



Calgary



Equity-Deserving Communities

Calgarians 65 Years Old or Older

Analysis of 2022 Fall Survey of Calgarians Data
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Background and Methodology

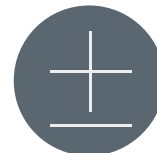


Telephone survey conducted with a randomly-selected sample of 2,501 Calgarians aged 18 years and older between August 15th and September 2nd, 2022.

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



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



The margin of error (MOE) for the total sample of 2,501 is ± 2.0 percentage points, 19 times out of 20. The margin of error for the 65 Years Old or Older sub-group of 732 is ± 3.6 percentage points, 19 times out of 20, and the margin of error for the 18-64 Year Old sub-group of 1,719 is ± 2.4 percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.



Not all questions asked within the Fall Survey of Calgarians are represented within this report. Results are compared between Calgarians who are 65 years old or older and Calgarians 18-64 years old. Statistically significant differences are noted throughout the report:

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

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

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

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

Gender:

- Male
- **Female**

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

Age:

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

Note: self reported.

2SLGBTQIA+:

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

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

Household Income:

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

Note: self-reported pre-tax annual household income

Disability:

- **Yes**
- No

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

Racialized People:

- **Yes**
- No

Note: self-reported racialized status.

Born in Canada:

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

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

Indigenous:

- **Indigenous**
- Non-Indigenous

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



Key Findings



Key Findings: 65 Years Old or Older

Quality of life ratings are consistent across age groups.

- About four-in-five of all Calgarians (80%) rate the overall quality of life in Calgary today as 'good' with no significant difference between Calgarians 65 years old or older (79%) or Calgarians 18-64 years old (82%).

Older Calgarians view Calgary as less inclusive than younger Calgarians.

- Calgarians who are 65 years old or older are less likely than those 18-64 years old to agree The City fosters a city that is inclusive and accepting of all (67% vs. 72%).
- Calgarians 65 years old or older are also less likely than those 18-64 years old to agree The City delivers programs and services that remove barriers to participation for Calgarians who need it most (47% vs. 54%).

Calgarians 65 years old or older have a more negative perception of citizen input opportunities than younger Calgarians.

- When compared to Calgarians 18-64 years old, those 65 years old or older are less likely to agree The City allows citizens to have meaningful input into decision-making (50% vs. 62%).
- Similarly, Calgarians 65 years old or older are less likely to agree The City is working to improve how it includes citizen input into important decisions (57% vs. 69%) or that The City uses input from Calgarians in decision-making about projects and services (55% vs. 64%).

Both older and younger Calgarians trust The City at about the same rate.

- Approximately half of all Calgarians (49%) indicate they trust The City, (50% 65 years old or older vs. 49% 18-64 years old).

Key Findings: 65 Years Old or Older

Older Calgarians are less satisfied with The City as a whole and Administration when compared to younger Calgarians but are satisfied with Council at about the same rate.

- When compared to Calgarians 18-64, Calgarians 65 years old or older are less likely to be satisfied with The City of Calgary, including Council and City Administration as a whole (67% vs. 72%), and more likely to be dissatisfied (33% vs. 28%).
- Calgarians 65 years old or older are also less likely to be satisfied with Administration when compared to Calgarians 18-64 years old (72% vs. 79%).
- However, there is no significant difference in satisfaction with City Council between Calgarians 65 years old or older and Calgarians 18-64 years old (59% vs. 63%).

Older and younger Calgarians are satisfied with The City's environmental policies about equally, but older Calgarians are less convinced about climate change.

- Both Calgarians 65 years old or older and Calgarians 18-64 years old are satisfied with The City's performance to protect the environment at about the same rate (79% vs. 78%). Similarly, both groups agree The City has programs and services aimed at helping Calgarians reduce their environmental impact about equally (52% 18-64 years old vs. 49% 65 years old or older).
- However, Calgarians who are 65 years old or older are significantly less likely than those 18-64 years old to agree we need to act now to address climate change (58% vs. 66%) and are significantly more likely to disagree (25% vs. 20%).

Calgarians who are 65 years old or older are more likely than younger Calgarians to agree The City is doing a good job building relationships with the Indigenous community and working to address social issues such as mental health.

- Calgarians 65 years old or older are more likely than Calgarians 18-64 to agree The City is doing a good job working to build meaningful relationships with Indigenous partners (86% vs. 80%) and are significantly less likely to disagree (14% vs. 20%).
- In comparison with younger Calgarians, Calgarians 65 years old or older are more likely to agree The City is doing a good job working with other levels of government to address social issues such as mental health (69% vs. 62%) and less likely to disagree (31% vs. 38%).
- However, there is no significant difference between age groups in agreement that The City is doing a good job working with local Indigenous communities when discussing downtown revitalization (72% 18-64 years old vs. 70% 65 years old or older) or that The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (90% 65 years old or older vs. 89% 18-64 years old).

Key Findings: 65 Years Old or Older

Overall, older Calgarians are more likely to be dissatisfied with City of Calgary programs and services when compared with younger Calgarians.

- In comparison with Calgarians 18-64, Calgarians 65 years old or older are less likely to be satisfied with the overall level and quality of services and programs provided by The City (62% vs. 68%) and are more likely to be dissatisfied (13% vs. 9%).
- Calgarians 65 years old or older are less likely than Calgarians 18-64 to be satisfied with support for arts and culture (82% vs. 88%), bylaw services for things such as noise complaints, fire pits and weeds (79% vs. 86%), development and building inspections and permits (78% vs. 84%), city growth management (66% vs. 74%), and on-street bikeways (58% vs. 68%).
- Conversely, Calgarians 65 years old or older are more likely than Calgarians 18-64 to be satisfied with the quality of drinking water (96% vs. 92%), the Calgary Police Service (87% vs. 81%), and Calgary Transit (82% vs. 70%).

In general, older Calgarians are more likely to want The City to ‘invest more’ in emergency services but are less enthusiastic about investment in other areas.

- In comparison with Calgarians 18-64, Calgarians 65 years old or older are more likely to want The City to ‘invest more’ in the Calgary Police Service (66% vs. 49%), the Calgary Fire Department (55% vs. 42%), and bylaw services (30% vs. 21%).
- Calgarians 65 years old or older are less likely than Calgarians 18-64 to want The City to ‘invest more’ in a large number of services, including Calgary Transit (45% vs. 65%), Calgary’s pathway system (33% vs. 40%), city growth management (28% vs. 39%), the quality of drinking water (24% vs. 34%), support for arts and culture (18% vs. 31%), on-street bikeways (17% vs. 28%), the City of Calgary website (20% vs. 27%), business licenses and inspections (27% vs. 24%), residential garbage collection service (15% vs. 24%), and residential Blue Cart recycling (12% vs. 21%).
- Similarly, Calgarians 65 years old or older are more likely than Calgarians 18-64 to indicate The City should ‘invest less’ in on-street bikeways (45% vs. 32%), support for arts and culture (21% vs. 12%), the City of Calgary website (11% vs. 7%), and Calgary’s pathway system (7% vs. 3%). They are also less likely to want to ‘invest less’ in bylaw services (8% vs. 15%), the Calgary Police Service (3% vs. 12%), and spring road cleaning (3% vs. 6%).



Detailed Findings



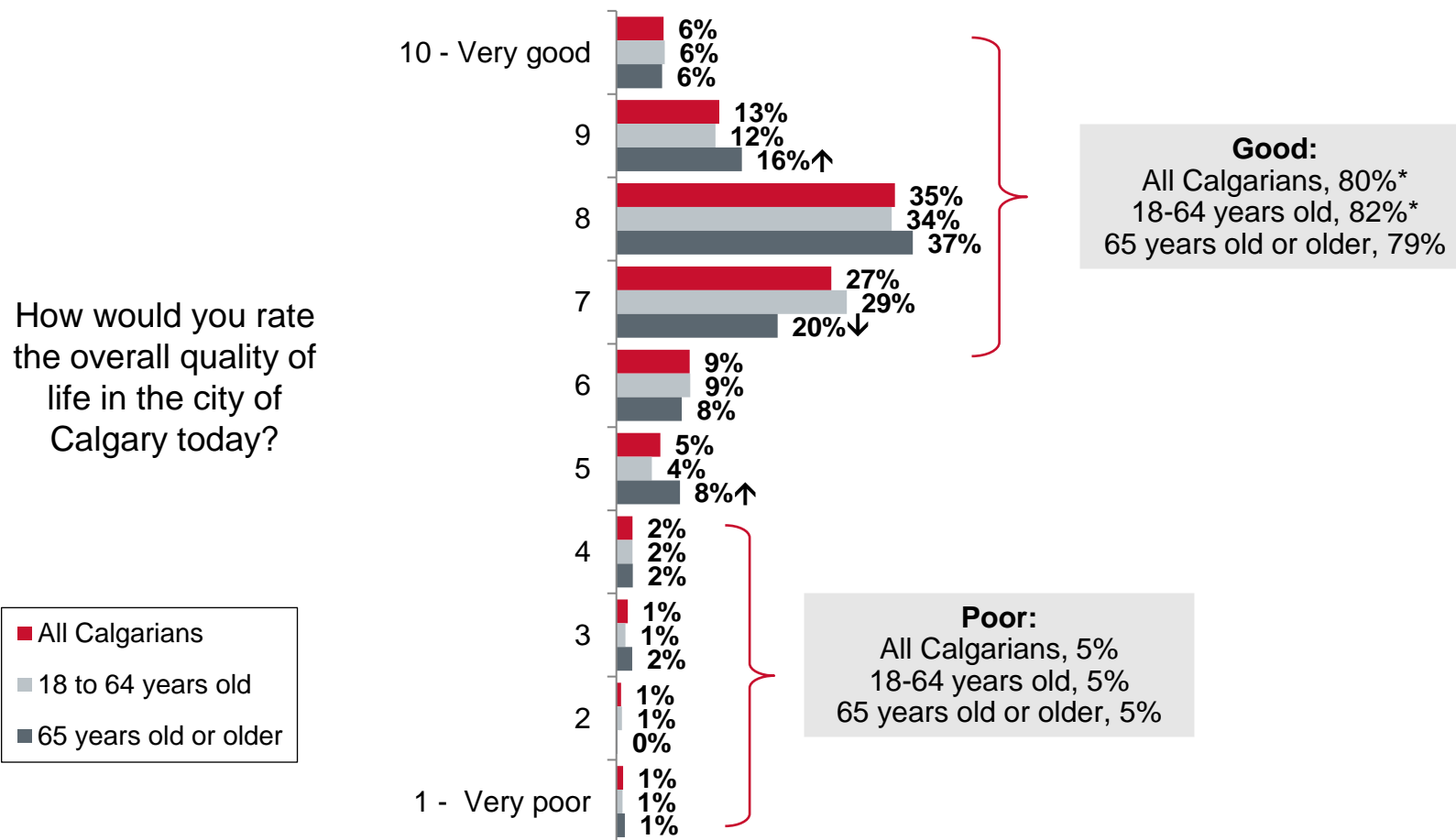


Quality of Life



Overall Quality of Life: 65 Years Old or Older

Overall quality of life ratings are consistent across age groups with about four-in-five of all Calgarians (80%) reporting a 'good' quality of life in Calgary (79% 65 years old or older vs. 82% 18-64 years old).



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

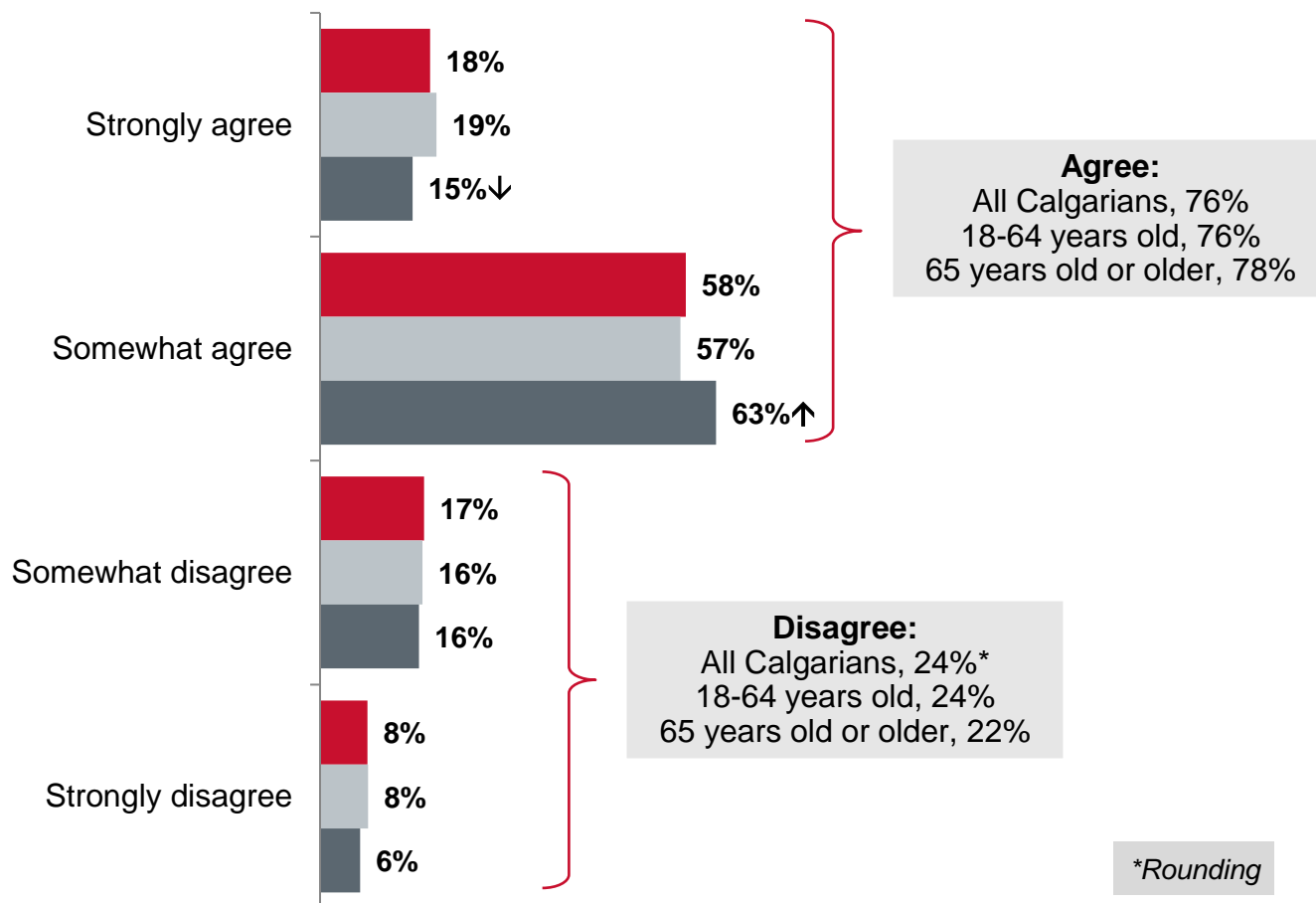
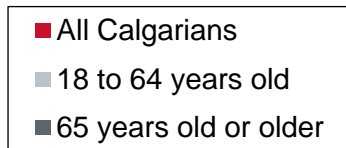
Base: Valid respondents (All Calgarians, n=2,499; 18-64 years old, n=1,719; 65 years old or older, n=732)

*Rounding

Calgary – Right Track to Being a Better City: 65 Years Old or Older

There is no significant difference in agreement that Calgary is on the right track to be a better city 10 years from now between Calgarians 65 years old or older (78%) and younger Calgarians (76%).

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



There are a wide array of challenges facing the city of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.
Base: Valid respondents (All Calgarians, n=2,488; 18-64 years old, n=1,709; 65 years old or older, n=731)

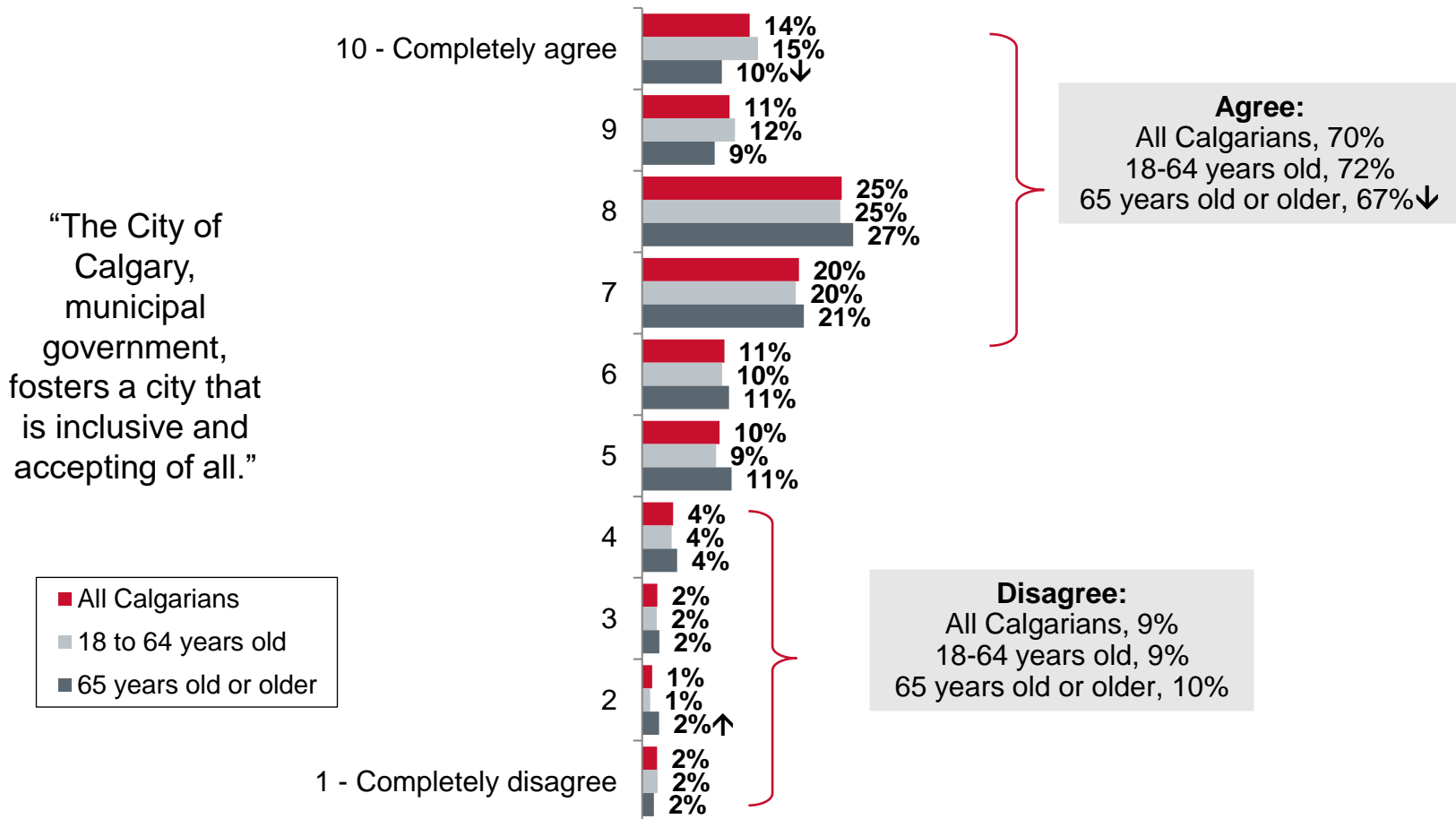


Inclusivity



Perceptions of Inclusion: 65 Years Old or Older

Calgarians 65 years old or older are significantly less likely than those 18-64 years old to agree The City fosters a city that is inclusive and accepting of all (67% vs. 72%).



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

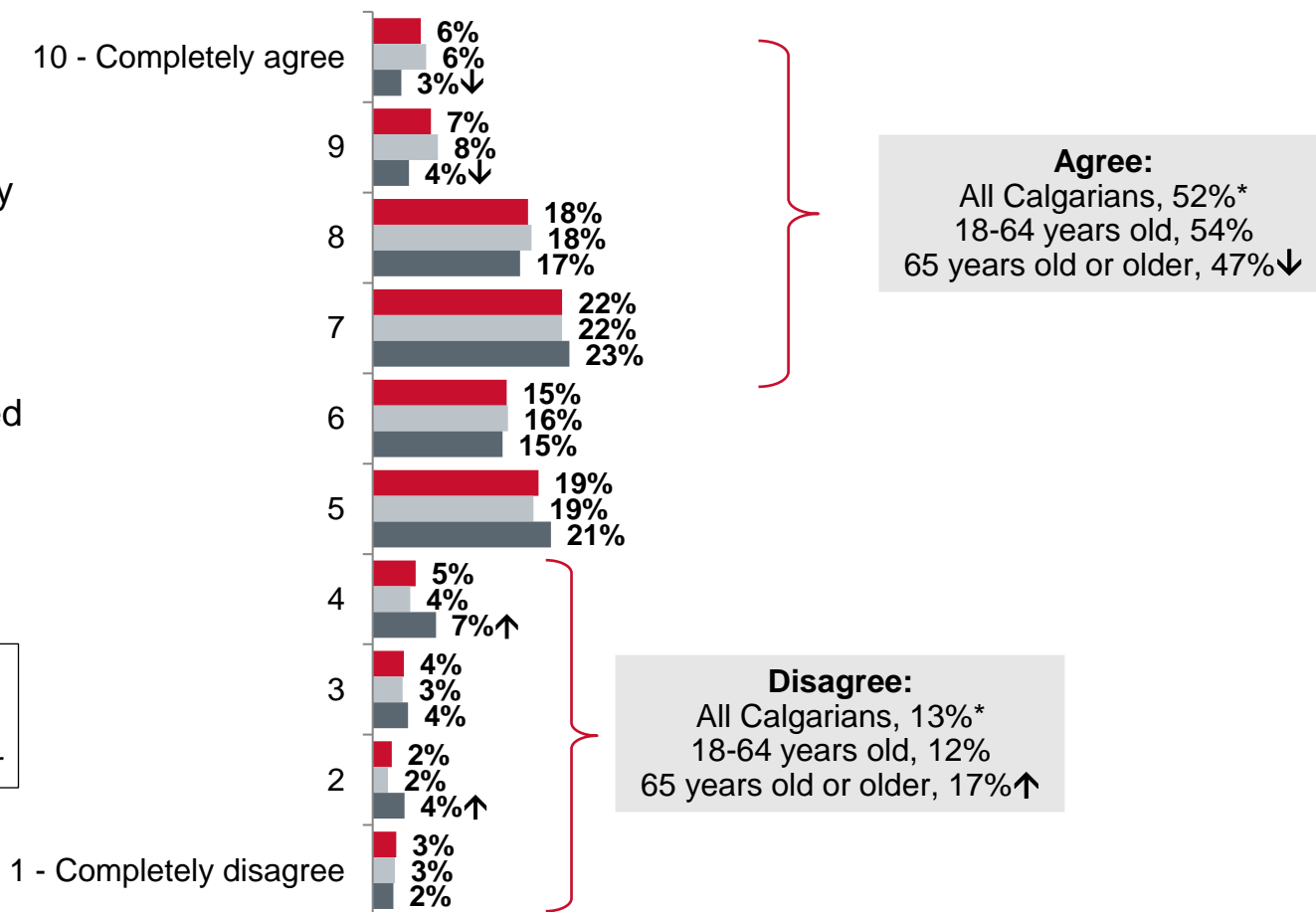
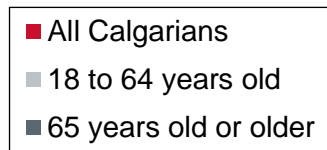
Base: Valid respondents (All Calgarians, n=2,477; 18-64 years old, n=1,706; 65 years old or older, n=725)

*Rounding

Perceptions of Removing Barriers: 65 Years Old or Older

In comparison with younger Calgarians, Calgarians 65 years old or older are less likely to agree The City delivers programs and services that remove barriers to participation for Calgarians who need it most (47% vs. 54%) and are more likely to disagree (17% vs. 12%).

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



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

Base: Valid respondents (All Calgarians, n=2,417; 18-64 years old, n=1,666; 65 years old or older, n=705)

*Rounding



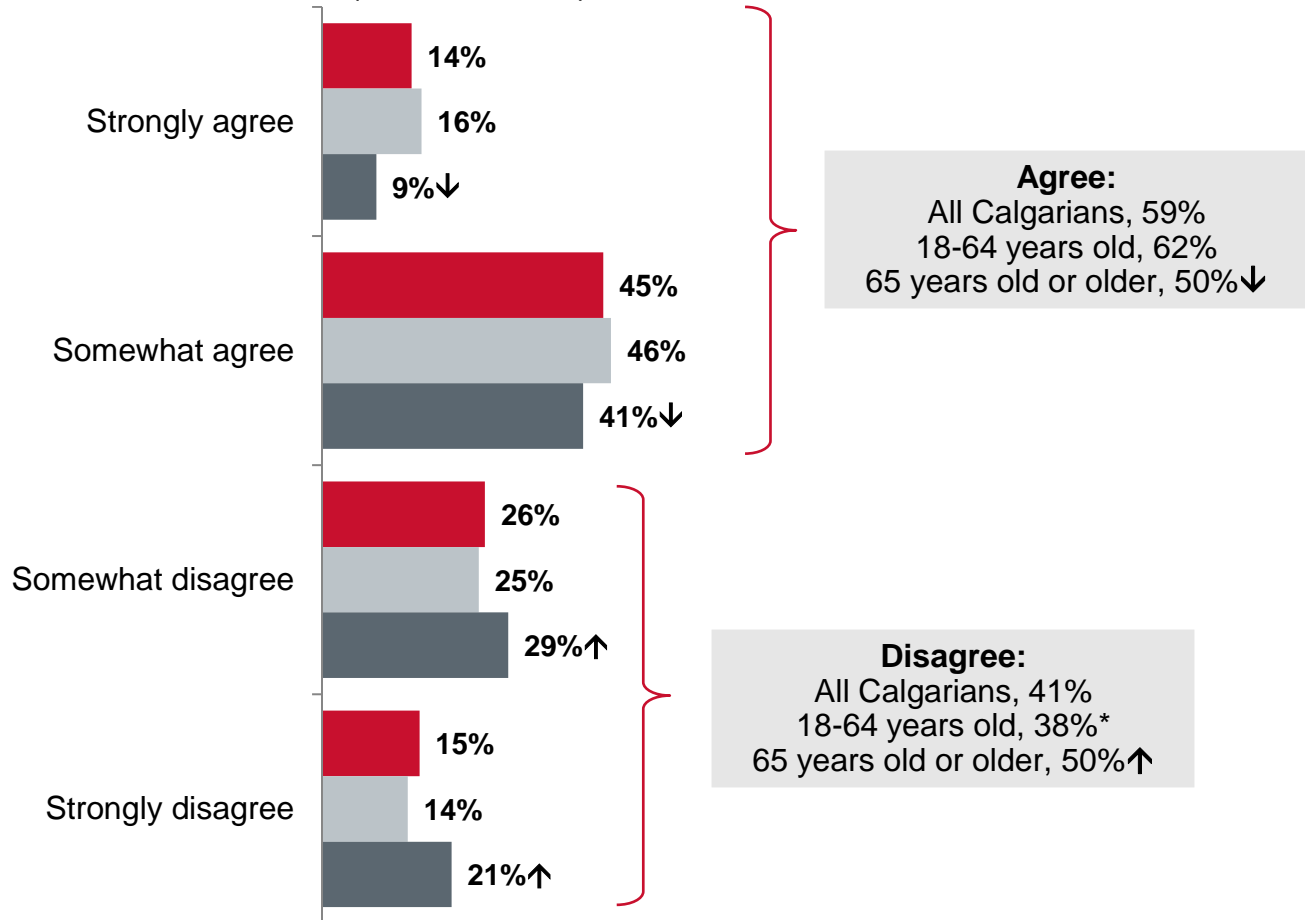
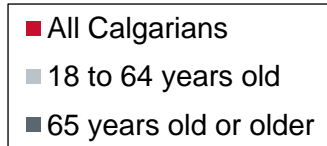
Citizen Input



Perceptions of Citizen Input – Opportunities: 65 Years Old or Older

Calgarians 65 years old or older are less likely than younger Calgarians to agree The City allows citizens to have meaningful input into decision-making (50% vs. 62%) and are significantly more likely to disagree (50% vs. 38%).

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



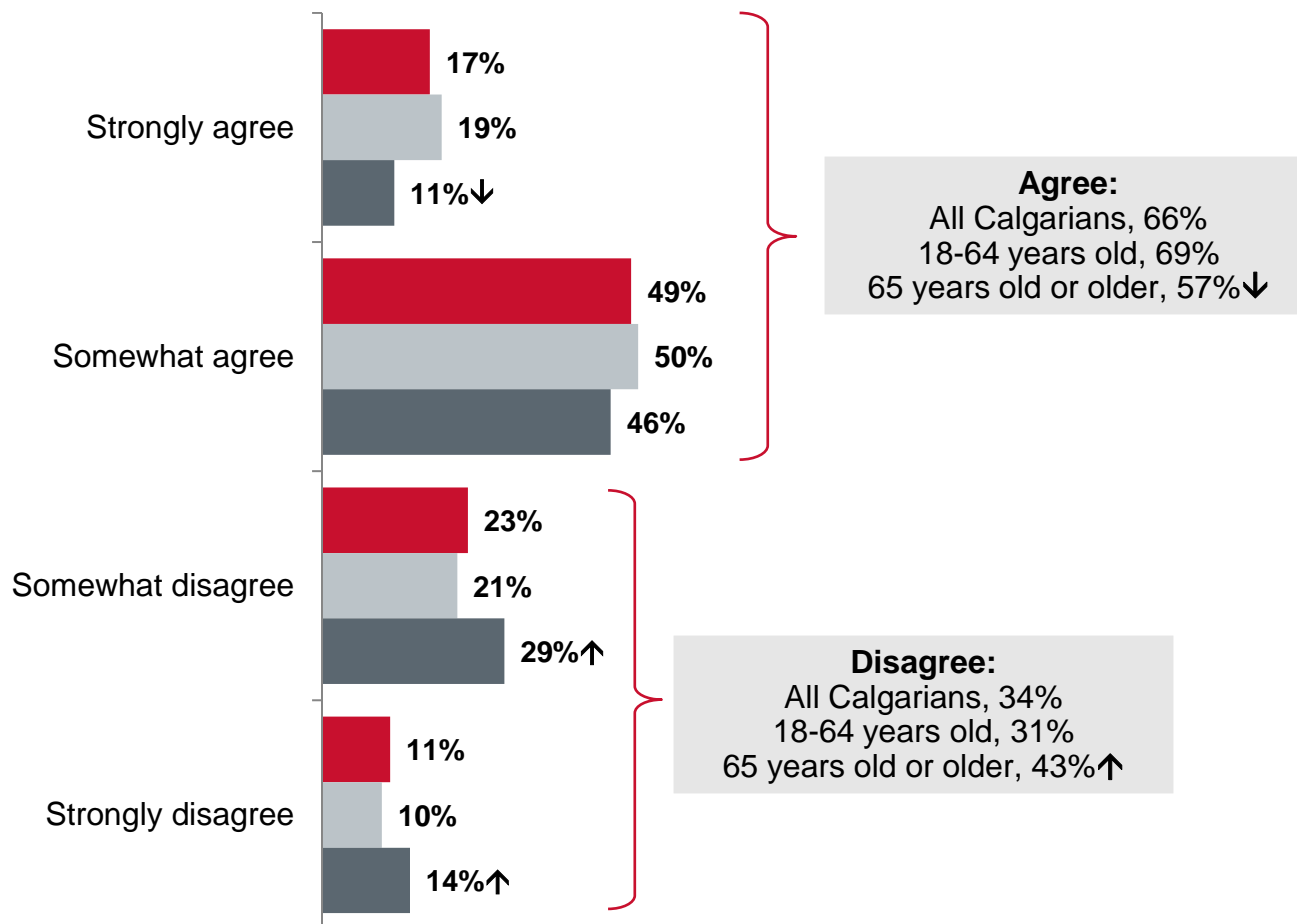
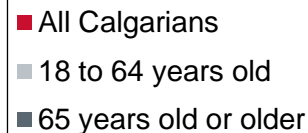
Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
Base: Valid respondents (All Calgarians, n=2,466; 18-64 years old, n=1,698; 65 years old or older, n=720)

*Rounding

Perceptions of Citizen Input – Improvement: 65 Years Old or Older

In comparison with younger Calgarians, Calgarians 65 years old or older are less likely to agree they are confident The City is working to improve how it includes citizen input into important decisions (57% vs. 69%) and are more likely to disagree (43% vs. 31%).

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



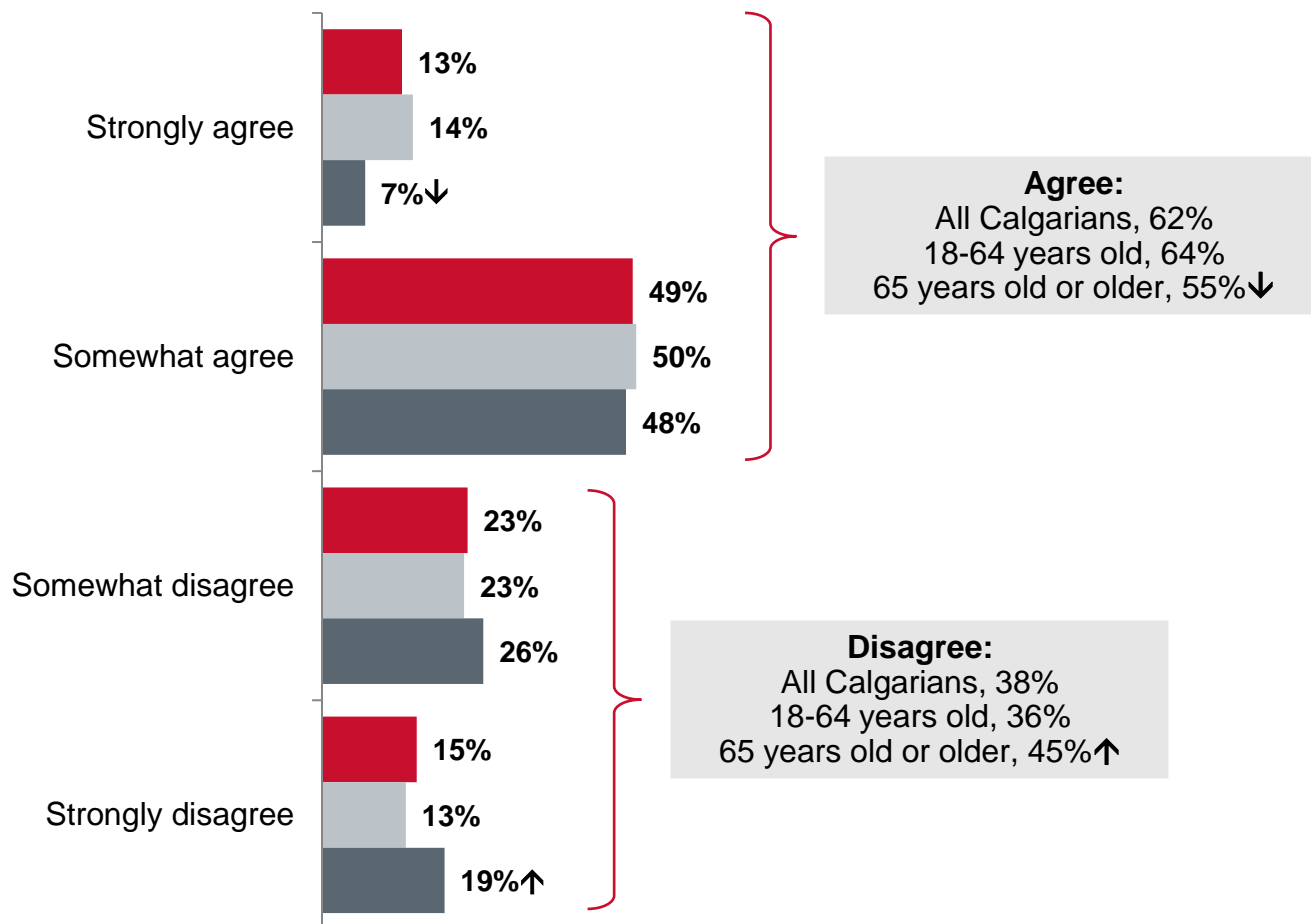
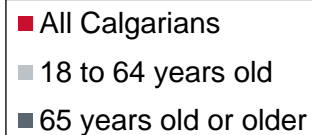
Please tell me whether you agree or disagree with each of the following statements? The first one is ... Is that strongly or somewhat? How about ...?

Base: Valid respondents (All Calgarians, n=2,487; 18-64 years old, n=1,712; 65 years old or older, n=727)

Perceptions of Use of Citizen Input: 65 Years Old or Older

Calgarians 65 years old or older are much less likely than younger Calgarians to agree The City uses input from Calgarians in decision-making about City projects and services (55% vs. 64%). They are also less likely to 'strongly agree' (7% vs. 14%).

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



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
 Base: Valid respondents (All Calgarians, n=2,454; 18-64 years old, n=1,698; 65 years old or older, n=708)



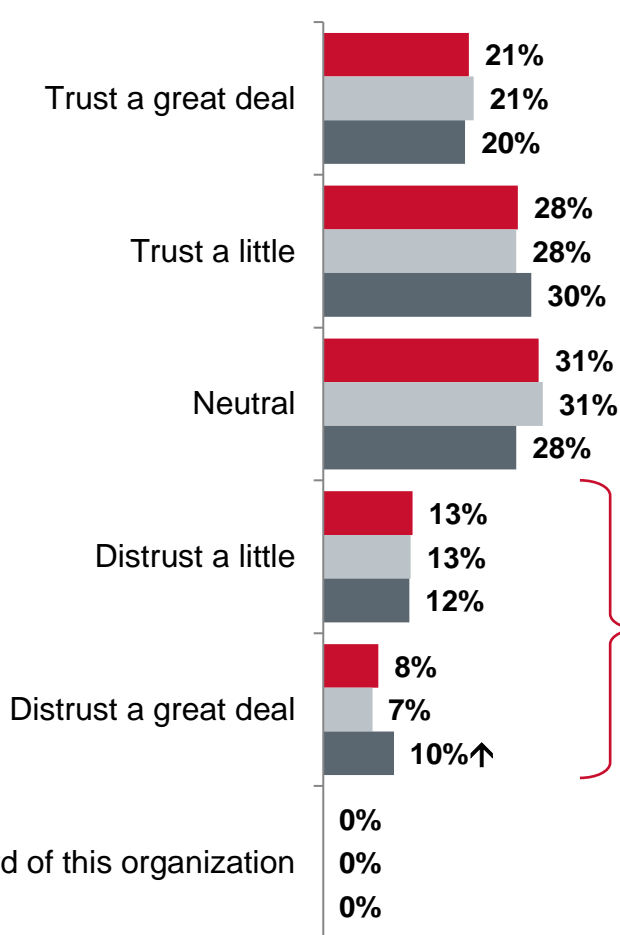
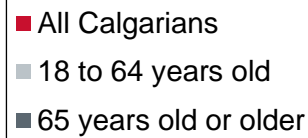
City Reputation and Performance



Trust in The City: 65 Years Old or Older

Only about half of Calgarians (49%) regardless of age indicate they trust The City (50% 65 years old or older vs. 49% 18-64 years old).

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



Trust:
All Calgarians, 49%
18-64 years old, 49%
65 years old or older, 50%

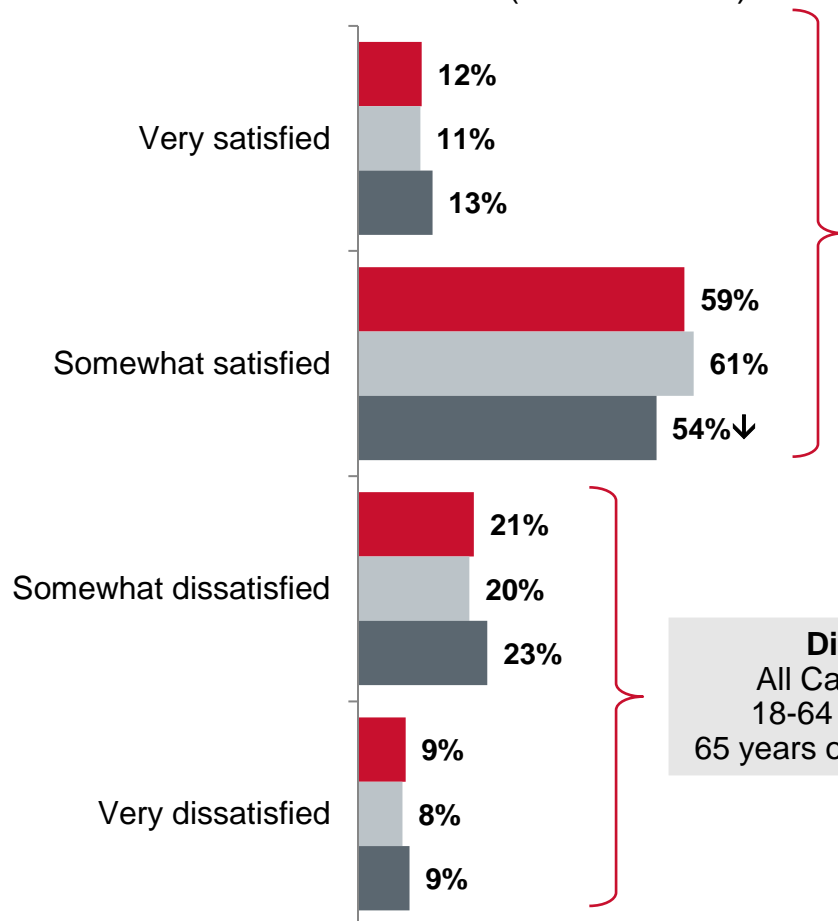
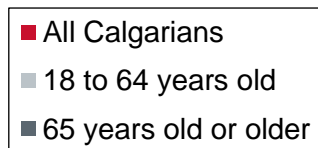
Distrust:
All Calgarians, 21%
18-64 years old, 20%
65 years old or older, 22%

Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?
Base: Valid respondents (All Calgarians, n=2,494; 18-64 years old, n=1,713; 65 years old or older, n=732)

Perceptions About City Performance: 65 Years Old or Older

When compared to younger Calgarians, Calgarians 65 years old or older are less likely to be satisfied with The City of Calgary, including Council and City Administration as a whole (67% vs. 72%), and more likely to be dissatisfied (33% vs. 28%).

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



Satisfied:
All Calgarians, 71%
18-64 years old, 72%
65 years old or older, 67%↓

Dissatisfied:
All Calgarians, 29%*
18-64 years old, 28%
65 years old or older, 33%*↑

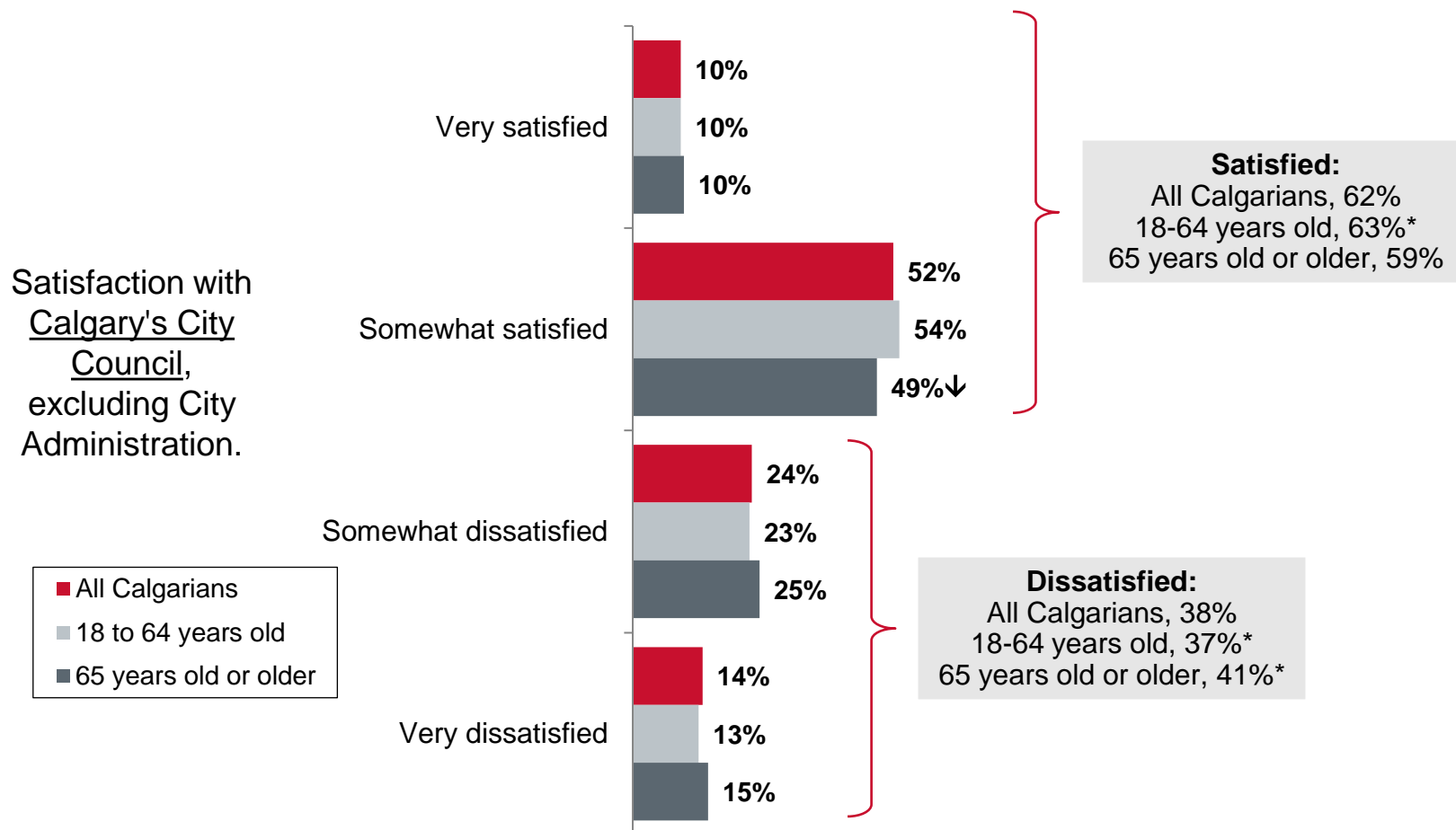
Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents (All Calgarians, n=2,497; 18-64 years old, n=1,717; 65 years old or older, n=732)

*Rounding

Perceptions About City Performance: 65 Years Old or Older (cont.)

Satisfaction with Calgary's City Council is consistent across age groups with about three-in-five of all Calgarians (62%) being satisfied (59% 65 years old or older vs. 63% 18-64 years old).



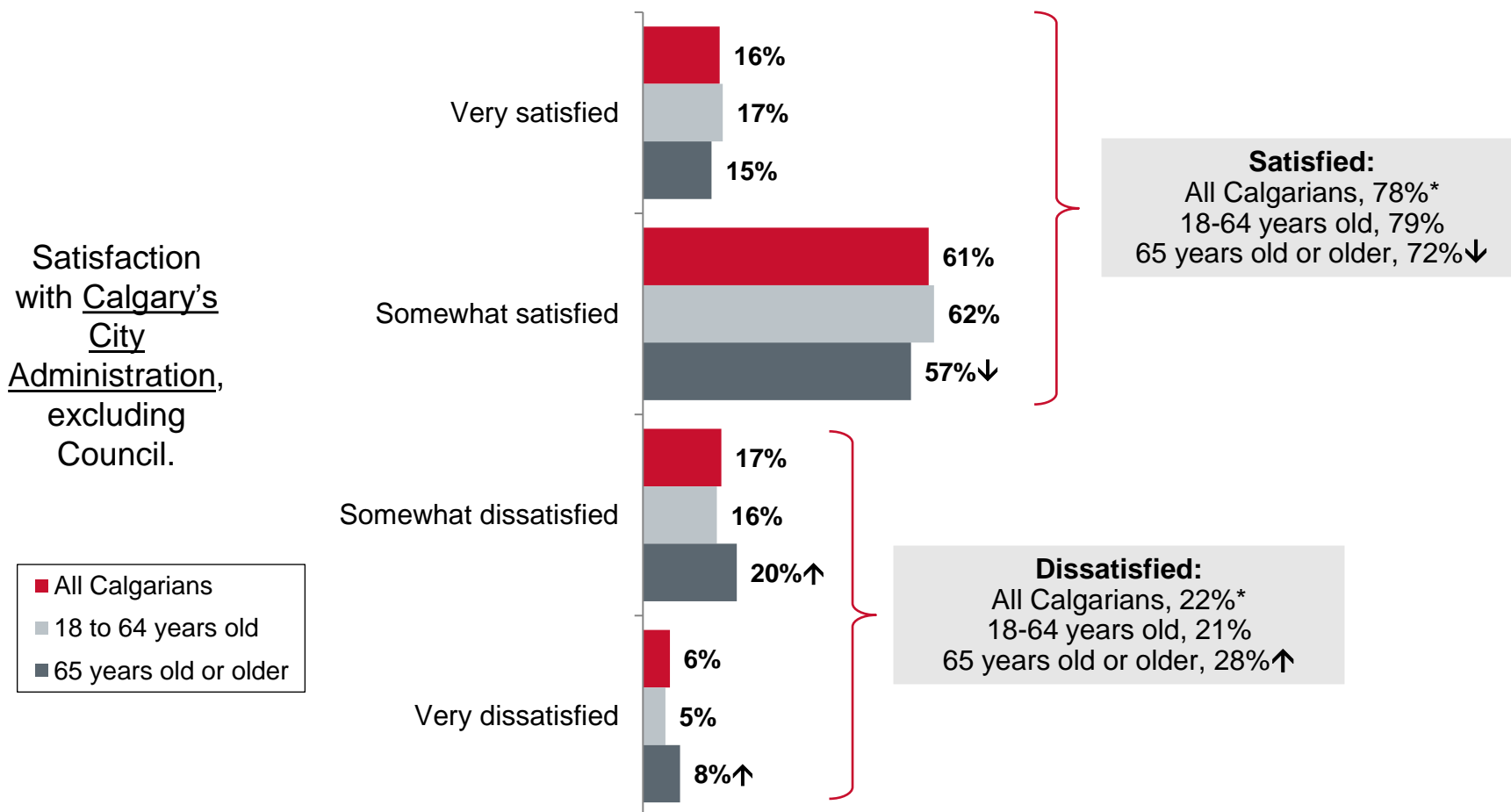
Thinking about Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,478; 18-64 years old, n=1,709; 65 years old or older, n=723)

*Rounding

Perceptions About City Performance: 65 Years Old or Older (cont.)

Calgarians 65 years old or older are satisfied with Administration a lower rate than younger Calgarians (72% vs. 79%). They are also more likely to be dissatisfied (28% vs. 21%).



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

Base: Valid respondents (All Calgarians, n=2,481; 18-64 years old, n=1,706; 65 years old or older, n=729)

*Rounding



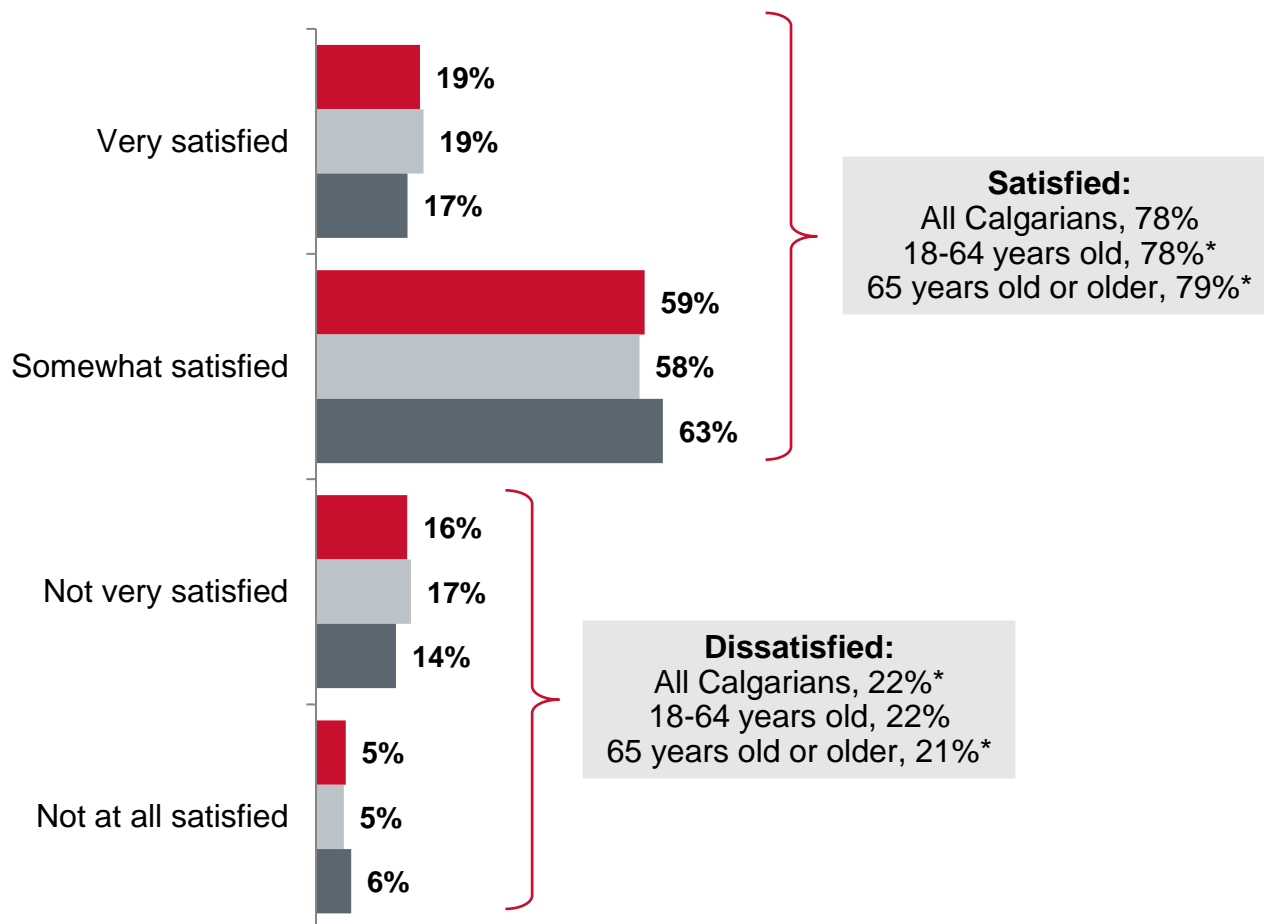
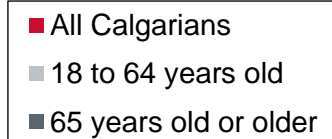
The Environment



Perceptions About Environment: 65 Years Old or Older

Both Calgarians 65 years old or older and those between the ages of 18-64 are satisfied with The City's performance to protect the environment at about the same rate (79% vs. 78%).

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



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

Base: Valid respondents (All Calgarians, n=2,463; 18-64 years old, n=1,691; 65 years old or older, n=727)

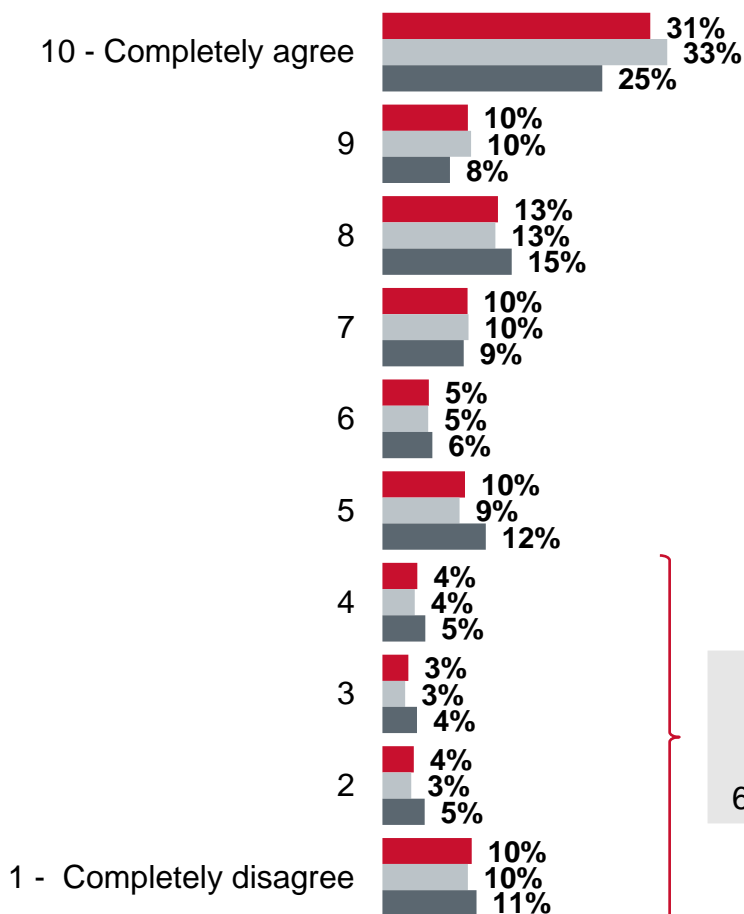
*Rounding

We Need to Act Now to Address Climate Change: 65 Years Old or Older

Calgarians who are 65 years old or older are much less likely than those 18-64 years old to agree we need to act now to address climate change (58% vs. 66%) and are more likely to disagree (25% vs. 20%).

"I think we need to act now to address climate change."

■ All Calgarians
■ 18-64 years old
■ 65 years old or older



Agree:

All Calgarians, 64%
18-64 years old, 66%
65 years old or older, 58%↓

Disagree:

All Calgarians, 21%
18-64 years old, 20%
65 years old or older, 25%↑

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

Base: Valid respondents (All Calgarians, n=2,493; 18-64 years old, n=1,715; 65 years old or older, n=730)

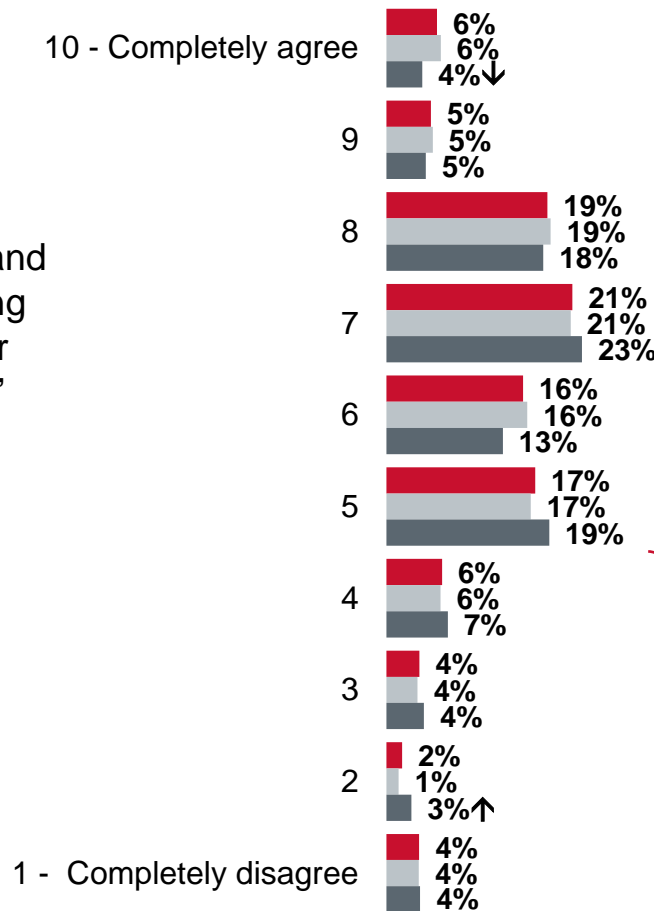
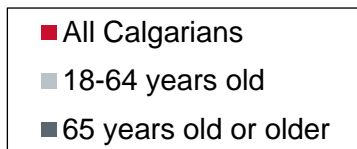
*Rounding



Programs and Services to Reduce Environmental Impact : 65 Years Old or Older

Both younger and older Calgarians agree The City has programs and services aimed at helping Calgarians reduce their environmental impact at about the same rate (52% 18-64 years old vs. 49% 65 years old or older).

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



Agree:

All Calgarians, 51%
18-64 years old, 52%
65 years old or older, 49%

Disagree:

All Calgarians, 16%
18-64 years old, 15%
65 years old or older, 18%

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

Base: Valid respondents (All Calgarians, n=2,453; 18-64 years old, n=1,688; 65 years old or older, n=716)

*Rounding



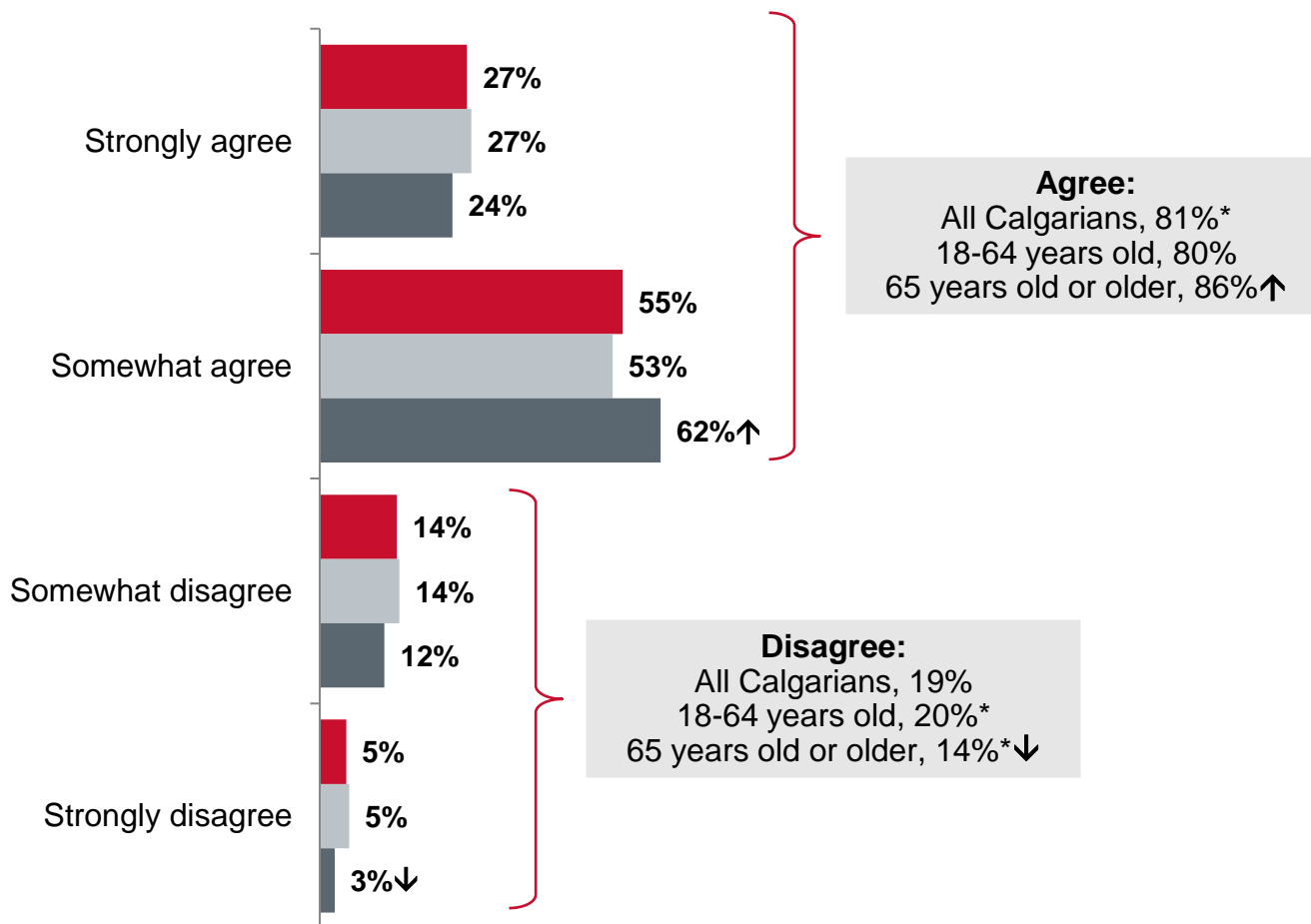
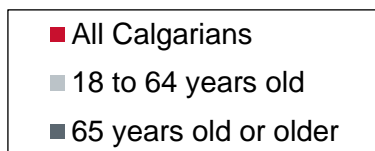
Council Focus Areas



Indigenous Relations: 65 Years Old or Older

Calgarians 65 years old or older are more likely than younger Calgarians to agree The City is doing a good job working to build meaningful relationships with Indigenous partners (86% vs. 80%) and are significantly less likely to disagree (14% vs. 20%).

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



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

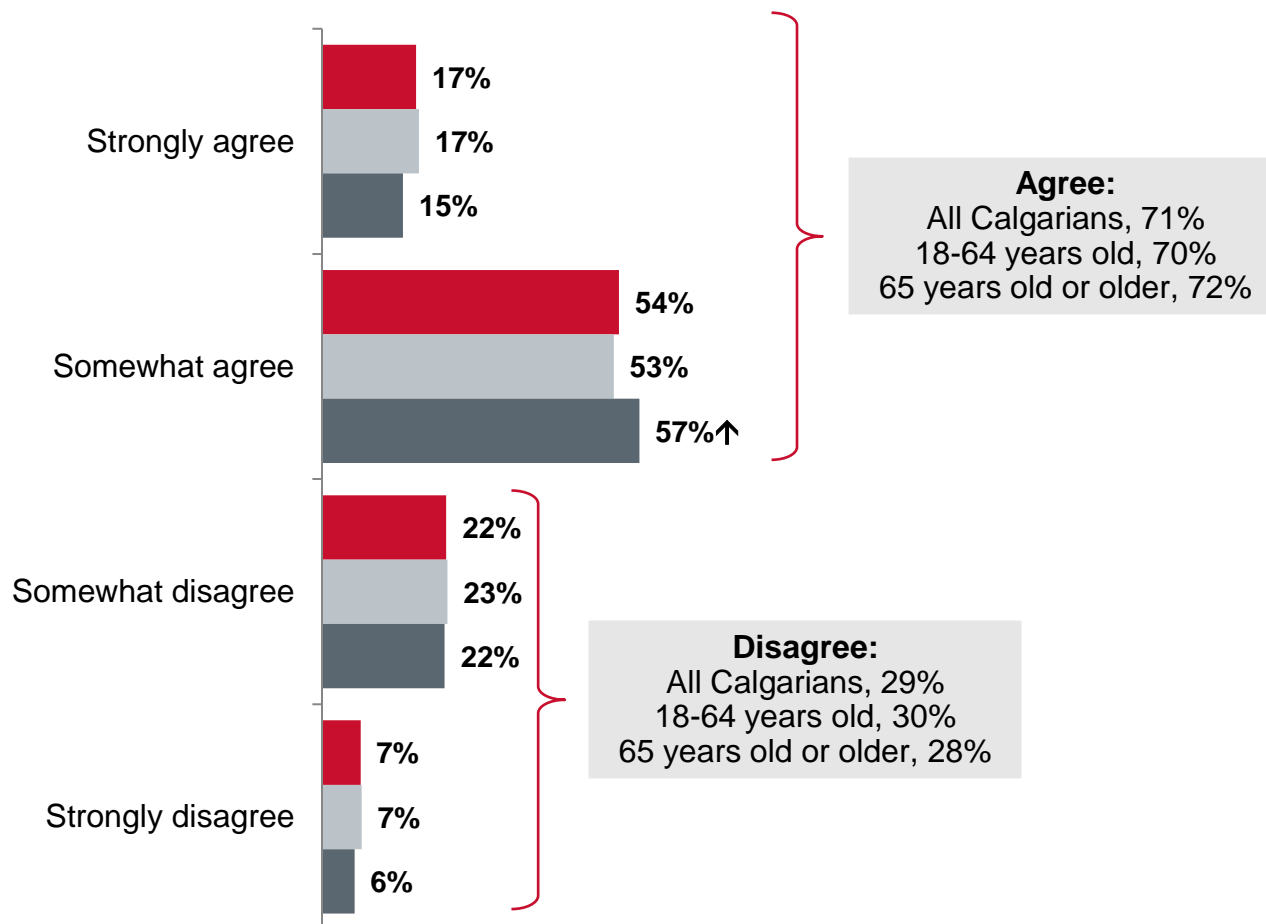
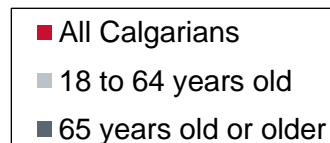
Base: Valid respondents (All Calgarians, n=2,421; 18-64 years old, n=1,668; 65 years old or older, n=711)

*Rounding

Indigenous Communities and Downtown Revitalization: 65 Years Old or Older

There is no significant difference in agreement that The City is doing a good job working with local Indigenous communities when discussing downtown revitalization between Calgarians 65 years old or older (72%) and younger Calgarians (70%).

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



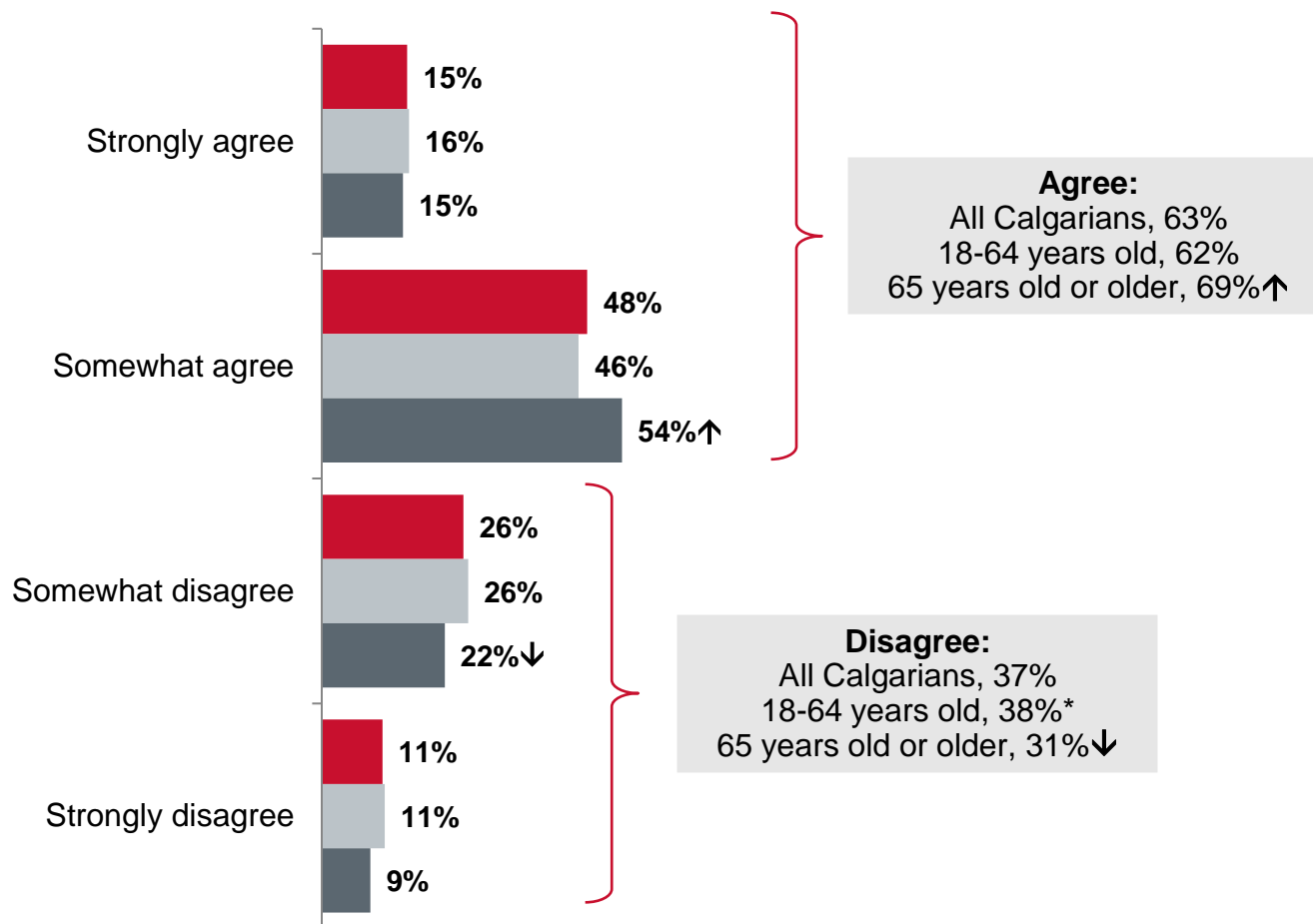
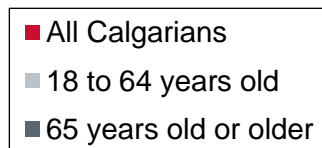
Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?

Base: Valid respondents (All Calgarians, n=2,286; 18-64 years old, n=1,594; 65 years old or older, n=651)

Working with Government to Address Social Issues: 65 Years Old or Older

In comparison with younger Calgarians, Calgarians 65 years old or older are more likely to agree The City is doing a good job working with other levels of government to address social issues such as mental health (69% vs. 62%) and less likely to disagree (31% vs. 38%).

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



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

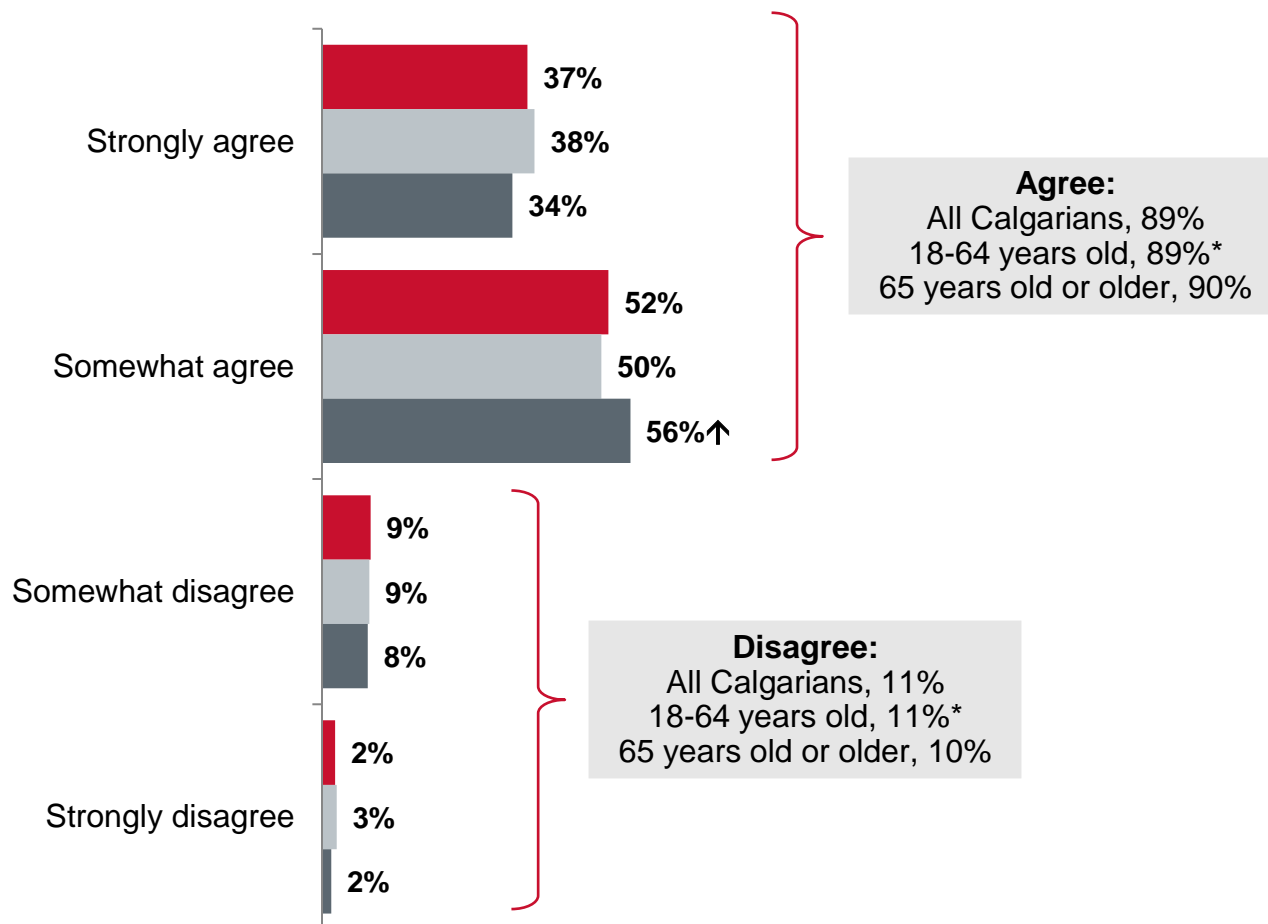
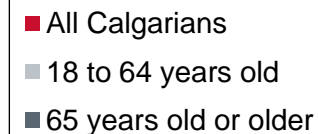
Base: Valid respondents (All Calgarians, n=2,442; 18-64 years old, n=1,688; 65 years old or older, n=710)

*Rounding

Celebrating Culture, History, and Diversity: 65 Years Old or Older

A majority of Calgarians, regardless of age group, agree The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (90% 65 years old or older vs. 89% 18-64 years old).

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



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

Base: Valid respondents (All Calgarians, n=2,488; 18-64 years old, n=1,712; 65 years old or older, n=729)

*Rounding



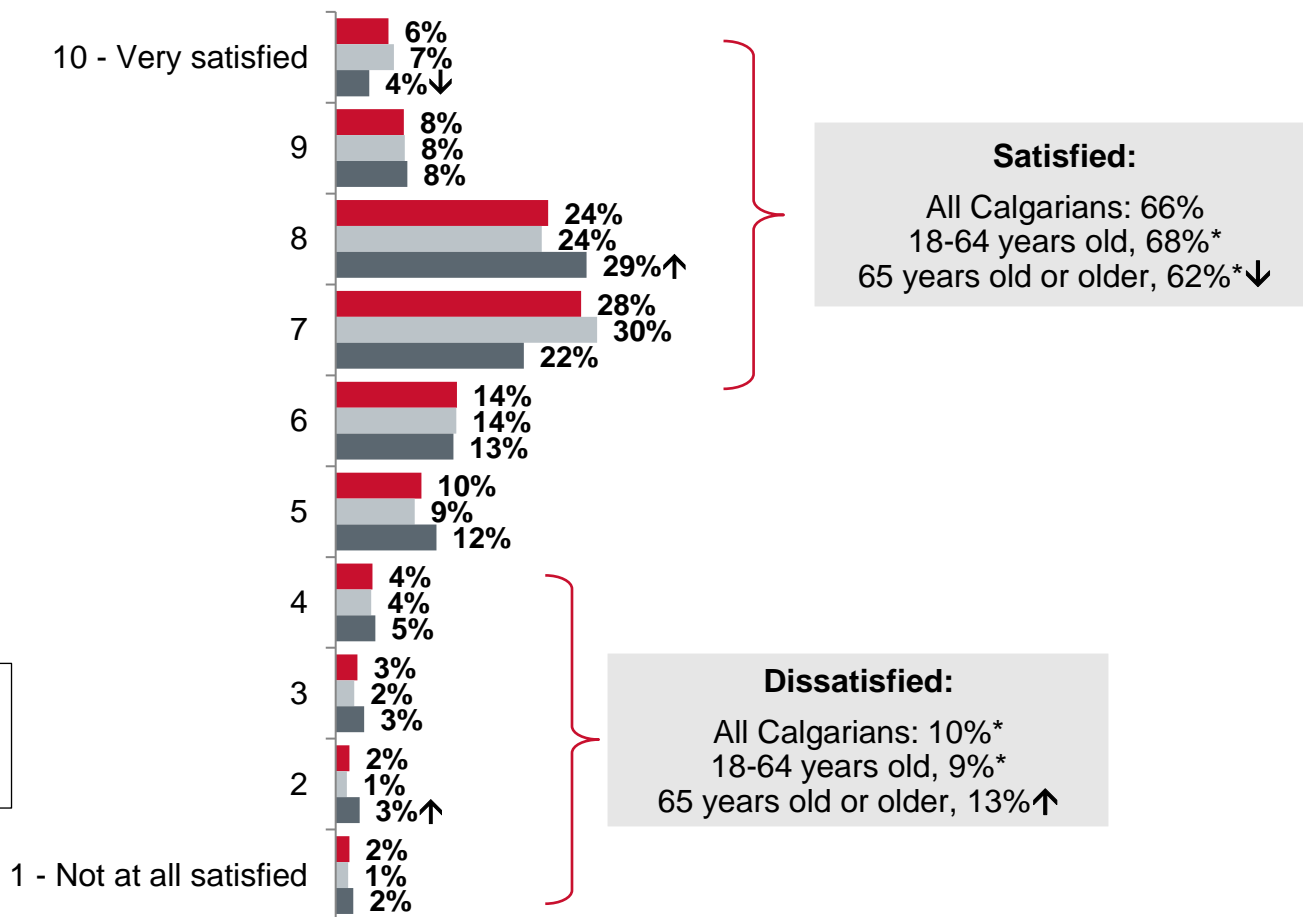
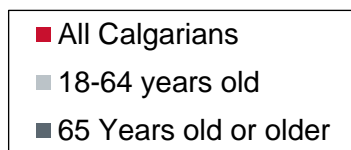
Service Equity



Satisfaction with the Overall Level and Quality of City Services and Programs: 65 Years Old or Older

Calgarians 65 years old or older are less likely to be satisfied with the overall level and quality of services and programs provided by The City, when compared to younger Calgarians (62% vs. 68%). They are also more likely to be dissatisfied (13% vs. 9%).

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



On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
 Base: Valid respondents (All Calgarians, n=2,489; 18-64 years old, n=1,713; 65 years old or older, n=728)

*Rounding

Satisfaction with City Programs and Services: 65 Years Old or Older

Calgarians 65 years Old or Older are more likely than younger Calgarians to be satisfied with the quality of drinking water (96% vs. 92%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	18-64 Years Old	65 Years old or older
Calgary Fire Department	98%	98%	96%
Calgary's pathway system	93%	94%	92%
Protection from river flooding	93%	94%	91%
Disaster planning and response	93%	93%	92%
Residential Blue Cart recycling	93%	93%	94%
The quality of drinking water	93%	92%↓	96%↑
Calgary's parks, playgrounds and other open spaces	93%	93%	91%
Residential Green Cart service	92%	92%	92%
Animal control services for stray animals and pet licensing	91%	92%	89%
Spring road cleaning	90%	90%	93%
Residential garbage collection service	90%	89%	91%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	89%	89%	89%

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

↑/↓ Statistically higher/lower than comparable subgroup

Satisfaction with City Programs and Services: 65 Years Old or Older

Compared to younger Calgarians, Calgarians 65 years Old or Older are less likely to be satisfied with support for arts and culture (82% vs. 88%), bylaw services (79% vs. 86%), and development and building inspections and permits (78% vs. 84%) and more likely to be satisfied with the Calgary Police Service (87% vs. 81%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	18-64 Years Old	65 Years old or older
311 service	89%	89%	86%
Business licenses and inspections	88%	89%	84%
Support for arts and culture including festivals	87%	88%↑	82%↓
Community services such as support for community associations and not for profit groups	87%	86%	87%
City operated recreation PROGRAMS such as swimming lessons	87%	86%	88%
City operated roads and infrastructure	85%	85%	86%
Bylaw services for things such as noise complaints, fire pits and weeds	84%	86%↑	79%↓
Development and building inspections and permits	83%	84%↑	78%↓
Calgary Police Service	82%	81%↓	87%↑
911	82%	82%	83%
City of Calgary website	82%	83%	80%
Social programs for individuals such as seniors or youth	80%	80%	79%

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

↑/↓ Statistically higher/lower than comparable subgroup

Satisfaction with City Programs and Services: 65 Years Old or Older

Calgarians 65 years Old or Older are more likely than younger Calgarians to be satisfied with Calgary Transit (82% vs. 70%) but are less likely to be satisfied with city growth management (66% vs. 74%) and on-street bikeways (58% vs. 68%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	18-64 Years Old	65 Years old or older
Transportation planning	80%	79%	83%
Traffic flow management	75%	75%	76%
Snow removal	74%	74%	75%
City land use planning	74%	75%	72%
Property tax assessment	73%	74%	71%
Calgary Transit including bus and CTrain service	72%	70%↓	82%↑
City growth management	72%	74%↑	66%↓
Road maintenance including pothole repairs	70%	70%	72%
Downtown revitalization	67%	68%	65%
On-street bikeways	66%	68%↑	58%↓
Affordable housing for low-income families	54%	54%	54%

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: 65 Years Old or Older

Calgarians 65 years Old or Older are less likely than younger Calgarians to indicate The City should ‘invest more’ in Calgary Transit (45% vs. 65%) and are more likely to report The City should ‘invest more’ in the Calgary Police Service (66% vs. 49%) and Calgary Fire Department (55% vs. 42% - next slide).

	Total	18-64 Years Old	65 Years old or older
Affordable housing for low-income families	74%	75%	73%
Social programs for individuals such as seniors or youth	70%	71%	66%
Calgary Transit including bus and CTrain service	61%	65%↑	45%↓
911	59%	59%	63%
Snow removal	55%	55%	54%
Road maintenance including pothole repairs	55%	54%	55%
Calgary Police Service	53%	49%↓	66%↑
Transportation planning	49%	50%	45%
City operated roads and infrastructure	47%	48%	45%
Downtown revitalization	47%	48%	43%
Calgary's parks, playgrounds and other open spaces	47%	47%	46%
Traffic flow management	46%	47%	46%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest More: 65 Years Old or Older

Compared to younger Calgarians, Calgarians 65 years Old or Older are less likely to want The City to 'invest more' in Calgary's pathway system(33% vs. 40%), city growth management (28% vs. 39%), and the quality of drinking water (24% vs. 34%).

	Total	18-64 Years Old	65 Years old or older
Calgary Fire Department	44%	42%↓	55%↑
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	43%	44%	40%
City operated recreation PROGRAMS such as swimming lessons	41%	42%	39%
Community services such as support for community associations and not for profit groups	41%	42%	39%
Calgary's pathway system	39%	40%↑	33%↓
City land use planning	37%	38%	33%
City growth management	37%	39%↑	28%↓
Disaster planning and response	33%	32%	38%
311 service	32%	32%	29%
The quality of drinking water	31%	34%↑	24%↓
Development and building inspections and permits	31%	30%	34%
Protection from river flooding	30%	30%	31%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest More: 65 Years Old or Older

In comparison with younger Calgarians, Calgarians 65 years Old or Older are less likely to want The City to 'invest more' in a number of services, including support for arts and culture (18% vs. 31%), on-street bikeways (17% vs. 28%), and the City of Calgary website (20% vs. 27%).

	Total	18-64 Years Old	65 Years old or older
Support for arts and culture including festivals	28%	31%↑	18%↓
On-street bikeways	26%	28%↑	17%↓
City of Calgary website	25%	27%↑	20%↓
Business licenses and inspections	25%	24%↓	27%↓
Bylaw services for things such as noise complaints, fire pits and weeds	23%	21%↓	30%↑
Residential garbage collection service	22%	24%↑	15%↓
Property tax assessment	21%	22%	18%
Spring road cleaning	21%	21%	22%
Residential Blue Cart recycling	19%	21%↑	12%↓
Animal control services for stray animals and pet licensing	17%	17%	18%
Residential Green Cart service	15%	16%	11%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest Less: 65 Years Old or Older

Calgarians 65 years Old or Older are much more likely than younger Calgarians to indicate The City should 'invest less' in on-street bikeways (45% vs. 32%) and support for arts and culture (21% vs. 12%) and are more likely to want to 'invest less' in bylaw services (8% vs. 15%), and the Calgary Police Service (3% vs. 12%).

	Total	18-64 Years Old	65 Years old or older
On-street bikeways	35%	32%↓	45%↑
Downtown revitalization	15%	13%	18%
Property tax assessment	14%	14%	14%
Support for arts and culture including festivals	14%	12%↓	21%↑
City growth management	14%	13%	16%
Bylaw services for things such as noise complaints, fire pits and weeds	13%	15%↑	8%↓
Residential Green Cart service	12%	12%	12%
Calgary Police Service	10%	12%↑	3%↓
Animal control services for stray animals and pet licensing	9%	9%	10%
Residential Blue Cart recycling	8%	7%	10%
City land use planning	8%	7%	10%
Business licenses and inspections	8%	8%	9%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest Less: 65 Years Old or Older

Calgarians 65 years Old or Older are more likely than younger Calgarians to want The City to ‘invest less’ in the City of Calgary website (11% vs. 7%) and are less likely to want to ‘invest less’ in spring road cleaning (3% vs. 6%).

	Total	18-64 Years Old	65 Years old or older
City of Calgary website	8%	7%↓	11%↑
Community services such as support for community associations and not for profit groups	8%	8%	7%
Protection from river flooding	7%	7%	9%
Development and building inspections and permits	7%	8%	6%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	6%	6%	4%
Traffic flow management	6%	6%	4%
Transportation planning	5%	5%	6%
Disaster planning and response	5%	5%	6%
Spring road cleaning	5%	6%↑	3%↓
Affordable housing for low-income families	5%	4%	6%
City operated recreation PROGRAMS such as swimming lessons	4%	4%	5%
Residential garbage collection service	4%	4%	5%

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

↑/↓ Statistically higher/lower than comparable subgroup

Invest Less: 65 Years Old or Older

Calgarians who are 65 years Old or Older are more than twice as likely than younger Calgarians to indicate The City should 'invest less' in Calgary's pathway system (7% vs. 3%).

	Total	18-64 Years Old	65 Years old or older
311 service	4%	4%	4%
Calgary's pathway system	4%	3%↓	7%↑
Calgary Transit including bus and CTrain service	4%	4%	4%
City operated roads and infrastructure	3%	3%	3%
Social programs for individuals such as seniors or youth	2%	2%	2%
The quality of drinking water	2%	2%	1%
Snow removal	2%	1%	2%
Calgary Fire Department	2%	2%	1%
Road maintenance including pothole repairs	1%	2%	1%
Calgary's parks, playgrounds and other open spaces	1%	1%	2%
911	1%	1%	0%

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

↑/↓ Statistically higher/lower than comparable subgroup



Respondent Demographics



Respondent Profile:

Age			
	Total	18-64 Years Old	65 Years Old or Older
18 to 24	11%	14%	0%
25 to 34	19%	24%	0%
35 to 44	18%	23%	0%
45 to 54	18%	23%	0%
55 to 64	13%	16%	0%
65 or older	21%	0%	100%
Mean	47.1	40.4	72.9↑

2SLGBTQIA+ Community			
	Total	18-64 Years Old	65 Years Old or Older
Yes	7%	8%	2%↓
No	93%	92%	98%↑

Children & Seniors in Household			
	Total	18-64 Years Old	65 Years Old or Older
Yes – Children	34%	42%	3%↓
Yes – Seniors	31%	12%	100%↑

↑/↓ Statistically higher/lower than comparable subgroup

Gender			
	Total	18-64 Years Old	65 Years Old or Older
Female	50%	50%	51%
Male	49%	50%	49%
Prefer to self-describe	1%	1%	0%

Education			
	Total	18-64 Years Old	65 Years Old or Older
Did not complete high school or equivalent	2%	2%	3%
Completed high school or equivalent	18%	18%	18%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%	8%	9%
Completed a college or other non-university certificate or diploma	19%	19%	20%
Completed a university certificate, diploma or degree	53%	53%	50%

Household Size			
	Total	18-64 Years Old	65 Years Old or Older
1	16%	11%	31%↑
2	33%	26%	57%↑
3	18%	21%	8%↓
4	20%	25%	3%↓
5 or more	14%	17%	1%↓
Mean	2.9	3.2	1.9↓

Type of Dwelling			
	Total	18-64 Years Old	65 Years Old or Older
Single-detached house	68%	67%	70%
Apartment or apartment-style condominium	14%	14%	14%
Duplex, triplex or fourplex	9%	9%	9%
Townhouse or rowhouse	8%	9%	5%↓
Another type of multi-dwelling unit	1%	1%	2%↑

Base: Valid respondents (Bases vary)

Respondent Profile : (cont.)

Born in Canada

	Total	18-64 Years Old	65 Years Old or Older
Yes	72%	70%	80%↑
No	28%	30%	20%↓

Indigenous

	Total	18-64 Years Old	65 Years Old or Older
Yes – First Nations	1%	1%	0%
Yes – Metis	2%	2%	2%
Yes – Inuit	<1%	0%	0%
Yes – prefer to self-describe	1%	1%	0%
No	96%	96%	97%

Racialized

	Total	18-64 Years Old	65 Years Old or Older
Yes	27%	29%	17%↓
No	72%	70%	82%↑
Prefer to self-describe	1%	1%	1%

Age Arrived in Canada

Base: Not born in Canada			
	Total	18-64 Years Old	65 Years Old or Older
Under the age of 18	36%	36%	33%
18 to 49	64%	63%	65%
50 or older	1%	0%	2%↑

Tenure in Calgary

	Total	18-64 Years Old	65 Years Old or Older
Less than 5 years	7%	9%	1%↓
5 to less than 10 years	9%	11%	1%↓
10 to less than 15 years	9%	11%	2%↓
15 to less than 20 years	10%	12%	3%↓
20 to less than 30 years	22%	25%	10%↓
30 to less than 40 years	15%	14%	14%
40 or more	28%	17%	69%↑
Mean	27.9	23.4	45.6↑

Date of Arrival in Canada

Base: Not born in Canada			
	Total	18-64 Years Old	65 Years Old or Older
Within the past five years	18%	22%	1%↓
More than five years ago	82%	78%	99%↑

Disability in Household

	Total	18-64 Years Old	65 Years Old or Older
Yes – myself	11%	10%	14%↑
Yes – someone in my household	9%	9%	10%
No	80%	81%	76%↓

Quadrant

	Total	18-64 Years Old	65 Years Old or Older
Southwest	30%	29%	36%↑
Southeast	23%	25%	18%↓
Northwest	27%	27%	28%
Northeast	19%	19%	18%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)

Respondent Profile : (cont.)

Employment Status

	Total	18-64 Years Old	65 Years Old or Older
Full time employed or self employed	54%	66%	9%↓
Part time employed or self-employed	12%	13%	9%↓
Retired	20%	5%	81%↑
Looking after home and/or family	3%	4%	0%↓
Unable to work because of sickness or disability	3%	3%	1%↓
Unemployed	3%	4%	1%↓
Doing unpaid or voluntary work	1%	1%	1%
Student	6%	7%	0%↓

Own or Operate a Business

	Total	18-64 Years Old	65 Years Old or Older
Own and operate a business	16%	14%	43%↑
Own a business	3%	2%	7%↑
Operate a business	2%	2%	1%
No	79%	81%	49%↓

↑/↓ Statistically higher/lower than comparable subgroup

Household Income

	Total	18-64 Years Old	65 Years Old or Older
Less than \$30,000	7%	6%	11%↑
\$30,000 to <\$45,000	8%	7%	13%↑
\$45,000 to <\$60,000	10%	8%	15%↑
\$60,000 to <\$75,000	7%	6%	10%↑
\$75,000 to <\$90,000	7%	7%	9%
\$90,000 to <\$105,000	11%	12%	10%
\$105,000 to <\$120,000	9%	9%	7%
\$120,000 to <\$150,000	12%	13%	9%↓
\$150,000 to <\$200,000	16%	16%	10%↓
\$200,000+	14%	15%	9%↓

Own or Rent

	Total	18-64 Years Old	65 Years Old or Older
Own	74%	69%	90%↑
Rent	23%	27%	10%↓
Neither	0%	0%	0%
Other	3%	4%	1%↓

Responsible for Property Taxes

	Total	18-64 Years Old	65 Years Old or Older
Yes	87%	84%	96%↑
No	13%	16%	4%↓

Base: Valid respondents (Bases vary)

Contact

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