

Calgary



# 2025 Fall Survey of Calgarians

Ward 13 – Final Report

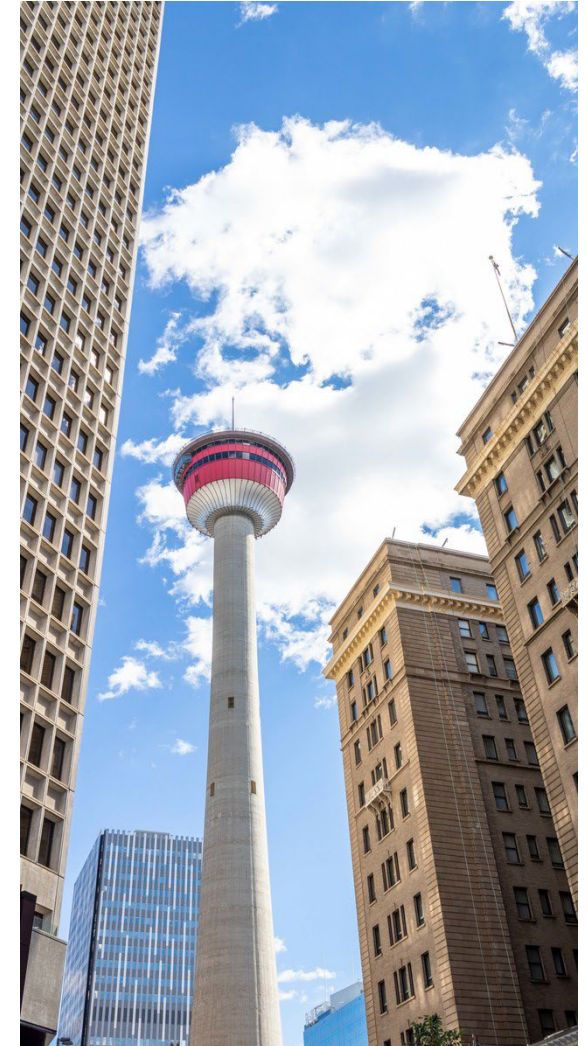
November 2025

Prepared by:



# Table of contents

Methodology	03
Interpreting results	04
2025 Fall highlights	05
Quality of life	10
Calgarians' priorities	23
City services and programs	25
Taxation	27
Customer service, engagement and communication	30
City reputation and performance	35
Council focus areas	42
Housing, transit and downtown revitalization	46
Respondent profile	52



## Methodology

- The survey was conducted by Ipsos Public Affairs from July 30, 2025 to August 28, 2025 with 2,500 Calgarians via telephone. A total of 189 interviews were conducted with residents of Ward 13. The average time to complete the survey was 27 minutes.
- The survey was conducted using random digit dialing with numbers from both landlines (40%) and cell phones (60%) to obtain a random and statistically-representative sample of Calgarians.
- The margin of error for the total City Wide sample of n=2,500 is  $\pm 1.96$  percentage points, 19 times out of 20. The margin of error for Ward 13 is  $\pm 7.13$  percentage points.
- To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city ward of the general population aged 18 and older.
- Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender, quadrant and city ward to ensure the composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, the sample size for each question represents the number of actual respondents (i.e., unweighted n).

# Interpreting results

## Interpreting results

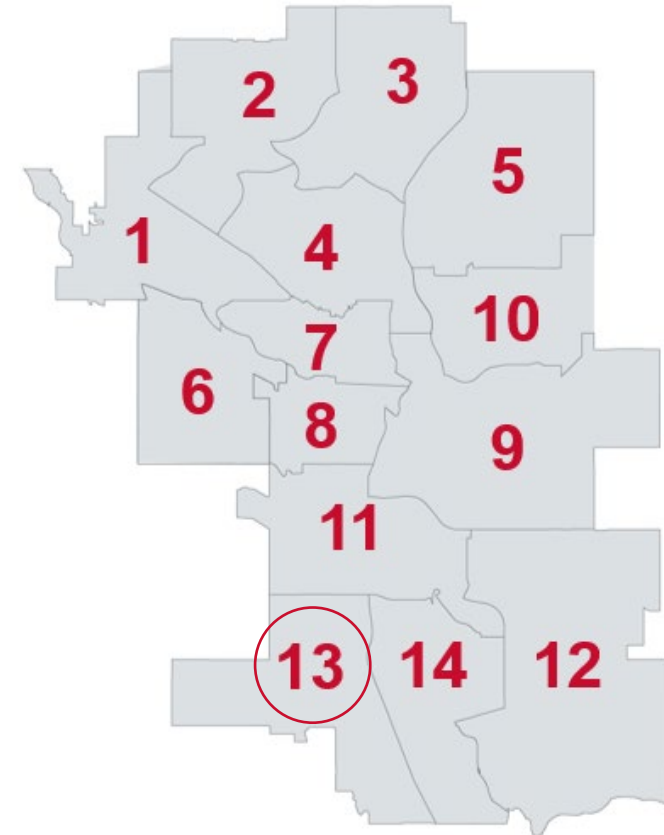
Results are statistically compared with those of City Wide:

- ↑ indicates number is significantly higher than City Wide
- ↓ indicates number is significantly lower than City Wide

Where possible, Fall 2025 results for Ward 13 are compared to those from Fall 2024 as indicated by a grey dotted box:

- Ward 13 2024
- Only statistically significant differences are shown

Some bar charts in this report do not add to 100% due to rounding. Instances of rounding are denoted by a \* symbol.







# 2025 Fall highlights: Ward 13

## Quality of life

I am proud to live in my neighbourhood



I feel safe walking alone in my neighbourhood after dark



Calgary is a great place to make a life



Good quality of life



Calgary is a great place to make a living



Calgary is on the right track to be a better city in 10 years



## Value for taxes and satisfaction with services and programs



Satisfied with customer service



Satisfied with City services and programs



Good value for tax dollars

## Calgarians' priorities (top 3)



43%

Infrastructure, traffic and roads



23%

Crime, safety and policing



13%

Transit



13%

Homelessness, poverty and affordable housing

## City reputation and performance



89%

Agree Calgary is a city that celebrates culture, heritage and diversity



62%

Agree City practices open and accessible government



56%

Satisfied with performance of Council and Administration



84%

Agree City is building meaningful relationships with Indigenous partners



46%

Trust The City of Calgary

↑/↓ Statistically higher/lower than City Wide



# Difference in Ward 13 vs. City Wide (Top scores)

		Ward 13	City Wide
Quality of life	I am proud to be a Calgarian (agree)	87%↑	81%
	Calgary is a great place to make a life (agree)	80%↑	73%
	Calgary is a great place to make a living (agree)	76%↑	68%
Calgarians' priorities	Net - Economy	4%↓	10%
	Net - Taxes	14%↑	8%
	Poverty/ homelessness/ related social issues	6%↓	12%
City services and programs	No statistically significant differences in top scores	-	-
Taxation	No statistically significant differences in top scores	-	-
Customer service, engagement and communication	No statistically significant differences in top scores	-	-

A "Net" is a combination of 2 or more mentions that cover a specific theme

↑/↓ Statistically higher/lower than City Wide






# Difference in Ward 13 vs. City Wide (Top scores)

		Ward 13	City Wide
	City reputation and performance	No statistically significant differences in top scores	-
	Council focus areas	No statistically significant differences in top scores	-
	Housing, transit and downtown revitalization	No statistically significant differences in top scores	-

A “Net” is a combination of 2 or more mentions that cover a specific theme

↑/↓ Statistically higher/lower than City Wide

# Year-over-year changes in Ward 13 (Top scores)




		2025	2024
	Quality of life	Perceived change in quality of life (worsened)	57%↓ 69%
		Net - Environment and waste management	9%↓ 20%
	Calgarians' priorities	Net - Economy	4%↓ 15%
		Planning/ development/ land use issues	7%↑ 2%
	City services and programs	Satisfied with the overall level and quality of City services and programs	71%↑ 60%
	Taxation	Balancing taxation and service delivery levels – Increase taxes	56%↑ 40%
		Increase taxes at current inflation rate to maintain services at current levels	47%↑ 36%
	Customer service, engagement and communication	I am satisfied with the overall quality of customer service provided by The City of Calgary (agree)	78%↑ 66%
		The City responds quickly to requests and concerns (agree)	70%↑ 56%
		The City uses input from Calgarians in decision making about City projects and services (agree)	58%↑ 45%

A “Net” is a combination of 2 or more mentions that cover a specific theme

↑/↓ Statistically higher/lower than Fall 2024



# Year-over-year changes in Ward 13 (Top scores)

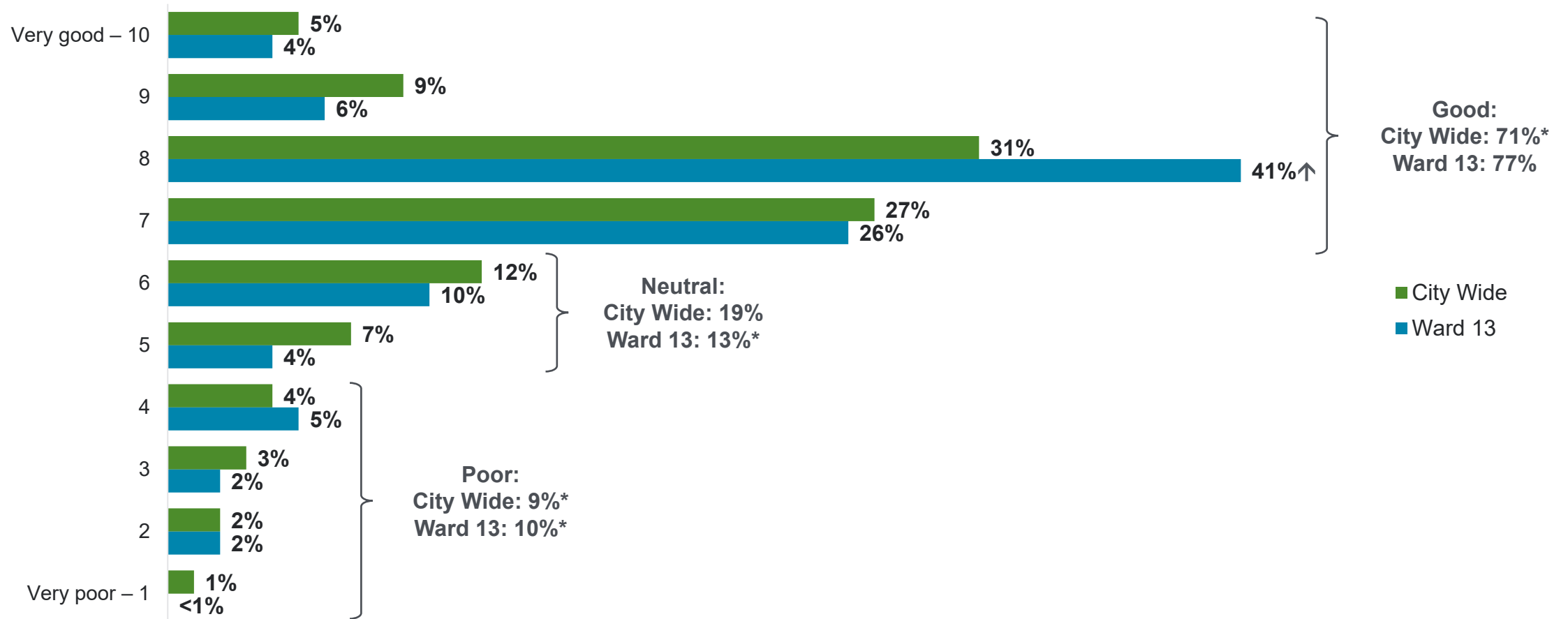
		2025	2024
	City reputation and performance	No statistically significant differences in top scores	
		-	-
	Council focus areas	No statistically significant differences in top scores	
		-	-
	Housing, transit and downtown revitalization	The City should explore ways to make home ownership more achievable for all Calgarians (agree)	
		91%↑	74%
		The City should be investing more to address transit safety issues (agree)	
		97%↑	86%
		It is important for The City to expand the CTrain to Calgary’s airport (agree)	
		94%↑	81%

↑/↓ Statistically higher/lower than Fall 2024



# Quality of life

# Overall quality of life in Calgary



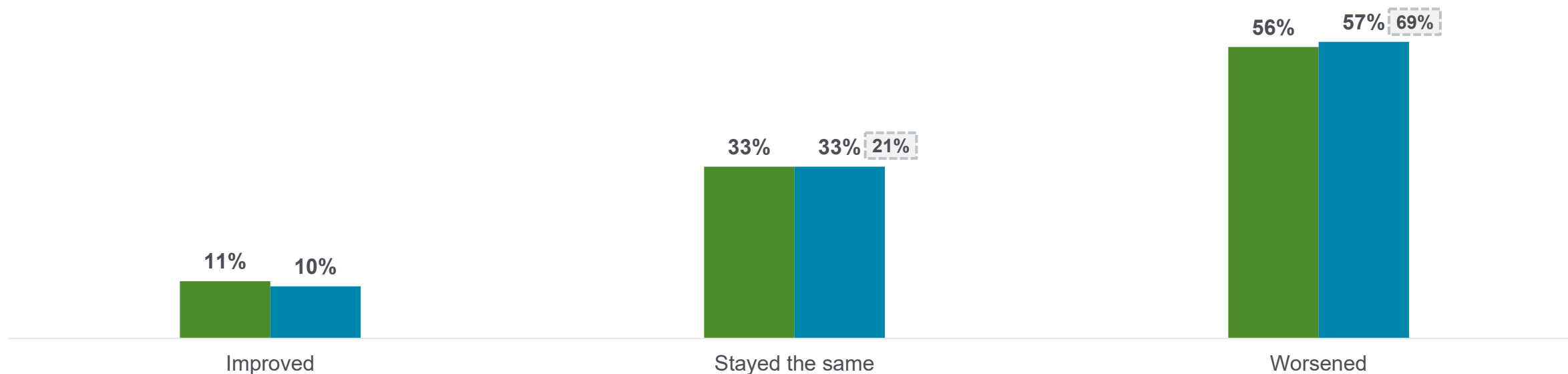
Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?  
Base: Valid respondents: City Wide (n=2,494) / Ward 13 (n=189)

\*Rounding

↑/↓ Statistically higher/lower than City Wide

# Perceived change in quality of life

■ City Wide ■ Ward 13

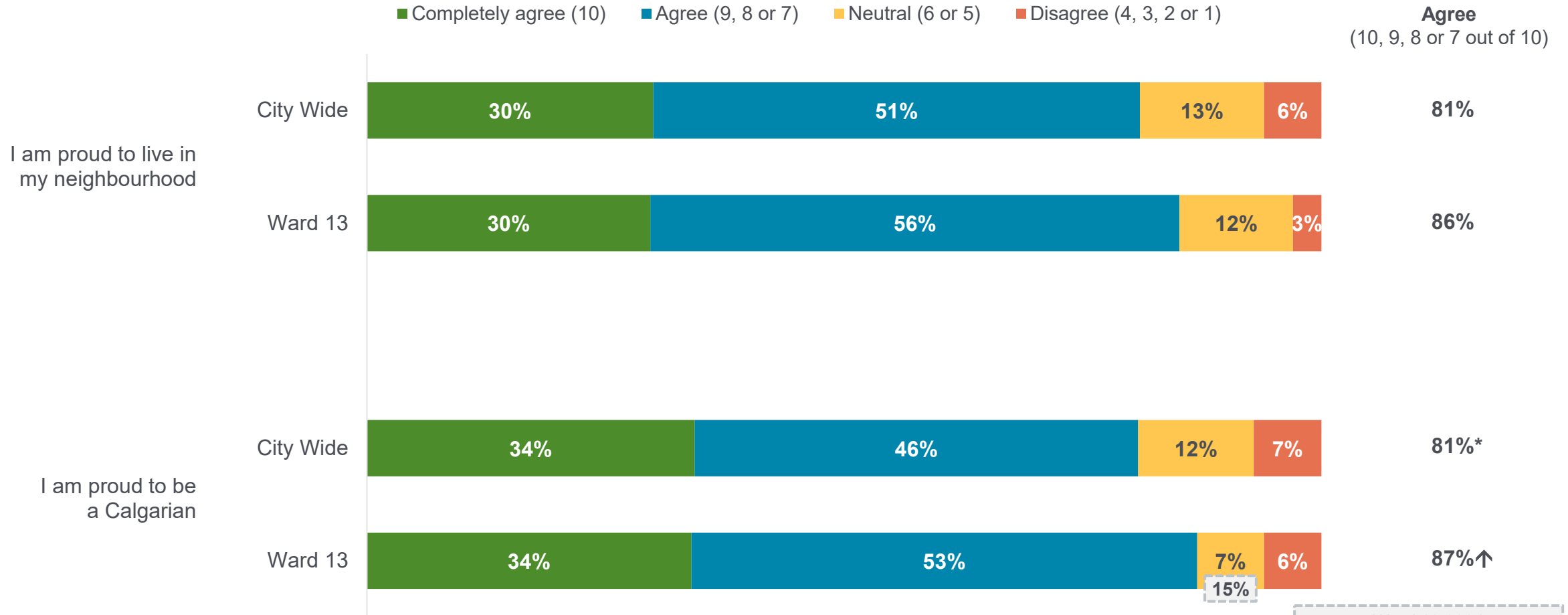


Q. Do you feel that the quality of life in the city of Calgary in the past three years has ...?

Base: Valid respondents: City Wide (n=2,475) / Ward 13 (n=187)

Ward 13 2024

# Connectedness



Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
Base: Valid respondents (bases vary)

Ward 13 2024

\*Rounding

↑/↓ Statistically higher/lower than City Wide



# Make a life and make a living

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

**Agree**  
(10, 9, 8 or 7 out of 10)

Calgary is a great place  
to make a life

City Wide



**73%**

Ward 13



**80%↑**

Calgary is a great place  
to make a living

City Wide



**68%**

Ward 13



**76%↑**

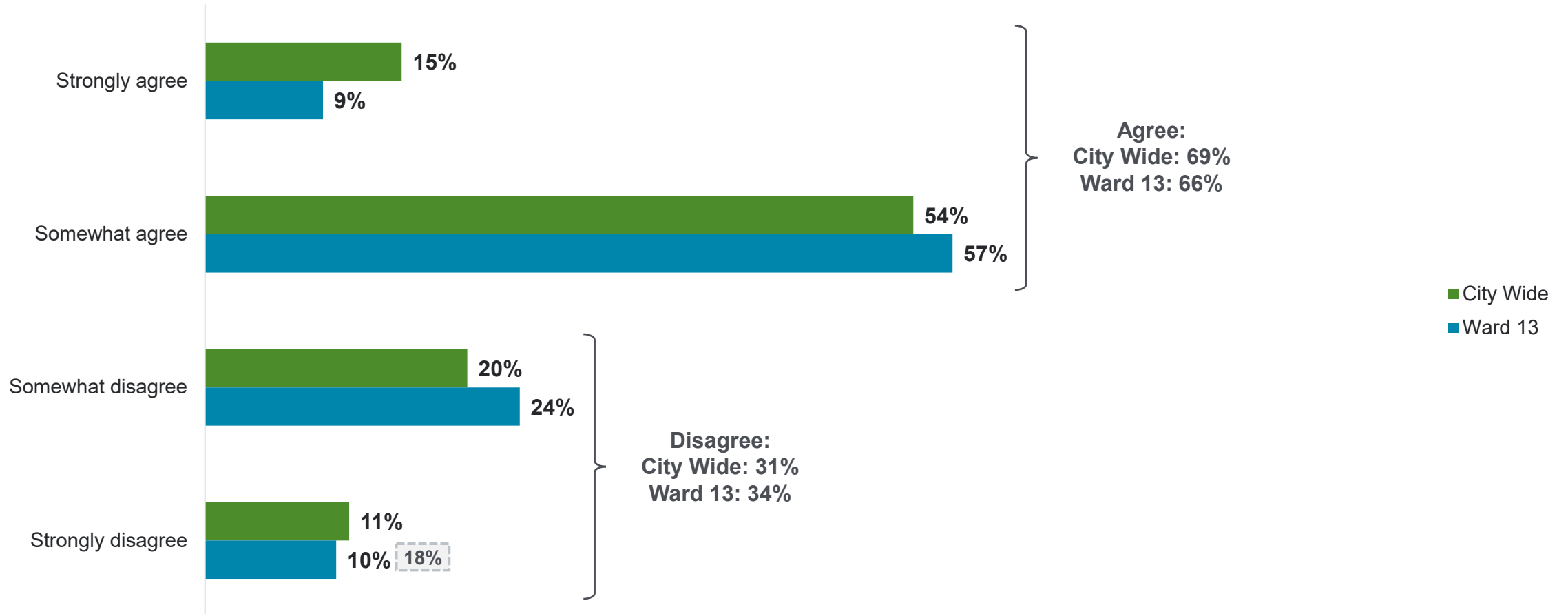
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (bases vary)

↑/↓ Statistically higher/lower  
than City Wide



# On the right track to be a better city



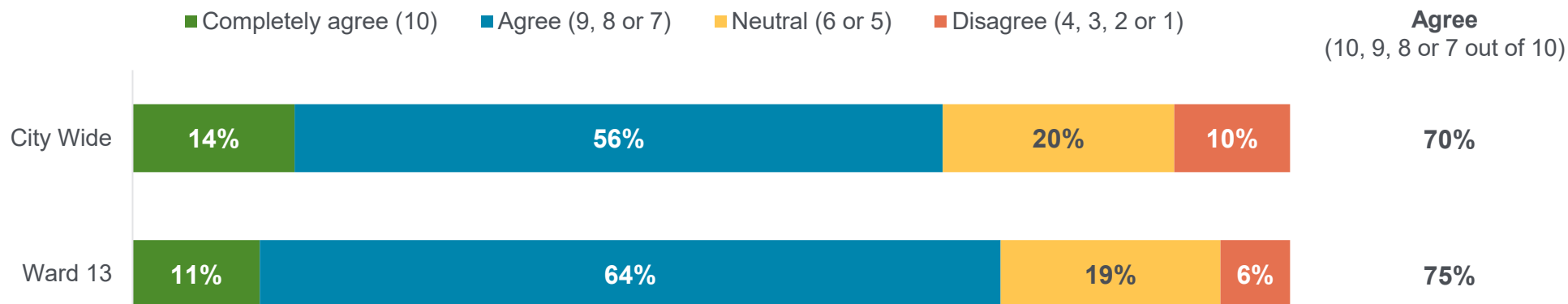
Q. There are challenges facing The City of Calgary today, but also success stories. Do you agree or disagree that: Calgary is on the right track to be a better city 10 years from now.

Base: Valid respondents: City Wide (n=2,484) / Ward 13 (n=189)

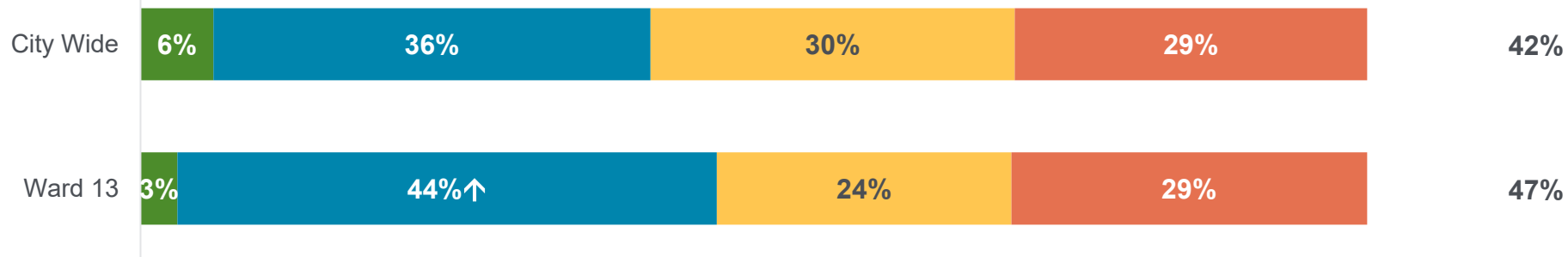
Ward 13 2024

# Inclusivity and future direction

The City of Calgary 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



Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
Base: Valid respondents (bases vary)

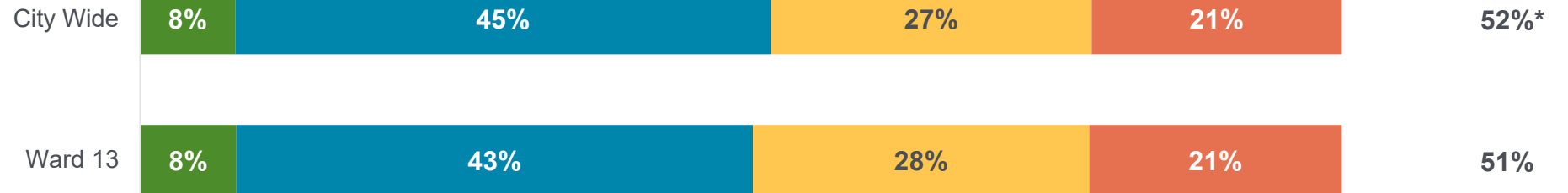
↑/↓ Statistically higher/lower than City Wide

# Inclusivity

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

**Agree**  
(10, 9, 8 or 7 out of 10)

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



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

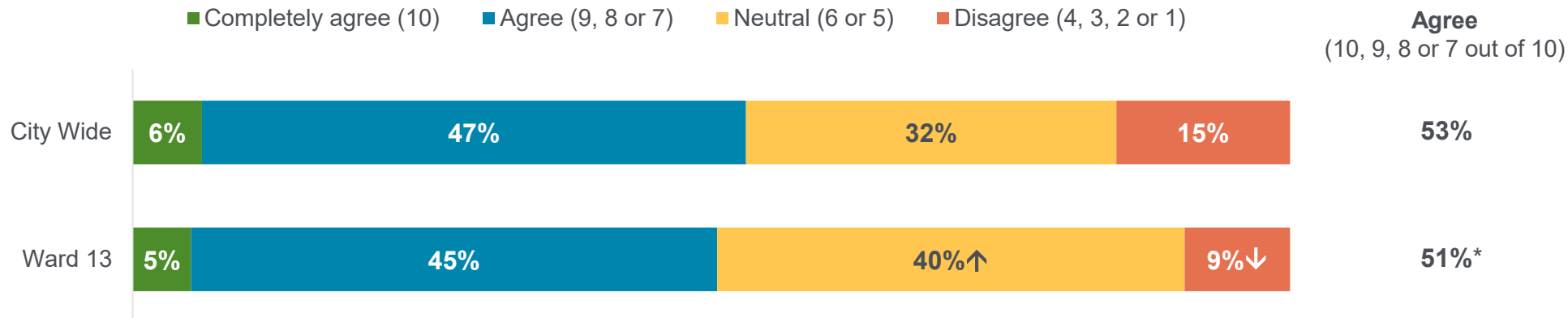


Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
Base: Valid respondents (bases vary)

\*Rounding

# City programs to reduce environmental impact

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

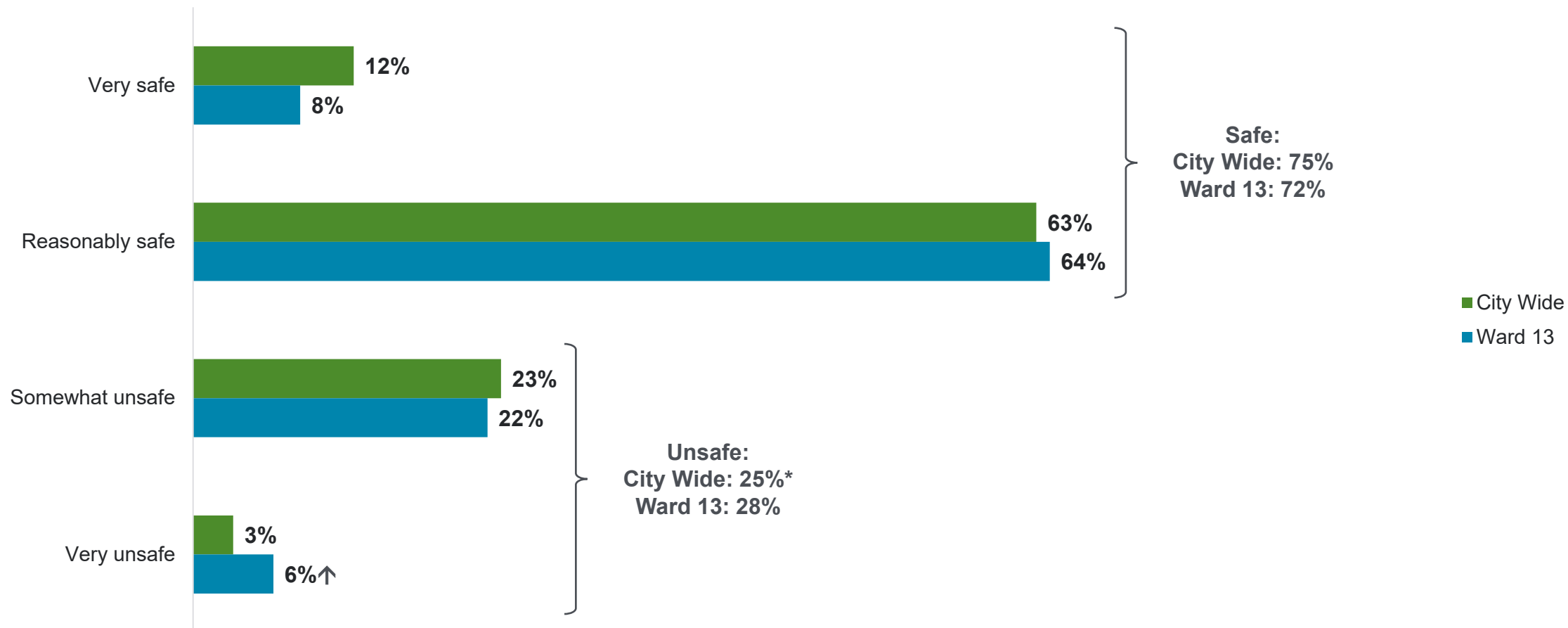


Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
Base: Valid respondents City Wide (n=2,425) / Ward 13 (n=182)

\*Rounding

↑/↓ Statistically higher/lower than City Wide

# Overall perceived safety of the city of Calgary

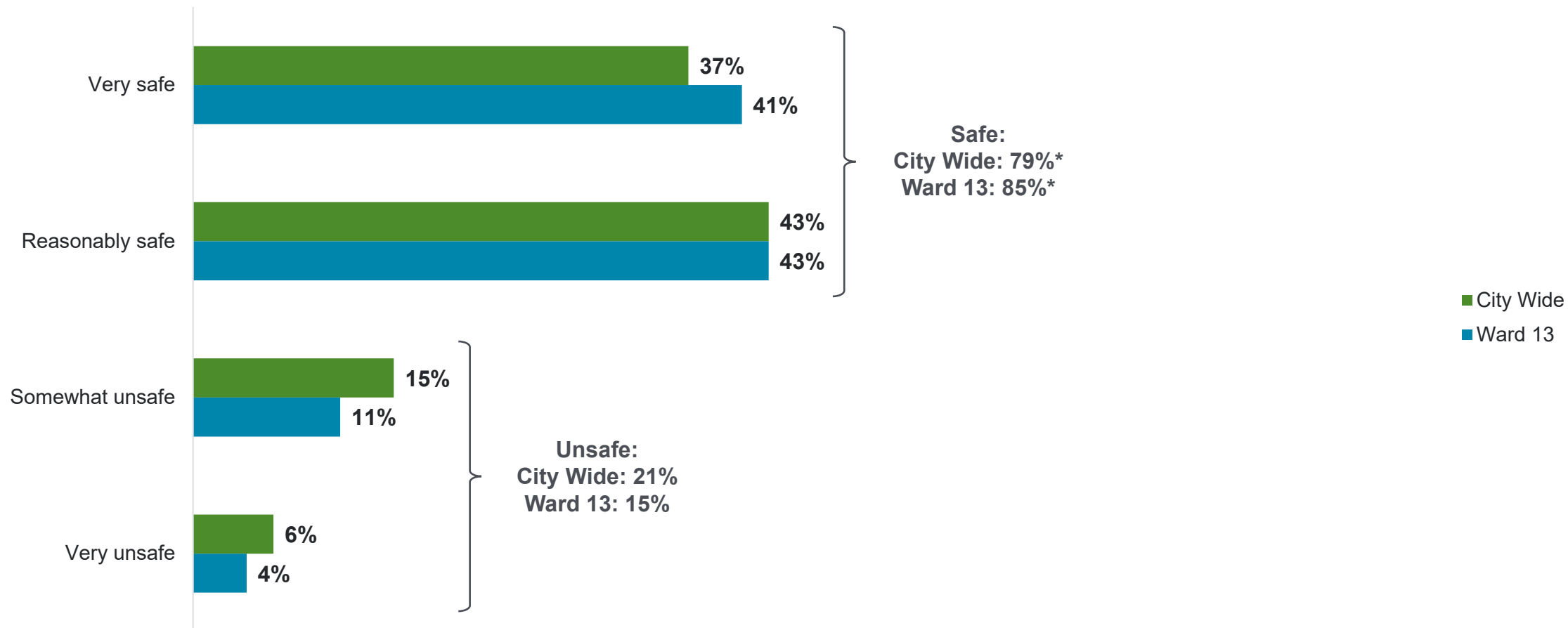


Q. How safe or unsafe do you think Calgary is overall?  
 Base: Valid respondents: City Wide (n=2,492) / Ward 13 (n=189)

\*Rounding

↑/↓ Statistically higher/lower than City Wide

# Perceived safety in own neighbourhood



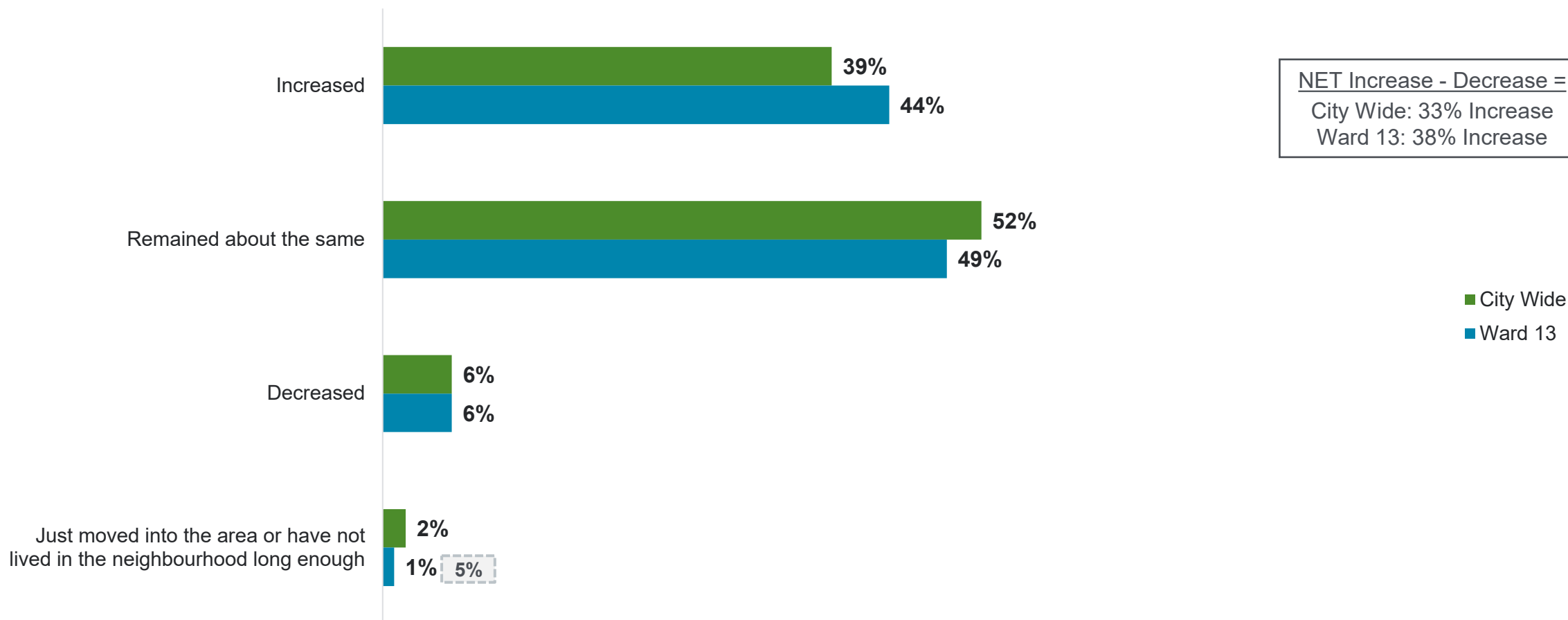
Q. How safe do you feel or would you feel walking alone in your neighbourhood after dark?

Base: Valid respondents: City Wide (n=2,490) / Ward 13 (n=187)

\*Rounding



# Perceived change in neighbourhood crime

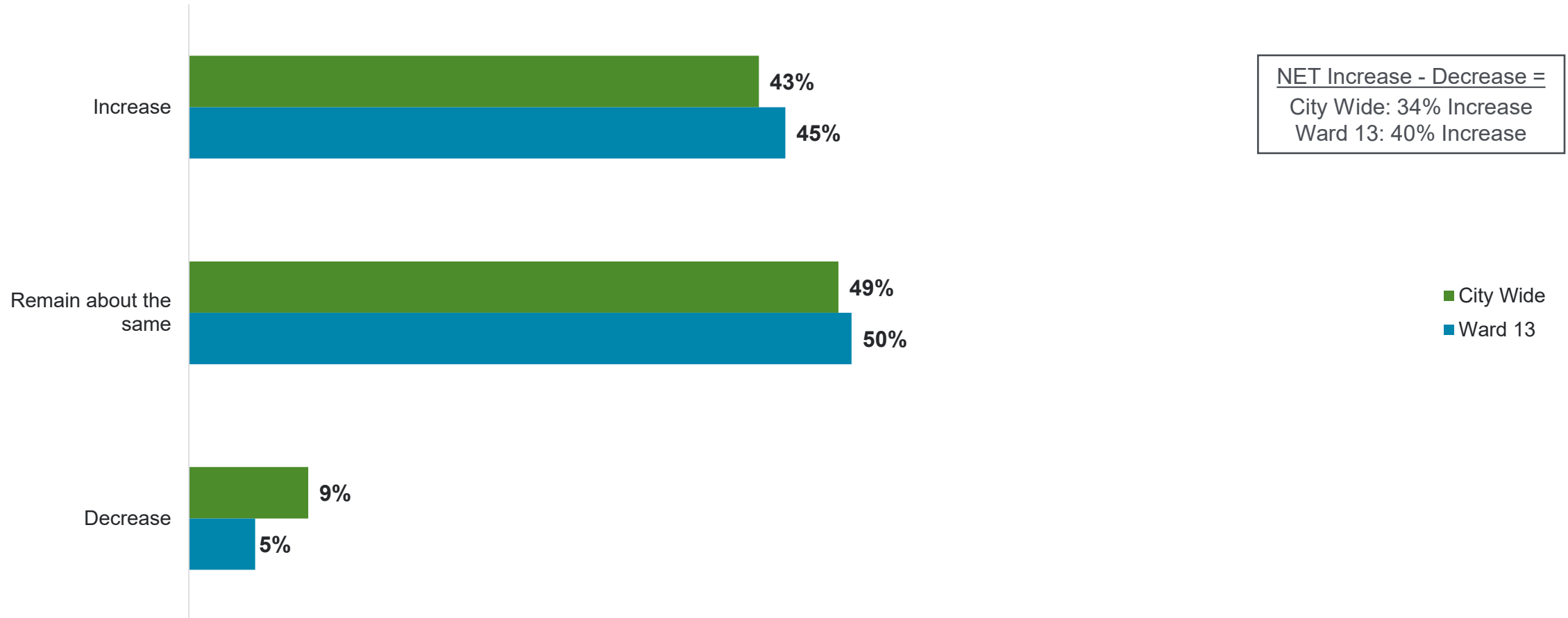


Q. During the last three years, do you think that crime in your neighbourhood has increased, decreased or remained about the same?

Base: Valid respondents: City Wide (n=2,471) / Ward 13 (n=189)

Ward 13 2024

# Change in neighbourhood crime next three years



Q. And thinking about the next three years, do you think that crime in your neighbourhood will increase, decrease, or remain about the same?

Base: Valid respondents: City Wide (n=2,461) / Ward 13 (n=186)



# Calgarians' priorities

Multiple responses allowed

Total City Wide mentions of  
<5% are not shownData labels of <3% are  
not shownA "Net" is a combination of 2  
or more mentions that cover a  
specific theme.

# Calgarians' priorities

	■ First mention	■ Other mentions	Total	Ward 13
<b>Net - Infrastructure, traffic and roads</b>	<b>22%</b>	<b>17%</b>	<b>39%</b>	<b>43%</b>
Infrastructure maintenance/ improvement/ development	6%	7%	13%	15%
Road conditions	5%	6%	11%	15%
Traffic congestion	4%	3%	7%	5%
<b>Net - Crime, safety and policing</b>	<b>14%</b>	<b>9%</b>	<b>23%</b>	<b>23%</b>
Public safety	5%	6%	11%	10%
Crime [incl. Breaking and entering/ gangs/ drug dealers, etc.]	6%	4%	10%	10%
<b>Net - Homelessness, poverty and affordable housing</b>	<b>10%</b>	<b>9%</b>	<b>19%</b>	<b>13%</b>
Poverty/ homelessness/ related social issues	6%	6%	12%	6%↓
Affordable/available housing	4%	4%	8%	6%
<b>Net - Growth and planning</b>	<b>9%</b>	<b>7%</b>	<b>16%</b>	<b>12%</b>
Planning/ development/ land use issues	4%	4%	8%	7% 2%
<b>Net - Transit</b>	<b>7%</b>	<b>6%</b>	<b>13%</b>	<b>13%</b>
Public Transportation [incl. buses/ CTrain/ poor service]	5%	5%	10%	10%
<b>Net - Environment and waste management</b>	<b>5%</b>	<b>6%</b>	<b>11%</b>	<b>9% 20%</b>
Cleaning up the city/ communities/ parks	3%	5%		4%
<b>Net - Economy</b>	<b>6%</b>	<b>4%</b>	<b>10%</b>	<b>4%↓ 15%</b>
Economy/ cost of living	3%	3%	6%	3%
<b>Net - Taxes</b>	<b>4%</b>	<b>4%</b>	<b>8%</b>	<b>14%↑</b>
Taxes/ high taxes	3%	5%		7%
<b>Net - Recreation</b>	<b>6%</b>	<b>8%</b>		<b>9%</b>
<b>Education</b>	<b>3%</b>	<b>5%</b>		<b>5%</b>
<b>None/ no others</b>	<b>9%</b>	<b>10%</b>		<b>13% 5%</b>

Q. 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 (n=2,496) / Ward 13 (n=189)

Ward 13 2024

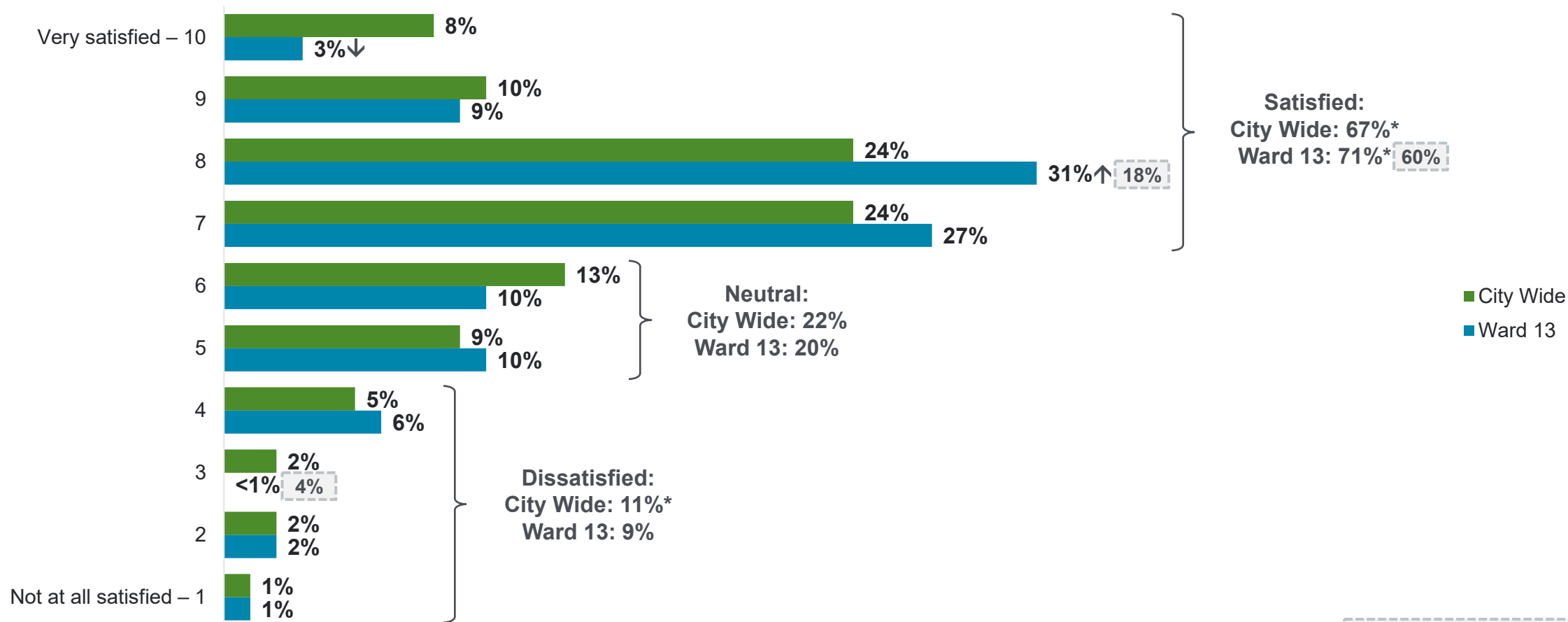
↑/↓ Statistically higher/lower  
than City Wide





# City services and programs

# Satisfaction with the overall level and quality of City services and programs



Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is 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=2,490) / Ward 13 (n=189)

Ward 13 2024

\*Rounding

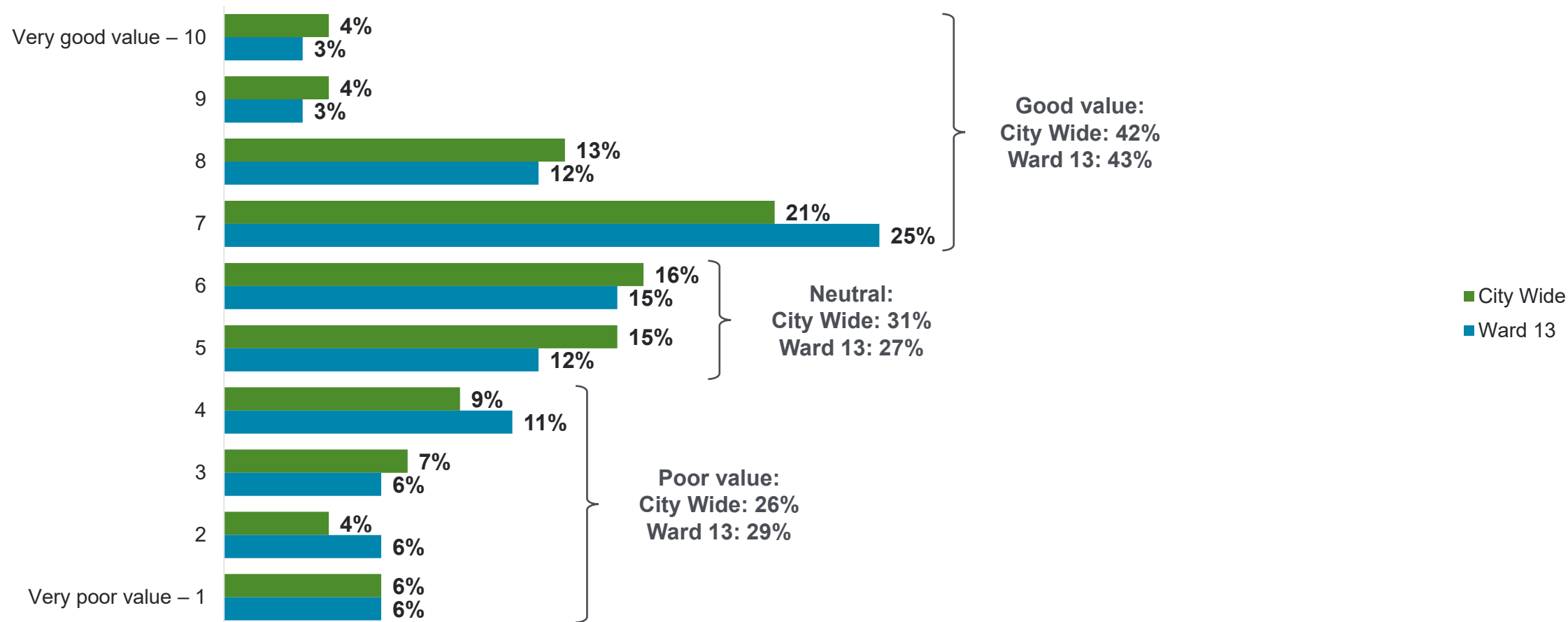
↑/↓ Statistically higher/lower than City Wide





# Taxation

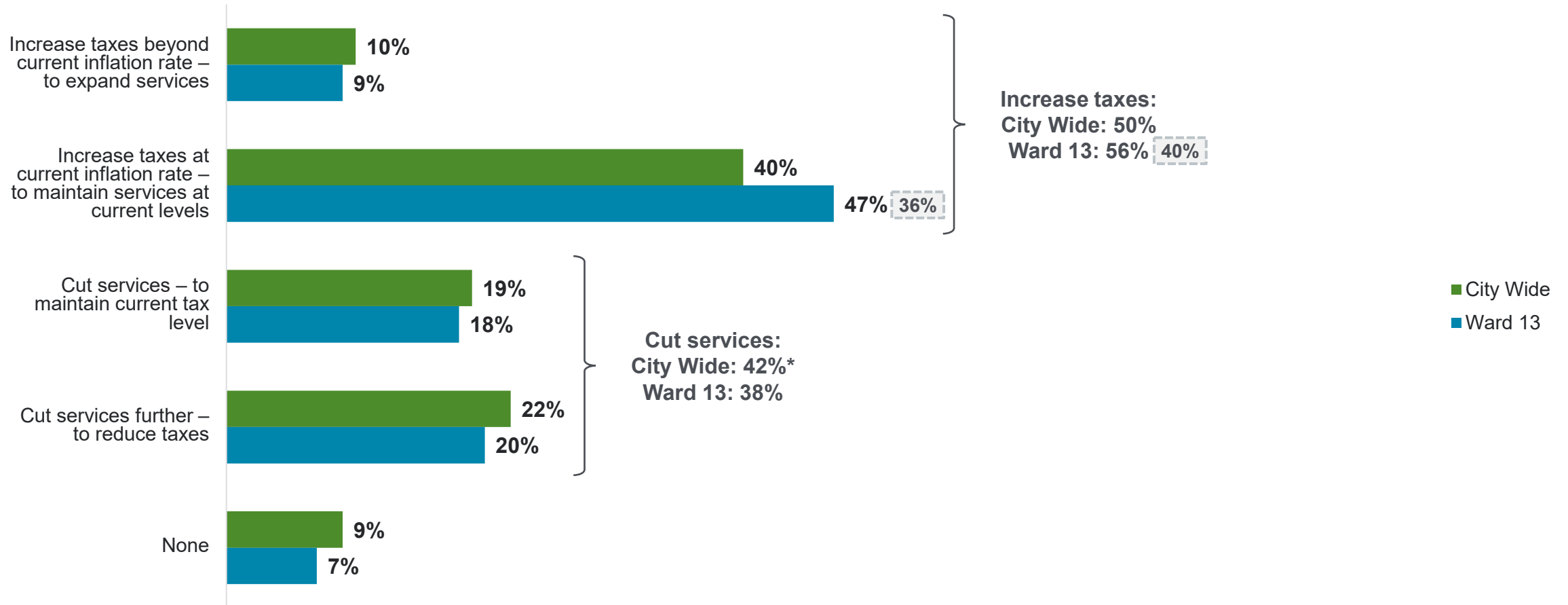
# Perceived value of property taxes



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

Base: Valid respondents: City Wide (n=2,458) / Ward 13 (n=186)

# Balancing taxation and service delivery levels



Q. 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=2,452) / Ward 13 (n=185)

Ward 13 2024

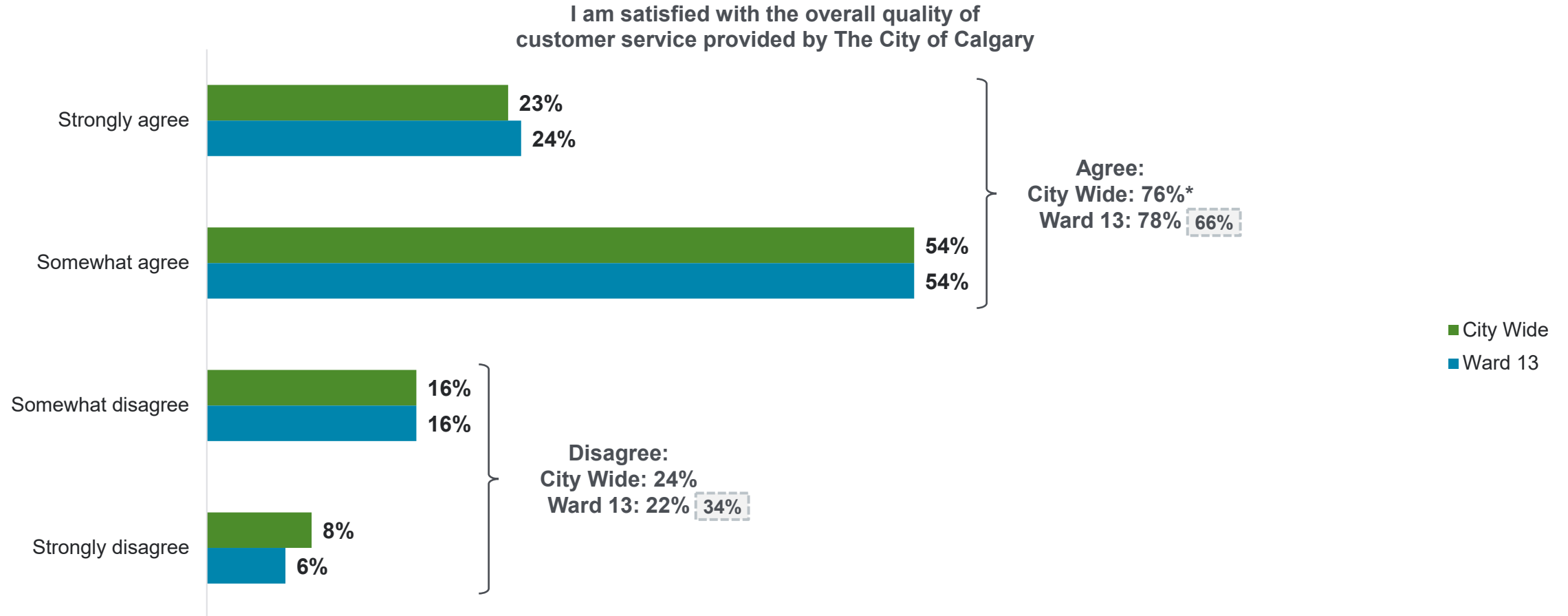
\*Rounding





# Customer service, engagement and communication

# Satisfaction with the overall quality of customer service



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements:

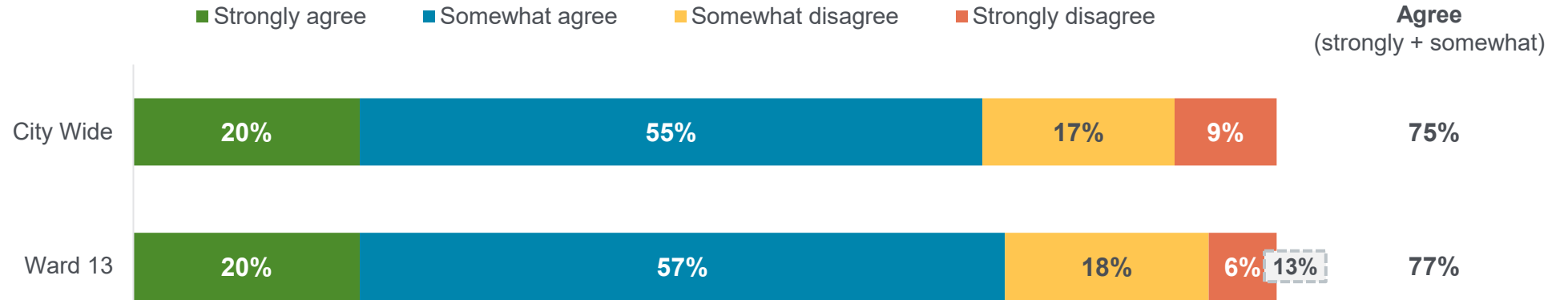
Base: Valid respondents: City Wide (n=2,478) / Ward 13 (n=188)

Ward 13 2024

\*Rounding

# Attitudes regarding customer service

The City of Calgary meets my customer service expectations



The City responds quickly to requests and concerns



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements:  
Base: Valid respondents (bases vary)

Ward 13 2024



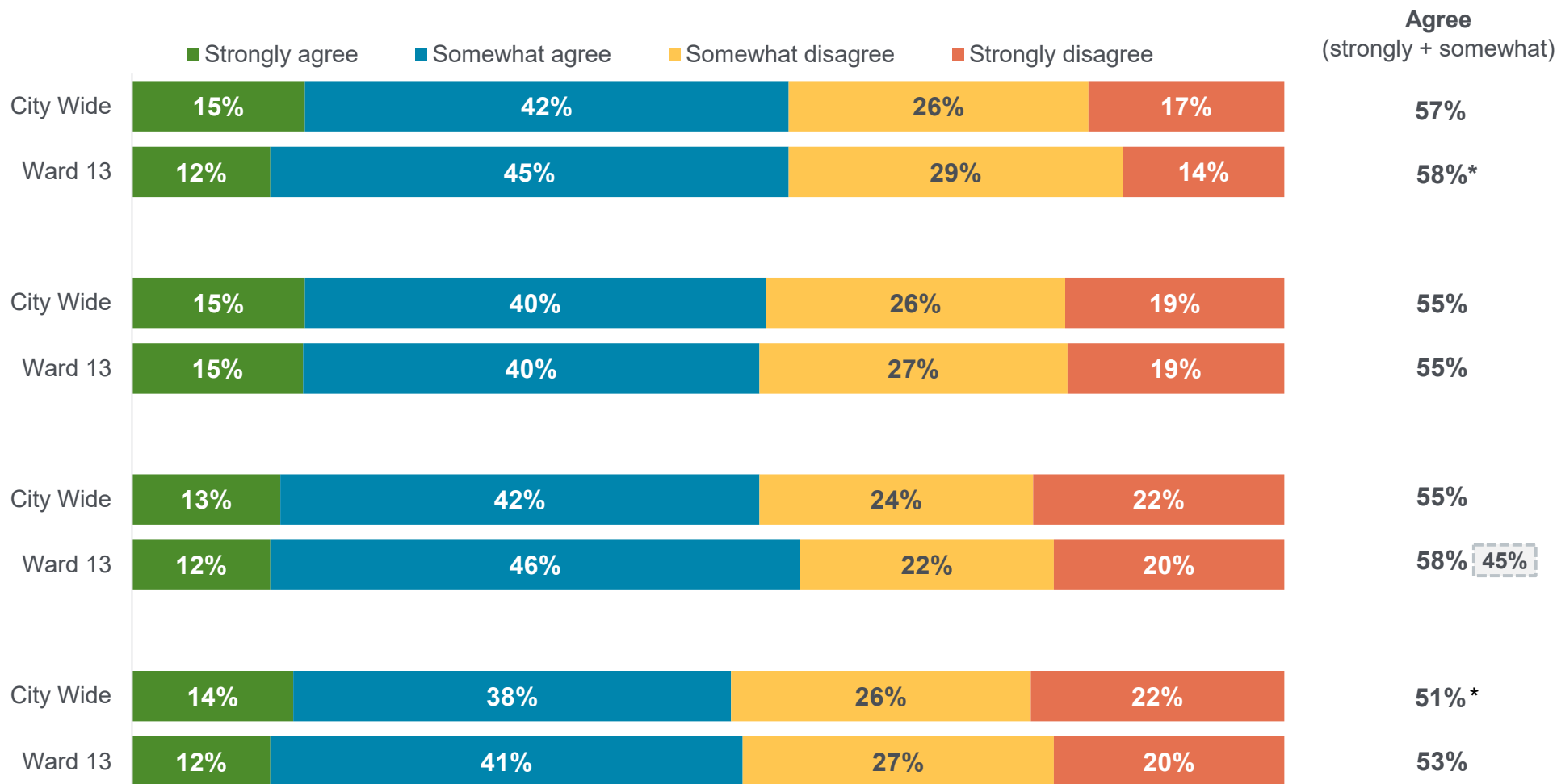
# Perceptions of input

I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions

Calgarians have enough opportunities to provide input into decision making about City projects and services

The City uses input from Calgarians in decision making about City projects and services

The City allows Calgarians to have meaningful input into decision making



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements:

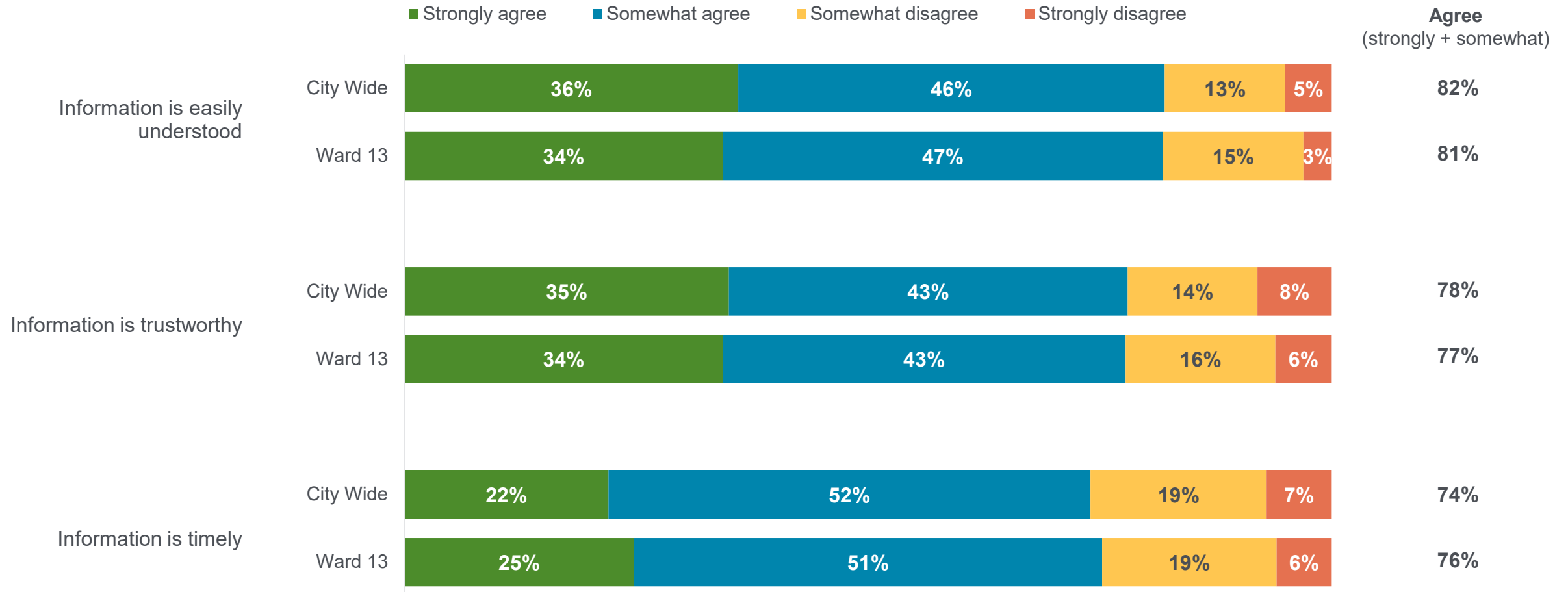
Q. Please tell me if you agree or disagree with each of the following statements:

Base: Valid respondents (bases vary)

Ward 13 2024

\*Rounding

# Information received from The City



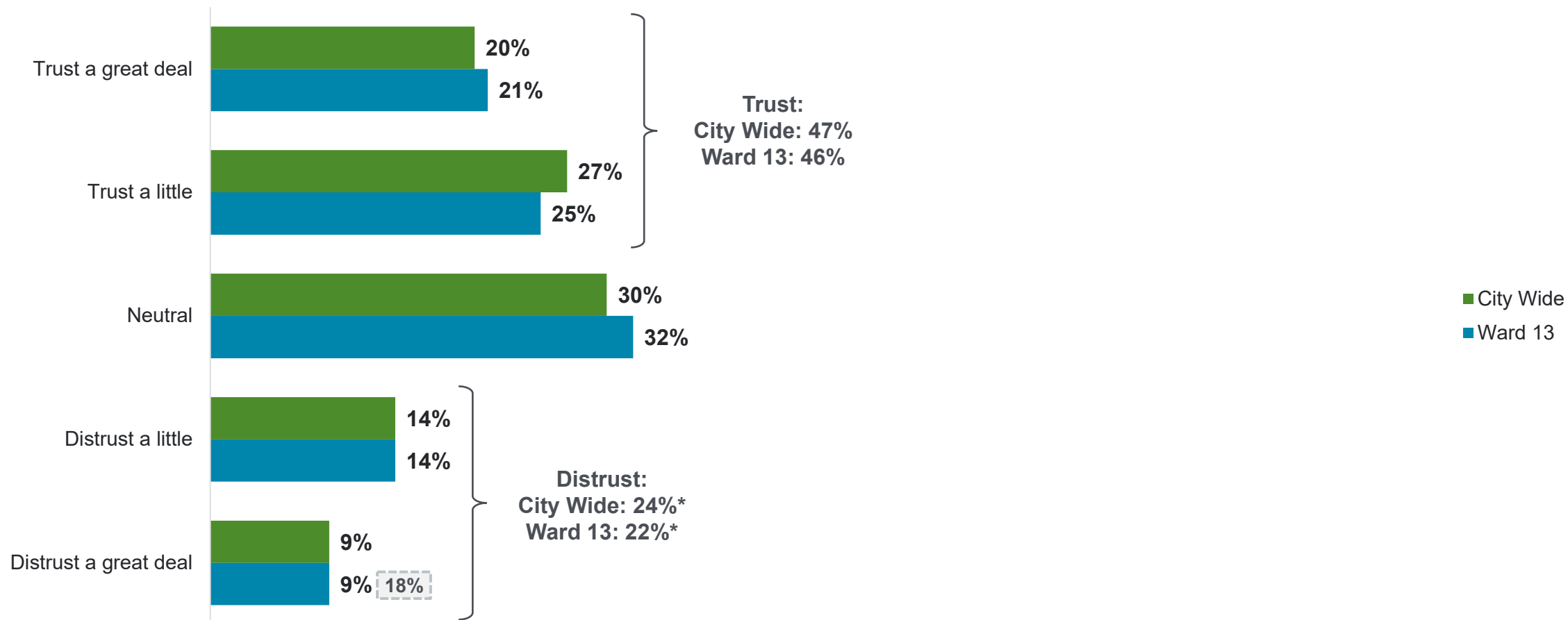
Q. To what extent do you agree or disagree with each of the following statements.  
Base: Valid respondents (bases vary)

New questions added in 2025



# City reputation and performance

# Trust in The City of Calgary



Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?

Base: Valid respondents: City Wide (n=2,489) / Ward 13 (n=187)

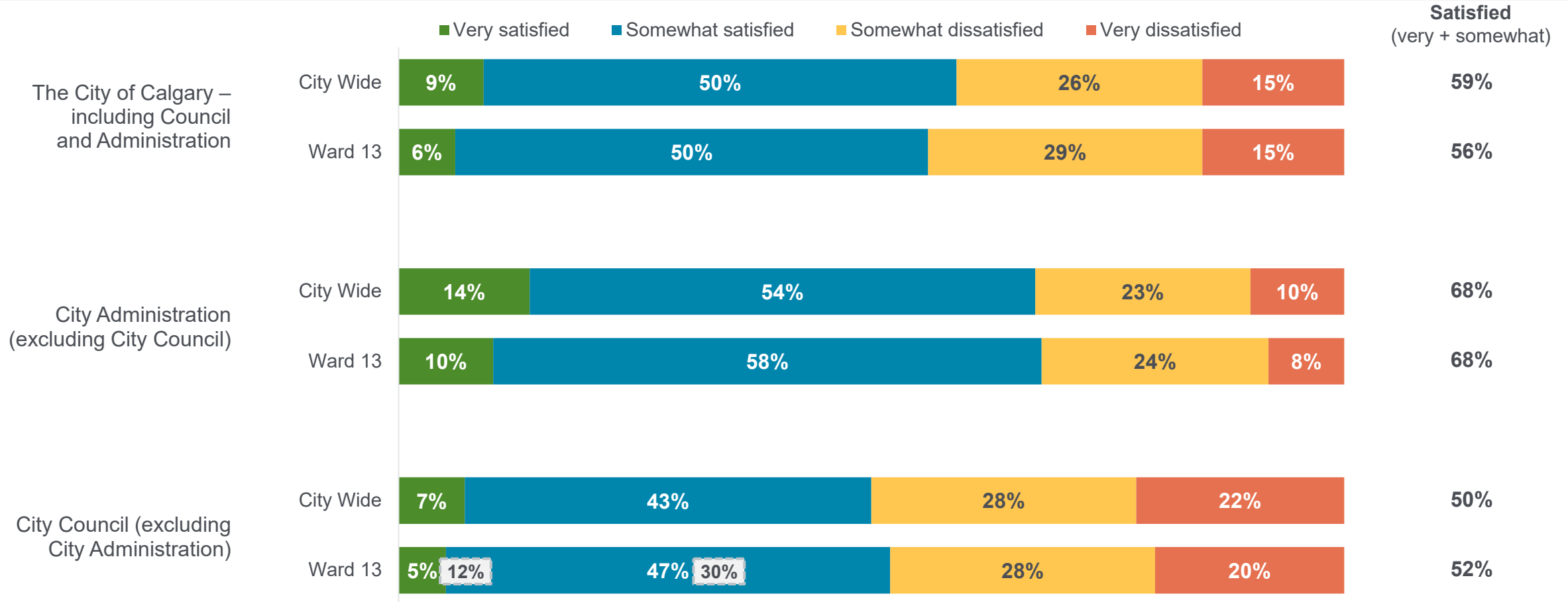
Ward 13 2024

\*Rounding



# 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.

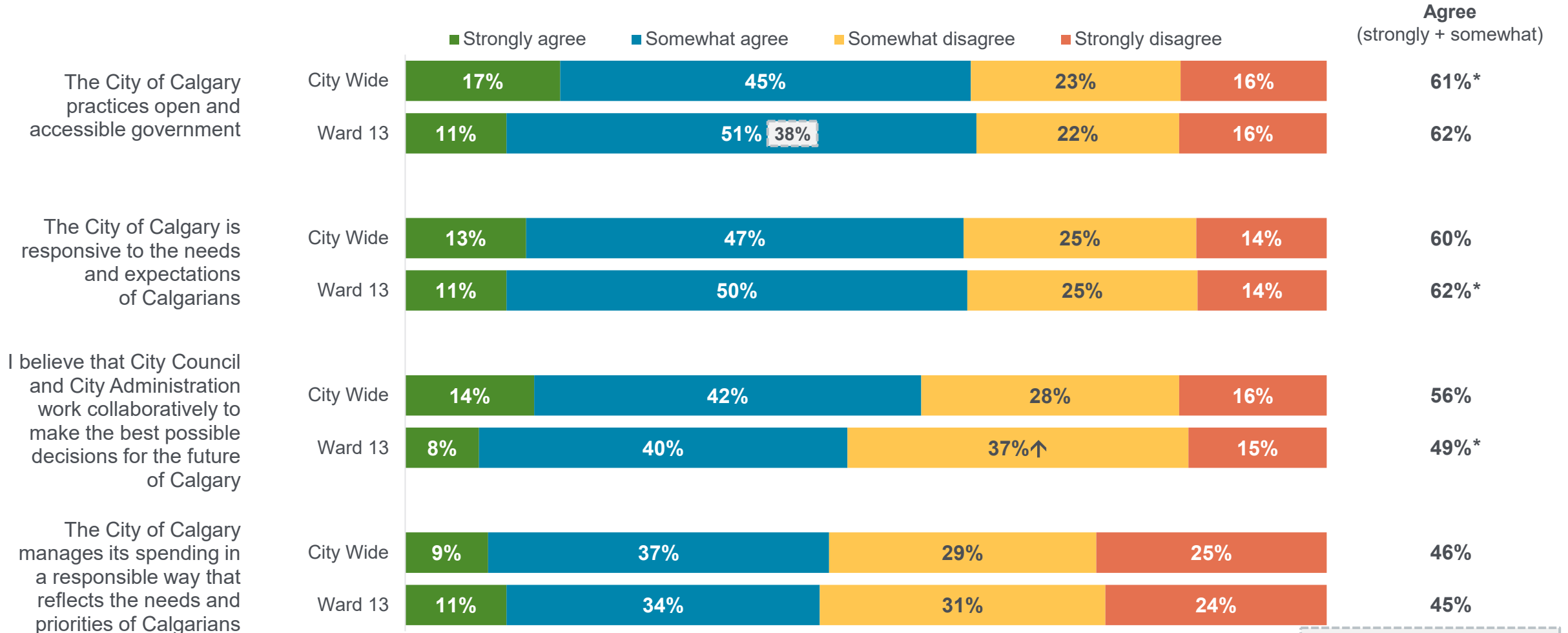


Q. Taking everything into account, how satisfied or dissatisfied are you with the way [INSERT] is going about running our city?

Base: Valid respondents (bases vary)

Ward 13 2024

# Attitudes regarding The City



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the at each of the following:

Q. Please tell me if you agree or disagree with each of the following statements:

Base: Valid respondents (bases vary)

Ward 13 2024

\*Rounding

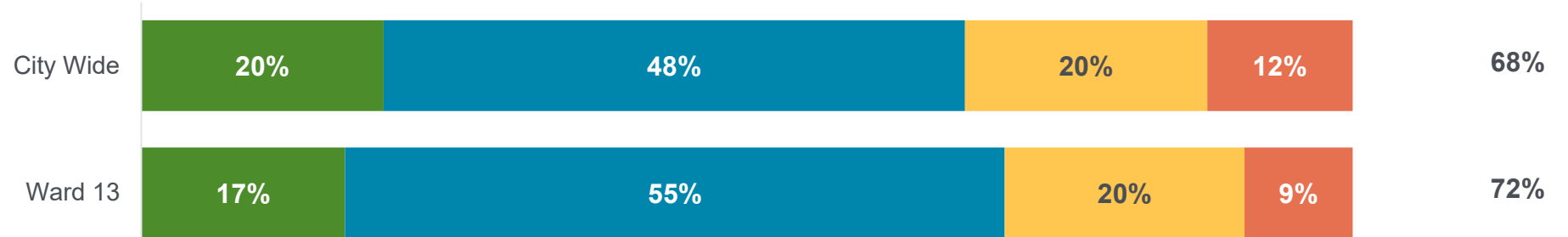
↑/↓ Statistically higher/lower than City Wide

# Government competence

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

**Agree**  
(strongly + somewhat)

The City has the knowledge and expertise to make the right decisions when it comes to important issues facing Calgary



The City focuses on the things that are important



Q. I am going to read some statements, and I'd like you to tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each one.

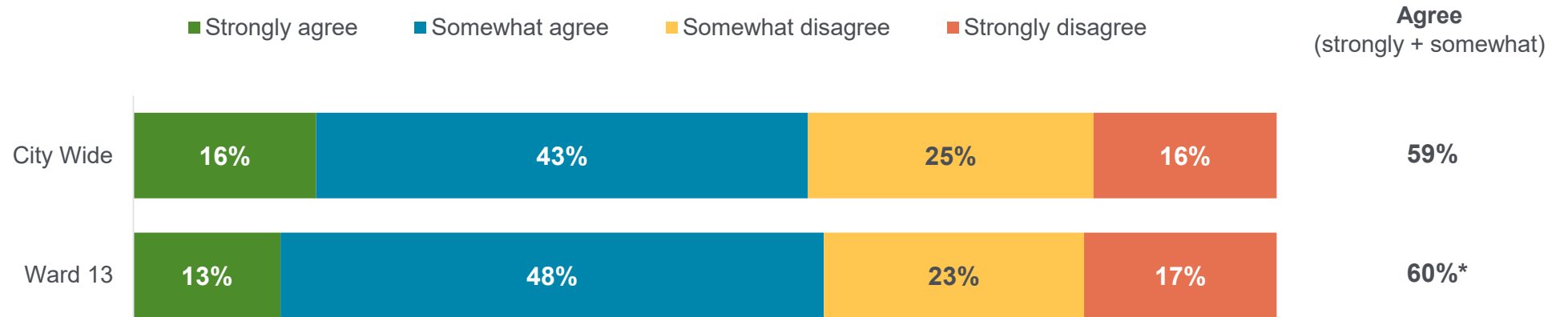
Base: Valid respondents (bases vary)

New questions added in 2025



# Government beneficence

The City's decisions are focused on the needs of Calgarians



The City of Calgary, including both Council and Administration, are accountable for their actions



Q. I am going to read some statements, and I'd like you to tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each one.

Base: Valid respondents (bases vary)

New questions added in 2025

\*Rounding

# Government integrity

Strongly agree

Somewhat agree

Somewhat disagree

Strongly disagree

**Agree**  
(strongly + somewhat)

The City of Calgary can  
be relied on to do what  
it says it will do

City Wide

15%

46%

25%

14%

61%

Ward 13

15%

49%

25%

11%

64%

The City is transparent  
in its decision making  
when it comes to issues  
that affect you as  
a Calgarian

City Wide

14%

41%

27%

18%

55%

Ward 13

15%

39%

30%

16%

54%

Q. I am going to read some statements, and I'd like you to tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each one.

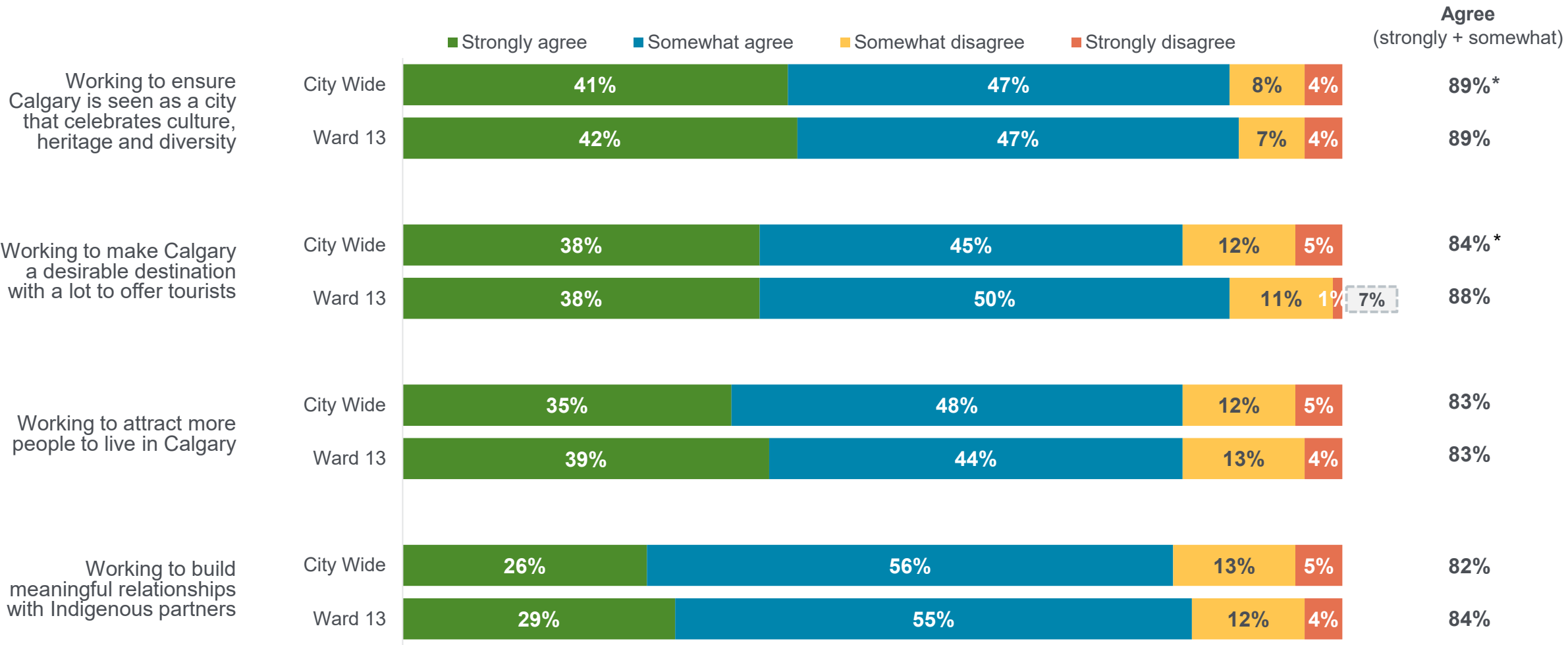
Base: Valid respondents (bases vary)

New questions added in 2025



# Council focus areas

# Perceptions The City is doing a good job on Council focus areas



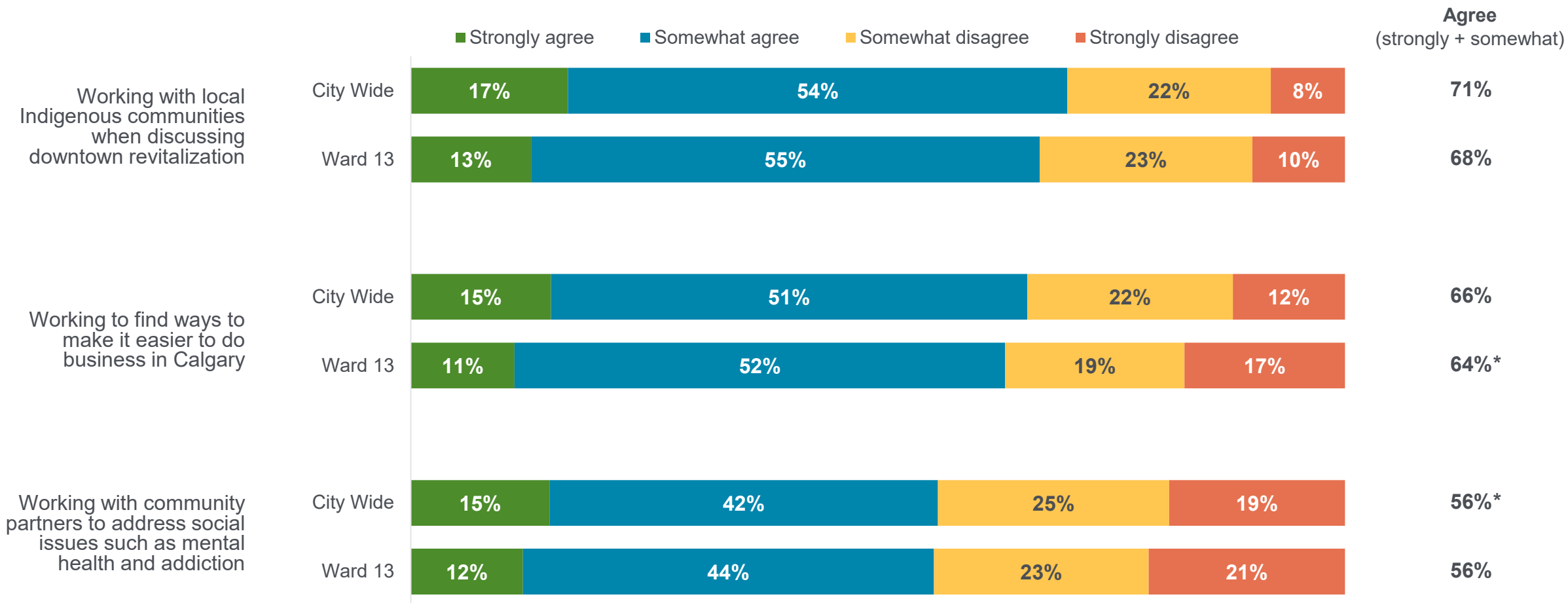
Q. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following:  
Base: Valid respondents (bases vary)

Ward 13 2024

\*Rounding



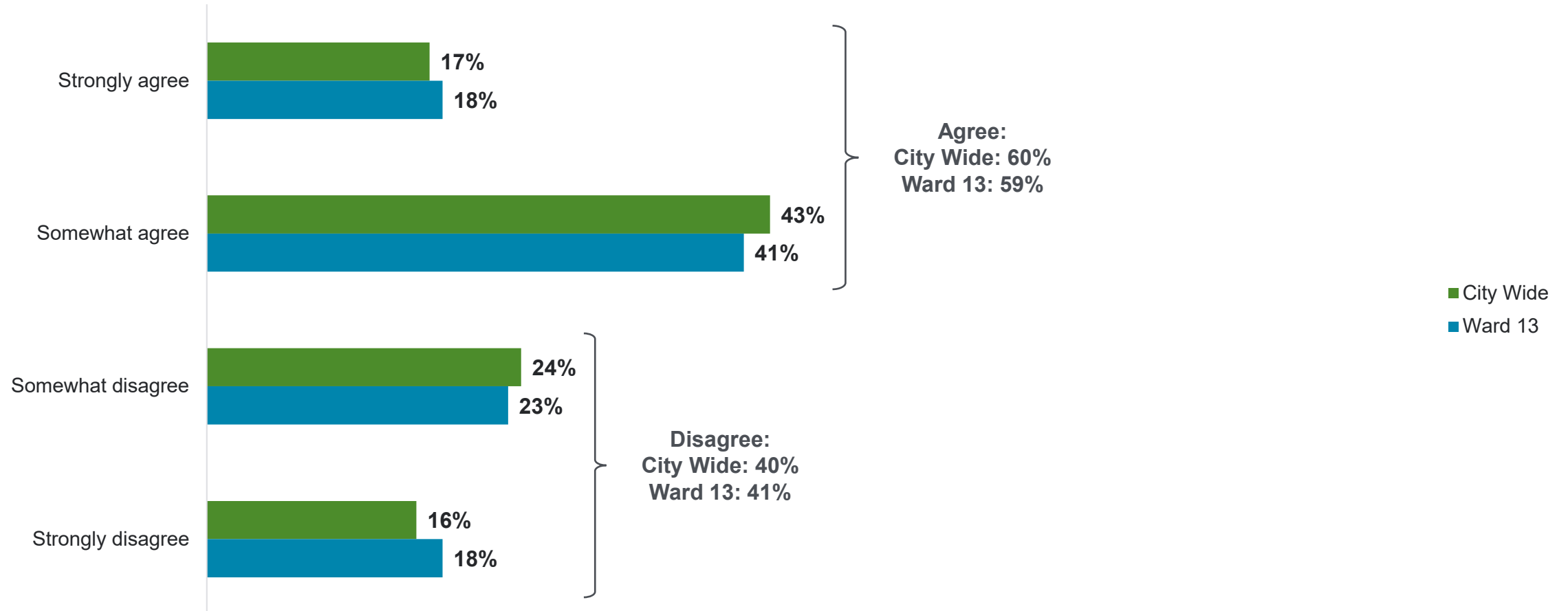
# Perceptions The City is doing a good job on Council focus areas (continued)



Q. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following:  
Base: Valid respondents (bases vary)

\*Rounding

# Social equity



Q. Do you agree or disagree that: City programs and services meet the needs of all Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language?

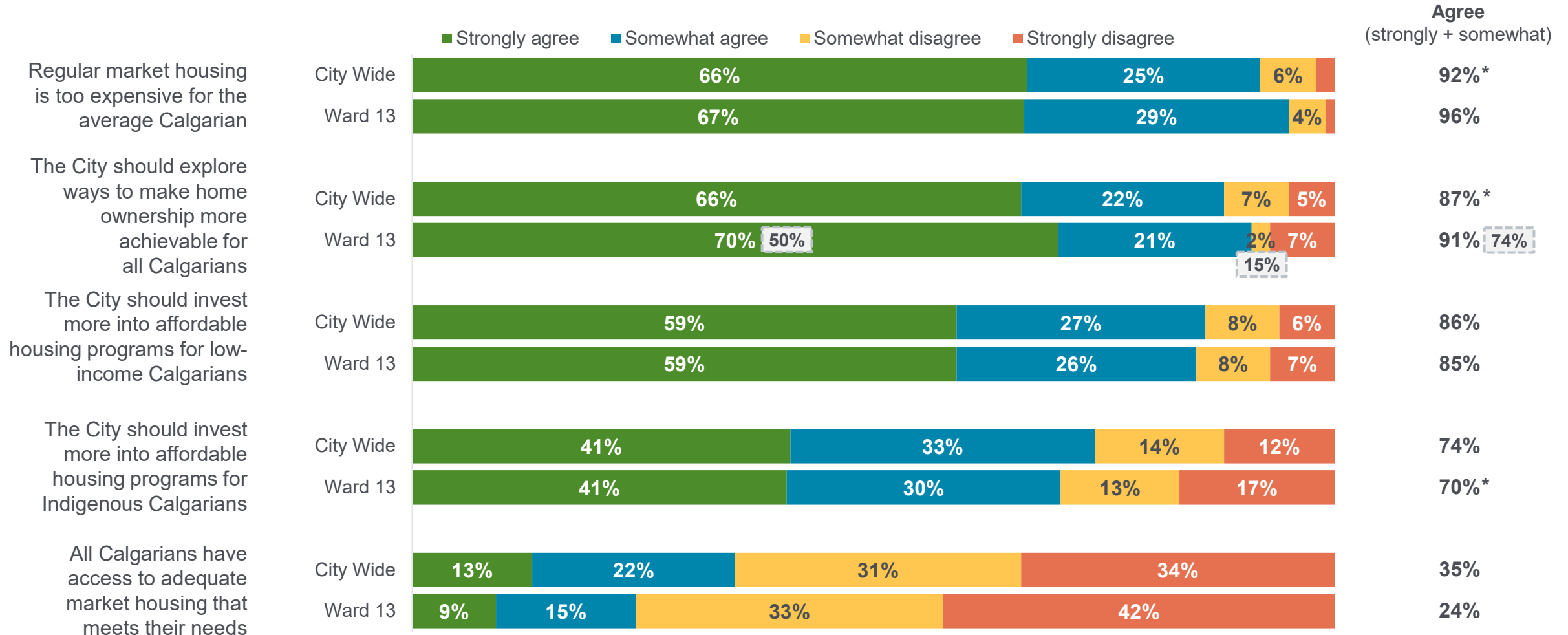
Base: Valid respondents: City Wide (n= 2,467) / Ward 13 (n=187)



# Housing, transit and downtown revitalization



# Housing and affordability



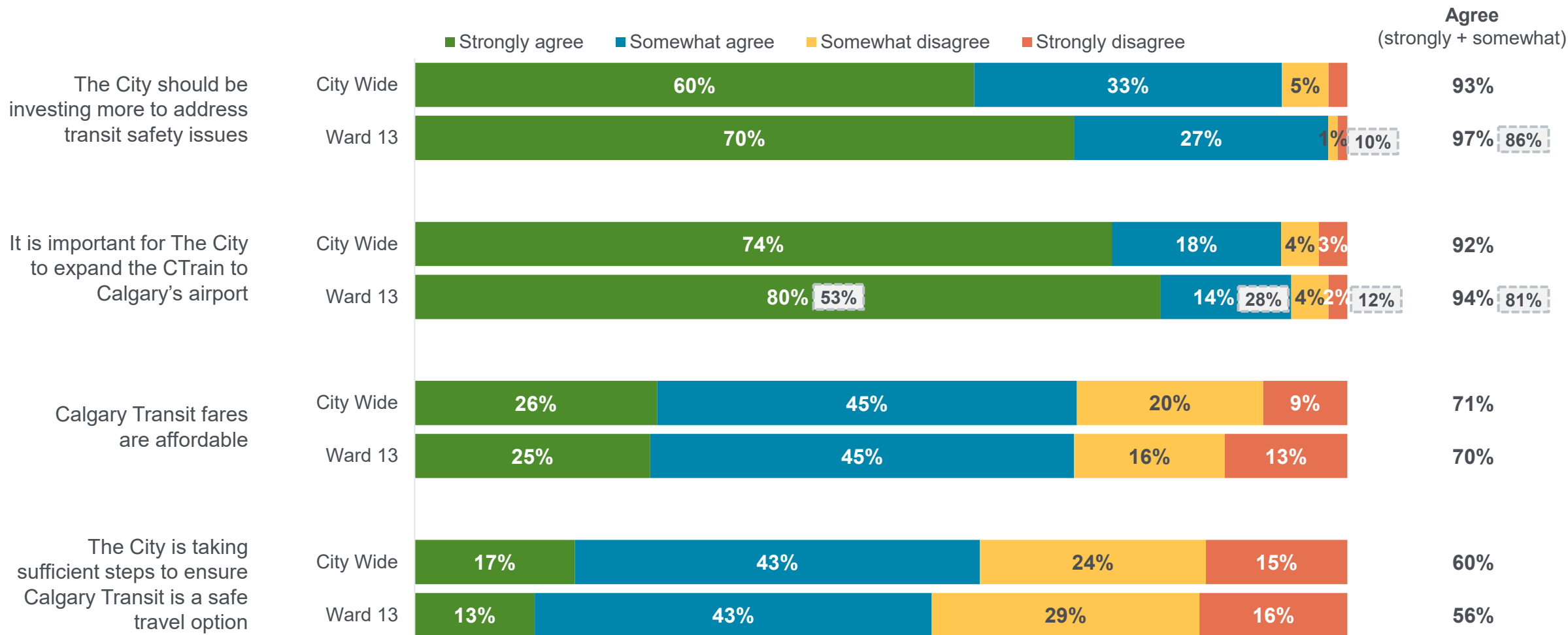
Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.  
Base: Valid respondents (bases vary)

Ward 13 2024

Data labels <3% are not shown

\*Rounding

# Transit



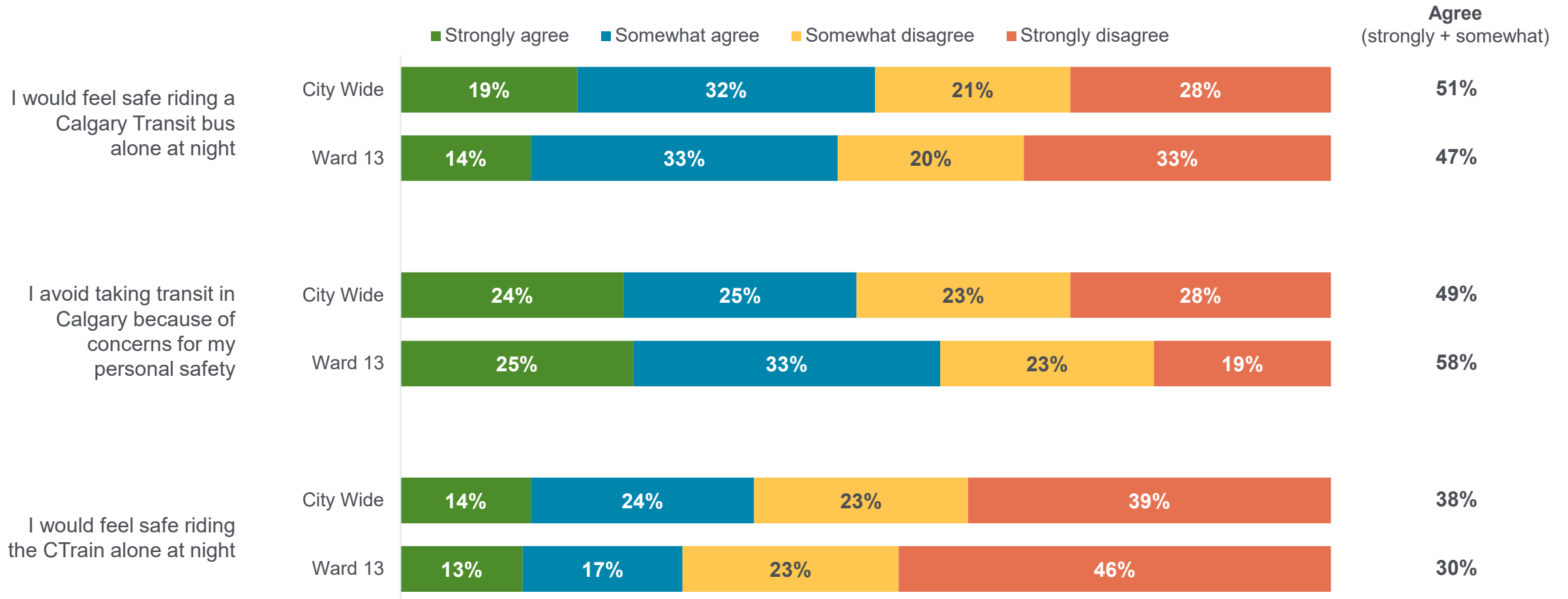
Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.

Base: Valid respondents (bases vary)

Ward 13 2024

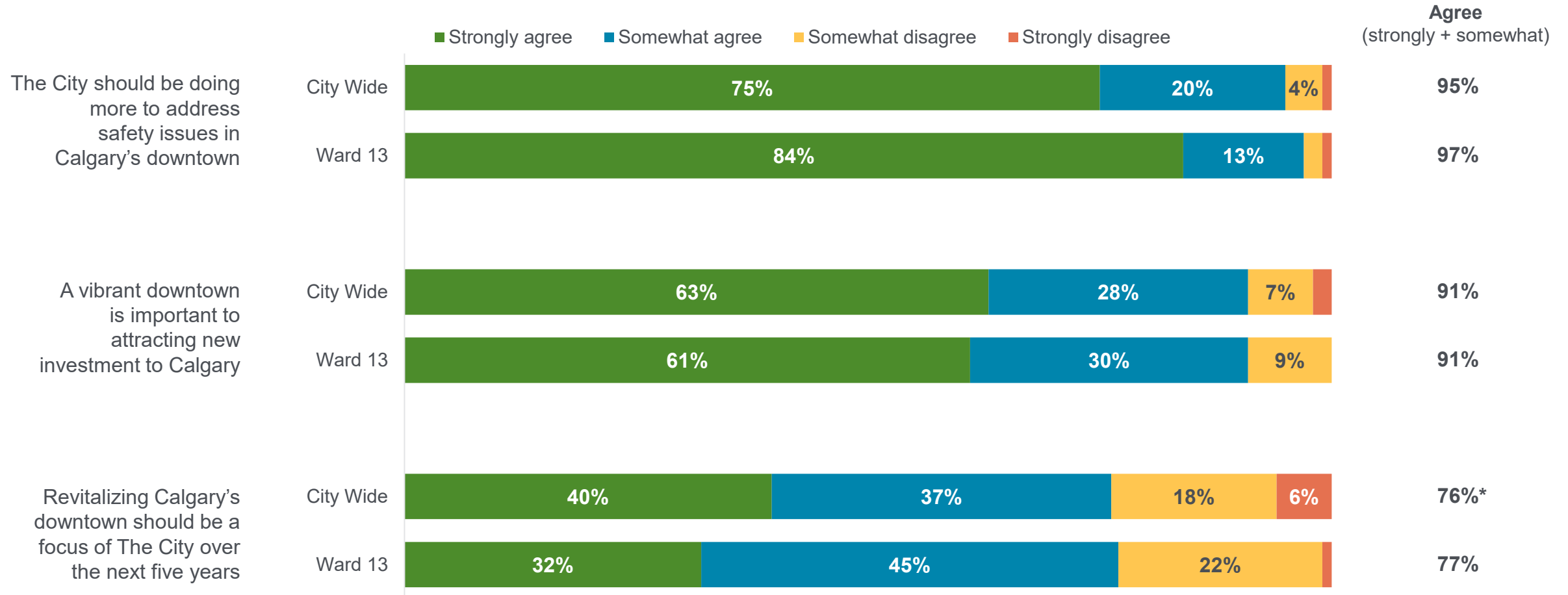
Data labels <3% are not shown

# Transit (continued)



Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.  
 Base: Valid respondents (bases vary)

# Downtown revitalization



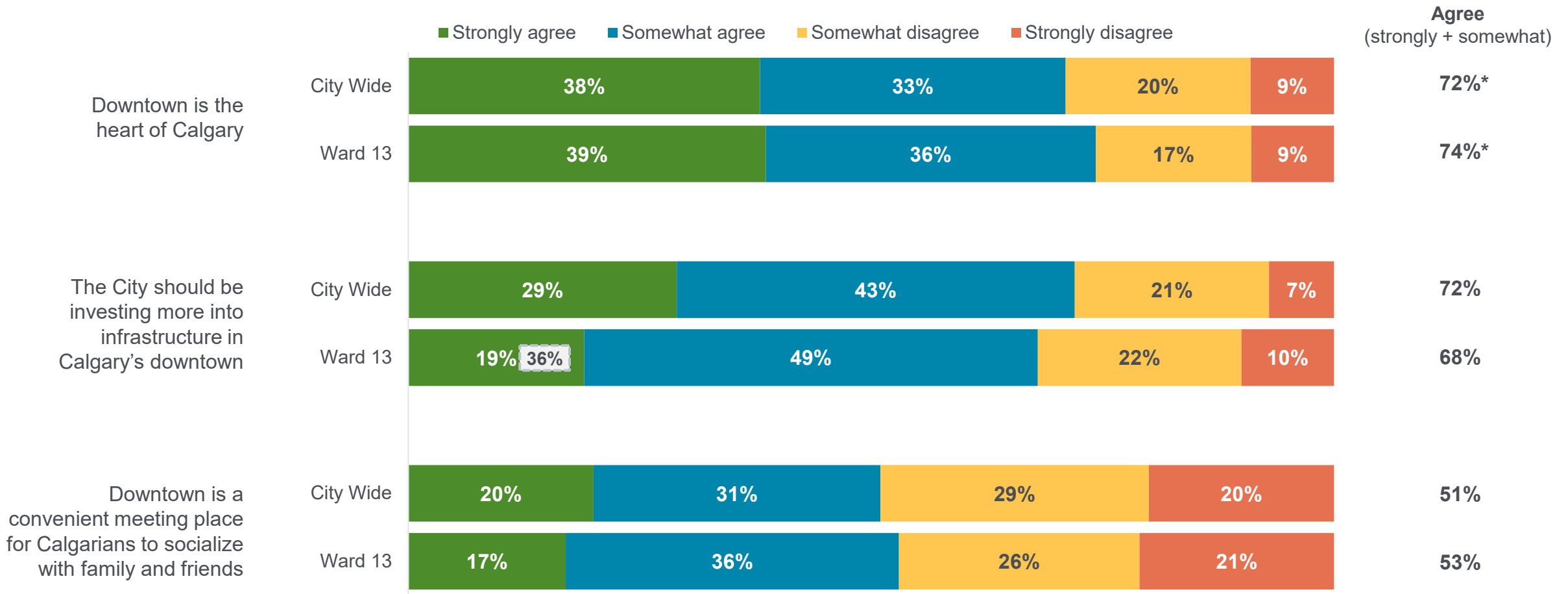
Q. The next subject we would like your opinion on today is Calgary's downtown. Please tell me the extent to which you agree or disagree with these statements.

Base: Valid respondents (bases vary)

Data labels <3% are not shown

\*Rounding

# Downtown revitalization (continued)



Q. The next subject we would like your opinion on today is Calgary's downtown. Please tell me the extent to which you agree or disagree with these statements.  
 Base: Valid respondents (bases vary)

Ward 13 2024

\*Rounding





# Respondent profile

# Respondent profile

## Gender

	City Wide	Ward 13
Woman/Female	51%	47%
Man/Male	48%	53%
Non-binary person	1%	0%
Transgender	<1%	0%
Prefer to self-describe	0%	0%
Refused/prefer not to say	<1%	0%

## Education

	City Wide	Ward 13
Less than high school	2%	1%
High school or equivalent	18%	24%
Apprenticeship or trades diploma/certificate	7%	6%
College or non-university diploma/certificate	19%	21%
University degree/diploma/certificate	54%	48%

## Age

	City Wide	Ward 13
18 to 24	11%	11%
25 to 34	18%	16%
35 to 44	18%	20%
45 to 54	20%	20%
55 to 64	10%	12%
65 or older	23%	22%
MEAN	47.7	47.7

## Income

	City Wide	Ward 13
Less than \$60,000	21%	13%
\$60,000 to just under \$120,000	33%	33%
\$120,000 to just under \$200,000	28%	40%
\$200,000 and over	19%	15%

## Employment status^

	City Wide	Ward 13
Full time employed or self employed	53%	50%
Part time employed or self-employed	12%	14%
Retired	22%	23%
Looking after home and/or family	3%	3%
Unable to work because of sickness or disability	3%	3%
Unemployed	5%	4%
Doing unpaid or voluntary work	1%	<1%
Student	5%	8%
Other	<1%	0%

Base: Valid respondents (bases vary)

^ Multiple responses allowed

# Respondent profile (continued)

## Own or rent

	City Wide	Ward 13
Own	71%	79%
Rent	25%	18%
Other	4%	3%

## Responsible for property taxes or rent

	City Wide	Ward 13
Yes	86%	84%
No	14%	16%

## Disability in household^

	City Wide	Ward 13
Yes – myself	13%	14%
Yes – someone in my household	13%	13%
No	78%	78%

## Household size

	City Wide	Ward 13
1	16%	8%
2	31%	40%
3	19%	16%
4	20%	22%
5 or more	14%	14%
MEAN	3.1	3.2

## Children or seniors in household

	City Wide	Ward 13
Yes – children	31%	33%
Yes – seniors	34%	32%

## Tenure in Calgary

	City Wide	Ward 13
Less than 5 years	8%	7%
5 to less than 10 years	6%	6%
10 to less than 15 years	10%	11%
15 to less than 20 years	10%	11%
20 to less than 30 years	23%	25%
30 to less than 40 years	14%	16%
40 or more	27%	24%
MEAN	28.6	27.4

## Business owner/operator

Base: In workforce

	City Wide	Ward 13
Own and operate a business	18%	17%
Own a business	2%	5%
Operate a business	2%	1%
No	79%	78%

Base: Valid respondents (bases vary)

^ Multiple responses allowed



# Respondent profile (continued)

## Born in Canada

	City Wide	Ward 13
Yes	69%	63%
No	31%	37%

## Date of arrival in Canada

Base: Not born in Canada

	City Wide	Ward 13
Within the past 5 years	22%	11%
More than 5 years ago	78%	89%

## 2SLGBTQIA+

	City Wide	Ward 13
Yes	8%	3%
No	91%	96%
Refused/prefer to not answer	1%	1%

## Indigenous identity^

	City Wide	Ward 13
Yes – First Nations	2%	2%
Yes – Métis	2%	1%
Yes – Inuit	<1%	0%
Yes – Prefer to self-describe	0%	0%
Other	<1%	0%
No	96%	96%

## Racialized

	City Wide	Ward 13
Yes	28%	32%
No	70%	67%
Prefer to self-describe	0%	0%
Other	1%	1%

## Ethnicity^

	City Wide	Ward 13
Canadian/French Canadian	3%	5%
American	2%	0%
British	8%	11%
Western European	7%	7%
Southern or Eastern European	8%	11%
South Asian	19%	5%
East or Southeast Asian	21%	21%
West Asian or Middle Eastern	5%	6%
African	14%	20%
Central/South American or Caribbean	10%	9%
Other	3%	3%
Don't know	2%	3%

Base: Valid respondents (bases vary)

^ Multiple responses allowed



# Contact

Corporate Research Team  
311 and Insights  
The City of Calgary  
[Research@Calgary.ca](mailto:Research@Calgary.ca)