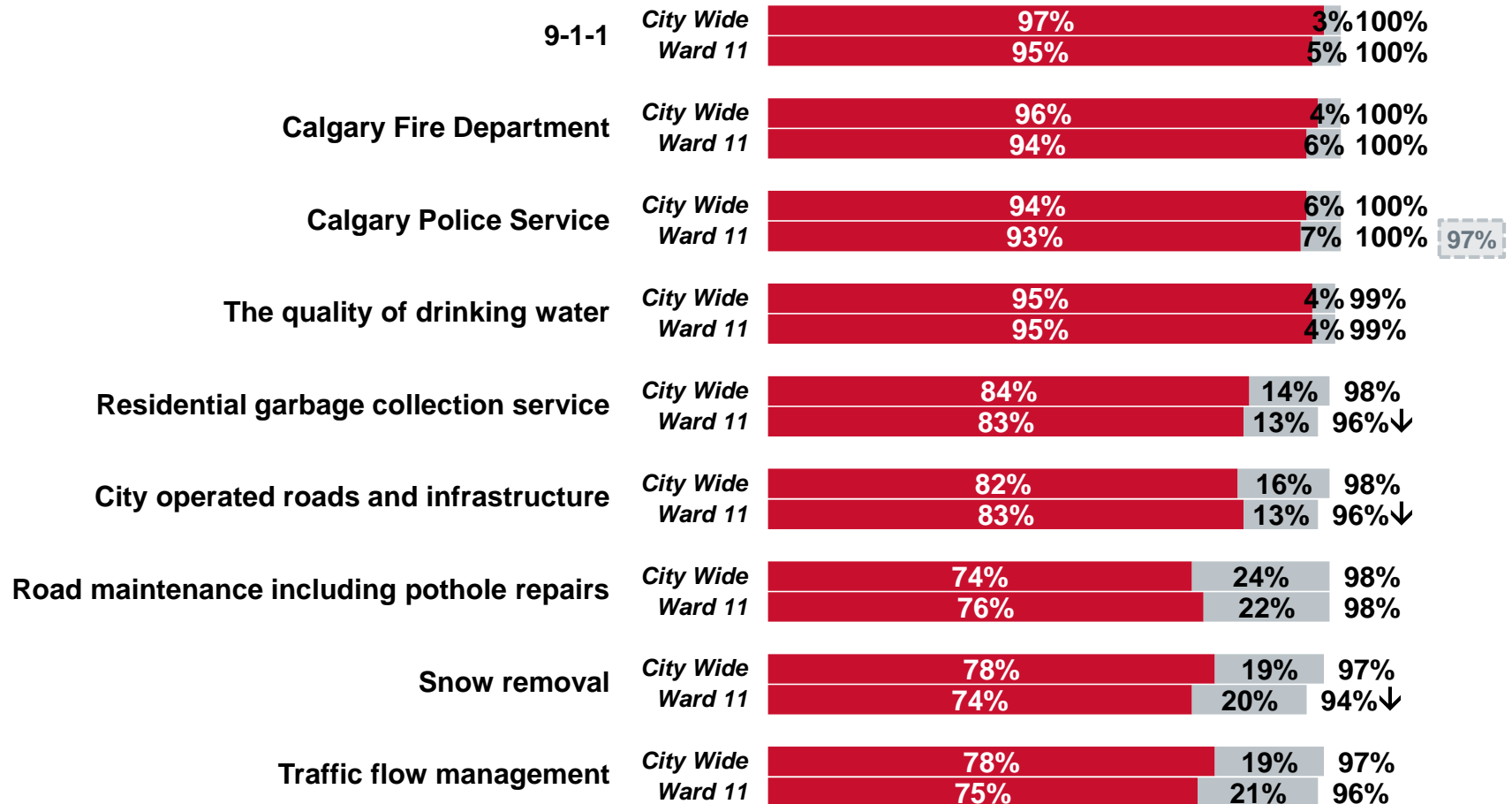
On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,486 / Ward 11: n=195)

Importance of City Programs and Services

% Important

■ Very important ■ Somewhat important



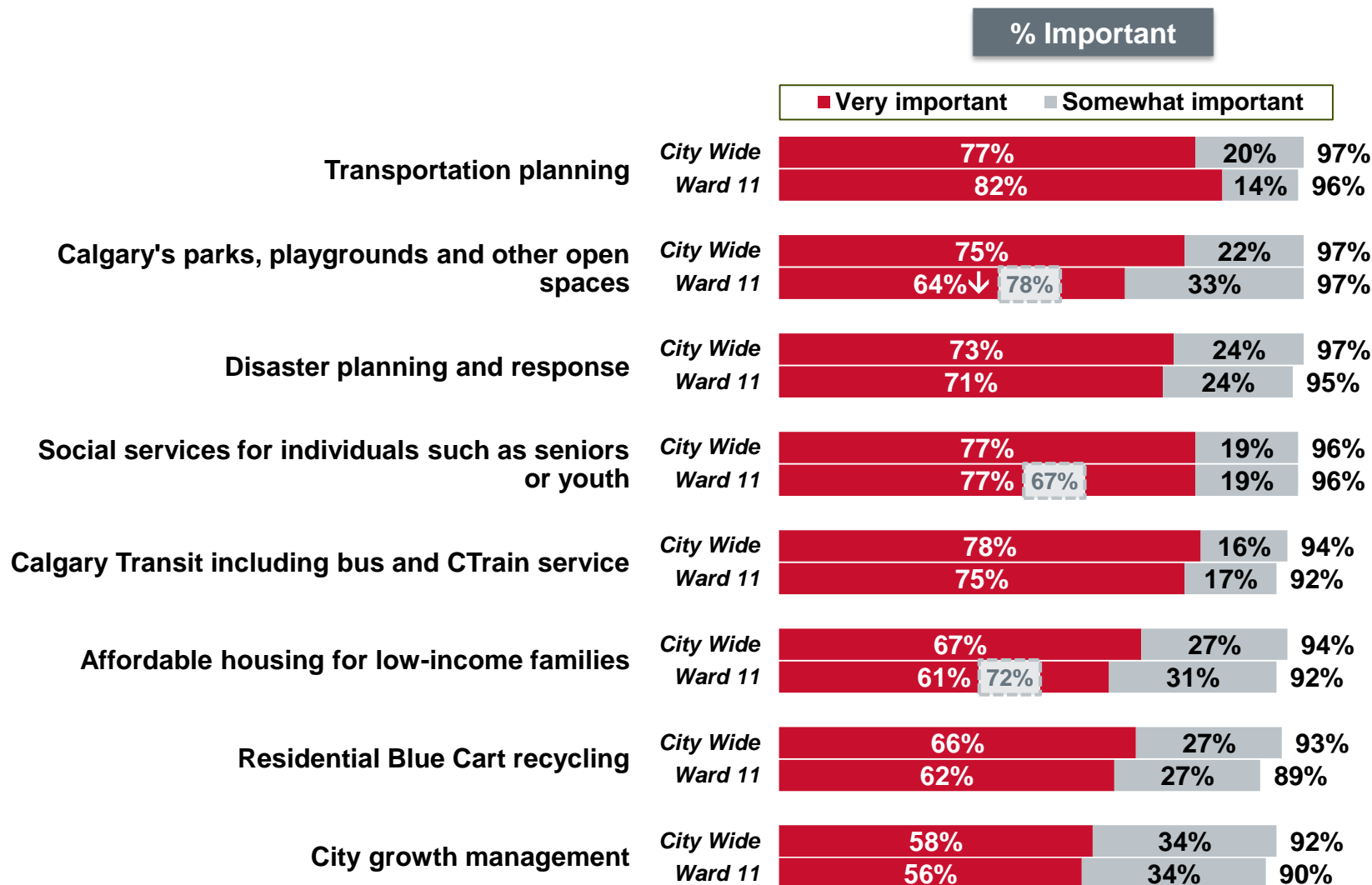
97%

Ward 11 2016

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)

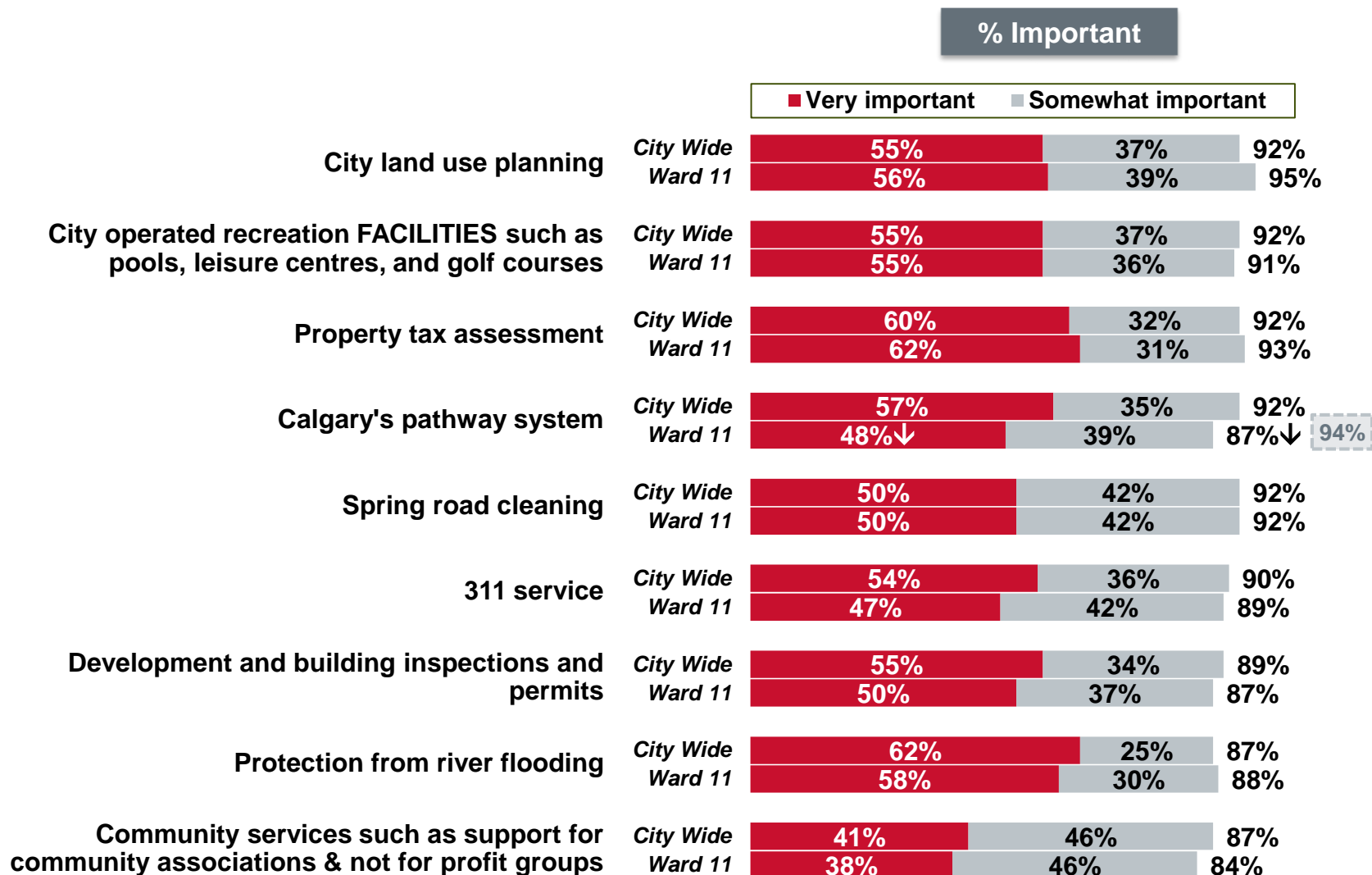


Ward 11 2016

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)

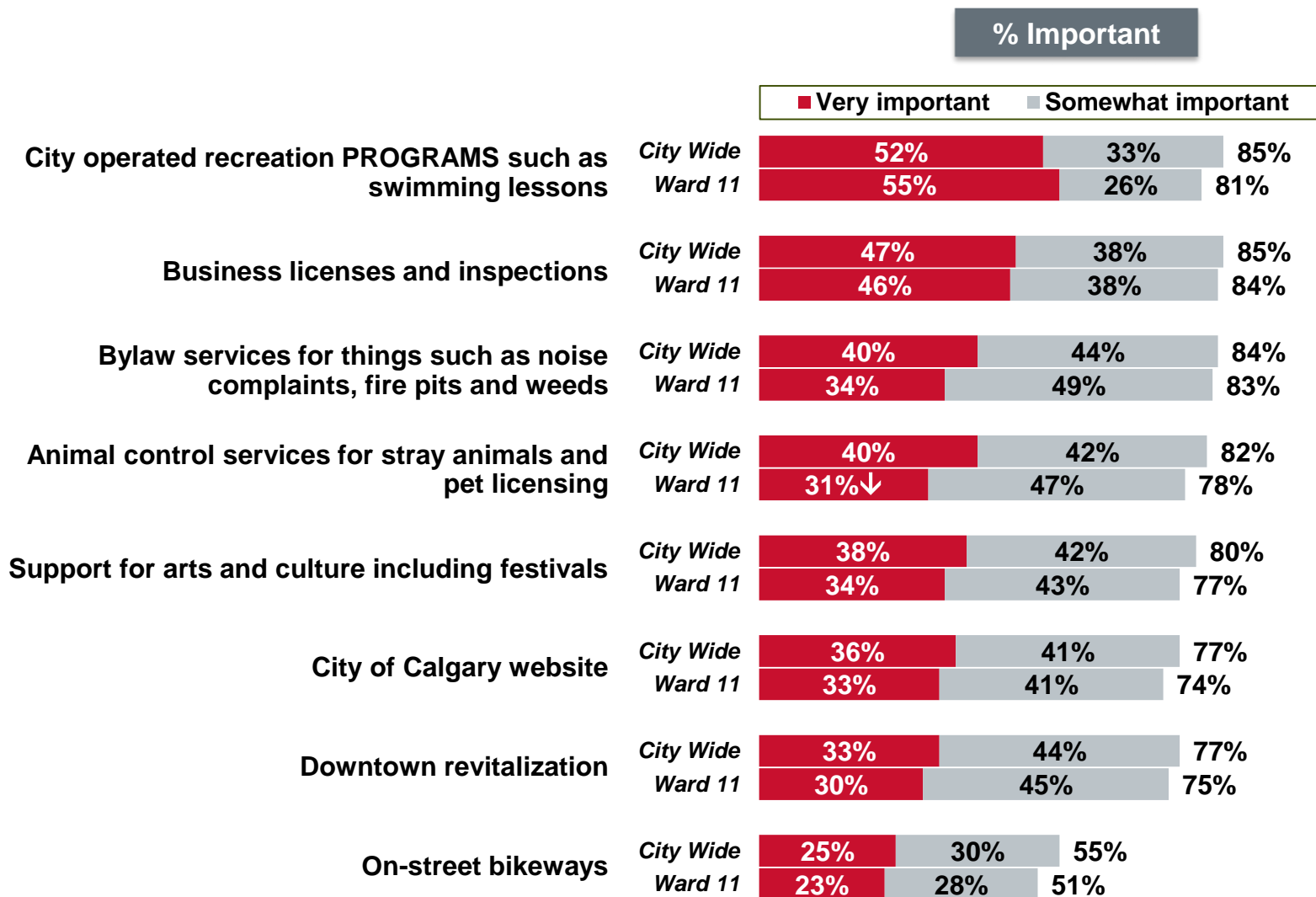


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

Ward 11 2016

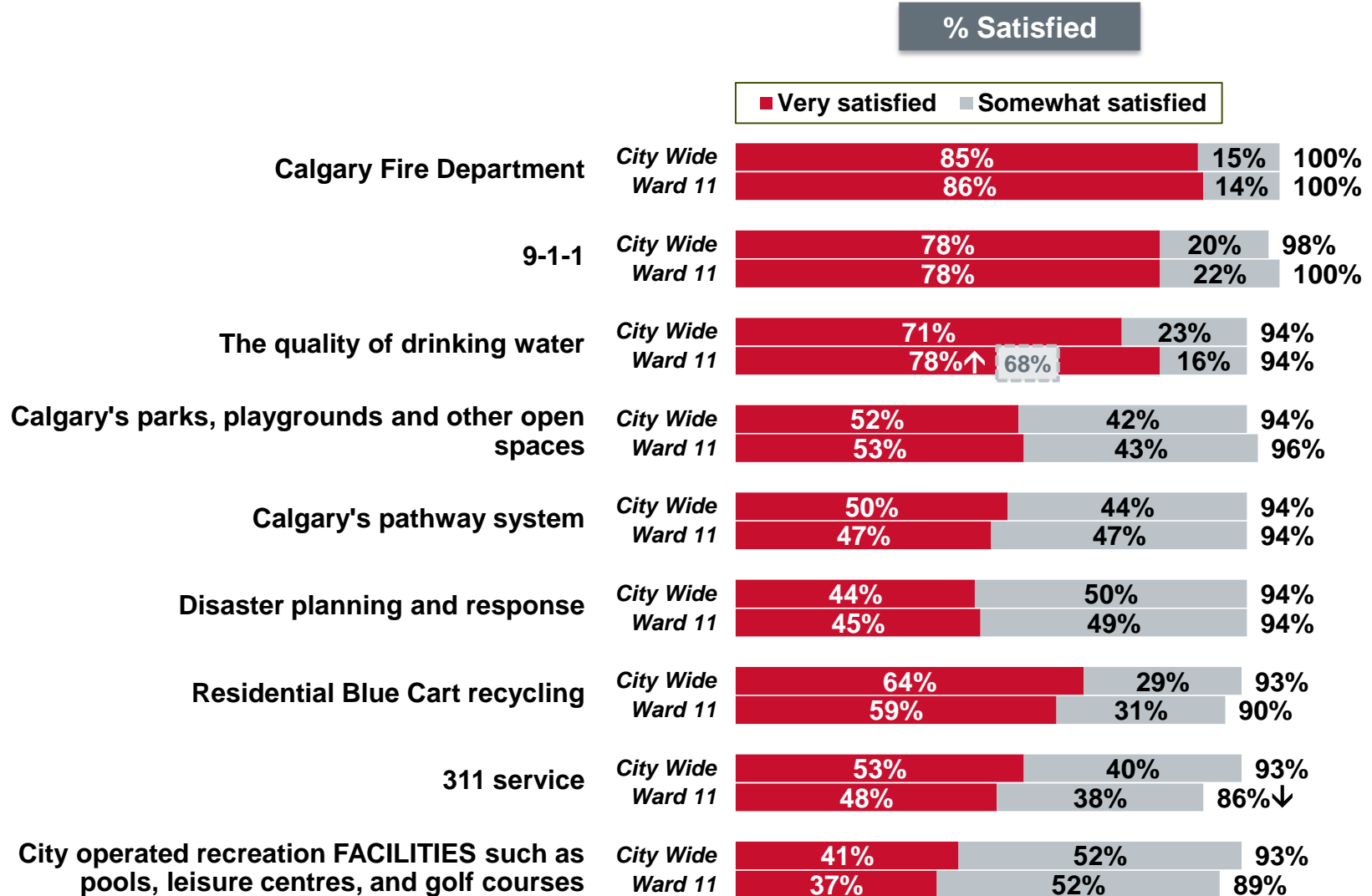
Importance of City Programs and Services (continued)



*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)

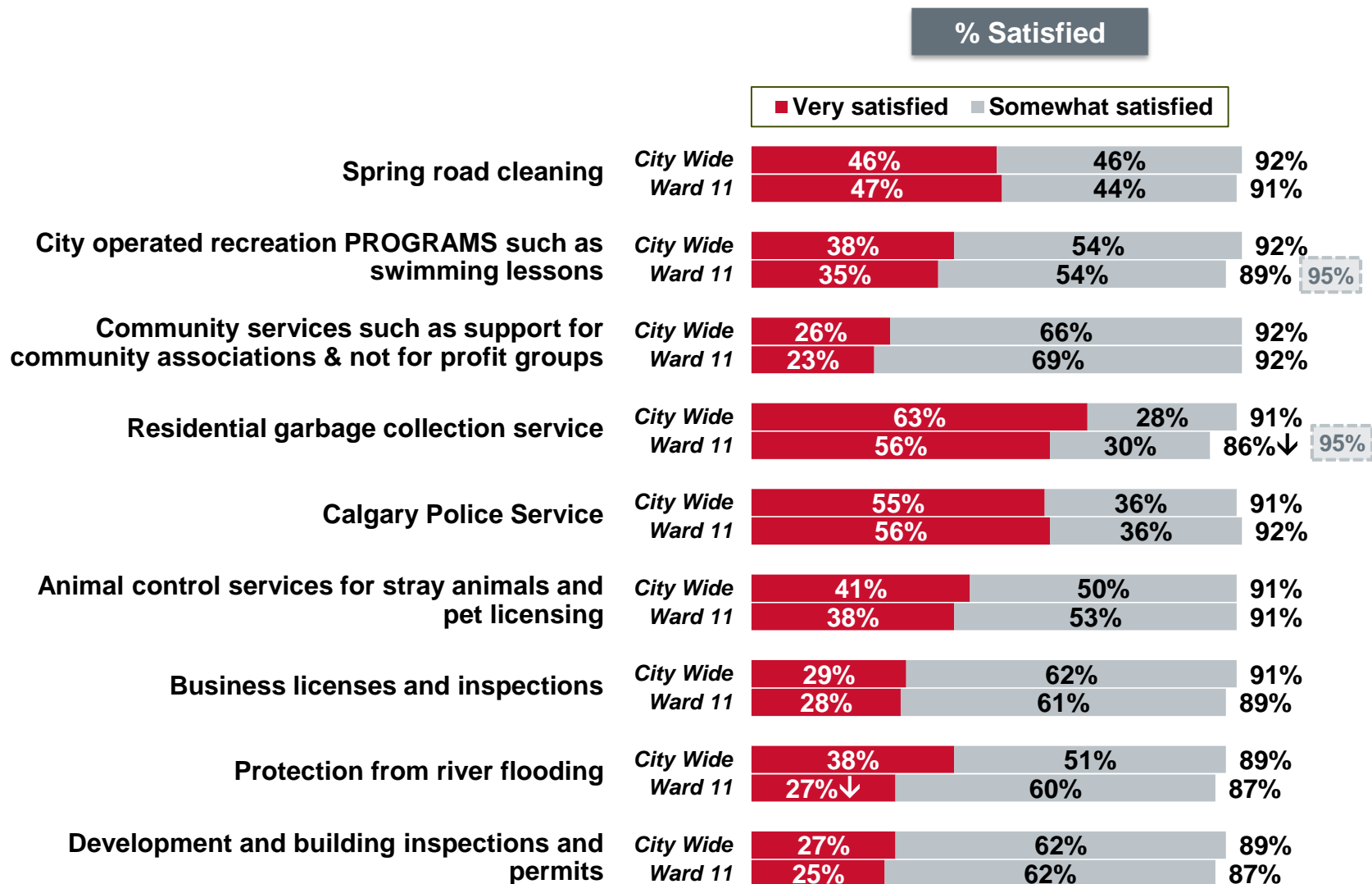
Satisfaction with City Programs and Services



Ward 11 2016

*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)

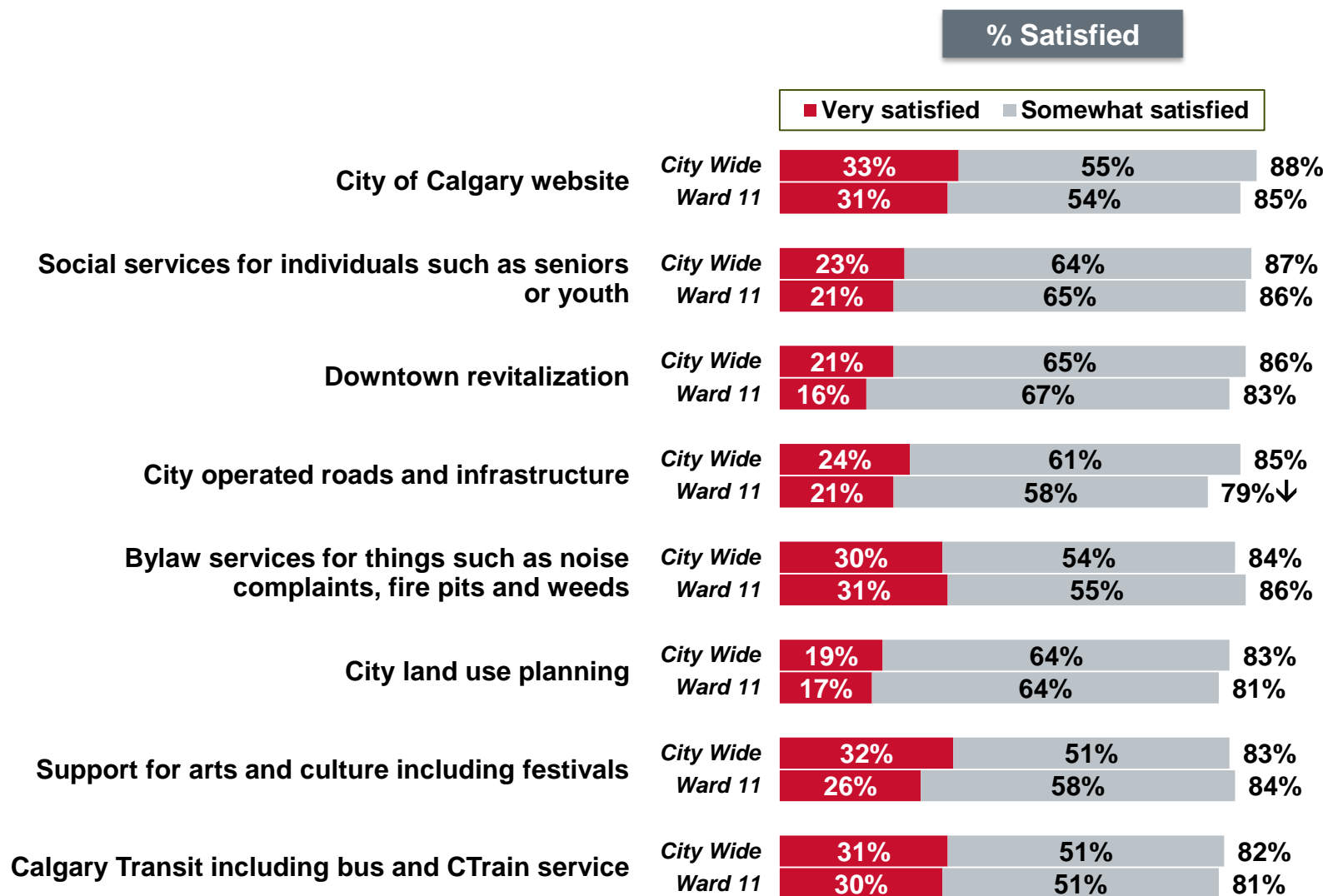
Satisfaction with City Programs and Services (continued)



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

Ward 11 2016

Satisfaction with City Programs and Services (continued)

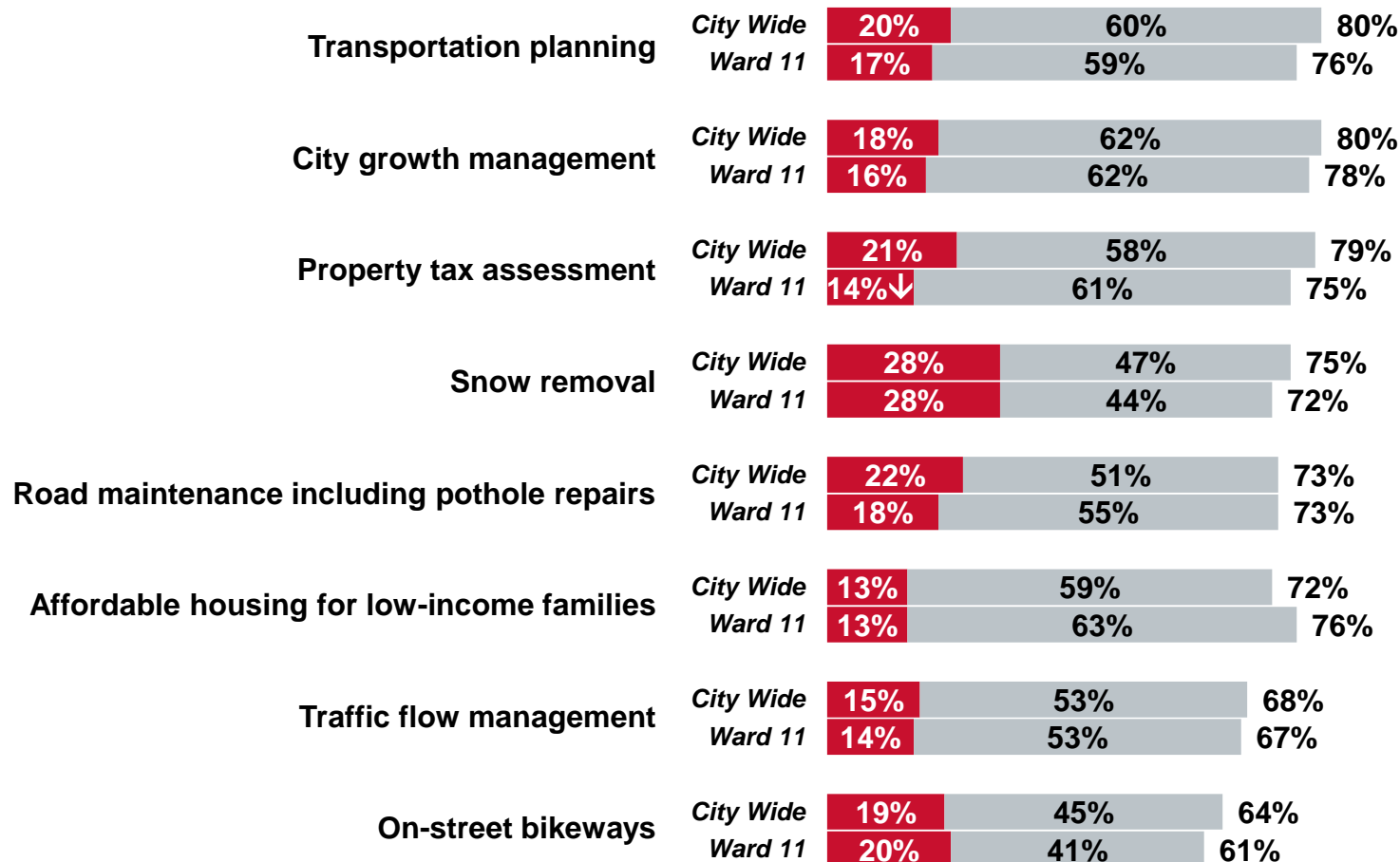


*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how satisfied you are with the job The City is doing in providing that program or service.*
Base: Valid respondents (Bases vary)

Satisfaction with City Programs and Services (continued)

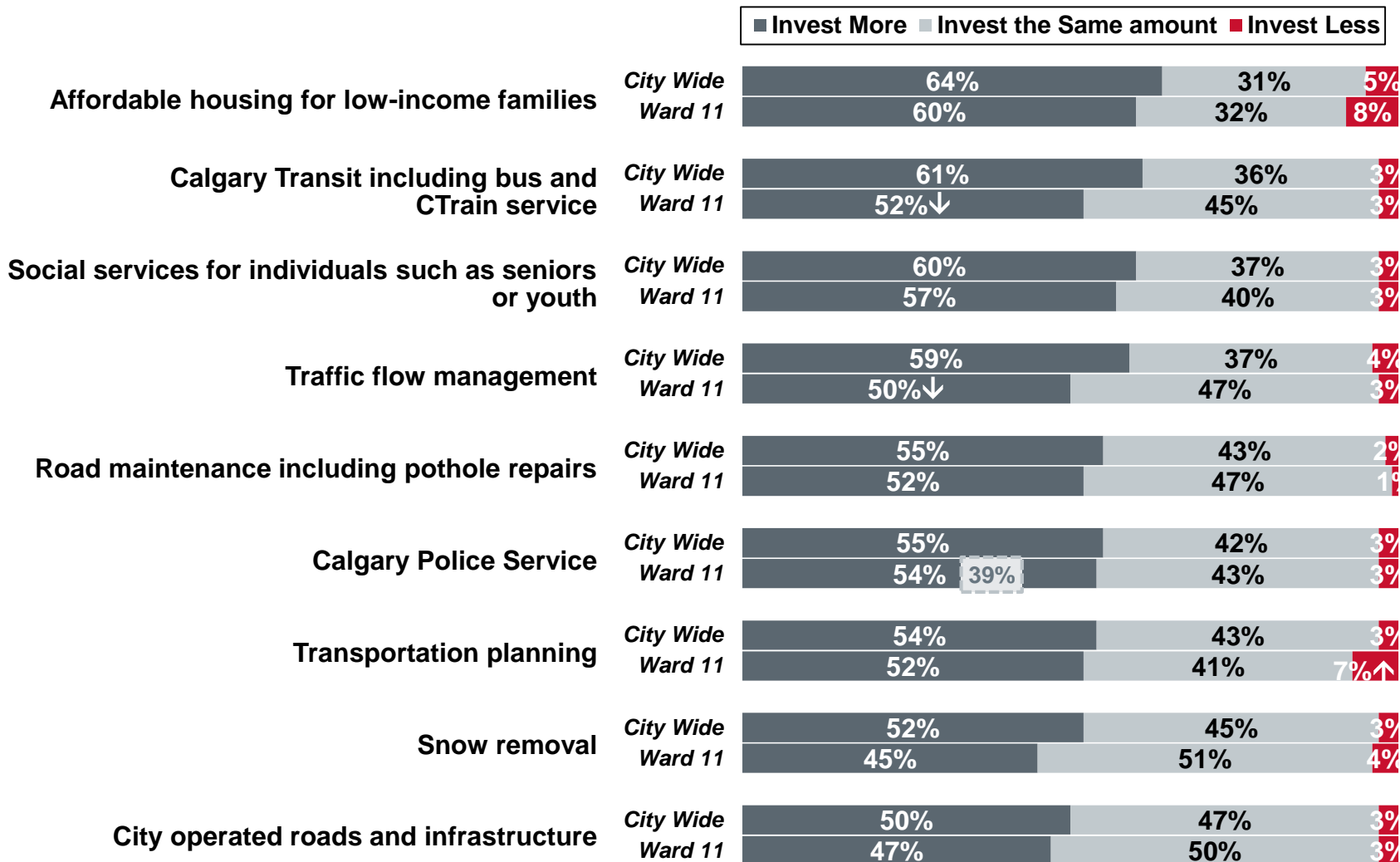
% Satisfied

■ 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)

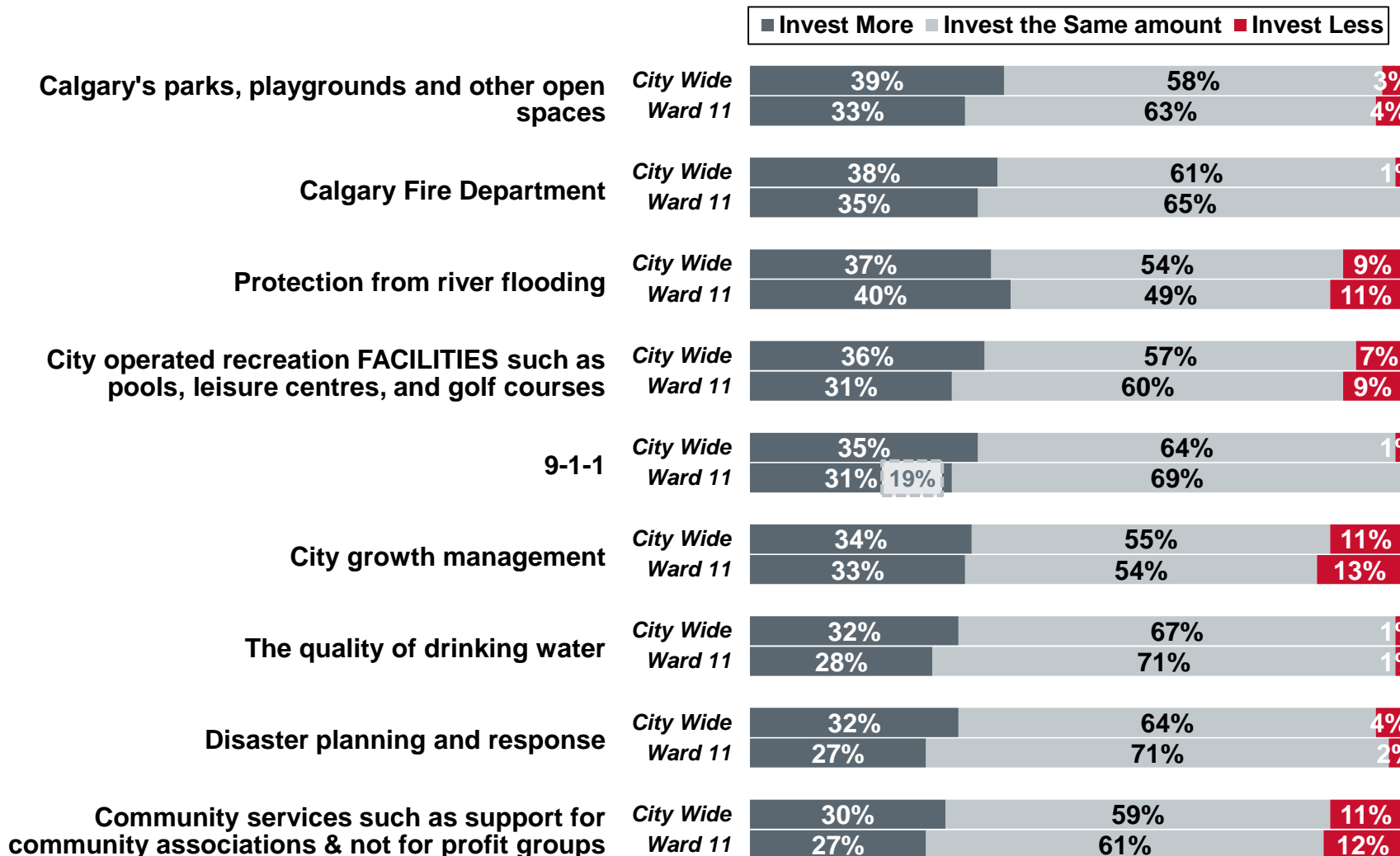
Investment in City Programs and Services



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

Ward 11 2016

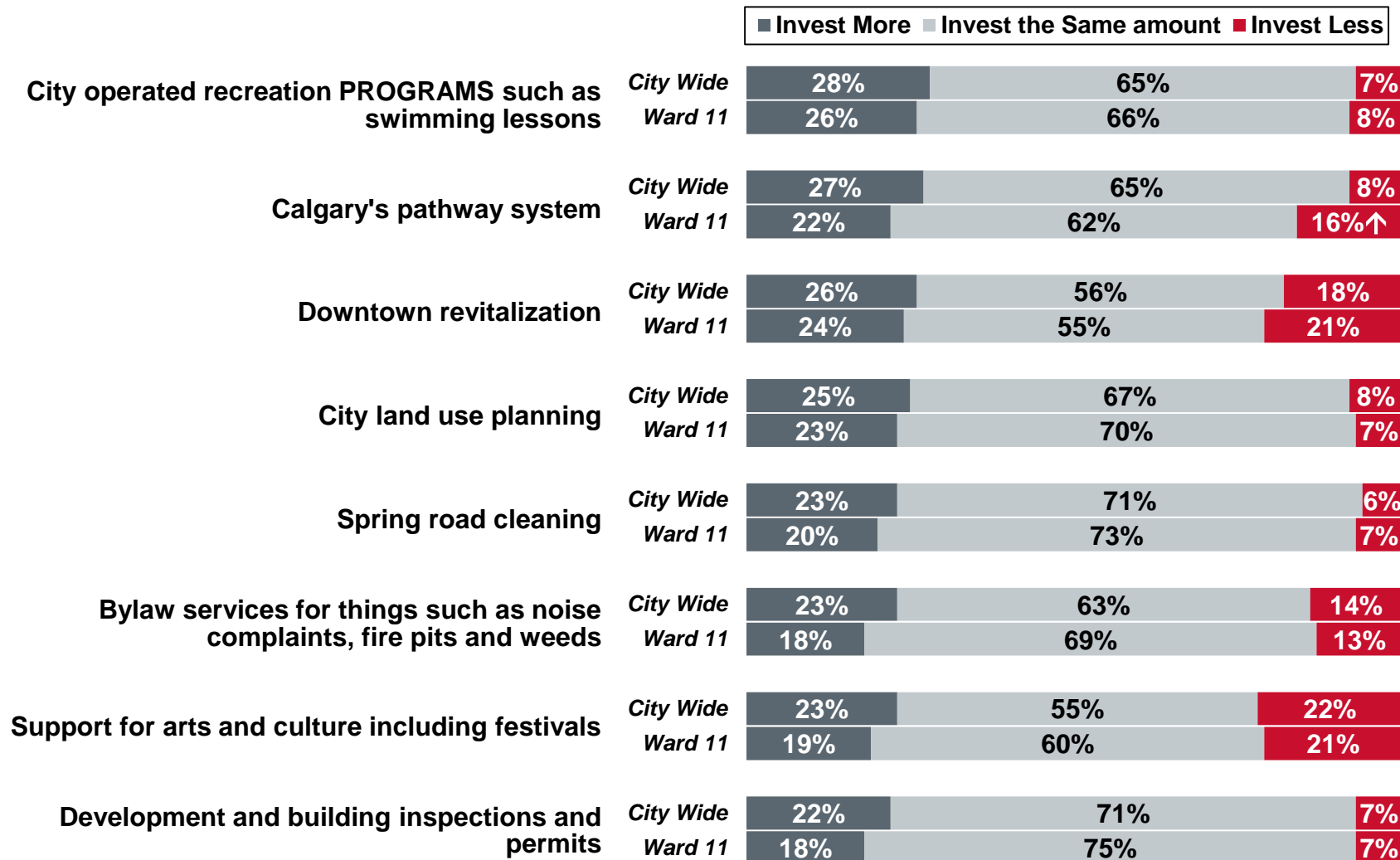
Investment in City Programs and Services (continued)



Ward 11 2016

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

Investment in City Programs and Services (continued)



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

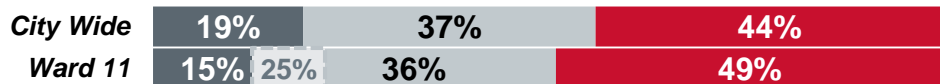
Investment in City Programs and Services (continued)

■ Invest More ■ Invest the Same amount ■ Invest Less

Business licenses and inspections



On-street bikeways



Animal control services for stray animals and pet licensing



Residential garbage collection service



City of Calgary website



311 service



Property tax assessment



Residential Blue Cart recycling



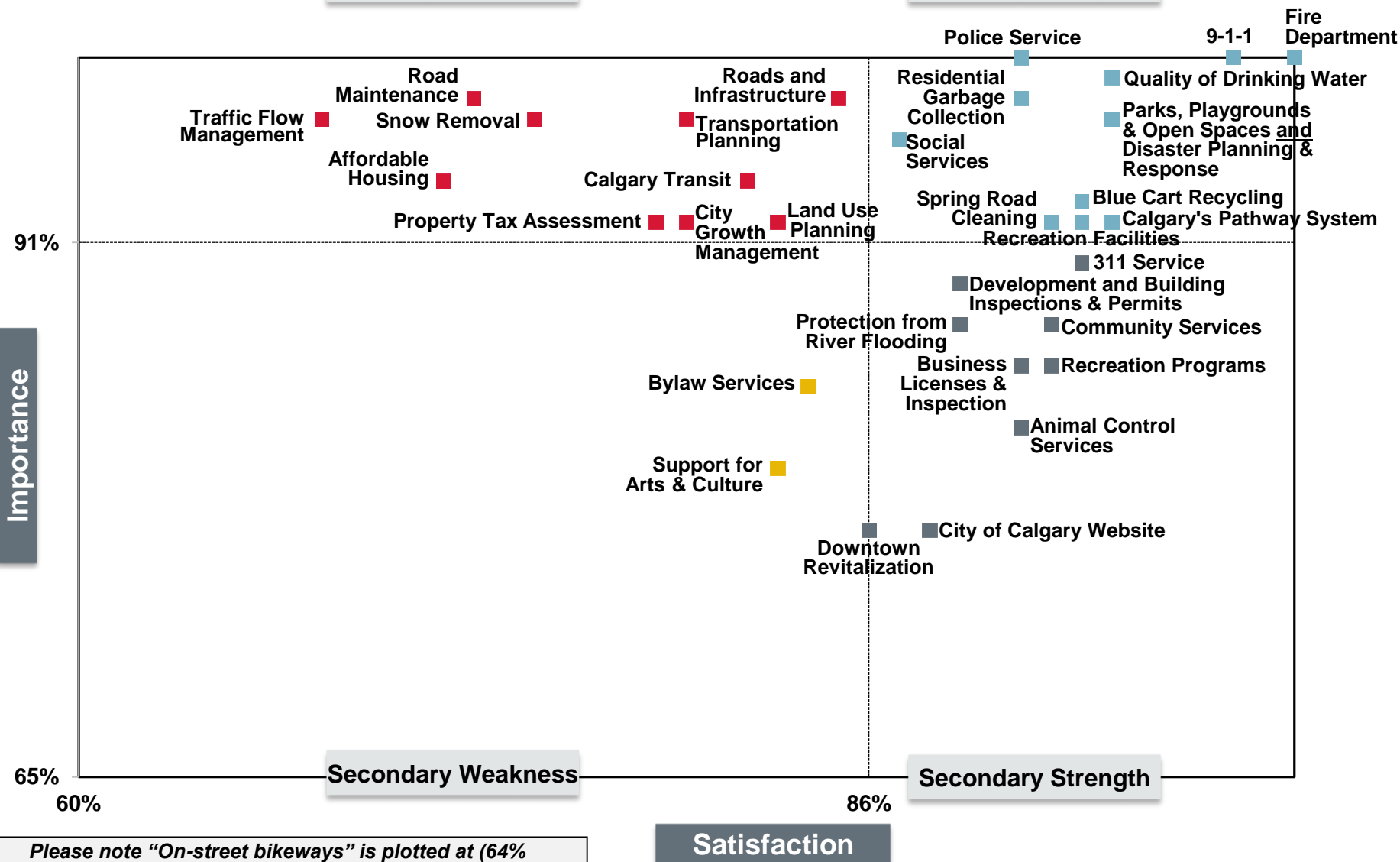
Ward 11 2016

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

Primary Weakness

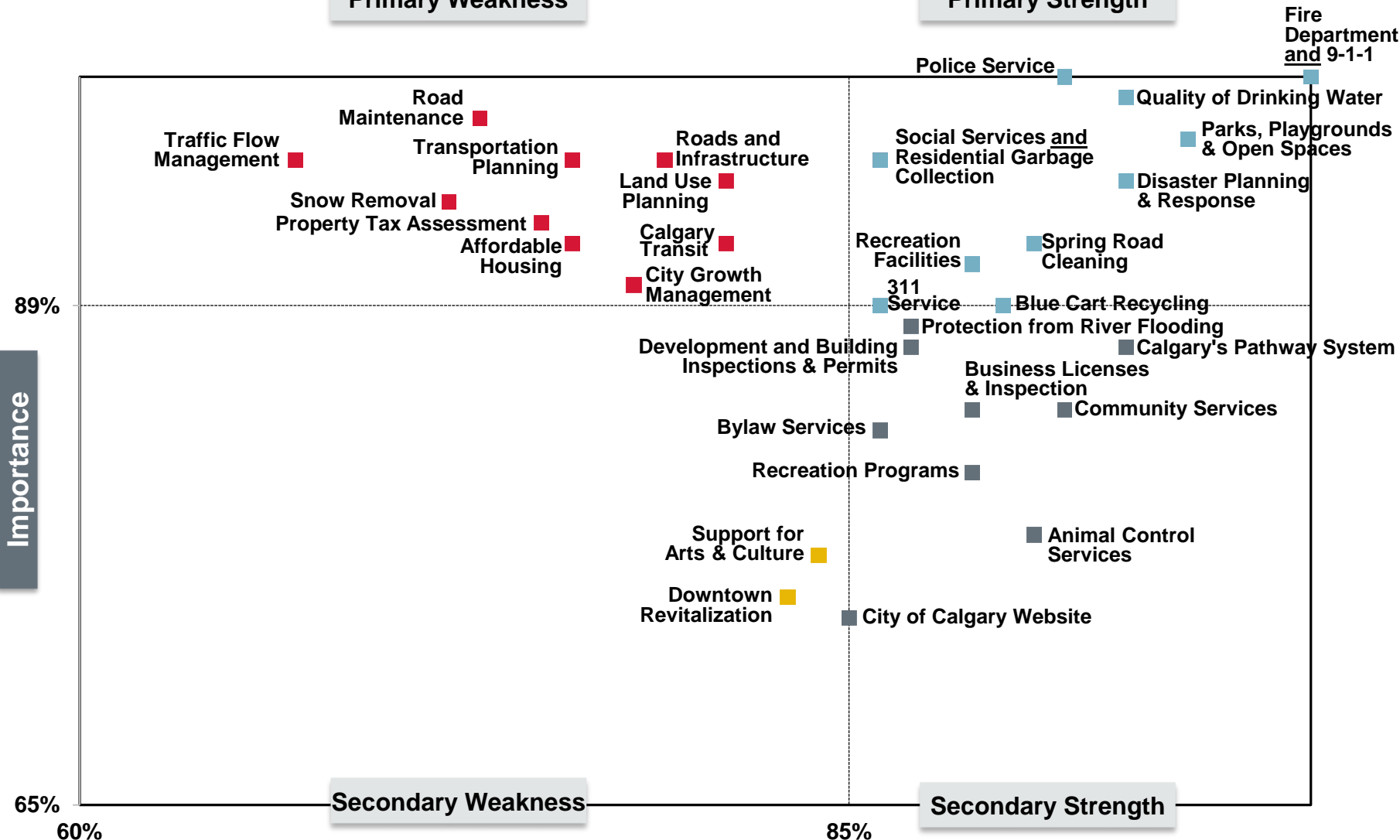
Primary Strength



Importance vs. Satisfaction Grid: Ward 11

Primary Weakness

Primary Strength



Please note "On-street bikeways" is plotted at (61% satisfaction, 51% importance) and not illustrated on this graph.

Primary Strengths and Weaknesses: City Wide versus Ward 11

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)

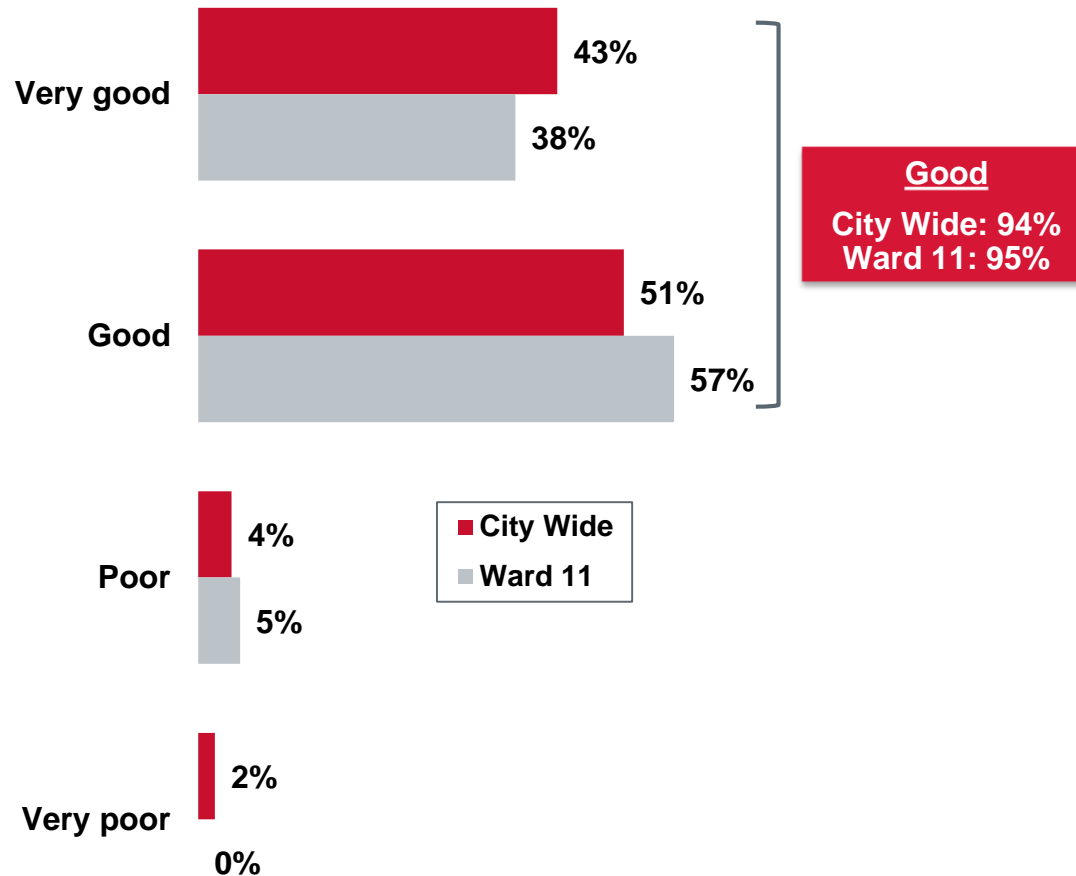
	City Wide	Ward 11
Fire Department		
9-1-1		
Residential Garbage Collection		
Quality of Drinking Water		
Police Service		
Parks, Playgrounds and Open Spaces		
Disaster Planning and response		
Calgary's Pathway System		
Spring Road Cleaning		
Blue Cart Recycling		
Recreation Facilities		
Social Services		
Traffic Flow Management		
Affordable Housing		
Property Tax Assessment		
Road Maintenance		
Transportation Planning		
Snow Removal		
City Growth Management		
Calgary Transit		
Roads and Infrastructure		
Land Use Planning		
311 Service		



Environmental Performance

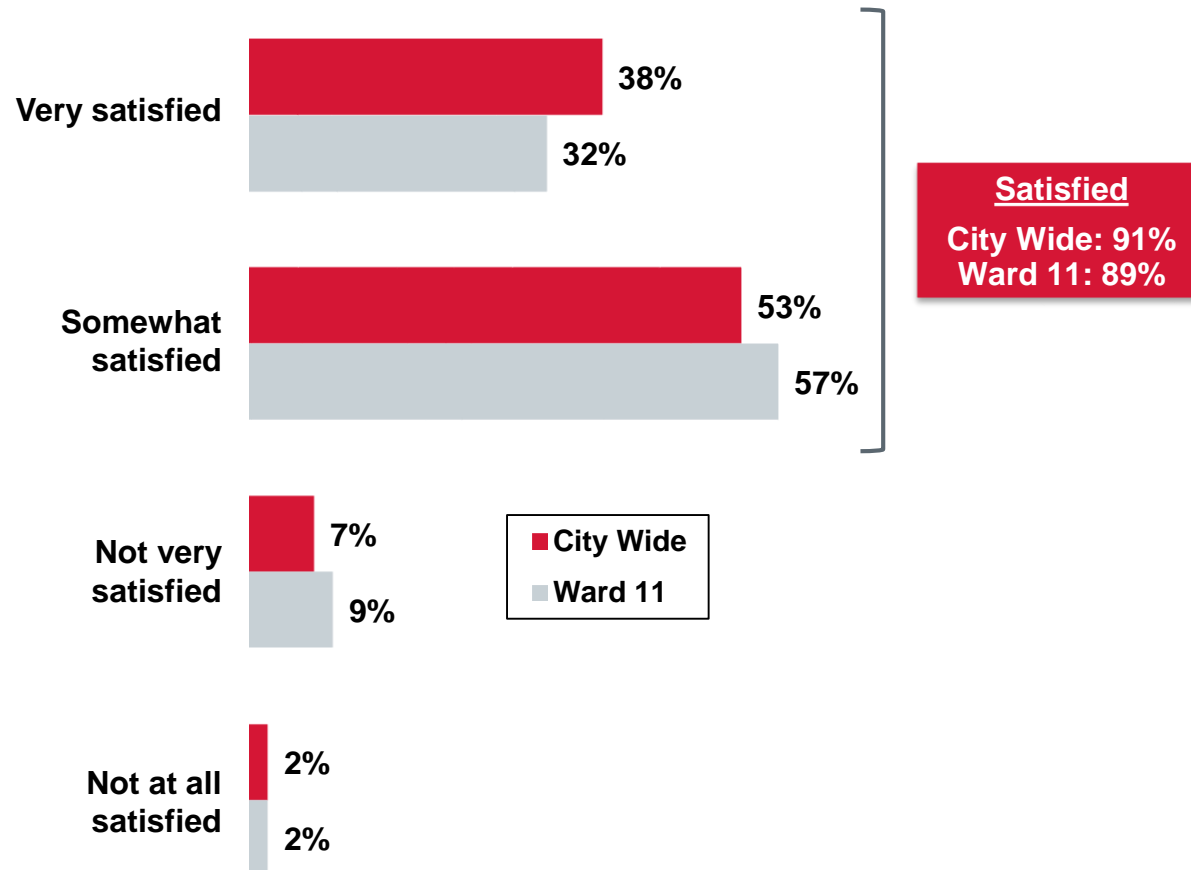


Perceptions About Overall State of Calgary's Environment



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=2,492 / Ward 11: n=196)

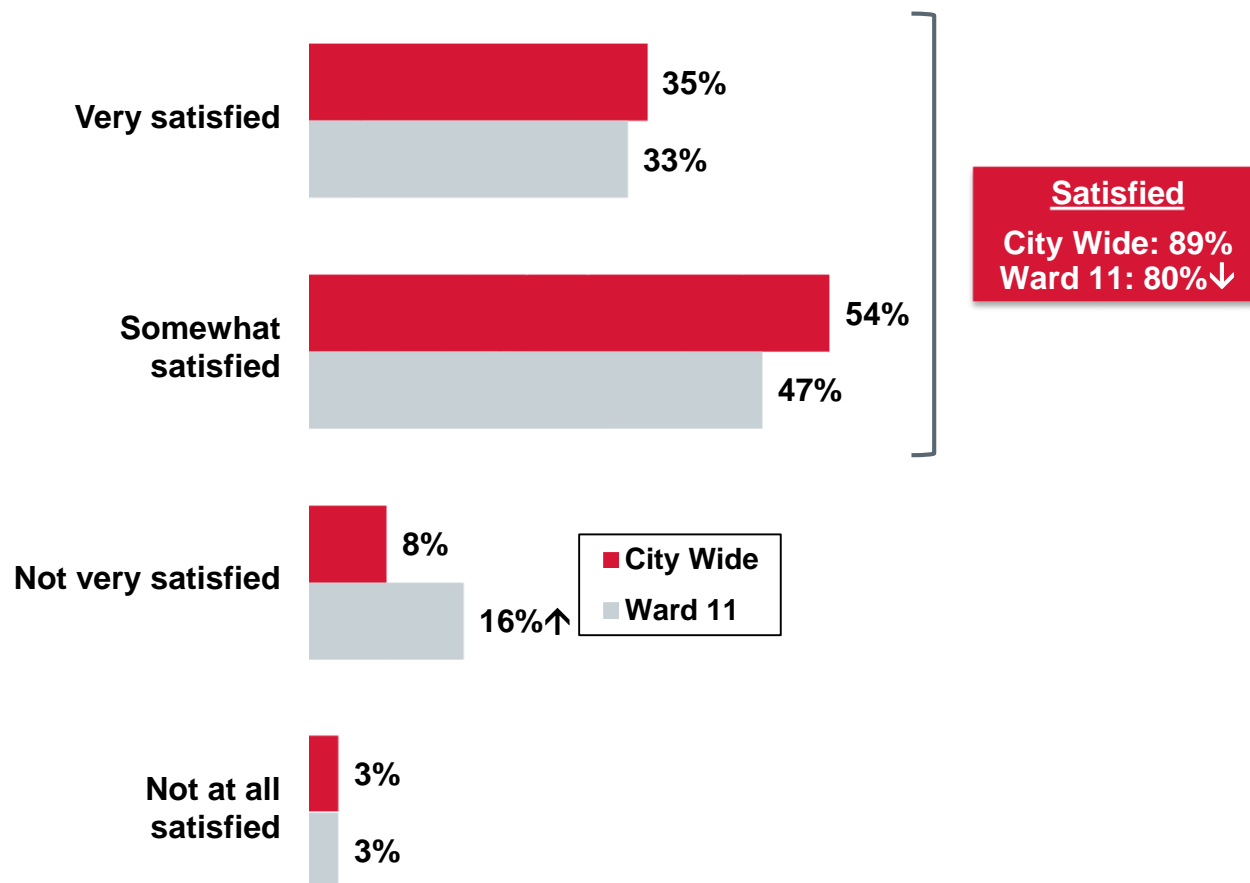
Satisfaction with The City's Environmental Performance



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

Base: Valid respondents (City Wide: n=2,484 / Ward 11: n=194)

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?

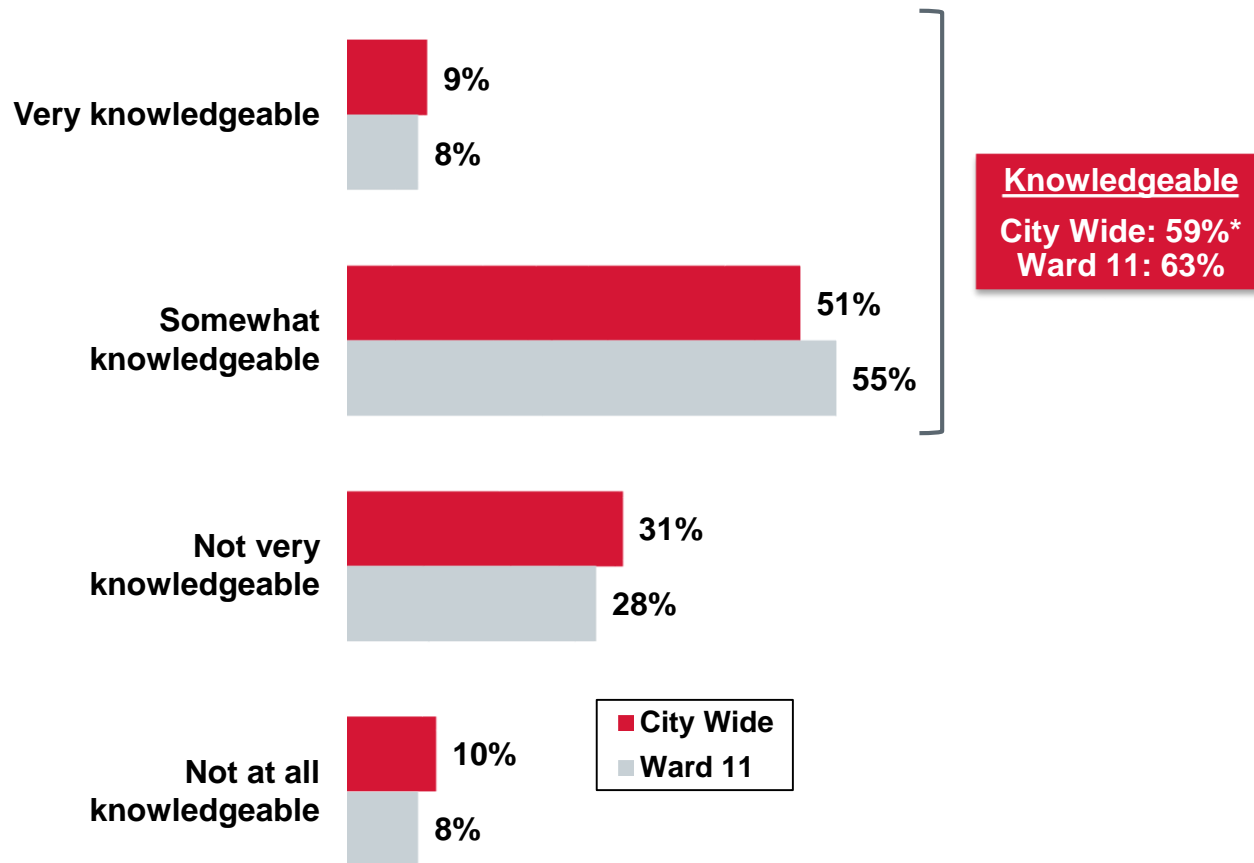
Base: Valid respondents (City Wide: n=2,478 / Ward 11: n=194)



Taxation



Knowledge Levels of Tax Dollar Spending

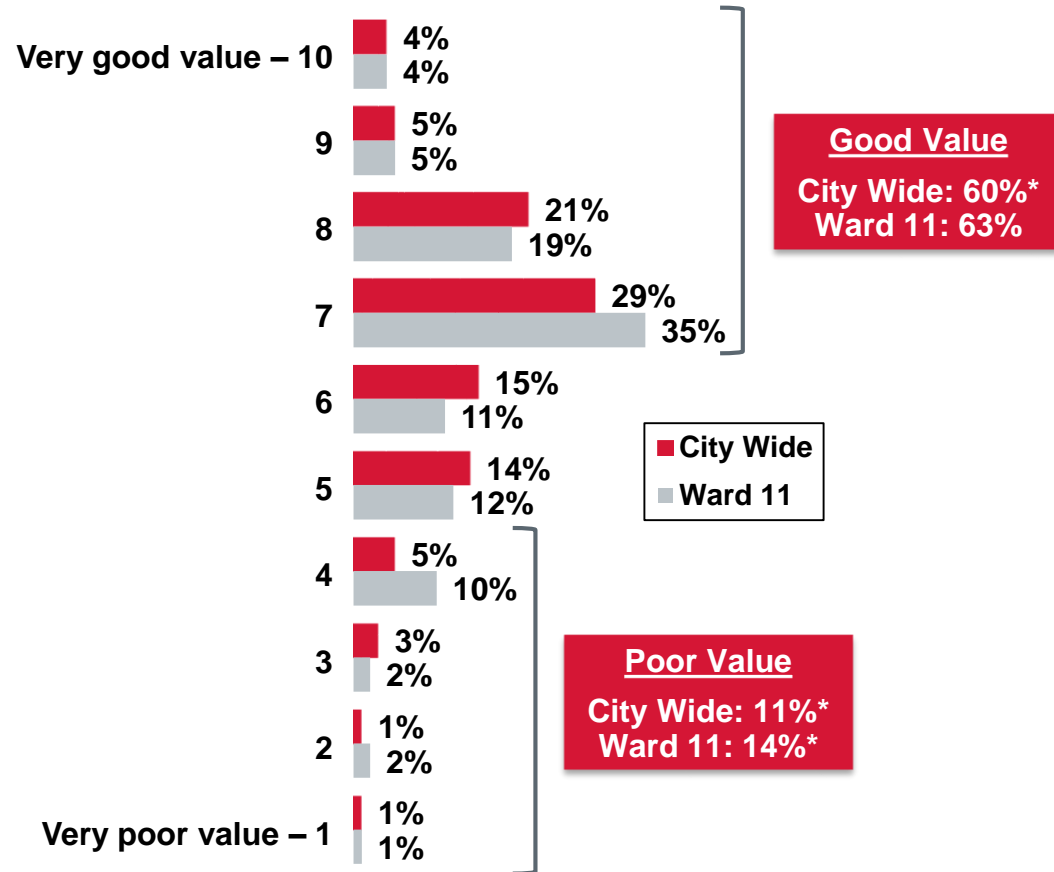


*Rounding

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=2,494 / Ward 11: n=196)

Perceived Value of Property Taxes

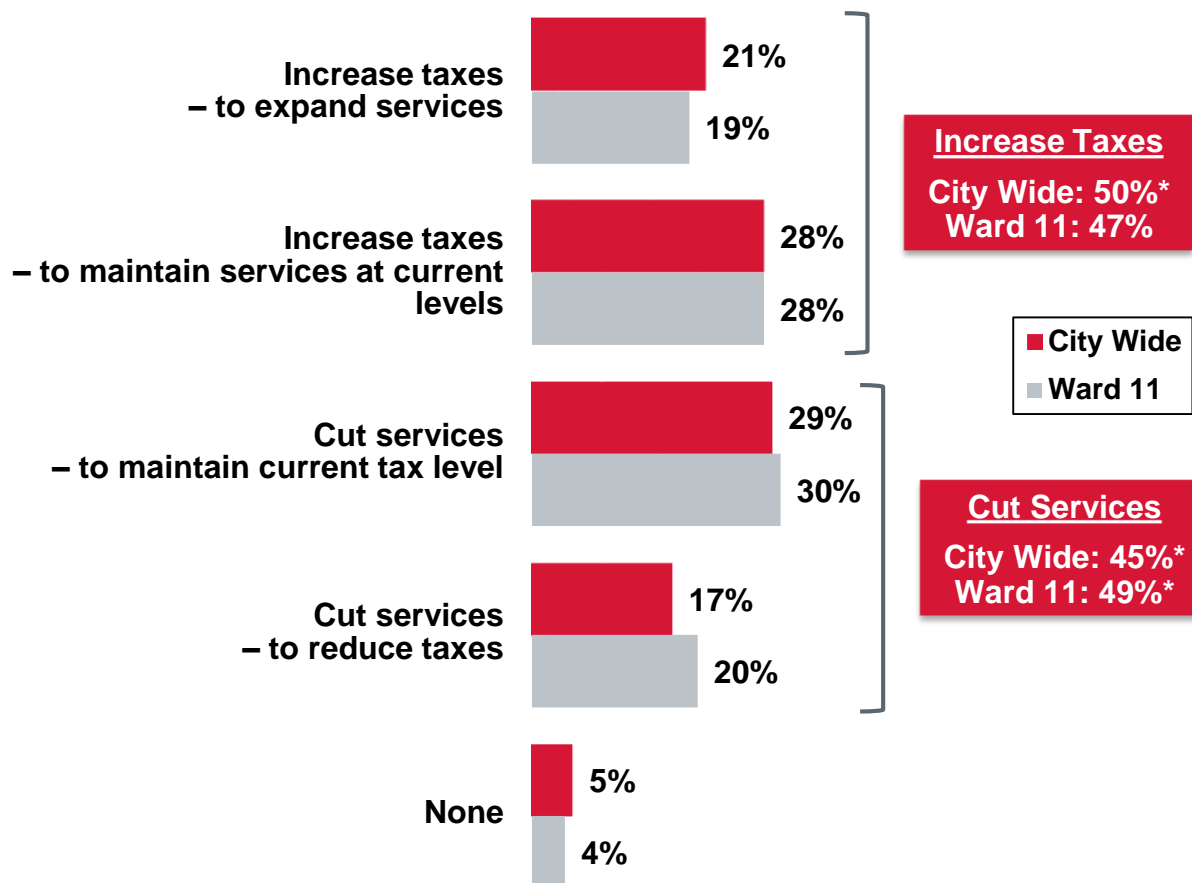


*Rounding

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=2,467 / Ward 11: n=192)

Balancing Taxation and Service Delivery Levels

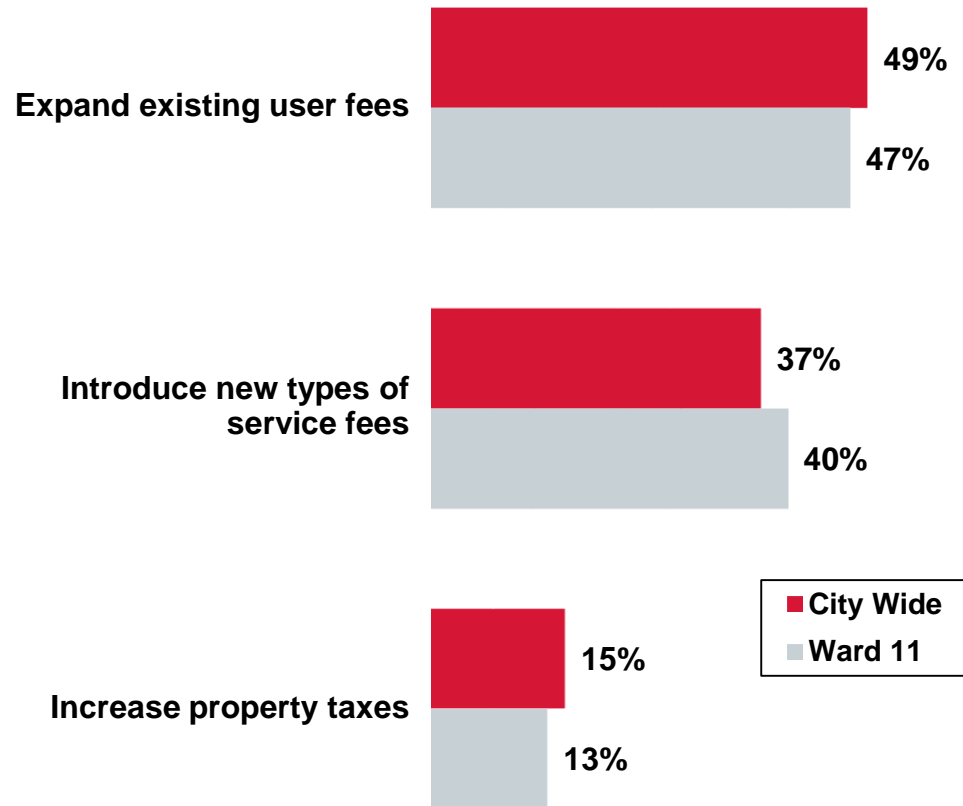


*Rounding

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=2,459 / Ward 11: n=191)

Options for Increasing City Revenue



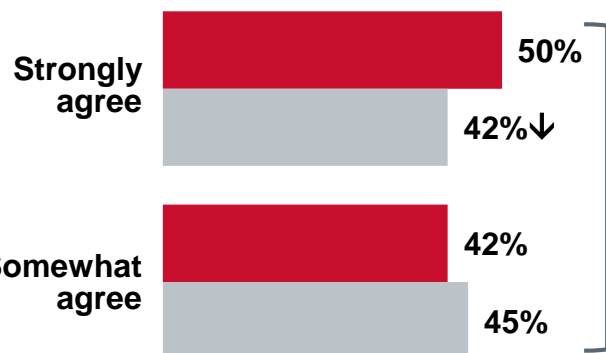
Should The City need to increase the amount of revenue it collects from citizens for new or emerging services, would you prefer The City to ...?

Base: Valid respondents (City Wide: n=2,365 / Ward 11: n=191)

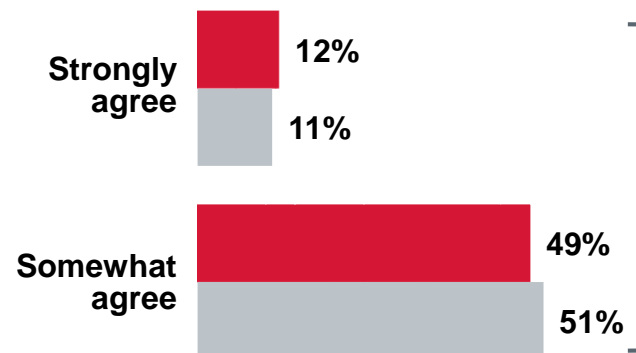
Property Tax Dollar Investment

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

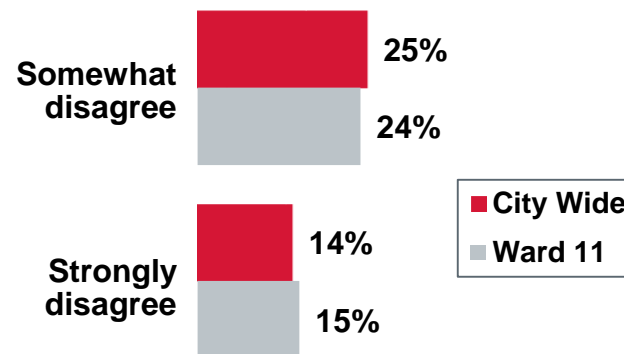
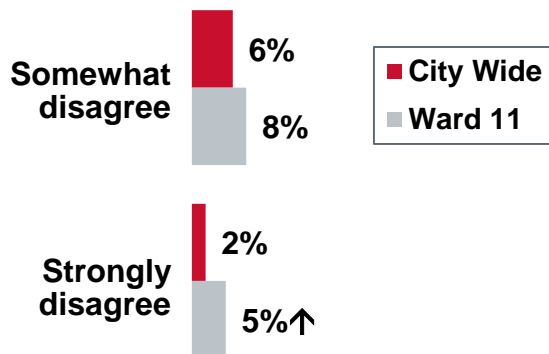
The City does a good job of providing citizens with information about how their property tax dollars are invested in various City services



Agree
City Wide: 92%
Ward 11: 87%↓



Agree
City Wide: 60%*
Ward 11: 62%



*Rounding

Base: Valid respondents (City Wide: n=2,488 / Ward 11: n=196)

Base: Valid respondents (City Wide: n=2,464 / Ward 11: n=194)

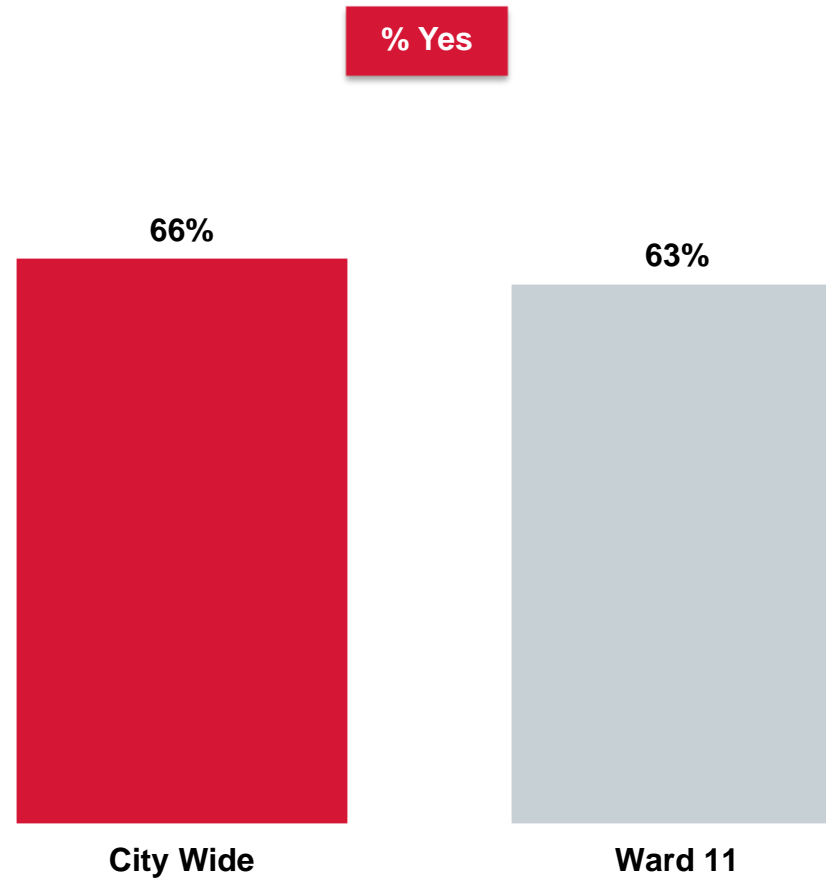
Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.



Contact with The City



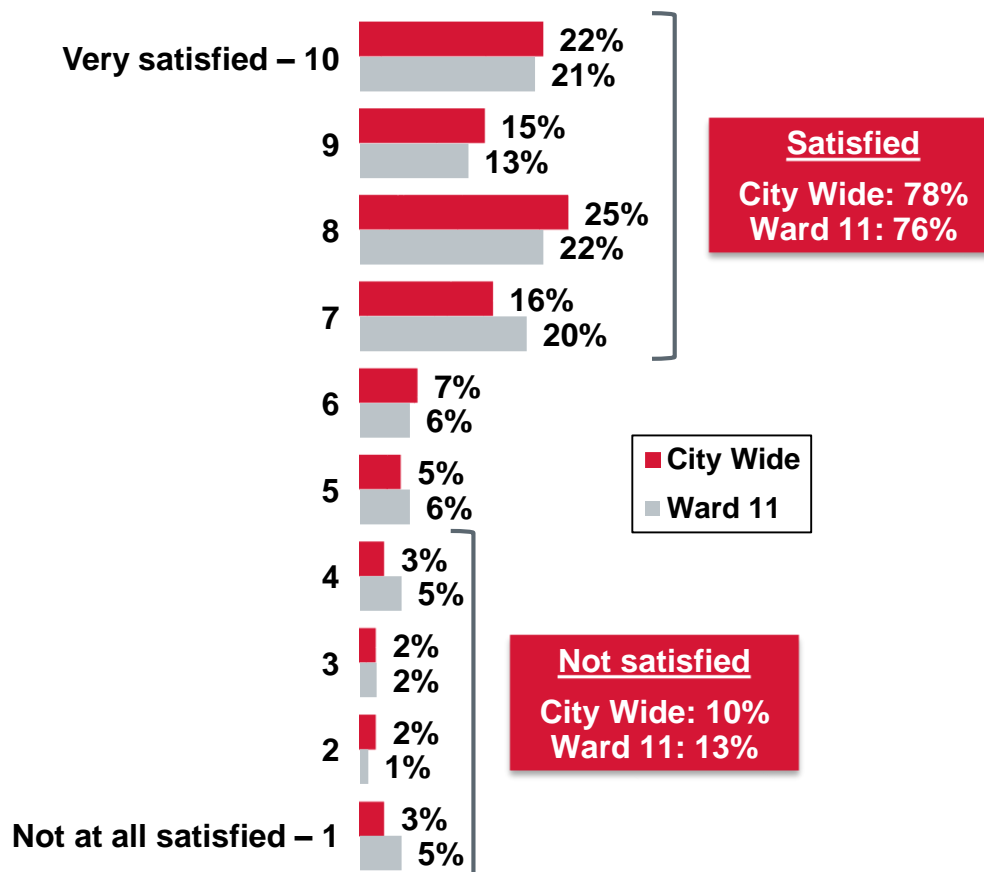
Past 12 Months Contact with The City of Calgary



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=2,494 / Ward 11: n=196)

Satisfaction with the Overall Level and Quality of Customer Service

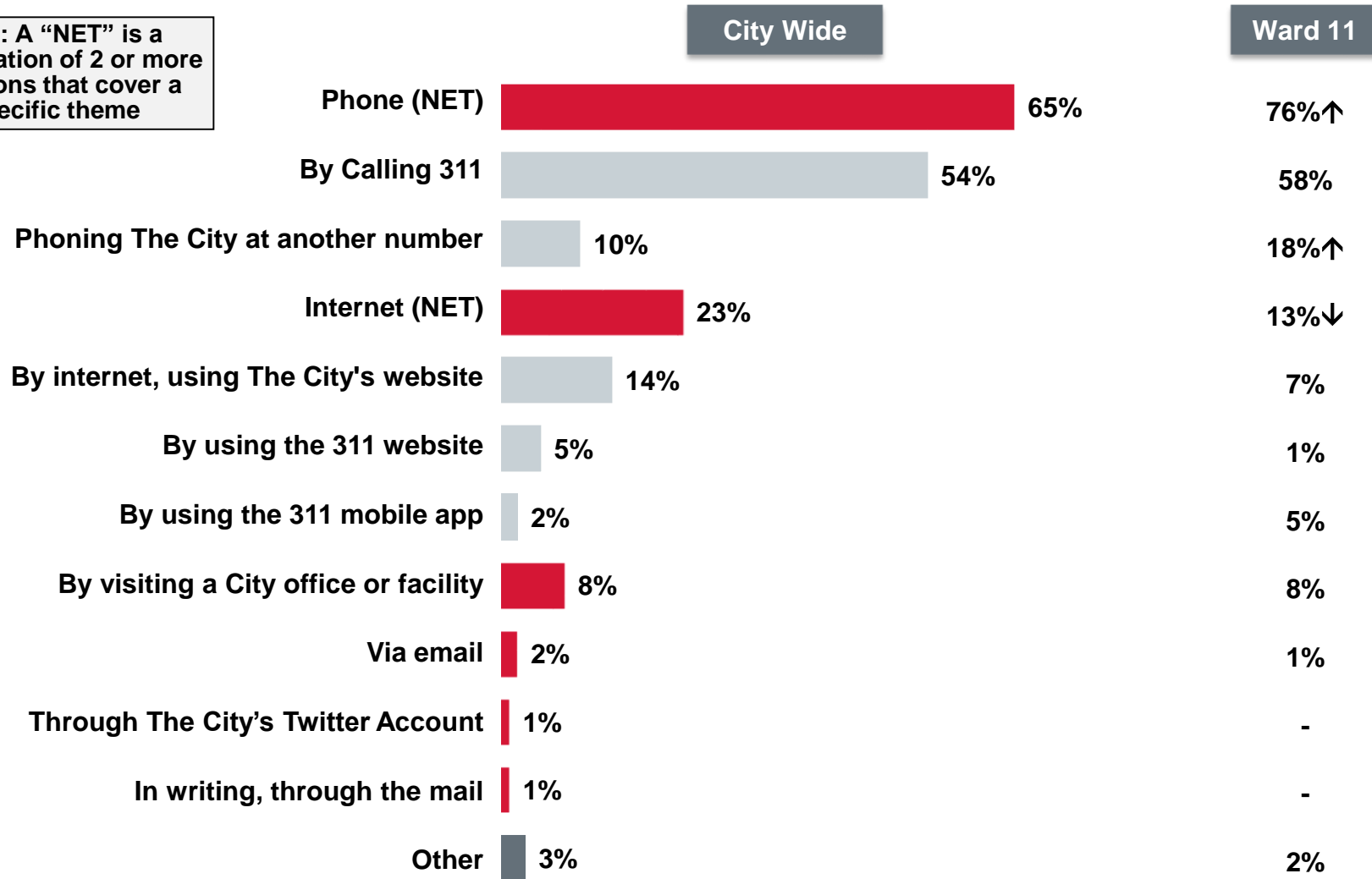


On a scale of 1 – 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied”, how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,649 / Ward 11: n=128)

Type of Contact

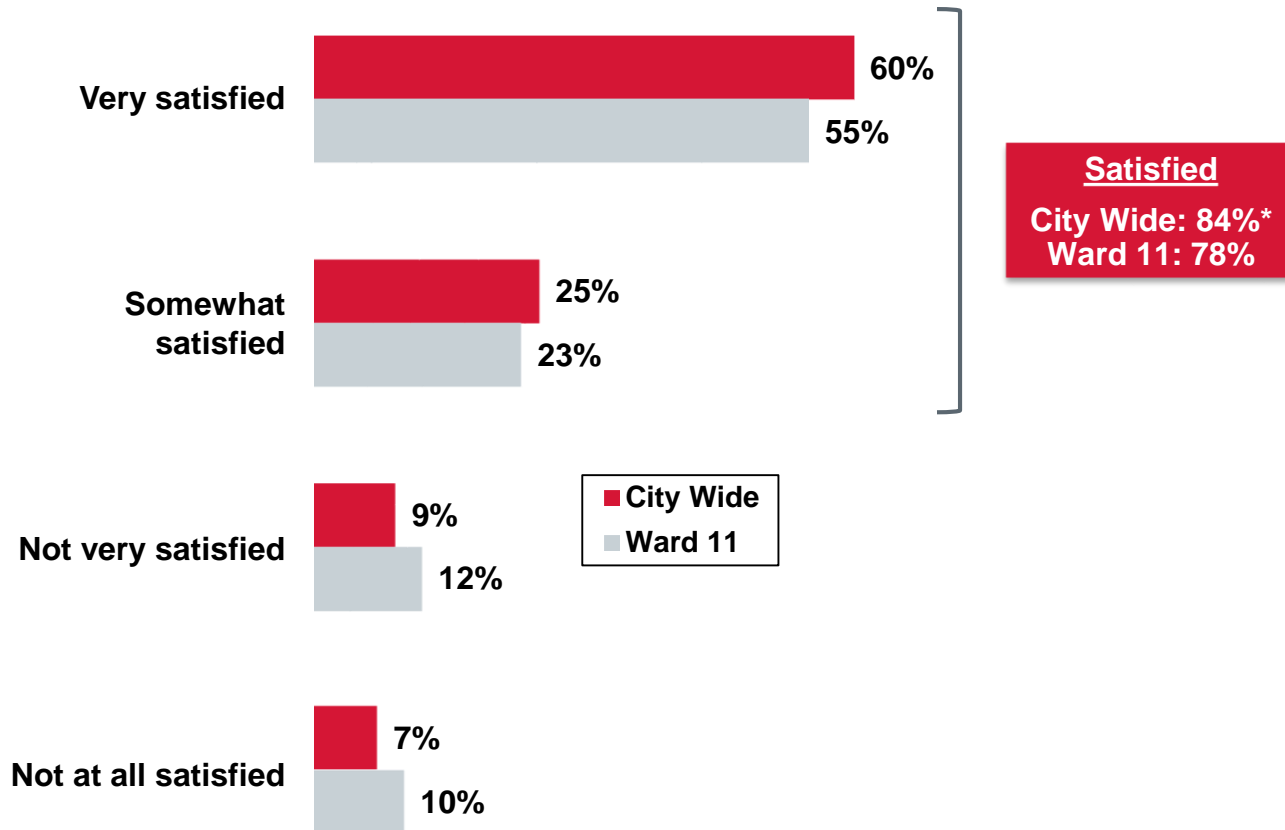
Note: A "NET" is a combination of 2 or more mentions that cover a specific theme



When you contacted The City was it... ?

Base: Valid respondents who contacted The City in the last twelve months (City Wide: n=1,084 / Ward 11: n=89)

Satisfaction with Most Recent City Contact



*Rounding

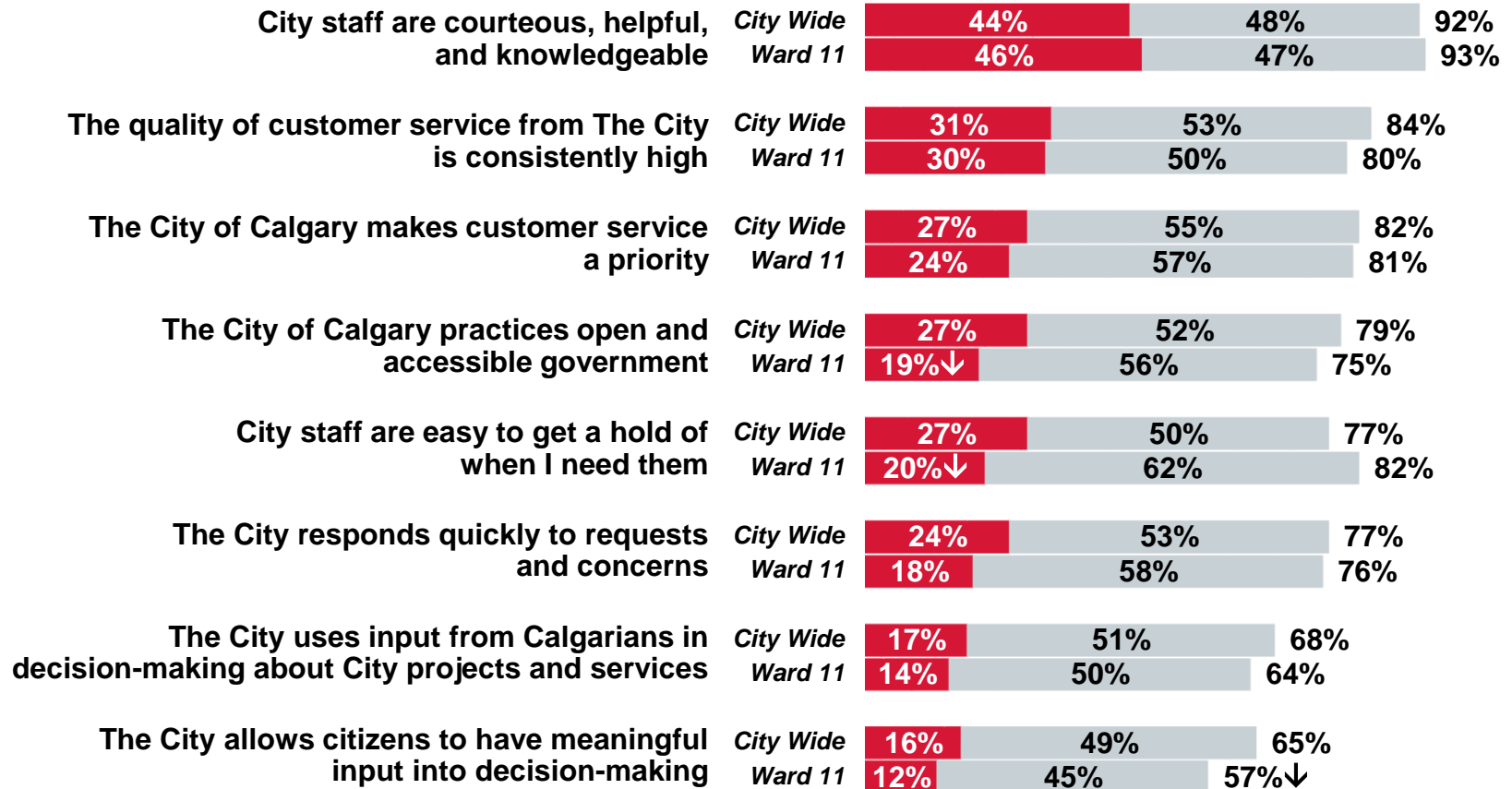
How satisfied were you with your most recent contact with The City?

Base: Valid respondents who contacted The City of Calgary in the last twelve months (City Wide: n=1,085 / Ward 11: n=90)

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?

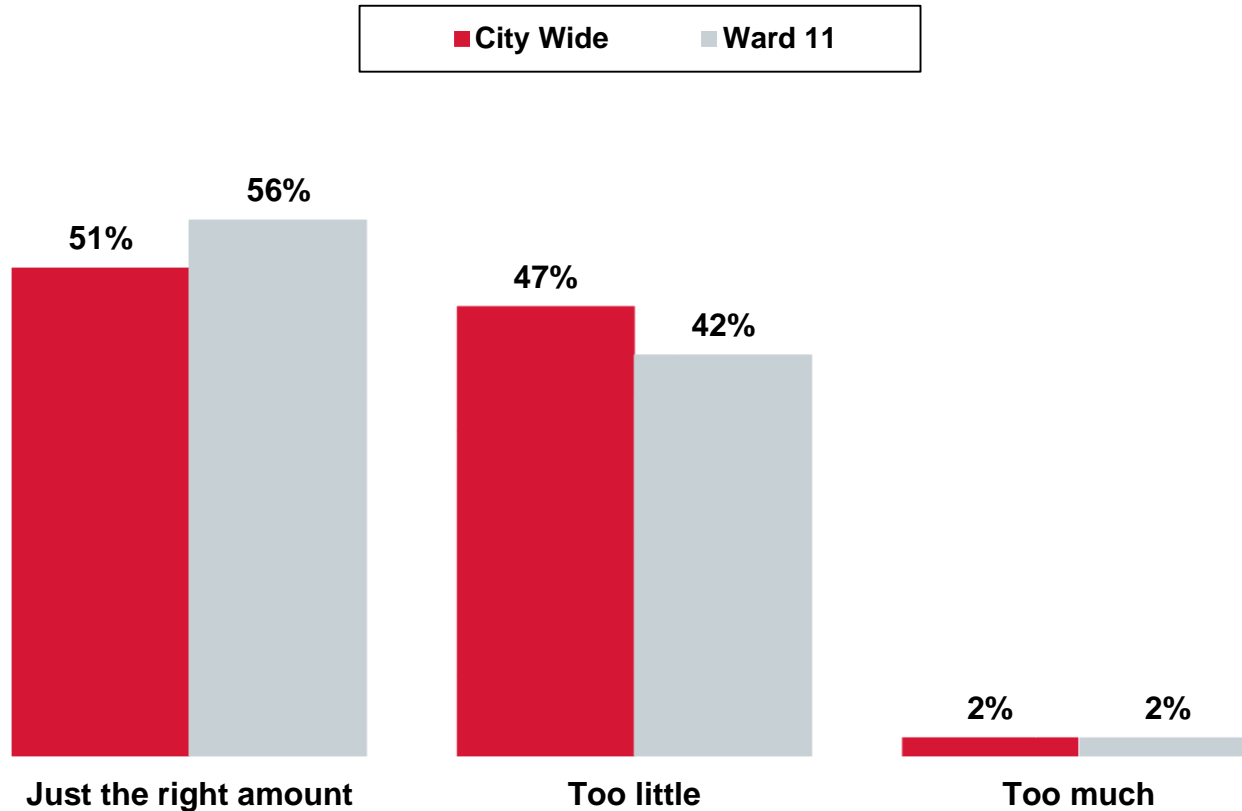
Base: Valid respondents (Bases vary)



City Communications



The Amount 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=2,474 / Ward 11: n=193)

Top Areas for Information from The City

Ward 11

Multiple
Responses

Budget & Spending (NET)	36%	37%
Taxes/ government spending	33%	33%
Infrastructure, Traffic & Roads (NET)	32%	39%↑
Roads	13%	14%
Construction	6%	8%
Infrastructure (unspecified)	5%	4%
Planning & Development (NET)	16%	11%
Planning/ future growth	9%	6%
Land use planning/ development	4%	2%
Taxation (NET)	16%	17%
Taxes/ taxation (unspecified)	10%	11%
Property taxes	5%	5%
Transit (NET)	15%	18%
Transit	7%	11%
Transportation (unspecified)	7%	7%
Government (NET)	12%	16%
Recreation (NET)	9%	9%
Recreation/ leisure centres/ programs	7%	7%
Community & Social Services (NET)	9%	7%
City Services (NET)	8%	5%
Crime, Safety & Policing (NET)	8%	7%
Media (NET)	6%	4%
Environment & Waste Management (NET)	5%	3%
City/ public art displays	5%	2%

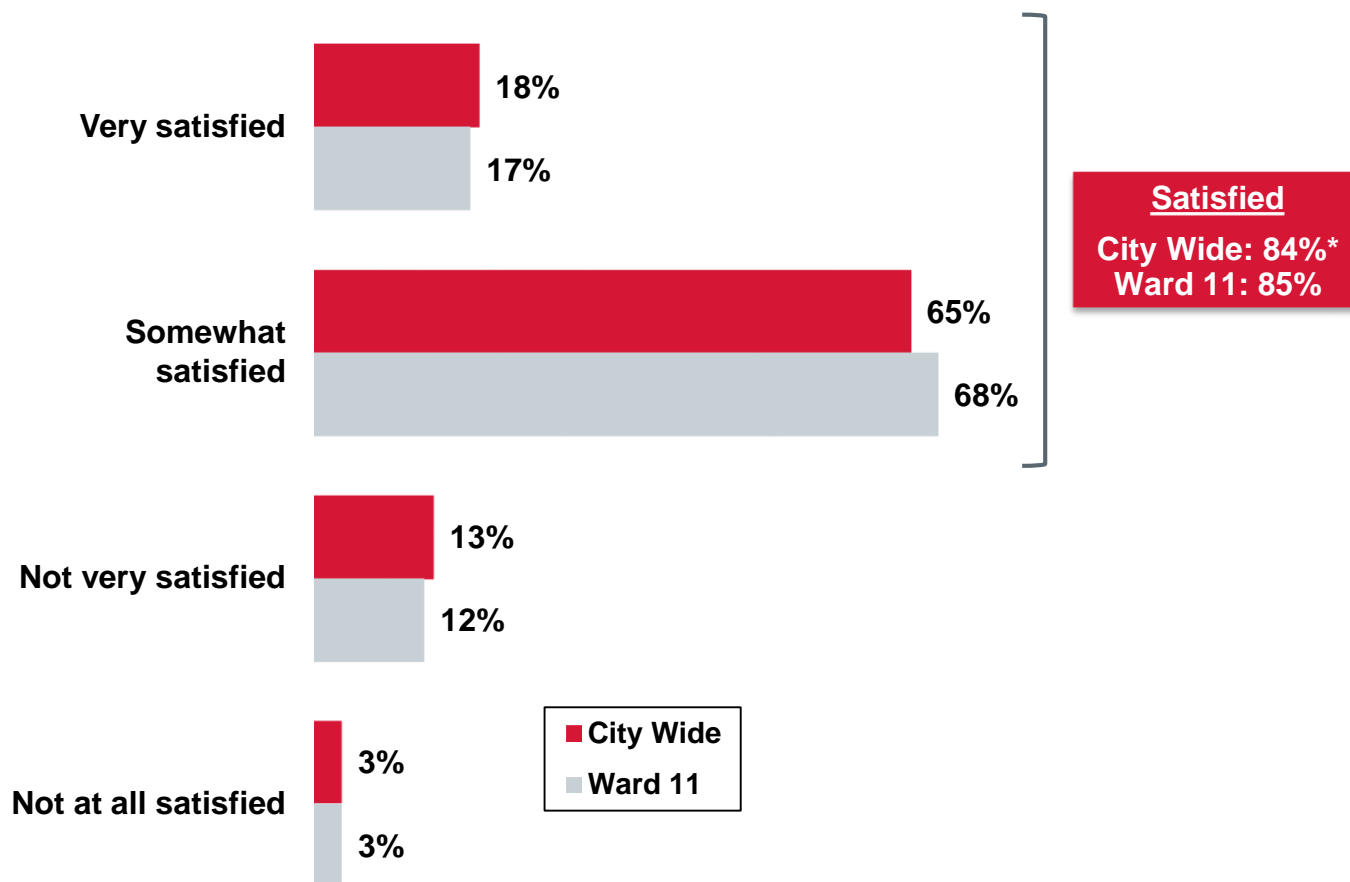
Note: A "NET" is a combination of 2 or more mentions that cover a specific theme

Total mentions <3% are not shown

What are the top three areas where you would like The City to provide more information?

Base: Valid respondents who say they receive too little or just the right amount of information (City Wide: n=2,172 / Ward 11: n=165)

Satisfaction with the Overall Quality of City Information and Communications



*Rounding

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

Base: Valid respondents (City Wide: n=2,484 / Ward 11: n=194)



Demographics



Gender

	City Wide	Ward 11
Male	49%	50%
Female	51%	50%

Education

	City Wide	Ward 11
Completed high school or less	18%	21%
Some post secondary or completed a college diploma	35%	31%
Completed university degree or post-grad degree	47%	48%

Age

	City Wide	Ward 11
18 to 24	13%	9%
25 to 34	20%	18%
35 to 44	17%	10%
45 to 54	20%	21%
55 to 64	14%	18%
65 or older	16%	25%
Mean	45	50

Income

	City Wide	Ward 11
Less than \$30,000	7%	7%
\$30,000 to <\$45,000	9%	9%
\$45,000 to <\$60,000	11%	10%
\$60,000 to <\$75,000	8%	12%
\$75,000 to <\$90,000	9%	8%
\$90,000 to <\$105,000	10%	7%
\$105,000 to <\$120,000	10%	13%
\$120,000 to <\$150,000	14%	11%
\$150,000 or more	23%	23%

Base: Valid respondents (Bases vary)

Tenure in Calgary

	City Wide	Ward 11
Less than 5 years	7%	4%
5 to less than 10 years	9%	8%
10 to less than 15 years	11%	4%
15 to less than 20 years	12%	7%
20 to less than 30 years	24%	18%
30 to less than 40 years	16%	26%
40 or more years	21%	33%
Mean	26	32

Household Size

	City Wide	Ward 11
1	13%	20%
2	31%	37%
3	19%	20%
4	22%	17%
5 or more	15%	6%
Mean	3.0	2.5

Children and Seniors in Household

	City Wide	Ward 11
Yes - Children	36%	25%
Yes - Seniors	17%	23%

Type of Home

	City Wide	Ward 11
Single-detached house	71%	65%
Apartment or apartment-style condominium	13%	22%
Duplex, triplex or fourplex	8%	3%
Townhouse or rowhouse	7%	9%
Another type of multi-dwelling unit	1%	1%

Own or Rent

	City Wide	Ward 11
Own	76%	75%
Rent	21%	22%
Other	-	1%
Neither	2%	2%

Responsible for Property Taxes

	City Wide	Ward 11
Yes	84%	84%
No	16%	16%

Base: Valid respondents (Bases vary)

Respondent Characteristics

Born in Canada

	City Wide	Ward 11
Yes	74%	81%
No	26%	19%

Age Left Country of Birth

Base: Not born in Canada	City Wide (n=645)	Ward 11 (n=33)
Less than 12	28%	30%
12 to 17	13%	11%
18 or older	59%	56%
No response	1%	2%

Ethnic Background

	City Wide	Ward 11
Caucasian/ White	24%	24%
British	20%	28%
Canadian/ French Canadian	17%	16%
Western European	12%	17%
Southern or Eastern European	9%	9%
East or Southeast Asian	9%	5%
South Asian	6%	1%
Central/ South American or Caribbean	2%	2%
West Asian or Middle Eastern	2%	1%
African	2%	1%
Aboriginal/ First Nations/ Metis	2%	2%

Disability

	City Wide	Ward 11
Yes	16%	20%
No	84%	80%

Visible Minority

	City Wide	Ward 11
Yes	23%	13%
No	77%	87%

Base: Valid respondents (Bases vary)

Contact

Jamie Duncan

Vice President

Ipsos Public Affairs

587.952.4863

email: jamie.duncan@ipsos.com

Sheela Das

Director

Ipsos Public Affairs

587.952.4874

email: sheela.das@ipsos.com