



Service Equity

Analysis of 2022 Spring Pulse Survey Data

July 2022

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Background and Methodology

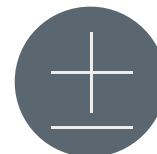


Telephone surveys were conducted with a randomly selected sample of 2,501 Calgarians aged 18 years and older between March 1st and March 24th, 2022.

- Both landline (40%) and cell phone (60%) sample were used.
- The average interview duration was 30 minutes.
- When assessing City programs and services, 44 services were divided into three blocks. Each block was rotated to ensure a representative mix of responses for each service.



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 2016 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 increases for sub-groups of the total sample.



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. Towards this, The City would like to better understand the perspective of equity-deserving communities through the lens of the annual Spring Pulse and Citizen Satisfaction surveys. The data in this report are from the most recent (2022) Spring Pulse survey, for demographics of interest, specifically those that differentiate equity-deserving communities. All Spring Pulse and Citizen Satisfaction 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.

How to Read this Report

The tables in this report present results from the 2022 Spring Pulse Survey for some Equity-Deserving Communities (EDCs) compared to their counterparts. The demographic variables used to categorize EDCs are as follows, with the EDC category noted in bold text:

Gender

Categories:

- 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

Household Income

Categories:

- < \$60,000**
- \$60,000 to < \$105,000
- \$105,000 to < \$150,000
- \$150,000 +

Note: pre-tax annual household income

Disability

Categories:

- 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

Age

Categories:

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

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

Racialized People

Categories:

- Yes**
- No

Note: self-reported racialized status. The number of respondents who identified as Indigenous is too small to report separately

Born in Canada

Categories:

- Yes
- Immigrated as children (<18)**
- Immigrated as adults (18+)**

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

Statistically significant differences between an EDC and their counterpart (e.g., females compared to males) are noted throughout the report with arrows: ↓ Statistically lower ↑ Statistically higher

For example: Males 54%
Females 66%↑ = more females than males agreed with the statement and the difference is statistically significant

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.



Gender



Females and males have comparable levels of satisfaction with City services, with some significant differences in satisfaction for specific services between genders.

- Satisfaction with the overall level and quality of services and programs provided by The City does not differ significantly between males (71%) and females (71%). However, there are a few notable differences when asked about specific services.
- Females provide higher satisfaction ratings for:
 - Business Licenses & Inspections (91% vs. 86%)
 - Regulation of Taxis, etc. (90% vs. 79%)
 - Economic Development & Tourism (88% vs. 80%)
 - Bylaw (86% vs. 79%) and;
 - Support for Arts & Culture (87% vs. 78%).
- In comparison, males are more likely to be satisfied with:
 - Calgary 911 (89% vs. 83%)
 - Specialized Transit (90% vs. 81%) and;
 - Sidewalks & Pathways (84% vs. 78%).

In general, females are more likely to want to invest more in services while males are more likely to want to invest less.

- Of the 44 services tested in the Spring Pulse, females were significantly more likely than males to want to invest more in ten (10) services:
 - Affordable Housing (79% vs. 66%)
 - Social Programs (63% vs. 55%)
 - Calgary Fire Department (62% vs. 50%)
 - Calgary 911 (62% vs. 48%)
 - Sidewalks and Pathways (54% vs. 45%)
 - Specialized Transit (55% vs. 43%)
 - Community Strategy Services (50% vs. 34%)
 - Environmental Management Services (44% vs. 35%)
 - Bylaw (35% vs. 26%) and;
 - Pet Ownership & Licensing (18% vs. 13%).
- Services that males want to invest more in at a higher rate than females are:
 - Recreation Opportunities (54% vs. 47%)
 - Business Licenses & Inspections (25% vs. 18%).
 - Land Development & Sales (34% vs. 24%) and;

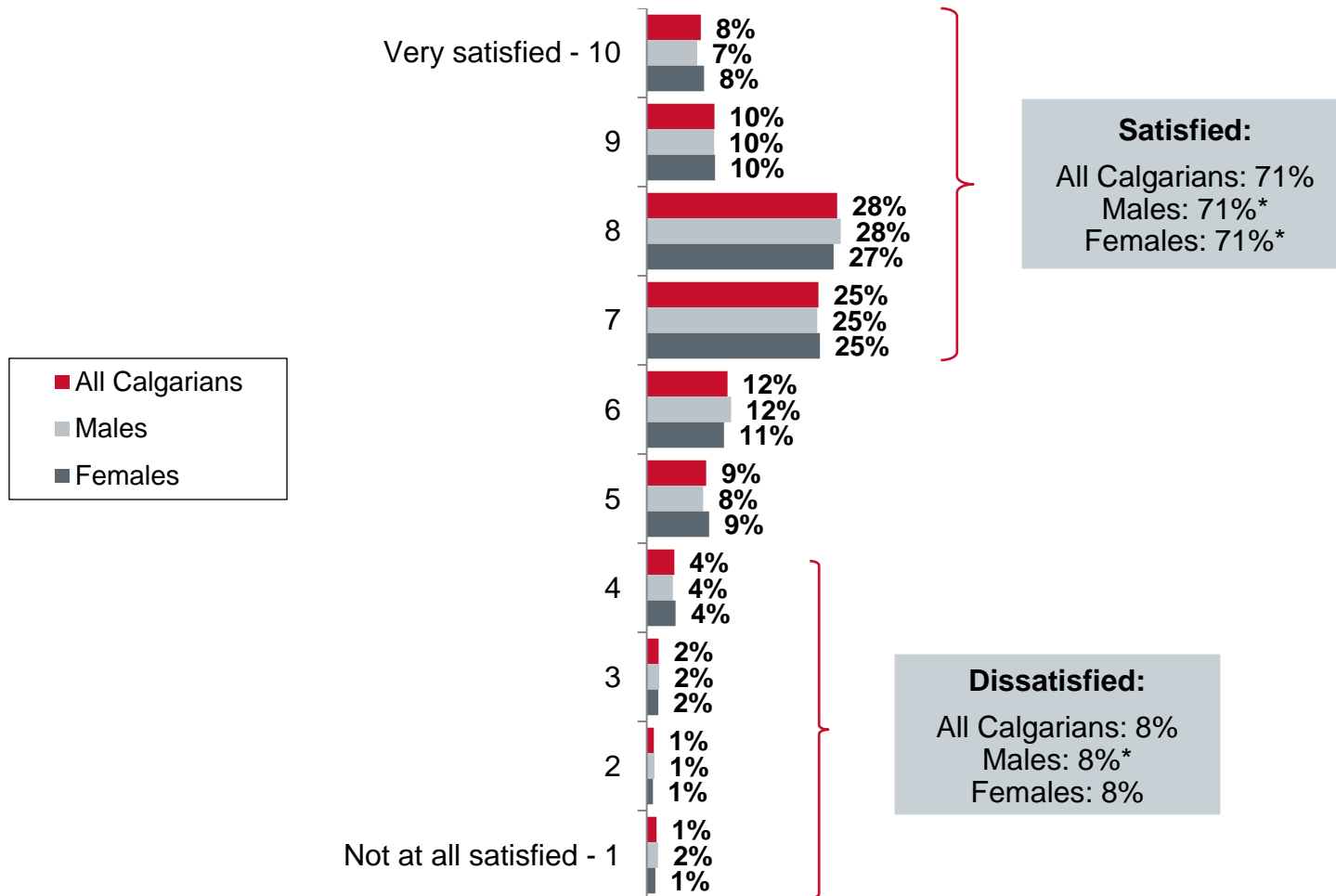
Findings: Gender

In general, females are more likely to want to invest more in services while males are more likely to want to invest less (continued)

- Conversely, males are more likely than females to want to invest less in 15 of the 44 services tested. Males want to invest less in:
 - Parking & Enforcement (33% vs. 20%)
 - Regulation of Taxis, etc. (31% vs. 18%)
 - Pet Ownership & Licensing (20% vs. 13%)
 - Property Tax Management (21% vs. 12%)
 - Environmental Management (17% vs. 9%)
 - Bylaw (19% vs. 8%)
 - Real Estate (16% vs. 10%)
 - City Land Use Planning (13% vs. 9%)
 - Economic Development & Tourism (13% vs. 7%)
 - Community Strategy Services (14% vs. 5%)
 - Library Services (10% vs. 5%)
 - Neighbourhood Supports (9% vs. 4%)
 - Affordable Housing (7% vs. 3%)
 - Sidewalks & Pathways (6% vs. 2%) and;
 - Social Programs (5% vs. 2%).
- Females only indicate their desire to invest less in one service at a higher rate than males:
 - Land Development & Sales (20% vs. 14%).

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

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



*Rounding

On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
Base: Valid respondents (All Calgarians, n=2,495; Males, n=1,202; Females, n=1,293)

Satisfaction with City Programs and Services: Gender

'Very Satisfied' + 'Somewhat Satisfied'	Total	Males	Females
Calgary Fire Department	96%	97%	96%
Wastewater collection & treatment	96%	96%	96%
Library services	96%	95%	96%
Water treatment and supply	95%	94%	96%
Fire inspection & enforcement	94%	94%	94%
Calgary's parks, playgrounds and open spaces	94%	94%	94%
City cemeteries	94%	93%	94%
Stormwater management	93%	92%	94%
311 and Web	91%	91%	91%
Disaster planning and response	90%	89%	90%
Urban forestry	90%	90%	89%
Records management, access & privacy	90%	88%	91%
Pet ownership & licensing	89%	88%	90%
Business licenses and inspections	89%	86%	91%↑
Fire safety education	89%	87%	90%

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 than comparable subgroup

Satisfaction with City Programs and Services: Gender

'Very Satisfied' + 'Somewhat Satisfied'	Total	Males	Females
Calgary 9-1-1	86%	89%↑	83%
Specialized transit services like Transit Access	85%	90%↑	81%
Environmental management services	85%	84%	86%
Recreation opportunities	85%	85%	84%
Waste and Recycling Services	85%	83%	86%
Development and building inspections and permits	84%	83%	86%
Social programs for individuals such as seniors or youth	84%	85%	84%
Neighbourhood supports	84%	82%	86%
City communications	84%	83%	86%
Regulation of taxis, limousines & vehicles-for-hire	84%	79%	90%↑
Economic development & tourism	84%	80%	88%↑
Land development & sales services	84%	83%	84%
Community strategy	83%	82%	84%
Municipal elections	83%	82%	83%
Bylaw education & compliance services	82%	79%	86%↑

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 than comparable subgroup

Satisfaction with City Programs and Services: Gender

'Very Satisfied' + 'Somewhat Satisfied'	Total	Males	Females
Support for arts and culture including festivals	82%	78%	87%↑
Citizen engagement and research	82%	81%	83%
Calgary Police Service	81%	82%	80%
Sidewalks & pathways	81%	84%↑	78%
Real estate	79%	77%	81%
Appeals and tribunals	79%	76%	81%
City land use planning	78%	75%	81%
Property assessment	78%	76%	79%
Development approvals	75%	73%	78%
Calgary Transit including bus and CTrain service	72%	72%	72%
Streets	70%	70%	71%
Parking and enforcement	69%	67%	72%
Property tax management	67%	65%	70%
Affordable housing for low-income Calgarians	56%	59%	54%

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 than comparable subgroup

Invest More: Gender

	Total	Males	Females
Affordable housing for low-income Calgarians	72%	66%	79%↑
Calgary Transit including bus and CTrain service	63%	62%	64%
Social programs for individuals such as seniors or youth	59%	55%	63%↑
Calgary Fire Department	56%	50%	62%↑
Calgary 9-1-1	55%	48%	62%↑
Streets	55%	53%	57%
Calgary Police Service	52%	49%	55%
Recreation opportunities	50%	54%↑	47%
Neighbourhood supports	50%	46%	53%
Sidewalks & pathways	50%	45%	54%↑
Specialized transit services like Transit Access	49%	43%	55%↑
Disaster planning and response	44%	42%	47%
Urban forestry	42%	40%	44%
Calgary's parks, playgrounds and open spaces	42%	43%	40%
Community strategy services	42%	34%	50%↑

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

↑ Statistically higher than comparable subgroup

Invest More: Gender

	Total	Males	Females
Environmental management services	39%	35%	44%↑
Fire safety education	37%	38%	37%
Economic development & tourism	37%	38%	35%
Water treatment and supply	33%	33%	34%
Citizen engagement and research	33%	34%	32%
Library services	33%	33%	32%
Waste and Recycling Services	32%	31%	33%
Fire inspection & enforcement	31%	29%	33%
Support for arts and culture including festivals	31%	33%	29%
Bylaw education & compliance services	30%	26%	35%↑
Property tax management	30%	28%	32%
Land development & sales services	29%	34%↑	24%
Real estate	29%	30%	28%
Stormwater management	29%	31%	27%
Appeals and tribunals	29%	31%	27%

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

↑ Statistically higher than
comparable subgroup

Invest More: Gender

	Total	Males	Females
Development and building inspections and permits	28%	30%	26%
311 and Web	28%	28%	27%
City communications	27%	26%	29%
Development approvals	26%	24%	27%
Wastewater collection & treatment	26%	25%	26%
City land use planning	24%	24%	24%
Business licenses and inspections	21%	25%↑	18%
Property assessment/Property tax assessment	21%	21%	21%
Parking and enforcement	20%	18%	22%
Municipal elections	17%	15%	18%
Records management, access & privacy services	16%	18%	14%
Pet ownership & licensing	15%	13%	18%↑
City cemeteries	15%	14%	15%
Regulation of taxis, limousines & vehicles-for-hire	13%	12%	14%

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

↑ Statistically higher than
comparable subgroup

Invest Less: Gender

	Total	Males	Females
Parking and enforcement	26%	33%↑	20%
Regulation of taxis, limousines & vehicles-for-hire	24%	31%↑	18%
Support for arts and culture including festivals	19%	21%	17%
Municipal elections	19%	20%	18%
Land development & sales services	17%	14%	20%↑
Pet ownership & licensing	16%	20%↑	13%
Property tax management	16%	21%↑	12%
Property assessment/Property tax assessment	16%	16%	15%
Development approvals	14%	16%	12%
City cemeteries	14%	14%	14%
Environmental management services	13%	17%↑	9%
Bylaw education & compliance services	13%	19%↑	8%
Real estate	13%	16%↑	10%
Records management, access & privacy services	12%	14%	11%
Calgary Police Service	12%	10%	13%

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

↑ Statistically higher than comparable subgroup

Invest Less: Gender

	Total	Males	Females
City land use planning	11%	13%↑	9%
Citizen engagement and research	11%	11%	10%
Economic development & tourism	10%	13%↑	7%
Business licenses and inspections	10%	11%	9%
Community strategy services	10%	14%↑	5%
City communications	10%	9%	10%
Development and building inspections and permits	9%	10%	8%
Appeals and tribunals	8%	9%	7%
Waste and Recycling Services	8%	10%	6%
Library services	7%	10%↑	5%
Fire safety education	7%	8%	6%
Neighbourhood supports	6%	9%↑	4%
Calgary Transit including bus and CTrain service	6%	6%	5%
311 and Web	5%	6%	5%
Disaster planning and response	5%	5%	5%

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

↑ Statistically higher than
comparable subgroup

Invest Less: Gender

	Total	Males	Females
Affordable housing for low-income Calgarians	5%	7%↑	3%
Recreation opportunities	5%	4%	5%
Specialized transit services like Transit Access	4%	6%	3%
Stormwater management	4%	5%	3%
Fire inspection & enforcement	4%	5%	3%
Streets, including traffic operations	4%	5%	3%
Sidewalks & pathways	4%	6%↑	2%
Urban forestry	4%	4%	3%
Social programs for individuals such as seniors or youth	4%	5%↑	2%
Wastewater collection & treatment	2%	2%	3%
Calgary's parks, playgrounds and open spaces	2%	3%	1%
Calgary 9-1-1	2%	2%	2%
Water treatment and supply	2%	2%	2%
Calgary Fire Department	2%	2%	2%

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

↑ Statistically higher than comparable subgroup



Income



Findings: Income

There are no significant differences in satisfaction with the overall level and quality of City services across different income groups.

- Although overall satisfaction is about equal across all income levels (71% <\$60k, 72% \$60k to <\$105k, 73% \$105k to <\$150k, 71% \$150k+) there is a difference across those who are 'very satisfied' and score The City a ten (on a ten-point scale).
 - Households with incomes lower than \$60,000 are more likely than all other income groups to report they are 'very satisfied' with the overall level and quality of services provided by The City, and households with incomes over \$150,000 were less likely than all other income groups to report the same (13% <\$60k, 8% \$60k to <\$105k, 8% \$105k to <\$150k, 4% \$150k+).
- When asked about satisfaction levels with specific services, some significant differences emerge across different income categories.
 - Households with incomes lower than \$60,000 were significantly less likely than at least two other income groups to be satisfied with:
 - The Calgary Fire Department (92% vs. 98% \$60k to <\$105k, 97% \$105k to <\$150k, 97% \$150k+).
 - Households with incomes between \$60,000 and \$104,999 were significantly more likely than at least two other income groups to be satisfied with:
 - Recreation Opportunities (90% vs. 82% <\$60k, 81% \$150k+) and;
 - Parking Enforcement (79% \$60k - <\$105k vs. 60% \$105k - <\$150k, 65% \$150k+).
 - Households with incomes between \$105,000 and \$149,999 had no significant differences in service satisfaction when compared with other income groups.
 - Households with incomes \$150,000 or higher were significantly less likely than at least two other income groups to be satisfied with:
 - Streets (65% vs. 75% <\$60k, 77% \$60k to <\$105k) and;
 - Property Tax Management (58% vs. 77% <\$60k, 73% \$60k to <\$105k).

Findings: Income

In general, lower income groups are more likely to want to invest more in City services.

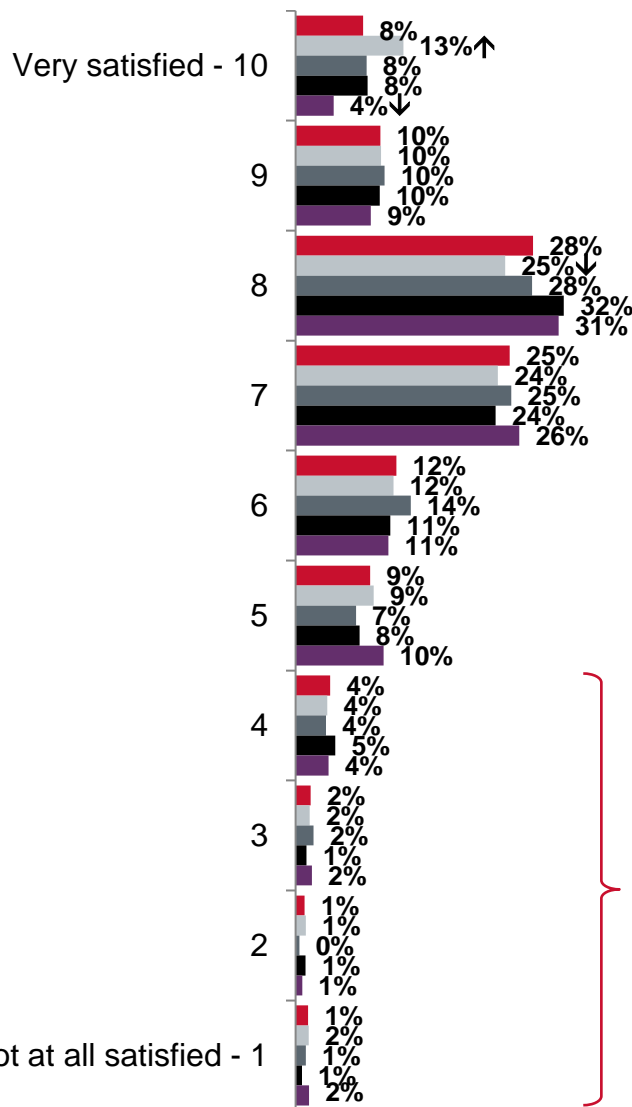
- Households with incomes lower than \$60,000 are the most generous with investments, and are significantly more likely than at least two other income groups to want to invest more in:
 - Sidewalks & Pathways (64% vs. 45% \$60k to <\$105k, 44% \$150k+)
 - Disaster Planning & Response (54% vs. 40% \$105k to <\$150k, 37% \$150k+)
 - Environmental Management (47% vs. 33% \$105k to <\$150k, 32% \$150k+)
 - Fire Inspection & Enforcement (38% vs. 24% \$105k to <\$150k, 23% \$150k+)
 - Appeals & Tribunals (37% vs. 22% \$105k to <\$150k, 23% \$150k+)
 - Wastewater Collection & Treatment (38% vs. 22% \$60k to <\$105k, 22% \$105k to <\$150k, 21% \$150k+)
 - City Land Use Planning (36% vs. 20% \$60k to <\$105k, 19% \$150k+)
 - City Cemeteries (23% vs. 8% \$105k to <\$150k, 8% \$150k+), and;
 - Regulation of Taxis, etc. (17% vs. 7% \$105k to <\$150k, 6% \$150k+).
- Households with incomes between \$60,000 and \$104,999, are also more likely than higher income groups to want to invest more in several services, although at a lower rate than the lower income group. These services are:
 - Environmental Management (46% vs. 33% \$105k to <\$150k, 32% \$150k+)
 - Fire Inspection & Enforcement (37% vs. 24% \$105k to <\$150k, 23% \$150k+)
 - 311 & Web (44% vs. 16% \$105k to <\$150k, 22% \$150k+)
 - City Communications (34% vs. 23% \$105k to <\$150k, 20% \$150k+)
 - City Cemeteries (18% vs. 8% \$105k to <\$150k, 8% \$150k+) and;
 - Regulation of Taxis, etc. (18% vs. 7% \$105k to <\$150k, 6% \$150k+).
- Households with incomes between \$105,000 and \$149,999 are less likely than other income groups to indicate a desire to invest more in:
 - 311 & Web (16% vs. 27% <\$60k, 44% \$60k to <\$105k, 22% \$150k+) and;
 - Records Management (8% vs. 22% <\$60k, 20% \$60k to <\$105k).

Findings: Income

Conversely, higher income groups are likely to want to invest less in City programs and Services.

- Households with incomes \$150,000 or higher are, in general, less likely than other income groups to want to invest more in a service and more likely to want to invest less.
 - These high-income households are less likely than at least two other income groups to say invest more in:
 - Affordable Housing (62% vs. 79% <\$60k, 77% \$60k to <\$105k, 76% \$105k to <\$150k)
 - Calgary Fire Department (46% vs. 61% <\$60k, 62% \$60k to <\$105k)
 - Neighbourhood Supports (42% vs. 56% <\$60k, 54% \$60k to <\$105k)
 - Specialized Transit (39% vs. 57% <\$60k, 54% \$60k to <\$105k)
 - Disaster Planning & Response (37% vs. 54% <\$60k, 49% \$60k to <\$105k)
 - Community Strategy (31% vs. 48% <\$60k, 48% \$60k to <\$105k)
 - Fire Safety Education (28% vs. 40% <\$60k, 49% \$60k to <\$105k)
 - Water Treatment & Supply (24% vs. 39% <\$60k, 36% \$60k to <\$105k, 36% \$105k to <\$150k)
 - Bylaw (22% vs. 35% <\$60k, 34% \$60k to <\$105k) and;
 - Business Licenses & Inspections (16% vs. 25% <\$60k, 26% \$60k to <\$105k).
 - Conversely, households with incomes \$150,000 or higher are also more likely than at least two other income groups to say invest less in:
 - Pet Ownership & Licensing (23% vs. 13% <\$60k, 13% \$60k to <\$105k)
 - Property Assessment (23% vs. 10% <\$60k, 9% \$60k to <\$105k)
 - City Cemeteries (19% vs. 10% <\$60k, 10% \$60k to <\$105k)
 - Environmental Management (19% vs. 9% <\$60k, 9% \$105k to <\$150k)
 - Fire Safety Education (12% vs. 6% <\$60k, 4% \$60k to <\$105k, 6% \$105k to <\$150k) and;
 - Streets (7% vs. 2% <\$60k, 2% \$60k to <\$105k, 2% \$105k to <\$150k).

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



Satisfied:

All Calgarians, 71%
 <\$60K, 71%*
 \$60K to <\$105K, 72%*
 \$105K to <\$150K, 73%*
 \$150K+, 71%*

Dissatisfied:

All Calgarians, 8%
 <\$60K, 8%*
 \$60K to <\$105K, 7%
 \$105K to <\$150K, 8%
 \$150K+, 8%*

*Rounding

↑ Statistically higher than comparable subgroup
 ↓ Statistically lower than comparable subgroup

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=2,495; <\$60K, n=542; \$60K to <\$105K, n=608; \$105K to <\$150K, n=430; \$150K+, n=632)

Satisfaction with City Programs and Services: Income

'Very Satisfied' + 'Somewhat Satisfied'	Total	<\$60K	\$60K to <\$105K	\$105K to <\$150K	\$150K+
Calgary Fire Department	96%	92%↓	98%	97%	97%
Wastewater collection & treatment	96%	94%	97%	97%	96%
Library services	96%	96%	94%	95%	99%
Water treatment and supply	95%	91%	96%	96%	95%
Fire inspection & enforcement	94%	92%	95%	98%	94%
Calgary's parks, playgrounds and open spaces	94%	93%	95%	95%	95%
City cemeteries	94%	93%	92%	96%	93%
Stormwater management	93%	92%	93%	95%	94%
311 and Web	91%	92%	90%	91%	92%
Disaster planning and response	90%	88%	91%	90%	90%
Urban forestry	90%	91%	87%	93%	90%
Records management, access & privacy	90%	89%	88%	93%	91%
Pet ownership & licensing	89%	92%	93%	90%	85%
Business licenses and inspections	89%	86%	88%	89%	91%
Fire safety education	89%	87%	88%	92%	88%

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 lower than two or more comparable subgroups

Satisfaction with City Programs and Services: Income

'Very Satisfied' + 'Somewhat Satisfied'	Total	<\$60K	\$60K to <\$105K	\$105K to <\$150K	\$150K+
Calgary 9-1-1	86%	84%	87%	87%	87%
Specialized transit services like Transit Access	85%	84%	84%	87%	89%
Environmental management services	85%	84%	84%	92%	83%
Recreation opportunities	85%	82%	90%↑	86%	81%
Waste and Recycling Services	85%	79%	86%	84%	87%
Development and building inspections and permits	84%	81%	90%	85%	84%
Social programs for individuals such as seniors or youth	84%	80%	87%	84%	87%
Neighbourhood supports	84%	85%	81%	88%	86%
City communications	84%	82%	86%	86%	86%
Regulation of taxis, limousines & vehicles-for-hire	84%	84%	89%	83%	81%
Economic development & tourism	84%	87%	81%	86%	83%
Land development & sales services	84%	82%	83%	82%	89%
Community strategy	83%	85%	80%	86%	85%
Municipal elections	83%	85%	80%	82%	85%
Bylaw education & compliance services	82%	85%	85%	78%	84%

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 than 2 or more comparable subgroups

Satisfaction with City Programs and Services: Income

'Very Satisfied' + 'Somewhat Satisfied'	Total	<\$60K	\$60K to <\$105K	\$105K to <\$150K	\$150K+
Support for arts and culture including festivals	82%	83%	86%	76%	84%
Citizen engagement and research	82%	81%	84%	87%	80%
Calgary Police Service	81%	83%	81%	83%	79%
Sidewalks & pathways	81%	75%	83%	78%	82%
Real estate	79%	80%	79%	75%	82%
Appeals and tribunals	79%	80%	79%	84%	77%
City land use planning	78%	81%	77%	77%	77%
Property assessment	78%	80%	79%	81%	73%
Development approvals	75%	79%	78%	74%	72%
Calgary Transit including bus and CTrain service	72%	75%	74%	64%	72%
Streets	70%	75%	77%	67%	65%↓
Parking and enforcement	69%	70%	79%↑	60%	65%
Property tax management	67%	77%	73%	68%	58%↓
Affordable housing for low-income Calgarians	56%	55%	56%	55%	59%

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups

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

Invest More: Income

	Total	<\$60K	\$60K to <\$105K	\$105K to <\$150K	\$150K+
Affordable housing for low-income Calgarians	72%	79%	77%	76%	62%↓
Calgary Transit including bus and CTrain service	63%	69%	60%	67%	60%
Social programs for individuals such as seniors or youth	59%	66%	65%	56%	55%
Calgary Fire Department	56%	61%	62%	54%	46%↓
Calgary 9-1-1	55%	61%	56%	52%	50%
Streets	55%	60%	53%	60%	51%
Calgary Police Service	52%	55%	56%	43%	48%
Recreation opportunities	50%	48%	57%	45%	52%
Neighbourhood supports	50%	56%	54%	52%	42%↓
Sidewalks & pathways	50%	64%↑	45%	53%	44%
Specialized transit services like Transit Access	49%	57%	54%	47%	39%↓
Disaster planning and response	44%	54%↑	49%	40%	37%↓
Urban forestry	42%	47%	45%	38%	37%
Calgary's parks, playgrounds and open spaces	42%	40%	51%	40%	37%
Community strategy services	42%	48%	48%	41%	31%↓

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

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups

Invest More: Income

	Total	<\$60K	\$60K to <\$105K	\$105K to <\$150K	\$150K+
Environmental management services	39%	47%↑	46%↑	33%	32%
Fire safety education	37%	40%	49%	31%	28%↓
Economic development & tourism	37%	37%	38%	37%	38%
Water treatment and supply	33%	39%	36%	36%	24%↓
Citizen engagement and research	33%	33%	37%	31%	28%
Library services	33%	41%	33%	31%	29%
Waste and Recycling Services	32%	38%	31%	31%	30%
Fire inspection & enforcement	31%	38%↑	37%↑	24%	23%
Support for arts and culture including festivals	31%	36%	31%	29%	27%
Bylaw education & compliance services	30%	35%	34%	32%	22%↓
Property tax management	30%	33%	29%	33%	29%
Land development & sales services	29%	29%	31%	31%	29%
Real estate	29%	33%	28%	30%	25%
Stormwater management	29%	28%	32%	35%	23%
Appeals and tribunals	29%	37%↑	32%	22%	23%

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

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups

Invest More: Income

	Total	<\$60K	\$60K to <\$105K	\$105K to <\$150K	\$150K+
Development and building inspections and permits	28%	33%	29%	20%	27%
311 and Web	28%	27%	44%↑	16%↓	22%
City communications	27%	29%	34%↑	23%	20%
Development approvals	26%	30%	25%	32%	21%
Wastewater collection & treatment	26%	38%↑	22%	22%	21%
City land use planning	24%	36%↑	20%	27%	19%
Business licenses and inspections	21%	25%	26%	20%	16%↓
Property assessment/Property tax assessment	21%	25%	24%	21%	16%
Parking and enforcement	20%	26%	21%	18%	15%
Municipal elections	17%	25%	16%	17%	10%
Records management, access & privacy services	16%	22%	20%	8%↓	15%
Pet ownership & licensing	15%	19%	18%	14%	12%
City cemeteries	15%	23%↑	18%↑	8%	8%
Regulation of taxis, limousines & vehicles-for-hire	13%	17%↑	18%↑	7%	6%

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

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups

Invest Less: Income

	Total	<\$60K	\$60K to <\$105K	\$105K to <\$150K	\$150K+
Parking and enforcement	26%	24%	20%↓	34%	29%
Regulation of taxis, limousines & vehicles-for-hire	24%	18%↓	21%	30%	30%
Support for arts and culture including festivals	19%	16%	19%	19%	19%
Municipal elections	19%	17%	19%	16%	19%
Land development & sales services	17%	17%	17%	16%	15%
Pet ownership & licensing	16%	13%	13%	16%	23%↑
Property tax management	16%	16%	11%	15%	21%
Property assessment/Property tax assessment	16%	10%	9%	14%	23%↑
Development approvals	14%	15%	12%	12%	13%
City cemeteries	14%	10%	10%↓	19%	19%↑
Environmental management services	13%	9%	12%	9%	19%↑
Bylaw education & compliance services	13%	9%	13%	15%	15%
Real estate	13%	10%	9%	15%	13%
Records management, access & privacy services	12%	11%	9%	14%	15%
Calgary Police Service	12%	13%	11%	16%	9%

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

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups

Invest Less: Income

	Total	<\$60K	\$60K to <\$105K	\$105K to <\$150K	\$150K+
City land use planning	11%	6%	12%	13%	12%
Citizen engagement and research	11%	10%	7%	13%	11%
Economic development & tourism	10%	9%	13%	8%	10%
Business licenses and inspections	10%	12%	9%	8%	12%
Community strategy services	10%	8%	7%	8%	13%
City communications	10%	8%	6%	9%	12%
Development and building inspections and permits	9%	6%	9%	11%	9%
Appeals and tribunals	8%	8%	6%	11%	8%
Waste and Recycling Services	8%	7%	6%	9%	9%
Library services	7%	6%	8%	9%	7%
Fire safety education	7%	6%	4%	6%	12%↑
Neighbourhood supports	6%	3%	5%	5%	7%
Calgary Transit including bus and CTrain service	6%	5%	4%	6%	8%
311 and Web	5%	4%	5%	8%	6%
Disaster planning and response	5%	4%	4%	6%	6%

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

↑ Statistically higher than 2 or more comparable subgroups

Invest Less: Income

	Total	<\$60K	\$60K to <\$105K	\$105K to <\$150K	\$150K+
Affordable housing for low-income Calgarians	5%	3%	4%	3%	7%
Recreation opportunities	5%	6%	4%	3%	6%
Specialized transit services like Transit Access	4%	5%	4%	2%	6%
Stormwater management	4%	4%	5%	3%	4%
Fire inspection & enforcement	4%	3%	2%	7%	5%
Streets	4%	2%	2%	2%	7%↑
Sidewalks & pathways	4%	4%	3%	2%	6%
Urban forestry	4%	2%	6%	1%↓	5%
Social programs for individuals such as seniors or youth	4%	4%	3%	2%	6%
Wastewater collection & treatment	2%	2%	2%	1%	3%
Calgary's parks, playgrounds and open spaces	2%	0%	3%	1%	3%
Calgary 9-1-1	2%	2%	1%	3%	1%
Water treatment and supply	2%	4%	2%	1%	1%
Calgary Fire Department	2%	2%	-	2%	3%

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

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups



Racialized People



Findings: Racialized People

Overall, racialized Calgarians and non-racialized Calgarians are satisfied with City services at about the same rate.

- Although satisfaction with the overall level and quality of City services is equal between racialized and non-racialized Calgarians (71% each), non-racialized Calgarians are more likely to be dissatisfied (9% vs. 6% racialized).
- Racialized Calgarians are more likely than non-racialized Calgarians to indicate they are satisfied with:
 - City Communications (90% vs. 82%) and;
 - Property Tax Management (74% vs. 65%).
- Conversely, non-racialized Calgarians are more likely to be satisfied with:
 - Water Treatment and Supply (96% vs. 91%) and;
 - Economic Development & Tourism (86% vs. 78%).

Across many services, racialized people consistently want to see higher levels of investment.

- Racialized people are more likely to say 'invest more' in 18 of the 44 services presented when compared to non-racialized people:

▪ Recreation Opportunities (63% vs. 46%)	▪ 311 & Web (34% vs. 26%)
▪ Neighbourhood Supports (57% vs. 48%)	▪ City Communications (35% vs. 24%)
▪ Fire Safety Education (46% vs. 34%)	▪ Wastewater Collection & Treatment (37% vs. 22%)
▪ Economic Development & Tourism (46% vs. 34%)	▪ City Land Use Planning (33% vs. 22%)
▪ Fire Inspection & Enforcement (37% vs. 29%)	▪ Business Licenses & Inspections (32% vs. 17%)
▪ Bylaw (38% vs. 28%)	▪ Property Assessment (28% vs. 19%)
▪ Real Estate (38% vs. 26%)	▪ Parking (25% vs. 18%)
▪ Appeals & Tribunals (37% vs. 25%)	▪ Municipal Elections (22% vs. 15%) and;
▪ Development & Building Inspections & Permits (36% vs. 25%)	▪ Records Management (24% vs. 13%).

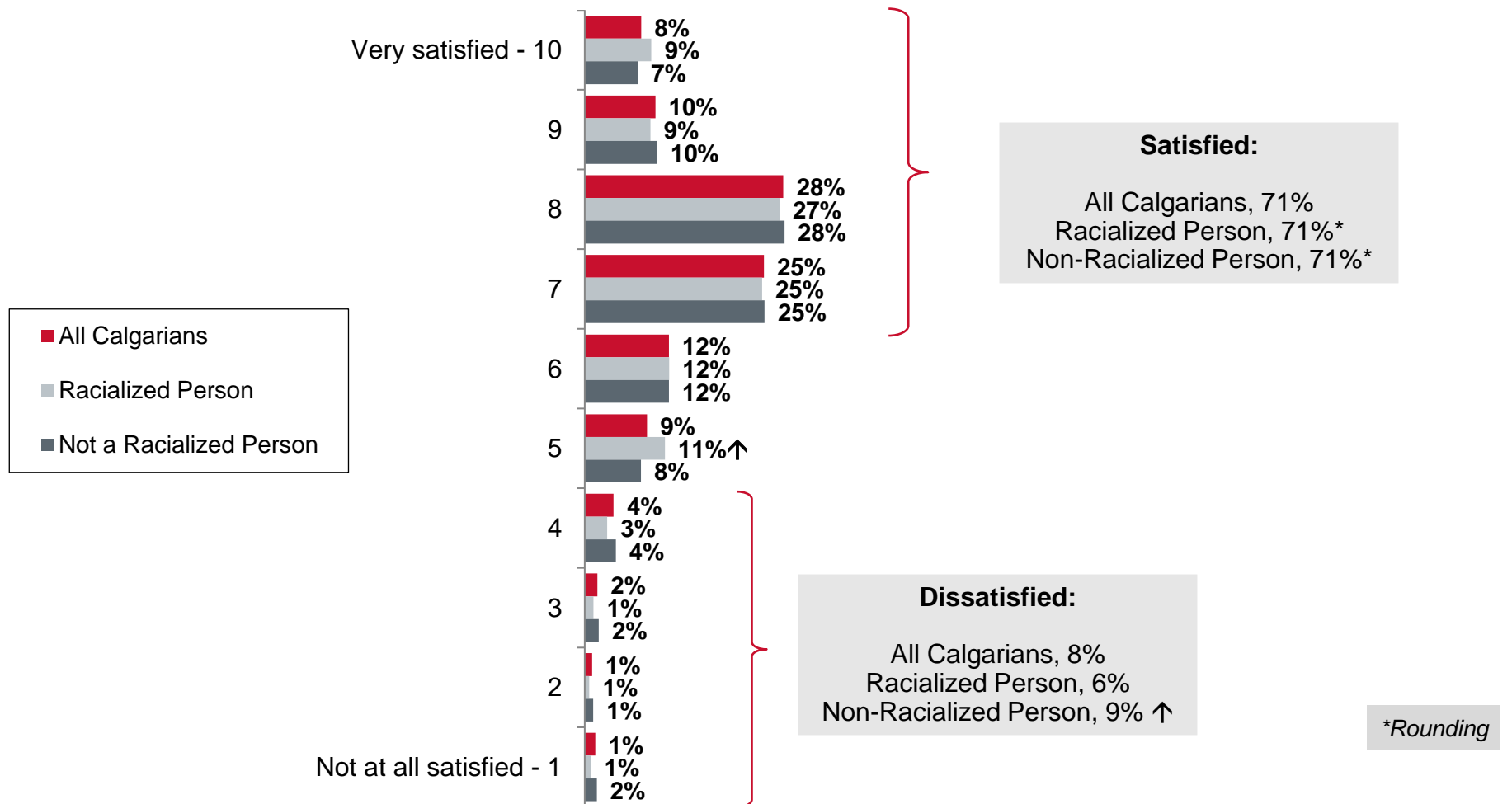
Findings: Racialized People

Similarly, across several services, non-racialized Calgarians would like to see a lower investment.

- Non-racialized people are more likely to say 'invest less' in the following services when compared to racialized people
 - Land Development & Sales (20% vs. 11%)
 - Property Assessment (18% vs. 9%)
 - City Land Use Planning (12% vs 6%) and;
 - Economic Development & Tourism (12% vs. 5%).

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

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



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=2,495; Racialized Person, n=551; Not a Racialized Person, n=1,944)

Satisfaction with City Programs and Services: Racialized People

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized Person	Non-Racialized Person
Calgary Fire Department	96%	95%	96%
Wastewater collection & treatment	96%	95%	96%
Library services	96%	93%	96%
Water treatment and supply	95%	91%	96%↑
Fire inspection & enforcement	94%	94%	94%
Calgary's parks, playgrounds and open spaces	94%	95%	93%
City cemeteries	94%	95%	93%
Stormwater management	93%	91%	94%
311 and Web	91%	93%	90%
Disaster planning and response	90%	87%	91%
Urban forestry	90%	91%	89%
Records management, access & privacy	90%	90%	90%
Pet ownership & licensing	89%	92%	88%
Business licenses and inspections	89%	89%	89%
Fire safety education	89%	87%	89%

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 than comparable subgroup

Satisfaction with City Programs and Services: Racialized People

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized Person	Non-Racialized Person
Calgary 9-1-1	86%	88%	85%
Specialized transit services like Transit Access	85%	90%	84%
Environmental management services	85%	87%	85%
Recreation opportunities	85%	86%	84%
Waste and Recycling Services	85%	89%	83%
Development and building inspections and permits	84%	85%	84%
Social programs for individuals such as seniors or youth	84%	83%	85%
Neighbourhood supports	84%	85%	84%
City communications	84%	90%↑	82%
Regulation of taxis, limousines & vehicles-for-hire	84%	86%	84%
Economic development & tourism	84%	78%	86%↑
Land development & sales services	84%	82%	84%
Community strategy	83%	85%	82%
Municipal elections	83%	84%	82%
Bylaw education & compliance services	82%	84%	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

↑ Statistically higher than comparable subgroup

Satisfaction with City Programs and Services: Racialized People

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized Person	Non-Racialized Person
Support for arts and culture including festivals	82%	81%	83%
Citizen engagement and research	82%	84%	81%
Calgary Police Service	81%	80%	81%
Sidewalks & pathways	81%	81%	80%
Real estate	79%	76%	80%
Appeals and tribunals	79%	77%	79%
City land use planning	78%	79%	78%
Property assessment	78%	78%	77%
Development approvals	75%	80%	74%
Calgary Transit including bus and CTrain service	72%	73%	72%
Streets	70%	74%	69%
Parking and enforcement	69%	68%	70%
Property tax management	67%	74%↑	65%
Affordable housing for low-income Calgarians	56%	58%	55%

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 than comparable subgroup

Invest More: Racialized People

	Total	Racialized Person	Non-Racialized Person
Affordable housing for low-income Calgarians	72%	74%	72%
Calgary Transit including bus and CTrain service	63%	70%	61%
Social programs for individuals such as seniors or youth	59%	62%	58%
Calgary Fire Department	56%	53%	57%
Calgary 9-1-1	55%	52%	56%
Streets	55%	60%	53%
Calgary Police Service	52%	49%	53%
Recreation opportunities	50%	63%↑	46%
Neighbourhood supports	50%	57%↑	48%
Sidewalks & pathways	50%	49%	50%
Specialized transit services like Transit Access	49%	53%	48%
Disaster planning and response	44%	50%	43%
Urban forestry	42%	40%	43%
Calgary's parks, playgrounds and open spaces	42%	37%	44%
Community strategy services	42%	44%	41%

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

↑ Statistically higher than comparable subgroup

Invest More: Racialized People

	Total	Racialized Person	Non-Racialized Person
Environmental management services	39%	39%	40%
Fire safety education	37%	46%↑	34%
Economic development & tourism	37%	46%↑	34%
Water treatment and supply	33%	37%	32%
Citizen engagement and research	33%	37%	32%
Library services	33%	36%	32%
Waste and Recycling Services	32%	35%	31%
Fire inspection & enforcement	31%	37%↑	29%
Support for arts and culture including festivals	31%	37%	29%
Bylaw education & compliance services	30%	38%↑	28%
Property tax management	30%	35%	28%
Land development & sales services	29%	34%	27%
Real estate	29%	38%↑	26%
Stormwater management	29%	33%	27%
Appeals and tribunals	29%	37%↑	25%

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

↑ Statistically higher than comparable subgroup

Invest More: Racialized People

	Total	Racialized Person	Non-Racialized Person
Development and building inspections and permits	28%	36%↑	25%
311 and Web	28%	34%↑	26%
City communications	27%	35%↑	24%
Development approvals	26%	29%	25%
Wastewater collection & treatment	26%	37%↑	22%
City land use planning	24%	33%↑	22%
Business licenses and inspections	21%	32%↑	17%
Property assessment/Property tax assessment	21%	28%↑	19%
Parking and enforcement	20%	25%↑	18%
Municipal elections	17%	22%↑	15%
Records management, access & privacy services	16%	24%↑	13%
Pet ownership & licensing	15%	13%	16%
City cemeteries	15%	18%	13%
Regulation of taxis, limousines & vehicles-for-hire	13%	16%	11%

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

↑ Statistically higher than comparable subgroup

Invest Less: Racialized People

	Total	Racialized Person	Non-Racialized Person
Parking and enforcement	26%	22%	28%
Regulation of taxis, limousines & vehicles-for-hire	24%	25%	24%
Support for arts and culture including festivals	19%	15%	20%
Municipal elections	19%	18%	19%
Land development & sales services	17%	11%	20%↑
Pet ownership & licensing	16%	15%	17%
Property tax management	16%	13%	18%
Property assessment/Property tax assessment	16%	9%	18%↑
Development approvals	14%	14%	14%
City cemeteries	14%	16%	13%
Environmental management services	13%	10%	14%
Bylaw education & compliance services	13%	9%	14%
Real estate	13%	10%	13%
Records management, access & privacy services	12%	11%	13%
Calgary Police Service	12%	15%	11%

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

↑ Statistically higher than comparable subgroup

Invest Less: Racialized People

	Total	Racialized Person	Non-Racialized Person
City land use planning	11%	6%	12%↑
Citizen engagement and research	11%	9%	11%
Economic development & tourism	10%	5%	12%↑
Business licenses and inspections	10%	10%	10%
Community strategy services	10%	10%	10%
City communications	10%	6%	11%
Development and building inspections and permits	9%	10%	9%
Appeals and tribunals	8%	5%	9%
Waste and Recycling Services	8%	5%	9%
Library services	7%	8%	7%
Fire safety education	7%	8%	7%
Neighbourhood supports	6%	8%	6%
Calgary Transit including bus and CTrain service	6%	5%	6%
311 and Web	5%	3%	6%
Disaster planning and response	5%	3%	6%

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

↑ Statistically higher than comparable subgroup

Invest Less: Racialized People

	Total	Racialized Person	Non-Racialized Person
Affordable housing for low-income Calgarians	5%	4%	5%
Recreation opportunities	5%	2%	6%
Specialized transit services like Transit Access	4%	6%	4%
Stormwater management	4%	4%	4%
Fire inspection & enforcement	4%	5%	4%
Streets	4%	3%	4%
Sidewalks & pathways	4%	4%	4%
Urban forestry	4%	3%	4%
Social programs for individuals such as seniors or youth	4%	3%	4%
Wastewater collection & treatment	2%	1%	3%
Calgary's parks, playgrounds and open spaces	2%	2%	2%
Calgary 9-1-1	2%	2%	2%
Water treatment and supply	2%	2%	2%
Calgary Fire Department	2%	2%	1%

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

Base: Bases vary



Immigrant Status



Findings: Immigrant Status

There are only slight differences in satisfaction with City programs and services between citizens who were born in Canada, those who immigrated as children, and those who immigrated as adults.

- There are no statistically significant differences in total satisfaction with the overall level and quality of services and programs provided by The City across Calgarians who were born in Canada (70%), Calgarians who immigrated before they were 18 (78%), and Calgarians who immigrated after they turned 18 (73%).
- There are only two significant differences in satisfaction with specific services; Calgarians who immigrated at 18 or older are more likely to be satisfied with the Calgary Police Service (90% vs. 80% born in Canada, 78% immigrated <18) and those who immigrated before turning 18 are more likely to be satisfied with Streets (86% vs. 68% born in Canada, 71% who immigrated 18+).

Immigrants who came to Canada as adults show a strong preference for more investment in City services.

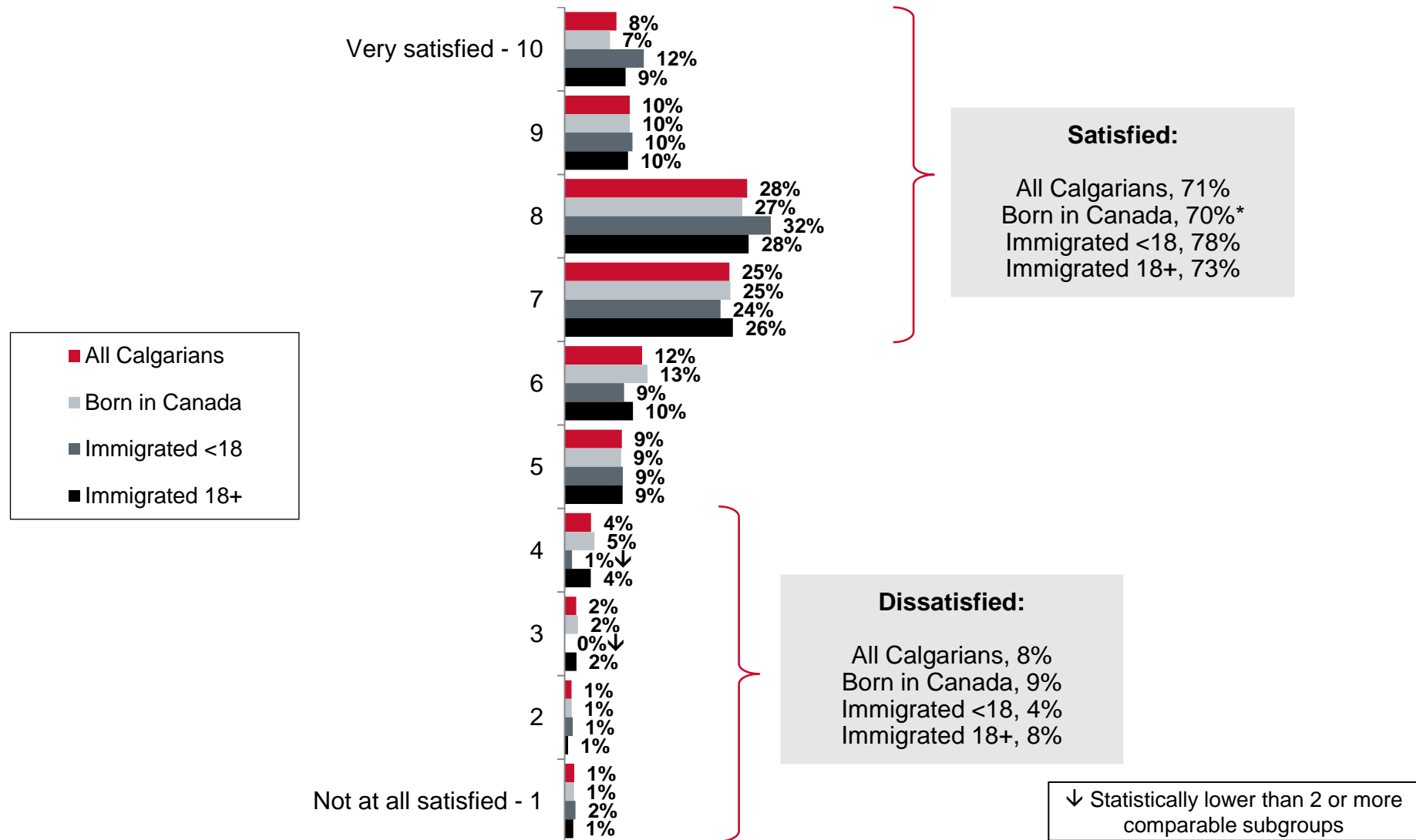
- Immigrants who came to Canada as adults are the group most likely to indicate 'invest more' in City services, including;
 - Streets (71% vs. 52% born in Canada, 51% immigrated <18)
 - Library Services (47% vs. 31% born in Canada, 23% immigrated <18)
 - Municipal Elections (34% vs. 12% born in Canada, 18% immigrated <18) and;
 - City Cemeteries (28% vs. 13% born in Canada, 11% immigrated <18).
- Immigrants who came to Canada as adults are also the least likely group to report their preference to 'invest less' in the Calgary Police Service (4% vs. 13% born in Canada, 14% immigrated <18).

Findings: Immigrant Status

Conversely, Calgarians born in Canada show a weaker preference for investment.

- Immigrants who came to Canada at any age are more likely than those who were born in Canada to say 'invest more' in the following services:
 - Disaster Planning & Response (41% born in Canada, 53% immigrated <18, 53% immigrated 18+)
 - Bylaw (25% born in Canada, 37% immigrated <18, 50% immigrated 18+)
 - Real Estate (25% born in Canada, 37% immigrated <18, 43% immigrated 18+)
 - Development Approvals (21% born in Canada, 36% immigrated <18, 43% immigrated 18+)
 - Business Licensing & Inspections (16% born in Canada, 32% immigrated <18, 39% immigrated 18+) and;
 - Parking & Enforcement (16% born in Canada, 27% immigrated <18, 33% immigrated 18+).
- Immigrants who came to Canada as children show only slight differences in investment preference and are the least likely group to say 'invest more' in the Calgary Fire Department (44% vs. 58% born in Canada, 59% immigrated 18+) while being the least likely to say invest less in Property Tax Management (5% vs. 18% born in Canada, 17% immigrated 18+).

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



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=2,495; Born in Canada, n=1,837; Immigrated <18, n=268; Immigrated 18+, n=384)

*Rounding

Satisfaction with City Programs and Services: Immigrant Status

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Immigrated <18	Immigrated 18+
Calgary Fire Department	96%	95%	98%	97%
Wastewater collection & treatment	96%	96%	99%	94%
Library services	96%	96%	98%	93%
Water treatment and supply	95%	96%	95%	90%
Fire inspection & enforcement	94%	94%	95%	96%
Calgary's parks, playgrounds and open spaces	94%	94%	92%	95%
City cemeteries	94%	94%	91%	95%
Stormwater management	93%	94%	92%	89%
311 and Web	91%	90%	97%	91%
Disaster planning and response	90%	89%	87%	93%
Urban forestry	90%	88%	95%	94%
Records management, access & privacy	90%	89%	90%	93%
Pet ownership & licensing	89%	89%	92%	90%
Business licenses and inspections	89%	89%	87%	89%
Fire safety education	89%	90%	89%	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: Immigrant Status

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Immigrated <18	Immigrated 18+
Calgary 9-1-1	86%	85%	92%	88%
Specialized transit services like Transit Access	85%	84%	89%	87%
Environmental management services	85%	84%	89%	90%
Recreation opportunities	85%	83%	87%	89%
Waste and Recycling Services	85%	83%	89%	87%
Development and building inspections and permits	84%	84%	84%	88%
Social programs for individuals such as seniors or youth	84%	84%	86%	87%
Neighbourhood supports	84%	85%	80%	85%
City communications	84%	82%	92%	89%
Regulation of taxis, limousines & vehicles-for-hire	84%	83%	86%	86%
Economic development & tourism	84%	85%	84%	81%
Land development & sales services	84%	84%	86%	80%
Community strategy	83%	81%	87%	86%
Municipal elections	83%	81%	82%	88%
Bylaw education & compliance services	82%	80%	89%	89%

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: Immigrant Status

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Immigrated <18	Immigrated 18+
Support for arts and culture including festivals	82%	83%	81%	81%
Citizen engagement and research	82%	80%	86%	83%
Calgary Police Service	81%	80%	78%	90%↑
Sidewalks & pathways	81%	80%	87%	80%
Real estate	79%	80%	77%	76%
Appeals and tribunals	79%	77%	79%	88%
City land use planning	78%	77%	79%	81%
Property assessment	78%	77%	79%	79%
Development approvals	75%	74%	73%	82%
Calgary Transit including bus and CTrain service	72%	70%	83%	74%
Streets	70%	68%	86%↑	71%
Parking and enforcement	69%	68%	69%	75%
Property tax management	67%	65%	70%	76%
Affordable housing for low-income Calgarians	56%	55%	51%	65%

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 than 2 or more comparable subgroups

Invest More: Immigrant Status

	Total	Born in Canada	Immigrated <18	Immigrated 18+
Affordable housing for low-income Calgarians	72%	72%	80%	69%
Calgary Transit including bus and CTrain service	63%	61%	67%	68%
Social programs for individuals such as seniors or youth	59%	57%	63%	67%
Calgary Fire Department	56%	58%	44%↓	59%
Calgary 9-1-1	55%	56%	51%	54%
Streets	55%	52%	51%	71%↑
Calgary Police Service	52%	52%	52%	52%
Recreation opportunities	50%	49%	46%	60%
Neighbourhood supports	50%	47%	59%	57%
Sidewalks & pathways	50%	47%	40%	65%
Specialized transit services like Transit Access	49%	47%	50%	56%
Disaster planning and response	44%	41%↓	53%	53%
Urban forestry	42%	41%	48%	40%
Calgary's parks, playgrounds and open spaces	42%	40%	39%	50%
Community strategy services	42%	38%	52%	48%

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

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups

Invest More: Immigrant Status

	Total	Born in Canada	Immigrated <18	Immigrated 18+
Environmental management services	39%	37%	50%	45%
Fire safety education	37%	33%	40%	54%
Economic development & tourism	37%	34%	36%	50%
Water treatment and supply	33%	28%	39%	49%
Citizen engagement and research	33%	30%	35%	48%
Library services	33%	31%	23%	47%↑
Waste and Recycling Services	32%	30%	37%	37%
Fire inspection & enforcement	31%	27%	35%	49%
Support for arts and culture including festivals	31%	28%	37%	36%
Bylaw education & compliance services	30%	25%↓	37%	50%
Property tax management	30%	27%	35%	40%
Land development & sales services	29%	26%	30%	42%
Real estate	29%	25%↓	37%	43%
Stormwater management	29%	27%	29%	35%
Appeals and tribunals	29%	26%	38%	31%

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

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups

Invest More: Immigrant Status

	Total	Born in Canada	Immigrated <18	Immigrated 18+
Development and building inspections and permits	28%	26%	35%	34%
311 and Web	28%	27%	25%	32%
City communications	27%	25%	34%	31%
Development approvals	26%	21%↓	36%	43%
Wastewater collection & treatment	26%	22%	29%	40%
City land use planning	24%	21%	24%	37%
Business licenses and inspections	21%	16%↓	32%	39%
Property assessment/Property tax assessment	21%	19%	29%	27%
Parking and enforcement	20%	16%↓	27%	33%
Municipal elections	17%	12%	18%	34%↑
Records management, access & privacy services	16%	14%	20%	24%
Pet ownership & licensing	15%	14%	18%	19%
City cemeteries	15%	13%	11%	28%↑
Regulation of taxis, limousines & vehicles-for-hire	13%	11%	16%	20%

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

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups

Invest Less: Immigrant Status

	Total	Born in Canada	Immigrated <18	Immigrated 18+
Parking and enforcement	26%	30%	22%	12%
Regulation of taxis, limousines & vehicles-for-hire	24%	25%	23%	22%
Support for arts and culture including festivals	19%	21%	17%	11%
Municipal elections	19%	18%	27%	18%
Land development & sales services	17%	19%	13%	11%
Pet ownership & licensing	16%	18%	8%	16%
Property tax management	16%	18%	5%↓	17%
Property assessment/Property tax assessment	16%	18%	12%	7%
Development approvals	14%	15%	14%	11%
City cemeteries	14%	14%	18%	12%
Environmental management services	13%	15%	12%	7%
Bylaw education & compliance services	13%	15%	7%	8%
Real estate	13%	14%	11%	7%
Records management, access & privacy services	12%	13%	12%	7%
Calgary Police Service	12%	13%	14%	4%↓

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

↑ Statistically higher than 2 or more comparable subgroups
↓ Statistically lower than 2 or more comparable subgroups

Invest Less: Immigrant Status

	Total	Born in Canada	Immigrated <18	Immigrated 18+
City land use planning	11%	12%	13%	5%
Citizen engagement and research	11%	11%	11%	9%
Economic development & tourism	10%	12%	8%	4%
Business licenses and inspections	10%	11%	8%	7%
Community strategy services	10%	12%	8%	5%
City communications	10%	10%	6%	12%
Development and building inspections and permits	9%	9%	8%	9%
Appeals and tribunals	8%	9%	4%	7%
Waste and Recycling Services	8%	9%	4%	4%
Library services	7%	8%	8%	6%
Fire safety education	7%	7%	9%	6%
Neighbourhood supports	6%	7%	3%	6%
Calgary Transit including bus and CTrain service	6%	6%	3%	4%
311 and Web	5%	5%	4%	6%
Disaster planning and response	5%	6%	2%	4%

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

Base: Bases vary

Invest Less: Immigrant Status

	Total	Born in Canada	Immigrated <18	Immigrated 18+
Affordable housing for low-income Calgarians	5%	5%	4%	7%
Recreation opportunities	5%	5%	3%	6%
Specialized transit services like Transit Access	4%	5%	3%	3%
Stormwater management	4%	4%	1%	7%
Fire inspection & enforcement	4%	4%	2%	4%
Streets	4%	5%	1%	1%
Sidewalks & pathways	4%	4%	4%	1%
Urban forestry	4%	4%	2%	2%
Social programs for individuals such as seniors or youth	4%	5%	2%	1%
Wastewater collection & treatment	2%	2%	2%	4%
Calgary's parks, playgrounds and open spaces	2%	2%	5%	<1%
Calgary 9-1-1	2%	2%	-	2%
Water treatment and supply	2%	2%	1%	1%
Calgary Fire Department	2%	2%	-	1%

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

Base: Bases vary



Age



Findings: Age

In general, older Calgarians (65 years old or older) are about equally as satisfied with the overall level and quality of services provided by The City as younger Calgarians (18-64 years old). However, differences emerge in rates of satisfaction of specific services between the different age groups.

- Satisfaction with the overall level and quality of services and programs provided by The City is relatively equal across all age groups (71% 18-64, 73% 65+).
- However, differences arise in satisfaction levels for specific services. Older Calgarians are more likely to be satisfied with the following services:
 - Fire Safety & Education (93% vs. 87% 18-64)
 - Recreation Opportunities (89% vs. 83% 18-64)
 - Calgary Police Service (86% vs. 79% 18-64)
 - Calgary Transit (84% vs. 70% 18-64) and;
 - Parking & Enforcement (78% vs. 68% 18-64).
- Older Calgarians are also less likely to be satisfied with the following services:
 - Wastewater Collection & Treatment (93% vs. 97% 18-64)
 - Parks (88% vs. 95% 18-64)
 - Urban Forestry (83% vs. 91% 18-64) and;
 - Development Approvals (66% vs. 78% 18-64).

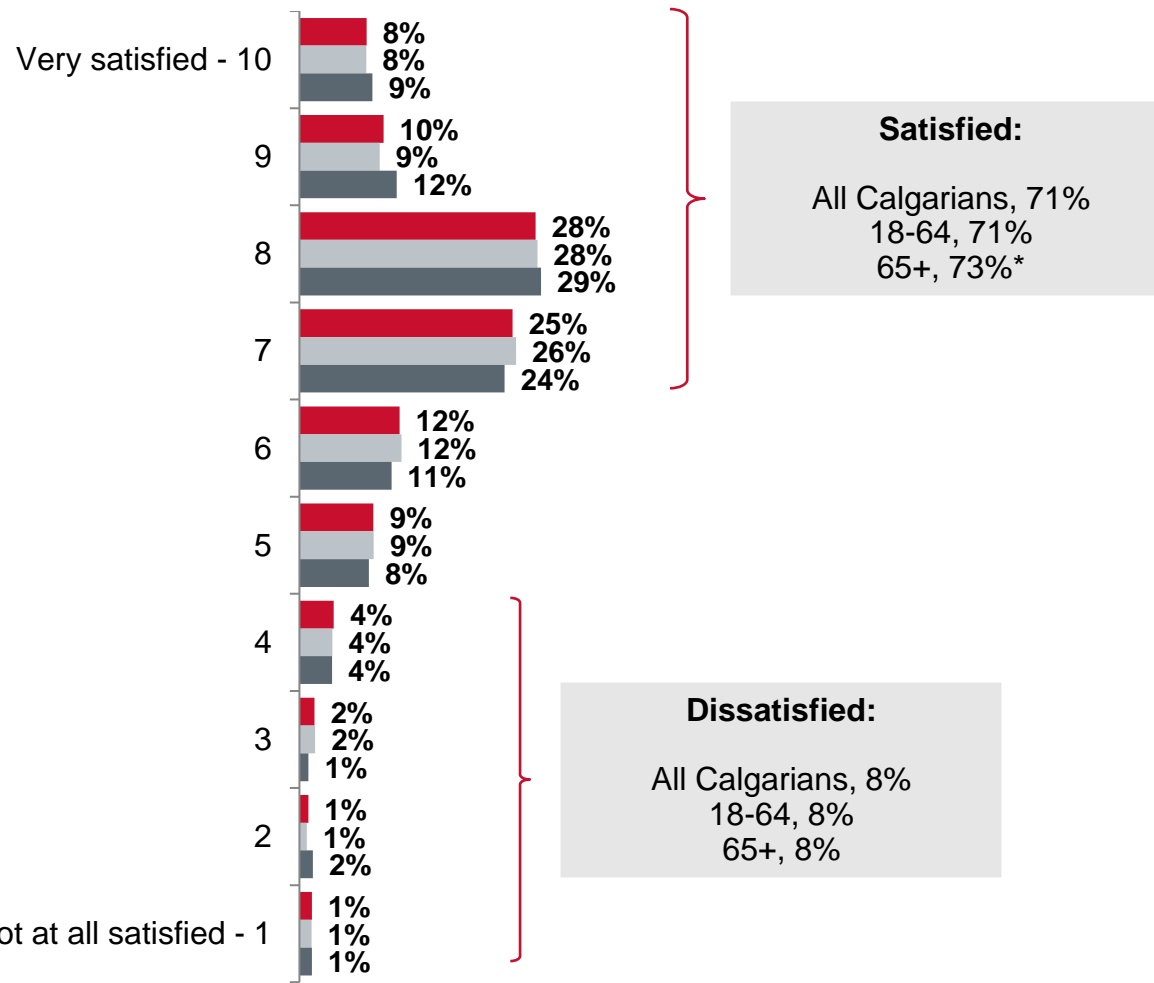
Findings: Age

Older Calgarians (65 years old or older) also say ‘invest more’ to a similar number of services as younger Calgarians (18-64 years old), with differences in the specific services each age group are more likely to want to ‘invest more’ in.

- Older Calgarians are more likely to indicate their preference to ‘invest more’ in the following services:
 - Calgary Police Service (63% vs. 49% 18-64)
 - Urban Forestry (51% vs. 41% 18-64) and;
 - Fire Inspection & Enforcement (39% vs. 29% 18-64).
- Similarly, older Calgarians are less likely to say ‘invest less’ in the following services:
 - Parking & Enforcement (20% vs. 28% 18-64) and;
 - Calgary Police Service (4% vs. 14% 18-64).
- Older Calgarians are also less likely than younger Calgarians to want to ‘invest more’ in the following services:
 - Calgary Transit (48% vs. 66% 18-64)
 - Recreation Opportunities (36% vs. 54% 18-64)
 - Neighbourhood Supports (42% vs. 51% 18-64)
 - Support for Arts & Culture (22% vs. 33% 18-64) and;
 - Property Tax Management (22% vs. 31% 18-64).
- Similarly, older Calgarians are more likely to say ‘invest less’ in:
 - Real Estate (17% vs. 11% 18-64)
 - Waste & Recycling (11% vs. 7% 18-64) and;
 - Streets (8% vs. 3%).

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

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



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=2,495; 18-64, n=1,779; 65+, n=667)

*Rounding

Satisfaction with City Programs and Services: Age

'Very Satisfied' + 'Somewhat Satisfied'	Total	18 – 64 years old	65 years or older
Calgary Fire Department	96%	96%	95%
Wastewater collection & treatment	96%	97%↑	93%
Library services	96%	96%	95%
Water treatment and supply	95%	95%	96%
Fire inspection & enforcement	94%	94%	95%
Calgary's parks, playgrounds and open spaces	94%	95%↑	88%
City cemeteries	94%	93%	93%
Stormwater management	93%	94%	91%
311 and Web	91%	91%	91%
Disaster planning and response	90%	89%	93%
Urban forestry	90%	91%↑	83%
Records management, access & privacy	90%	90%	90%
Pet ownership & licensing	89%	90%	86%
Business licenses and inspections	89%	89%	91%
Fire safety education	89%	87%	93%↑

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 than comparable subgroup

Satisfaction with City Programs and Services:

Age

'Very Satisfied' + 'Somewhat Satisfied'	Total	18 – 64 years old	65 years or older
Calgary 9-1-1	86%	85%	89%
Specialized transit services like Transit Access	85%	85%	85%
Environmental management services	85%	85%	85%
Recreation opportunities	85%	83%	89%↑
Waste and Recycling Services	85%	85%	84%
Development and building inspections and permits	84%	86%	82%
Social programs for individuals such as seniors or youth	84%	85%	83%
Neighbourhood supports	84%	85%	83%
City communications	84%	85%	81%
Regulation of taxis, limousines & vehicles-for-hire	84%	84%	85%
Economic development & tourism	84%	84%	88%
Land development & sales services	84%	83%	88%
Community strategy	83%	82%	87%
Municipal elections	83%	83%	79%
Bylaw education & compliance services	82%	83%	79%

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 than comparable subgroup

Satisfaction with City Programs and Services: Age

'Very Satisfied' + 'Somewhat Satisfied'	Total	18 – 64 years old	65 years or older
Support for arts and culture including festivals	82%	82%	87%
Citizen engagement and research	82%	82%	82%
Calgary Police Service	81%	79%	86%↑
Sidewalks & pathways	81%	81%	80%
Real estate	79%	80%	77%
Appeals and tribunals	79%	78%	81%
City land use planning	78%	79%	73%
Property assessment	78%	77%	79%
Development approvals	75%	78%↑	66%
Calgary Transit including bus and CTrain service	72%	70%	84%↑
Streets	70%	71%	70%
Parking and enforcement	69%	68%	78%↑
Property tax management	67%	68%	69%
Affordable housing for low-income Calgarians	56%	56%	61%

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 than comparable subgroup

Invest More: Age

	Total	18 – 64 years old	65 years or older
Affordable housing for low-income Calgarians	72%	73%	71%
Calgary Transit including bus and CTrain service	63%	66%↑	48%
Social programs for individuals such as seniors or youth	59%	60%	57%
Calgary Fire Department	56%	55%	58%
Calgary 9-1-1	55%	56%	50%
Streets	55%	56%	49%
Calgary Police Service	52%	49%	63%↑
Recreation opportunities	50%	54%↑	36%
Neighbourhood supports	50%	51%↑	42%
Sidewalks & pathways	50%	50%	47%
Specialized transit services like Transit Access	49%	50%	45%
Disaster planning and response	44%	45%	43%
Urban forestry	42%	41%	51%↑
Calgary's parks, playgrounds and open spaces	42%	41%	46%
Community strategy services	42%	41%	46%

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

↑ Statistically higher than comparable subgroup

Invest More: Age

	Total	18 – 64 years old	65 years or older
Environmental management services	39%	39%	41%
Fire safety education	37%	38%	34%
Economic development & tourism	37%	37%	37%
Water treatment and supply	33%	33%	34%
Citizen engagement and research	33%	33%	31%
Library services	33%	33%	28%
Waste and Recycling Services	32%	33%	26%
Fire inspection & enforcement	31%	29%	39%↑
Support for arts and culture including festivals	31%	33%↑	22%
Bylaw education & compliance services	30%	29%	35%
Property tax management	30%	31%↑	22%
Land development & sales services	29%	30%	24%
Real estate	29%	29%	26%
Stormwater management	29%	28%	32%
Appeals and tribunals	29%	29%	23%

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

↑ Statistically higher than comparable subgroup

Invest More: Age

	Total	18 – 64 years old	65 years or older
Development and building inspections and permits	28%	28%	28%
311 and Web	28%	29%	25%
City communications	27%	26%	32%
Development approvals	26%	25%	28%
Wastewater collection & treatment	26%	24%	30%
City land use planning	24%	23%	26%
Business licenses and inspections	21%	22%	16%
Property assessment/Property tax assessment	21%	21%	19%
Parking and enforcement	20%	20%	21%
Municipal elections	17%	17%	15%
Records management, access & privacy services	16%	16%	17%
Pet ownership & licensing	15%	17%	12%
City cemeteries	15%	14%	16%
Regulation of taxis, limousines & vehicles-for-hire	13%	13%	12%

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

↑ Statistically higher than
comparable subgroup

Invest Less: Age

	Total	18 – 64 years old	65 years or older
Parking and enforcement	26%	28%↑	20%
Regulation of taxis, limousines & vehicles-for-hire	24%	25%	21%
Support for arts and culture including festivals	19%	18%	20%
Municipal elections	19%	20%	15%
Land development & sales services	17%	18%	13%
Pet ownership & licensing	16%	17%	14%
Property tax management	16%	15%	20%
Property assessment/Property tax assessment	16%	15%	15%
Development approvals	14%	13%	16%
City cemeteries	14%	14%	13%
Environmental management services	13%	13%	13%
Bylaw education & compliance services	13%	13%	11%
Real estate	13%	11%	17%↑
Records management, access & privacy services	12%	12%	13%
Calgary Police Service	12%	14%↑	4%

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

↑ Statistically higher than comparable subgroup

Invest Less: Age

	Total	18 – 64 years old	65 years or older
City land use planning	11%	11%	9%
Citizen engagement and research	11%	10%	14%
Economic development & tourism	10%	10%	11%
Business licenses and inspections	10%	10%	9%
Community strategy services	10%	10%	7%
City communications	10%	9%	10%
Development and building inspections and permits	9%	9%	7%
Appeals and tribunals	8%	8%	7%
Waste and Recycling Services	8%	7%	11%↑
Library services	7%	7%	8%
Fire safety education	7%	7%	6%
Neighbourhood supports	6%	6%	6%
Calgary Transit including bus and CTrain service	6%	5%	9%
311 and Web	5%	6%	5%
Disaster planning and response	5%	5%	5%

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

↑ Statistically higher than comparable subgroup

Invest Less: Age

	Total	18 – 64 years old	65 years or older
Affordable housing for low-income Calgarians	5%	5%	4%
Recreation opportunities	5%	5%	5%
Specialized transit services like Transit Access	4%	4%	6%
Stormwater management	4%	4%	5%
Fire inspection & enforcement	4%	4%	4%
Streets	4%	3%	8%↑
Sidewalks & pathways	4%	4%	3%
Urban forestry	4%	4%	4%
Social programs for individuals such as seniors or youth	4%	3%	6%
Wastewater collection & treatment	2%	2%	3%
Calgary's parks, playgrounds and open spaces	2%	2%	2%
Calgary 9-1-1	2%	2%	2%
Water treatment and supply	2%	2%	2%
Calgary Fire Department	2%	2%	2%

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

↑ Statistically higher than comparable subgroup



Disability Status



Findings: Disability Status

Calgarians who have a disability, or a member of their household has a disability, are less satisfied with the level and quality of City services as compared to other Calgarians.

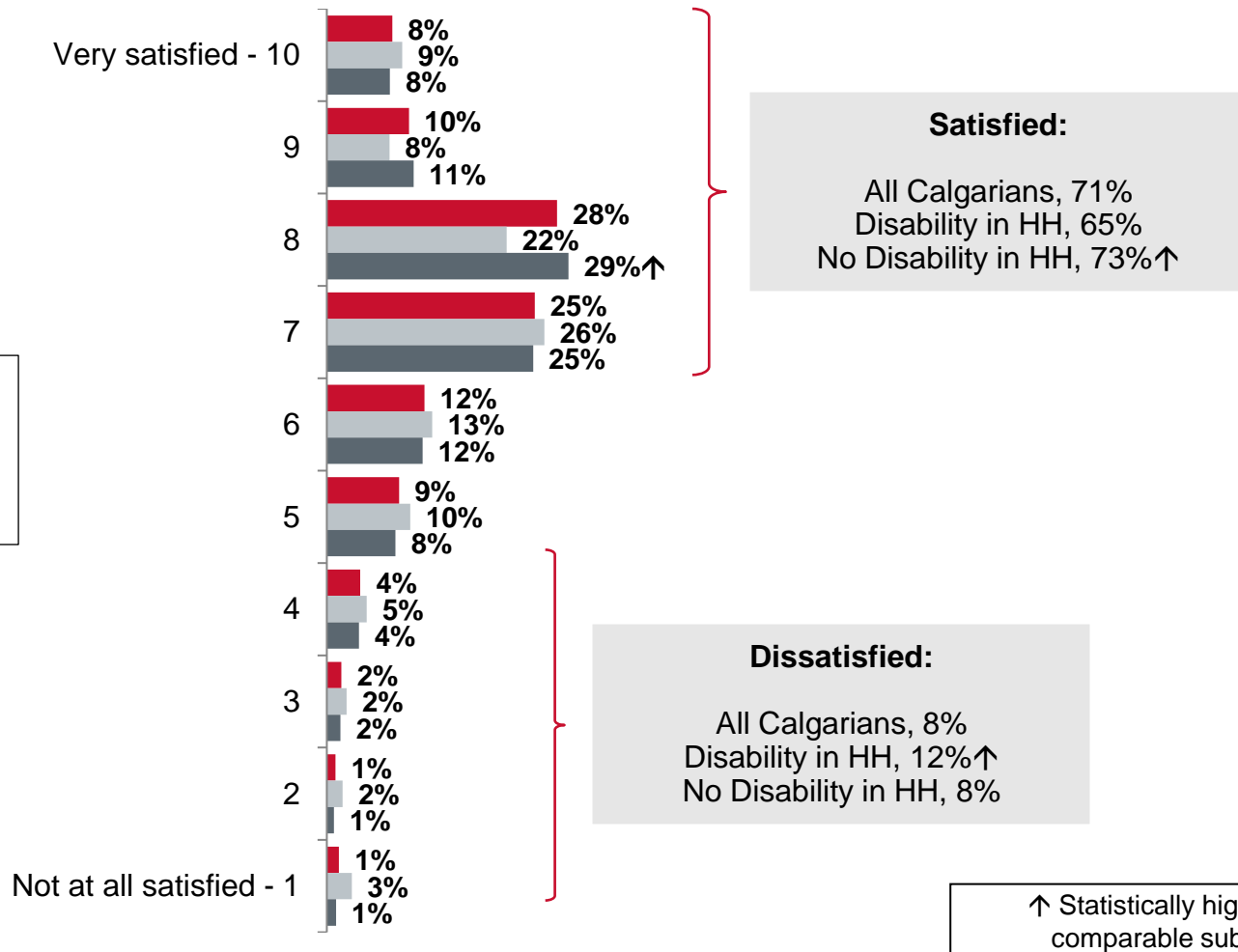
- Calgarian households with a disability are less likely to be satisfied with the overall level and quality of services provided by The City (65% vs. 73%), and more likely to be dissatisfied (12% vs. 8%) when compared to households without a disability present.
- Several differences emerge for satisfaction levels for specific services. Calgarians who themselves have a disability or their family member has a disability are less likely than other Calgarians to be satisfied with the following services: Wastewater Collection & Treatment (92% vs. 97%), Fire Inspection & Enforcement (91% vs. 95%), Parks (88% vs. 95%), Stormwater Management (89% vs. 94%), Neighborhood Supports (76% vs. 86%), Land Development & Sales (76% vs. 85%), Community Strategy (75% vs. 85%), Bylaw (75% vs. 84%), and Real Estate (69% vs. 81%).
 - Notably, there were no services with which Calgarians who have a disability or a family member has a disability are more satisfied than other Calgarians.

Calgarians who have a disability or live in household with an individual with a disability are more likely than others to want to 'invest more' in some specific services that may be used at a higher rate than households without a disability present.

- Calgarians who themselves have a disability or their family member has a disability are more likely to say 'invest more' in the following services: Affordable Housing (81% vs. 71%), Calgary Fire Department (64% vs. 54%), Specialized Transit (59% vs. 47%), 311 & Web (35% vs. 26%), and City Communications (37% vs. 25%).
- Conversely, these households are more likely to say 'invest less' in the following services: Development Approvals (21% vs. 13%), Real Estate (19% vs. 11%), Library Services (12% vs. 6%), Neighborhood Supports (11% vs. 5%), and Calgary Transit (11% vs. 4%).

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

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



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=2,495; Disability in Household, n=454; No Disability in Household, n=2,020)

*Rounding

Satisfaction with City Programs and Services: Disability Status

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in Household	No disability in household
Calgary Fire Department	96%	93%	97%
Wastewater collection & treatment	96%	92%	97%↑
Library services	96%	93%	96%
Water treatment and supply	95%	93%	95%
Fire inspection & enforcement	94%	91%	95%↑
Calgary's parks, playgrounds and open spaces	94%	88%	95%↑
City cemeteries	94%	90%	94%
Stormwater management	93%	89%	94%↑
311 and Web	91%	91%	91%
Disaster planning and response	90%	87%	90%
Urban forestry	90%	88%	90%
Records management, access & privacy	90%	92%	89%
Pet ownership & licensing	89%	91%	89%
Business licenses and inspections	89%	85%	90%
Fire safety education	89%	84%	89%

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 than comparable subgroup

Satisfaction with City Programs and Services: Disability Status

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in Household	No disability in household
Calgary 9-1-1	86%	82%	87%
Specialized transit services like Transit Access	85%	80%	86%
Environmental management services	85%	82%	86%
Recreation opportunities	85%	81%	85%
Waste and Recycling Services	85%	83%	85%
Development and building inspections and permits	84%	81%	85%
Social programs for individuals such as seniors or youth	84%	80%	86%
Neighbourhood supports	84%	76%	86%↑
City communications	84%	82%	85%
Regulation of taxis, limousines & vehicles-for-hire	84%	81%	85%
Economic development & tourism	84%	81%	85%
Land development & sales services	84%	76%	85%↑
Community strategy	83%	75%	85%↑
Municipal elections	83%	78%	84%
Bylaw education & compliance services	82%	75%	84%↑

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 than comparable subgroup

Satisfaction with City Programs and Services: Disability Status

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in Household	No disability in household
Support for arts and culture including festivals	82%	85%	82%
Citizen engagement and research	82%	80%	82%
Calgary Police Service	81%	81%	81%
Sidewalks & pathways	81%	79%	81%
Real estate	79%	69%	81%↑
Appeals and tribunals	79%	77%	79%
City land use planning	78%	74%	79%
Property assessment	78%	78%	78%
Development approvals	75%	69%	77%
Calgary Transit including bus and CTrain service	72%	72%	72%
Streets	70%	66%	71%
Parking and enforcement	69%	69%	70%
Property tax management	67%	67%	68%
Affordable housing for low-income Calgarians	56%	49%	58%

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 than comparable subgroup

Invest More: Disability Status

	Total	Disability in Household	No disability in household
Affordable housing for low-income Calgarians	72%	81%↑	71%
Calgary Transit including bus and CTrain service	63%	59%	64%
Social programs for individuals such as seniors or youth	59%	60%	59%
Calgary Fire Department	56%	64%↑	54%
Calgary 9-1-1	55%	54%	56%
Streets	55%	57%	54%
Calgary Police Service	52%	54%	51%
Recreation opportunities	50%	55%	49%
Neighbourhood supports	50%	45%	51%
Sidewalks & pathways	50%	57%	48%
Specialized transit services like Transit Access	49%	59%↑	47%
Disaster planning and response	44%	49%	44%
Urban forestry	42%	43%	42%
Calgary's parks, playgrounds and open spaces	42%	41%	42%
Community strategy services	42%	48%	40%

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

↑ Statistically higher than comparable subgroup

Invest More: Disability Status

	Total	Disability in Household	No disability in household
Environmental management services	39%	42%	39%
Fire safety education	37%	38%	37%
Economic development & tourism	37%	36%	37%
Water treatment and supply	33%	39%	32%
Citizen engagement and research	33%	41%	32%
Library services	33%	41%	31%
Waste and Recycling Services	32%	29%	33%
Fire inspection & enforcement	31%	38%	30%
Support for arts and culture including festivals	31%	24%	32%
Bylaw education & compliance services	30%	26%	31%
Property tax management	30%	23%	31%
Land development & sales services	29%	34%	28%
Real estate	29%	33%	28%
Stormwater management	29%	33%	28%
Appeals and tribunals	29%	31%	28%

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

Base: Bases vary

Invest More: Disability Status

	Total	Disability in Household	No disability in household
Development and building inspections and permits	28%	29%	28%
311 and Web	28%	35%↑	26%
City communications	27%	37%↑	25%
Development approvals	26%	31%	25%
Wastewater collection & treatment	26%	27%	25%
City land use planning	24%	24%	24%
Business licenses and inspections	21%	23%	21%
Property assessment/Property tax assessment	21%	20%	21%
Parking and enforcement	20%	16%	21%
Municipal elections	17%	17%	17%
Records management, access & privacy services	16%	21%	15%
Pet ownership & licensing	15%	21%	14%
City cemeteries	15%	20%	13%
Regulation of taxis, limousines & vehicles-for-hire	13%	15%	12%

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

↑ Statistically higher than comparable subgroup

Invest Less: Disability Status

	Total	Disability in Household	No disability in household
Parking and enforcement	26%	30%	25%
Regulation of taxis, limousines & vehicles-for-hire	24%	21%	25%
Support for arts and culture including festivals	19%	19%	19%
Municipal elections	19%	24%	18%
Land development & sales services	17%	18%	17%
Pet ownership & licensing	16%	15%	17%
Property tax management	16%	16%	16%
Property assessment/Property tax assessment	16%	18%	15%
Development approvals	14%	21%↑	13%
City cemeteries	14%	14%	14%
Environmental management services	13%	12%	14%
Bylaw education & compliance services	13%	15%	13%
Real estate	13%	19%↑	11%
Records management, access & privacy services	12%	9%	13%
Calgary Police Service	12%	16%	11%

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

↑ Statistically higher than comparable subgroup

Invest Less: Disability Status

	Total	Disability in Household	No disability in household
City land use planning	11%	10%	11%
Citizen engagement and research	11%	11%	11%
Economic development & tourism	10%	12%	10%
Business licenses and inspections	10%	11%	10%
Community strategy services	10%	9%	10%
City communications	10%	10%	9%
Development and building inspections and permits	9%	9%	9%
Appeals and tribunals	8%	6%	8%
Waste and Recycling Services	8%	10%	7%
Library services	7%	12%↑	6%
Fire safety education	7%	5%	8%
Neighbourhood supports	6%	11%↑	5%
Calgary Transit including bus and CTrain service	6%	11%↑	4%
311 and Web	5%	3%	6%
Disaster planning and response	5%	6%	5%

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

↑ Statistically higher than comparable subgroup

Invest Less: Disability Status

	Total	Disability in Household	No disability in household
Affordable housing for low-income Calgarians	5%	3%	5%
Recreation opportunities	5%	3%	5%
Specialized transit services like Transit Access	4%	4%	4%
Stormwater management	4%	2%	5%
Fire inspection & enforcement	4%	6%	4%
Streets	4%	3%	4%
Sidewalks & pathways	4%	5%	3%
Urban forestry	4%	5%	3%
Social programs for individuals such as seniors or youth	4%	4%	4%
Wastewater collection & treatment	2%	3%	2%
Calgary's parks, playgrounds and open spaces	2%	2%	2%
Calgary 9-1-1	2%	3%	2%
Water treatment and supply	2%	2%	2%
Calgary Fire Department	2%	2%	2%

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

Base: Bases vary



Respondent Demographics



Respondent Demographics

Gender

Woman	49%
Man	50%
Prefer to self-describe	1%

Quadrant

Southwest	30%
Southeast	23%
Northwest	29%
Northeast	18%

Age

	City Wide
18 to 24	8%
25 to 34	22%
35 to 44	18%
45 to 54	20%
55 to 64	14%
65 or older	17%
Mean	46.4

Household Income

Less than \$30,000	7%
\$30,000 to <\$45,000	7%
\$45,000 to <\$60,000	9%
\$60,000 to <\$75,000	8%
\$75,000 to <\$90,000	7%
\$90,000 to <\$105,000	12%
\$105,000 to <\$120,000	9%
\$120,000 to <\$150,000	12%
\$150,000 to <\$200,000	15%
\$200,000+	14%

Base: Valid respondents (Bases vary)

Respondent Demographics (continued)

Type of Dwelling

Single-detached house	68%
Apartment or apartment-style condominium	14%
Townhouse or rowhouse	8%
Duplex, triplex or fourplex	8%
Another type of multi-dwelling unit	1%

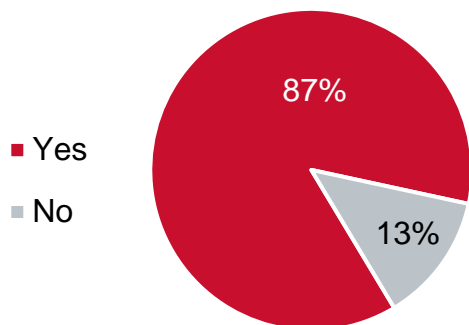
Children and Seniors in Household

Yes - Children	32%
Yes - Seniors	28%

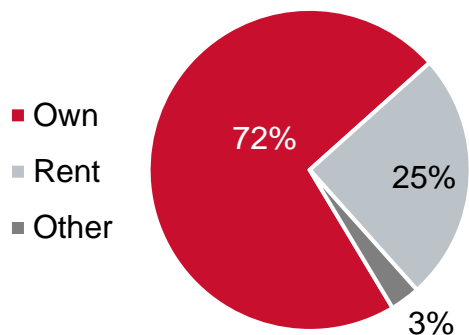
Household Size

1	16%
2	32%
3	17%
4	20%
5 or more	14%
Mean	3.0

Responsible for Property Taxes



Own or Rent



Tenure in Calgary

Less than 5 years	7%
5 to less than 10 years	9%
10 to less than 15 years	9%
15 to less than 20 years	10%
20 to less than 30 years	15%
30 to less than 40 years	16%
40 or more	24%
Mean	26.8

Base: Valid respondents (Bases vary)

Respondent Demographics (continued)

Born in Canada

Yes	72%
No	28%

Age Left Country of Birth

Base: Not born in Canada (n=656)

Less than 18	42%
18 to 49	57%
50 or older	1%
No response	-

Date of Arrival in Canada

Base: Not born in Canada (n=656)

Within the past five years	13%
More than five years ago	87%

Disability in Household

Yes - myself	9%
Yes - someone in my household	9%
No	82%

Racialized

Yes	26%
No	73%
Prefer to self-describe	1%

LGBTQ2S Community

Yes	7%
No	93%

Base: Valid respondents (Bases vary)

Respondent Demographics (continued)

Indigenous Identity

Yes - First Nations	1%
Yes - Metis	2%
Yes - Inuit	<1%
Yes - Prefer to self-describe	<1%
Other	<1%
No	96%

Language Spoken at Home[^]

	City Wide
English	88%
Chinese**	2%
French	2%
Punjabi	2%
Spanish	2%
Arabic	1%
Hindi	1%
Tagalog	1%
Urdu	1%

**Includes mentions of Chinese, Cantonese and Mandarin

[^]Multiple responses allowed

Base: Valid respondents (Bases vary)

Respondent Demographics (continued)

Education

	City Wide
Did not complete high school or equivalent	2%
Completed high school or equivalent	17%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%
Completed a college or other non-university certificate or diploma	20%
Completed a university certificate, diploma or degree	53%

Employment Status[^]

	City Wide
Full time employed or self employed	58%
Part time employed or self-employed	12%
Retired	17%
Looking after home and/or family	3%
Unable to work because of sickness or disability	3%
Unemployed	4%
Doing unpaid or voluntary work	1%
Student	6%
Other	<1%

[^]Multiple responses allowed

Base: Valid respondents (Bases vary)



Appendix



Please note: Some service names have been truncated in the report for ease of reporting. In the interests of survey length and applicability of service, not every service is reflected in this survey. In the survey itself, 44 services were divided into three blocks. Each block was rotated to ensure a representative mix of responses for each service. This was to ease the length of time a survey may take for a respondent.

Block A

- Parking and enforcement
- Public transit including bus and C-Train service
- Specialized transit services like Transit Access
- Sidewalks & pathways including building and repairing
- Streets, including traffic operations, building, maintenance, snow removal and on-street bikeways
- Regulation of taxis, limousines & vehicles-for-hire
- Bylaw education & compliance services that develop, maintain, and enforce municipal bylaws in Calgary
- City planning & policy services that provide land use policies, guidelines, and regulations
- Development approvals, services that review and approve all land development proposals
- Pet ownership & licensing
- Municipal elections
- Property tax management
- Real estate, that handles City transactions for sustainable land management
- Library services
- Neighbourhood supports, providing support for organizations and residents to make their neighbourhood a better place to live, work and play



Services Asked in the 2022 Spring Pulse Survey (continued)

Block B

- Calgary 9-1-1
- City cemeteries
- Emergency management & business continuity services, including emergency management and disaster planning and response
- Calgary Fire Department emergency response
- Fire inspection & enforcement
- Fire safety education
- Police services
- Appeals and tribunals, to appeal decisions made by The City
- Records management, access & privacy services that support FOIP inquiries and requests
- Building approval services and inspections
- Business licensing
- Recreation opportunities
- Citizen engagement and research
- 311 and Web
- City communications

Block C

- Stormwater management
- Urban forestry – that is, the planting, maintenance and protection of public trees
- Waste and Recycling Services
- Wastewater collection & treatment
- Water treatment and supply, including the availability and supply of clean, safe drinking water
- Affordable housing for low-income Calgarians
- Arts & culture, including festivals
- Community strategy services that advance social wellbeing for all Calgarians
- Economic development & tourism, services that coordinate initiatives managed by independent City partner organizations
- Land development & sales services that support business community growth through the development of industrial land
- Property assessment
- Social programs for individuals such as seniors or youth
- Environmental management services that manage environmental issues, risks, and opportunities
- Parks & open spaces

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