



Calgary



Equity-deserving communities Born outside of Canada

Analysis of the 2023 Spring Survey of Calgarians
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Prepared by: The Corporate Research Team
Customer Service & Communications
The City of Calgary
research@calgary.ca

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Background and methodology

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

- Both cell phone (60%) and landline (40%) sample were used.
 - The average interview length was 29 minutes.
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Final data were weighted to ensure the overall sample's quadrant, ward, and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2019 Municipal and 2021 Federal Census data.

The margin of error (MOE) for the total sample of 2,502 is ± 2.0 percentage points, 19 times out of 20. The margin of error for the born outside of Canada sub-group of 772 is ± 3.65 percentage points, 19 times out of 20, and the margin of error for the born in Canada sub-group of 1,726 is ± 2.36 percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.

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

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

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

Equity-deserving communities

Calgary's Equity-Deserving Communities (EDCs) are defined as groups of people who generally have less access to opportunities, resources, and systems of power because of their actual or perceived identity or identities. EDCs often experience social and financial disadvantages because of systems of oppression, which takes many forms including, but not limited to, racism, sexism, and ableism. The City would like to better understand the perspective of equity-deserving communities through the lens of the annual Spring and Fall Surveys of Calgarians. The data in this report are from the most recent (2023) Spring Survey of Calgarians, focusing on demographics of interest, specifically those that differentiate equity-deserving communities. Both seasonal surveys are conducted in English to manage time and cost restraints. The City acknowledges the ability to speak English may be a barrier for potential participants. Inclusion in all EDC groups is based on self-reported demographic data captured within the general population survey.

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

Gender:

- Male
- **Female**

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

Household Income:

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

Note: self-reported pre-tax annual household income

Racialized People:

- **Yes**
- No

Seniors:

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

Disability:

- **Yes**
- No

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

Born in Canada:

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

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

Young Adults:

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

2SLGBTQIA+:

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

Indigenous:

- **Indigenous**
- Non-Indigenous

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



Key findings

Key findings

Quality of life

Overall, Calgarians who were born outside Canada have a more positive view on the quality of life in Calgary today and the direction The City is heading.

- Calgarians born outside of Canada are more likely to rate the overall quality of life as 'good' (85% vs. 75%), feel that life has improved in the past three years (22% vs. 9%), and agree that Calgary is on the right track to be a better city 10 years from now (85% vs. 73%), when compared to Calgarians born in Canada.
- Calgarians born outside Canada are also more likely to agree that Calgary is a great place to make a living (80% vs. 69%) and a life (85% vs. 75%), in comparison to those born in Canada.

Inclusivity

Calgarians born outside Canada have a more positive perception of inclusivity in Calgary when compared to Calgarians born in Canada.

- Those born outside of Calgary are more likely than those born in Canada to agree that The City fosters a city that is inclusive and accepting of all (76% vs. 66%), delivers programs and services that remove barriers to participation for those who need it most (64% vs. 47%) and strive to create a city that is accessible for all Calgarians, no matter their physical ability (70% vs. 55%).

Green Line LRT

Calgarians born outside of Canada perceive the Green Line LRT to be of greater importance to Calgary than those born in Canada.

- Compared to Calgarians born in Canada, those born outside of Canada are more likely to consider the Green Line LRT as important to the future of Calgary (95% vs. 90%) and an important addition to the transportation network (95% vs. 89%).
- Similarly, Calgarians born outside of Canada are more likely to agree that the Green Line LRT will enable Calgarians to be better connected than those born in Canada (95% vs. 90%).

Key findings

The environment

Overall, Calgarians born outside of Canada are happier with all aspects related to the environment.

- Calgarians born outside of Canada are more likely to rate the state of Calgary's environment as 'good' than those born in Canada (96% vs. 93%).
- Those born outside of Canada are also more likely to be satisfied than those born in Canada with the job The City is doing to protect the environment (88% vs. 82%) and with the programs and services aimed at helping Calgarians reduce their environmental impact (85% vs. 74%).

Service equity

Calgarians born outside of Canada are more likely to be satisfied with the level and quality of services and programs.

- Overall, Calgarians born outside Canada are satisfied at higher rates than those born in Canada (76% vs. 63%). They are more satisfied with some services than those not born in Canada, such as 911 (90% vs. 81%) and social services (89% vs. 81%) but are less likely to be satisfied with recreation opportunities (82% vs. 89%).
- Calgarians born outside of Canada are much more likely to want The City to 'invest more' in services and programs than those born in Canada. Out of 44 services and programs, they want more investment in 32.
- Those born outside of Canada are less likely to want 'less investment' than those born in Canada, on a smaller number of services such as bylaw, community strategies, and library services.

Taxation

Though those born outside of Canada want more investment in many areas, they are more likely to want to cut services to reduce taxes than to raise taxes for services than those born in Canada.

- Calgarians born outside of Canada do rate the value of municipal property taxes as 'good' significantly more than those born in Canada (59% vs. 49%).

Key findings

Taxation (continued)

- Those born outside of Canada are more likely to want to cut services to maintain or reduce tax levels (44% vs. 37%) and less likely to want to increase taxes (51% vs. 57%) to do so than Calgarians born in Canada.

Customer service

Calgarians born outside of Canada tend to look more favourably upon aspects of customer services provided by The City.

- Compared to Calgarians born in Canada, those born outside of Canada are more likely to agree that the quality of customer service is consistently high (81% vs. 67%). They agree at higher rates that The City makes customer service a priority (80% vs. 67%), responds quickly to requests and concerns (77% vs. 60%), and meets their expectations (84% vs. 75%).
- Calgarians born outside of Canada are also more likely to rate City communication in the past six months as 'good' than those born in Canada (79% vs. 68%).

Input from Calgarians

Those born outside of Canada have a more positive outlook on The City's input opportunities.

- Calgarians born outside of Canada agree at higher rates than those born in Canada that The City allows Calgarians to have meaningful input (75% vs. 56%), uses Calgarians' input (77% vs. 60%), provides enough opportunities for input (74% vs. 58%), and is working to improve how it includes Calgarians' input (81% vs. 62%) into important decision making.

Key findings

Reputation and performance

Compared to Calgarians who were born in Canada, Calgarians who were born outside of Canada are more likely to trust The City and view the performance of Administration and Council positively.

- Calgarians born outside of Canada trust The City more (57% vs. 44%) and distrust it less (10% vs. 28%) than those born in Canada.
- They are also more likely to agree than those born in Canada that The City practices open and accessible government (79% vs. 66%).
- Similarly, they are also more likely to be more satisfied with The City as a whole (81% vs. 66%), Council (74% vs. 53%), and Administration (83% vs. 74%) than Calgarians born in Canada.
- When looking at perceptions for Calgarians' best interest, Calgarians born outside of Canada are more likely to agree that Council and Administration work collaboratively to make the best decisions for the future of Calgary (79% vs. 64%) and believe that The City manages its spending in a responsible way to reflect the needs and priorities of Calgarians (69% vs. 53%) when compared to Calgarians born in Canada.



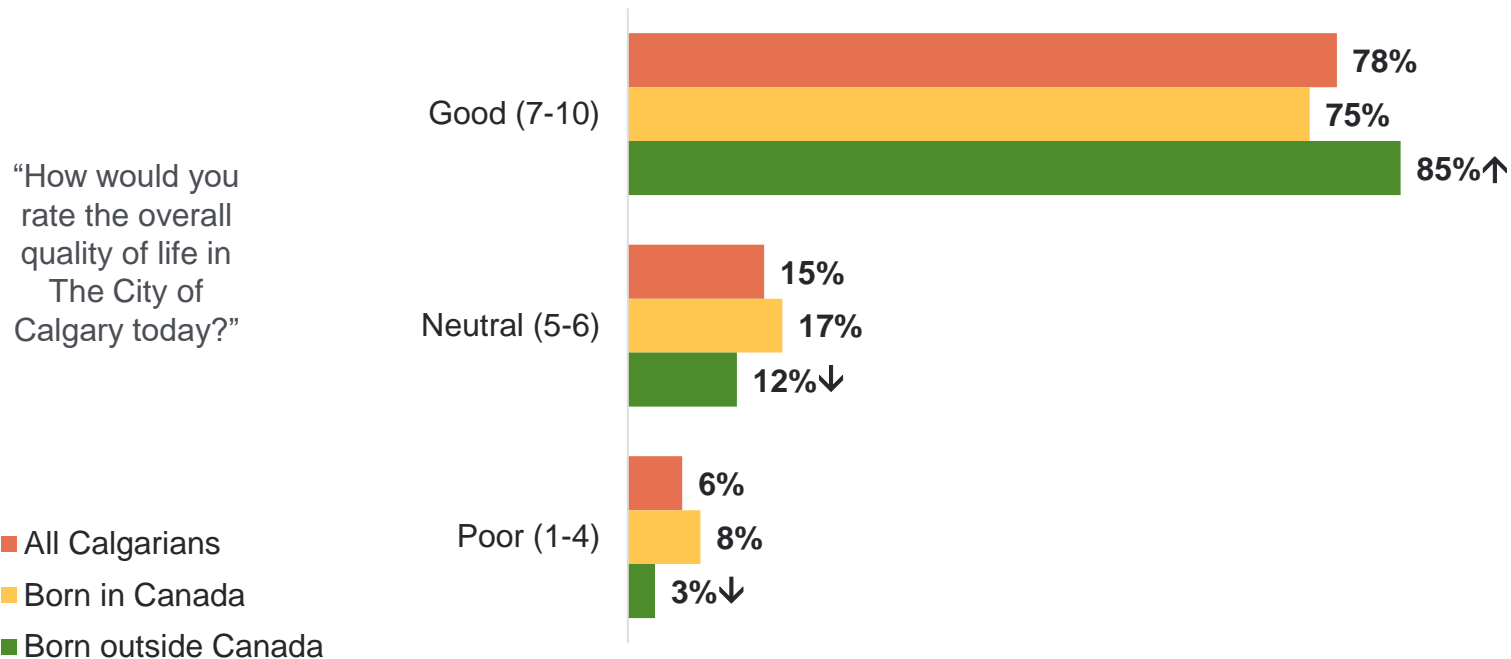
Detailed findings



Quality of life

Overall quality of life in Calgary – Born outside Canada

Calgarians born outside of Canada are significantly more likely to rate the quality of life in Calgary today as 'good' (85% vs. 75%) and less likely to rate it as 'poor' (3% vs. 8%) compared to Calgarians who were born in Canada.



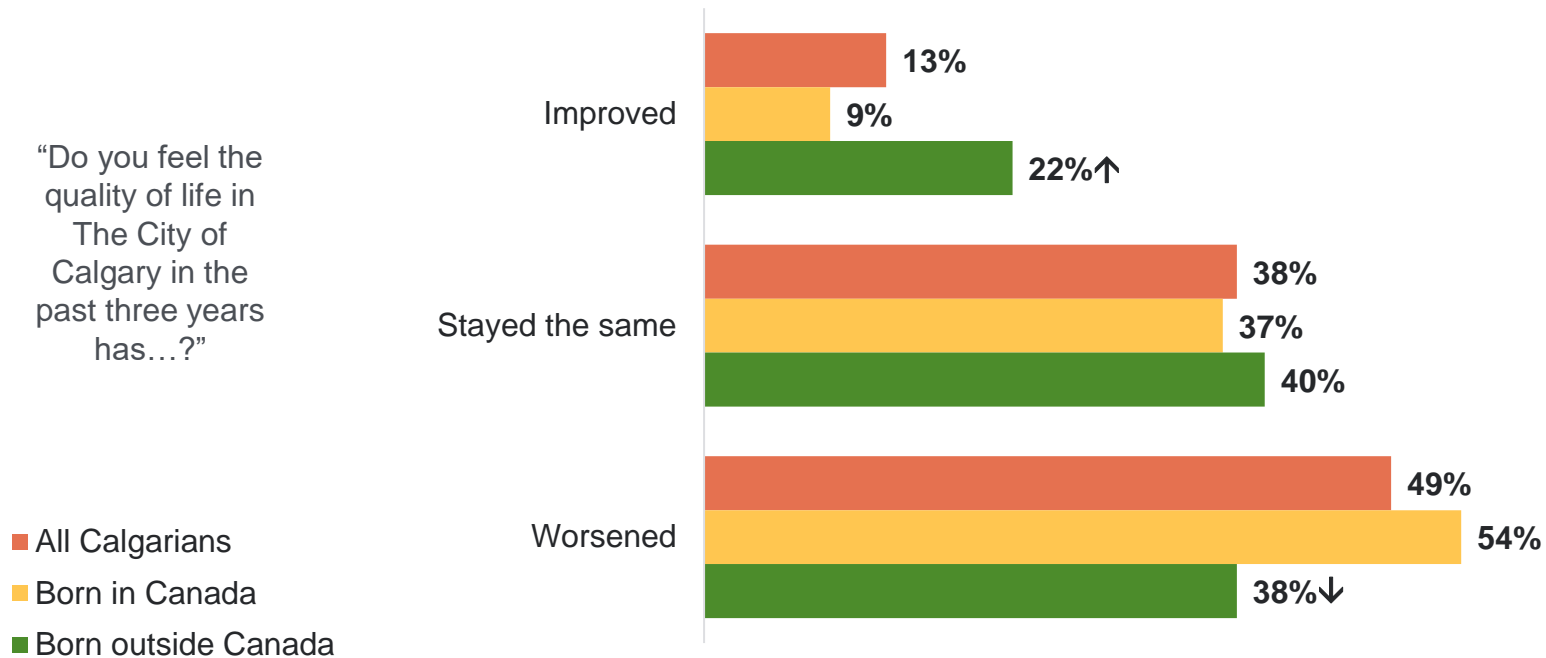
Q. On a scale of “1” to “10” where “1” is “very poor” and “10” is “very good” how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,500; Born outside Canada, n=770; Born in Canada, n=1,726)

↑/ ↓ Statistically higher/lower than comparable subgroup

Perceived change in quality of life – Born outside Canada

While half (49%) of Calgarians say the quality of life has worsened in the past three years, those born outside of Canada are less likely to say so than those born in Canada (38% vs. 54%), and more likely to say it has improved by over twice the rate of those born in Canada (22% vs. 9%).



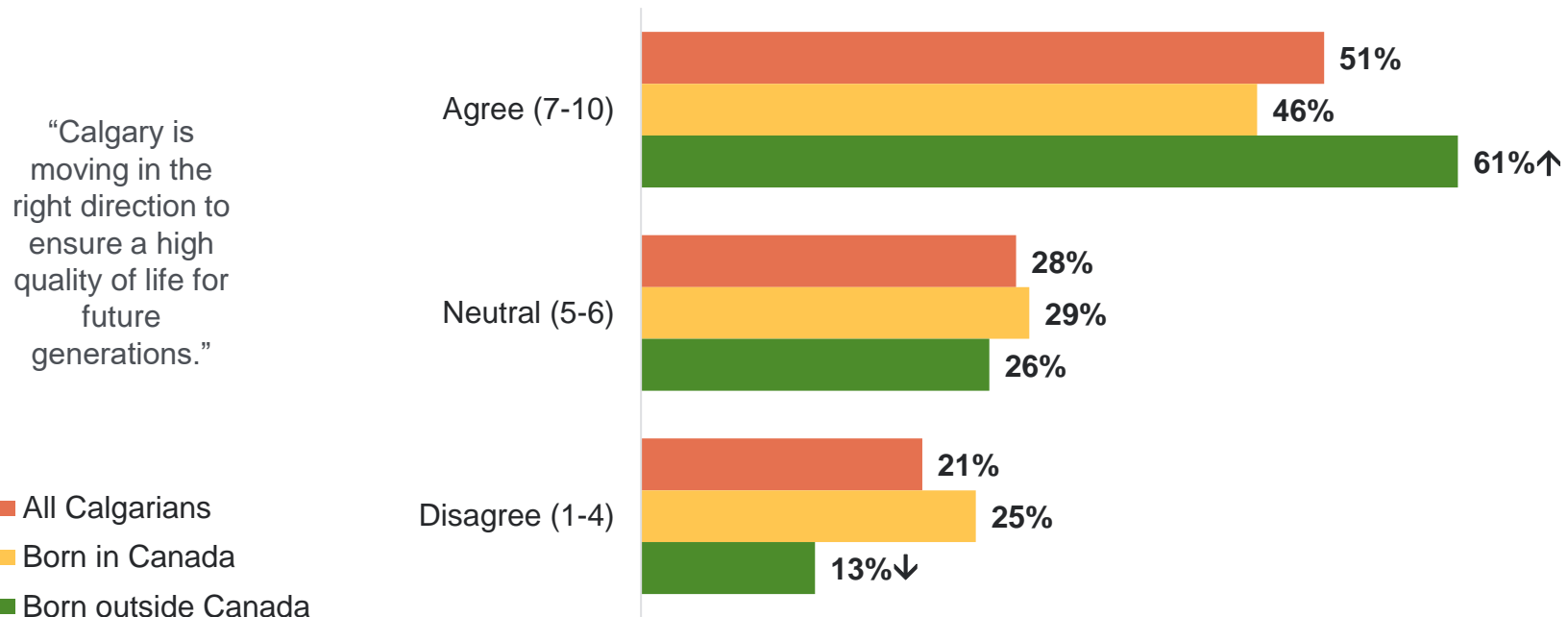
Q. Do you feel that the quality of life in The City of Calgary in the past three years has ...?

Base: Valid respondents (All Calgarians, n=2,465; Born outside Canada, n=743; Born in Canada, n=1,718)

↑ / ↓ Statistically higher/lower than comparable subgroup

Moving in the right direction – Born outside Canada

Calgarians who were not born in Canada are more likely to agree (61% vs. 46%) and less likely to disagree (13% vs. 25%) that Calgary is moving in the right direction to ensure a high quality of life for future generations compared to those who were born in Canada.



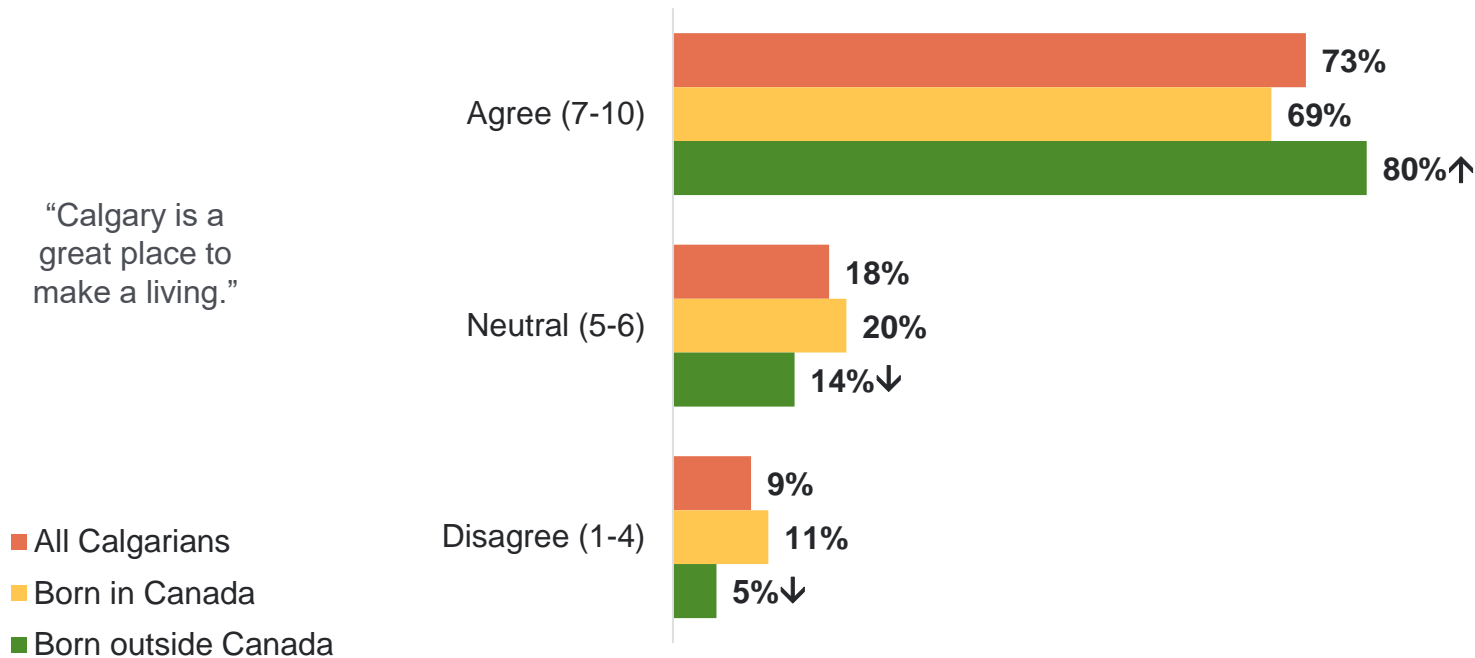
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from "1" to "10", where "1" is "completely disagree" and "10" is "completely agree".

Base: Valid respondents (All Calgarians, n=2,490; Born outside Canada, n=766; Born in Canada, n=1,720)

↑/ ↓ Statistically higher/lower than comparable subgroup

Great place to make a living – Born outside Canada

Calgarians who were born outside of Canada are more likely to agree that Calgary is a great place to make a living compared to those who were born in Canada (80% vs. 69%). They are also less likely to disagree (5% vs. 11%).



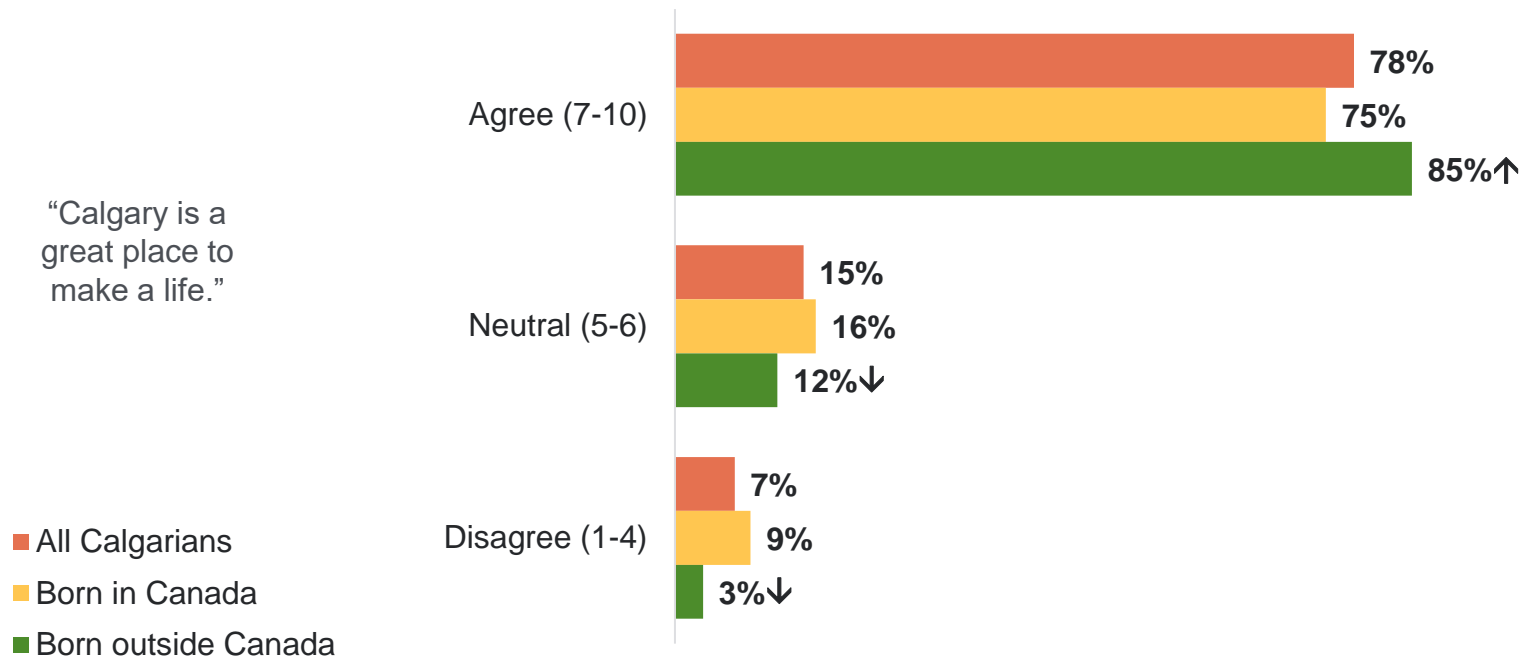
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,497; Born outside Canada, n=770; Born in Canada, n=1,723)

↑ / ↓ Statistically higher/lower than comparable subgroup

Great place to make a life – Born outside Canada

Similarly, Calgarians born outside of Canada also tend to agree more (85% vs. 75%) and disagree less (3% vs. 9%) than Calgarians born in Canada that Calgary is a great place to make a life.



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

Base: Valid respondents (All Calgarians, n=2,502; Born outside Canada, n=772; Born in Canada, n=1,726)

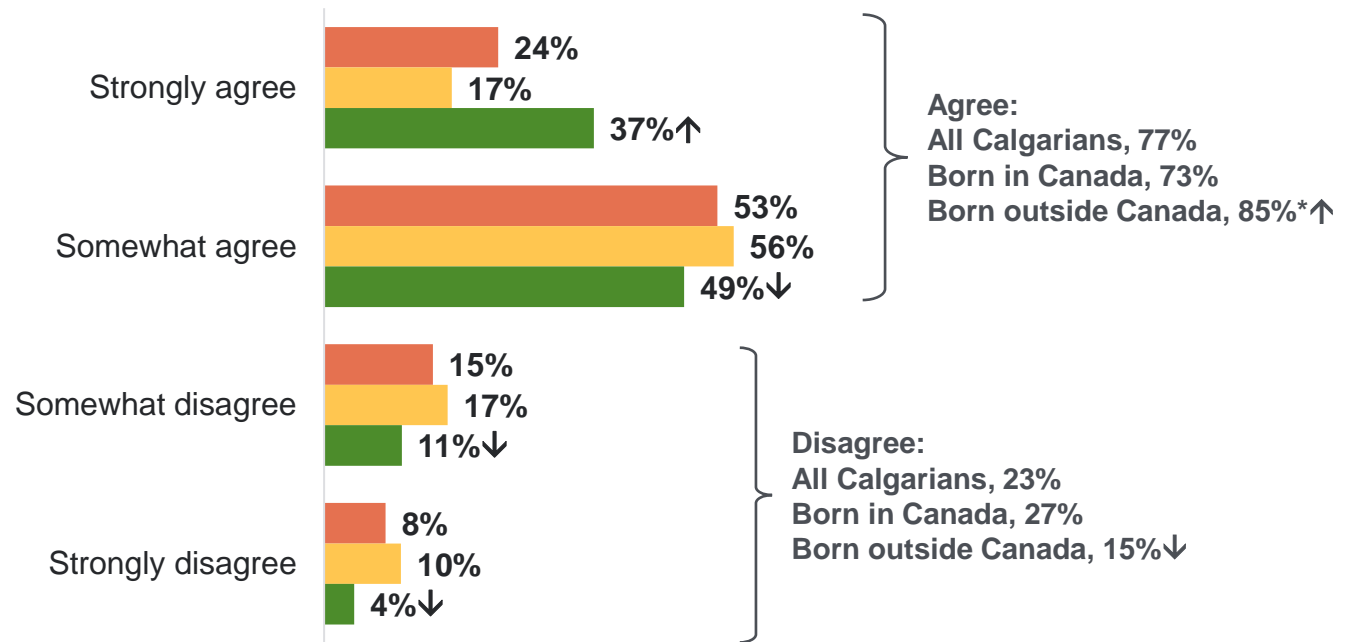
↑ / ↓ Statistically higher/lower than comparable subgroup

On track to be a better city – Born outside Canada

Those born outside of Canada are more likely to agree that Calgary is on the right track to be a better city 10 years from now than are those born in Canada (85% vs. 73%). Calgaryans born outside of Canada are also less likely to disagree (15% vs. 27%).

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

■ All Calgaryans
■ Born in Canada
■ Born outside Canada



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

Base: Valid respondents (All Calgaryans, n=2,487; Born outside Canada, n=767; Born in Canada, n=1,716)

*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup



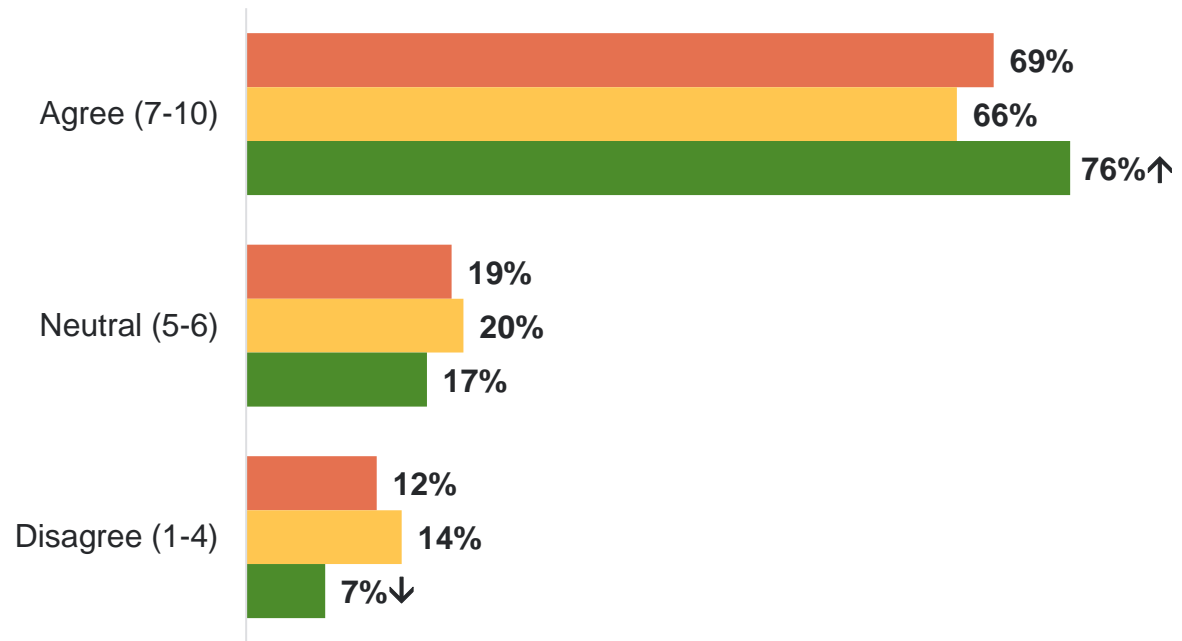
Inclusivity

Perceptions of inclusion – Born outside Canada

Though a majority (69%) of Calgarians agree that The City fosters a city that is inclusive and accepting of all, Calgarians born outside of Canada are significantly more likely to agree (76% vs. 66%), and less likely to disagree (7% vs. 14%) than are Calgarians born in Canada.

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

■ All Calgarians
■ Born in Canada
■ Born outside Canada



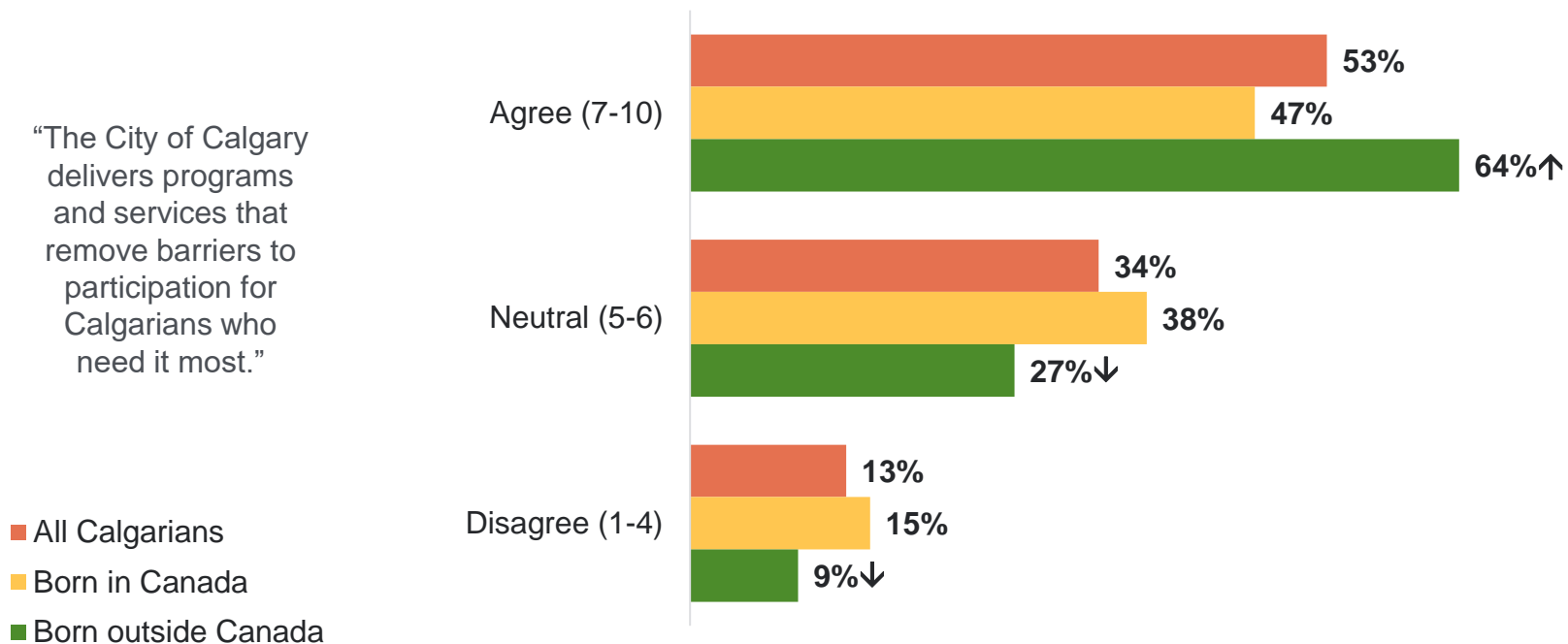
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from "1" to "10", where "1" is "completely disagree" and "10" is "completely agree".

Base: Valid respondents (All Calgarians, n=2,473; Born outside Canada, n=756; Born in Canada, n=1,713)

↑/ ↓ Statistically higher/lower than comparable subgroup

Removes barriers to participation – Born outside Canada

Calgarians not born in Canada are significantly more likely to agree (64% vs. 47%) and less likely to disagree (9% vs. 15%) than Calgarians born in Canada that The City delivers programs and services that remove barriers to participation for Calgarians who need it most.



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

Base: Valid respondents (All Calgarians, n=2,431; Born outside Canada, n=750; Born in Canada, n=1,678)

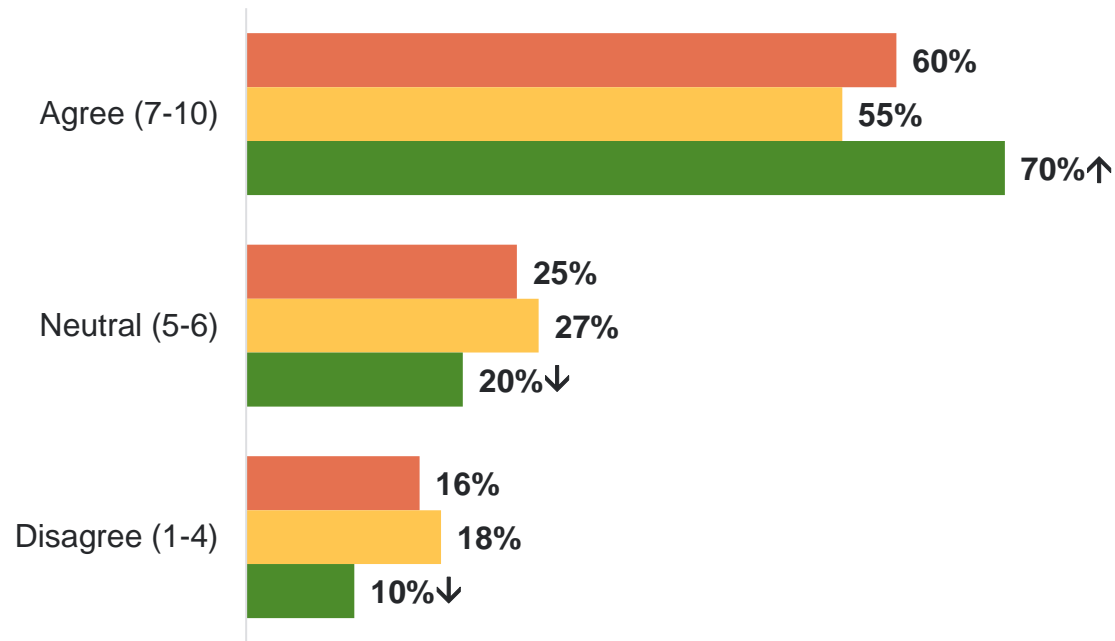
↑ / ↓ Statistically higher/lower than comparable subgroup

Equally accessible for all physical abilities – Born outside Canada

Those born outside of Canada have more favourable perceptions and tend to agree more (70% vs. 55%) and disagree less (10% vs. 18%) than those born in Canada that The City of Calgary strives to create a city that is equally accessible for all Calgarians no matter their physical ability.

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

■ All Calgarians
■ Born in Canada
■ Born outside Canada



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

Base: Valid respondents (All Calgarians, n=2,484; Born outside Canada, n=761; Born in Canada, n=1,719)

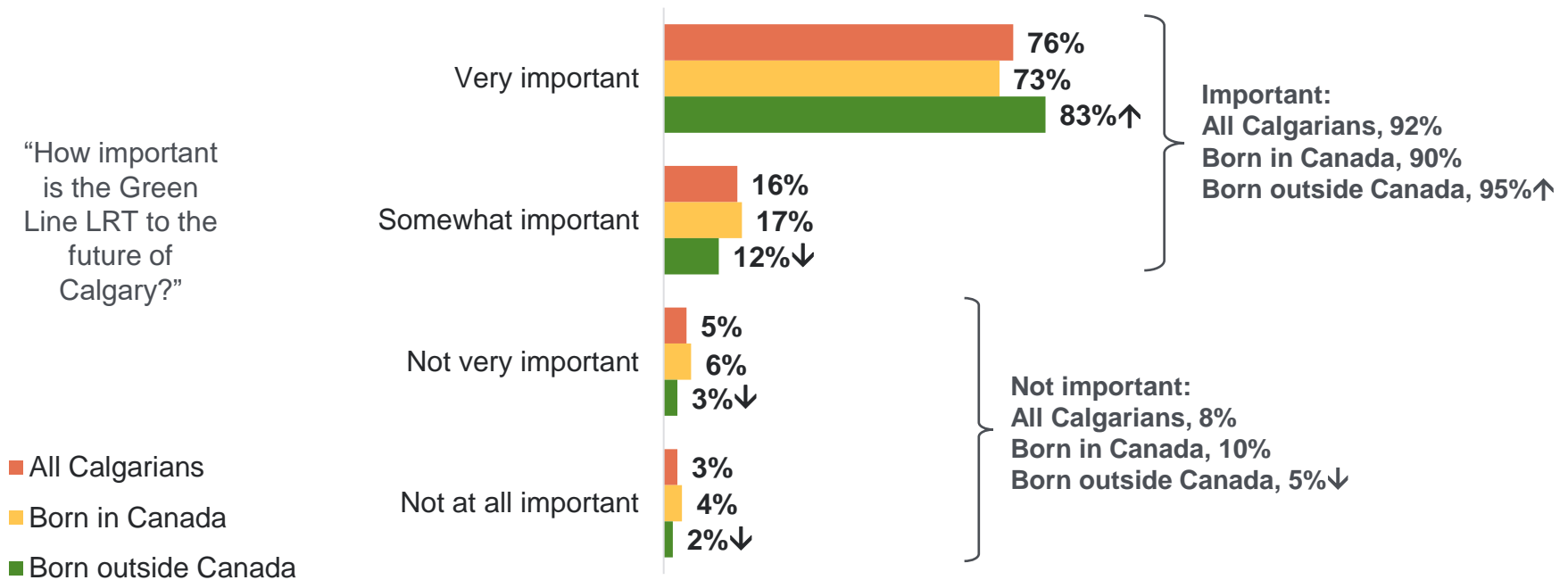
↑ / ↓ Statistically higher/lower than comparable subgroup



Green Line LRT

Importance to Calgary's future – Born outside Canada

When compared to Calgarians born in Canada, Calgarians born outside of Canada are significantly more likely to rate the Green Line LRT as 'important' (95% vs. 90%) to the future of Calgary and less likely to rate it as 'not important' (5% vs. 10%).



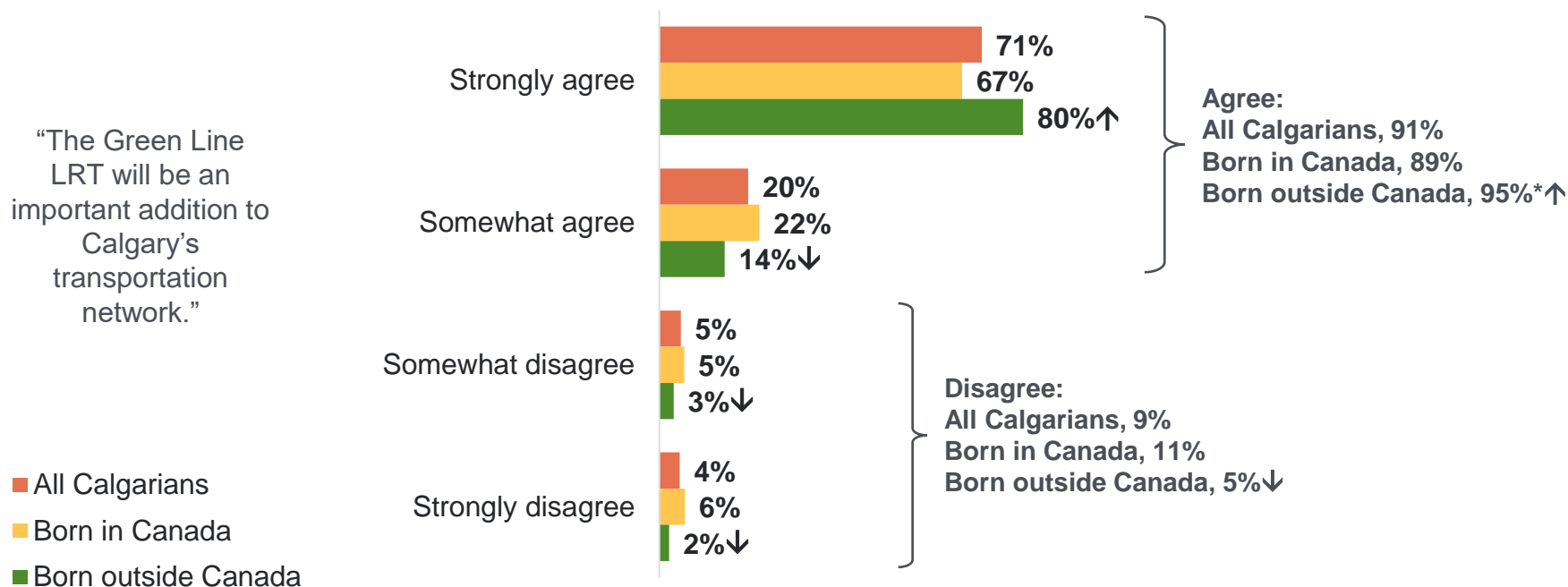
Q. The Green Line is Calgary's next LRT line. When complete, it will connect communities between Keystone in the North and Seton in the Southeast to downtown and various other destinations along the way. How important do you think the Green Line LRT is to the future of Calgary, 10 years down the road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

Base: Valid respondents (All Calgarians, n=2,490; Born outside Canada, n=771; Born in Canada, n=1,715)

↑ / ↓ Statistically higher/lower than comparable subgroup

Important addition to transportation network – Born outside Canada

Calgarians born outside of Canada are more likely than Calgarians born in Canada to agree (95% vs. 89%) that the Green Line LRT will be an important addition to Calgary's transportation network. They are also less likely to disagree (5% vs. 11%).

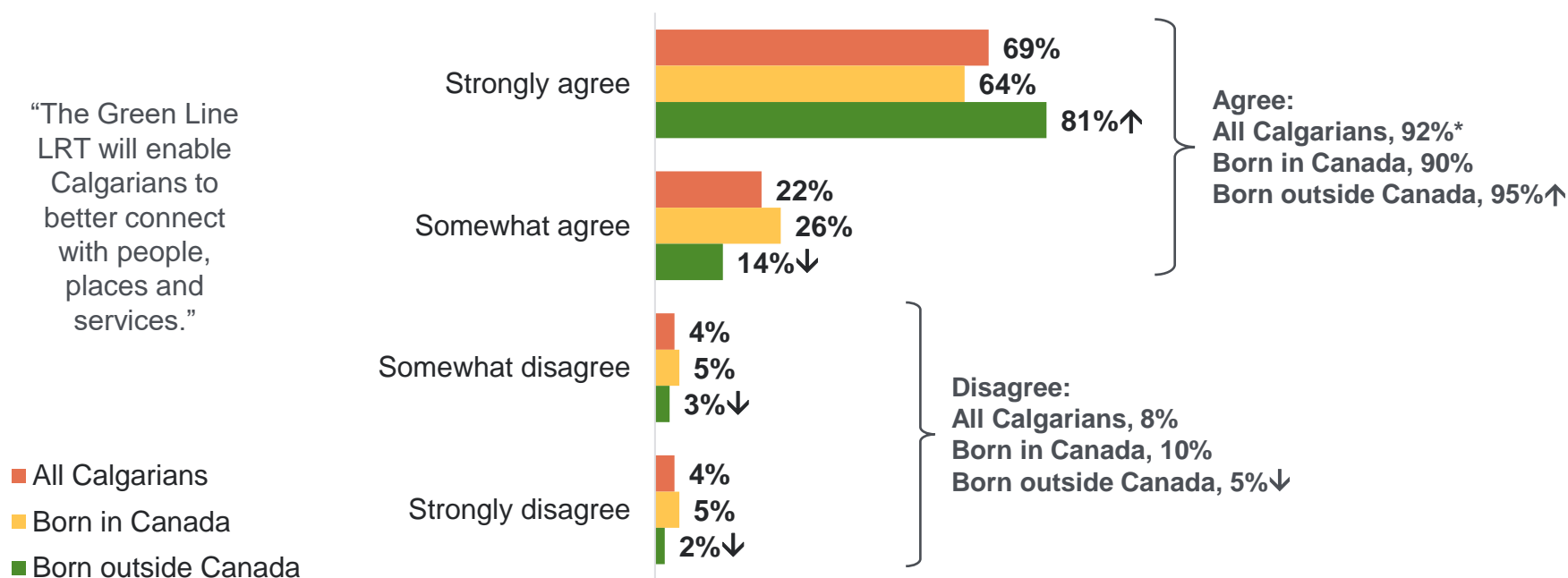


Q. To what extent do you agree or disagree with the following statements...

Base: Valid respondents (All Calgarians, n=2,495; Born outside Canada, n=771; Born in Canada, n=1,720)

Better connecting people – Born outside Canada

In comparison with Calgarians born in Canada, Calgarians born outside of Canada are more likely to agree (95% vs. 90%) and less likely to disagree (5% vs. 10%) that the Green Line LRT will enable Calgarians to better connect people, places and services.



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

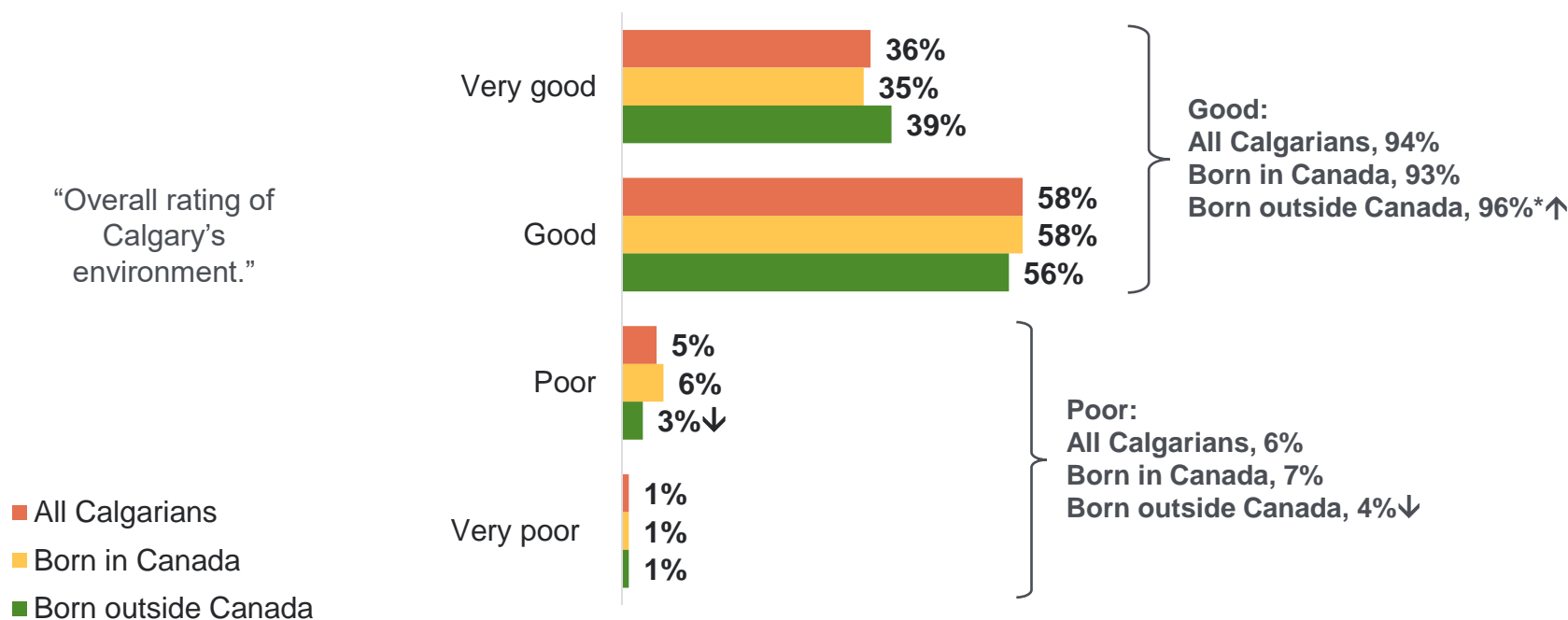
Base: Valid respondents (All Calgarians, n=2,496; Born outside Canada, n=771; Born in Canada, n=1,721)



The environment

Overall state of environment – Born outside Canada

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



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

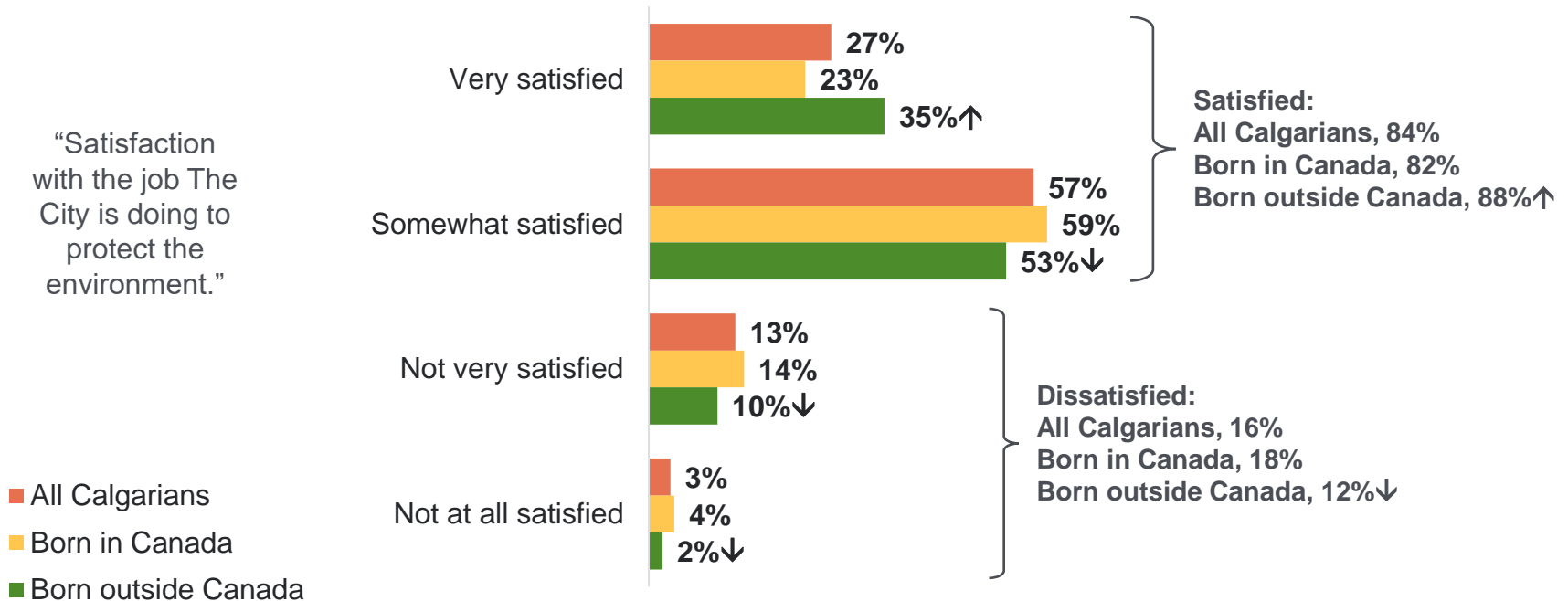
Base: Valid respondents (All Calgarians, n=2,497; Born outside Canada, n=770; Born in Canada, n=1,724)

*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

Protection of the environment – Born outside Canada

Those born outside of Canada are significantly more likely to be satisfied (88% vs. 82%) with the job The City is doing to protect the environment, and less likely to be dissatisfied (12% vs. 18%) than those who were born in Canada.



Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?
 Base: Valid respondents (All Calgarians, n=2,479; Born outside Canada, n=764; Born in Canada, n=1,713)

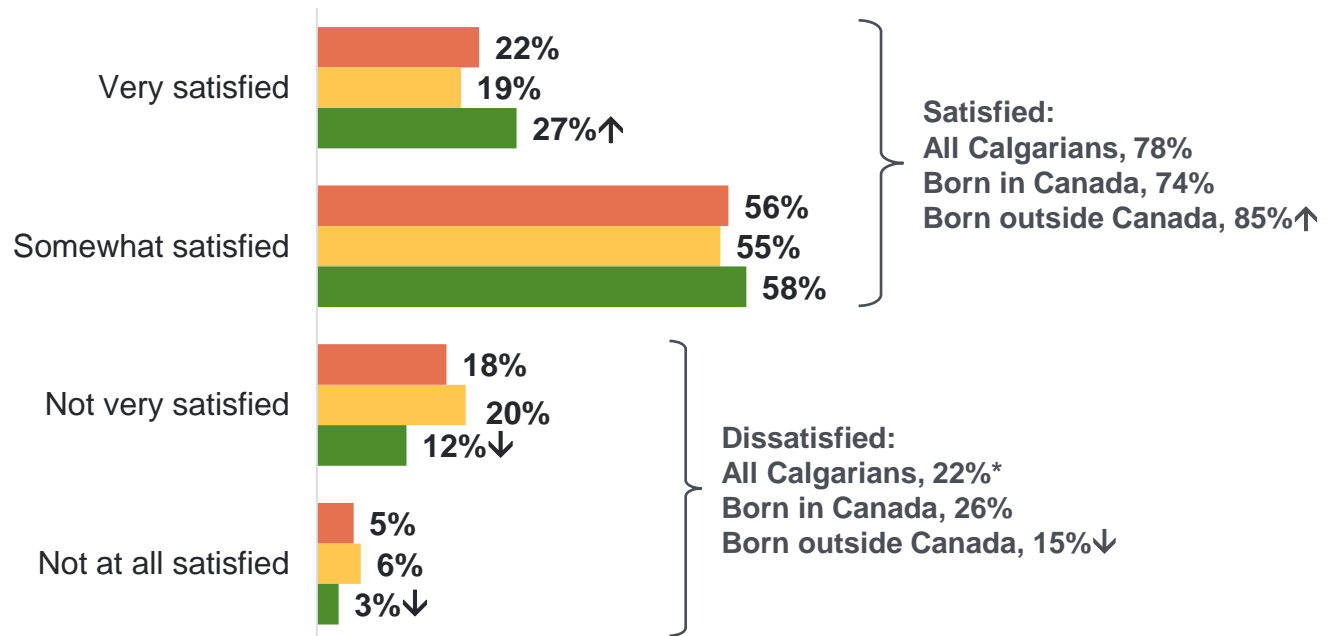
↑/ ↓ Statistically higher/lower than comparable subgroup

Programs and services to reduce environmental impact – Born outside Canada

Calgarians born outside of Canada are overall more satisfied (85% vs. 74%) and less dissatisfied (15% vs. 26%) with The City programs and services aimed at helping Calgarians reduce their environmental impact, compared to Calgarians born in Canada.

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

- All Calgarians
- Born in Canada
- Born outside Canada



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

Base: Valid respondents (All Calgarians, n=2,469; Born outside Canada, n=763; Born in Canada, n=1,704)

*Rounding

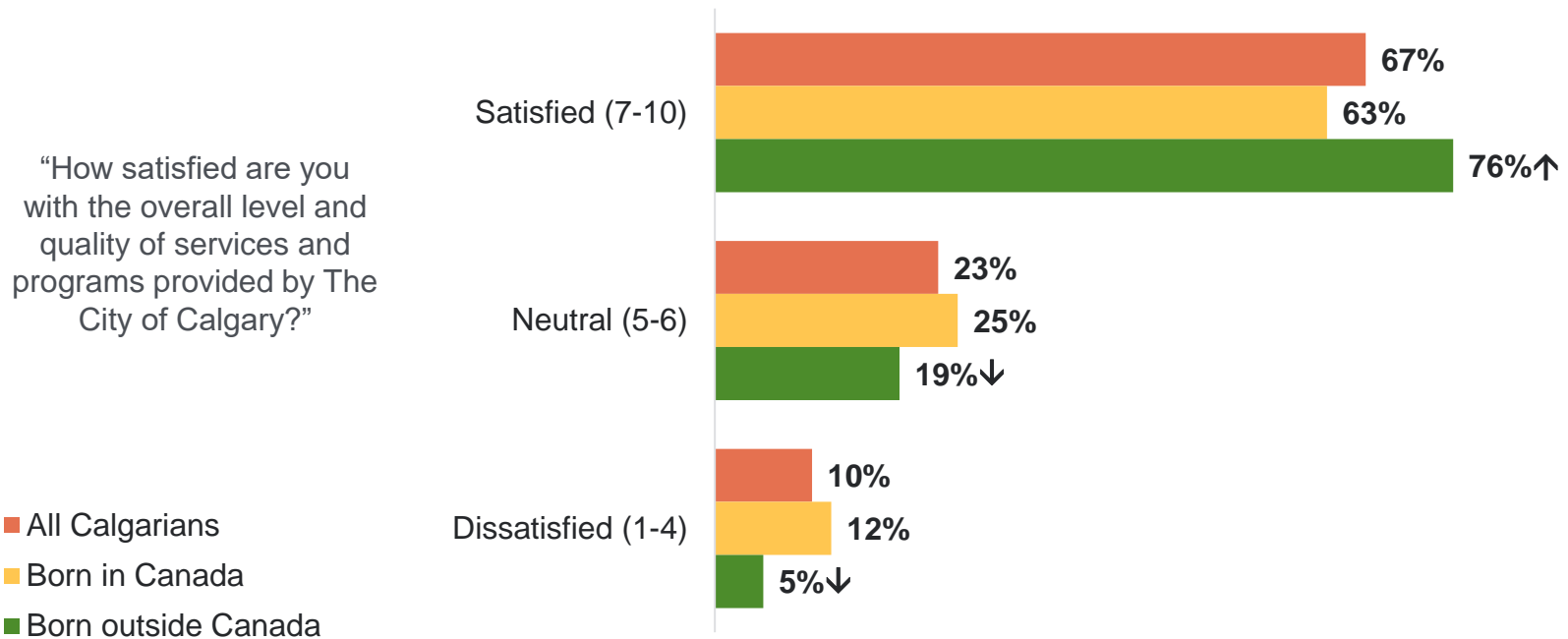
↑/ ↓ Statistically higher/lower than comparable subgroup



Service equity

Overall satisfaction with programs and services – Born outside Canada

In comparison to those born in Canada, Calgarians born outside of Canada are significantly more likely to be satisfied (76% vs. 63%) with the overall level and quality of services and programs provided by The City of Calgary. Calgarians born outside of Canada are also less likely to be dissatisfied compared to their counterparts (5% vs. 12%).



Q. On a scale from “1” to “10” where “1” is “not at all satisfied” and “10” is “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
 Base: Valid respondents (All Calgarians, n=2,493; Born outside Canada, n=772; Born in Canada, n=1,717)

↑ / ↓ Statistically higher/lower than comparable subgroup

Satisfaction with programs and services (1 of 4) – Born outside Canada

Among several services and programs provided by The City of Calgary, there are no significant differences between those born inside and outside of Canada.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Born outside Canada
Water treatment and supply	96%	97%	96%
Fire inspection and enforcement	96%	96%	97%
Library services	96%	95%	98%
City cemeteries	94%	95%	93%
Wastewater collection and treatment	94%	95%	92%
Calgary Fire Department emergency response	93%	93%	95%
Fire safety education	91%	92%	88%
Parks and open spaces	91%	90%	92%
Stormwater management	90%	91%	89%
Business licensing	90%	90%	91%
Records management, access and privacy services	89%	89%	89%

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

Base: Bases vary

Satisfaction with programs and services (2 of 4) – Born outside Canada

Though Calgarians born outside of Canada agree at similar rates than those born in Canada on many services, they are less likely to be satisfied with recreation opportunities (82% vs. 89%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Born outside Canada
Pet ownership and licensing	89%	87%	91%
Emergency management and business continuity services	89%	89%	88%
311 and web	88%	88%	86%
Economic development and tourism	87%	88%	86%
Recreation opportunities	87%	89%	82%↓
Regulation of taxis, limousines and vehicles-for-hire	86%	87%	86%
Specialized transit services	86%	85%	90%
Arts and culture, including festivals	86%	85%	89%
Urban forestry	86%	86%	88%
Waste and recycling services	86%	85%	89%
Environmental management services	85%	83%	88%

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

Base: Bases vary

↑/ ↓ Statistically higher/lower than comparable subgroup

Satisfaction with programs and services (3 of 4) – Born outside Canada

Calgarians born outside of Canada are more satisfied than those born in Canada with 911 (90% vs. 81%), community strategy services (90% vs. 81%), social services (89% vs. 81%) and appeals and tribunals (87% vs. 78%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Born outside Canada
Calgary 9-1-1	84%	81%	90%↑
Building approval services and inspections	84%	82%	88%
Community strategy services	84%	81%	90%↑
Neighbourhood supports	84%	84%	83%
Social programs for individuals such as seniors or youth	83%	81%	89%↑
City communications	82%	81%	84%
Citizen engagement and research	82%	80%	86%
Land development and sales services	82%	80%	85%
Municipal elections	81%	80%	83%
Real estate	81%	79%	84%
Appeals and tribunals	81%	78%	87%↑

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

Base: Bases vary

↑/ ↓ Statistically higher/lower than comparable subgroup

Satisfaction with programs and services (4 of 4) – Born outside Canada

Similarly, those born outside of Canada are significantly more likely to be satisfied than those born in Canada with development approvals (85% vs. 77%), city planning and policy (85% vs. 76%), police services (83% vs. 76%) and affordable housing (59% vs. 50%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Born outside Canada
Bylaw education and compliance services	80%	78%	83%
Development approvals	80%	77%	85%↑
City planning and policy services	79%	76%	85%↑
Police services	78%	76%	83%↑
Property assessment	76%	76%	76%
Sidewalks and pathways	75%	75%	76%
Parking and enforcement	71%	70%	72%
Property tax management	68%	69%	66%
Public transit including bus and C-Train service	66%	64%	69%
Streets	65%	63%	67%
Affordable housing for low-income Calgarians	53%	50%	59%↑

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

Base: Bases vary

↑/ ↓ Statistically higher/lower than comparable subgroup

Invest more in programs and services (1 of 4) – Born outside Canada

On a number of services and programs provided by The City of Calgary, Calgarians born outside of Canada are more likely than those born in Canada to want The City to ‘invest more’ in public transit (75% vs. 67%), streets (78% vs. 64%), neighbourhood supports (60% vs. 47%) and emergency management and business continuity services (61% vs. 43%)

‘Invest more’	Total	Born in Canada	Born outside Canada
Affordable housing for low-income Calgarians	73%	72%	76%
Public transit including bus and C-Train service	70%	67%	75%↑
Streets	69%	64%	78%↑
Calgary 9-1-1	67%	68%	64%
Police services	63%	63%	62%
Social programs for individuals such as seniors or youth	58%	57%	60%
Calgary Fire Department emergency response	56%	56%	56%
Sidewalks and pathways	56%	54%	60%
Recreation opportunities	55%	52%	60%
Neighbourhood supports	51%	47%	60%↑
Emergency management and business continuity services	49%	43%	61%↑

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

Base: Bases vary

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest more in programs and services (2 of 4) – Born outside Canada

Those born outside of Canada are more likely to endorse investing more in many services including services less often cited such as urban forestry (53% vs. 40%), city communications (43% vs. 32%) and citizen engagement and research (48% vs. 32%).

'Invest more'	Total	Born in Canada	Born outside Canada
Specialized transit services	48%	46%	54%
Urban forestry	44%	40%	53%↑
Community strategy services	44%	38%	57%↑
Environmental management services	42%	39%	50%↑
Parks and open spaces	42%	37%	52%↑
Fire safety education	39%	34%	50%↑
Bylaw education and compliance services	38%	32%	51%↑
Citizen engagement and research	37%	32%	48%↑
Building approval services and inspections	36%	35%	40%
City communications	36%	32%	43%↑
Real estate	36%	31%	45%↑

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

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest more in programs and services (3 of 4) – Born outside Canada

Calgarians born outside of Canada are consistently more likely to want The City to ‘invest more’ in many services, including nearly double the rates for economic development and tourism (50% vs. 27%), and city planning and policy services (41% vs. 22%).

‘Invest more’	Total	Born in Canada	Born outside Canada
Fire inspection and enforcement	35%	33%	38%
Economic development and tourism	35%	27%	50%↑
311 and web	33%	30%	38%
Waste and recycling services	32%	31%	35%
Development approvals	31%	27%	41%↑
Appeals and tribunals	31%	28%	36%↑
Water treatment and supply	29%	23%	42%↑
Arts and culture, including festivals	29%	24%	39%↑
City planning and policy services	29%	22%	41%↑
Library services	28%	23%	39%↑
Stormwater management	28%	24%	38%↑

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

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest more in programs and services (4 of 4) – Born outside Canada

Those born outside of Canada are more likely than those born in Canada to want The City to ‘invest more’ on over half of the services and programs available. Notably, for some services, Calgarians born outside of Canada endorse at double the rates (parking and enforcement, land development and sales, property tax assessment, and city cemeteries).

‘Invest more’	Total	Born in Canada	Born outside Canada
Parking and enforcement	28%	20%	44%↑
Property tax management	27%	21%	40%↑
Business licensing	27%	25%	32%↑
Land development and sales services	27%	20%	42%↑
Wastewater collection and treatment	26%	20%	39%↑
Records management, access and privacy services	25%	22%	29%
Property assessment	24%	18%	36%↑
Municipal elections	20%	16%	28%↑
Regulation of taxis, limousines and vehicles-for-hire	17%	14%	22%↑
City cemeteries	16%	12%	24%↑
Pet ownership and licensing	15%	13%	20%↑

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

Base: Bases vary

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest less in programs and services (1 of 4) – Born outside Canada

For a few services, Calgarians born outside of Canada are half as likely or more to want The City to ‘invest less’ compared to those born in Canada. These include parking and enforcement, land development and sales, arts and culture, and economic development and tourism.

‘Invest less’	Total	Born in Canada	Born outside Canada
Parking and enforcement	23%	28%	14%↓
Regulation of taxis, limousines and vehicles-for-hire	20%	20%	20%
Land development and sales services	17%	20%	10%↓
Property tax management	16%	19%	12%↓
Property assessment	16%	18%	10%↓
Pet ownership and licensing	15%	16%	13%
Arts and culture, including festivals	15%	18%	9%↓
Municipal elections	14%	16%	11%
City cemeteries	14%	15%	12%
Economic development and tourism	12%	14%	7%↓
Citizen engagement and research	11%	13%	7%↓

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

↑ / ↓ Statistically higher/lower
than comparable subgroup

Invest less in programs and services (2 of 4) – Born outside Canada

While there are less services that Calgarians born outside of Canada want to ‘invest less’ in, there are some services where they are three times less likely to endorse ‘invest less’ than those born in Canada. This can be seen for environment management services, city planning and policy, and library services.

‘Invest less’	Total	Born in Canada	Born outside Canada
Environmental management services	11%	14%	4%↓
Real estate	11%	14%	5%↓
City planning and policy services	11%	15%	3%↓
Bylaw education and compliance services	11%	13%	7%↓
Development approvals	10%	11%	6%↓
Records management, access and privacy services	9%	9%	8%
Police services	9%	9%	7%
Appeals and tribunals	8%	9%	8%
Community strategy services	8%	10%	4%↓
Business licensing	8%	9%	6%
Library services	8%	10%	3%↓

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

Base: Bases vary

↑/ ↓ Statistically higher/lower
than comparable subgroup

Invest less in programs and services (3 of 4) – Born outside Canada

For the services and programs that Calgarians born outside of Canada are less likely to want The City to 'invest less' in than those born in Canada, one of these is public transit (1% vs. 6%).

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

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

Base: Bases vary

↑ / ↓ Statistically higher/lower
than comparable subgroup

Invest less in programs and services (4 of 4) – Born outside Canada

Calgarians born outside of Canada are less likely to want The City to ‘invest less’ in specialized transit services (1% vs. 4%) compared to those born in Canada.

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

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

Base: Bases vary

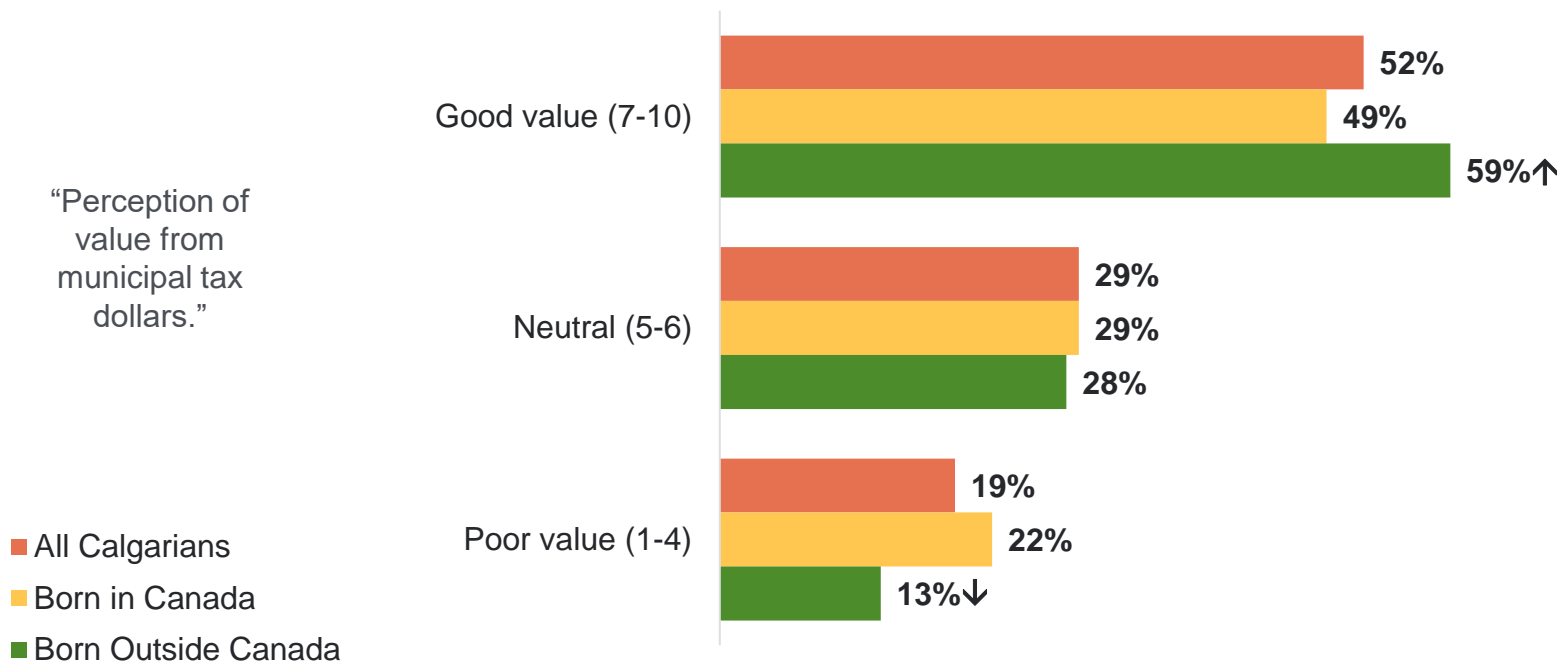
↑ / ↓ Statistically higher/lower
than comparable subgroup



Taxation

Value for tax dollar – Born outside Canada

Calgarians who were born outside of Canada are more likely to rate the value they feel they receive from municipal tax dollars as ‘good’ (59% vs. 49%), and less likely to rate it as ‘poor’ (13% vs. 22%), when compared to Calgarians born in Canada.



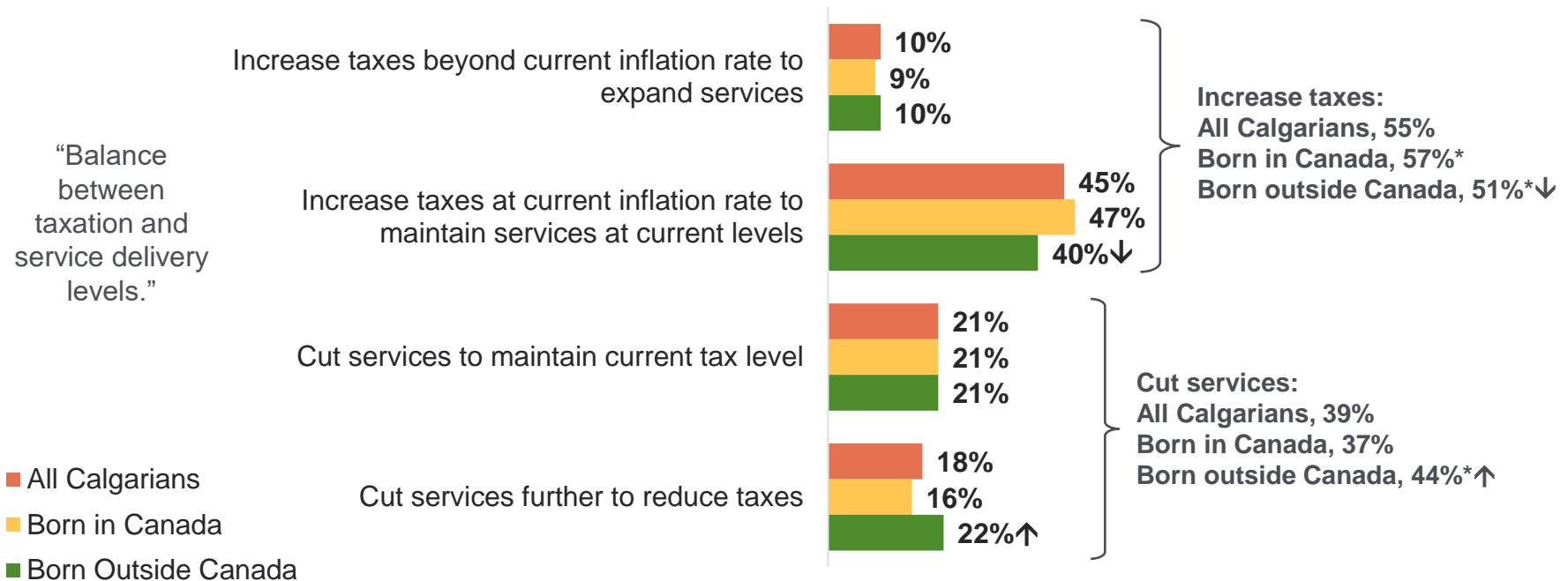
Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars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

Base: Valid respondents (All Calgarians, n=2,476; Born outside Canada, n=760; Born in Canada, n=1,712)

↑/ ↓ Statistically higher/lower than comparable subgroup

Increase taxes or cut services – Born outside Canada

While those born outside of Canada are more likely to perceive the value of taxes as good, they are also more likely to want The City to pursue cutting services to reduce taxes (44% vs. 37%) and less likely to want The City to increase taxes (51% vs. 57%) than are those born in Canada.



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

Base: Valid respondents (All Calgarians, n=2,471; Born outside Canada, n=758; Born in Canada, n=1,709)



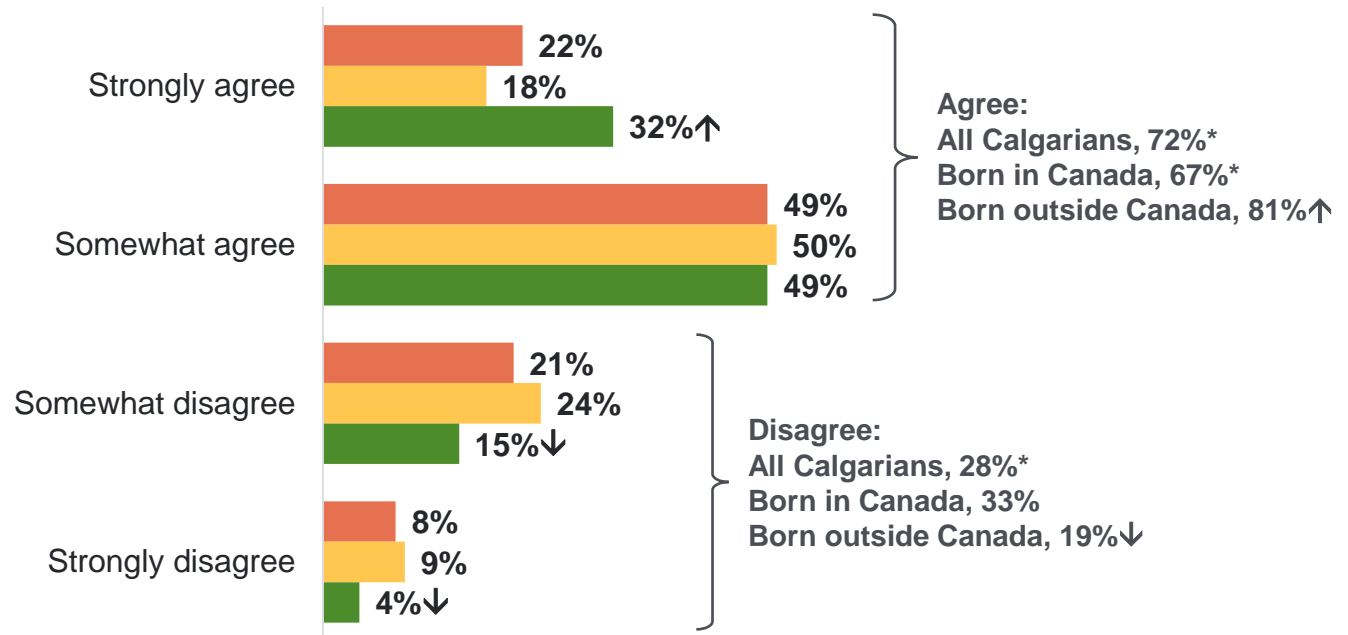
Customer service

Quality of customer service – Born outside Canada

Calgarians born outside of Canada agree the quality of customer service from The City is consistently high at a higher rate than Calgarians born in Canada (81% vs. 67%). They are also less likely to disagree (19% vs. 33%).

“The quality of customer service from The City is consistently high.”

- All Calgarians
- Born in Canada
- Born outside Canada



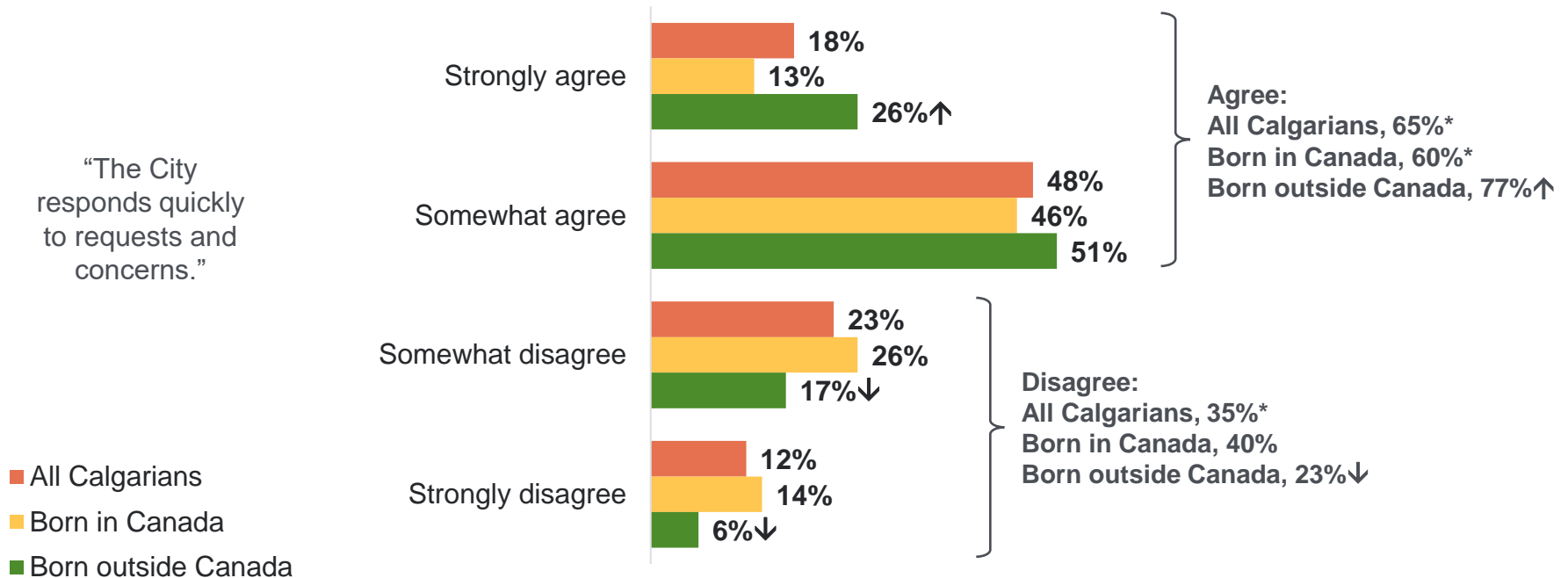
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements...
Base: Valid respondents (All Calgarians, n=2,473; Born outside Canada, n=757; Born in Canada, n=1,712)

*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

The City responds quickly – Born outside Canada

Around three-quarters (77%) of Calgarians born outside of Canada agree The City responds quickly to requests and concerns, which is significantly higher than Calgarians born in Canada (60%). They also disagree at significantly lower rates than Calgarians born in Canada (23% vs. 40%).



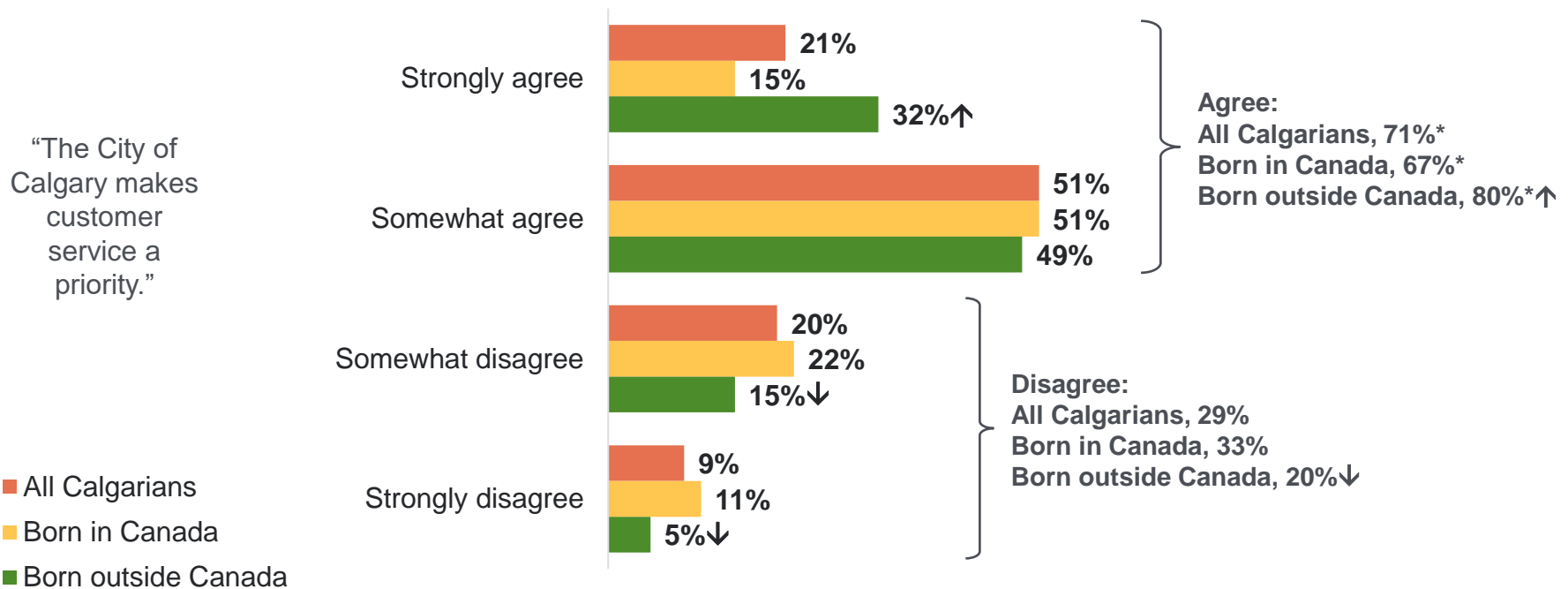
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...
 Base: Valid respondents (All Calgarians, n=2,471; Born outside Canada, n=762; Born in Canada, n=1,705)

*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

Customer service a priority – Born outside Canada

Four-fifths (80%) of Calgarians born outside of Canada agree that The City of Calgary makes customer service a priority, a significantly higher rate of agreement than Calgarians born in Canada (67%). Those born outside of Canada are also significantly less likely to disagree than are those born in Canada (33% vs. 20%).



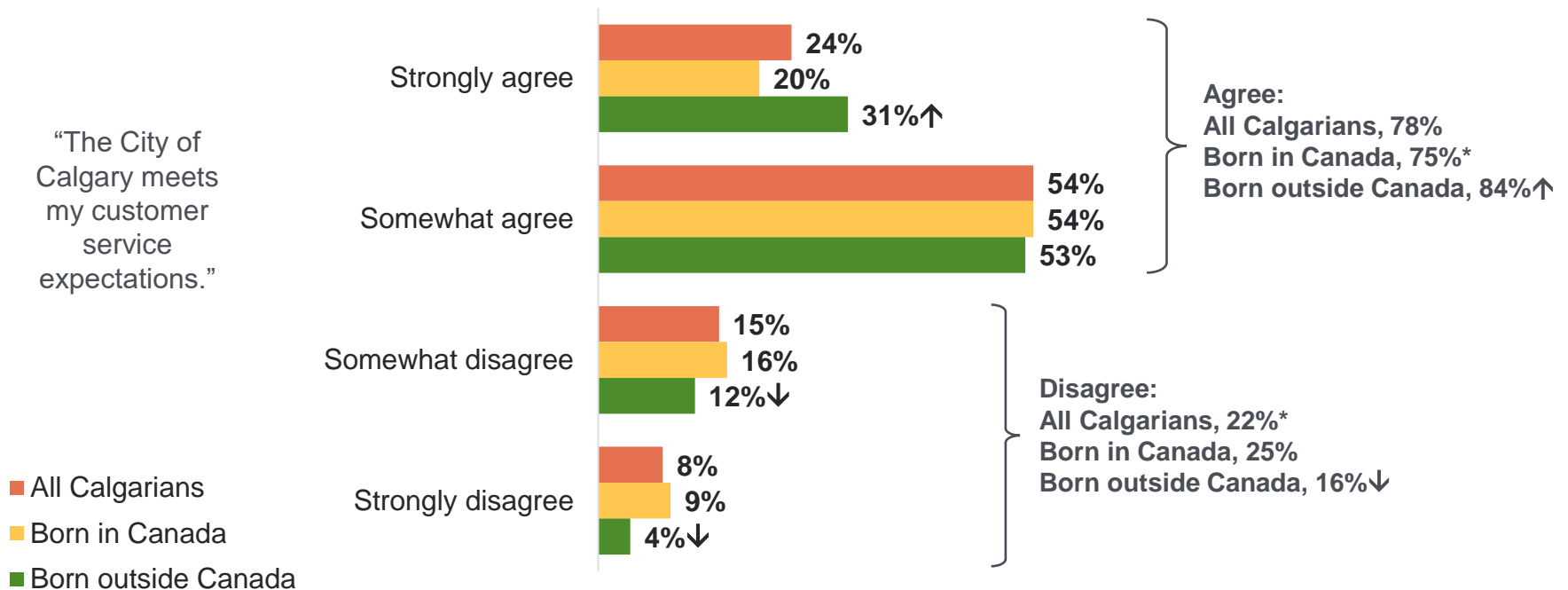
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...
 Base: Valid respondents (All Calgarians, n=2,466; Born outside Canada, n=757; Born in Canada, n=1,705)

*Rounding

↑ / ↓ Statistically higher/lower than comparable subgroup

Meets customer service expectations – Born outside Canada

Calgarians born outside of Canada agree at significantly higher rates (84% vs. 78%) than those born in Canada that The City meets their customer service expectations. They also disagree at lower rates (16% vs. 25%).



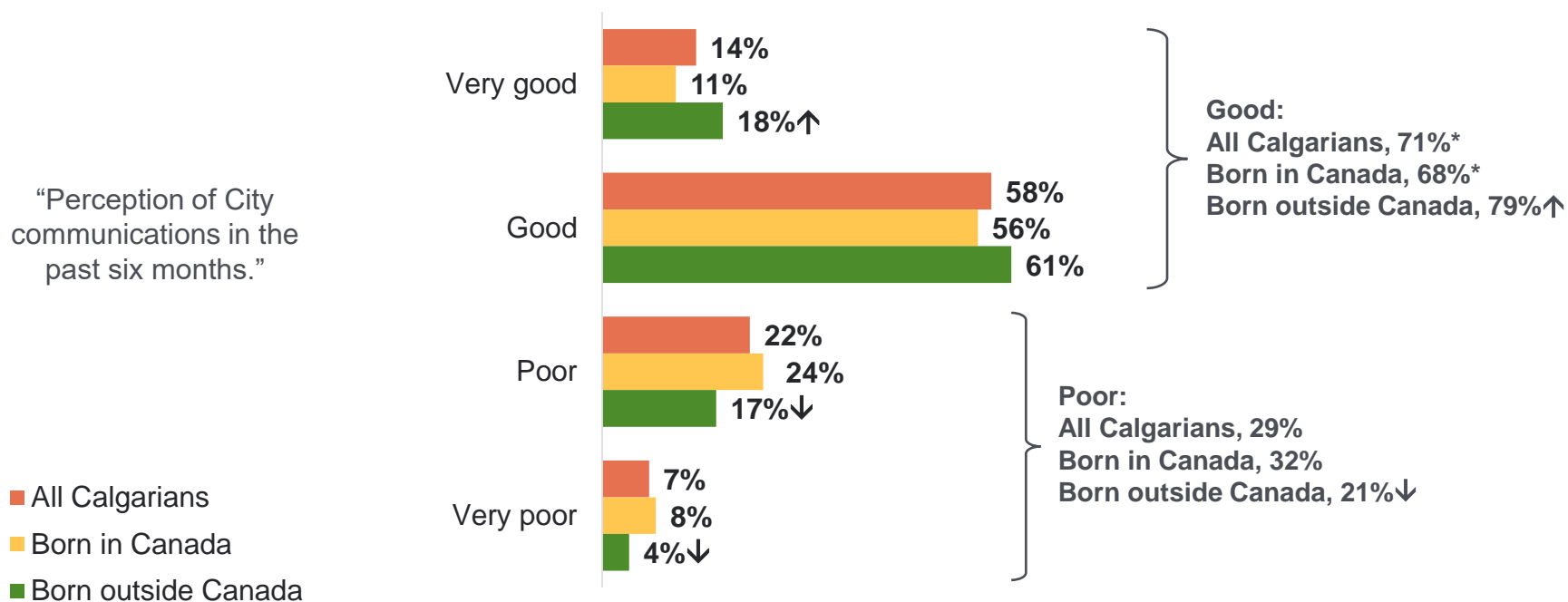
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...
 Base: Valid respondents (All Calgarians, n=2,482; Born outside Canada, n=764; Born in Canada, n=1,714)

*Rounding

↑ / ↓ Statistically higher/lower than comparable subgroup

Communication in the past six months – Born outside Canada

Calgarians born outside of Canada rate The City communication in the past six months as 'good' at higher rates than Calgarians born in Canada (79% vs. 68%).



Q. Overall, how would you rate The City in terms of how well it communicates with Calgarians about its services, programs, policies, and plans in the past six months? Has the communication been...?
 Base: Valid respondents (All Calgarians, n=2,493; Born outside Canada, n=769; Born in Canada, n=1,720)

*Rounding

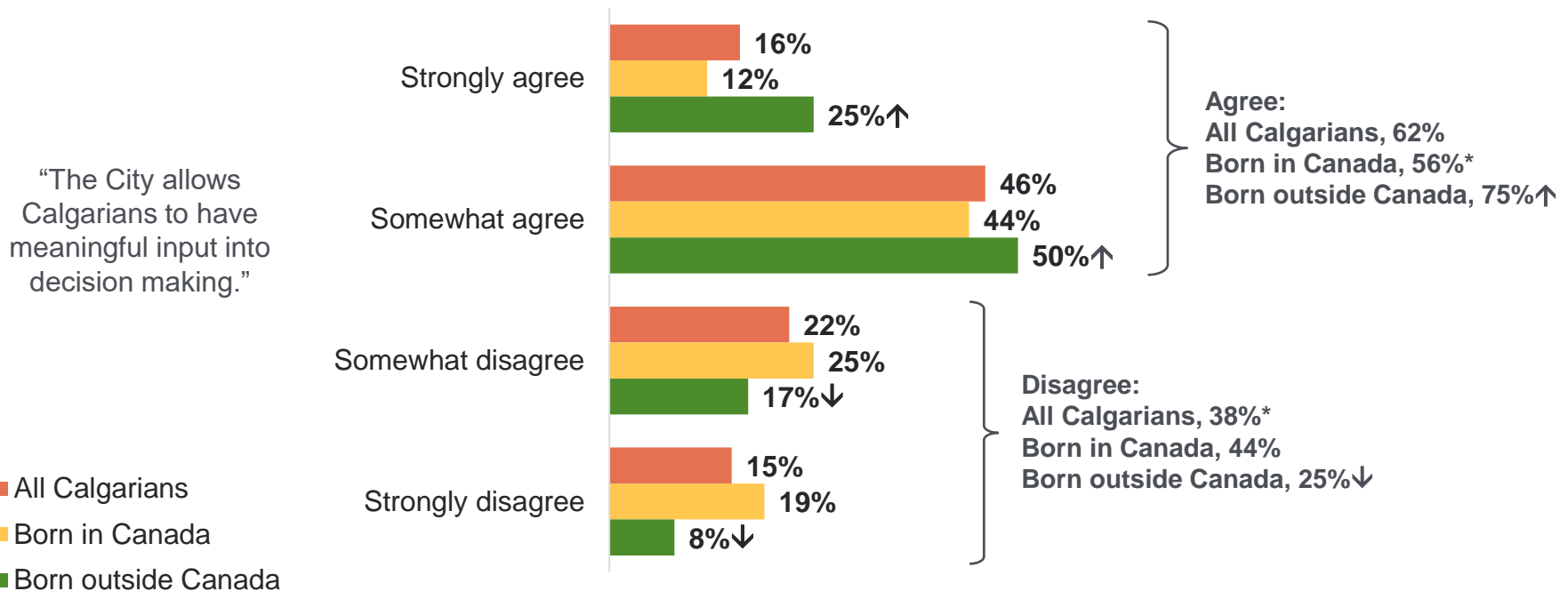
↑/ ↓ Statistically higher/lower than comparable subgroup



Input from Calgarians

Meaningful input into decision making – Born outside Canada

Calgarians born outside Canada are more likely to agree that The City allows Calgarians to have meaningful input into decision making, when compared to Calgarians born in Canada (75% vs. 56%).



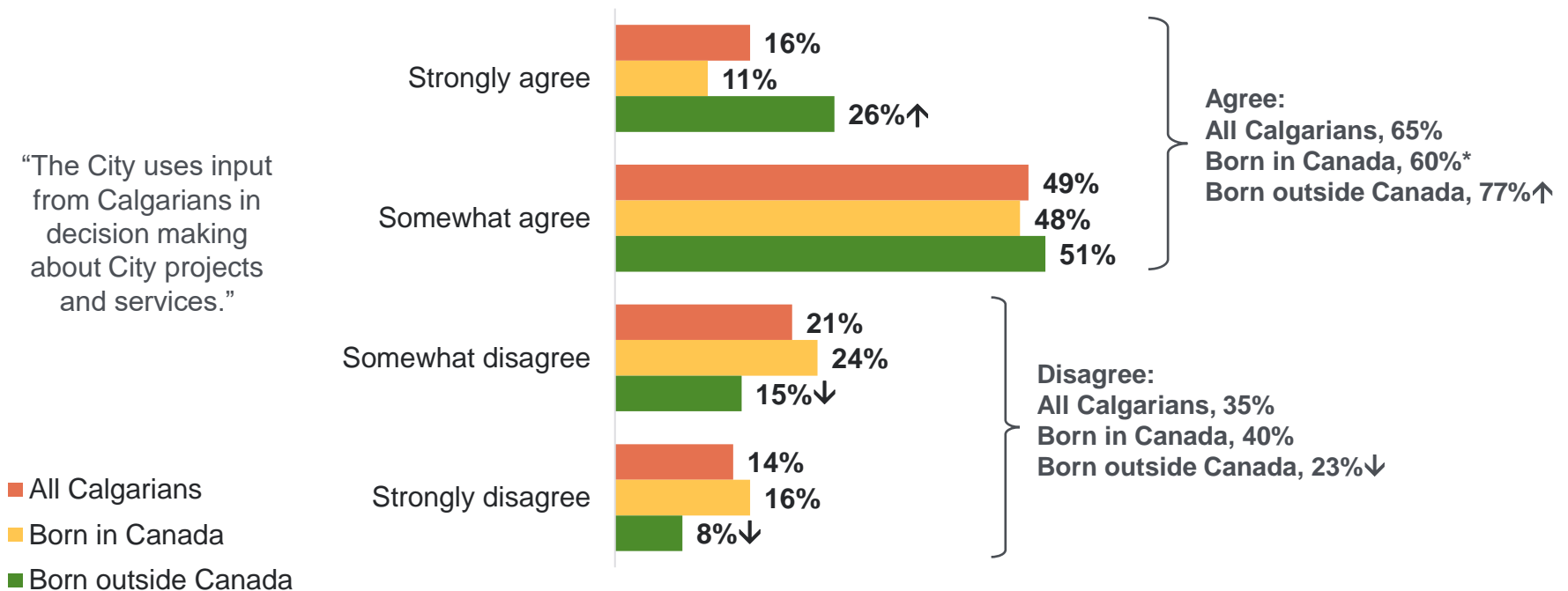
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...
 Base: Valid respondents (All Calgarians, n=2,472; Born outside Canada, n=756; Born in Canada, n=1,712)

*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

The City uses input from Calgarians – Born outside Canada

Calgarians born outside of Canada are significantly more likely than Calgarians born in Canada to agree that The City uses input from Calgarians in decision making about City projects and services (77% vs. 60%).



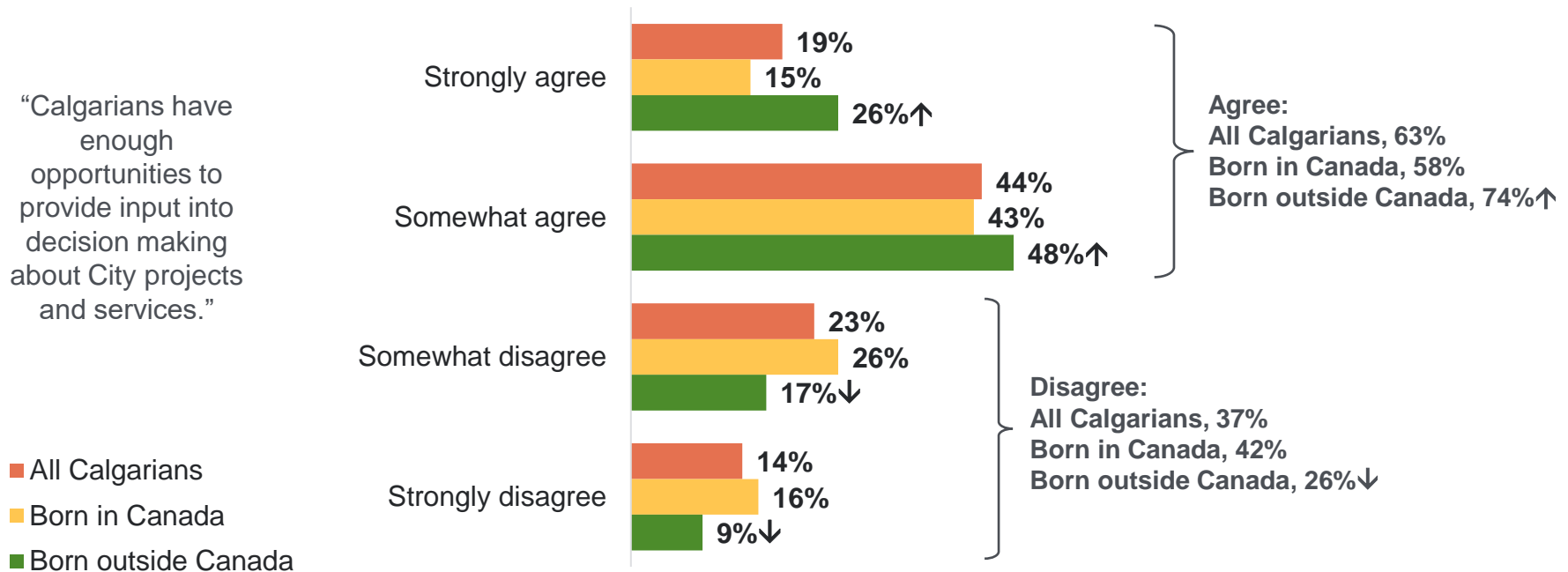
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...
 Base: Valid respondents (All Calgarians, n=2,459; Born outside Canada, n=756; Born in Canada, n=1,699)

*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

Enough opportunities to provide input – Born outside Canada

Calgarians born outside Canada are more likely than Calgarians born in Canada to agree that Calgarians have enough opportunities to provide input into decision making about City projects and services (74% vs. 58%).

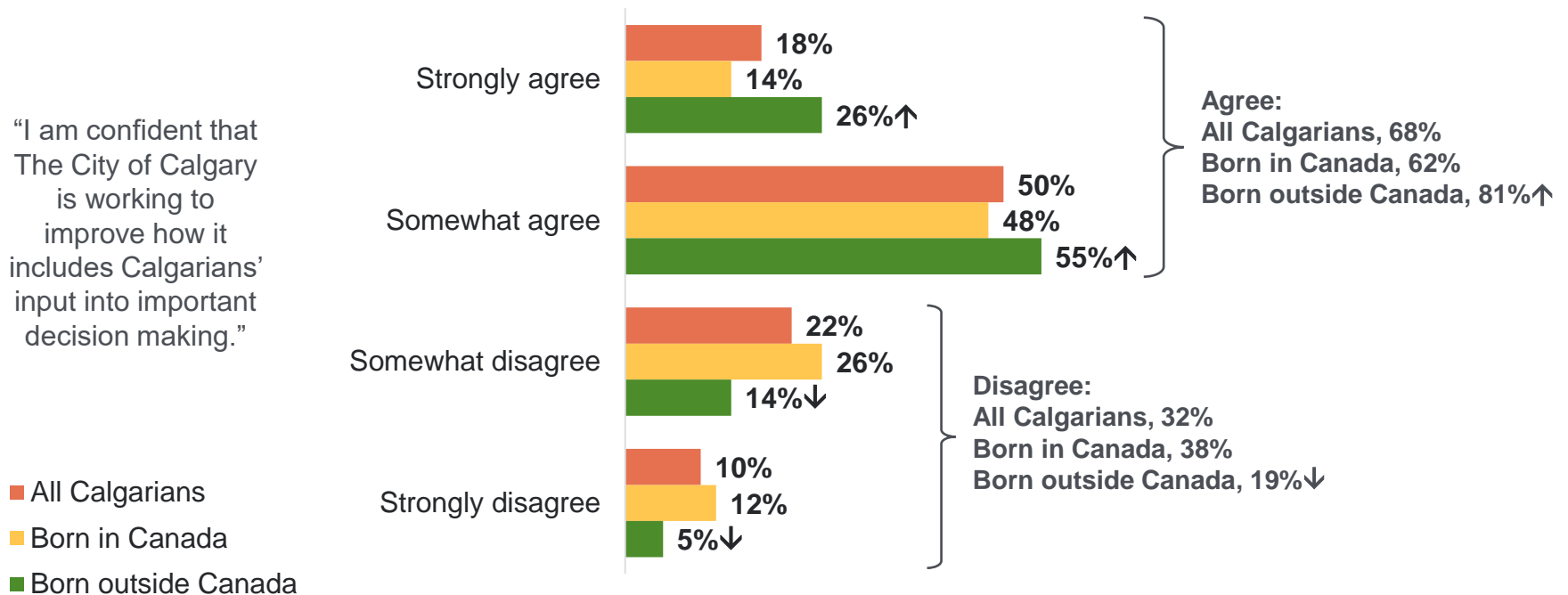


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...
 Base: Valid respondents (All Calgarians, n=2,473; Born outside Canada, n=759; Born in Canada, n=1,710)

↑ / ↓ Statistically higher/lower than comparable subgroup

Working to improve including Calgarian input – Born outside Canada

Calgarians born outside Canada are more likely to agree that The City is working to improve how it includes Calgarians' input into important decisions, when compared to Calgarians born in Canada (81% vs. 62%).



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

Base: Valid respondents (All Calgarians, n=2,480; Born outside Canada, n=759; Born in Canada, n=1,717)

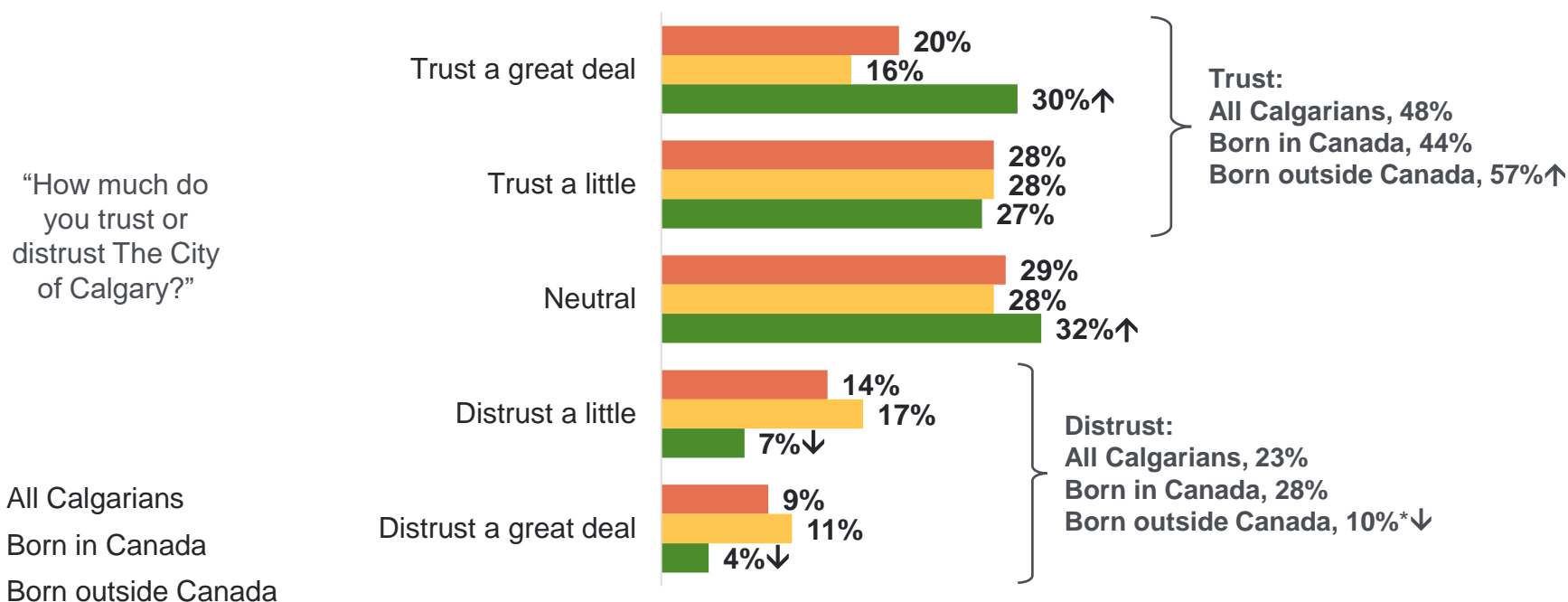
↑/ ↓ Statistically higher/lower than comparable subgroup



Reputation and performance

Trust The City – Born outside Canada

Calgarians born outside of Canada trust The City of Calgary at a higher rate than Calgarians born in Canada (57% vs. 44%).

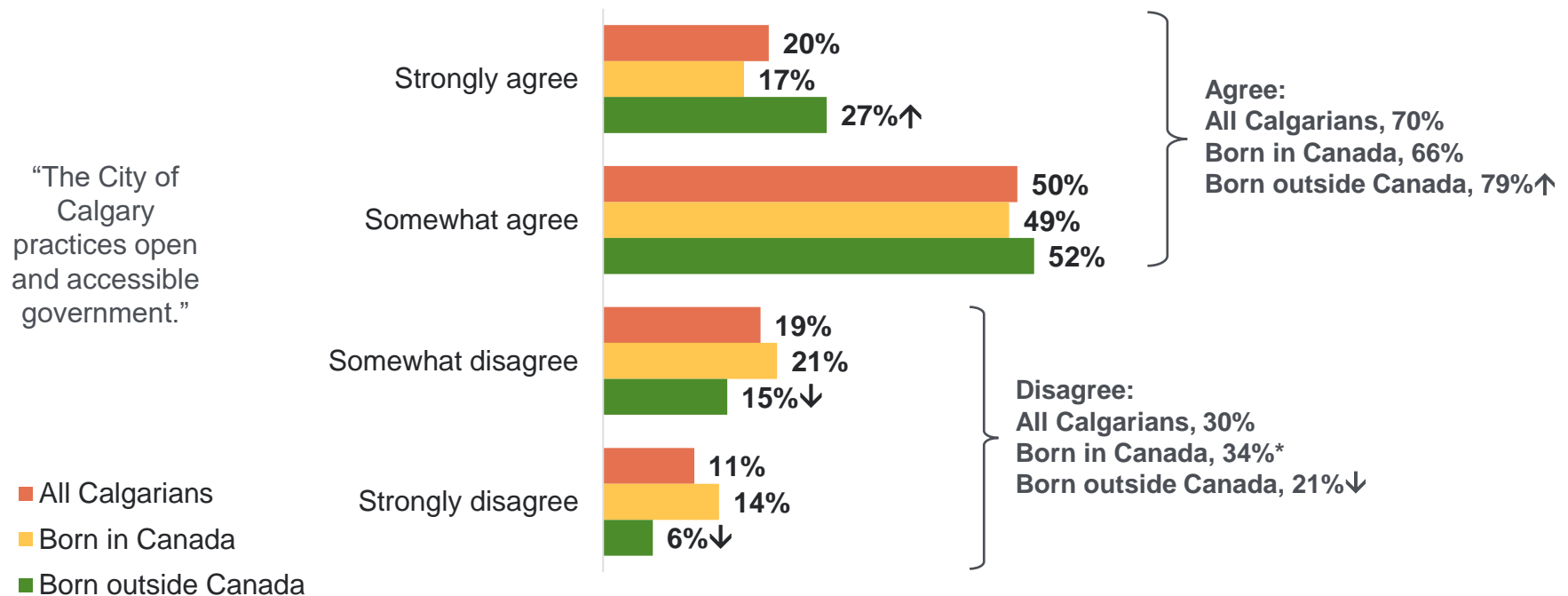


Q. Considering all the things which you think are important, how much do you trust or distrust The City of Calgary?

Base: Valid respondents (All Calgarians, n=2,493; Born outside Canada, n=768; Born in Canada, n=1,721)

Open and accessible government – Born outside Canada

Calgarians born outside of Canada are more likely to agree (79% vs. 66%) and less likely to disagree (21% vs. 34%) that The City of Calgary practices open and accessible government in comparison to Calgarians born in Canada.



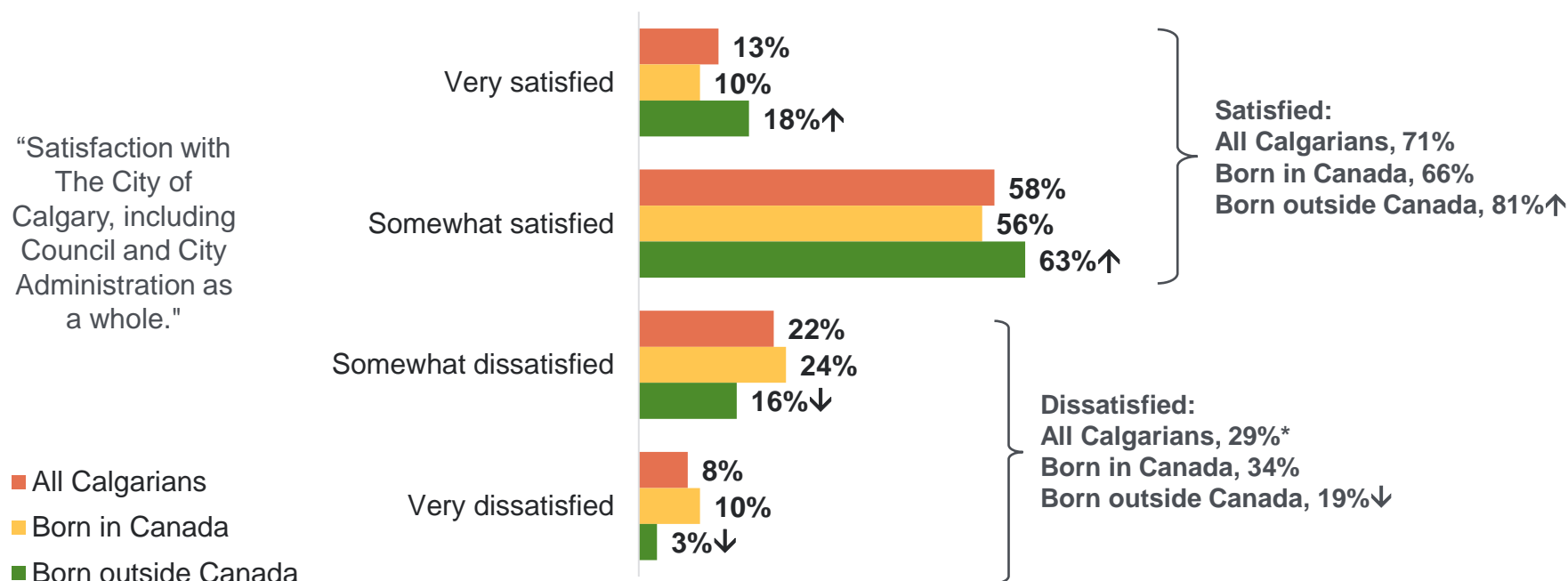
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...
 Base: Valid respondents (All Calgarians, n=2,462; Born outside Canada, n=756; Born in Canada, n=1,702)

*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

Satisfaction with The City as a whole – Born outside Canada

In comparison with Calgarians born in Canada, Calgarians born outside Canada are more likely to be satisfied with The City, including Council and Administration as a whole (81% vs. 66%).



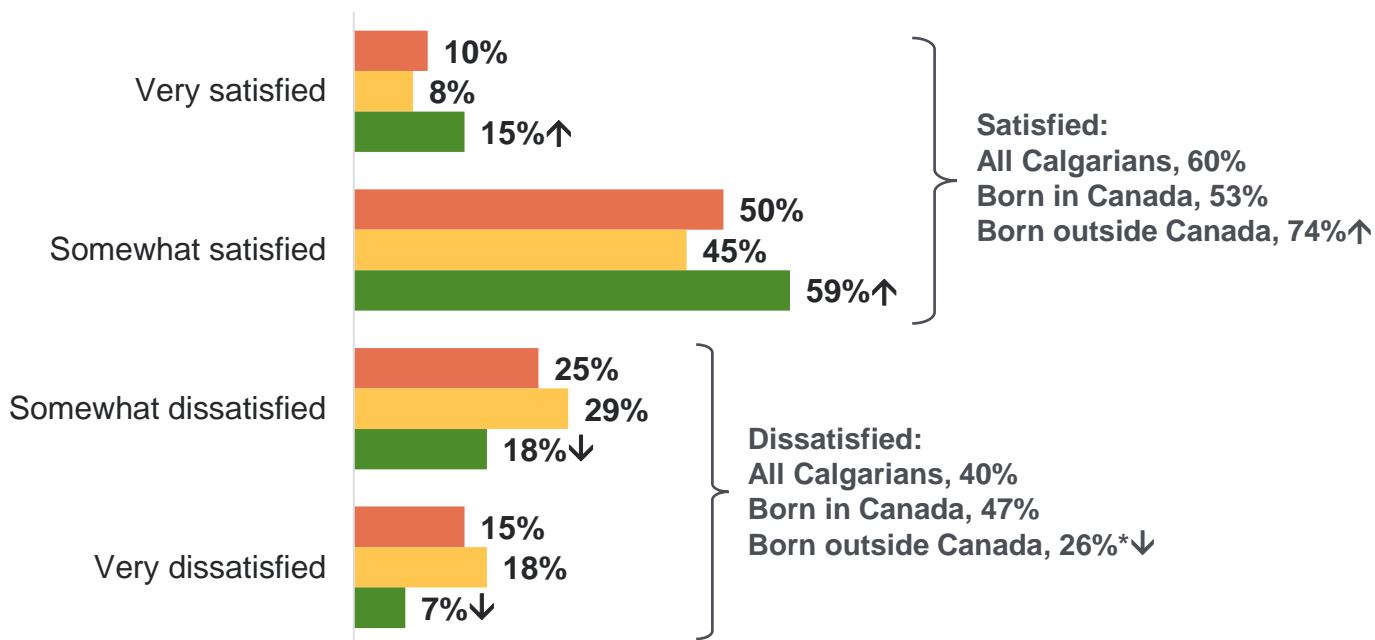
Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?
 Base: Valid respondents (All Calgarians, n=2,494; Born outside Canada, n=769; Born in Canada, n=1,721)

Satisfaction with Council – Born outside Canada

Calgarians born outside Canada are much more likely than Calgarians born in Canada to be satisfied with Council (74% vs. 53%). They are also less likely to be dissatisfied (47% vs. 26%).

“Satisfaction with Calgary's City Council, excluding City Administration.”

■ All Calgarians
■ Born in Canada
■ Born outside Canada



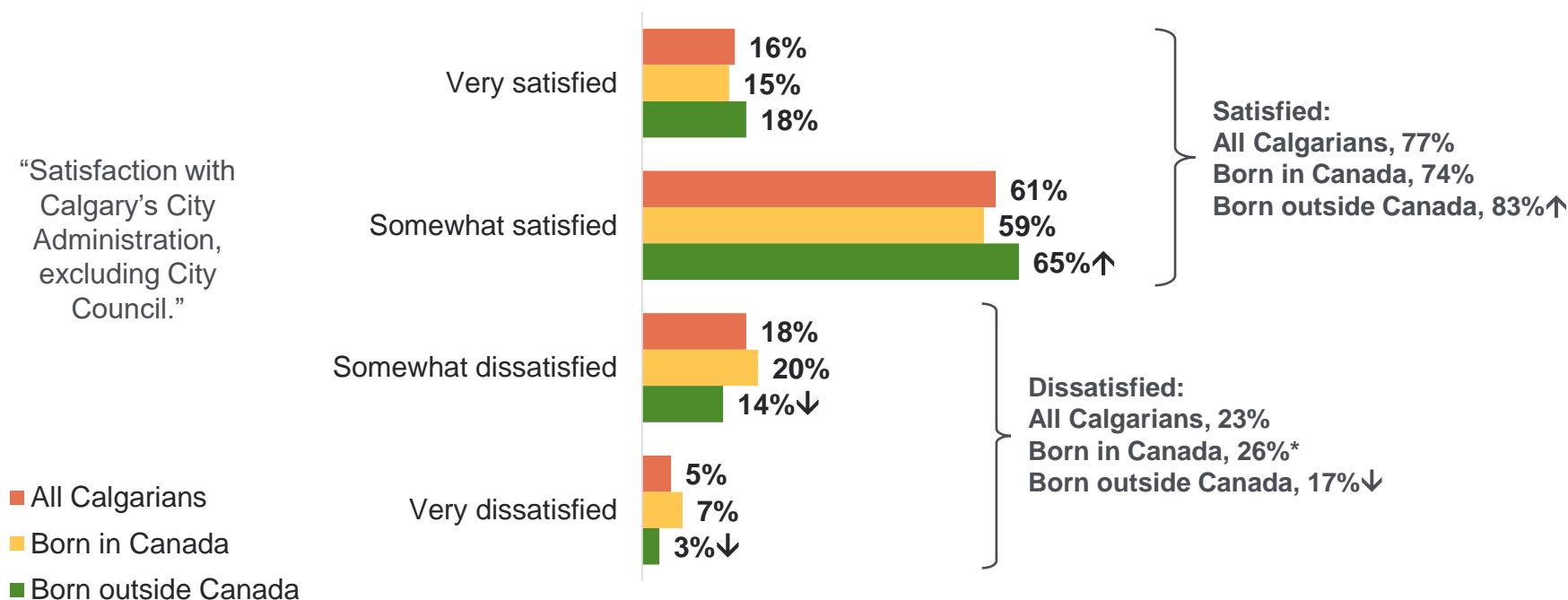
Q. Thinking about Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?
 Base: Valid respondents (All Calgarians, n=2,480; Born outside Canada, n=758; Born in Canada, n=1,718)

*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

Satisfaction with Administration – Born outside Canada

Calgarians born outside Canada are also more likely to be satisfied with Administration when compared to Calgarians born in Canada (83% vs. 74%).



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

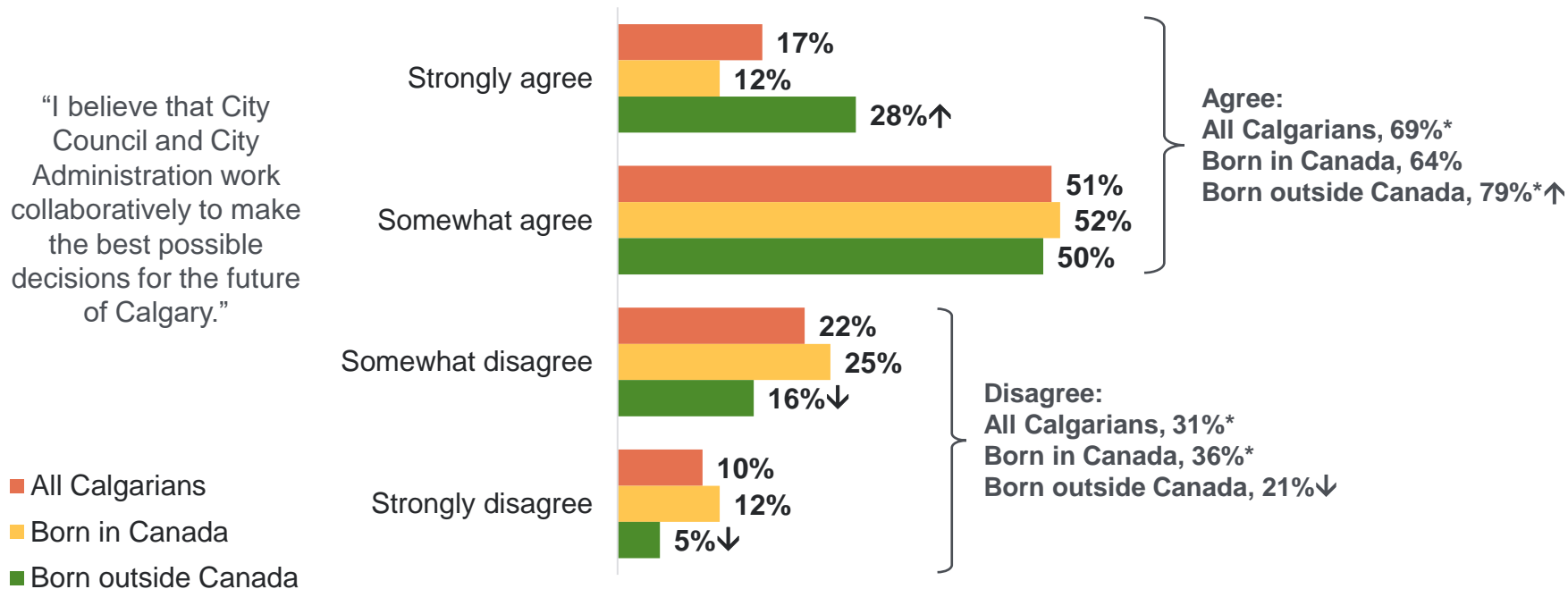
Base: Valid respondents (All Calgarians, n=2,479 Born outside Canada, n=763; Born in Canada, n=1,712)

*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

Work collaboratively – Born outside Canada

Calgarians who were born outside of Canada are more likely to agree than those who were born in Canada that City Council and City Administration work collaboratively to make the best possible decision for the future of Calgary (79% vs. 64%).

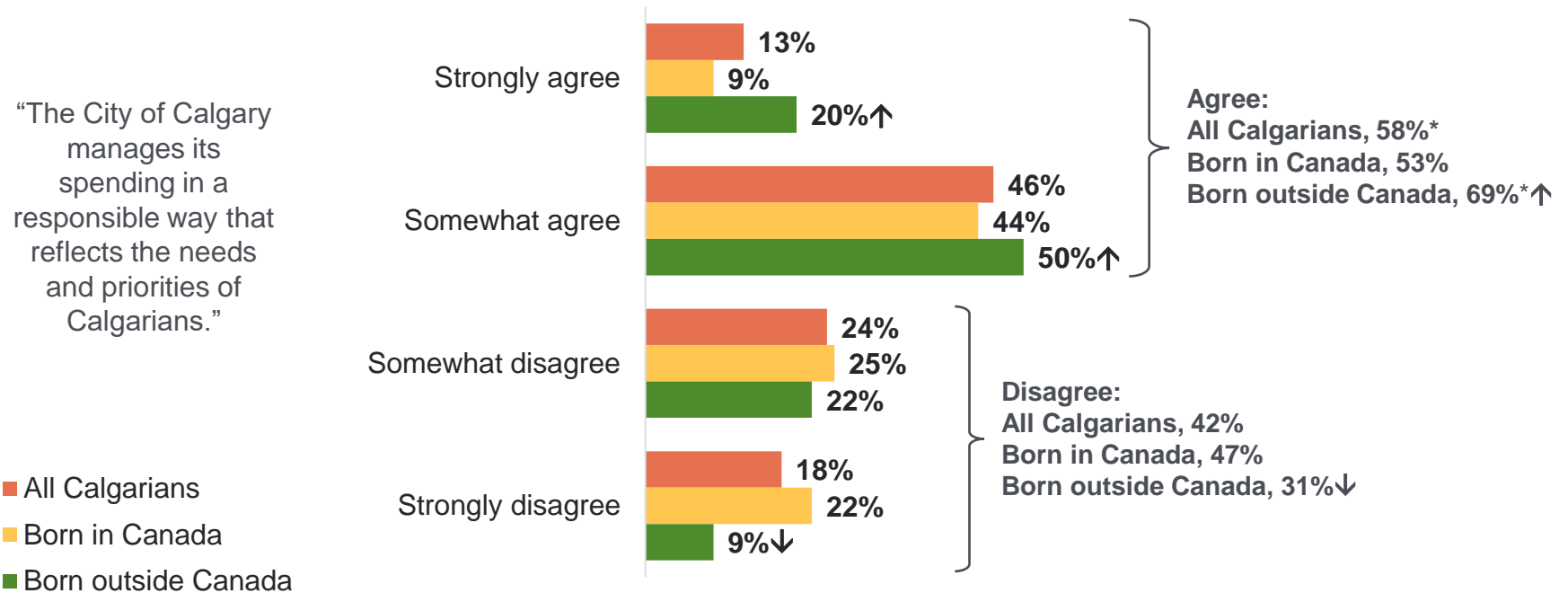


Q. Please tell me if you agree or disagree with each of the following statements...

Base: Valid respondents (All Calgarians, n=2,474; Born outside Canada, n=765; Born in Canada, n=1,705)

Manages spending responsibly – Born outside Canada

Calgarians born outside of Canada agree at a significantly higher rate than Calgarians born in Canada that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians (69% vs. 53%).



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

Base: Valid respondents (All Calgarians, n=2,489; Born outside Canada, n=764; Born in Canada, n=1,721)



Respondent profile

Respondent profile (1 of 3)

Age			
	Total	Born in Canada	Born outside Canada
18 to 24	11%	11%	11%
25 to 34	19%	18%	21%
35 to 44	17%	15%	22%
45 to 54	19%	18%	21%
55 to 64	12%	13%	9%
65 or older	22%	24%	16%
Mean	47.3	48.5	44.8

Gender			
	Total	Born in Canada	Born outside Canada
Female	51%	52%	48%
Male	49%	47%	52%
Prefer to self-describe	1%	1%	<1%

Education			
	Total	Born in Canada	Born outside Canada
Did not complete high school or equivalent	2%	2%	2%
Completed high school or equivalent	17%	19%	15%
Completed a Registered Apprenticeship or other trades certificate or diploma	7%	9%	4%
Completed a college or other non-university certificate or diploma	20%	22%	15%
Completed a university certificate, diploma or degree	53%	49%	63%

Household size			
	Total	Born in Canada	Born outside Canada
1	17%	19%	11%
2	35%	39%	25%
3	17%	17%	18%
4	20%	18%	25%
5 or more	11%	8%	20%
Mean	2.8	2.6	3.4

Children and seniors in household			
	Total	Born in Canada	Born outside Canada
Yes – Children	31%	25%	44%
Yes – Seniors	32%	33%	27%

Type of dwelling			
	Total	Born in Canada	Born outside Canada
Single-detached house	65%	67%	62%
Apartment or apartment-style condominium	16%	15%	20%
Duplex, triplex or fourplex	8%	9%	8%
Townhouse or rowhouse	9%	8%	10%
Another type of multi-dwelling unit	1%	1%	1%

Respondent profile (2 of 3)

Tenure in Calgary			
	Total	Born in Canada	Born outside Canada
Less than 5 years	9%	4%	21%
5 to less than 10 years	8%	5%	14%
10 to less than 15 years	11%	7%	18%
15 to less than 20 years	11%	10%	14%
20 to less than 30 years	22%	26%	13%
30 to less than 40 years	14%	17%	8%
40 or more	26%	32%	13%
Mean	26.9	31.4	17.6

Indigenous			
	Total	Born in Canada	Born outside Canada
Yes – First Nations	1%	2%	<1%
Yes – Metis	2%	3%	1%
Yes – Inuit	<1%	<1%	<1%
Yes – prefer to self-describe	<1%	<1%	<1%
No	96%	95%	99%

Disability in household			
	Total	Born in Canada	Born outside Canada
Yes – myself	11%	14%	5%
Yes – someone in my household	11%	12%	8%
No	80%	76%	88%

Born in Canada			
	Total	Born in Canada	Born outside Canada
Yes	67%	100%	0%
No	33%	0%	100%

Age arrived in Canada			
Base: Not born in Canada			
	Total	Born in Canada	Born outside Canada
Under the age of 18	34%	0%	34%
18 to 49	64%	0%	64%
50 or older	1%	0%	1%

Date of arrival in Canada			
Base: Not born in Canada			
	Total	Born in Canada	Born outside Canada
Within the past five years	20%	0%	20%
More than five years ago	80%	0%	80%

Racialized			
	Total	Born in Canada	Born outside Canada
Yes	28%	16%	51%
No	72%	83%	48%
Prefer to self-describe	1%	1%	1%

Respondent profile (3 of 3)

Employment status			
	Total	Born in Canada	Born outside Canada
Full time employed or self employed	53%	51%	59%
Part time employed or self-employed	13%	13%	14%
Retired	20%	24%	14%
Looking after home and/or family	3%	3%	4%
Unable to work because of sickness or disability	3%	4%	2%
Unemployed	4%	4%	3%
Doing unpaid or voluntary work	2%	2%	2%
Student	7%	6%	10%

Own or operate a business			
	Total	Born outside Canada	Born outside Canada
Own and operate a business	15%	17%	11%
Own a business	3%	2%	4%
Operate a business	2%	1%	2%
No	80%	79%	83%

Own or rent			
	Total	Born in Canada	Born outside Canada
Own	70%	72%	67%
Rent	27%	24%	31%
Other	3%	4%	1%

Household income			
	Total	Born in Canada	Born outside Canada
Less than \$30,000	8%	7%	9%
\$30,000 to <\$45,000	7%	6%	8%
\$45,000 to <\$60,000	10%	10%	10%
\$60,000 to <\$75,000	8%	8%	8%
\$75,000 to <\$90,000	7%	6%	9%
\$90,000 to <\$105,000	11%	10%	11%
\$105,000 to <\$120,000	9%	9%	10%
\$120,000 to <\$150,000	12%	12%	12%
\$150,000 to <\$200,000	14%	14%	13%
\$200,000+	15%	16%	11%

Responsible for property taxes			
	Total	Born in Canada	Born outside Canada
Yes	86%	86%	85%
No	14%	14%	15%

Quadrant			
	Total	Born in Canada	Born outside Canada
Southwest	29%	29%	29%
Southeast	24%	26%	20%
Northwest	27%	27%	28%
Northeast	20%	18%	23%

2SLGBTQIA+			
	Total	Born in Canada	Born outside Canada
Yes	6%	8%	3%
No	94%	92%	97%



Contact

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