

Calgary



Fall 2020 Quality of Life and Citizen Satisfaction Survey

Ward 13 Final Report
November 2020

Prepared for The City of Calgary by:





Table of Contents

03

Methodology

04

Highlights

10

Quality of Life

19

Issue Agenda

21

COVID-19 Pandemic

24

City Programs and Services

41

Taxation

48

Contact with The City and Customer Service

54

City Communications

58

City Reputation and Performance

65

Respondent Profile

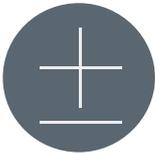


Telephone survey conducted with a randomly selected sample of 2,500 Calgarians aged 18 years and older between August 17th and September 6th, 2020.

- 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 ± 2.0 percentage points, 19 times out of 20.

- A total of 187 interviews were conducted with residents of Ward 13 (MOE $\pm 7.2\%$).

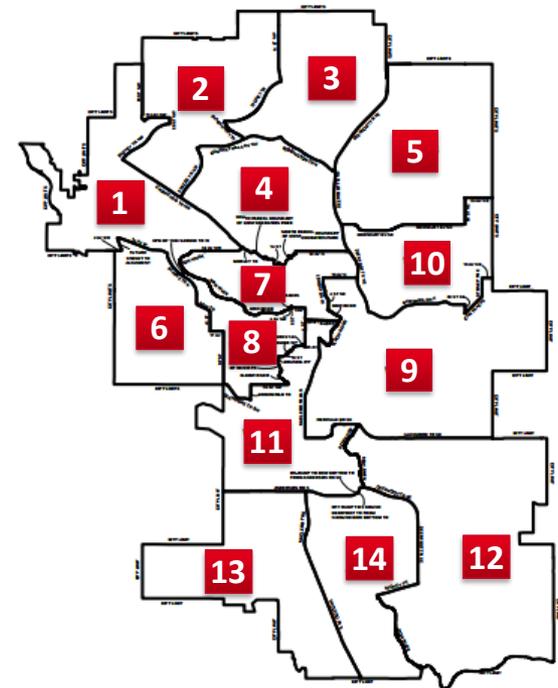


Results for Ward 13 are compared to results City Wide.

- \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 13 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 13: Summary

QUALITY OF LIFE



'Good' Quality of Life 79%

88%
I am proud to live in
my neighbourhood



79%
I feel safe walking alone
in my neighbourhood
after dark



82%
Calgary is a great place to
make a life

64%
Calgary is a great place to
make a living

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

ISSUE AGENDA (TOP 3)



37%
Infrastructure,
Traffic & Roads



14%
Taxes



10%
Environment and
Waste
Management

COVID-19



32%
Major threat to
physical health

30%
Major threat to
personal financial
situation

24%
Major threat to
mental health

VALUE FOR TAXES & CITIZEN SATISFACTION



53%
'Good' value for tax
dollars



65%
'Satisfied' with City
programs and services



60%
'Satisfied' with
customer service

CITY PERFORMANCE & REPUTATION



73%
'Satisfied' with running of The City
by Council and Administration



46%
'Trust' The City of
Calgary



73%
'Agree' City practices open
& accessible government



Differences in Ward 13 vs. City Wide

| | | Ward 13 | City Wide |
|--|---|--|-----------|
| | Quality of Life | <i>No statistically significant differences</i> | |
| | Issue Agenda | Infrastructure, Traffic & Roads (NET) | 37%↑ 28% |
| | | Crime, Safety & Policing (NET) | 8%↓ 15% |
| | | No issues | 22%↑ 15% |
| | COVID-19 | <i>No statistically significant differences</i> | |
| | Importance: City Programs & Services | Disaster planning and response | 90%↓ 95% |
| | Satisfaction: City Programs & Services | City operated recreation FACILITIES | 85%↓ 91% |
| | | Road maintenance including pothole repairs | 50%↓ 67% |
| | Investment: City Programs & Services (Invest 'More') | Social services for individuals such as seniors or youth | 50%↓ 62% |
| | | Snow removal | 61%↑ 50% |

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 13 vs. City Wide (continued)

| | | Ward 13 | City Wide |
|---|---|---|----------------------|
|  | Taxation | <i>No statistically significant differences</i> | |
| | Contacted/dealt with City or one of its employees in last twelve months | 52%↓ | 61% |
| | Satisfied with overall level and quality of City customer service | 60%↓ | 75% |
|  | Customer Service | Contacted City by internet, using another City of Calgary app | 3%↑ 1% |
| | Preferred contact with City via email | 14%↑ | 7% |
| | Preferred contact with City in writing, through the mail | 4%↑ | 1% |
|  | Communications | <i>No statistically significant differences</i> | |
|  | City Reputation and Performance | <i>No statistically significant differences</i> | |

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



Year-Over-Year Changes in Ward 13

| | | 2019 | 2020 |
|--|---|--|------------|
| | Quality of Life | Calgary is a great place to make a living | 48% → 64%↑ |
| | Issue Agenda | Transit (NET) | 18% → 9%↓ |
| | | COVID-19 pandemic | 0% → 9%↑ |
| | Importance: City Programs & Services | <i>No statistically significant differences</i> | |
| | Satisfaction: City Programs & Services | Calgary Transit including bus and CTrain service | 73% → 89%↑ |
| | | Traffic flow management | 61% → 81%↑ |
| | Investment: City Programs & Services (Invest 'More') | City of Calgary website | 32% → 17%↓ |
| | Taxation | Increase taxes to maintain/expand services | 36% → 53%↑ |
| | | Cut services to maintain/reduce taxes | 58% → 42%↓ |
| | Customer Service | Contacted The City via email | 0% → 9%↑ |
| | | Preferred method of contact is phone (NET) | 75% → 57%↓ |
| | | Preferred method of contact is by calling 311 | 73% → 52%↓ |
| | | Preferred method of contact is via email | 2% → 14%↑ |

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 13 (continued)

| | | | 2019 | 2020 |
|---|---|--|------|------|
|  Communications | The City 'very good' or 'good' at communicating with citizens about its services, programs, policies and plans in the past 6 months | | 66% | 78%↑ |
| | Satisfied with performance of City Council and Administration | | 60% | 73%↑ |
|  City Reputation and Performance | Satisfied with performance of City Council | | 48% | 59%↑ |
| | Agree that 'The City of Calgary practices open and accessible government' | | 59% | 73%↑ |
| | Agree that 'I am confident that The City of Calgary is working to improve how it includes citizen input into important decisions' | | 54% | 68%↑ |

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

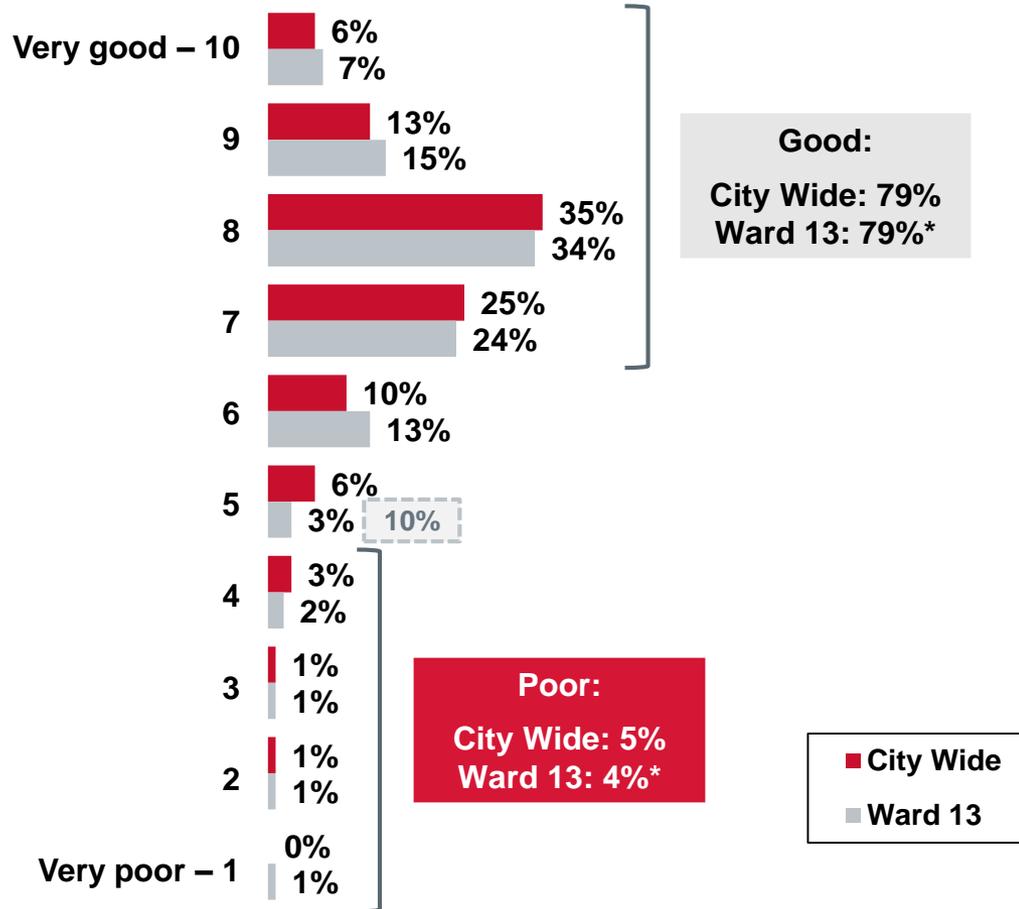


Quality of Life





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?

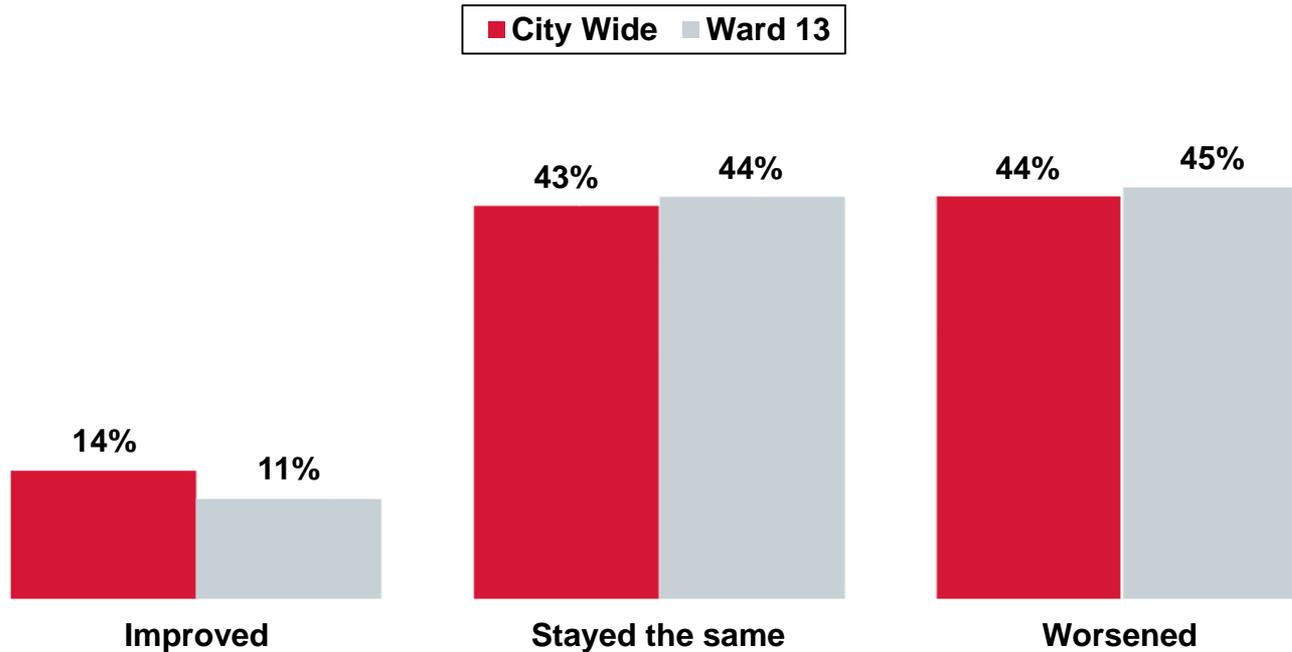
Base: Valid respondents (City Wide: n=2,494 / Ward 13: n=187)

Ward 13 2019

*Rounding



Perceived Change in the Quality of Life

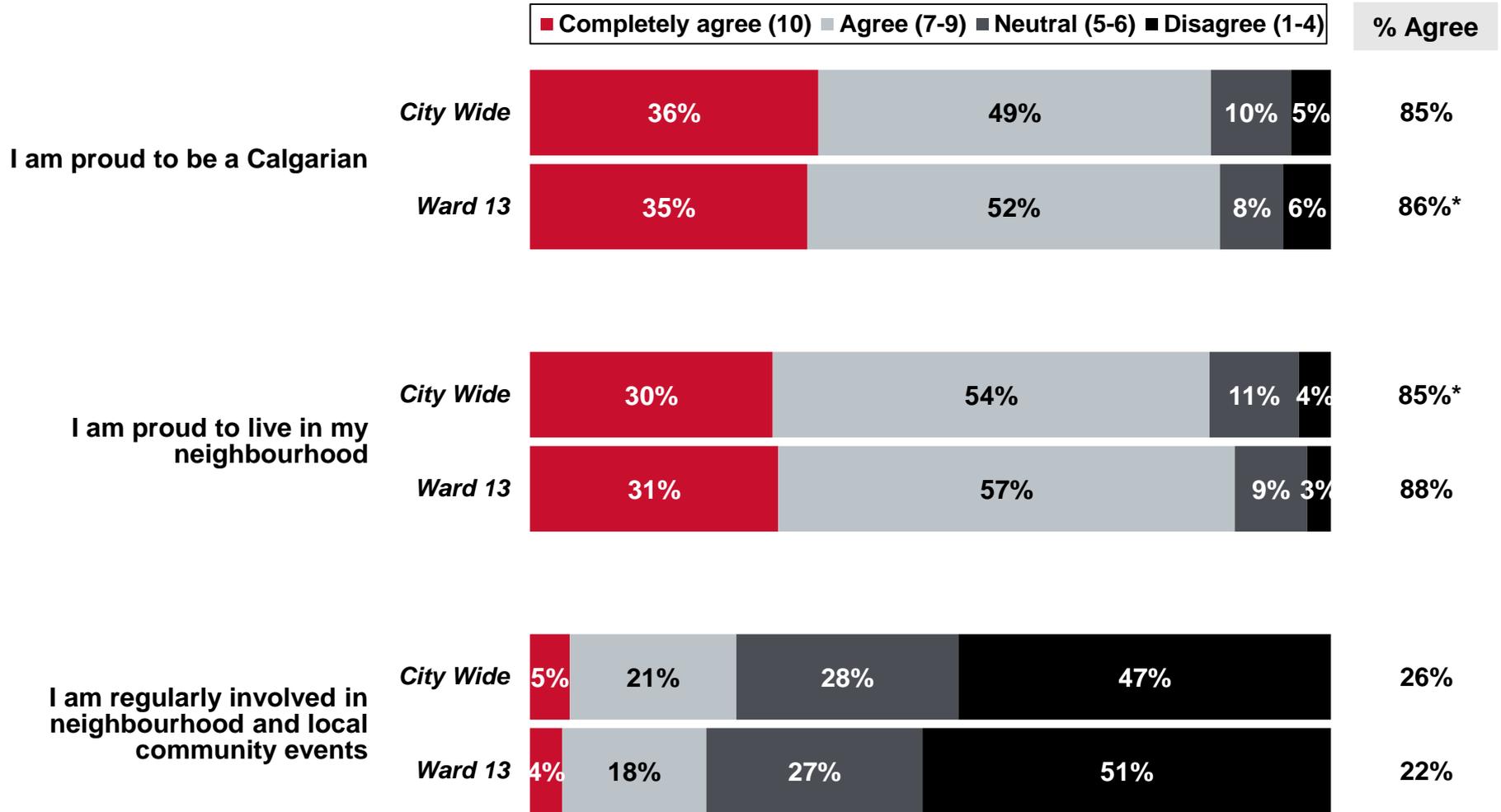


And, do you feel that the quality of life in the city of Calgary in the past three years has ...?

Base: Valid respondents (City Wide: n=2,471 / Ward 13: n=185)



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)

*Rounding



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

City Wide



77%

Ward 13



82%

Calgary is a great place to make a living

City Wide



58%

Ward 13



64% (dashed) 48% (dashed)

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

City Wide



72%*

Ward 13



71%

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

City Wide



50%

Ward 13



53%

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

Base: Valid respondents (Bases vary)

Ward 13 2019

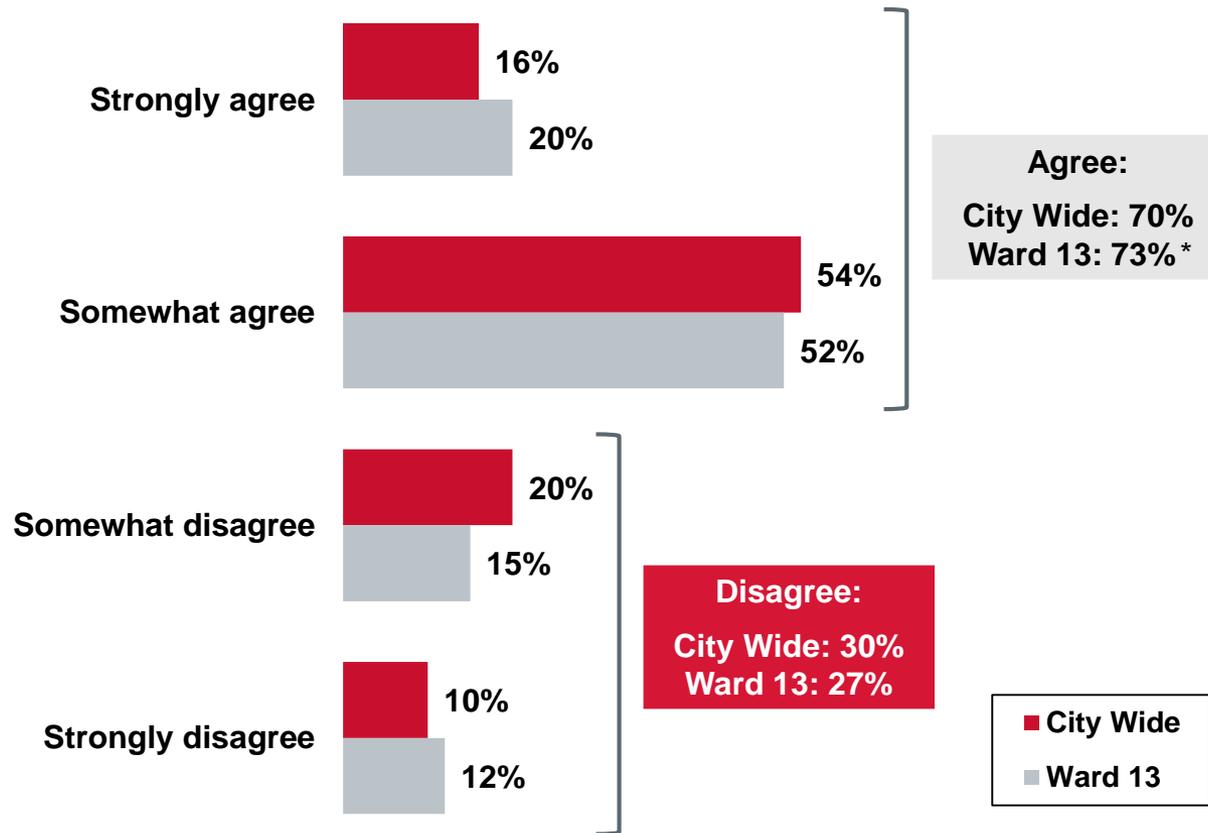
*Rounding

↑ Statistically higher than City Wide

↓ Statistically lower than City Wide



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.

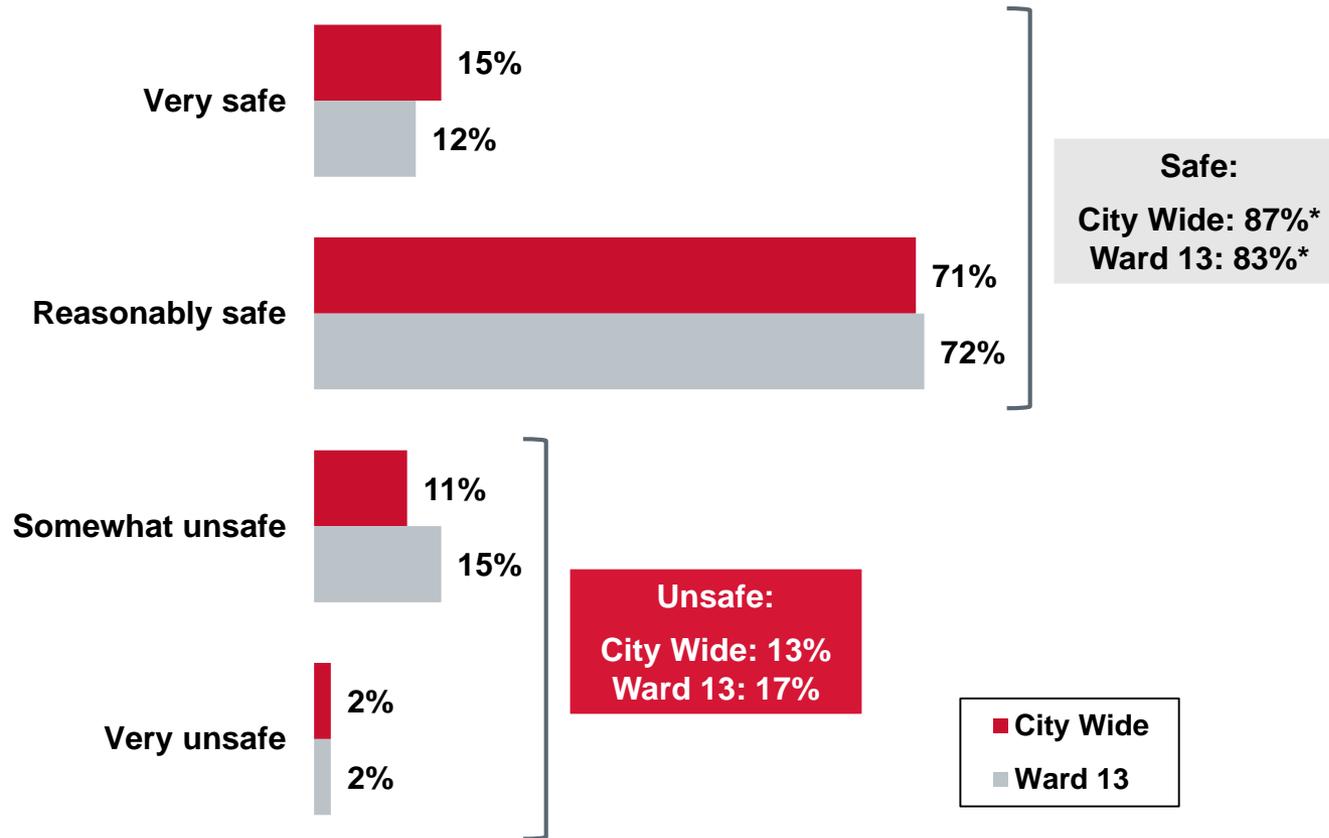
Base: Valid respondents (City Wide: n=2,481 / Ward 13: n=184)

*Rounding



Perceived Safety of City of Calgary Overall

New question in
Fall 2020

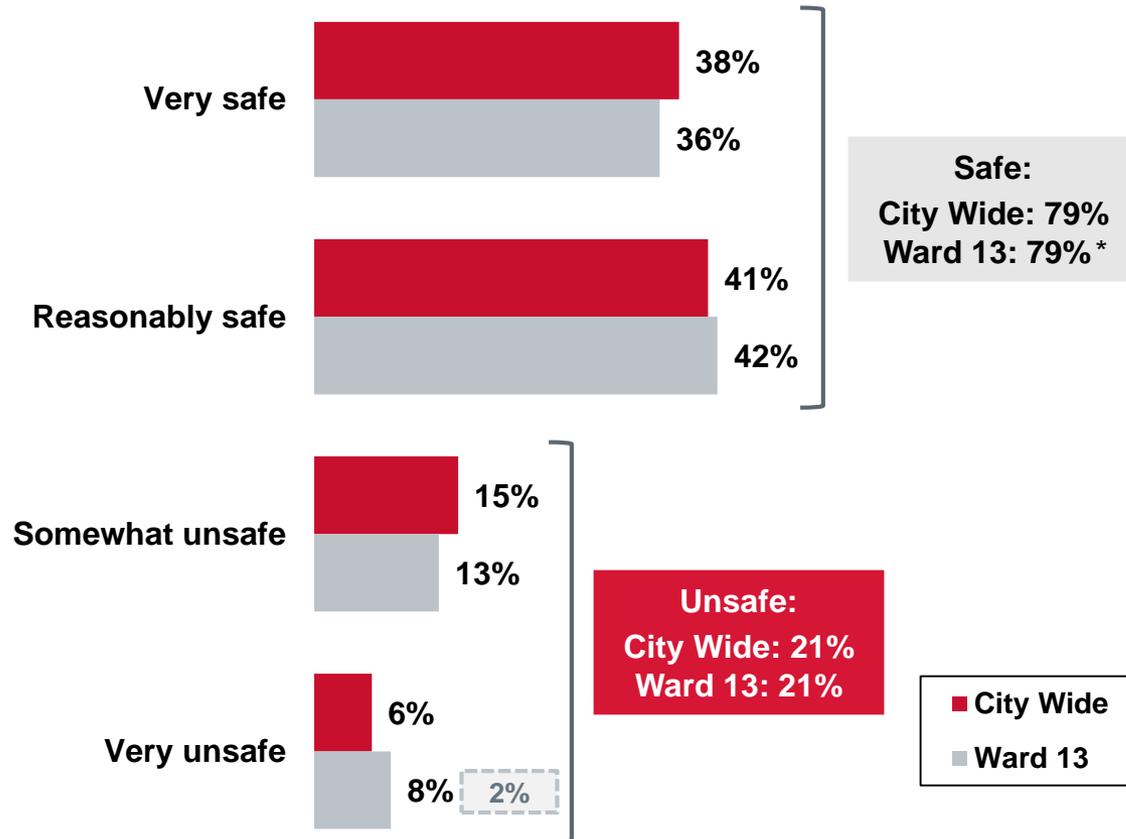


How safe or unsafe do you think Calgary is overall?
Base: Valid respondents (City Wide: n=2,493 / Ward 13: n=187)

*Rounding



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 13: n=187)

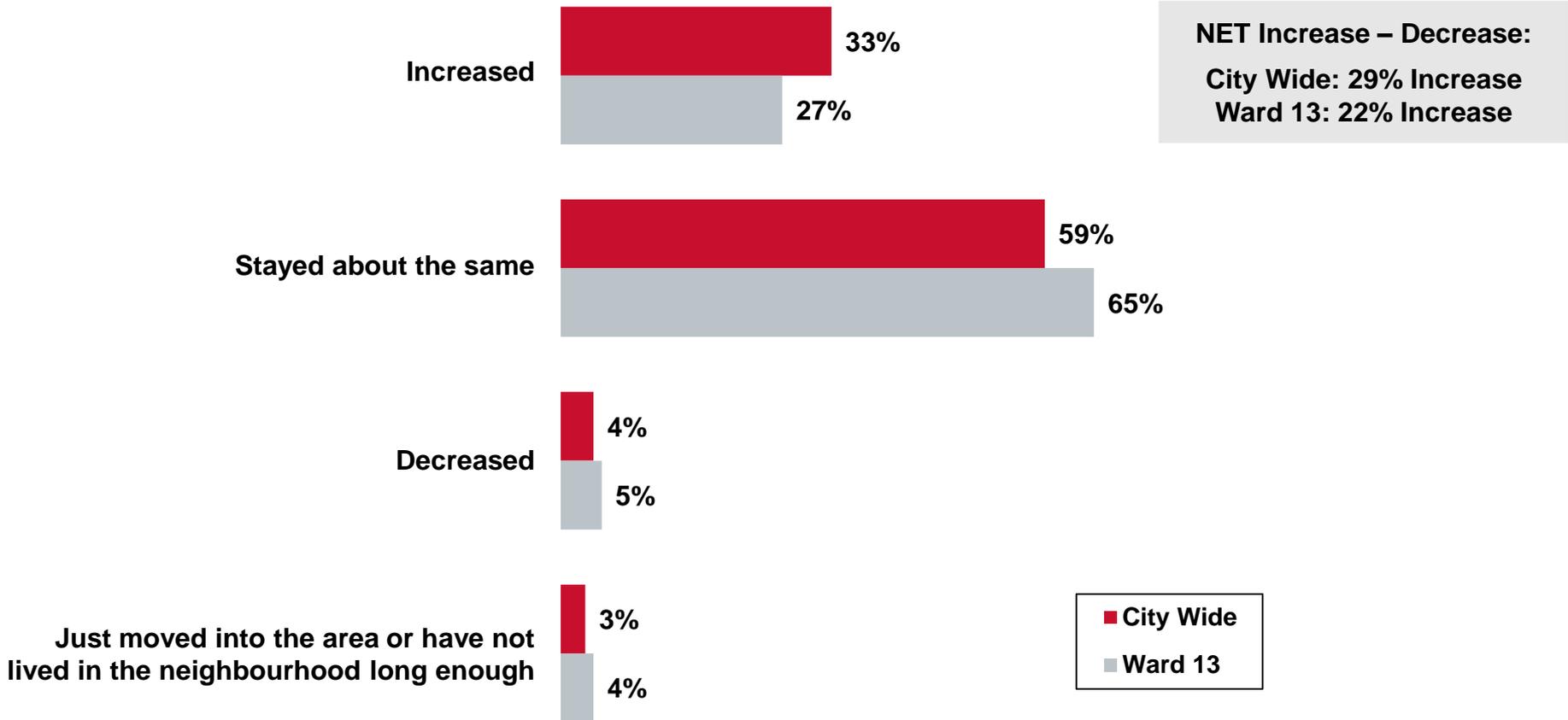
Ward 13 2019

*Rounding



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 13: n=185)



Issue Agenda





Issue Agenda

City Wide

Ward 13

■ First mention ■ Other mentions

Multiple Responses

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

| Issue | First mention | Other mentions | NET | Ward 13 |
|---|---------------|----------------|-----|---------|
| Infrastructure, Traffic & Roads [NET] | 18% | 10% | 28% | 37%↑ |
| Road conditions | 5% | 4% | 9% | 11% |
| Traffic congestion | 3% | 4% | | 6% |
| (Lack of) snow removal | | 4% | | 5% |
| Crime, Safety & Policing [NET] | 10% | 5% | 15% | 8%↓ |
| Breaking and entering/gangs/drugs | 4% | 3% | 7% | 4% |
| Public safety | 4% | 6% | | 3% |
| Taxes [NET] | 9% | 4% | 13% | 14% |
| Taxes/High taxes | 6% | 3% | 9% | 10% |
| Property taxes | 3% | 4% | | 4% |
| Transit [NET] | 8% | 4% | 12% | 9% 18% |
| Public Transportation (incl. buses/ C-train/ poor service) | 4% | 6% | | 5% |
| Transit system improvements | 3% | 4% | | 3% |
| COVID-19 Pandemic | 8% | 3% | 11% | 9% 0% |
| Economy [NET] | 6% | 3% | 9% | 9% |
| Budget & Spending [NET] | 6% | | 8% | 9% |
| Education | 6% | | 8% | 8% |
| Recreation [NET] | 3% | 4% | 7% | 3% |
| Environment and Waste Management [NET] | 3% | 4% | 7% | 10% |
| Homelessness, Poverty & Affordable Housing [NET] | 4% | | 6% | 4% |
| Growth and Planning [NET] | 3% | 4% | | 1% |
| None | | | 15% | 22%↑ |

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 13: n=181)

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

Ward 13 2019

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



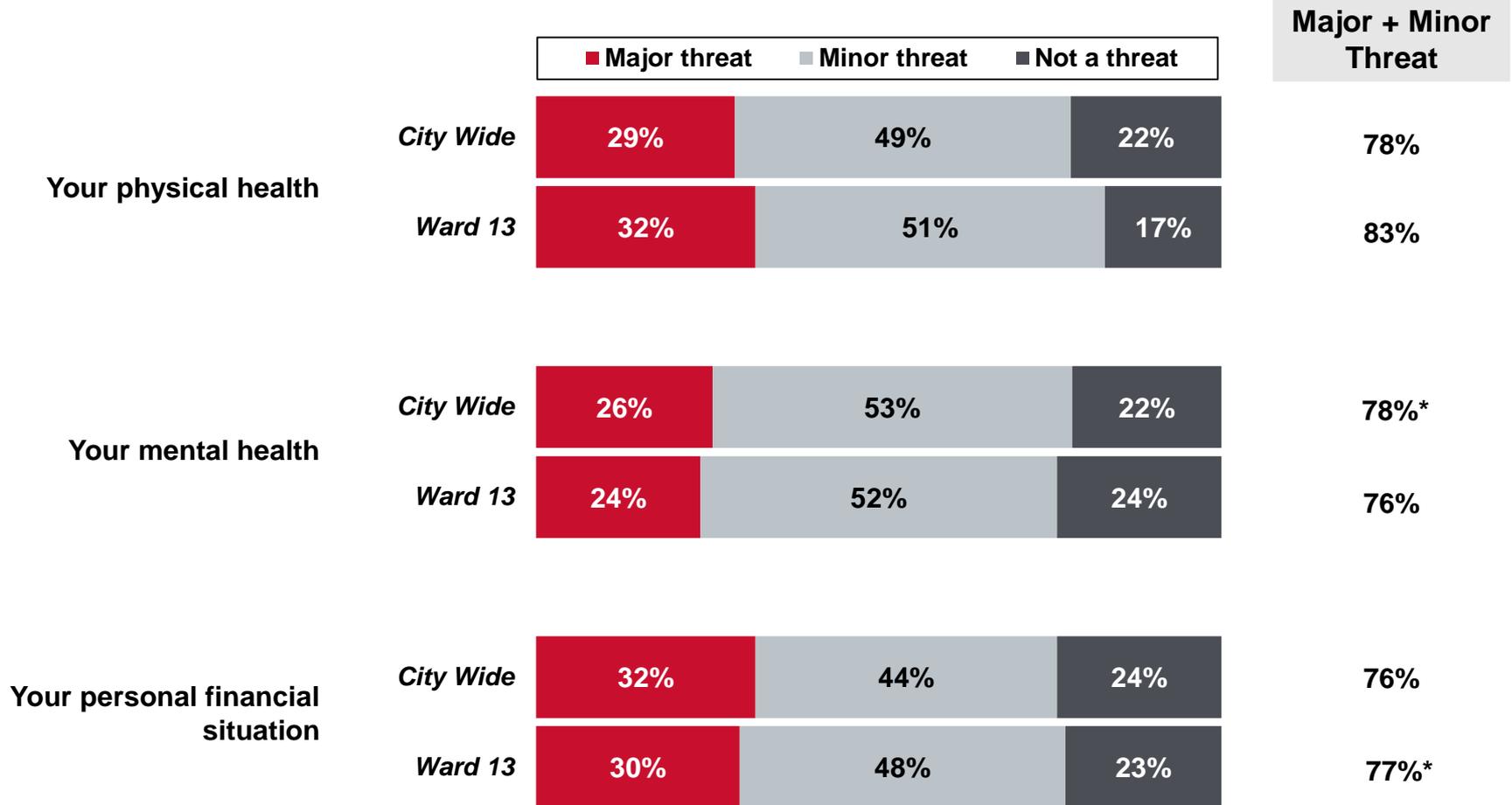
COVID-19 Pandemic





Threats Related to the COVID-19 Pandemic

New question in
Fall 2020



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

*Rounding

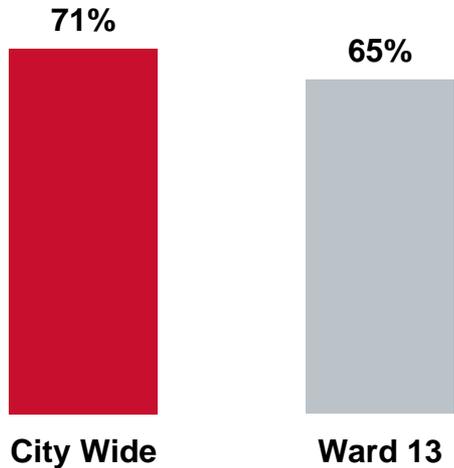


Employment During the COVID-19 Pandemic

New questions in
Fall 2020

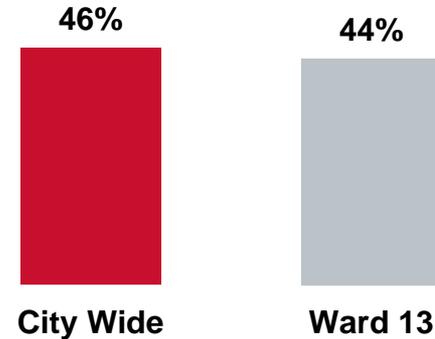
Employed at the beginning of the
COVID-19 pandemic

% 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 13: n=187)

*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 13: n=110)

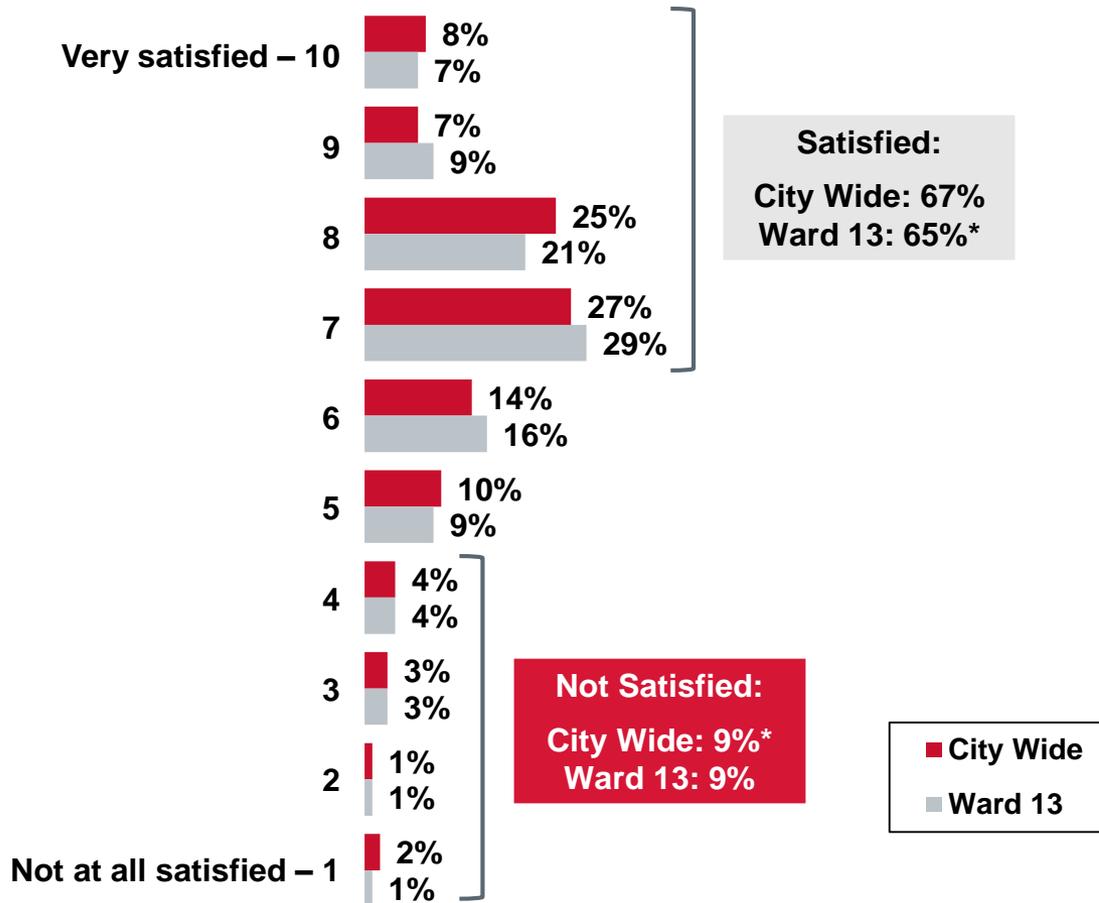


City Programs and Services





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



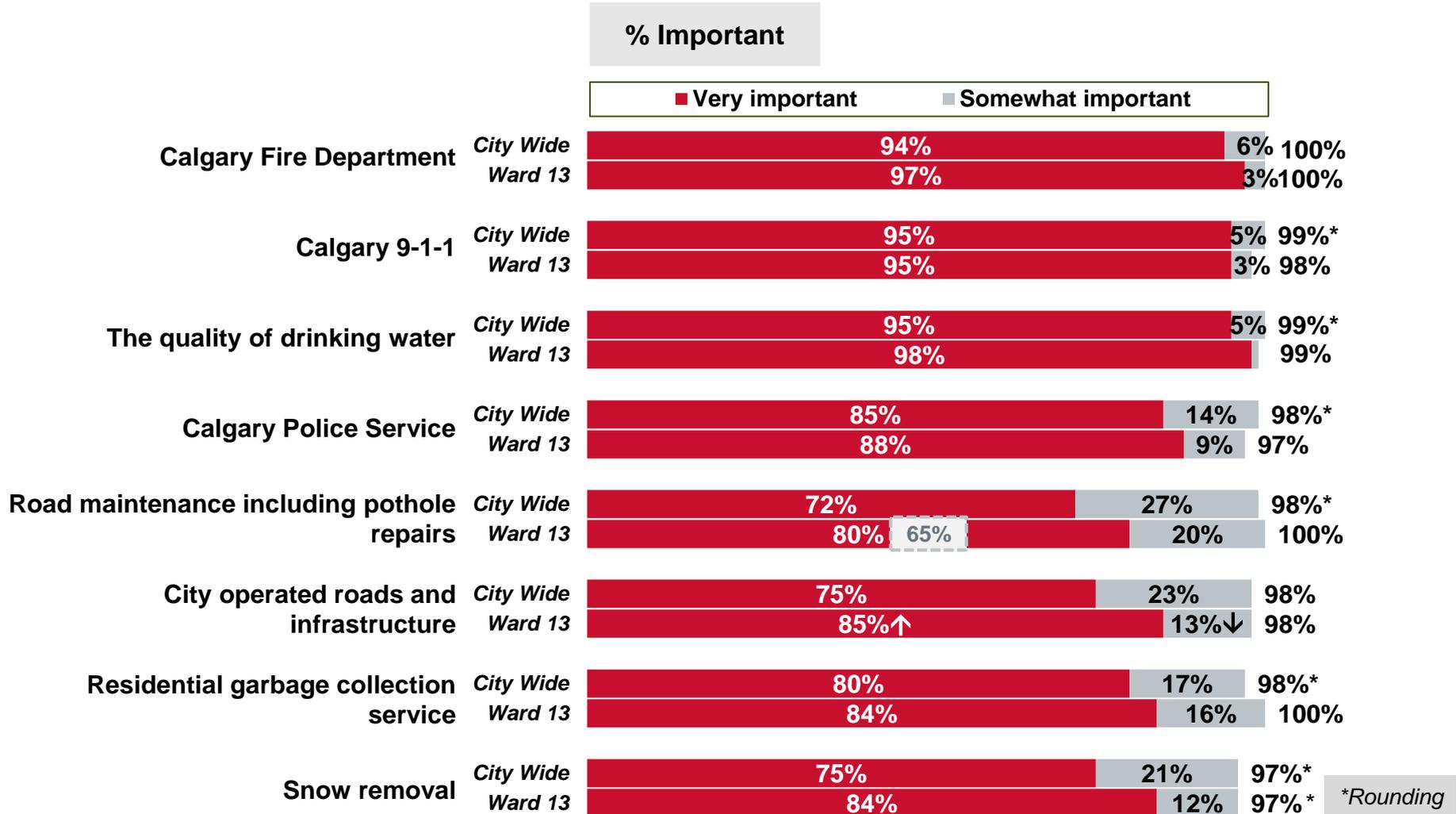
On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,487 / Ward 13: n=186)

*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)

Data labels of <3% are not shown

Ward 13 2019

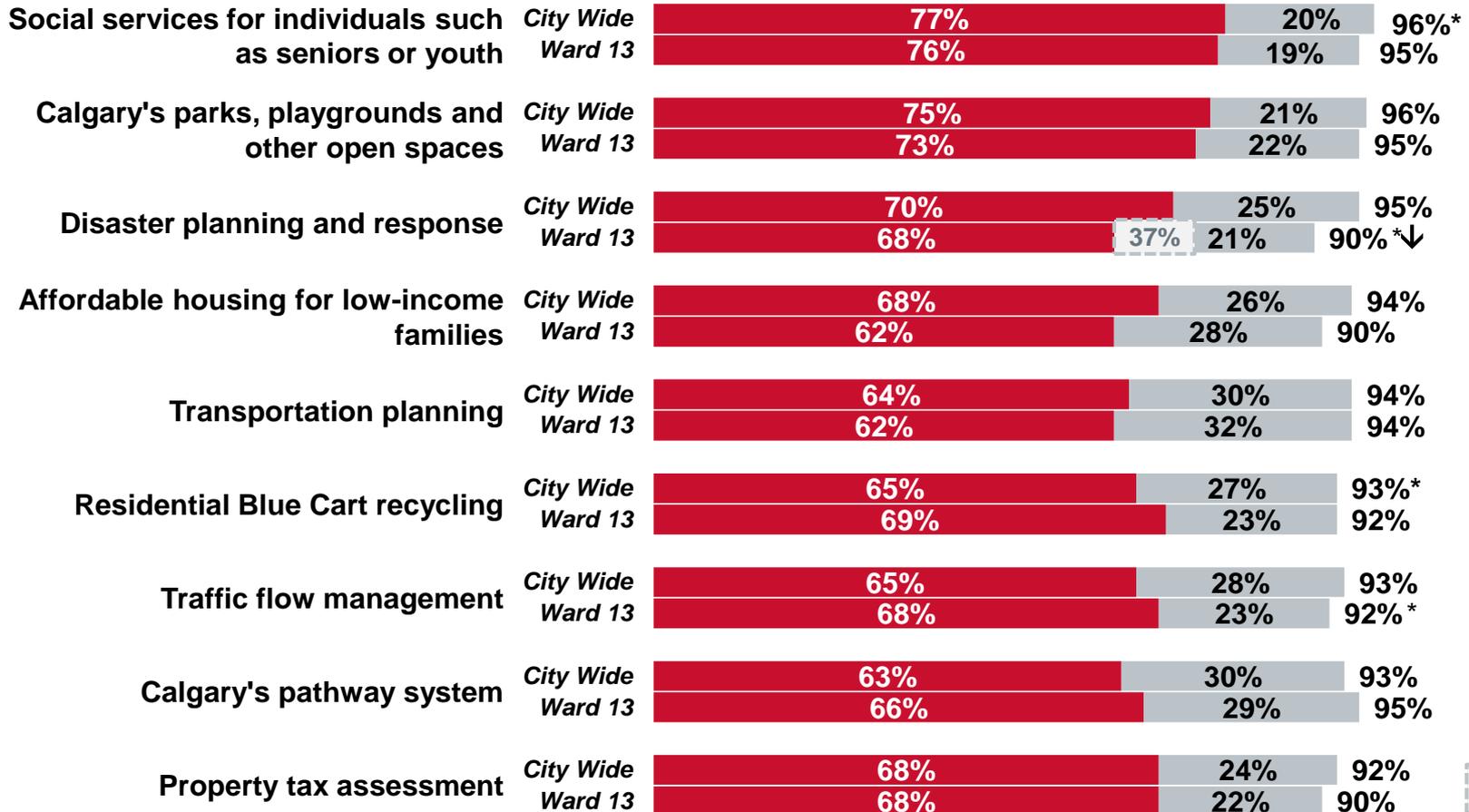
↑ Statistically higher than City Wide
↓ Statistically lower than City Wide



Importance of City Programs and Services (continued)

% Important

Very important Somewhat important



Ward 13 2019

*Rounding

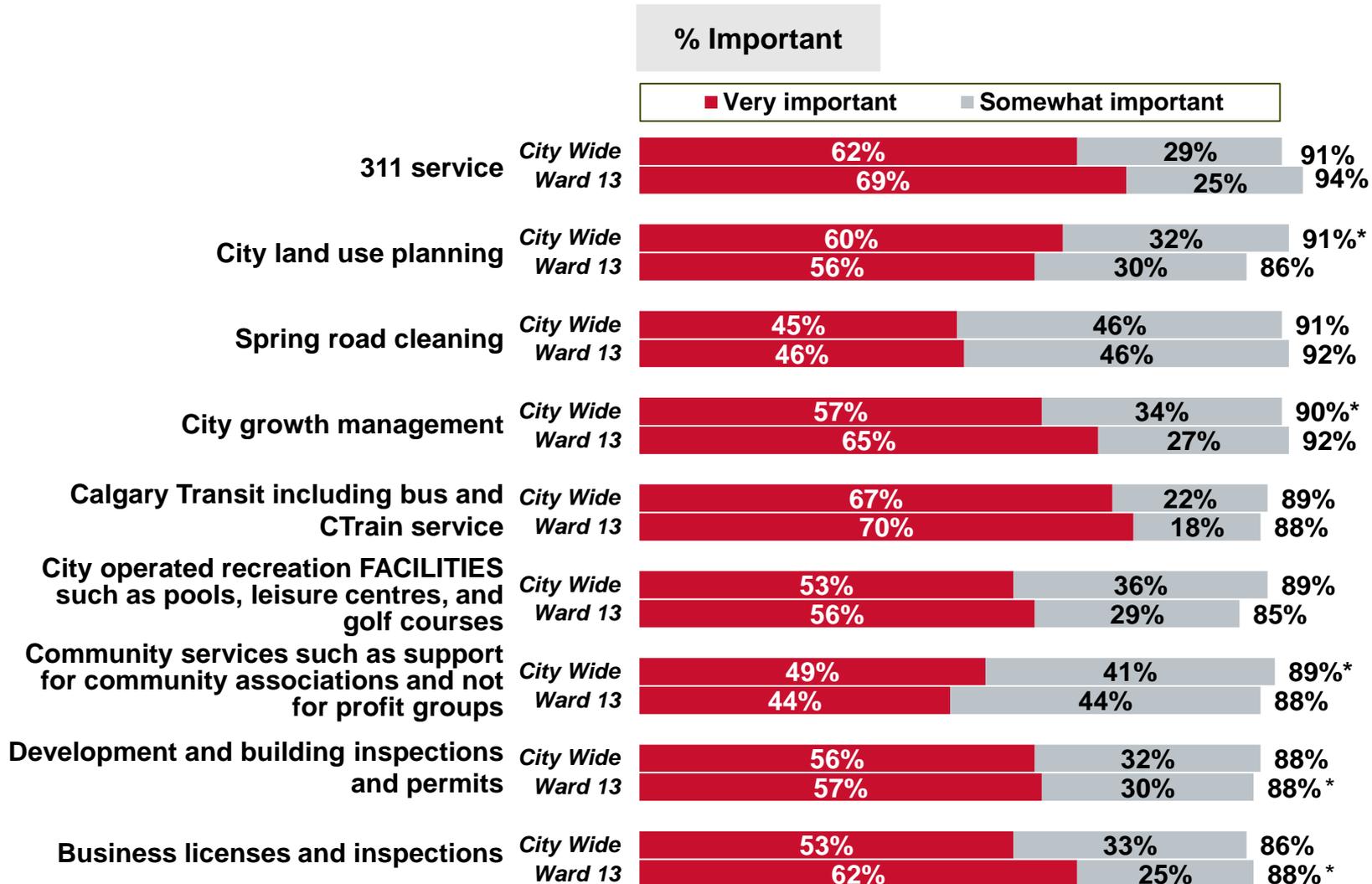
↑ Statistically higher than City Wide
↓ Statistically lower than City Wide

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)



Importance of City Programs and Services (continued)



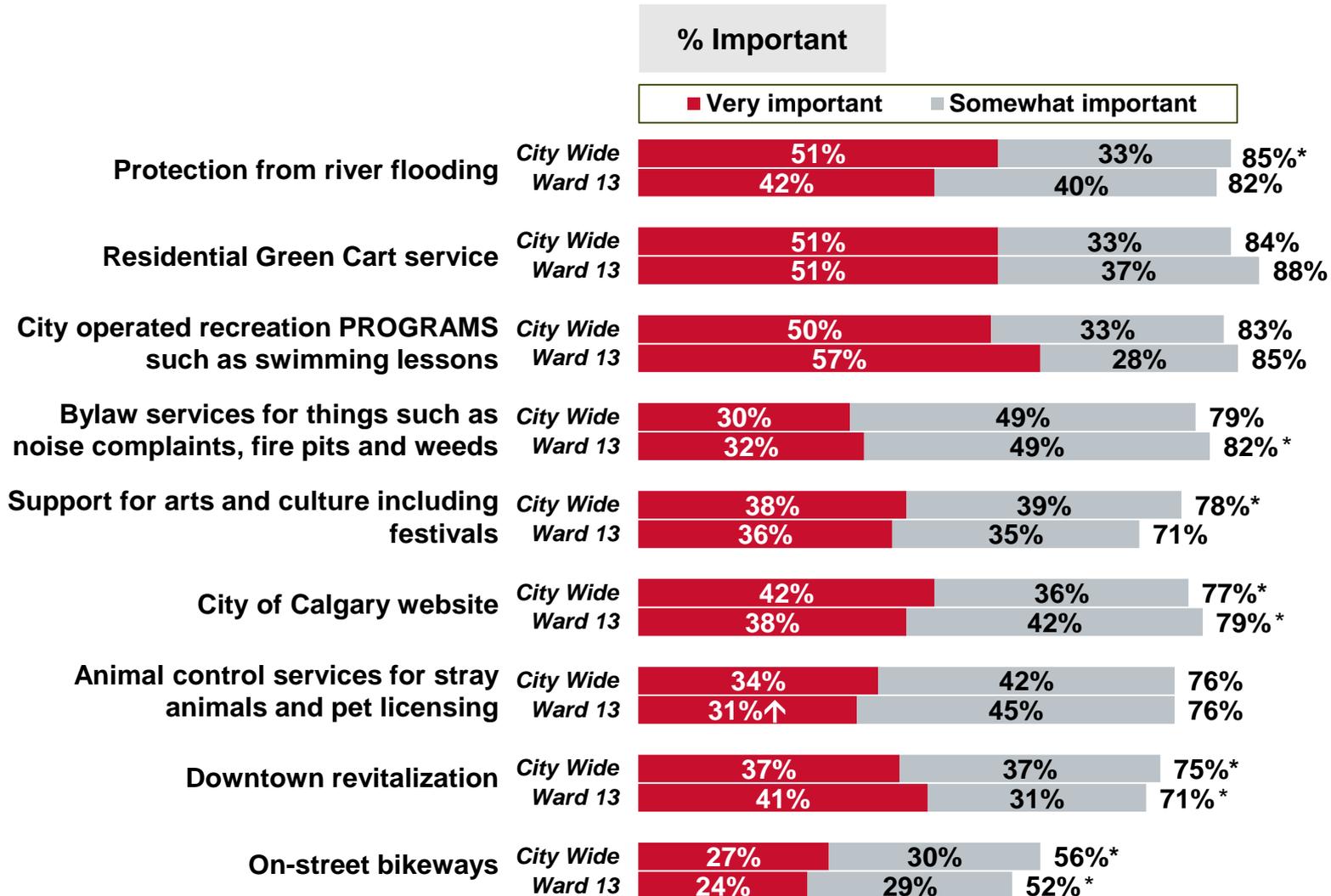
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

*Rounding



Importance of City Programs and Services (continued)



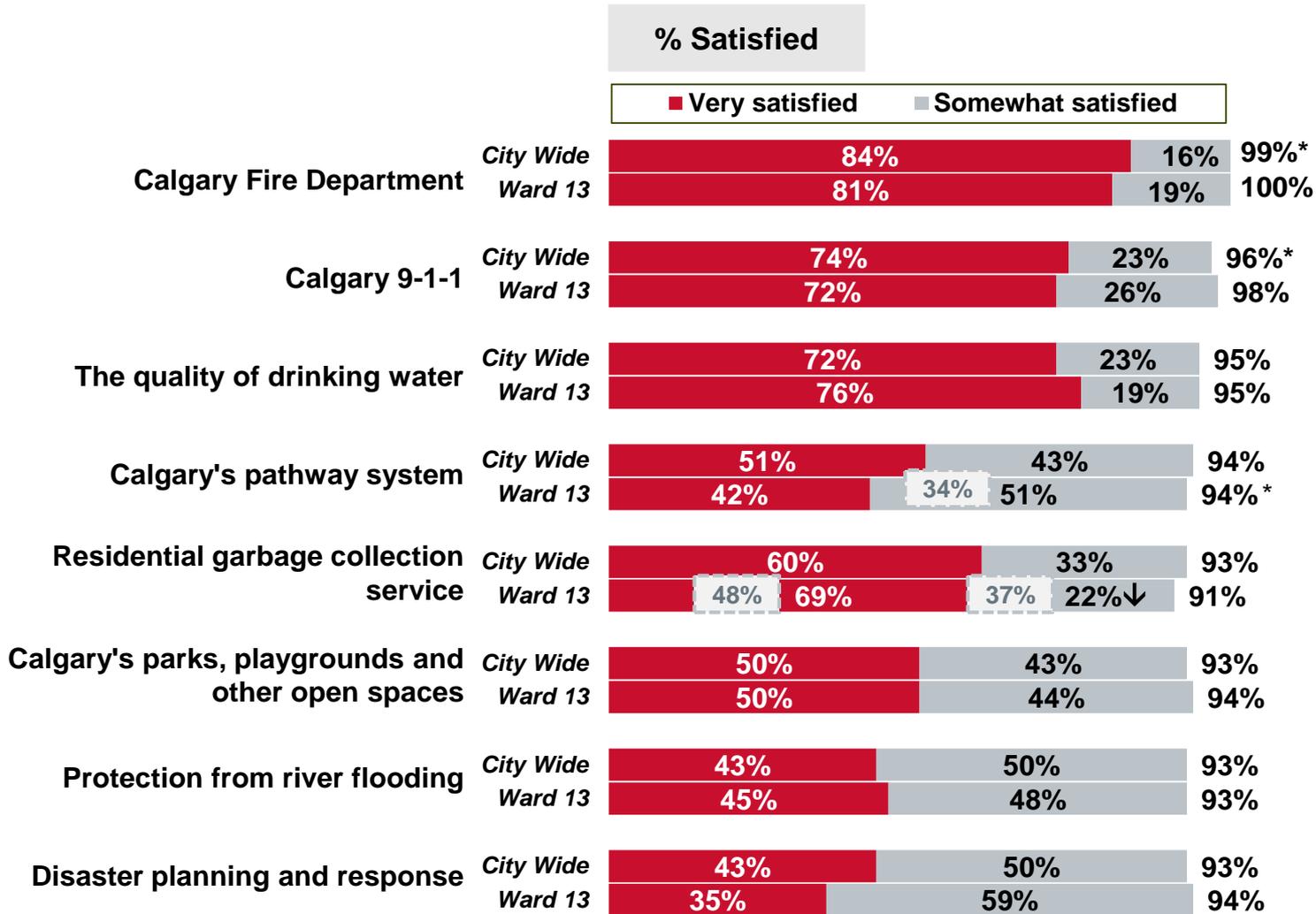
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

*Rounding



Satisfaction with City Programs and Services



Ward 13 2019

*Rounding

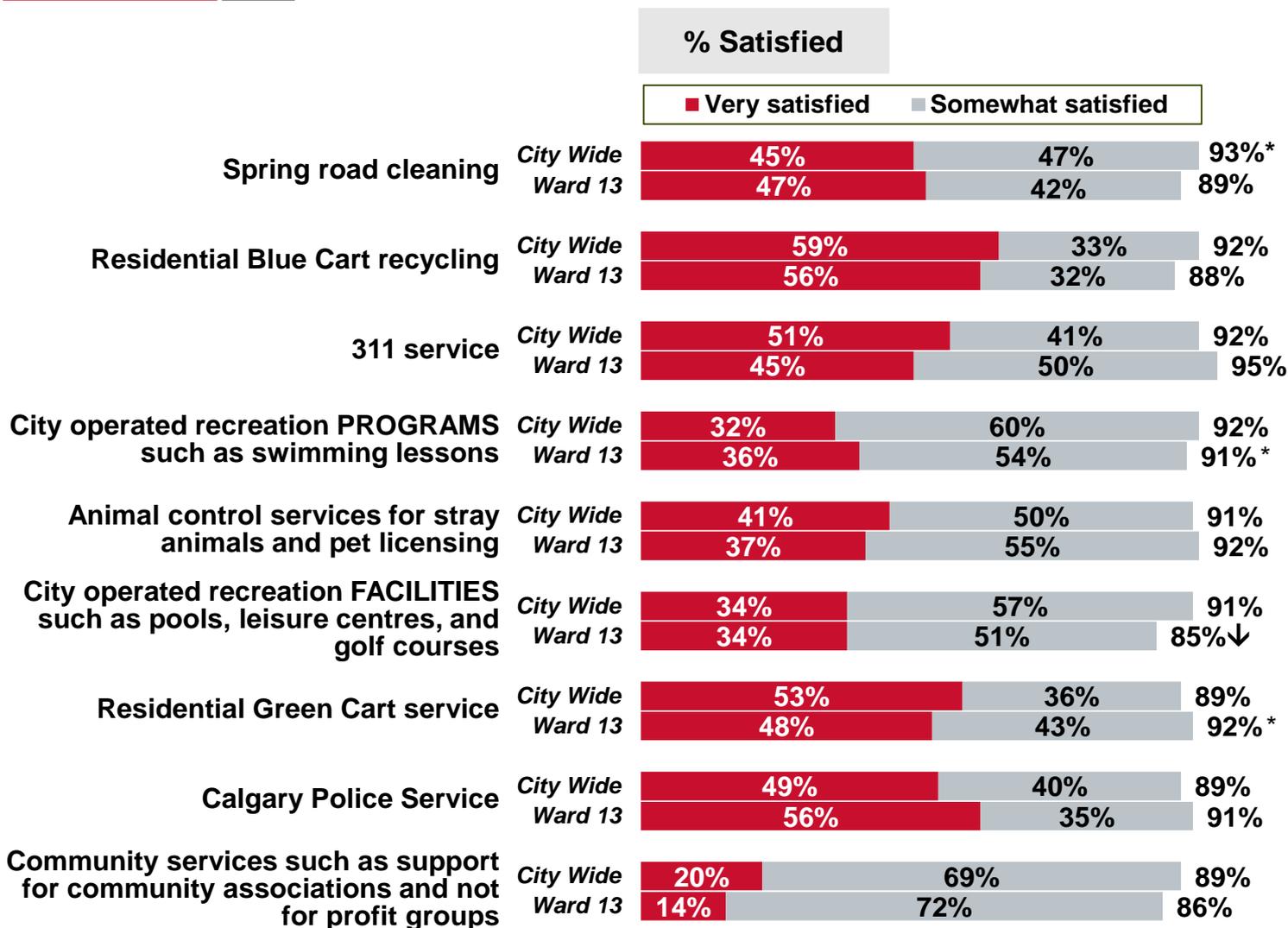
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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



Satisfaction with City Programs and Services (continued)



*Rounding

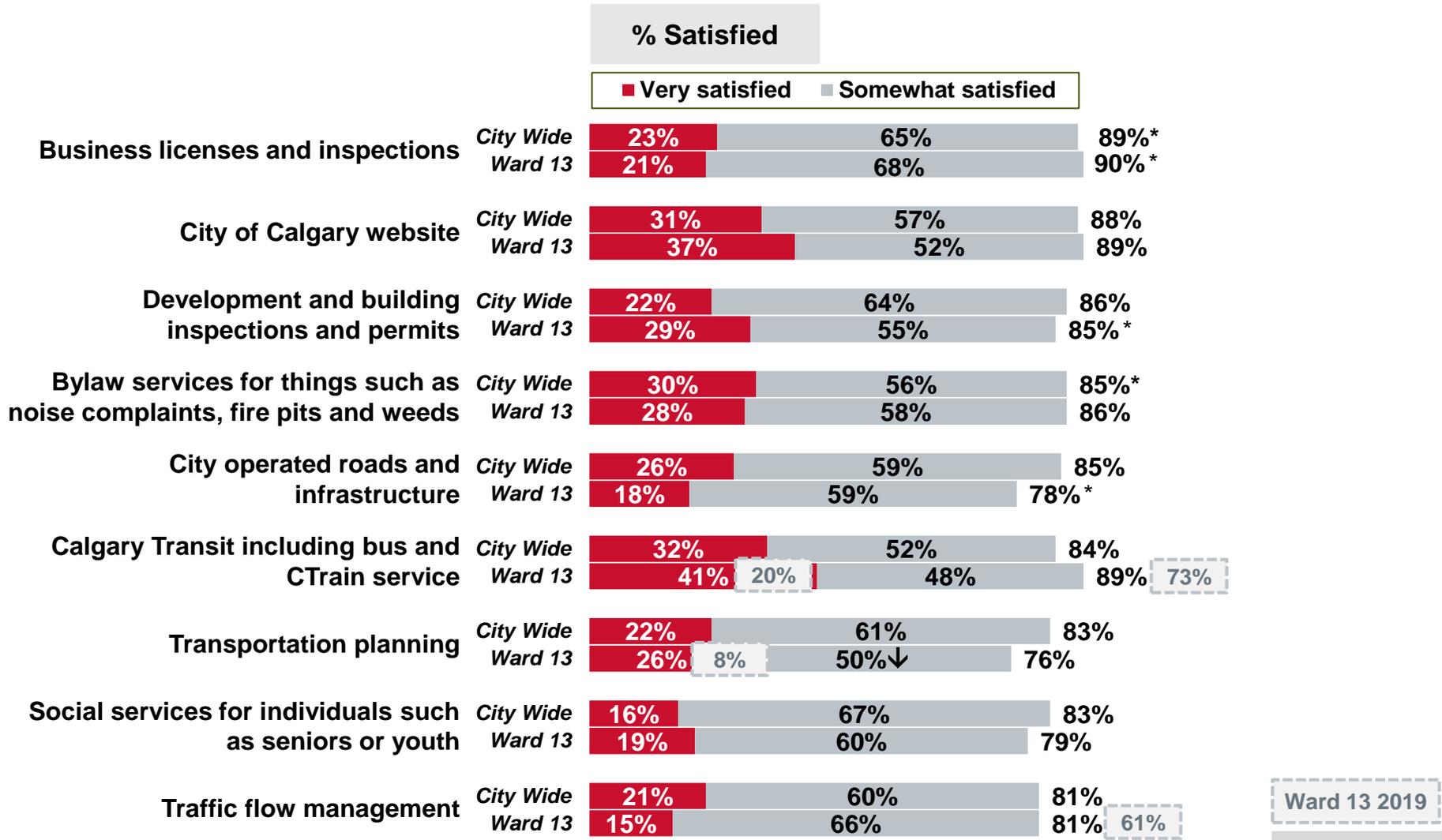
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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



Satisfaction with City Programs and Services (continued)



Ward 13 2019

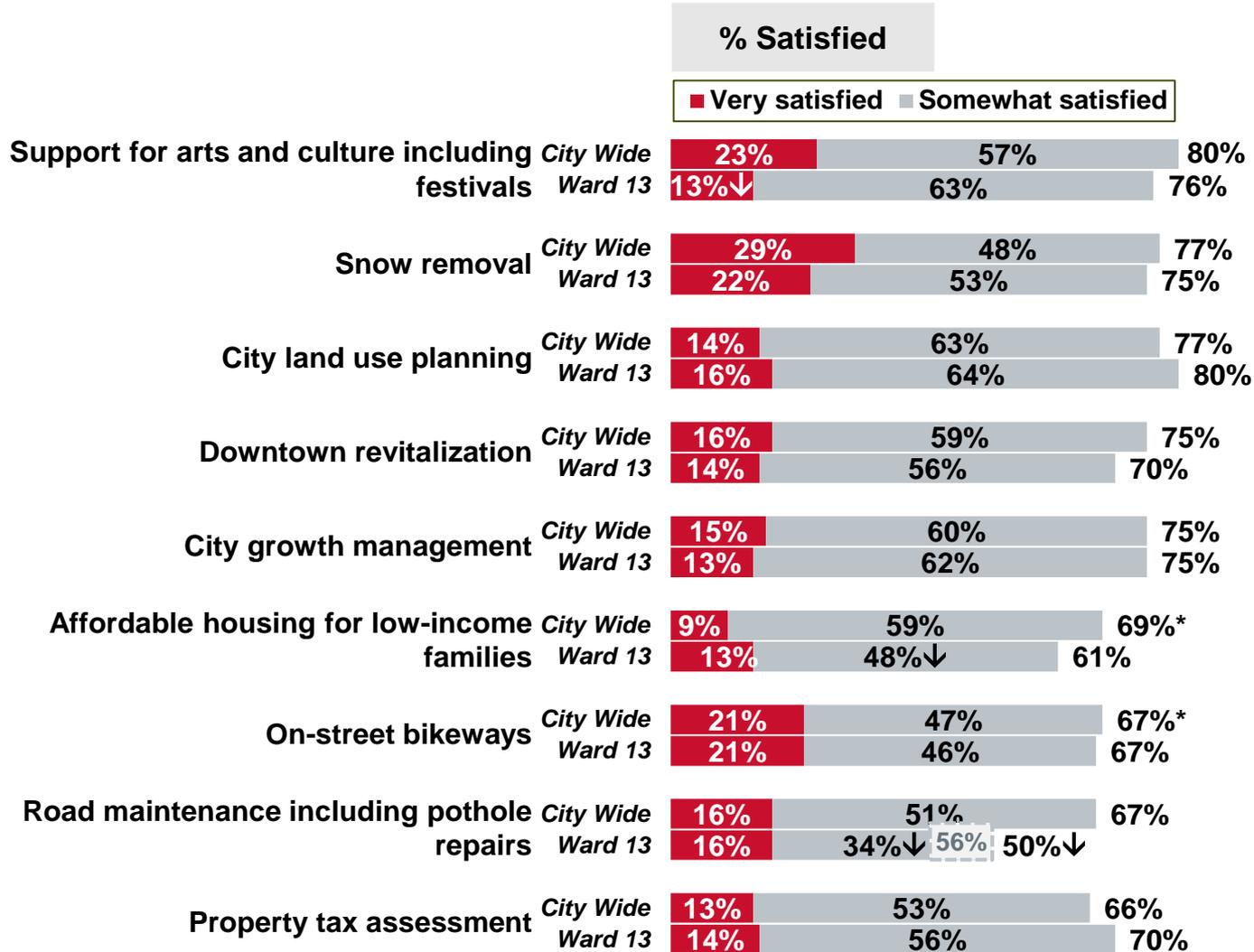
*Rounding

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 13 2019

*Rounding

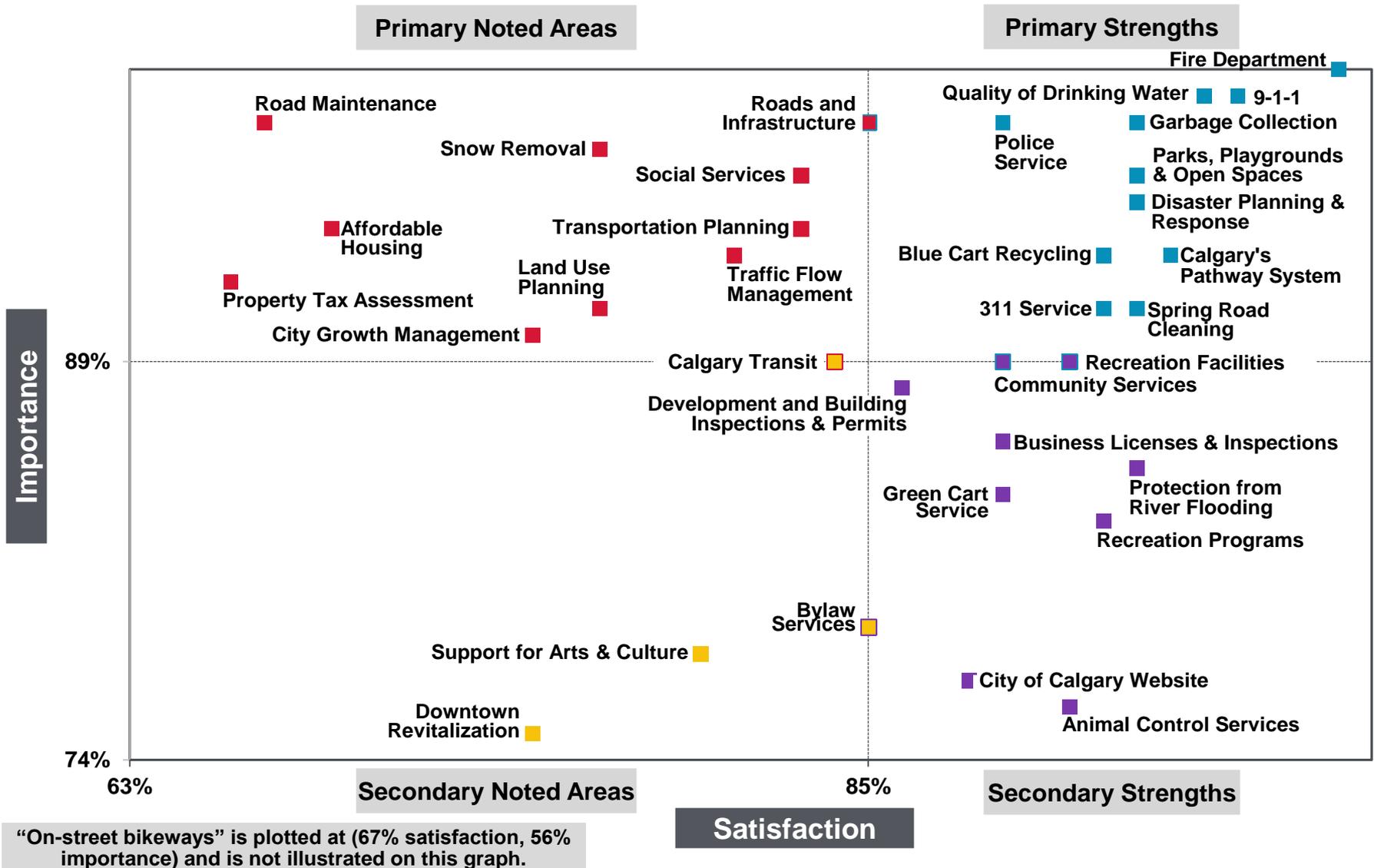
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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

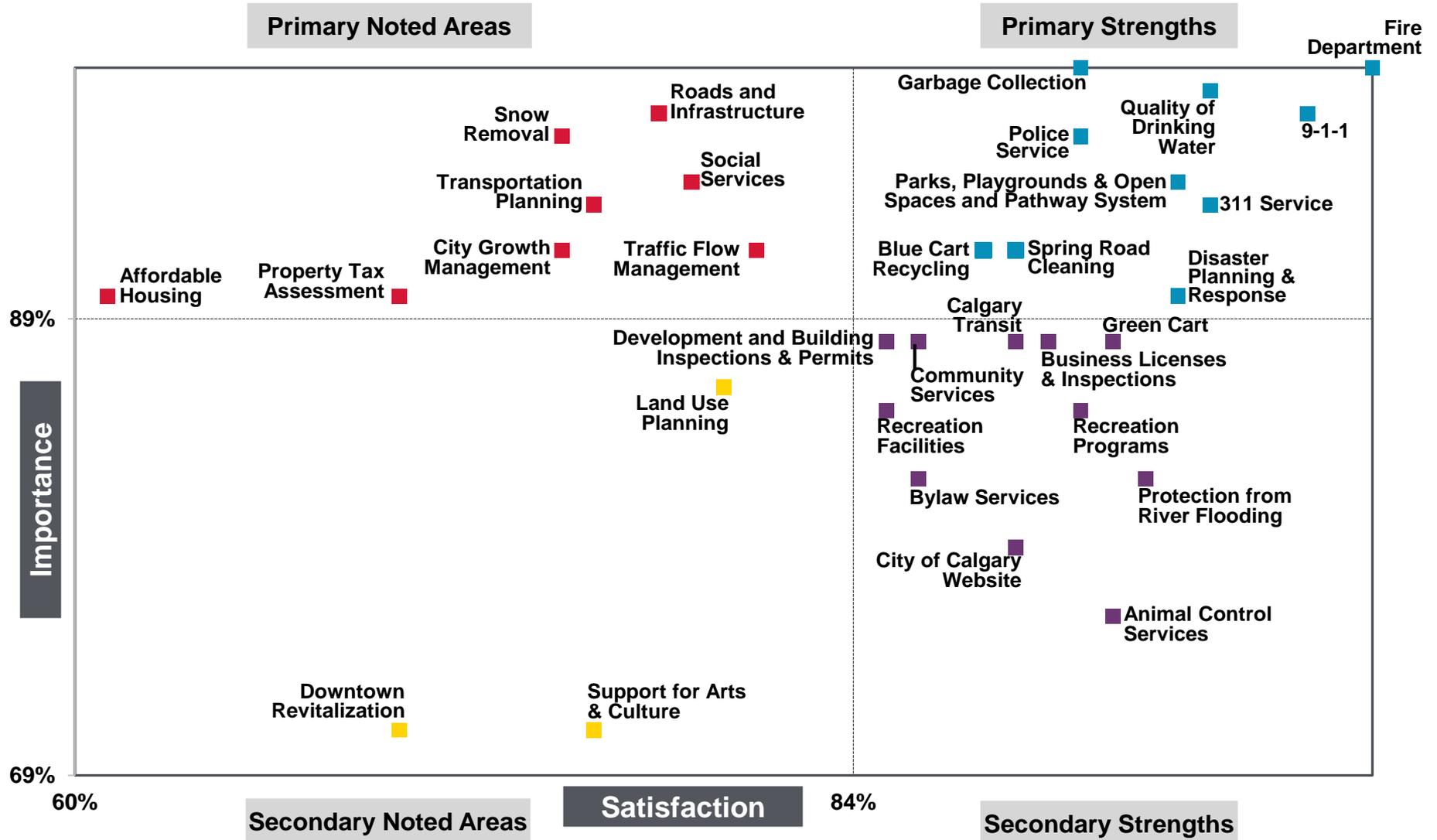


Importance vs. Satisfaction Grid: City Wide





Importance vs. Satisfaction Grid: Ward 13



“On-street bikeways” (67% satisfaction, 52% importance) and “road maintenance (50% satisfaction, 100% important) are not illustrated on this graph.



Primary Strengths and Noted Areas: City Wide versus Ward 13

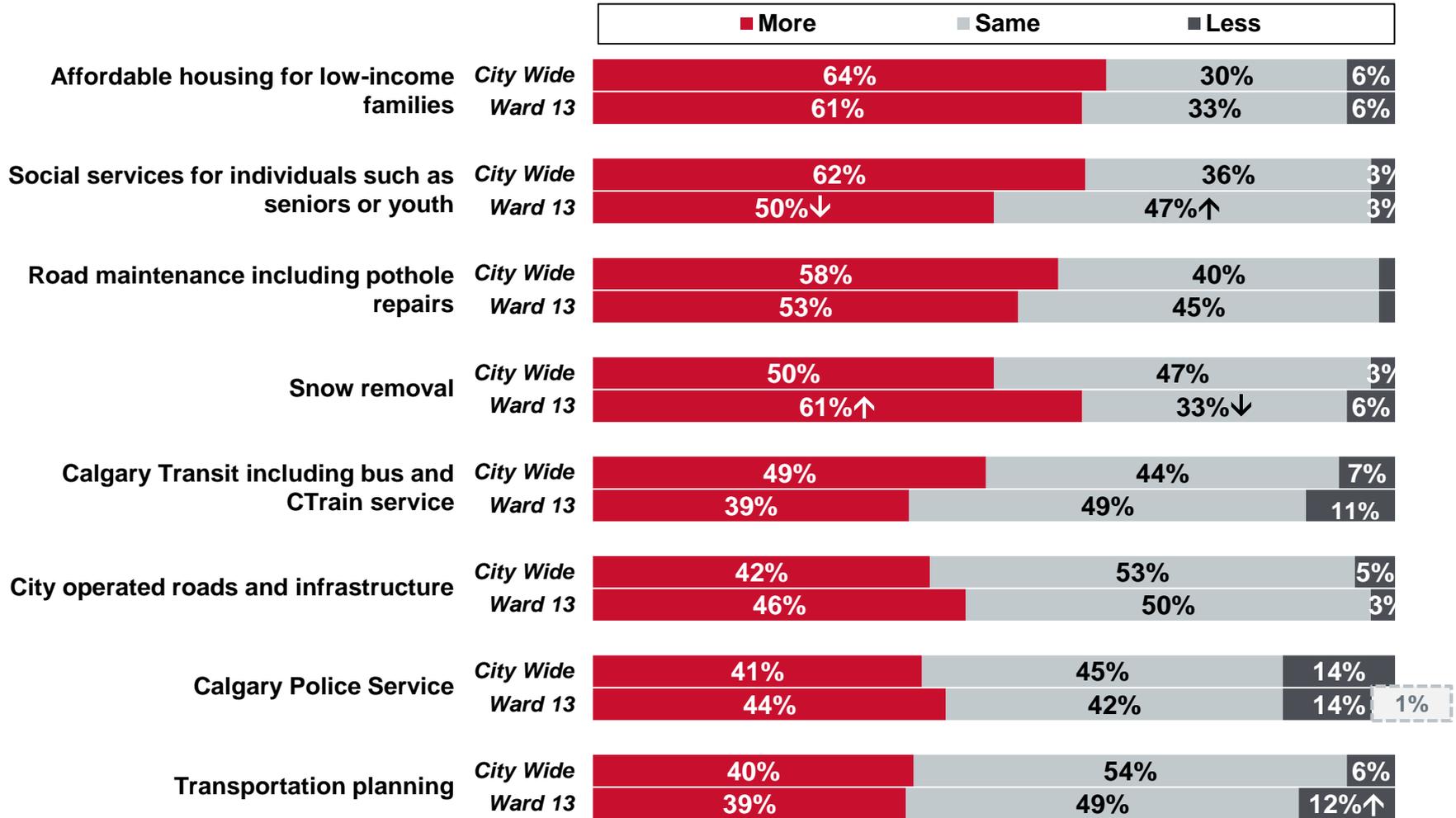
Please note: Only items that are primary strengths or primary noted areas either City Wide or for the Ward are shown in the table.

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

| | City Wide | Ward 13 |
|------------------------------------|-----------|---------|
| Fire Department | | |
| 9-1-1 | | |
| Quality of Drinking Water | | |
| Residential Garbage Collection | | |
| Parks, Playgrounds and Open Spaces | | |
| Disaster Planning and Response | | |
| Calgary's Pathway System | | |
| Police Service | | |
| Blue Cart Recycling | | |
| Spring Road Cleaning | | |
| 311 Service | | |
| Community Services | | |
| Recreation Facilities | | |
| Roads and Infrastructure | | |
| Road Maintenance | | |
| Affordable Housing | | |
| Property Tax Assessment | | |
| City Growth Management | | |
| Snow Removal | | |
| Land Use Planning | | |
| Traffic Flow Management | | |
| Transportation Planning | | |
| Social Services | | |
| Calgary Transit | | |



Investment in City Programs and Services



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

Base: Valid respondents (Bases vary)

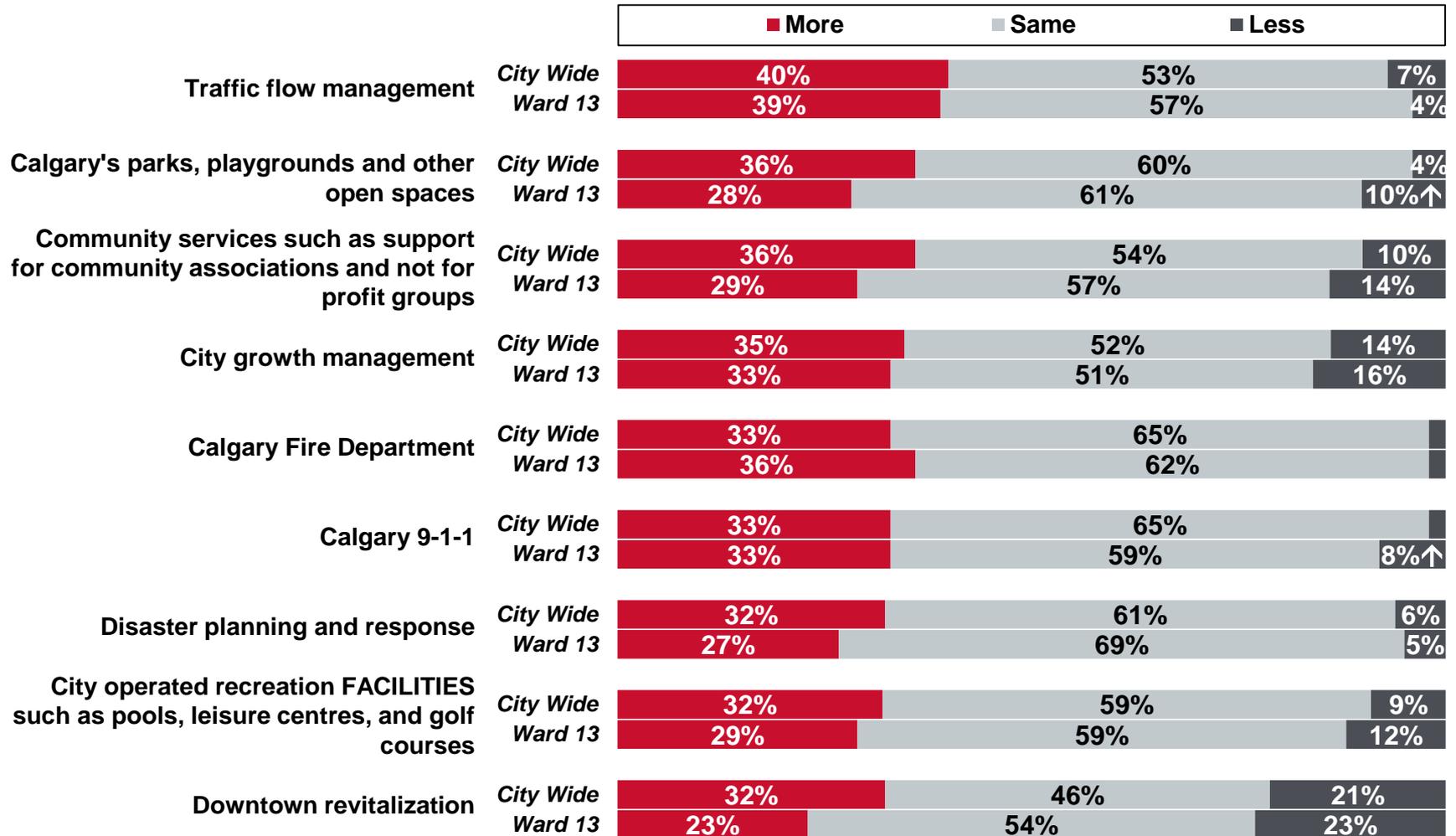
Data labels of <3% are not shown

Ward 13 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)

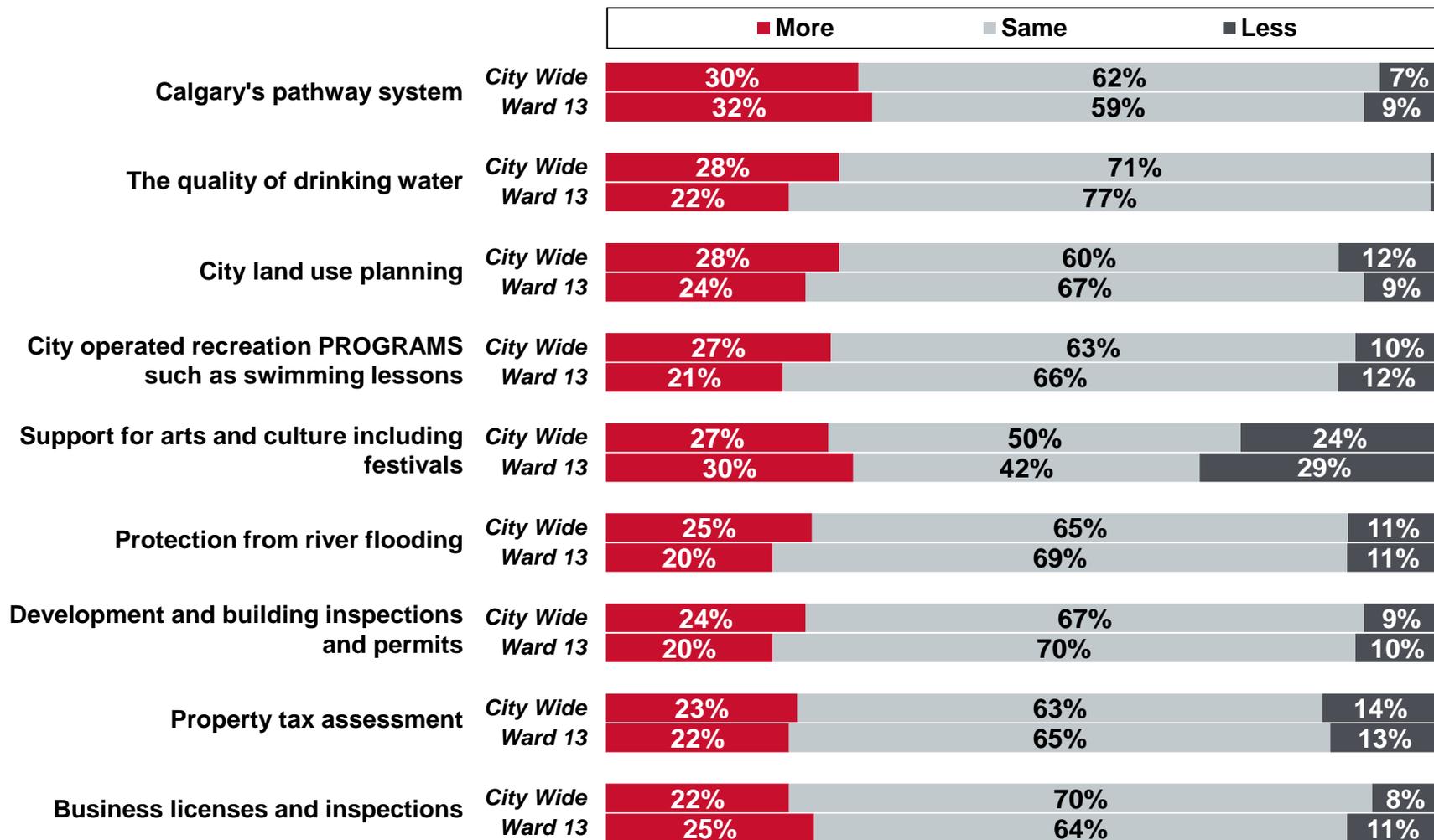
Data labels of <3% are not shown

↑ 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.

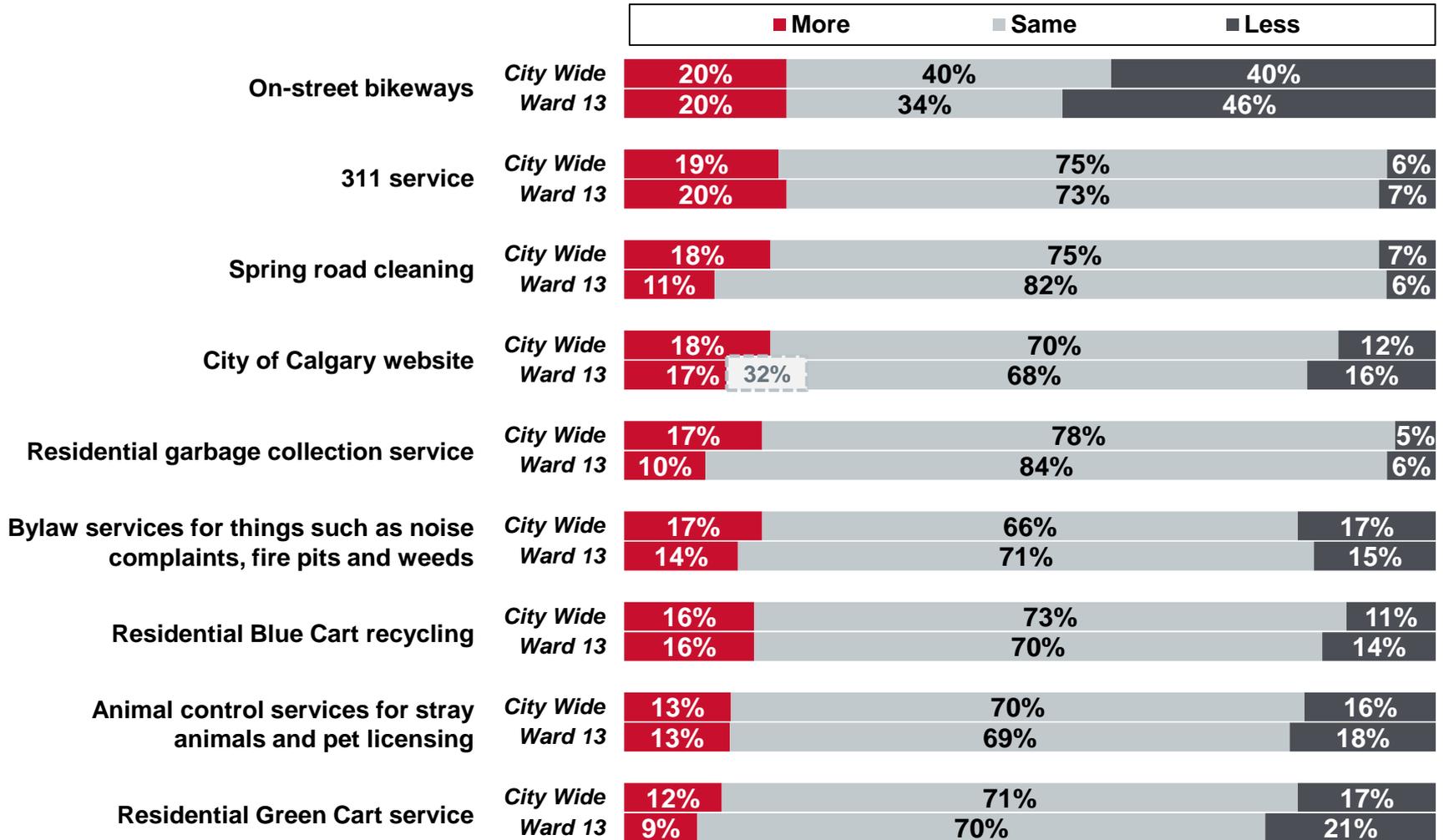
Base: Valid respondents (Bases vary)

Data labels of <3% are not shown



Investment in City Programs and Services

(continued)



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

Base: Valid respondents (Bases vary)

Ward 13 2019

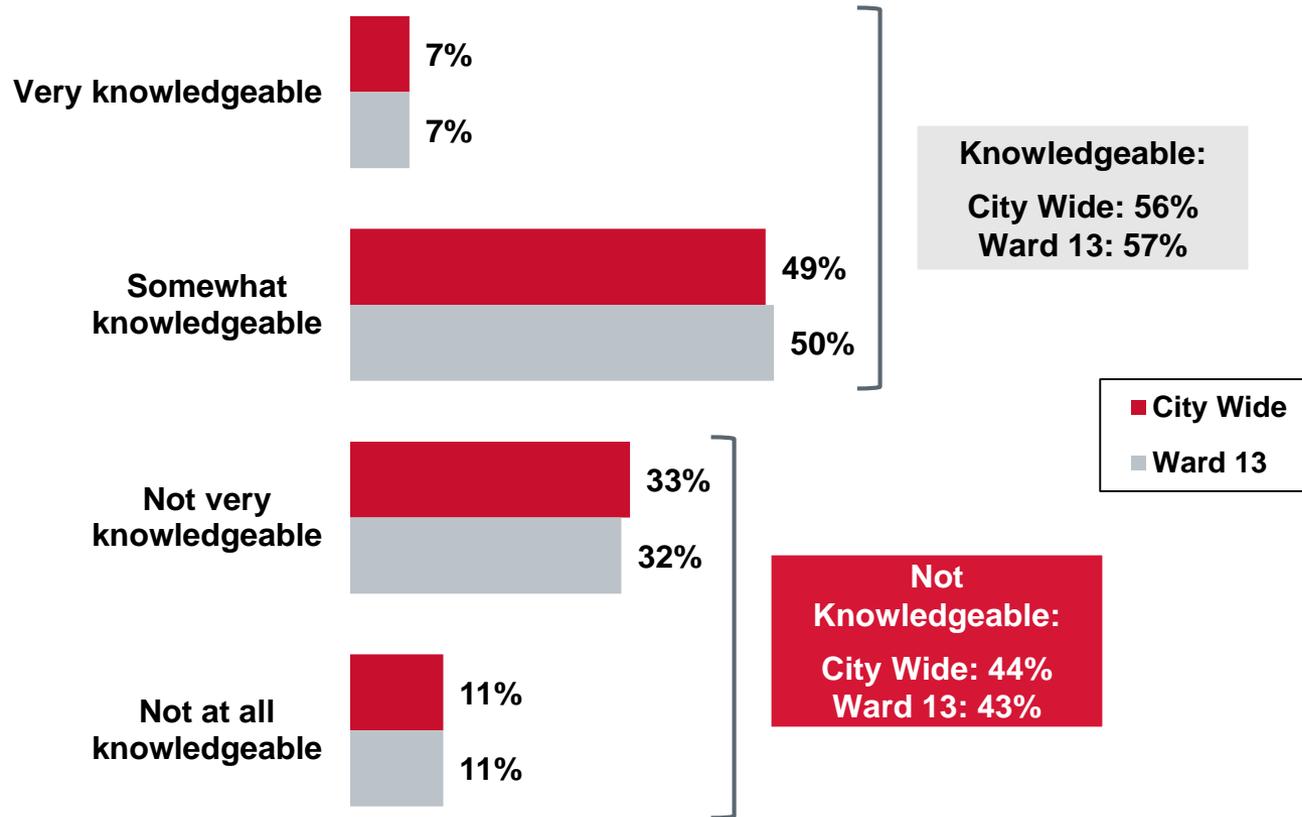


Taxation





Knowledge Levels of Tax Dollar Spending

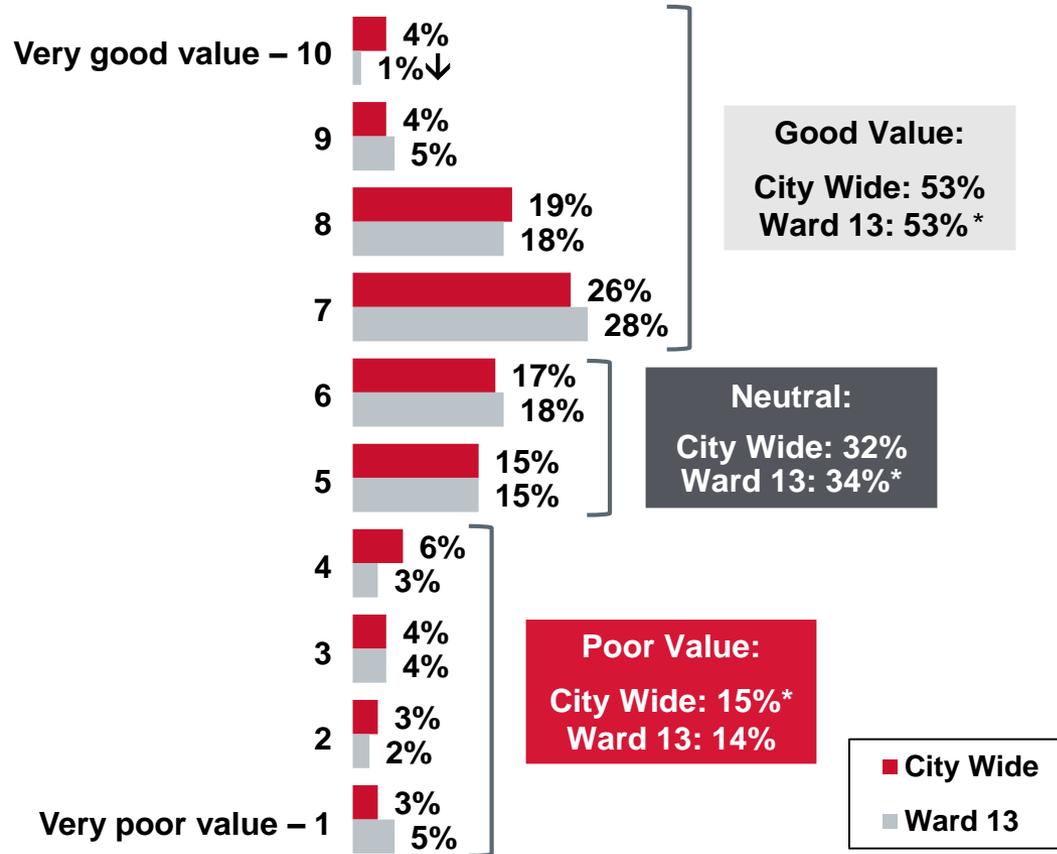


Thinking about how The City of Calgary government is run, and what services it provides, would you say you are very, somewhat, not very, or not at all knowledgeable about how City tax dollars are spent?

Base: Valid respondents (City Wide: n=2,484 / Ward 13: n=186)



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”.

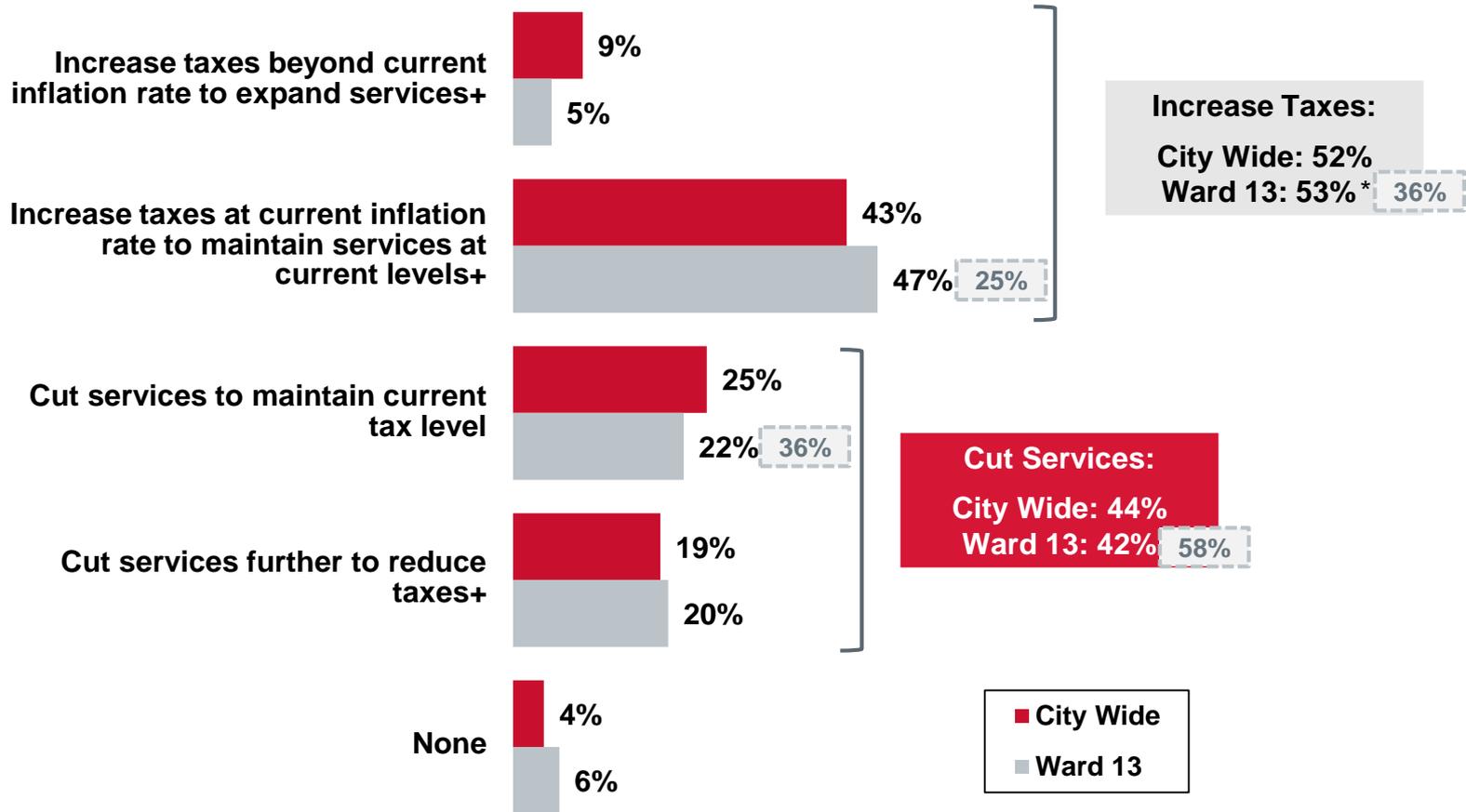
Base: Valid respondents (City Wide: n=2,453 / Ward 13: n=180)

*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 13: n=184) I +Slight wording changes in Fall 2020

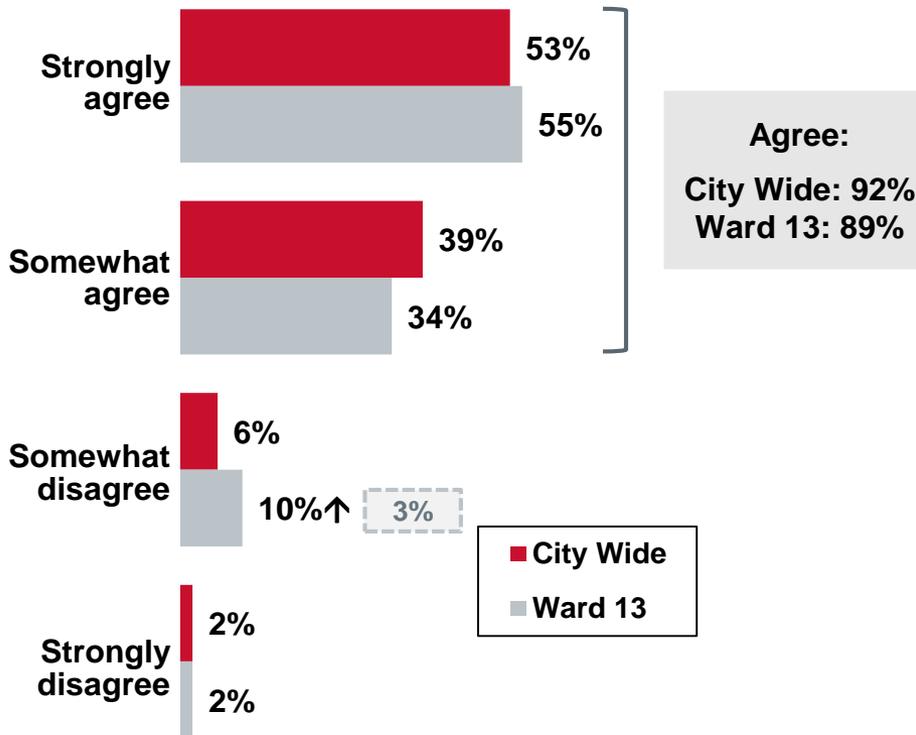
Ward 13 2019

*Rounding

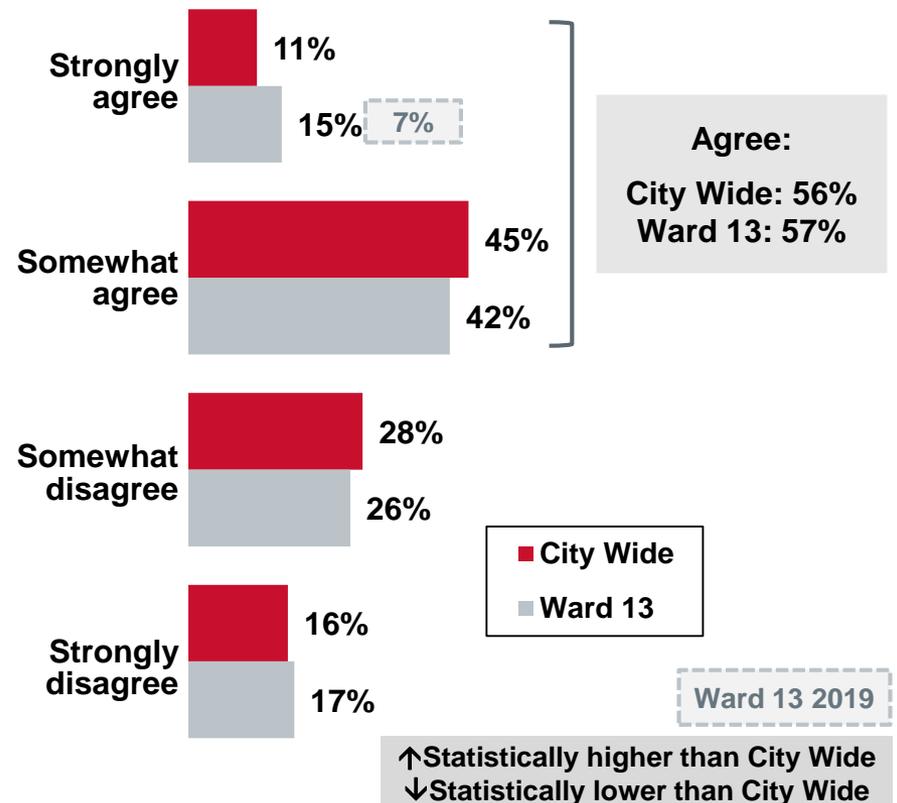


Property Tax Dollar Investment

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 13: n=186)

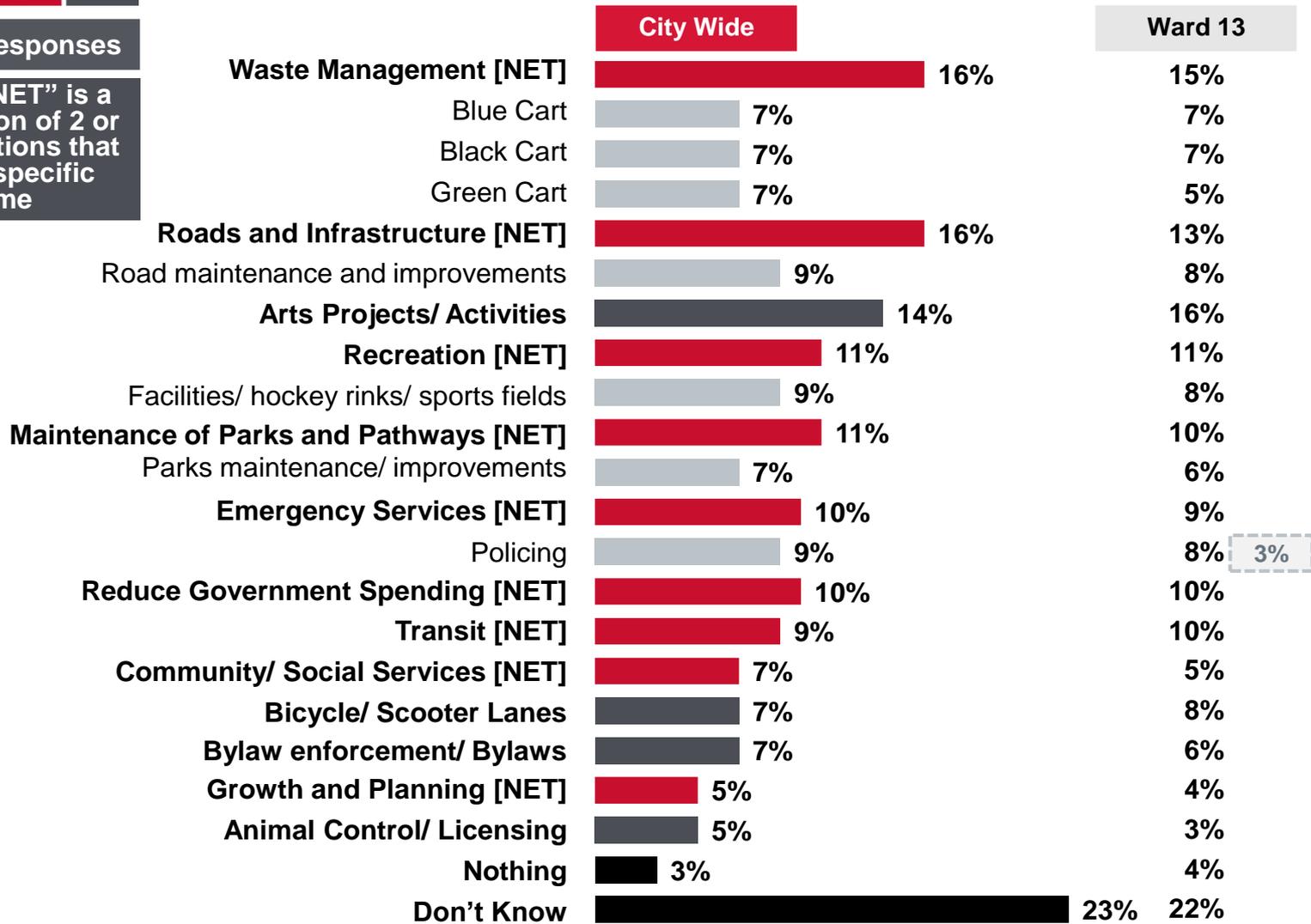
Base: Valid respondents (City Wide: n=2,453 / Ward 13: n=183)



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 13: n=187)

Ward 13 2019

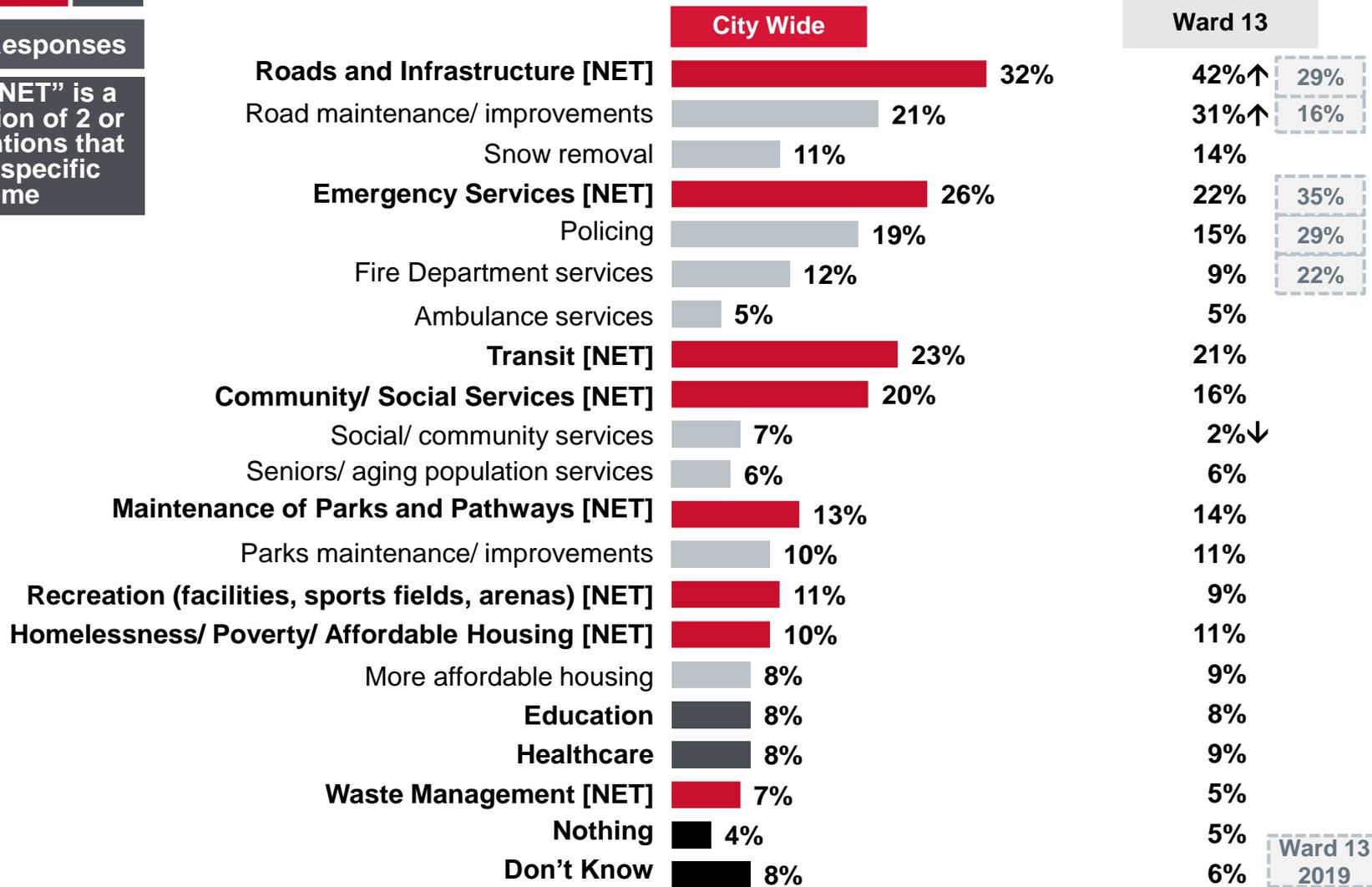
Mentions of <5% are not shown



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 13: n=187)



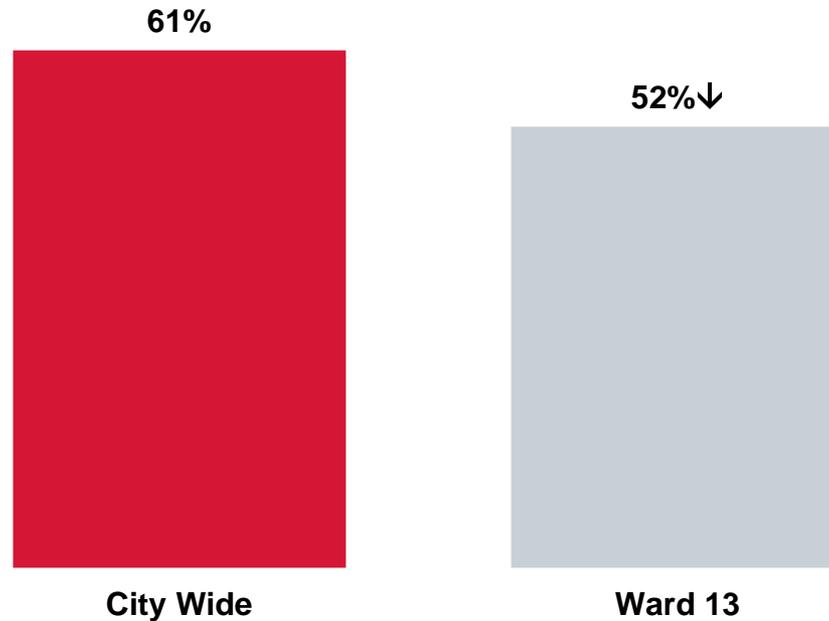
Contact with The City and Customer Service





Past 12 Months Contact with The City of Calgary

% Yes



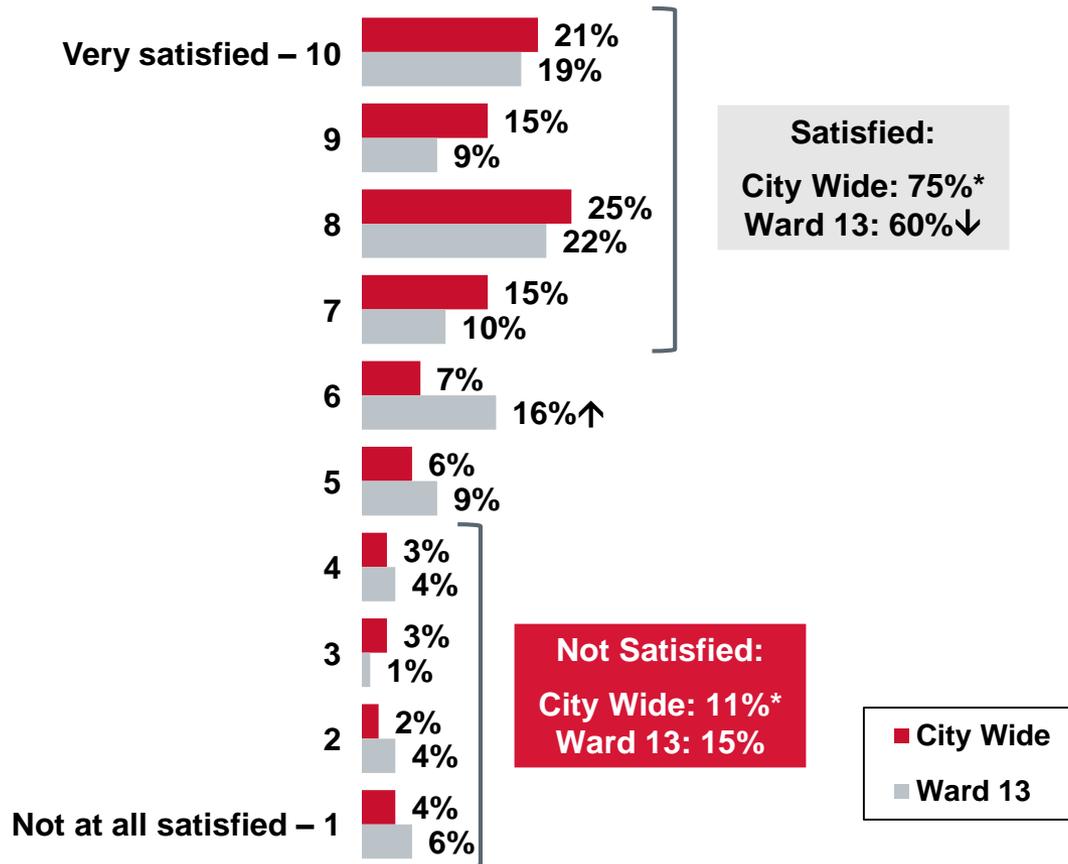
Have you contacted The City of Calgary or dealt with The City or one of its employees in the last twelve months?

Base: Valid respondents (City Wide: n=2,479 / Ward 13: n=183)

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



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 13: n=99)

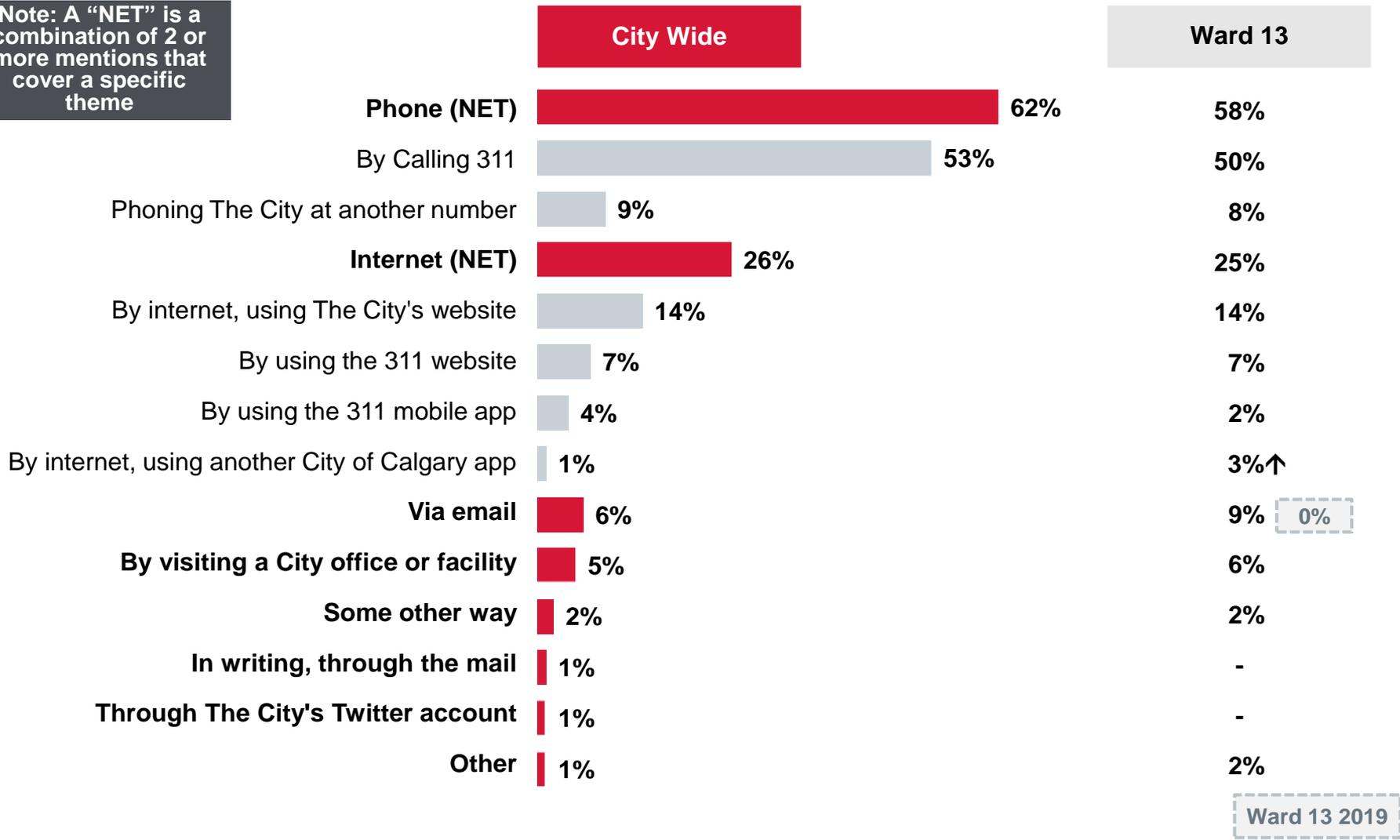
*Rounding

↑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



Ward 13 2019

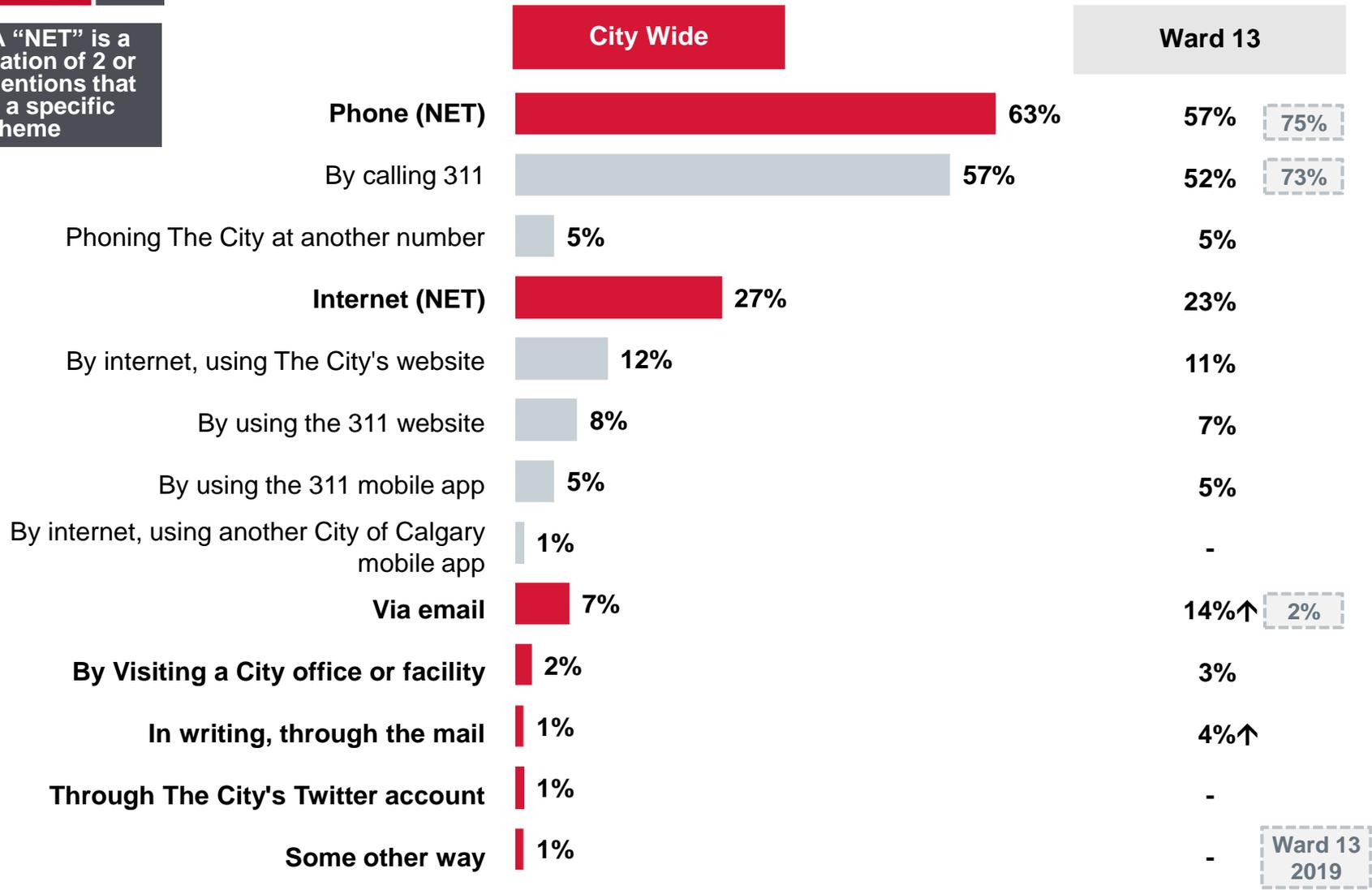
Thinking of the most recent time you contacted The City, was it... ?
 Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,111 / Ward 13: n=66)

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?

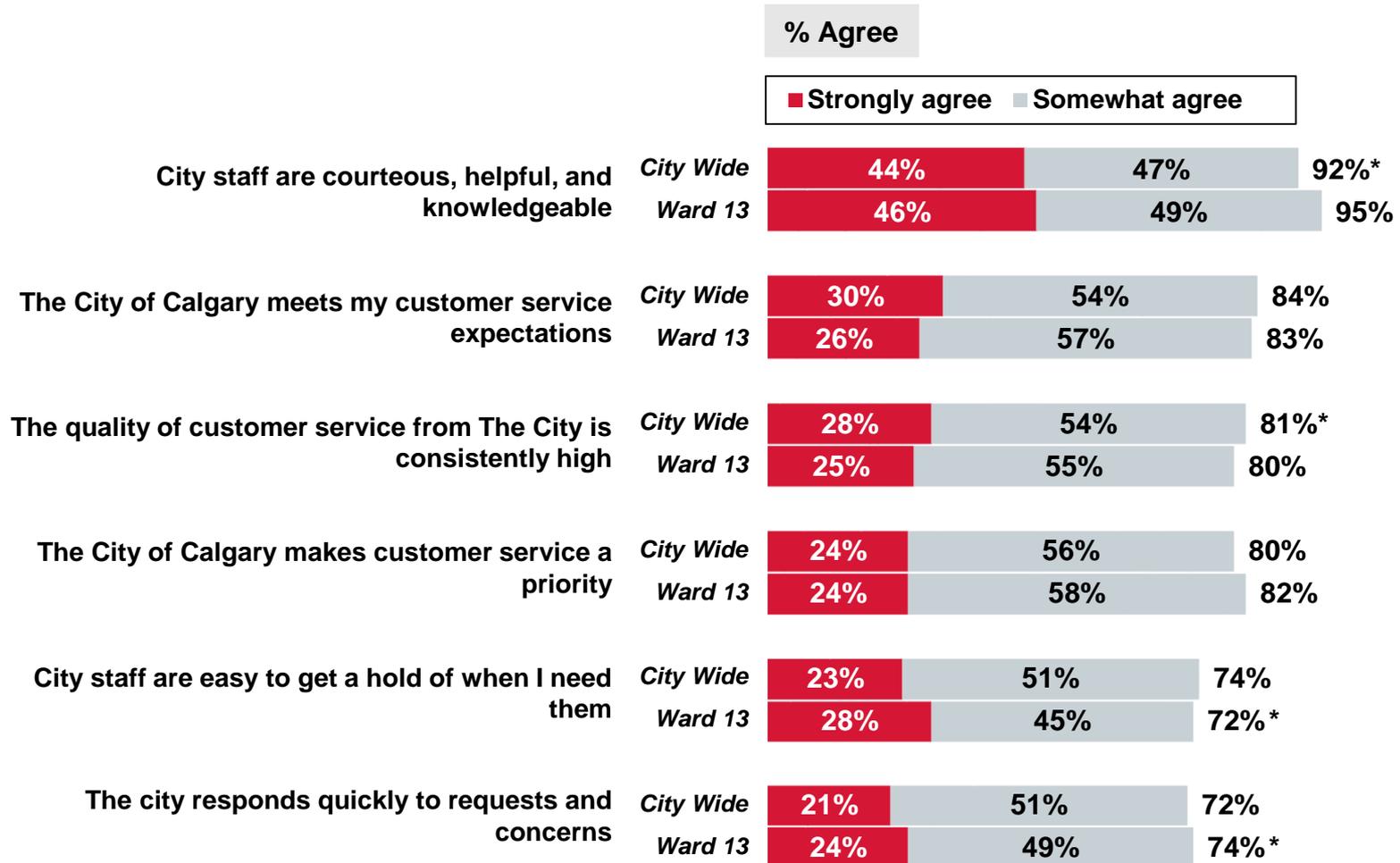
Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,111 / Ward 13: n=67)

Mentions of <1% are not shown

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



Attitudes Regarding Customer Service



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City?

Base: Valid respondents (Bases vary)

*Rounding

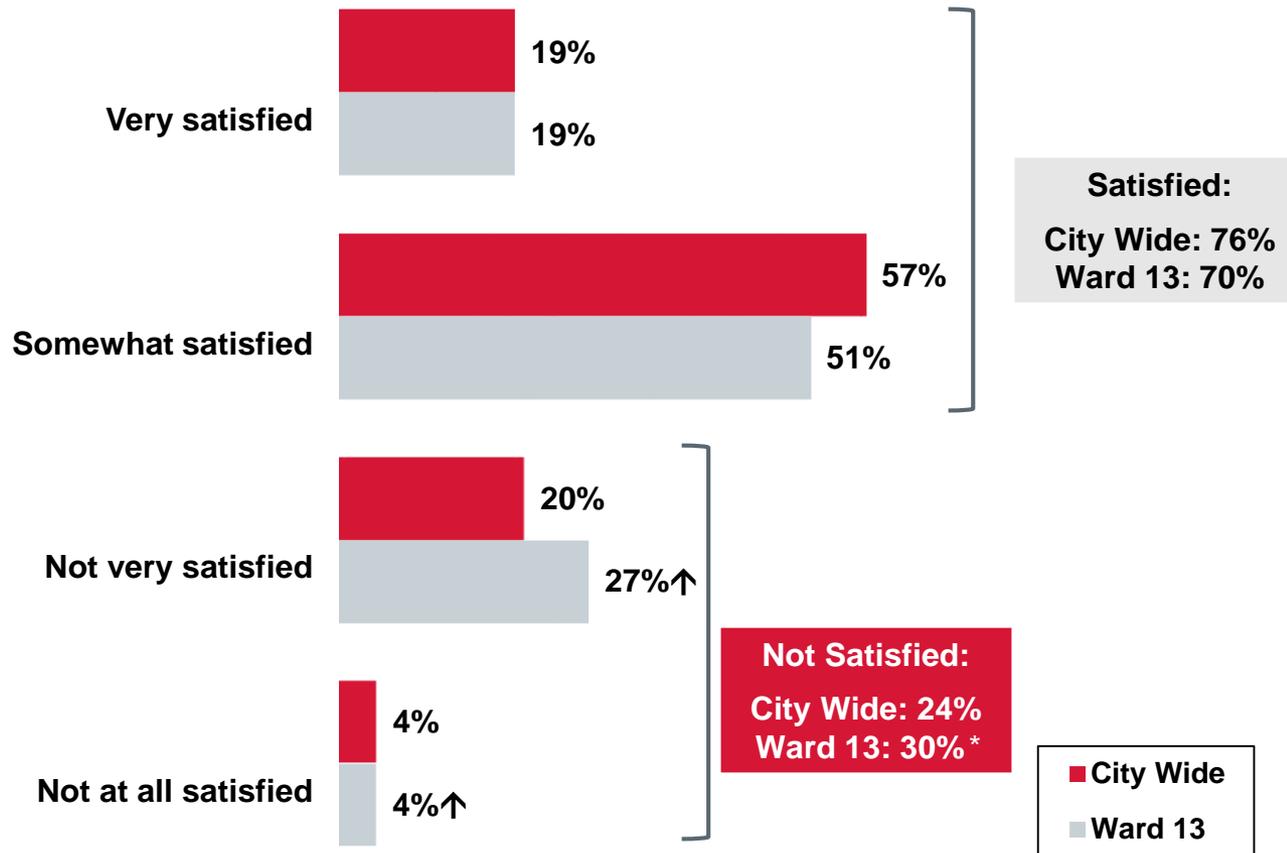


City Communications





Satisfaction with the Overall Quality of City Information and Communications



*Rounding

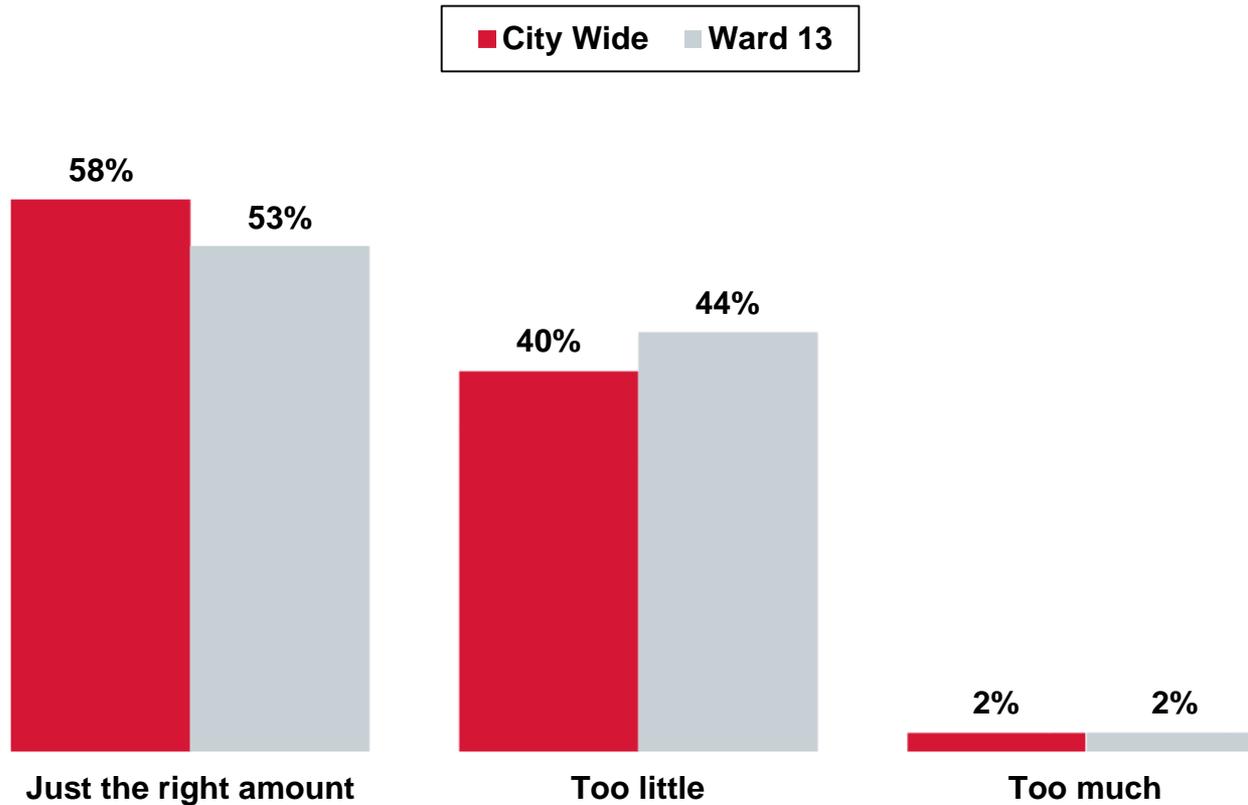
And how satisfied are you with the overall quality of City information and communications?

Base: Valid respondents (City Wide: n=2,493 / Ward 13: n=186)

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



Amount of Accessible Information

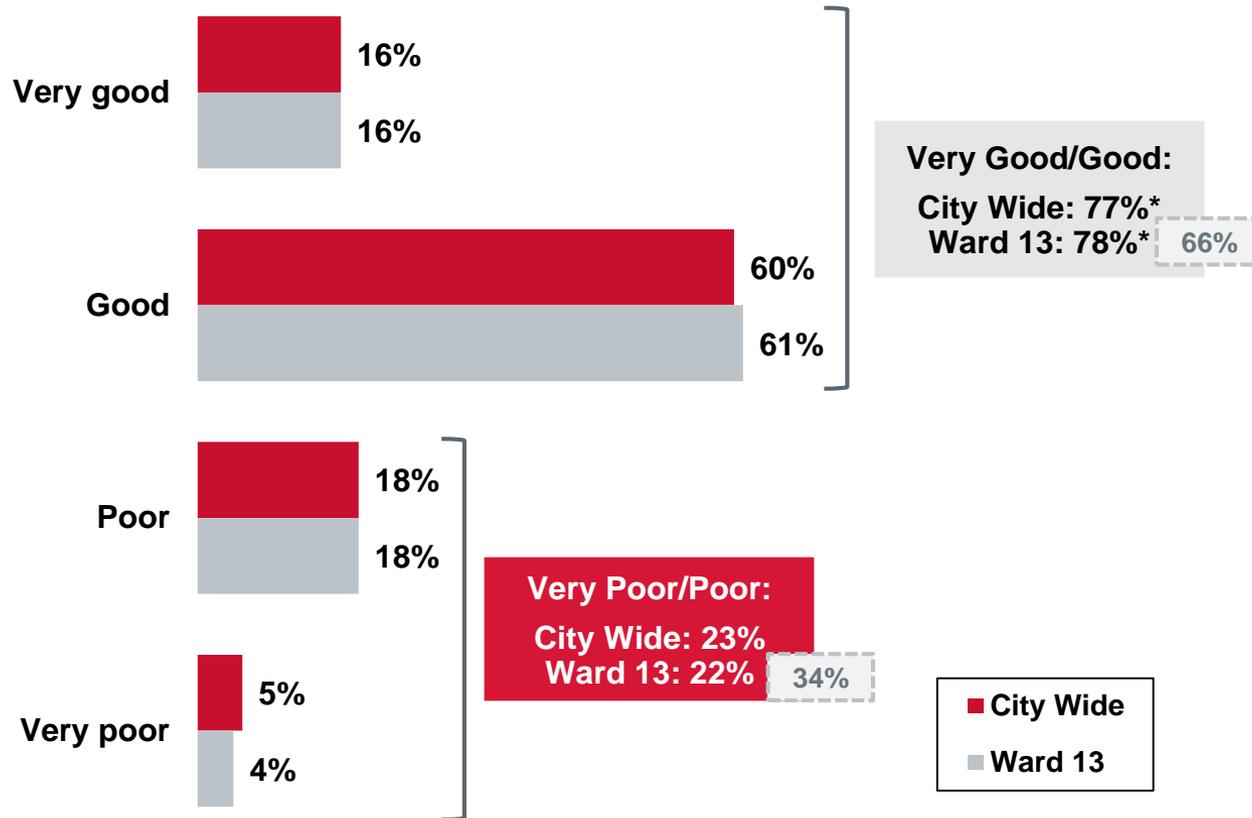


In your opinion, do you currently have access to too much, too little, or just the right amount of information from The City?

Base: Valid respondents (City Wide: n=2,479 / Ward 13: n=185)



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 13: n=187)

Ward 13 2019
*Rounding

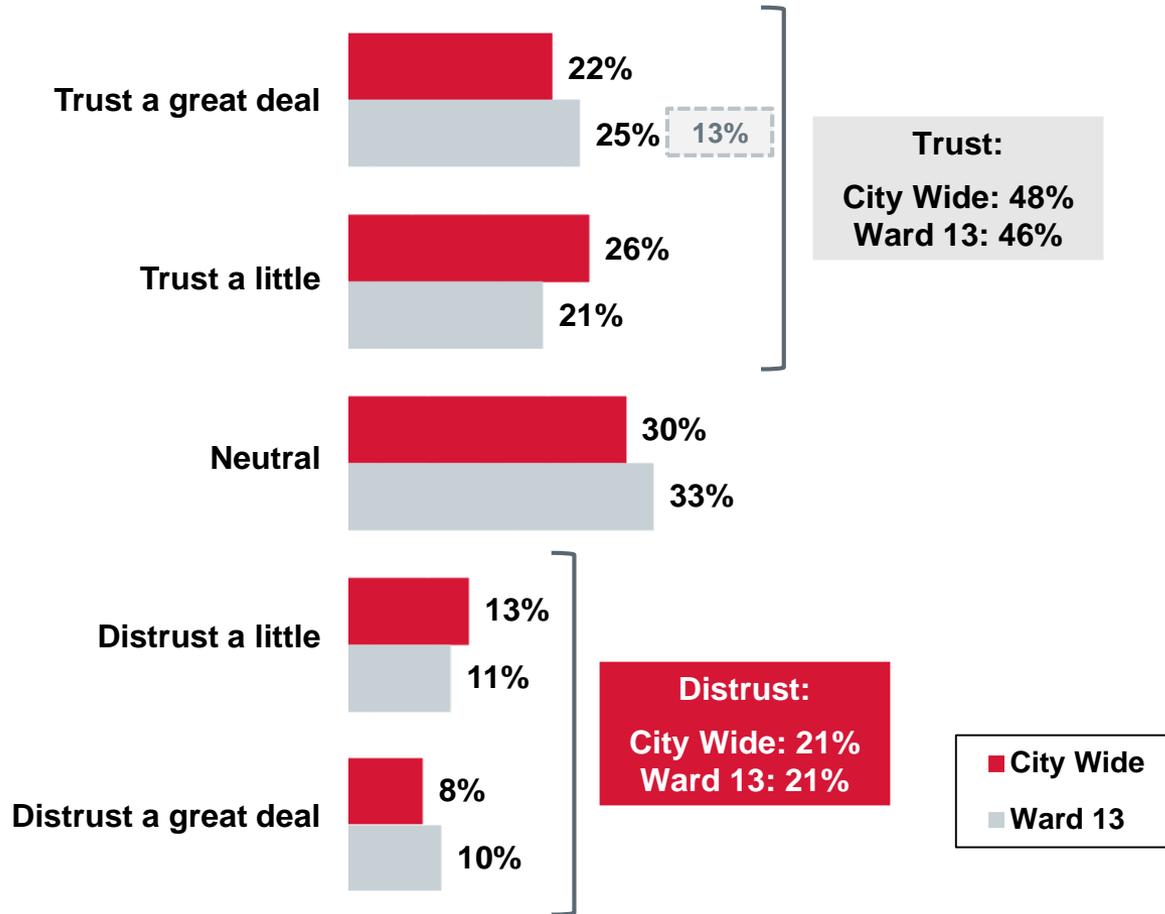


City Reputation and Performance





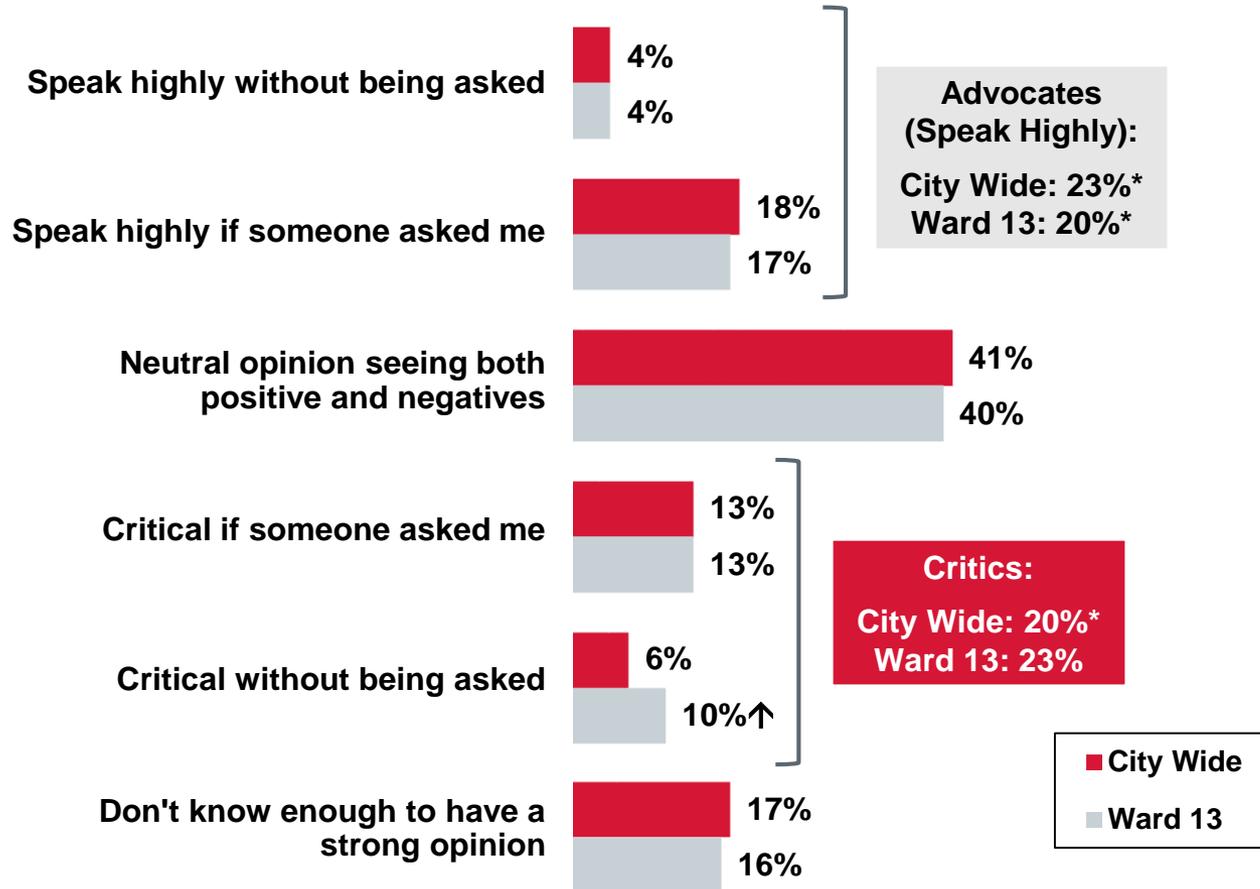
Trust



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 13: n=186)

Ward 13 2019



*Rounding

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

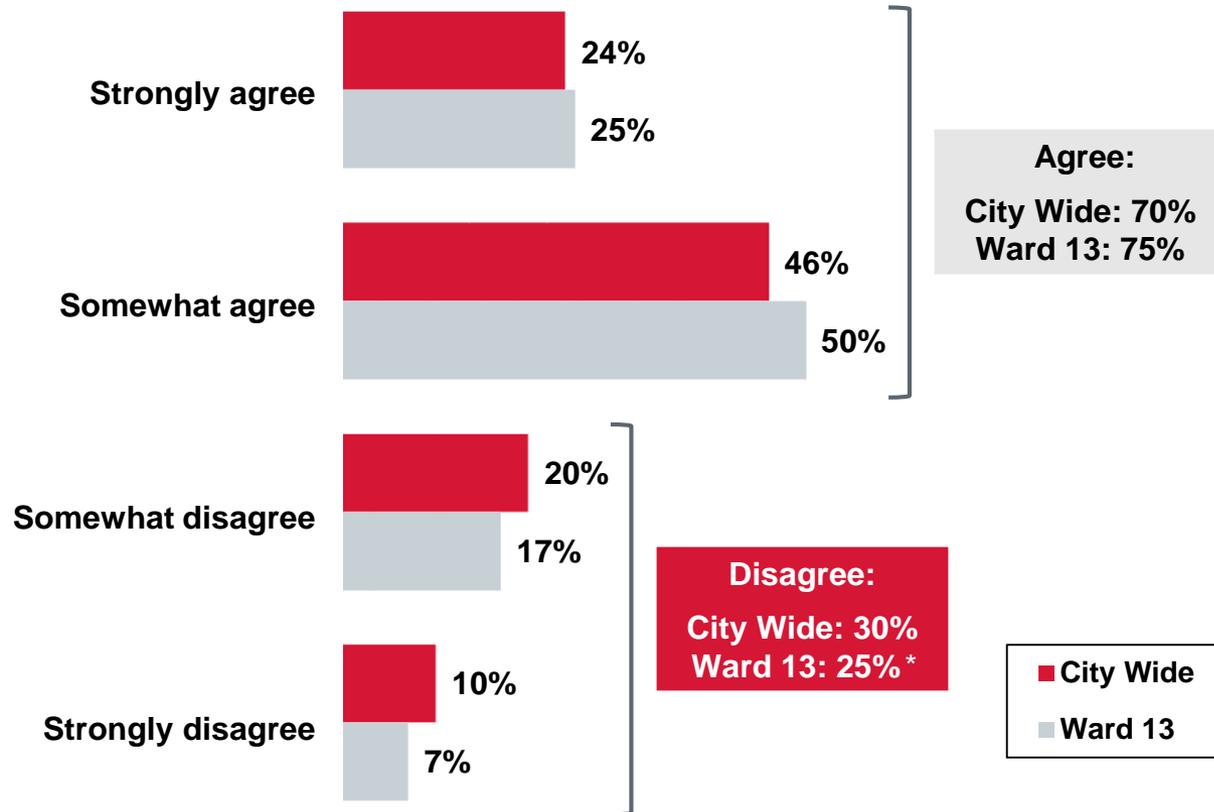
Base: Valid respondents (City Wide: n=2,487 / Ward 13: n=187)

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



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.

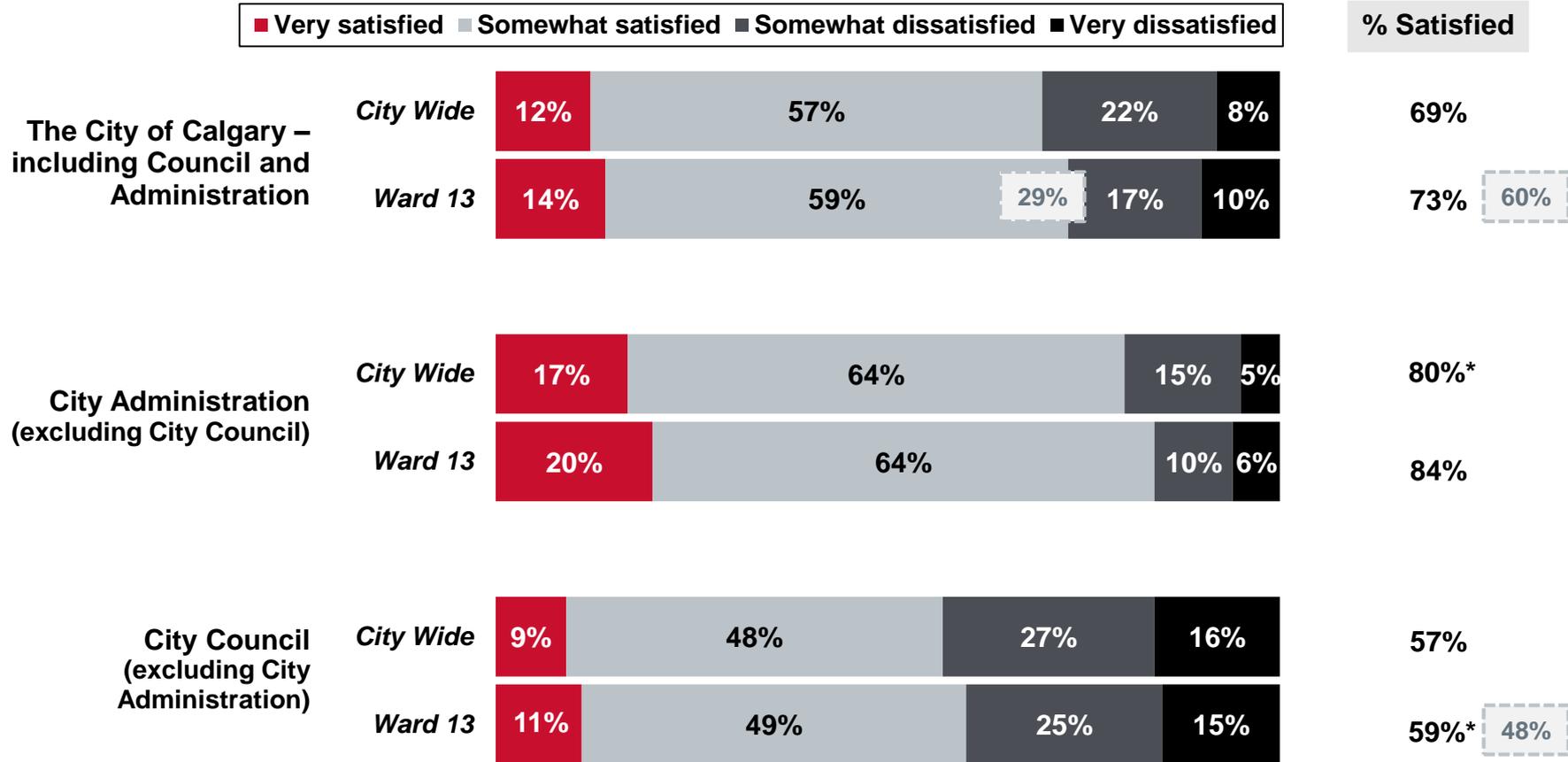
Base: Valid respondents (City Wide: n=2,455 / Ward 13: n=184)

*Rounding



Perceptions About City Performance

As you may know, **City Council** is made up of elected officials who are the legislative body that govern The City. While **City Administration** is made up of non-elected employees at The City who are responsible for the management and running of local services. In other words, public servants who administer services, facilities, safety and infrastructure for communities.



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)

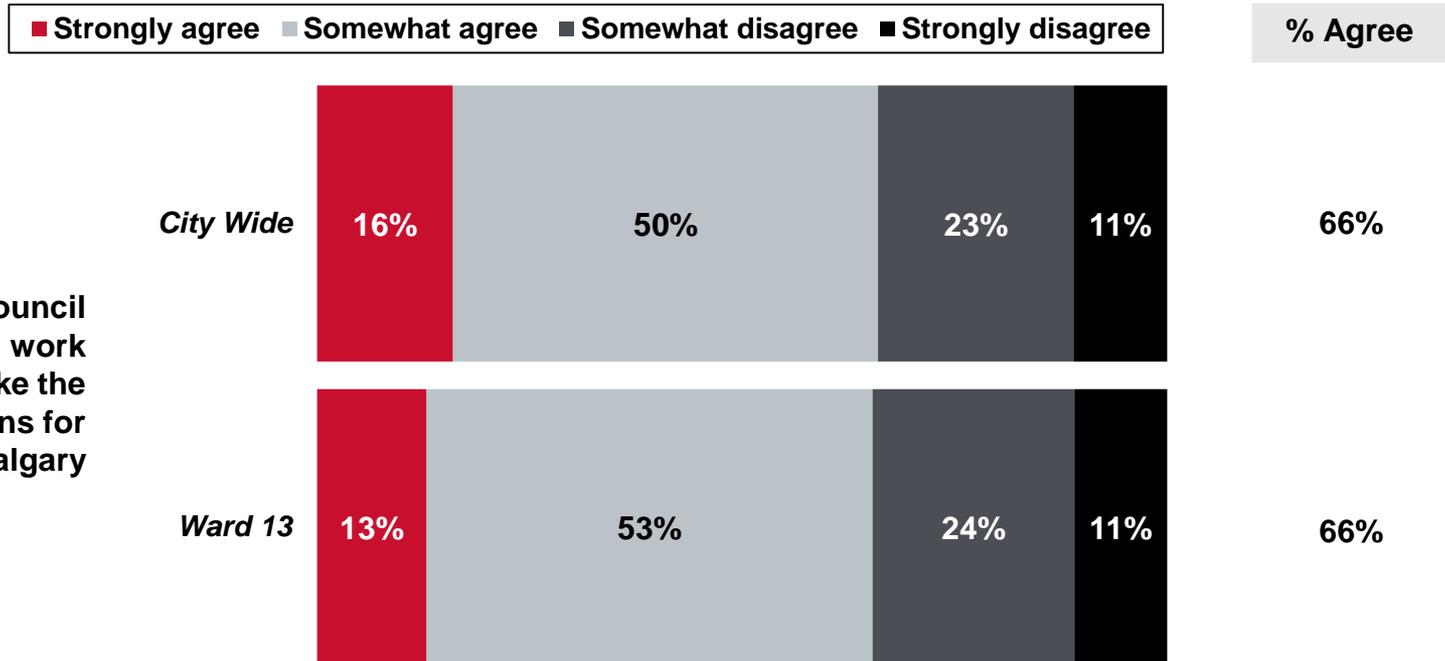
Ward 13 2019

*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 13: n=186)

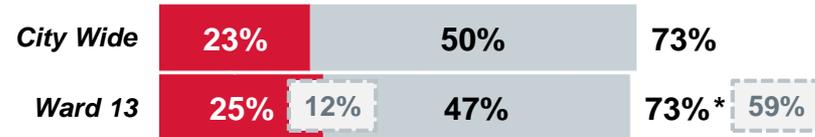


Perceptions of Transparency and Citizen Input

% Agree

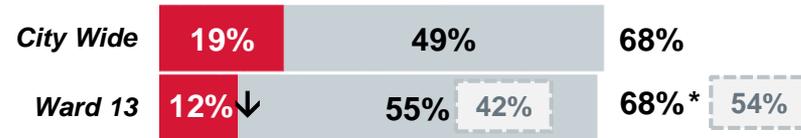
■ Strongly agree ■ Somewhat agree

The City of Calgary practices open and accessible government



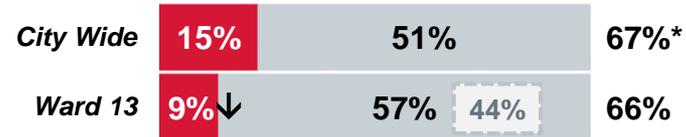
59%

I am confident that The City of Calgary is working to improve how it includes citizen input into important decisions

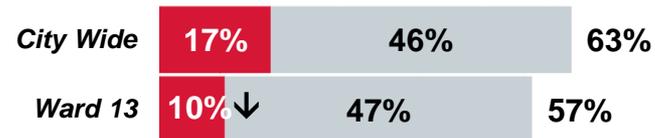


54%

The City uses input from Calgarians in decision-making about City projects and services



The City allows citizens to have meaningful input into decision-making



Ward 13 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 13 |
|-------------|-------------|-------------|
| 18 to 24 | 11% | 14% |
| 25 to 34 | 22% | 16% |
| 35 to 44 | 18% | 15% |
| 45 to 54 | 19% | 19% |
| 55 to 64 | 13% | 15% |
| 65 or older | 17% | 21% |
| Mean | 45.5 | 47.7 |

Income

| | City Wide | Ward 13 |
|-------------------------|-----------|---------|
| Less than \$30,000 | 7% | 5% |
| \$30,000 to <\$45,000 | 8% | 9% |
| \$45,000 to <\$60,000 | 10% | 9% |
| \$60,000 to <\$75,000 | 9% | 6% |
| \$75,000 to <\$90,000 | 9% | 7% |
| \$90,000 to <\$105,000 | 11% | 16% |
| \$105,000 to <\$120,000 | 11% | 13% |
| \$120,000 to <\$150,000 | 13% | 14% |
| \$150,000 or more | 23% | 20% |

Gender

| | City Wide | Ward 13 |
|--------|-----------|---------|
| Male | 50% | 50% |
| Female | 49% | 50% |
| Other | <1% | - |

Education

| | City Wide | Ward 13 |
|--|-----------|---------|
| Completed high school or less | 16% | 16% |
| Some post secondary or completed a college diploma | 34% | 43% |
| Completed university degree or post-grad degree | 50% | 42% |

Base: Valid respondents (Bases vary)



Type of Home

| | City Wide | Ward 13 |
|--|-----------|---------|
| Single-detached house | 69% | 75% |
| Apartment or apartment-style condominium | 13% | 14% |
| Duplex, triplex or fourplex | 8% | 4% |
| Townhouse or rowhouse | 8% | 5% |
| Another type of multi-dwelling unit | 2% | 2% |

Children and Seniors in Household

| | City Wide | Ward 13 |
|----------------|-----------|---------|
| Yes - Children | 31% | 27% |
| Yes - Seniors | 28% | 35% |

Household Size

| | City Wide | Ward 13 |
|-------------|------------|------------|
| 1 | 14% | 8% |
| 2 | 33% | 39% |
| 3 | 19% | 26% |
| 4 | 21% | 14% |
| 5 or more | 13% | 13% |
| Mean | 2.9 | 2.9 |

Responsible for Property Taxes

| | City Wide | Ward 13 |
|-----|-----------|---------|
| Yes | 84% | 80% |
| No | 16% | 20% |

Own or Rent

| | City Wide | Ward 13 |
|---------|-----------|---------|
| Own | 74% | 74% |
| Rent | 22% | 21% |
| Other | 1% | 1% |
| Neither | 4% | 4% |

Tenure in Calgary

| | City Wide | Ward 13 |
|--------------------------|-------------|-------------|
| Less than 5 years | 6% | 3% |
| 5 to less than 10 years | 10% | 9% |
| 10 to less than 15 years | 10% | 11% |
| 15 to less than 20 years | 10% | 10% |
| 20 to less than 30 years | 24% | 24% |
| 30 to less than 40 years | 15% | 16% |
| 40 or more | 26% | 25% |
| Mean | 27.2 | 28.0 |

Base: Valid respondents (Bases vary)



Born in Canada

| | City Wide | Ward 13 |
|-----|-----------|---------|
| Yes | 73% | 69% |
| No | 27% | 31% |

Age Left Country of Birth

| Base: Not born in Canada | City Wide (n=639) | Ward 13 (n=52) |
|--------------------------|-------------------|----------------|
| Less than 12 | 30% | 25% |
| 12 to 17 | 12% | 5% |
| 18 or older | 57% | 67% |

Ethnic Background

| | City Wide | Ward 13 |
|-------------------------------------|-----------|---------|
| Caucasian/ White | 26% | 27% |
| British | 18% | 20% |
| Canadian/ French Canadian | 15% | 15% |
| Northern or Western European | 11% | 8% |
| East or Southeast Asian | 11% | 11% |
| Southern or Eastern European | 7% | 8% |
| South Asian | 7% | 5% |
| Central/South American or Caribbean | 3% | 4% |
| African | 2% | 2% |
| West Asian or Middle Eastern | 2% | 0% |
| Aboriginal/First Nations/Metis | 1% | 0% |
| Declined to respond | 1% | 2% |
| Don't Know | 4% | 5% |

Disability in Household

| | City Wide | Ward 13 |
|-----|-----------|---------|
| Yes | 18% | 18% |
| No | 82% | 82% |

Visible Minority

| | City Wide | Ward 13 |
|-----|-----------|---------|
| Yes | 27% | 24% |
| No | 73% | 76% |

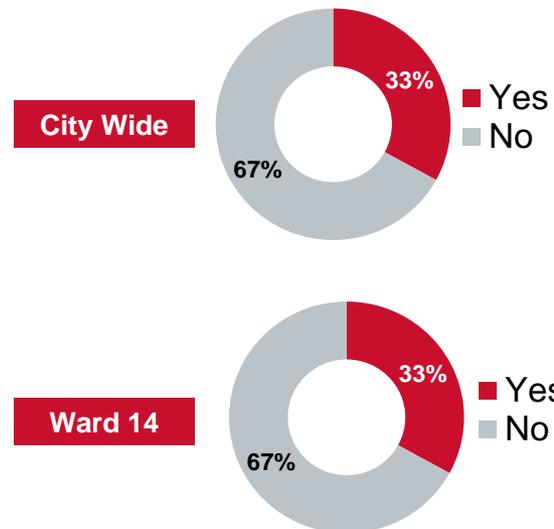
Base: Valid respondents (Bases vary)



Employment Status

| | City Wide | Ward 13 |
|--|-----------|---------|
| Employed full-time | 43% | 44% |
| Employed part-time | 8% | 6% |
| Self-employed | 10% | 8% |
| Out of work and looking for work | 9% | 7% |
| Out of work but not currently looking for work | 2% | 2% |
| Homemaker | 2% | 1% |
| Student | 6% | 10% |
| Retired | 17% | 20% |
| Unable to work | 2% | 2% |
| Other | 1% | - |

Business Leader



Among those in the workforce
(City Wide: n=1,377 valid respondents /
Ward 13: n=95 valid respondents)

Base: Valid respondents (Bases vary)

Contact

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