

2016 Citizen Satisfaction Survey

Ward 11 Final Report



Prepared for The City of Calgary by:

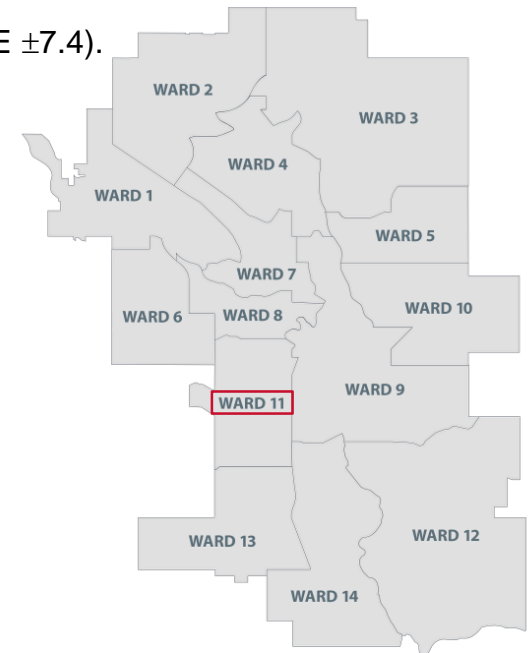
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- ❖ Telephone survey conducted with a randomly selected sample of 2,500 Calgarians aged 18 years and older between August 18th and September 6th, 2016.
 - Both landline (70%) and cell phone (30%) sample were used.
 - The average interview length was 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 ± 2.0 percentage points, 19 times out of 20.
 - A total of 179 interviews were conducted with residents of Ward 11 (MOE ± 7.4).
- ❖ Research Note on significant differences:
 - Throughout, City Wide results are compared to results from Ward 11.
 - ↑ indicates a number is significantly higher than City Wide.
 - ↓ indicates a number is significantly lower than City Wide.
- ❖ Where possible, 2016 results for Ward 11 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

Among Ward 11 residents, perceptions of the quality of life in Calgary are strong and generally on par with City Wide results.

- ❖ Eight-in-ten (81%) Ward 11 residents say the quality of life in Calgary is ‘good,’ consistent with City Wide.
- ❖ As with City Wide, in 2016 more Ward 11 residents say the quality of life in Calgary has ‘worsened’ in the past three years (38%, statistically consistent with 28% in 2015 but statistically higher than 23% in 2014).
 - Unlike City Wide, however, perceptions of an ‘improved’ quality of life has not decreased – instead it has remained relatively stable (21% in 2016, 19% in 2015 and 23% in 2014).
- ❖ Also consistent with City Wide, agreement that ‘Calgary is a great place to make a living’ sees a marked drop from 79% in 2015 to 61% in 2016.
- ❖ Two notable differences are:
 - Agreement that ‘The City of Calgary municipal government fosters a city that is inclusive and accepting of all’ is lower among Ward 11 residents (74% vs. 81% City Wide).
 - More than one-half (54%) of Ward 11 residents say they would feel ‘very safe’ walking alone in their neighbourhood after dark, 12 percentage points higher than City Wide (42%).

Key Findings: Issue Agenda

“Infrastructure, traffic and roads” dominates the Ward 11 issue agenda, while “transit” is a solid second and “crime, safety and policing” is less important compared to City Wide.

- ❖ In 2016, just under one-half (45%) of Ward 11 residents cite *“infrastructure, traffic and roads”* as an important issue – 10 percentage points higher than City Wide (35%).
 - Moreover, when asked what The City could do to improve the quality of life in Calgary, 33% of Ward 11 residents cite improvements to *“transportation”* – 8 percentage points higher than City Wide (25%).
 - It is also notable that satisfaction with ‘transportation planning’ is lower among Ward 11 residents compared to City Wide (69% vs. 78% satisfied, 13% vs. 20% ‘very satisfied’).
 - While ‘very satisfied’ ratings for ‘traffic flow management’ are also lower among Ward 11 residents (8% vs. 15% City Wide), overall satisfaction has increased 15 percentage points from 55% in 2015 to 70% in 2016.
 - Further, ‘invest more’ ratings for ‘traffic flow management’ are statistically lower among Ward 11 residents (51% vs. 58% City Wide) and have decreased 13 percentage points from 64% in 2015.
- ❖ *“Transit”* (23%) is a solid second on the Ward 11 issue agenda and on par with City Wide (21%).
 - That being said, two related measures show improvement from 2015:
 - Mentions of *“improve public transportation”* as an action The City could take to improve the quality of life are down 13 points (8% in 2016 vs. 21% in 2015).
 - ‘Invest more’ ratings for ‘Calgary Transit’ have decreased 15 percentage points from 72% in 2015 to 57% in 2016.
- ❖ Mentions of *“crime, safety and policing”* as an important issue is notably lower among Ward 11 residents compared to City Wide (7% vs. 15%).

Key Findings: City Services and Taxation

Overall satisfaction with the level and quality of City services remains high and mirrors City Wide results.

- ❖ Eight-in-ten (81%) Ward 11 residents say they are satisfied with the overall level and quality of services and programs provided by The City, on par with 79% City Wide.

As with the broader Calgary public, the perceived value of property tax dollars remains steady while the tolerance for tax increases sees a marked decrease.

- ❖ In 2016, just under six-in-ten (57%) Ward 11 residents give The City a 'good value' rating for the value of their property tax dollars (statistically consistent with 63% City Wide).
- ❖ However, just 41% support tax increases to maintain or expand services – 8 percentage points lower than City Wide (49%) and a 22 point drop from 2015 (63%).
 - Support for increasing taxes specifically to expand services is down 13 points from 26% in 2015 to 13% in 2016.
- ❖ Conversely, support for cutting services to maintain or reduce taxes has increased 17 percentage points from 33% in 2015 to 50% in 2016.
 - Moreover, support for cutting services specifically to reduce taxes is up 8 points from 7% in 2015 to 15% in 2016.

Key Findings: Contact with The City and the Environment

Incidence of contact with The City is higher among Ward 11 residents while perceptions of The City's use of citizen input are lower.

- ❖ Three-quarters (75%) of Ward 11 residents say they have contact or dealt with The City in the last twelve months (higher than 66%) City Wide.
 - Satisfaction with the most recent contact is on par with City Wide results (82% vs. 86%).
- ❖ Agreement with two statements regarding The City's use of citizen input is markedly lower among Ward 11 residents:
 - The City uses input from Calgarians in decision-making about City projects and services – 61% of Ward 11 residents agree versus 74% City Wide.
 - The City allows citizens to have meaningful input into decision-making – 59% of Ward 11 residents agree versus 69% City Wide.

Ward 11 residents' perceptions of the environment in Calgary are extremely positive and improved from 2015.

- ❖ In 2016, there is near universal (99%) agreement among Ward 11 residents that the overall state of the environment in Calgary today is 'good' or 'very good' – statistically higher than 93% in 2015.

There are no noteworthy differences between Ward 11 residents and the broader Calgary public – or notable changes from 2015 – with regard to City communications.



Detailed Findings





Issue Agenda



Multiple Responses

City Wide

Ward 11

First Mention
 Other Mentions

INFRASTRUCTURE, TRAFFIC & ROADS (NET)	25%	10%	35%	45%↑
Traffic congestion	8%	3	11%	13%
Road conditions	6%	3	9%	13%↑
Infrastructure maintenance/ improvement/ development	4%		6%	8%
Bicycle/ pedestrian lanes	3		5%	9%↑
TRANSIT (NET)	14%	7%	21%	23%
Public Transportation [incl. buses/ C-train/ poor service]	9%		11%	13%
Transportation (unspecified)	5%	3	8%	9%
CRIME, SAFETY & POLICING (NET)	10%	5%	15%	7%↓
Crime [incl. Breaking and entering/ gangs/ drug dealers, etc.]	5%	3	8%	3%↓
Public safety	4%		6%	3%
ECONOMY (NET)	7%		9%	7%
Unemployment/ job creation	5%		6%	6%
RECREATION (NET)	5%	4%	9%	6%
TAXES (NET)	6%		8%	11%
Education [incl. lack of teachers/ funding/ schools/local schools]	4%	3	7%	8%
ENVIRONMENT & WASTE MANAGEMENT (NET)	3	3	6%	9%
HOMELESSNESS, POVERTY & AFFORDABLE HOUSING (NET)	3		4%	4%
GROWTH AND PLANNING (NET)	3		4%	8%↑
BUDGET AND SPENDING (NET)			4%	10%↑
Other			22%	37%
None			15%	8%↓

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

Total mentions <4%
are not shown

3%

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 11: n=177)

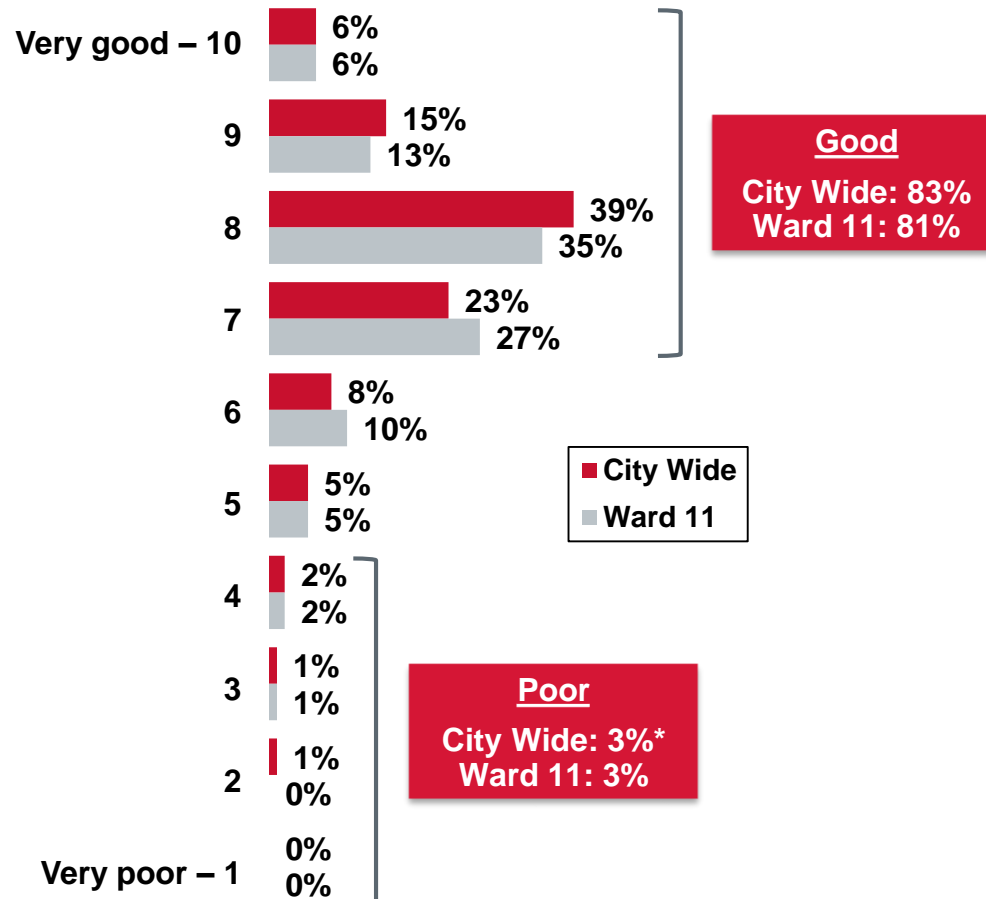
Ward 11 2015



Quality of Life



Overall Quality of Life in Calgary

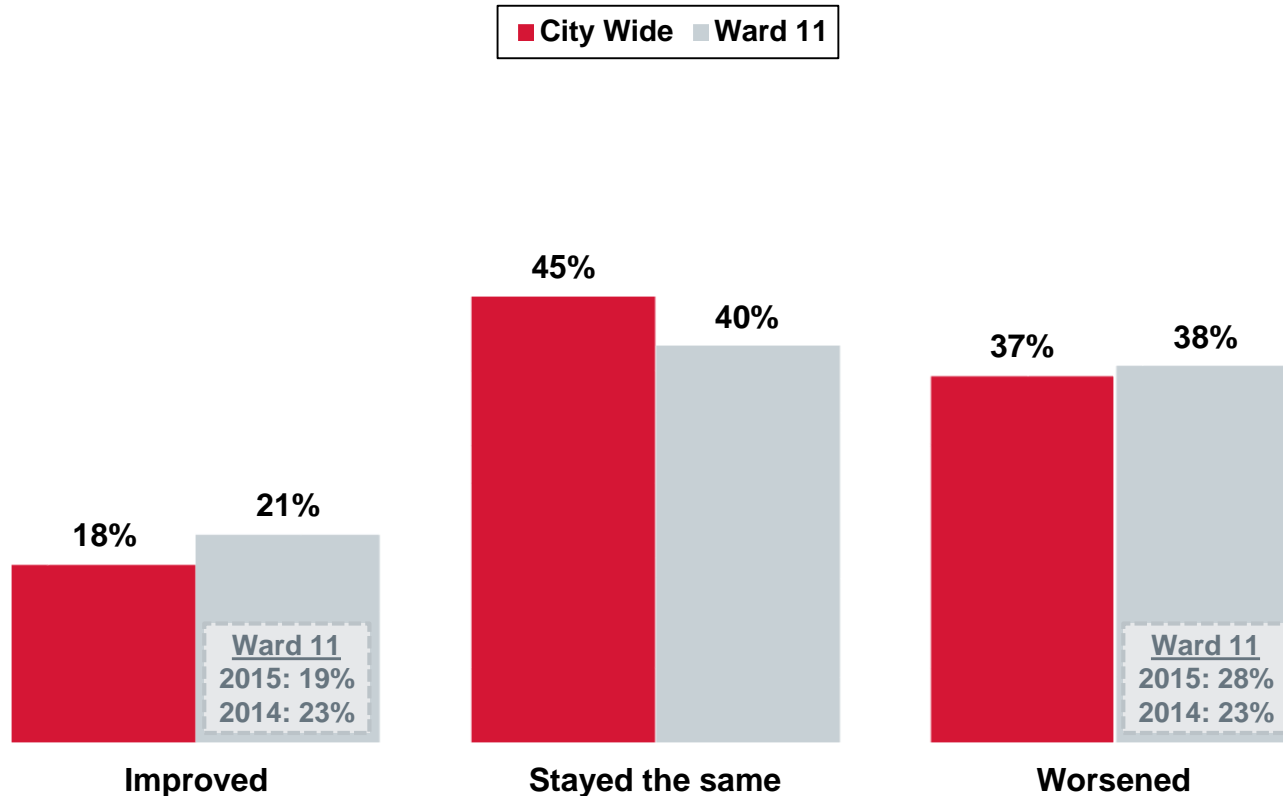


*Rounding

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 11: n=179)

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 11: n=178)

Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 11

Transportation (NET)	25%	33%↑
Better traffic management	7%	8% 15%
Improvement/ maintenance of existing roads	6%	8% 18%
Infrastructure (unspecified)	3%	5%
Employment, Cost of Living & Homelessness (NET)	23%	17%
Improve job creation/ employment	13%	10% 2%
Expand affordable housing/ rent	4%	3%
Government (NET)	21%	25% 14%
Reduce taxes	9%	11%
Tax spending/ city budget	5%	6%
Recreation & Community Services (NET)	18%	17%
Parks/ green-space improvement	5%	5%
Building of community centres/ recreation facilities	4%	4%
Transit (NET)	17%	16% 26%
Improve public transportation (unspecified)	6%	8% 21%
Improve bus/ train schedule/ service	5%	3%
Crime, Safety & Policing (NET)	9%	7%
Control crime and safety	5%	4%
More policing/ patrolling	4%	1%
Growth & Planning (NET)	5%	6%
Education (NET)	3%	3%
Environment (NET)	3%	4%
Health (NET)	3%	4%
Other	8%	7%
Nothing	17%	14%

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?

Ward 11 2015

Base: Valid respondents (City Wide: n=2,409 / Ward 11: n=171)

Sustainability Metrics: Connectedness and Inclusivity

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

% Agree

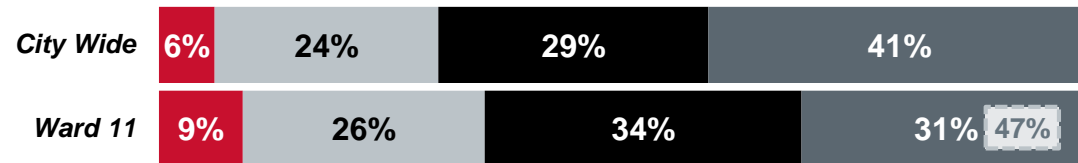
I am proud to be a Calgarian



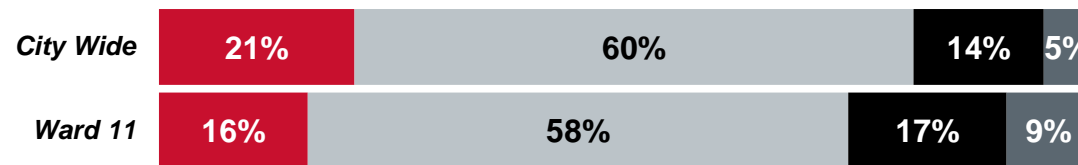
I am proud to live in my neighbourhood



I am regularly involved in neighbourhood and local community events



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



Ward 11 2015

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".

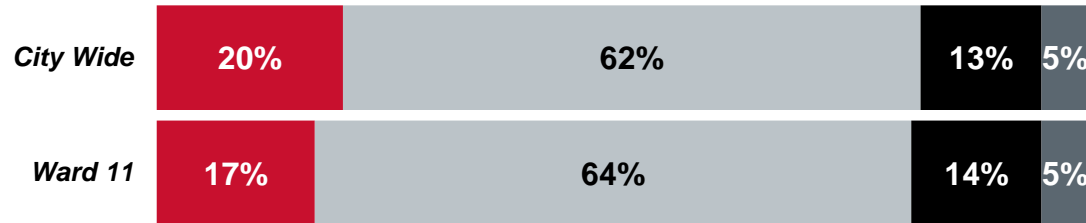
Base: Valid respondents (Bases vary)

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

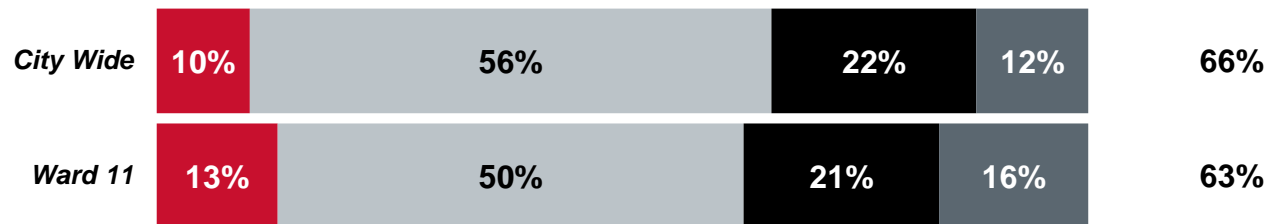
Calgary is a great place to make a life



Calgary is a great place to make a living



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

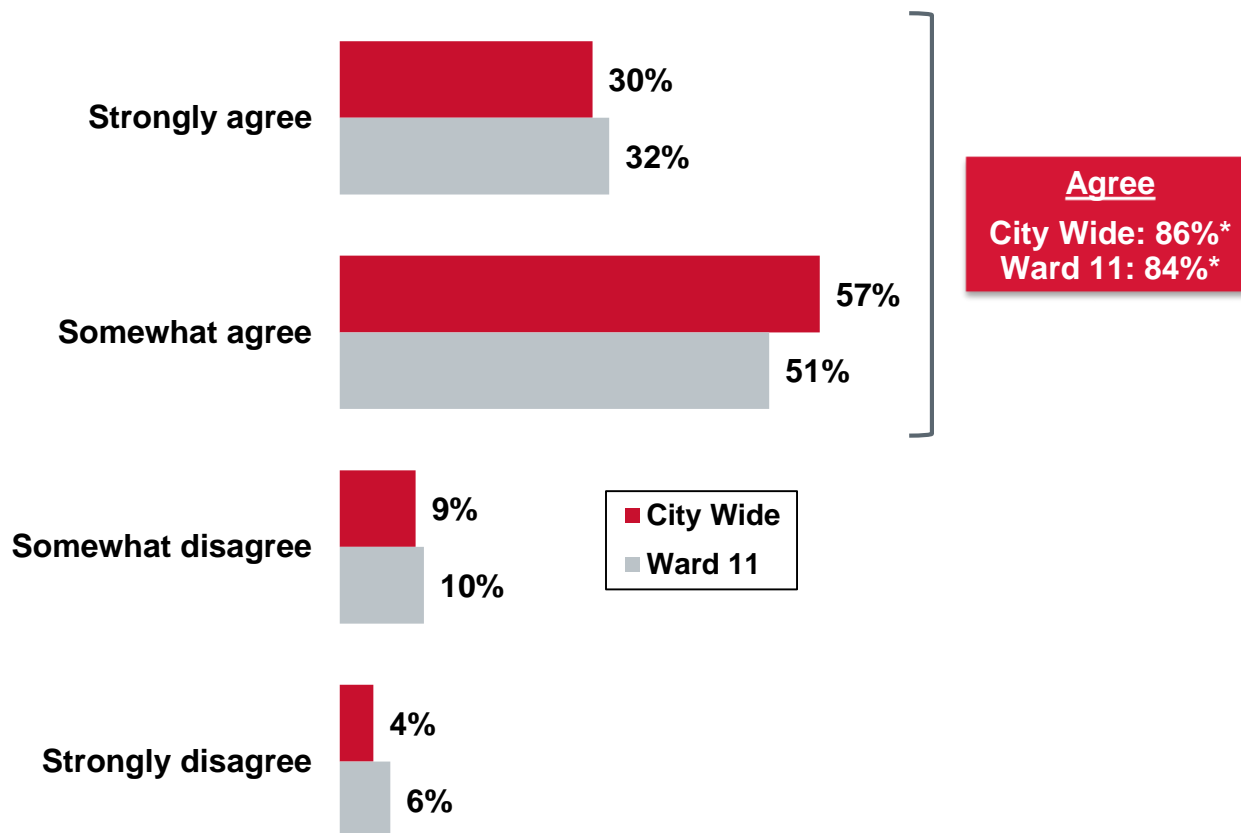


Ward 11 2015

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?

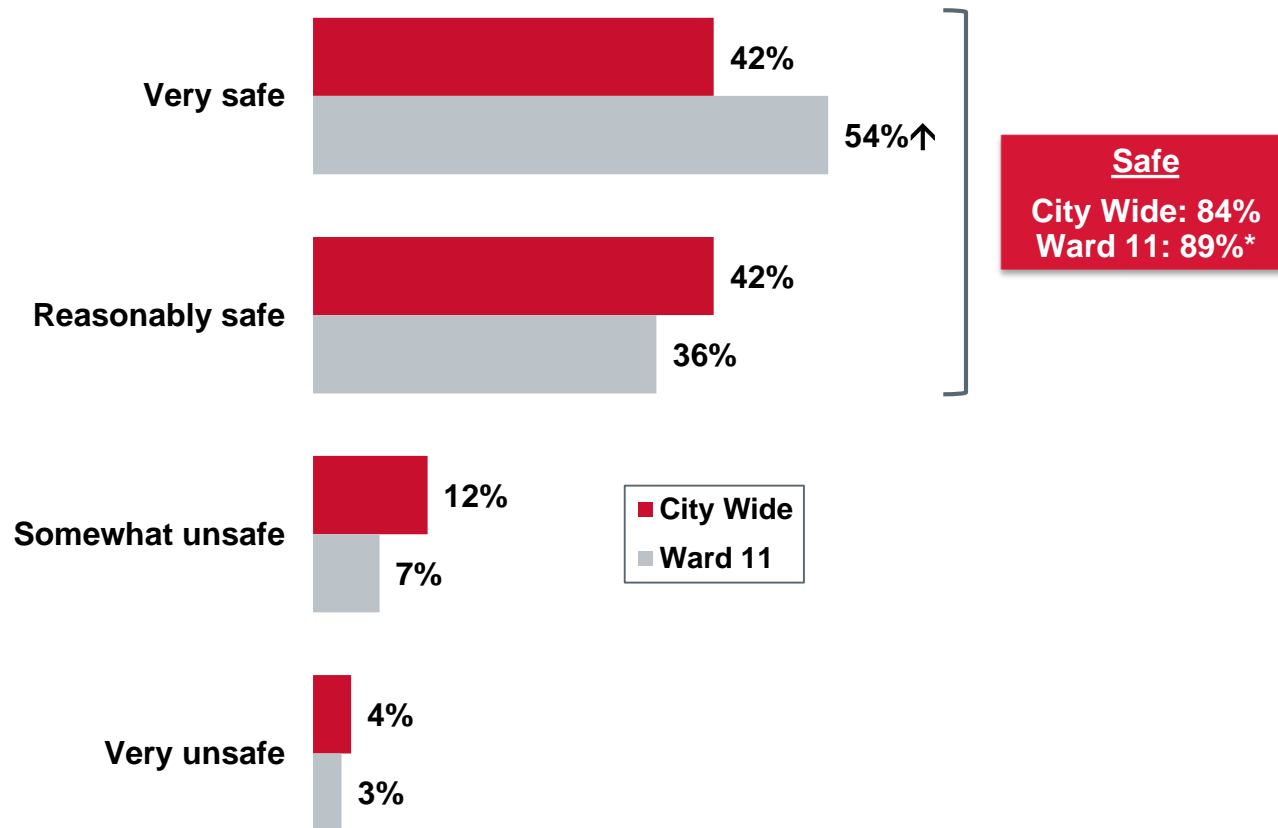


*Rounding

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 11: 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=2,494 / Ward 11: n=179)



City Programs and Services

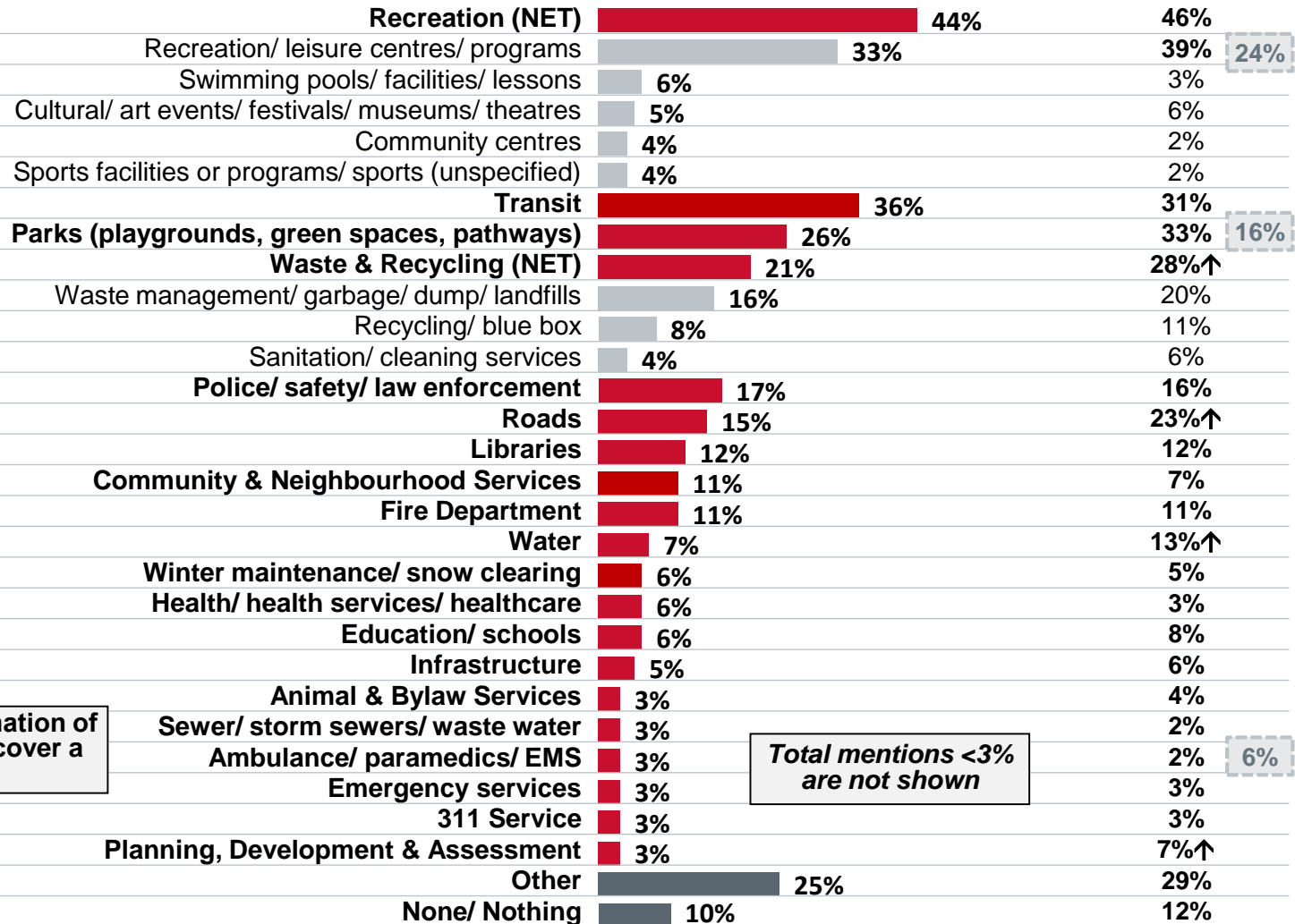


Top-of-Mind Programs and Services

Multiple Responses

City Wide

Ward 11



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

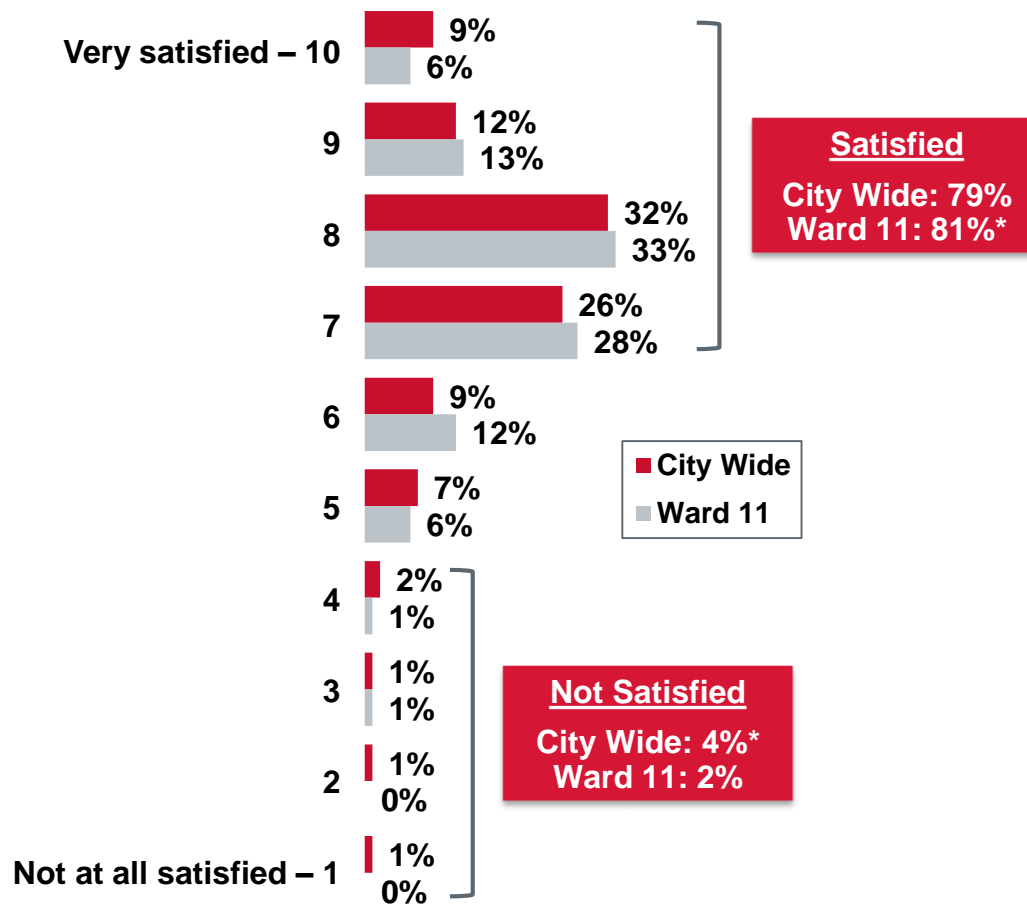
Total mentions <3% are not shown

Ward 11 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 11: n=179)

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

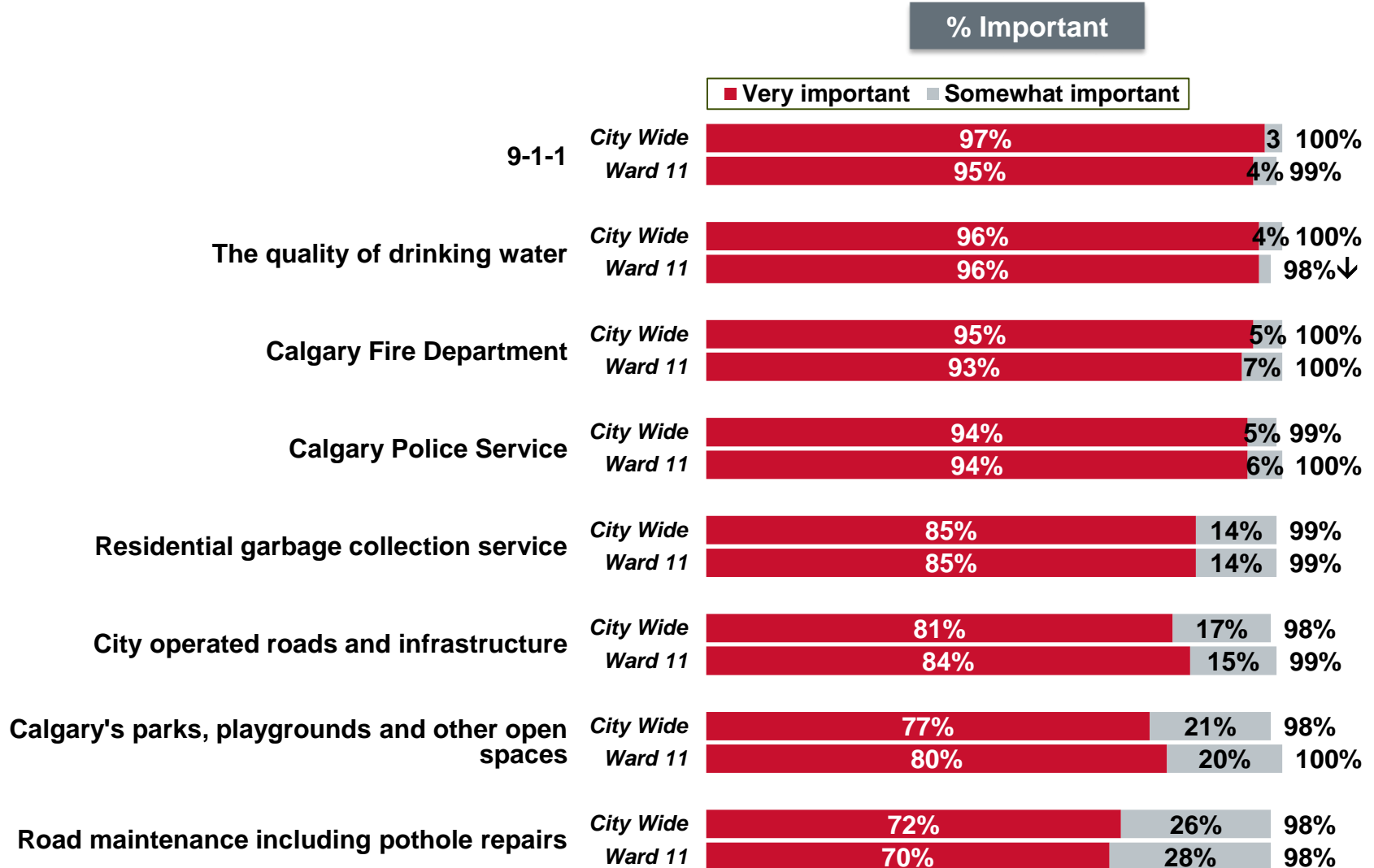


*Rounding

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 11: n=179)

Importance of City Programs and Services



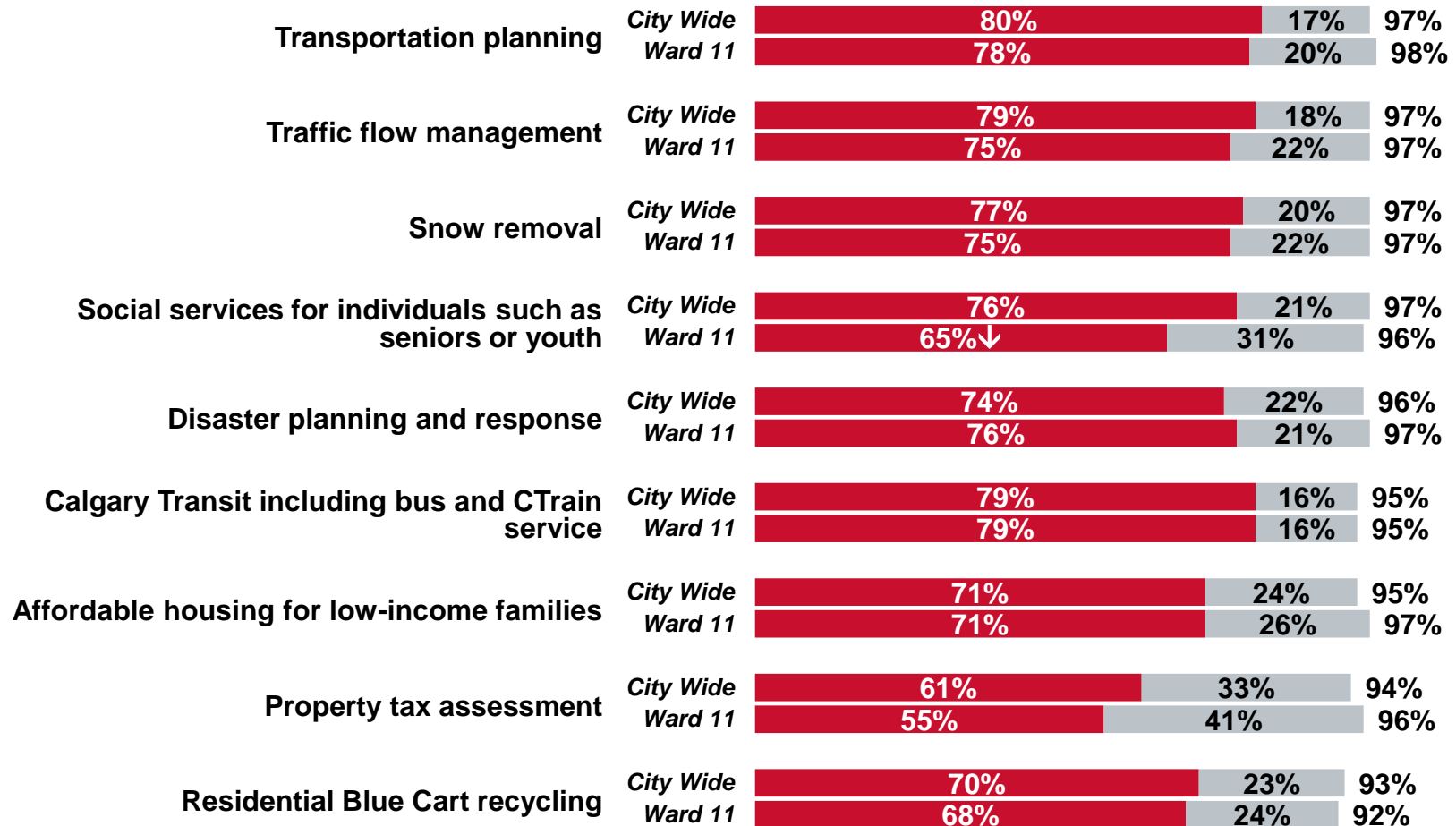
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)

Importance of City Programs and Services (continued)

% Important

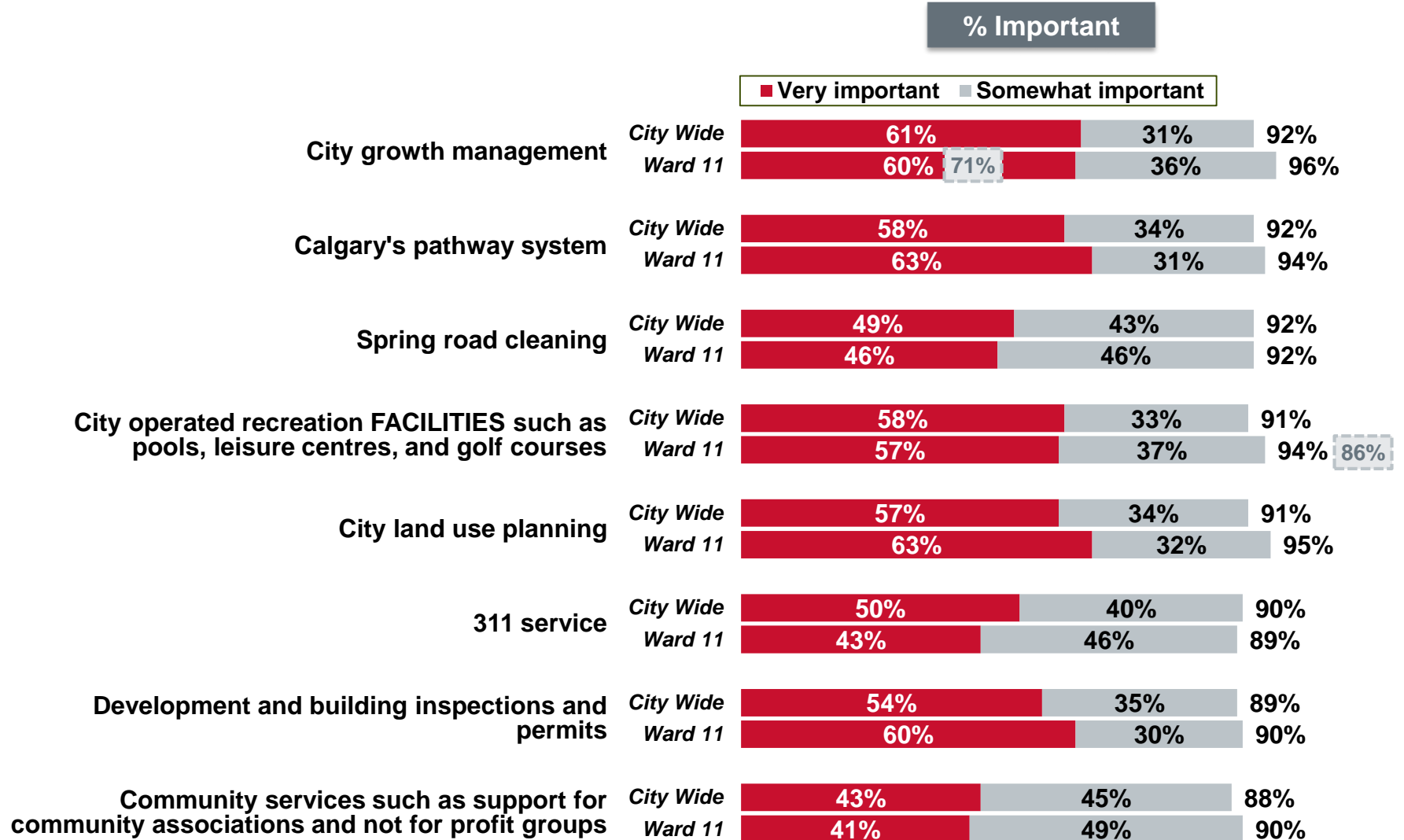
■ Very important ■ Somewhat important



*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)



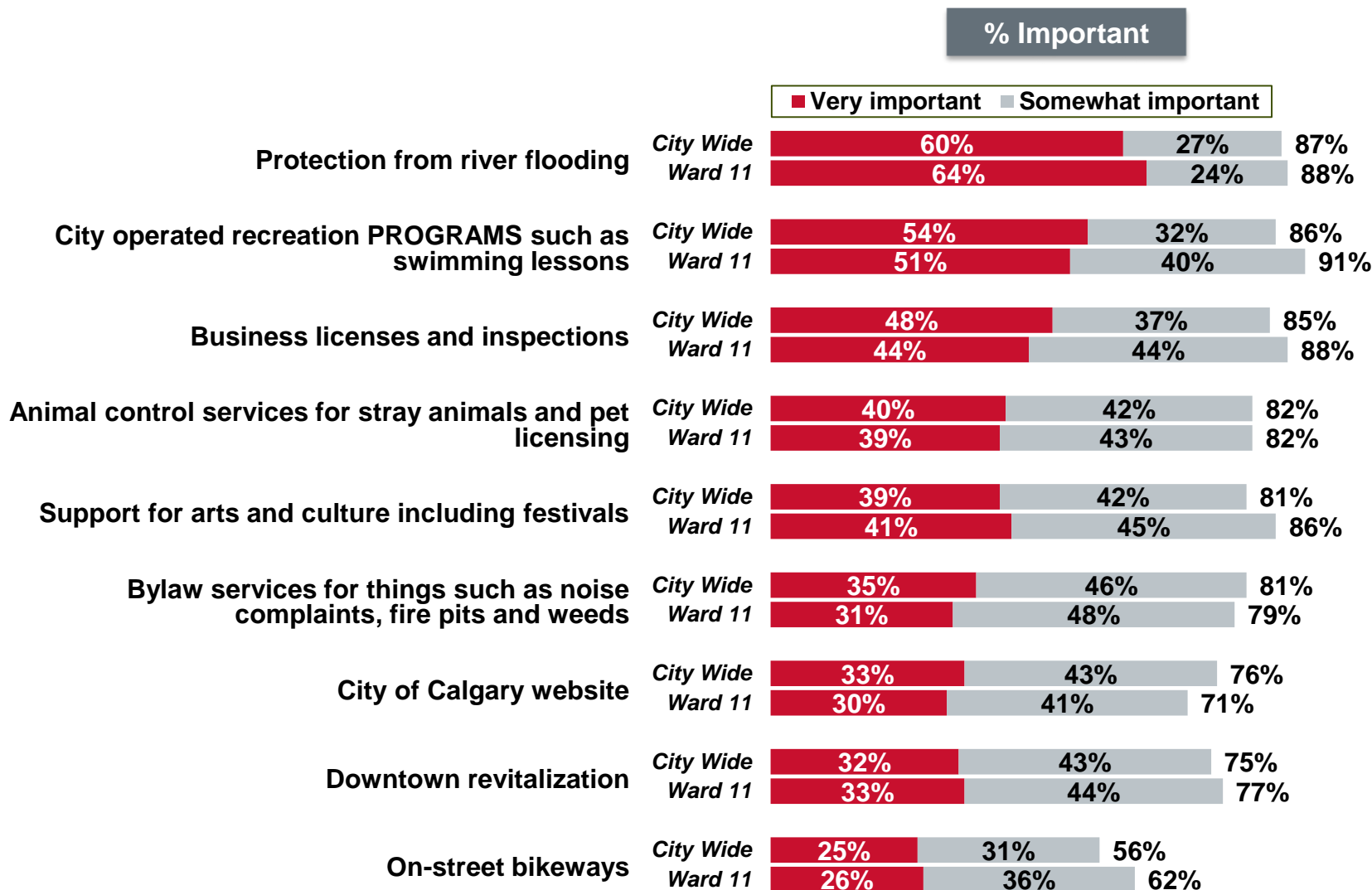
86%

Ward 11 2015

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

Base: Valid respondents (Bases vary)

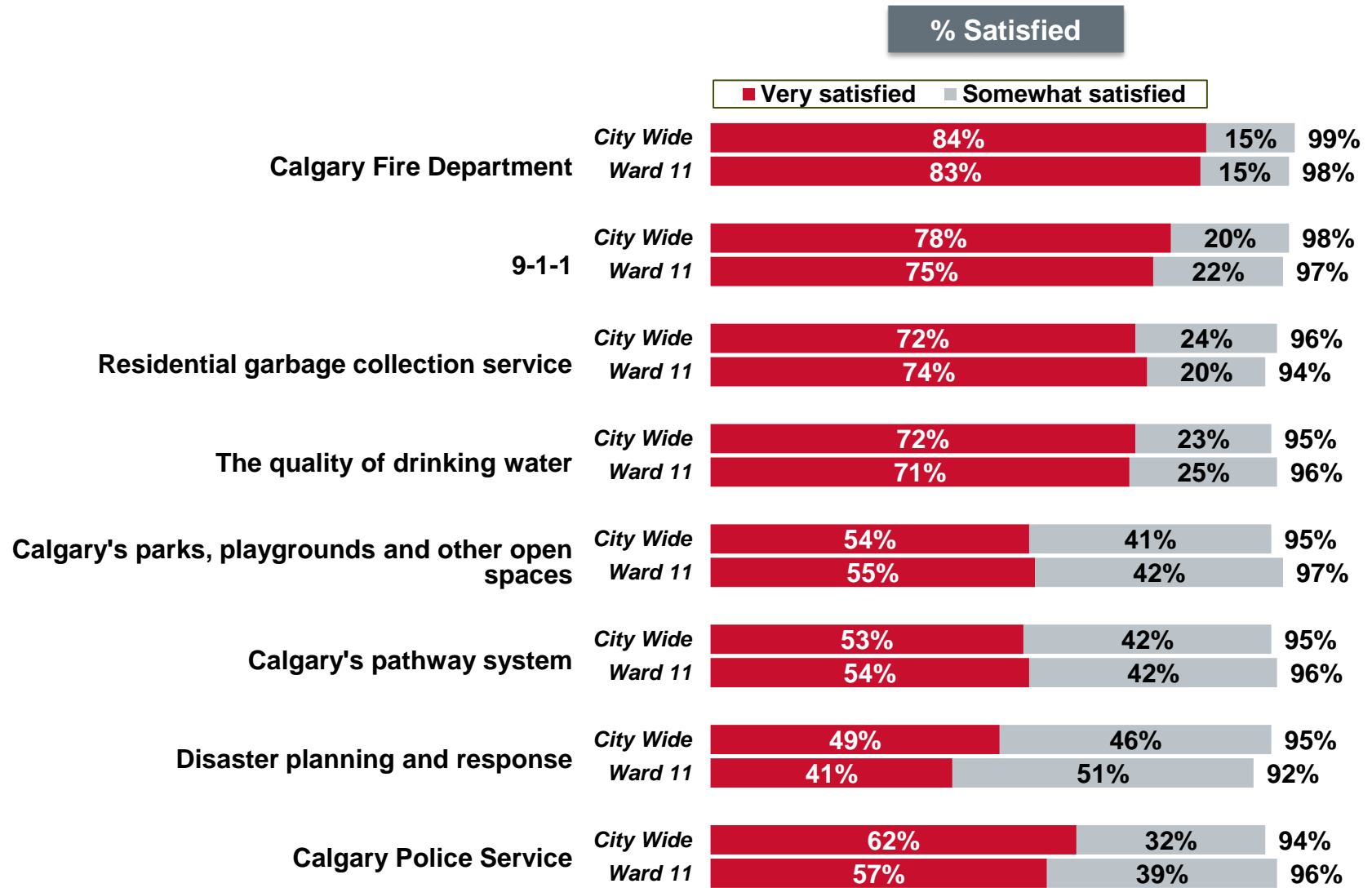
Importance of City Programs and Services (continued)



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

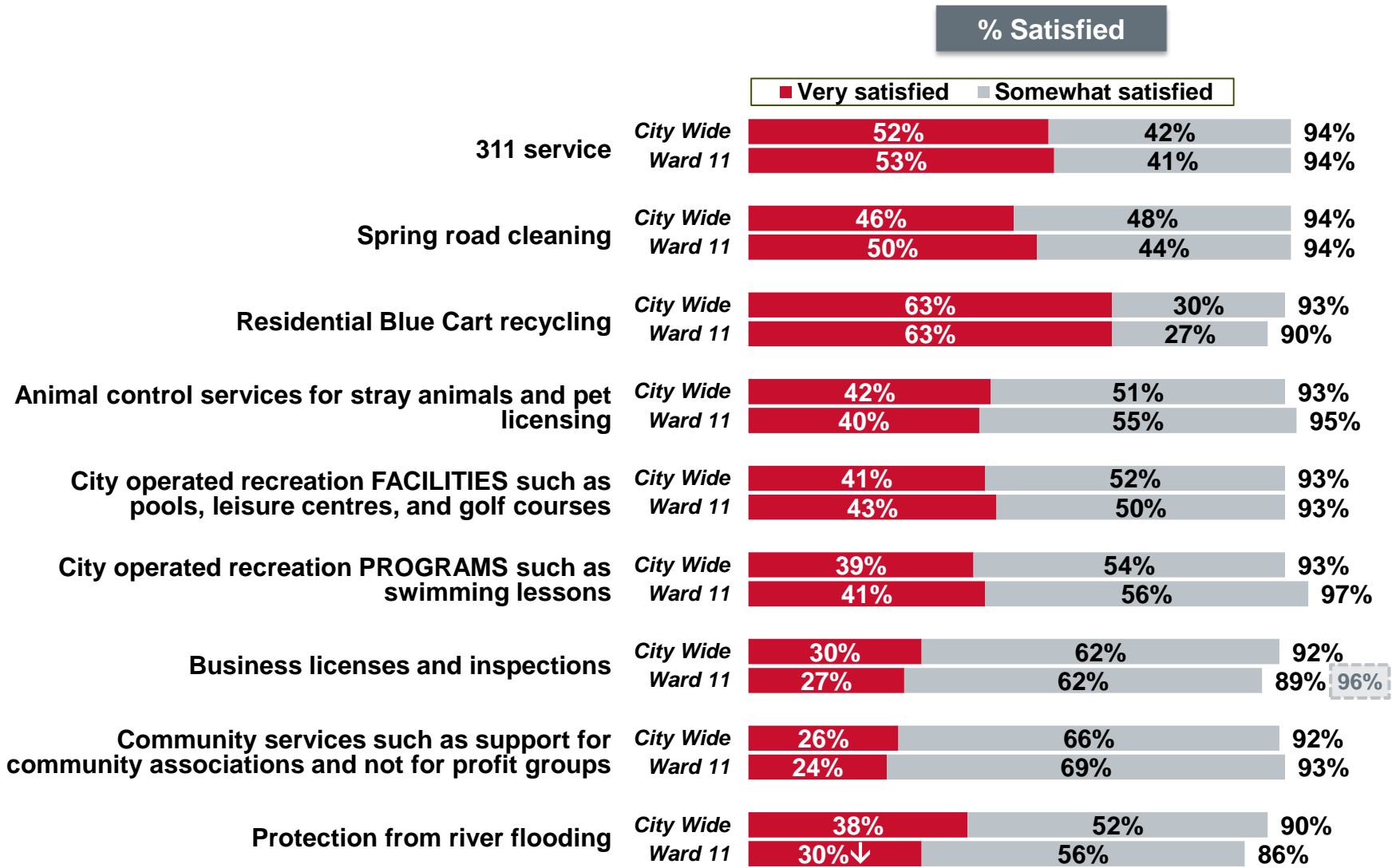
Base: Valid respondents (Bases vary)

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)

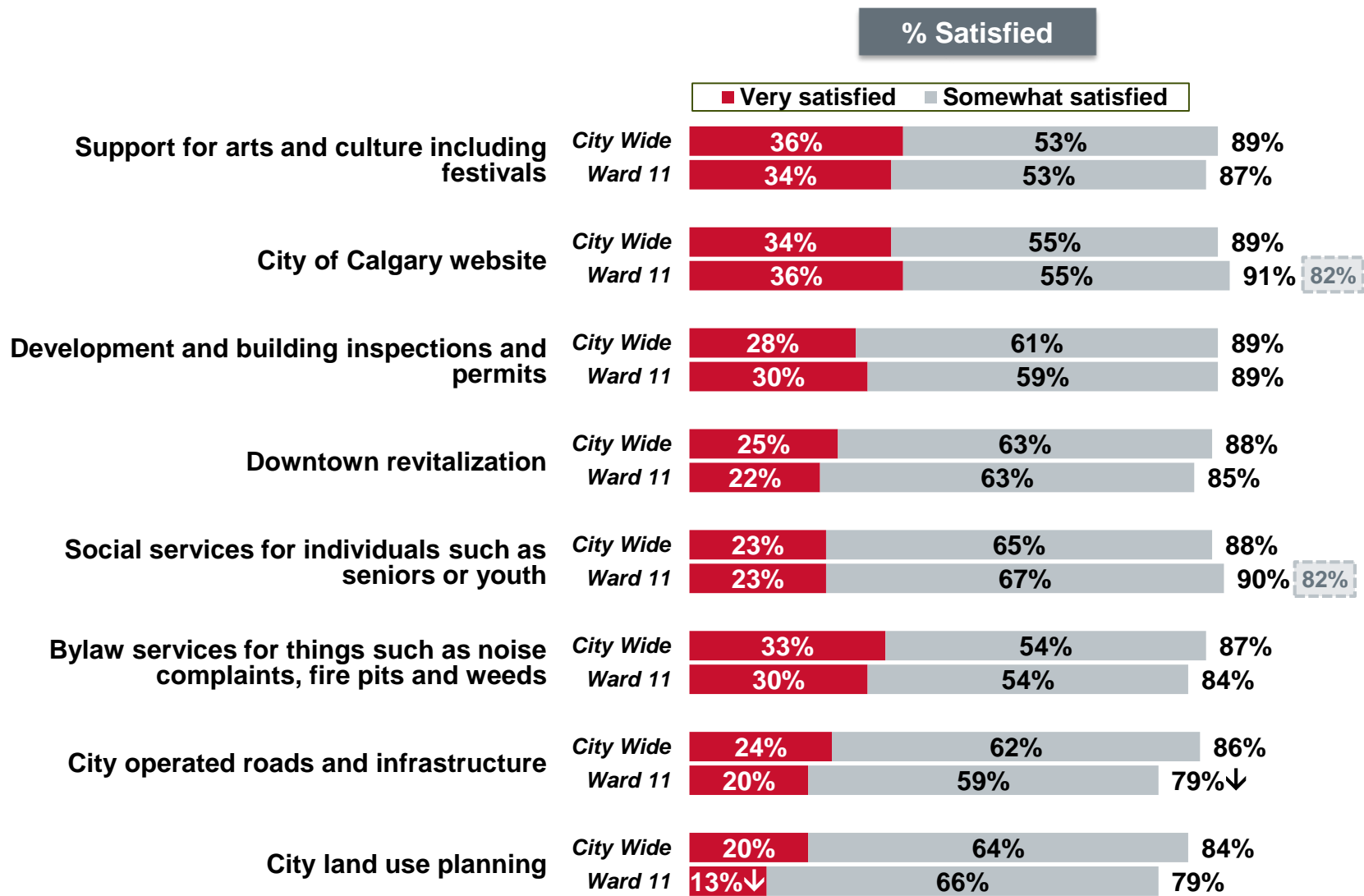
Satisfaction with City Programs and Services (continued)



*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)

Ward 11 2015

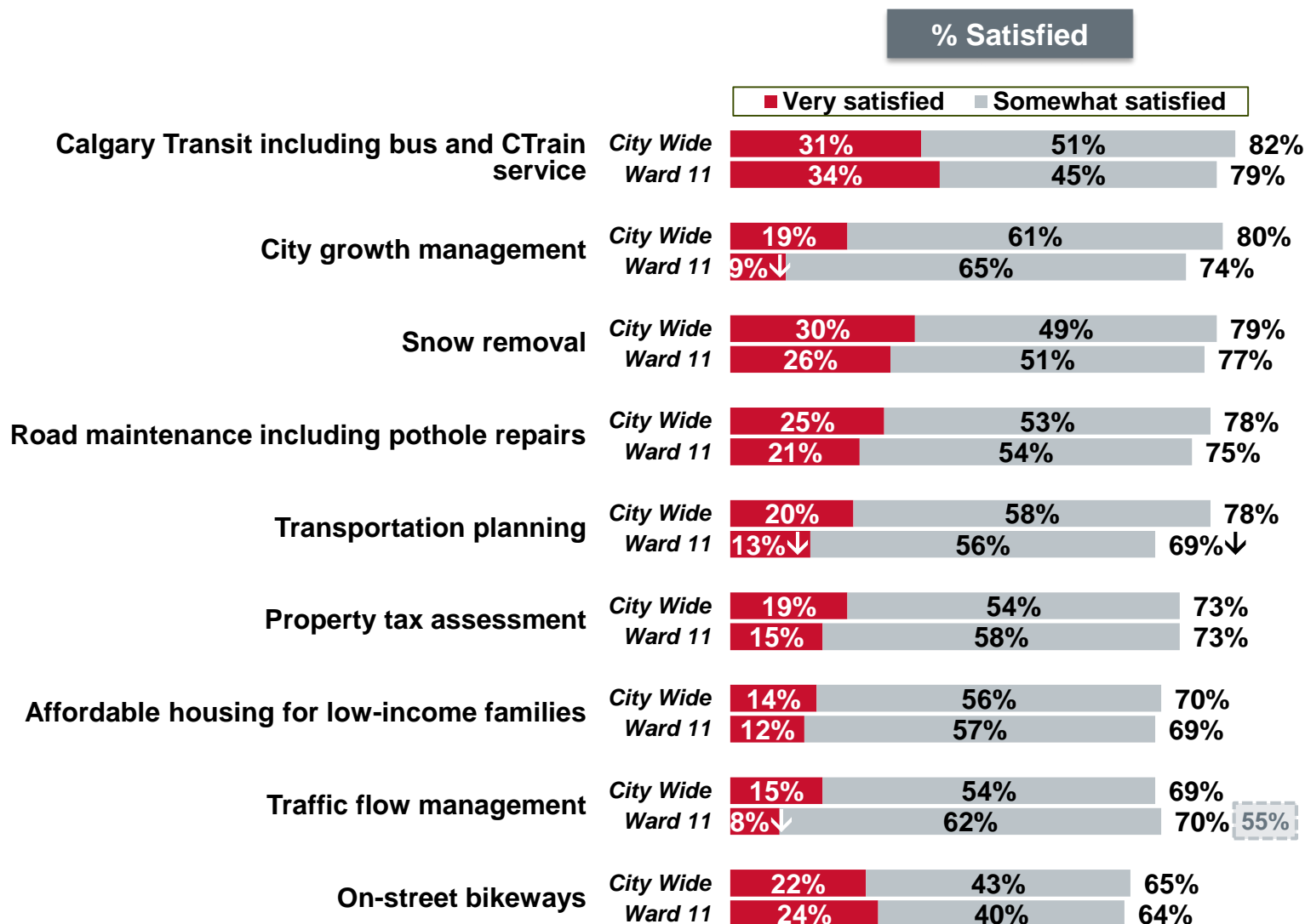
Satisfaction with City Programs and Services (continued)



*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 11 2015

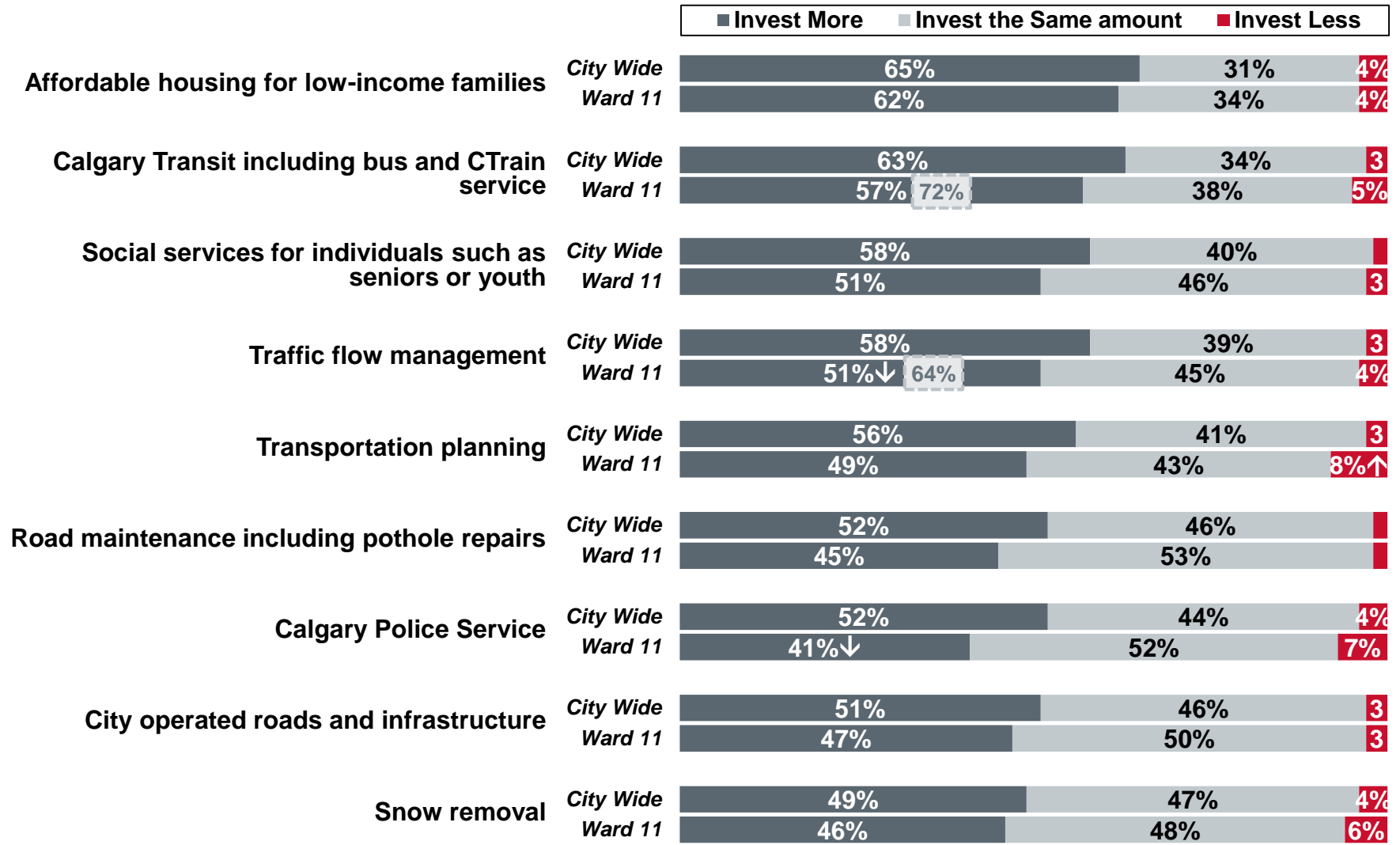
Satisfaction with City Programs and Services (continued)



*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 11 2015

Investment in City Programs and Services

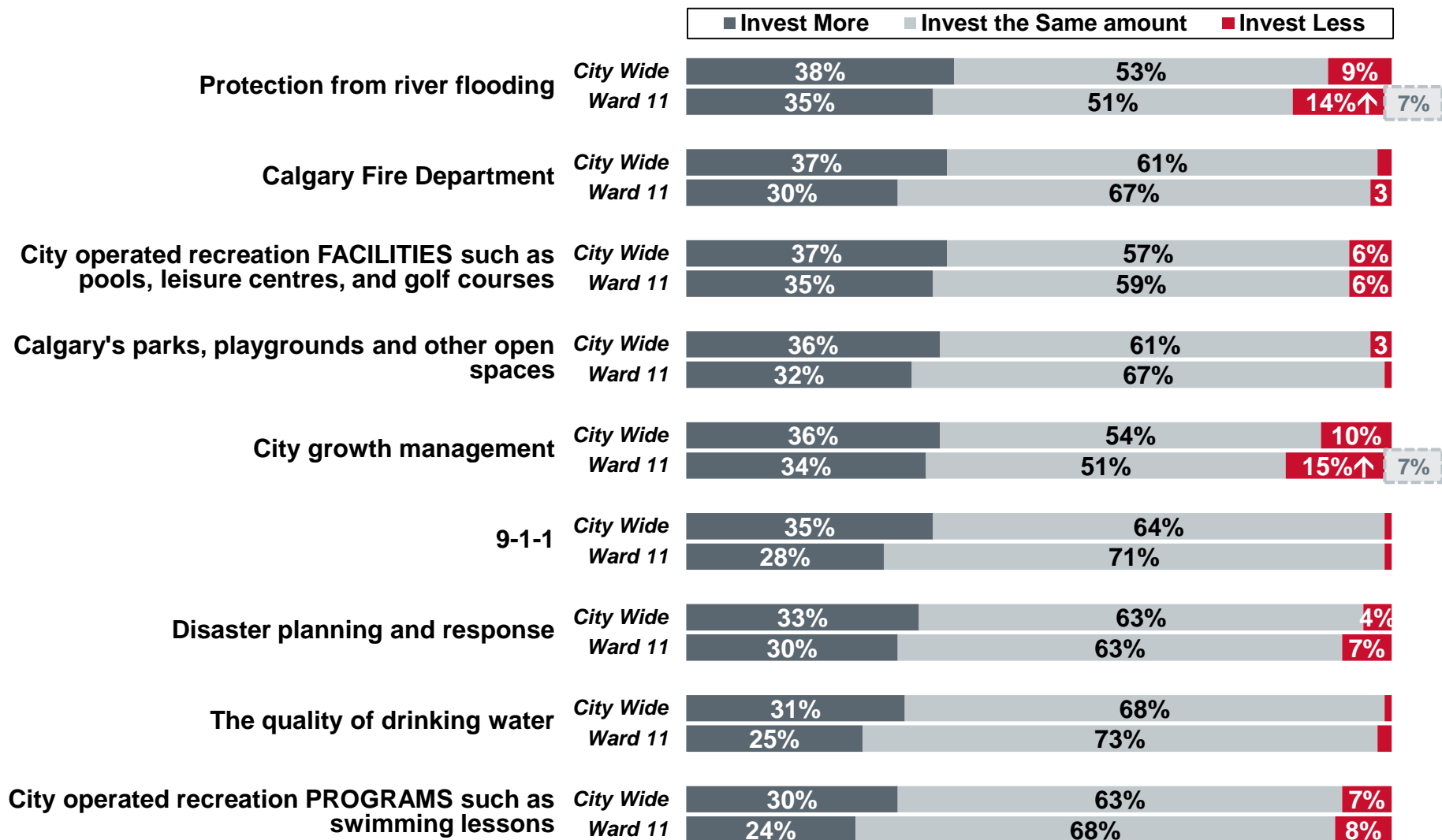


I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me if you think The City should invest more, less or the same amount on the program or service.
Base: Valid respondents (Bases vary)

Ward 11 2015

Investment in City Programs and Services

(continued)

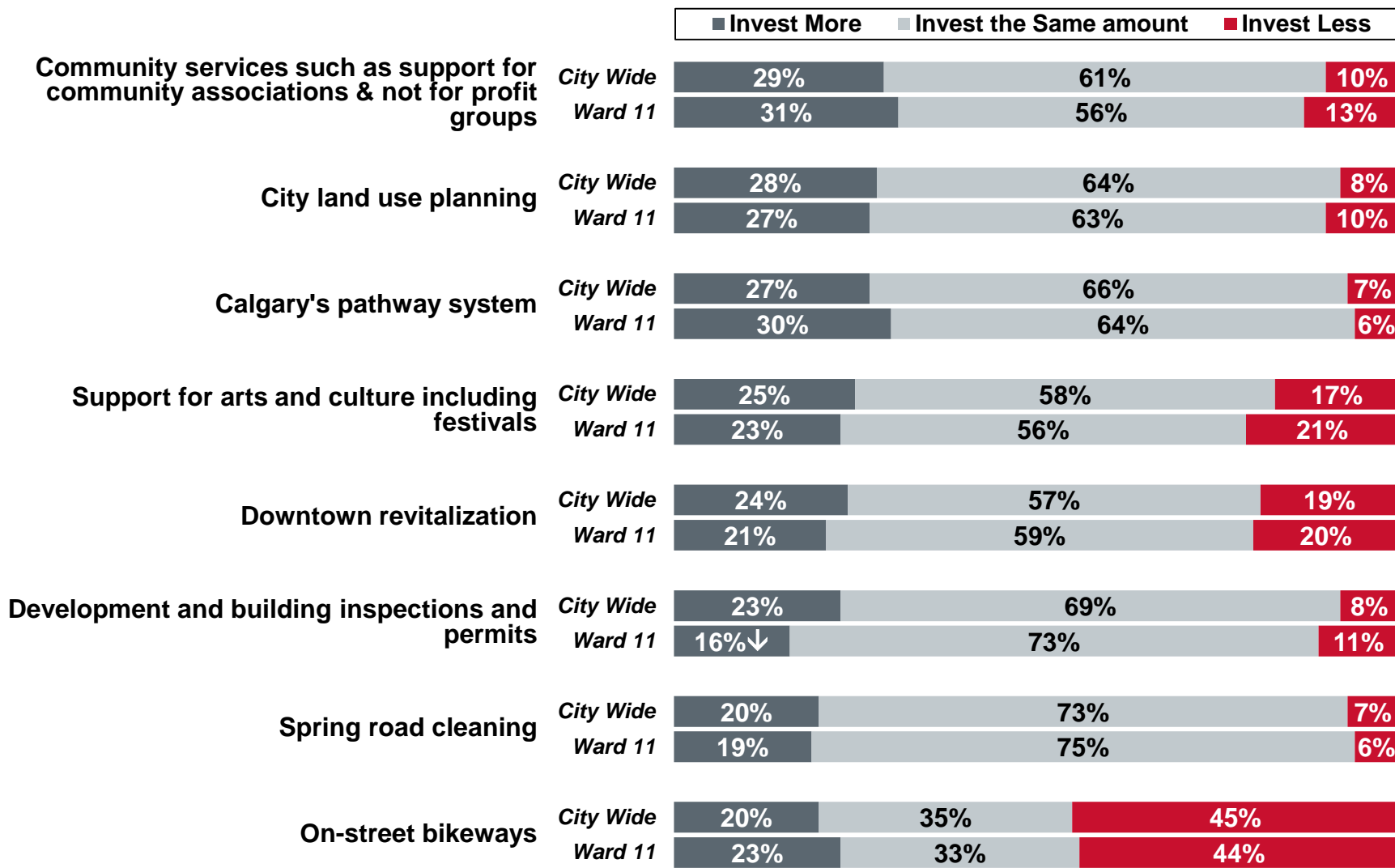


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.
 Base: Valid respondents (Bases vary)

Ward 11 2015

Investment in City Programs and Services

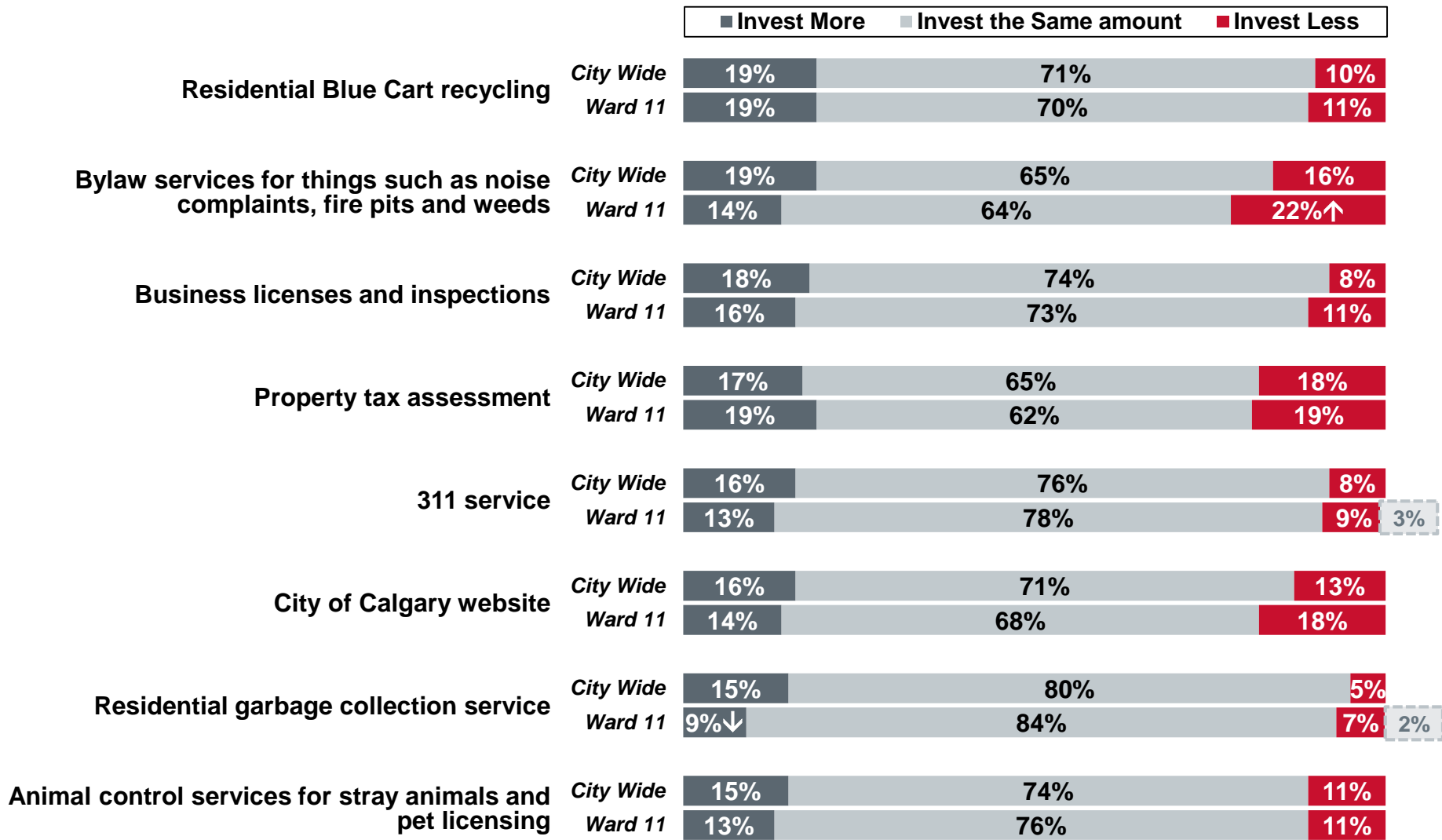
(continued)



*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

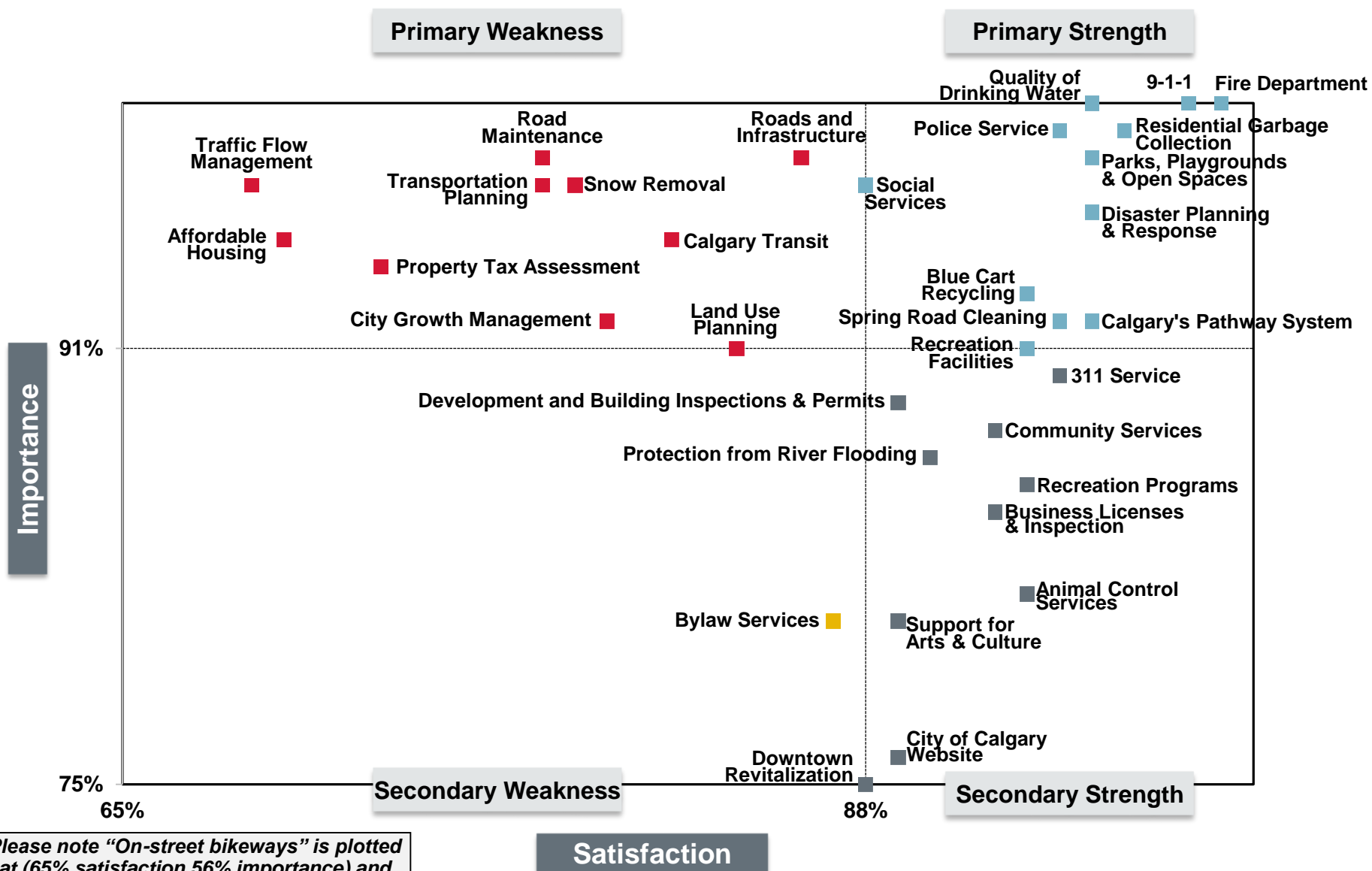
(continued)



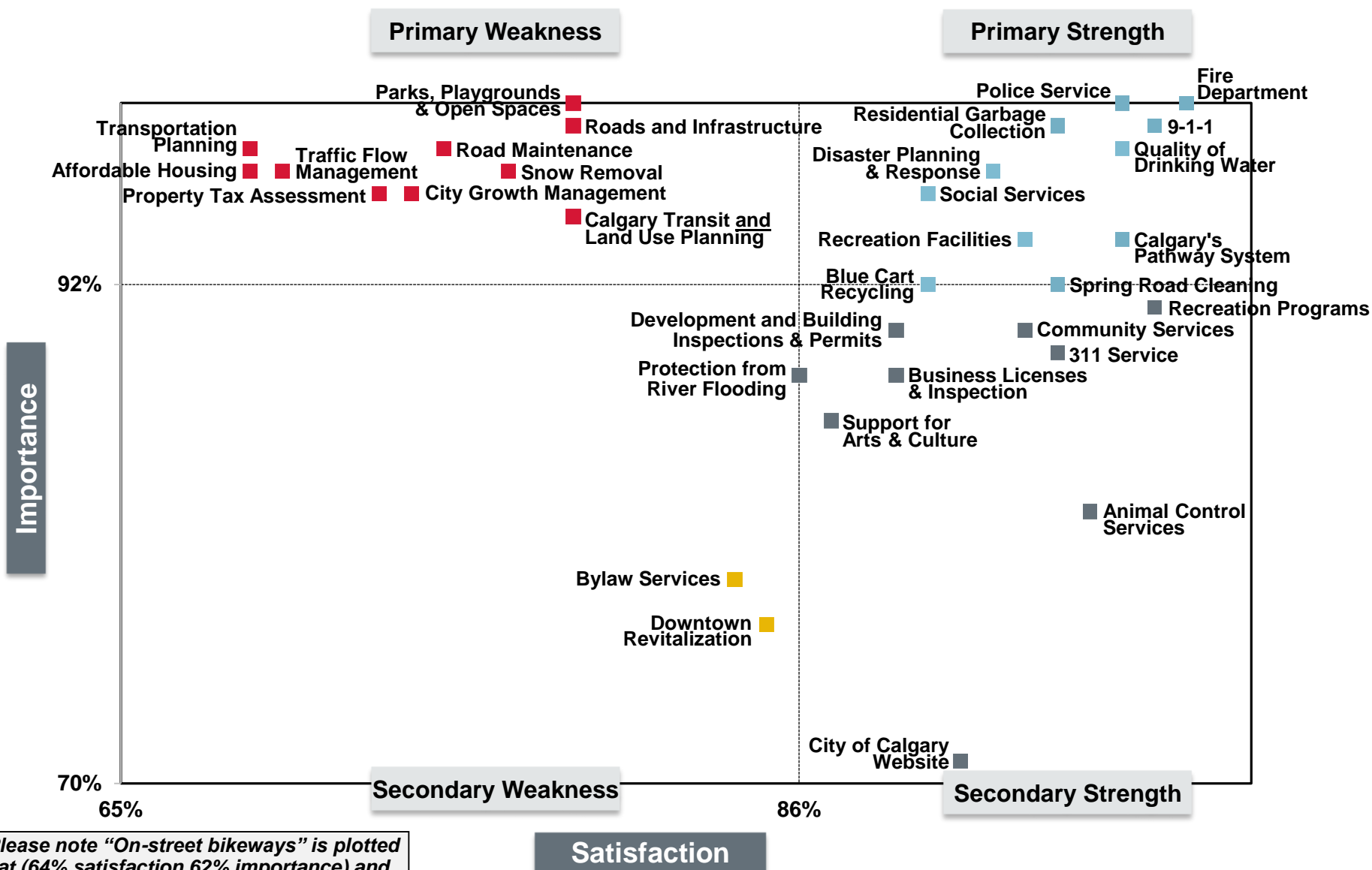
Ward 11 2015

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 11



Primary Strengths and Weaknesses: City Wide versus Ward 11

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)

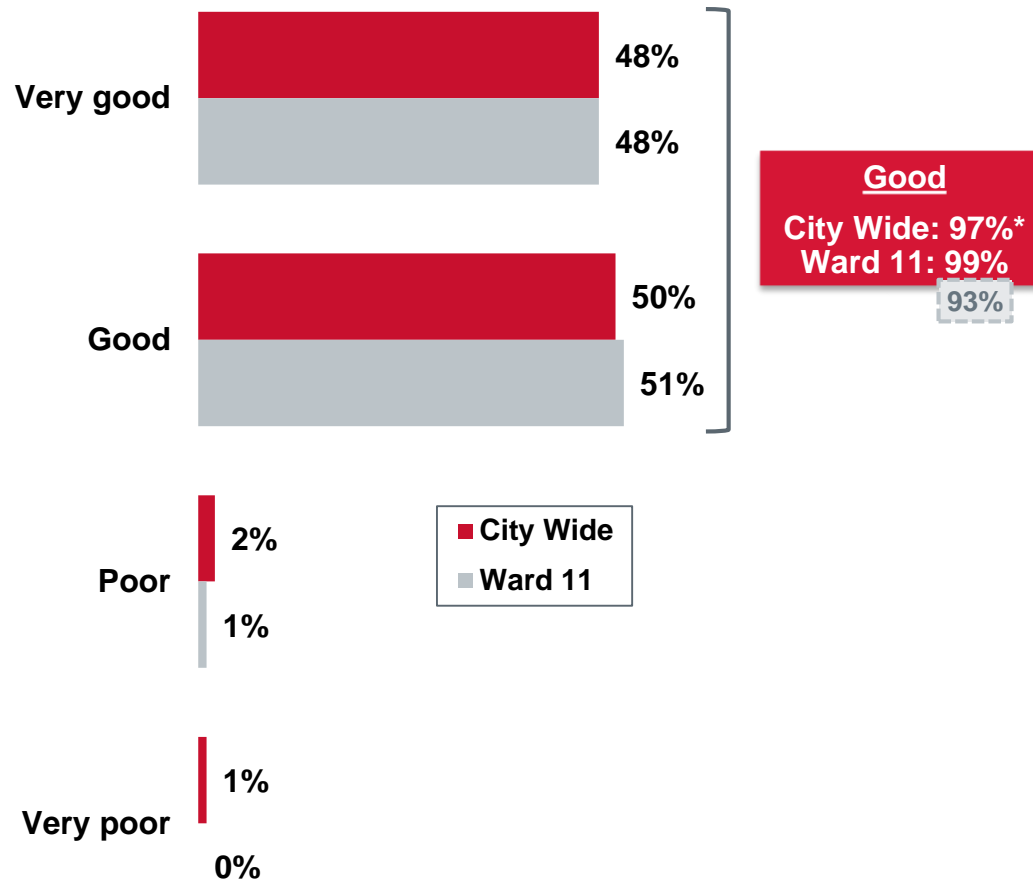
	City Wide	Ward 11
Fire Department		
9-1-1		
Residential Garbage Collection		
Quality of Drinking Water		
Police Service		
Parks, Playgrounds and Open Spaces		
Disaster Planning and response		
Calgary's Pathway System		
Spring Road Cleaning		
Blue Cart Recycling		
Recreation Facilities		
Social Services		
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

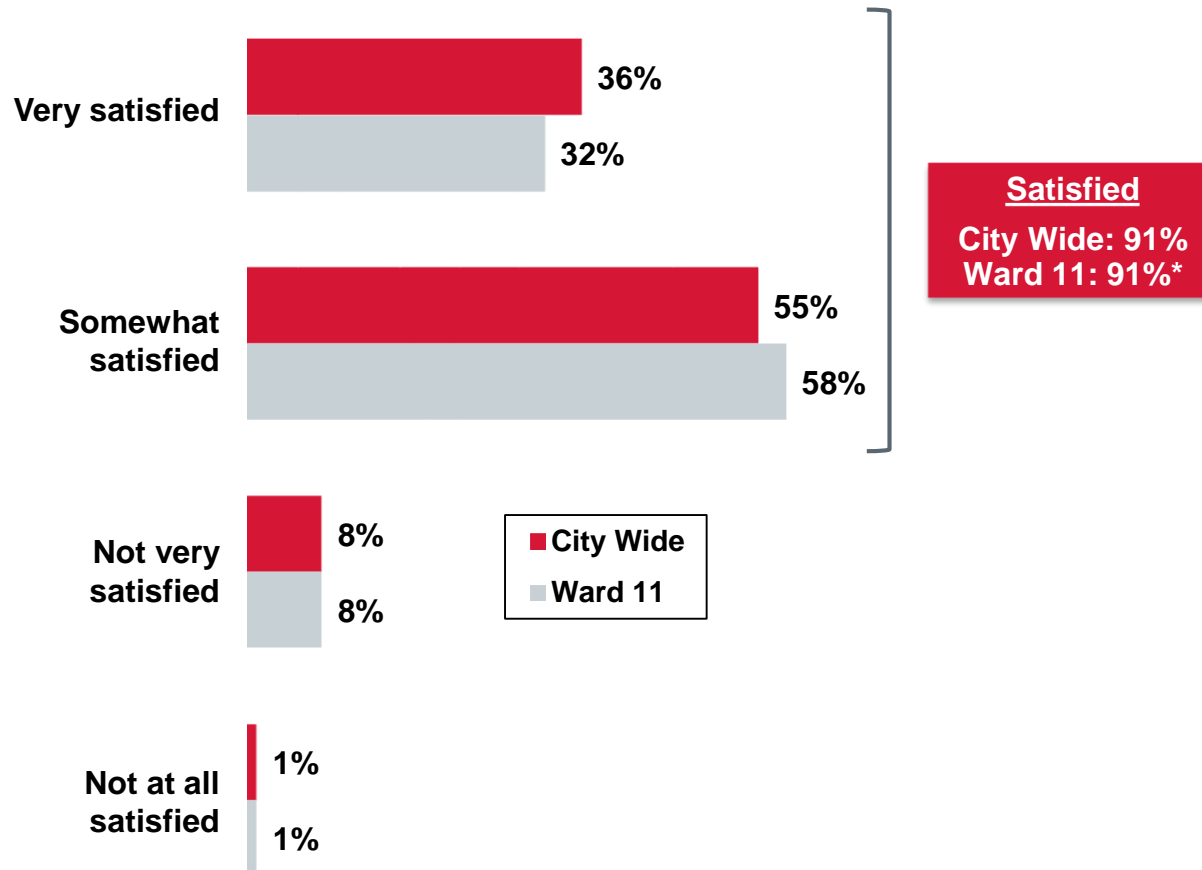


Ward 11 2015

*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 11: n=179)

Satisfaction with The City's Environmental Performance

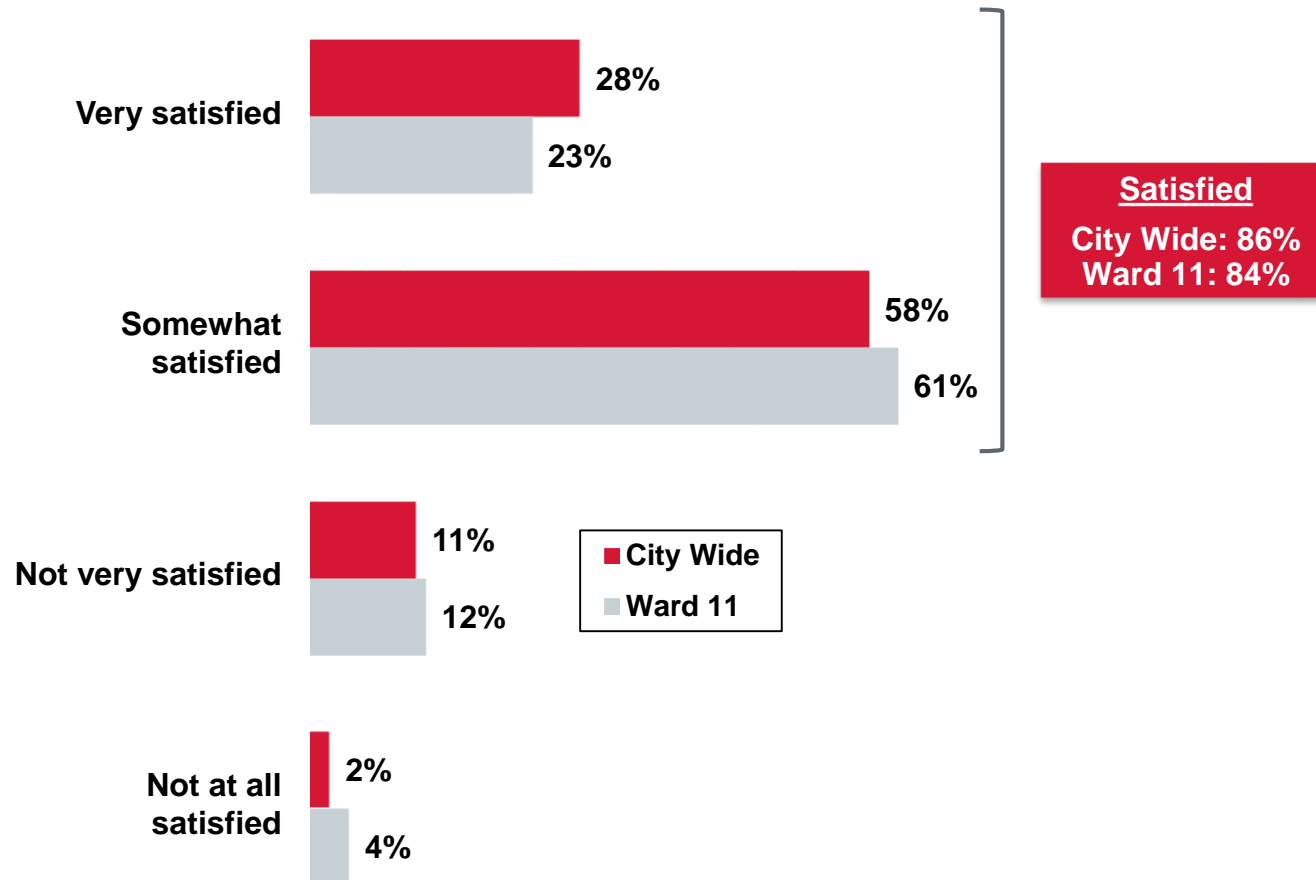


*Rounding

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 11: n=178)

Satisfaction with The City's Environmental Programs and Services



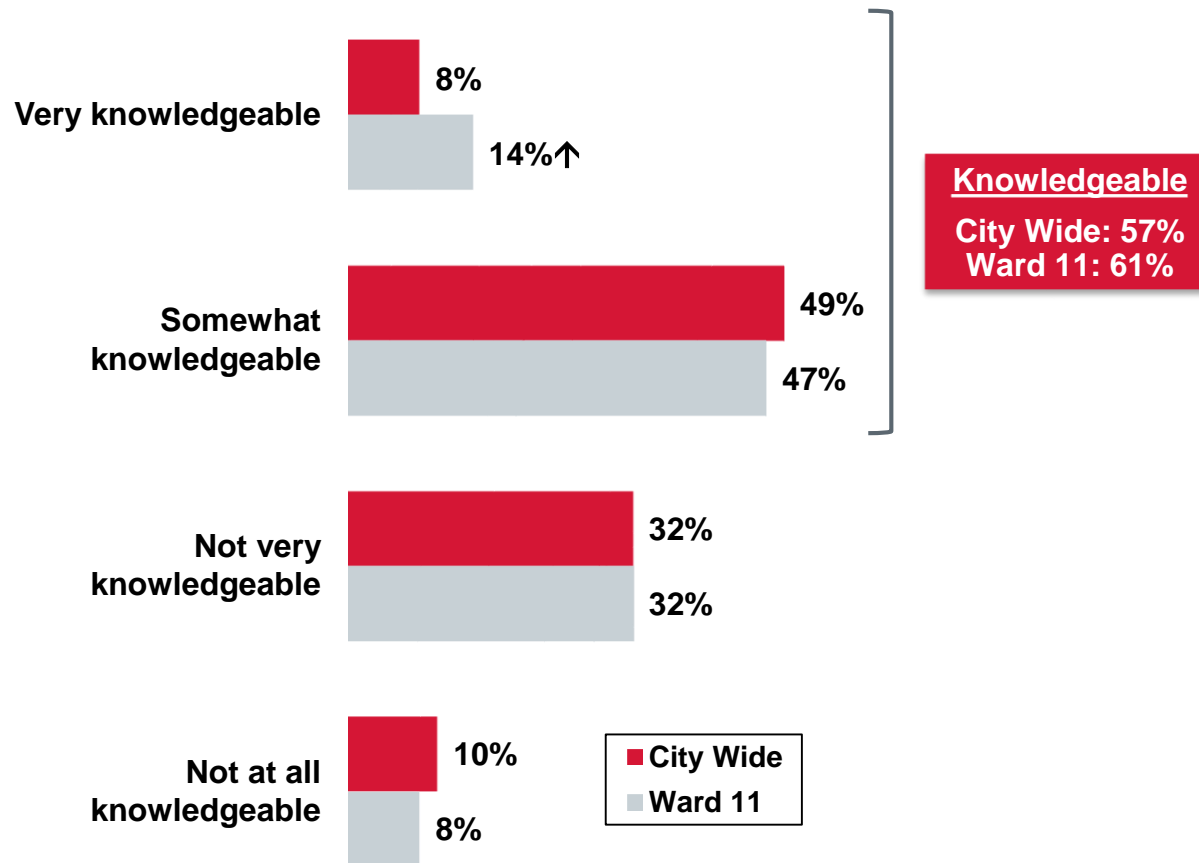
How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?
 Base: Valid respondents (City Wide: n=2,472 / Ward 11: n=176)



Taxation



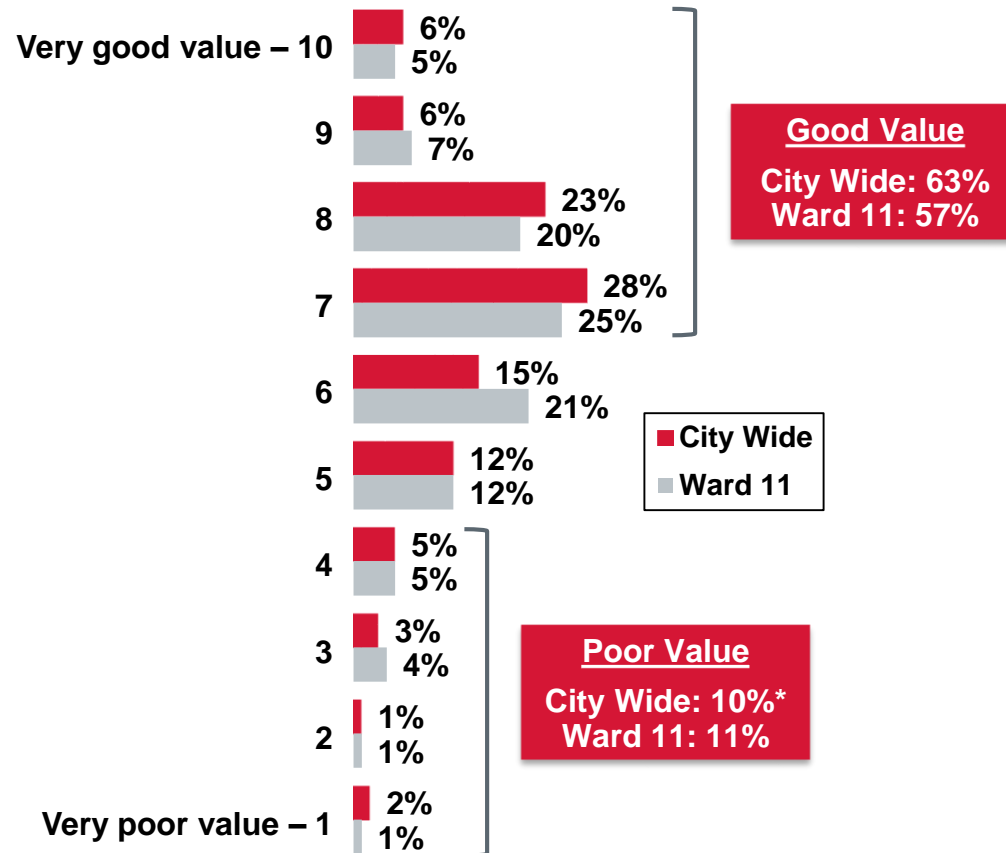
Knowledge Levels of Tax Dollar Spending



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 11: n=179)

Perceived Value of Property Taxes

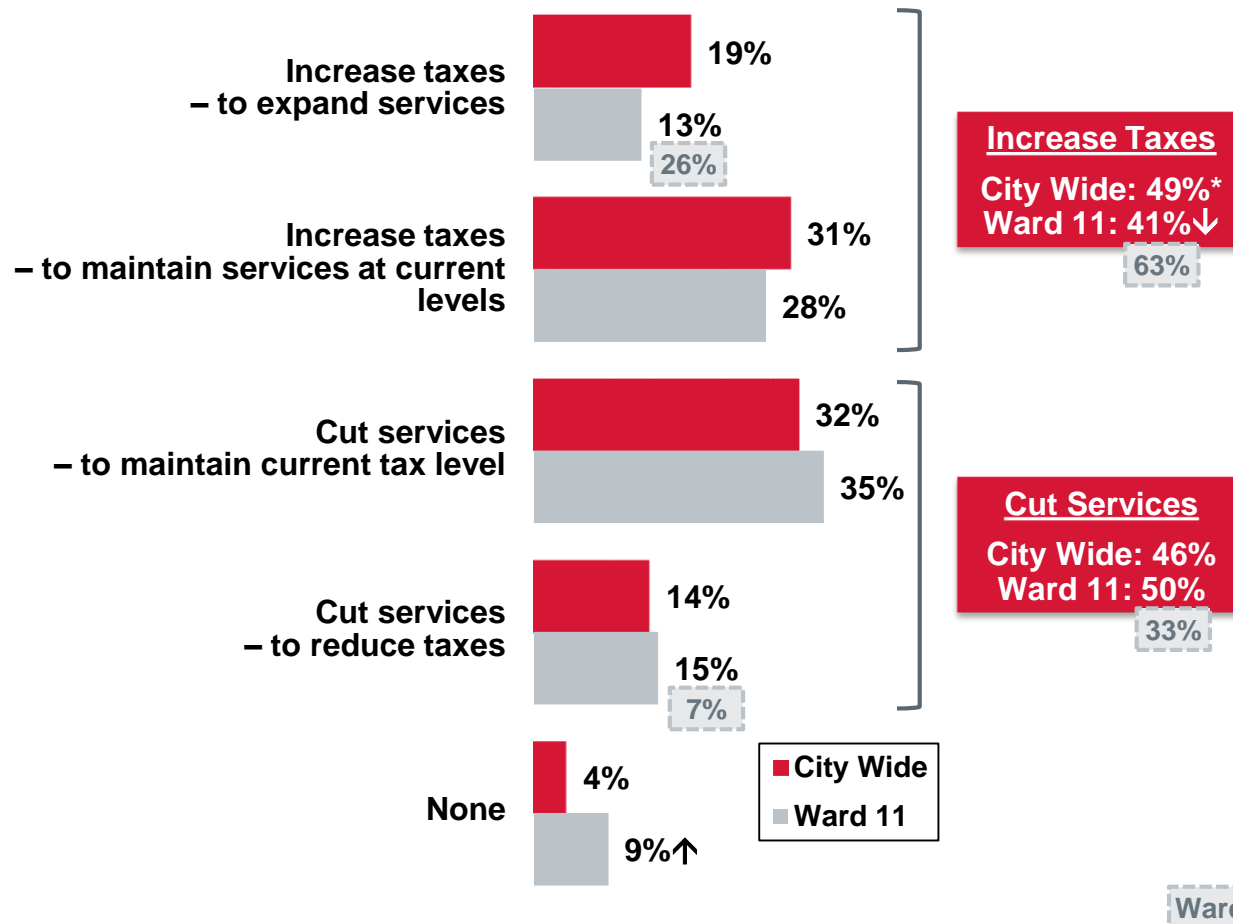


*Rounding

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=2,466 / Ward 11: n=178)

Balancing Taxation and Service Delivery Levels



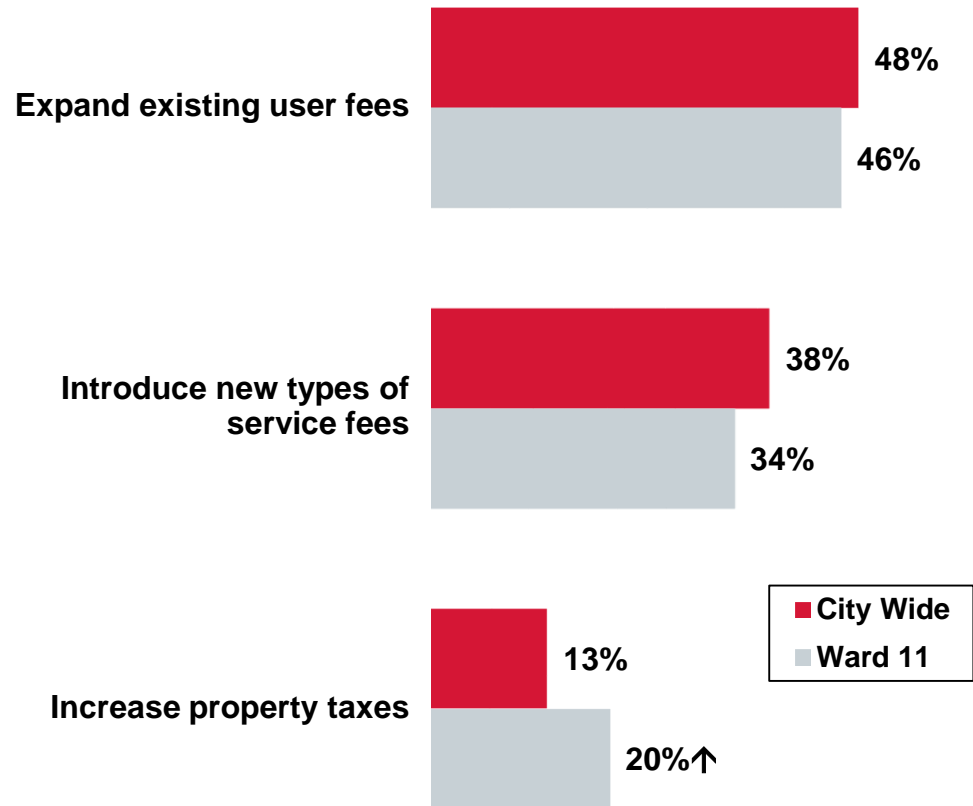
Ward 11 2015

*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 11: n=175)

Options for Increasing City Revenue



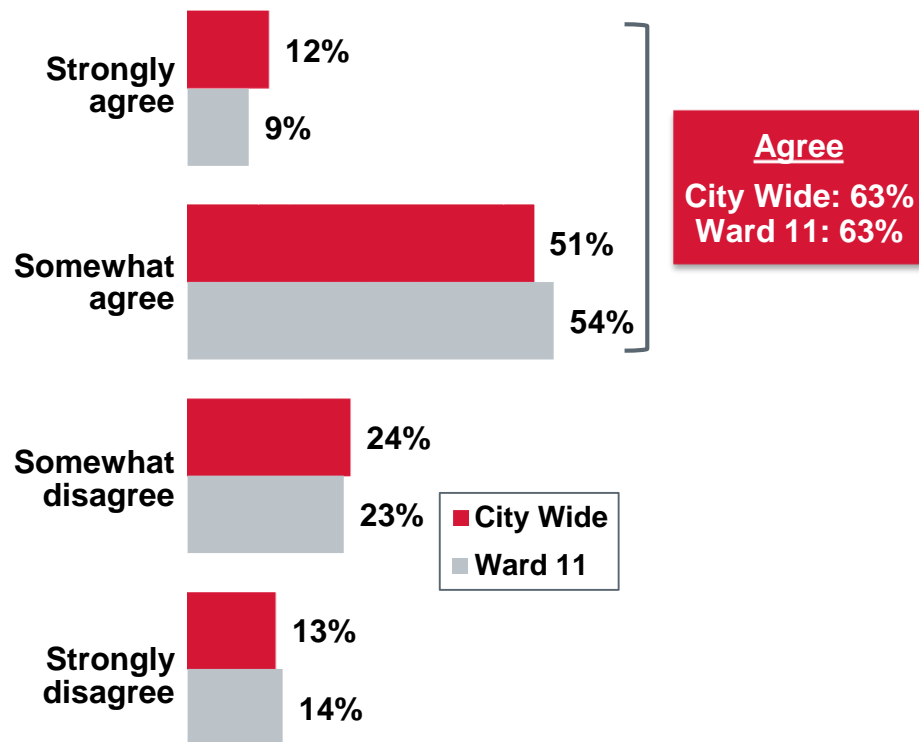
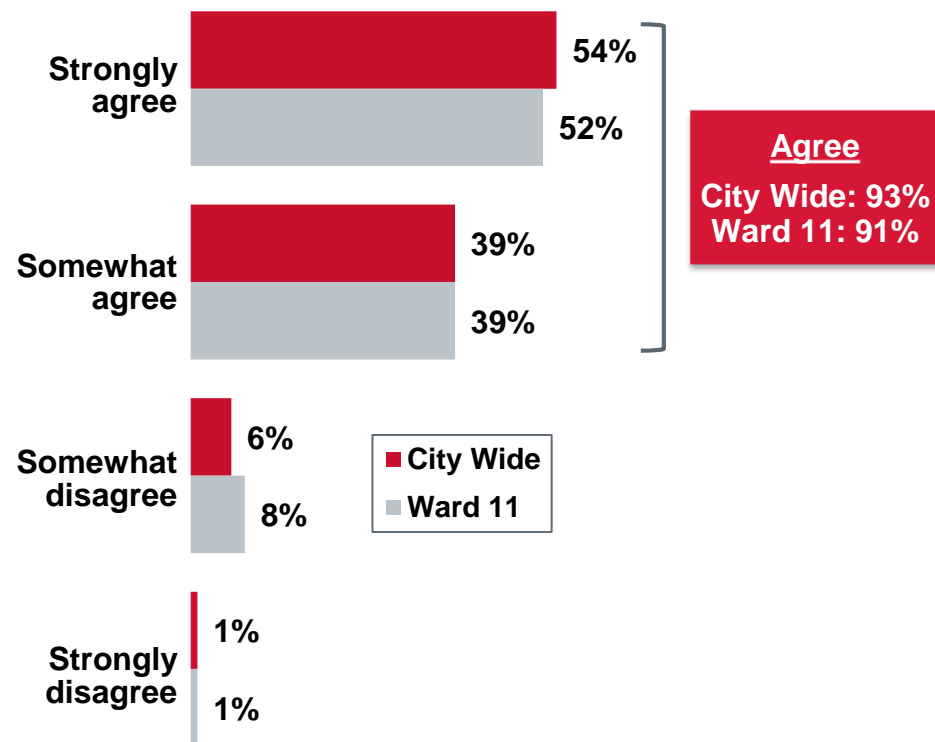
Should The City need to increase the amount of revenue it collects from citizens for new or emerging services, would you prefer The City to ...?

Base: Valid respondents (City Wide: n=2,331 / Ward 11: n=156)

Property Tax Dollar Investment

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

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



Base: Valid respondents (City Wide: n=2,490 / Ward 11: n=178)

Base: Valid respondents (City Wide: n=2,475 / Ward 11: n=177)

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



Contact with The City

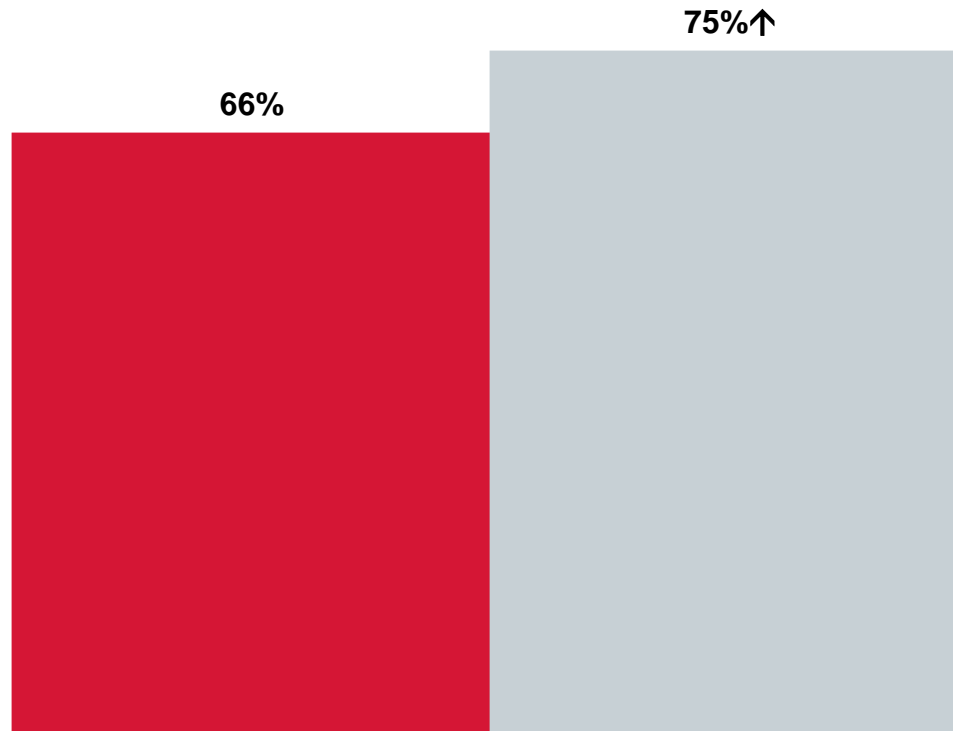


Past 12 Months Contact with The City of Calgary

% Yes

■ City Wide

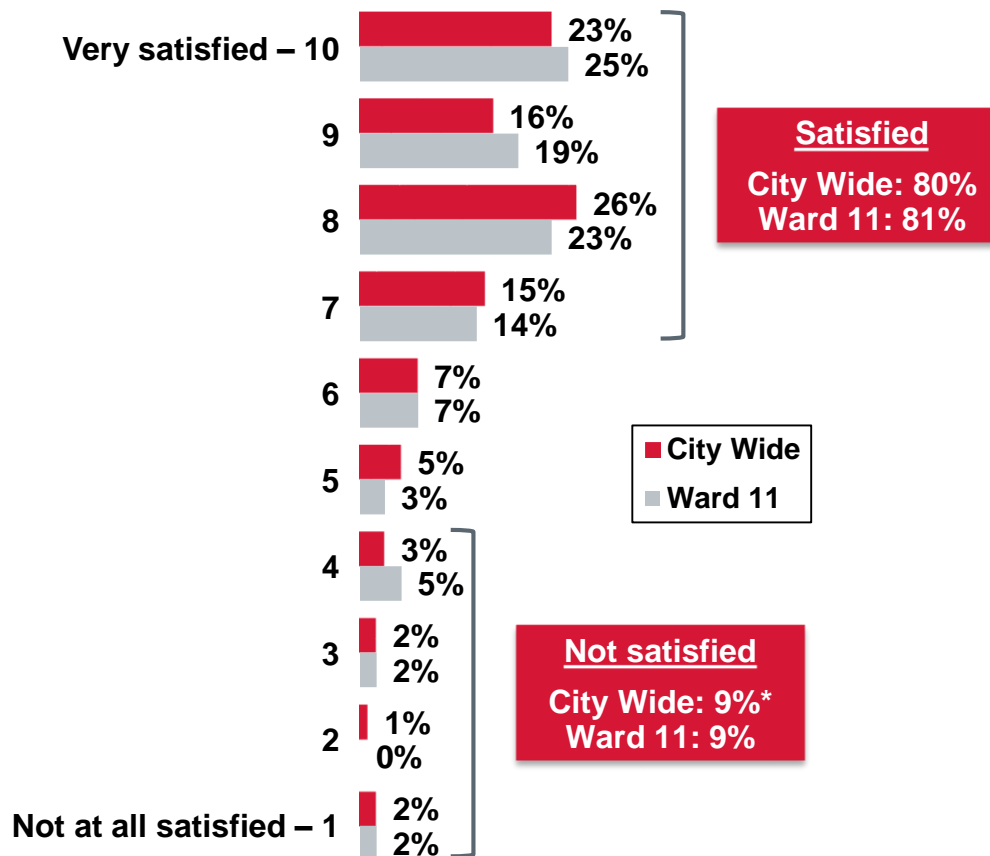
■ Ward 11



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 11: n=177)

Satisfaction with the Overall Level and Quality of Customer Service

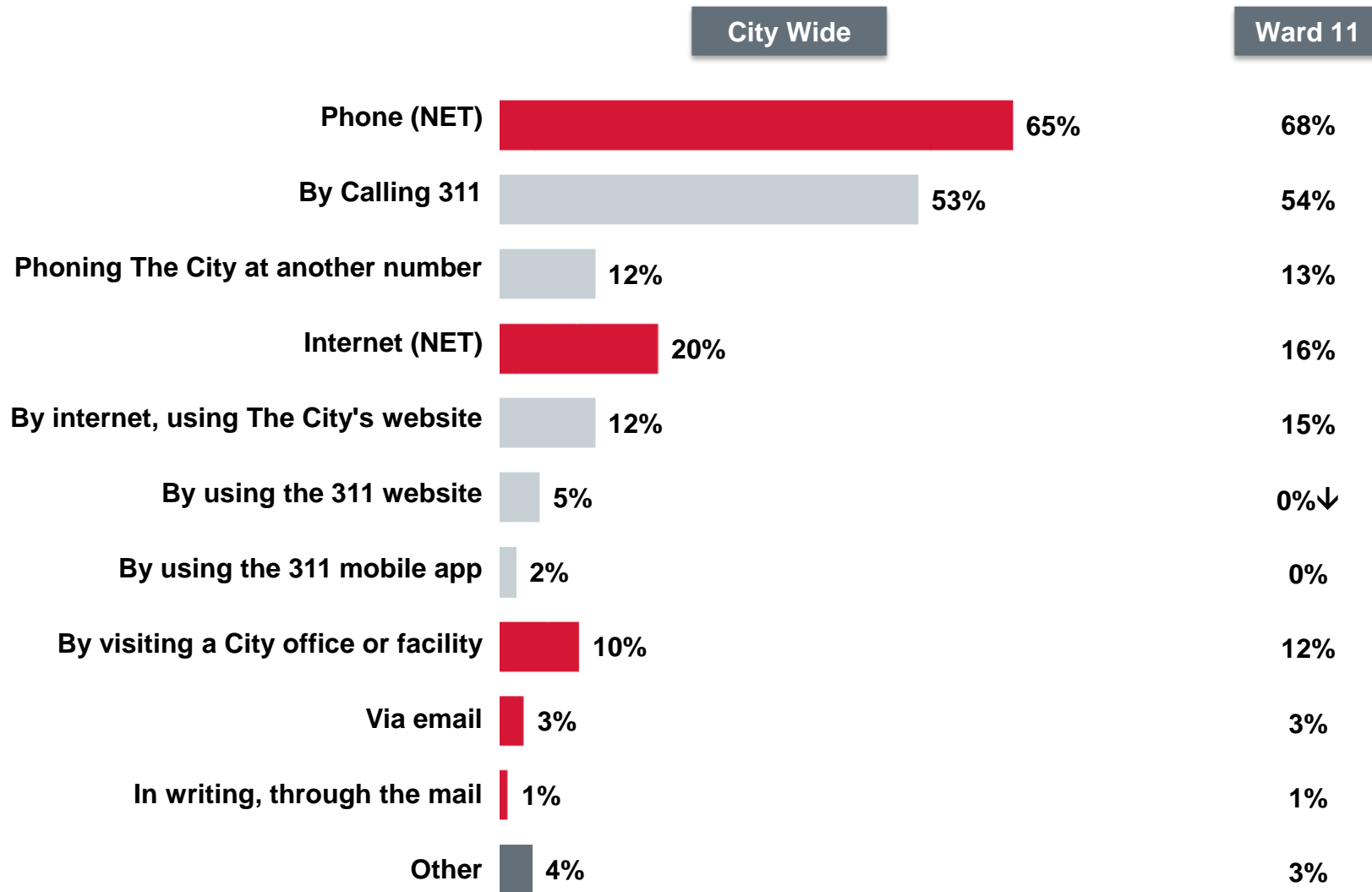


*Rounding

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 11: n=128)

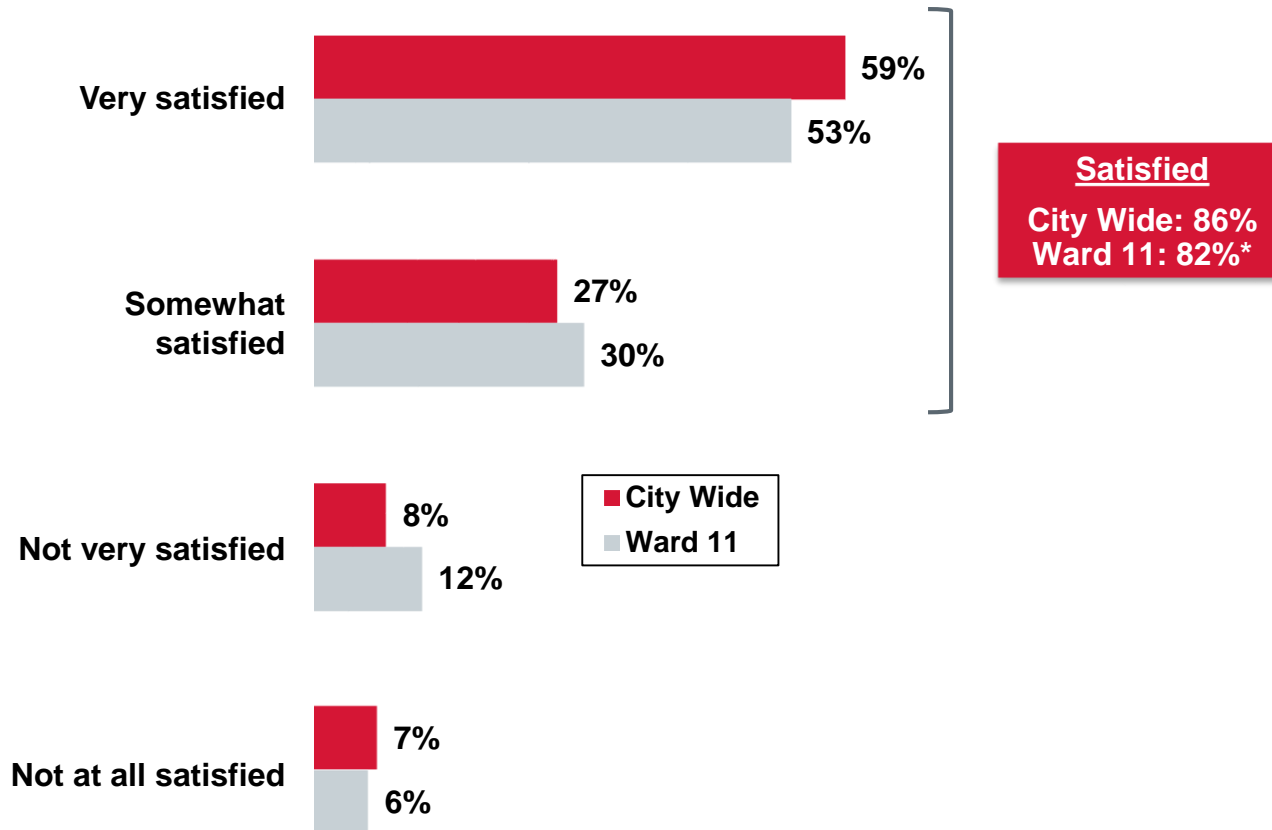
Type of Contact



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 11: n=89)

Satisfaction with Most Recent City Contact



*Rounding

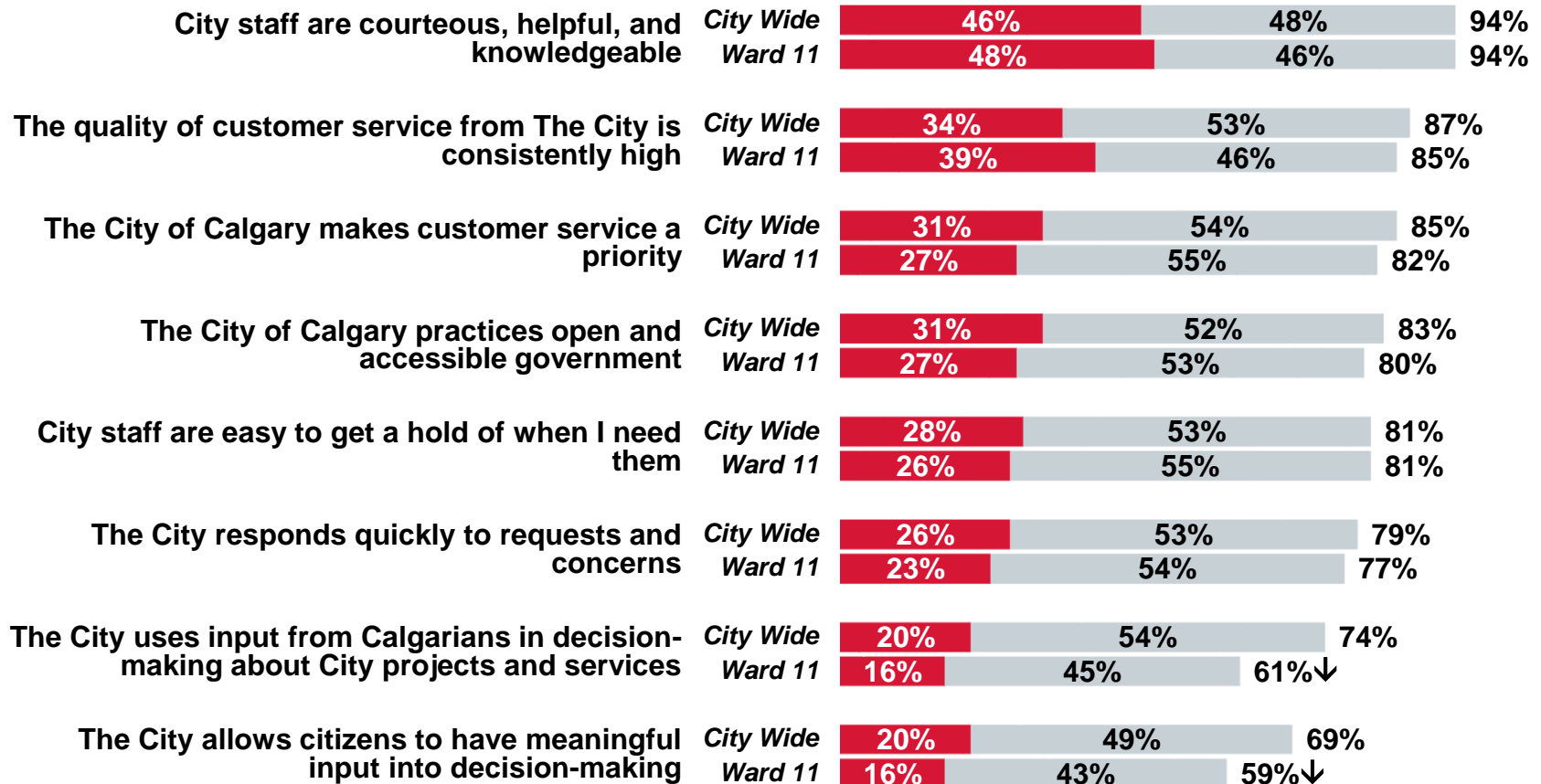
How satisfied were you with your most recent contact with The City?

Base: 2016: Valid respondents who contacted The City of Calgary in the last twelve months (City Wide: n=1,081 / Ward 11: n=89)

Attitudes Regarding City Service Delivery and Transparency

% Agree

■ Strongly agree ■ Somewhat agree



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

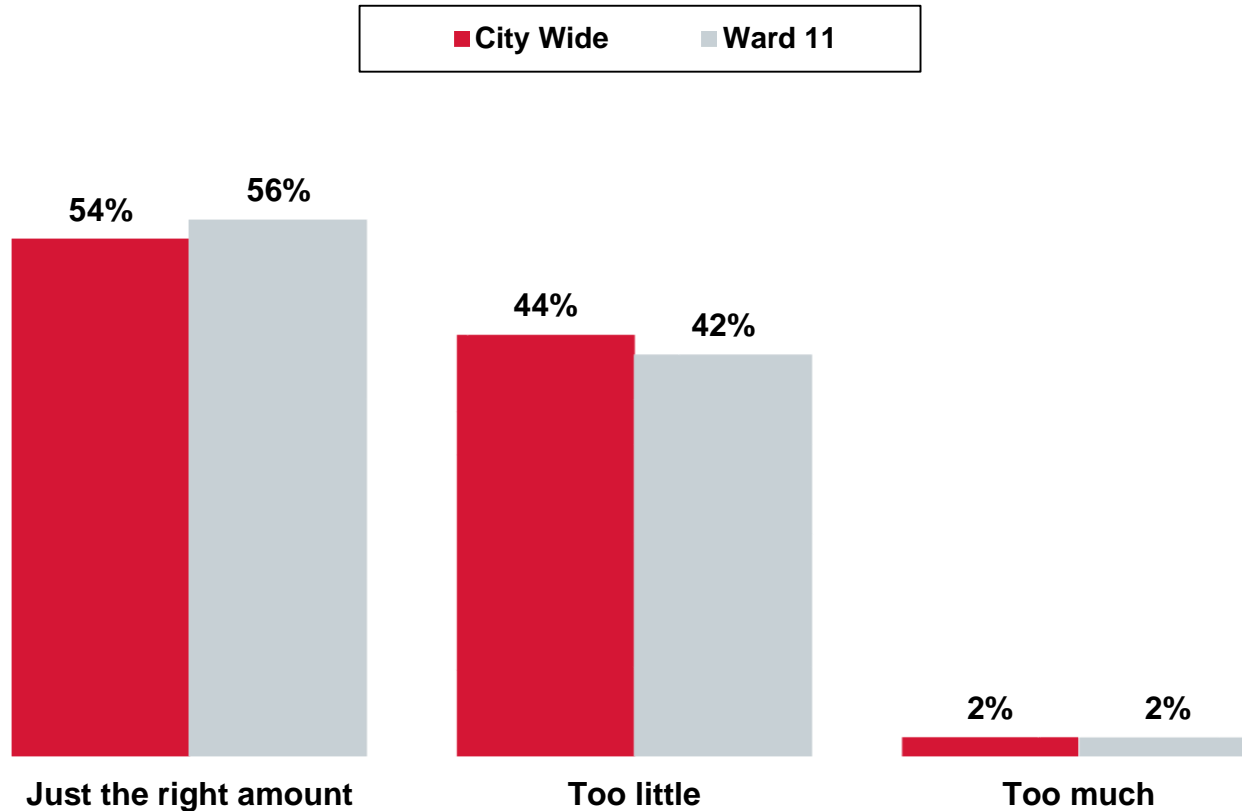
Base: Valid respondents (Bases vary)



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?

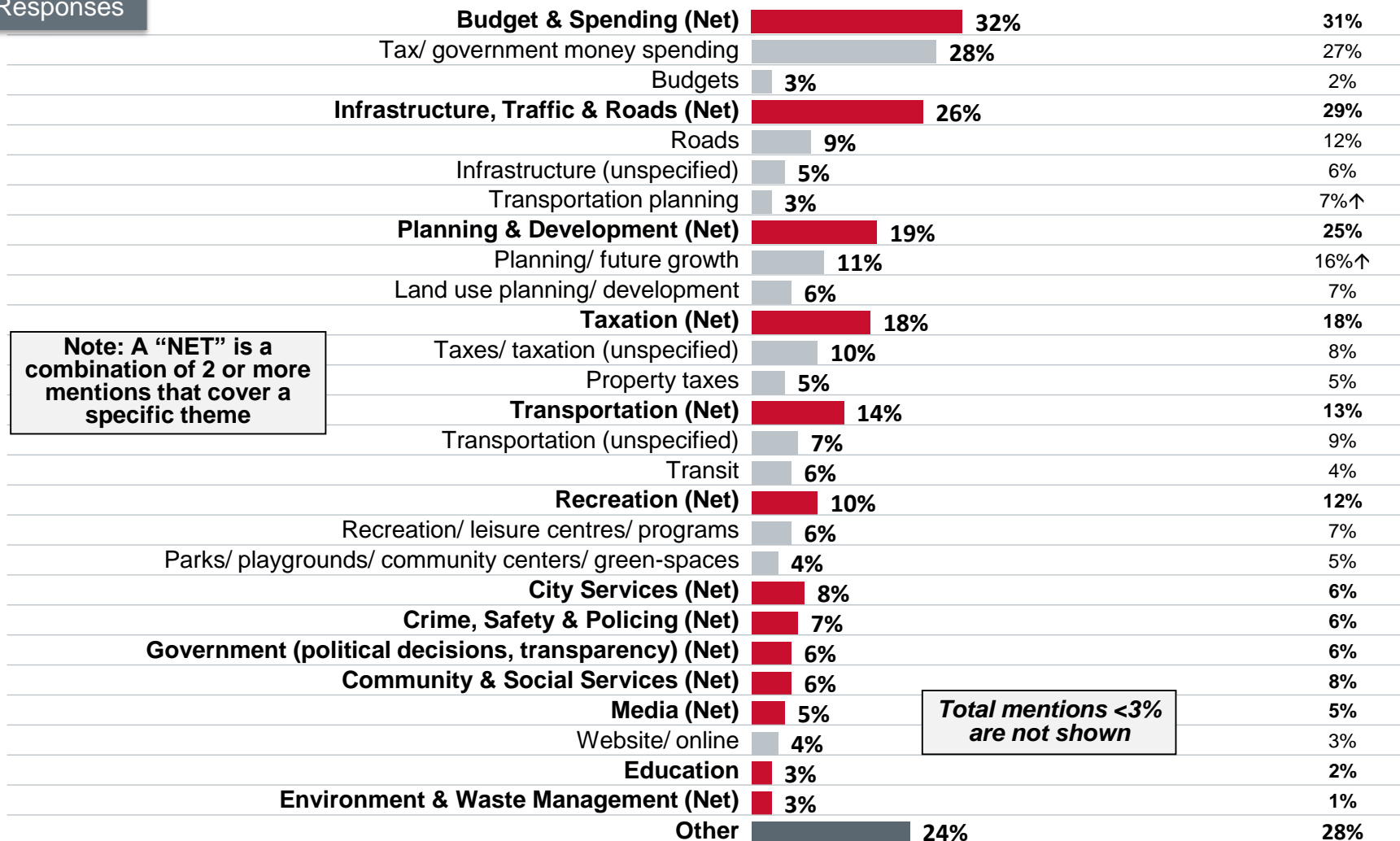
Base: Valid respondents (City Wide: n=2,487 / Ward 11: n=178)

Top Areas for Information from The City

Multiple
Responses

City Wide

Ward 11

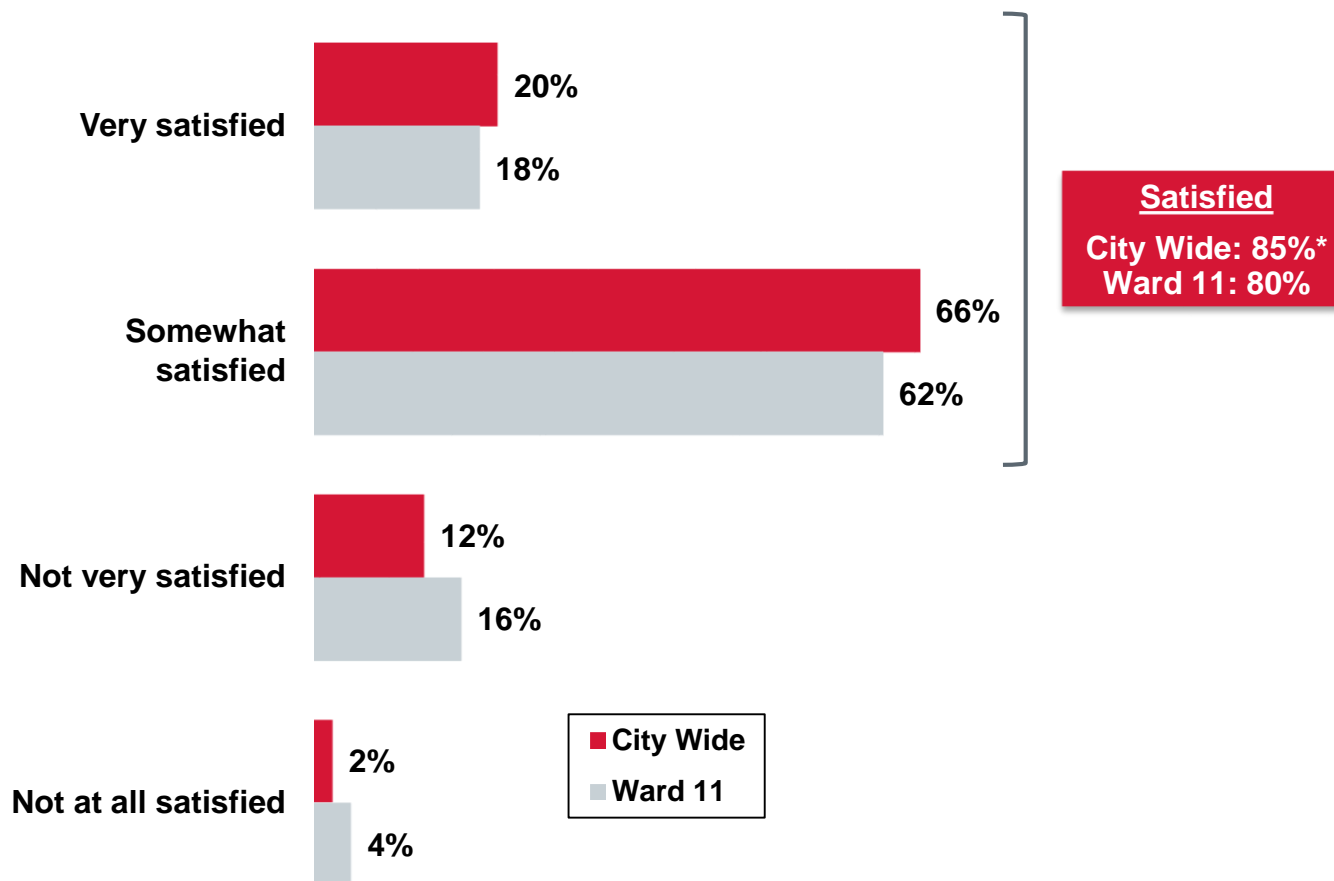


Note: A "NET" is a combination of 2 or more mentions that cover a specific theme

Total mentions <3%
are not shown

What are the top three areas where [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 11: n=162)

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 11: n=179)



Demographics



Gender

	City Wide	Ward 11
Male	50%	50%
Female	50%	50%

Education

	City Wide	Ward 11
Completed high school or less	18%	14%
Some post secondary or completed a college diploma	34%	29%
Completed university degree or post-grad degree	48%	57%↑

Age

	City Wide	Ward 11
18 to 24	13%	6%↓
25 to 34	22%	19%
35 to 44	18%	18%
45 to 54	20%	22%
55 to 64	13%	17%
65 or older	14%	18%
Mean	44.5	48.6↑

Income

	City Wide	Ward 11
Less than \$30,000	7%	4%
\$30,000 to <\$45,000	9%	11%
\$45,000 to <\$60,000	10%	7%
\$60,000 to <\$75,000	9%	9%
\$75,000 to <\$90,000	9%	10%
\$90,000 to <\$105,000	11%	9%
\$105,000 to <\$120,000	11%	8%
\$120,000 to <\$150,000	13%	14%
\$150,000 or more	23%	28%

Base: Valid respondents

Tenure in Calgary

	City Wide	Ward 11
Less than 5 years	9%	9%
5 to less than 10 years	10%	8%
10 to less than 15 years	12%	10%
15 to less than 20 years	14%	8%
20 to less than 30 years	19%	14%
30 to less than 40 years	15%	20%
40 or more	21%	31%↑
Mean	25 years	30↑ years

Household Size

	City Wide	Ward 11
1	13%	17%
2	32%	39%↑
3	19%	15%
4	23%	21%
5 or more	13%	7%↓
Mean	3	2.7↓

Children and Seniors in Household

	City Wide	Ward 11
Yes - Children	37%	31%
Yes - Seniors	16%	18%

Type of Home

	City Wide	Ward 11
Single-detached house	72%	69%
Apartment or apartment-style condominium	12%	14%
Townhouse or rowhouse	7%	6%
Duplex, triplex or fourplex	8%	11%
Another type of multi-dwelling unit	1%	1%

Own or Rent

	City Wide	Ward 11
Own	77%	76%
Rent	20%	22%
Other	1%	1%
Neither	2%	1%

Responsible for Property Taxes

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

Base: Valid respondents

Respondent Characteristics

Born in Canada

	City Wide	Ward 11
Yes	72%	74%
No	28%	26%

Age Left Country of Birth

Base: Not born in Canada	City Wide (n=626)	Ward 11 (n=41)
Under the age of 12	27%	27%
12 to 17	10%	1%
18 or older	62%	71%

Ethnic Background

	City Wide	Ward 11
Caucasian/ white	22%	23%
British	20%	27%↑
Canadian/ French Canadian	18%	19%
Western European	11%	12%
Southern or Eastern European	11%	13%
East or Southeast Asian	10%	4%↓
South Asian	7%	1%↓
Central/ South American or Caribbean	3%	2%
West Asian or Middle Eastern	2%	2%
African	2%	1%
Aboriginal/ First Nations/ Metis	1%	0%

Disability

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

Visible Minority

	City Wide	Ward 11
Yes	22%	17%
No	78%	83%

Base: Valid respondents

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