

2018 Quality of Life and Citizen Satisfaction Survey

Ward 12 Report



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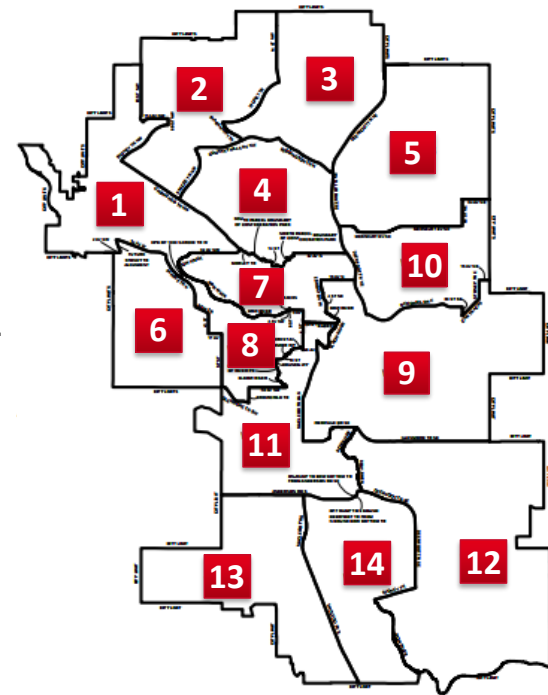
City Reputation and Performance

63

Respondent Profile

Methodology

- ❖ Telephone survey conducted with a randomly selected sample of 2,500 Calgarians aged 18 years and older between August 15th and September 12th, 2018.
 - Both landline (60%) and cell phone (40%) sample were used.
 - The average interview length was 32 minutes.
- ❖ Final data were weighted to ensure the overall sample's quadrant, ward, and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2016 Municipal and Federal Census data.
- ❖ The margin of error (MOE) for the total sample of 2,500 is ± 2.0 percentage points, 19 times out of 20.
 - A total of 179 interviews were conducted with residents of Ward 12 (MOE ± 7.3).
- ❖ Research Note on significant differences.
 - Throughout, City Wide results are compared to results from Ward 12.
 - \uparrow indicates a number is significantly higher than City Wide.
 - \downarrow indicates a number is significantly lower than City Wide.
- ❖ Where possible, 2018 results for Ward 12 are compared to those from 2017.
 - Only significant differences are shown.





Summary of Key Findings



Key Findings: Quality of Life

Ward 12 residents rate quality of life similar to City Wide, although feeling safe walking after dark is much higher than City Wide.

- ❖ More than eight-in-ten (87%) Ward 12 residents say the quality of life in Calgary today is ‘good,’ statistically consistent with 86% City Wide.
- ❖ A slim majority (53%) of Ward 12 residents say the quality of life in Calgary has stayed the same over the past three years (on par with 49% City Wide), while 20% say it has improved (on par with 22% City Wide), and 27% say it has worsened (on par with 29% City Wide).
- ❖ Nine-in-ten Ward 12 residents agree they are proud to be a Calgarian (92%, on par with 89% City Wide) and proud to live in their neighbourhood (90%, on par with 86% City Wide)
- ❖ Ward 12 residents are much more likely than City Wide to agree they would feel safe walking alone in their neighbourhood after dark (95%, 13 points higher than 82% City Wide).

Key Findings: Issue Agenda and Level and Quality of Services and Programs

The Ward 12 issue agenda is similar to City Wide, although Ward 12 residents are more likely to mention issues related to transit and education.

- ❖ The top issues in Ward 12 are "*infrastructure, traffic and roads*" (45%, on par with 40% City Wide), "*transit*" (22%, 6 points higher than 16% City Wide) and "*education*" (12%, 5 points higher than 7% City Wide).
- ❖ Mentions of "*infrastructure, traffic and roads*" have increased by 16 points from 2017 (45% vs. 29% in 2017), while mentions of "*public transportation*" have decreased by 10 points (11% vs. 21% in 2017).

Overall satisfaction with the level and quality of City services is similar to City Wide.

- ❖ Eight-in-ten (79%) Ward 12 residents say they are satisfied with the overall level and quality of services and programs provided by The City, on par with 77% City Wide.

Key Findings: City Programs and Services

Ward 12 residents differ from City Wide and 2017 results for the importance, satisfaction and desired investment in a number of services. The biggest difference is an increase in those who want to see more investment in snow removal.

- ❖ Ward 12 residents are less likely than City Wide residents to rate many services as *very* important, especially:
 - City growth management: 45% rate as *very* important (13 points lower than 58% City Wide).
 - Support for arts and culture including festivals: 27% rate as *very* important (11 points lower than 38% City Wide).
 - On-street bikeways: 16% rate as *very* important (10 points lower than 26% City Wide).
- ❖ Ward 12 residents are more likely than in 2017 to rate spring road cleaning and business licensing and inspections as *very* important. Disaster planning has declined in importance.
 - Spring road cleaning: 59% rate as *very* important (13 points higher than 46% in 2017).
 - Business licenses and inspections: 50% rate as *very* important (12 points higher than 38% in 2017).
 - Disaster planning and response: 65% rate as *very* important (12 points lower than 77% in 2017).
- ❖ Ward 12 residents are more satisfied than City Wide residents with the following services:
 - Protection from river flooding: 96% are satisfied (5 points higher than 91% City Wide).
 - City land use planning: 92% are satisfied (8 points higher than 84% City Wide).
- ❖ Ward 12 residents are less satisfied than City Wide residents with the following services:
 - The quality of drinking water: 91% are satisfied (4 points lower than 95% City Wide).

Key Findings: City Programs and Services (continued)

- ❖ Satisfaction has increased in Ward 12 with the following services compared to 2017.
 - Calgary Transit including bus and CTrain service: 77% are satisfied (11 points higher than 66% in 2017).
 - City growth management: 87% are satisfied (9 points higher than 78% in 2017).
 - City land use planning: 92% are satisfied (8 points higher than 84% in 2017).
- ❖ Satisfaction has decreased in Ward 12 with the following services compared to 2017.
 - Snow removal: 65% are satisfied (12 points lower than 77% in 2017).
 - Residential garbage collection service: 84% are satisfied (11 points lower than 95% in 2017).
 - Property tax assessment: 74% are satisfied (10 points lower than 84% in 2017).
- ❖ Compared to 2017, Ward 12 residents increasingly want to see more investment in the following services:
 - Snow removal: 69% want *more* investment (18 points higher than 51% in 2017).
 - Road maintenance including pothole repairs: 68% want *more* investment (11 points higher than 57% in 2017).
 - Spring road cleaning: 38% want *more* investment (11 points higher than 27% in 2017). The desire for *more* investment is also higher than City Wide (8 points higher than 30% City Wide).
 - Downtown revitalization: 24% want *more* investment (11 points higher than 13% in 2017).

Key Findings: Taxation and Customer Service

Ward 12 residents' views on taxation are consistent with City Wide, although there is more support for expanding existing user fees.

- ❖ Nearly six-in-ten (56%) Ward 12 residents give The City a 'good value' rating for the value of their property tax dollars (on par with 59% City Wide).
- ❖ A slim majority (52%) of Ward 12 residents support tax increases to maintain or expand services (identical to 52% City Wide), while 42% support cutting services to maintain or reduce taxes (on par with 43% City Wide).
- ❖ More Ward 12 residents than City Wide say The City should expand existing user fees to increase the amount of revenue it collects from citizens for new or emerging services (57%, 8 points higher than 49% City Wide).

Ward 12 residents are more likely to contact The City by Internet and rate The City higher on a couple of customer service metrics.

- ❖ Ward 12 residents are aligned with City Wide results for contacting The City in the past 12 months (59%, on par with 65% City Wide) and for satisfaction with the overall level and quality of customer service (80%, on par with 78% City Wide).
- ❖ Ward 12 residents making contact with The City are more likely than City Wide to have done so by Internet (38%, 15 points higher than 23% City Wide).
- ❖ Ward 12 residents are more likely than City Wide to agree The City responds quickly to requests and concerns (84% agree, 9 points higher than 75% City Wide) and the quality of customer service from The City is consistently high (89% agree, 6 points higher than 83% City Wide).

Key Findings: Communications, City Reputation and Performance

Overall perceptions of City information and communications are consistent with City Wide results.

- ❖ Satisfaction with the overall quality of City information and communications is comparable to City Wide (83%, on par with 80% City Wide).
- ❖ More Ward 12 residents than in 2017 say they receive just the right amount of information from The City (60%, up 13% points from 47% in 2017 and on par with 57% City Wide).

Measures of The City's reputation are mostly on par with City Wide results, although there are more City advocates in Ward 12.

- ❖ Ward 12 results are on par with City Wide results for favourability (70% vs. 68% City Wide), trust (56% vs. 60% City Wide) and being advocates (30% vs. 34% City Wide).

Assessments of the performance of Council and Administration are consistent with City Wide results.

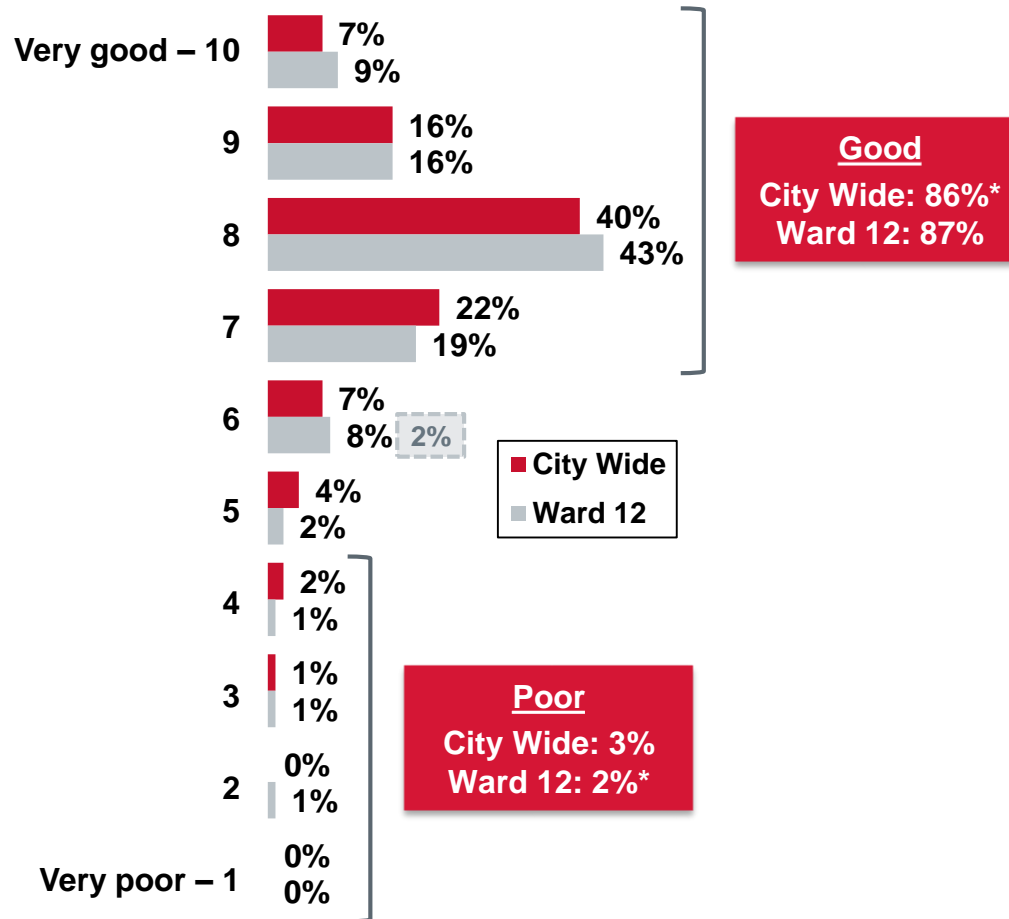
- ❖ Eight-in-ten (81%) Ward 12 residents (on par with 79% City Wide) are satisfied with the way The City of Calgary – including Council and Administration are running the City.



Quality of Life



Overall Quality of Life in Calgary



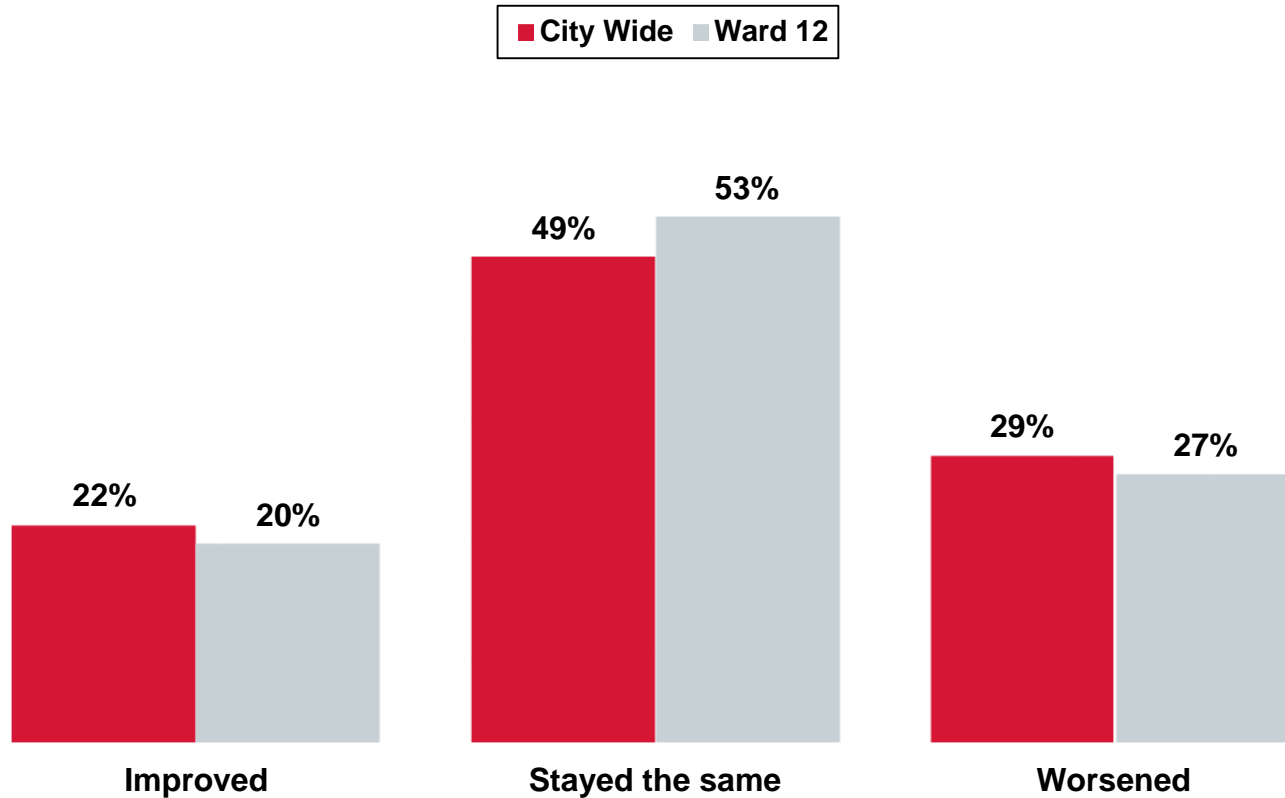
Ward 12 2017

*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 12: n=179)

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 ...?

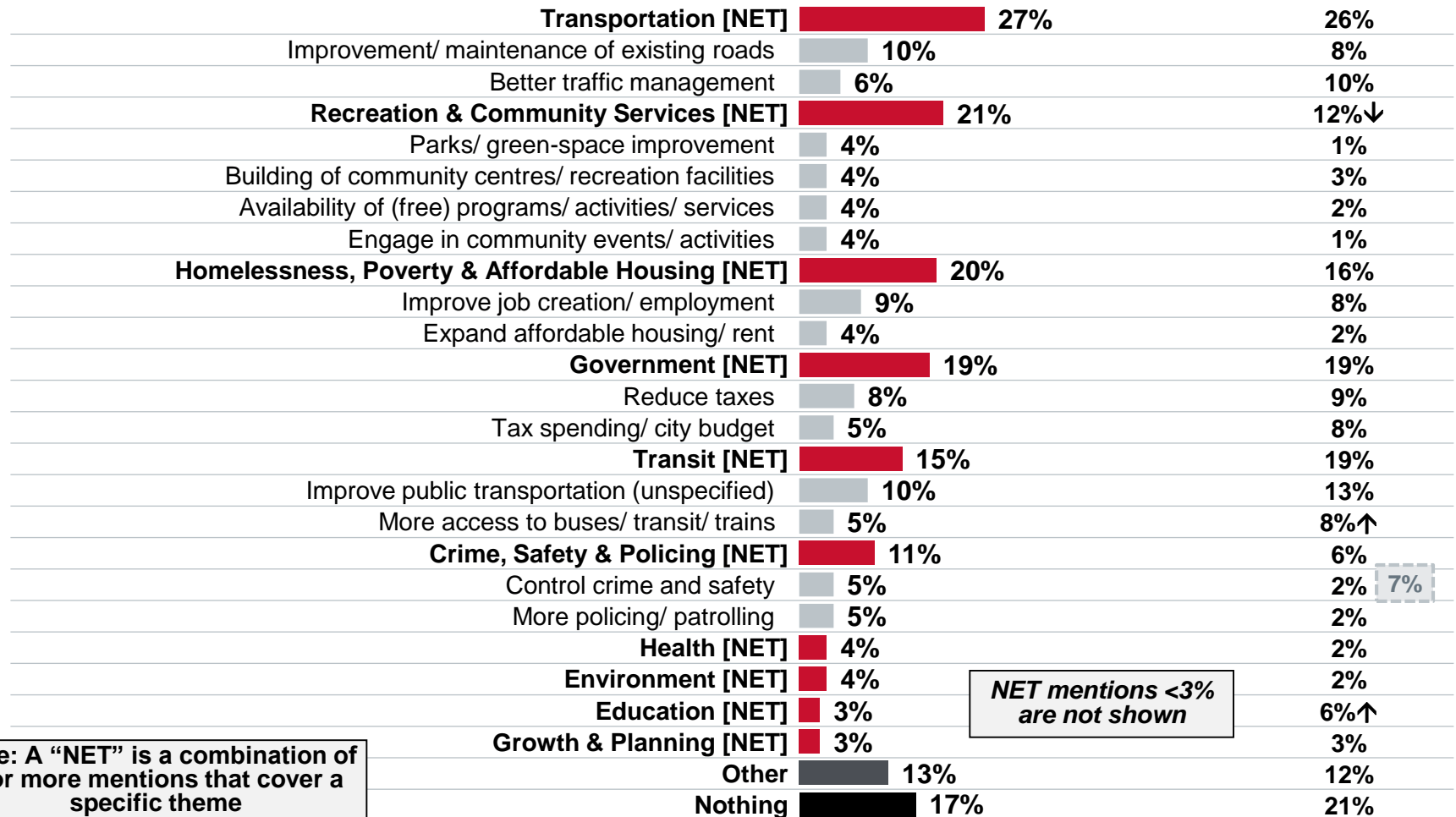
Base: Valid respondents (City Wide: n=2,482 / Ward 12: n=178)

Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 12



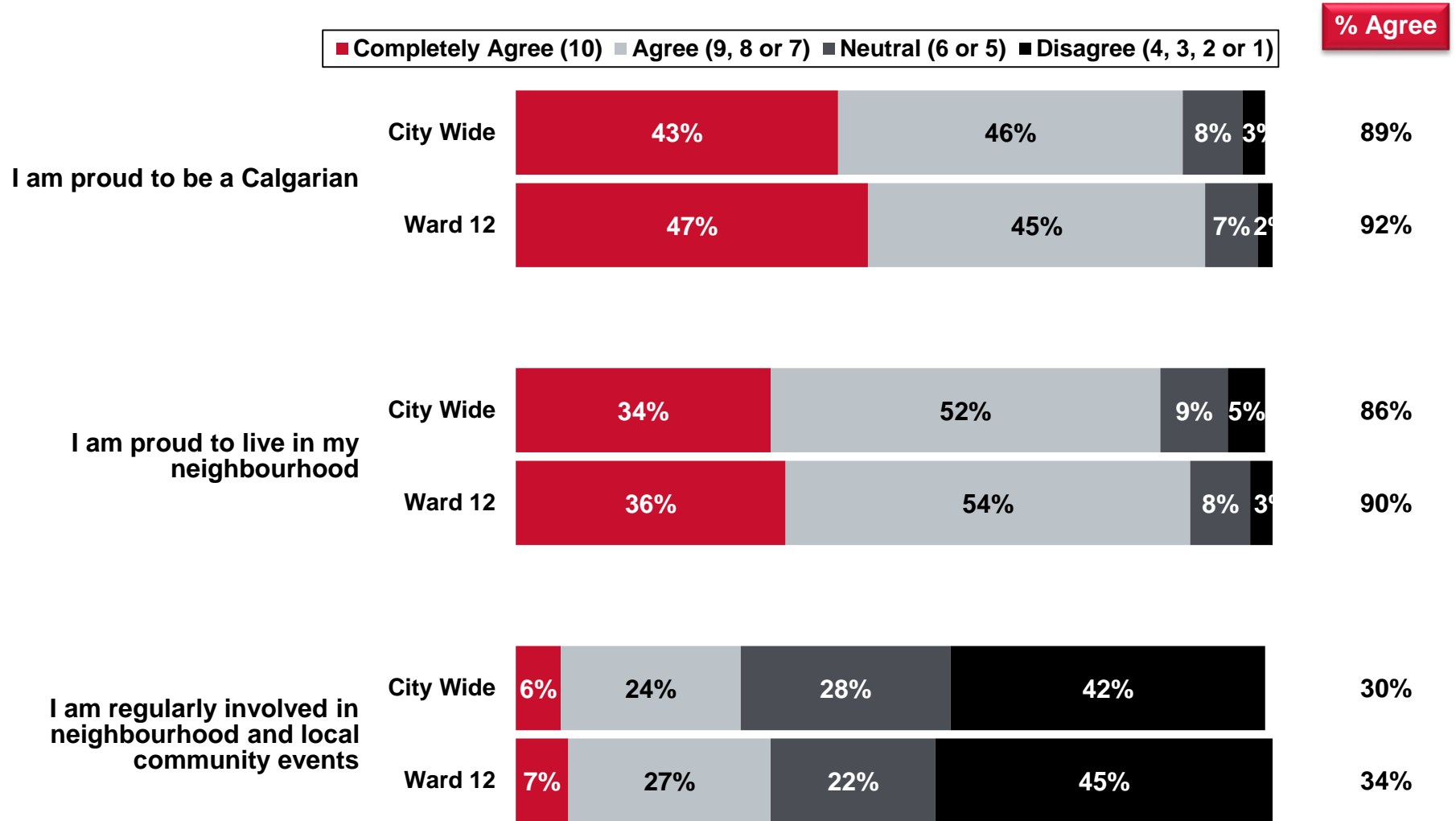
Note: A "NET" is a combination of 2 or more mentions that cover a specific theme

Ward 12 2017

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=2,391 / Ward 12: n=172)

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)

Sustainability: Making a Life and Living, Inclusivity 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

23%

60%

13%

4%

83%

Ward 12

26%

61%

10%

4%

87%

Calgary is a great place to make a living

City Wide

18%

53%

20%

9%

71%

Ward 12

22%

49%

22%

6%

71%

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

City Wide

19%

60%

15%

6%

79%

Ward 12

20%

60%

13%

7%

80%

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

City Wide

11%

54%

23%

12%

65%

Ward 12

9%

58%

23%

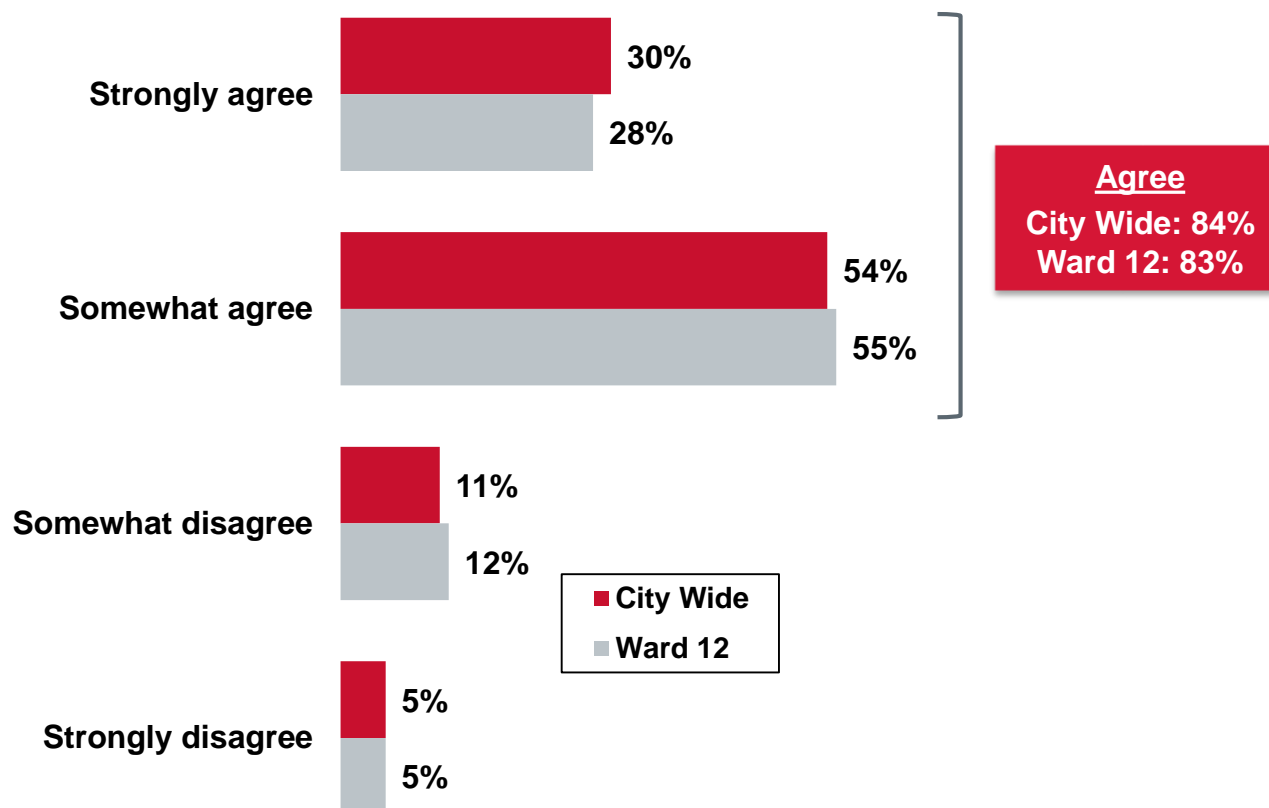
10%

67%

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)

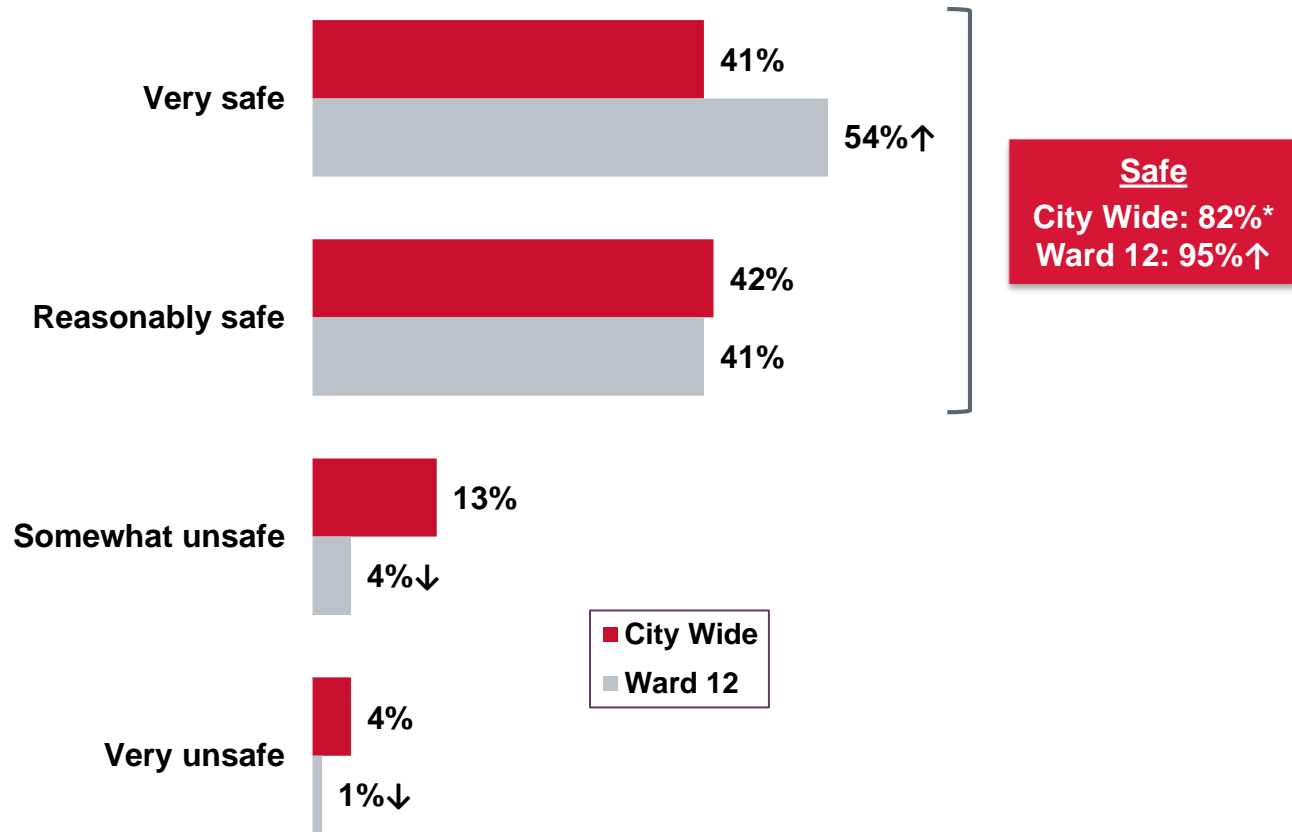
Calgary: On the Right Track to Being a Better City?



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 12: n=179)

Perceived Safety in Own Neighbourhood



*Rounding

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

Base: Valid respondents (City Wide: n=2,496 / Ward 12: n=179)



Issue Agenda



Issue Agenda

Multiple Responses

City Wide

Ward 12

■ First Mention ■ Other Mentions

Infrastructure, Traffic & Roads [NET]	29%	11%	40%	45%	29%
Traffic congestion	7%	9%		9%	
(Lack of) snow removal	5%	3	8%	7%	
Roads (unspecified)	6%	8%		9%	
Road conditions	3	3	6%	7%	1%
Transit [NET]	12%	4%	16%	22%	↑
Transportation (unspecified)	7%	9%		12%	
Public Transportation (incl. buses/ C-train/ poor service)	5%	7%		11%	↑ 21%
Crime, Safety & Policing [NET]	9%	5%	14%	8%	
Recreation [NET]	5%	4%	9%	12%	
Taxes [NET]	5%	3	8%	6%	
Environment & Waste Management [NET]	3	4%	7%	5%	
Education [NET]	4%	3	7%	12%	↑
Economy [NET]	4%	5%		5%	
Homelessness, Poverty & Affordable Housing [NET]	3	5%		0%	
Budget & Spending [NET]	2	4%		5%	
Growth & Planning [NET]	3	4%		4%	
Olympics [NET]	2	4%		2%	
Other			18%	12%	
None			16%	13%	

NET mentions <4%
are not shown

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

Ward 12 2017

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?

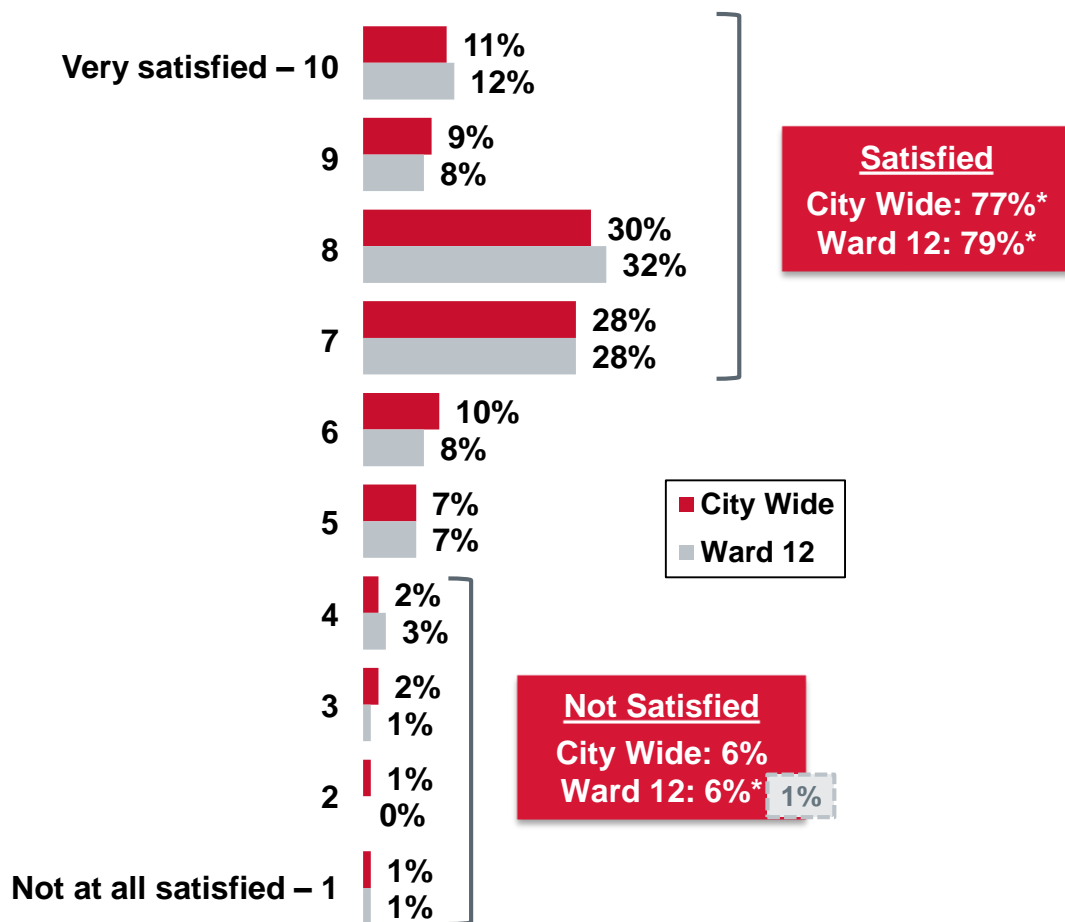
Base: Valid respondents (City Wide: n=2,454 / Ward 12: n=173)



City Programs and Services



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



Ward 12 2017

*Rounding

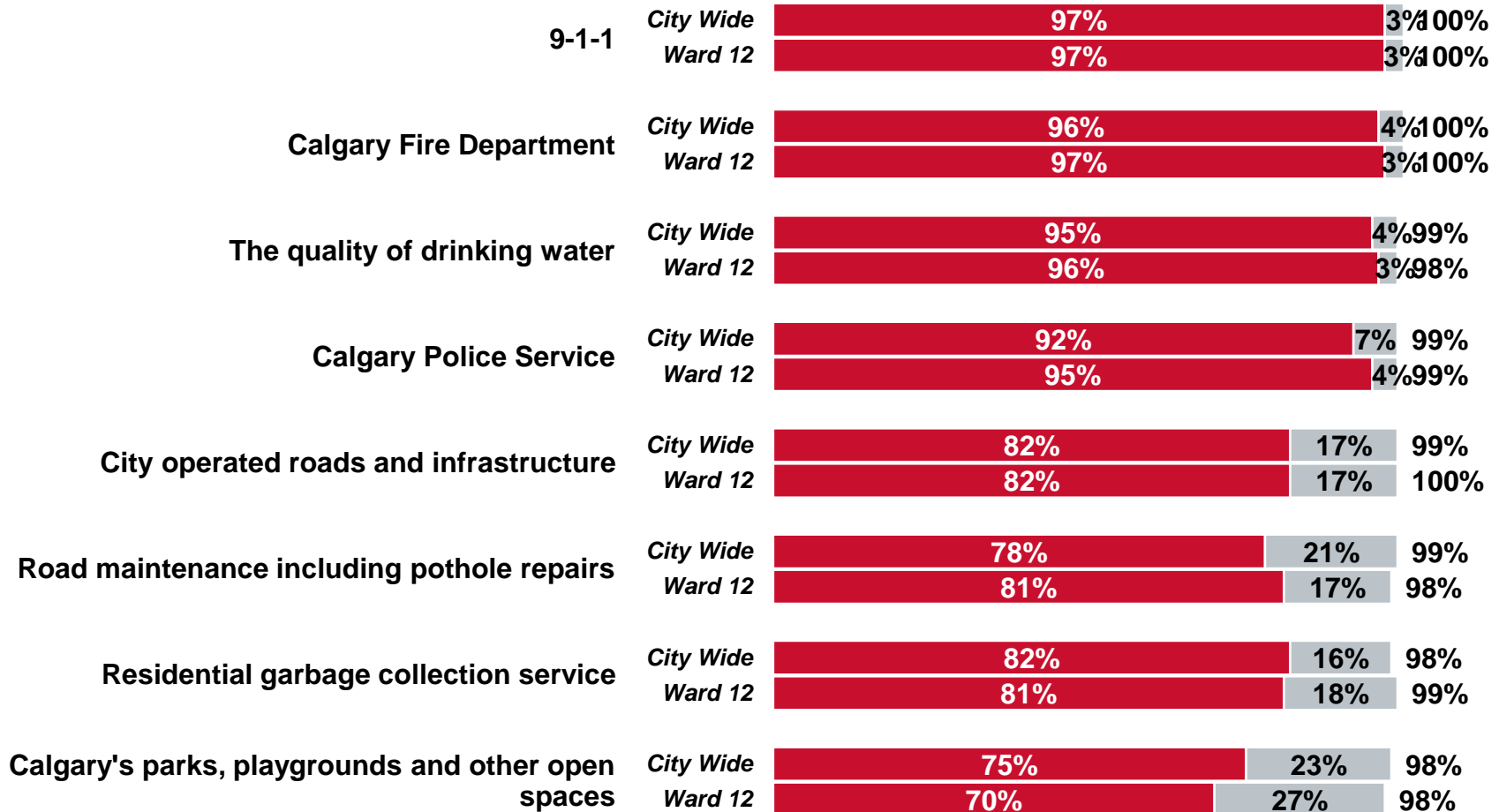
On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (City Wide: n=2,488 / Ward 12: n=178)

Importance of City Programs and Services

% Important

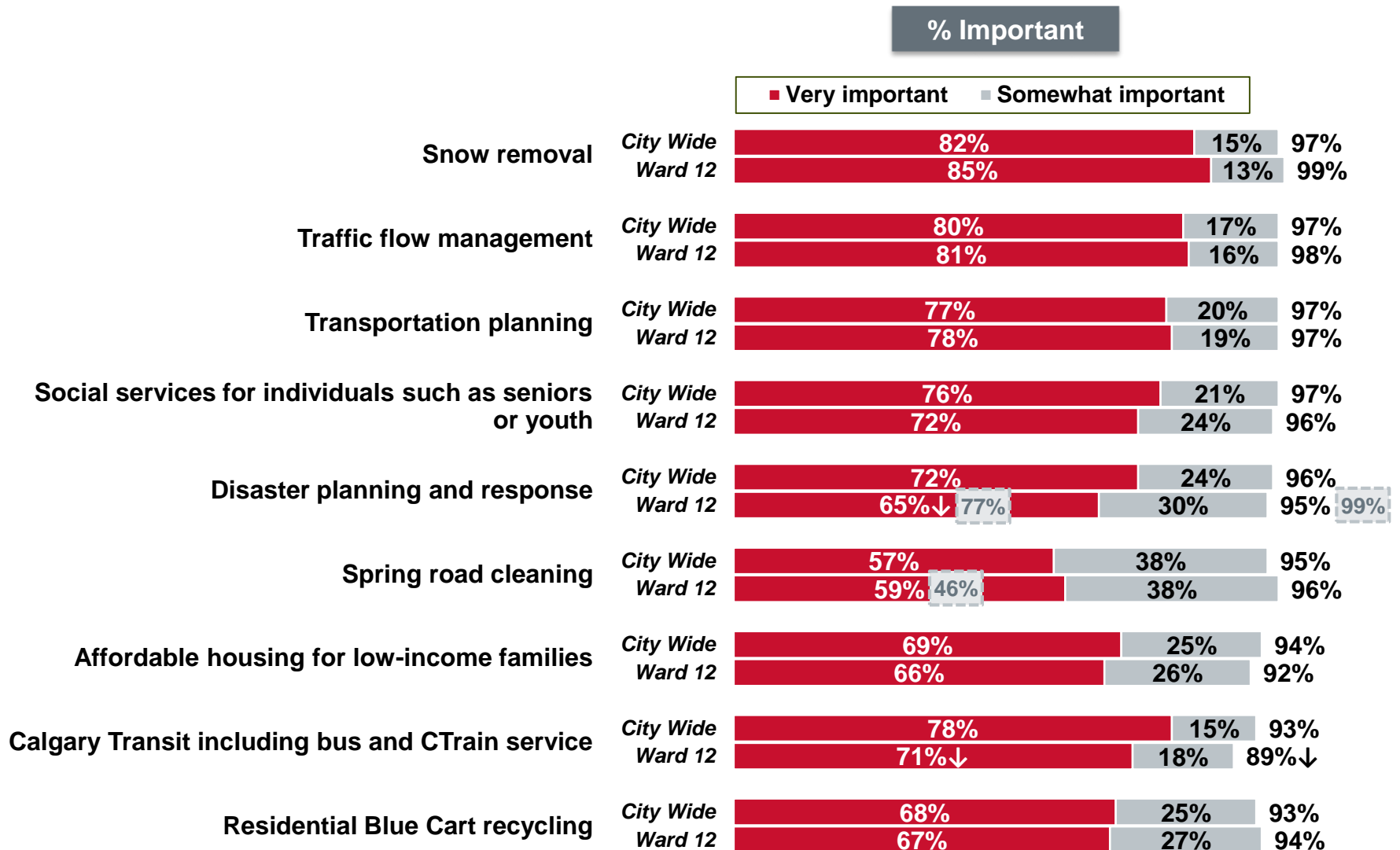
■ Very important ■ Somewhat important



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

Base: Valid respondents (Bases vary)

Importance of City Programs and Services (continued)



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

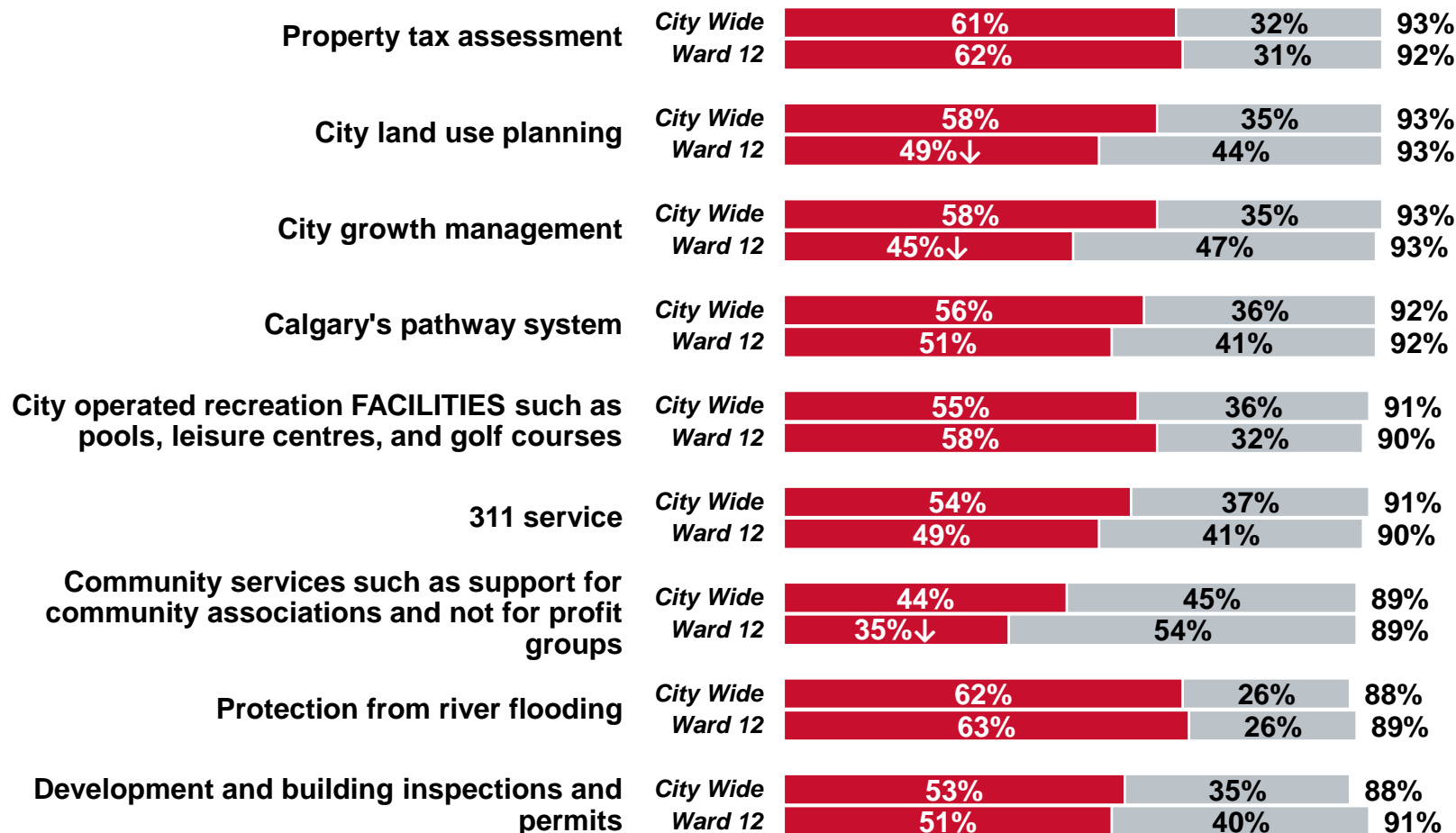
Ward 12 2017

Base: Valid respondents (Bases vary)

Importance of City Programs and Services (continued)

% Important

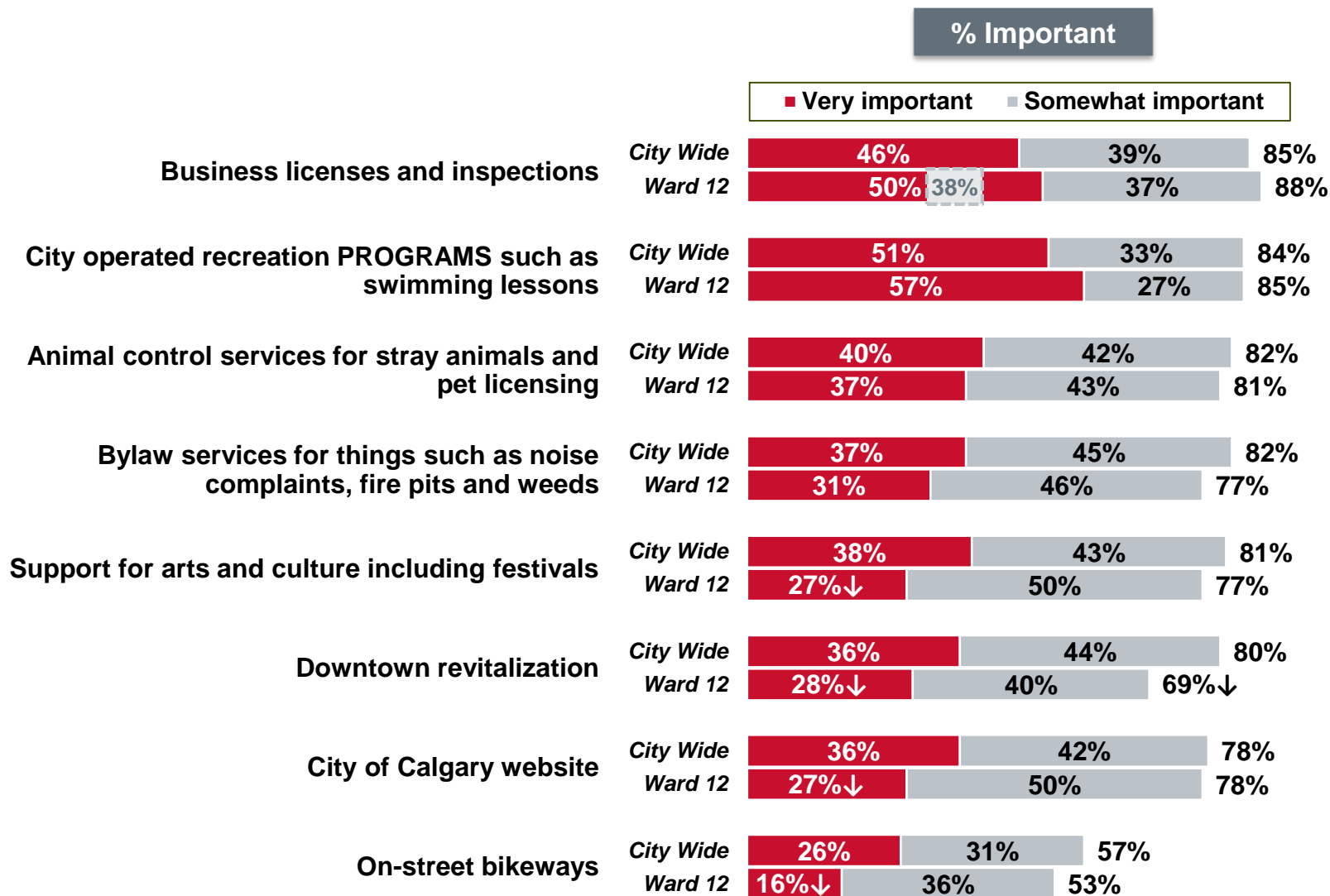
■ Very important ■ Somewhat important



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

Base: Valid respondents (Bases vary)

Importance of City Programs and Services (continued)

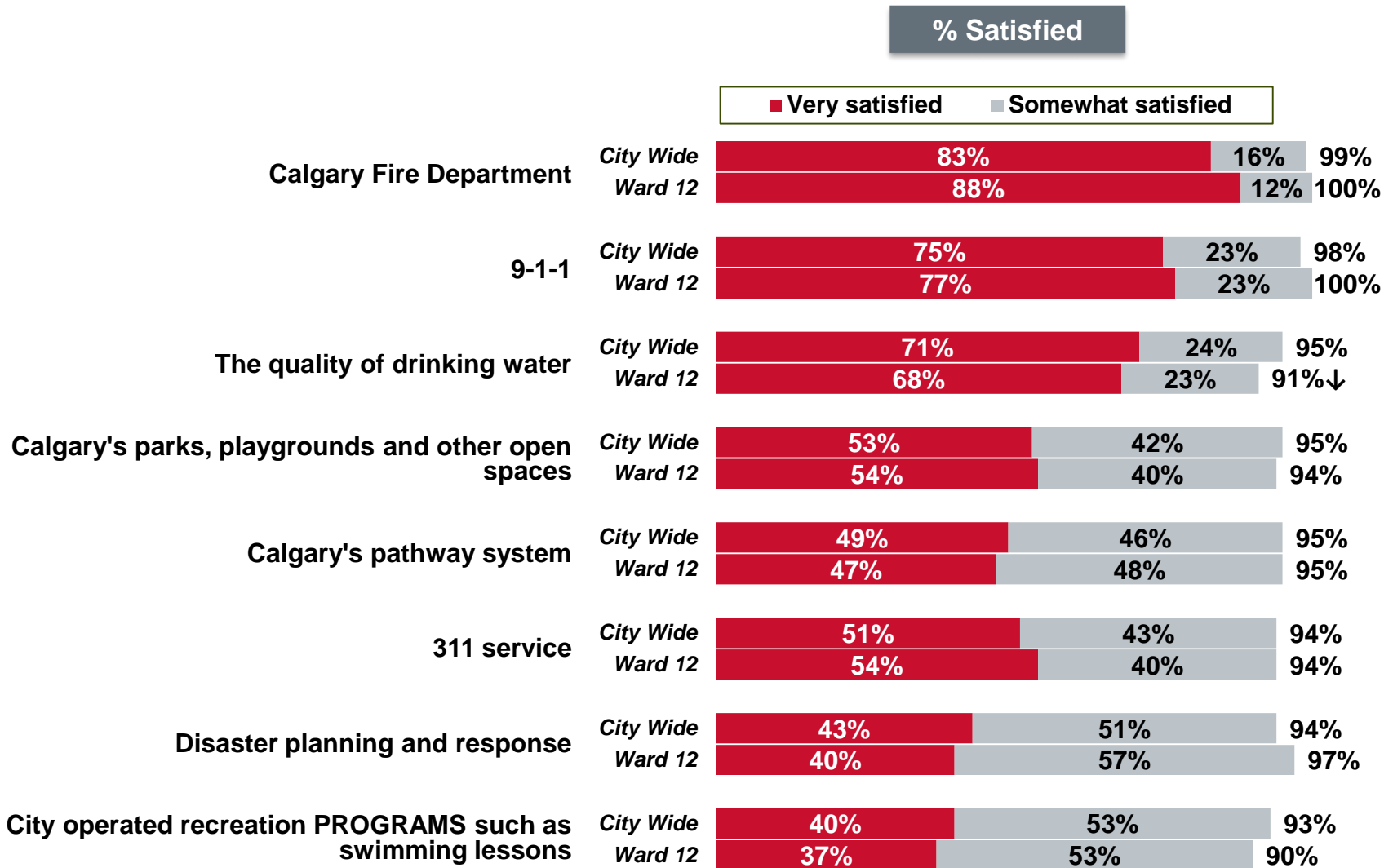


Ward 12 2017

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)

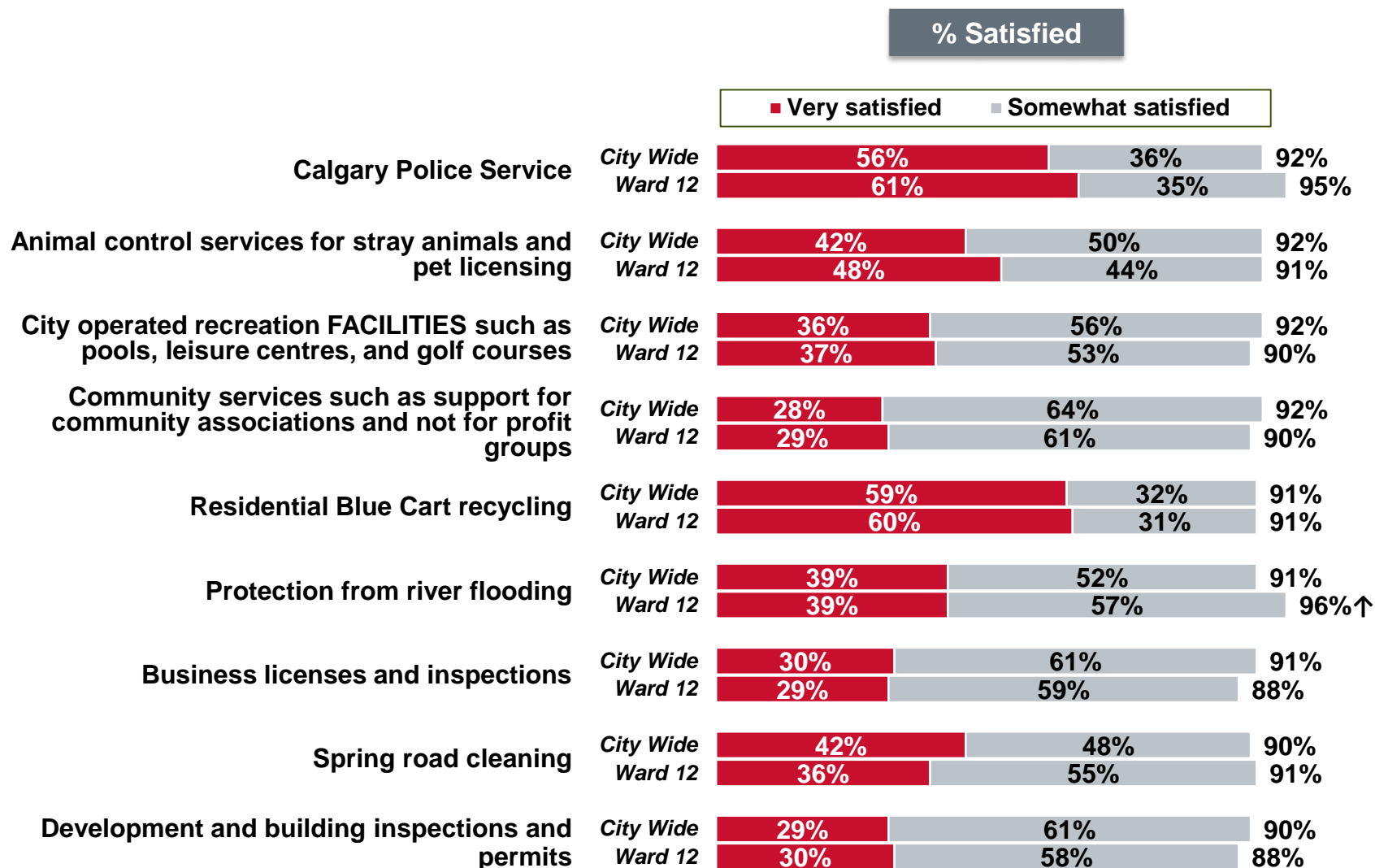
Satisfaction with City Programs and Services



*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)

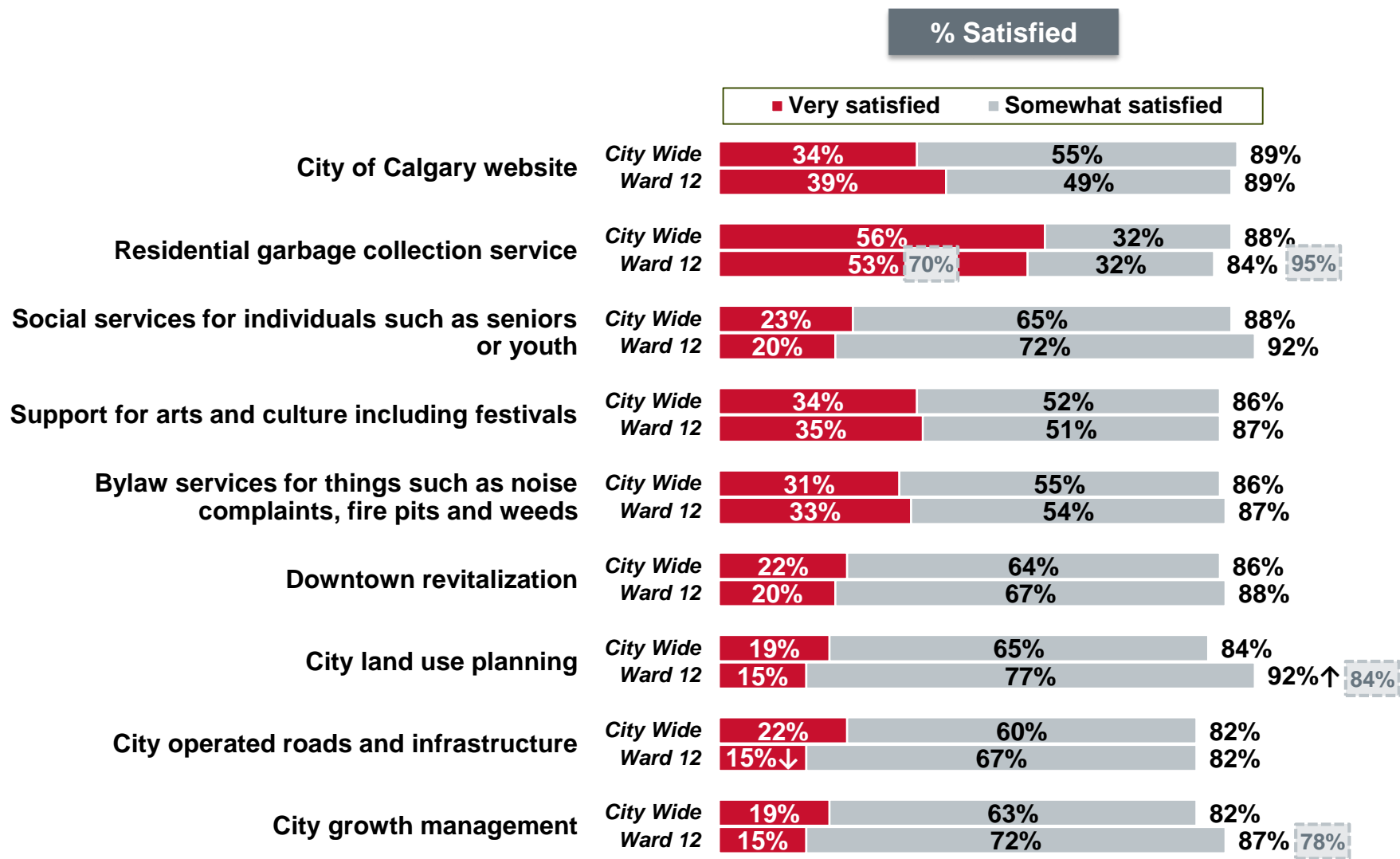
Satisfaction with City Programs and Services

(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)

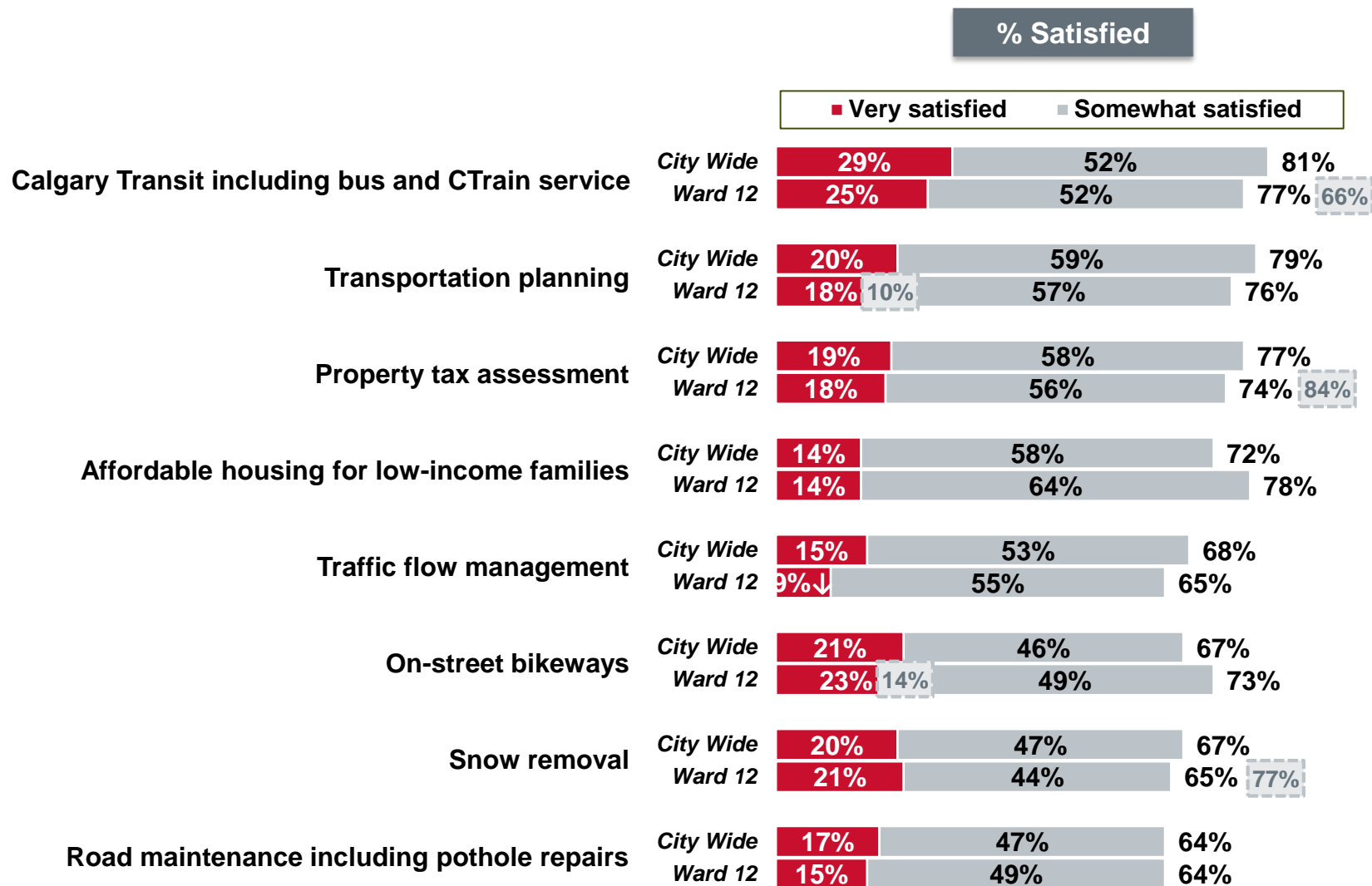
Satisfaction with City Programs and Services (continued)



Ward 12 2017

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

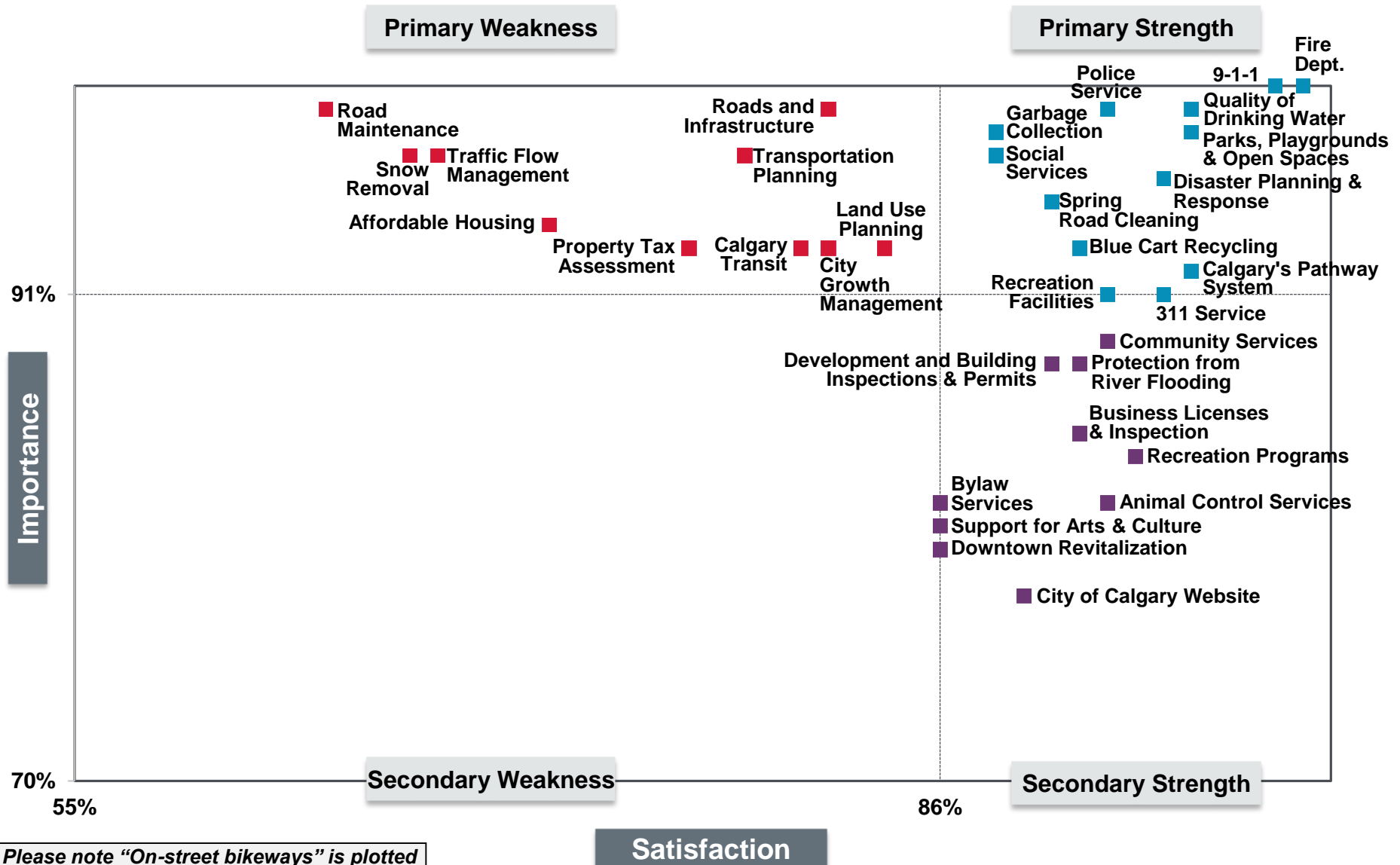
Satisfaction with City Programs and Services (continued)



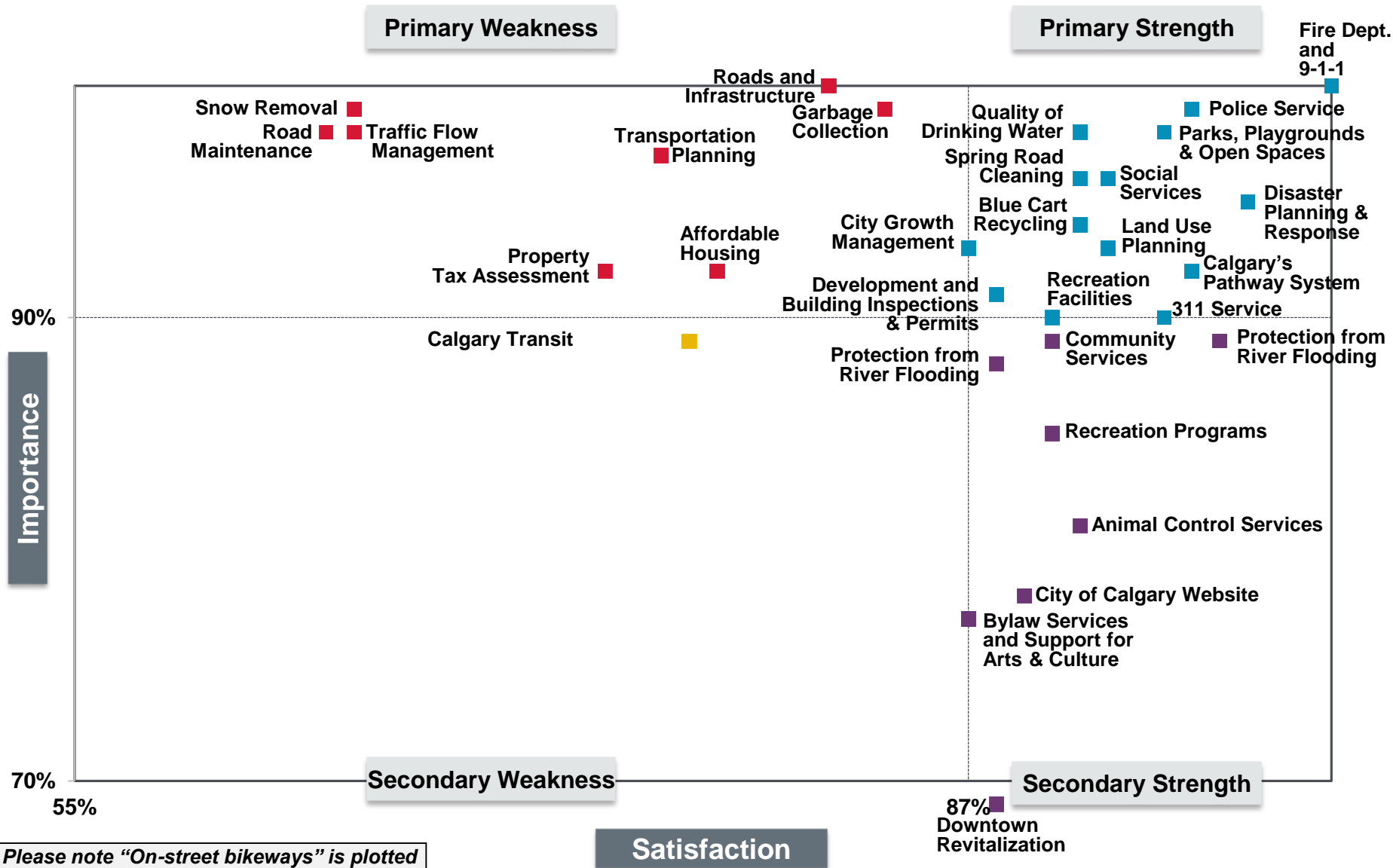
Ward 12 2017

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)

Importance vs. Satisfaction Grid: City Wide



Importance vs. Satisfaction Grid: Ward 12



Primary Strengths and Weaknesses: City Wide versus Ward 12

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

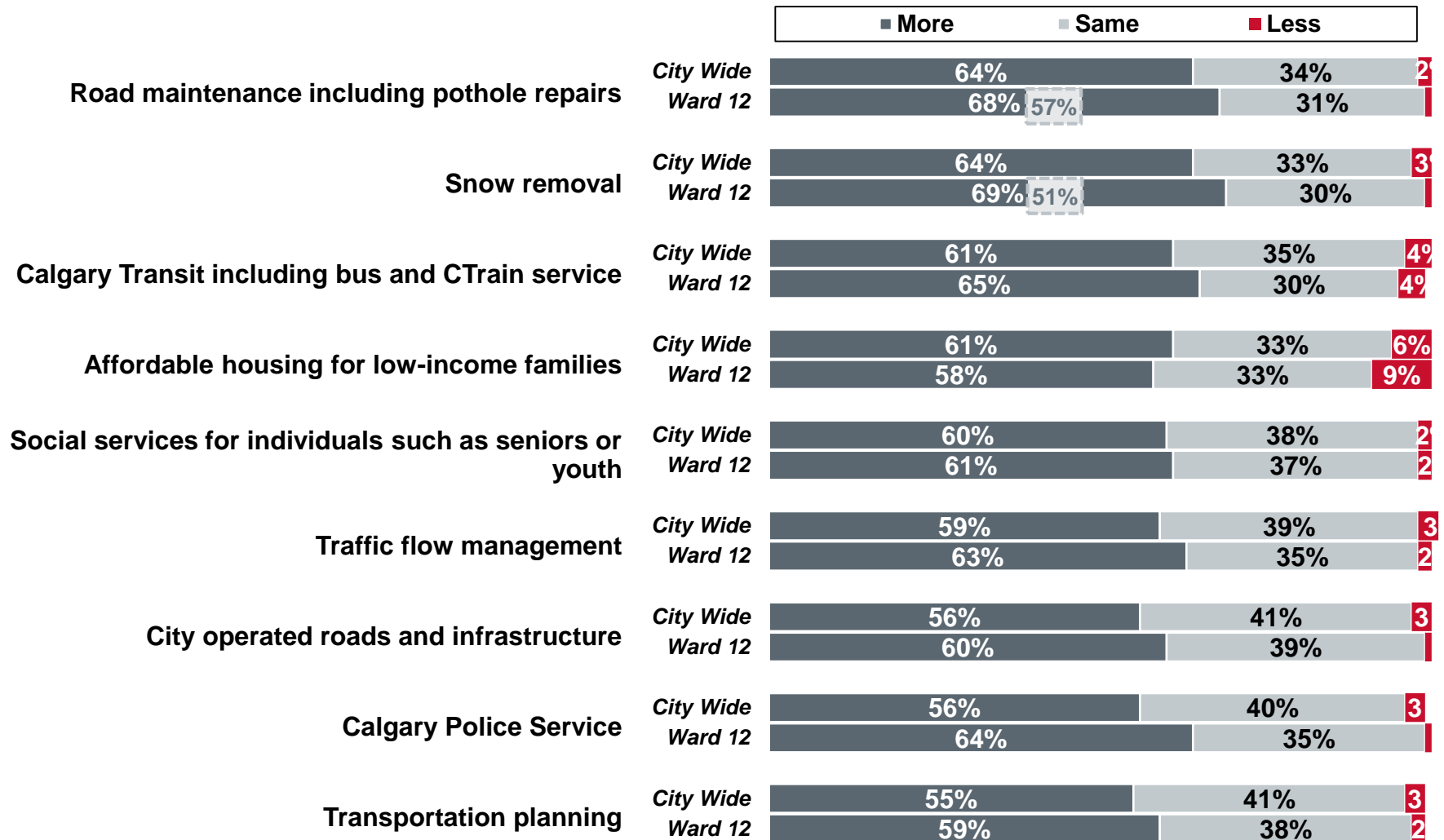
Primary Strength

Primary Weakness

Neither (in another quadrant)

	City Wide	Ward 12
Fire Department		
9-1-1		
Quality of Drinking Water		
Parks, Playgrounds and Open Spaces		
Disaster Planning and response		
Police Service		
Calgary's Pathway System		
Spring Road Cleaning		
Blue Cart Recycling		
Residential Garbage Collection		
Social Services		
Recreation Facilities		
Development and Building Inspections & Permits		
311 service		
Road Maintenance		
Snow Removal		
Traffic Flow Management		
Affordable Housing		
Property Tax Assessment		
Transportation Planning		
Roads and Infrastructure		
Calgary Transit		
City Growth Management		
Land Use Planning		

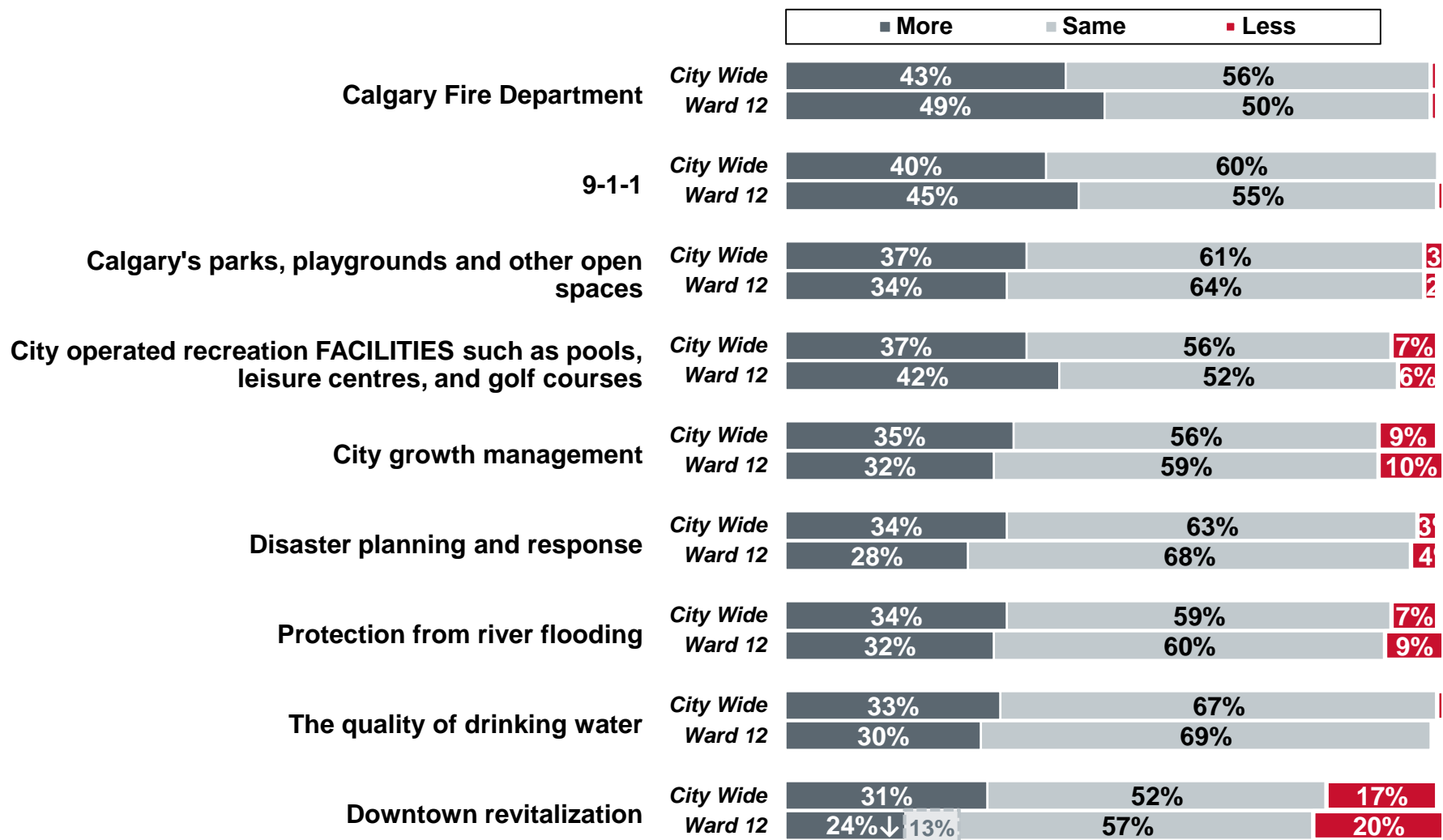
Investment in City Programs and Services



Ward 12 2017

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

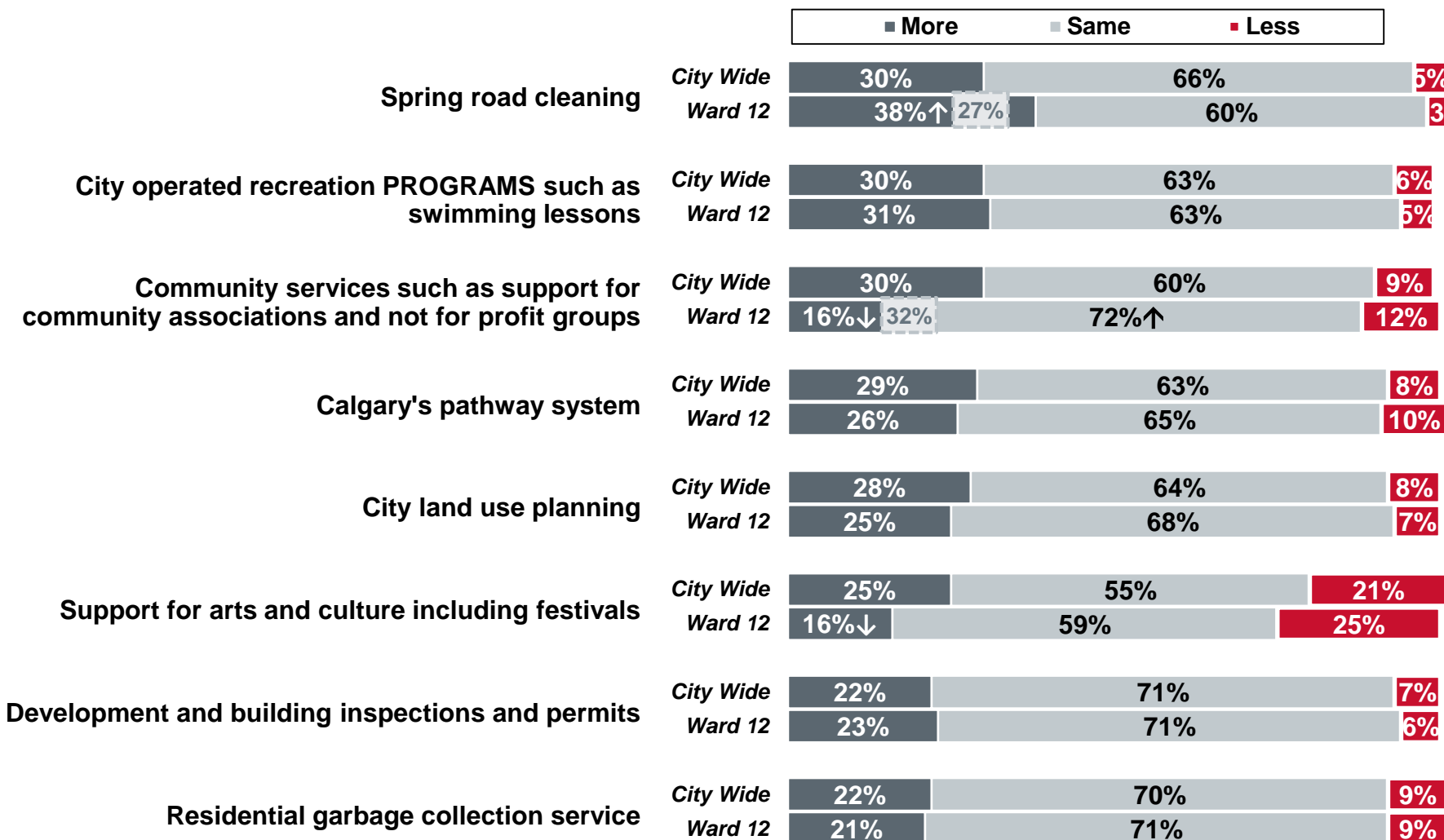
Investment in City Programs and Services (continued)



Ward 12 2017

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

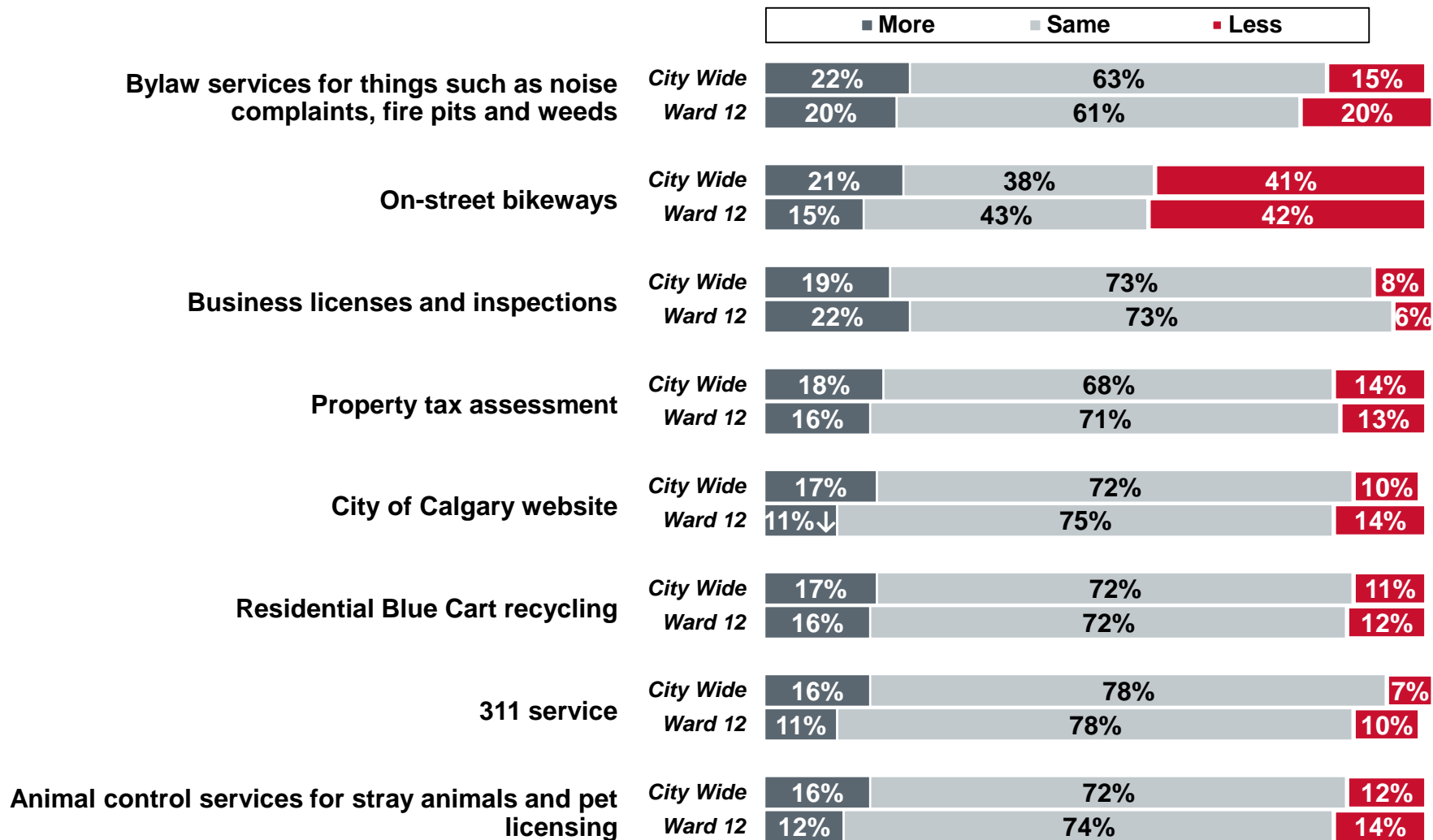
Investment in City Programs and Services (continued)



Ward 12 2017

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)



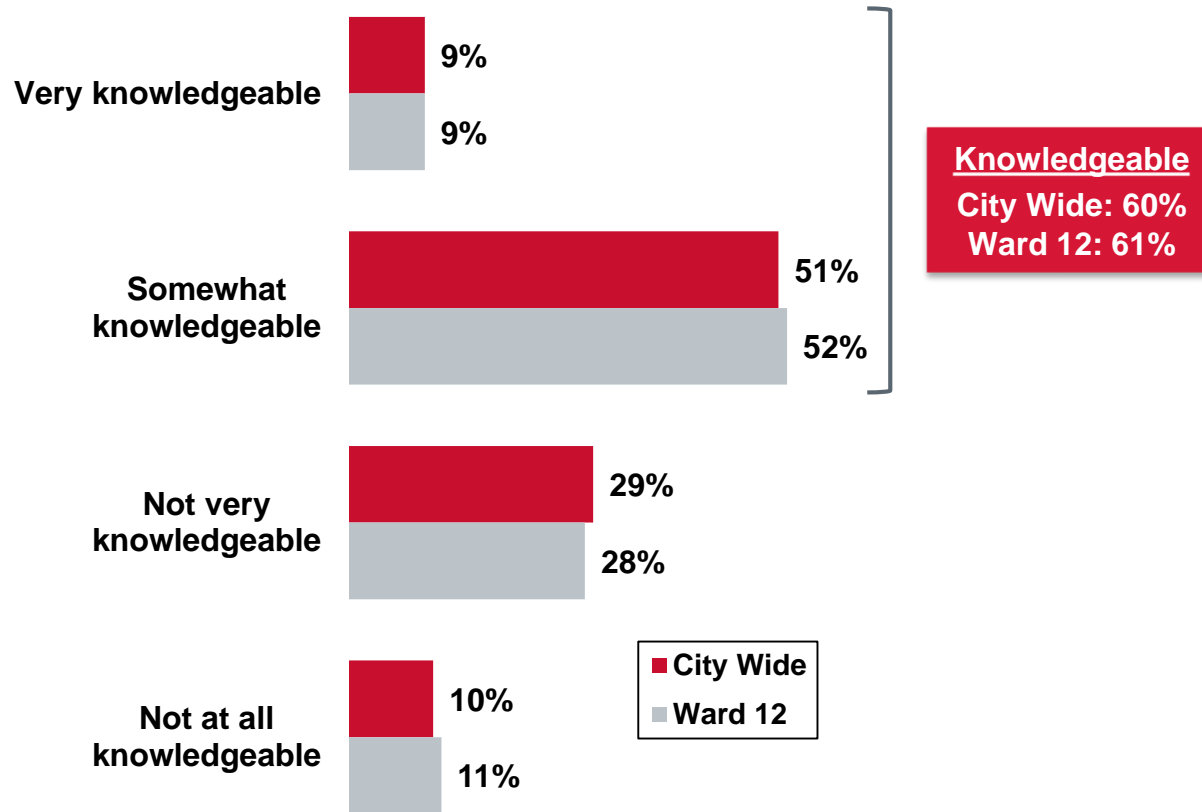
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me if you think The City should invest more, less or the same amount on the program or service.*
Base: Valid respondents (Bases vary)



Taxation



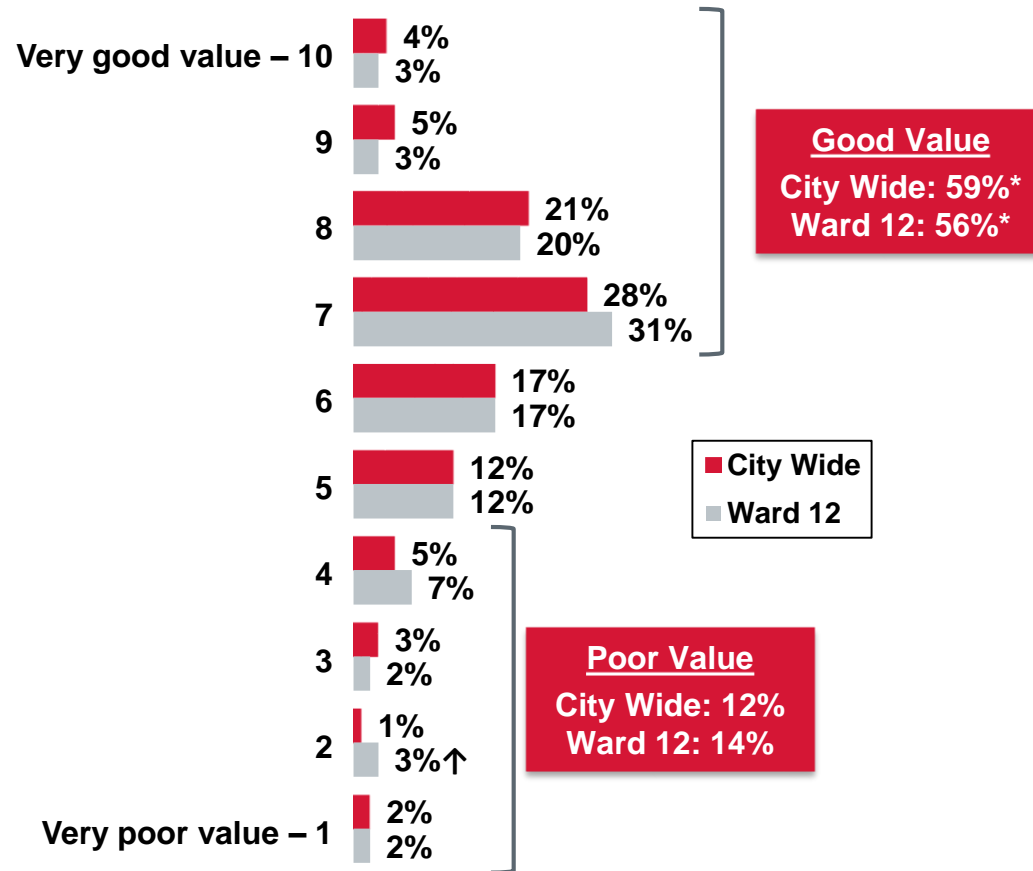
Knowledge Levels of Tax Dollar Spending



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=2,492 / Ward 12: n=179)

Perceived Value of Property Taxes

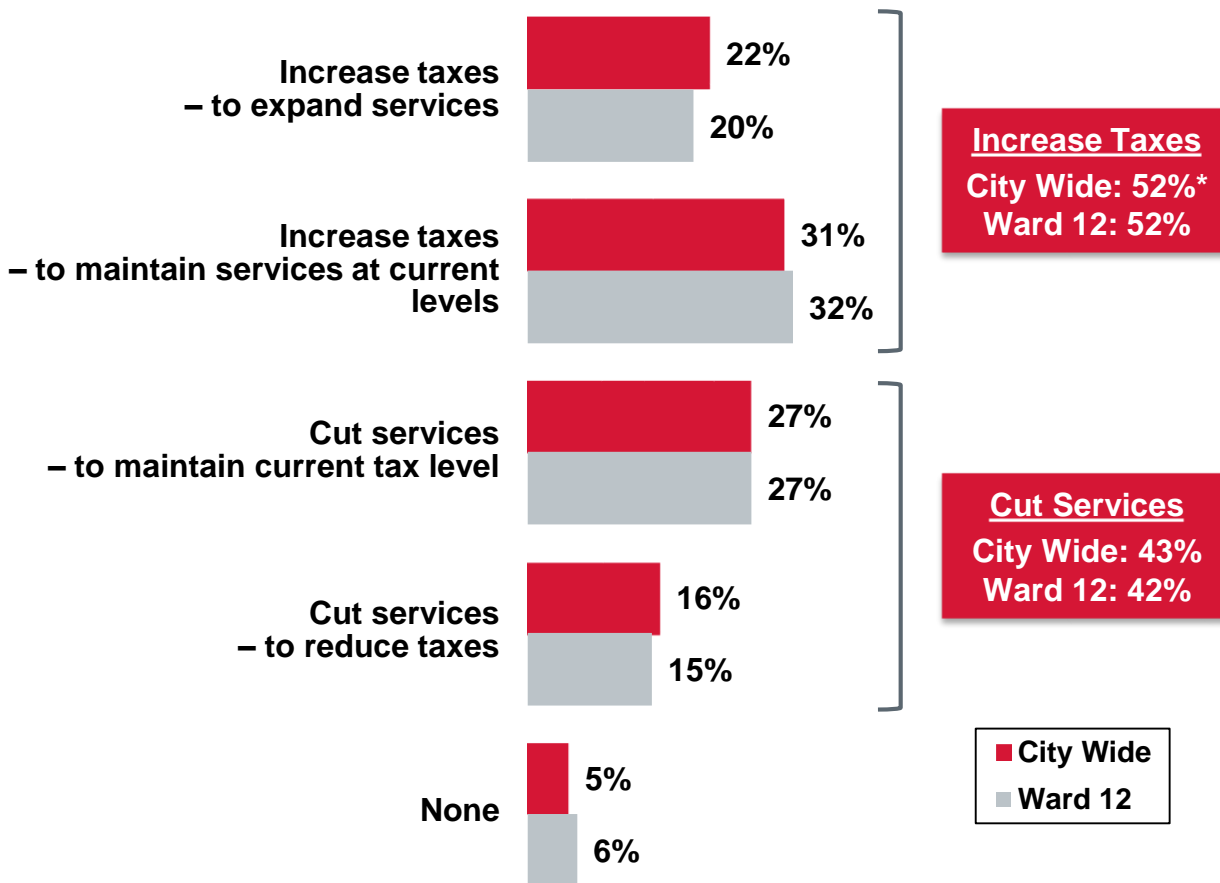


*Rounding

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=2,477 / Ward 12: n=178)

Balancing Taxation and Service Delivery Levels

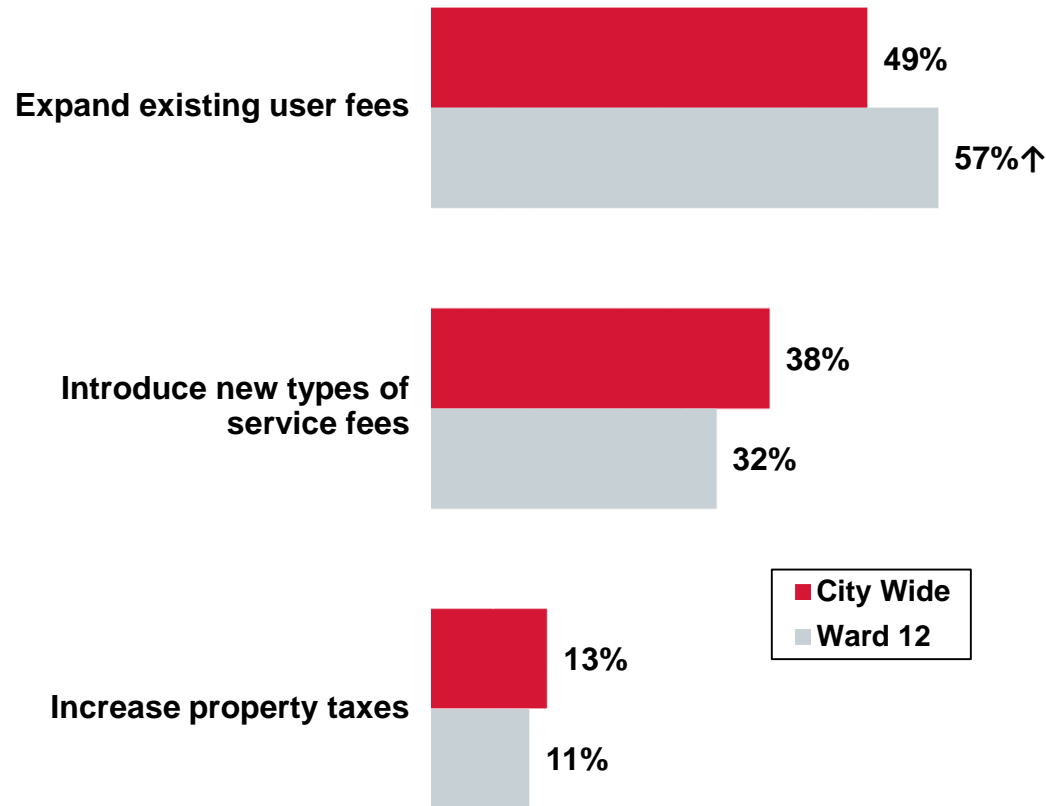


*Rounding

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

Base: Valid respondents (City Wide: n=2,460 / Ward 12: n=176)

Options for Increasing City Revenue

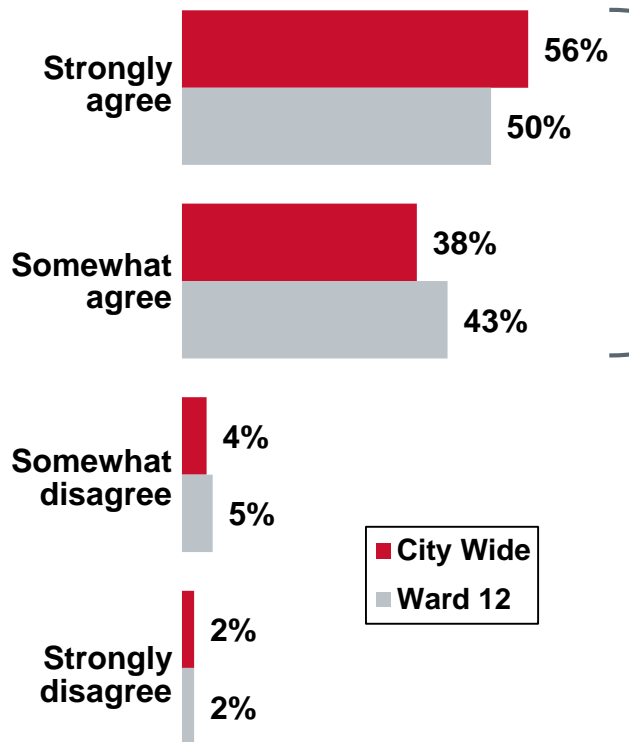


Should The City need to increase the amount of revenue it collects from citizens for new or emerging services, would you prefer The City to ...?

Base: Valid respondents (City Wide: n=2,352 / Ward 12: n=170)

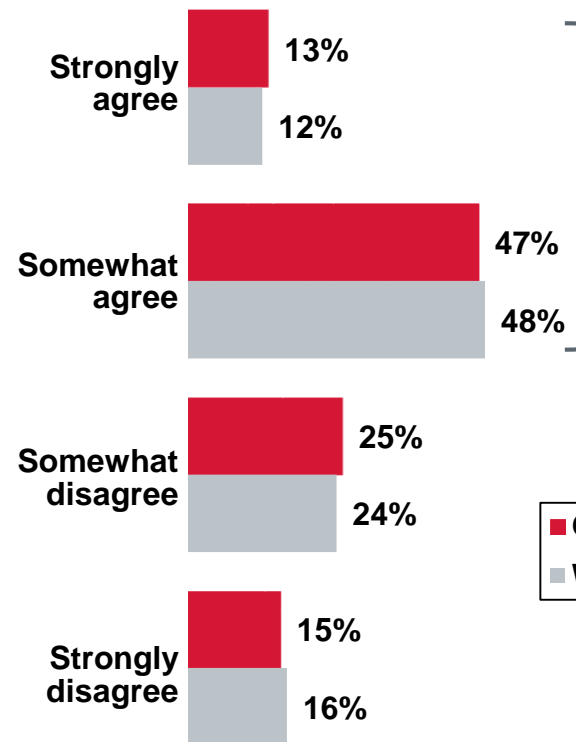
Property Tax Dollar Investment

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



Agree
City Wide: 94%
Ward 12: 92%*

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: 60%
Ward 12: 60%

Base: Valid respondents (City Wide: n=2,487 / Ward 12: n=179)

Base: Valid respondents (City Wide: n=2,463 / Ward 12: n=178)

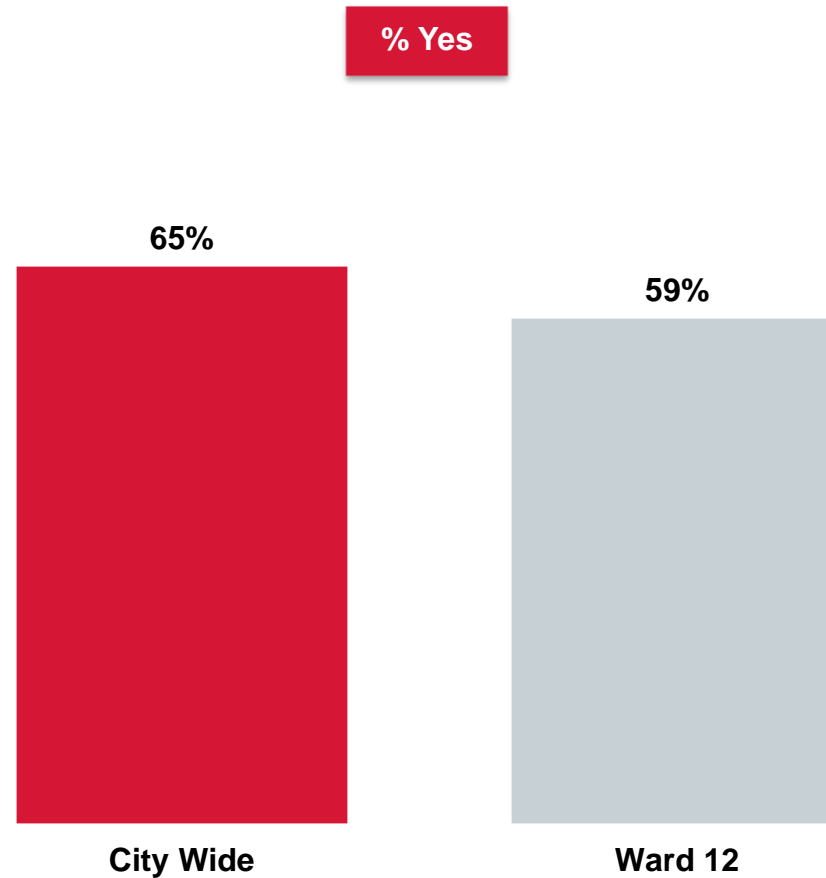
Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.



Contact with The City and Customer Service



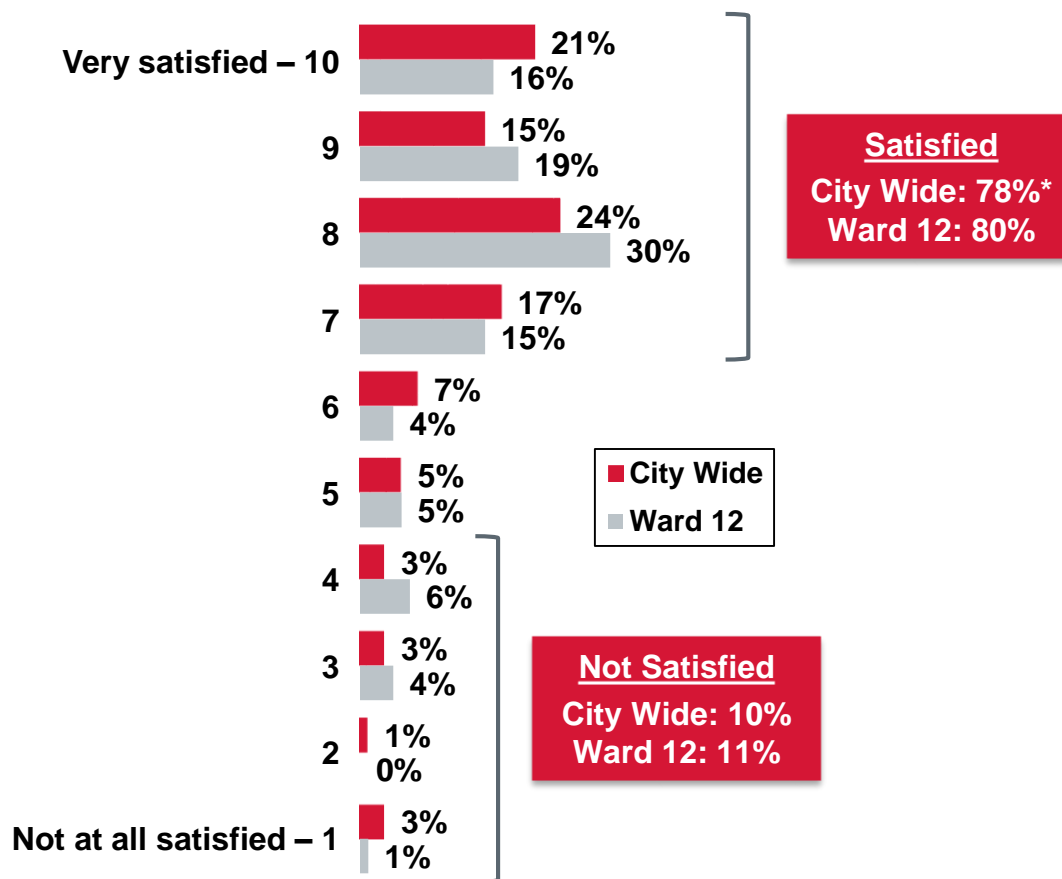
Past 12 Months Contact with The City of Calgary



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

Base: Valid respondents (City Wide: n=2,488 / Ward 12: n=179)

Satisfaction with the Overall Level and Quality of Customer Service



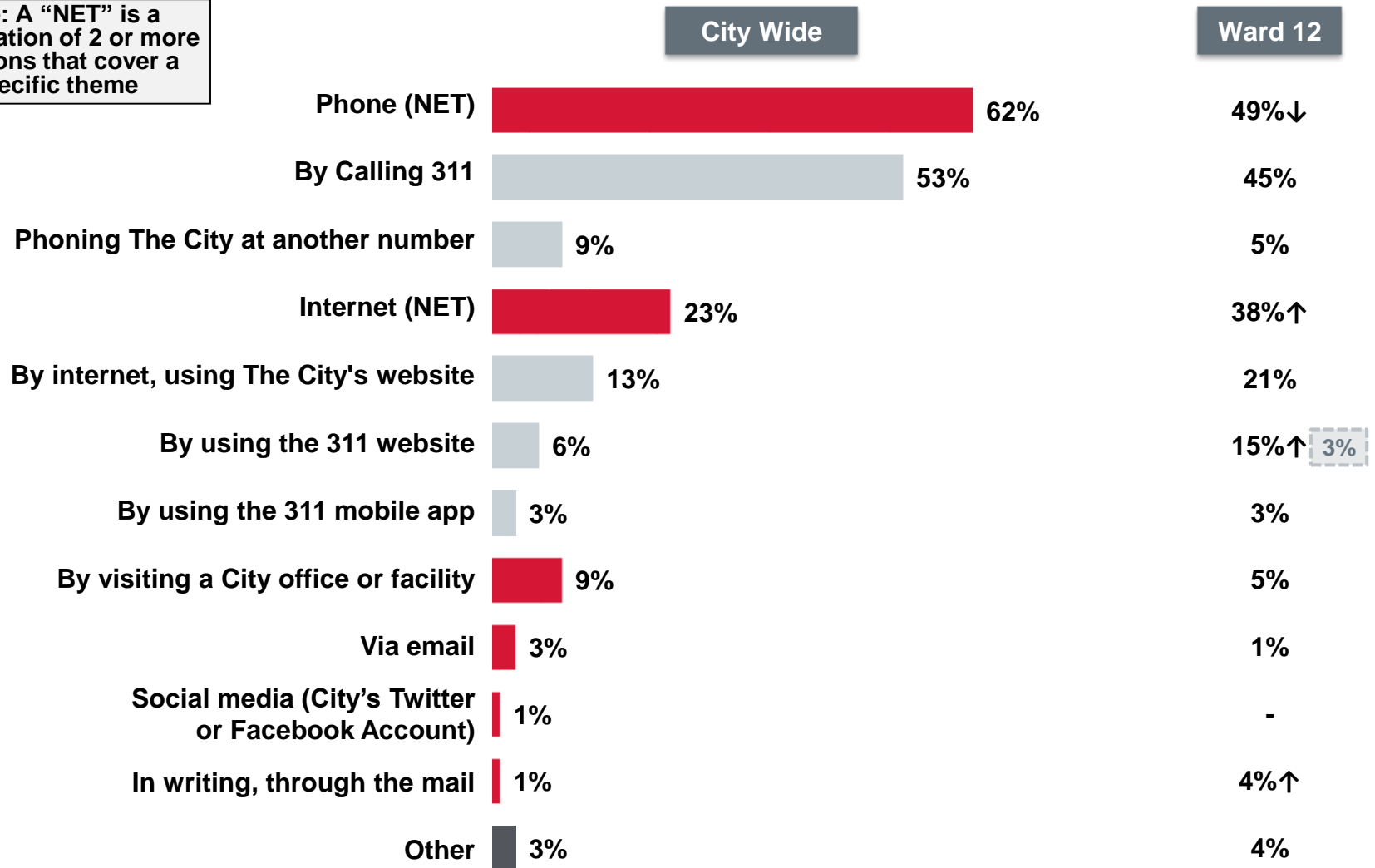
*Rounding

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=1,651 / Ward 12: n=104)

Type of Contact

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

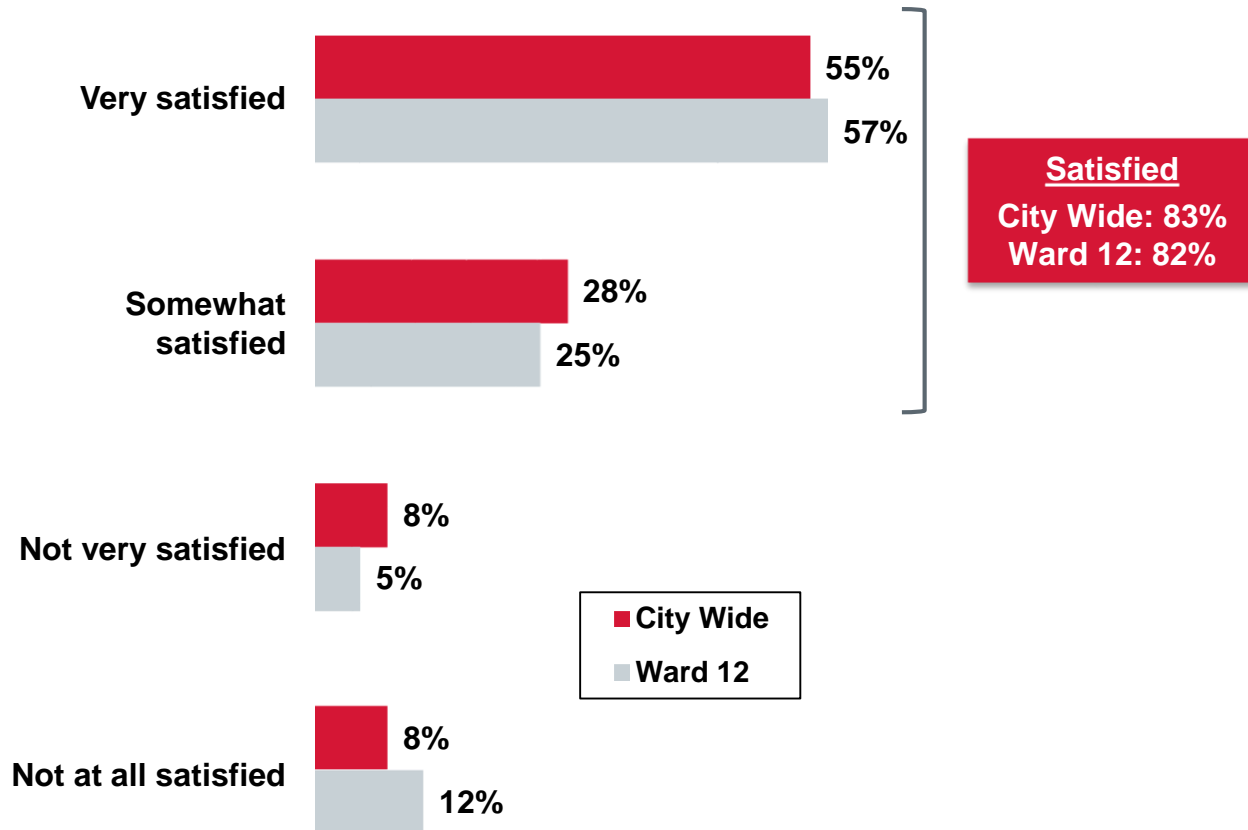


Ward 12 2017

When you contacted The City was it... ?

Base: Valid respondents who contacted The City in the last twelve months (City Wide: n=1,126 / Ward 12: n=68)

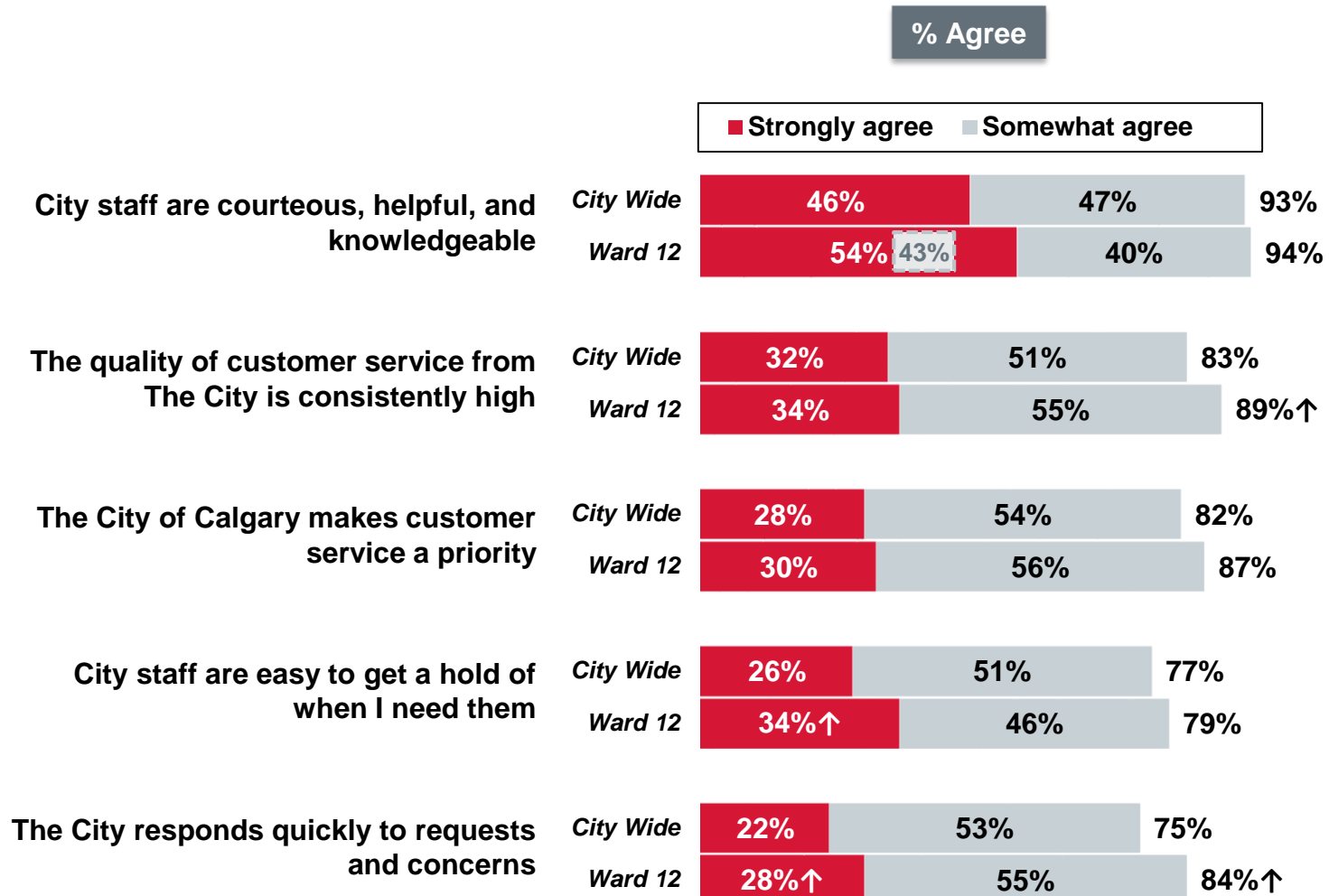
Satisfaction with Most Recent City Contact



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

Base: Valid respondents who contacted The City of Calgary in the last twelve months (City Wide: n=1,125 / Ward 12: n=68)

Attitudes Regarding Customer Service



Ward 12 2017

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?

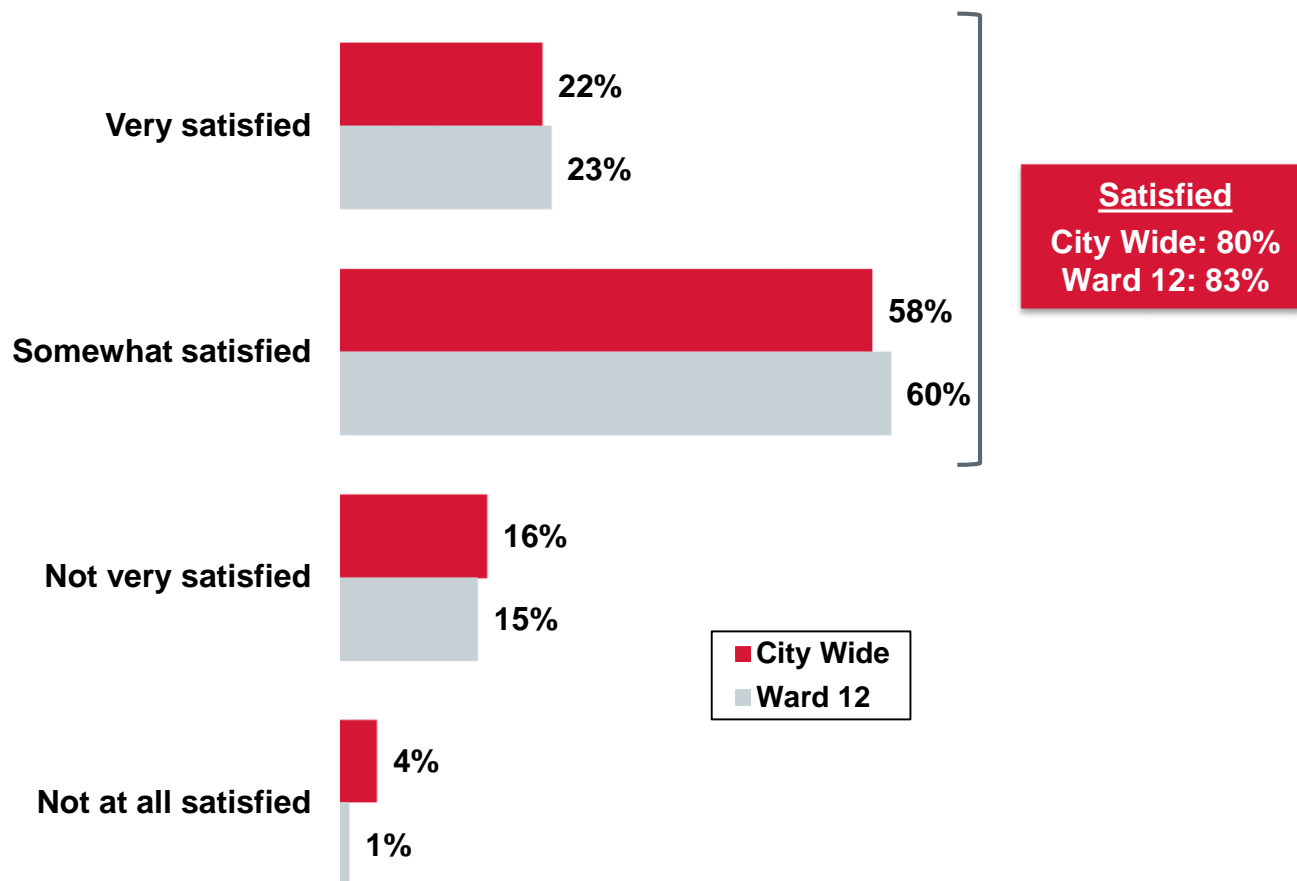
Base: Valid respondents (Bases vary)



City Communications



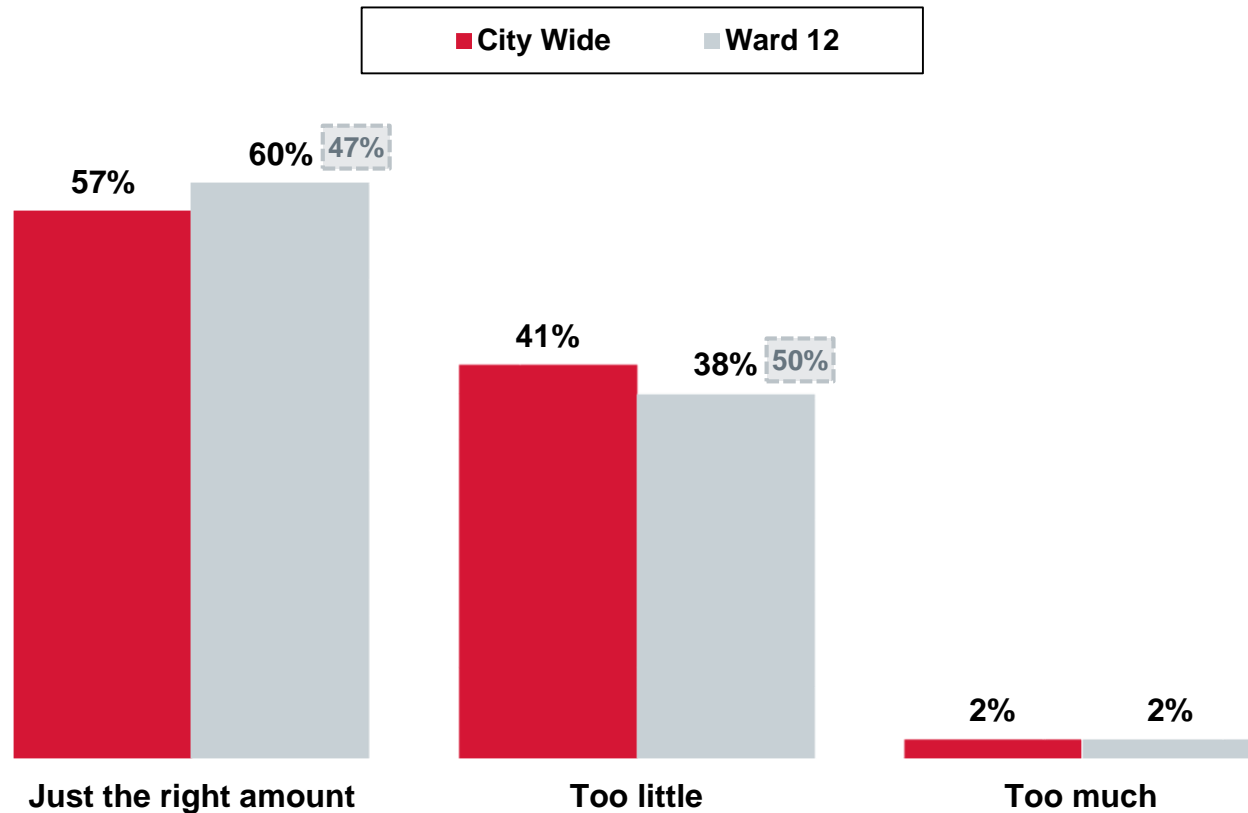
Satisfaction with the Overall Quality of City Information and Communications



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

Base: Valid respondents (City Wide: n=2,490 / Ward 12: n=179)

The Amount of Information Accessible



Ward 12 2017

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=2,470 / Ward 12: n=178)



City Reputation and Performance

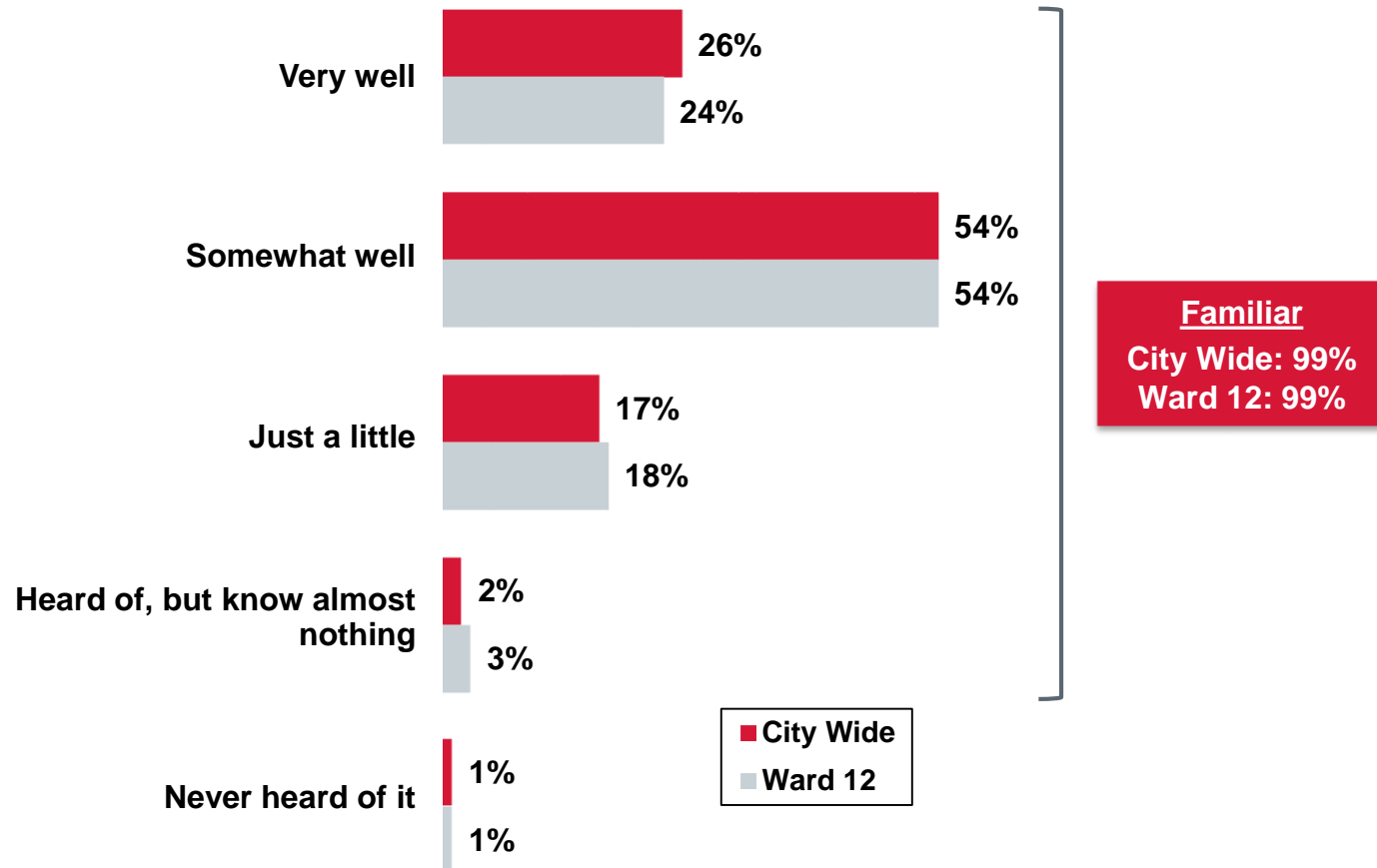




A Model of Reputation



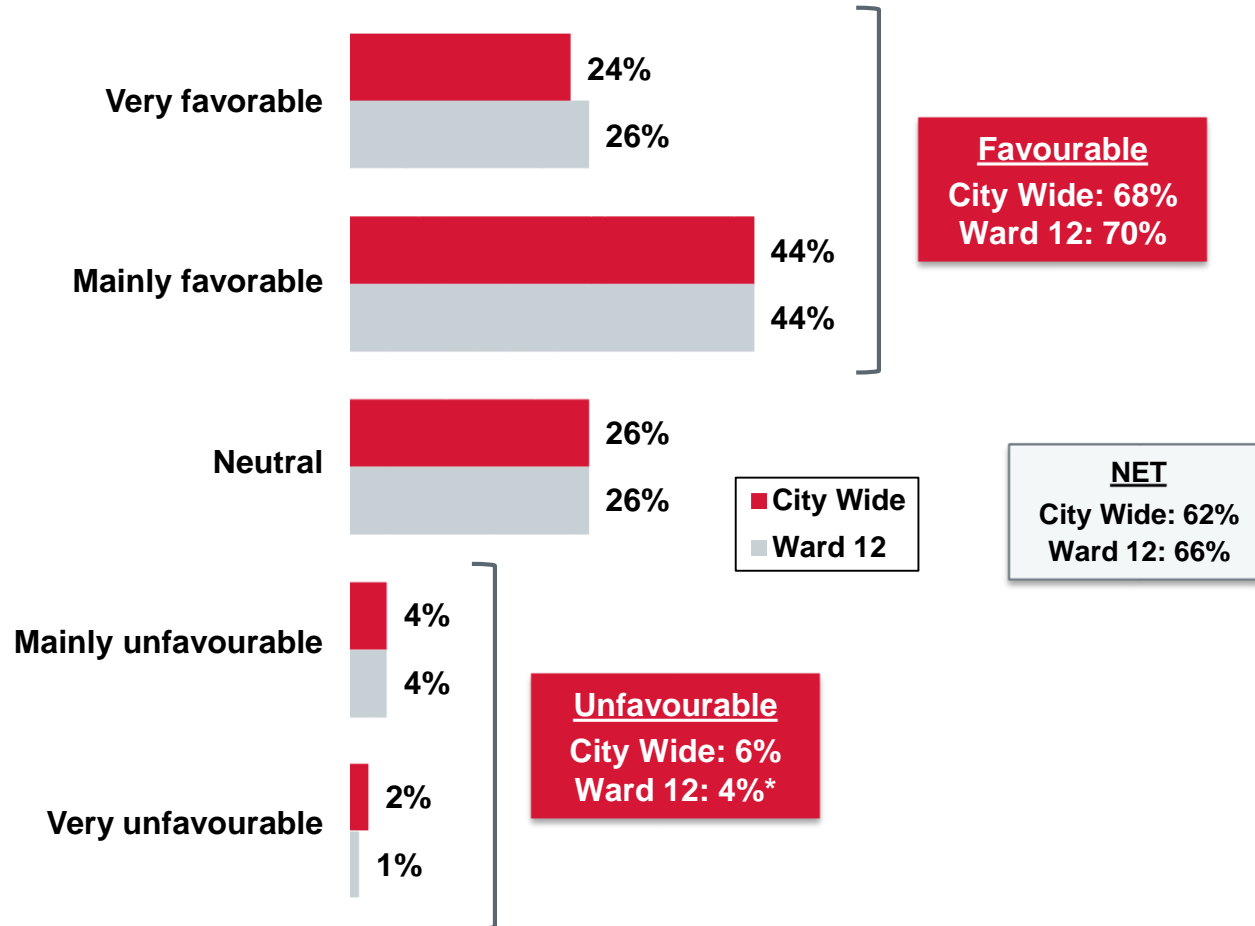
Familiarity



Taking into account all the ways you have learned about or had contact with The City of Calgary, how well do you feel you know The City?

Base: Valid respondents (City Wide: n=2,496 / Ward 12: n=179)

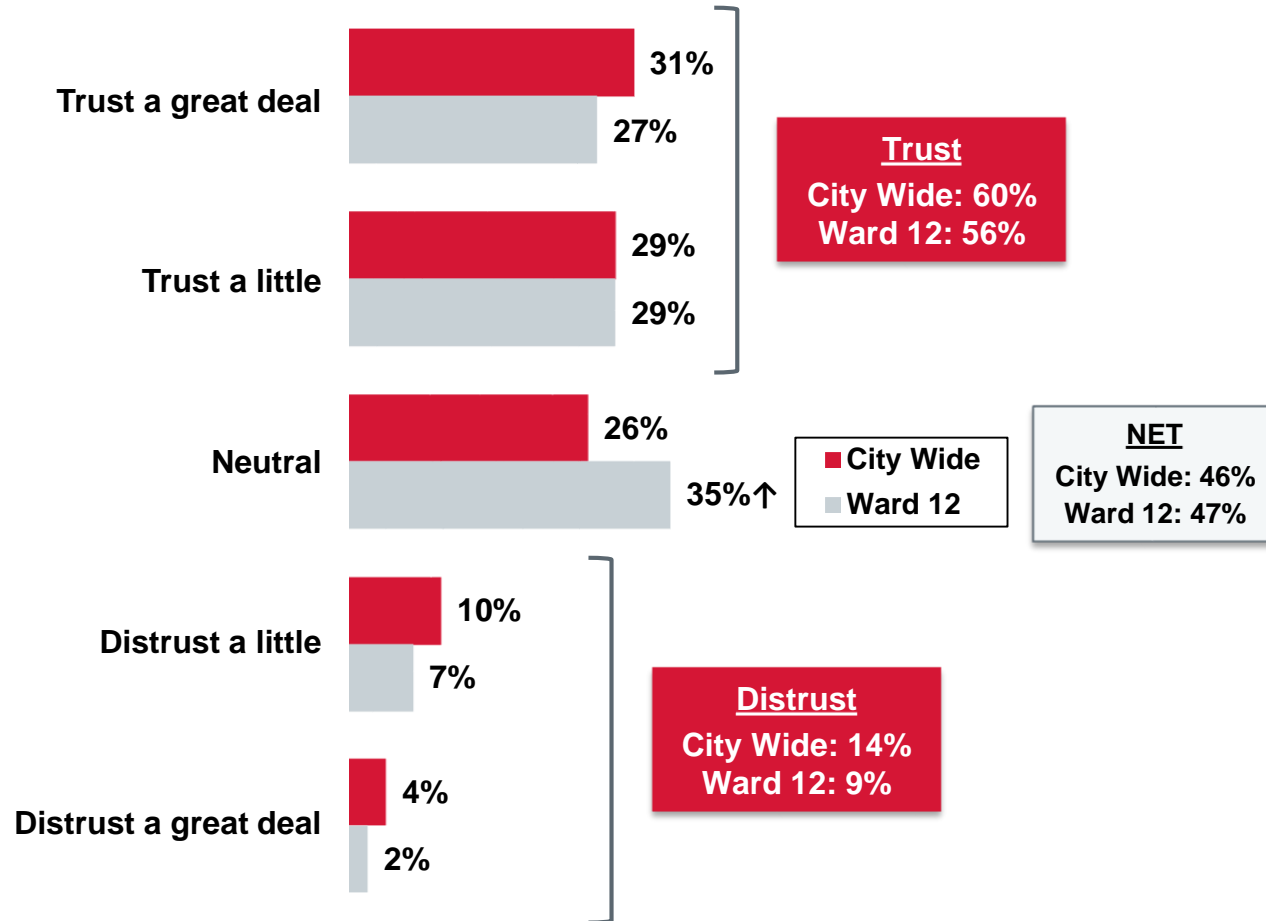
Favourability



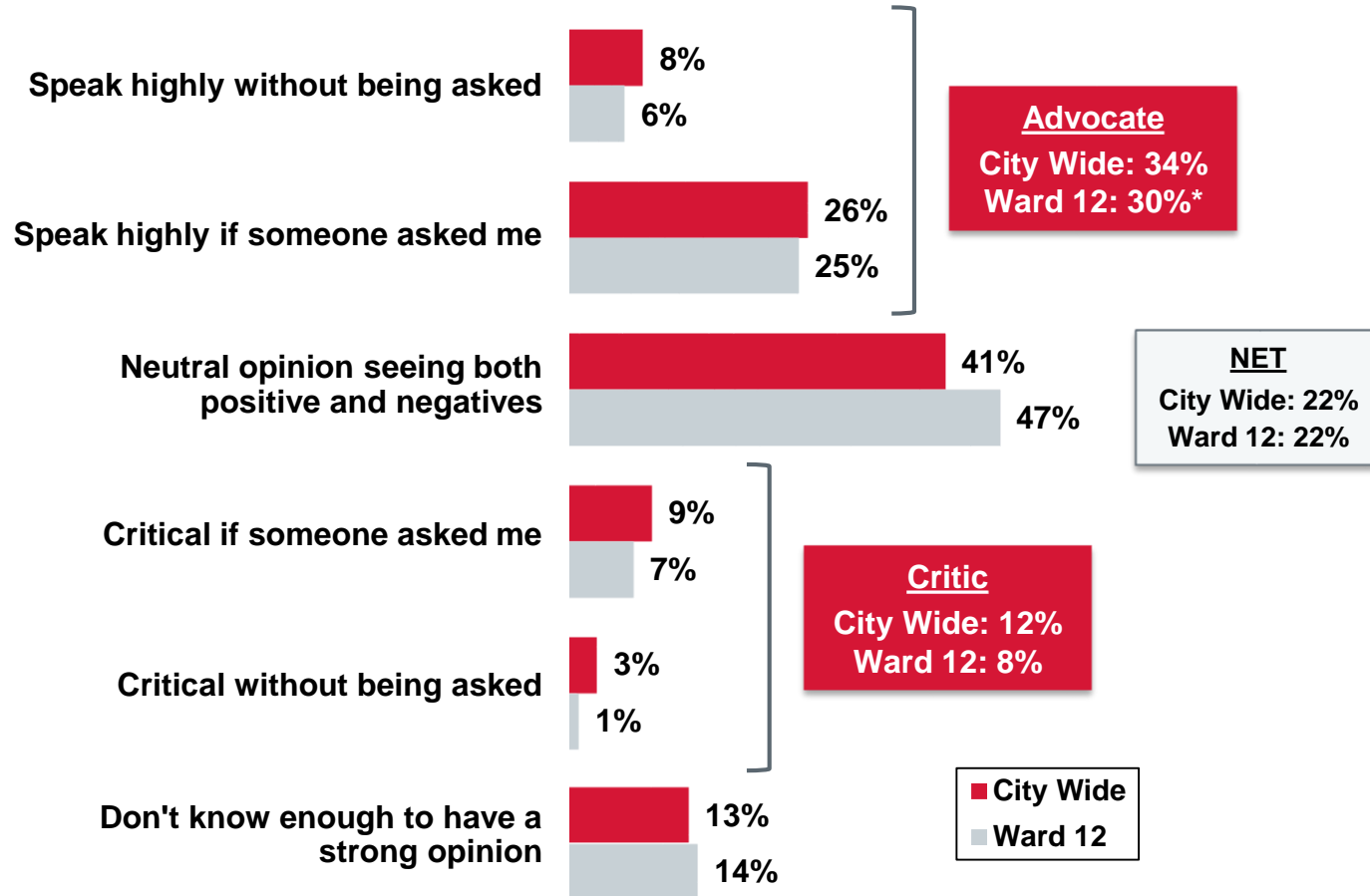
*Rounding

Taking into account all of the things which you think are important, how favourable or unfavourable is your overall opinion or impression of The City of Calgary?

Base: Valid respondents (City Wide: n=2,496 / Ward 12: n=179)



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=2,495 / Ward 12: n=179)



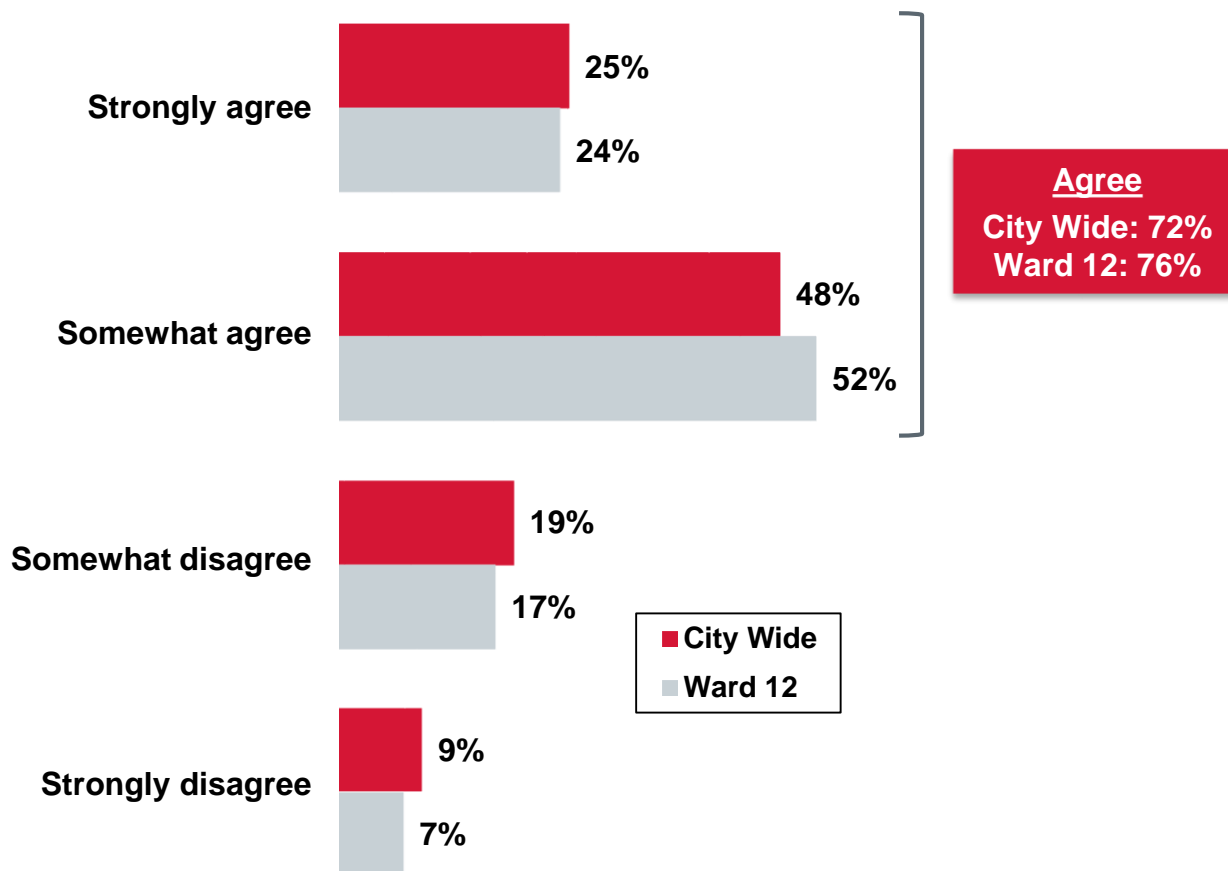
*Rounding

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

Base: Valid respondents (City Wide: n=2,488 / Ward 12: n=179)

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

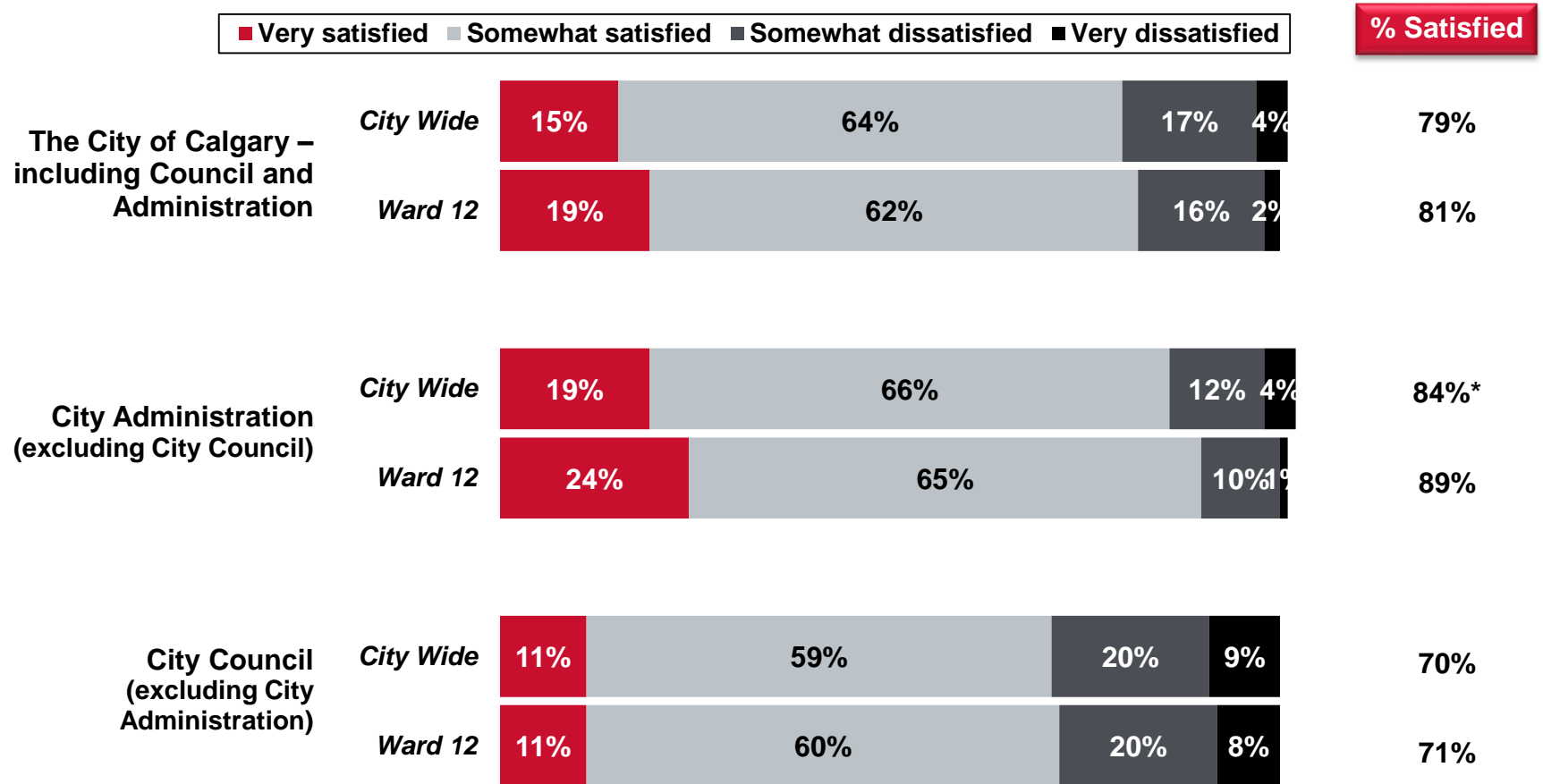


*Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement:
I understand the roles and responsibilities of City Council compared to those of City Administration.*

Base: Valid respondents (City Wide: n=2,480 / Ward 12: n=178)

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.



*Rounding

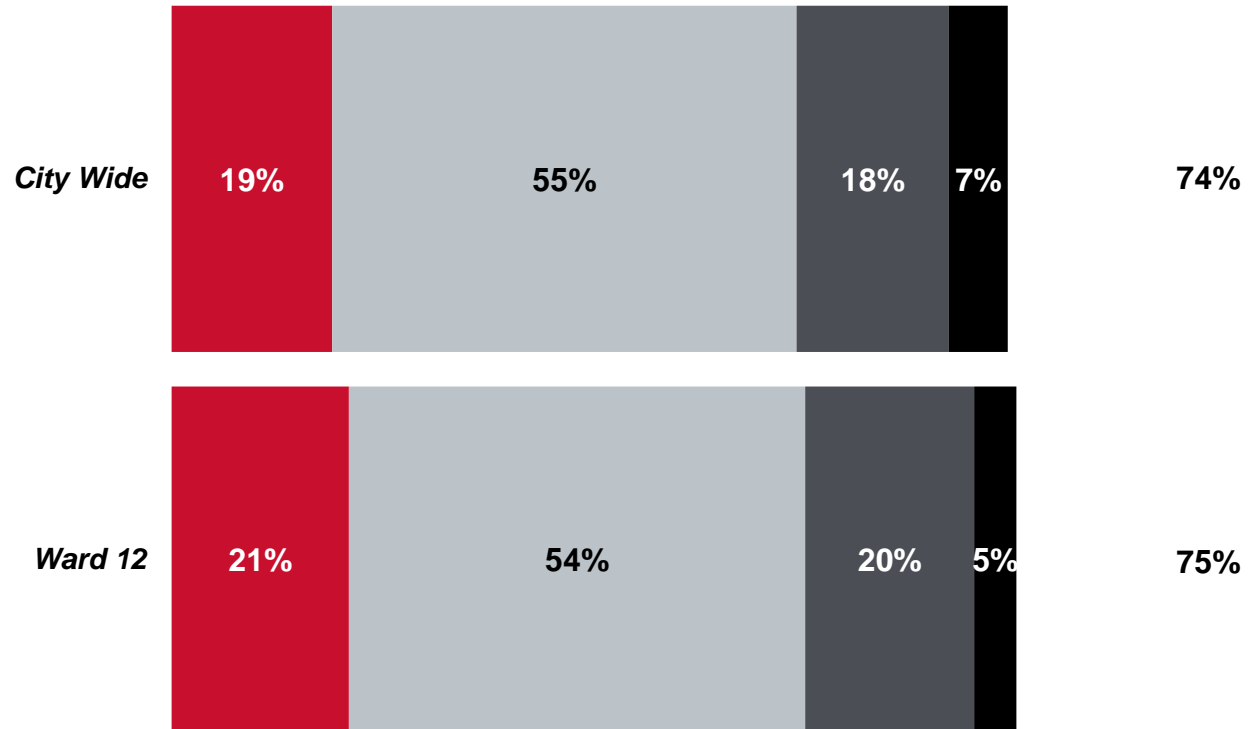
Taking everything into account, how satisfied or dissatisfied are you with the way [INSERT] is going about running our City?
 Base: Valid respondents (Bases vary)

Attitudes Regarding Collaboration

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree

% Agree

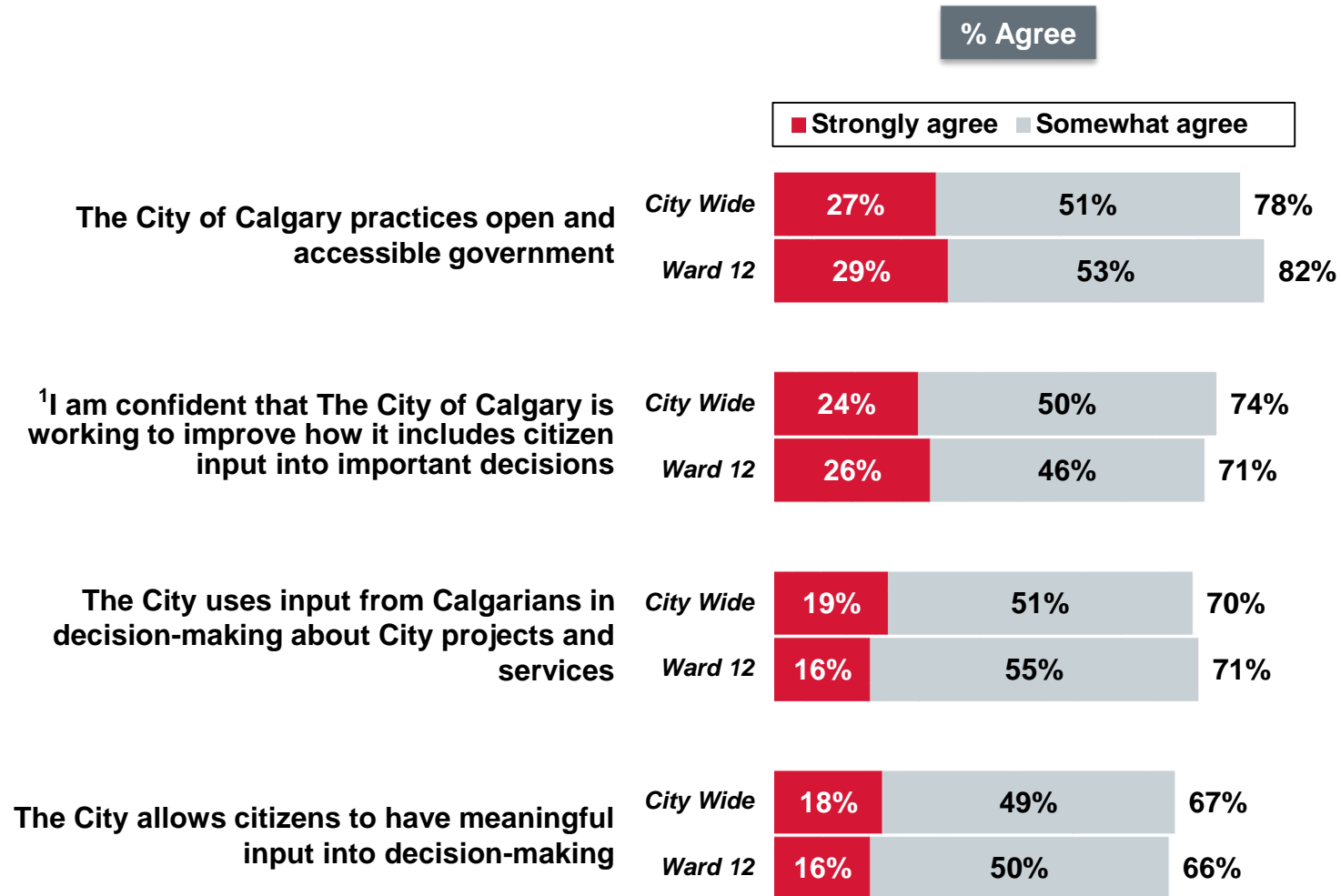
I believe that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary



Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (City Wide: n=2,479 / Ward 12: n=178)

Perceptions of Transparency and Citizen Input



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?

¹Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (Bases vary)



Respondent Profile



Age

	City Wide	Ward 12
18 to 24	12%	5%
25 to 34	21%	22%
35 to 44	17%	34%
45 to 54	19%	19%
55 to 64	13%	9%
65 or older	17%	10%
<i>Mean</i>	45	43

Income

	City Wide	Ward 12
Less than \$30,000	7%	2%
\$30,000 to <\$45,000	8%	3%
\$45,000 to <\$60,000	12%	9%
\$60,000 to <\$75,000	9%	9%
\$75,000 to <\$90,000	8%	9%
\$90,000 to <\$105,000	11%	12%
\$105,000 to <\$120,000	11%	13%
\$120,000 to <\$150,000	12%	14%
\$150,000 or more	23%	28%

Education

	City Wide	Ward 12
Completed high school or less	16%	12%
Some post secondary or completed a college diploma	38%	46%
Completed university degree or post-grad degree	46%	42%

Base: Valid respondents (Bases vary)

Household Characteristics

Type of Home

	City Wide	Ward 12
Single-detached house	69%	74%
Apartment or apartment-style condominium	13%	9%
Duplex, triplex or fourplex	9%	3%
Townhouse or rowhouse	8%	13%
Another type of multi-dwelling unit	1%	0%

Children and Seniors in Household

	City Wide	Ward 12
Yes - Children	35%	50%
Yes - Seniors	17%	11%

Household Size

	City Wide	Ward 12
1	14%	8%
2	32%	31%
3	18%	17%
4	22%	30%
5 or more	15%	14%
Mean	3.0	3.2

Responsible for Property Taxes

	City Wide	Ward 12
Yes	84%	90%
No	16%	10%

Own or Rent

	City Wide	Ward 12
Own	75%	83%
Rent	20%	13%
Other	1%	-
Neither	4%	4%

Tenure in Calgary

	City Wide	Ward 12
Less than 5 years	7%	9%
5 to less than 10 years	10%	14%
10 to less than 15 years	10%	13%
15 to less than 20 years	11%	9%
20 to less than 30 years	24%	22%
30 to less than 40 years	15%	19%
40 or more	24%	13%
Mean	26	23

Base: Valid respondents (Bases vary)

Respondent Characteristics

Born in Canada

	City Wide	Ward 12
Yes	73%	78%
No	27%	22%

Age Left Country of Birth

Base: Not born in Canada	City Wide (n=656)	Ward 12 (n=39)
Less than 12	28%	15%
12 to 17	12%	4%
18 or older	60%	81%
No response	-	-

Ethnic Background

	City Wide	Ward 12
Caucasian/ White	23%	30%
British	20%	22%
Canadian/ French Canadian	16%	17%
Northern or Western European	12%	11%
Southern or Eastern European	11%	10%
East or Southeast Asian	11%	6%
South Asian	7%	5%
Central/ South American or Caribbean	3%	3%
West Asian or Middle Eastern	2%	2%
African	2%	2%
Aboriginal/ First Nations/ Metis	2%	1%

Disability

	City Wide	Ward 12
Yes	16%	10%
No	84%	90%

Visible Minority

	City Wide	Ward 12
Yes	25%	21%
No	75%	79%

Base: Valid respondents (Bases vary)

Contact

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