



Calgary



# Equity-Deserving Communities 2SLGBTQIA+ Calgarians

Analysis of 2022 Fall Survey of Calgarians Data  
January 2023

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

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



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



The margin of error (MOE) for the total sample of 2,501 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the 2SLGBTQIA+ sub-group of 131 is  $\pm 8.6$  percentage points, 19 times out of 20, and the margin of error for the Non-2SLGBTQIA+ Calgarians sub-group of 2,336 is  $\pm 2.03$  percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.



Not all questions asked within the Fall Survey of Calgarians are represented within this report. Results are compared between 2SLGBTQIA+ Calgarians and Non-2SLGBTQIA+ Calgarians. Statistically significant differences are noted throughout the report:

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

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



# 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 (2022) Fall Survey of Calgarians, focusing on demographics of interest, specifically those that differentiate equity-deserving communities. Both seasonal surveys are conducted in English to manage time and cost restraints. The City acknowledges the ability to speak English may be a barrier for potential participants. Inclusion in all EDC groups is based on self-reported demographic data captured within the general population survey.

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

Gender:

- Male
- Female**

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

Age:

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

Note: self reported.

2SLGBTQIA+:

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

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

Household Income:

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

Note: self-reported pre-tax annual household income

Disability:

- Yes**
- No

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

Racialized People:

- Yes**
- No

Note: self-reported racialized status.

Born in Canada:

- Born in Canada
- Born outside Canada**

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

Indigenous:

- Indigenous**
- Non-Indigenous

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



## Key Findings





## **Calgarians who identify as 2SLGBTQIA+ report a lower overall quality of life in Calgary when compared with Non-2SLGBTQIA+ Calgarians.**

- 2SLGBTQIA+ Calgarians are significantly less likely than Non-2SLGBTQIA+ Calgarians to rate the overall quality of life in the city of Calgary today as 'good' (73% vs. 81%).

## **2SLGBTQIA+ Calgarians consider The City less inclusive than Non-2SLGBTQIA+ Calgarians.**

- In comparison with Non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are less likely to agree The City fosters a city that is inclusive and accepting of all (61% vs. 71%) and more likely to disagree (18% vs. 8%).
- Just over two-in-five 2SLGBTQIA+ Calgarians (43%) agree The City delivers programs and services that remove barriers to participation for Calgarians who need it the most, which is significantly less than Non-2SLGBTQIA+ Calgarians (53%).

## **In general, 2SLGBTQIA+ Calgarians view The City's citizen input opportunities positively.**

- 2SLGBTQIA+ Calgarians are more likely than Non-2SLGBTQIA+ Calgarians to agree The City allows citizens to have meaningful input into decision-making (69% vs. 58%) and are less likely to disagree (31% vs. 42%).
- Similarly, 2SLGBTQIA+ Calgarians are more likely to indicate they are confident The City is working to improve how it includes citizen input into important decisions when compared with Non-2SLGBTQIA+ Calgarians (75% vs. 66%).

## **2SLGBTQIA+ Calgarians and Non-2SLGBTQIA+ Calgarians trust The City about equally.**

- Slightly under half of all Calgarians (49%) indicate they trust The City, (46% 2SLGBTQIA+ Calgarians vs. 49% Non-2SLGBTQIA+ Calgarians)

## **Calgarians who identify as 2SLGBTQIA+ are more satisfied with The City as a whole and with Council when compared to Non-2SLGBTQIA+ Calgarians.**

- When compared to Non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are more likely to be satisfied with The City of Calgary, including Council and Administration as a whole (81% vs. 70%) and less likely to be dissatisfied (19% vs. 30%).
- 2SLGBTQIA+ Calgarians are also more likely than Non-2SLGBTQIA+ Calgarians to be satisfied with City Council (74% vs. 61%) and are significantly less likely to be dissatisfied (26% vs. 39%).
- However, there is no significant difference in satisfaction with City Administration between 2SLGBTQIA+ Calgarians and Non-2SLGBTQIA+ Calgarians (84% vs. 78%).

## **2SLGBTQIA+ Calgarians place a higher importance on the environment than Non-2SLGBTQIA+ Calgarians and are also more critical of The City when it comes to the environment.**

- 2SLGBTQIA+ Calgarians are significantly less likely than Non-2SLGBTQIA+ Calgarians to be satisfied with The City's performance to protect the environment (66% vs. 79%) and are more likely to be dissatisfied (34% vs. 21%).
- Calgarians who identify as 2SLGBTQIA+ are also significantly more likely to agree we need to act now to address climate change when compared to Non-2SLGBTQIA+ Calgarians (86% vs. 63%). They are also much less likely to disagree (7% vs. 22%).
- However, 2SLGBTQIA+ Calgarians are much less likely than Non-2SLGBTQIA+ Calgarians to agree The City has programs and services aimed at helping Calgarians reduce their environmental impact (42% vs. 52%).

## **In general, 2SLGBTQIA+ Calgarians view The City's performance on Council focus areas more negatively than Non-2SLGBTQIA+ Calgarians.**

- 2SLGBTQIA+ Calgarians are less likely to agree The City is doing a good job working to build meaningful relationships with Indigenous partners when compared with Non-2SLGBTQIA+ Calgarians (66% vs. 83%) and much more likely to disagree (34% vs. 17%).
- Similarly, 2SLGBTQIA+ Calgarians (57%) are much less likely than Non-2SLGBTQIA+ Calgarians (72%) to agree The City is doing a good job working with local Indigenous communities when discussing downtown revitalization.
- 2SLGBTQIA+ Calgarians are less likely to agree The City is doing a good job working with other levels of government to address social issues such as mental health, when compared to Non-2SLGBTQIA+ Calgarians (54% vs. 64%).

## Key Findings: 2SLGBTQIA+

**Overall, 2SLGBTQIA+ Calgarians and Non-2SLGBTQIA+ Calgarians are satisfied about equally with the services and programs provided by The City with a few key exceptions.**

- Satisfaction with the overall level and quality of services and programs provide by The City is consistent across all Calgarians with two-thirds (66%) reporting they are satisfied (64% 2SLGBTQIA+ Calgarians vs. 67% Non-2SLGBTQIA+ Calgarians).
- 2SLGBTQIA+ Calgarians are less likely than Non-2SLGBTQIA+ Calgarians to be satisfied with protection from river flooding (87% vs. 94%), the Calgary Police Service (66% vs. 83%), 911 (73% vs. 83%), Calgary Transit (55% vs. 73%), and affordable housing for low-income families (32% vs. 56%).
- Conversely, 2SLGBTQIA+ Calgarians are more likely than Non-2SLGBTQIA+ Calgarians to be satisfied with animal control services (99% vs. 91%) and property tax assessment (89% vs. 72%).

**Reflecting their satisfaction scores, 2SLGBTQIA+ Calgarians and Non-2SLGBTQIA+ Calgarians are similar in their opinions about service investment, with some notable exceptions.**

- In comparison with Non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are more likely to want The City to ‘invest more’ in affordable housing for low-income families (92% vs. 73%), Calgary Transit (86% vs. 59%), and residential Blue Cart recycling (30% vs. 18%) and less likely to want to ‘invest more’ in the Calgary Police Service (40% vs. 54%).
- Similarly 2SLGBTQIA+ Calgarians are more likely than Non-2SLGBTQIA+ Calgarians to indicate The City should ‘invest less’ in the Calgary Police Service (32% vs. 8%) and spring road cleaning (12% vs. 5%) and are less likely to want to ‘invest less’ in on-street bikeways (15% vs. 36%).



## Detailed Findings





## Quality of Life

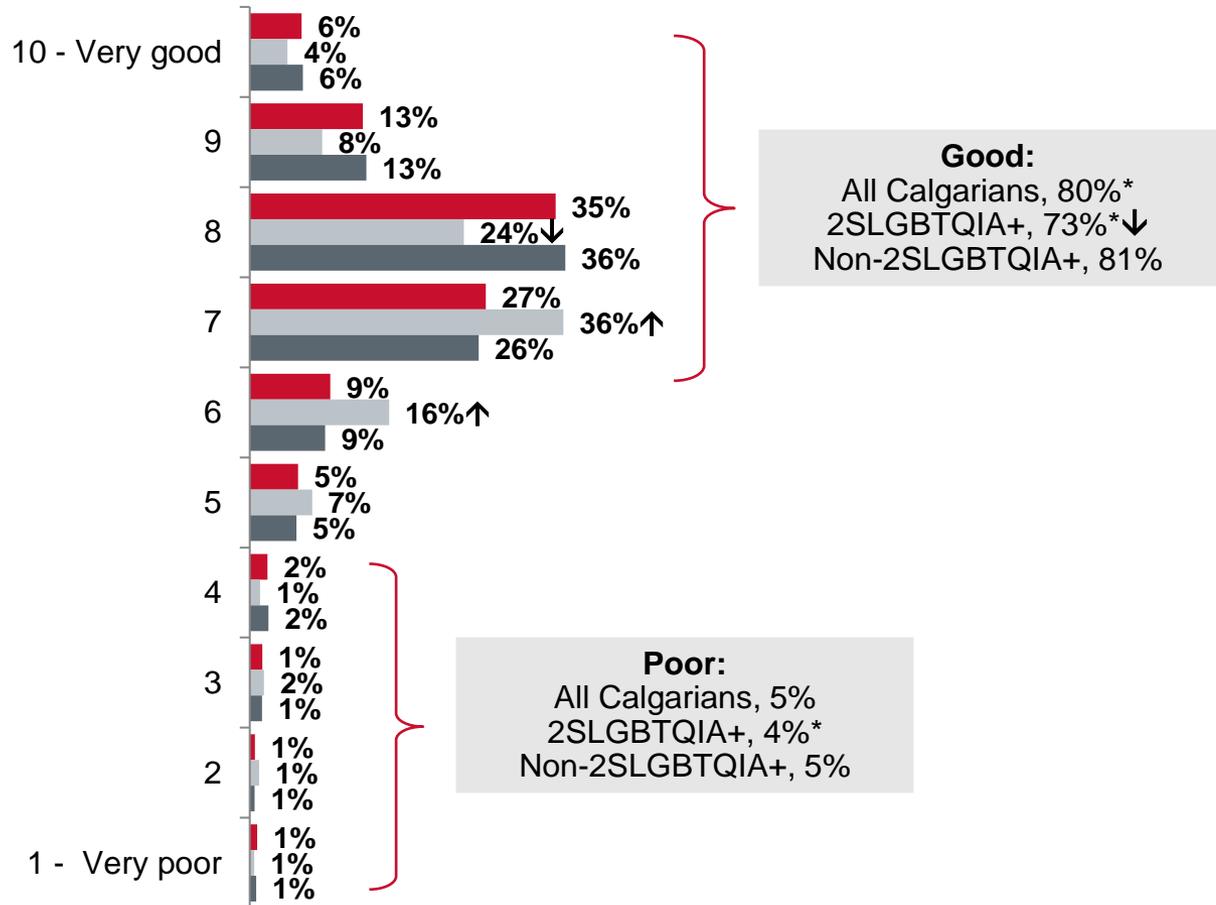




# Overall Quality of Life: 2SLGBTQIA+

2SLGBTQIA+ Calgarians are significantly less likely than Non-2SLGBTQIA+ Calgarians to rate the overall quality of life in The City of Calgary today as 'good' (73% vs. 81%).

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



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

Base: Valid respondents (All Calgarians, n=2,499; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,336)

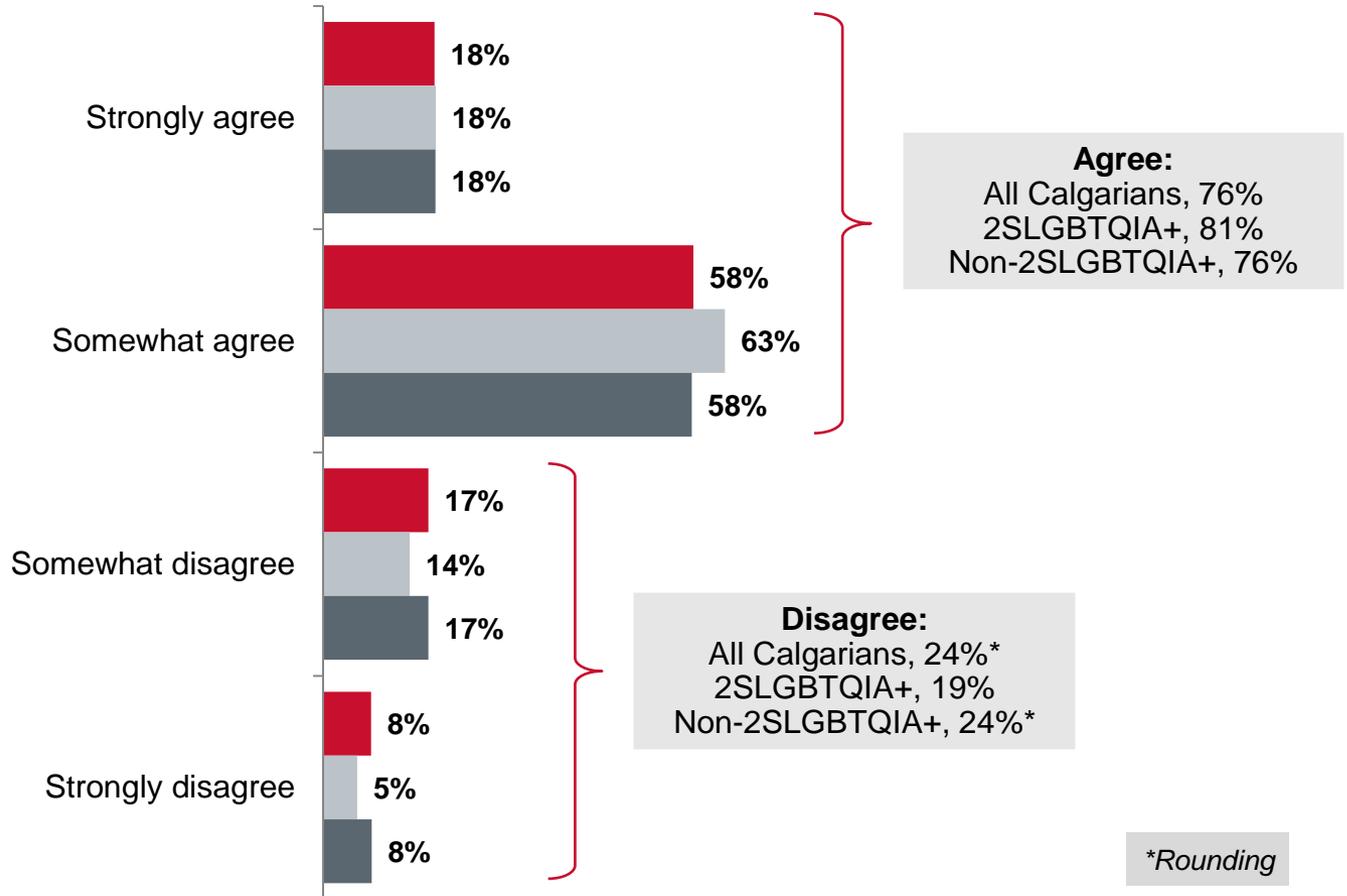
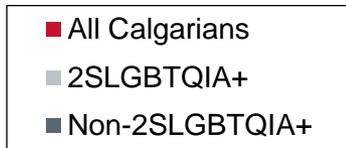
\*Rounding



# Calgary – Right Track to Being a Better City: 2SLGBTQIA+

About three-quarters (76%) of Calgarians agree Calgary is on the right track to be a better city 10 years from now, with no significant differences between 2SLGBTQIA+ Calgarians (81%) and Non-2SLGBTQIA+ Calgarians (76%).

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



There are a wide array of challenges facing the city of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.  
 Base: Valid respondents (All Calgarians, n=2,488; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,325)



## Inclusivity

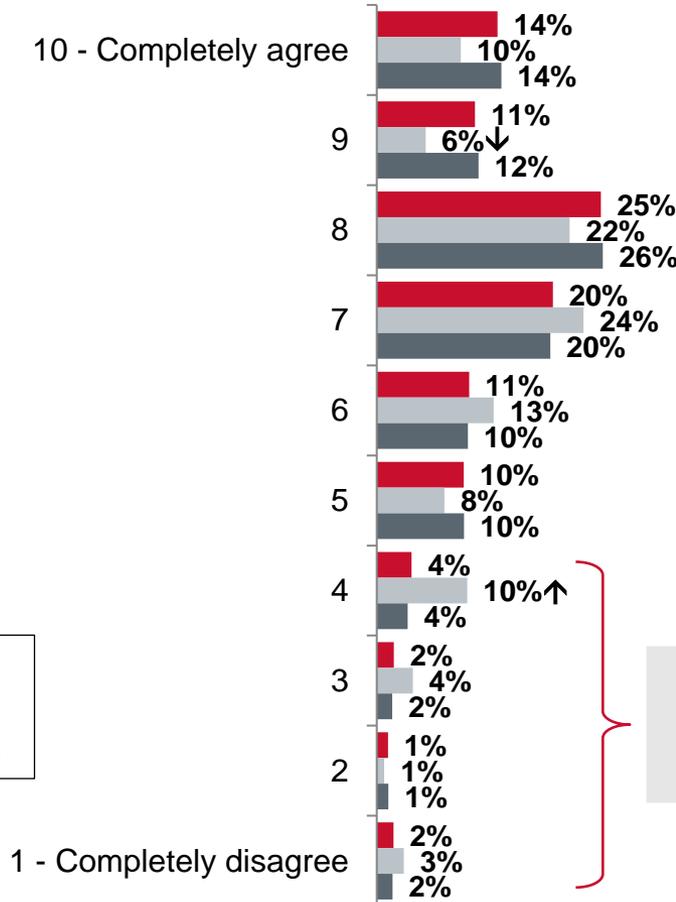




# Perceptions of Inclusion: 2SLGBTQIA+

When compared to Non-2SLGBTQIA+ Calgaryans, 2SLGBTQIA+ Calgaryans are less likely to agree The City of Calgary fosters a city that is inclusive and accepting of all (61% vs. 71%) and more likely to disagree (18% vs. 8%).

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



**Agree:**  
 All Calgaryans, 70%  
 2SLGBTQIA+, 61%\*↓  
 Non-2SLGBTQIA+, 71%\*

**Disagree:**  
 All Calgaryans, 9%  
 2SLGBTQIA+, 18%↑  
 Non-2SLGBTQIA+, 8%\*

Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from "1" to "10", where "1" is "completely disagree" and "10" is "completely agree".  
 Base: Valid respondents (All Calgaryans, n=2,477; 2SLGBTQIA+, n=130; Non-2SLGBTQIA+, n=2,316)

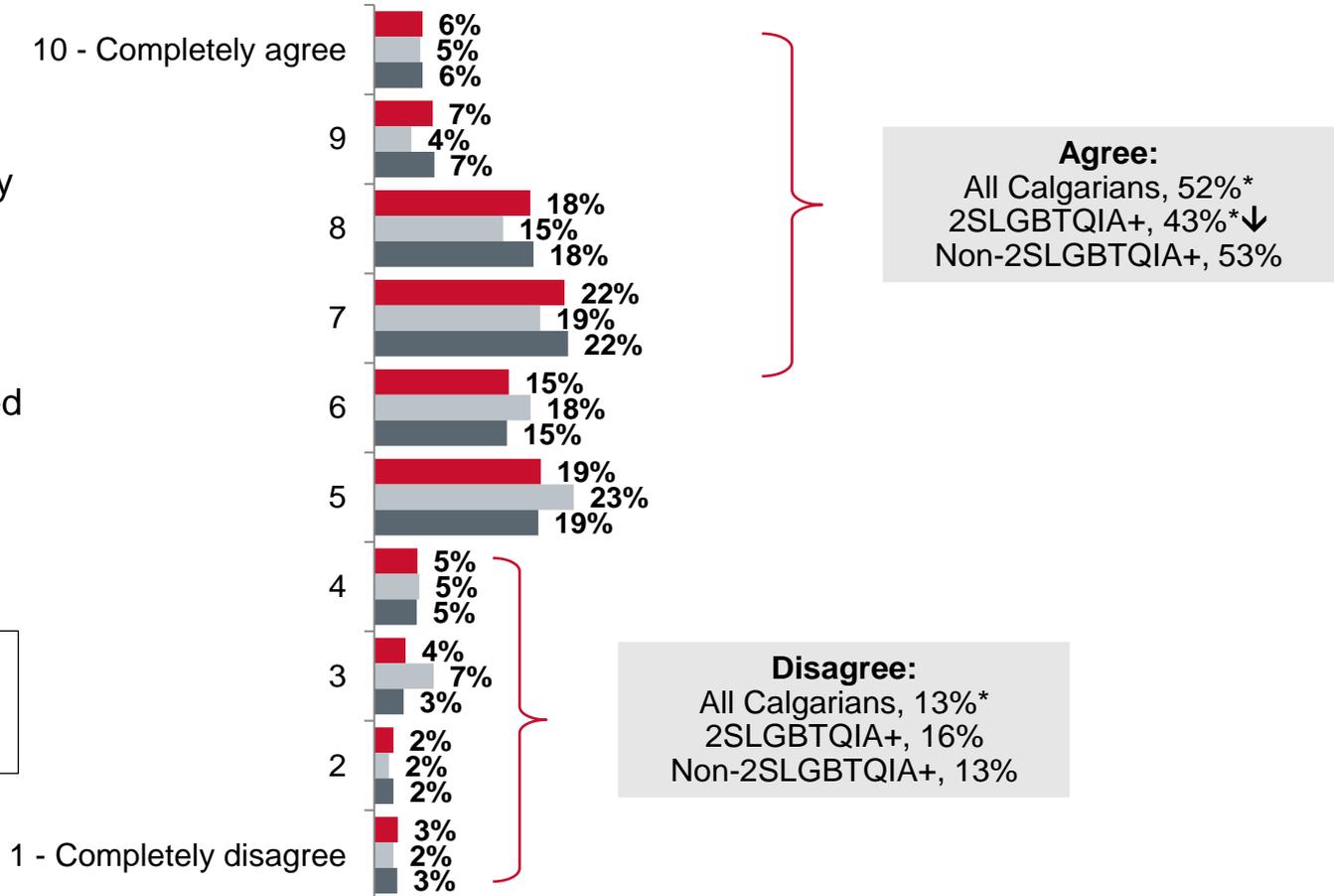
\*Rounding



# Perceptions of Removing Barriers: 2SLGBTQIA+

Just over two-in-five 2SLGBTQIA+ Calgarians (43%) agree The City delivers programs and services that remove barriers to participation for Calgarians who need it the most, which is significantly less than Non-2SLGBTQIA+ Calgarians (53%).

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



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

Base: Valid respondents (All Calgarians, n=2,417; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,256)

\*Rounding



## Citizen Input

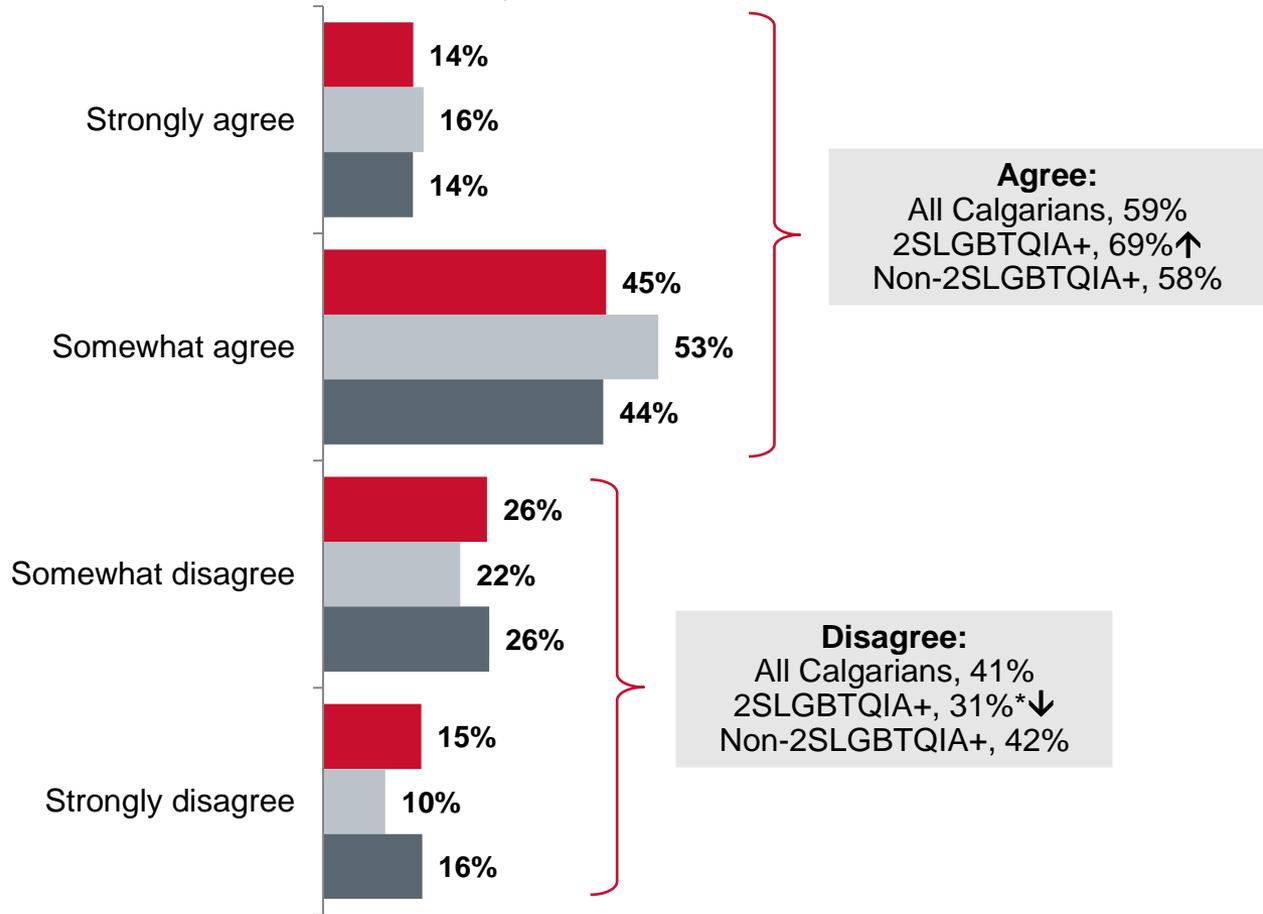




# Perceptions of Citizen Input – Opportunities: 2SLGBTQIA+

2SLGBTQIA+ Calgarians agree The City allows citizens to have meaningful input into decision-making at a higher rate than 2SLGBTQIA+ Calgarians (69% vs. 58%). They are also less likely to disagree (31% vs. 42%).

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



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.  
Base: Valid respondents (All Calgarians, n=2,466; 2SLGBTQIA+, n=130; Non-2SLGBTQIA+, n=2,306)

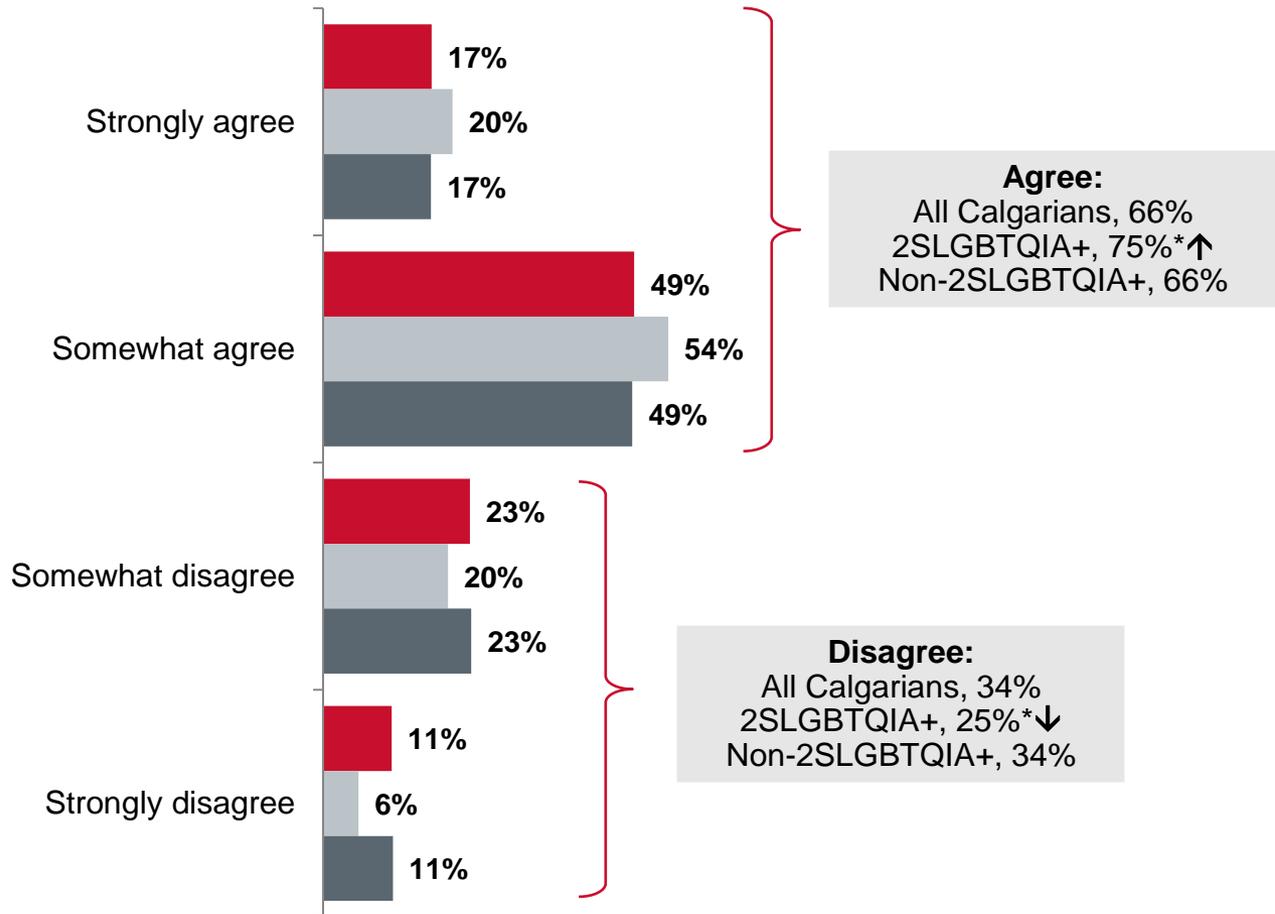
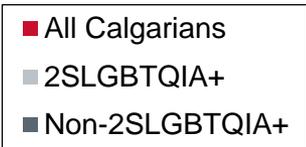
\*Rounding



# Perceptions of Citizen Input – Improvement: 2SLGBTQIA+

2SLGBTQIA+ Calgarians are more likely than Non-2SLGBTQIA+ Calgarians to report they are confident The City is working to improve how it includes citizen input into important decisions (75% vs. 66%).

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



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

Base: Valid respondents (All Calgarians, n=2,487; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,325)

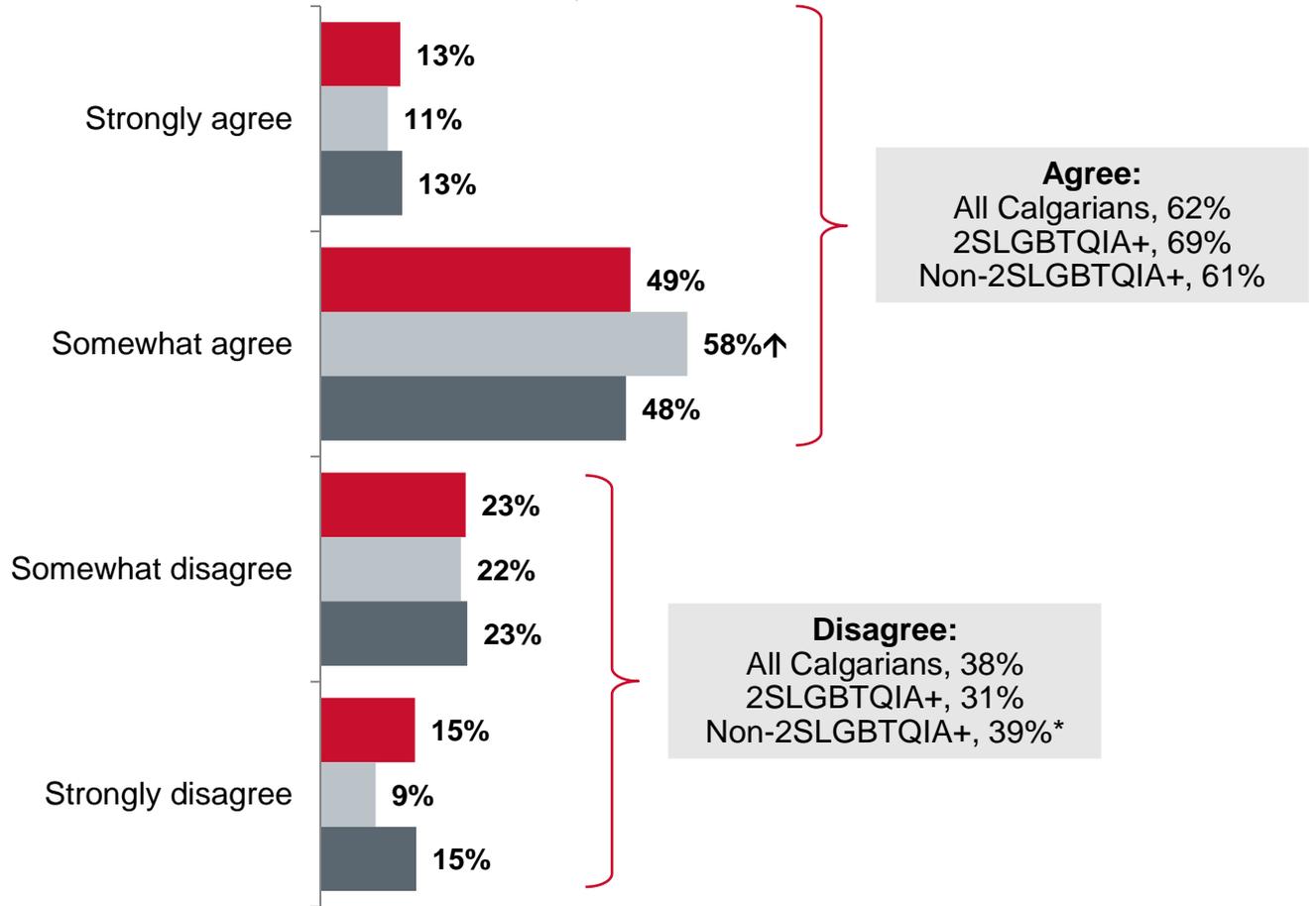
\*Rounding



# Perceptions of Use of Citizen Input: 2SLGBTQIA+

About two-thirds of Calgarians, regardless of sexual orientation or gender identity, agree The City uses input from Calgarians in decision-making about City projects and services (69% 2SLGBTQIA+ vs. 61% Non-2SLGBTQIA+).

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



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.  
Base: Valid respondents (All Calgarians, n=2,454; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,294)

\*Rounding



## City Reputation and Performance

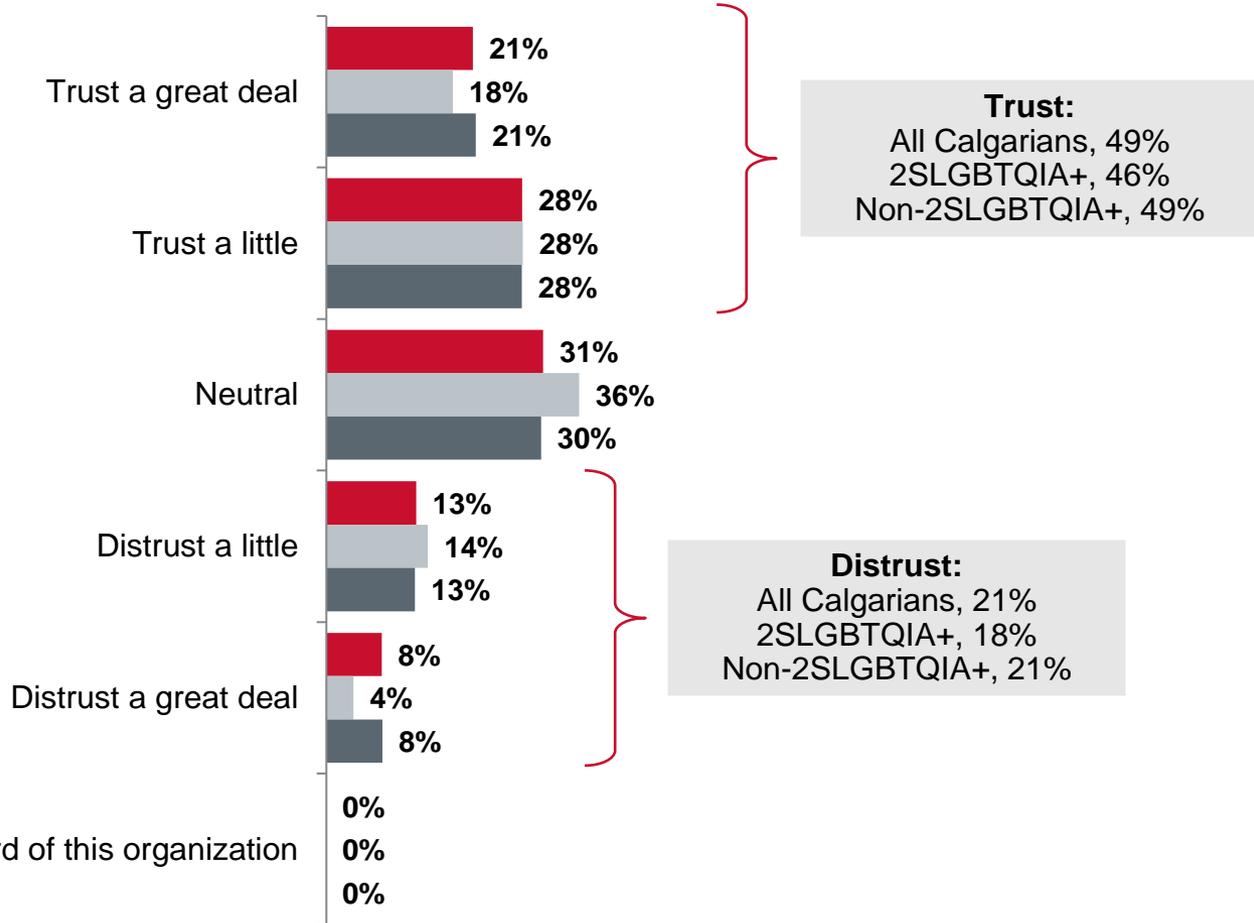




# Trust in The City: 2SLGBTQIA+

Both 2SLGBTQIA+ Calgarians and Non-2SLGBTQIA+ Calgarians trust The City at about the same rate (46% vs. 49%).

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



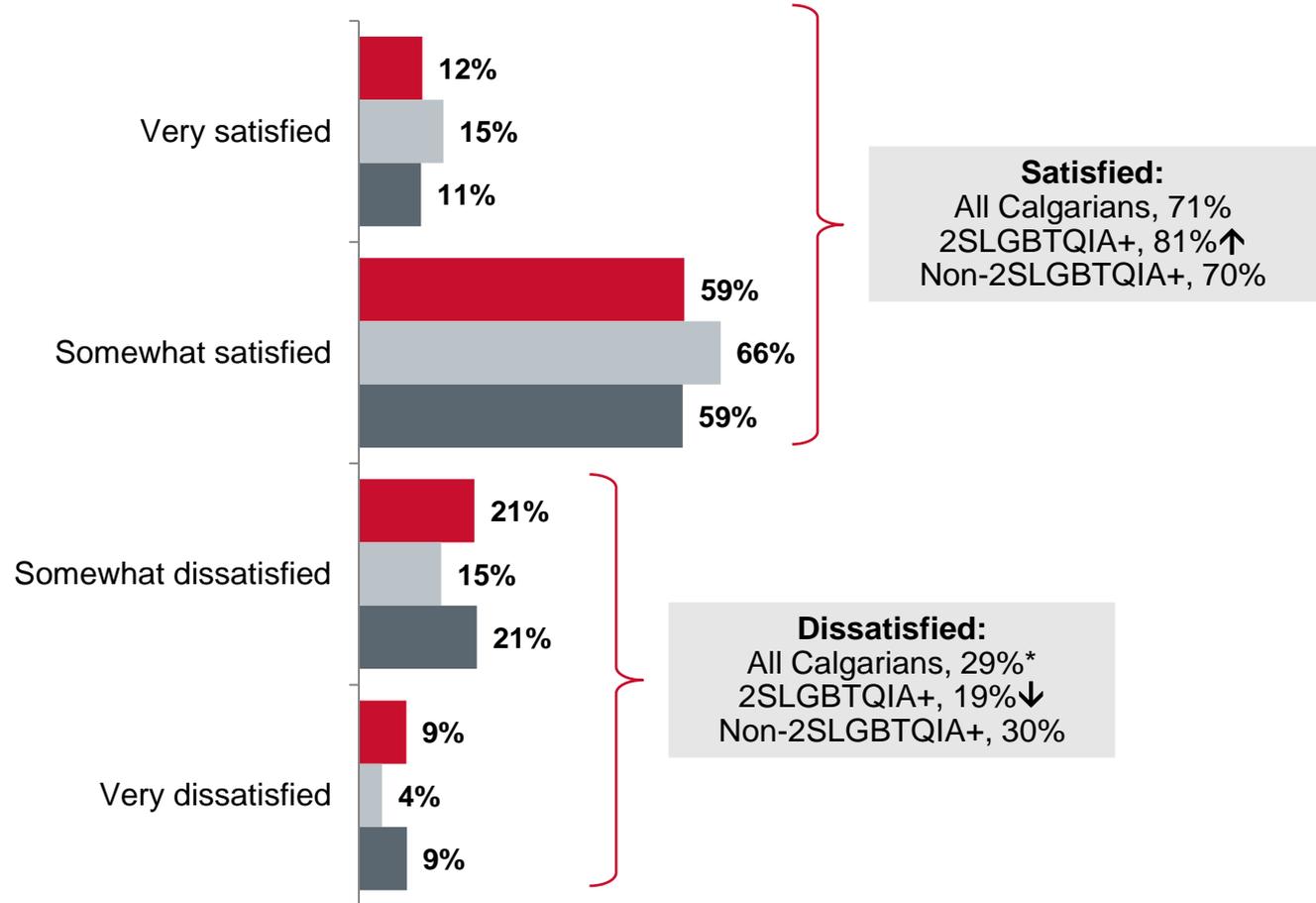
Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?  
 Base: Valid respondents (All Calgarians, n=2,494; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,338)



# Perceptions About City Performance: 2SLGBTQIA+

When compared to Non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are more likely to be satisfied with The City of Calgary, including Council and Administration as a whole (81% vs. 70%) and less likely to be dissatisfied (19% vs. 30%).

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



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

Base: Valid respondents (All Calgarians, n=2,497; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,335)

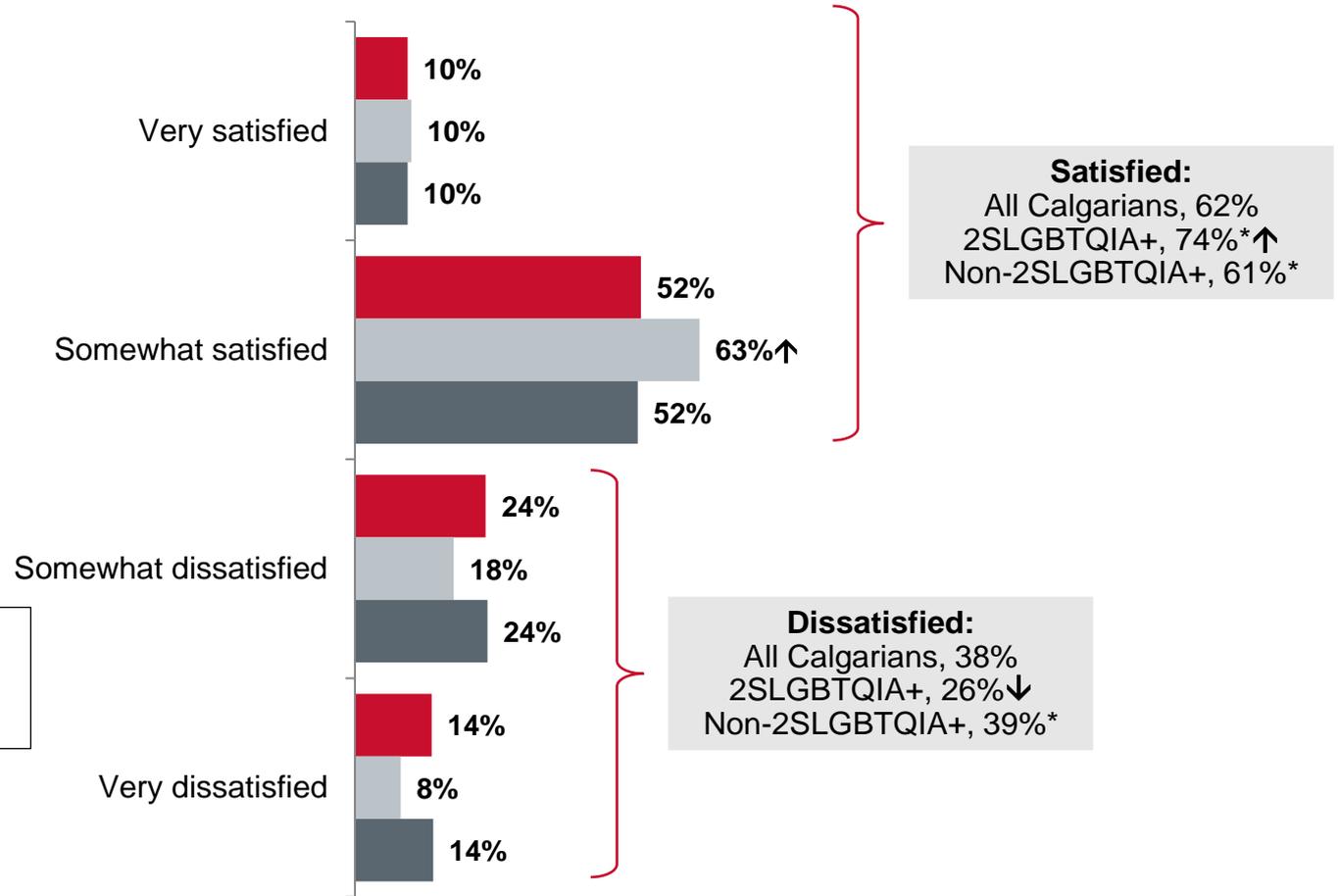
\*Rounding



# Perceptions About City Performance: 2SLGBTQIA+ (cont.)

2SLGBTQIA+ Calgarians are also more likely than Non-2SLGBTQIA+ Calgarians to be satisfied with City Council (74% vs. 61%) and are significantly less likely to be dissatisfied (26% vs. 39%).

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



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

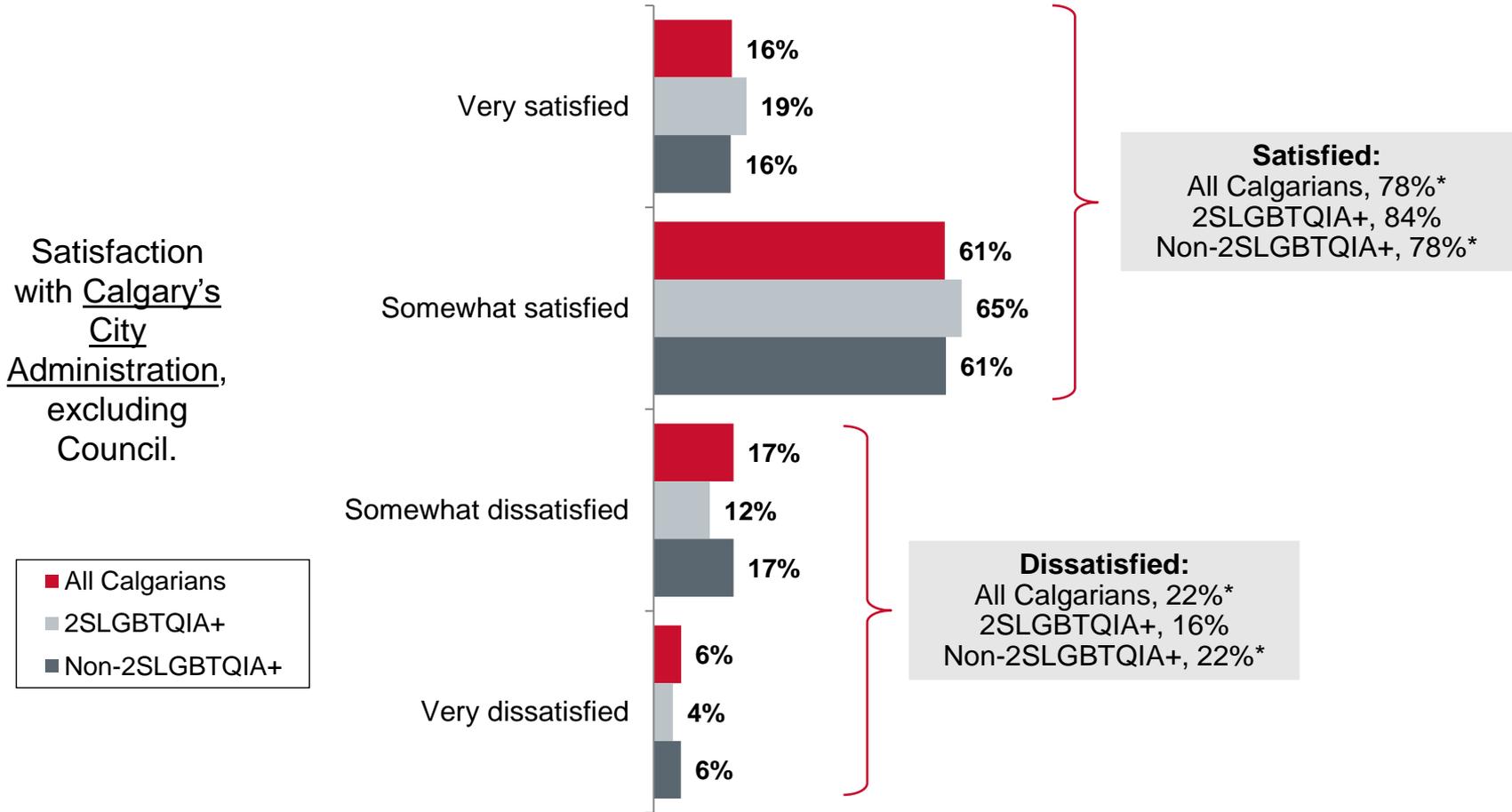
Base: Valid respondents (All Calgarians, n=2,478; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,317)

\*Rounding



# Perceptions About City Performance: 2SLGBTQIA+ (cont.)

There is no significant difference in satisfaction with City Administration between 2SLGBTQIA+ Calgarians (84%) and Non-2SLGBTQIA+ Calgarians (78%).



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

Base: Valid respondents (All Calgarians, n=2,481; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,319)

\*Rounding



## The Environment

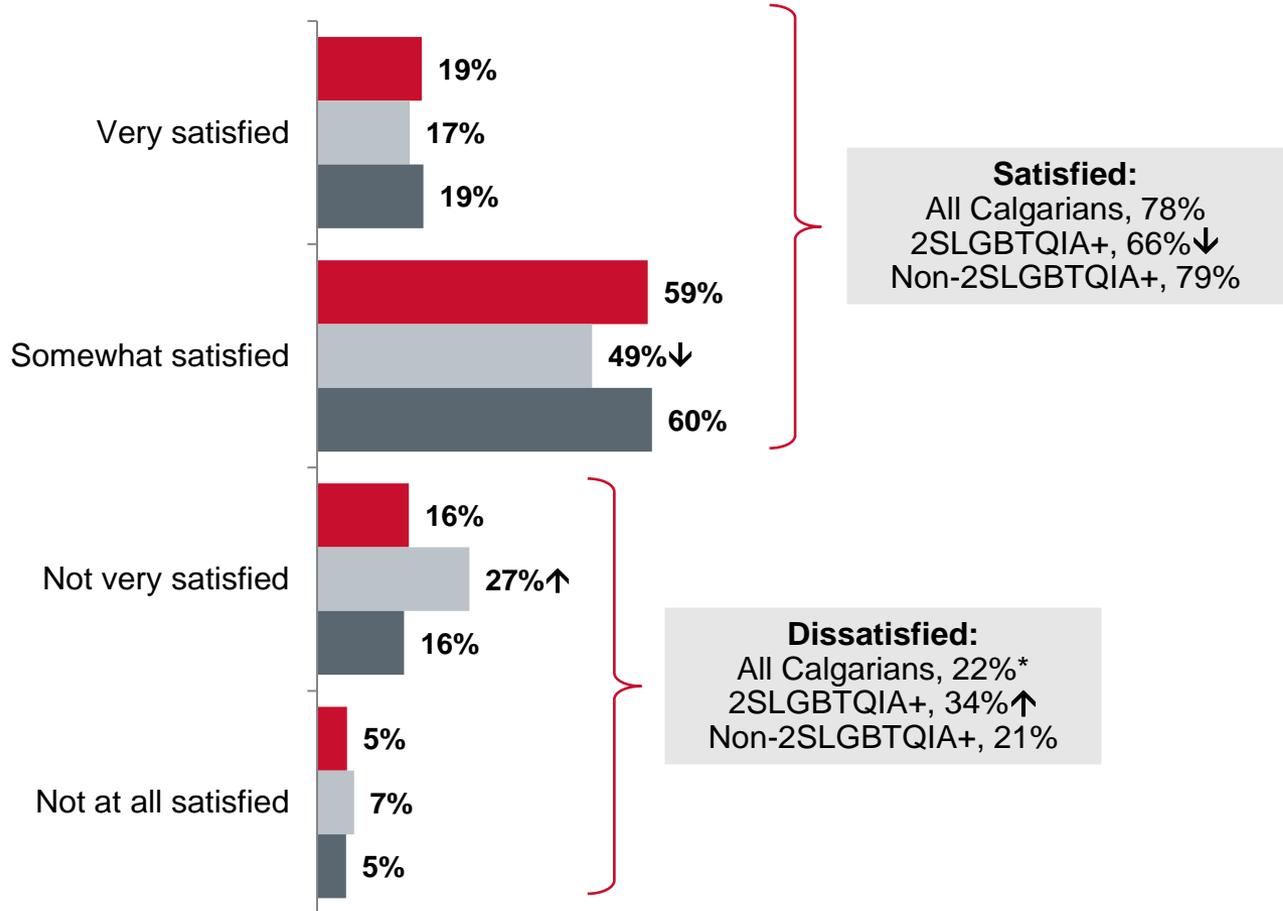
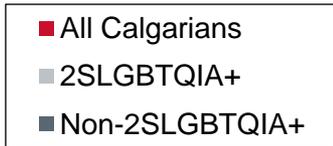




# Perceptions About Environment: 2SLGBTQIA+

2SLGBTQIA+ Calgarians are significantly less likely than Non-2SLGBTQIA+ Calgarians to be satisfied with The City's performance to protect the environment (66% vs. 79%) and are more likely to be dissatisfied (34% vs. 21%).

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



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

Base: Valid respondents (All Calgarians, n=2,463; 2SLGBTQIA+, n=130; Non-2SLGBTQIA+, n=2,306)

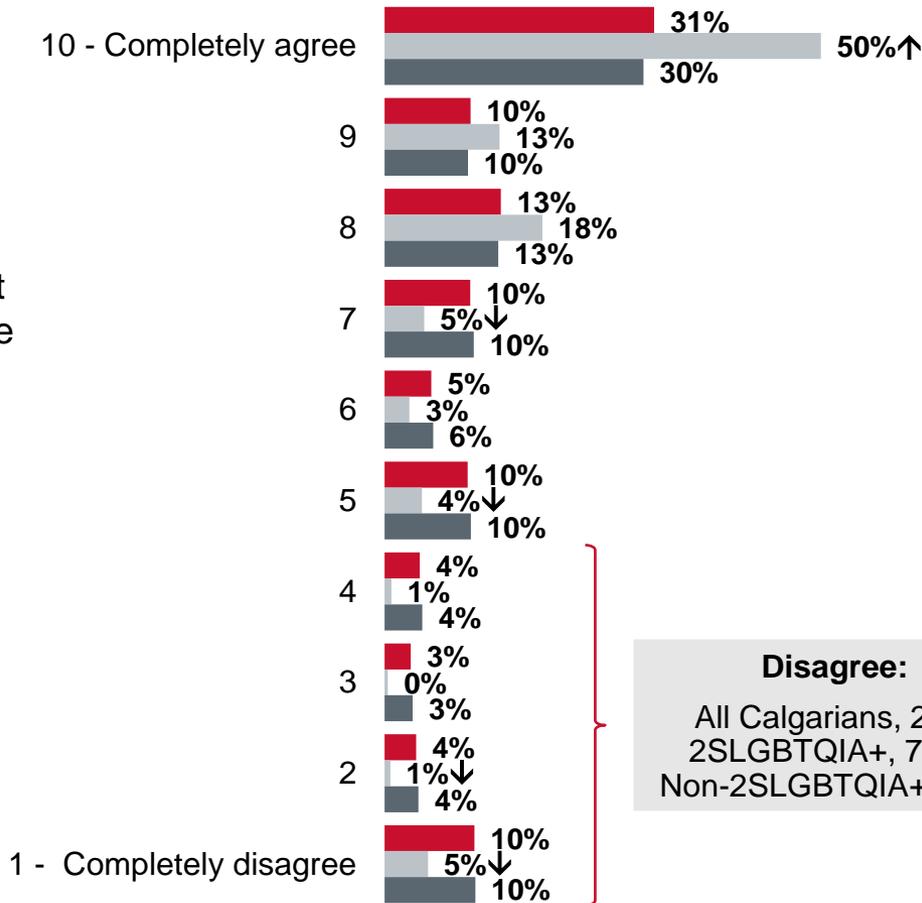
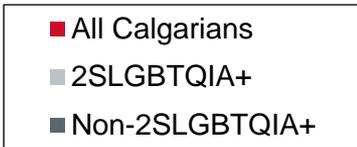
\*Rounding



# We Need to Act Now to Address Climate Change: 2SLGBTQIA+

Calgarians who identify as 2SLGBTQIA+ are significantly more likely to agree we need to act now to address climate change when compared to Non-2SLGBTQIA+ Calgarians (86% vs. 63%). They are also much less likely to disagree (7% vs. 22%).

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



**Agree:**  
 All Calgarians, 78%  
 2SLGBTQIA+, 86%↑  
 Non-2SLGBTQIA+, 63%

**Disagree:**  
 All Calgarians, 21%  
 2SLGBTQIA+, 7%↓  
 Non-2SLGBTQIA+, 22%

\*Rounding

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

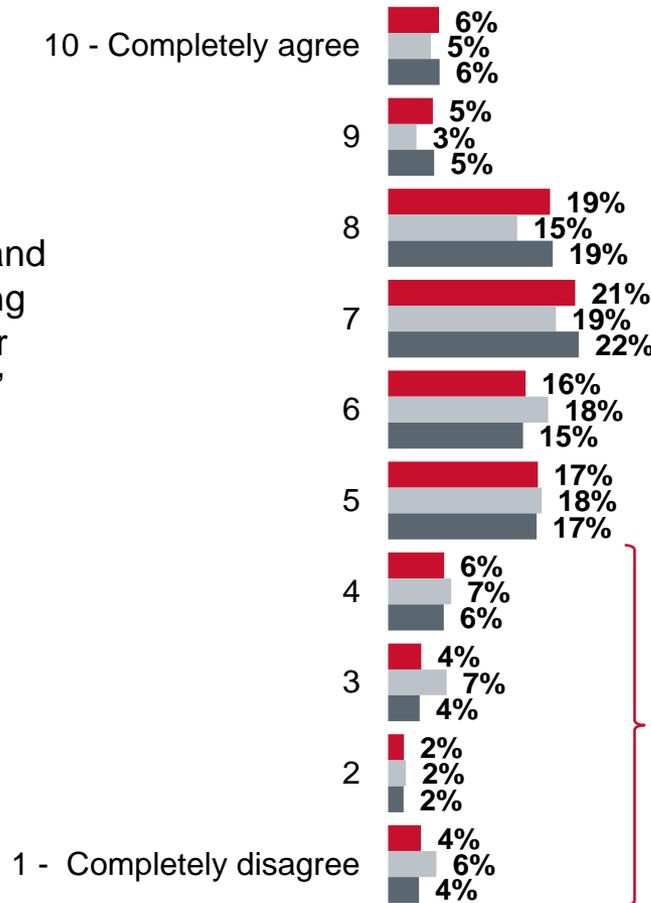
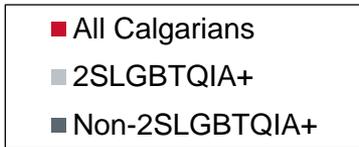
Base: Valid respondents (All Calgarians, n=2,493; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,332)



# Programs and Services to Reduce Environmental Impact: 2SLGBTQIA+

2SLGBTQIA+ Calgarians are much less likely than Non-2SLGBTQIA+ Calgarians to agree The City has programs and services aimed at helping Calgarians reduce their environmental impact (42% vs. 52%).

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



**Agree:**  
 All Calgarians, 51%  
 2SLGBTQIA+, 42%↓  
 Non-2SLGBTQIA+, 52%

**Disagree:**  
 All Calgarians, 16%  
 2SLGBTQIA+, 22%  
 Non-2SLGBTQIA+, 15%

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

Base: Valid respondents (All Calgarians, n=2,493; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,332)

\*Rounding



## Council Focus Areas

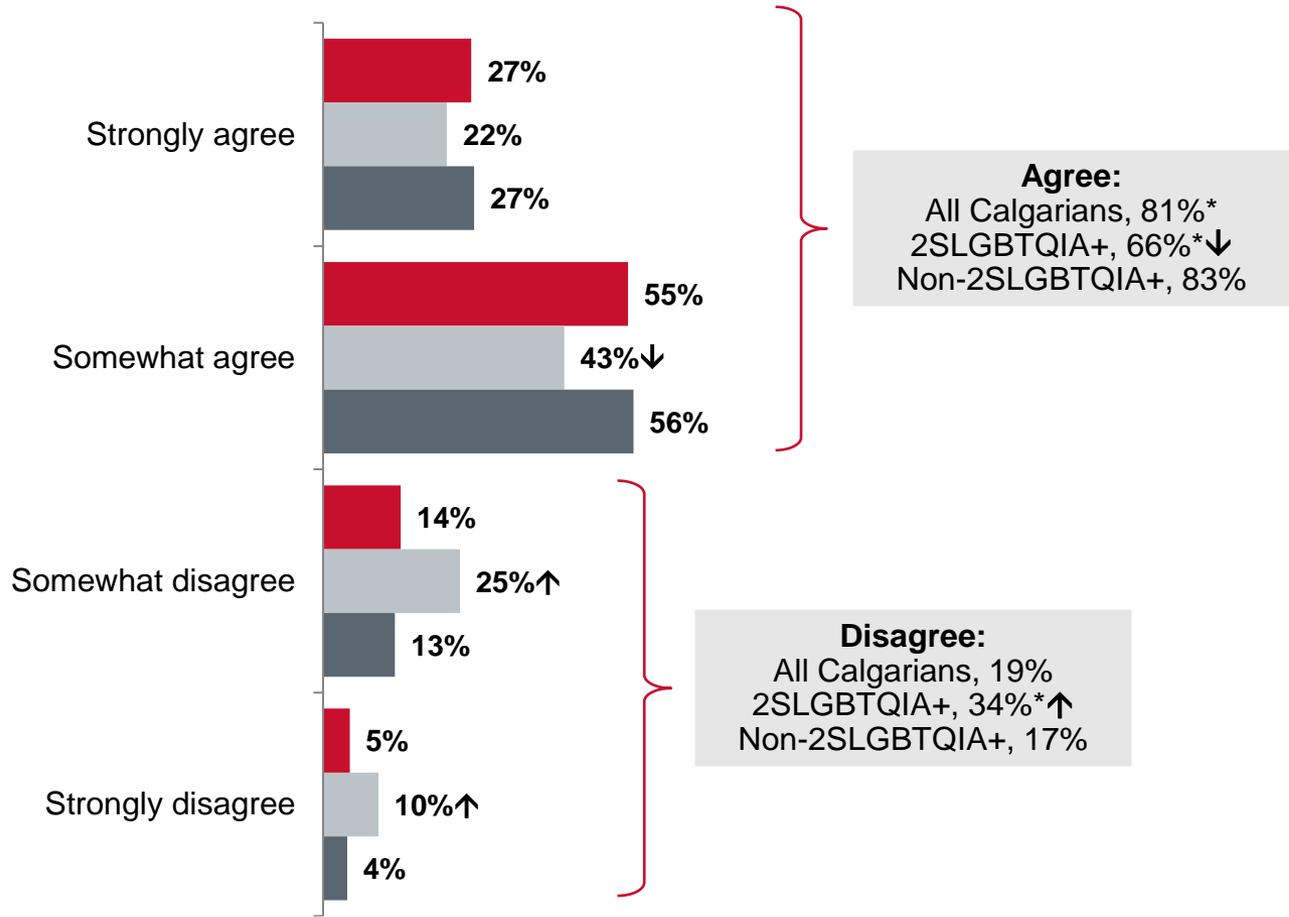




# Indigenous Relations: 2SLGBTQIA+

In comparison with Non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are less likely to agree The City is doing a good job working to build meaningful relationships with Indigenous partners (66% vs. 83%) and much more likely to disagree (34% vs. 17%).

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



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?  
 Base: Valid respondents (All Calgarians, n=2,421; 2SLGBTQIA+, n=129; Non-2SLGBTQIA+, n=2,265)

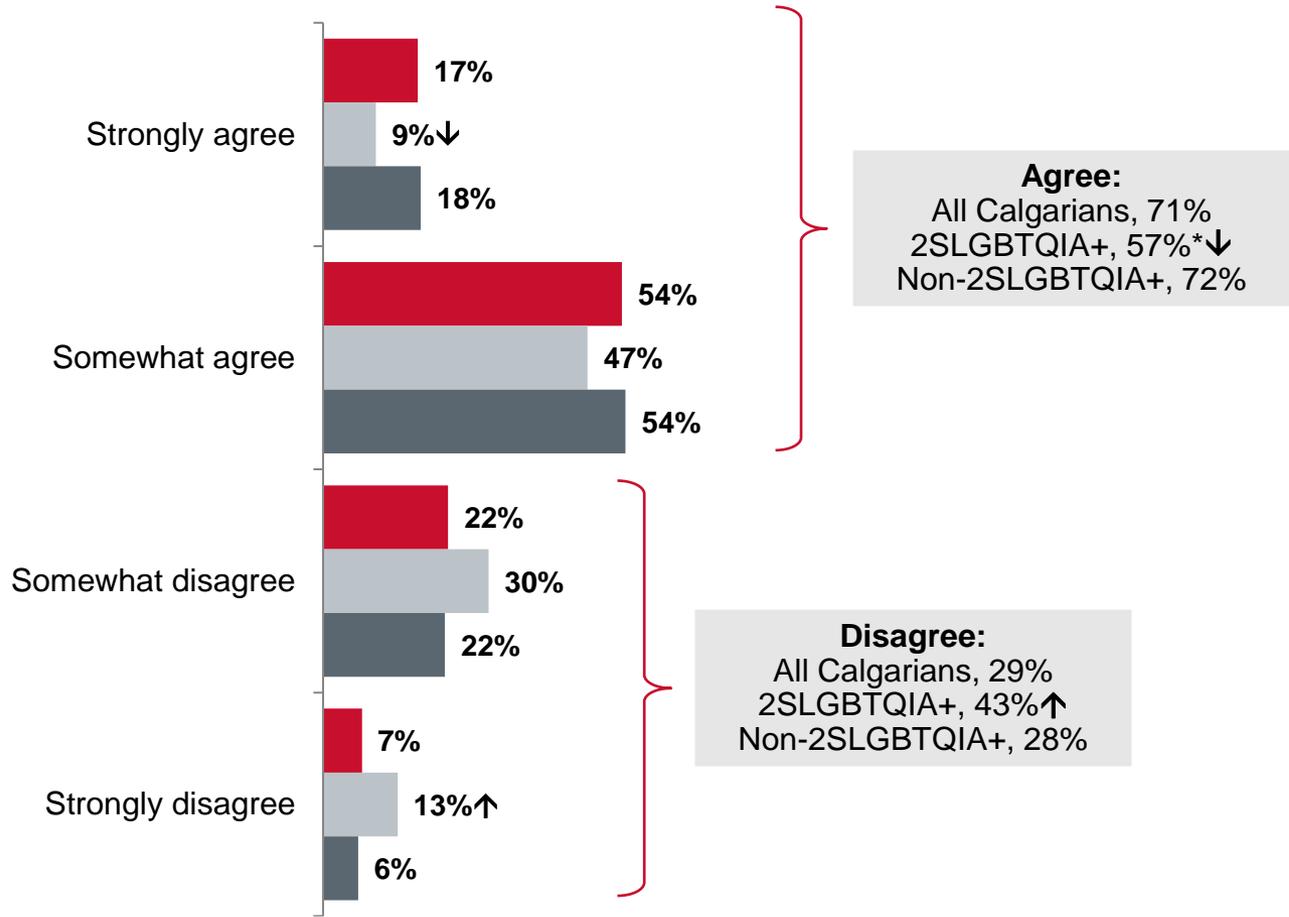
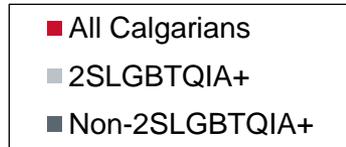
\*Rounding



# Indigenous Communities and Downtown Revitalization: 2SLGBTQIA+

2SLGBTQIA+ Calgarians (57%) are much less likely than Non-2SLGBTQIA+ Calgarians (72%) to agree The City is doing a good job working with local Indigenous communities when discussing downtown revitalization. They are also less likely to 'strongly agree' (9% vs. 18%).

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



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?  
 Base: Valid respondents (All Calgarians, n=2,286; 2SLGBTQIA+, n=124; Non-2SLGBTQIA+, n=2,137)

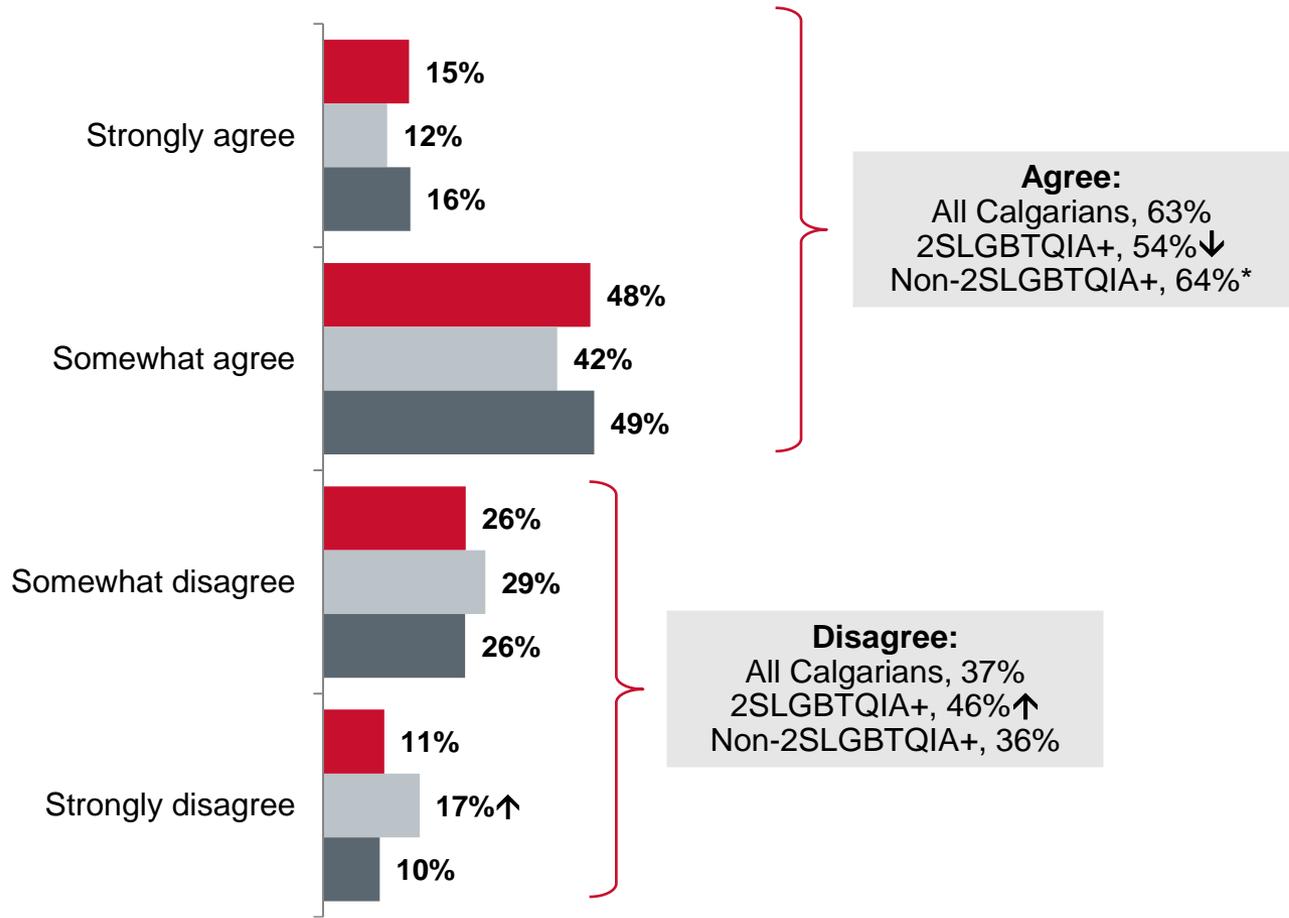
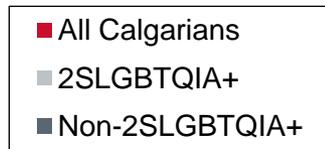
\*Rounding



# Working with Government to Address Social Issues: 2SLGBTQIA+

2SLGBTQIA+ Calgarians are less likely to agree The City is doing a good job working with other levels of government to address social issues such as mental health, when compared to Non-2SLGBTQIA+ Calgarians (54% vs. 64%).

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



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?  
 Base: Valid respondents (All Calgarians, n=2,442; 2SLGBTQIA+, n=129; Non-2SLGBTQIA+, n=2,286)

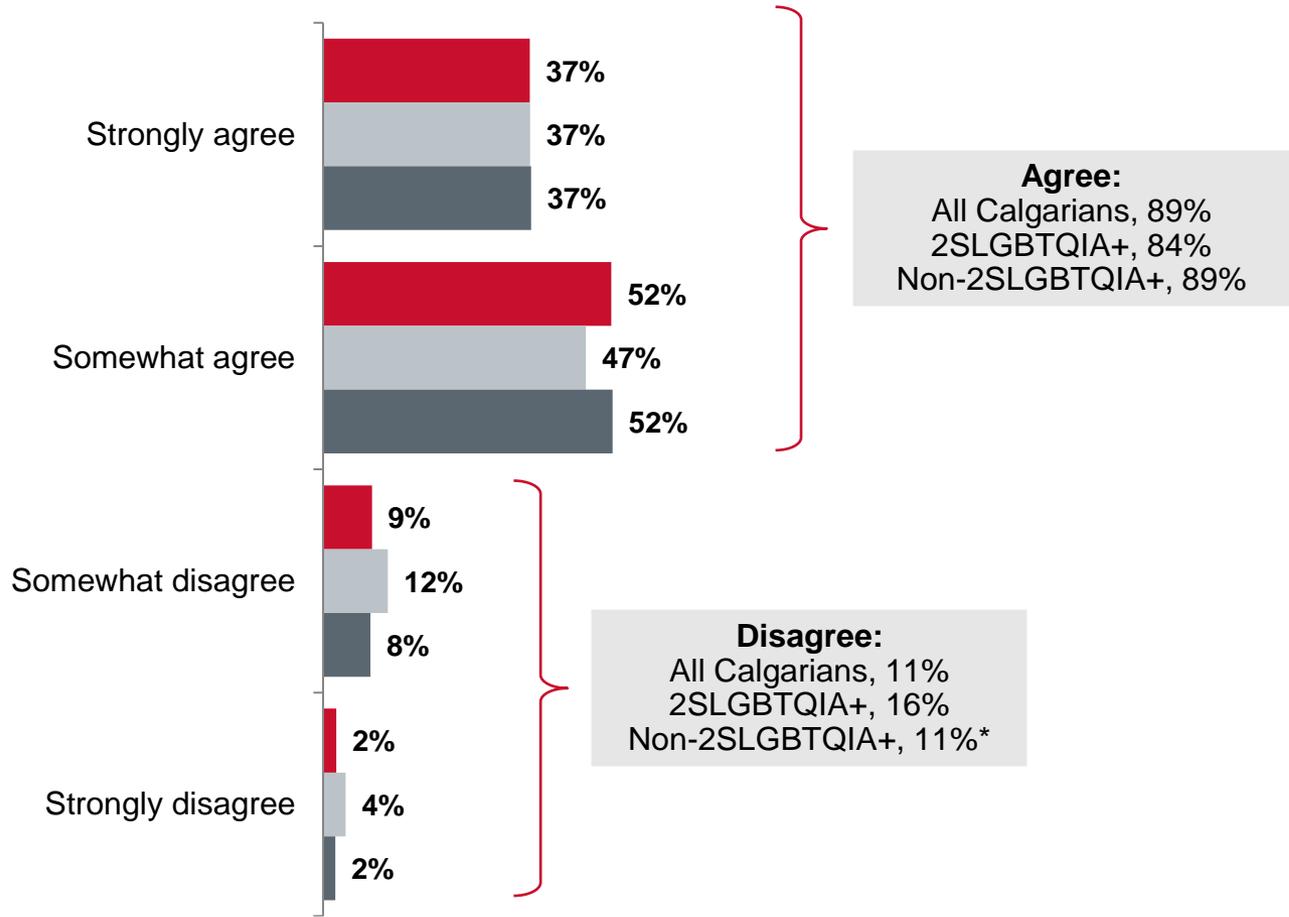
\*Rounding



# Celebrating Culture, History, and Diversity: 2SLGBTQIA+

A majority of Calgarians (89%), regardless of sexual orientation or gender identity, agree The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (84% 2SLGBTQIA+ Calgarians vs. 89% Non-2SLGBTQIA+ Calgarians).

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



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?  
 Base: Valid respondents (All Calgarians, n=2,488; 2SLGBTQIA+, n=131; Non-2SLGBTQIA+, n=2,328)

\*Rounding



## Service Equity

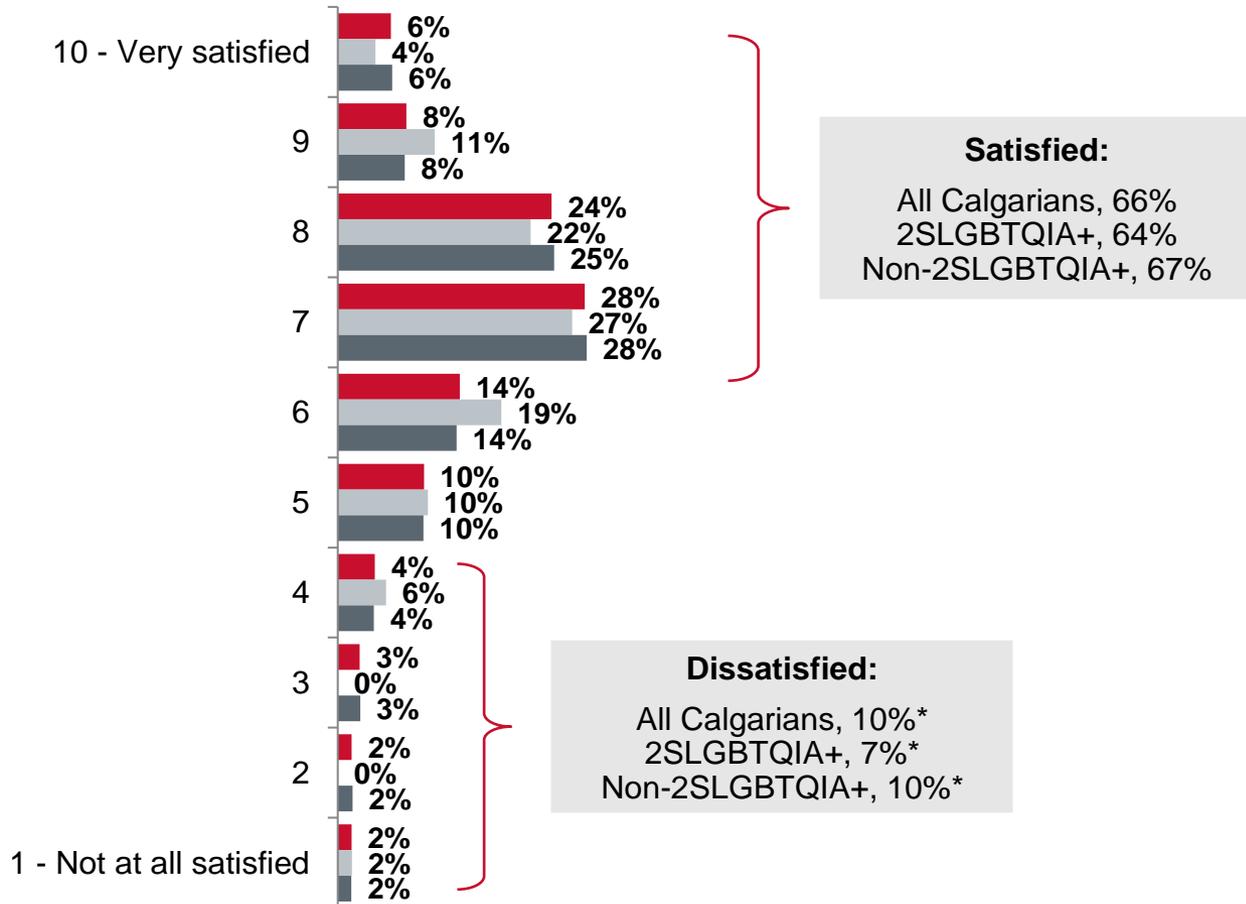
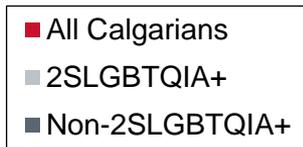




# Satisfaction with the Overall Level and Quality of City Services and Programs: 2SLGBTQIA+

Satisfaction with the overall level and quality of services and programs provide by The City is consistent across all Calgarians with two-thirds (66%) reporting they are satisfied (64% 2SLGBTQIA+ Calgarians vs. 67% Non-2SLGBTQIA+ Calgarians)

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



On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?  
 Base: Valid respondents (All Calgarians, n=2,489; 2SLGBTQIA+, n=130; Non-2SLGBTQIA+, n=2,327)

\*Rounding



# Satisfaction with City Programs and Services: 2SLGBTQIA+

2SLGBTQIA+ Calgarians are less likely than Non-2SLGBTQIA+ Calgarians to be satisfied with protection from river flooding (87% vs. 94%) but more likely to be satisfied with animal control services for stray animals and pet licensing (99% vs. 91%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Calgary Fire Department	98%	98%	98%
Calgary's pathway system	93%	95%	93%
Protection from river flooding	93%	87%↓	94%↑
Disaster planning and response	93%	93%	93%
Residential Blue Cart recycling	93%	91%	93%
The quality of drinking water	93%	92%	93%
Calgary's parks, playgrounds and other open spaces	93%	97%	92%
Residential Green Cart service	92%	92%	92%
Animal control services for stray animals and pet licensing	91%	99%↑	91%↓
Spring road cleaning	90%	87%	91%
Residential garbage collection service	90%	95%	89%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	89%	94%	89%

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

↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with City Programs and Services: 2SLGBTQIA+

When compared to Non-2SLGBTQIA+ Calgarians, those who identify as 2SLGBTQIA+ are less likely to be satisfied with the Calgary Police Service (66% vs. 83%) or with 911 (73% vs. 83%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
311 service	89%	88%	89%
Business licenses and inspections	88%	90%	88%
Support for arts and culture including festivals	87%	89%	87%
Community services such as support for community associations and not for profit groups	87%	87%	87%
City operated recreation PROGRAMS such as swimming lessons	87%	91%	86%
City operated roads and infrastructure	85%	84%	85%
Bylaw services for things such as noise complaints, fire pits and weeds	84%	83%	84%
Development and building inspections and permits	83%	85%	83%
Calgary Police Service	82%	66%↓	83%↑
911	82%	73%↓	83%↑
City of Calgary website	82%	76%	83%
Social programs for individuals such as seniors or youth	80%	77%	80%

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

↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with City Programs and Services: 2SLGBTQIA+

2SLGBTQIA+ Calgarians are much less likely than Non-2SLGBTQIA+ Calgarians to be satisfied with affordable housing (32% vs. 56%), the lowest satisfaction score among the 2SLGBTQIA+ group, and Calgary Transit (55% vs. 73%), and are more likely to be satisfied with property tax assessment (89% vs. 72%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Transportation planning	80%	73%	80%
Traffic flow management	75%	79%	75%
Snow removal	74%	71%	74%
City land use planning	74%	78%	74%
Property tax assessment	73%	89%↑	72%↓
Calgary Transit including bus and CTrain service	72%	55%↓	73%↑
City growth management	72%	73%	72%
Road maintenance including pothole repairs	70%	77%	69%
Downtown revitalization	67%	68%	67%
On-street bikeways	66%	64%	66%
Affordable housing for low-income families	54%	32%↓	56%↑

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

↑/↓ Statistically higher/lower than comparable subgroup



# Invest More: 2SLGBTQIA+

Reflecting their satisfaction scores, 2SLGBTQIA+ Calgarians are more likely to indicate The City should ‘invest more’ in affordable housing (92% vs. 73%) and Calgary Transit (86% vs. 56%) when compared to Non-2SLGBTQIA+ Calgarians, and less likely to want to ‘invest more’ in the Calgary Police Service (40% vs. 54%).

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Affordable housing for low-income families	74%	92%↑	73%↓
Social programs for individuals such as seniors or youth	70%	79%	69%
Calgary Transit including bus and CTrain service	61%	86%↑	59%↓
911	59%	71%	59%
Snow removal	55%	61%	55%
Road maintenance including pothole repairs	55%	43%	55%
Calgary Police Service	53%	40%↓	54%↑
Transportation planning	49%	57%	48%
City operated roads and infrastructure	47%	53%	47%
Downtown revitalization	47%	55%	46%
Calgary's parks, playgrounds and other open spaces	47%	40%	47%
Traffic flow management	46%	44%	46%

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

↑/↓ Statistically higher/lower than comparable subgroup



# Invest More: 2SLGBTQIA+

There is no statistically significant difference between 2SLGBTQIA+ Calgarians and Non-2SLGBTQIA+ Calgarians in the desire to 'invest more' across most services.

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Calgary Fire Department	44%	51%	44%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	43%	38%	44%
City operated recreation PROGRAMS such as swimming lessons	41%	40%	42%
Community services such as support for community associations and not for profit groups	41%	45%	41%
Calgary's pathway system	39%	40%	38%
City land use planning	37%	28%	37%
City growth management	37%	32%	37%
Disaster planning and response	33%	34%	33%
311 service	32%	35%	31%
The quality of drinking water	31%	28%	31%
Development and building inspections and permits	31%	32%	31%
Protection from river flooding	30%	38%	29%

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

Base: Bases vary

# Invest More: 2SLGBTQIA+

2SLGBTQIA+ Calgarians indicate The City should ‘invest more’ in residential Blue Cart recycling at a higher rate than Non-2SLGBTQIA+ Calgarians (30% vs. 18%).

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Support for arts and culture including festivals	28%	34%	28%
On-street bikeways	26%	35%	25%
City of Calgary website	25%	20%	26%
Business licenses and inspections	25%	27%	25%
Bylaw services for things such as noise complaints, fire pits and weeds	23%	23%	23%
Residential garbage collection service	22%	13%	22%
Property tax assessment	21%	15%	21%
Spring road cleaning	21%	23%	21%
Residential Blue Cart recycling	19%	30%↑	18%↓
Animal control services for stray animals and pet licensing	17%	15%	17%
Residential Green Cart service	15%	20%	14%

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

↑/↓ Statistically higher/lower than comparable subgroup

# Invest Less: 2SLGBTQIA+

Calgarians who identify as 2SLGBTQIA+ are less likely to indicate The City should ‘invest less’ in on-street bikeways when compared with Non-2SLGBTQIA+ residents (15% vs. 36%) and are much more likely to report The City should ‘invest less’ in the Calgary Police Service (32% vs. 8%).

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
On-street bikeways	35%	15%↓	36%↑
Downtown revitalization	15%	9%	15%
Property tax assessment	14%	12%	15%
Support for arts and culture including festivals	14%	7%	14%
City growth management	14%	16%	14%
Bylaw services for things such as noise complaints, fire pits and weeds	13%	21%	13%
Residential Green Cart service	12%	7%	12%
Calgary Police Service	10%	32%↑	8%↓
Animal control services for stray animals and pet licensing	9%	4%	10%
Residential Blue Cart recycling	8%	4%	8%
City land use planning	8%	1%	8%
Business licenses and inspections	8%	5%	8%

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

↑/↓ Statistically higher/lower than comparable subgroup



# Invest Less: 2SLGBTQIA+

2SLGBTQIA+ Calgarians are more likely than Non-2SLGBTQIA+ Calgarians to want The City to ‘invest less’ in spring road cleaning (12% vs. 5%).

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
City of Calgary website	8%	6%	8%
Community services such as support for community associations and not for profit groups	8%	3%	8%
Protection from river flooding	7%	7%	8%
Development and building inspections and permits	7%	4%	8%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	6%	6%	6%
Traffic flow management	6%	9%	5%
Transportation planning	5%	6%	5%
Disaster planning and response	5%	3%	5%
Spring road cleaning	5%	12%↑	5%↓
Affordable housing for low-income families	5%	4%	5%
City operated recreation PROGRAMS such as swimming lessons	4%	1%	5%
Residential garbage collection service	4%	5%	4%

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

↑/↓ Statistically higher/lower than comparable subgroup



# Invest Less: 2SLGBTQIA+

There are no statistically significant differences in the preference to ‘invest less’ in many City services regardless of sexual orientation or gender identity.

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
311 service	4%	8%	4%
Calgary's pathway system	4%	1%	4%
Calgary Transit including bus and CTrain service	4%	3%	4%
City operated roads and infrastructure	3%	5%	3%
Social programs for individuals such as seniors or youth	2%	1%	2%
The quality of drinking water	2%	-	2%
Snow removal	2%	5%	2%
Calgary Fire Department	2%	1%	2%
Road maintenance including pothole repairs	1%	1%	2%
Calgary's parks, playgrounds and other open spaces	1%	1%	1%
911	1%	-	1%

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

Base: Bases vary



## Respondent Demographics





# Respondent Profile

Age			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
18 to 24	11%	23%↑	10%
25 to 34	19%	35%↑	18%
35 to 44	18%	17%	18%
45 to 54	18%	13%	18%
55 to 64	13%	6%↓	14%
65 or older	21%	7%↓	22%
<i>Mean</i>	47.1	35.9↓	47.9

Household Size			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
1	16%	19%	15%
2	33%	29%	33%
3	18%	20%	18%
4	20%	20%	20%
5 or more	13%	13%	14%
<i>Mean</i>	2.9	2.9	3.0

Gender			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Female	50%	60%↑	50%
Male	49%	35%↓	50%
Prefer to self-describe	1%	5%↑	0%

Children & Seniors in Household			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes – Children	34%	23%↓	35%
Yes – Seniors	31%	25%	31%

Education			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Did not complete high school or equivalent	2%	0%	2%
Completed high school or equivalent	18%	31%↑	17%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%	3%	8%
Completed a college or other non-university certificate or diploma	19%	22%	19%
Completed a university certificate, diploma or degree	53%	43%↓	54%

Type of Dwelling			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Single-detached house	68%	56%↓	69%
Apartment or apartment-style condominium	14%	21%↑	13%
Duplex, triplex or fourplex	9%	9%	9%
Townhouse or rowhouse	8%	12%	7%
Another type of multi-dwelling unit	1%	2%	1%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)



# Respondent Profile (cont.)

Tenure in Calgary			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Less than 5 years	7%	9%	7%
5 to less than 10 years	9%	12%	9%
10 to less than 15 years	9%	7%	9%
15 to less than 20 years	10%	10%	10%
20 to less than 30 years	13%	37%↑	21%
30 to less than 40 years	15%	10%	15%
40 or more	28%	15%↓	29%
<i>Mean</i>	27.9	23.3↓	28.3

Indigenous			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes – First Nations	1%	2%	1%
Yes – Metis	2%	3%	2%
Yes – Inuit	<1%	0%	0%
Yes – prefer to self-describe	1%	0%	1%
No	96%	94%	96%

Racialized			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes	27%	21%	27%
No	72%	79%	72%
Prefer to self-describe	1%	0%	1%

Born in Canada			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes	72%	85%↑	71%
No	28%	15%↓	29%

Age Arrived in Canada			
Base: Not born in Canada			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Under the age of 18	36%	17%	37%
18 to 49	64%	80%	63%
50 or older	1%	3%	1%

Date of Arrival in Canada			
Base: Not born in Canada			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Within the past five years	<b>18%</b>	39%	17%
More than five years ago	<b>82%</b>	61%	83%

Disability in Household			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes – myself	11%	20%↑	10%
Yes – someone in my household	9%	21%↑	8%
No	80%	59%↓	82%

Base: Valid respondents (Bases vary)

↑/↓ Statistically higher/lower than comparable subgroup



# Respondent Profile (cont.)

## Employment Status

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Full time employed or self employed	54%	50%	55%
Part time employed or self-employed	12%	<b>22%↑</b>	11%
Retired	20%	<b>5%↓</b>	21%
Looking after home and/or family	3%	2%	3%
Unable to work because of sickness or disability	3%	3%	3%
Unemployed	3%	5%	3%
Doing unpaid or voluntary work	1%	0%	1%
Student	6%	<b>15%↑</b>	5%

## Own or Operate a Business

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Own and operate a business	16%	<b>8%↓</b>	17%
Own a business	2%	0%	3%
Operate a business	2%	4%	2%
No	79%	<b>87%↑</b>	78%

## Own or Rent

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Own	74%	<b>47%↓</b>	76%
Rent	23%	<b>43%↑</b>	21%
Neither	0%	0%	0%
Other	3%	<b>10%↑</b>	3%

## Household Income

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Less than \$30,000	7%	8%	7%
\$30,000 to <\$45,000	8%	<b>14%↑</b>	7%
\$45,000 to <\$60,000	10%	15%	9%
\$60,000 to <\$75,000	7%	6%	7%
\$75,000 to <\$90,000	7%	6%	7%
\$90,000 to <\$105,000	11%	15%	11%
\$105,000 to <\$120,000	9%	7%	9%
\$120,000 to <\$150,000	12%	9%	12%
\$150,000 to <\$200,000	16%	14%	16%
\$200,000+	14%	6%	14%

## Responsible for Property Taxes

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes	87%	<b>78%↓</b>	88%
No	13%	<b>22%↑</b>	12%

## Quadrant

	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Southwest	30%	32%	30%
Southeast	23%	25%	23%
Northwest	27%	21%	28%
Northeast	19%	22%	19%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)

## Contact

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