

Calgary



# Fall 2021 Quality of Life and Citizen Satisfaction Survey

Ward 5 Final Report  
November 2021

Prepared for The City of Calgary by:





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Respondent Profile



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

- Both landline (55%) and cell phone (45%) sample were used.
- The average interview length was 30 minutes.
- When assessing City programs and services, each respondent is asked to rate about one-half of the 35 programs and services evaluated.



**Final data were weighted** to ensure the overall sample's quadrant, ward, and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2019 Municipal and 2016 Federal Census data.



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

- A total of 157 interviews were conducted with residents of Ward 5 (MOE  $\pm 7.8\%$ ).



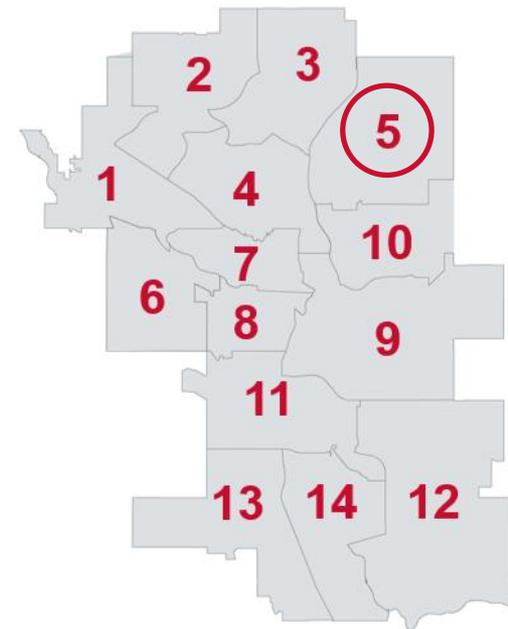
**Results for Ward 5 are compared to results City Wide.**

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

**Where possible, Fall 2021 results for Ward 5 are compared to those from Fall 2020 as indicated by a grey dotted box.**

Ward 5 2020

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





# Highlights





# Ward 5: Summary

## QUALITY OF LIFE



**'Good' Quality of Life 79%**

**76%**  
I am proud to live in  
**my neighbourhood**



**67%**  
I feel safe walking alone  
in **my neighbourhood**  
after dark



**77%**  
Calgary is a great place to  
**make a life**

**78%**  
Calgary is a great place to  
**make a living**

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

## ISSUE AGENDA (TOP 3)



**34%**  
Infrastructure,  
Traffic & Roads



**18%**  
Environment  
and Waste  
Management



**15%**  
Crime, Safety  
and Policing

## COVID-19



**45%**  
Major threat to  
**personal financial situation**

**39%**  
Major threat to  
**physical health**

**35%**  
Major threat to  
**mental health**

## VALUE FOR TAXES & CITIZEN SATISFACTION



**48%**  
'Good' value for tax  
dollars



**67%**  
'Satisfied' with City  
programs and services



**67%**  
'Satisfied' with  
customer service

## CITY PERFORMANCE & REPUTATION



**77%**  
'Satisfied' with running of The City  
by Council and Administration



**53%**  
'Trust' The City of  
Calgary



**76%**  
'Agree' City practices open  
& accessible government



# Differences in Ward 5 vs. City Wide

		Ward 5	City Wide
<p><b>Quality of Life</b></p>	Feel that the quality of life in Calgary has 'improved' over the past 3 years	22%↑	11%
	Agree that 'I am proud to live in my neighbourhood'	76%↓	84%
	Agree that 'Calgary is a great place to make a living'	78%↑	67%
	Agree that 'I think we need to act now to address climate change'	79%↑	68%
	Agree that 'I feel safe walking alone in my neighbourhood after dark'	67%↓	79%
<p><b>Issue Agenda</b></p>	Road conditions	12%↑	7%
	Public transportation	2%↓	7%
	Taxes (NET)	1%↓	9%
	High taxes	1%↓	6%
	Environment and waste management (NET)	18%↑	6%
	Budget and spending (NET)	0%↓	5%
<p><b>COVID-19 Pandemic</b></p>	'Major' threat to personal financial situation	45%↑	28%
<p><b>Importance: City Programs &amp; Services</b></p>	City of Calgary website	93%↑	82%
	On-street bikeways	81%↑	60%
<p><b>Satisfaction: City Programs &amp; Services</b></p>	City growth management	87%↑	75%
	On-street bikeways	81%↑	68%
	Snow removal	57%↓	68%

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 5 vs. City Wide

	Ward 5	City Wide
Snow removal	78%↑	60%
Road maintenance, including pothole repairs	68%↑	56%
Calgary's parks, playgrounds and other open spaces	62%↑	46%
9-1-1	59%↑	44%
City operated roads and infrastructure	53%↑	42%
Disaster planning and response	60%↑	34%
City land use planning	45%↑	31%
Protection from river flooding	43%↑	28%
311 service	45%↑	27%
Business licenses and inspections	41%↑	26%
On-street bikeways	38%↑	25%
City of Calgary website	32%↑	22%
Residential garbage collection service	31%↑	20%
Bylaw services	34%↑	20%
Spring road cleaning	34%↑	19%
Residential Green Cart service	34%↑	16%



**Investment: City Programs & Services**  
(Invest 'More')

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



# Differences in Ward 5 vs. City Wide

		Ward 5	City Wide
	<b>Taxation</b>	<i>No statistically significant differences</i>	
	<b>Customer Service</b>	<i>No statistically significant differences</i>	
	<b>Communications</b>	Preferred method of contact is by calling 311	52%↑ 43%
		Preferred method of contact is by visiting a City of Calgary website	15%↓ 22%
	<b>City Reputation and Performance</b>	Satisfied with City Council's performance	69%↑ 60%
		Agree that 'The City uses input from Calgarians in decision making about City projects and services'	75%↑ 65%

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



# Year-Over-Year Changes in Ward 5

		2020	2021
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## Quality of Life

*No statistically significant differences*



## Issue Agenda

Crime, safety and policing (NET)	26%	15%↓
Public safety	11%	2%↓
Taxes (NET)	9%	1%↓
High taxes	7%	1%↓
Education	16%	6%↓



## COVID-19 Pandemic

*No statistically significant differences*



## Importance: City Programs & Services

On-street bikeways	52%	81%↑
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## Satisfaction: City Programs & Services

Calgary Police Service	96%	82%↓
City of Calgary website	93%	78%↓



## Investment: City Programs & Services (Invest 'More')

Calgary's parks, playgrounds and other open spaces	44%	62%↑
City operated recreation facilities	33%	51%↑
On-street bikeways	13%	38%↑
Residential Green Cart service	15%	34%↑

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

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



# Year-Over-Year Changes in Ward 5

		2020	2021
	<b>Taxation</b>	<i>No statistically significant differences</i>	
	<b>Customer Service</b>	<i>No statistically significant differences</i>	
	<b>Communications</b>	<i>No statistically significant differences</i>	
	<b>City Reputation and Performance</b>	<i>No statistically significant differences</i>	

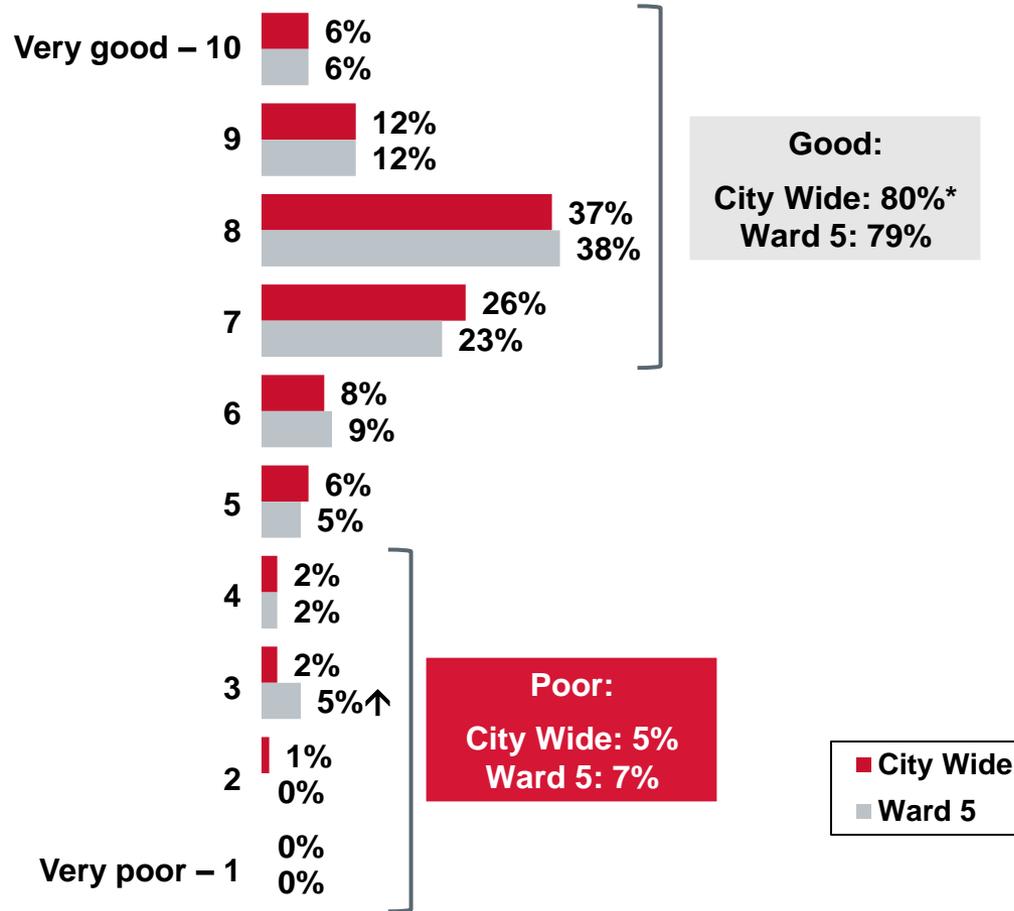


## Quality of Life





# Overall Quality of Life in Calgary



\*Rounding

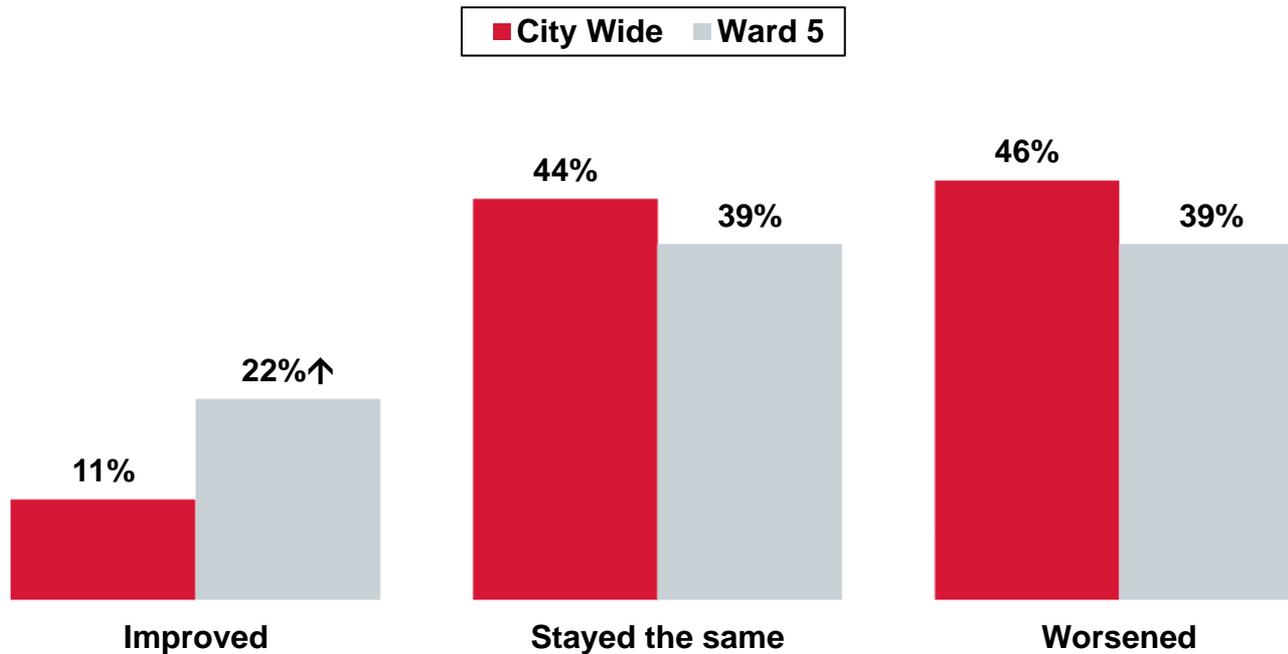
On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good,” how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,499 / Ward 5: n=157)

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



# Perceived Change in the Quality of Life

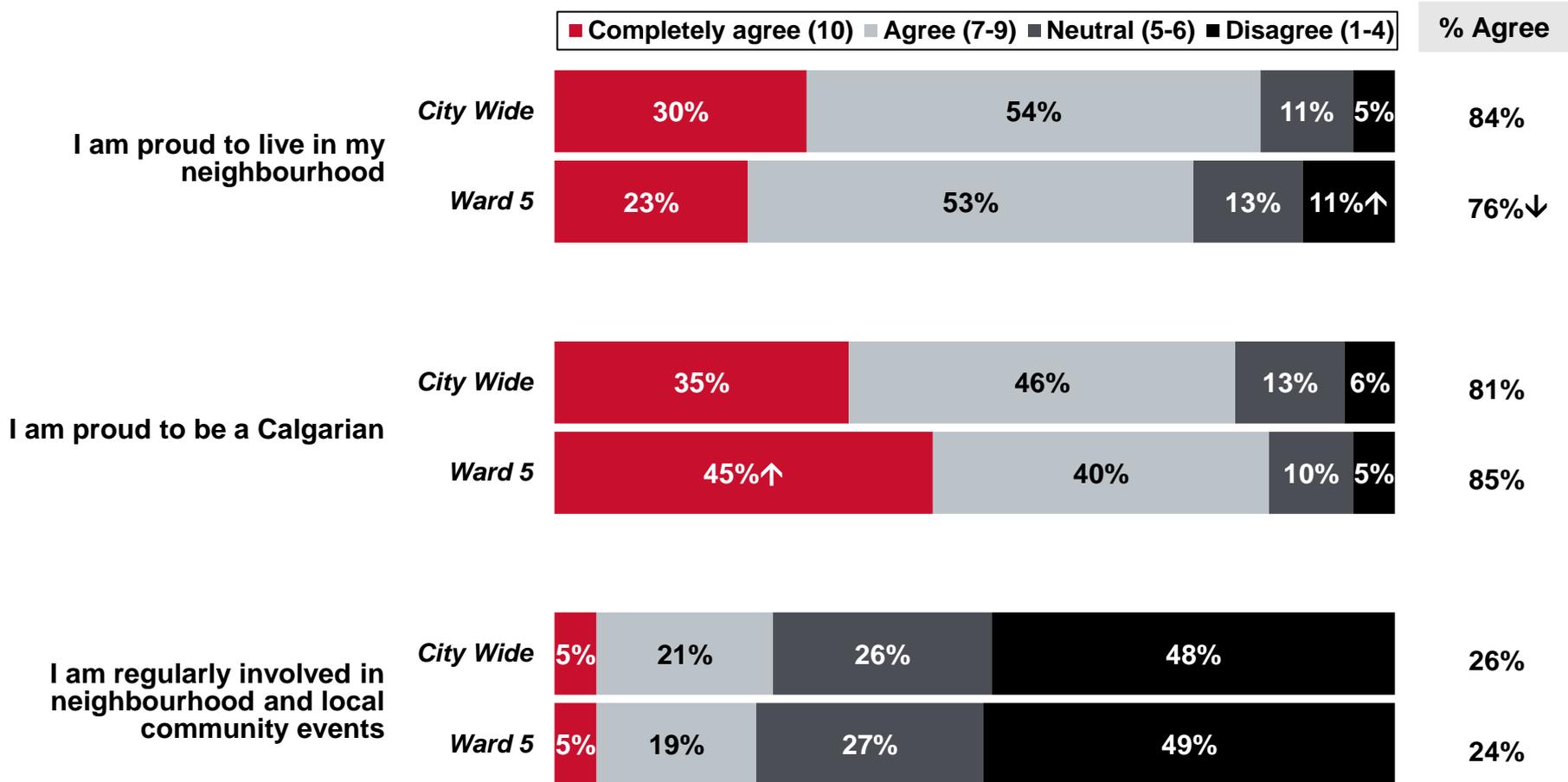


And, do you feel that the quality of life in the city of Calgary in the past three years has ...?  
 Base: Valid respondents (City Wide: n=2,483 / Ward 5: n=156)

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



# Sustainability: Connectedness



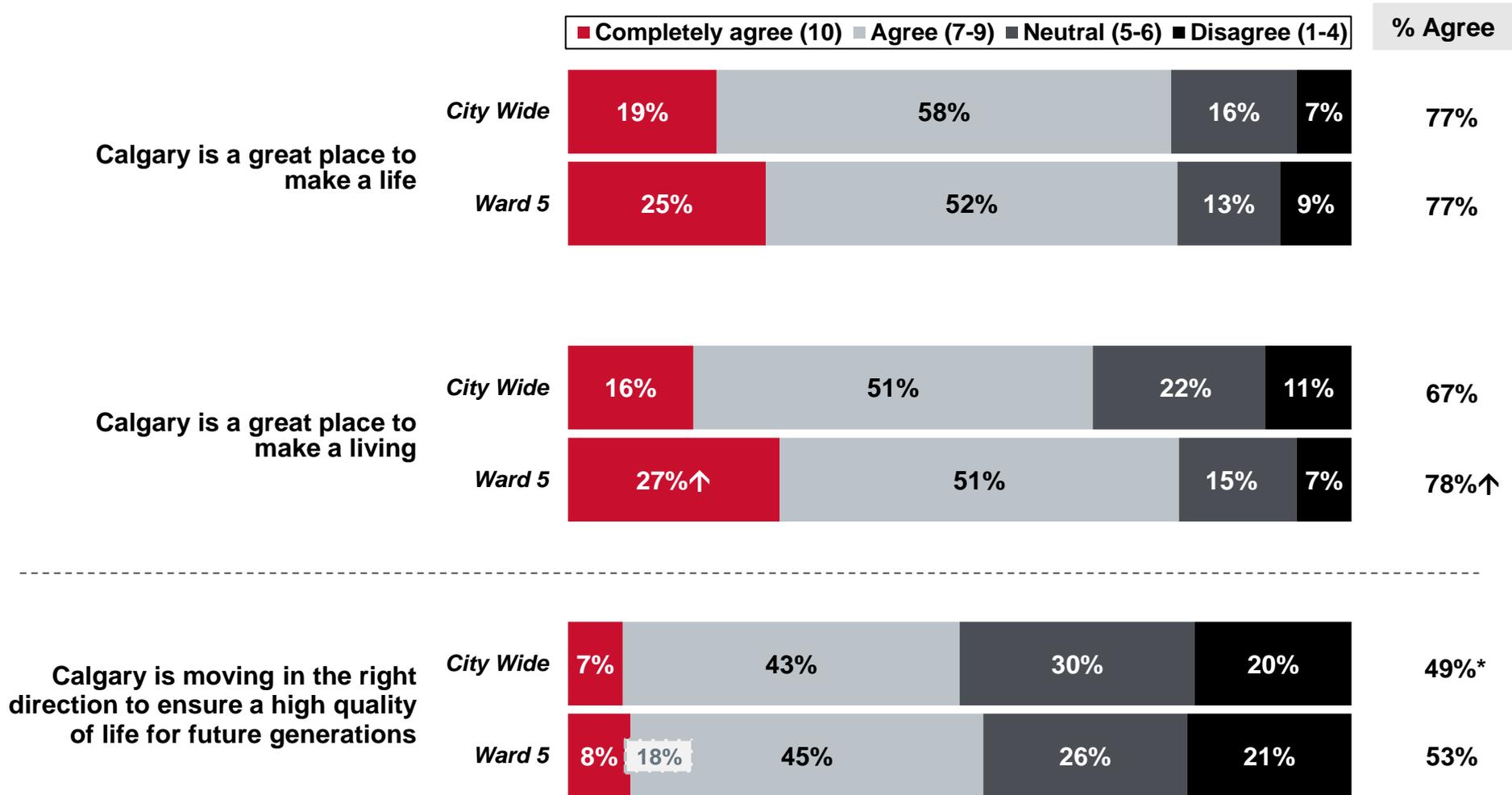
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (Bases vary)

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



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



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

Base: Valid respondents (Bases vary)

Ward 5 2020 \*Rounding  
 ↑ Statistically higher than City Wide  
 ↓ Statistically lower than City Wide



# Inclusivity

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

% Agree

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

City Wide



70%

Ward 5



71%

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

City Wide



54%

Ward 5



55%

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

City Wide



53%

Ward 5



57%

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

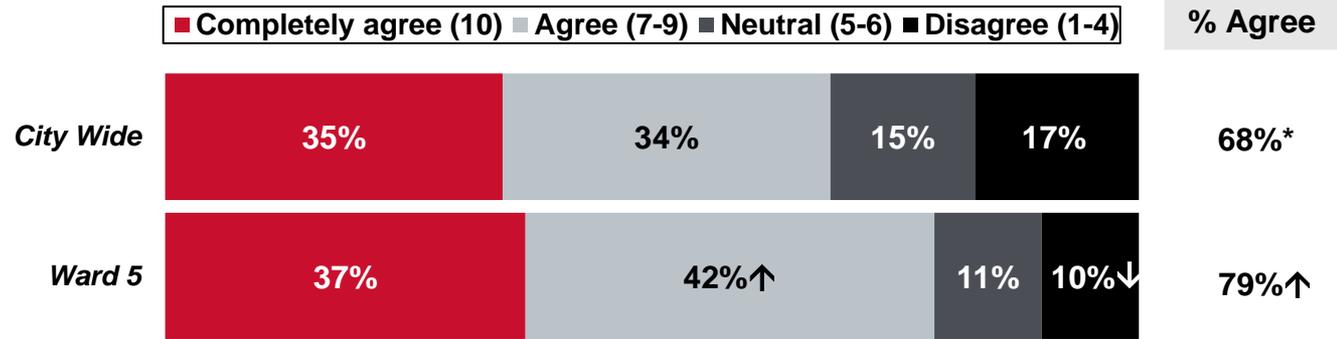
+Not asked in Fall 2020



# Climate Change and City Programs to Reduce Calgarians' Environmental Impact

New questions in Fall 2021

I think we need to act now to address climate change



The City has programs and services aimed at helping Calgarians reduce their environmental impact



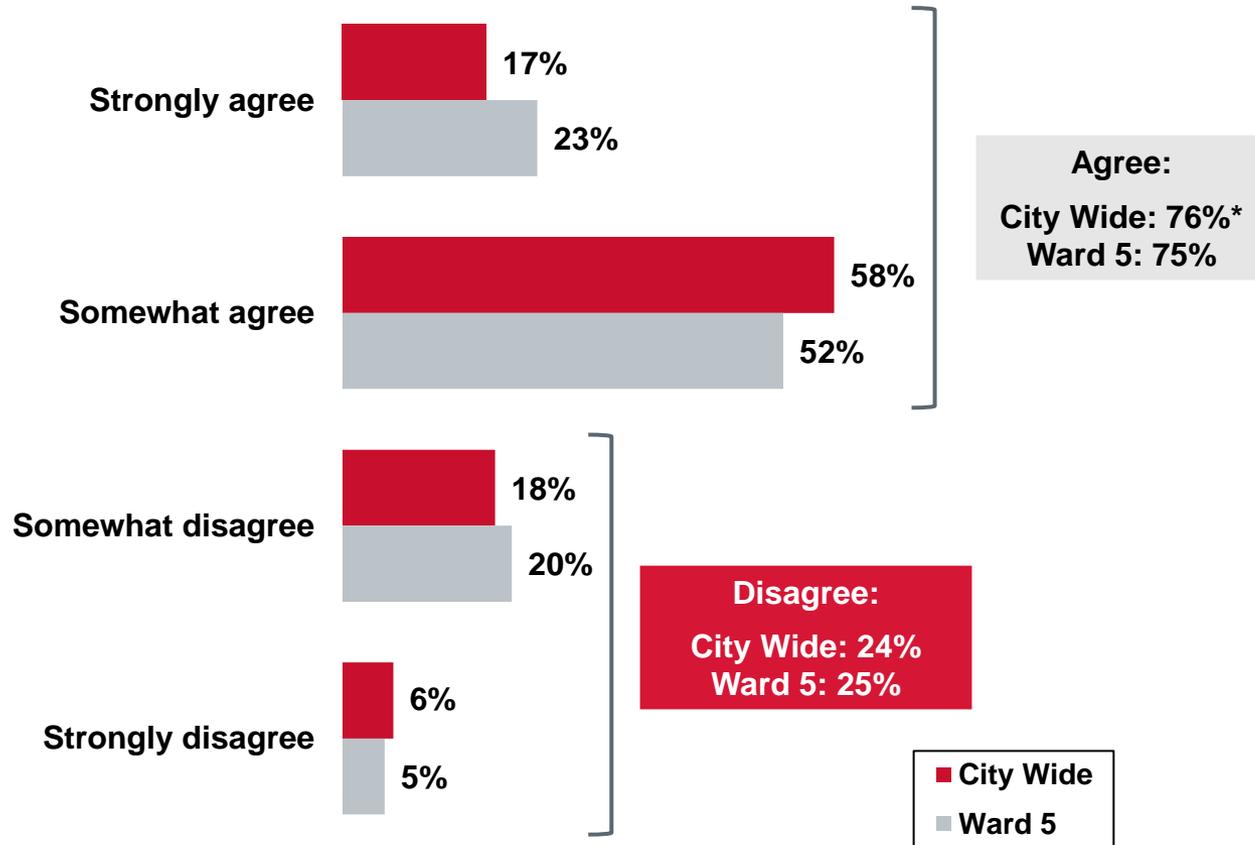
Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."  
Base: Valid respondents (Bases vary)

\*Rounding

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



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



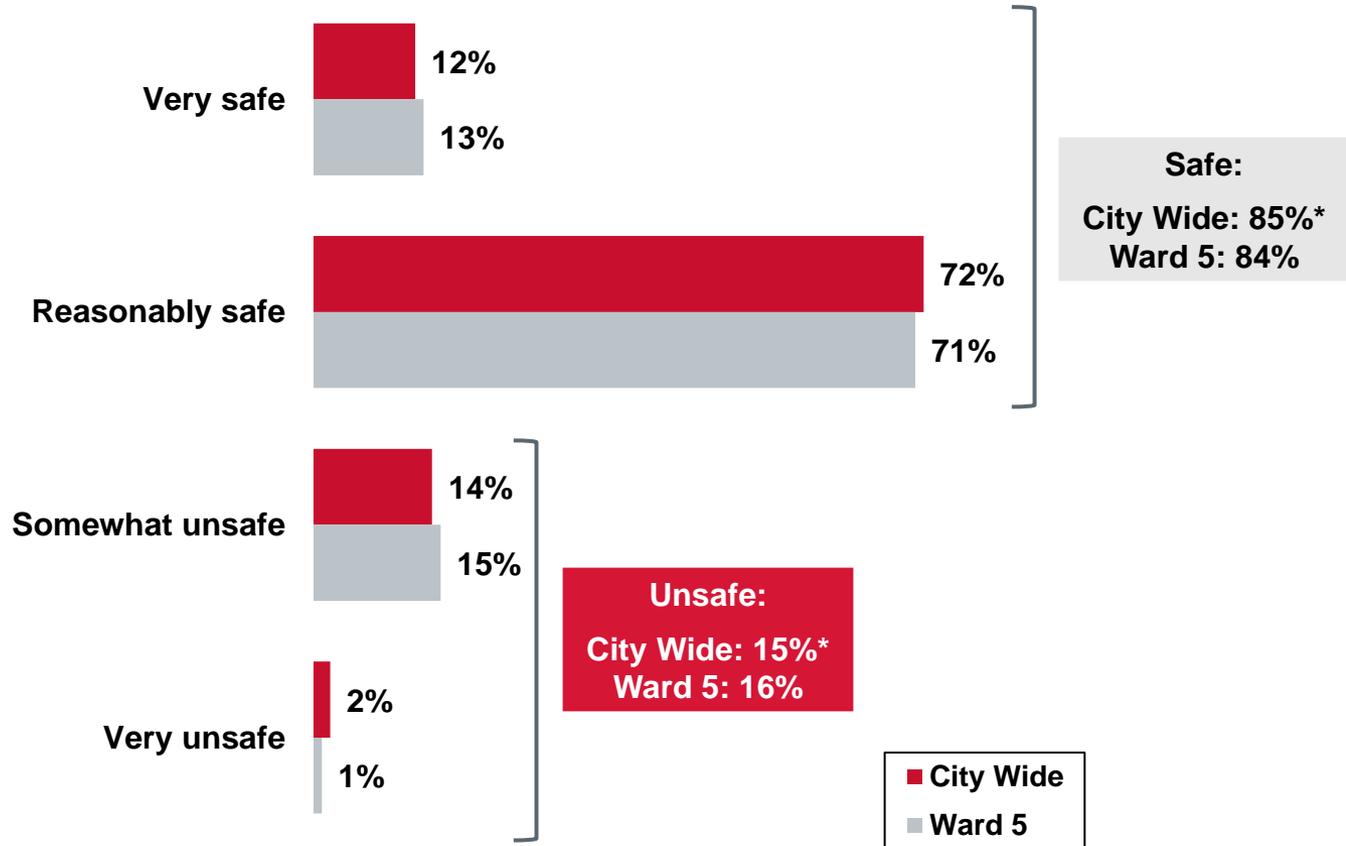
*There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.*

Base: Valid respondents (City Wide: n=2,484 / Ward 5: n=156)

\*Rounding



# Perceived Safety of Calgary Overall



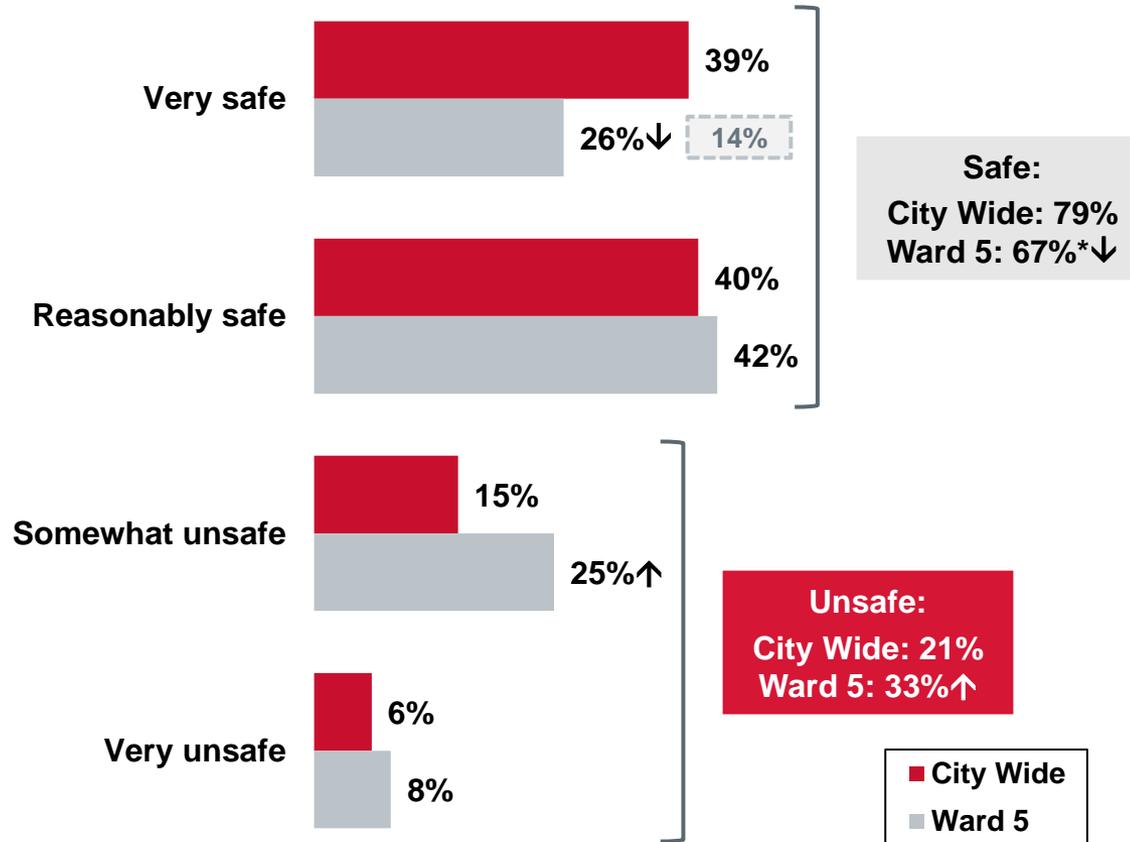
How safe or unsafe do you think Calgary is overall?

Base: Valid respondents (City Wide: n=2,495 / Ward 5: n=157)

\*Rounding



# Perceived Safety in Own Neighbourhood



Ward 5 2020

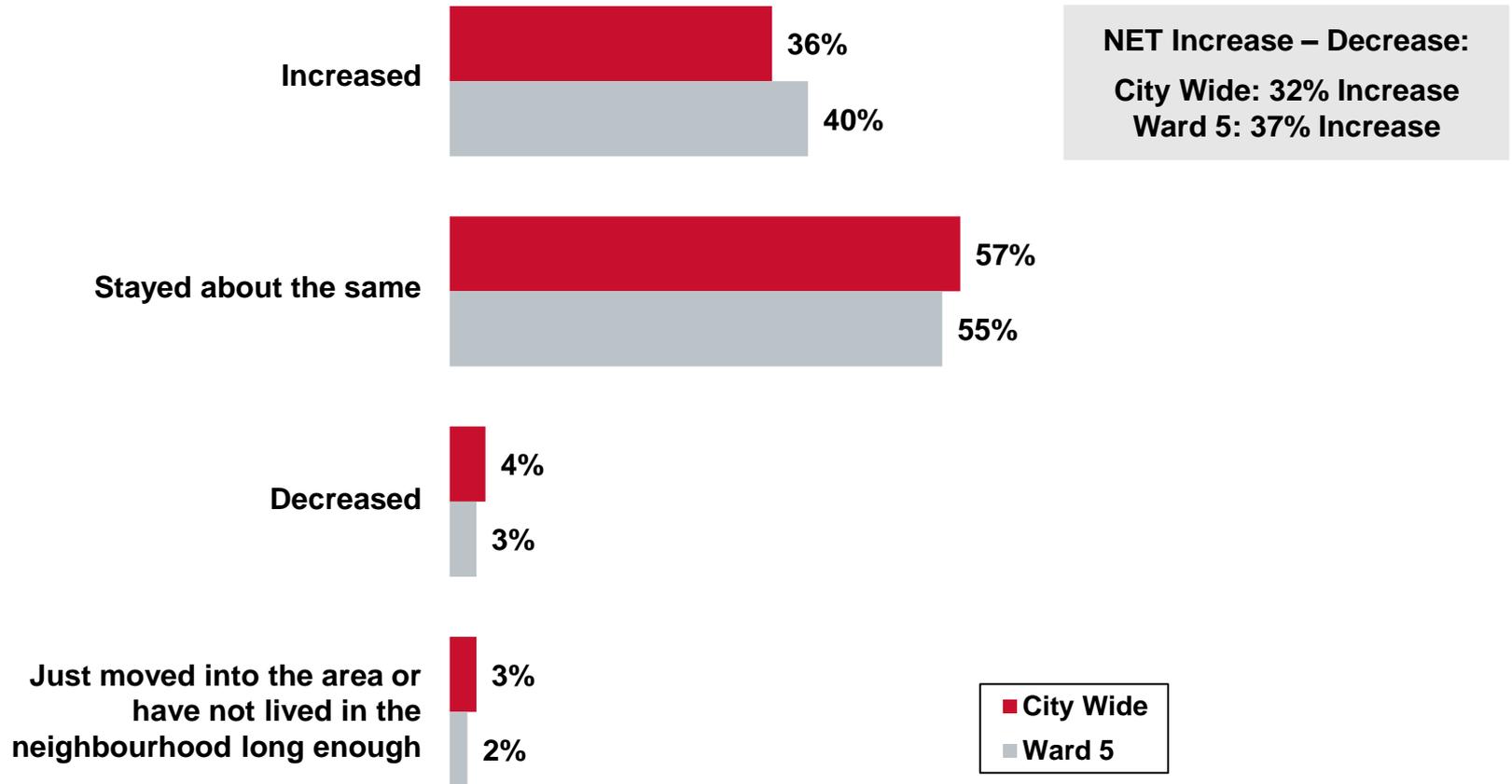
\*Rounding

*How safe do you feel or would you feel walking alone in your neighbourhood after dark?*  
Base: Valid respondents (City Wide: n=2,496 / Ward 5: n=157)

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



# Perceived Change in Neighbourhood Crime



*During the last 3 years, do you think that crime in your neighbourhood has increased, decreased or remained about the same?*

Base: Valid respondents (City Wide: n=2,474 / Ward 5: n=155)



# Issue Agenda





# Issue Agenda

City Wide

Ward 5

■ First Mention ■ Other Mentions

Multiple Responses

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

Issue	City Wide (First)	City Wide (Other)	City Wide (NET)	Ward 5
<b>Infrastructure, Traffic &amp; Roads [NET]</b>	19%	10%	29%	34%
Road conditions	4%	3%	7%	12%↑
Traffic congestion	4%	2%	6%	6%
(Lack of) snow removal	4%	2%	6%	10%
<b>Crime, Safety &amp; Policing [NET]</b>	10%	4%	14%	15% 26%
Breaking and entering/gangs/drugs	5%	2%	7%	9%
Public safety	4%	1%	5%	2% 11%
<b>Transit [NET]</b>	9%	5%	14%	8%
Public transportation (including buses/C-Train/poor service)	4%	3%	7%	2%↓
Transit system improvements	4%	0%	4%	3%
Public transportation (unspecified)	4%	0%	4%	3%
<b>COVID-19 Pandemic</b>	7%	2%	9%	6%
<b>Taxes [NET]</b>	6%	3%	9%	1%↓ 9%
High taxes	4%	2%	6%	1%↓ 7%
<b>Recreation and Parks [NET]</b>	5%	4%	9%	11%
<b>Homelessness, Poverty &amp; Affordable Housing [NET]</b>	5%	3%	8%	7%
<b>Economy [NET]</b>	5%	1%	6%	4%
<b>Environment and Waste Management [NET]</b>	4%	2%	6%	18%↑
<b>Budget and Spending [NET]</b>	4%	1%	5%	0%↓
<b>Education</b>	3%	2%	5%	6% 16%
<b>Growth and Planning [NET]</b>	3%	2%	5%	4%
<b>Healthcare</b>	3%	1%	4%	3%
<b>None</b>	14%	0%	14%	20%

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 5: n=151)

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

Ward 5 2020

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

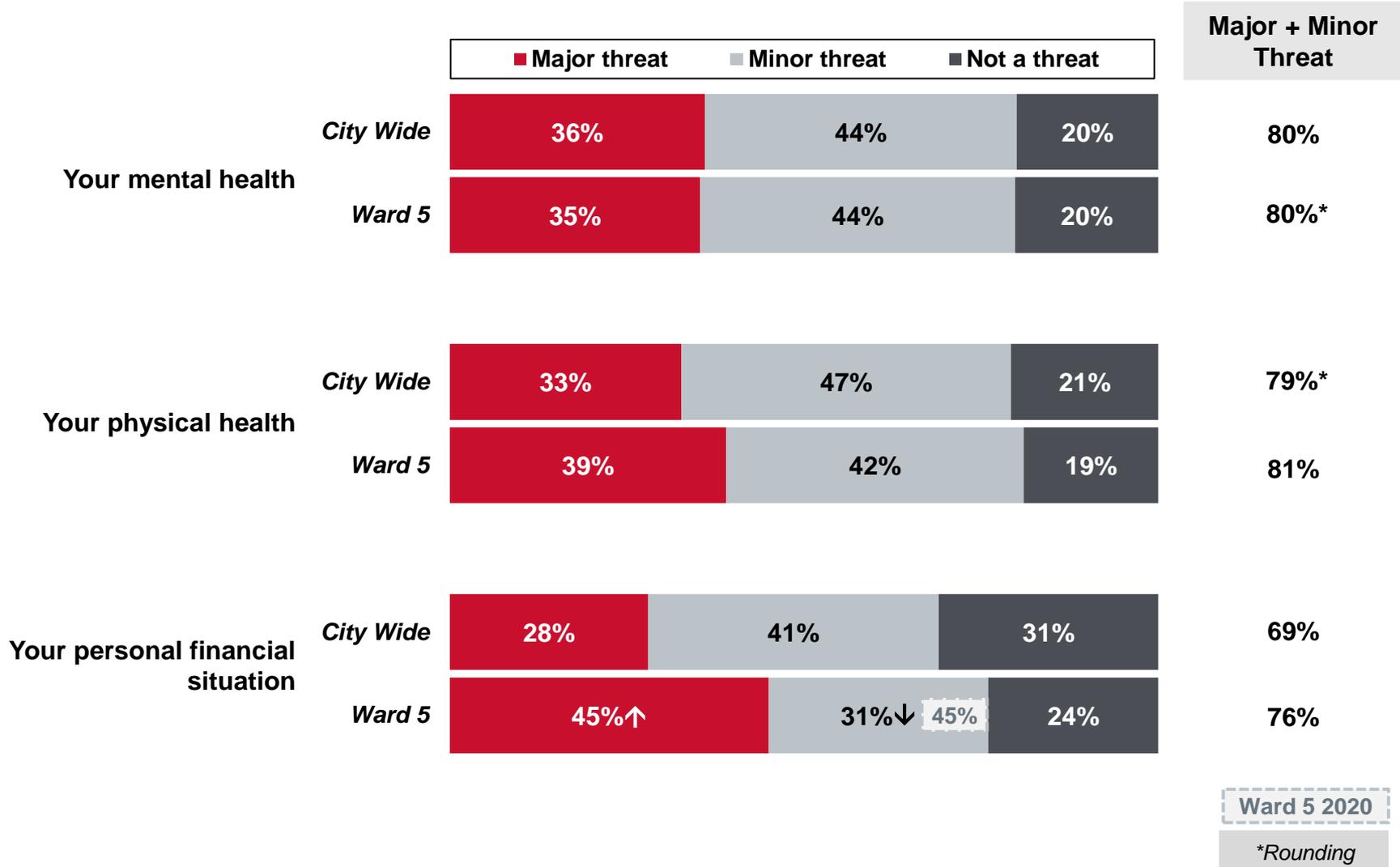


# COVID-19 Pandemic





# Threats Related to the COVID-19 Pandemic

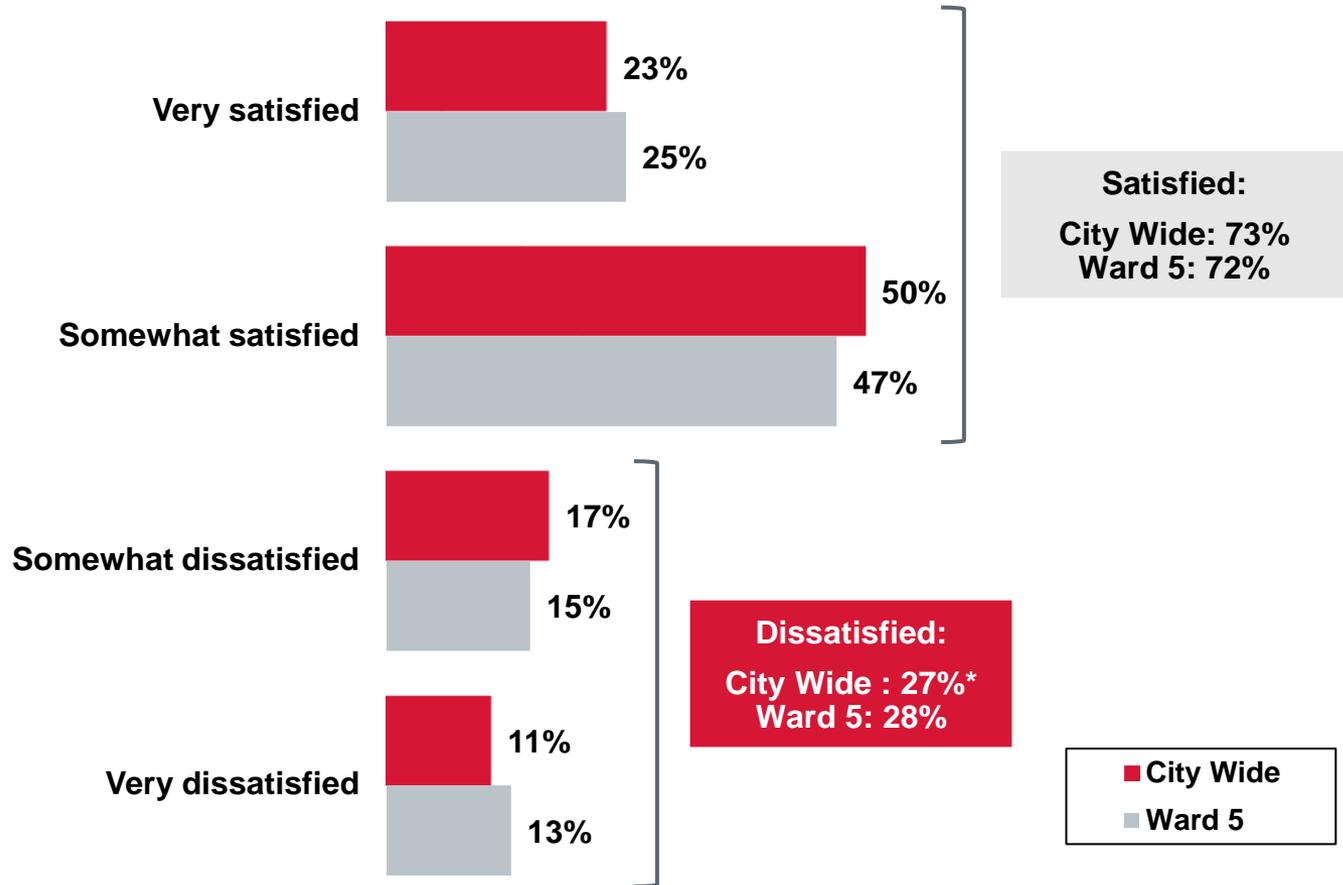


In your opinion, how much of a threat is the COVID-19 pandemic for...?  
 Base: Valid respondents (Bases vary)

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



# Satisfaction with The City's COVID-19 Response<sup>+</sup>



Overall, how satisfied are you with The City's COVID-19 response? Are you...?  
 Base: Valid respondents (City Wide: n=2,486 / Ward 5: n=156)

\*Rounding

+Not asked in Fall 2020

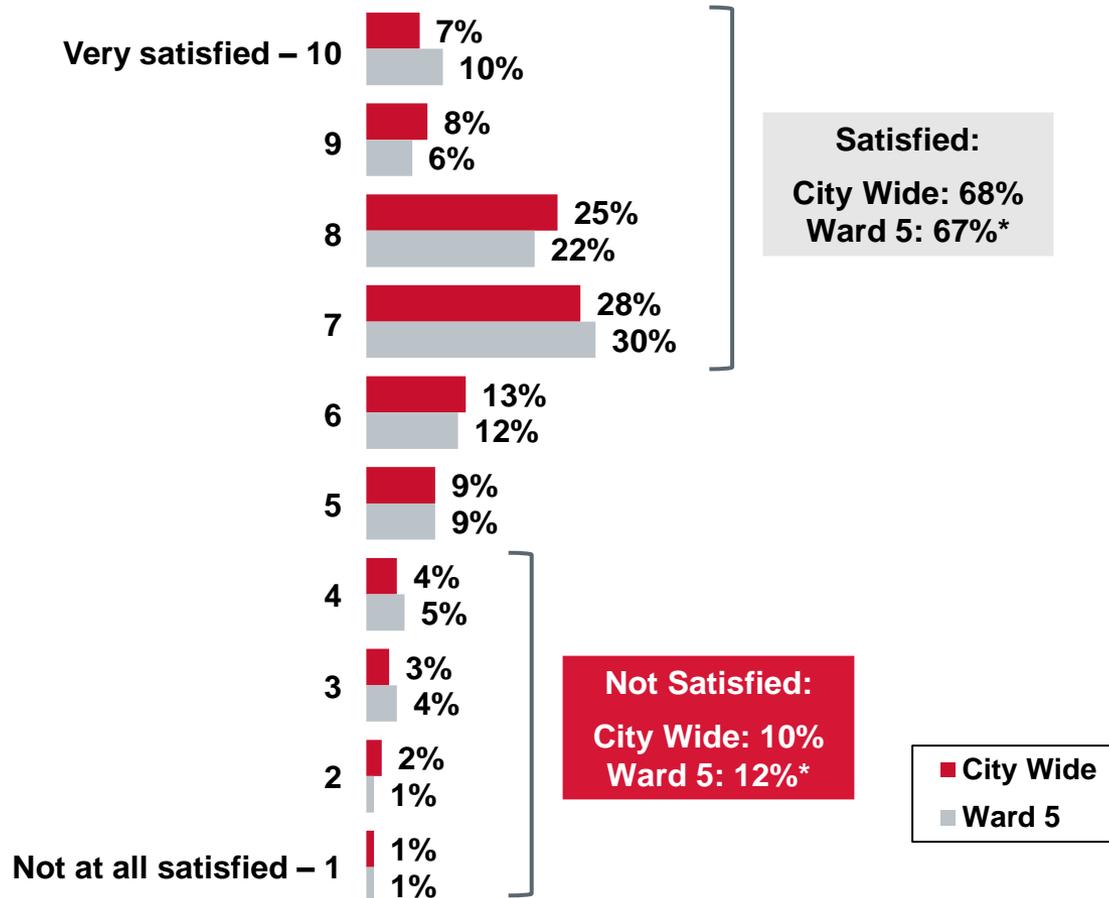


## City Programs and Services





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



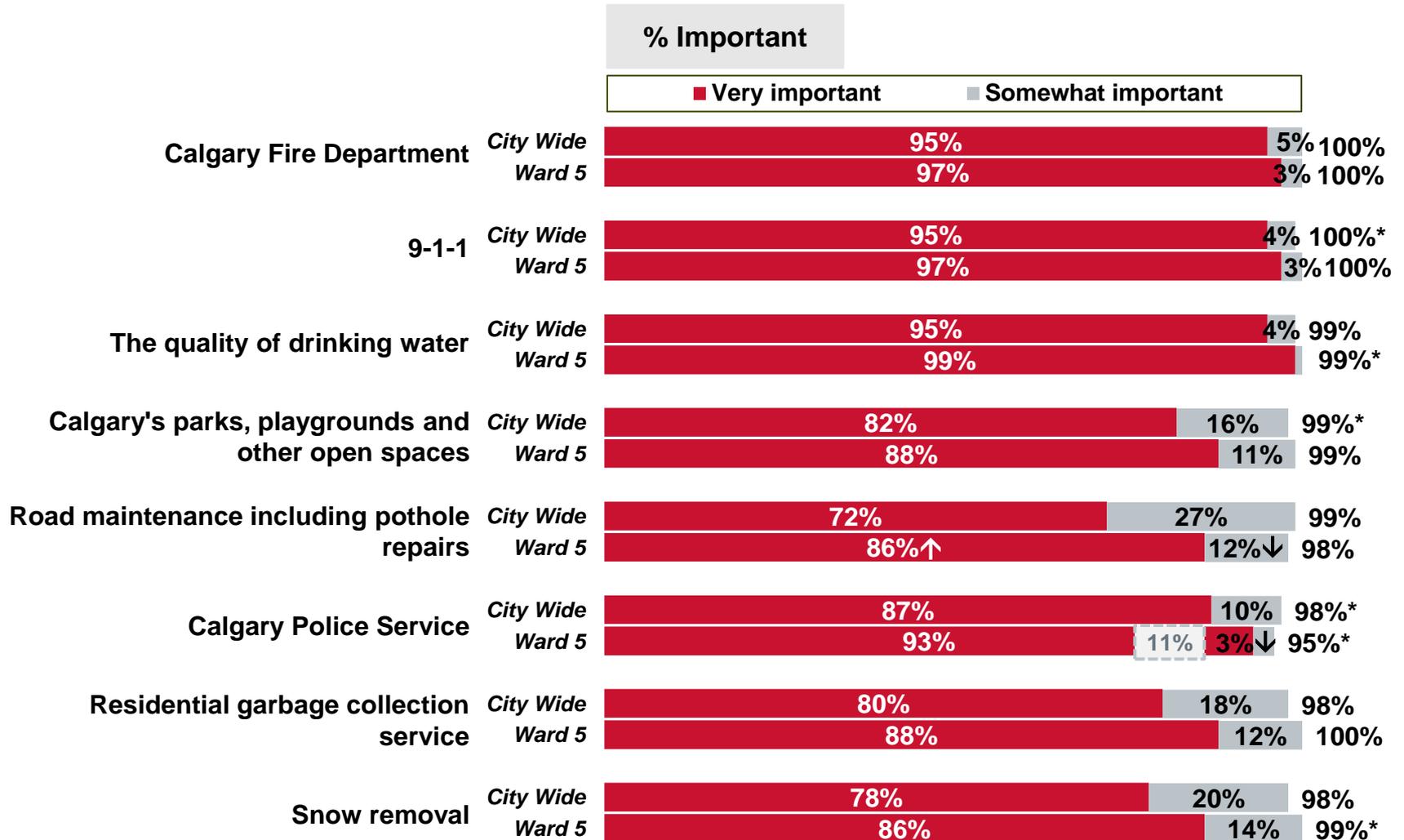
On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,489 / Ward 5: n=156)

\*Rounding



# Importance of City Programs and Services



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

Base: Valid respondents (Bases vary)

Ward 5 2020  
\*Rounding

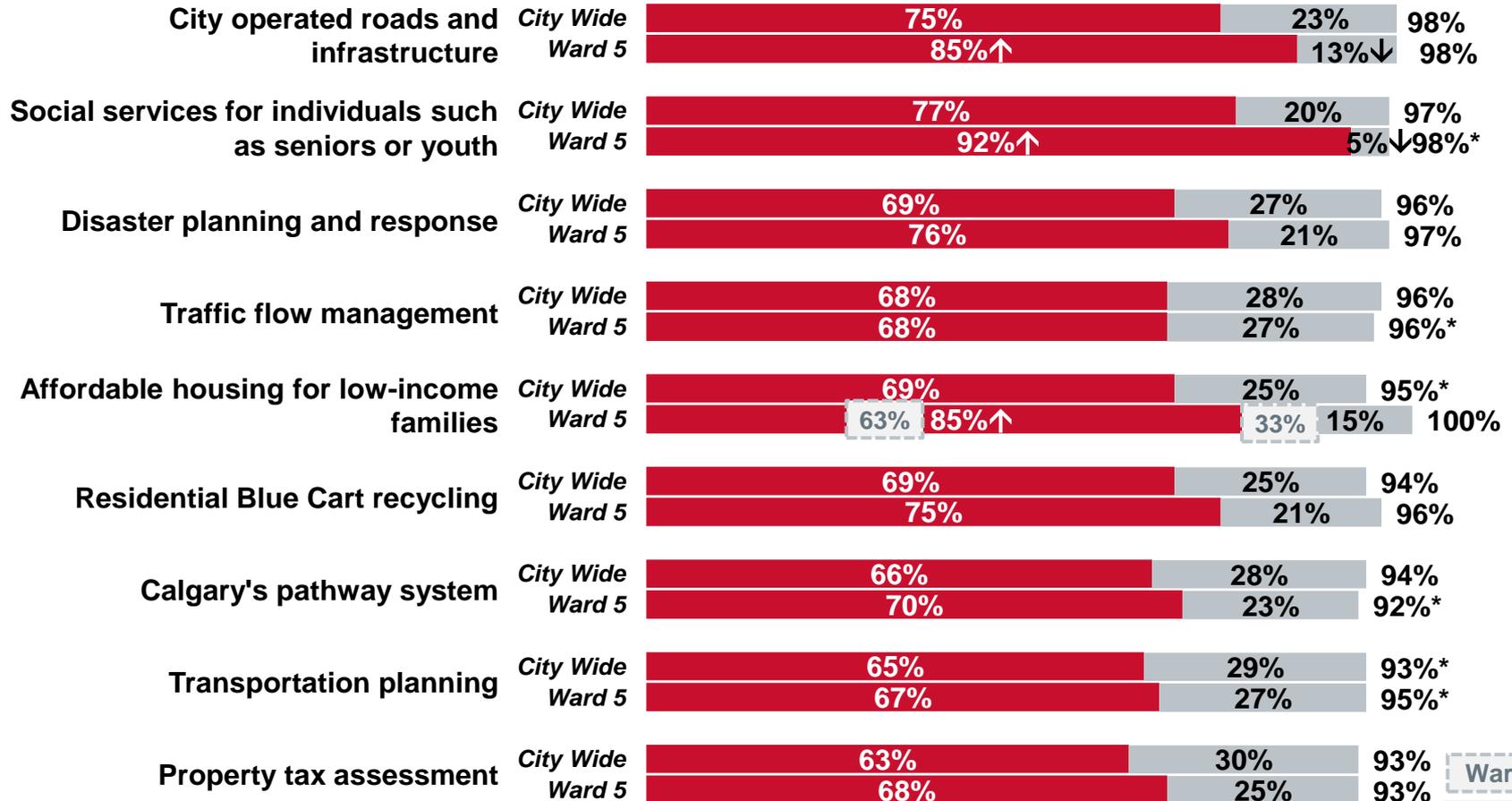
Data labels of <3% are not shown  
↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide



# Importance of City Programs and Services (continued)

## % Important

■ Very important    ■ Somewhat important



Ward 5 2020

\*Rounding

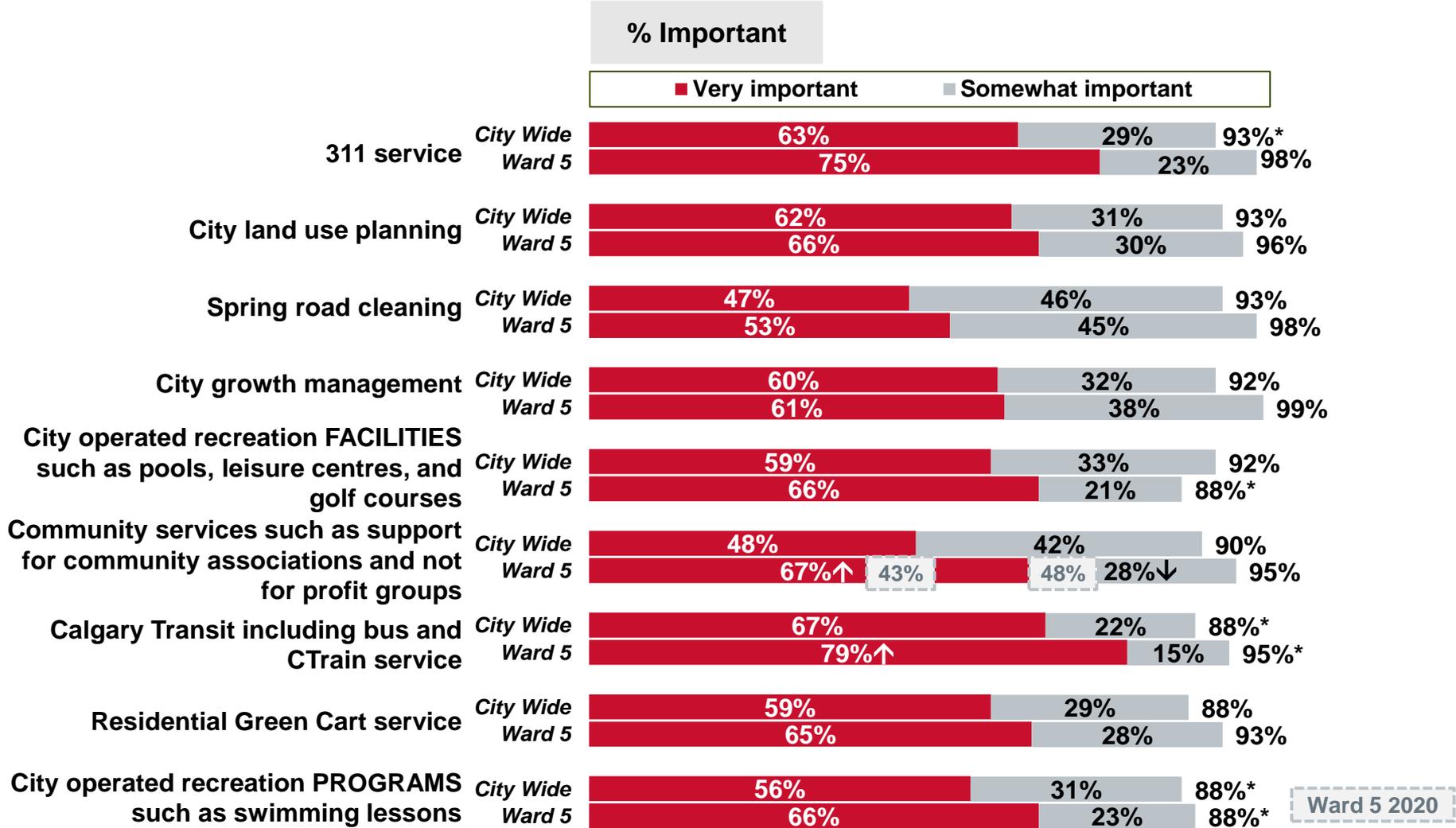
↑ Statistically higher than City Wide  
↓ Statistically lower than City Wide

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)



Ward 5 2020

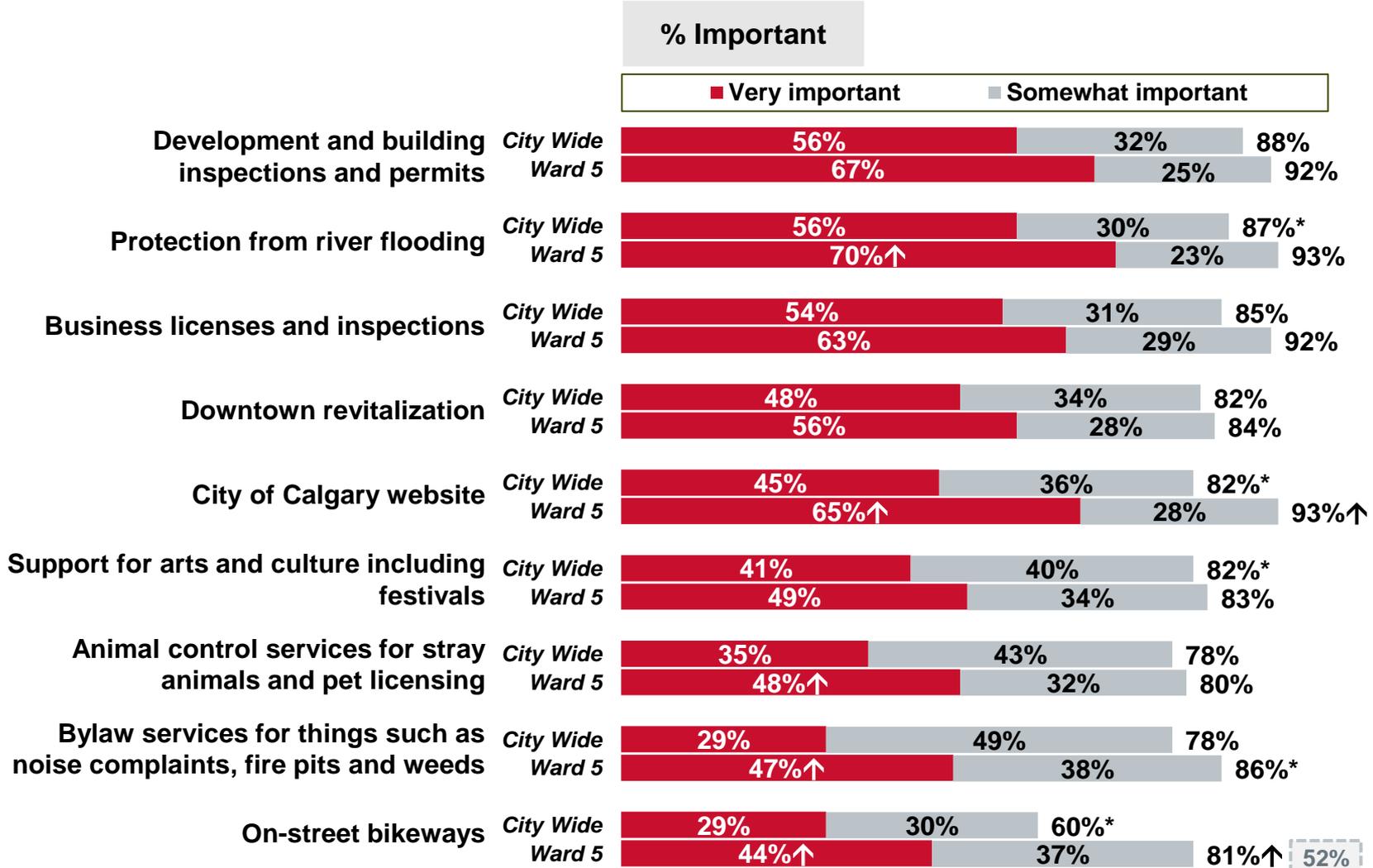
\*Rounding

↑ 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)



Ward 5 2020

\*Rounding

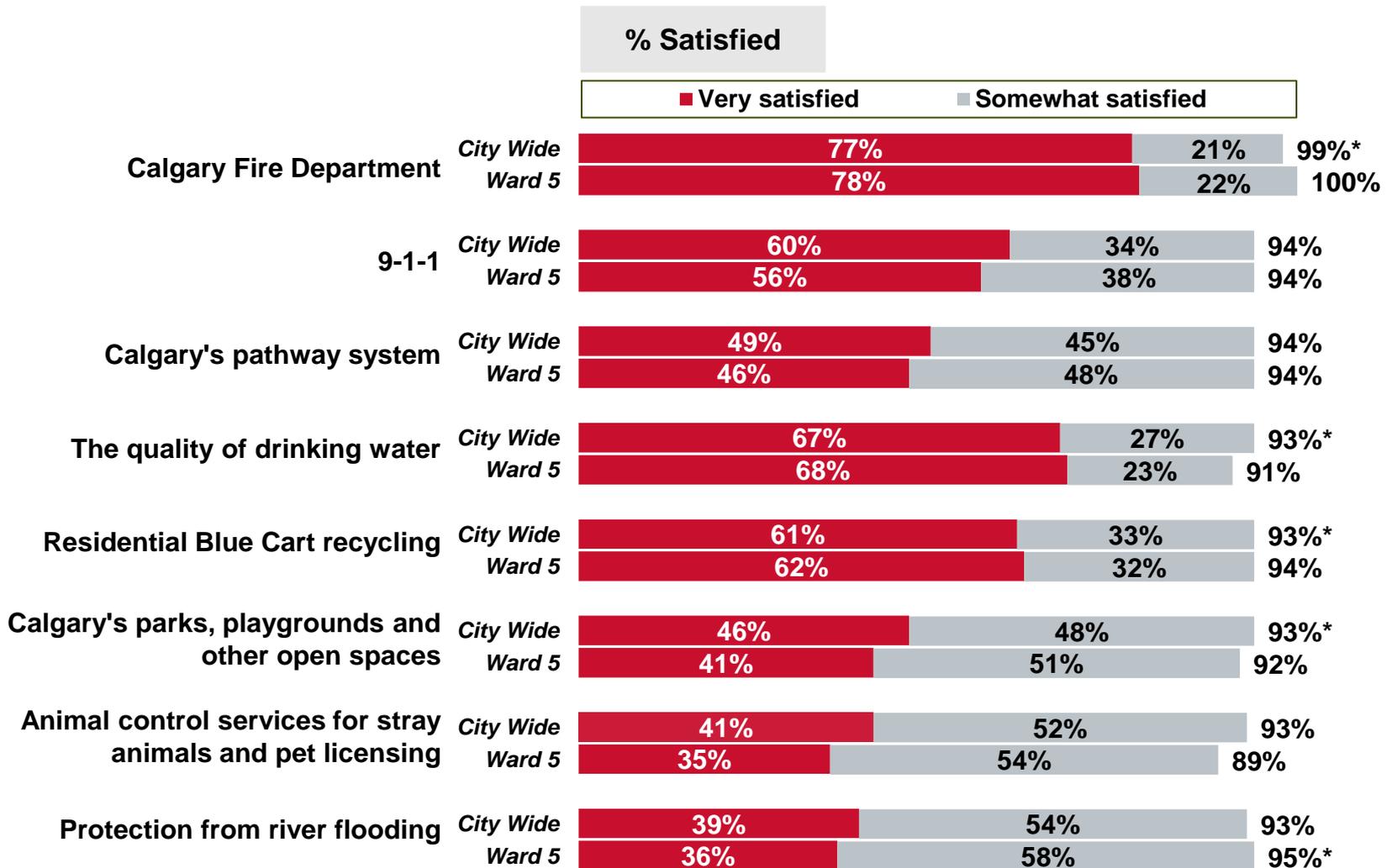
↑Statistically higher than City Wide  
 ↓Statistically lower than City Wide

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

Base: Valid respondents (Bases vary)



# Satisfaction with City Programs and Services



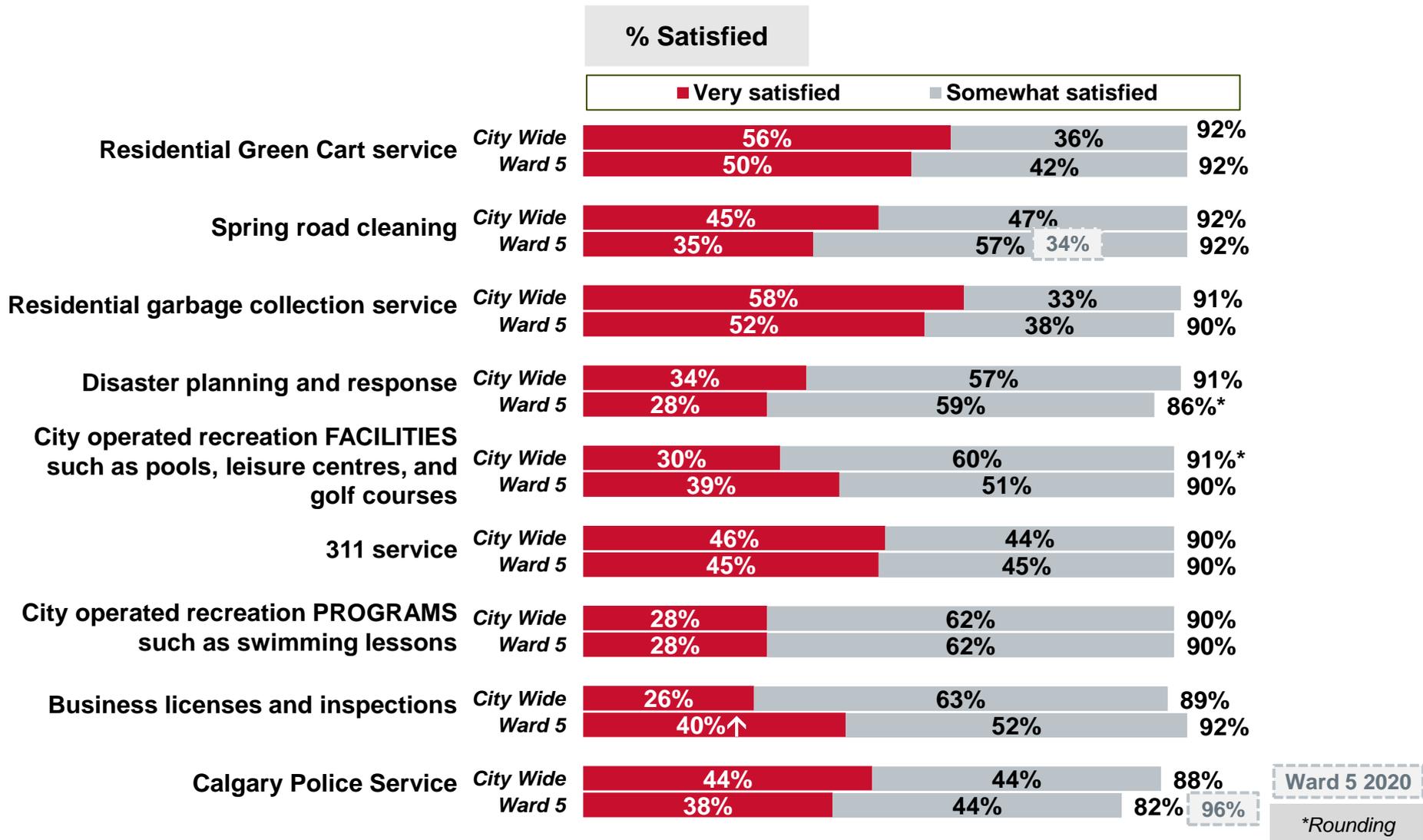
*I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.*

Base: Valid respondents (Bases vary)

\*Rounding



# Satisfaction with City Programs and Services (continued)



Ward 5 2020

\*Rounding

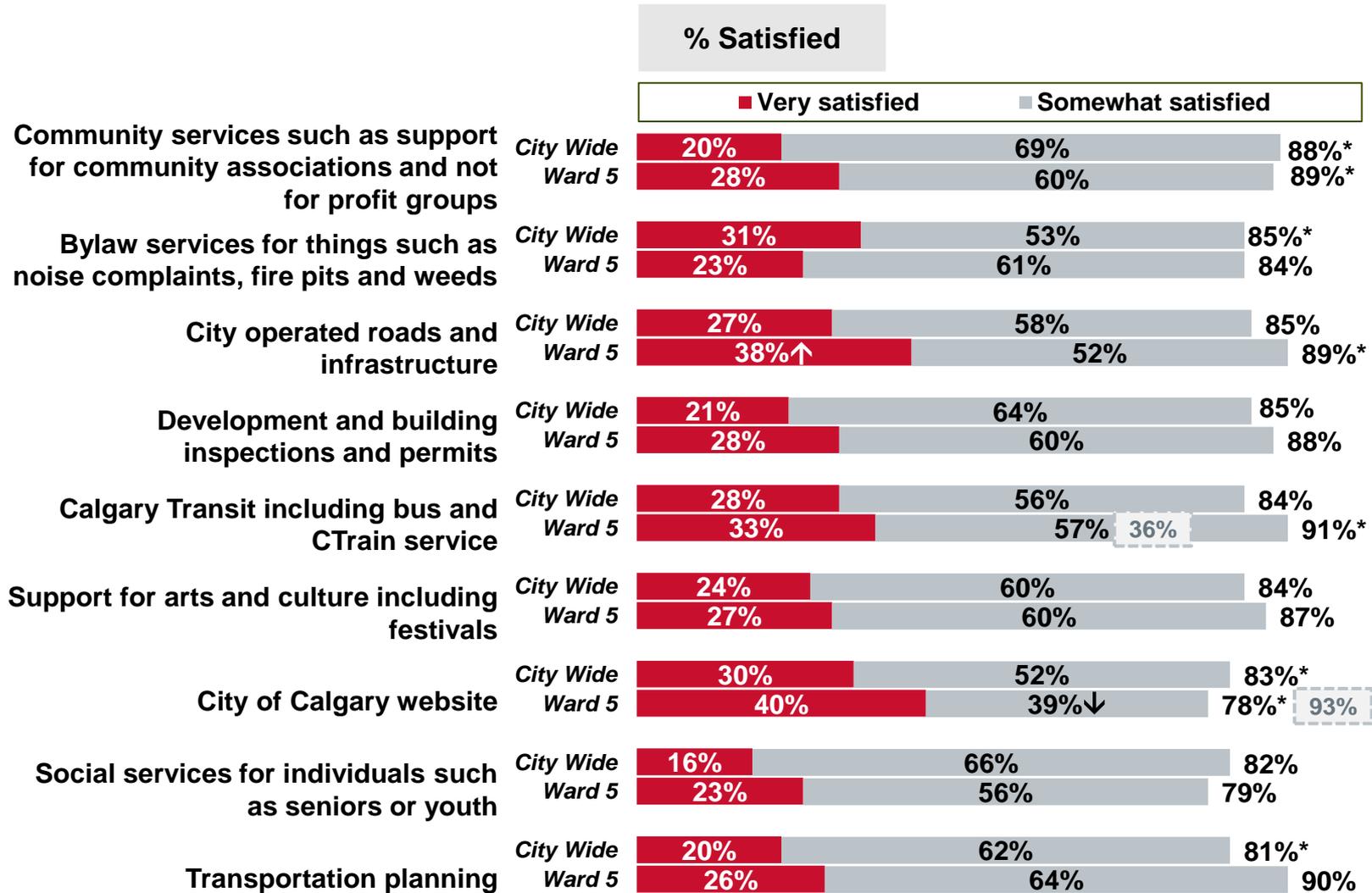
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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



# Satisfaction with City Programs and Services (continued)



Ward 5 2020  
\*Rounding

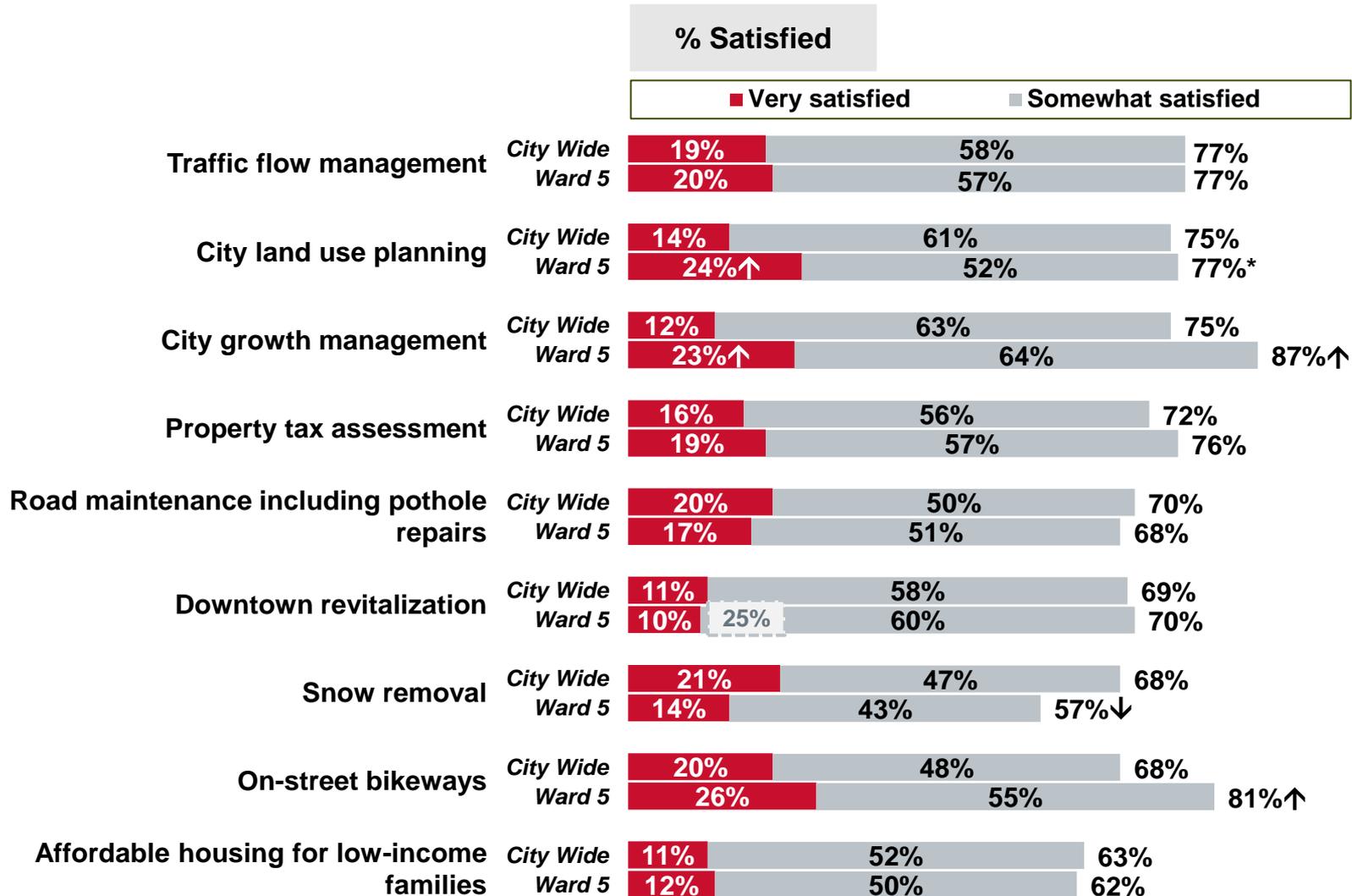
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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



# Satisfaction with City Programs and Services (continued)



Ward 5 2020

\*Rounding

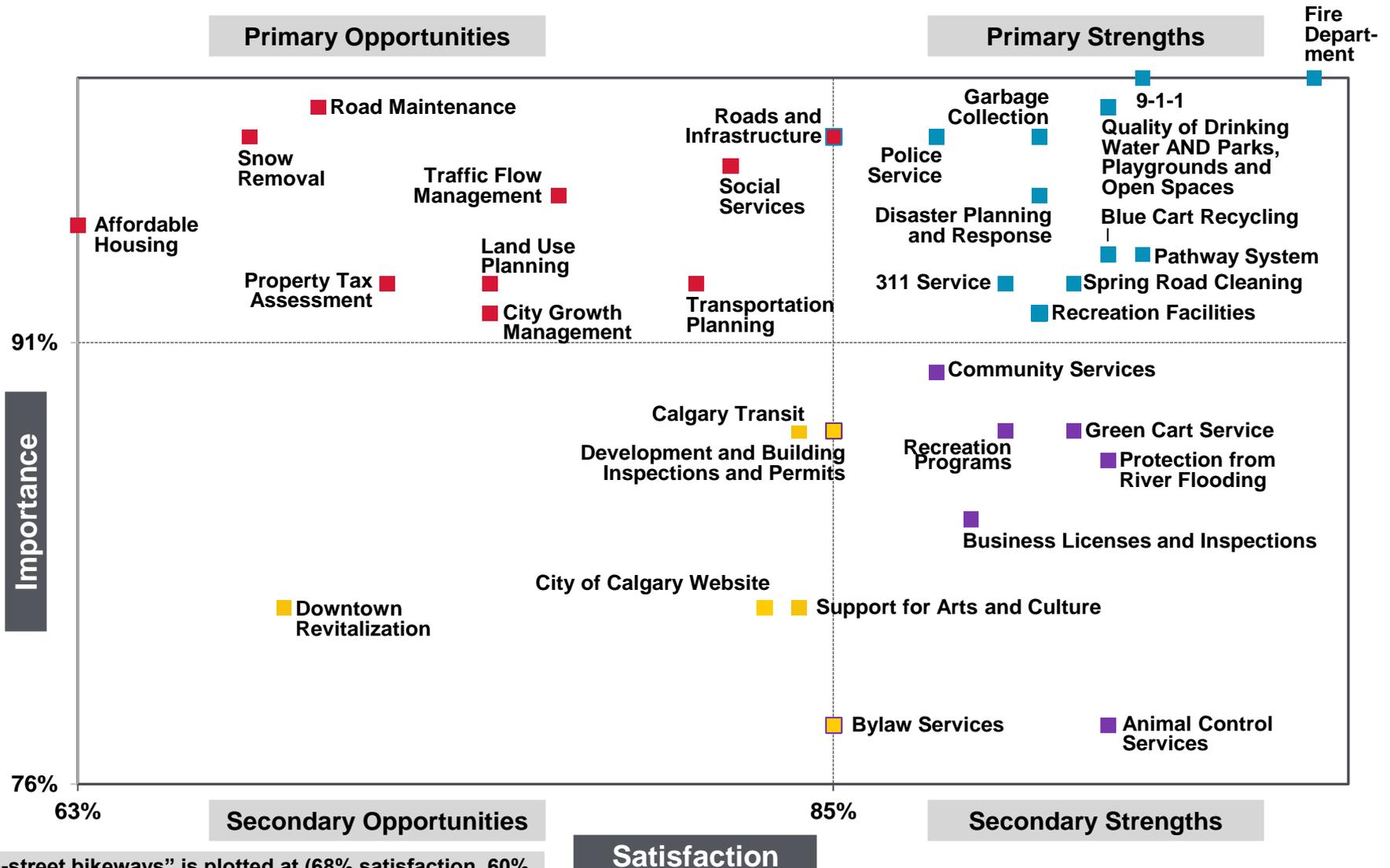
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

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



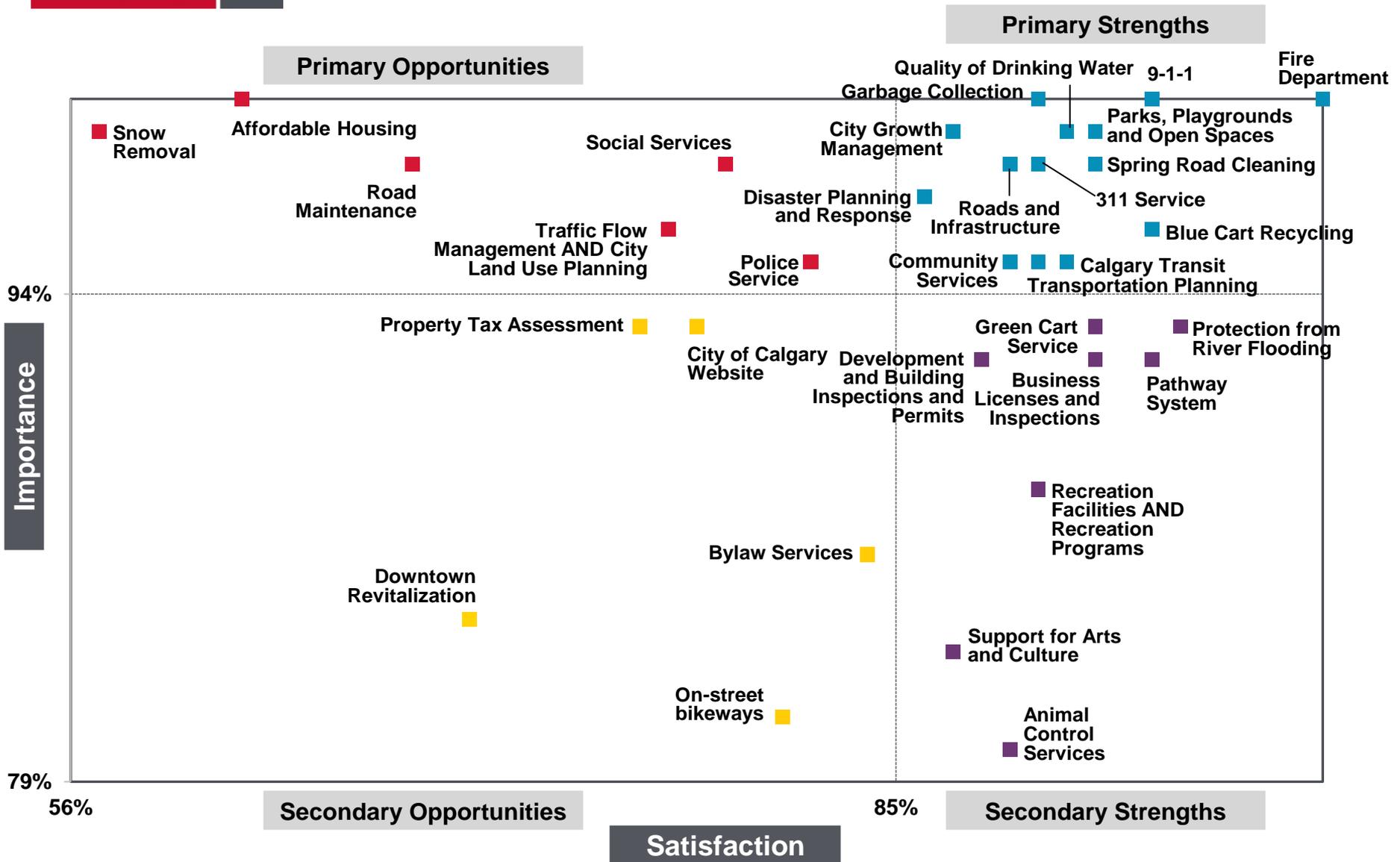
# Importance vs. Satisfaction Grid: City Wide



“On-street bikeways” is plotted at (68% satisfaction, 60% importance) and is not illustrated on this graph.



# Importance vs. Satisfaction Grid: Ward 5





# Primary Strengths and Opportunities: City Wide versus Ward 5

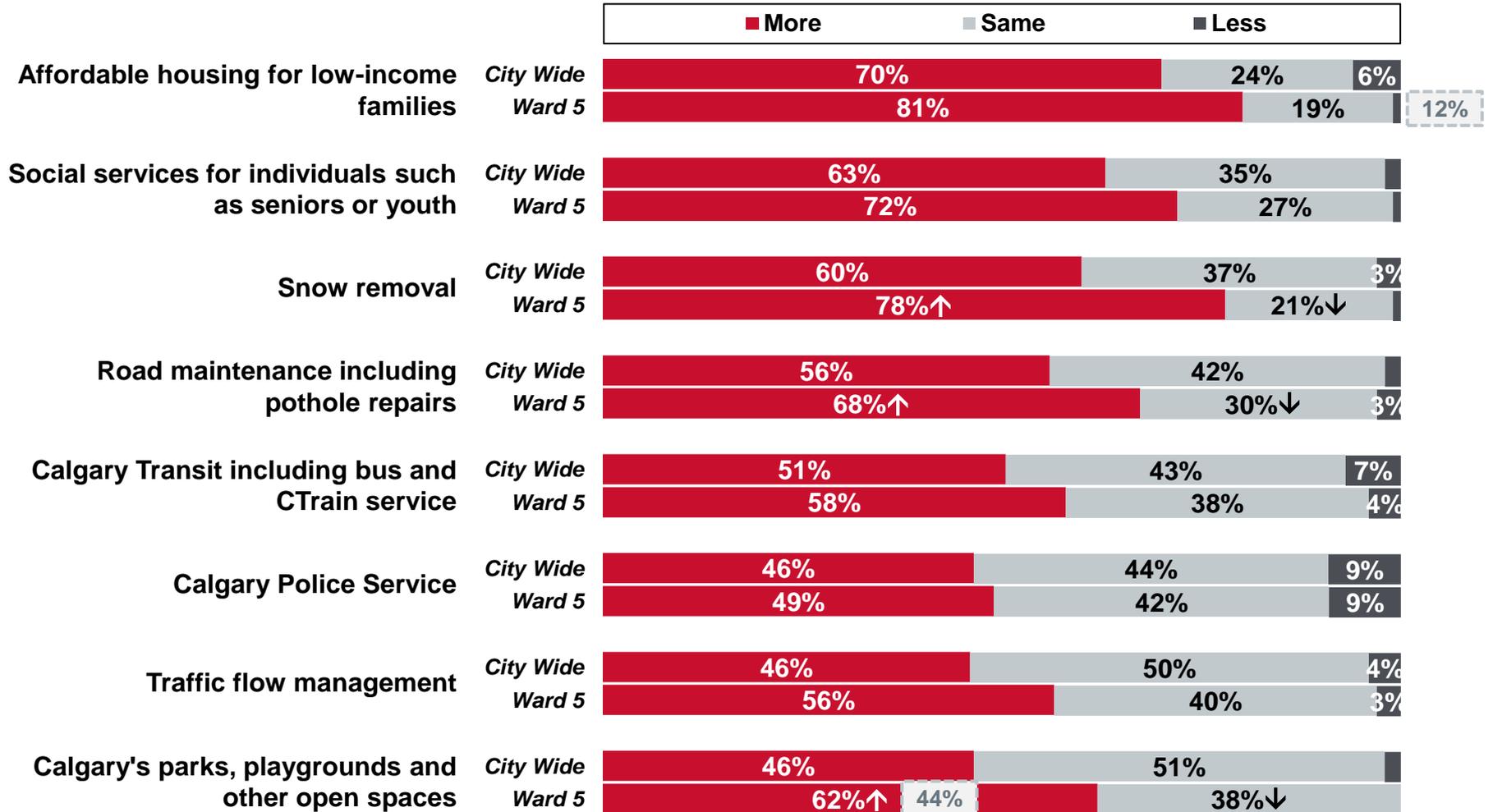
Please note: Only items that are primary strengths or primary noted areas either City Wide or for the Ward are shown in the table.

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

	City Wide	Ward 5
Fire Department	Blue	Blue
9-1-1	Blue	Blue
Quality of Drinking Water	Blue	Blue
Garbage Collection	Blue	Blue
Parks, Playgrounds and Open Spaces	Blue	Blue
Disaster Planning and Response	Blue	Blue
Pathway System	Blue	White
Police Service	Blue	Red
Blue Cart Recycling	Blue	Blue
Spring Road Cleaning	Blue	Blue
311 Service	Blue	Blue
Recreation Facilities	Blue	White
Community Services	White	Blue
Calgary Transit	White	Blue
Roads and Infrastructure	Striped	Blue
Road Maintenance	Red	Red
Affordable Housing	Red	Red
Property Tax Assessment	Red	White
City Growth Management	Red	Blue
Snow Removal	Red	Red
Land Use Planning	Red	Red
Traffic Flow Management	Red	Red
Transportation Planning	Red	Blue
Social Services	Red	Red



# Investment in City Programs and Services



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

Base: Valid respondents (Bases vary)

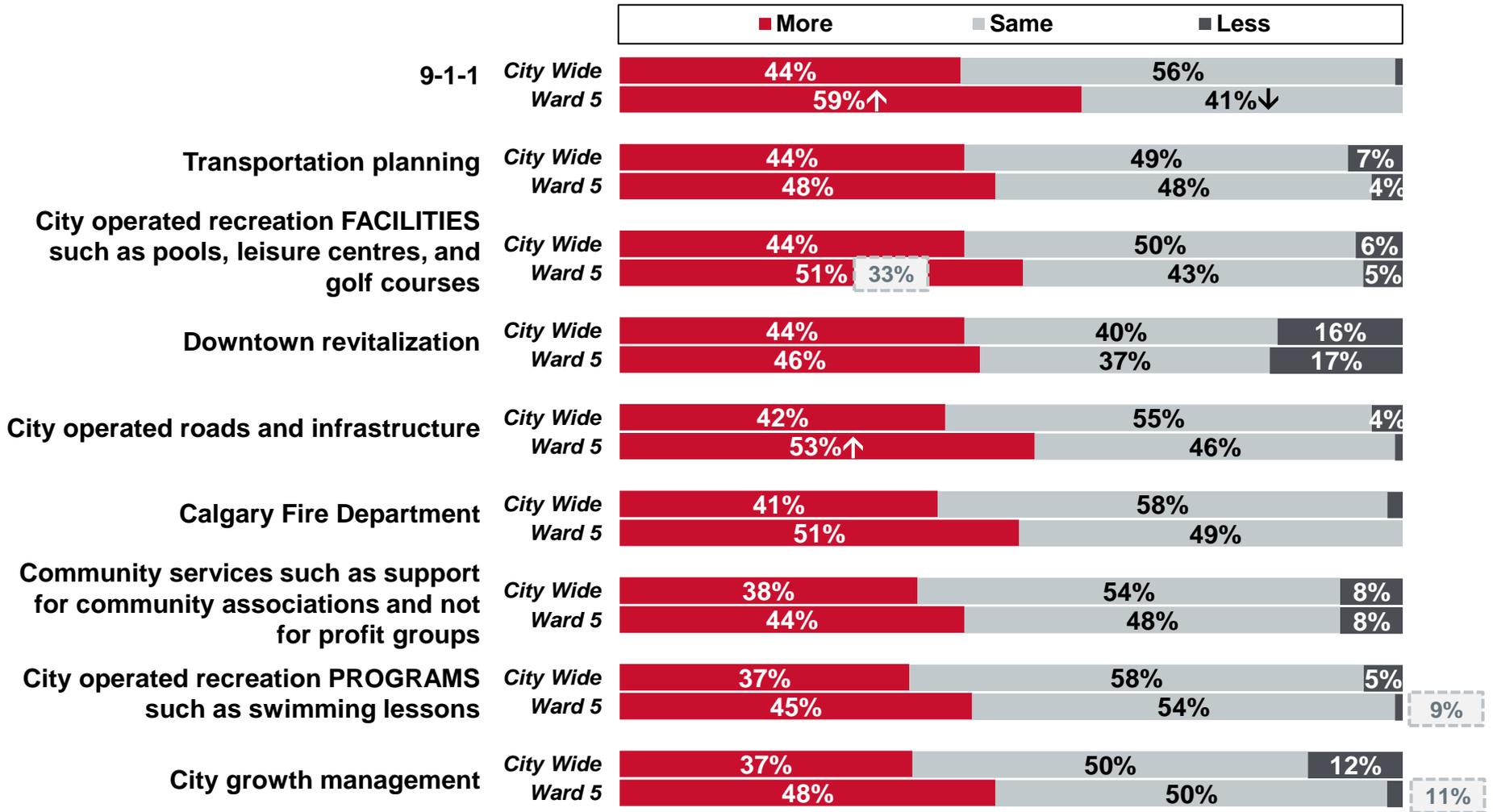
Data labels of <3% are not shown

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

Ward 5 2020



# Investment in City Programs and Services (continued)



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

Base: Valid respondents (Bases vary)

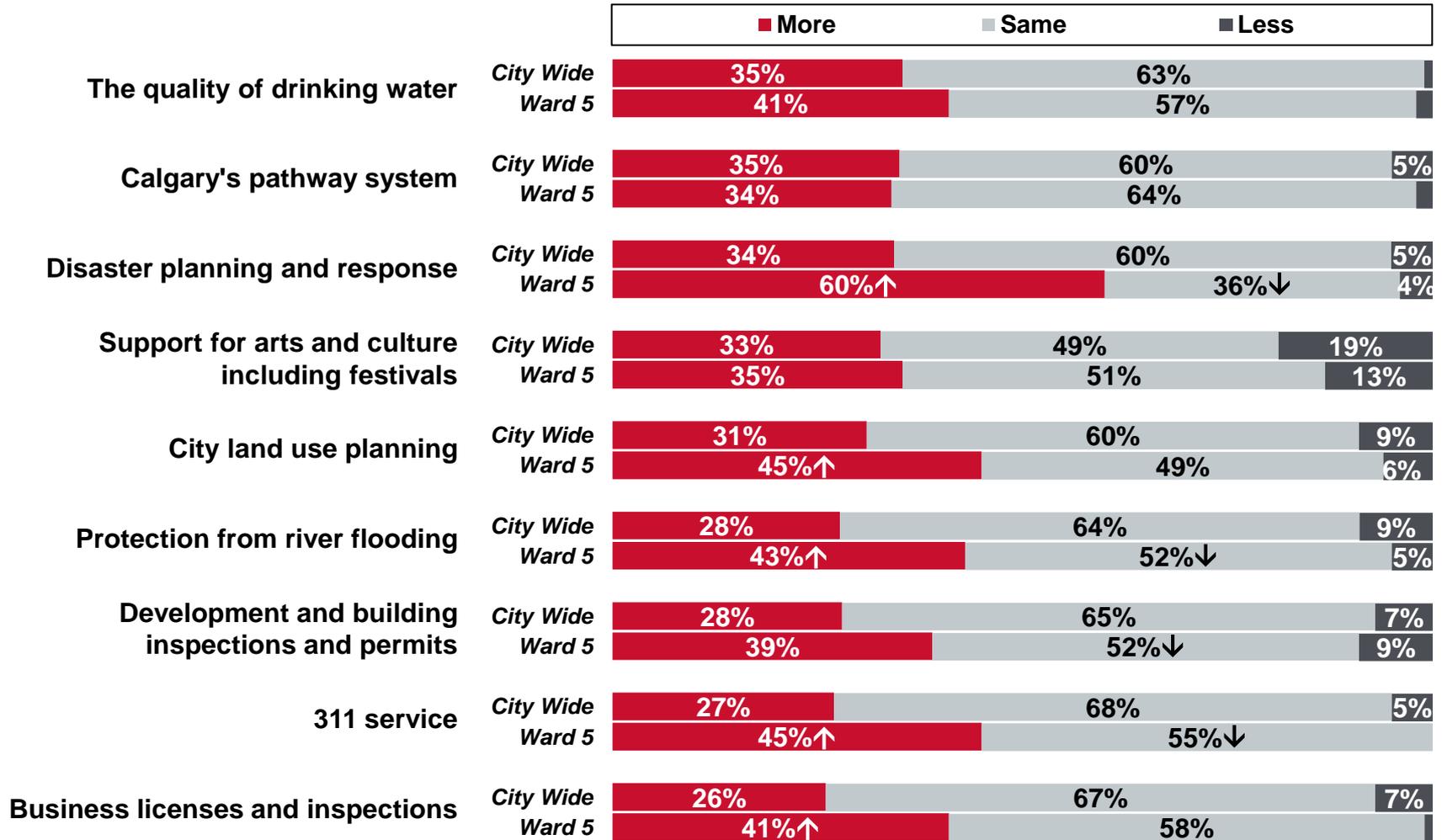
Data labels of <3% are not shown

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

Ward 5 2020



# Investment in City Programs and Services (continued)



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

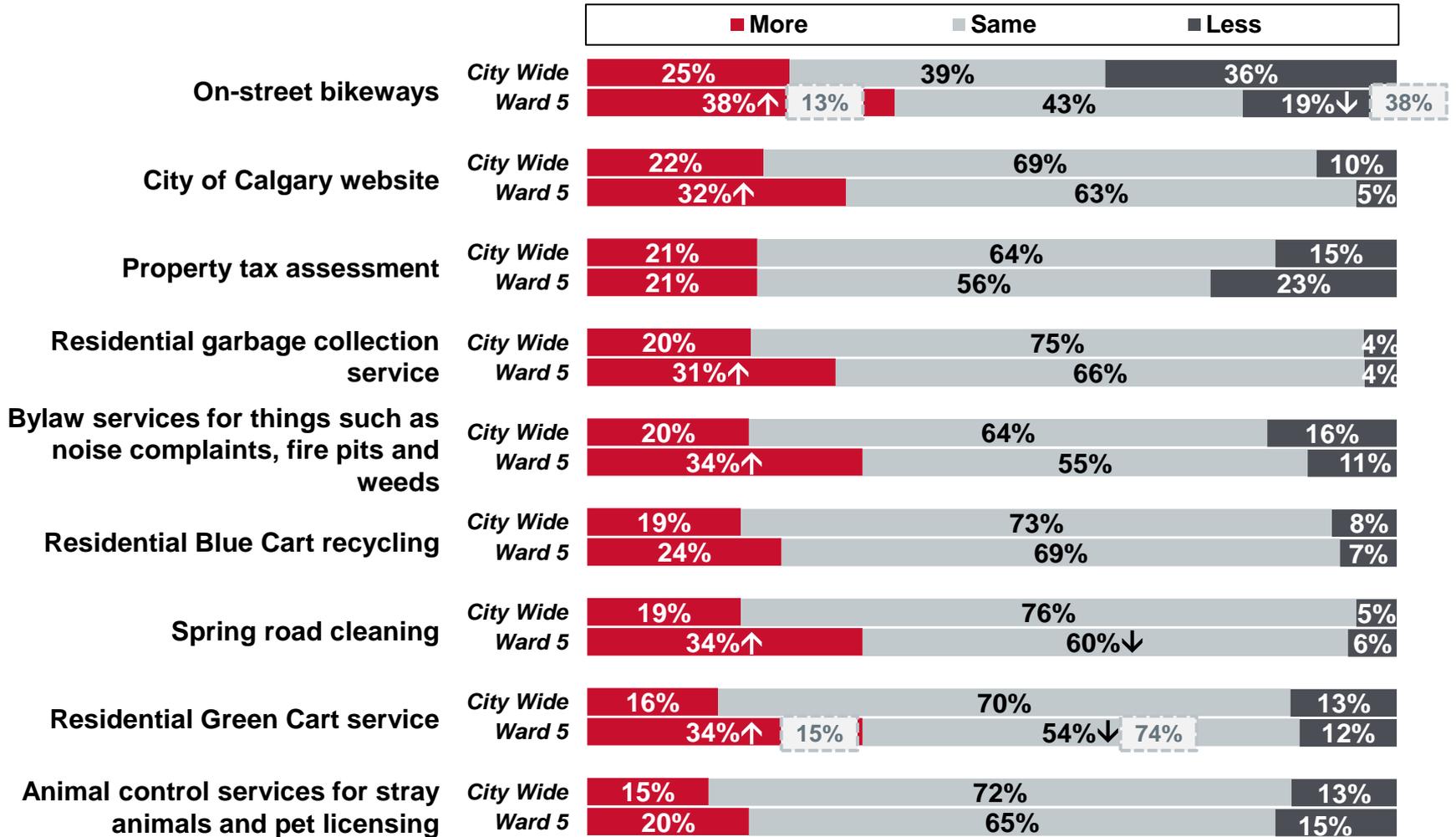
Base: Valid respondents (Bases vary)

Data labels of <3% are not shown

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



# 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 5 2020

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

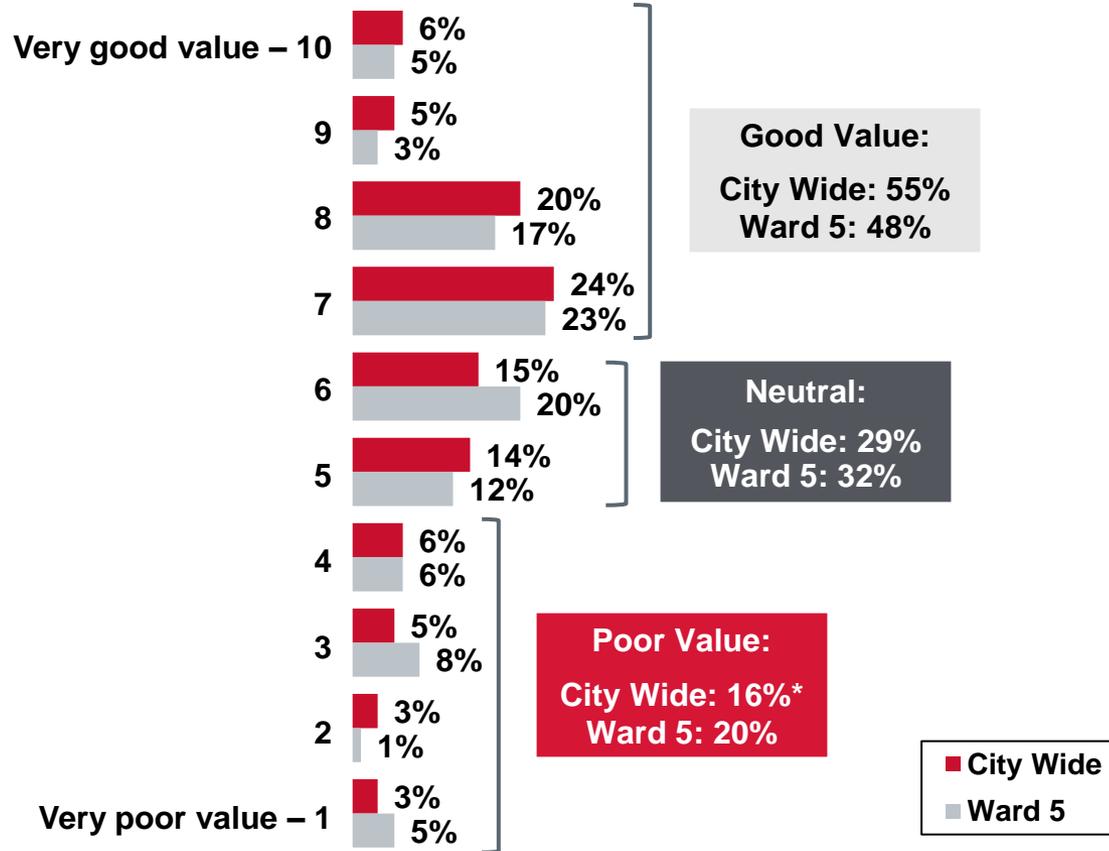


# Taxation





# Perceived Value of Property Taxes



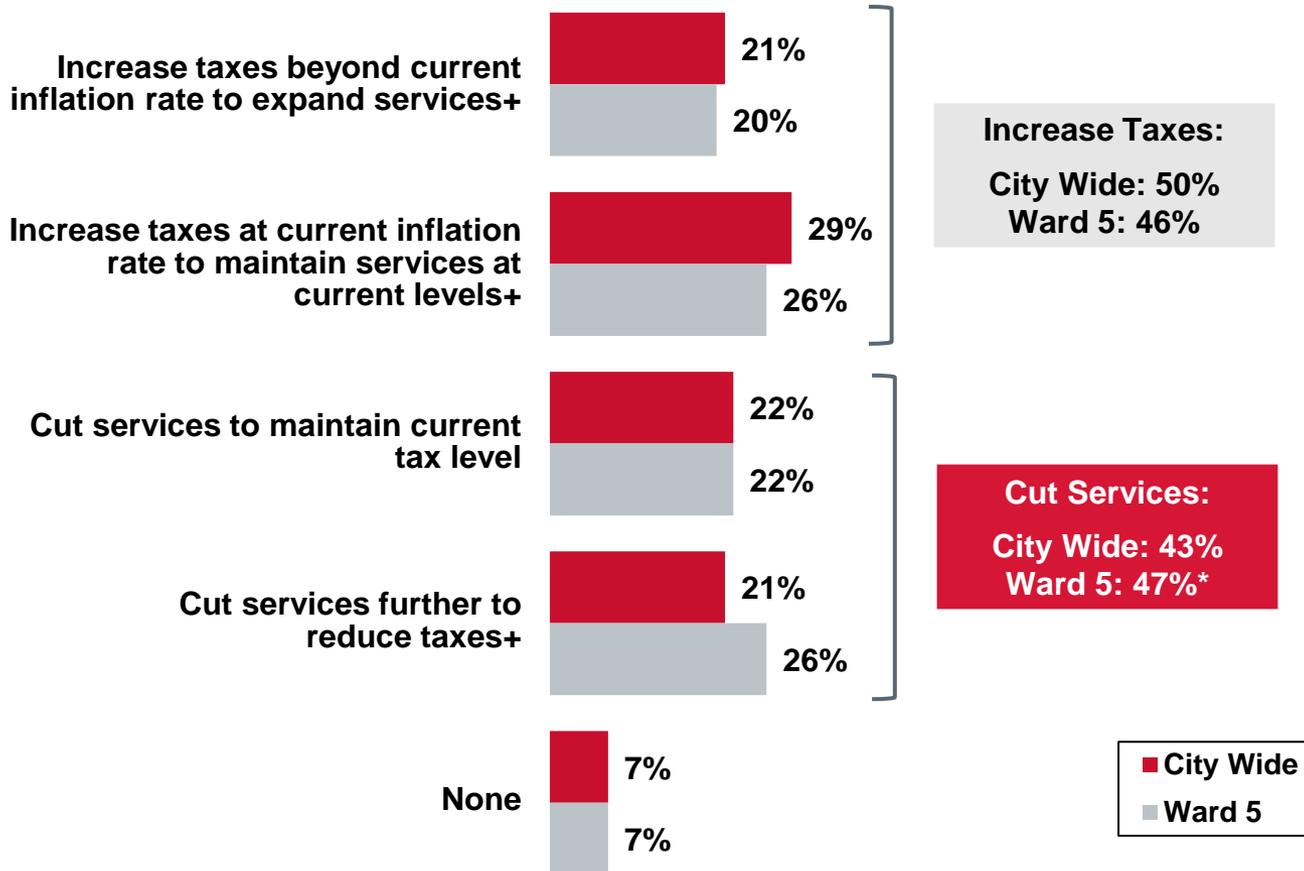
Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where “1” represents “very poor value” and “10” represents “very good value”.

Base: Valid respondents (City Wide: n=2,446 / Ward 5: n=154)

\*Rounding



# Balancing Taxation and Service Delivery Levels



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

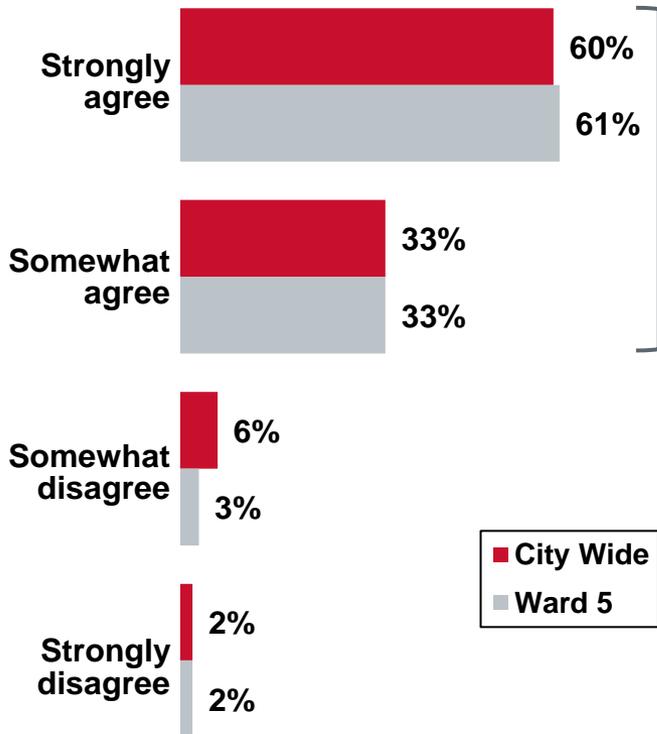
Base: Valid respondents (City Wide: n=2,463 / Ward 5: n=155) | +Slight wording changes in Fall 2020

\*Rounding



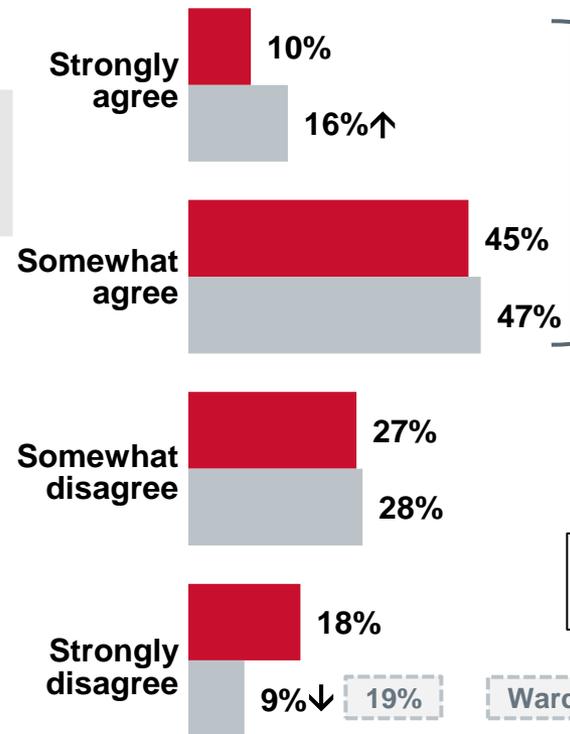
# Property Tax Dollar Investment

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



Agree:  
City Wide: 92%\*  
Ward 5: 95%\*

*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: 56%\*  
Ward 5: 63%

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

Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
 Base: Valid respondents (City Wide: n=2,485 / Ward 5: n=156)      Base: Valid respondents (City Wide: n=2,454 / Ward 5: n=153)

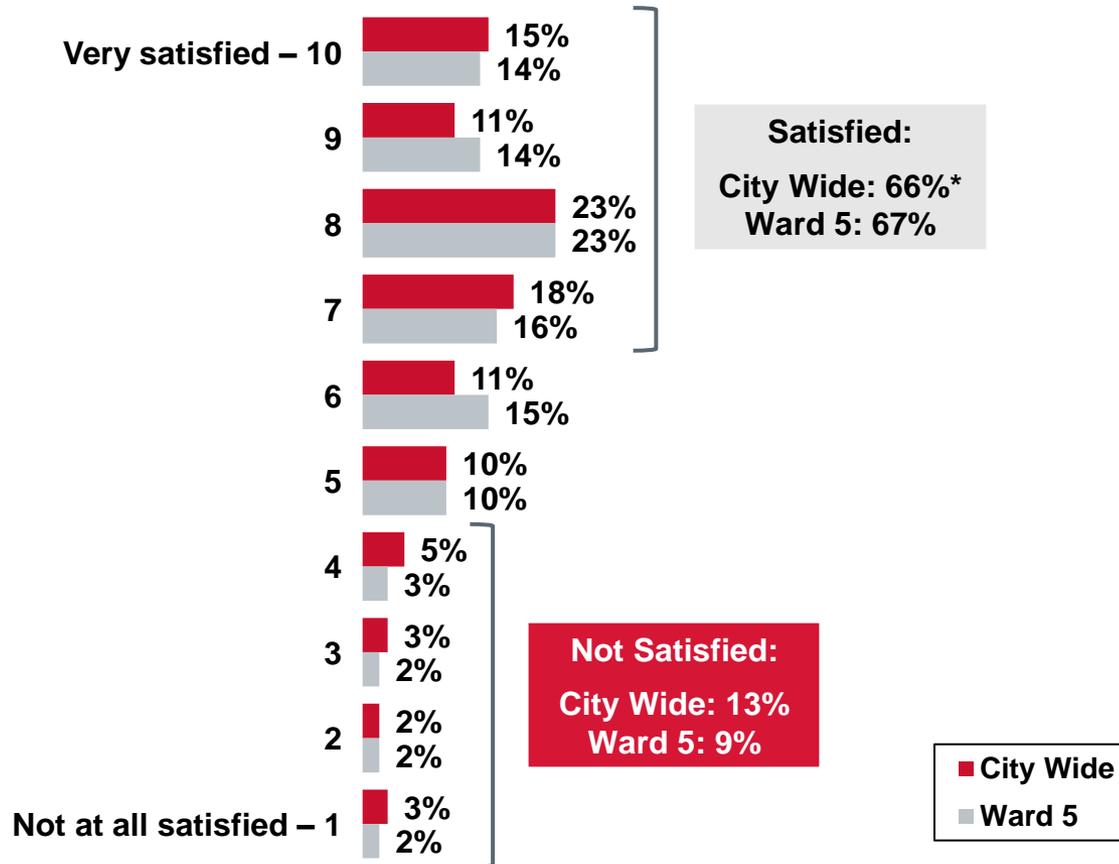


## City Customer Service





# Satisfaction with the Overall Level and Quality of Customer Service<sup>+</sup>



<sup>+</sup>Question wording was modified in Fall 2021 – tracking not possible

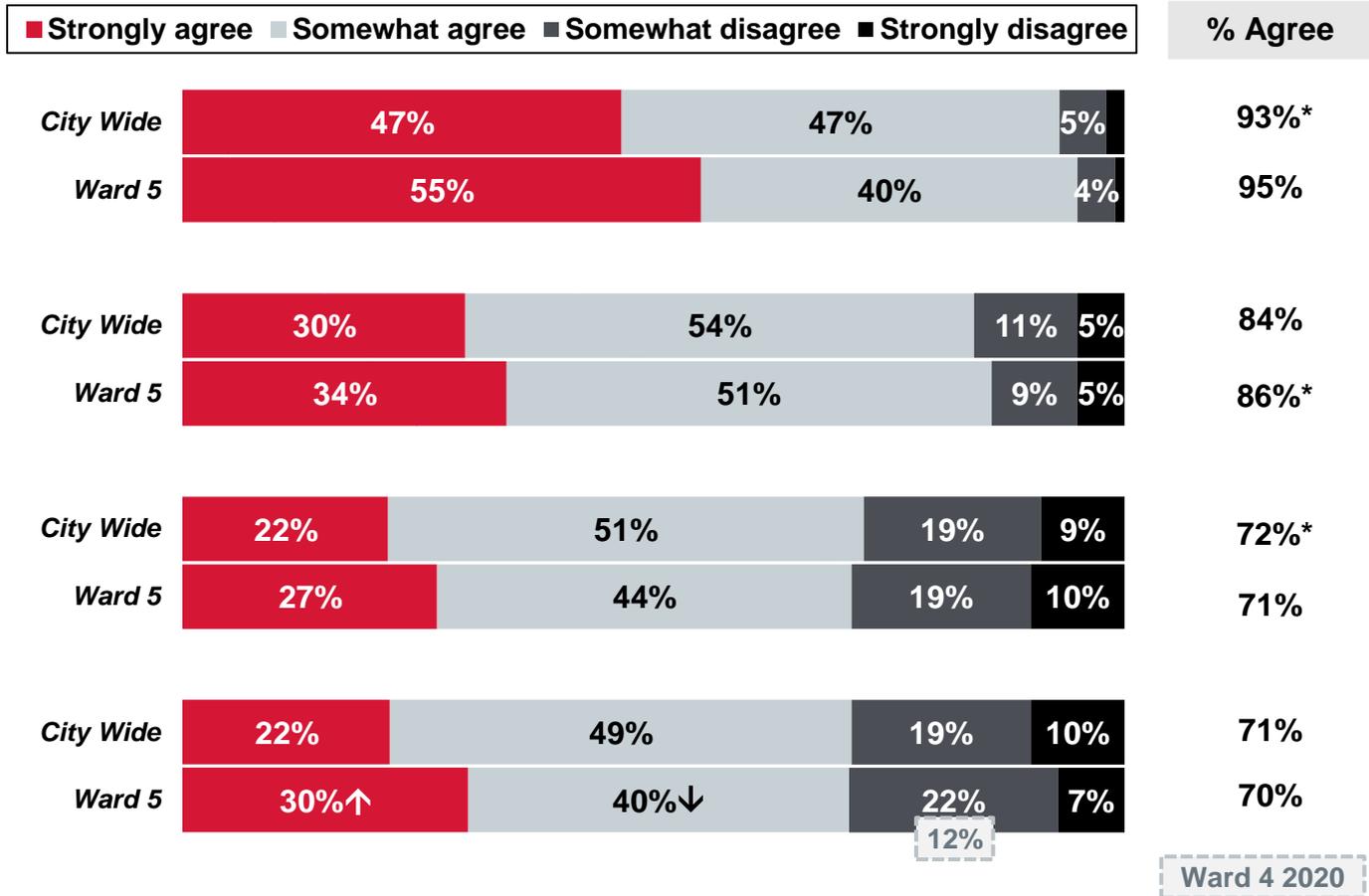
Now I'd like you to think about any contact you've had with The City of Calgary in the past year. On a scale of 1 to 10 where "1" represents "not at all satisfied" and "10" represents "very satisfied", how satisfied are you with the overall level and quality of customer service provided by The City of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

Base: Valid respondents who contacted The City in the last twelve months  
 (City Wide: n=2,278 / Ward 5: n=154)

\*Rounding



# Attitudes Regarding Customer Service



\*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)

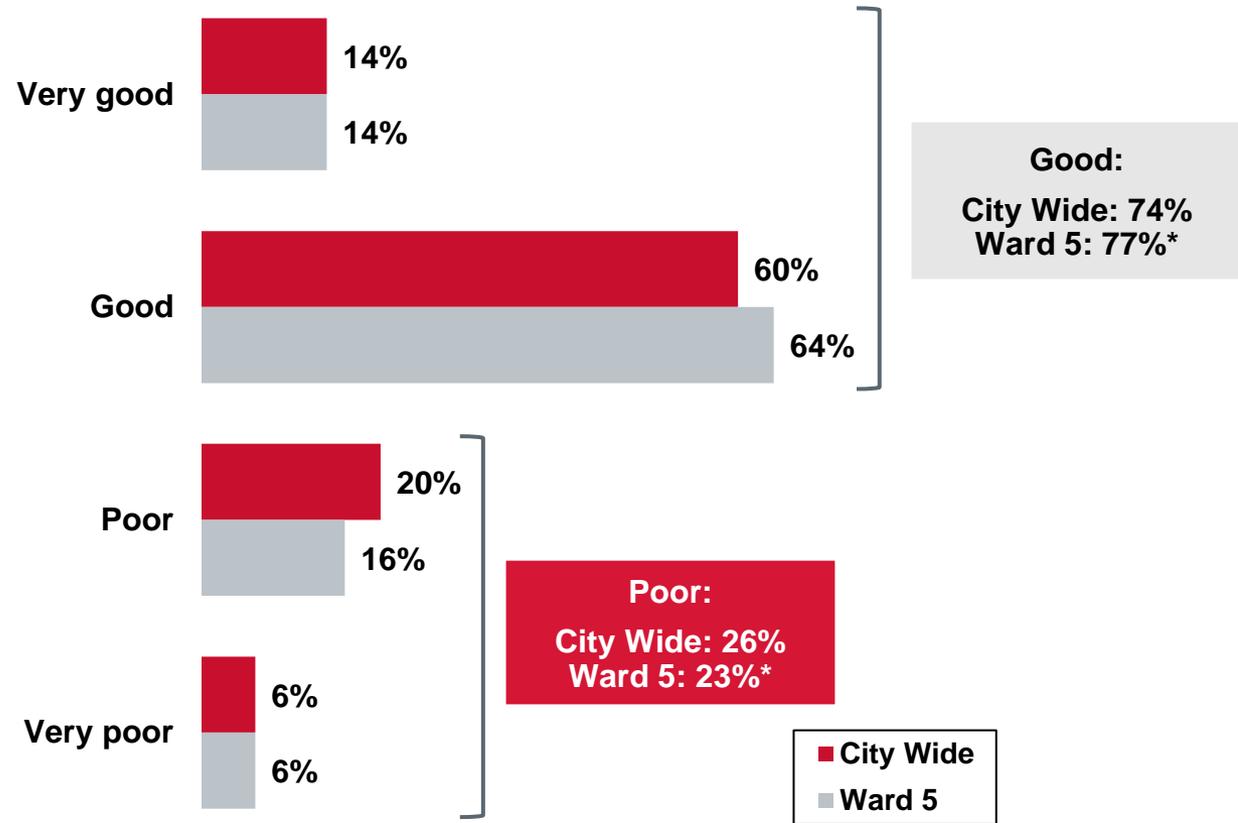


## Communication at The City





# Overall Communication at The City



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

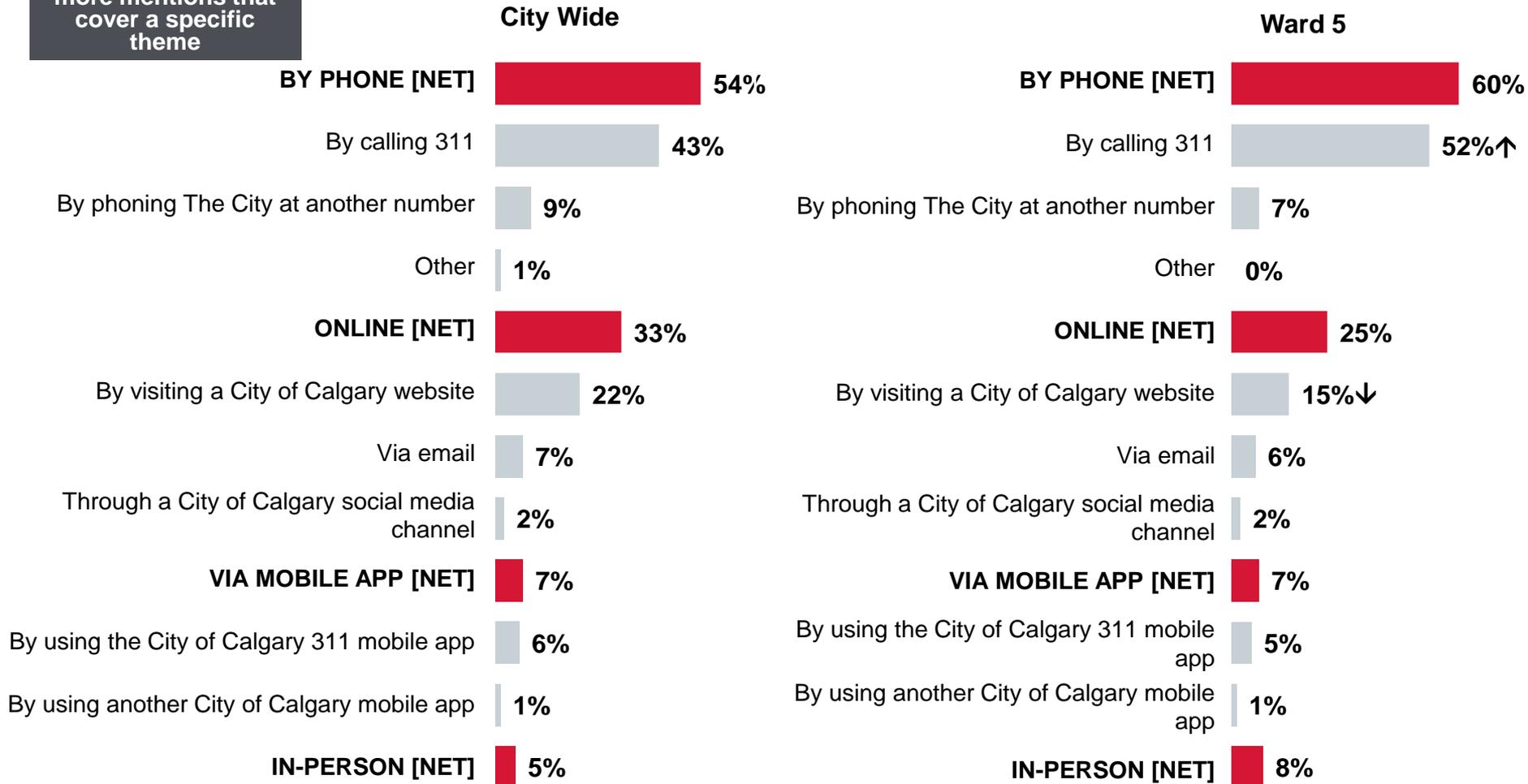
Base: Valid respondents (City Wide: n=2,488 / Ward 5: n=156)

\*Rounding



# Preferred Method of Contact+

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



+Question wording was modified in Fall 2021 – tracking not possible  
 What is your preferred way of contacting The City?  
 Base: Valid respondents (City Wide: n=2,493 / Ward 5: n=157)

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

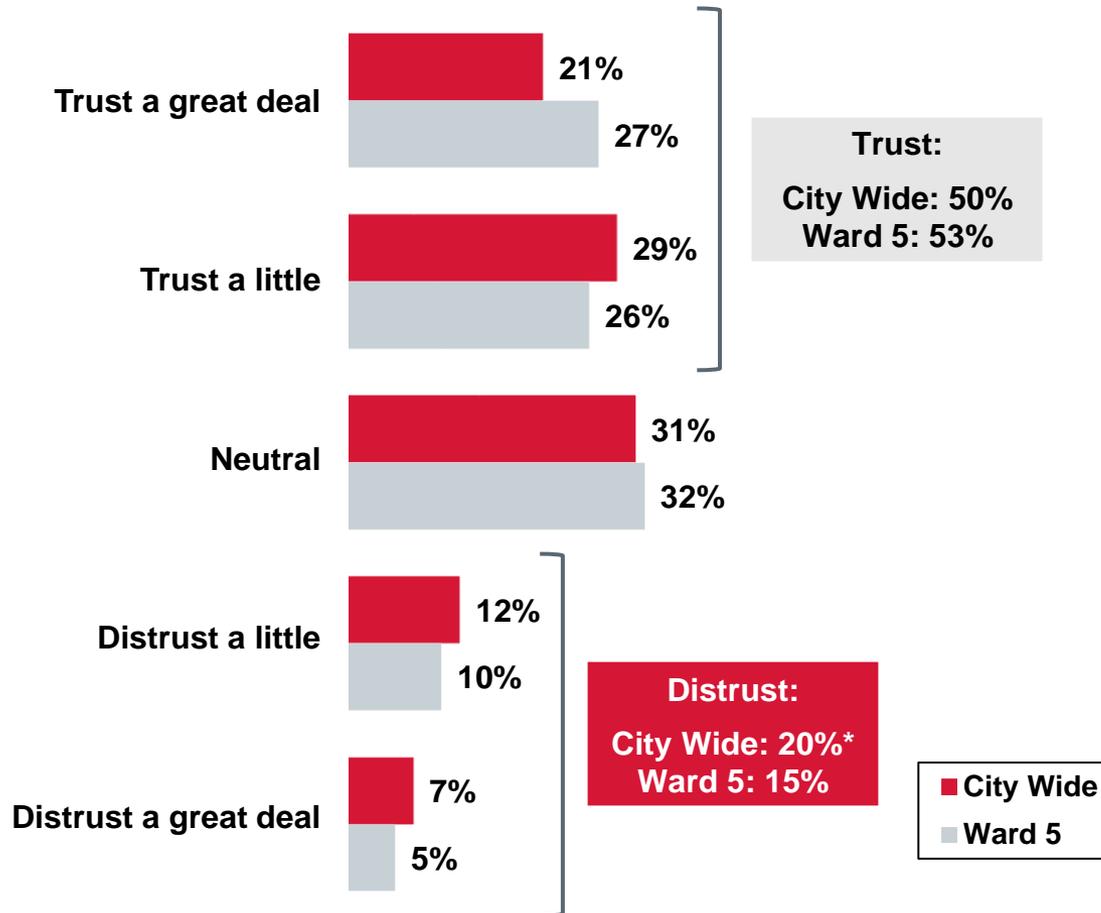


## City Reputation and Performance





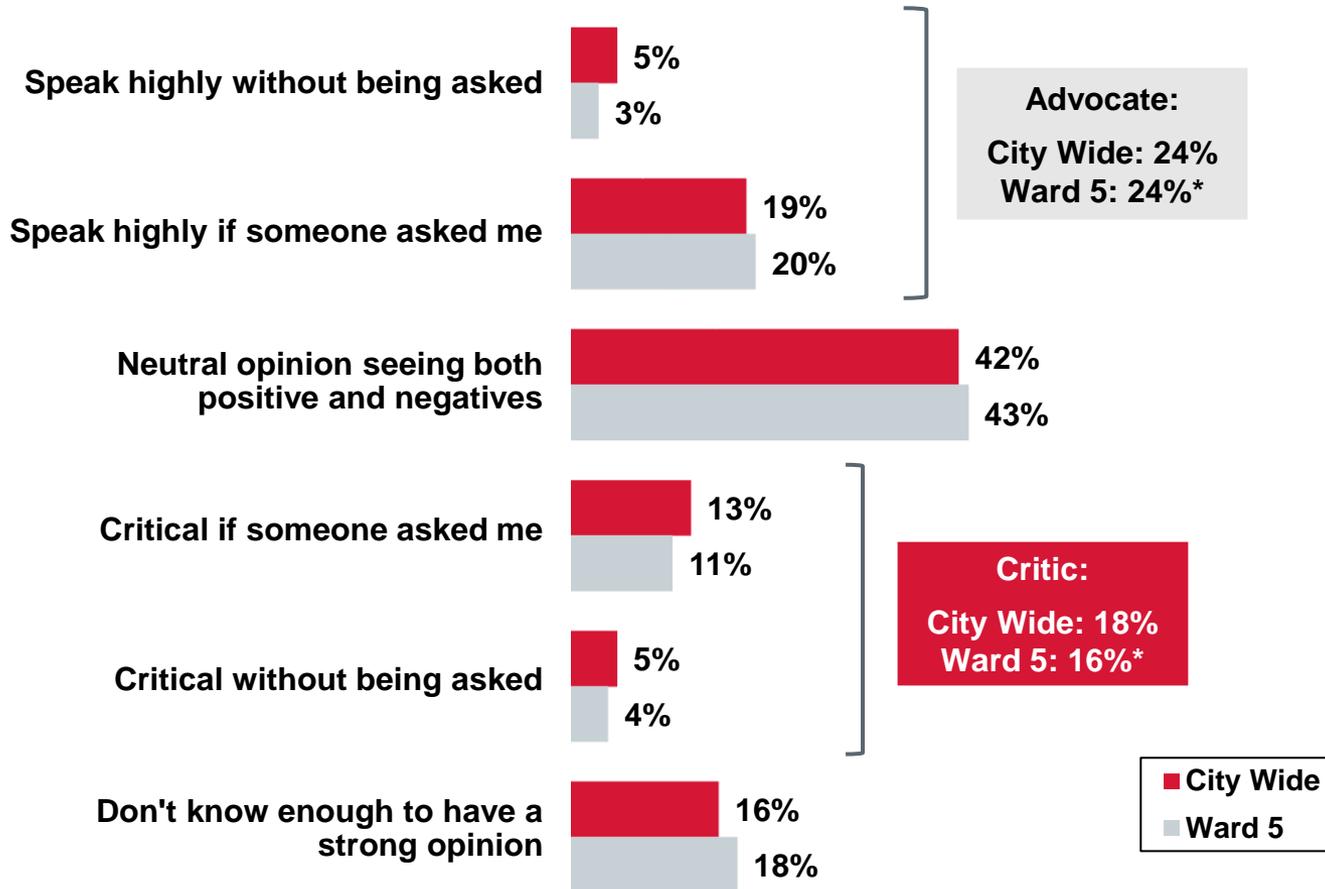
# Trust



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

Base: Valid respondents (City Wide: n=2,497 / Ward 5: n=157)

\*Rounding



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

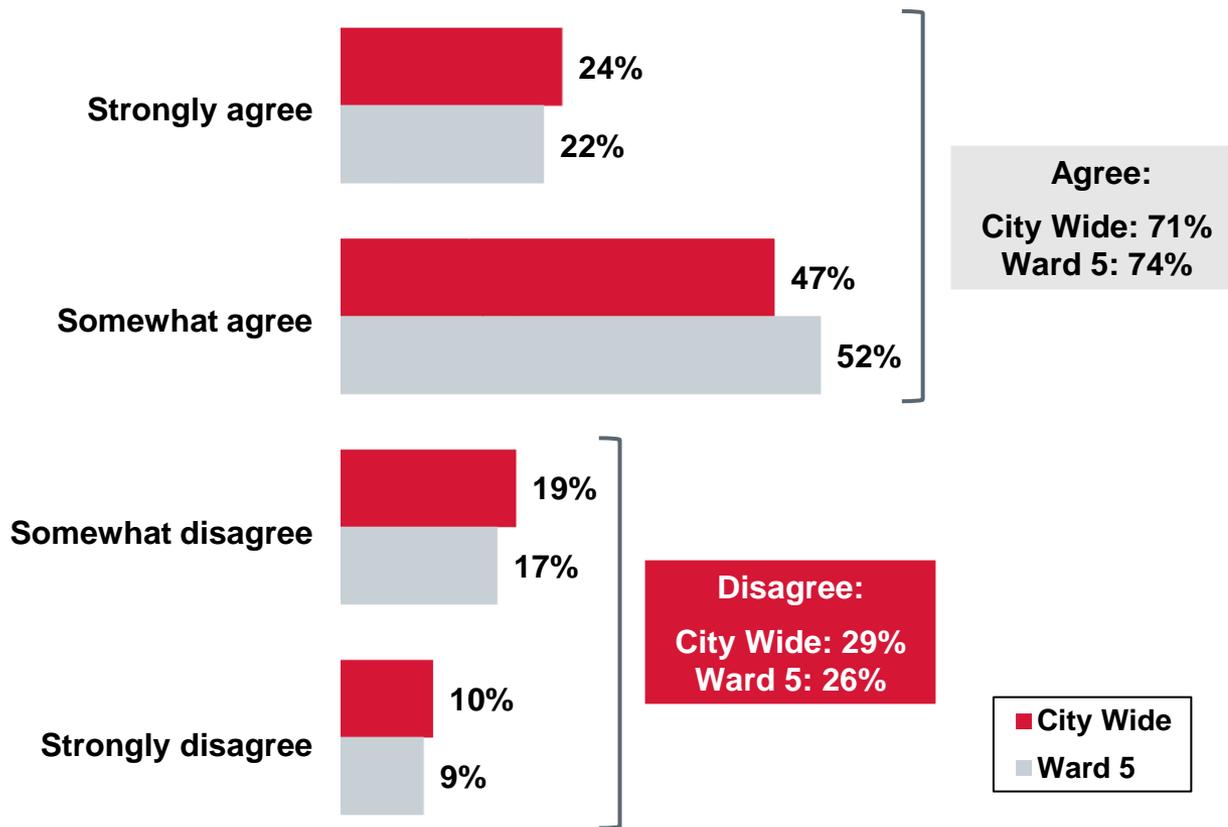
Base: Valid respondents (City Wide: n=2,490 / Ward 5: n=155)

\*Rounding



# Understanding of Municipal Roles

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



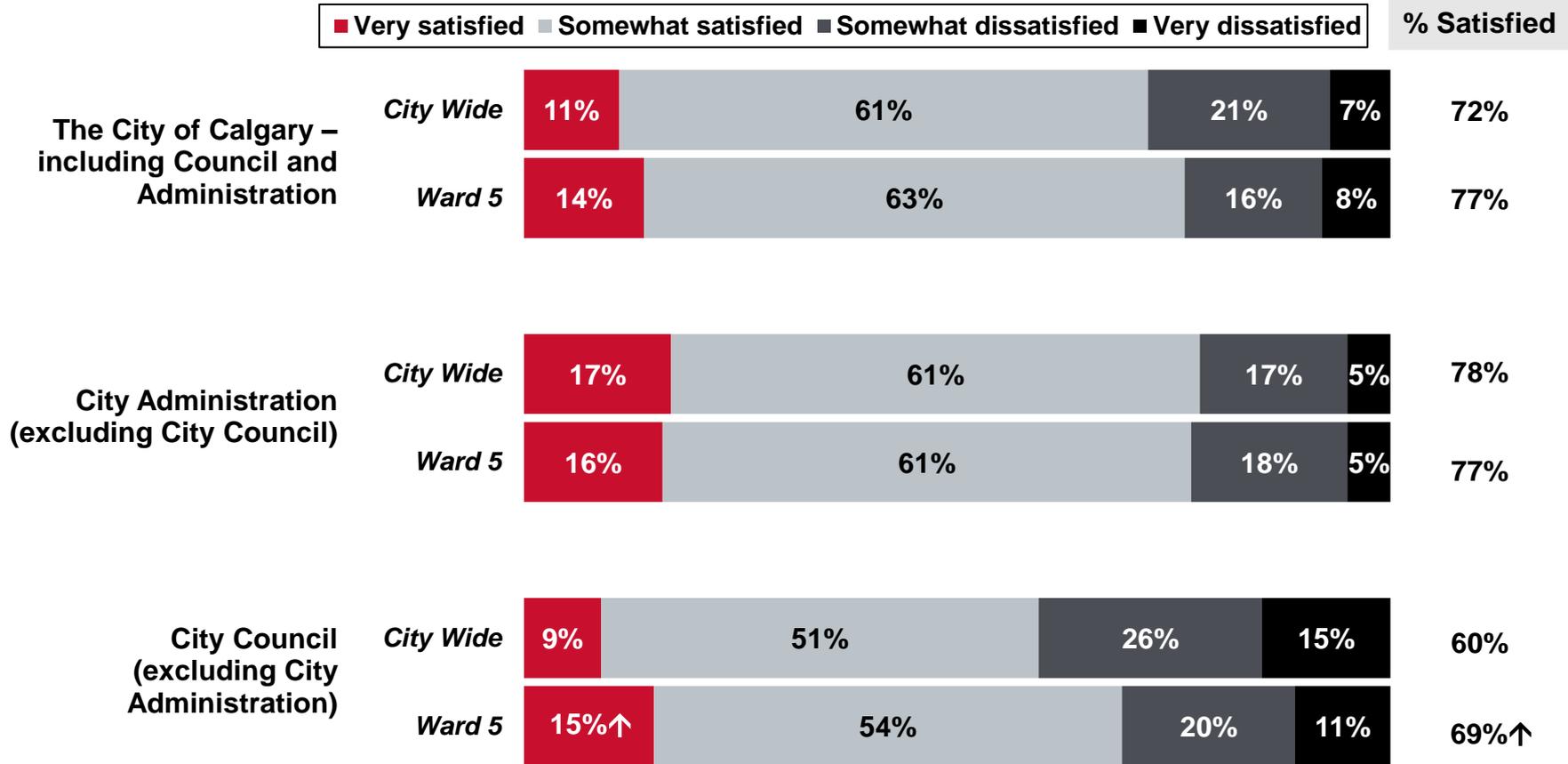
*Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.*

Base: Valid respondents (City Wide: n=2,456 / Ward 5: n=156)



# 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.



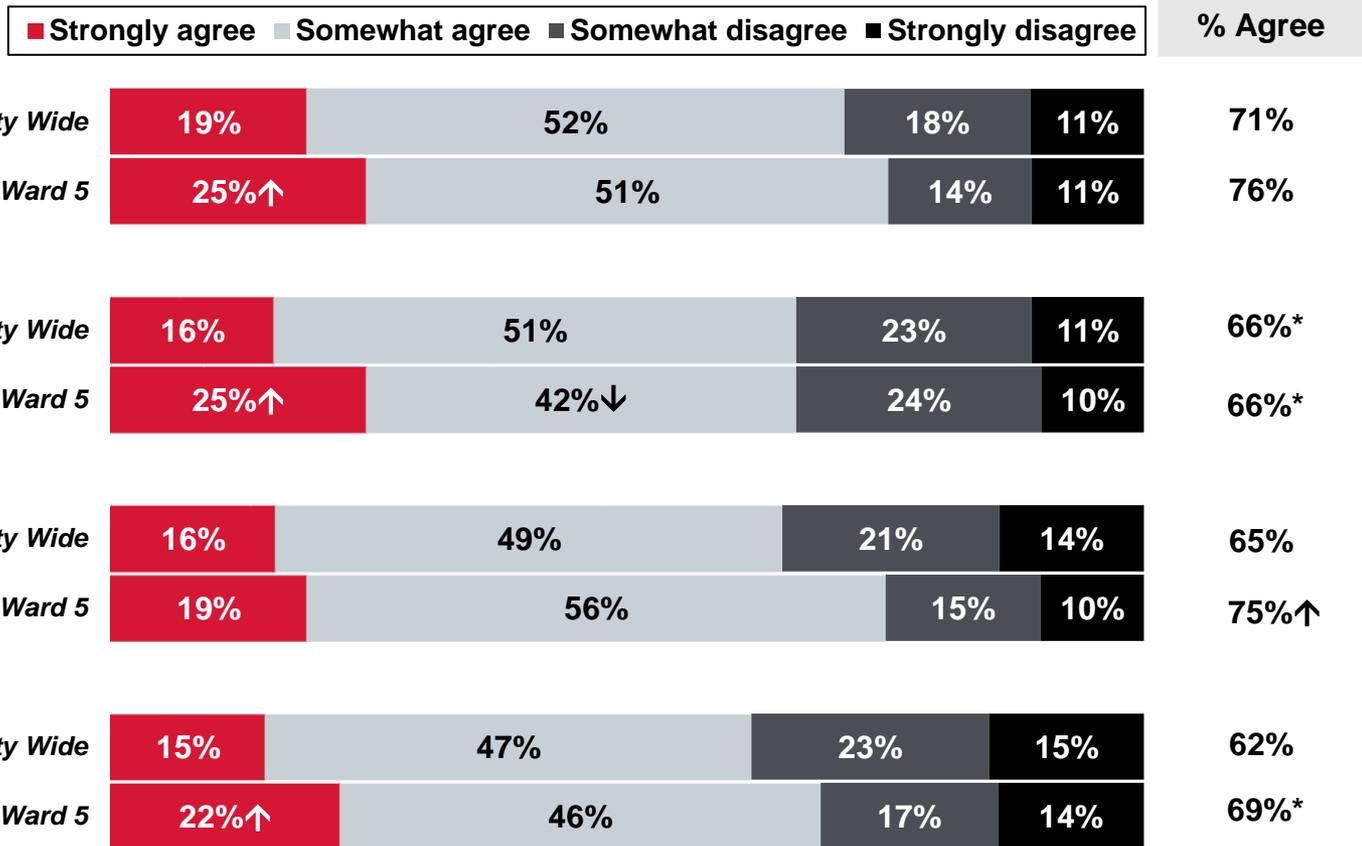
Taking everything into account, how satisfied or dissatisfied are you with the way [INSERT] is going about running our City?

Base: Valid respondents (Bases vary)

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



# Perceptions of Transparency and Citizen Input



+Introduction to the question differed for this statement: Please tell me whether you agree or disagree with each of the following statements?

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

Base: Valid respondents (Bases vary)

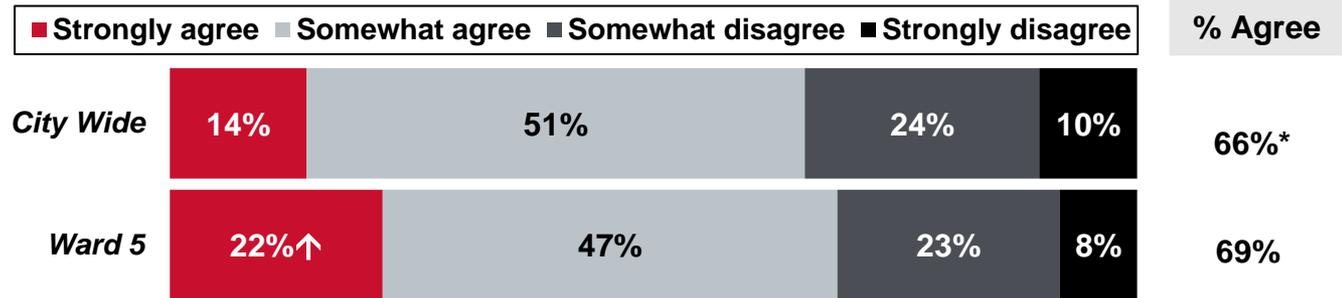
\*Rounding

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



# Attitudes Regarding Collaboration & Spending

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



The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians+



\*Rounding

+Not asked in Fall 2020

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

Please tell me whether you agree or disagree with each of the following statements?  
 Base: Valid respondents (Bases vary)



## Respondent Profile





# Respondent Profile

## Age

	City Wide	Ward 5
18 to 24	8%	14%
25 to 34	22%	32%
35 to 44	18%	19%
45 to 54	20%	20%
55 to 64	12%	9%
65 or older	19%	6%
<b>Mean</b>	<b>46.3</b>	<b>38.9</b>

## Income

	City Wide	Ward 5
Less than \$30,000	6%	7%
\$30,000 to <\$45,000	7%	8%
\$45,000 to <\$60,000	10%	21%
\$60,000 to <\$75,000	8%	10%
\$75,000 to <\$90,000	8%	8%
\$90,000 to <\$105,000	12%	13%
\$105,000 to <\$120,000	10%	12%
\$120,000 to <\$150,000	12%	11%
\$150,000 to <\$200,000	15%	9%
\$200,000 or more	12%	2%

## Gender

	City Wide	Ward 5
Man	49%	49%
Woman	51%	50%
Prefer to self-describe	<1%	1%

## Education

	City Wide	Ward 5
Did not complete high school	2%	2%
Completed high school	14%	19%
Some post secondary or completed a college diploma	34%	34%
Completed university degree or post-grad degree	51%	44%

Base: Valid respondents (Bases vary)



### Type of Dwelling

	City Wide	Ward 5
Single-detached house	69%	72%
Apartment or apartment-style condominium	15%	9%
Townhouse or rowhouse	8%	7%
Duplex, triplex or fourplex	7%	11%
Another type of multi-dwelling unit	1%	0%

### Children and Seniors in Household

	City Wide	Ward 5
Yes - Children	34%	47%
Yes - Seniors	29%	24%

### Household Size

	City Wide	Ward 5
1	15%	7%
2	33%	21%
3	16%	11%
4	22%	35%
5 or more	15%	25%
<b>Mean</b>	<b>2.9</b>	<b>3.8</b>

### Responsible for Property Taxes

	City Wide	Ward 5
Yes	88%	78%
No	12%	22%

### Own or Rent

	City Wide	Ward 5
Own	74%	72%
Rent	23%	23%
Other	1%	1%
Neither	2%	4%

### Tenure in Calgary

	City Wide	Ward 5
Less than 5 years	7%	13%
5 to less than 10 years	8%	10%
10 to less than 15 years	10%	14%
15 to less than 20 years	11%	16%
20 to less than 30 years	24%	21%
30 to less than 40 years	16%	12%
40 or more	24%	13%
<b>Mean</b>	<b>27.2</b>	<b>20.6</b>

Base: Valid respondents (Bases vary)



# Respondent Profile (continued)

## Born in Canada

	City Wide	Ward 5
Yes	72%	46%
No	28%	54%

## Age Arrived in Canada

Base: Not born in Canada	City Wide (n=657)	Ward 5 (n=80)
Less than 12	28%	21%
12 to 17	10%	13%
18 or older	62%	66%

## Date of Arrival in Canada

Not born in Canada	City Wide (n=655)	Ward 5 (n=78)
Within the past year	1%	0%
>1 year ago, but <5 years ago	13%	19%
>5 years ago	85%	79%
Prefer not to answer	1%	2%

## Disability in Household

	City Wide	Ward 5
Yes	16%	17%
No	84%	83%

## Racialized/Indigenous

	City Wide	Ward 5
Yes	24%	51%
No	76%	49%

## LGBTQ2S Community

	City Wide	Ward 5
Yes	5%	2%
No	94%	96%
Prefer not to answer	1%	2%

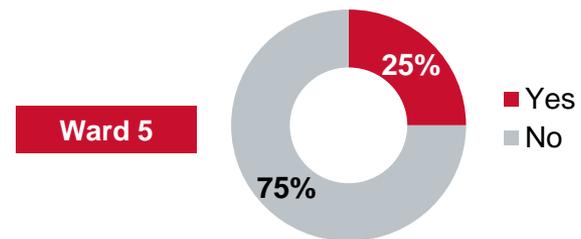
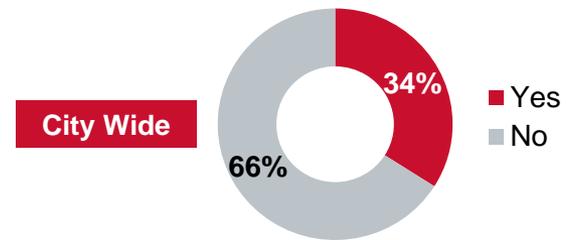
Base: Valid respondents (Bases vary)



## Employment Status

	City Wide	Ward 5
Employed full time	46%	41%
Employed part time	9%	15%
Self-employed	12%	12%
Not working and looking for work	6%	9%
Not working and not looking for work	3%	3%
Student	4%	10%
Retired	18%	7%
Unable to work	2%	4%

## Business Leader



**Among those in the workforce:**  
 City Wide: n=1,395  
 Ward 5: n=98

Base: Valid respondents (Bases vary)

## Contact

**Krista Ring**  
Manager of Web, Research and Projects  
The City of Calgary  
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[Krista.Ring@Calgary.ca](mailto:Krista.Ring@Calgary.ca)