

The logo for the City of Calgary, featuring the word "Calgary" in white on a red background.

Calgary



# Equity-Deserving Communities: Born outside Canada

Analysis of the 2023 Fall Survey of Calgarians

Prepared by:



Ipsos Public Affairs

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# Background and methodology

# Equity-deserving communities

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

The City aims to better understand the perspectives of equity-deserving communities through the lens of the annual Spring and Fall Surveys of Calgarians. The data in this report are from the 2023 Fall Survey of Calgarians. Inclusion in EDC groups is determined by self-reported demographic data from the general population survey. Both seasonal surveys are conducted in English to manage time and cost restraints. The City acknowledges that the ability to speak English may be a barrier for potential participants.

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

## Household income

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

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

## Racialized people

**Yes**  
No

## Born outside Canada

Born in Canada  
**Born outside Canada**

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

## Gender

Male  
**Female**

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

## Disability

**Yes**  
No

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

## Indigenous

**Indigenous**  
Non-Indigenous

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

## 2SLGBTQIA+

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

## Seniors

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

## Young adults

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

## Methodology

- The survey was conducted by Ipsos Public Affairs from August 2, 2023 to September 4, 2023 with a randomly-selected sample of 2,500 Calgarians, via telephone survey.
- The survey was conducted using random digit dialing with numbers from both landlines (60%) and cell phones (40%) to obtain a random and statistically-representative sample of Calgarians.
- To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city ward of the general population aged 18 and older.
- Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and city ward to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, sample size for each question represents the number of actual respondents (i.e., unweighted n).
- The margin of error (MOE) for the total sample of 2,500 is  $\pm 1.96$  percentage points, 19 times out of 20. The margin of error for the born outside of Canada sub-group of 671 is  $\pm 3.78$  percentage points, 19 times out of 20, and the margin of error for the born in Canada sub-group of 1,817 is  $\pm 2.30$  percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.

# Interpreting results

## Interpreting results

Not all questions asked within the Fall Survey of Calgarians are represented within this report. Results are compared between Calgarians who were born outside Canada and Calgarians born in Canada. Statistically significant differences are noted throughout the report:

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

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





# 2023 Fall key findings

# 2023 Fall key findings (1 of 6)

## Quality of life

**Calgarians born outside Canada view Calgary positively, particularly valuing it as a place to make a life and expressing optimism for its future.**

Statistical **differences** for all quality of life aspects exist between Calgarians born outside of Canada and those born in Canada, with a higher proportion of those born outside of Canada expressing positive views about:

- The perception of the overall quality of life in Calgary being 'good' (79% of Calgarians born outside of Canada vs. 75% of Calgarians born in Canada)
- The belief that Calgary is a great place to make a life (81% of Calgarians born outside of Canada vs. 73% of Calgarians born in Canada)
- Agreement that Calgary is a great place to make a living (75% vs. 67%, respectively)
- Optimism about Calgary being on the right track to be a better city 10 years from now (78% vs. 68%)

## Inclusivity

**Calgarians born outside Canada show a strong belief in The City's promotion of inclusivity and its efforts to eliminate barriers to programs and services for those in greatest need.**

Again, there are statistical **differences** in the perceptions of Calgarians born outside of Canada compared to those born in Canada regarding both measures pertaining to inclusivity. Specifically, more of those born outside of Canada are optimistic in:

- Believing that The City fosters a city that is inclusive and accepting of all (72% of Calgarians born outside of Canada vs. 65% of Calgarians born in Canada)
- Thinking that The City delivers programs and services that remove barriers to participation for Calgarians who need it the most (60% of Calgarians born outside of Canada vs. 43% of Calgarians born in Canada)



# 2023 Fall key findings (2 of 6)

## Safety

**Safety in Calgary resonates positively with those born outside Canada. Most consider Calgary safe overall, consider Calgary safe for everyone and they acknowledge efforts to improve the safety of Calgary Transit, though some still avoid public transit for safety reasons.**

Calgarians born outside of Canada exhibit statistical **differences** in their opinions about safety compared to those born in Canada. Generally, a higher proportion of those born outside Canada feel better about Calgary's safety including:

- Believing that Calgary is a safe city overall (78% of Calgarians born outside of Canada vs. 65% of Calgarians born in Canada)
- Feeling that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity (65% vs. 39% of Calgarians born in Canada)
- Believing that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option (69% vs. 52%, respectively)
- In turn, a smaller proportion of Calgarians born outside of Canada avoid taking transit in Calgary because of personal safety concerns (49% vs. 56%)

## The environment

**Majority of Calgarians born outside Canada show strong support for climate change action and recognize City environmental programs and services.**

Attitudes toward climate change and awareness of environmental programs in Calgary **differ** statistically between Calgarians born outside of Canada and those born in Canada.

- A higher proportion of Calgarians born outside of Canada believe that immediate action is necessary to act now to address climate change (71% of Calgarians born outside of Canada vs. 57% of Calgarians born in Canada)
- A higher proportion of Calgarians born outside of Canada are aware of City programs and services aimed at helping reduce their environmental impact (58% vs. 42% of Calgarians born in Canada)

# 2023 Fall key findings (3 of 6)

## Services and programs

**A majority of Calgarians born outside Canada are pleased with The City's programs and services – more so than those born in Canada.**

While results for both groups are positive, there is a statistical **difference** in satisfaction levels regarding the overall level and quality of services and programs provided by The City. Specifically, a higher proportion of Calgarians born outside of Canada are satisfied with the services and programs provided by The City (78% of Calgarians born outside Canada vs. 65% of Calgarians born in Canada).

## Taxation

**The perceived value of property tax dollars is moderate overall, but Calgarians born outside Canada are more appreciative of the value that they receive for their tax dollars.**

There is a statistical **difference** in the perception of value received from tax dollars. A larger proportion of Calgarians born outside of Canada believe they receive 'good' value from their tax dollars, compared to Calgarians born in Canada (57% of Calgarians born outside Canada vs. 47% of Calgarians born in Canada).

## Customer service

**Most Calgarians who were born outside of Canada agree that their customer service expectations are being met.**

When it comes to satisfaction with The City of Calgary's customer service, there is a statistical **difference** between the two groups with more Calgarians born outside of Canada feeling that The City of Calgary meets their customer service expectations (80% of Calgarians born outside of Canada vs. 70% of Calgarians born in Canada).

# 2023 Fall key findings (4 of 6)

## Input from Calgarians

**Calgarians born outside Canada have positive opinions about The City's commitment to engaging with its diverse population and ensuring their voices are heard on important matters.**

In terms of opportunities for input into decision making, responsiveness, and inclusion in important decisions, a higher proportion of Calgarians born outside of Canada again, display more positivity. The statistical **differences** in perceptions about input include:

- Belief that Calgarians have enough opportunities to provide input into decision making about City projects and services (60% of Calgarians born outside of Canada vs. 48% of Calgarians born in Canada)
- Agreement that The City of Calgary is responsive to their needs and expectations (70% vs. 57% of Calgarians born in Canada)
- And is confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions (71% vs. 54%, respectively)

## Reputation and performance

**Trust in The City of Calgary and satisfaction with its Council, Administration, and overall governance is predominately higher among Calgarians born outside of Canada.**

There are statistical **differences** between the two groups regarding trust and performance measures with those born outside of Canada being more favourable about each measure including:

- Having trust in The City of Calgary (52% of Calgarians born outside of Canada vs. 44% of Calgarians born in Canada)
- Being satisfied with The City, including Council and Administration as a whole (75% vs. 57% of Calgarians born in Canada)
- Showing satisfaction with City Administration, excluding City Council (76% of Calgarians born outside of Canada vs. 67% of Calgarians born in Canada)
- Expressing satisfaction with City Council, excluding City Administration (70% of Calgarians born outside of Canada vs. 49% of Calgarians born in Canada)

# 2023 Fall key findings (5 of 6)

## Council focus areas

The City is seen as doing a good job of building relationships with Indigenous partners, celebrating culture, heritage, and diversity, and addressing social issues among those who were born outside Canada.

For council focus areas, those born outside Canada and those born in Canada share one **similarity**:

- Both groups similarly agree that The City is doing a good job at working to build meaningful relationships with Indigenous partners (84% of Calgarians born outside of Canada and 80% of Calgarians born in Canada).

And there are statistical **differences** between the two groups on the remaining two aspects, with a significantly higher proportion of Calgarians born outside Canada agreeing that:

- The City is working to ensure Calgary is seen as a city that celebrates culture, heritage and diversity (91% of Calgarians born outside of Canada vs. 86% of Calgarians born in Canada)
- The City is doing a good job working with community partners to address social issues such as mental health and addiction (70% vs. 52% of Calgarians born in Canada)

## Housing and affordability

A vast majority of Calgarians born outside of Canada advocate for more investment in affordable housing with many feeling that access to adequate housing is not universal in the city.

When it comes to investment in affordable housing programs for low-income Calgarians and access to adequate housing, those born outside of Canada generally exhibit stronger agreement on both fronts. Statistical **differences** include:

- Agreement that The City should invest more into affordable housing programs for low-income Calgarians (94% of Calgarians born outside of Canada vs. 89% of Calgarians born in Canada)
- Agreement that all Calgarians have access to adequate housing that meets their needs (48% of Calgarians born outside of Canada vs. 23% of Calgarians born in Canada)



# 2023 Fall key findings (6 of 6)

## Downtown Calgary

**Calgarians born outside of Canada show strong support for The City to increase safety measures and infrastructure investment in the downtown area.**

Opinions about what The City should be doing for Calgary's downtown are more heightened among those born outside of Canada. The statistical ***differences*** between the two groups are as follows:

- Even though the vast majority of both groups believe The City should be doing more to address safety issues in Calgary's downtown, this is statistically higher among Calgarians born outside of Canada (96% vs. 93% of those born in Canada)
- And a higher proportion of Calgarians born outside of Canada believe The City should be investing more into infrastructure in downtown as well (77% of Calgarians born outside of Canada vs. 66% of Calgarians born in Canada)



# Detailed findings

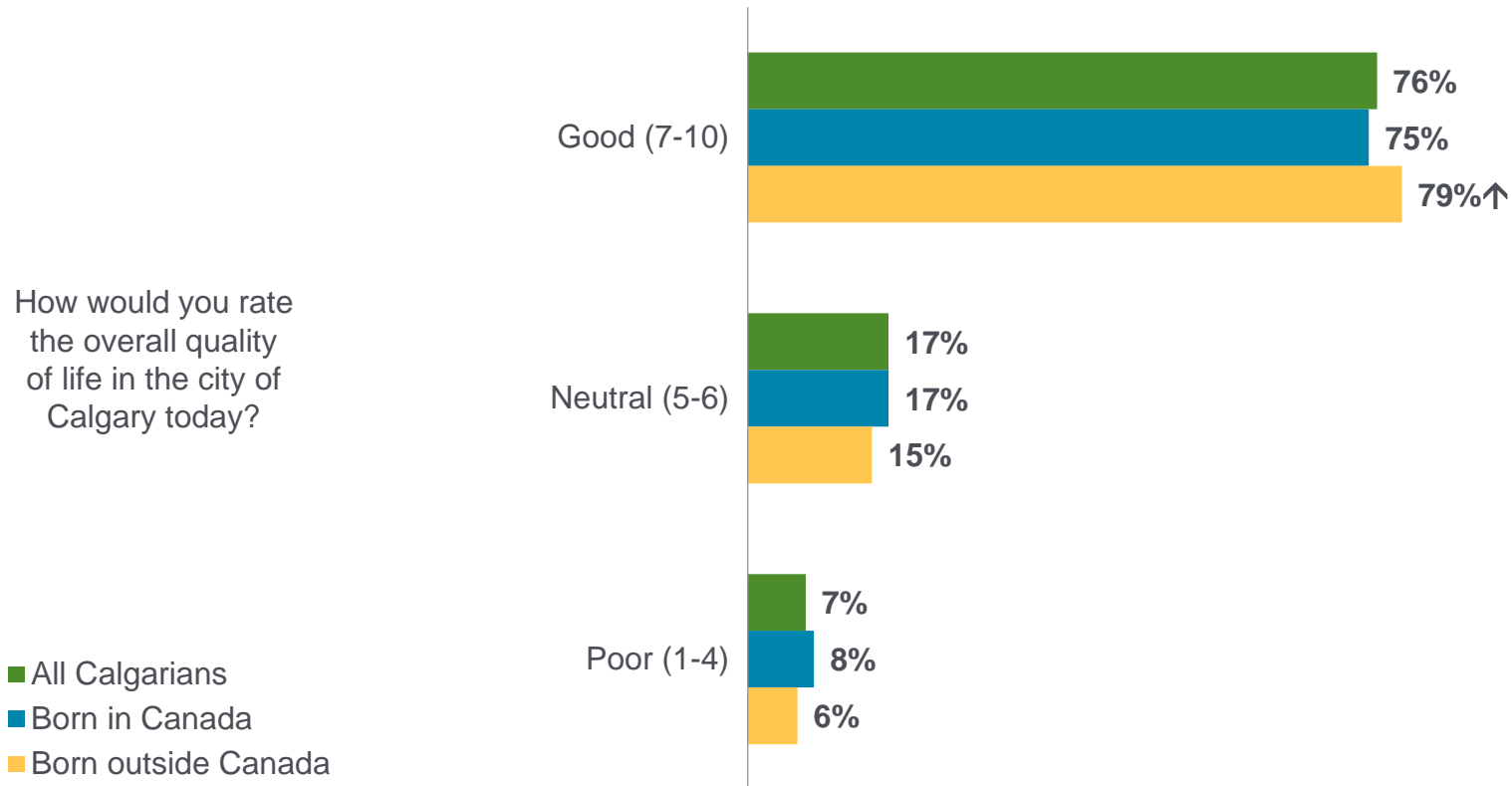




# Quality of life

# Overall quality of life in Calgary

Largely, three-quarters (76%) of Calgarians rate the overall quality of life in the city of Calgary as 'good.' A statistically higher proportion of Calgarians who were born outside of Canada think the quality of life is 'good' (79%) compared to Calgarians who were born in Canada (75%).



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

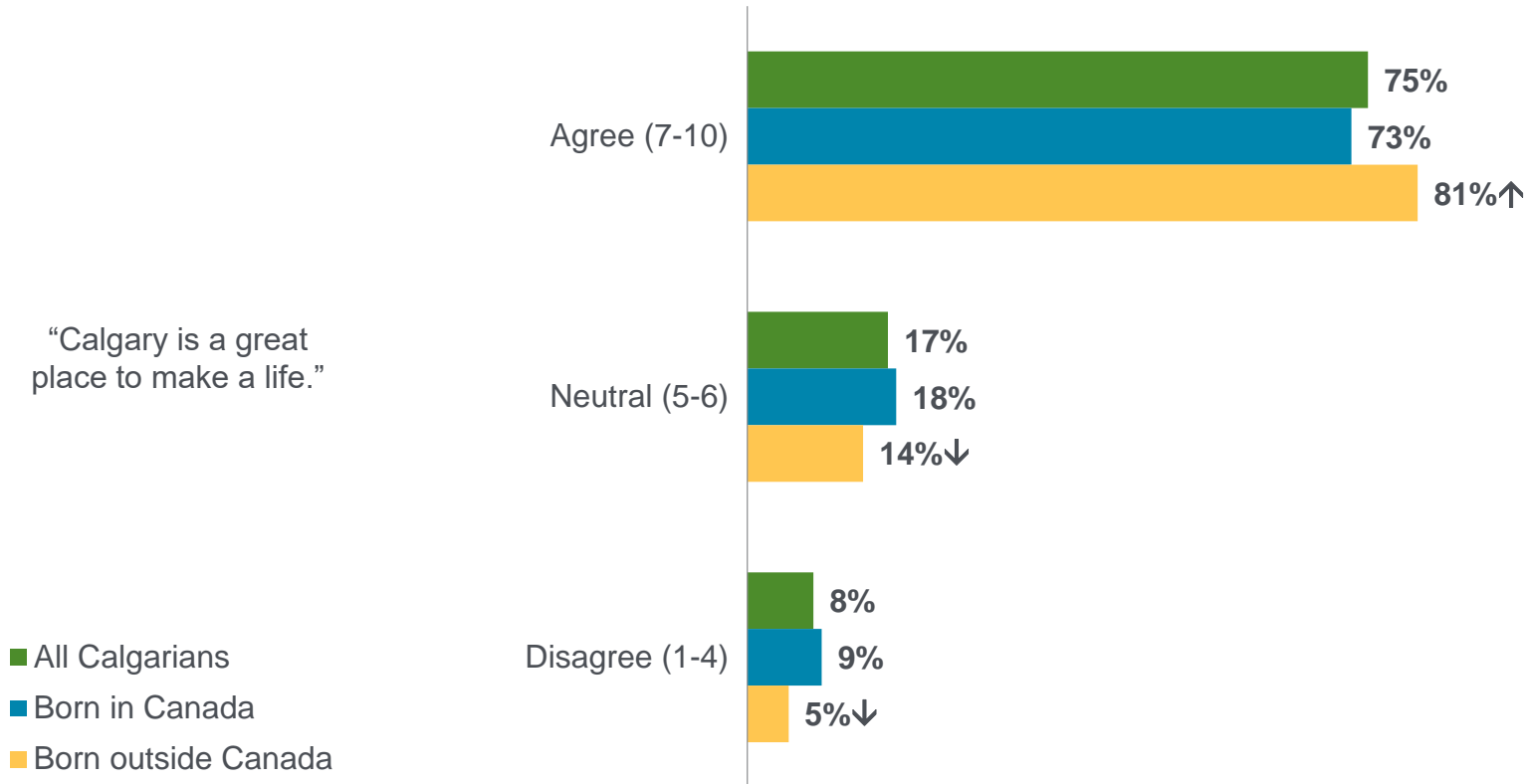
Base: Valid respondents (All Calgarians n=2,497, Born in Canada n=1,816, Born outside Canada n=669)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Great place to make a life

Three-quarters (75%) of all Calgarians agree that Calgary is a great place to make a life. A statistically larger portion of Calgarians who were born outside of Canada (81%) consider Calgary a great place to make a life compared to Calgarians who were born in Canada (73%).



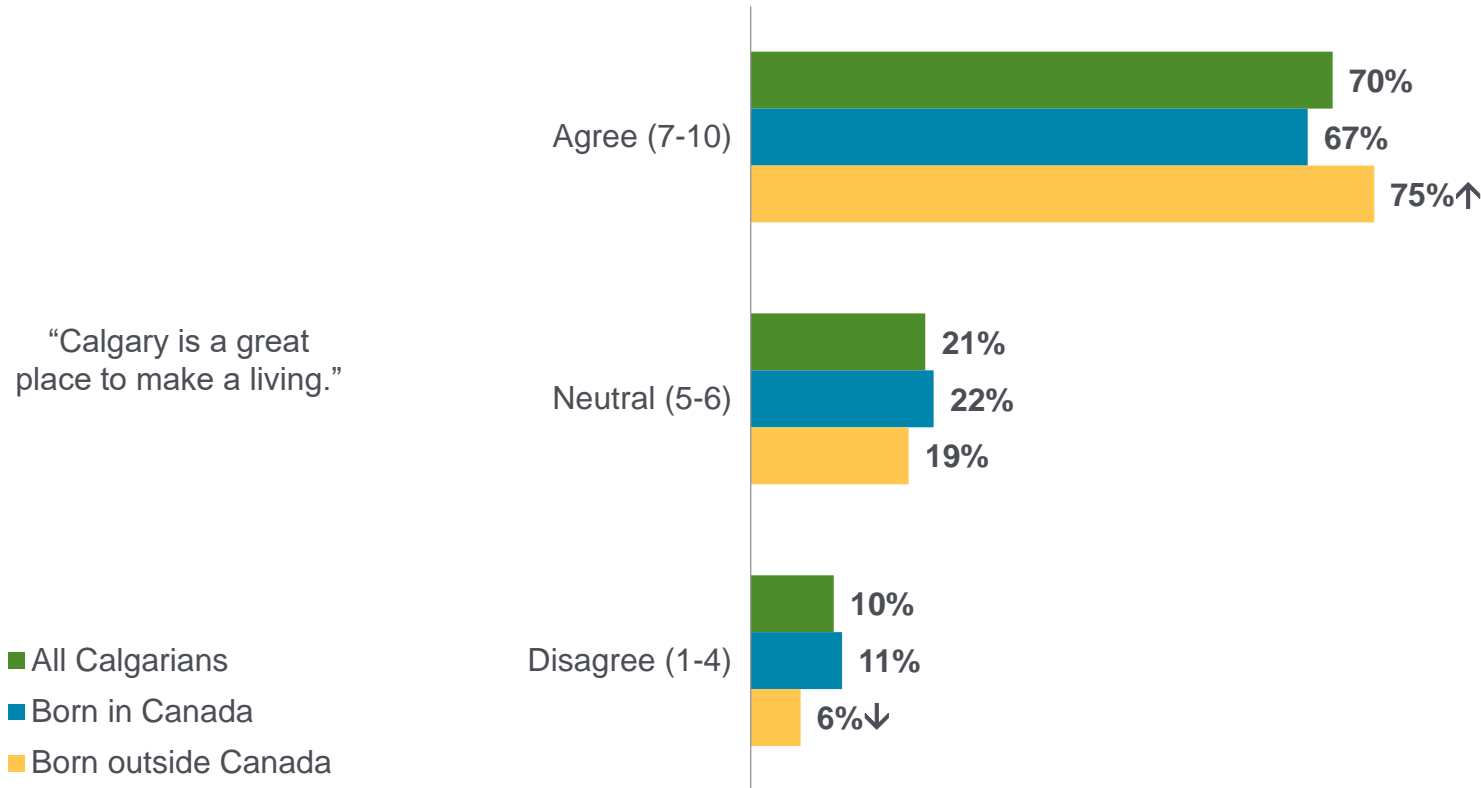
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (All Calgarians n=2,496, Born in Canada n=1,815, Born outside Canada n=669)

↑ / ↓ Statistically higher / lower than comparable subgroup

# Great place to make a living

Seven-in-ten (70%) Calgarians agree that Calgary is a great place to make a living. Agreement that Calgary is great place to make a living is statistically higher among Calgarians who were born outside of Canada (75%) than Calgarians who were born in Canada (67%).



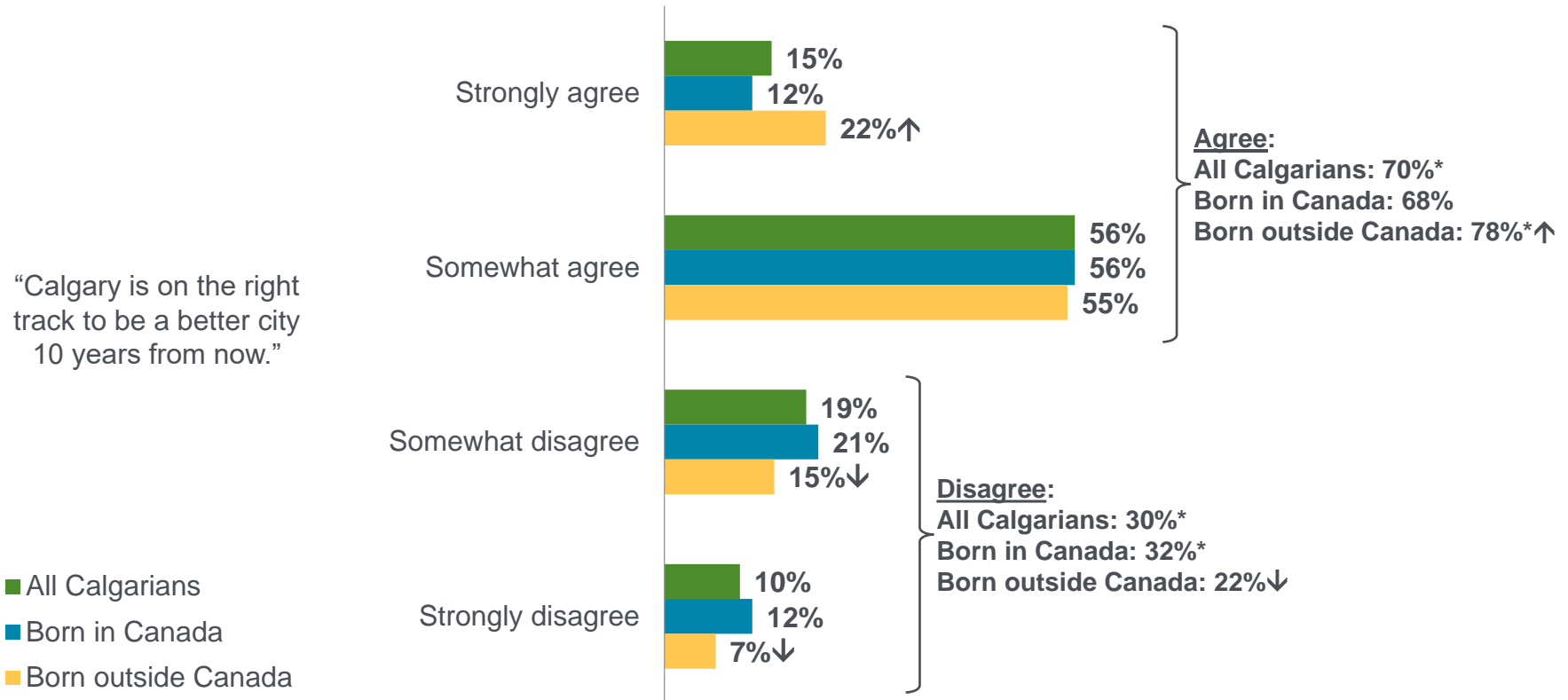
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree.”

Base: Valid respondents (All Calgarians n=2,478, Born in Canada n=1,800, Born outside Canada n=666)

↑ / ↓ Statistically higher / lower than comparable subgroup

# On track to be a better city

Overall, seven-in-ten (70%) Calgarians agree that Calgary is heading in the right direction to become a better city in the next 10 years. Belief that the city is on the right trajectory is statistically higher among Calgarians who were born outside of Canada (78%) than among Calgarians who were born in Canada (68%).



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

Base: Valid respondents (All Calgarians n=2,475, Born in Canada n=1,801, Born outside Canada n=662)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup

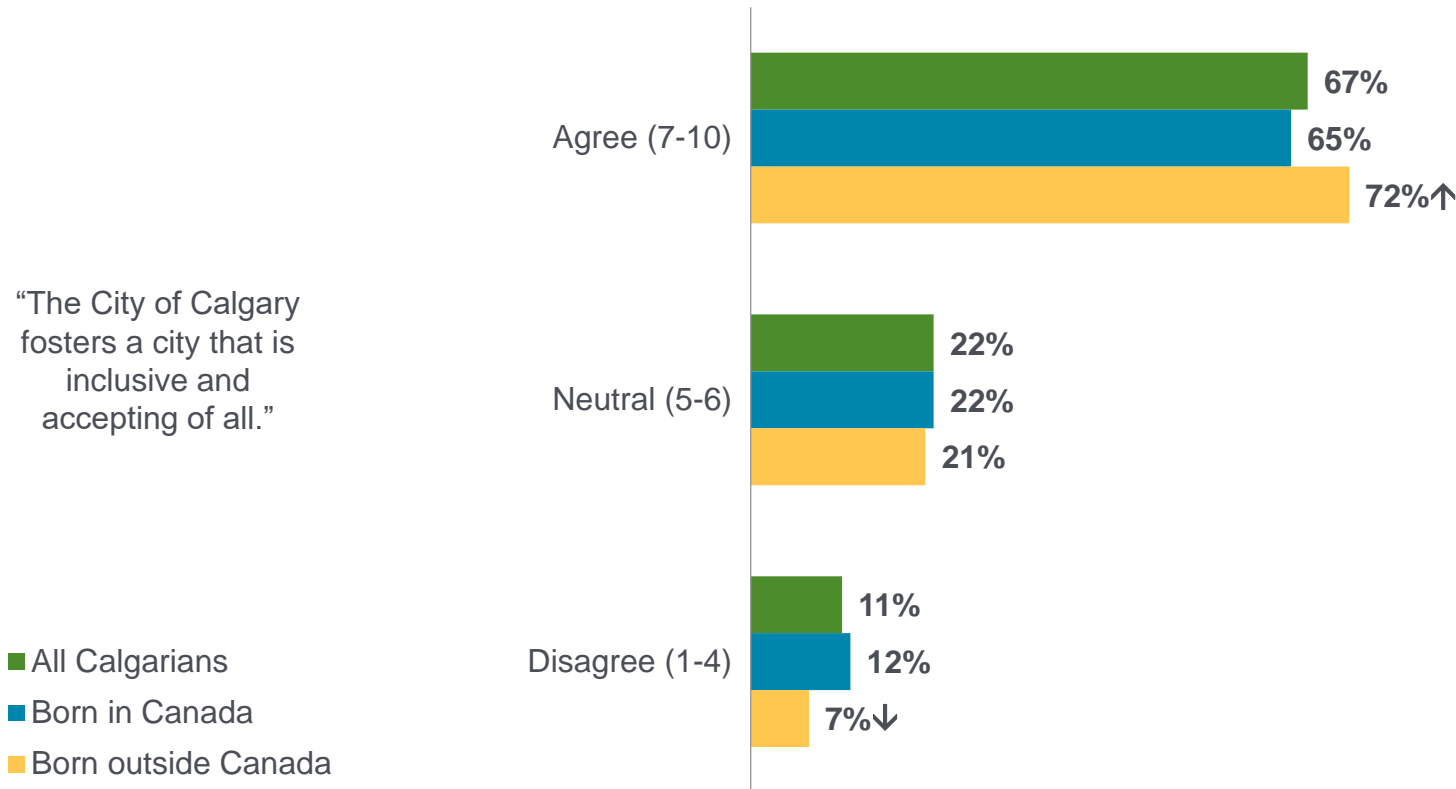


# Inclusivity



# Perceptions of inclusion

Two-thirds (67%) of all Calgarians agree that The City fosters a city that is inclusive and accepting of all. A statistically higher proportion of Calgarians who were born outside of Canada agree that The City is inclusive (72%) than Calgarians who were born in Canada (65%).



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

Base: Valid respondents (All Calgarians n=2,473, Born in Canada n=1,802, Born outside Canada n=659)

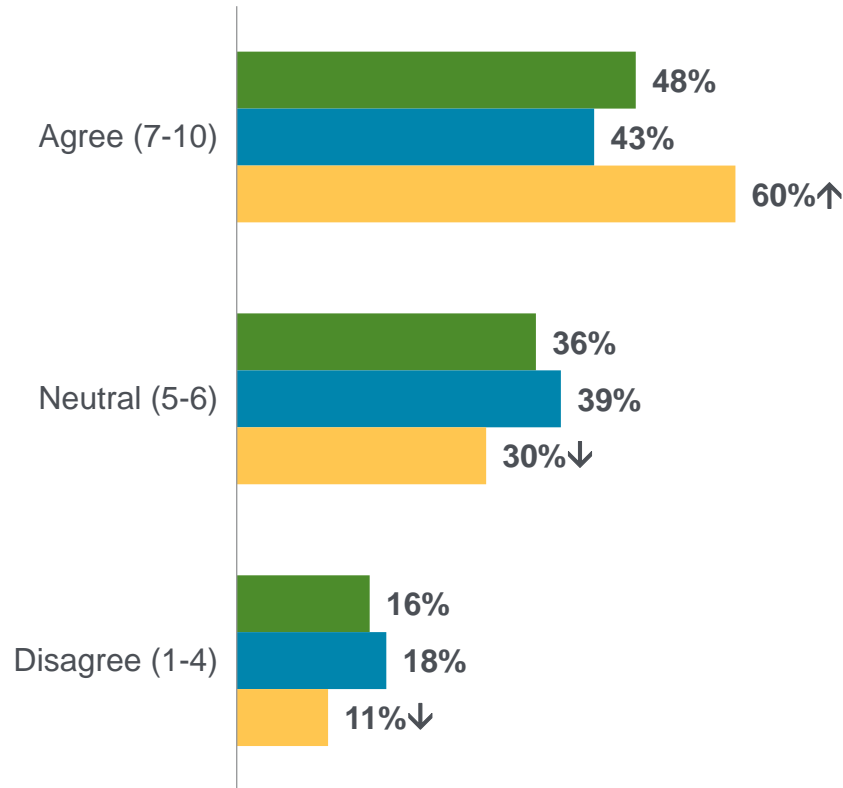
↑ / ↓ Statistically higher / lower than comparable subgroup

# Removes barriers to participation

Nearly one-half (48%) of Calgarians agree that The City delivers programs and services that remove barriers for Calgarians who need it the most. Compared to Calgarians who were born in Canada (43%), a statistically higher proportion of Calgarians who were born outside of Canada agree (60%).

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

■ All Calgarians  
■ Born in Canada  
■ Born outside Canada



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

Base: Valid respondents (All Calgarians n=2,399, Born in Canada n=1,743, Born outside Canada n=646)

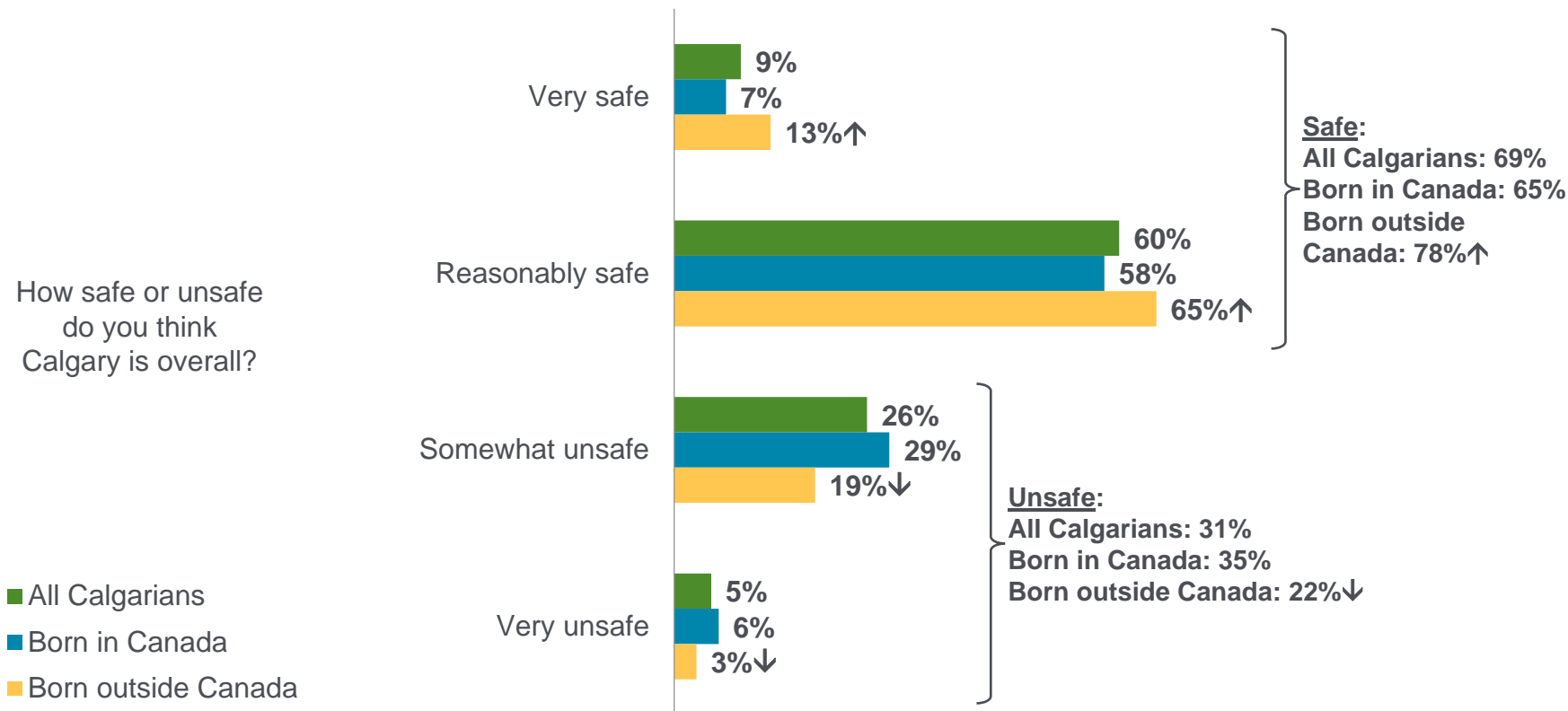
↑ / ↓ Statistically higher / lower than comparable subgroup



# Safety

# Overall perceived safety of the city of Calgary

Seven-in-ten (69%) Calgarians think the city of Calgary is 'safe' overall. Perceptions of safety are statistically higher among Calgarians who were born outside of Canada (78%) compared to Calgarians who were born in Canada (65%).



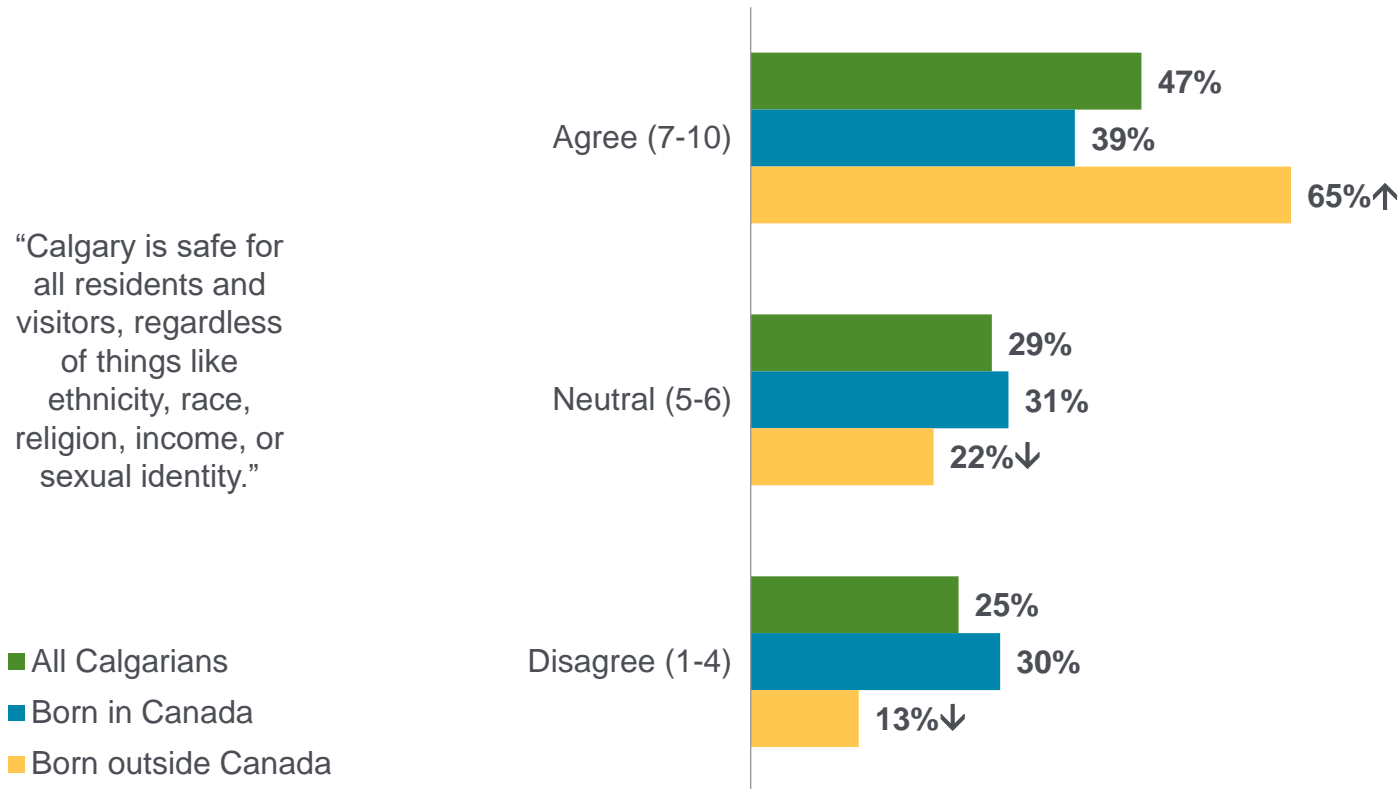
Q. How safe or unsafe do you think Calgary is overall?

Base: Valid respondents (All Calgarians n=2,492, Born in Canada n=1,812, Born outside Canada n=668)

↑ / ↓ Statistically higher / lower than comparable subgroup

# Safe for all residents and visitors

Around one-half (47%) of Calgarians agree that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity. A statistically higher proportion of Calgarians who were born outside of Canada agree with this statement (65%) compared to Calgarians who were born in Canada (39%).



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

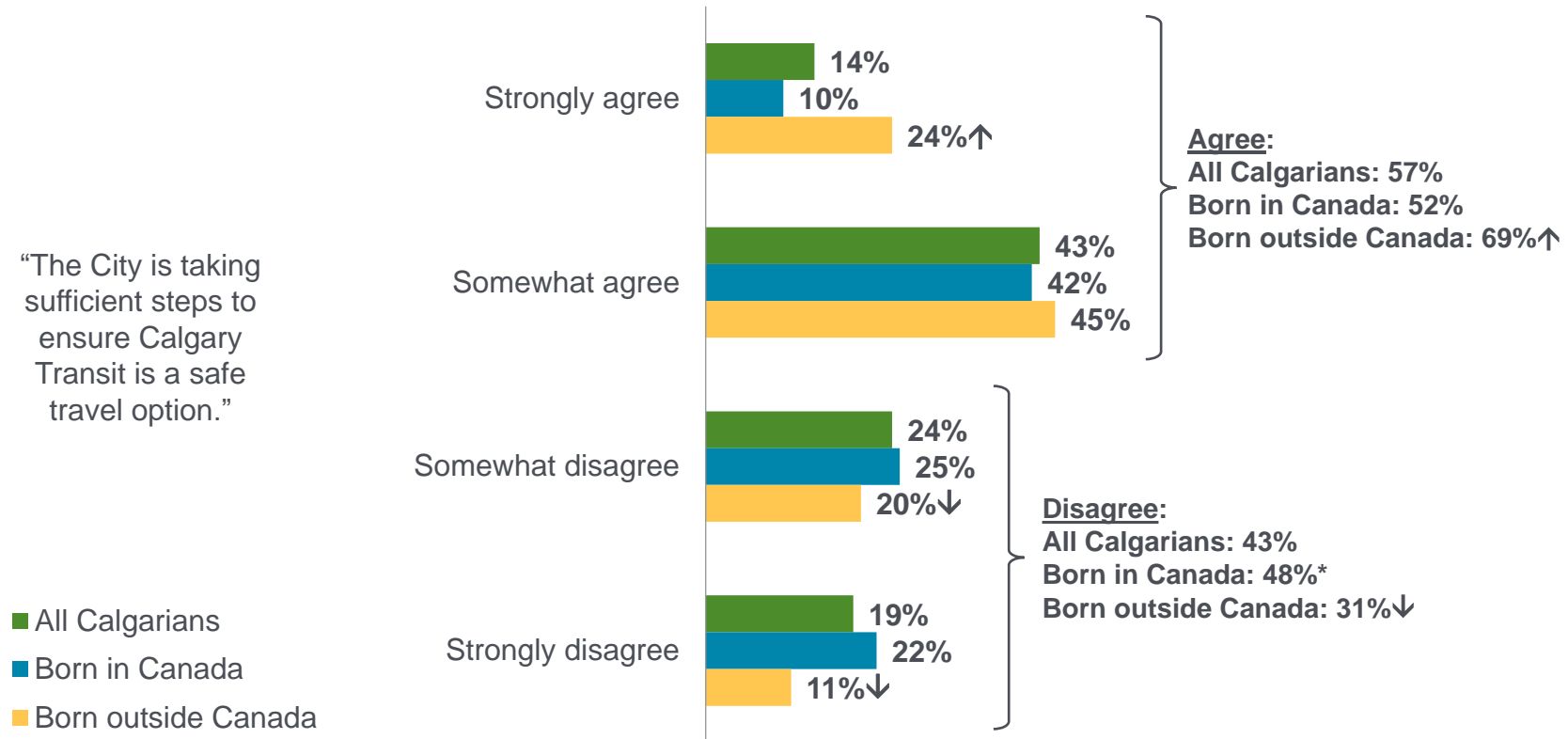
Base: Valid respondents (All Calgarians n=2,491, Born in Canada n=1,809, Born outside Canada n=670)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Ensuring Calgary Transit safety

More than one-half (57%) of all Calgarians agree that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option. This belief is statistically higher among Calgarians who were born outside of Canada (69%) compared to Calgarians who were born in Canada (52%).



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

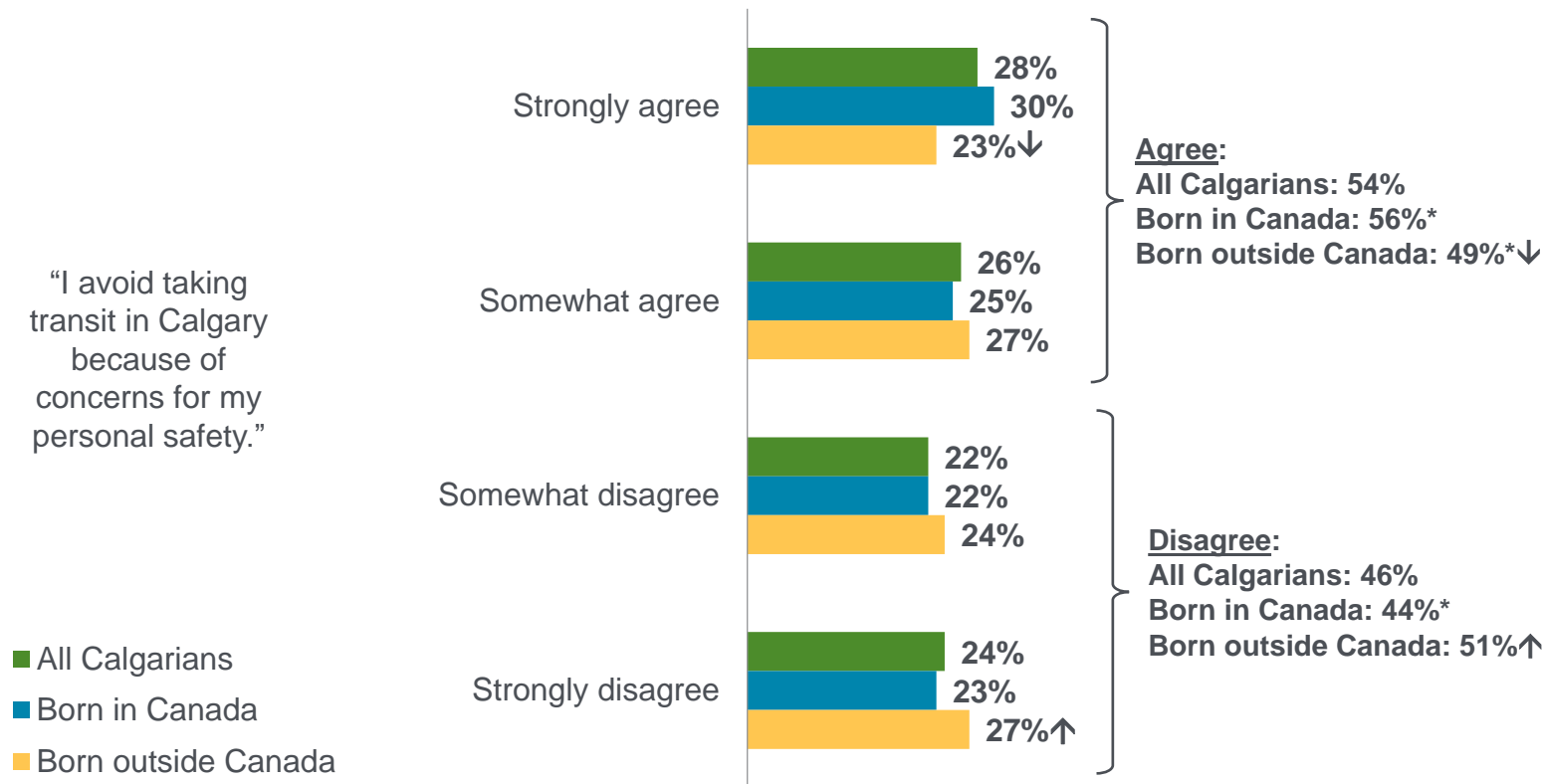
Base: Valid respondents (All Calgarians n=2,421, Born in Canada n=1,769, Born outside Canada n=645)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup

# Avoiding transit due to safety concerns

Around one-half (54%) of all Calgarians indicate that they avoid taking transit in Calgary because of personal safety concerns. The proportion who avoid transit for safety reasons is statistically lower among Calgarians who were born outside of Canada (49%) compared to Calgarians who were born in Canada (56%).



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

Base: Valid respondents (All Calgarians n=2,417, Born in Canada n=1,760, Born outside Canada n=650)

\* Rounding

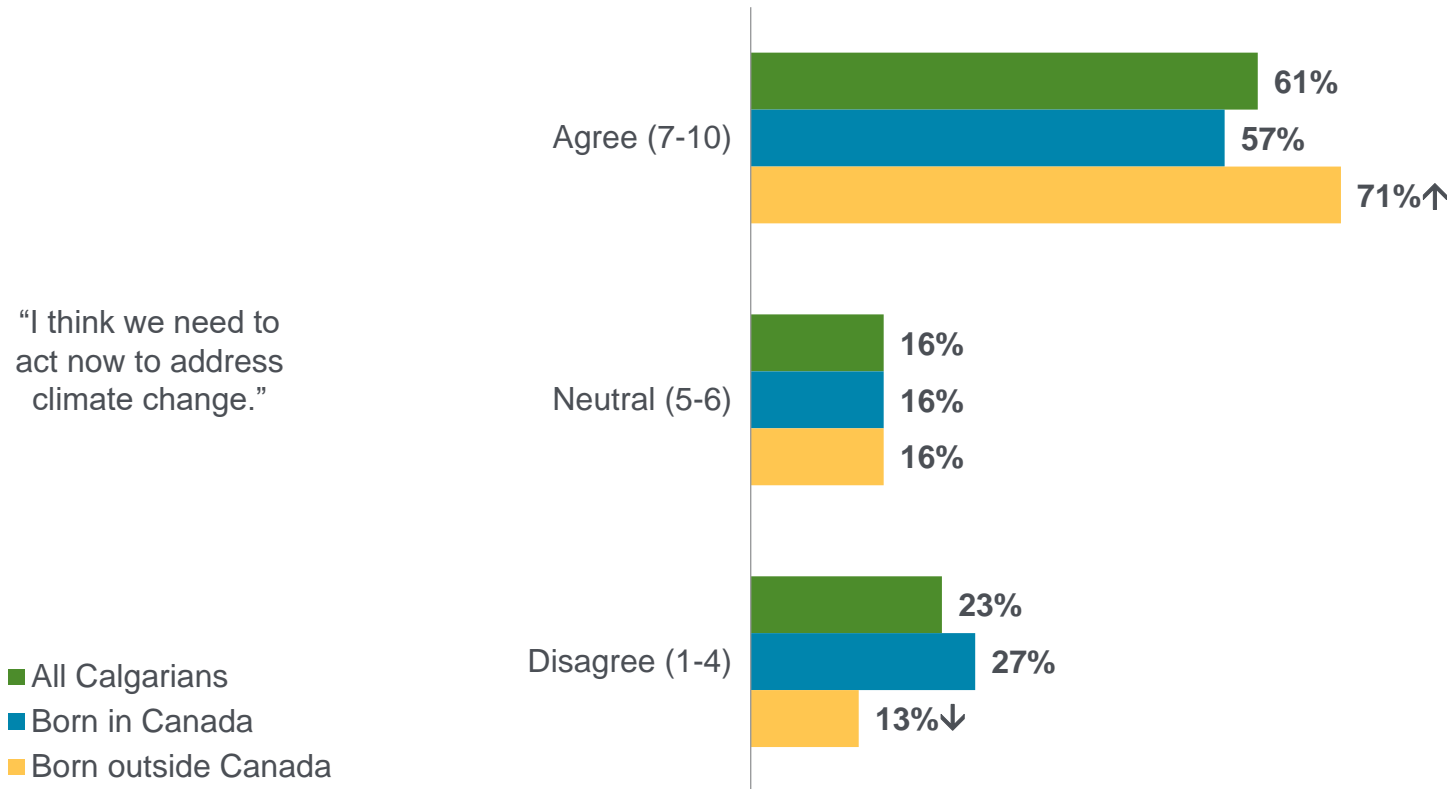
↑ / ↓ Statistically higher / lower than comparable subgroup



# The environment

# Climate change

Three-fifths (61%) of all Calgarians think we need to act now to address climate change. Statistically higher proportions of Calgarians who were born outside of Canada (71%) advocate for climate change action than Calgarians who were born in Canada (57%).



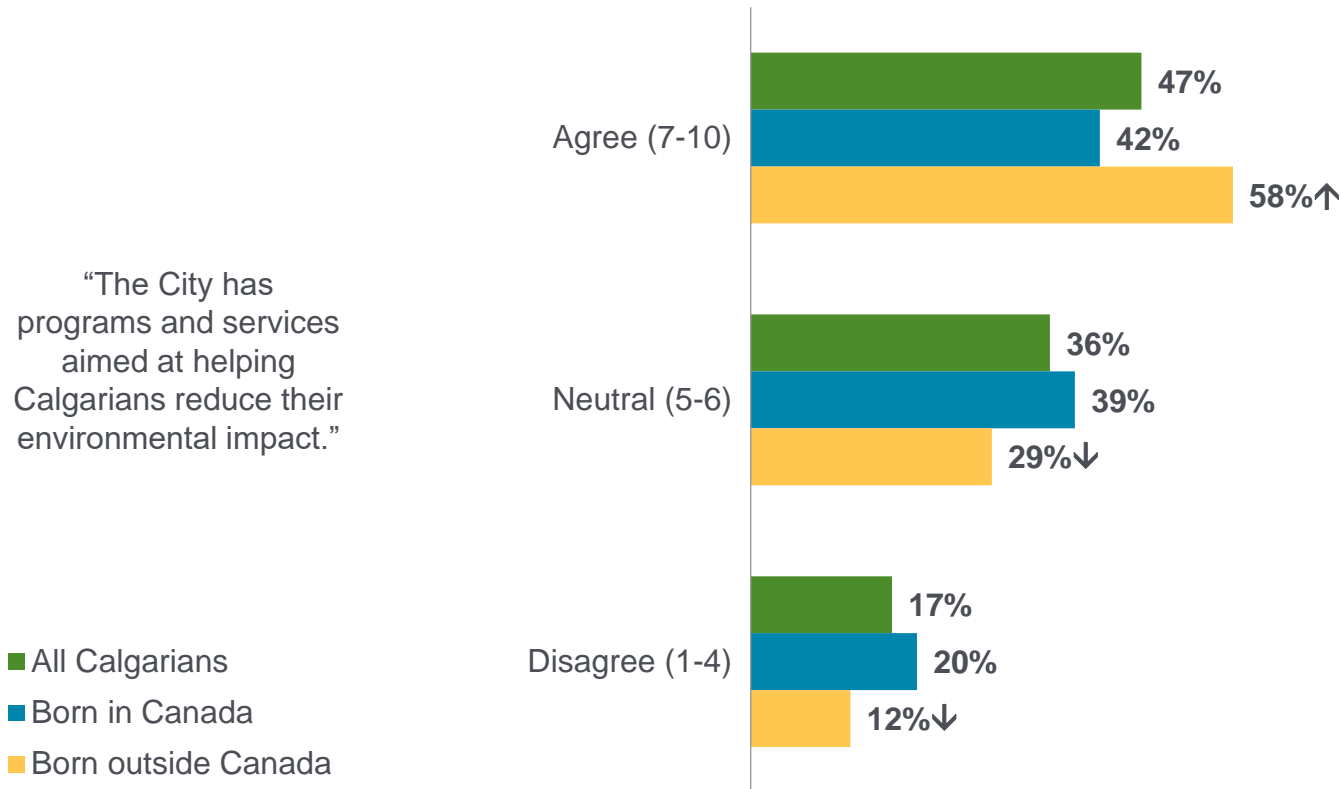
Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.

Base: Valid respondents (All Calgarians n=2,482, Born in Canada n=1,806, Born outside Canada n=664)

↑ / ↓ Statistically higher / lower than comparable subgroup

# City programs to reduce environmental impact

Around one-half (47%) of Calgarians believe The City has programs and services aimed at helping Calgarians reduce their environmental impact. Agreement is statistically higher among Calgarians who were born outside of Canada (58%) compared to Calgarians who were born in Canada (42%).



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

Base: Valid respondents (All Calgarians n=2,429, Born in Canada n=1,771, Born outside Canada n=647)

↑ / ↓ Statistically higher / lower than comparable subgroup

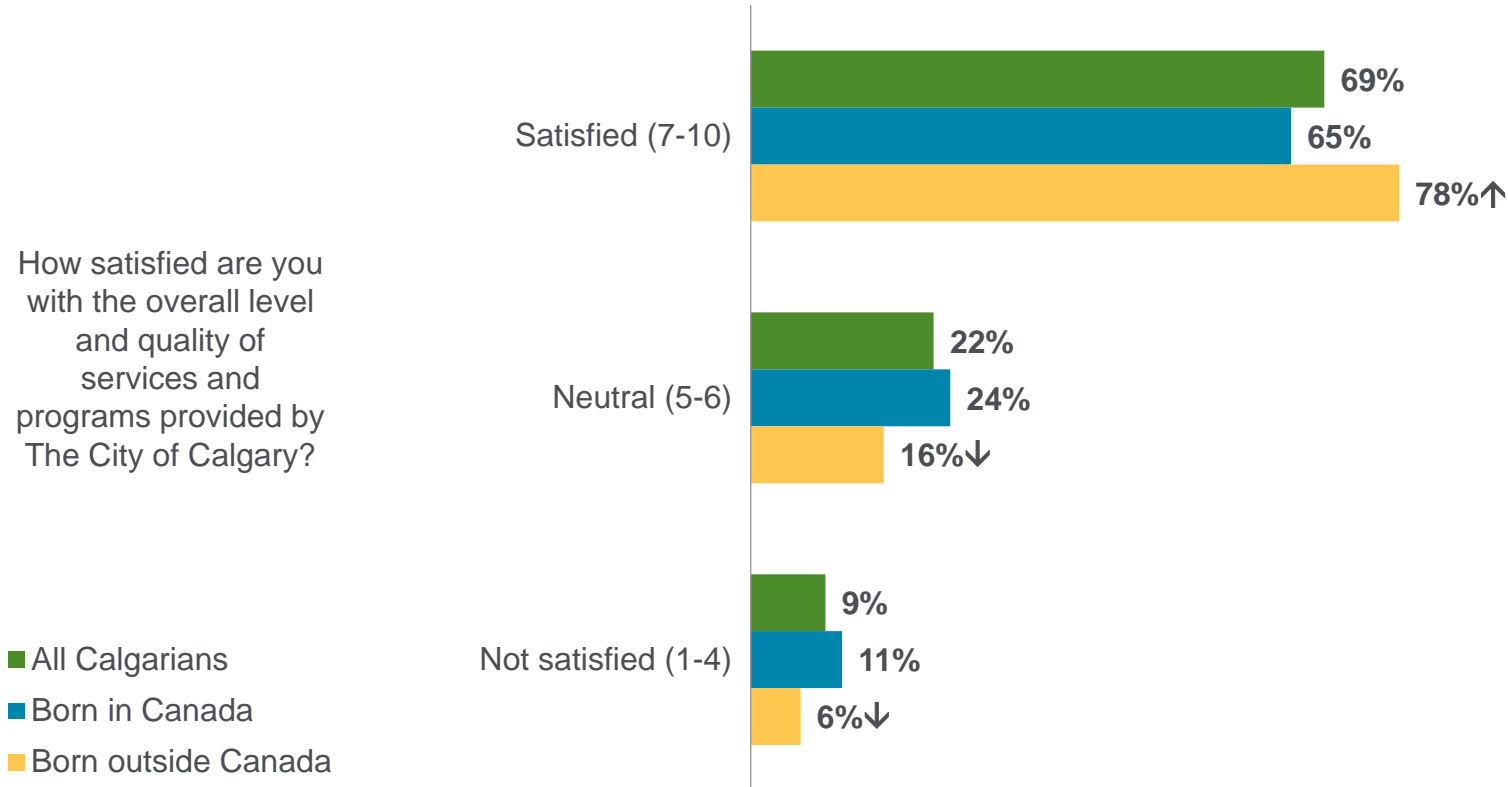




# City services and programs

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

Seven-in-ten (69%) Calgarians are satisfied with the overall level and quality of services and programs provided by The City. A statistically higher proportion of Calgarians who were born outside of Canada say they are satisfied (78%) compared to Calgarians who were born in Canada (65%).



Q. On a scale of 1 to 10 where “1” is “not at all satisfied” and “10” is “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?  
 Base: Valid respondents (All Calgarians n=2,496, Born in Canada n=1,814, Born outside Canada n=670)

↑ / ↓ Statistically higher / lower than comparable subgroup

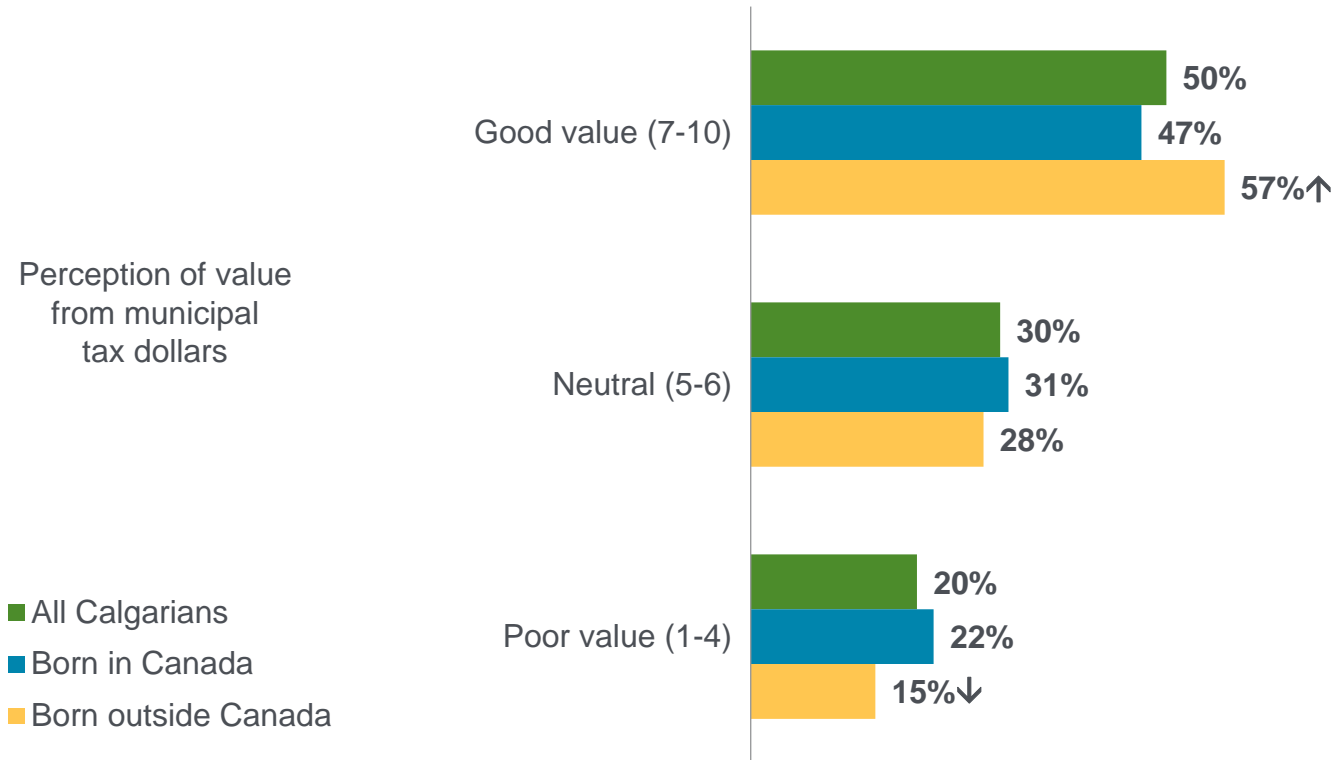




# Taxation

# Perceived value of property taxes

One-half (50%) of all Calgarians perceive the value they receive from their tax dollars to be 'good.' A statistically higher proportion of Calgarians who were born outside of Canada feel they receive 'good' value (57%) compared to Calgarians who were born in Canada (47%).



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

Base: Valid respondents (All Calgarians n=2,440, Born in Canada n=1,775, Born outside Canada n=653)

↑ / ↓ Statistically higher / lower than comparable subgroup

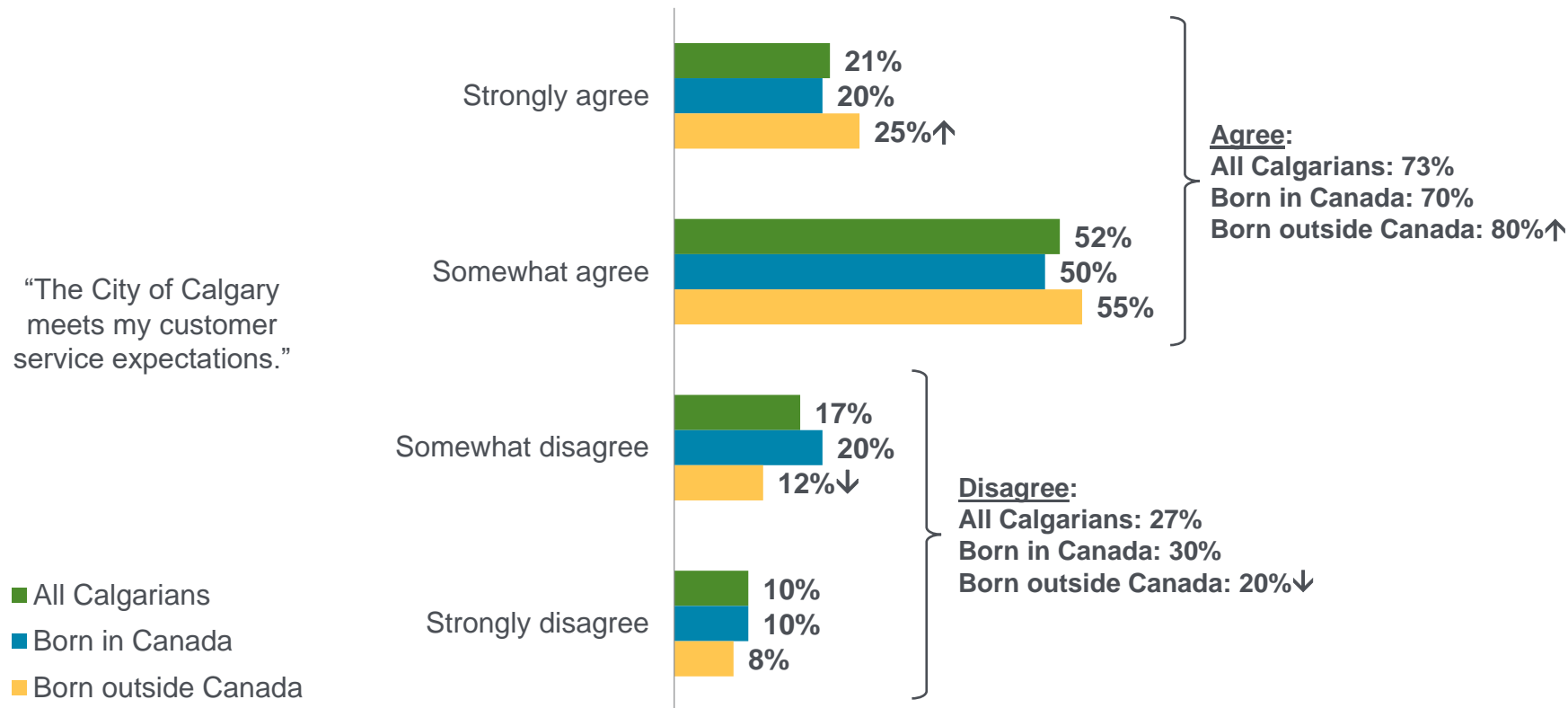




# Customer service

# Meets customer service expectations

Nearly three-quarters (73%) of all Calgarians feel The City meets their customer service expectations. A statistically higher proportion of Calgarians who were born outside of Canada (80%) feel The City's customer service meets their expectations compared to Calgarians who were born in Canada (70%), including a higher proportion who 'strongly' agree (25%).



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

Base: Valid respondents (All Calgarians n=2,470, Born in Canada n=1,798, Born outside Canada n=660)

↑ / ↓ Statistically higher / lower than comparable subgroup

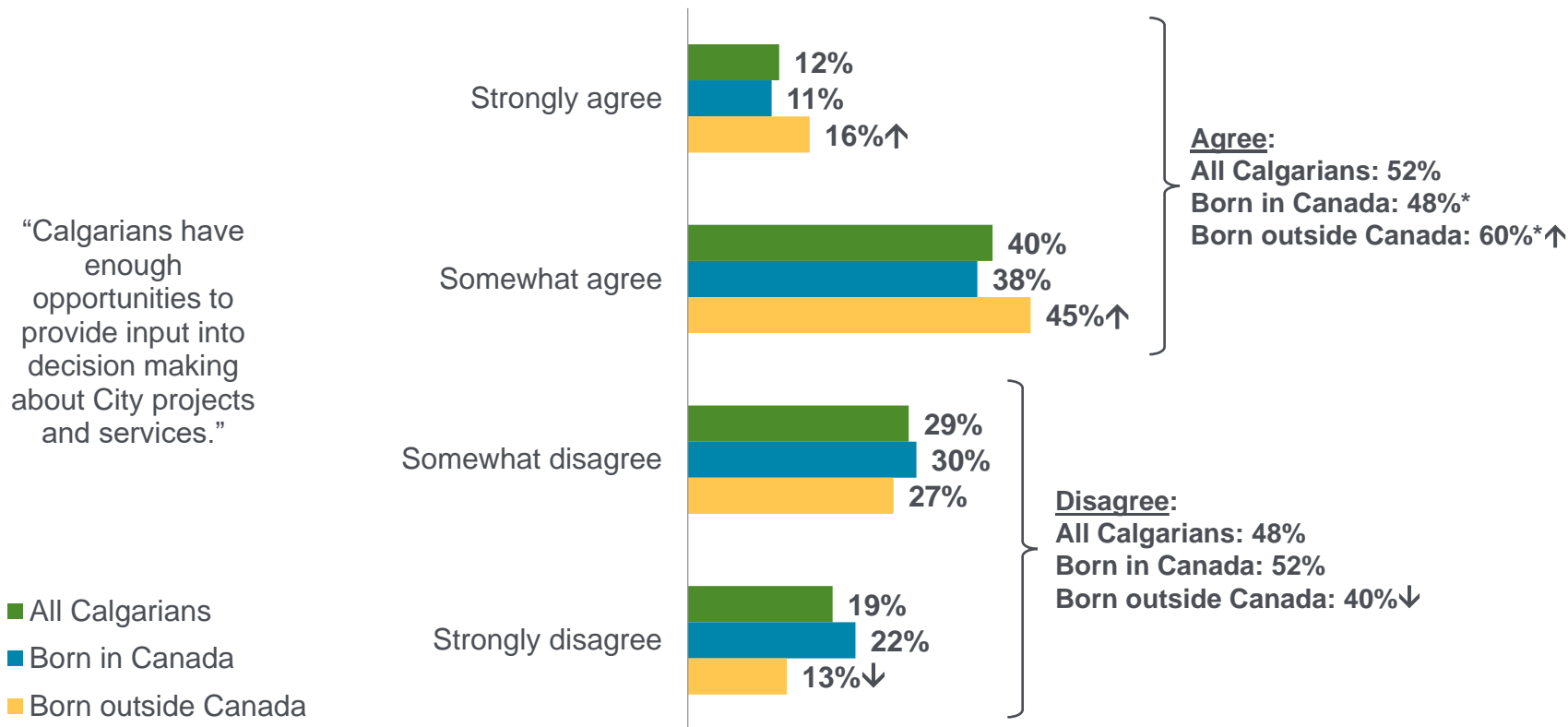




# Input from Calgarians

# Enough opportunities to provide input

Around one-half (52%) of all Calgarians feel they have enough opportunities to provide input into decision making about City projects and services. Statistically more Calgarians who were born outside of Canada (60%) feel they have enough opportunities to provide input than Calgarians who were born in Canada (48%).



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

Base: Valid respondents (All Calgarians n=2,463, Born in Canada n=1,790, Born outside Canada n=661)

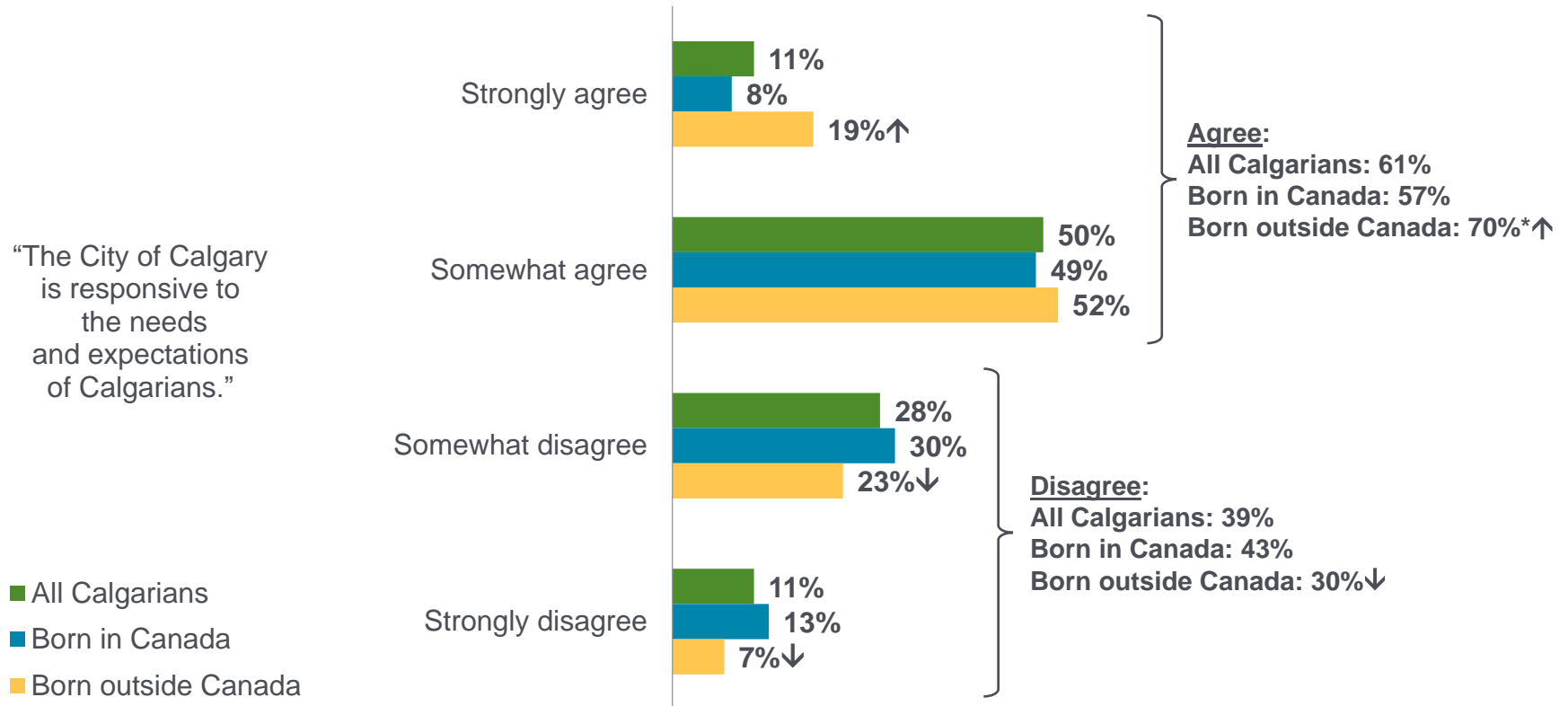
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Responsive to Calgarians

Overall, three-fifths (61%) of all Calgarians agree with the statement that The City of Calgary is responsive to the needs and expectations of Calgarians. Agreement is statistically higher among Calgarians who were born outside of Canada (70%) compared to Calgarians who were born in Canada (57%).



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

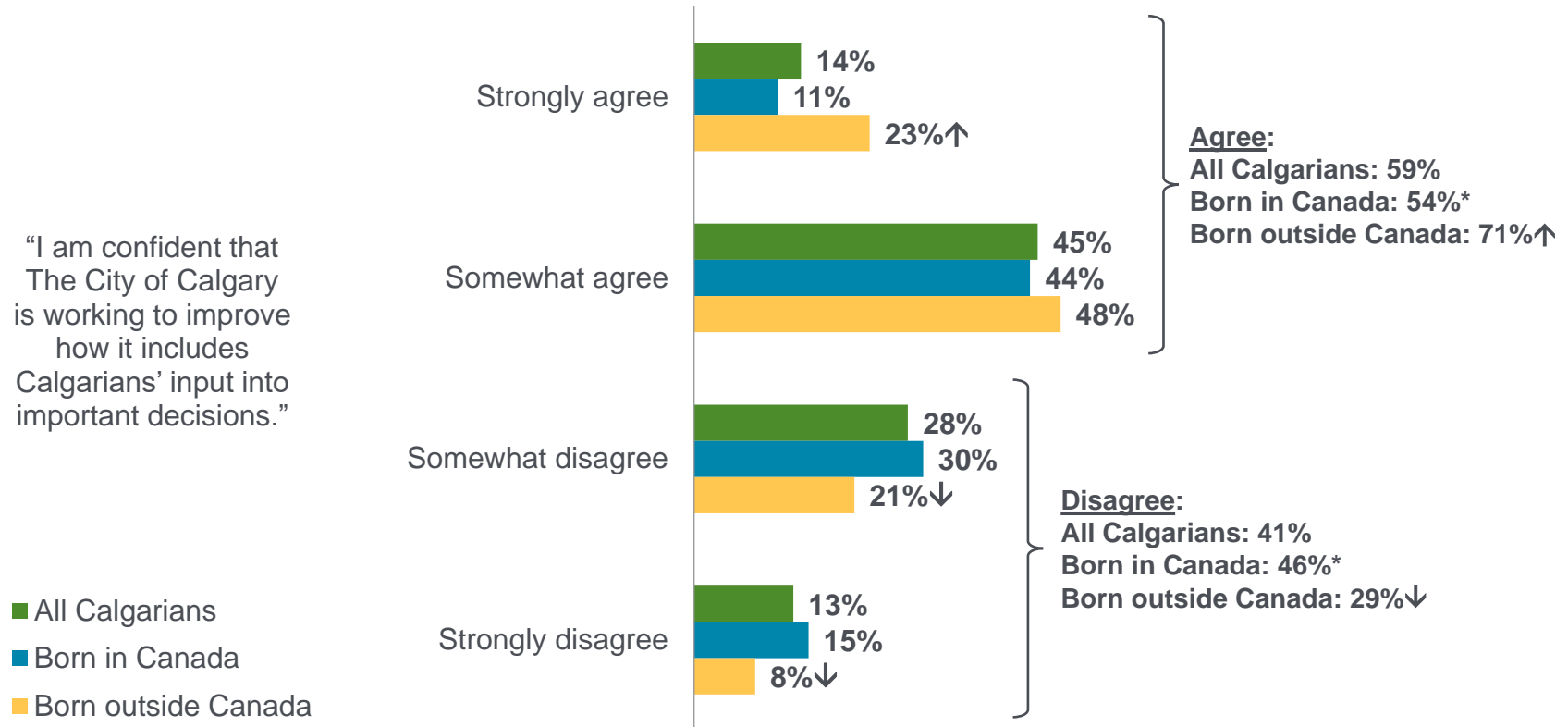
Base: Valid respondents (All Calgarians n=2,486, Born in Canada n=1,807, Born outside Canada n=669)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup

# Including Calgarians' input

Three-fifths (59%) of all Calgarians are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. Statistically more Calgarians who were born outside of Canada (71%) feel confident than Calgarians who were born in Canada (54%), including a statistically higher proportion who 'strongly' agree (23%).



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

Base: Valid respondents (All Calgarians n=2,461, Born in Canada n=1,785, Born outside Canada n=666)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup

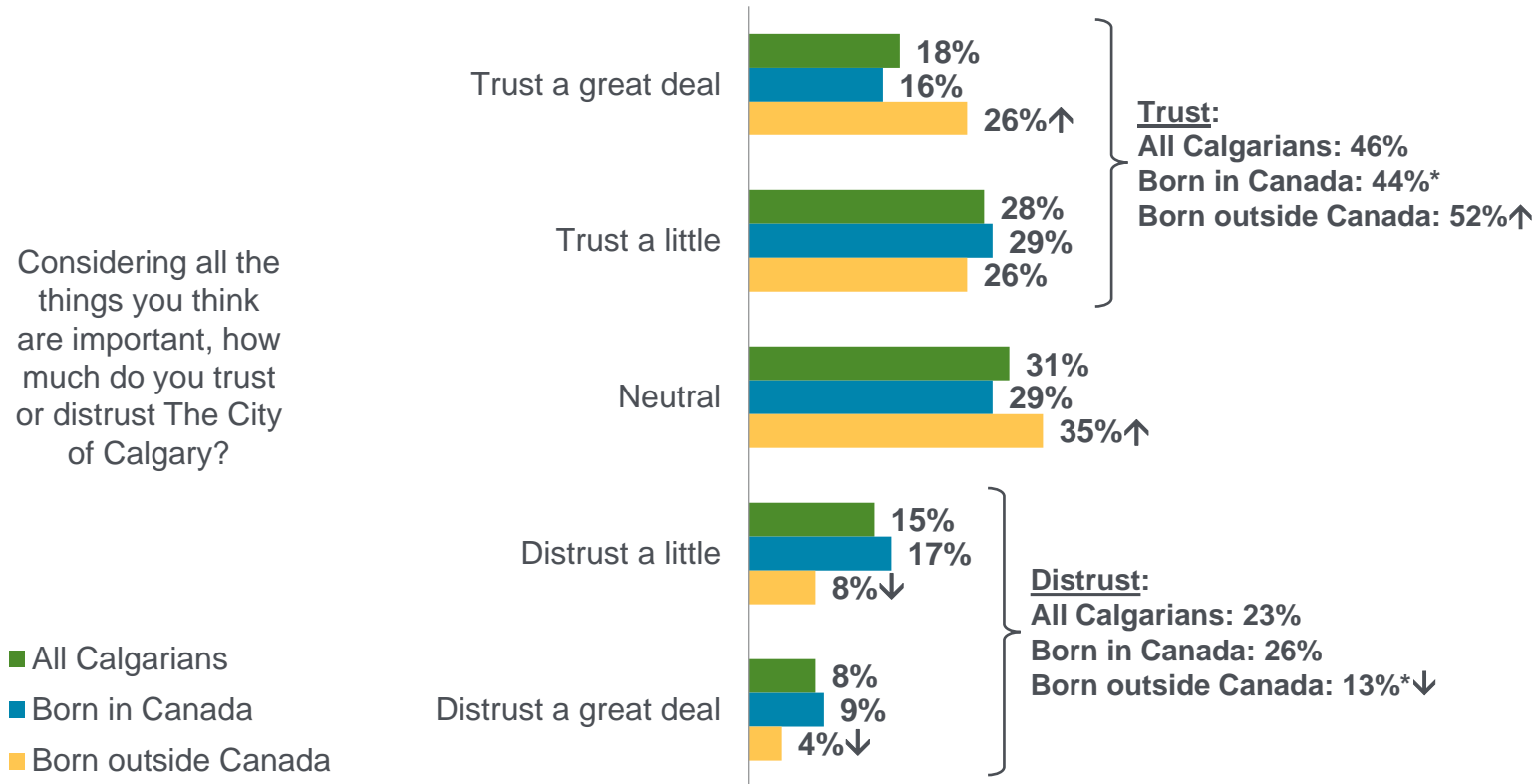


# Reputation and performance



# Trust in The City of Calgary

Around one-half (46%) of all Calgarians say they have trust in The City of Calgary. A statistically higher proportion of Calgarians who were born outside of Canada (52%) trust The City compared to Calgarians who were born in Canada (44%), including a higher proportion who trust The City 'a great deal' (26%).



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

Base: Valid respondents (All Calgarians n=2,488, Born in Canada n=1,809, Born outside Canada n=667)

\* Rounding

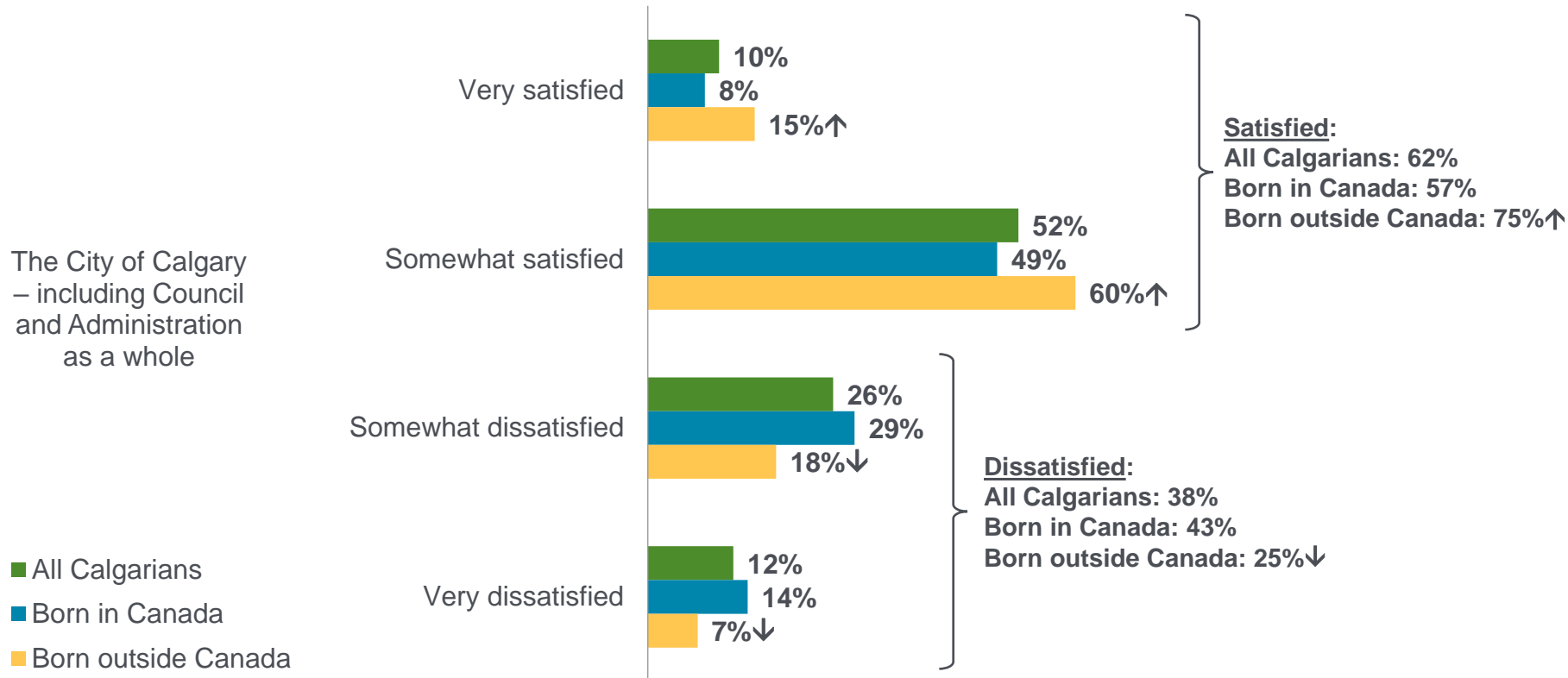
↑ / ↓ Statistically higher / lower than comparable subgroup





# Satisfaction with The City as a whole

Around three-fifths (62%) of Calgarians are satisfied with the way The City, including Council and Administration, is running their city. Satisfaction is statistically higher among Calgarians who were born outside of Canada (75%) compared to Calgarians who were born in Canada (57%). The difference is due to a mix of 'very' and 'somewhat' satisfied ratings.



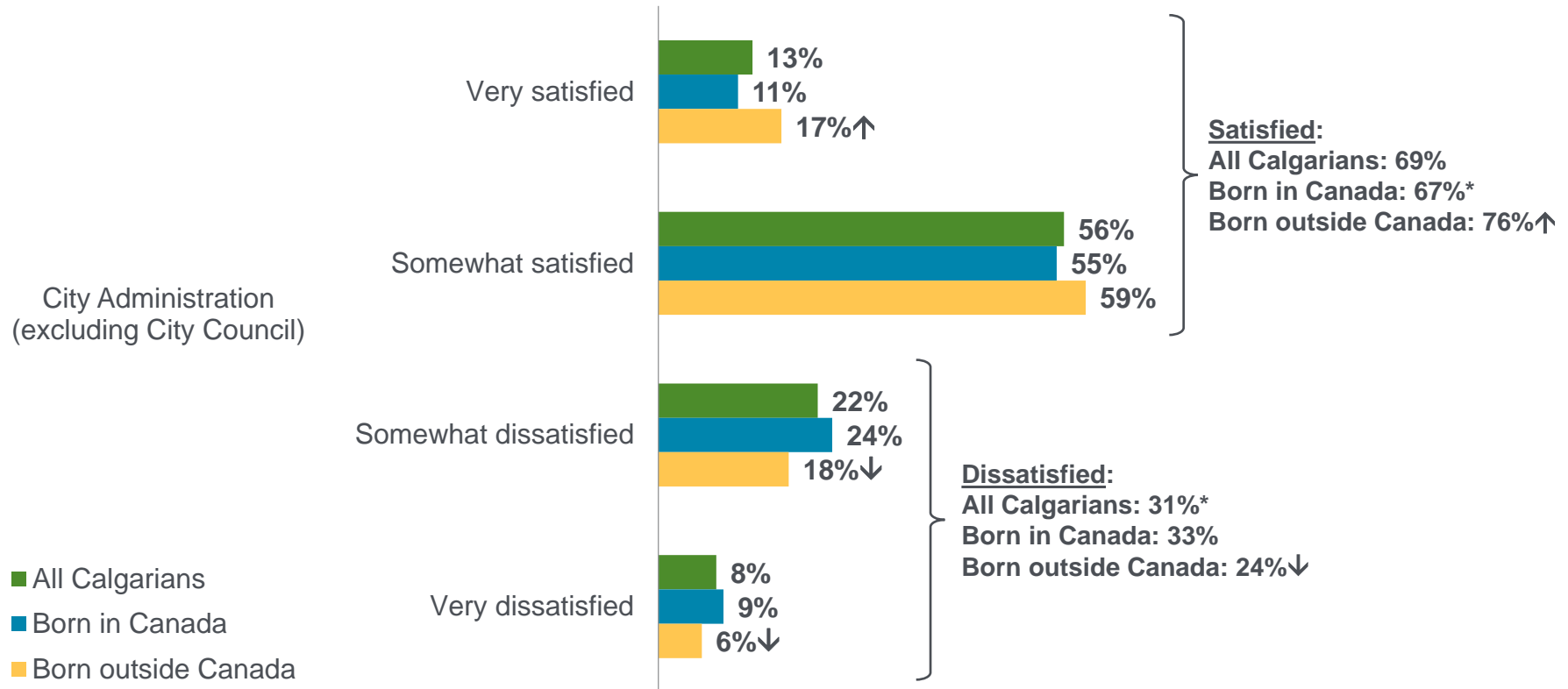
Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary – including Council and Administration as a whole - is going about running our city?  
 Base: Valid respondents (All Calgarians n=2,489, Born in Canada n=1,813, Born outside Canada n=664)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Satisfaction with Administration

Seven-in-ten (69%) Calgarians express satisfaction with the way City Administration (excluding City Council) is running Calgary. Statistically more Calgarians who were born outside of Canada are satisfied (76%) than Calgarians who were born in Canada (67%), including a higher proportion who are 'very' satisfied (17%).



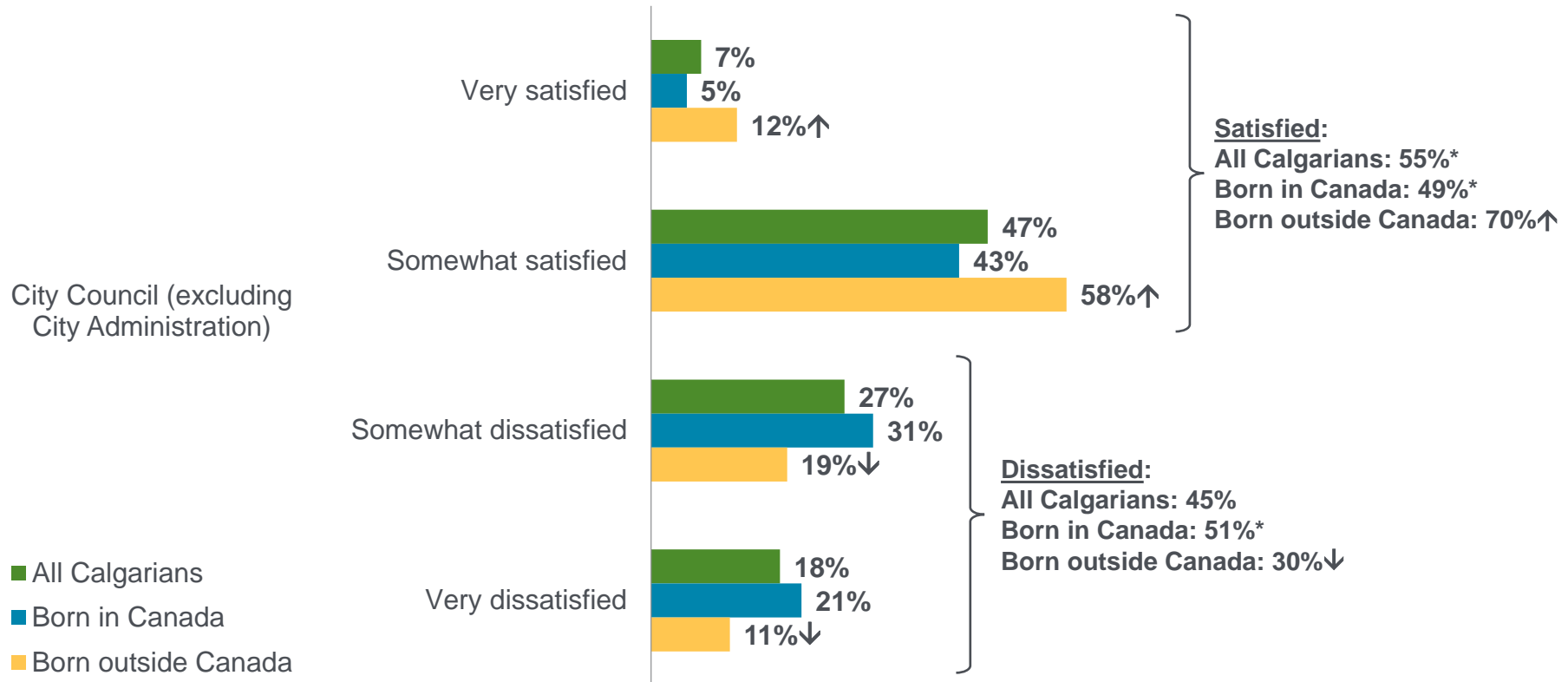
Q. Thinking about Calgary's City Administration (excluding Council), how satisfied or dissatisfied are you with the way City Administration is going about running our city?  
 Base: Valid respondents (All Calgarians n=2,461, Born in Canada n=1,792, Born outside Canada n=658)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup

# Satisfaction with Council

Around one-half (55%) of all Calgarians say they are satisfied with City Council's (excluding City Administration) running of the city. A higher proportion of Calgarians who were born outside of Canada express satisfaction (70%) compared to Calgarians who were born in Canada (49%). The difference is due to a mix of 'very' and 'somewhat' satisfied ratings.



Q. Thinking about Calgary's City Council, (excluding City Administration), how satisfied or dissatisfied are you with the way City Council is going about running our city?  
 Base: Valid respondents (All Calgarians n=2,469, Born in Canada n=1,802 Born outside Canada n=656)

\* Rounding

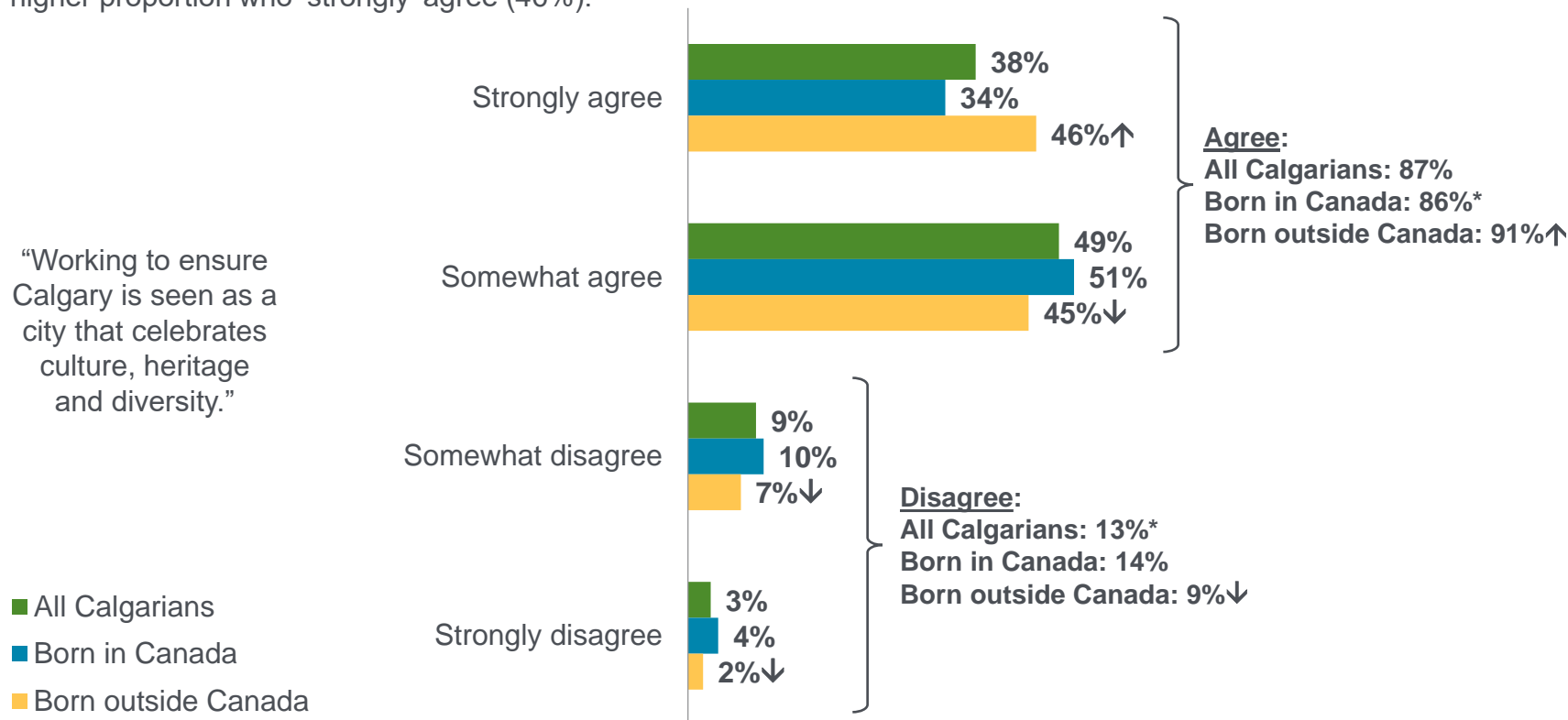
↑ / ↓ Statistically higher / lower than comparable subgroup



# Council focus areas

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

A large majority (87%) of Calgarians think The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity. A higher proportion of Calgarians who were born outside of Canada (91%) think The City is doing a good job in this regard compared to Calgarians who were born in Canada (86%), including a statistically higher proportion who 'strongly' agree (46%).



Q. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following?

Base: Valid respondents (All Calgarians n=2,473, Born in Canada n=1,801, Born outside Canada n=664)

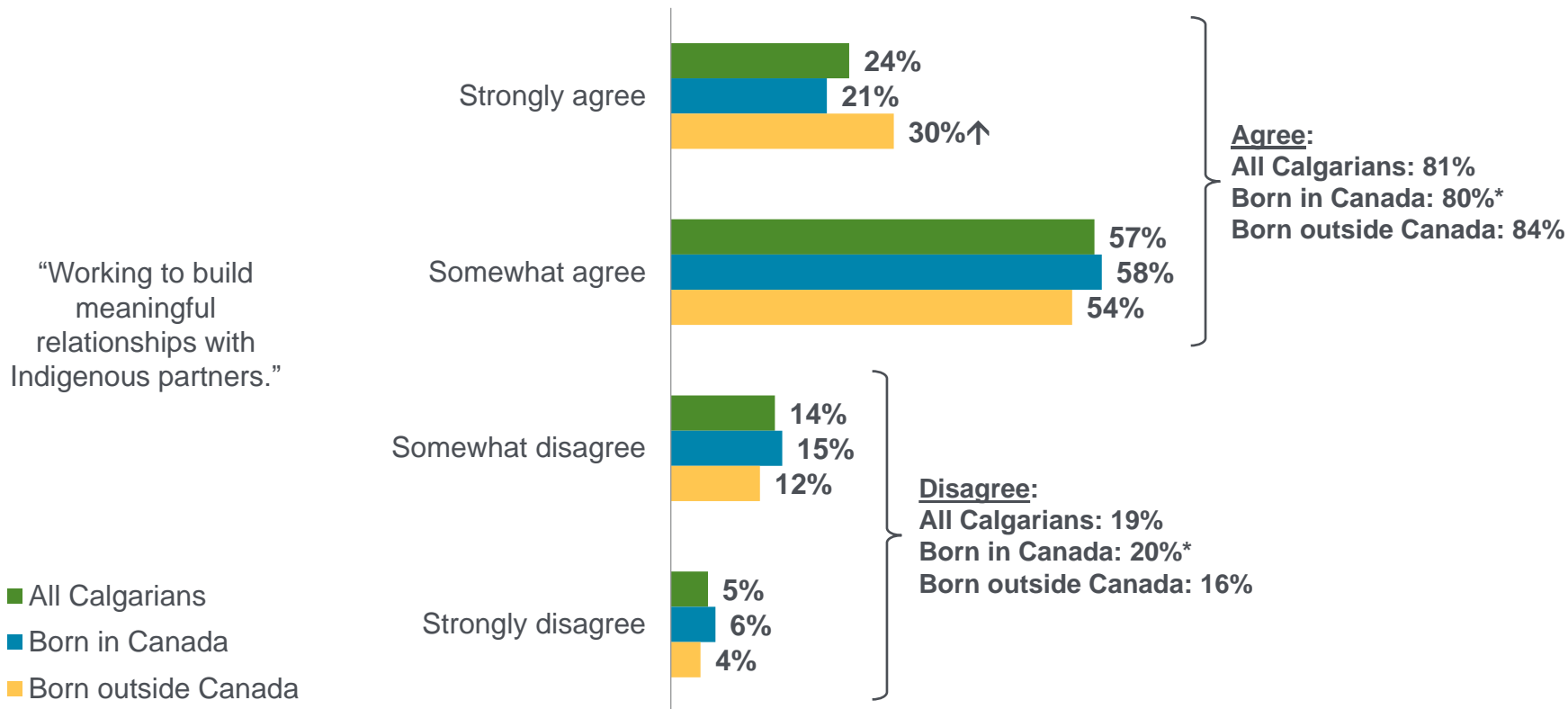
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Working to build relationships with Indigenous partners

Four-fifths (81%) of all Calgarians agree (strongly or somewhat) that The City is doing a good job at working to build meaningful relationships with Indigenous partners. While both subgroups equally agree, more Calgarians who were born outside of Canada (30%) ‘strongly’ agree than Calgarians who were born in Canada (21%).



Q. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following?

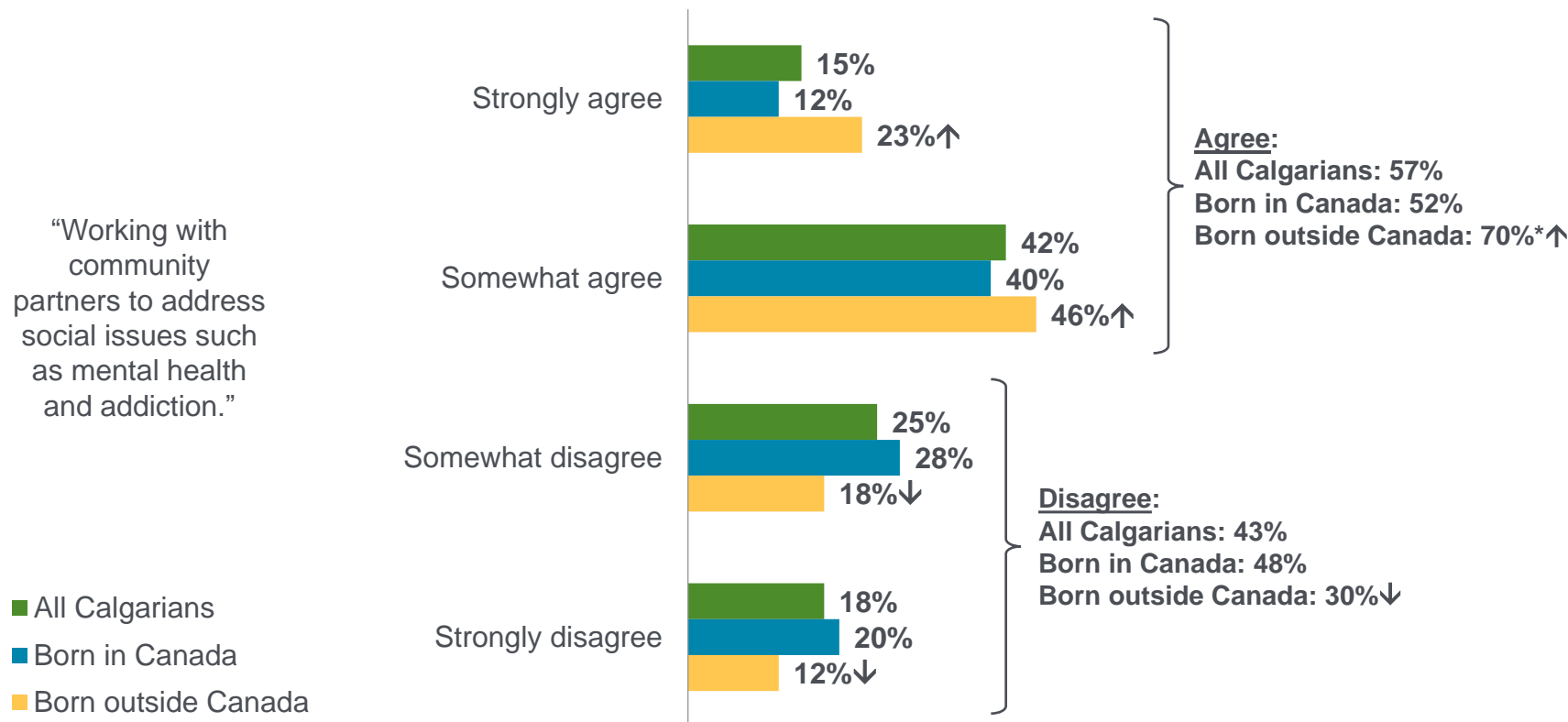
Base: Valid respondents (All Calgarians n=2,359, Born in Canada n=1,717 Born outside Canada n=635)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup

# Working with community partners to address social issues

More than one-half (57%) of all Calgarians overall believe The City is doing a good job working with community partners to address social issues such as mental health and addiction. Statistically more Calgarians who were born outside of Canada (70%) agree The City is working well with community partners in these areas compared to Calgarians who were born in Canada (52%). The difference is due to a mix of ‘strongly’ and ‘somewhat’ agree ratings.



Q. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following?

Base: Valid respondents (All Calgarians n=2,408, Born in Canada n=1,755, Born outside Canada n=645)

\* Rounding

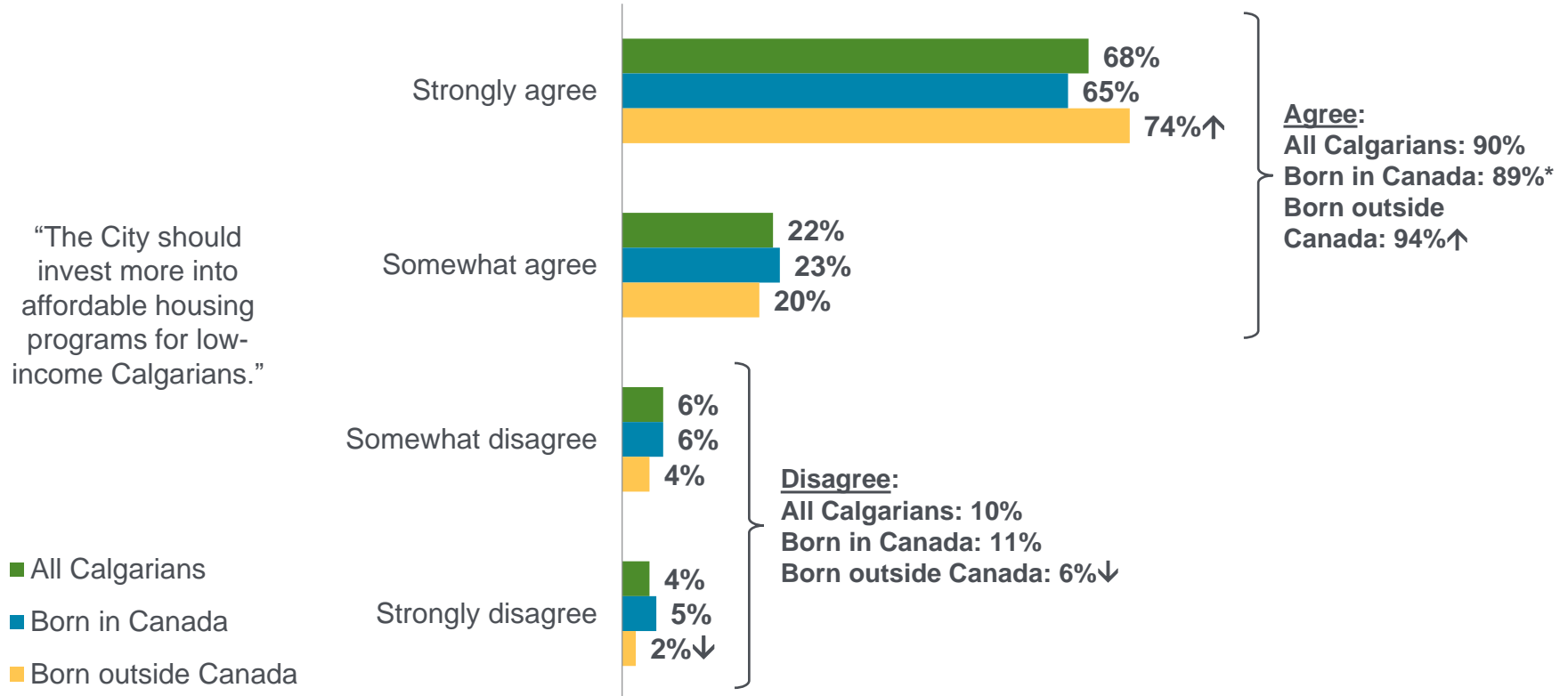
↑ / ↓ Statistically higher / lower than comparable subgroup



# Housing

# Affordable housing

Overall, nine-in-ten (90%) Calgarians say The City should invest more into affordable housing programs for low-income Calgarians. A statistically higher proportion of Calgarians who were born outside of Canada (94%) would like to see increased investment in low-income housing compared to Calgarians who were born in Canada (89%). This difference is largely driven by statistically higher ‘strongly’ agree ratings among those born outside Canada (74%).



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

Base: Valid respondents (All Calgarians n=2,478, Born in Canada n=1,805, Born outside Canada n=665)

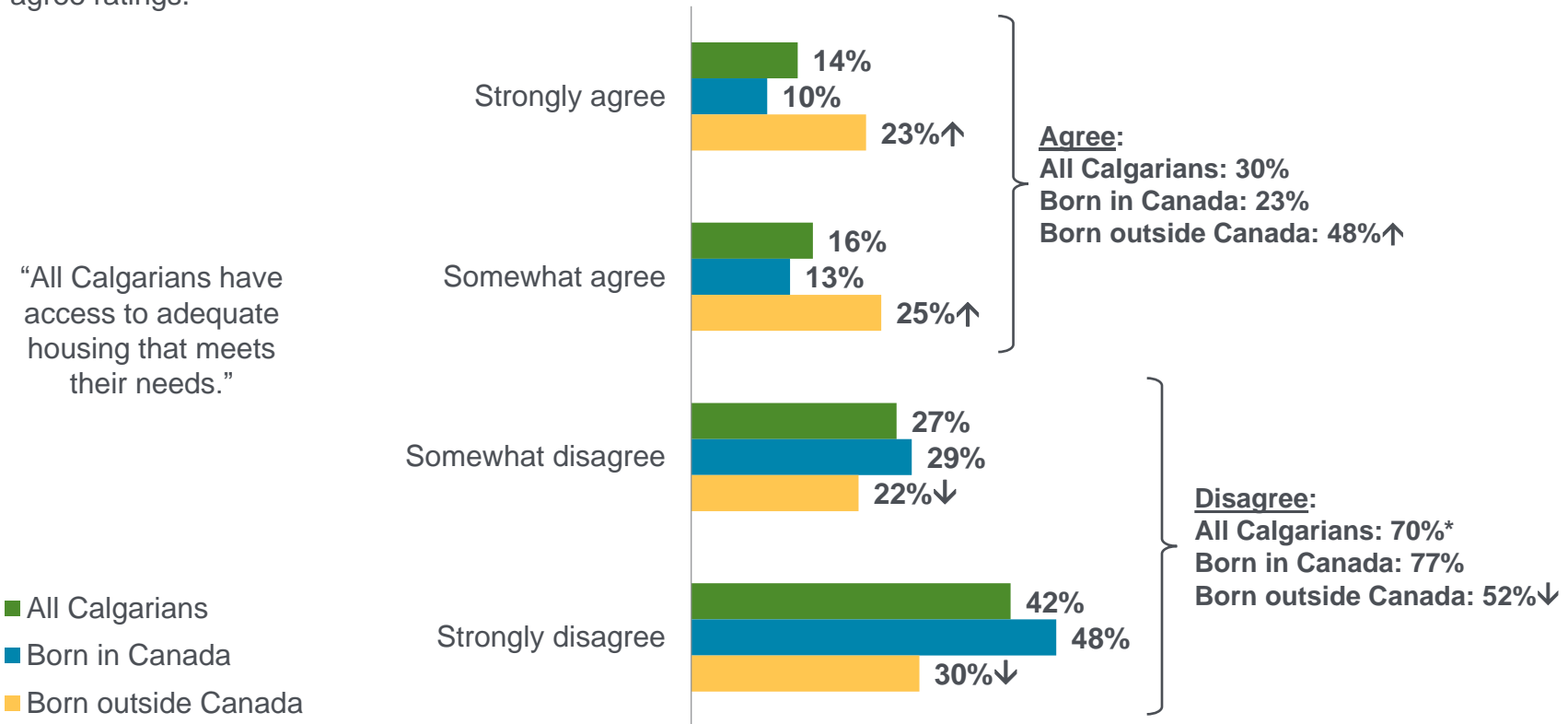
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Access to adequate housing

Three-in-ten (30%) believe that all Calgarians have access to adequate housing that meets their needs. However, statistically higher proportions of Calgarians who were born outside of Canada (48%) believe there is adequate housing for all compared to Calgarians who were born in Canada (23%). The difference is due to a mix of ‘strongly’ and ‘somewhat’ agree ratings.



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

Base: Valid respondents (All Calgarians n=2,475, Born in Canada n=1,805, Born outside Canada n=662)

\* Rounding

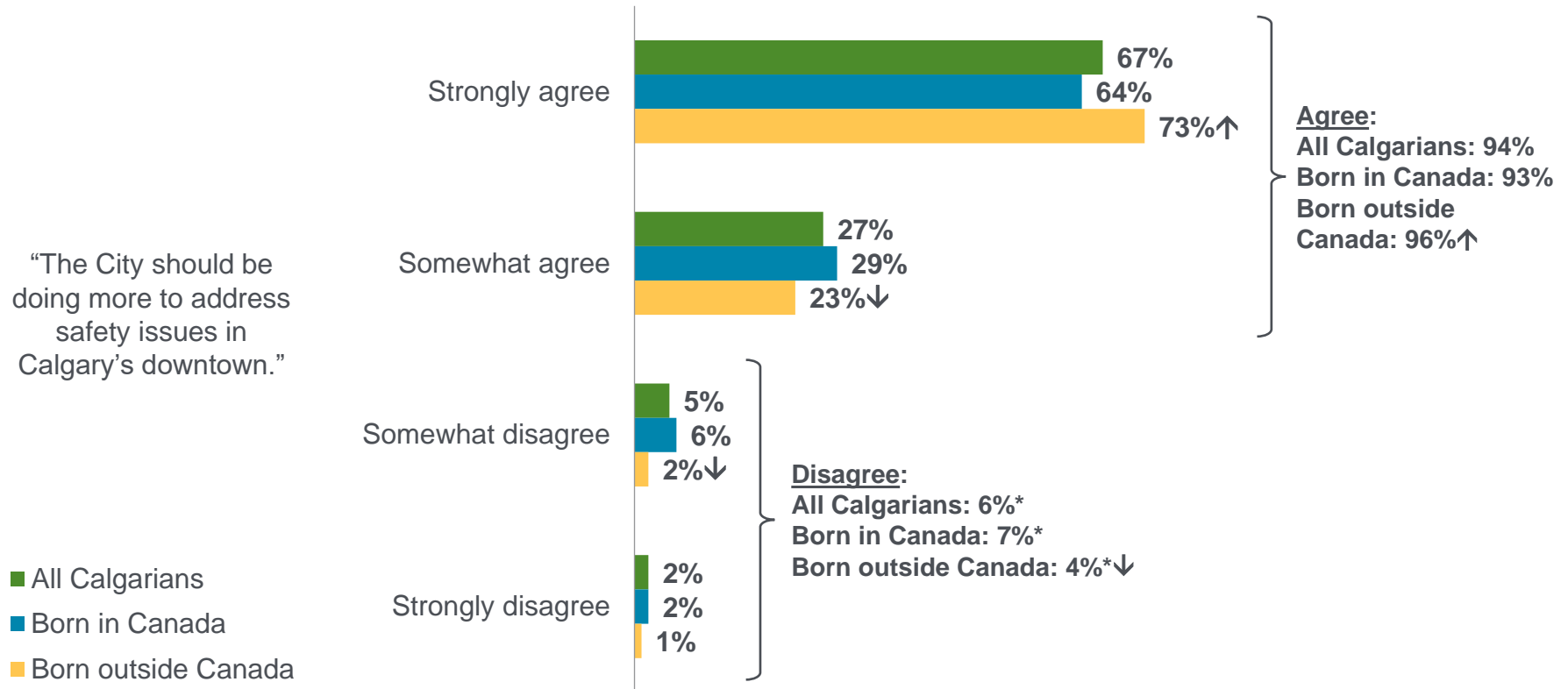
↑ / ↓ Statistically higher / lower than comparable subgroup



# Downtown Calgary

# Addressing downtown safety

More than nine-in-ten (94%) Calgarians believe The City should be doing more to address safety issues in Calgary's downtown. A statistically higher proportion of Calgarians who were born outside of Canada (96%) express this belief compared to Calgarians who were born in Canada (93%), including a higher proportion who 'strongly' agree (73%).



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

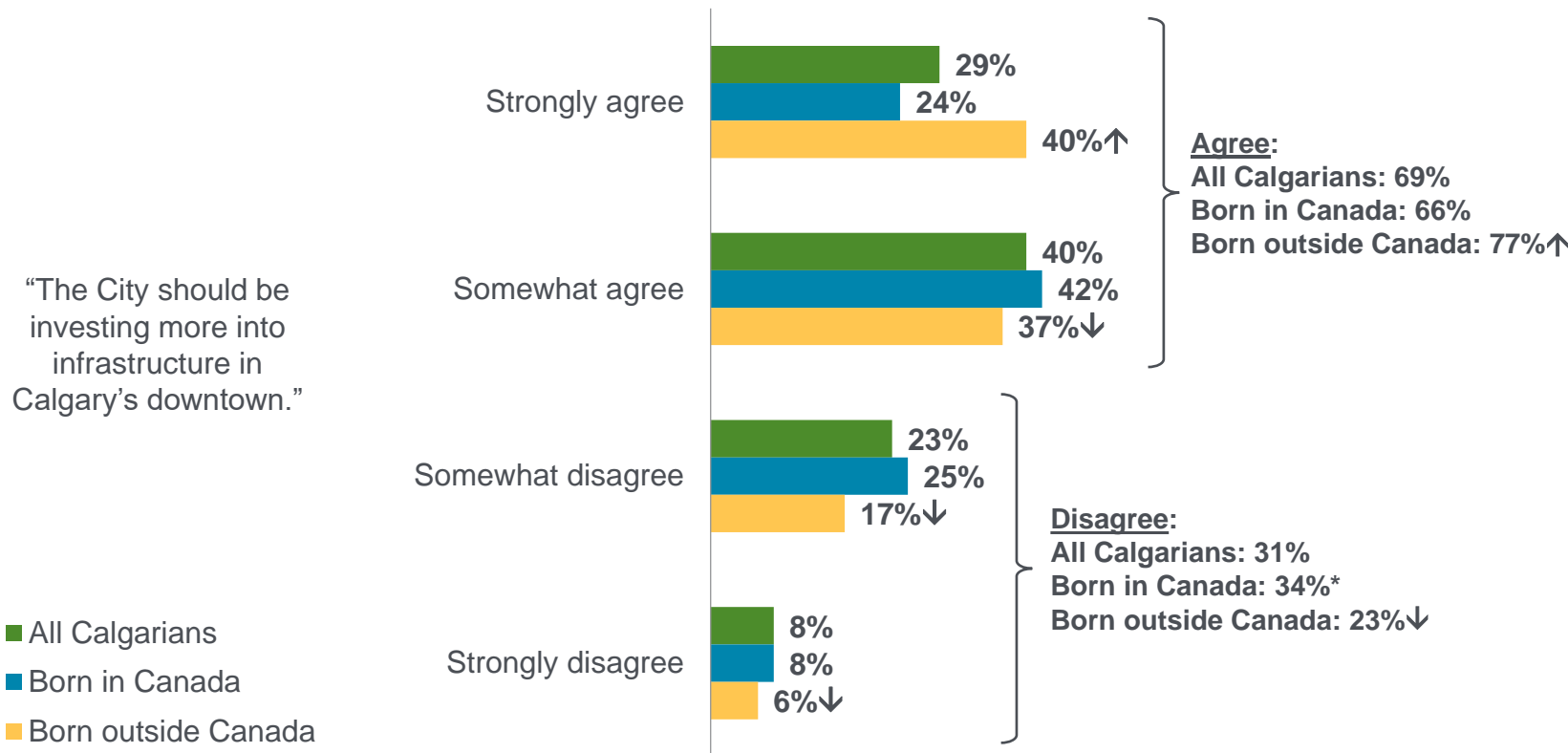
Base: Valid respondents (All Calgarians n=2,477, Born in Canada n=1,805, Born outside Canada n=666)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup

# Investing in downtown infrastructure

Seven-in-ten (69%) Calgarians think The City should invest more into infrastructure in Calgary's downtown. Relatively more Calgarians who were born outside of Canada (77%) want to see The City invest more into Calgary's downtown infrastructure than Calgarians who were born in Canada (66%), including a higher proportion who 'strongly' agree (40%).



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

Base: Valid respondents (All Calgarians n=2,442, Born in Canada n=1,782, Born outside Canada n=654)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup





# Respondent profile

# Respondent profile (1 of 4)

Gender			
	All Calgarians	Born in Canada	Born outside Canada
Female	50%	51%	49%
Male	49%	48%	50%
Prefer to self-describe	1%	1%	<1%
Refused/prefer not to say	<1%	<1%	<1%

Age			
	All Calgarians	Born in Canada	Born outside Canada
18 to 24	11%	10%	13%
25 to 34	20%	18%	25%
35 to 44	17%	17%	18%
45 to 54	18%	18%	20%
55 to 64	12%	13%	9%
65 or older	22%	24%	16%
Mean	47.4	48.7	44.2

Income			
	All Calgarians	Born in Canada	Born outside Canada
Less than \$60,000	20%	18%	25%
\$60,000 to just under \$120,000	37%	35%	41%
\$120,000 to just under \$200,000	28%	30%	24%
\$200,000 and over	15%	18%	10%

Education			
	All Calgarians	Born in Canada	Born outside Canada
Less than high school	2%	2%	1%
High school or equivalent	17%	18%	14%
Apprenticeship or trades diploma/certificate	7%	9%	4%
College or non-university diploma/certificate	19%	19%	20%
University degree/diploma/certificate	55%	53%	61%

Base: Valid respondents (bases vary)

# Respondent profile (2 of 4)

Employment status^			
	All Calgarians	Born in Canada	Born outside Canada
Full time employed or self employed	56%	54%	60%
Part time employed or self-employed	11%	11%	12%
Retired	21%	24%	15%
Looking after home and/or family	2%	2%	2%
Unable to work because of sickness or disability	2%	3%	1%
Unemployed	4%	3%	6%
Doing unpaid or voluntary work	1%	1%	1%
Student	4%	4%	5%
Other	0%	<1%	<1%

Own or Rent			
	All Calgarians	Born in Canada	Born outside Canada
Own	71%	74%	61%
Rent	25%	22%	34%
Other	4%	4%	5%

Household size			
	All Calgarians	Born in Canada	Born outside Canada
1	15%	18%	9%
2	32%	35%	25%
3	19%	19%	21%
4	20%	18%	24%
5 or more	13%	10%	21%
MEAN	2.9	2.7	3.4

Responsible for property taxes or rent			
	All Calgarians	Born in Canada	Born outside Canada
Yes	86%	87%	83%
No	14%	13%	17%

Children and seniors in household			
	All Calgarians	Born in Canada	Born outside Canada
Yes – Children	31%	27%	41%
Yes – Seniors	33%	34%	29%

^ Multiple responses allowed

Base: Valid respondents (bases vary)

# Respondent profile (3 of 4)

Born in Canada			
	All Calgarians	Born in Canada	Born outside Canada
Yes	71%	100%	0%
No	29%	0%	100%

Date of Arrival in Canada			
	All Calgarians	Born in Canada	Born outside Canada
Within the past 5 years	20%	0%	20%
More than 5 years ago	80%	0%	80%

Indigenous identity <sup>^</sup>			
	All Calgarians	Born in Canada	Born outside Canada
Yes – First Nations	1%	2%	0%
Yes – Metis	2%	3%	<1%
Yes – Inuit	0%	0%	<1%
Yes – Prefer to self-describe	0%	1%	0%
Other	<1%	1%	0%
Don't know	<1%	<1%	0%
No	96%	94%	100%

Tenure in Calgary			
	All Calgarians	Born in Canada	Born outside Canada
Less than 5 years	8%	2%	21%
5 to less than 10 years	6%	4%	11%
10 to less than 15 years	10%	7%	17%
15 to less than 20 years	10%	9%	13%
20 to less than 30 years	22%	25%	14%
30 to less than 40 years	16%	20%	8%
40 or more	27%	32%	15%
MEAN	28.1	32.1	18.3

Quadrant			
	All Calgarians	Born in Canada	Born outside Canada
Southwest	29%	29%	28%
Southeast	23%	25%	19%
Northwest	29%	29%	29%
Northeast	20%	17%	25%

<sup>^</sup> Multiple responses allowed

Base: Valid respondents (bases vary)



# Respondent profile (4 of 4)

## Disability in Household^

	All Calgarians	Born in Canada	Born outside Canada
Yes – myself	10%	12%	6%
Yes – someone in my household	12%	12%	11%
No	80%	78%	84%

## Business Owner/Operator

	All Calgarians	Born in Canada	Born outside Canada
Own and operate a business	16%	18%	11%
Own a business	2%	1%	2%
Operate a business	2%	2%	2%
No	81%	79%	85%

## Racialized

	All Calgarians	Born in Canada	Born outside Canada
Yes	28%	15%	61%
No	70%	84%	36%
Prefer to self-describe	1%	1%	2%

## 2SLGBTQIA+

	All Calgarians	Born in Canada	Born outside Canada
Yes	7%	8%	4%
No	93%	92%	96%

^ Multiple responses allowed

Base: Valid respondents (bases vary)



# Contact

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