

Calgary



2024 Fall Survey of Calgarians

Ward 11 – Final Report

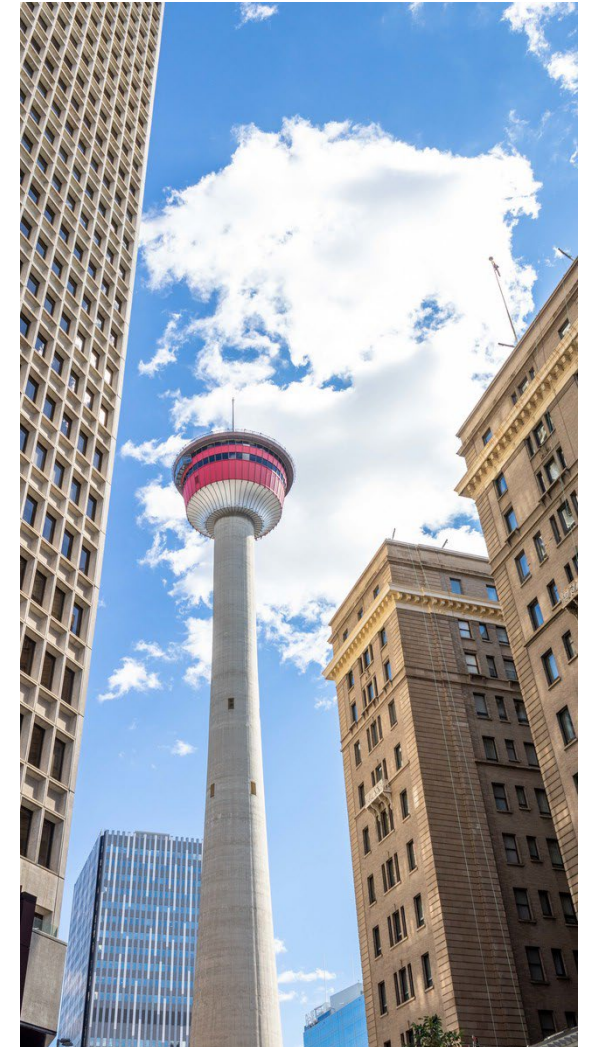
November 2024

Prepared by:



Table of contents

Methodology	03
Interpreting results	04
2024 Fall highlights	05
Quality of life	11
Issue agenda	24
City programs and services	26
Taxation	32
Perceptions of service delivery and input from Calgarians	35
City reputation and performance	40
Council focus areas	44
Accessibility and downtown revitalization	48
Respondent profile	55
Questionnaire	59



Methodology

- The survey was conducted by Ipsos Public Affairs from August 8, 2024 to September 3, 2024 with 2,500 Calgarians via telephone. A total of 209 interviews were conducted with residents of Ward 11. The average time to complete the survey was 26 minutes.
- The survey was conducted using random digit dialing with numbers from both landlines (60%) and cell phones (40%) 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 ± 2.0 percentage points, 19 times out of 20. The margin of error for Ward 11 is ± 6.78 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 and city ward to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, sample size for each question represents the number of actual respondents (i.e., unweighted n).

Interpreting results

Interpreting results

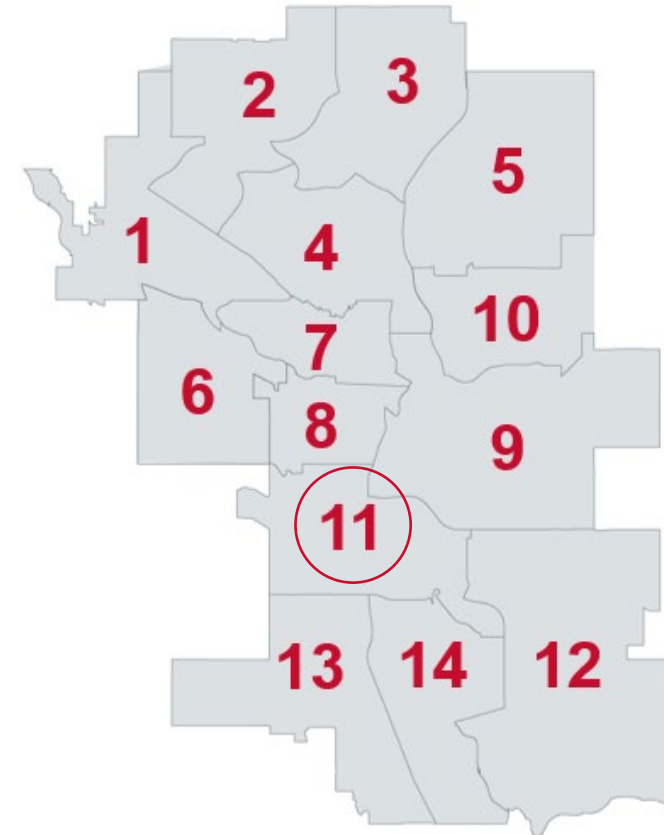
Results are statistically compared with those of City Wide:

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

Where possible, fall 2024 results for Ward 11 are compared to those from fall 2023 as indicated by a grey dotted box:

- Ward 11 2023
- Only statistically significant differences are shown

Some bar charts in this report do not add to 100% due to rounding.





2024 Fall highlights: Ward 11

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

Issue agenda (top 3)



35%

Infrastructure, traffic and roads



21%

Homelessness, Poverty and Affordable Housing



17%

Economy

City reputation and performance



87%

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



86%

Agree City is building meaningful relationships with Indigenous partners



48%↓

Agree City practices open and accessible government



46%↓

Satisfied with running of Council and Administration



35%

Trust The City of Calgary

↑/↓ Statistically higher/lower than City Wide






Difference in Ward 11 vs. City Wide

		Ward 11	City Wide	
	Quality of life	Feel safe walking alone in their neighbourhood after dark	84% ↑	77%
		Overall perceived the city of Calgary as safe	68% ↓	75%
		Agree that The City has programs and services aimed at helping Calgarians reduce their environmental impact	43% ↓	51%
	Issue agenda	City zoning	11% ↑	7%
		Civic engagement/ communication	9% ↑	5%
		Education	1% ↓	5%
	City programs and services	No statistically significant differences	-	-
	Taxation	Increase taxes beyond current inflation rate – to expand services	2% ↓	7%
	Perceptions of service delivery and input from Calgarians	No statistically significant differences	-	-

↑/↓ Statistically higher/lower than City Wide



Difference in Ward 11 vs. City Wide (continued)

		Ward 11	City Wide
 <p>City reputation and performance</p>	Agree that The City of Calgary practices open and accessible government	48% ↓	56%
	Satisfied with The City of Calgary – including Council and Administration	46% ↓	53%
	Distrust The City of Calgary	39% ↑	30%
 <p>Council focus areas</p>	No statistically significant differences	-	-
 <p>Accessibility and downtown revitalization</p>	Agree that The City should invest more into affordable housing programs for low-income Calgarians	72% ↓	85%
	Agree that they would feel safe riding a Calgary Transit bus alone at night	38% ↓	50%

↑/↓ Statistically higher/lower than City Wide



Year-over-year changes in Ward 11

		2024	2023
	Quality of life		
	Agree that they are proud to be a Calgarian	77% ↓	87%
	Agree that Calgary is a great place to make a life	73% ↓	84%
	Rates the overall quality of life in Calgary as good	68% ↓	78%
	Agree that Calgary is on the right track to be a better city 10 years from now	57% ↓	71%
	Issue agenda		
	Infrastructure maintenance/ improvement/ development	15% ↑	4%
	Net - Crime, safety and policing	15% ↓	25%
	Water supply/ infrastructure (water main issue)	12% ↑	0%
	City zoning	11% ↑	2%
	Affordable/available housing	9% ↓	17%
	Civic engagement/ communication	9% ↑	1%
	Housing affordability/ mortgage rates/ rent increase	8% ↑	0%
Traffic congestion	3% ↓	9%	

↑/↓ Statistically higher/lower than fall 2023





Year-over-year changes in Ward 11 (continued)

		2024	2023
	City programs and services	Satisfied with Residential Blue Cart recycling	84% ↓ 95%
		Satisfied with the overall level and quality of City services and programs	56% ↓ 73%
Increase taxes at current inflation rate – to maintain services at current levels		46% ↑	26%
	Taxation	Perceived good value of property taxes	40% ↓ 55%
		Increase taxes beyond current inflation rate – to expand services	2% ↓
	Perceptions of service delivery and input from Calgarians	Confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions	46% ↓ 58%
		Satisfied with City Administration (excluding City Council)	57% ↓ 68%
	City reputation and performance	Agree that The City of Calgary practices open and accessible government	48% ↓ 60%
		Satisfied with The City of Calgary – including Council and Administration	46% ↓ 62%
		Satisfied with City Council (excluding City Administration)	41% ↓ 52%
		Distrust The City of Calgary	39% ↑ 24%

↑/↓ Statistically higher/lower than fall 2023



Year-over-year changes in Ward 11 (continued)

		2024	2023
	Council focus areas	No statistically significant differences	-
	Agree that a vibrant downtown is important to attracting new investment to Calgary	82% ↓	92%
	Agree that The City should explore ways to make home ownership more achievable for all Calgarians	81% ↓	91%
	Accessibility and downtown revitalization		
	Agree that The City should invest more into affordable housing programs for low-income Calgarians	72% ↓	89%
	Agree that they feel safe using bikeways in Calgary	71% ↓	82%
	Agree that The City should invest more into affordable housing programs for Indigenous Calgarians	65% ↓	81%
	Agree that Revitalizing Calgary's downtown should be a focus of The City over the next 5 years	63% ↓	79%

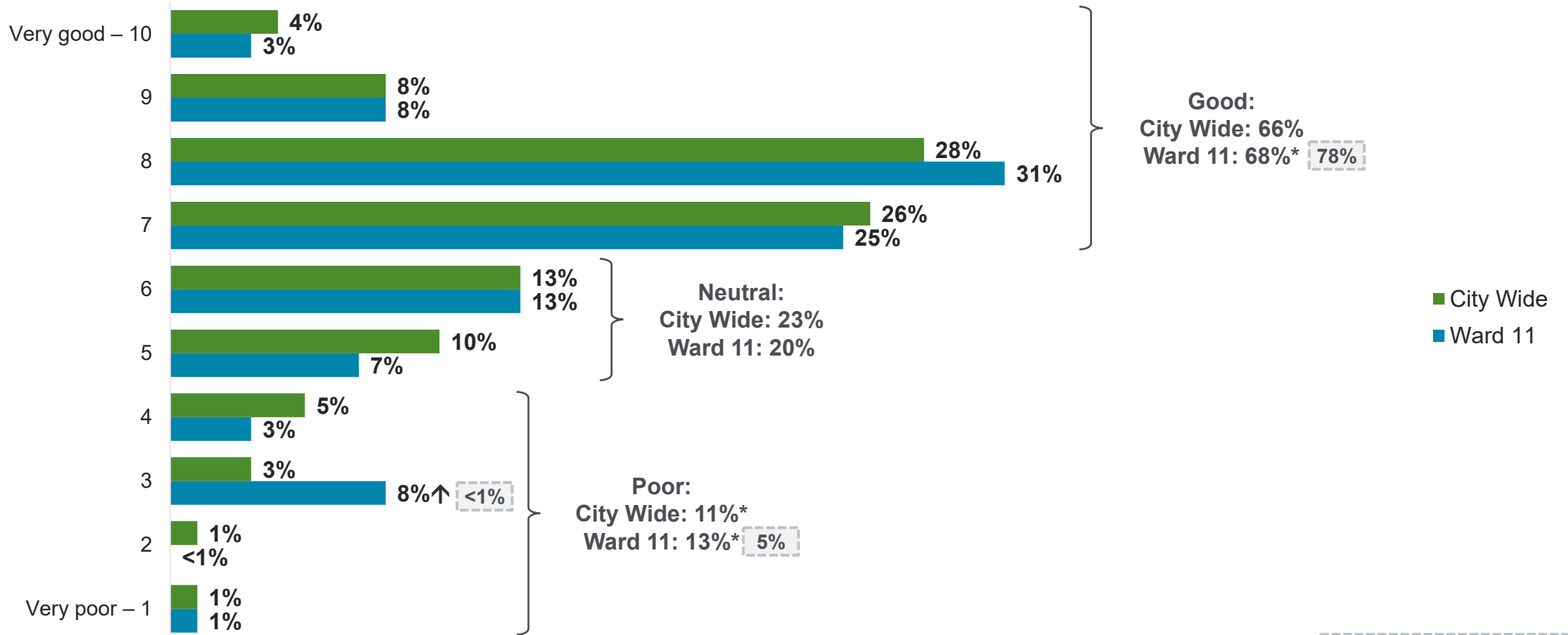
↑/↓ Statistically higher/lower than fall 2023



Quality of life



Overall quality of life in Calgary



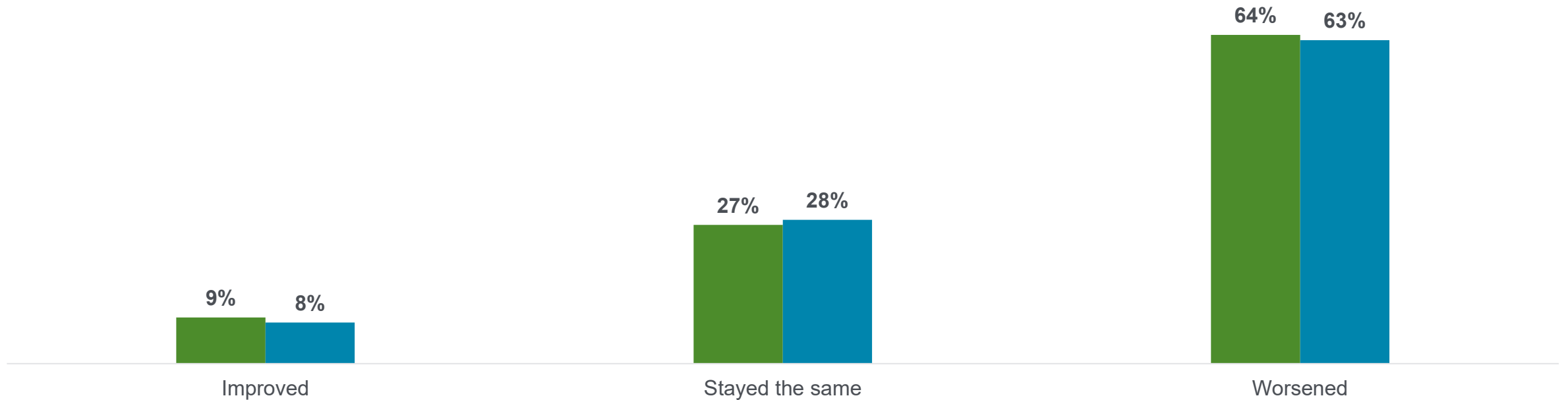
Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?
 Base: Valid respondents: City Wide (n=2,497) / Ward 11 (n=209)

Ward 11 2023
*Rounding
↑/↓ Statistically higher/lower than City Wide



Perceived change in quality of life

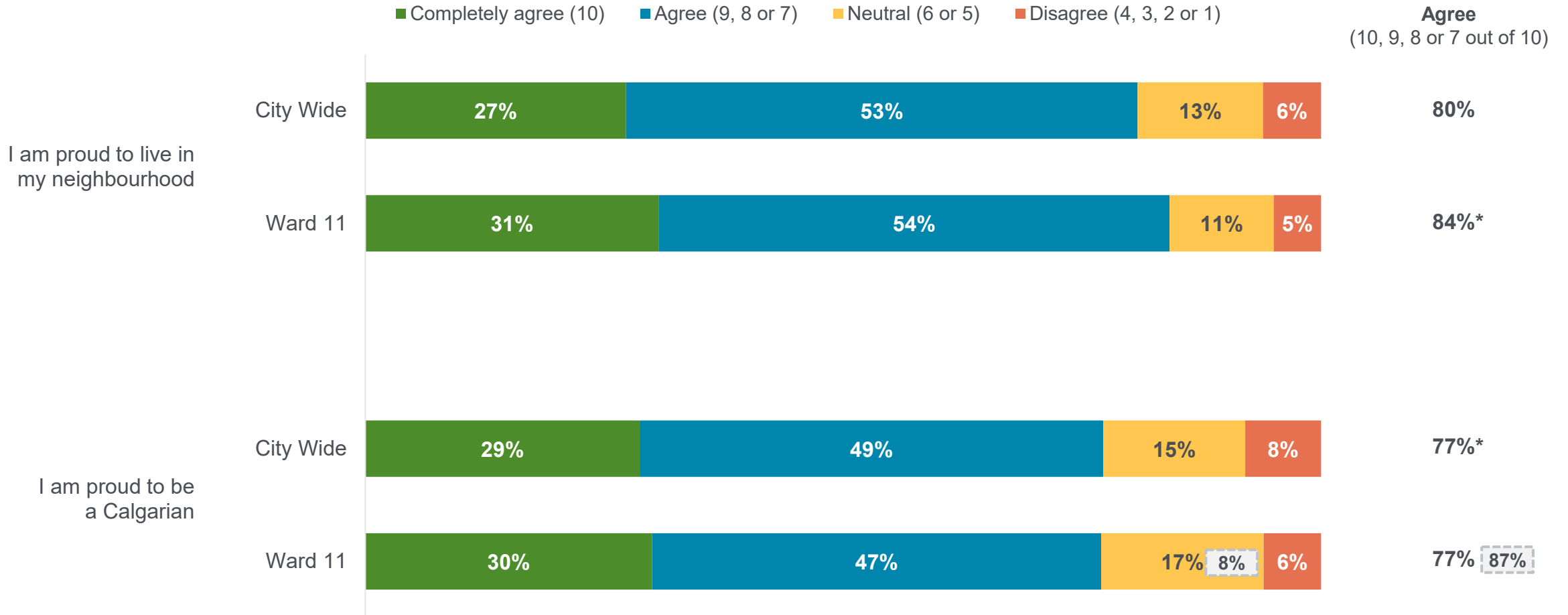
■ City Wide ■ Ward 11



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=2,445) / Ward 11 (n=208)



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 11 2023
 *Rounding



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



Calgary is a great place to make a living



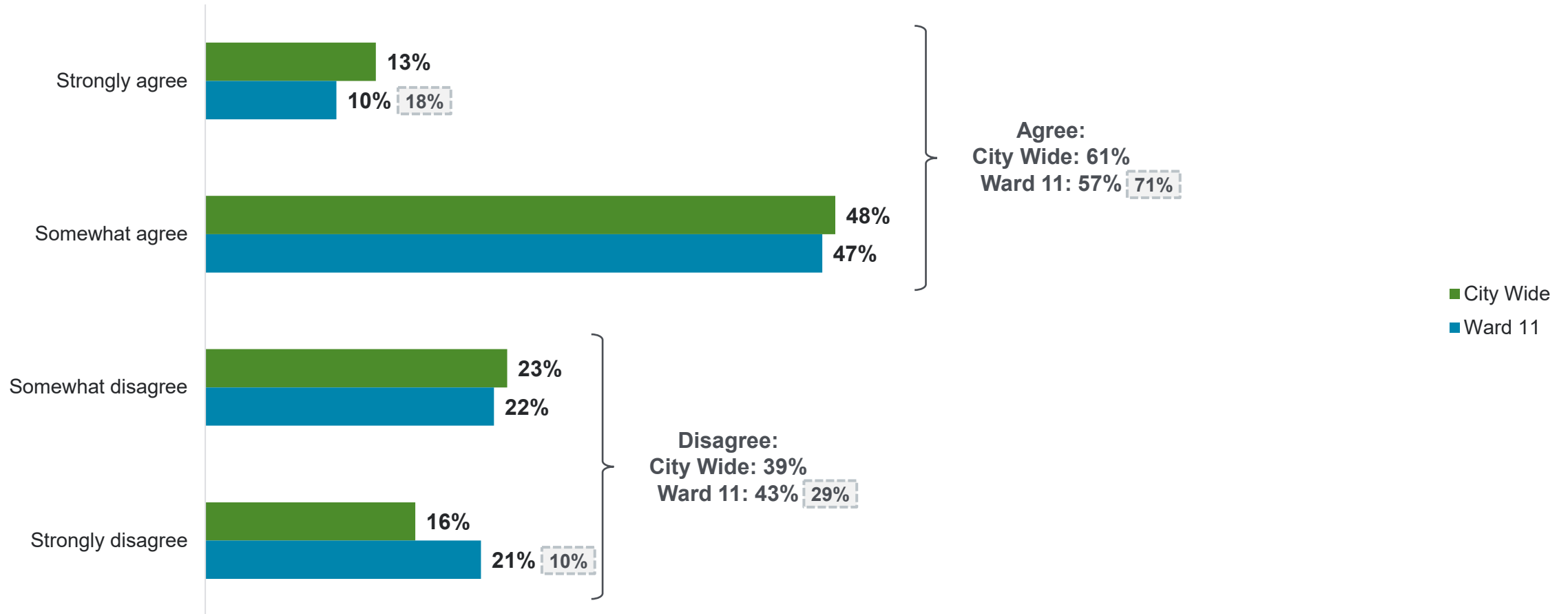
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (bases vary)

Ward 11 2023



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=2,486) / Ward 11 (n=207)

Ward 11 2023

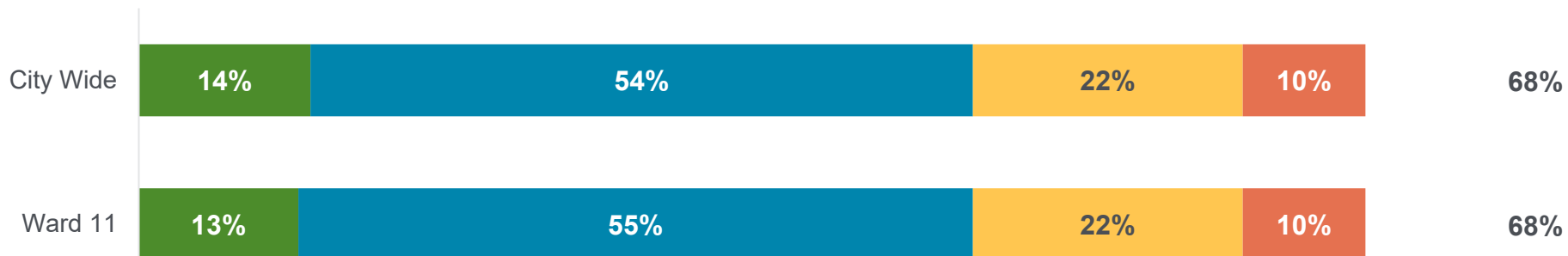


Inclusivity and future direction

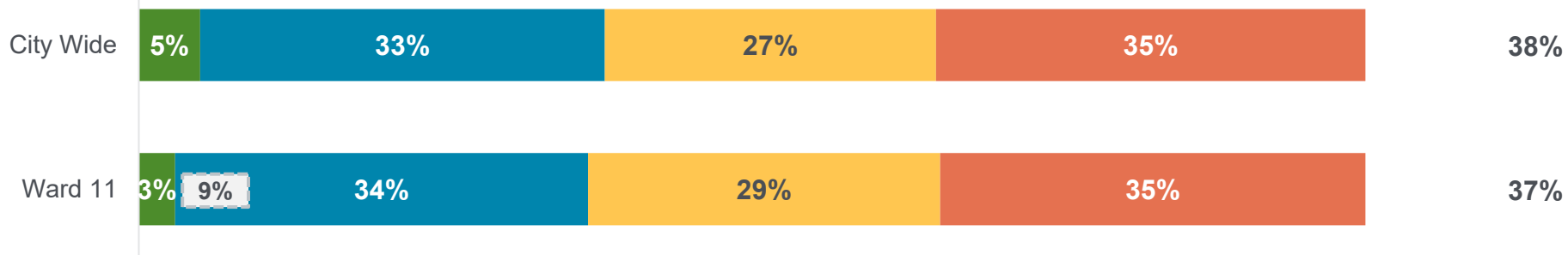
■ Completely agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

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

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)

Ward 11 2023

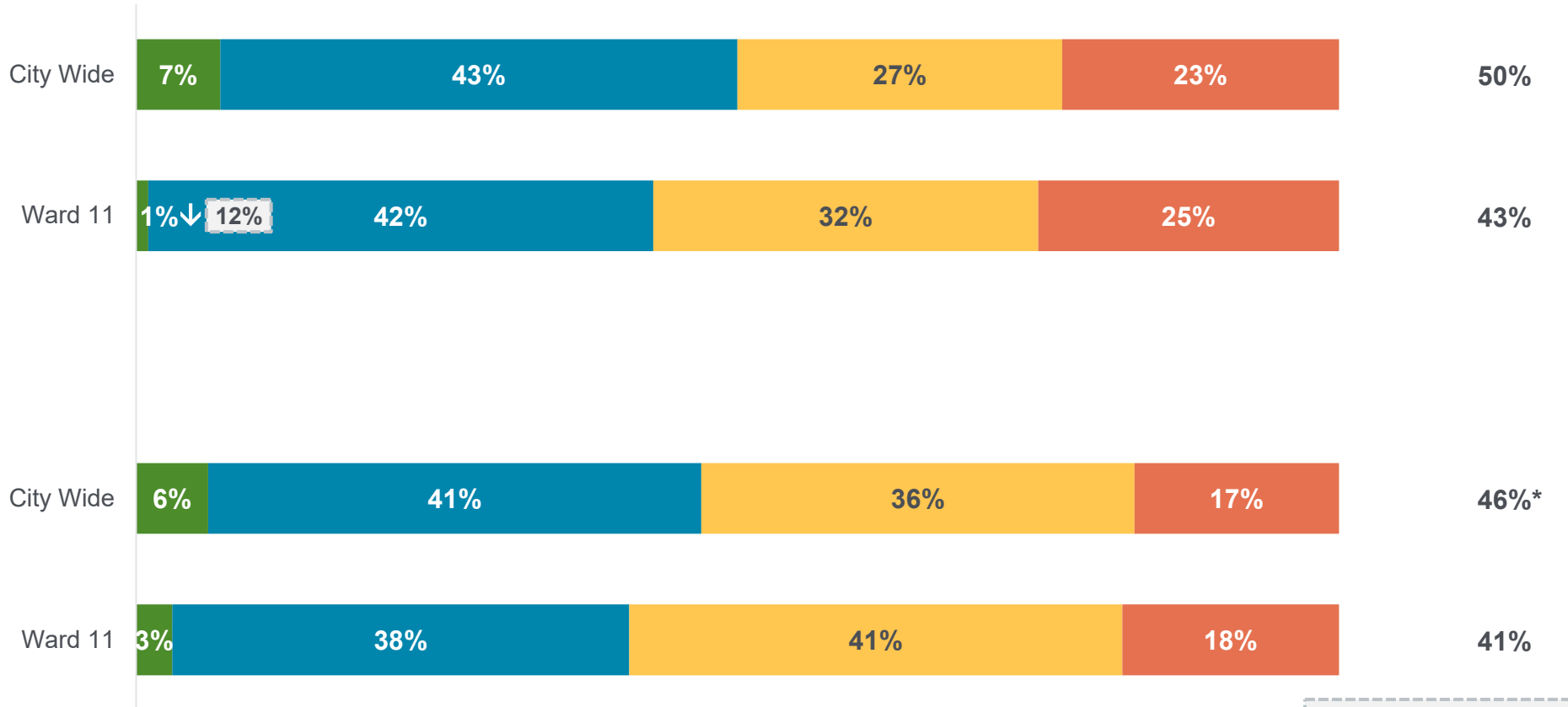


Inclusivity

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

■ 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)



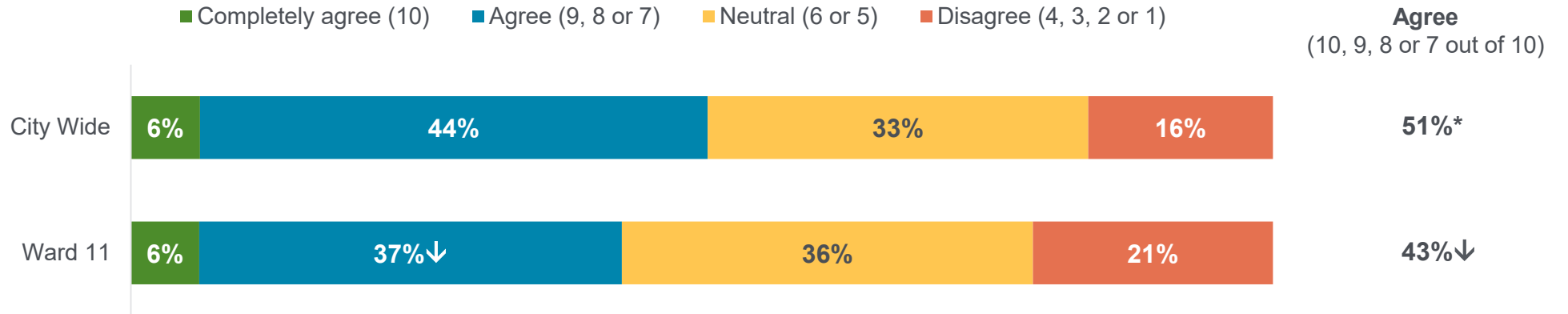
Ward 11 2023
 *Rounding
 ↑/↓ Statistically higher/lower than City Wide

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)



City programs to reduce environmental impact

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

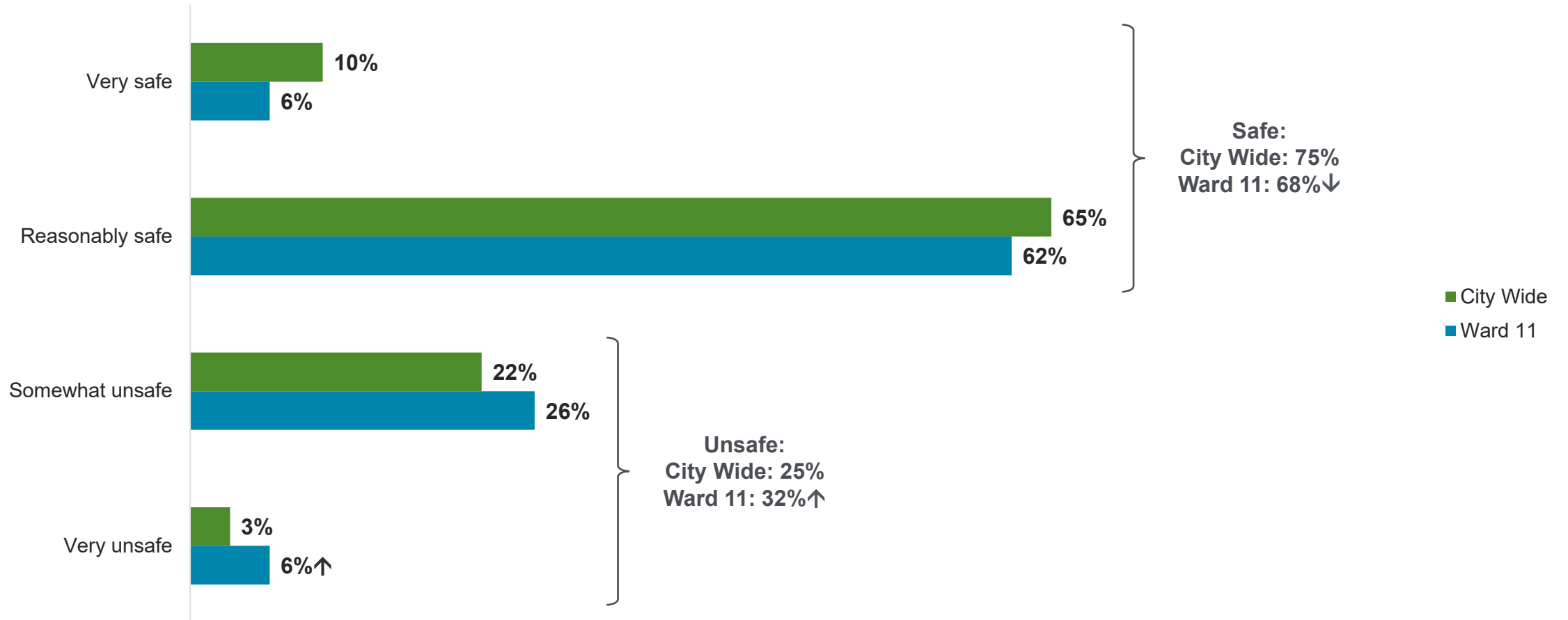


Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.
 Base: Valid respondents (bases vary) City Wide (n=2,231) / Ward 11 (n=204)

*Rounding
 ↑/↓ Statistically higher/lower than City Wide



Overall perceived safety of the city of Calgary

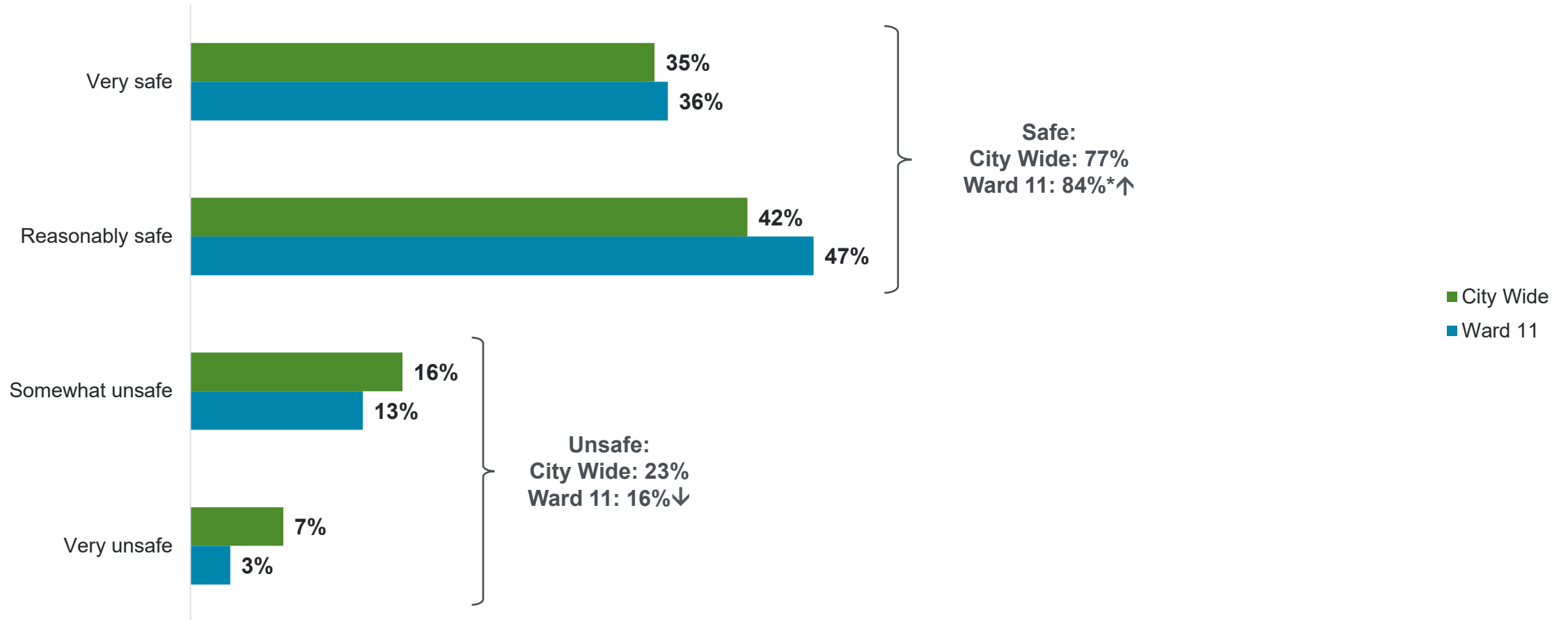


Q. How safe or unsafe do you think Calgary is overall?
 Base: Valid respondents: City Wide (n=2,495) / Ward 11 (n=209)

↑/↓ Statistically higher/lower than City Wide



Perceived safety in own neighbourhood

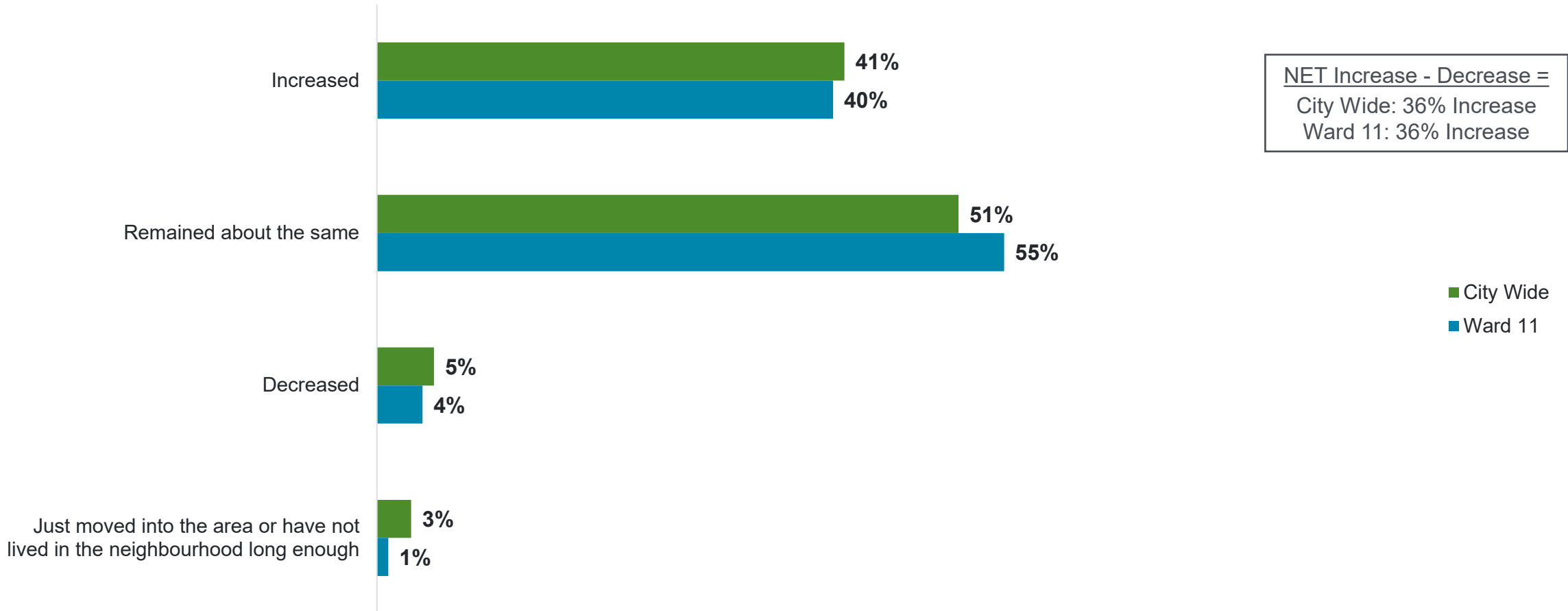


Q. How safe do you feel or would you feel walking alone in your neighbourhood after dark?
 Base: Valid respondents: City Wide (n=2,493) / Ward 11 (n=209)

*Rounding
 ↑/↓ Statistically higher/lower than City Wide



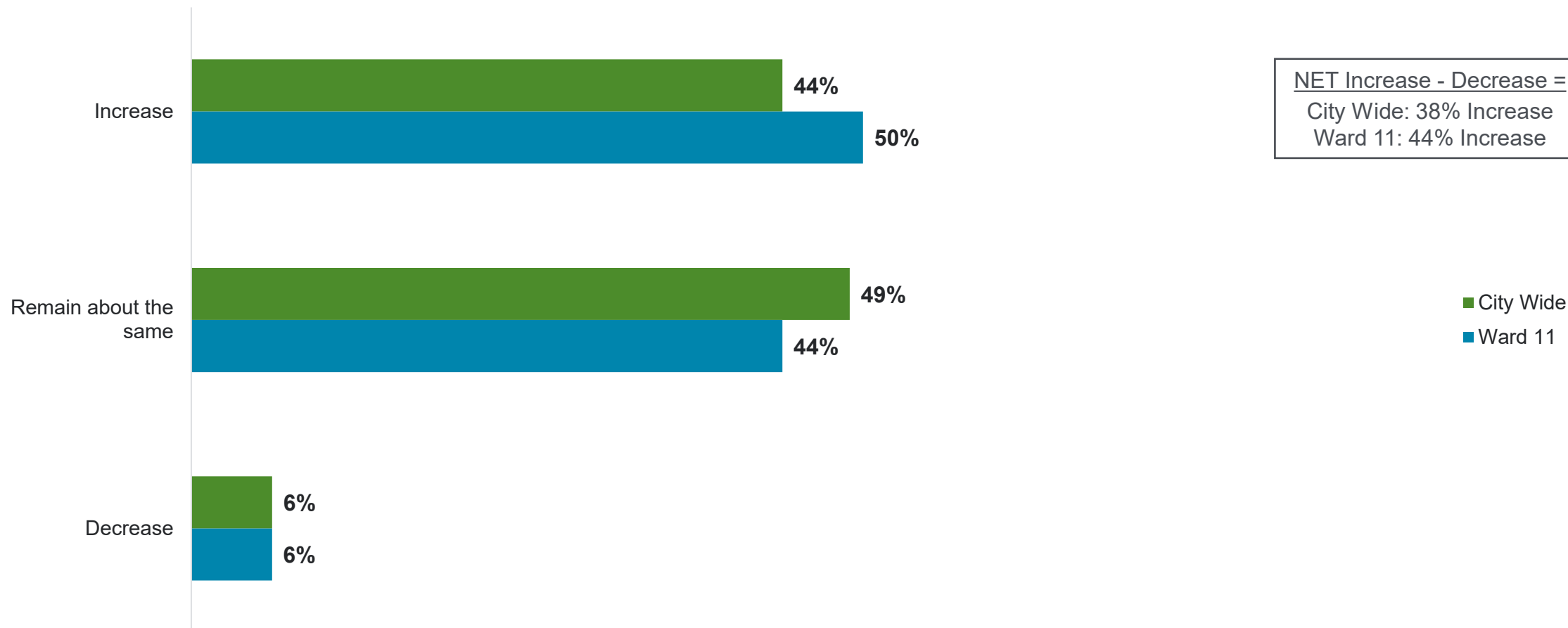
Perceived change in neighbourhood crime



Q. During the last 3 years, do you think that crime in your neighbourhood has increased, decreased or remained about the same?
 Base: Valid respondents: City Wide (n=2,469) / Ward 11 (n=208)



Change in neighbourhood crime next 3 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=2,450) / Ward 11 (n=208)



Issue agenda



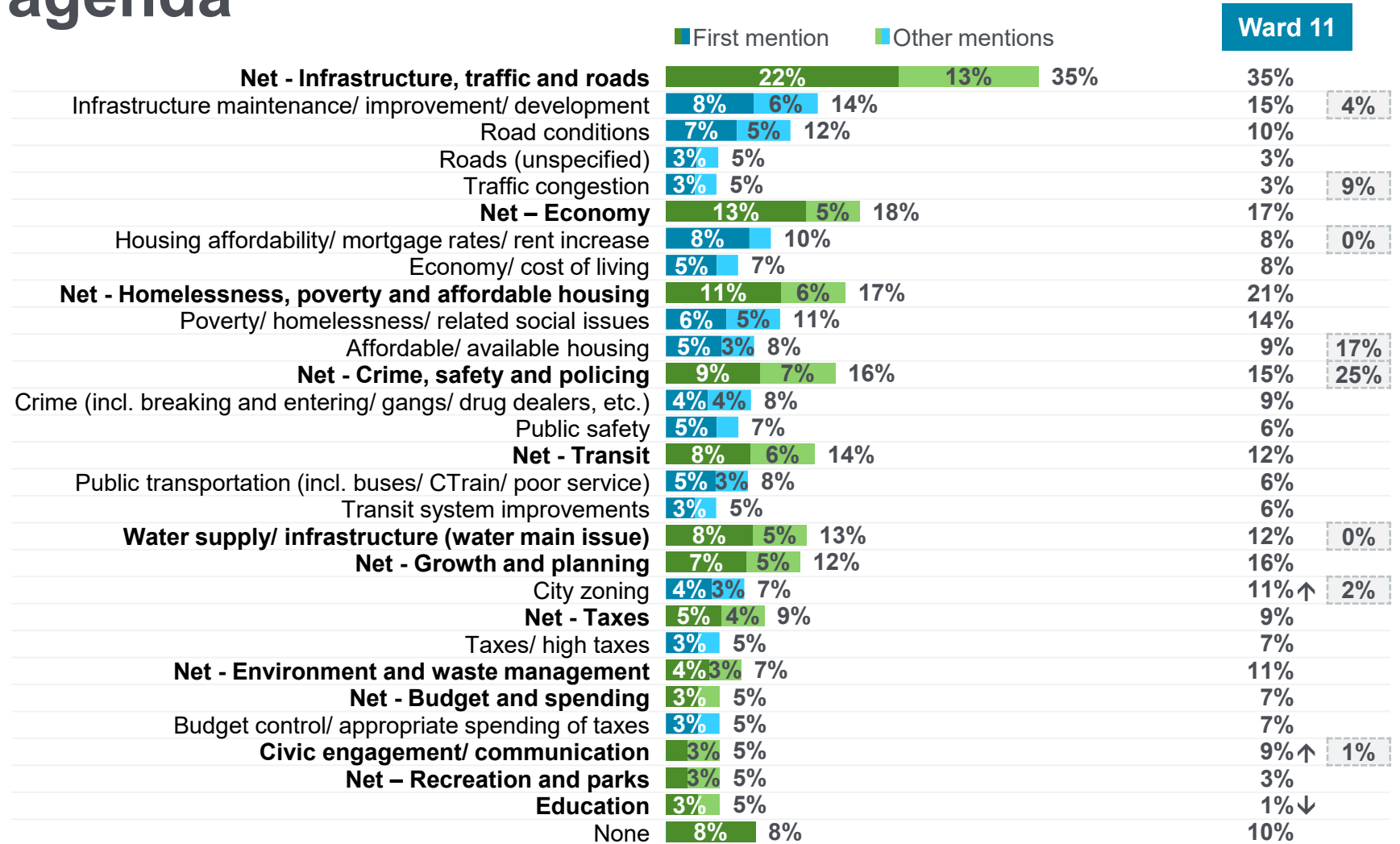
Issue agenda

Multiple responses allowed

Total City Wide mentions of <5% are not shown

Data labels of <3% are not shown

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



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=2,458) / Ward 11 (n=207)

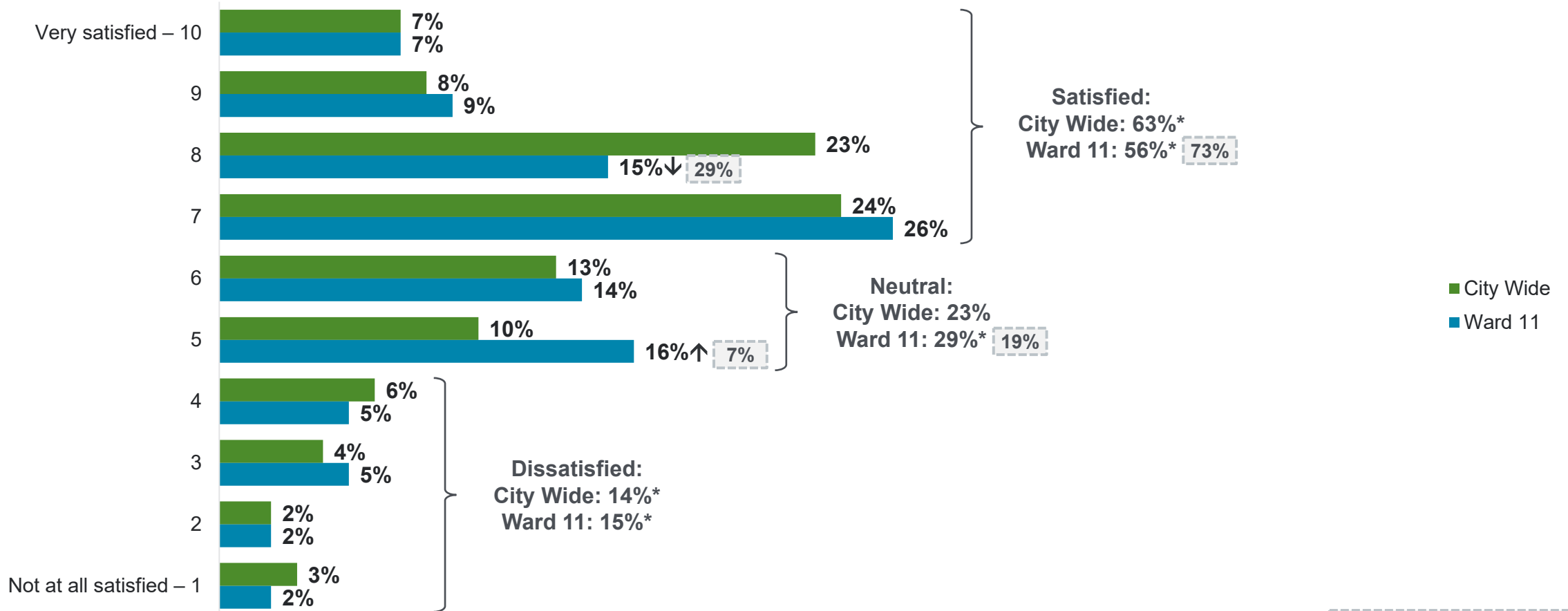
Ward 11 2023
 ↑/↓ Statistically higher/lower than City Wide



City programs and services



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=2,493) / Ward 11 (n=209)

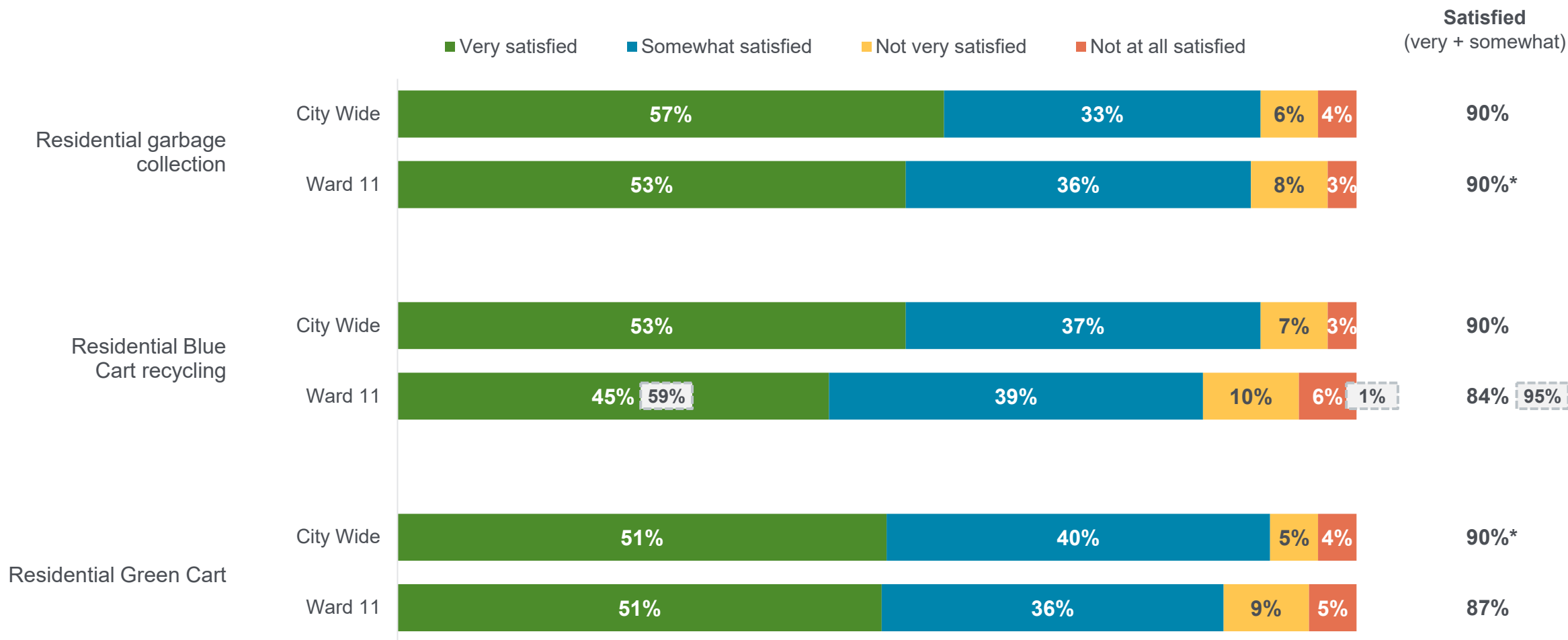
Ward 11 2023

*Rounding

↑/↓ Statistically higher/lower than City Wide



Satisfaction with waste management services



Q. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing the following services:

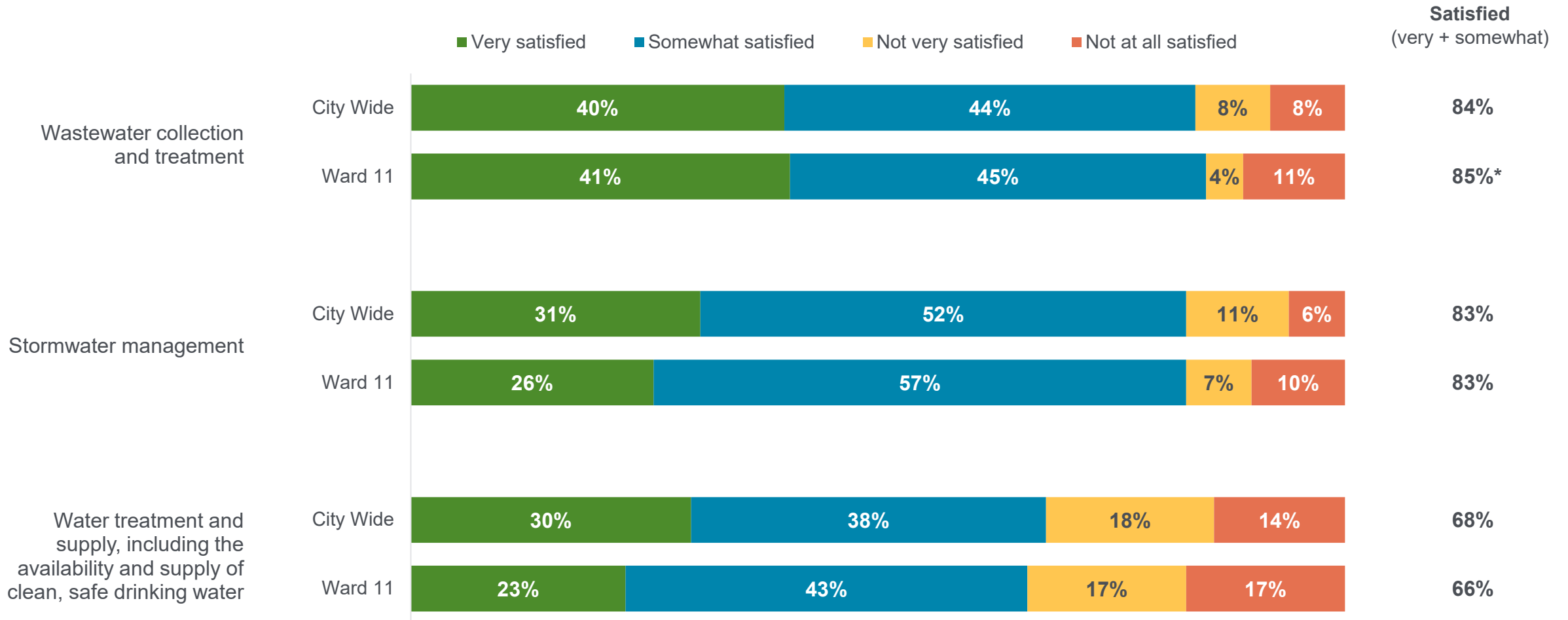
Base: Valid respondents (bases vary)

Ward 11 2023

*Rounding



Satisfaction with water services



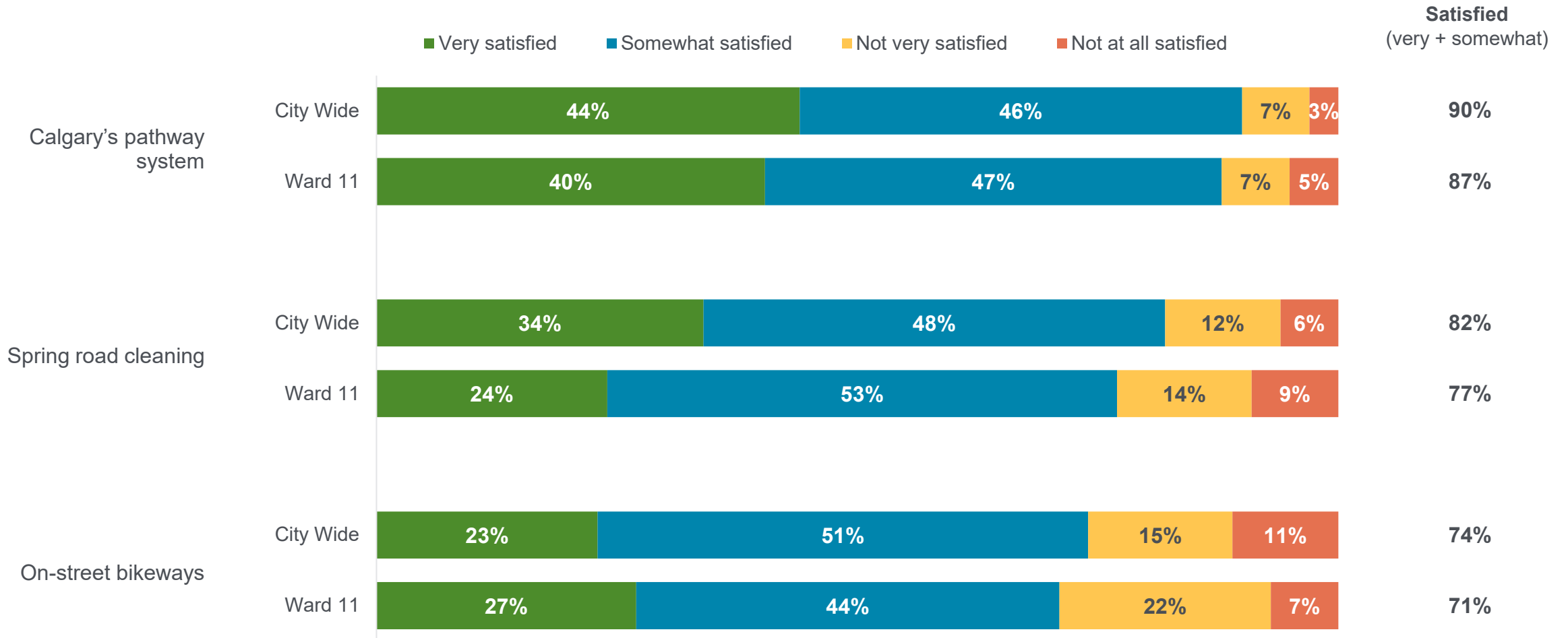
Q. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing the following services:

Base: Valid respondents (bases vary)

*Rounding



Satisfaction with roads, pathways, and bikeways

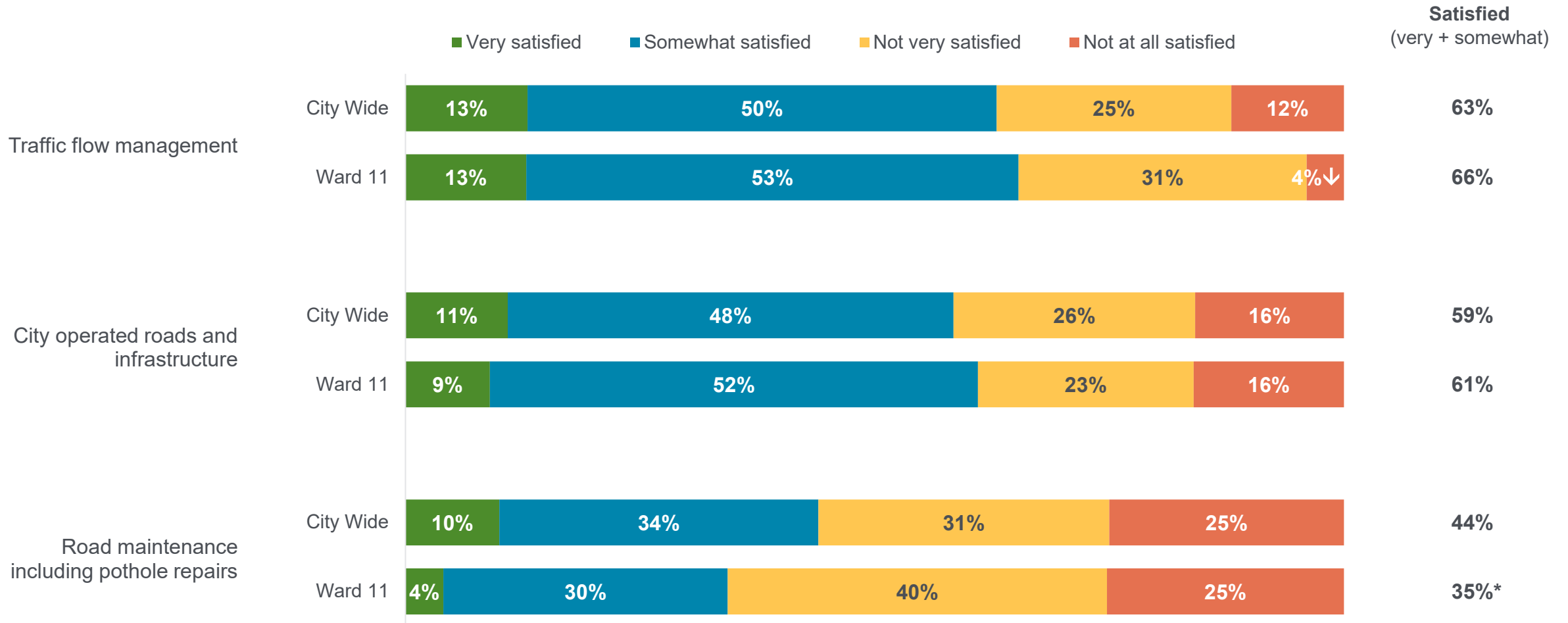


Q. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing the following services:

Base: Valid respondents (bases vary)



Satisfaction with roads, pathways, and bikeways (continued)



Q. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing the following services:
Base: Valid respondents (bases vary)

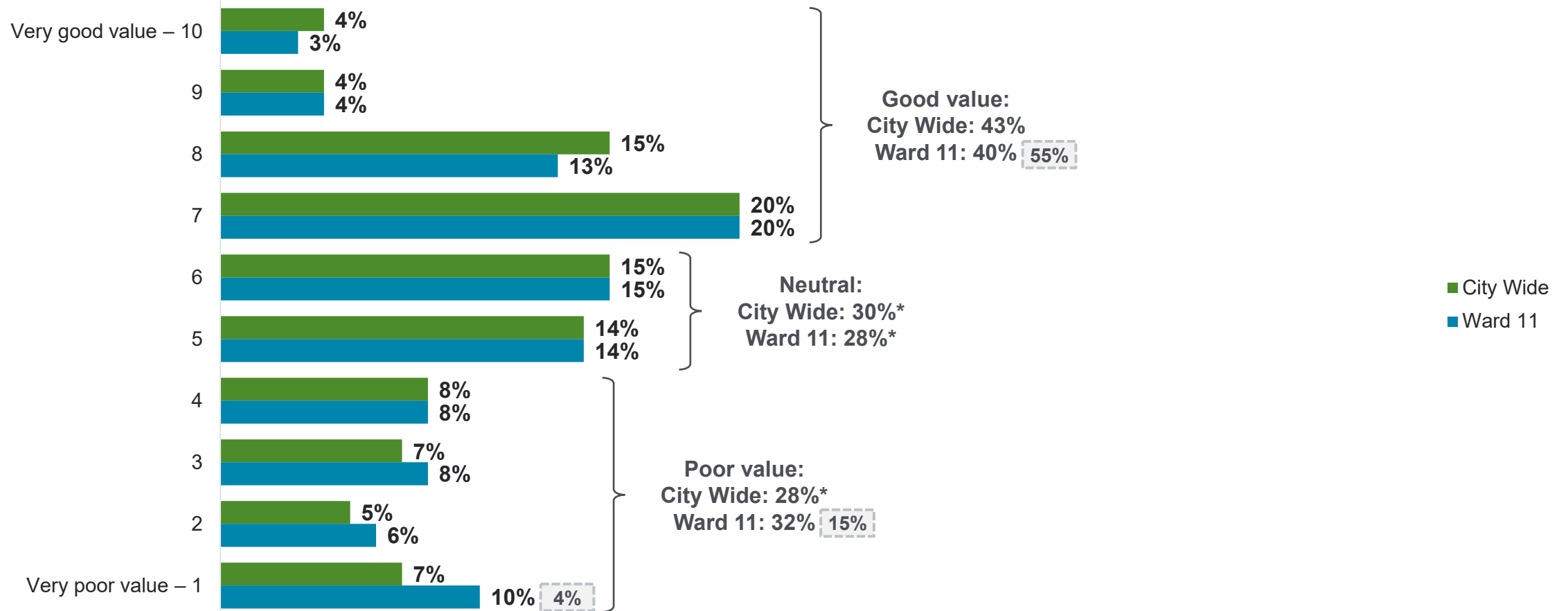
*Rounding
↑/↓ Statistically higher/lower than City Wide



Taxation



Perceived value of property taxes



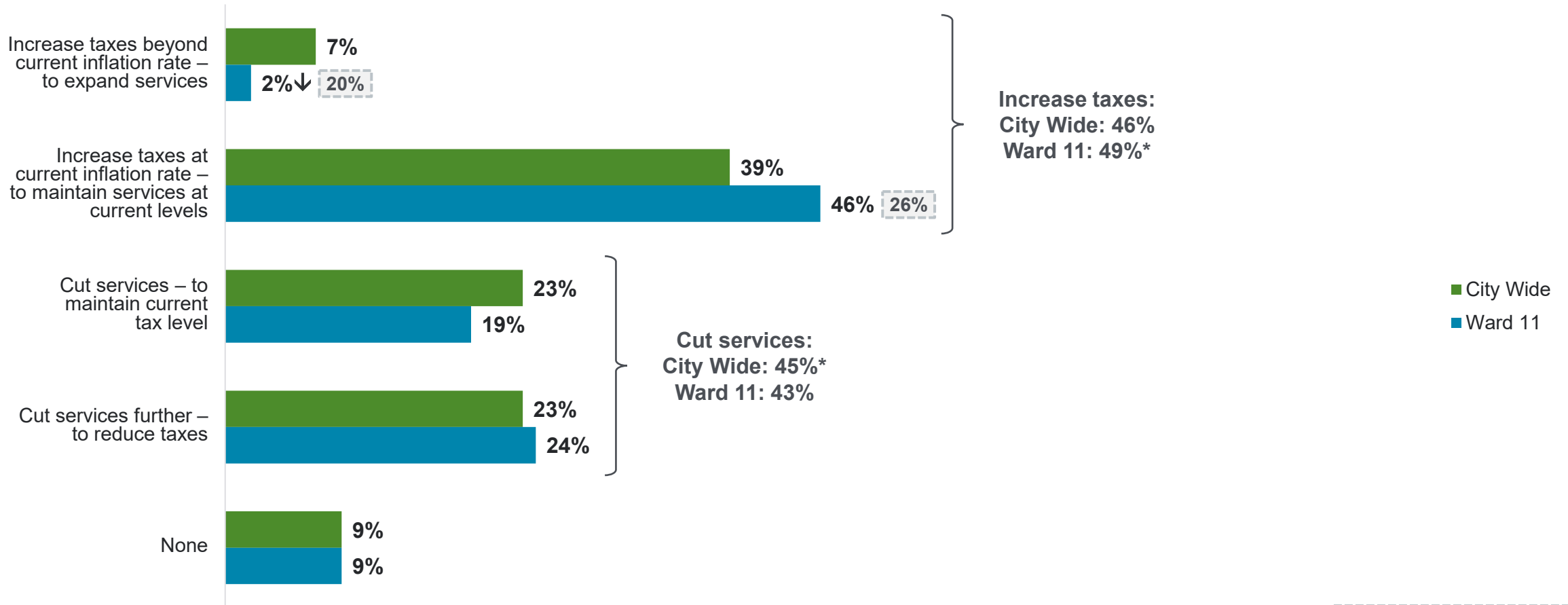
Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars 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=2,461) / Ward 11 (n=207)

Ward 11 2023

*Rounding



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=2,441) / Ward 11 (n=203)

Ward 11 2023

*Rounding

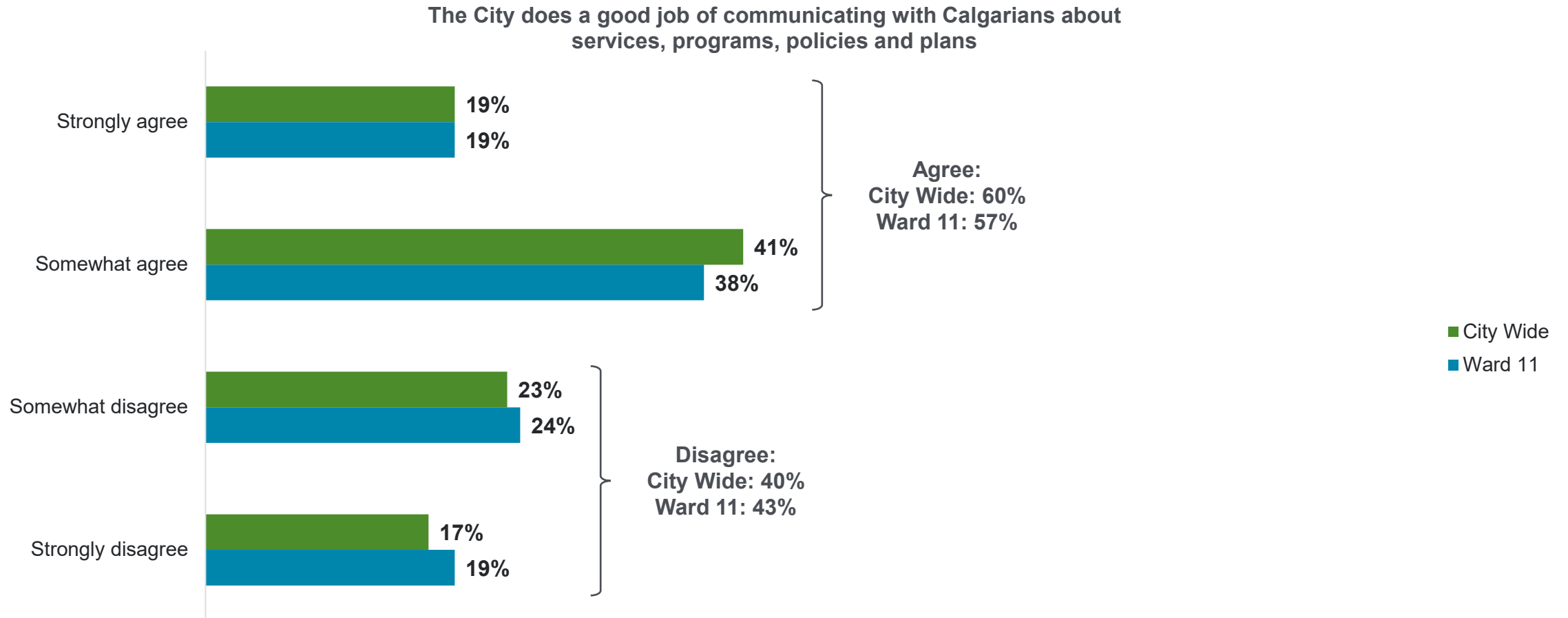
↑/↓ Statistically higher/lower than City Wide



Perceptions of service delivery and input from Calgarians



Communicating about services, programs, policies and plans

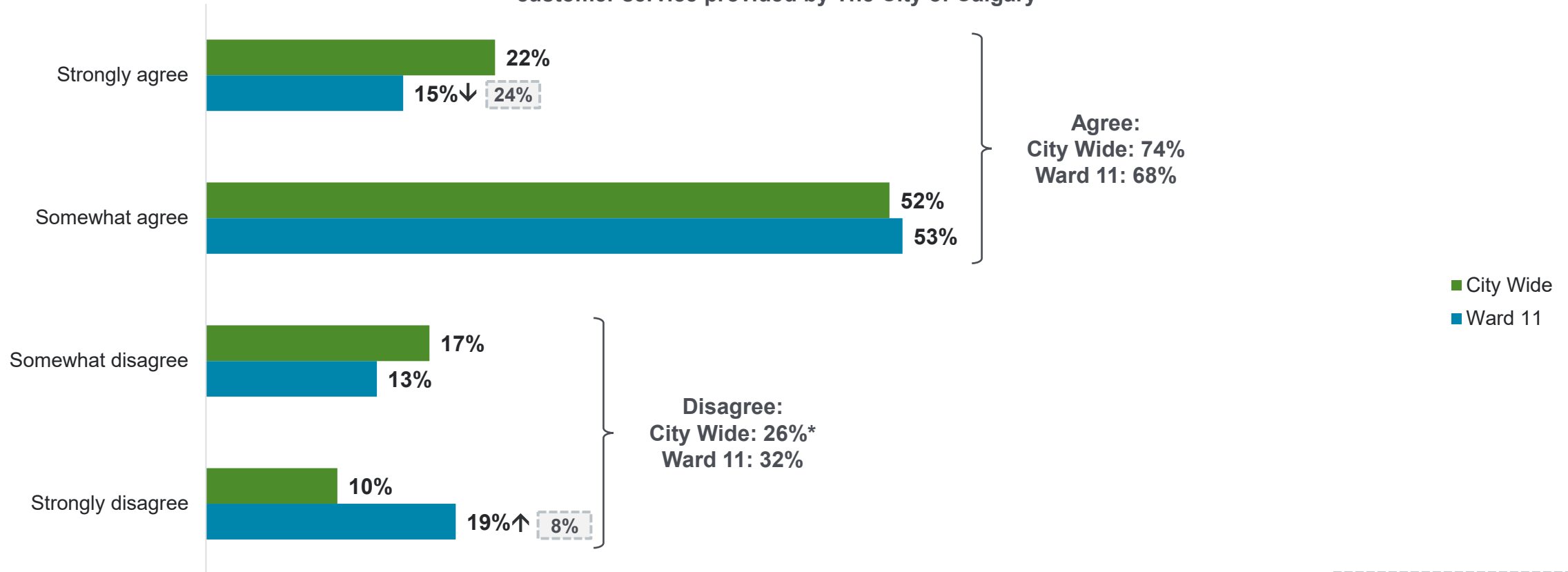


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements:
 Base: Valid respondents: City Wide (n=2,486) / Ward 11 (n=209)



Satisfaction with the overall level and quality of customer service

I am satisfied with the overall quality of customer service provided by The City of Calgary

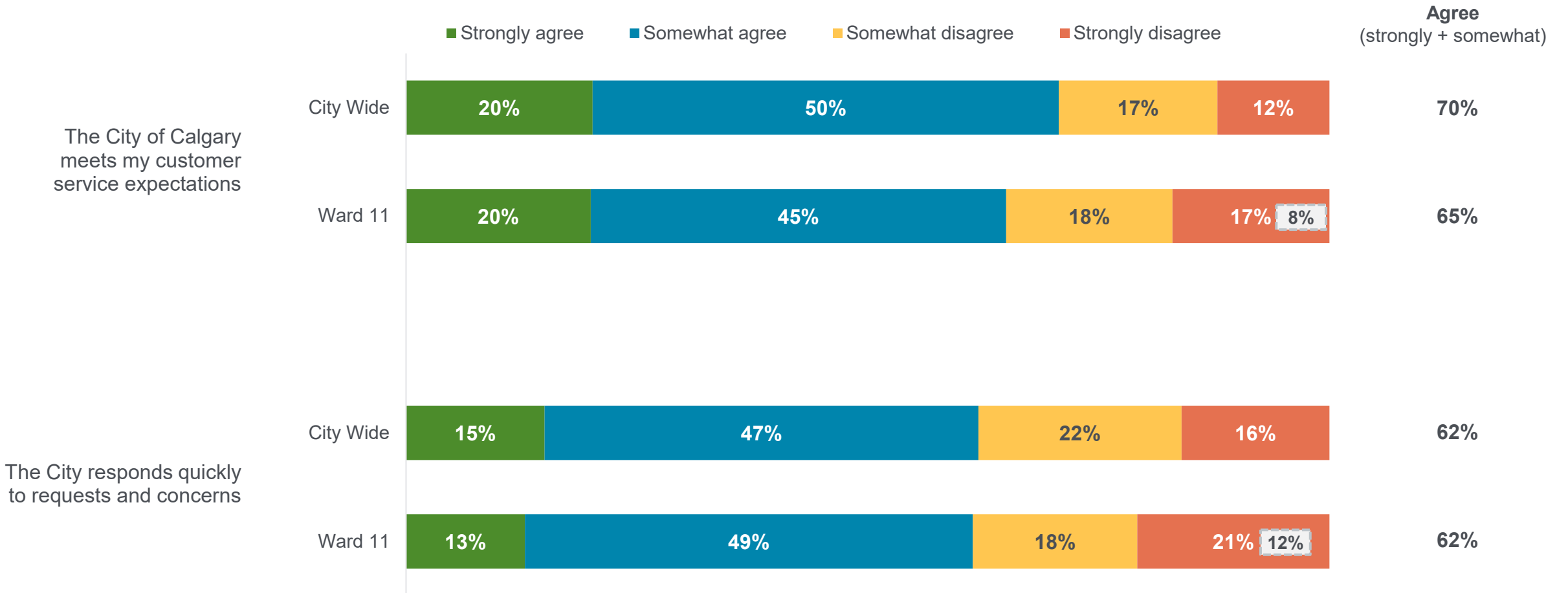


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements:
 Base: Valid respondents: City Wide (n=2,474) / Ward 11 (n=206)

Ward 11 2023
*Rounding
↑/↓ Statistically higher/lower than City Wide



Attitudes regarding 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 (bases vary)

Ward 11 2023



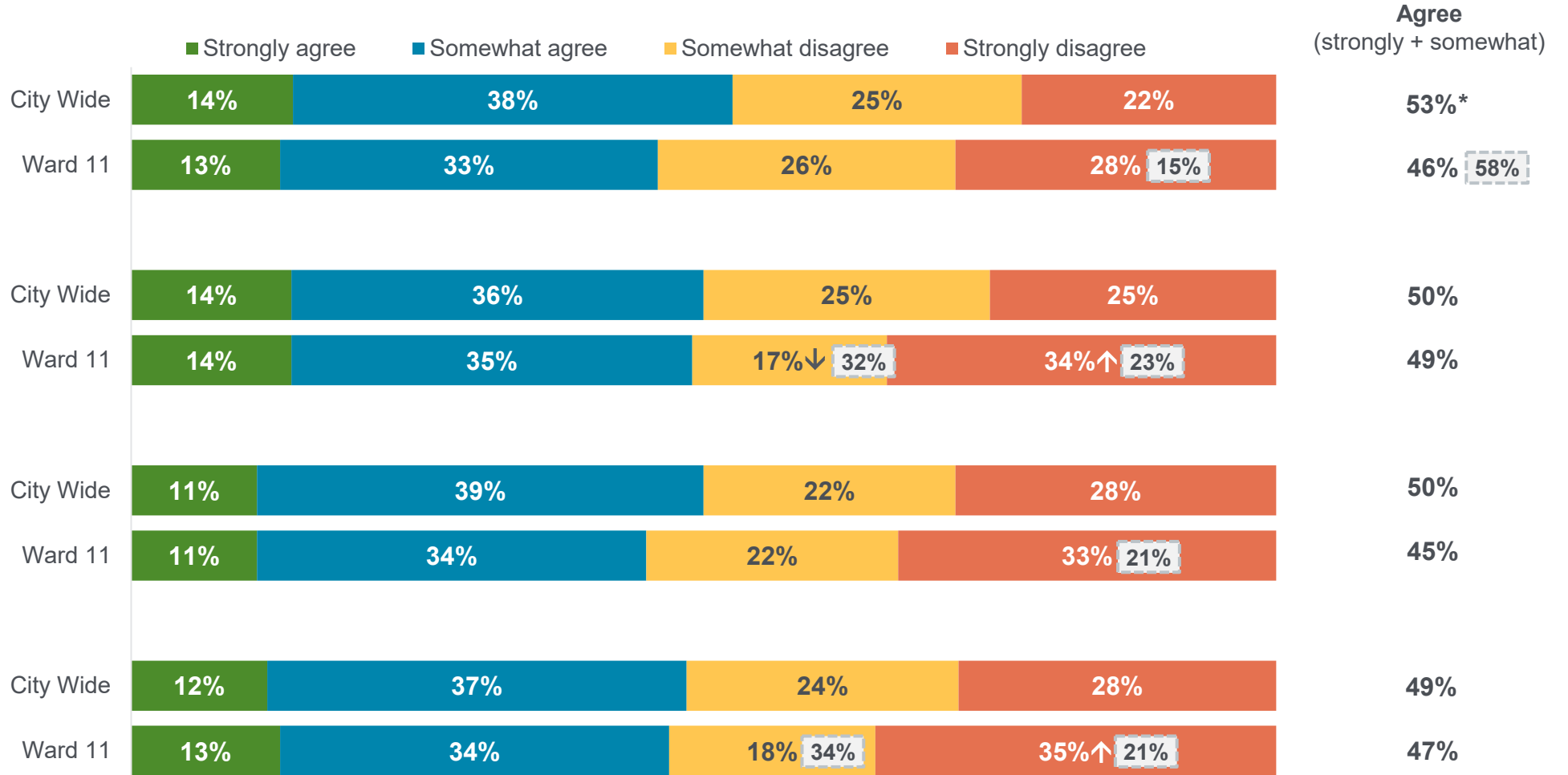
Perceptions of input

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)

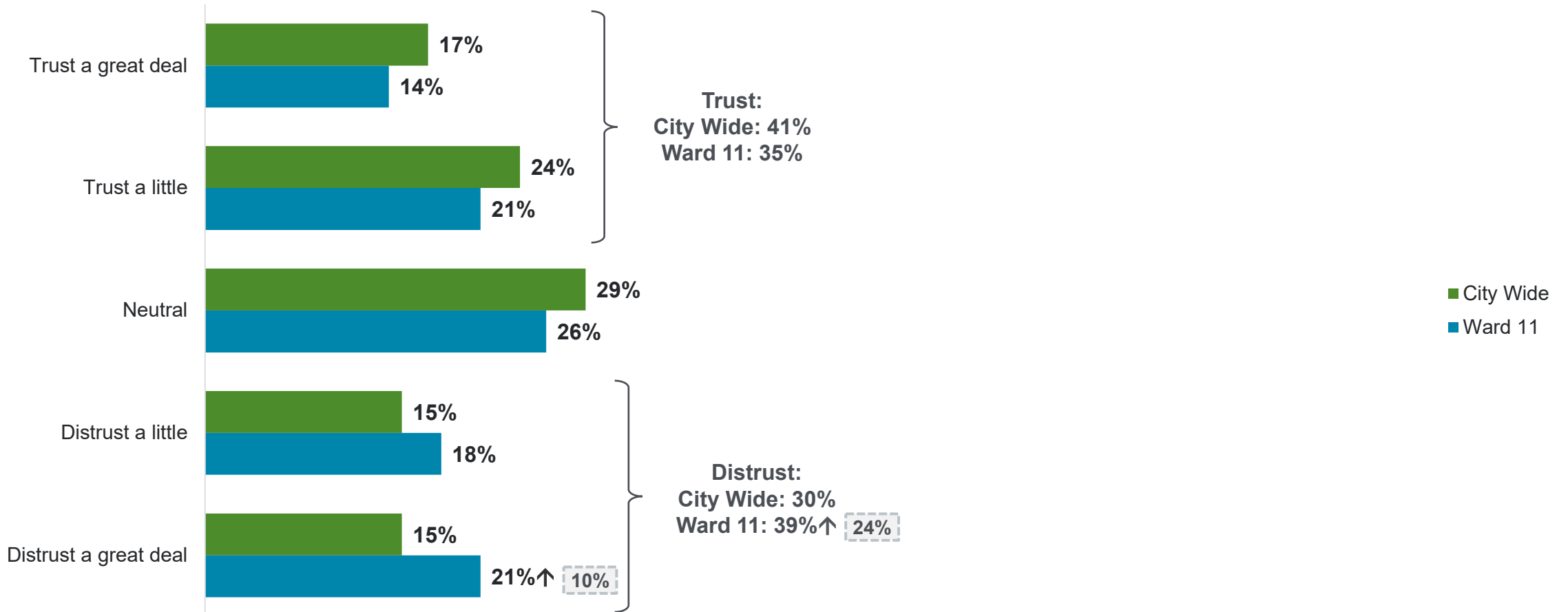
Ward 11 2023
*Rounding
↑/↓ Statistically higher/lower than City Wide



City reputation and performance



Trust in The City of Calgary



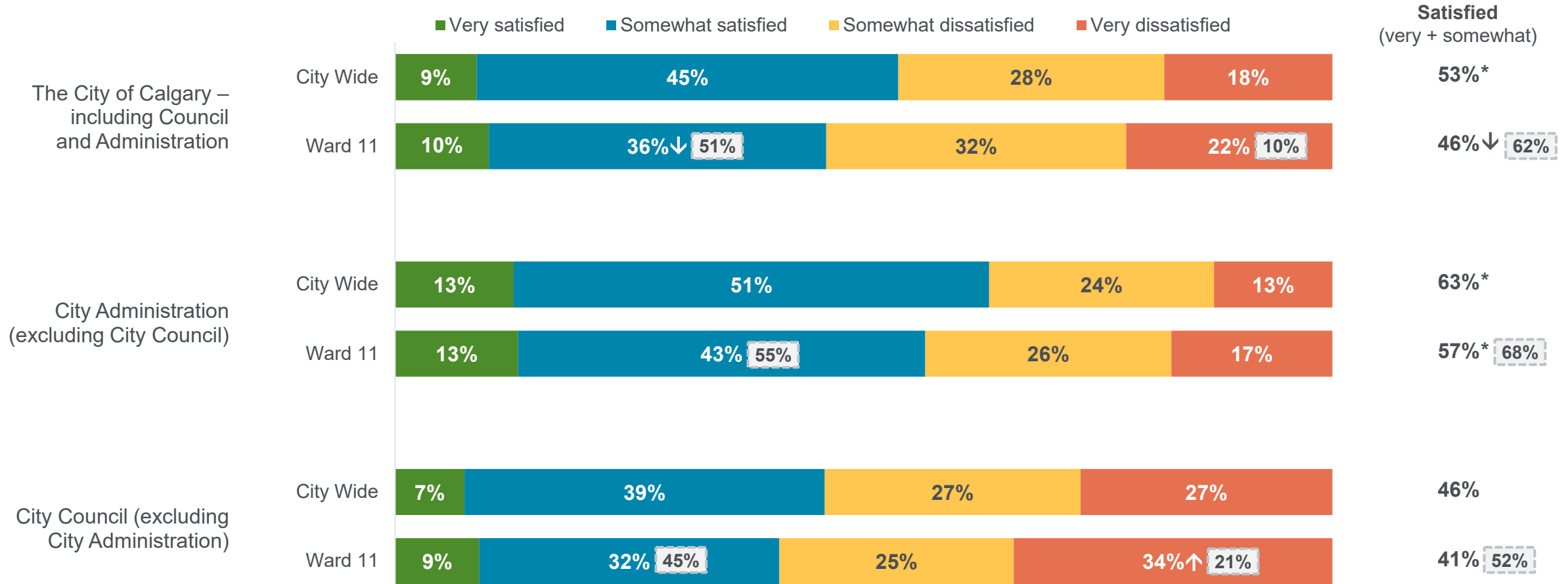
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?
Base: Valid respondents: City Wide (n=2,485) / Ward 11 (n=208)

Ward 11 2023
↑/↓ Statistically higher/lower than City Wide



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.



Ward 11 2023

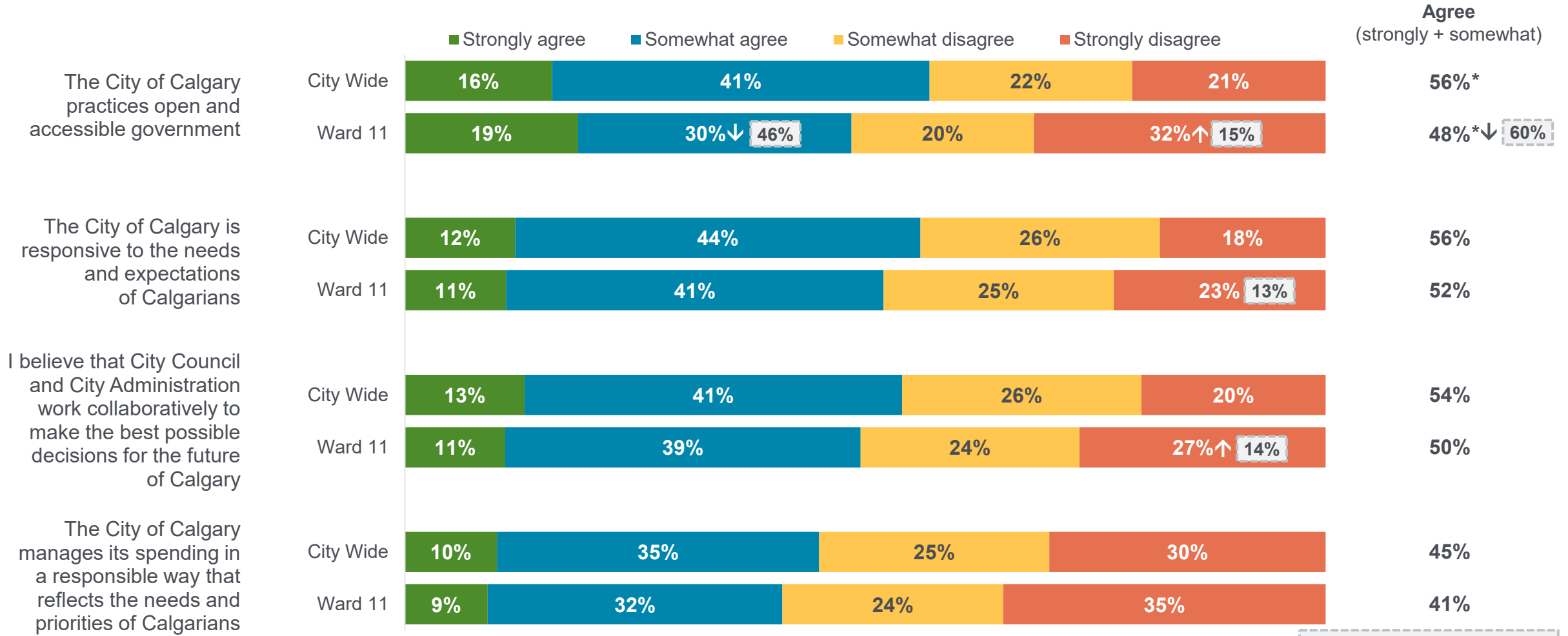
*Rounding

↑/↓ Statistically higher/lower than City Wide

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)



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 following statements:

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)

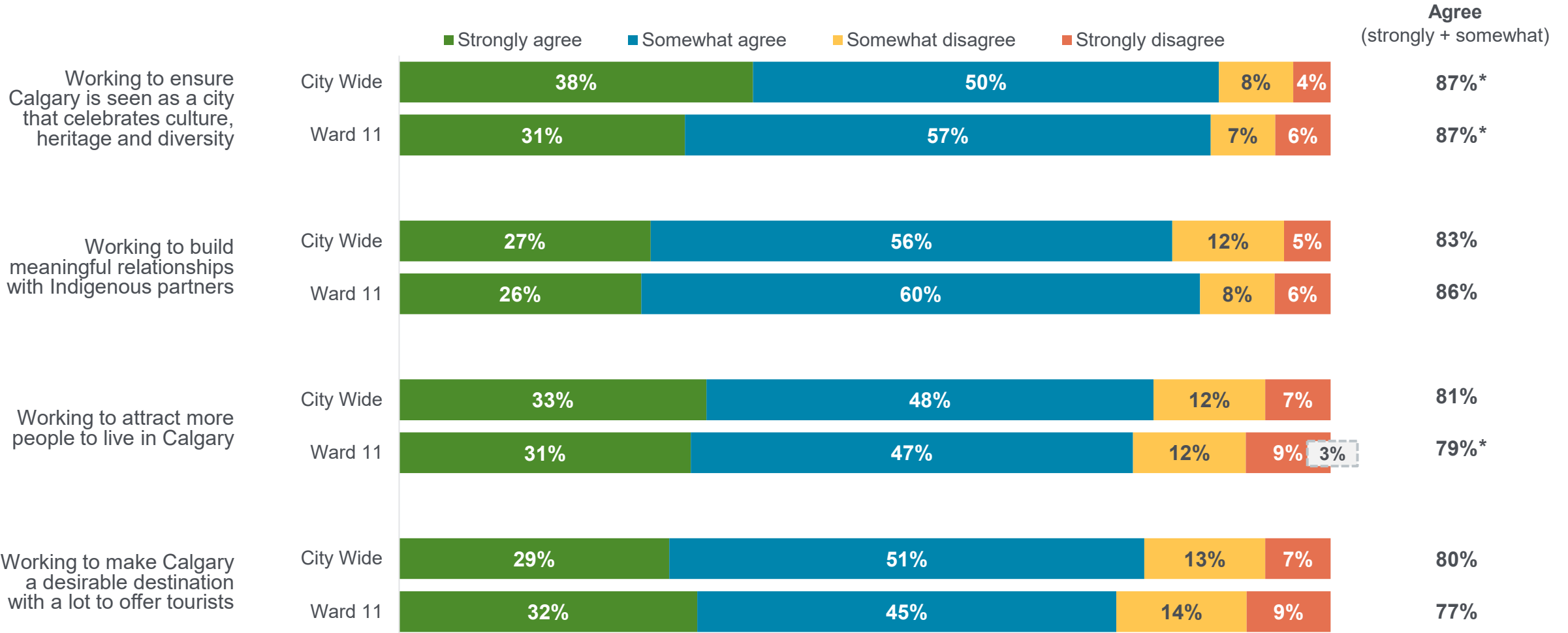
Ward 11 2023
*Rounding
↑/↓ Statistically higher/lower than City Wide



Council focus areas



Perceptions the city is doing a good job on council focus areas

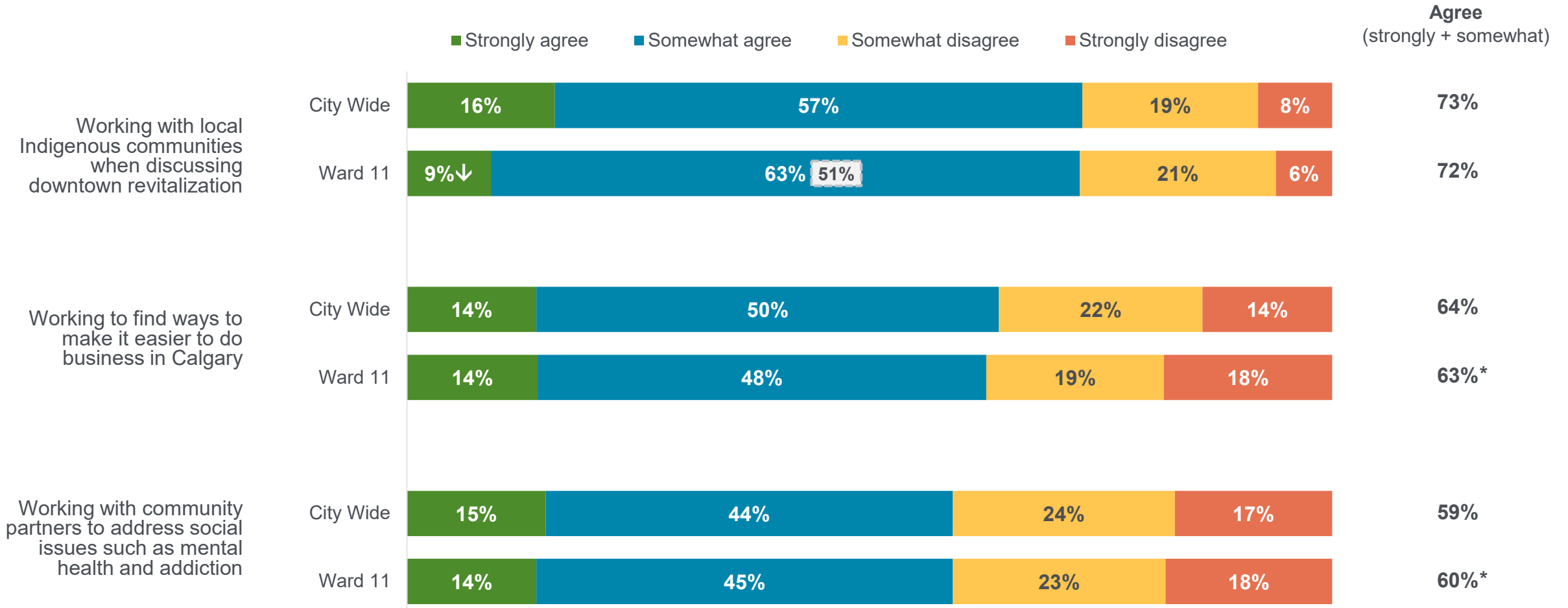


Q. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following:
 Base: Valid respondents (bases vary)

Ward 11 2023
 *Rounding



Perceptions the city is doing a good job on council focus areas (continued)

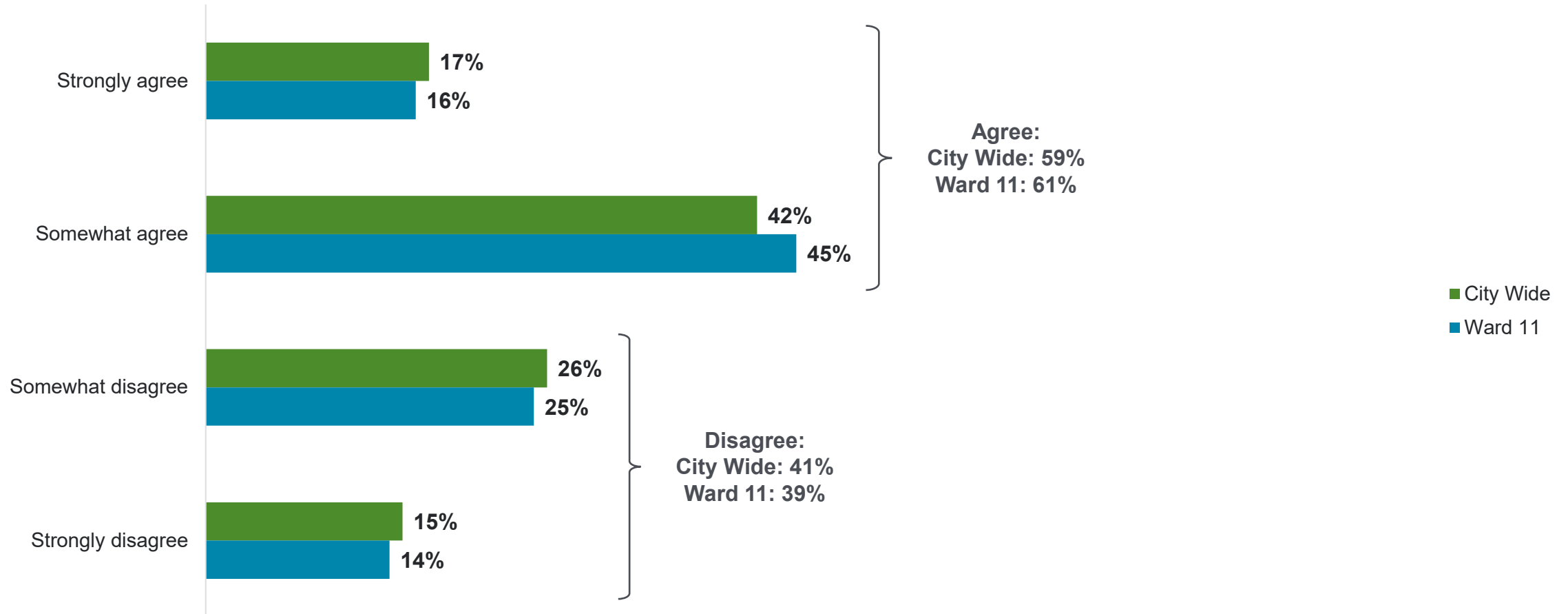


Ward 11 2023
 *Rounding
 ↑/↓ Statistically higher/lower than City Wide

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)



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?

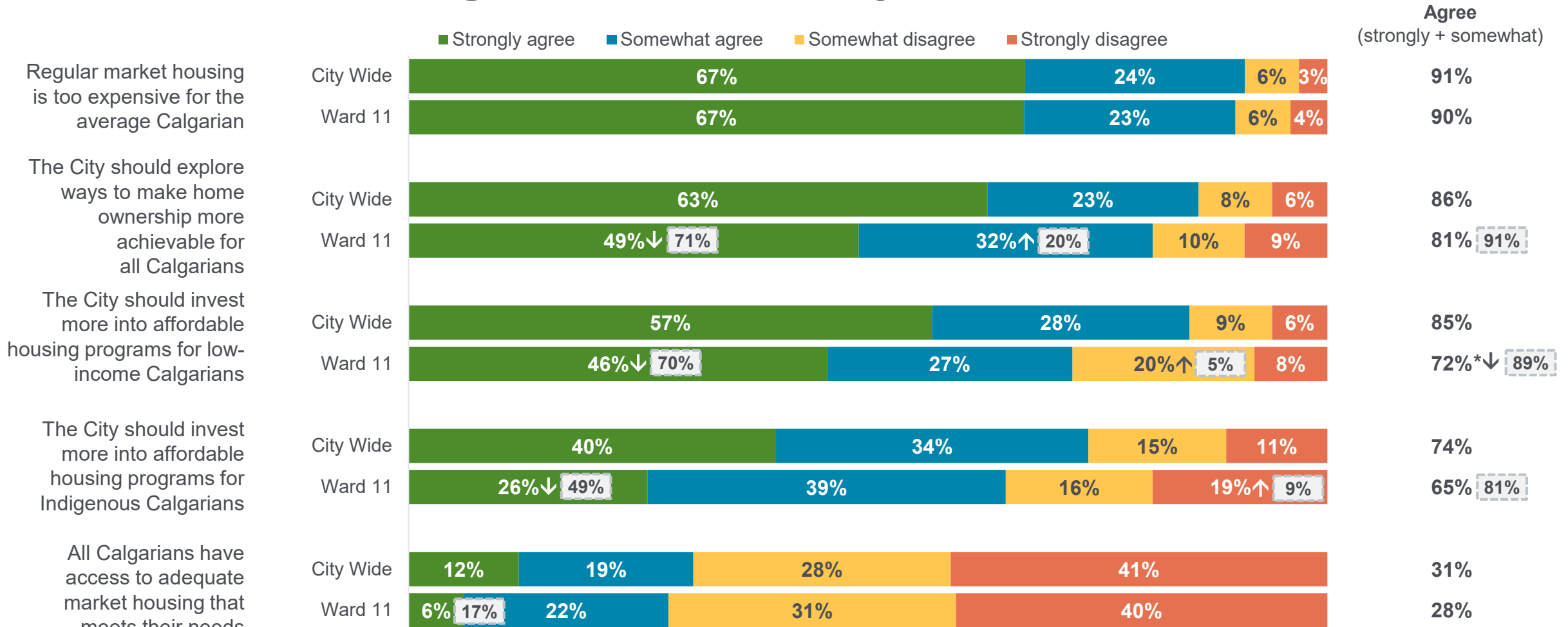
Base: Valid respondents: City Wide (n= 2,457) / Ward 11 (n=206)



Accessibility and downtown revitalization



Housing and affordability



Ward 11 2023

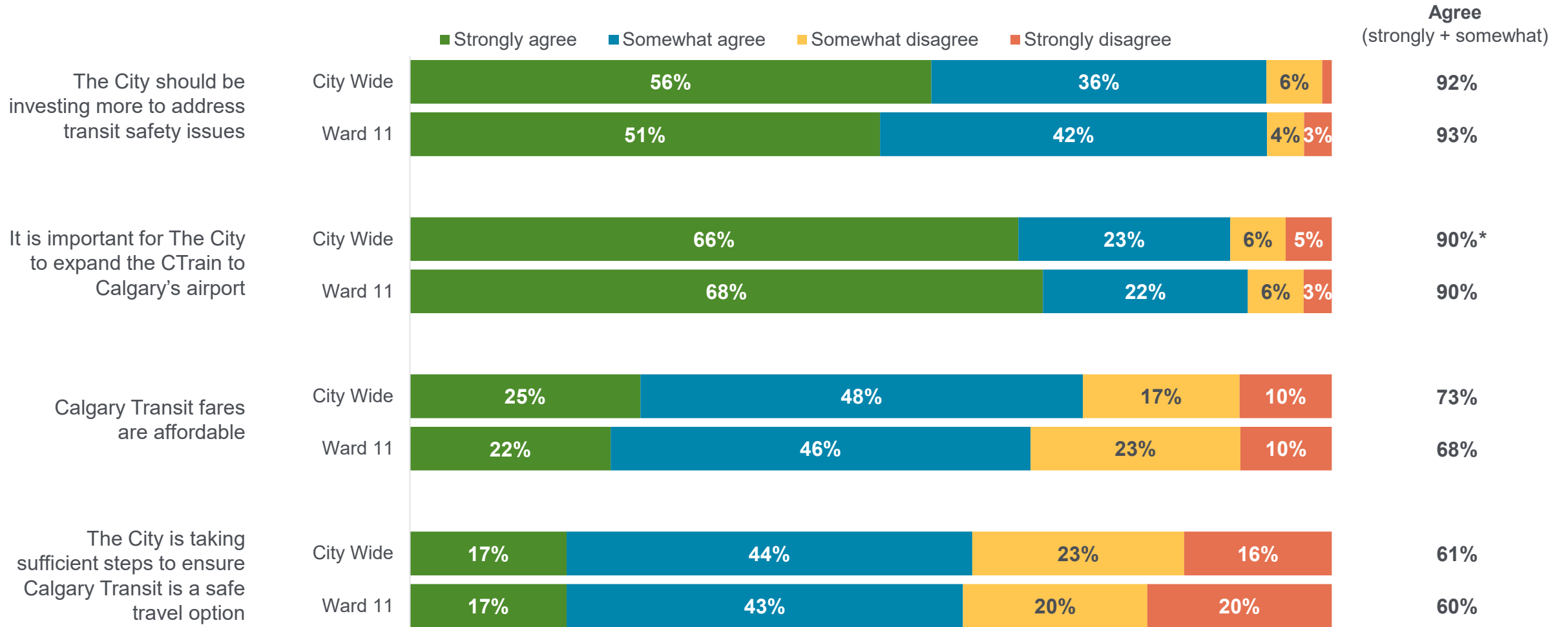
*Rounding

↑/↓ Statistically higher/lower than City Wide

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)



Transit

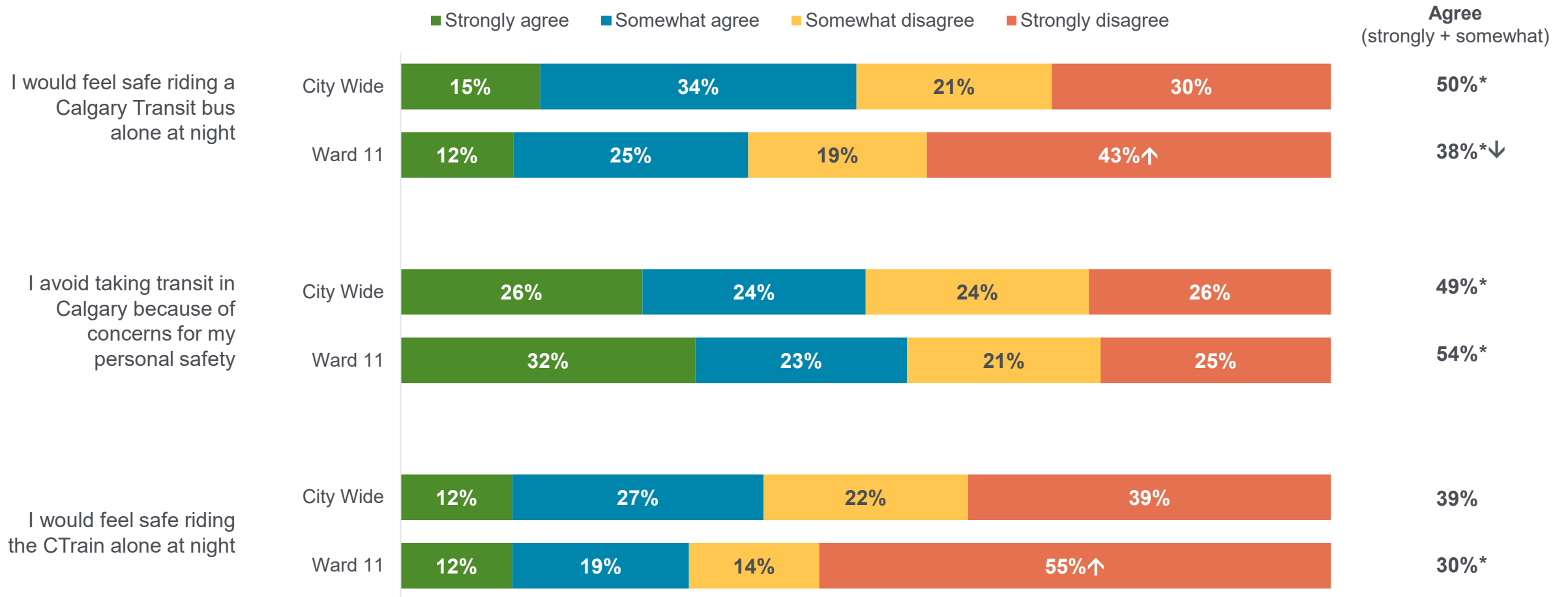


Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.
 Base: Valid respondents (bases vary)

Data labels <3% are not shown
 *Rounding



Transit (continued)

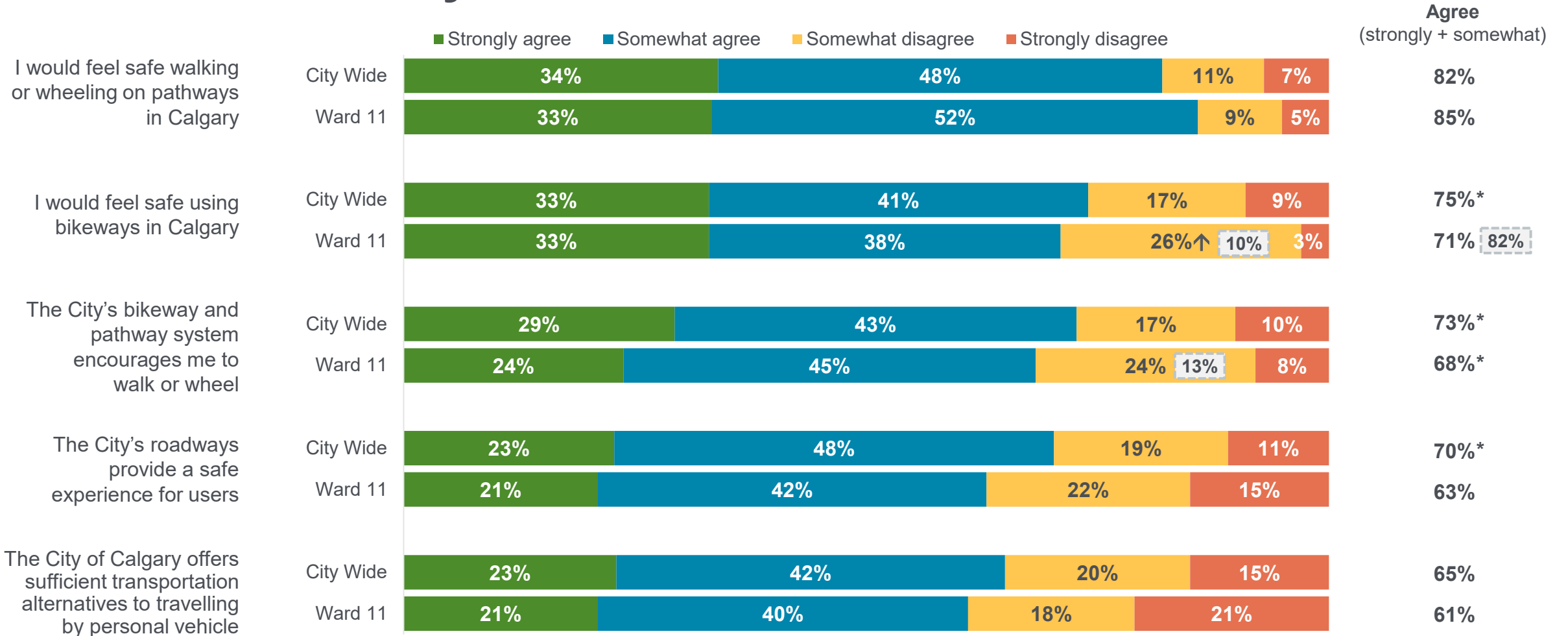


Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.
 Base: Valid respondents (bases vary)

*Rounding
 ↑/↓ Statistically higher/lower than City Wide



Mobility



Ward 11 2023

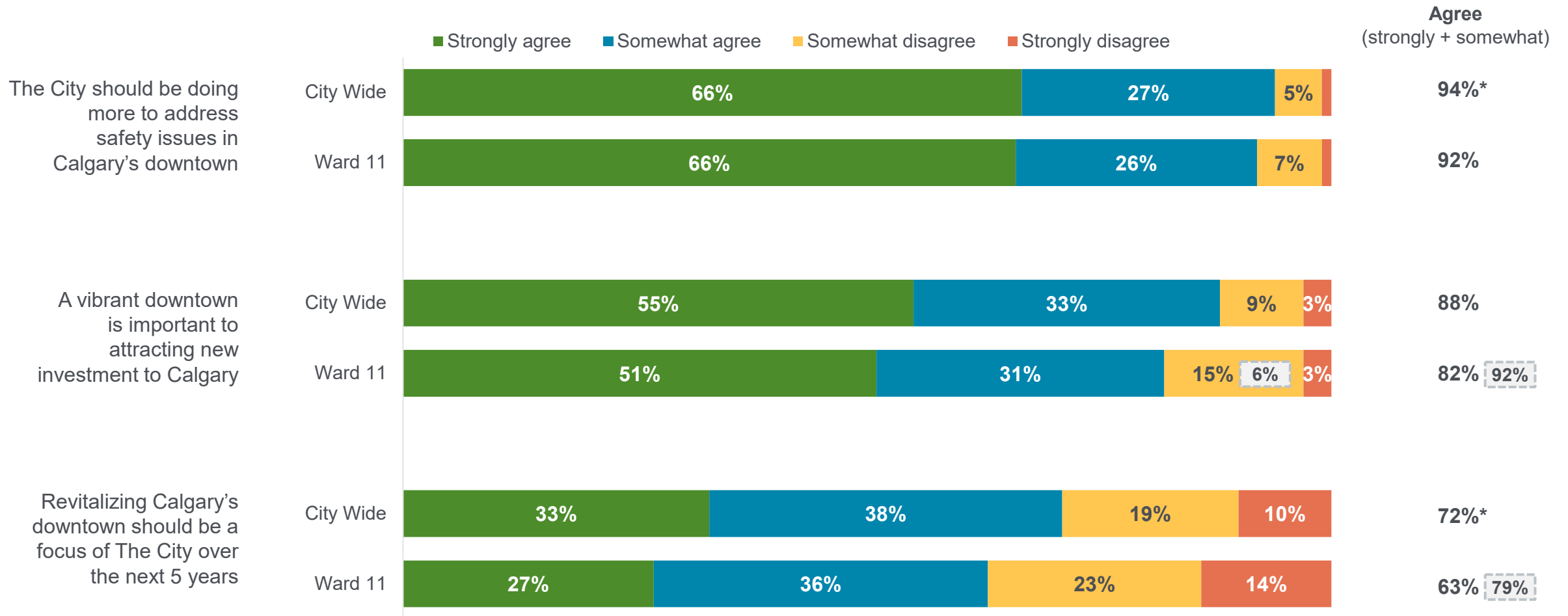
*Rounding

↑/↓ Statistically higher/lower than City Wide

Q. And, we would like to ask you about the extent of your agreement or disagreement with the following statements about mobility in Calgary.
 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)

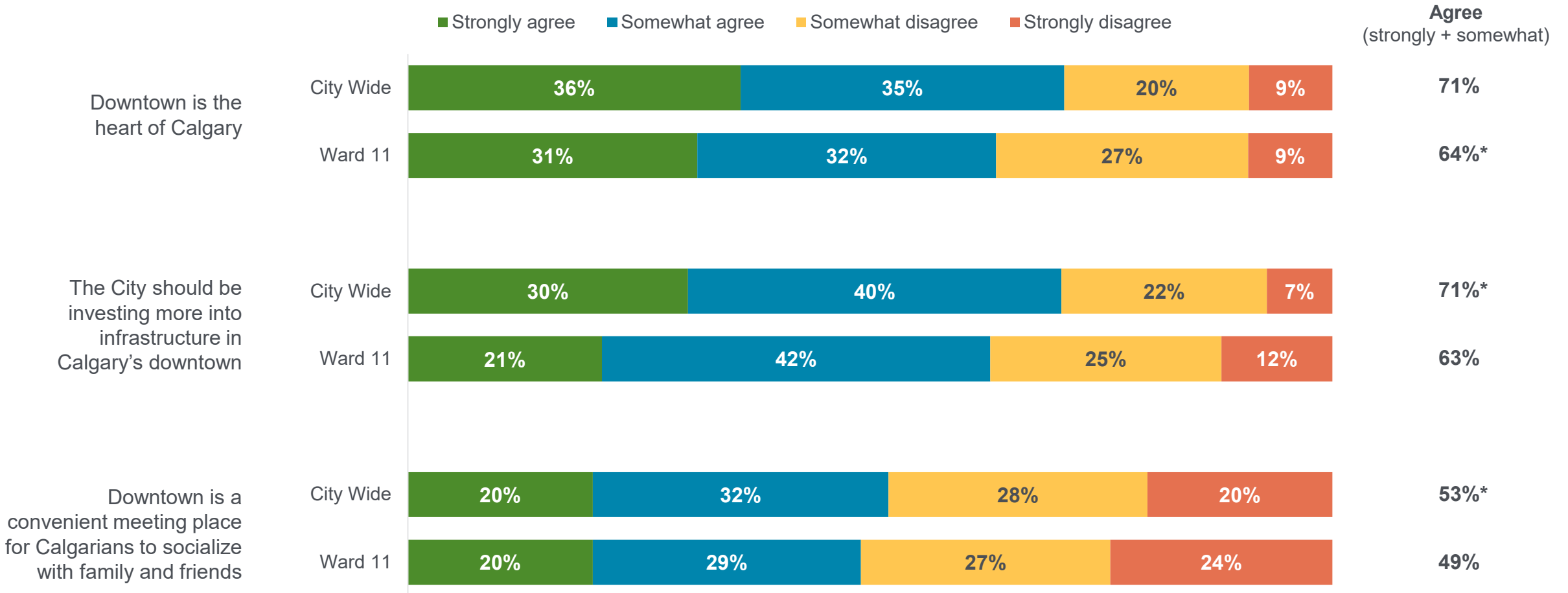
Ward 11 2023

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)

*Rounding



Respondent profile



Respondent profile

Gender		
	City Wide	Ward 11
Woman (accept female)	50%	48%
Man (accept male)	49%	51%
Non-binary person	<1%	0%
Prefer to self-describe	<1%	0%
Refused/prefer not to say	<1%	1%

Age		
	City Wide	Ward 11
18 to 24	9%	7%
25 to 34	21%	27%
35 to 44	17%	17%
45 to 54	19%	16%
55 to 64	13%	10%
65 or older	21%	23%
MEAN	47.6	47.1

Income		
	City Wide	Ward 11
Less than \$60,000	21%	19%
\$60,000 to just under \$120,000	35%	31%
\$120,000 to just under \$200,000	25%	29%
\$200,000 and over	19%	21%

Education		
	City Wide	Ward 11
Less than high school	2%	2%
High school or equivalent	16%	15%
Apprenticeship or trades diploma/certificate	7%	13%
College or non-university diploma/certificate	20%	20%
University degree/diploma/certificate	56%	50%

Employment status [^]		
	City Wide	Ward 11
Full time employed or self employed	55%	58%
Part time employed or self-employed	12%	8%
Retired	21%	21%
Looking after home and/or family	2%	1%
Unable to work because of sickness or disability	3%	3%
Unemployed	5%	4%
Doing unpaid or voluntary work	2%	1%
Student	5%	6%
Other	1%	<1%

Base: Valid respondents (bases vary)

[^] Multiple responses allowed



Respondent profile (continued)

Own or rent		
	City Wide	Ward 11
Own	72%	79%
Rent	25%	21%
Other	2%	1%

Responsible for property taxes or rent		
	City Wide	Ward 11
Yes	87%	87%
No	13%	13%

Household size		
	City Wide	Ward 11
1	16%	15%
2	33%	37%
3	18%	16%
4	21%	22%
5 or more	13%	11%
MEAN	2.9	2.8

Children or seniors in household		
	City Wide	Ward 11
Yes – children	32%	33%
Yes – seniors	32%	29%

Tenure in Calgary		
	City Wide	Ward 11
Less than 5 years	12%	6%
5 to less than 10 years	5%	7%
10 to less than 15 years	9%	10%
15 to less than 20 years	11%	10%
20 to less than 30 years	21%	19%
30 to less than 40 years	15%	17%
40 or more	28%	30%
MEAN	27.8	29.6

Business owner/operator Base: In workforce		
	City Wide	Ward 11
Own and operate a business	18%	12%
Own a business	3%	2%
Operate a business	3%	1%
No	76%	84%

Base: Valid respondents (bases vary)



Respondent profile (continued)

Born in Canada		
	City Wide	Ward 11
Yes	67%	79%
No	33%	21%

Date of arrival in Canada Base: Not born in Canada		
	City Wide	Ward 11
Within the past 5 years	28%	21%
More than 5 years ago	72%	79%

Disability in household [^]		
	City Wide	Ward 11
Yes – myself	12%	11%
Yes – someone in my household	11%	9%
No	79%	82%

Indigenous identity [^]		
	City Wide	Ward 11
Yes – First Nations	1%	2%
Yes – Métis	2%	3%
Yes – Inuit	<1%	0%
Yes – Prefer to self-describe	<1%	1%
Other	<1%	<1%
No	96%	95%

Racialized		
	City Wide	Ward 11
Yes	25%	13%
No	74%	86%
Prefer to self-describe	1%	1%

2SLGBTQIA+		
	City Wide	Ward 11
Yes	7%	5%
No	93%	95%

Ethnicity [^]		
	City Wide	Ward 11
Canadian/French Canadian	2%	1%
American	4%	3%
British	8%	18%
Western European	6%	7%
Southern or Eastern European	10%	21%
South Asian	18%	8%
East or Southeast Asian	21%	18%
West Asian or Middle Eastern	5%	0%
African	10%	3%
Central/South American or Caribbean	9%	11%
Other	5%	4%
Not stated	5%	9%

Base: Valid respondents (bases vary)

[^] Multiple responses allowed



Questionnaire



Questionnaire



The City of Calgary
FINAL 2024 Fall Survey of Calgarians
 2024-08-01

INTRODUCTION

Hello, my name is _____. I'm calling from Ipsos, a national research firm, on behalf of The City of Calgary. I am not selling anything. The City is conducting their annual Fall Survey of Calgarians – to understand your opinions about life in Calgary and the municipal government. All your responses are confidential, and you will not be personally identified.

(INTERVIEWER NOTE: IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 3-1-1 and specifically mention the "2024 Fall Survey of Calgarians." City Staff would be happy to address your concerns.)

Before we begin, please know that the personal information from this survey is collected under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to guide The City of Calgary in making decisions about civic services. For more information, please contact a City of Calgary Research Coordinator at 403-268-2798 and mention the "2024 Fall Survey of Calgarians," or send an email to research@calgary.ca, or a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB, Canada, T2P 2M5."

The survey is approximately 25 minutes.

SCREENERS

[CELL PHONE SAMPLE]

CELLS1. Are you 18 years of age or older?

Yes **[CONTINUE]**

No, not qualified / available **[THANK & TERMINATE]**

[ASK CEL1 IF SAMPLE=CELLPHONE]

CEL1. Is this a good time to talk?

Yes

No (SET GENERAL CALLBACK)

[LANDLINE SAMPLE]

S1. For this survey, we would like to speak to the youngest person in your household age 18 or older. Is that you?

Yes

No

IF YES, CONTINUE

IF NO, ALLOW RESPONDENT TO SEEK THE YOUNGEST HOUSEHOLD MEMBER AND REINTRODUCE



IF NOT AVAILABLE OR IF YOUNGEST MEMBER NOT INTERESTED, CAN SPEAK WITH MEMBER 18+ WITH THE LAST BIRTHDAY OR ANYONE IN THE HH WHO IS AVAILABLE/INTERESTED ENSURE FOIP IS ASKED AGAIN (ABOVE)

[ASK ALL]

S2. Please provide me with the first three characters of your postal code. (IF NECESSARY: This information is used to determine which Ward you live in) (DO NOT READ LIST)

1. T1Y
2. T2A
3. T2B
4. T2C
5. T2E
6. T2G
7. T2H
8. T2J
9. T2K
10. T2L
11. T2M
12. T2N
13. T2P
14. T2R
15. T2S
16. T2T
17. T2V
18. T2W
19. T2X
20. T2Y
21. T2Z
22. T3A
23. T3B
24. T3C
25. T3E
26. T3G
27. T3H
28. T3J
29. T3K
30. T3L
31. T3M
32. T3N
33. T3P
34. T3R
35. T3S

None of the above

[IF NONE OF THE ABOVE OR DK/REF IN S2, THANK & TERMINATE]

[ASK S3A IF T1Y, T2B, T2L, T2M, T2V, T2Y, T3H, T3L, T3M, T3N, T3P, T3R OR T3S IN S2. OTHERS SKIP TO S3B]



Questionnaire (continued)

S3A. What community do you live in? (WAIT FOR RESPONSE. IF RESPONSE PROVIDED IS NOT ON LIST, READ LIST: Do you live in...) (ONLY USE OTHER – SPECIFY AFTER READING LIST)

[INSERT LIST BASED ON RESPONSE AT S2]

T1Y

- MONTEREY PARK
- PINERIDGE
- RUNDLE
- SUNRIDGE
- TEMPLE
- WHITEHORN
- Other (Specify)

T2B

- DOVER
- ERIN WOODS
- FOREST LAWN
- SOUTHVIEW
- VALLEYFIELD
- Other (Specify)

T2L

- BRENTWOOD
- CHARLESWOOD
- COLLINGWOOD
- Other (Specify)

T2M

- BANFF TRAIL
- CAPITOL HILL
- CRESCENT HEIGHTS
- HILLHURST
- KENSINGTON
- MOUNT PLEASANT
- ROSEDALE
- SUNNYSIDE
- TUXEDO PARK
- Other (Specify)

T2V

- BAYVIEW
- BEL-AIRE
- CHINOOK PARK
- EAGLE RIDGE
- GLENMORE PARK
- HAYSBORO
- KELVIN GROVE
- KINGSLAND
- MAYFAIR
- MEADOWLARK PARK
- OAKRIDGE

- PALLISER
- PUMP HILL
- WINDSOR PARK
- Other (Specify)

T2Y

- ALPINE PARK
- [PN: MAP ALPINE PARK TO WARD 13]
- BRIDLEWOOD
- EVERGREEN
- MILLRISE
- SHAWNEE SLOPES
- SHAWNESSY
- SOMERSET
- Other (Specify)

T3H

- ASPEN WOODS
- CHRISTIE PARK
- COACH HILL
- COUGAR RIDGE
- DISCOVERY RIDGE
- MEDICINE HILL
- [PN: MAP MEDICINE HILL TO WARD 6]
- PATTERSON
- SIGNAL HILL
- SPRINGBANK HILL
- STRATHCONA PARK
- TRINITY HILLS
- WEST SPRINGS
- Other (Specify)

T3L

- HASKAYNE
- [PN: MAP HASKAYNE TO WARD 1]
- SCENIC ACRES
- TUSCANY
- Other (Specify)

T3M

- AUBURN BAY
- CRANSTON
- HOTCHKISS
- [PN: MAP HOTCHKISS TO WARD 12]
- MAHOGANY
- RANGEVIEW
- [PN: MAP RANGEVIEW TO WARD 12]
- SETON
- Other (Specify)

T3N

- CITYSCAPE
- CORNERSTONE
- HOMESTEAD
- [PN: MAP HOMESTEAD TO WARD 5]
- REDSTONE
- SKYVIEW RANCH



Questionnaire (continued)

Other (Specify)

T3P

AMBLETON
 [PN: MAP AMBLETON TO WARD 2]
 EVANSTON
 GLACIER RIDGE
 SAGE HILL
 Other (Specify)

T3R

CARRINGTON
 [PN: MAP CARRINGTON TO WARD 3]
 EVANSTON
 KEYSTONE HILLS
 [PN: MAP KEYSTONE HILLS TO WARD 3]
 KINCORA
 LEWISBURG
 [PN: MAP LEWISBURG TO WARD 3]
 LIVINGSTON
 NOLAN HILL
 SAGE HILL
 SHERWOOD
 SYMONS GATE
 SYMONS VALLEY RANCH
 [PN: MAP SYMONS VALLEY RANCH TO WARD 2]
 Other (Specify)

T3S

HOTCHKISS
 [PN: MAP HOTCHKISS TO WARD 12]
 MAHOGANY
 RANGEVIEW
 [PN: MAP RANGEVIEW TO WARD 12]
 Other (Specify)

[IF OTHER OR DK/REF IN S3A, THANK & TERMINATE, ELSE SKIP TO INSTRUCTION BEFORE S4]

[ASK S3B IF T2A, T2C, T2E, T2G, T2H, T2J, T2K, T2N, T2P, T2R, T2S, T2T, T2W, T2X, T2Z, T3A, T3B, T3C, T3E, T3G, T3J OR T3K]

S3B. What community do you live in? (WAIT FOR RESPONSE. IF RESPONSE PROVIDED IS NOT ON LIST, READ LIST UNTIL INTERRUPTED: Do you live in...) (ONLY USE OTHER – SPECIFY AFTER READING LIST)

[INSERT LIST BASED ON RESPONSE AT S2]

T2A

ABBNEYDALE
 ALBERT PARK/RADISSON HEIGHTS
 APPLEWOOD PARK
 BELVEDERE
 [PN: MAP TO WARD 9]

FOREST HEIGHTS
 FOREST LAWN
 MARLBOROUGH
 MARLBOROUGH PARK
 PENBROOKE MEADOWS
 RED CARPET
 TWIN HILLS
 [PN: MAP TWIN HILLS TO WARD 9]
 WINDSOR PARK
 [PN: MAP TO WARD 9]
 Other (Specify)

T2C

DOUGLASDALE/GLEN
 OGDEN
 QUARRY PARK
 RIVERBEND
 Other (Specify)

T2E

BRIDGELAND/RIVERSIDE
 CRESCENT HEIGHTS
 GREENVIEW
 HIGHLAND PARK
 MAYLAND HEIGHTS
 RENFREW
 TUXEDO PARK
 VISTA HEIGHTS
 WINSTON HEIGHTS/MOUNTVIEW
 Other (Specify)

T2G (IF 'DOWNTOWN', PROBE TO SPECIFY CORE OR EAST VILLAGE. IF RESPONDENT DOES NOT KNOW OR INSISTS ON DOWNTOWN, SELECT DOWNTOWN CORE)

ALBERT PARK/RADISSON HEIGHTS
 BELTLINE
 [PN: MAP TO WARD 8]
 BRIDGELAND/RIVERSIDE
 CHINATOWN
 DOVER
 DOWNTOWN CORE
 DOWNTOWN EAST VILLAGE/EAST VILLAGE
 INGLEWOOD
 MANCHESTER
 RAMSAY
 SOUTHVIEW
 VICTORIA PARK
 Other (Specify)

T2J (IF 'BONAVISTA', DO NOT PROBE, SELECT LAKE BONAVISTA)

ACADIA
 BONAVISTA DOWNS
 DEER RIDGE



Questionnaire (continued)



DEER RUN
DIAMOND COVE
LAKE BONAVISTA /BONAVISTA
MAPLE RIDGE
PARKLAND
QUEENSLAND
SILVERADO
WILLOW PARK
Other (Specify)

T2H
ACADIA
FAIRVIEW
MANCHESTER
Other (Specify)

T2K (IF 'NORTH HAVEN', DO NOT PROBE, SELECT NORTH HAVEN)
CAMBRIAN HEIGHTS
CAPITOL HILL
GREENVIEW
HIGHLAND PARK
HIGHWOOD
HUNTINGTON HILLS
NORTH HAVEN
NORTH HAVEN UPPER
QUEENS PARK VILLAGE
ROSEMONT
THORNCLIFFE
Other (Specify)

T2N
HILLHURST
HOUNSFIELD HEIGHTS/BRIAR HILL
KENSINGTON
PARKDALE
ST. ANDREWS HEIGHTS
SUNALTA
SUNNYSIDE
UNIVERSITY DISTRICT
UNIVERSITY HEIGHTS
UNIVERSITY OF CALGARY
WEST HILLHURST
Other (Specify)

T2P (IF DOWNTOWN, PROBE TO SPECIFY CORE OR WEST END – IF RESPONDENT DOES NOT KNOW OR INSISTS ON DOWNTOWN, ASSIGN WEST END. IF CORE, PROBE TO SPECIFY WEST OR EAST OF 4TH STREET – IF RESPONDENT DOES NOT KNOW OR INSISTS ON CORE, ASSIGN WEST OF 4TH STREET)
CHINATOWN
DOWNTOWN CORE/CORE – West of 4th Street
DOWNTOWN CORE/CORE – East of 4th Street
DOWNTOWN WEST END



EAU CLAIRE
Other (Specify)

T2R (IF 'BELTLINE', PROBE TO SPECIFY CONNAUGHT OR VICTORIA PARK. IF RESPONDENT DOES NOT KNOW OR INSISTS ON BELTLINE, SELECT BELTLINE)
(DO NOT READ) BELTLINE
CONNAUGHT
VICTORIA PARK
Other (Specify)

T2S
BRITANNIA
CLIFF BUNGALOW
ELBOW PARK
ELBOYA
ERLTON
MISSION
PARKHILL
RIDEAU PARK
ROXBORO
SAVANNA
UPPER MOUNT ROYAL / MOUNT ROYAL
Other (Specify)

T2T (IF 'MOUNT ROYAL', DO NOT PROBE, SELECT LOWER MOUNT ROYAL).
ALTADORE
BANKVIEW
ELBOW PARK
GARRISON WOODS
GARRISON GREEN
[PN: MAP GARRISON GREEN TO WARD 11]
MARDA LOOP
LOWER MOUNT ROYAL / MOUNT ROYAL
RICHMOND
SOUTH CALGARY
UPPER MOUNT ROYAL
Other (Specify)

T2W
BRAESIDE
CANYON MEADOWS
CEDARBRAE
SOUTHWOOD
WOODBINE
WOODLANDS
Other (Specify)

T2X
ALPINE PARK
[PN: MAP ALPINE PARK TO WARD 13]



Questionnaire (continued)

BELMONT
 PN: MAP BELMONT TO WARD 13]
 CHAPARRAL
 LEGACY
 MIDNAPORE
 PINE CREEK
 SILVERADO
 SUNDANCE
 WALDEN
 WOLF WILLOW
 YORKVILLE
 Other (Specify)

T2Z
 COPPERFIELD
 DOUGLASDALE/GLEN
 HOTCHKISS
 [PN: MAP HOTCHKISS TO WARD 12]
 MCKENZIE LAKE
 MCKENZIE TOWNE
 NEW BRIGHTON
 QUARRY PARK
 Other (Specify)

T3A
 DALHOUSIE
 EDGEMONT
 HAMPTONS
 HIDDEN VALLEY
 VARSITY
 Other (Specify)

T3B
 BOWNESS
 CRESTMONT
 GREENWOOD/GREENBRIAR
 GREENWICH
 MONTGOMERY
 POINT MCKAY
 SILVER SPRINGS
 UNIVERSITY OF CALGARY
 VALLEY RIDGE
 VARSITY
 Other (Specify)

T3C (IF 'SUNALTA', DO NOT PROBE, SELECT SUNALTA)
 BELMONT
 CONNAUGHT OR BELTLINE
 DOWNTOWN WEST END/DOWNTOWN
 POINT MCKAY
 ROSSCARROCK

SCARBORO
 SHAGANAPPI
 SPRUCE CLIFF
 SUNALTA/ SUNALTA WEST
 WESTGATE
 WILDWOOD
 Other (Specify)

T3E
 CURRIE BARRACKS
 GARRISON GREEN
 [PN: MAP GARRISON GREEN TO WARD 11]
 GLAMORGAN
 GLENBROOK
 GLENDALE
 KILLARNEY/GLENGARRY
 LAKEVIEW
 LINCOLN PARK
 NORTH GLENMORE PARK
 RICHMOND
 RUTLAND PARK
 Other (Specify)

T3G
 ARBOUR LAKE
 CITADEL
 HAWKWOOD
 RANCLANDS
 ROCKY RIDGE
 ROYAL OAK
 ROYAL VISTA
 [PN: MAP TO WARD 1]
 Other (Specify)

T3J
 CASTLERIDGE
 CORAL SPRINGS
 FALCONRIDGE
 HOMESTEAD
 [PN: MAP HOMESTEAD TO WARD 5]
 MARTINDALE
 SADDLE RIDGE
 TARADALE
 Other (Specify)

T3K
 BEDDINGTON HEIGHTS
 CINNAMON HILLS
 COUNTRY HILLS



Questionnaire (continued)



COUNTRY HILLS VILLAGE
 COVENTRY HILLS
 HARVEST HILLS
 MACEWAN GLEN
 PANORAMA HILLS
 SANDSTONE VALLEY
 Other (Specify)

[IF OTHER OR DK/REF IN S3B, THANK & TERMINATE.]
 [ASSIGN WARD BASED ON COMMUNITY IN S3B]

S4. What quadrant of the city do you live in? (WAIT FOR RESPONSE – READ LIST TO CLARIFY IF NEEDED)

Southwest
 Southeast
 Northwest
 Northeast

[TRACK QUADRANT QUOTAS BASED ON S4]

S5. Record Gender (DO NOT ASK)

Male
 Female

A. QUALITY OF LIFE

1a. 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? (ACCEPT ONE RESPONSE) Q1b. Are there any other important local issues? (ACCEPT UP TO TWO MORE RESPONSES).

[RECORD VERBATIM]
 No/nothing else

2a. 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?

RECORD NUMBER [RANGE 1-10]

3. Do you feel that the quality of life in the city of Calgary in the past three years has (READ LIST UNTIL INTERRUPTED)?

Improved
 Stayed the same
 Worsened



For this survey, when I say ‘The City of Calgary’ or ‘The City’, I mean the municipal government, including Council and Administration.

24b. 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”. The first one is:

[RANDOMIZE LIST]

Calgary is moving in the right direction to ensure a high quality of life for future generations
 The City of Calgary fosters a city that is inclusive and accepting of all
 I am proud to be a Calgarian
 I am proud to live in my neighbourhood

[NEXT TWO ITEMS MUST FOLLOW EACH OTHER. ROTATE. ALWAYS SHOW LAST.]

Calgary is a great place to make a living
 Calgary is a great place to make a life

RECORD NUMBER [RANGE 1-10]

24c. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.

[RANDOMIZE LIST]

The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most
 The City has programs and services aimed at helping Calgarians reduce their environmental impact.
 Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity

RECORD NUMBER [RANGE 1-10]

10. How safe do you feel or would you feel walking alone in your neighbourhood after dark? (READ LIST)

Very unsafe
 Somewhat unsafe
 Reasonably safe
 Very safe

10b. During the last 3 years, do you think that crime in your neighbourhood has increased, decreased or remained about the same?

Increased
 Decreased
 About the same
 Just moved into the area or have not lived in neighbourhood long enough (DO NOT READ)



Questionnaire (continued)



10c. And thinking about the next three years, do you think that crime in your neighbourhood will increase, decrease, or remain about the same?

- Increase
- Decrease
- Stay about the same
- I don't know [DO NOT READ]

10d. How safe or unsafe do you think Calgary is overall?

- Very safe
- Reasonably safe
- Somewhat unsafe
- Very unsafe

24cx. There are of 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

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

[ASK ALL]
B. QUALITY OF CIVIC SERVICES

The City of Calgary delivers 61 services that Calgarians use every day. The variety of services offered range from roads to recreation, water to waste and recycling, and business licensing to emergency services such as fire, police and 9-1-1.

7a. On a scale of 1to 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?

RECORD NUMBER [RANGE 1-10]

9_1. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing the following services:

[RANDOMLY ASSIGN RESPONDENTS TO BLOCK A → BLOCK B WITHIN EACH WARD; I.E. ASSIGN BASED ON “Randomly Not Filled” SO AN EQUAL NUMBER OF RESPONDENTS ARE ASSIGNED EACH BLOCK WITHIN EACH WARD.]

BLOCK A [RANDOMIZE]Residential garbage collection (INTERVIEWER NOTE: Black cart)
 City operated roads and infrastructure



Traffic flow management
 On-street bikeways
 Calgary’s pathway system
 Wastewater collection & treatment

BLOCK B [RANDOMIZE]
 Residential Blue Cart recycling
 Residential Green Cart
 Road maintenance including pothole repairs
 Spring road cleaning
 Water treatment and supply, including the availability and supply of clean, safe drinking water
 Stormwater management

9_1
 Very satisfied
 Somewhat satisfied
 Not very satisfied
 Not at all satisfied

D. LEVELS OF SERVICES AND TAXATION

11a. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payments go 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”.

RECORD NUMBER [RANGE 1-10]

12. 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? [ROTATE 1-2-3-4, 3-4-2-1] (READ LIST – PICK ONE)

- Increase taxes beyond current inflation rate - to expand services
- Increase taxes at current inflation rate - to maintain services at current levels
- Cut services - to maintain current tax level
- Cut services further - to reduce taxes
- None (VOLUNTEERED)

[ASK ALL]
F. CITY CONTACT AND COMMUNICATION

19x. 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? The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? Is that strongly or somewhat?

[BLOCK 1 – RANDOMIZE ORDER] [DO NOT RANDOMIZE ORDER OF BLOCKS]



Questionnaire (continued)



The City responds quickly to requests and concerns
 The City of Calgary meets my customer service expectations
 I am satisfied with the overall quality of customer service provided by The City of Calgary
 The City does a good job of communicating with Calgarians about services, programs, policies and plans

[BLOCK 2 – RANDOMIZE ORDER]

The City allows Calgarians to have meaningful input into decision-making
 The City uses input from Calgarians in decision-making about City projects and services
 The City of Calgary practices open and accessible government
 Calgarians have enough opportunities to provide input into decision-making about City projects and services

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree



H. TRUST & REPUTATION

We now have questions about your impressions of The City of Calgary.

T3. Considering all the things you think are important, how much do you trust or distrust The City of Calgary? Would you say that you trust The City a great deal, trust The City a little, are neutral, distrust The City a little, or distrust The City a great deal?

- Trust a great deal
- Trust a little
- Neutral
- Distrust a little
- Distrust a great deal
- (DO NOT READ) Never heard of this organization

[SCREEN BREAK]

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

T6. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary – including Council and City Administration as a whole – is going about running our City? Are you...? (READ LIST UNTIL INTERRUPTED)

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

[ROTATE T7 and T8]

T7. Thinking about Calgary’s City council, **EXCLUDING** City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City? (READ LIST IF NECESSARY)

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

T8. Thinking about Calgary’s City Administration, **EXCLUDING** Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City? (READ LIST IF NECESSARY)

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied



Questionnaire (continued)

T9. Please tell me if you agree or disagree with each of the following statements? The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? (REPEAT SCALE IF NEEDED)

[RANDOMIZE ORDER]

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

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

The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians

The City of Calgary is responsive to the needs and expectations of Calgarians

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

I. COUNCIL FOCUS AREAS

CF1. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following? The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? Is that strongly or somewhat?

[RANDOMIZE]

[KEEP FIRST TWO STATEMENTS TOGETHER IN THIS ORDER]

Working to ensure Calgary is seen as a city that celebrates culture, heritage and diversity

Working to make Calgary a desirable destination with a lot to offer tourists

Working to attract more people to live in Calgary

Working to find ways to make it easier to do business in Calgary

Working with community partners to address social issues such as mental health and addiction

[ANCHOR]

Working to build meaningful relationships with Indigenous partners

Working with local Indigenous communities when discussing downtown revitalization

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

CFX. Social Equity

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.

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

[RANDOMLY ASSIGN RESPONDENTS TO CF2/CF3A OR CF3B/CF4 WITHIN EACH WARD; I.E. ASSIGN BASED ON "Randomly Not Filled" SO AN EQUAL NUMBER OF RESPONDENTS ARE ASSIGNED EACH BLOCK WITHIN EACH WARD.]

CF2. Housing and Affordability

And, for each of the following statements about housing, please tell me to what extent you agree or disagree. The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? Is that strongly or somewhat?

[RANDOMIZE]

The City should explore ways to make home ownership more achievable for all Calgarians

All Calgarians have access to adequate market housing that meets their needs

Regular market housing is too expensive for the average Calgarian

The City should invest more into affordable housing programs for low-income Calgarians



Questionnaire (continued)



T9. Please tell me if you agree or disagree with each of the following statements? The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? (REPEAT SCALE IF NEEDED)

[RANDOMIZE ORDER]

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

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

The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians

The City of Calgary is responsive to the needs and expectations of Calgarians

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree



I. COUNCIL FOCUS AREAS

CF1. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following? The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? Is that strongly or somewhat?

[RANDOMIZE]

[KEEP FIRST TWO STATEMENTS TOGETHER IN THIS ORDER]

Working to ensure Calgary is seen as a city that celebrates culture, heritage and diversity

Working to make Calgary a desirable destination with a lot to offer tourists

Working to attract more people to live in Calgary

Working to find ways to make it easier to do business in Calgary

Working with community partners to address social issues such as mental health and addiction

[ANCHOR]

Working to build meaningful relationships with Indigenous partners

Working with local Indigenous communities when discussing downtown revitalization

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

CFX. Social Equity

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.

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

[RANDOMLY ASSIGN RESPONDENTS TO CF2/CF3A OR CF3B/CF4 WITHIN EACH WARD; I.E. ASSIGN BASED ON "Randomly Not Filled" SO AN EQUAL NUMBER OF RESPONDENTS ARE ASSIGNED EACH BLOCK WITHIN EACH WARD.]

CF2. Housing and Affordability

And, for each of the following statements about housing, please tell me to what extent you agree or disagree. The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? Is that strongly or somewhat?

[RANDOMIZE]

The City should explore ways to make home ownership more achievable for all Calgarians

All Calgarians have access to adequate market housing that meets their needs

Regular market housing is too expensive for the average Calgarian

The City should invest more into affordable housing programs for low-income Calgarians



Questionnaire (continued)



The City should invest more into affordable housing programs for Indigenous Calgarians

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

CF3A. Transit

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. The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? Is that strongly or somewhat?

[RANDOMIZE]

- The City should be investing more to address transit safety issues
- I avoid taking transit in Calgary because of concerns for my personal safety
- I would feel safe riding a Calgary Transit bus alone at night
- I would feel safe riding the CTrain alone at night
- The City is taking sufficient steps to ensure Calgary Transit is a safe travel option
- Calgary Transit fares are affordable
- It is important for The City to expand the CTrain to Calgary's airport

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

CF3B. Mobility

And, we would like to ask you about the extent of your agreement or disagreement with the following statements about mobility in Calgary. The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? Is that strongly or somewhat?

[RANDOMIZE]

- The City of Calgary offers sufficient transportation alternatives to travelling by personal vehicle
- The City's bikeway and pathway system encourages me to walk or wheel (IF ASKED: Wheeling is using a bike, wheelchair, e-scooter, inline skates or a skateboard.)
- I would feel, safe walking or wheeling on pathways in Calgary (IF ASKED: Wheeling is using a bike, wheelchair, e-scooter, inline skates or a skateboard.)
- I would feel, safe using bikeways in Calgary
- The City's roadways provide a safe experience for users

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree



CF4. Downtown Revitalization

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. The first one is [INSERT ITEM]. Is that strongly or somewhat? How about [INSERT ITEM]? Is that strongly or somewhat?

[RANDOMIZE]

- A vibrant downtown is important to attracting new investment to Calgary
- Downtown is a convenient meeting place for Calgarians to socialize with family and friends
- Downtown is the heart of Calgary
- Revitalizing Calgary's downtown should be a focus of The City over the next 5 years
- The City should be investing more into infrastructure in Calgary's downtown
- The City should be doing more to address safety issues in Calgary's downtown

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

J. DEMOGRAPHICS

We are almost finished. We just have some demographic questions so we can group responses and sort the data. Your responses are strictly confidential

29x. What is your gender? (IF NECESSARY – DO NOT READ EXCEPT TO CLARIFY: Gender refers to the gender that a person internally feels and/or the gender a person publicly expresses in their daily life, including at work, while shopping, or accessing other services, in their home or in the broader community.)

(DO NOT READ LIST EXCEPT TO CLARIFY)

- Woman (accept Female)
- Man (accept Male)
- Non-binary person
- Prefer to self-describe (specify, if preferred)
- Refused/prefer not to say

30. In what year were you born?

RECORD YEAR (RANGE 1900 TO 2005)

31. How many people, including yourself, live in your household?

RECORD NUMBER (MIN 1, NO MAX)

[IF 2 OR MORE IN Q31 ASK Q32 AND Q32b, ELSE SKIP TO Q33]

32. Do you have any children under the age of 18 living in your household?

- Yes
- No



Questionnaire (continued)

[IF AGE = 65+ SKIP]

32b. Is there anyone aged 65 years or older living in your household?

- Yes
- No

[ASK ALL]

33. Are you either primarily or jointly responsible for paying property taxes or rent in your household?

- Yes
- No

34. Do you own or rent your current place of residence?

- Own
- Rent

(DO NOT READ) Neither/Other (VOLUNTEERED) (specify)

[ASK ALL]

37. How many years have you lived in the city of Calgary? (IF LESS THAN 1 YEAR ENTER 0)

RECORD NUMBER (RANGE 0 TO 100)

37b. We want to ensure our research is reflective of all Calgarians. Were you born in Canada?

- Yes
- No

[IF YES OR DK/REF, SKIP TO Q38 IND1, ELSE CONTINUE WITH Q37c]

37e. How recently did you arrive in Canada? (READ LIST UNTIL ANSWERED)

- Within the past five years
- More than five years ago

As you know, Canadians come from many different ethnic backgrounds. What is your main ethnic background? (DO NOT READ LIST. ACCEPT UP TO 2 RESPONSES.) (PROBE TO CLARIFY ONLY IF NECESSARY)

- 1 Canadian/French Canadian
- 2 American
- 3 British (English/Scottish/Welsh/Irish)
- 4 Western European (from Austria, Belgium, France, Germany, Netherlands, or other)
- 5 Southern or Eastern European (from Greece, Italy, Portugal, Spain, Bosnia, Croatia, Serbia, Czech Republic, Hungary, Poland, Slovakia, Ukraine, former Soviet Republics, or other)

- 6 South Asian (Punjabi, Indian, Tamil, Sri Lankan, Pakistani, Bangladeshi, Nepalese)
- 7 East or Southeast Asian (from China, Hong Kong, Japan, North or South Korea, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam or other)
- 8 West Asian or Middle Eastern (from Afghanistan, Iran, Iraq, Israel, Lebanon, Saudi Arabia, Syria, Turkey or other)
- 9 African
- 10 Central/South American or Caribbean (from Argentina, Brazil, Columbia, El Salvador, Guatemala, Mexico, Venezuela, Barbados, Jamaica, or other)
- 11 Aboriginal/First Nations/Métis/Inuit
- 95 Other (Specify)

IND1. Are you Indigenous - that is, First Nations, Métis, or Inuit? (Multiple response)

- Yes - First Nations
- Yes - Métis
- Yes - Inuit
- Yes - Prefer to self-describe (specify)
- No [EXCLUSIVE]

40. Do you consider yourself a Racialized person or visible minority? A Racialized person means someone, other than Indigenous people, who are non-Caucasian in race or non-white in colour.

- Yes
- No
- Prefer to self-describe (specify)

[ASK ALL]

38. What is the highest level of schooling that you have obtained? (READ LIST UNTIL INTERRUPTED)

- Did not complete high school or equivalent
- Completed high school or equivalent
- Completed a Registered Apprenticeship or other trades certificate or diploma
- Completed a college or other non-university certificate or diploma
- Completed a university certificate, diploma or degree

DEMP11 What best describes your employment status? Would you say you are... (READ LIST UNTIL INTERRUPTED; Select up to two responses) (IN: BEST two that describe your status).

- Full time employed or self employed (IF ASKED, 30 hours or more per week)
- Part time employed or self-employed (IF ASKED, less than 30 hours per week)
- Retired
- Looking after home and/or family
- Unable to work because of sickness or disability
- Unemployed
- Doing unpaid or voluntary work
- Student



Questionnaire (continued)



Other (DO NOT READ) (SPECIFY) _____

[ASK DEMPL2 IF DEMPL1 = “Full time employed or self employed”, “Part time employed or self-employed”]

DEMPL2 Do you own or operate a business in Calgary? IF YES: Do you (READ FIRST THREE)?

- Own and operate a business
- Own a business
- Operate a business
- No

39a. Which of the following categories best describes the total annual income, before taxes, of all the members of your household? Please stop me when I get to your category. **(READ LIST – ACCEPT RESPONSE BEFORE FINISHING LIST)**

- Less than \$60,000
- \$60,000 to just under \$120,000
- \$120,000 to just under \$200,000
- \$200,000 and over
- [DO NOT READ] Don't Know/Refused

41. Do you or a member of your household have a disability? (DO NOT READ LIST) **[MULTI PUNCH WITH “NO” BEING EXCLUSIVE]**

- Yes – myself
- Yes – someone in my household
- No

42. Do you consider yourself to be a member of the 2SLGBTQIA+ community? (ONLY IF ASKED: 2SLGBTQIA+ STANDS FOR TWO SPIRIT, LESBIAN, GAY, BI-SEXUAL, TRANSGENDER, QUEER OR QUESTIONING, INTERSEX OR ASEXUAL, WITH THE PLUS RECOGNIZING THERE IS ALSO A WIDE SPECTRUM OF IDENTITIES BEYOND THOSE IN THE ACRONYM)

- Yes
- No

38x. Finally, The City regularly engages with Calgarians about municipal matters. Are you interested in participating in future City research? Your contact information will be shared with The City of Calgary for research purposes only. Names and contact details will never be attached to your responses to this survey.

- Yes
- No

[IF “YES” ASK Q38ax and Q38bx, ELSE SKIP TO CLOSE]



38ax. Could I please have an email address where we can contact you?

[RECORD EMAIL ADDRESS. ENSURE VALID EMAIL FORMAT.]

38bx. Could I please have your first and last name and confirm your telephone number?

[RECORD FIRST NAME, LAST NAME AND CONFIRM TELEPHONE NUMBER]

Future City of Calgary research may include topics related to equity, diversity, inclusion and belonging. Would you be willing to participate in future research that relates to:

- [PIPE IN IF Q42=YES]** Your membership in the 2SLGBTQIA+ community
- [PIPE IN IF IND1=CODE 1-4]** Your Indigenous status
- [PIPE IN IF Q37e=CODE 1]** Your experience as a Calgarian who arrived in Canada within the past 5 years
- [PIPE IN IF Q30=1999-2005]** Your age
- [PIPE IN IF Q39a=CODE 1]** Your income level
- [PIPE IN IF Q41=CODE1]** Your disability status
- [PIPE IN IF Q40=YES, but not if IND1 = YES]** Your racialized background
- [PIPE IN IF QETHNICITY=CODE 5 TO 11]** Your ethnicity

This completes the survey. Thank you very much for taking the time to provide feedback.



Contact

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