

Calgary



2018 Quality of Life and Citizen Satisfaction Survey

Ward 6 Report

Prepared for The City of Calgary by:

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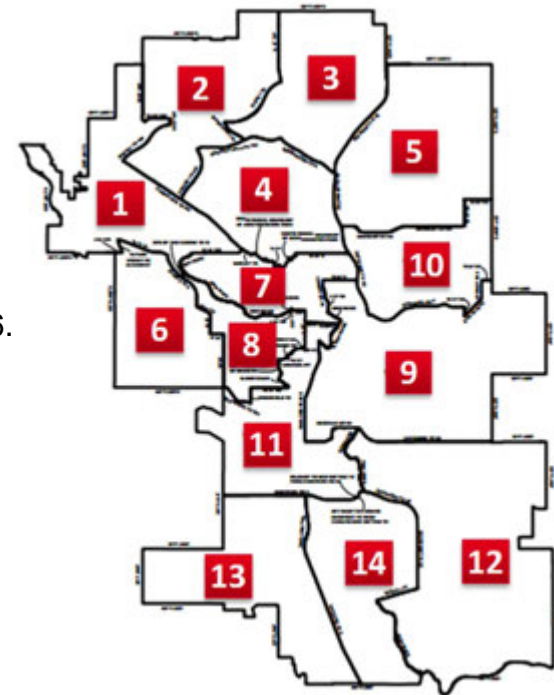
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Respondent Profile



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 177 interviews were conducted with residents of Ward 6 (MOE ± 7.4).
- ❖ Research Note on significant differences.
 - Throughout, City Wide results are compared to results from Ward 6.
 - \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 6 are compared to those from 2017.
 - Only significant differences are shown.





Summary of Key Findings





Key Findings: Quality of Life

Ward 6 residents have a more positive outlook about the quality of life in Calgary, although participation in neighbourhood events has declined.

- ❖ More than nine-in-ten (92%) Ward 6 residents rate the overall quality of life in Calgary today as 'good,' statistically higher than 86% City Wide.
- ❖ In Ward 6, just over one-half (52)% of residents say the quality of life in Calgary has stayed the same over the past three years (statistically consistent with 49% City Wide), while 28% say it has improved (statistically higher than 22% City Wide and notably higher than 13% in 2017) and 19% say it has worsened (notably lower by 10 percentage points vs. 29% City Wide and markedly declined from 42% in 2017).
- ❖ Ward 6 residents rate quality of life metrics fairly consistently with City Wide results, showing differences only related to connectedness and Calgary being a great place to make a life.
 - The vast majority (93%) of Ward 6 residents agree they are proud to live in their neighbourhood, statistically higher than 86% City Wide, and 92% are proud to be a Calgarian, similar to 89% City Wide.
 - Further, 93% say that Calgary is a great place to make a life (10 percentage points higher than 83% City Wide) and 77% report that Calgary is a great place to make a living (slightly higher than 71% City Wide).
 - One-quarter (26%) of Ward 6 residents report being regularly involved in neighbourhood community events, similar to 30% City Wide, but notably lower than 38% last year.
- ❖ Perceived safety is statistically higher in Ward 6 in comparison to City Wide results.
 - More than nine-in-ten (93%) Ward 6 residents say they do or would feel safe walking alone in their neighbourhood after dark - a significant 11 percentage points higher than 82% City Wide, including 55% who feel 'very safe', significantly higher than 41% City Wide.
 - When asked what actions could be undertaken to improve the quality of life in Calgary, fewer Ward 6 residents point to "*crime, safety and policing*" (6% vs. 11% City Wide).



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

Ward 6 residents are more concerned with “*infrastructure, traffic and roads*” and are less concerned with “*crime, safety and policing*”.

- ❖ City Wide, “*infrastructure, traffic and roads*” dominates the issue agenda, and this is notably more pronounced in Ward 6 (48%) in comparison to City Wide (40%), likely due to Ward 6 bordering portions of the Southwest Ring Road construction.
- ❖ In addition, Ward 6 residents are less concerned with “*crime, safety and policing*” (6%, statistically lower than 14% City Wide).

Overall satisfaction with the level and quality of City programs and services is solid and on par with City Wide results, showing an increase in those being ‘very satisfied’ since last year.

- ❖ Almost eight-in-ten (79%) Ward 6 residents say they are satisfied with the overall level and quality of services and programs provided by The City, consistent with 77% City Wide.
- ❖ In 2018, 15% of Ward 6 residents say they are ‘very satisfied’ (ratings of 10 on a 10-point scale) with the level and quality of City programs and services, statistically increased from 5% in 2017.



Key Findings: City Programs and Services

Ward 6 residents' views differ from City Wide results on various programs and services, particularly with roads, parks and recreation and public safety.

❖ Roads:

- Road maintenance and repair: Satisfaction is lower than City Wide (11% vs. 17% *very satisfied*) and has declined since 2017 (22% *very satisfied*).
- Snow removal: Satisfaction has declined by 10 percentage points (73% vs. 83% in 2017), yet is slightly higher than 67% City Wide, and desired investment has increased (61% invest *more*, up from 46% last year).
- Spring Road Cleaning: Although still strong, satisfaction has decreased (86% vs. 95% in 2017) and desired investment is lower in Ward 6 (22% vs. 30% City Wide) even though spring road cleaning is a primary *weakness* in Ward 6 and is a primary *strength* City Wide.

❖ Parks and recreation:

- Parks, playgrounds and other open spaces: Satisfaction is statistically higher than City Wide (99% vs. 95%, respectively).
- Recreation programs: Desired investment has increased since last year (33% vs. 21% invest *more*).
- Recreation facilities: Satisfaction has declined since 2017 (31% vs. 44% *very satisfied*) and is slightly lower than City Wide (36%). Desired investment is higher than City Wide (47% vs. 37% invest *more*) and has notably increased since 2017 (31%).

❖ Public Safety:

- Calgary Police Service: Importance has declined since 2017 (93% vs. 98% *very important*), although is still high.
- 9-1-1: Desired investment is lower than City Wide (30% vs. 40% invest *more*).

❖ Additional Differences:

- 311: Satisfaction is lower than City Wide (41% vs. 51% *very satisfied*) and has declined since last year (54%).
- Residential garbage collection: Importance has declined since 2017 (76% vs. 86% *very important*) and desired investment is lower than City Wide (14% vs. 22% City Wide).
- Residential blue cart recycling: Desired investment has increased since 2017 (14% vs. 7% invest *more*).
- Community Services: Desired investment has increased since last year (32% vs. 21% invest *more*).
- City land use planning: Desired investment has increased since 2017 (32% vs. 21% invest *more*).



Key Findings: Taxation

Ward 6 residents' views on the value they receive for tax dollars are consistent with City Wide and if additional revenue were required for programs and services, Ward 6 would prefer expanded or new service fees, yet are more open to consider increasing taxes for new services than is seen City Wide.

- ❖ Over one-half (56%) of Ward 6 residents give The City a 'good value' rating for the value of their property tax dollars (statistically similar to 59% City Wide).
- ❖ Ward 6 residents' knowledge about how City tax dollars are spent is identical with City Wide results (60%); however, few are 'very knowledgeable' about this subject matter (9%, also identical to City Wide results).
- ❖ Should The City need to increase revenue for new services, Ward 6 residents would prefer The City to expand existing user fees (45%, similar to 49% City Wide) or introduce new service fees (34%, similar to 38% City Wide) and 21% would want to increase property taxes, statistically higher than 13% City Wide.
- ❖ Ward 6 residents' interest in knowing how property tax dollars are invested in various City services is on par with City Wide (96% and 94%, respectively) and a similar proportion of Ward 6 residents agree that The City does a good job of providing citizens with this information (58% vs. 60% City Wide).

Key Findings: Customer Service

Ward 6 residents provide similar measures related to customer service as are seen City Wide, with fewer residents agreeing that The City responds quickly to requests and concerns.

- ❖ In Ward 6, 66% of residents contacted The City within the past year, similar to 65% City Wide.
- ❖ Among those who contacted The City within the past year, the main channels used were calling 311 (49%, similar to 53% City Wide), using the Internet (20%, similar to 23% City Wide) or visiting a City office or facility (11%, statistically consistent with 9% City Wide).
- ❖ Eight-in-ten (80%) Ward 6 residents who contacted or dealt with The City are satisfied with the overall level and quality of customer service (on par with 78% City Wide).
- ❖ When thinking of their most recent City contact, 85% of Ward 6 residents are satisfied with their experience, consistent with 83% City Wide.
- ❖ The characteristics of the service provided (i.e. City staff are courteous, helpful and knowledgeable, etc.) are consistent with City Wide results, with the exception of Ward 6 residents being less likely to agree that The City responds quickly to requests and concerns (67%, statistically lower than 75% City Wide).



Key Findings: Communications, City Reputation and Performance

Overall satisfaction with information received from The City is on par with City Wide result, now showing a higher proportion of Ward 6 residents being ‘very satisfied’ with information received.

- ❖ Ward 6 residents’ satisfaction with the overall quality of City information and communications is solid and identical to City Wide results (80%), and the proportion of those who are ‘very satisfied’ has increased since 2017 (25% vs. 15%).
- ❖ In 2018, 61% of Ward 6 residents say they have access to ‘just the right amount’ of information from The City, consistent with 57% City Wide, and 39% say they receive ‘too little’ information (similar to 41% City Wide).

Measures of The City’s reputation are on par with City Wide results.

- ❖ In Ward 6, 99% of residents say they are familiar with The City, identical to 99% City Wide, and 69% hold favourable views towards The City, consistent with 68% City Wide.
- ❖ Further, 62% of Ward 6 residents trust The City, similar to 60% City Wide, and 36% would advocate on behalf of The City, also consistent with 34% City Wide.

Ward 6 residents provide similar performance measures for City Administration and City Council as are seen City Wide.

- ❖ Among Ward 6 residents, 86% are satisfied with City Administration (similar to 84% City Wide) and 75% are satisfied with City Council (slightly higher than 70% City Wide).
- ❖ Ward 6 residents also express similar views related to City Council and City Administration working collaboratively (76% vs. 74% City Wide).

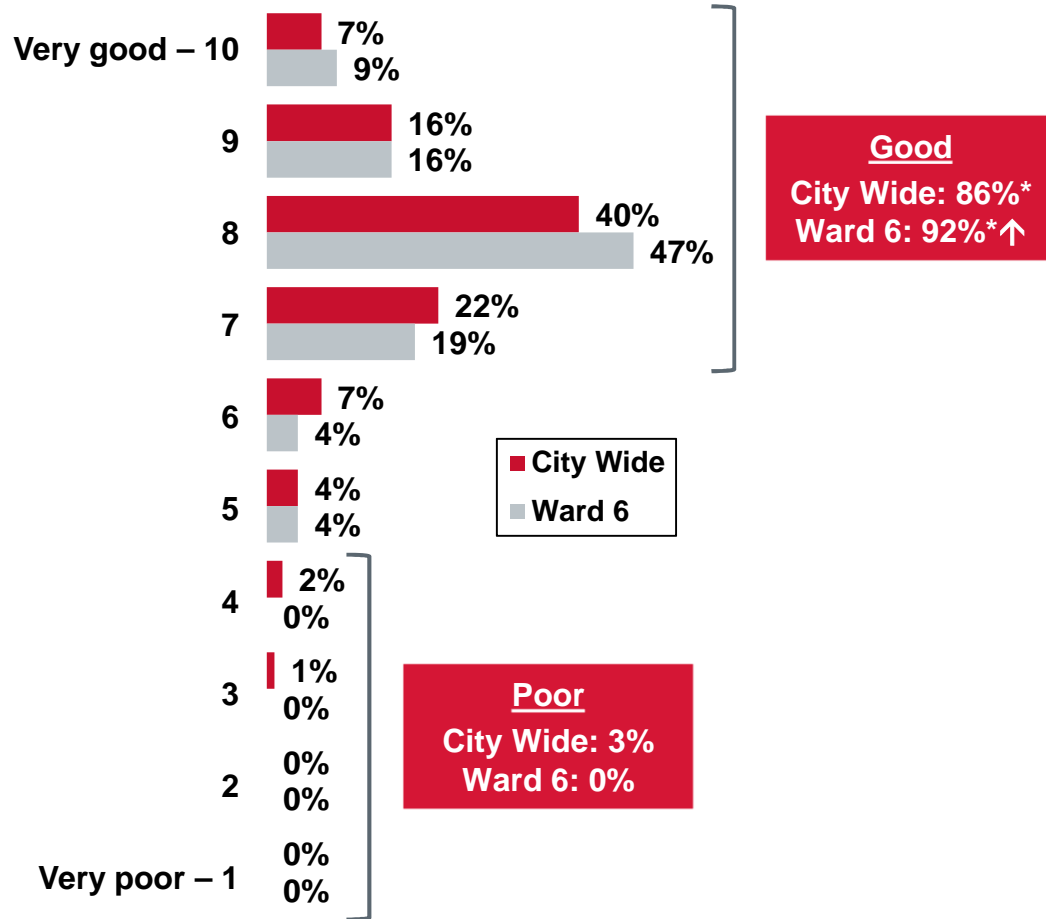


Quality of Life





Overall Quality of Life in Calgary



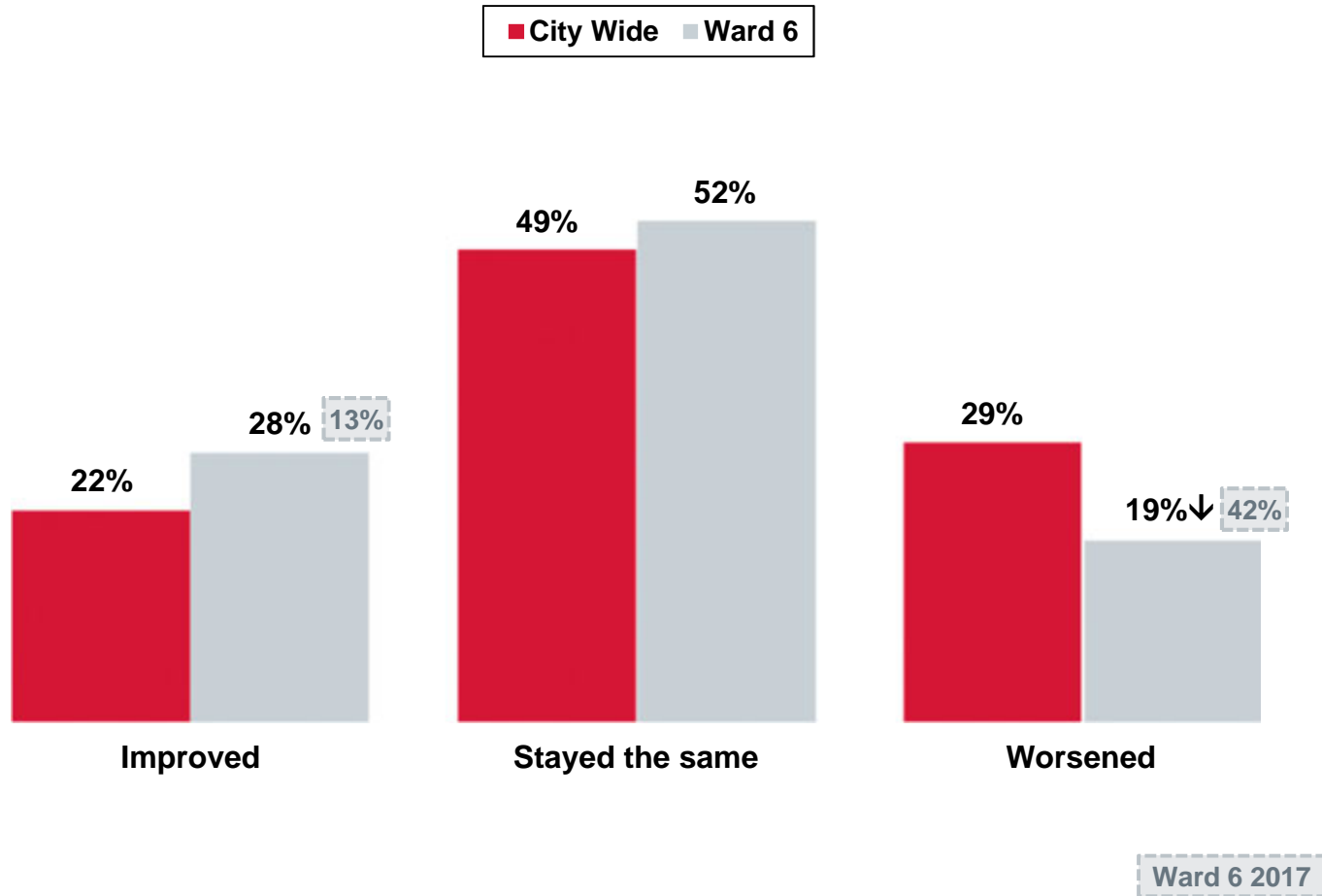
On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good,” how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (City Wide: n=2,497 / Ward 6: n=177)

*Rounding



Perceived Change in the Quality of Life



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

Base: Valid respondents (City Wide: n=2,482 / Ward 6: n=175)

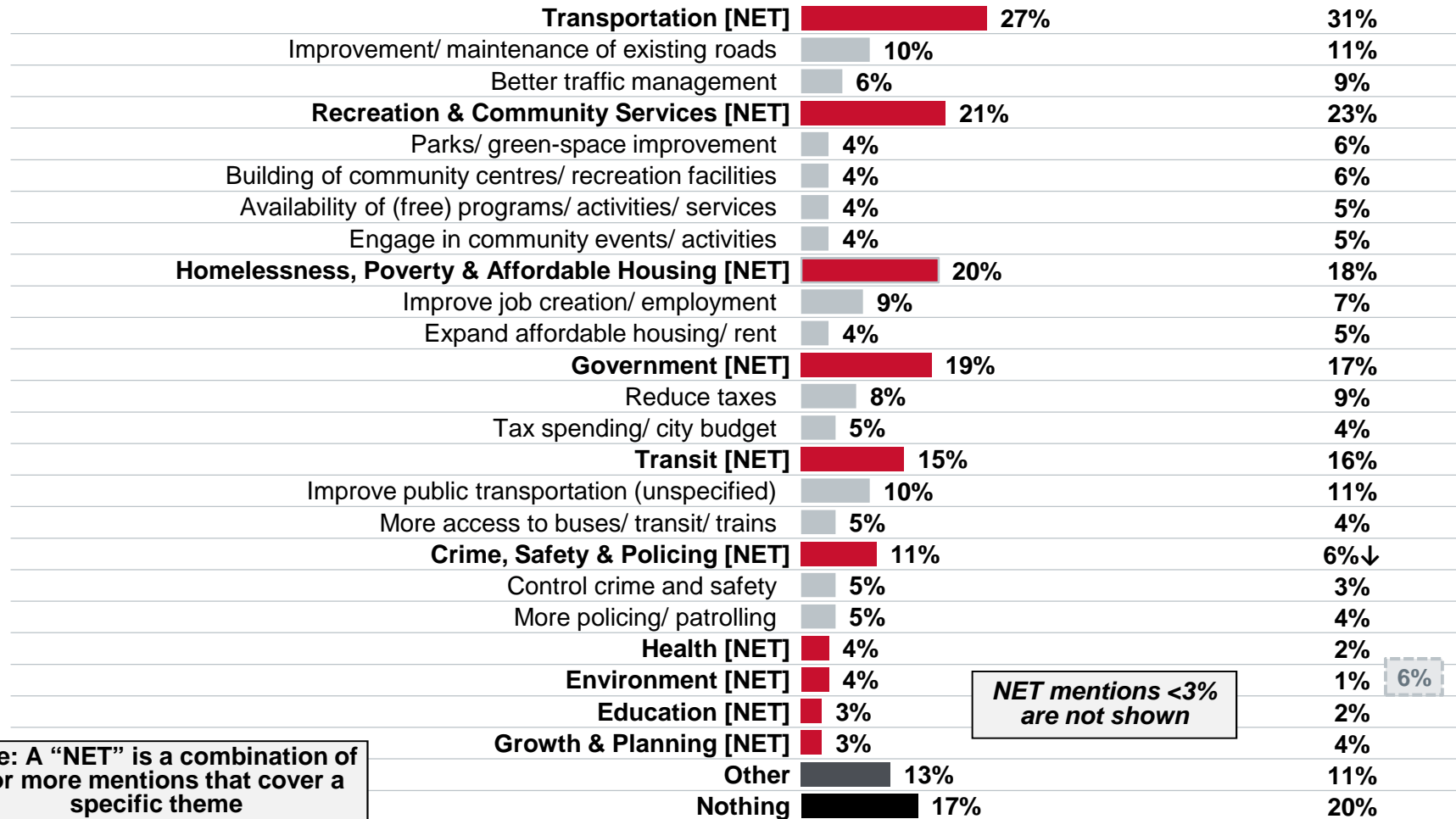


Actions to Improve the Quality of Life

Multiple Responses

City Wide

Ward 6



NET mentions <3% are not shown

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

Ward 6 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 6: n=171)

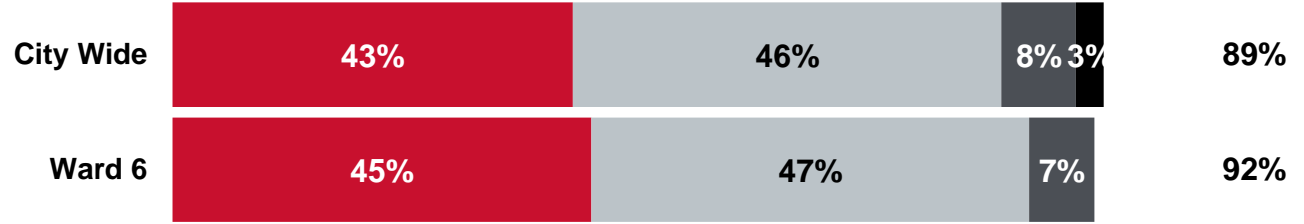


Sustainability: Connectedness

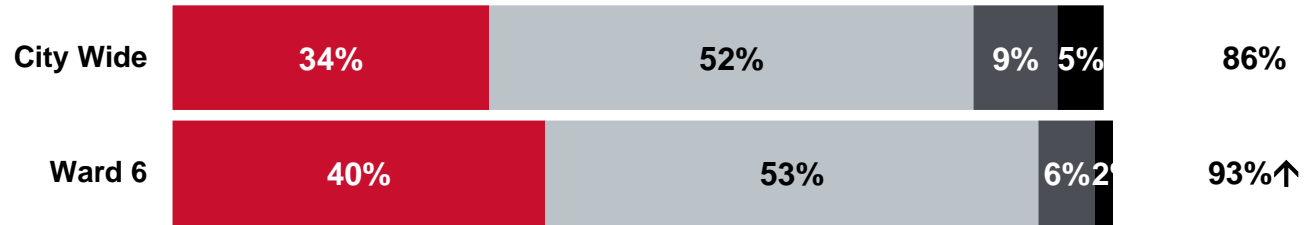
■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)

% Agree

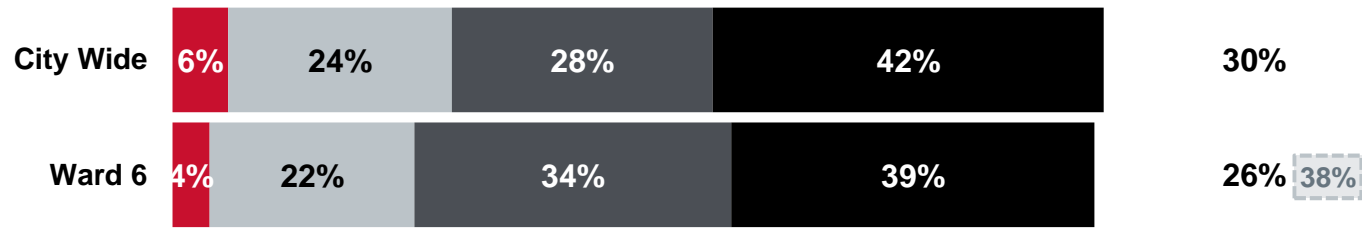
I am proud to be a Calgarian



I am proud to live in my neighbourhood



I am regularly involved in neighbourhood and local community events



Ward 6 2017

38%

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

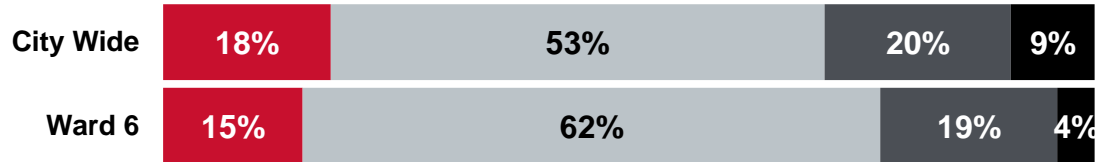
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

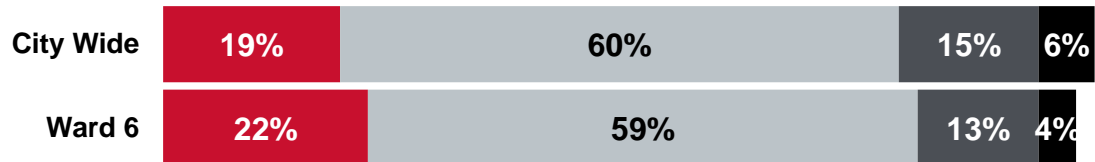
Calgary is a great place to make a life



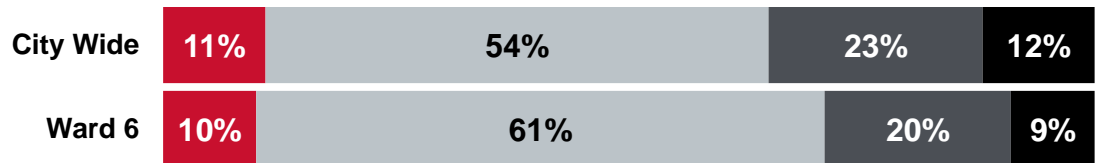
Calgary is a great place to make a living



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



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

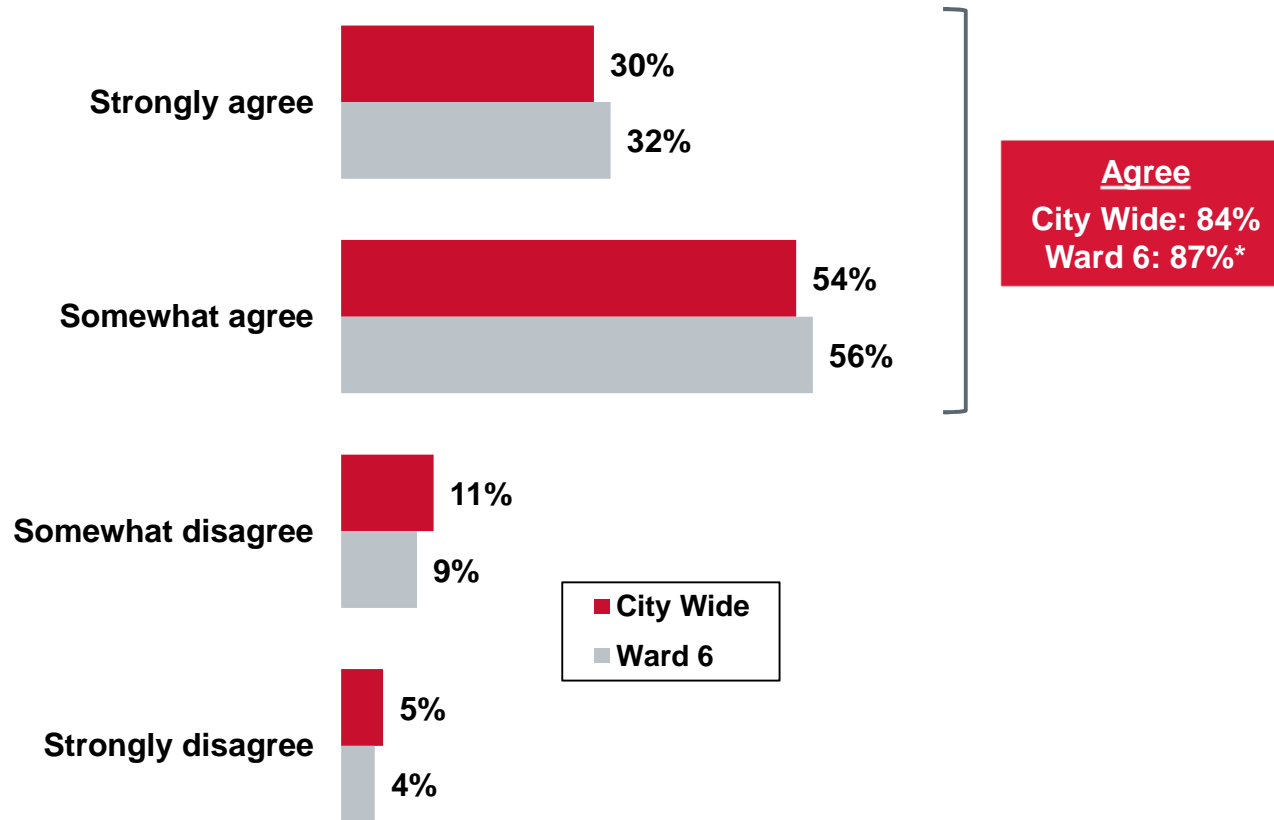


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (Bases vary)



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



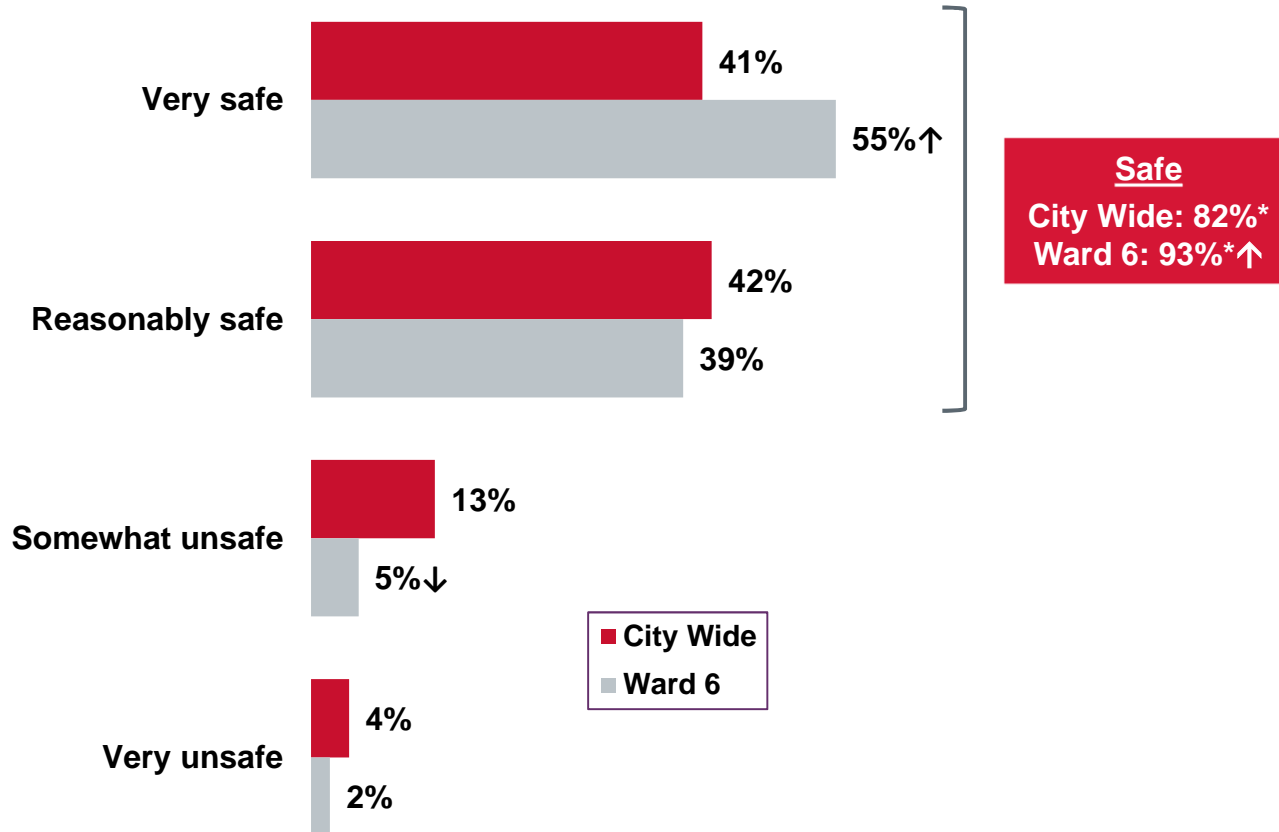
*Rounding

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 6: n=174)



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 6: n=177)



Issue Agenda



Issue Agenda

Multiple Responses

City Wide

Ward 6

■ First Mention ■ Other Mentions

Issue Category	City Wide (First)	City Wide (Other)	City Wide (NET)	Ward 6
Infrastructure, Traffic & Roads [NET]	29%	11%	40%	48%↑
Traffic congestion	7%	9%		16%↑
(Lack of) snow removal	5%	3%	8%	11%
Roads (unspecified)	6%	8%		6% 1%
Road conditions	3%	3%	6%	4%
Transit [NET]	12%	4%	16%	14%
Transportation (unspecified)	7%	9%		9%
Public Transportation (incl. buses/ C-train/ poor service)	5%	7%		5%
Crime, Safety & Policing [NET]	9%	5%	14%	6%↓
Recreation [NET]	5%	4%	9%	5%
Taxes [NET]	5%	3%	8%	10%
Environment & Waste Management [NET]	3%	4%	7%	7%
Education [NET]	4%	3%	7%	6%
Economy [NET]	4%	5%		4%
Homelessness, Poverty & Affordable Housing [NET]	3%	5%		6%
Budget & Spending [NET]	2%	4%		6%
Growth & Planning [NET]	3%	4%		2%
Olympics [NET]	2%	4%		6% 0%
Other			18%	12%
None			16%	18%

NET mentions <4% are not shown

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

Ward 6 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 6: n=172)

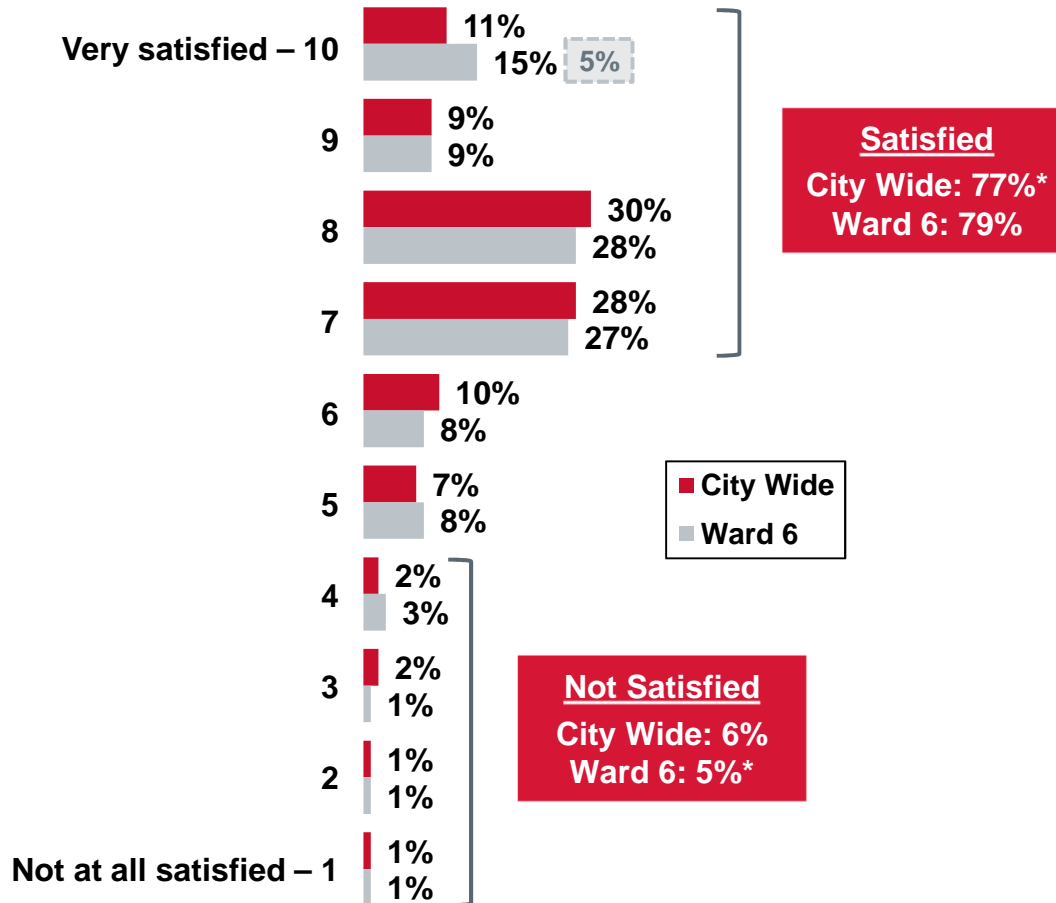


City Programs and Services





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



Ward 6 2017

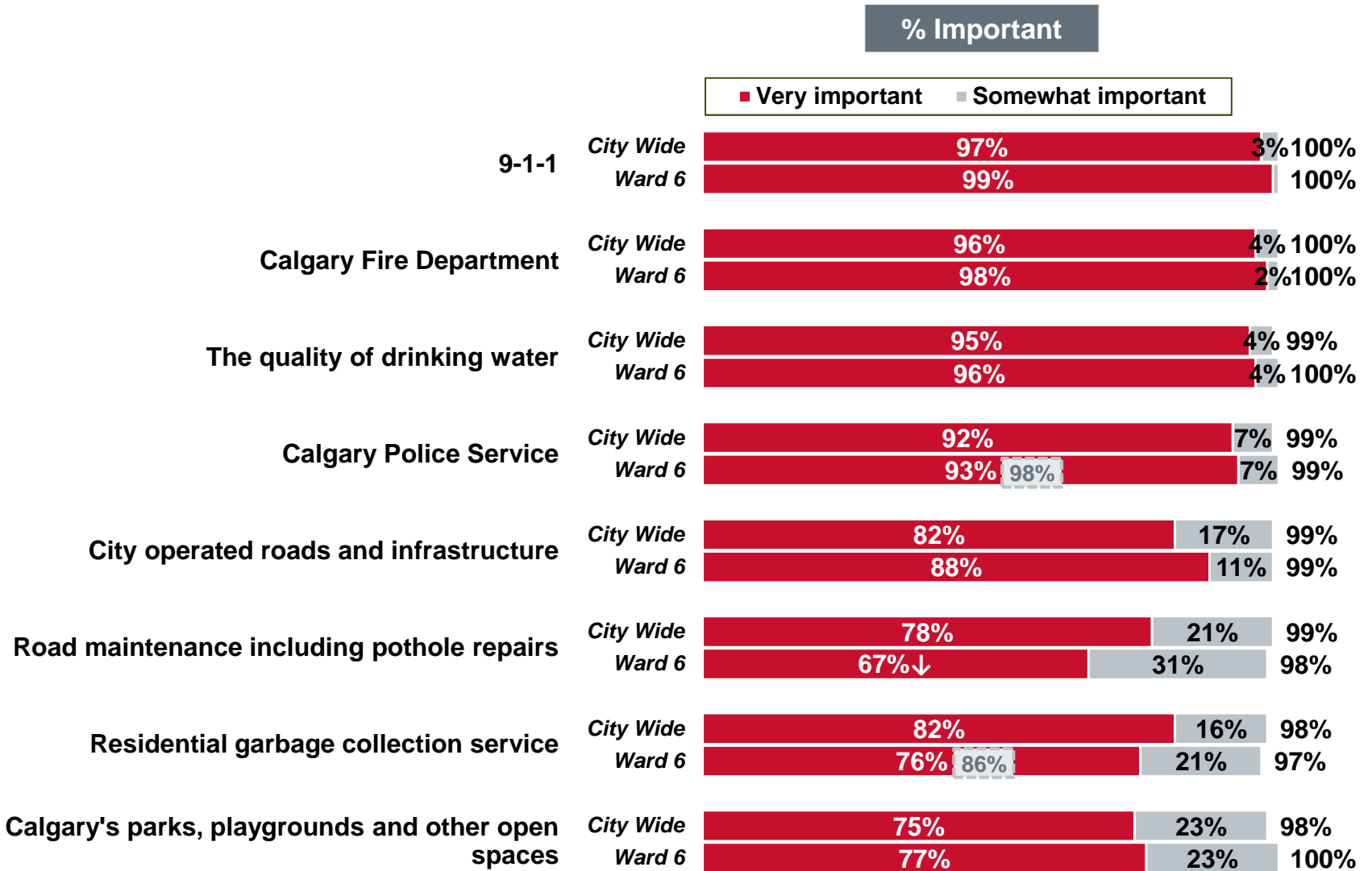
*Rounding

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 6: n=177)



Importance of City Programs and Services



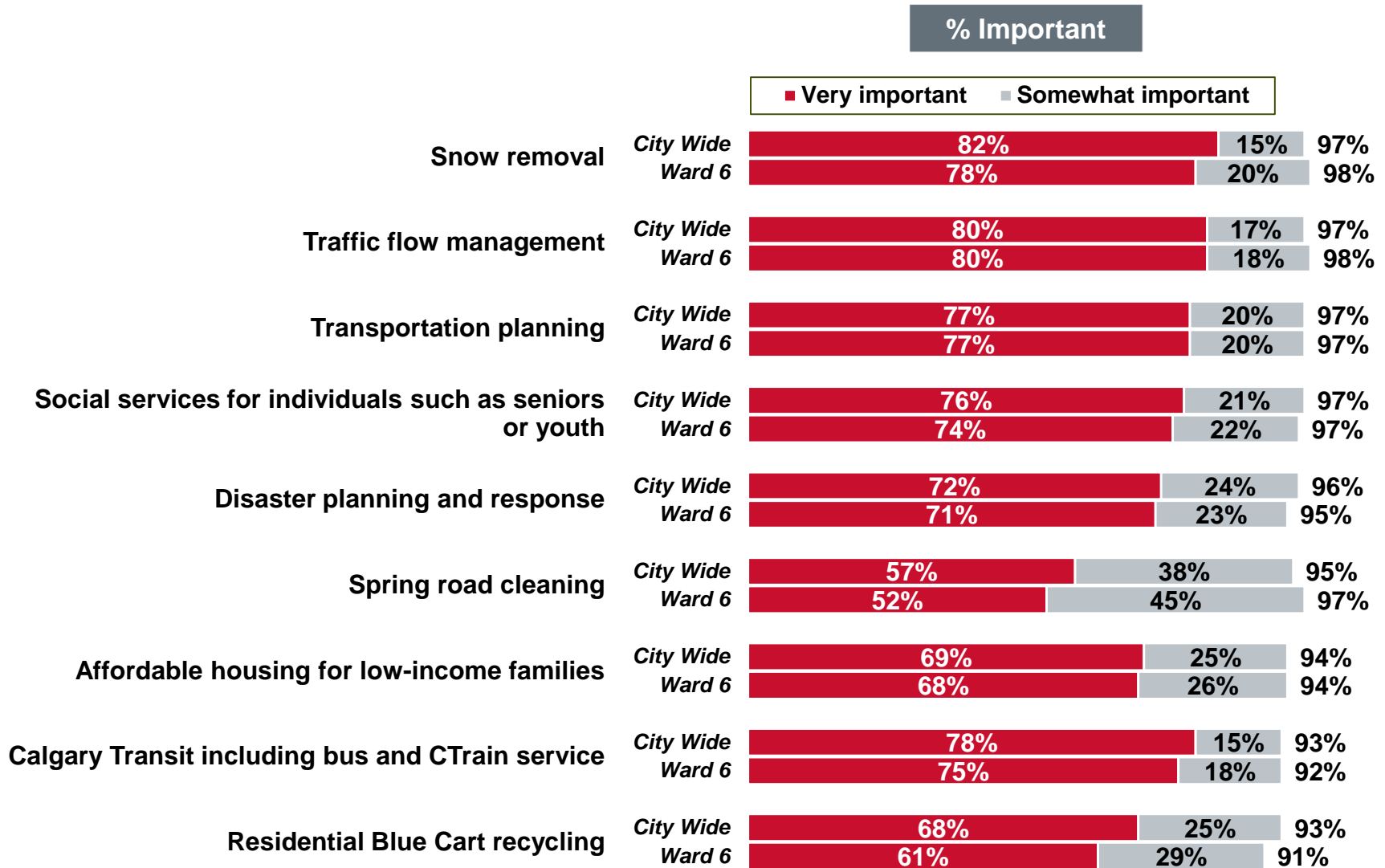
Ward 6 2017

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)



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.

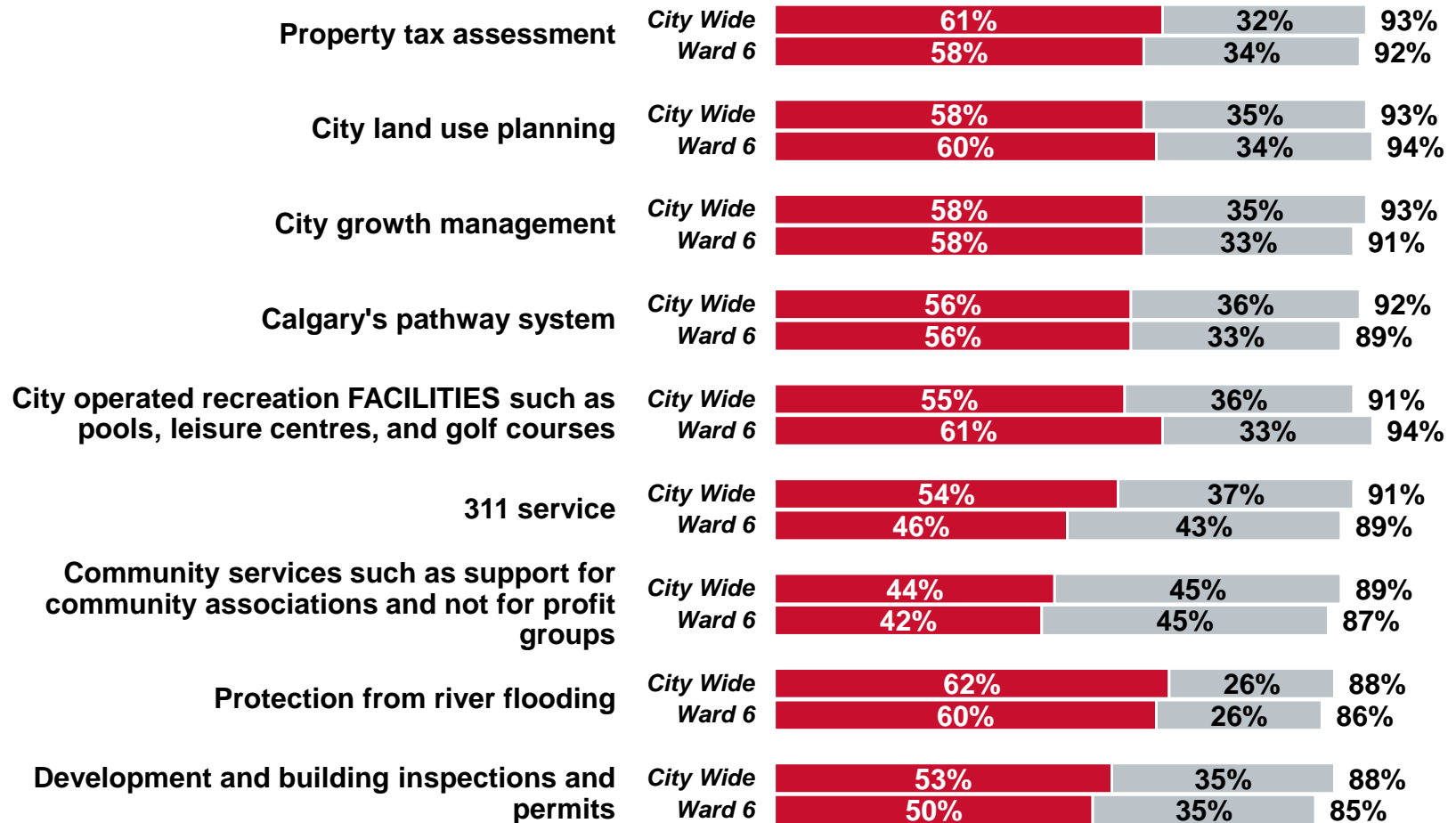
Base: Valid respondents (Bases vary)



Importance of City Programs and Services (continued)

% Important

■ Very important ■ Somewhat important

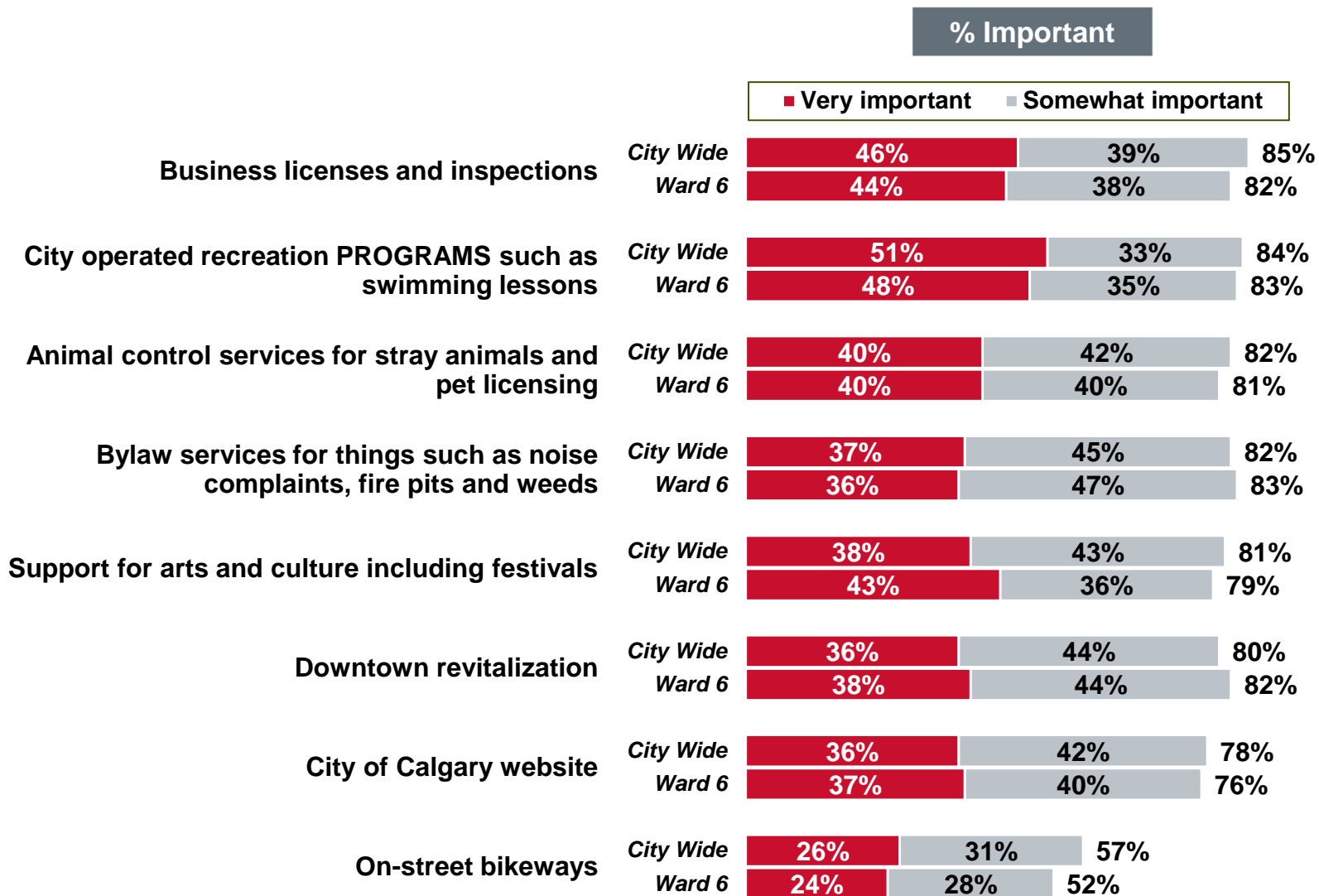


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)



Importance of City Programs and Services (continued)

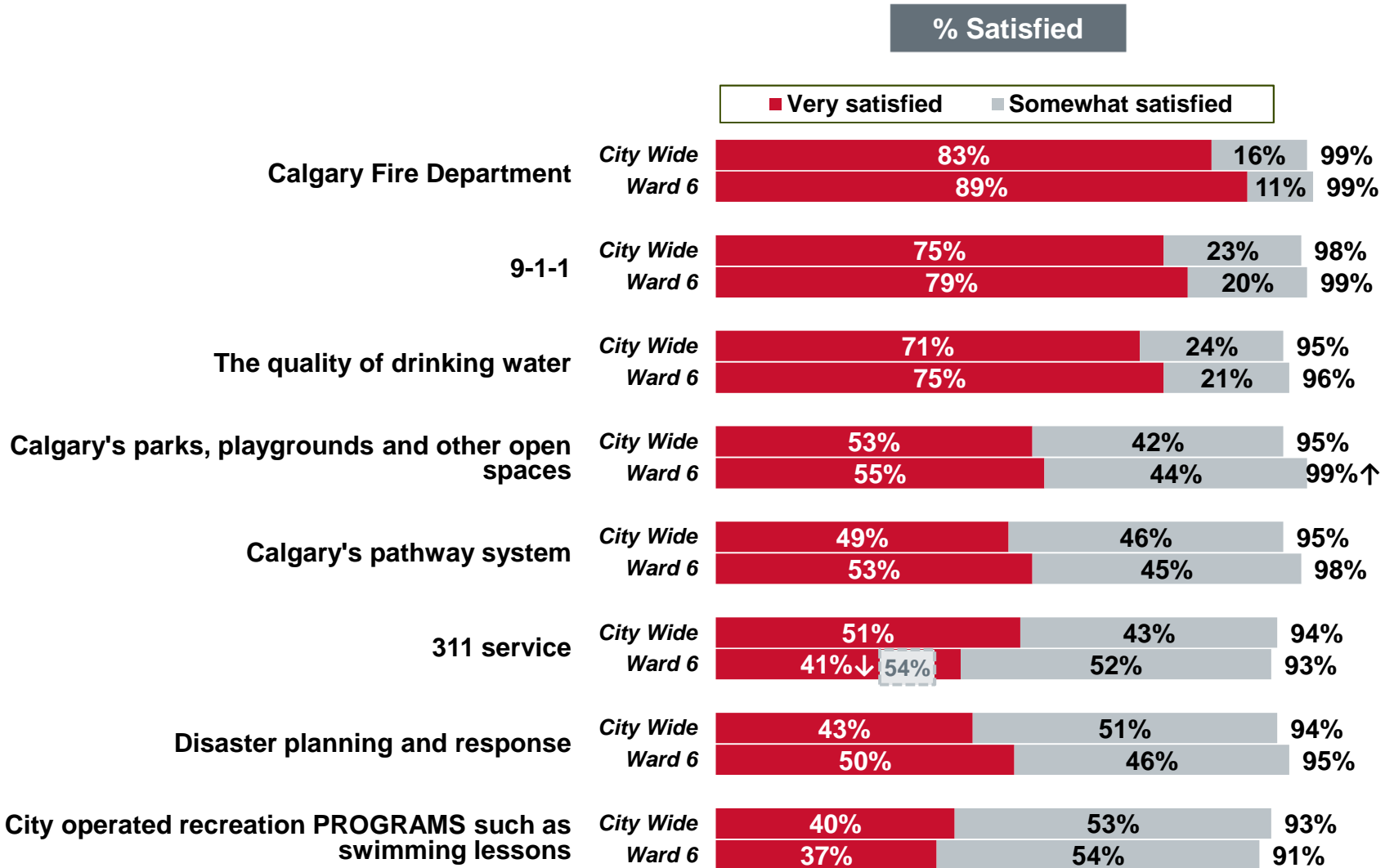


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.

Base: Valid respondents (Bases vary)



Satisfaction with City Programs and Services

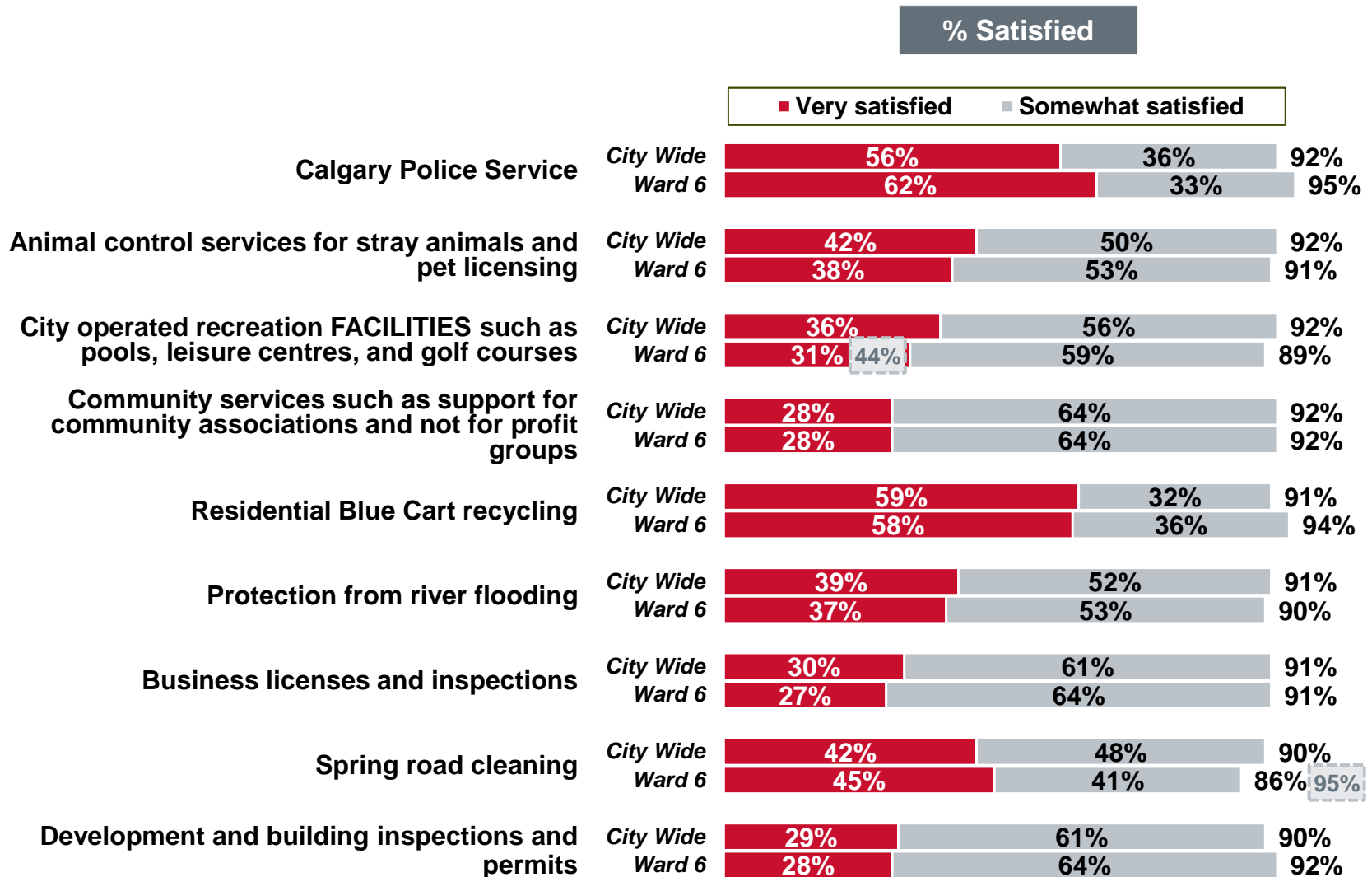


Ward 6 2017

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)

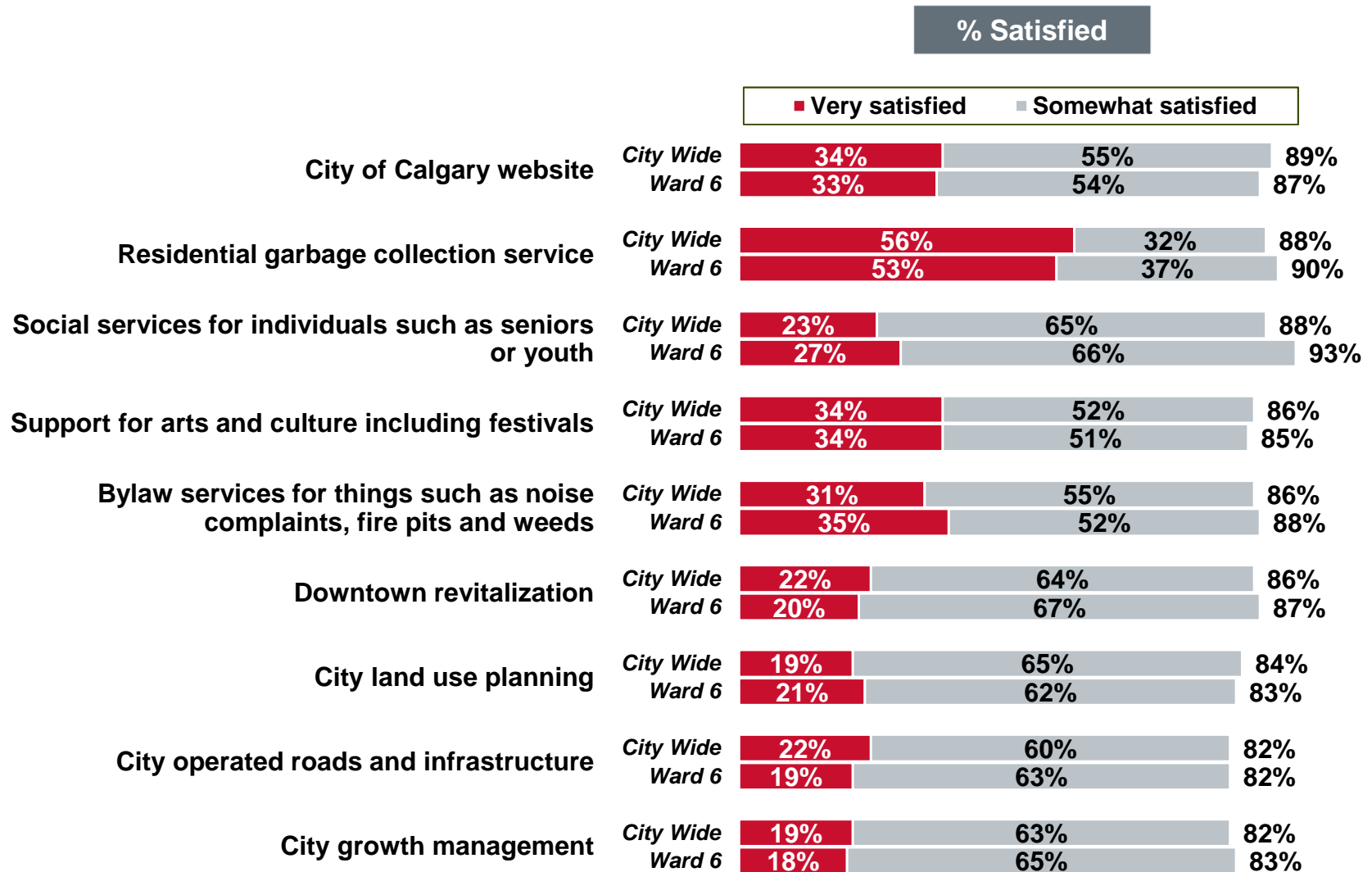


Ward 6 2017

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)



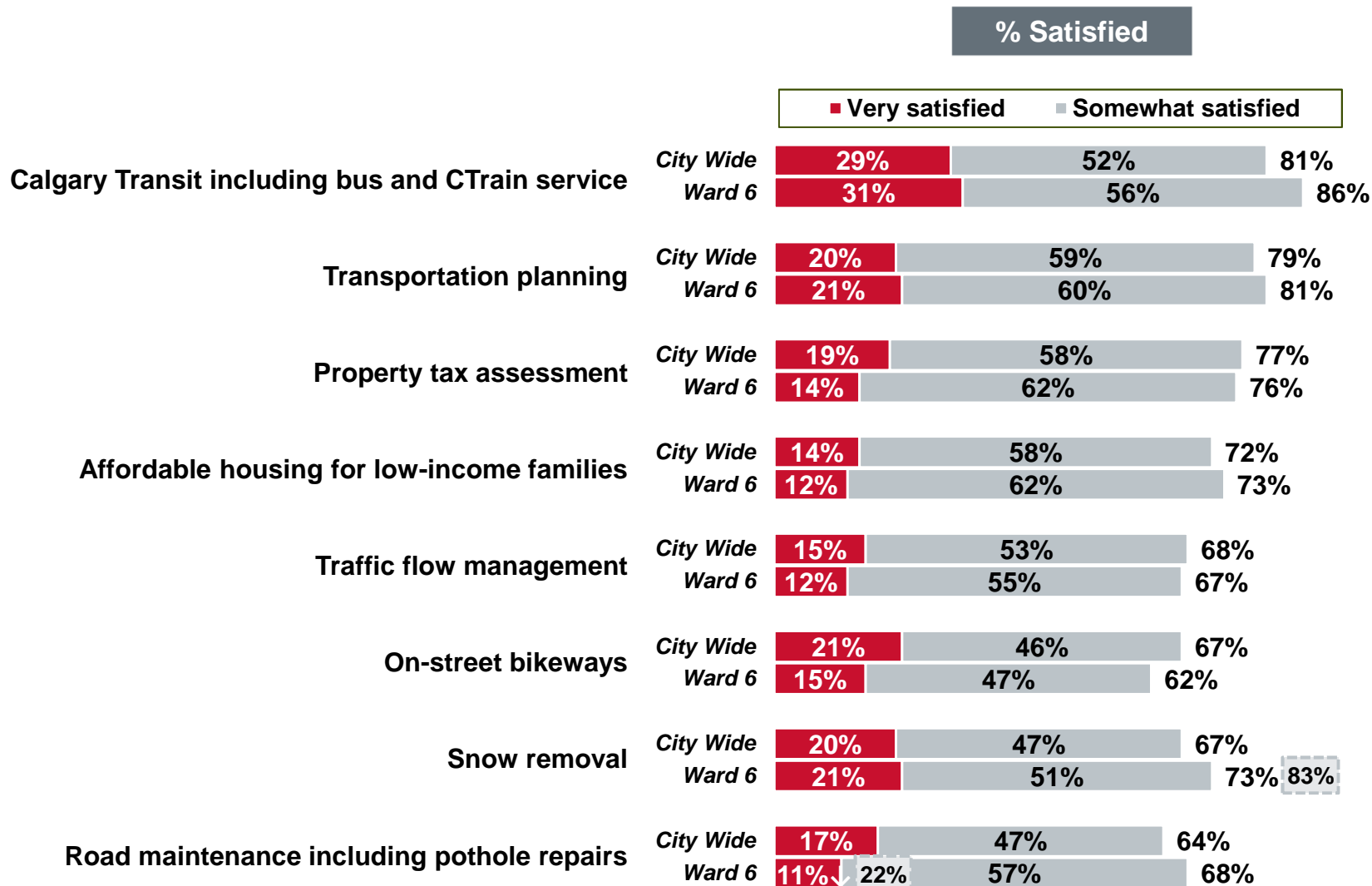
Satisfaction with City Programs and Services (continued)



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)

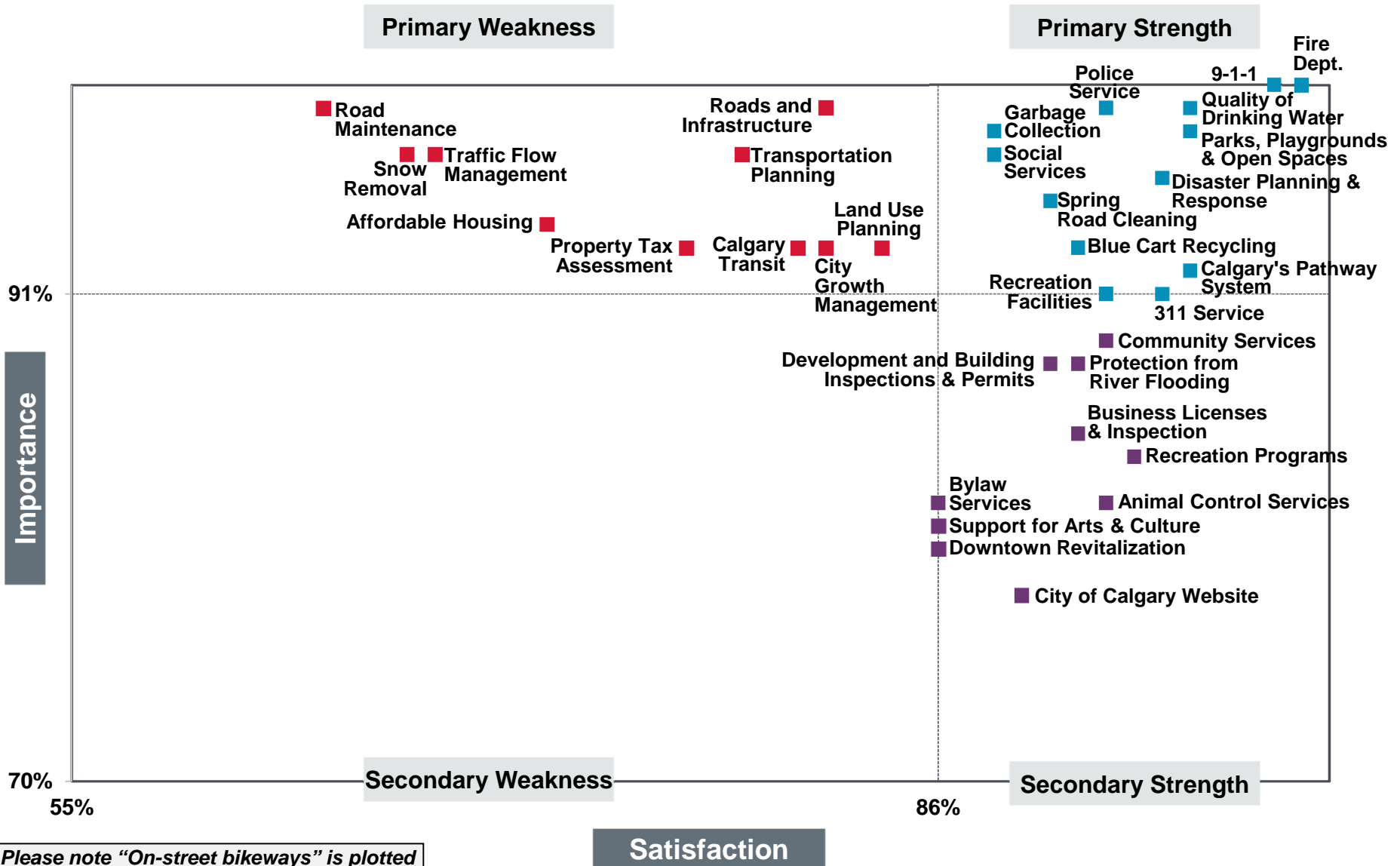


Ward 6 2017

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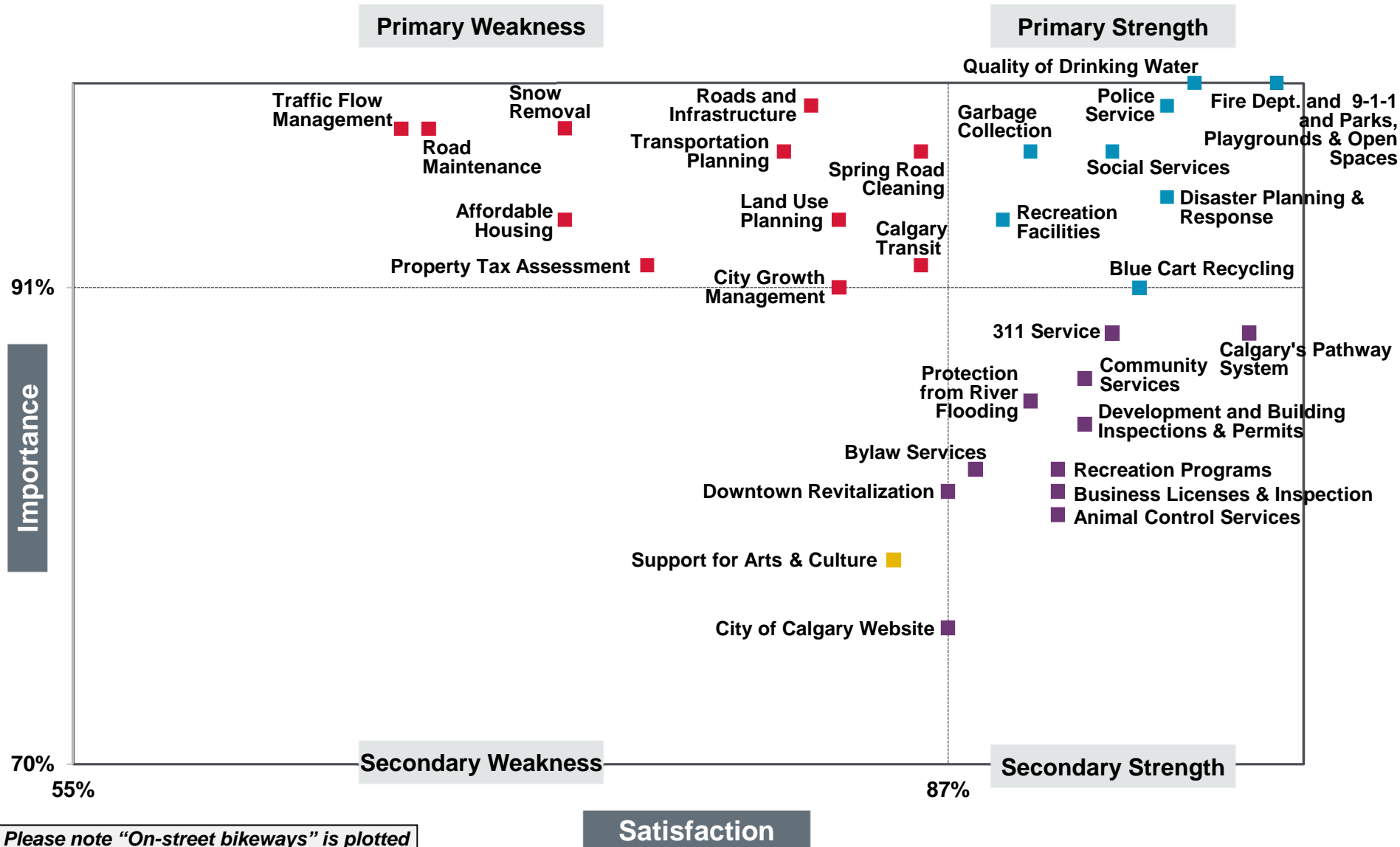
Importance vs. Satisfaction Grid: City Wide



Please note "On-street bikeways" is plotted at (67% satisfaction, 57% importance) and not illustrated on this graph.



Importance vs. Satisfaction Grid: Ward 6



Please note "On-street bikeways" is plotted at (62% satisfaction, 52% importance) and not illustrated on this graph.



Primary Strengths and Weaknesses: City Wide versus Ward 6

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

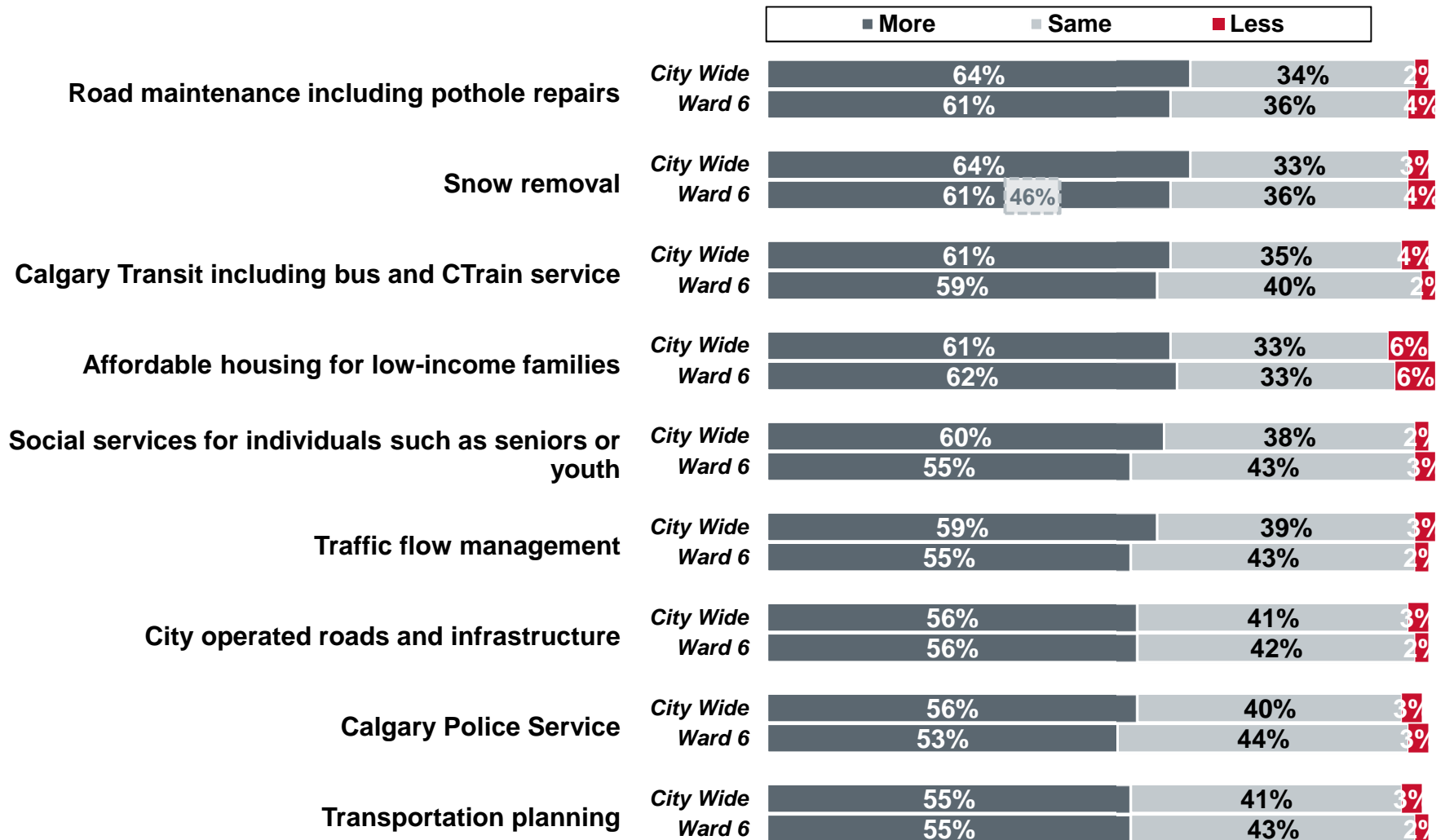
Primary Weakness

Neither (in another quadrant)

	City Wide	Ward 6
Fire Department	Primary Strength	Primary Strength
9-1-1	Primary Strength	Primary Strength
Quality of Drinking Water	Primary Strength	Primary Strength
Parks, Playgrounds and Open Spaces	Primary Strength	Primary Strength
Disaster Planning and response	Primary Strength	Primary Strength
Police Service	Primary Strength	Primary Strength
Calgary's Pathway System	Primary Strength	Neither
Spring Road Cleaning	Primary Strength	Primary Weakness
Blue Cart Recycling	Primary Strength	Primary Strength
Residential Garbage Collection	Primary Strength	Primary Strength
Social Services	Primary Strength	Primary Strength
Recreation Facilities	Primary Strength	Primary Strength
311 Service	Primary Strength	Neither
Road Maintenance	Primary Weakness	Primary Weakness
Snow Removal	Primary Weakness	Primary Weakness
Traffic Flow Management	Primary Weakness	Primary Weakness
Affordable Housing	Primary Weakness	Primary Weakness
Property Tax Assessment	Primary Weakness	Primary Weakness
Transportation Planning	Primary Weakness	Primary Weakness
Roads and Infrastructure	Primary Weakness	Primary Weakness
Calgary Transit	Primary Weakness	Primary Weakness
City Growth Management	Primary Weakness	Primary Weakness
Land Use Planning	Primary Weakness	Primary Weakness



Investment in City Programs and Services

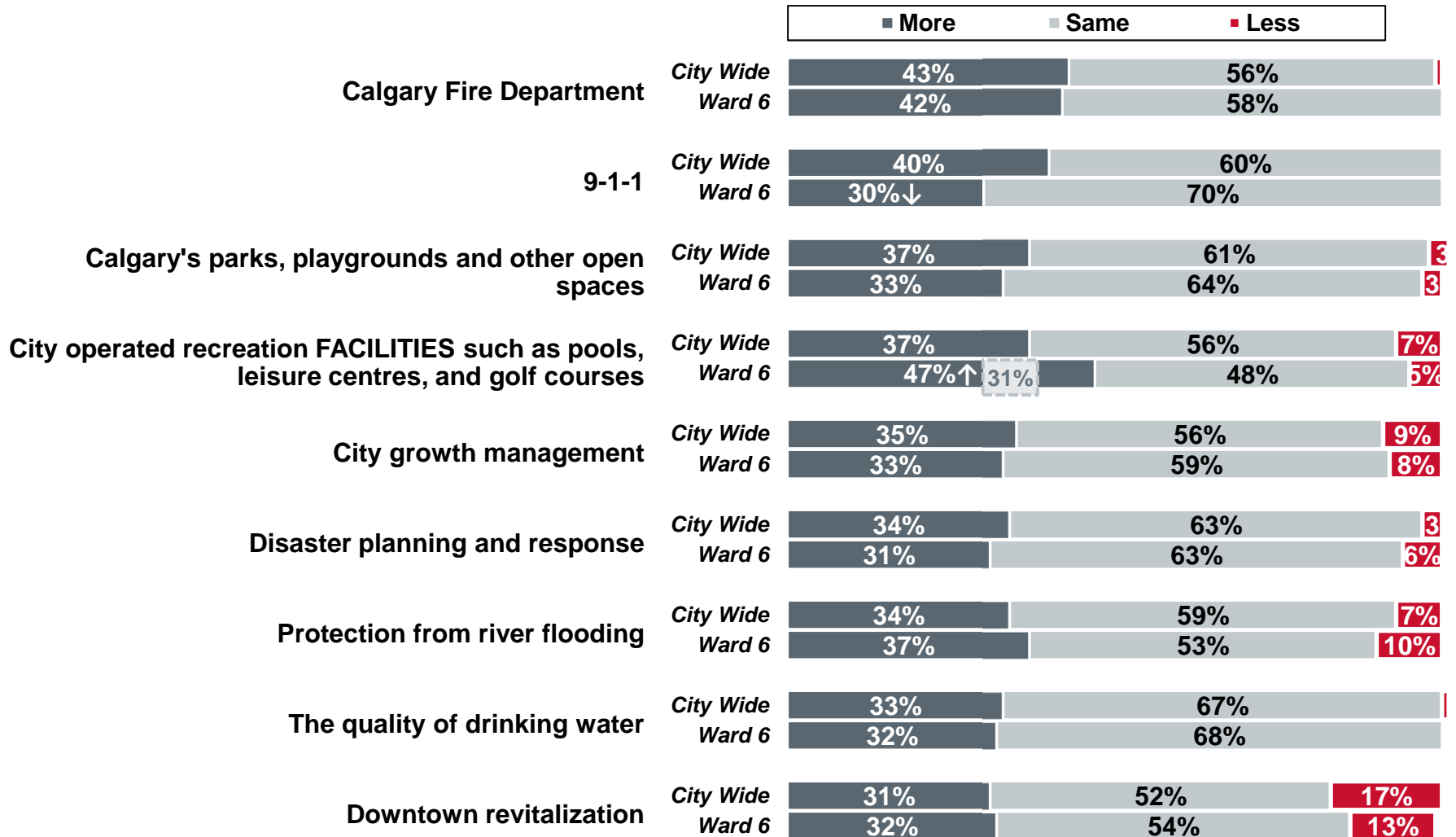


Ward 6 2017

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)

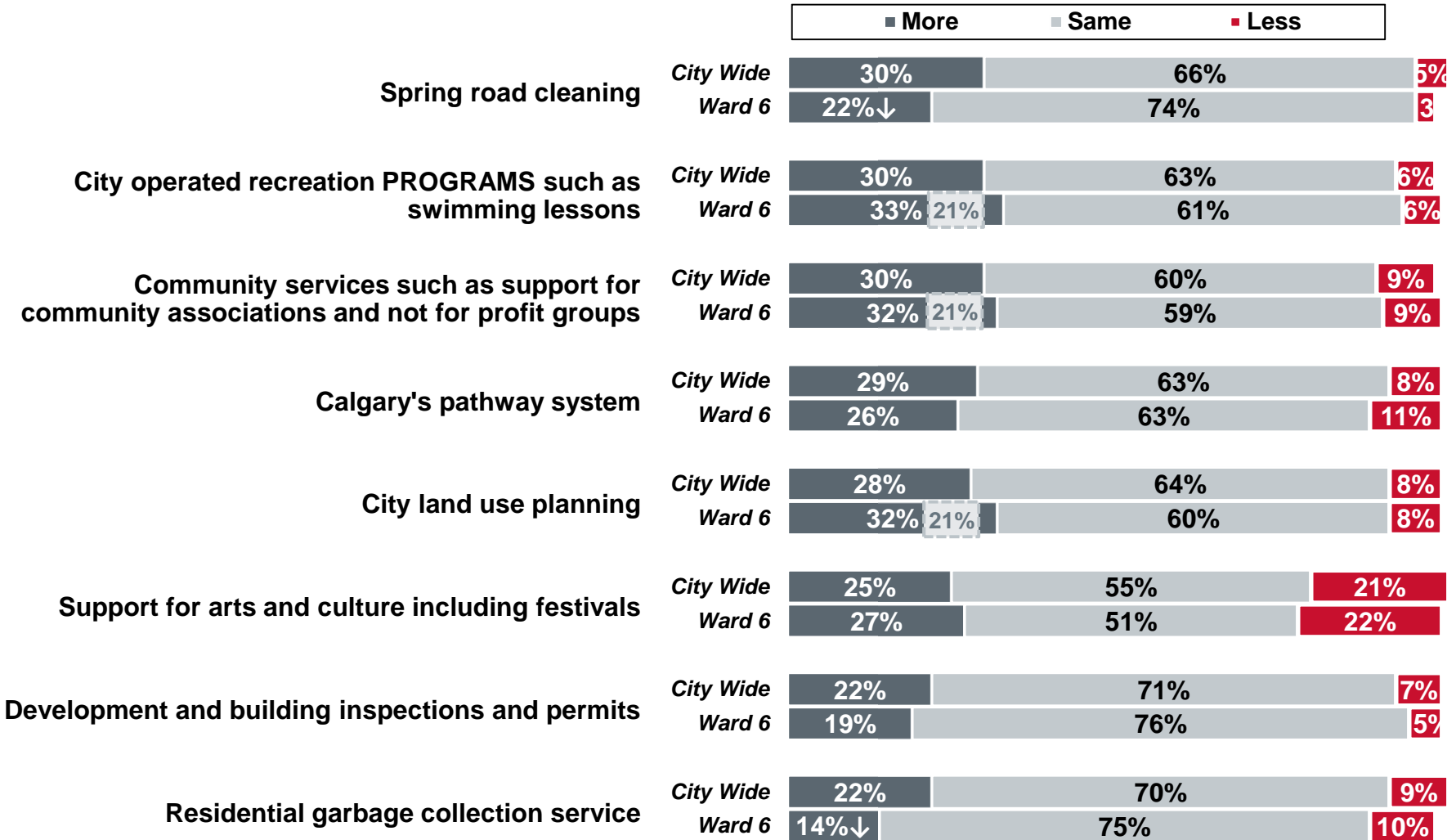


Ward 6 2017

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)

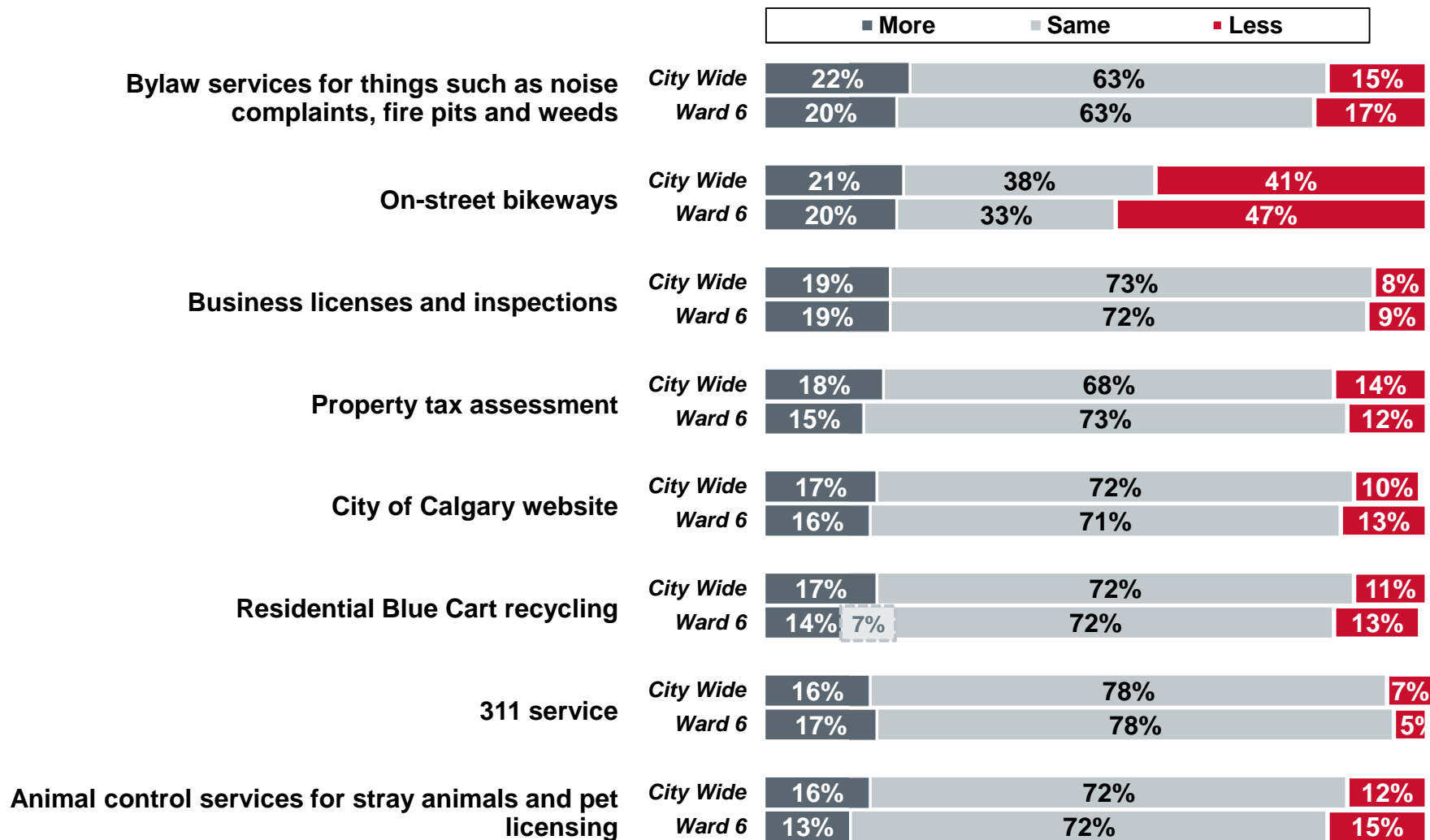


Ward 6 2017

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Base: Valid respondents (Bases vary)



Investment in City Programs and Services (continued)



Ward 6 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)

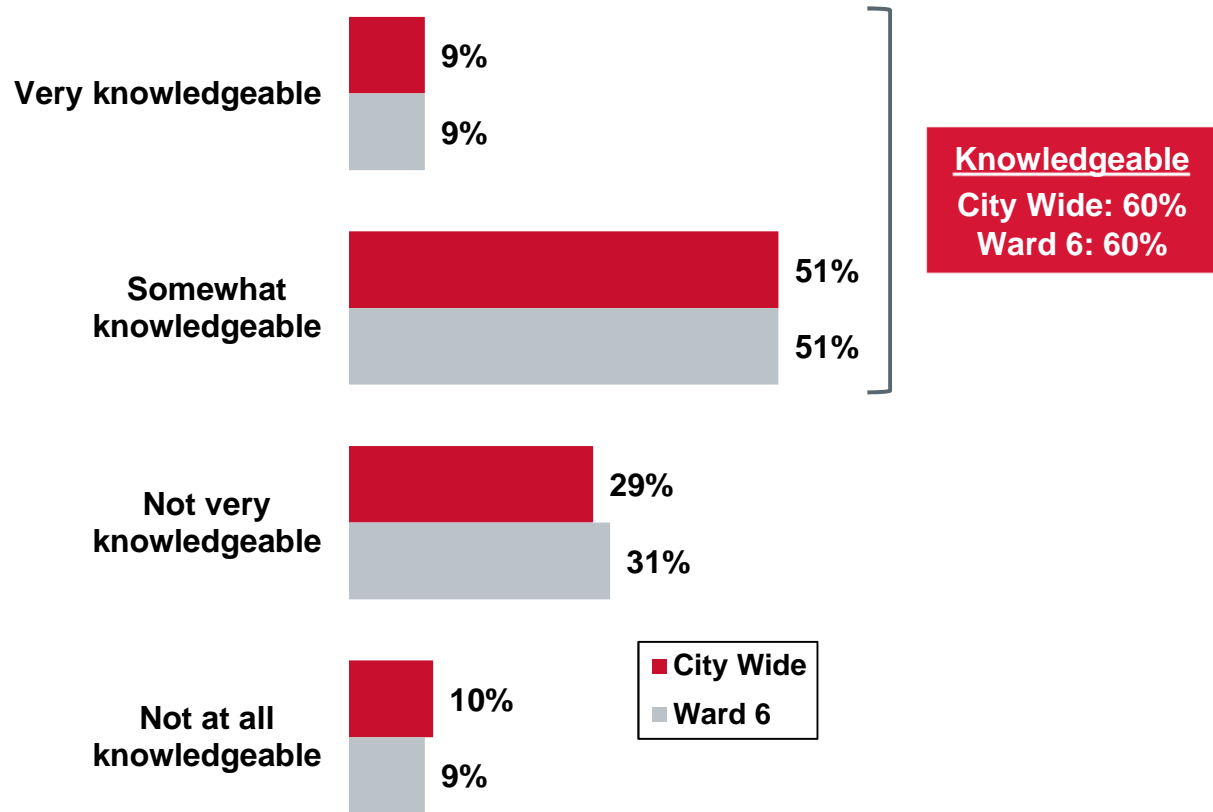


Taxation





Knowledge Levels of Tax Dollar Spending

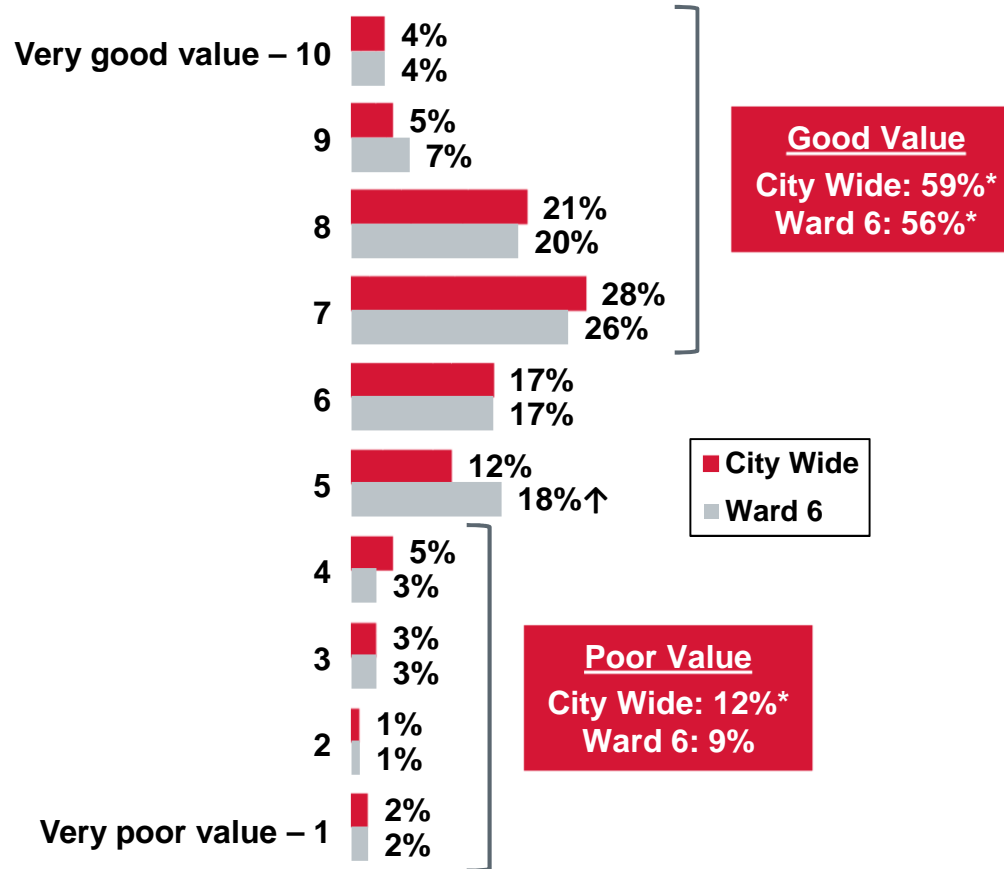


Thinking about how The City of Calgary government is run, and what services it provides, would you say you are very, somewhat, not very, or not at all knowledgeable about how City tax dollars are spent?

Base: Valid respondents (City Wide: n=2,492 / Ward 6: n=176)



Perceived Value of Property Taxes



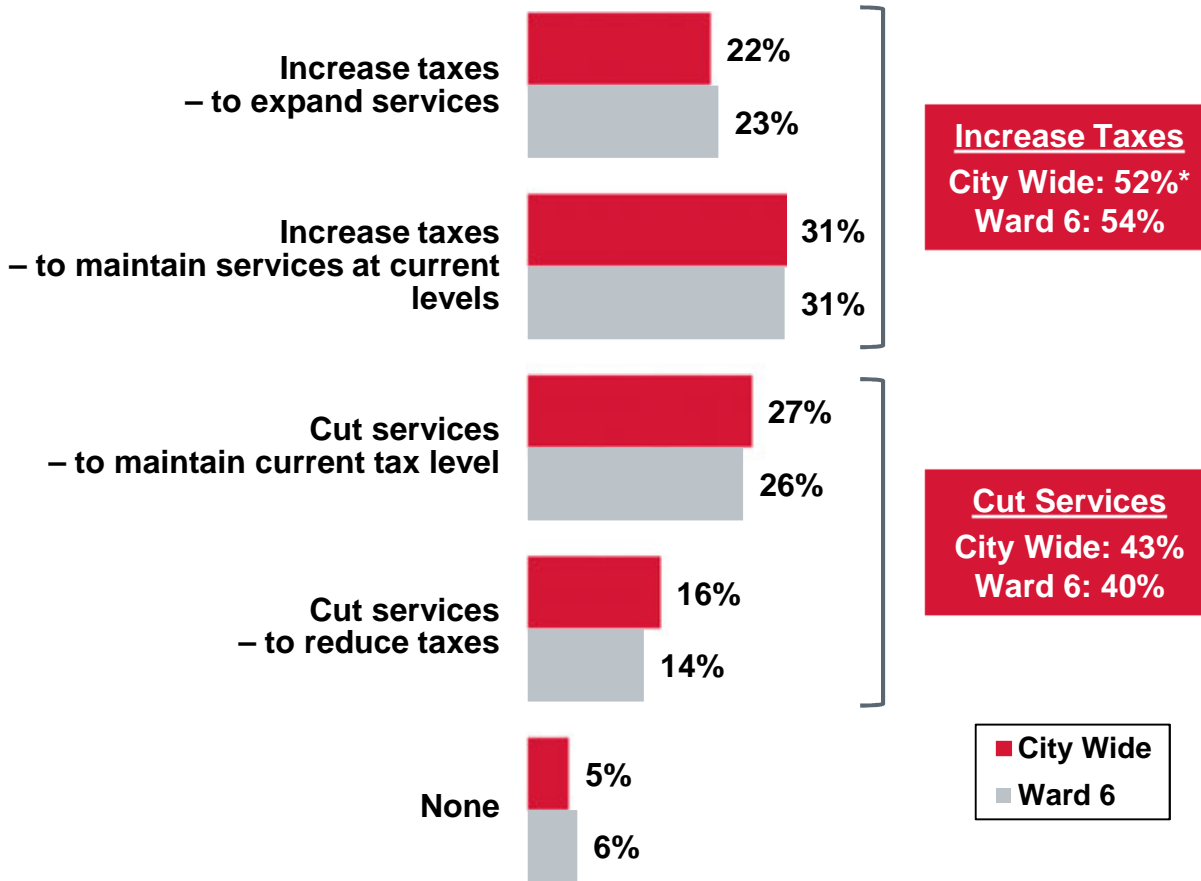
*Rounding

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 6: n=175)



Balancing Taxation and Service Delivery Levels

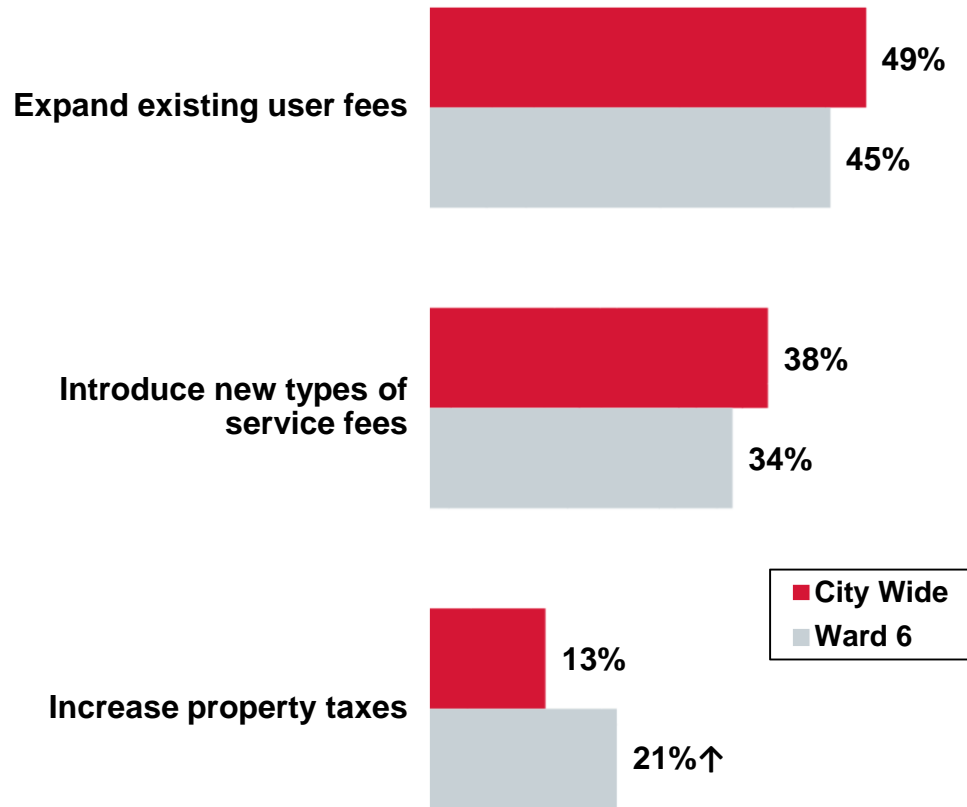


Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (City Wide: n=2,460 / Ward 6: n=173)



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 ...?

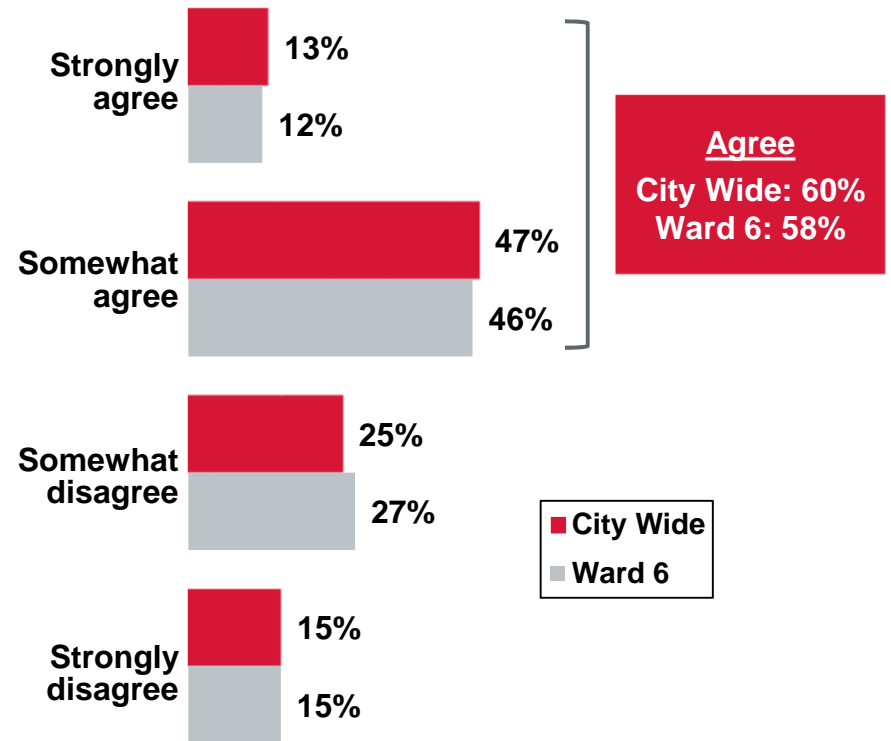
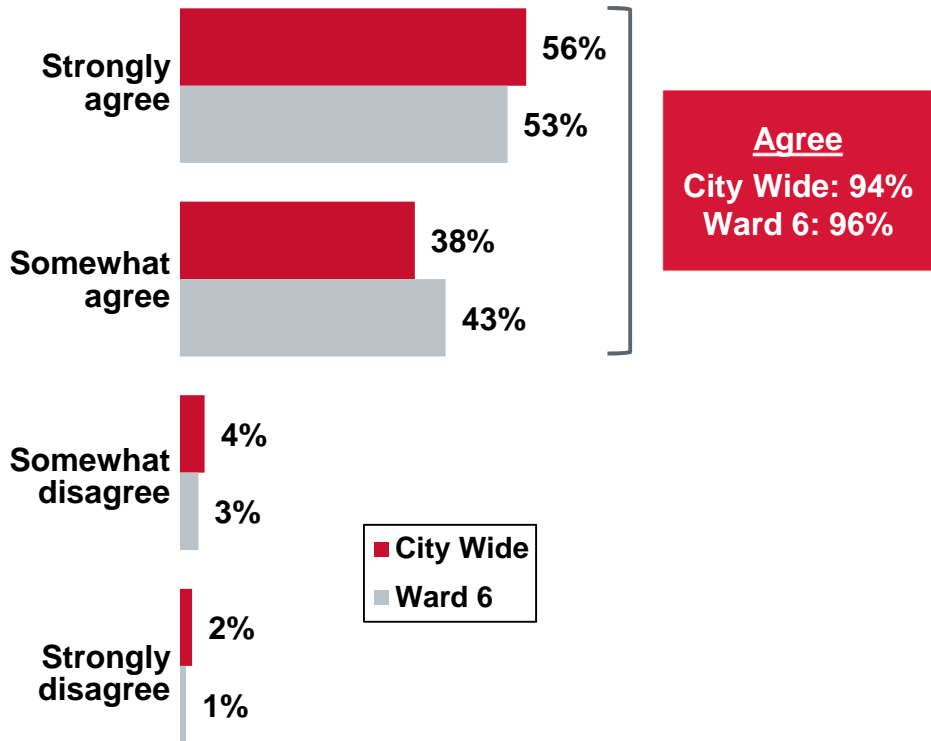
Base: Valid respondents (City Wide: n=2,352 / Ward 6: n=168)



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=2,487 / Ward 6: n=176)

Base: Valid respondents (City Wide: n=2,463 / Ward 6: n=174)

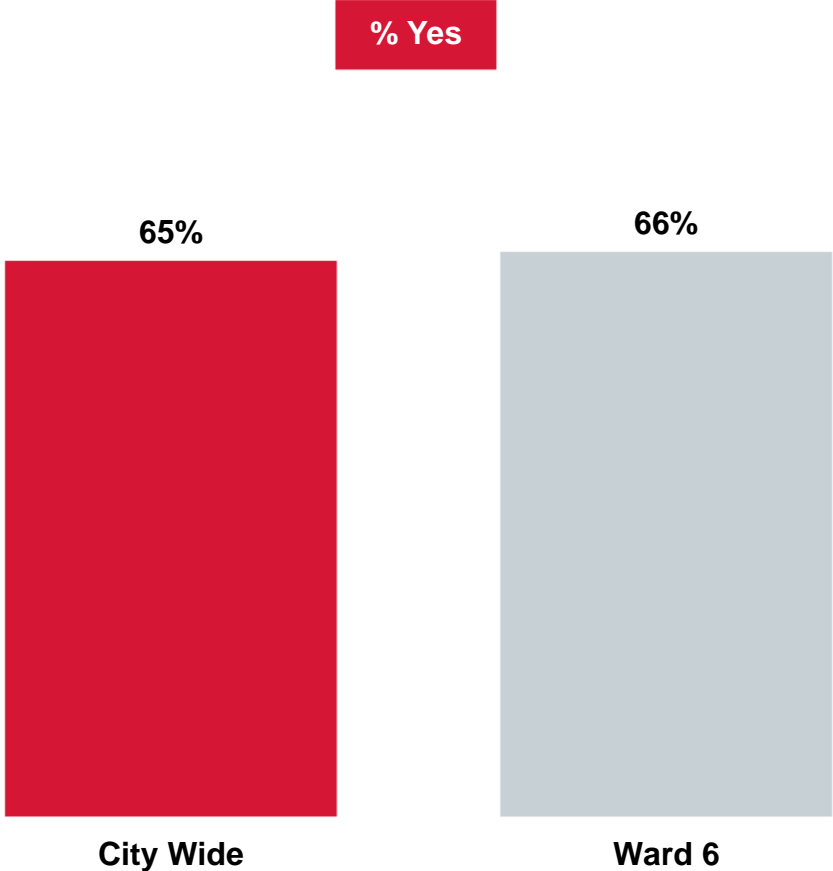
Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.



Contact with The City and Customer Service



Past 12 Months Contact with The City of Calgary

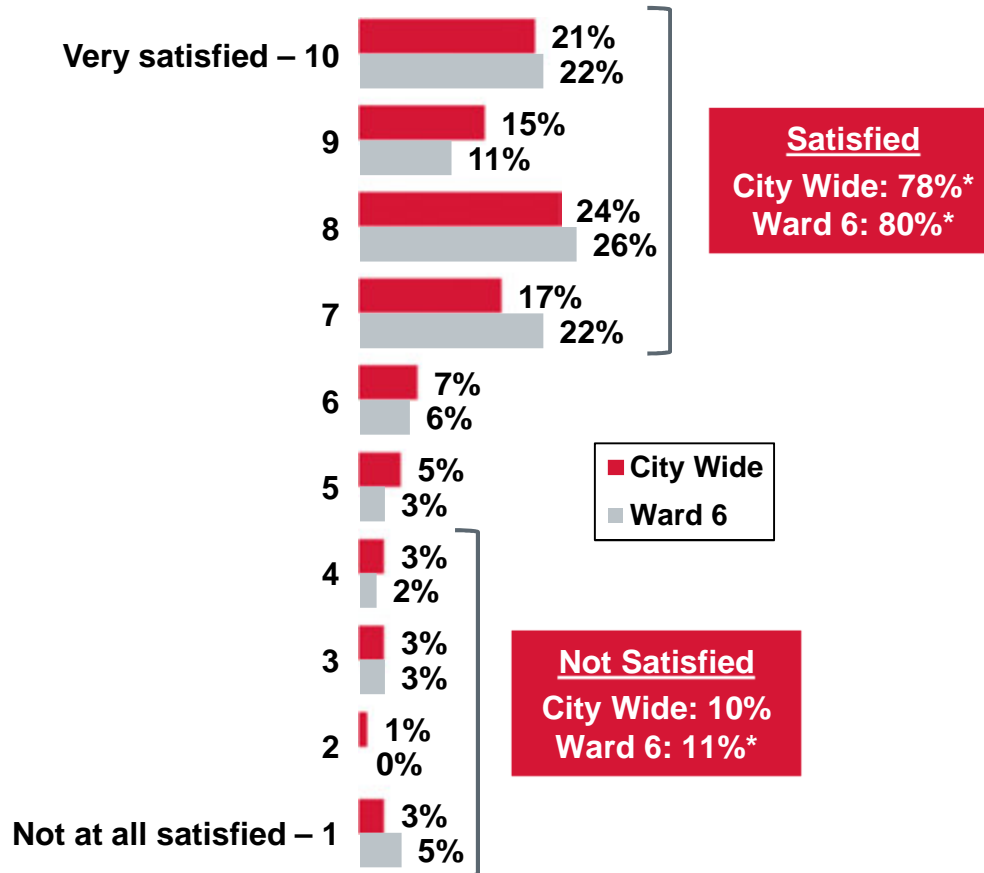


Have you contacted The City of Calgary or dealt with The City or one of its employees in the last twelve months?

Base: Valid respondents (City Wide: n=2,488 / Ward 6: n=175)



Satisfaction with the Overall Level and Quality of Customer Service



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

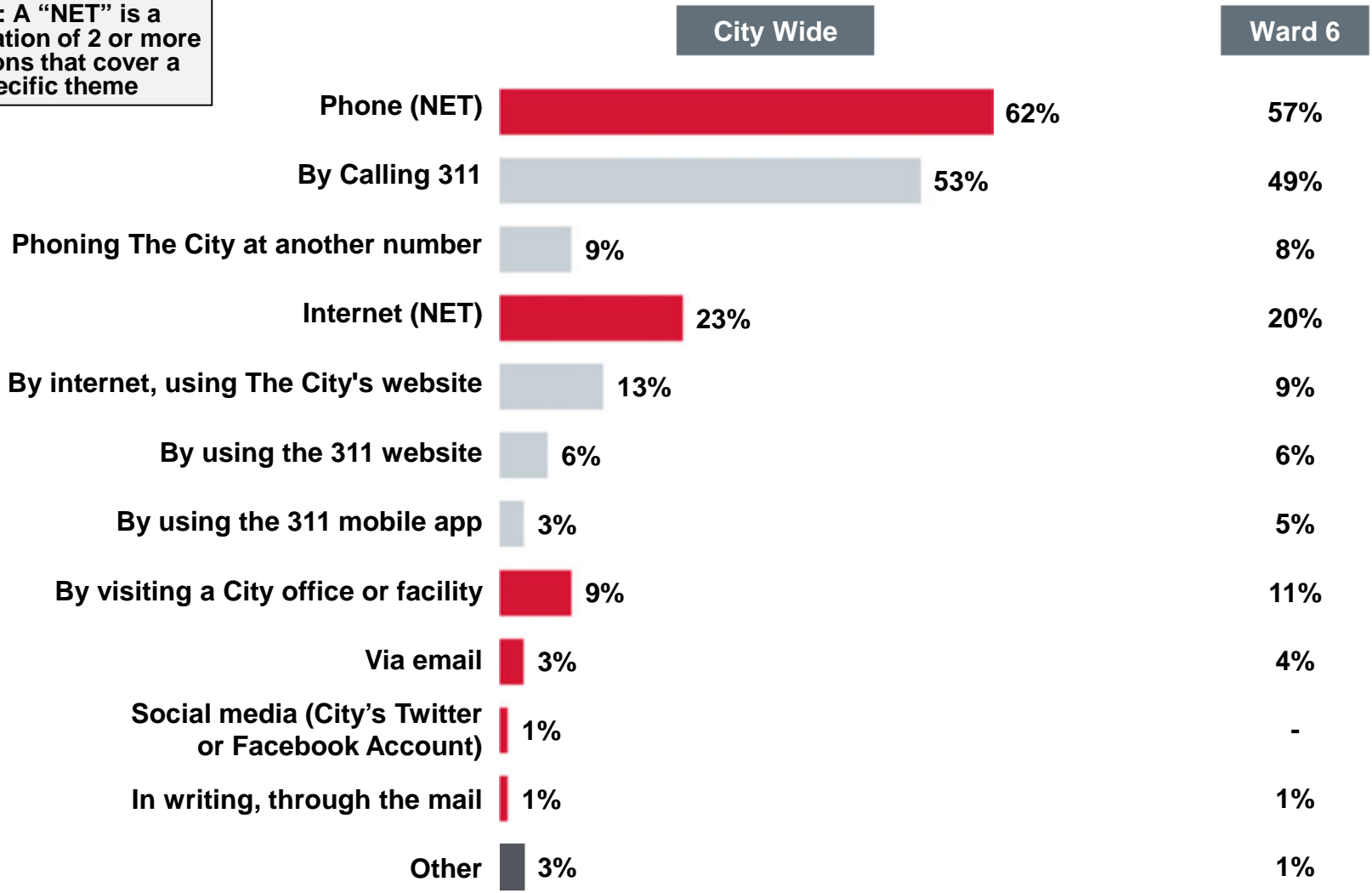
*Rounding

Base: Valid respondents who contacted or dealt with The City in the last twelve months (City Wide: n=1,651 / Ward 6: n=120)



Type of Contact

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

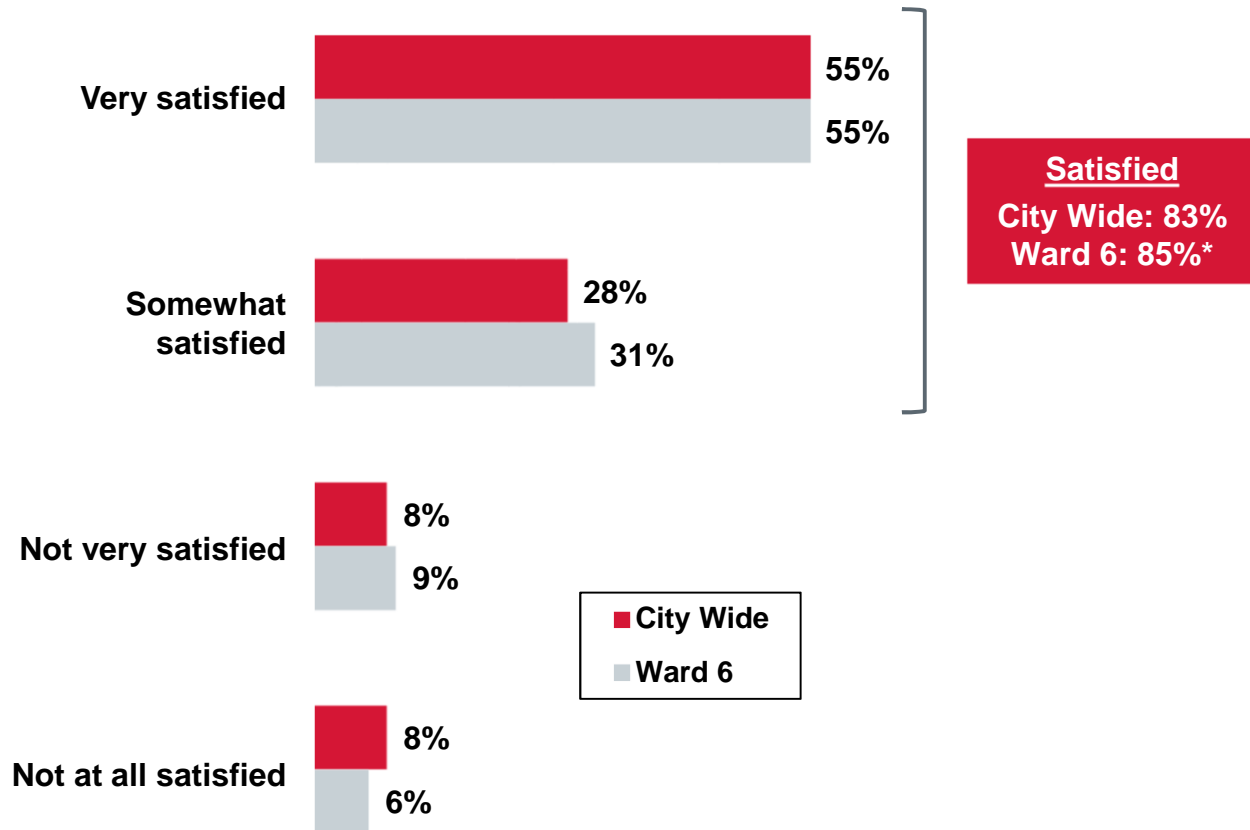


When you contacted The City was it... ?

Base: Valid respondents who contacted The City in the last twelve months (City Wide: n=1,126 / Ward 6: n=67)



Satisfaction with Most Recent City Contact



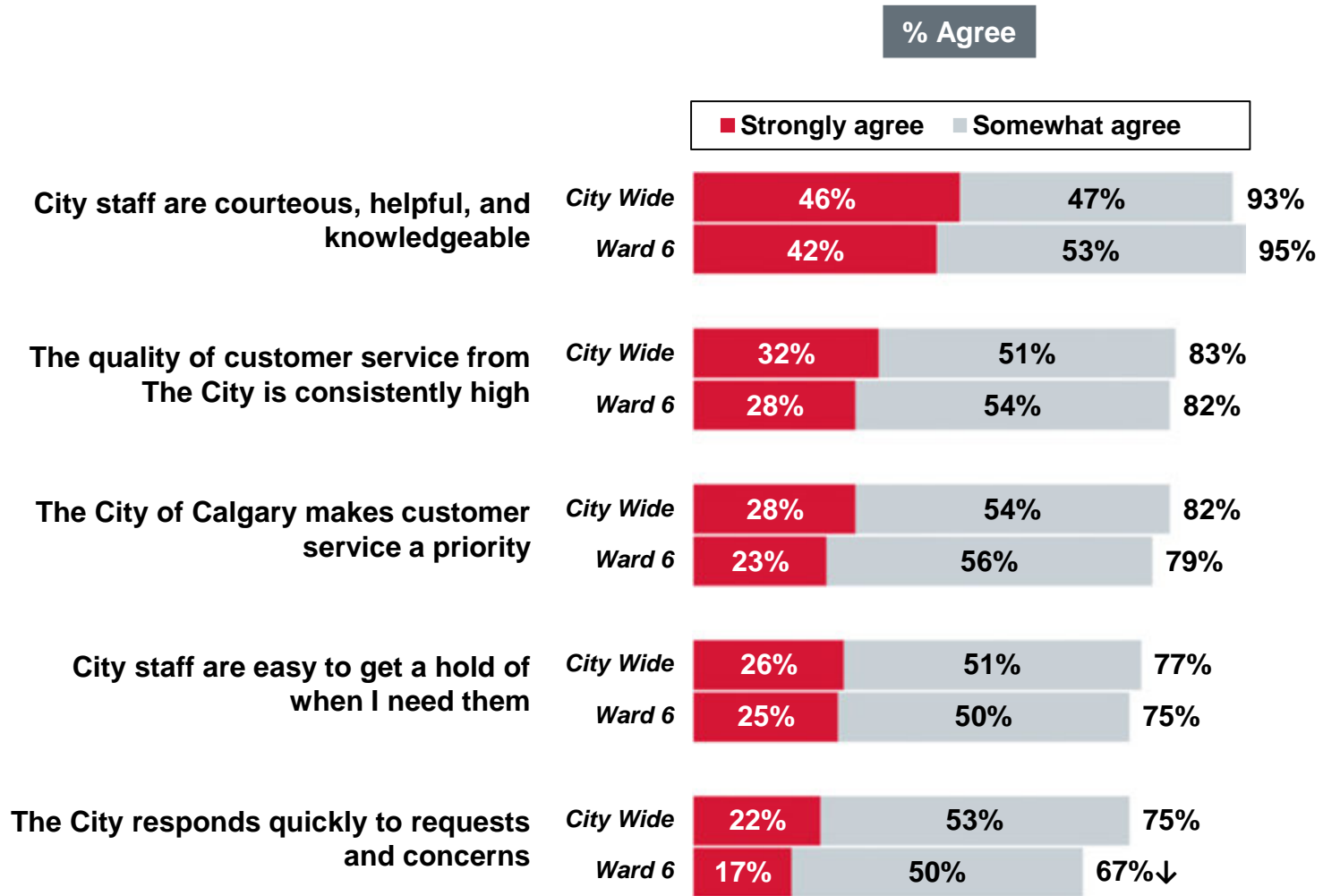
*Rounding

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 6: n=68)



Attitudes Regarding Customer Service



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

Base: Valid respondents (Bases vary)

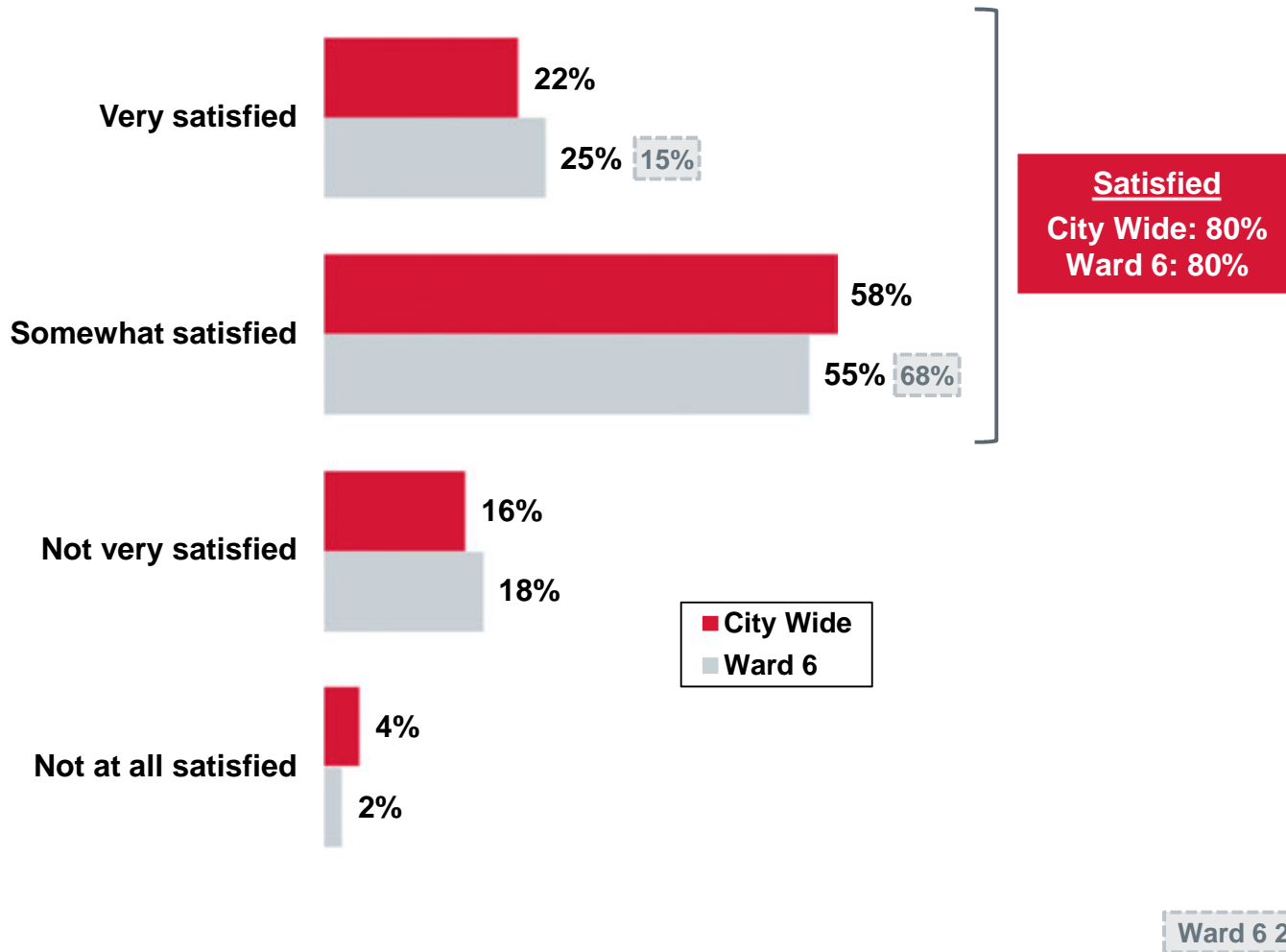


City Communications





Satisfaction with the Overall Quality of City Information and Communications

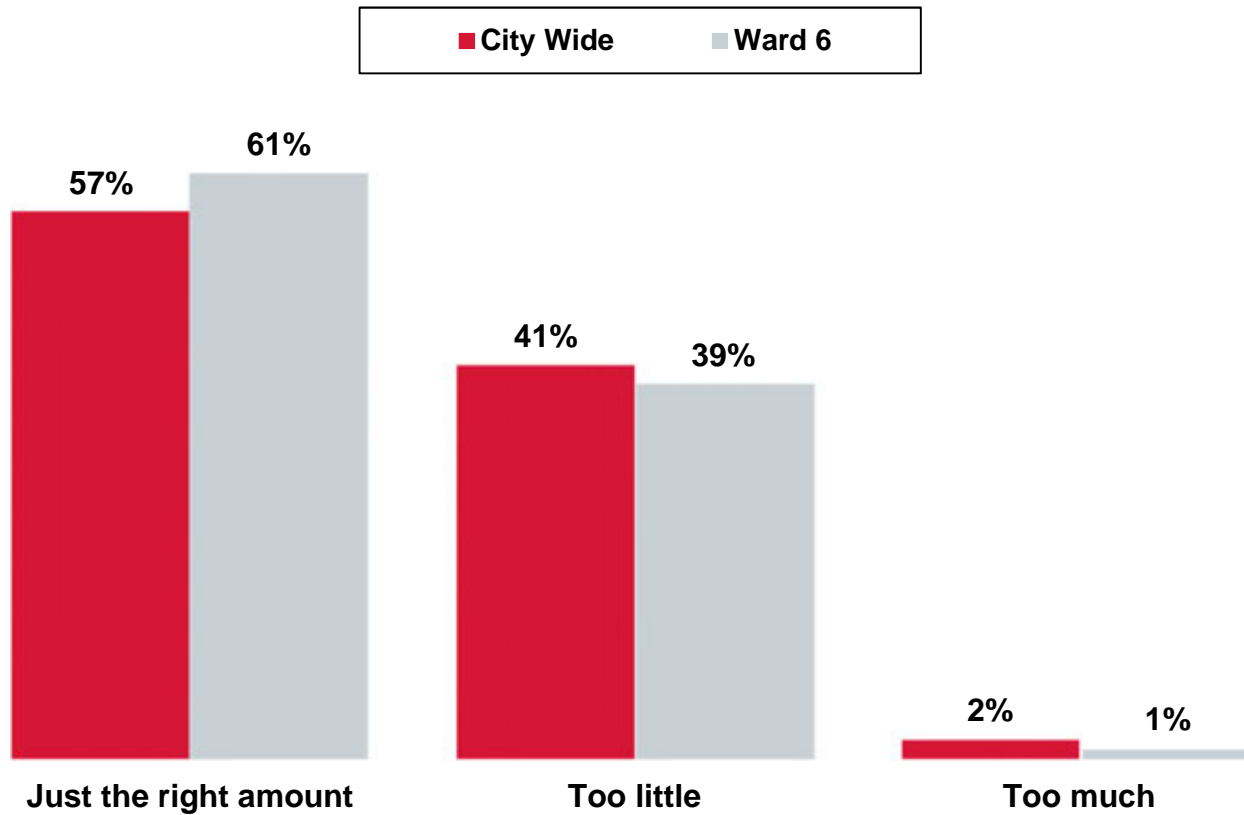


And how satisfied are you with the overall quality of City information and communications?

Base: Valid respondents (City Wide: n=2,490 / Ward 6: n=177)



The Amount of Information Accessible



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 6: n=176)



City Reputation and Performance





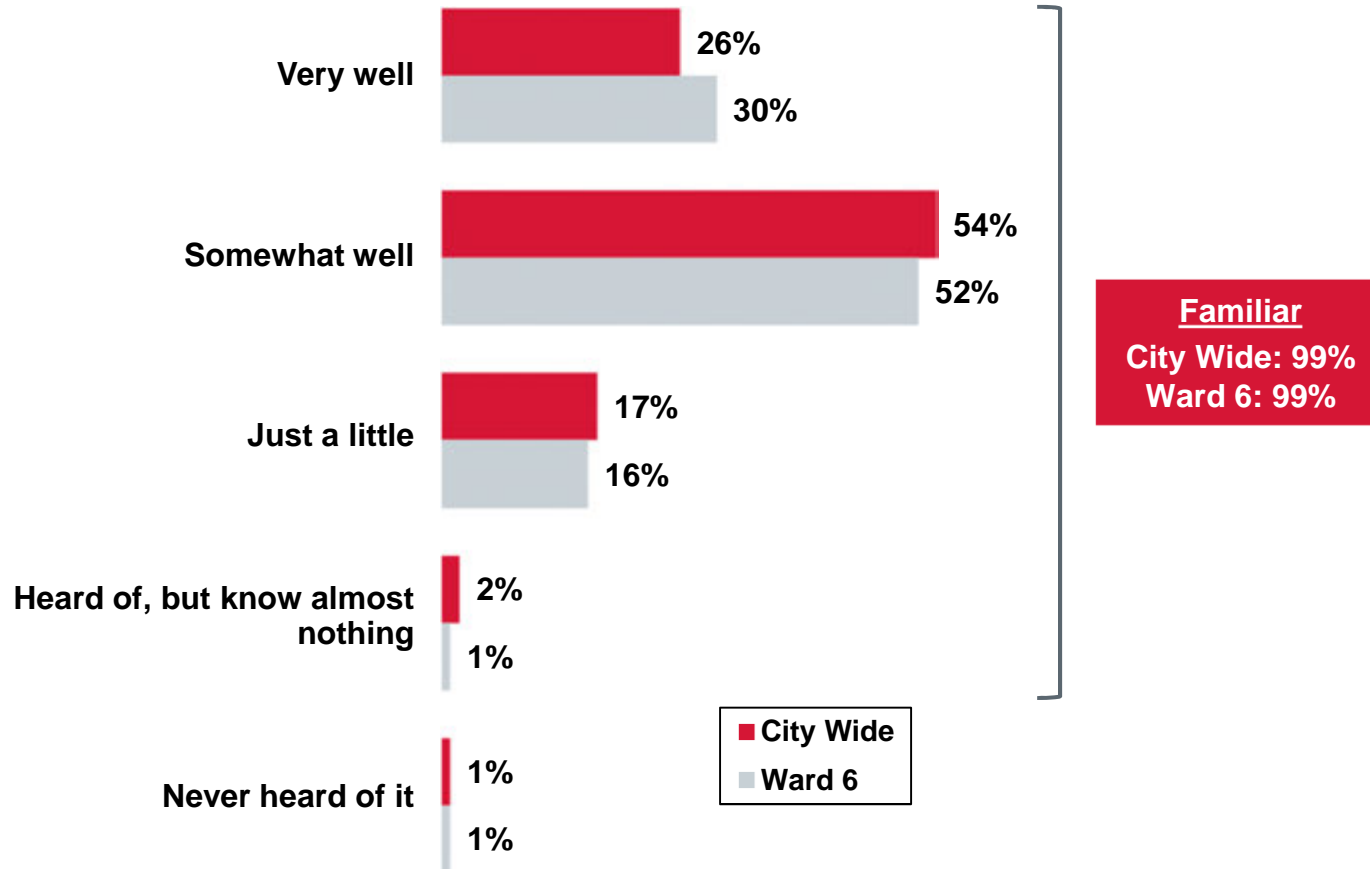
A Model of Reputation



Building a strong reputation helps an organization perform more effectively in the present AND builds a reservoir of goodwill to draw upon in future crises



Familiarity

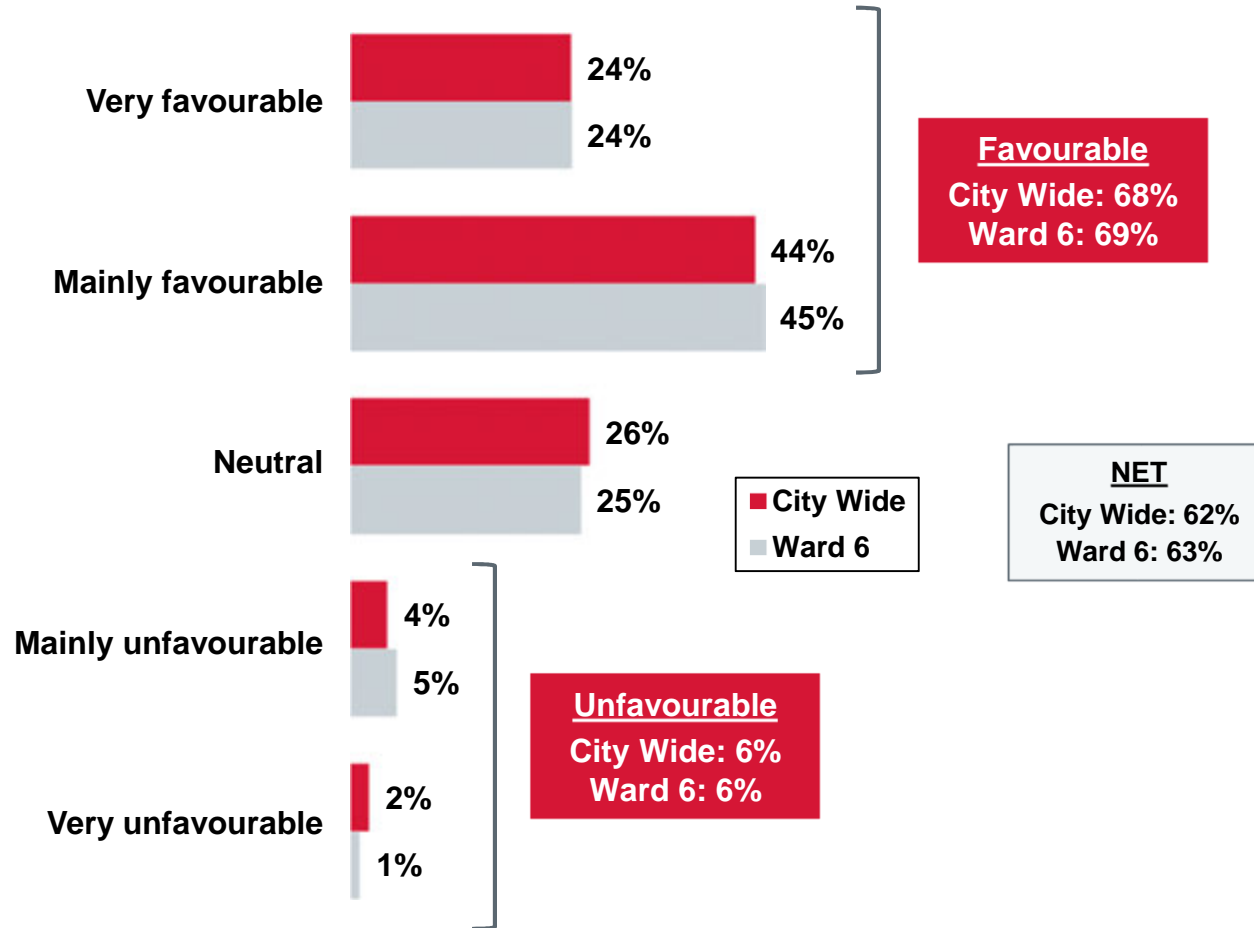


Taking into account all the ways you have learned about or had contact with The City of Calgary, how well do you feel you know The City?

Base: Valid respondents (City Wide: n=2,496 / Ward 6: n=177)



Favourability

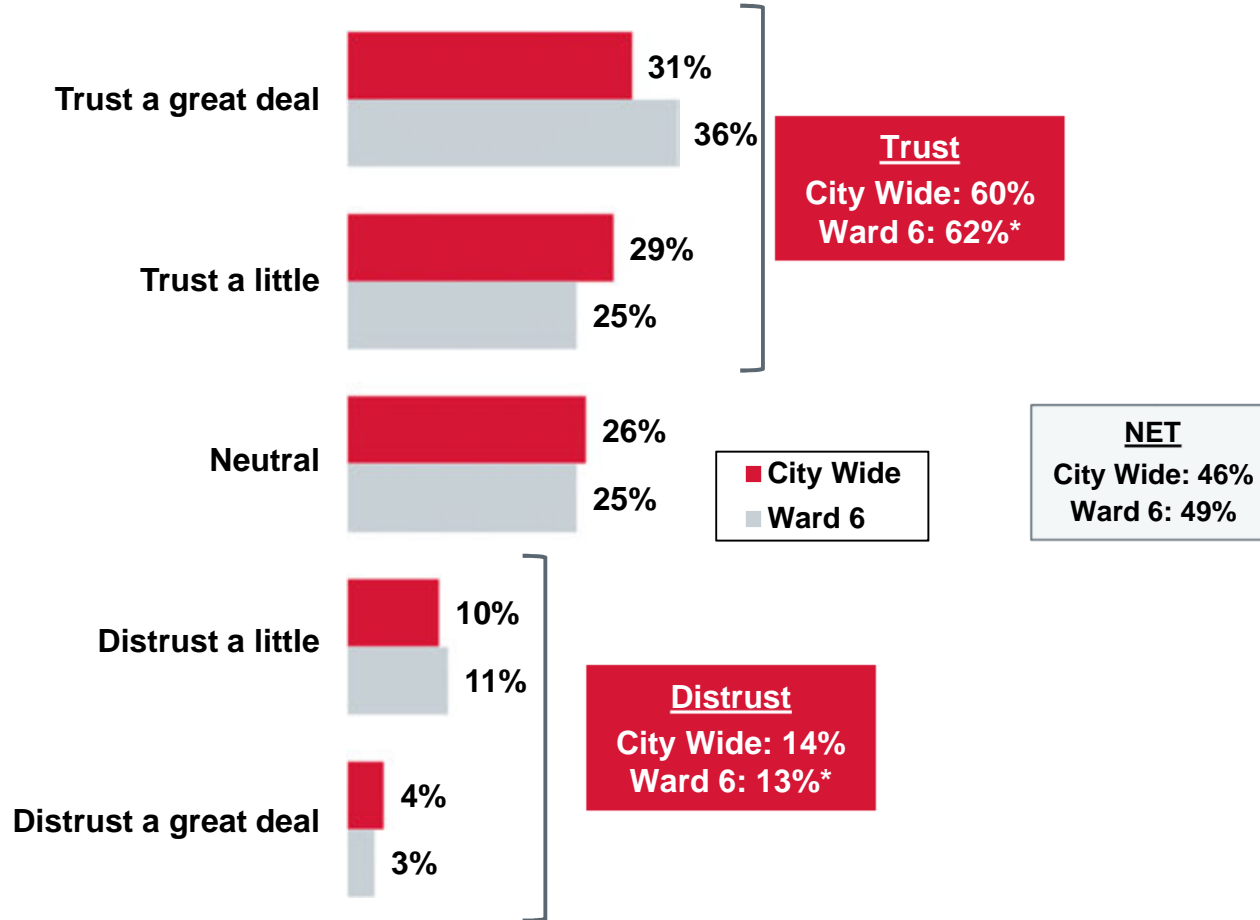


Taking into account all of the things which you think are important, how favourable or unfavourable is your overall opinion or impression of The City of Calgary?

Base: Valid respondents (City Wide: n=2,496 / Ward 6: n=177)



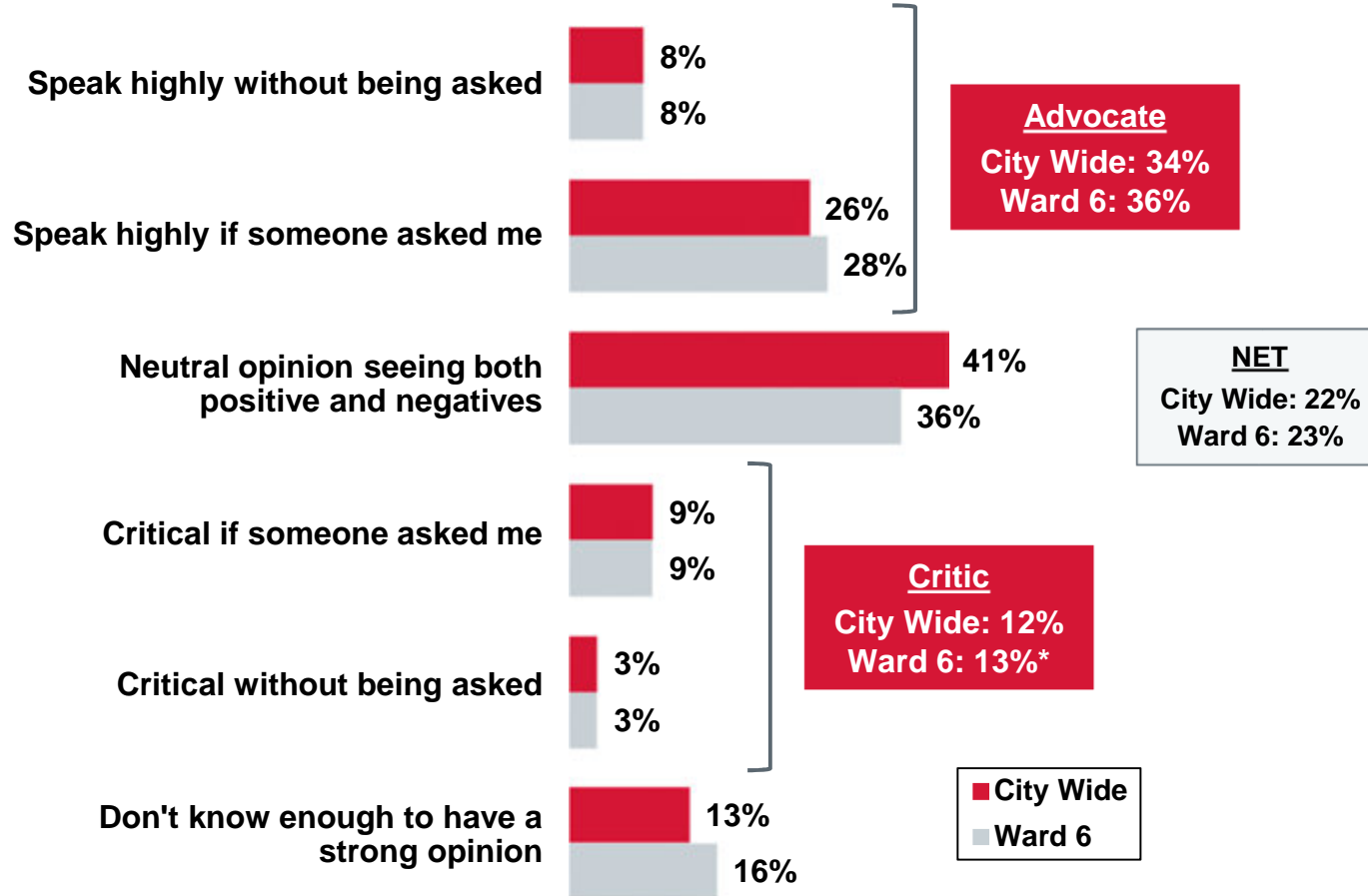
Trust



*Rounding

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 6: n=177)



*Rounding

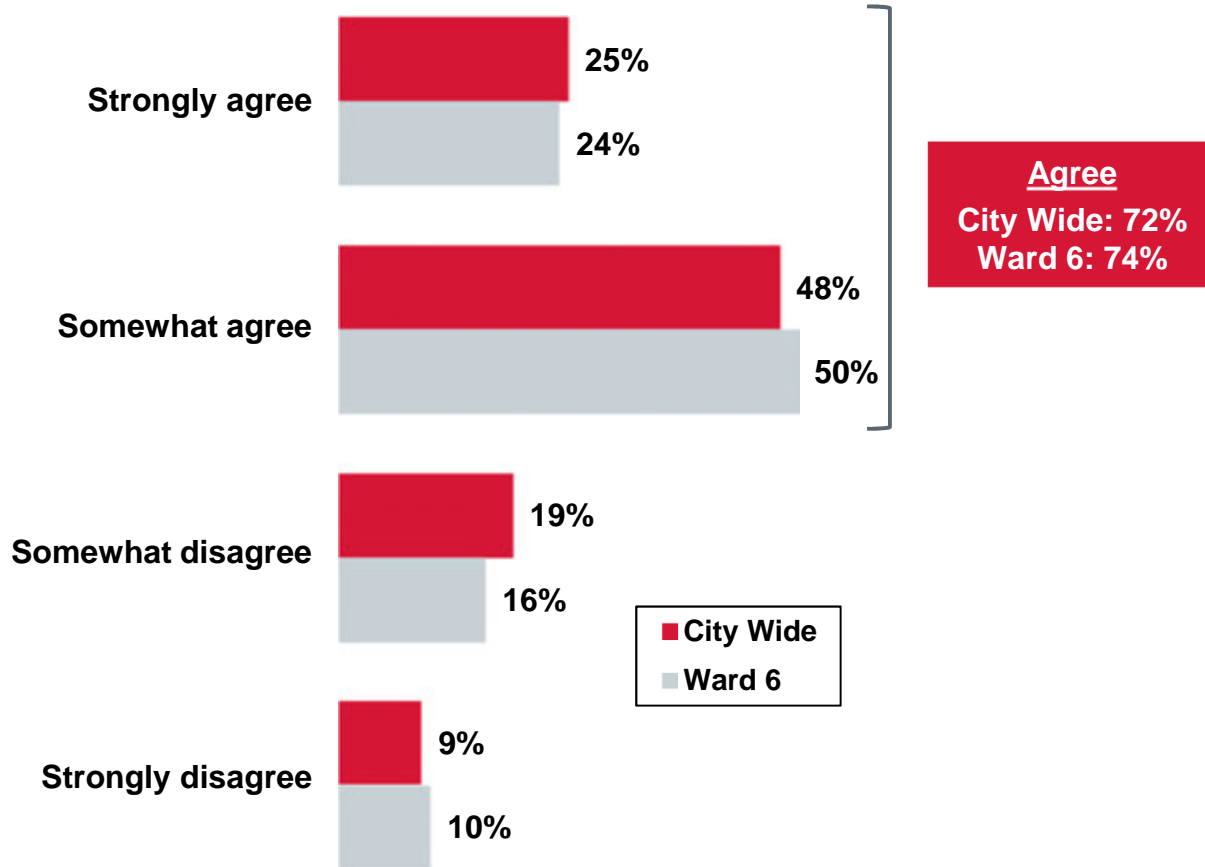
Which one of the following statements best reflects your overall opinion and perceptions of The City of Calgary?

Base: Valid respondents (City Wide: n=2,488 / Ward 6: n=177)



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



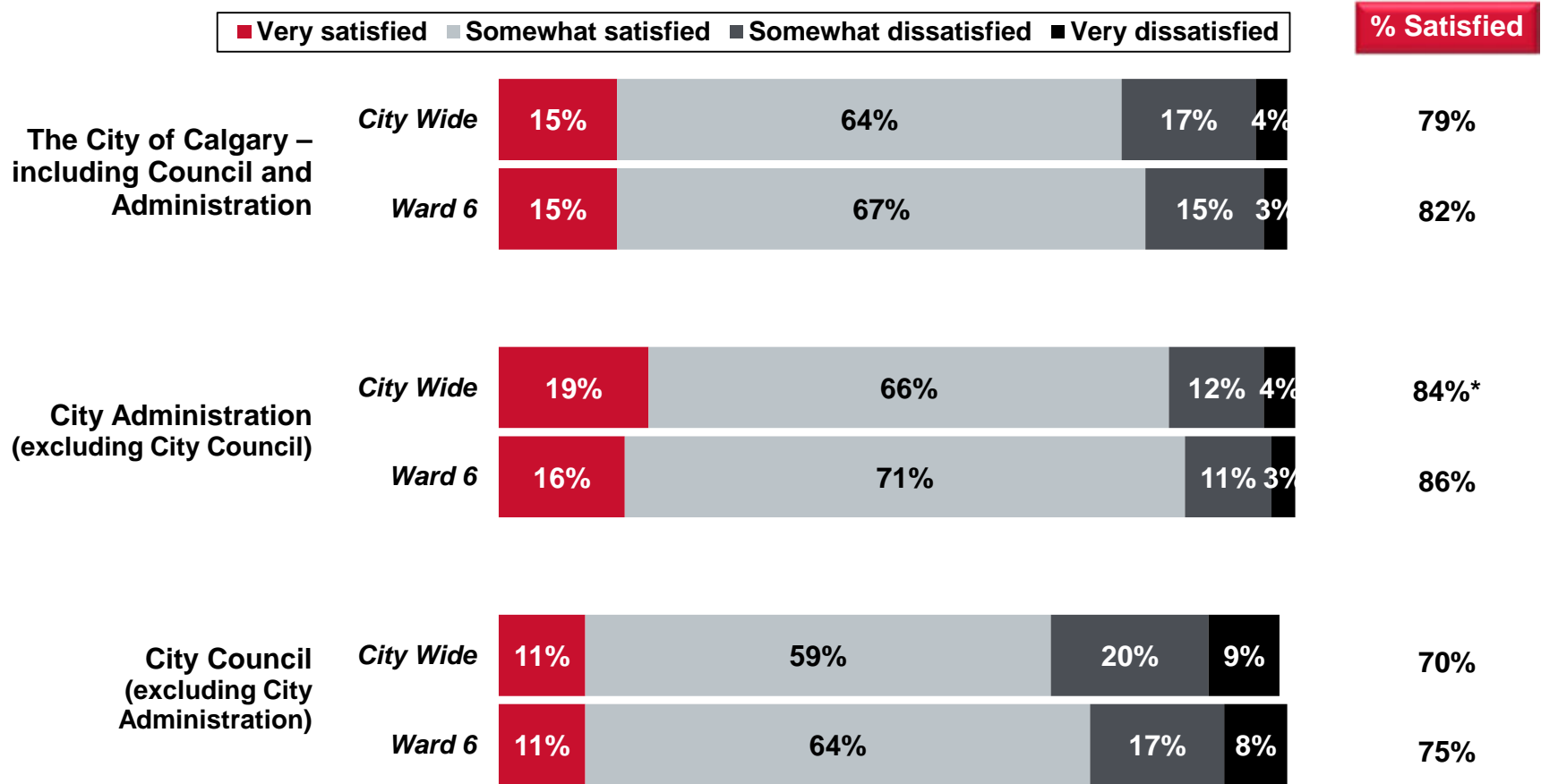
Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.

Base: Valid respondents (City Wide: n=2,480 / Ward 6: n=177)



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)

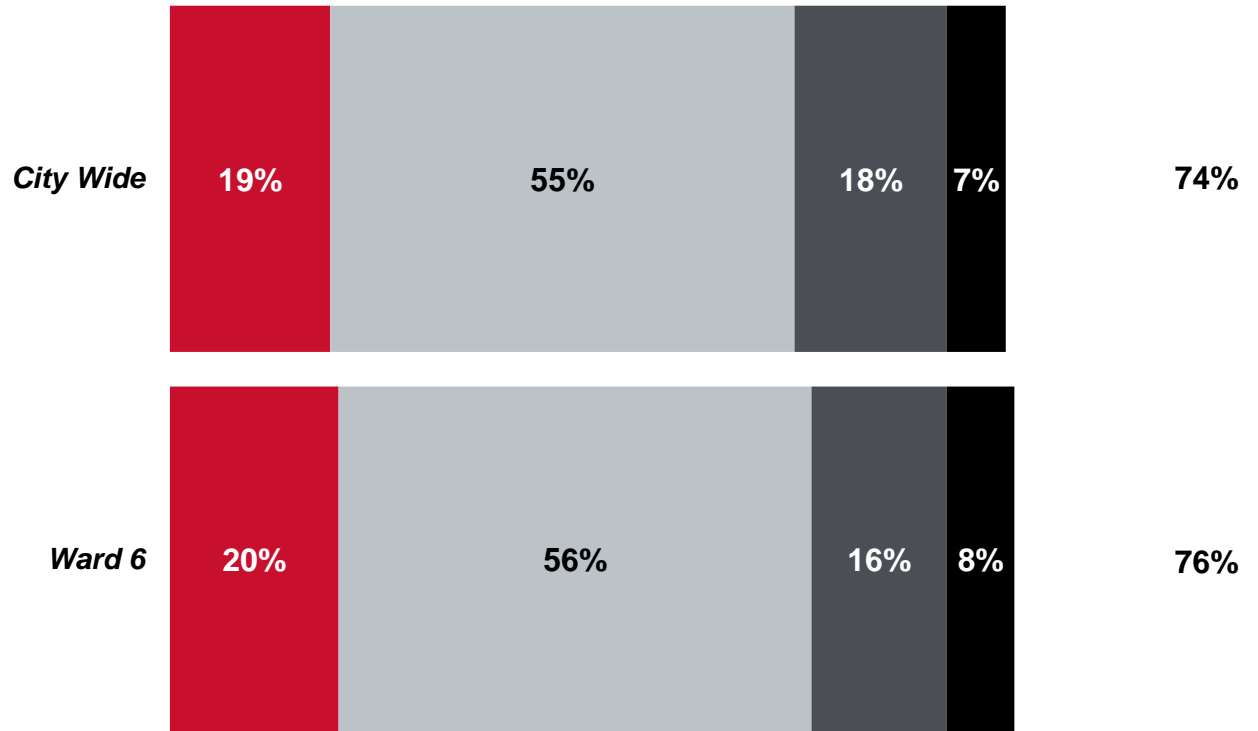


Attitudes Regarding Collaboration

■ 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

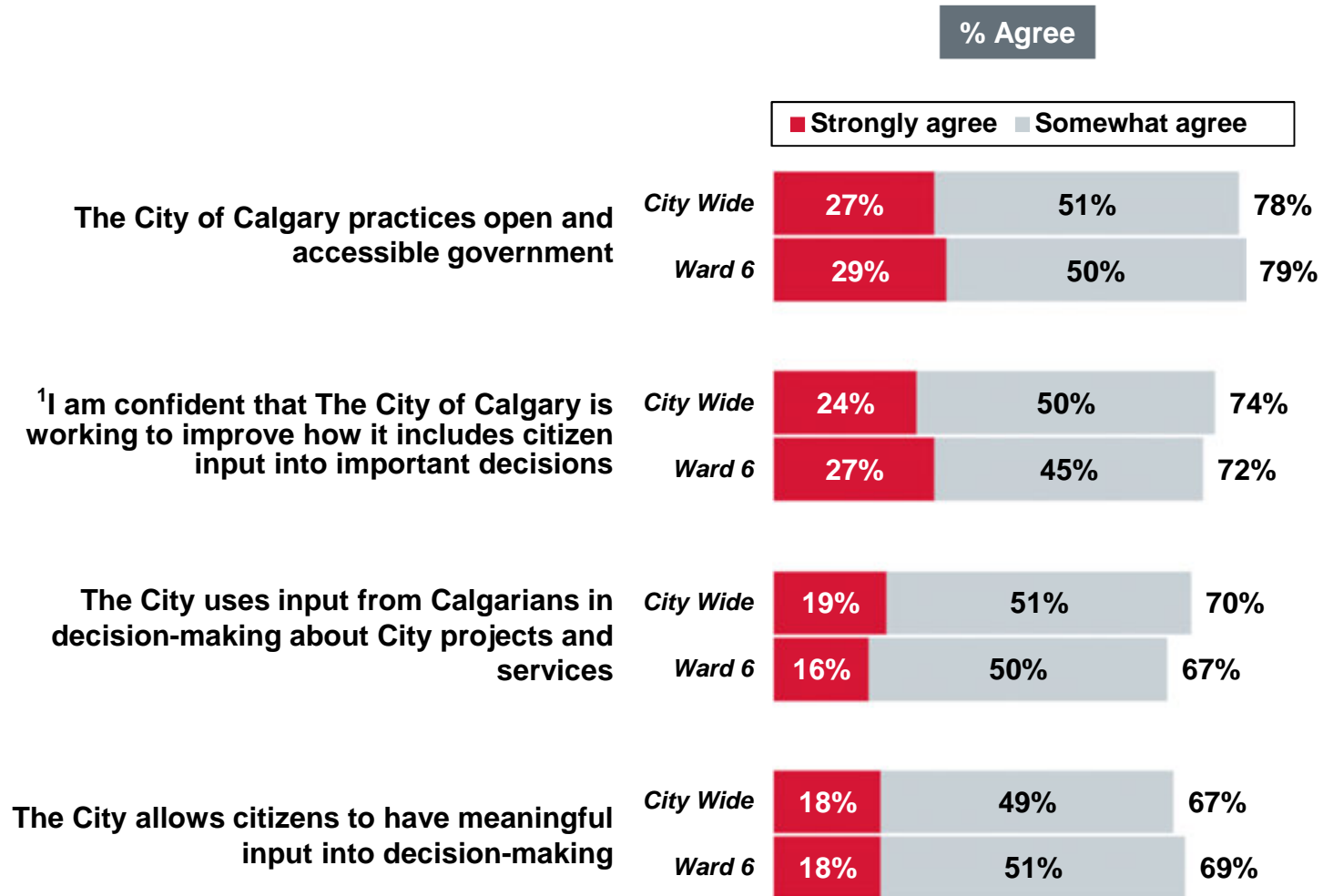


Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (City Wide: n=2,479 / Ward 6: n=176)



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





Demographics

Age

	City Wide	Ward 6
18 to 24	12%	15%
25 to 34	21%	21%
35 to 44	17%	17%
45 to 54	19%	18%
55 to 64	13%	15%
65 or older	17%	15%
<i>Mean</i>	45	44

Income

	City Wide	Ward 6
Less than \$30,000	7%	3%
\$30,000 to <\$45,000	8%	6%
\$45,000 to <\$60,000	12%	9%
\$60,000 to <\$75,000	9%	7%
\$75,000 to <\$90,000	8%	8%
\$90,000 to <\$105,000	11%	11%
\$105,000 to <\$120,000	11%	13%
\$120,000 to <\$150,000	12%	15%
\$150,000 or more	23%	29%

Education

	City Wide	Ward 6
Completed high school or less	16%	6%
Some post secondary or completed a college diploma	38%	39%
Completed university degree or post-grad degree	46%	55%

Base: Valid respondents (Bases vary)



Household Characteristics

Type of Home

	City Wide	Ward 6
Single-detached house	69%	70%
Apartment or apartment-style condominium	13%	9%
Duplex, triplex or fourplex	9%	6%
Townhouse or rowhouse	8%	14%
Another type of multi-dwelling unit	1%	1%

Children and Seniors in Household

	City Wide	Ward 6
Yes - Children	35%	39%
Yes - Seniors	17%	16%

Household Size

	City Wide	Ward 6
1	14%	13%
2	32%	28%
3	18%	19%
4	22%	27%
5 or more	15%	14%
<i>Mean</i>	3.0	3.1

Responsible for Property Taxes

	City Wide	Ward 6
Yes	84%	81%
No	16%	19%

Own or Rent

	City Wide	Ward 6
Own	75%	76%
Rent	20%	18%
Other	1%	3%
Neither	4%	3%

Tenure in Calgary

	City Wide	Ward 6
Less than 5 years	7%	8%
5 to less than 10 years	10%	11%
10 to less than 15 years	10%	8%
15 to less than 20 years	11%	13%
20 to less than 30 years	24%	20%
30 to less than 40 years	15%	15%
40 or more	24%	23%
<i>Mean</i>	26	26

Base: Valid respondents (Bases vary)



Respondent Characteristics

Born in Canada

	City Wide	Ward 6
Yes	73%	73%
No	27%	27%

Age Left Country of Birth

Base: Not born in Canada	City Wide (n=656)	Ward 6 (n=48)
Less than 12	28%	40%
12 to 17	12%	14%
18 or older	60%	46%
No response	-	-

Ethnic Background

	City Wide	Ward 6
Caucasian/ White	23%	22%
British	20%	19%
Canadian/ French Canadian	16%	15%
Northern or Western European	12%	13%
Southern or Eastern European	11%	13%
East or Southeast Asian	11%	11%
South Asian	7%	5%
Central/ South American or Caribbean	3%	3%
West Asian or Middle Eastern	2%	3%
African	2%	2%
Aboriginal/ First Nations/ Metis	2%	2%

Disability

	City Wide	Ward 6
Yes	16%	15%
No	84%	85%

Visible Minority

	City Wide	Ward 6
Yes	25%	30%
No	75%	70%

Base: Valid respondents (Bases vary)



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