



Calgary



Equity-deserving communities Racialized Calgarians

Analysis of the 2023 Spring Survey of Calgarians
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Background and methodology

Telephone survey conducted with a randomly-selected sample of 2,502 Calgarians aged 18 years and older between March 2 and March 26, 2023.

- Both cell phone (60%) and landline (40%) sample were used.
 - The average interview length was 29 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 2,502 is ± 2.0 percentage points, 19 times out of 20. The margin of error for the Racialized Calgarians sub-group of 588 is ± 4.04 percentage points, 19 times out of 20, and the margin of error for the non-Racialized sub-group of 1,806 is ± 2.31 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 Spring Survey of Calgarians are represented within this report. Results are compared between the Racialized Calgarians and non-Racialized subgroups. Statistically significant differences are noted throughout the report:

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

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

Equity-deserving communities

Calgary's Equity-Deserving Communities (EDCs) are defined as groups of people who generally have less access to opportunities, resources, and systems of power because of their actual or perceived identity or identities. EDCs often experience social and financial disadvantages because of systems of oppression, which takes many forms including, but not limited to, racism, sexism, and ableism. The City would like to better understand the perspective of equity-deserving communities through the lens of the annual Spring and Fall Surveys of Calgarians. The data in this report are from the most recent (2023) Spring 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 nine 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: the number of respondents who identified with another category is too small to report separately

Household Income:

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

Note: self-reported pre-tax annual household income

Racialized People:

- **Yes**
- No

Seniors:

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

Disability:

- **Yes**
- No

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

Born in Canada:

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

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

Young Adults:

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

2SLGBTQIA+:

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

Indigenous:

- **Indigenous**
- Non-Indigenous

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



Key findings

Key findings

Quality of life

Racialized Calgarians have some positive perceptions of quality of life in Calgary.

- While Racialized Calgarians rate the overall quality of life in Calgary similarly to non-Racialized Calgarians (80% vs. 79%, respectively), they are more likely to say the quality of life has improved in the last three years (19% vs. 11%) and less likely to say it has worsened (44% vs. 50%).
- Racialized Calgarians are optimistic about the future of Calgary with significantly more agreement than non-Racialized Calgarians that Calgary is moving in the right direction to ensure high quality of life (58% vs. 49%) and that it is on track to be a better city (83% vs. 75%).

Inclusivity

Racialized Calgarians view The City as generally inclusive.

- Racialized Calgarians are more likely to agree (60% vs. 50%) that The City of Calgary removes barriers to participation for Calgarians who need it most, compared to non-Racialized Calgarians.
- Racialized Calgarians are also more likely to agree that The City of Calgary strives to create a city that is equally accessible to all, no matter their physical ability (67% vs. 57%).

Green Line LRT

Racialized Calgarians agree more than non-Racialized Calgarians about the importance of the Green Line LRT.

- Racialized Calgarians are more likely than non-Racialized Calgarians to rate the Green Line LRT as important to the future of Calgary (96% vs. 91%) and to agree that it is an important addition to Calgary's transportation network (95% vs. 89%).
- They are also more likely to agree that the Green Line LRT will enable Calgarians to better connect with people, places and services (96% vs. 90%).

Key findings

The environment

Overall, Racialized Calgarians rate the state of Calgary's environment as good.

- Racialized Calgarians are more likely than non-Racialized Calgarians to rate the state of Calgary's environment as 'good' (96% vs. 93%).
- Racialized Calgarians are also more satisfied than non-Racialized Calgarians with The City programs and services aimed at helping Calgarians reduce their environmental impact (85% vs. 75%).

Service equity

Calgarians identifying as Racialized are more satisfied with the overall level and quality of services and programs.

- Racialized Calgarians are more likely to be satisfied with the overall level and quality of services and programs provided by The City compared to non-Racialized Calgarians (73% vs. 66%).
- Specifically, Racialized Calgarians are more satisfied than non-Racialized Calgarians with community strategy services (89% vs. 82%), social services (89% vs. 82%), land development and sales (87% vs. 80%), development approvals (87% vs. 78%), affordable housing (61% vs. 49%). They are less likely to be satisfied with the Calgary Fire Department emergency response (90% vs. 95%).
- Racialized Calgarians are more likely to want investment in many more services with endorsement to 'invest more' in 31 out of 44 services and programs.
- There are also many services where they are less likely to say they want The City to 'invest less' in and these include: land development and sales, municipal elections, economic development and tourism, environmental management, real estate, city planning and policy, development approvals, library services, and public transit.

Key findings

Taxation

Despite their preference for more investment in the majority of City services, Racialized Calgarians are more likely to want to cut services to reduce taxes than to increase taxes, when compared to non-Racialized Calgarians.

- Racialized Calgarians rate the value of municipal property taxes as 'good,' similar to non-Racialized Calgarians (54% vs. 52%, respectively).
- Racialized Calgarians are more likely to want to cut services (43% vs. 37%) and less likely to want to increase taxes (51% vs. 57%) compared to non-Racialized Calgarians.

Customer service

Across all measures of customer service, Racialized Calgarians are more satisfied and give higher ratings than non-Racialized Calgarians.

- Racialized Calgarians are more likely to agree than non-Racialized Calgarians that the quality of customer service is consistently high (79% vs. 70%), The City responds quickly to requests and concerns (72% vs. 63%), The City makes customer service a priority (78% vs. 69%), and that The City meets their customer service expectations (82% vs. 77%).
- Calgarians who identify as Racialized are also more likely to rate communication from The City as 'good' compared to those who do not identify as Racialized (77% vs. 70%).

Input from Calgarians

As with customer service, Racialized Calgarians have more positive perceptions regarding input provided to The City by Calgarians.

- Racialized Calgarians are more likely to agree than non-Racialized Calgarians that The City allows meaningful input (73% vs. 59%), uses input from Calgarians (72% vs. 63%), provides enough opportunities for input (73% vs. 60%), and is working to improve how it includes Calgarians' input (77% vs 65%).

Key findings

Reputation and performance

Overall, Racialized Calgarians trust The City more and are more satisfied with The City than non-Racialized Calgarians.

- Racialized Calgarians trust The City more than non-Racialized Calgarians (54% vs. 47%), and distrust The City less (11% vs. 26%).
- They are also more likely to agree that The City practices open and accessible government (78% Racialized vs. 68% non-Racialized).
- Calgarians who are Racialized are more likely to be satisfied than those who are not with how The City as a whole (79% vs. 69%), Council (73% vs. 56%), and Administration (80% vs. 76%) are going about running The City.
- Those who are Racialized are more likely to agree that City Council and Administration work collaboratively to make the best possible decisions for the future of Calgary (76% vs. 66%) and that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians (65% vs. 56%) when compared to those who are not Racialized.



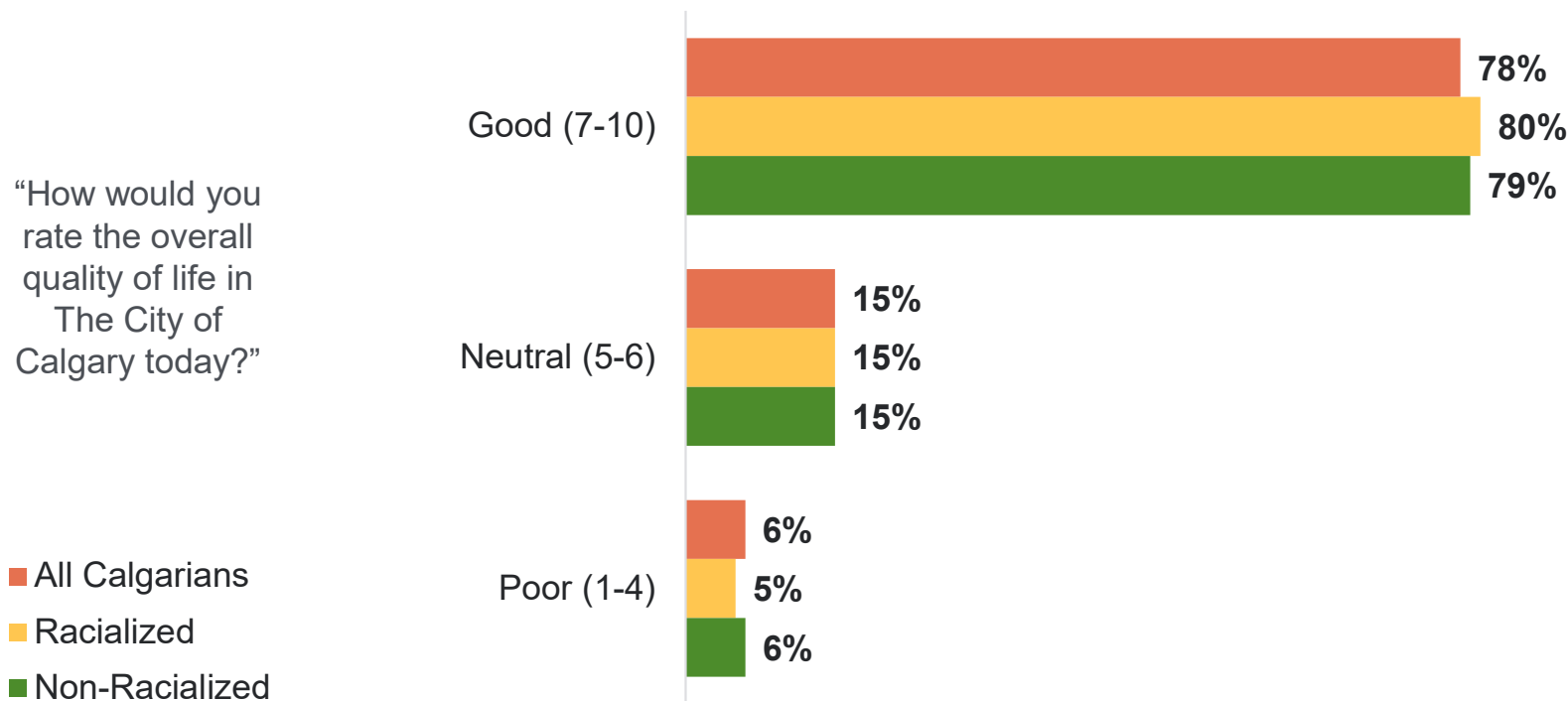
Detailed findings



Quality of life

Overall quality of life in Calgary – Racialized Calgarians

Nearly four-fifths (78%) of Calgarians rate the overall quality of life in the City of Calgary as ‘good’, with no significant differences between Racialized (80%) or non-Racialized Calgarians (79%).

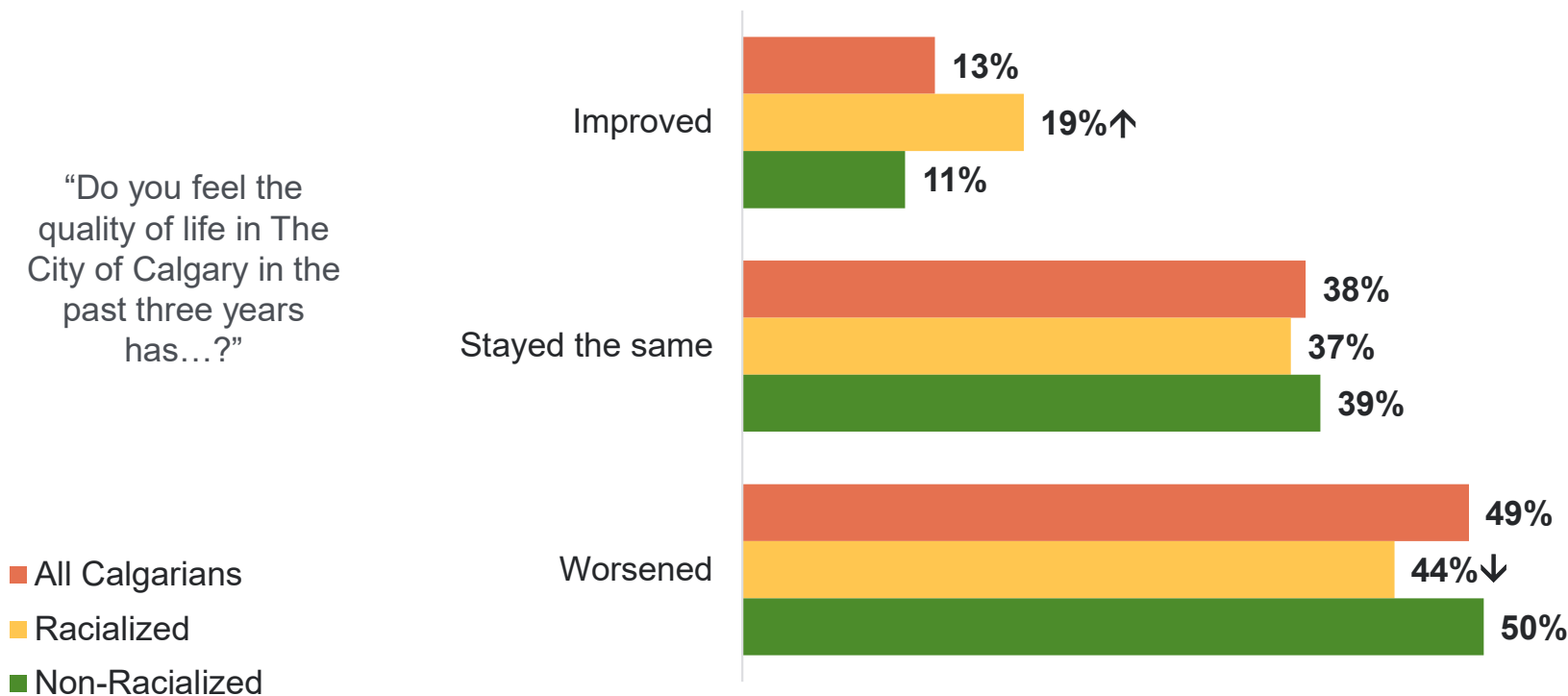


Q. On a scale of “1” to “10” where “1” is “very poor” and “10” is “very good” how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,500; Racialized, n=588; Non-Racialized, n=1,804)

Perceived change in quality of life – Racialized Calgarians

One-half of Calgarians say that the quality of life in the City of Calgary has worsened in the past three years, however, Racialized Calgarians are less likely than non-Racialized to say it has worsened (44% vs. 50%) and more likely to say it has improved (19% vs. 11%).



Q. Do you feel that the quality of life in The City of Calgary in the past three years has ...?
 Base: Valid respondents (All Calgarians, n=2,465; Racialized, n=571; Non-Racialized, n=1,788)

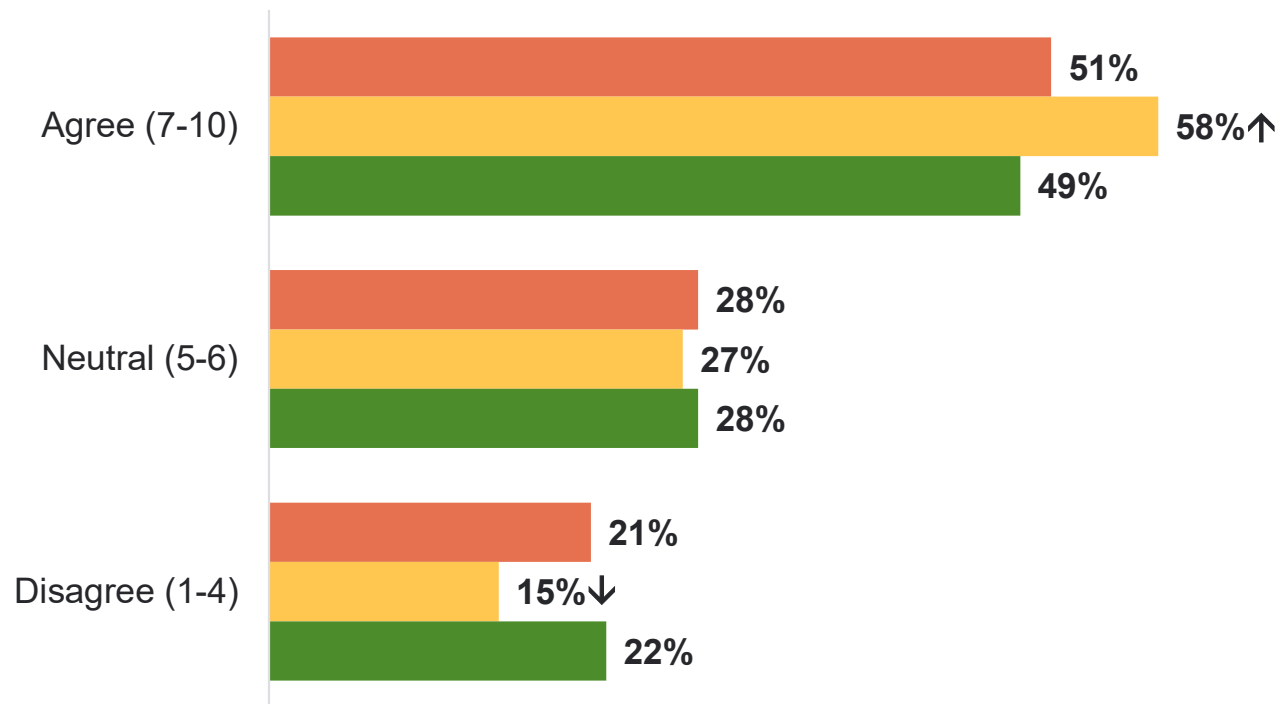
↑/ ↓ Statistically higher/lower than comparable subgroup

Moving in the right direction – Racialized Calgarians

Calgarians who are Racialized are more likely to agree (58% vs. 49%) and less likely to disagree (15% vs. 22%) that Calgary is moving in the right direction to ensure a high quality of life for future generations compared to those who are non-Racialized.

“Calgary is moving in the right direction to ensure a high quality of life for future generations.”

■ All Calgarians
■ Racialized
■ Non-Racialized



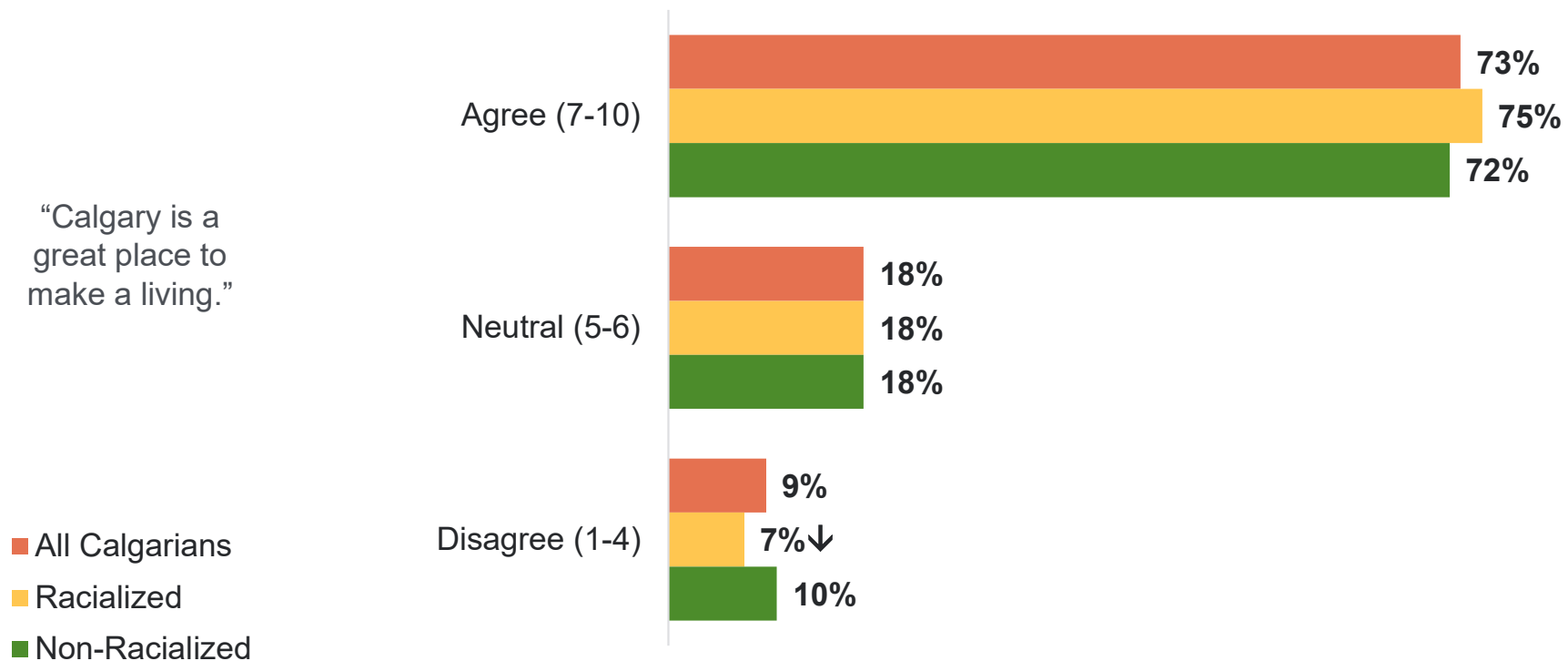
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,490; Racialized, n=585; Non-Racialized, n=1,797)

↑/ ↓ Statistically higher/lower than comparable subgroup

Great place to make a living – Racialized Calgarians

Calgarians who are Racialized are less likely to disagree that Calgary is a great place to make a living compared to those who were non-Racialized (7% vs. 10%).



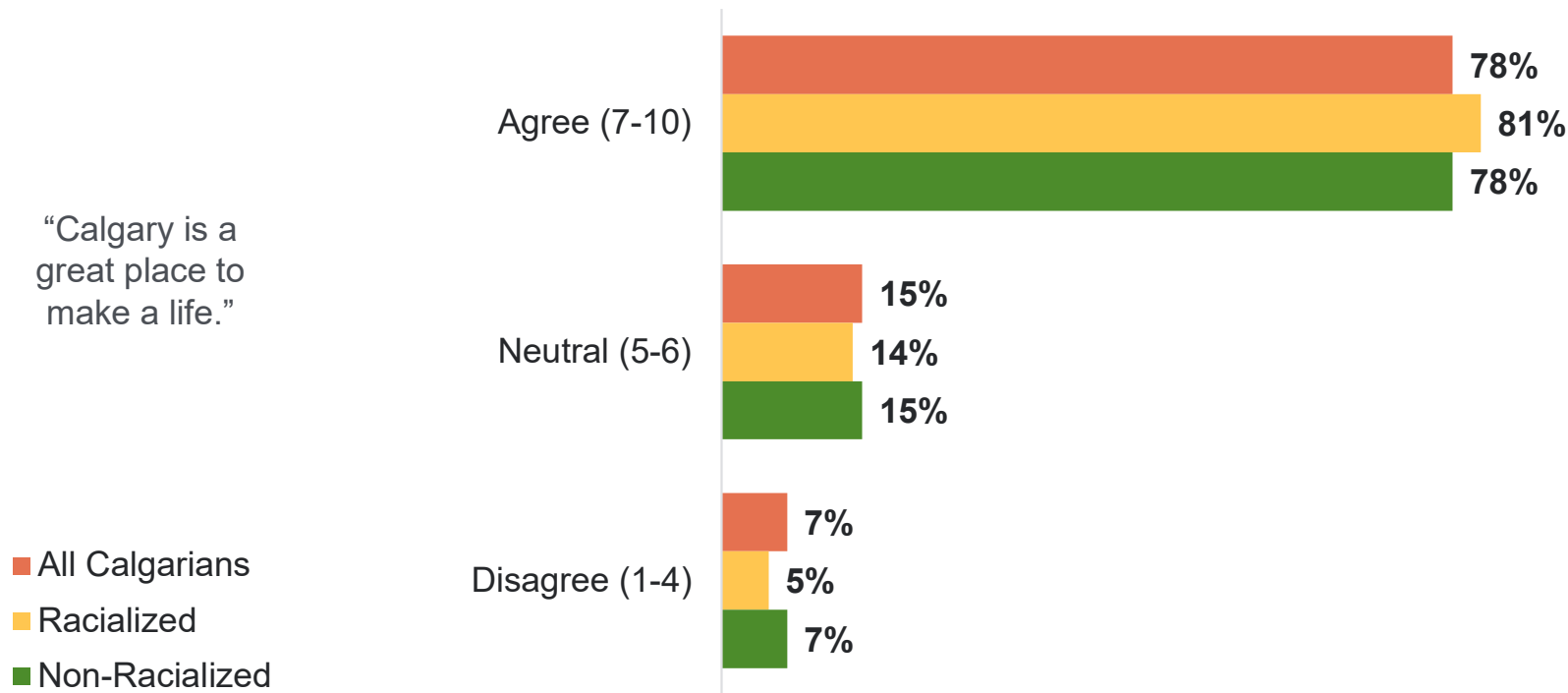
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,497; Racialized Calgarians, n=587; Non-Racialized, n=1,802)

↑/ ↓ Statistically higher/lower than comparable subgroup

Great place to make a life – Racialized Calgarians

Nearly four-fifths (78%) of Calgarians agree that Calgary is a great place to make a life, with no significant differences between Racialized and non-Racialized Calgarians (81% vs. 78%, respectively).



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

Base: Valid respondents (All Calgarians, n=2,502; Racialized, n=588; Non-Racialized, n=1,806)

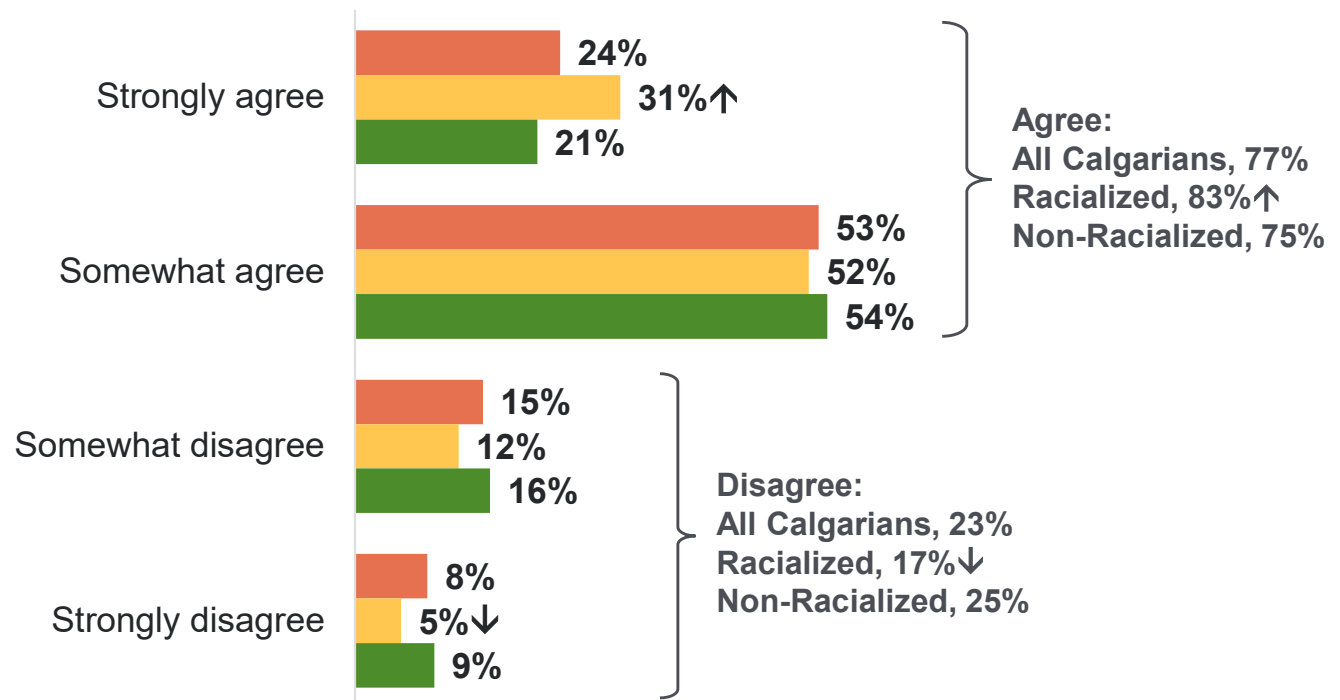
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On track to be a better city – Racialized Calgarians

Those who are Racialized are more likely to agree that Calgary is on the right track to be a better city 10 years from now than are those who are non-Racialized (83% vs. 75%, respectively). Racialized Calgarians are also less likely to disagree with this sentiment (17% vs. 25%).

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

■ All Calgarians
■ Racialized
■ Non-Racialized



Q. There are challenges facing The City of Calgary today, but also success stories. Do you agree or disagree that...

Base: Valid respondents (All Calgarians, n=2,487; Racialized, n=584; Non-Racialized, n=1,796)



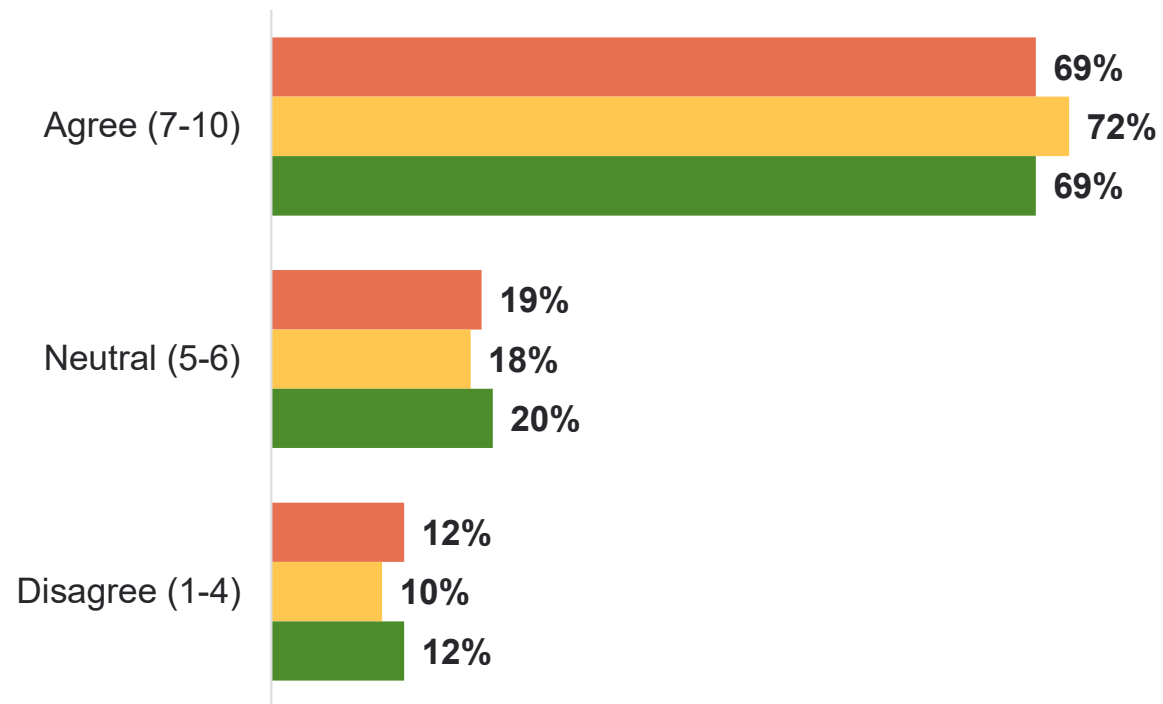
Inclusivity

Perceptions of inclusion – Racialized Calgarians

Seven-in-ten (69%) Calgarians agree that The City of Calgary fosters a city that is inclusive and accepting of all, regardless of being Racialized or non-Racialized (72% vs. 69%)

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

■ All Calgarians
■ Racialized
■ Non-Racialized

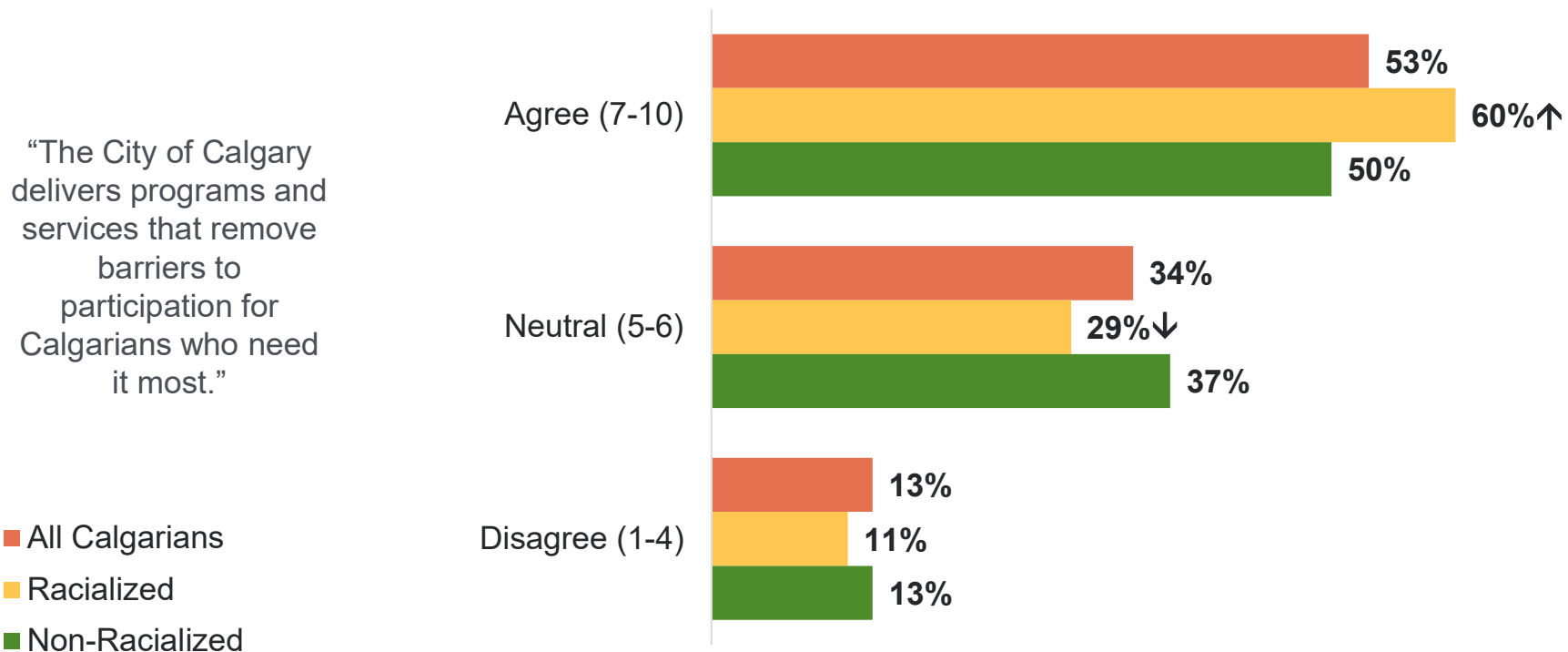


Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,473; Racialized, n=581; Non-Racialized, n=1,787)

Removes barriers to participation – Racialized Calgarians

Racialized Calgarians are significantly more likely to agree (60% vs. 50%) than non-Racialized Calgarians that The City delivers programs and services that remove barriers to participation for Calgarians who need it most.



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

Base: Valid respondents (All Calgarians, n=2,431; Racialized, n=581; Non-Racialized, n=1,748)

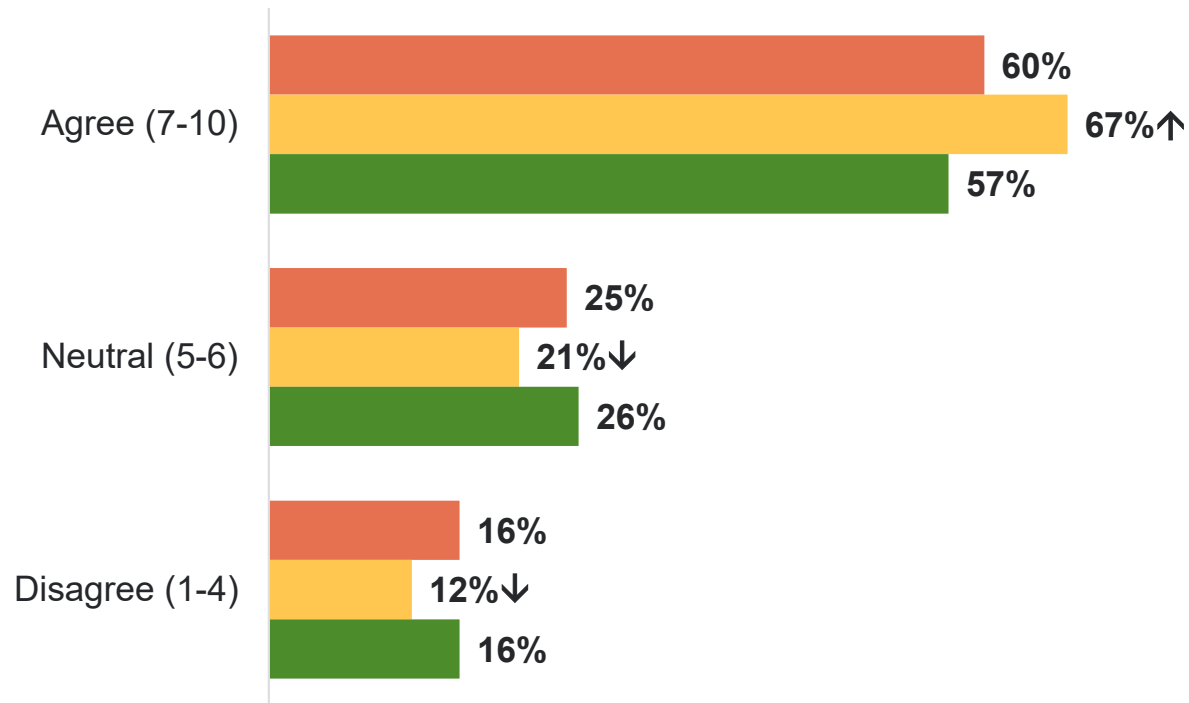
↑/ ↓ Statistically higher/lower than comparable subgroup

Equally accessible for all physical abilities – Racialized Calgarians

Those who are Racialized tend to agree more (67% vs. 57%) and disagree less (12% vs. 16%) than those who are non-Racialized that The City of Calgary strives to create a city that is equally accessible for all Calgarians no matter their physical ability.

“The City of Calgary municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability.”

■ All Calgarians
■ Racialized
■ Non-Racialized



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

Base: Valid respondents (All Calgarians, n=2,484; Racialized, n=583; Non-Racialized, n=1,793)

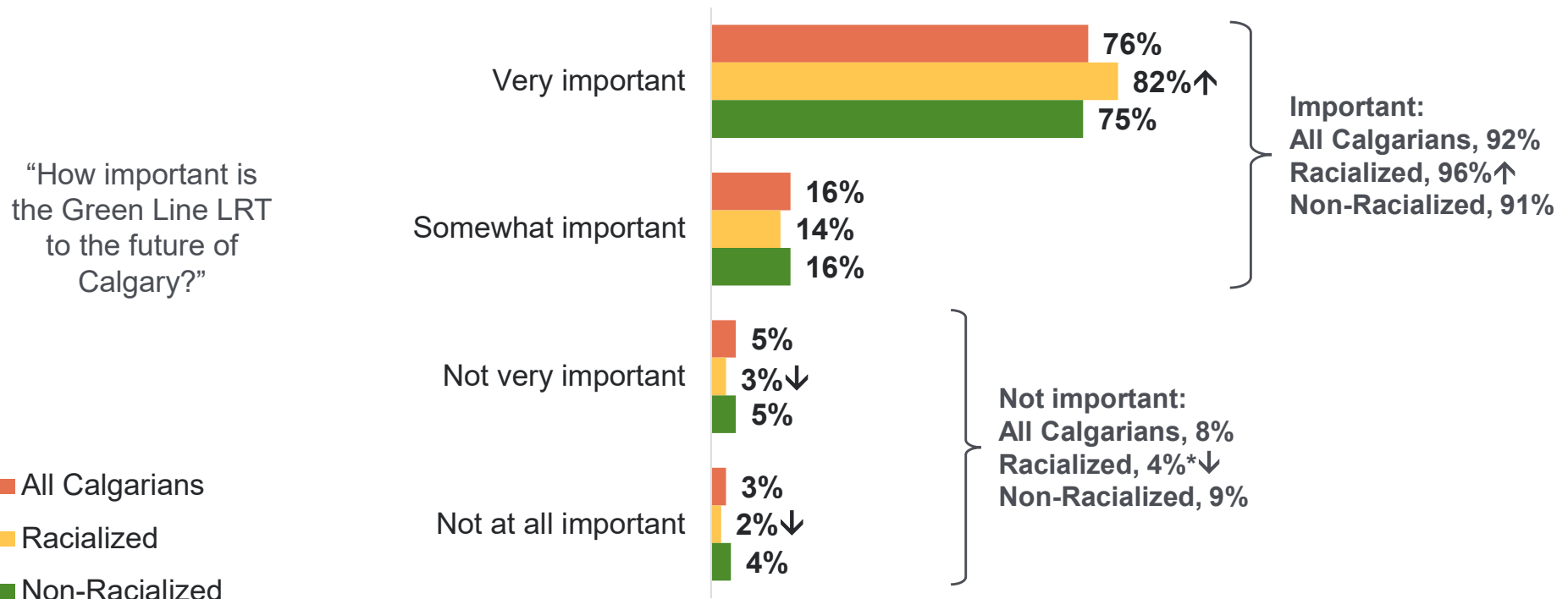
↑/ ↓ Statistically higher/lower than comparable subgroup



Green Line LRT

Importance to Calgary's future – Racialized Calgarians

When compared to non-Racialized Calgarians, Racialized Calgarians are significantly more likely to rate the Green Line LRT as 'important' (96% vs. 91%) to the future of Calgary and less likely to rate it as not important (4% vs. 9%)



Q. The Green Line is Calgary's next LRT line. When complete, it will connect communities between Keystone in the North and Seton in the Southeast to downtown and various other destinations along the way. How important do you think the Green Line LRT is to the future of Calgary, 10 years down the road and beyond?

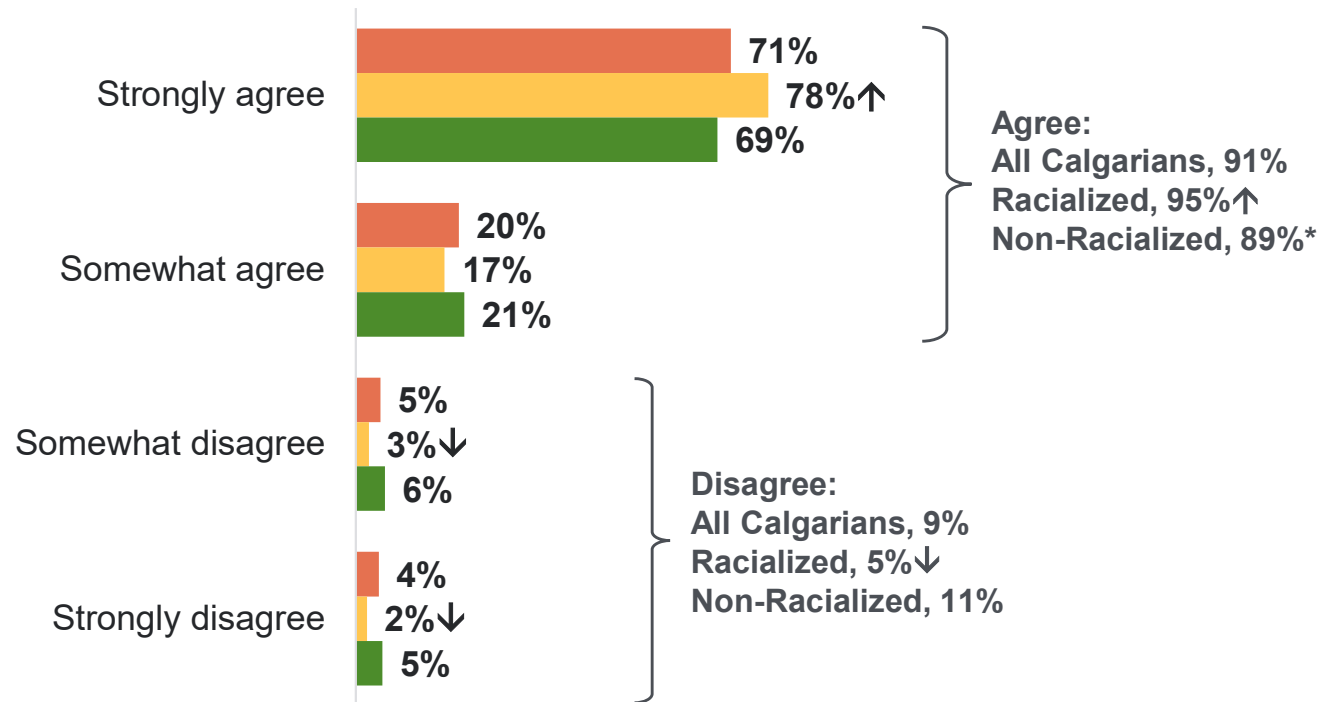
Base: Valid respondents (All Calgarians, n=2,490; Racialized, n=586; Non-Racialized, n=1,798)

Important addition to transportation network – Racialized Calgarians

Racialized Calgarians are more likely than non-Racialized to agree (95% vs. 89%) that the Green Line LRT will be an important addition to Calgary’s transportation network. They are also less likely to disagree (5% vs. 11%).

“The Green Line LRT will be an important addition to Calgary’s transportation network.”

- All Calgarians
- Racialized
- Non-Racialized



*Rounding

Q. To what extent do you agree or disagree with the following statements...

Base: Valid respondents (All Calgarians, n=2,495; Racialized, n=588; Non-Racialized, n=1,802)

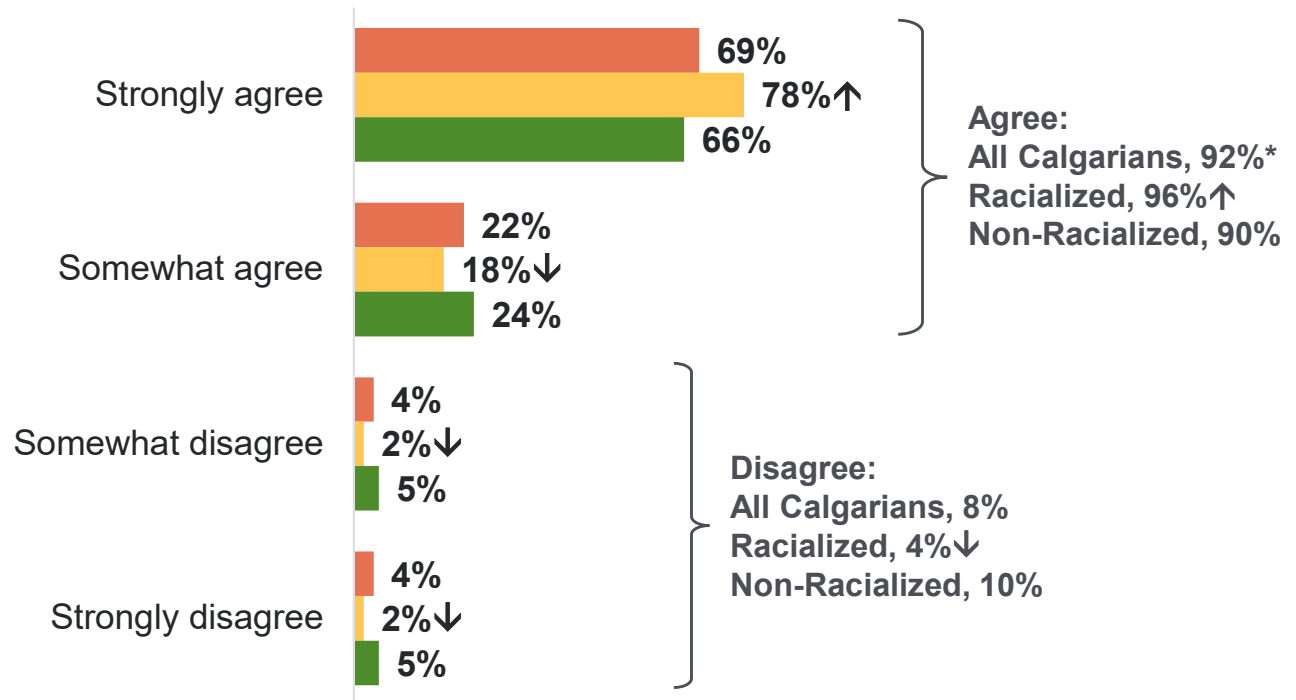
↑/ ↓ Statistically higher/lower than comparable subgroup

Better connecting people – Racialized Calgarians

In comparison with non-Racialized Calgarians, Racialized Calgarians are more likely to agree (96% vs. 90%) and less likely to disagree (4% vs. 10%) that the Green Line LRT will enable Calgarians to better connect people, places and services.

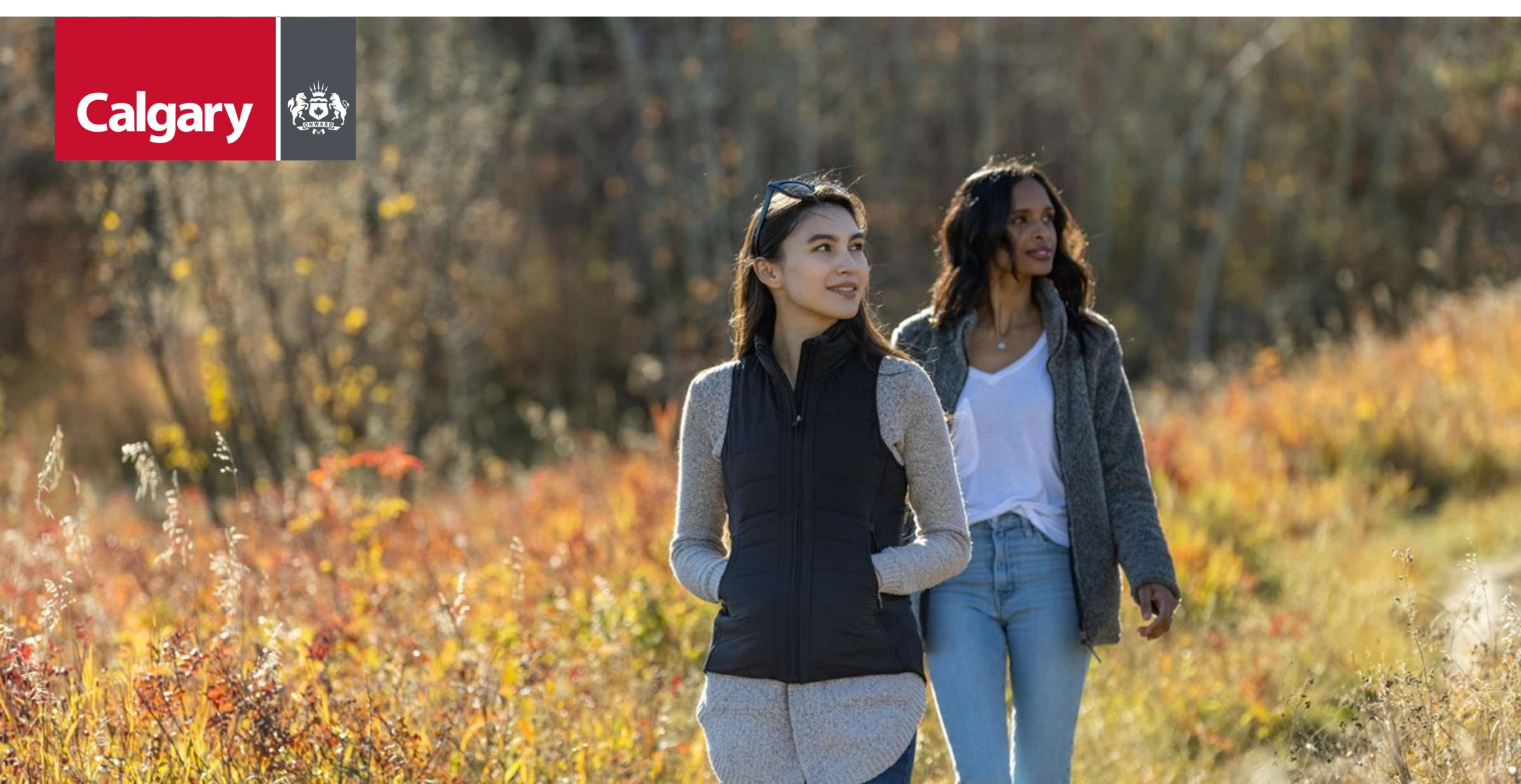
“The Green Line LRT will enable Calgarians to better connect with people, places and services.”

■ All Calgarians
■ Racialized
■ Non-Racialized



Q. To what extent do you agree or disagree with the following statements...

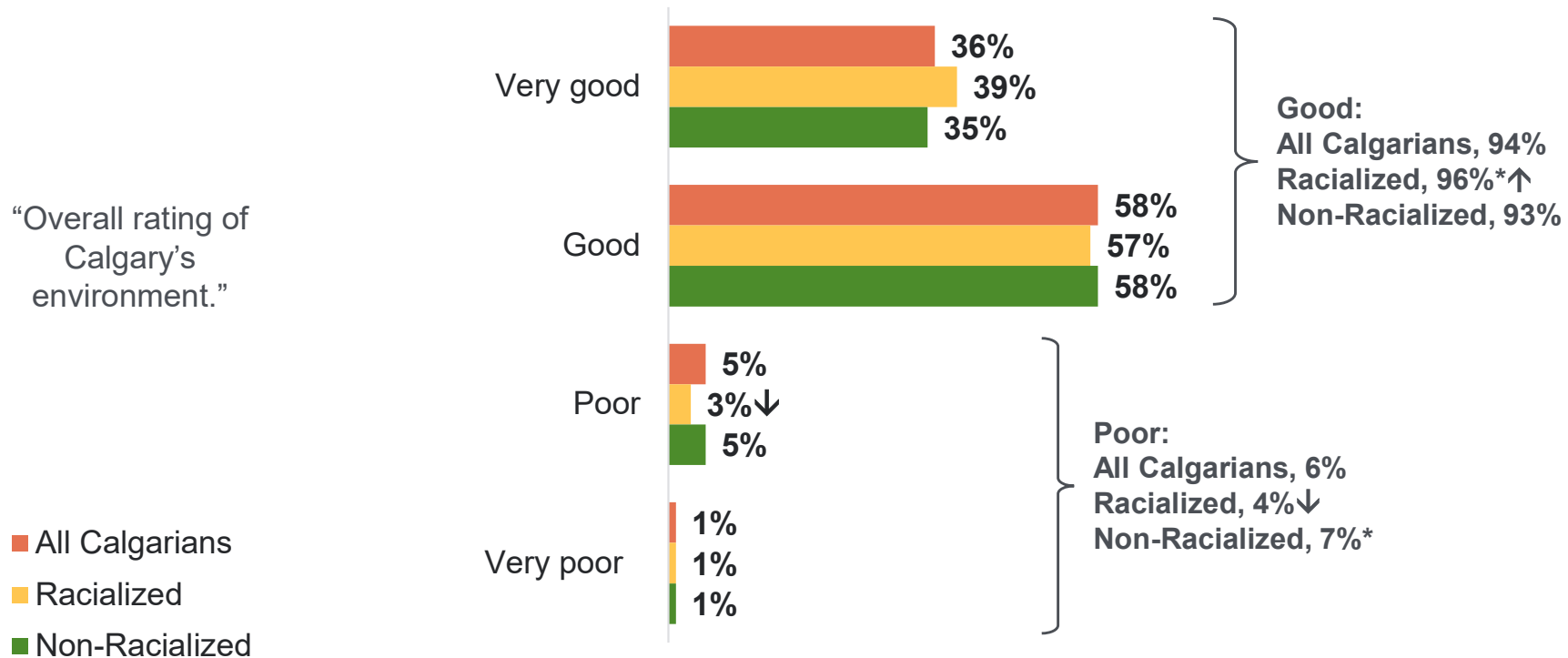
Base: Valid respondents (All Calgarians, n=2,496; Racialized, n=588; Non-Racialized, n=1,802)



The environment

Overall state of environment – Racialized Calgarians

Overall, Racialized Calgarians are more likely to rate the current state of Calgary’s environment as ‘good’ (96% vs. 93%) and less likely to rate it as ‘poor’ (4% vs. 7%) than are non-Racialized Calgarians.

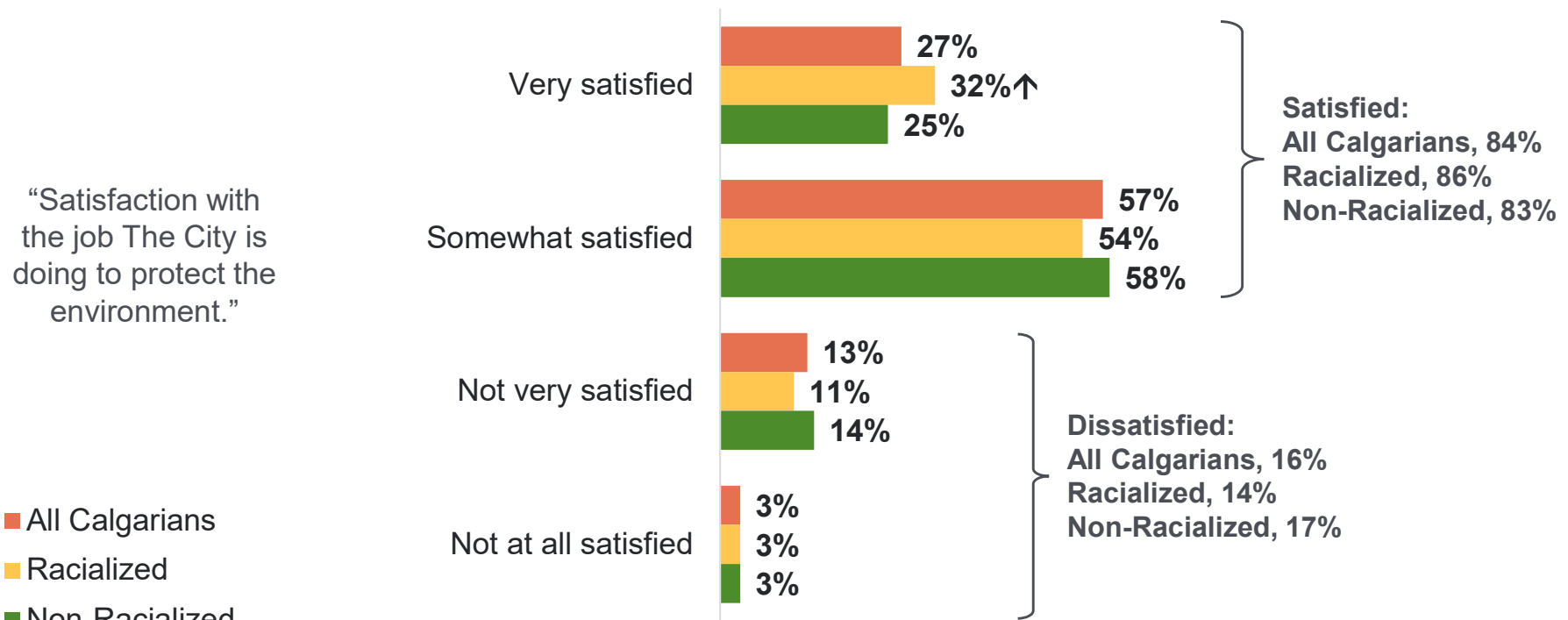


Q. Thinking about things such as air, water and land quality in The City, how would you rate the overall state of Calgary’s environment today? Would you say that it is...

Base: Valid respondents (All Calgarians, n=2,497; Racialized, n=586; Non-Racialized, n=1,805)

Protection of the environment – Racialized Calgarians

While overall there are no significant differences between Racialized and non-Racialized Calgarians (86% vs. 83%), those who are Racialized are significantly more likely to be ‘very satisfied’ (32% vs. 25%) with the job The City is doing to protect the environment.



Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?
 Base: Valid respondents (All Calgarians, n=2,479; Racialized, n=587; Non-Racialized, n=1,789)

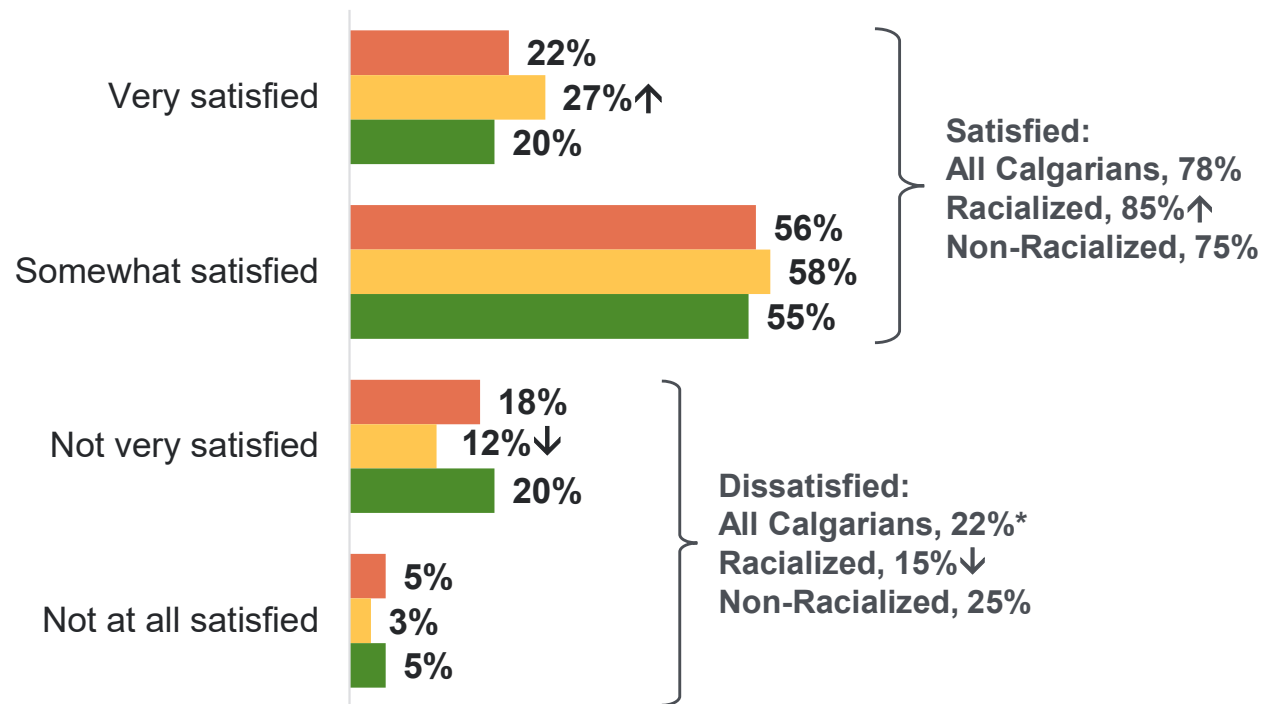
↑/ ↓ Statistically higher/lower than comparable subgroup

Programs and services to reduce environmental impact – Racialized Calgarians

Racialized Calgarians are overall more satisfied (85% vs. 75%) and less dissatisfied (15% vs. 25%) with the City programs and services aimed at helping Calgarians reduce their environmental impact compared to non-Racialized Calgarians.

“Satisfaction with City programs and services aimed at helping Calgarians reduce their environmental impact.”

■ All Calgarians
■ Racialized
■ Non-Racialized



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

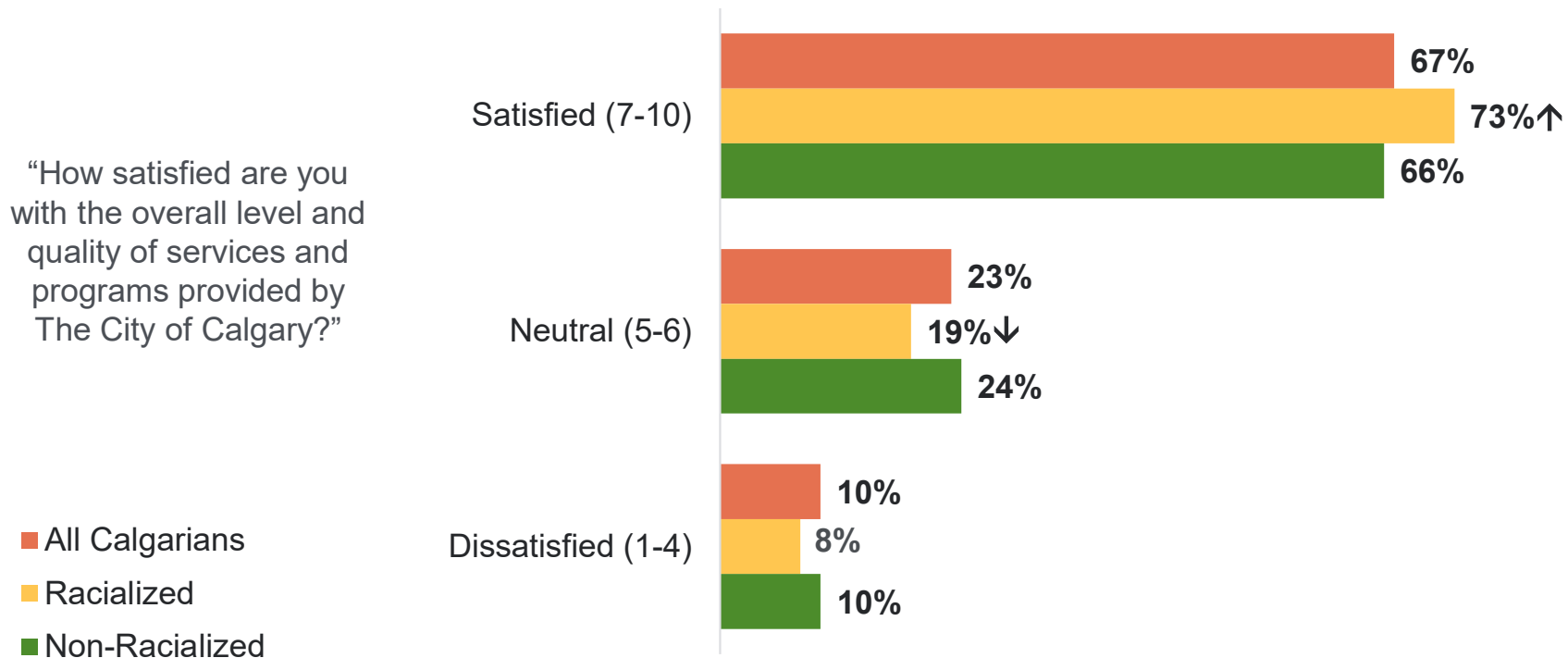
Base: Valid respondents (All Calgarians, n=2,469; Racialized, n=585; Non-Racialized, n=1,782)



Service equity

Overall satisfaction with programs and services – Racialized Calgarians

In comparison to those who are non-Racialized, Racialized Calgarians are significantly more likely to be satisfied (73% vs. 66%) with the overall level and quality of services and programs provided by The City of Calgary.



Q. On a scale from “1” to “10” where “1” is “not at all satisfied” and “10” is “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
 Base: Valid respondents (All Calgarians, n=2,493; Racialized, n=588; Non-Racialized, n=1,799)

↑/ ↓ Statistically higher/lower than comparable subgroup

Satisfaction with programs and services (1 of 4) – Racialized Calgarians

Racialized Calgarians are less likely than non-Racialized Calgarians to be satisfied with Calgary Fire Department emergency response (90% vs. 95%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized	Non-Racialized
Water treatment and supply	96%	96%	96%
Fire inspection and enforcement	96%	96%	97%
Library services	96%	97%	95%
City cemeteries	94%	93%	95%
Wastewater collection and treatment	94%	93%	94%
Calgary Fire Department emergency response	93%	90%↓	95%
Fire safety education	91%	89%	93%
Parks and open spaces	91%	92%	90%
Stormwater management	90%	88%	92%
Business licensing	90%	89%	91%
Records management, access and privacy services	89%	87%	90%

Q. 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 programs and services (2 of 4) – Racialized Calgarians

For many services there are no significant differences in levels of satisfaction between Racialized and non-Racialized Calgarians.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized	Non-Racialized
Pet ownership and licensing	89%	92%	88%
Emergency management and business continuity services	89%	89%	89%
311 and web	88%	88%	88%
Economic development and tourism	87%	87%	88%
Recreation opportunities	87%	83%	88%
Regulation of taxis, limousines and vehicles-for-hire	86%	86%	87%
Specialized transit services	86%	88%	86%
Arts and culture, including festivals	86%	87%	86%
Urban forestry	86%	88%	86%
Waste and recycling services	86%	89%	86%
Environmental management services	85%	89%	83%

Q. 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

Satisfaction with programs and services (3 of 4) – Racialized Calgarians

Racialized Calgarians are more satisfied than non-Racialized Calgarians with community strategy services (89% vs. 82%), social services (89% vs. 82%), and land development and sales (87% vs. 80%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized	Non-racialized
Calgary 9-1-1	84%	83%	84%
Building approval services and inspections	84%	83%	84%
Community strategy services	84%	89%↑	82%
Neighbourhood supports	84%	80%	85%
Social programs for individuals such as seniors or youth	83%	89%↑	82%
City communications	82%	82%	82%
Citizen engagement and research	82%	80%	83%
Land development and sales services	82%	87%↑	80%
Municipal elections	81%	80%	82%
Real estate	81%	83%	81%
Appeals and tribunals	81%	83%	80%

Q. 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 programs and services (4 of 4) – Racialized Calgarians

Development approvals (87% vs. 78%) and affordable housing (61% vs. 49%) are two programs and services where Racialized Calgarians are more satisfied than non-Racialized Calgarians.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Racialized	non-Racialized
Bylaw education and compliance services	80%	82%	80%
Development approvals	80%	87%↑	78%
City planning and policy services	79%	84%	78%
Police services	78%	75%	79%
Property assessment	76%	79%	76%
Sidewalks and pathways	75%	74%	76%
Parking and enforcement	71%	73%	70%
Property tax management	68%	67%	69%
Public transit including bus and C-Train service	66%	70%	64%
Streets	65%	61%	66%
Affordable housing for low-income Calgarians	53%	61%↑	49%

Q. 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 in programs and services (1 of 4) – Racialized Calgarians

On a number of services and programs provided by The City of Calgary, Racialized Calgarians are more likely than non-Racialized Calgarians to want The City to invest more. This includes public transit, streets, sidewalks and pathways, recreation opportunities, neighbourhood supports, and emergency management and business continuity services.

'Invest more'	Total	Racialized	Non-Racialized
Affordable housing for low-income Calgarians	73%	71%	74%
Public transit including bus and C-Train service	70%	77%↑	68%
Streets	69%	80%↑	65%
Calgary 9-1-1	67%	68%	66%
Police services	63%	58%	65%
Social programs for individuals such as seniors or youth	58%	62%	57%
Calgary Fire Department emergency response	56%	52%	58%
Sidewalks and pathways	56%	63%↑	53%
Recreation opportunities	55%	67%↑	51%
Neighbourhood supports	51%	61%↑	47%
Emergency management and business continuity services	49%	60%↑	45%

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

Base: Bases vary

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest more in programs and services (2 of 4) – Racialized Calgarians

Racialized Calgarians are more likely to endorse investing more in many services including services such as urban forestry (51% vs. 42%), fire safety education (48% vs. 35%), bylaw services (49% vs. 34%), citizen engagement and research (49% vs. 32%) and real estate (44% vs. 32%).

'Invest more'	Total	Racialized	Non-Racialized
Specialized transit services	48%	53%	47%
Urban forestry	44%	51%↑	42%
Community strategy services	44%	49%	42%
Environmental management services	42%	45%	42%
Parks and open spaces	42%	47%	40%
Fire safety education	39%	48%↑	35%
Bylaw education and compliance services	38%	49%↑	34%
Citizen engagement and research	37%	49%↑	32%
Building approval services and inspections	36%	42%	34%
City communications	36%	41%	34%
Real estate	36%	44%↑	32%

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

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest more in programs and services (3 of 4) – Racialized Calgarians

Racialized Calgarians are more likely to want The City to ‘invest more’ in a large number of services such as economic development and tourism, Waste and recycling services, development approvals, appeals and tribunals, water treatment and supply, arts and culture, city planning and policy, library services, and stormwater management.

‘Invest more’	Total	Racialized	Non-Racialized
Fire inspection and enforcement	35%	38%	34%
Economic development and tourism	35%	50%↑	29%
311 and web	33%	38%	31%
Waste and recycling services	32%	40%↑	29%
Development approvals	31%	43%↑	27%
Appeals and tribunals	31%	38%↑	28%
Water treatment and supply	29%	36%↑	25%
Arts and culture, including festivals	29%	38%↑	25%
City planning and policy services	29%	43%↑	23%
Library services	28%	35%↑	26%
Stormwater management	28%	38%↑	23%

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

Base: Bases vary

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest more in programs and services (4 of 4) – Racialized Calgarians

Racialized Calgarians are also more likely to want The City to invest more in a large number of services such as parking and enforcement, property tax management, records management, municipal elections, regulation of taxis, limousines and vehicles-for-hire, and city cemeteries.

'Invest more'	Total	Racialized	Non-Racialized
Parking and enforcement	28%	42%↑	23%
Property tax management	27%	38%↑	23%
Business licensing	27%	35%↑	23%
Land development and sales services	27%	41%↑	21%
Wastewater collection and treatment	26%	35%↑	22%
Records management, access and privacy services	25%	33%↑	21%
Property assessment	24%	35%↑	18%
Municipal elections	20%	34%↑	16%
Regulation of taxis, limousines and vehicles-for-hire	17%	25%↑	14%
City cemeteries	16%	23%↑	13%
Pet ownership and licensing	15%	22%↑	13%

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

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest less in programs and services (1 of 4) – Racialized Calgarians

For a few services, Racialized Calgarians are less likely to want the City to ‘invest less’ compared to non-Racialized Calgarians. These include land development and sales services (8% vs. 20%), municipal elections (9% vs. 16%), and economic development and tourism (7% vs. 13%).

‘Invest less’	Total	Racialized	Non-Racialized
Parking and enforcement	23%	21%	25%
Regulation of taxis, limousines and vehicles-for-hire	20%	16%	21%
Land development and sales services	17%	8%↓	20%
Property tax management	16%	15%	16%
Property assessment	16%	14%	15%
Pet ownership and licensing	15%	10%	16%
Arts and culture, including festivals	15%	13%	15%
Municipal elections	14%	9%↓	16%
City cemeteries	14%	11%	15%
Economic development and tourism	12%	7%↓	13%
Citizen engagement and research	11%	9%	12%

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

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest less in programs and services (2 of 4) – Racialized Calgarians

Racialized Calgarians are less likely to want The City to invest less than non-Racialized Calgarians in environmental management services (6% vs. 13%), real estate (5% vs. 12%), city planning and policy (5% vs. 12%), developmental approvals (3% vs. 12%), and library services (4% vs. 9%).

'Invest less'	Total	Racialized	Non-Racialized
Environmental management services	11%	6%↓	13%
Real estate	11%	5%↓	12%
City planning and policy services	11%	5%↓	12%
Bylaw education and compliance services	11%	7%	12%
Development approvals	10%	3%↓	12%
Records management, access and privacy services	9%	7%	9%
Police services	9%	11%	8%
Appeals and tribunals	8%	9%	8%
Community strategy services	8%	5%	8%
Business licensing	8%	7%	8%
Library services	8%	4%↓	9%

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

Base: Bases vary

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest less in programs and services (3 of 4) – Racialized Calgarians

Racialized Calgarians are less likely to want The City to invest less in public transit than non-Racialized Calgarians (1% vs. 5%).

'Invest less'	Total	Racialized	Non-Racialized
City communications	8%	9%	7%
Neighbourhood supports	7%	6%	7%
Building approval services and inspections	6%	7%	6%
Waste and recycling services	6%	6%	5%
Urban forestry	6%	6%	5%
311 and web	5%	8%	4%
Affordable housing for low-income Calgarians	5%	5%	5%
Emergency management and business continuity services	4%	5%	4%
Stormwater management	4%	3%	4%
Recreation opportunities	4%	3%	4%
Public transit including bus and C-Train service	4%	1%↓	5%

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

↑/ ↓ Statistically higher/lower than comparable subgroup

Invest less in programs and services (4 of 4) – Racialized Calgarians

For some services, there are no significant differences between Racialized and non-Racialized Calgarians in wanting The City to ‘invest less’ in some programs and services.

‘Invest less’	Total	Racialized	Non-Racialized
Fire safety education	4%	3%	4%
Social programs for individuals such as seniors or youth	4%	5%	2%
Fire inspection and enforcement	3%	3%	4%
Sidewalks and pathways	3%	3%	3%
Streets	3%	2%	3%
Specialized transit services	3%	1%	4%
Parks and open spaces	3%	3%	2%
Wastewater collection and treatment	2%	3%	2%
Water treatment and supply	2%	2%	2%
Calgary 9-1-1	2%	2%	2%
Calgary Fire Department emergency response	1%	1%	1%

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

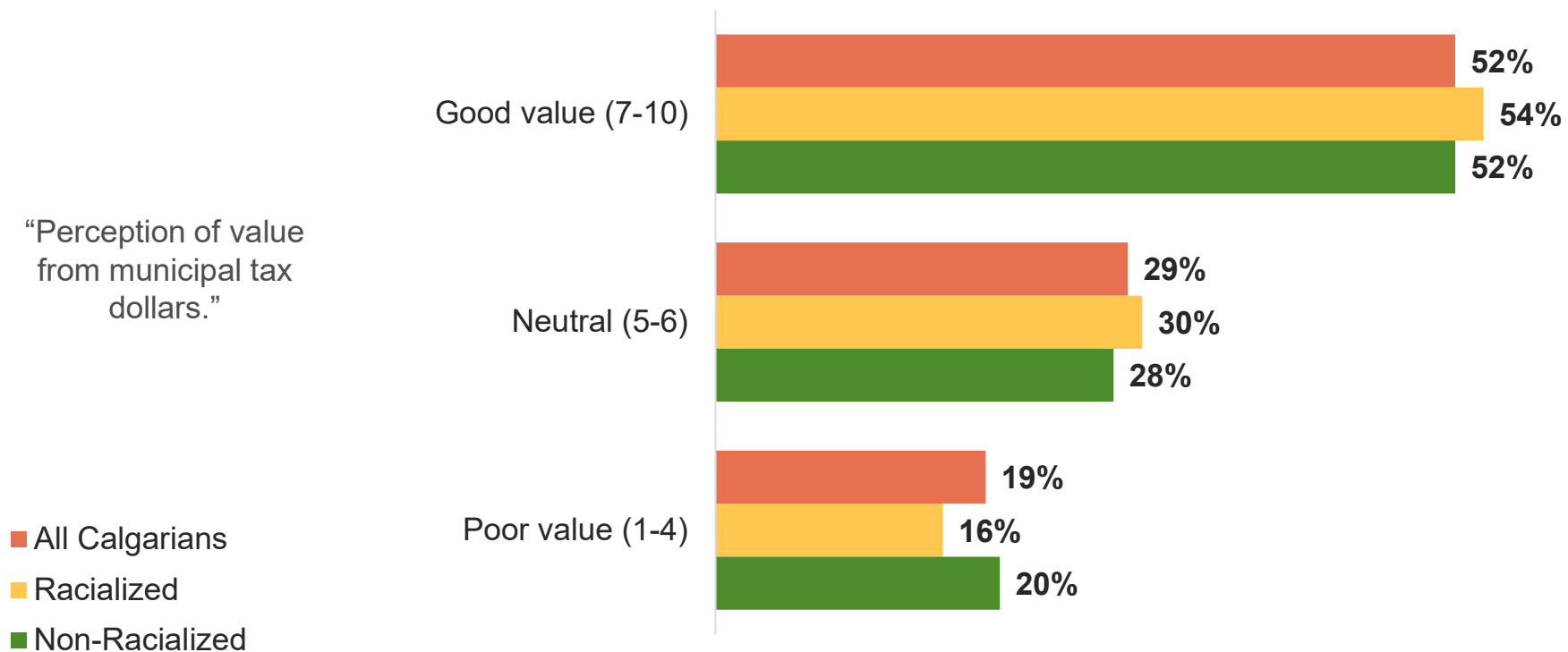
↑/ ↓ Statistically higher/lower
than comparable subgroup



Taxation

Value for tax dollar – Racialized Calgarians

There is no significant differences in the perception of value from municipal tax dollars between Racialized Calgarians and non-Racialized Calgarians, with about half of all Calgarians (52%) indicating they receive good value (54% Racialized vs. 52% non-Racialized).

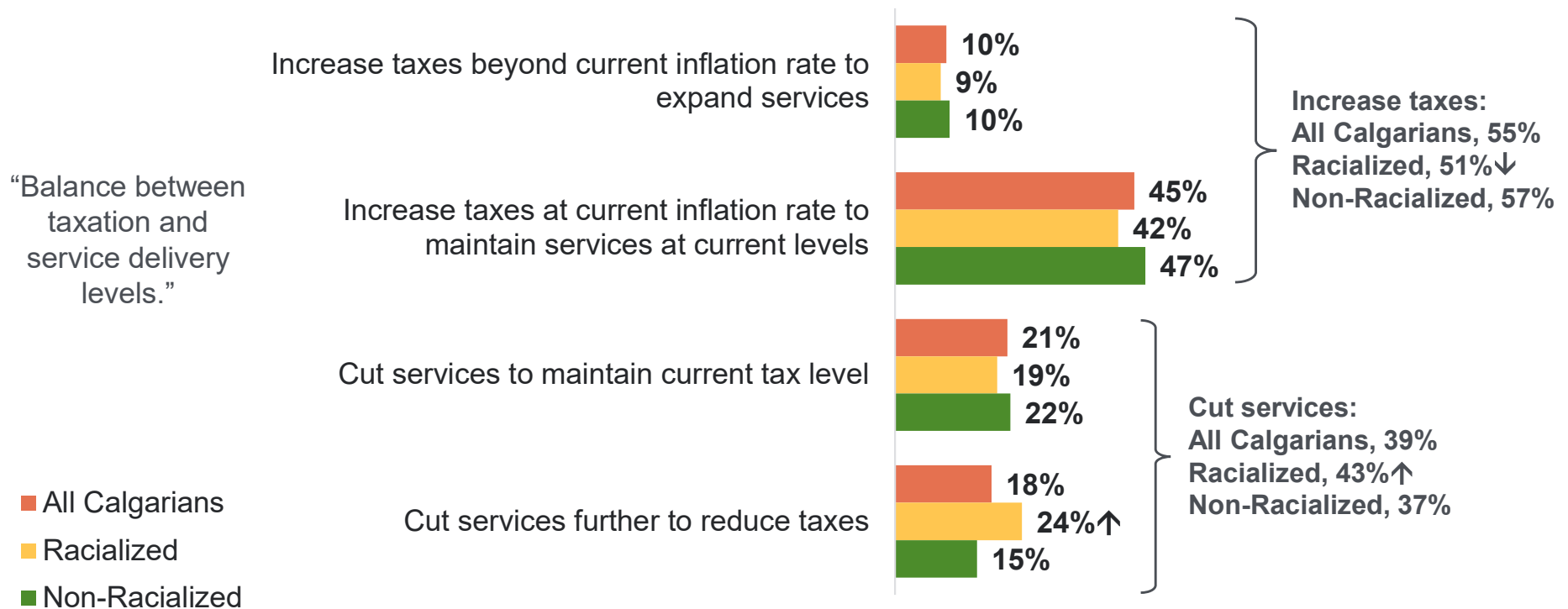


Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars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

Base: Valid respondents (All Calgarians, n=2,476; Racialized, n=583; Non-Racialized, n=1,786)

Increase taxes or cut services – Racialized Calgarians

Racialized Calgarians are less likely to indicate they want The City to increase taxes to expand or maintain services (51% vs. 57%), and more likely to want The City to cut services to maintain or reduce taxes (43% vs. 37%).



Q. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

Base: Valid respondents (All Calgarians, n=2,471; Racialized, n=583; Non-Racialized, n=1,785)

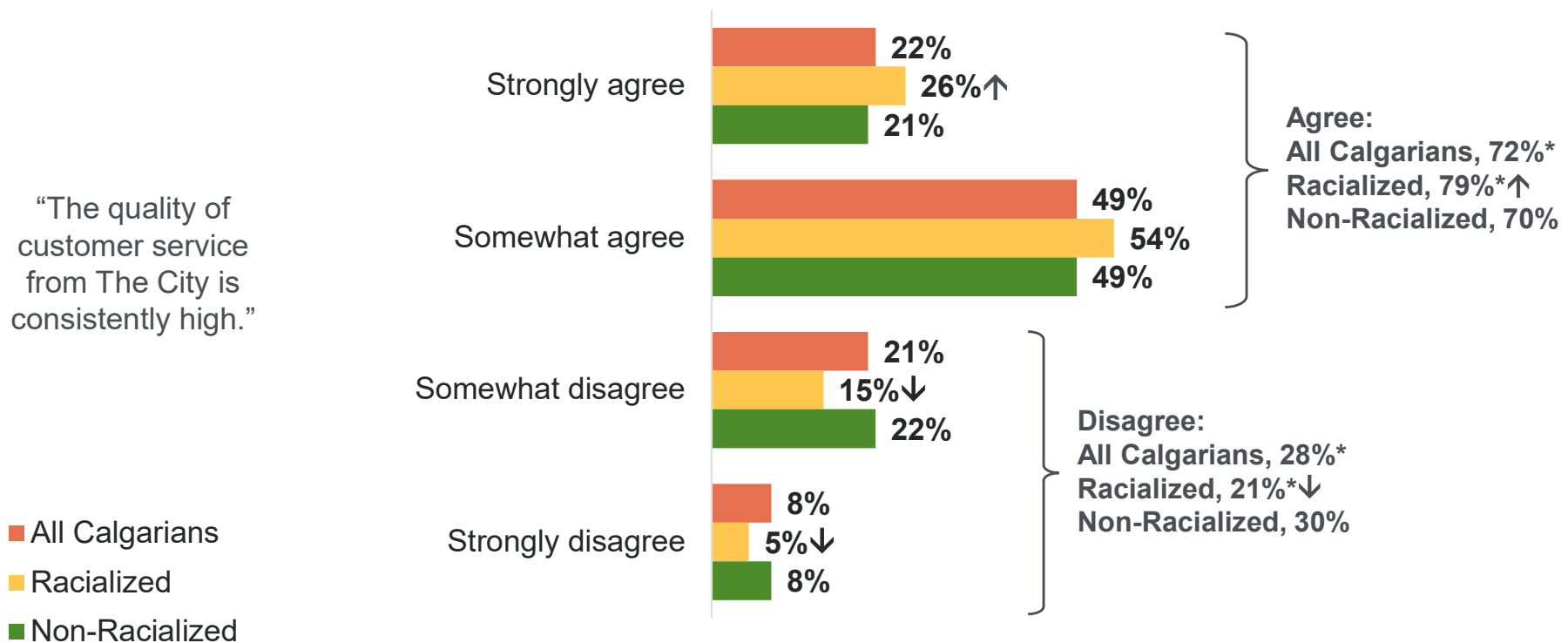
↑/↓ Statistically higher/lower than subgroup



Customer service

Quality of customer service – Racialized Calgarians

Racialized Calgarians are more likely to agree (79% vs. 70%) and less likely to disagree (21% vs. 30%) than non-Racialized Calgarians that the quality of customer service from The City is consistently high.

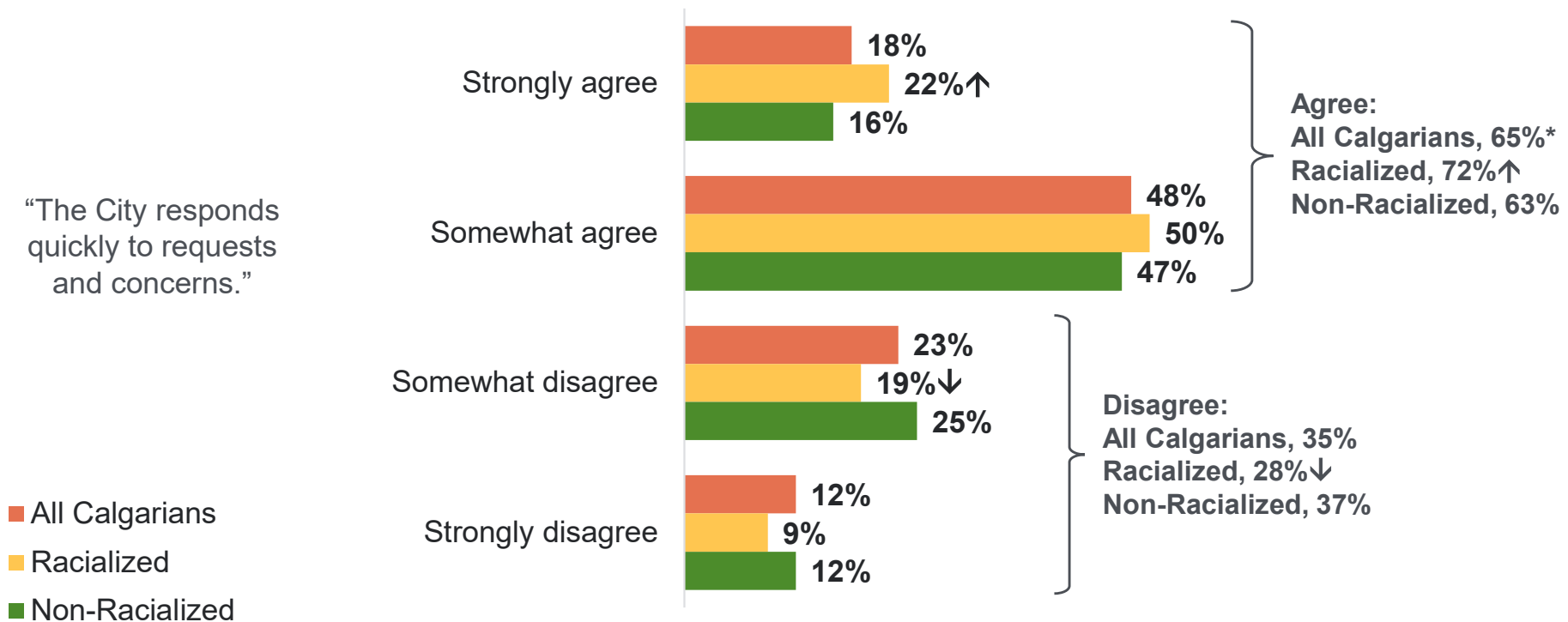


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...

Base: Valid respondents (All Calgarians, n=2,473; Racialized, n=586; Non-Racialized, n=1,784)

The City responds quickly – Racialized Calgarians

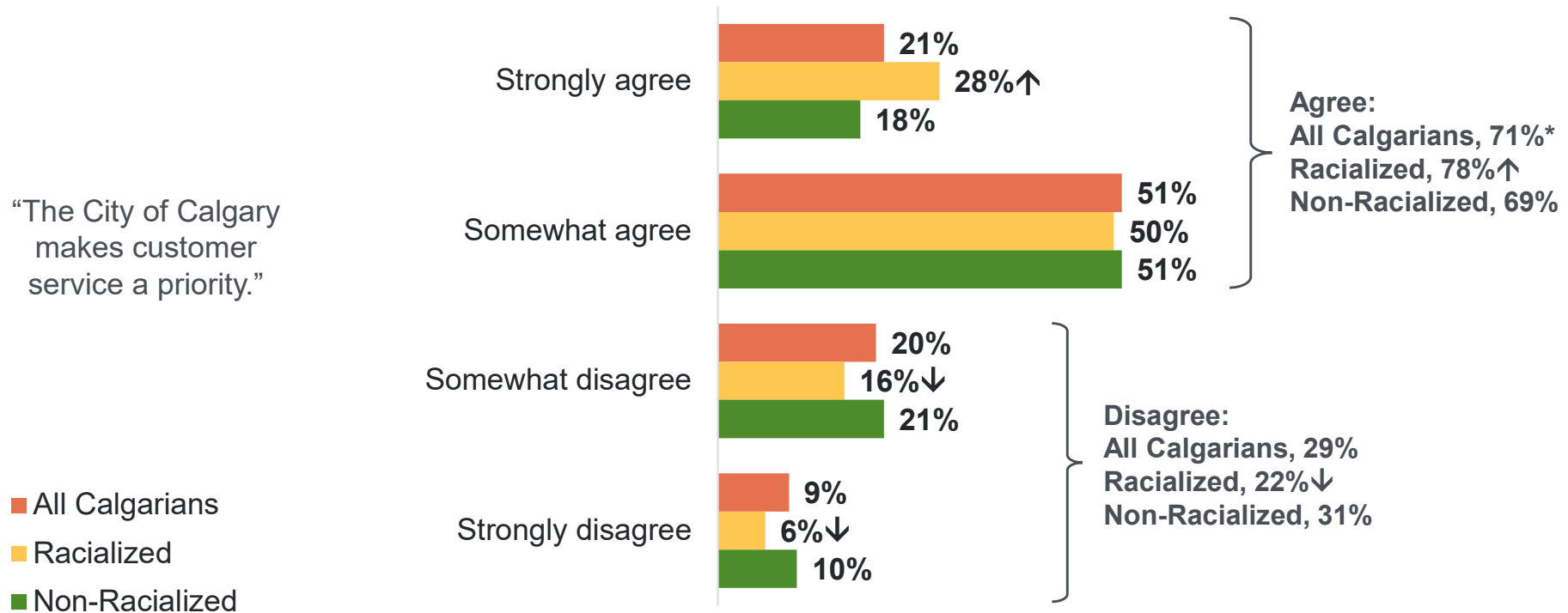
Racialized Calgarians are more likely to agree (72% vs. 63%) and less likely to disagree (28% vs. 37%) than non-Racialized Calgarians that the The City responds quickly to requests and concerns.



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements...
 Base: Valid respondents (All Calgarians, n=2,471 Racialized, n=584; Non-Racialized, n=1,783)

Customer service a priority – Racialized Calgarians

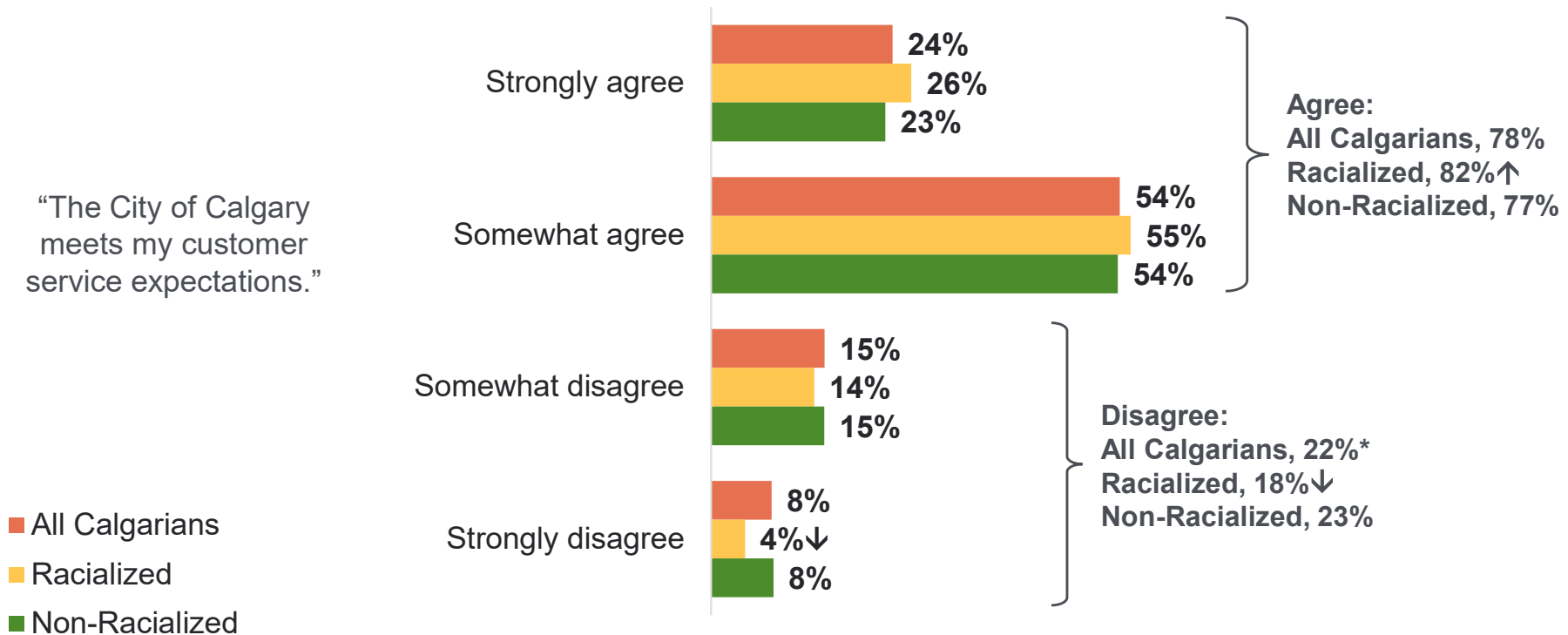
Racialized Calgarians are also more likely to agree (78% vs. 69%) and less likely to disagree (22% vs. 31%) than non-Racialized Calgarians that The City of Calgary makes customer service a priority.



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...
 Base: Valid respondents (All Calgarians, n=2,466 Racialized, n=584; Non-Racialized, n=1,779)

Meets customer service expectations – Racialized Calgarians

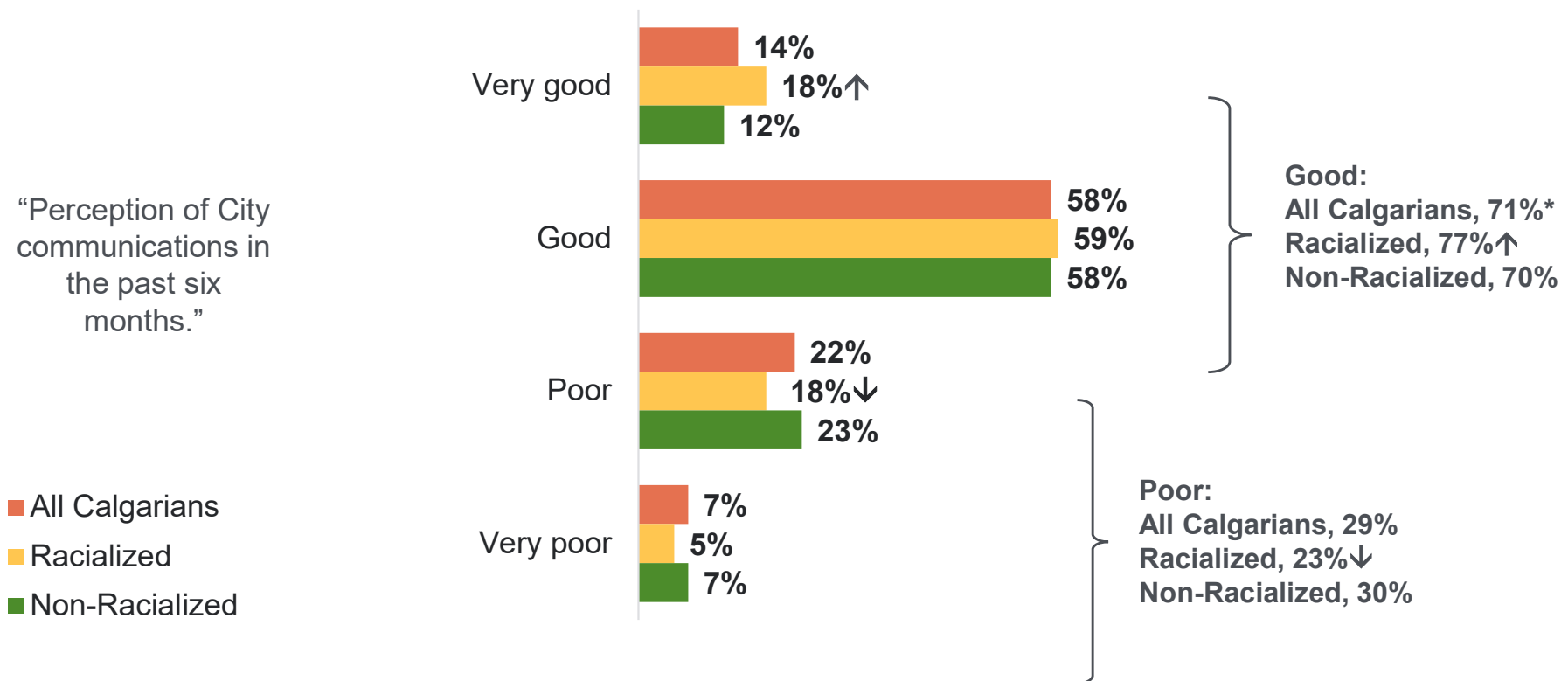
Similarly, Racialized Calgarians are also more likely to agree (82% vs. 77%) and less likely to disagree (18% vs. 23%) than non-Racialized Calgarians that The City of Calgary meets their customer service expectations.



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements...
 Base: Valid respondents (All Calgarians, n=2,482; Racialized, n=587; Non-Racialized, n=1,789)

Communication in the past six months – Racialized Calgarians

Racialized Calgarians are more likely than non-Racialized Calgarians to have positive perceptions of City communication within the past six months, with them being more likely to rate it as ‘good’ (77% vs. 70%) and less likely to rate it as ‘poor’ (23% vs. 30%).



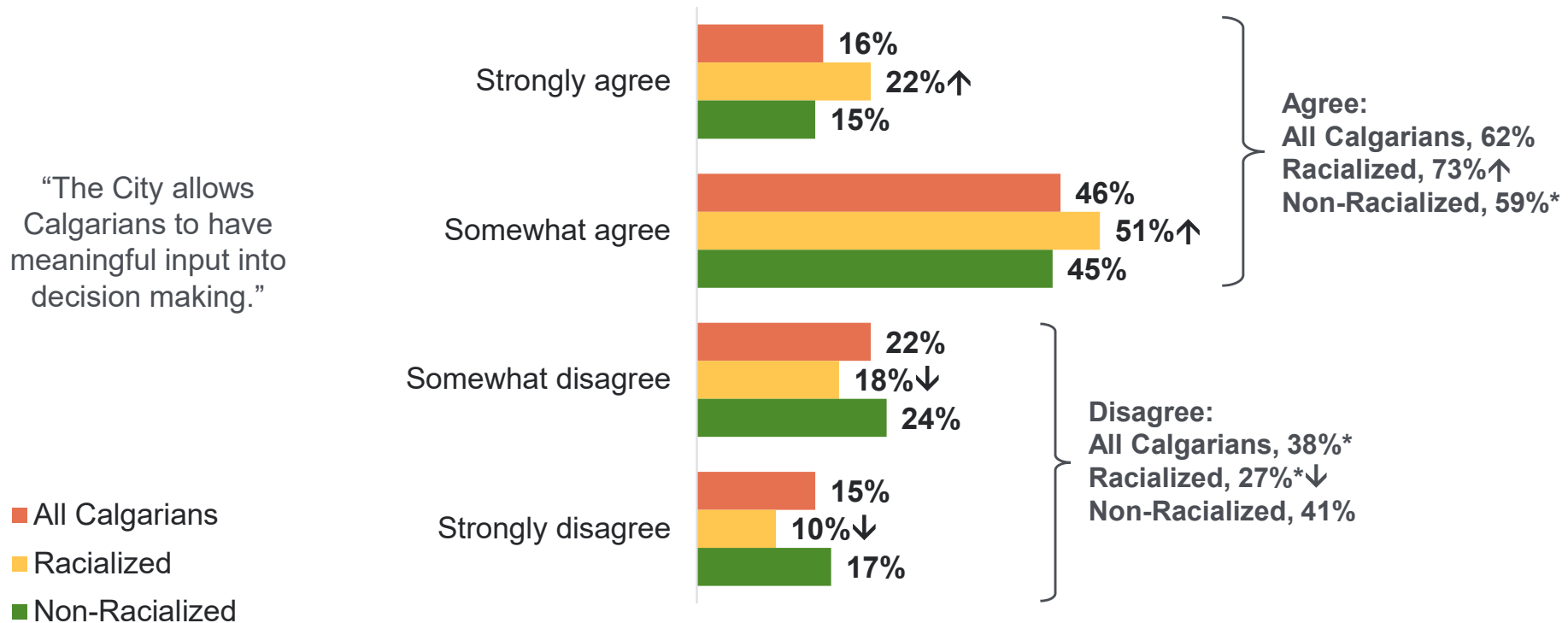
Q. Overall, how would you rate The City in terms of how well it communicates with Calgarians about its services, programs, policies and plans in the past six months? Has the communication been...?
 Base: Valid respondents (All Calgarians, n=2,493; Racialized, n=586; Non-Racialized, n=1,801)



Input from Calgarians

Meaningful input into decision making – Racialized Calgarians

Racialized Calgarians agree at higher rates (73% vs. 59%) and disagree at lower rates (27% vs. 41%) than non-Racialized Calgarians that The City allows Calgarians to have meaningful input into decision making.



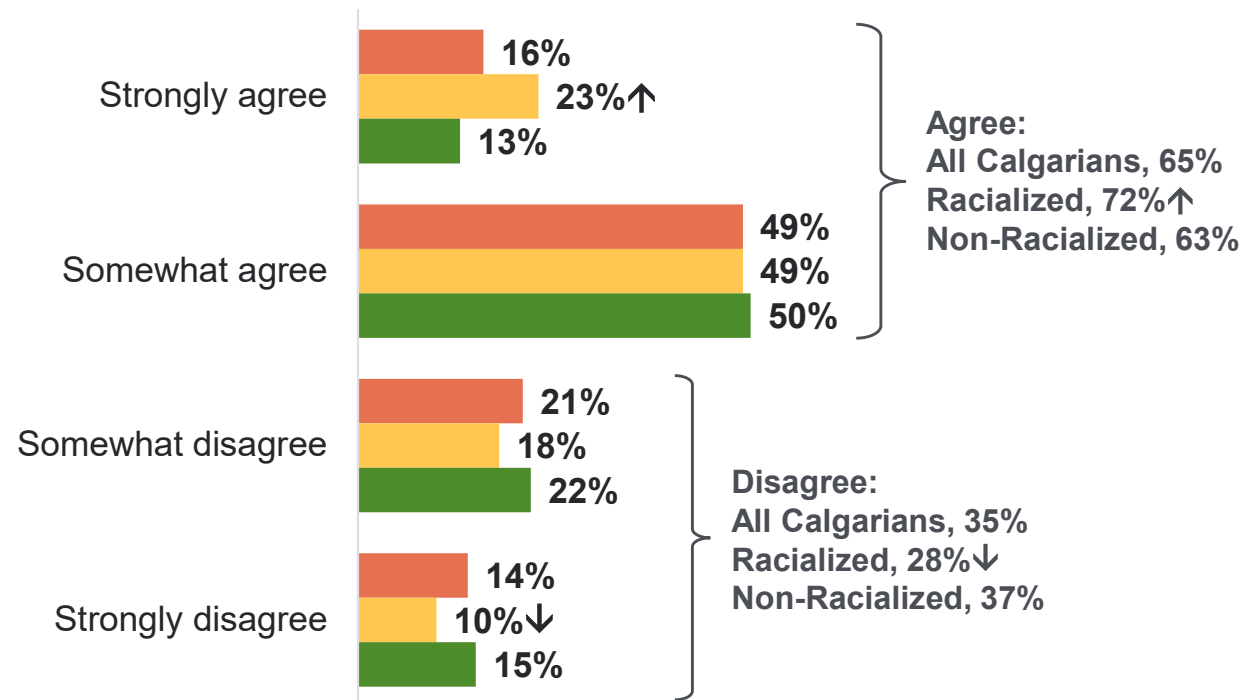
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements...
 Base: Valid respondents (All Calgarians, n=2,472; Racialized, n=584; Non-Racialized, n=1,784)

The City uses input from Calgarians – Racialized Calgarians

Racialized Calgarians agree significantly more (72% vs. 63%) and disagree significantly less (28% vs. 37%) than non-Racialized Calgarians that The City uses input from Calgarians in decision making about City projects and services.

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

■ All Calgarians
■ Racialized
■ Non-Racialized

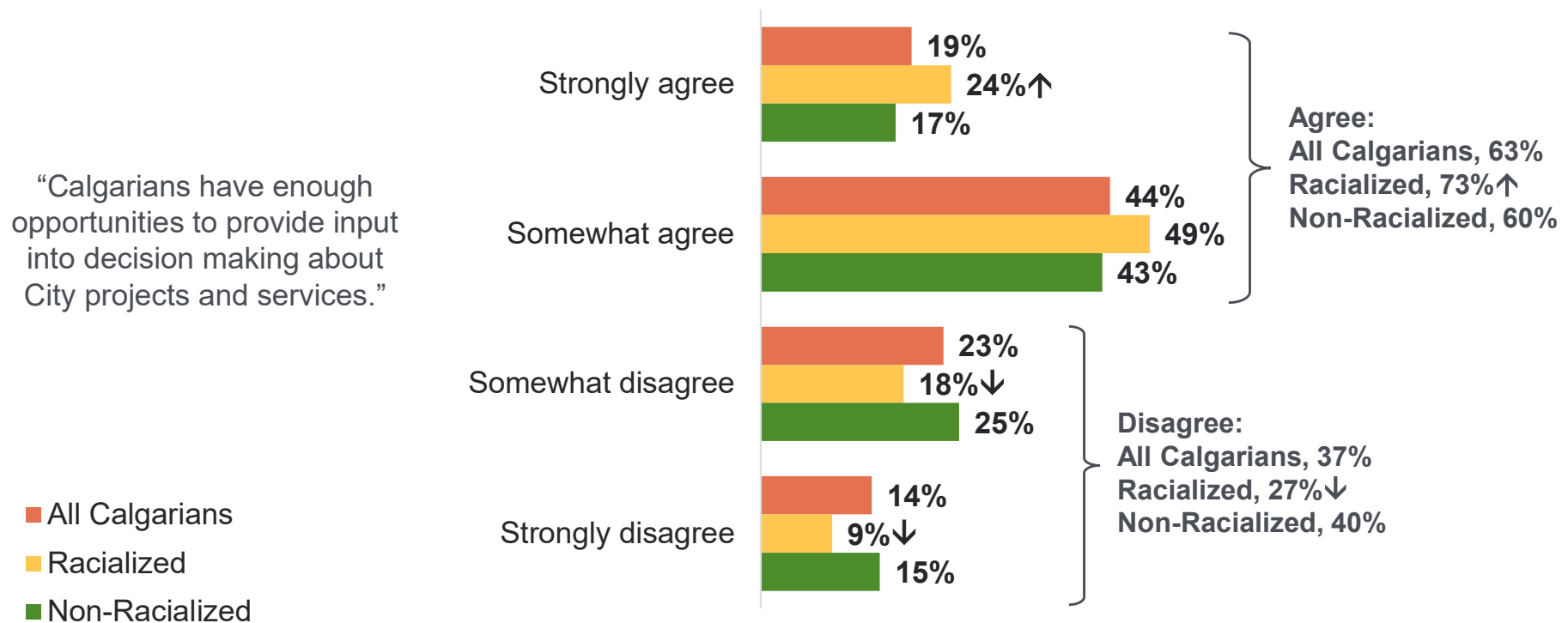


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements...
 Base: Valid respondents (All Calgarians, n=2,459; Racialized, n=583; Non-Racialized, n=1,775)

↑/↓ Statistically higher/lower than subgroup

Enough opportunities to provide input – Racialized Calgarians

Similarly, Racialized Calgarians also are more likely to agree (73% vs. 60%) and less likely to disagree (27% vs. 40%) than non-Racialized Calgarians that they have enough opportunities to provide input into decision making about City projects and services.



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements...
 Base: Valid respondents (All Calgarians, n=2,473; Racialized, n=583; Non-Racialized, n=1,786)

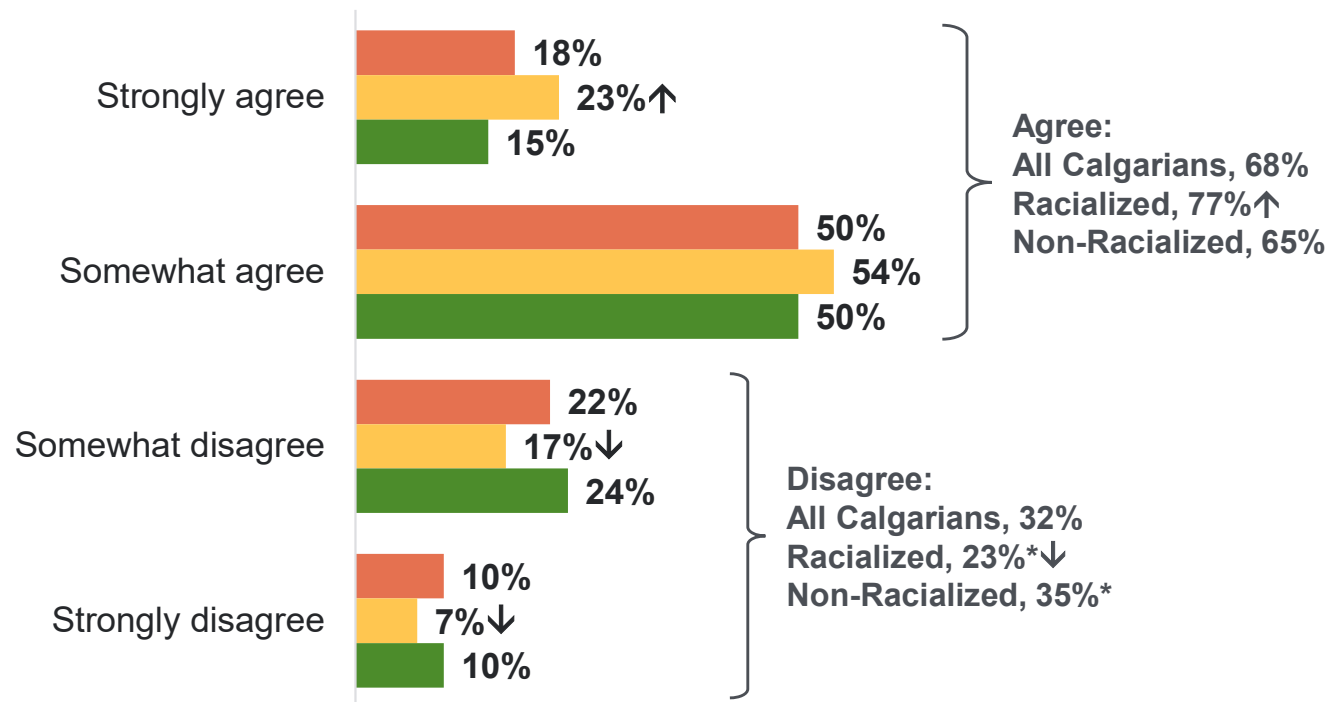
↑/↓ Statistically higher/lower than subgroup

Working to improve including Calgarian input – Racialized Calgarians

Similar to the other aspects of Calgarians' input, Racialized Calgarians are more likely to agree that they are confident The City of Calgary is working to improve how it includes Calgarians' input into important decision making compared to non-Racialized Calgarians (77% vs. 65%, respectively). They are also less likely than non-Racialized Calgarians to disagree (23% vs. 35%).

"I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decision making."

■ All Calgarians
■ Racialized
■ Non-Racialized



*Rounding

↑/↓ Statistically higher/lower than subgroup

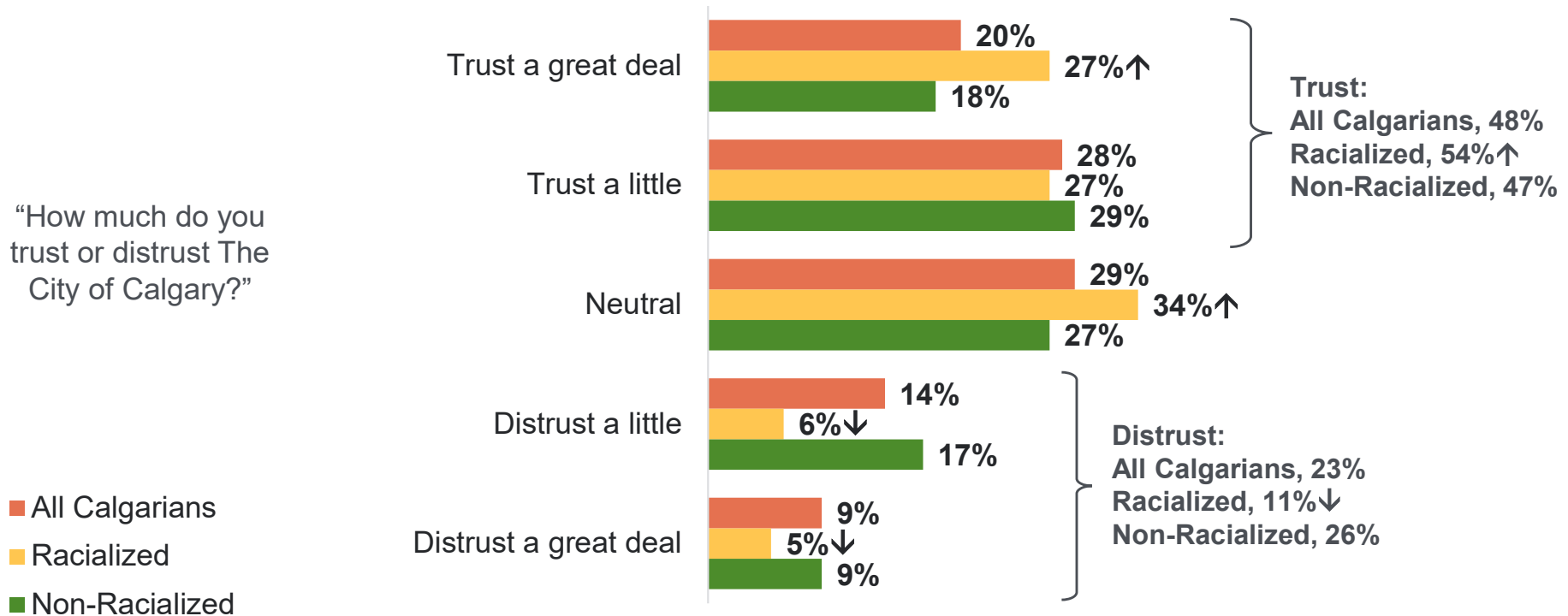
Q. Please tell me if you agree or disagree with each of the following statements...
 Base: Valid respondents (All Calgarians, n=2,480; Racialized, n=584; Non-Racialized, n=1,790)



Reputation and performance

Trust The City – Racialized Calgarians

About half of Calgarians (48%) indicate they trust The City of Calgary, with Racialized Calgarians being more likely to do so than non-Racialized Calgarians (54% vs. 47%, respectively). Racialized Calgarians are also less likely to distrust the City (11% Racialized Calgarians vs. 26% non-Racialized).

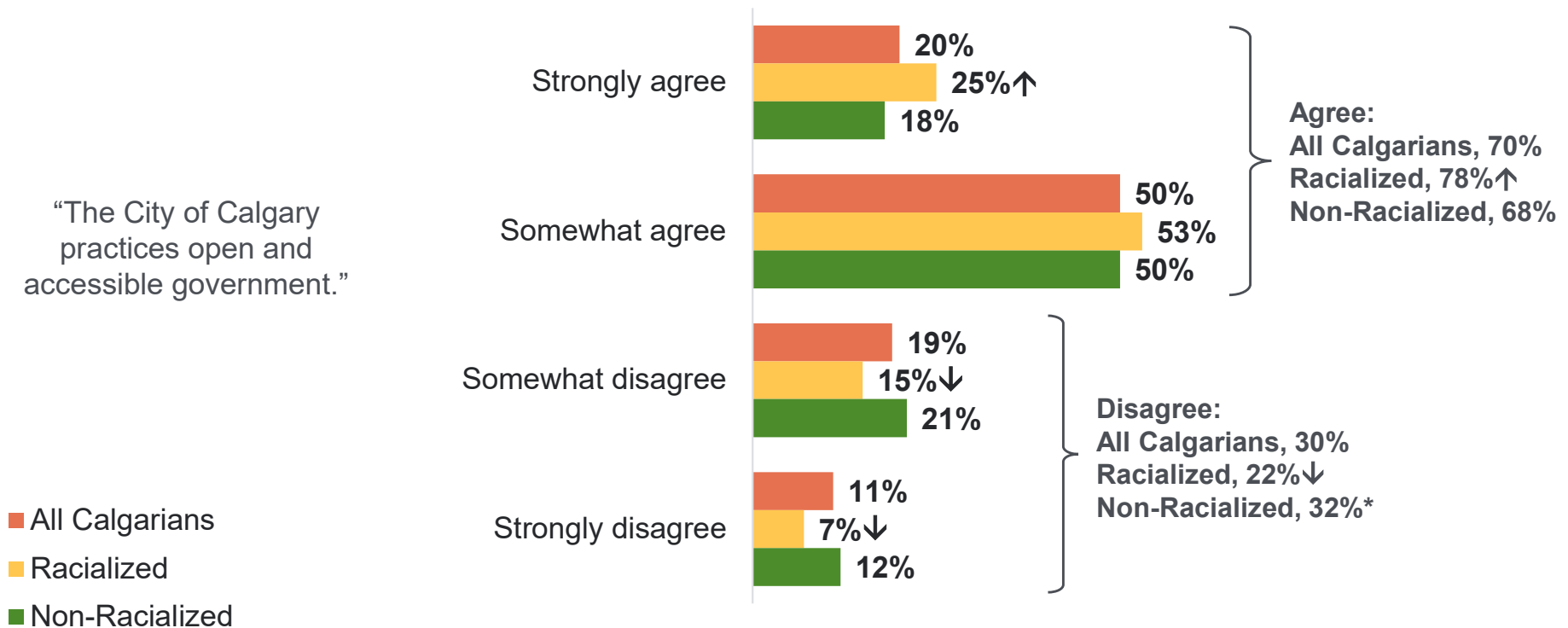


Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?

Base: Valid respondents (All Calgarians, n=2,493; Racialized, n=588; Non-Racialized, n=1,800)

Open and accessible government – Racialized Calgarians

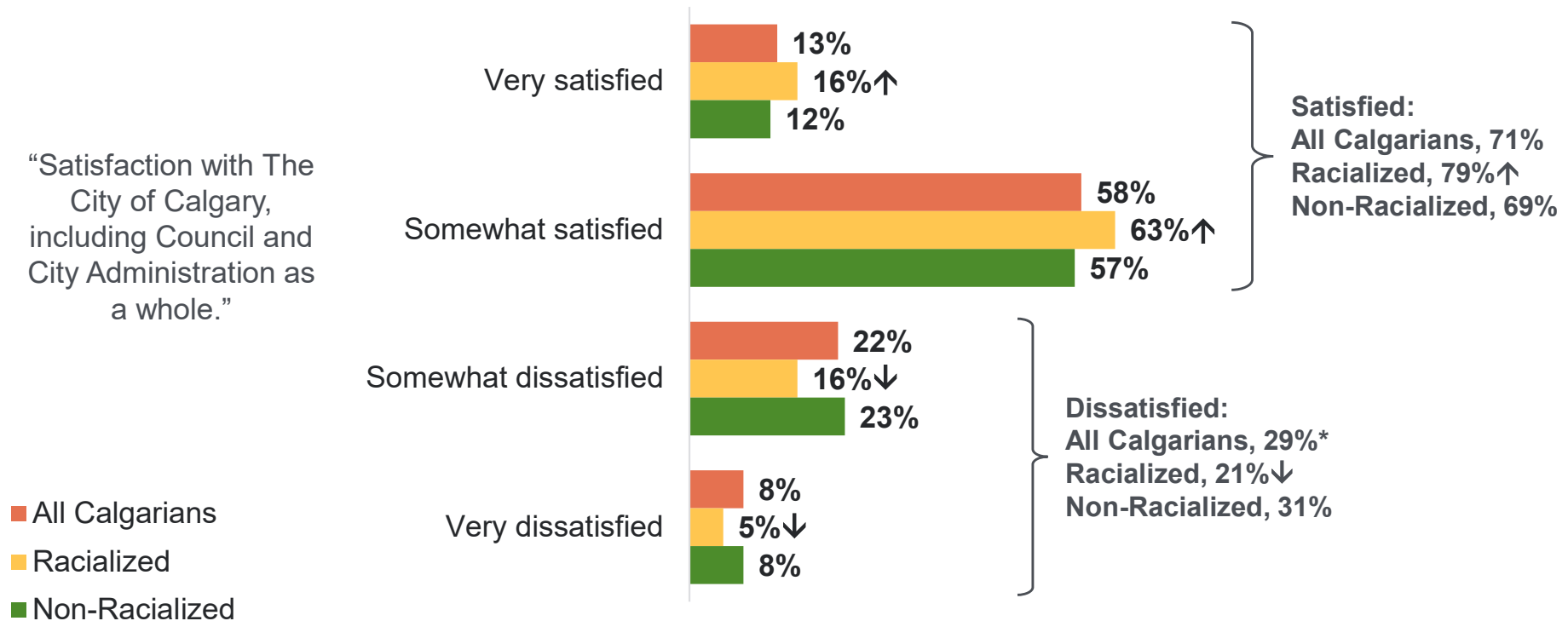
Compared to non-Racialized Calgarians, Racialized Calgarians are more likely to agree (78% vs. 68%) and less likely to disagree (22% vs. 32%) that The City of Calgary practices open and accessible government.



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements...
 Base: Valid respondents (All Calgarians, n=2,462; Racialized, n=583; Non-Racialized, n=1,778)

Satisfaction with The City as a whole – Racialized Calgarians

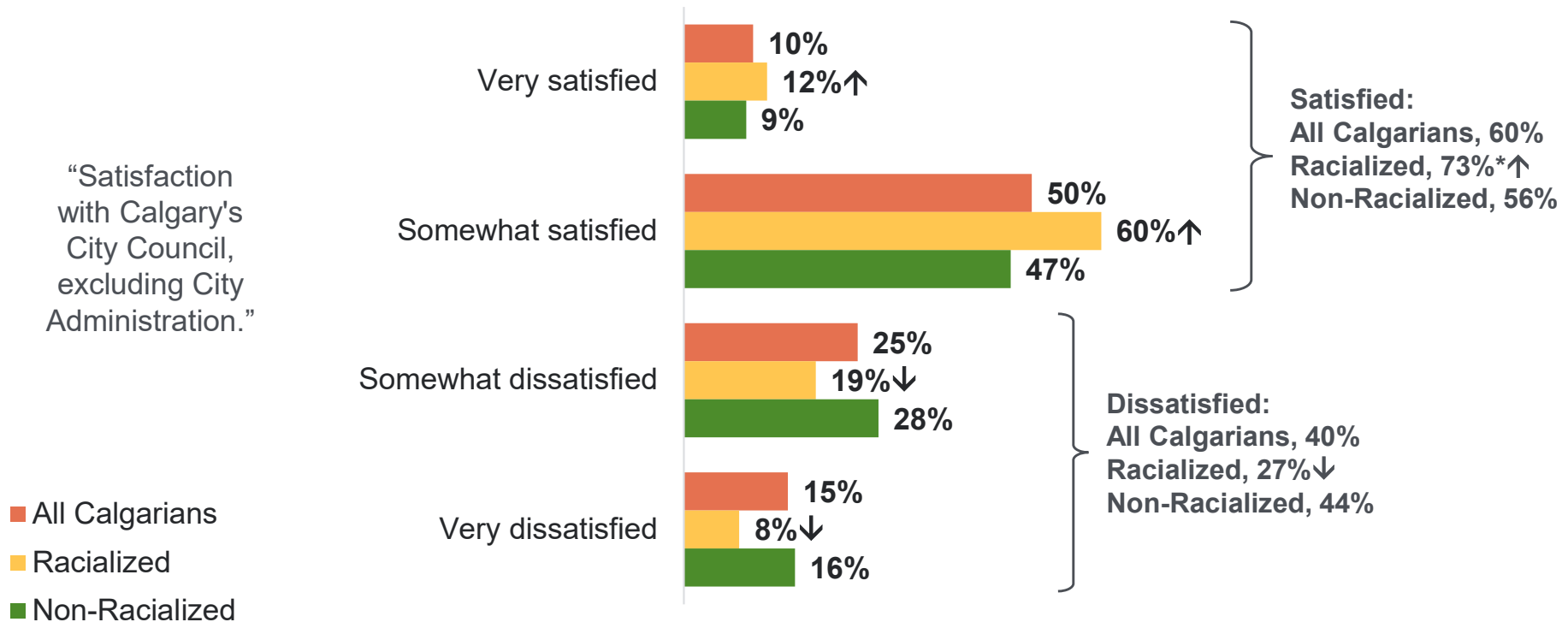
Racialized Calgarians are more likely than non-Racialized Calgarians to be satisfied with the way The City of Calgary, including Council and City Administration as a whole run The City (79% vs. 69%, respectively). They are less likely to be dissatisfied (21% vs. 31%).



Q. 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=2,494; Racialized, n=588; Non-Racialized, n=1,800)

Satisfaction with Council – Racialized Calgarians

As with The City as a whole, Racialized Calgarians are more likely than non-Racialized Calgarians to be satisfied with the way City Council runs The City (73% vs. 56%). They are also less likely to be dissatisfied (27% vs. 44%).

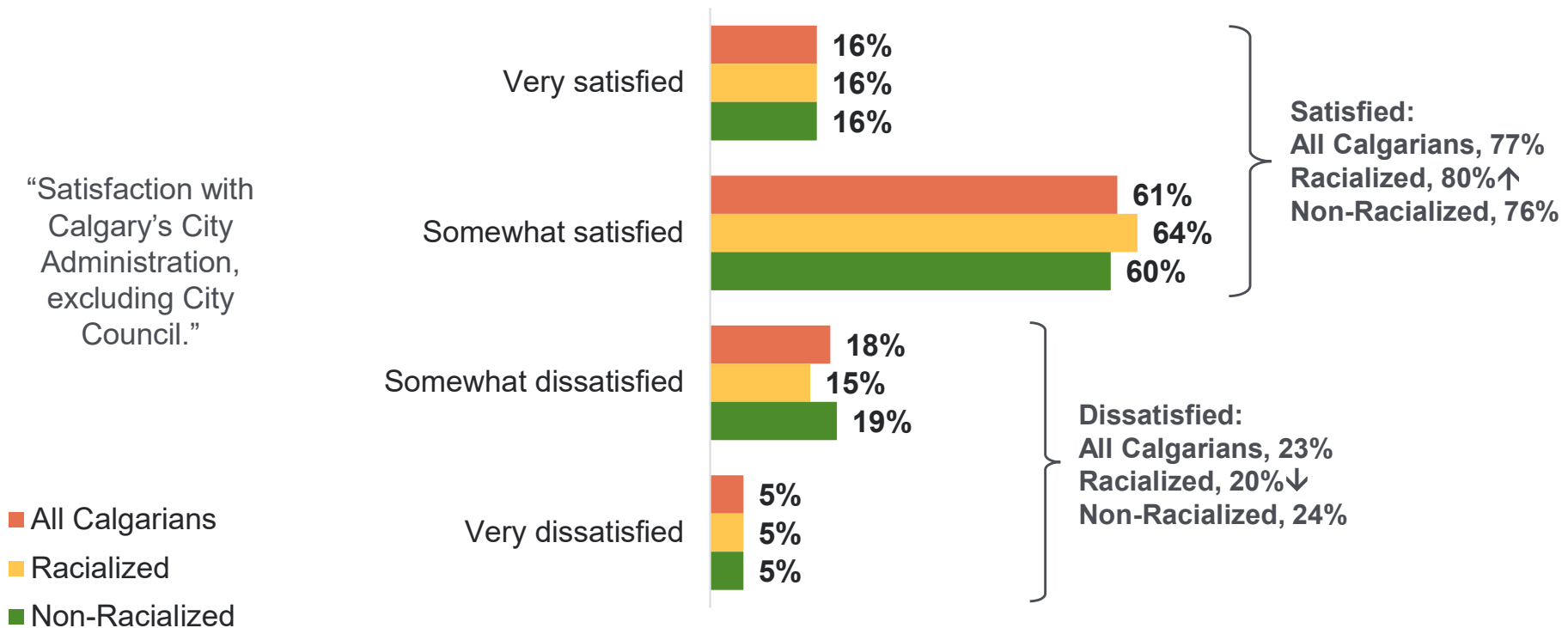


Q. Thinking about Calgary’s City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,480; Racialized, n=581; Non-Racialized, n=1,791)

Satisfaction with Administration – Racialized Calgarians

Racialized Calgarians are also more satisfied (80% vs. 76%) and less dissatisfied (20% vs. 24%) than non-Racialized Calgarians with the way Calgary’s City Administration is running The City.



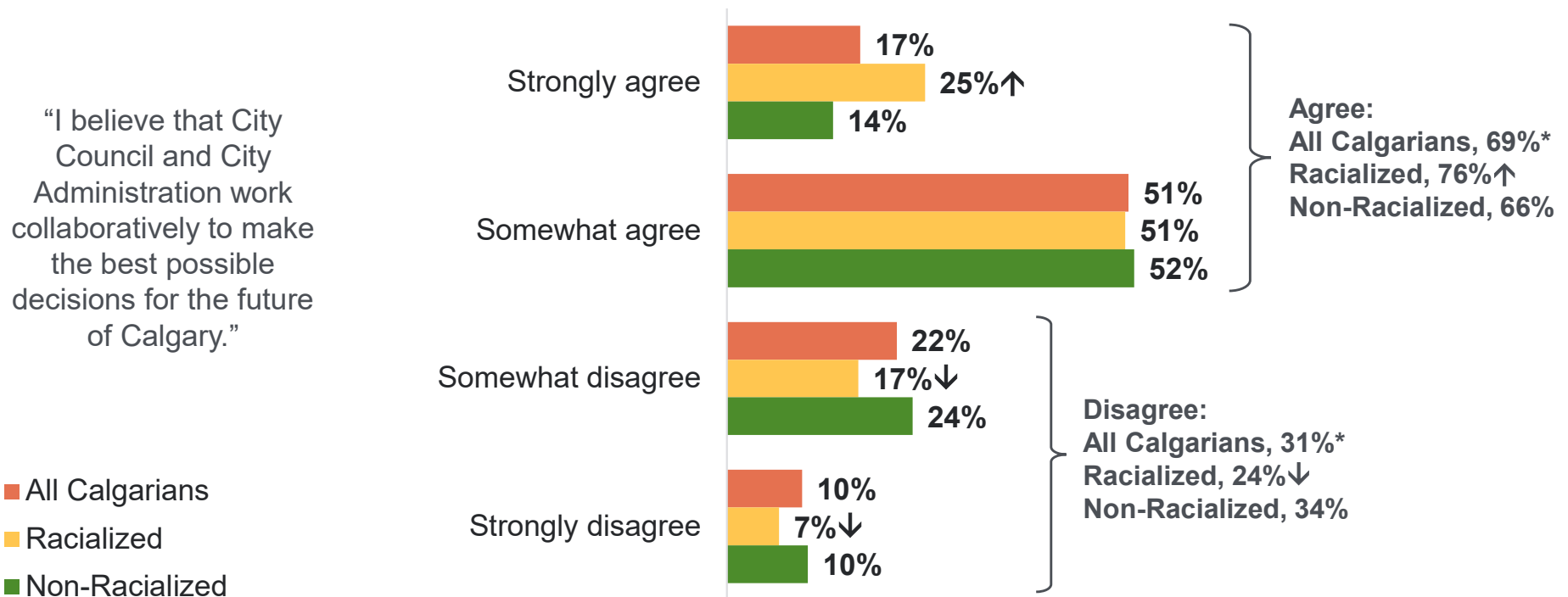
Q. Thinking about Calgary’s City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?

Base: Valid respondents (All Calgarians, n=2,479; Racialized, n=587; Non-Racialized, n=1,785)

↑/↓ Statistically higher/lower than subgroup

Work collaboratively – Racialized Calgarians

Racialized Calgarians are significantly more likely than non-Racialized Calgarians to agree (76% vs. 66%) that City Council and Administration work collaboratively to make the best possible decisions for the future of Calgary.



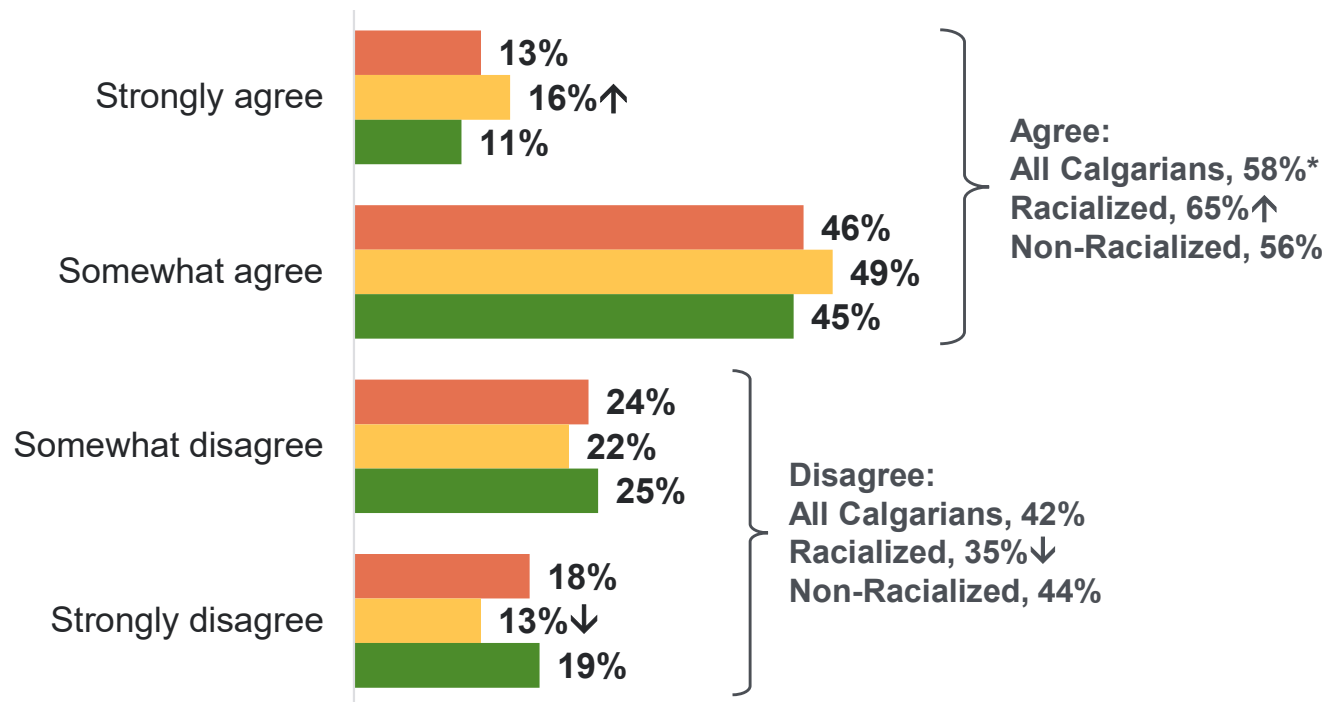
Q. Please tell me if you agree or disagree with each of the following statements...
 Base: Valid respondents (All Calgarians, n=2,474; Racialized, n=583; Non-Racialized, n=1,783)

Manages spending responsibly – Racialized Calgarians

Racialized Calgarians are more likely to agree than non-Racialized Calgarians that The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians (65% vs. 56%). They are also more likely to ‘strongly’ agree (16% vs. 11%).

“The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians.”

■ All Calgarians
■ Racialized
■ Non-Racialized

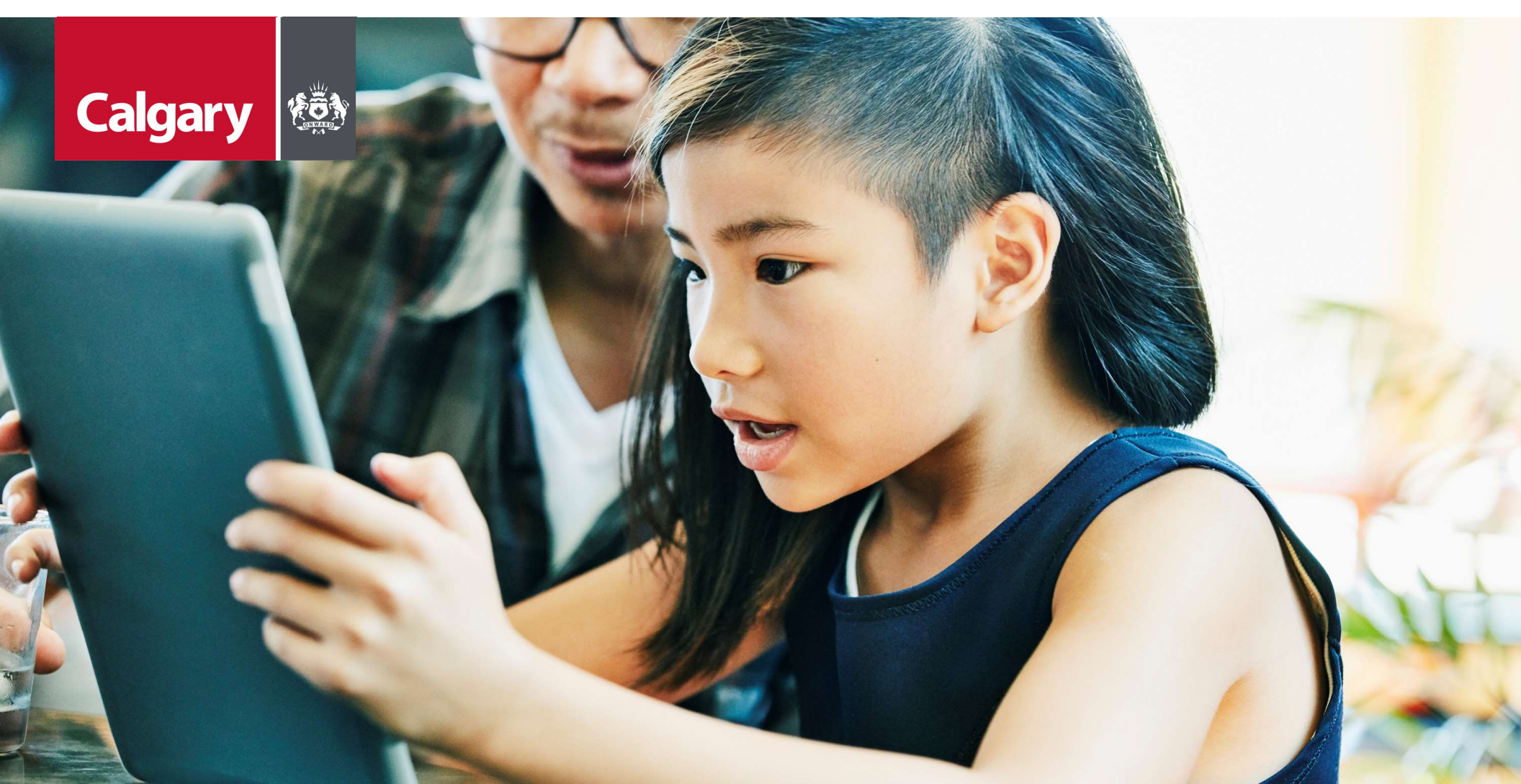


*Rounding

↑/↓ Statistically higher/lower than subgroup

Q. Please tell me if you agree or disagree with each of the following statements...

Base: Valid respondents (All Calgarians, n=2,489; Racialized, n=587; Non-Racialized, n=1,794)



Respondent profile

Respondent profile (1 of 3)

Age			
	Total	Racialized	Non-Racialized
18 to 24	11%	18%	8%
25 to 34	19%	23%	18%
35 to 44	17%	20%	16%
45 to 54	19%	20%	18%
55 to 64	12%	8%	14%
65 or older	22%	12%	25%
<i>Mean</i>	47.3	41.3	49.4

Gender			
	Total	Racialized	Non-Racialized
Female	51%	47%	52%
Male	49%	52%	47%
Prefer to self-describe	1%	1%	1%

Education			
	Total	Racialized	Non-Racialized
Did not complete high school or equivalent	2%	3%	2%
Completed high school or equivalent	17%	19%	17%
Completed a Registered Apprenticeship or other trades certificate or diploma	7%	7%	8%
Completed a college or other non-university certificate or diploma	20%	18%	21%
Completed a university certificate, diploma or degree	53%	53%	53%

Household size			
	Total	Racialized	Non-Racialized
1	17%	11%	19%
2	35%	26%	38%
3	17%	20%	16%
4	20%	23%	19%
5 or more	11%	20%	8%
<i>Mean</i>	2.8	3.3	2.6

Children or seniors in household			
	Total	Racialized	Non-Racialized
Yes – Children	31%	39%	28%
Yes – Seniors	32%	26%	33%

Type of dwelling			
	Total	Racialized	Non-Racialized
Single-detached house	65%	64%	66%
Apartment or apartment-style condominium	16%	16%	16%
Duplex, triplex or fourplex	8%	9%	8%
Townhouse or rowhouse	9%	10%	9%
Another type of multi-dwelling unit	1%	1%	1%

Respondent profile (2 of 3)

Tenure in Calgary			
	Total	Racialized	Non-Racialized
Less than 5 years	9%	16%	7%
5 to less than 10 years	8%	13%	6%
10 to less than 15 years	11%	13%	10%
15 to less than 20 years	11%	14%	10%
20 to less than 30 years	22%	19%	23%
30 to less than 40 years	14%	10%	15%
40 or more	26%	14%	31%
Mean	26.9	20.2	29.4

Indigenous			
	Total	Racialized	Non-Racialized
Yes – First Nations	1%	2%	1%
Yes – Metis	2%	1%	2%
Yes – Inuit	<1%	1%	<1%
Yes – prefer to self-describe	<1%	1%	<1%
No	96%	96%	96%

Disability in household			
	Total	Racialized	Non-Racialized
Yes – myself	11%	7%	12%
Yes – someone in my household	11%	11%	11%
No	80%	83%	80%

Born in Canada			
	Total	Racialized	Non-Racialized
Yes	67%	40%	78%
No	33%	60%	22%

Age arrived in Canada			
Base: Not Non-Racialized			
	Total	Racialized	Non-Racialized
Under the age of 18	34%	33%	36%
18 to 49	64%	65%	63%
50 or older	1%	1%	2%

Date of arrival in Canada			
Base: Not Non-Racialized			
	Total	Racialized	Non-Racialized
Within the past five years	20%	23%	16%
More than five years ago	80%	77%	84%

Racialized			
	Total	Racialized	Non-Racialized
Yes	28%	100%	0%
No	72%	0%	100%
Prefer to self-describe	1%	0%	0%

Respondent profile (3 of 3)

Employment status			
	Total	Racialized	Non-Racialized
Full time employed or self employed	53%	56%	52%
Part time employed or self-employed	13%	17%	12%
Retired	20%	10%	24%
Looking after home and/or family	3%	3%	3%
Unable to work because of sickness or disability	3%	2%	3%
Unemployed	4%	5%	3%
Doing unpaid or voluntary work	2%	1%	2%
Student	7%	12%	6%

Own or operate a business			
	Total	Racialized	Non-Racialized
Own and operate a business	15%	13%	16%
Own a business	3%	3%	2%
Operate a business	2%	1%	2%
No	80%	82%	80%

Own or rent			
	Total	Racialized	Non-Racialized
Own	70%	63%	73%
Rent	27%	32%	25%
Other	3%	5%	2%

Household income			
	Total	Racialized	Non-Racialized
Less than \$30,000	8%	10%	6%
\$30,000 to <\$45,000	7%	8%	6%
\$45,000 to <\$60,000	10%	11%	10%
\$60,000 to <\$75,000	8%	6%	9%
\$75,000 to <\$90,000	7%	8%	7%
\$90,000 to <\$105,000	11%	11%	10%
\$105,000 to <\$120,000	9%	11%	9%
\$120,000 to <\$150,000	12%	12%	12%
\$150,000 to <\$200,000	14%	14%	14%
\$200,000+	15%	10%	16%

Responsible for property taxes			
	Total	Racialized	Non-Racialized
Yes	86%	80%	88%
No	14%	20%	12%

Quadrant			
	Total	Racialized	Non-Racialized
Southwest	29%	21%	32%
Southeast	24%	23%	24%
Northwest	27%	27%	27%
Northeast	20%	29%	16%

2SLGBTQIA+			
	Total	Racialized	Non-Racialized
Yes	6%	5%	6%
No	94%	95%	94%



Contact

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