SUMMARY OF NIELSEN COMMUNITY STANDARDS BYLAW RESEARCH SURVEY FINDINGS

Calgary

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Based on Research
Prepared for The City of Calgary by:

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Background

The Community Standards Bylaw (CSB) 5M2004 regulates neighbourhood nuisances, safety and livability issues and is used to promote and strengthen community standards through voluntary compliance and enforcement. The bylaw addresses community concerns such as noise, fire pits, untidy properties, long weeds and grass, graffiti and nuisances.

A comprehensive review of the CSB was undertaken by Calgary Community Standards to ensure that the bylaw continues to meet the needs of citizens. The CSB Review included a representative telephone survey conducted by Nielsen on behalf of The City of Calgary to examine the perceptions and expectations of citizens regarding several major sections of the CSB: Neighbourhood noise; fire pits on residential properties; general upkeep of properties; long grass and weeds; and graffiti.

Methodology

Between October and December 2015, Nielsen conducted a representative telephone survey on the CSB with 501 Calgary residents 18 years of age or older. Respondent qualification was determined based on age, gender, residence location and other factors to ensure the sample mirrored the actual population of Calgarians, with a margin of error of ±4.4% at a 95% confidence level.

The survey focused on:

1. Opinions and attitudes about the CSB and its major provisions, including the significance of various community issues regulated by the CSB and why each issue is significant or a concern;
2. Awareness and understanding of the current CSB and its major provisions.

In addition to the representative telephone survey, an online “open link” version was made available on The City’s website to make the survey accessible to all interested Calgarians. A total of 683 respondents participated in the online survey. While the findings of the open link survey are not considered representative of the general Calgary population, the results showed the same general patterns as the representative survey.

Key Findings of Community Standards Bylaw (CSB) Representative Telephone Survey

A. Survey Results about Five Major Provisions of the CSB

1. General upkeep of properties
2. Neighbourhood noise
3. Weeds and grass
4. Graffiti
5. Fire pits

Areas	Questions Asked	Results	Findings
1. Level of Significance of various community issues	How significant of an issue, if at all, is this in your community?	**Magnitude of Issue:** 1) **45%** feel general upkeep of properties is a very/somewhat significant issue in the community. 2) **39%** feel neighbourhood noise is a very/somewhat significant issue when they are at home. 3) **34%** feel presence of weeds and the height of grass on private properties is a very/somewhat significant issue in the community. 4) **34%** feel graffiti on residential is a very/somewhat significant issue in the community. 5) **22%** feel fire pits on residential properties is a very/somewhat significant issue in the community.	• General upkeep of properties is a very/somewhat significant issue for almost half of Calgarians. • Neighbourhood noise, graffiti and the presence of weeds and the height of grass in their community is a very/somewhat significant issue for more than a third of Calgarians. • Fire pits do not appear to be a significant issue for Calgarians. Nearly eight in ten do not consider them an issue.

Areas	Questions Asked	Results	Findings
	Why is this a very significant or somewhat significant issue for you?	Top 2 reasons reported by Calgary residents who identified that the issue is very/somewhat significant in their community: **1) General upkeep of properties** • Some lawns/properties are poorly maintained – 11% • To maintain the appearance/beauty of the neighbourhood – 10% **2) Neighbourhood noise** • Neighbour's music – 9% • Construction – 7% **3) Weeds and grass** • Some lawns/properties are poorly maintained – 13% • To maintain the appearance/beauty of the neighbourhood – 8% **4) Graffiti** • Graffiti defaces/degrades property/the community – 12% • Graffiti is prevalent/proliferating/you see graffiti everywhere – 6% **5) Fire pits** • Concerns for neighbourhood safety/threat of fire dangers/hazards – 8% • Health concerns associated with fire pits – 6%	Respondents who indicated the issue is a very/somewhat significant issue were asked why. • 45% feel general upkeep of properties is a significant issue, with 11% indicating some properties are poorly maintained. • 39% feel neighbourhood noise is a significant issue in the community, mainly due to neighbour's music (9 %) and construction (7%). • 34% feel presence of weeds and the height of grass on private properties is a significant issue, with 13% indicating some yards are poorly maintained. • 34% feel graffiti is a significant issue, with 6% indicating that graffiti is prevalent in their neighbourhood. • 22% feel fire pits are a significant issue, mainly due to safety concerns (8%) and health concerns related to smoke (6%).
	Do you strongly agree, agree, disagree, or strongly disagree that wood burning fire pits should be prohibited on residential properties?	• 27% agree • 73% disagree	The survey found that there is not widespread support for banning wood burning fire pits on residential properties in Calgary. Seven in ten Calgarians do not support prohibiting wood burning fire pits on residential properties.
2.Awareness of CSB provisions	As far as you know, does The City of Calgary have a regulation for this issue?	• General upkeep of properties: **75% said "Yes**" • Level of noise in your community: **87% said "Yes"** • Presence of weeds and the height of grass on private properties: **74% said "Yes"** • Prevent graffiti: **72% said "Yes"** • Fire pits on residential properties: **69% said "Yes"**	• The majority of residents are aware of the five major provisions of the CSB. • Close to nine in ten (87%) believe The City has a regulation for noise, the highest level of awareness of the major provisions.

Key Findings of Online Survey compared with Representative Telephone Survey

In addition to the representative online panel survey, CCS also conducted an online survey on The City's website to make the survey accessible to all interested Calgarians. A further 683 participated in this survey. While the findings of the online survey are not considered representative of the general Calgary population, the results showed same general patterns as the representative telephone survey. The key comparisons are shown below:

Area	Specified Key Community Issues	Online Survey Result	Telephone Survey Result	Findings
How significant of an issue is this in your community? (% saying very/somewhat significant)	Overall upkeep of properties	49%	45%	The results of the online survey are similar to those of the representative telephone survey, although slightly more online respondents indicated each of these issues were very/somewhat significant.
	Level of noise in your community	41%	39%	
	Presence of weeds and height of grass	37%	34%	
	Prevent graffiti	35%	34%	
	Fire pits on residential properties	23%	22%	