



Calgary



Equity-Deserving Communities

Analysis of 2022 Spring Pulse Survey Data

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Background and Methodology

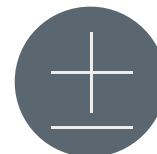


Telephone survey conducted with a randomly selected sample of 2,501 Calgarians aged 18 years and older between March 1st and March 24th, 2022.

- Both landline (40%) and cell phone (60%) sample were used.
- The average interview duration was 30 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 2016 Federal Census data.



The margin of error (MOE) for the total sample of 2,501 is ± 2.0 percentage points, 19 times out of 20. The margin of error increases for sub-groups of the total sample.



Calgary's equity-deserving communities (EDCs) are defined as groups of people who generally have less access to opportunities, resources, and systems of power because of their actual or perceived identity or identities. EDCs often experience social and financial disadvantages because of systems of oppression, which takes many forms including but not limited to racism, sexism, and ableism. Towards this, The City would like to better understand the perspective of equity-deserving communities through the lens of the annual Spring Pulse and Citizen Satisfaction surveys. The data in this report are from the most recent (2022) Spring Pulse survey, for demographics of interest, specifically those that differentiate equity-deserving communities. All Spring Pulse and Citizen Satisfaction surveys are conducted in English to manage time and cost restraints. The City acknowledges the ability to speak English may be a barrier for potential participants.

How to Read this Report

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

Gender

Categories:

- Male
- **Female**

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

Household Income

Categories:

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

Note: pre-tax annual household income

Disability

Categories:

- **Yes**
- No

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

Racialized People

Categories:

- **Yes**
- No

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

Born in Canada

Categories:

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

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

Age

Categories:

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

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

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

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

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



Detailed Findings





Gender



Females and males do not differ in their perceptions of the overall quality of life in Calgary.

- Females and males both report the overall quality of life in Calgary as “good” at about the same rate (76% females and 78% males).
- Around two-thirds of respondents across both genders agree that “The City of Calgary municipal government, fosters a city that is inclusive and accepting of all” (67% females and 68% males).
- Females and males do not differ in their perceptions that The City “delivers programs and services that remove barriers to participation for Calgarians who need it the most” (51% females and 54% males).

In terms of opportunities for input and how The City uses and includes citizen input, females and males provide similar ratings.

- Similar numbers of females and males agree that The City allows citizens to “have meaningful input into decision-making” (60% females and 60% males).
- When asked about their level of confidence that The City “is working to improve how it includes citizen input into important decisions,” females and males do not statistically differ in their agreement levels (67% females and 63% males). However, females are less likely than males to “strongly disagree” with this statement as compared to males (10% females vs. 13% males).
- Both genders agree “The City uses input from Calgarians in decision-making about City projects and services” at a similar rate (64% females and 62% males).

Overall, females are more optimistic about The City's performance when compared to males.

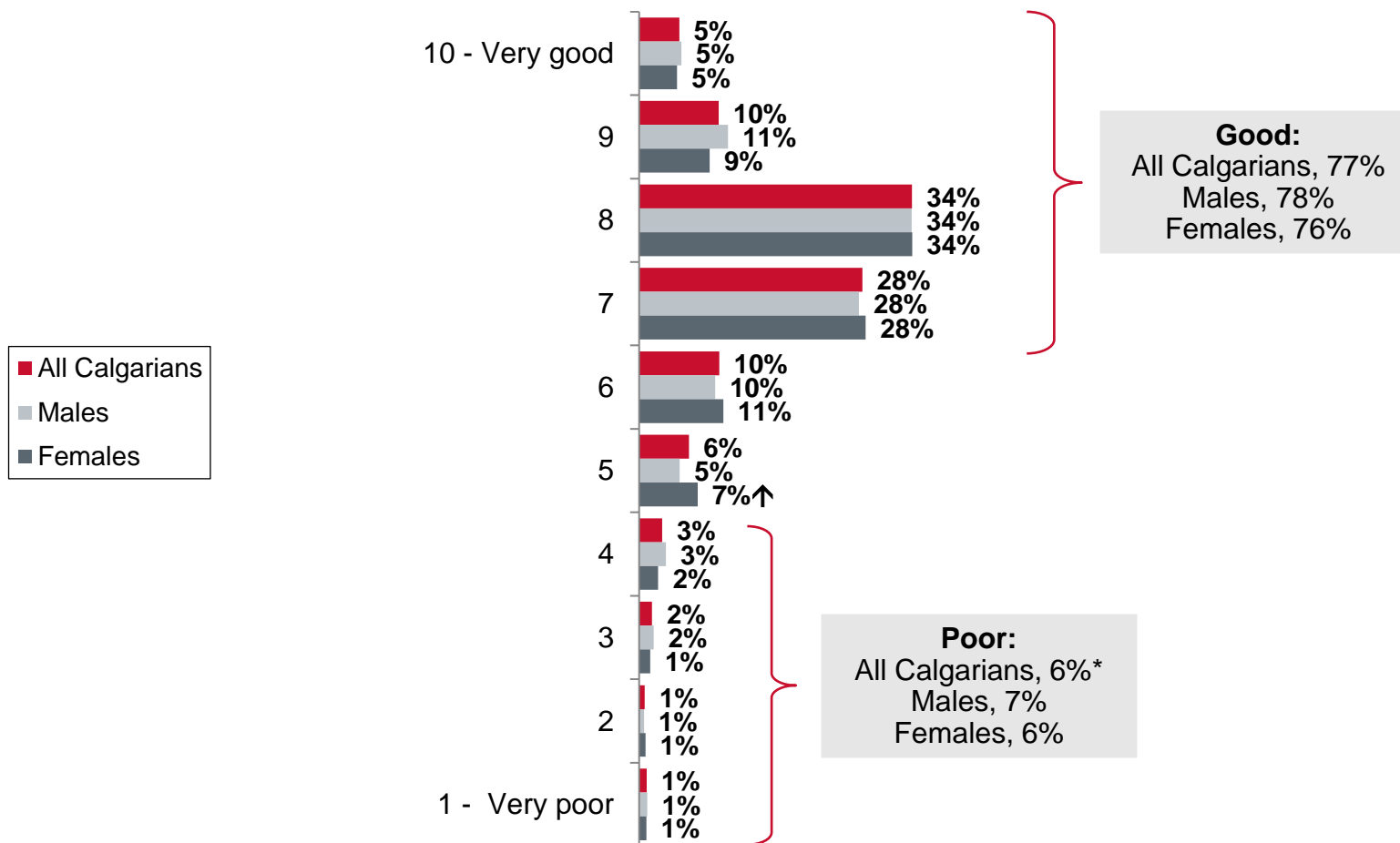
- While ratings of trust in The City of Calgary do not differ between females and males (47% females and 46% males), females are more likely than males to agree that "Calgary is on the right track to be a better city 10 years from now" (75% females vs. 71% males).
 - Males are more likely to disagree that Calgary "is on the right track" as compared to females (29% males vs. 25% females).
- Females are more satisfied than their male counterparts with some aspects of The City's performance.
 - Compared to males, females are more satisfied with The City as a whole (72% females vs. 67% males) and Calgary's City Council (64% females vs. 57% males).
 - Males are more likely than females to be "very dissatisfied" with The City as a whole (10% males vs. 7% females), City Council (19% males vs. 13% females), and City Administration (7% males vs. 4% females).

Overall, females and males have similar levels of satisfaction when it comes to perceptions about the environment.

- More than nine-in-ten respondents across both genders rate the overall state of Calgary's environment as "good" (95% females and 96% males).
 - Females are less likely than males to say that the overall state of Calgary's environment is "very good" (33% females vs. 43% males).
- Likewise, both genders have similar levels of satisfaction with The City's performance to protect the environment (83% females and 85% males), with females being less likely to be "very satisfied" than males (23% females vs. 30% males).
- When asked about their satisfaction with The City's "programs and services aimed at helping Calgarians reduce their environmental impact," females and males do not statistically differ in their satisfaction levels (78% females and 75% males).

Overall Quality of Life: Gender

How would you rate the overall quality of life in The City of Calgary?



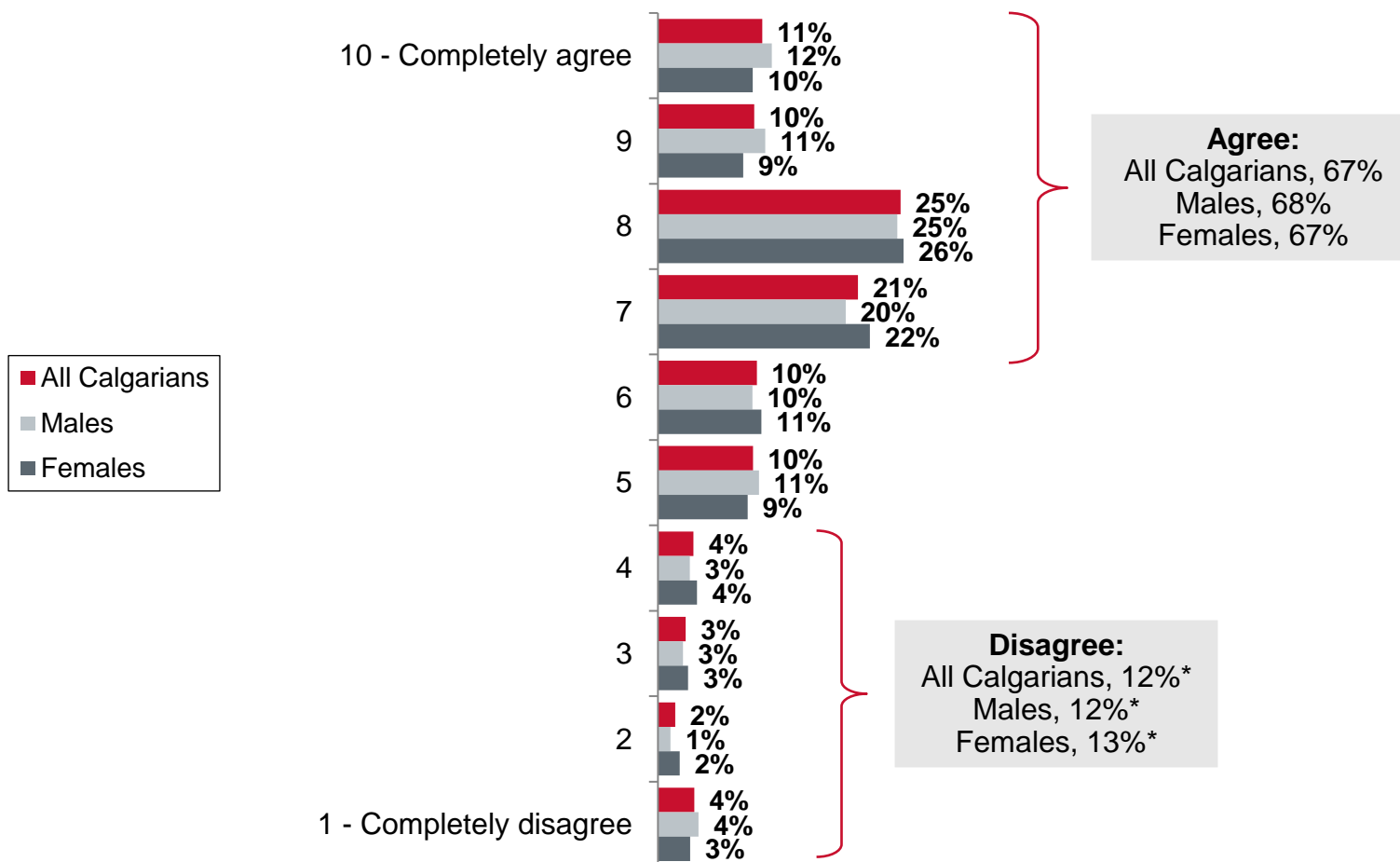
On a scale of '1' to '10' where 1 represents 'very poor' and '10' represents 'very good' how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,497; Males, n=1,202; Females, n=1,295)

*Rounding

Perceptions of Inclusion: Gender

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

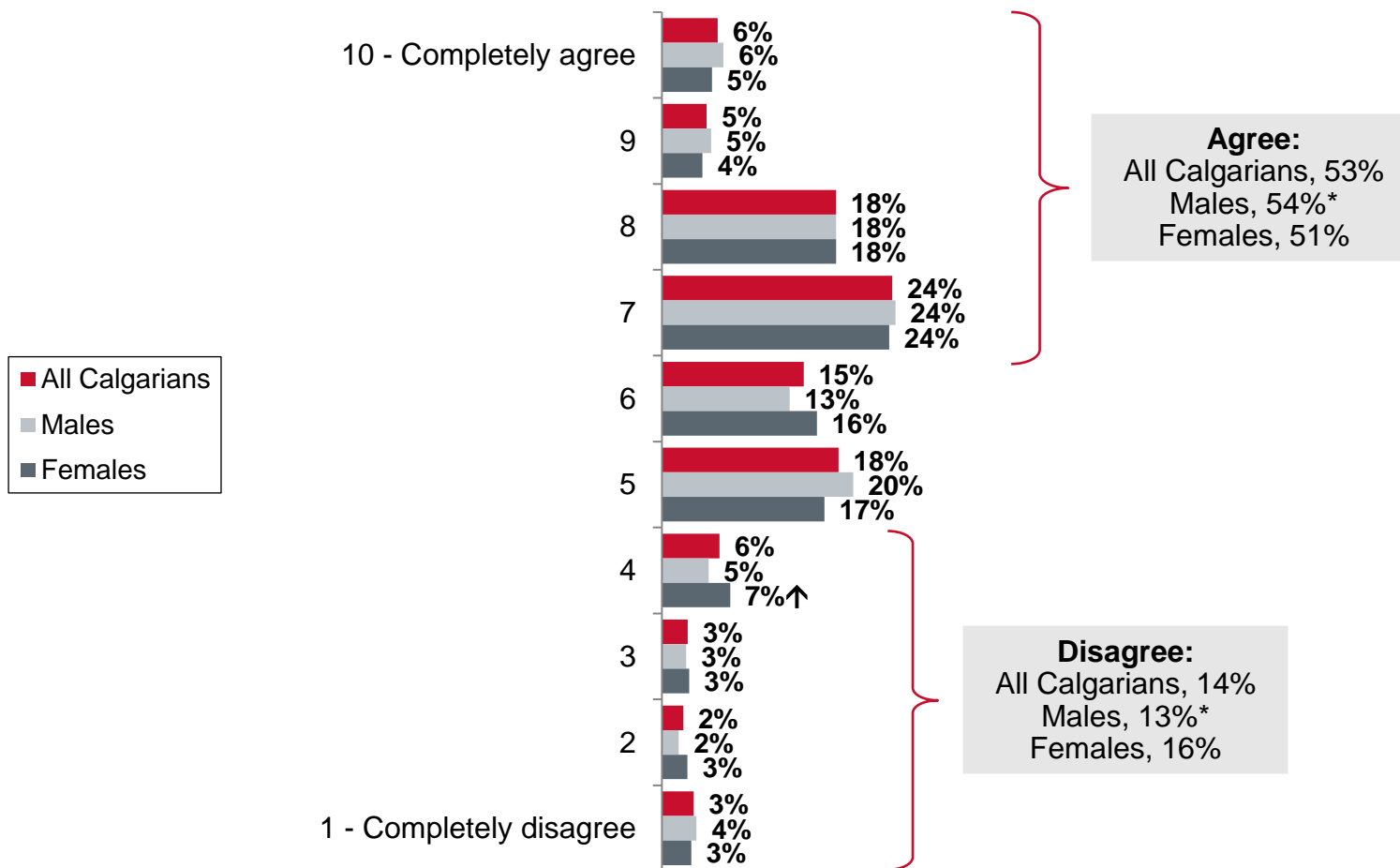


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree".
Base: Valid respondents (All Calgarians, n=2,478; Males, n=1,192; Females, n=1,286)

*Rounding

Perceptions of Removing Barriers: Gender

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

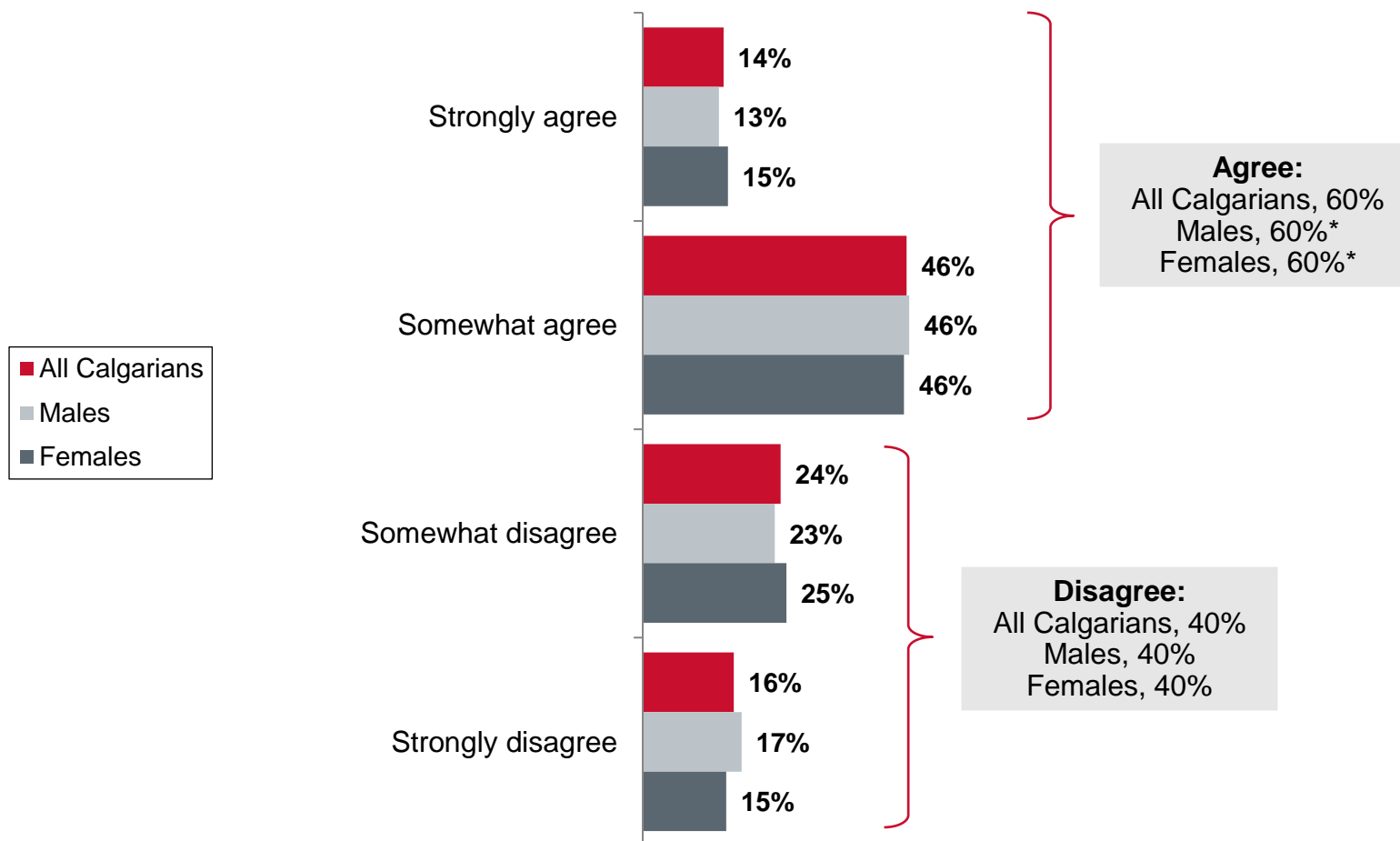


Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree".
Base: Valid respondents (All Calgarians, n=2,423; Males, n=1,166; Females, n=1,257)

*Rounding

Perceptions of Citizen Input – Opportunities: Gender

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

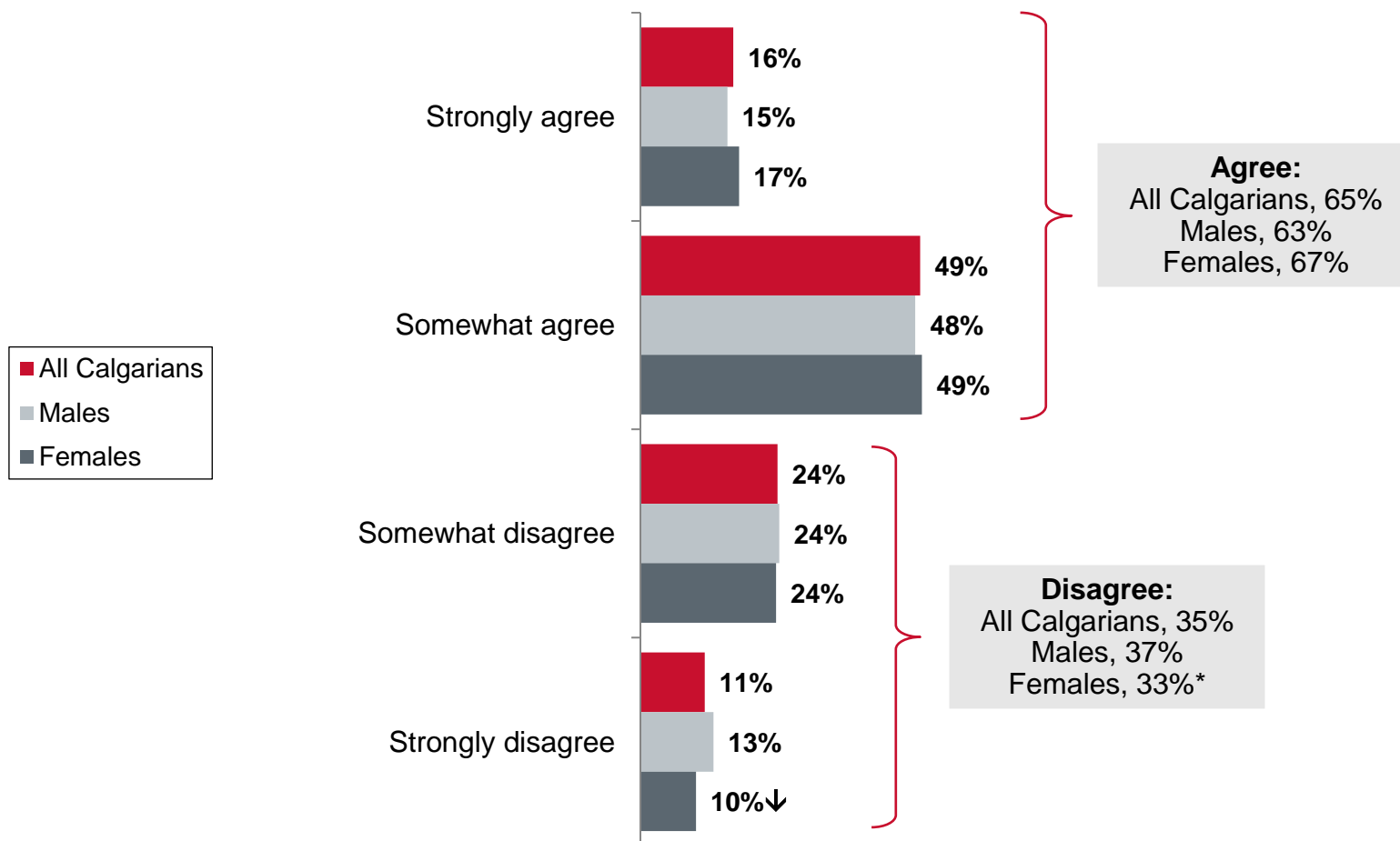


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
Base: Valid respondents (All Calgarians, n=2,470; Males, n=1,189; Females, n=1,281)

*Rounding

Perceptions of Citizen Input – Improvement: Gender

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



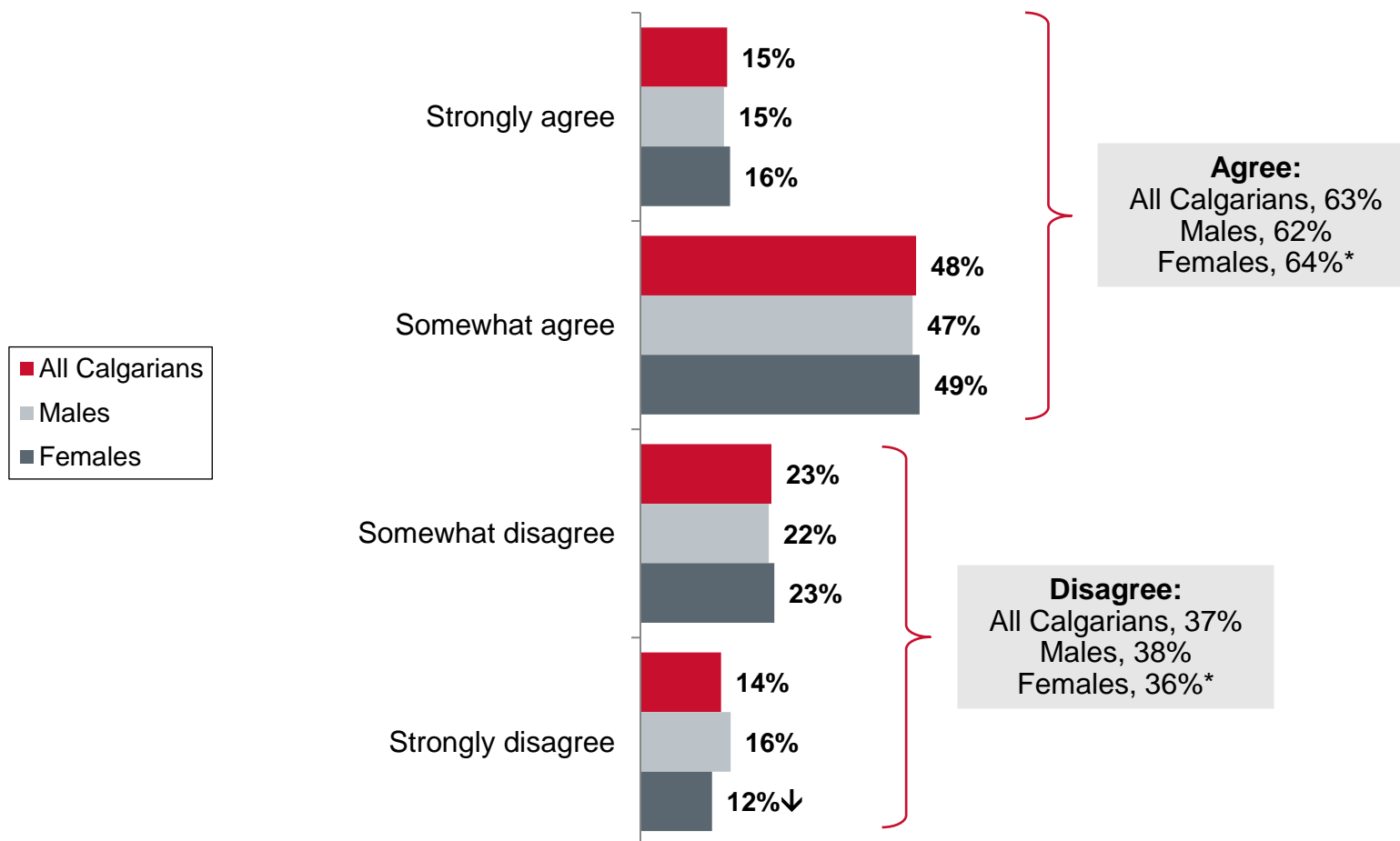
Please tell me whether you agree or disagree with each of the following statements? The first one is ...
Is that strongly or somewhat? How about ...?

Base: Valid respondents (All Calgarians, n=2,481; Males, n=1,197; Females, n=1,284)

*Rounding

Perceptions of Use of Citizen Input: Gender

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

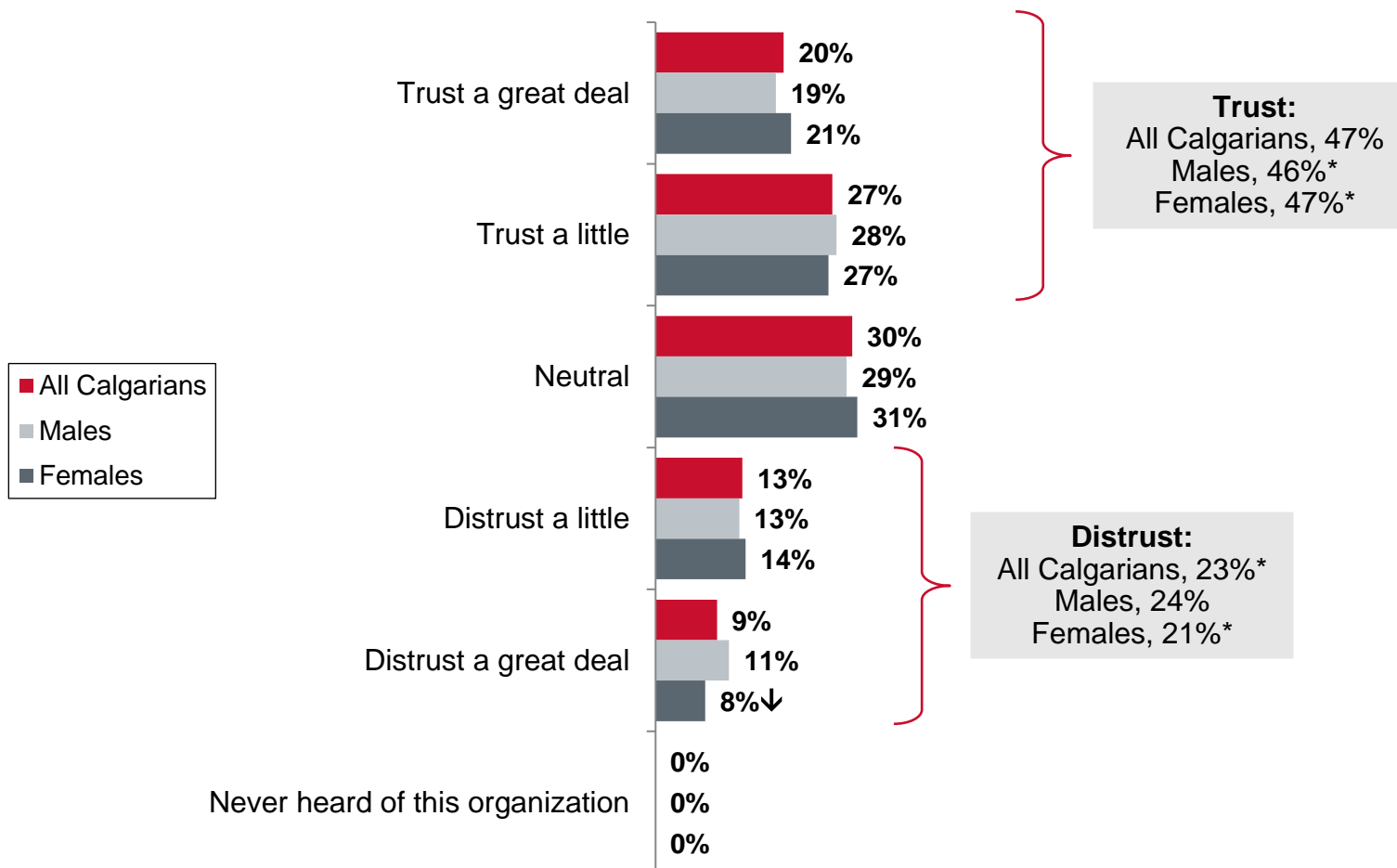


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
 Base: Valid respondents (All Calgarians, n=2,469; Males, n=1,192; Females, n=1,277)

*Rounding

Trust in The City: Gender

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

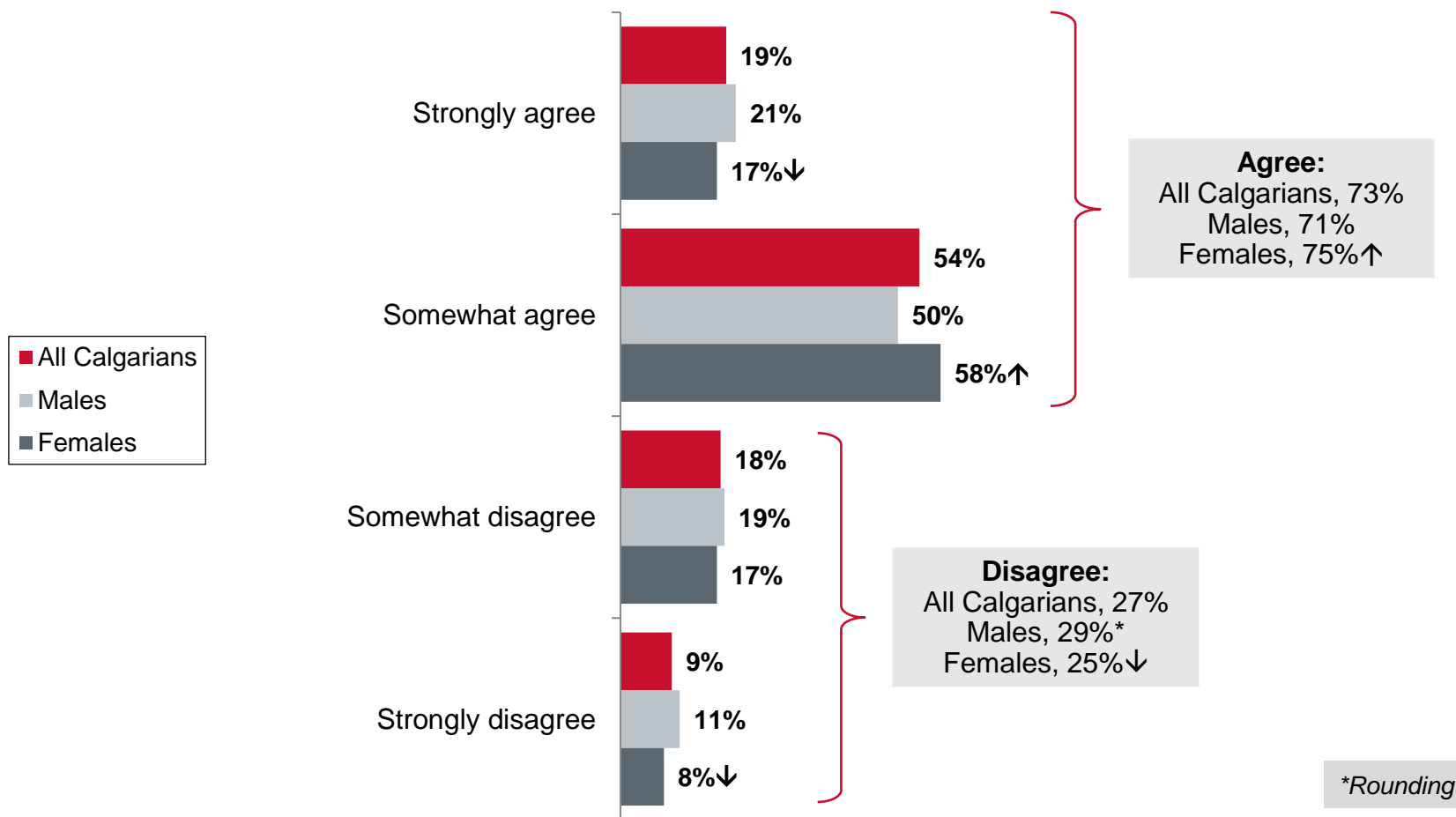


Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?
 Base: Valid respondents (All Calgarians, n=2,496; Males, n=1,205; Females, n=1,291)

*Rounding

Calgary – Right Track to Being a Better City: Gender

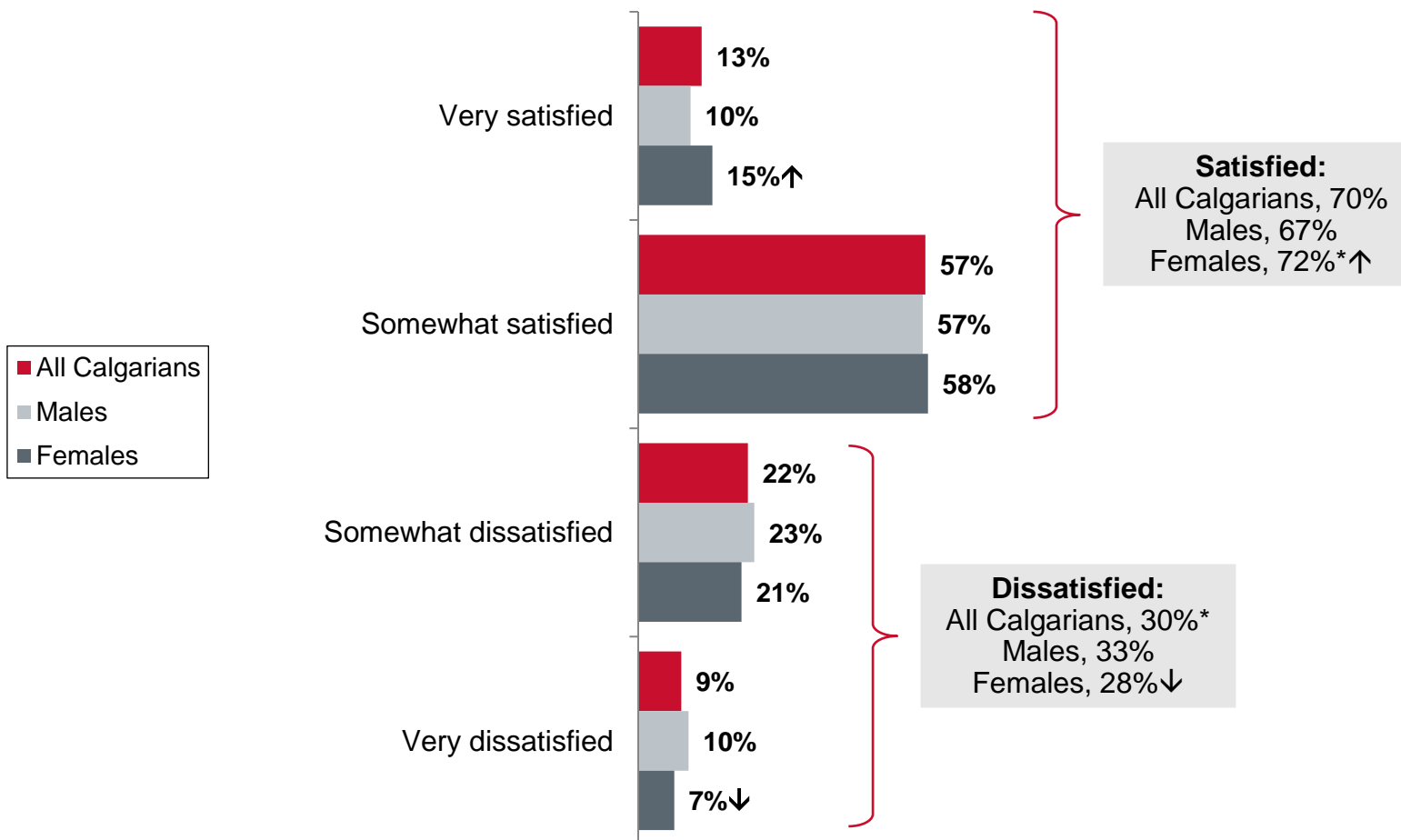
“Calgary is on the right track to be a better city 10 years from now.”



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=2,490; Males, n=1,200; Females, n=1,290)

Perceptions About City Performance: Gender

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



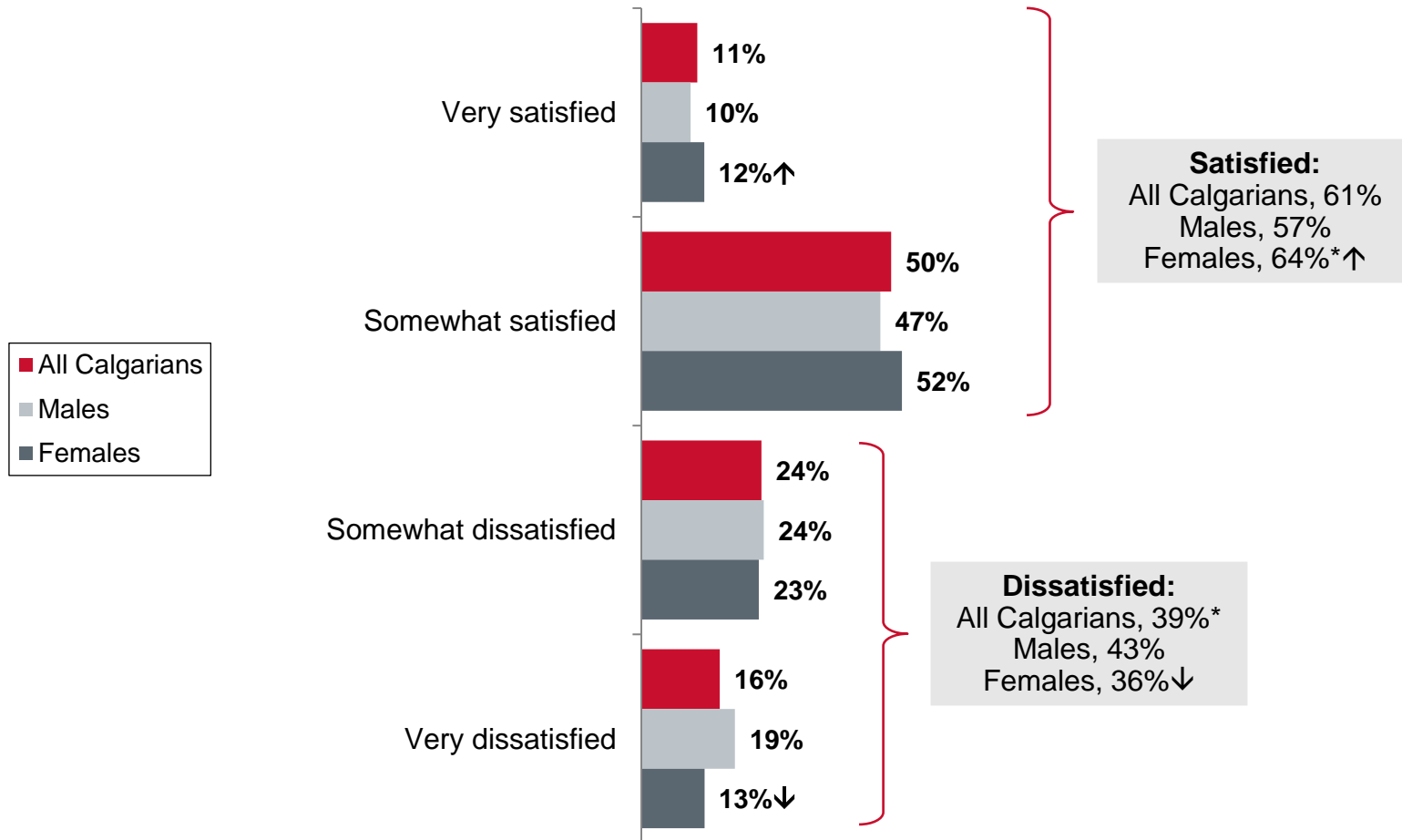
Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents (All Calgarians, n=2,495; Males, n=1,202; Females, n=1,293)

*Rounding

Perceptions About City Performance: Gender (cont.)

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



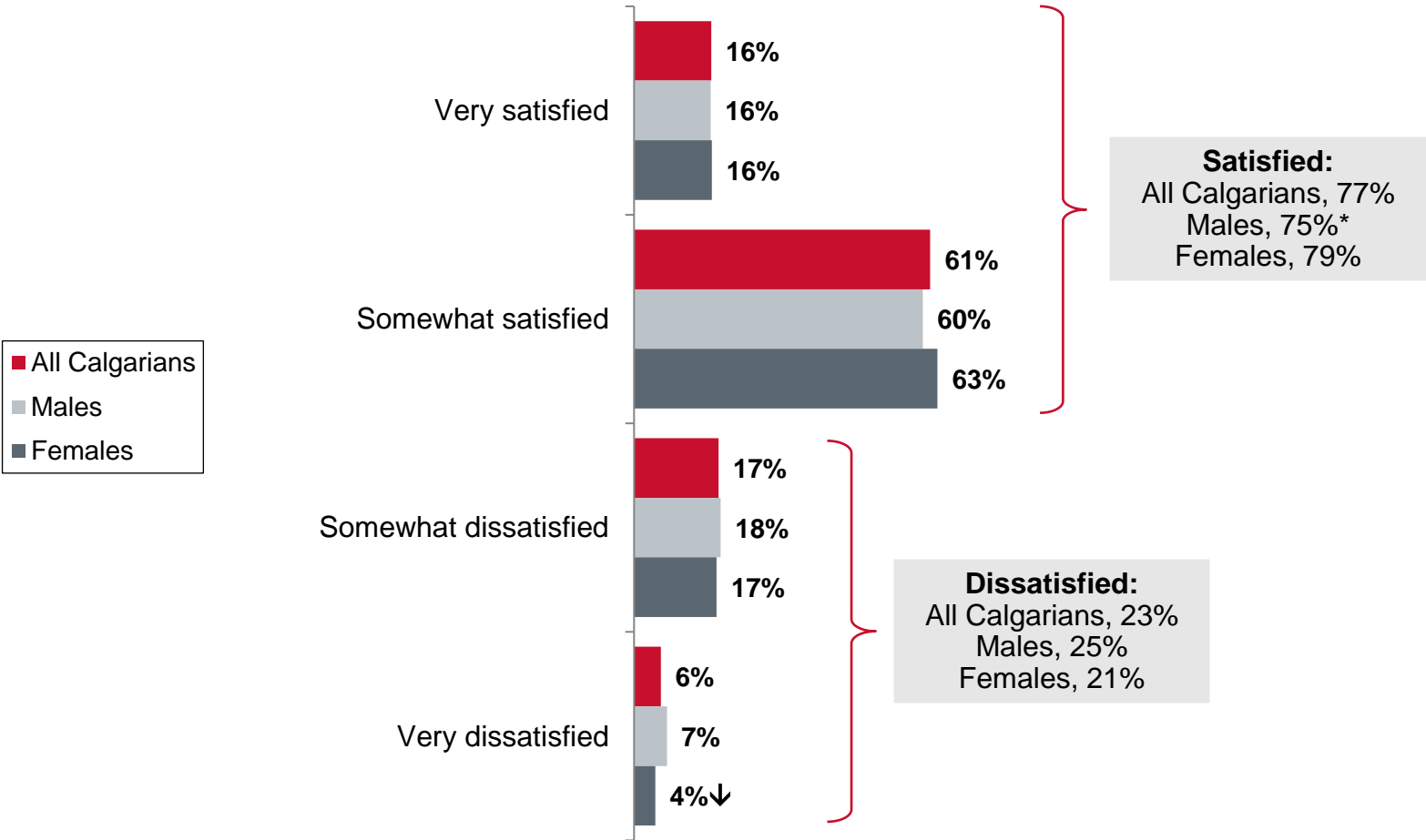
Thinking about Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,486; Males, n=1,200; Females, n=1,286)

*Rounding

Perceptions About City Performance: Gender (cont.)

Satisfaction with Calgary's City Administration, excluding Council.

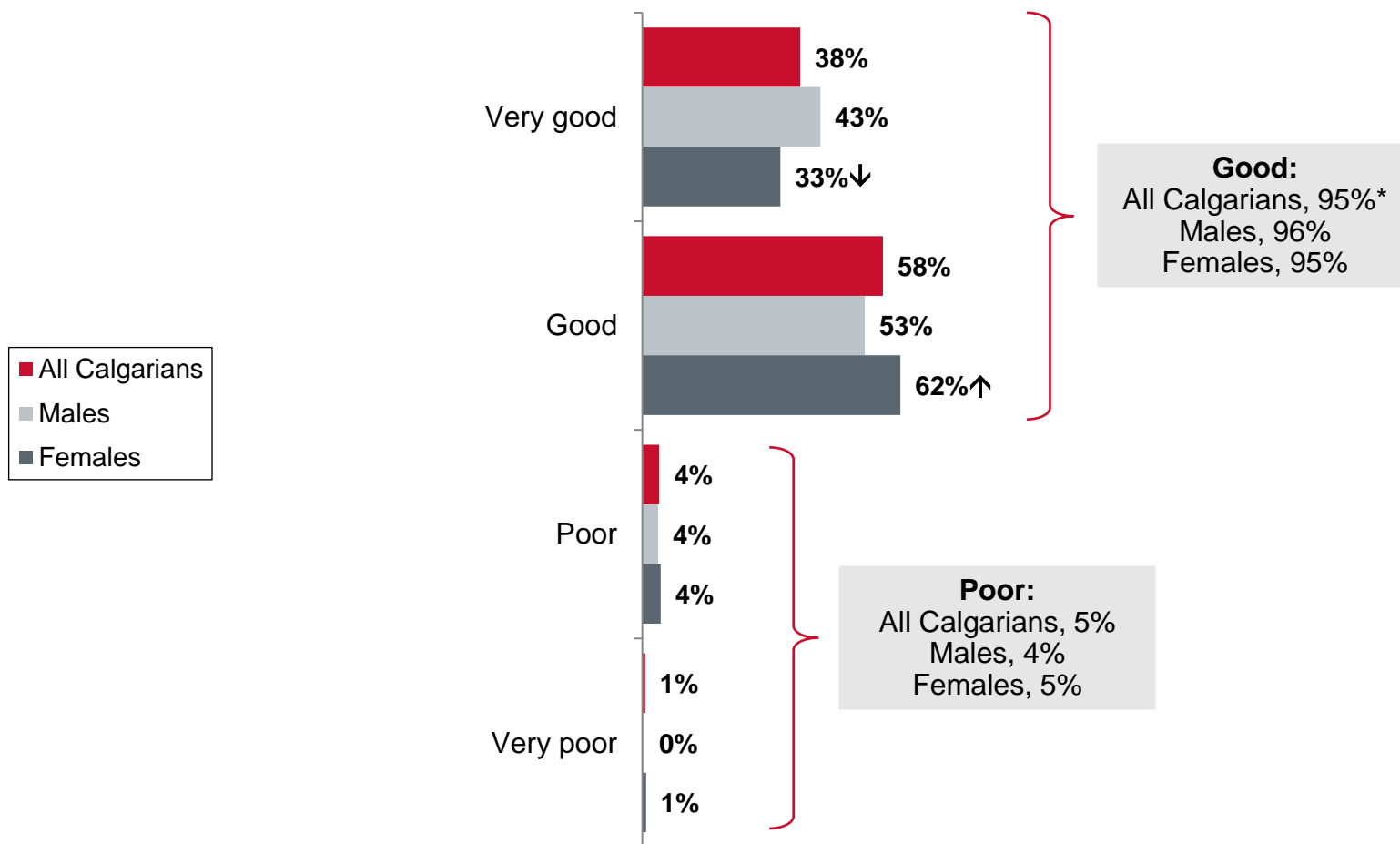


Thinking about Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?
 Base: Valid respondents (All Calgarians, n=2,482; Males, n=1,201; Females, n=1,281)

*Rounding

Perceptions About Environment: Gender

Ratings of the overall state of Calgary's environment.



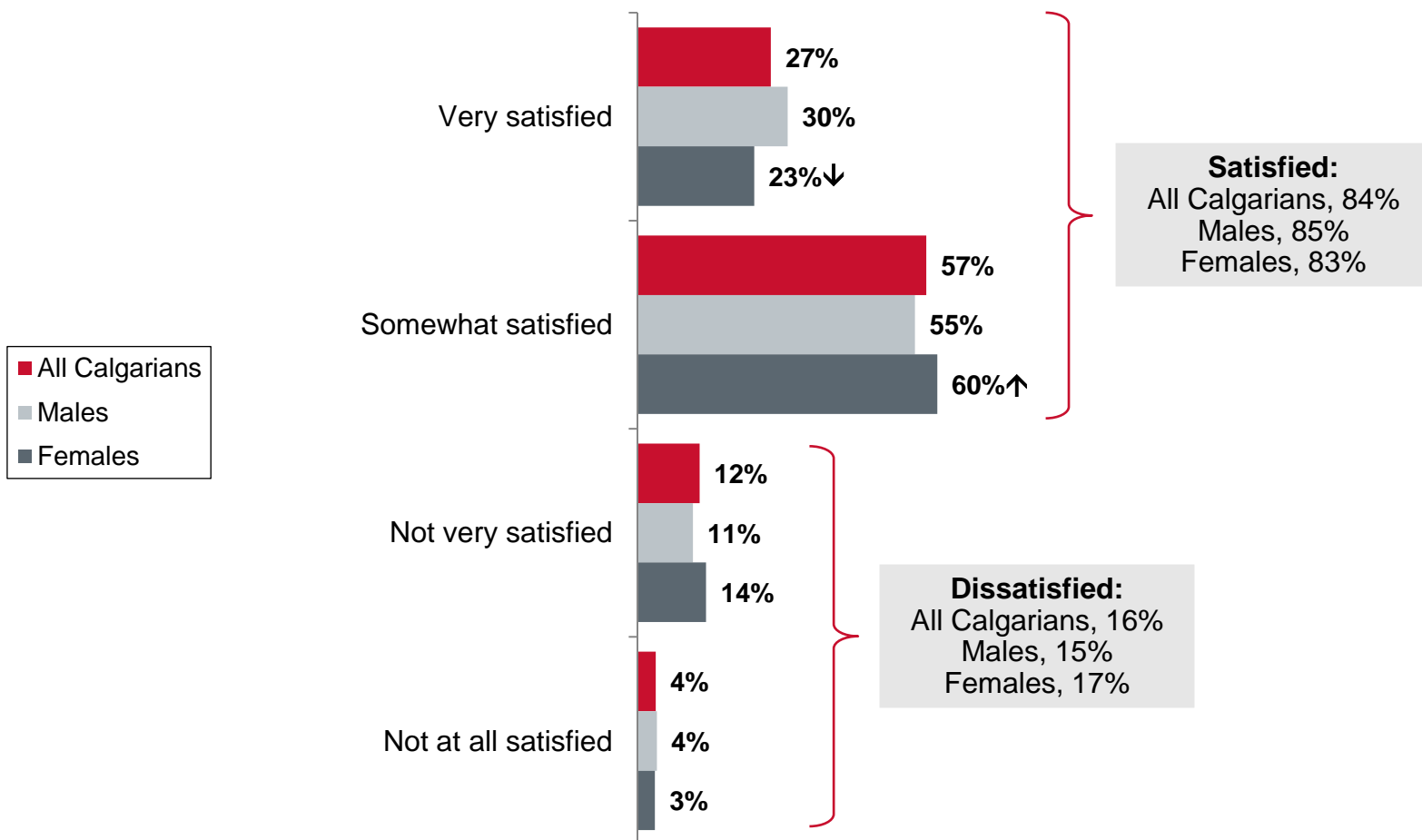
Thinking about things such as air, water and land quality in The City, how would you rate the overall state of Calgary's environment today?

Base: Valid respondents (All Calgarians, n=2,499; Males, n=1,205; Females, n=1,294)

*Rounding

Perceptions About Environment: Gender (cont.)

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



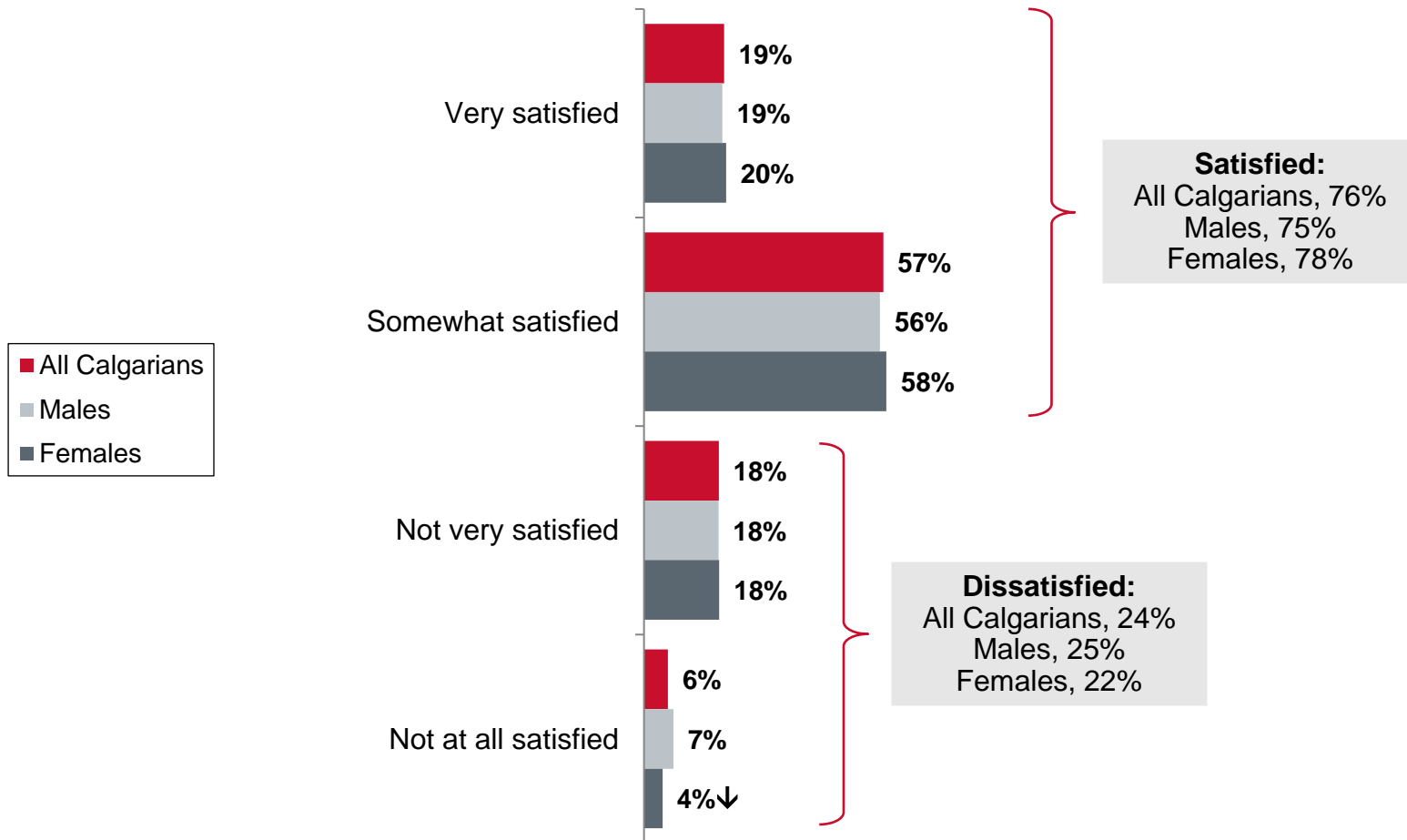
How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you...?

Base: Valid respondents (All Calgaryans, n=2,488; Males, n=1,200; Females, n=1,288)

*Rounding

Perceptions About Environment: Gender (cont.)

Satisfaction with The City's programs and services aimed at helping Calgarians reduce their environmental impact.



How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact. Are you...?

Base: Valid respondents (All Calgarians, n=2,482; Males, n=1,196; Females, n=1,286)

*Rounding



Racialized People, People of Colour, or Indigenous People



Findings: Racialized People

Perceptions of quality of life and inclusivity are moderately high among all Calgarians, with no significant differences between racialized and non-racialized citizens.

- No significant differences emerged for ratings of overall quality of life in Calgary between racialized and non-racialized Calgarians (77% racialized and 78% non-racialized).
- Around two-thirds of Calgarians agree that The City “fosters a city that is inclusive and accepting of all”, with similar ratings between racialized and non-racialized people (67% racialized and 68% non-racialized).
- While both groups do not differ in their overall ratings that the City “delivers programs and services that remove barriers to participation for Calgarians who need it the most” (55% racialized and 52% non-racialized), racialized people are more likely to “completely agree” with this statement (9% racialized vs. 5% non-racialized).

Calgarians who consider themselves a person of colour, racialized person, or Indigenous person have a more positive outlook on nearly all aspects of opportunities for citizen input as compared to those who do not consider themselves racialized.

- Racialized people are more likely to agree that The City “allows citizens to have meaningful input into decision-making” (66% racialized vs. 58% non-racialized), while non-racialized people are more likely to disagree with this statement (42% non-racialized vs. 34% racialized).
- Further, racialized people feel more confident that The City “is working to improve how it includes citizen input into important decisions” as compared to non-racialized people (71% racialized vs. 63% non-racialized).
- When asked about The City using “input from Calgarians in decision-making about City projects and services,” both groups have similar levels of agreement (66% racialized and 62% non-racialized).

Findings: Racialized People (cont.)

Racialized people are less likely to distrust The City of Calgary and are more likely to say that Calgary is on the right track to be a better city.

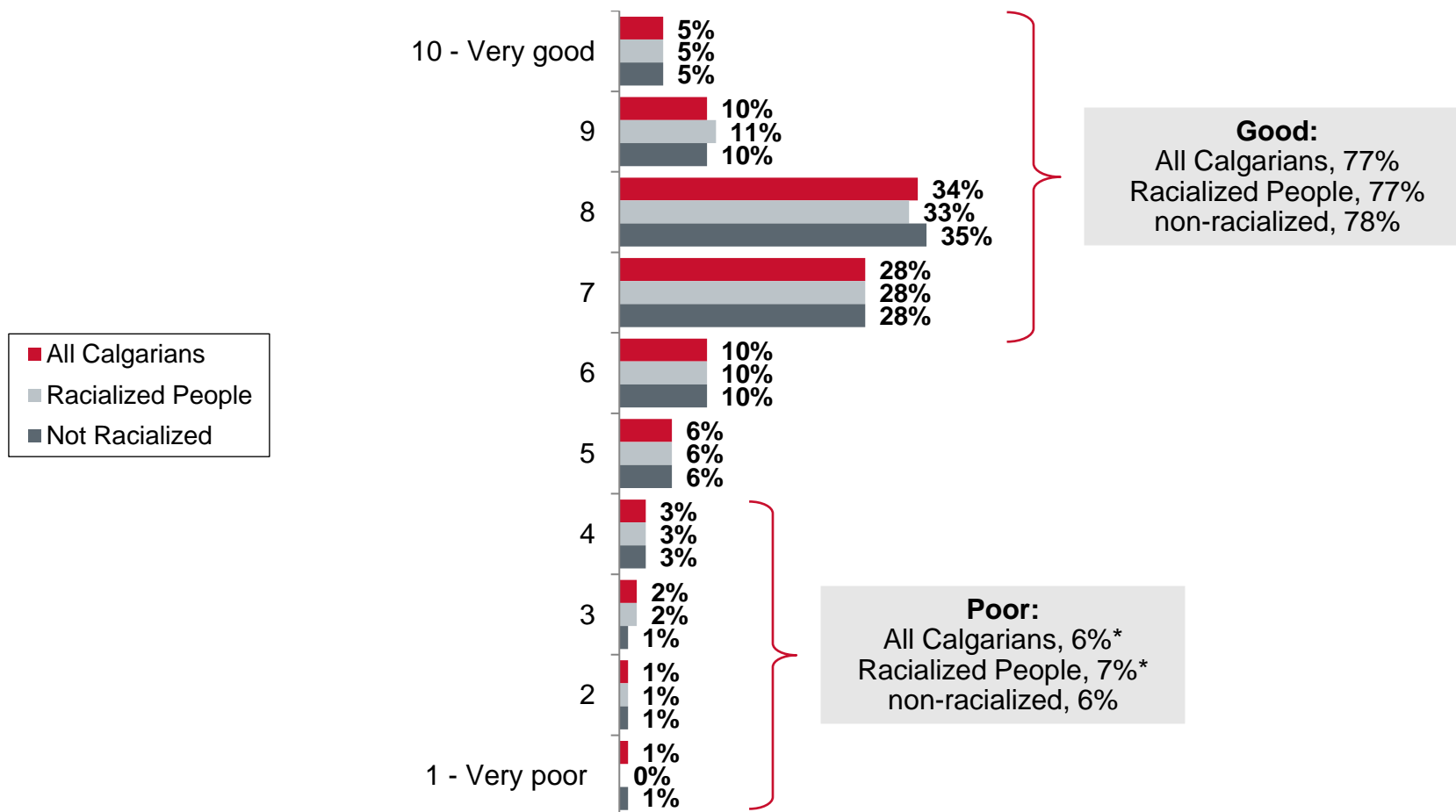
- Racialized people distrust The City of Calgary less than non-racialized Calgarians (17% racialized vs. 25% not racialized); however, overall trust levels are not statistically different for the two groups (45% racialized and 48% non-racialized).
- No significant differences emerged for levels of satisfaction with The City as a whole (71% racialized and 69% non-racialized), Council (64% racialized and 60% non-racialized), and Administration (79% racialized and 76% non-racialized).
- Racialized people are more likely to agree that “Calgary is on the right track to be a better city in 10 years from now” as compared to other Calgarians (77% racialized vs. 71% non-racialized).

Overall, both groups provide strong ratings for The City’s environmental performance, with racialized people being more satisfied with The City’s programs and services in this area compared to non-racialized Calgarians.

- More than nine-in-ten respondents across both groups rate the overall state of Calgary’s environment as “good” (95% racialized and 95% non-racialized).
- Likewise, both groups have similar levels of satisfaction with The City’s performance to protect the environment (84% racialized and 84% non-racialized).
- When asked about their satisfaction with The City’s “programs and services aimed at helping Calgarians reduce their environmental impact,” racialized people have higher levels of satisfaction than non-racialized people (81% racialized vs. 75% non-racialized).

Overall Quality of Life: Racialized People

How would you rate the overall quality of life in The City of Calgary?



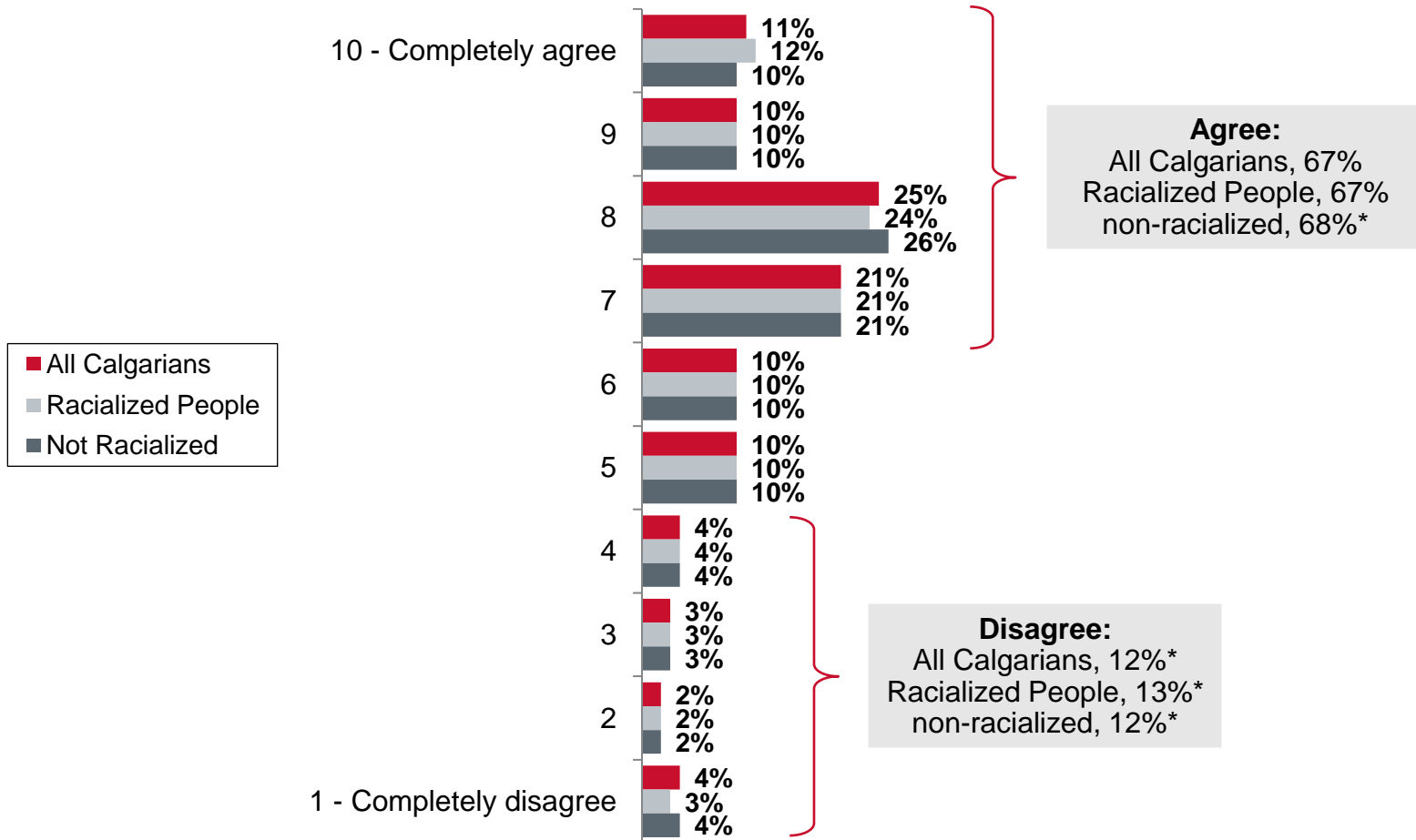
On a scale of '1' to '10' where 1 represents 'very poor' and '10' represents 'very good' how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,497; Racialized People, n=552; non-racialized, n=1,945)

*Rounding

Perceptions of Inclusion: Racialized People

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



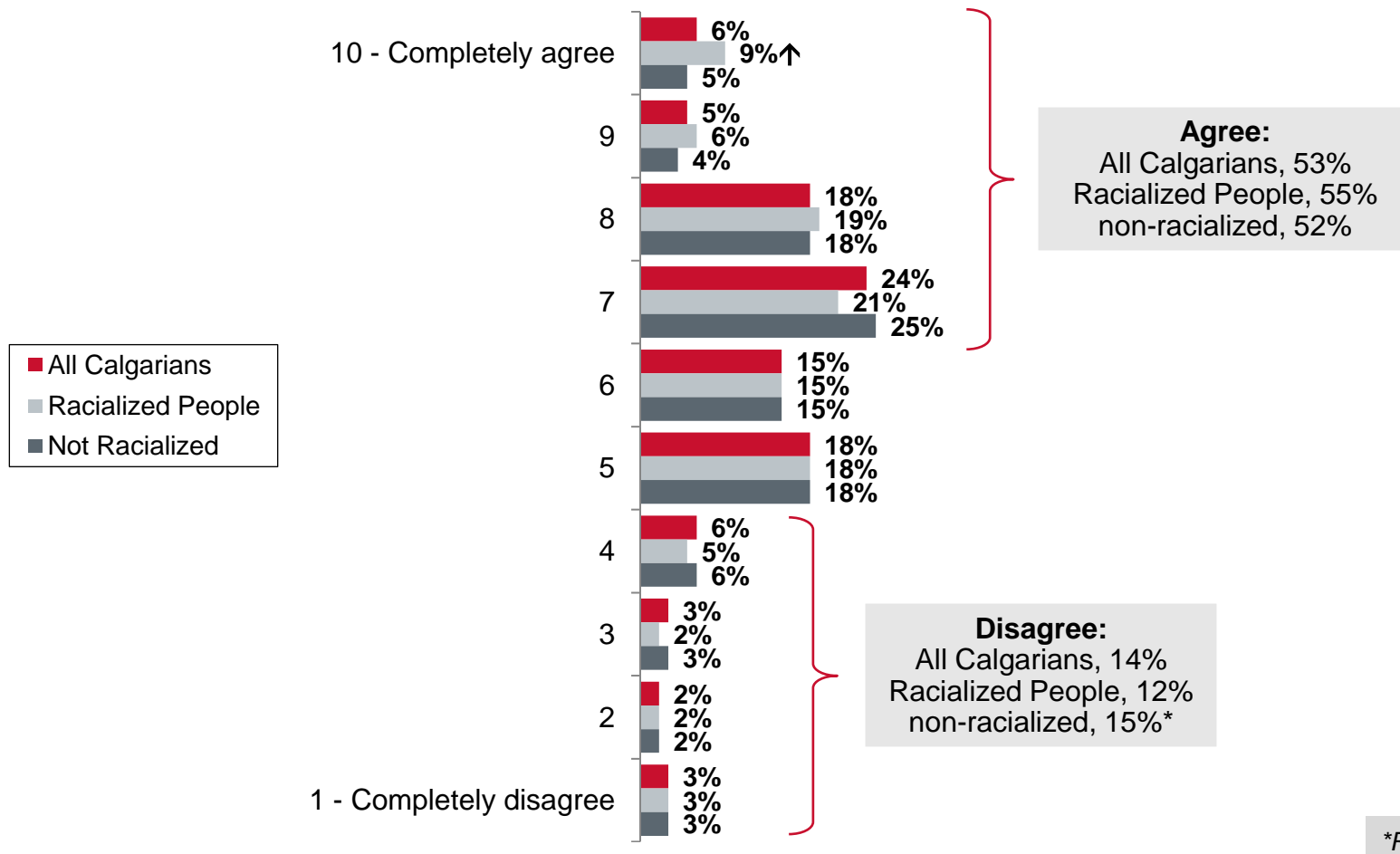
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,478; Racialized People, n=549; non-racialized, n=1,929)

*Rounding

Perceptions of Removing Barriers: Racialized People

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

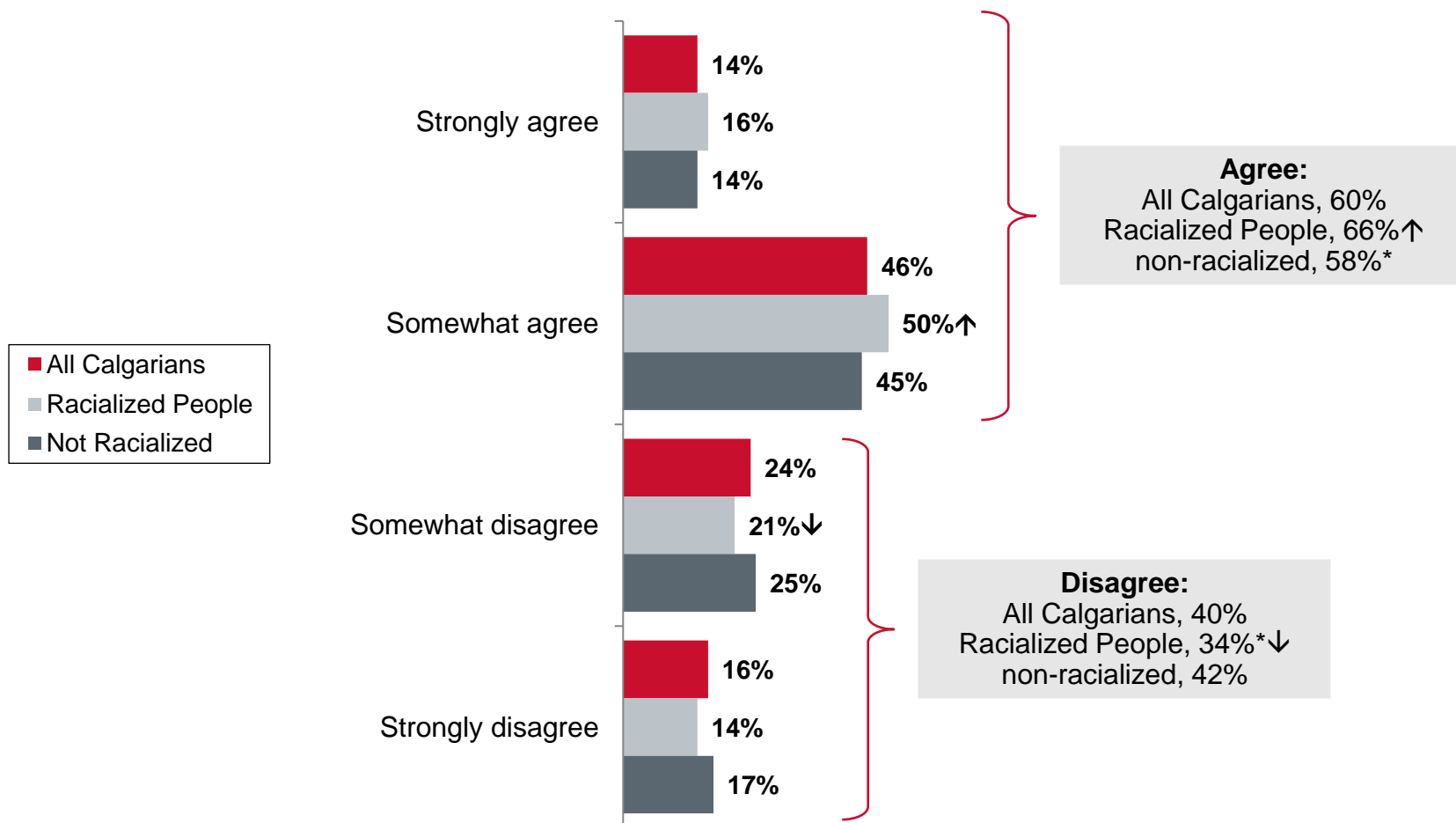


*Rounding

Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree”.
Base: Valid respondents (All Calgarians, n=2,423; Racialized People, n=546; non-racialized, n=1,877)

Perceptions of Citizen Input – Opportunities: Racialized People

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



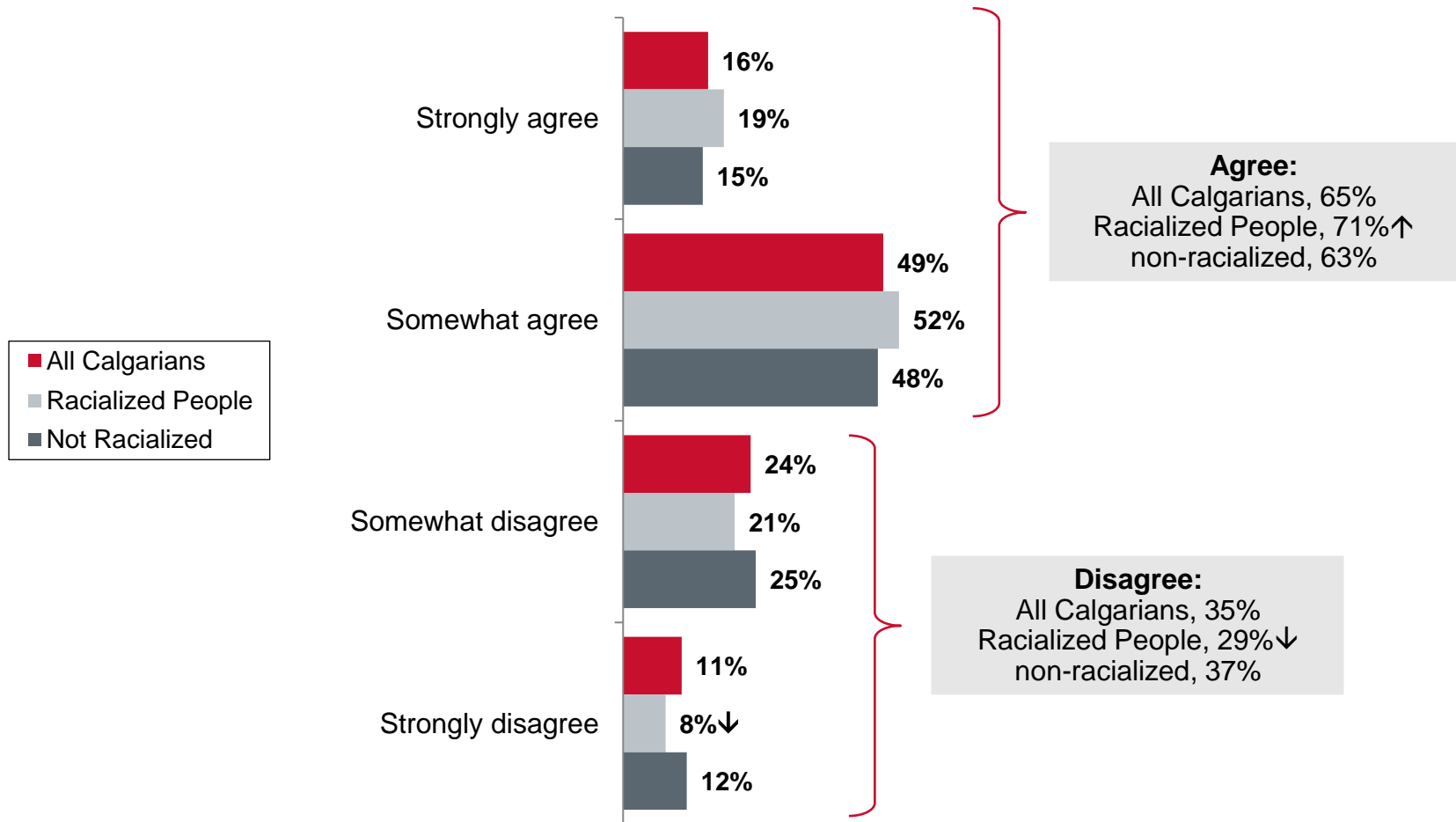
Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
Base: Valid respondents (All Calgarians, n=2,470; Racialized People, n=548; non-racialized, n=1,922)

*Rounding



Perceptions of Citizen Input – Improvement: Racialized People

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



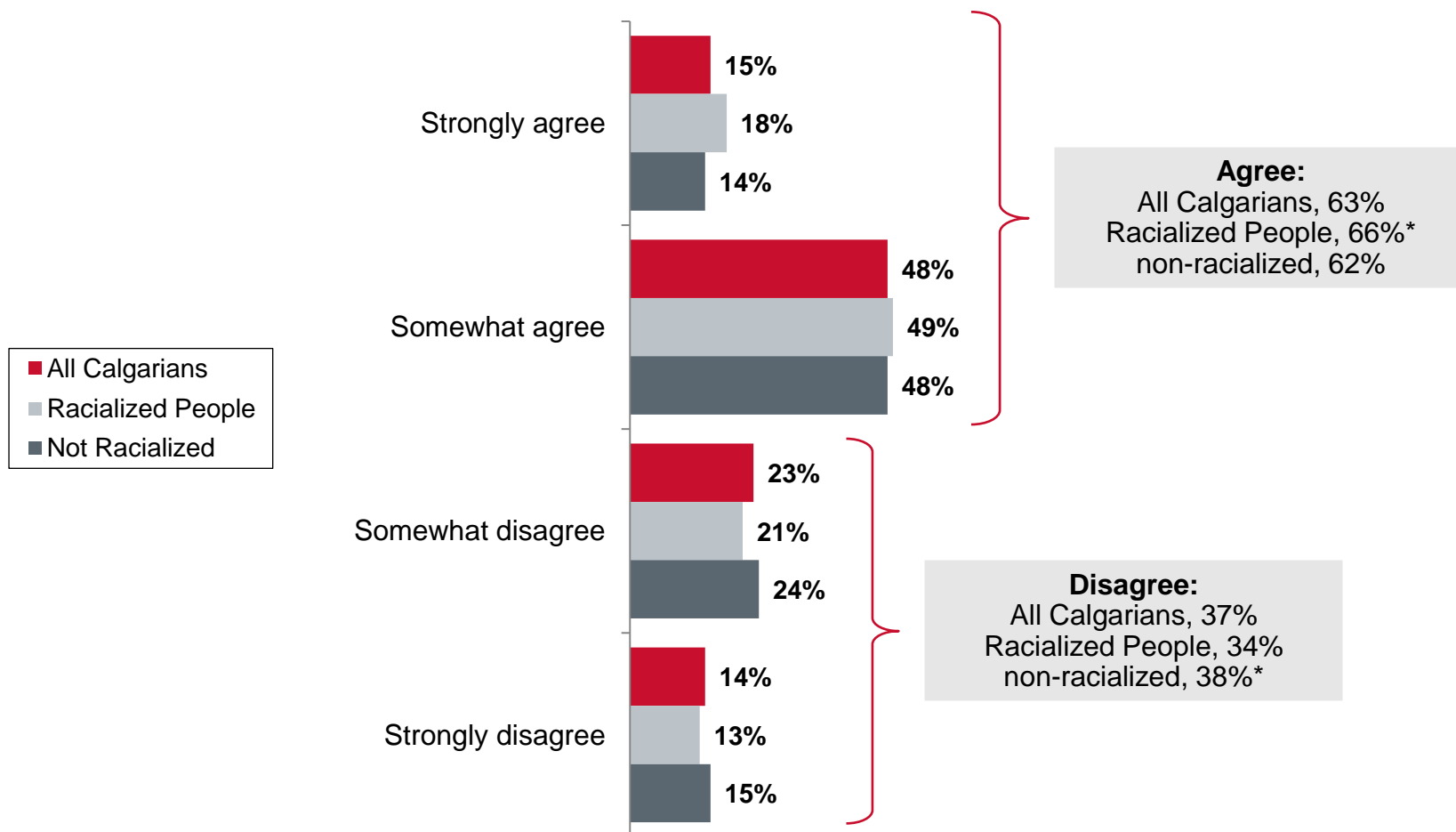
Please tell me whether you agree or disagree with each of the following statements? The first one is ... Is that strongly or somewhat? How about ...?

Base: Valid respondents (All Calgarians, n=2,481; Racialized People, n=551; non-racialized, n=1,930)

*Rounding

Perceptions of Use of Citizen Input: Racialized People

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



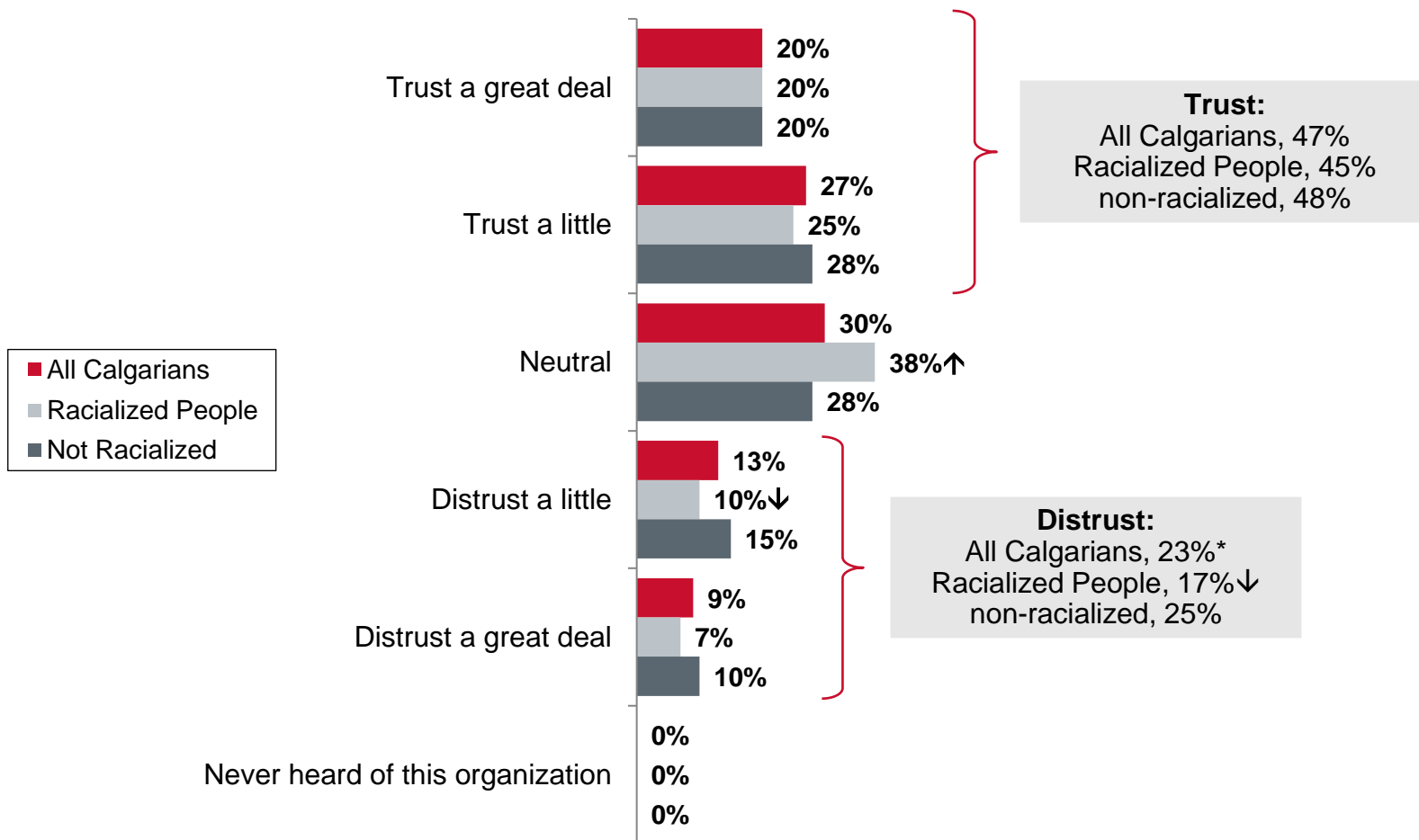
Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (All Calgarians, n=2,469; Racialized People, n=549; non-racialized, n=1,920)

*Rounding

Trust in The City: Racialized People

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

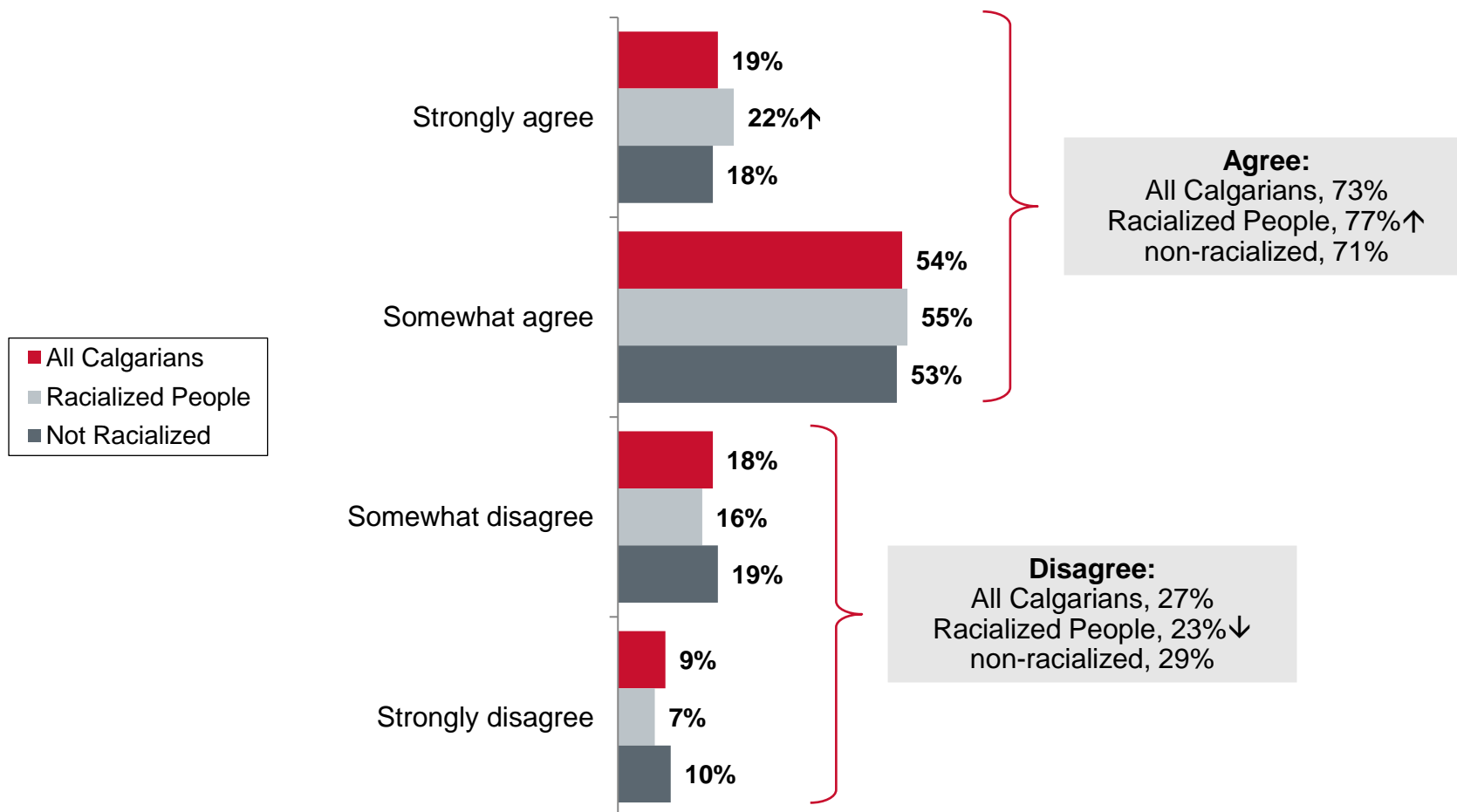


Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?
 Base: Valid respondents (All Calgarians, n=2,496; Racialized People, n=553; non-racialized, n=1,943)

*Rounding

Calgary – Right Track to Being a Better City: Racialized People

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

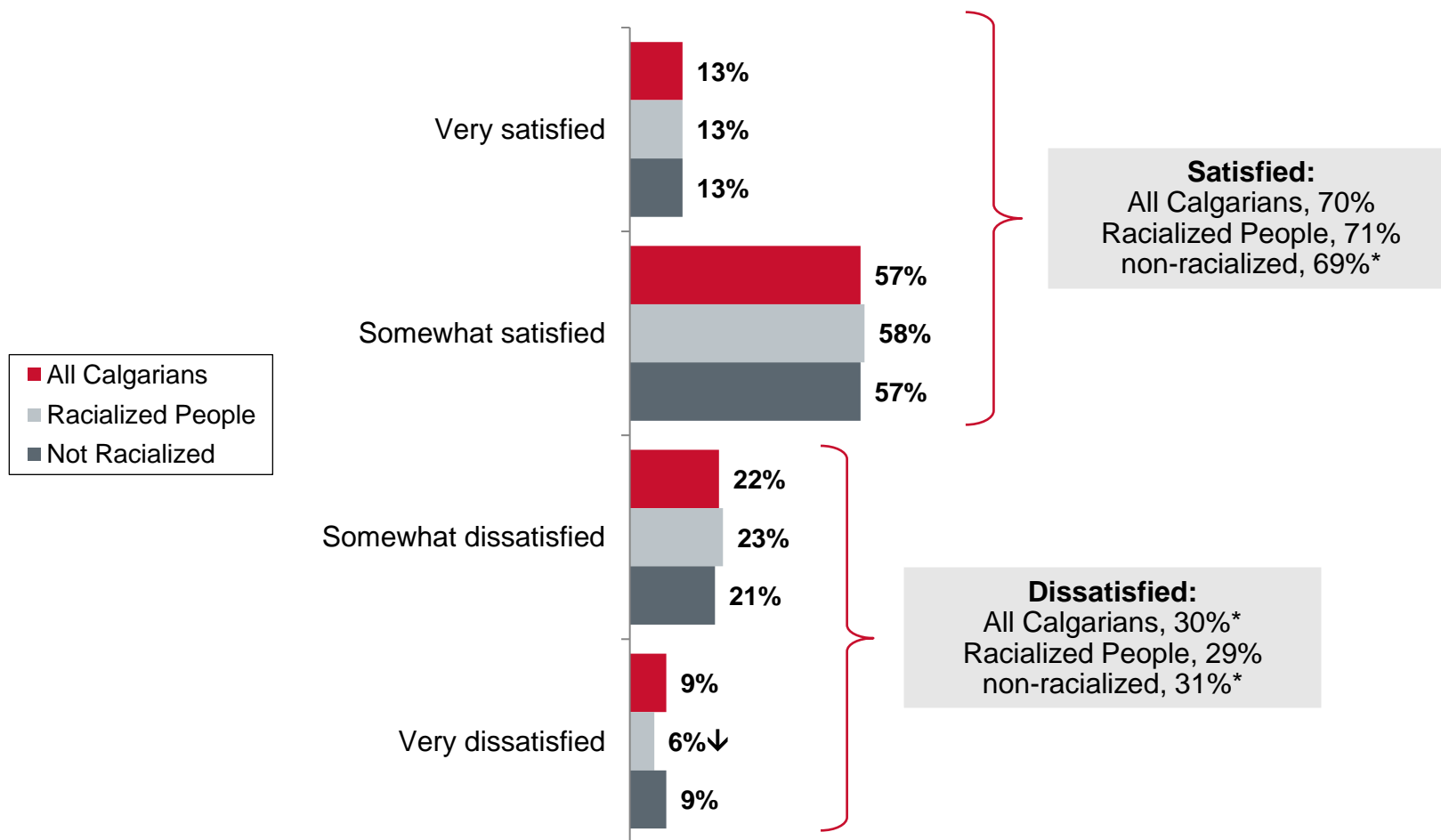


There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.
Base: Valid respondents (All Calgarians, n=2,490; Racialized People, n=551; non-racialized, n=1,939)

*Rounding

Perceptions About City Performance: Racialized People

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



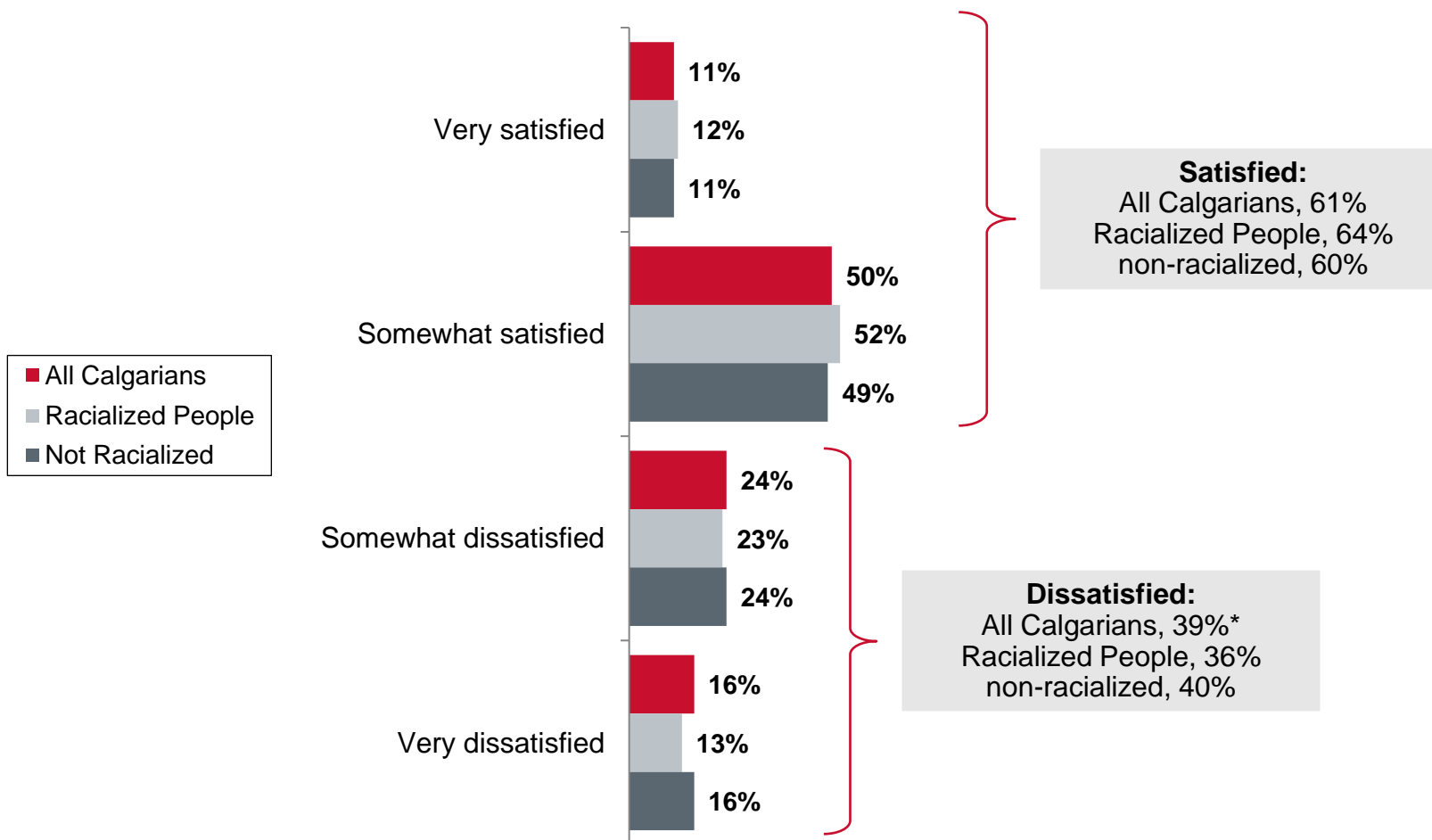
Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents (All Calgarians, n=2,495; Racialized People, n=551; non-racialized, n=1,944)

*Rounding

Perceptions About City Performance: Racialized People (cont.)

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



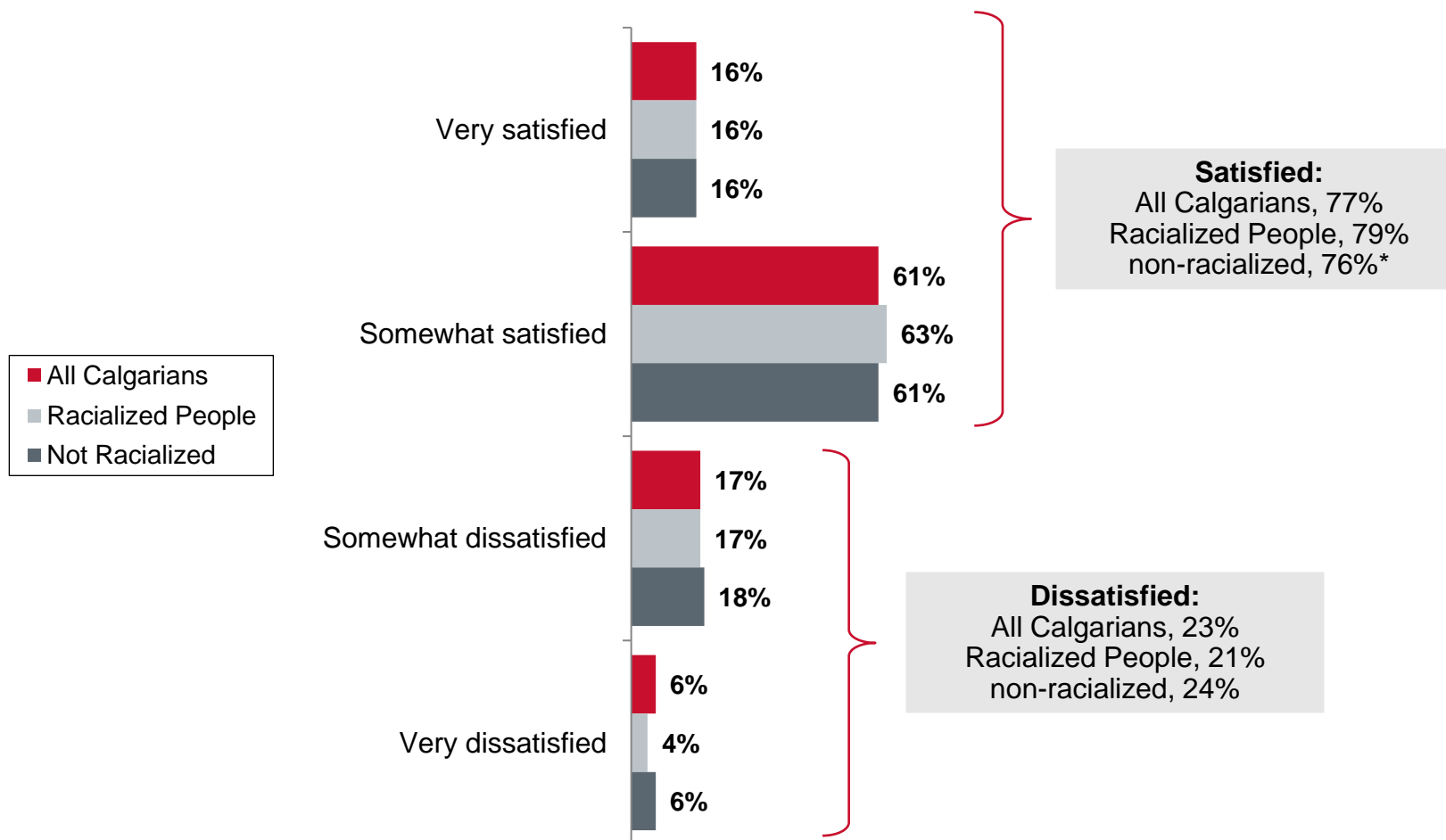
Thinking about Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,486; Racialized People, n=550; non-racialized, n=1,936)

*Rounding

Perceptions About City Performance: Racialized People (cont.)

Satisfaction with Calgary's City Administration, excluding Council.



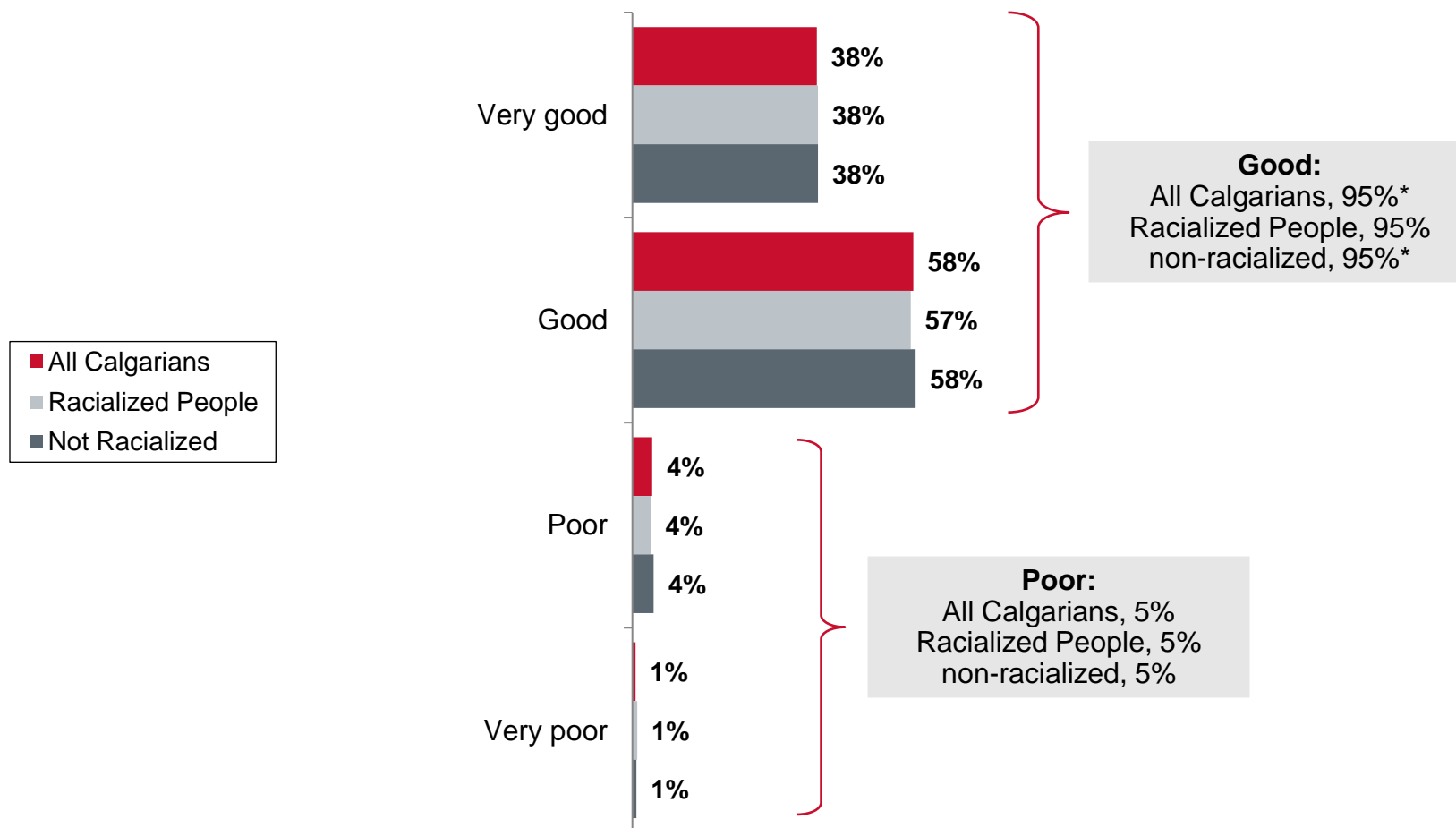
Thinking about Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?

Base: Valid respondents (All Calgarians, n=2,482; Racialized People, n=550 non-racialized, n=1,932)

*Rounding

Perceptions About Environment: Racialized People

Ratings of the overall state of Calgary's environment.



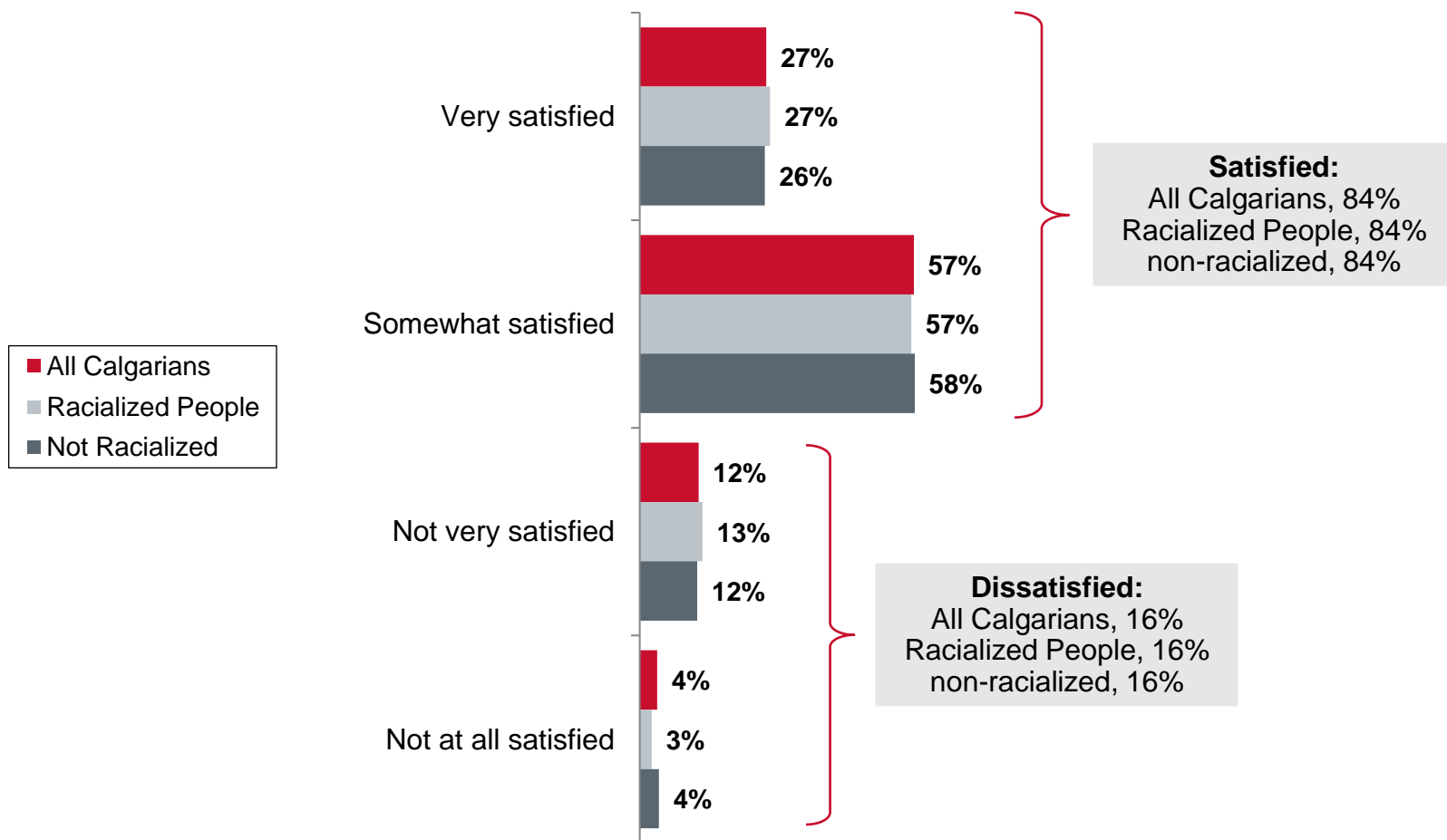
Thinking about things such as air, water and land quality in The City, how would you rate the overall state of Calgary's environment today?

Base: Valid respondents (All Calgarians, n=2,499; Racialized People, n=533 non-racialized, n=1,946)

*Rounding

Perceptions About Environment: Racialized People (cont.)

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



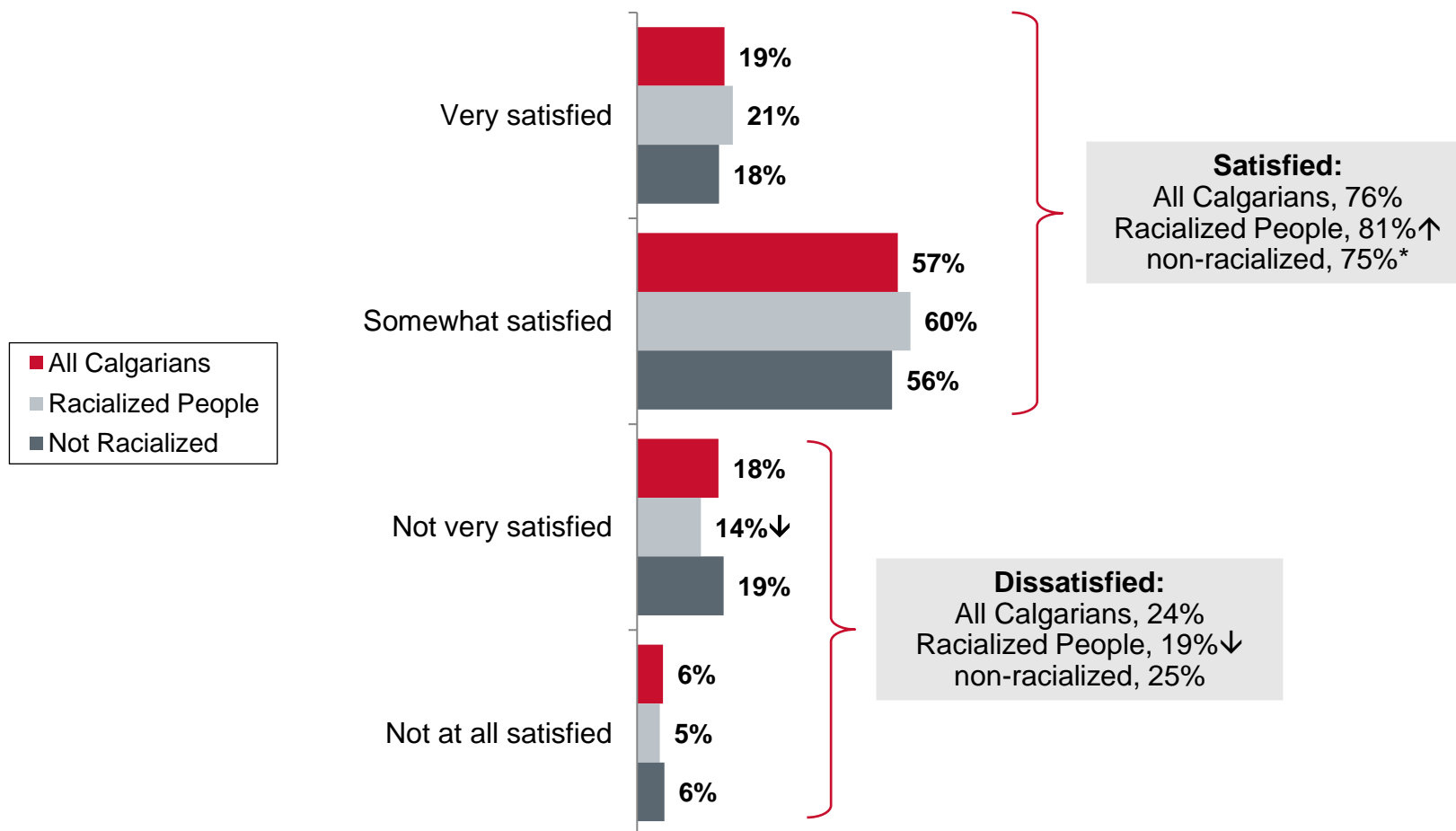
How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you...?

Base: Valid respondents (All Calgarians, n=2,488; Racialized People, n=551, non-racialized, n=1,937)

*Rounding

Perceptions About Environment: Racialized People (cont.)

Satisfaction with The City's programs and services aimed at helping Calgarians reduce their environmental impact.



How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact. Are you...?

Base: Valid respondents (All Calgarians, n=2,482; Racialized People, n=549, non-racialized, n=1,933)

*Rounding



Disability Status



Findings: Disability Status

Calgarians who have a disability, or live in the same household as someone with a disability, tend to hold lower ratings of overall quality of life, inclusion, and removing barriers when compared to other Calgarians.

- Calgarians who have a disability or live in the same household as someone with a disability rate the overall quality of life lower than those in households without a disability present (72% disability vs. 79% no disability).
- Calgarians who have a disability or live in the same household as someone with a disability are less likely to agree with statements about inclusivity and removing barriers.
 - Calgarians who have a disability or live in the same household as someone with a disability are less likely to agree that The City of Calgary “fosters a city that is inclusive and accepting” (62% disability vs. 69% no disability) and that The City “delivers programs and services that remove barriers to participation for Calgarians that need it most” (47% disability vs. 54% no disability).
- When asked about citizen input, the two groups do not statistically differ in their perceptions: “The City allows citizens to have meaningful input into decision-making” (58% disability and 60% no disability), “The City of Calgary is working to improve how it includes citizen input into important decisions” (61% disability and 66% no disability), and “The City uses input from Calgarians in decision-making about City projects and services” (61% disability and 64% no disability).

Overall, Calgarians who have a disability or live in the same household as someone with a disability are less satisfied with The City’s performance as compared to those Calgarians in households that do not have a disability.

- Calgarians who have a disability or live in the same household as someone with a disability are more likely to distrust The City (27% disability & 22% no disability).
- Reflecting this sentiment, Calgarians who have a disability or live in the same household as someone with a disability are less satisfied with the performance of The City as a whole (65% disability vs. 71% no disability) and Calgary’s City Administration (72% disability vs. 78% no disability).
- The two groups do not differ in their perceptions that Calgary “is on the right track to be a better city 10 years from now” (70% disability vs. 73% no disability).

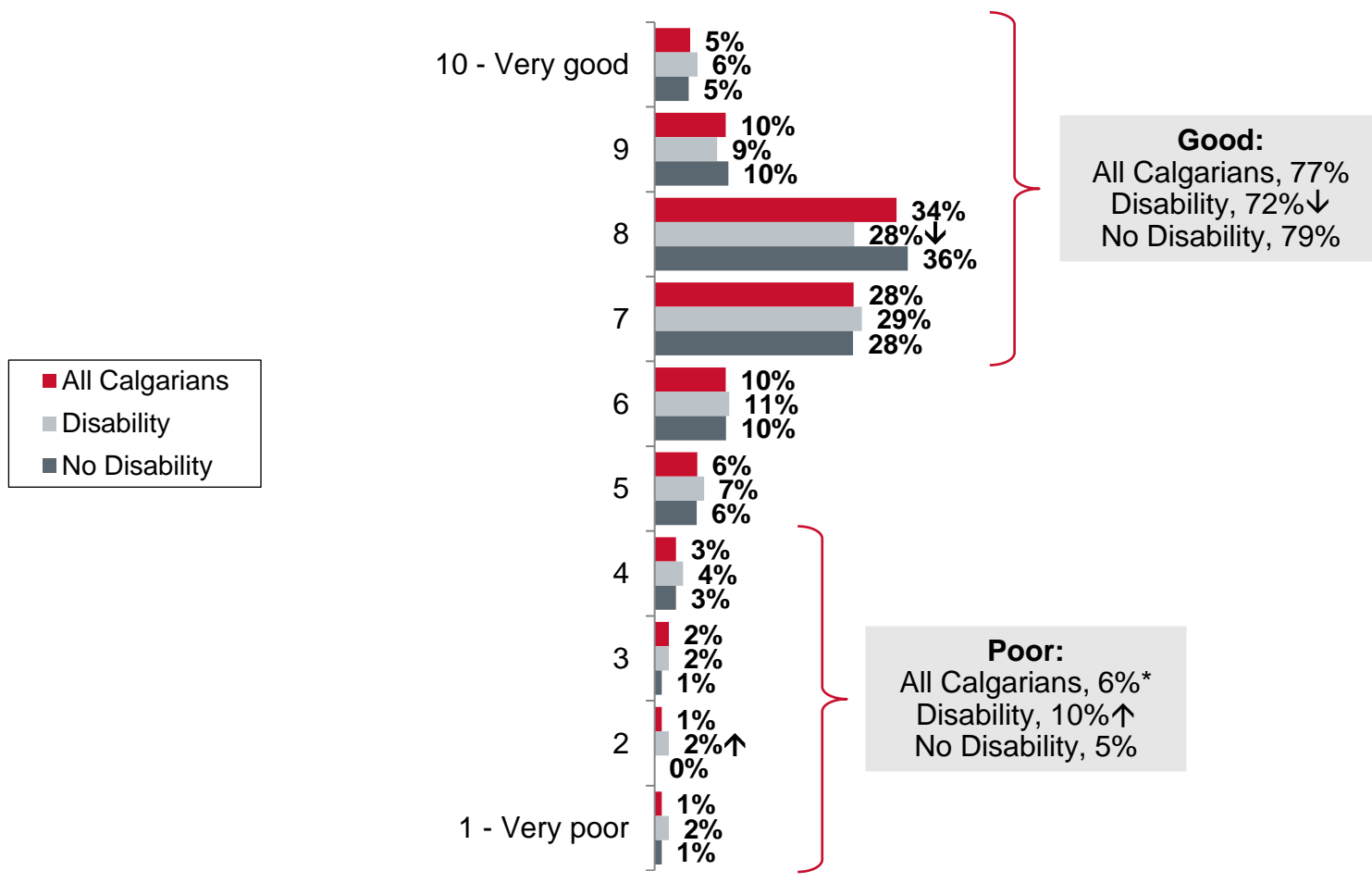
Findings: Disability Status (cont.)

Overall, respondents from households with a disability present and those from households without a disability present provide strong ratings for The City's environmental performance, with no statistically significant differences emerging in this area.

- More than nine-in-ten respondents across both groups rate the overall state of Calgary's environment as "good" (94% disability and 96% no disability).
- Likewise, both groups have similar levels of satisfaction with The City's performance to protect the environment (81% disability and 85% no disability).
- Finally, Calgarians who have a disability or live in the same household as someone with a disability do not differ from other Calgarians in their satisfaction levels with The City's "programs and services aimed at helping Calgarians reduce their environmental impact" (74% disability and 77% no disability).

Overall Quality of Life: Disability Status

How would you rate the overall quality of life in The City of Calgary?

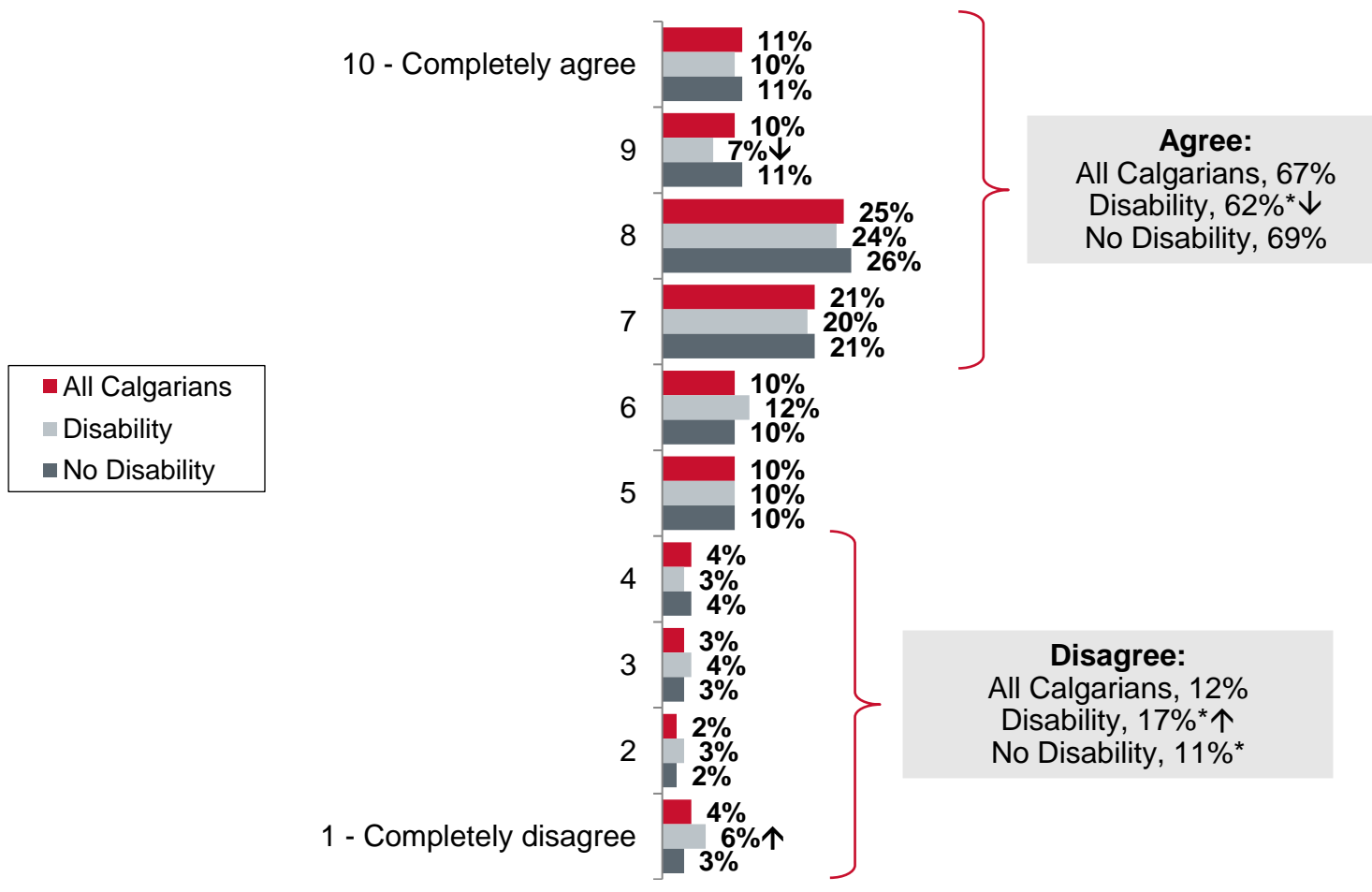


On a scale of '1' to '10' where 1 represents 'very poor' and '10' represents 'very good' how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,497; Disability, n=454; No Disability, n=2,022)

Perceptions of Inclusion: Disability Status

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

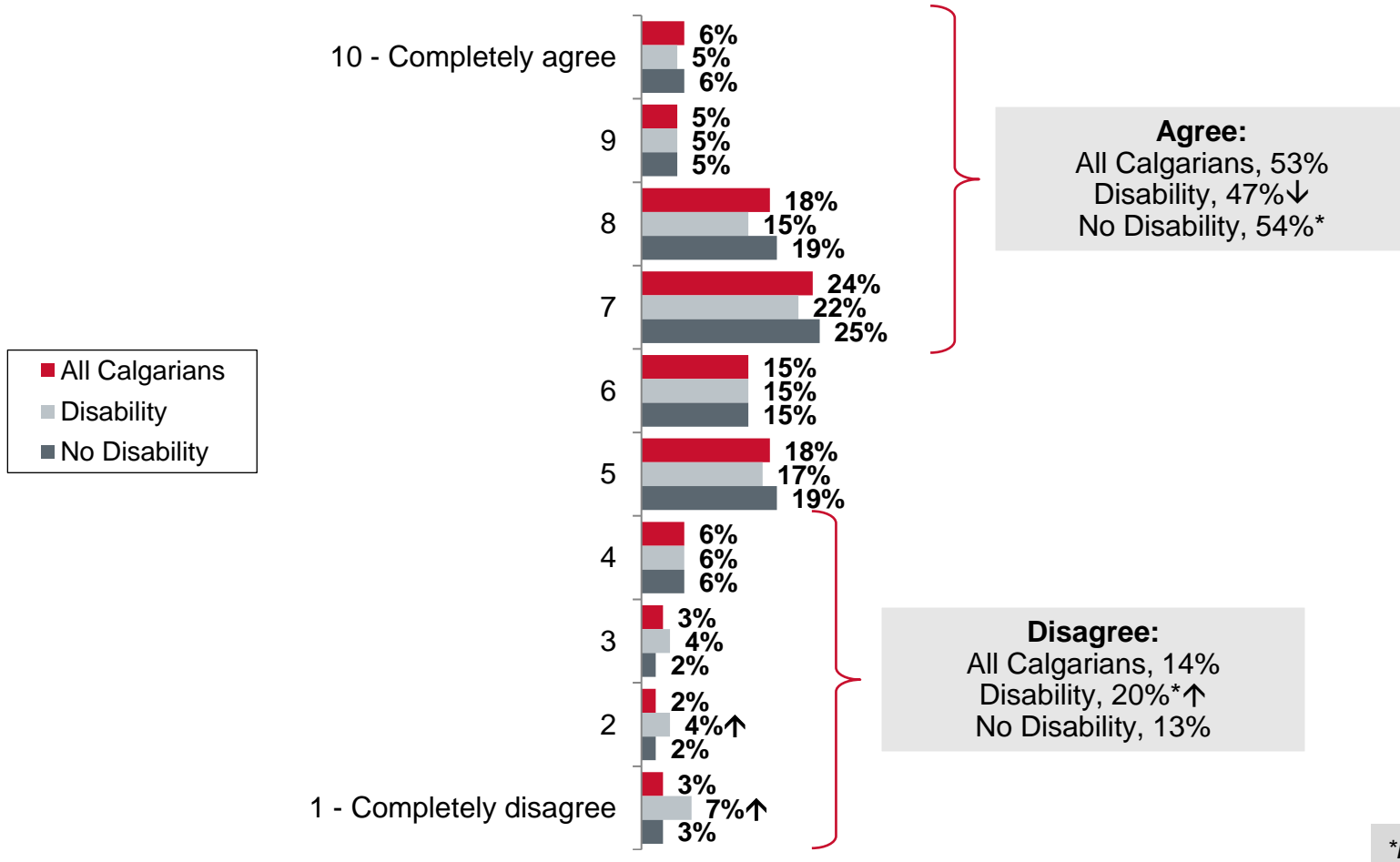


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgary residents, n=2,478; Disability, n=453; No Disability, n=2,004)

Perceptions of Removing Barriers: Disability Status

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

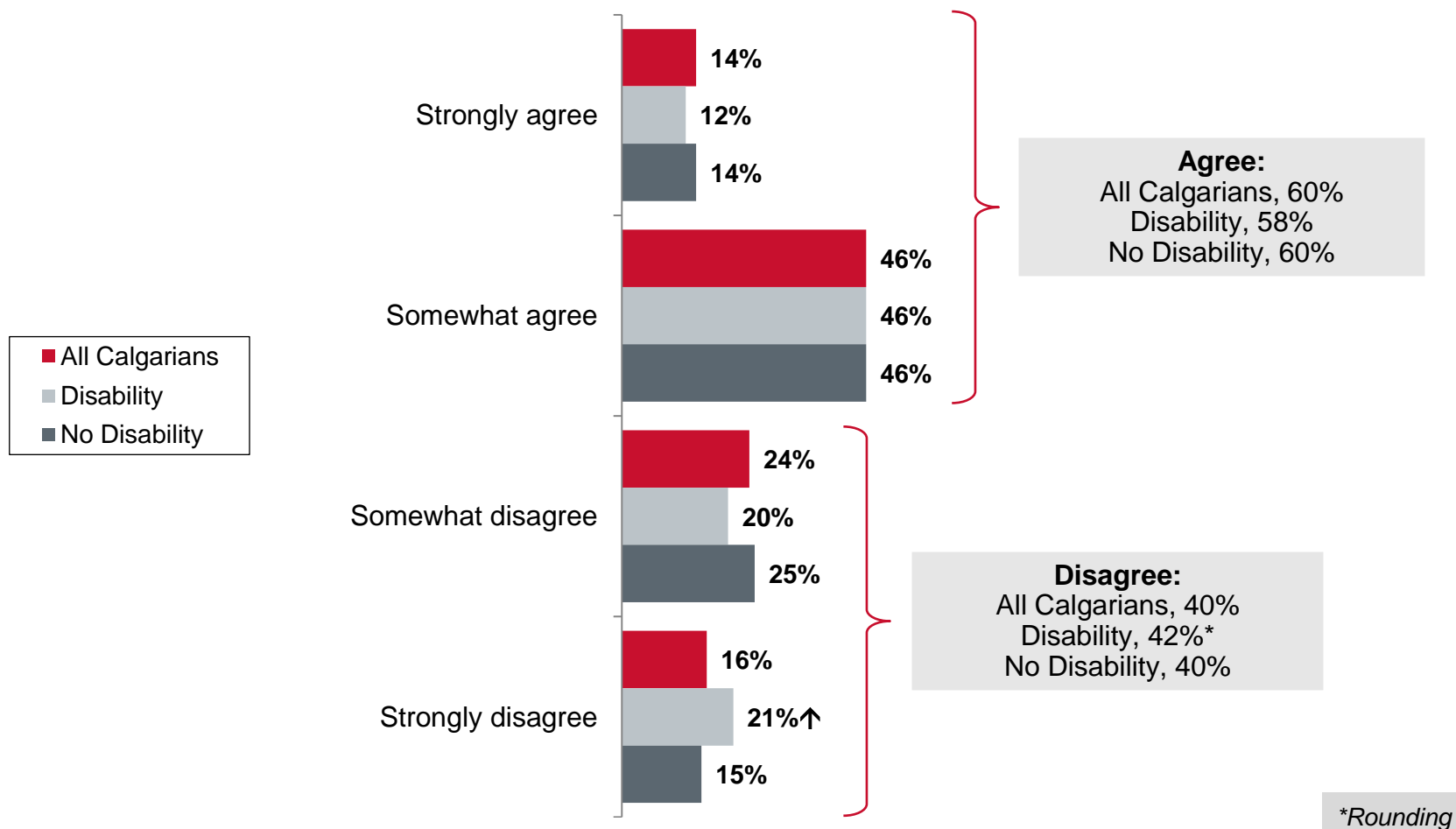


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,423; Disability, n=445; No Disability, n=1,959)

Perceptions of Citizen Input – Opportunities: Disability Status

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

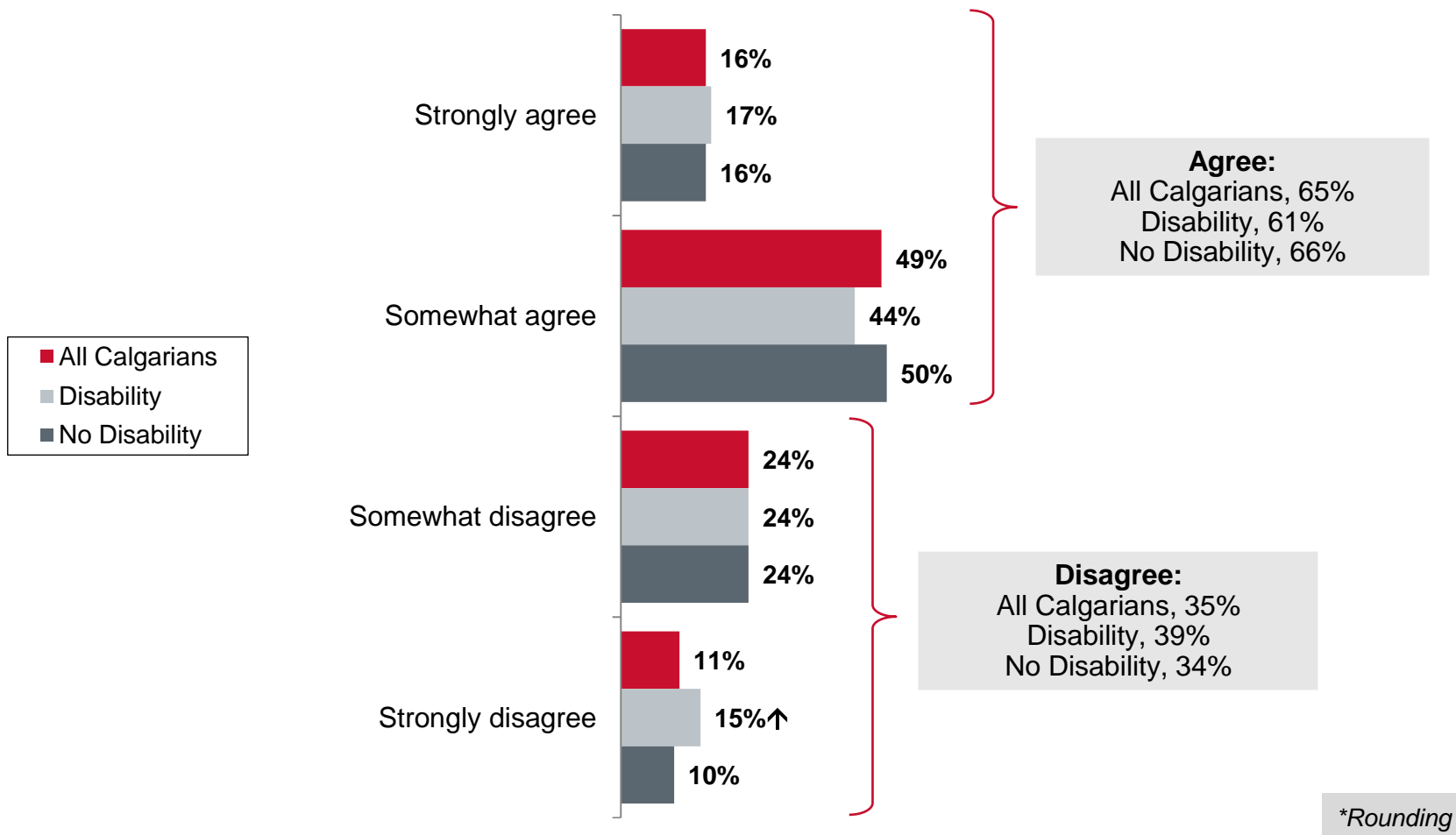


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (All Calgarians, n=2,470; Disability, n=453; No Disability, n=1,997)

Perceptions of Citizen Input – Improvement: Disability Status

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

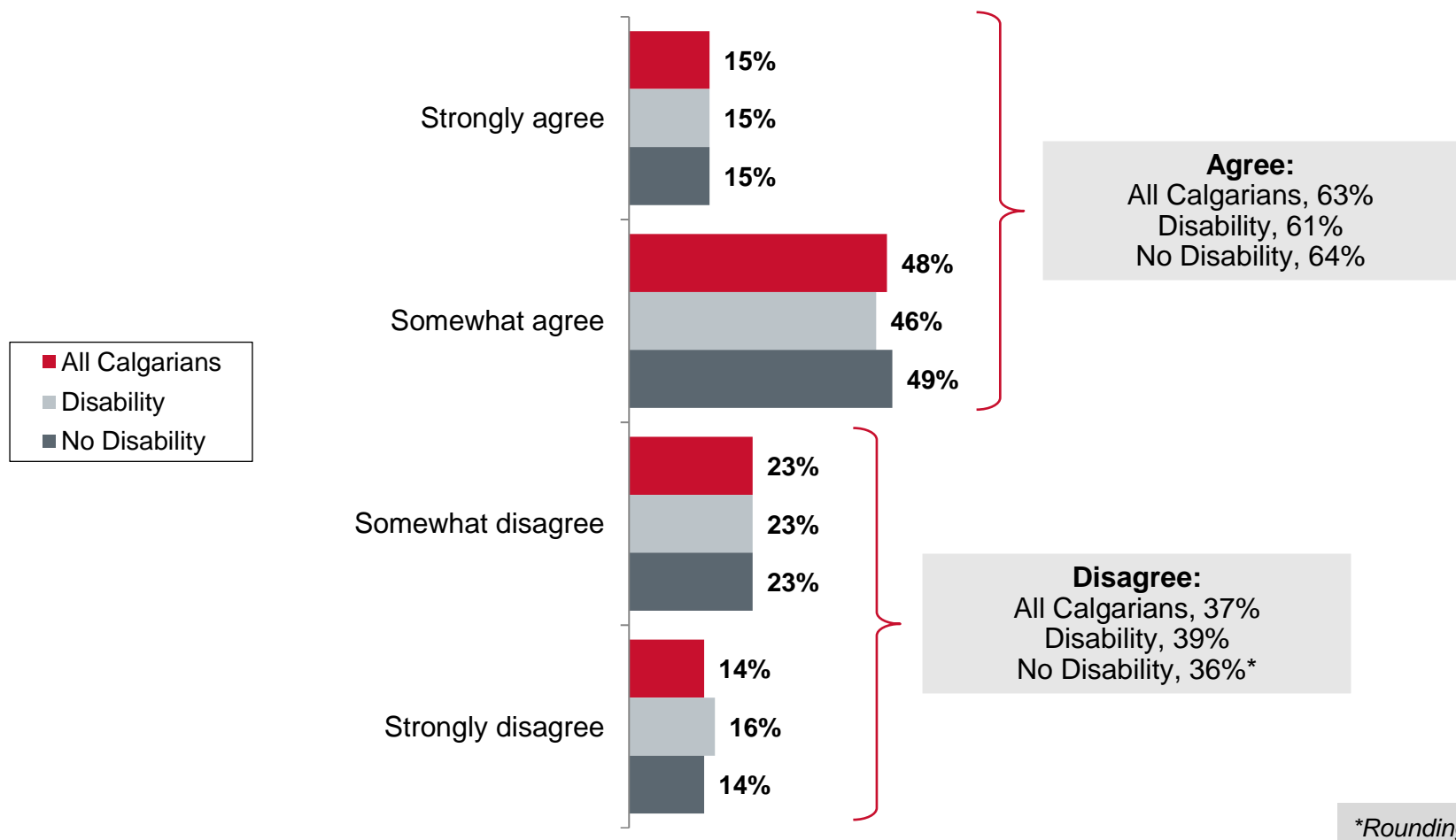


Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (All Calgarians, n=2,481; Disability, n=455; No Disability, n=2,005)

Perceptions of Use of Citizen Input: Disability Status

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

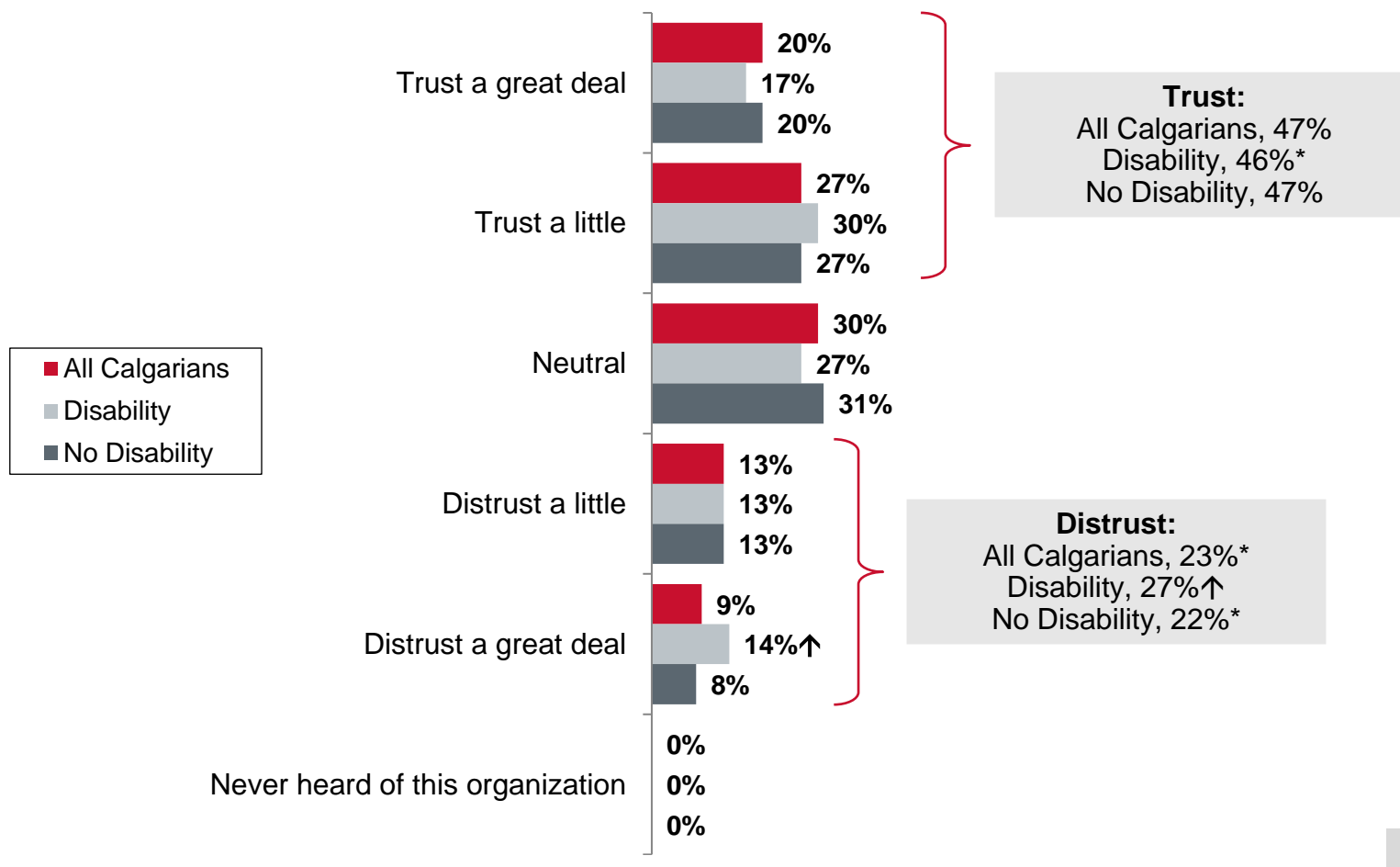


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (All Calgarians, n=2,469; Disability, n=449; No Disability, n=2,000)

Trust in The City: Disability Status

Trust in The City of Calgary

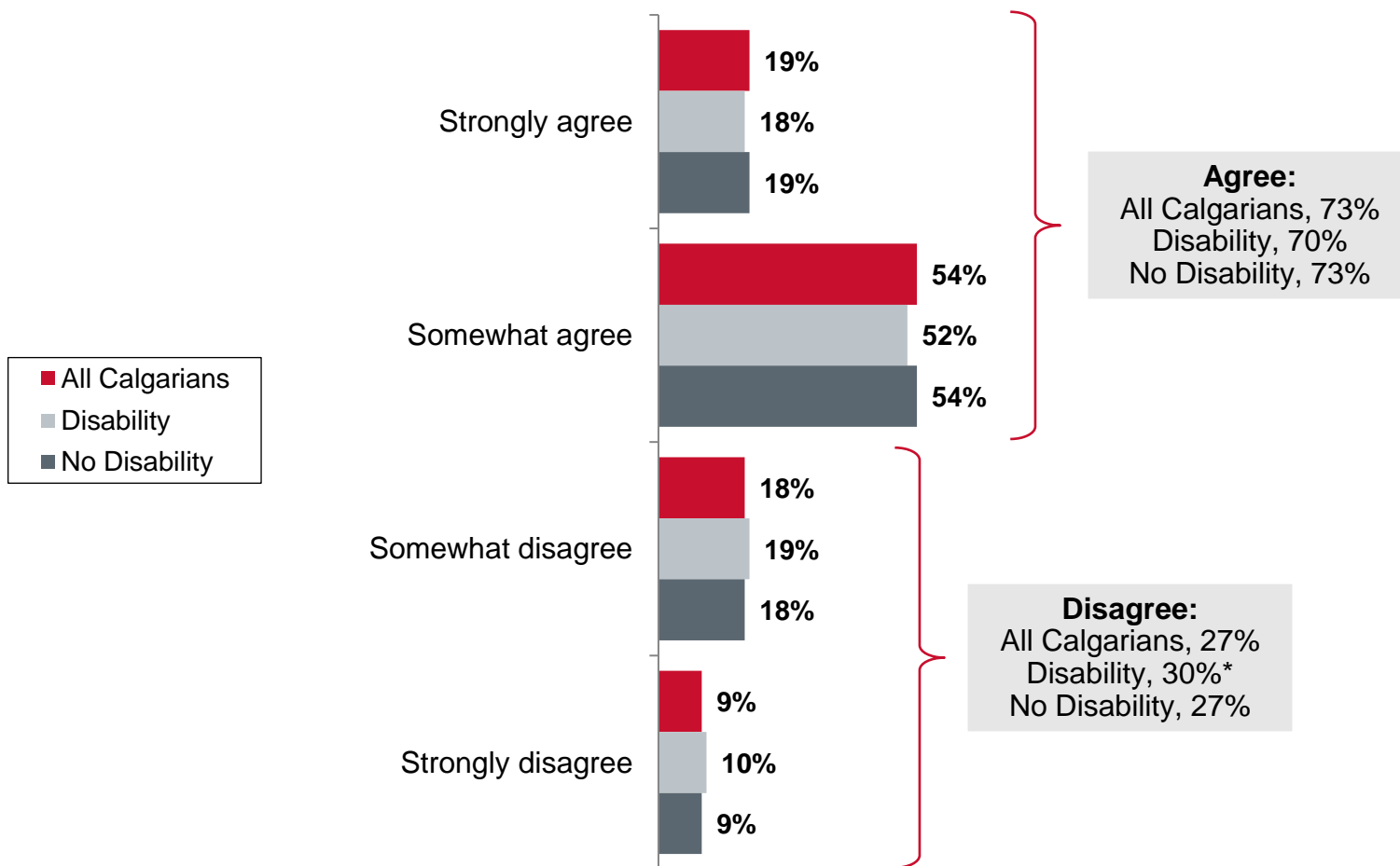


*Rounding

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=2,496; Disability, n=456; No Disability, n=2,019)

Calgary – Right Track to Being a Better City: Disability Status

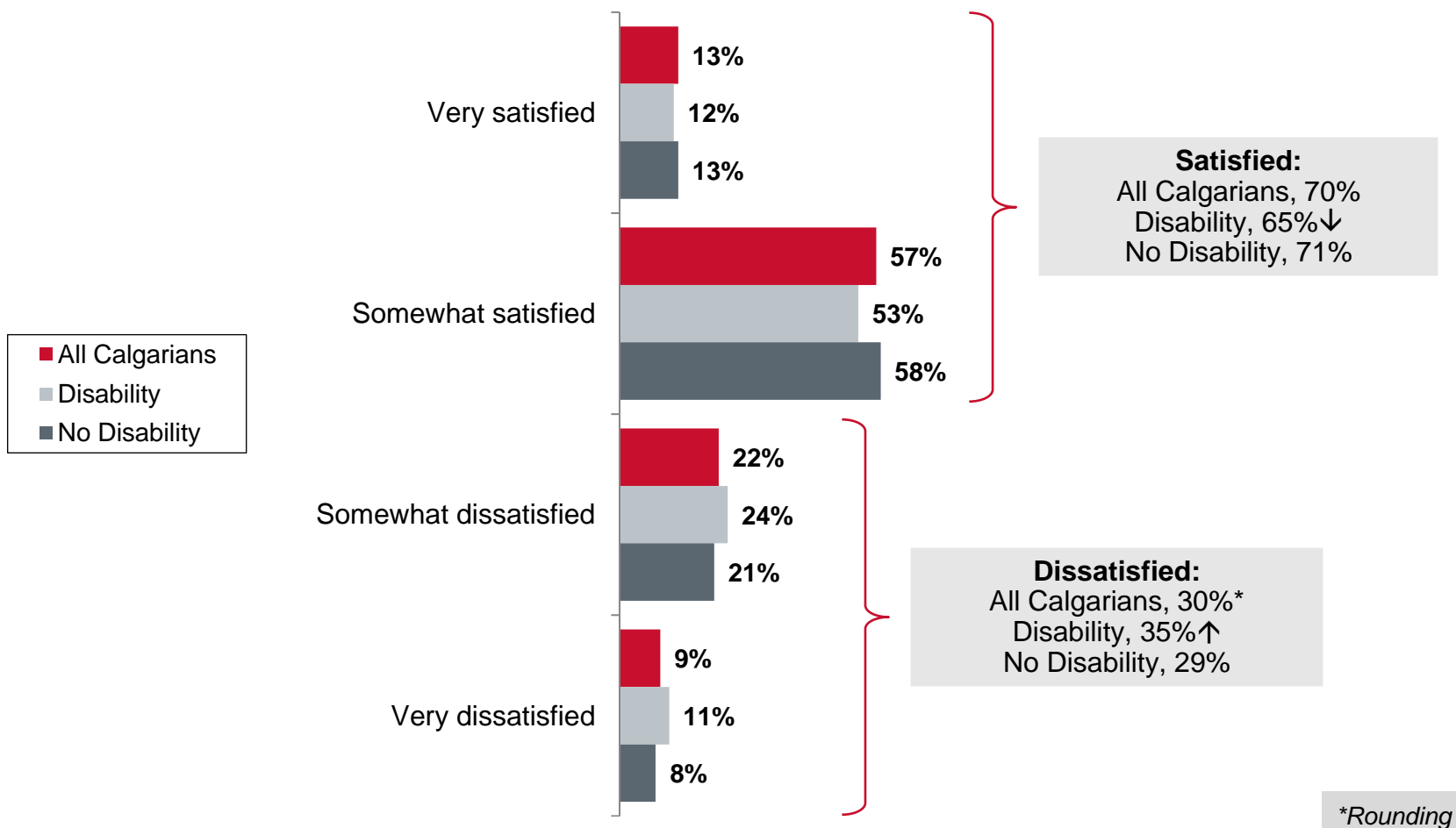
Right track to being a better city



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 Calgary, n=2,490; Disability, n=454; No Disability, n=2,015)

Perceptions About City Performance: Disability Status

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

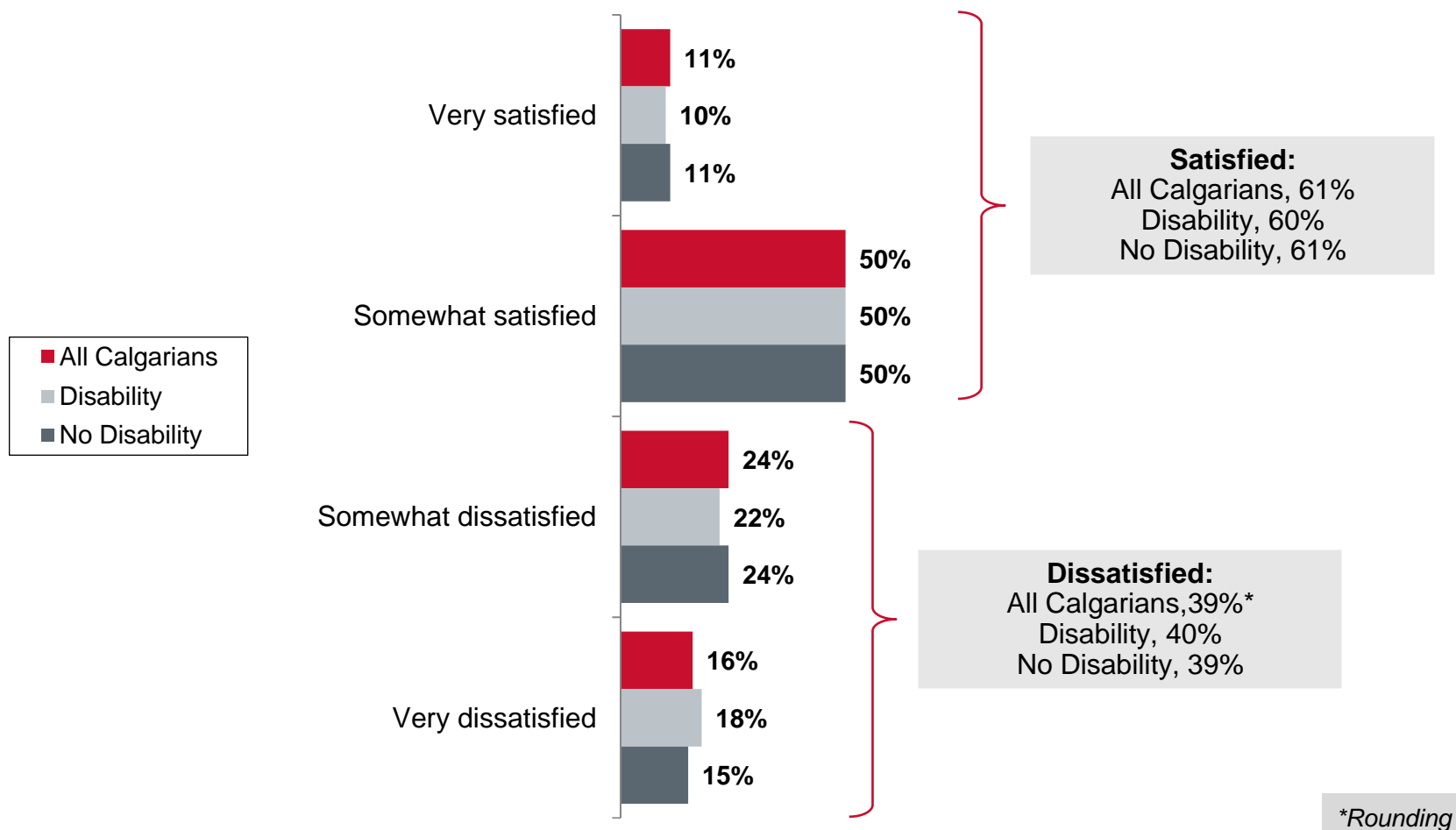


Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents (All Calgarians, n=2,495; Disability, n=456; No Disability, n=2,018)

Perceptions About City Performance: Disability Status (cont.)

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

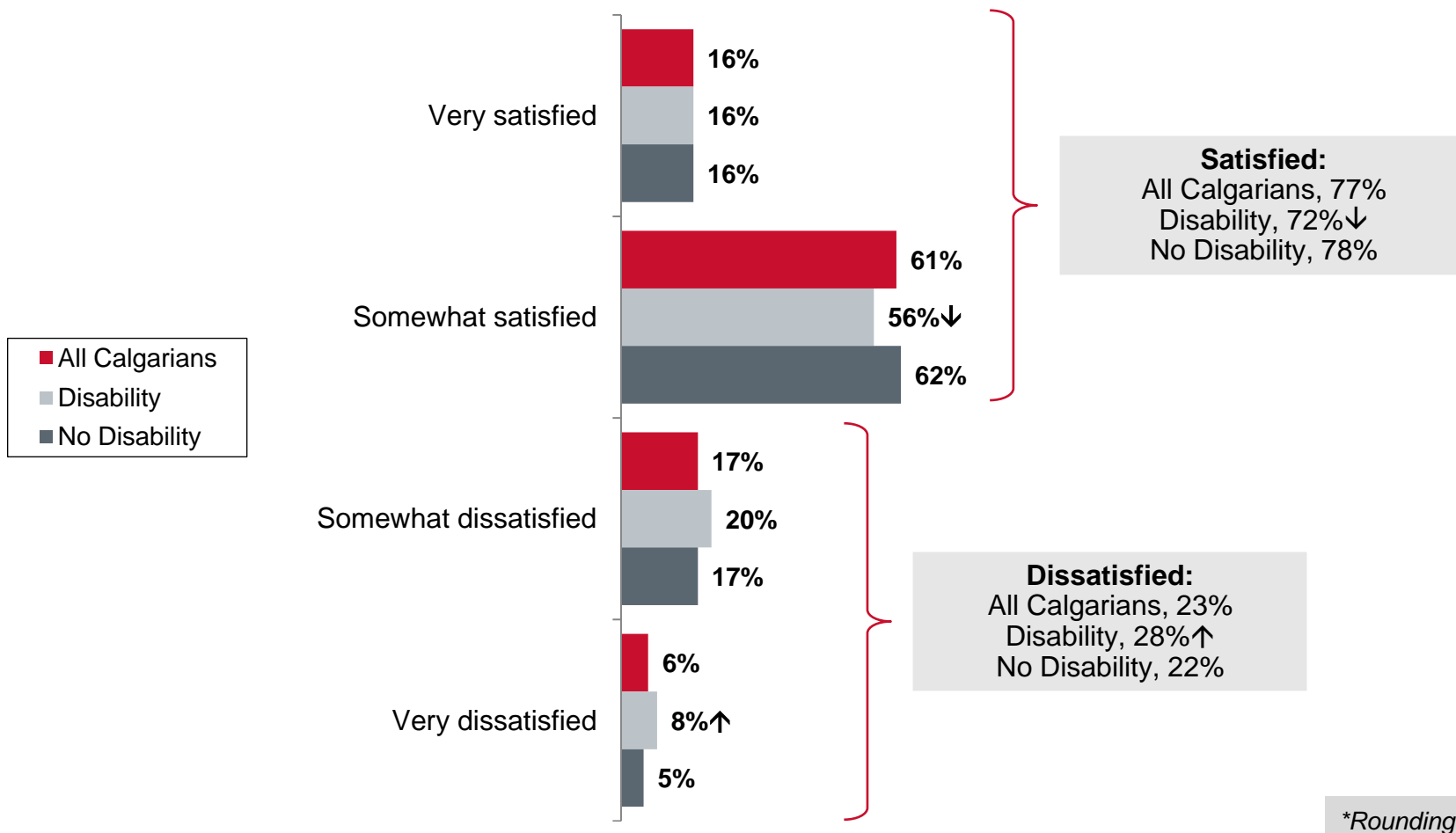


Thinking about Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,486; Disability, n=453; No Disability, n=2,013)

Perceptions About City Performance: Disability Status (cont.)

Satisfaction with Calgary's City Administration, excluding Council.

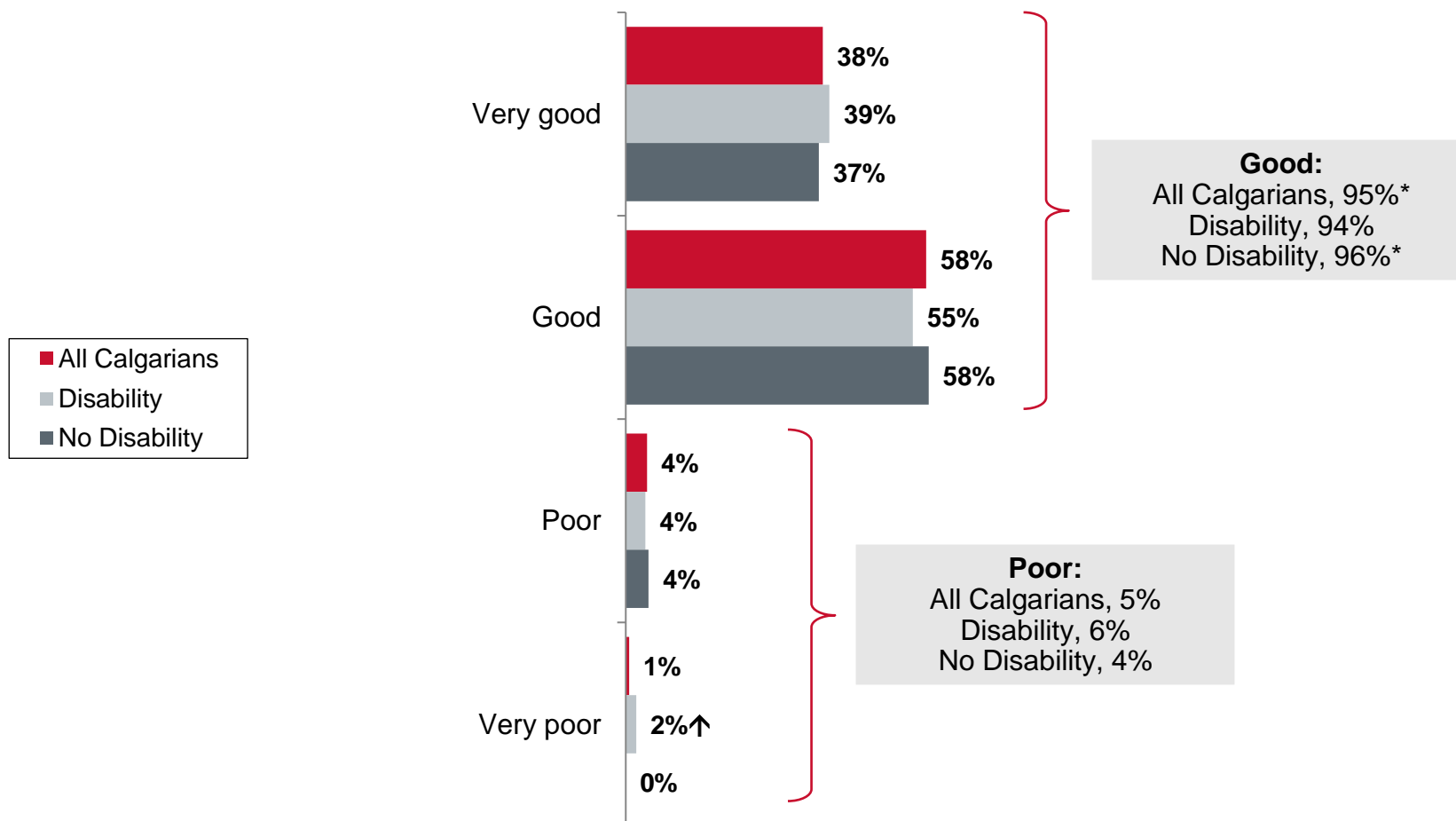


Thinking about Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?

Base: Valid respondents (All Calgarians, n=2,482; Disability, n=452; No Disability, n=2,009)

Perceptions About Environment: Disability Status

Ratings of the overall state of Calgary's environment.



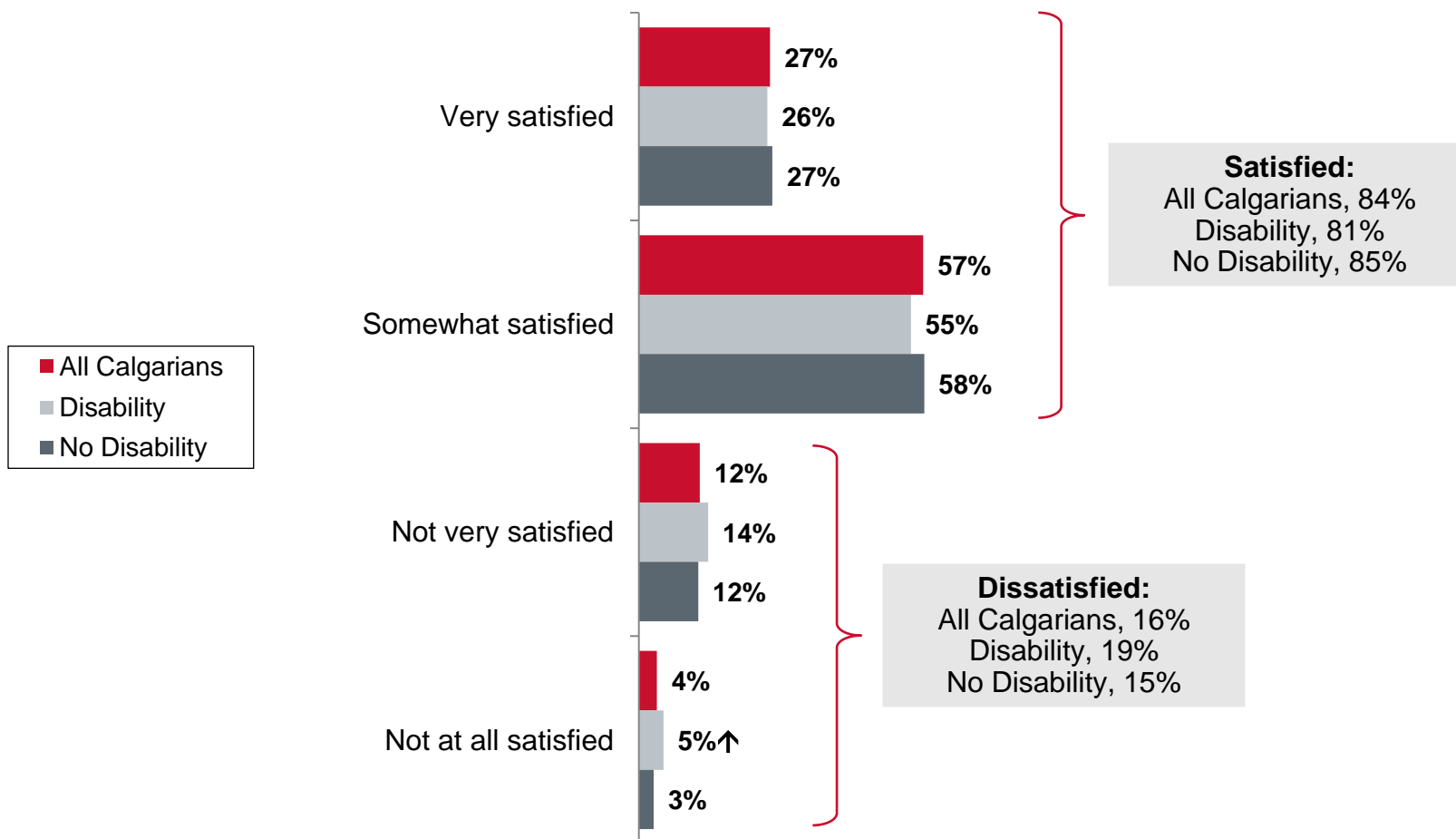
Thinking about things such as air, water and land quality in The City, how would you rate the overall state of Calgary's environment today?

Base: Valid respondents (All Calgarians, n=2,499; Disability, n=456; No Disability, n=2,022)

*Rounding

Perceptions About Environment: Disability Status (cont.)

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



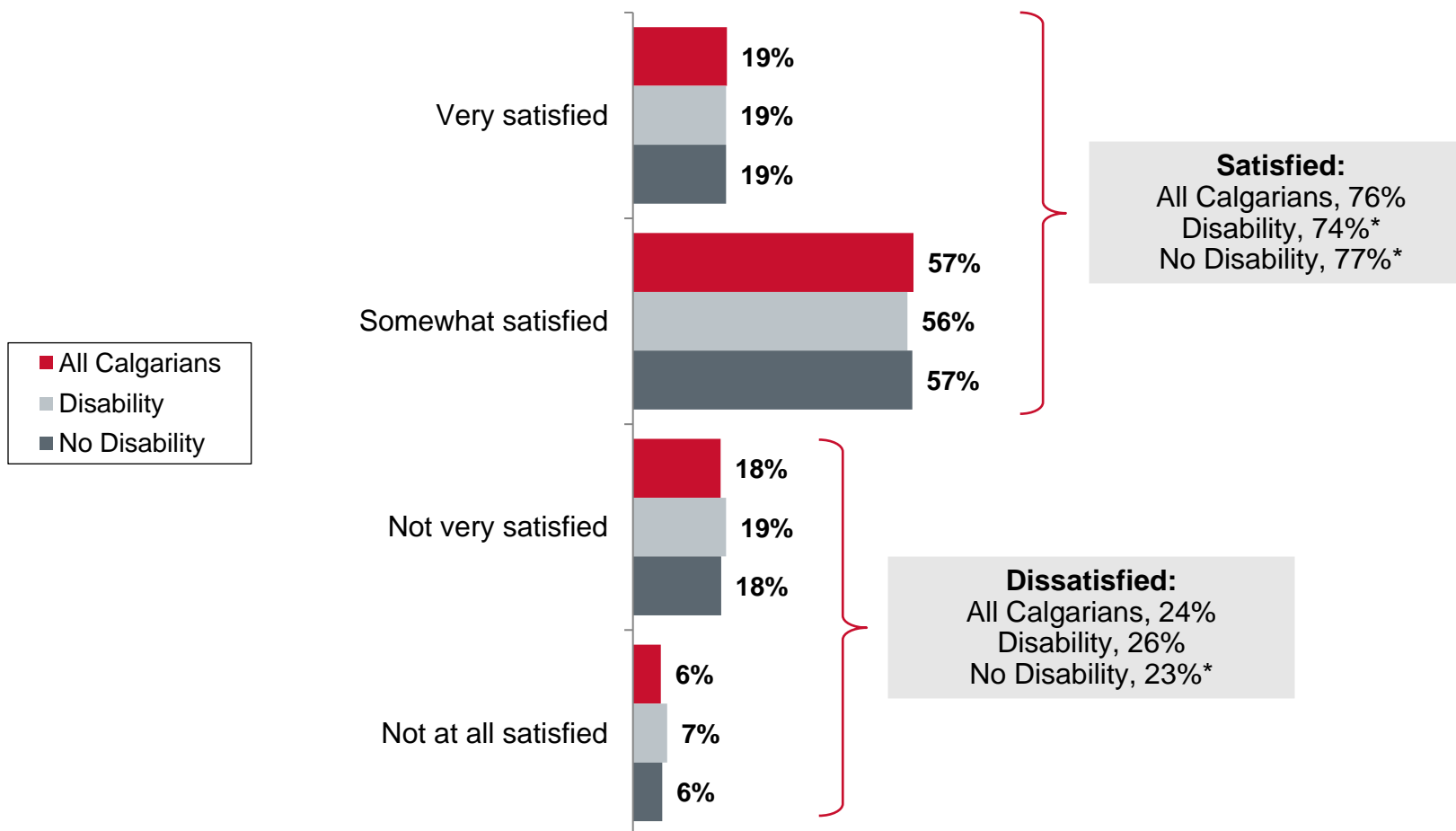
How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you...?

Base: Valid respondents (All Calgaryans, n=2,488; Disability, n=453; No Disability, n=2,014)

*Rounding

Perceptions About Environment: Disability Status (cont.)

Satisfaction with The City's programs and services aimed at helping Calgarians reduce their environmental impact.



How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact. Are you...?

Base: Valid respondents (All Calgarians, n=2,482; Disability, n=452; No Disability, n=2,010)

*Rounding



Age



Older Calgarians (65+) do not statistically differ from younger Calgarians in their ratings of the overall quality of life in Calgary or inclusivity.

- Almost eight-in-ten respondents across both groups rate the overall quality of life as “good” (78% 65+ and 78% 18-64).
- Calgarians who are aged 65+ do not differ from other Calgarians in their perceptions that The City “fosters a city that is inclusive and accepting of all” (64% 65+ and 68% 18-64).
- Likewise, perceptions that “The City delivers programs and services that remove barriers to participation for Calgarians who need it the most” are modest among Calgarians (53% all Calgarians), with no statistically significant differences between the two age groups (53% 65+ and 53% 18-64).

Older Calgarians (65+) are generally less optimistic when it comes to perceptions of citizen input.

- When asked about opportunities for providing input, older Calgarians are less likely to agree that The City “allows citizens to have meaningful input into decision-making” (57% 65+ vs. 61% 18-64).
- Older Calgarians are also less likely to agree that The City uses input from Calgarians in decision-making about City projects and services (58% 65+ vs. 65% 18-64).

Overall, both age groups of Calgarians have similar perceptions of The City’s performance.

- Ratings of trust in The City are modest and do not differ between the two age groups (48% 65+ and 47% 18-64).
 - This equity-deserving group also has similar levels of satisfaction with The City as a whole (69% 65+ and 70% 18-64), Council (58% 65+ and 62% 18-64), and Administration (76% 65+ and 78% 18-64).

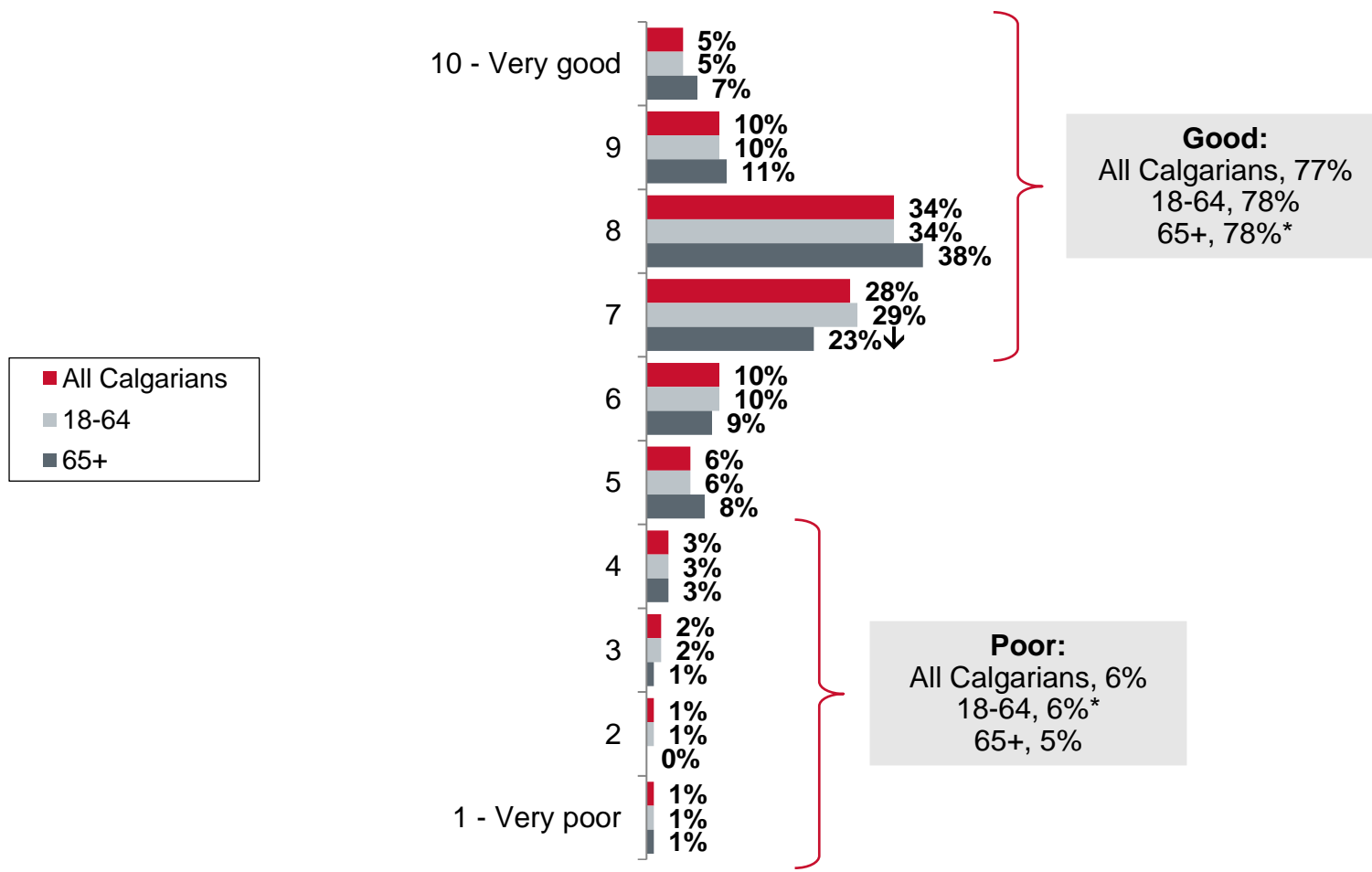
Findings: Age (cont.)

While ratings of the overall state of Calgary's environment are similar between the two age groups, older Calgarians (65+) are more satisfied with The City's environmental performance.

- More than nine-in-ten respondents across both age groups rate the overall state of Calgary's environment as "good" (96% 65+ and 95% 18-64).
- However, older Calgarians (65+) are more satisfied with "The City's performance to protect the environment" as compared to other Calgarians (90% 65+ vs. 83% 18-64); differences in the overall satisfaction are driven by ratings of "somewhat satisfied", with older Calgarians being more likely to indicate this response option than other Calgarians (64% 65+ vs. 56% 18-64).
- Finally, older Calgarians are more satisfied with "The City's programs and services aimed at helping Calgarians reduce their environmental impact" (81% 65+ vs. 76% 18-64).

Overall Quality of Life: Age

How would you rate the overall quality of life in The City of Calgary?

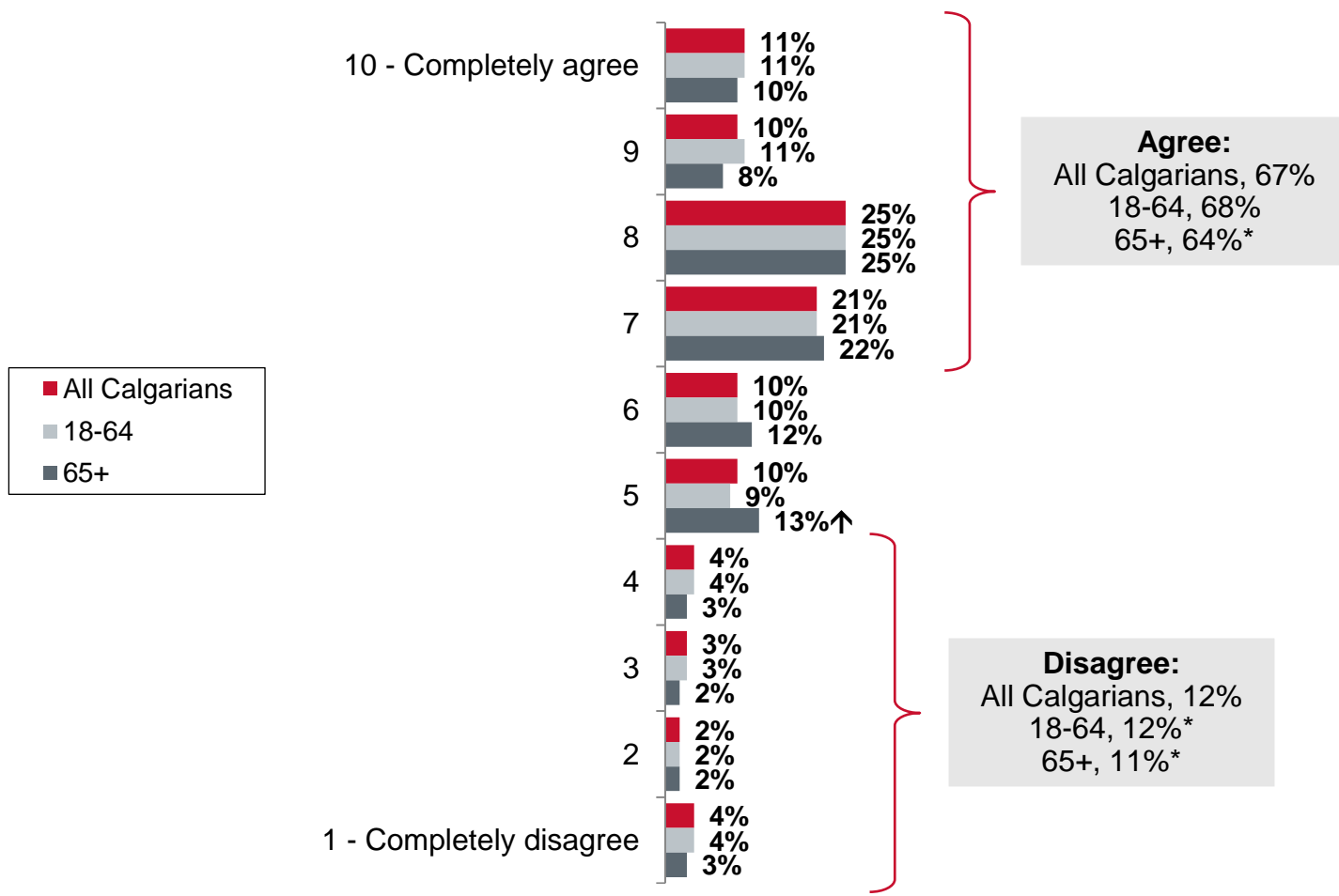


On a scale of '1' to '10' where 1 represents 'very poor' and '10' represents 'very good' how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,497; 18-64, n=1,779; 65+, n=669)

Perceptions of Inclusion: Age

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

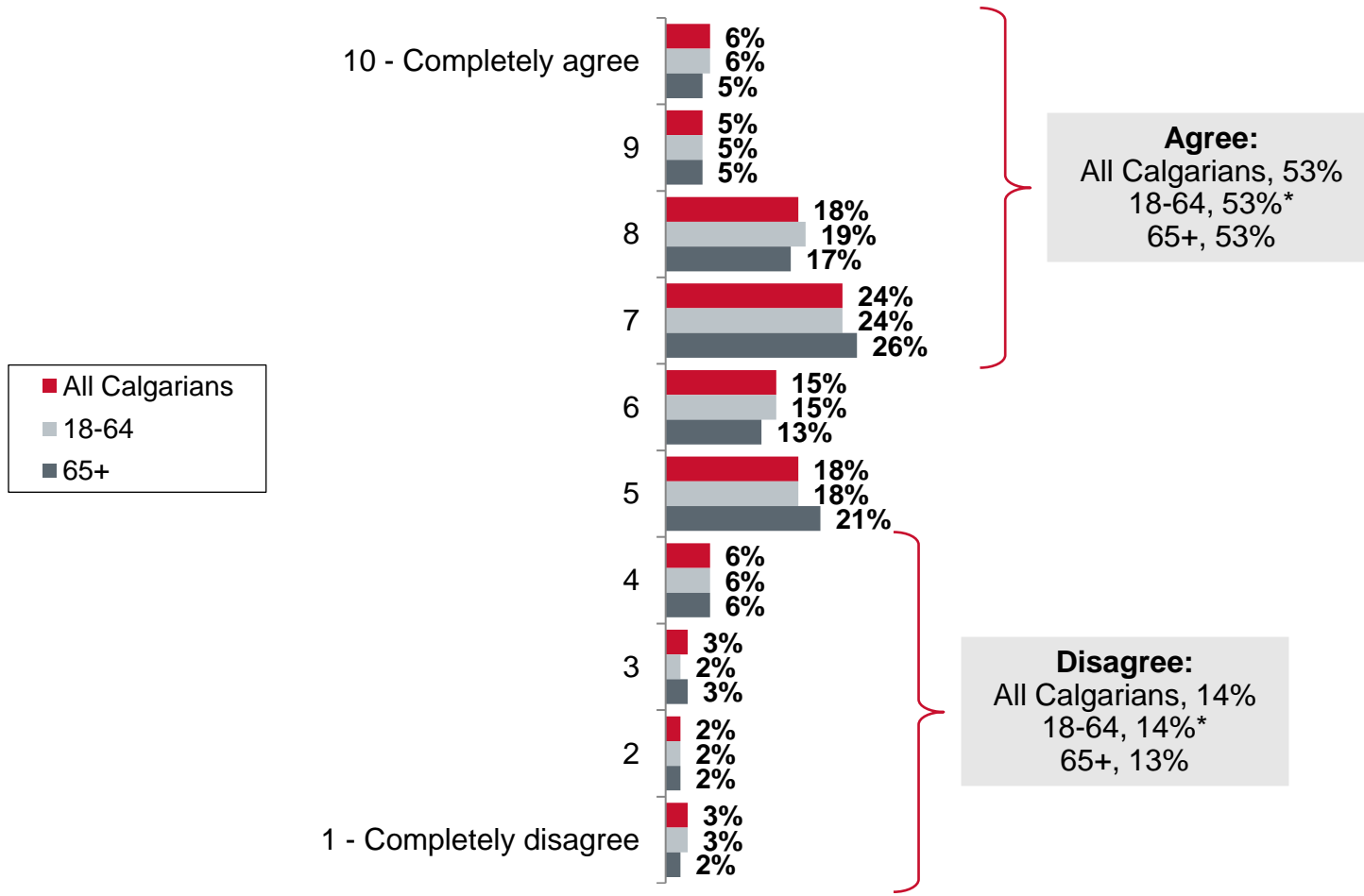


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,478; 18-64, n=1,765; 65+, n=666)

Perceptions of Removing Barriers: Age

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



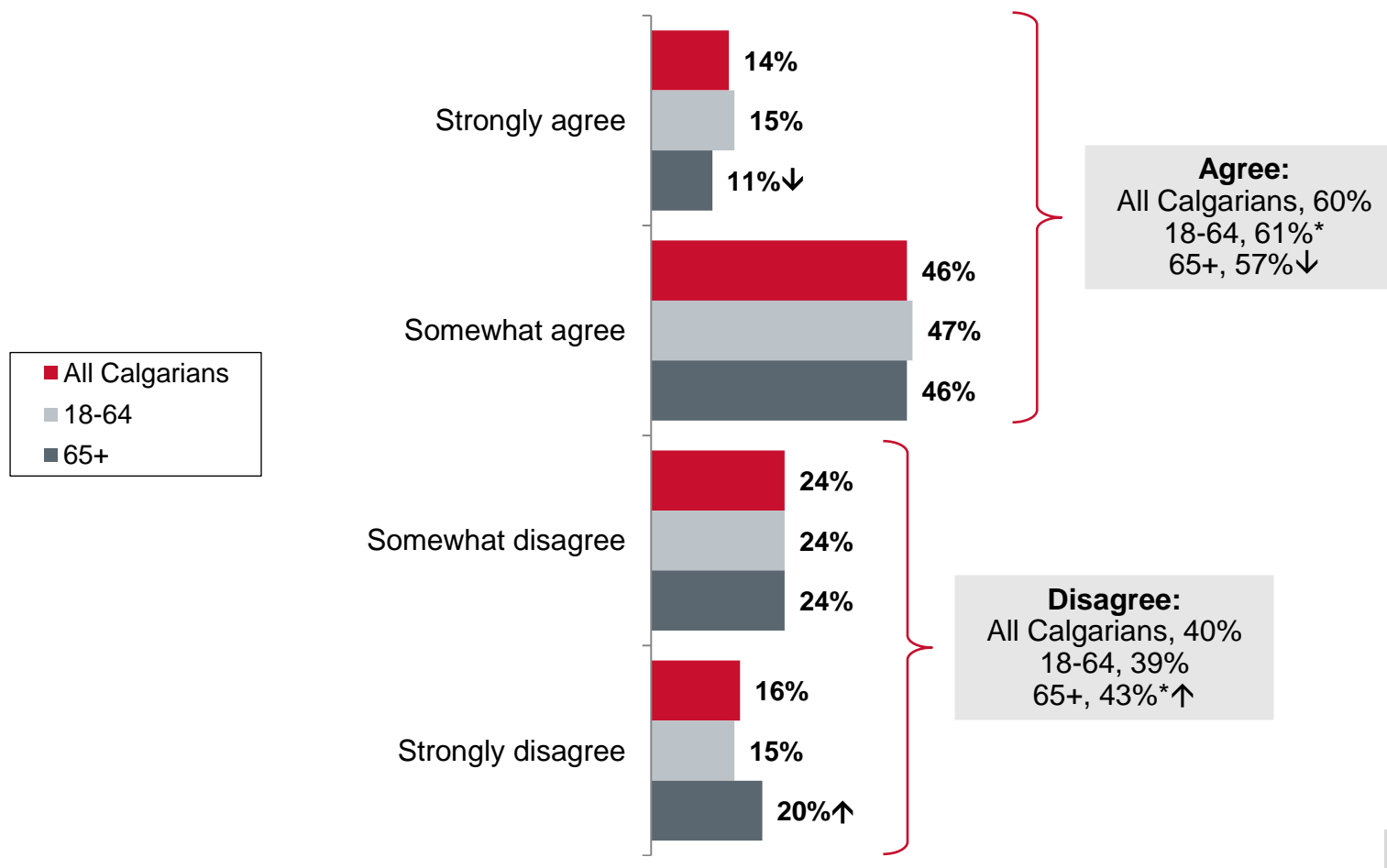
*Rounding

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

Base: Valid respondents (All Calgarians, n=2,423; 18-64, n=1,734; 65+, n=642)

Perceptions of Citizen Input – Opportunities: Age

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

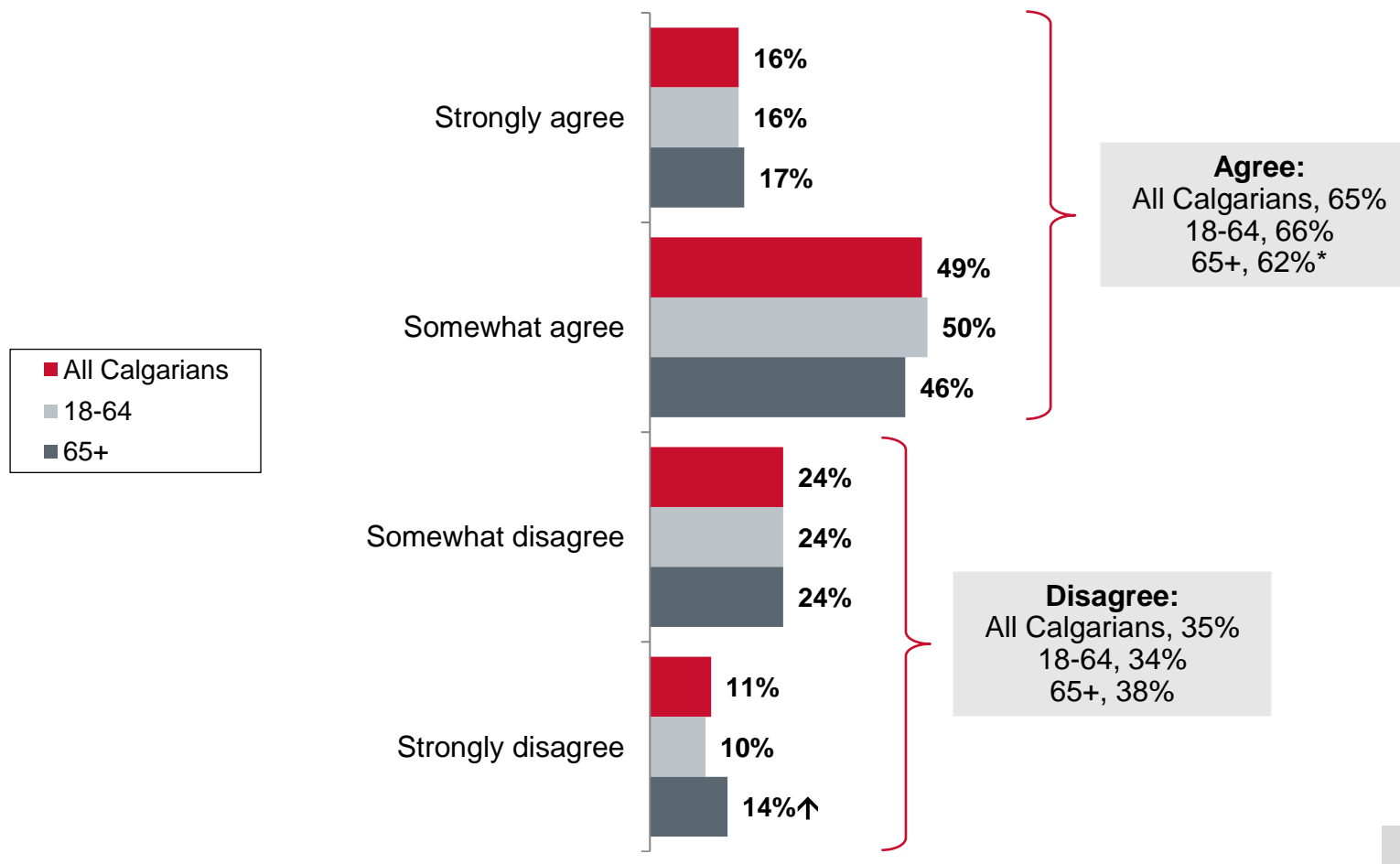


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (All Calgarians, n=2,470; 18-64, n=1,761; 65+, n=661)

Perceptions of Citizen Input – Improvement: Age

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

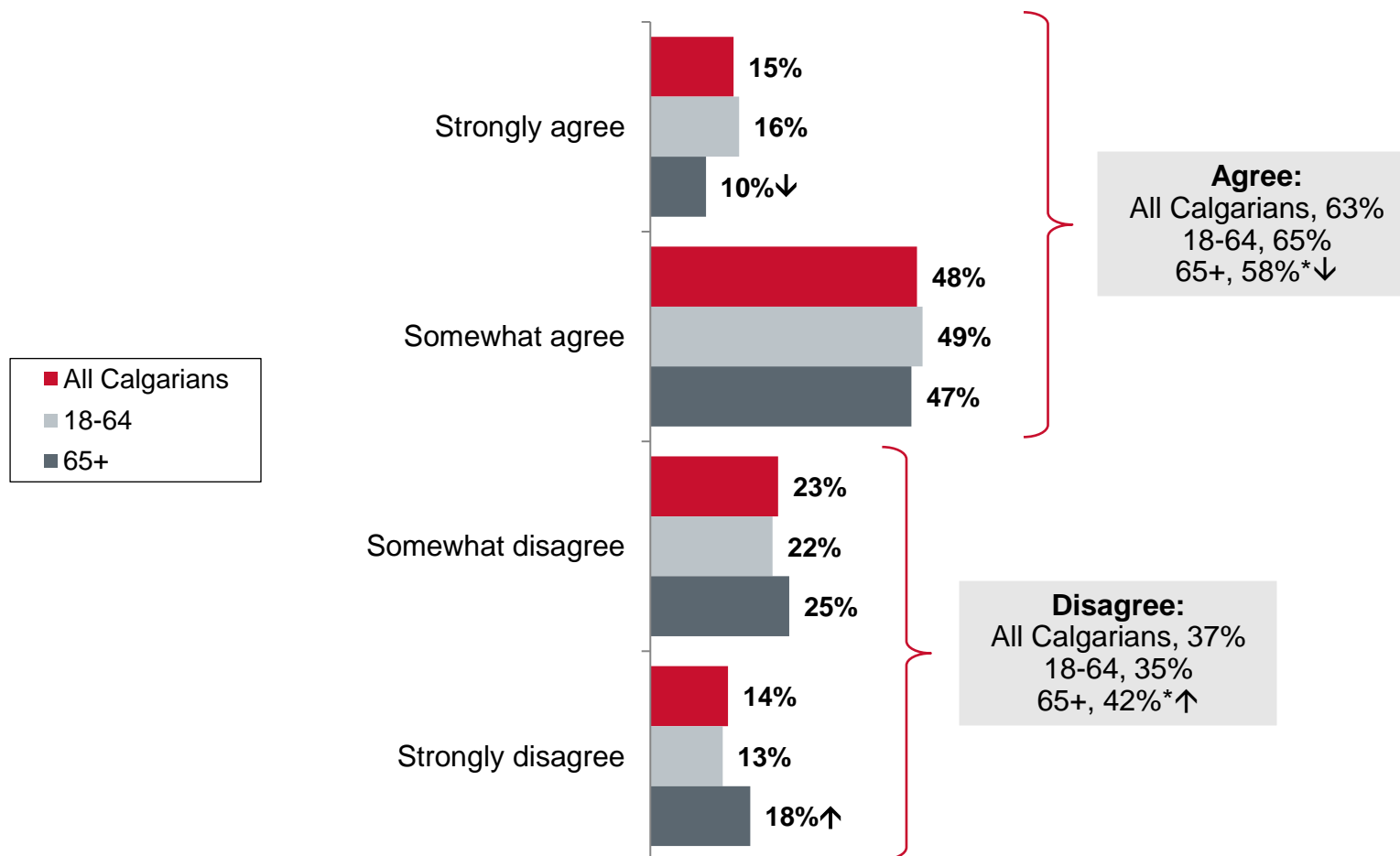


Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (All Calgarians, n=2,481; 18-64, n=1,768; 65+, n=668)

Perceptions of Use of Citizen Input: Age

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

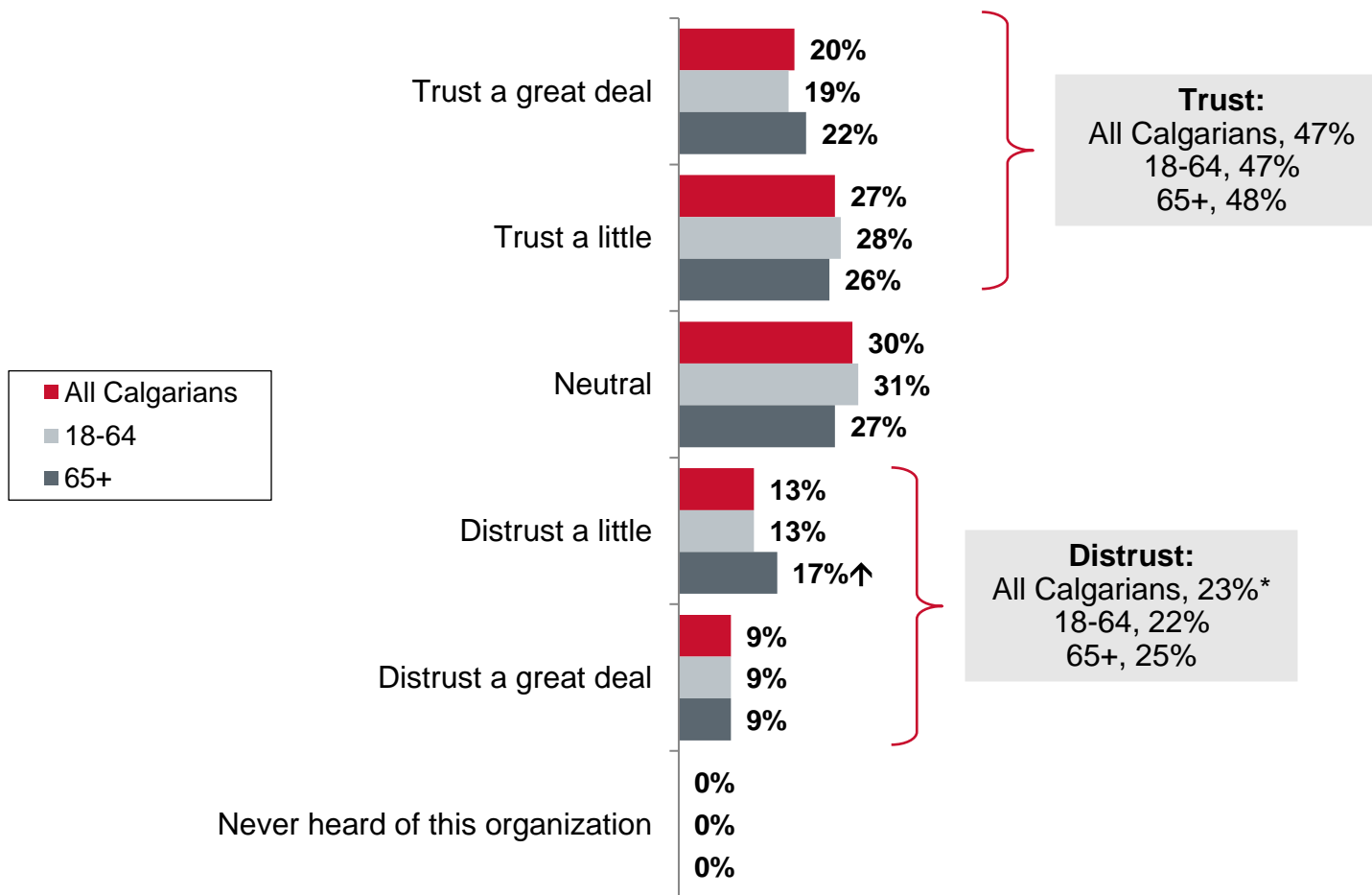


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (All Calgarians, n=2,469; 18-64, n=1,765; 65+, n=658)

Trust in The City: Age

Trust in The City of Calgary

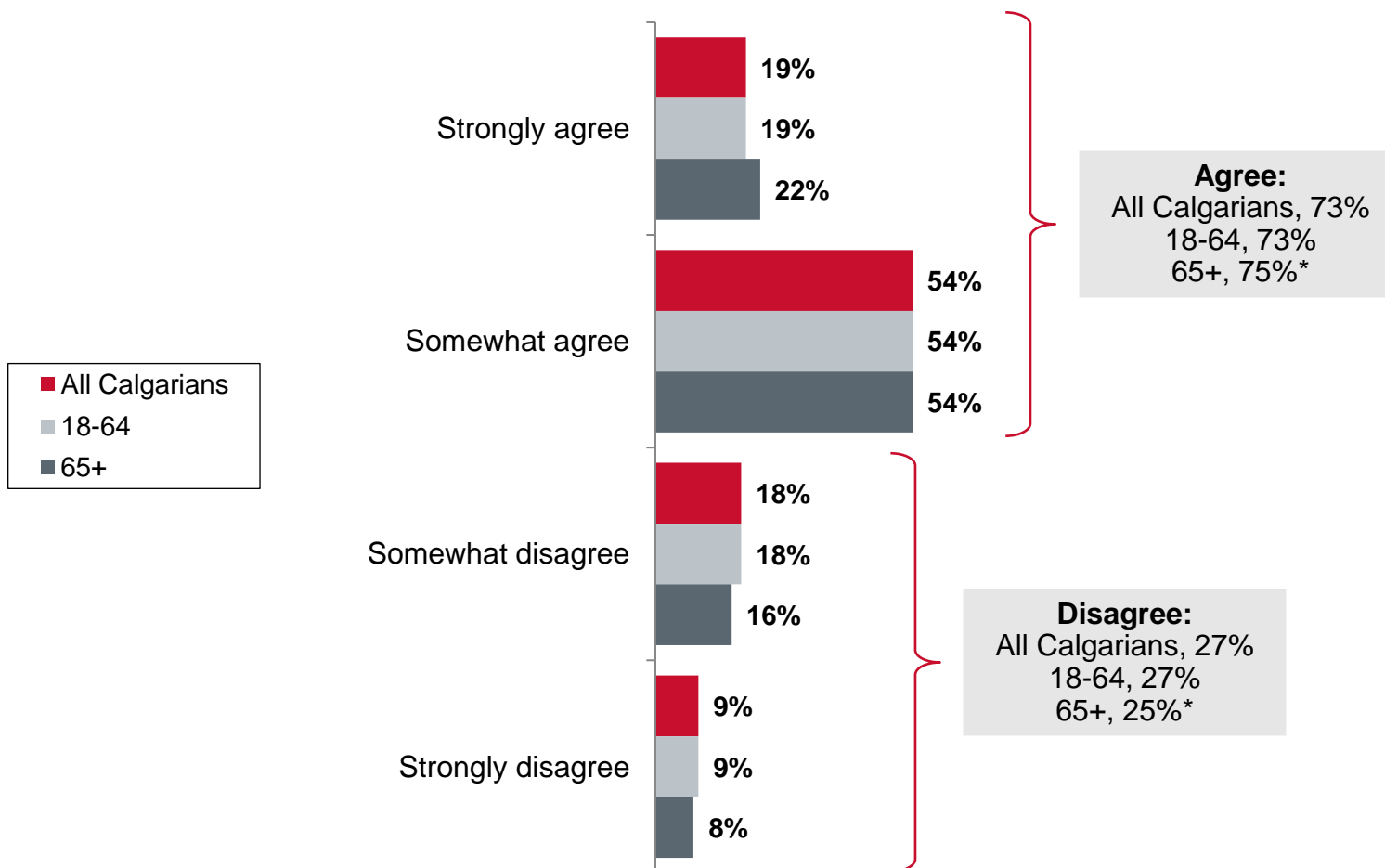


*Rounding

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=2,496; 18-64, n=1,778; 65+, n=670)

Calgary – Right Track to Being a Better City: Age

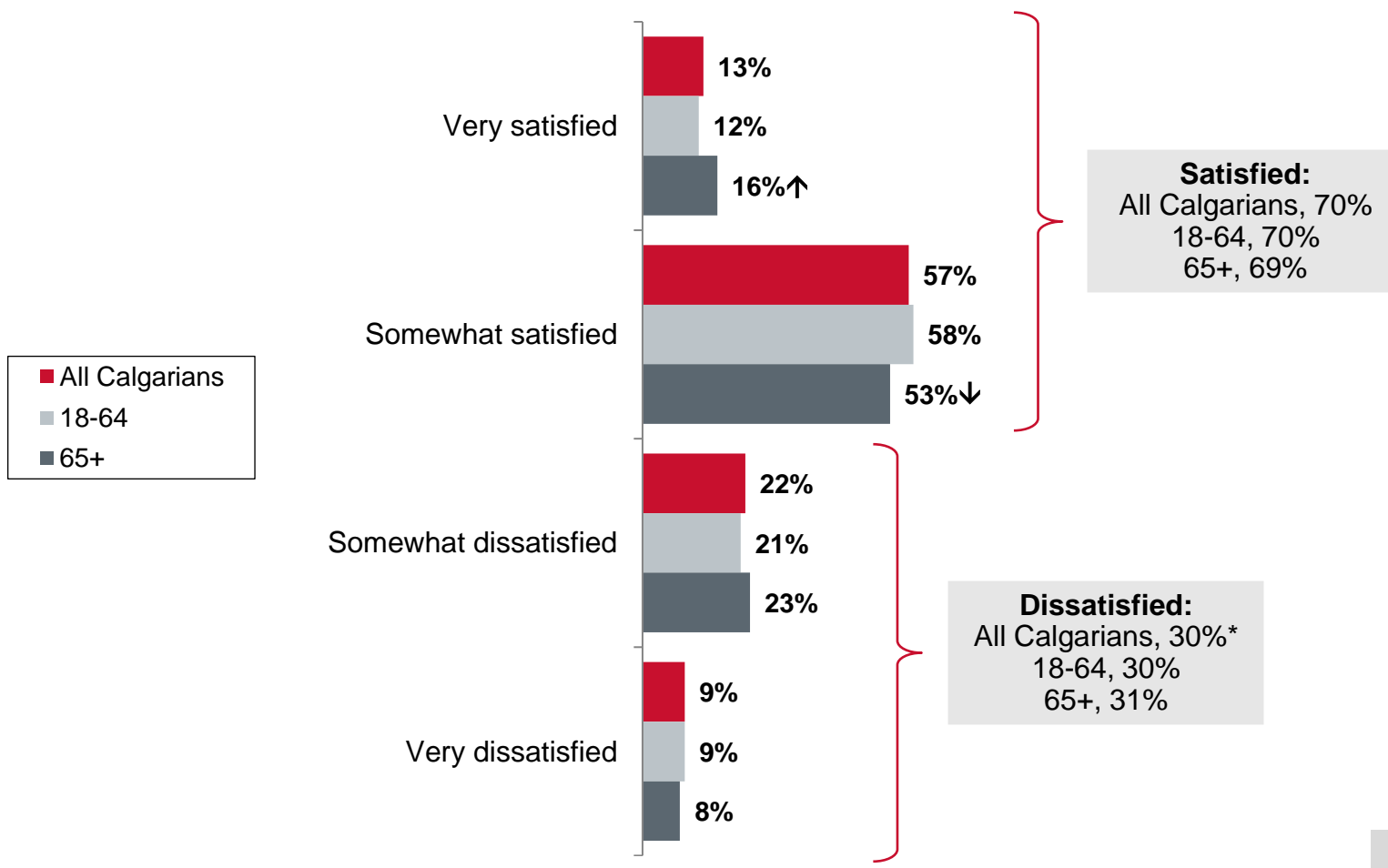
Right track to being a better city



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 Calgary, n=2,490; 18-64, n=1,771; 65+, n=670)

Perceptions About City Performance: Age

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

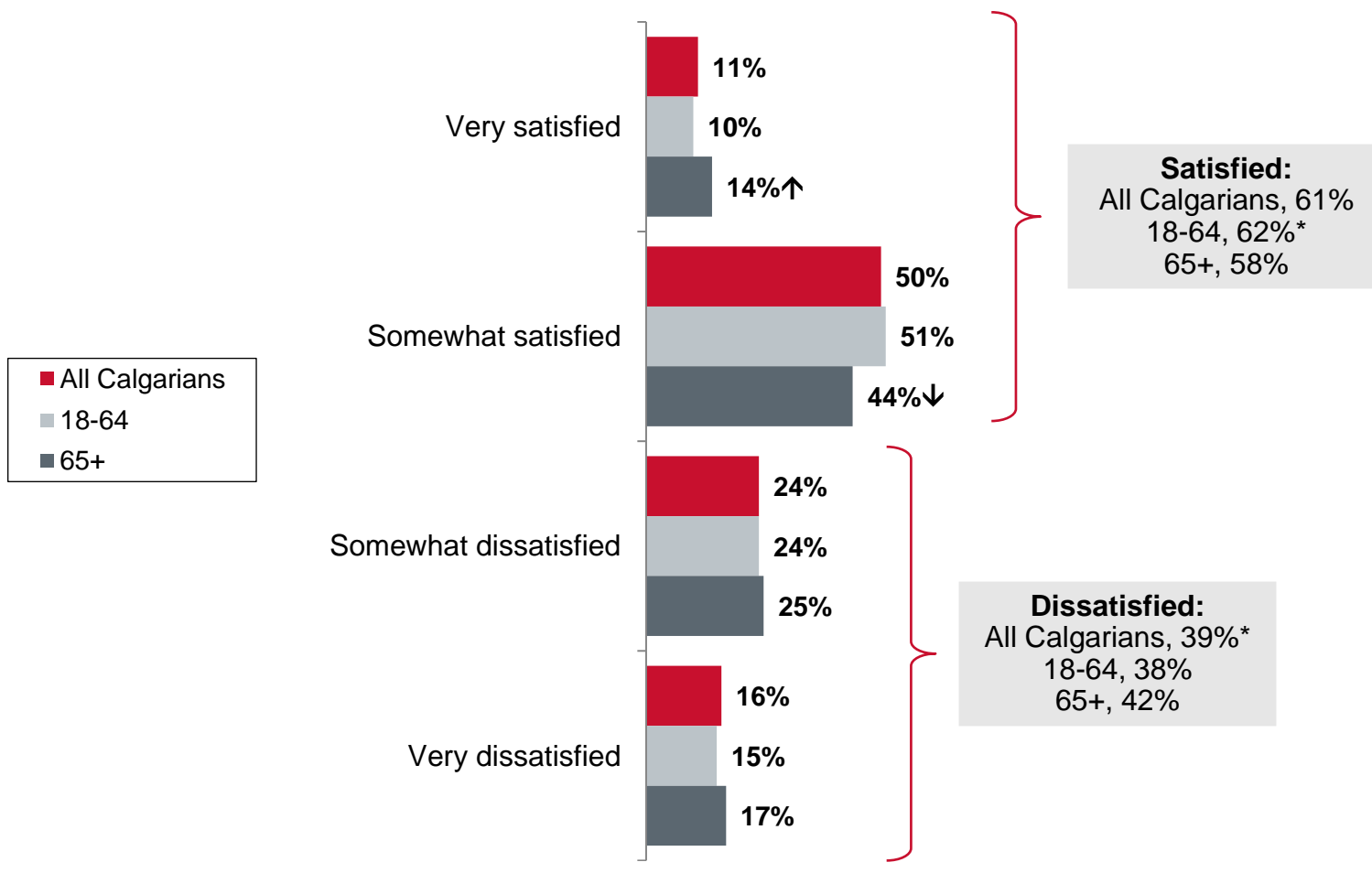


Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents (All Calgarians, n=2,495; 18-64, n=1,775; 65+, n=671)

Perceptions About City Performance: Age (cont.)

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

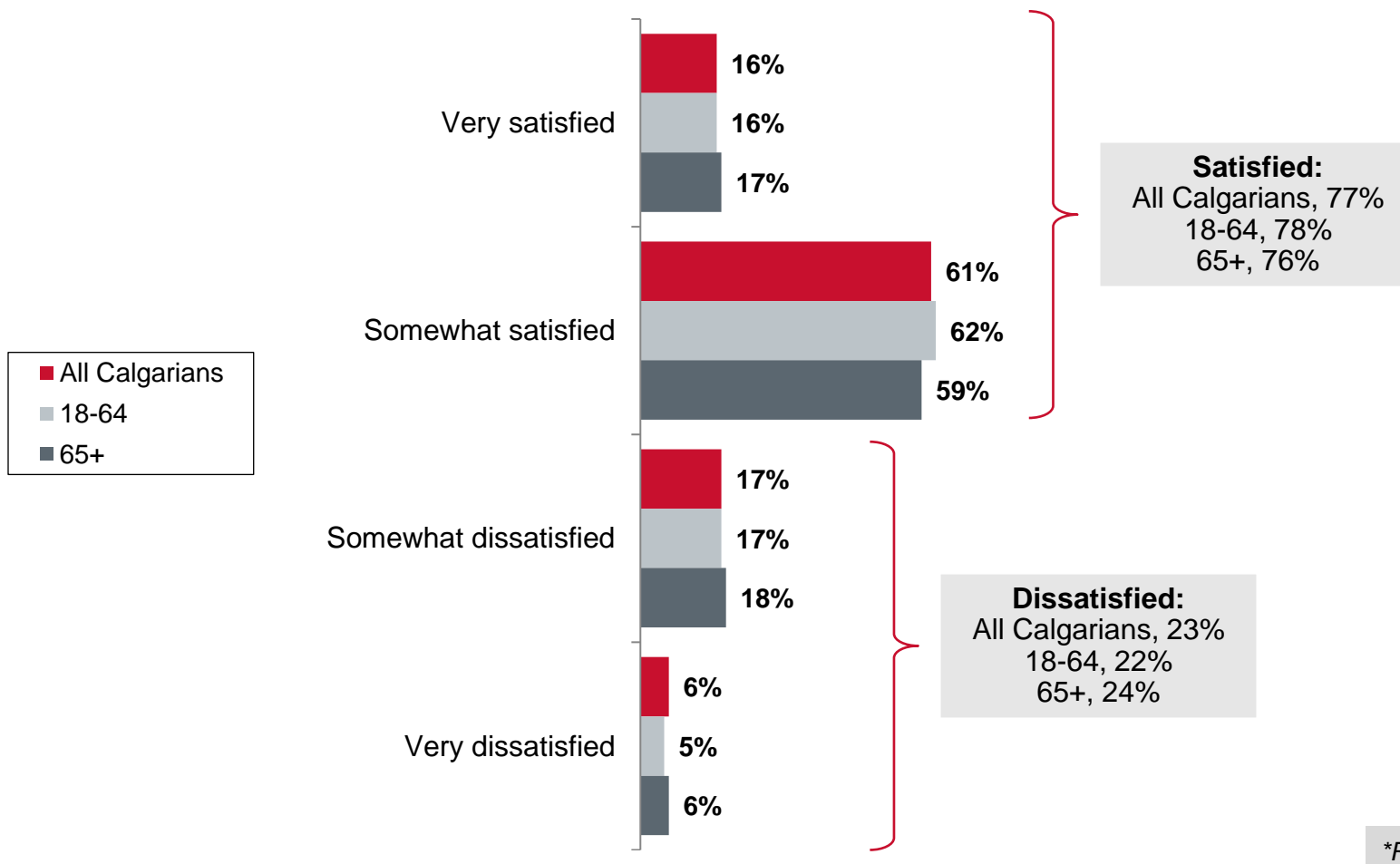


Thinking about Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,486; 18-64, n=1,769; 65+, n=668)

Perceptions About City Performance: Age (cont.)

Satisfaction with Calgary's City Administration, excluding Council.

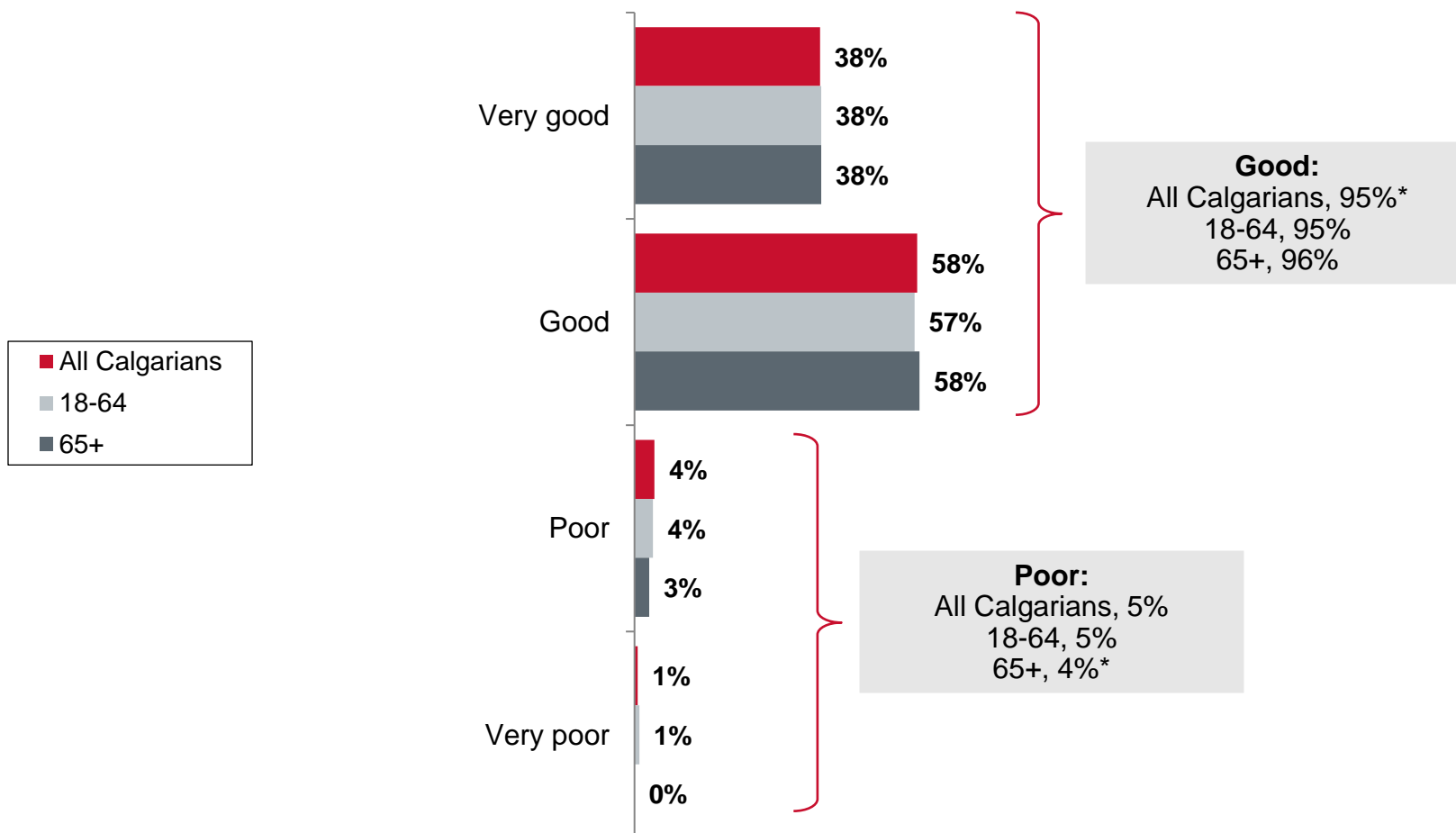


Thinking about Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?

Base: Valid respondents (All Calgarians, n=2,482; 18-64, n=1,769; 65+, n=664)

Perceptions About Environment: Age

Ratings of the overall state of Calgary's environment.



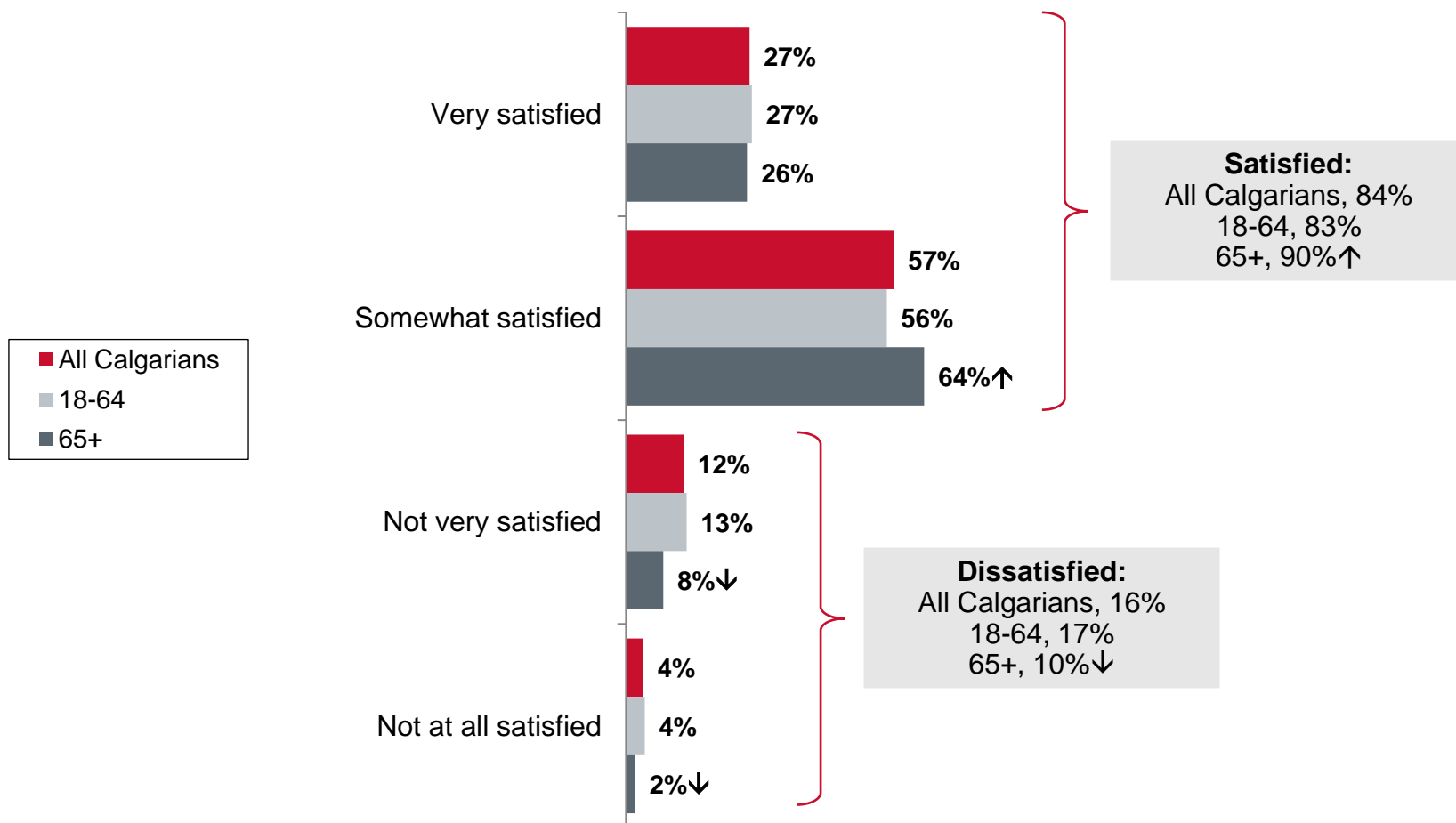
Thinking about things such as air, water and land quality in The City, how would you rate the overall state of Calgary's environment today?

Base: Valid respondents (All Calgarians, n=2,499; 18-64, n=1,779; 65+, n=671)

*Rounding

Perceptions About Environment: Age (cont.)

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



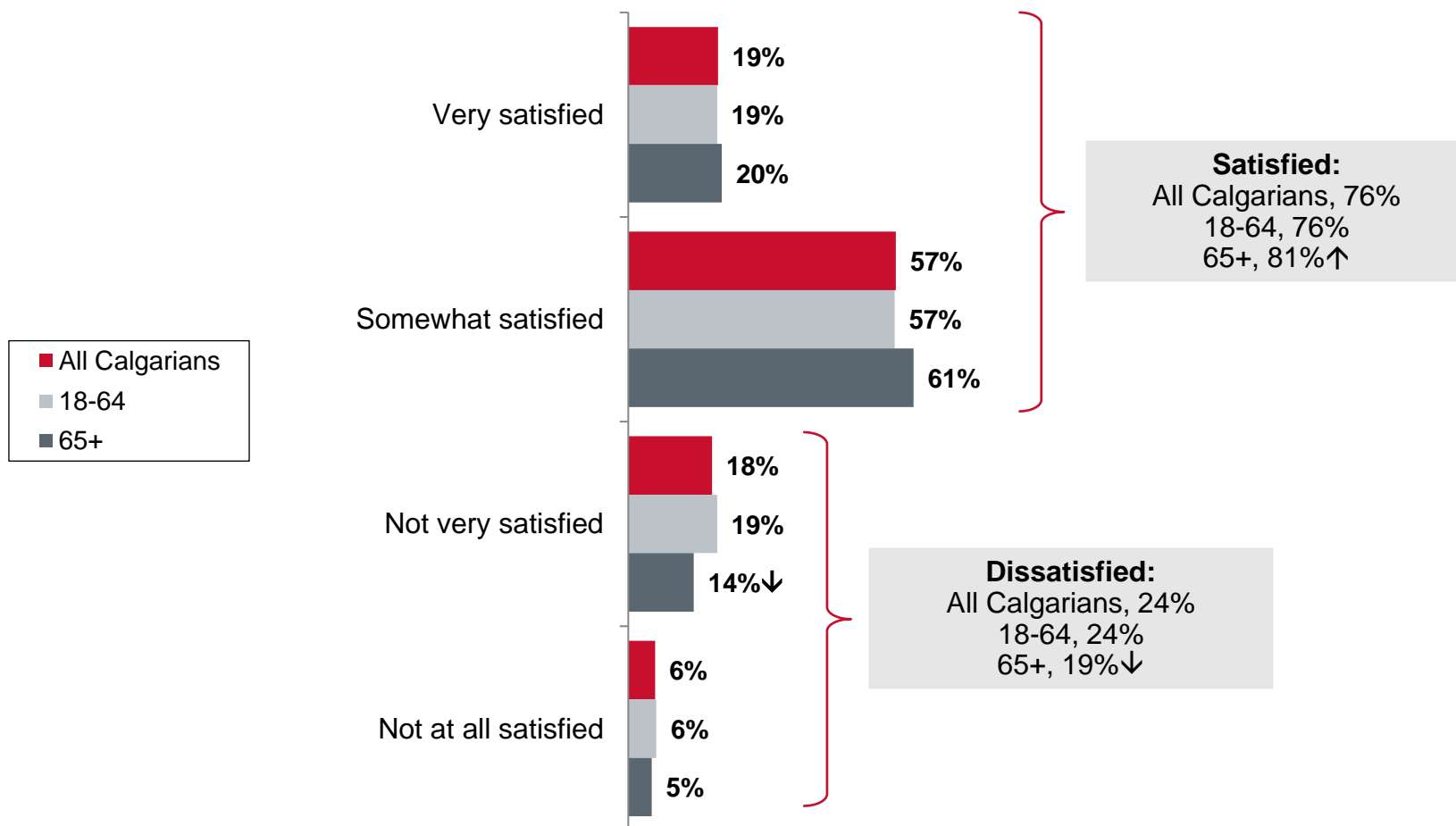
How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you...?

Base: Valid respondents (All Calgaryans, n=2,488; 18-64, n=1,771; 65+, n=669)

*Rounding

Perceptions About Environment: Age (cont.)

Satisfaction with The City's programs and services aimed at helping Calgarians reduce their environmental impact.



How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact. Are you...?

Base: Valid respondents (All Calgarians, n=2,482; 18-64, n=1,768; 65+, n=666)

*Rounding



Immigrant Status



Findings: Immigrant Status

Calgarians who immigrated to Canada generally have higher ratings of the overall quality of life, inclusivity, and removing barriers as compared to those who were born in Canada.

- Calgarians who immigrated to Canada as children have higher ratings of the overall quality of life as compared to those born in Canada (83% immigrated <18 vs. 76% born in Canada).
- Similarly, those who immigrated to Canada as children are more likely to agree that The City “fosters a city that is inclusive and accepting of all” as compared to those born in Canada (76% immigrated <18 vs. 66% born in Canada).
- Compared to those who were born in Canada, Calgarians who immigrated to Canada as adults are also more likely to agree that The City “delivers programs and services that remove barriers to participation for Calgarians who need it the most” (59% immigrated 18+ vs. 51% born in Canada), while those who immigrated to Canada as children are less likely to disagree with this statement (9% immigrated <18 vs. 16% born in Canada).

Overall, Calgarians who immigrated to Canada have more positive views as compared to those born in Canada when it comes to perceptions of citizen input.

- Those who immigrated to Canada are more likely to agree that The City “allows citizens to have meaningful input into decision-making” (74% immigrated 18+, 68% immigrated <18 vs. 56% born in Canada), that The City “is working to improve how it includes citizen input into important decisions” (74% immigrated 18+, 71% immigrated <18 vs. 62% born in Canada), and that The City “uses input from Calgarians in decision-making about City projects and services” (74% immigrated 18+ vs. 61% born in Canada).

Findings: Immigrant Status (cont.)

Those who immigrated to Canada hold more positive views about The City's performance as compared to those who were born in Canada.

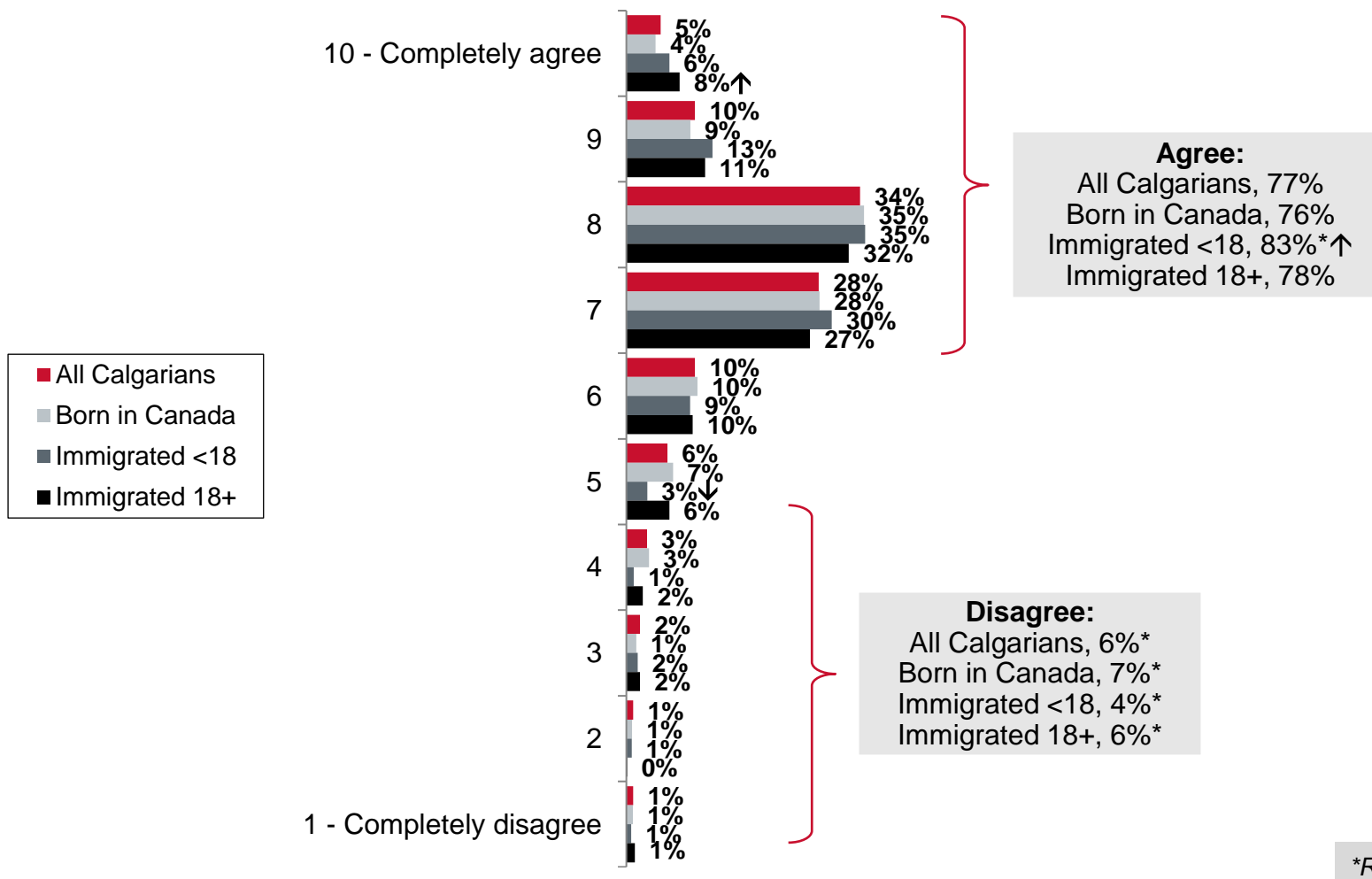
- Those who immigrated to Canada as adults tend to have higher ratings of trust in The City (52% immigrated 18+ vs. 45% born in Canada).
 - Both groups that have immigrated to Canada tend to have lower ratings of distrust in The City compared to those born in Canada (13% immigrated 18+, 14% immigrated <18 vs. 27% born in Canada).
- Calgarians who immigrated to Canada generally feel that "Calgary is on the right track to be a better city in 10 years from now" (78% immigrated 18+, 80% immigrated <18 vs. 70% born in Canada).
- When asked about The City's performance, Calgarians who immigrated to Canada have higher levels of satisfaction compared to those who were born in Canada with The City as a whole (74% immigrated 18+, 76% immigrated <18 vs. 68% born in Canada) and Council (72% immigrated 18+, 66% immigrated <18 vs. 57% born in Canada).
 - No statistically significant differences emerged for satisfaction levels with Calgary's City Administration.

While ratings of the overall state of Calgary's environment are similar across groups, those Calgarians who immigrated to Canada as adults are more satisfied with The City's environmental performance.

- More than nine-in-ten respondents across the three groups rate the overall state of Calgary's environment as "good" (96% immigrated 18+, 96% immigrated <18, and 95% born in Canada).
- Those who immigrated to Canada as adults are more satisfied with The City's "programs and services aimed at helping Calgarians reduce their environmental impact" as compared to those born in Canada (82% immigrated 18+ vs. 75% born in Canada).

Overall Quality of Life: Immigrant Status

How would you rate the overall quality of life in The City of Calgary?

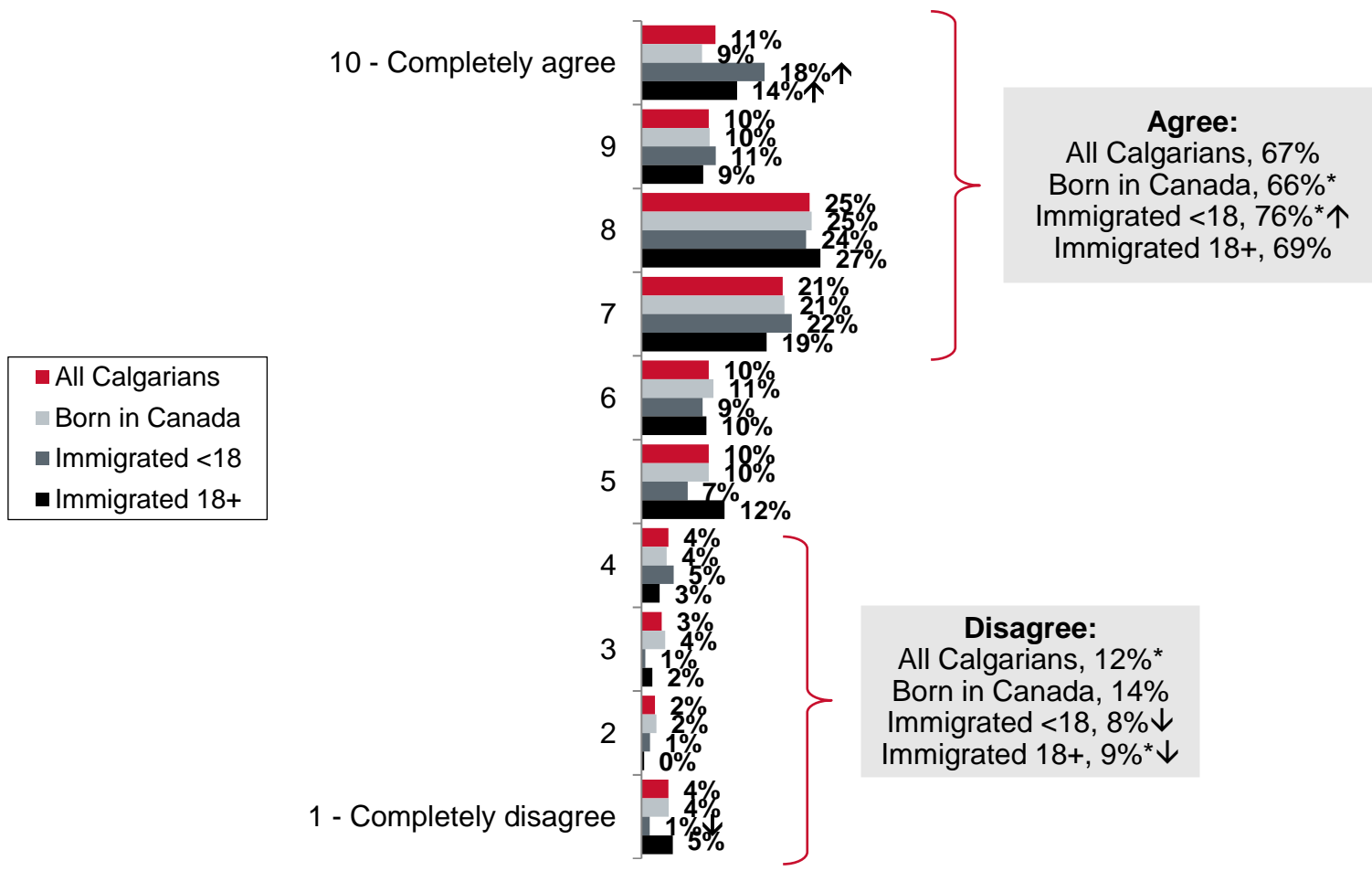


On a scale of '1' to '10' where 1 represents 'very poor' and '10' represents 'very good' how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,497; Born in Canada, n=1,838; Immigrated <18, n=268; Immigrated 18+, n=385)

Perceptions of Inclusion: Immigrant Status

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

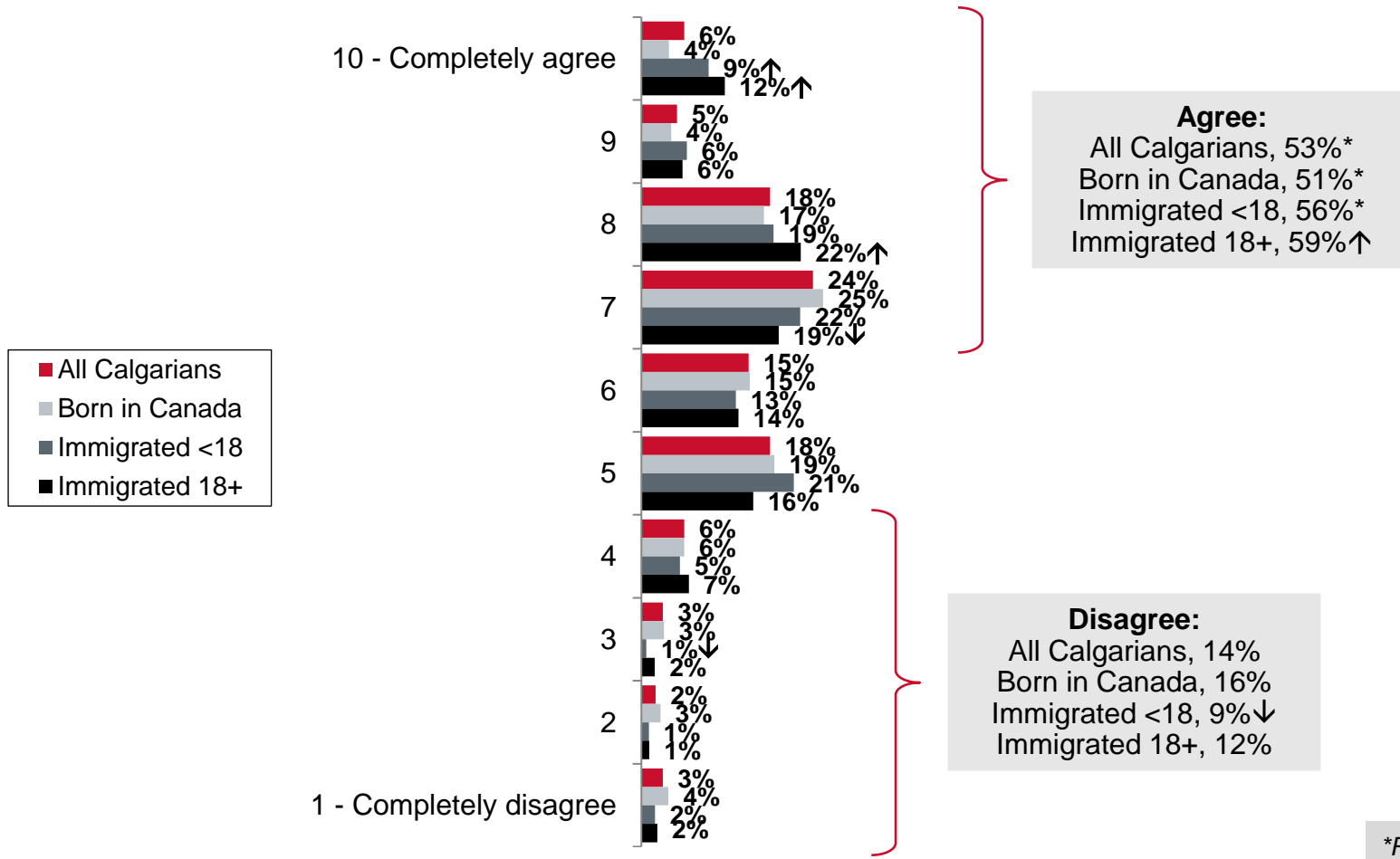


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree".

Base: Valid respondents (All Calgarians, n=2,478; Born in Canada, n=1,830; Immigrated <18, n=265; Immigrated 18+, n=377)

Perceptions of Removing Barriers: Immigrant Status

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

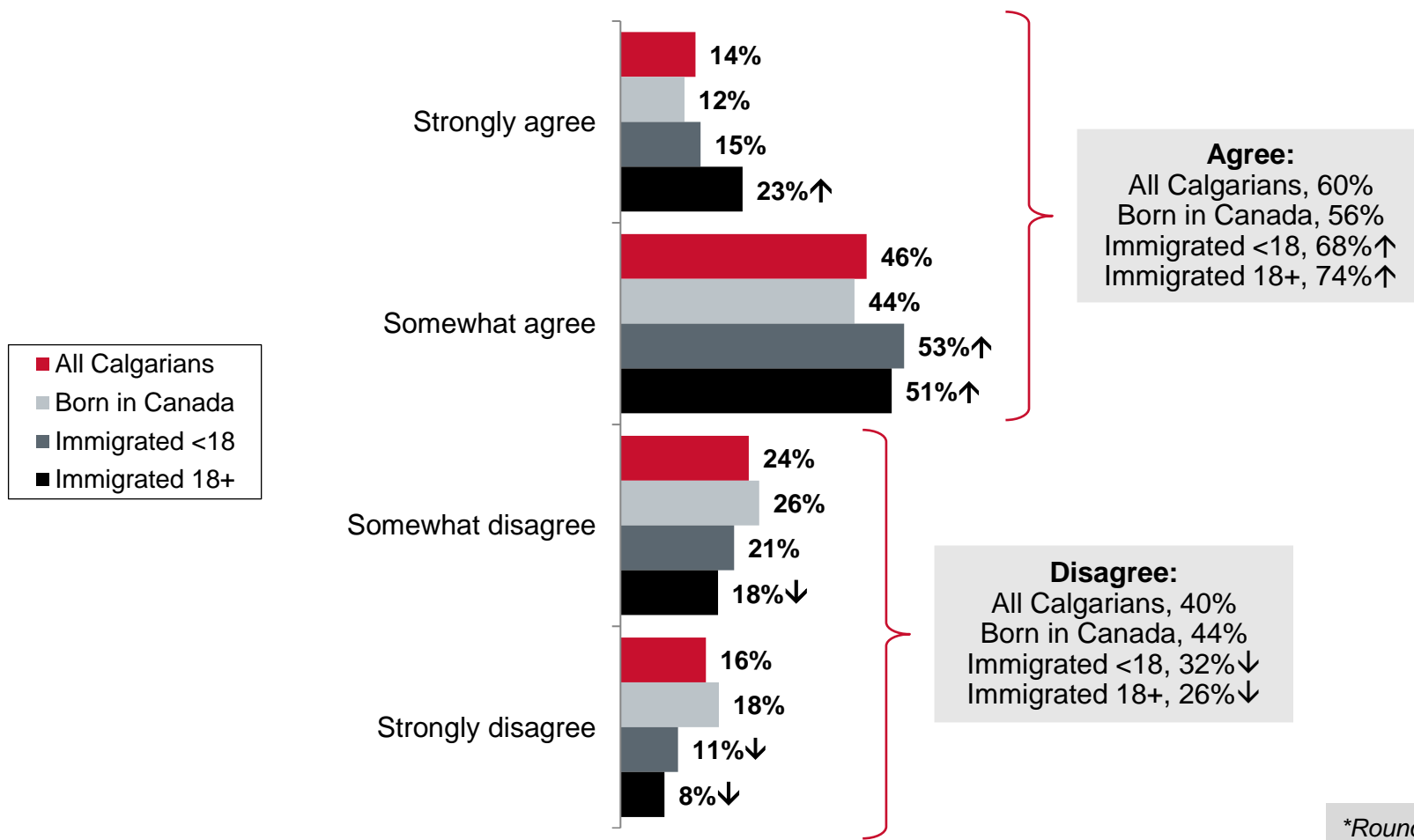


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,423 Born in Canada, n=1,779; Immigrated <18, n=258; Immigrated 18+, n=380)

Perceptions of Citizen Input – Opportunities: Immigrant Status

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

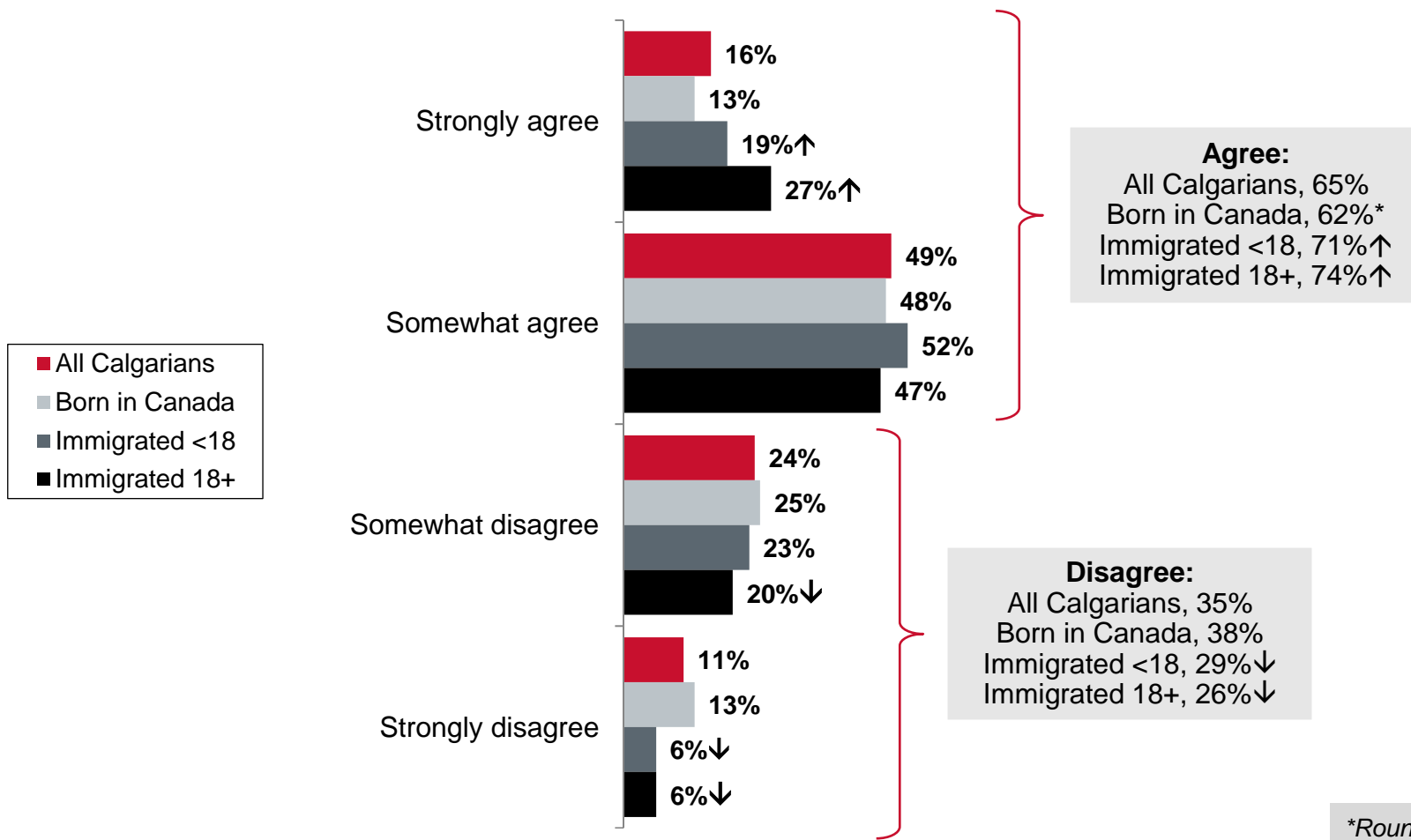


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (All Calgaryans, n=2,470; Born in Canada, n=1,818; Immigrated <18, n=268; Immigrated 18+, n=379)

Perceptions of Citizen Input – Improvement: Immigrant Status

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



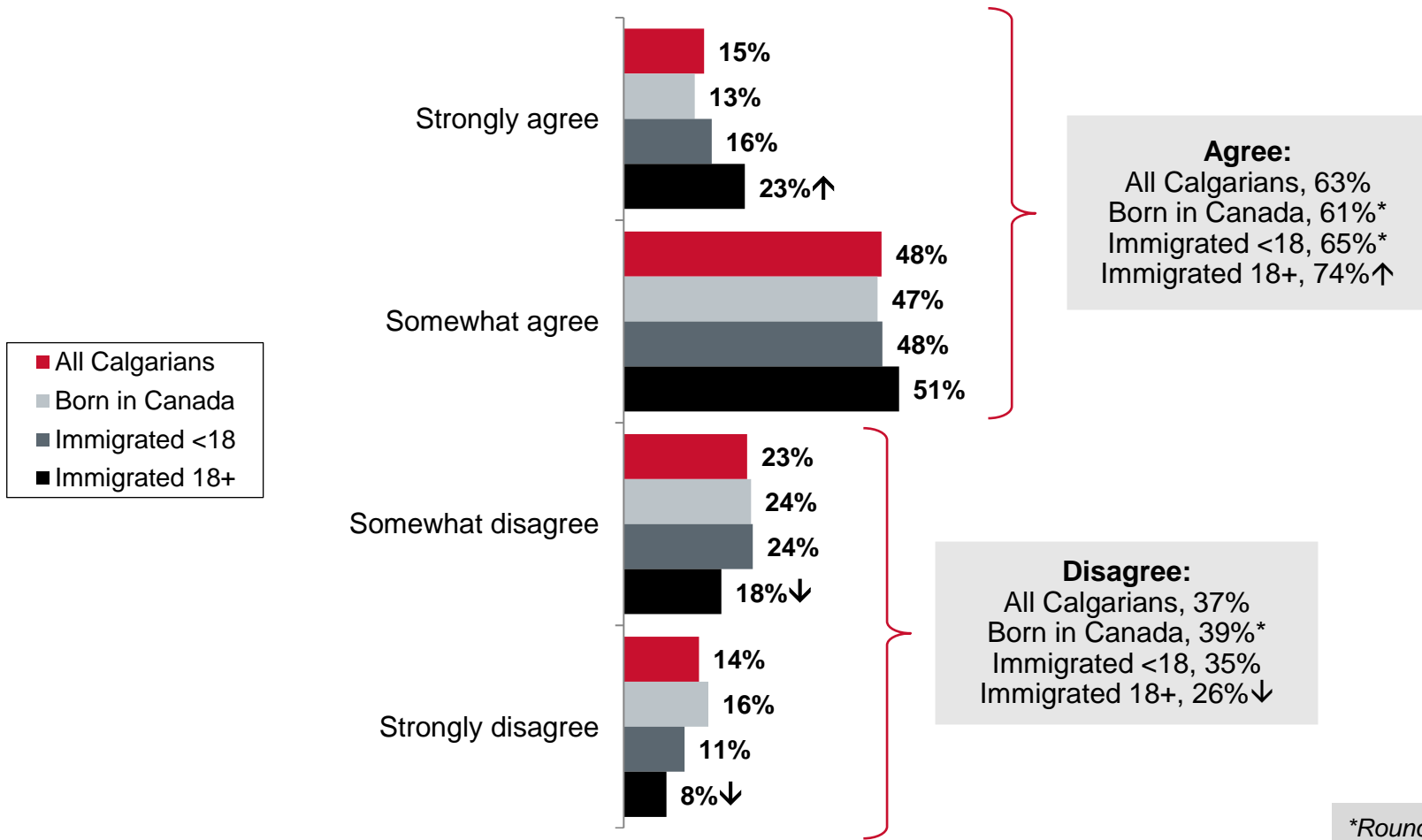
Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (All Calgarians, n=2,481; Born in Canada, n=1,825; Immigrated <18, n=267; Immigrated 18+, n=383)



Perceptions of Use of Citizen Input: Immigrant Status

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

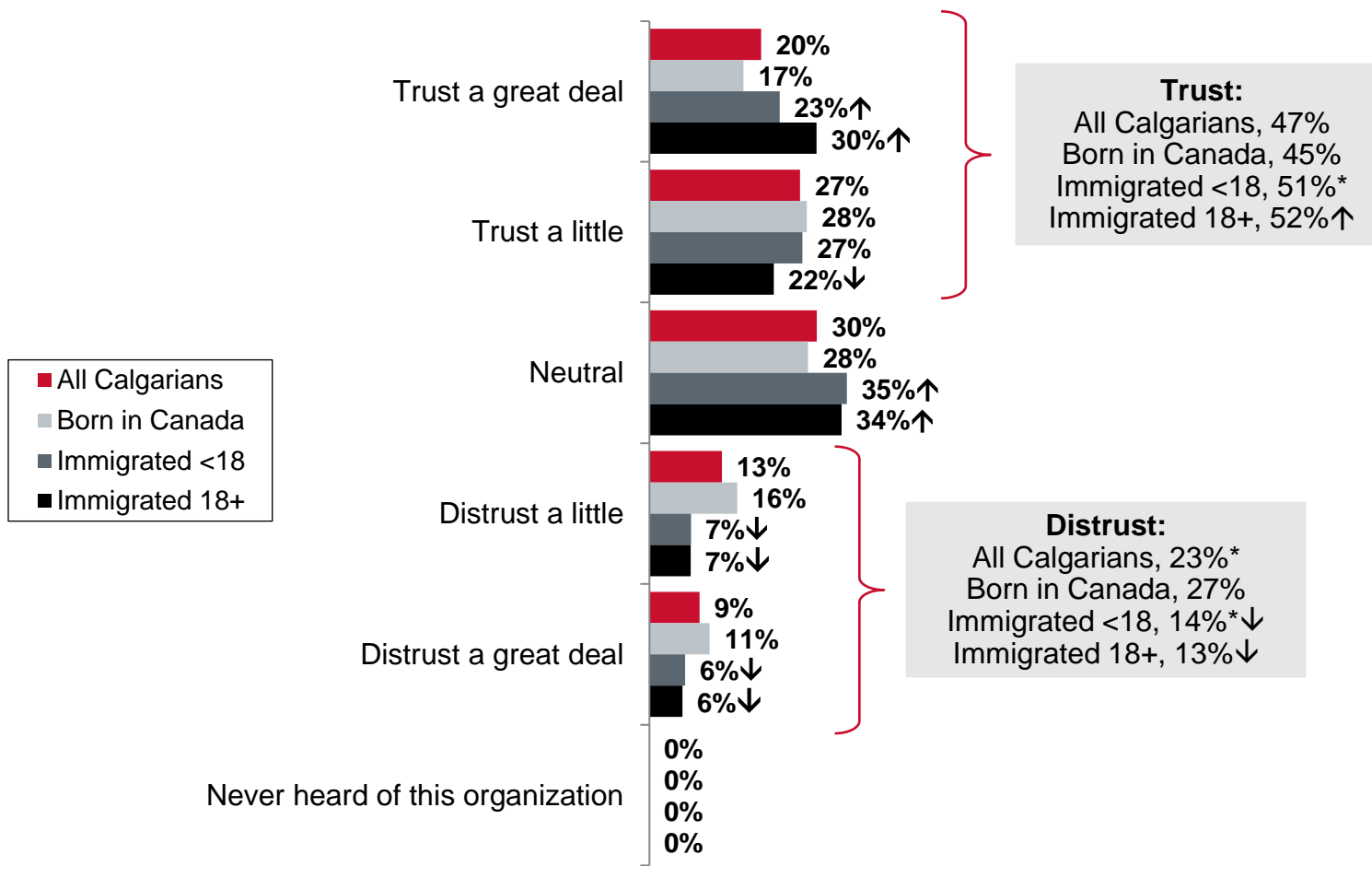


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (All Calgarians, n=2,469; Born in Canada, n=1,816; Immigrated <18, n=266; Immigrated 18+, n=381)

Trust in The City: Immigrant Status

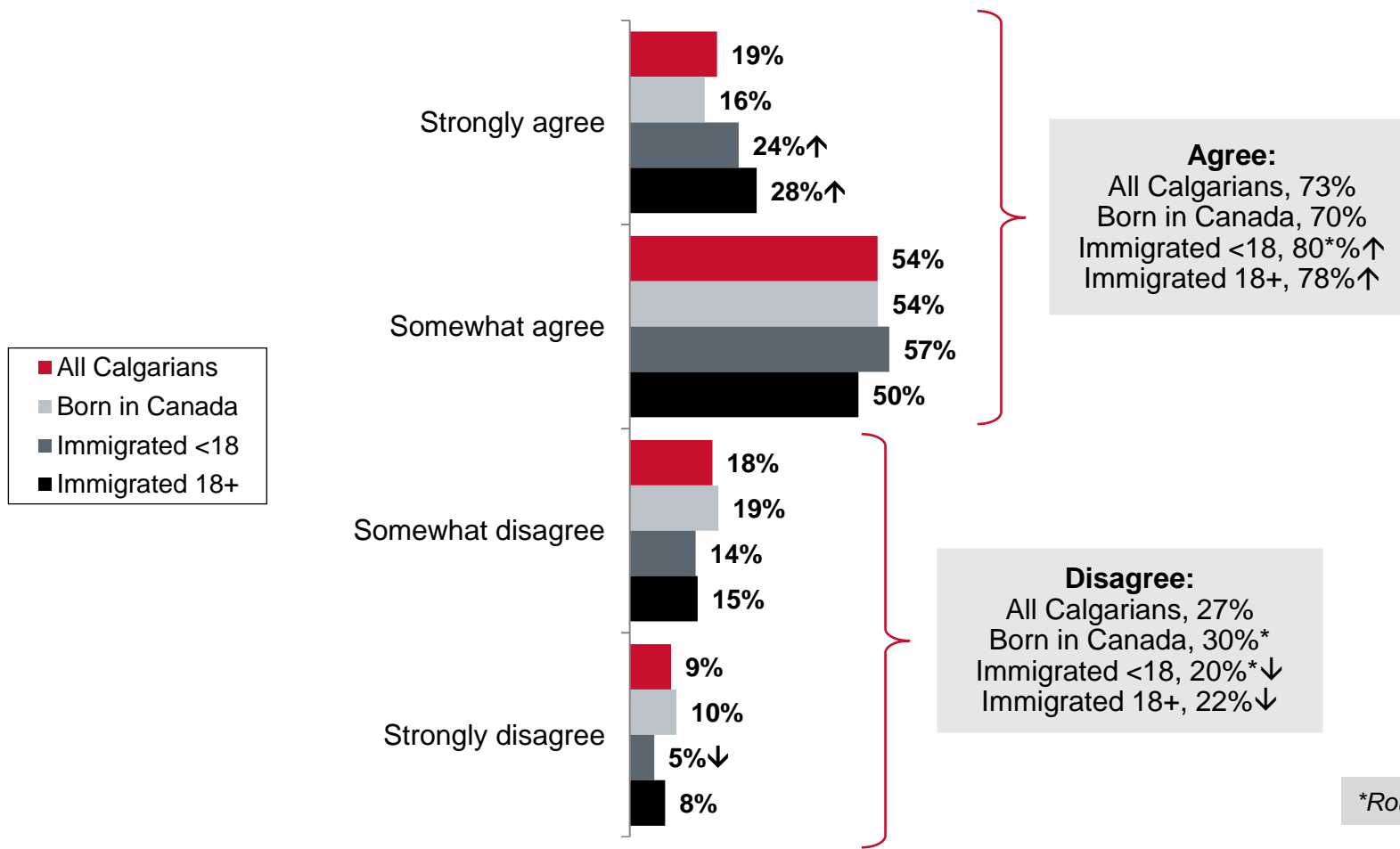
Trust in The City of Calgary



Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?
 Base: Valid respondents (All Calgarians, n=2,496; Born in Canada, n=1,837; Immigrated <18, n=268; Immigrated 18+, n=385)

Calgary – Right Track to Being a Better City: Immigrant Status

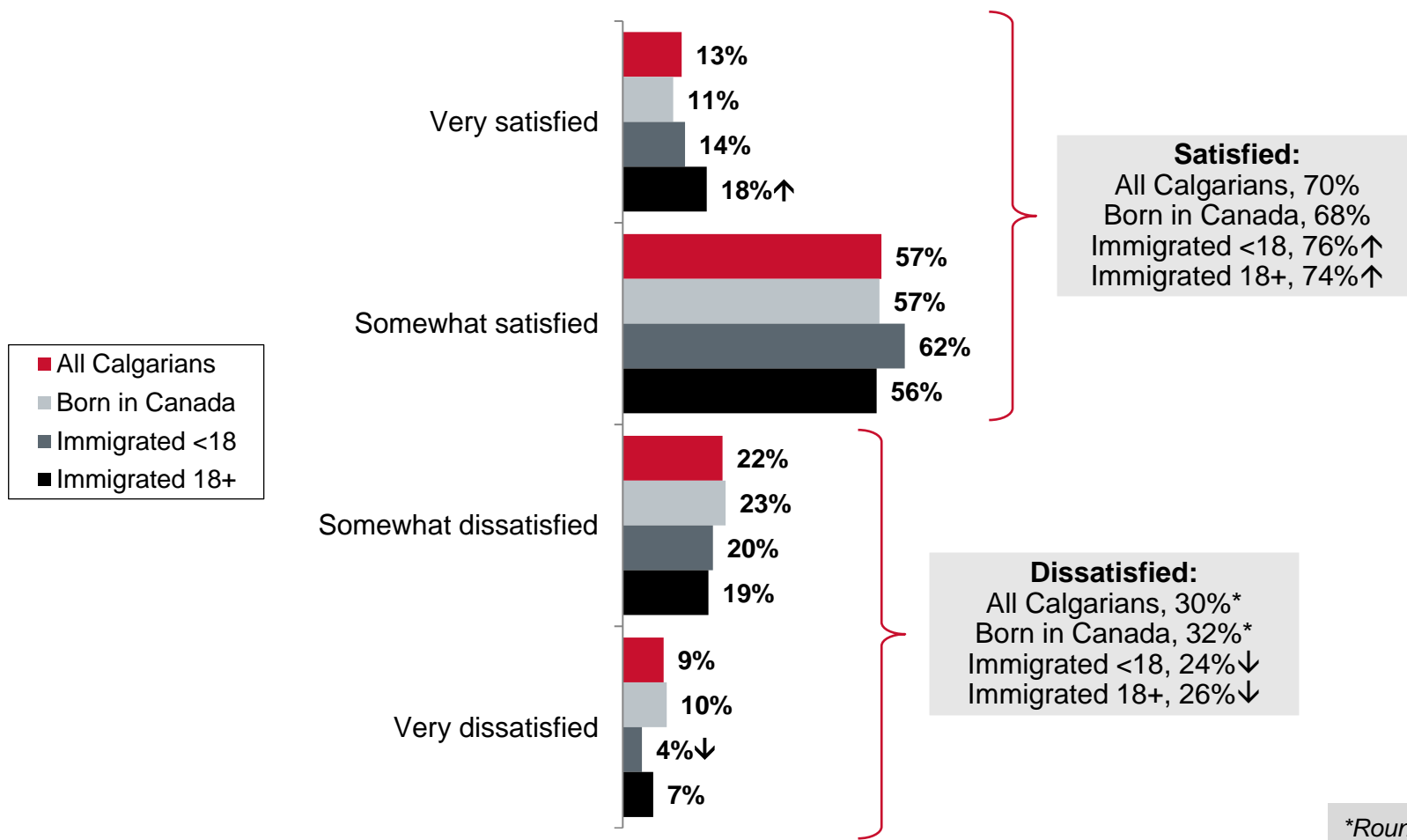
Right track to being a better city



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=2,490; Born in Canada, n=1,835; Immigrated <18, n=268; Immigrated 18+, n=381)

Perceptions About City Performance: Immigrant Status

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

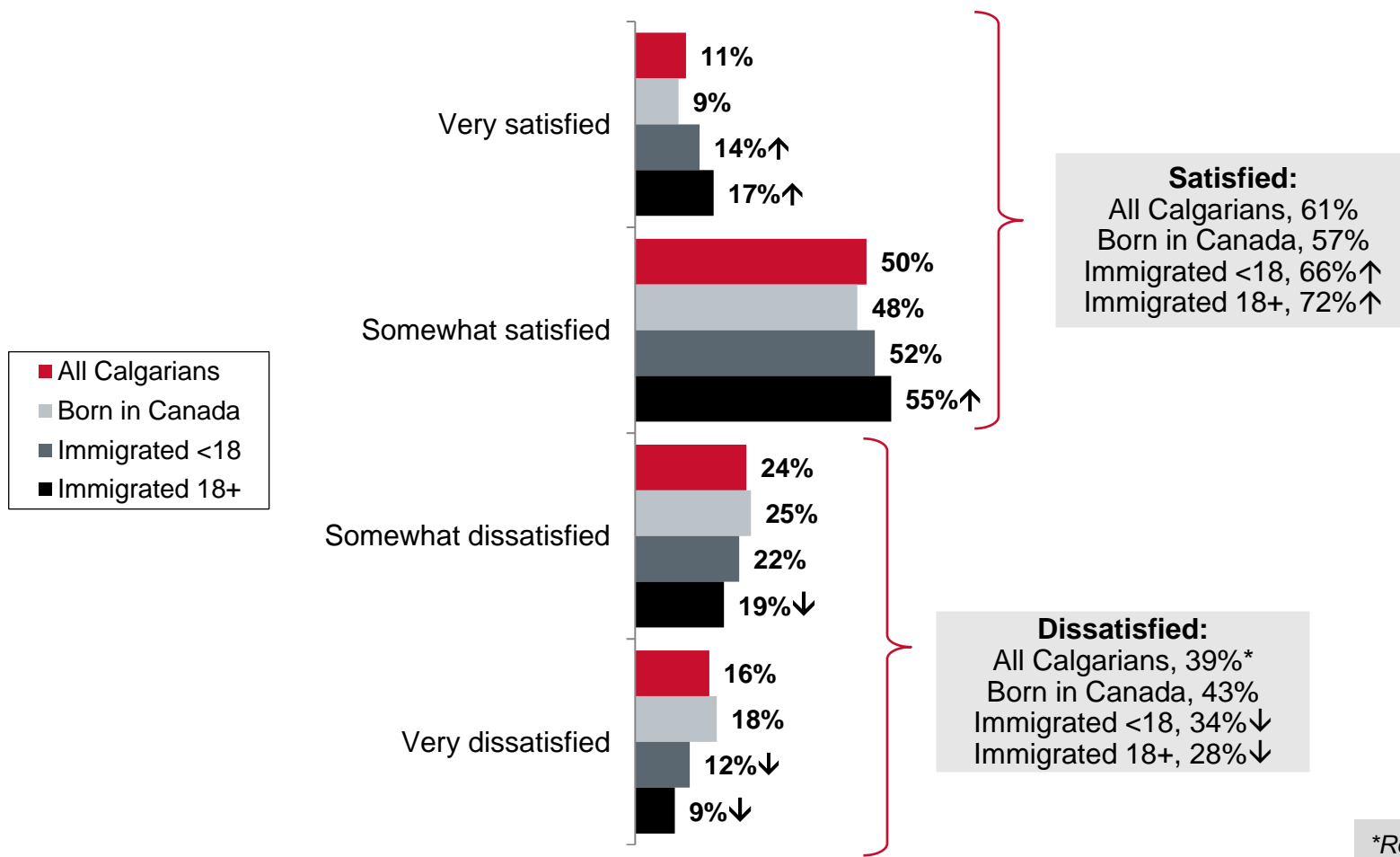


Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents (All Calgarians, n=2,495; Born in Canada, n=1,837; Immigrated <18, n=267; Immigrated 18+, n=385)

Perceptions About City Performance: Immigrant Status (cont.)

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

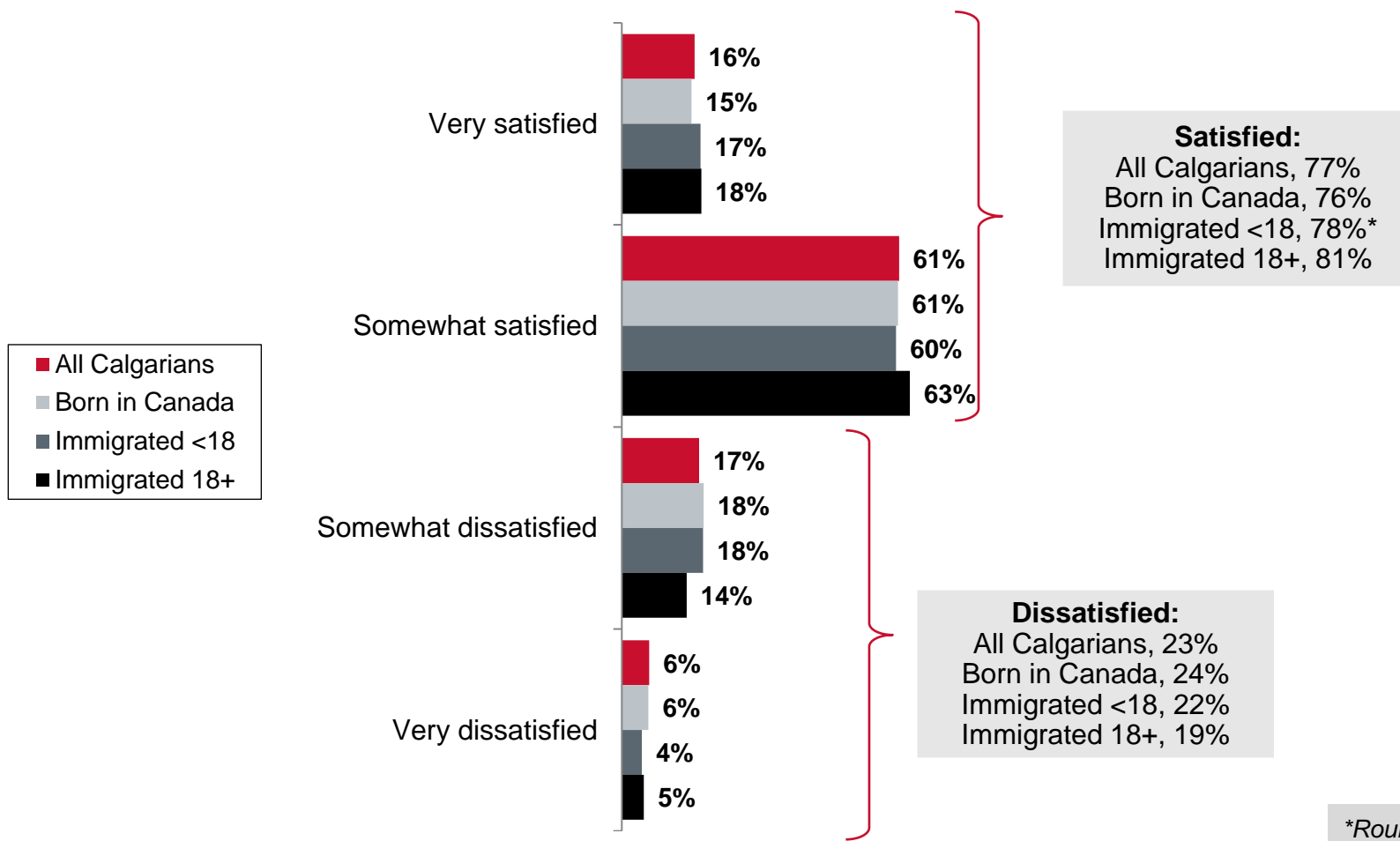


Thinking about Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgaryans, n=2,486; Born in Canada, n=1,831; Immigrated <18, n=266; Immigrated 18+, n=383)

Perceptions About City Performance: Immigrant Status (cont.)

Satisfaction with Calgary's City Administration, excluding Council.

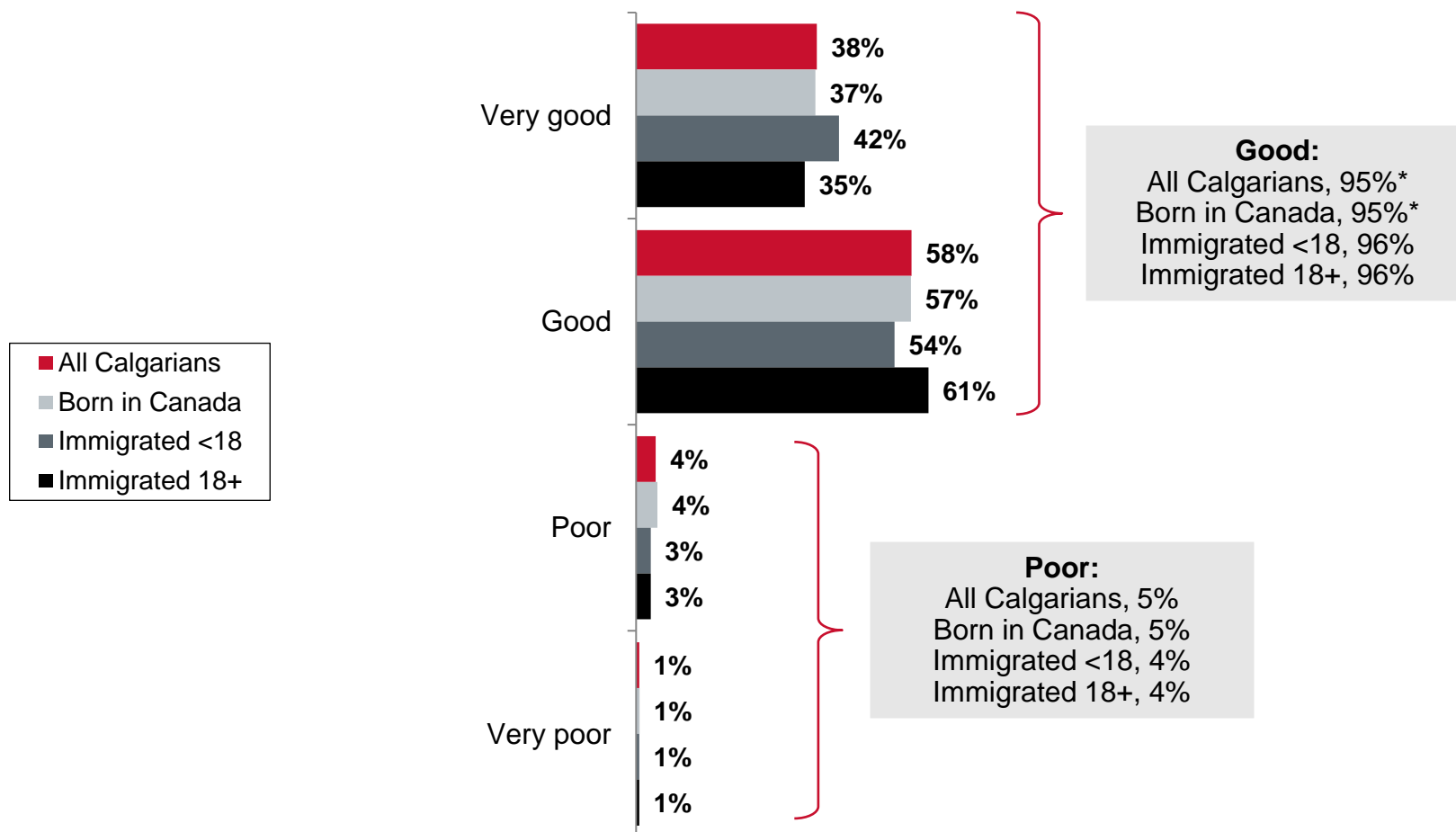


Thinking about Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?

Base: Valid respondents (All Calgaryans, n=2,482; Born in Canada, n=1,825; Immigrated <18, n=268; Immigrated 18+, n=384)

Perceptions About Environment: Immigrant Status

Ratings of the overall state of Calgary's environment.



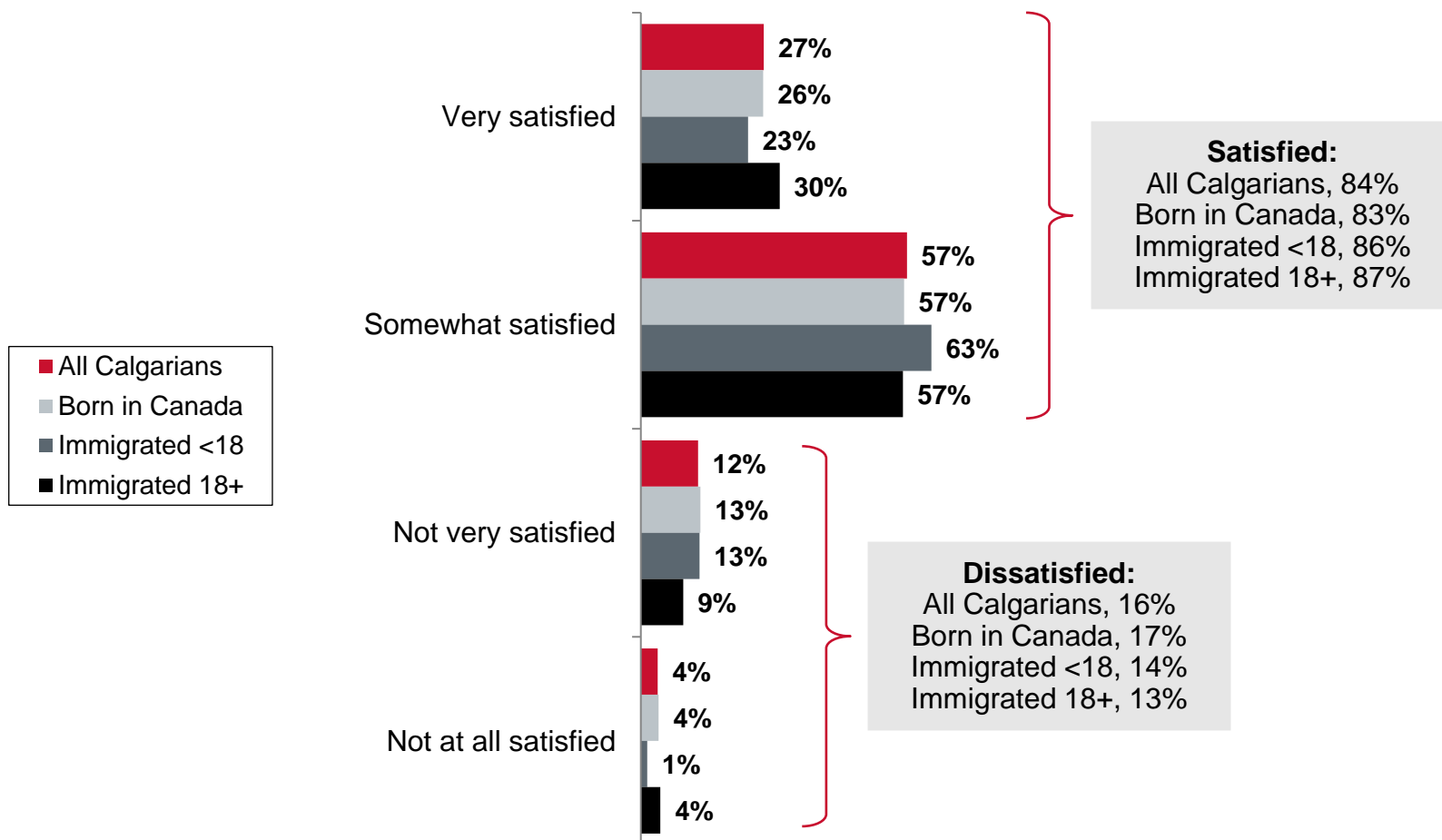
Thinking about things such as air, water and land quality in The City, how would you rate the overall state of Calgary's environment today?

Base: Valid respondents (All Calgaryans, n=2,499; Born in Canada, n=1,840; Immigrated <18, n=267; Immigrated 18+, n=386)

*Rounding

Perceptions About Environment: Immigrant Status (cont.)

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



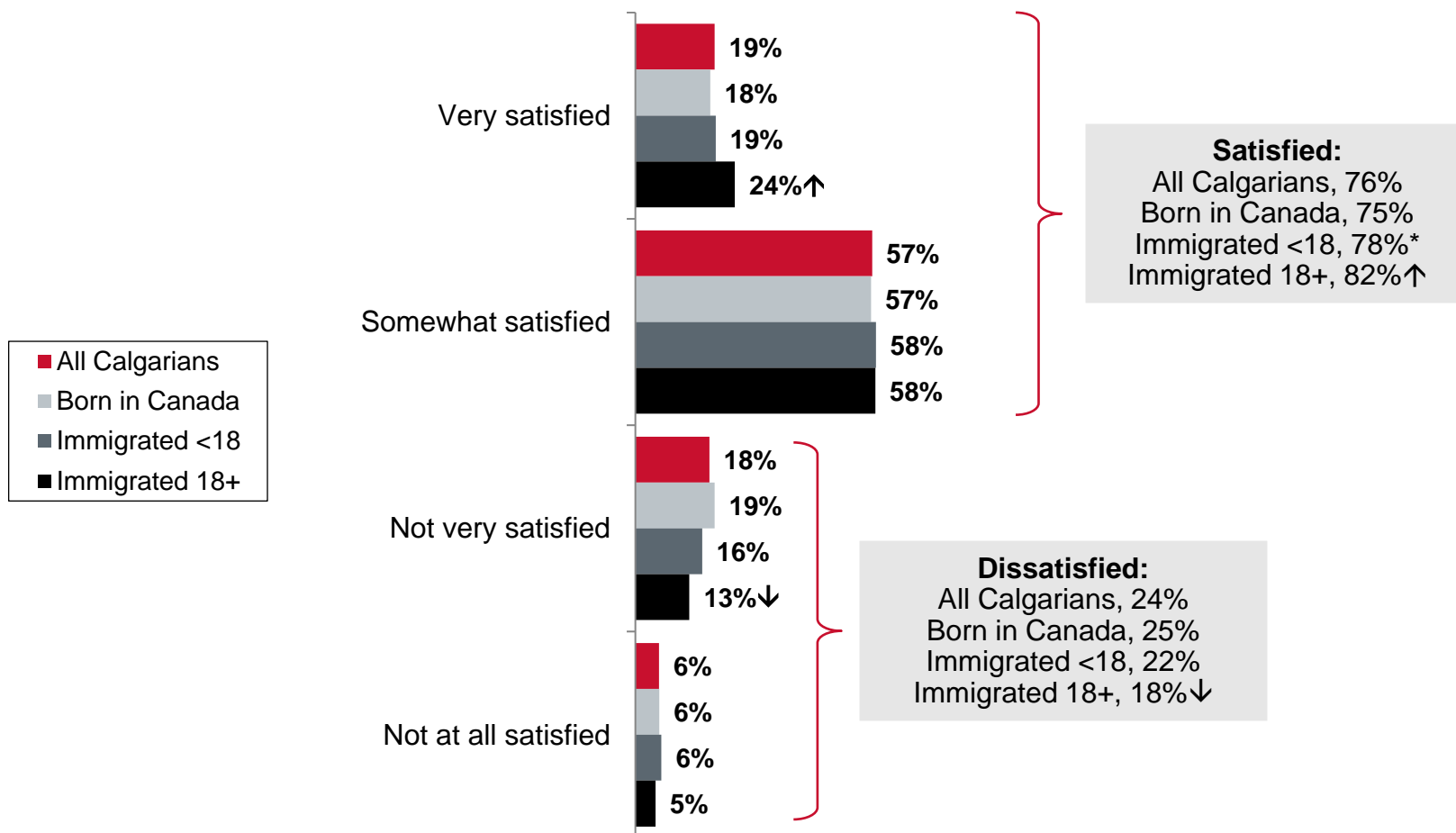
How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you...?

Base: Valid respondents (All Calgarians, n=2,488; Born in Canada, n=1,831; Immigrated <18, n=267; Immigrated 18+, n=384)

*Rounding

Perceptions About Environment: Immigrant Status (cont.)

Satisfaction with The City's programs and services aimed at helping Calgarians reduce their environmental impact.



How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact. Are you...?

Base: Valid respondents (All Calgarians, n=2,482; Born in Canada, n=1,828; Immigrated <18, n=266; Immigrated 18+, n=382)

*Rounding



Household Income



Lower income Calgarians are less likely to rate the overall quality of life in Calgary as “good”.

- Lower income Calgarians are less likely to rate the overall quality of life in Calgary as “good” compared to higher income households (71% <\$60K vs. 79% \$60K to <\$105K, 81% \$105K to <\$150K, 81% 150K+).
- However, there are no statistically significant differences across income groups in agreement with the statements “The City of Calgary... fosters a city that is inclusive and accepting of all” (67% all Calgarians) and “The City... delivers programs and services that remove barriers to participation for Calgarians who need it most” (53% all Calgarians).

Higher income Calgarians have more negative views regarding perceptions of citizen input.

- Higher income Calgarians are less likely to agree that The City “allows citizens to have meaningful input into decision-making” (57% \$150K+ vs. 65% <\$60K, 62% \$60K to <\$105K, 65% \$105K to <\$150k) and are more likely to disagree (43% \$150K+ vs. 35% <\$60K, 38% \$60K to <\$105K, 35% \$105K to <\$150k) as compared to lower income Calgarians.
- Similarly, higher income Calgarians are less confident that The City “is working to improve how it includes citizen input into important decisions” (60% \$150K+ vs. 68% <\$60K, 71% \$60k to <\$105k).
 - However, there are no statistically significant differences across age groups in agreement that The City uses input from Calgarians in decision-making about City projects and services (65% all Calgarians)

Higher income Calgarians are less satisfied with some aspects of The City's performance as compared to lower income groups.

- No statistically significant differences emerged for levels of trust in The City, ratings of Calgary being on the right track, or satisfaction with The City as a whole.
- Higher income Calgarians are less likely to agree that Calgary is on the right track to be a better city ten years from now (60% \$150k+, vs. 73% <\$60k, 77% \$60k to <\$105k, 76% \$105k to <\$150k) and more likely to disagree (31% \$150k+, vs. 23% \$60k to <\$105k, 24% \$105k to <\$150k).
- Higher income Calgarians are also less likely to be satisfied with City Council (55% \$150k+, 65% <\$60k, 67% \$60k to <\$105k) and more likely to be dissatisfied (45% \$150k+, 35% <\$60k, 33% \$60k to <\$105k).
 - Satisfaction with The City as a whole (70% all Calgarians) and with Administration (77% all Calgarians) is about equal across most income groups. The exception is the lower-middle income group who is more likely to be satisfied with Administration than higher income groups (82% \$60k to <\$105k vs. 76% \$105k to <\$150k, 75% \$150k+).

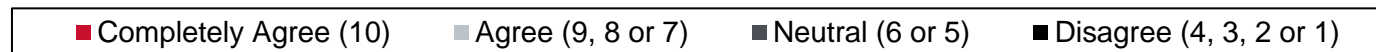
There are no statistically significant differences in perceptions about the environment across different income levels.

- All income levels rate the overall state of Calgary's environment as "good" (95% <\$60k, 95% \$60k to <\$105k, 96% \$105k to <\$150k, 96% \$150k+).
- There are also no differences in satisfaction with The City's performance to protect the environment (84% all Calgarians) and The City's programs and services aimed at helping Calgarians reduce their environmental impact (76%).

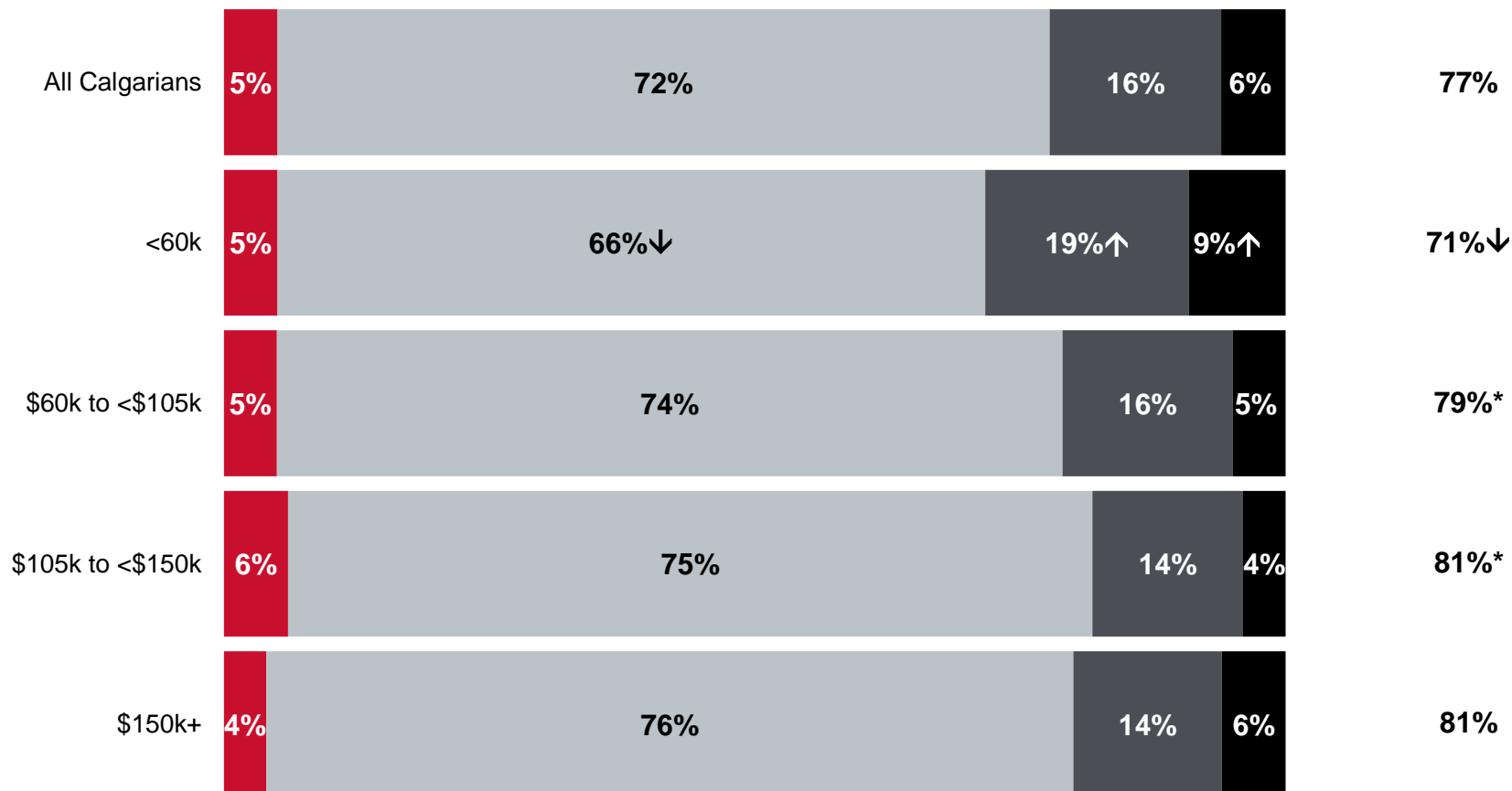


Overall Quality of Life: Income

How would you rate the overall quality of life in The City of Calgary?



**Agree
(7-10)**

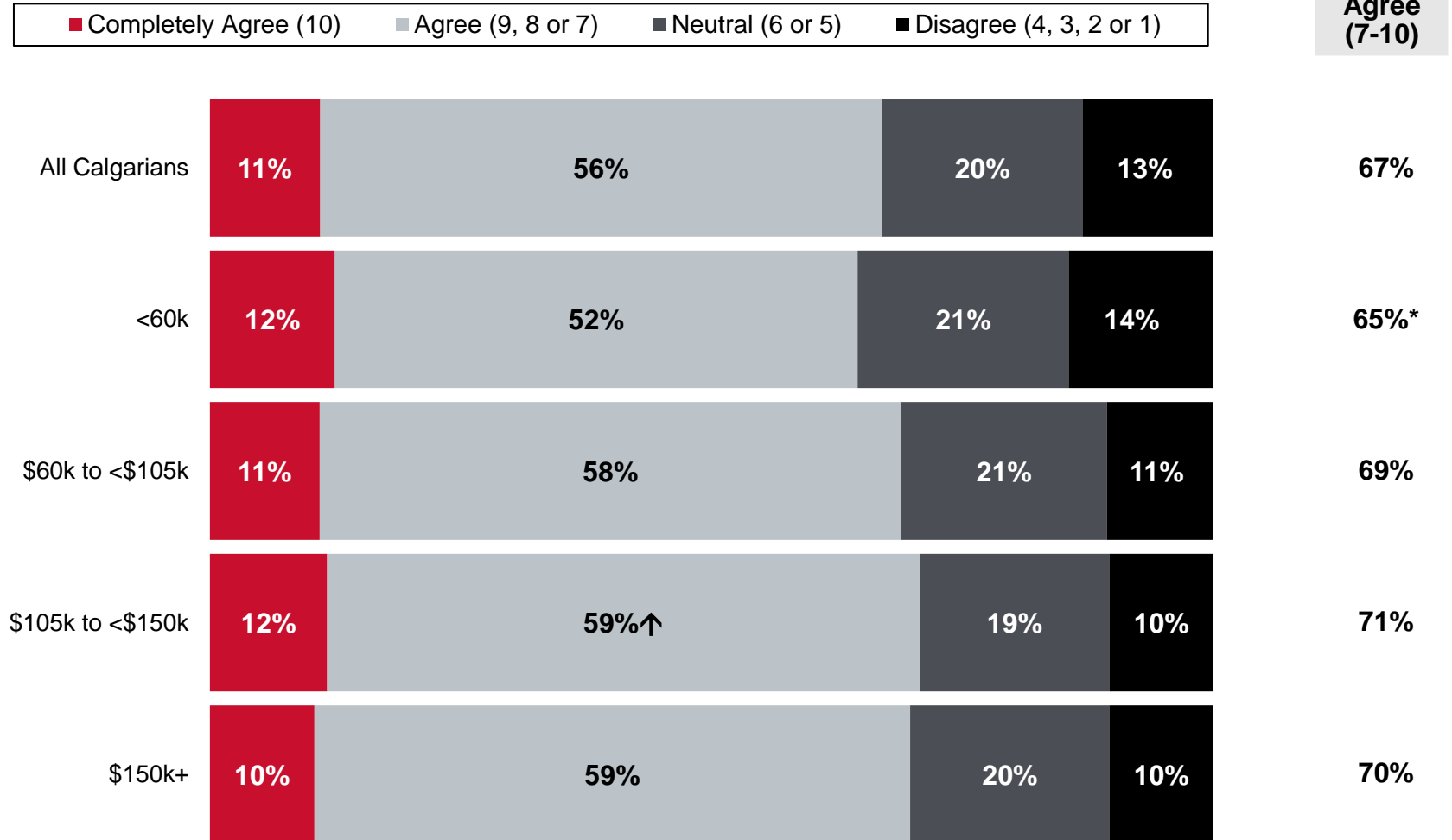


On a scale of '1' to '10' where 1 represents 'very poor' and '10' represents 'very good' how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,497; <\$60K, n=543; \$60K to <\$105K, n=609; \$105K to <\$150K, n=431; \$150K+, n=632)

Perceptions of Inclusion: Income

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



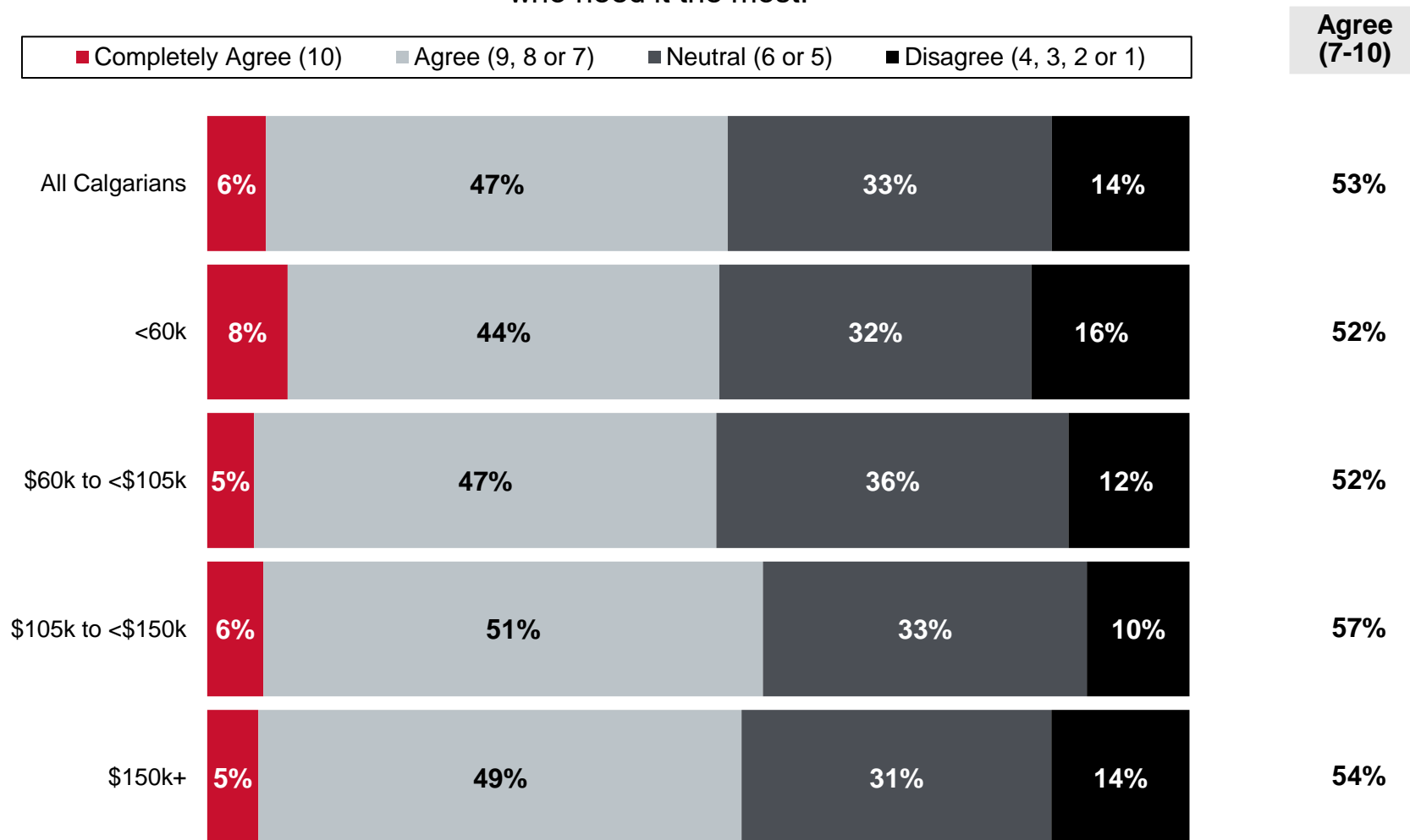
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,478; <\$60K, n=539; \$60K to <\$105K, n=611; \$105K to <\$150K, n=426; \$150K+, n=625)

*Rounding

Perceptions of Removing Barriers: Income

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



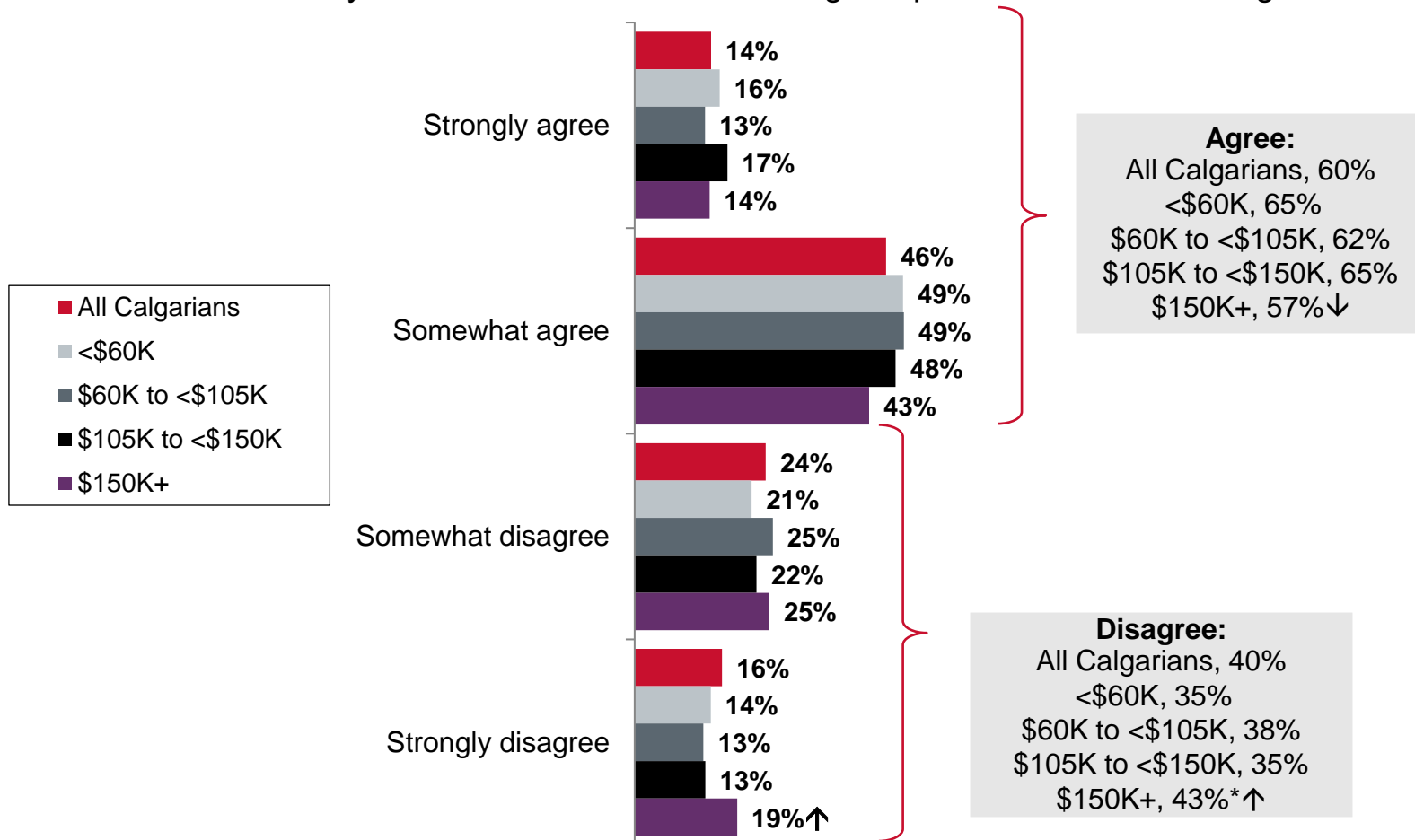
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,423; <\$60K, n=532; \$60K to <\$105K, n=595; \$105K to <\$150K, n=419; \$150K+, n=611)

**Rounding*

Perceptions of Citizen Input – Opportunities: Income

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



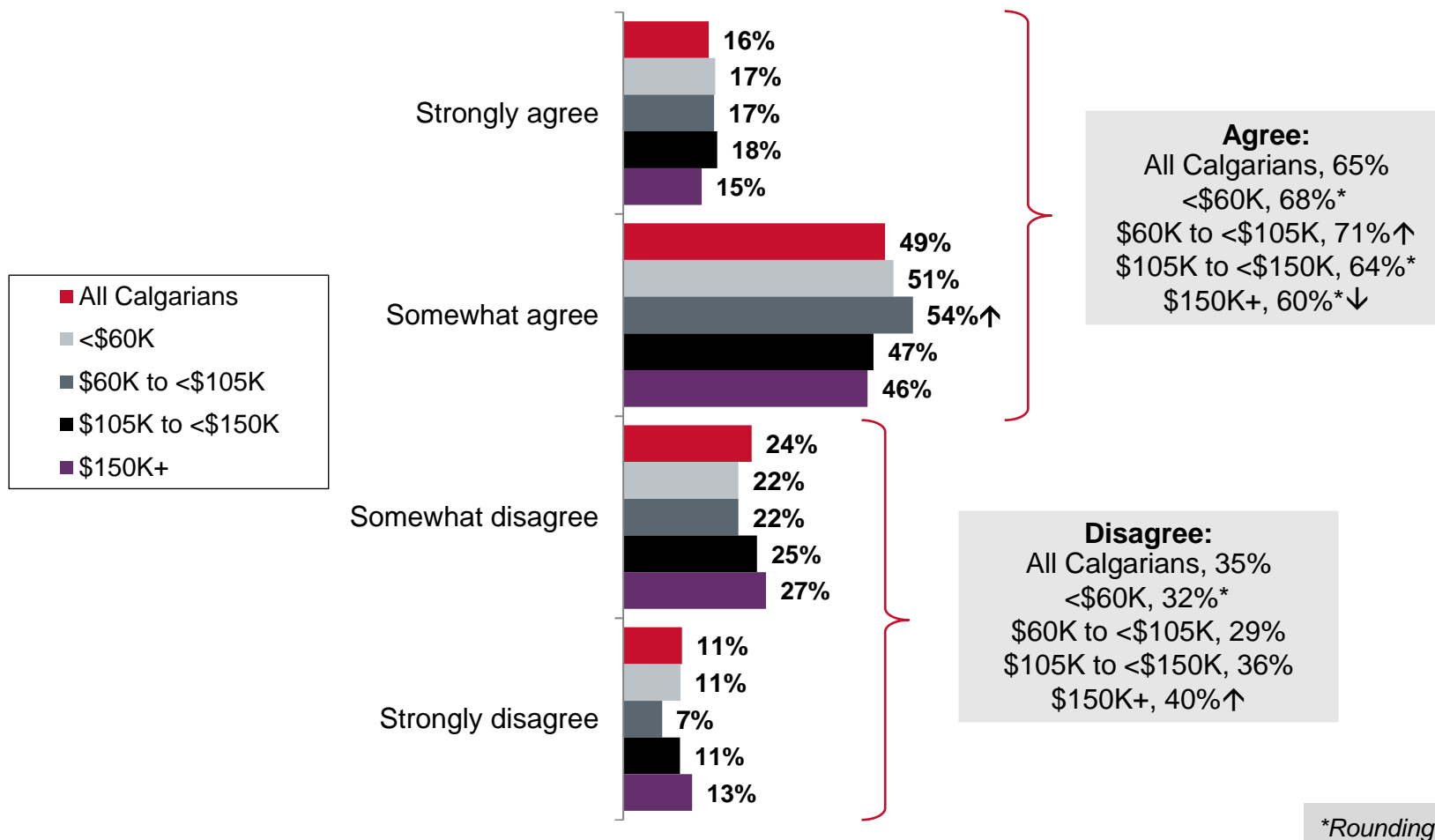
*Rounding

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=2,470; <\$60K, n=536; \$60K to <\$105K, n=603; \$105K to <\$150K, n=426; \$150K+, n=627)

Perceptions of Citizen Input – Improvement: Income

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

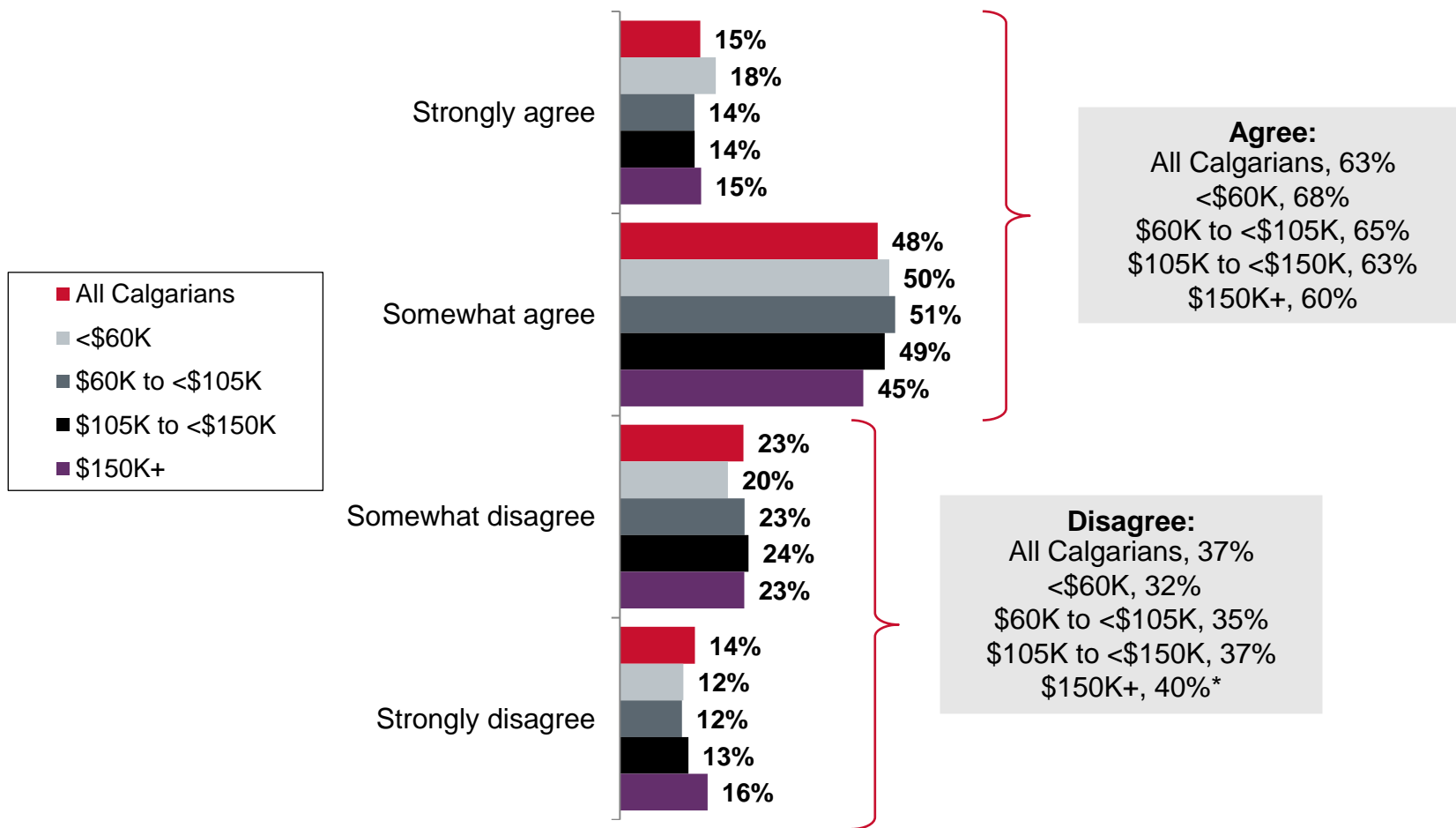


Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (All Calgarians, n=2,481; <\$60K, n=541; \$60K to <\$105K, n=611; \$105K to <\$150K, n=427; \$150K+, n=627)

Perceptions of Use of Citizen Input: Income

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

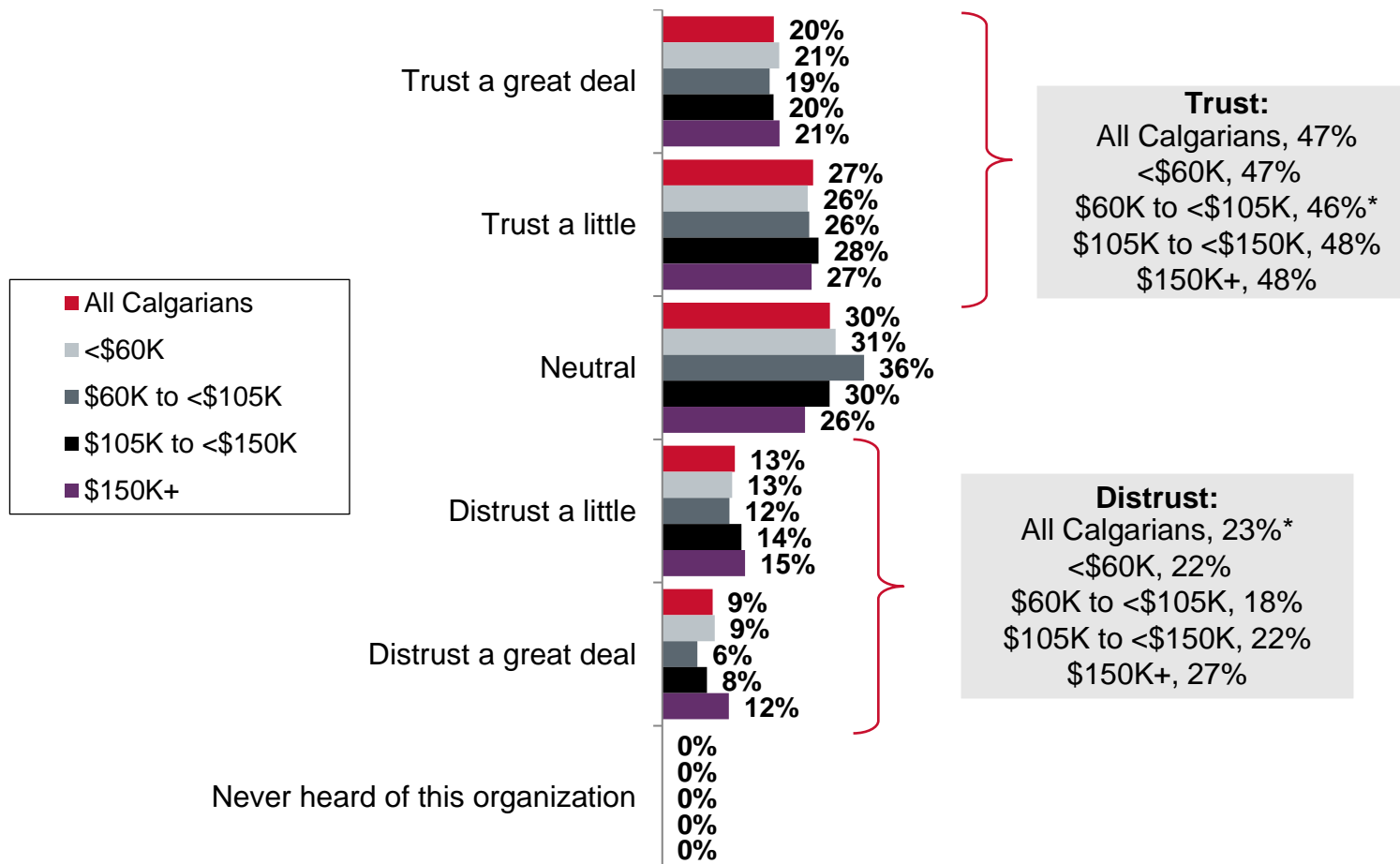


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents All Calgarians, n=2,469; <\$60K, n=536; \$60K to <\$105K, n=606; \$105K to <\$150K, n=428; \$150K+, n=628)

Trust in The City: Income

Trust in The City of Calgary

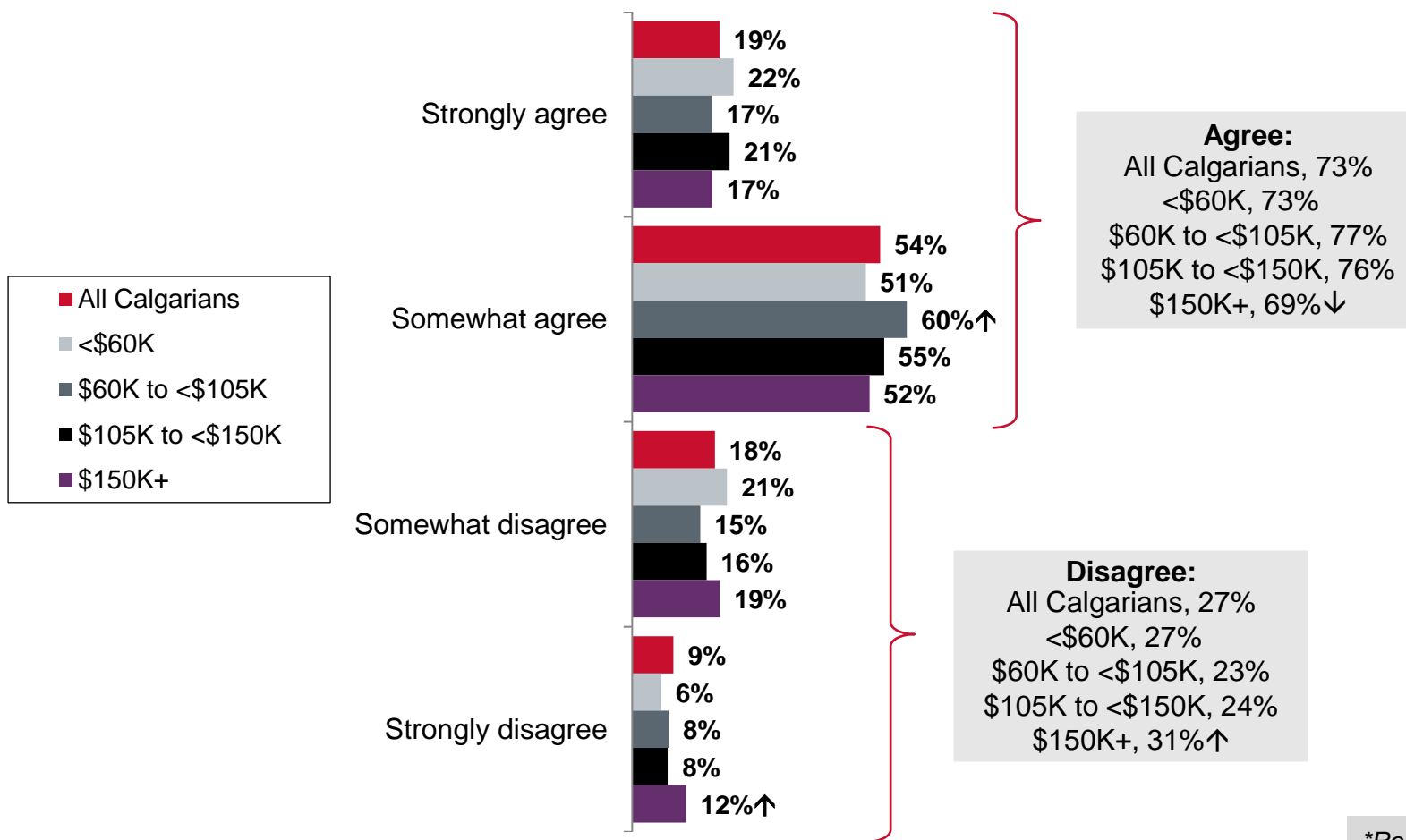


*Rounding

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=2,496; <\$60K, n=542; \$60K to <\$105K, n=610; \$105K to <\$150K, n=430; \$150K+, n=632)

Calgary – Right Track to Being a Better City: Income

Right track to being a better city



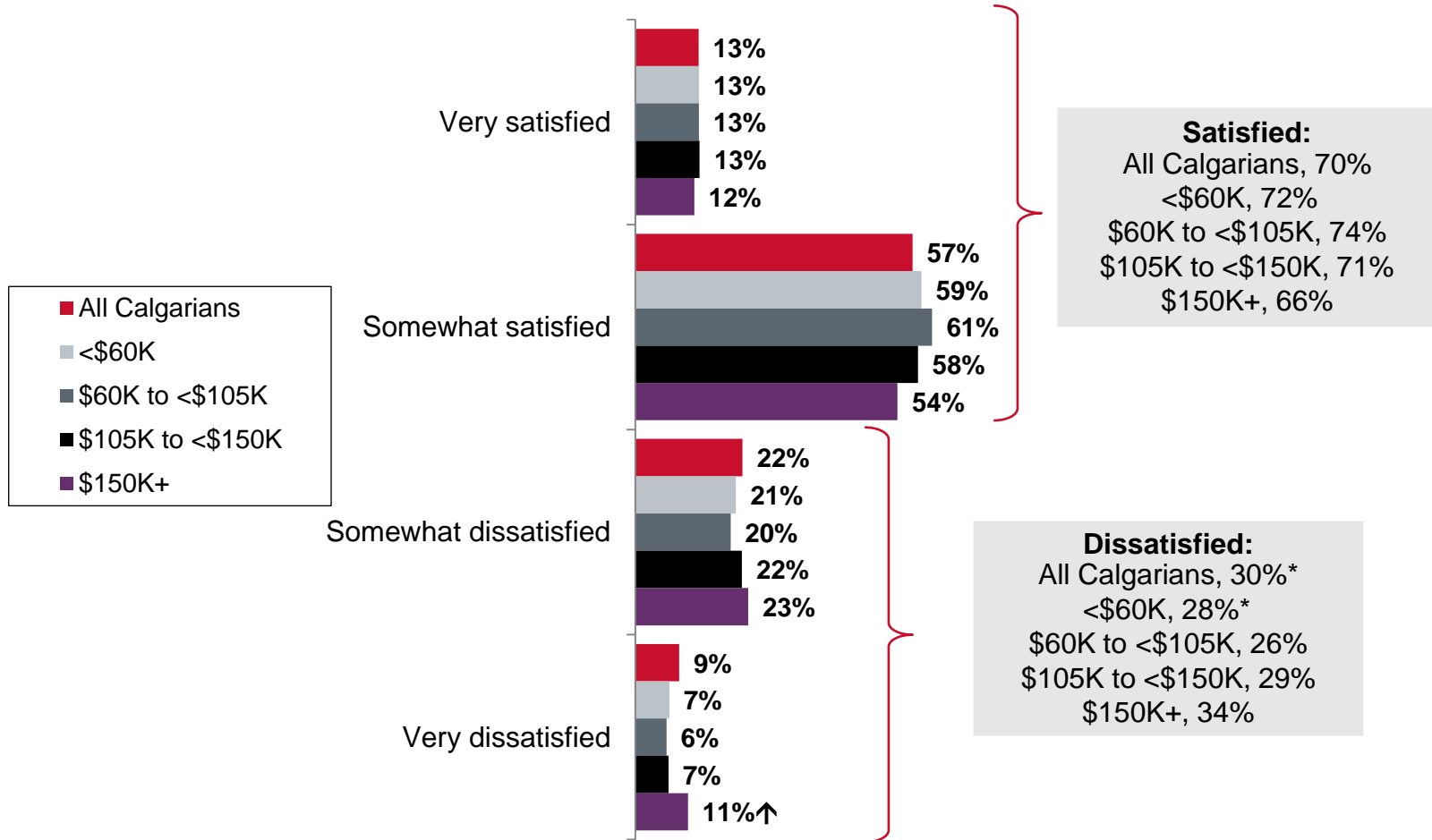
*Rounding

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=2,490; <\$60K, n=541; \$60K to <\$105K, n=608; \$105K to <\$150K, n=428; \$150K+, n=631)

Perceptions About City Performance: Income

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



*Rounding

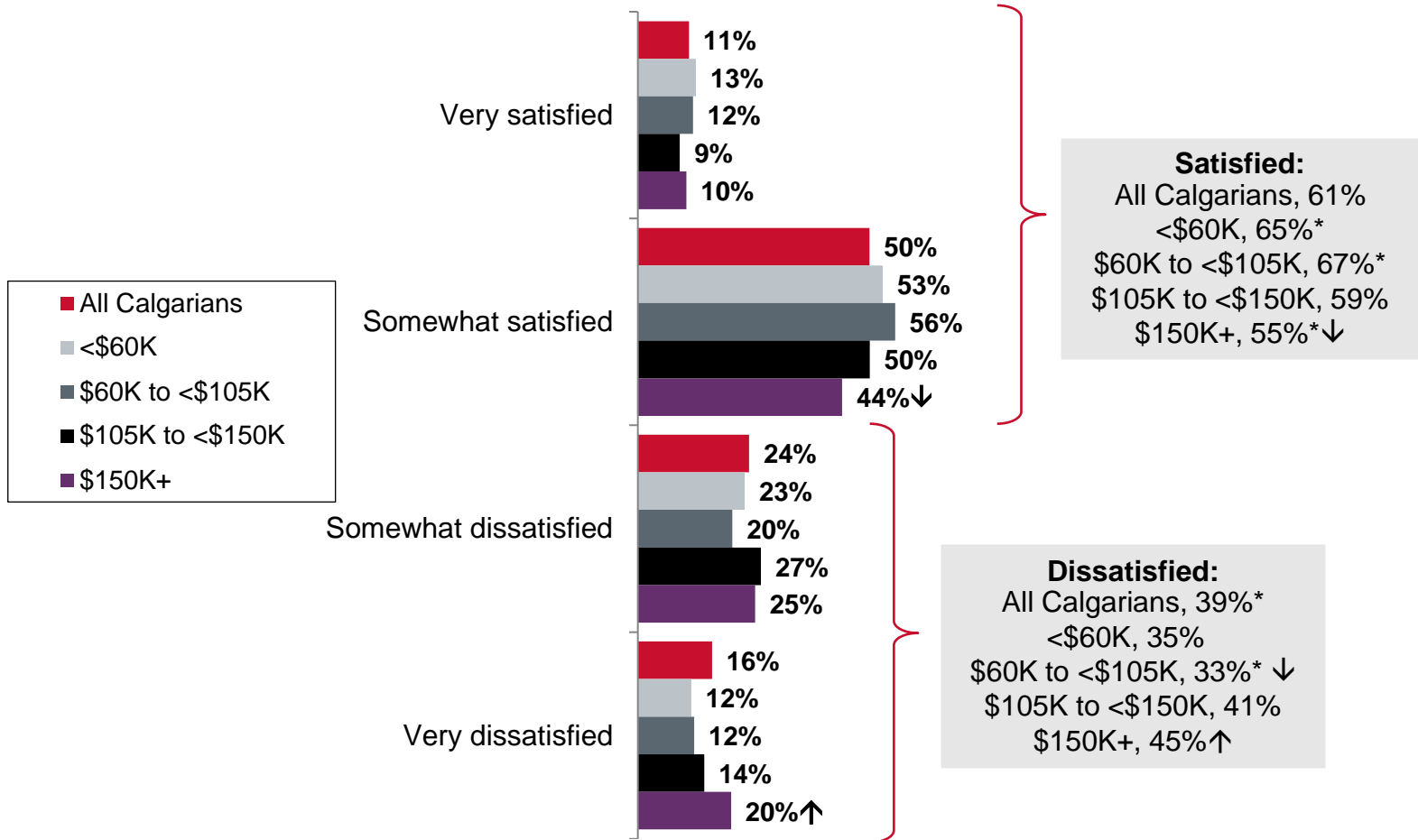
Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents All Calgarians, n=2,495; <\$60K, n=542; \$60K to <\$105K, n=610; \$105K to <\$150K, n=430; \$150K+, n=632)



Perceptions About City Performance: Income (cont.)

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



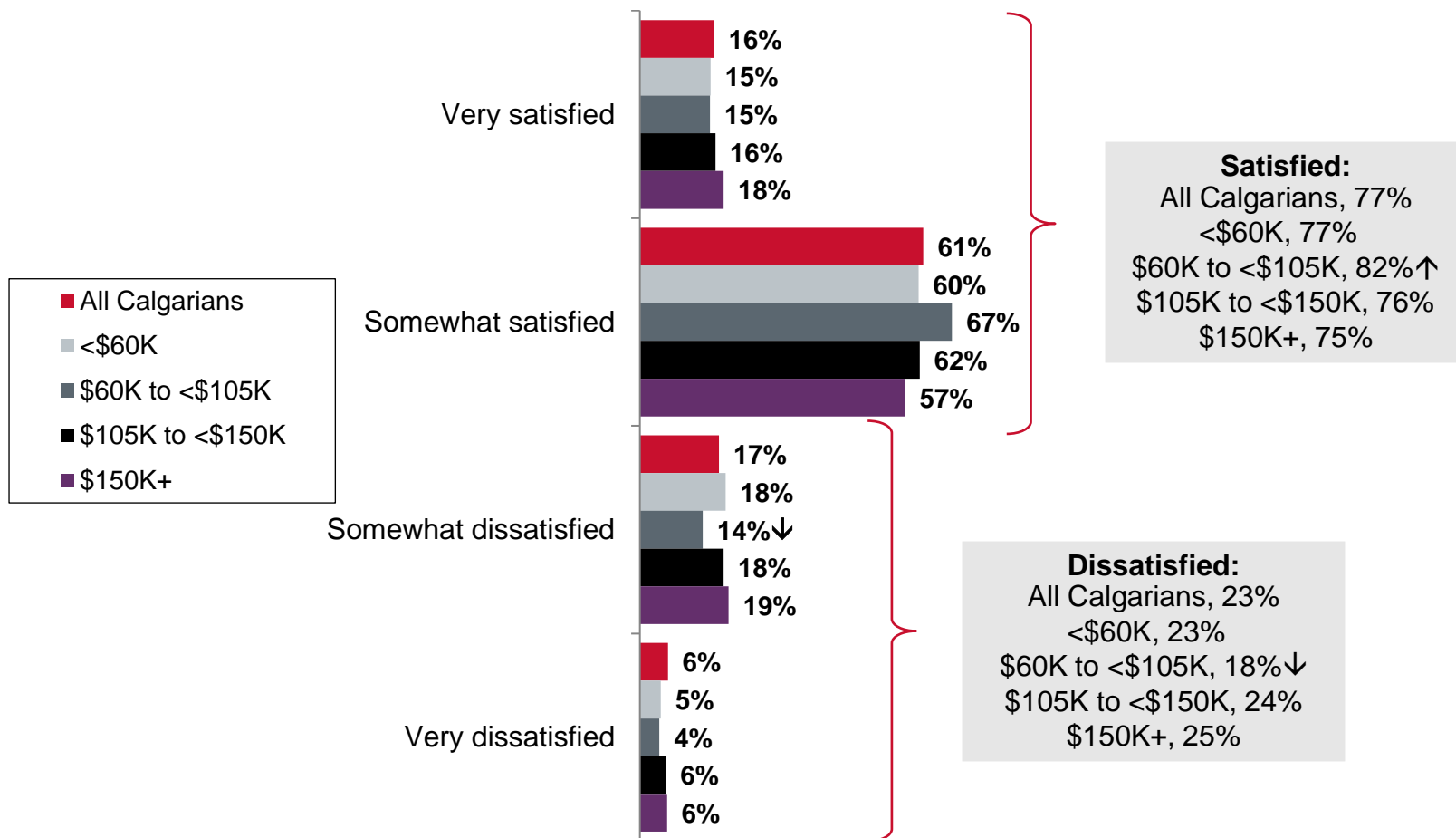
*Rounding

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=2,486; <\$60K, n=540; \$60K to <\$105K, n=608; \$105K to <\$150K, n=430; \$150K+, n=629)

Perceptions About City Performance: Income (cont.)

Satisfaction with Calgary's City Administration, excluding Council.



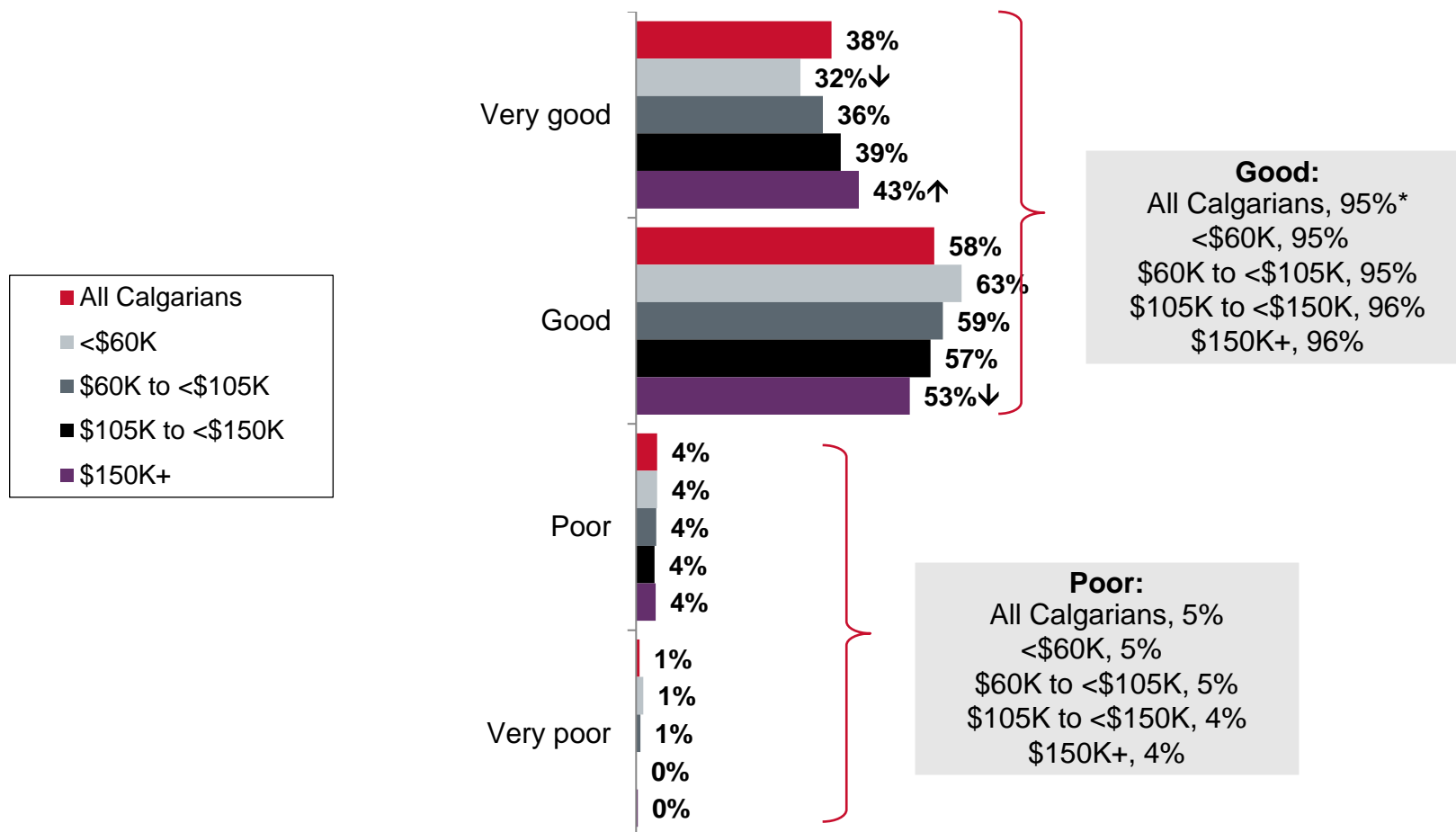
*Rounding

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=2,482; <\$60K, n=541; \$60K to <\$105K, n=606; \$105K to <\$150K, n=429; \$150K+, n=629)

Perceptions About Environment: Income

Ratings of the overall state of Calgary's environment.



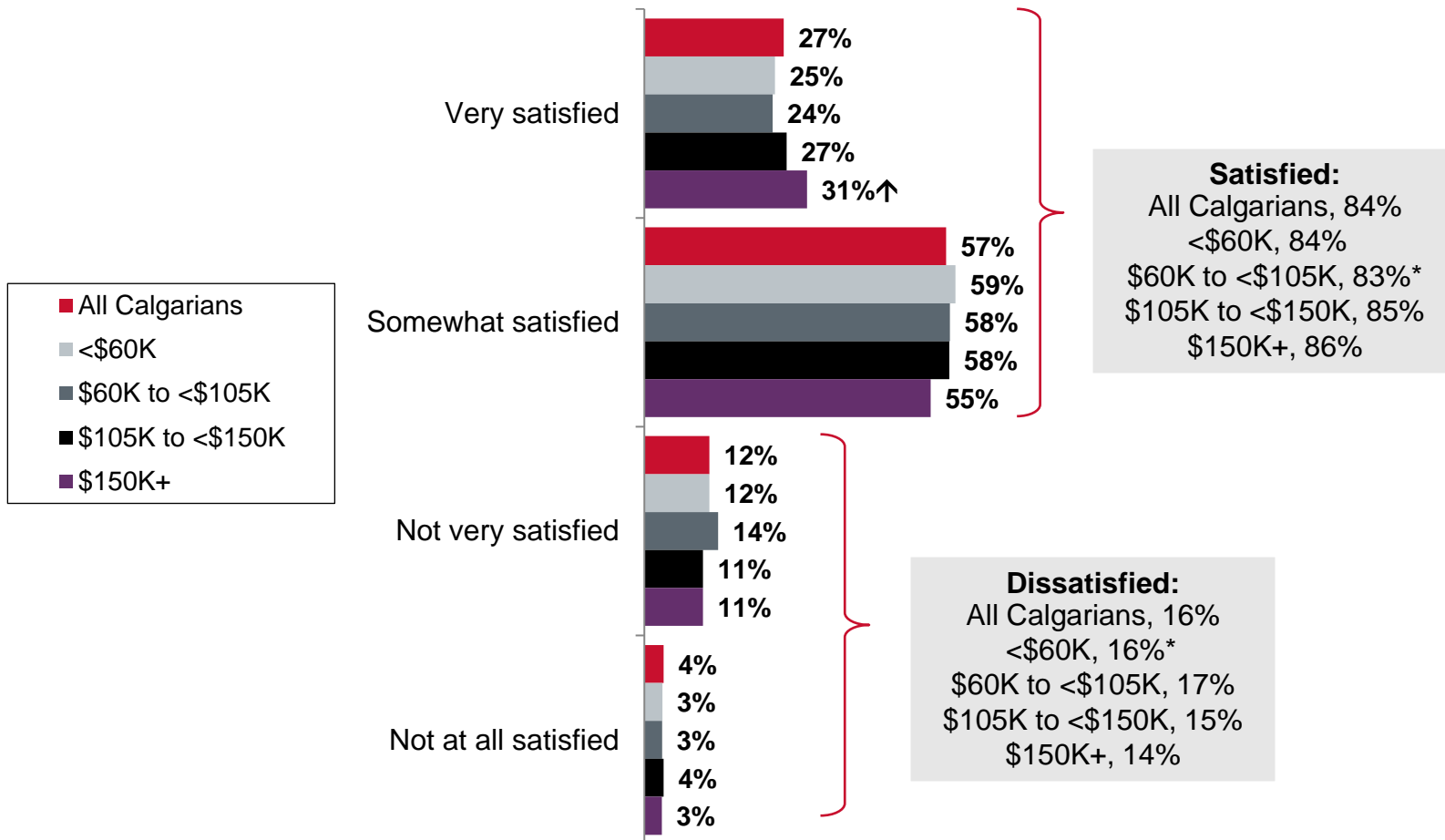
*Rounding

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=2,499; <\$60K, n=543; \$60K to <\$105K, n=610; \$105K to <\$150K, n=431; \$150K+, n=632)

Perceptions About Environment: Income (cont.)

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



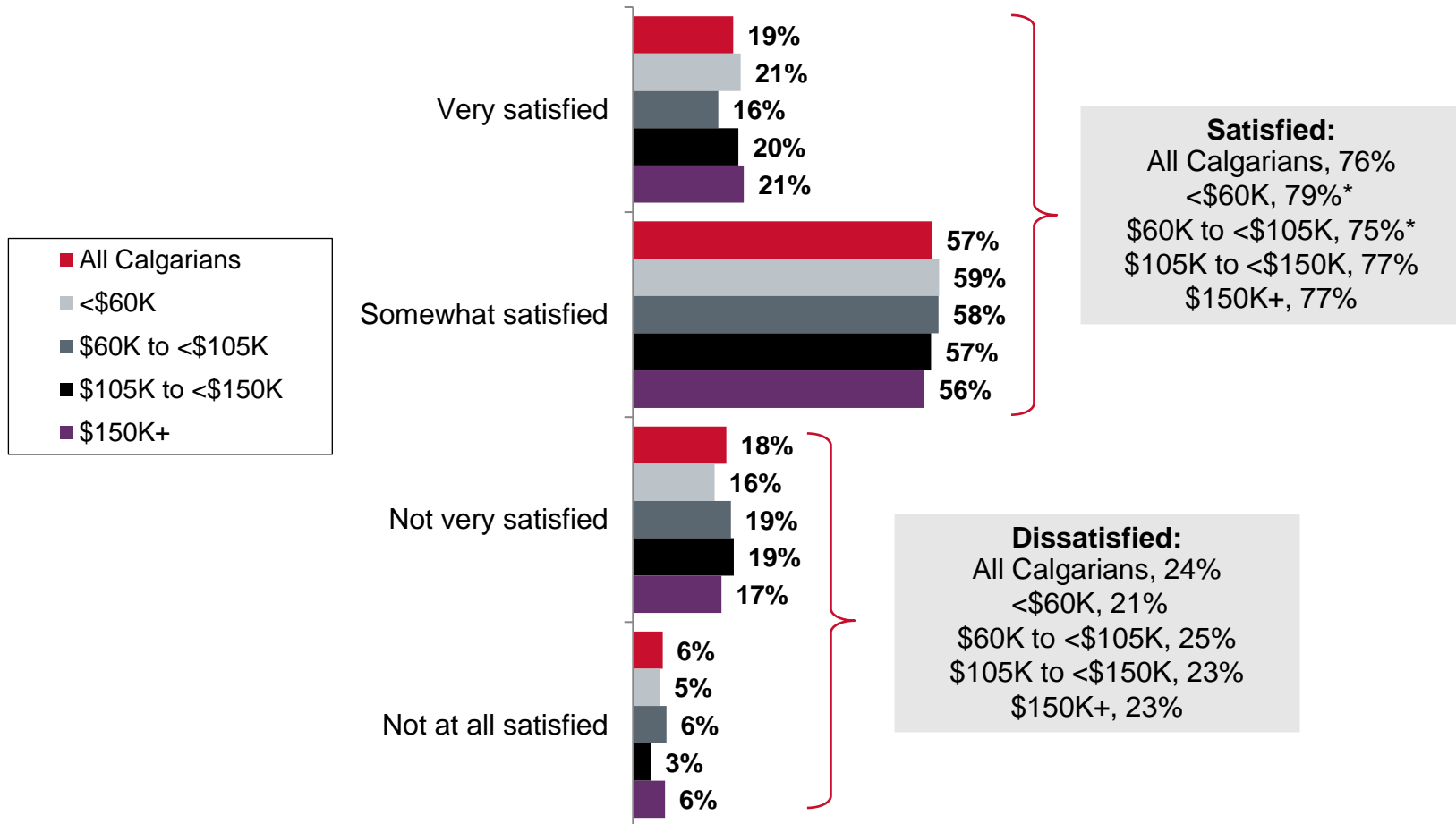
How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you...?

Base: Valid respondents (All Calgarians, n=2,488; <\$60K, n=542; \$60K to <\$105K, n=610; \$105K to <\$150K, n=429; \$150K+, n=628)

*Rounding

Perceptions About Environment: Income (cont.)

Satisfaction with The City's programs and services aimed at helping Calgarians reduce their environmental impact.



How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact. Are you...?

Base: Valid respondents (All Calgarians, n=2,482; <\$60K, n=540; \$60K to <\$105K, n=607; \$105K to <\$150K, n=428; \$150K+, n=630)

*Rounding



Respondent Demographics



Respondent Demographics

Gender

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

Quadrant

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

Age

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

Household Income

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

Base: Valid respondents (Bases vary)

Respondent Demographics (continued)

Type of Dwelling

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

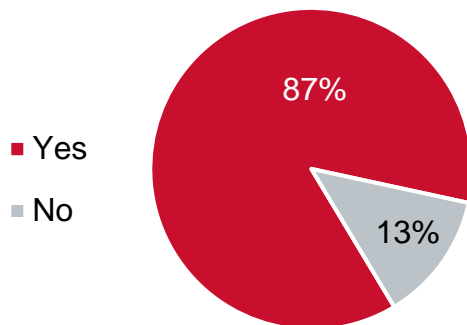
Children and Seniors in Household

Yes - Children	32%
Yes - Seniors	28%

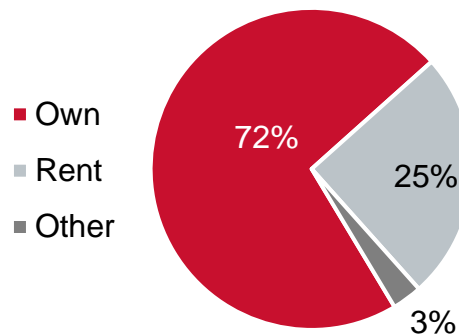
Household Size

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

Responsible for Property Taxes



Own or Rent



Tenure in Calgary

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

Base: Valid respondents (Bases vary)

Respondent Demographics (continued)

Born in Canada

Yes	72%
No	28%

Age Left Country of Birth

Base: Not born in Canada (n=656)

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

Date of Arrival in Canada

Base: Not born in Canada (n=656)

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

Disability in Household

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

Racialized

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

LGBTQ2S Community

Yes	7%
No	93%

Base: Valid respondents (Bases vary)

Respondent Demographics (continued)

Indigenous Identity

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

Language Spoken at Home[^]

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

**Includes mentions of Chinese, Cantonese and Mandarin

[^]Multiple responses allowed

Base: Valid respondents (Bases vary)

Respondent Demographics (continued)

Education

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

Employment Status[^]

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

[^]Multiple responses allowed

Base: Valid respondents (Bases vary)

Contact

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Customer Service & Communications

The City of Calgary

Research@Calgary.ca