

The word "Calgary" in white sans-serif font on a red rectangular background.

Equity-Deserving Communities Calgarians with Annual Household Incomes Less Than \$60,000

Analysis of 2022 Fall Survey of Calgarians Data
January 2023

Prepared by:

The Corporate Research Team
Customer Service & Communications
The City of Calgary
research@Calgary.ca



Table of Contents

Background and Methodology	3
Equity-Deserving Communities	4
Key Findings	5
Detailed Findings	9
Quality of Life	10
Inclusivity	13
Citizen Input	16
City Reputation and Performance	20
The Environment	25
Council Focus Areas	29
Service Equity	34
Respondent Demographics	45



Telephone survey conducted with a randomly-selected sample of 2,501 Calgarians aged 18 years and older between August 15th and September 2nd, 2022.

- Both cell phone (60%) and landline (40%) sample were used.
- The average interview length was 32 minutes.



Final data were weighted to ensure the overall sample's quadrant, ward, and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2019 Municipal and 2021 Federal Census data.



The margin of error (MOE) for the total sample of 2,501 is ± 2.0 percentage points, 19 times out of 20. The margin of error for the Household Incomes Less than \$60,000 sub-group of 564 is ± 4.1 percentage points, 19 times out of 20, and the margin of error for the Household Incomes \$60,000 or More sub-group of 1,613 is ± 2.4 percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.



Not all questions asked within the Fall Survey of Calgarians are represented within this report. Results are compared between Calgarians with annual household incomes less than \$60,000 and Calgarians with annual household incomes \$60,000 or more. Statistically significant differences are noted throughout the report:

- \uparrow indicates number is significantly higher than the other group.
- \downarrow indicates number is significantly lower than the other group.
- Some results in this report are subject to rounding adjustments.

Significant differences are an indication that a difference is not due to chance. A mathematical formula is used to calculate each difference independently. Whether or not a difference is considered significant depends on a few factors including the total sample size and the variability of responses. Larger sample sizes mean that smaller differences are significant. Additionally, variability of responses means that the more alike the responses are the more significant a change will be.



Calgary’s Equity-Deserving Communities (EDCs) are defined as groups of people who generally have less access to opportunities, resources, and systems of power because of their actual or perceived identity or identities. EDCs often experience social and financial disadvantages because of systems of oppression, which takes many forms including, but not limited to, racism, sexism, and ableism. The City would like to better understand the perspective of equity-deserving communities through the lens of the annual Spring and Fall Surveys of Calgarians. The data in this report are from the most recent (2022) Fall Survey of Calgarians, focusing on demographics of interest, specifically those that differentiate equity-deserving communities. Both seasonal surveys are conducted in English to manage time and cost restraints. The City acknowledges the ability to speak English may be a barrier for potential participants. Inclusion in all EDC groups is based on self-reported demographic data captured within the general population survey.

This is one report in an overall set of eight reports on Equity-Deserving Communities. Each report focuses on a different EDC. The EDCs, and the demographic variables used to categorize EDCs, are as follows, with the EDC category noted in bold text:

Gender:

- Male
- Female**

Note: self-reported (i.e., not inferred by the interviewer); the number of respondents who identified with another category is too small to report separately

Age:

- 18 to 64 years
- 65 years or older**

Note: self reported.

2SLGBTQIA+:

- 2SLGBTQIA+**
- Non-2SLGBTQIA+

Note: self-reported as a member of the 2SLGBTQIA+ community.

Household Income:

- < \$60,000**
- \$60,000+

Note: self-reported pre-tax annual household income

Disability:

- Yes**
- No

Note: self-reported. “Yes” includes respondents with a disability as well as respondents who have a family member with a disability; respondents were not asked to identify the specific disability/disabilities

Racialized People:

- Yes**
- No

Note: self-reported racialized status.

Born in Canada:

- Born in Canada
- Born outside Canada**

Note: self reported. foreign-born respondents were not asked for their specific country of origin

Indigenous:

- Indigenous**
- Non-Indigenous

Note: self-reported. Includes First Nations, Métis, Inuit, or an Indigenous self-description.



Key Findings





Calgarians with household incomes of less than \$60,000 per year report lower quality of life scores for Calgary than those in households with incomes of \$60,000 or more.

- Calgarians with household incomes of less than \$60,000 per year are less likely than those in households with incomes of \$60,000 or more to rate the overall quality of life in The City of Calgary as 'good' (75% vs. 83%) and are significantly more likely to rate it as 'poor' (9% vs. 4%).
- However, Calgarians from households with incomes of less than \$60,000 are as likely as those from households with incomes of \$60,000 or more to agree that Calgary is on the right track to be a better city 10 years from now (79% vs. 77%).

Calgarians from households with incomes less than \$60,000 view The City as less inclusive than those from higher income households.

- In comparison to Calgarians with household incomes of \$60,000 or more, those in households with incomes of \$60,000 or less are less likely to agree The City fosters a city that is inclusive and accepting of all (66% vs. 73%) .
- Additionally, Calgarians from households with incomes of less than \$60,000 are more likely to disagree The City delivers programs and services that remove barriers to participation for those who need it the most when compared to those in higher income households (17% vs. 11%).

Perceptions of citizen input opportunities are about equal, regardless of household income.

- Both households with incomes less than \$60,000 and households with incomes of \$60,000 or more agree The City allows citizens to have meaningful input into decision-making (63% vs. 59%), that they are confident The City is working to improve how it includes citizen input into important decisions (71% vs. 67%), or that The City uses input from Calgarians in decision-making (66% vs. 63%).

Calgarians with household incomes of less than \$60,000 are less trusting of The City when compared to higher income households.

- Calgarians from households with incomes less than \$60,000 are less likely than those from households with incomes \$60,000 or more to trust The City. (46% vs. 52%).

Calgarians from households with incomes of \$60,000 or less are more likely to be satisfied with City Council when compared to higher income Calgarians.

- Calgarians in households with incomes less than \$60,000 are more likely to be satisfied with City Council, when compared to those in households with incomes of \$60,000 or more (68% vs. 62%).
- However, Calgarians from households with incomes of less than \$60,000 are about as likely as those from households with incomes of \$60,000 or more to be satisfied with The City as a whole (73% vs. 72%) or with Administration (78% vs. 80%).

Calgarians from households with incomes less than \$60,000 view The City's environmental actions more favorably than those from higher income households.

- Calgarians in households with incomes less than \$60,000 are satisfied with The City's performance to protect the environment at a higher rate than Calgarians in households with incomes of \$60,000 or more (82% vs. 77%).
- Compared to Calgarians with household incomes of \$60,000 or more, those who have household incomes less than \$60,000 are more likely to agree we need to act now to address climate change (69% vs. 64%).
- Additionally, Calgarians in households with incomes less than \$60,000 are more likely to agree The City has programs and services aimed at helping Calgarians reduce their environmental impact, when compared to those in households with incomes of \$60,000 or more (57% vs. 51%).

Calgarians with household incomes of less than \$60,000 per year and those in households with incomes of \$60,000 or more report similar sentiment on the Council Focus Areas.

- About four-in-five (81%) Calgarians, regardless of income, agree The City is doing a good job working to build meaningful relationships with Indigenous partners (79% household income less than \$60,000 vs. 82% household income \$60,000 or more).
- Just over seven-in-ten (71%) of Calgarians of all incomes agree The City is doing a good job working with local Indigenous communities when discussing downtown revitalization (71% household income less than \$60,000 vs. 71% household income \$60,000 or more).

Overall, Calgarians from households with incomes of less than \$60,000 are about as satisfied with City programs and services as those with higher incomes, although differences with specific services exist.

- Satisfaction with the overall level and quality of services and programs provided by The City is consistent across income with about two-thirds of all Calgarians (66%) indicating satisfaction (65% household income less than \$60,000 vs. 69% household income \$60,000 or more).
- There are a number of services that Calgarians who live in households with incomes less than \$60,000 are less satisfied with than higher income Calgarians, including disaster planning and response (89% vs. 95%), the quality of drinking water (90% vs. 95%), residential Green Cart service (88% vs. 93%), animal control services (88% vs. 92%), spring road cleaning (87% vs. 92%), City operated recreation facilities (85% vs. 91%), and affordable housing (47% vs. 57%).
- Calgarians who live in households with incomes less than \$60,000 are more satisfied than higher income Calgarians with Calgary Transit (77% vs. 71%) and city growth management (80% vs. 70%).

In general, Calgarians from households with incomes less than \$60,000 are more likely than those from higher income households to want The City to ‘invest more’ in many services.

- In comparison with Calgarians from households that make \$60,000 or more, those in lower income households are more likely to want The City to ‘invest more’ in affordable housing (85% vs. 72%), road maintenance (61% vs. 53%), transportation planning (57% vs. 47%), City operated roads and infrastructure (57% vs. 45%), traffic flow management (56% vs. 44%), the Calgary Fire Department (53% vs. 42%), disaster planning and response (43% vs. 30%), 311 service (41% vs. 29%), the quality of drinking water (41% vs. 28%), development and building inspections and permits (38% vs. 29%), protection from river flooding (37% vs. 27%), bylaw services (29% vs. 21%), residential garbage collection service (30% vs. 19%), spring road cleaning (27% vs. 20%), residential Blue Cart recycling (27% vs. 17%), animal control services (23% vs. 14%), and residential Green Cart service (22% vs. 13%).
- Similarly, Calgarians who live in households with incomes less than \$60,000 are less likely than Calgarians from households that make \$60,000 or more to indicate the City should ‘invest less’ in protection from river flooding (3% vs. 9%), affordable housing (2% vs. 5%), and residential garbage collection (1% vs. 5%). However, they are more likely to want The City to ‘invest less’ in both city growth management (18% vs. 11%) and City operated recreation facilities (9% vs. 5%).



Detailed Findings





Quality of Life

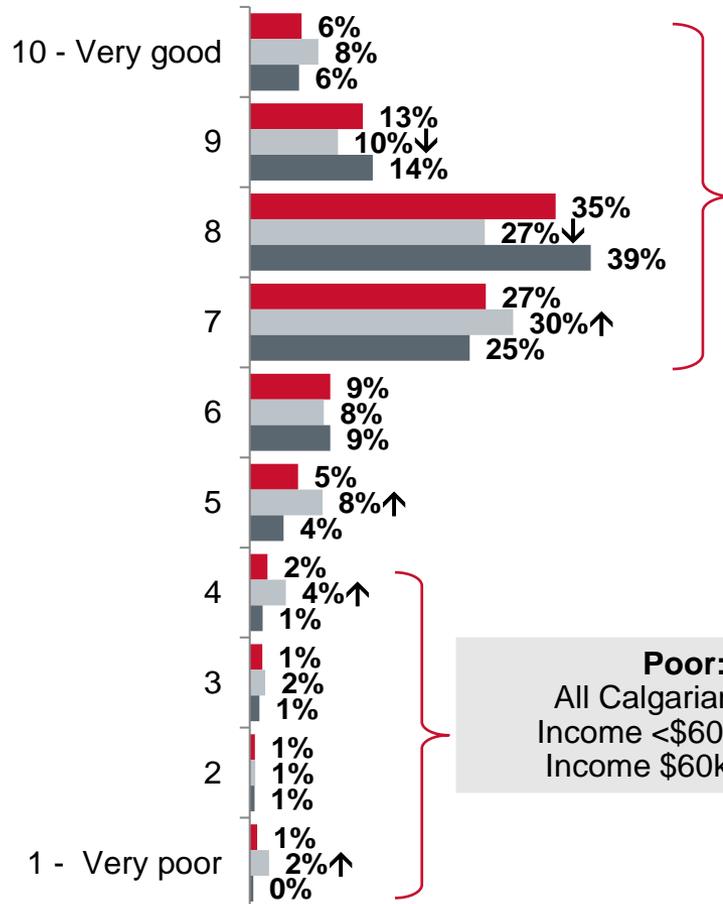
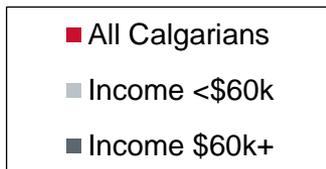




Overall Quality of Life: Income

Calgarians with household incomes of less than \$60,000 per year are less likely than those in households with incomes of \$60,000 or more to rate the overall quality of life in The City of Calgary as ‘good’ (75% vs. 83%) and are more likely to rate it as ‘poor’ (9% vs. 4%).

How would you rate the overall quality of life in the city of Calgary today?



Good:
 All Calgarians, 80%*
 Income <\$60k, 75%↓
 Income \$60k+, 83%*

Poor:
 All Calgarians, 5%
 Income <\$60k, 9%↑
 Income \$60k+, 4%*

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

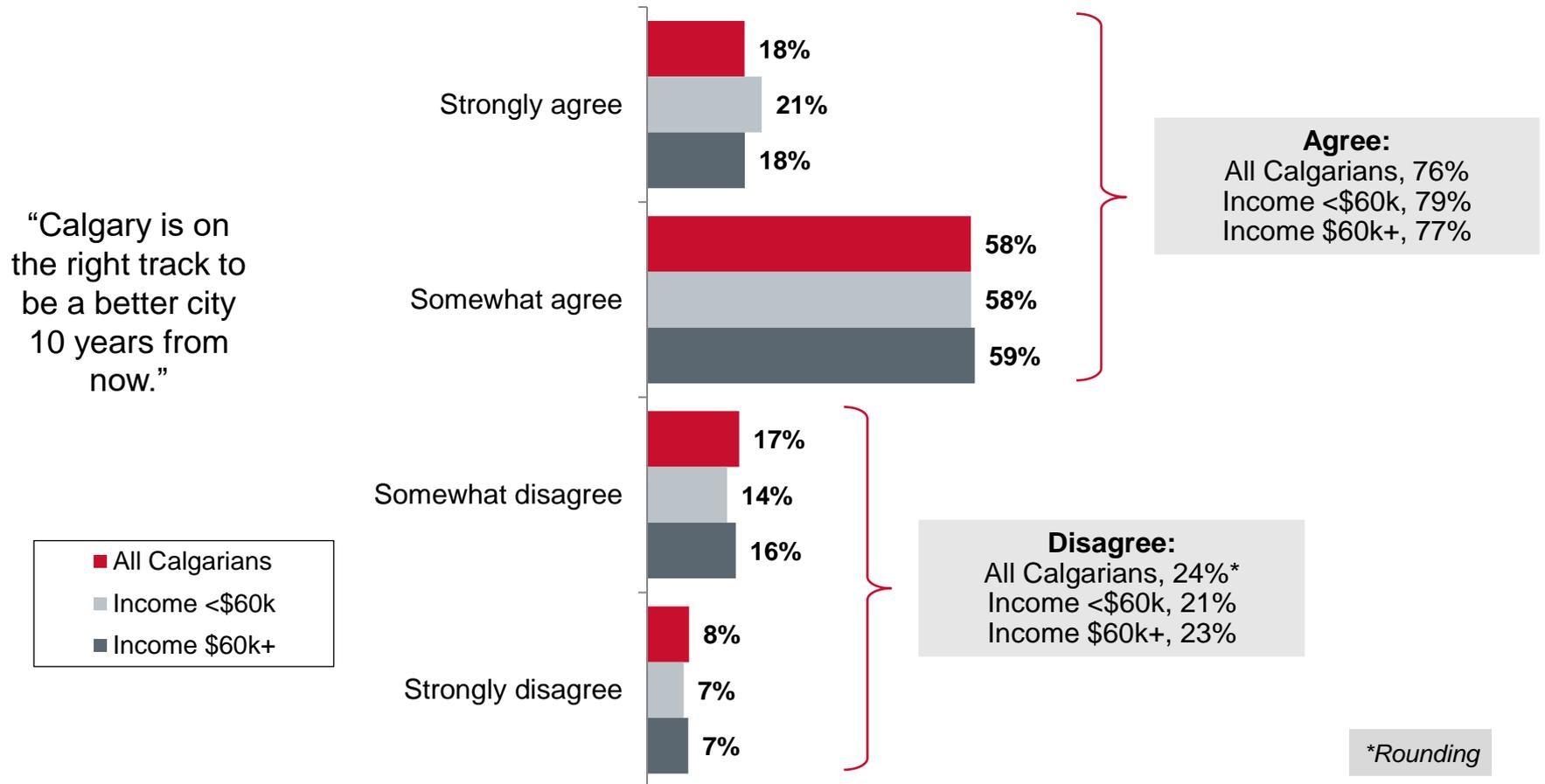
Base: Valid respondents (All Calgarians, n=2,499; Income <\$60k, n=564; Income \$60k+, n=1,613)

*Rounding



Calgary – Right Track to Being a Better City: Income

Calgarians from households with incomes of less than \$60,000 are as likely as those from households with incomes of \$60,000 or more to agree that Calgary is on the right track to be a better city 10 years from now (79% vs. 77%).



There are a wide array of challenges facing the city of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.
 Base: Valid respondents (All Calgarians, n=2,488; Income <\$60k, n=560; Income \$60k+, n=1,607)



Inclusivity

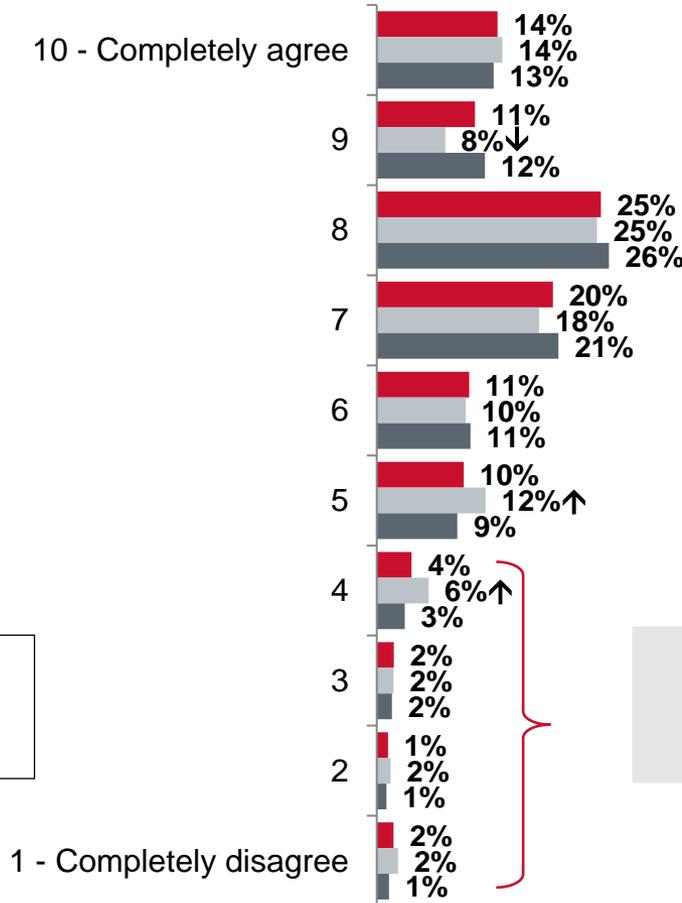
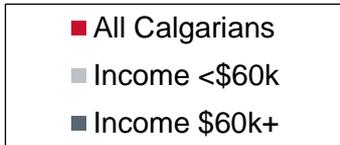




Perceptions of Inclusion: Income

In comparison to Calgarians with household incomes of \$60,000 or more, those in households with incomes of \$60,000 or less are less likely to agree The City fosters a city that is inclusive and accepting of all (66% vs. 73%).

“The City of Calgary, municipal government, fosters a city that is inclusive and accepting of all.”



Agree:
 All Calgarians, 70%
 Income <\$60k, 66%*↓
 Income \$60k+, 73%*

Disagree:
 All Calgarians, 9%
 Income <\$60k, 12%↑
 Income \$60k+, 7%

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

Base: Valid respondents (All Calgarians, n=2,477; Income <\$60k, n=556; Income \$60k+, n=1,600)

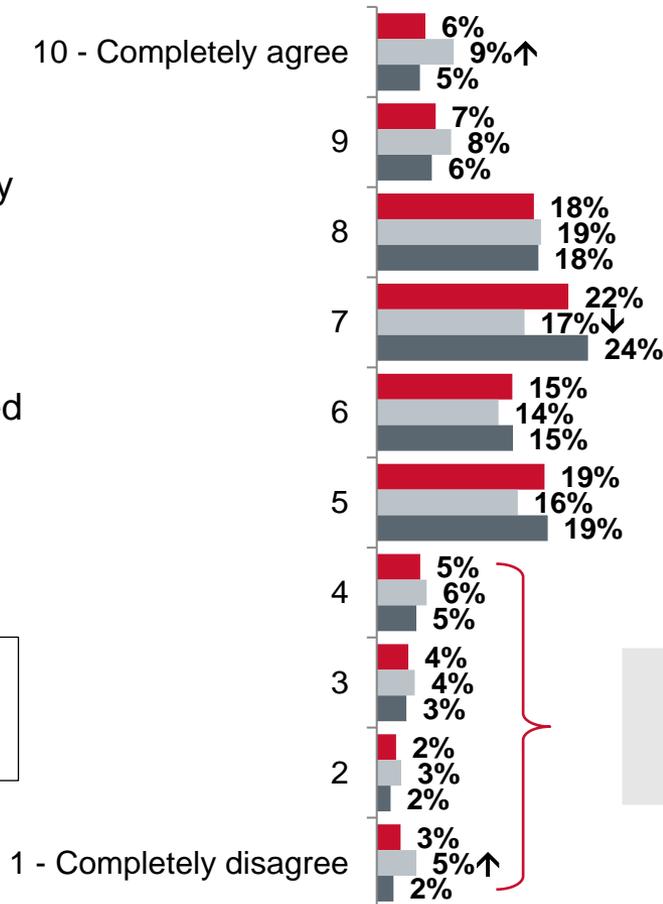
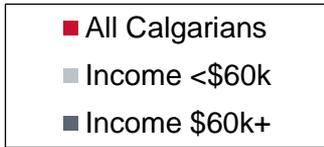
*Rounding



Perceptions of Removing Barriers: Income

Calgarians from households with incomes of less than \$60,000 are more likely to disagree The City delivers programs and services that remove barriers to participation for those who need it the most when compared to those in higher income households (17% vs. 11%).

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



Agree:
 All Calgarians, 52%*
 Income <\$60k, 53%
 Income \$60k+, 54%*

Disagree:
 All Calgarians, 13%*
 Income <\$60k, 17%*↑
 Income \$60k+, 11%*

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

Base: Valid respondents (All Calgarians, n=2,417; Income <\$60k, n=551; Income \$60k+, n=1,563)

*Rounding



Citizen Input

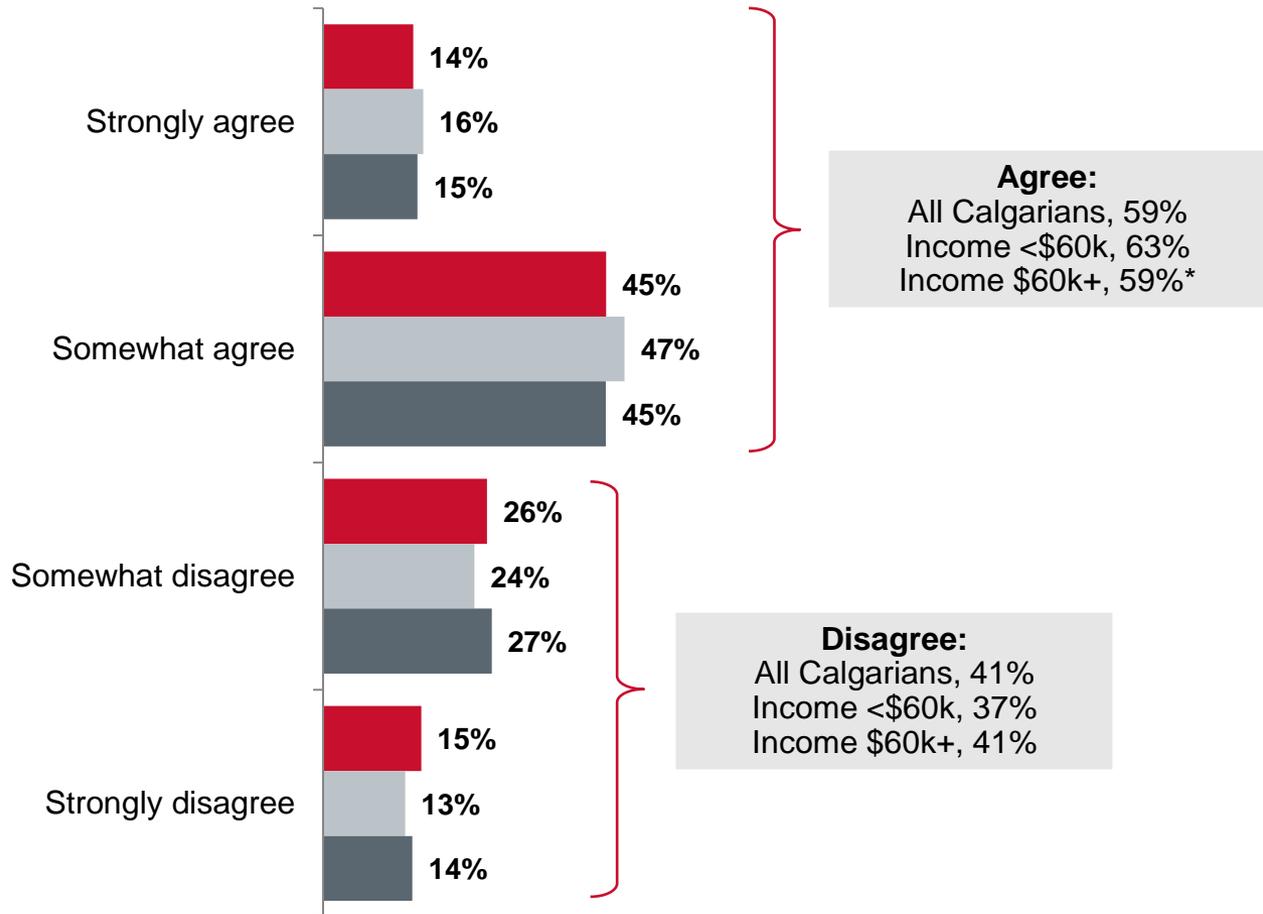
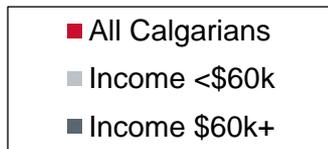




Perceptions of Citizen Input – Opportunities: Income

Both households with incomes less than \$60,000 (63%) and households with incomes \$60,000 or more (59%) agree The City allows citizens to have meaningful input into decision-making.

“The City allows citizens to have meaningful input into decision-making.”



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
Base: Valid respondents (All Calgarians, n=2,466; Income <\$60k, n=559; Income \$60k+, n=1,592)

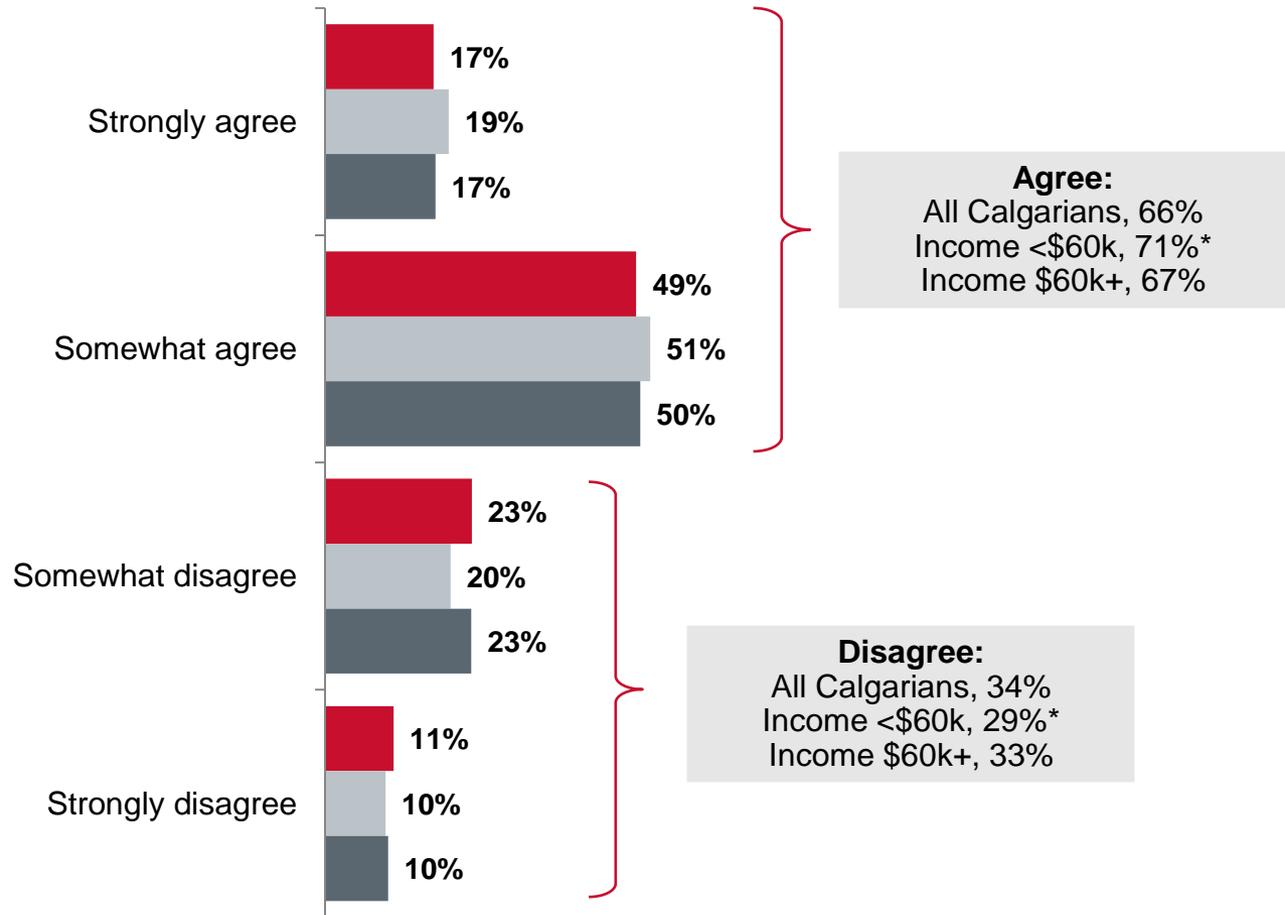
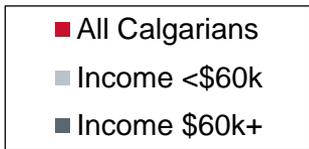
*Rounding



Perceptions of Citizen Input – Improvement: Income

There is no significant difference in the number Calgarians who agree they are confident The City is working to improve how it includes citizen input into important decision between Calgarians from households that make less than \$60,000 (71%) and those that make \$60,000 or more (67%).

“I am confident that The City of Calgary is working to improve how it includes citizen input into important decisions.”



Please tell me whether you agree or disagree with each of the following statements? The first one is ... Is that strongly or somewhat? How about ...?

Base: Valid respondents (All Calgarians, n=2,487; Income <\$60k, n=562; Income \$60k+, n=1,609)

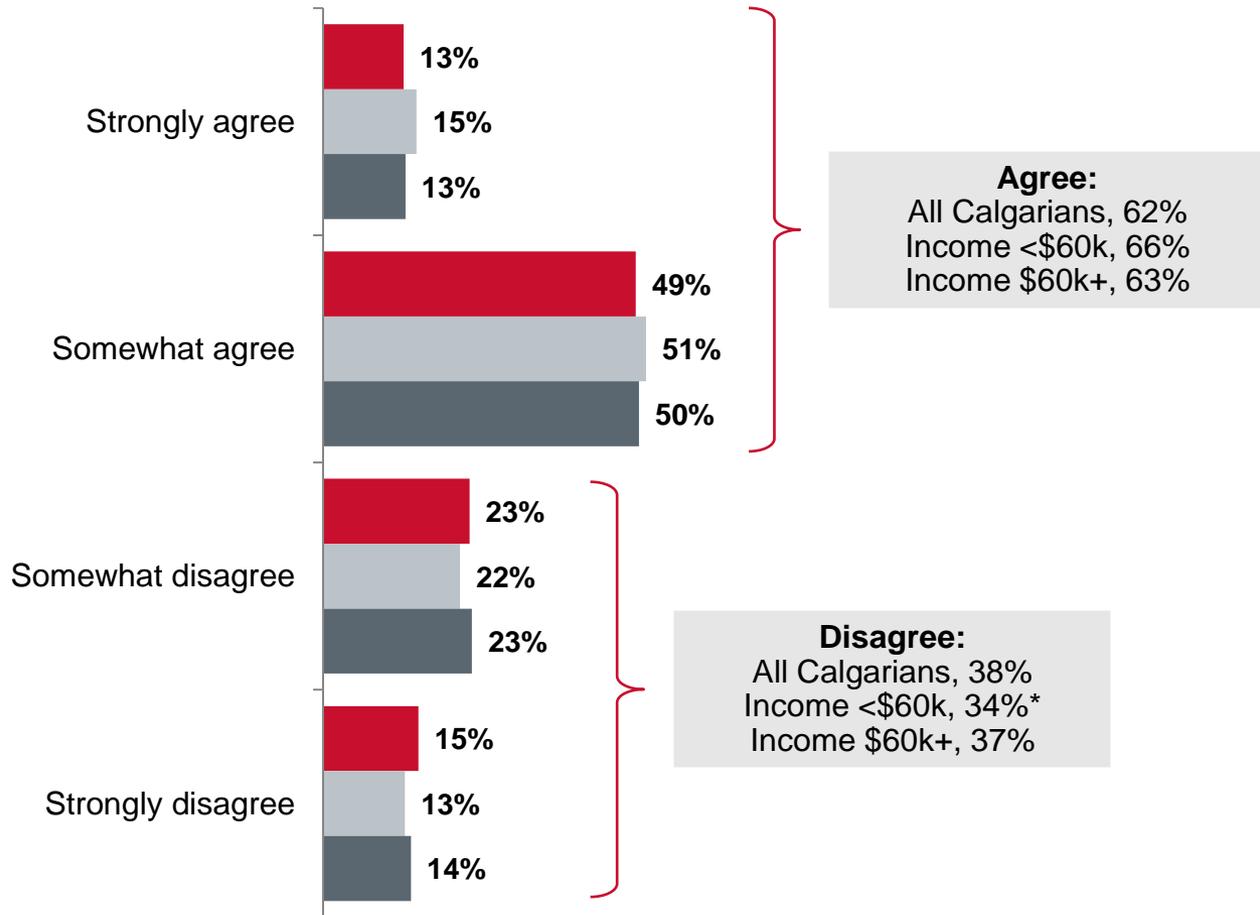
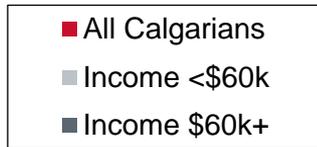
*Rounding



Perceptions of Use of Citizen Input: Income

About two-thirds (62%) of Calgarians, regardless of household income, agree The City uses input from Calgarians in decision-making about City projects and services (66% household income less than \$60,000 vs. 63% household income \$60,000 or more).

“The City uses input from Calgarians in decision-making about City projects and services.”



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
 Base: Valid respondents (All Calgarians, n=2,454; Income <\$60k, n=553; Income \$60k+, n=1,586)

*Rounding



City Reputation and Performance

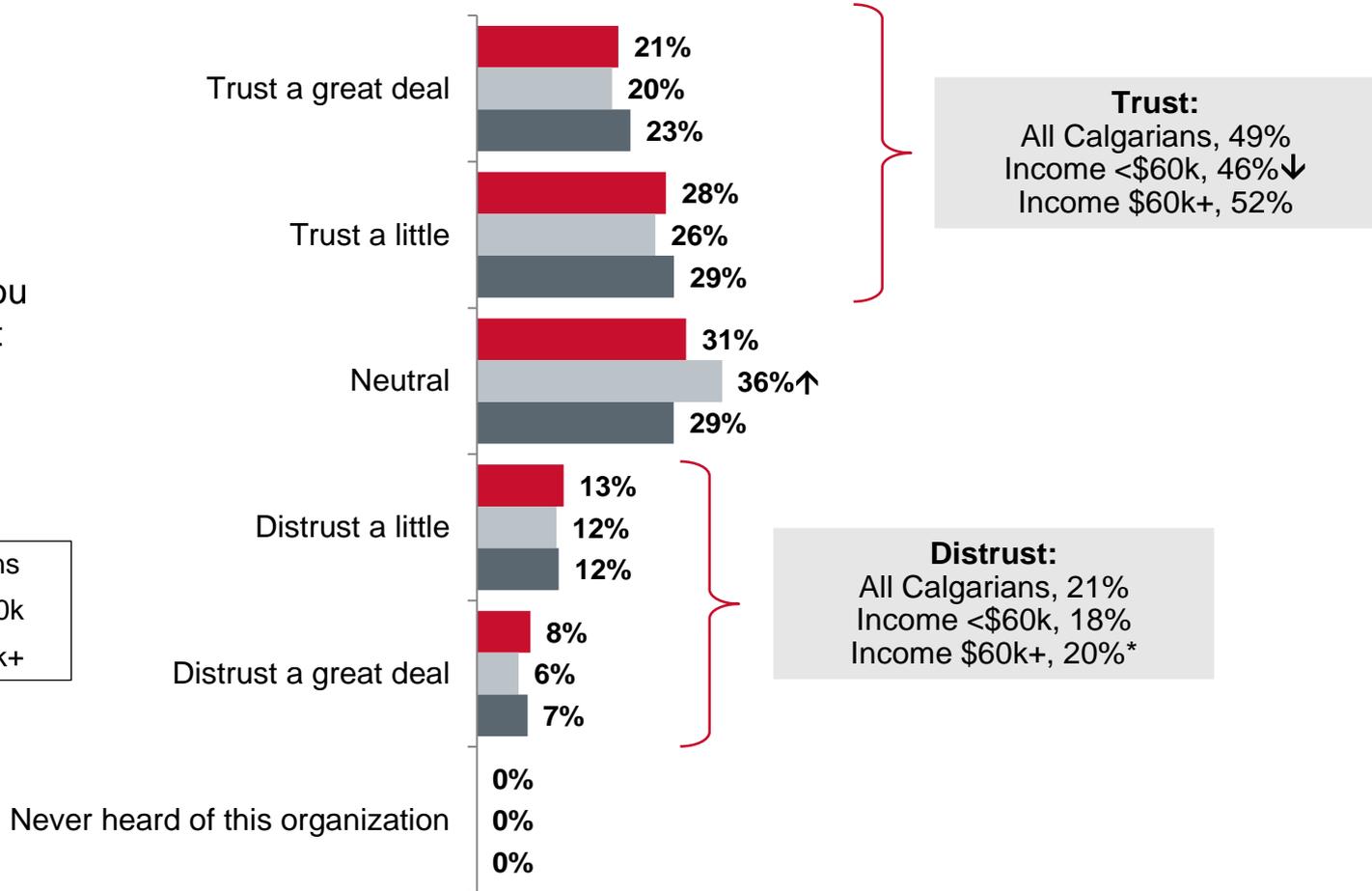
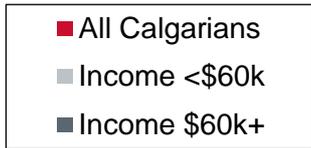




Trust in The City: Income

Calgarians from households with incomes less than \$60,000 (46%) are less likely than those from households with incomes \$60,000 or more (52%) to trust The City of Calgary.

How much do you trust or distrust The City of Calgary?



Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?
 Base: Valid respondents (All Calgarians, n=2,494; Income <\$60k, n=564; Income \$60k+, n=1,610)

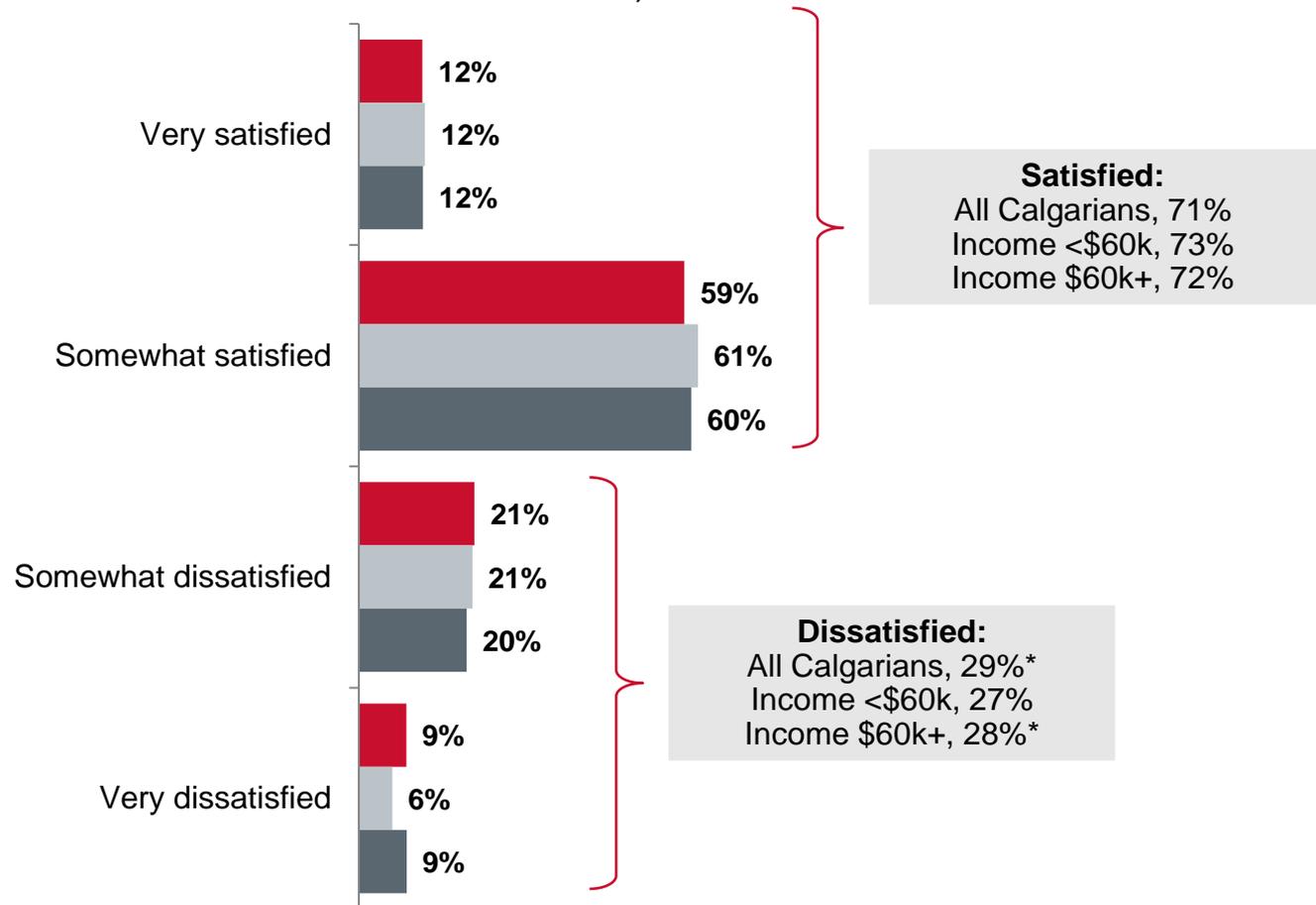
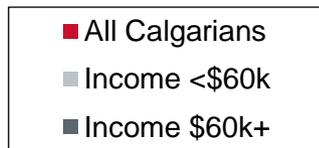
*Rounding



Perceptions About City Performance: Income

About seven-in-ten (71%) Calgarians of all incomes are satisfied with The City of Calgary, including Council and City Administration as a whole (73% household income less than \$60,000 vs. 72% household income \$60,000 or more).

Satisfaction with The City of Calgary, including Council and City Administration as a whole.



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 ...?

Base: Valid respondents (All Calgarians, n=2,497; Income <\$60k, n=563; Income \$60k+, n=1,612)

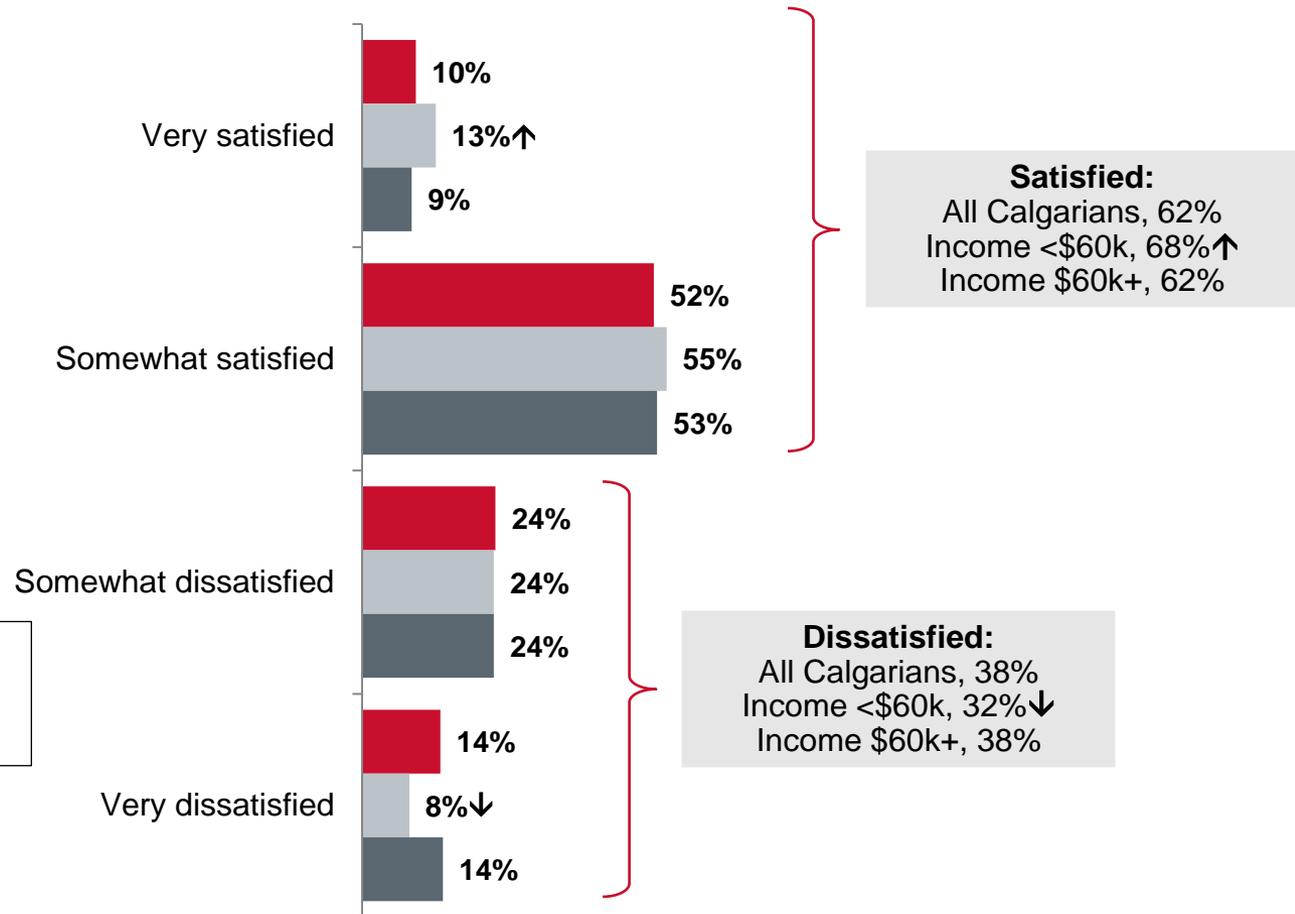
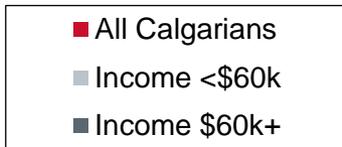
*Rounding



Perceptions About City Performance: Income (cont.)

Calgarians in households with incomes less than \$60,000 are more likely to be satisfied with City Council, when compared to those in households with incomes of \$60,000 or more (68% vs. 62%).

Satisfaction with Calgary's City Council, excluding City Administration.



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?

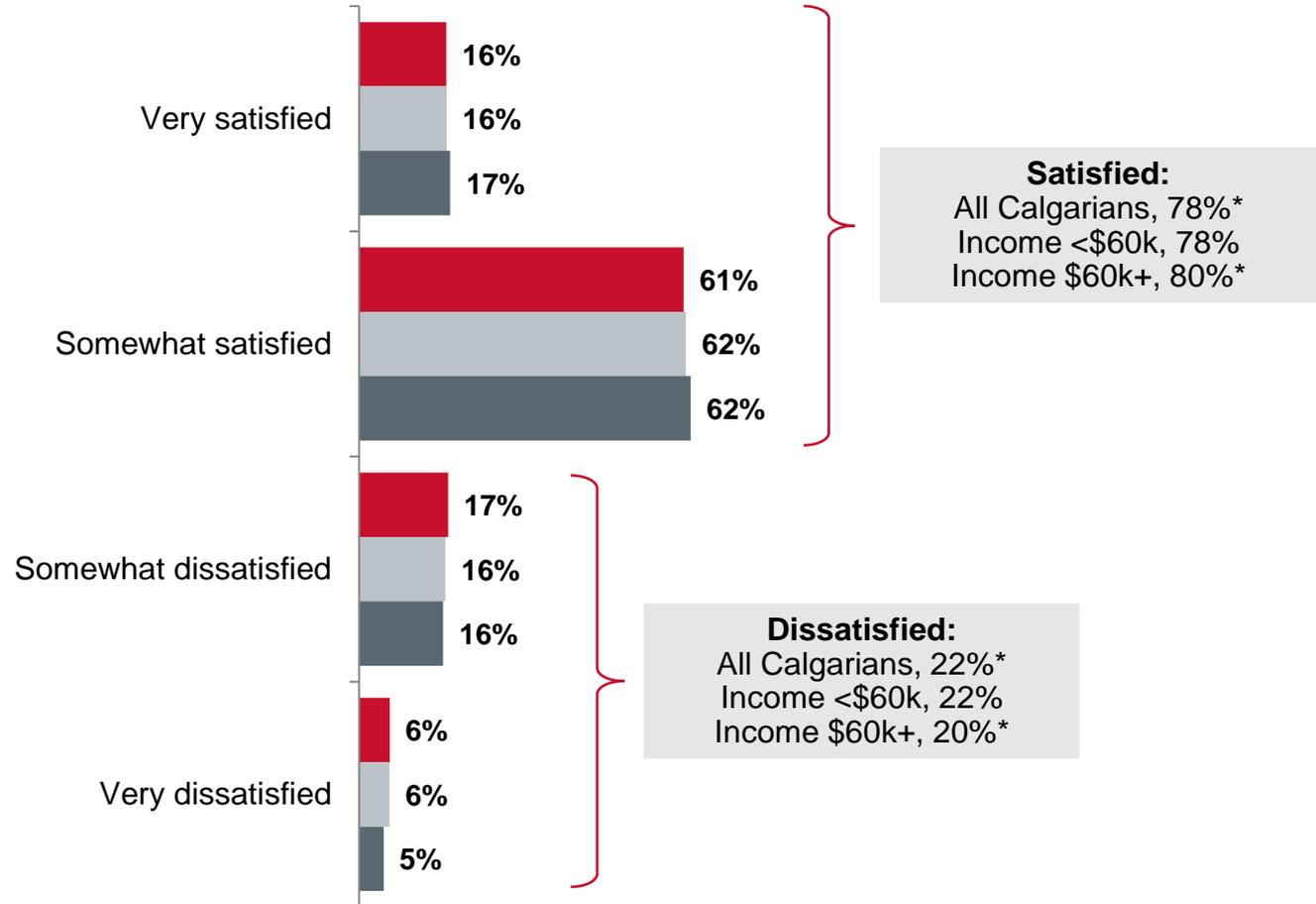
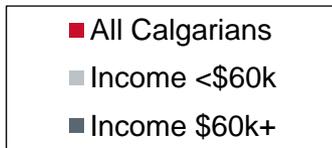
Base: Valid respondents (All Calgarians, n=2,478; Income <\$60k, n=559; Income \$60k+, n=1,602)



Perceptions About City Performance: Income (cont.)

Both Calgarians from households with incomes of less than \$60,000 and those from households with incomes of \$60,000 or more are satisfied with Administration at about the same rate (78% vs. 80%).

Satisfaction with Calgary's City Administration, excluding Council.



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?

Base: Valid respondents (All Calgarians, n=2,481; Income <\$60k, n=561; Income \$60k+, n=1,603)

*Rounding



The Environment

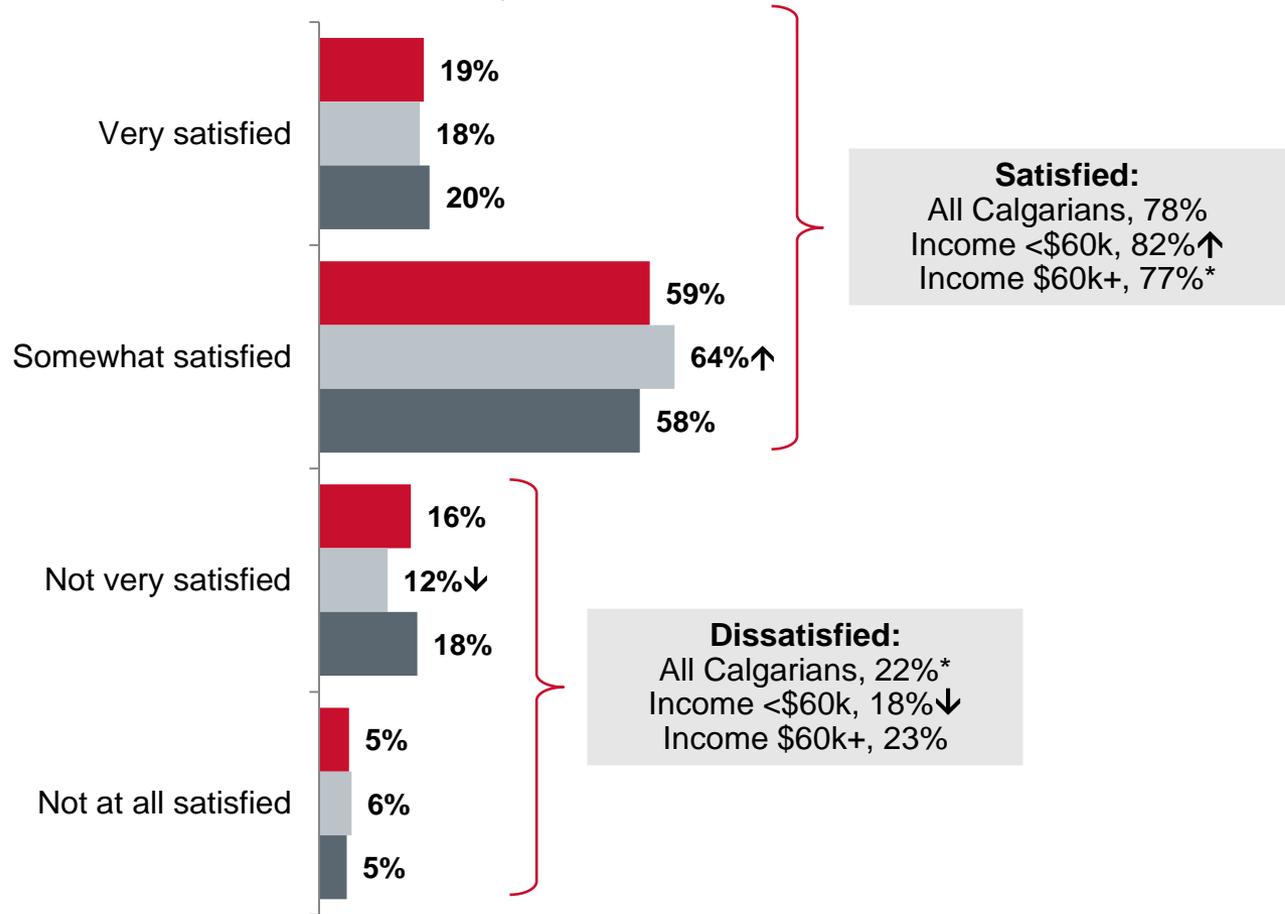
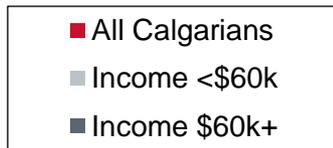




Perceptions About Environment: Income

Calgarians in households with incomes less than \$60,000 are satisfied with The City’s performance to protect the environment at a higher rate than Calgarians in households with incomes of \$60,000 or more (82% vs. 77%).

Satisfaction with The City’s performance to protect the environment.



How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you...?

Base: Valid respondents (All Calgarians, n=2,463; Income <\$60k, n=562; Income \$60k+, n=1,592)

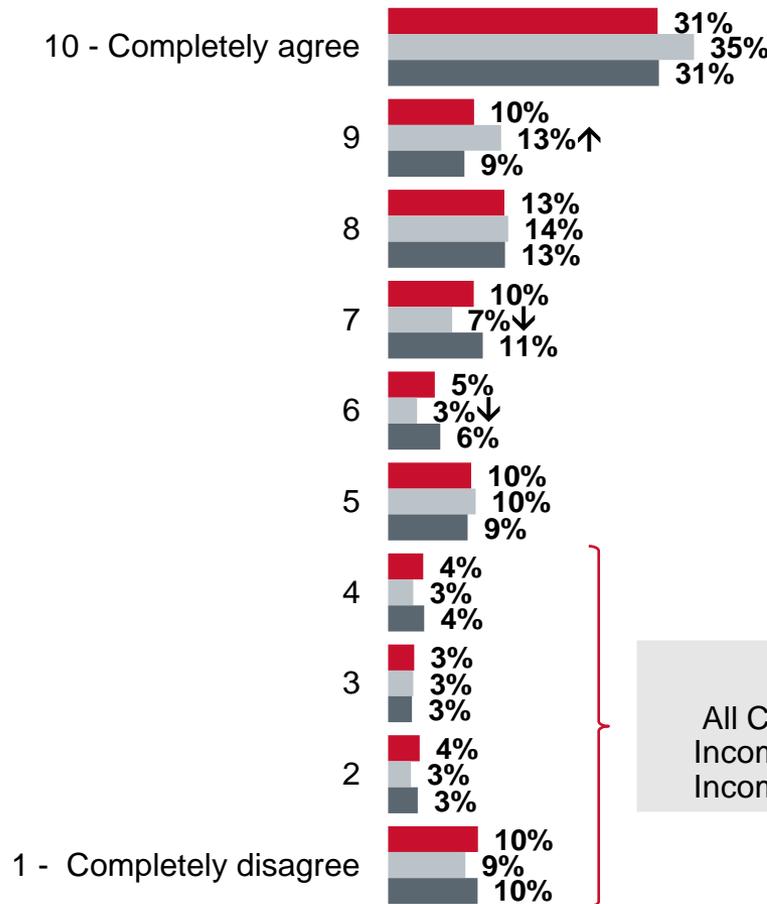
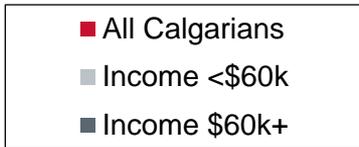
*Rounding



We Need to Act Now to Address Climate Change: Income

Compared to Calgarians with household incomes of \$60,000 or more, those who have household incomes less than \$60,000 are more likely to agree we need to act now to address climate change (69% vs. 64%).

“I think we need to act now to address climate change.”



Agree:
 All Calgarians, 64%
 Income <\$60k, 69%↑
 Income \$60k+, 64%

Disagree:
 All Calgarians, 21%
 Income <\$60k, 17%*
 Income \$60k+, 21%*

*Rounding

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

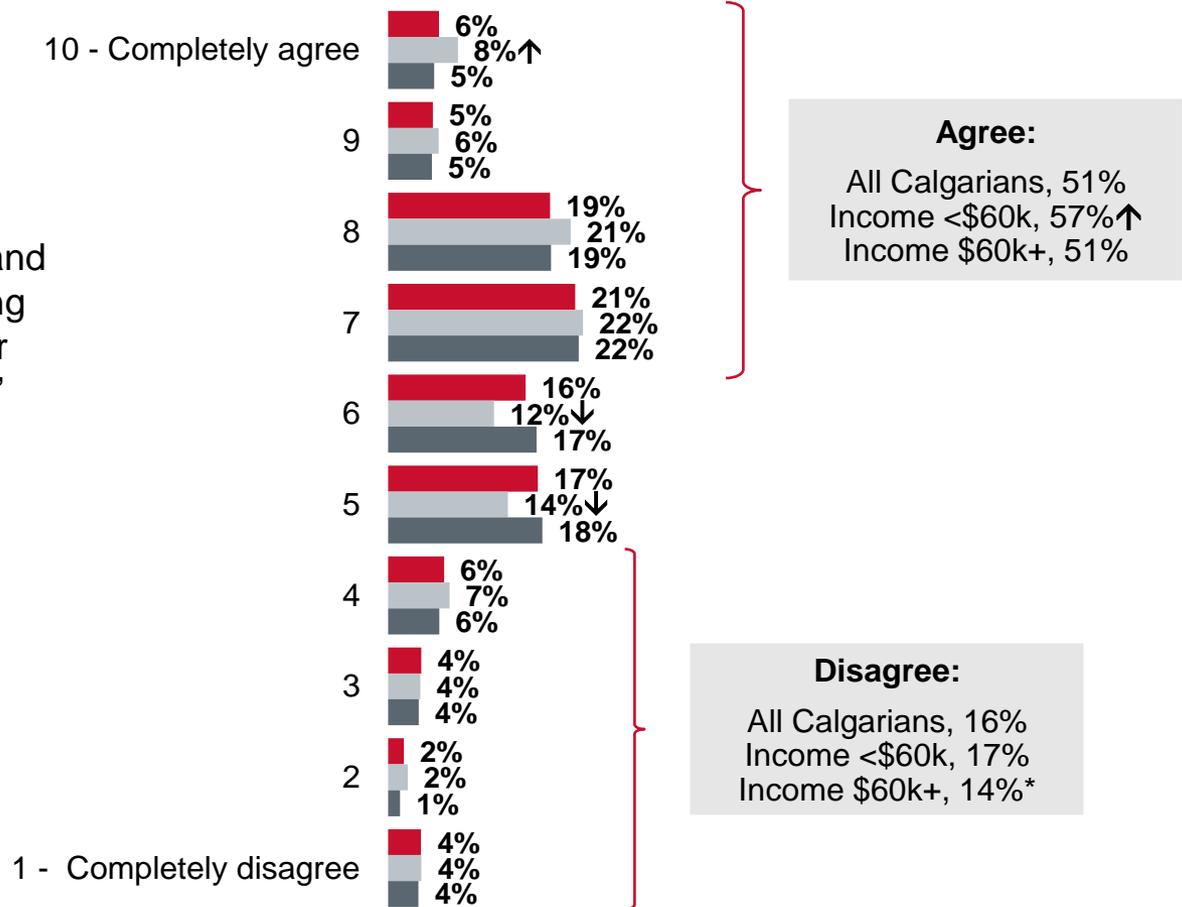
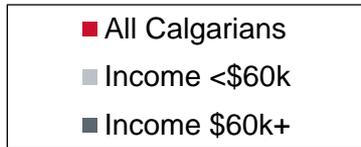
Base: Valid respondents (All Calgarians, n=2,493; Income <\$60k, n=564; Income \$60k+, n=1,609)



Programs and Services to Reduce Environmental Impact: Income

Calgarians in households with incomes less than \$60,000 are more likely to agree The City has programs and services aimed at helping Calgarians reduce their environmental impact, when compared to those in households with incomes of \$60,000 or more (57% vs. 51%).

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



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

Base: Valid respondents (All Calgarians, n=2,453; Income <\$60k, n=556; Income \$60k+, n=1,582)

*Rounding



Council Focus Areas

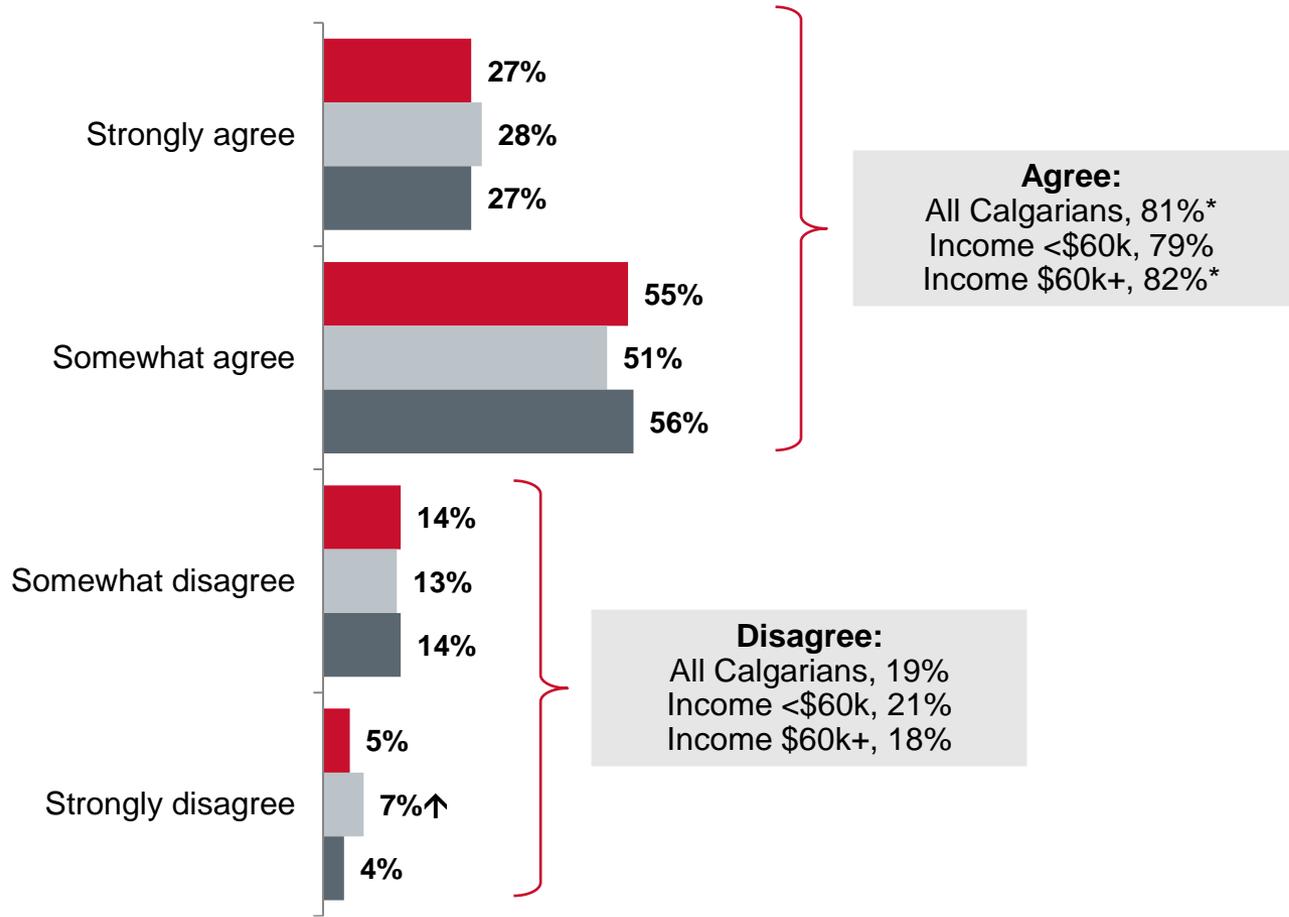
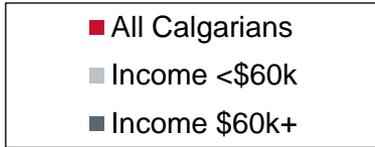




Indigenous Relations: Income

About four-in-five (81%) Calgarians, regardless of income, agree The City is doing a good job working to build meaningful relationships with Indigenous partners (79% household income less than \$60,000 vs. 82% household income \$60,000 or more).

“The City of Calgary is doing a good job... working to build meaningful relationships with Indigenous partners.”



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?
 Base: Valid respondents (All Calgarians, n=2,421; Income <\$60k, n=550; Income \$60k+, n=1,571)

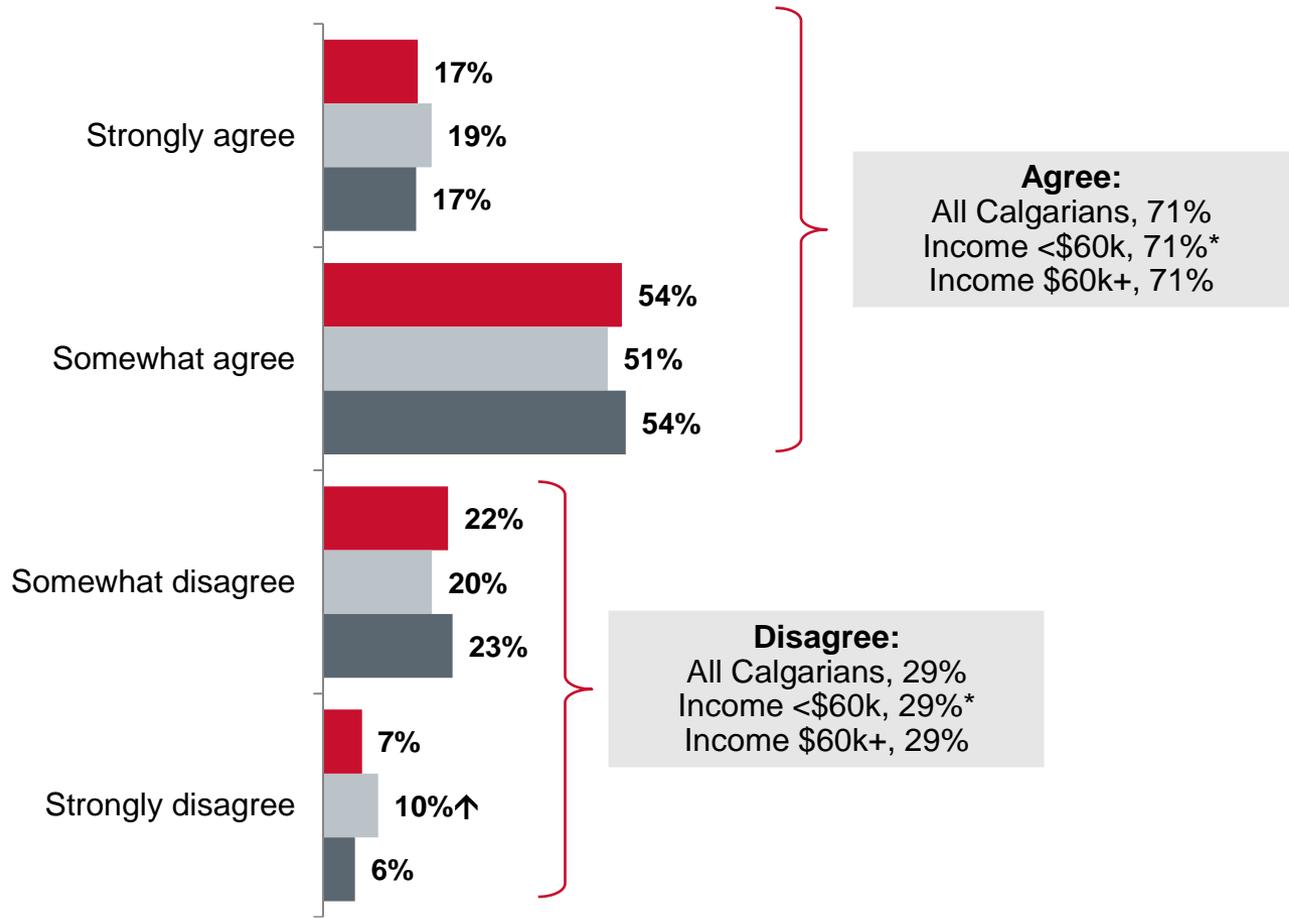
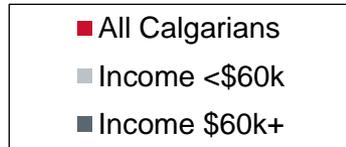
*Rounding



Indigenous Communities and Downtown Revitalization: Income

Just over seven-in-ten (71%) Calgarians of all incomes agree The City is doing a good job working with local Indigenous communities when discussing downtown revitalization (71% household income less than \$60,000 vs. 71% household income \$60,000 or more).

“The City of Calgary is doing a good job... working with local Indigenous communities when discussing downtown revitalization.”



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?

Base: Valid respondents (All Calgarians, n=2,286; Income <\$60k, n=532; Income \$60k+, n=1,478)

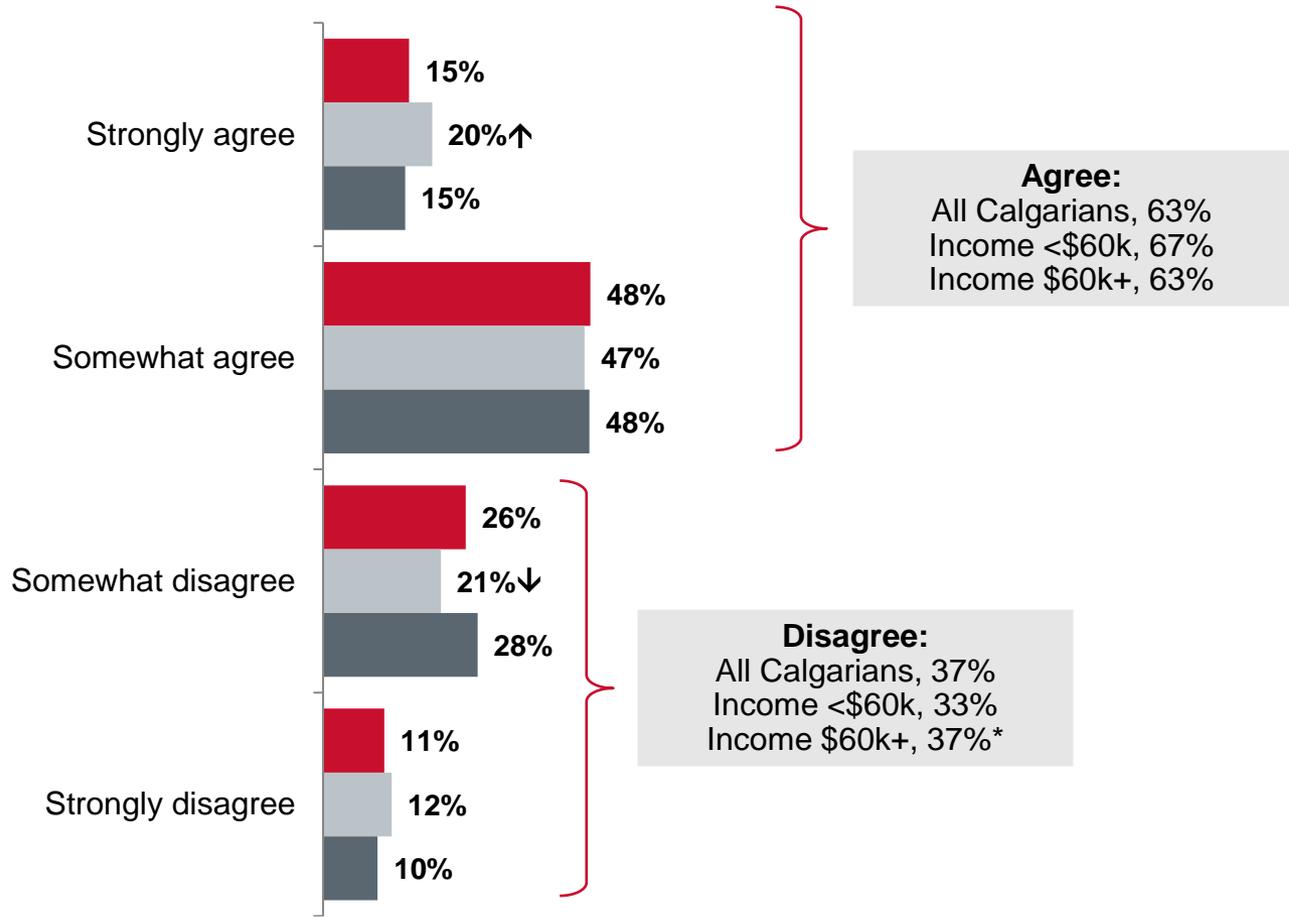
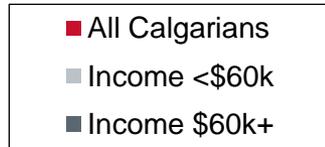
*Rounding



Working with Government to Address Social Issues: Income

Calgarians from households with incomes less than \$60,000 are more likely to ‘strongly agree’ that The City is doing a good job working with other levels of government to address social issues such as mental health when compared to Calgarians in households with incomes of \$60,00 or more (20% vs. 15%).

“The City of Calgary is doing a good job... Working with other levels of government to address social issues such as mental health.”



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?
 Base: Valid respondents (All Calgarians, n=2,442; Income <\$60k, n=551; Income \$60k+, n=1,585)

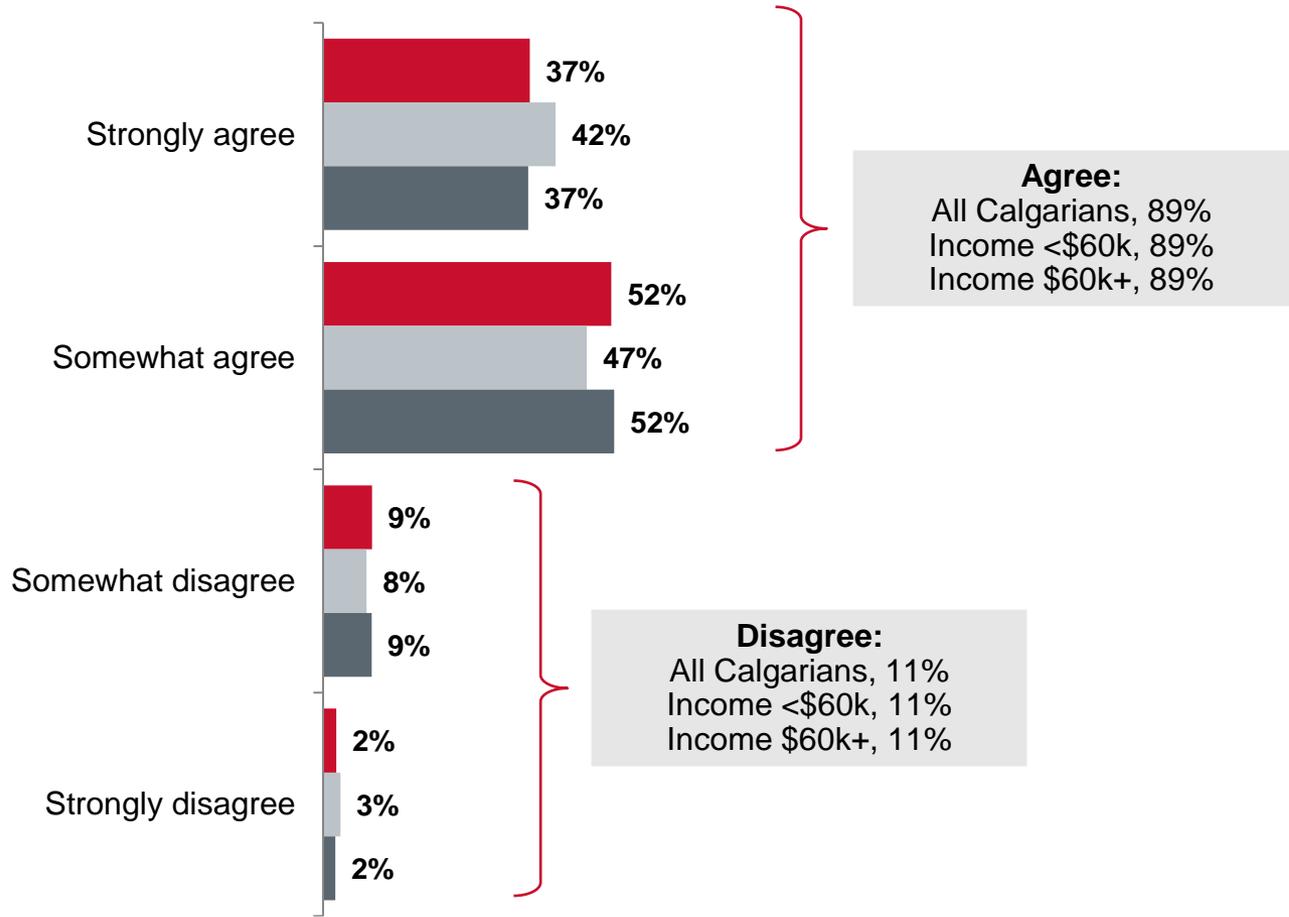
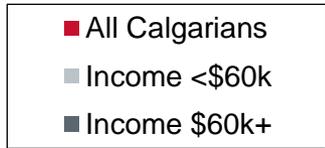
*Rounding



Celebrating Culture, History, and Diversity: Income

A majority of Calgarians, regardless of income, agree The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (89% household income less than \$60,000 vs. 89% household income \$60,000 or more).

“The City of Calgary is doing a good job... Working to ensure Calgary is seen as a city that celebrates culture, heritage and diversity.”



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?

Base: Valid respondents (All Calgarians, n=2,488; Income <\$60k, n=563; Income \$60k+, n=1,606)



Service Equity

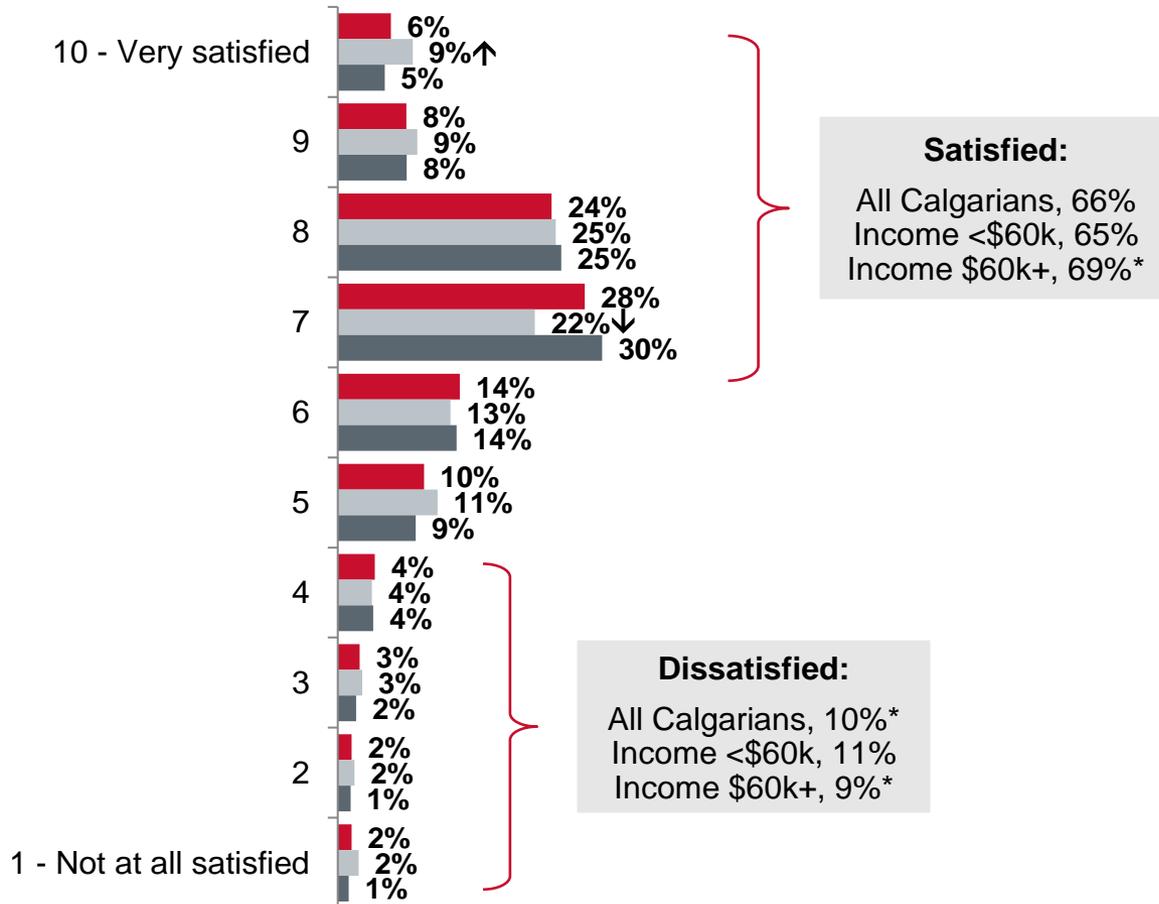
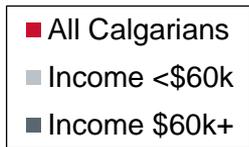




Satisfaction with the Overall Level and Quality of City Services and Programs: Income

Satisfaction with the overall level and quality of services and programs provided by The City is consistent across incomes with about two-thirds of all Calgarians (66%) indicating satisfaction (65% household income less than \$60,000 vs. 69% household income \$60,000 or more).

How satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?



On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
 Base: Valid respondents (All Calgarians, n=2,489; Income <\$60k, n=560; Income \$60k+, n=1,609)

*Rounding



Satisfaction with City Programs and Services: Income

In general, Calgarians with household incomes of less than \$60,000 are less likely to be satisfied with a number of services compared with Calgarians in households with incomes of \$60,000 or more, including disaster planning and response (89% vs. 95%) and the quality of drinking water (90% vs. 95%), among others.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Income <\$60k	Income \$60k+
Calgary Fire Department	98%	96%	98%
Calgary's pathway system	93%	92%	95%
Protection from river flooding	93%	92%	94%
Disaster planning and response	93%	89%↓	95%↑
Residential Blue Cart recycling	93%	91%	94%
The quality of drinking water	93%	90%↓	95%↑
Calgary's parks, playgrounds and other open spaces	93%	92%	93%
Residential Green Cart service	92%	88%↓	93%↑
Animal control services for stray animals and pet licensing	91%	88%↓	92%↑
Spring road cleaning	90%	87%↓	92%↑
Residential garbage collection service	90%	88%	90%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	89%	85%↓	91%↑

I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



Satisfaction with City Programs and Services: Income

There is no difference in satisfaction between Calgarians who live in households with incomes less than \$60,000 and those who live in households with incomes of \$60,000 or more in satisfaction with a large number of City programs and services.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Income <\$60k	Income \$60k+
311 service	89%	87%	89%
Business licenses and inspections	88%	87%	89%
Support for arts and culture including festivals	87%	86%	88%
Community services such as support for community associations and not for profit groups	87%	87%	87%
City operated recreation PROGRAMS such as swimming lessons	87%	86%	87%
City operated roads and infrastructure	85%	84%	86%
Bylaw services for things such as noise complaints, fire pits and weeds	84%	82%	86%
Development and building inspections and permits	83%	84%	83%
Calgary Police Service	82%	83%	82%
911	82%	83%	82%
City of Calgary website	82%	83%	83%
Social programs for individuals such as seniors or youth	80%	77%	82%

I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Bases vary



Satisfaction with City Programs and Services: Income

Calgarians from households with incomes less than \$60,000 are more likely than Calgarians from households with incomes of \$60,000 or more to be satisfied with Calgary Transit (77% vs. 71%) and city growth management (80% vs. 70%) and less likely to be satisfied with affordable housing for low-income families (47% vs. 57%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Income <\$60k	Income \$60k+
Transportation planning	80%	80%	79%
Traffic flow management	75%	79%	74%
Snow removal	74%	79%	74%
City land use planning	74%	76%	74%
Property tax assessment	73%	74%	74%
Calgary Transit including bus and CTrain service	72%	77%↑	71%↓
City growth management	72%	80%↑	70%↓
Road maintenance including pothole repairs	70%	70%	71%
Downtown revitalization	67%	72%	67%
On-street bikeways	66%	70%	65%
Affordable housing for low-income families	54%	47%↓	57%↑

I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



Invest More: Income

In general, Calgarains from households with incomes of less than \$60,000 are more likely to indicate The City should 'invest more' in a number of services when compared to those who live in households with incomes of \$60,000 or more.

	Total	Income <\$60k	Income \$60k+
Affordable housing for low-income families	74%	85%↑	72%↓
Social programs for individuals such as seniors or youth	70%	75%	69%
Calgary Transit including bus and CTrain service	61%	65%	61%
911	59%	64%	59%
Snow removal	55%	60%	54%
Road maintenance including pothole repairs	55%	61%↑	53%↓
Calgary Police Service	53%	56%	51%
Transportation planning	49%	57%↑	47%↓
City operated roads and infrastructure	47%	57%↑	45%↓
Downtown revitalization	47%	48%	48%
Calgary's parks, playgrounds and other open spaces	47%	49%	47%
Traffic flow management	46%	56%↑	44%↓

And, should The City invest more, less or the same amount?
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



Invest More: Income

Calgarians from households with incomes less than \$60,000 are more likely than those from households with incomes \$60,000 or more to want to invest in disaster planning and response (43% vs. 30%), 311 (41% vs. 29%), and the quality of drinking water (41% vs. 28%), among others.

	Total	Income <\$60k	Income \$60k+
Calgary Fire Department	44%	53%↑	42%↓
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	43%	42%	45%
City operated recreation PROGRAMS such as swimming lessons	41%	40%	43%
Community services such as support for community associations and not for profit groups	41%	47%	41%
Calgary's pathway system	39%	39%	39%
City land use planning	37%	37%	38%
City growth management	37%	35%	38%
Disaster planning and response	33%	43%↑	30%↓
311 service	32%	41%↑	29%↓
The quality of drinking water	31%	41%↑	28%↓
Development and building inspections and permits	31%	38%↑	29%↓
Protection from river flooding	30%	37%↑	27%↓

And, should The City invest more, less or the same amount?
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



Invest More: Income

Calgarians in households with incomes less than \$60,000 are also more likely than those from households with incomes of \$60,000 or more to want The City to ‘invest more’ in residential garbage collection (30% vs. 19%), residential Blue Cart recycling (27% vs. 17%), and residential Green Cart service (22% vs. 13%).

	Total	Income <\$60k	Income \$60k+
Support for arts and culture including festivals	28%	33%	28%
On-street bikeways	26%	29%	26%
City of Calgary website	25%	30%	26%
Business licenses and inspections	25%	29%	23%
Bylaw services for things such as noise complaints, fire pits and weeds	23%	29%↑	21%↓
Residential garbage collection service	22%	30%↑	19%↓
Property tax assessment	21%	25%	20%
Spring road cleaning	21%	27%↑	20%↓
Residential Blue Cart recycling	19%	27%↑	17%↓
Animal control services for stray animals and pet licensing	17%	23%↑	14%↓
Residential Green Cart service	15%	22%↑	13%↓

And, should The City invest more, less or the same amount?
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



Invest Less: Income

Calgarians in households with incomes less than \$60,000 report that The City should ‘invest less’ in city growth management at a higher rate than households that make \$60,000 or more (18% vs. 11%).

	Total	Income <\$60k	Income \$60k+
On-street bikeways	35%	29%	34%
Downtown revitalization	15%	14%	13%
Property tax assessment	14%	11%	14%
Support for arts and culture including festivals	14%	13%	13%
City growth management	14%	18%↑	11%↓
Bylaw services for things such as noise complaints, fire pits and weeds	13%	11%	13%
Residential Green Cart service	12%	11%	12%
Calgary Police Service	10%	10%	10%
Animal control services for stray animals and pet licensing	9%	10%	9%
Residential Blue Cart recycling	8%	7%	8%
City land use planning	8%	6%	8%
Business licenses and inspections	8%	7%	8%

And, should The City invest more, less or the same amount?
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



Invest Less: Income

Calgarians in households that make less than \$60,000 would prefer The City to ‘invest less’ in City recreation facilities more so than those who make \$60,000 or more (9% vs. 5%). However, they are less likely to indicate The City should ‘invest less’ in protection from river flooding (3% vs. 9%), affordable housing (2% vs. 5%) and residential garbage collection (1% vs. 5%).

	Total	Income <\$60k	Income \$60k+
City of Calgary website	8%	8%	7%
Community services such as support for community associations and not for profit groups	8%	5%	8%
Protection from river flooding	7%	3%↓	9%↑
Development and building inspections and permits	7%	6%	7%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	6%	9%↑	5%↓
Traffic flow management	6%	5%	5%
Transportation planning	5%	4%	5%
Disaster planning and response	5%	3%	6%
Spring road cleaning	5%	3%	5%
Affordable housing for low-income families	5%	2%↓	5%↑
City operated recreation PROGRAMS such as swimming lessons	4%	5%	4%
Residential garbage collection service	4%	1%↓	5%↑

And, should The City invest more, less or the same amount?
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



Invest Less: Income

There are no statistically significant differences in the preference to invest less in many City services regardless of household income.

	Total	Income <\$60k	Income \$60k+
311 service	4%	2%	4%
Calgary's pathway system	4%	5%	3%
Calgary Transit including bus and CTrain service	4%	2%	4%
City operated roads and infrastructure	3%	3%	3%
Social programs for individuals such as seniors or youth	2%	0%	2%
The quality of drinking water	2%	1%	2%
Snow removal	2%	1%	2%
Calgary Fire Department	2%	1%	1%
Road maintenance including pothole repairs	1%	1%	1%
Calgary's parks, playgrounds and other open spaces	1%	1%	1%
911	1%	1%	0%

And, should The City invest more, less or the same amount?

Base: Bases vary



Respondent Demographics





Respondent Profile:

Age			
	Total	Income <\$60k	Income \$60k+
18 to 24	11%	12%↑	9%
25 to 34	19%	22%	20%
35 to 44	18%	13%↓	22%
45 to 54	18%	10%↓	22%
55 to 64	13%	14%	12%
65 or older	21%	29%↑	15%
Mean	47.1	48.9↑	45.7

Gender			
	Total	Income <\$60k	Income \$60k+
Female	50%	54%↑	48%
Male	49%	45%↓	51%
Prefer to self-describe	1%	1%↑	0%

Children & Seniors in Household			
	Total	Income <\$60k	Income \$60k+
Yes – Children	34%	22%↓	40%
Yes – Seniors	31%	40%↑	25%

2SLGBTQIA+ Community			
	Total	Income <\$60k	Income \$60k+
Yes	7%	11%↑	6%
No	93%	89%↓	94%

Education			
	Total	Income <\$60k	Income \$60k+
Did not complete high school or equivalent	2%	6%↑	1%
Completed high school or equivalent	18%	29%↑	13%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%	8%	8%
Completed a college or other non-university certificate or diploma	19%	24%↑	17%
Completed a university certificate, diploma or degree	53%	33%↓	61%

Household Size			
	Total	Income <\$60k	Income \$60k+
1	16%	32%↑	11%
2	33%	32%	32%
3	18%	14%	19%
4	20%	11%	22%
5 or more	14%	10%↓	15%
Mean	2.9	2.5↓	3.1

Type of Dwelling			
	Total	Income <\$60k	Income \$60k+
Single-detached house	68%	51%↓	72%
Apartment or apartment-style condominium	14%	25%↑	11%
Duplex, triplex or fourplex	9%	11%	9%
Townhouse or rowhouse	8%	10%	7%
Another type of multi-dwelling unit	1%	3%↑	1%

Base: Valid respondents (Bases vary)

↑/↓ Statistically higher/lower than comparable subgroup



Respondent Profile: (cont.)

Born in Canada			
	Total	Income <\$60k	Income \$60k+
Yes	72%	68%	72%
No	28%	32%	28%

Indigenous			
	Total	Income <\$60k	Income \$60k+
Yes – First Nations	1%	2%↑	1%
Yes – Metis	2%	3%	2%
Yes – Inuit	<1%	0%	0%
Yes – prefer to self-describe	1%	1%	1%
No	96%	94%	96%

Racialized			
	Total	Income <\$60k	Income \$60k+
Yes	27%	31%↑	26%
No	72%	68%↓	73%
Prefer to self-describe	1%	1%	1%

Age Arrived in Canada			
Base: Not born in Canada			
	Total	Income <\$60k	Income \$60k+
Under the age of 18	36%	33%	35%
18 to 49	64%	67%	64%
50 or older	1%	0%	1%

Tenure in Calgary			
	Total	Income <\$60k	Income \$60k+
Less than 5 years	7%	10%↑	7%
5 to less than 10 years	9%	8%	10%
10 to less than 15 years	9%	8%	10%
15 to less than 20 years	10%	8%↓	11%
20 to less than 30 years	22%	21%	23%
30 to less than 40 years	15%	12%↓	15%
40 or more	28%	32%↑	24%
Mean	27.9	29.3↑	26.7

Date of Arrival in Canada			
Base: Not born in Canada			
	Total	Income <\$60k	Income \$60k+
Within the past five years	18%	25%↑	16%
More than five years ago	82%	75%↓	84%

Disability in Household			
	Total	Income <\$60k	Income \$60k+
Yes – myself	11%	20%↑	7%
Yes – someone in my household	9%	11%↑	8%
No	80%	69%↓	85%

Quadrant			
	Total	Income <\$60k	Income \$60k+
Southwest	30%	22%↓	33%
Southeast	23%	24%	23%
Northwest	27%	27%	27%
Northeast	19%	27%↑	17%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)



Respondent Profile: (cont.)

Employment Status

	Total	Income <\$60k	Income \$60k+
Full time employed or self employed	54%	29%↓	66%
Part time employed or self-employed	12%	15%↑	10%
Retired	20%	31%↑	14%
Looking after home and/or family	3%	4%	3%
Unable to work because of sickness or disability	3%	8%↑	1%
Unemployed	3%	7%↑	2%
Doing unpaid or voluntary work	1%	1%	1%
Student	6%	9%↑	4%

Own or Operate a Business

	Total	Income <\$60k	Income \$60k+
Own and operate a business	16%	13%	17%
Own a business	3%	1%	3%
Operate a business	2%	4%	2%
No	79%	82%	78%

↑/↓ Statistically higher/lower than comparable subgroup

Household Income

	Total	Income <\$60k	Income \$60k+
Less than \$30,000	7%	29%	-
\$30,000 to <\$45,000	8%	32%	-
\$45,000 to <\$60,000	10%	39%	-
\$60,000 to <\$75,000	7%	-	9%
\$75,000 to <\$90,000	7%	-	10%
\$90,000 to <\$105,000	11%	-	15%
\$105,000 to <\$120,000	9%	-	12%
\$120,000 to <\$150,000	12%	-	16%
\$150,000 to <\$200,000	16%	-	21%
\$200,000+	14%	-	18%

Own or Rent

	Total	Income <\$60k	Income \$60k+
Own	74%	53%↓	80%
Rent	23%	43%↑	18%
Neither	0%	0%	0%
Other	3%	4%↑	2%

Responsible for Property Taxes

	Total	Income <\$60k	Income \$60k+
Yes	87%	84%↓	89%
No	13%	16%↑	11%

Base: Valid respondents (Bases vary)

Contact

The Corporate Research Team
Customer Service & Communications
The City of Calgary
Research@Calgary.ca