



Calgary



# Equity-Deserving Communities Racialized Calgarians

Analysis of 2022 Fall Survey of Calgarians Data  
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# Background and Methodology

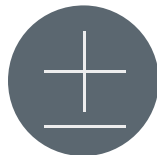


**Telephone survey conducted** with a randomly-selected sample of 2,501 Calgarians aged 18 years and older between August 15th and September 2nd, 2022.

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



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



The margin of error (MOE) for the total sample of 2,501 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the Racialized Calgarians sub-group of 582 is  $\pm 4.1$  percentage points, 19 times out of 20, and the margin of error for the Non-Racialized Calgarians sub-group of 1,182 is  $\pm 2.3$  percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.



Not all questions asked within the Fall Survey of Calgarians are represented within this report. Results are compared between Racialized Calgarians and Non-Racialized Calgarians. Statistically significant differences are noted throughout the report:

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

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

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

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

## Gender:

- Male
- **Female**

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

## Age:

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

Note: self reported.

## 2SLGBTQIA+:

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

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

## Household Income:

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

Note: self-reported pre-tax annual household income

## Disability:

- **Yes**
- No

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

## Racialized People:

- **Yes**
- No

Note: self-reported racialized status.

## Born in Canada:

- Born in Canada
- **Born outside Canada**

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

## Indigenous:

- **Indigenous**
- Non-Indigenous

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





## Key Findings



# Key Findings: Racialized Calgarians

## **Quality of life ratings are consistent between Racialized and Non-Racialized Calgarians.**

- About four-in-five of all Calgarians (80%) rate the overall quality of life in Calgary today as 'good' with no significant difference between Racialized Calgarians (80%) or Non-Racialized Calgarians (81%).
- However, Racialized Calgarians are much more likely than Non-Racialized Calgarians to agree Calgary is on the right track to be a better city 10 years from now (81% vs. 74%).

## **Racialized Calgarians are more likely to agree The City delivers programs and services that remove barriers for those who need it most when compared to Non-Racialized Calgarians.**

- Racialized Calgarians are significantly more likely than Non-Racialized Calgarians to agree The City delivers programs and services that remove barriers to participation for Calgarians who need it the most (59% vs. 50%).
- Although there is no significant difference in agreement that The City fosters a city that is inclusive and accepting of all between Racialized Calgarians (73%) and Non-Racialized Calgarians (70%), Racialized Calgarians are more likely to 'completely agree' (17% vs. 12%).

## **Racialized Calgarians have a much more positive view of citizen input opportunities in comparison with Non-Racialized Calgarians.**

- Racialized Calgarians are more likely than Non-Racialized Calgarians to agree The City allows citizens to have meaningful input into decision-making (65% vs. 57%) and are less likely to disagree (35% vs. 43%).
- Racialized Calgarians are also more likely to agree they are confident The City is working to improve how it includes citizen input into important decisions (70% vs. 65%) and are more likely to disagree (30% vs. 35%).
- Similarly, Racialized Calgarians are much more likely than Non-Racialized Calgarians to agree The City uses input from Calgarians in decision-making about City projects and services (68% vs. 61%) and are much less likely to disagree (32% vs. 39%).

## **Both Racialized Calgarians and Non-Racialized Calgarians trust The City at about the same rate**

- Slightly under half of all Calgarians (49%) indicate they trust The City, (47% Racialized Calgarians vs. 50% Non-Racialized Calgarians).

# Key Findings: Racialized Calgarians

**When compared to Non-Racialized Calgarians, Racialized Calgarians have a higher rate of satisfaction with City Council but are satisfied with The City as a whole and Administration about equally.**

- Racialized Calgarians are more likely to be satisfied with Calgary's City Council when compared to Non-Racialized Calgarians (71% vs. 59%) and are less likely to be dissatisfied (29% vs. 41%).
- However, there is no significant difference between Racialized Calgarians and Non-Racialized Calgarians in satisfaction with The City as a whole (74% vs. 70%) or City Administration (79% vs. 78%).

**Racialized Calgarians are more satisfied with The City's performance to protect the environment when compared with Non-Racialized Calgarians and are also more concerned about climate change.**

- Racialized Calgarians are significantly more likely than Non-Racialized Calgarians to be satisfied with The City's performance to protect the environment (82% vs. 77%) and are similarly less likely to be dissatisfied (18% vs. 23%).
- In comparison with Non-Racialized Calgarians, Racialized Calgarians are more likely to agree we need to act now to address climate change (74% vs. 61%) and are less likely to disagree (13% vs. 23%). They are also much more likely to 'completely agree' (35% vs. 30%) and less likely to 'completely disagree' (6% vs. 11%).
- Additionally, although Racialized Calgarians and Non-Racialized Calgarians agree The City has programs and services aimed at helping Calgarians reduce their environmental impact at about the same rate (55% vs. 50%), Racialized Calgarians are more likely to 'completely agree' (9% vs. 5%).

**Although Racialized Calgarians agree The City is doing a good job working to build meaningful relationships with Indigenous partners at a lower rate than Non-Racialized Calgarians, agreement with the remaining council priorities are about equal between groups.**

- Racialized Calgarians are significantly less likely than Non-Racialized Calgarians to agree The City is doing a good job working to build meaningful relationships with Indigenous partners (79% vs. 83%) and are significantly more likely to disagree (21% vs. 17%).
- Racialized Calgarians and Non-Racialized Calgarians agree that The City is doing a good job working with Indigenous communities when discussing downtown revitalization (72% vs. 71%), working with other levels of government to address social issues such as mental health (66% vs. 63%), and working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (90% vs. 89%) about equally.

# Key Findings: Racialized Calgarians

## **Overall, satisfaction with City programs and services is fairly even between Racialized Calgarians and Non-Racialized Calgarians.**

- Satisfaction with the overall level and quality of services and programs provided by The City is consistent between Racialized Calgarians and Non-Racialized Calgarians (66% vs. 67%). However, Racialized Calgarians are more likely to be 'very satisfied' (9% vs. 5%).
- Overall, most services do not have any statistical variation in satisfaction between Racialized Calgarians and Non-Racialized Calgarians.
- Racialized Calgarians are more likely than Non-Racialized Calgarians to be satisfied with city growth management (78% vs. 70%) and downtown revitalization (74% vs. 66%). Conversely, Racialized Calgarians are less likely than Non-Racialized Calgarians to be satisfied with road maintenance (64% vs. 71%).

## **Although satisfaction with services is about equal, Racialized Calgarians are more likely to want The City to 'invest more' in a large number of services.**

- In comparison with Non-Racialized Calgarians, Racialized Calgarians are more likely to want The City to 'invest more' in the following services, social programs (75% vs. 68%), road maintenance (64% vs. 51%), snow removal (60% vs. 52%), transportation planning (56% vs. 46%), city operated roads and infrastructure (54% vs. 44%), downtown revitalization (54% vs. 44%), community services (47% vs. 39%), land use planning (47% vs. 33%), city growth management (46% vs. 33%), 311 (44% vs. 27%), quality of drinking water (44% vs. 26%), disaster planning and response (42% vs. 30%), development and building inspections and permits (38% vs. 28%), protection from river flooding (37% vs. 27%), support for arts and culture (34% vs. 27%), on-street bikeways (32% vs. 24%), the City of Calgary website (34% vs. 22%), business licenses and inspections (30% vs. 23%), residential garbage collection (27% vs. 19%), property tax assessment (31% vs. 17%), residential Blue Cart recycling (24% vs. 17%), and residential Green Cart service (18% vs. 13%).
- Similarly, Racialized Calgarians are less likely than Non-Racialized Calgarians to indicate the City should 'invest less' in on-street bikeways (27% vs. 37%), city growth management (7% vs. 16%), protection from river flooding (5% vs. 9%), city land use planning (4% vs. 9%), and traffic flow management (1% vs. 7%) and more likely to want to 'invest less' in City operated recreation facilities (9% vs. 5%)





## Detailed Findings





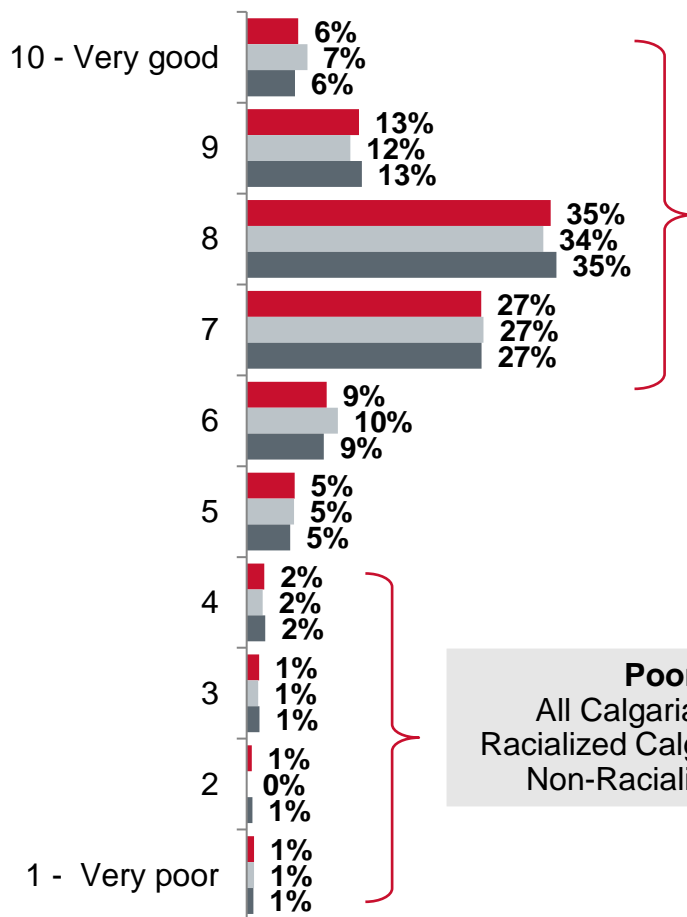
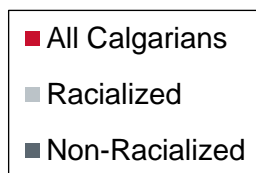
## Quality of Life



# Overall Quality of Life: Racialized Calgarians

Overall quality of life is consistent across all Calgarians with about four-in-five (80%) reporting a 'good' quality of life in Calgary (80% Racialized Calgarians vs. 81% Non-Racialized Calgarians).

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



**Good:**  
All Calgarians, 80%\*  
Racialized Calgarians, 80%  
Non-Racialized, 81%

**Poor:**  
All Calgarians, 5%  
Racialized Calgarians, 4%  
Non-Racialized, 5%

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

Base: Valid respondents (All Calgarians, n=2,499; Racialized Calgarians, n=582; Non-racialized, n=1,812)

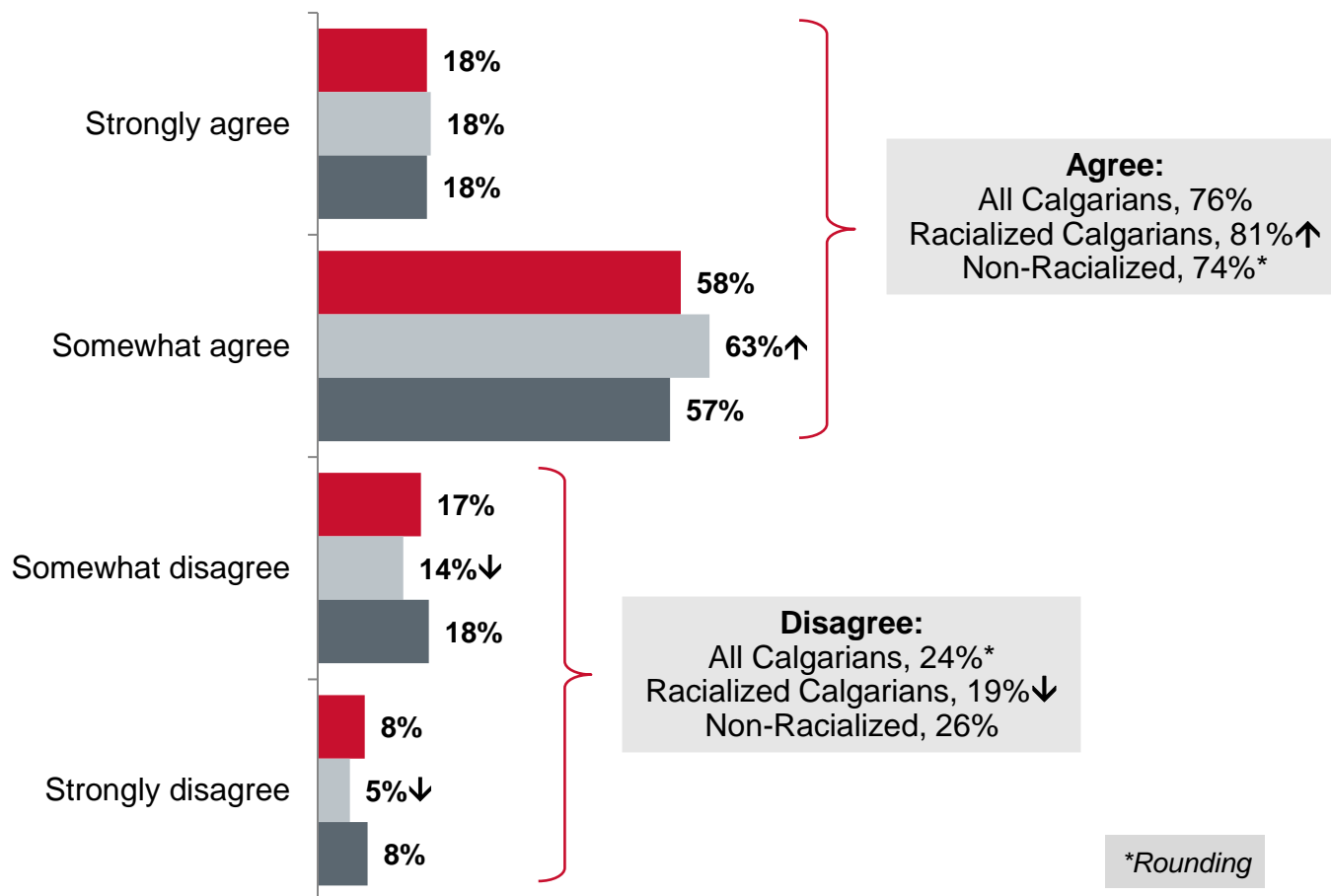
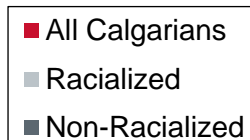
\*Rounding



# Calgary – Right Track to Being a Better City: Racialized Calgarians

Racialized Calgarians agree that Calgary is on the right track to be a better city 10 years from now at a higher rate than Non-Racialized Calgarians (81% vs. 74%).

“Calgary is on the right track to be a better city 10 years from now.”



There are a wide array of challenges facing the city of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.  
Base: Valid respondents (All Calgarians, n=2,488; Racialized Calgarians, n=578; Non-racialized, n=1,805)



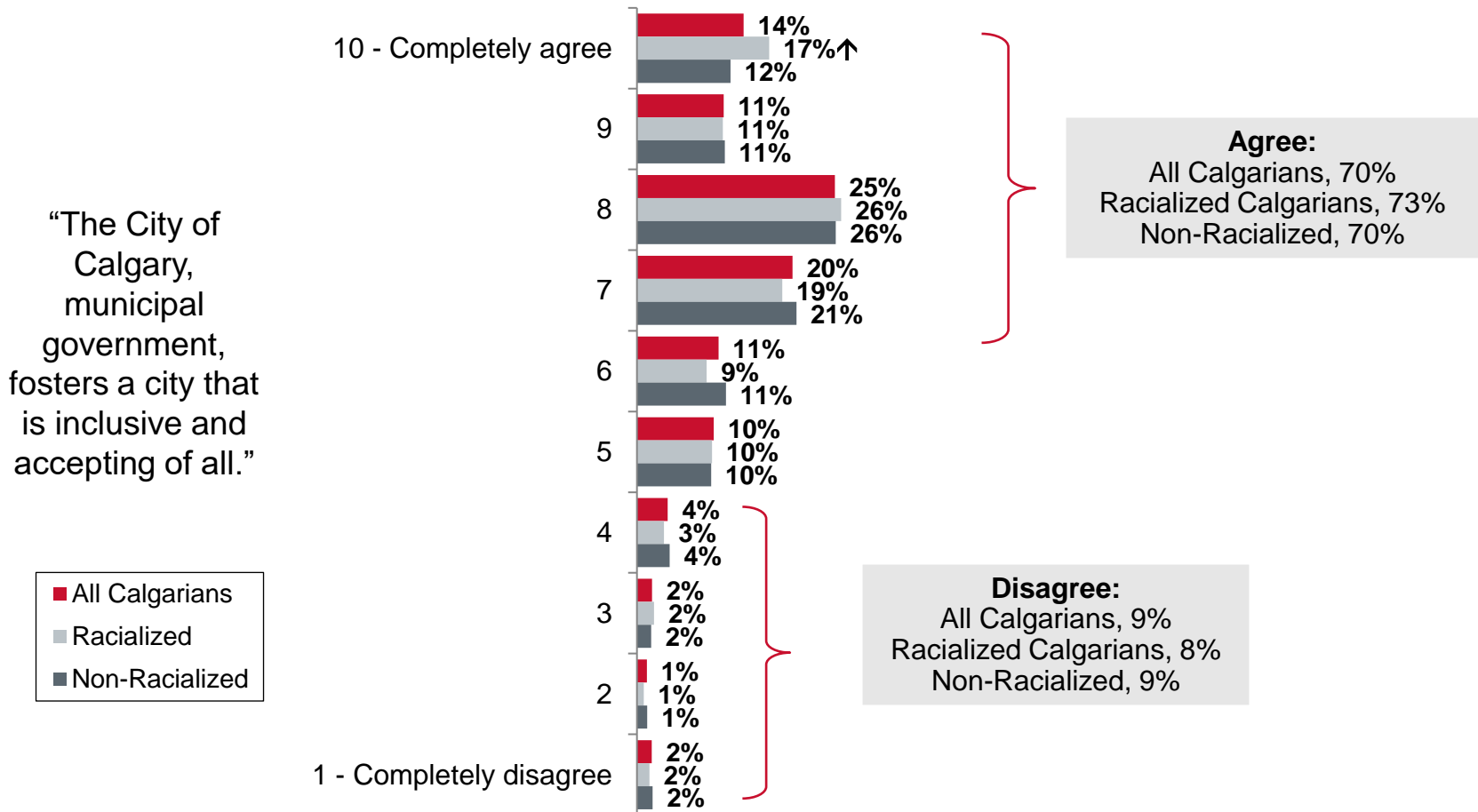


## Inclusivity



# Perceptions of Inclusion: Racialized Calgarians

There is no significant difference in agreement that The City fosters a city that is inclusive and accepting of all between Racialized Calgarians (73%) and Non-Racialized Calgarians (70%). However, Racialized Calgarians are more likely to ‘completely agree’ (17% vs. 12%).



Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.  
Base: Valid respondents (All Calgarians, n=2,477; Racialized Calgarians, n=575; Non-racialized, n=1,798)

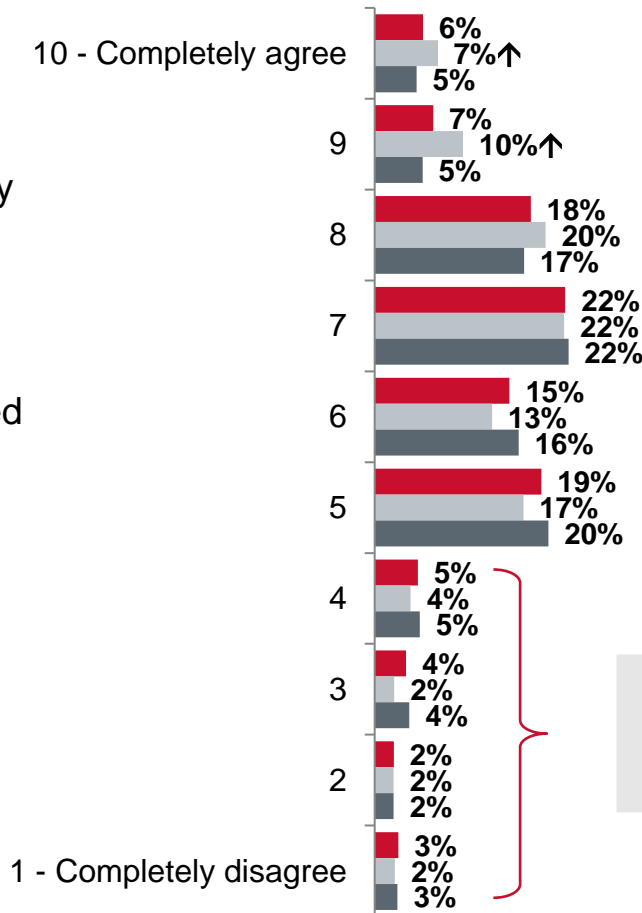
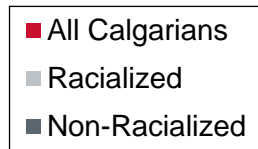
\*Rounding



# Perceptions of Removing Barriers: Racialized Calgarians

Racialized Calgarians are significantly more likely than Non-Racialized Calgarians to agree The City delivers programs and services that remove barriers to participation for Calgarians who need it the most (59% vs. 50%).

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



**Agree:**  
All Calgarians, 52%\*  
Racialized Calgarians, 59%↑  
Non-Racialized, 50%\*

**Disagree:**  
All Calgarians, 13%\*  
Racialized Calgarians, 11%\*  
Non-Racialized, 14%

Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.  
Base: Valid respondents (All Calgarians, n=2,417; Racialized Calgarians, n=565; Non-racialized, n=1,753)

\*Rounding





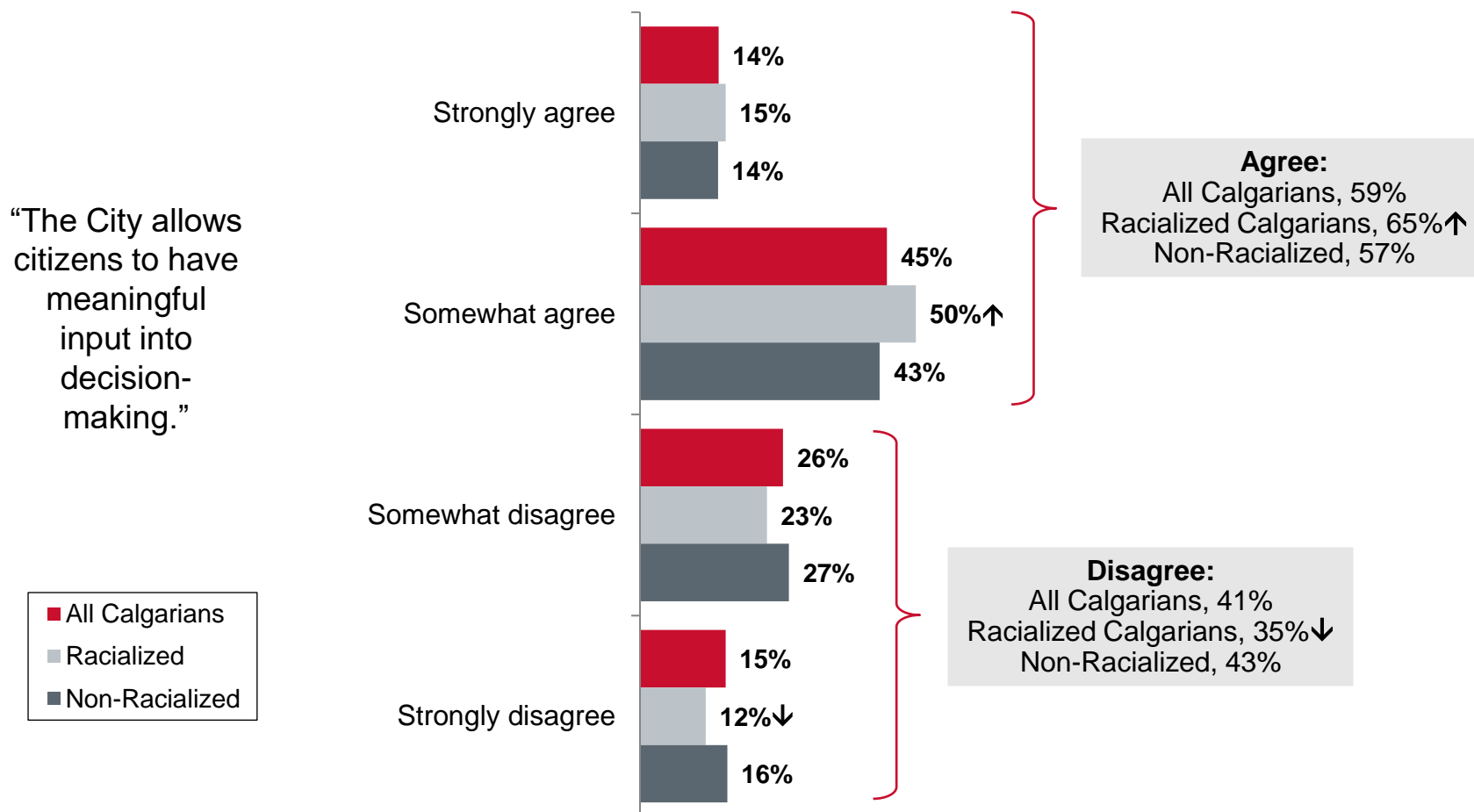
## Citizen Input





# Perceptions of Citizen Input – Opportunities: Racialized Calgarians

Racialized Calgarians are more likely than Non-Racialized Calgarians to report The City allows citizens to have meaningful input into decision-making (65% vs. 57%) and are significantly less likely to disagree (35% vs. 43%).

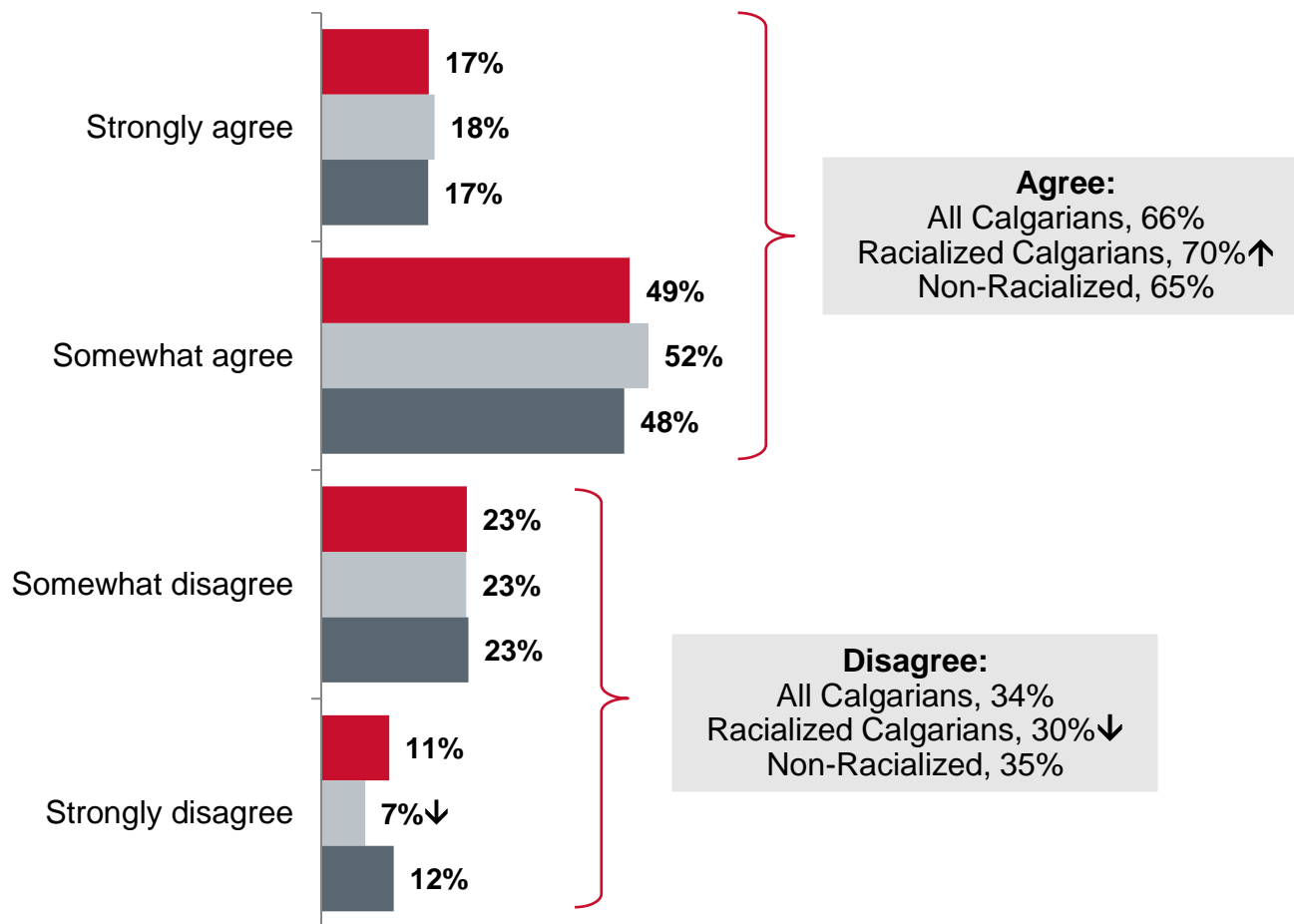
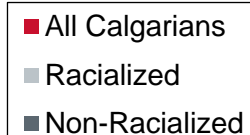


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.  
Base: Valid respondents (All Calgarians, n=2,466; Racialized Calgarians, n=575; Non-racialized, n=1,790)

# Perceptions of Citizen Input – Improvement: Racialized Calgarians

In comparison with Non-Racialized Calgarians, Racialized Calgarians are more likely to agree they are confident The City is working to improve how it includes citizen input into important decisions (70% vs. 65%) and are less likely to disagree (30% vs. 35%).

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



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

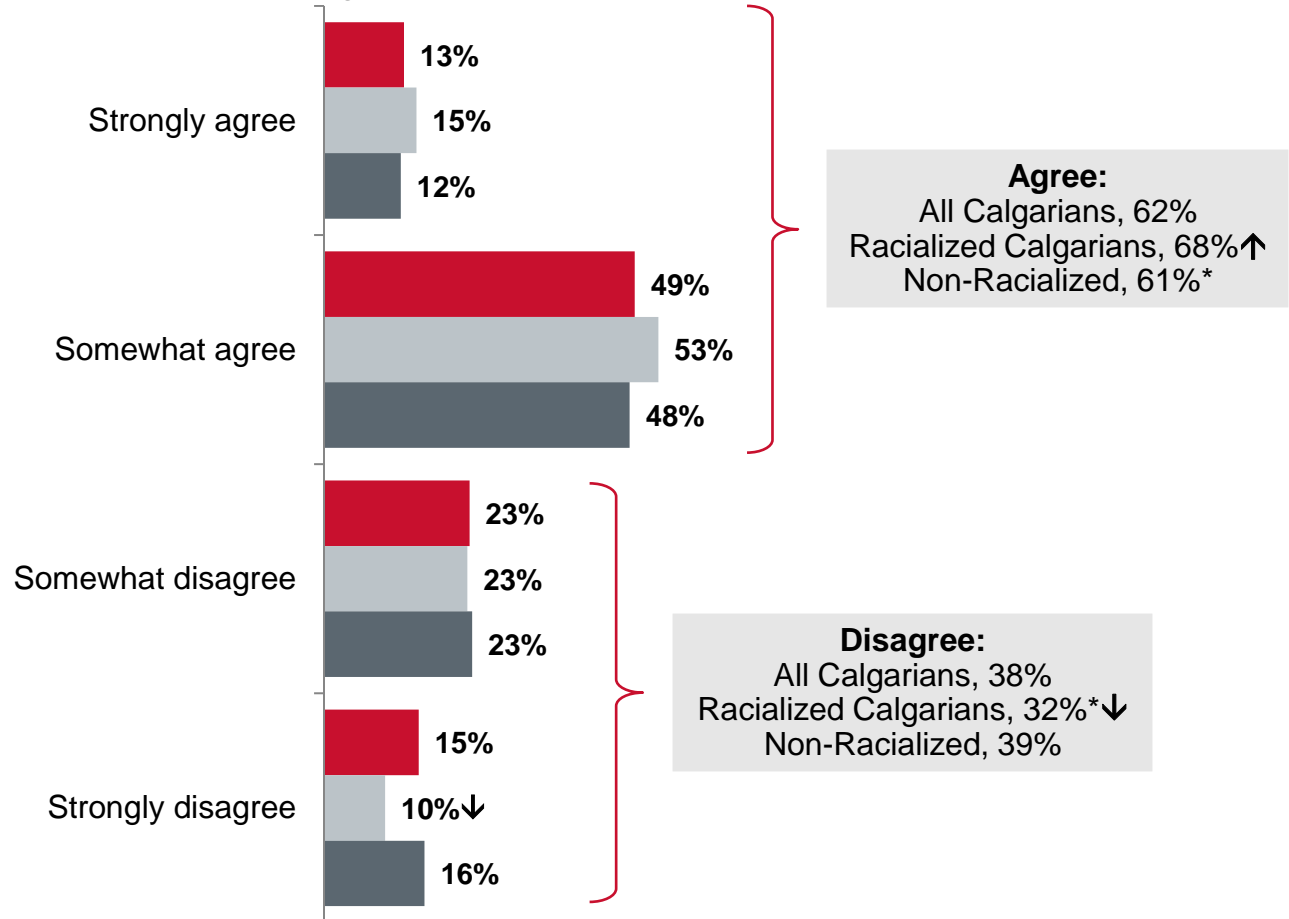
Base: Valid respondents (All Calgarians, n=2,487; Racialized Calgarians, n=581; Non-racialized, n=1,802)

# Perceptions of Use of Citizen Input: Racialized Calgarians

Racialized Calgarians are much more likely than Non-Racialized Calgarians to agree The City uses input from Calgarians in decision-making about City projects and services (68% vs. 61%) and are much less likely to disagree (32% vs. 39%).

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

■ All Calgarians  
■ Racialized  
■ Non-Racialized



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.  
Base: Valid respondents (All Calgarians, n=2,454; Racialized Calgarians, n=574; Non-racialized, n=1,779)

\*Rounding



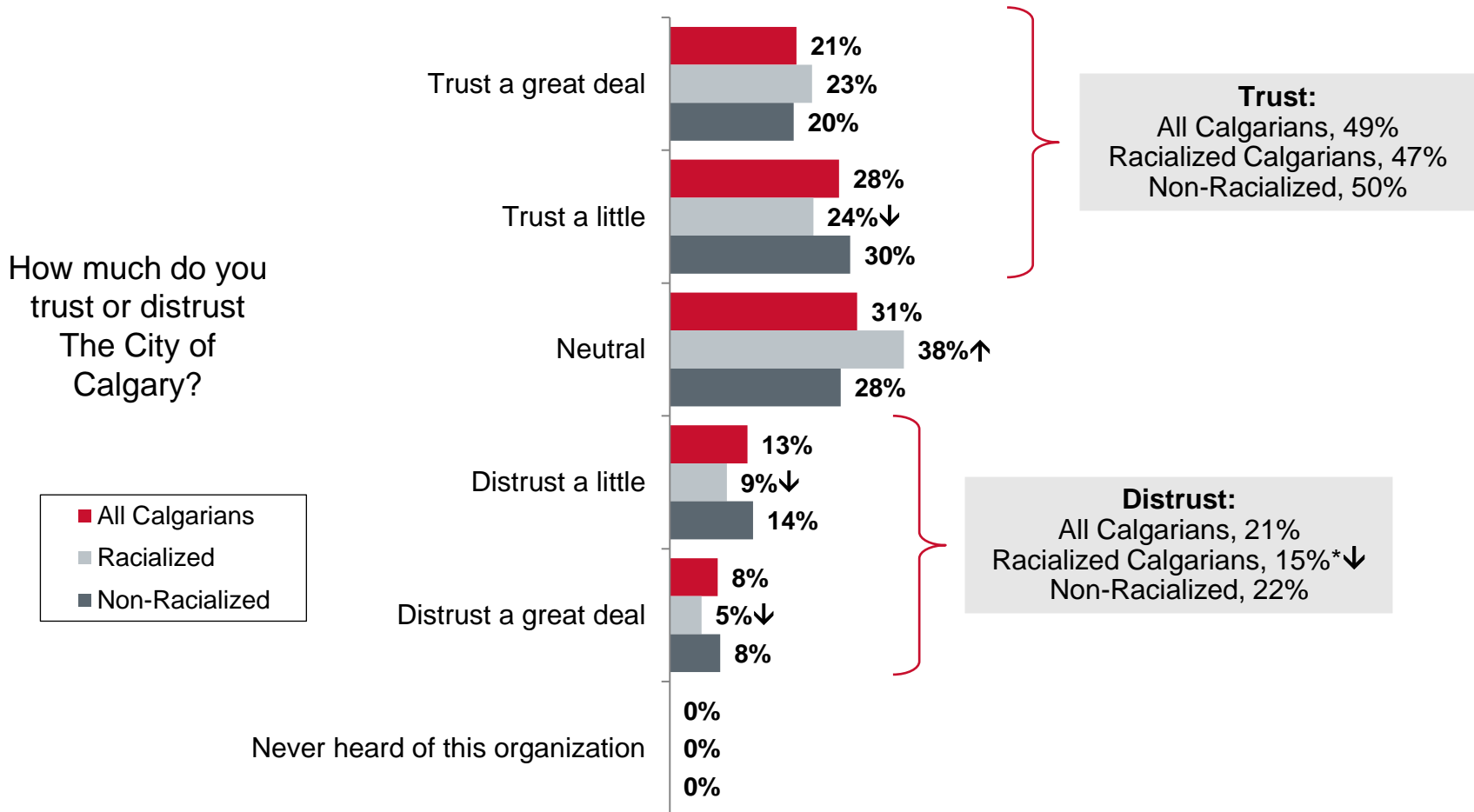
## City Reputation and Performance





# Trust in The City: Racialized Calgarians

Both Racialized Calgarians and Non-Racialized Calgarians trust The City at about the same rate (47% vs. 50%). However, Racialized Calgarians are less likely to indicate they distrust The City (15% vs. 22%).



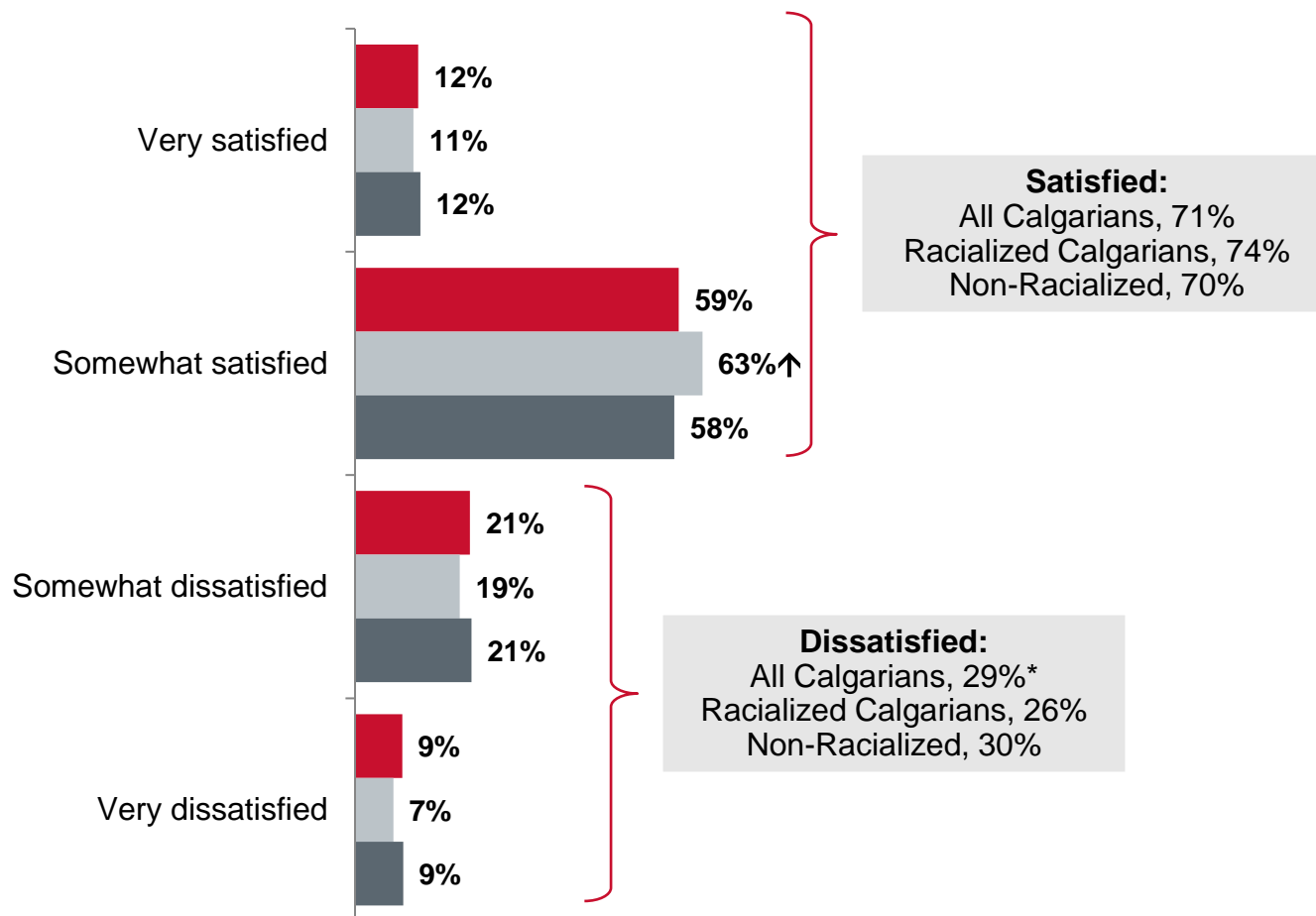
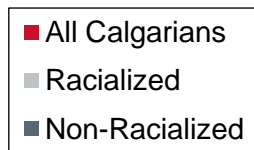
Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?  
Base: Valid respondents (All Calgarians, n=2,494; Racialized Calgarians, n=582; Non-racialized, n=1,808)

\*Rounding

# Perceptions About City Performance: Racialized Calgarians

Satisfaction with The City of Calgary, including Council and City Administration as a whole is consistent across both Racialized (74%) and Non-Racialized Calgarians (70%).

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



Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents (All Calgarians, n=2,497; Racialized Calgarians, n=583; Non-racialized, n=1,810)

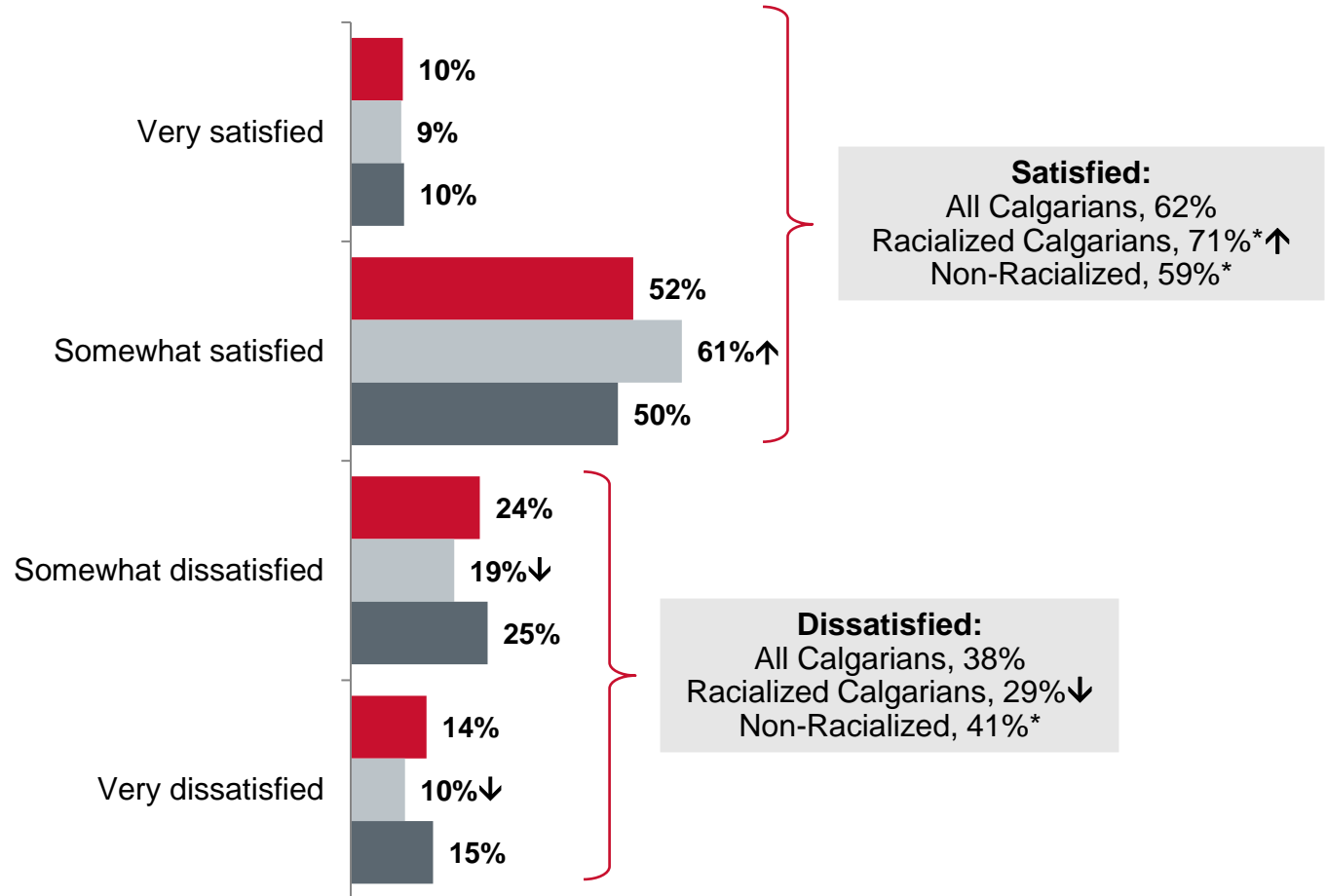
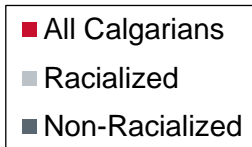
\*Rounding



# Perceptions About City Performance: Racialized Calgarians (cont.)

Racialized Calgarians are more likely to be satisfied with Calgary's City Council when compared to Non-Racialized Calgarians (71% vs. 59%) and are less likely to be dissatisfied (29% vs. 41%).

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



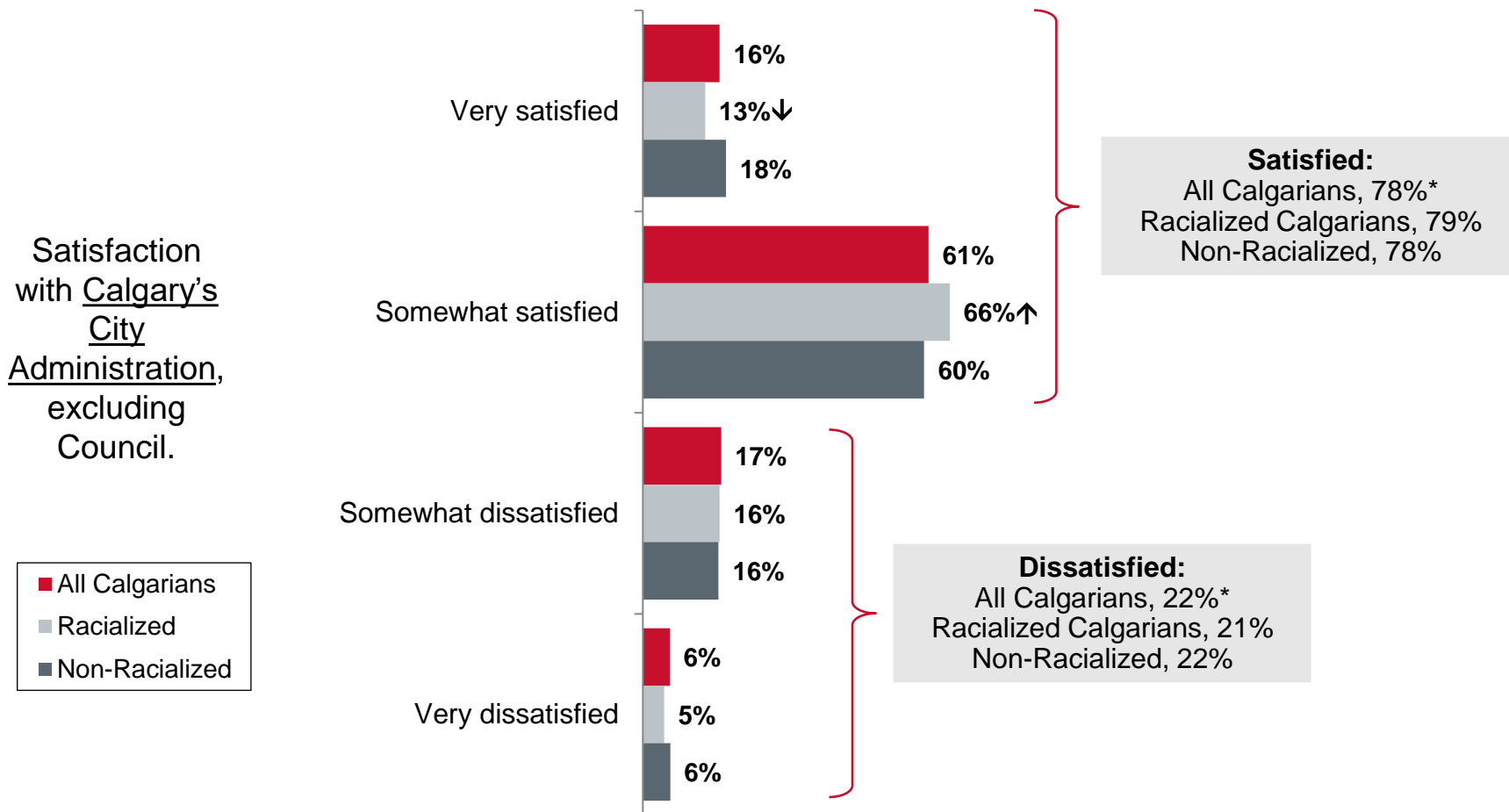
Thinking about Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,478; Racialized Calgarians, n=578; Non-racialized, n=1,799)

\*Rounding

# Perceptions About City Performance: Racialized Calgarians (cont.)

There is no significant difference in satisfaction with Administration between Racialized Calgarians (79%) and Non-Racialized Calgarians (78%). However, Racialized Calgarians are less likely to be 'very satisfied' (13% vs. 18%).



Thinking about Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?

Base: Valid respondents (All Calgarians, n=2,481; Racialized Calgarians, n=580; Non-racialized, n=1,798)

\*Rounding





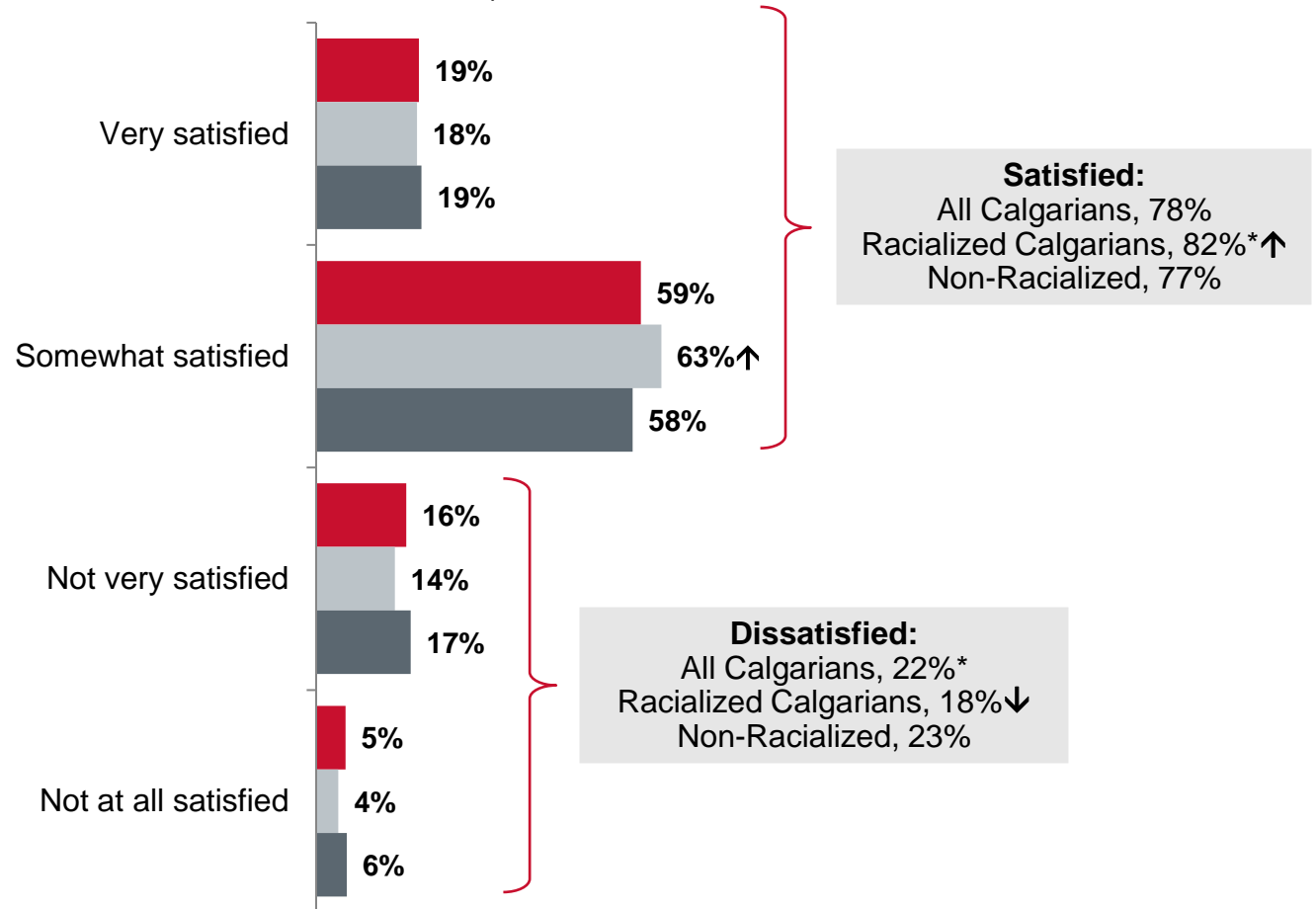
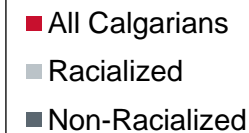
## The Environment



# Perceptions About Environment: Racialized Calgarians

Racialized Calgarians are significantly more likely than Non-Racialized Calgarians to be satisfied with The City's performance to protect the environment (82% vs. 77%) and are less likely to be dissatisfied (18% vs. 23%).

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



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

Base: Valid respondents (All Calgarians, n=2,463; Racialized Calgarians, n=576; Non-racialized, n=1,789)

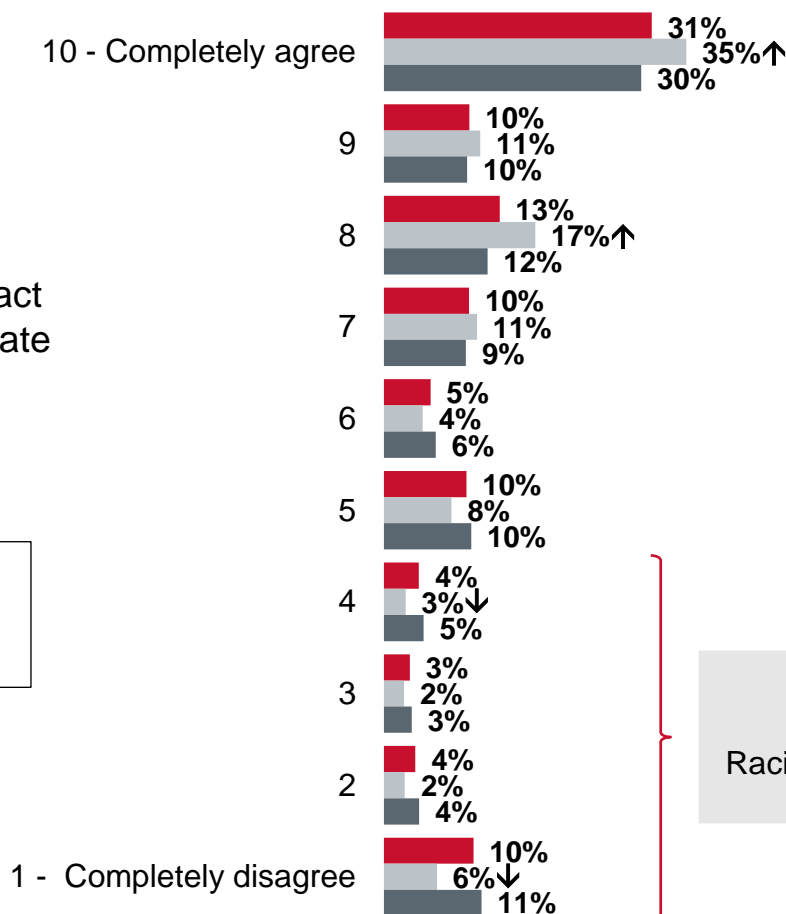
\*Rounding

# We Need to Act Now to Address Climate Change: Racialized Calgarians

In comparison with Non-Racialized Calgarians, Racialized Calgarians are more likely to agree we need to act now to address climate change (74% vs. 61%) and are less likely to disagree (13% vs. 23%). They are also much more likely to 'completely agree' (35% vs. 30%) and less likely to 'completely disagree' (6% vs. 11%).

"I think we need to act now to address climate change."

■ All Calgarians  
■ Racialized Calgarians  
■ Non-Racialized



## Agree:

All Calgarians, 64%  
Racialized Calgarians, 74%↑  
Non-Racialized, 61%

## Disagree:

All Calgarians, 21%  
Racialized Calgarians, 13%↓  
Non-Racialized, 23%

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

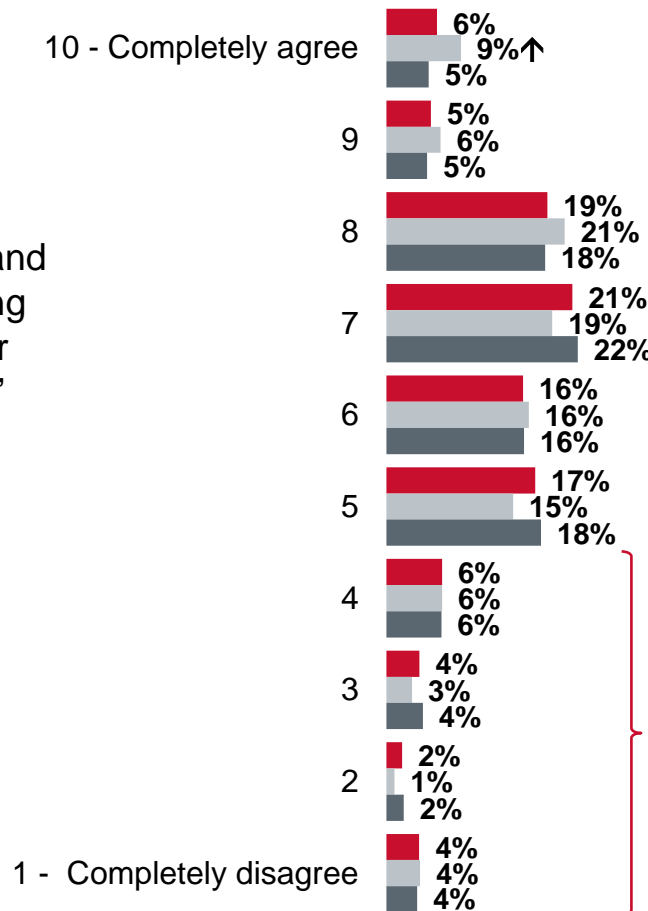
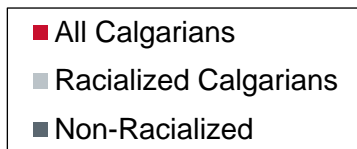
Base: Valid respondents (All Calgarians, n=2,493; Racialized Calgarians, n=581; Non-racialized, n=1,812)



# Programs and Services to Reduce Environmental Impact: Racialized Calgarians

Although Racialized Calgarians and Non-Racialized Calgarians agree The City has programs and services aimed at helping Calgarians reduce their environmental impact at about the same rate (55% vs. 50%), Racialized Calgarians are more likely to ‘completely agree’ (9% vs. 5%).

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



**Agree:**  
All Calgarians, 51%  
Racialized Calgarians, 55%  
Non-Racialized, 50%



**Disagree:**  
All Calgarians, 16%  
Racialized Calgarians, 14%  
Non-Racialized, 16%

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

Base: Valid respondents (All Calgarians, n=2,453; Racialized Calgarians, n=567; Non-racialized, n=1,786)





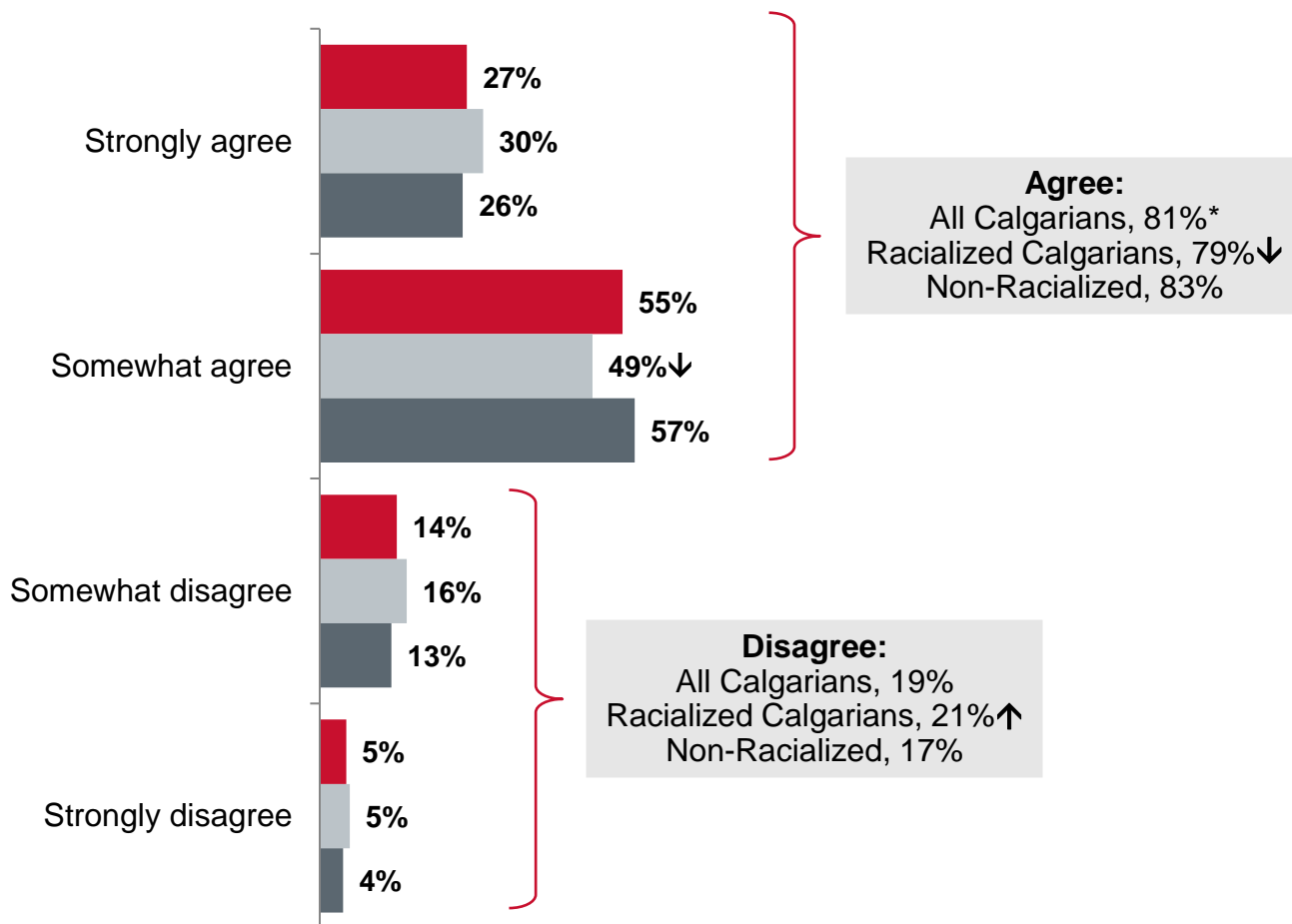
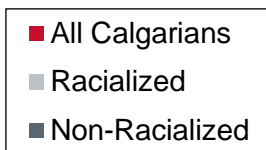
## Council Focus Areas



# Indigenous Relations: Racialized Calgarians

Racialized Calgarians are significantly less likely than Non-Racialized Calgarians to agree The City is doing a good job working to build meaningful relationships with Indigenous partners (79% vs. 83%) and are significantly more likely to disagree (21% vs. 17%).

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



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

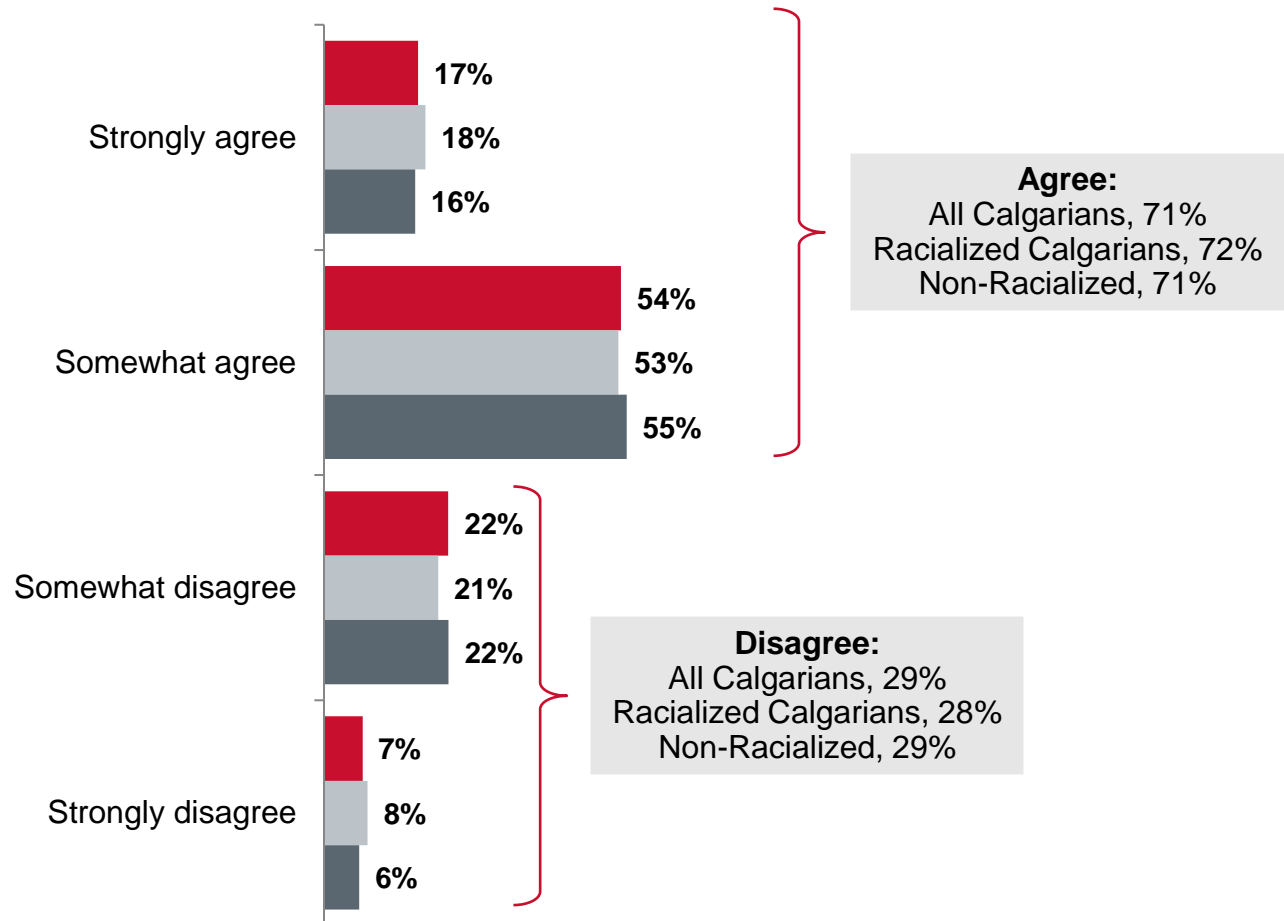
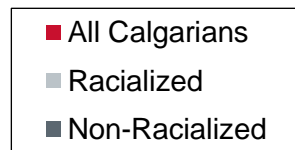
Base: Valid respondents (All Calgarians, n=2,421; Racialized Calgarians, n=566; Non-racialized, n=1,757)

\*Rounding

# Indigenous Communities and Downtown Revitalization: Racialized Calgarians

About seven-in-ten (71%) Calgarians, regardless of Racialized status, agree The City is doing a good job working with local Indigenous communities when discussing downtown revitalization (72% Racialized Calgarians vs. 71% Non-Racialized Calgarians).

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



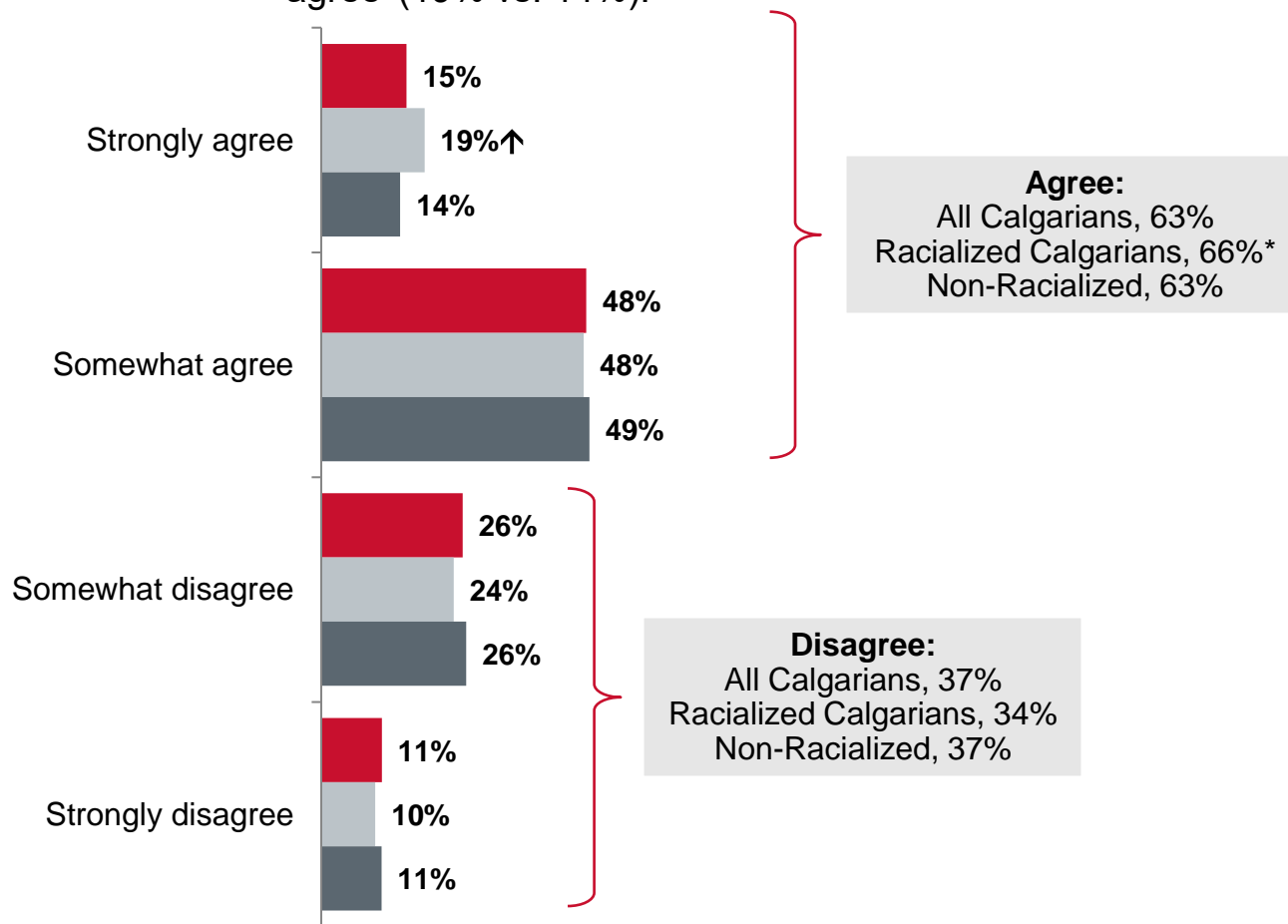
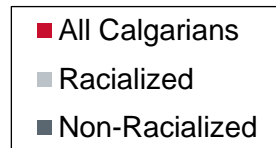
Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?

Base: Valid respondents (All Calgarians, n=2,286; Racialized Calgarians, n=541; Non-racialized, n=1,654)

# Working with Government to Address Social Issues: Racialized Calgarians

About two-thirds (63%) of Calgarians agree The City is doing a good job working with other levels of government to address social issues such as mental health, with no significant differences between Racialized Calgarians (66%) and Non-Racialized Calgarians (63%). Racialized Calgarians are more likely to 'strongly agree' (19% vs. 14%).

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



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

Base: Valid respondents (All Calgarians, n=2,442; Racialized Calgarians, n=576; Non-racialized, n=1,771)

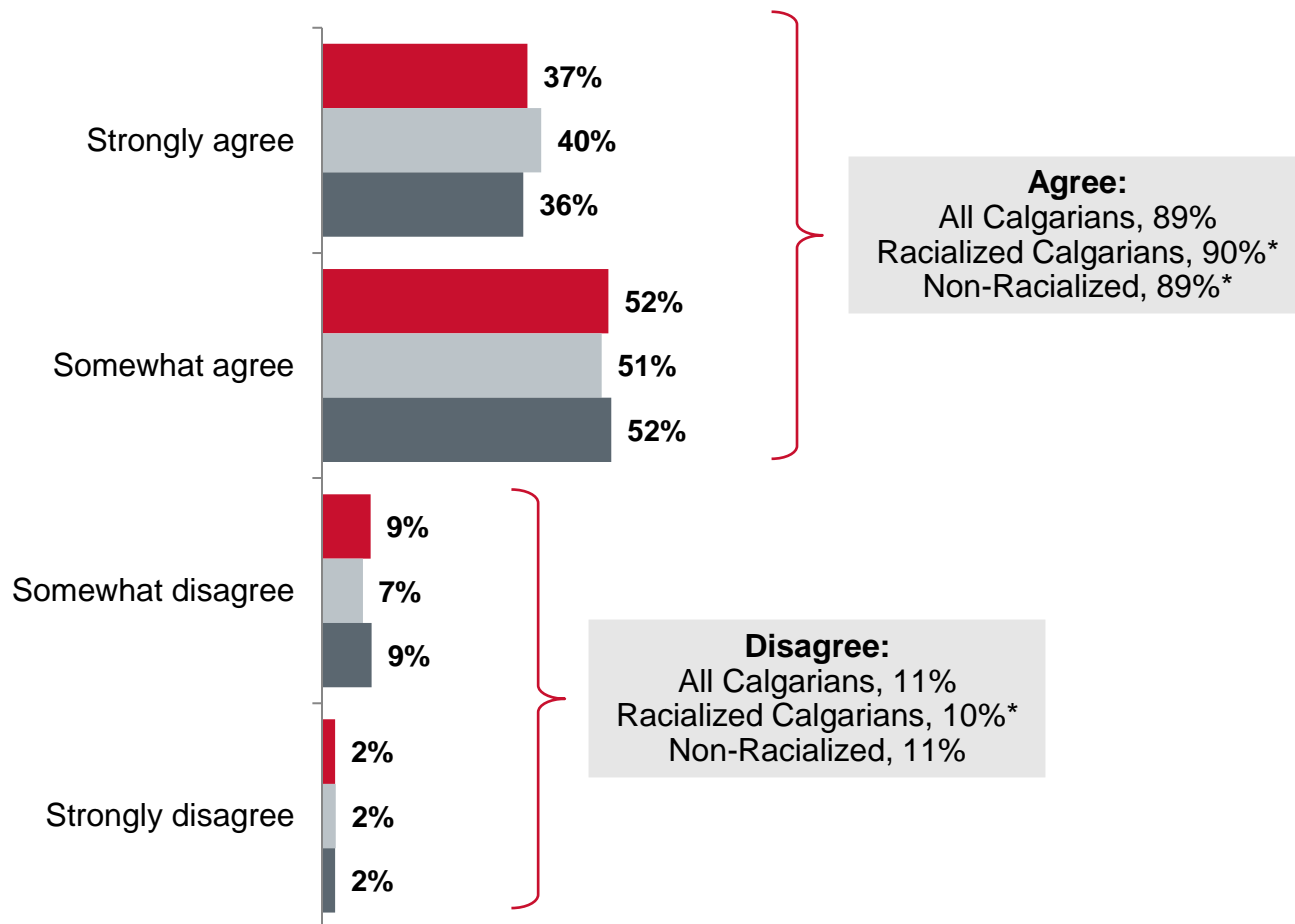
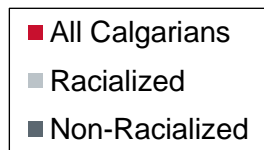
\*Rounding



# Celebrating Culture, History, and Diversity: Racialized Calgarians

A majority of Calgarians, regardless of Racialized status, agree The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (90% Racialized Calgarians vs. 89% Non-Racialized Calgarians).

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



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

Base: Valid respondents (All Calgarians, n=2,488; Racialized Calgarians, n=581; Non-racialized, n=1,806)

\*Rounding



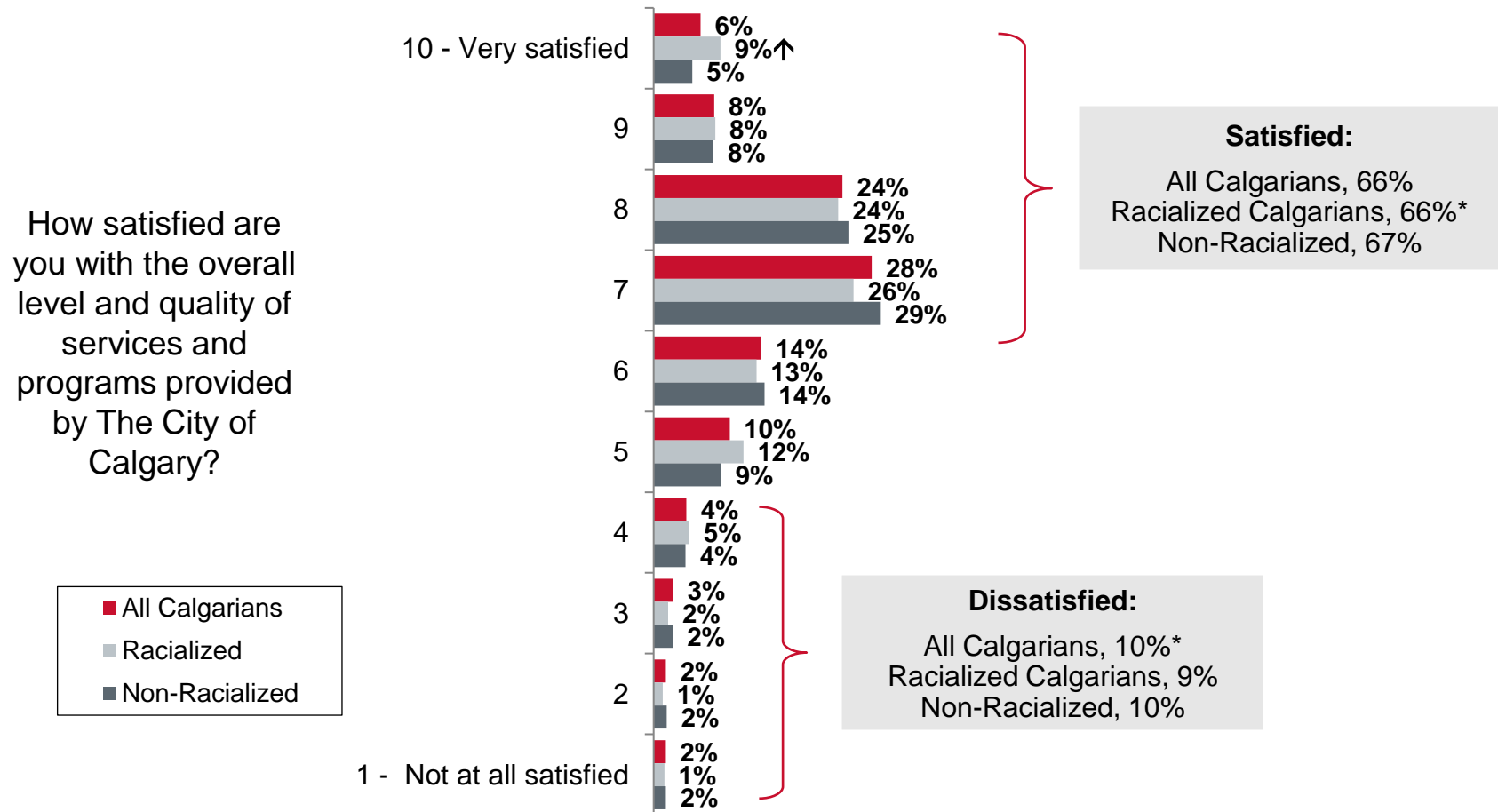
## Service Equity





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

Overall satisfaction with the level and quality of services and programs provided by The City is consistent across Calgarians with two-thirds (66%) indicating satisfaction (66% Racialized Calgarians vs. 67% Non-Racialized Calgarians). Racialized Calgarians are more likely to be 'very satisfied' (9% vs. 5%).



On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?  
Base: Valid respondents (All Calgarians, n=2,489; Racialized Calgarians, n=579; Non-racialized, n=1,806)

\*Rounding

# Satisfaction with City Programs and Services: Racialized Calgarians

Overall, there are a large number of services that do not have any statistical variation in satisfaction between Racialized and Non-Racialized Calgarians.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized	Non-Racialized
Calgary Fire Department	98%	98%	97%
Calgary's pathway system	93%	92%	94%
Protection from river flooding	93%	93%	94%
Disaster planning and response	93%	90%	94%
Residential Blue Cart recycling	93%	94%	93%
The quality of drinking water	93%	91%	93%
Calgary's parks, playgrounds and other open spaces	93%	92%	93%
Residential Green Cart service	92%	94%	91%
Animal control services for stray animals and pet licensing	91%	89%	92%
Spring road cleaning	90%	89%	91%
Residential garbage collection service	90%	88%	90%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	89%	89%	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



# Satisfaction with City Programs and Services: Racialized Calgarians

Many services see about equal satisfaction between Racialized and Non-Racialized Calgarians.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized	Non-Racialized
311 service	89%	87%	90%
Business licenses and inspections	88%	91%	87%
Support for arts and culture including festivals	87%	88%	87%
Community services such as support for community associations and not for profit groups	87%	87%	87%
City operated recreation PROGRAMS such as swimming lessons	87%	86%	87%
City operated roads and infrastructure	85%	85%	84%
Bylaw services for things such as noise complaints, fire pits and weeds	84%	86%	84%
Development and building inspections and permits	83%	84%	83%
Calgary Police Service	82%	84%	82%
911	82%	85%	81%
City of Calgary website	82%	82%	82%
Social programs for individuals such as seniors or youth	80%	80%	81%

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: Racialized Calgarians

However, Racialized Calgarians are more likely than Non-Racialized Calgarians to be satisfied with city growth management (78% vs. 70%) and downtown revitalization (74% vs. 66) and are less likely to be satisfied with road maintenance (64% vs. 71%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized	Non-Racialized
Transportation planning	80%	82%	79%
Traffic flow management	75%	78%	74%
Snow removal	74%	73%	75%
City land use planning	74%	77%	73%
Property tax assessment	73%	69%	75%
Calgary Transit including bus and CTrain service	72%	73%	71%
City growth management	72%	78%↑	70%↓
Road maintenance including pothole repairs	70%	64%↓	71%↑
Downtown revitalization	67%	74%↑	66%↓
On-street bikeways	66%	71%	64%
Affordable housing for low-income families	54%	60%	53%

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

Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup

# Invest More: Racialized Calgarians

Although there is not a large difference in satisfaction, Racialized Calgarians are more likely than Non-Racialized Calgarians to indicate The City should ‘invest more’ in a number of services, including social programs (75% vs. 68%), road maintenance (64% vs. 51%), and snow removal (60% vs. 52%).

	Total	Racialized	Non-Racialized
Affordable housing for low-income families	74%	74%	74%
Social programs for individuals such as seniors or youth	70%	75%↑	68%↓
Calgary Transit including bus and CTrain service	61%	65%	60%
911	59%	59%	59%
Snow removal	55%	60%↑	52%↓
Road maintenance including pothole repairs	55%	64%↑	51%↓
Calgary Police Service	53%	52%	53%
Transportation planning	49%	56%↑	46%↓
City operated roads and infrastructure	47%	54%↑	44%↓
Downtown revitalization	47%	54%↑	44%↓
Calgary's parks, playgrounds and other open spaces	47%	50%	46%
Traffic flow management	46%	50%	45%

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

↑/↓ Statistically higher/lower than comparable subgroup

# Invest More: Racialized Calgarians

Racialized Calgarians are also more likely to want The City to ‘invest more’ in community services (47% vs. 39%), city land use planning (47% vs. 33%), city growth management (46% vs. 33%), and disaster planning and response (42% vs. 30%), among others.

	Total	Racialized	Non-Racialized
Calgary Fire Department	44%	41%	46%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	43%	44%	43%
City operated recreation PROGRAMS such as swimming lessons	41%	45%	40%
Community services such as support for community associations and not for profit groups	41%	47%↑	39%↓
Calgary's pathway system	39%	38%	38%
City land use planning	37%	47%↑	33%↓
City growth management	37%	46%↑	33%↓
Disaster planning and response	33%	42%↑	30%↓
311 service	32%	44%↑	27%↓
The quality of drinking water	31%	44%↑	26%↓
Development and building inspections and permits	31%	38%↑	28%↓
Protection from river flooding	30%	37%↑	27%↓

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

↑/↓ Statistically higher/lower than comparable subgroup



# Invest More: Racialized Calgarians

Compared to Non-Racialized Calgarians, Racialized Calgarians are more likely to want The City to ‘invest more’ in residential garbage collection (27% vs. 19%), residential Blue Cart recycling (24% vs. 17%), and residential Green Cart service (18% vs. 13%), among others.

	Total	Racialized	Non-Racialized
Support for arts and culture including festivals	28%	34%↑	27%↓
On-street bikeways	26%	32%↑	24%↓
City of Calgary website	25%	34%↑	22%↓
Business licenses and inspections	25%	30%↑	23%↓
Bylaw services for things such as noise complaints, fire pits and weeds	23%	27%	22%
Residential garbage collection service	22%	27%↑	19%↓
Property tax assessment	21%	31%↑	17%↓
Spring road cleaning	21%	24%	20%
Residential Blue Cart recycling	19%	24%↑	17%↓
Animal control services for stray animals and pet licensing	17%	19%	16%
Residential Green Cart service	15%	18%↑	13%↓

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

↑/↓ Statistically higher/lower than comparable subgroup

# Invest Less: Racialized Calgarians

Conversely, there are a selection of services that Racialized Calgarians indicate The City should ‘invest less’ in at a lower rate than Non-Racialized Calgarians, including on-street bikeways (27% vs. 37%), city growth management (7% vs. 16%) and city land use planning (4% vs. 9%).

	Total	Racialized	Non-Racialized
On-street bikeways	35%	27%↓	37%↑
Downtown revitalization	15%	12%	15%
Property tax assessment	14%	12%	16%
Support for arts and culture including festivals	14%	11%	14%
City growth management	14%	7%↓	16%↑
Bylaw services for things such as noise complaints, fire pits and weeds	13%	10%	14%
Residential Green Cart service	12%	9%	13%
Calgary Police Service	10%	7%	11%
Animal control services for stray animals and pet licensing	9%	11%	8%
Residential Blue Cart recycling	8%	6%	9%
City land use planning	8%	4%↓	9%↑
Business licenses and inspections	8%	6%	8%

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

↑/↓ Statistically higher/lower than comparable subgroup

# Invest Less: Racialized Calgarians

Racialized Calgarians are less likely than Non-Racialized Calgarians to indicate The City should ‘invest less’ in protection from river flooding (5% vs. 9%) and traffic flow management (1% vs. 7%). However, they are more likely to want to ‘invest less’ in City operated recreation facilities (9% vs. 5%).

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

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

↑/↓ Statistically higher/lower than comparable subgroup

# Invest Less: Racialized Calgarians

There are also a large number of services that Racialized Calgarians and Non-Racialized Calgarians have no significant difference in the desire to 'invest less.'

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

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

Base: Bases vary



## Respondent Demographics





# Respondent Profile:

Age			
	Total	Racialized	Non-Racialized
18 to 24	11%	17%↑	9%
25 to 34	19%	27%↑	17%
35 to 44	18%	19%	18%
45 to 54	18%	16%	19%
55 to 64	13%	9%↓	14%
65 or older	21%	13%↓	23%
Mean	47.1	41.6↓	48.8

Gender			
	Total	Racialized	Non-Racialized
Female	50%	48%	52%
Male	49%	52%	48%
Prefer to self-describe	1%	0%	1%

Education			
	Total	Racialized	Non-Racialized
Did not complete high school or equivalent	2%	3%	2%
Completed high school or equivalent	18%	19%	17%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%	6%	8%
Completed a college or other non-university certificate or diploma	19%	17%	20%
Completed a university certificate, diploma or degree	53%	55%	52%

Household Size			
	Total	Racialized	Non-Racialized
1	16%	10%↓	17%
2	33%	23%↓	37%
3	18%	20%	17%
4	20%	22%	19%
5 or more	14%	24%↑	10%
Mean	2.9	3.4↑	2.8

Children & Seniors in Household			
	Total	Racialized	Non-Racialized
Yes – Children	34%	42%↑	31%
Yes – Seniors	31%	30%	30%

Type of Dwelling			
	Total	Racialized	Non-Racialized
Single-detached house	68%	68%	68%
Apartment or apartment-style condominium	14%	14%	14%
Duplex, triplex or fourplex	9%	9%	9%
Townhouse or rowhouse	8%	8%	8%
Another type of multi-dwelling unit	1%	1%	1%

Base: Valid respondents (Bases vary)

↑/↓ Statistically higher/lower than comparable subgroup

# Respondent Profile : (cont.)

## Tenure in Calgary

	Total	Racialized	Non-Racialized
Less than 5 years	7%	13%↑	5%
5 to less than 10 years	9%	14%↑	7%
10 to less than 15 years	9%	13%↑	8%
15 to less than 20 years	10%	12%	10%
20 to less than 30 years	22%	21%	22%
30 to less than 40 years	15%	10%↓	16%
40 or more	28%	16%↓	32%
Mean	27.9	21.5↓	30.2

## Indigenous

	Total	Racialized	Non-Racialized
Yes – First Nations	1%	2%↑	1%
Yes – Metis	2%	2%	3%
Yes – Inuit	<1%	0%	0%
Yes – prefer to self-describe	1%	0%	1%
No	96%	96%	96%

## 2SLGBTQIA+ Community

	Total	Racialized	Non-Racialized
Yes	7%	6%	8%
No	93%	94%	92%

## Born in Canada

	Total	Racialized	Non-Racialized
Yes	72%	47%↓	82%
No	28%	53%↑	18%

## Age Arrived in Canada

Base: Not born in Canada

	Total	Racialized	Non-Racialized
Under the age of 18	36%	33%	39%
18 to 49	64%	67%	60%
50 or older	1%	1%	1%

## Date of Arrival in Canada

Base: Not born in Canada

	Total	Racialized	Non-Racialized
Within the past five years	18%	20%	17%
More than five years ago	82%	80%	83%

## Disability in Household

	Total	Racialized	Non-Racialized
Yes – myself	11%	9%	11%
Yes – someone in my household	9%	9%	9%
No	80%	82%	80%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)

# Respondent Profile : (cont.)

## Employment Status

	Total	Racialized	Non-Racialized
Full time employed or self employed	54%	56%	54%
Part time employed or self-employed	12%	14%	12%
Retired	20%	12%↓	23%
Looking after home and/or family	3%	4%	3%
Unable to work because of sickness or disability	3%	3%	3%
Unemployed	3%	4%	3%
Doing unpaid or voluntary work	1%	1%	1%
Student	6%	12%↑	3%

## Own or Operate a Business

	Total	Racialized	Non-Racialized
Own and operate a business	16%	14%	17%
Own a business	3%	3%	2%
Operate a business	2%	2%	2%
No	79%	81%	79%

↑/↓ Statistically higher/lower than comparable subgroup

## Household Income

	Total	Racialized	Non-Racialized
Less than \$30,000	7%	9%	9%
\$30,000 to <\$45,000	8%	7%	8%
\$45,000 to <\$60,000	10%	12%	9%
\$60,000 to <\$75,000	7%	9%↑	6%
\$75,000 to <\$90,000	7%	8%	7%
\$90,000 to <\$105,000	11%	12%	11%
\$105,000 to <\$120,000	9%	9%	9%
\$120,000 to <\$150,000	12%	12%	12%
\$150,000 to <\$200,000	16%	12%↓	17%
\$200,000+	14%	9%↓	15%

## Own or Rent

	Total	Racialized	Non-Racialized
Own	74%	68%↓	75%
Rent	23%	25%	22%
Neither	0%	0%	0%
Other	3%	6%↑	2%

## Responsible for Property Taxes

	Total	Racialized	Non-Racialized
Yes	87%	78%↓	90%
No	13%	22%↑	10%

Base: Valid respondents (Bases vary)

# Contact

## **The Corporate Research Team**

Customer Service & Communications

The City of Calgary

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