

Calgary



2017 Quality of Life and Citizen Satisfaction Survey

Ward 10 Report

Prepared for The City of Calgary by:

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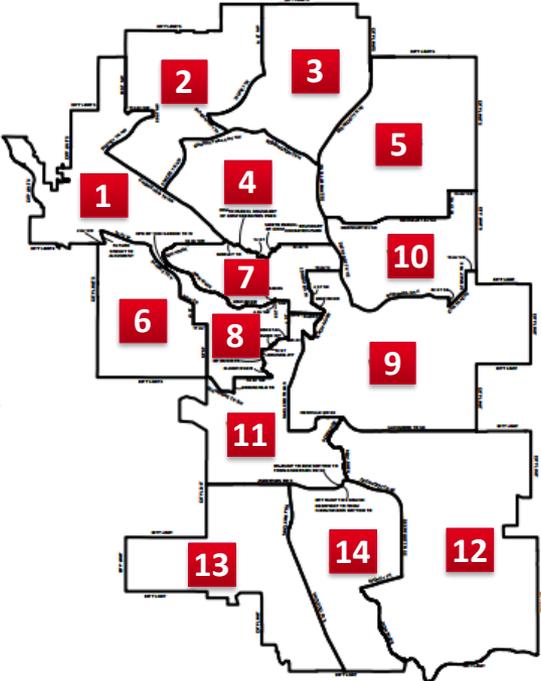
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Demographics



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 182 interviews were conducted with residents of Ward 10 (MOE ± 7.3).
- ❖ Research Note on significant differences.
 - Throughout, City Wide results are compared to results from Ward 10.
 - \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 10 are compared to those from 2016.
 - Only significant differences are shown.





Summary of Key Findings





Key Findings: Quality of Life and Issue Agenda

Ward 10 residents have positive views of the quality of life in Calgary, but are less likely than residents City Wide to feel proud or safe regarding their neighbourhood.

- ❖ More than eight-in-ten (83%) Ward 10 residents say the quality of life in Calgary today is ‘good,’ which is on par with the 85% rating City Wide.
- ❖ Ward 10 residents are twice as likely to say the quality of life in the city of Calgary has worsened (36%) than improved (18%) in the past three years (both numbers on par with City Wide 20% improved, 35% worsened).
- ❖ Ward 10 residents are less likely than City Wide residents to agree that "I am proud to live in my neighbourhood" (76% agree vs. 85% City Wide). They are also less likely to say they feel safe (very or reasonably) walking alone in their neighbourhood after dark (69% safe vs. 81% City Wide).

Ward 10 residents are more concerned than residents City Wide about crime, safety and policing.

- ❖ “*Infrastructure, traffic and roads*” (28%) is the number one item on their issue agenda, slightly ahead of “*crime, safety and policing*” (24%). Ward 10 residents are much more likely than residents City Wide to mention crime (24% vs. 13% City Wide). Conversely, Ward 10 residents are less likely to have “*transit*” on their issue agenda (11% vs. 19% City Wide).

Key Findings: City Programs and Services

Overall satisfaction with City Services is on par with City Wide, but lower for several specific City services.

- ❖ Three-quarters (76%) of Ward 10 residents say they are satisfied with the overall level and quality of services and programs provided by The City (on par with 79% City Wide).
- ❖ Ward 10 residents are less likely than City Wide residents to be satisfied with several services, including:
 - Animal control services (79% very/somewhat satisfied vs. 91% City Wide)
 - Snow removal (66% very/somewhat vs. 75% City Wide)
 - Affordable housing (64% very/somewhat satisfied vs. 72% City Wide)
 - Social services (79% very/somewhat satisfied vs. 87% City Wide)
 - Calgary's pathway system (89% very/somewhat satisfied vs. 94% City Wide)
- ❖ However, Ward 10 residents have higher levels of satisfaction than City Wide with transportation planning (88% very/somewhat satisfied vs. 80% City Wide).
- ❖ Compared to 2016, a satisfaction has fallen with a few services, including:
 - Animal control services (79% very/somewhat satisfied, down 12 points from 2016)
 - Support for arts and culture including festivals (79% very/somewhat satisfied, down 11 points from 2016)
 - Social services (79% very/somewhat satisfied, down 9 points from 2016)
 - Spring road cleaning (88% very/somewhat satisfied, down 7 points from 2016)



Key Findings: City Programs and Services (continued)

Ward 10 residents place a higher importance on many City services compared to City Wide residents.

❖ Ward 10 residents especially place more importance on the following services:

- Animal control services (59% very important vs. 40% City Wide)
- Road maintenance (86% very important vs. 74% City Wide)
- 311 service (66% very important vs. 54% City Wide)
- Business licenses and inspections (59% very important vs. 47% City Wide)
- Bylaw services (50% very important vs. 40% City Wide)

Ward 10 residents differ from City Wide residents in terms of their greater desire to see more investment in several City services.

❖ Ward 10 residents are especially more likely to want to see more investment in:

- Disaster planning and response (48% invest more vs. 32% City Wide)
- Snow removal (67% invest more vs. 52% City Wide)
- Animal control services (32% invest more vs. 18% City Wide)
- 9-1-1 (47% invest more vs. 35% City Wide)
- Calgary Police Service (67% invest more vs. 55% City Wide)
- Social services (71% invest more vs. 60% City Wide)

Key Findings: The Environment and Taxation

Ward 10 residents match City Wide residents in perceptions of the overall job done by The City on the environment.

- ❖ More than nine-in-ten (93%) Ward 10 residents are satisfied with the overall job The City of Calgary is doing to protect the environment (on par with 91% City Wide).
- ❖ Despite the overall satisfaction, a couple of environmental measures are either down from 2016 or lower than City Wide.
 - Ward 10 residents are less likely than in 2016 to be satisfied with the overall state of Calgary's environment (92% very/somewhat satisfied, down 6 points from 2016).
 - Ward 10 residents are also less likely than City Wide residents to be satisfied with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact (82% very/somewhat satisfied vs. 89% City Wide).

Ward 10 residents give a lower rating than City Wide residents to the value they receive for their municipal property tax dollars.

- ❖ Only half (49%) of Ward 10 residents give The City a good value rating for the value of their property tax dollars, which is statistically lower than 60% City Wide.
- ❖ Ward 10 residents are less likely than in 2016 to agree that 'The City does a good job of providing citizens with information about how their property tax dollars are invested in various City services' (54% agree, down 14 points from 2016).

A number of contact measures with The City are lower than City Wide or down from last year.

- ❖ Six-in-ten (62%) Ward 10 residents have contacted or dealt with The City or its employees in the last 12 months (on par with 66% City Wide).
- ❖ Among Ward 10 residents who contacted or dealt with The City in the past 12 months, 72% are satisfied with the overall level and quality of customer service received (statistically consistent with 78% City Wide) .
- ❖ Ward 10 residents are less likely than City Wide residents to agree with each of the following:
 - The City uses input from Calgarians in decision-making about City projects and services (55% agree vs. 68% City Wide)
 - City staff are easy to get a hold of when I need them (68% agree vs. 77% City Wide)
 - The City of Calgary makes customer service a priority (75% agree vs. 82% City Wide)
- ❖ Ward 10 residents are less likely than in 2016 to agree with each of the following:
 - The City uses input from Calgarians in decision-making about City projects and services (55% agree, down 20 points from 2016)
 - The City allows citizens to have meaningful input into decision-making (60% agree, down 14 points from 2016)
 - City staff are easy to get a hold of when I need them (68% agree, down 13 points from 2016)

Ward 10 perceptions of City communications are down from 2016.

- ❖ Nearly eight-in-ten (79%) Ward 10 residents are satisfied with the overall quality of City information and communications. This is on par with 84% City Wide, but down 10 points from 89% satisfied in 2016.

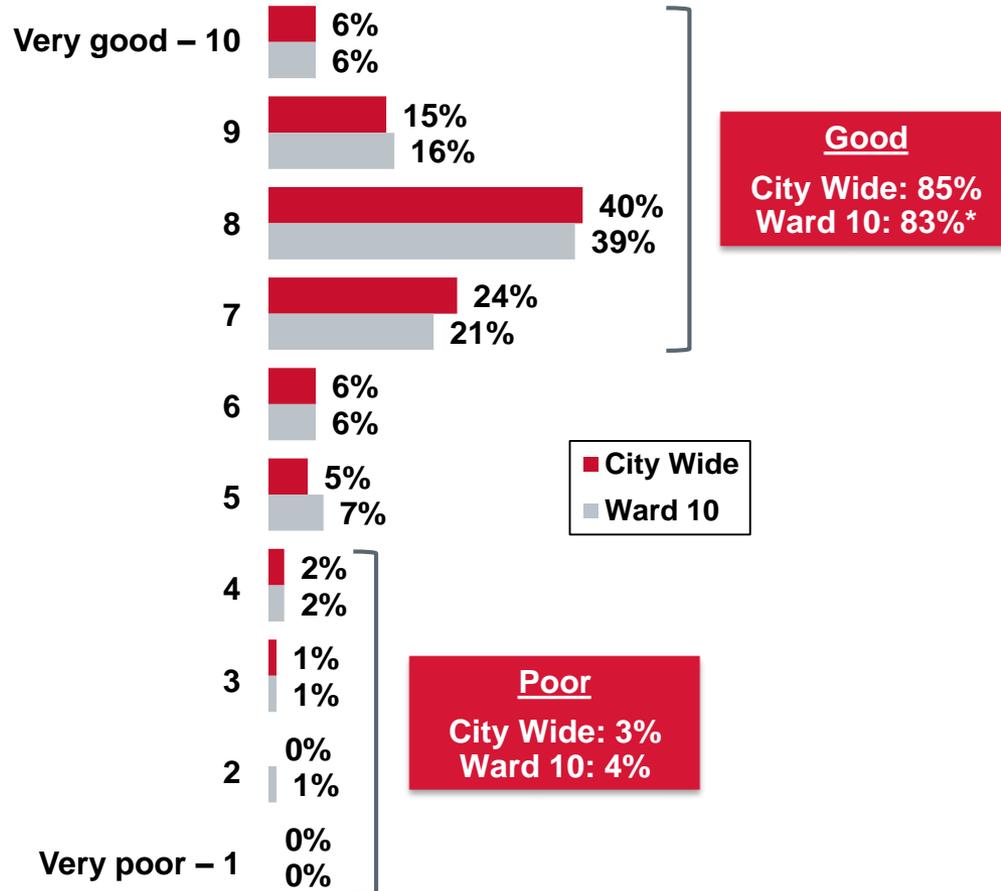


Quality of Life





Overall Quality of Life in Calgary



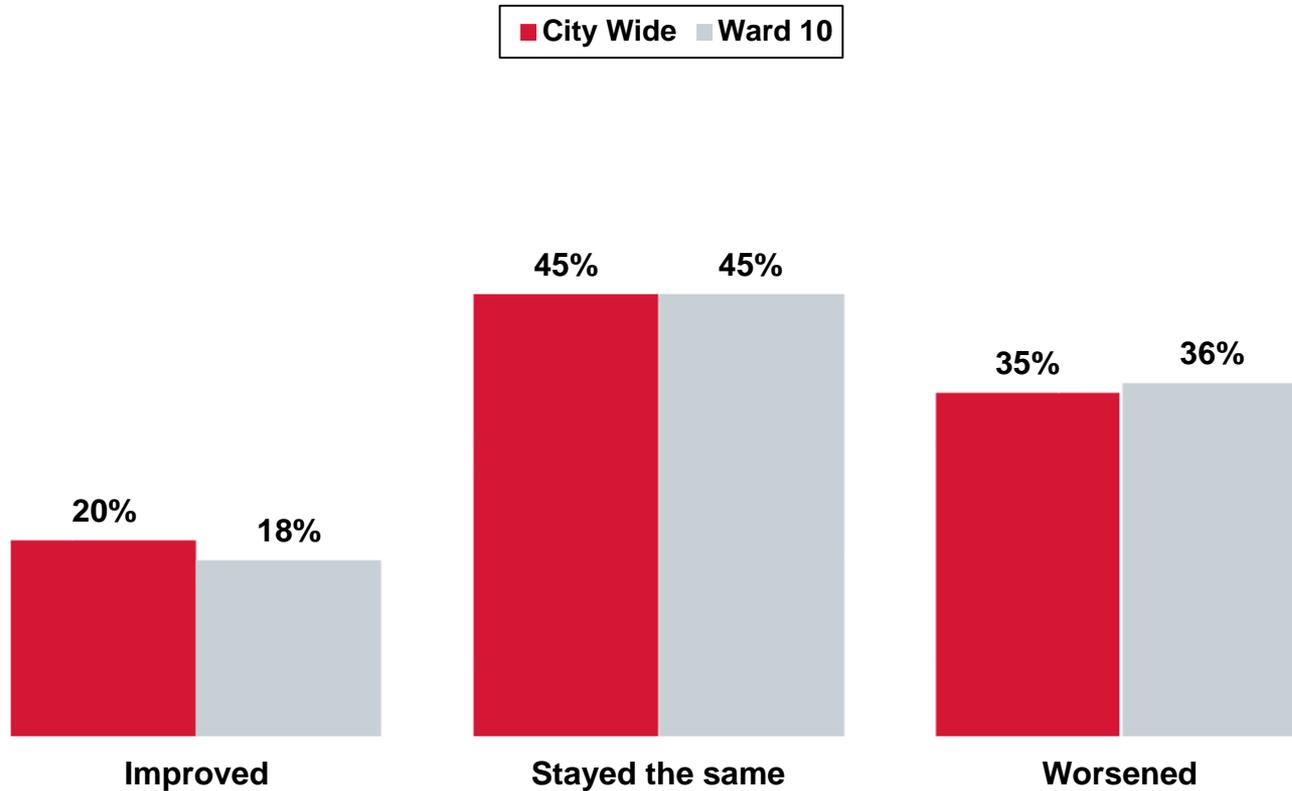
*Rounding

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 10: 182)



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 10: n=182)

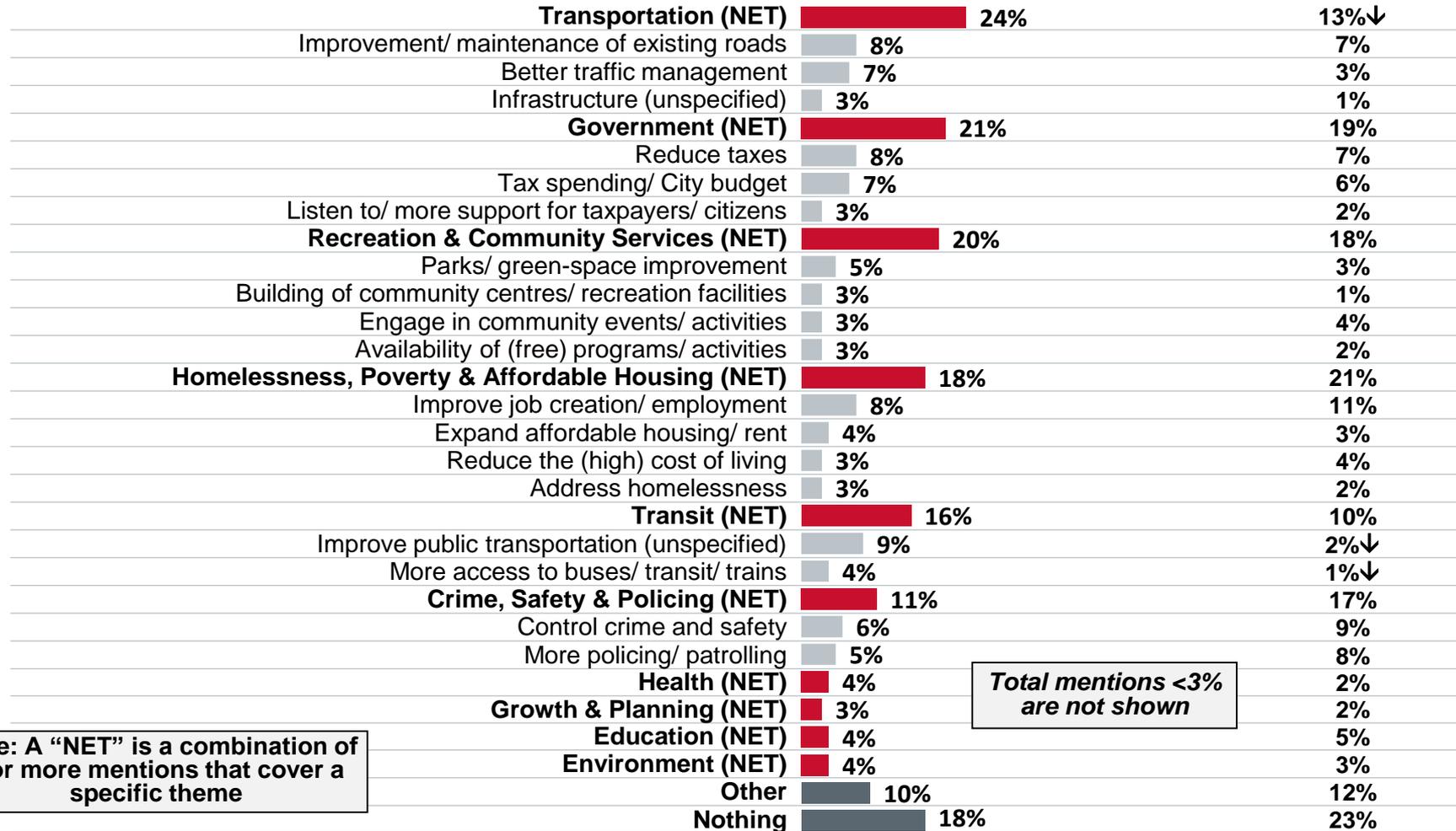


Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 10



Total mentions <3% are not shown

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 10: n=174)



Sustainability: Connectedness and Inclusivity

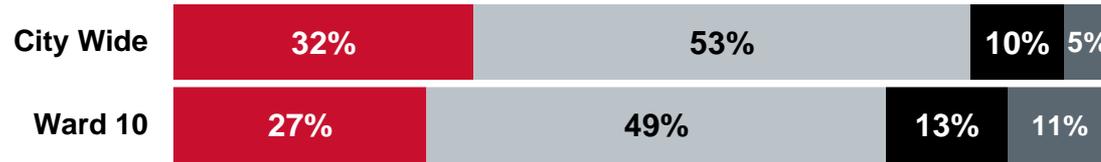
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

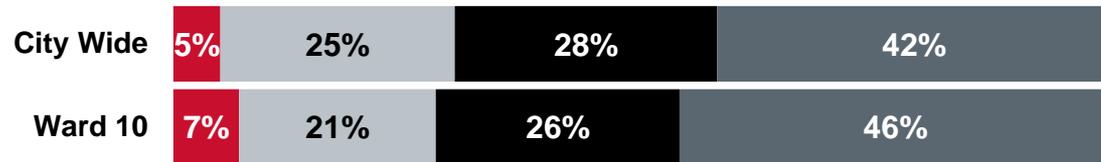
I am proud to be a Calgarian



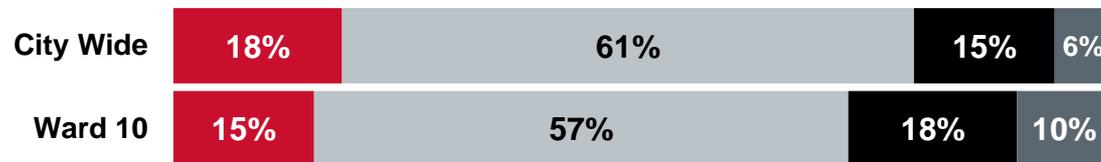
I am proud to live in my neighbourhood



I am regularly involved in neighbourhood and local community events



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



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."

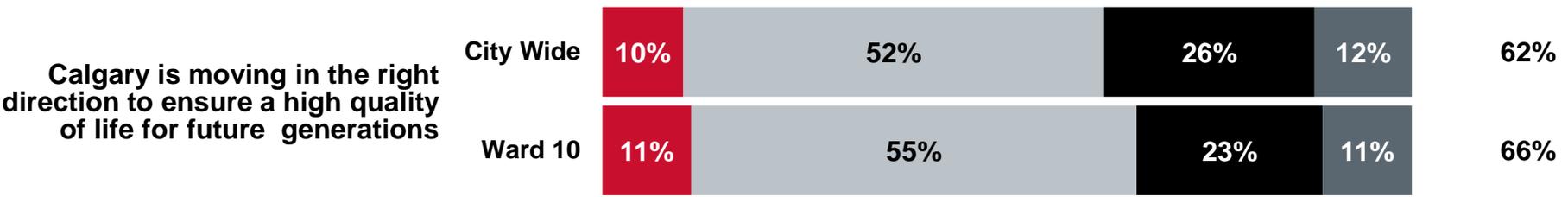
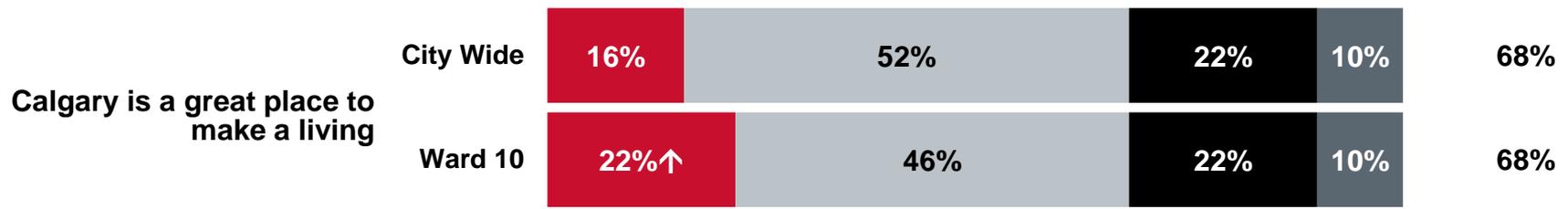
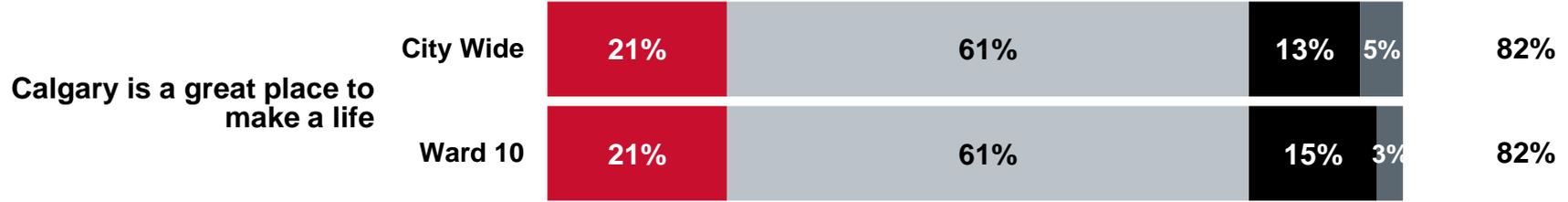
Base: Valid respondents (Bases vary)



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

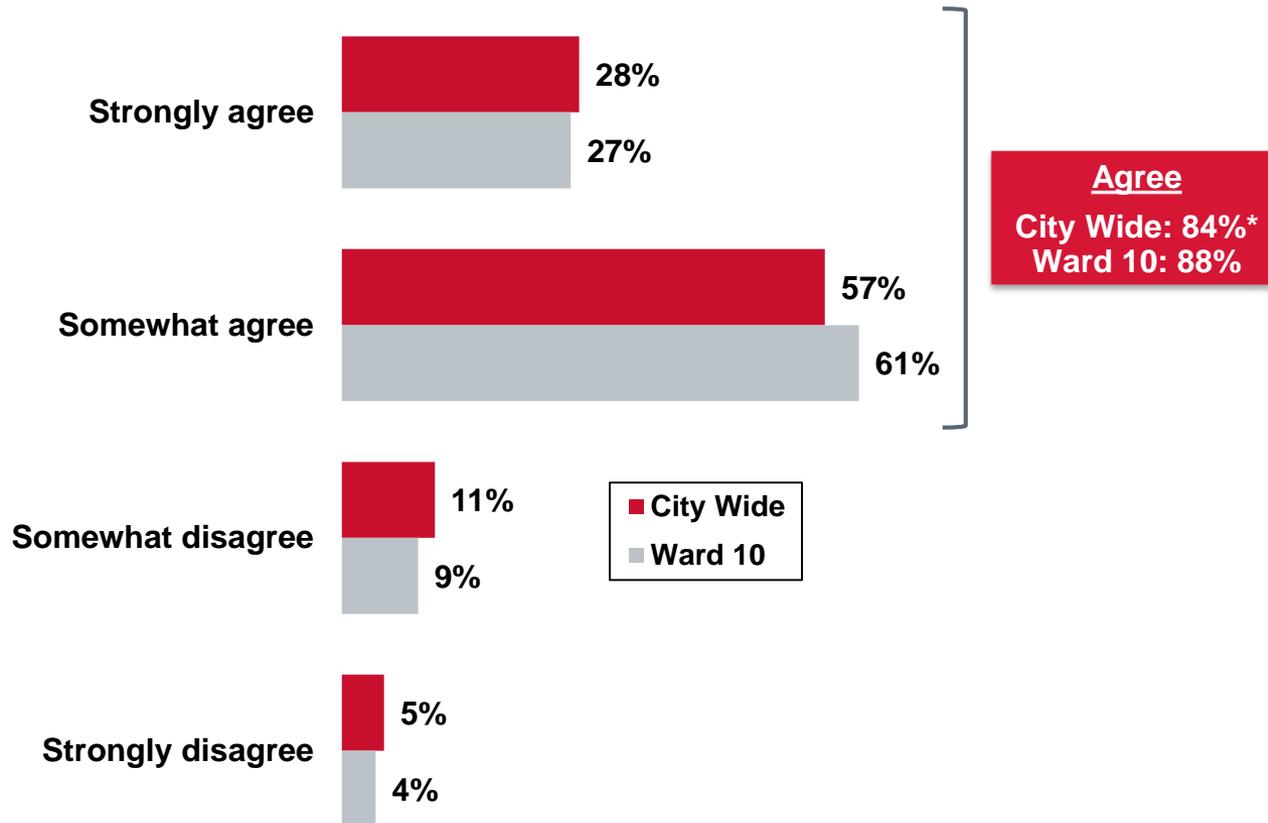


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (Bases vary)



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



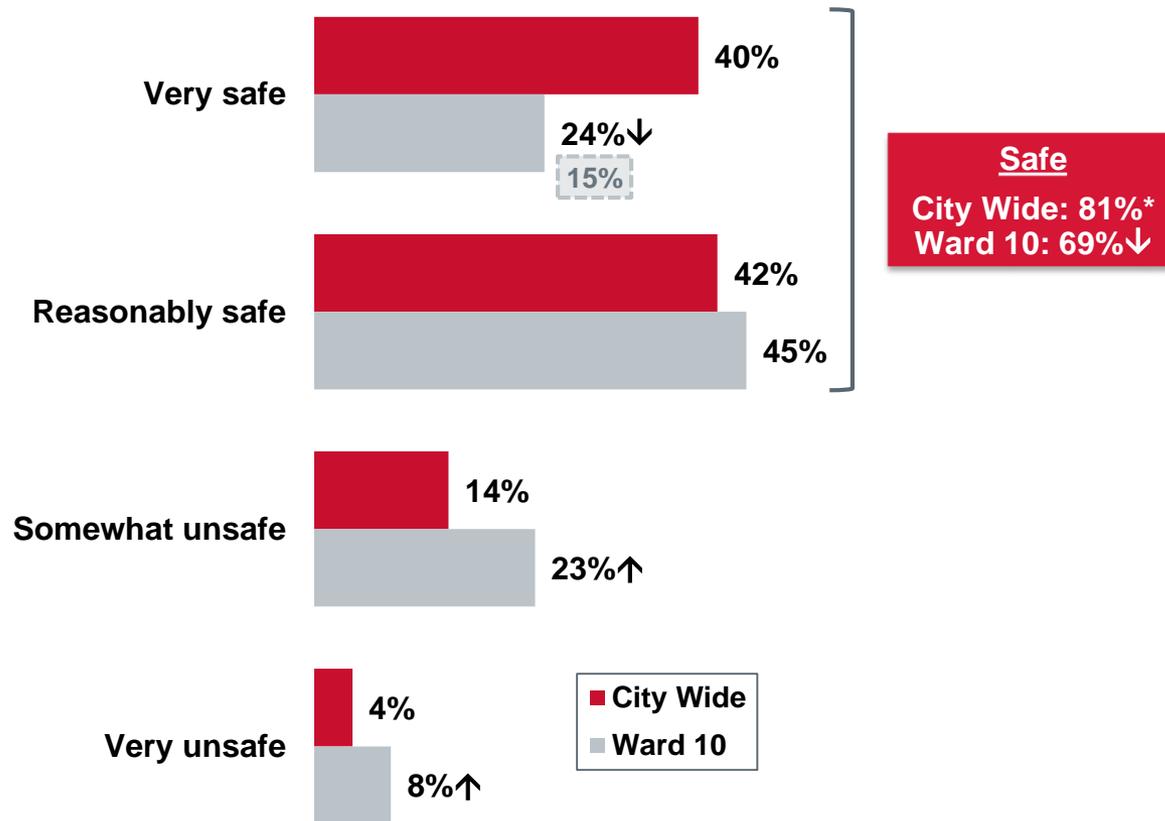
*Rounding

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 10: n=182)



Perceived Safety in Own Neighbourhood



Ward 10 2016

*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 10: n=182)



Issue Agenda





Issue Agenda

Multiple Responses

City Wide

Ward 10

■ First Mention ■ Other Mentions

Issue	First Mention	Other Mentions	NET	Ward 10
Infrastructure, Traffic & Roads (NET)	26%	9%	35%	28%
Traffic congestion	7%	3	10%	6%
Infrastructure maintenance/ improvement/ development	4%	5	5%	2%
Road conditions	4%	3	7%	10%
(Lack of) snow removal	3	4	4%	8%↑
Transit (NET)	13%	6%	19%	11%↓
Public Transportation [incl. buses/ C-train/ poor service]	8%	3	11%	7%
Transportation (unspecified)	4%	3	7%	4%
Crime, Safety & Policing (NET)	9%	4%	13%	24%↑
Crime [incl. breaking and entering/ gangs/ drug dealers, etc.]	5%	7	7%	15%↑
Public safety	4%	6	6%	11%↑
Taxes (NET)	6%	8%	8%	6%
Recreation (NET)	4%	3	7%	3%
Environment & Waste Management (NET)	4%	3	7%	7%
Economy (NET)	4%	6%	6%	10%
Budget & Spending (NET)	4%	6%	6%	5%
Education (NET)	4%	6%	6%	3%
Homelessness, Poverty & Affordable Housing (NET)	3	5%	5%	6%
Growth & Planning (NET)	3	4%	4%	2%
Other			25%	20%
None			15%	21%

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 10: n=177)

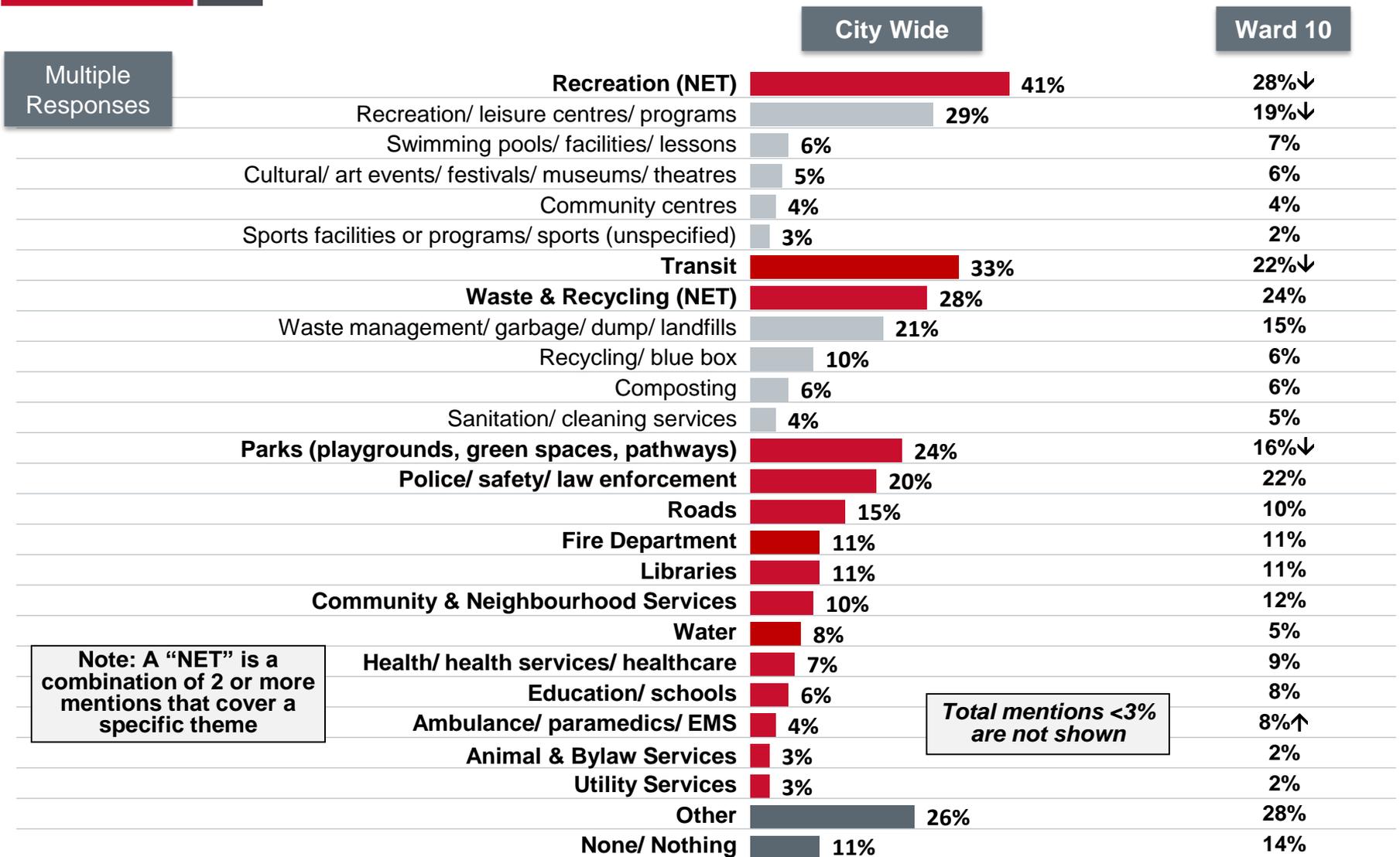


City Programs and Services





Top-of-Mind Programs and Services



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

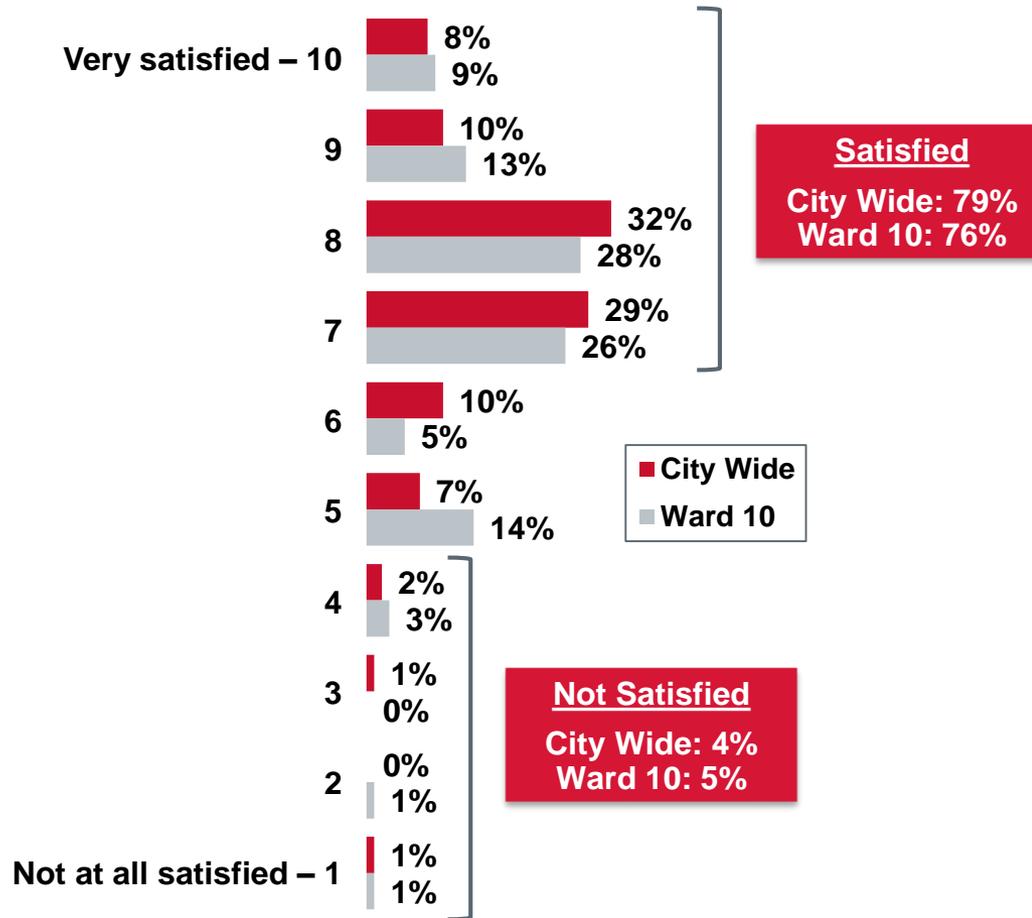
Total mentions <3% are not shown

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

Base: Valid respondents (City Wide: n=2,436 / Ward 10: n=173)



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

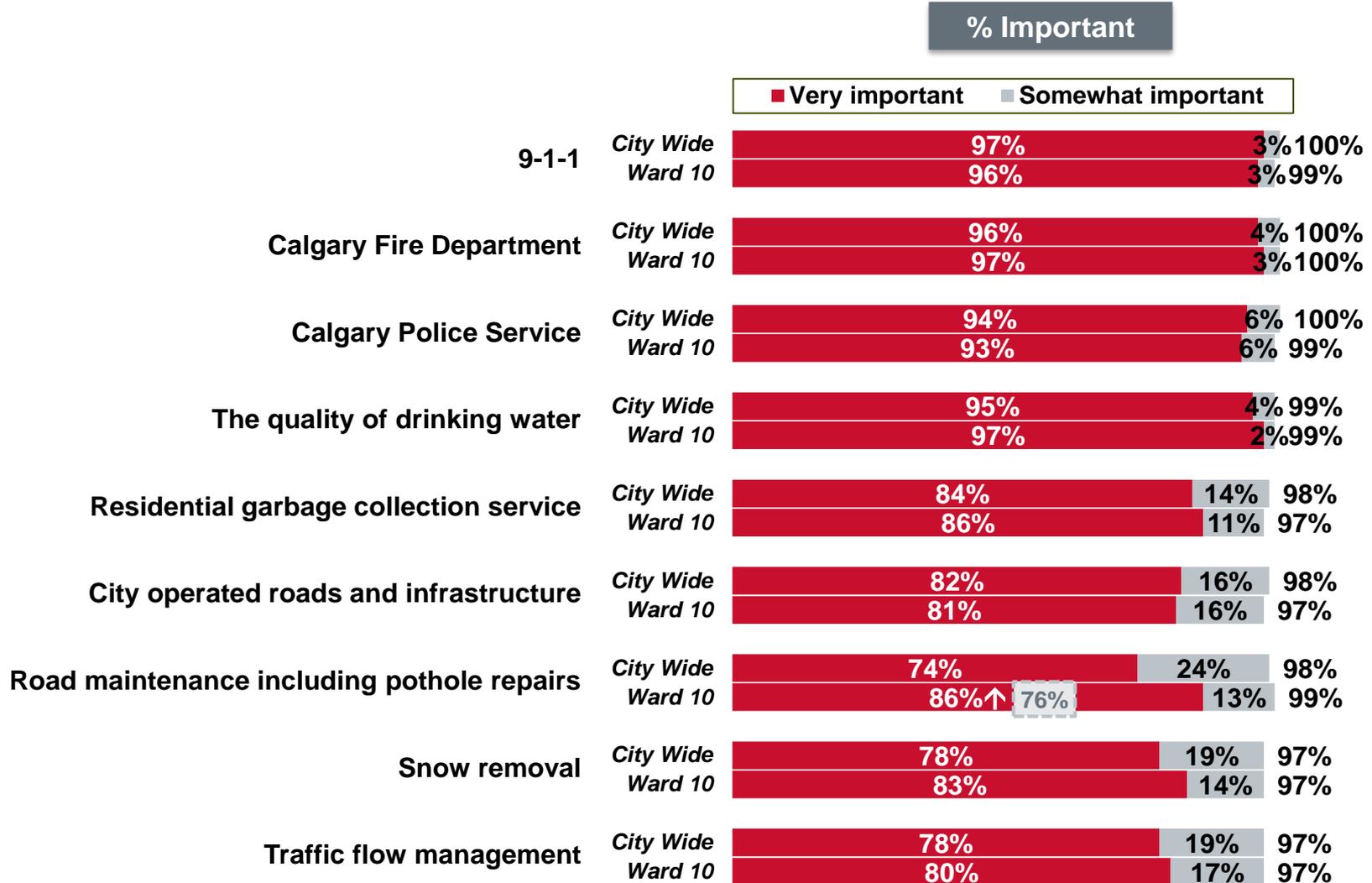


On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,486 / Ward 10: n=180)



Importance of City Programs and Services



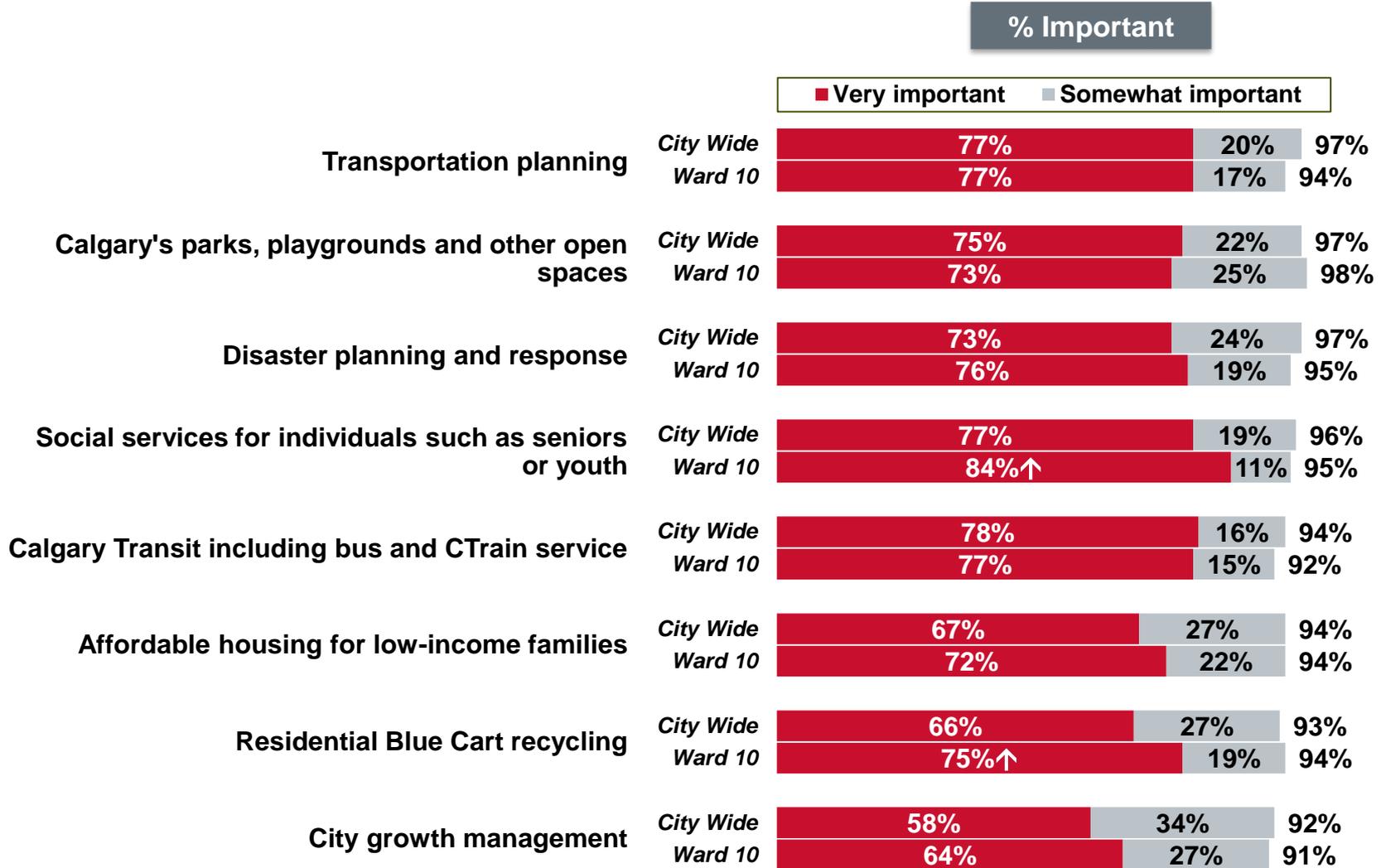
Ward 10 2016

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.

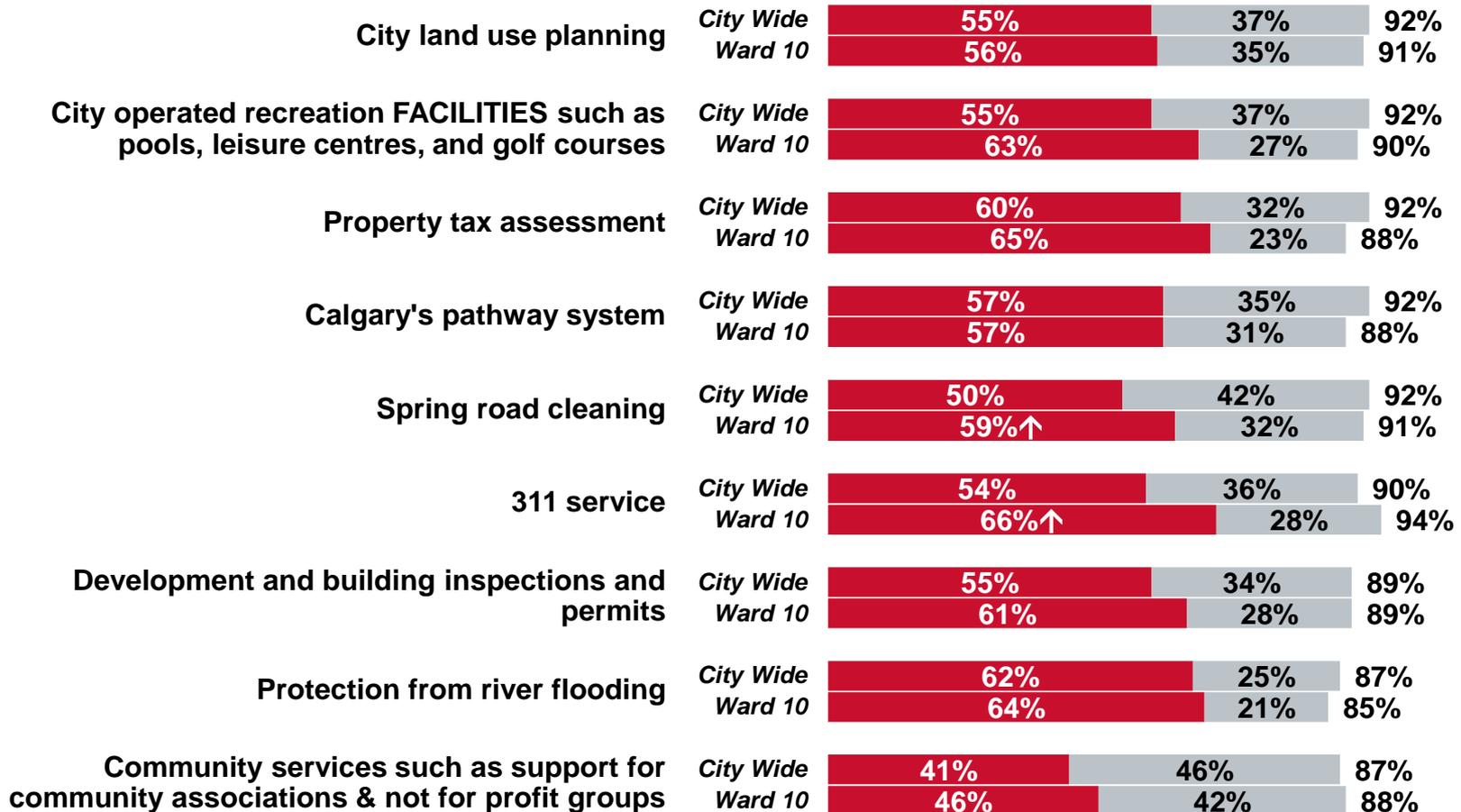
Base: Valid respondents (Bases vary)



Importance of City Programs and Services (continued)

% Important

■ Very important ■ Somewhat important

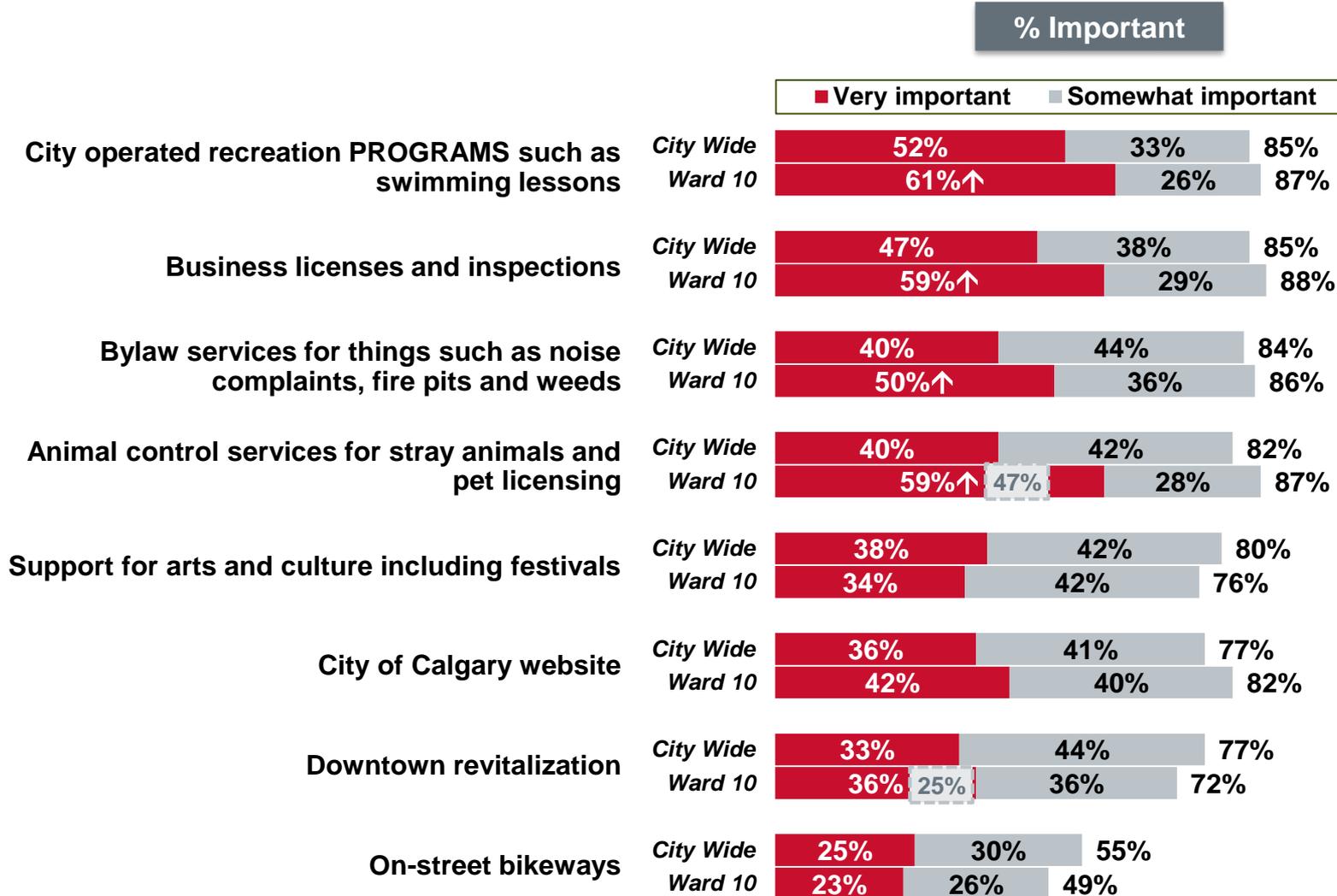


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)



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)

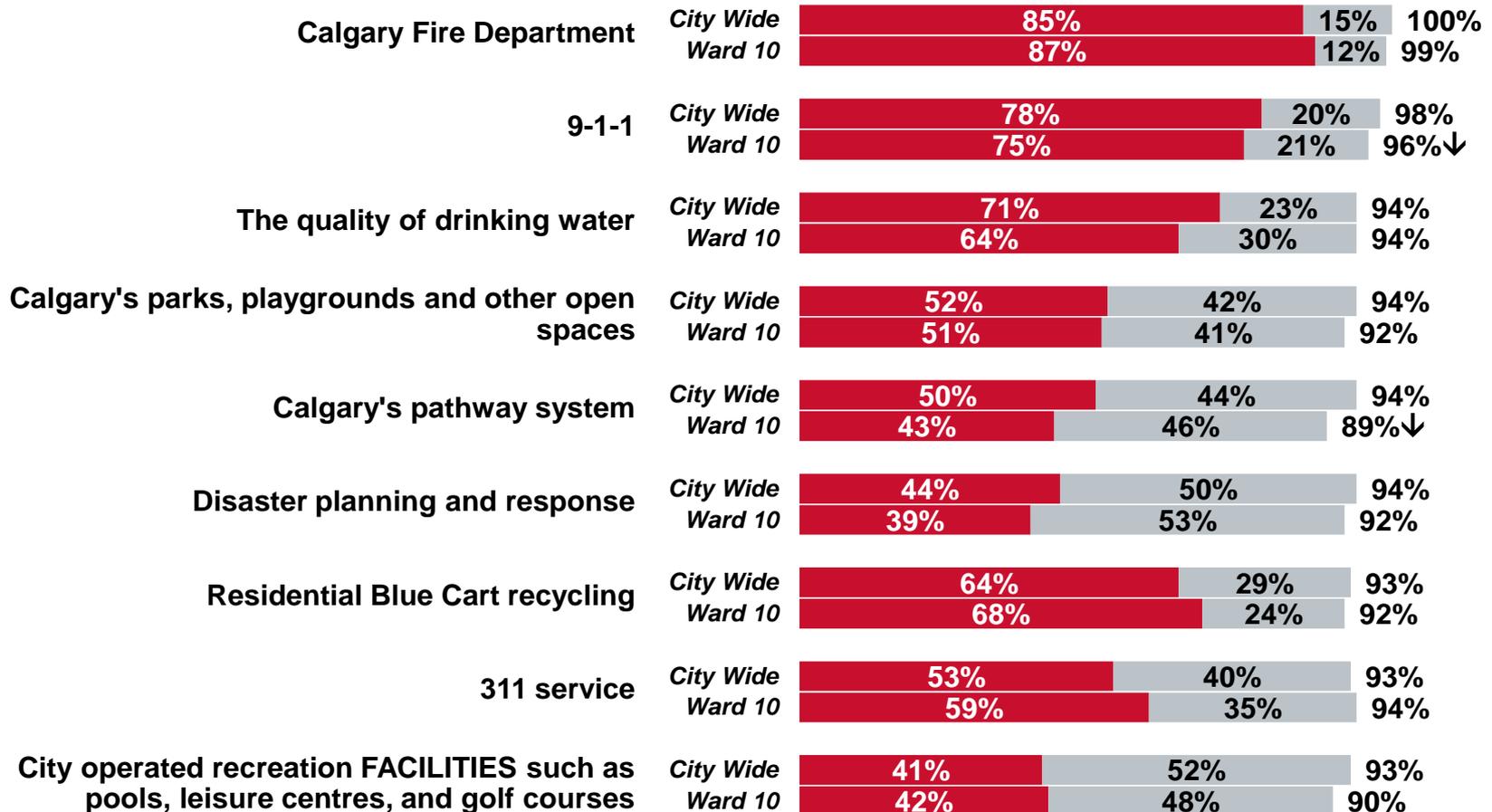
Ward 10 2016



Satisfaction with City Programs and Services

% Satisfied

■ Very satisfied ■ Somewhat satisfied



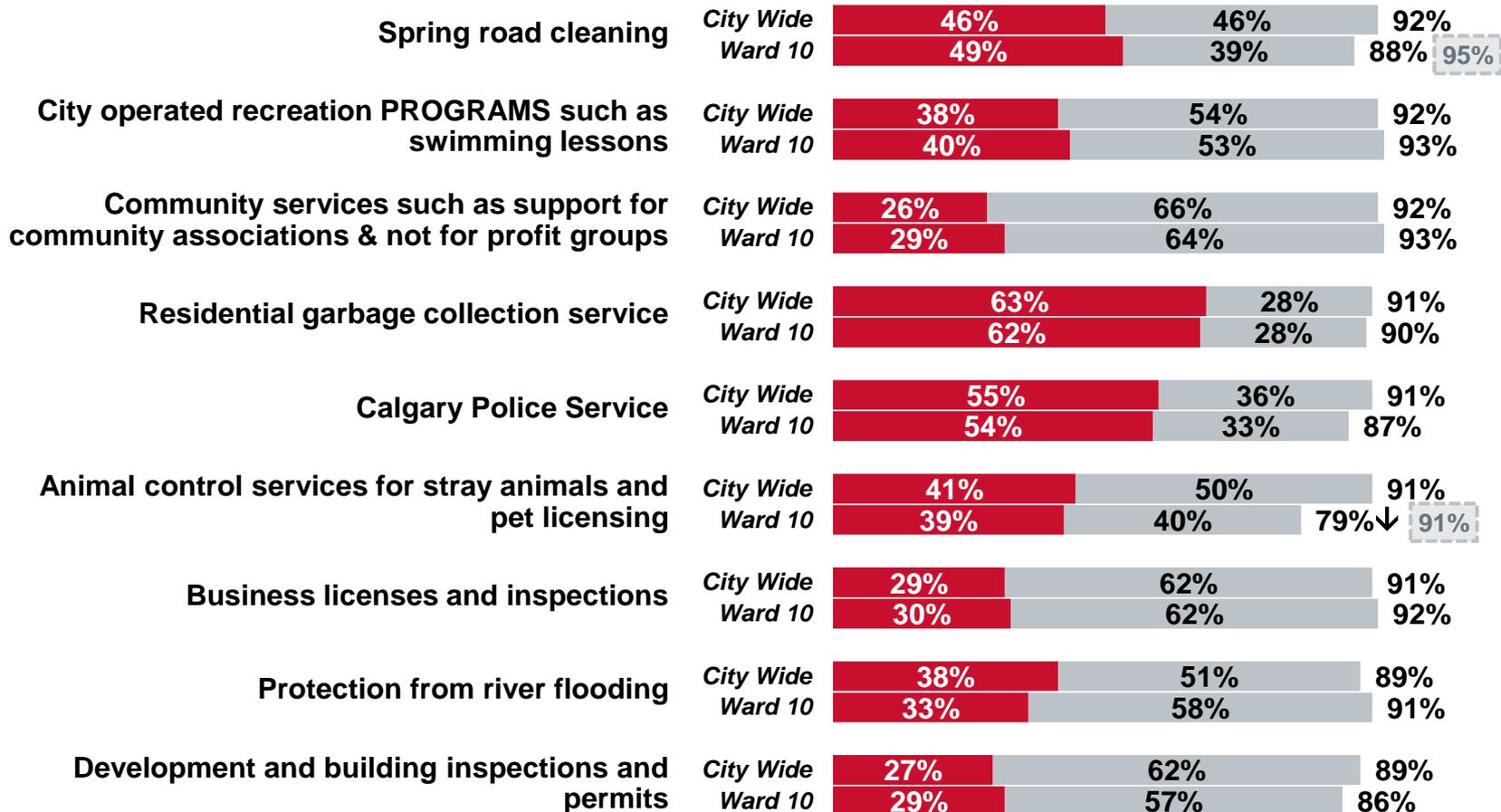
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.
 Base: Valid respondents (Bases vary)



Satisfaction with City Programs and Services (continued)

% Satisfied

■ Very satisfied ■ Somewhat satisfied

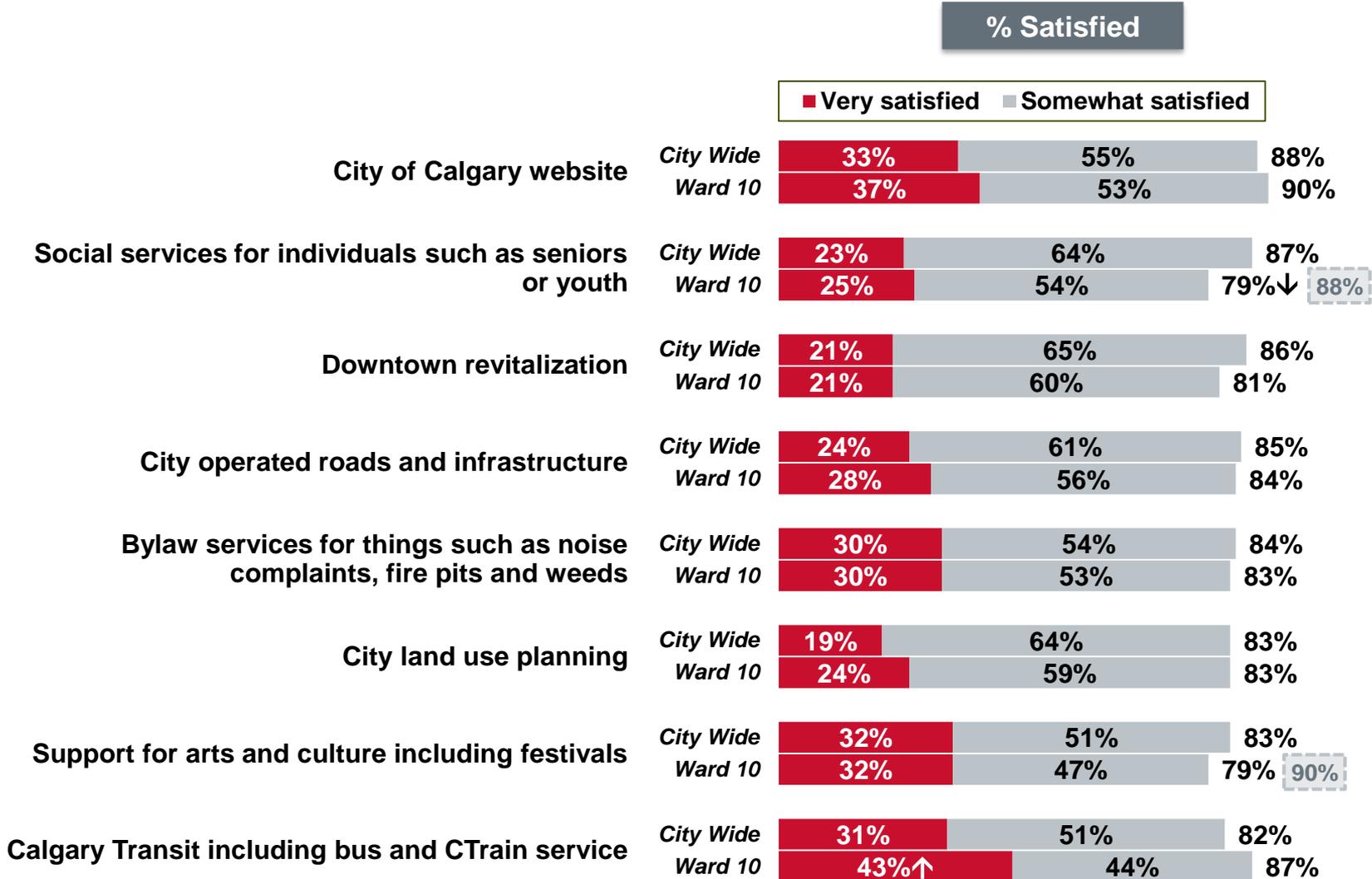


Ward 10 2016

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)

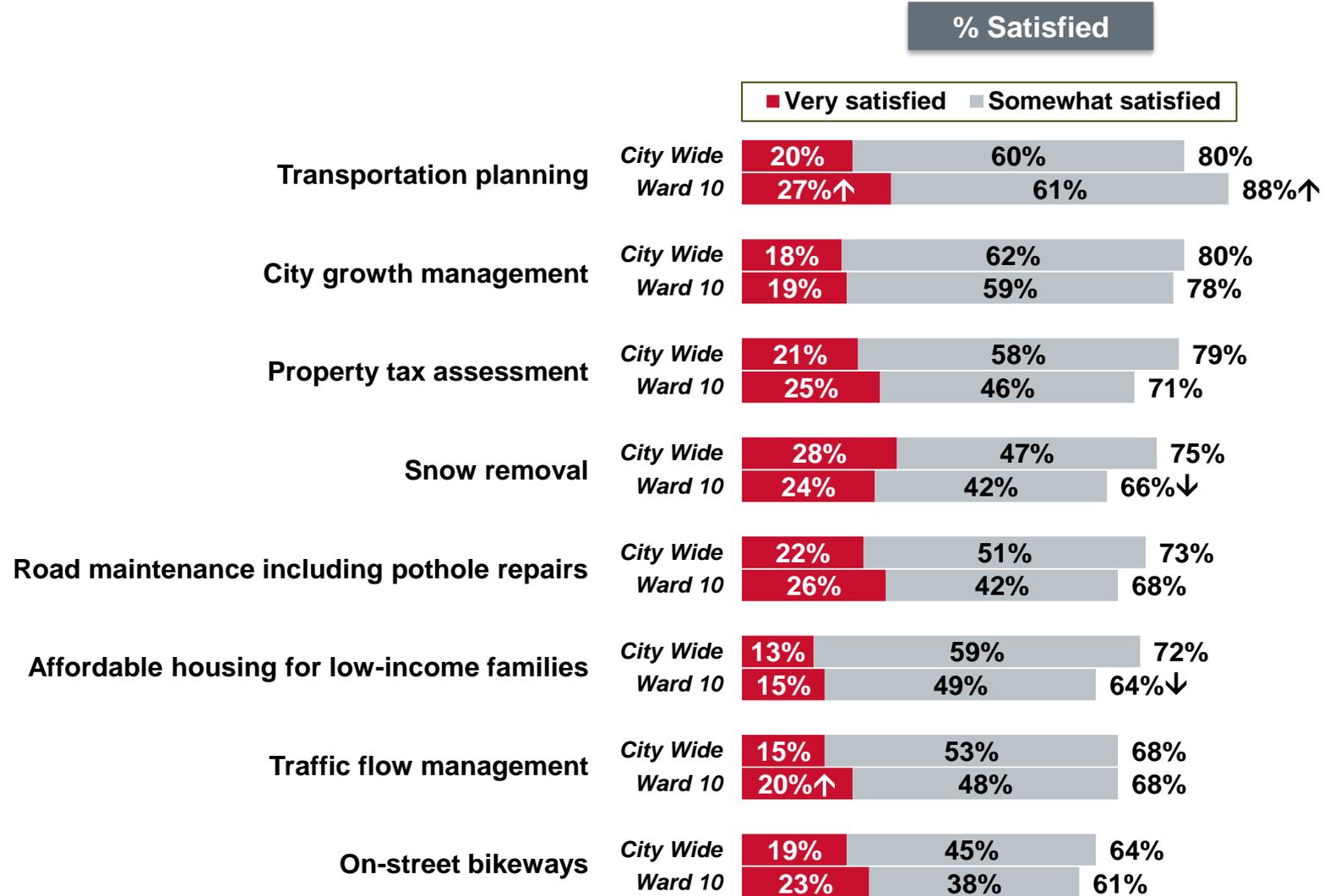


Ward 10 2016

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)



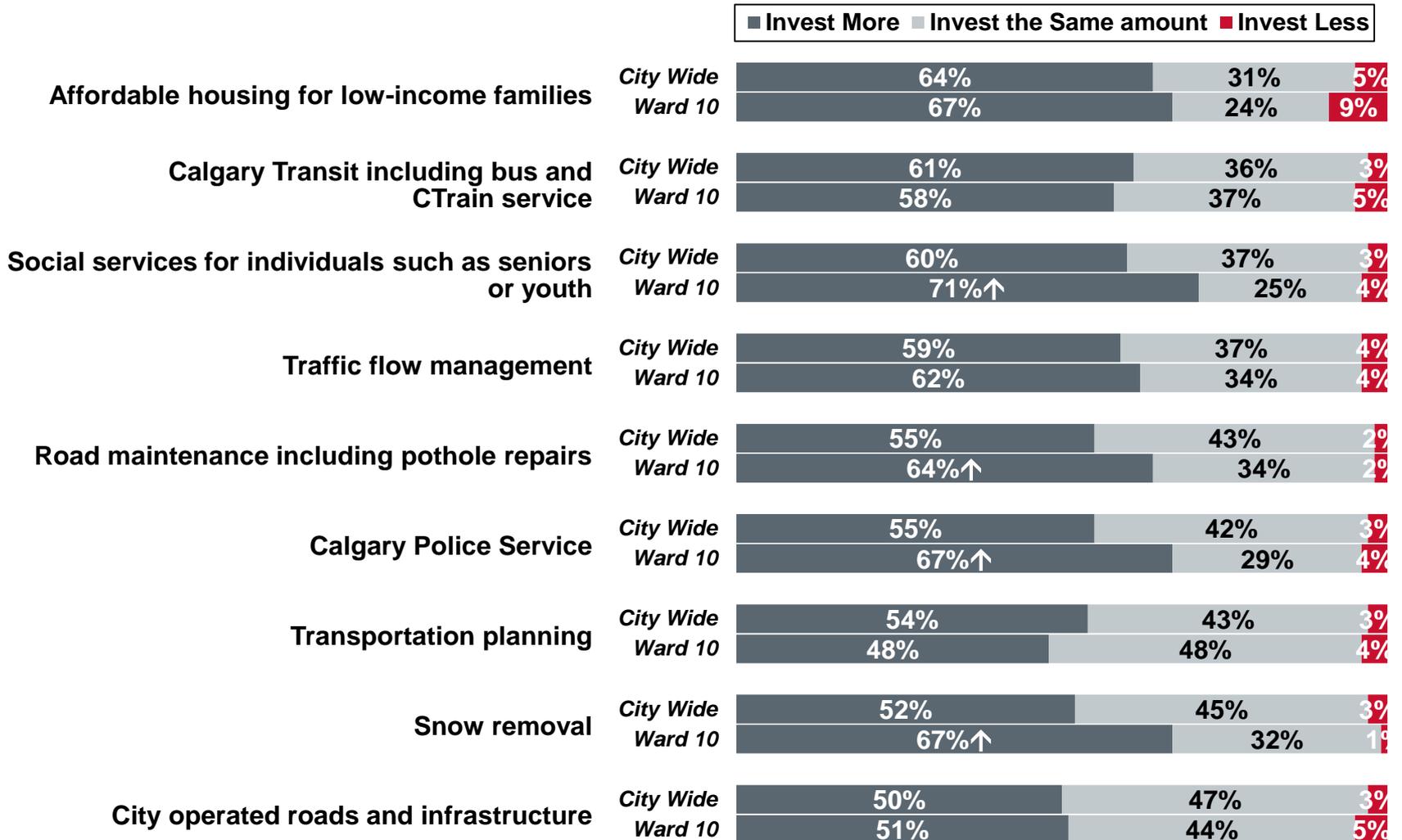
Satisfaction with City Programs and Services (continued)



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)



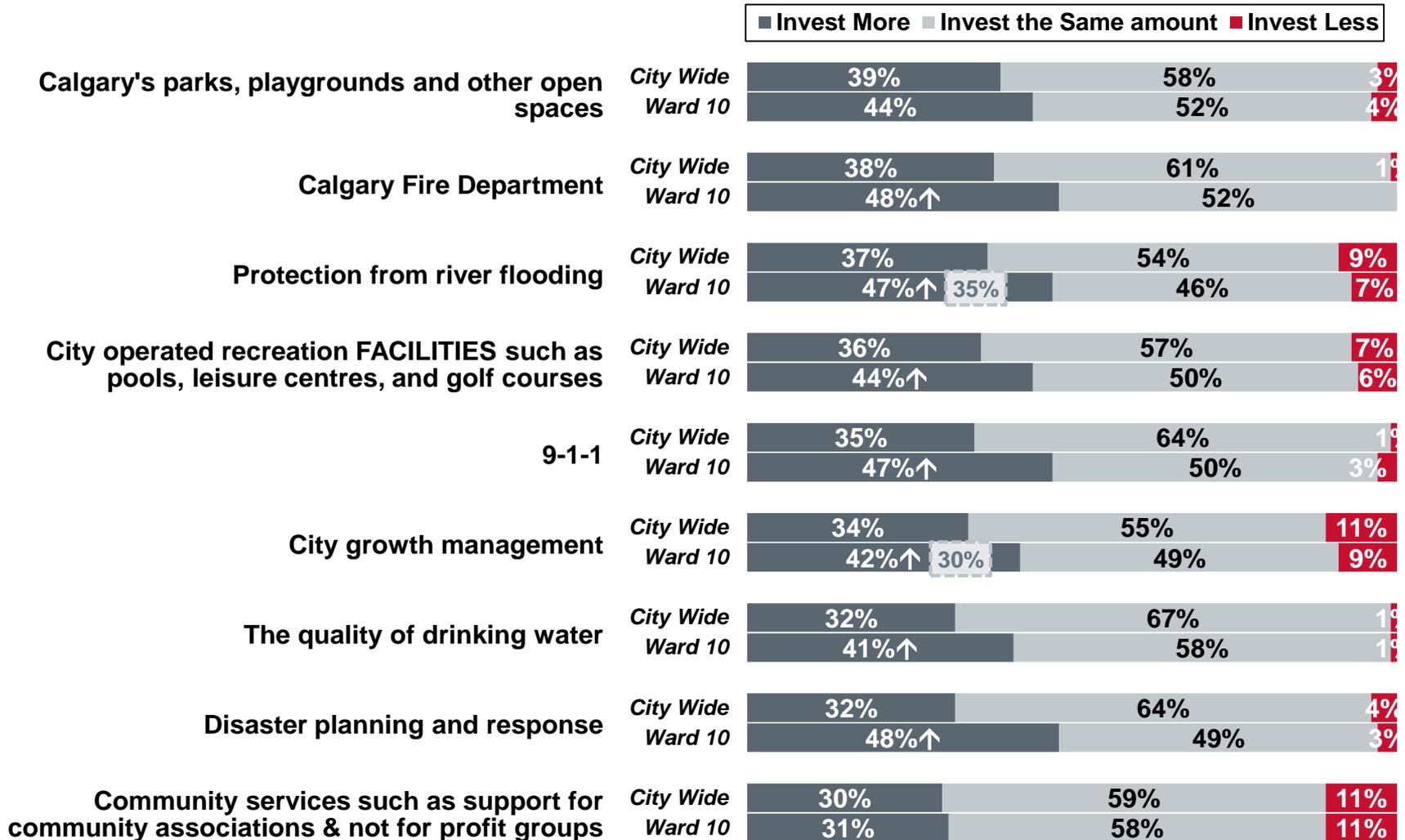
Investment in City Programs and Services



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



Investment in City Programs and Services (continued)



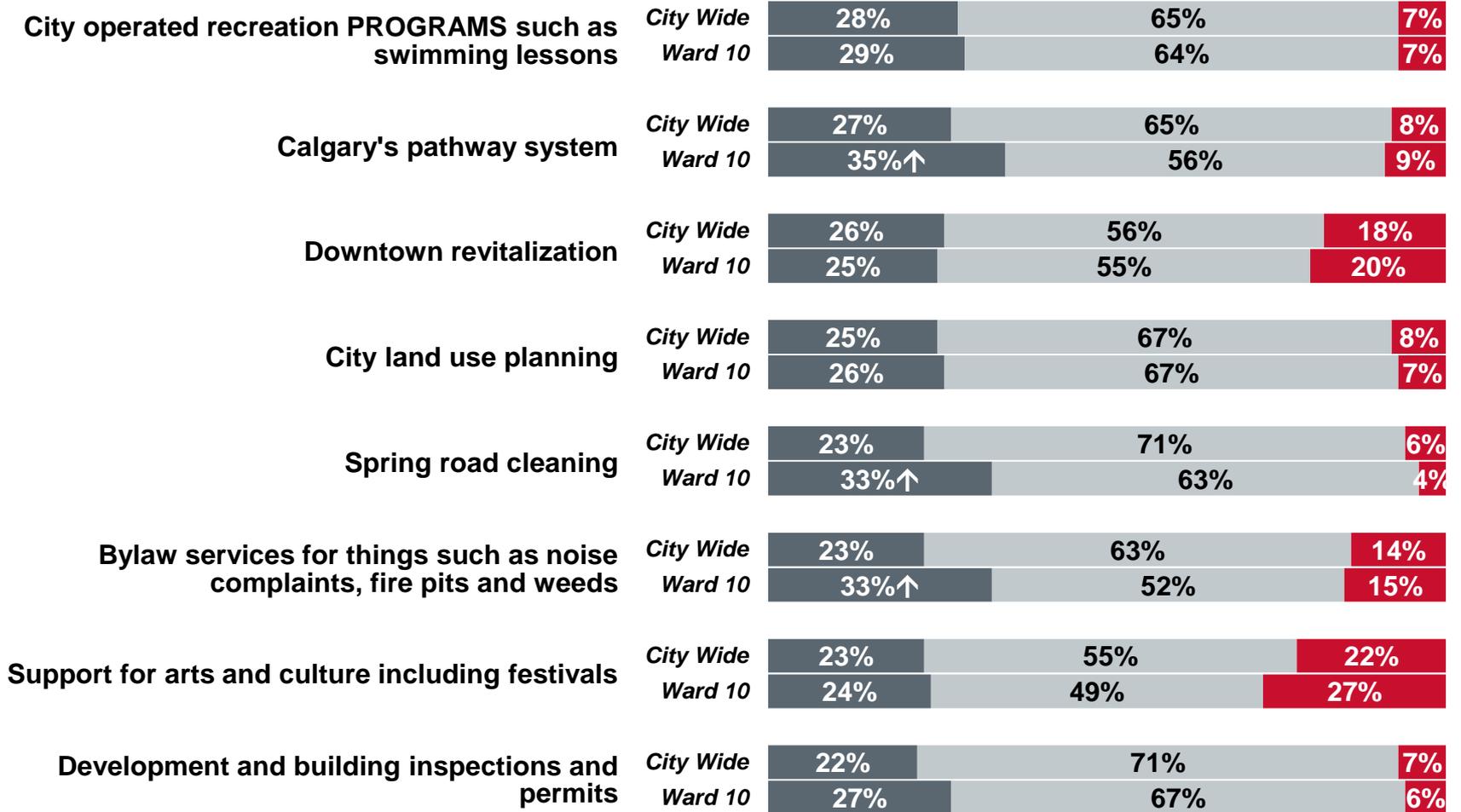
Ward 10 2016

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)

■ Invest More ■ Invest the Same amount ■ Invest Less

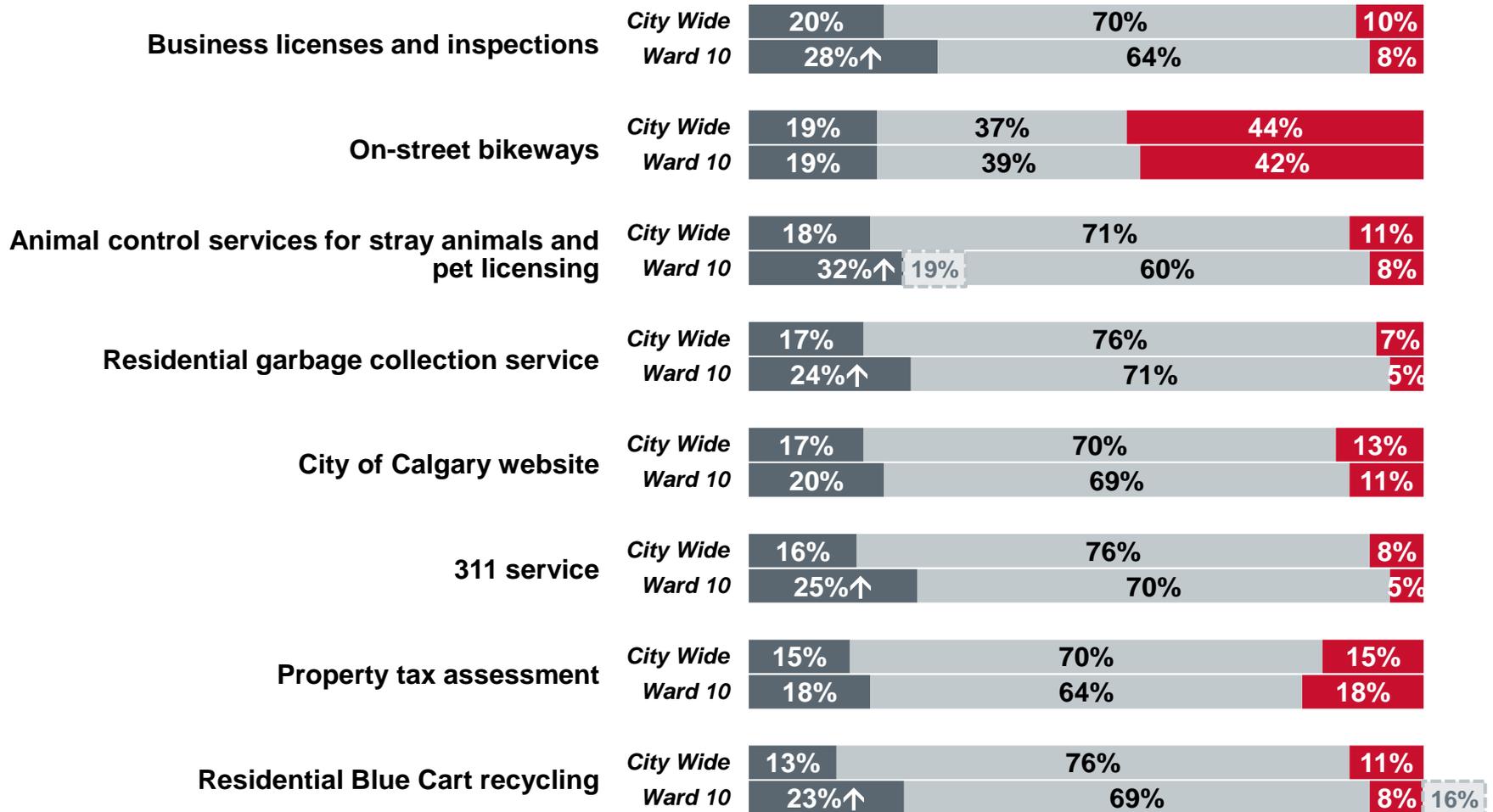


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.
Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)

■ Invest More ■ Invest the Same amount ■ Invest Less

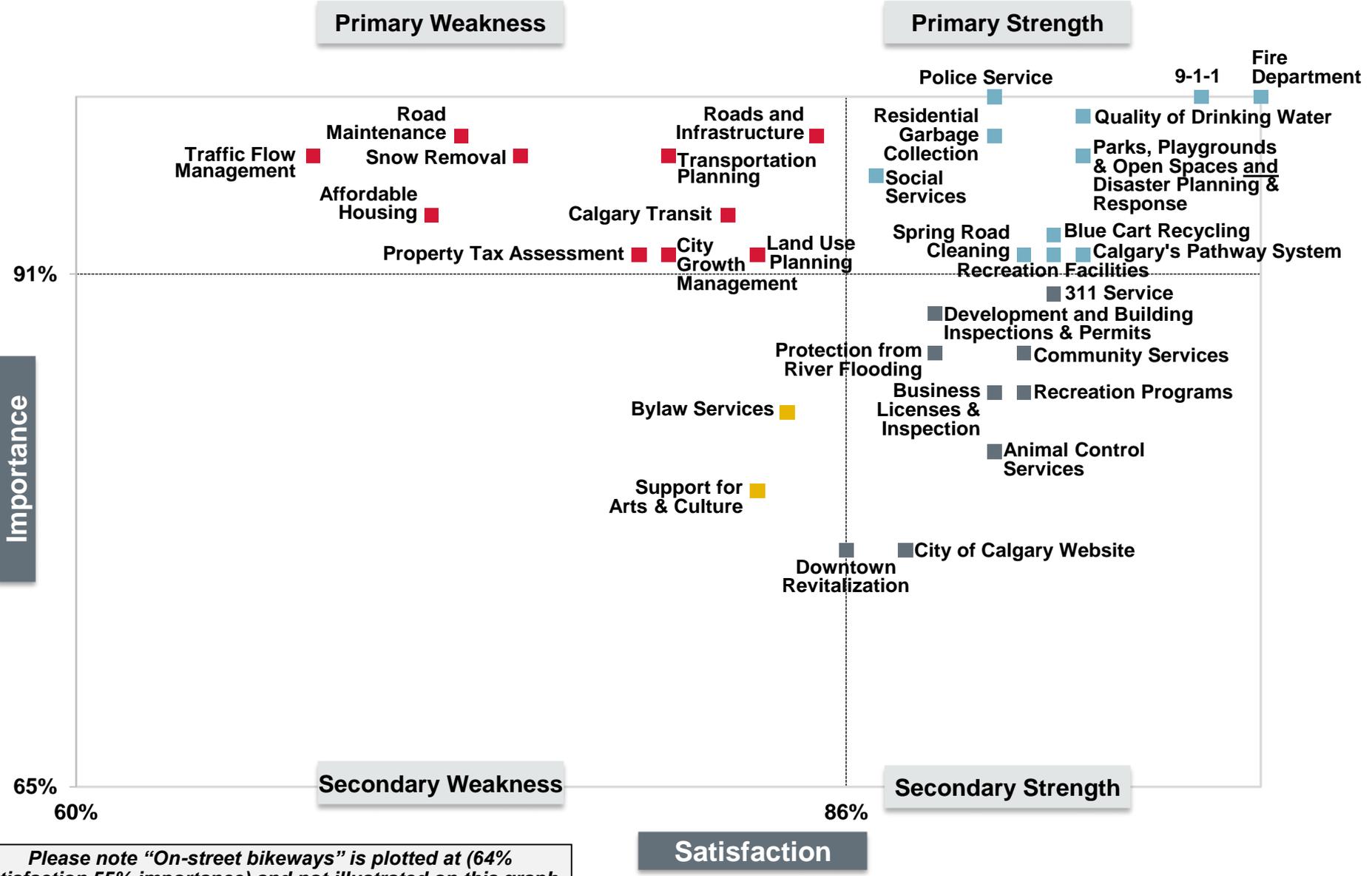


Ward 10 2016

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)



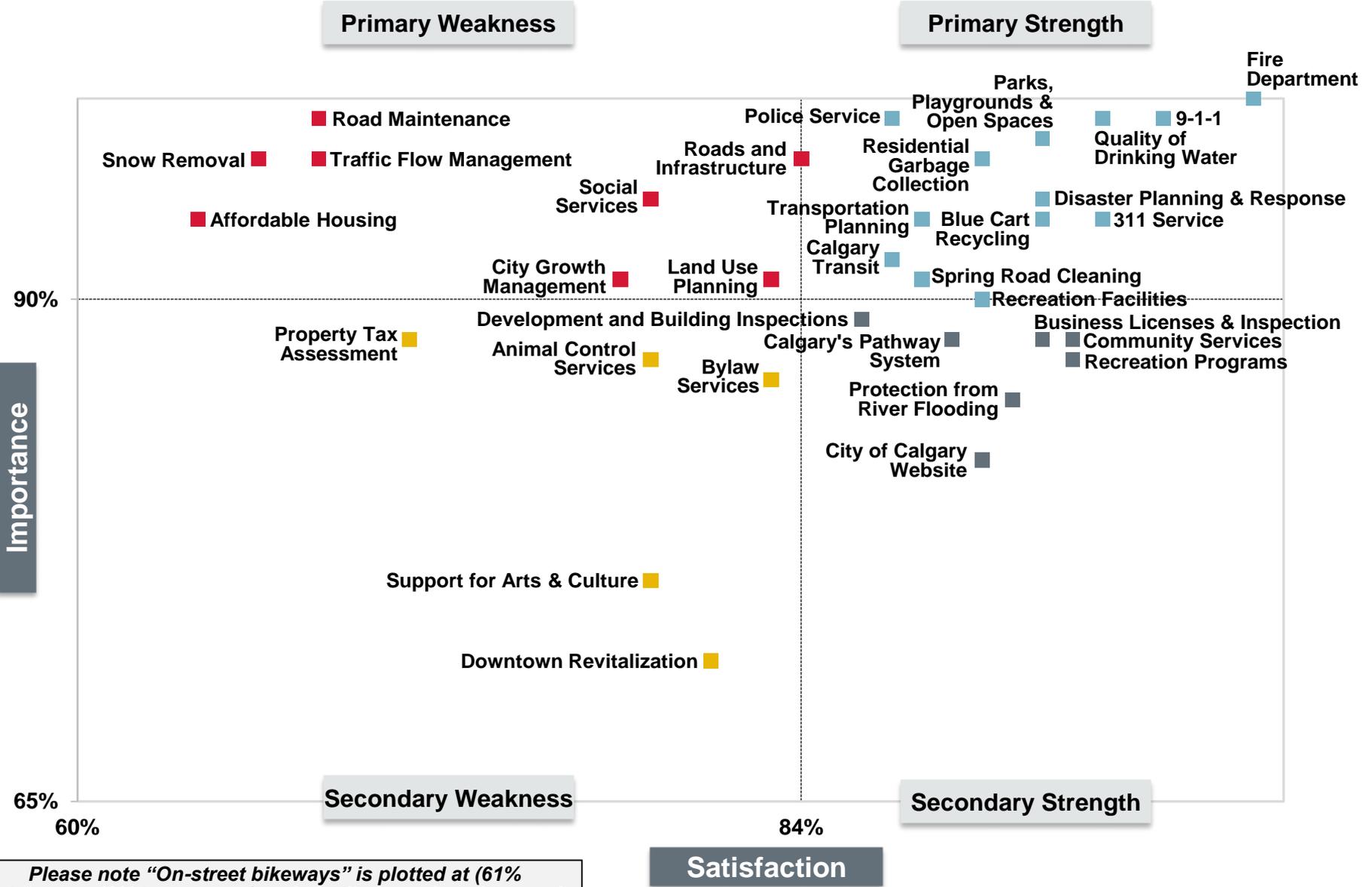
Importance vs. Satisfaction Grid: City Wide



Please note "On-street bikeways" is plotted at (64% satisfaction, 55% importance) and not illustrated on this graph.



Importance vs. Satisfaction Grid: Ward 10



Please note "On-street bikeways" is plotted at (61% satisfaction, 49% importance) and not illustrated on this graph.



Primary Strengths and Weaknesses: City Wide versus Ward 10

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

Primary Strength
Primary Weakness
Neither (in another quadrant)

	City Wide	Ward 10
Fire Department	Blue	Blue
9-1-1	Blue	Blue
Residential Garbage Collection	Blue	Blue
Quality of Drinking Water	Blue	Blue
Police Service	Blue	Blue
Parks, Playgrounds and Open Spaces	Blue	Blue
Disaster Planning and response	Blue	Blue
Calgary's Pathway System	Blue	White
Spring Road Cleaning	Blue	Blue
Blue Cart Recycling	Blue	Blue
Recreation Facilities	Blue	Blue
Social Services	Blue	Red
Traffic Flow Management	Red	Red
Affordable Housing	Red	Red
Property Tax Assessment	Red	White
Road Maintenance	Red	Red
Transportation Planning	Red	Blue
Snow Removal	Red	Red
City Growth Management	Red	Red
Calgary Transit	Red	Blue
Roads and Infrastructure	Red	Red
Land Use Planning	Red	Red
311 service	White	Blue

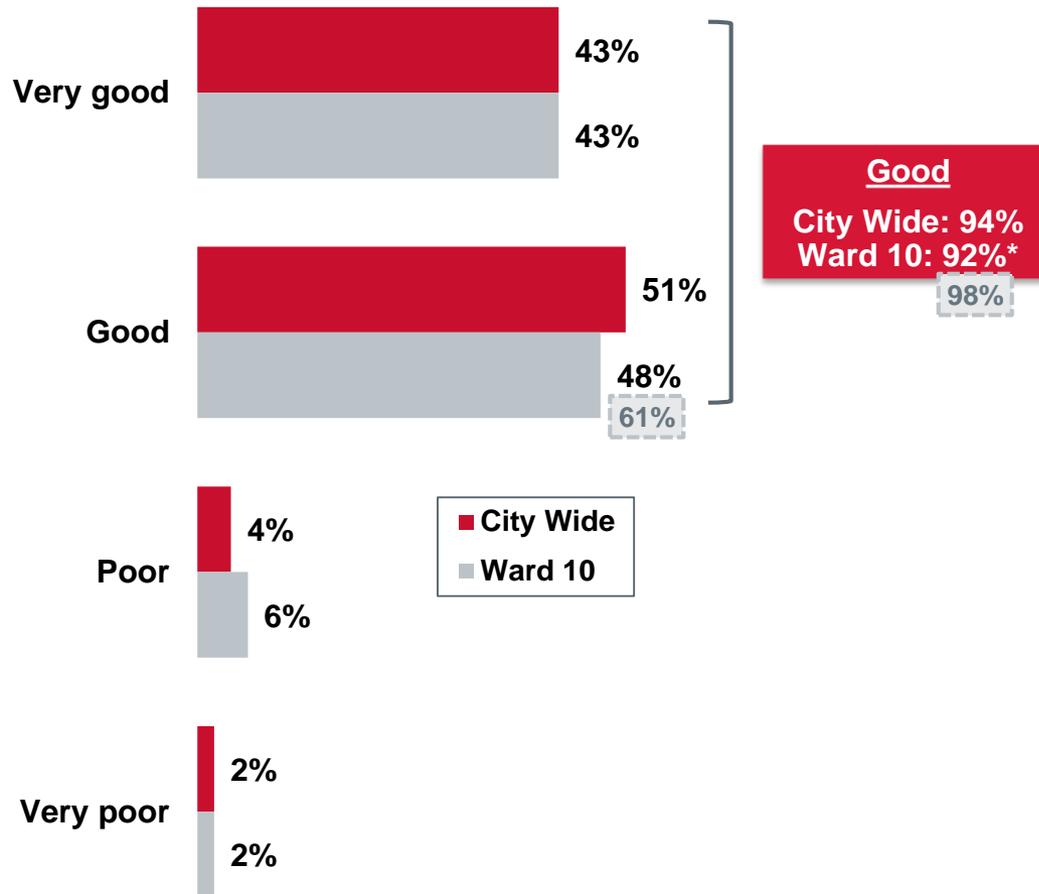


Environmental Performance





Perceptions About Overall State of Calgary's Environment



Ward 10 2016

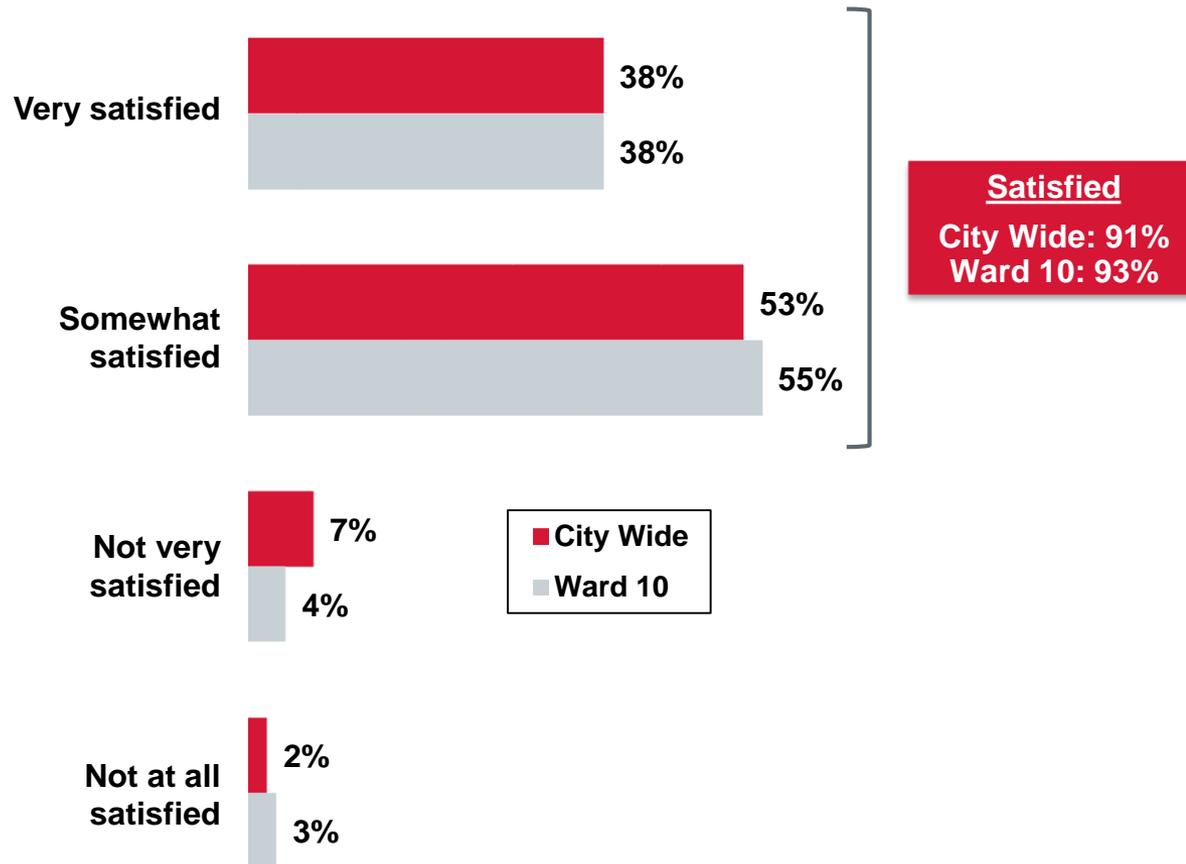
*Rounding

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 10: n=181)



Satisfaction with The City's Environmental Performance

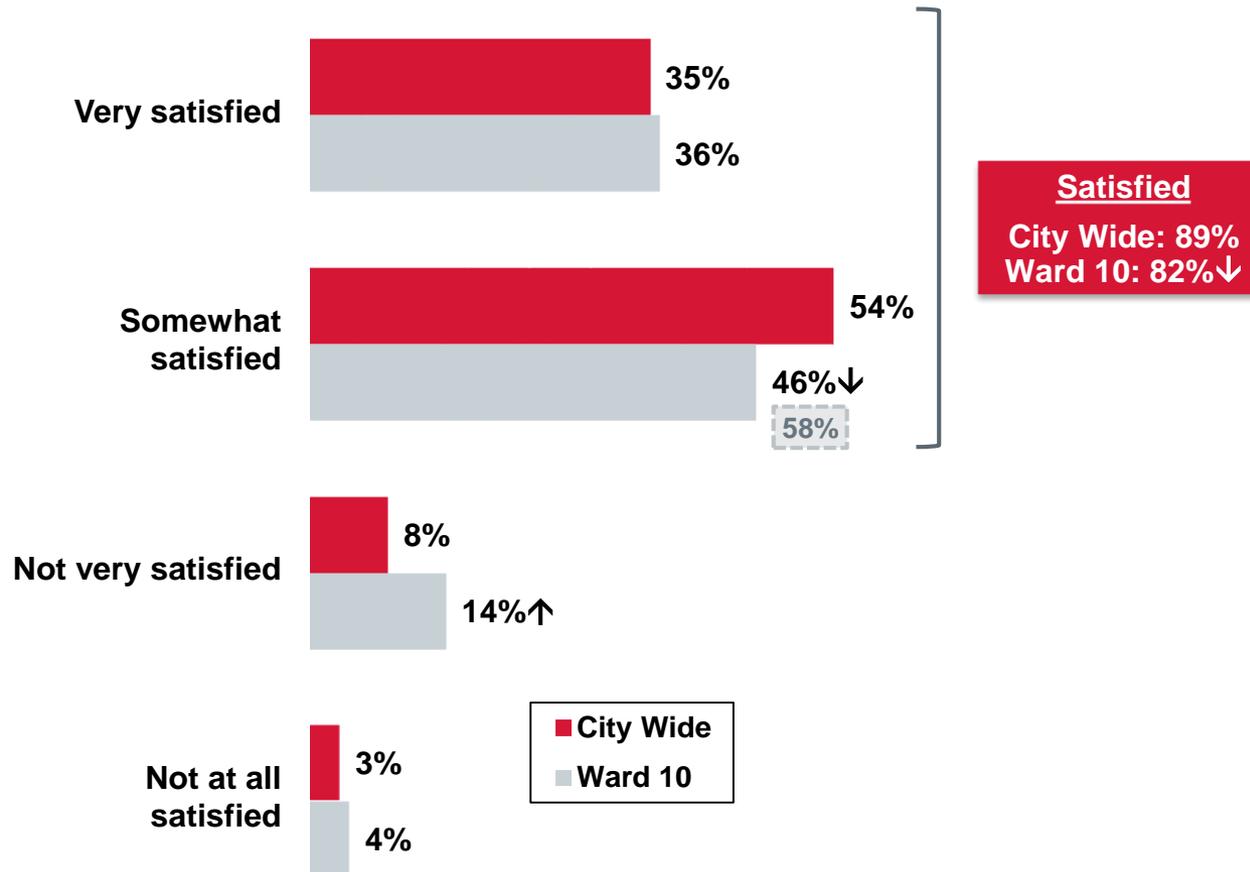


How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Base: Valid respondents (City Wide: n=2,484 / Ward 10: n=182)



Satisfaction with The City's Environmental Programs and Services



Ward 10 2016

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 10: n=182)

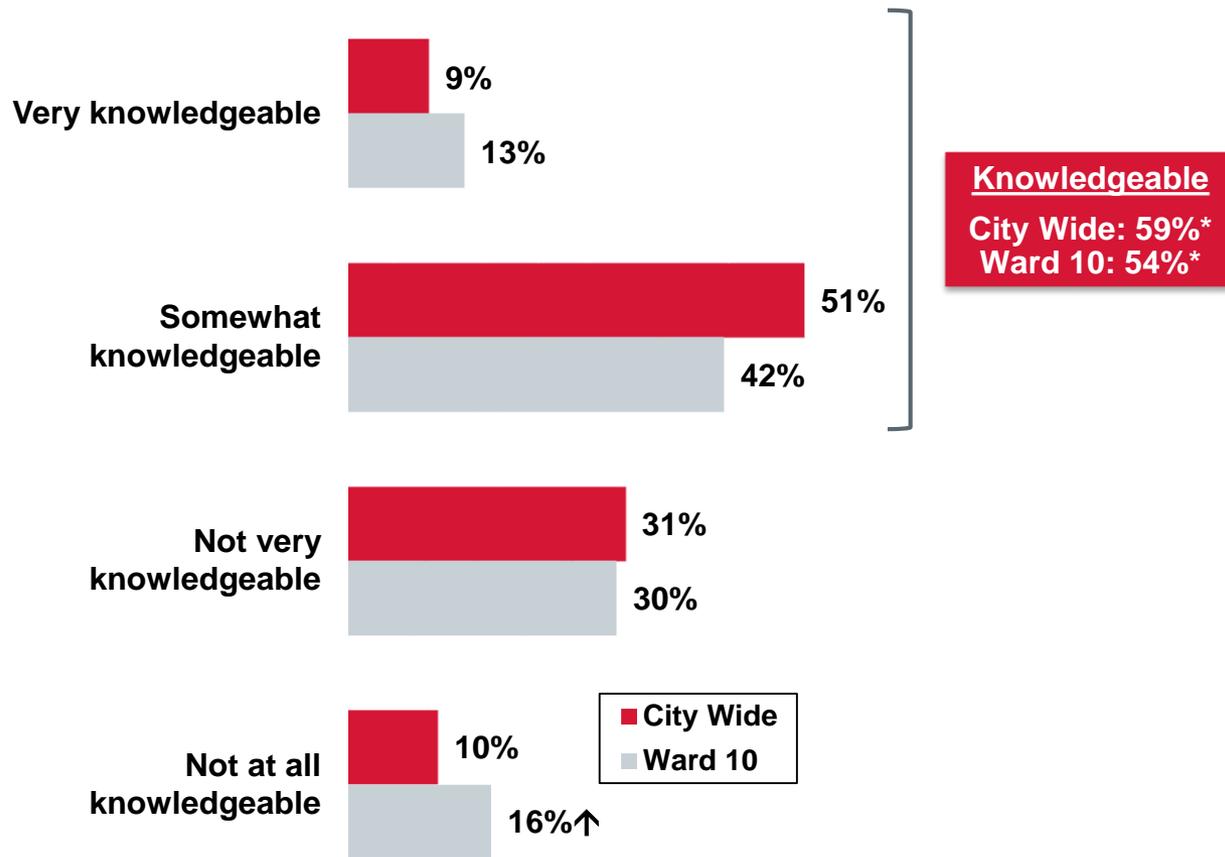


Taxation





Knowledge Levels of Tax Dollar Spending



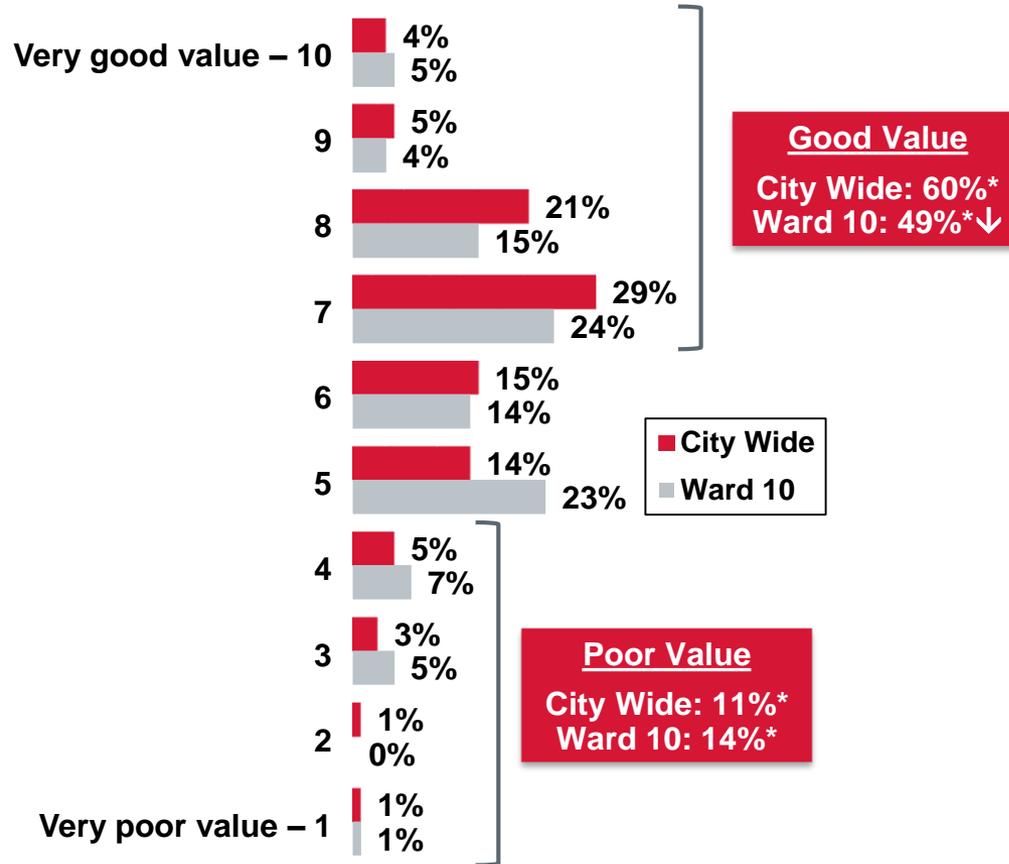
*Rounding

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 10: n=182)



Perceived Value of Property Taxes



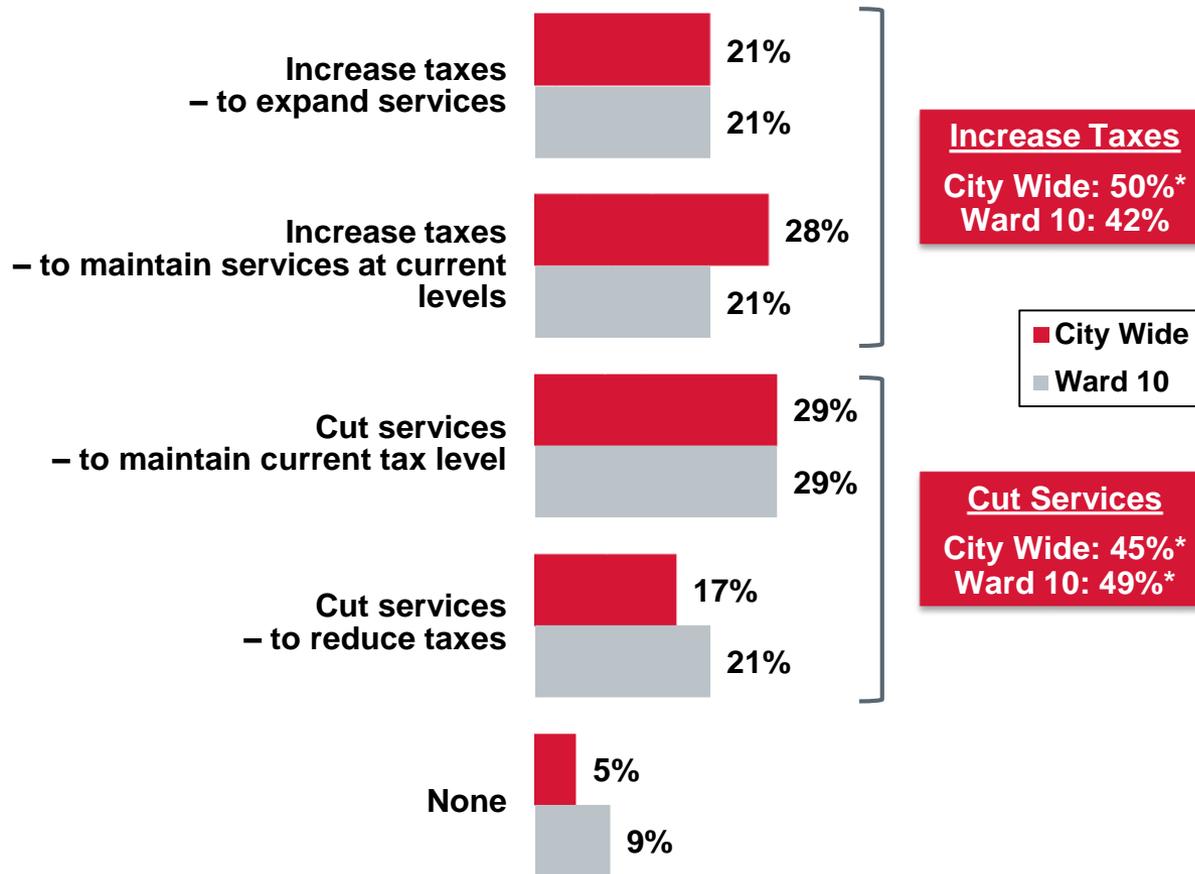
*Rounding

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 10: n=181)



Balancing Taxation and Service Delivery Levels



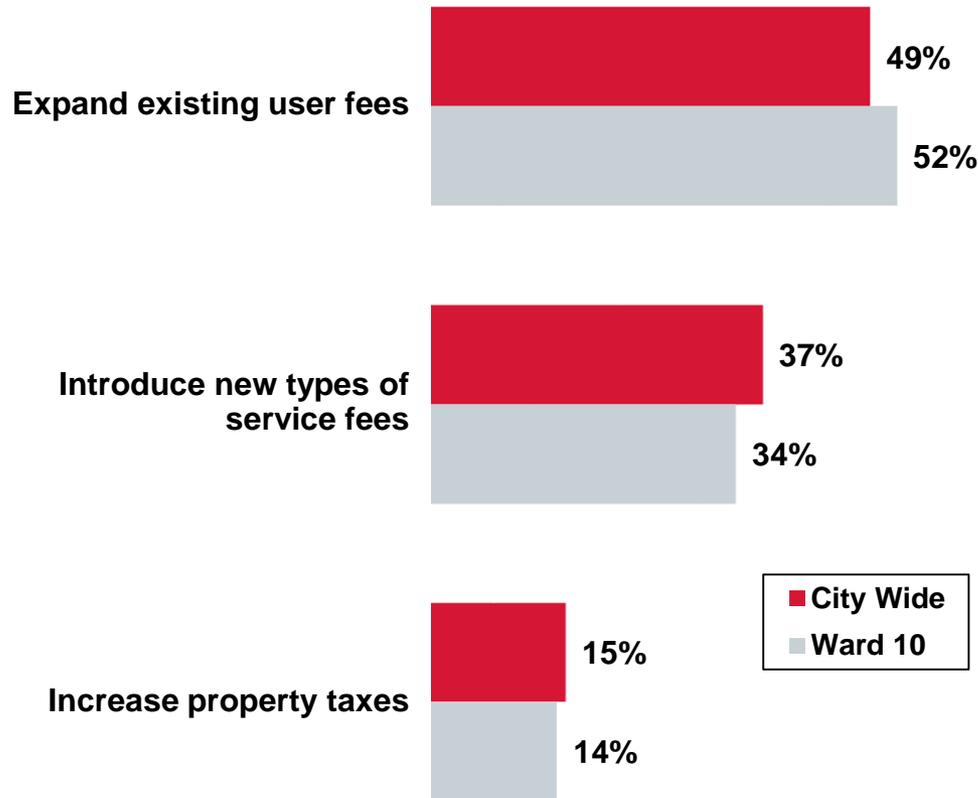
*Rounding

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 10: n=180)



Options for Increasing City Revenue



■ City Wide
■ Ward 10

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 ...?

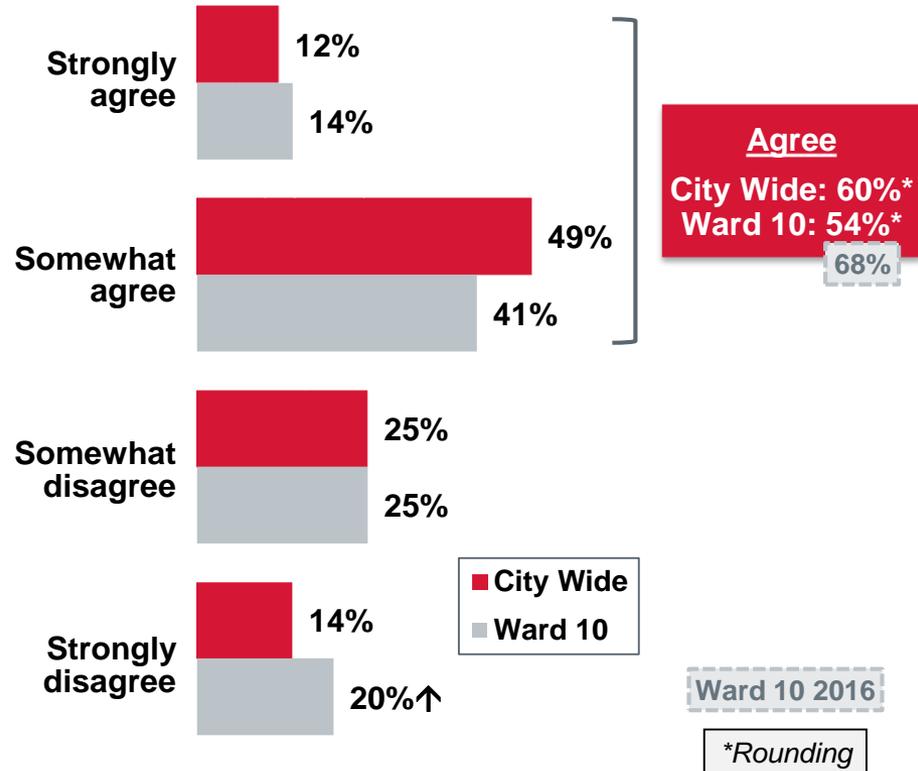
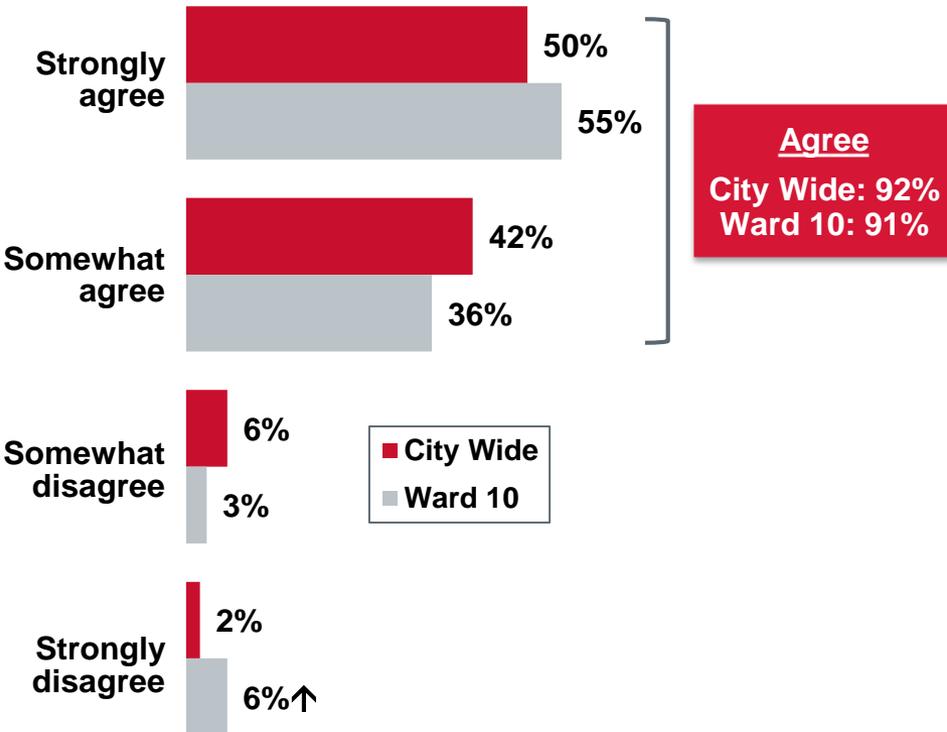
Base: Valid respondents (City Wide: n=2,365 / Ward 10: n=168)



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



Base: Valid respondents (City Wide: n=2,488 / Ward 10: n=182)

Base: Valid respondents (City Wide: n=2,464 / Ward 10: n=180)

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

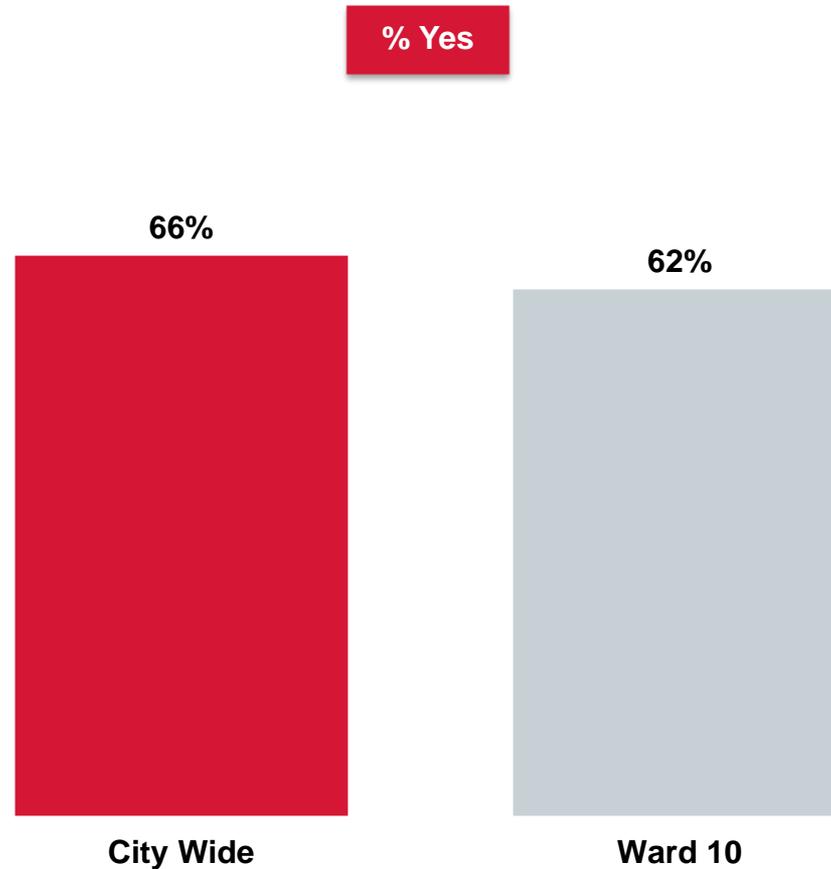


Contact with The City





Past 12 Months Contact with The City of Calgary

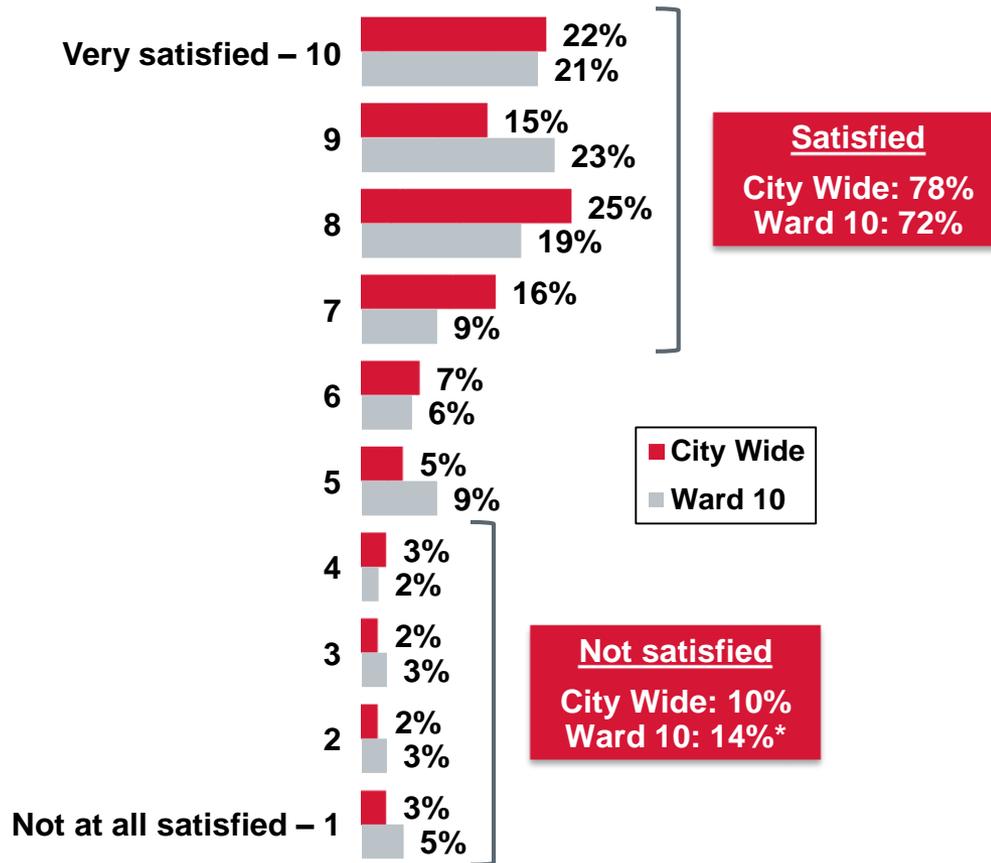


Have you contacted The City of Calgary or dealt with The City or one of its employees in the last twelve months?

Base: Valid respondents (City Wide: n=2,494 / Ward 10: n=182)



Satisfaction with the Overall Level and Quality of Customer Service



*Rounding

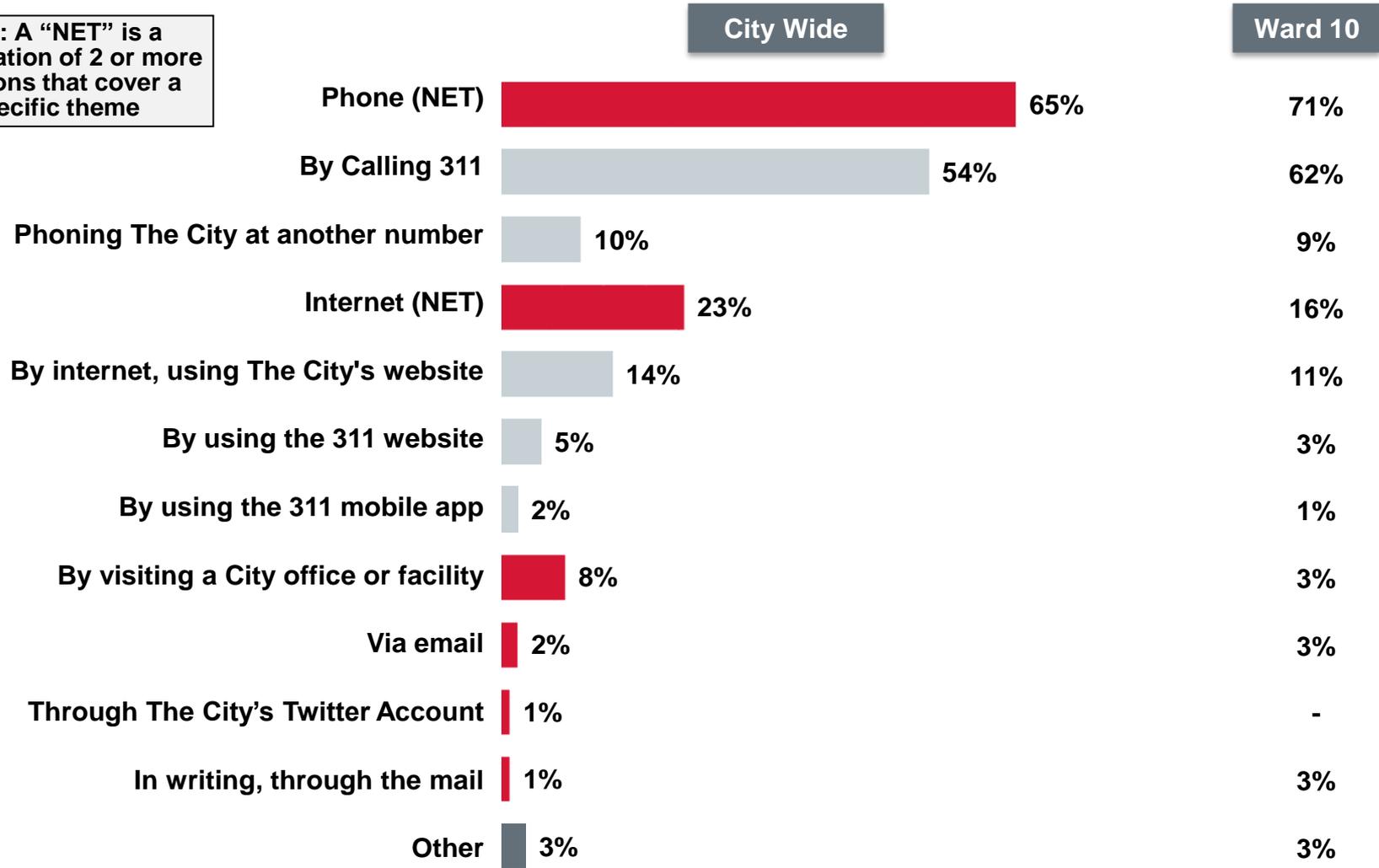
On a scale of 1 – 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied”, how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,649 / Ward 10: n=111)



Type of Contact

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

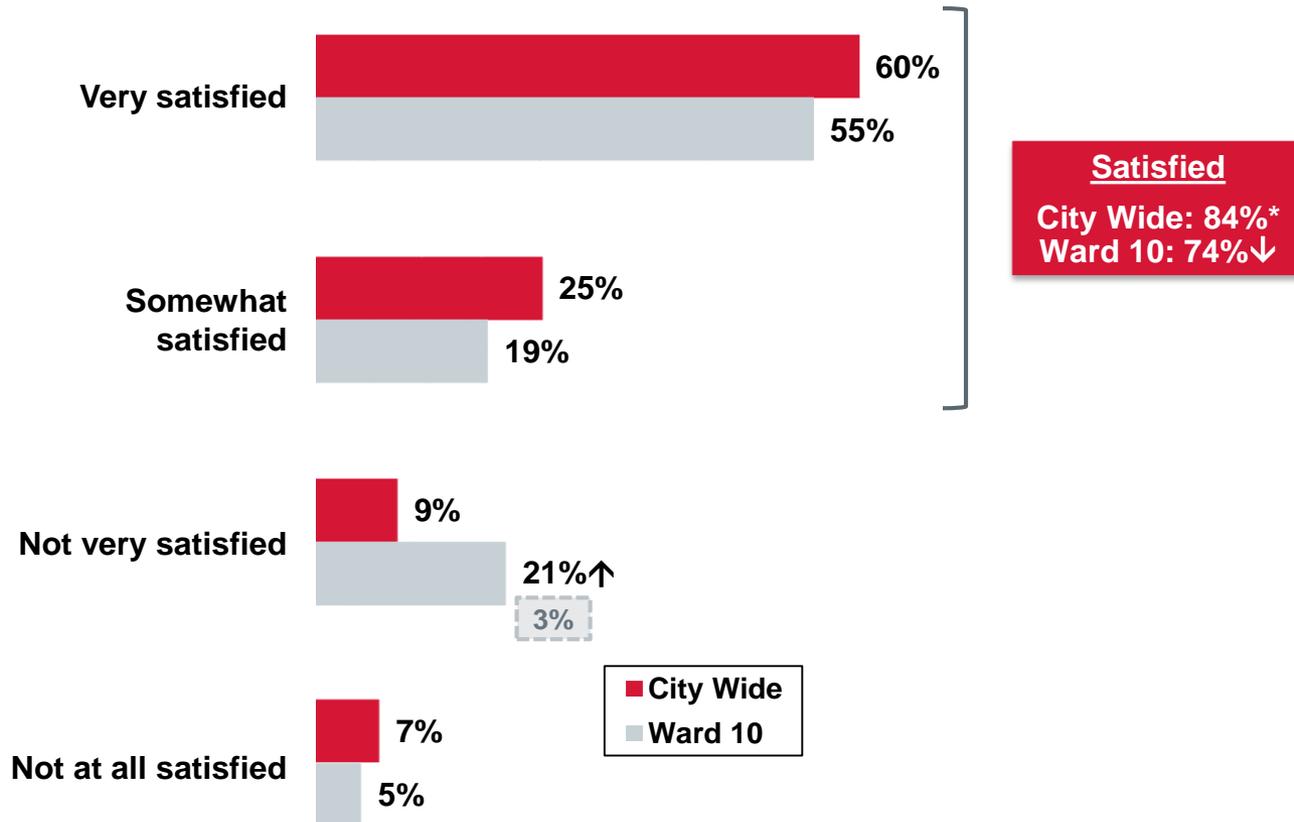


When you contacted The City was it... ?

Base: Valid respondents who contacted The City in the last twelve months (City Wide: n=1,084 / Ward 10: n=66)



Satisfaction with Most Recent City Contact



Ward 10 2016

*Rounding

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

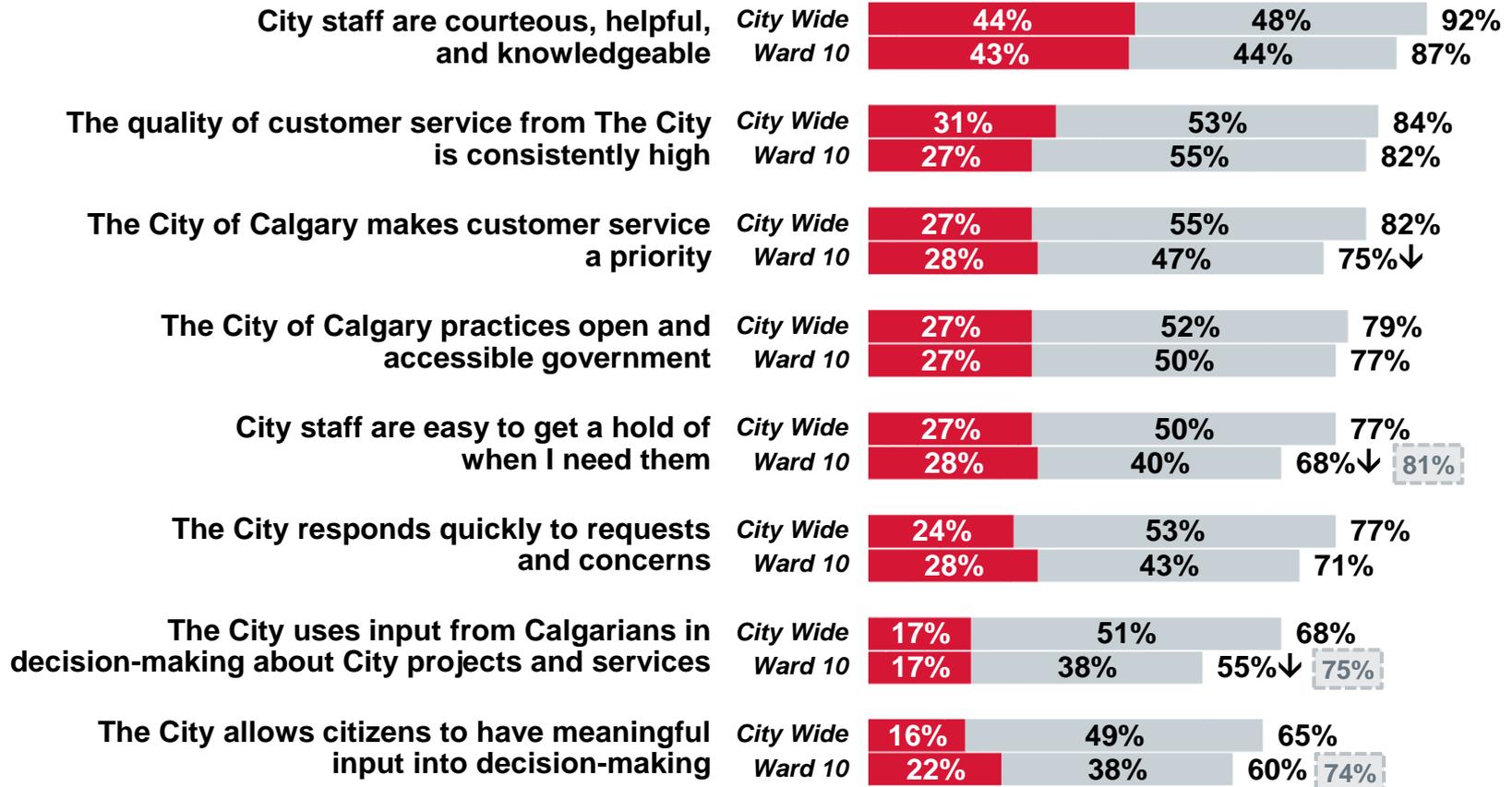
Base: Valid respondents who contacted The City of Calgary in the last twelve months (City Wide: n=1,085 / Ward 10: n=66)



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?

Ward 10 2016

Base: Valid respondents (Bases vary)

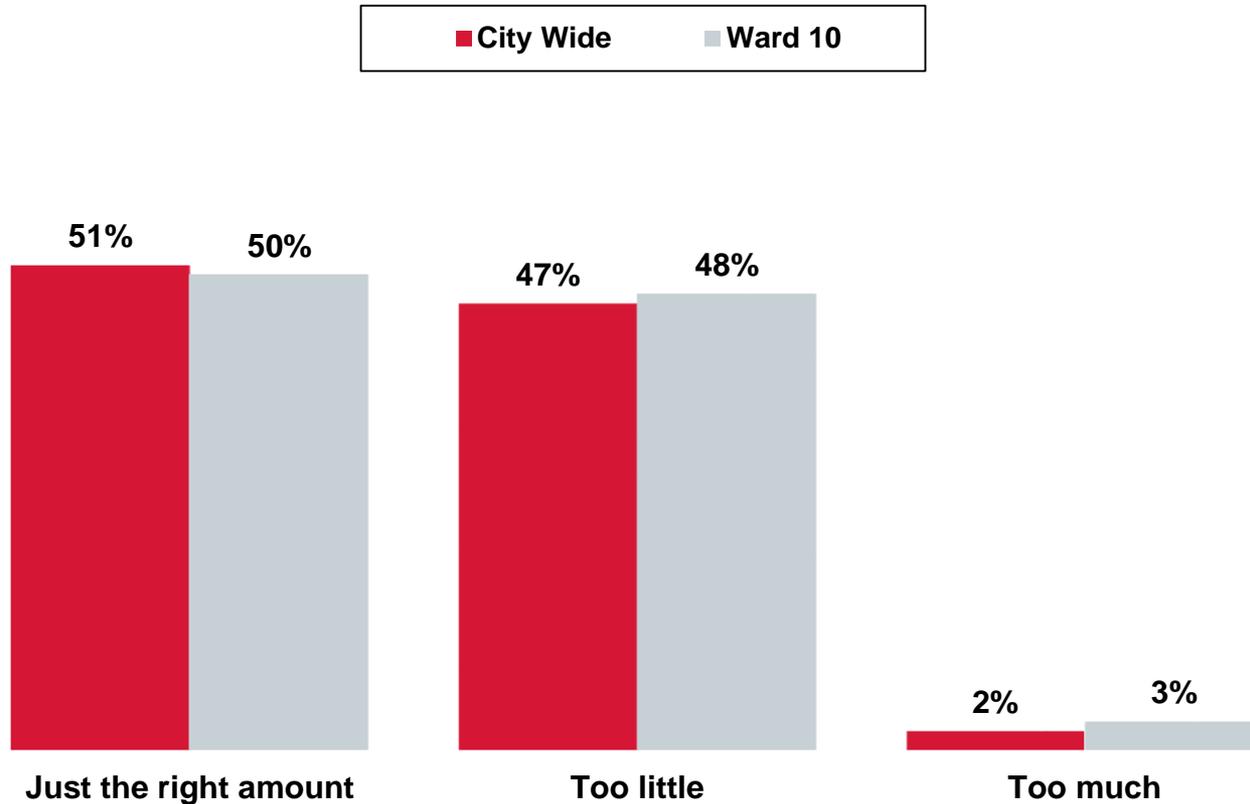


City Communications





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 10: n=180)



Top Areas for Information from The City

Ward 10

Multiple Responses

Budget & Spending (NET)	36%	34%
Taxes/ government spending	33%	32%
Infrastructure, Traffic & Roads (NET)	32%	29%
Roads	13%	9%
Construction	6%	10%↑
Infrastructure (unspecified)	5%	7%
Planning & Development (NET)	16%	7%↓
Planning/ future growth	9%	5%
Land use planning/ development	4%	0%↓
Taxation (NET)	16%	17%
Taxes/ taxation (unspecified)	10%	10%
Property taxes	5%	7%
Transit (NET)	15%	7%↓
Transit	7%	4%
Transportation (unspecified)	7%	4%
Government (NET)	12%	7%
Recreation (NET)	9%	9%
Recreation/ leisure centres/ programs	7%	6%
Community & Social Services (NET)	9%	12%
City Services (NET)	8%	9%
Crime, Safety & Policing (NET)	8%	15%↑
Media (NET)	6%	9%
Environment & Waste Management (NET)	5%	5%
City/ public art displays	5%	11%↑

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

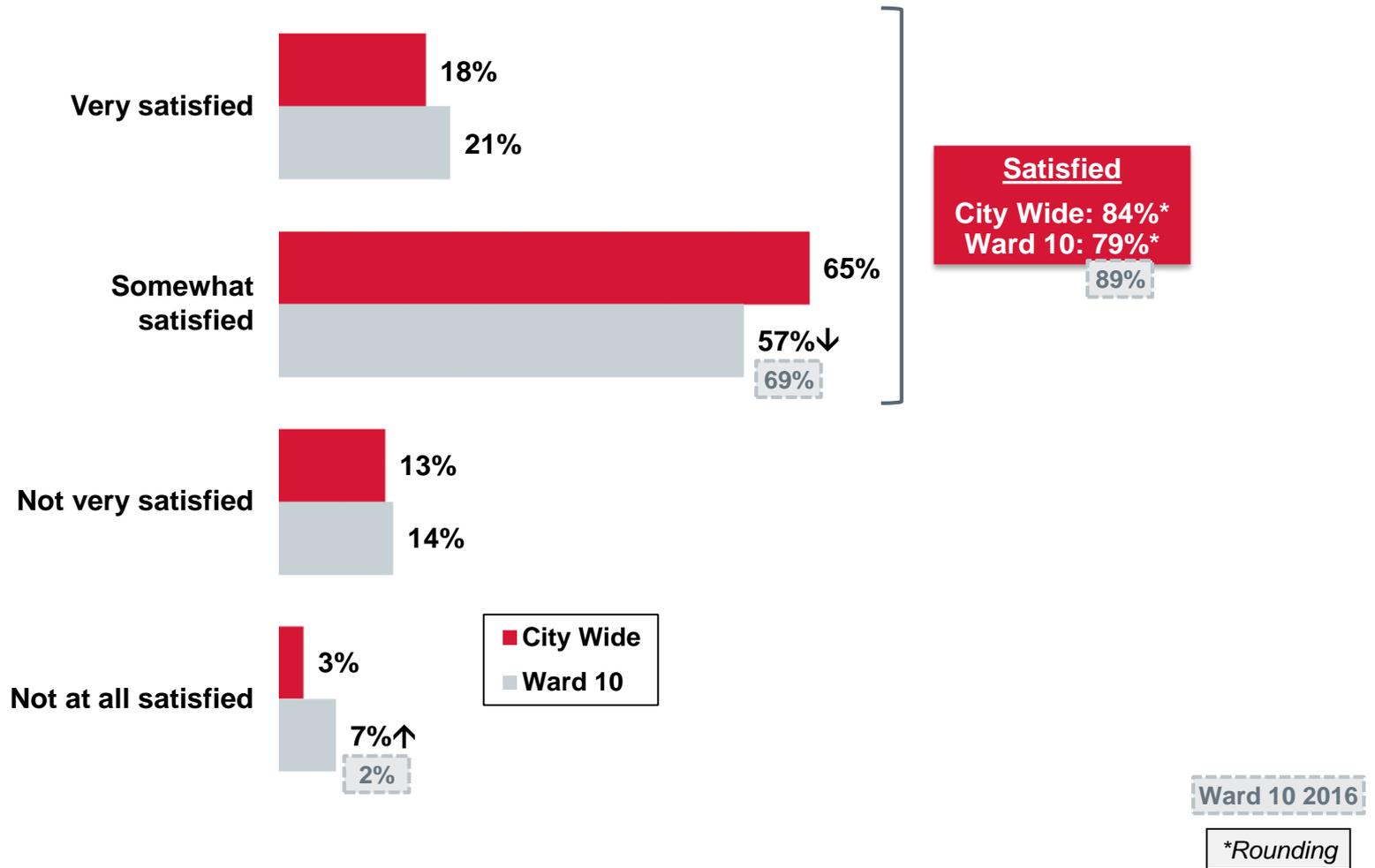
Total mentions <3% are not shown

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 10: n=152)



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=2,484 / Ward 10: n=180)



Demographics





Gender

	City Wide	Ward 10
Male	49%	53%
Female	51%	47%

Education

	City Wide	Ward 10
Completed high school or less	18%	33%
Some post secondary or completed a college diploma	35%	42%
Completed university degree or post-grad degree	47%	25%

Age

	City Wide	Ward 10
18 to 24	13%	15%
25 to 34	20%	21%
35 to 44	17%	13%
45 to 54	20%	19%
55 to 64	14%	15%
65 or older	16%	17%
<i>Mean</i>	<i>45</i>	<i>45</i>

Income

	City Wide	Ward 10
Less than \$30,000	7%	14%
\$30,000 to <\$45,000	9%	12%
\$45,000 to <\$60,000	11%	18%
\$60,000 to <\$75,000	8%	8%
\$75,000 to <\$90,000	9%	18%
\$90,000 to <\$105,000	10%	5%
\$105,000 to <\$120,000	10%	7%
\$120,000 to <\$150,000	14%	6%
\$150,000 or more	23%	11%

Base: Valid respondents (Bases vary)



Household Characteristics

Tenure in Calgary

	City Wide	Ward 10
Less than 5 years	7%	9%
5 to less than 10 years	9%	7%
10 to less than 15 years	11%	7%
15 to less than 20 years	12%	11%
20 to less than 30 years	24%	22%
30 to less than 40 years	16%	16%
40 or more	21%	27%
<i>Mean</i>	26	28

Household Size

	City Wide	Ward 10
1	13%	7%
2	31%	31%
3	19%	22%
4	22%	19%
5 or more	15%	21%
<i>Mean</i>	3.0	3.3

Children and Seniors in Household

	City Wide	Ward 10
Yes - Children	36%	32%
Yes - Seniors	17%	22%

Type of Home

	City Wide	Ward 10
Single-detached house	71%	72%
Apartment or apartment-style condominium	13%	8%
Duplex, triplex or fourplex	8%	6%
Townhouse or rowhouse	7%	11%
Another type of multi-dwelling unit	1%	2%

Own or Rent

	City Wide	Ward 10
Own	76%	70%
Rent	21%	30%
Other	-	0%
Neither	2%	-

Responsible for Property Taxes

	City Wide	Ward 10
Yes	84%	79%
No	16%	21%

Base: Valid respondents (Bases vary)



Respondent Characteristics

Born in Canada

	City Wide	Ward 10
Yes	74%	71%
No	26%	29%

Age Left Country of Birth

Base: Not born in Canada	City Wide (n=645)	Ward 10 (n=55)
Less than 12	28%	15%
12 to 17	13%	16%
18 or older	59%	68%
No response	1%	-

Ethnic Background

	City Wide	Ward 10
Caucasian/ White	24%	17%
British	20%	19%
Canadian/ French Canadian	17%	11%
Western European	12%	14%
Southern or Eastern European	9%	8%
East or Southeast Asian	9%	12%
South Asian	6%	11%
Central/ South American or Caribbean	2%	2%
West Asian or Middle Eastern	2%	5%
African	2%	3%
Aboriginal/ First Nations/ Metis	2%	1%

Disability

	City Wide	Ward 10
Yes	16%	14%
No	84%	86%

Visible Minority

	City Wide	Ward 10
Yes	23%	34%
No	77%	66%

Base: Valid respondents (Bases vary)



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