



Calgary



Equity-Deserving Communities Disability in Household

Analysis of 2022 Fall Survey of Calgarians Data
January 2023

Prepared by:

The Corporate Research Team
Customer Service & Communications
The City of Calgary
research@Calgary.ca

Table of Contents

Background and Methodology	3
Equity-Deserving Communities	4
Key Findings	5
Detailed Findings	9
Quality of Life	10
Inclusivity	13
Citizen Input	16
City Reputation and Performance	20
The Environment	25
Council Focus Areas	29
Service Equity	34
Respondent Demographics	45



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

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



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



The margin of error (MOE) for the total sample of 2,501 is ± 2.0 percentage points, 19 times out of 20. The margin of error for the Disability in Household sub-group of 516 is ± 4.3 percentage points, 19 times out of 20, and the margin of error for the No Disability in Household sub-group of 1,960 is ± 2.2 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 Calgarians who either have a disability or live in the same household as someone with a disability and Calgarians who live in a household without a disability present. Statistically significant differences are noted throughout the report:

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

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

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

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

Gender:

- Male
- **Female**

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

Age:

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

Note: self reported.

2SLGBTQIA+:

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

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

Household Income:

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

Note: self-reported pre-tax annual household income

Disability:

- **Yes**
- No

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

Racialized People:

- **Yes**
- No

Note: self-reported racialized status.

Born in Canada:

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

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

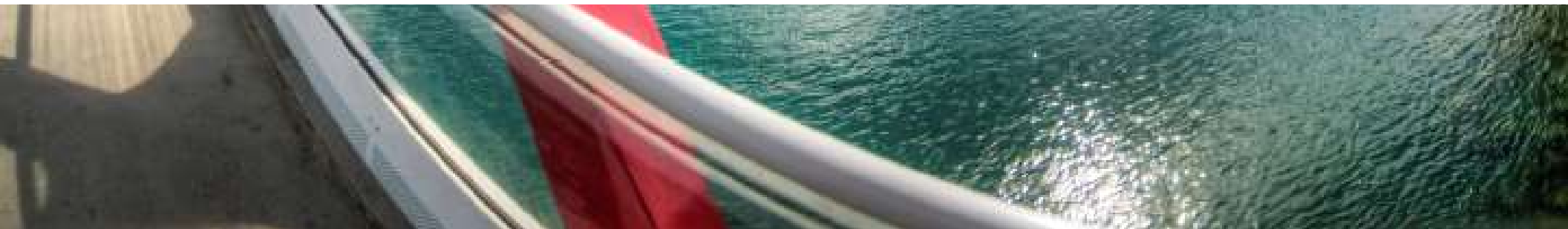
Indigenous:

- **Indigenous**
- Non-Indigenous

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



Key Findings



Key Findings: Disability in Household

Calgarians who have a disability, or live in the same household as someone with a disability, are less likely than those from households without a disability present to indicate Calgary has a good quality of life.

- Calgarians who have a disability, or live in the same household as someone with a disability, are less likely than households without a disability present to rate the overall quality of life in Calgary as 'good' (74% vs. 82%) and are more likely to rate it as 'poor' (7% vs. 4%).

Calgarians from households with a disability present are less likely than those from households without a disability present to view The City as inclusive.

- In comparison to households without a disability present, households with at least one person with a disability are less likely to agree The City fosters a city that is inclusive and accepting of all (64% vs. 72%) and are almost twice as likely to disagree (15% vs. 8%).
- Calgarians who have a disability or live in the same household as someone with a disability are also much less likely than households without a disability present to agree The City delivers programs and services that remove barriers to participation for Calgarians who need it most (48% vs. 53%).

Both Calgarians from households with a disability present and those from households without a disability present view citizen input opportunities at The City about equally.

- Calgarian households with at least one person who has a disability agree that The City allows citizens to have meaningful input into decision-making at about the same rate as households without a disability present (57% vs. 59%).
- Similarly, Calgarian households with a disability present and those without a disability present are both confident that The City is working to improve how it includes citizen input into important decisions at about the same rate (63% vs. 67%).

Both Calgarians who have a disability, or live in the same household as someone with a disability and Calgarians from a household without a disability present trust The City at about the same rate.

- Slightly under half of all Calgarians (49%) indicate they trust The City, (48% Disability in household vs. 49% No disability in household).

Key Findings: Disability in Household

When compared to households without a disability present, Calgarians who either have a disability or live in the same household as someone with a disability are less likely to be satisfied with Administration.

- There is no significant difference in satisfaction between Calgary households containing at least one person with a disability and Calgary households without a disability present with The City of Calgary, including Council and Administration as a whole (68% vs. 71%) or with City Council (60% vs. 63%).
- However, Calgarians who have a disability, or live in the same household as someone with a disability, are less likely than households without a disability to be satisfied with Administration (74% vs. 79%) and are significantly more likely to be dissatisfied (26% vs. 21%).

Both Calgarians from households with a disability present and those from households without a disability present have similar views on the environment.

- Calgary households that contain at least one person with a disability and those without a disability present indicate about equal satisfaction with The City's performance to protect the environment (77% vs. 79%).
- Although there is no significant difference in agreement that we need to act now to address climate change between households containing at least one person with a disability (66%) and households without a disability present (64%), those from households with a disability are more likely to 'completely agree' (36% vs. 30%).

Calgarians from households with a disability present and those from households without a disability present agree The City is doing a good job on each of the Council focus areas reported on at about the same rate.

- About four-in-five (81%) Calgary households agree The City is doing a good job working to build meaningful relationships with Indigenous partners, regardless of whether there is at least one person with a disability living in the household (81%) or if there is no disability present (81%).
- Calgarians who have a disability or live in the same household as someone with a disability, and households without a disability present agree that The City is doing a good job working with local Indigenous communities when discussing downtown revitalization at about the same rate (67% vs. 72%).

Key Findings: Disability in Household

Satisfaction with the overall level and quality of services and programs provided by The City is lower among Calgarians who either have a disability or live in the same household as someone with a disability, when compared to those from households without a disability present.

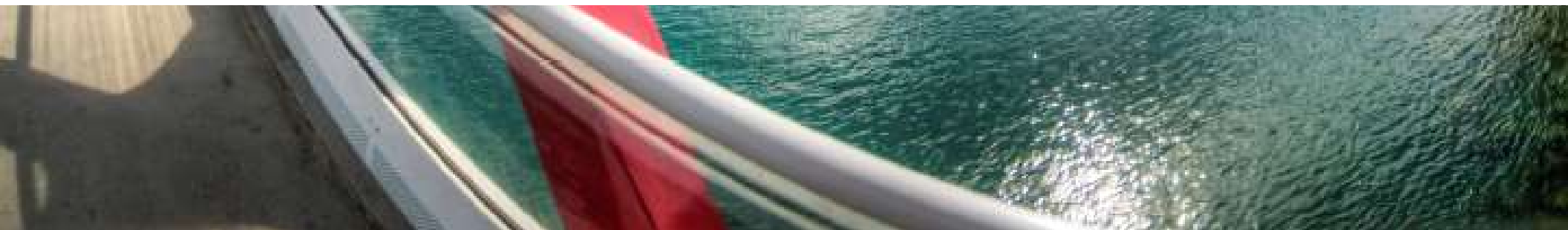
- Calgarians who have a disability, or live in the same household as someone with a disability, are less likely than households without a disability present to be satisfied with the overall level and quality of services and programs provided by The City (60% vs. 68%) and are more likely to be dissatisfied (13% vs. 9%).
- In general, Calgary households that contain at least one person with a disability are less likely than households without a disability present to be satisfied in a large number of City services, including The Calgary Fire Department (95% vs. 98%), Calgary's pathway system (89% vs. 95%), protection from river flooding (90% vs. 94%), disaster planning and response (90% vs. 94%), residential Blue Cart recycling (90% vs. 94%), City operated recreation facilities (84% vs. 91%), community services (81% vs. 88%), City operated roads and infrastructure (79% vs. 86%), social programs (69% vs. 83%), snow removal (66% vs. 76%), on-street bikeways (60% vs. 67%), and affordable housing (40% vs. 58%).
- There are no services with significantly higher satisfaction ratings among Calgarians from households with a disability present when compared to those from households without a disability present.

Calgarians who have a disability, or live in the same household as someone with a disability are more likely to want The City to 'invest more' in a number of services when compared to Calgarians who live in a household without a disability present.

- In comparison with Calgarians without a disability present, Calgarians who live in a household with a disability present are more likely to want to invest more in a number of services, including affordable housing (80% vs. 73%), social programs (75% vs. 68%), 911 (65% vs. 58%), snow removal (62% vs. 53%), City operated roads and infrastructure (54% vs. 46%), the Calgary Fire Department (57% vs. 41%), 311 (43% vs. 29%), and residential garbage collection (28% vs. 20%).
- Calgarians from households with a disability present are also more likely to indicate a desire to 'invest less' in support for arts and culture (19% vs. 12%) and development and building inspections and permits (11% vs. 6%).

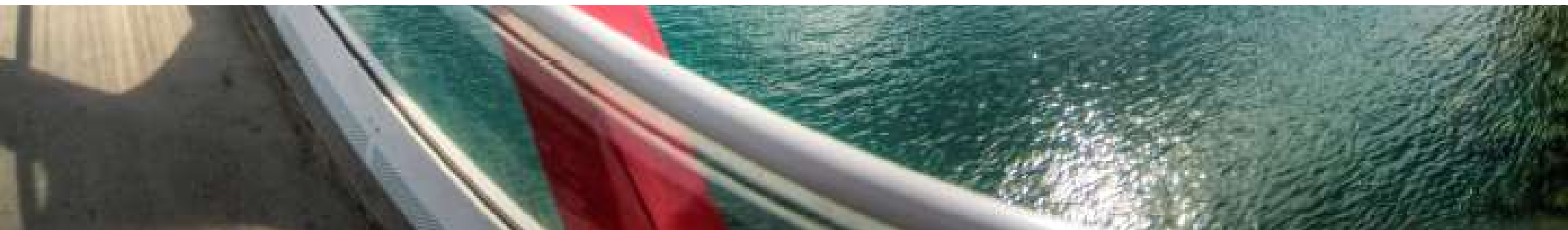


Detailed Findings





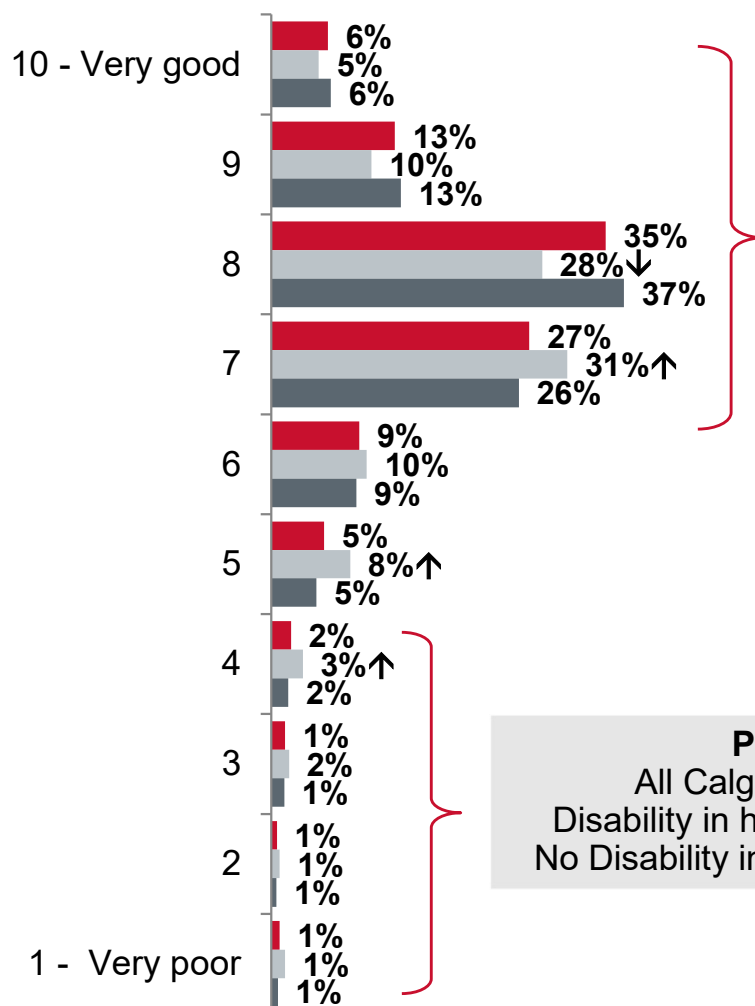
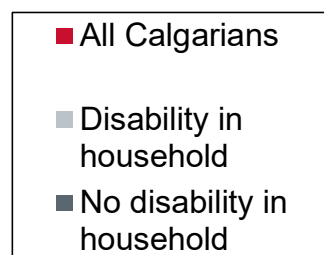
Quality of Life



Overall Quality of Life: Disability in Household

Calgarians who have a disability, or live in the same household as someone with a disability, are less likely than households without a disability present to rate the overall quality of life in Calgary as 'good' (74% vs. 82%) and are more likely to rate it as 'poor' (7% vs. 4%).

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



Good:
All Calgarians, 80%*
Disability in household, 74%↓
No Disability in household, 82%

Poor:
All Calgarians, 5%
Disability in household, 7%↑
No Disability in household, 4%*

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?

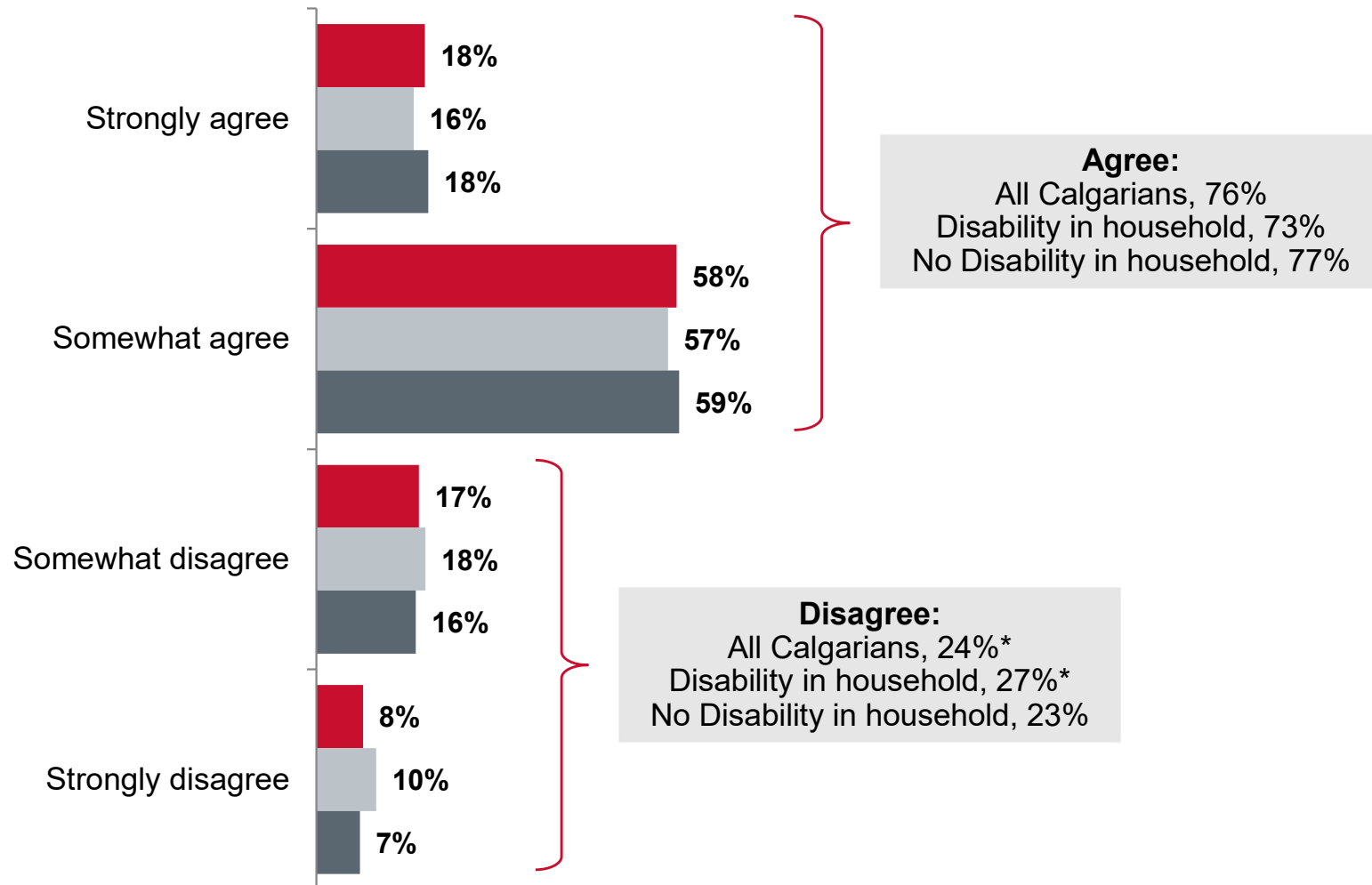
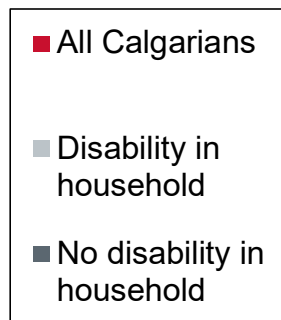
Base: Valid respondents (All Calgarians, n=2,499; Disability in Household, n=516; No Disability in Household, n=1,960)

*Rounding

Calgary – Right Track to Being a Better City: Disability in Household

Agreement that Calgary is on the right track to be a better city 10 years from now is consistent across households containing at least one person with a disability (73%) and households without a disability present (77%).

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

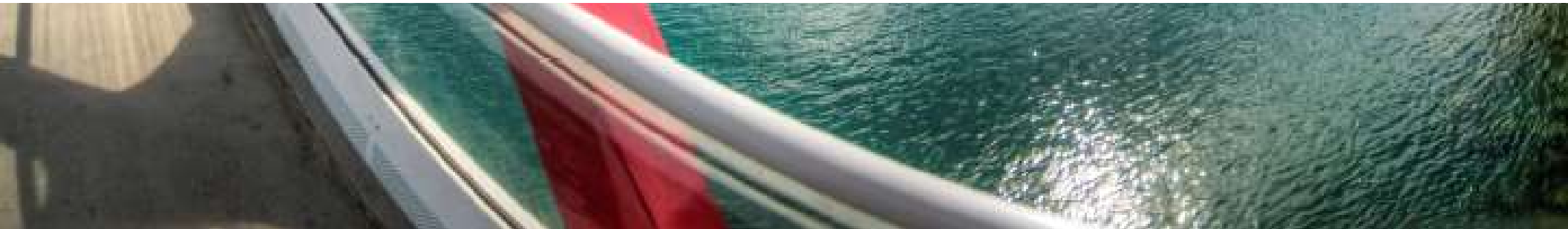


There are a wide array of challenges facing the city of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.
Base: Valid respondents (All Calgarians, n=2,488; Disability in Household, n=513; No Disability in Household, n=1,951)

*Rounding

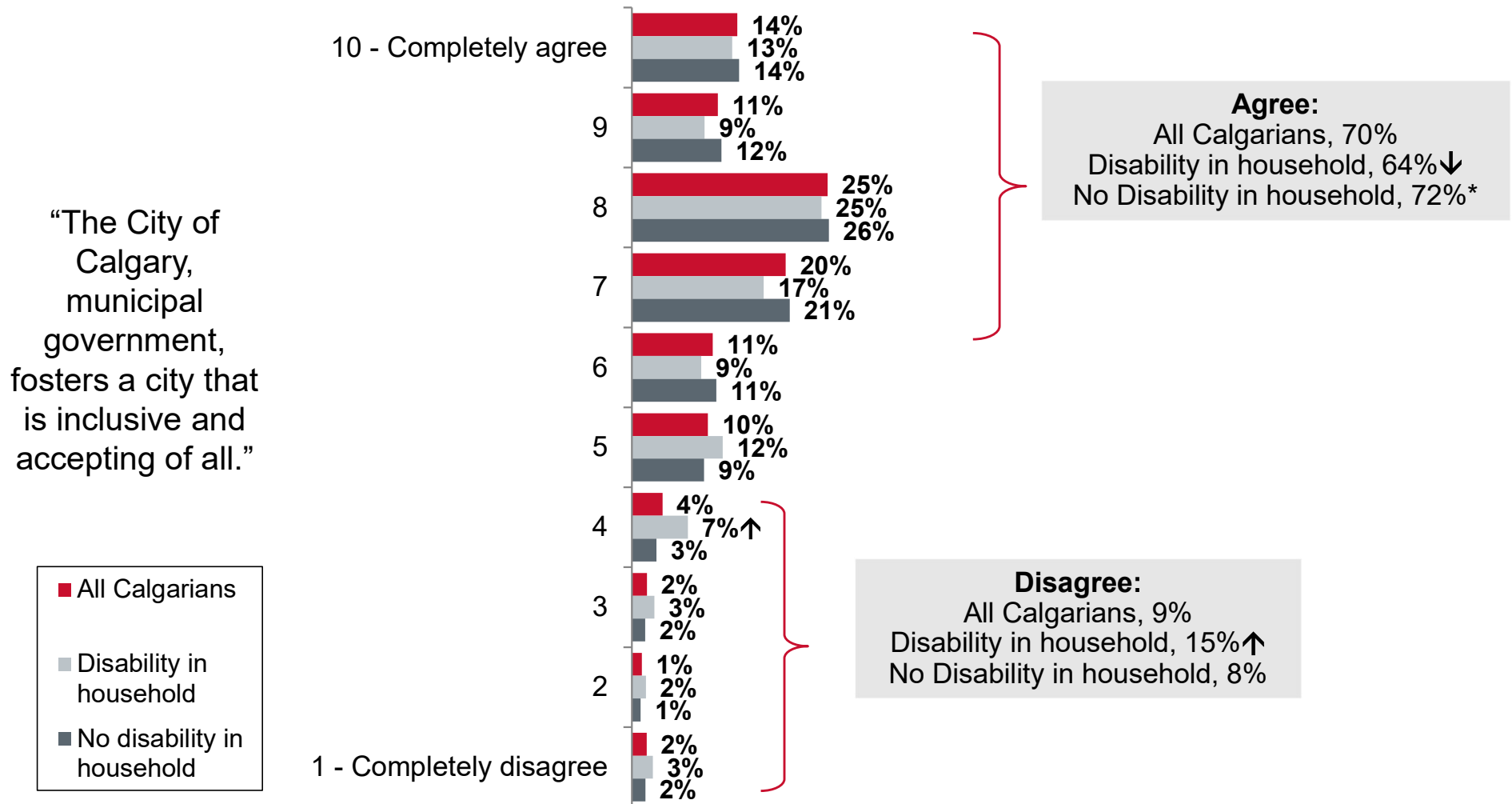


Inclusivity



Perceptions of Inclusion: Disability in Household

In comparison to households without a disability present, households with at least one person with a disability are less likely to agree The City fosters a city that is inclusive and accepting of all (64% vs. 72%) and are almost twice as likely to disagree (15% vs. 8%).



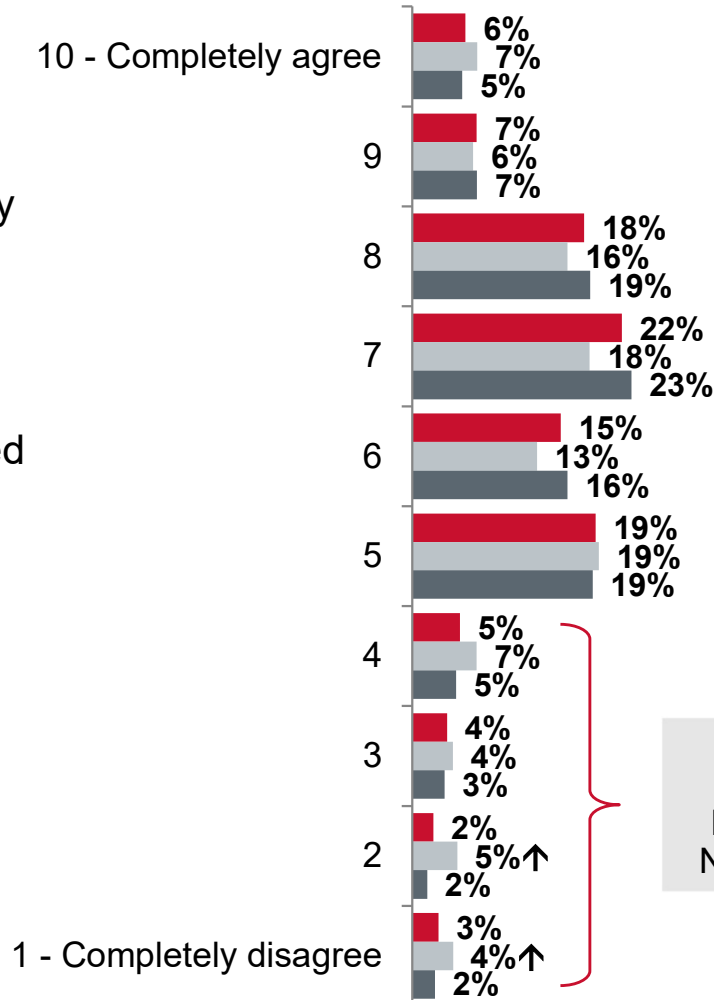
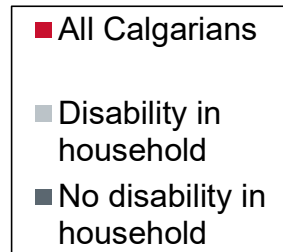
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.
Base: Valid respondents (All Calgarians, n=2,477; Disability in Household, n=515; No Disability in Household, n=1,940)

*Rounding

Perceptions of Removing Barriers: Disability in Household

Calgarians who have a disability or live in the same household as someone with a disability are less likely than households without a disability present to agree The City delivers programs and services that remove barriers to participation for Calgarians who need it most (48% vs. 53%).

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



Agree:
 All Calgarians, 52%*
 Disability in household, 48%*↓
 No Disability in household, 53%*

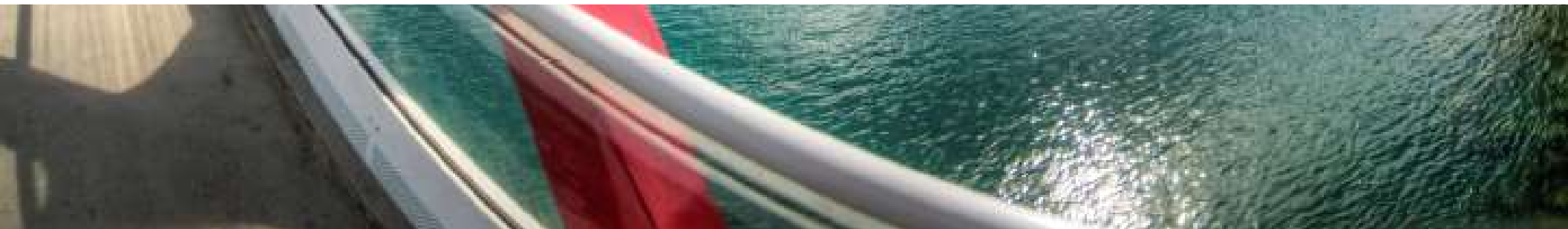
Disagree:
 All Calgarians, 13%*
 Disability in household, 20%↑
 No Disability in household, 12%

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; Disability in Household, n=505; No Disability in Household, n=1,891)

*Rounding



Citizen Input

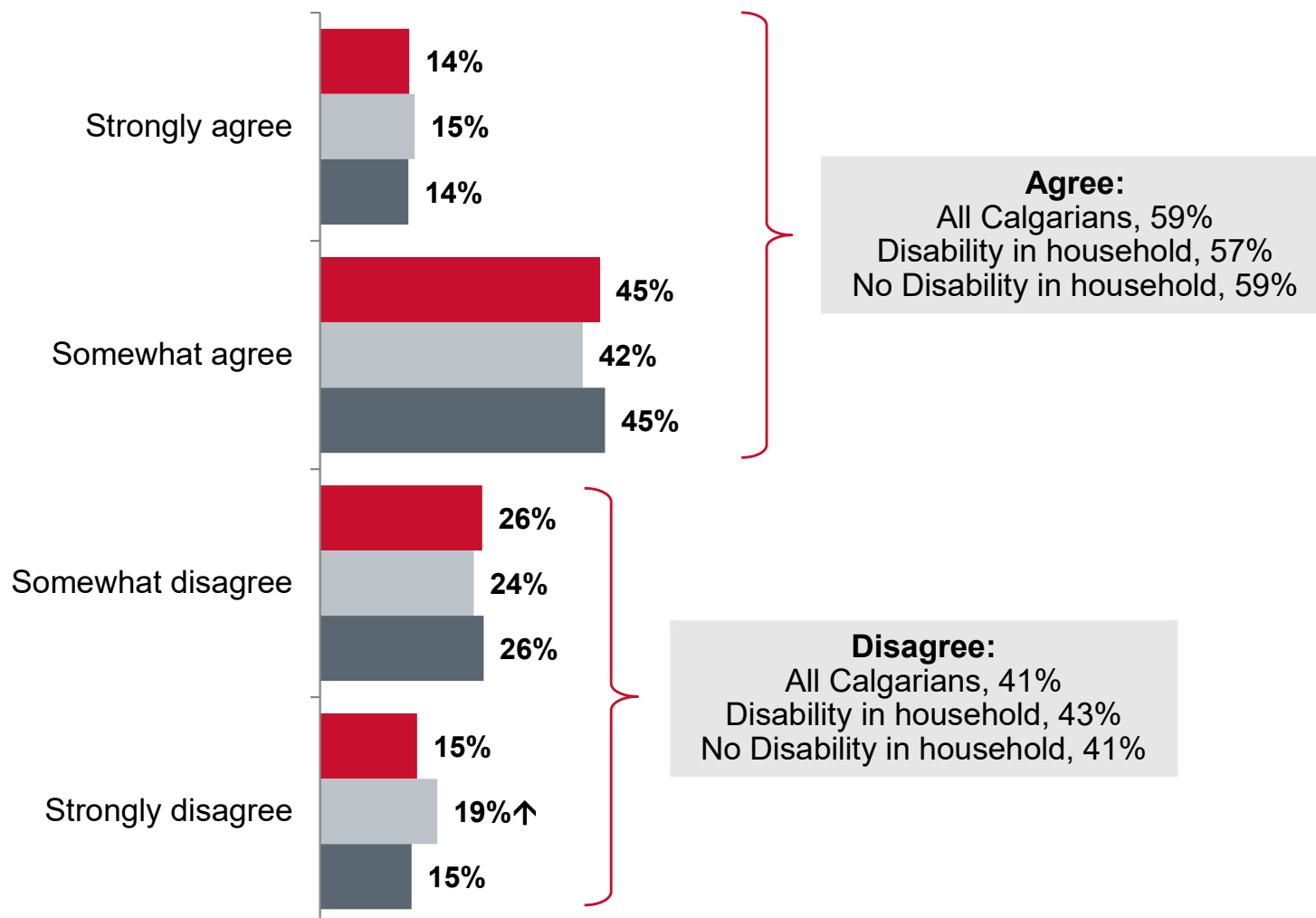
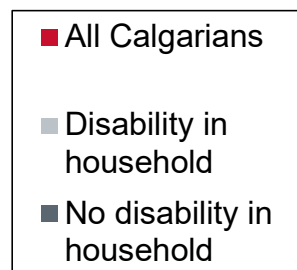




Perceptions of Citizen Input – Opportunities: Disability in Household

Calgarian households with at least one person who has a disability agree that The City allows citizens to have meaningful input into decision-making at about the same rate as households without a disability present (57% vs. 59%).

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

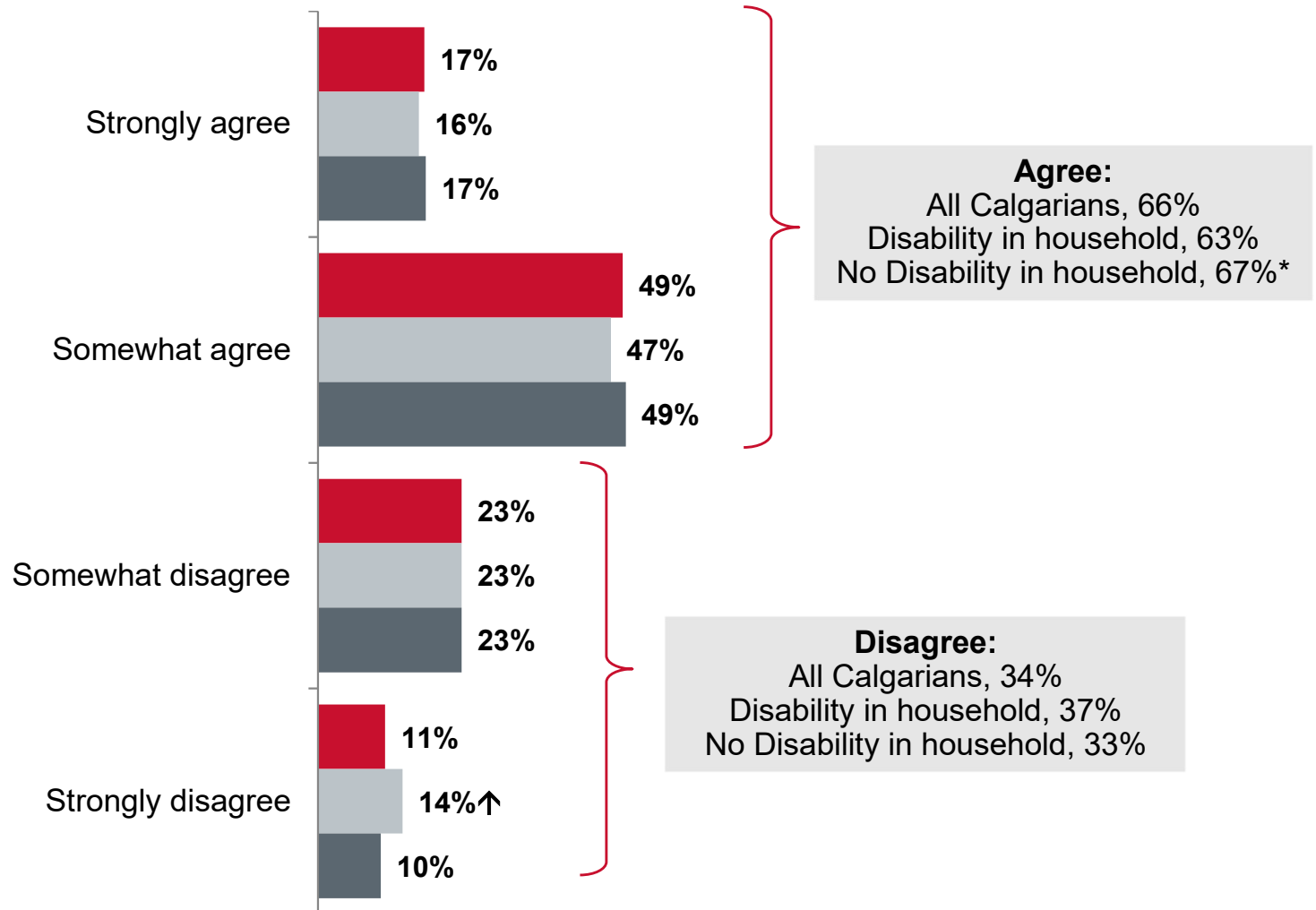
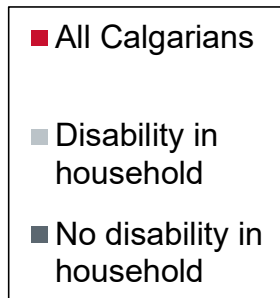


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
Base: Valid respondents (All Calgarians, n=2,466; Disability in Household, n=512; No Disability in Household, n=1,932)

Perceptions of Citizen Input – Improvement: Disability in Household

Calgarian households with a disability present and those without a disability present are both confident that The City is working to improve how it includes citizen input into important decisions about equally (63% vs. 67%).

“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; Disability in Household, n=512; No Disability in Household, n=1,952)

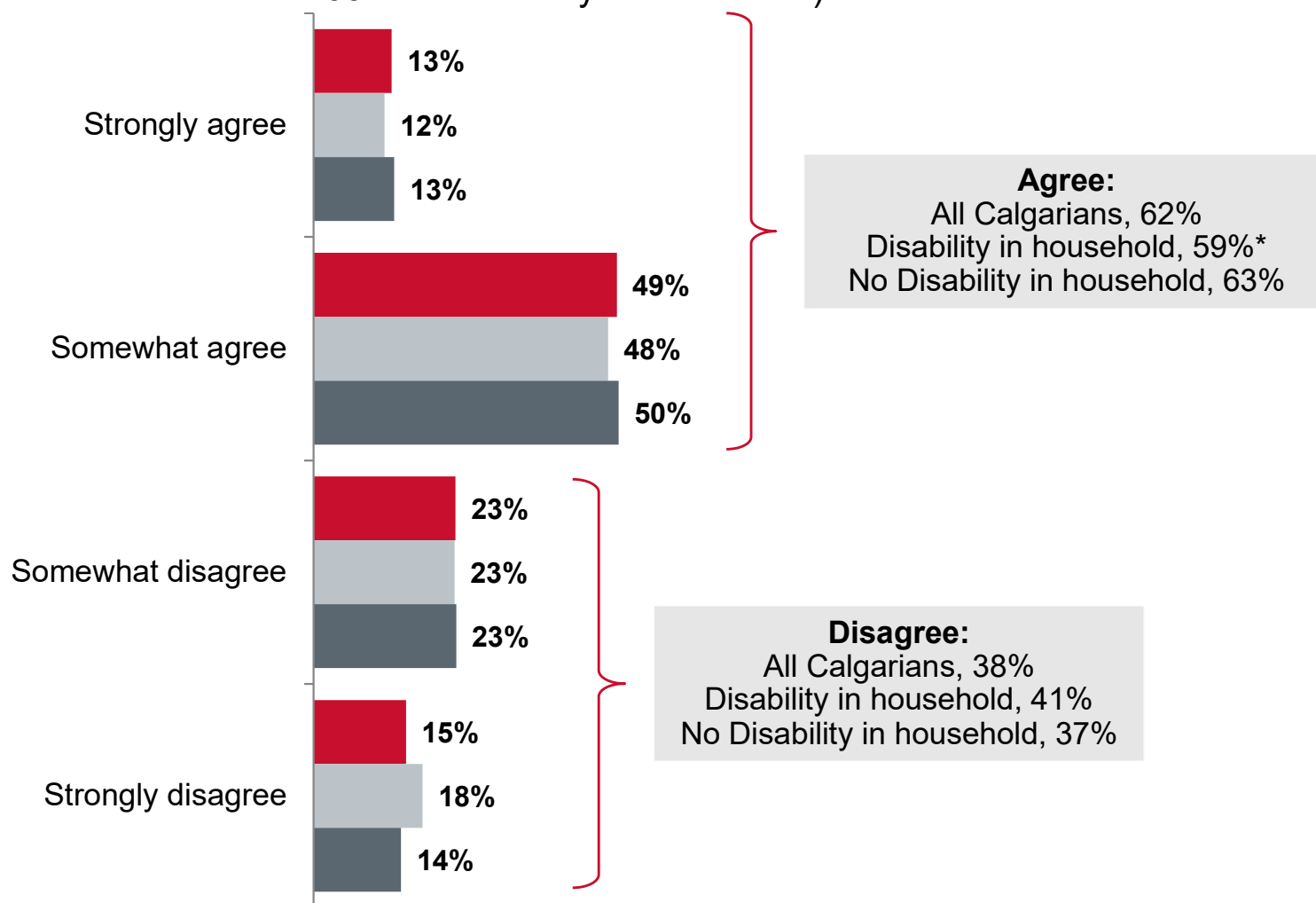
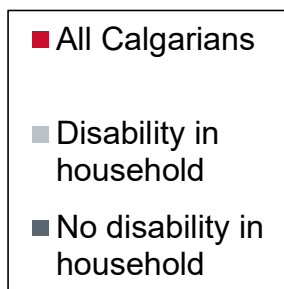
*Rounding



Perceptions of Use of Citizen Input: Disability in Household

More than half of Calgarian households, regardless of if they contain a person with a disability or not, agree The City uses input from Calgarians in decision-making about City projects and services (59% disability in household vs. 63% no disability in household).

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

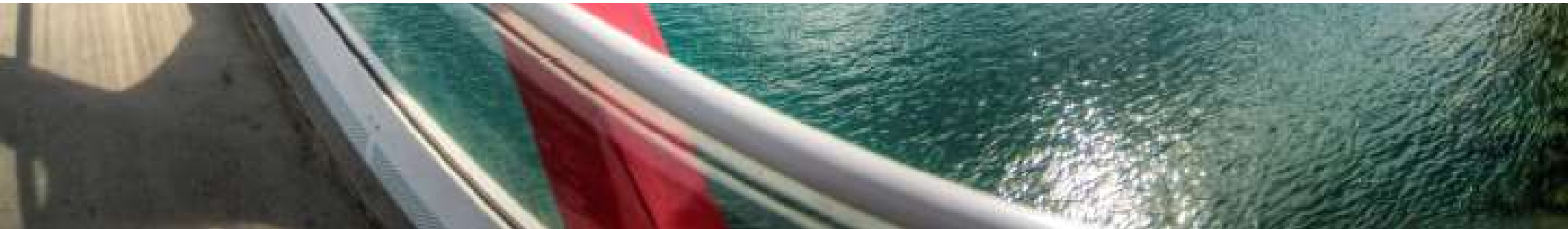


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
Base: Valid respondents (All Calgarians, n=2,454; Disability in Household, n=510; No Disability in Household, n=1,923)

*Rounding

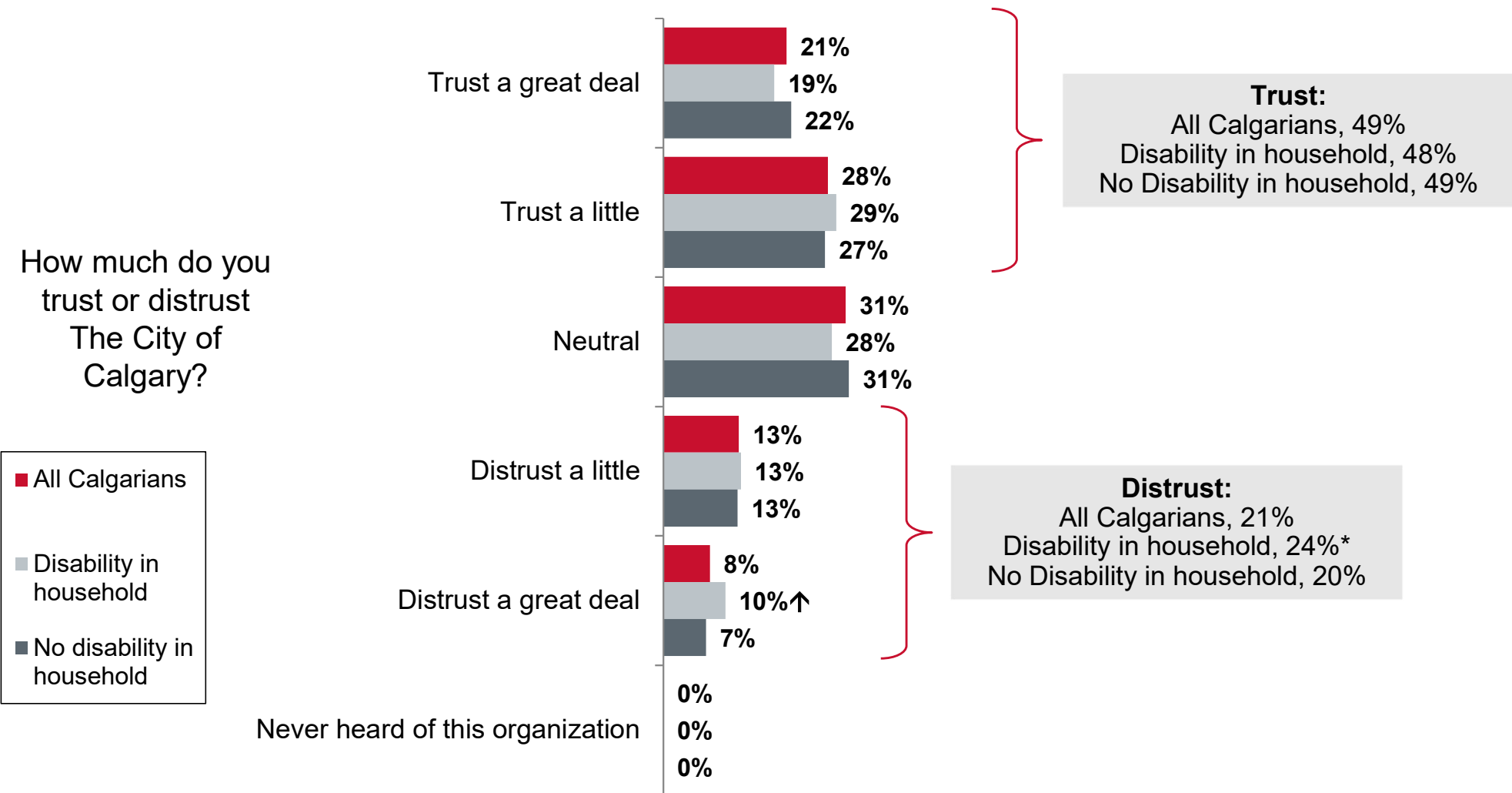


City Reputation and Performance



Trust in The City: Disability in Household

There is no significant difference in level of trust in The City between Calgary households containing at least one person with a disability (48%) and households without a disability present (49%).



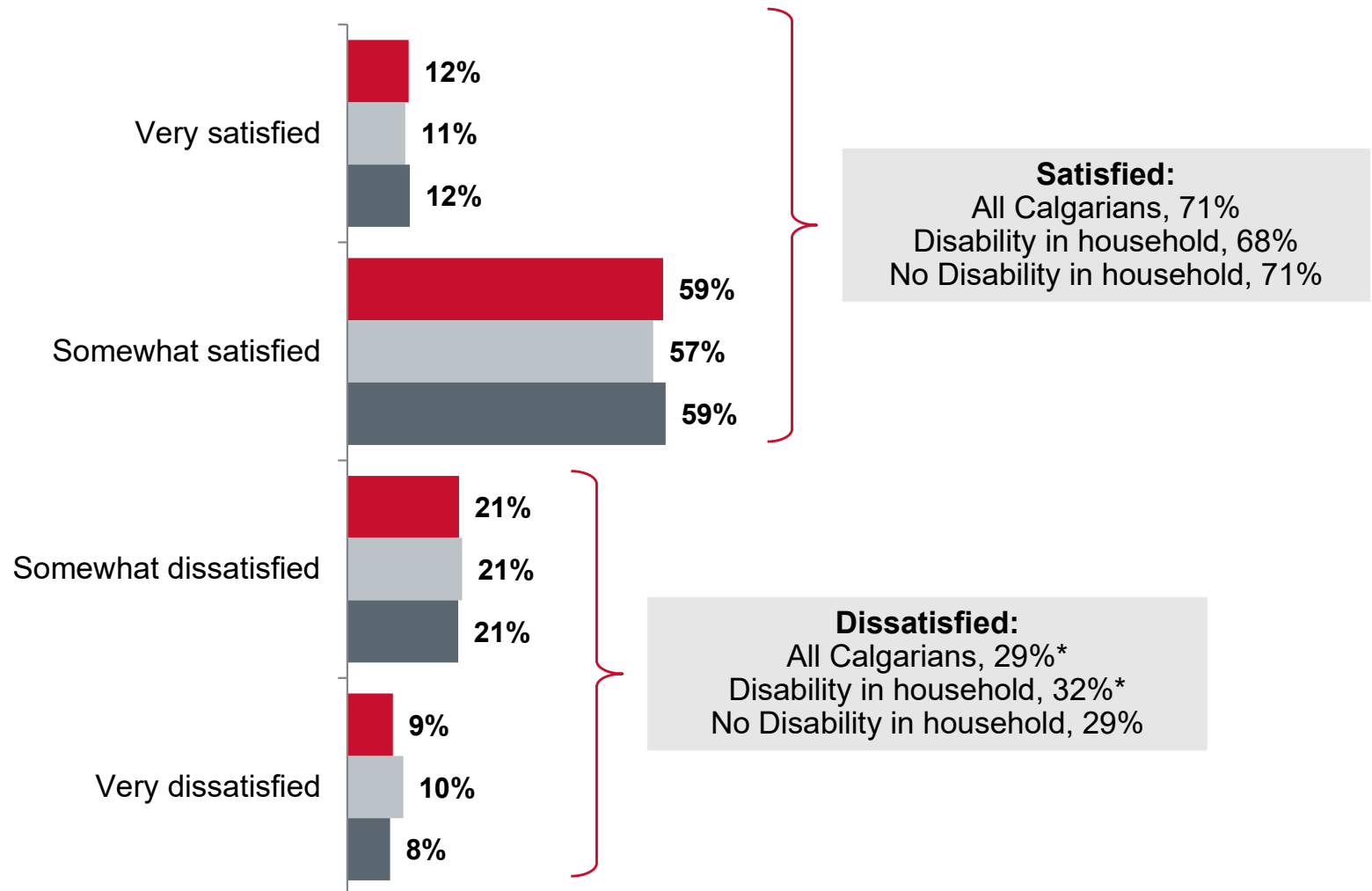
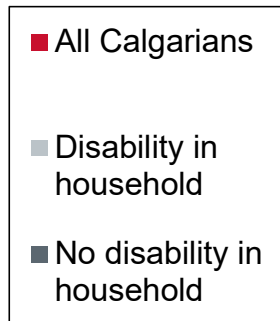
Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?
Base: Valid respondents (All Calgarians, n=2,494; Disability in Household, n=514; No Disability in Household, n=1,956)

*Rounding

Perceptions About City Performance: Disability in Household

There is no significant difference in satisfaction with The City of Calgary, including Council and Administration as a whole, between Calgary households containing at least one person with a disability (68%) and Calgary households without a disability present (71%).

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



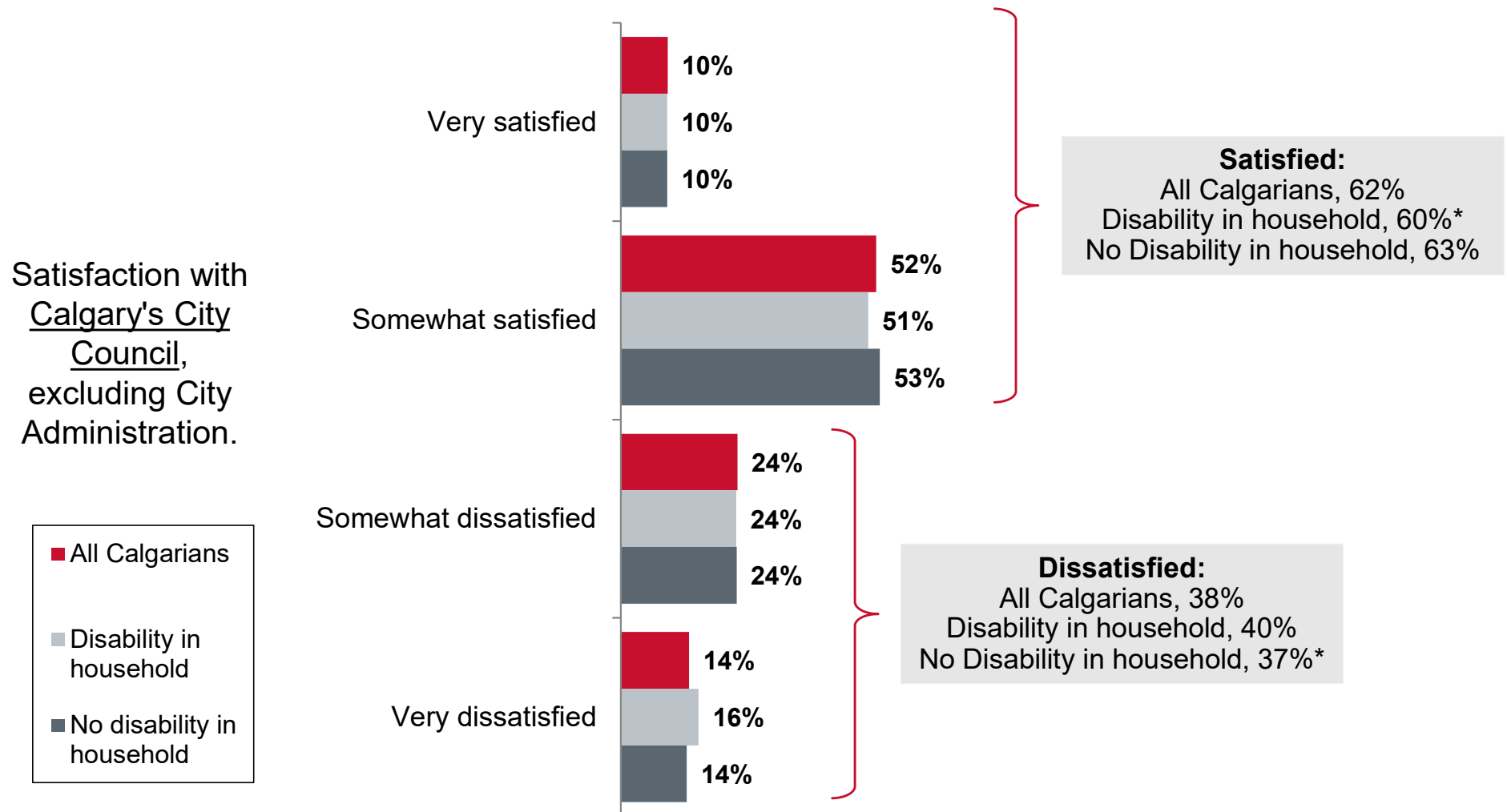
Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents (All Calgarians, n=2,497; Disability in Household, n=515; No Disability in Household, n=1,959)

*Rounding

Perceptions About City Performance: Disability in Household (cont.)

Similarly, both Calgary households that contain at least one person with a disability and those without a disability present are satisfied with City Council at about the same rate (60% vs. 63%).



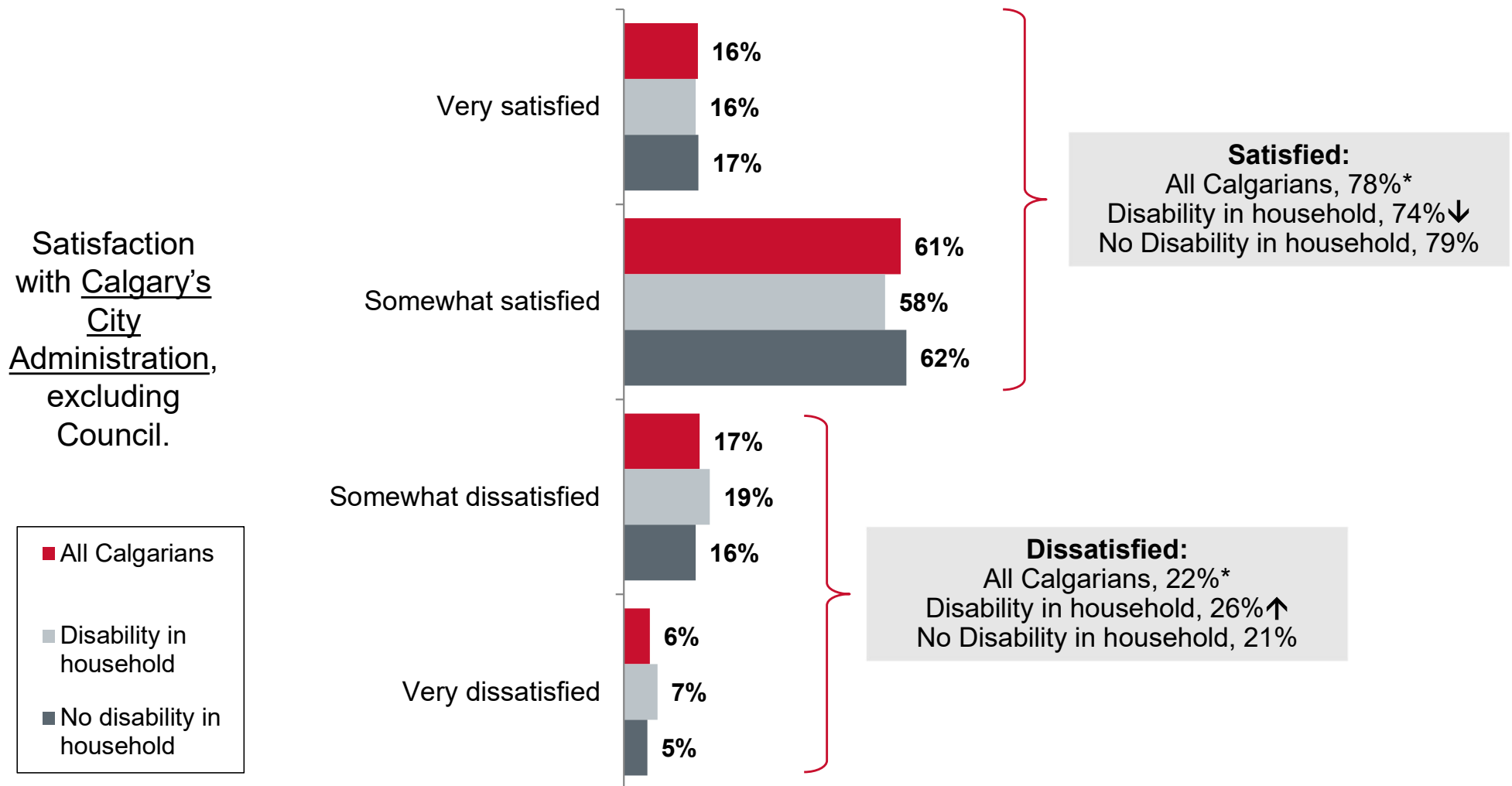
Thinking about Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,478; Disability in Household, n=508; No Disability in Household, n=1,948)

*Rounding

Perceptions About City Performance: Disability in Household (cont.)

However, Calgarians who have a disability, or live in the same household as someone with a disability, are less likely than households without a disability to be satisfied with Administration (74% vs. 79%) and are significantly more likely to be dissatisfied (26% vs. 21%).



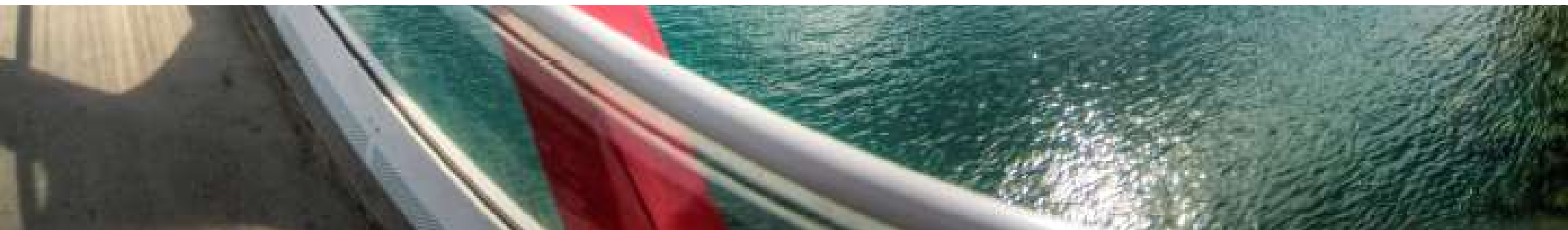
Thinking about Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?

Base: Valid respondents (All Calgarians, n=2,481; Disability in Household, n=513; No Disability in Household, n=1,945)

*Rounding



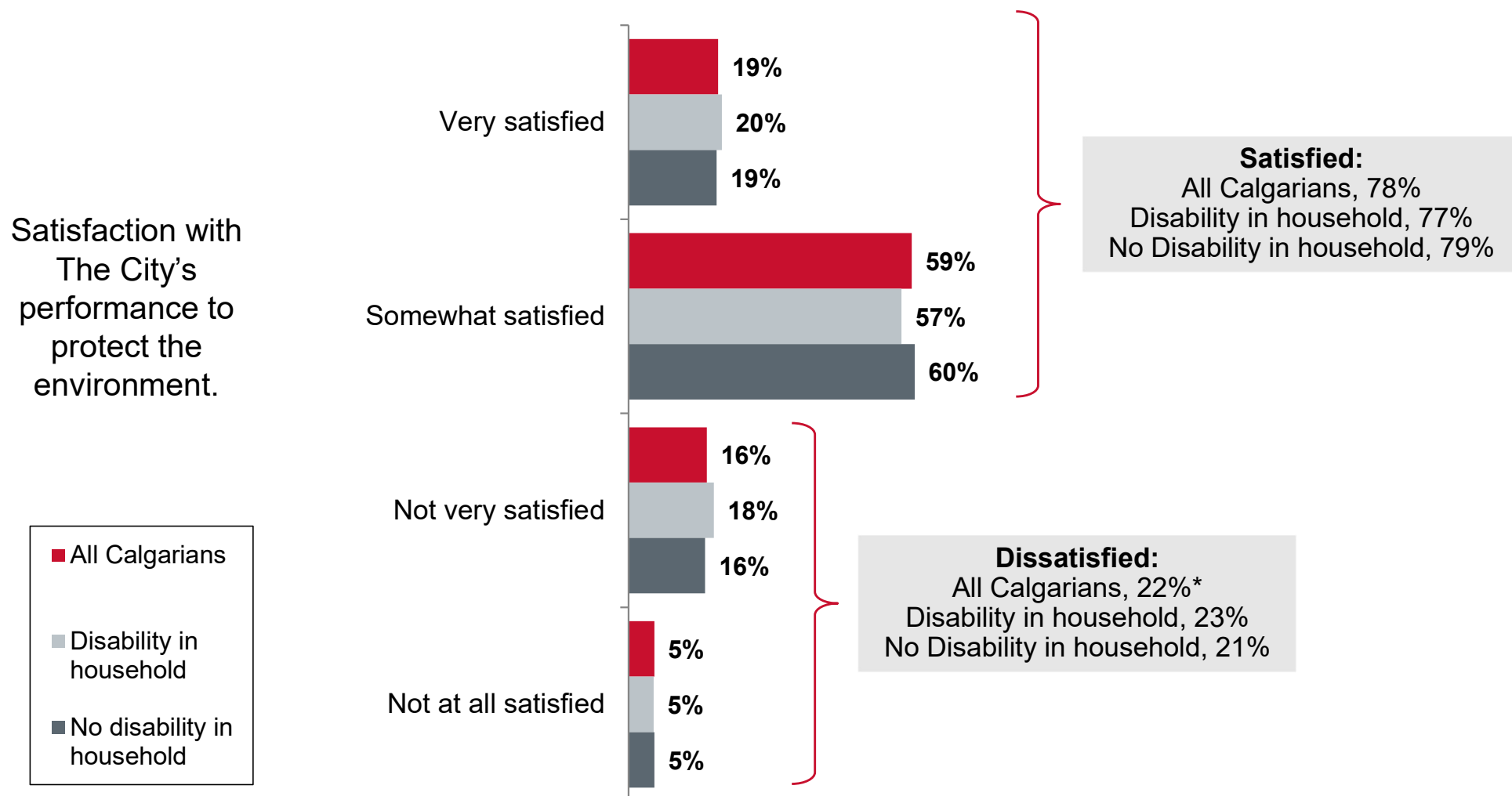
The Environment





Perceptions About Environment: Disability in Household

About three-quarters (78%) of Calgarians indicate satisfaction with The City's performance to protect the environment, with no significant difference between Calgary households that contain at least one person with a disability and those without a disability present (77% vs. 79%).



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; Disability in Household, n=507; No Disability in Household, n=1,936)

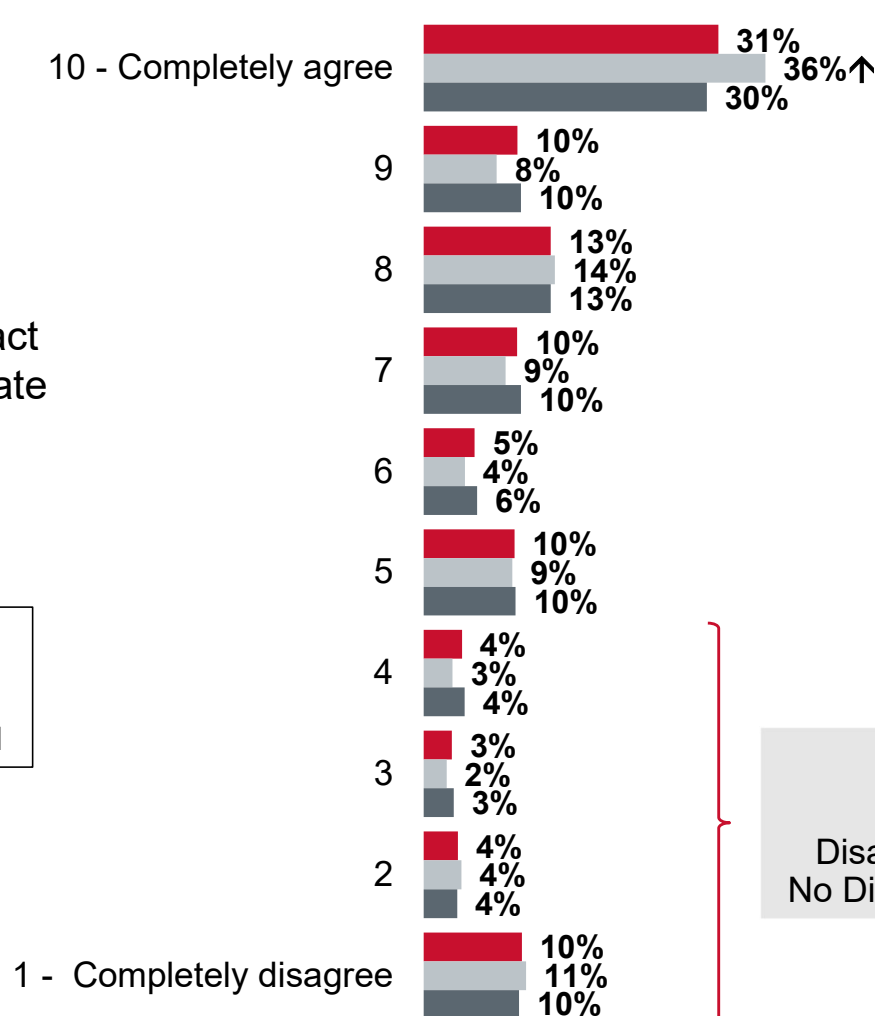
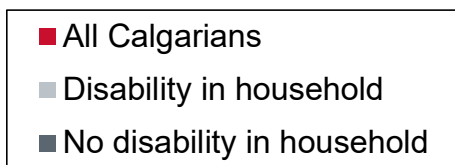
*Rounding



We Need to Act Now to Address Climate Change: Disability in Household

Although there is no significant difference in agreement that we need to act now to address climate change between households containing at least one person with a disability (66%) and households without a disability present (64%), those from households with a disability are more likely to ‘completely agree’ (36% vs. 30%).

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



Agree:
All Calgarians, 64%
Disability in household, 66%*
No Disability in household, 64%*

Disagree:
All Calgarians, 21%
Disability in household, 20%
No Disability in household, 21%

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; Disability in Household, n=516; No Disability in Household, n=1,955)

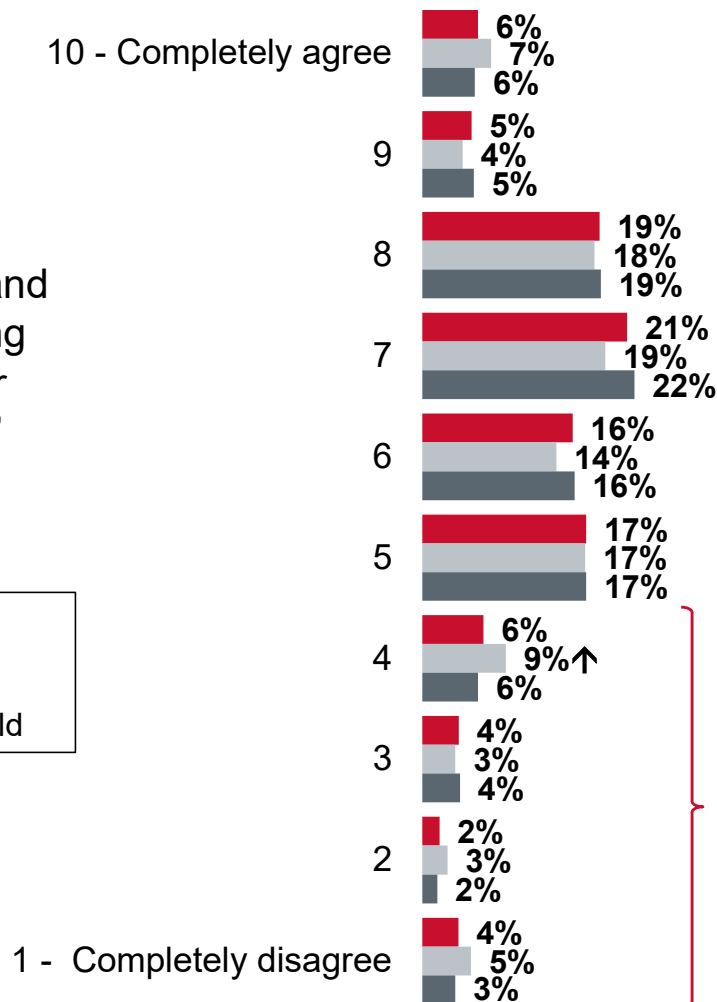
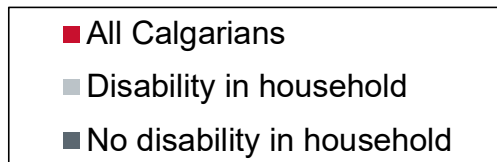
*Rounding



Programs and Services to Reduce Environmental Impact: Disability in Household

Calgarians who either have a disability, or live in the same household as someone with a disability, are more likely to disagree The City has programs and services aimed at helping Calgarians reduce their environmental impact when compared to households without a disability present (20% vs. 15%).

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



Agree:

All Calgarians, 51%
Disability in household, 49%*
No Disability in household, 52%

Disagree:

All Calgarians, 16%
Disability in household, 20%↑
No Disability in household, 15%

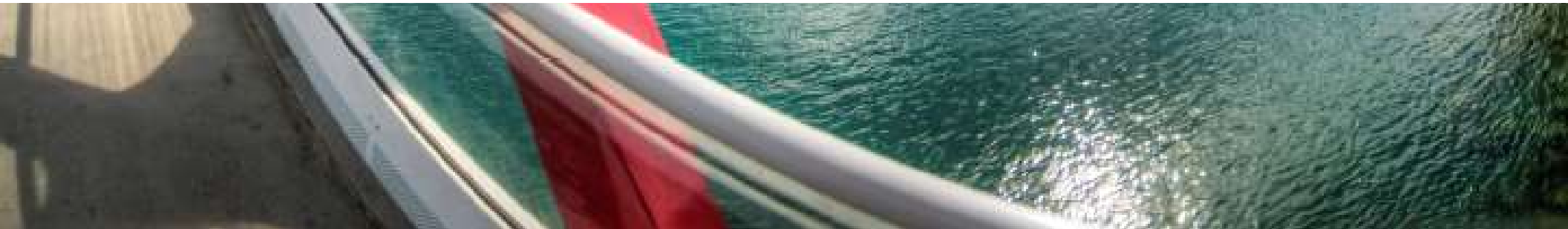
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (All Calgarians, n=2,453; Disability in Household, n=503; No Disability in Household, n=1,927)

*Rounding



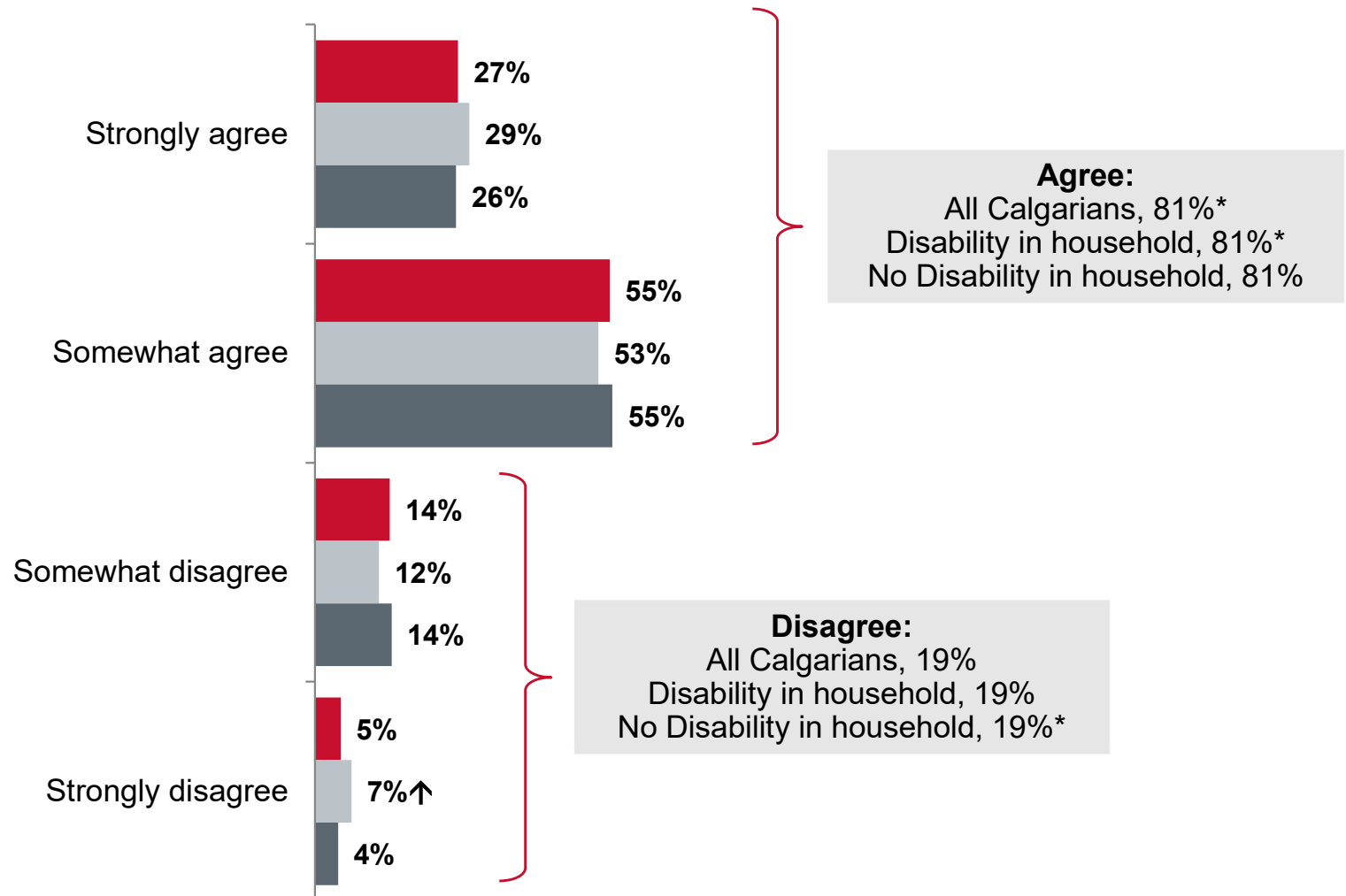
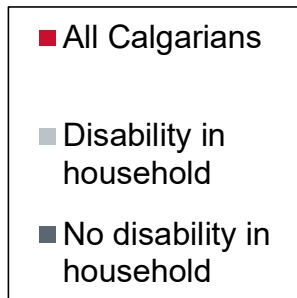
Council Focus Areas



Indigenous Relations: Disability in Household

About four-in-five (81%) Calgary households agree The City is doing a good job working to build meaningful relationships with Indigenous partners, regardless of whether there is at least one person with a disability living in the household (81%) or if there is no disability present (81%).

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

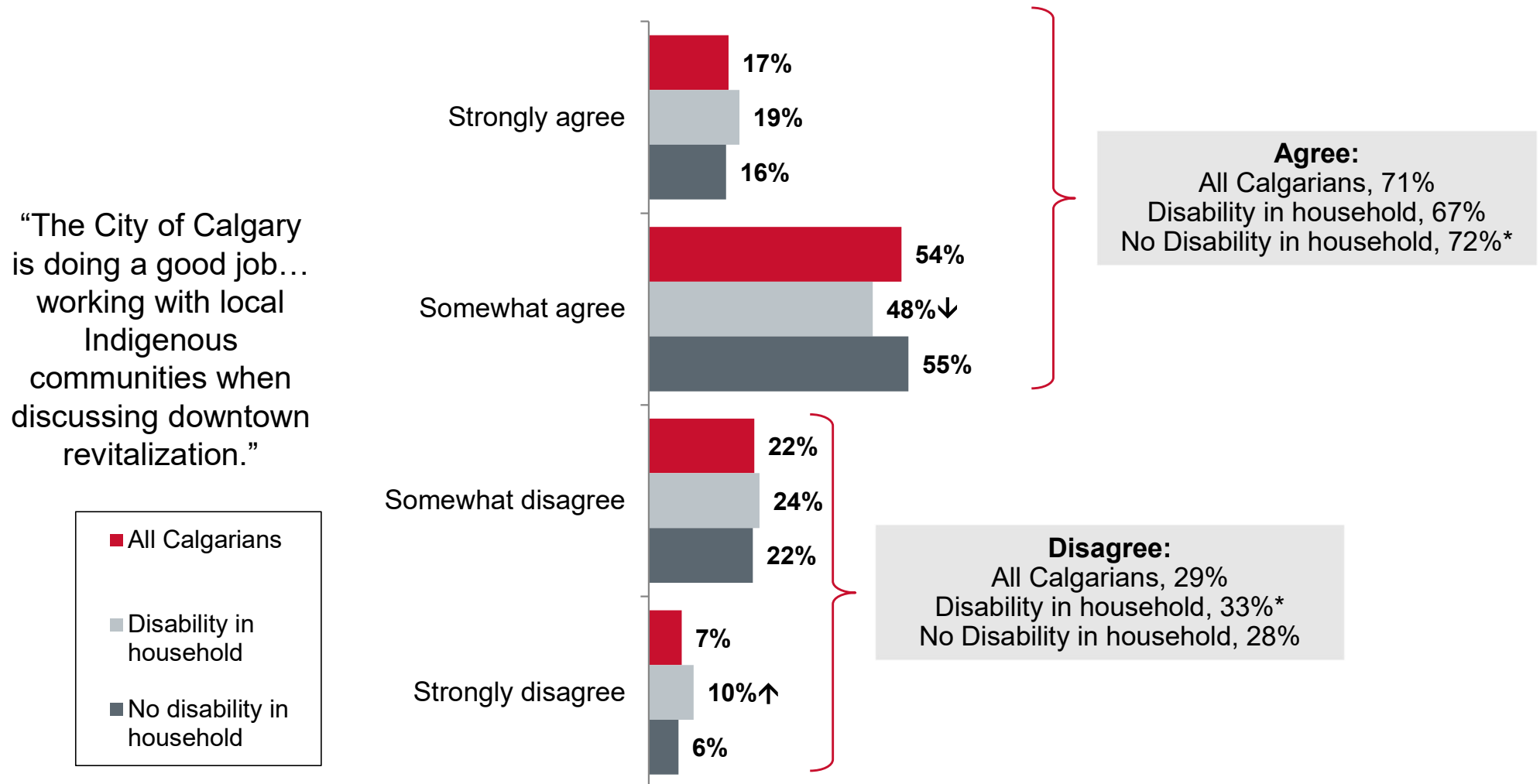


Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?
Base: Valid respondents (All Calgarians, n=2,421; Disability in Household, n=502; No Disability in Household, n=1,898)

*Rounding

Indigenous Communities and Downtown Revitalization: Disability in Household

Calgarians who have a disability, or live in the same household as someone with a disability, and households without a disability present agree that The City is doing a good job working with local Indigenous communities when discussing downtown revitalization at about the same rate (67% vs. 72%).



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; Disability in Household, n=475; No Disability in Household, n=1,791)

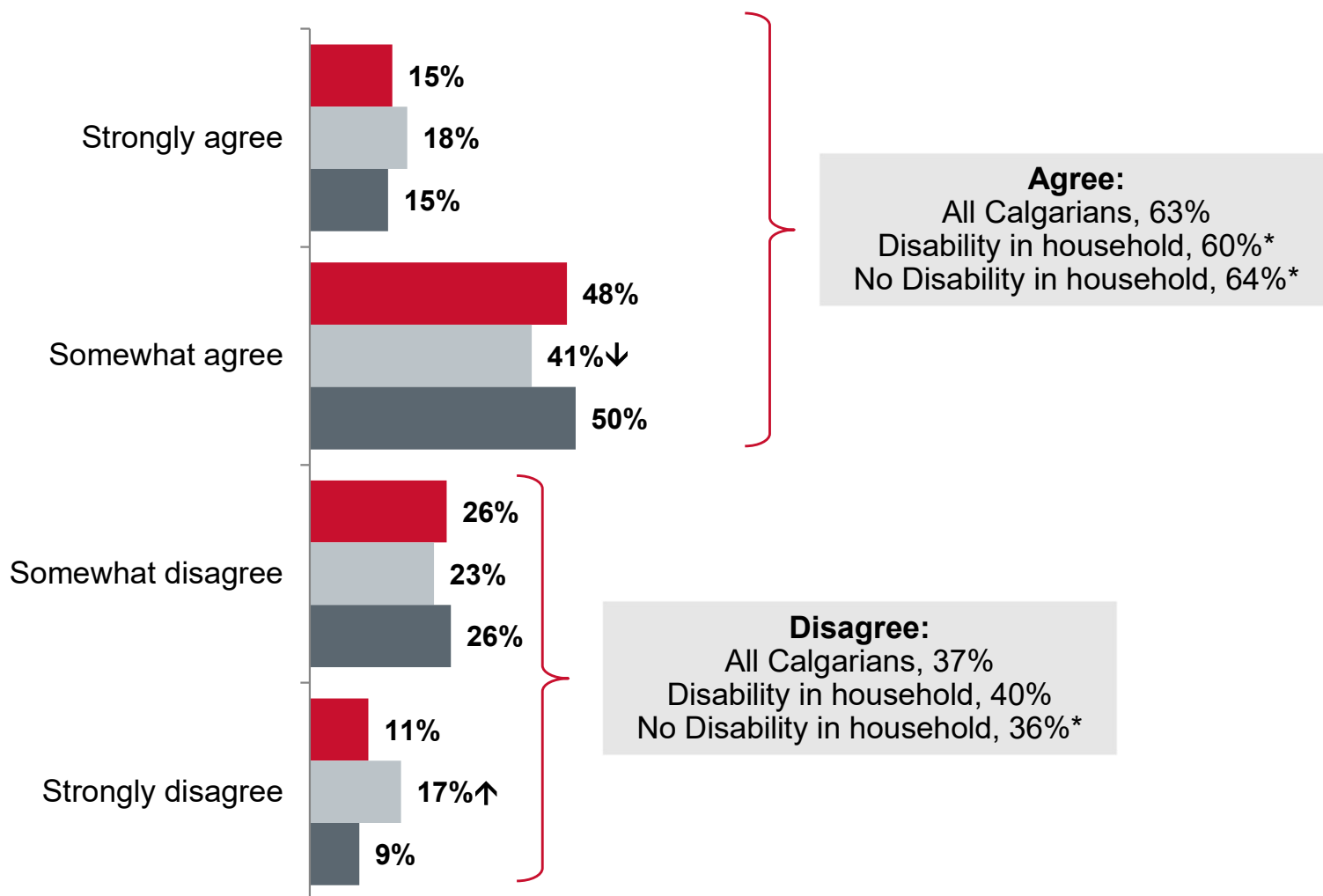
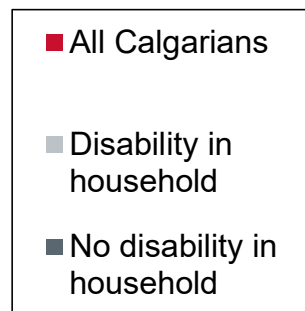
*Rounding



Working with Government to Address Social Issues: Disability in Household

A little less than two-thirds of Calgarian households (63%), regardless of whether there is at least one person with a disability living there or if the household does have a disability present, agree The City is doing a good job working with other levels of government to address social issues such as mental health (60% 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.”



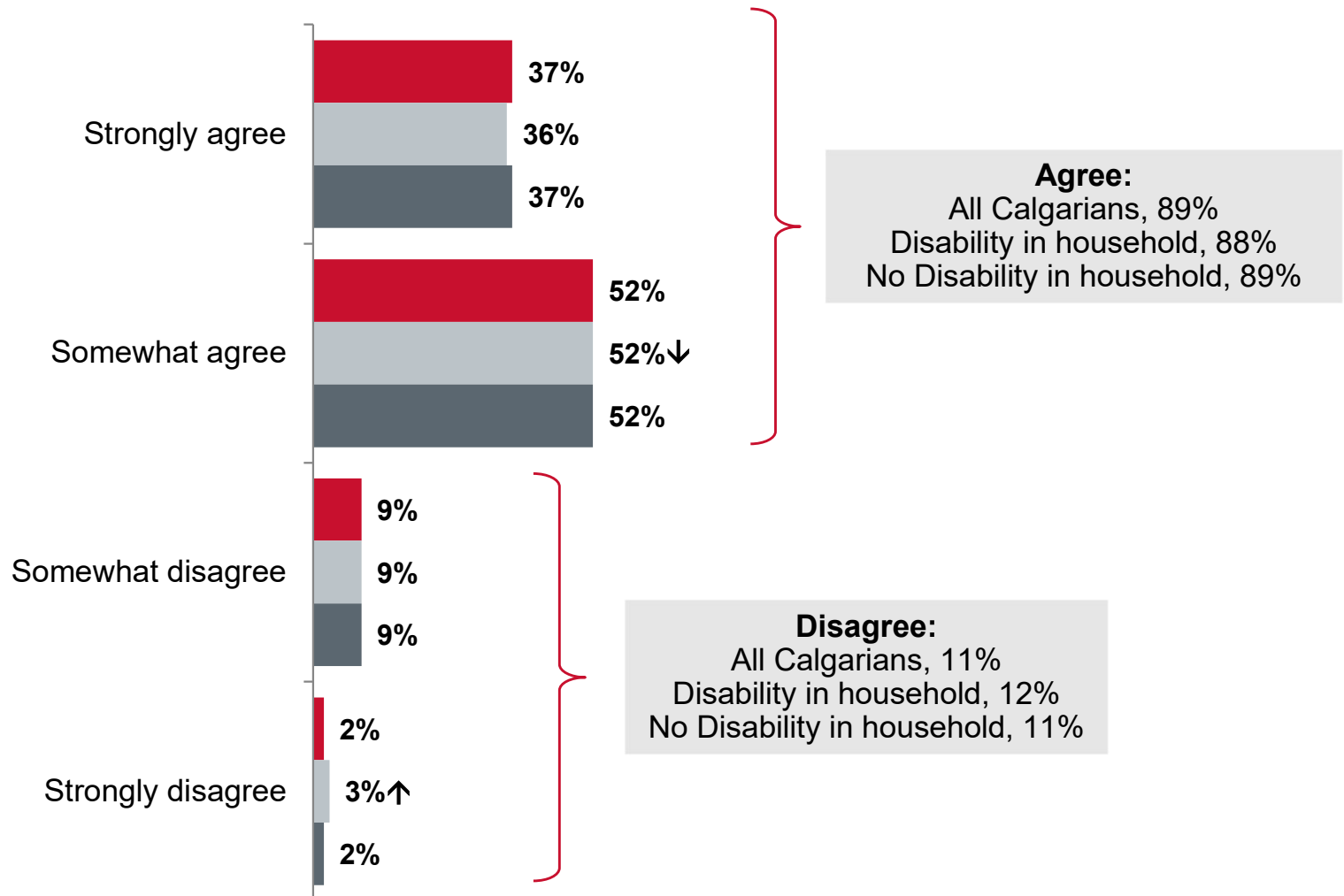
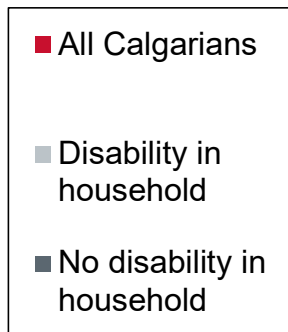
Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?
Base: Valid respondents (All Calgarians, n=2,442; Disability in Household, n=506; No Disability in Household, n=1,915)

*Rounding

Celebrating Culture, History, and Diversity: Disability in Household

Agreement that The City is working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity is consistent across Calgarian households with just under nine-in-ten (89%) agreeing, regardless of if at least one person with a disability lives in the household (88%) or if there is no disability present (89%).

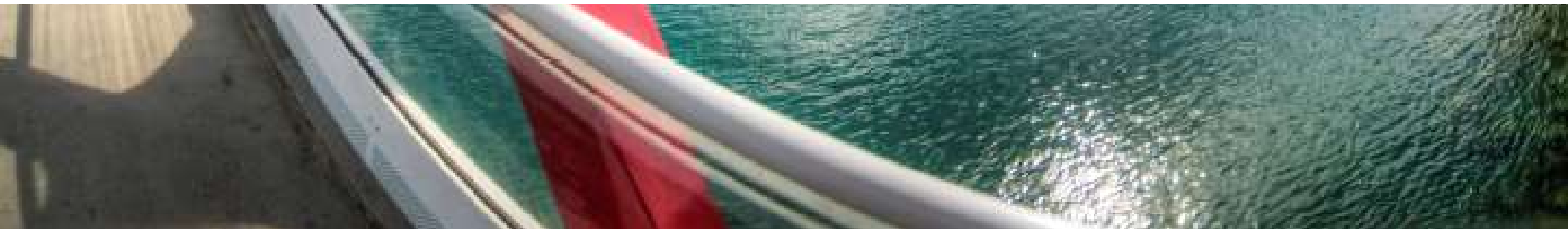
“The City of Calgary is doing a good job... Working to ensure Calgary is seen as a city that celebrates culture, heritage and diversity.”



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; Disability in Household, n=515; No Disability in Household, n=1,952)



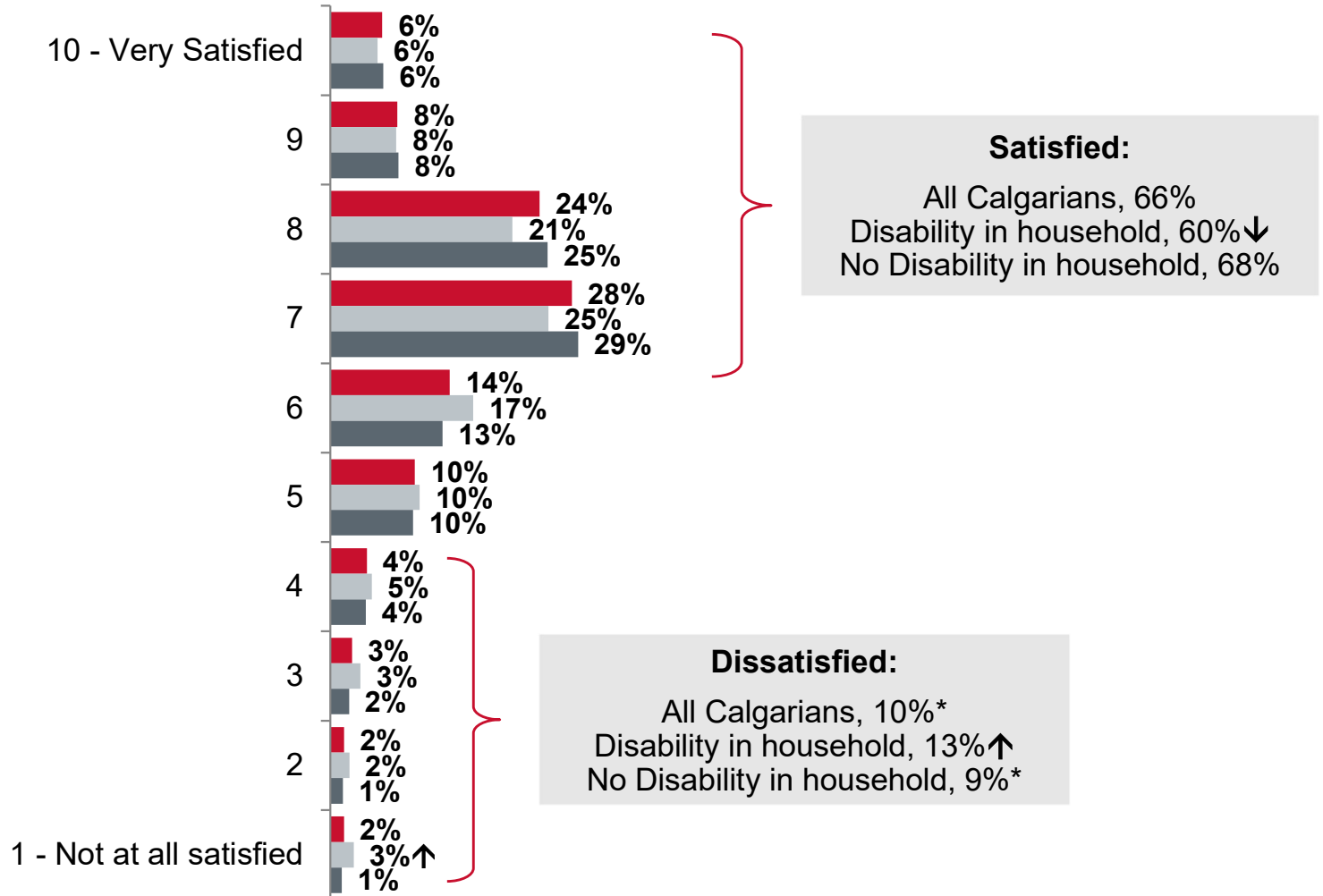
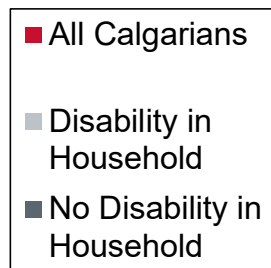
Service Equity



Satisfaction with the Overall Level and Quality of City Services and Programs: Disability in HH

Calgarians who have a disability, or live in the same household as someone with a disability, are less likely than households without a disability present to be satisfied with the overall level and quality of services and programs provided by The City (60% vs. 68%) and are more likely to be dissatisfied (13% vs. 9%).

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; Disability in Household, n=513; No Disability in Household, n=1,952)

*Rounding

Satisfaction with City Programs and Services: Disability in Household

In general, Calgary households that contain at least one person with a disability are less likely than households without a disability present to be satisfied in many City services, including The Calgary Fire Department (95% vs. 98%) and Calgary's pathway system (89% vs. 95%), among numerous others.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in Household	No Disability in Household
Calgary Fire Department	98%	95%↓	98%↑
Calgary's pathway system	93%	89%↓	95%↑
Protection from river flooding	93%	90%↓	94%↑
Disaster planning and response	93%	90%↓	94%↑
Residential Blue Cart recycling	93%	90%↓	94%↑
The quality of drinking water	93%	92%	93%
Calgary's parks, playgrounds and other open spaces	93%	92%	93%
Residential Green Cart service	92%	90%	92%
Animal control services for stray animals and pet licensing	91%	89%	91%
Spring road cleaning	90%	88%	91%
Residential garbage collection service	90%	86%	90%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	89%	84%↓	91%↑

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: Disability in Household

Calgary households with at least one person with a disability are less likely than households that do not have a person with a disability to be satisfied with community services (81% vs. 88%), City operated roads and infrastructure (79% vs. 86%) and social programs for individuals such as seniors or youth (69% vs. 83%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in Household	No Disability in Household
311 service	89%	84%	89%
Business licenses and inspections	88%	87%	88%
Support for arts and culture including festivals	87%	86%	87%
Community services such as support for community associations and not for profit groups	87%	81%↓	88%↑
City operated recreation PROGRAMS such as swimming lessons	87%	87%	87%
City operated roads and infrastructure	85%	79%↓	86%↑
Bylaw services for things such as noise complaints, fire pits and weeds	84%	82%	85%
Development and building inspections and permits	83%	82%	83%
Calgary Police Service	82%	81%	82%
911	82%	82%	82%
City of Calgary website	82%	78%	83%
Social programs for individuals such as seniors or youth	80%	69%↓	83%↑

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: Disability in Household

Calgary households with at least one person with a disability are less likely than households without a disability present to be satisfied with snow removal (66% vs. 76%), on-street bikeways (60% vs. 67%), and affordable housing for low-income families (40% vs. 58%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in Household	No Disability in Household
Transportation planning	80%	78%	80%
Traffic flow management	75%	73%	75%
Snow removal	74%	66%↓	76%↑
City land use planning	74%	71%	75%
Property tax assessment	73%	70%	74%
Calgary Transit including bus and CTrain service	72%	69%	73%
City growth management	72%	70%	72%
Road maintenance including pothole repairs	70%	66%	70%
Downtown revitalization	67%	62%	69%
On-street bikeways	66%	60%↓	67%↑
Affordable housing for low-income families	54%	40%↓	58%↑

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: Disability in Household

Although they are less satisfied with many programs and services, Calgary households with at least one person with a disability are more likely than households without a disability present to indicate a preference to 'invest more' in many services, including affordable housing (80% vs. 73%).

	Total	Disability in Household	No Disability in Household
Affordable housing for low-income families	74%	80%↑	73%↓
Social programs for individuals such as seniors or youth	70%	75%↑	68%↓
Calgary Transit including bus and CTrain service	61%	62%	60%
911	59%	65%↑	58%↓
Snow removal	55%	62%↑	53%↓
Road maintenance including pothole repairs	55%	58%	53%
Calgary Police Service	53%	58%	51%
Transportation planning	49%	48%	48%
City operated roads and infrastructure	47%	54%↑	46%↓
Downtown revitalization	47%	43%	48%
Calgary's parks, playgrounds and other open spaces	47%	50%	46%
Traffic flow management	46%	51%	44%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest More: Disability in Household

Calgary households that have at least one person with a disability are also more likely than households without a disability present to report a preference to 'invest more' in the Calgary Fire Department (57% vs. 41%) and 311 (43% vs. 29%).

	Total	Disability in Household	No Disability in Household
Calgary Fire Department	44%	57%↑	41%↓
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	43%	45%	43%
City operated recreation PROGRAMS such as swimming lessons	41%	42%	41%
Community services such as support for community associations and not for profit groups	41%	47%	40%
Calgary's pathway system	39%	42%	37%
City land use planning	37%	41%	35%
City growth management	37%	35%	37%
Disaster planning and response	33%	38%	32%
311 service	32%	43%↑	29%↓
The quality of drinking water	31%	34%	31%
Development and building inspections and permits	31%	36%	30%
Protection from river flooding	30%	34%	28%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest More: Disability in Household

Calgary households that have at least one person with a disability are also more likely than households without a disability present to report a preference to 'invest more' in residential garbage collection service (28% vs. 20%).

	Total	Disability in Household	No Disability in Household
Support for arts and culture including festivals	28%	27%	29%
On-street bikeways	26%	26%	26%
City of Calgary website	25%	29%	25%
Business licenses and inspections	25%	29%	24%
Bylaw services for things such as noise complaints, fire pits and weeds	23%	27%	22%
Residential garbage collection service	22%	28%↑	20%↓
Property tax assessment	21%	24%	20%
Spring road cleaning	21%	25%	20%
Residential Blue Cart recycling	19%	21%	18%
Animal control services for stray animals and pet licensing	17%	19%	16%
Residential Green Cart service	15%	15%	14%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest Less: Disability in Household

Calgary households with at least one person with a disability are more likely to want The City to ‘invest less’ in support for arts and culture when compared to households without a disability present (19% vs. 12%).

	Total	Disability in Household	No Disability in Household
On-street bikeways	35%	33%	35%
Downtown revitalization	15%	19%	13%
Property tax assessment	14%	13%	15%
Support for arts and culture including festivals	14%	19%↑	12%↓
City growth management	14%	16%	13%
Bylaw services for things such as noise complaints, fire pits and weeds	13%	13%	14%
Residential Green Cart service	12%	13%	12%
Calgary Police Service	10%	10%	10%
Animal control services for stray animals and pet licensing	9%	8%	10%
Residential Blue Cart recycling	8%	11%	8%
City land use planning	8%	8%	8%
Business licenses and inspections	8%	10%	7%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest Less: Disability in Household

Calgary households that have at least one person with a disability are also more likely than households without a disability present to report a preference to 'invest less' in development and building inspections and permits (11% vs. 6%).

	Total	Disability in Household	No Disability in Household
City of Calgary website	8%	10%	7%
Community services such as support for community associations and not for profit groups	8%	9%	8%
Protection from river flooding	7%	6%	8%
Development and building inspections and permits	7%	11%↑	6%↓
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	6%	8%	5%
Traffic flow management	6%	5%	6%
Transportation planning	5%	7%	5%
Disaster planning and response	5%	3%	6%
Spring road cleaning	5%	5%	5%
Affordable housing for low-income families	5%	3%	5%
City operated recreation PROGRAMS such as swimming lessons	4%	5%	4%
Residential garbage collection service	4%	4%	4%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest Less: Disability in Household

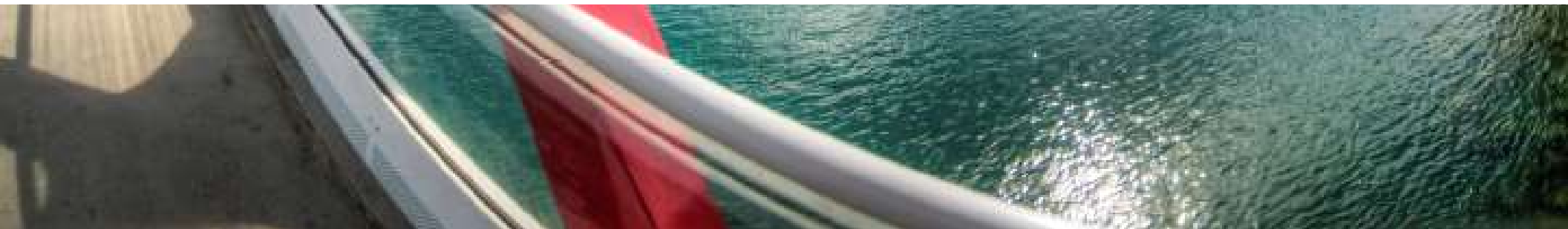
Although households with at least one person with a disability present are more likely to indicate a desire to 'invest more' in many services when compared to households without a disability present, they are not any less likely indicate The City should 'invest less' in any service.

	Total	Disability in Household	No Disability in Household
311 service	4%	5%	4%
Calgary's pathway system	4%	6%	3%
Calgary Transit including bus and CTrain service	4%	2%	4%
City operated roads and infrastructure	3%	3%	3%
Social programs for individuals such as seniors or youth	2%	2%	2%
The quality of drinking water	2%	1%	2%
Snow removal	2%	1%	2%
Calgary Fire Department	2%	1%	2%
Road maintenance including pothole repairs	1%	2%	1%
Calgary's parks, playgrounds and other open spaces	1%	1%	1%
911	1%	1%	1%

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



Respondent Demographics





Respondent Profile:

Age			
	Total	Disability	No Disability
18 to 24	11%	11%	10%
25 to 34	19%	14%↓	21%
35 to 44	18%	14%↓	19%
45 to 54	18%	21%	17%
55 to 64	13%	16%	12%
65 or older	21%	25%↑	19%
Mean	47.1	50.3↑	46.3

2SLGBTQIA+ Community			
	Total	Disability	No Disability
Yes	7%	14%↑	5%
No	93%	86%↓	95%

Children & Seniors in Household			
	Total	Disability	No Disability
Yes – Children	34%	31%	35%
Yes – Seniors	31%	41%↑	28%

Gender			
	Total	Disability	No Disability
Female	50%	54%	50%
Male	49%	45%↓	50%
Prefer to self-describe	1%	2%↑	0%

Education			
	Total	Disability	No Disability
Did not complete high school or equivalent	2%	5%↑	2%
Completed high school or equivalent	18%	25%↑	16%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%	8%	8%
Completed a college or other non-university certificate or diploma	19%	19%	19%
Completed a university certificate, diploma or degree	53%	43%↓	55%

Household Size			
	Total	Disability	No Disability
1	16%	15%	16%
2	33%	32%	33%
3	18%	20%	17%
4	20%	17%	21%
5 or more	14%	16%↑	12%
Mean	2.9	3	2.9

Type of Dwelling			
	Total	Disability	No Disability
Single-detached house	68%	67%	68%
Apartment or apartment-style condominium	14%	15%	14%
Duplex, triplex or fourplex	9%	9%	9%
Townhouse or rowhouse	8%	8%	8%
Another type of multi-dwelling unit	1%	2%	1%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)



Respondent Profile: (cont.)

Born in Canada

	Total	Disability	No Disability
Yes	72%	82%↑	70%
No	28%	18%↓	30%

Indigenous

	Total	Disability	No Disability
Yes – First Nations	1%	2%	1%
Yes – Metis	2%	4%↑	2%
Yes – Inuit	<1%	0%	0%
Yes – prefer to self-describe	1%	1%	1%
No	96%	94%↓	96%

Racialized

	Total	Disability	No Disability
Yes	27%	24%	27%
No	72%	75%	72%
Prefer to self-describe	1%	1%	1%

Age Arrived in Canada

Base: Not born in Canada			
	Total	Disability	No Disability
Under the age of 18	36%	33%	36%
18 to 49	64%	66%	64%
50 or older	1%	1%	1%

Tenure in Calgary

	Total	Disability	No Disability
Less than 5 years	7%	5%	8%
5 to less than 10 years	9%	5%↓	10%
10 to less than 15 years	9%	8%	9%
15 to less than 20 years	10%	8%	11%
20 to less than 30 years	22%	22%	22%
30 to less than 40 years	15%	13%	14%
40 or more	28%	49%↑	25%
Mean	27.9	32.2↑	26.9

Date of Arrival in Canada

Base: Not born in Canada			
	Total	Disability	No Disability
Within the past five years	18%	15%	19%
More than five years ago	82%	85%	81%

Quadrant

	Total	Disability	No Disability
Southwest	30%	28%	31%
Southeast	23%	25%	23%
Northwest	27%	27%	27%
Northeast	19%	21%	19%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)



Respondent Profile: (cont.)

Employment Status

	Total	Disability	No Disability
Full time employed or self employed	54%	37%↓	59%
Part time employed or self-employed	12%	12%	12%
Retired	20%	26%↑	19%
Looking after home and/or family	3%	3%	3%
Unable to work because of sickness or disability	3%	14%↑	0%
Unemployed	3%	5%↑	3%
Doing unpaid or voluntary work	1%	1%	1%
Student	6%	6%	5%

Own or Operate a Business

	Total	Disability	No Disability
Own and operate a business	16%	18%	16%
Own a business	3%	2%	3%
Operate a business	2%	2%	2%
No	79%	77%	79%

Household Income

	Total	Disability	No Disability
Less than \$30,000	7%	14%↑	5%
\$30,000 to <\$45,000	8%	12%↑	7%
\$45,000 to <\$60,000	10%	14%↑	9%
\$60,000 to <\$75,000	7%	6%	7%
\$75,000 to <\$90,000	7%	8%	7%
\$90,000 to <\$105,000	11%	9%	12%
\$105,000 to <\$120,000	9%	7%	9%
\$120,000 to <\$150,000	12%	11%	13%
\$150,000 to <\$200,000	16%	11%↓	17%
\$200,000+	14%	9%↓	14%

Own or Rent

	Total	Disability	No Disability
Own	74%	67%↓	76%
Rent	23%	27%↑	22%
Neither	0%	0%	0%
Other	3%	6%↑	3%

Responsible for Property Taxes

	Total	Disability	No Disability
Yes	87%	85%	87%
No	13%	15%	13%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)

Contact

The Corporate Research Team

Customer Service & Communications

The City of Calgary

Research@Calgary.ca