

Calgary



# Equity-Deserving Communities: Indigenous

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

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

## Household income

**<\$60,000**

\$60,000+

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

## Racialized

**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 8, 2024 to September 3, 2024 with 2,500 Calgarians via telephone. The average time to complete the survey was 26 minutes.
- The survey was conducted using numbers from both cell phones (60%) and landlines (40%) to obtain a random and statistically-representative sample of Calgarians.
- To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and ward of the general population aged 18 and older.
- Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and quadrant to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, the sample size shown for each question represents the number of actual respondents (i.e., unweighted n).
- The margin of error (MOE) for the total sample of 2,500 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the Indigenous Calgarians sub-group of 84 is  $\pm 10.7$  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 Indigenous Calgarians and non-Indigenous 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.



# 2024 Fall key findings

# 2024 Fall highlights (1 of 6)

## Quality of life

Indigenous Calgarians' evaluations of Calgary's livability, employment opportunities, future direction, and even quality of life indicate that there are issues that need to be resolved.

Indigenous Calgarians consistently rate quality of life measures lower than non-Indigenous Calgarians. The **differences** include:

- Agreement that Calgary is a great place to make a life (54% of Indigenous Calgarians vs. 71% of non-Indigenous Calgarians)
- Agreement that Calgary is a great place to make a living (47% vs. 63%)
- Agreement that that Calgary is on the right track to be a better city 10 years from now (45% vs. 61%)
- Rating the overall quality of life in Calgary as good (43% vs. 67%)

## Inclusivity

The City's efforts to create an inclusive and accommodating community are acknowledged by many Indigenous Calgarians. Whether The City provides programs and services to meet the needs of a diverse range of people is split. Fewer think that The City provides services and programs that are inclusive.

**Similarities** are shared among Indigenous Calgarians and non-Indigenous Calgarians in their views on inclusivity, including agreeing that:

- The City of Calgary's municipal government fosters a city that is inclusive and accepting of all (57% of Indigenous Calgarians and 68% of non-Indigenous)
- City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language (49% and 59%)

There is a statistical **difference** as well, with a lower proportion of Indigenous Calgarians agreeing that The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most (33% of Indigenous Calgarians vs. 46% of non-Indigenous Calgarians).



# 2024 Fall highlights (2 of 6)

## Safety

Many Indigenous Calgarians believe that the city is safe. Most think The City's work to provide safe transit are sufficient. However, two issues come to light - few believe that Calgary is safe for all residents and visitors, regardless of their background, and personal safety concerns cause many to avoid transit.

There are some **similarities** between Indigenous and non-Indigenous Calgarians regarding safety, which include:

- Agreement that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option (65% of Indigenous Calgarians and 61% of non-Indigenous Calgarians)
- Avoidance of taking transit in Calgary due to personal safety concerns (62% and 49%)
- Agreement that Calgary is safe for all residents and visitors regardless of ethnicity, race, religion, income, or sexual identity (42% and 50%)

However, a statistical **difference** also exists with fewer Indigenous Calgarians perceiving the city as 'safe' (58% vs. 76% of non-Indigenous Calgarians).

## The environment

The City's environmental programs and services aimed at reducing impact receive mixed recognition from Indigenous Calgarians. Opinion is split on whether The City offers such initiatives.

Both Indigenous Calgarians and non-Indigenous Calgarians reveal **similar** agreement that The City has programs and services aimed at helping Calgarians reduce their environmental impact (52% Indigenous Calgarians and 51% non-Indigenous Calgarians).

# 2024 Fall highlights (3 of 6)

## City services and programs

**Indigenous Calgarians show moderate satisfaction with the overall level and quality of services and programs provided by The City of Calgary.**

Satisfaction with the overall level and quality of City services and programs **differs** between the two groups, with Indigenous Calgarians reporting lower levels of satisfaction compared to non-Indigenous Calgarians (49% of Indigenous Calgarians vs. 63% of non-Indigenous Calgarians).

## Taxation

**Calgary's Indigenous population disagrees that they receive good value for their municipal taxes.**

Views on municipal tax value **differ** between Indigenous and non-Indigenous Calgarians, with a notably lower proportion of Indigenous Calgarians perceiving 'good' value for their tax dollars (28% of Indigenous Calgarians vs. 43% of non-Indigenous Calgarians).

## Customer service

**The City of Calgary provides many Indigenous Calgarians with the level of customer care they expect.**

The two groups **similarly** agree The City of Calgary meets their customer service expectations (61% of Indigenous Calgarians and 71% of non-Indigenous Calgarians).



# 2024 Fall highlights (4 of 6)

## Input from Calgarians

**Opinions are divided among Indigenous Calgarians about The City's responsiveness to the needs of residents. Agreement drops further when assessing The City's efforts to enhance public input and provide sufficient opportunities for residents to contribute to municipal decisions, services and projects.**

Across all input measures, Indigenous Calgarians and non-Indigenous Calgarians share common opinions. The **similarities** include:

- Agreeing that The City of Calgary is responsive to the needs and expectations of Calgarians (49% of Indigenous Calgarians and 56% of non-Indigenous Calgarians)
- Agreeing that The City is working to improve how it includes Calgarians' input into important decisions (41% and 53%)
- Agreeing that Calgarians have enough opportunities to provide input into decision making about City projects and services (38% and 50%)

## City reputation and performance

**Satisfaction with City Administration outpaces that of City Council among Indigenous Calgarians, though neither garners strong satisfaction. Satisfaction with The City as a whole reflects a blend of these two assessments. Trust in The City falls well below satisfaction levels.**

In terms of city reputation and performance, the groups have both differing and similar points of view. The **similarities** between the two groups are as follows:

- Satisfaction with City Council, excluding City Administration (36% of Indigenous Calgarians and 46% of non-Indigenous Calgarians)
- Trust in The City of Calgary (29% and 41%)

The two groups **differ** in that a greater proportion of Indigenous Calgarians are:

- Satisfied with City Administration, excluding City Council (48% vs. 64% of non-Indigenous Calgarians)
- Satisfied with The City of Calgary, including Council and Administration as a whole (40% vs. 53%)

# 2024 Fall highlights (5 of 6)

## Council focus areas

The City earns high marks from Indigenous Calgarians for celebrating cultural diversity and heritage. Similarly, many Indigenous residents commend The City's work in building meaningful relationships with Indigenous partners. However, opinions sharply divide when it comes to The City's performance in addressing more complex social challenges like mental health and addiction.

The viewpoints of Indigenous and non-Indigenous Calgarians are **similar** about all council focus areas. These commonalities include:

- Agreement that The City is doing a good job at working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (83% of Indigenous Calgarians and 87% of non-Indigenous Calgarians)
- Agreement that The City is doing a good job at working to build meaningful relationships with Indigenous partners (74% and 83%)
- Agreement that The City is doing a good job at working with community partners to address social issues such as mental health and addiction (48% and 59%)



# 2024 Fall highlights (6 of 6)

## Housing

Affordable housing programs for low-income residents and Indigenous Calgarians receive strong support from Indigenous Calgarians, with a large majority agreeing The City should increase investment in these programs. This may be partially influenced by mixed perceptions about whether all Calgarians even have access to market housing that fits their needs.

Indigenous and non-Indigenous Calgarians share **similar** views on housing, including:

- The City should invest more into affordable housing programs for low-income Calgarians (87% of Indigenous and 85% of non-Indigenous Calgarians)
- The City should invest more into affordable housing programs for Indigenous Calgarians (72% of Indigenous and 74% of non-Indigenous Calgarians)

There is a statistical **difference** in agreement, with more Indigenous Calgarians believing that all Calgarians have access to adequate market housing that meets their needs (49% of Indigenous Calgarians vs. 30% non-Indigenous Calgarians).

## Downtown Calgary

Among Indigenous Calgarians, there is unanimous agreement that The City should boost safety measures in the downtown area. Increased infrastructure investment is also supported by many Indigenous Calgarians.

Both groups share **similar** opinions about downtown Calgary's needs:

- Agreeing that The City should be doing more to address safety issues in downtown (100% of Indigenous Calgarians and 93% of non-Indigenous Calgarians)
- Believing that The City should be investing more into infrastructure in Calgary's downtown (75% and 70%)



## Detailed findings



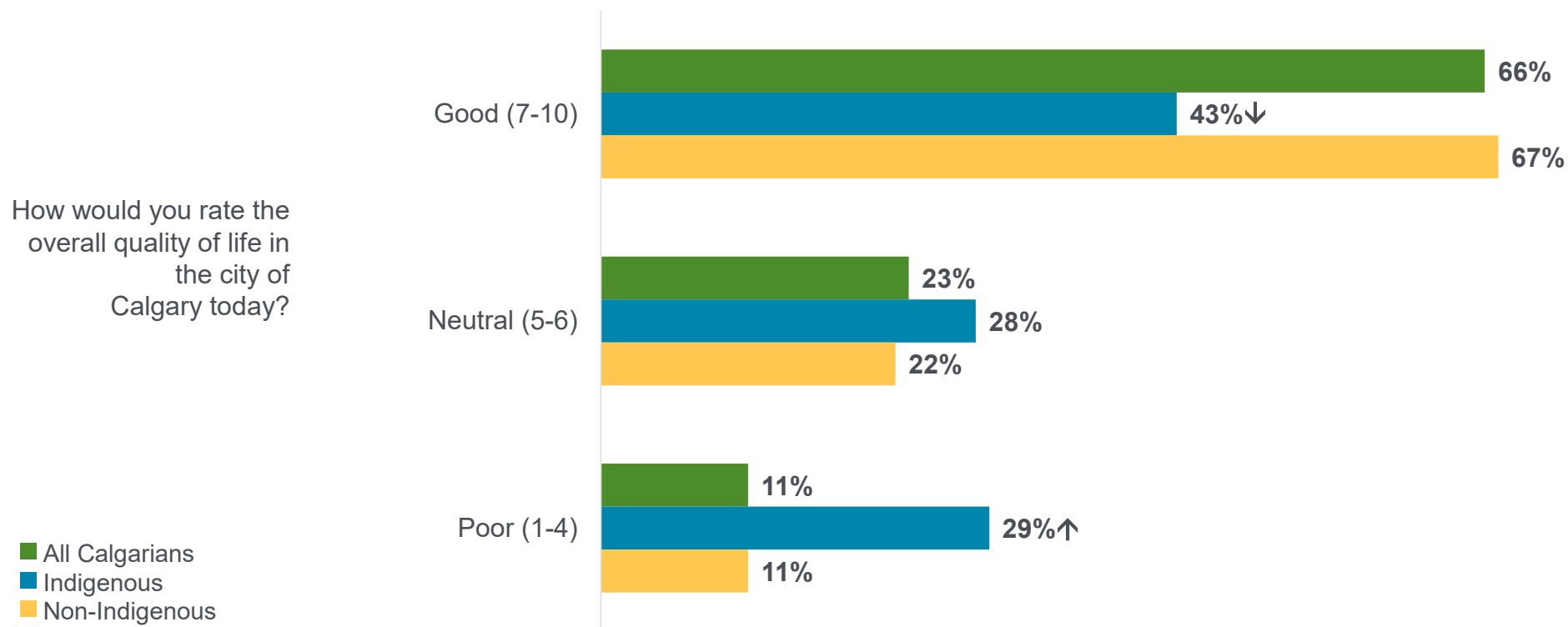


# Quality of life



# Overall quality of life in Calgary

Two-thirds (66%) of Calgarians rate the overall quality of life in the city of Calgary as good. A lower proportion of Indigenous Calgarians (43%) rate the quality of life as good compared to non-Indigenous Calgarians (67%).

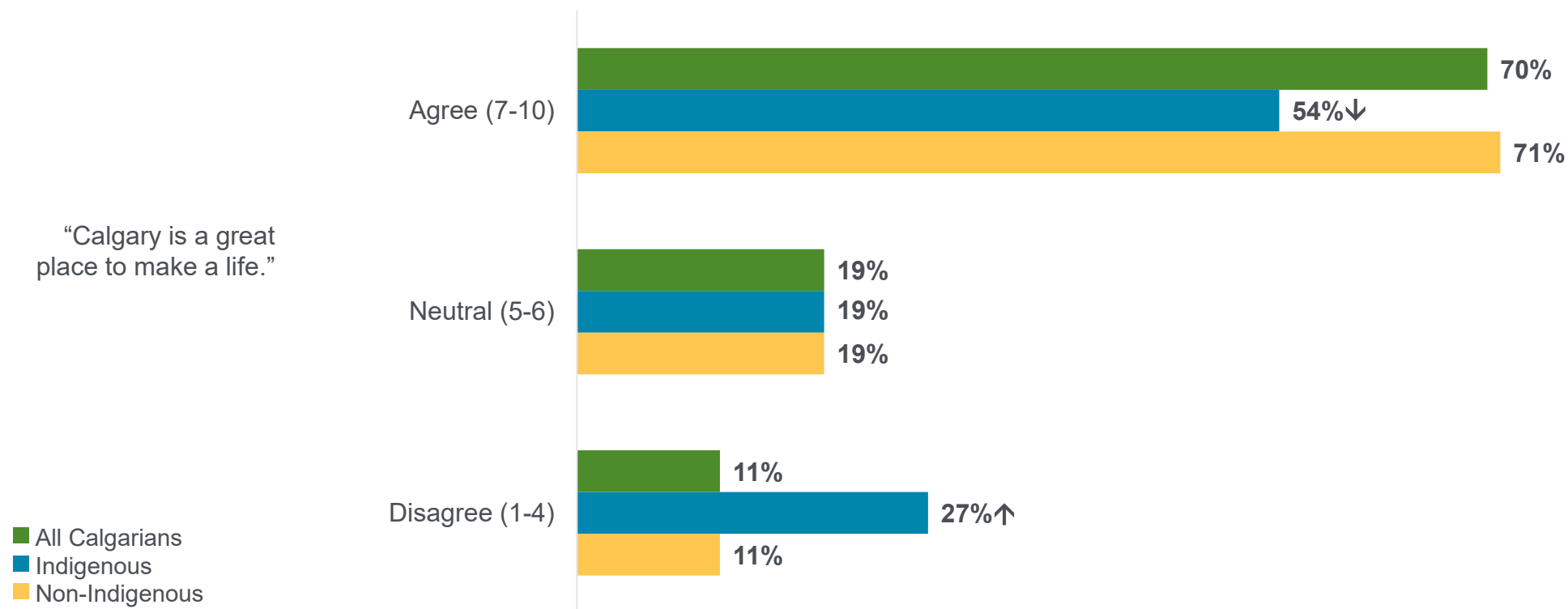


Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?  
Base: Valid respondents (All Calgarians n=2,497, Indigenous n=83, Non-Indigenous n=2,381) | Small base size <100, interpret with caution

↑/↓ Statistically higher/lower than comparable subgroup

# Great place to make a life

Seven-in-ten (70%) Calgarians believe that Calgary is a great place to make a life. Belief that Calgary is a great place to make a life is lower among Indigenous Calgarians compared to non-Indigenous Calgarians (54% vs. 71%).



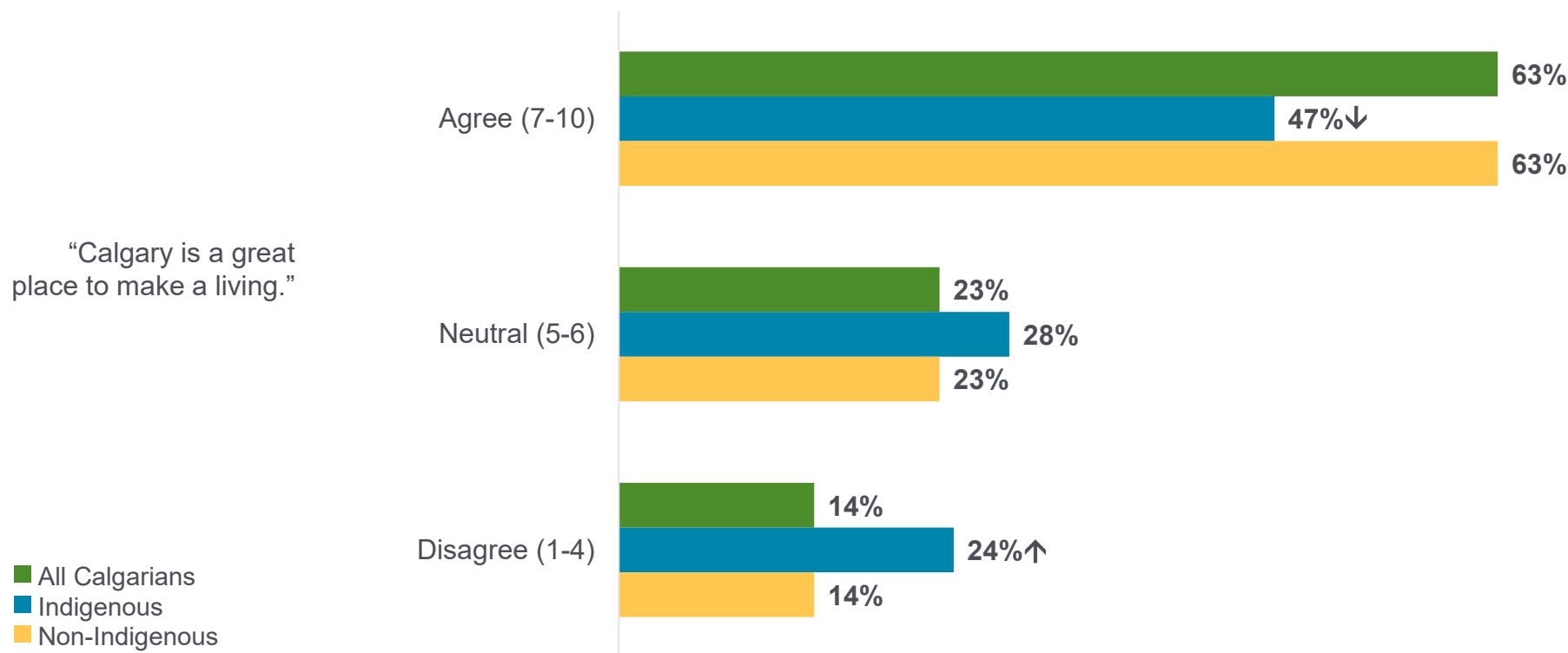
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
Base: Valid respondents (All Calgarians n=2,494, Indigenous n=84, Non-Indigenous n=2,378) | Small base size <100, interpret with caution

↑/↓ Statistically higher/lower than comparable subgroup



# Great place to make a living

More than three-fifths (63%) of Calgarians agree that Calgary is a great place to make a living. A statistically lower proportion of Indigenous Calgarians agree that Calgary is a great place to make a living (47% vs. 63% of non-Indigenous Calgarians).



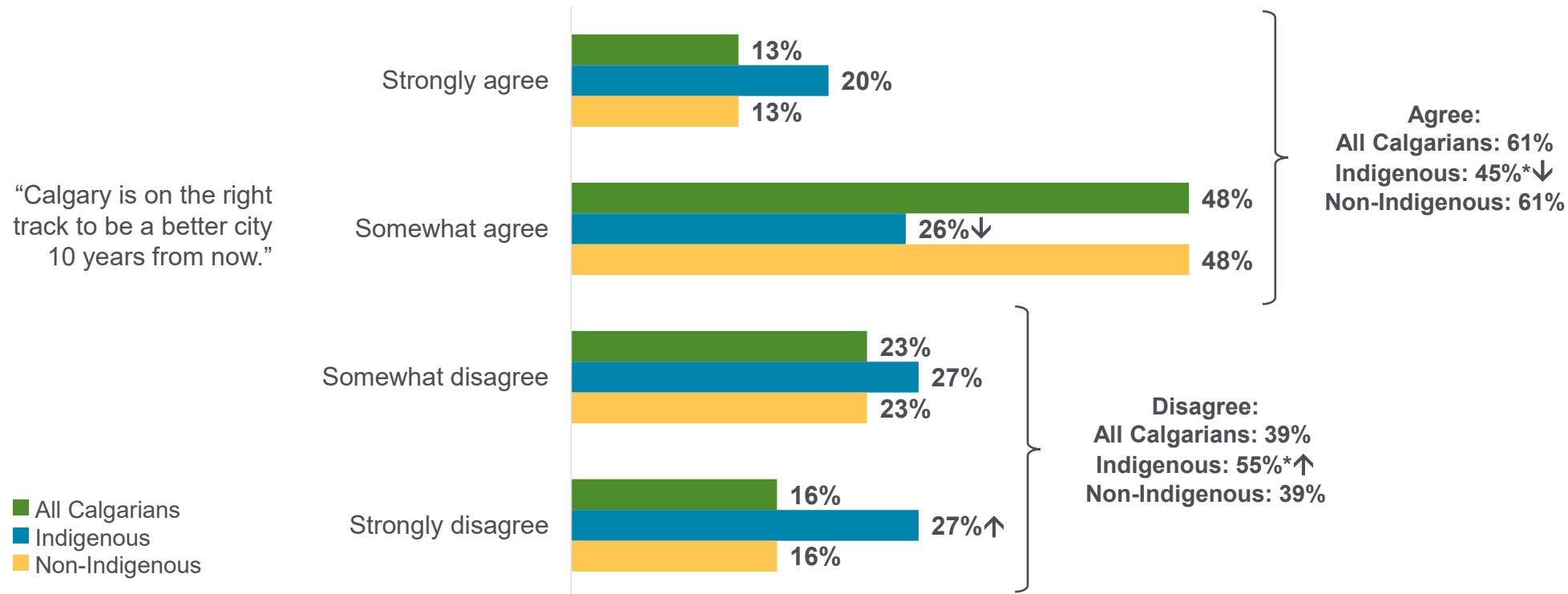
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (All Calgarians n=2,471, Indigenous n=84, Non-Indigenous n=2,354) | Small base size <100, interpret with caution

↑/↓ Statistically higher/lower than comparable subgroup

# On track to be a better city

Three-fifths (61%) of Calgarians believe that Calgary is on the right track to be a better city 10 years from now. However, this optimism varies between groups. A lower proportion of Indigenous Calgarians hold this view (45%) compared to non-Indigenous Calgarians (61%), with a statistical difference in those who 'somewhat' agree (26% vs. 48%). A higher proportion of Indigenous Calgarians disagree that the city is on the right track (55% vs. 39% of non-Indigenous Calgarians), including more who 'strongly' disagree (27% vs. 16%).



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=2,486, Indigenous n=84, Non-Indigenous n=2,370) | Small base size <100, interpret with caution

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

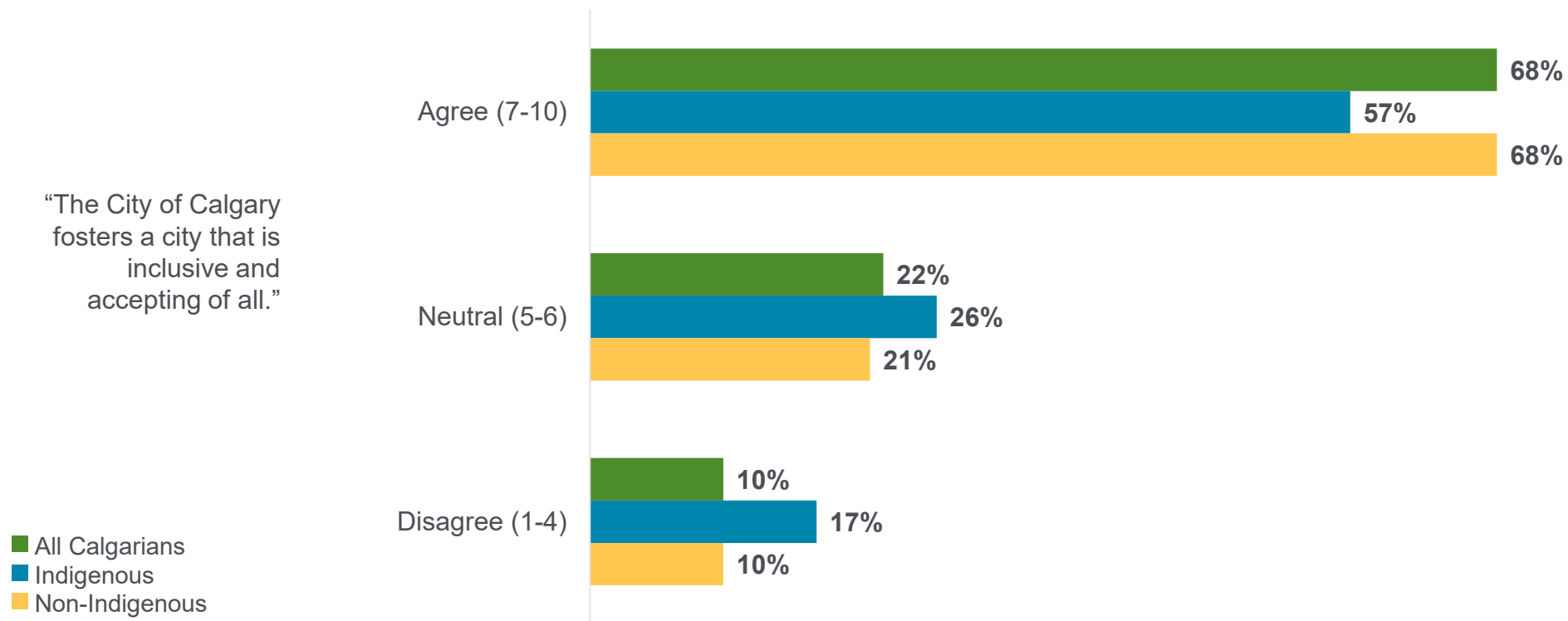


# Inclusivity



# Fosters a city that is inclusive and accepting

Around two-thirds (68%) of Calgarians agree that The City of Calgary municipal government fosters a city that is inclusive and accepting of all. This perception of inclusivity is consistent between the groups, with 57% of Indigenous Calgarians and 68% of non-Indigenous Calgarians in agreement.

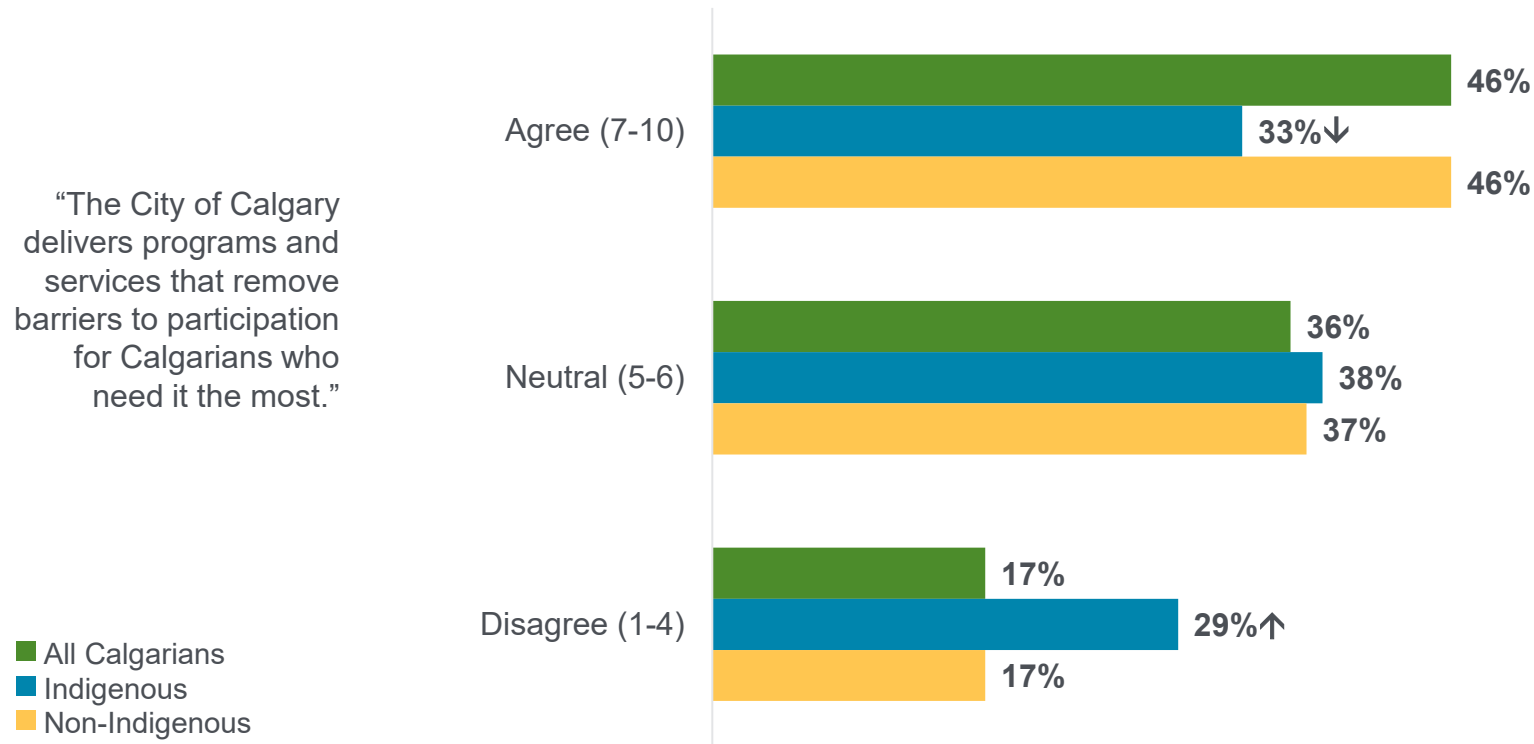


Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (All Calgarians n=2,469, Indigenous n=83, Non-Indigenous n=2,353) | Small base size <100, interpret with caution

# Delivers programs and services that remove barriers to participation

A sizeable minority (46%) of Calgarians think that The City delivers programs and services that remove barriers to participation for Calgarians who need it the most. Recognition that The City delivers such programs and services is less prevalent among Indigenous Calgarians (33% vs. 46% of non-Indigenous Calgarians).



Q. Please tell me [to what extent] you agree or disagree with the following statement: The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most.

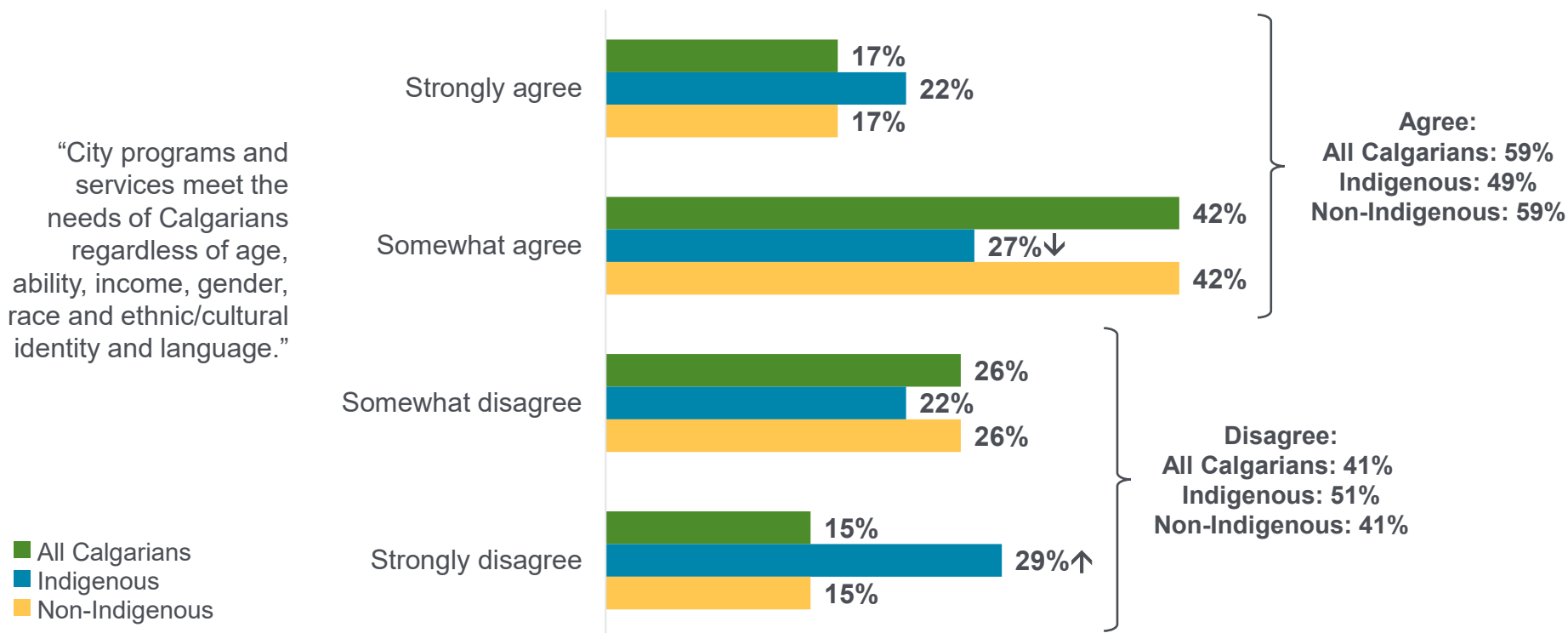
Base: Valid respondents (All Calgarians n=2,388, Indigenous n=81, Non-Indigenous n=2,277) | Small base size <100, interpret with caution

↑/↓ Statistically higher/lower than comparable subgroup



# Social equity

Three-fifths (59%) of Calgarians agree that City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language. Both Indigenous (49%) and non-Indigenous Calgarians (59%) share this view, although with differing intensities. A lower proportion of Indigenous Calgarians 'somewhat' agree (27% vs. 42% of non-Indigenous Calgarians). Overall disagreement is consistent between the groups, Indigenous Calgarians are more inclined to 'strongly' disagree (29% vs. 15%).



Q. Do you agree or disagree that: City programs and services meet the needs of all Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language?

Base: Valid respondents (All Calgarians n=2,457, Indigenous n=84, Non-Indigenous n=2,341) | Small base size <100, interpret with caution

↑/↓ Statistically higher/lower than comparable subgroup

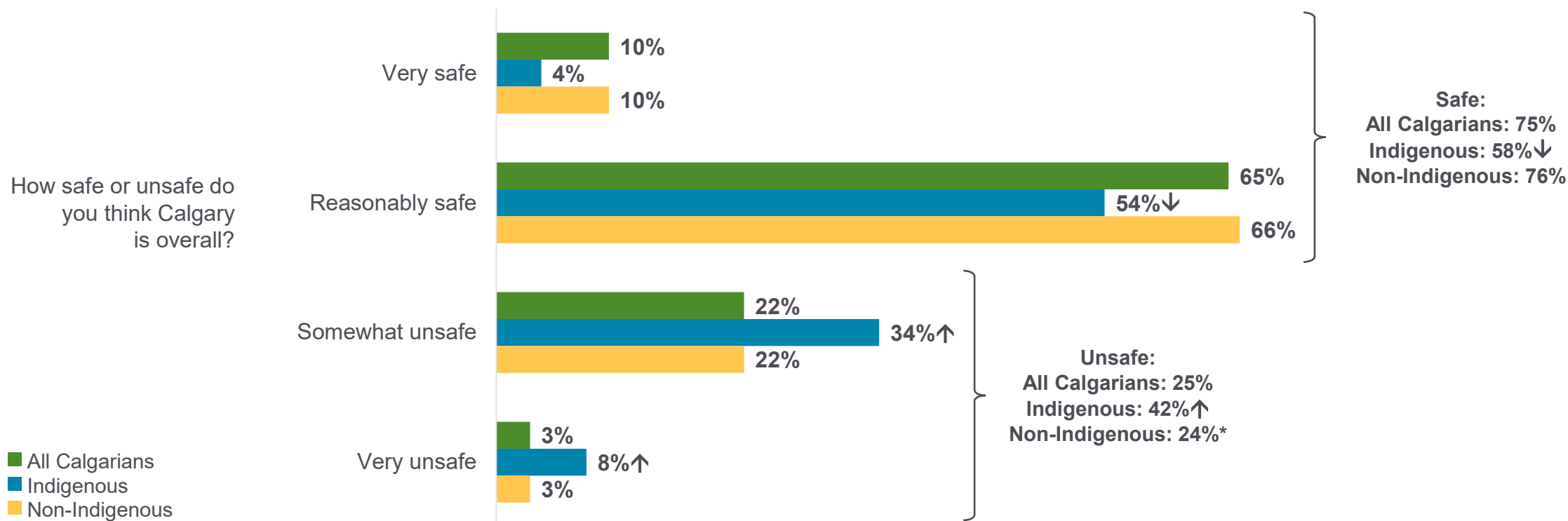




# Safety

# Overall perceived safety of the city of Calgary

Three-quarters (75%) of Calgarians feel that the city is safe overall. A lower proportion of Indigenous Calgarians consider Calgary to be safe (58% vs. 76% of non-Indigenous Calgarians), largely driven by a lower portion who feel 'reasonably' safe (54% vs. 66%). A higher proportion of Indigenous Calgarians (42%) feel the city is unsafe than non-Indigenous Calgarians (24%).



Q. How safe or unsafe do you think Calgary is overall?

Base: Valid respondents (All Calgarians n=2,495, Indigenous n=84, Non-Indigenous n=2,378) | Small base size <100, interpret with caution

\*Rounding

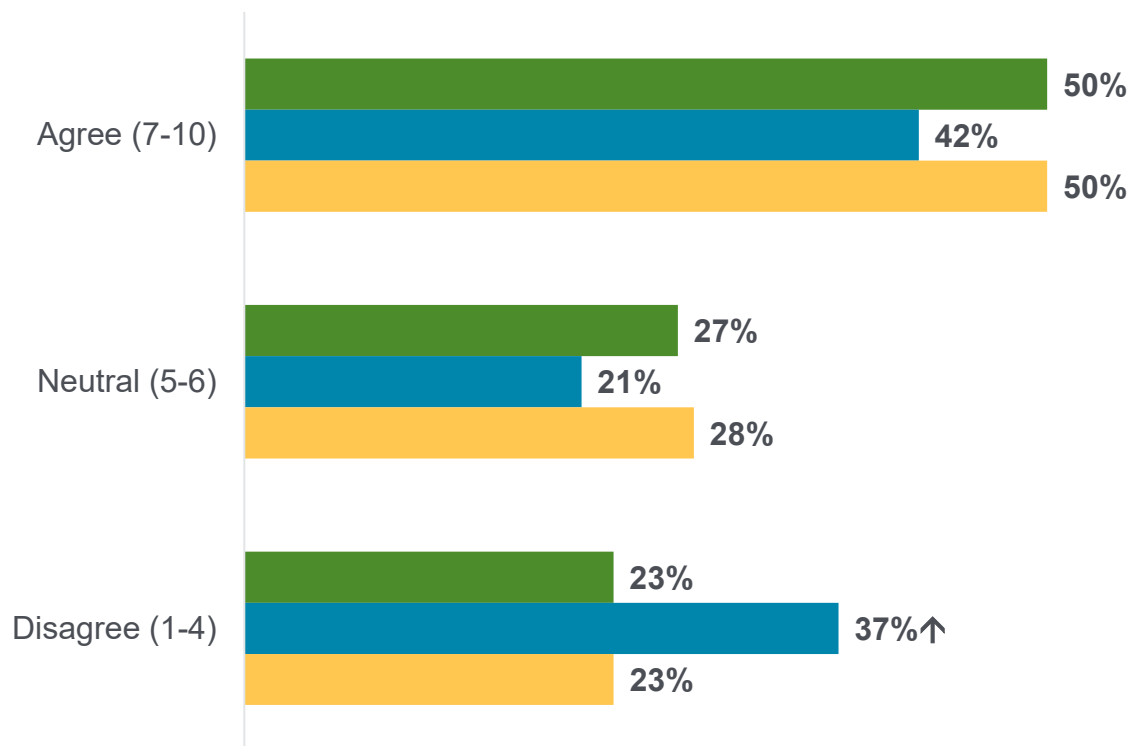
↑/↓ Statistically higher/lower than comparable subgroup

# Safe for all residents and visitors

Half (50%) of Calgarians agree that Calgary is safe for all residents and visitors, regardless of ethnicity, race, religion, income, or sexual identity. Agreement and neutral ratings are similar between Indigenous and non-Indigenous Calgarians. However, disagreement with this statement is more pronounced among Indigenous Calgarians (37% vs. 23%).

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

■ All Calgarians  
■ Indigenous  
■ Non-Indigenous



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'.

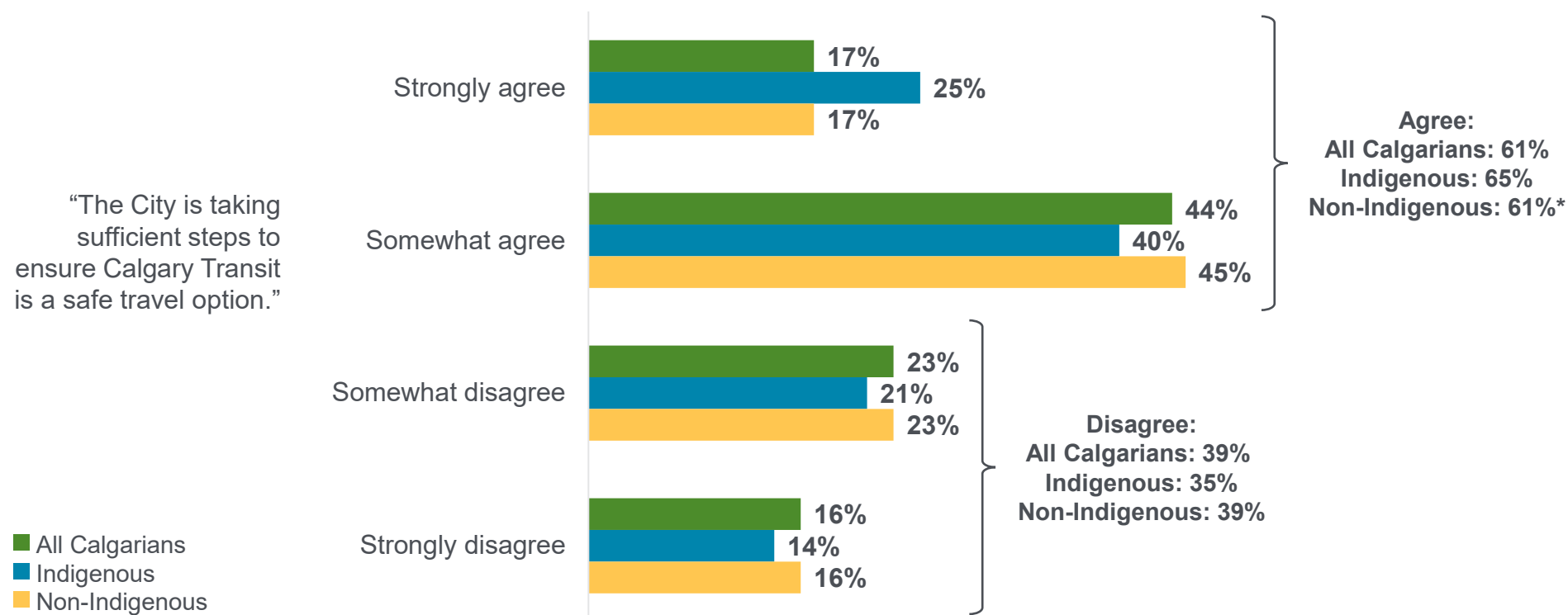
Base: Valid respondents (All Calgarians n=2,483, Indigenous n=83, Non-Indigenous n=2,367) | Small base size <100, interpret with caution

↑/↓ Statistically higher/lower than comparable subgroup



# Ensuring Calgary Transit safety

Three-fifths (61%) of Calgarians believe that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option. Perceptions of transit safety efforts are consistent between Indigenous Calgarians and non-Indigenous Calgarians for this measure (65% and 61%).



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.

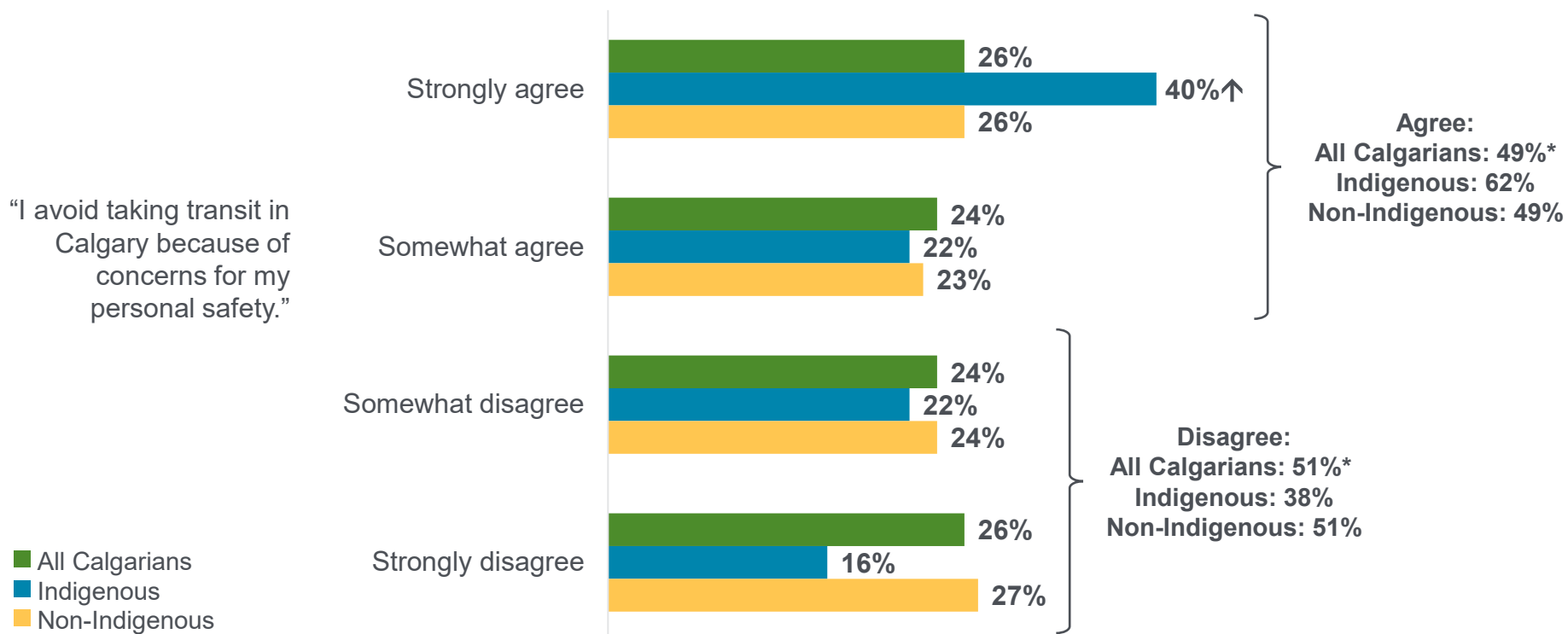
Base: Valid respondents (All Calgarians n=1,211, Indigenous n=47, Non-Indigenous n=1,144) | Small base size <100, interpret with caution

Question asked of split sample

\*Rounding

# Avoiding transit due to safety concerns

One-half (49%) of Calgarians agree that they avoid taking transit in Calgary because of concerns for their personal safety. Indigenous and non-Indigenous Calgarians are consistent in their overall agreement (62% and 49%), but with varying intensity. A statistically higher proportion of Indigenous Calgarians 'strongly' agree that they avoid taking transit due to safety concerns (40% vs. 26% of non-Indigenous Calgarians).



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=1,200, Indigenous n=48, Non-Indigenous n=1,131) | Small base size <100, interpret with caution

Question asked of split sample

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

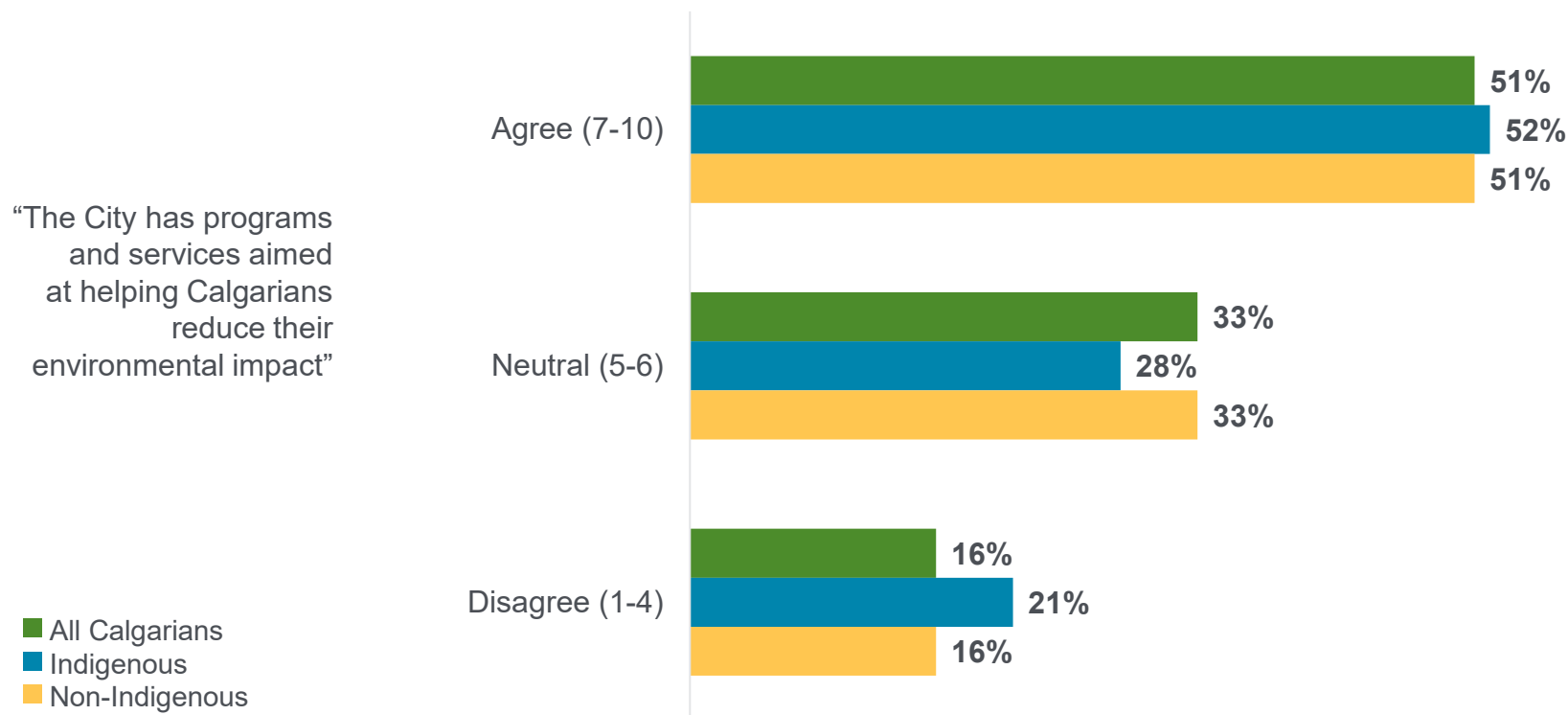


# The environment



# City programs to reduce environmental impact

One-half (51%) of Calgarians agree that The City has programs and services aimed at helping Calgarians reduce their environmental impact. Agreement that The City has these environmental initiatives is consistent between Indigenous Calgarians (52%) and non-Indigenous Calgarians (51%).



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=2,435, Indigenous n=82, Non-Indigenous n=2,322) | Small base size <100, interpret with caution

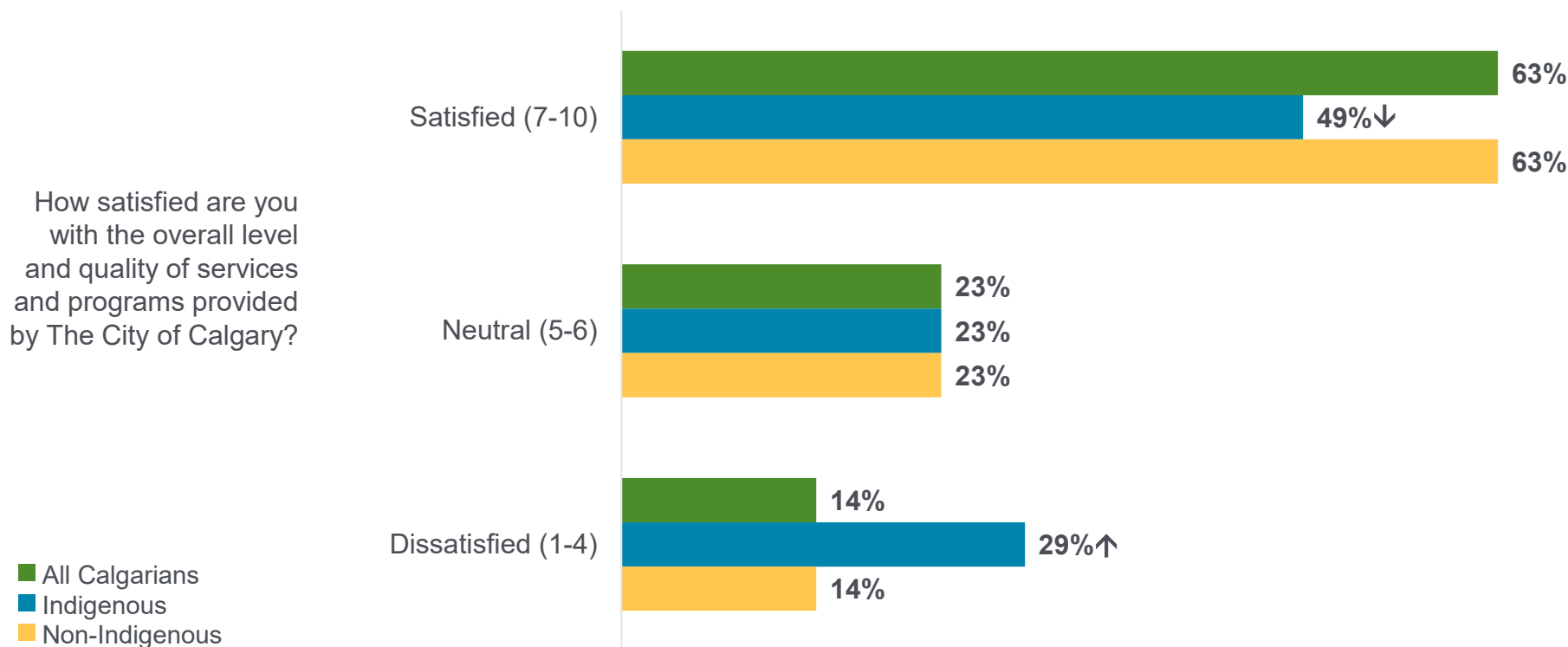




## City services and programs

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

A majority (63%) of Calgarians are satisfied with the overall level and quality of services and programs provided by The City. Satisfaction with City services and programs is lower among Indigenous Calgarians (49% vs. 63% of non-Indigenous Calgarians).



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=2,493, Indigenous n=83, Non-Indigenous n=2,377) | Small base size <100, interpret with caution

↑/↓ Statistically higher/lower than comparable subgroup

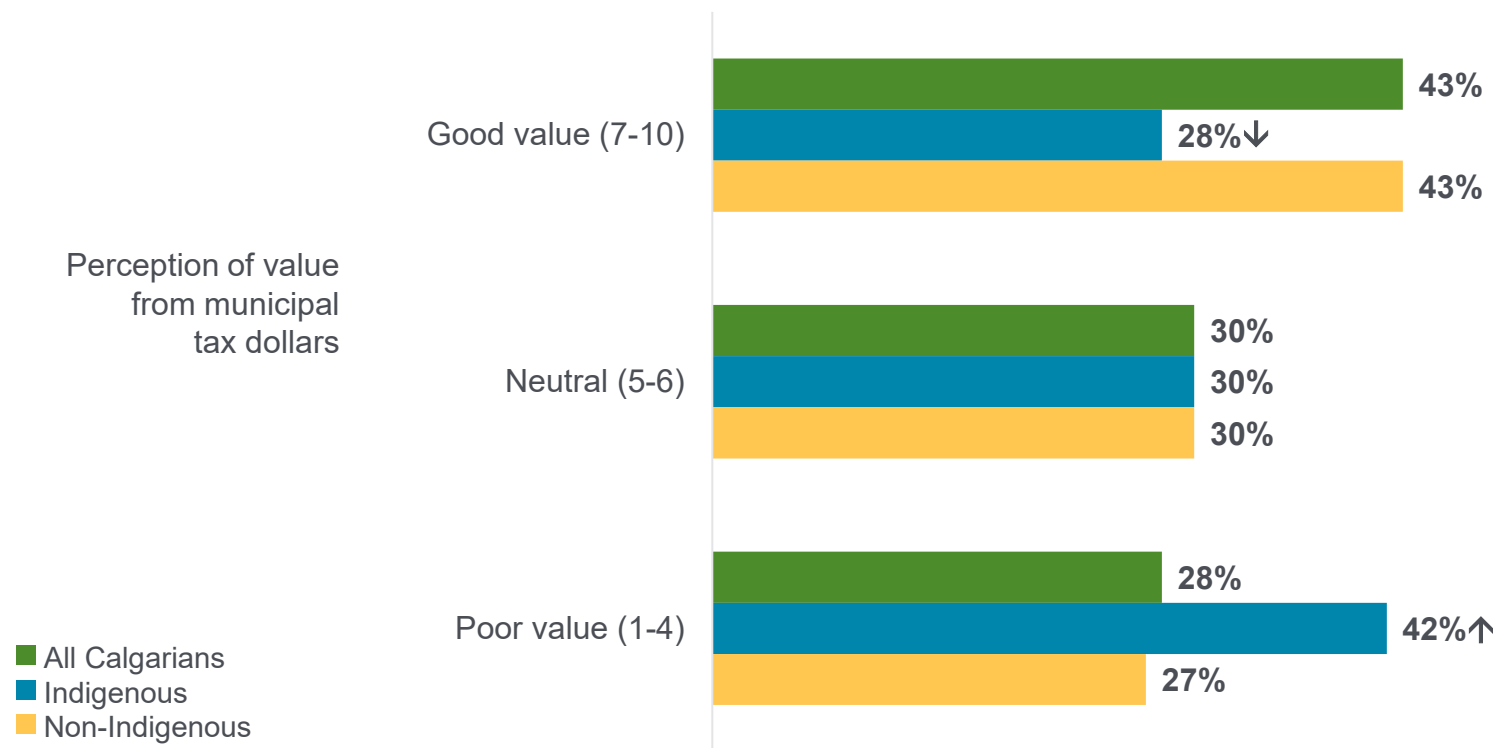




# Taxation

# Perceived value of property taxes

More than two-fifths (43%) of Calgarians feel they get good value from their municipal tax dollars. A statistically lower proportion of Indigenous Calgarians (28%) perceive they receive good value for their taxes compared to non-Indigenous Calgarians (43%).

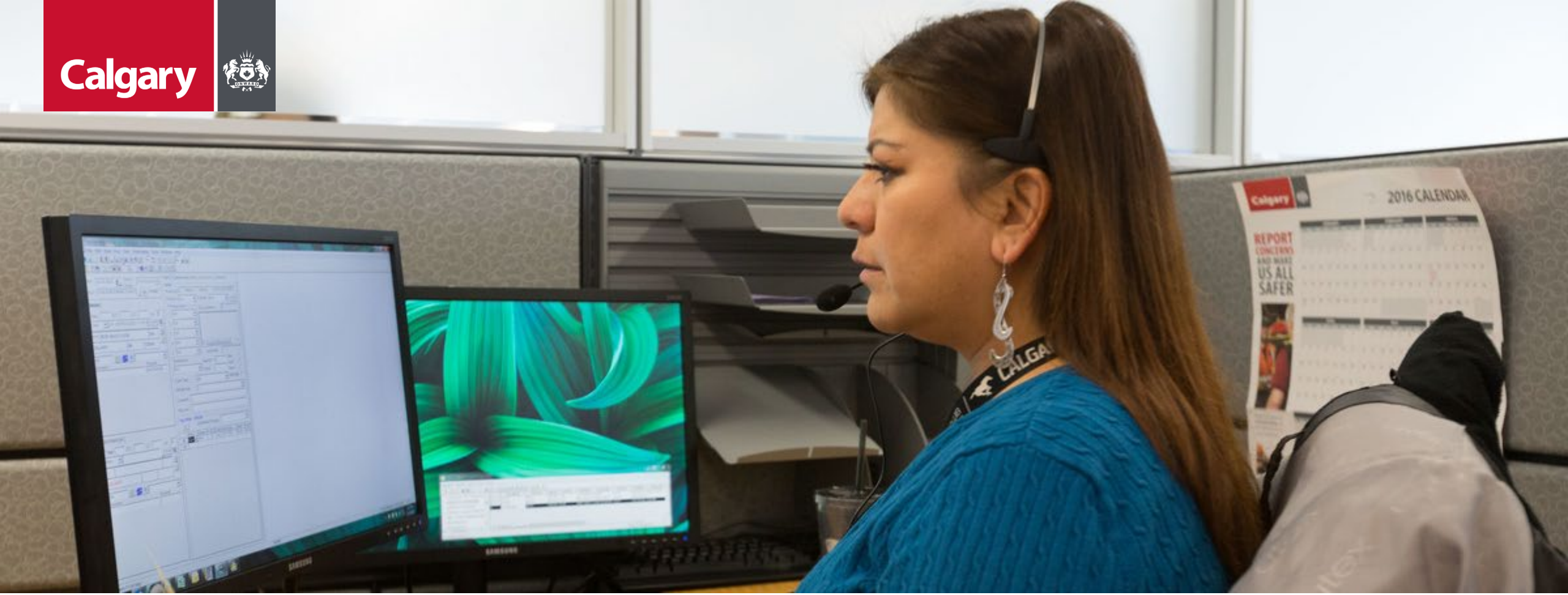


Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars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

Base: Valid respondents (All Calgarians n=2,461, Indigenous n=82, Non-Indigenous n=2,349) | Small base size <100, interpret with caution

↑/↓ Statistically higher/lower than comparable subgroup

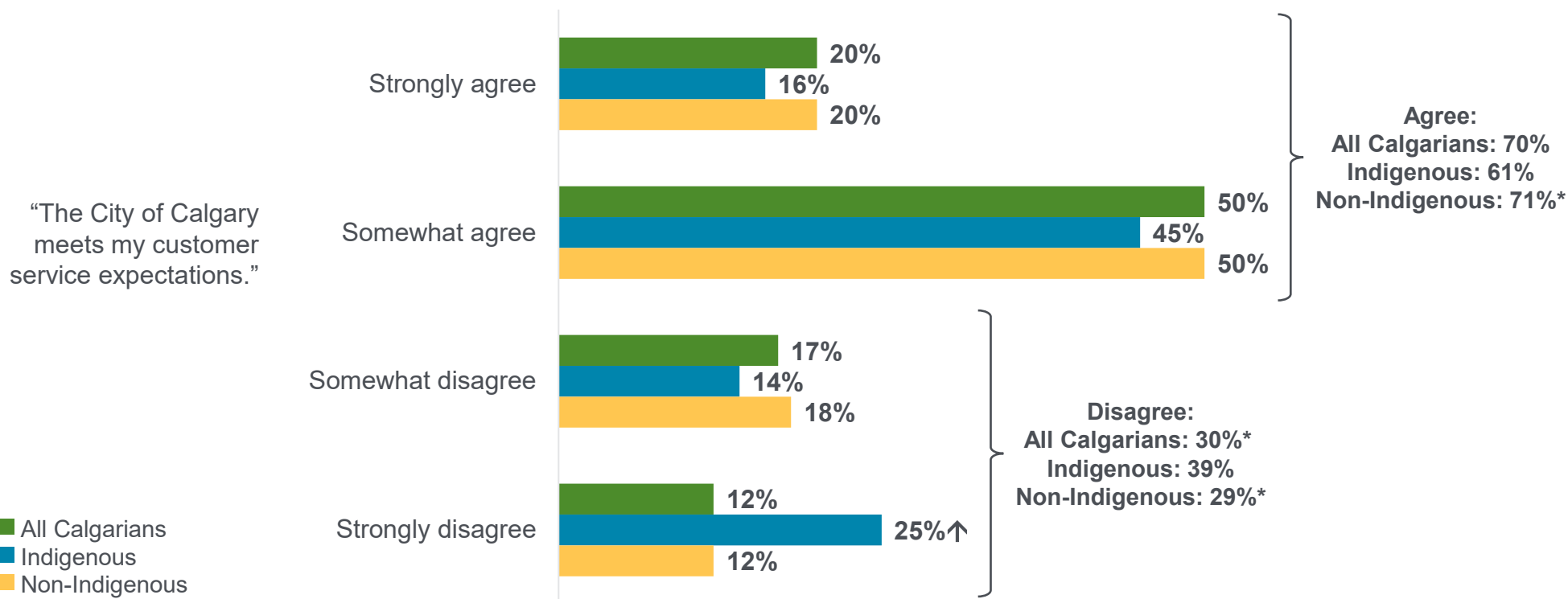




## Customer service

# The City meets customer service expectations

Seven-in-ten (70%) Calgarians agree that The City of Calgary meets their customer service expectations. While both Indigenous and non-Indigenous Calgarians share similar agree ratings overall (61% and 71%) and disagree ratings overall (39% and 29%), a higher proportion of Indigenous Calgarians ‘strongly’ disagree that their expectations are met (25% vs. 12% of non-Indigenous Calgarians).



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 [to what extent] if you agree or disagree with each of the following statements.  
Base: Valid respondents (All Calgarians n=2,460, Indigenous n=84, Non-Indigenous n=2,344) | Small base size <100, interpret with caution

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

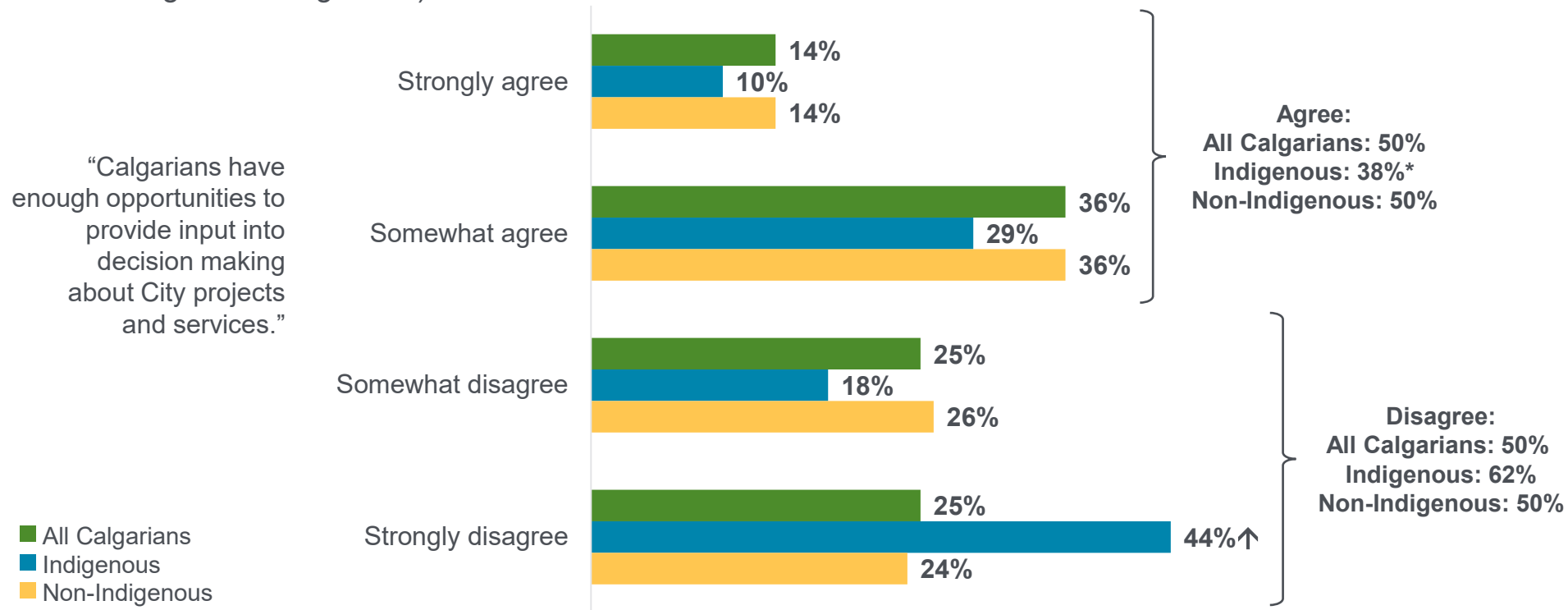




# Input from Calgarians

# Calgarians have enough opportunities to provide input

One-half (50%) of Calgarians agree that they have enough opportunities to provide input into decision making about City projects and services. Similar proportions of Indigenous Calgarians (38%) and non-Indigenous Calgarians (50%) agree they have such opportunities. Total disagree ratings are also similar among the two groups, although a higher proportion of Indigenous Calgarians ‘strongly’ disagree with this (44% vs. 24% of non-Indigenous Calgarians).



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 [to what extent] if you agree or disagree with each of the following statements.  
Base: Valid respondents (All Calgarians n=2,469, Indigenous n=84, Non-Indigenous n=2,355) | Small base size <100, interpret with caution

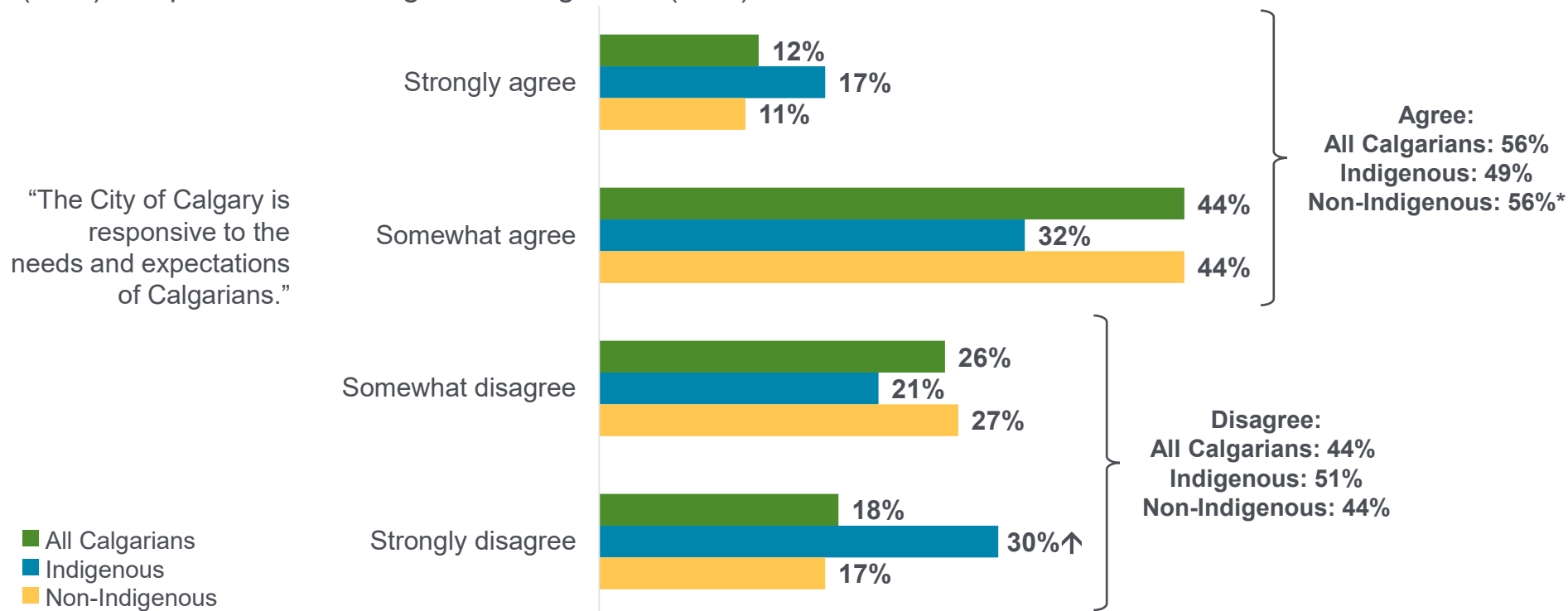
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Responsive to Calgarians

More than one-half (56%) of Calgarians agree that The City of Calgary is responsive to the needs and expectations of Calgarians. Perceptions of responsiveness are shared similarly between Indigenous (49%) and non-Indigenous Calgarians (56%) and corresponding disagreement ratings (51% and 44%). However, the intensity of disagreement differs, with a higher proportion of Indigenous Calgarians 'strongly' disagreeing (30%) compared to non-Indigenous Calgarians (17%).



Q. Please tell me [to what extent] if you agree or disagree with each of the following statements.

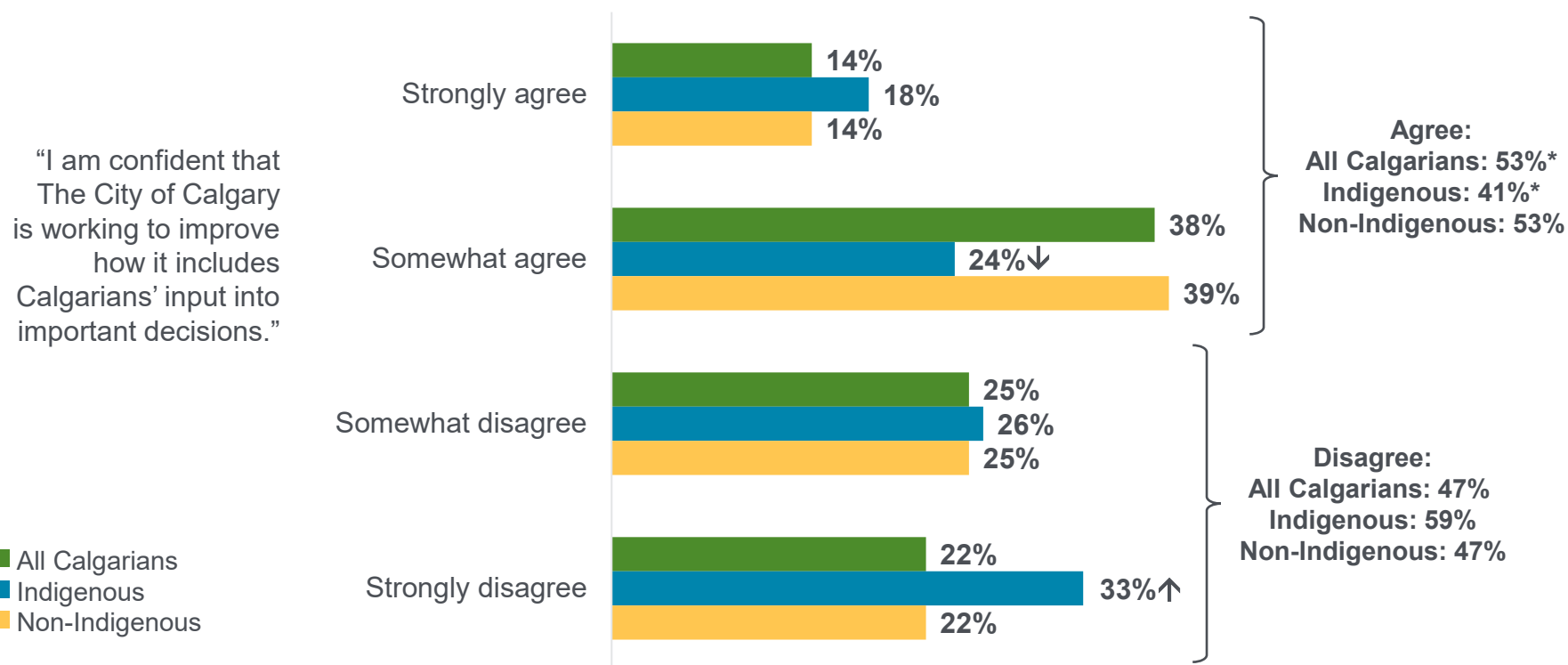
Base: Valid respondents (All Calgarians n=2,485, Indigenous n=84, Non-Indigenous n=2,368) | Small base size <100, interpret with caution

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# The City is working at including Calgarians' input

A small majority (53%) of Calgarians think that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. Indigenous and non-Indigenous Calgarians similarly agree on this effort (41% and 53%). However, the strength of opinions differs between the two groups. Fewer Indigenous Calgarians 'somewhat' agree with this statement (24% compared to 39% of non-Indigenous Calgarians) and more 'strongly' disagree (33% vs. 22% of non-Indigenous Calgarians).



Q. Please tell me [to what extent] if you agree or disagree with each of the following statements.

Base: Valid respondents (All Calgarians n=2,480, Indigenous n=83, Non-Indigenous n=2,364) | Small base size <100, interpret with caution

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

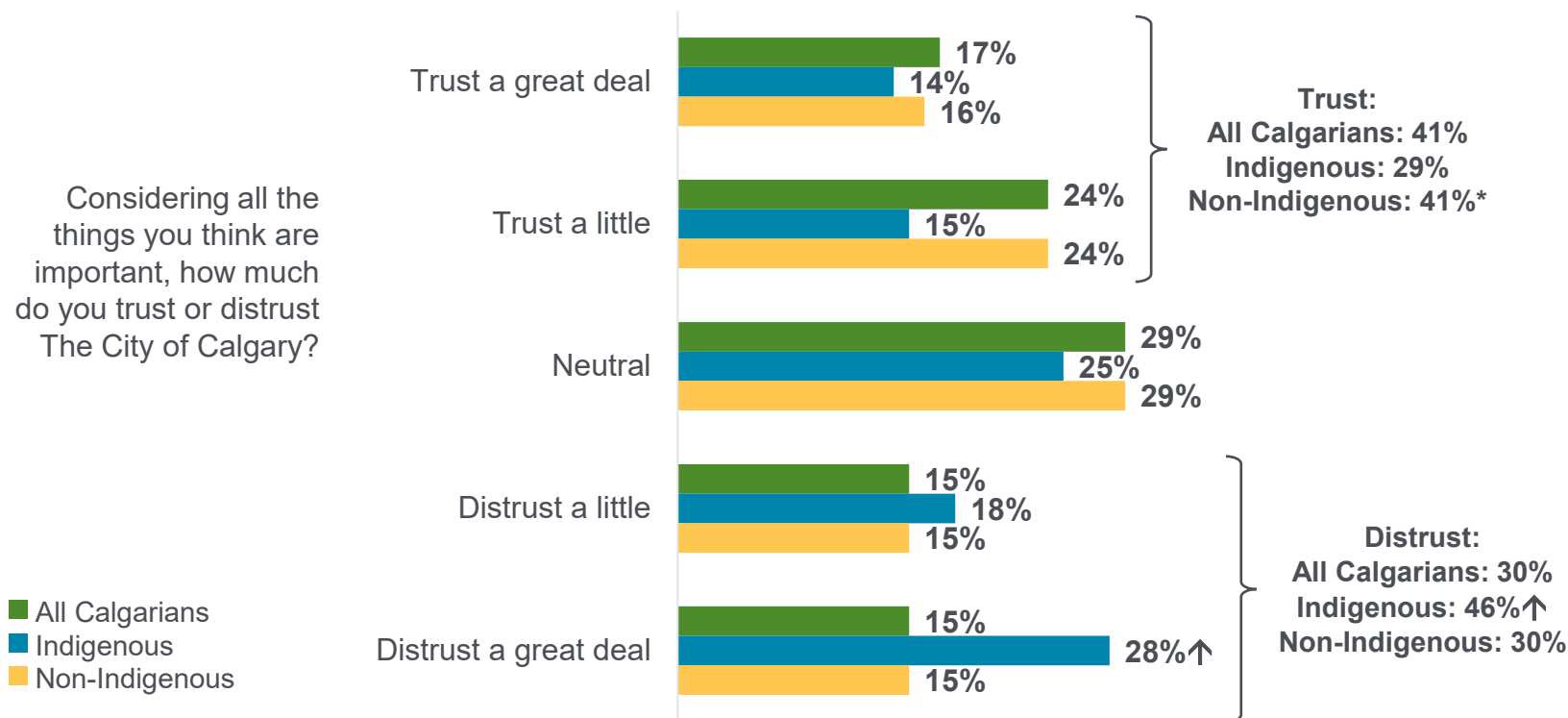




# City reputation and performance

# Trust in The City of Calgary

Two-fifths (41%) of Calgarians trust The City of Calgary. Trust is similar between Indigenous Calgarians (29%) and non-Indigenous Calgarians (41%). However, a higher proportion of Indigenous Calgarians distrust The City overall (46% vs. 30% of non-Indigenous Calgarians), driven by statistically more who distrust The City 'a great deal' (28% vs. 15%).



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=2,485, Indigenous n=84, Non-Indigenous n=2,369) | Small base size <100, interpret with caution

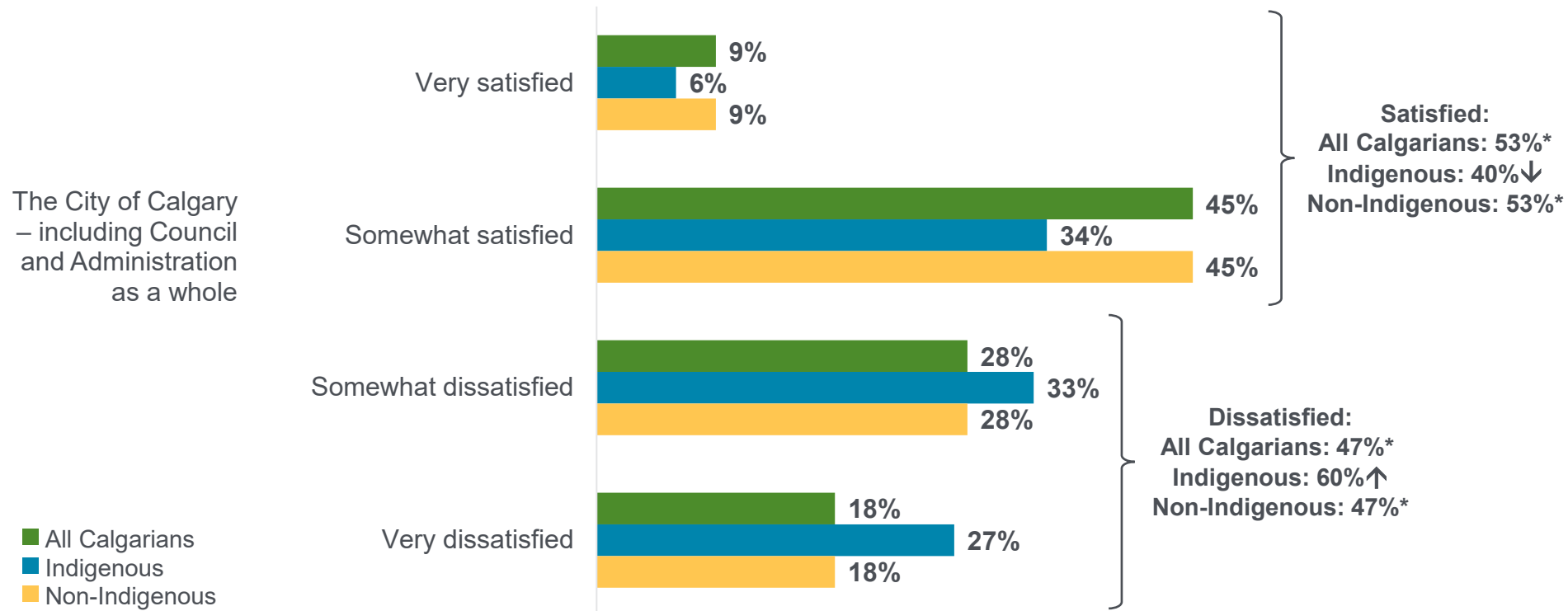
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with The City as a whole

A small majority (53%) of Calgarians are satisfied with The City of Calgary as a whole (including both City Council and City Administration). A lower proportion of Indigenous Calgarians are satisfied with The City as a whole (40%) compared to non-Indigenous Calgarians (53%).



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?

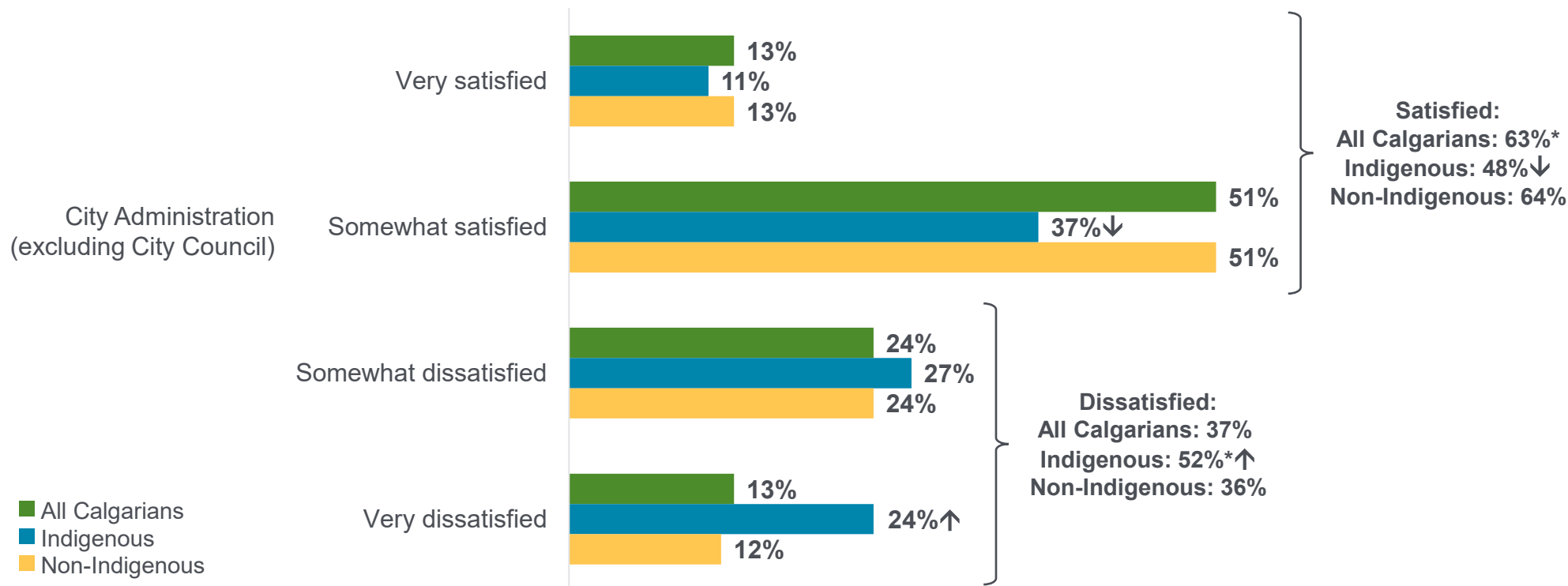
Base: Valid respondents (All Calgarians n=2,490, Indigenous n=84, Non-Indigenous n=2,373) | Small base size <100, interpret with caution

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Satisfaction with City Administration

More than three-fifths (63%) of Calgarians are satisfied with City Administration, excluding City Council. Satisfaction with City Administration is lower among Indigenous Calgarians (48% vs. 64% of non-Indigenous Calgarians), largely due to a lower proportion who are 'somewhat' satisfied (37% vs. 51%). Dissatisfaction with City Administration is higher among Indigenous Calgarians (52% vs. 36% of non-Indigenous Calgarians), including statistically more who are 'very' dissatisfied (24% vs. 12%).



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?

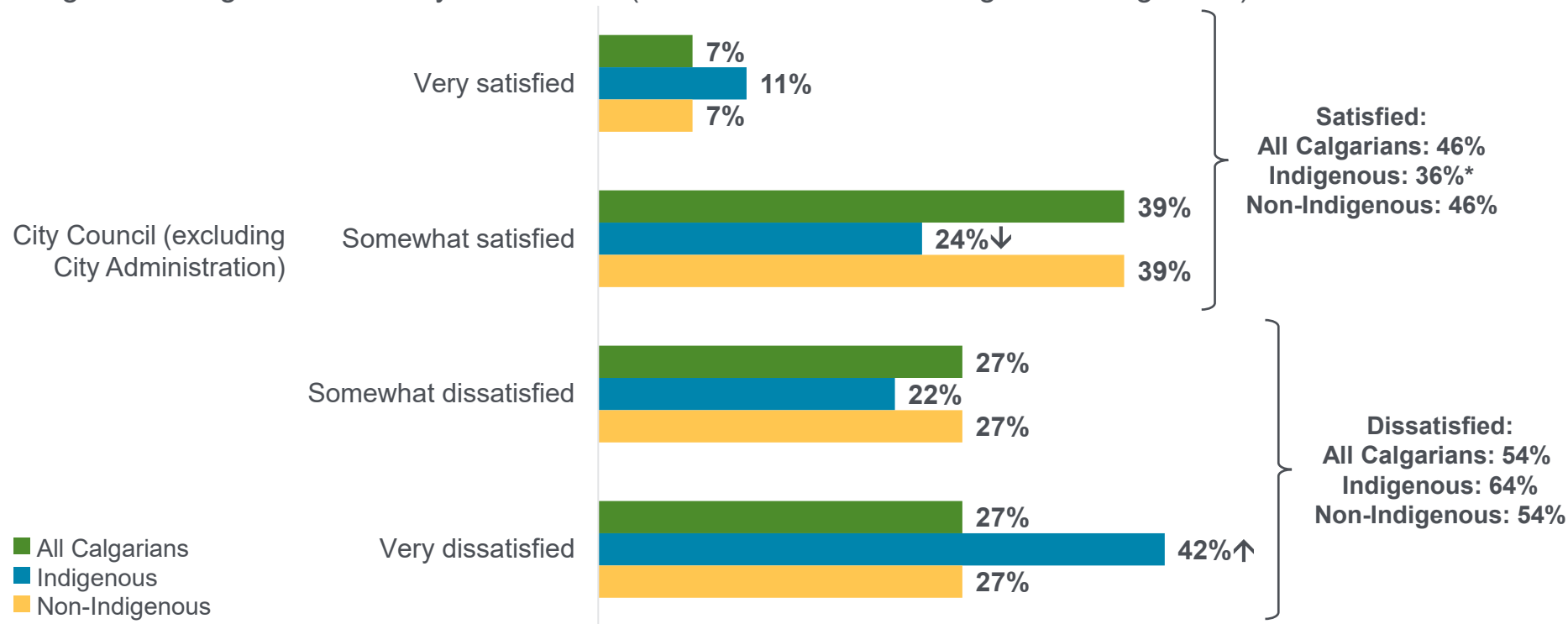
Base: Valid respondents (All Calgarians n=2,473, Indigenous n=84, Non-Indigenous n=2,356) | Small base size <100, interpret with caution

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Satisfaction with City Council

A sizeable minority (46%) of Calgarians are satisfied with City Council, excluding City Administration. While total satisfaction with City Council is similar between Indigenous Calgarians (36%) and non-Indigenous Calgarians (46%), a lower proportion of Indigenous Calgarians are 'somewhat' satisfied (24% vs. 39%). Total dissatisfaction with City Council is also similar between the groups, but a higher proportion of Indigenous Calgarians are 'very' dissatisfied (42% vs. 27% of non-Indigenous Calgarians).



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=2,476, Indigenous n=82, Non-Indigenous n=2,362) | Small base size <100, interpret with caution

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

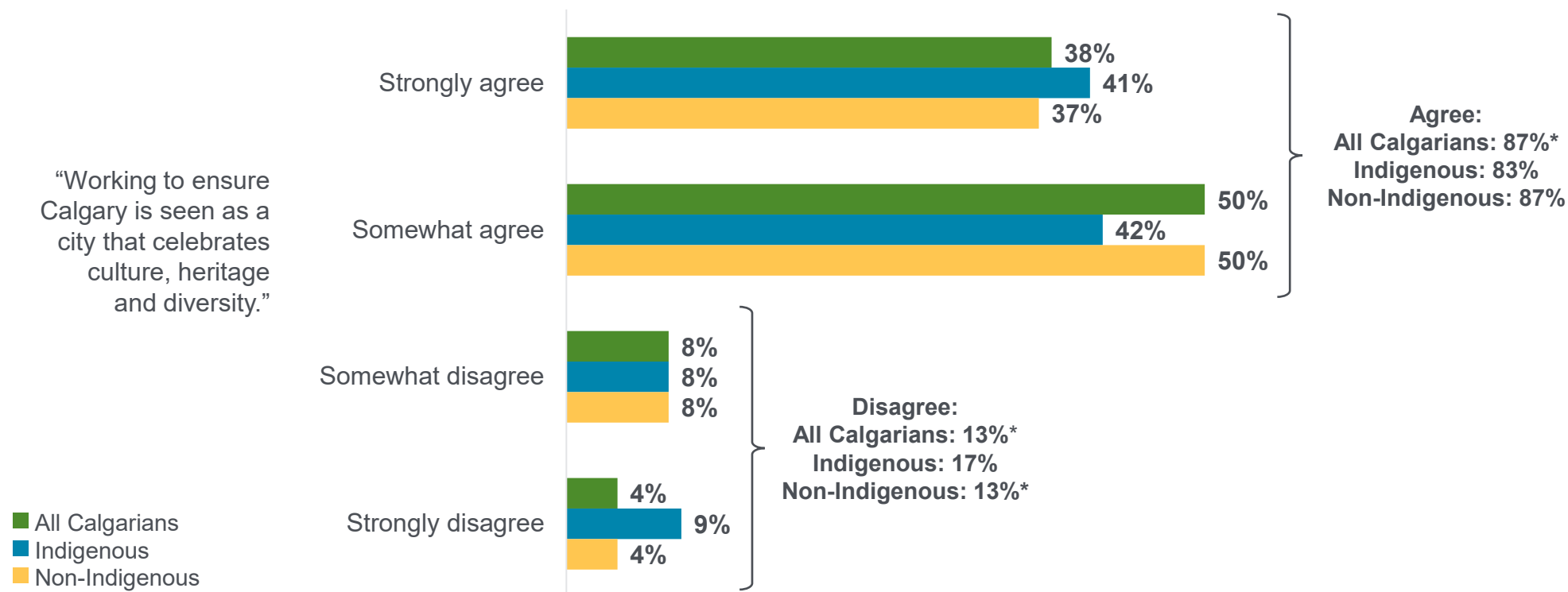




# Council focus areas

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

The vast majority (87%) of Calgarians agree that The City is doing a good job at working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity. Positive assessment of The City's efforts in this area is consistent between the two groups (83% Indigenous and 87% non-Indigenous).



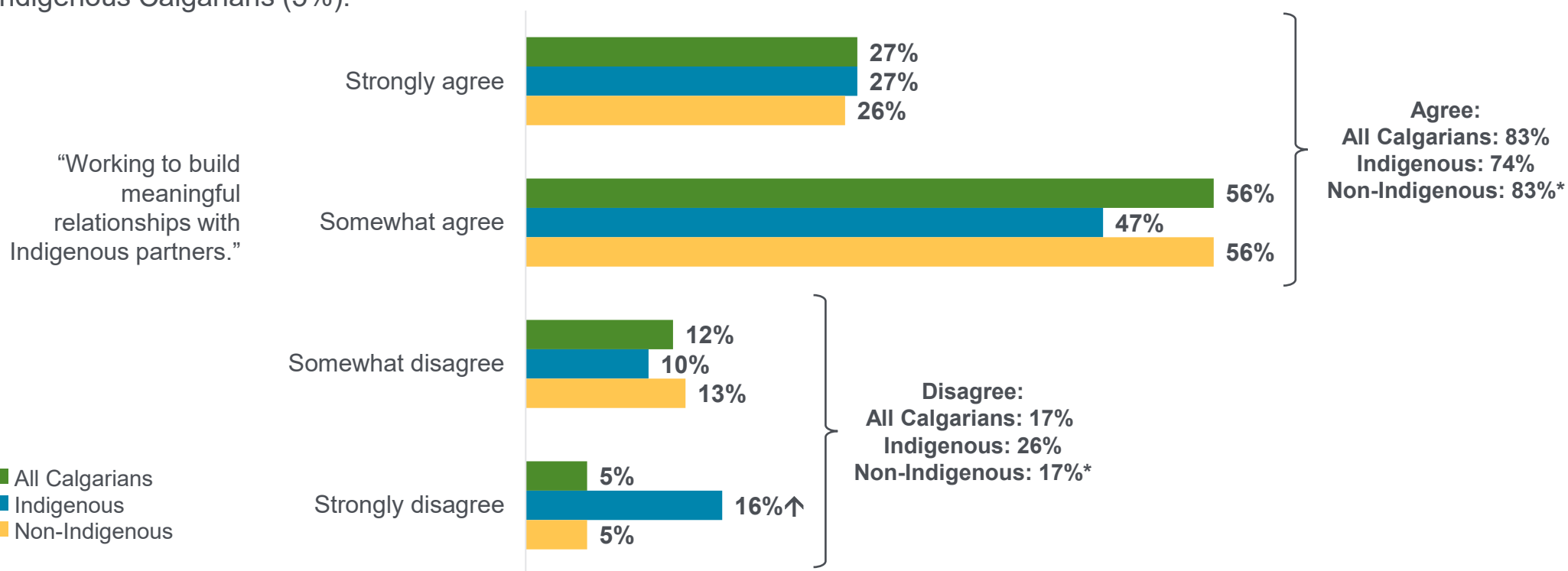
Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.

Base: Valid respondents (All Calgarians n=2,475, Indigenous n=82, Non-Indigenous n=2,361) | Small base size <100, interpret with caution

\*Rounding

# Working to build relationships with Indigenous partners

More than four-fifths (83%) of Calgarians think that The City is doing a good job at working to build meaningful relationships with Indigenous partners. Recognition of The City's efforts are similar between Indigenous Calgarians (74% agree The City is doing a good job) and non-Indigenous Calgarians (83%). Disagreement comparable between the groups (26% and 17%), but the intensity varies. A statistically higher proportion of Indigenous Calgarians 'strongly' disagree (16%) that The City is effectively building these relationships, compared to non-Indigenous Calgarians (5%).



Q. Please tell me [to what extent] 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=2,368, Indigenous n=81, Non-Indigenous n=2,259) | Small base size <100, interpret with caution

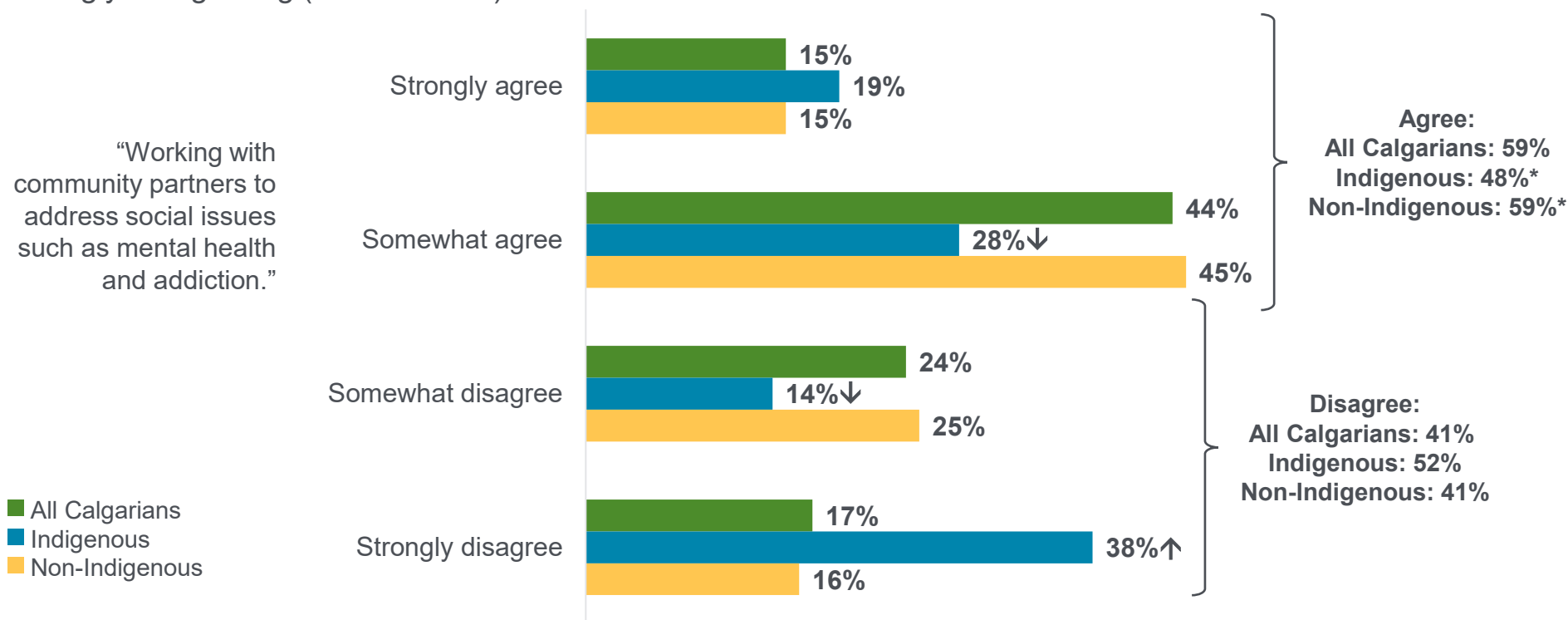
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Working with community partners to address social issues

Three-fifths (59%) of Calgarians agree that The City is doing a good job working with community partners to address social issues such as mental health and addiction. Total agreement is similar between the two groups (48% of Indigenous Calgarians and 59% of non-Indigenous Calgarians), but a lower proportion of Indigenous Calgarians 'somewhat' agree (28% vs. 45%). Total disagreement is also similar between the two groups, but the intensity of disagreement differs, with fewer Indigenous Calgarians 'somewhat' disagreeing (14% vs. 25%) and more 'strongly' disagreeing (38% vs. 16%).



Q. Please tell me [to what extent] 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=2,417, Indigenous n=83, Non-Indigenous n=2,305) | Small base size <100, interpret with caution

\*Rounding

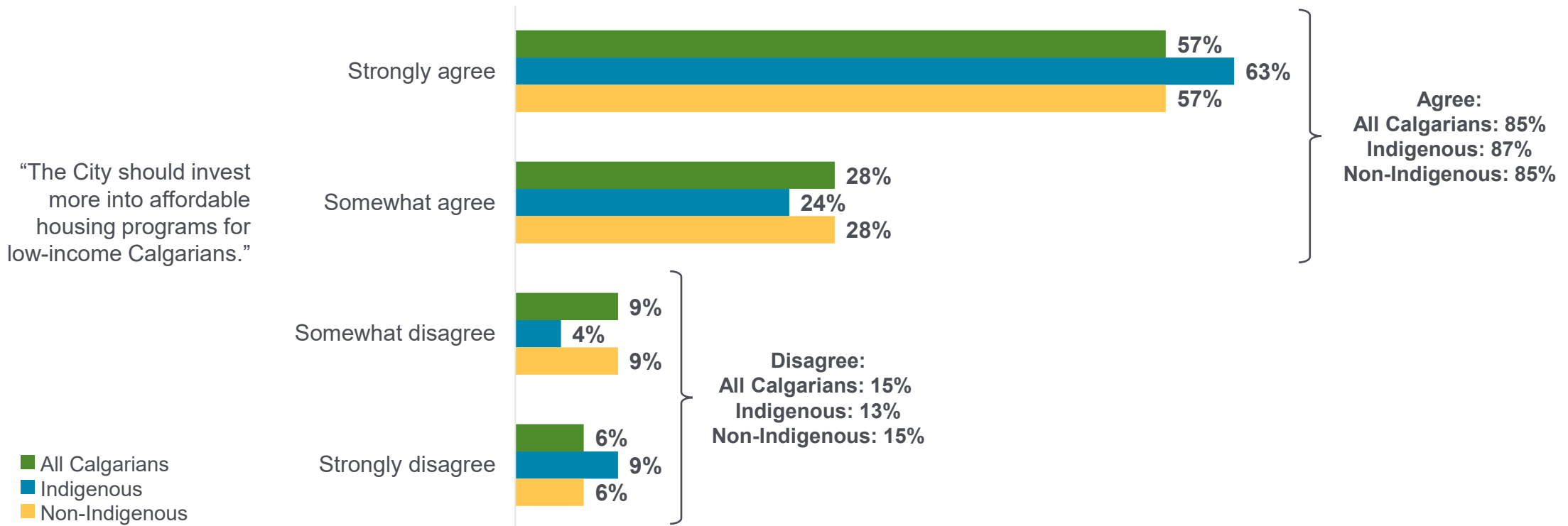
↑/↓ Statistically higher/lower than comparable subgroup



# Housing

# Affordable housing

The vast majority (85%) of Calgarians agree The City should invest more into affordable housing programs for low-income Calgarians. Support for increased investment in affordable housing programs is consistently high across both groups (87% Indigenous and 85% non-Indigenous).



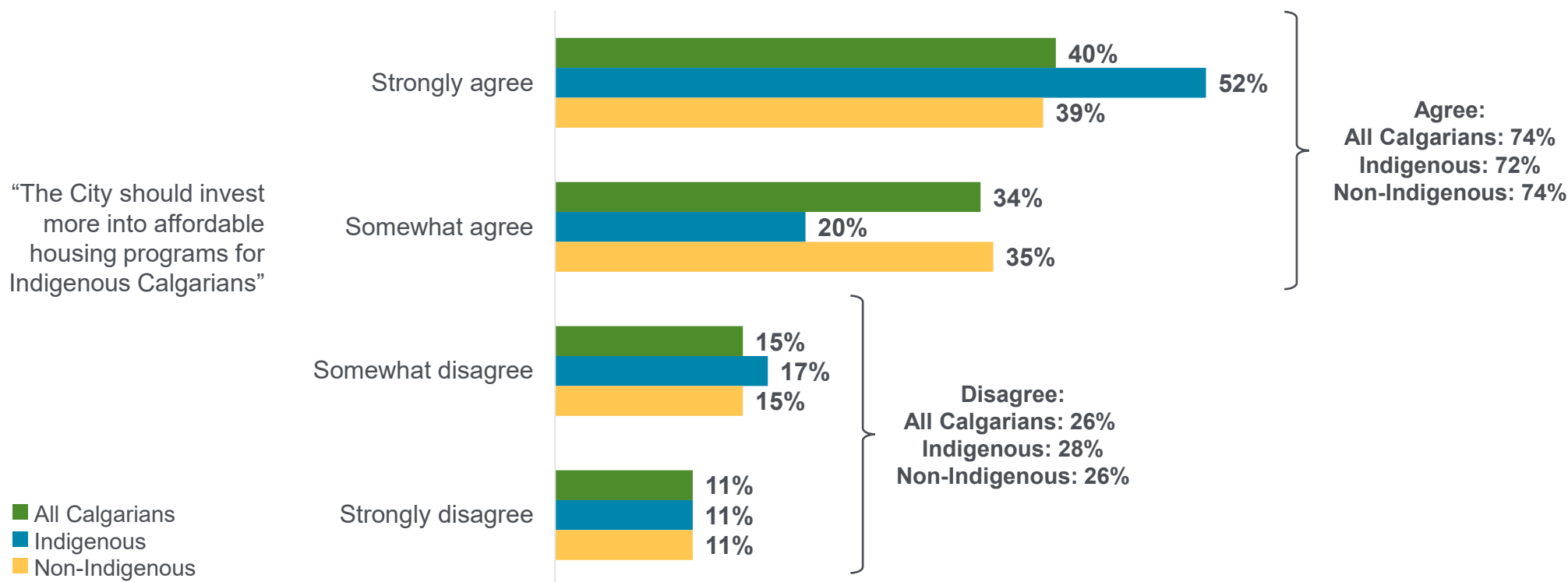
Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.

Base: Valid respondents (All Calgarians n=1,228, Indigenous n=47, Non-Indigenous n=1,160) | Small base size <100, interpret with caution

Question asked of split sample

# Affordable housing for Indigenous Calgarians

Three-quarters (74%) of Calgarians agree The City should invest more into affordable housing programs for Indigenous Calgarians. Agreement on this increased investment is similar between Indigenous Calgarians (72%) and non-Indigenous Calgarians (74%).



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

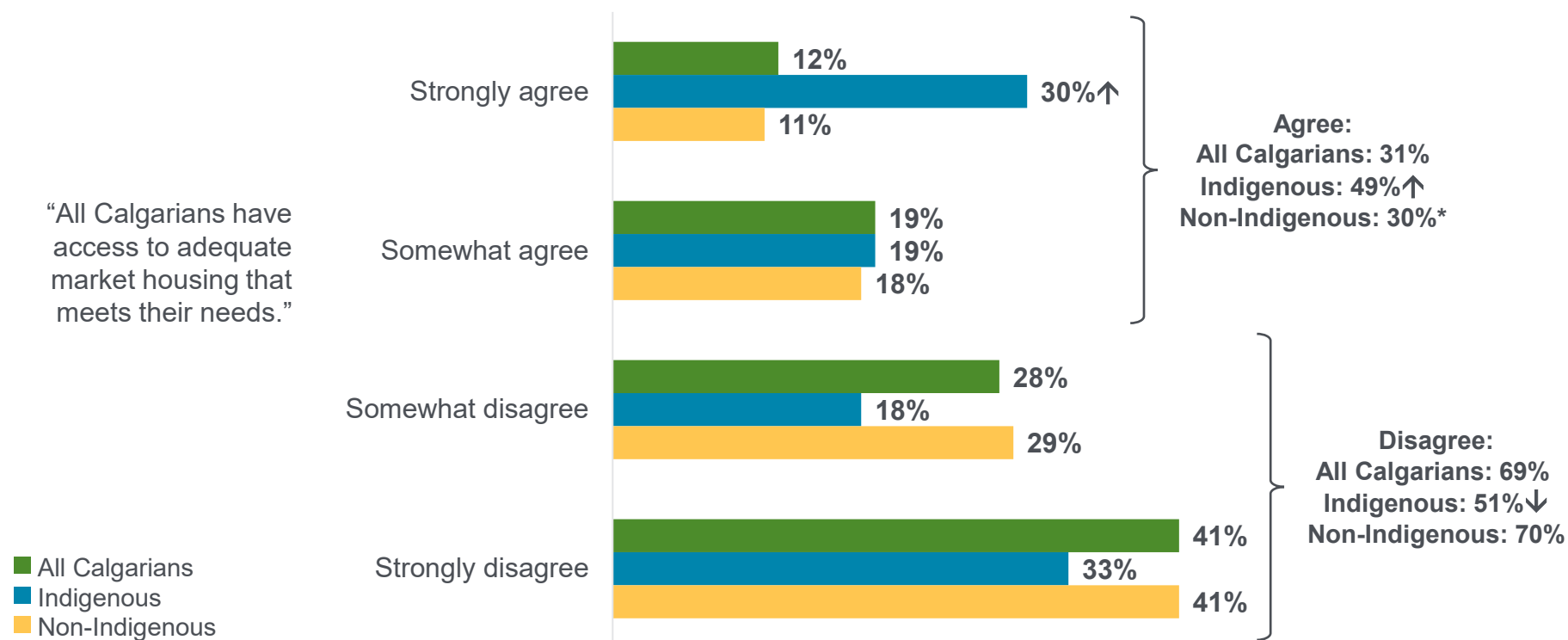
Base: Valid respondents (All Calgarians n=1,206, Indigenous n=48, Non-Indigenous n=1,138) | Small base size <100, interpret with caution

Question asked of split sample



# Access to adequate market housing

Three-in-ten (31%) Calgarians agree that all Calgarians have access to adequate market housing. Indigenous Calgarians feel more positively about Calgarians' access to adequate market housing compared to non-Indigenous Calgarians (49% vs. 30% agree all have access). This is led by a higher proportion of Indigenous Calgarians who 'strongly' agree (30% vs. 11% of non-Indigenous Calgarians).



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=1,228, Indigenous n=47, Non-Indigenous n=1,161) | Small base size <100, interpret with caution

Question asked of split sample

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

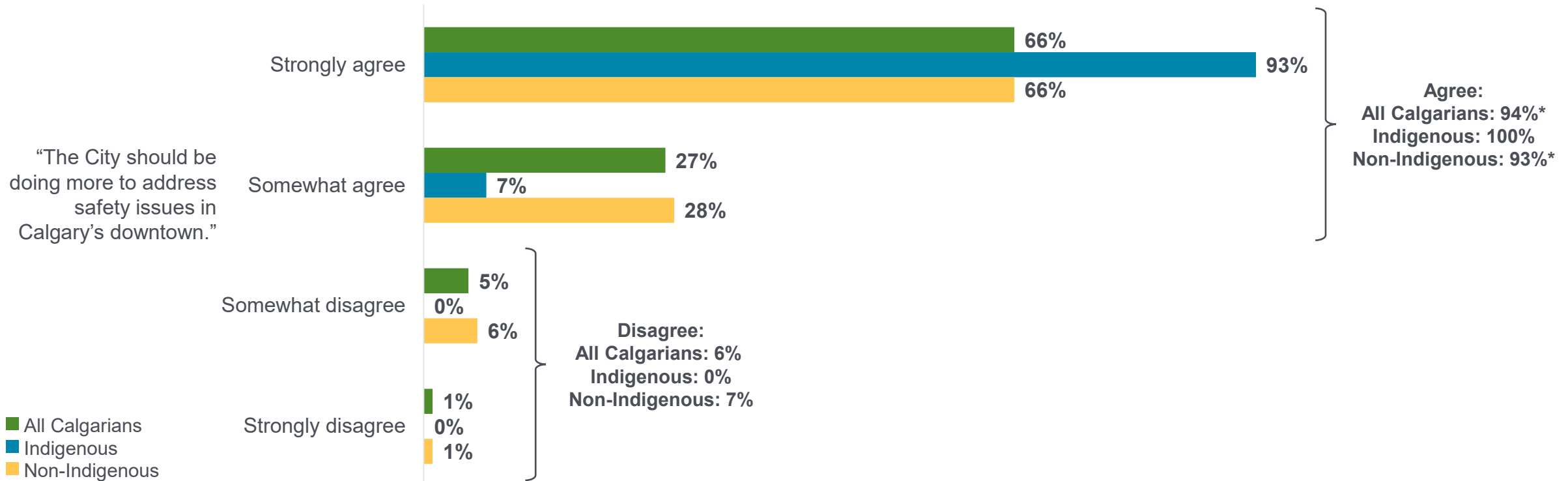


# Downtown Calgary



# Addressing downtown safety

Nearly all (94%) Calgarians think that The City should be doing more to address safety issues in Calgary's downtown. There are no statistical differences between Indigenous and non-Indigenous Calgarians in their agreement about The City addressing downtown safety (100% and 93%).



Q. The next 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.

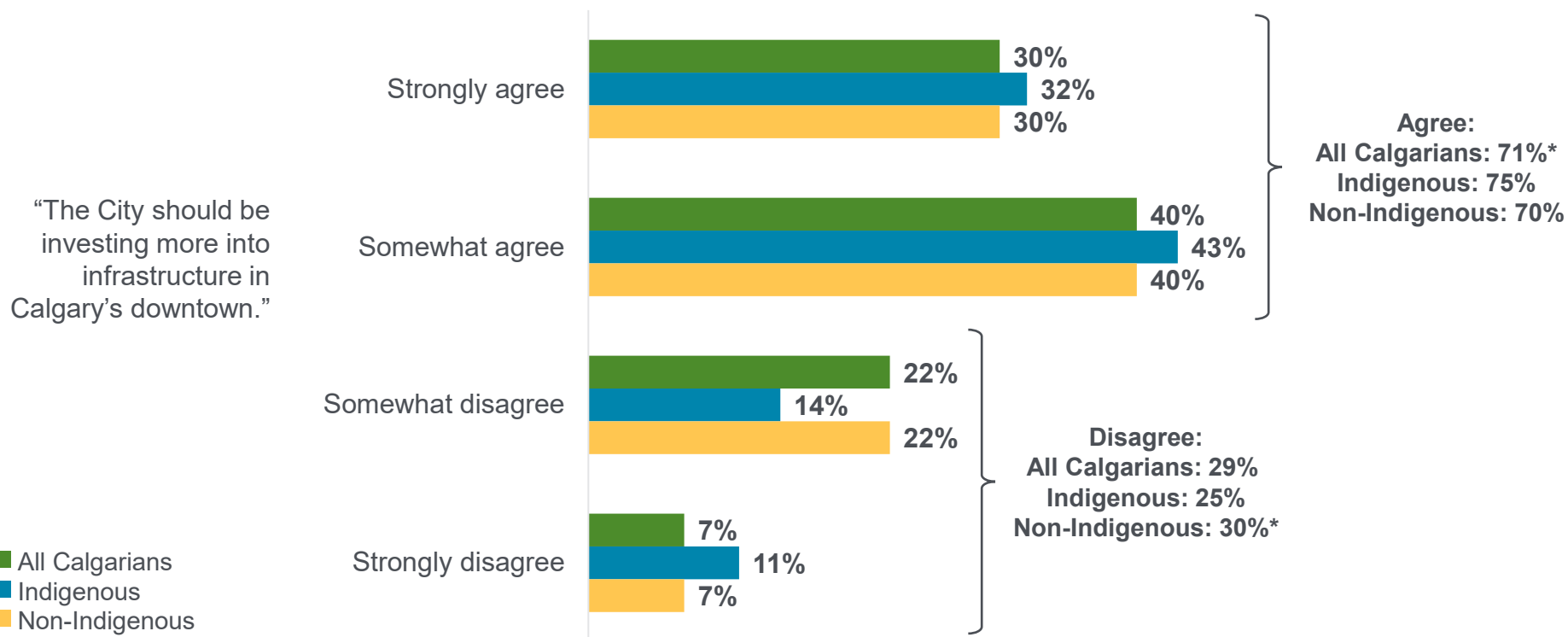
Base: Valid respondents (All Calgarians n=1,243, Indigenous n=35, Non-Indigenous n=1,196) | Small base size <100, interpret with caution

Question asked of split sample

\*Rounding

# Investing in downtown infrastructure

A majority (71%) of Calgarians agree that The City should be investing more into infrastructure in Calgary's downtown. Agreement about investing into downtown infrastructure is consistent between Indigenous Calgarians (75%) and non-Indigenous Calgarians (70%).



Q. The next 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=1,238, Indigenous n=36, Non-Indigenous n=1,190) | Small base size <100, interpret with caution

Question asked of split sample

\*Rounding





# Respondent profile

# Respondent profile (1 of 4)

Gender			
	All Calgarians	Indigenous	Non-Indigenous
Woman (accept female)	50%	47%	50%
Man (accept male)	49%	51%	49%
Non-binary person	<1%	2%	<1%
Prefer to self-describe	<1%	0%	<1%
Refused/prefer not to say	<1%	0%	<1%

Age			
	All Calgarians	Indigenous	Non-Indigenous
18 to 24	9%	6%	9%
25 to 34	21%	29%	20%
35 to 44	17%	17%	17%
45 to 54	19%	26%	19%
55 to 64	13%	12%	13%
65 or older	21%	10%	22%
MEAN	47.6	43.8	48.0

Income			
	All Calgarians	Indigenous	Non-Indigenous
Less than \$60,000	21%	27%	20%
\$60,000 to <\$120,000	35%	25%	36%
\$120,000 to <\$200,000	25%	28%	26%
\$200,000 and over	19%	20%	19%

Education			
	All Calgarians	Indigenous	Non-Indigenous
Less than high school	2%	6%	1%
High school or equivalent	16%	24%	16%
Apprenticeship or trades diploma/ certificate	7%	11%	6%
College or non-university diploma/ certificate	20%	22%	20%
University degree/ diploma/certificate	56%	37%	57%

Base: Valid respondents (bases vary)

## Respondent profile (2 of 4)

### Employment status<sup>^</sup>

	All Calgarians	Indigenous	Non-Indigenous
Full time employed or self employed	55%	70%	54%
Part time employed or self-employed	12%	8%	13%
Retired	21%	9%	22%
Looking after home /family	2%	3%	2%
Unable to work due to sickness or disability	3%	3%	3%
Unemployed	5%	6%	4%
Unpaid/voluntary work	2%	0%	2%
Student	5%	2%	6%
Other	1%	0%	1%

### Disability in household<sup>^</sup>

	All Calgarians	Indigenous	Non-Indigenous
Yes – myself	12%	14%	12%
Yes – someone in my household	11%	21%	11%
No	79%	72%	79%

### Business owner/operator

	All Calgarians	Indigenous	Non-Indigenous
Own and operate a business	18%	14%	19%
Own a business	3%	4%	3%
Operate a business	3%	5%	3%
No	76%	77%	76%

### Household size

	All Calgarians	Indigenous	Non-Indigenous
1	16%	8%	16%
2	33%	22%	33%
3	18%	22%	18%
4	21%	27%	20%
5 or more	13%	21%	13%
MEAN	2.9	3.4	2.9

### Children + seniors in household

	All Calgarians	Indigenous	Non-Indigenous
Yes – children	32%	35%	32%
Yes – seniors	32%	32%	32%

Base: Valid respondents (bases vary)

<sup>^</sup>Multiple responses allowed

## Respondent profile (3 of 4)

Quadrant			
	All Calgarians	Indigenous	Non-Indigenous
Southwest	30%	22%	30%
Southeast	22%	31%	22%
Northwest	28%	25%	28%
Northeast	20%	22%	20%

Own or rent			
	All Calgarians	Indigenous	Non-Indigenous
Own	72%	62%	74%
Rent	25%	36%	24%
Other	2%	2%	2%

Responsible for property taxes or rent			
	All Calgarians	Indigenous	Non-Indigenous
Yes	87%	93%	87%
No	13%	7%	13%

Tenure in Calgary			
	All Calgarians	Indigenous	Non-Indigenous
Less than 5 years	12%	10%	10%
5 to <10 years	5%	9%	5%
10 to <15 years	9%	12%	8%
15 to <20 years	11%	7%	11%
20 to <30 years	21%	20%	22%
30 to <40 years	15%	16%	15%
40 or more	28%	26%	28%
MEAN	27.8	25.8	28.3

2SLGBTQIA+			
	All Calgarians	Indigenous	Non-Indigenous
Yes	7%	12%	7%
No	93%	88%	93%

Base: Valid respondents (bases vary)



# Respondent profile (4 of 4)

## Indigenous identity^

	All Calgarians	Indigenous	Non-Indigenous
Yes – First Nations	1%	35%	0%
Yes – Metis	2%	50%	0%
Yes – Inuit	<1%	8%	0%
Yes – Prefer to self-describe	<1%	13%	0%
Other	<1%	7%	0%
No	96%	0%	100%

## Born in Canada

	All Calgarians	Indigenous	Non-Indigenous
Yes	67%	78%	67%
No	33%	22%	33%

## Date of arrival in Canada

	All Calgarians	Indigenous	Non-Indigenous
Within the past 5 years	28%	45%	25%
More than 5 years ago	72%	55%	75%

## Racialized

	All Calgarians	Indigenous	Non-Indigenous
Yes	25%	20%	24%
No	74%	71%	75%
Prefer to self-describe	1%	9%	1%

## Ethnicity^

	All Calgarians	Indigenous	Non-Indigenous
Canadian/French Canadian	2%	10%	2%
American	4%	10%	4%
British	8%	3%	9%
Western European	6%	0%	6%
Southern/Eastern European	10%	19%	9%
South Asian	18%	36%	17%
East or Southeast Asian	21%	17%	21%
West Asian or Middle Eastern	5%	6%	5%
African	10%	0%	10%
Central/South American or Caribbean	9%	4%	10%
Other	5%	5%	5%
Not stated	5%	0%	5%

Base: Valid respondents (bases vary)

^Multiple responses allowed



# Contact

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