

# 2016 Citizen Satisfaction Survey

## Ward 9 Final Report

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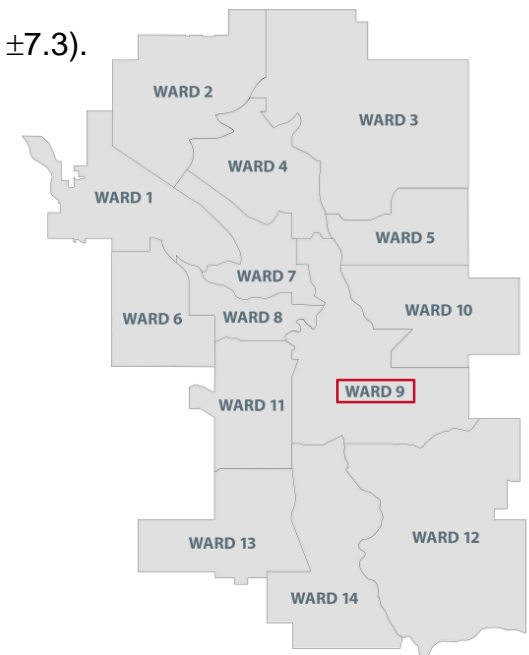
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- ❖ Telephone survey conducted with a randomly selected sample of 2,500 Calgarians aged 18 years and older between August 18th and September 6th, 2016.
  - Both landline (70%) and cell phone (30%) sample were used.
  - The average interview length 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 2011 Federal Census data.
- ❖ The margin of error (MOE) for the total sample of 2,500 is  $\pm 2.0$  percentage points, 19 times out of 20.
  - A total of 182 interviews were conducted with residents of Ward 9 (MOE  $\pm 7.3$ ).
- ❖ Research Note on significant differences:
  - Throughout, City Wide results are compared to results from Ward 9.
    - ↑ indicates a number is significantly higher than City Wide.
    - ↓ indicates a number is significantly lower than City Wide.
- ❖ Where possible, 2016 results for Ward 9 are compared to those from 2015.
  - Only significant differences are shown.







## Summary of Key Findings



- ❖ The last twelve months have proven to be difficult for our city, with the impacts of a slowed economy being felt more acutely than in 2015. With Calgary's unemployment rate climbing from 6.8% in 2015 to 8.6% in 2016, downtown office vacancy rates at near record levels, and the value of building permits forecasted to be significantly lower than 2015, speculation continues about whether we will see an upswing as we move into 2017.
- ❖ Despite facing challenging times, many Calgarians as a whole remain resilient. A number of surveys, including this one, report that people have a generally optimistic view about the future, and perceptions of their overall quality of life is still quite strong.
- ❖ Our research suggests that Calgarians are looking to government – Federal, Provincial, and Municipal – for leadership and sound investment to strengthen and diversify our economy moving forward. However, Calgarians are also looking to government to be more watchful and aware of how their tax dollars are being spent.
- ❖ This year's Citizen Satisfaction Survey presents a narrative that highlights some **shifts in perceptions that can likely be attributed to the economic downturn**. It is an important editorial note for those reviewing this year's survey.

## Key Findings: Quality of Life

**For Ward 9 residents, perceptions about the quality of life in Calgary are strong and for the most part on par with City Wide.**

- ❖ Eight-in-ten (82%) Ward 9 residents say they quality of life in Calgary is ‘good,’ consistent with City Wide findings (83%).
  - However – though still very low – ratings of a ‘poor’ quality of life are significantly higher among Ward 9 residents compared to City Wide (8% vs. 3%).
- ❖ As with City Wide, in 2016 more Ward 9 residents say the quality of life in Calgary has ‘worsened’ in the past three years (41% in 2016 vs. 27% in 2015 and 24% in 2014) – perceptions of an ‘improved’ quality of life, however, have not seen a statistical decrease over the past year (16% vs. 25% in 2015, though down from 32% in 2014).
- ❖ Unlike City Wide (where there is a 15 point drop), agreement that ‘Calgary is a great place to make a living’ is statistically consistent with 2015 among Ward 9 residents (64% in 2016 vs. 71% in 2015) – that being said, there has been a 21 percentage point drop in agreement since 2014 (85%). Agreement in 2016 is on par with City Wide.
- ❖ One other notable difference is that 42% of Ward 9 residents ‘*completely agree*’ with the statement ‘I am proud to live in my neighborhood,’ statistically higher than 34% City Wide.

## Key Findings: Issue Agenda

**The Ward 9 issue agenda differs from City Wide on a number of points, with affordable housing increasing in prominence.**

- ❖ “*Infrastructure, traffic and roads*” (32%) holds the top position on the Ward 9 issue agenda, consistent with 35% City Wide.
  - It is notable, that mentions of “*traffic congestion*” are statistically higher among Ward 9 residents (16% vs. 11% City Wide).
- ❖ Second on the Ward 9 issue agenda is “*crime, safety and policing*” (20%) – 5 percentage points higher than City Wide (15%).
  - While still very high, it is notable that satisfaction with the Calgary Police Service is statistically lower among Ward 9 residents (90% vs. 94% City Wide).
  - Though not directly related, satisfaction with 311 service is also lower than City Wide (89% vs. 94%).
- ❖ The top five issues are rounded out by “*transit*” at 18% (consistent with 21% City Wide), “*homelessness, poverty and affordable housing*” at 10% (up from 4% in 2015 and higher than 4% City Wide), and “*growth and planning*” at 8% (higher than 4% City Wide).
  - Further, satisfaction with affordable housing for low-income families (58%) has dropped 12 percentage points from 2015 (70%) and is also 12 points lower than City Wide (70%).

# Key Findings: Satisfaction with City Services and Programs

**Overall satisfaction with the level and quality of City services is strong but statistically lower than City Wide results.**

- ❖ Just under three-quarters (73%) of Ward 9 residents say they are satisfied with the overall level and quality of services and programs provided by The City – 6 percentage points lower than City Wide (79%).
- ❖ Apart from the Calgary Police Service and affordable housing (previously discussed), specific services with lower satisfaction ratings are tied to waste and recycling.
  - ‘Very satisfied’ ratings are lower among Ward 9 residents for residential garbage collection (63% vs. 72% City Wide) and blue cart recycling (54% vs 63% City Wide). It should be noted, however, that overall satisfaction with these services is extremely high (98% garbage and 91% recycling) and consistent with City Wide results.
- ❖ A key area of improvement is snow removal.
  - Satisfaction is up 12 percentage points from 70% in 2015 to 82% in 2016 and ‘invest more’ ratings are down from 51% in 2015 to 39% in 2016 (which is also lower than 49% City Wide).
- ❖ As with City Wide results, satisfaction with property tax assessment sees a marked 14 point drop from 80% in 2015 to 66% in 2016.
  - Further, ‘very satisfied’ ratings have dropped 12 points from 26% in 2015 to 14% in 2016.



# Key Findings: Taxation and Customer Service

**As with City Wide, among Ward 9 residents the perceived value of property tax dollars remains steady though the tolerance for tax increases is down markedly.**

- ❖ More than six-in-ten (64%) Ward 9 residents give The City a 'good value' rating for the value of their property tax dollars (on par with 63% City Wide).
- ❖ However, just one-half (49%) support tax increases to maintain or expand services – a 14 percentage point drop from 63% in 2015 – while 46% support cutting services to maintain or reduce taxes (a 13 point increase from 33% in 2015).
  - More specifically, up 12 percentage points is a preference for cutting services to maintain the current tax level (35% 2016 vs. 23% 2015).

**Among Ward 9 residents, several metrics related to customer service are lower than City Wide or have declined from 2015.**

- ❖ While 79% of Ward 9 residents who contacted or dealt with The City in the past 12 months are satisfied with the overall level and quality of customer service (on par with 80% City Wide), 14% say they are not satisfied – 5 percentage points higher than City Wide (9%).
- ❖ Further, among those who contacted The City, 76% are satisfied with their most recent contact – though solid, this is 10 percentage points lower than City Wide (86%).
  - Even larger is the gap in 'very satisfied' ratings with a 17 point difference (42% Ward 9 vs. 59% City Wide), and this also represents a 16 point drop from 2015 (58%) among Ward 9 residents. 'Not at all satisfied' ratings are also higher among Ward 9 residents (17% vs. 7% City Wide) and up 12 points from 2015 (5%).
- ❖ Also lower than City Wide is agreement that 'the quality of customer service from The City is consistently high' (80% Ward 9 vs. 87% City Wide) and 'The City responds quickly to requests and concerns' (72% Ward 9 vs. 79% City Wide).

**There are no noteworthy differences between Ward 9 residents and the broader Calgary public – or notable changes from 2015 – with regard to the environment and City communications.**



## Detailed Findings







## Issue Agenda



Multiple Responses

City Wide

Ward 9

First Mention
 Other Mentions

<b>INFRASTRUCTURE, TRAFFIC &amp; ROADS (NET)</b>	<b>25%</b>	<b>10%</b>	<b>35%</b>	<b>32%</b>
Traffic congestion	<b>8%</b>	<b>3</b>	<b>11%</b>	<b>16%↑</b>
Road conditions	<b>6%</b>	<b>3</b>	<b>9%</b>	<b>8%</b>
Infrastructure maintenance/ improvement/ development	<b>4%</b>		<b>6%</b>	<b>5%</b>
Bicycle/ pedestrian lanes	<b>3</b>		<b>5%</b>	<b>4%</b>
<b>TRANSIT (NET)</b>	<b>14%</b>	<b>7%</b>	<b>21%</b>	<b>18%</b>
Public Transportation [incl. buses/ C-train/ poor service]	<b>9%</b>		<b>11%</b>	<b>8%</b>
Transportation (unspecified)	<b>5%</b>	<b>3</b>	<b>8%</b>	<b>9%</b>
<b>CRIME, SAFETY &amp; POLICING (NET)</b>	<b>10%</b>	<b>5%</b>	<b>15%</b>	<b>20%↑</b>
Crime [incl. Breaking and entering/ gangs/ drug dealers, etc.]	<b>5%</b>	<b>3</b>	<b>8%</b>	<b>11%</b>
Public safety	<b>4%</b>		<b>6%</b>	<b>5%</b>
<b>ECONOMY (NET)</b>	<b>7%</b>		<b>9%</b>	<b>7%</b>
Unemployment/ job creation	<b>5%</b>		<b>6%</b>	<b>5%</b>
<b>RECREATION (NET)</b>	<b>5%</b>	<b>4%</b>	<b>9%</b>	<b>8%</b>
<b>TAXES (NET)</b>	<b>6%</b>		<b>8%</b>	<b>8%</b>
Education [incl. lack of teachers/ funding/ schools/local schools]	<b>4%</b>	<b>3</b>	<b>7%</b>	<b>4%</b>
<b>ENVIRONMENT &amp; WASTE MANAGEMENT (NET)</b>	<b>3</b>	<b>3</b>	<b>6%</b>	<b>4%</b>
<b>HOMELESSNESS, POVERTY &amp; AFFORDABLE HOUSING (NET)</b>	<b>3</b>		<b>4%</b>	<b>10%↑</b>
<b>GROWTH AND PLANNING (NET)</b>	<b>3</b>		<b>4%</b>	<b>8%↑</b>
<b>BUDGET AND SPENDING (NET)</b>			<b>4%</b>	<b>5%</b>
Other			<b>22%</b>	<b>35%</b>
None			<b>15%</b>	<b>12%</b>

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

Total mentions <4% are not shown

Ward 9 2015

*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=2,452 / Ward 9: n=178)



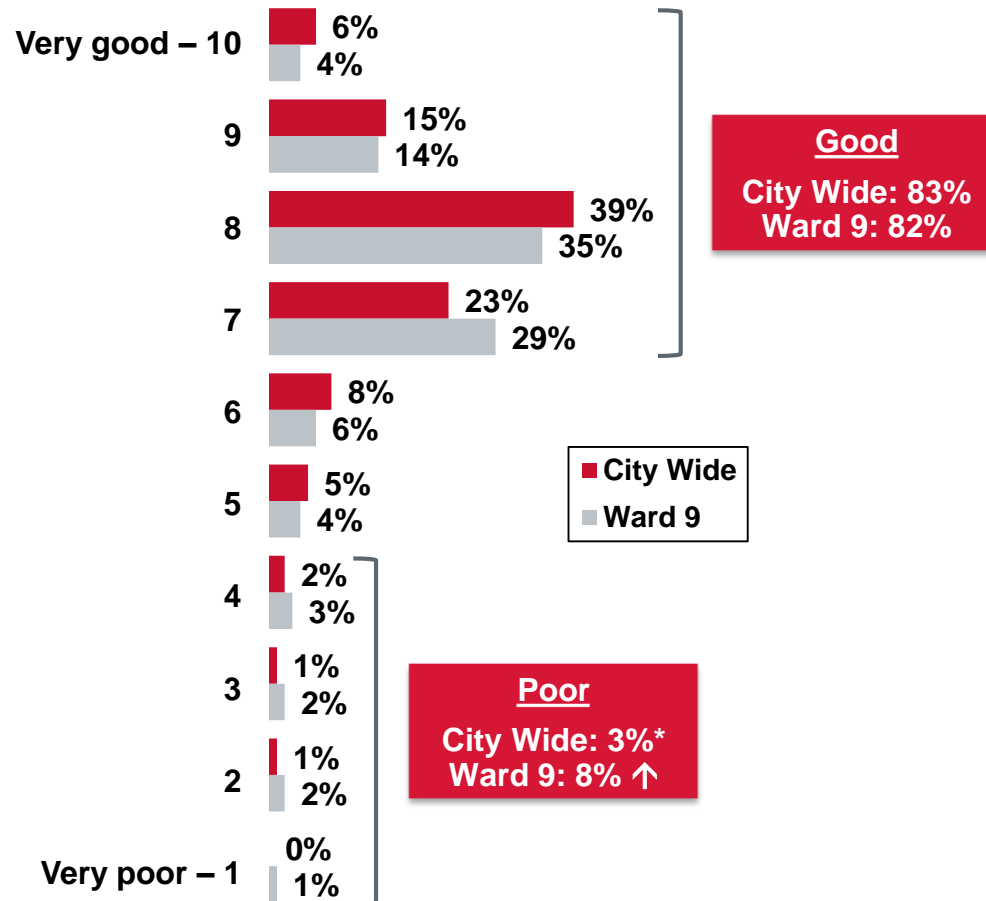


## Quality of Life





# Overall Quality of Life in Calgary

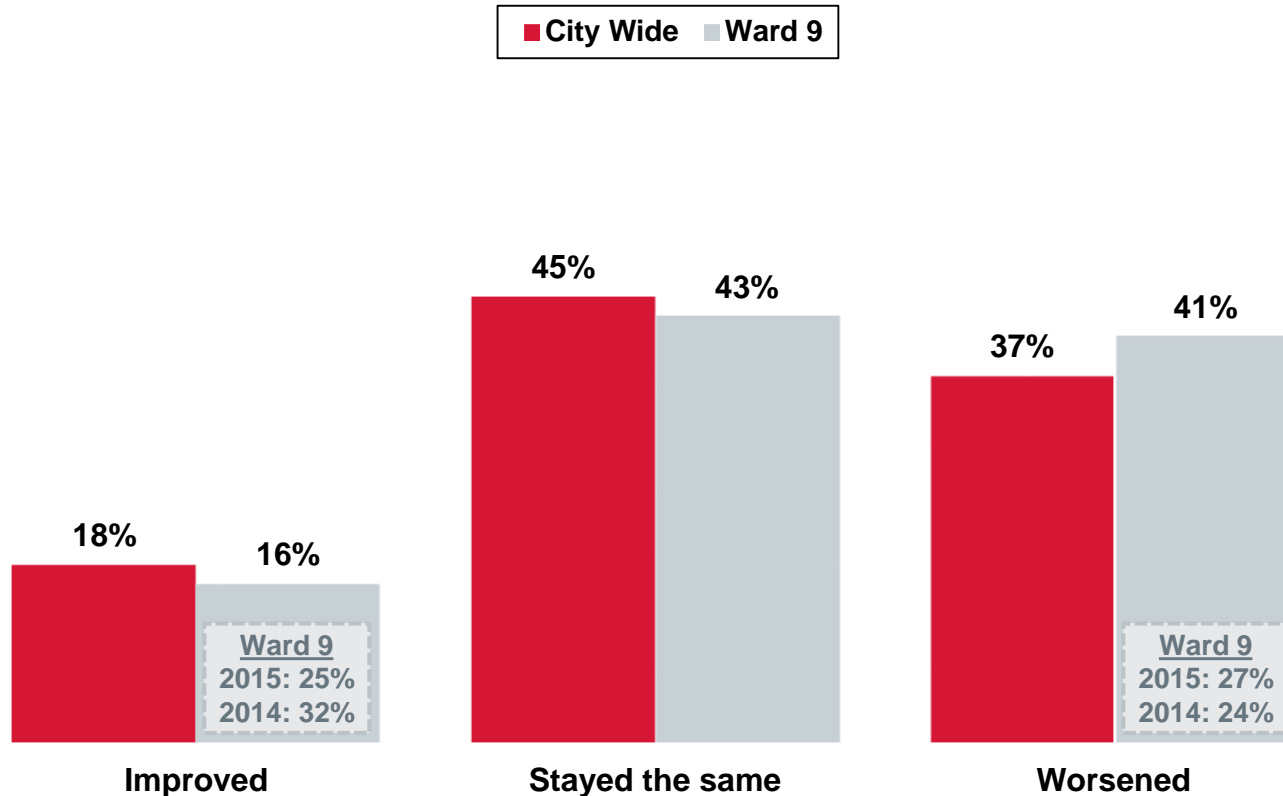


\*Rounding

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=2,497 / Ward 9: n=182)

# Perceived Change in the Quality of Life in Calgary



*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=2,469 / Ward 9: n=181)

# Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 9

<b>Transportation (NET)</b>	<b>25%</b>	<b>29%</b>	
Better traffic management	7%	9%	
Improvement/ maintenance of existing roads	6%	5%	
Infrastructure (unspecified)	3%	2%	
<b>Employment, Cost of Living &amp; Homelessness (NET)</b>	<b>23%</b>	<b>26%</b>	<b>14%</b>
Improve job creation/ employment	13%	9%	3%
Expand affordable housing/ rent	4%	5%	
<b>Government (NET)</b>	<b>21%</b>	<b>26%</b>	<b>15%</b>
Reduce taxes	9%	9%	
Tax spending/ city budget	5%	5%	
<b>Recreation &amp; Community Services (NET)</b>	<b>18%</b>	<b>12%↓</b>	<b>23%</b>
Parks/ green-space improvement	5%	1%↓	
Building of community centres/ recreation facilities	4%	1%↓	9%
<b>Transit (NET)</b>	<b>17%</b>	<b>14%</b>	<b>26%</b>
Improve public transportation (unspecified)	6%	5%	19%
Improve bus/ train schedule/ service	5%	3%	
<b>Crime, Safety &amp; Policing (NET)</b>	<b>9%</b>	<b>9%</b>	
Control crime and safety	5%	5%	
More policing/ patrolling	4%	3%	
<b>Growth &amp; Planning (NET)</b>	<b>5%</b>	<b>11%↑</b>	<b>3%</b>
<b>Education (NET)</b>	<b>3%</b>	<b>2%</b>	
<b>Environment (NET)</b>	<b>3%</b>	<b>6%</b>	
<b>Health (NET)</b>	<b>3%</b>	<b>3%</b>	
<b>Other</b>	<b>8%</b>	<b>8%</b>	
<b>Nothing</b>	<b>17%</b>	<b>14%</b>	

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=2,409 / Ward 9: n=176)

Ward 9 2015

# 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



90%

88%

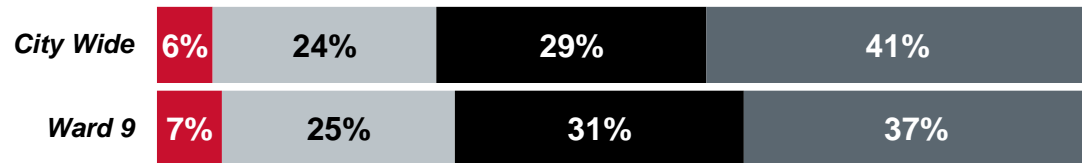
I am proud to live in my neighbourhood



88%

87%

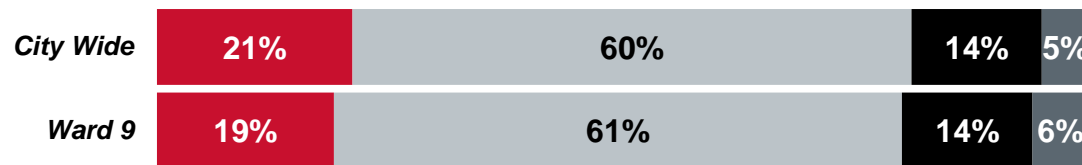
I am regularly involved in neighbourhood and local community events



30%

32%

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



81%

80%

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

Base: Valid respondents (Bases vary)

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

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

% Agree

Calgary is a great place to make a life

City Wide

20%

62%

13%

5%

82%

Ward 9

19%

62%

14%

5%

81%

Calgary is a great place to make a living

City Wide

15%

50%

23%

12%

65%

Ward 9

14%

50%

25%

11%

64%

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

City Wide

10%

56%

22%

12%

66%

Ward 9

10%

52%

21%

17%

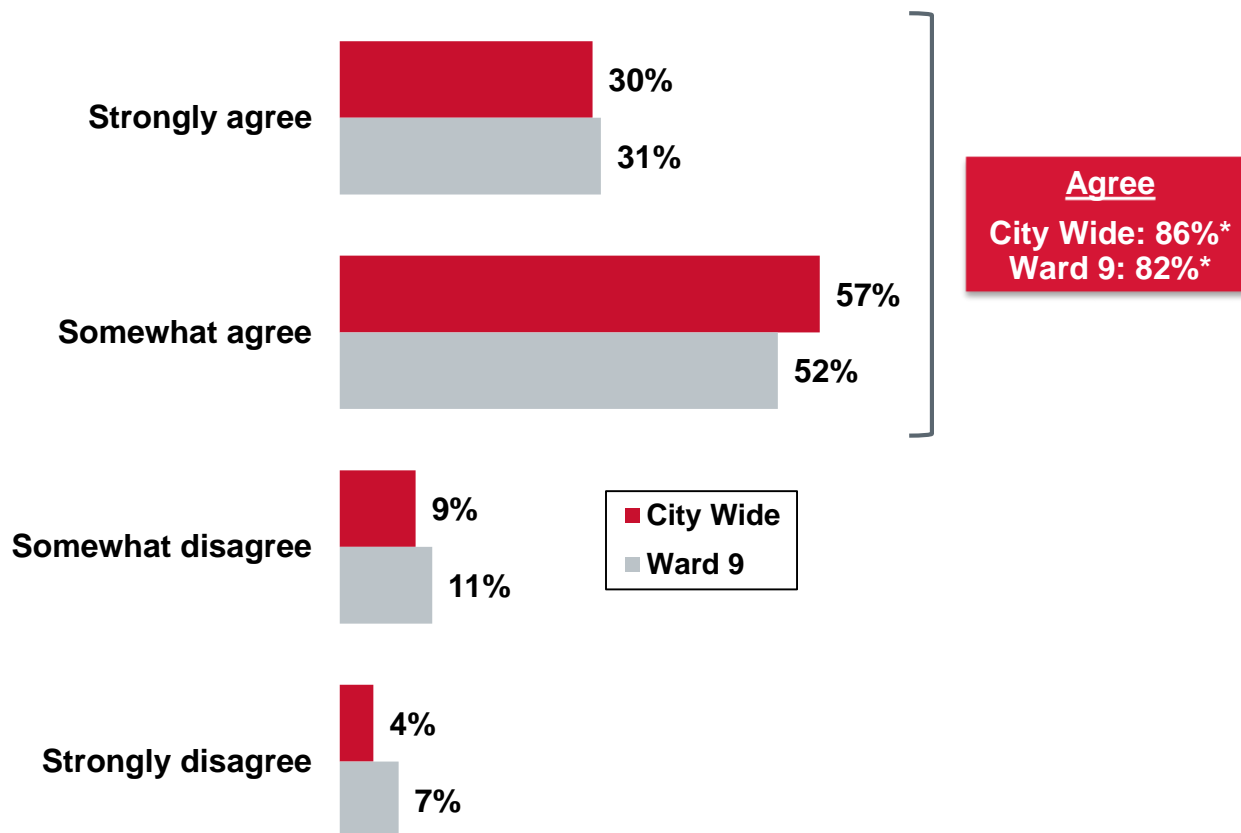
62%

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?

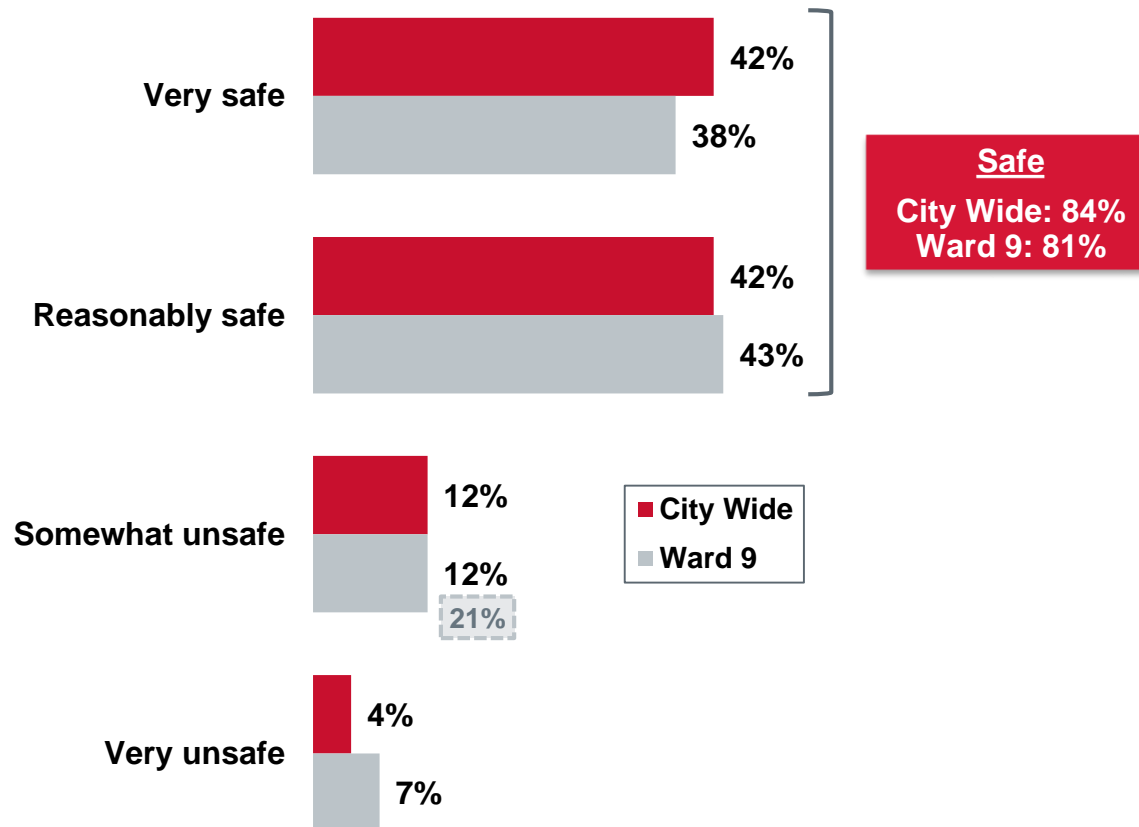


\*Rounding

*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=2,485 / Ward 9: n=182)

# 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=2,494 / Ward 9: n=182)

Ward 9 2015



## City Programs and Services

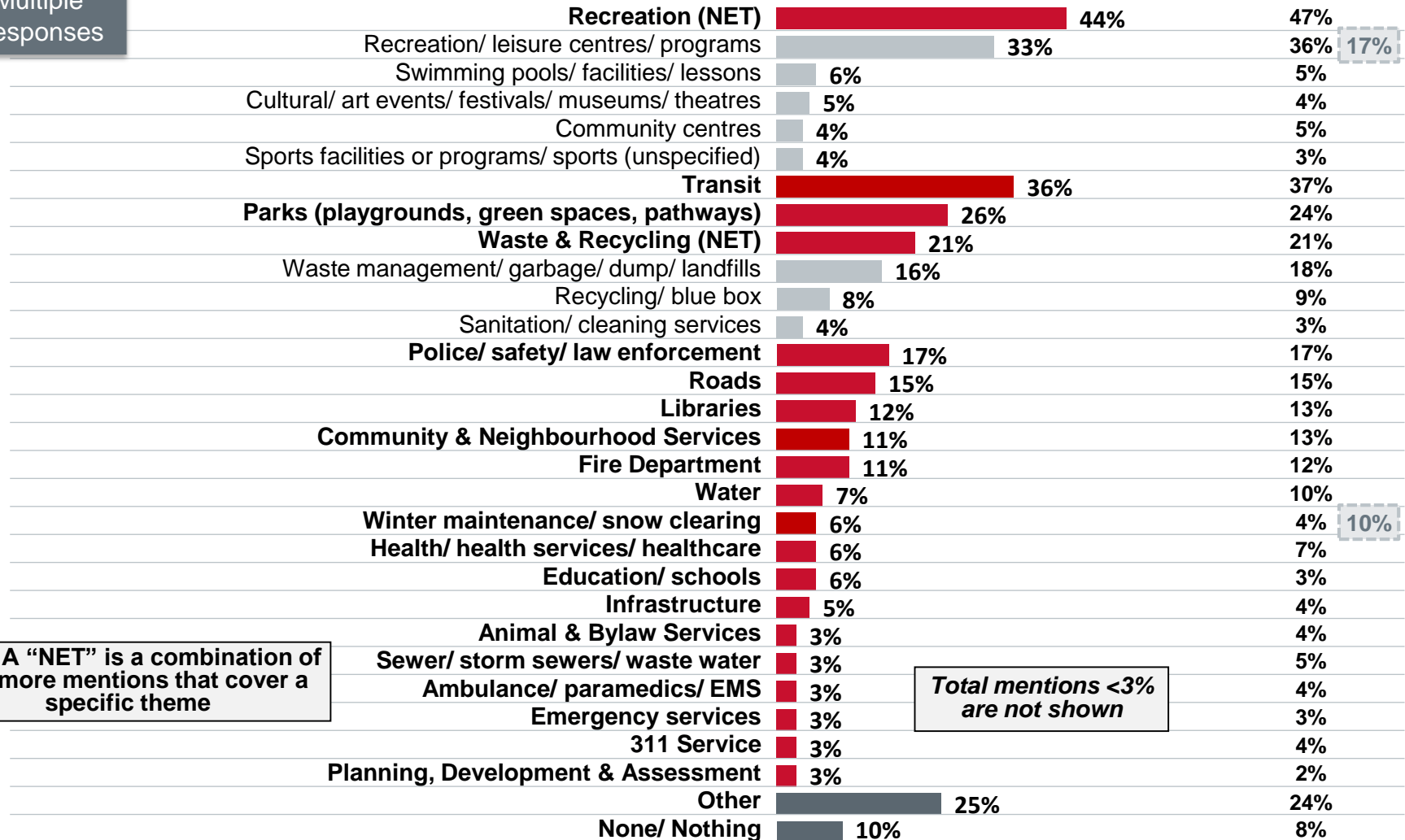


# Top-of-Mind Programs and Services

Multiple  
Responses

City Wide

Ward 9



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

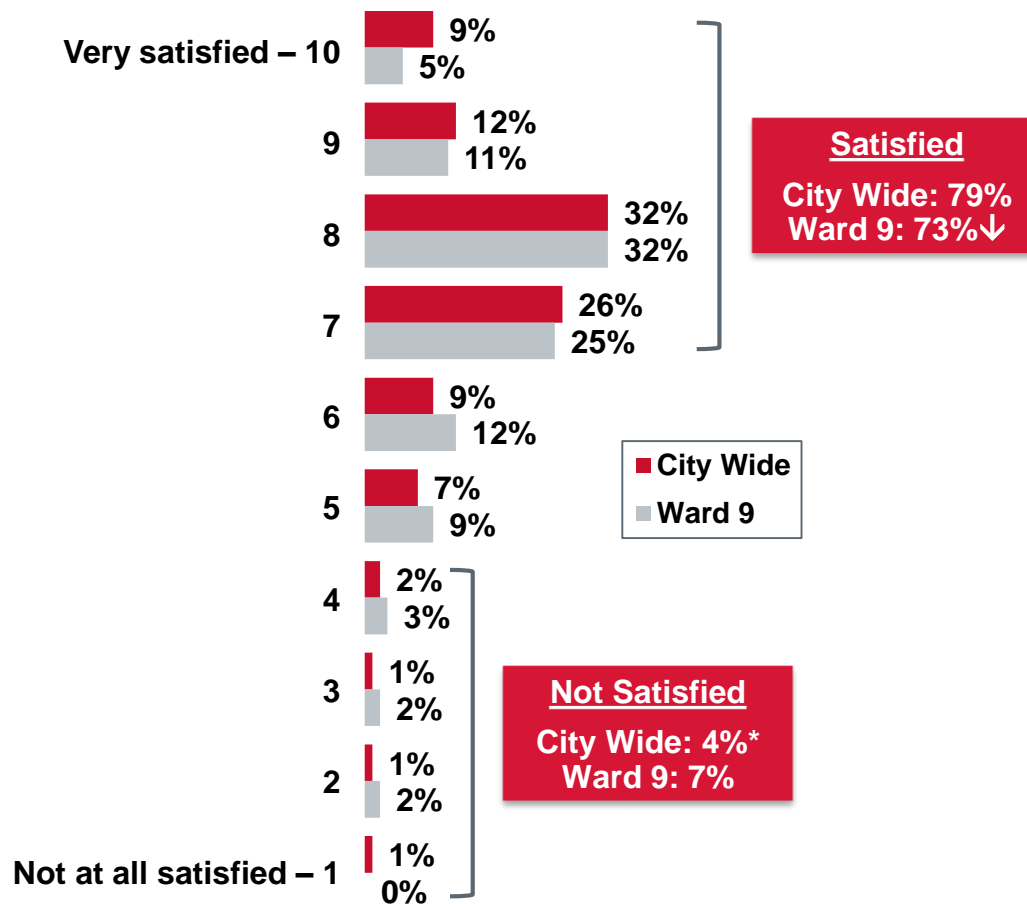
Total mentions <3% are not shown

Ward 9 2015

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=2,381 / Ward 9: n=175)

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



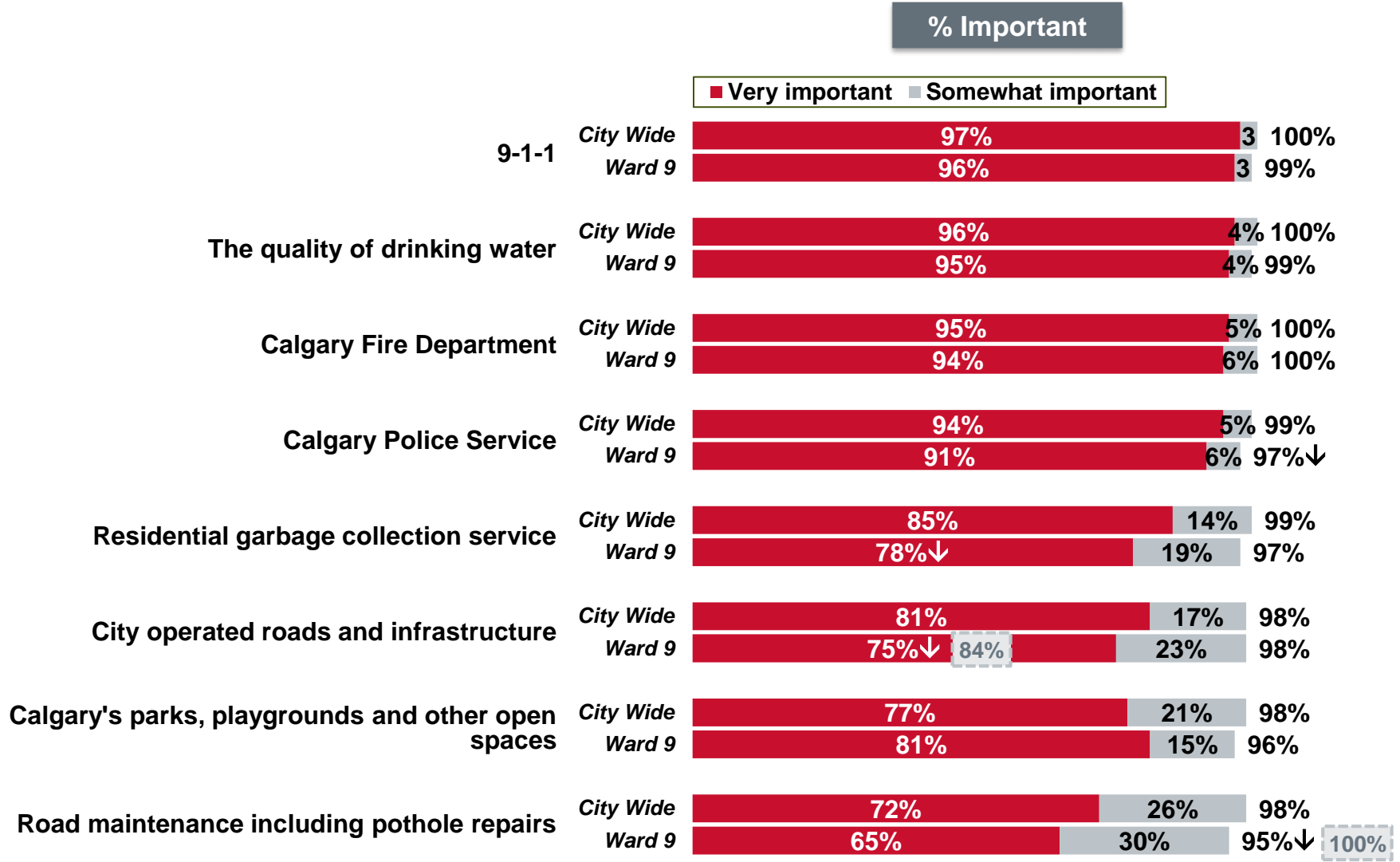
\*Rounding

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=2,479 / Ward 9: n=181)



# 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.*

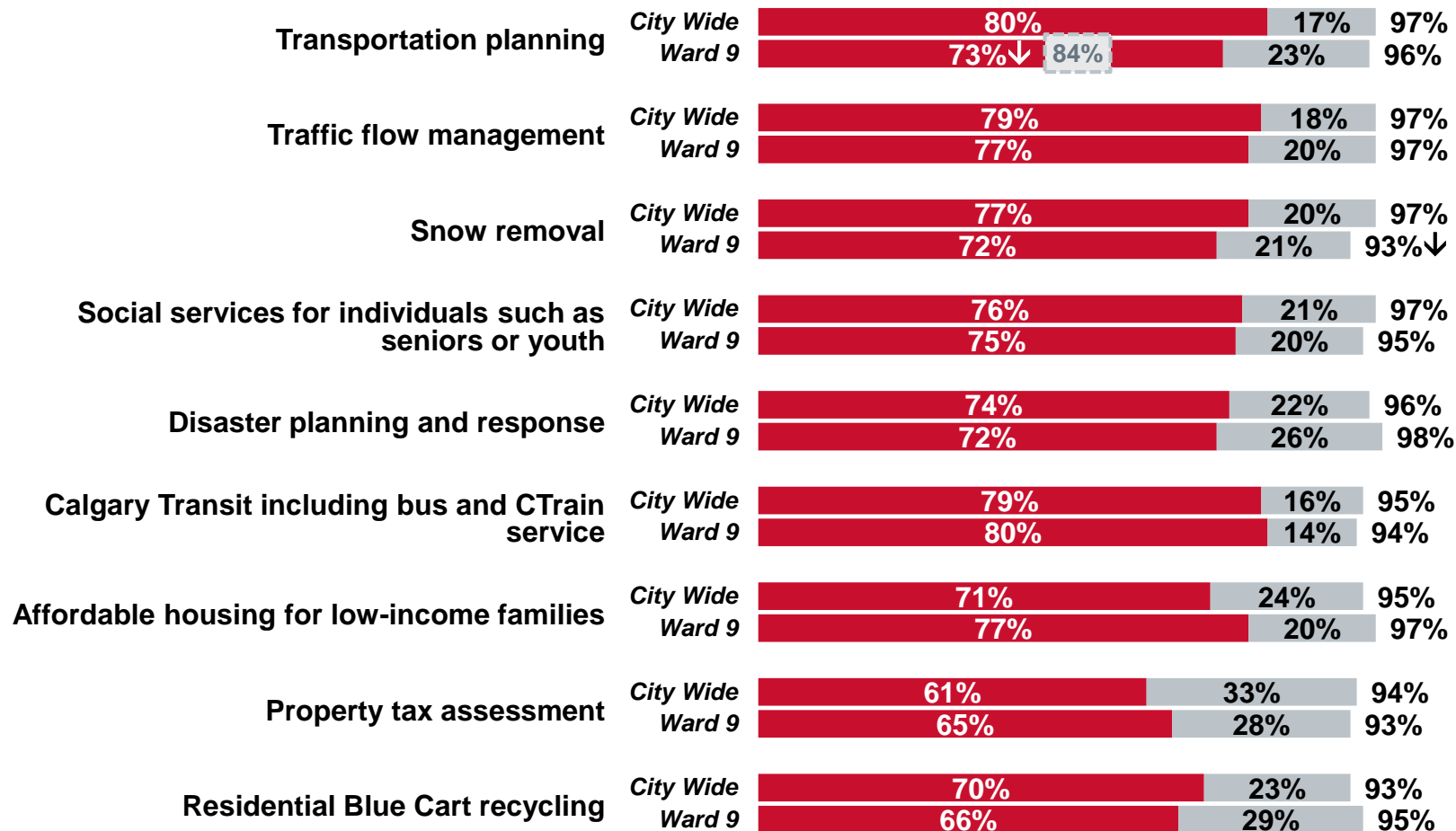
Base: Valid respondents (Bases vary)

Ward 9 2015

# Importance of City Programs and Services (continued)

% Important

■ Very important ■ Somewhat important

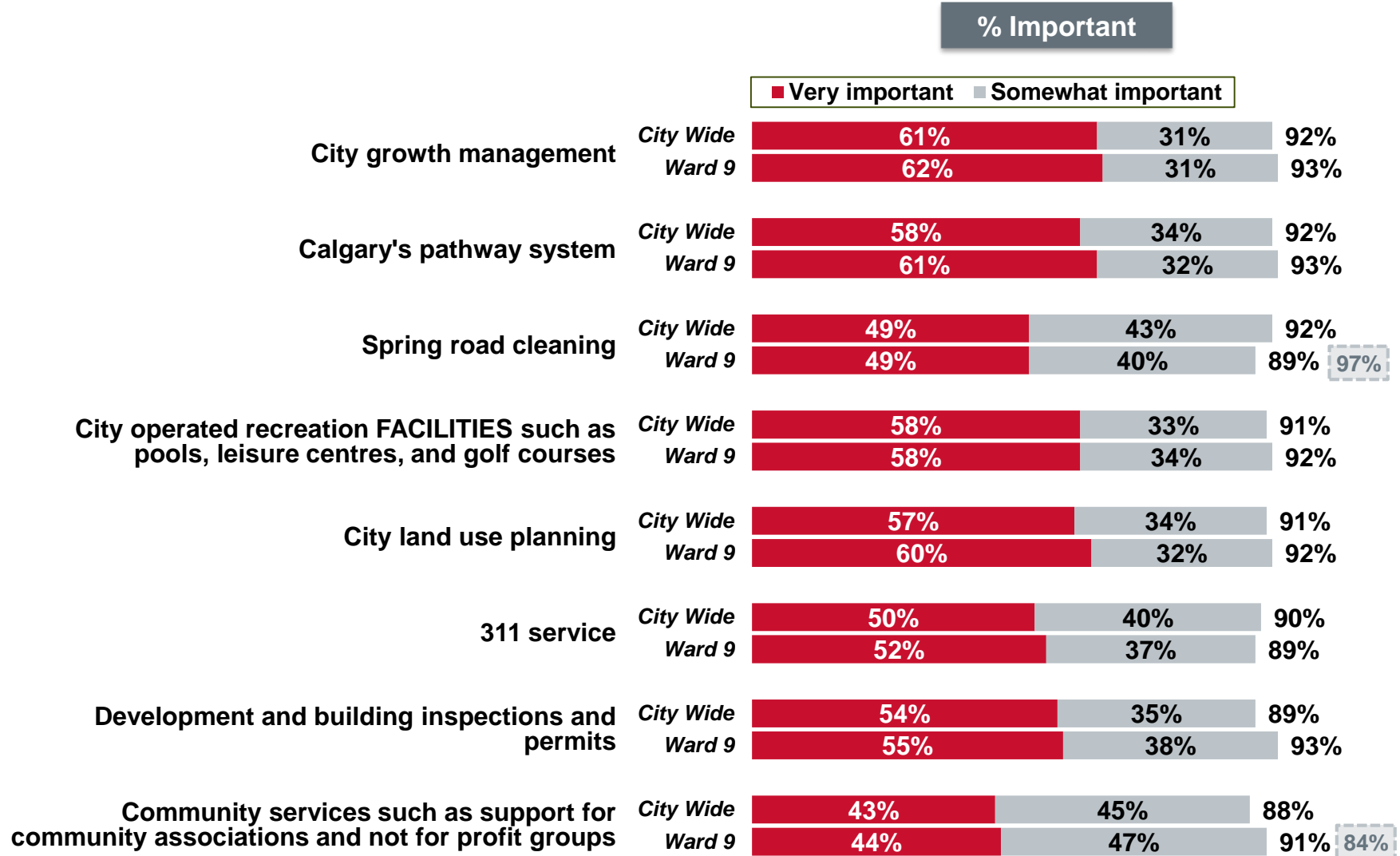


*I am going to read a list of programs and services provided to you by The City of Calgary.  
Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

Ward 9 2015

# Importance of City Programs and Services (continued)

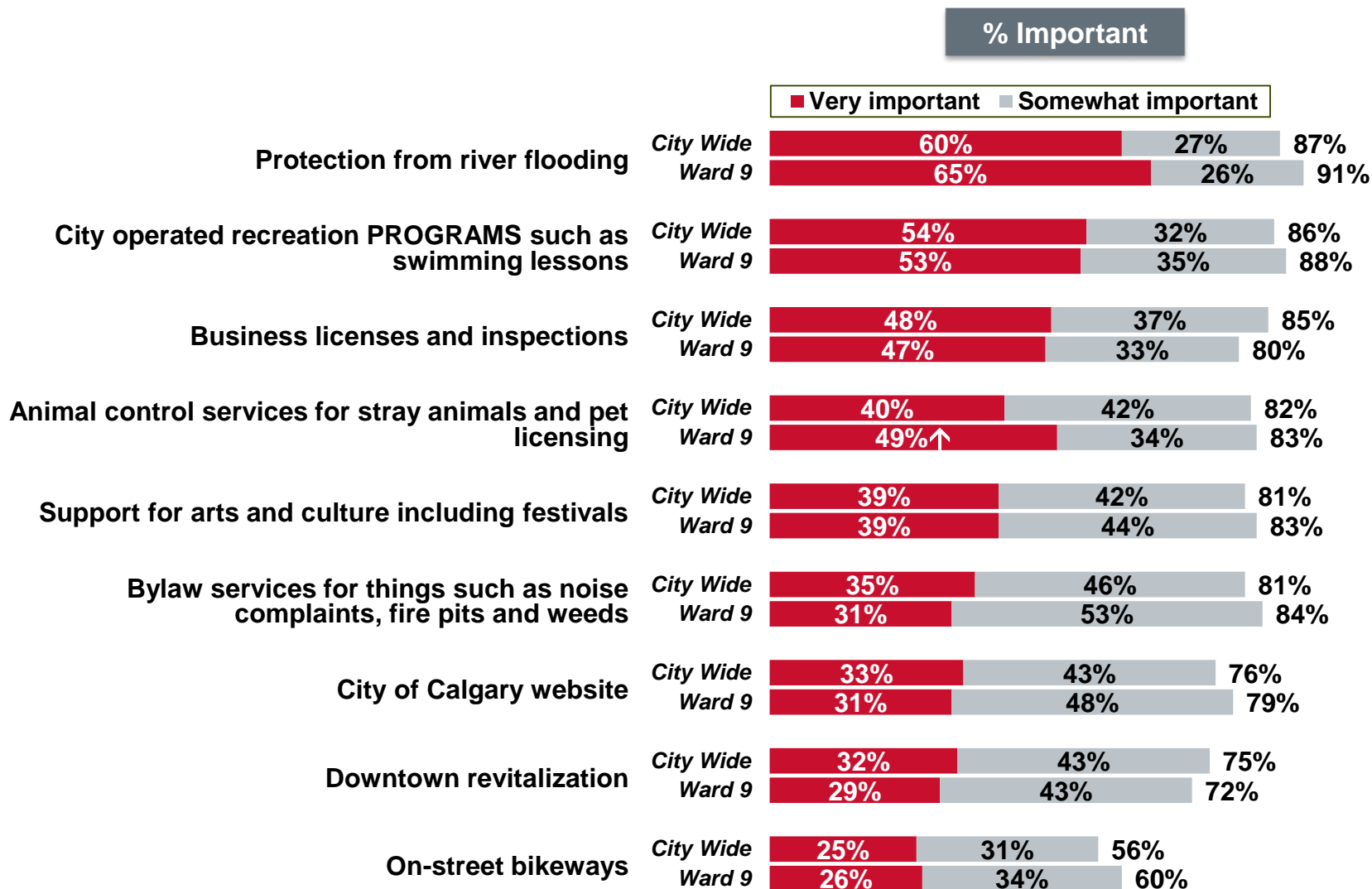


*I am going to read a list of programs and services provided to you by The City of Calgary.  
Please tell me how important each one is to you.*

Base: Valid respondents (Bases vary)

Ward 9 2015

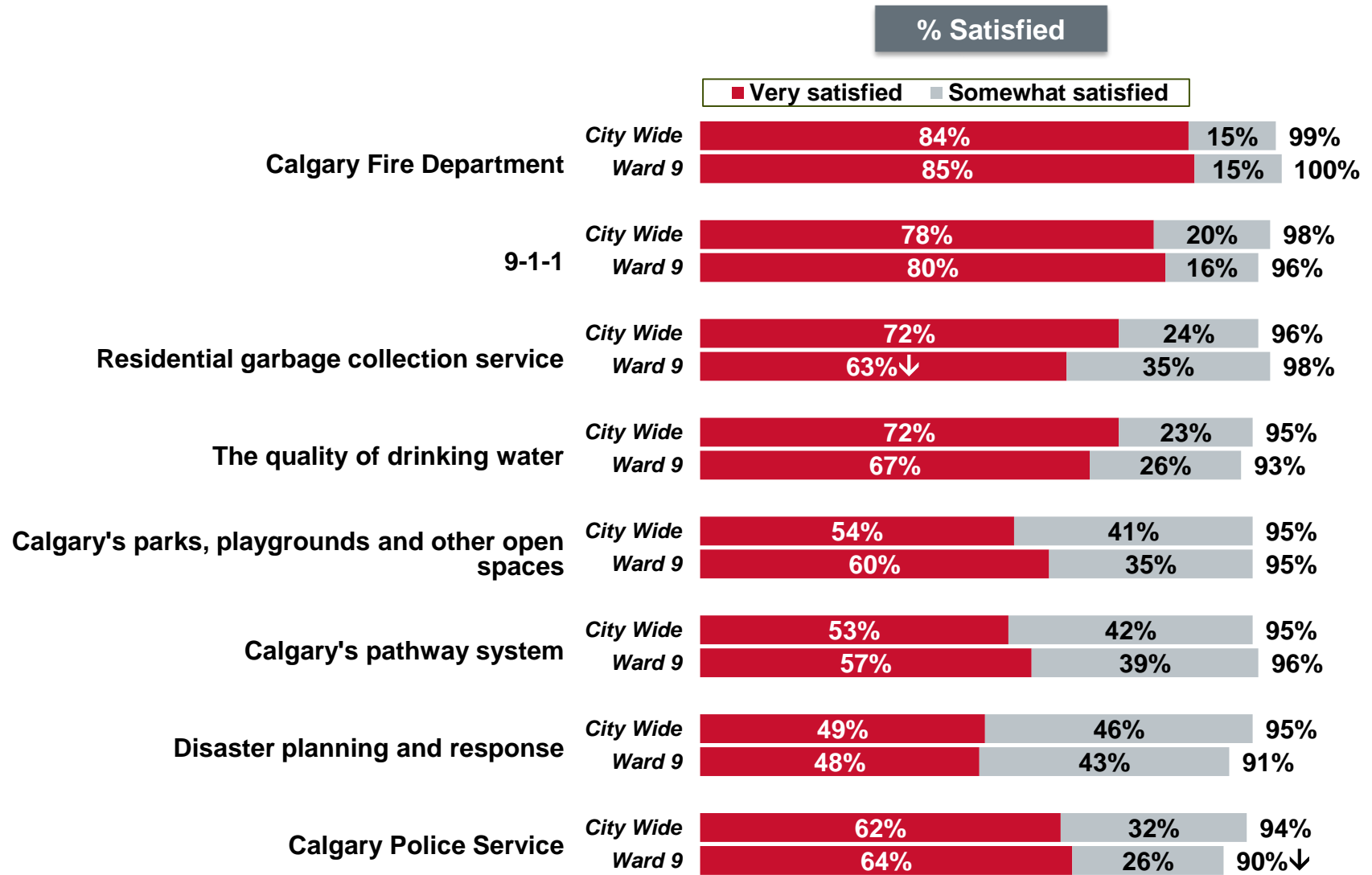
# Importance of City Programs and Services (continued)



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

Base: Valid respondents (Bases vary)

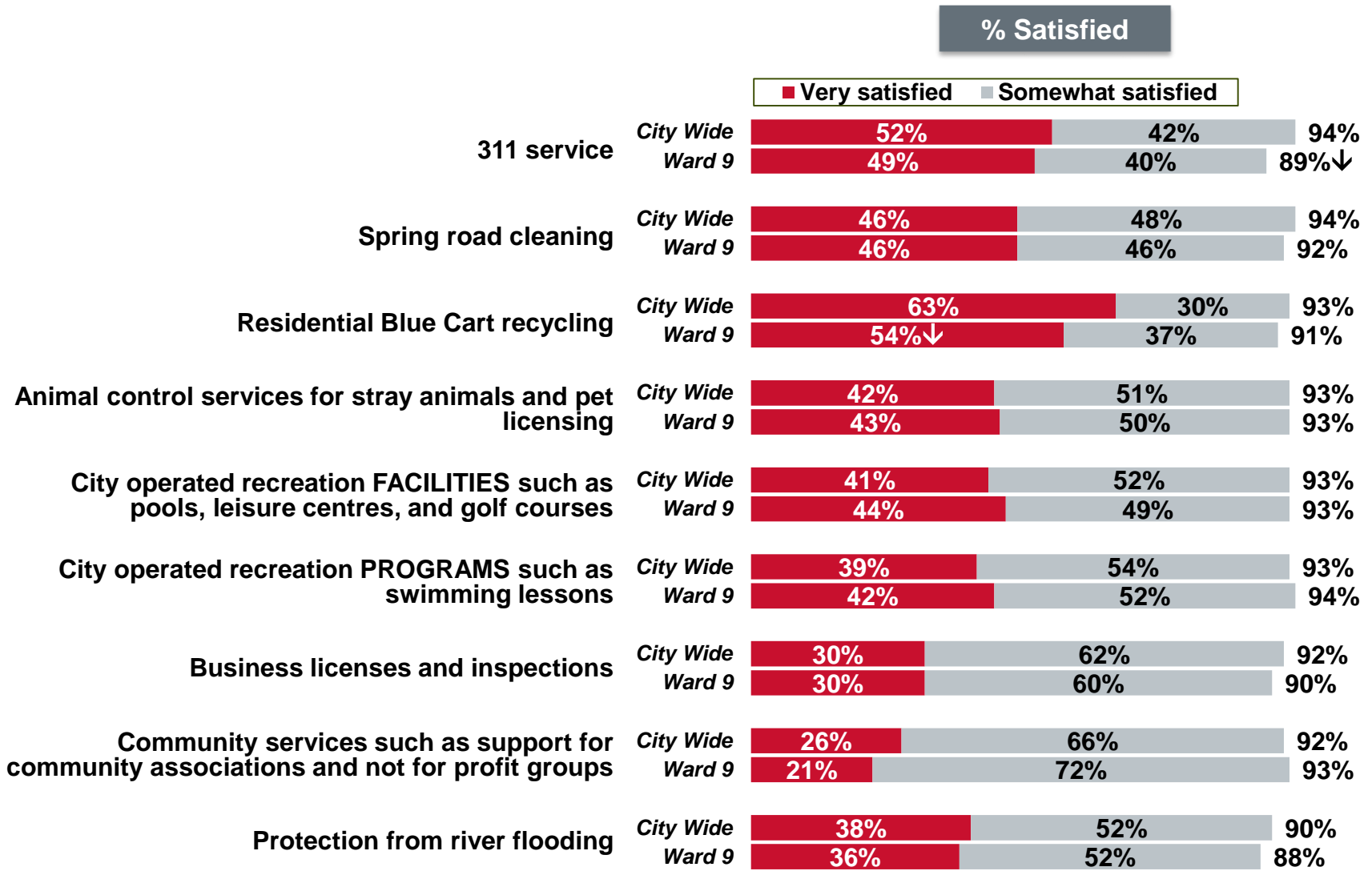
# Satisfaction with City Programs and Services



*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)

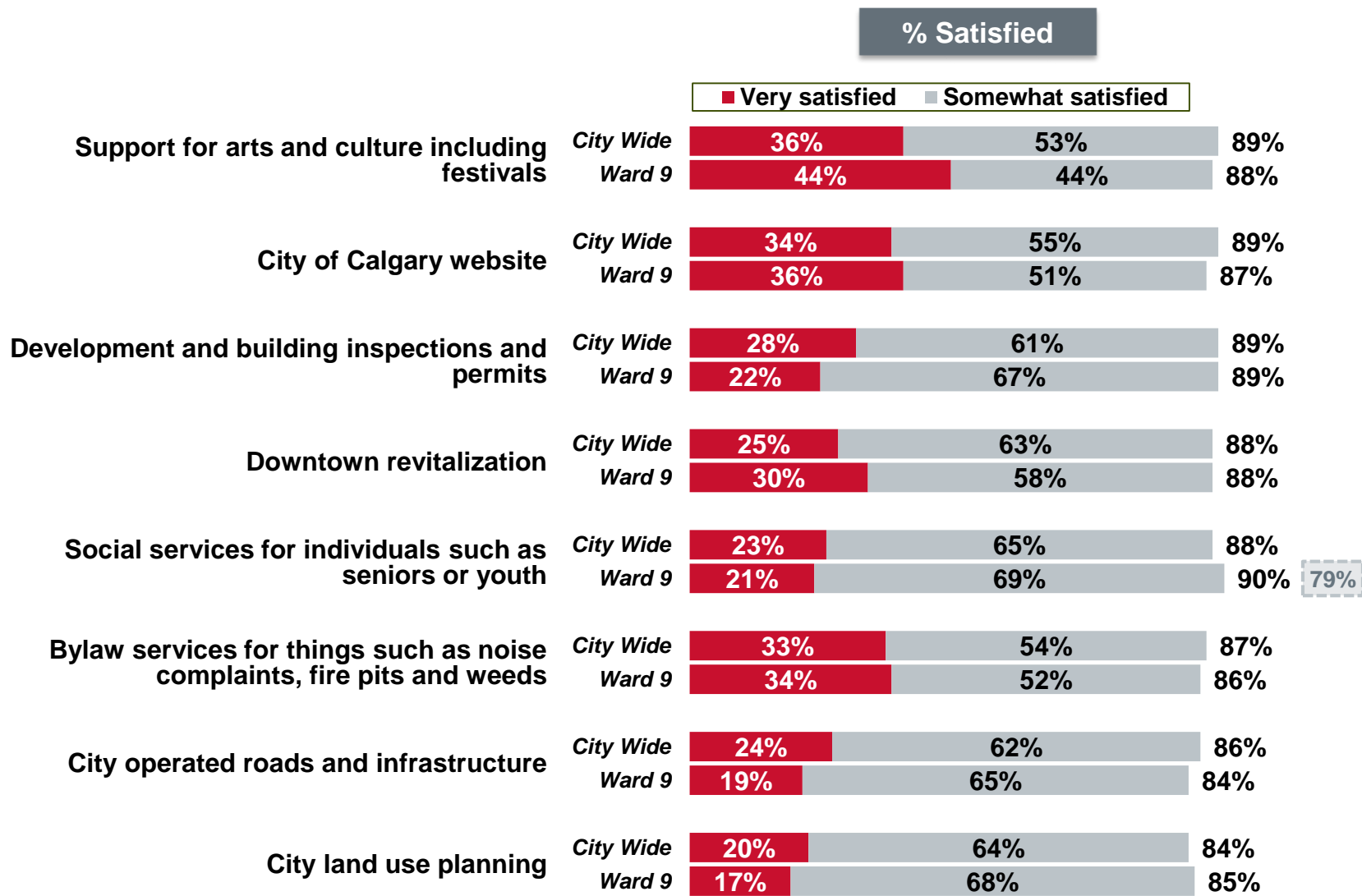


# Satisfaction with City Programs and Services (continued)



*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)

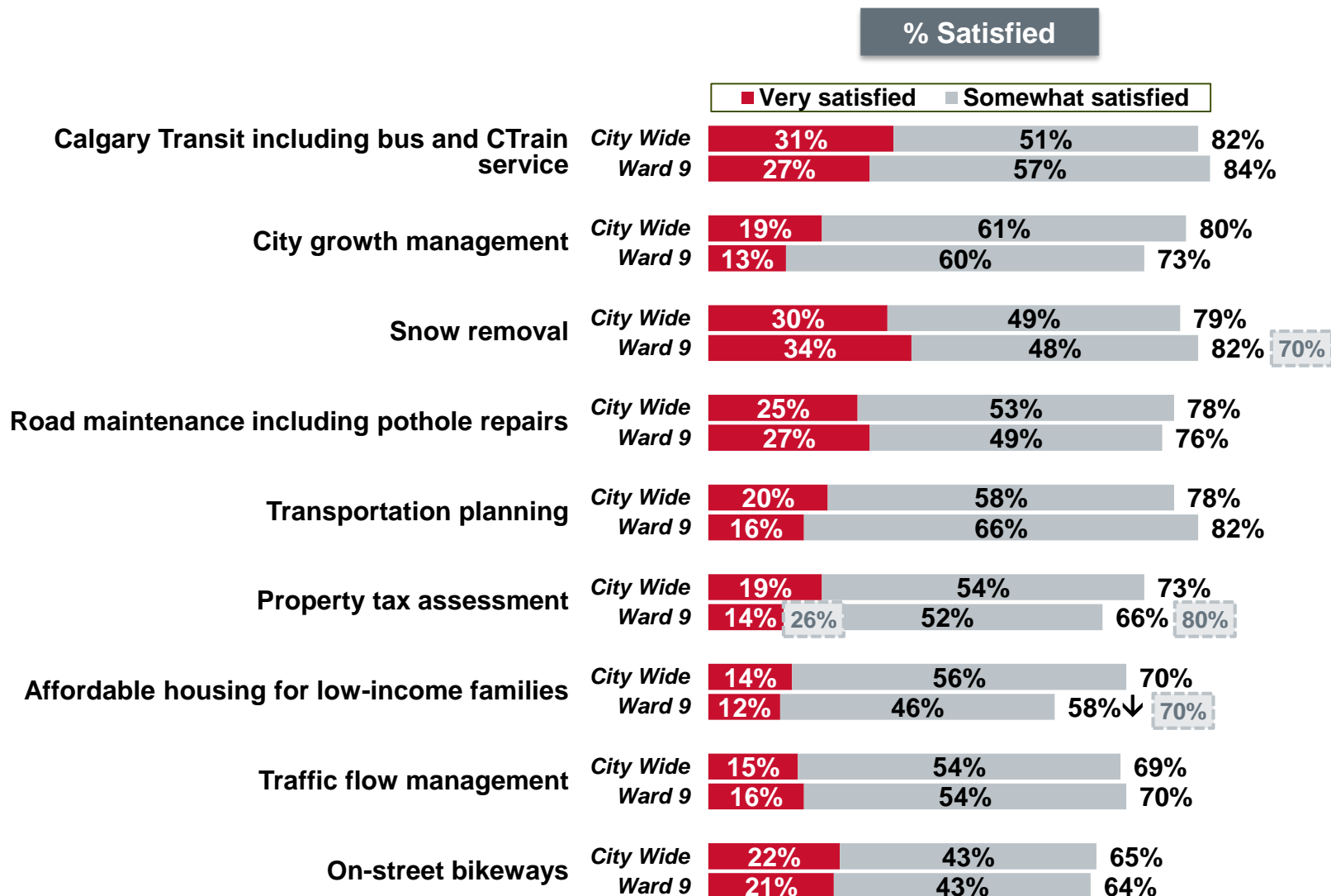
# Satisfaction with City Programs and Services (continued)



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

Ward 9 2015

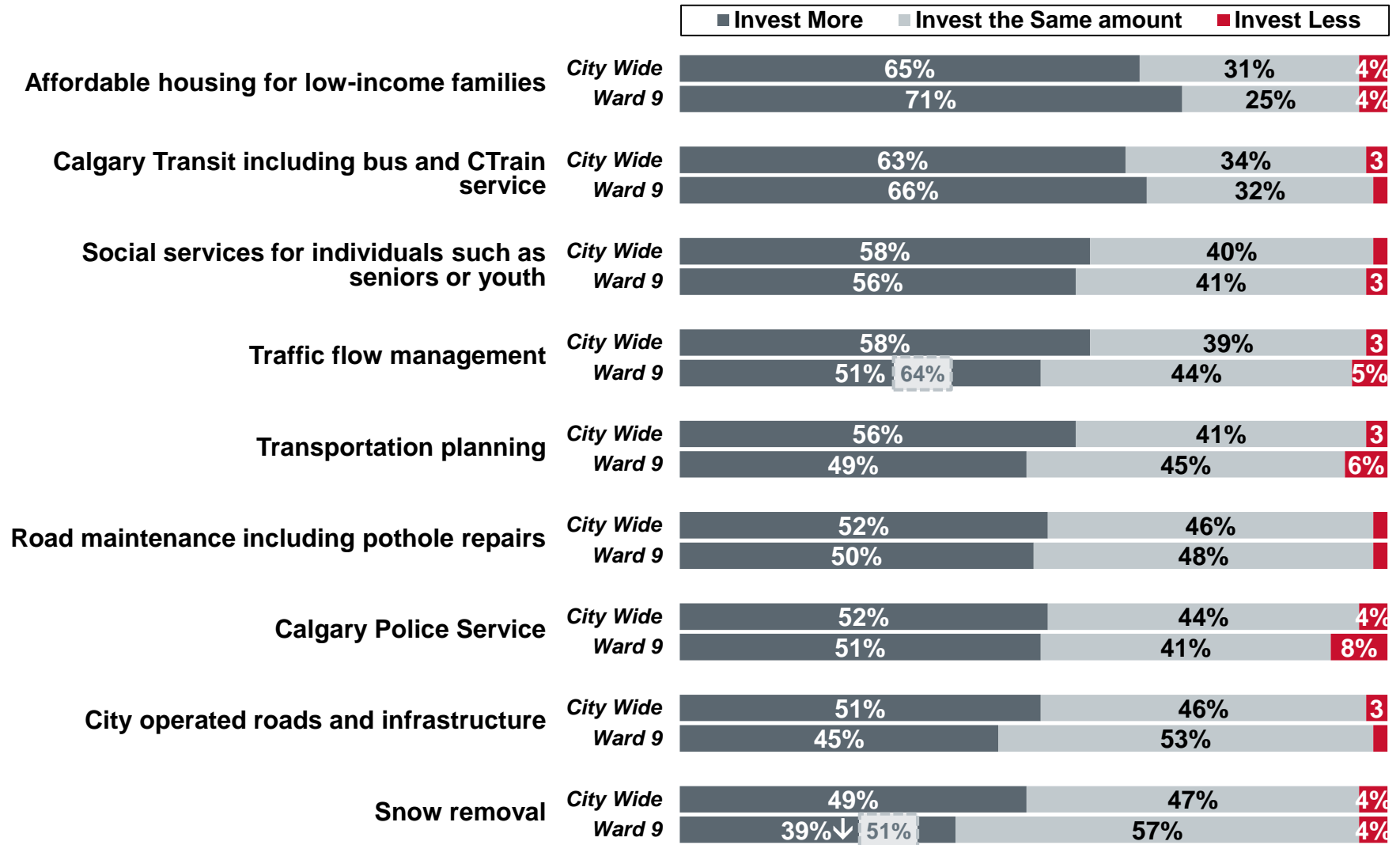
# Satisfaction with City Programs and Services (continued)



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

Ward 9 2015

# Investment in City Programs and Services

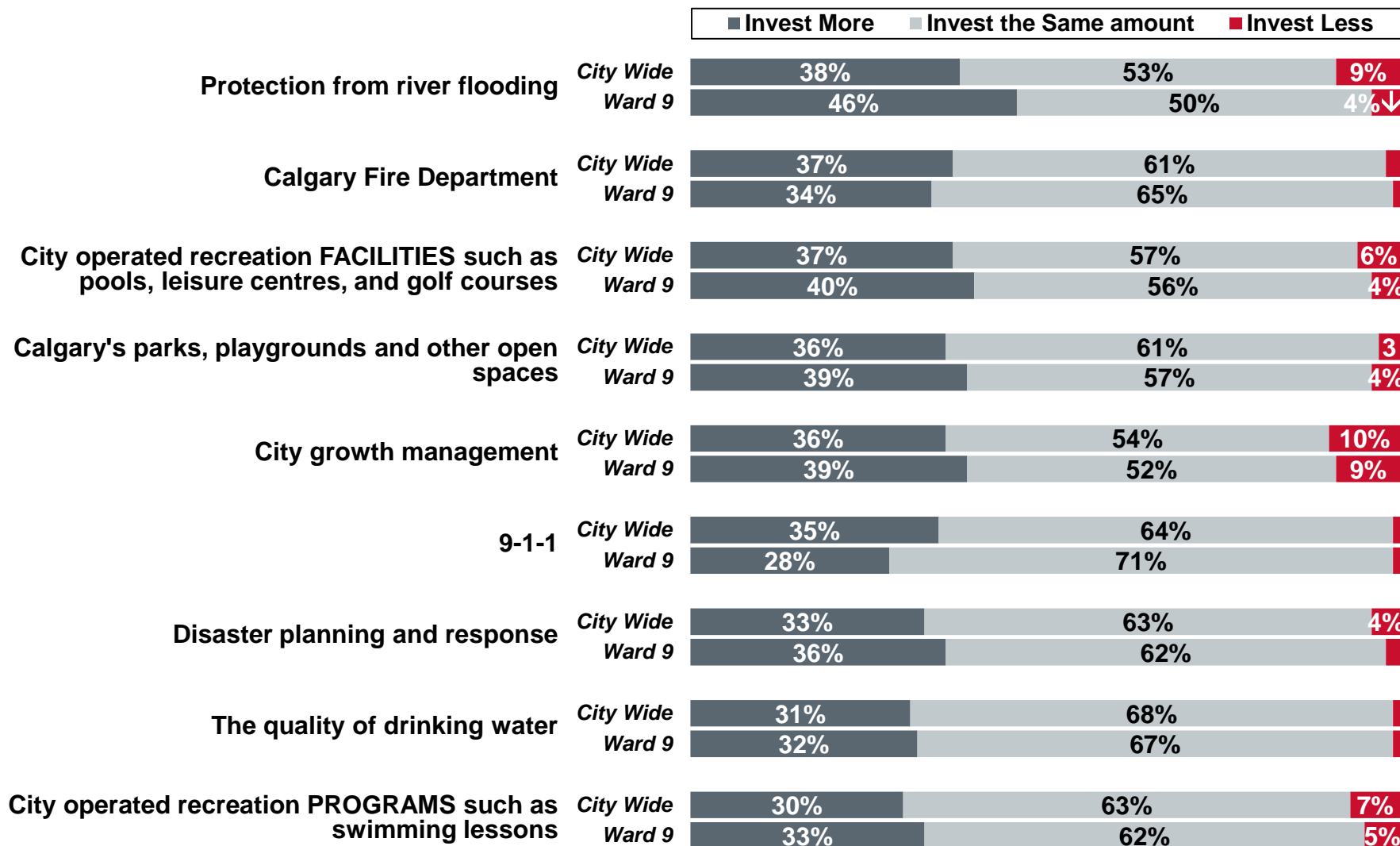


*I am going to read a list of programs and services provided to you by The City of Calgary.  
Please tell me if you think The City should invest more, less or the same amount on the program or service.*  
Base: Valid respondents (Bases vary)

Ward 9 2015

# Investment in City Programs and Services

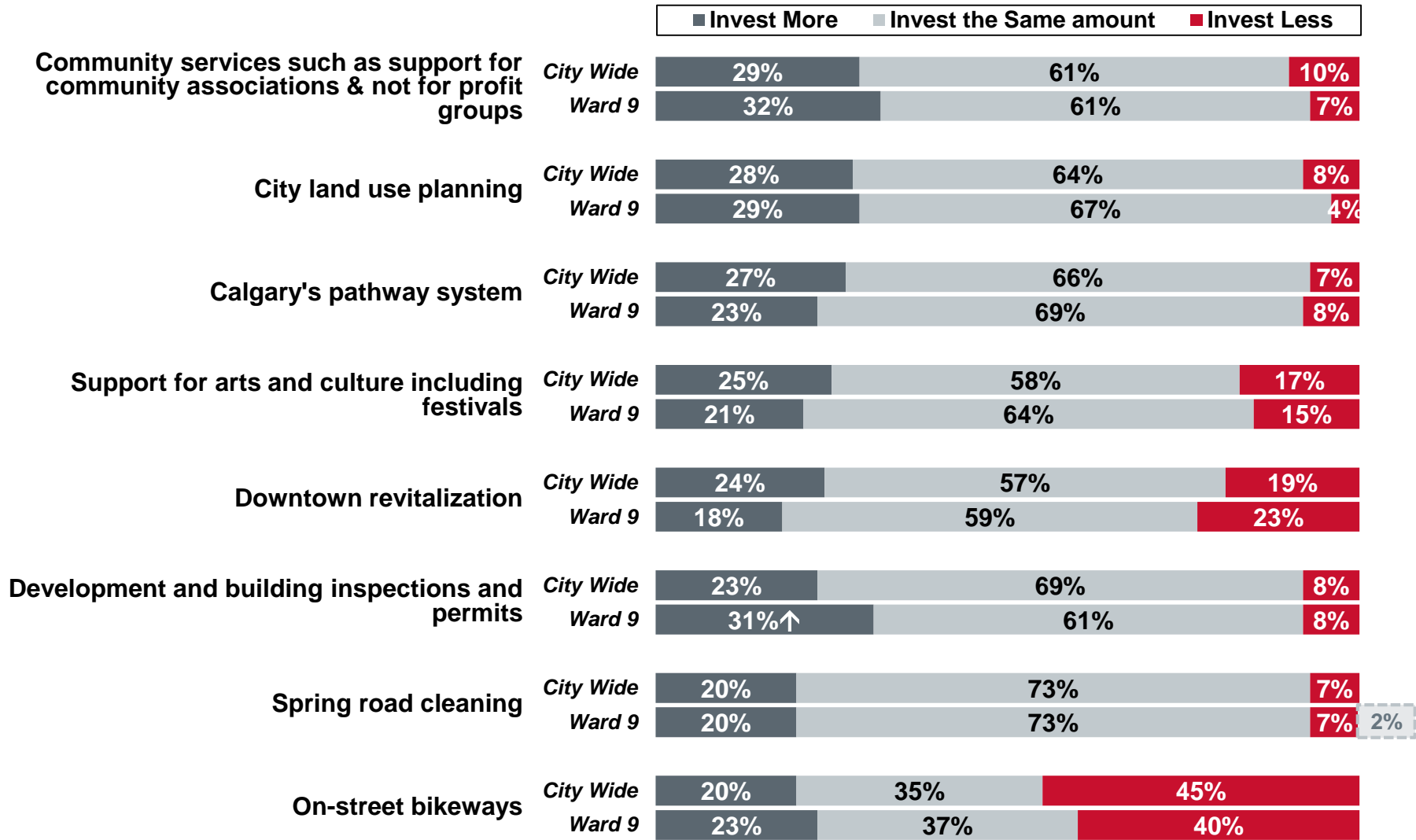
(continued)



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

# Investment in City Programs and Services

(continued)



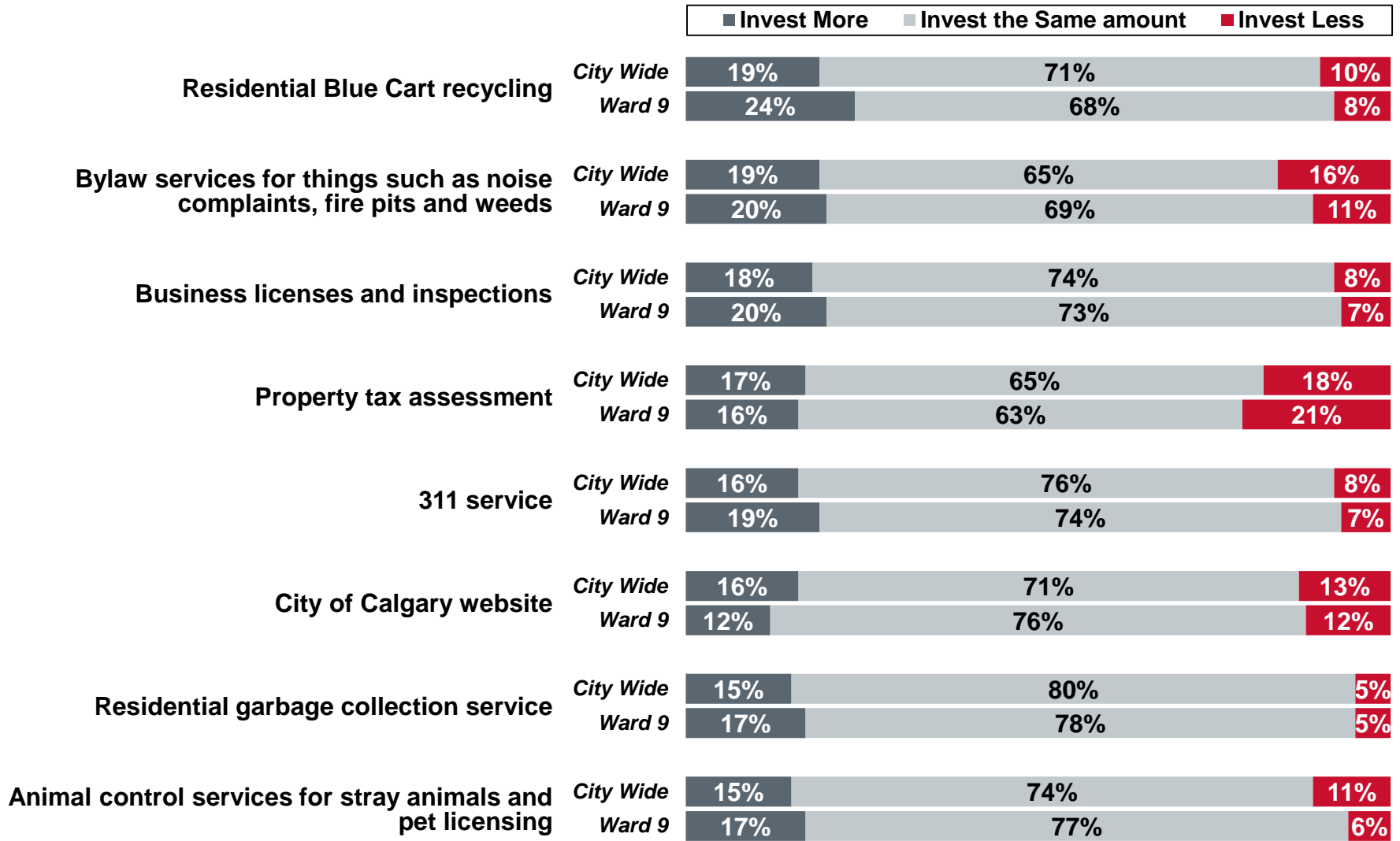
*I am going to read a list of programs and services provided to you by The City of Calgary.  
Please tell me if you think The City should invest more, less or the same amount on the program or service.*  
Base: Valid respondents (Bases vary)

Ward 9 2015



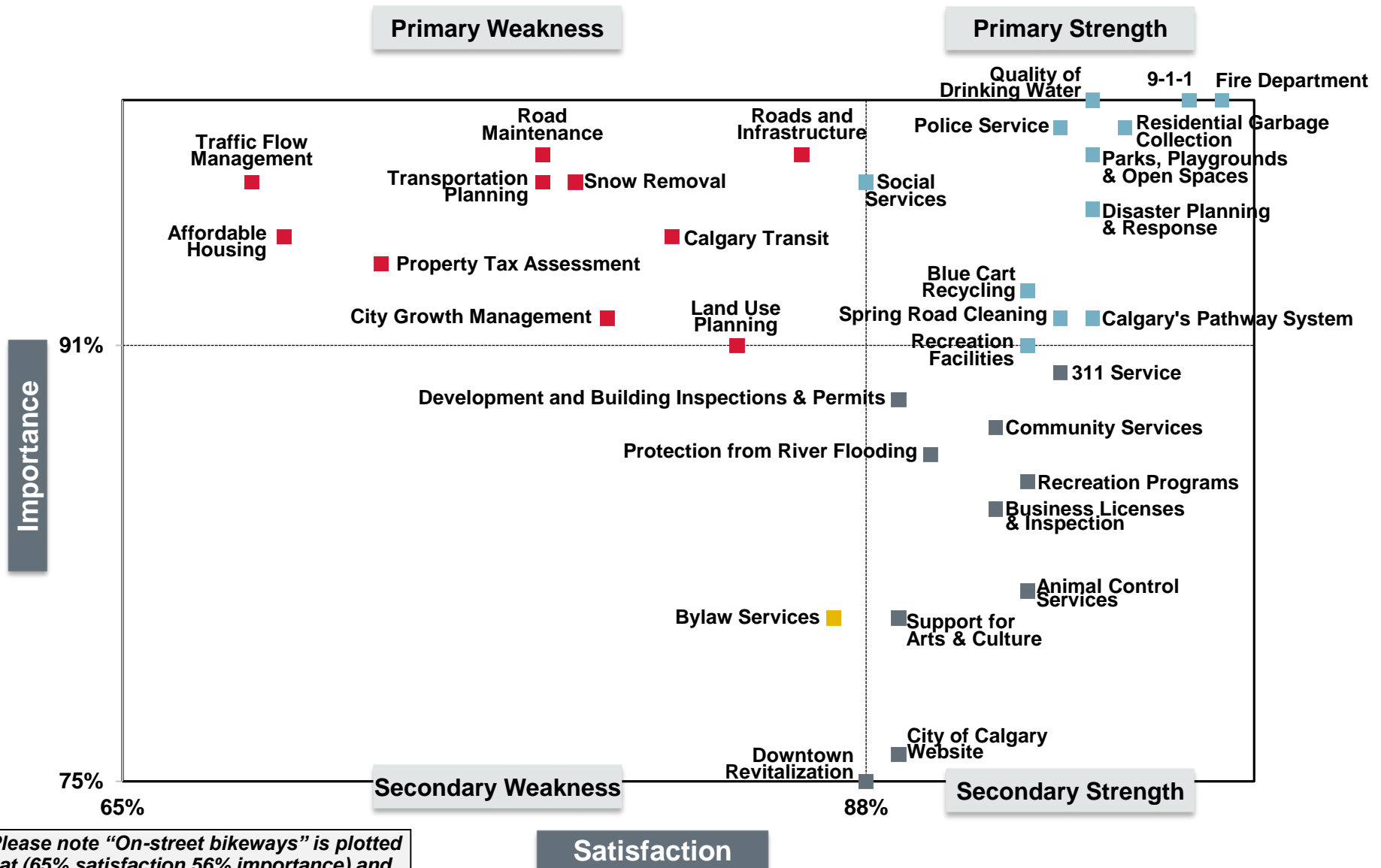
# Investment in City Programs and Services

(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)

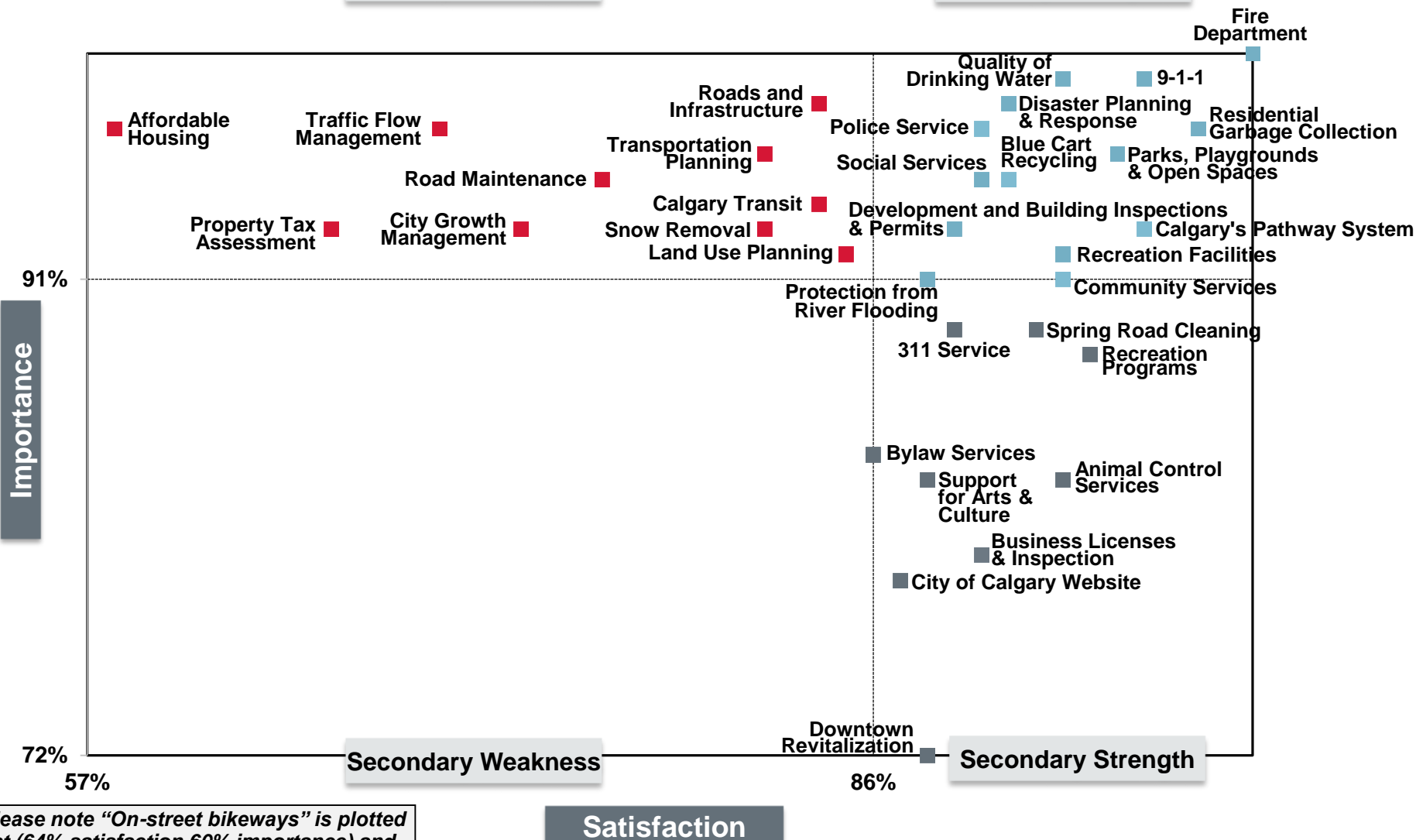
# Importance vs. Satisfaction Grid: City Wide



# Importance vs. Satisfaction Grid: Ward 9

Primary Weakness

Primary Strength



Please note "On-street bikeways" is plotted at (64% satisfaction, 60% importance) and not illustrated on this graph.

# Primary Strengths and Weaknesses: City Wide versus Ward 9

*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)**

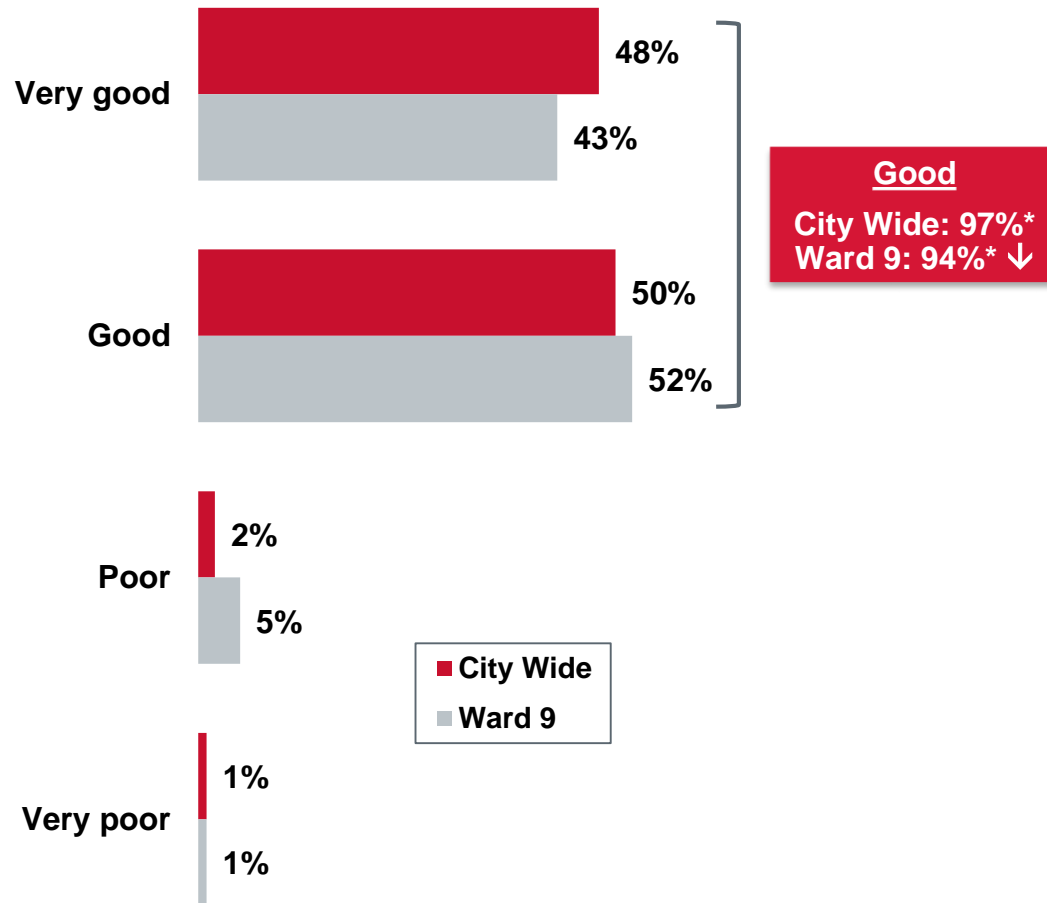
	City Wide	Ward 9
Fire Department		
9-1-1		
Residential Garbage Collection		
Quality of Drinking Water		
Police Service		
Parks, Playgrounds and Open Spaces		
Disaster Planning and response		
Calgary's Pathway System		
Spring Road Cleaning		
Blue Cart Recycling		
Recreation Facilities		
Social Services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



## Environmental Performance



# Perceptions About Overall State of Calgary's Environment

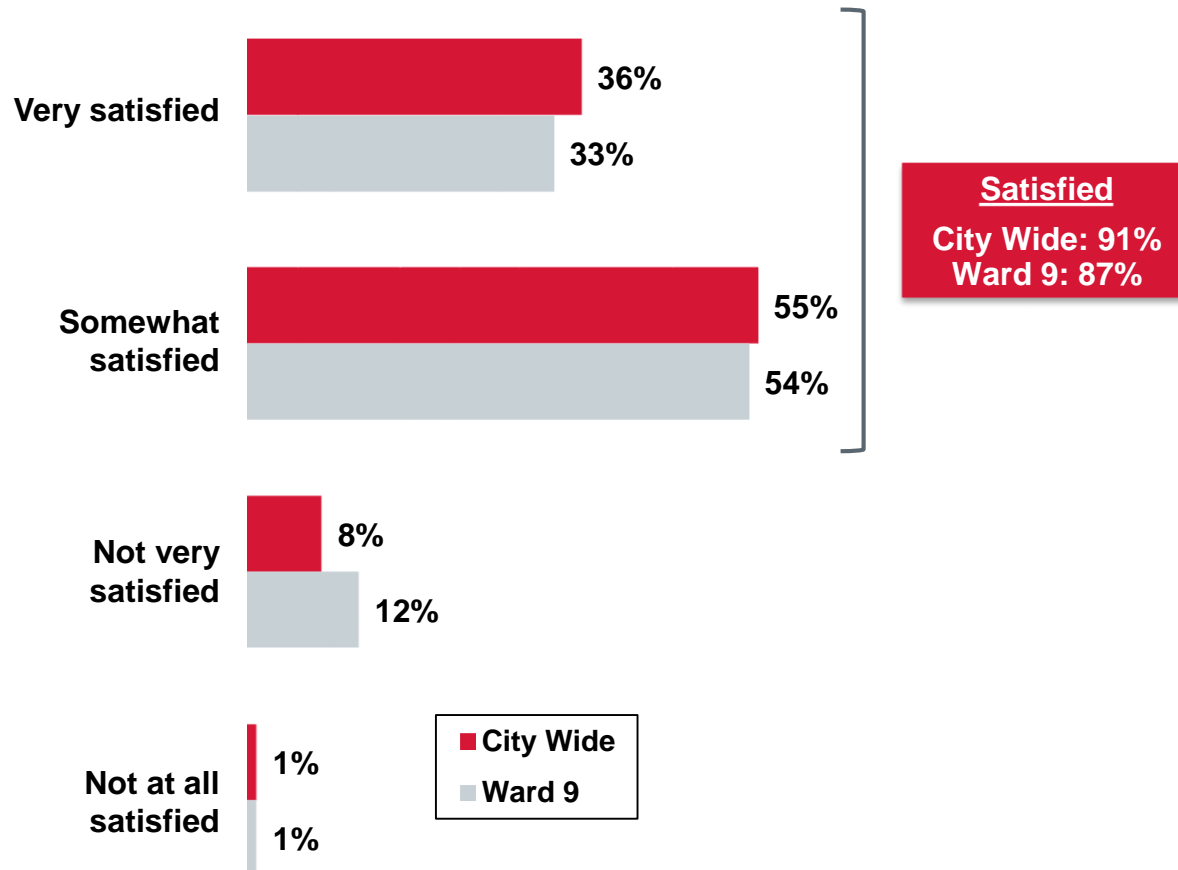


\*Rounding

*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=2,498 / Ward 9: n=182)



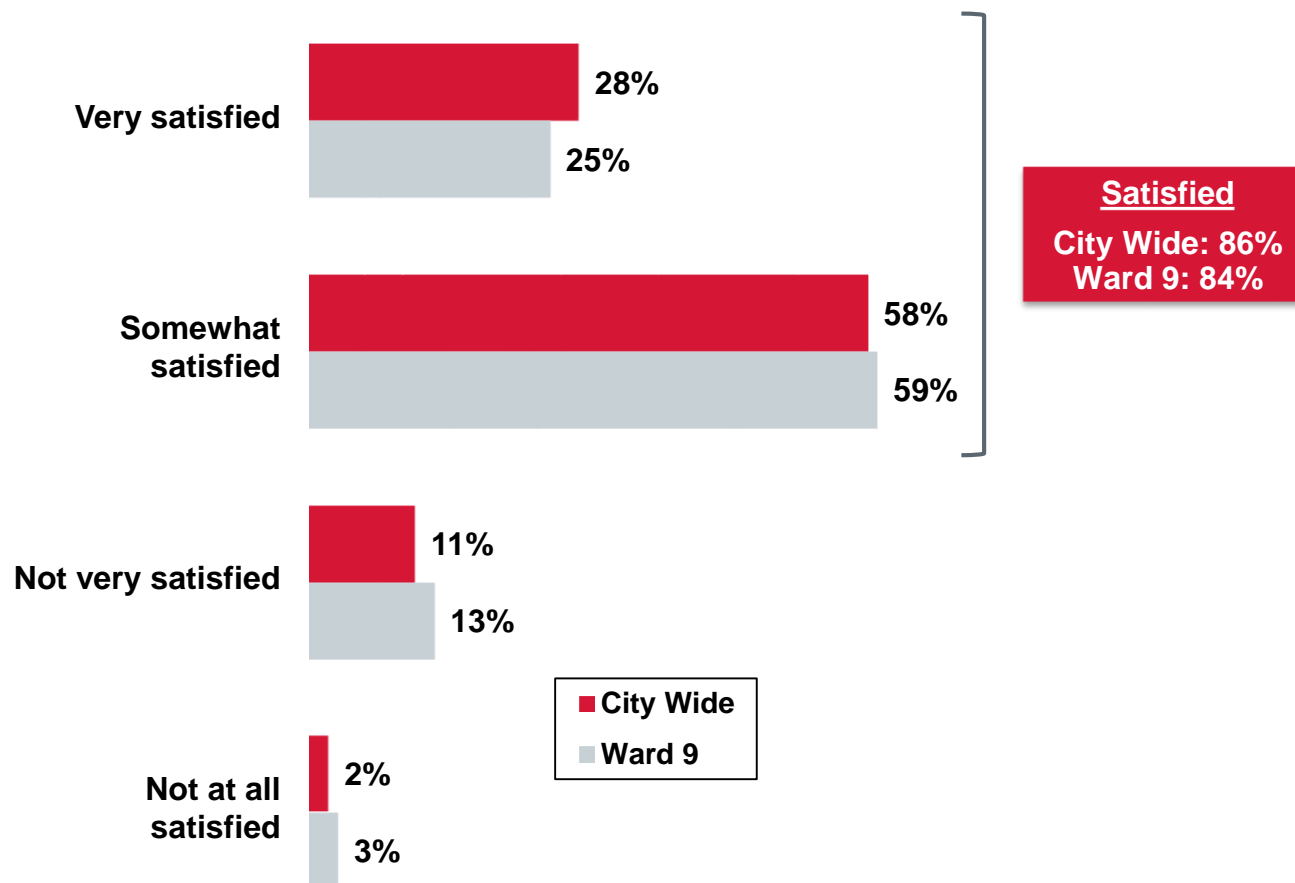
# Satisfaction with The City's Environmental Performance



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

Base: Valid respondents (City Wide: n=2,469 / Ward 9: n=181)

# Satisfaction with The City's Environmental Programs and Services



*How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?*

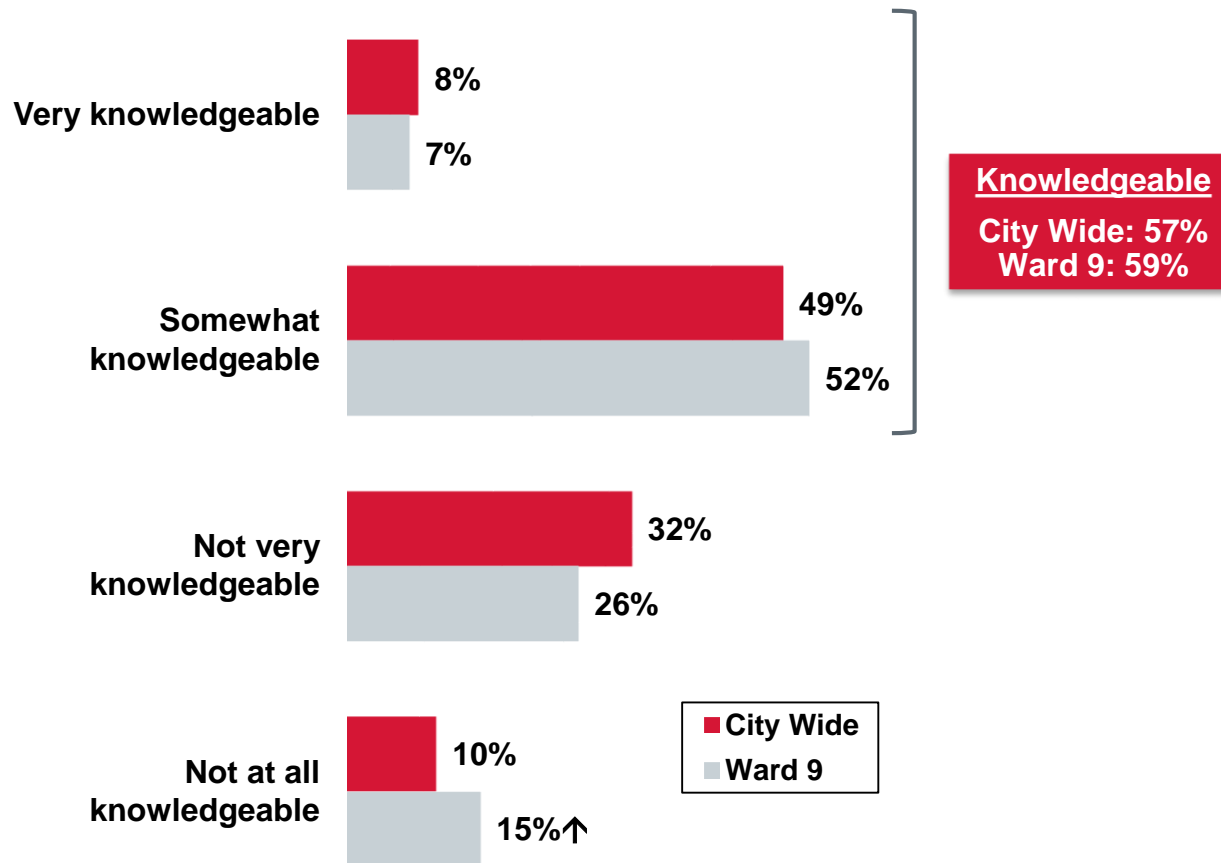
Base: Valid respondents (City Wide: n=2,472 / Ward 9: n=182)



## Taxation



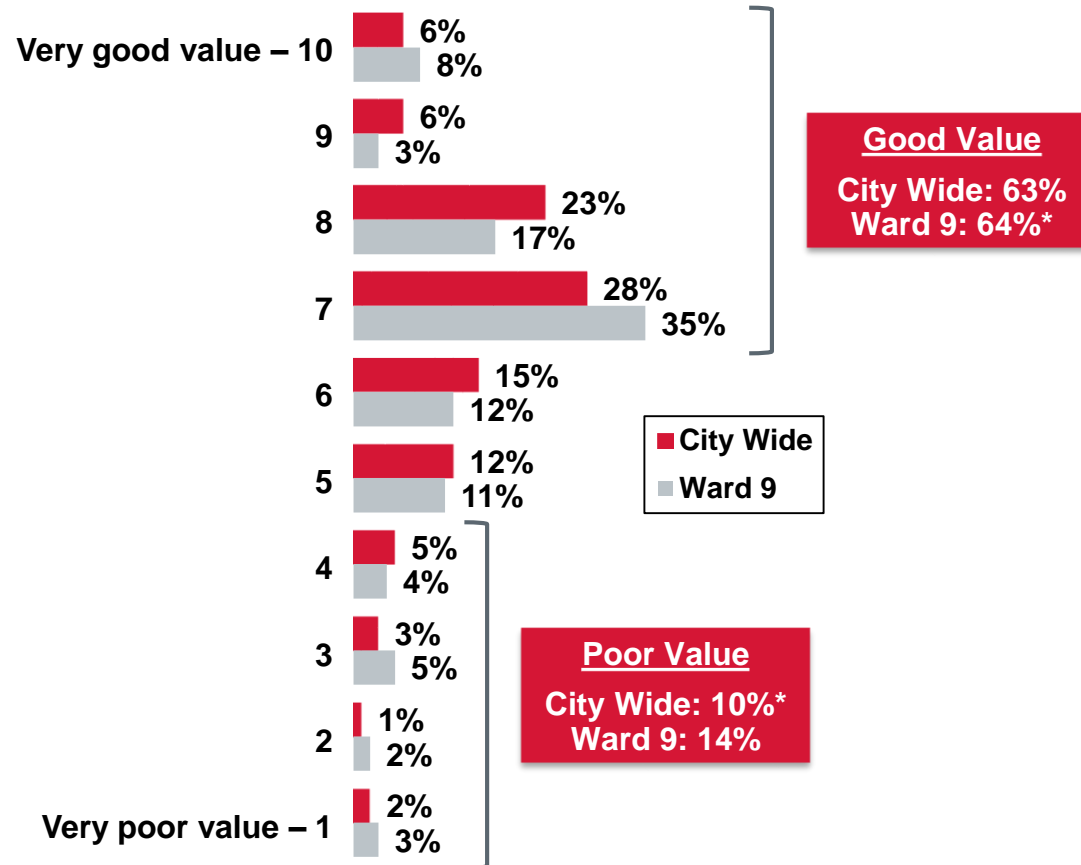
# Knowledge Levels of Tax Dollar Spending



*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=2,494 / Ward 9: n=182)

# Perceived Value of Property Taxes

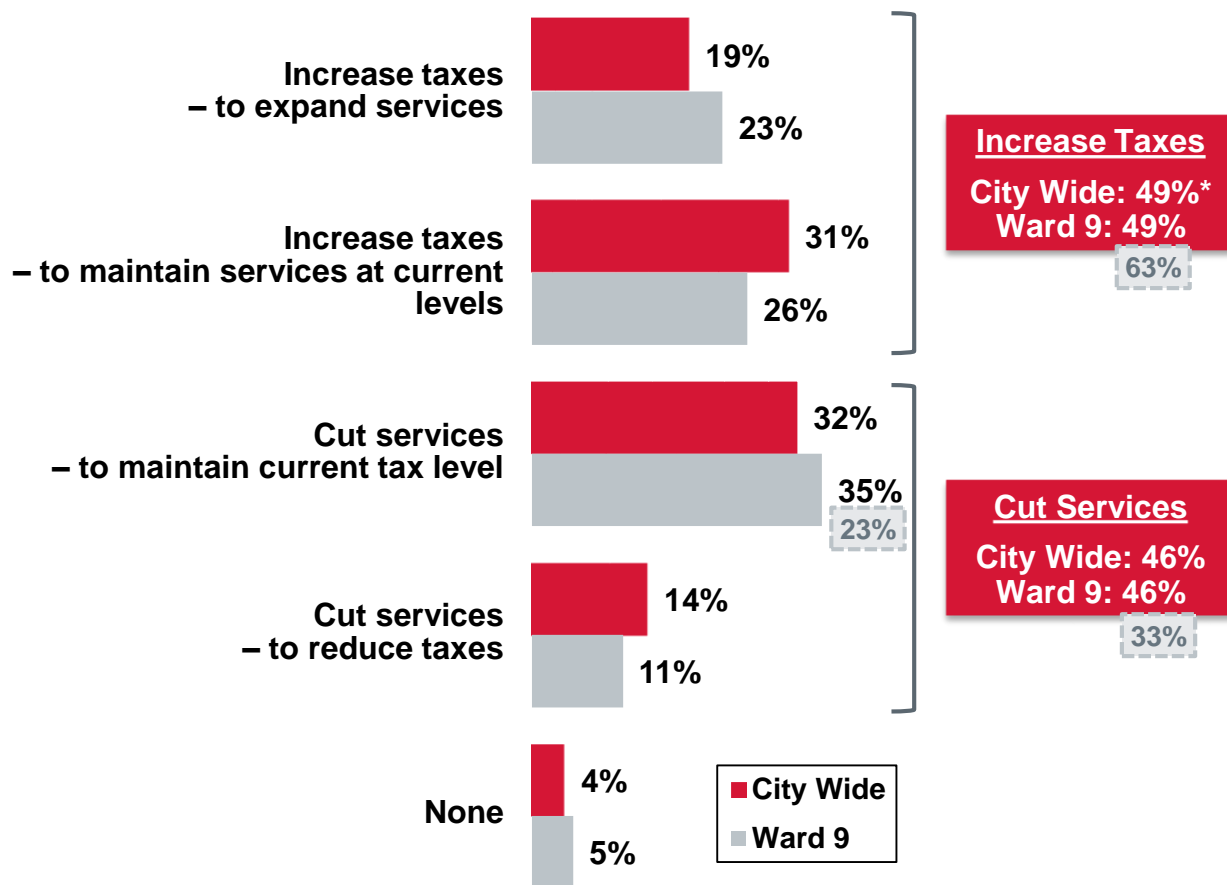


\*Rounding

*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=2,466 / Ward 9: n=179)

# Balancing Taxation and Service Delivery Levels



Ward 9 2015

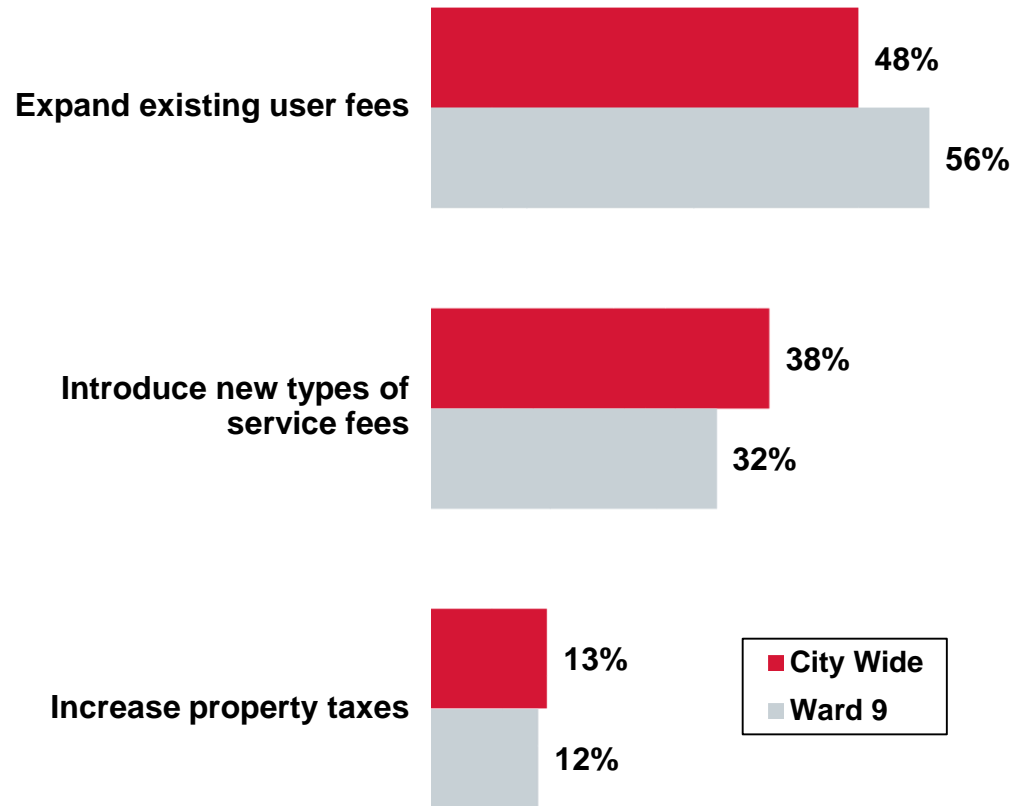
\*Rounding

*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=2,457 / Ward 9: n=176)



# Options for Increasing City Revenue



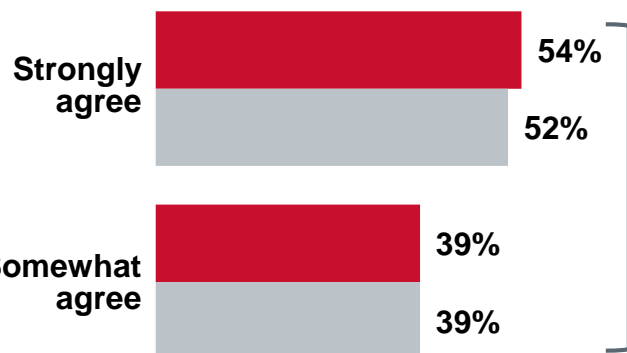
*Should The City need to increase the amount of revenue it collects from citizens for new or emerging services, would you prefer The City to ...?*

Base: Valid respondents (City Wide: n=2,331 / Ward 9: n=182)

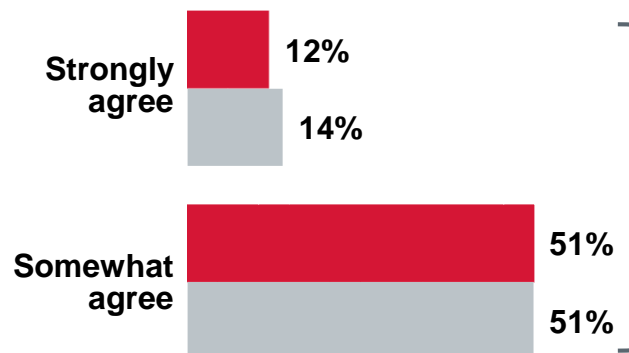
# Property Tax Dollar Investment

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

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



**Agree**  
City Wide: 93%  
Ward 9: 91%



**Agree**  
City Wide: 63%  
Ward 9: 66%\*

■ City Wide  
■ Ward 9

■ City Wide  
■ Ward 9

\*Rounding

Base: Valid respondents (City Wide: n=2,490 / Ward 9: n=181)

Base: Valid respondents (City Wide: n=2,475 / Ward 9: n=179)

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

% Yes

■ City Wide

■ Ward 9

66%

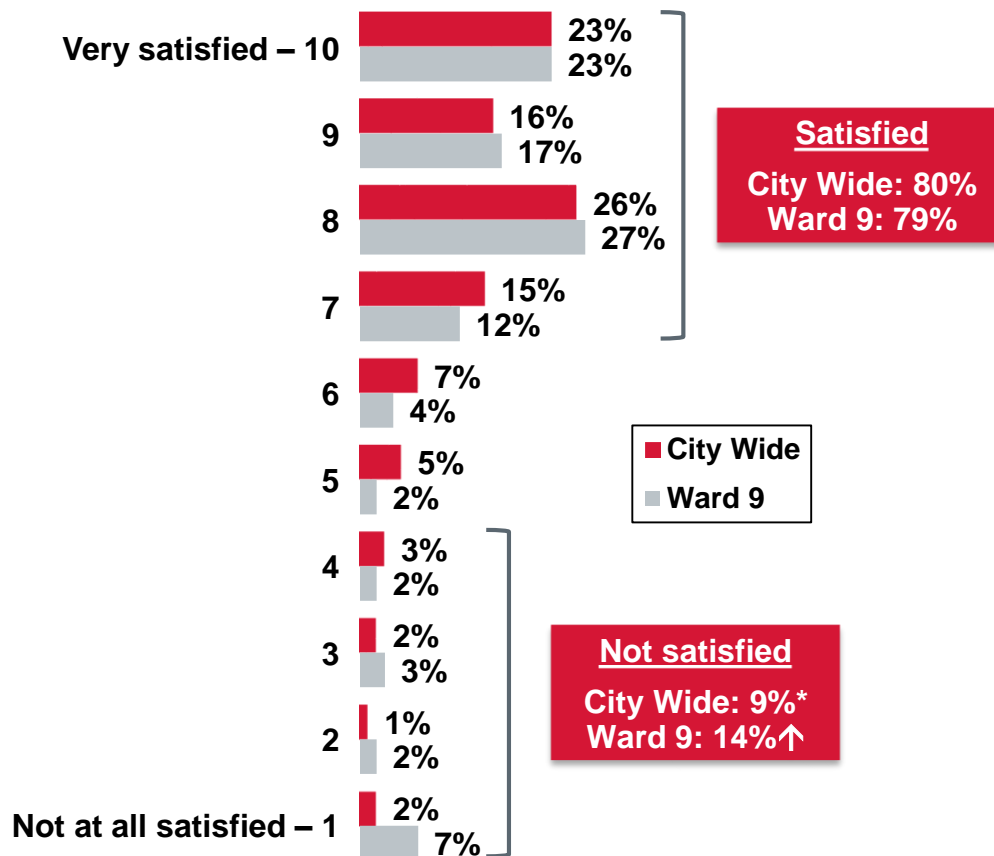
68%



*Have you contacted or dealt with 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=2,486 / Ward 9: n=181)

# Satisfaction with the Overall Level and Quality of Customer Service



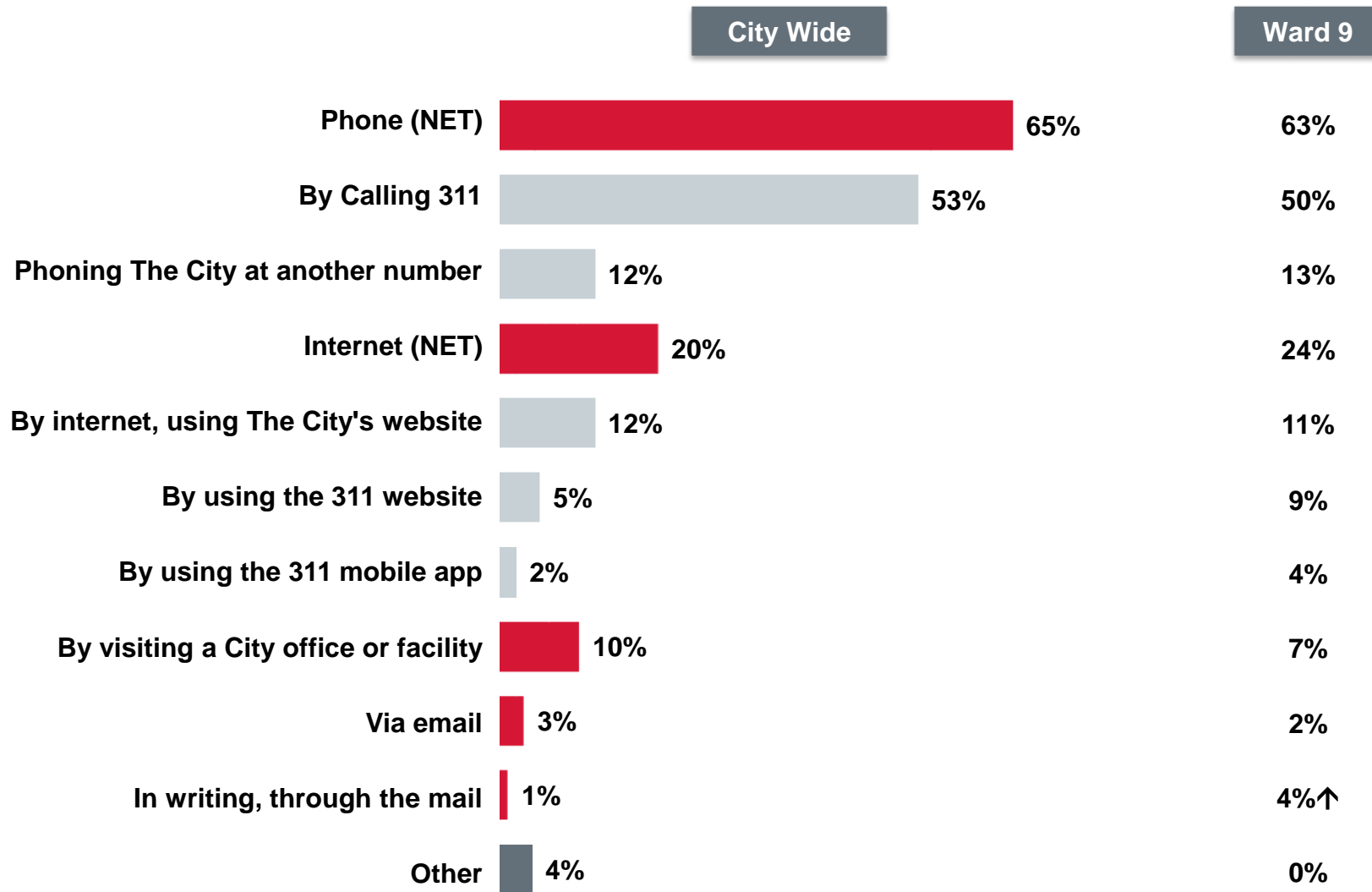
\*Rounding

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=1,630 / Ward 9: n=120)



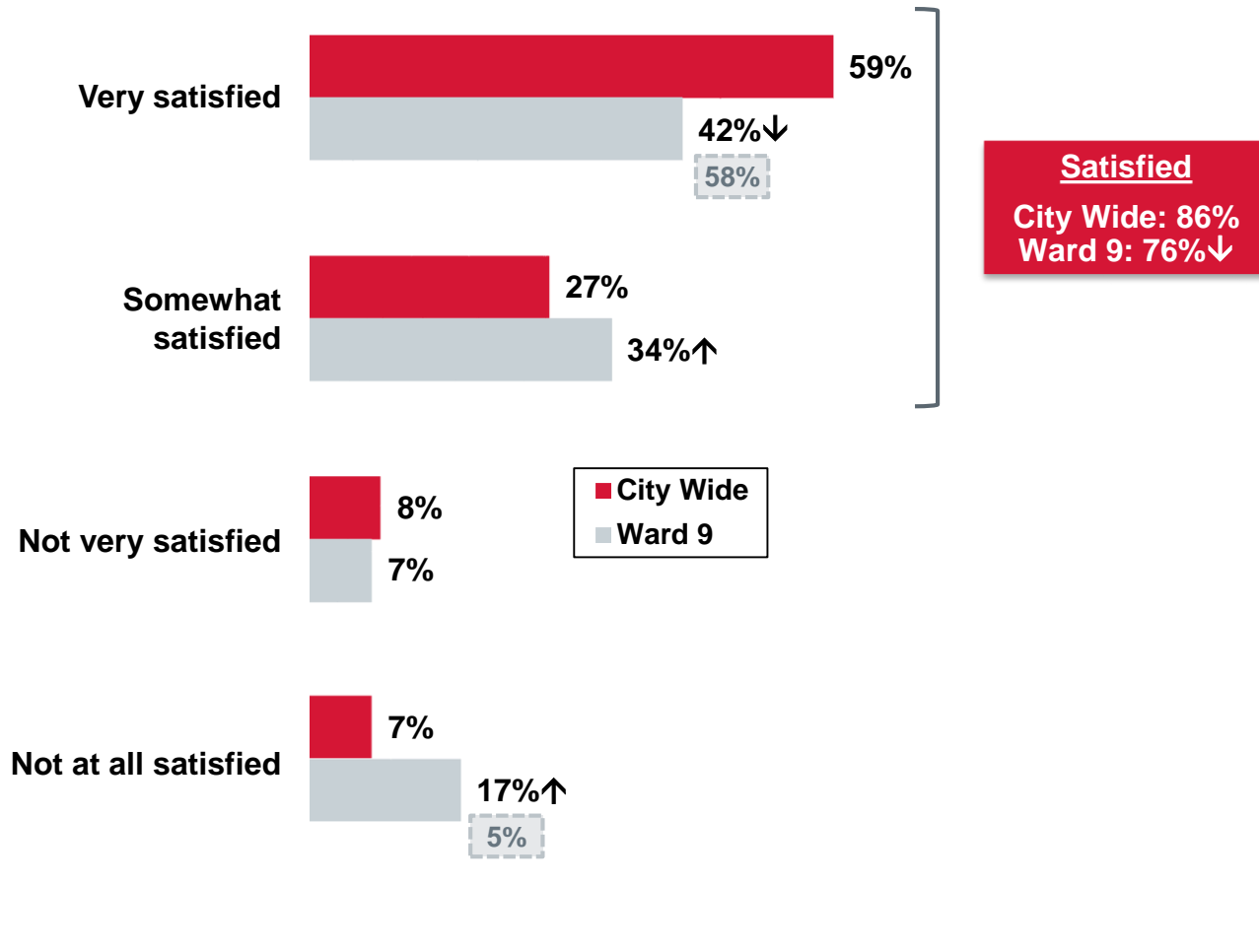
# Type of Contact



*When you contacted The City was it... ?*

Base: Valid respondents who contacted The City in the last twelve months (City Wide: n=1,080 / Ward 9: n=74)

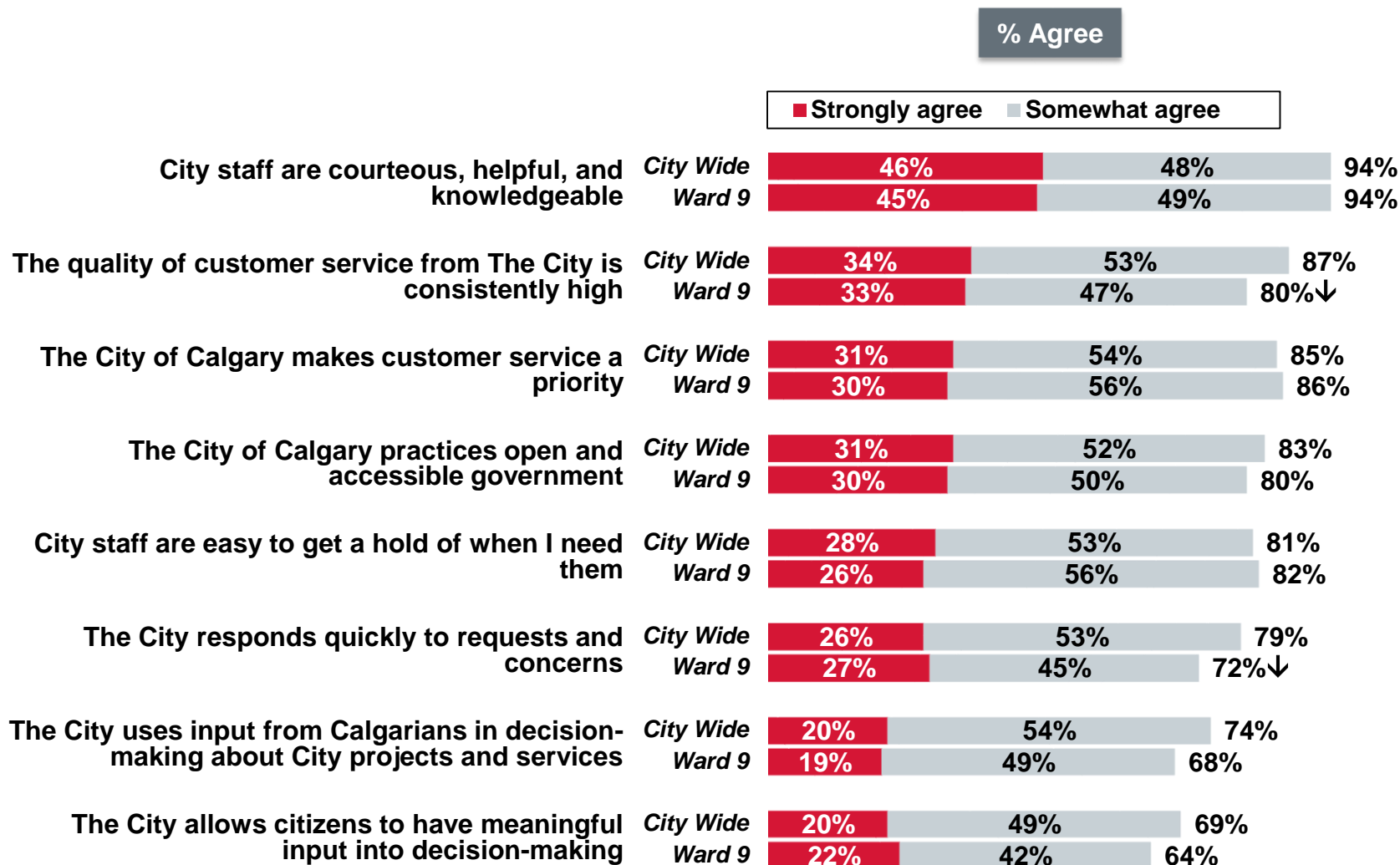
# Satisfaction with Most Recent City Contact



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

Base: 2016: Valid respondents who contacted The City of Calgary in the last twelve months (City Wide: n=1,081 / Ward 9: n=75)

# Attitudes Regarding City Service Delivery and Transparency



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

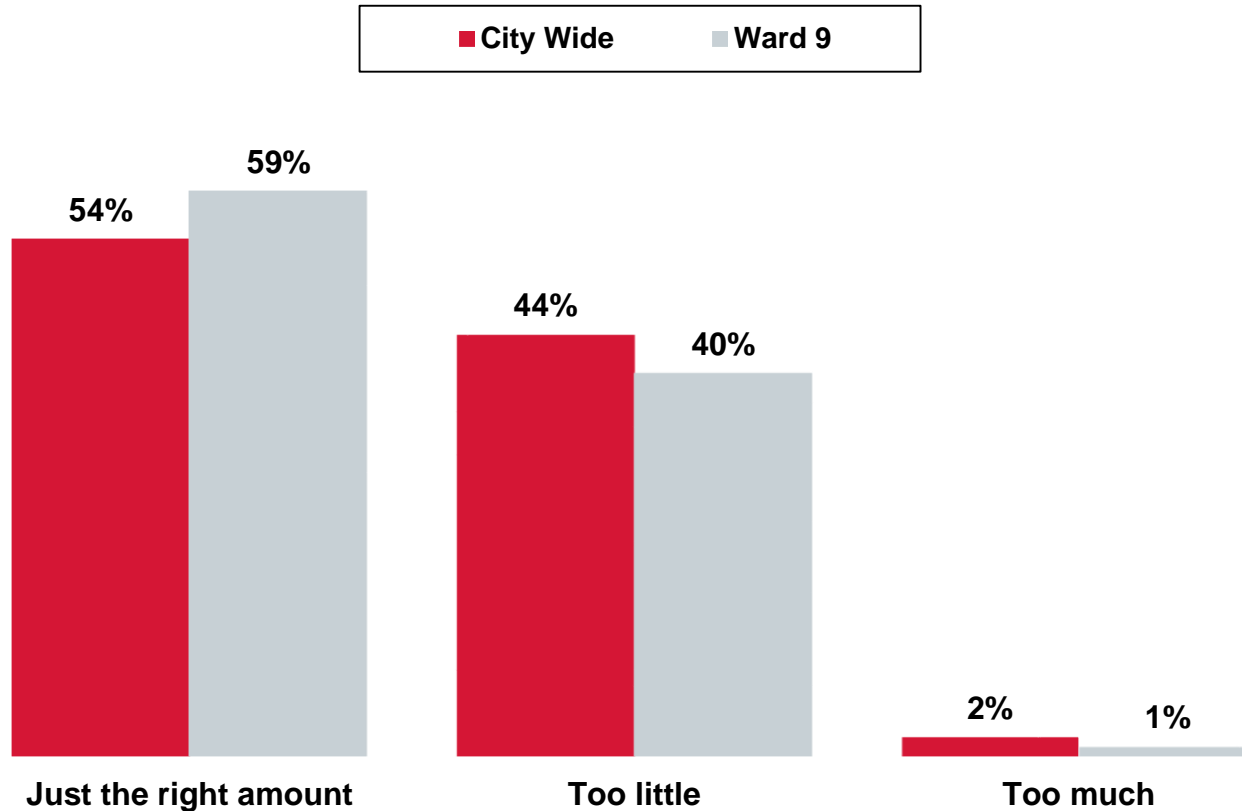
Base: Valid respondents (Bases vary)



## City Communications



# The Extent 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=2,487 / Ward 9: n=181)

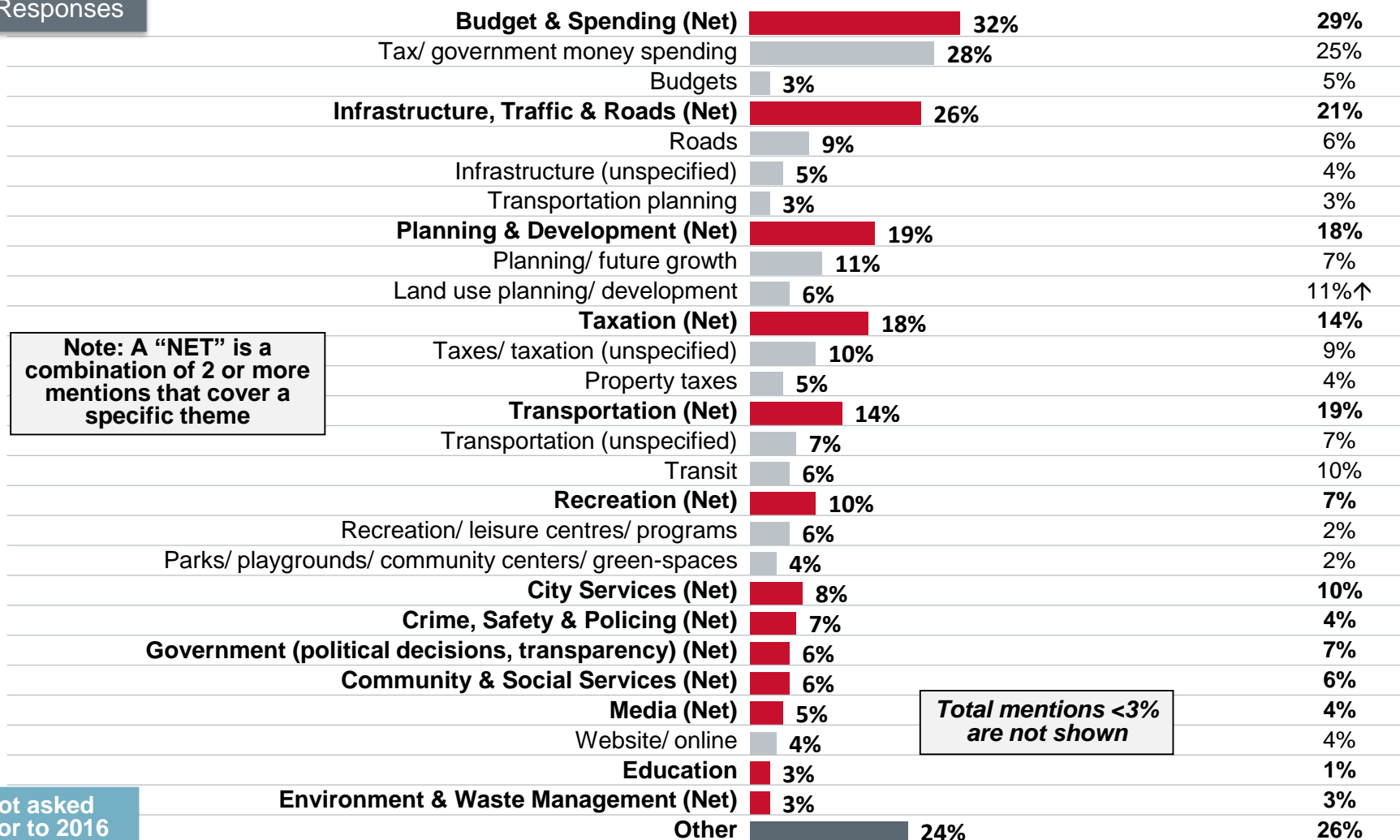


# Top Areas for Information from The City

Multiple  
Responses

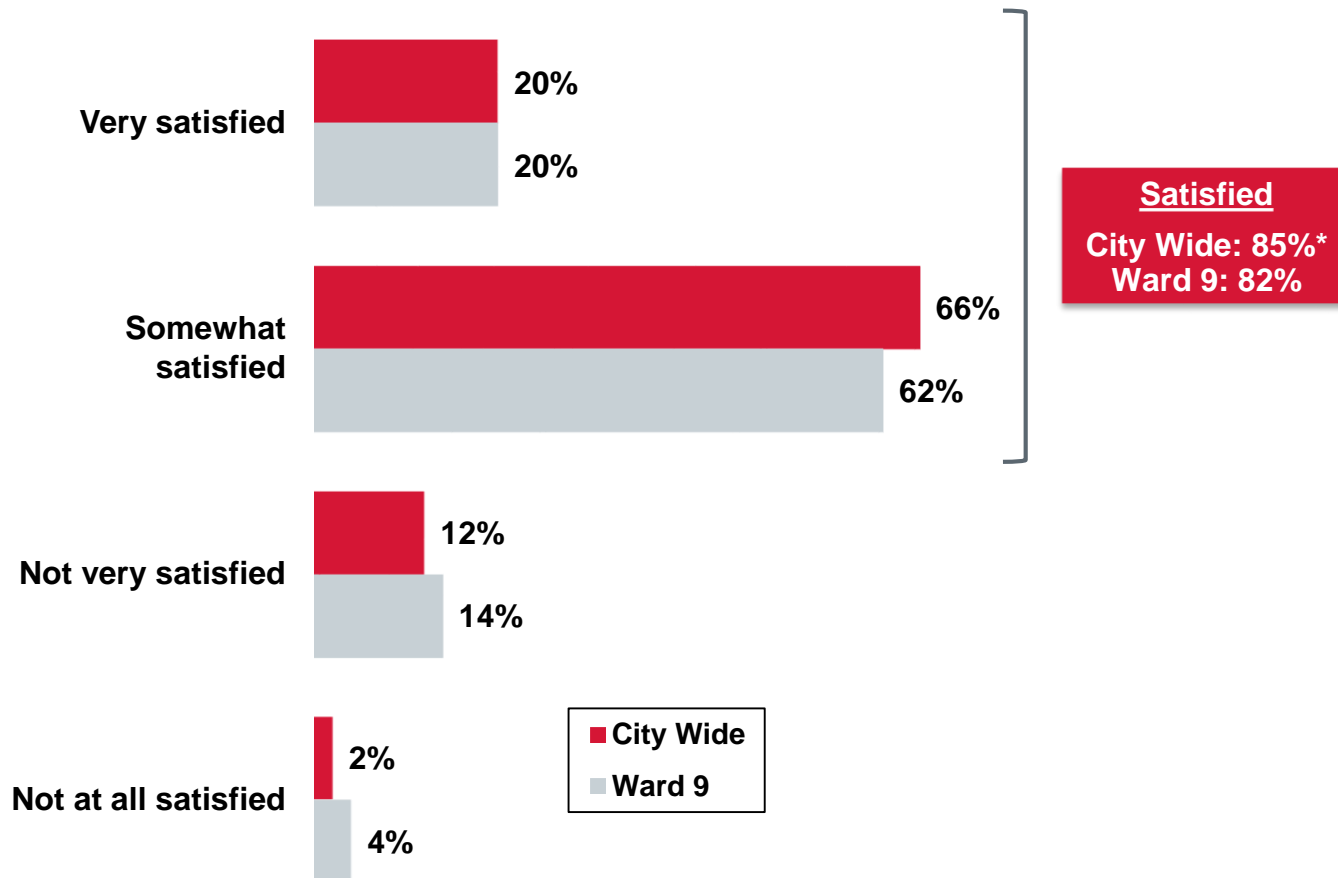
City Wide

Ward 9



What are the top three areas where [too little; you would like The City to / right amount: The City should] provide more information?  
Base: Valid respondents who say they receive too little or just the right amount of information (City Wide: n=990 / Ward 9: n=146)

# Overall Satisfaction with 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=2,489 / Ward 9: n=181)



## Demographics



## Gender

	City Wide	Ward 9
Male	50%	44%
Female	50%	56%

## Education

	City Wide	Ward 9
Completed high school or less	18%	22%
Some post secondary or completed a college diploma	34%	33%
Completed university degree or post-grad degree	48%	45%

## Age

	City Wide	Ward 9
18 to 24	12%	7%↓
25 to 34	22%	20%
35 to 44	18%	18%
45 to 54	20%	20%
55 to 64	13%	17%
65 or older	14%	18%
Mean	44.5	47.9↑

## Income

	City Wide	Ward 9
Less than \$30,000	7%	10%
\$30,000 to <\$45,000	9%	13%
\$45,000 to <\$60,000	10%	15%↑
\$60,000 to <\$75,000	9%	6%
\$75,000 to <\$90,000	9%	7%
\$90,000 to <\$105,000	11%	11%
\$105,000 to <\$120,000	11%	10%
\$120,000 to <\$150,000	13%	11%
\$150,000 or more	23%	18%

Base: Valid respondents

## Tenure in Calgary

	City Wide	Ward 9
Less than 5 years	9%	6%
5 to less than 10 years	10%	7%
10 to less than 15 years	12%	6%↓
15 to less than 20 years	14%	12%
20 to less than 30 years	19%	21%
30 to less than 40 years	15%	21%
40 or more	21%	25%
Mean	25 years	29 years↑

## Household Size

	City Wide	Ward 9
1	13%	25%↑
2	32%	39%↑
3	19%	13%
4	23%	17%
5 or more	13%	6%↓
Mean	3	2.4↓

## Children and Seniors in Household

	City Wide	Ward 9
Yes - Children	37%	24%↓
Yes - Seniors	16%	17%

## Type of Home

	City Wide	Ward 9
Single-detached house	72%	65%
Apartment or apartment-style condominium	12%	19%↑
Townhouse or rowhouse	7%	6%
Duplex, triplex or fourplex	8%	8%
Another type of multi-dwelling unit	1%	1%

## Own or Rent

	City Wide	Ward 9
Own	77%	74%
Rent	20%	24%
Other	1%	0%
Neither	2%	2%

## Responsible for Property Taxes

	City Wide	Ward 9
Yes	84%	89%
No	16%	11%

Base: Valid respondents



# Respondent Characteristics

## Born in Canada

	City Wide	Ward 9
Yes	72%	84%↑
No	28%	16%↓

## Age Left Country of Birth

Base: Not born in Canada	City Wide (n=626)	Ward 9 (n=31)
Under the age of 12	27%	27%
12 to 17	10%	5%
18 or older	62%	64%

## Ethnic Background

	City Wide	Ward 9
Caucasian/ white	22%	24%
British	20%	25%
Canadian/ French Canadian	18%	19%
Western European	11%	11%
Southern or Eastern European	11%	12%
East or Southeast Asian	10%	4%↓
South Asian	7%	4%
Central/ South American or Caribbean	3%	4%
West Asian or Middle Eastern	2%	2%
African	2%	2%
Aboriginal/ First Nations/ Metis	1%	2%

## Disability

	City Wide	Ward 9
Yes	13%	11%
No	87%	89%

## Visible Minority

	City Wide	Ward 9
Yes	22%	17%
No	78%	83%

Base: Valid respondents

## Contact

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Ipsos Public Affairs

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Ipsos Public Affairs

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