

Calgary



# Equity-Deserving Communities: Racialized

Analysis of the 2024 Fall Survey of Calgarians

Prepared by:



# Table of contents

Background and methodology	3
2024 Fall key findings	7
Detailed findings	14
Quality of life	15
Inclusivity	20
Safety	24
The environment	29
City services and programs	31
Taxation	33
Customer service	35
Input from Calgarians	37
City reputation and performance	41
Council focus areas	46
Housing	50
Downtown Calgary	53
Respondent profile	56







# Background and methodology

# Equity-Deserving Communities

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

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

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

## Household income

**<\$60,000**

\$60,000+

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

## Racialized

**Yes**

No

## Born outside Canada

Born in Canada

**Born outside Canada**

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

## Gender

Male

**Female**

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

## Disability

**Yes**

No

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

## Indigenous

**Indigenous**

Non-Indigenous

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

## 2SLGBTQIA+

**2SLGBTQIA+**

Non-2SLGBTQIA+

## Seniors

18 to 64 years old

**65 years old or older**

## Young adults

**18 to 24 years old**

25 years old or older

## Methodology

- The survey was conducted by Ipsos Public Affairs from August 8, 2024 to September 3, 2024 with 2,500 Calgarians via telephone. The average time to complete the survey was 26 minutes.
- The survey was conducted using numbers from both cell phones (60%) and landlines (40%) to obtain a random and statistically-representative sample of Calgarians.
- To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and ward of the general population aged 18 and older.
- Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and quadrant to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, the sample size shown for each question represents the number of actual respondents (i.e., unweighted n).
- The margin of error (MOE) for the total sample of 2,500 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the Racialized Calgarians sub-group of 473 is  $\pm 4.5$  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 Racialized Calgarians and non-Racialized Calgarians. Statistically significant differences are noted throughout the report:

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

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



# 2024 Fall key findings

# 2024 Fall highlights (1 of 6)

## Quality of life

Racialized Calgarians have a positive outlook on Calgary's overall quality of life, viewing it as a great place to make a life and a living. They also show optimism about the city's future, with a majority believing Calgary is on the right track for improvement in the coming decade.

There are **similarities** in how Racialized Calgarians and non-Racialized Calgarians perceive the quality of life in Calgary, specifically:

- Agreeing Calgary is a great place to make a life (74% of Racialized Calgarians and 69% of non-Racialized Calgarians)
- Rating the overall quality of life in Calgary as good (68% and 67%)
- Agreeing Calgary is a great place to make a living (63% for both groups)

While the two groups equally rate the quality of life currently, they do **differ** in their opinions about the future, with a higher number of Racialized Calgarians agreeing that Calgary is on the right track to be a better city 10 years from now (70% of Racialized Calgarians vs. 59% of non-Racialized Calgarians).

## Inclusivity

The City's inclusivity efforts are viewed favourably by Racialized Calgarians. They recognize Calgary as an accepting city and appreciate The City's programs that address diverse groups. However, they have mixed feelings about The City reducing participation barriers.

Racialized and non-Racialized Calgarians agree **similarly** that The City fosters a city that is inclusive and accepting of all (72% of Racialized Calgarians and 68% of non-Racialized).

However, significant **differences** emerge between the two groups on other measures. Racialized Calgarians express more favourable views that:

- City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language (65% vs. 56% of non-Racialized Calgarians)
- The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most (51% vs. 45%)



# 2024 Fall highlights (2 of 6)

## Safety

Most residents perceive Calgary as generally safe. However, they are less confident about safety for diverse groups. This concern extends to public transportation, where despite The City's efforts to maintain Calgary Transit's safety, apprehensions remain. Consequently, a significant number Racialized Calgarians continue to avoid using public transit due to safety concerns.

The two groups have some **differing** opinions about Calgary's safety, with a higher proportion of Racialized Calgarians:

- Perceiving Calgary as a 'safe' city (82% of Racialized Calgarians vs. 73% of non-Racialized Calgarians)
- Agreeing that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option (72% vs. 58%)
- Agreeing that Calgary is safe for all residents and visitors regardless of ethnicity, race, religion, income, or sexual identity (57% vs. 47%)

Racialized and non-Racialized Calgarians have **similar** transit-riding patterns with half of each group avoiding taking transit in Calgary due to personal safety concerns (50% of Racialized Calgarians and 49% of non-Racialized Calgarians).

## The environment

Awareness of Calgary's environmental programs varies among racialized residents, with some familiar with these initiatives and others less so.

Racialized and non-Racialized Calgarians have **similar** awareness on The City's environmental initiatives, the two groups agree that The City has programs and services aimed at helping Calgarians reduce their environmental impact (53% and 51%).

# 2024 Fall highlights (3 of 6)

## City services and programs

**A majority of Racialized Calgarians view the overall quality of services and programs positively.**

Satisfaction with the overall quality of services and programs provided by The City of Calgary are **similar** among both Racialized and non-Racialized Calgarians (67% of Racialized Calgarians and 62% of non-Racialized Calgarians).

## Taxation

**While not the prevailing view, a sizable minority of Racialized Calgarians feel the value received for municipal tax dollars is good.**

The two groups, Racialized Calgarians and non-Racialized Calgarians, share a **similar** view on taxation, with both groups being mixed in their perception that they get good value from their municipal tax dollars (44% good among Racialized Calgarians and 43% among non-Racialized Calgarians).

## Customer service

**The City of Calgary's customer service meets expectations for most Racialized Calgarians.**

Racialized Calgarians and non-Racialized Calgarians **differ** in their opinions about customers service with a higher proportion of Racialized Calgarians being positive about The City meeting their customer service expectations (75% of Racialized Calgarians vs. 69% of non-Racialized Calgarians).



# 2024 Fall highlights (4 of 6)

## Input from Calgarians

**Overall, Racialized Calgarians feel positively about their involvement in City decision making. Many recognize The City's efforts to bolster public involvement in important decisions. Many also agree The City is responding to residents needs and has sufficient opportunities for public input.**

Statistical **differences** exist between Racialized Calgarians and non-Racialized Calgarians on all measures pertaining to input, a higher proportion of Racialized Calgarians agree that:

- The City is working to improve how it includes Calgarians' input into important decisions (63% of Racialized Calgarians vs. 50% of non-Racialized Calgarians)
- The City of Calgary is responsive to the needs and expectations of Calgarians (62% vs. 54%)
- Calgarians have enough opportunities to provide input into decision making about City projects and services (56% vs. 49%)

## City reputation and performance

**While City Administration is well-regarded by many Racialized Calgarians, while City Council receives less enthusiastic approval. This mix of opinions contributes to a moderately positive overall perception of The City as a whole. Trust in The City lags behind these performance ratings.**

Reputation and performance indicators are perceived **similarly** by both groups.

- Satisfaction with City Administration, excluding City Council (66% of Racialized Calgarians and 63% of non-Racialized Calgarians)
- Trusting The City of Calgary (43% and 40%)

The two groups also have some **differences**. For these measures, Racialized Calgarians have higher satisfaction with:

- The City of Calgary, including Council and Administration as a whole (58% of Racialized Calgarians vs. 52% of non-Racialized Calgarians)
- City Council, excluding City Administration (54% vs. 44%)

# 2024 Fall highlights (5 of 6)

## Council focus areas

The City's efforts in promoting cultural diversity resonate strongly with most Racialized Calgarians. Many also acknowledge The City's work on Indigenous relations and social matters.

In evaluating council focus areas, Racialized and non-Racialized Calgarians share a **similar** view on one aspect. Both groups agree that The City is doing a good job at working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (90% of Racialized Calgarians and 87% of non-Racialized Calgarians).

Despite this alignment, there are **differences** between the two groups in their ratings of other council focus areas:

- A lower proportion of Racialized Calgarians agree that The City is doing a good job working to build meaningful relationships with Indigenous partners (76% vs. 85% of non-Racialized Calgarians).
- A higher proportion of Racialized Calgarians agree that The City is doing a good job at working with community partners to address social issues such as mental health and addiction (64% vs. 58%).



# 2024 Fall highlights (6 of 6)

## Housing

**Most Racialized Calgarians believe current housing is not accessible to all, particularly for low-income residents. Consequently, a majority support City investment in affordable housing programs.**

Both groups **similarly** agree that The City should invest more into affordable housing programs for low income Calgarians (87% of Racialized Calgarians and 84% of non-Racialized Calgarians).

Meanwhile, the two groups have **differences** in opinions when it comes to all Calgarians having access to market housing that meets their needs. More Racialized Calgarians agree with this statement compared to non-Racialized Calgarians (41% vs. 27%). However, it's important to note that in both groups, only a minority believe adequate market housing is accessible to all.

## Downtown Calgary

**Almost all Racialized Calgarians call for improved downtown safety measures. They also show strong support for increased City investment in downtown infrastructure.**

Both Racialized and non-Racialized Calgarians **similarly** agree that The City should take more action to address safety issues in downtown, with 97% of Racialized Calgarians and 93% of non-Racialized Calgarians supporting this view.

Also, there is a statistical **difference** between the two groups, with a higher proportion of Racialized Calgarians believing that The City should be investing more into infrastructure in Calgary's downtown (78% of Racialized Calgarians vs. 69% of non-Racialized Calgarians).



## Detailed findings

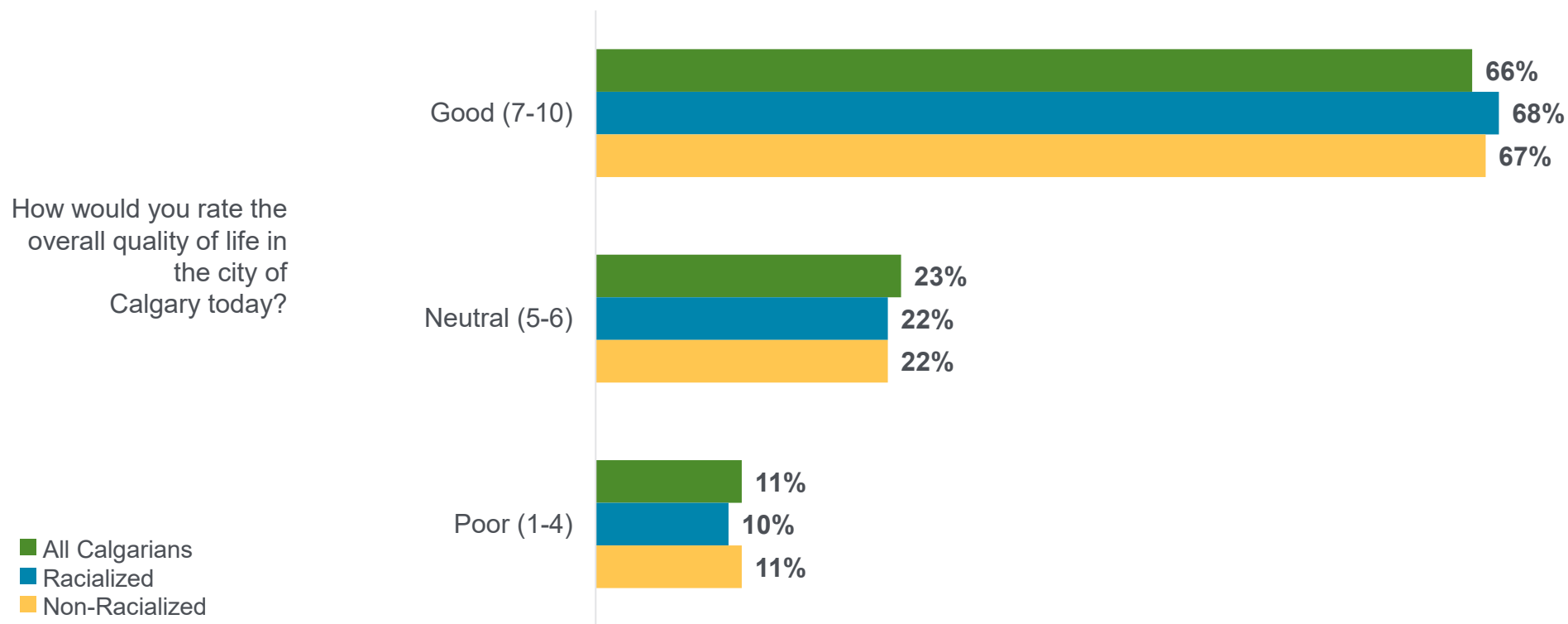




# Quality of life

# Overall quality of life in Calgary

Two-thirds (66%) of Calgarians rate the overall quality of life in Calgary as good. The ratings for good quality of life are consistent between the subgroups (68% of Racialized Calgarians and 67% of non-Racialized Calgarians).



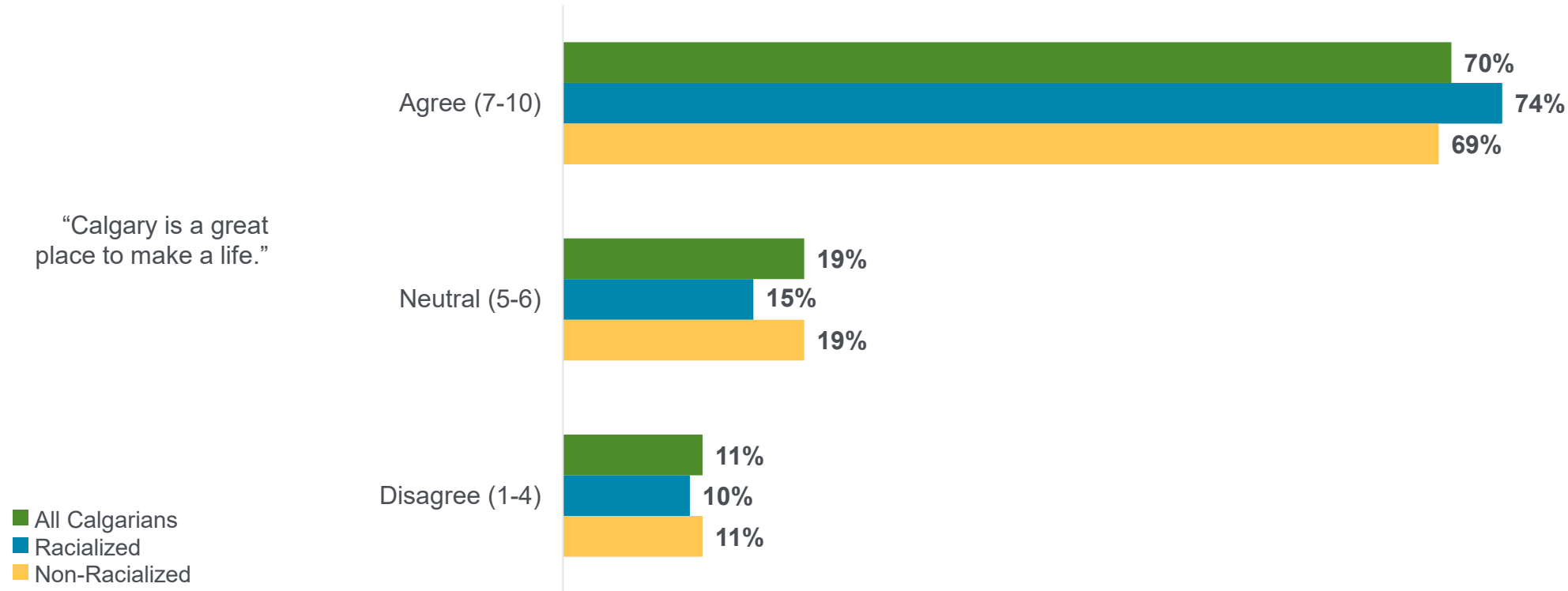
Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (All Calgarians n=2,497, Racialized n=473, Non-Racialized n=1,903)



# Great place to make a life

Seven-in-ten (70%) Calgarians agree that Calgary is a great place to make a life. There are no significant differences between the two groups (74% Racialized Calgarians and 69% non-Racialized Calgarians) when it comes to opinions about making a life in Calgary.

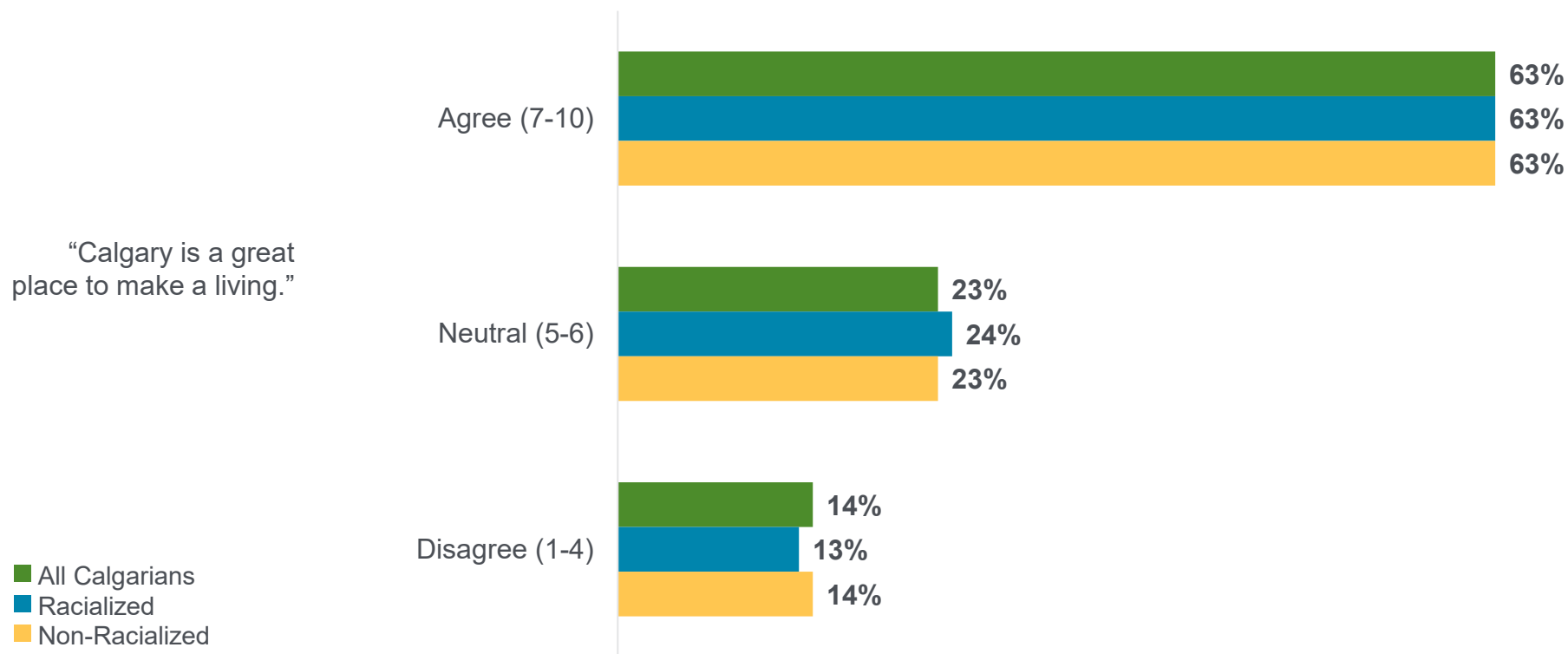


Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (All Calgarians n=2,494, Racialized n=473, Non-Racialized n=1,900)

# Great place to make a living

More than three-fifths (63%) of Calgarians believe that Calgary is a great place to make a living. Agreement about Calgary being a great place to make a living is identical between Racialized Calgarians and non-Racialized Calgarians (63% for both groups).

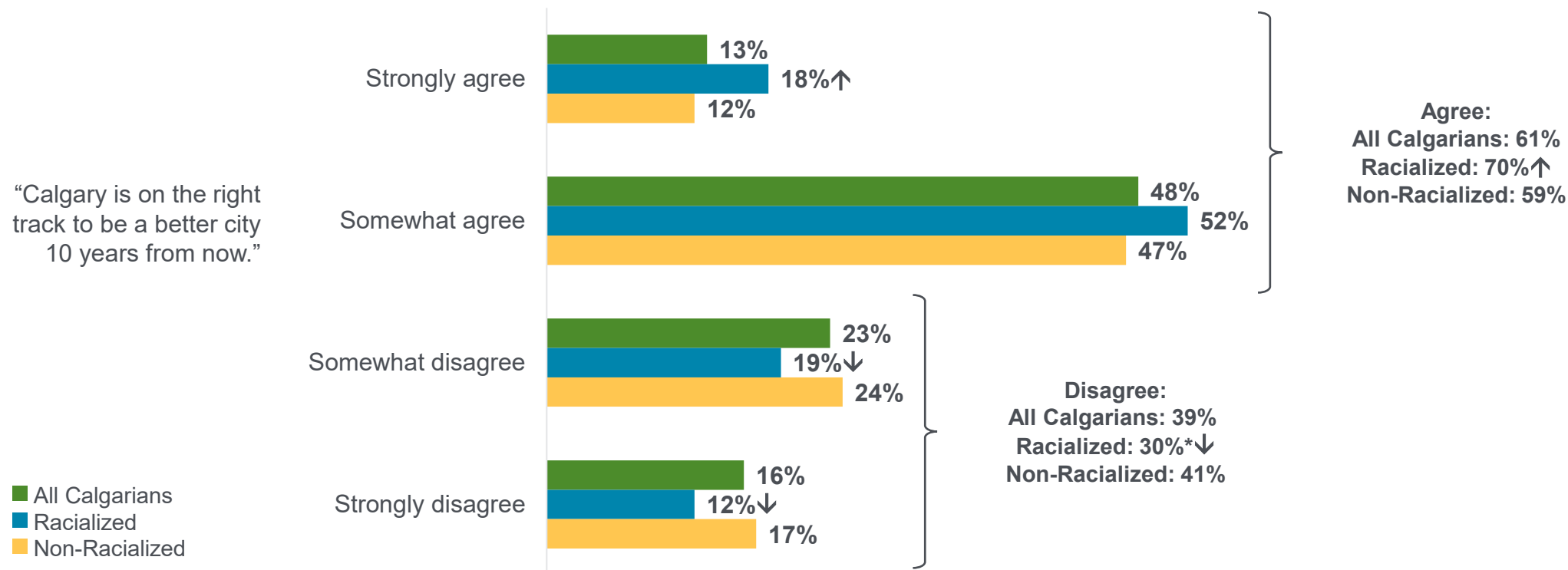


Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (All Calgarians n=2,471, Racialized n=473, Non-Racialized n=1,877)

# On track to be a better city

Three-fifths (61%) of all Calgarians think that Calgary is on the right track to be a better city ten years from now. A higher proportion of Racialized Calgarians agree the city is on the right course (70%) than non-Racialized Calgarians (59%), including a higher proportion of Racialized Calgarians who ‘strongly’ agree (18% vs. 12%). In turn, a lower proportion of Racialized Calgarians disagree that the city is on the right track (30% vs. 41% of non-Racialized Calgarians).



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

Base: Valid respondents (All Calgarians n=2,486, Racialized n=472, Non-Racialized n=1,894)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

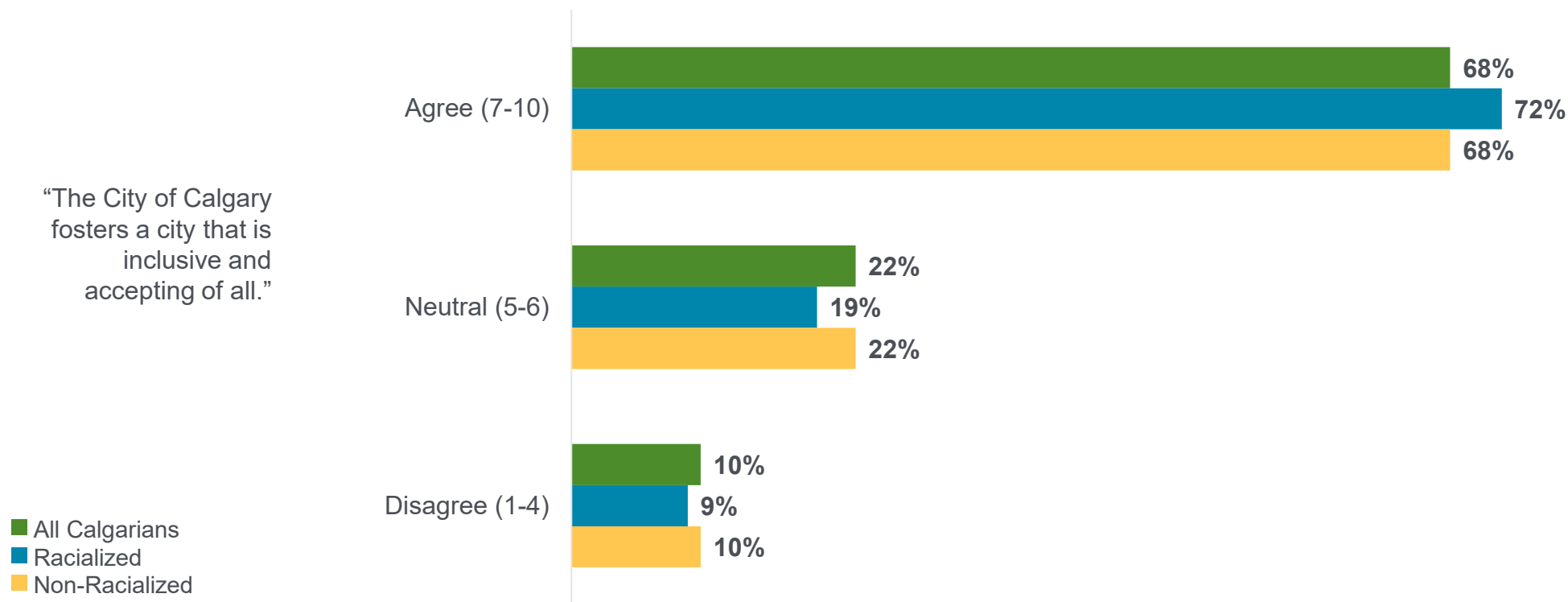




# Inclusivity

# Fosters a city that is inclusive and accepting

Around two-thirds (68%) of Calgarians agree that The City fosters a city that is inclusive and accepting of all. No statistical differences exist between Racialized Calgarians (72%) and non-Racialized Calgarians (68%) in agreement.

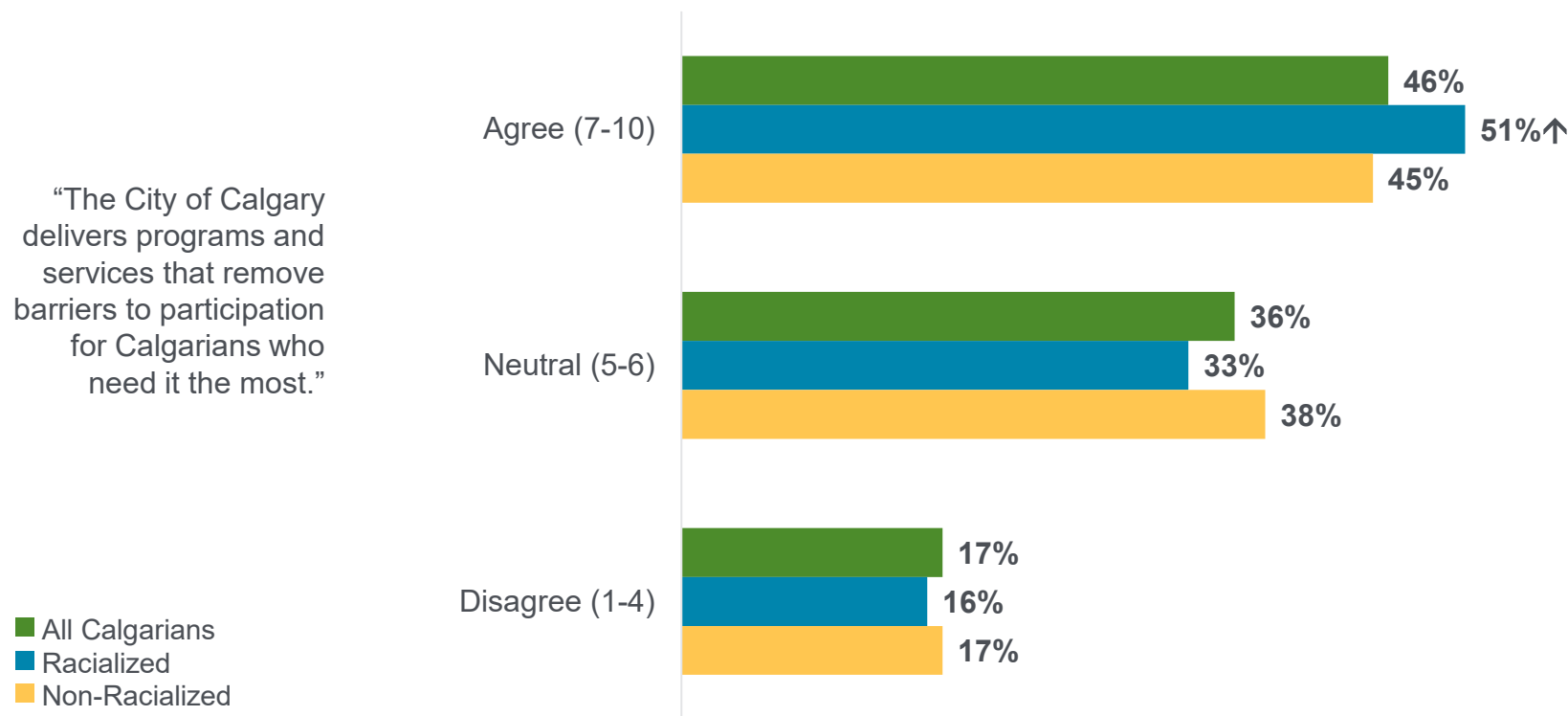


Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (All Calgarians n=2,469, Racialized n=465, Non-Racialized n=1,886)

# Delivers programs and services that remove barriers to participation

Around one-half (46%) of Calgarians agree that The City delivers programs and services that remove barriers to participation for those who need it the most. A higher proportion of Racialized Calgarians (51%) agree that The City delivers such programs and services compared to non-Racialized Calgarians (45%).



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

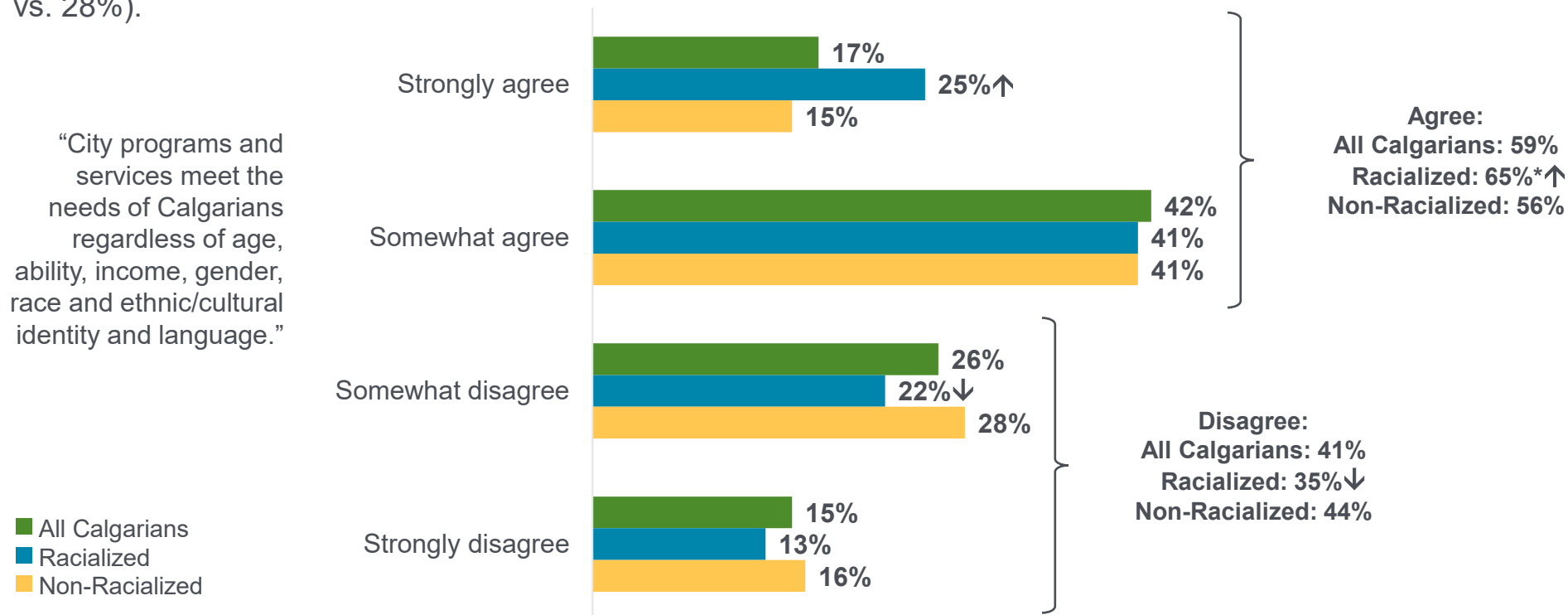
Base: Valid respondents (All Calgarians n=2,388, Racialized n=458, Non-Racialized n=1,815)

↑/↓ Statistically higher/lower than comparable subgroup



# Social equity

Three-fifths (59%) of Calgarians agree that City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language. A higher proportion of Racialized Calgarians agree The City has such programs and services (65% vs. 56% non-Racialized Calgarians), including a higher proportion who ‘strongly’ agree (25% vs. 15%). Disagreement with this statement is lower among Racialized Calgarians (35% vs. 44% of non-Racialized Calgarians) due to a lower proportion who ‘somewhat’ disagree (22% vs. 28%).



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

Base: Valid respondents (All Calgarians n=2,457, Racialized n=469, Non-Racialized n=1,872)

\*Rounding

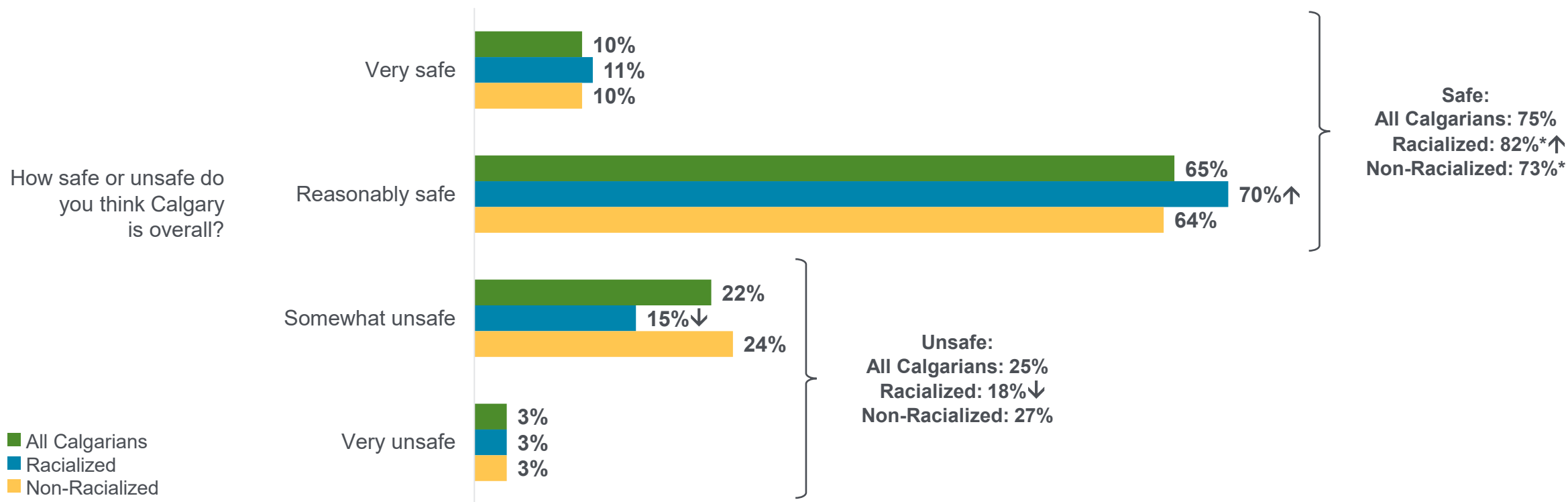
↑/↓ Statistically higher/lower than comparable subgroup



# Safety

# Overall perceived safety of the city of Calgary

Three-quarters (75%) of Calgarians think the city is 'safe' overall. Statistically more Racialized Calgarians (82%) feel that the city of Calgary is safe compared to non-Racialized Calgarians (73%). This is largely driven by a higher proportion of Racialized Calgarians believing that the city is 'reasonably' safe (70% vs. 64% of non-Racialized Calgarians).



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

Base: Valid respondents (All Calgarians n=2,495, Racialized n=473, Non-Racialized n=1,901)

\*Rounding

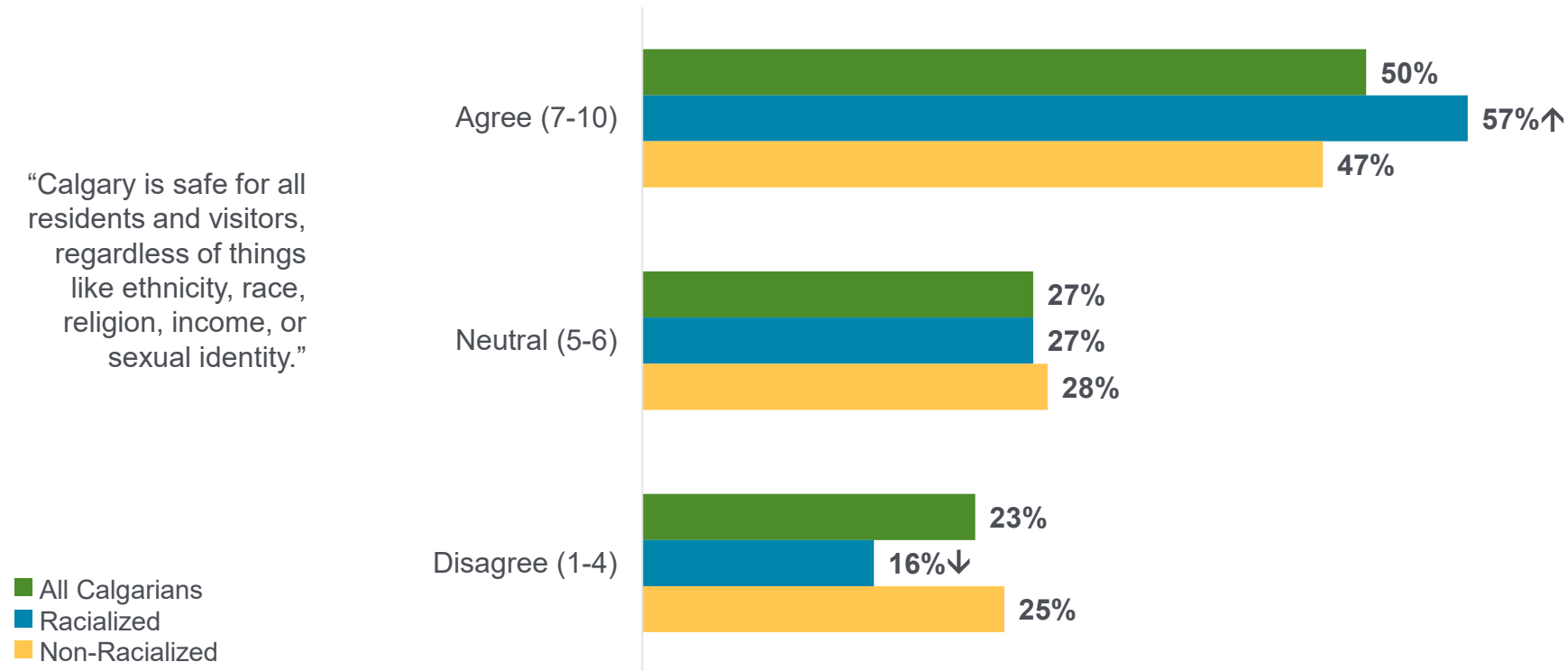
↑/↓ Statistically higher/lower than comparable subgroup



# Safe for all residents and visitors

One-half (50%) of Calgarians agree that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity. Agreement with this is statistically higher among Racialized Calgarians (57%) compared to non-Racialized Calgarians (47%).

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



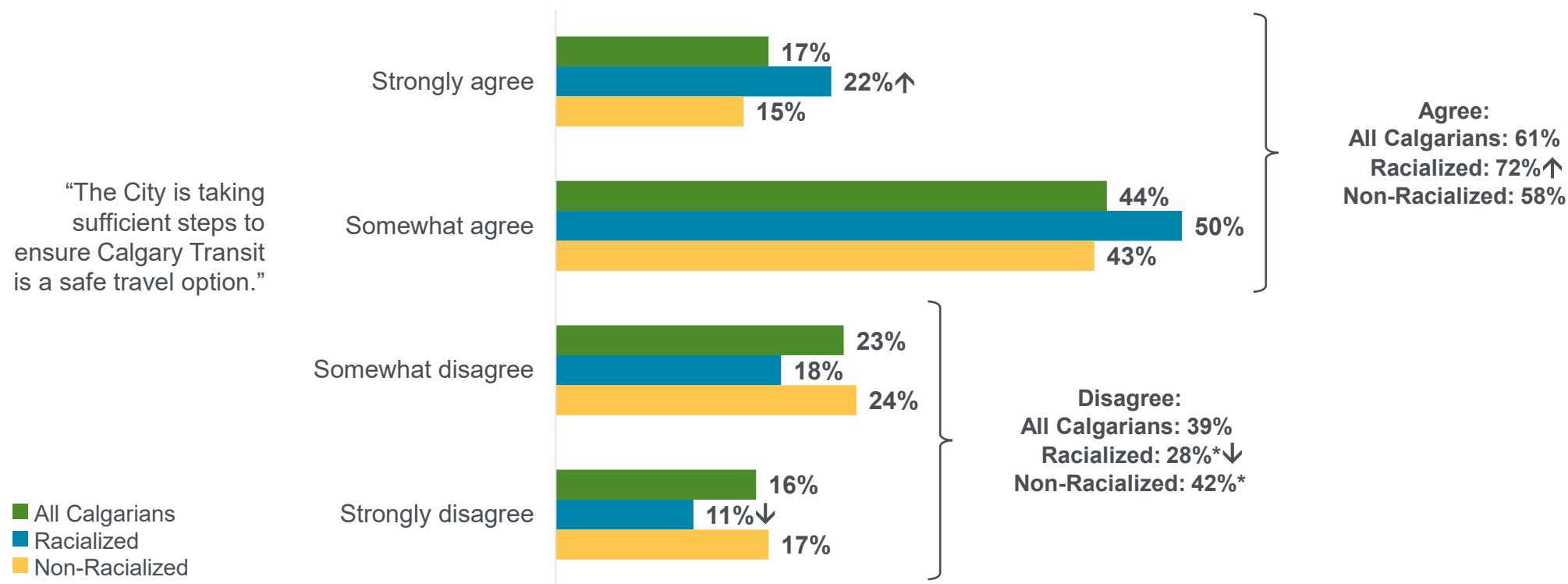
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is 'completely disagree' and 10 is 'completely agree'.

Base: Valid respondents (All Calgarians n=2,483, Racialized n=471, Non-Racialized n=1,891)

↑/↓ Statistically higher/lower than comparable subgroup

# Ensuring Calgary Transit safety

Three-fifths (61%) of Calgarians believe that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option. A higher proportion of Racialized Calgarians (72%) agree with this statement compared to non-Racialized Calgarians (58%), including more who 'strongly' agree (22% vs. 15%).



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

Base: Valid respondents (All Calgarians n=1,211, Racialized n=226, Non-Racialized n=916)

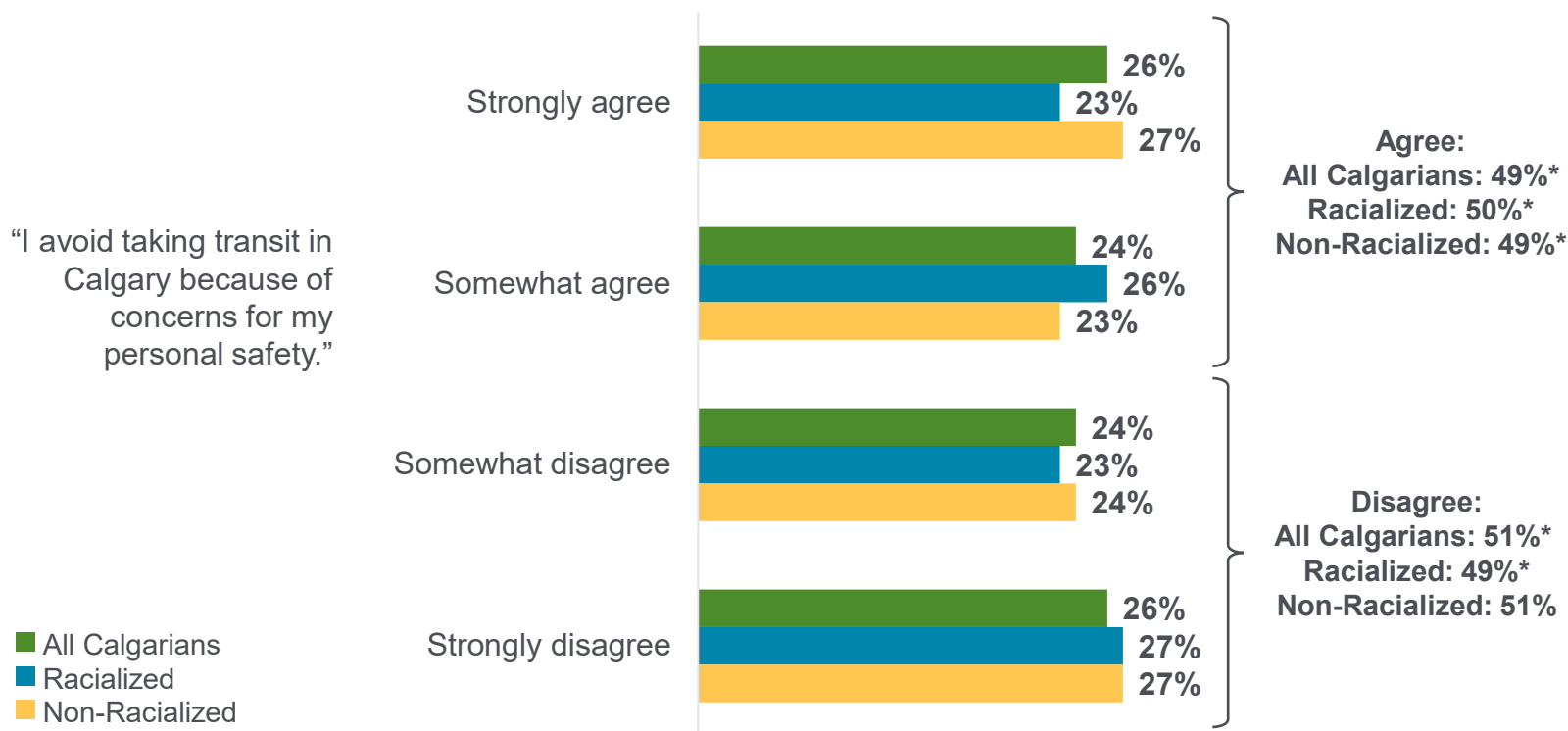
Question asked of split sample

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Avoiding transit due to safety concerns

Half (49%) of all Calgarians say they avoid taking transit in Calgary due to concerns for their personal safety. There are no statistical differences between Racialized Calgarians (50%) and non-Racialized Calgarians (49%) in avoiding transit.



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

Base: Valid respondents (All Calgarians n=1,200, Racialized n=225, Non-Racialized n=907)

Question asked of split sample

\*Rounding

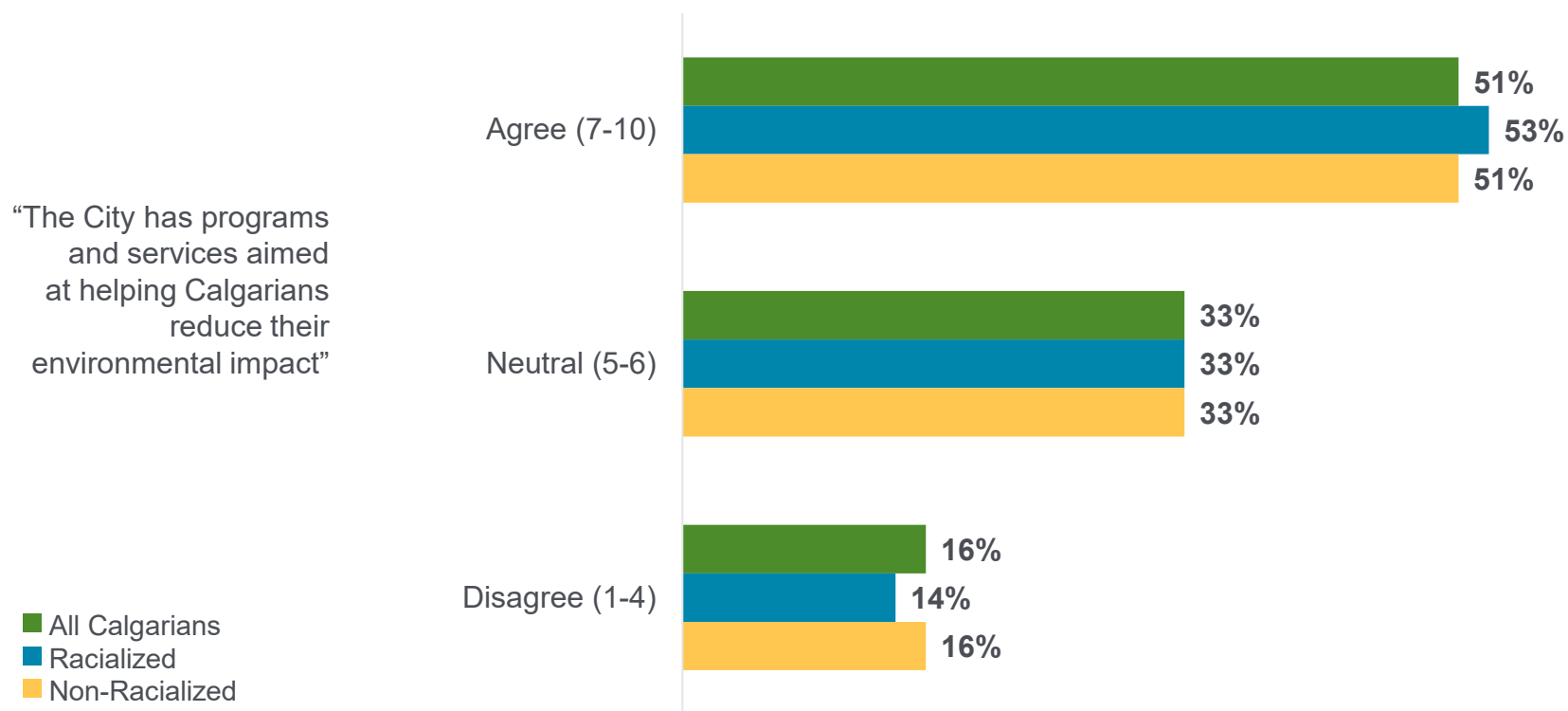




# The environment

# City programs to reduce environmental impact

A small majority (51%) of Calgarians agree that The City has programs and services aimed at helping reduce their environmental impact. This level of agreement is similar among both subgroups (53% of Racialized Calgarians and 51% of non-Racialized Calgarians).



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

Base: Valid respondents (All Calgarians n=2,435, Racialized n=461, Non-Racialized n=1,857)



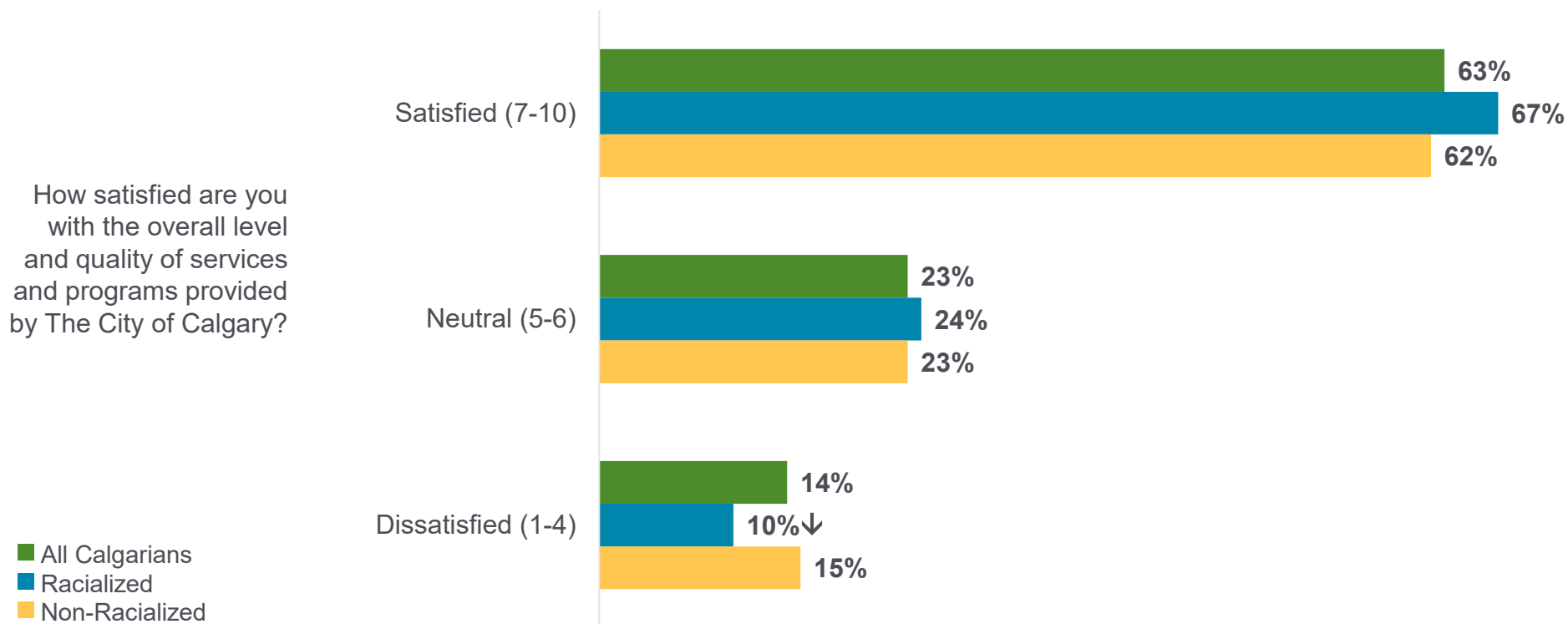


## City services and programs



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

More than three-fifths (63%) of Calgarians are satisfied with the overall level and quality of services and programs provided by The City. No significant differences exist between Racialized Calgarians (67%) and non-Racialized Calgarians (62%) in satisfaction. While neutral ratings are also similar between the two subgroups, dissatisfied ratings are statistically lower among Racialized Calgarians (10% vs. 15%).



Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (All Calgarians n=2,493, Racialized n=472, Non-Racialized n=1,899)

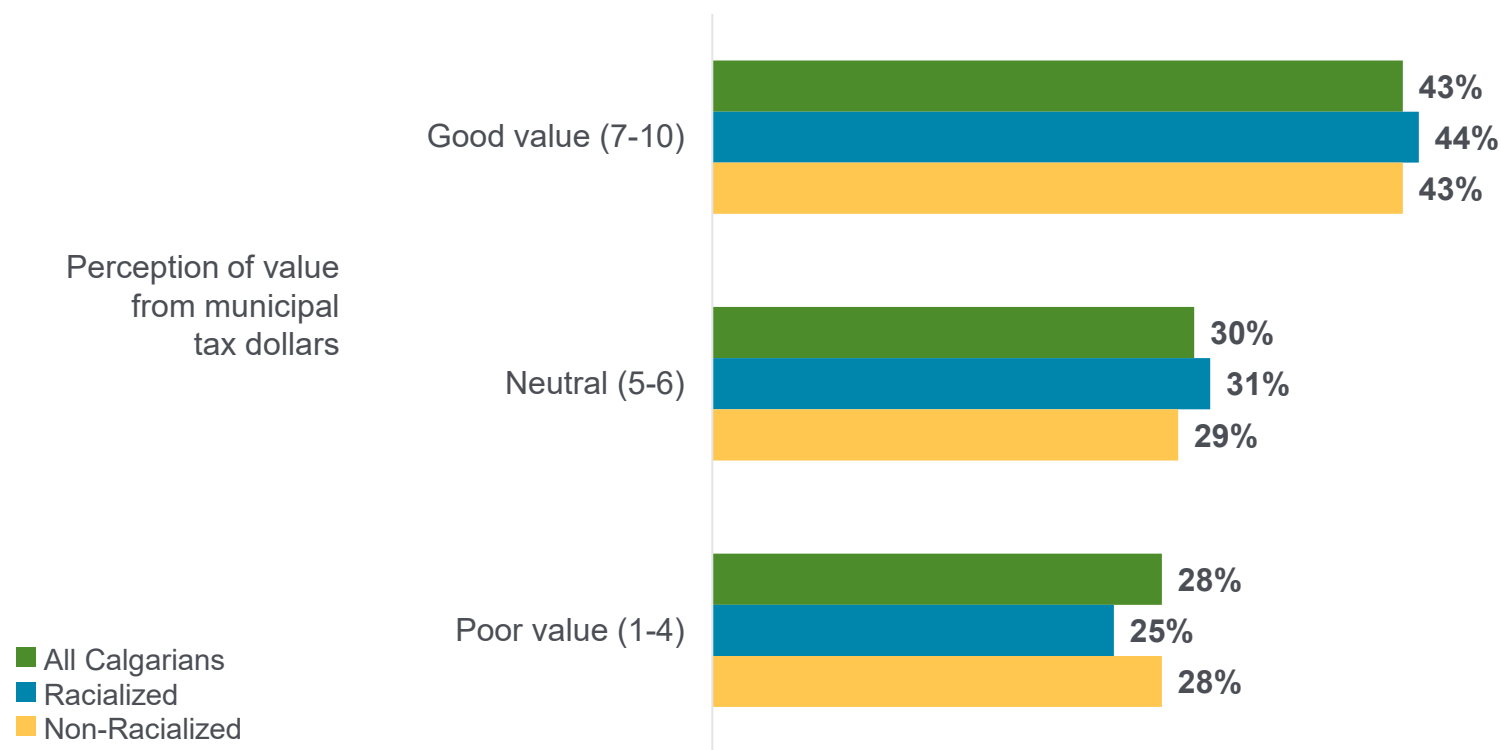
↑/↓ Statistically higher/lower than comparable subgroup



# Taxation

# Perceived value of property taxes

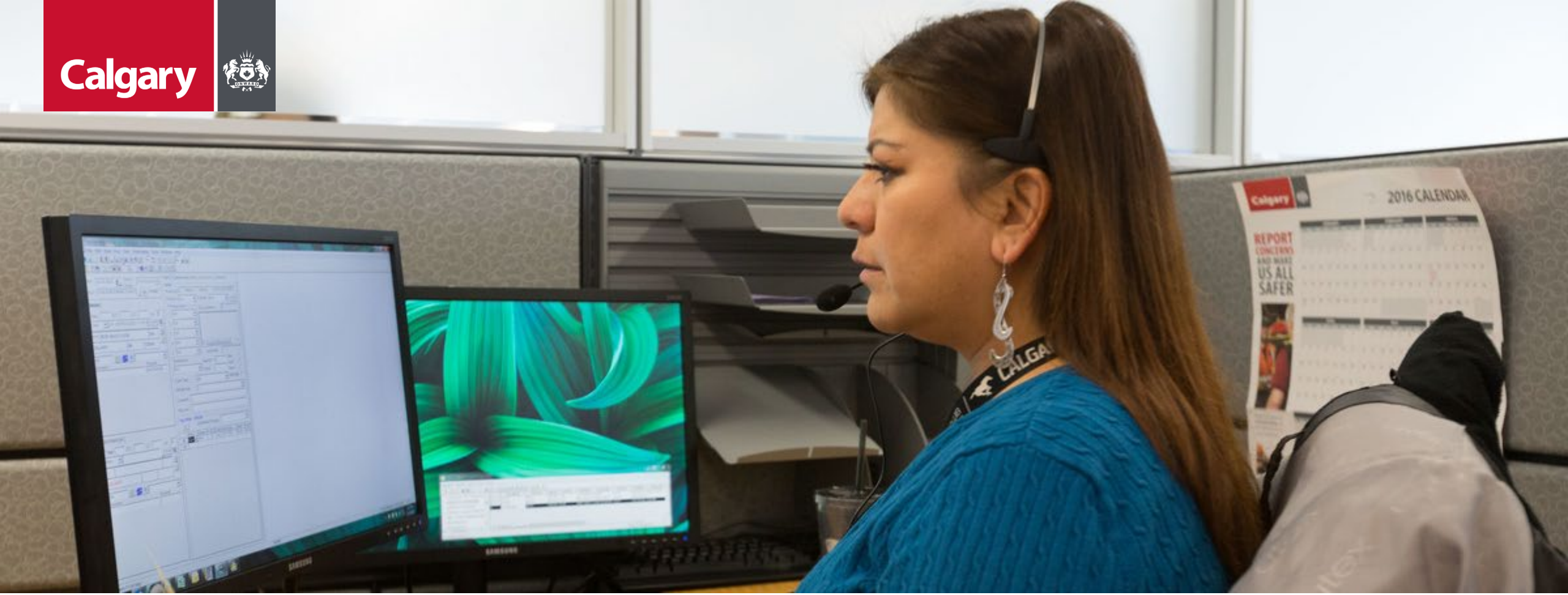
More than two-fifths (43%) of Calgarians believe they receive good value from their municipal property tax dollars. Perception of good value from tax dollars is consistent between Racialized Calgarians (44%) and non-Racialized Calgarians (43%).



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

Base: Valid respondents (All Calgarians n=2,461, Racialized n=459, Non-Racialized n=1,886)



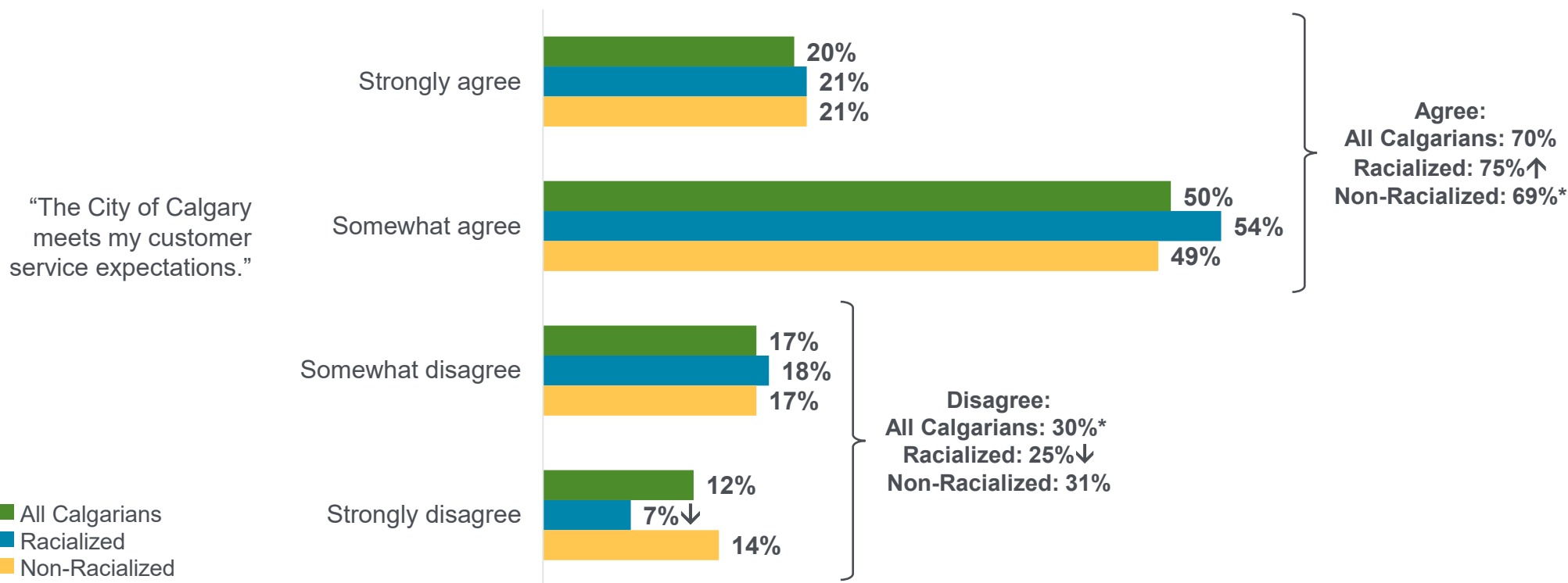


## Customer service



# The City meets customer service expectations

Seven-in-ten (70%) Calgarians agree that The City meets their customer service expectations with a higher proportion of Racialized Calgarians agreeing (75% vs. 69% of non-Racialized Calgarians). Disagreement with this statement is lower among Racialized Calgarians (25% vs. 31% of non-Racialized Calgarians), with a lower proportion who 'strongly' disagree (7% vs. 14%).



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard. Please tell me [to what extent] if you agree or disagree with each of the following statements.  
Base: Valid respondents (All Calgarians n=2,460, Racialized n=462, Non-Racialized n=1,881)

\*Rounding

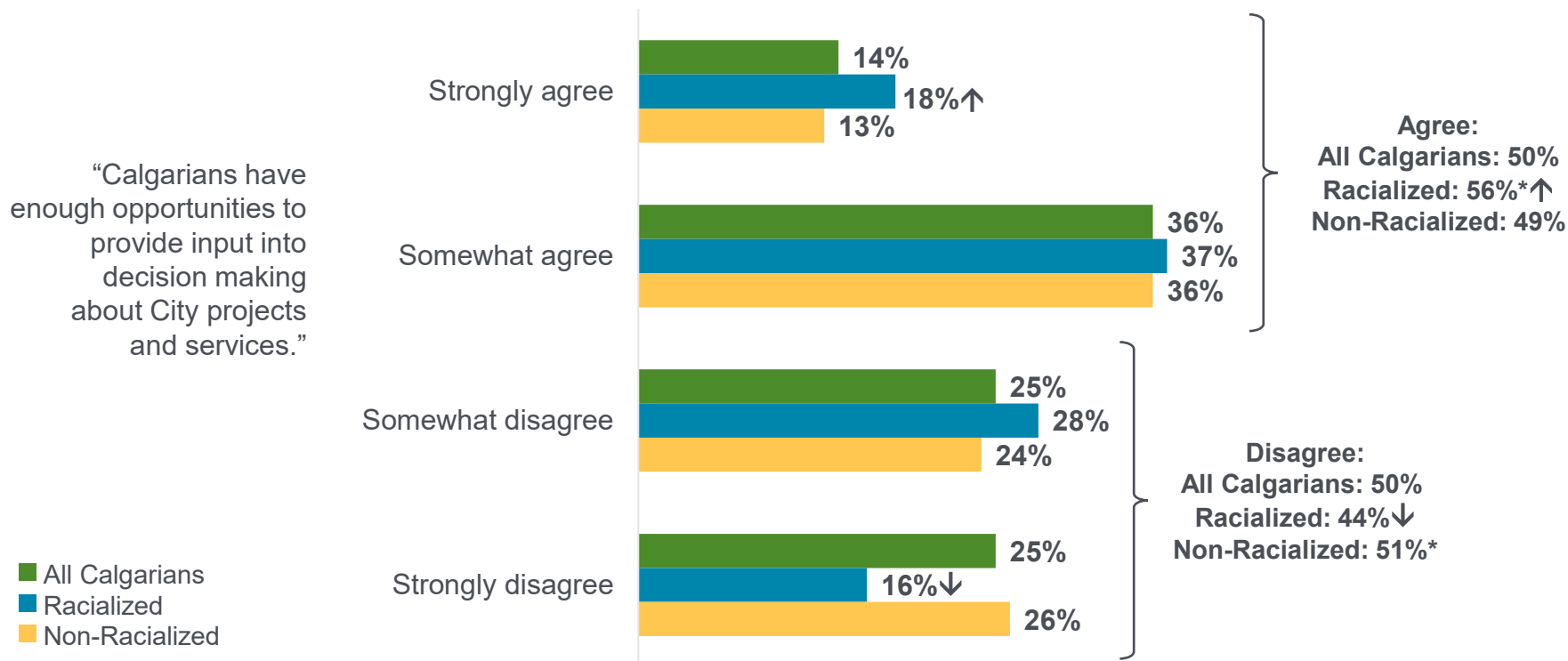
↑/↓ Statistically higher/lower than comparable subgroup



## Input from Calgarians

# Calgarians have enough opportunities to provide input

Half (50%) of all Calgarians agree that they have enough opportunities to provide input into decision making about City projects and services. A higher proportion of Racialized Calgarians (56%) agree with this statement compared to non-Racialized Calgarians (49%), with a statistically significant difference in strong agreement (18% vs. 13%). Disagreement with this statement is lower among Racialized Calgarians, including fewer who are in 'strong' disagreement (16% vs. 26%).



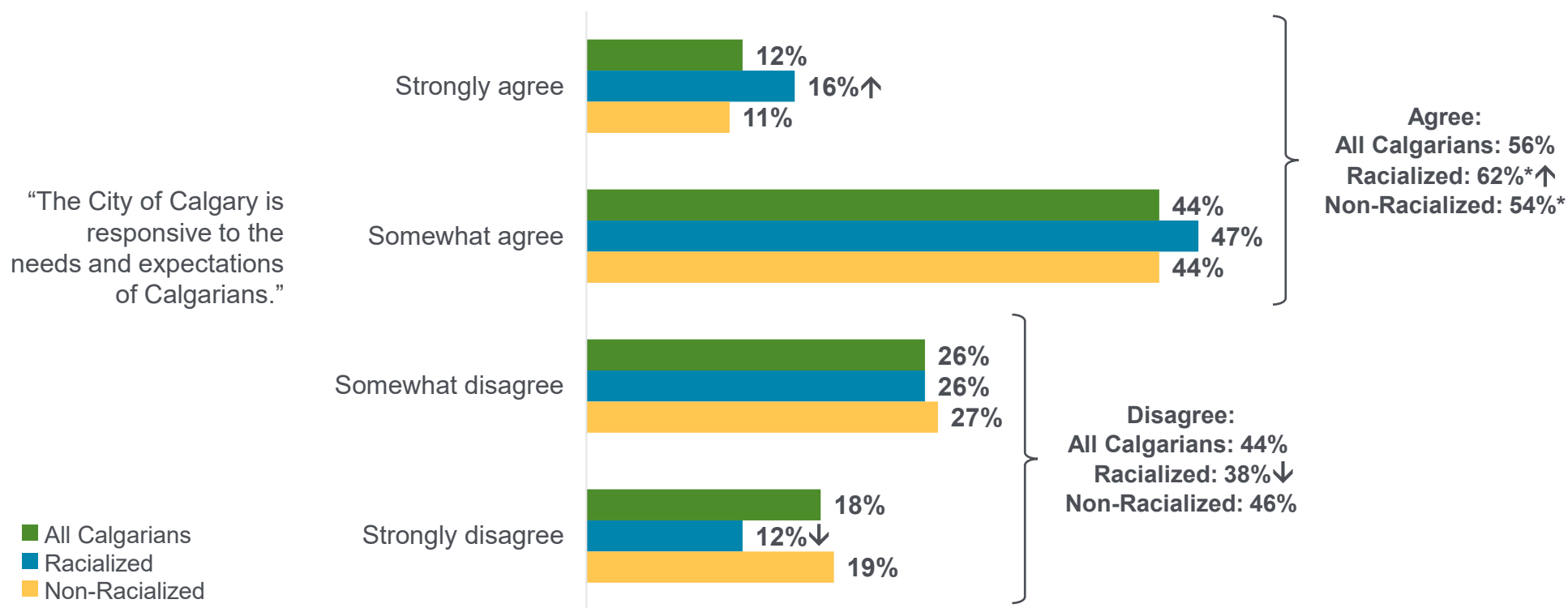
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard. Please tell me [to what extent] if you agree or disagree with each of the following statements.  
Base: Valid respondents (All Calgarians n=2,469, Racialized n=465, Non-Racialized n=1,887)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Responsive to Calgarians

More than one-half (56%) of Calgarians believe that The City of Calgary is responsive to the needs and expectations of Calgarians. A higher proportion of Racialized Calgarians (62%) believe The City is responsive compared to non-Racialized Calgarians (54%), including a statistically higher proportion who 'strongly' agree (16% vs. 11% of non-Racialized Calgarians).



Q. Please tell me [to what extent] if you agree or disagree with each of the following statements.  
Base: Valid respondents (All Calgarians n=2,485, Racialized n=471, Non-Racialized n=1,895)

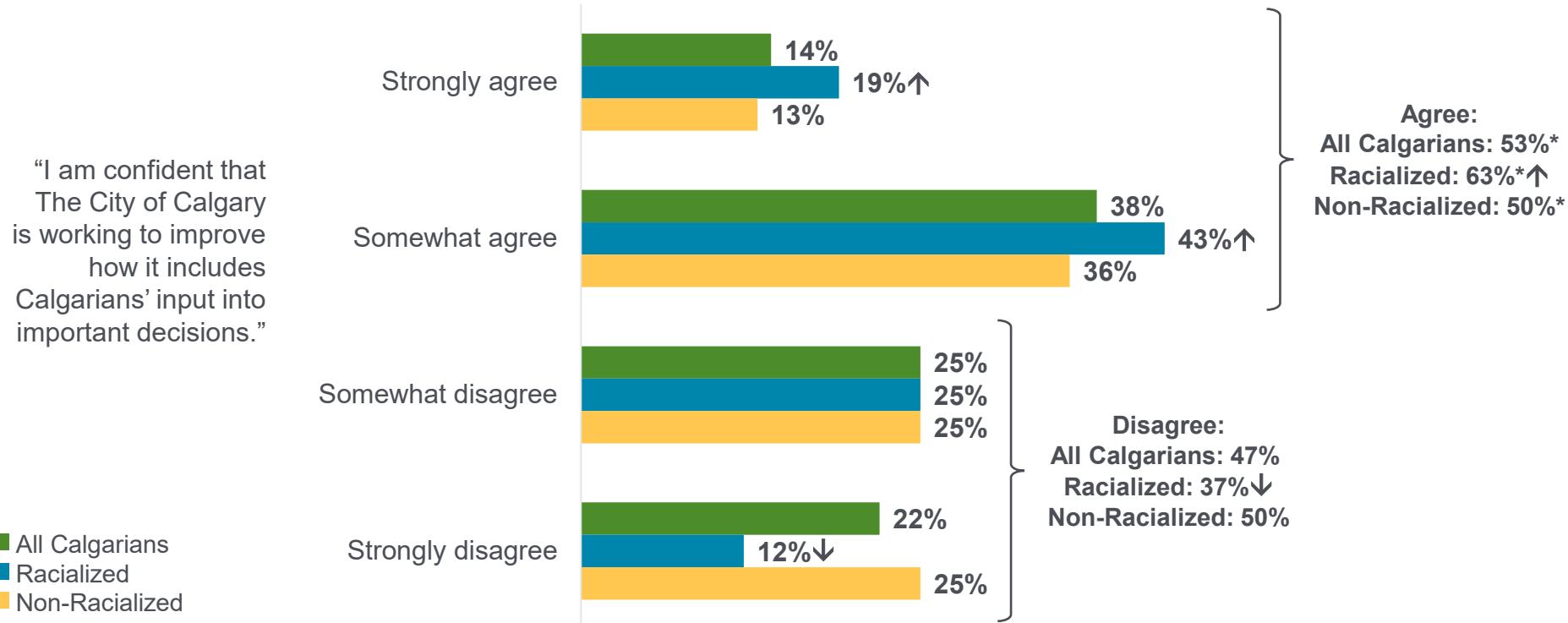
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# The City is working at including Calgarians' input

A small majority (53%) of Calgarians agree that they are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. A higher proportion of Racialized Calgarians (63%) agree with this statement than non-Racialized Calgarians (50%). Disagreement that The City is working to improve how it includes residents' input is lower among Racialized Calgarians (37% vs. 50%), particularly 'strong' disagreement (12% vs. 25%).



Q. Please tell me [to what extent] if you agree or disagree with each of the following statements.  
Base: Valid respondents (All Calgarians n=2,480, Racialized n=472, Non-Racialized n=1,887)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

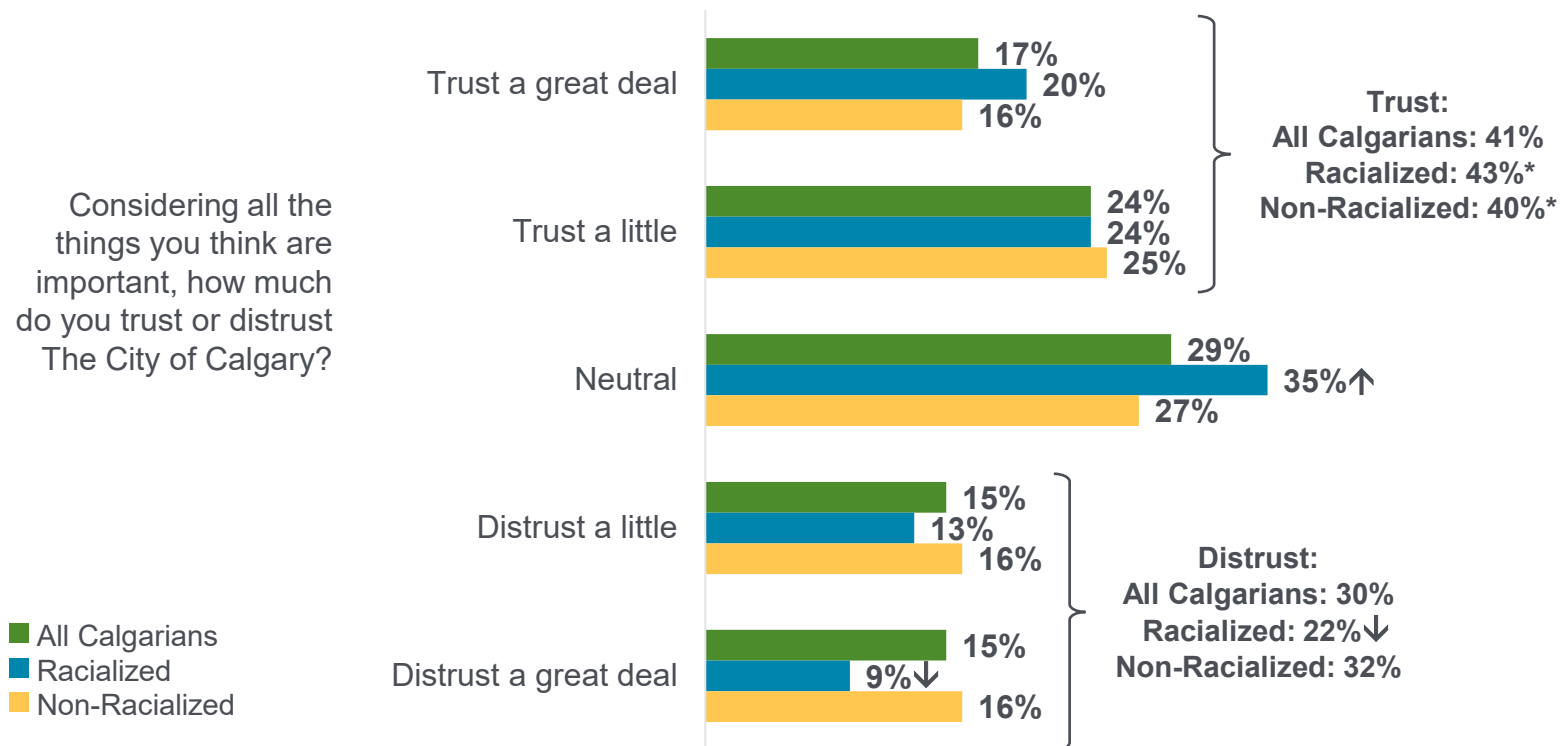


# City reputation and performance



# Trust in The City of Calgary

Two-fifths (41%) of Calgarians trust The City of Calgary. Trust in The City is consistent between Racialized Calgarians (43%) and non-Racialized Calgarians (40%). However, a higher proportion of Racialized Calgarians are neutral in their trust (35% vs. 27% of non-Racialized Calgarians) while a lower proportion distrusts The City (22% vs. 32%).



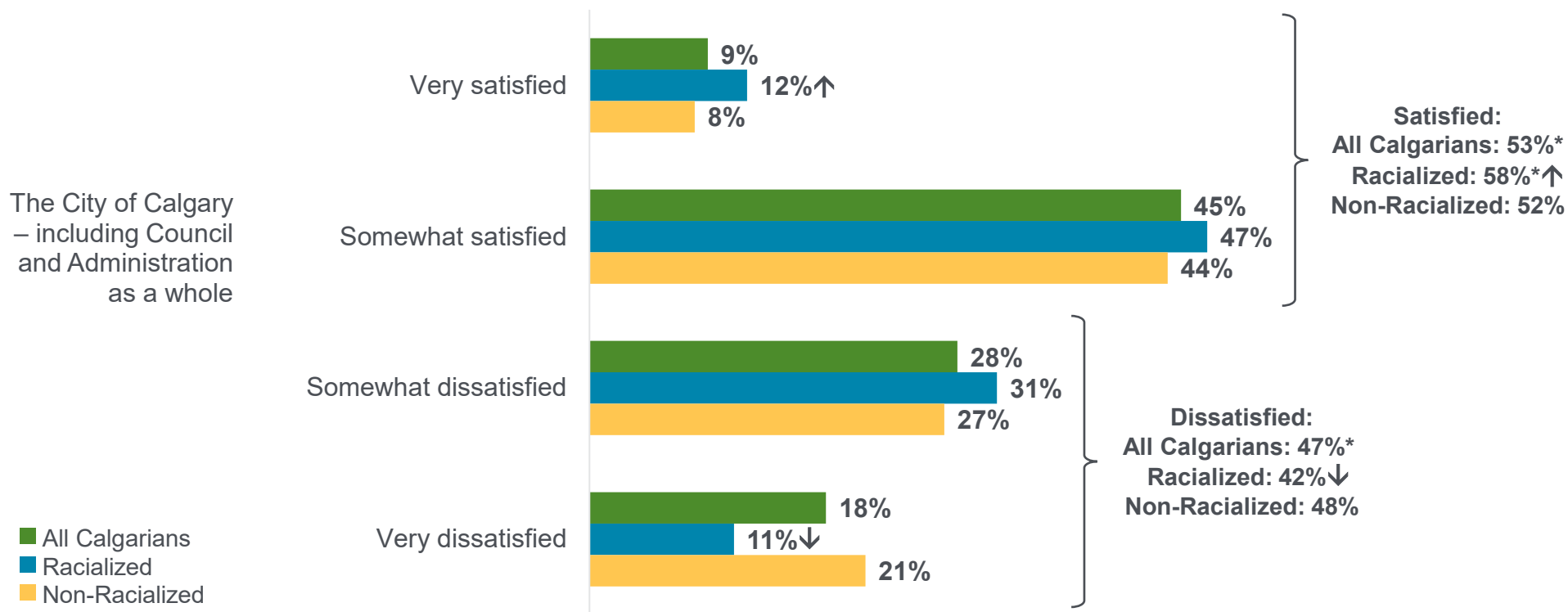
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?  
Base: Valid respondents (All Calgarians n=2,485, Racialized n=471, Non-Racialized n=1,897)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Satisfaction with The City as a whole

Around one-half (53%) of Calgarians are satisfied with the way The City of Calgary, including Council and Administration as a whole, is running the city. Satisfaction levels with The City as a Whole are higher among Racialized Calgarians (58%) compared to non-Racialized Calgarians (52%), including a higher proportion of Racialized Calgarians who are 'very' satisfied with The City (12% vs. 8% of non-Racialized Calgarians).



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

Base: Valid respondents (All Calgarians n=2,490, Racialized n=471, Non-Racialized n=1,897)

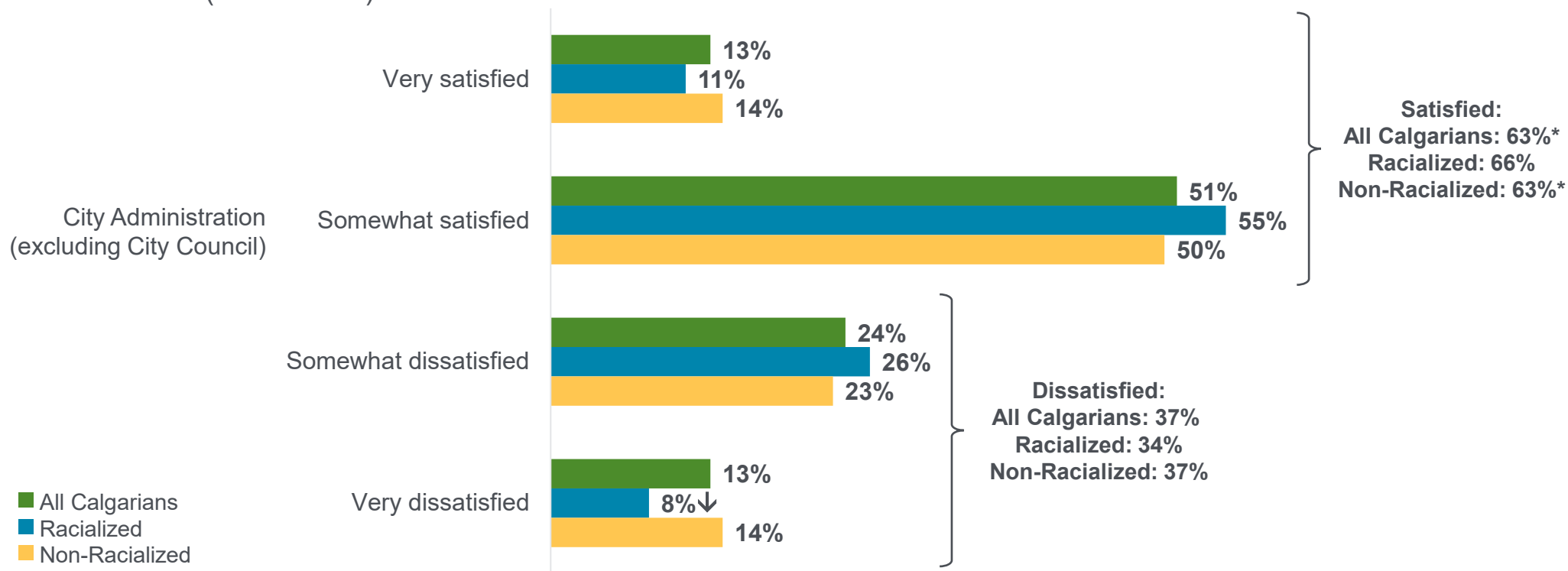
\*Rounding

↑/↓ Statistically higher/lower  
than comparable subgroup



# Satisfaction with City Administration

A majority (63%) of Calgarians are satisfied with the way City Administration, excluding City Council, is running the city. There are no significant differences between Racialized Calgarians and non-Racialized Calgarian in their satisfaction with City Administration (66% and 63%). While overall dissatisfaction ratings are similar between the two groups, a lower proportion of Racialized Calgarians are 'very' dissatisfied with City Administration (8% vs. 14%).



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

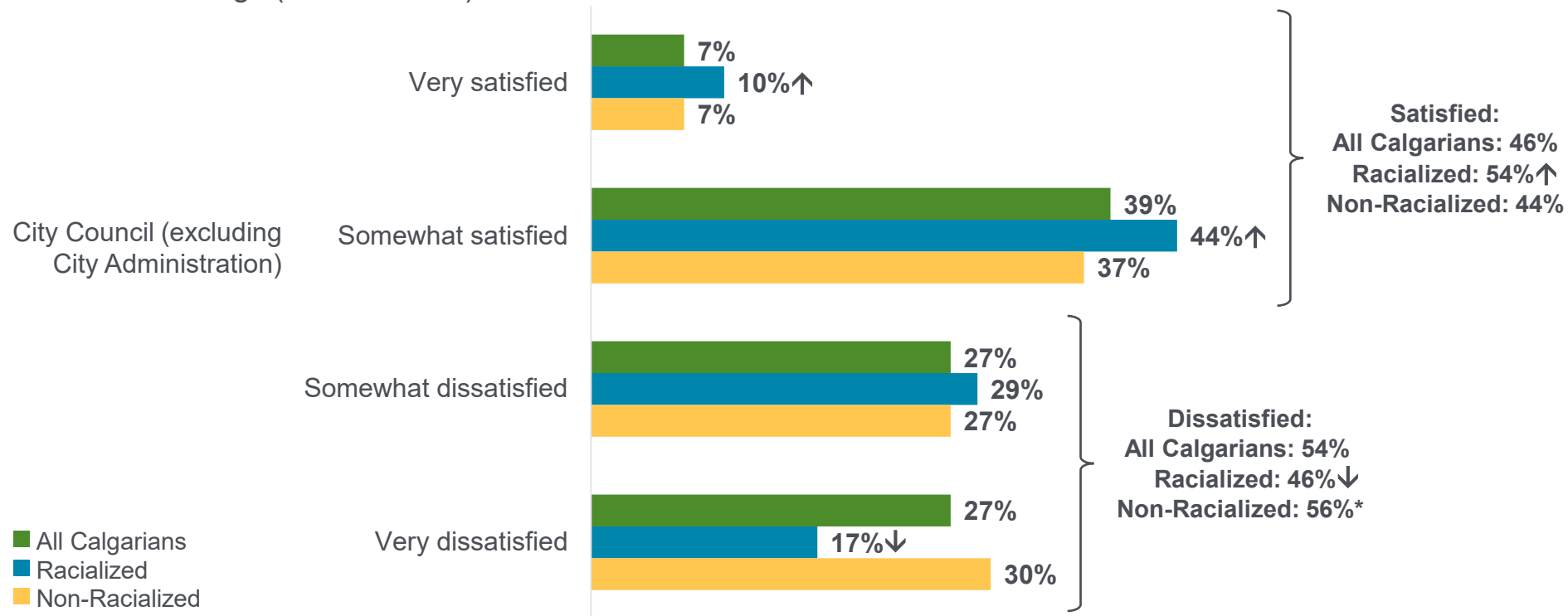
Base: Valid respondents (All Calgarians n=2,473, Racialized n=465, Non-Racialized n=1,889)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Satisfaction with City Council

Around one-half (46%) of Calgarians are satisfied with the way City Council, excluding City Administration, is running the city. A statistically higher proportion of Racialized Calgarians express satisfaction with City Council compared to non-Racialized Calgarians (54% vs. 44%). Dissatisfied ratings for City Council are lower among Racialized Calgarians (46% vs. 56% of non-Racialized Calgarians), specifically 'very' dissatisfied ratings (17% vs. 30%).



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

Base: Valid respondents (All Calgarians n=2,476, Racialized n=462, Non-Racialized n=1,896)

\*Rounding

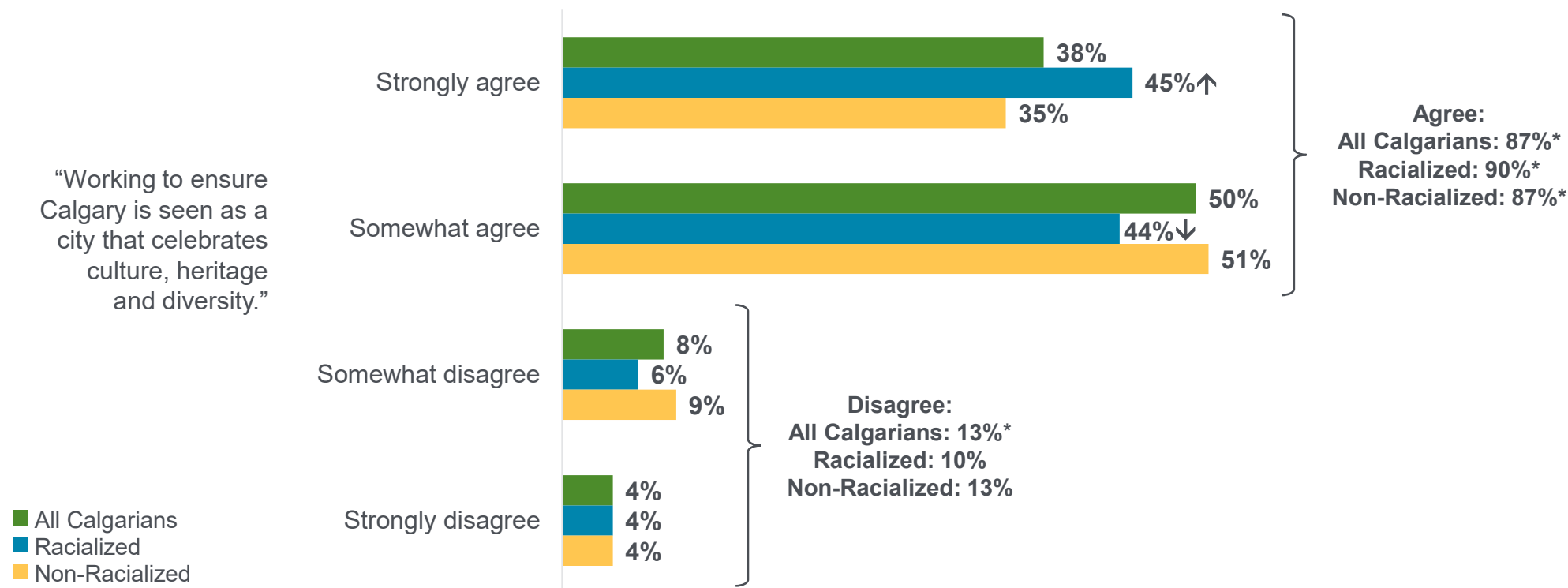
↑/↓ Statistically higher/lower than comparable subgroup



# Council focus areas

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

A vast majority (87%) of Calgarians agree that The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity. While both the Racialized and non-Racialized groups show similar overall agreement with this statement (90% and 87%), a statistical difference appears in the strength of that agreement with a higher proportion of Racialized Calgarians ‘strongly’ agreeing (45% vs. 35% of non-Racialized Calgarians), and fewer Racialized Calgarians ‘somewhat’ agreeing (44% vs. 51%).



Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.  
Base: Valid respondents (All Calgarians n=2,475, Racialized n=473, Non-Racialized n=1,885)

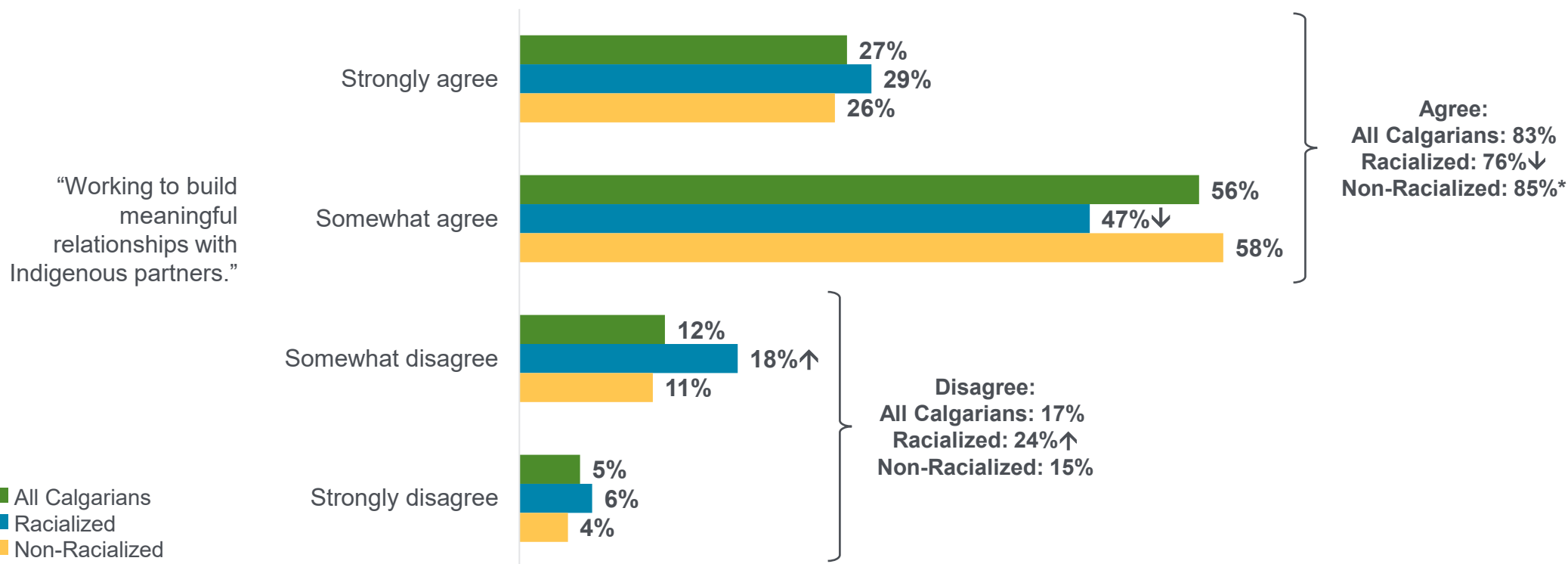
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Working to build relationships with Indigenous partners

More than four-fifths (83%) of Calgarians believe that The City is doing a good job at working to build meaningful relationships with Indigenous partners. A statically lower proportion of Racialized Calgarians agree that The City is doing well with these relationships (76%) compared to non-Racialized Calgarians (85%). This is driven by a lower proportion of Racialized Calgarians who ‘somewhat’ agree (47% vs. 58%).



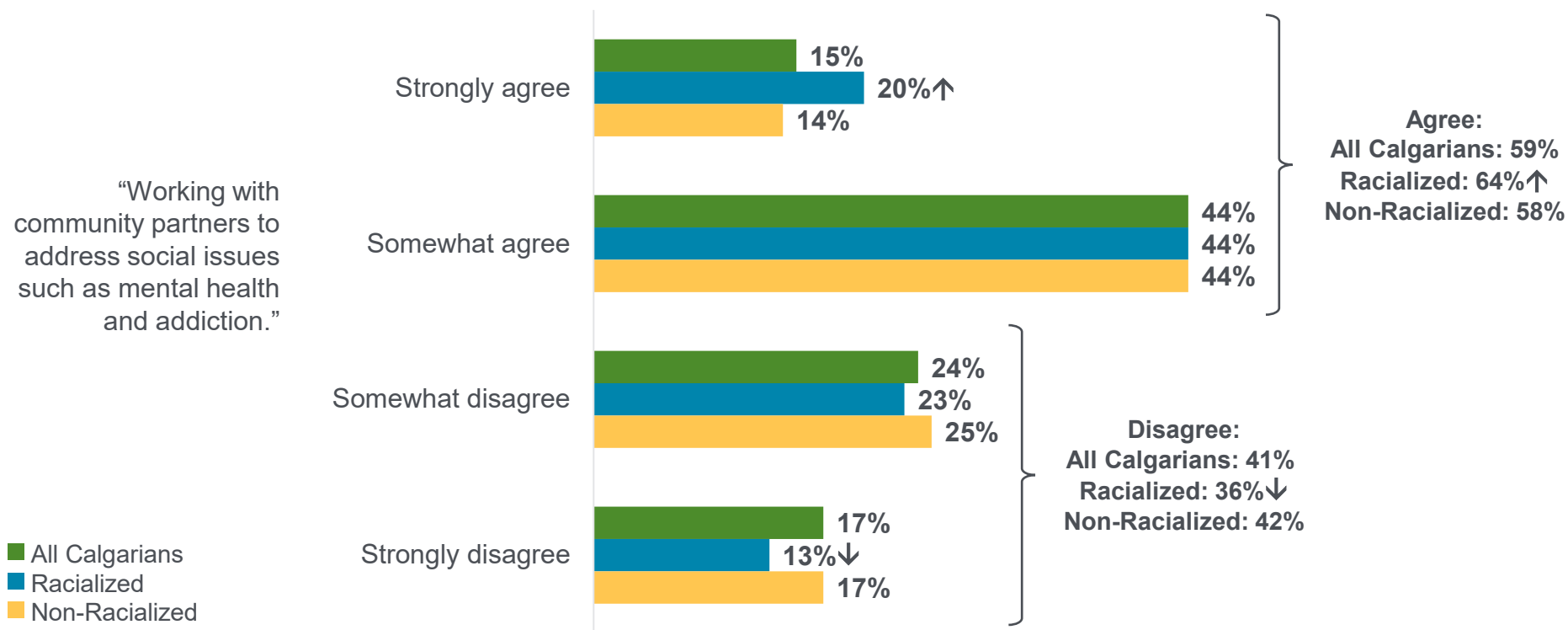
Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.  
Base: Valid respondents (All Calgarians n=2,368, Racialized n=451, Non-Racialized n=1,813)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Working with community partners to address social issues

Three-fifths (59%) of Calgarians feel The City is doing a good job working with community partners to address social issues. A higher proportion of Racialized Calgarians feel The City is doing a good job working with community partners to address social issues (64% vs. 58% of non-Racialized Calgarians), with a notably higher proportion who 'strongly' agree with this (20% vs. 14%).



Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.  
Base: Valid respondents (All Calgarians n=2,417, Racialized n=453, Non-Racialized n=1,853).

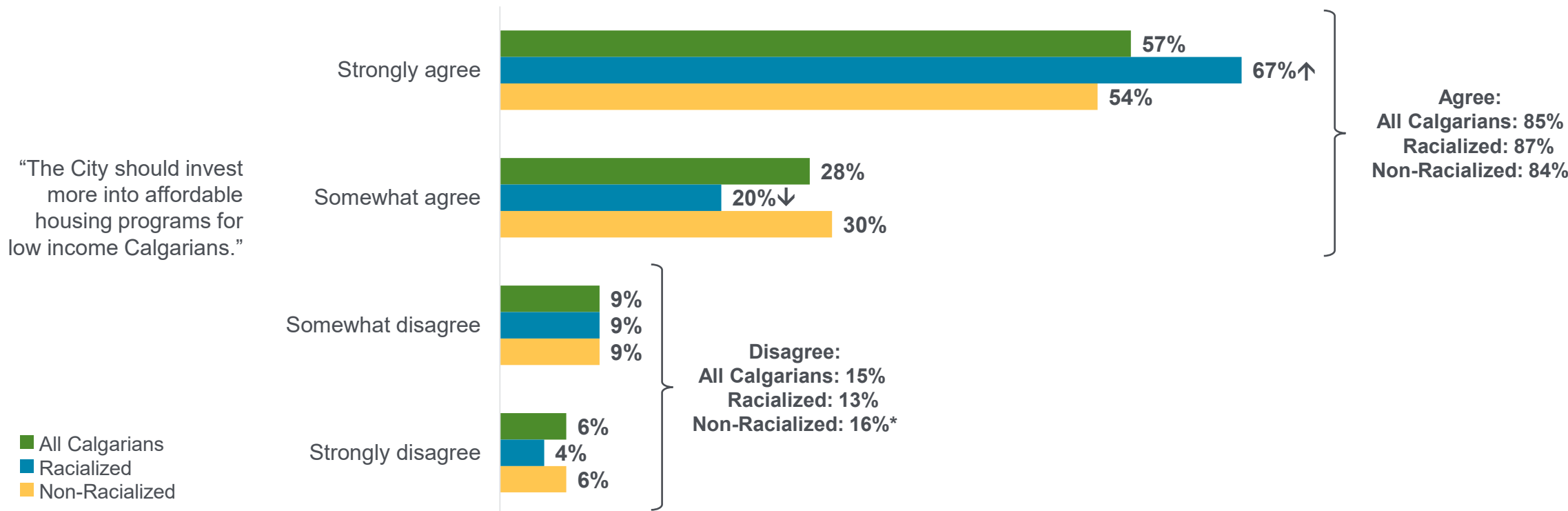
↑/↓ Statistically higher/lower than comparable subgroup



# Housing

# Affordable housing

More than four-fifths (85%) of Calgarians agree that The City should invest more into affordable housing programs for low-income Calgarians. While overall agreement is similar between Racialized (87%) and non-Racialized Calgarians (84%), the intensity of agreement differs between the two groups with a higher proportion of Racialized Calgarians ‘strongly’ agreeing compared to non-Racialized Calgarians (67% vs. 54%), and a lower proportion ‘somewhat’ agreeing (20% vs. 30%).



Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.  
Base: Valid respondents (All Calgarians n=1,228, Racialized n=230, Non-Racialized n=927)

Question asked of split sample

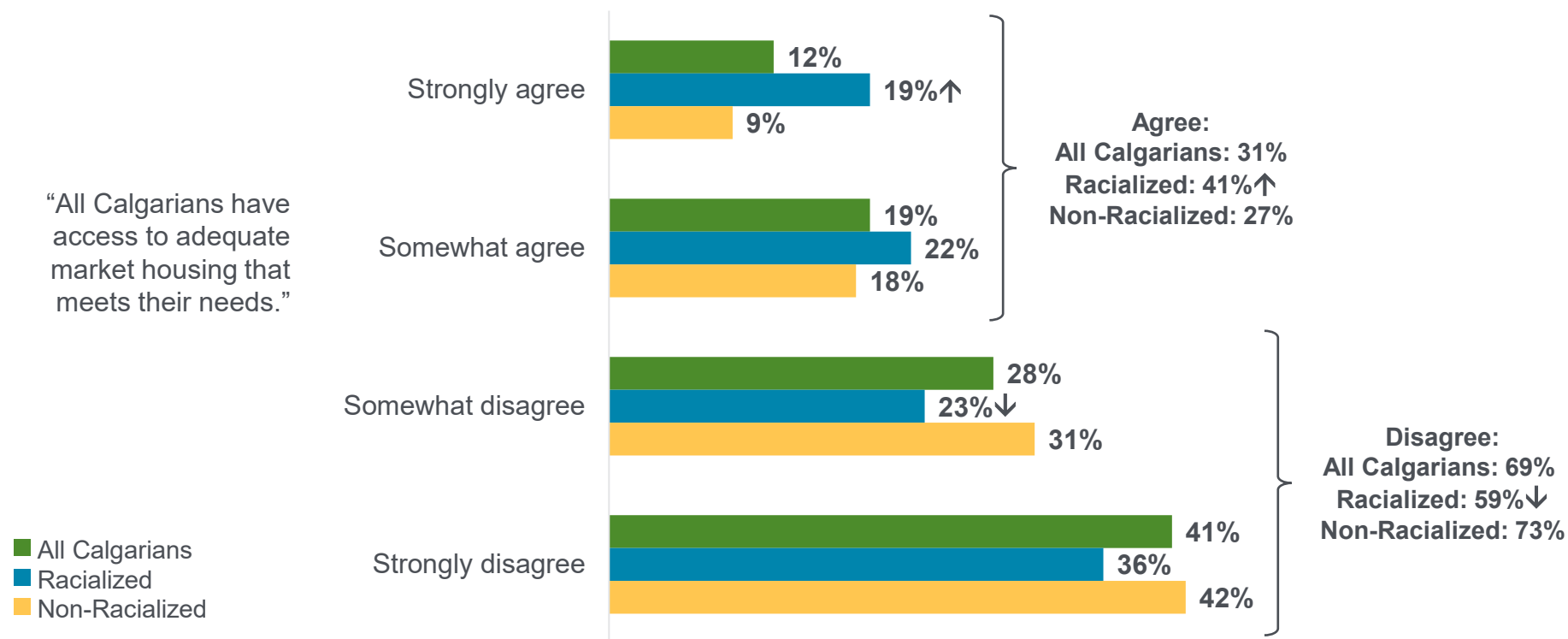
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Access to adequate market housing

Three-in-ten (31%) Calgarians believe that all Calgarians have access to adequate housing that meets their needs. This view is more prevalent among Racialized Calgarians (41%) than non-Racialized Calgarians (27%). Furthermore, a higher proportion of Racialized Calgarians (19%) ‘strongly’ agree that all Calgarians have access to housing compared to non-Racialized Calgarians (9%). In turn, a lower proportion of Racialized Calgarians disagree (59% vs. 73% of non-Racialized Calgarians) driven by fewer who ‘somewhat’ disagree (23% vs. 31%).



Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.  
Base: Valid respondents (All Calgarians n=1,228, Racialized n=229, Non-Racialized n=928)

Question asked of split sample

↑/↓ Statistically higher/lower than comparable subgroup

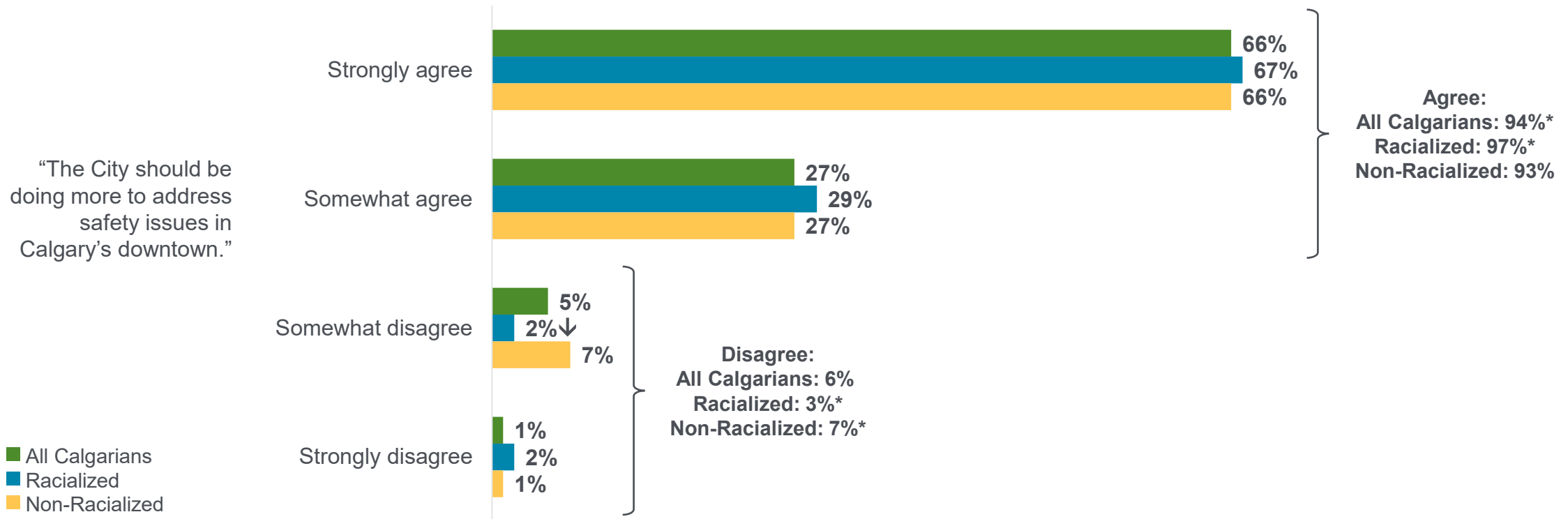


# Downtown Calgary



# Addressing downtown safety

More than nine-in-ten (94%) Calgarians agree that The City should be doing more to address safety issues in Calgary's downtown. Agreement is similar among Racialized Calgarians (97%) and non-Racialized Calgarians (93%).



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

Base: Valid respondents (All Calgarians n=1,243, Racialized n=237, Non-Racialized n=959)

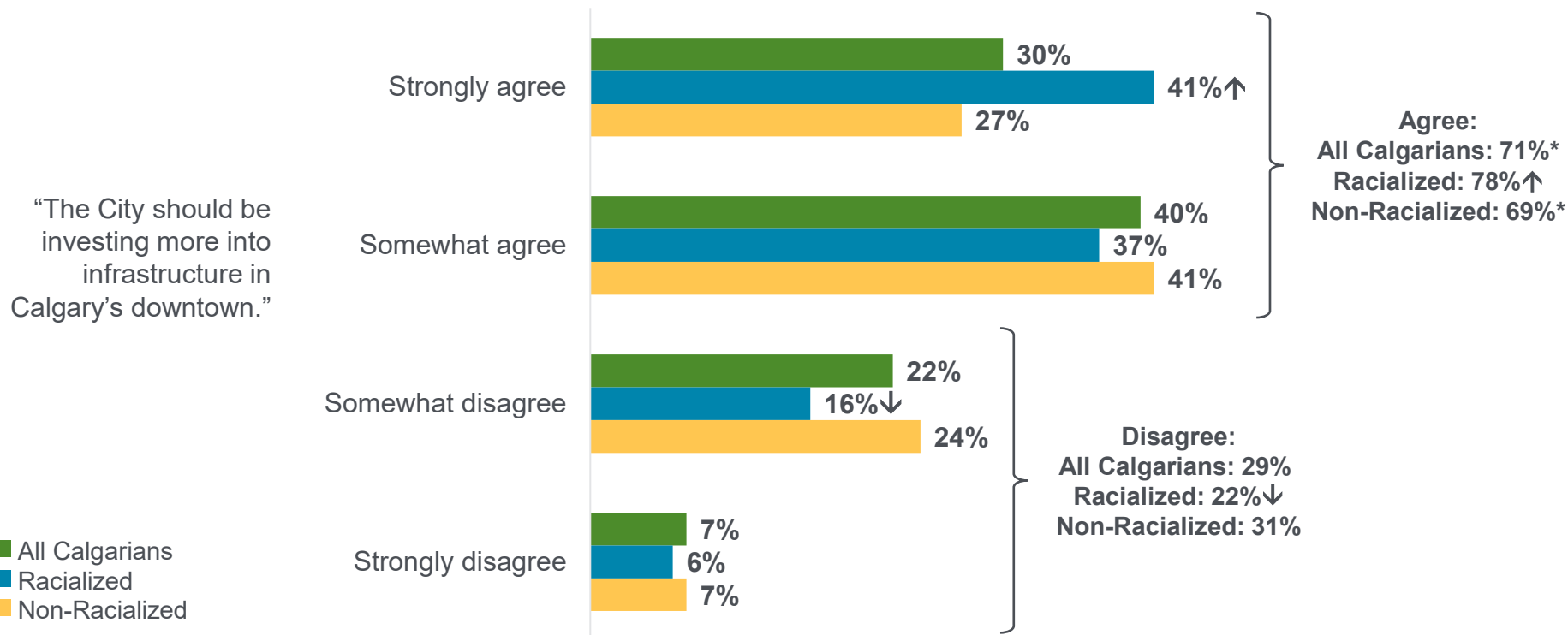
Question asked of split sample

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Investing in downtown infrastructure

Seven-in-ten (71%) Calgarians feel that The City should be investing more into infrastructure in Calgary’s downtown. A higher proportion of Racialized Calgarians (78%) compared to non-Racialized Calgarians (69%) agree there should be more investment downtown. This difference is driven by a higher proportion of Racialized Calgarians who ‘strongly’ feel this way (41% vs. 27% of non-Racialized Calgarians). For this measure, disagreement is lower among Racialized Calgarians (22% vs. 31%), include fewer who ‘somewhat’ disagree (16% vs. 24%).



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

Base: Valid respondents (All Calgarians n=1,238, Racialized n=239, Non-Racialized n=951)

Question asked of split sample

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup





# Respondent profile

# Respondent profile (1 of 4)

Gender			
	All Calgarians	Racialized	Non-Racialized
Woman (accept female)	50%	44%	52%
Man (accept male)	49%	55%	47%
Non-binary person	<1%	<1%	<1%
Prefer to self-describe	<1%	0%	<1%
Refused/prefer not to say	<1%	<1%	<1%

Age			
	All Calgarians	Racialized	Non-Racialized
18 to 24	9%	16%	7%
to 34	21%	34%	17%
35 to 44	17%	20%	16%
45 to 54	19%	15%	20%
55 to 64	13%	8%	14%
65 or older	21%	8%	25%
MEAN	47.6	39.3	50.3

Income			
	All Calgarians	Racialized	Non-Racialized
Less than \$60,000	21%	22%	19%
\$60,000 to <\$120,000	35%	39%	34%
\$120,000 to <\$200,000	25%	24%	27%
\$200,000 and over	19%	16%	20%

Education			
	All Calgarians	Racialized	Non-Racialized
Less than high school	2%	2%	1%
High school or equivalent	16%	17%	16%
Apprenticeship or trades diploma/ certificate	7%	5%	7%
College or non-university diploma/ certificate	20%	15%	21%
University degree/ diploma/certificate	56%	62%	55%

Base: Valid respondents (bases vary)

# Respondent profile (2 of 4)

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

	All Calgarians	Racialized	Non-Racialized
Full time employed or self employed	55%	62%	52%
Part time employed or self-employed	12%	16%	11%
Retired	21%	7%	26%
Looking after home /family	2%	1%	2%
Unable to work due to sickness or disability	3%	2%	3%
Unemployed	5%	6%	4%
Unpaid/voluntary work	2%	2%	1%
Student	5%	10%	4%
Other	1%	1%	1%

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

	All Calgarians	Racialized	Non-Racialized
Yes – myself	12%	9%	13%
Yes – someone in my household	11%	11%	11%
No	79%	81%	78%

## Business owner/operator

	All Calgarians	Racialized	Non-Racialized
Own and operate a business	18%	18%	18%
Own a business	3%	4%	2%
Operate a business	3%	4%	2%
No	76%	74%	78%

## Household size

	All Calgarians	Racialized	Non-Racialized
1	16%	11%	17%
2	33%	20%	37%
3	18%	17%	17%
4	21%	29%	18%
5 or more	13%	23%	10%
MEAN	2.9	3.5	2.7

## Children + seniors in household

	All Calgarians	Racialized	Non-Racialized
Yes – children	32%	42%	29%
Yes – seniors	32%	25%	34%

Base: Valid respondents (bases vary)

<sup>^</sup>Multiple responses allowed

## Respondent profile (3 of 4)

Quadrant			
	All Calgarians	Racialized	Non-Racialized
Southwest	30%	23%	32%
Southeast	22%	18%	24%
Northwest	28%	29%	27%
Northeast	20%	30%	17%

Own or rent			
	All Calgarians	Racialized	Non-Racialized
Own	72%	62%	77%
Rent	25%	33%	22%
Other	2%	5%	2%

Responsible for property taxes or rent			
	All Calgarians	Racialized	Non-Racialized
Yes	87%	78%	90%
No	13%	22%	10%

Tenure in Calgary			
	All Calgarians	Racialized	Non-Racialized
Less than 5 years	12%	19%	9%
5 to <10 years	5%	9%	4%
10 to <15 years	9%	15%	6%
15 to <20 years	11%	12%	10%
20 to <30 years	21%	21%	21%
30 to <40 years	15%	10%	17%
40 or more	28%	14%	33%
MEAN	27.8	20.0	30.5

2SLGBTQIA+			
	All Calgarians	Racialized	Non-Racialized
Yes	7%	5%	8%
No	93%	95%	92%

Base: Valid respondents (bases vary)



# Respondent profile (4 of 4)

## Indigenous identity^

	All Calgarians	Racialized	Non-Racialized
Yes – First Nations	1%	1%	1%
Yes – Metis	2%	1%	2%
Yes – Inuit	<1%	0%	<1%
Yes – Prefer to self-describe	<1%	1%	<1%
Other	<1%	1%	<1%
No	96%	97%	96%

## Born in Canada

	All Calgarians	Racialized	Non-Racialized
Yes	67%	37%	78%
No	33%	63%	22%

## Date of arrival in Canada

	All Calgarians	Racialized	Non-Racialized
Within the past 5 years	28%	27%	28%
More than 5 years ago	72%	73%	72%

## Racialized

	All Calgarians	Racialized	Non-Racialized
Yes	25%	100%	0%
No	74%	0%	100%
Prefer to self-describe	1%	0%	0%

## Ethnicity^

	All Calgarians	Racialized	Non-Racialized
Canadian/French Canadian	2%	1%	4%
American	4%	<1%	7%
British	8%	<1%	17%
Western European	6%	<1%	11%
Southern/Eastern European	10%	1%	19%
South Asian	18%	26%	10%
East or Southeast Asian	21%	33%	10%
West Asian or Middle Eastern	5%	6%	5%
African	10%	14%	5%
Central/South American or Caribbean	9%	13%	7%
Other	5%	2%	6%
Not stated	5%	3%	3%

Base: Valid respondents (bases vary)

^Multiple responses allowed



# Contact

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