

Calgary



# Equity-Deserving Communities: Calgarians 65 years and above

Analysis of the 2023 Fall Survey of Calgarians

Prepared by:



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# Background and methodology



# Equity Deserving Communities

Calgary’s Equity-Deserving Communities (EDCs) are defined as groups of people who generally have less access to opportunities, resources, and systems of power because of their actual or perceived identity or identities. EDCs often experience social and financial disadvantages because of systems of oppression, which takes many forms including, but not limited to, racism, sexism, and ableism.

The City 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 (2023) 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 of nine reports on Equity-Deserving Communities, each focusing on a different EDC. The EDCs and their demographic variables are as follows, with the EDC category noted in bold text below:

## Household income

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

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

## Racialized people

**Yes**  
No

## Born outside Canada

Born in Canada  
**Born outside Canada**

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

## Gender

Male  
**Female**

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

## Disability

**Yes**  
No

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

## Indigenous

**Indigenous**  
Non-Indigenous

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

## 2SLGBTQIA+

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

## Seniors

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

## Young adults

**18 to 24 years old**  
25 years old or older

## Methodology

- The survey was conducted by Ipsos Public Affairs from August 2, 2023 to September 4, 2023 with a randomly-selected sample of 2,500 Calgarians, via telephone survey.
- The survey was conducted using random digit dialing with numbers from both landlines (60%) and cell phones (40%) to obtain a random and statistically-representative sample of Calgarians.
- To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city ward of the general population age 18 and older.
- Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and city ward to ensure composition reflects that of the actual Calgary population age 18 or older. Although the results are weighted, sample size for each question represents the number of actual respondents (i.e., unweighted n).
- The margin of error (MOE) for the total sample of 2,500 is  $\pm 1.96$  percentage points, 19 times out of 20. The margin of error for the 65 years or older sub-group of 796 is  $\pm 3.47$  percentage points, 19 times out of 20, and the margin of error for the 18 to 64 years old sub-group of 1,649 is  $\pm 2.41$  percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.

# Interpreting results

## Interpreting results

Not all questions asked within the Fall Survey of Calgarians are represented within this report. Results are compared between Age 65+ Calgarians and Age 18 to 64 Calgarians. Statistically significant differences are noted throughout the report:

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

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



# 2023 Fall key findings

# 2023 Fall key findings (1 of 6)

## Quality of life

The majority of Calgarians age 65 and above believe that Calgary offers a good quality of life. They also agree that Calgary is a great place to make a living and build a life, and they have a positive outlook on the city's future.

Calgarians age 65 and above and younger Calgarians age 18 to 64 agree on some quality of life aspects. Their *similar* perspectives include:

- Believing that the overall quality of life in Calgary is 'good' (78% of Calgarians age 65+ and 76% of Calgarians age 18-64)
- Agreeing that Calgary is on the right track to be a better city 10 years from now (72% age 65+ and 71% age 18-64)

There are statistical *differences* in how the two age groups view Calgary's livability, with a higher proportion of senior Calgarians age 65 and above agreeing that:

- Calgary is a great place to make a life (81% vs. 74% of Calgarians age 18-64)
- Calgary is a great place to make a living (74% vs. 69% of Calgarians age 18-64)

## Inclusivity

Many Calgarians age 65 and above agree that The City promotes an inclusive and accepting environment for all. However, opinions are split on whether The City is delivering on removing barriers to its programs and services.

Calgarians age 65 and above and younger Calgarians age 18 to 64 share *similar* perspectives on inclusivity including:

- Agreeing that The City fosters a city that is inclusive and accepting of all (66% age 65+ and 68% age 18-64)
- Awareness that The City delivers programs and services that remove barriers to participation for Calgarians who need it the most (48% of Calgarians age 65+ and 48% of Calgarians age 18-64)

# 2023 Fall key findings (2 of 6)

## Safety

**Most senior Calgarians feel the city is safe, but fewer believe it is safe for everyone. Opinions about transit safety are split, but many do acknowledge The City's efforts to enhance it.**

When it comes to safety in Calgary and the use of transit, the perceptions of Calgarians age 65 and above, and Calgarians age 18 to 64 largely align. Their **similarities** include:

- Believing that the city of Calgary is 'safe' overall (67% of Calgarians age 65+ and 70% of Calgarians age 18-64)
- Avoiding taking transit in Calgary because of concerns for their personal safety (56% age 65+ and 53% age 18-64)

There are statistical **differences** between the two age groups regarding:

- The City taking sufficient steps to ensure Calgary Transit is a safe travel option. A higher proportion of Calgarians age 65 and above believe that The City is taking sufficient steps in this regard (62% of Calgarians age 65+ vs. 56% of Calgarians age 18-64)
- Agreeing that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity. Fewer senior Calgarians agree that it is safe for all (43% age 65+ vs. 48% age 18-64)

## The environment

**The urgency of addressing climate change and awareness of The City's environmental programs are two matters where senior Calgarians seem divided.**

Awareness about City programs and services is **similar** among senior Calgarians and Calgarians age 18 to 64 with around one-half agreeing that The City offers programs and services aimed at helping Calgarians reduce their environmental impact (49% of Calgarians age 65+ and 46% of Calgarians age 18-64).

When it comes to the urgency of addressing climate change, the two age groups show a statistical **difference**. A smaller proportion of senior Calgarians believe that immediate action is needed to act now to address climate change (56% of Calgarians age 65+ vs. 63% of Calgarians age 18-64).

# 2023 Fall key findings (3 of 6)

## Services and programs

**Calgarians age 65 and above are generally pleased with the services and programs that The City offers.**

There is a statistical ***difference*** between the two age groups when it comes to satisfaction with the overall level and quality of services and programs provided by The City. Specifically, a larger proportion of Calgarians age 65 and above are satisfied (73% of Calgarians age 65+ vs. 69% of Calgarians age 18-64).

## Taxation

**Many senior Calgarians feel good about the value they receive from their tax dollars.**

When it comes to perceptions of taxes, there is a statistical ***difference*** between the two age groups. Specifically, a larger proportion of Calgarians age 65 and above perceive the value from municipal tax dollars as 'good' (61% of Calgarians age 65+ vs. 48% of Calgarians age 18-64).

## Customer service

**When it comes to The City's customer service, most Calgarians age 65 and above feel that their expectations are being met.**

Both age groups ***similarly*** agree that The City of Calgary meets their customer service expectations (73% of Calgarians age 65+ and 74% of Calgarians age 18-64).

## Input from Calgarians

**While senior Calgarians generally believe that The City is responsive to Calgarians' needs when input is given, they are split about the sufficiency of engagement opportunities and the impact of their input on decision making.**

Both age groups hold *similar* opinions on two aspects:

- Believing that Calgarians have enough opportunities to provide input into decision making about City projects and services (50% of Calgarians age 65+ and 53% of Calgarians age 18-64)
- Agreeing that The City of Calgary is responsive to the needs and expectations of Calgarians (62% age 65+ and 62% age 18-64)

There is a statistical *difference* in confidence that The City is working to improve inclusion of Calgarians' input into important decisions. Notably, a smaller proportion of Calgarians age 65 and above hold this belief compared to Calgarians age 18 to 64 (54% of Calgarians age 65+ vs. 62% of Calgarians age 18-64).

## Reputation and performance

**Calgarians age 65 and above are divided in their trust in The City, but they tend to express more positive sentiments towards the performance of The City as a whole, as well as with Council and Administration individually.**

In terms of reputation and trust, the two age groups show *similarity* across all four measures:

- Trust in The City of Calgary (49% of Calgarians age 65+ and 47% of Calgarians age 18-64)
- Satisfaction with The City, including Council and Administration as a whole (62% age 65+ and 63% age 18-64)
- Satisfaction with City Administration, excluding City Council (69% age 65+ and 70% age 18-64)
- Satisfaction with City Council, excluding City Administration (53% and 56%, respectively)

# 2023 Fall key findings (5 of 6)

## Council focus areas

**Most senior Calgarians agree The City is doing a good job at celebrating culture, heritage, diversity and at building relationships with Indigenous partners. Relatively fewer think The City is doing well at addressing social issues.**

While results for the council focus areas are markedly positive, there are statistical *differences* for all between the two age groups. Notably, a larger proportion of Calgarians age 65 and above agree that:

- The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (90% of Calgarians age 65+ vs. 87% of Calgarians age 18-64)
- The City of Calgary is doing a good job at building meaningful relationships with Indigenous partners (85% age 65+ vs. 80% age 18-64)
- The City's efforts to work with community partners to address social issues such as mental health and addiction (64% age 65+ vs. 56% age 18-64)

## Housing and affordability

**By and large, senior Calgarians agree that The City should invest more in affordable housing for low-income residents as few believe that all Calgarians have access to adequate housing.**

Both age groups share common views on The City's efforts towards affordable housing and the accessibility of adequate housing. Their *similar* perspectives include:

- Agreeing that The City should invest more into affordable housing programs for low-income Calgarians (91% of Calgarians age 65+ and 90% of Calgarians age 18-64)
- Believing that all Calgarians have access to adequate housing that meets their needs (28% age 65+ and 31% age 18-64)

# 2023 Fall key findings (6 of 6)

## Downtown Calgary

Nearly all Calgary seniors agree more needs to be done to address safety concerns in the downtown area. Support for increased infrastructure investment in downtown Calgary is relatively lower, but still favourable.

The two age groups largely align on their views about The City's efforts towards improving safety and investing in infrastructure in downtown Calgary. Their *similar* priorities include:

- Agreeing that The City should be doing more to address safety issues in Calgary's downtown (94% of Calgarians age 65+ and 94% of Calgarians age 18-64)
- Agreeing that The City should be investing more into infrastructure downtown (69% age 65+ and 70% age 18-64)



# Detailed findings



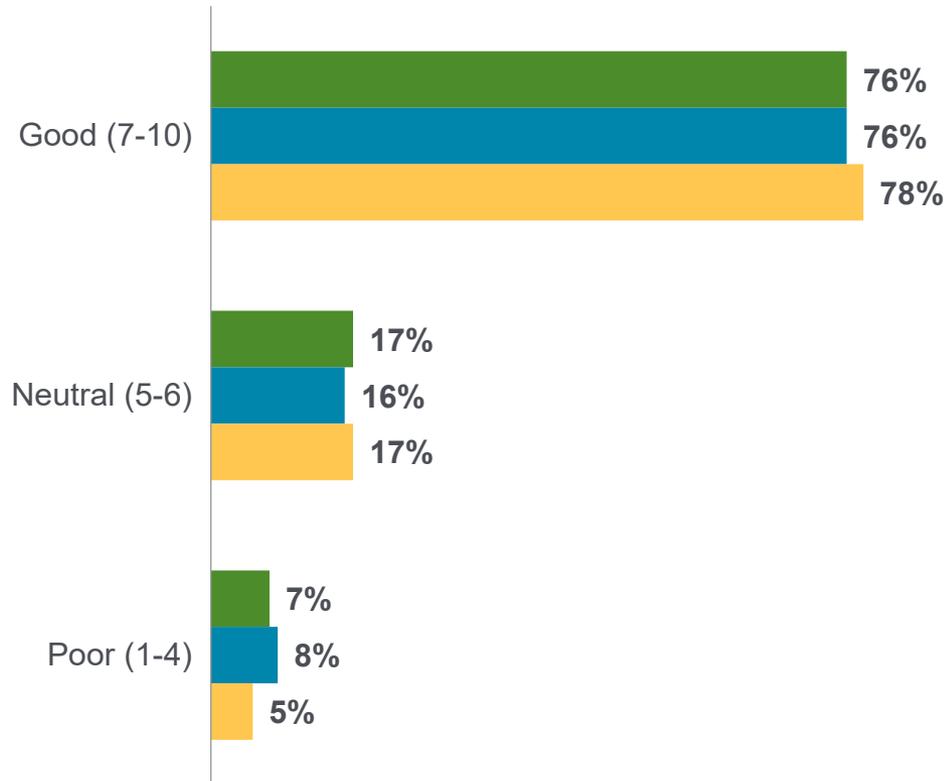
# Quality of life



# Overall quality of life in Calgary

Three-quarters (76%) of all Calgarians believe that the quality of life in the city is 'good.' There are no statistically significant differences between age groups (78% of those age 65 and above and 76% of those age 18 to 64).

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



- All Calgarians
- Age 18 to 64
- Age 65+

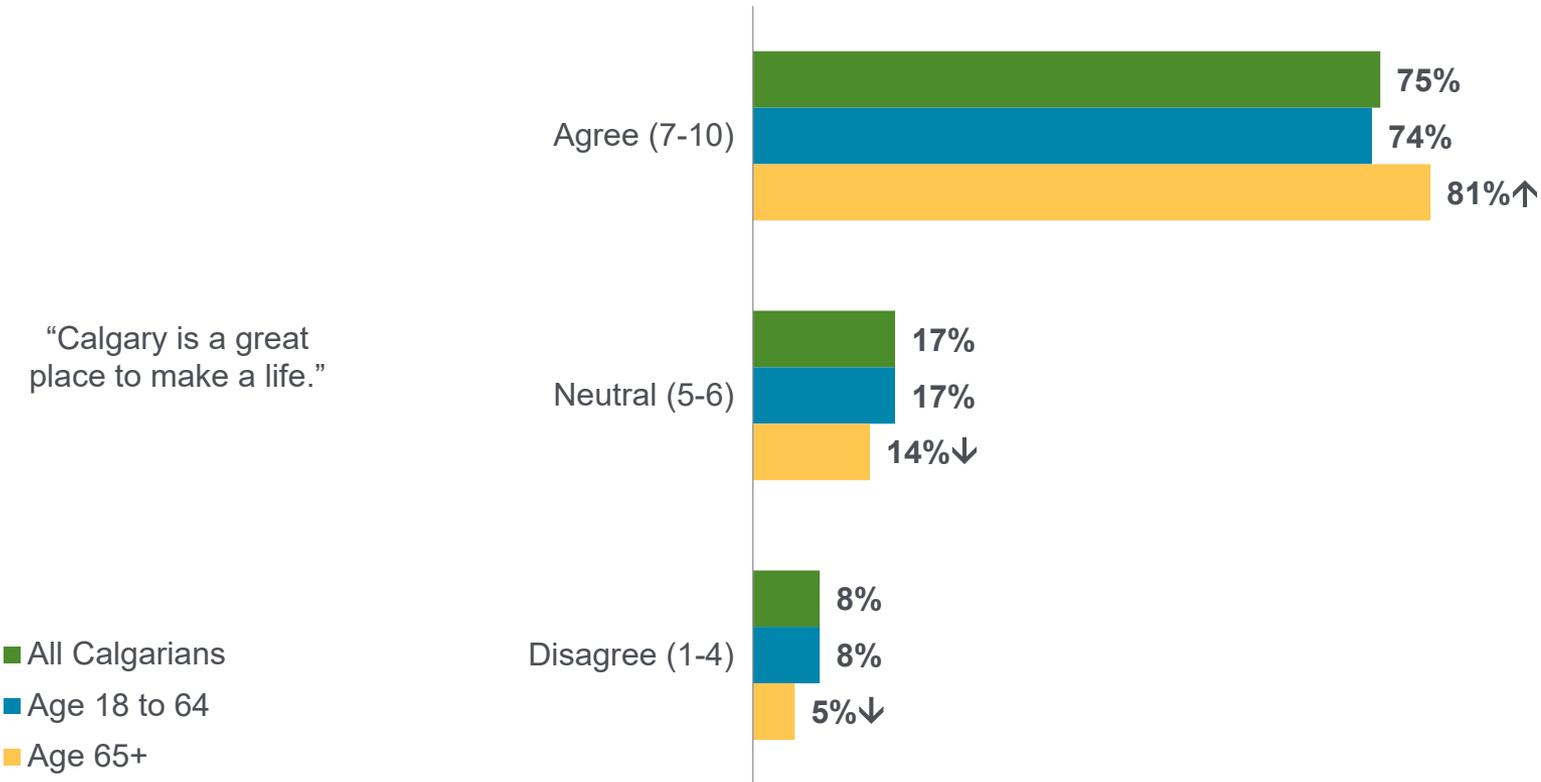
Q. On a scale of “1” to “10” where “1” is “very poor” and “10” is “very good,” how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (All Calgarians n=2,497, Age 18 to 64 n=1,620, Age 65+ n=795)



# Great place to make a life

Three-quarters (75%) of all Calgarians believe Calgary is a great place to make a life. This sentiment is shared by a higher proportion of Calgarians age 65 and above (81%) compared to those age 18 to 64 (74%).



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

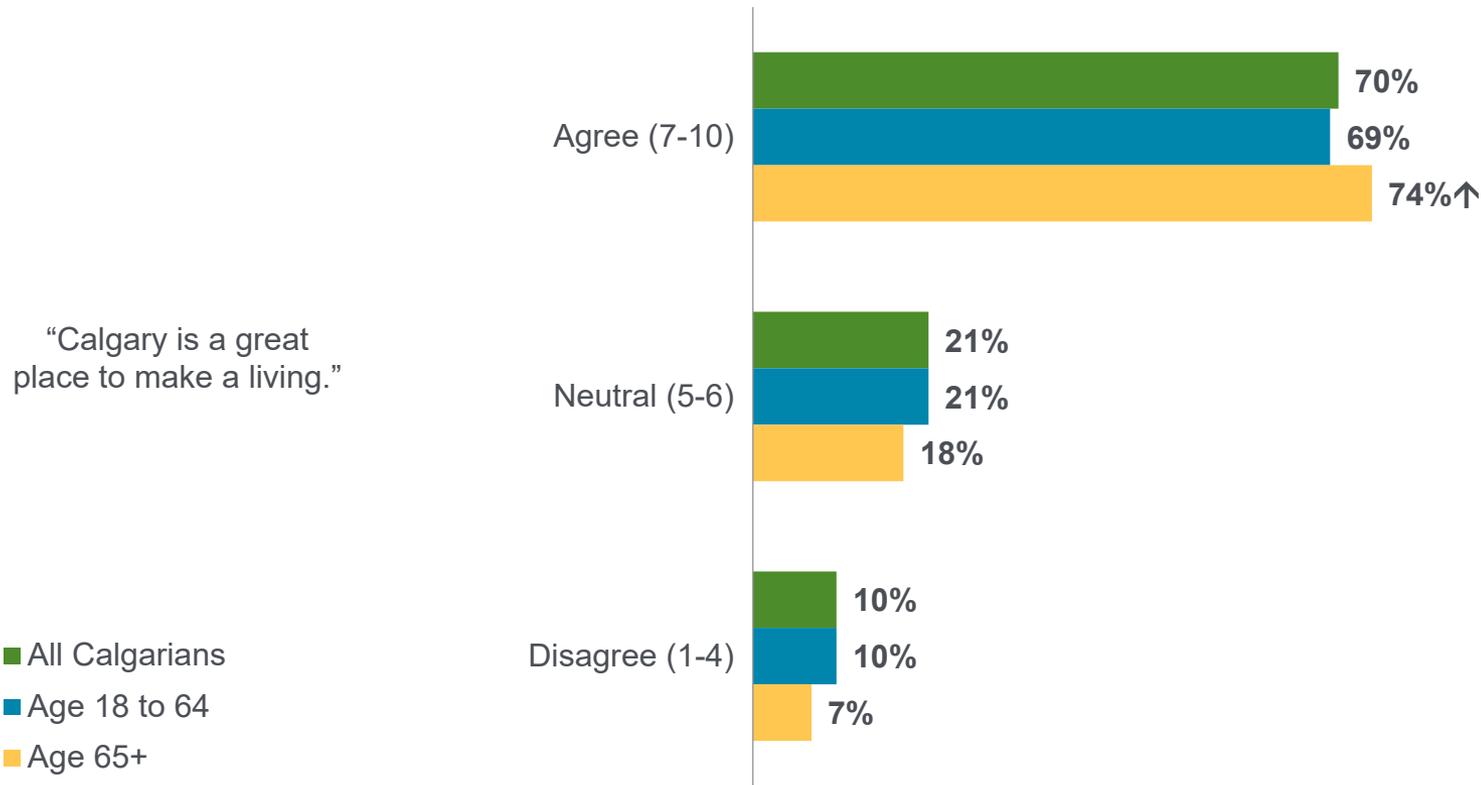
Base: Valid respondents (All Calgarians n=2,496, Age 18 to 64 n=1,621, Age 65+ n=793)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Great place to make a living

Seven-in-ten (70%) Calgarians agree that Calgary is a great place to make a living. Agreement is statistically higher among Calgarians age 65 and above (74%) than those age 18 to 64 (69%).



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

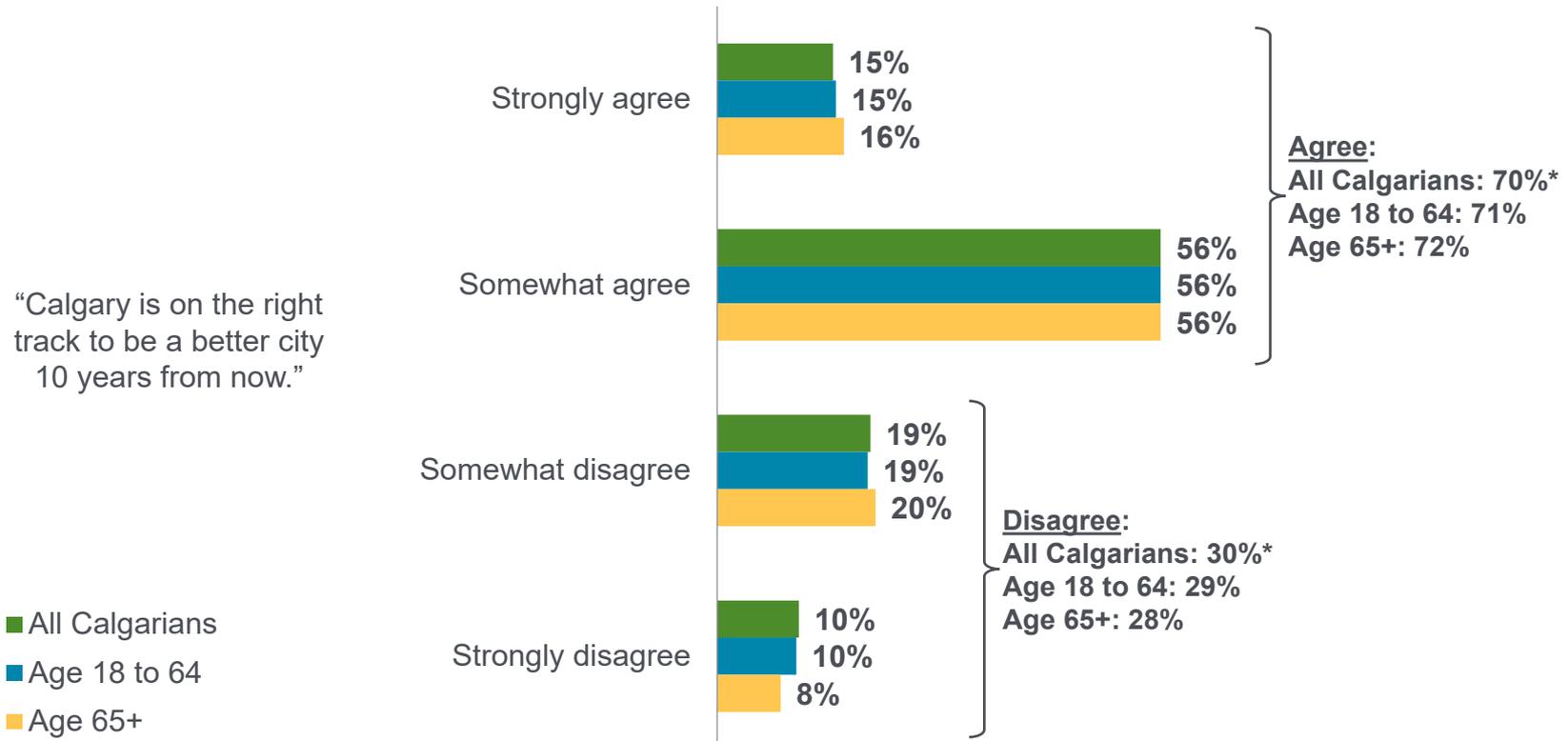
Base: Valid respondents (All Calgarians n=2,478, Age 18 to 64 n=1,618, Age 65+ n=780)

↑ / ↓ Statistically higher / lower than comparable subgroup



# On track to be a better city

Seven-in-ten (70%) Calgarians feel that Calgary is heading in the right direction to become a better city in the next 10 years. Optimism about the future of Calgary is consistent between Calgarians age 65 years and older (72%) and Calgarians age 18 to 64 (71%).



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

Base: Valid respondents (All Calgarians n=2,475, Age 18 to 64 n=1,604, Age 65+ n=791)

\* Rounding

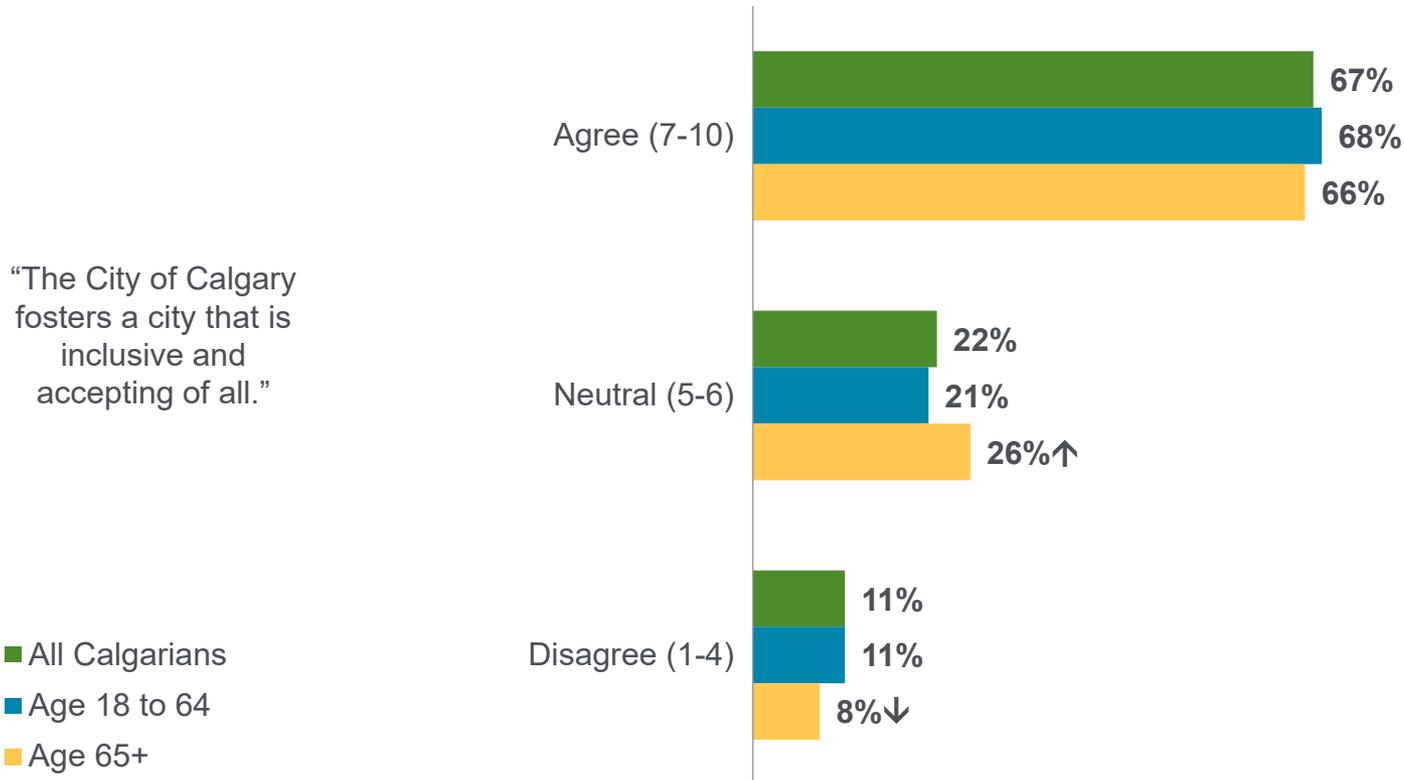


# Inclusivity



# Perceptions of inclusion

Overall, two-thirds (67%) of Calgarians agree The City fosters a city that is inclusive and accepting of all. Agreement is consistent between the age groups (66% age 65+ and 68% age 18 to 64). However, among the remainder there are some statistical differences with a higher proportion of senior Calgarians feeling neutral about Calgary being inclusive (26% vs. 21% of those age 18 to 64) and a smaller proportion disagree (8% vs. 11% of those age 18 to 64).



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

Base: Valid respondents (All Calgarians n=2,473, Age 18 to 64 n=1,606, Age 65+ n=785)

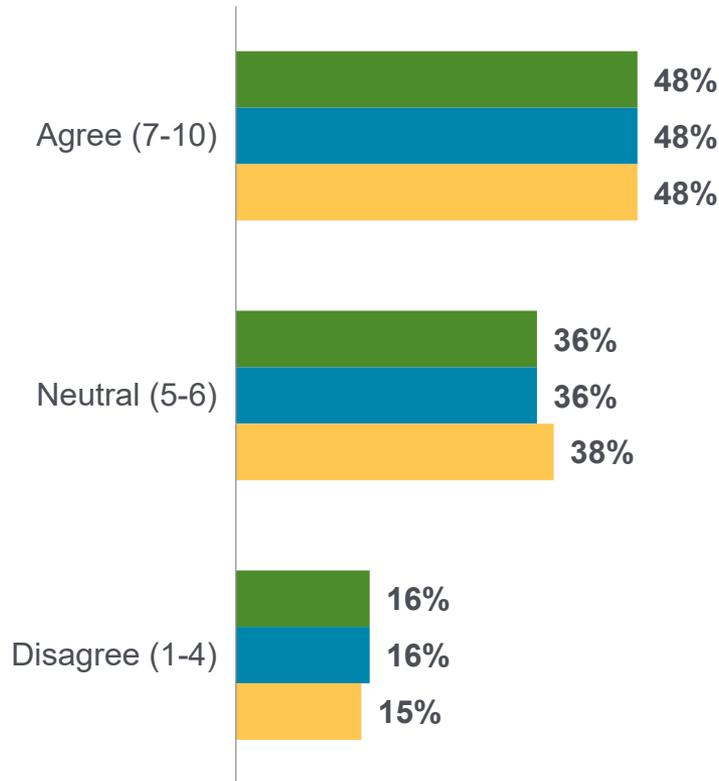
↑ / ↓ Statistically higher / lower than comparable subgroup



# Removes barriers to participation

Nearly one-half (48%) of all Calgarians believe The City delivers programs and services that remove barriers for Calgarians who need it the most. Results are identical between Calgarians age 65 or over and Calgarians under age 65 (48%).

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



- All Calgarians
- Age 18 to 64
- Age 65+

Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.

Base: Valid respondents (All Calgarians n=2,399, Age 18 to 64 n=1,562, Age 65+ n=761)

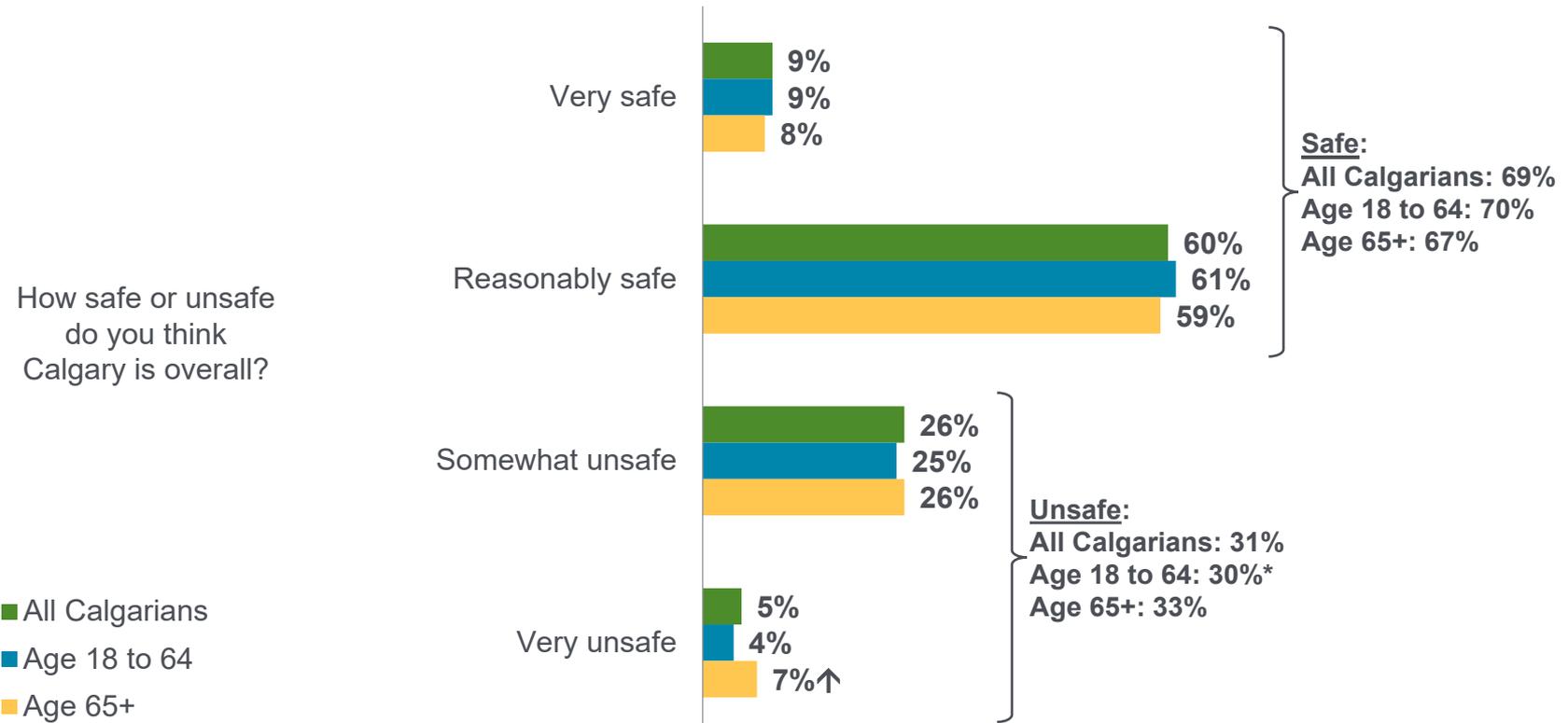


# Safety



# Overall perceived safety of the city of Calgary

Seven-in-ten (69%) Calgarians feel the city of Calgary is 'safe' overall. There are no statistically significant differences in sentiment between the two age groups (67% of those age 65 and above and 70% of those age 18 to 64).



■ All Calgarians  
 ■ Age 18 to 64  
 ■ Age 65+

Q. How safe or unsafe do you think Calgary is overall?  
 Base: Valid respondents (All Calgarians n=2,492, Age 18 to 64 n=1,617, Age 65+ n=793)

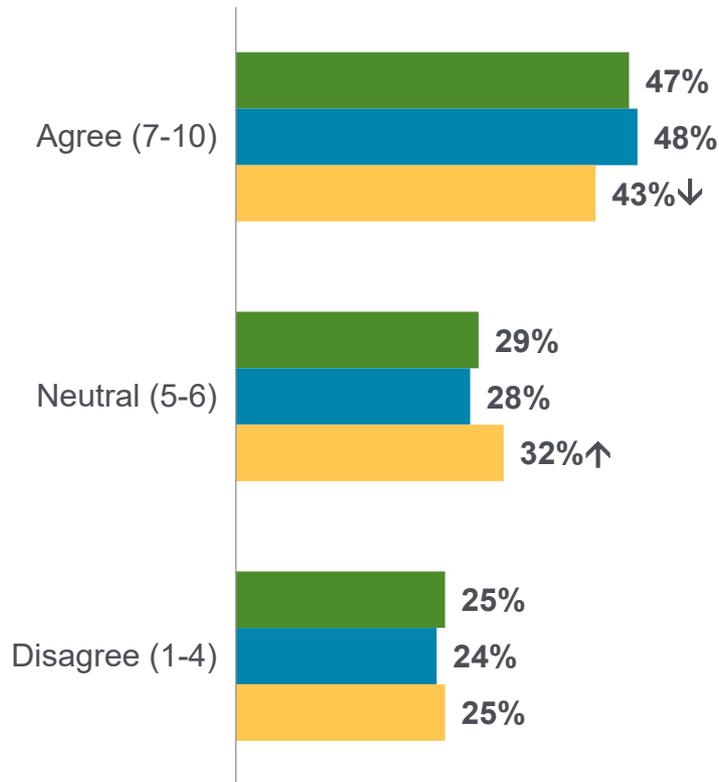
\* Rounding  
 ↑ / ↓ Statistically higher / lower than comparable subgroup



# Safe for all residents and visitors

Around one-half (47%) of all Calgarians think the city of Calgary is safe for all residents and visitors, regardless of ethnicity, race, religion, income, or sexual identity. A statistically lower proportion of Calgarians age 65 and above (43%) share this opinion than Calgarians age 18 to 64 (48%). Instead of disagreeing though, those 65+ are more neutral (32% vs. 28% of those age 18 to 64).

“Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity.”



- All Calgarians
- Age 18 to 64
- Age 65+

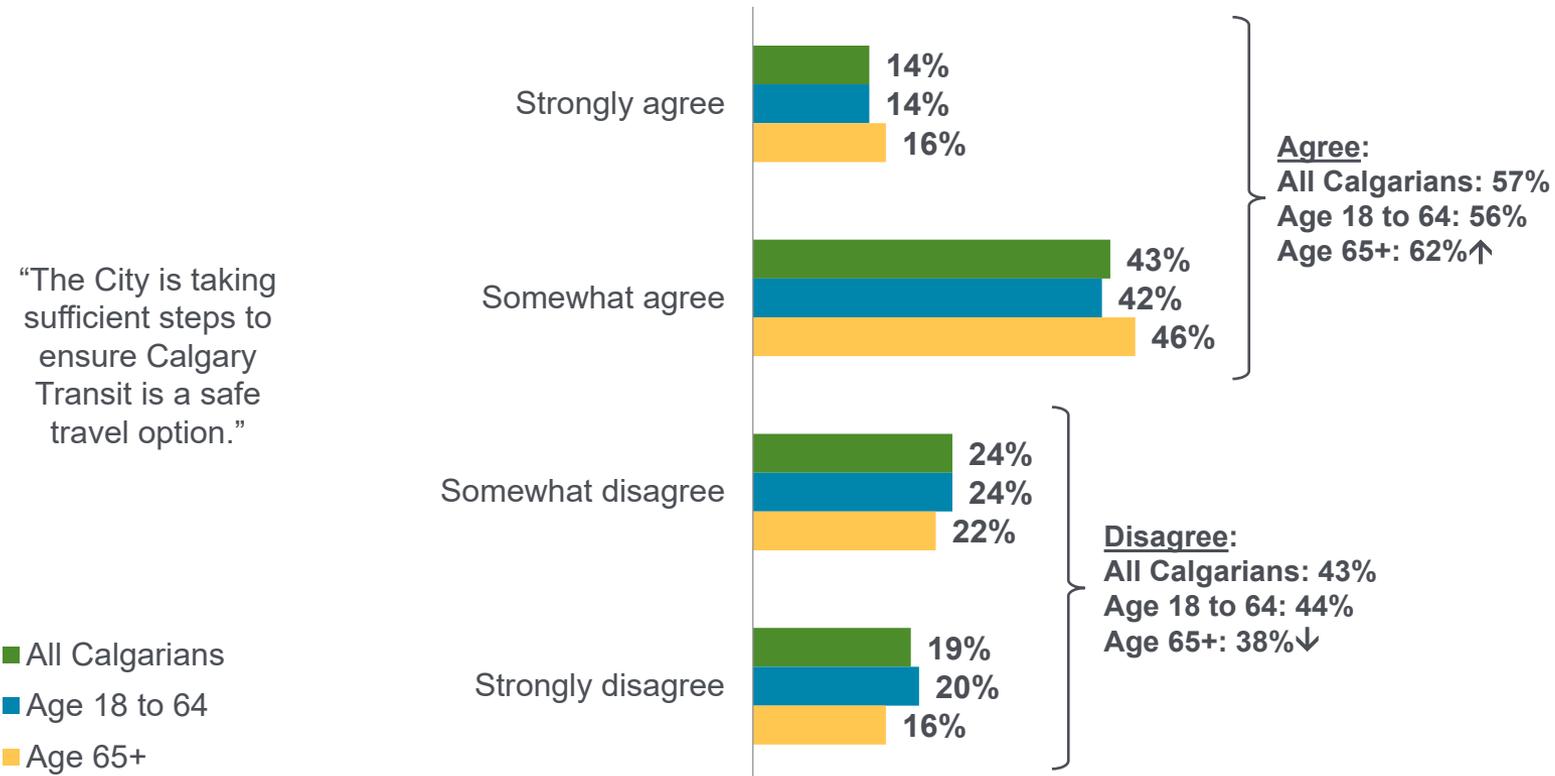
Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
 Base: Valid respondents (All Calgarians n=2,491, Age 18 to 64 n=1,615, Age 65+ n=795)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Ensuring Calgary Transit safety

More than one-half (57%) of all Calgarians believe The City is taking sufficient steps to ensure Calgary Transit is a safe travel option. A higher proportion of Calgarians age 65 and above (62%) believe this to be the case compared to those age 18 to 64 (56%).



Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.

Base: Valid respondents (All Calgarians n=2,421, Age 18 to 64 n=1,577, Age 65+ n=769)

↑ / ↓ Statistically higher / lower than comparable subgroup

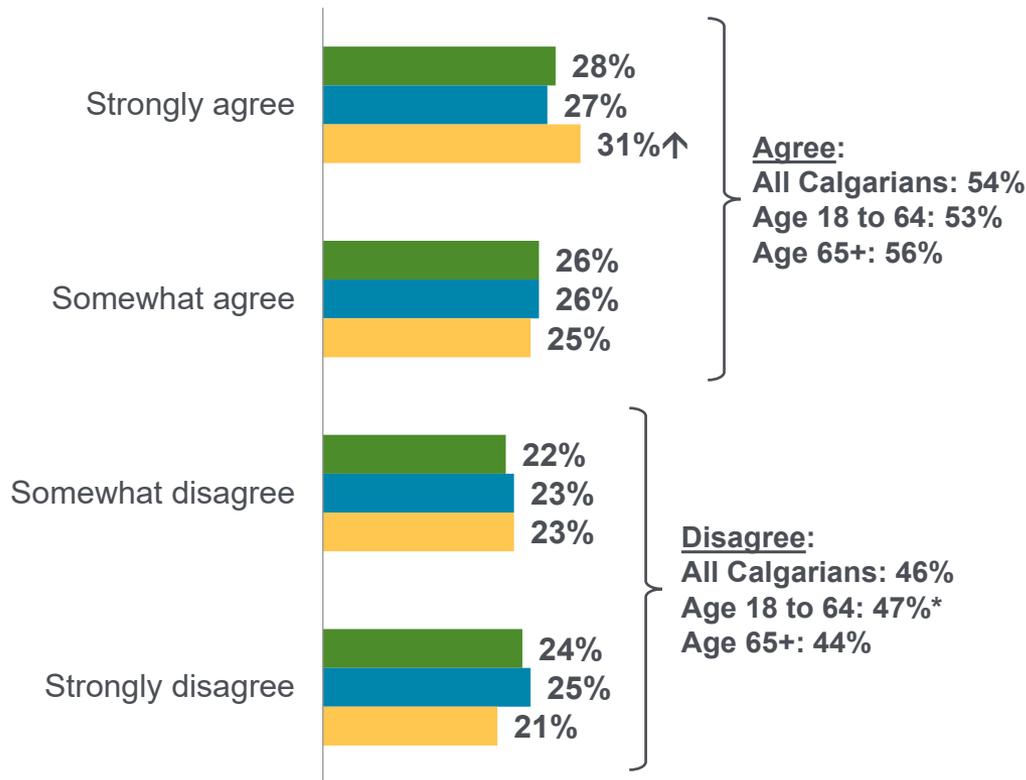


# Avoiding transit due to safety concerns

Around one-half (54%) of all Calgarians agree (strongly or somewhat) that they avoid taking transit in Calgary because of concerns for their personal safety. While the two age groups agree in similar proportions in total (56% age 65+ and 53% of those under age 65), there is a statistical difference in the intensity of agreement with a higher proportion of Calgarians age 65 and above 'strongly' agreeing (31%) than those age 18 to 64 (27%).

“I avoid taking transit in Calgary because of concerns for my personal safety.”

- All Calgarians
- Age 18 to 64
- Age 65+



Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.

Base: Valid respondents (All Calgarians n=2,417, Age 18 to 64 n=1,589, Age 65+ n=752)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



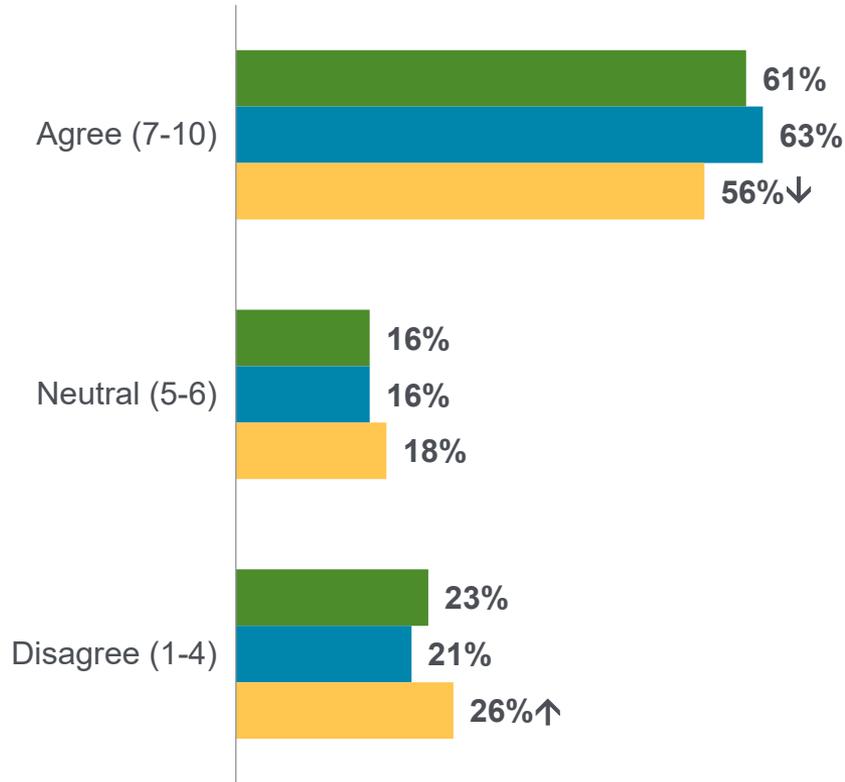
# The environment



# Climate change

Three-fifths (61%) of all Calgarians concur we need to act now to address climate change. Agreement about the urgency of acting on climate change is statistically lower among Calgarians age 65 and above (56%) compared to those age 18 to 64 (63%). Among the remainder, a higher proportion of older Calgarians tend to disagree about climate action (26% vs. 21% of those age 18 to 64) rather than take a neutral stance.

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



- All Calgarians
- Age 18 to 64
- Age 65+

Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
 Base: Valid respondents (All Calgarians n=2,482, Age 18 to 64 n=1,613, Age 65+ n=787)

↑ / ↓ Statistically higher / lower than comparable subgroup

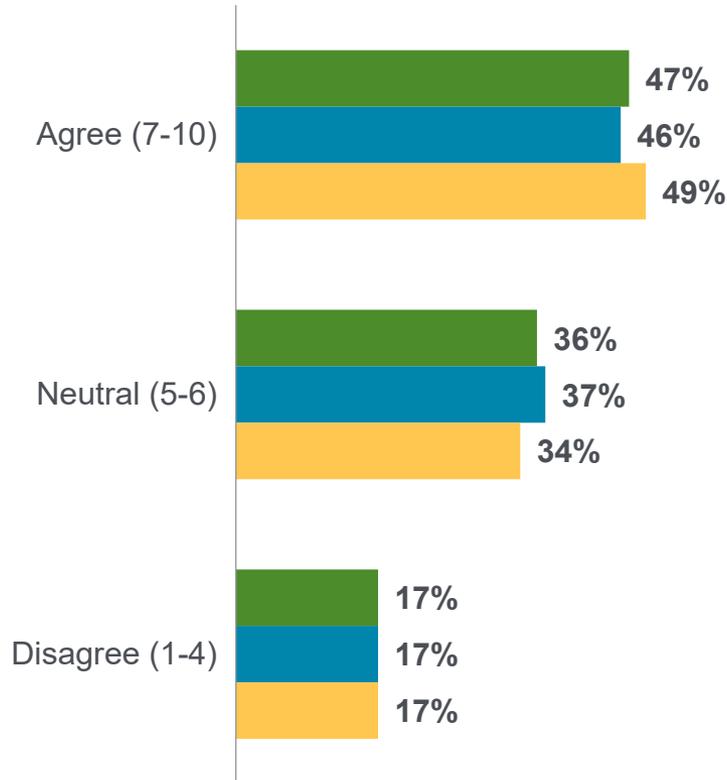


# City programs to reduce environmental impact

Around one-half (47%) of all Calgarians agree that The City has programs and services aimed at helping Calgarians reduce their environmental impact. There are no statistically significant differences in agreement between Calgarians 65 years and older and those age 18 to 64 (49% and 46%, respectively).

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

- All Calgarians
- Age 18 to 64
- Age 65+



Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.

Base: Valid respondents (All Calgarians n=2,429, Age 18 to 64 n=1,581, Age 65+ n=770)

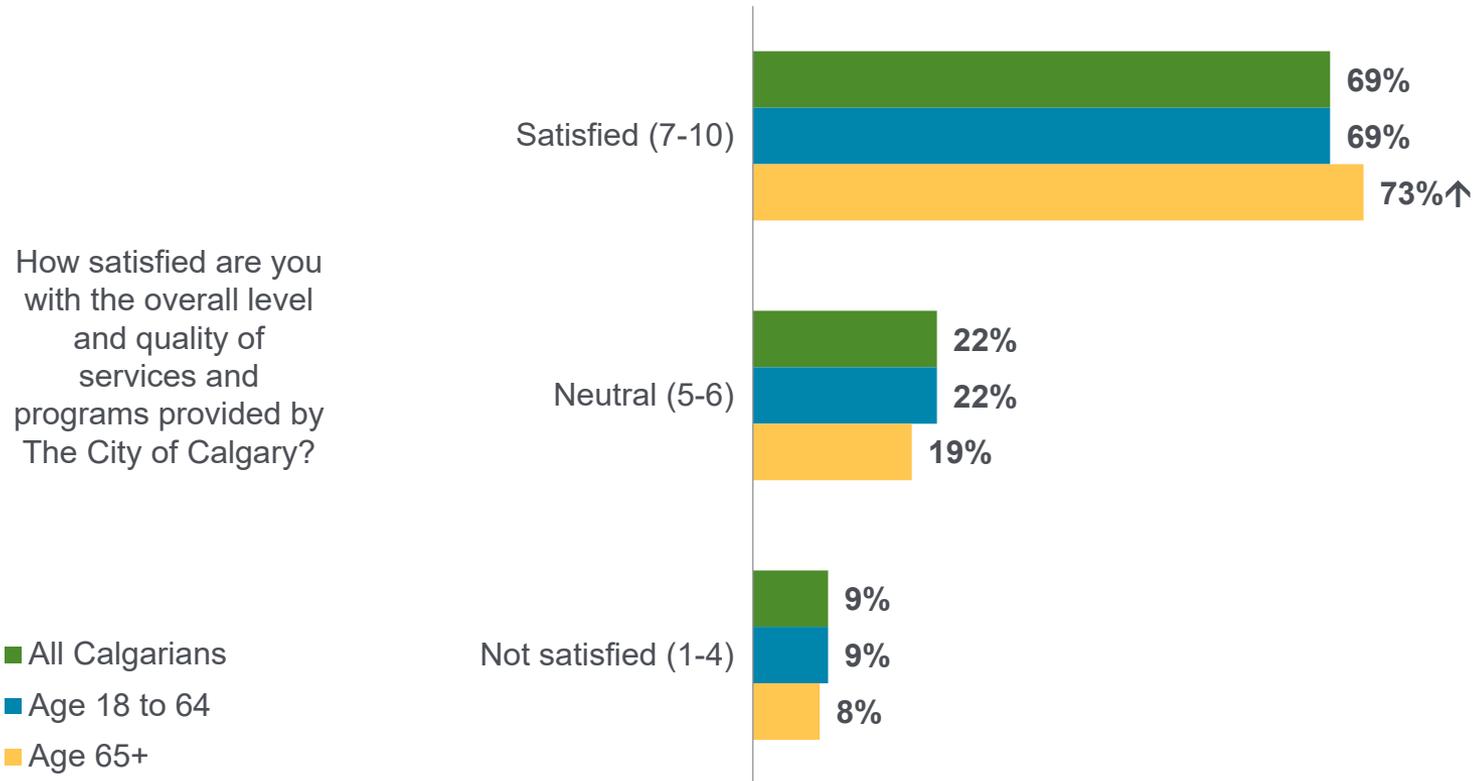


# City services and programs



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

Seven-in-ten (69%) Calgarians are satisfied with the overall level and quality of services and programs provided by The City. A statistically higher proportion of Calgarians age 65 and above are satisfied with City services and programs (73%) compared to those age 18 to 64 (69%).



Q. On a scale of 1 to 10 where “1” is “not at all satisfied” and “10” is “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?  
 Base: Valid respondents (All Calgarians n=2,496, Age 18 to 64 n=1,622, Age 65+ n=794)

↑ / ↓ Statistically higher / lower than comparable subgroup

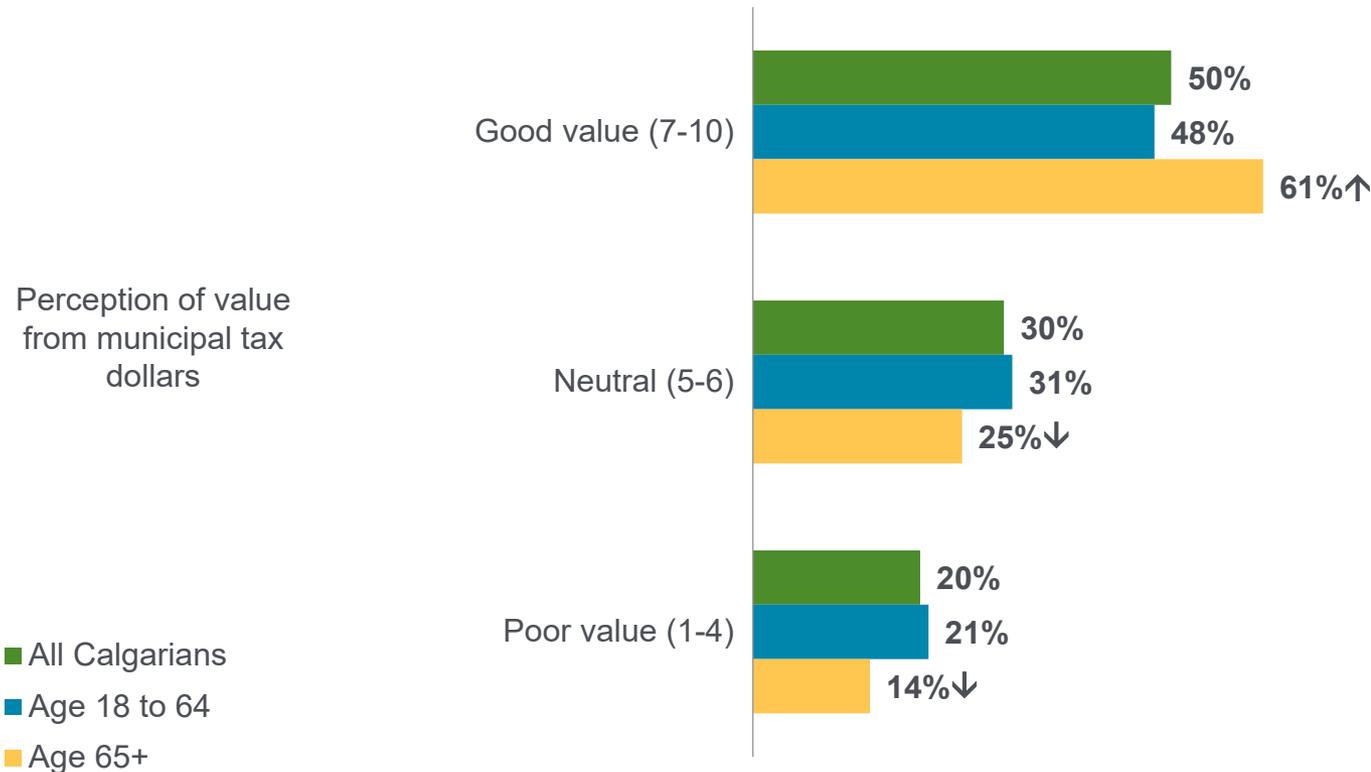


# Taxation



# Perceived value of property taxes

Overall, one-half (50%) of Calgarians perceive the value they receive from their tax dollars to be 'good.' A statistically higher proportion of Calgarians age 65 and above believe they receive good value for their taxes (61%) compared to those age 18 to 64 (48%).



Q. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where “1” is “very poor value” and “10” is “very good value.”

Base: Valid respondents (All Calgarians n=2,440, Age 18 to 64 n=1,575, Age 65+ n=785)

↑ / ↓ Statistically higher / lower than comparable subgroup

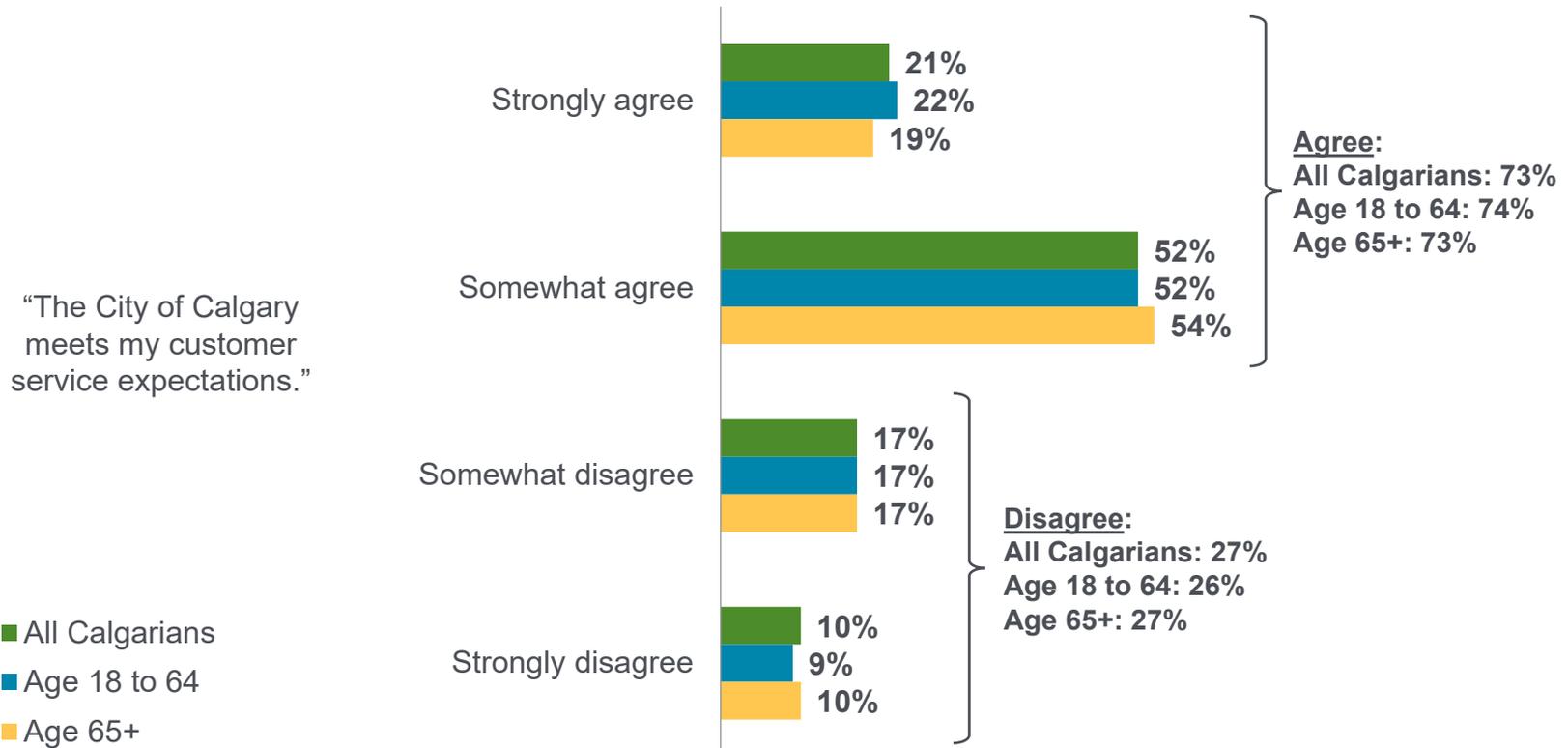


# Customer service



# Meets customer service expectations

Nearly three-quarters (73%) of all Calgarians feel The City of Calgary meets their customer service expectations. Customer service experiences are consistent between Calgarians age 65 and up (73%) and those age 18 to 64 (74%).



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,470, Age 18 to 64 n=1,606, Age 65+ n=783)

## Help shape Calgary's next four years

We are working on the 2023-2026 Service Plans and Budgets. These outline how we will deliver, plan and fund City services and programs over the next four years.

Share your thoughts at [engage.calgary.ca](https://www.calgary.ca/engage.calgary)

SCAN ME

## TRIVIA

### Parks and recreation

How many kilometers of trails does Calgary have?  
1. 100 km  
2. 200 km  
3. 300 km  
4. 400 km

### Transportation

How many people use the Calgary Transit system daily?  
1. 100,000  
2. 200,000  
3. 300,000  
4. 400,000

### Calgary's communities

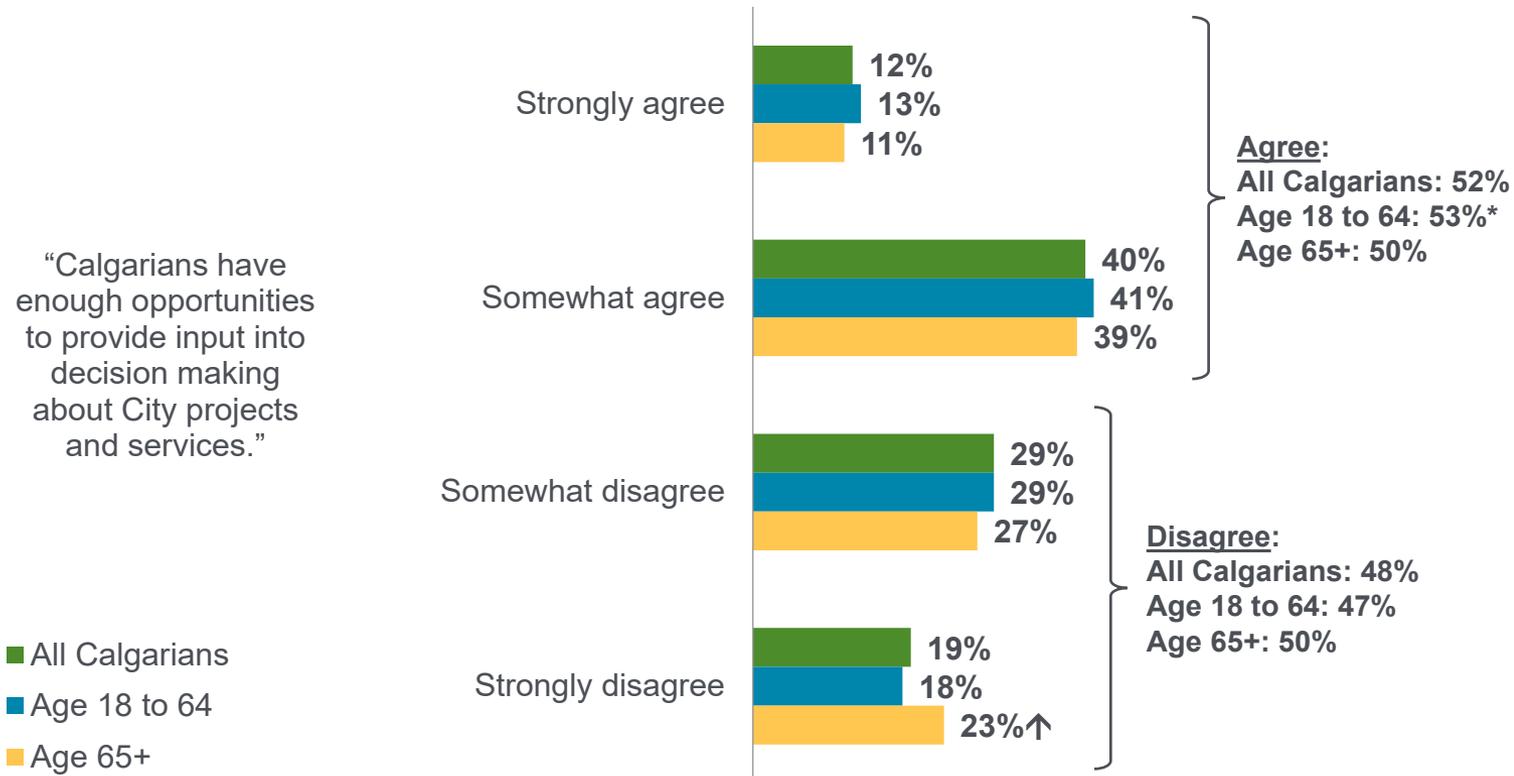
How many neighborhoods are there in Calgary?  
1. 100  
2. 200  
3. 300  
4. 400

# Input from Calgarians



# Enough opportunities to provide input

Around one-half (52%) of all Calgarians agree that they have enough opportunities to provide input into decision making about City projects and services. Agreement levels are consistent between age groups (50% of those age 65 and above and 53% of those age 18 to 64).



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

Base: Valid respondents (All Calgarians n=2,463, Age 18 to 64 n=1,597, Age 65+ n=785)

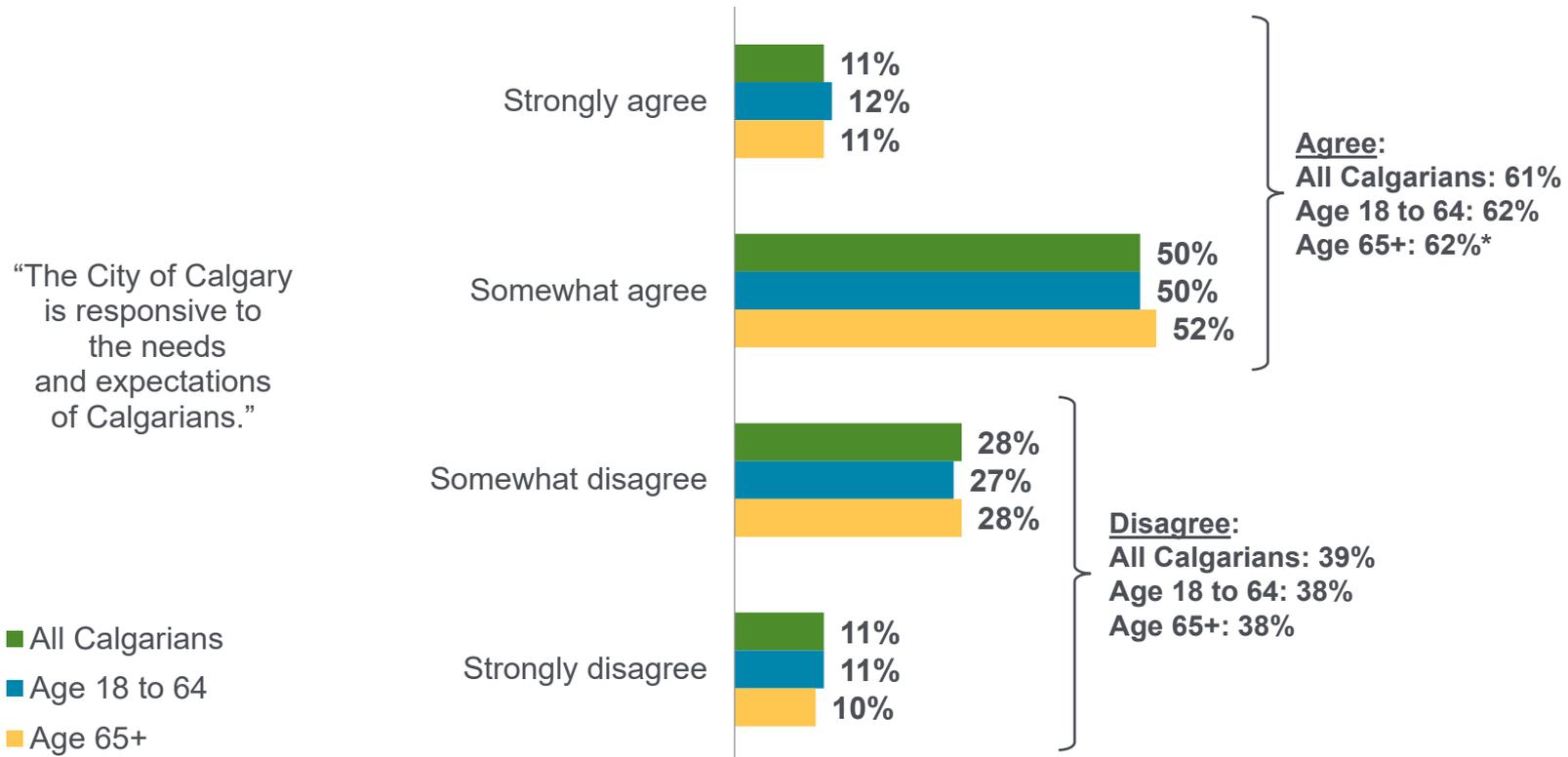
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Responsive to Calgarians

Three-fifths (61%) of Calgarians think The City of Calgary is responsive to the needs and expectations of Calgarians. Identical proportions of Calgarians 65 years and older and those age 18 to 64 share this opinion (both groups at 62%).



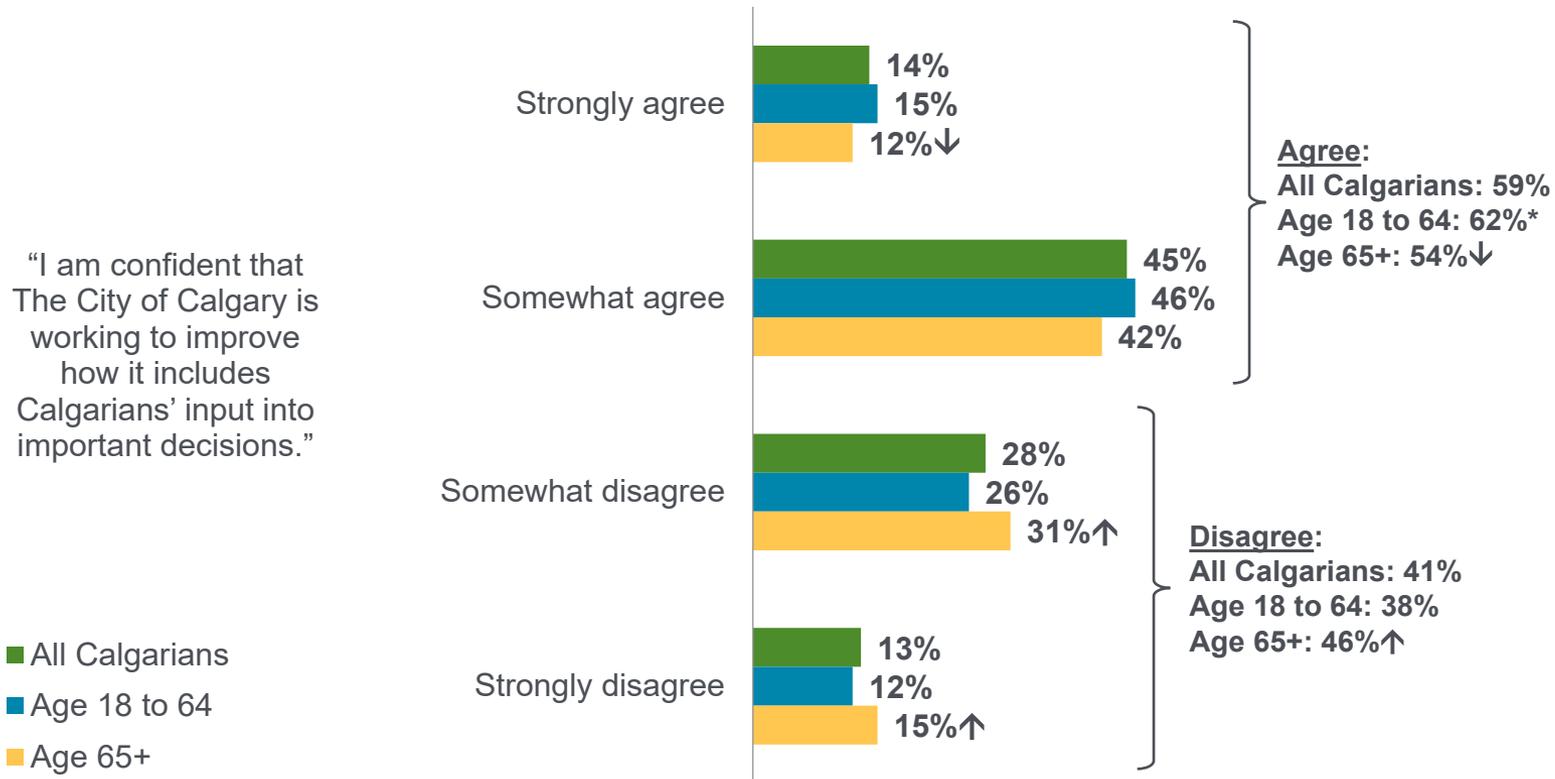
Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,486, Age 18 to 64 n=1,616, Age 65+ n=790)

\* Rounding



# Including Calgarians' input

Three-fifths (59%) of all Calgarians are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. A statically smaller proportion of Calgarians age 65 and above (54%) believe The City is working to incorporate input into decisions compared to those age 18 to 64 (62%).



Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,461, Age 18 to 64 n=1,607, Age 65+ n=777)

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

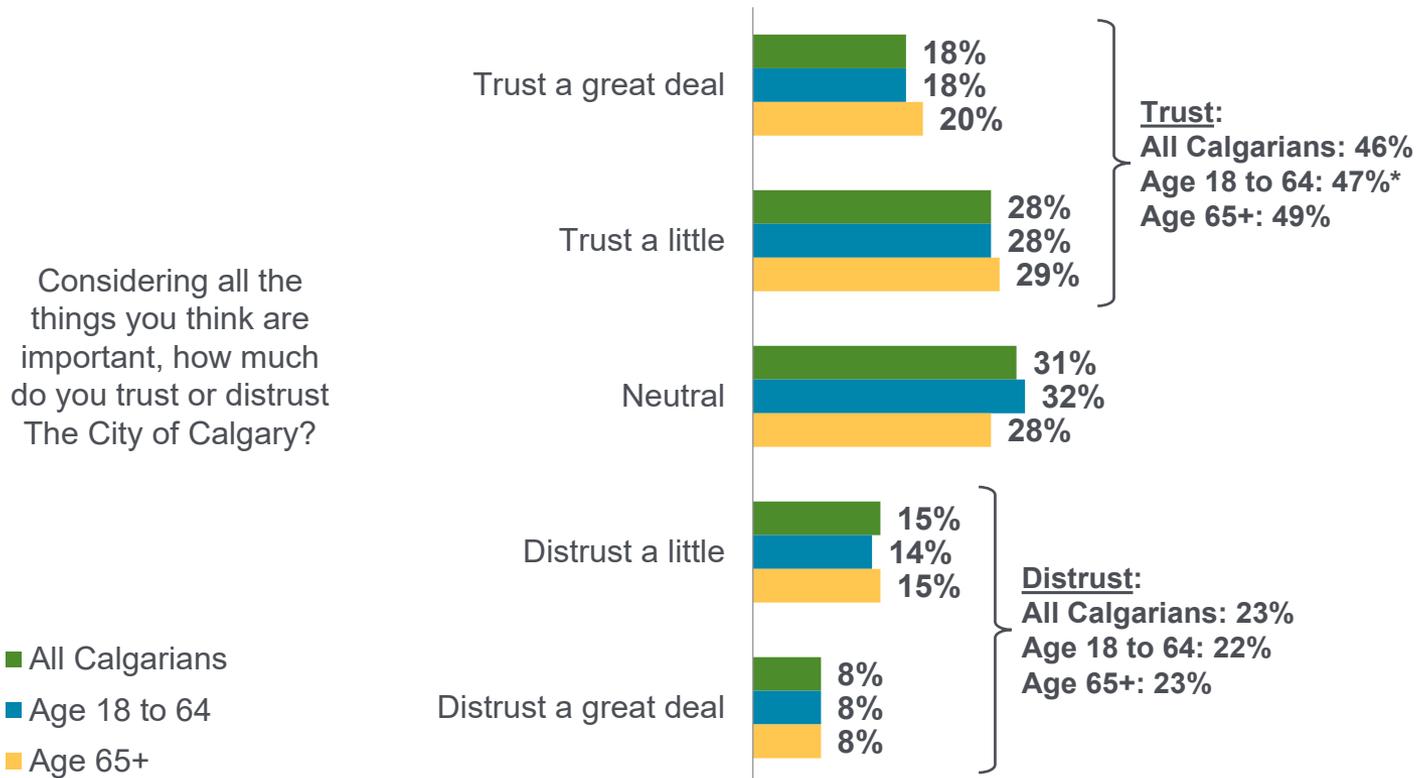


# Reputation and performance



# Trust in The City of Calgary

Around one-half (46%) of Calgarians indicate they trust The City of Calgary. There are no statistically significant differences in trust levels between age groups (49% of those age 65 and above and 47% of those age 18 to 64).



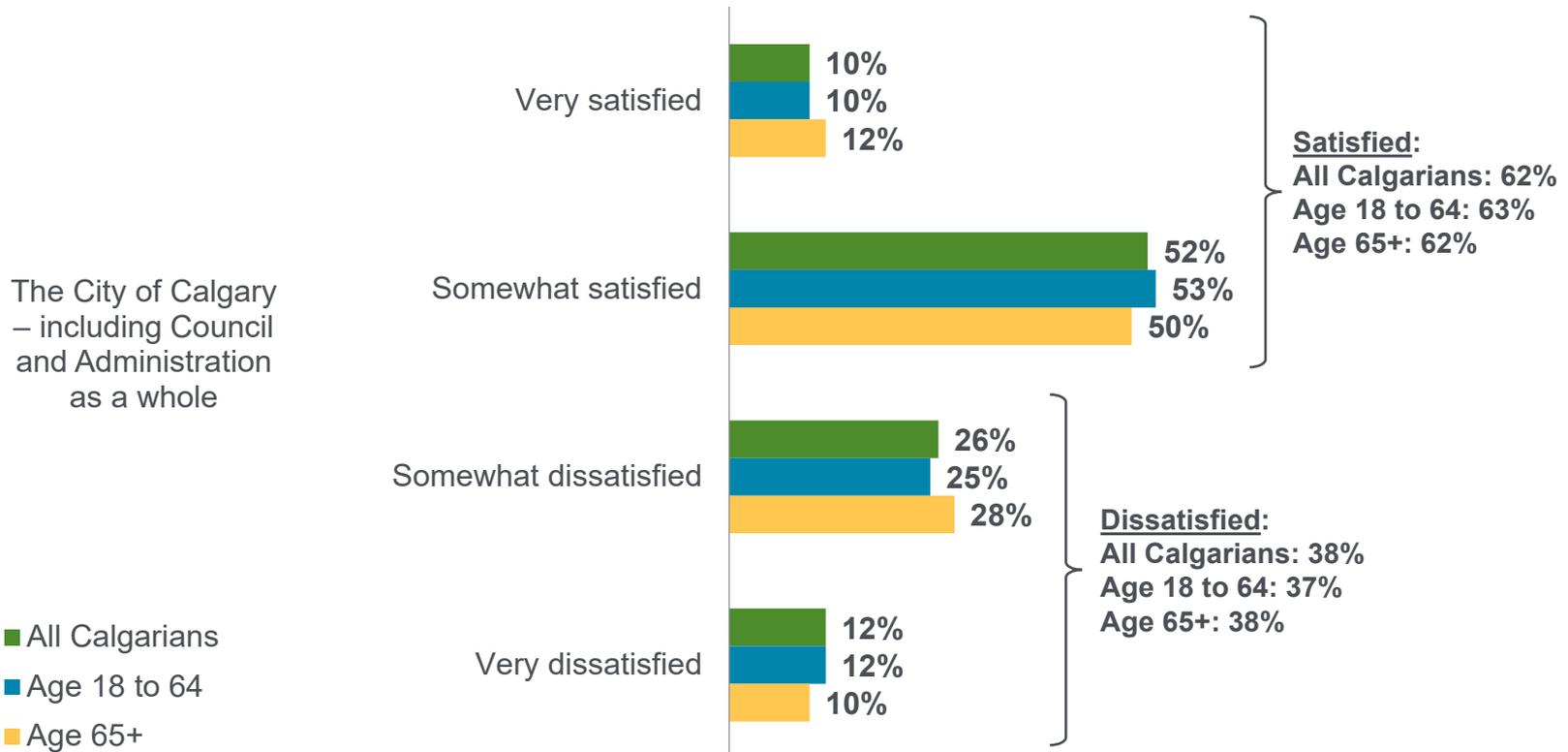
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?  
 Base: Valid respondents (All Calgarians n=2,488, Age 18 to 64 n=1,620, Age 65+ n=787)

\* Rounding



# Satisfaction with The City as a whole

Around three-fifths (62%) of Calgarians are satisfied with The City, including Council and Administration. Results are consistent between Calgarians age 65 years and up and those under age 65 (62% and 63%, respectively).

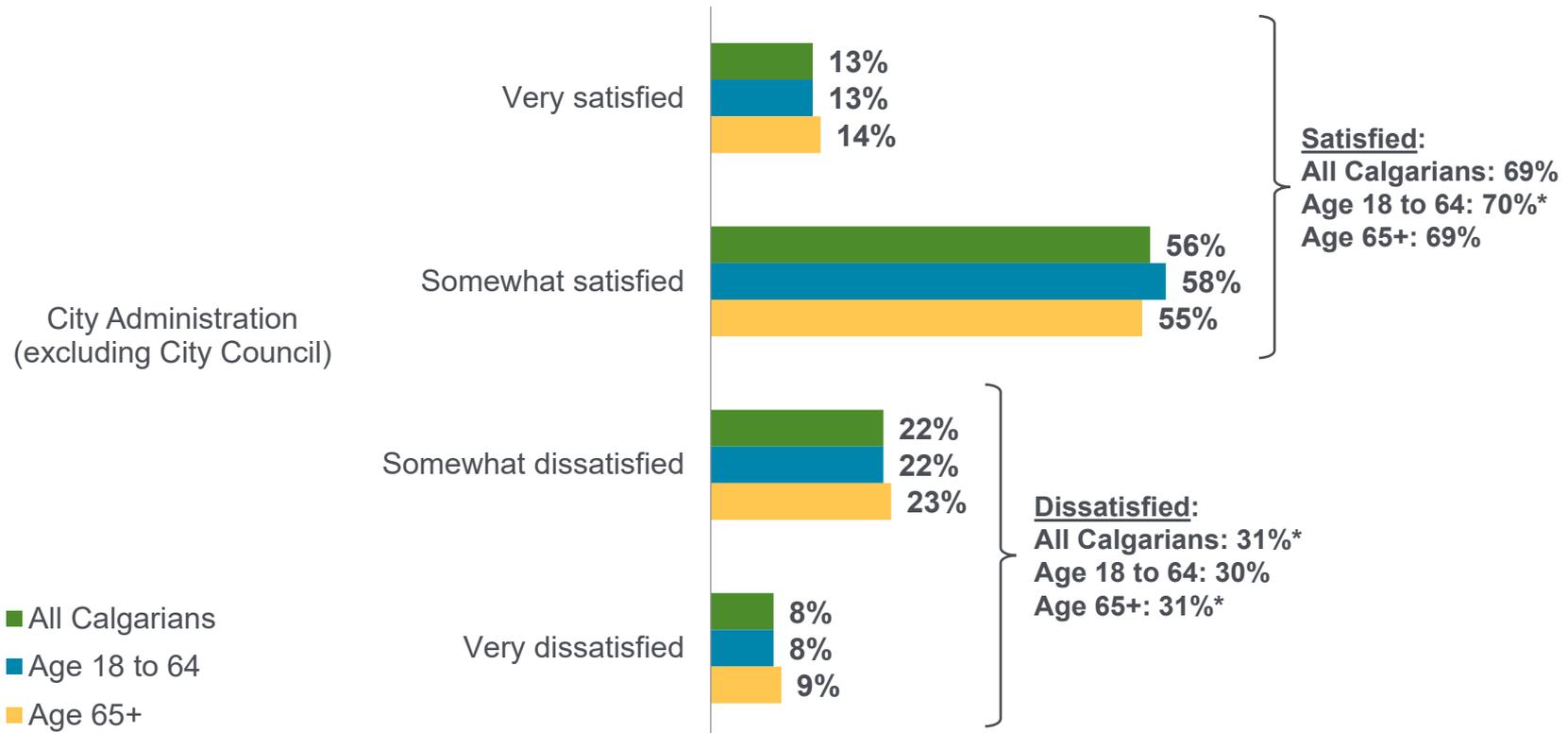


Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary – including Council and Administration as a whole is - going about running our city?  
 Base: Valid respondents (All Calgarians n=2,489, Age 18 to 64 n=1,615, Age 65+ n=794)



# Satisfaction with Administration

Seven-in-ten (69%) Calgarians express satisfaction with City Administration (excluding City Council). There are no statistically significant differences in satisfaction by age (69% of those age 65 and above and 70% of those age 18 to 64).



Q. Thinking about Calgary's City Administration (excluding Council), how satisfied or dissatisfied are you with the way City Administration is going about running our city?

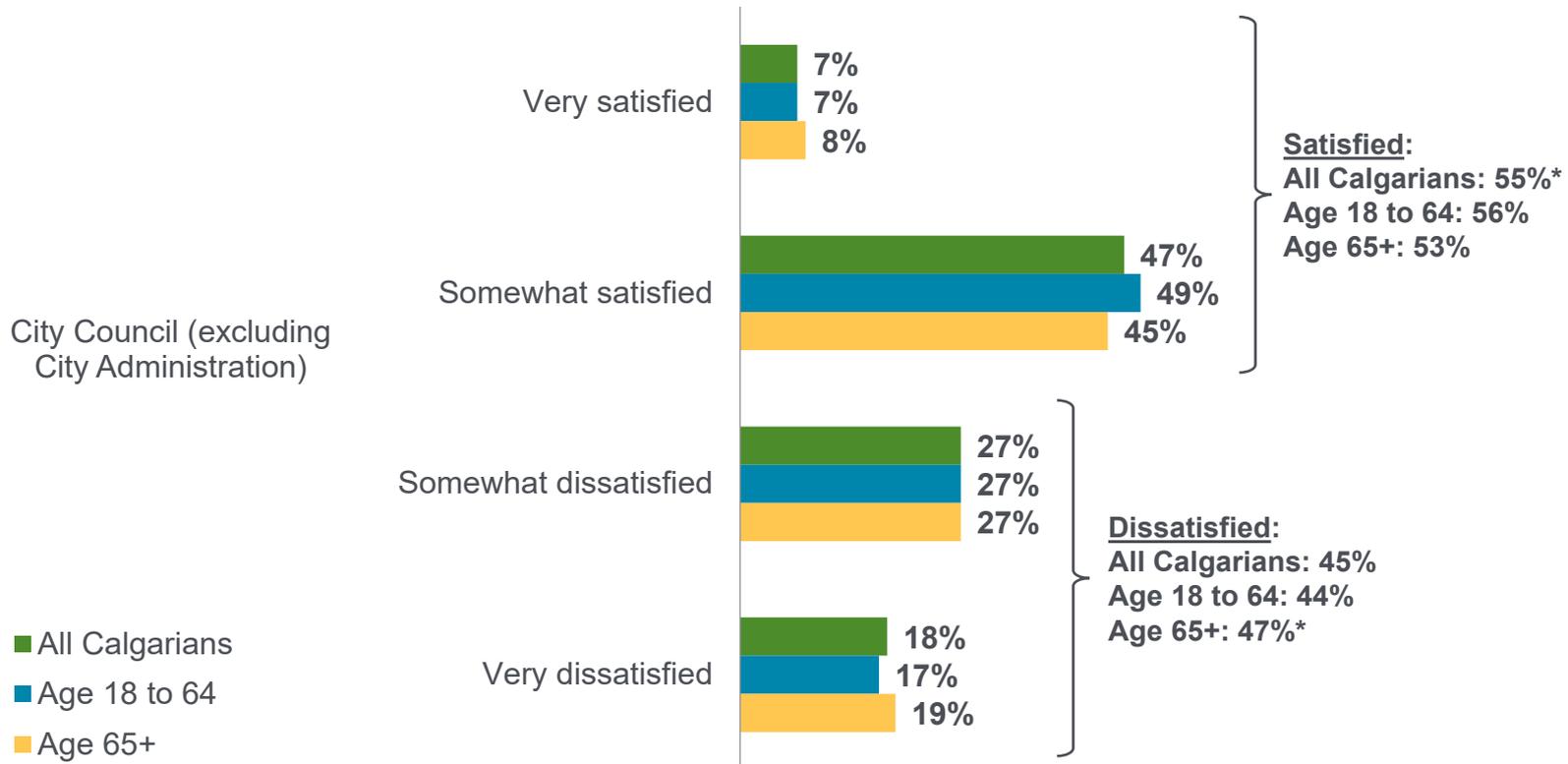
Base: Valid respondents (All Calgarians n=2,461, Age 18 to 64 n=1,605, Age 65+ n=779)

\* Rounding



# Satisfaction with Council

Around one-half (55%) of Calgarians say they are satisfied with City Council (excluding City Administration). Results are consistent between Calgarians 65 years and older and Calgarians age 18 to 64 (53% and 56%, respectively).



Q. Thinking about Calgary's City Council, (excluding City Administration), how satisfied or dissatisfied are you with the way City Council is going about running our city?  
 Base: Valid respondents (All Calgarians n=2,469, Age 18 to 64 n=1,603, Age 65+ n=788)

\* Rounding

Calgary

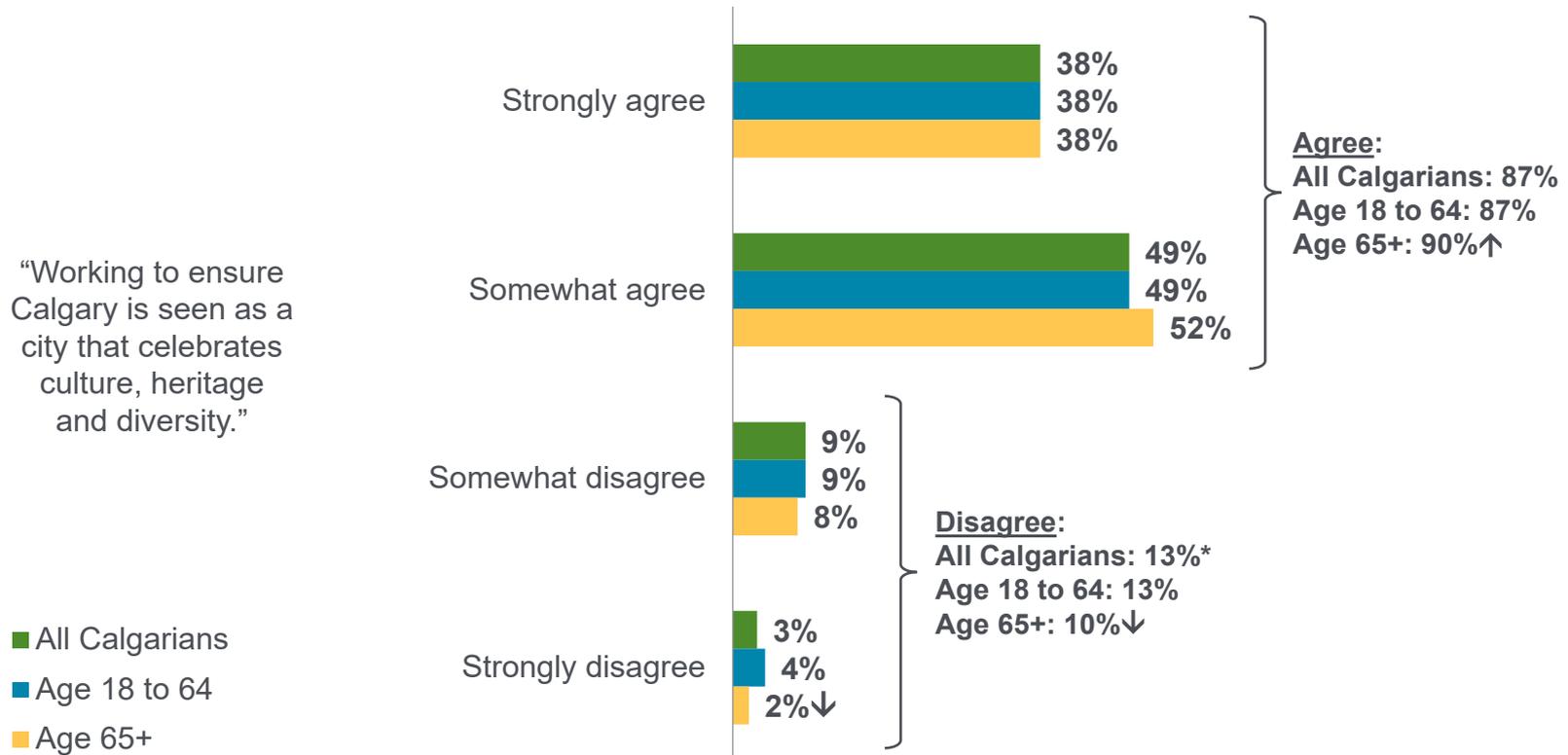


# Council focus areas



# Promoting Calgary as a city of culture, heritage, and diversity

A large majority (87%) of Calgarians think The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity. Statistically more Calgarians age 65 and above (90%) hold this opinion than those age 18 to 64 (87%).



Q. Please tell me if 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=2,473, Age 18 to 64 n=1,612, Age 65+ n=786)

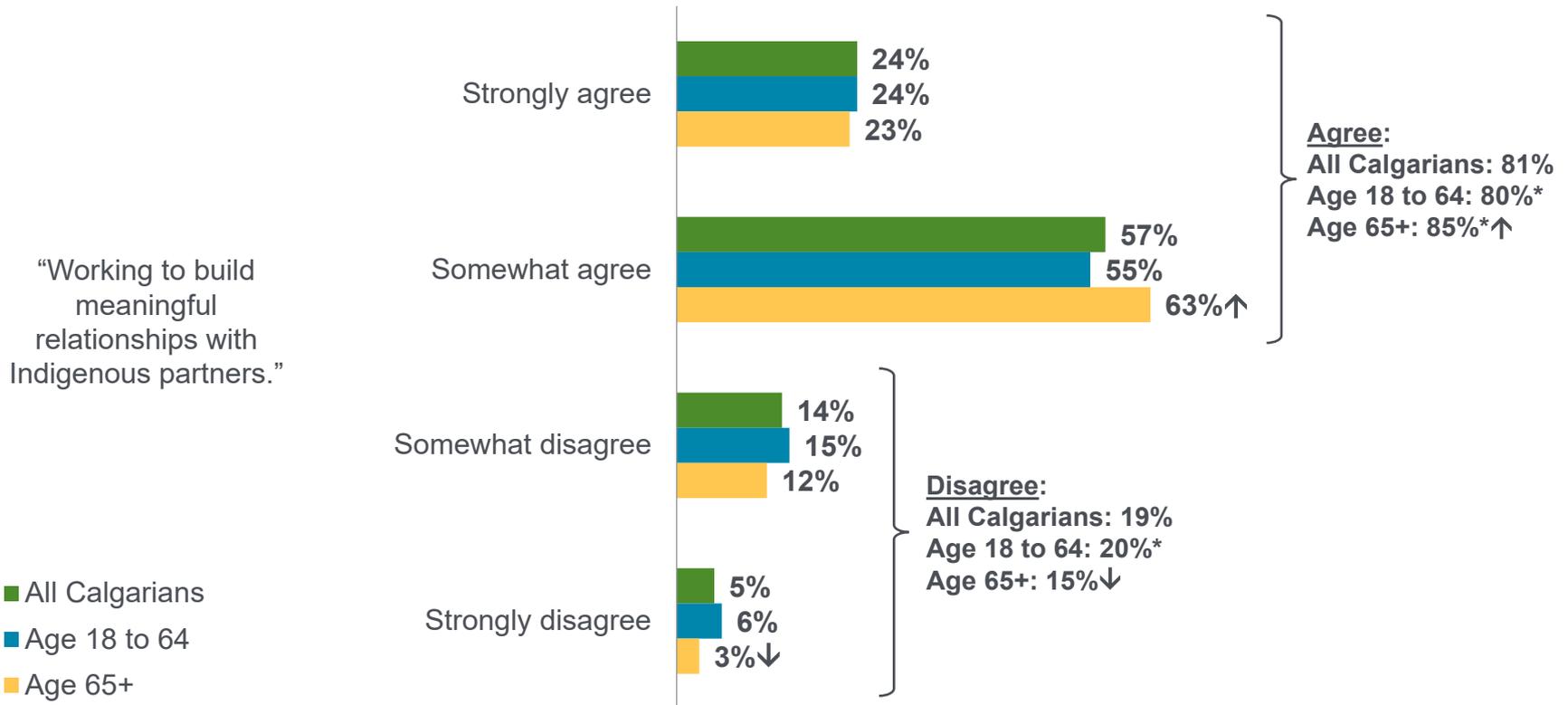
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Working to build relationships with Indigenous partners

Overall, four-fifths (81%) of Calgarians believe The City of Calgary is doing a good job at working to build meaningful relationships with Indigenous partners. This sentiment is shared by a higher proportion of Calgarians age 65 and above (85%) compared to those age 18 to 64 (80%).



Q. Please tell me if 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=2,359, Age 18 to 64 n=1,543, Age 65+ n=746)

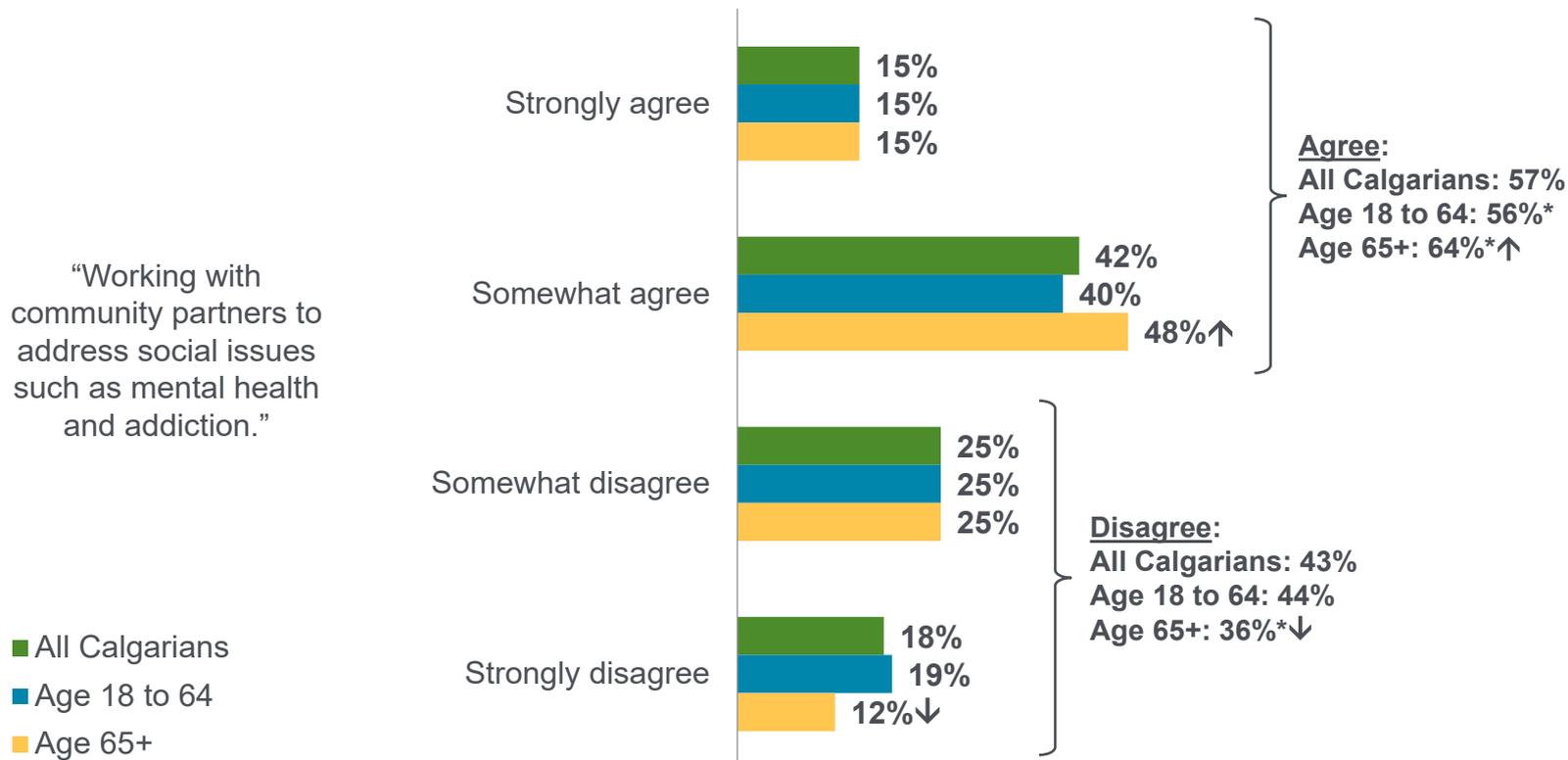
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Working with community partners to address social issues

More than one-half (57%) of all Calgarians agree that The City is doing a good job working with community partners to address social issues such as mental health and addiction. A higher proportion of Calgarians age 65 and above agree The City is working well on these issues (64%) compared to those age 18 to 64 (56%).



Q. Please tell me if 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=2,408, Age 18 to 64 n=1,570, Age 65+ n=762)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup

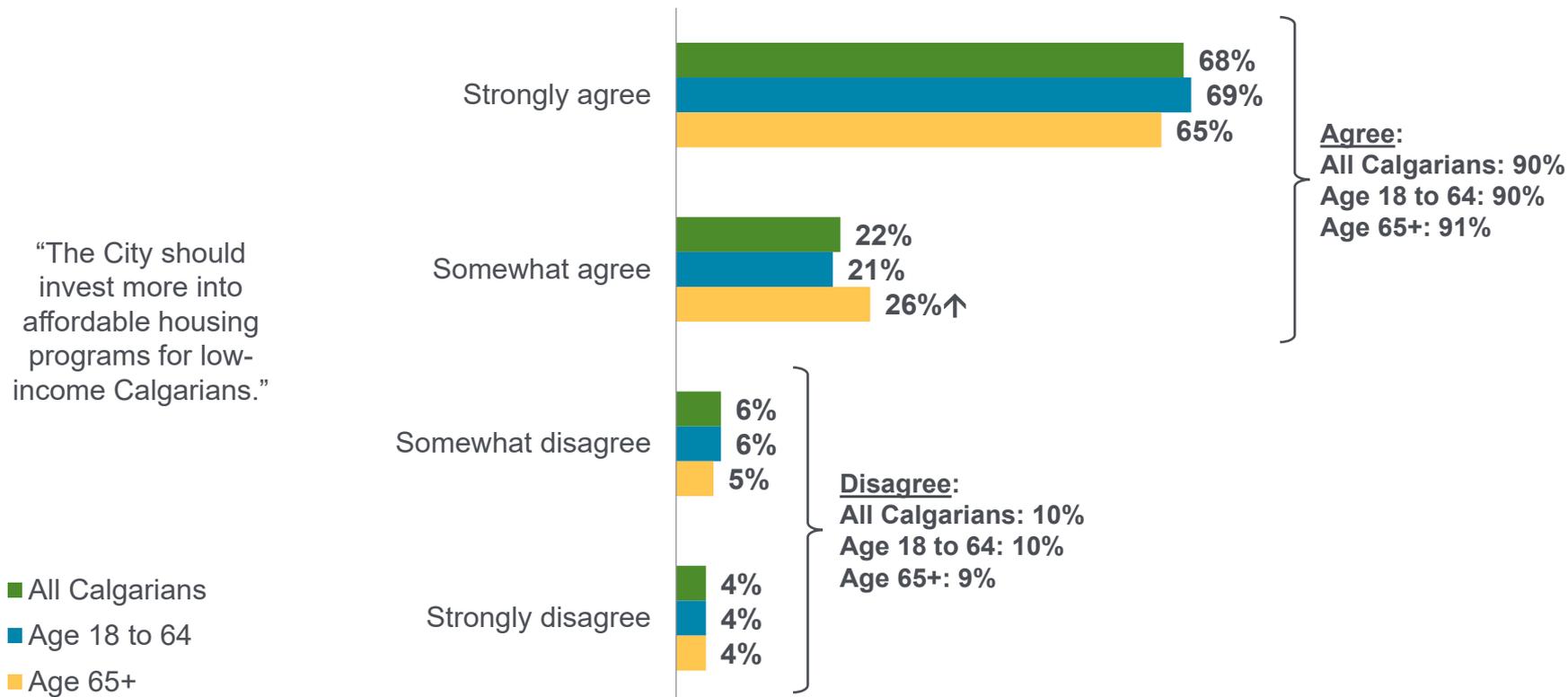


# Housing



# Affordable housing

Nine-in-ten (90%) Calgarians agree (strongly or somewhat) The City should invest more into affordable housing programs for low-income Calgarians. Both age groups similarly agree as a whole (91% of Calgarians age 65 and above and 90% of those age 18 to 64).



Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.

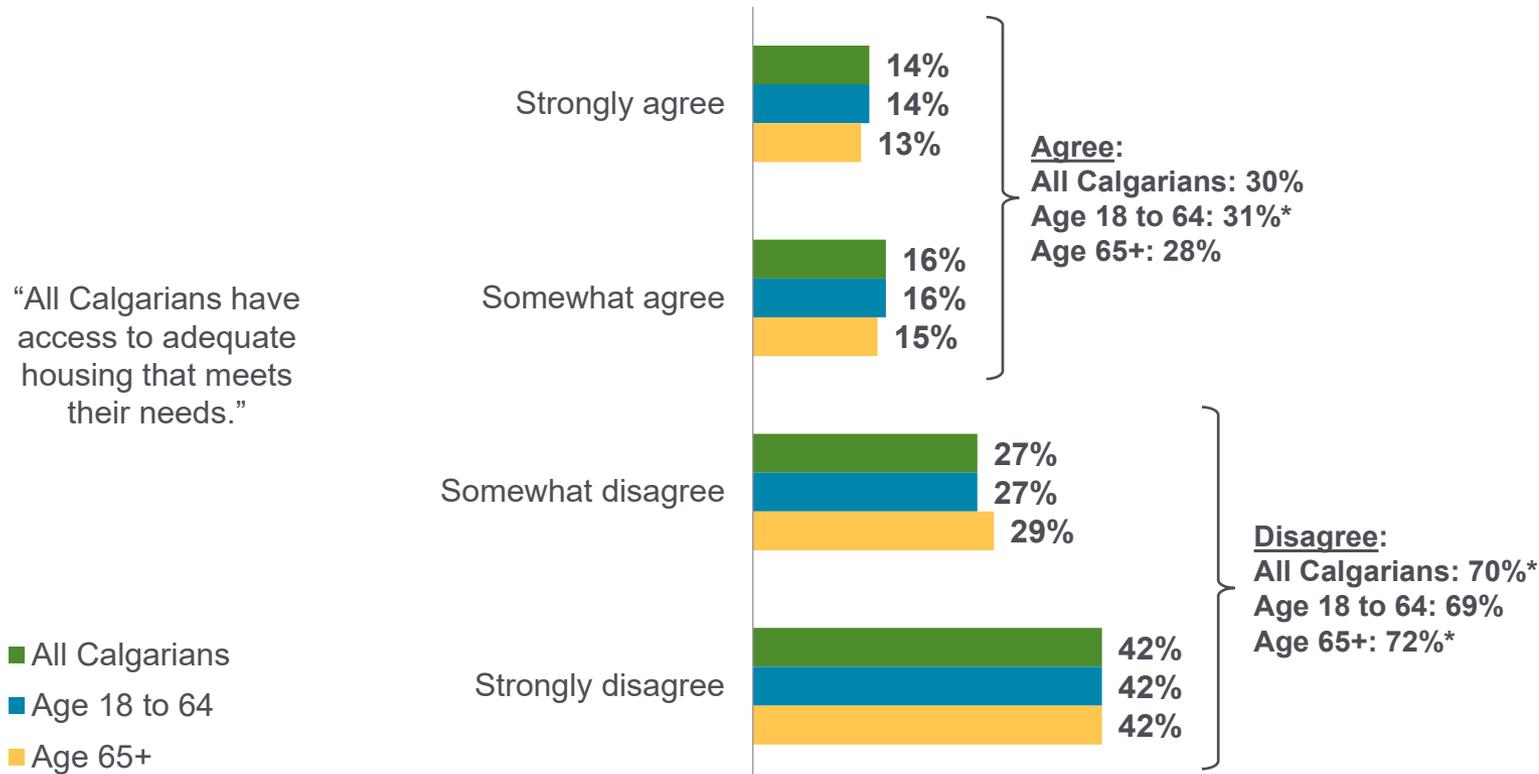
Base: Valid respondents (All Calgarians n=2,478, Age 18 to 64 n=1,615, Age 65+ n=788)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Access to adequate housing

Three-in-ten (30%) Calgarians believe that all Calgarians have access to adequate housing that meets their needs. Both age groups similarly agree about the availability of adequate housing for all (28% among Calgarians age 65 and above and 31% among Calgarians age 18 to 64).



Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.

Base: Valid respondents (All Calgarians n=2,475, Age 18 to 64 n=1,611, Age 65+ n=787)

\* Rounding

Calgary

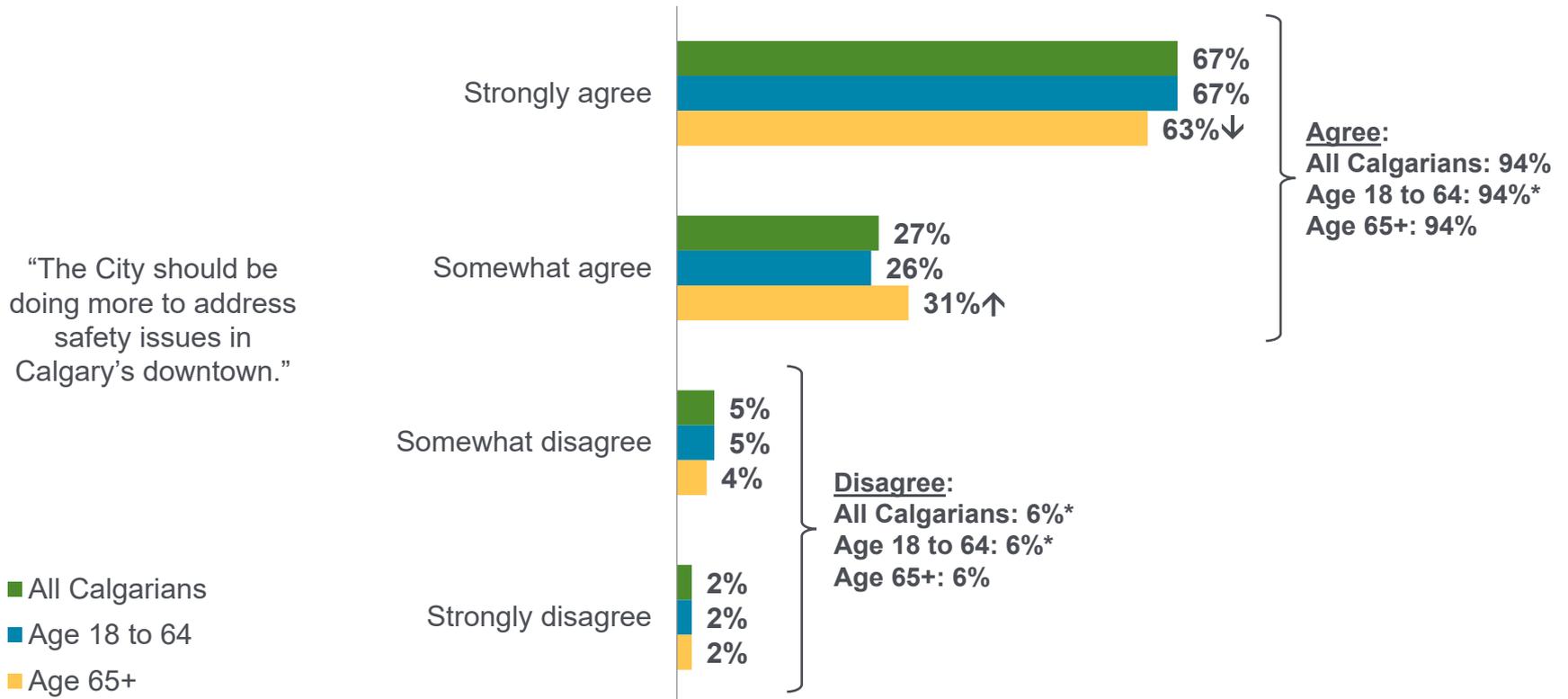


# Downtown Calgary



# Addressing downtown safety

More than nine-in-ten (94%) Calgarians agree (strongly or somewhat) The City should be doing more to address safety issues in Calgary’s downtown. Similar proportions of both age groups share this opinion. The intensity of ratings differs between the two groups with fewer Calgarians age 65 or more ‘strongly’ agreeing (63% vs. 67% of those age 18 to 64).



Q. The last subject we would like your opinion on today is Calgary’s downtown. Please tell me the extent to which you agree or disagree with these statements.

Base: Valid respondents (All Calgarians n=2,477, Age 18 to 64 n=1,615, Age 65+ n=786)

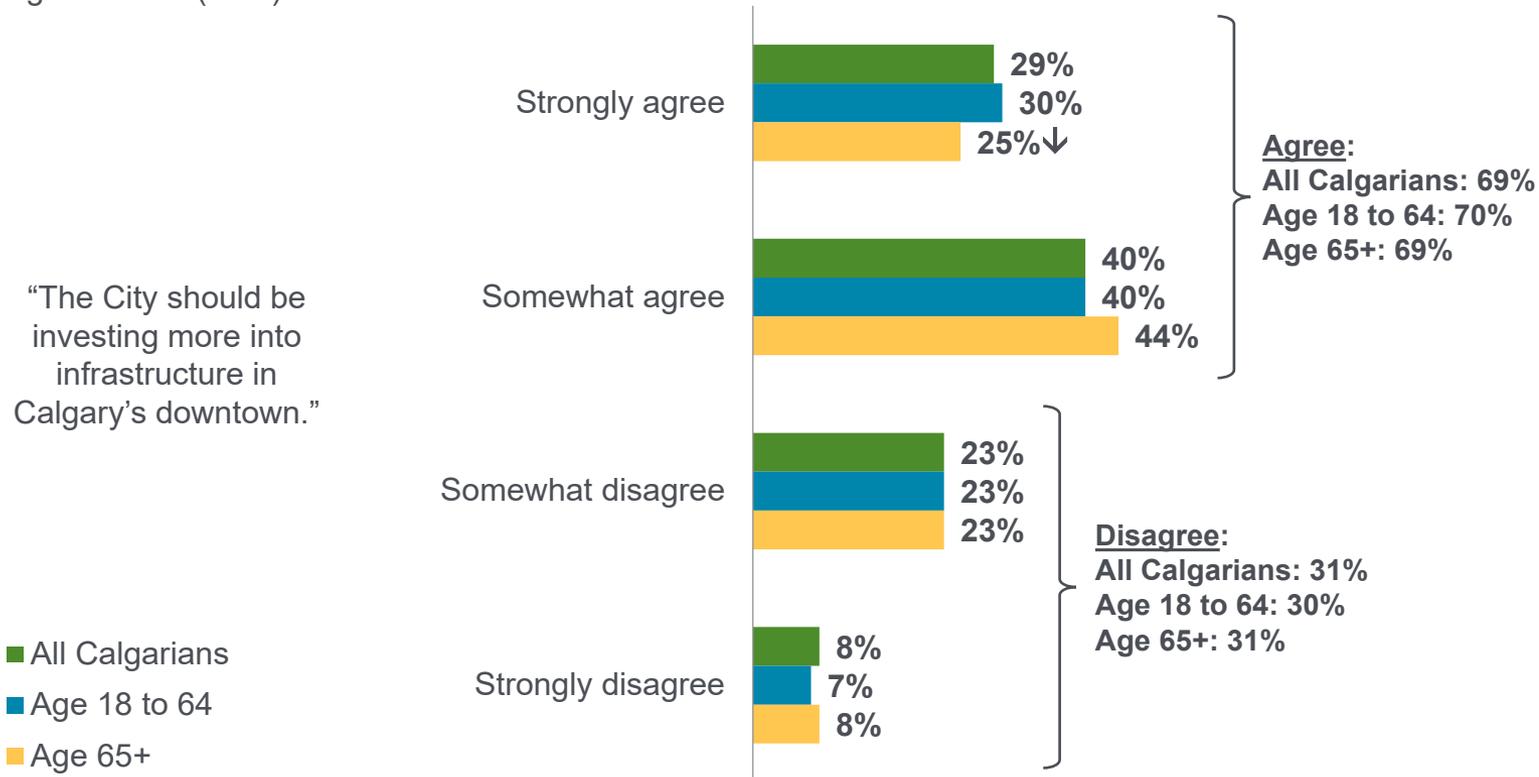
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Investing in downtown infrastructure

Seven-in-ten (69%) Calgarians agree (strongly or somewhat) that The City should be investing more into infrastructure in Calgary’s downtown. While both age groups agree in similar proportions (69% age 65+ and 70% age 18 to 64), there is disparity in the degree of agreement. A lower proportion of Calgarians age 65 and above (25%) ‘strongly’ agree than those age 18 to 64 (30%).



Q. The last subject we would like your opinion on today is Calgary’s downtown. Please tell me the extent to which you agree or disagree with these statements.  
 Base: Valid respondents (All Calgarians n=2,442, Age 18 to 64 n=1,607, Age 65+ n=762)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Respondent profile



# Respondent profile (1 of 4)

Gender			
	All Calgarians	Age 18 to 64	Age 65+
Female	50%	49%	53%
Male	49%	50%	47%
Prefer to self-describe	1%	1%	<1%
Refused/prefer not to say	<1%	<1%	0%

Age			
	All Calgarians	Age 18 to 64	Age 65+
18 to 24	11%	14%	0%
25 to 34	20%	25%	0%
35 to 44	17%	22%	0%
45 to 54	18%	24%	0%
55 to 64	12%	16%	0%
65 or older	22%	0%	100%
Mean	47.4	40.2	73.3

Children and seniors in household			
	All Calgarians	Age 18 to 64	Age 65+
Yes – children	31%	39%	3%
Yes – seniors	33%	14%	100%

Income			
	All Calgarians	Age 18 to 64	Age 65+
Less than \$60,000	20%	17%	31%
\$60,000 to just under \$120,000	37%	35%	42%
\$120,000 to just under \$200,000	28%	30%	20%
\$200,000 and over	15%	17%	7%

Education			
	All Calgarians	Age 18 to 64	Age 65+
Less than high school	2%	2%	2%
High school or equivalent	17%	17%	15%
Apprenticeship or trades diploma/certificate	7%	6%	11%
College or non-university diploma/certificate	19%	18%	21%
University degree/diploma/certificate	55%	56%	50%

Base: Valid respondents (bases vary)



# Respondent profile (2 of 4)

Employment status <sup>^</sup>			
	All Calgarians	Age 18 to 64	Age 65+
Full time employed or self employed	56%	70%	9%
Part time employed or self-employed	11%	13%	7%
Retired	21%	3%	85%
Looking after home and/or family	2%	3%	1%
Unable to work because of sickness or disability	2%	3%	1%
Unemployed	4%	5%	<1%
Doing unpaid or voluntary work	1%	1%	2%
Student	4%	6%	0%
Other	0%	<1%	1%

Household size			
	All Calgarians	Age 18 to 64	Age 65+
1	15%	11%	30%
2	32%	25%	56%
3	19%	22%	9%
4	20%	25%	3%
5 or more	13%	17%	3%
MEAN	2.9	3.2	1.9

Own or Rent			
	All Calgarians	Age 18 to 64	Age 65+
Own	71%	65%	89%
Rent	25%	30%	10%
Other	4%	5%	1%

Responsible for property taxes or rent			
	All Calgarians	Age 18 to 64	Age 65+
Yes	86%	83%	96%
No	14%	17%	4%

<sup>^</sup> Multiple responses allowed

Base: Valid respondents (bases vary)



# Respondent profile (3 of 4)

Born in Canada			
	All Calgarians	Age 18 to 64	Age 65+
Yes	71%	69%	79%
No	29%	31%	21%

Date of Arrival in Canada			
	All Calgarians	Age 18 to 64	Age 65+
Within the past 5 years	20%	25%	1%
More than 5 years ago	80%	75%	99%

Indigenous identity <sup>^</sup>			
	All Calgarians	Age 18 to 64	Age 65+
Yes – First Nations	1%	1%	1%
Yes – Metis	2%	3%	2%
Yes – Inuit	0%	<1%	0%
Yes – Prefer to self-describe	0%	1%	<1%
Other	<1%	<1%	0%
Don't know	<1%	0%	<1%
No	96%	96%	97%

Tenure in Calgary			
	All Calgarians	Age 18 to 64	Age 65+
Less than 5 years	8%	10%	2%
5 to less than 10 years	6%	8%	1%
10 to less than 15 years	10%	12%	2%
15 to less than 20 years	10%	12%	3%
20 to less than 30 years	22%	25%	12%
30 to less than 40 years	16%	17%	14%
40 or more	27%	16%	67%
MEAN	28.1	23.4	44.7

Quadrant			
	All Calgarians	Age 18 to 64	Age 65+
Southwest	29%	29%	29%
Southeast	23%	24%	19%
Northwest	29%	28%	33%
Northeast	20%	20%	19%

<sup>^</sup> Multiple responses allowed

Base: Valid respondents (bases vary)



# Respondent profile (4 of 4)

Disability in Household <sup>^</sup>			
	All Calgarians	Age 18 to 64	Age 65+
Yes – myself	10%	9%	17%
Yes – someone in my household	12%	12%	11%
No	80%	81%	74%

Racialized			
	All Calgarians	Age 18 to 64	Age 65+
Yes	28%	33%	10%
No	70%	65%	88%
Prefer to self-describe	1%	1%	1%

Business Owner/Operator			
	All Calgarians	Age 18 to 64	Age 65+
Own and operate a business	16%	15%	41%
Own a business	2%	2%	4%
Operate a business	2%	2%	1%
No	81%	82%	54%

2SLGBTQIA+			
	All Calgarians	Age 18 to 64	Age 65+
Yes	7%	9%	2%
No	93%	91%	98%

<sup>^</sup> Multiple responses allowed

Base: Valid respondents (bases vary)



# Contact

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