

Calgary



# Equity-Deserving Communities: Disability

Analysis of the 2024 Spring Survey of Calgarians

Prepared by:



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# Background and methodology



# Equity-deserving communities

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 aims to better understand the perspectives of equity-deserving communities through the lens of the annual Spring and Fall Surveys of Calgarians. The data in this report are from the 2024 Spring Survey of Calgarians. Inclusion in EDC groups is determined by self-reported demographic data from the general population survey. Both seasonal surveys are conducted in English to manage time and cost restraints. The City acknowledges that the ability to speak English may be a barrier for potential participants.

This is one of nine reports on Equity-Deserving Communities, each focusing on a different EDC. The EDCs and their demographic variables are as follows, with the EDC category noted in bold text below:

**Household income**

<\$60,000

\$60,000+

*Note: self-reported pre-tax annual household income.*

**Racialized people**

Yes

No

**Born outside Canada**

Born in Canada

**Born outside Canada**

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

**Gender**

Male

Female

*Note: the number of respondents who identified with another category is too small to report separately.*

**Disability**

Yes

No

*Note: “Yes” includes disabled respondents and/or respondents who have a household member with a disability. Respondents were not asked to identify the specific disability/disabilities.*

**Indigenous**

Indigenous

Non-Indigenous

*Note: includes First Nations, Métis, Inuit, or an Indigenous self-description.*

**2SLGBTQIA+**

2SLGBTQIA+

Non-2SLGBTQIA+

**Seniors**

18 to 64 years old

**65 years old or older**

**Young adults**

18 to 24 years old

25 years old or older

## Methodology

The telephone survey was conducted by Ipsos Public Affairs from February 27, 2024 to March 26, 2024 with 2,501 Calgarians, via telephone survey. The average time to complete the survey was 29 minutes.

The survey was conducted using numbers from both cell phones (60%) and landlines (40%) to obtain a random and statistically-representative sample of Calgarians.

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and quadrant of the general population aged 18 and older.

Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and quadrant to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, the sample size shown for each question represents the number of actual respondents (i.e. unweighted n).

The margin of error (MOE) for the total sample of 2,501 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the Disability subgroup of 557 is  $\pm 4.2$  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.

# Interpreting results

## Interpreting results

Not all questions asked within the Spring Survey of Calgarians are represented within this report.

In this report, we compare results between two groups:

1. Calgarians who have a disability and/or live in the same household as someone with a disability
2. Calgarians from households without someone with a disability

To avoid repeating the lengthy description "Calgarians who have a disability or live in the same household as someone with a disability" throughout the report, we will use the shortened term "Calgarians from households with PWD" where PWD is an acronym for person(s) with disability.

As such, please note that the "Calgarians from households with PWD" or "with PWD" group encompasses two sub-groups:

- Calgarians who have a disability themselves
- Calgarians who live with someone else in their household who has a disability

Statistically significant differences are noted throughout the report:

- ↑ indicates number is significantly higher than the other group.
- ↓ 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.



# 2024 Spring key findings

# 2024 Spring highlights (1 of 5)

## Quality of life

Many Calgarians with a disability or who live with someone who has a disability are satisfied with their quality of life and regard Calgary as a great place to live. They have a positive outlook about Calgary's future. Compared to these positive indicators, relatively fewer think that Calgary is a great place to make a living.

There are statistical *differences* in the views of Calgarians who either have a disability or live with someone who does (PWD) and those from households without someone with a disability. Specifically, a lower proportion of Calgarians from households with PWD:

- Rate their overall quality of life in Calgary as 'good' (60% of Calgarians from households with PWD vs. 74% of Calgarians from households without a disability)
- Agree that Calgary is a great place to make a life (58% vs. 72%)
- Agree Calgary is a great place to make a living (50% vs. 66%)
- Agree that Calgary is on the right track to be a better city 10 years from now (60% vs. 67%)

## Inclusivity

Residents of Calgary with a disability or who live with someone who has a disability have mixed feelings about The City's efforts to foster an inclusive and accessible city. Fewer believe The City is accessible for all physical abilities and even fewer know about The City's programs and services intended to remove barriers to participation.

In terms of Inclusivity, there are statistical *differences* between the views of Calgarians who have a disability or live with someone who does (PWD) and Calgarians from households without someone with a disability. Specifically, a lower proportion of Calgarians from households with PWD agree that:

- The City of Calgary's municipal government fosters a city that is inclusive and accepting of all (52% Calgarians from households with PWD vs. 65% without PWD)
- The City of Calgary's municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability (41% vs. 58%)
- The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most (37% vs. 49%)

# 2024 Spring highlights (2 of 5)

## The environment

A majority of Calgarians with a disability or who live with someone who does, view Calgary's current environmental state positively and are satisfied with The City's efforts in environmental protection. They largely acknowledge the reality and impact of climate change and advocate for increased government action to combat it. However, a minority still believe that the effects of climate change are exaggerated.

Both Calgarians who have a disability or live with someone who does (PWD) and Calgarians from households without a disability share some common perspectives on the environment. The **similarities** between the two groups include:

- Agreeing that The City of Calgary's municipal government should do more in the fight against climate change (60% with PWD and 63% without PWD)
- Believing that climate change is a real issue that is affecting the quality of life of Calgarians every day (69% and 66%)
- Agreeing that the effects of climate change will harm them personally at some point in their lifetime (66% and 67%)
- Believing that the effects of climate change are overblown and will not have much impact on live in Calgary (37% of both groups)

There are also statistical **differences** in their views. Specifically, a lower proportion of Calgarians who have a disability or live with someone who does:

- Rate the overall state of Calgary's environment today as 'good' (89% with PWD vs. 92% without PWD)
- Are satisfied with the job The City of Calgary is currently doing to protect the environment (78% vs. 83%)
- Are satisfied with The City's programs and services aimed at helping Calgarians reduce their environmental impact (67% vs. 72%)

# 2024 Spring highlights (3 of 5)

## City programs and services

When it comes to City of Calgary services and programs, Calgarians with a disability or those who live with someone who does show mixed feelings generally. Looking at the Green Line LRT specifically, the vast majority believe that seeing the project through to completion is important for the city's future.

Both Calgarians who have a disability or live with someone who does and Calgarians from households without a disability share a common perspective on the importance of the Green Line LRT. The two groups **similarly** believe that the completion of the full Green Line LRT vision is important to the future of Calgary (90% of Calgarians from households with PWD and 89% without PWD).

There is also a statistical **difference** in their views. Specifically, a lower proportion of Calgarians who have a disability or live with someone who does are satisfied with the overall level and quality of services and programs provided by The City of Calgary (53% with PWD vs. 66% without PWD).

## Taxation

Views on the value received from municipal tax dollars are mixed among Calgarians who have a disability or live in the same household as someone with a disability. Likewise, when it comes to striking a balance between taxes and service delivery, they are divided and lack a clear preference in either direction, with nearly equal support for tax hikes and service cuts.

Both Calgarians who have a disability or live with someone who does and Calgarians from households without a disability share common perspectives on taxation. The **similarities** between the two groups include:

- Rating the perceived value they receive from their municipal tax dollars as 'good' (41% with PWD and 45% of without PWD)
- Believing The City should increase taxes (49% and 48%)
- Believing The City should cut services (44% and 47%)

# 2024 Spring highlights (4 of 5)

## Perception of customer service and communications at The City

As far as customer service goes, Calgarians who have a disability or live in the same household as someone with a disability are generally positive saying The City meets their expectations and upholds high standards. Many view The City's communication favourably although not to the same extent as customer service.

There are statistical *differences* in the views of Calgarians who have a disability or live with someone who does and Calgarians from households without a disability. Specifically, a lower proportion of Calgarians who have a disability or live with someone who does believe that:

- The City of Calgary meets their customer service expectations (68% of Calgarians from household with PWD vs. 74% without PWD)
- The quality of customer service from The City is consistently high (66% vs. 73%, respectively)
- The City's overall communication is 'good' in terms of how well it communicates with Calgarians about its services, programs, policies, and plans (58% vs. 64%)

## Input from Calgarians

Calgarians with a disability or those who live with someone who does have divided opinions about whether they have sufficient opportunities to give feedback to The City and whether or not such opportunities are being used to inform important decisions.

Both Calgarians who have a disability or live with someone who does and Calgarians from households without a disability *similarly* agree that Calgarians have enough opportunities to provide input into decision making about City projects and services (53% with PWD and 57% without PWD).

There is also a statistical *difference* in their views. Specifically, a lower proportion of Calgarians who have a disability or live with someone who does are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions (52% with PWD vs. 58% without PWD).

# 2024 Spring highlights (5 of 5)

## City reputation and performance

While Calgarians who have a disability or live in the same household as someone with a disability are moderately satisfied with the performance of The City as a whole, more are pleased with the work of City Administration than of Council. Looking at specific aspects, there are differing opinions on whether Council and Administration make decisions together and whether The City conducts open and accessible governance. Fewer are sure about City spending and fewer still trust in The City.

Both Calgarians who have a disability or live with someone who does and Calgarians from households without a disability share some common perspectives on City reputation and performance. The **similarities** between the two groups include:

- Trusting The City of Calgary (35% of Calgarians from household with PWD and 39% without PWD)
- Being satisfied with the way The City of Calgary, including Council and Administration as a whole, is running the city (57% with PWD and 60% without PWD)
- Being satisfied with City Administration, excluding City Council (68% with PWD and 72% without PWD)
- Agreeing that The City of Calgary practices open and accessible government (57% and 62%, respectively)

There are also statistical **differences** in their views and ratings. Specifically, a lower proportion of Calgarians who have a disability or live with someone who does:

- Are satisfied with the way City Council, excluding City Administration, is going about running the city (44% with PWD vs. 51% without PWD)
- Agree that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary (54% vs. 60%, respectively)
- Agree that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians (43% vs. 50%)



# Detailed findings



# Quality of life

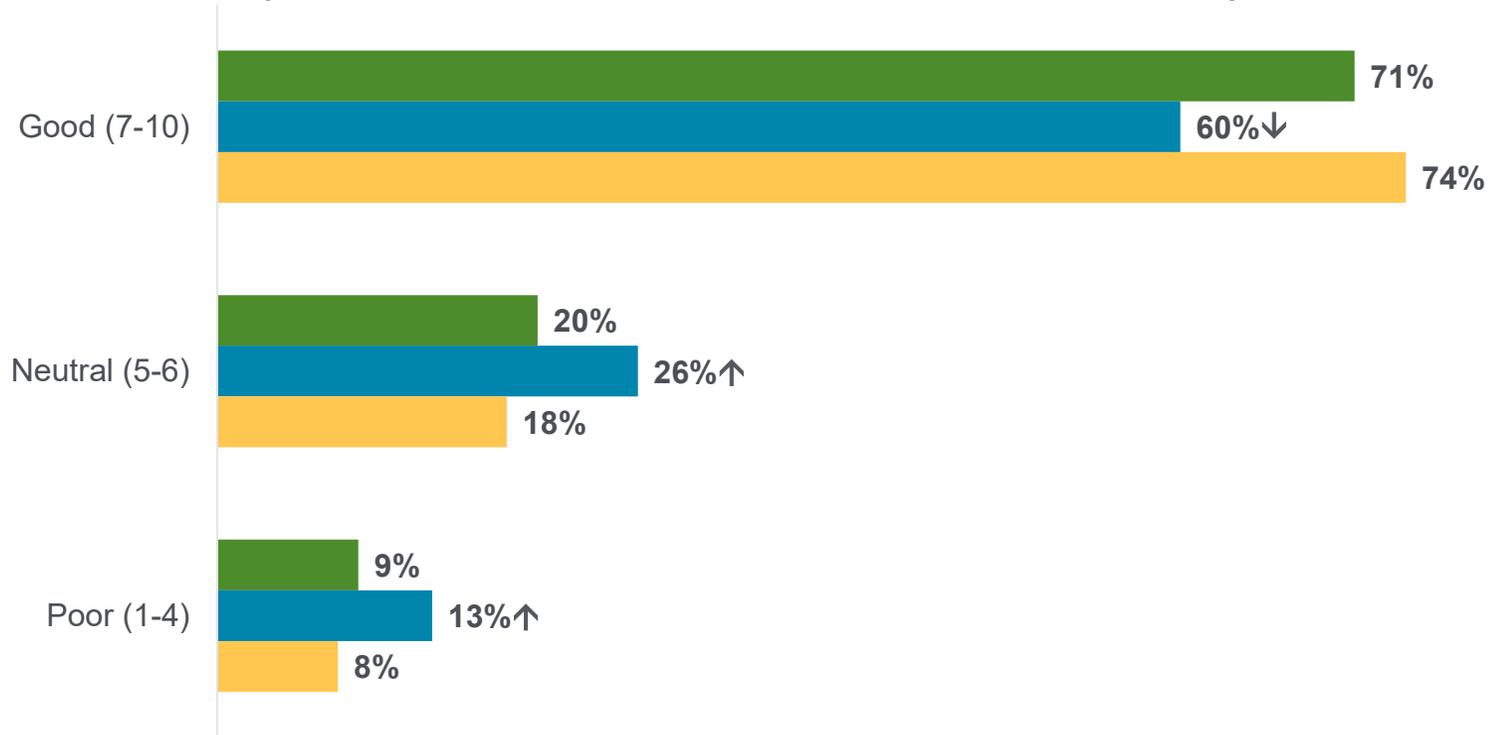


# Overall quality of life in Calgary

A majority (71%) of Calgarians rate the overall quality of life with the city of Calgary today as good. However, statistically fewer Calgarians who have a disability or live in the same household as someone with a disability rate the overall quality of life in Calgary as good (60%) compared to Calgarians from households without someone with a disability (74%). Meanwhile, both neutral (26% vs. 18%) and poor (13% vs. 8%) ratings are higher for Calgarians who have a disability or live in the same household as someone with a disability.

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

- All Calgarians
- Disability in household
- No disability in household



Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?

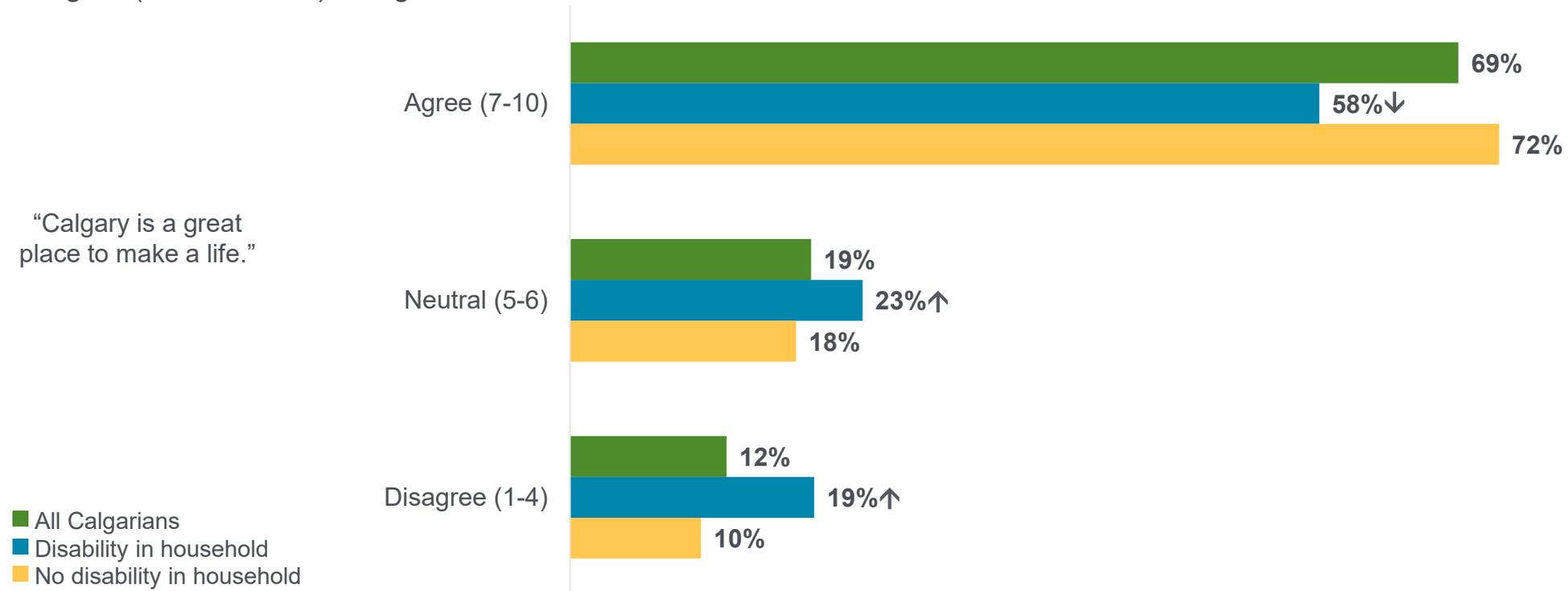
Base: Valid respondents (All Calgarians n=2,497, Disability in household n=556, No disability in household n=1,913)

↑/↓ Statistically higher/lower than comparable subgroup



# Great place to make a life

Seven-in-ten (69%) agree that Calgary is a great place to make a life. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (58% vs. 72% of Calgarians from households without someone with a disability). Conversely, a higher proportion of Calgarians who have a disability or live in the same household as someone with a disability give neutral (23% vs. 18%) or disagree (19% vs. 10%) ratings.



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

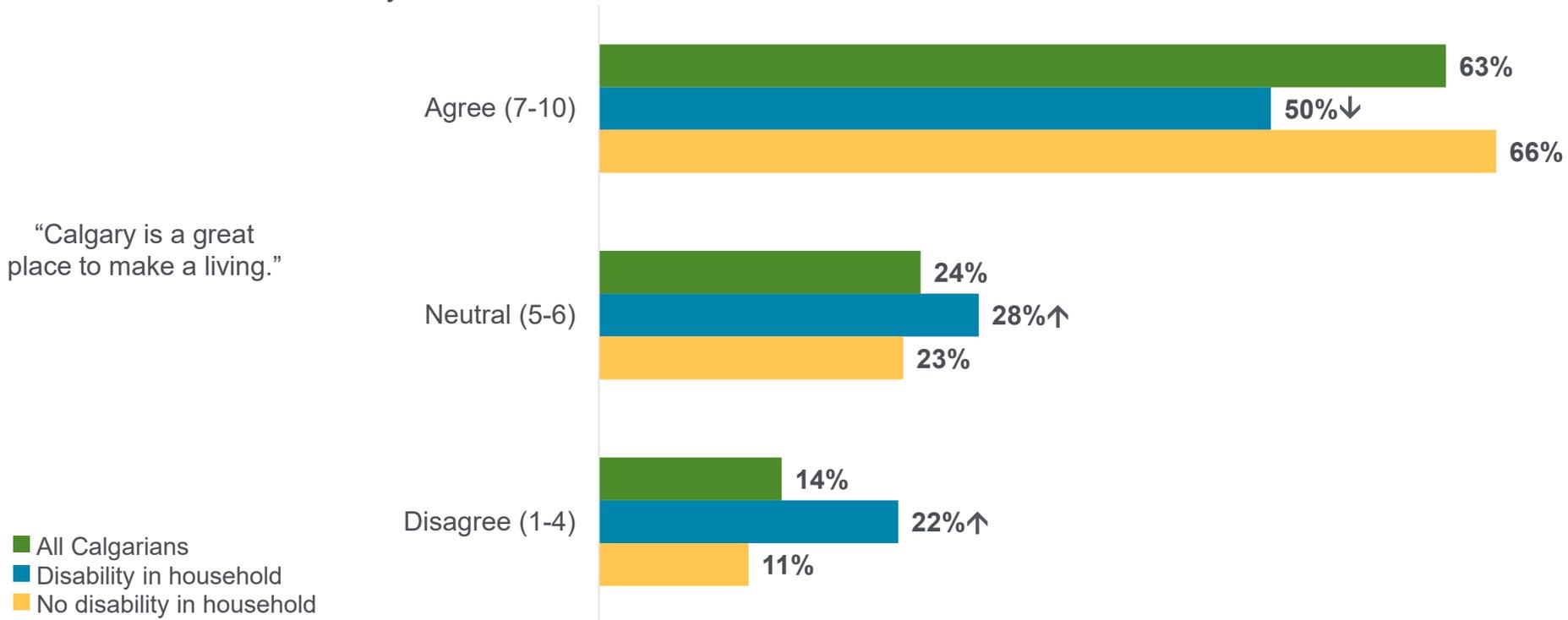
Base: Valid respondents (All Calgarians n=2,498, Disability in household n=556, No disability in household n=1,913)

↑/↓ Statistically higher/lower than comparable subgroup



# Great place to make a living

A majority (63%) of Calgarians agree that Calgary is a great place to make a living. A significantly lower proportion of Calgarians who have a disability or live in the same household as someone with a disability 'agree' (50% vs. 66% of households without someone with a disability). Both neutral (28% vs. 23%) and disagree (22% vs. 11%) ratings are higher for Calgarians who have a disability or live in the same household as someone with a disability.



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

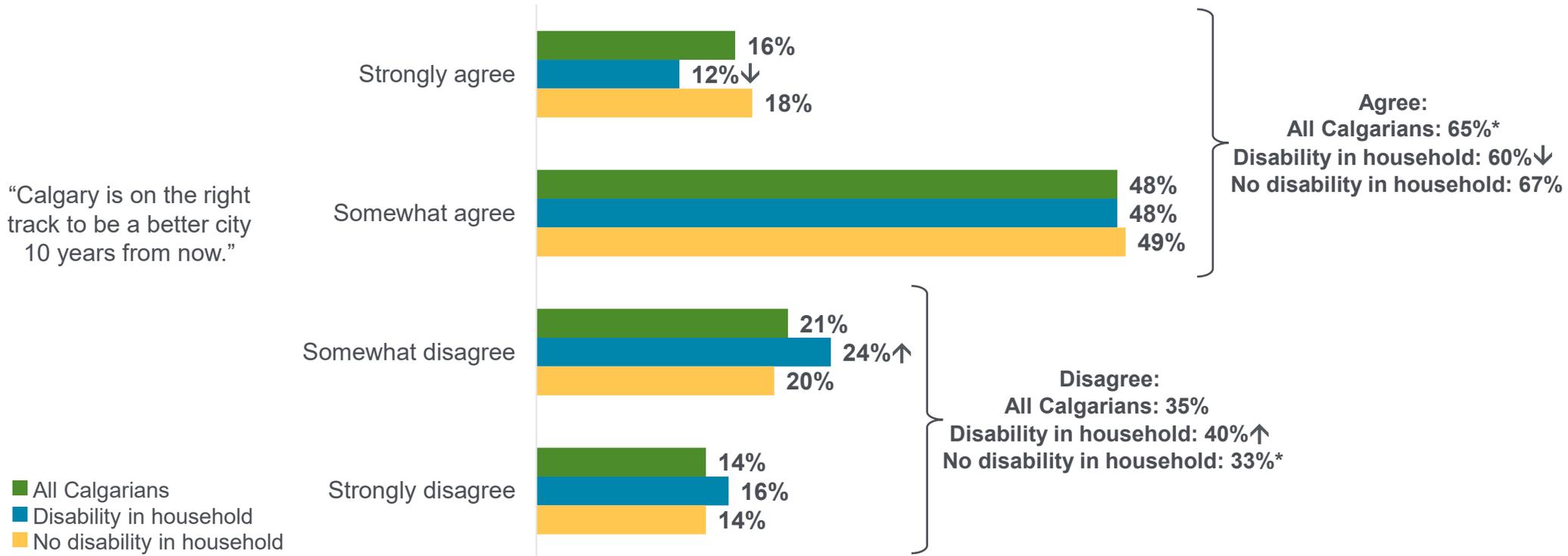
Base: Valid respondents (All Calgarians n=2,487, Disability in household n=555, No disability in household n=1,904)

↑/↓ Statistically higher/lower than comparable subgroup



# On the right track to be a better city

Two-thirds (65%) of Calgarians believe that Calgary is on the right track to be a better city 10 years from now. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (60%) compared to households without someone with a disability (67%), including a lower proportion who ‘strongly’ agree (12% vs. 18%, respectively).



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

Base: Valid respondents (All Calgarians n=2,492, Disability in household n=555, No disability in household n=1,909)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Inclusivity

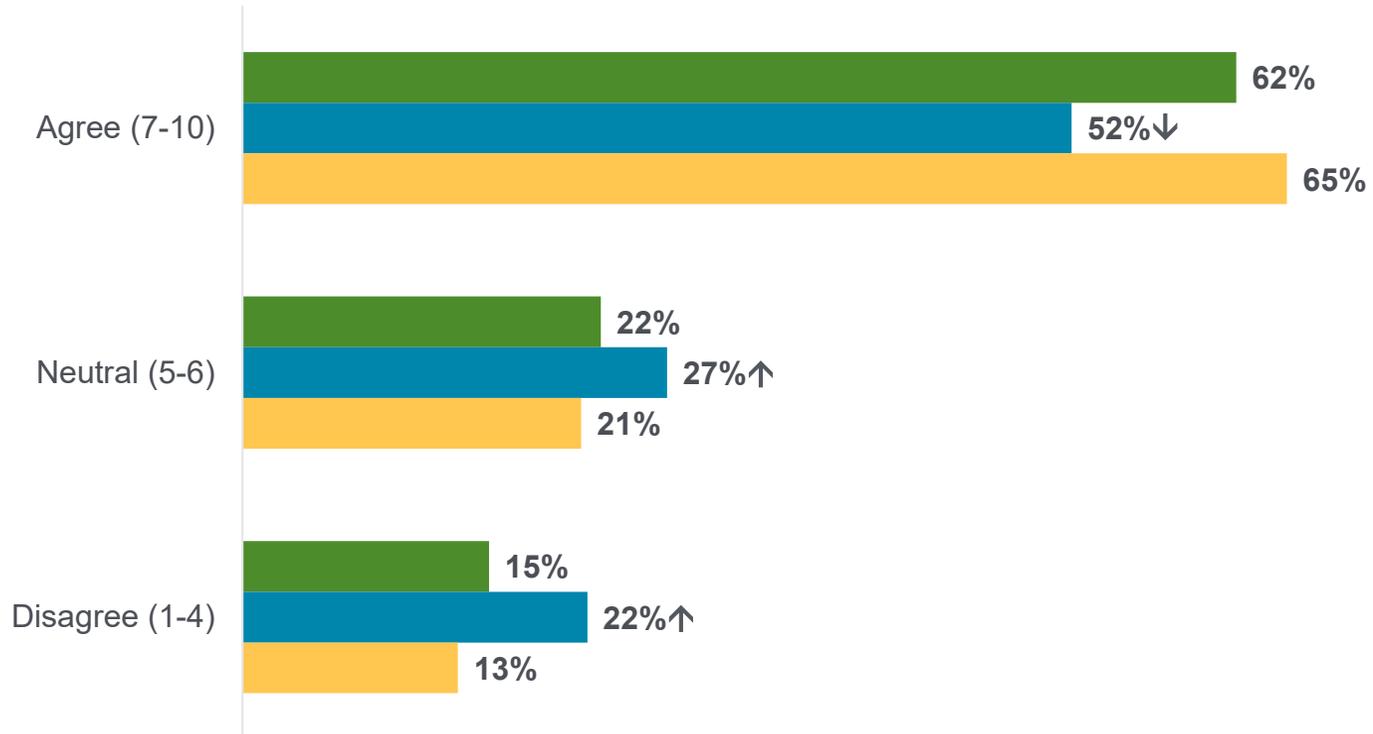


# Fosters a city that is inclusive and accepting

Around three-fifths (62%) of Calgarians agree that The City of Calgary’s municipal government fosters a city that is inclusive and accepting of all. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree with this sentiment (52%) compared to households without someone with a disability (65%). In turn, a higher proportion of those from households with someone who has a disability is neutral (27% vs. 21%, respectively) or disagree (22% vs. 13%).

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

- All Calgarians
- Disability in household
- No disability in household



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

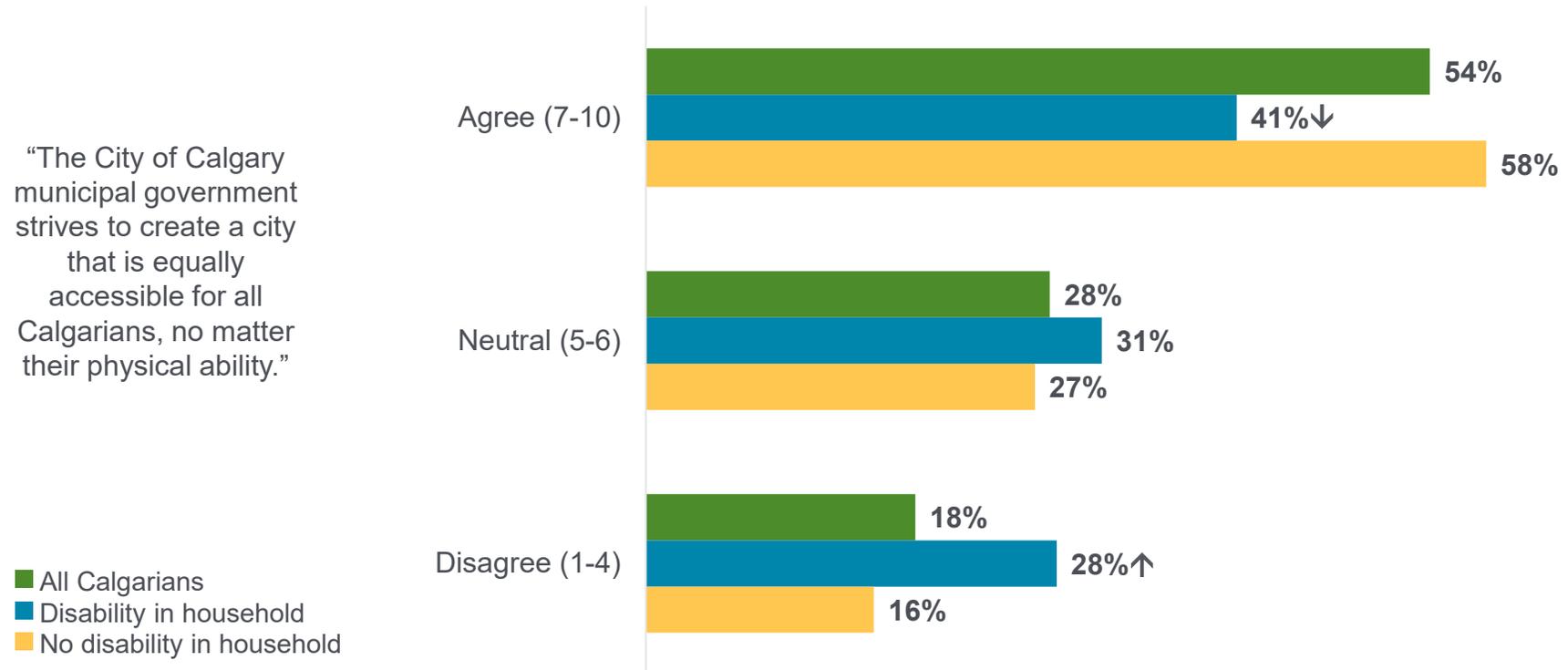
Base: Valid respondents (All Calgarians n=2,474, Disability in household n=554, No disability in household n=1,894)

↑/↓ Statistically higher/lower than comparable subgroup



# Strives to create a city that is equally accessible

Around one-half (54%) of Calgarians agree that The City of Calgary’s municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability. A lower proportion of those from households with someone who has a disability agree (41%) compared to households without someone with a disability (58%). Correspondingly, more Calgarians who have a disability or live in the same household as someone with a disability disagree (28% vs. 16% of households without someone with a disability).



Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,480, Disability in household n=553, No disability in household n=1,901)

↑/↓ Statistically higher/lower than comparable subgroup

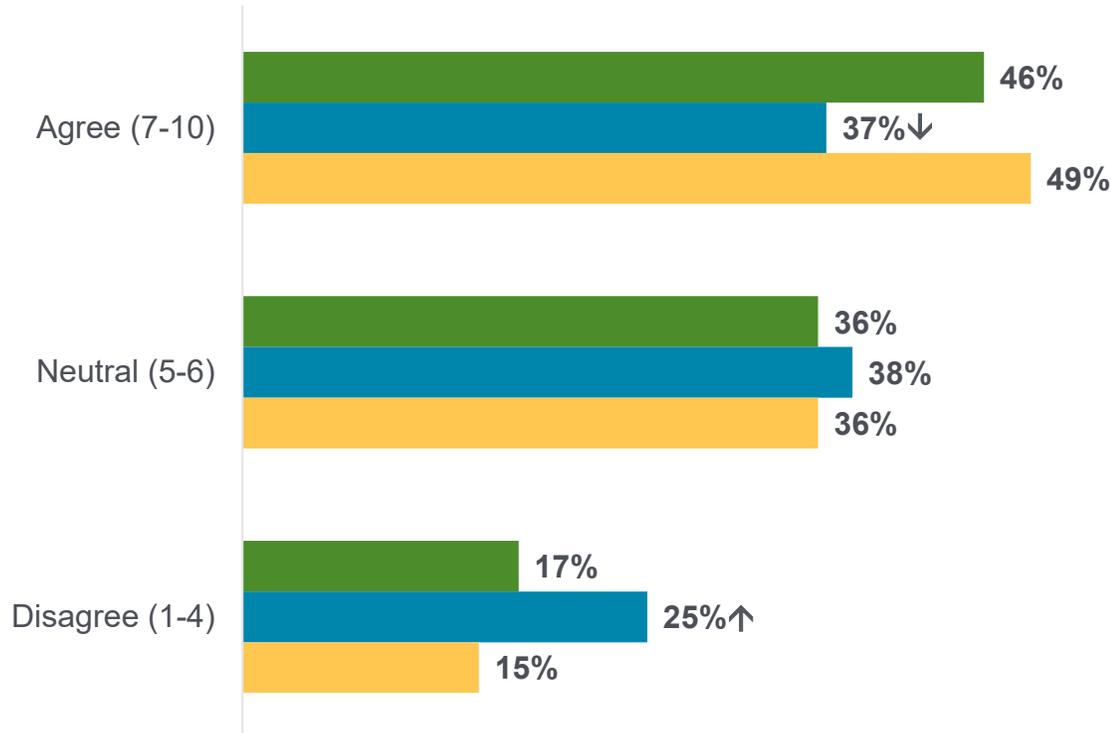


# Delivers programs and services that remove barriers to participation

A sizeable minority (46%) of Calgarians agree that The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (37%) compared to households without someone with a disability (49%). On the other hand, a statistically higher proportion of those from households with someone who has a disability disagree (25% vs. 15% of households without someone with a disability).

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

- All Calgarians
- Disability in household
- No disability in household



Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,408, Disability in household n=544, No disability in household n=1,839)

↑/↓ Statistically higher/lower than comparable subgroup

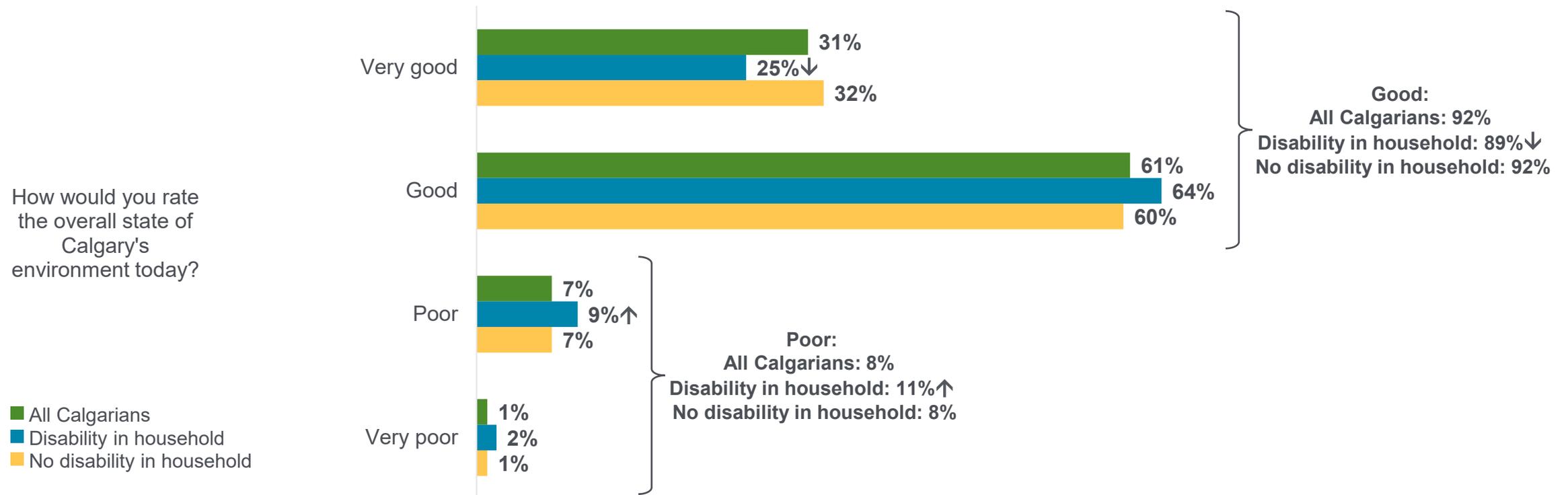


# The environment



# Overall state of Calgary's environment

Around nine-in-ten (92%) Calgarians rate the overall state of Calgary's environment today as very good or good. Although, a lower proportion of Calgarians who have a disability or live in the same household as someone with a disability rate the overall state of Calgary's environment as good (89%) compared to households without someone with a disability (92%), including statistically fewer who rate 'very' good (25% vs. 32% of households without someone with a disability).



Q. Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?  
 Base: Valid respondents (All Calgarians n=2,491, Disability in household n=555, No disability in household n=1,912)

↑/↓ Statistically higher/lower than comparable subgroup

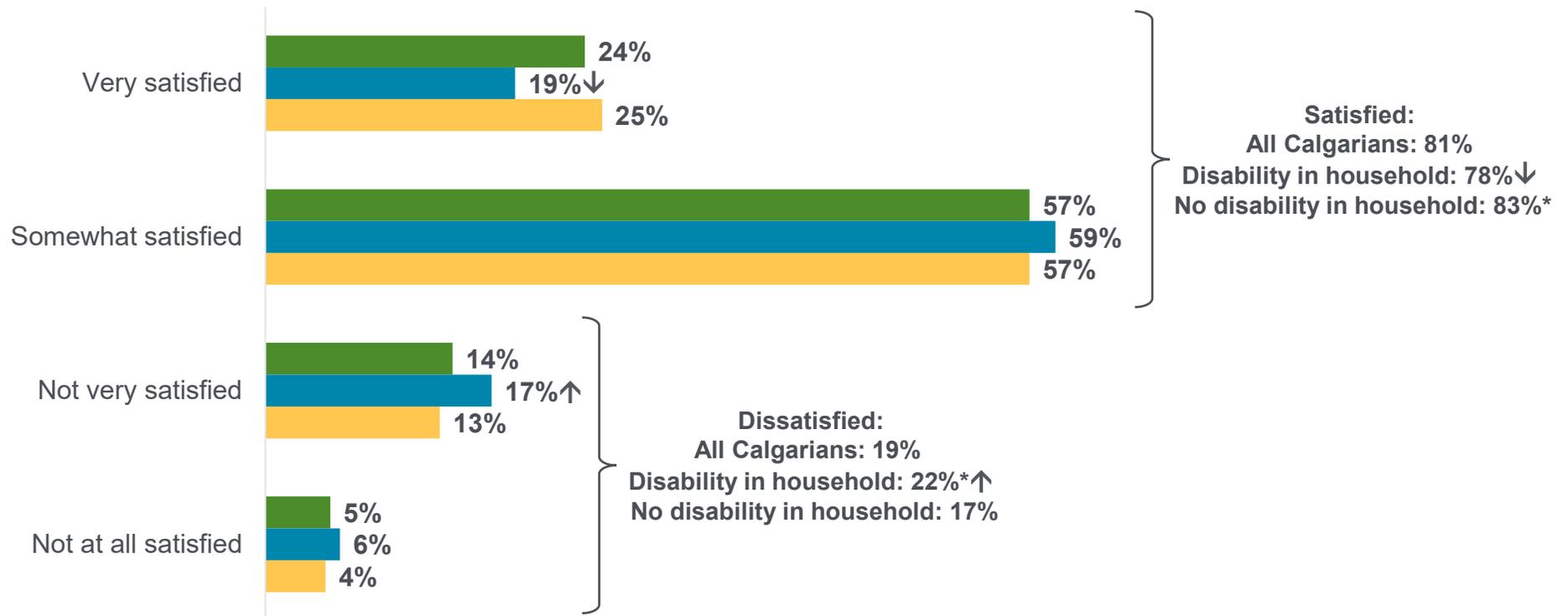


# Satisfaction with City of Calgary environmental protections

Four-fifths (81%) of Calgarians are satisfied with the job The City of Calgary is currently doing to protect the environment. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability are satisfied (78%) compared to households without someone with a disability (83%). Driving this, a lower proportion of this group are 'very' satisfied (19% vs. 25%, respectively).

The job The City of Calgary is currently doing to protect the environment

- All Calgarians
- Disability in household
- No disability in household



\*Rounding

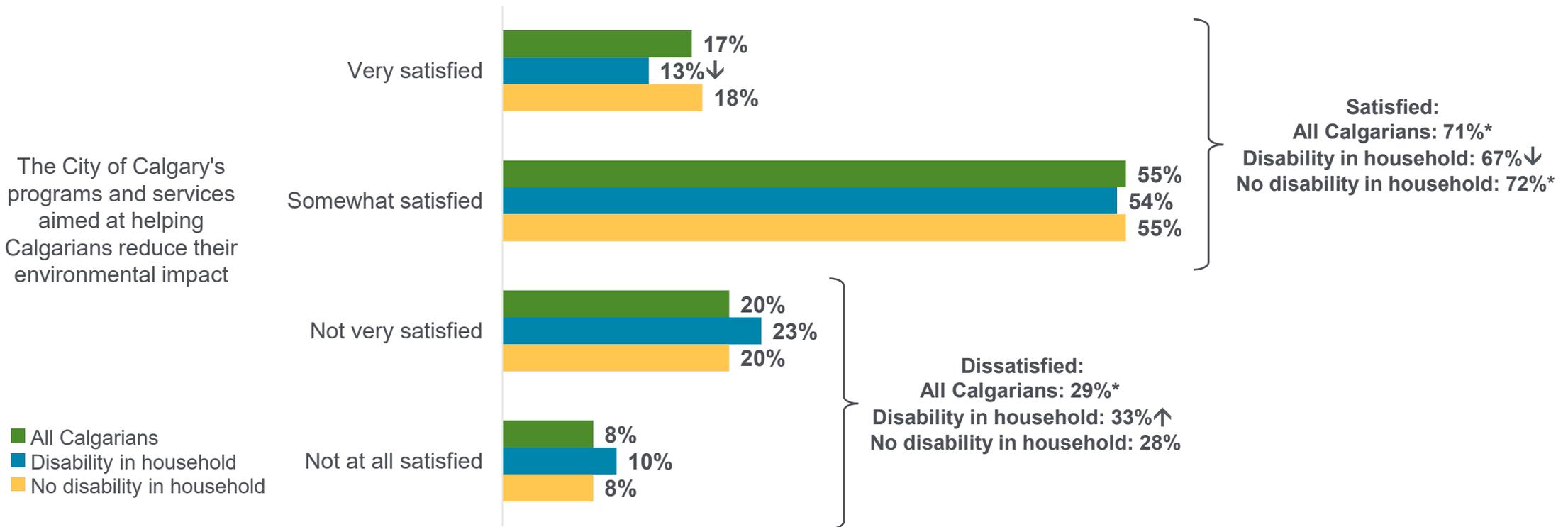
Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?  
 Base: Valid respondents (All Calgarians n=2,478, Disability in household n=550, No disability in household n=1,903)

↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with City of Calgary's environmental programs and services

Seven-in-ten (71%) Calgarians are satisfied with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact. Statistically fewer Calgarians who have a disability or live in the same household as someone with a disability are satisfied (67%) compared to households without someone with a disability (72%). This is driven by a lower proportion of Calgarians who have a disability or live in the same household as someone with a disability who are 'very' satisfied (13% vs. 18%).



Q. How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?  
 Base: Valid respondents (All Calgarians n=2,460, Disability in household n=548, No disability in household n=1,888)

\*Rounding  
 ↑/↓ Statistically higher/lower than comparable subgroup

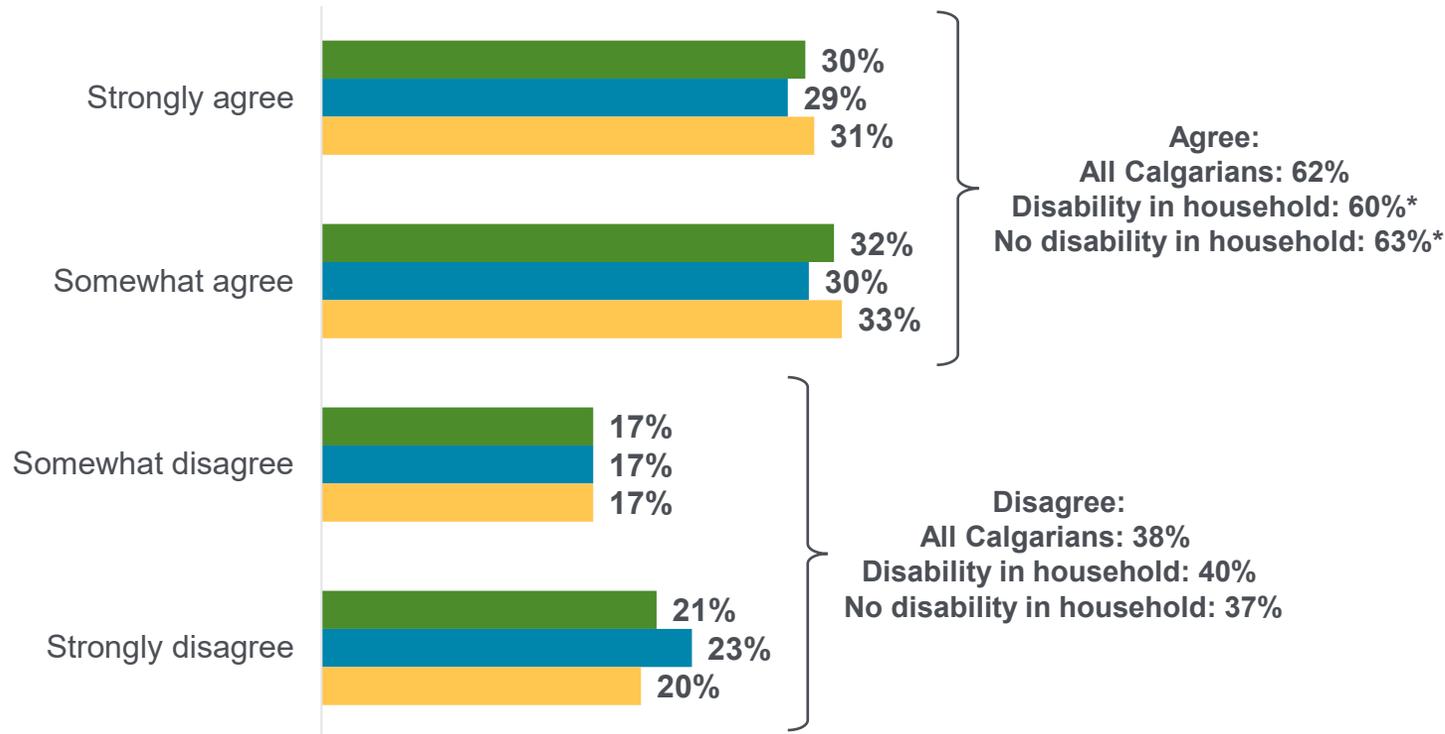


# The City should do more to fight climate change

A majority (62%) of Calgarians agree that The City of Calgary’s municipal government should do more in the fight against climate change. There is no statistically significant difference between Calgarians who have a disability or live in the same household as someone with a disability (60%) and households without someone with a disability (63%).

“The City of Calgary municipal government should do more in the fight against climate change”

- All Calgarians
- Disability in household
- No disability in household



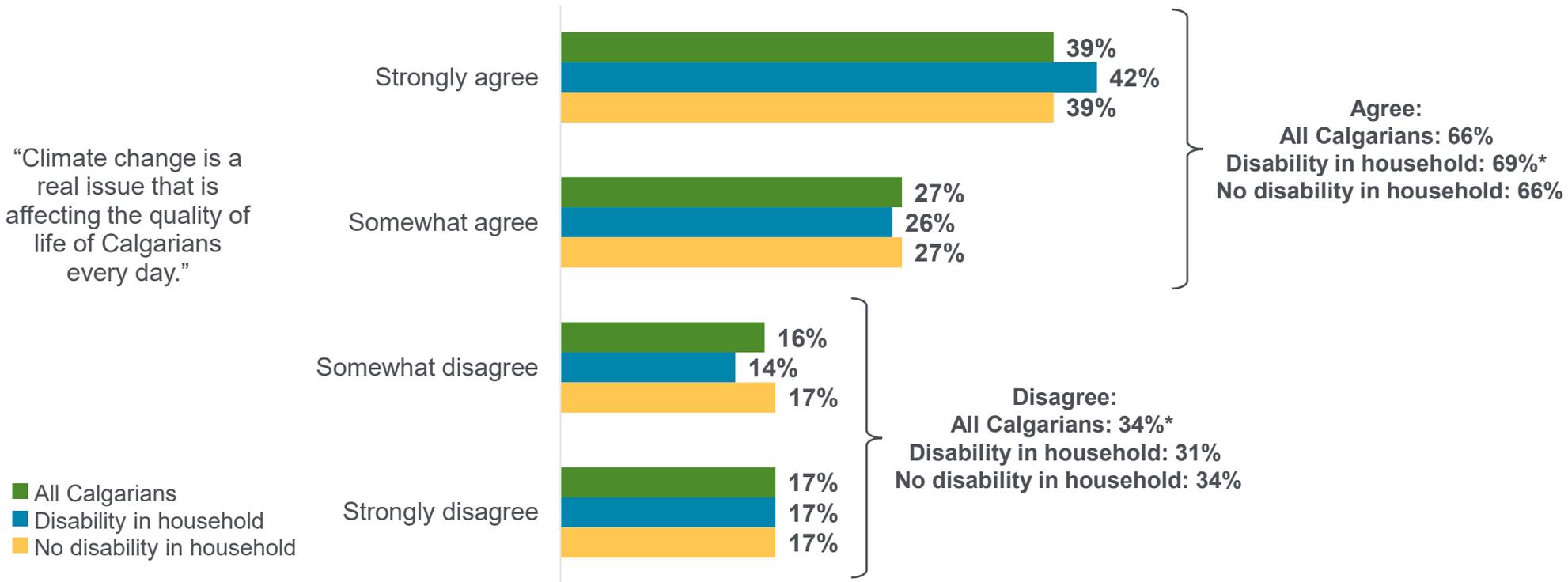
Q. To what extent do you agree or disagree that The City of Calgary municipal government should do more in the fight against climate change?  
 Base: Valid respondents (All Calgarians n=2,482, Disability in household n=553, No disability in household n=1,904)

\*Rounding



# Climate change is affecting quality of life

Two-thirds (66%) of Calgarians believe that climate change is a real issue that is affecting the quality of life of Calgarians every day. Agreement is similar between Calgarians who have a disability or live in the same household as someone with a disability (69%) and households without someone with a disability (66%).



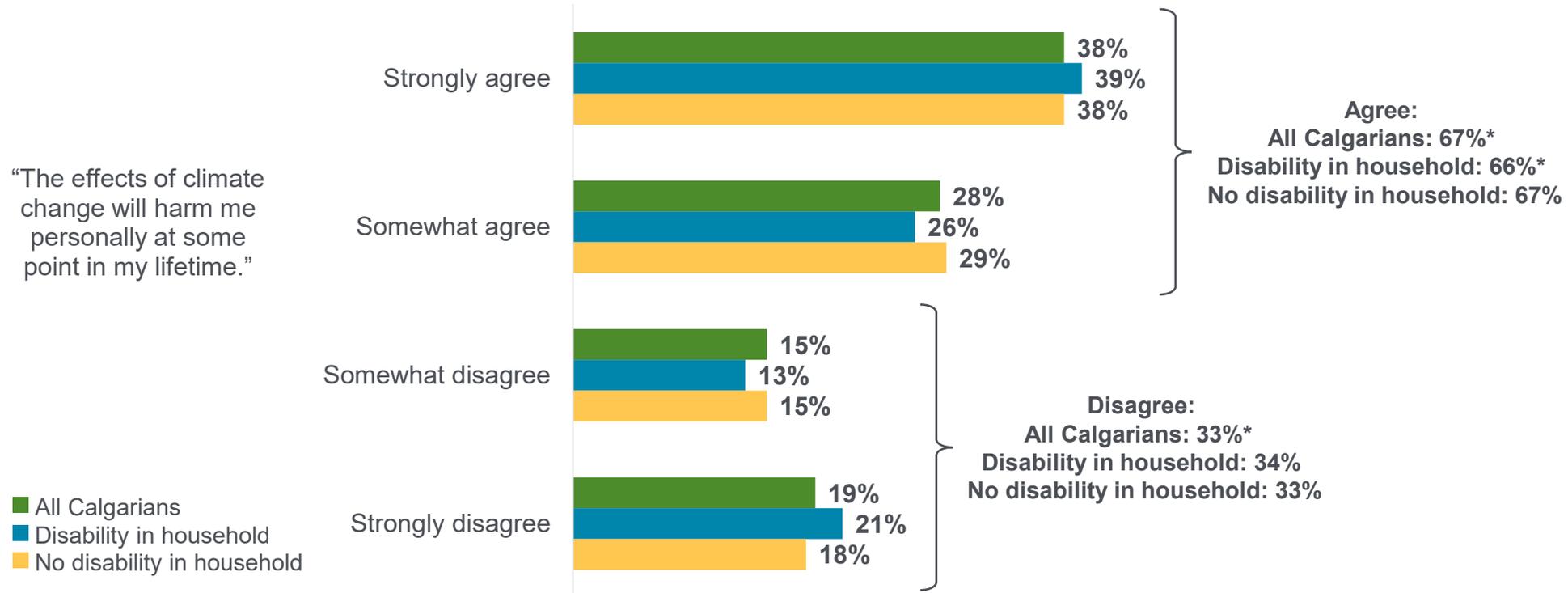
Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.  
 Base: Valid respondents (All Calgarians n=2,489, Disability in household n=555, No disability in household n=1,910)

\*Rounding



# Climate change causing personal harm

A majority (67%) of Calgarians agree that the effects of climate change will harm them personally at some point in their lifetime. There are no significant differences between Calgarians who have a disability or live in the same household as someone with a disability (66%) and households without someone with a disability (67%).



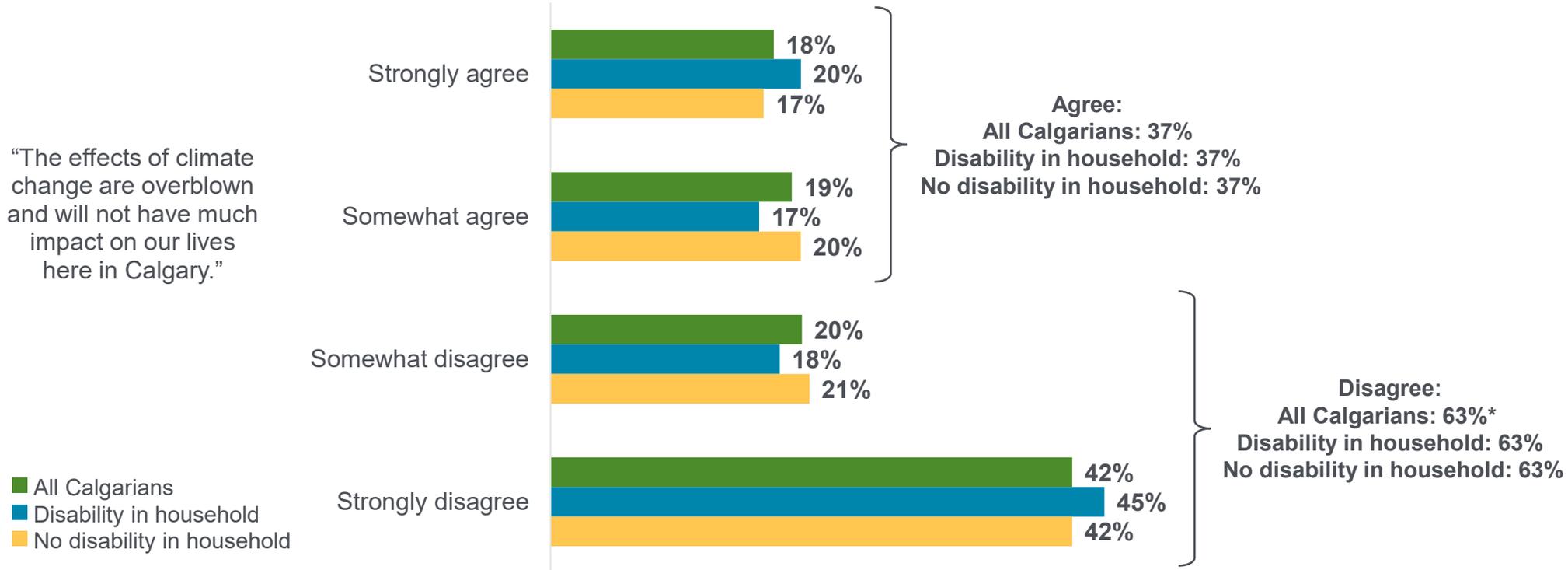
Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.  
 Base: Valid respondents (All Calgarians n=2,478, Disability in household n=553, No disability in household n=1,902)

\*Rounding



# Effects of climate change are overblown

Fewer than two-fifths (37%) Calgarians agree that the effects of climate change are overblown and will not have much impact on our lives here in Calgary. Agreement is similar between Calgarians who have a disability or live in the same household as someone with a disability and households without someone with a disability (37% for both groups).



Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.  
 Base: Valid respondents (All Calgarians n=2,486, Disability in household n=553, No disability in household n=1,910)

\*Rounding



# City programs and services

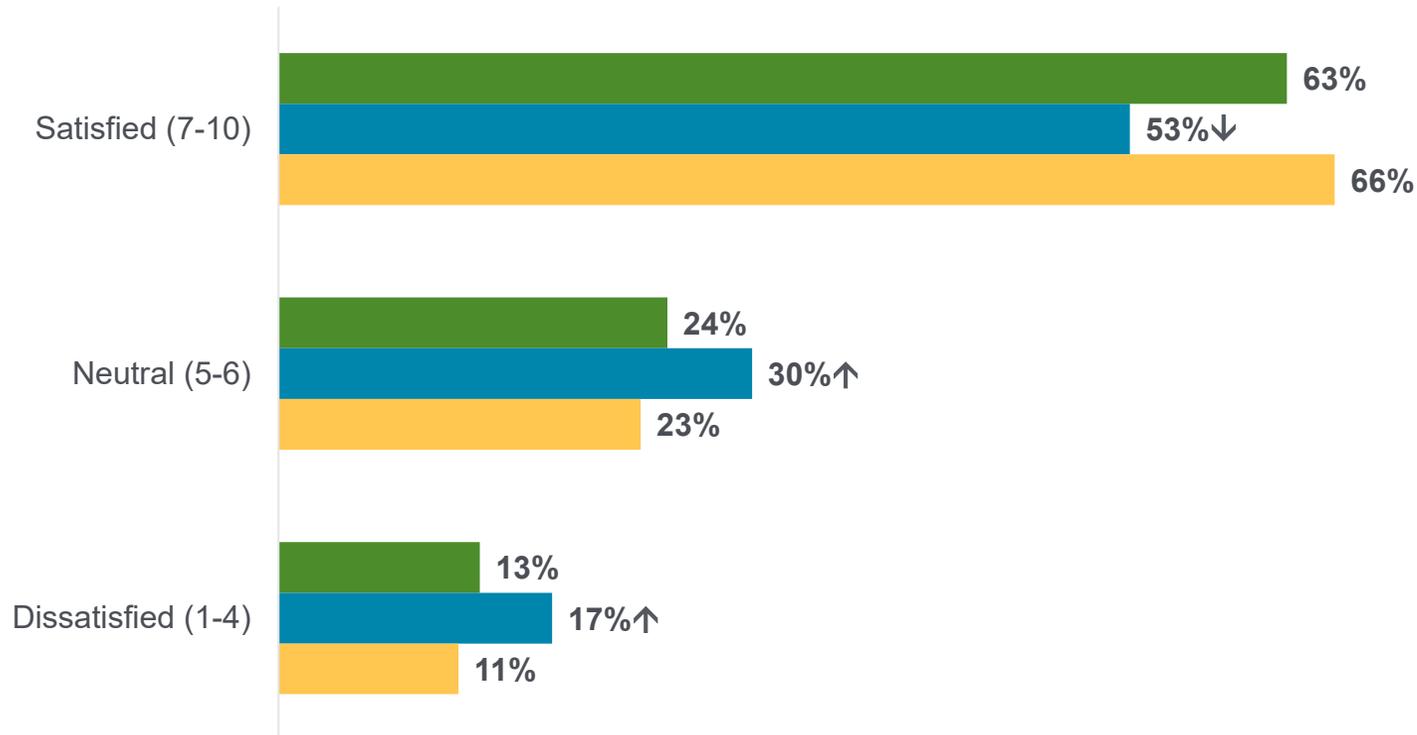


# Satisfaction with the overall level and quality of City services and programs

More than three-fifths (63%) of Calgarians are satisfied with the overall level and quality of services and programs provided by The City of Calgary. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability are satisfied (53%) compared to households without someone with a disability (66%). Correspondingly, a higher proportion of Calgarians who have a disability or live in the same household as someone with a disability are neutral (30% vs. 23%) or dissatisfied (17% vs. 11%).

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

- All Calgarians
- Disability in household
- No disability in household



Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

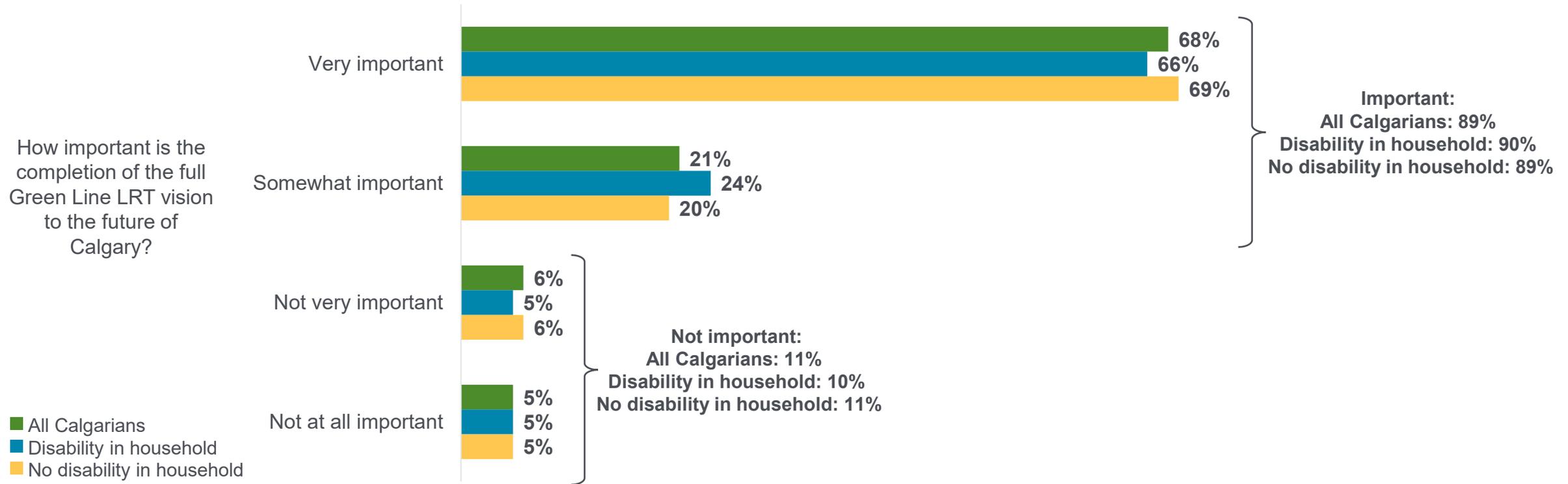
Base: Valid respondents (All Calgarians n=2,496, Disability in household n=556, No disability in household n=1,911)

↑/↓ Statistically higher/lower than comparable subgroup



# Perceived importance of the Green Line LRT

Nine-in-ten (89%) Calgarians believe that the completion of the full Green Line LRT vision is important to the future of Calgary. There are no statistically significant differences between Calgarians who have a disability or live in the same household as someone with a disability (90%) and households without someone with a disability (89%).



Q. The full vision for the Green Line LRT is 46km and will be built in phases. Future phases will extend from downtown over the Bow River and north to Keystone as well as extend further South to Seton. How important is the completion of the full Green Line LRT vision to the future of Calgary?

Base: Valid respondents (All Calgarians n=2,486, Disability in household n=555, No disability in household n=1,903)

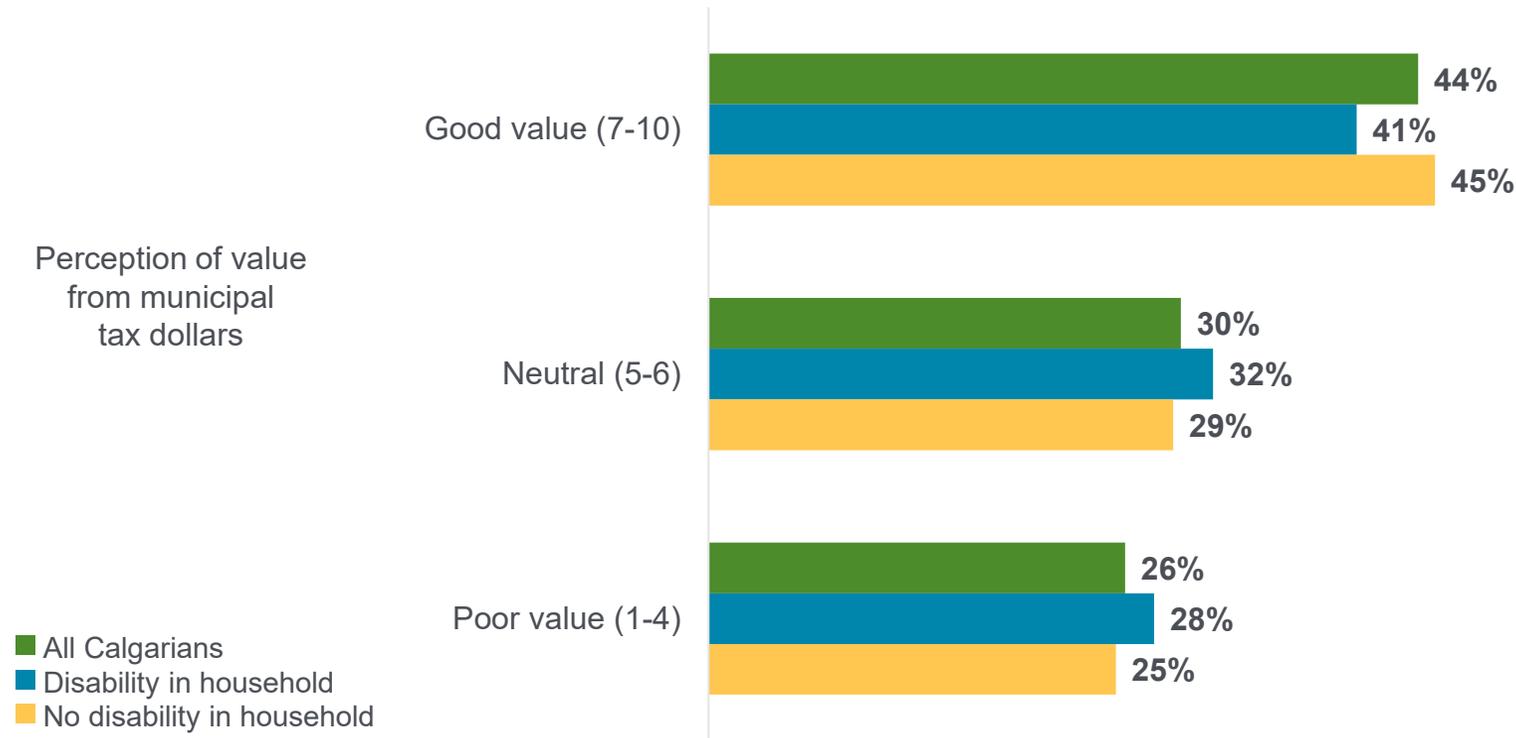


# Taxation



# Perceived value of property taxes

A sizeable minority (44%) of Calgarians feel they receive good value from their municipal tax dollars. There are no significant differences between the two groups in their perception of good value (41% of Calgarians who have a disability or live in the same household and 45% of households without someone with a disability).



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

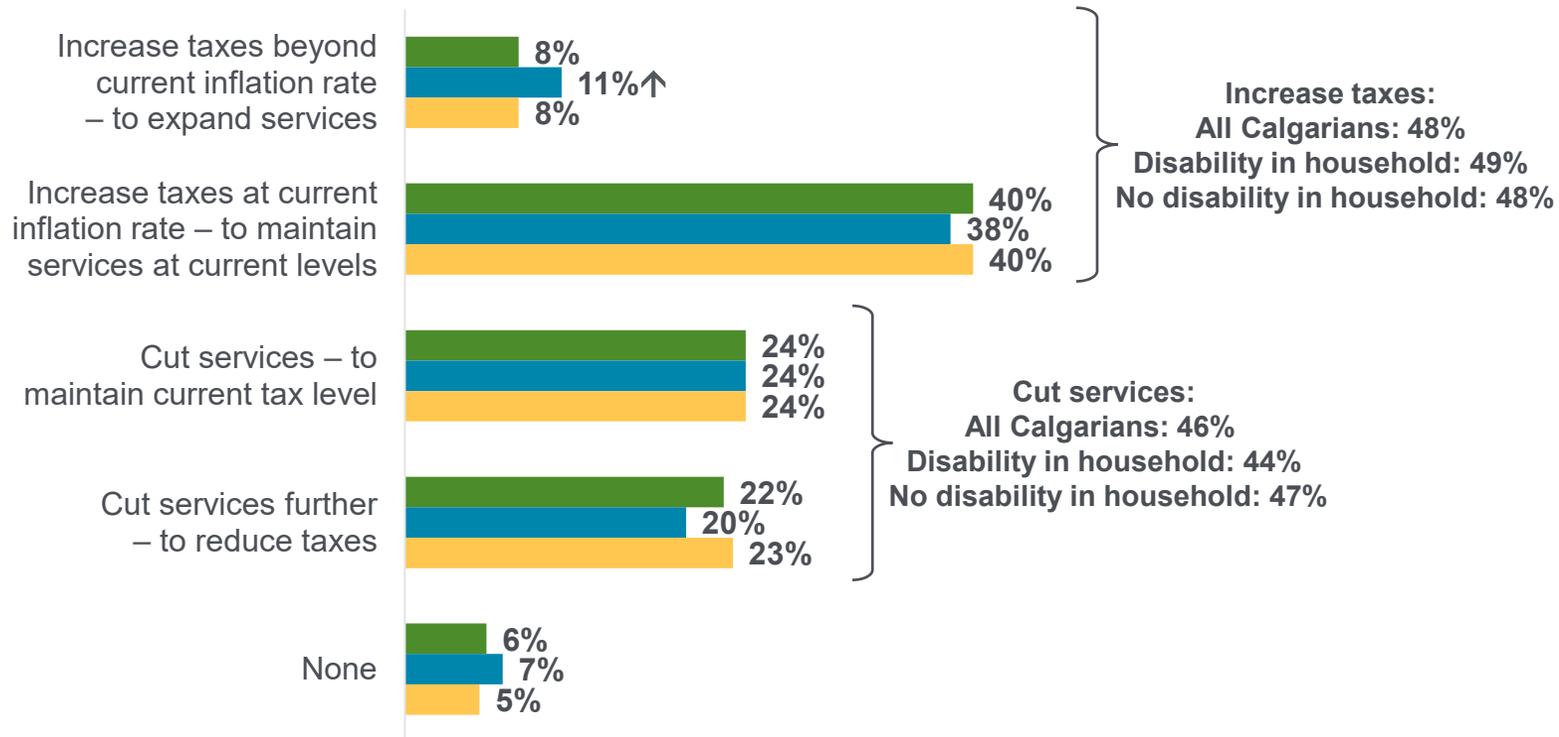
Base: Valid respondents (All Calgarians n=2,469, Disability in household n=548, No disability in household n=1,892)



# Balancing taxation and service delivery

In order to balance taxation and service delivery, nearly one-half (48%) of Calgarians would like The City to increase taxes. Support for increased taxes is similar between the two groups (49% among Calgarians from households where someone has a disability and 48% of those from households without someone with a disability). A higher proportion of Calgarians from households where someone has a disability prefer tax increases to expand services (11% vs. 8%). On the other hand, 46% of Calgarians would prefer to see service cuts made. Ratings are similar between the two groups in terms of support for cutting services (44% and 47%).

Which of the following four options would you most like The City to pursue?



- All Calgarians
- Disability in household
- No disability in household

Q. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

Base: Valid respondents (All Calgarians n=2,454, Disability in household n=546, No disability in household n=1,882)

↑/↓ Statistically higher/lower than comparable subgroup

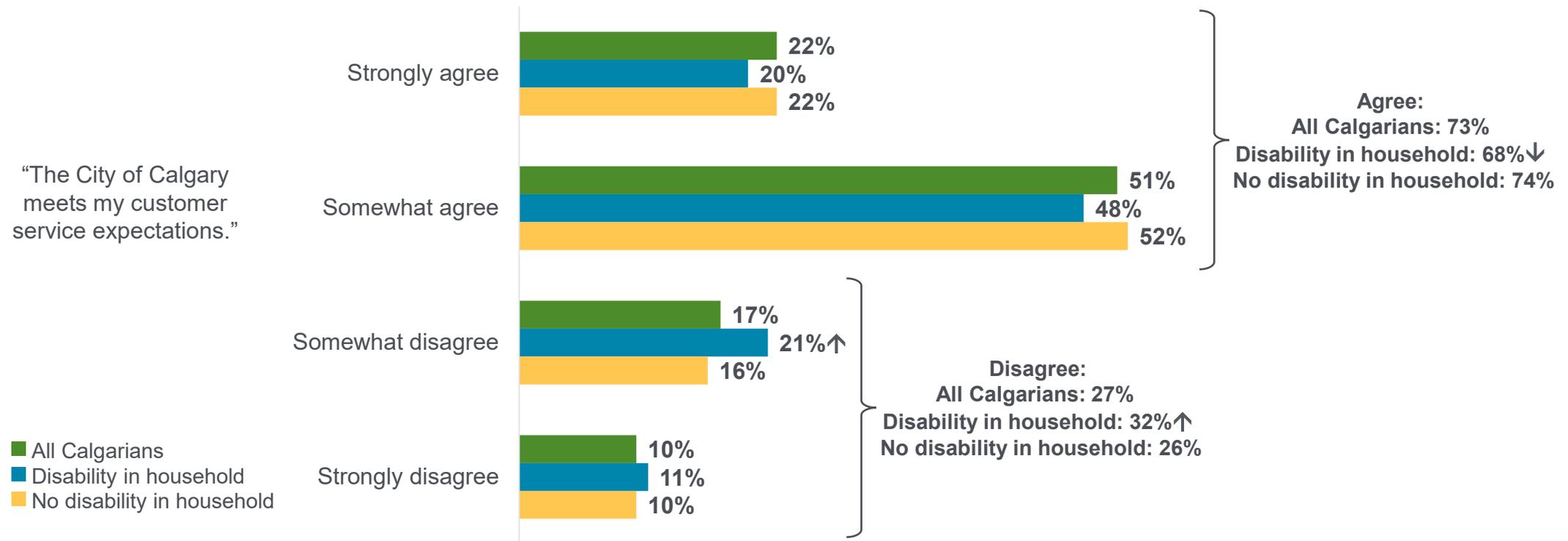


# Perception of customer service and communications at The City



# The City meets customer service expectations

Nearly three-quarters (73%) of Calgarians agree that The City of Calgary meets their customer service expectations. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (68%) compared to households without someone with a disability (74%). Also, a statistically higher proportion of those from households with someone who has a disability disagree (32% vs. 26% of households without someone with a disability), including a higher proportion who ‘strongly’ disagree (21% vs. 16%).



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

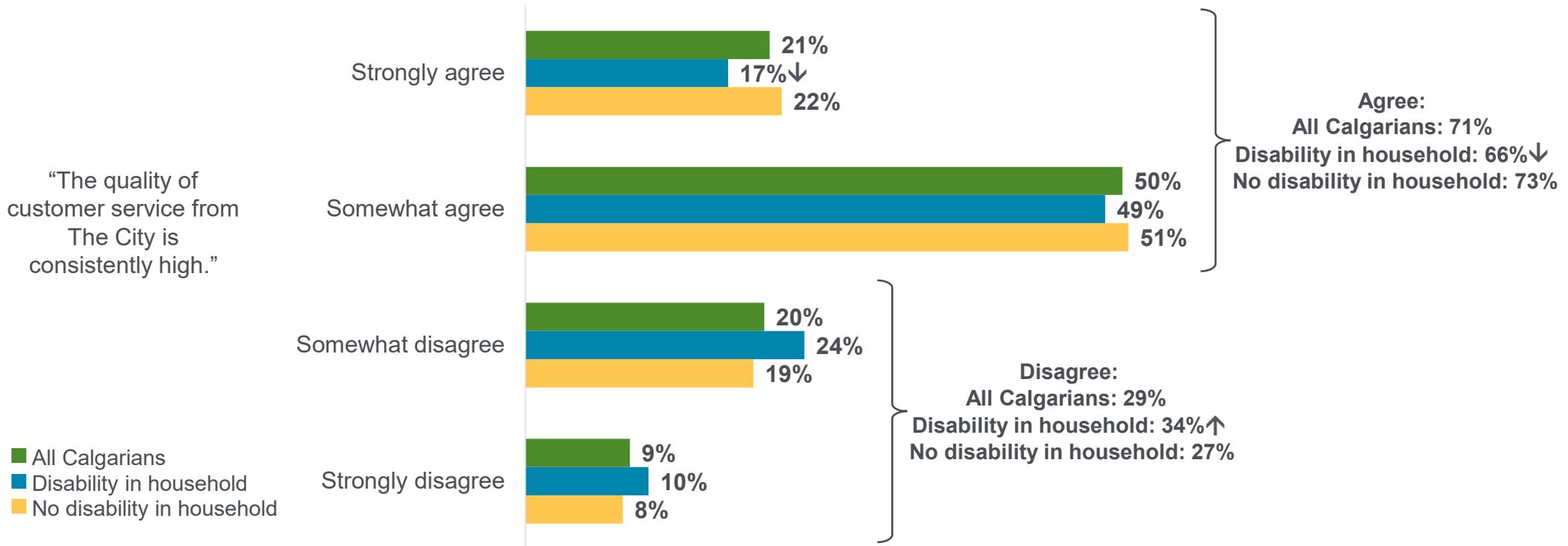
Base: Valid respondents (All Calgarians n=2,471, Disability in household n=552, No disability in household n=1,894)

↑/↓ Statistically higher/lower than comparable subgroup



# The City offers consistently high quality customer service

A majority (71%) of Calgarians agree that the quality of customer service from The City is consistently high. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (66%) compared to households without someone with a disability (73%). This is due to a lower proportion who ‘strongly’ agree (17% vs. 22% of households without someone with a disability).



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

Base: Valid respondents (All Calgarians n=2,466, Disability in household n=552, No disability in household n=1,889)

↑/↓ Statistically higher/lower than comparable subgroup

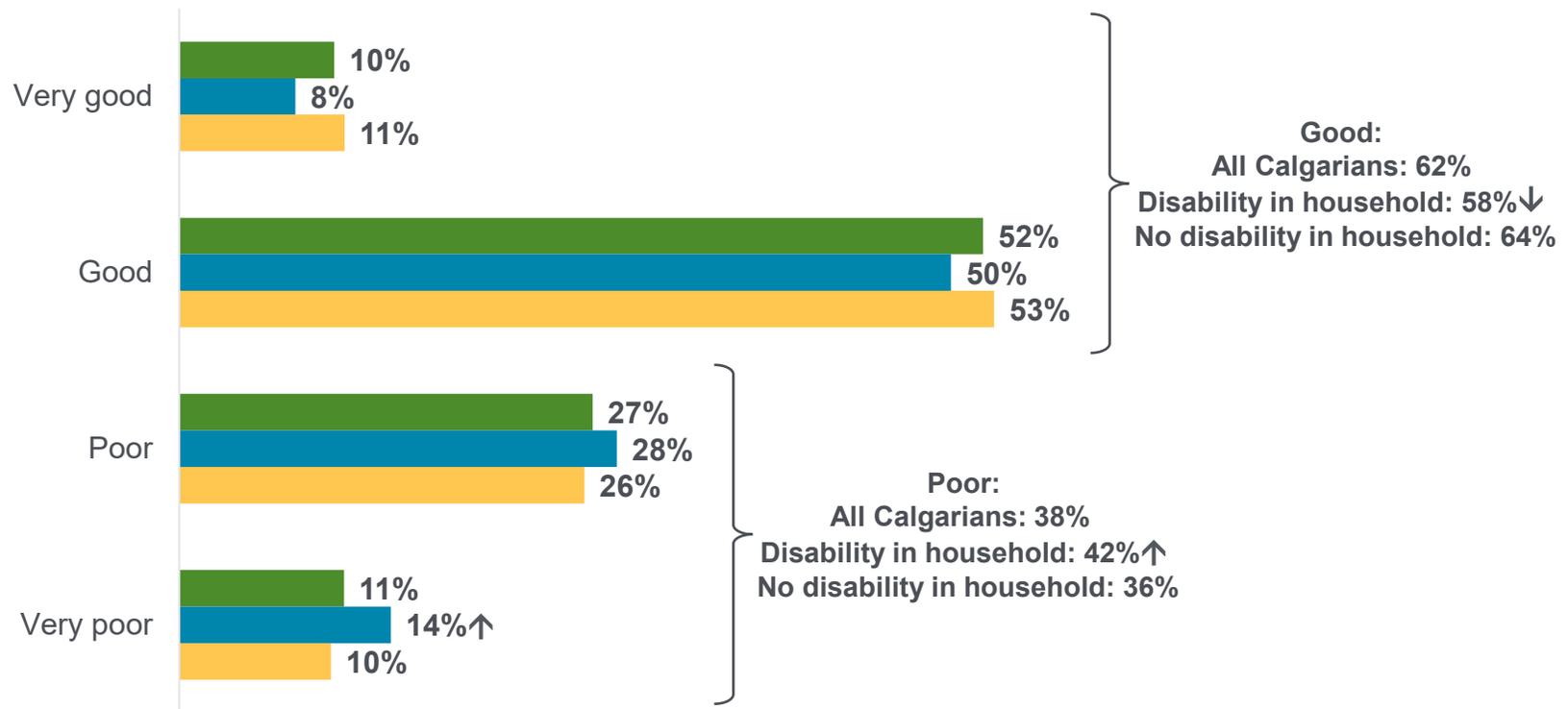


# Overall communication from The City

Around three-fifths (62%) of Calgarians rate The City of Calgary as good (good or very good) in terms of how well it communicates with Calgarians about its services, programs, policies, and plans in the past six months. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability rate The City’s overall communications as good (58%) compared to households without someone with a disability (64%). Correspondingly, a higher proportion of Calgarians who have a disability or live in the same household as someone with a disability rates it as poor (42% vs. 36%), including a higher proportion rating it as ‘very’ poor (14% vs. 10%).

Overall, how would you rate The City in terms of how well it communicates with Calgarians about its services, programs, policies and plans in the past 6 months?

- All Calgarians
- Disability in household
- No disability in household



Q. Overall, how would you rate The City in terms of how well it communicates with Calgarians about its services, programs, policies and plans in the past 6 months? Has the communication been...?  
 Base: Valid respondents (All Calgarians n=2,481, Disability in household n=554, No disability in household n=1,900)

↑/↓ Statistically higher/lower than comparable subgroup



# Input from Calgarians

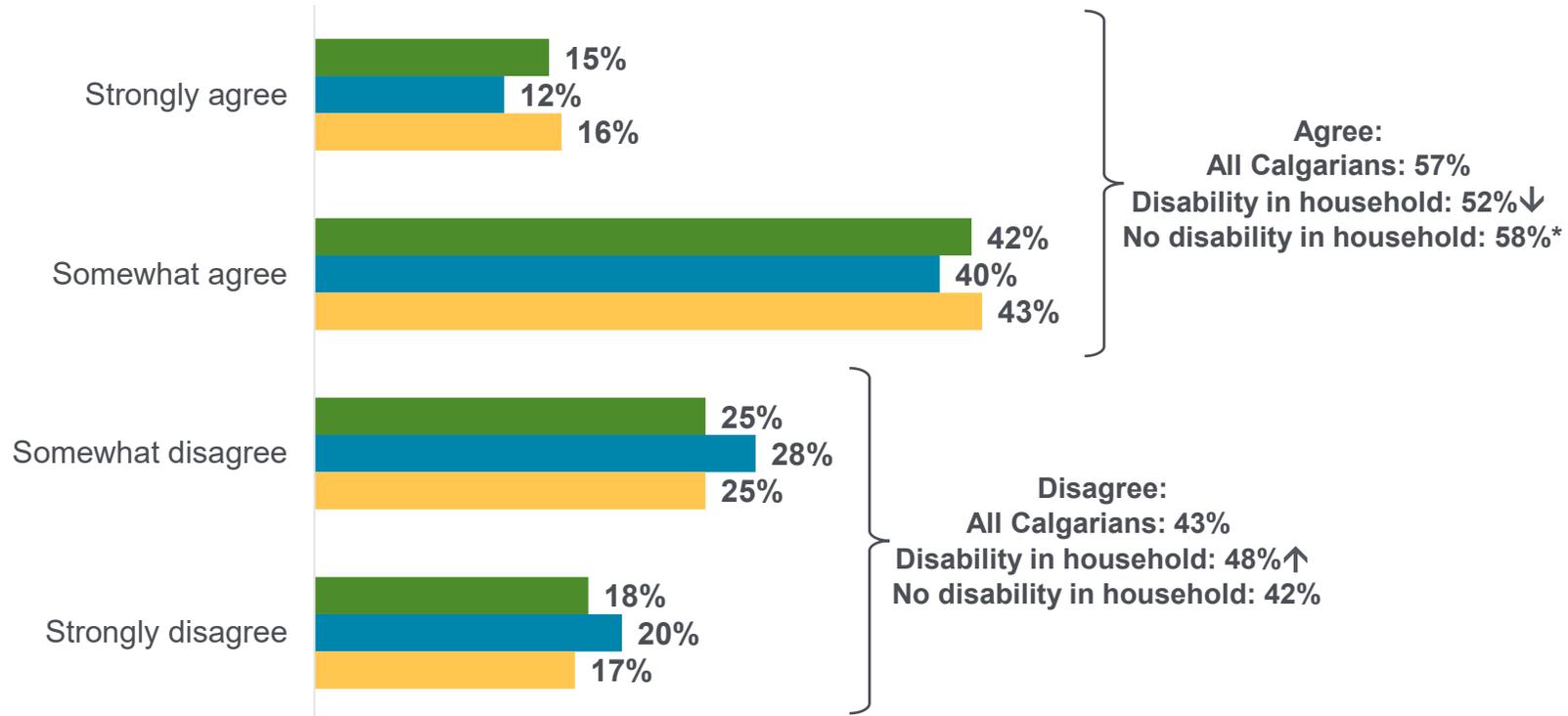


# The City is working at including Calgarians' input

A small majority (57%) of Calgarians agree that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (52%) compared to households without someone with a disability (58%).

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

- All Calgarians
- Disability in household
- No disability in household



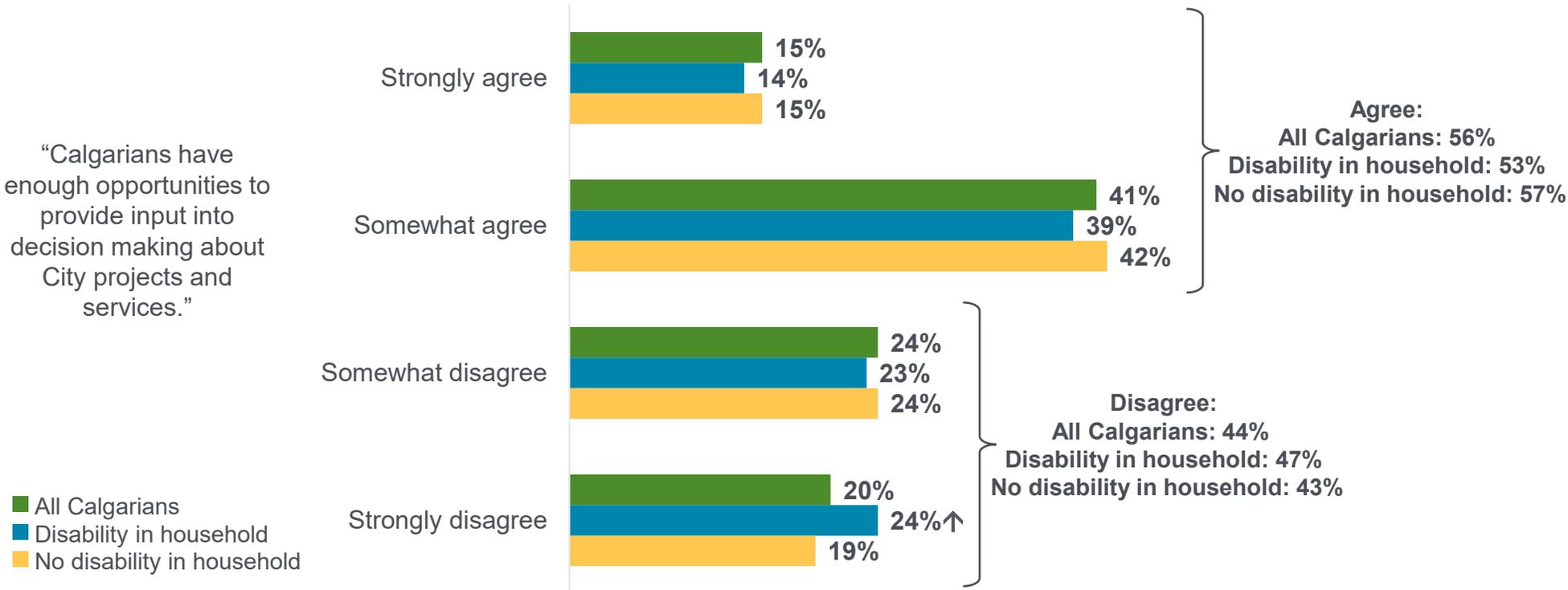
Q. Please tell me if you agree or disagree with each of the following statements?  
 Base: Valid respondents (All Calgarians n=2,481, Disability in household n=555, No disability in household n=1,904)

\*Rounding  
 ↑/↓ Statistically higher/lower than comparable subgroup



# Calgarians have enough opportunities to provide input

More than one-half (56%) of Calgarians agree they have enough opportunities to provide input into decision making about City projects and services. There are no statistically significant differences between Calgarians who have a disability or live in the same household as someone with a disability (53%) and households without someone with a disability (57%). In contrast, even though disagreement is consistent between the groups, a higher proportion of Calgarians who have a disability or live in the same household ‘strongly’ disagree (24% vs. 19%).



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

Base: Valid respondents (All Calgarians n=2,477, Disability in household n=551, No disability in household n=1,899)

↑/↓ Statistically higher/lower than comparable subgroup

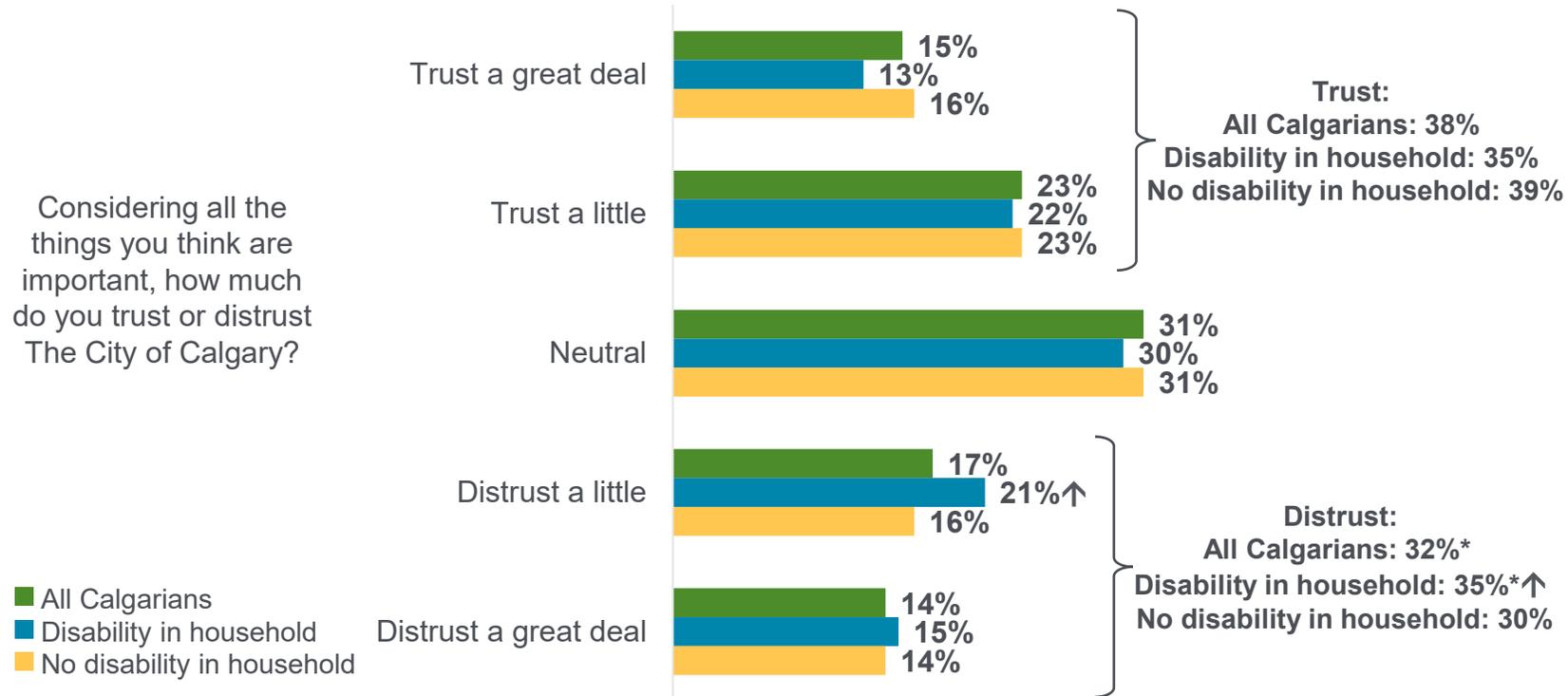


# City reputation and performance



# Trust in The City of Calgary

A minority (38%) of Calgarians ‘trust’ The City of Calgary. Trust in The City is similar between Calgarians from households where someone has a disability (35%) and households without someone with a disability (39%). However, a higher proportion of Calgarians who have a disability or live in the same household as someone with a disability distrust The City (35% vs. 30% of households without someone with a disability). This stems from a higher proportion of Calgarians who have a disability or live in the same household who distrust ‘a little’ (21% vs. 16%).



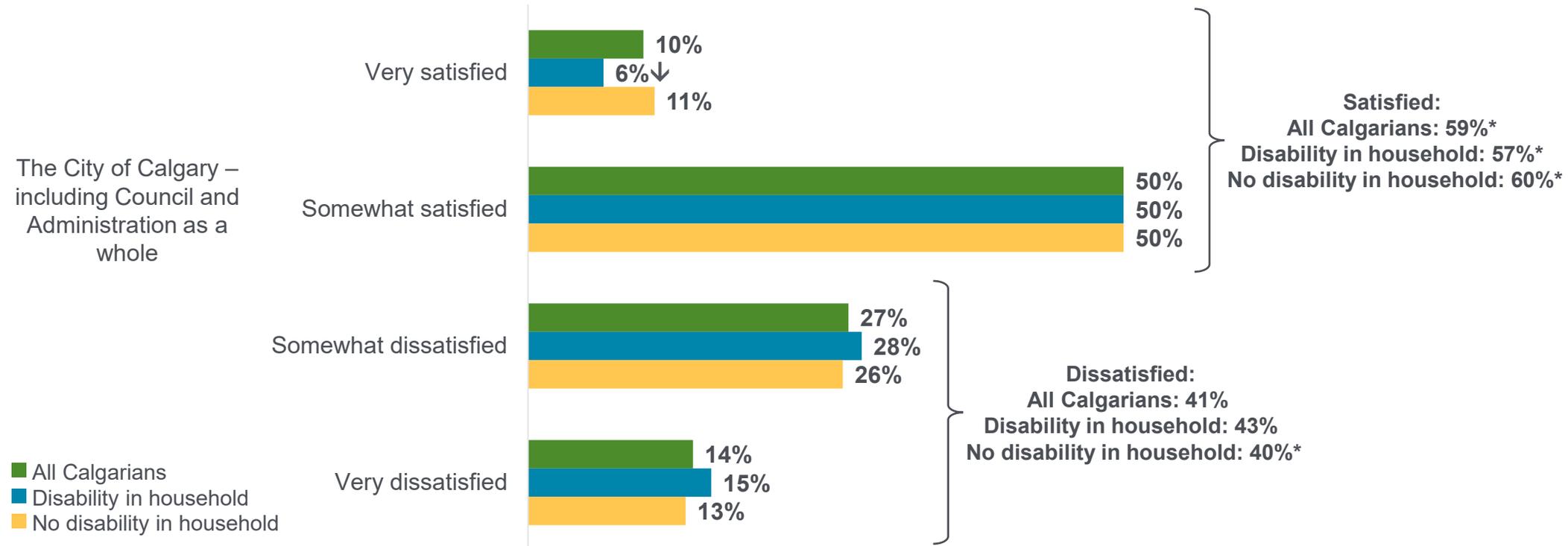
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?  
 Base: Valid respondents (All Calgarians n=2,489, Disability in household n=554, No disability in household n=1,909)

\*Rounding  
 ↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with The City as a whole

Three-fifths (59%) of Calgarians are satisfied with The City of Calgary – including Council and Administration as a whole. There are no statistically significant differences between Calgarians from households where someone has a disability (57%) and households without someone with a disability (60%). However, the intensity differs between the groups with a lower proportion of Calgarians who have a disability or live in the same household as someone with a disability who are ‘very’ satisfied (6% vs. 11%).



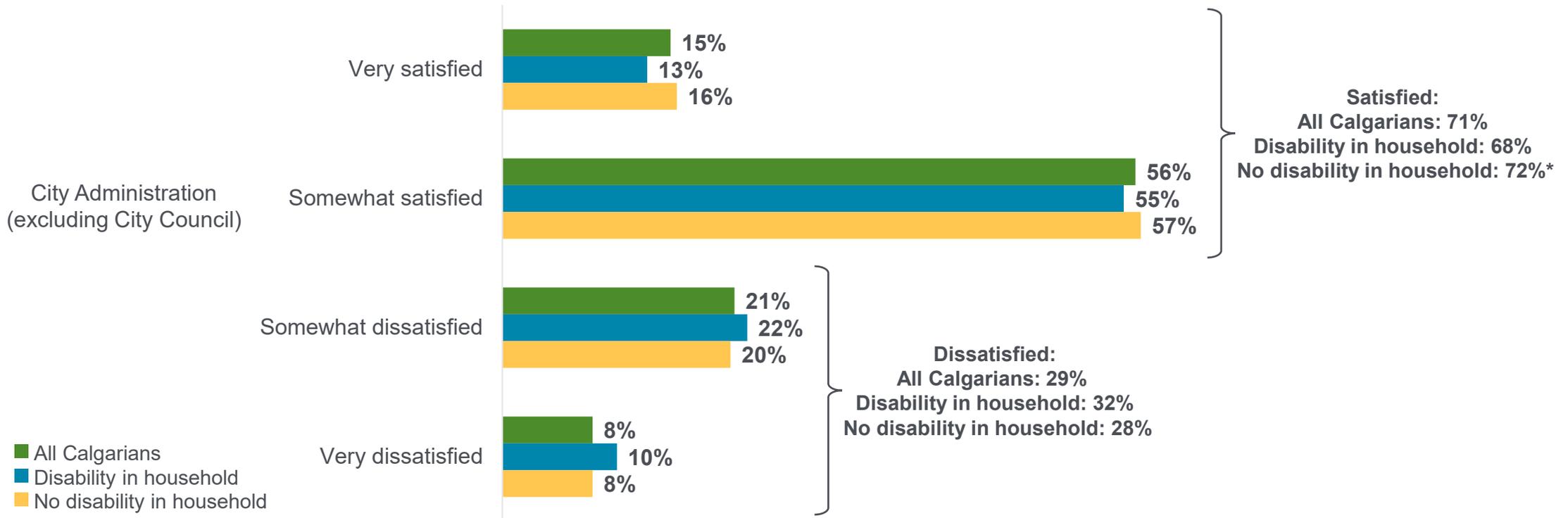
Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary – including Council and Administration as a whole is - going about running our city?  
 Base: Valid respondents (All Calgarians n=2,487, Disability in household n=557, No disability in household n=1,906)

\*Rounding  
 ↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with City Administration

Seven-in-ten (71%) Calgarians are satisfied with City Administration (excluding City Council). Satisfaction levels are similar between Calgarians from households where someone has a disability (68%) and households without someone with a disability (72%).



Q. 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?

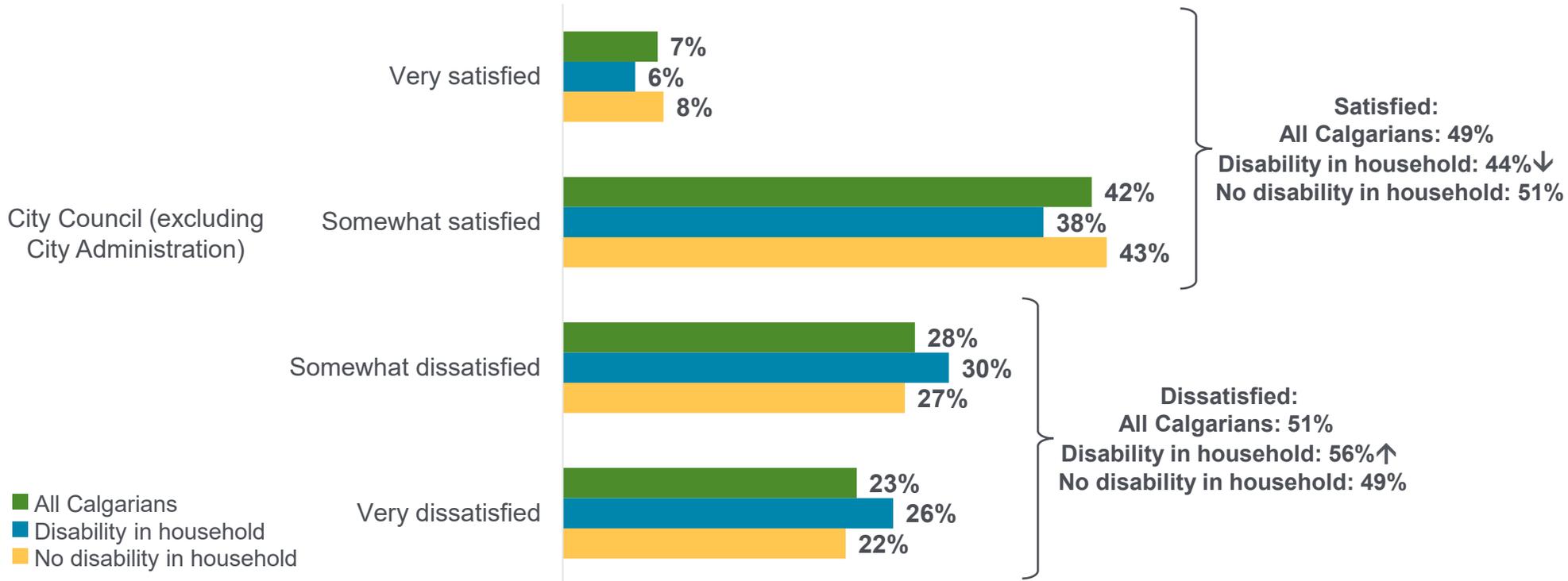
Base: Valid respondents (All Calgarians n=2,480, Disability in household n=551, No disability in household n=1,905)

\*Rounding



# Satisfaction with City Council

One-half (49%) of Calgarians are satisfied with City Council (excluding City Administration). A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability are satisfied (44%) compared to households without someone with a disability (51%). Further, a higher proportion of Calgarians who have a disability or live in the same household as someone with a disability are dissatisfied with Council compared to Calgarians from households without someone with a disability (56% vs. 49%, respectively).



Q. 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?

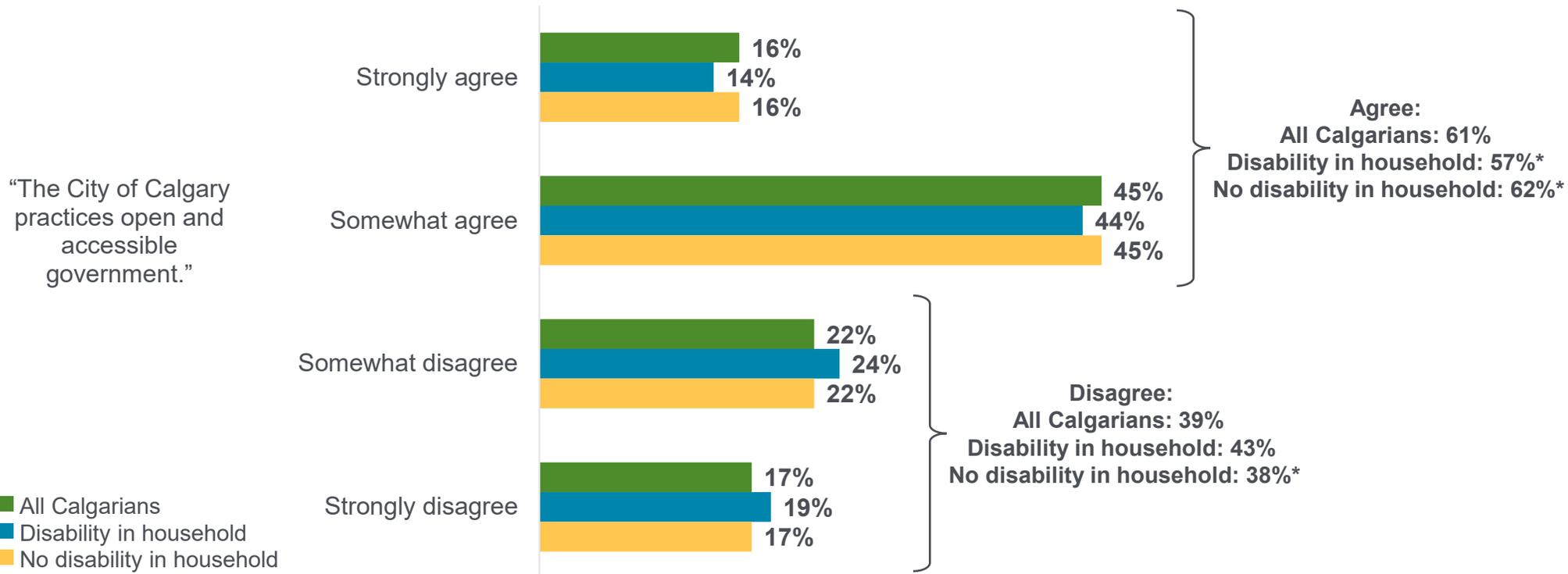
Base: Valid respondents (All Calgarians n=2,485, Disability in household n=553, No disability in household n=1,906)

↑/↓ Statistically higher/lower than comparable subgroup



# The City practices open and accessible government

A majority (61%) of Calgarians agree that The City of Calgary practices open and accessible government. There are no significant differences between Calgarians who have a disability or live in the same household as someone with a disability (57%) and households without someone with a disability (62%).



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

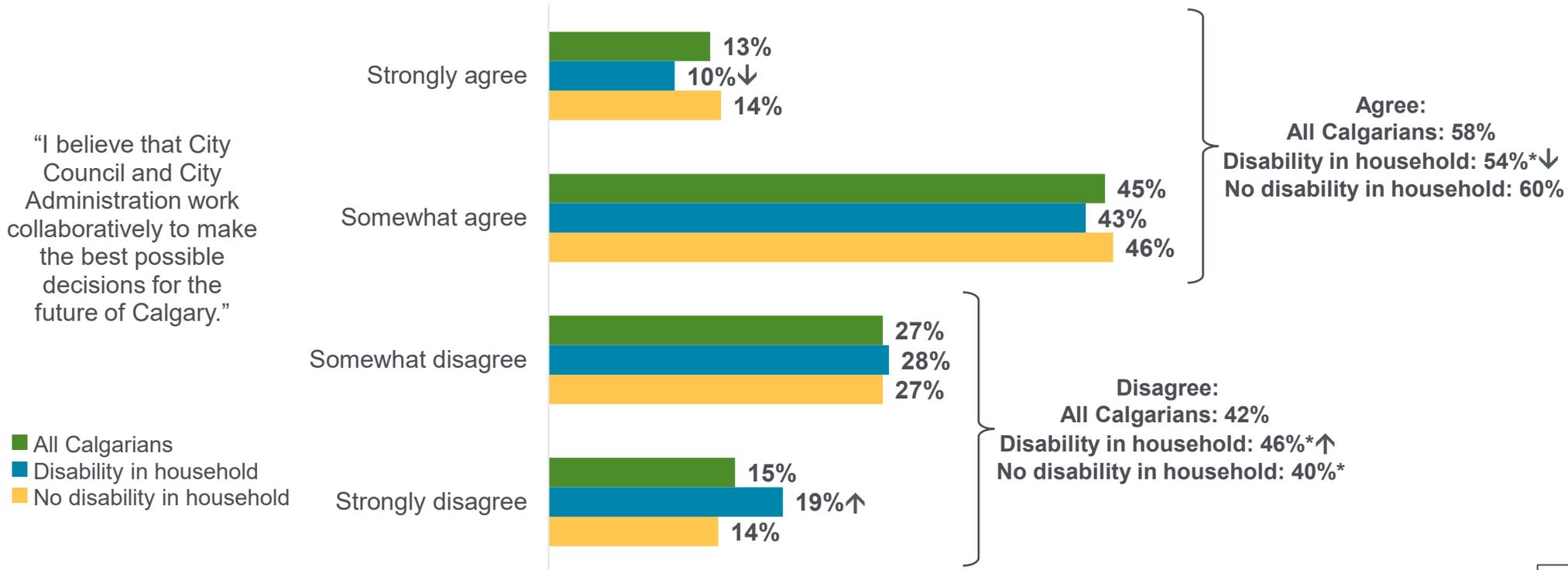
Base: Valid respondents (All Calgarians n=2,465, Disability in household n=551, No disability in household n=1,888)

\*Rounding



# Council and Administration working collaboratively

Nearly three-fifths (58%) of Calgarians agree that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary. However, a lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (54%) compared to households without someone with a disability (60%), and this difference is driven by fewer who ‘strongly’ agree (10% vs. 14%, respectively). In turn, a higher proportion of Calgarians who have a disability or live in the same household as someone with a disability disagree compared to Calgarians from households without someone with a disability (46% vs. 40%), including a higher proportion who ‘strongly’ disagree (19% vs. 14%).



Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,469, Disability in household n=551, No disability in household n=1,894)

\*Rounding  
 ↑/↓ Statistically higher/lower than comparable subgroup

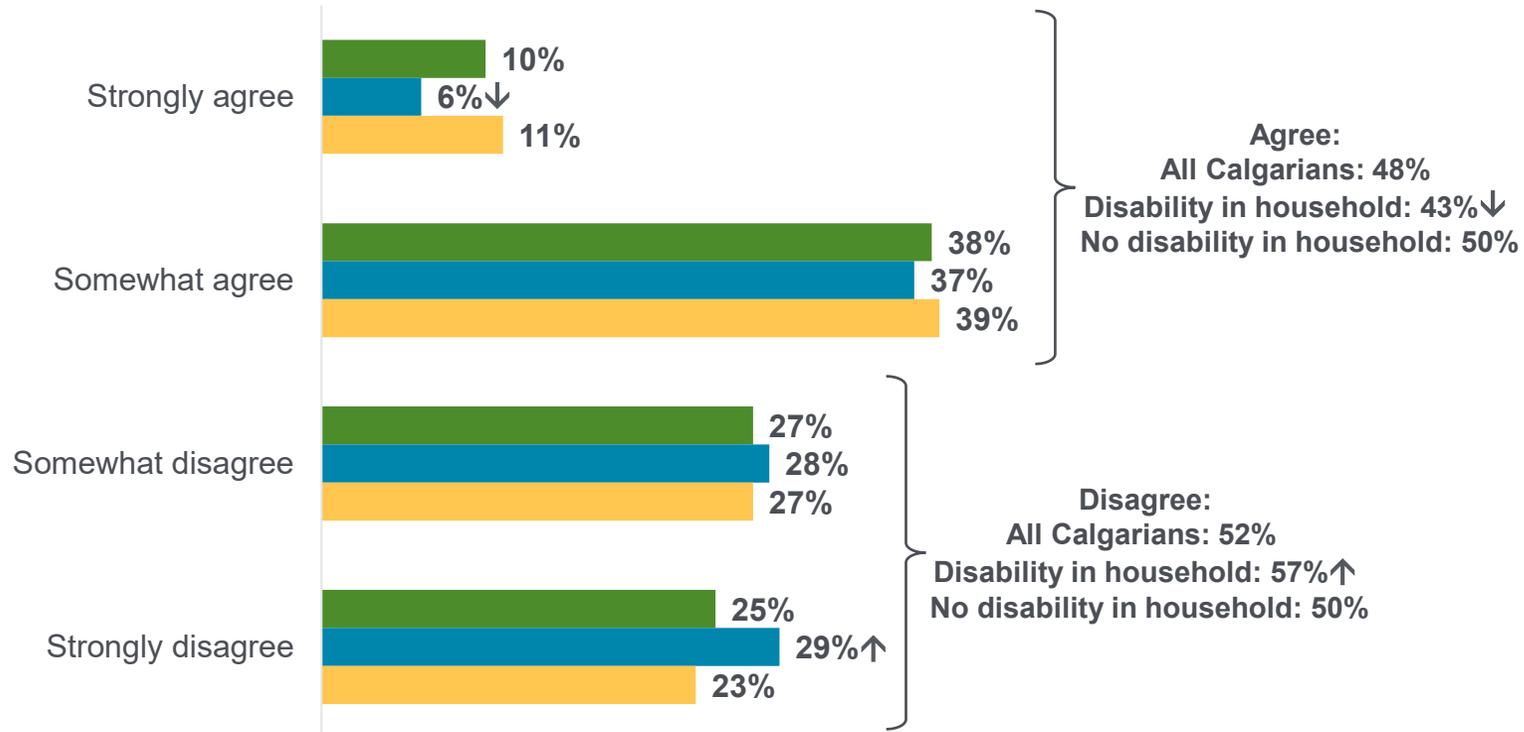


# The City manages its spending responsibly

A sizeable minority (48%) of Calgarians agree that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (43%) compared to households without someone with a disability (50%), including a lower proportion who ‘strongly’ agree (6% vs. 11%). Disagreement ratings are higher among Calgarians who have a disability or live in the same household as someone with a disability (57%) compared to Calgarians from households without someone with a disability (50%), including a higher proportion who ‘strongly’ disagree (29% vs. 23%).

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

- All Calgarians
- Disability in household
- No disability in household



Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,482, Disability in household n=557, No disability in household n=1,901)

↑/↓ Statistically higher/lower than comparable subgroup



# Respondent profile



# Respondent profile (1 of 4)

Gender			
	All Calgarians	Disability in household	No disability in household
Female	50%	53%	50%
Male	49%	43%	50%
Prefer to self-describe	1%	4%	<1%

Age			
	All Calgarians	Disability in household	No disability in household
18 to 24	11%	9%	11%
25 to 34	20%	20%	20%
35 to 44	17%	15%	18%
45 to 54	18%	17%	19%
55 to 64	12%	14%	11%
65 or older	22%	25%	21%

Children + seniors in household			
	All Calgarians	Disability in household	No disability in household
Yes – children	30%	26%	31%
Yes – seniors	33%	42%	30%

Income			
	All Calgarians	Disability in household	No disability in household
Less than \$60,000	23%	32%	20%
\$60,000 to <\$120,000	34%	33%	35%
\$120,000 to <\$200,000	25%	20%	26%
\$200,000 and over	18%	15%	20%

Education			
	All Calgarians	Disability in household	No disability in household
Less than high school	2%	4%	1%
High school or equivalent	19%	23%	18%
Apprenticeship or trades diploma/certificate	6%	7%	6%
College or non-university diploma/certificate	17%	22%	16%
University degree/diploma/certificate	56%	44%	59%

Base: Valid respondents (bases vary)



# Respondent profile (2 of 4)

Employment status <sup>^</sup>			
	All Calgarians	Disability in household	No disability in household
Full time employed or self employed	53%	43%	55%
Part time employed or self-employed	12%	12%	12%
Retired	21%	25%	20%
Looking after home and/or family	2%	3%	2%
Unable to work because of sickness or disability	2%	10%	1%
Unemployed	6%	6%	6%
Doing unpaid or voluntary work	1%	1%	2%
Student	7%	5%	7%
Other	<1%	<1%	<1%

Business owner/operator			
Base: In workforce (n=1,407; n=253; n=1,144)			
	All Calgarians	Disability in household	No disability in household
Own and operate a business	17%	17%	17%
Own a business	3%	3%	3%
Operate a business	2%	2%	1%
No	79%	78%	79%

Household size			
	All Calgarians	Disability in household	No disability in household
1	14%	14%	14%
2	34%	34%	34%
3	17%	15%	18%
4	20%	21%	19%
5	9%	8%	9%
6 or more	7%	8%	6%
MEAN	3.0	3.1	3.0

Base: Valid respondents (bases vary)

<sup>^</sup> Multiple responses allowed



# Respondent profile (3 of 4)

Quadrant			
	All Calgarians	Disability in household	No disability in household
Southwest	29%	22%	31%
Southeast	23%	27%	22%
Northwest	29%	25%	29%
Northeast	19%	25%	17%

Own or rent			
	All Calgarians	Disability in household	No disability in household
Own	68%	62%	70%
Rent	27%	32%	26%
Other	5%	6%	4%

Responsible for property taxes or rent			
	All Calgarians	Disability in household	No disability in household
Yes	85%	83%	86%
No	15%	17%	14%

Tenure in Calgary			
	All Calgarians	Disability in household	No disability in household
Less than 5 years	11%	4%	13%
5 to <10 years	6%	6%	7%
10 to <15 years	8%	8%	8%
15 to <20 years	9%	7%	10%
20 to <30 years	23%	27%	22%
30 to <40 years	15%	15%	15%
40 or more	28%	34%	26%
MEAN	28.3	32.0	27.2

2SLGBTQIA+			
	All Calgarians	Disability in household	No disability in household
Yes	9%	14%	7%
No	91%	86%	93%

Base: Valid respondents (bases vary)



# Respondent profile (4 of 4)

Indigenous identity <sup>^</sup>			
	All Calgarians	Disability in household	No disability in household
Yes – First Nations	1%	2%	1%
Yes – Metis	2%	3%	2%
Yes – Inuit	<1%	1%	<1%
Yes – Prefer to self-describe	<1%	<1%	<1%
Other	<1%	<1%	<1%
No	96%	95%	96%

Disability in household <sup>^</sup>			
	All Calgarians	Disability in household	No disability in household
Yes – myself	12%	53%	0%
Yes – someone in my household	13%	59%	0%
No	78%	0%	100%

Born in Canada			
	All Calgarians	Disability in household	No disability in household
Yes	67%	78%	64%
No	33%	22%	36%

Date of arrival in Canada			
Base: Not born in Canada (n=755; n=122; n=629)			
	All Calgarians	Disability in household	No disability in household
Within the past 5 years	26%	12%	28%
More than 5 years ago	74%	88%	72%

Racialized			
	All Calgarians	Disability in household	No disability in household
Yes	29%	22%	31%
No	70%	77%	68%
Prefer to self-describe	1%	1%	1%

Base: Valid respondents (bases vary)

<sup>^</sup> Multiple responses allowed



# Contact

Krista Ring  
Manager of Web, Research & Projects  
The City of Calgary  
403-268-9963 | 403-988-9425  
[Krista.Ring@Calgary.ca](mailto:Krista.Ring@Calgary.ca)