



# Equity-Deserving Communities: Racialized

Analysis of the 2023 Fall Survey of Calgarians

Prepared by:



Ipsos Public Affairs

# Table of contents

Background and methodology	3
2023 Fall key findings	7
Detailed findings	14
Quality of life	15
Inclusivity	20
Safety	23
The environment	28
City services and programs	31
Taxation	33
Customer service	35
Input from Calgarians	37
Reputation and performance	41
Council focus areas	46
Housing	50
Downtown Calgary	53
Respondent profile	56





# Background and methodology



# Equity-deserving communities

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

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

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

## Household income

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

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

## Racialized people

**Yes**  
No

## Born outside Canada

Born in Canada  
**Born outside Canada**

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

## Gender

Male  
**Female**

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

## Disability

**Yes**  
No

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

## Indigenous

**Indigenous**  
Non-Indigenous

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

## 2SLGBTQIA+

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

## Seniors

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

## Young adults

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

## Methodology

- The survey was conducted by Ipsos Public Affairs from August 2, 2023 to September 4, 2023 with a randomly-selected sample of 2,500 Calgarians, via telephone survey.
- The survey was conducted using random digit dialing with numbers from both landlines (60%) and cell phones (40%) to obtain a random and statistically-representative sample of Calgarians.
- To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city ward of the general population aged 18 and older.
- Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and city ward to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, sample size for each question represents the number of actual respondents (i.e., unweighted n).
- The margin of error (MOE) for the total sample of 2,500 is  $\pm 1.96$  percentage points, 19 times out of 20. . The margin of error for the Racialized Calgarians sub-group of 545 is  $\pm 4.20$  percentage points, 19 times out of 20, and the margin of error for the non-Racialized sub-group of 1,818 is  $\pm 2.30$  percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.

# Interpreting results

## Interpreting results

Not all questions asked within the Fall Survey of Calgarians are represented within this report. Results are compared between Racialized Calgarians and non-Racialized Calgarians. Statistically significant differences are noted throughout the report:

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

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



# 2023 Fall key findings

# 2023 Fall key findings (1 of 6)

## Quality of life

**Racialized Calgarians generally perceive Calgary positively, rating their quality of life as good, considering it a great place to make a life and a living, and expressing optimism about the city's future trajectory.**

Racialized Calgarians and non-Racialized Calgarians share a *similarly* positive perspective on all quality of life aspects measured including:

- Rating their overall quality of life in Calgary as 'good' (79% of Racialized Calgarians and 76% of non-Racialized Calgarians)
- Agreeing that Calgary is a great place to make a life (76% for both groups)
- Agreeing that Calgary is a great place to make a living (70% and 71%, respectively)
- Carrying the optimistic view that Calgary is on the right track to be a better city 10 years from now (74% and 70%)

## Inclusivity

**Most Racialized Calgarians predominantly perceive Calgary as an inclusive city. Relatively fewer recognize The City's efforts in delivering programs and services that eliminate barriers to participation.**

In terms of inclusivity, both Racialized and non-Racialized Calgarians hold a strong *similar* belief that Calgary fosters a city that is inclusive and accepting of all (71% of Racialized Calgarians and 67% of non-Racialized Calgarians).

There is a statistical *difference* between the two groups regarding their views on The City's efficiency in delivering programs and services that remove barriers to participation for those who need it the most, with Racialized Calgarians displaying higher agreement (54% of Racialized Calgarians vs. 46% of non-Racialized Calgarians).

# 2023 Fall key findings (2 of 6)

## Safety

Many Racialized Calgarians believe that Calgary is a safe city overall and is a safe city for all residents and visitors. This group acknowledges the work The City does to ensure Calgary transit is safe, but many still avoid transit because of personal safety concerns.

Racialized Calgarians hold a more positive view of safety in Calgary compared to non-Racialized Calgarians. This statistical **difference** in perception is evident in the following aspects:

- Perceiving Calgary as a 'safe' city (75% of Racialized Calgarians vs. 67% of non-Racialized Calgarians)
- Believing that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity (61% of Racialized Calgarians vs. 41% of non-Racialized Calgarians)
- Agreeing that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option (62% of Racialized Calgarians vs. 55% of non-Racialized Calgarians)

Despite generally positive safety perceptions, a **similarity** among both Racialized and non-Racialized Calgarians is the avoidance of Calgary Transit services due to personal safety concerns (51% of Racialized Calgarians and 54% of non-Racialized Calgarians).

## The environment

Racialized Calgarians are proactive about climate change and recognize The City's environmental efforts.

Racialized Calgarians show a statistically higher level of concern for both environment measures compared to non-Racialized Calgarians. **Differences** are seen for:

- Agreement that immediate action is needed to act now to address climate change (71% of Racialized Calgarians vs. 58% of non-Racialized Calgarians)
- Agreement that The City has programs and services to help Calgarians reduce their environmental impact (53% of Racialized Calgarians vs. 45% of non-Racialized Calgarians)

# 2023 Fall key findings (3 of 6)

## Services and programs

**A majority of Racialized Calgarians have a positive view of City services and programs.**

Both Racialized and non-Racialized Calgarians are *similarly* satisfied with the overall level and quality of services and programs provided by The City (73% of Racialized Calgarians and 68% of non-Racialized Calgarians).

## Taxation

**Among Racialized Calgarians there are mixed opinions about the value they are receiving for their tax dollars.**

Racialized and non-Racialized Calgarians share *similar* mixed opinions on the perceived value of their tax dollars, with roughly equal proportions from each group considering the value they receive as 'good' (52% of Racialized Calgarians and 50% of non-Racialized Calgarians).

## Customer service

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

When it comes to The City of Calgary's customer service, *similar* experiences are held by Racialized and non-Racialized Calgarians. A majority from both groups agree that The City meets their customer service expectations (77% of Racialized Calgarians and 72% of non-Racialized Calgarians).

# 2023 Fall key findings (4 of 6)

## Input from Calgarians

**Racialized Calgarians generally feel heard and included in The City of Calgary's decision making process.**

The perception of having enough opportunities to provide input into decision making about City projects and services is **similar** between Racialized and non-Racialized Calgarians, with around one-half from both groups feeling heard (55% of Racialized Calgarians and 51% of non-Racialized Calgarians).

Racialized Calgarians display a higher level of confidence in The City's responsiveness and efforts to integrate input into decision making processes. These **differences** include:

- Agreeing that The City is responsive to the needs and expectations of Calgarians (66% of Racialized Calgarians vs. 60% of non-Racialized Calgarians)
- Confident that The City is working to improve how it includes their input into important decisions (67% of Racialized Calgarians vs. 57% of non-Racialized Calgarians)

## Reputation and performance

**A majority of Racialized Calgarians are satisfied with The City as a whole including with Council and Administration, individually. When it comes to trust in The City their opinions are mixed.**

**Similar** sentiments between Racialized and non-Racialized Calgarians include:

- Trust in The City of Calgary (48% of Racialized Calgarians and 47% of non-Racialized Calgarians) even though Racialized Calgarians have a higher intensity of trust (22% of Racialized Calgarians 'trust a great deal' vs. 17% of non-Racialized Calgarians)
- Satisfaction with how City Administration is running the city (72% of Racialized Calgarians and 69% of non-Racialized Calgarians)

As for **differences** between the two groups, a statistically higher proportion of Racialized Calgarians are satisfied with:

- The City as a whole, including Council and Administration (68% vs. 60% of non-Racialized Calgarians)
- The way City Council is running the city (66% vs. 51% of non-Racialized Calgarians)

# 2023 Fall key findings (5 of 6)

## Council focus areas

The City's efforts to be seen as celebrating diversity are viewed quite positively by Racialized Calgarians. Positive perceptions also extend to The City's work on Indigenous relations and social issues

*Similarities* between Racialized and non-Racialized Calgarians include:

- The City's successful efforts in working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity, are recognized by both groups (87% of Racialized Calgarians and 88% of non-Racialized Calgarians). Although, a stronger conviction is held by Racialized Calgarians (42% 'strongly agree' vs. 36% of non-Racialized Calgarians)

On the other hand, statistical *differences* lie in:

- Fewer Racialized Calgarians agreeing that The City is working to build meaningful relationships with Indigenous partners (78% of Racialized Calgarians vs. 82% of non-Racialized Calgarians)
- More Racialized Calgarians agreeing that The City is effectively collaborating with community partners to address social issues like mental health and addiction (64% of Racialized Calgarians vs. 55% of non-Racialized Calgarians)

## Housing and affordability

A minority of Racialized Calgarians believe everyone in the city has access to adequate housing. As such, there is overwhelming support among Racialized Calgarians for increased City investment in affordable housing programs.

Even though both groups *similarly* agree that The City should invest more into affordable housing programs for low-income Calgarians (92% of Racialized Calgarians and 90% of non-Racialized Calgarians), there is a statistical *difference* in the intensity of ratings with a higher proportion of Racialized Calgarians feeling 'strongly' about this investment (73% vs. 67% of non-Racialized Calgarians).

Additionally, there is a statistical *difference* in opinion about the accessibility of adequate housing. A statistically higher proportion of Racialized Calgarians feel that all Calgarians have access to adequate housing that meets their needs (41% of Racialized Calgarians vs. 25% of non-Racialized Calgarians).

# 2023 Fall key findings (6 of 6)

## Downtown Calgary

When it comes to Calgary's downtown, there is a clear desire among Racialized Calgarians for The City to prioritize safety improvements. This is coupled with strong support for increased investment in downtown infrastructure.

Racialized Calgarians and non-Racialized Calgarians *similarly* agree that The City should be doing more to address safety issues in Calgary's downtown (96% of Racialized Calgarians and 93% of non-Racialized Calgarians). Notably, a stronger conviction is held by Racialized Calgarians (73% 'strongly agree' vs. 64% of non-Racialized Calgarians).

The two groups *differ* in their opinion about investment in infrastructure with a higher proportion of Racialized Calgarians agreeing that The City should be investing more into infrastructure in Calgary's downtown (75% of Racialized Calgarians vs. 67% of non-Racialized Calgarians).



# Detailed findings



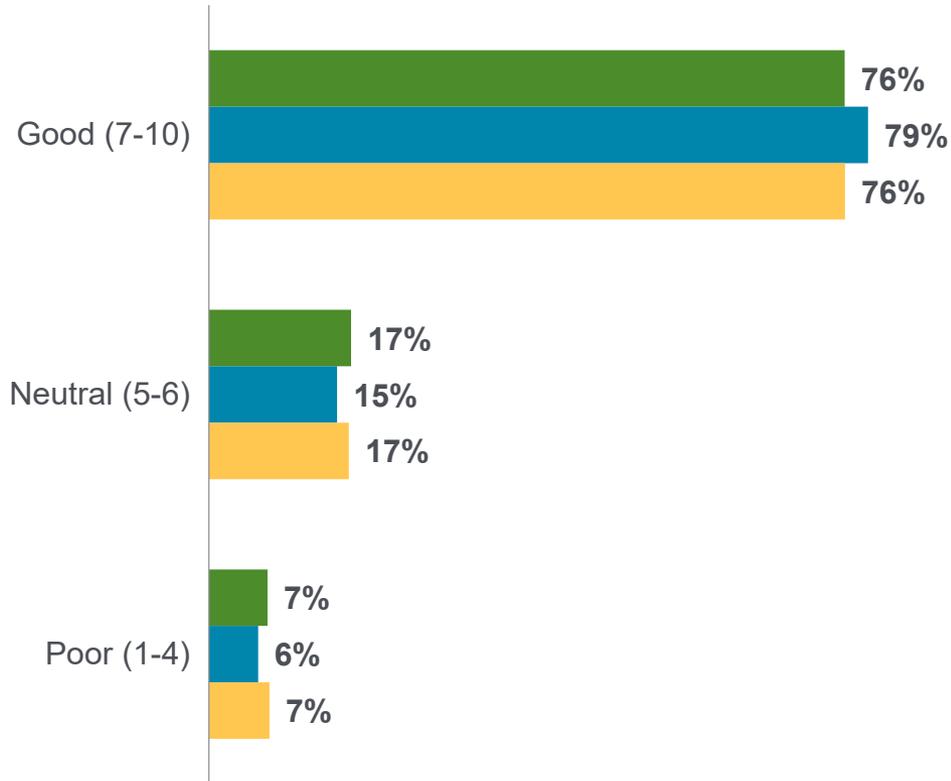
# Quality of life



# Overall quality of life in Calgary

Three-quarters (76%) of all Calgarians consider the overall quality of life in the city of Calgary to be ‘good.’ There are no statistically significant differences by subgroup (79% Racialized Calgarians and 76% non-Racialized Calgarians).

How would you rate the overall quality of life in the city of Calgary today?



- All Calgarians
- Racialized
- Non-Racialized

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

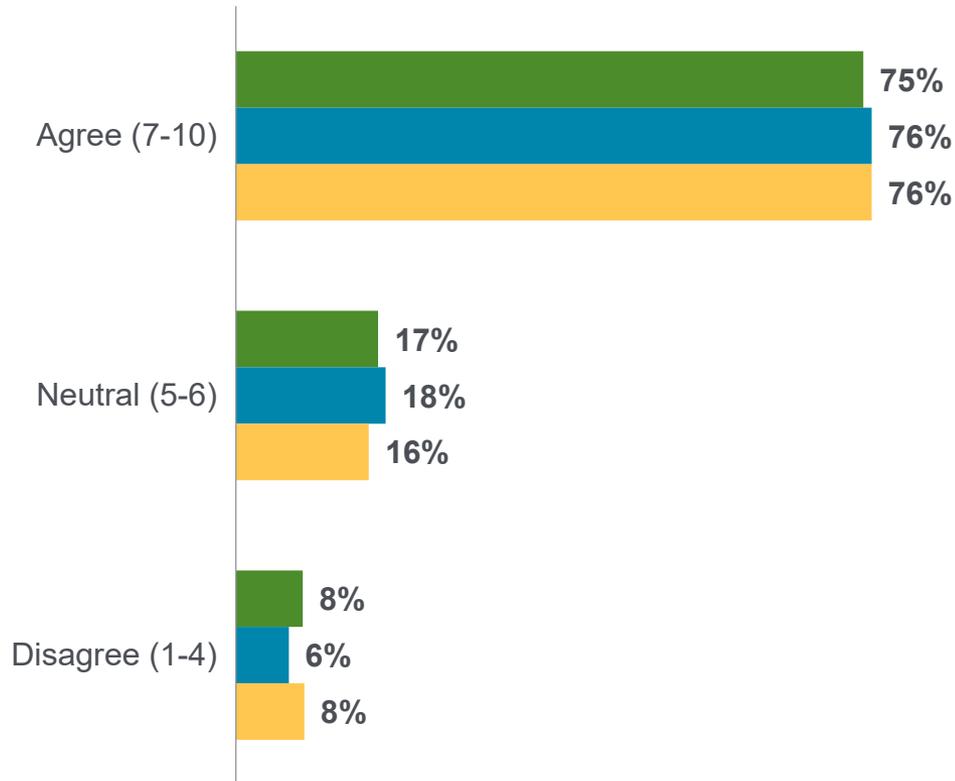
Base: Valid respondents (All Calgarians n=2,497, Racialized n=542, Non-Racialized n=1,818)



# Great place to make a life

Three-quarters (75%) of Calgarians agree that Calgary is a great place to make a life. Identical proportions of Racialized and non-Racialized Calgarians feel this way about making a life in Calgary (76%).

“Calgary is a great place to make a life.”



- All Calgarians
- Racialized
- Non-Racialized

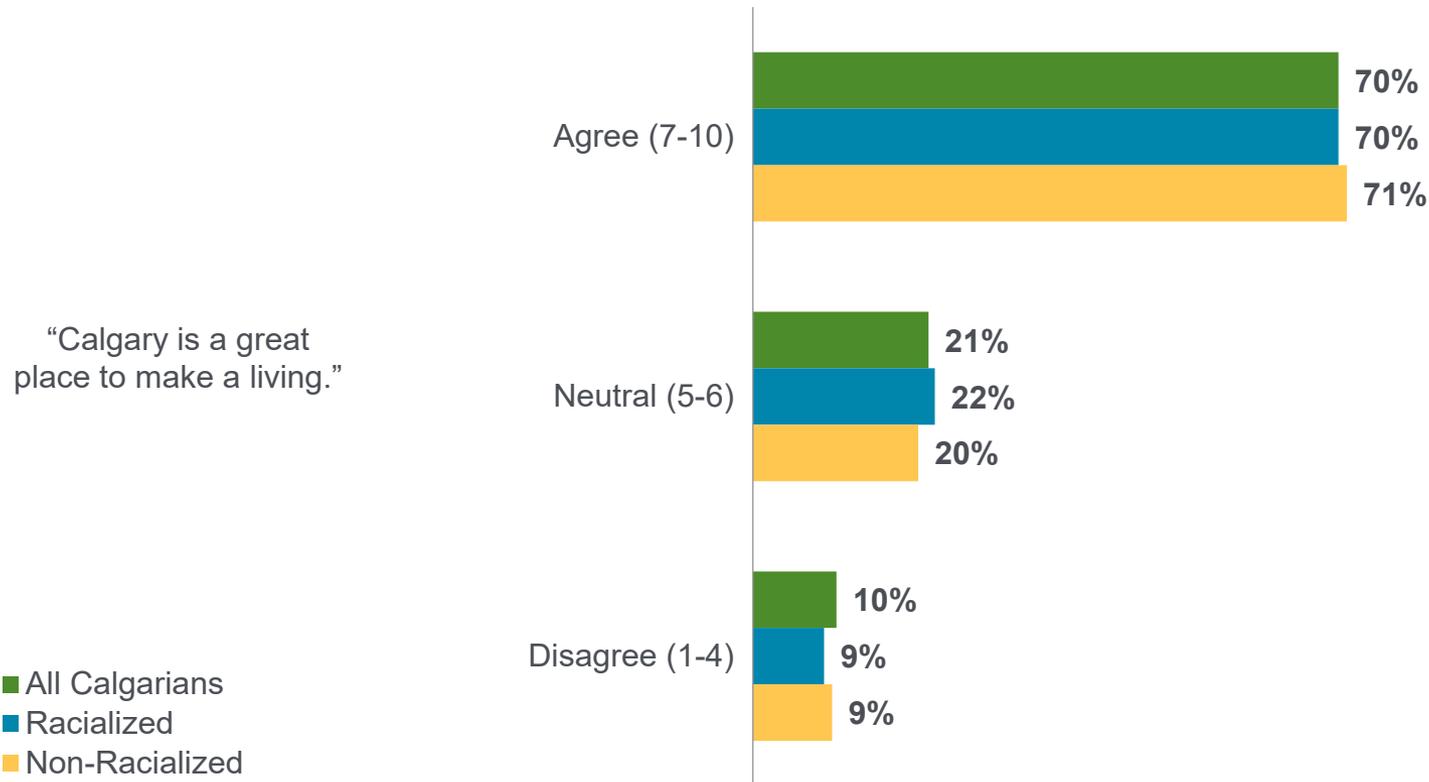
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (All Calgarians n=2,496, Racialized n=544, Non-Racialized n=1,815)



# Great place to make a living

Seven-in-ten (70%) Calgarians agree that Calgary is a great place to make a living. There are no statistically significant differences in opinion between Racialized and non-Racialized Calgarian (70% and 71%, respectively).



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

Base: Valid respondents (All Calgarians n=2,478, Racialized n=545, Non-Racialized n=1,800)

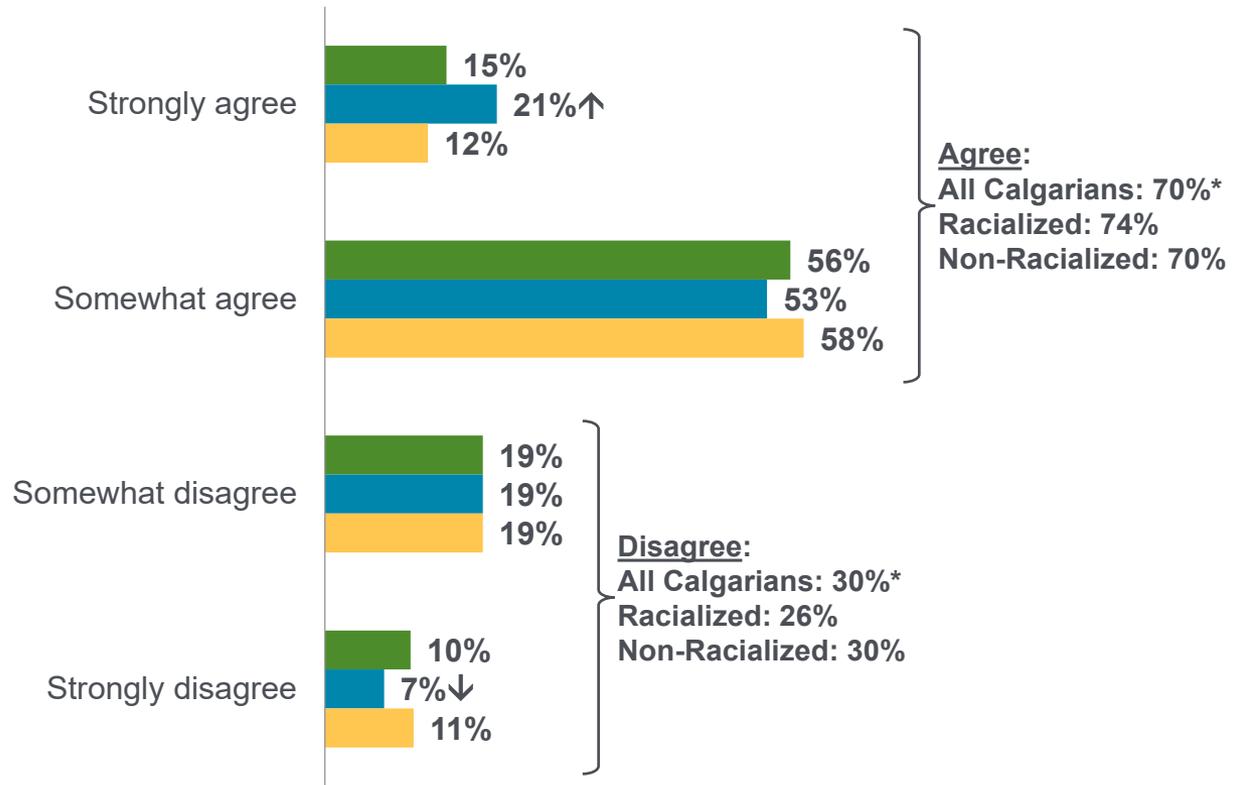


# On track to be a better city

Seven-in-ten (70%) Calgarians agree (strongly or somewhat) that Calgary is poised to become a better city in the next decade. While both Racialized and non-Racialized Calgarians agree in similar proportions (74% and 70%, respectively), a statistically higher proportion of Racialized Calgarians (21%) ‘strongly’ agree that Calgary is on the right track than non-Racialized Calgarians (12%).

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

- All Calgarians
- Racialized
- Non-Racialized



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

Base: Valid respondents (All Calgarians n=2,475, Racialized n=540, Non-Racialized n=1,801)

\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Inclusivity

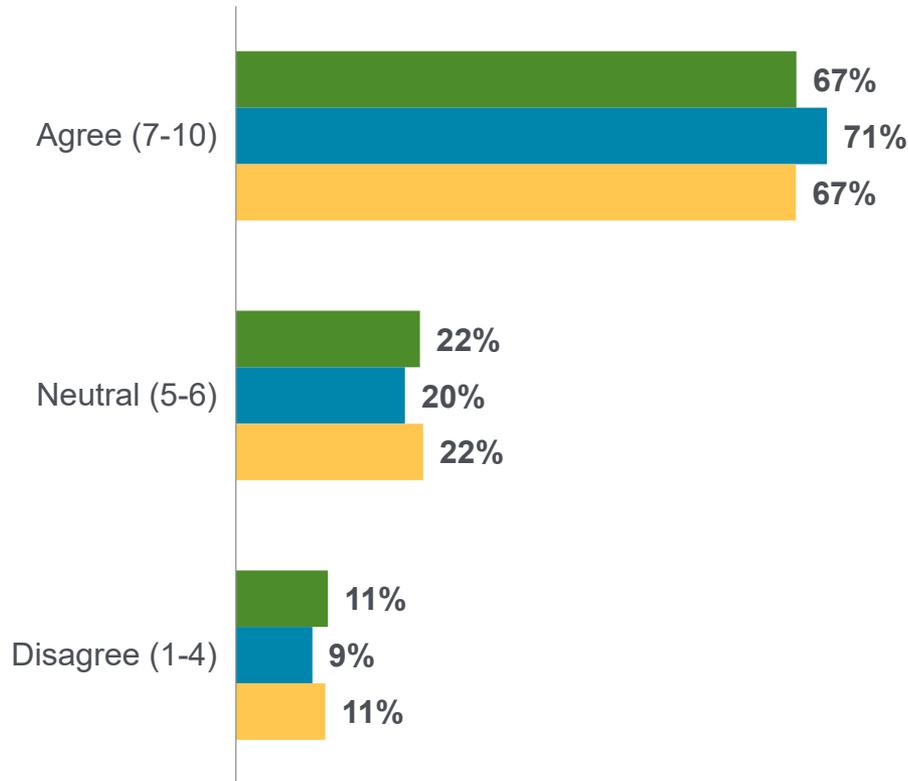


# Perceptions of inclusion

Two-thirds (67%) of Calgarians think that The City fosters a city that is inclusive and accepting of all. Racialized (71%) and non-Racialized (67%) Calgarians share this opinion in similar proportions.

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

- All Calgarians
- Racialized
- Non-Racialized



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

Base: Valid respondents (All Calgarians n=2,473, Racialized n=539, Non-Racialized n=1,803)

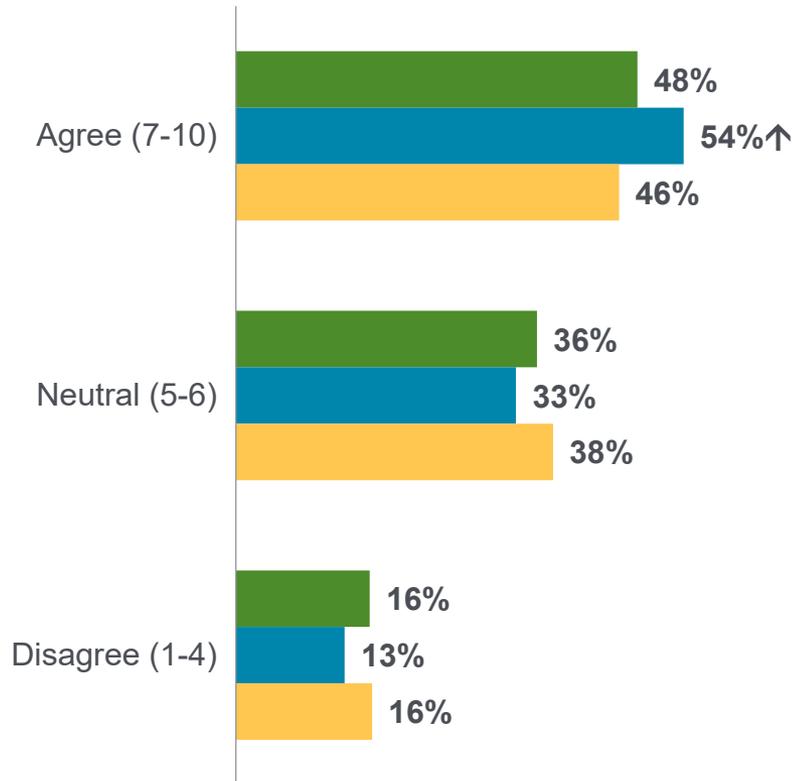


# Removes barriers to participation

Nearly one-half (48%) of Calgarians believe The City delivers programs and services that remove barriers for Calgarians who need it the most. A statistically higher proportion of Racialized Calgarians (54%) believe this to be the case compared to non-Racialized Calgarians (46%).

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

- All Calgarians
- Racialized
- Non-Racialized



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

Base: Valid respondents (All Calgarians n=2,399, Racialized n=534, Non-Racialized n=1,740)

↑ / ↓ Statistically higher / lower than comparable subgroup

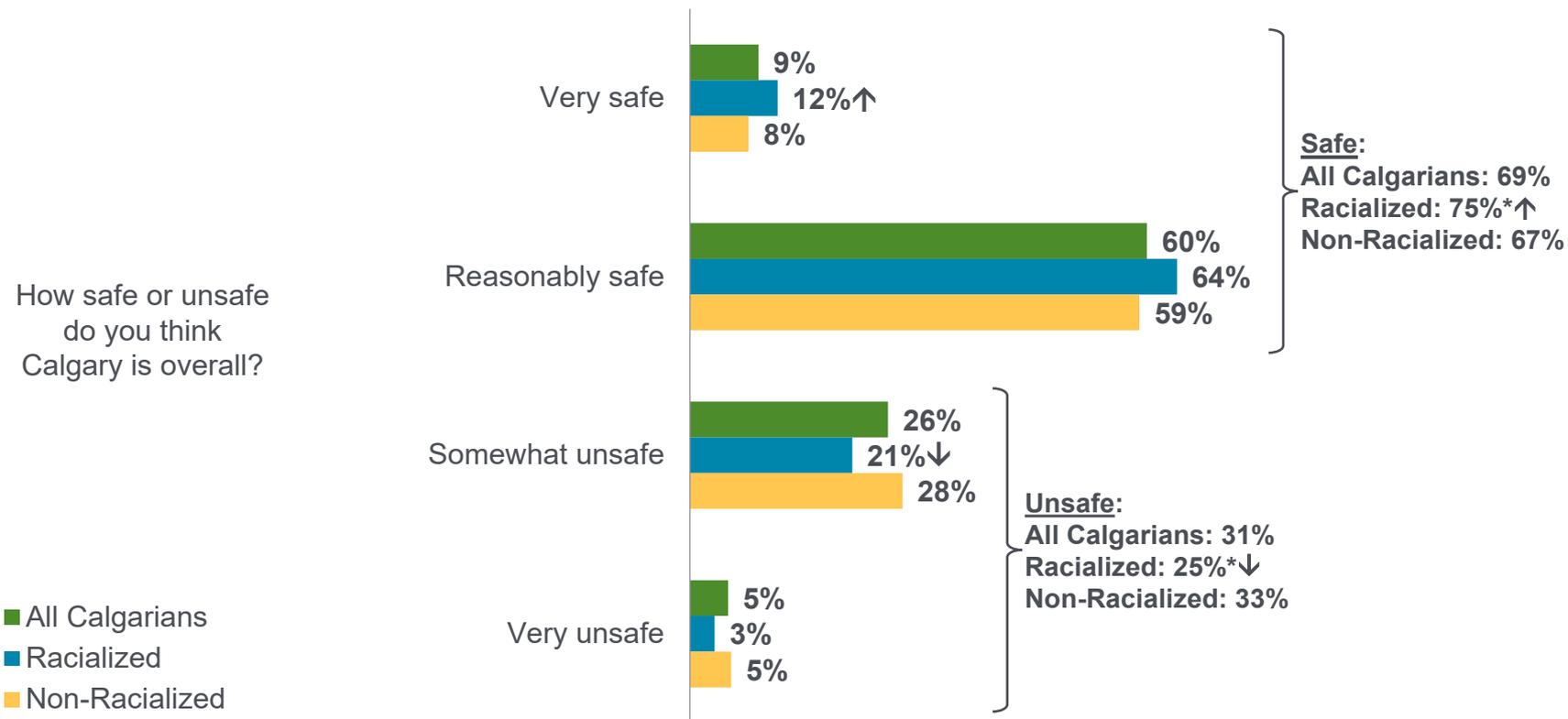


# Safety



# Overall perceived safety of the city of Calgary

Seven-in-ten (69%) Calgarians think the city is 'safe' overall. Relatively more Racialized Calgarians (75%) feel that the city of Calgary is 'safe' compared to non-Racialized Calgarians (67%).



Q. How safe or unsafe do you think Calgary is overall?  
 Base: Valid respondents (All Calgarians n=2,492, Racialized n=544, Non-Racialized n=1,812)

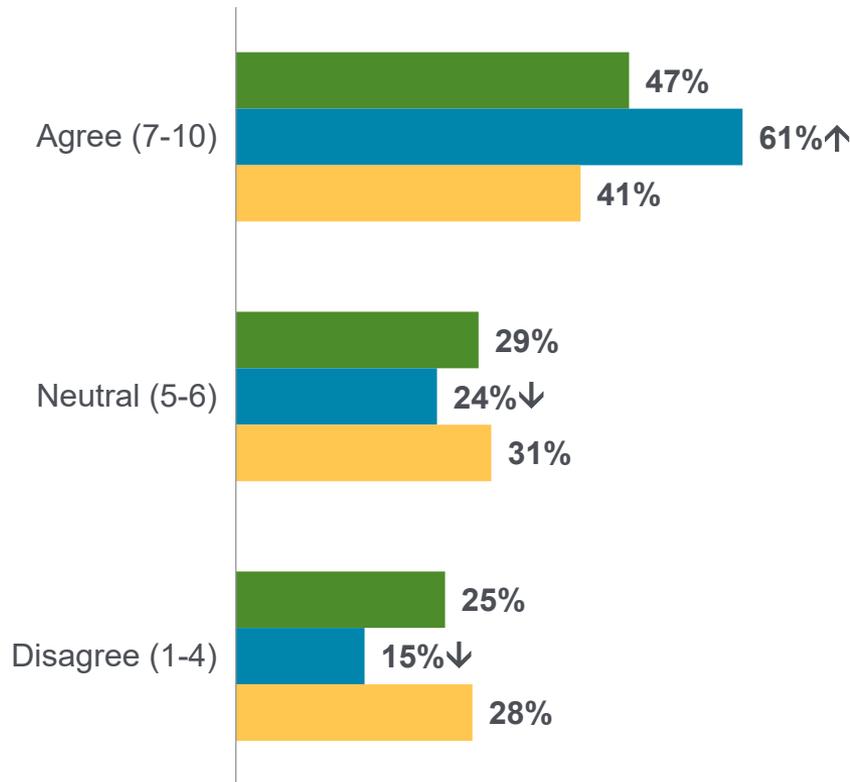
\* Rounding  
 ↑ / ↓ Statistically higher / lower than comparable subgroup



# Safe for all residents and visitors

Around one-half (47%) of Calgarian agree that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity. The level of agreement is statistically higher among Racialized Calgarians (61%) compared to non-Racialized Calgarians (41%).

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



- All Calgarians
- Racialized
- Non-Racialized

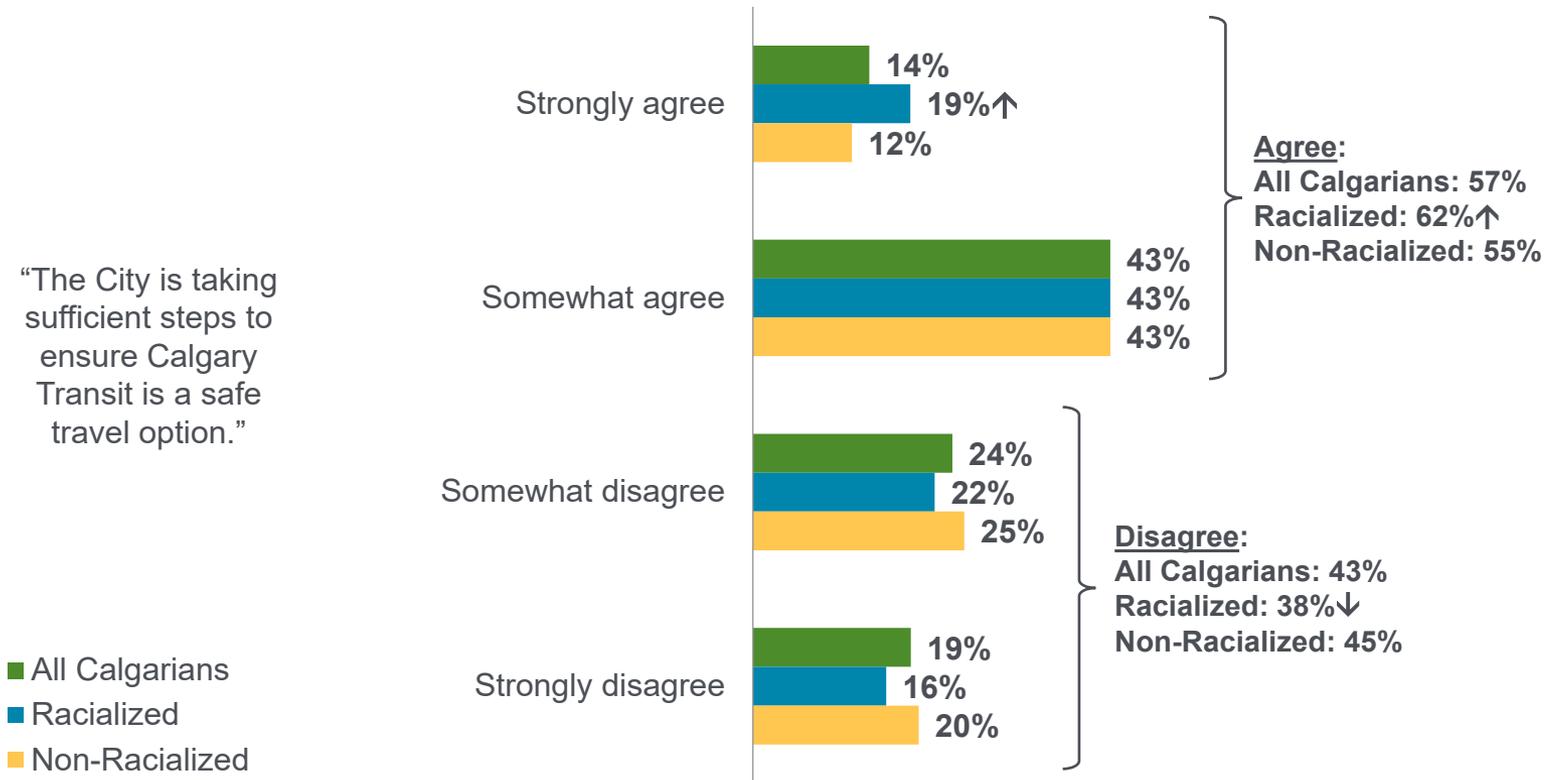
Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
 Base: Valid respondents (All Calgarians n=2,491, Racialized n=545, Non-Racialized n=1,811)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Ensuring Calgary Transit safety

Overall, more than one-half (57%) of Calgarians believe that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option. A statistically higher proportion of Racialized Calgarians (62%) share this belief compared to non-Racialized Calgarians (55%). Further, more feel 'strongly' about this (19% vs. 12%, respectively).



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

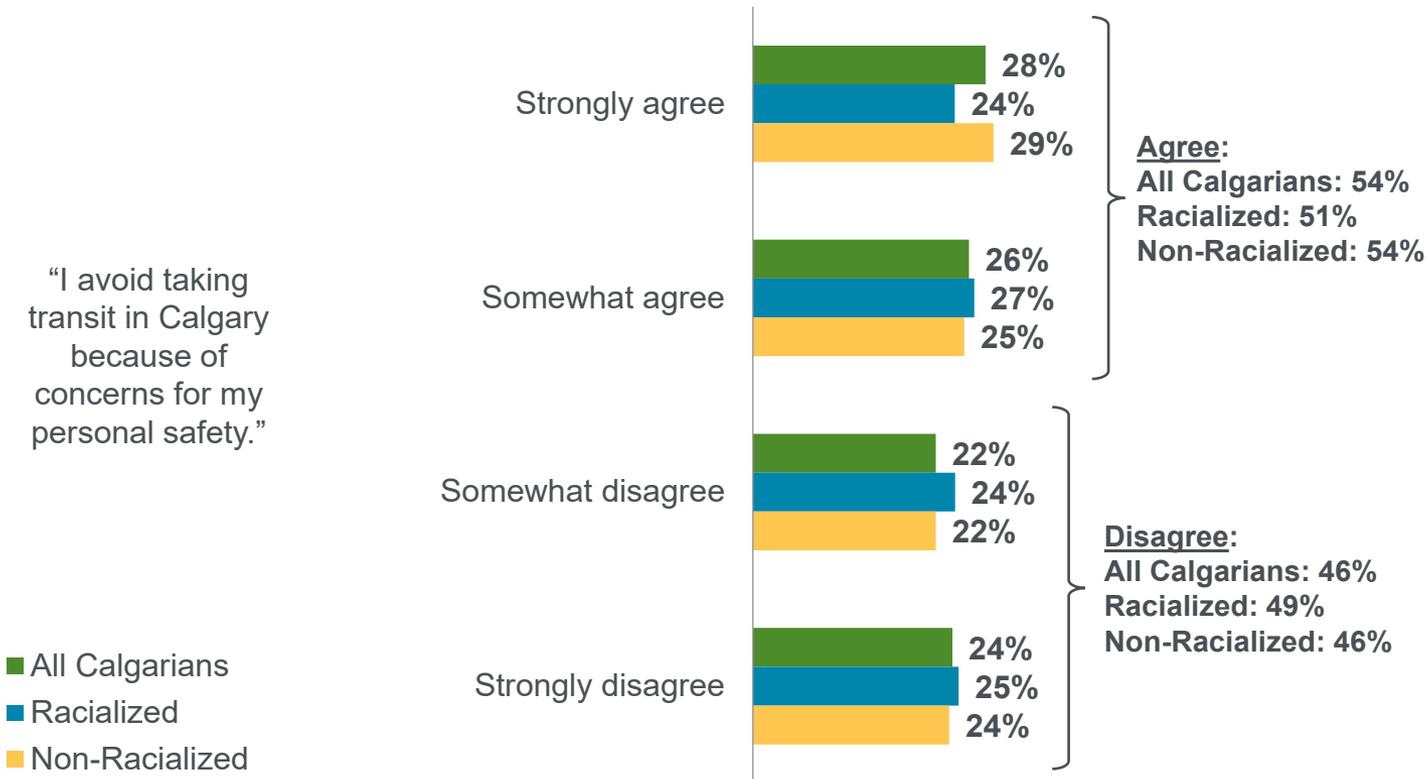
Base: Valid respondents (All Calgarians n=2,421, Racialized n=529, Non-Racialized n=1,763)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Avoiding transit due to safety concerns

Around one-half (54%) of all Calgarians say they avoid taking transit in Calgary due to concerns for their personal safety. Similar proportions of Racialized (51%) and non-Racialized (54%) Calgarians avoid transit because of safety concerns.



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

Base: Valid respondents (All Calgarians n=2,417, Racialized n=537, Non-Racialized n=1,756)

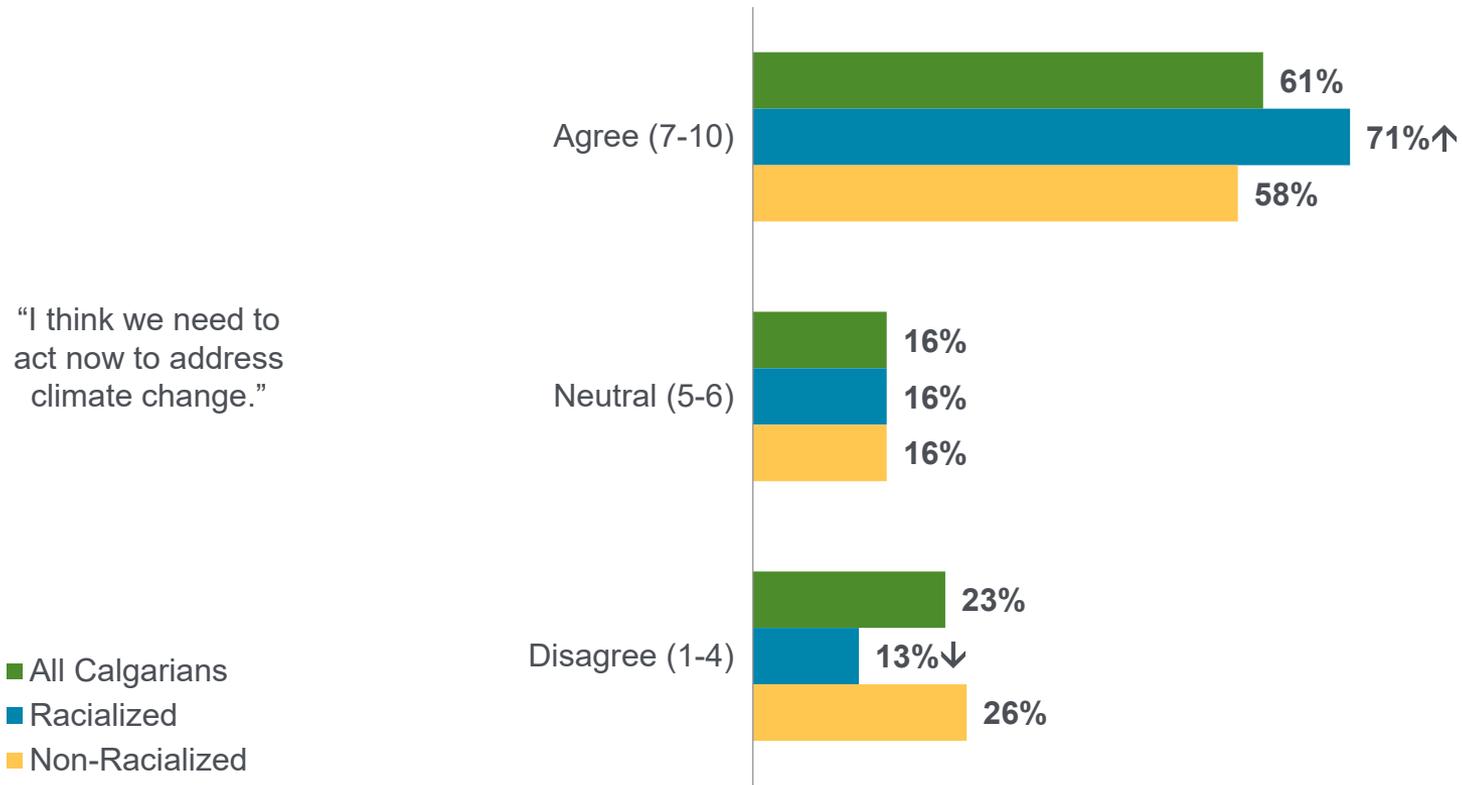


# The environment



# Climate change

Overall, three-fifths (61%) of Calgarians agree that we need to act now to address climate change. A statistically higher proportion of Racialized Calgarians think action is needed (71%) compared to non-Racialized Calgarians (58%).



Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
 Base: Valid respondents (All Calgarians n=2,482, Racialized n=543, Non-Racialized n=1,804)

↑ / ↓ Statistically higher / lower than comparable subgroup

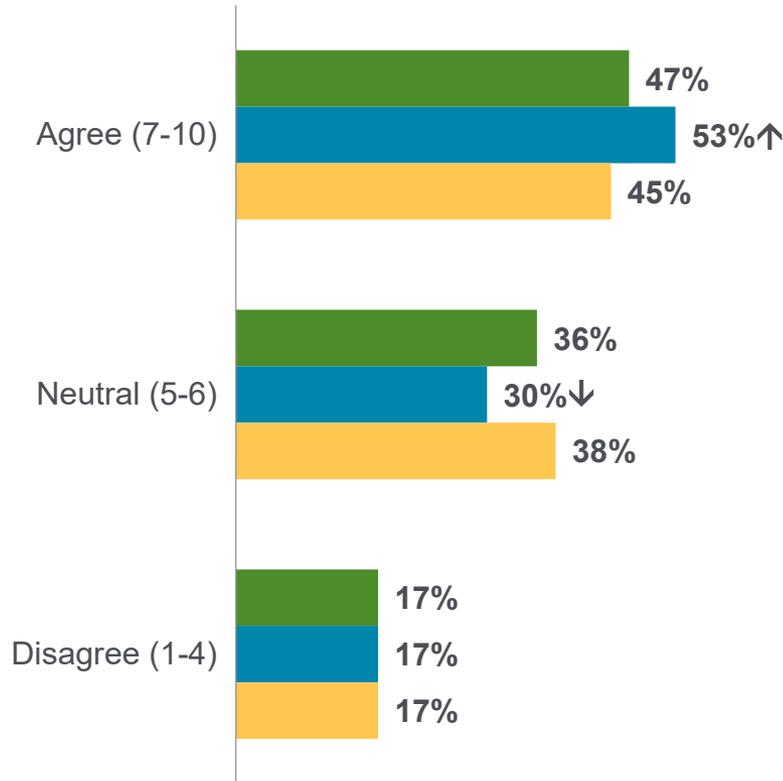


# City programs to reduce environmental impact

Around one-half (47%) of all Calgarians agree that The City has programs and services aimed at helping Calgarians reduce their environmental impact. Agreement is statistically higher among Racialized Calgarians (53%) compared to non-Racialized Calgarians (45%).

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

- All Calgarians
- Racialized
- Non-Racialized



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

Base: Valid respondents (All Calgarians n=2,429, Racialized n=528, Non-Racialized n=1,774)

↑ / ↓ Statistically higher / lower than comparable subgroup



# City services and programs

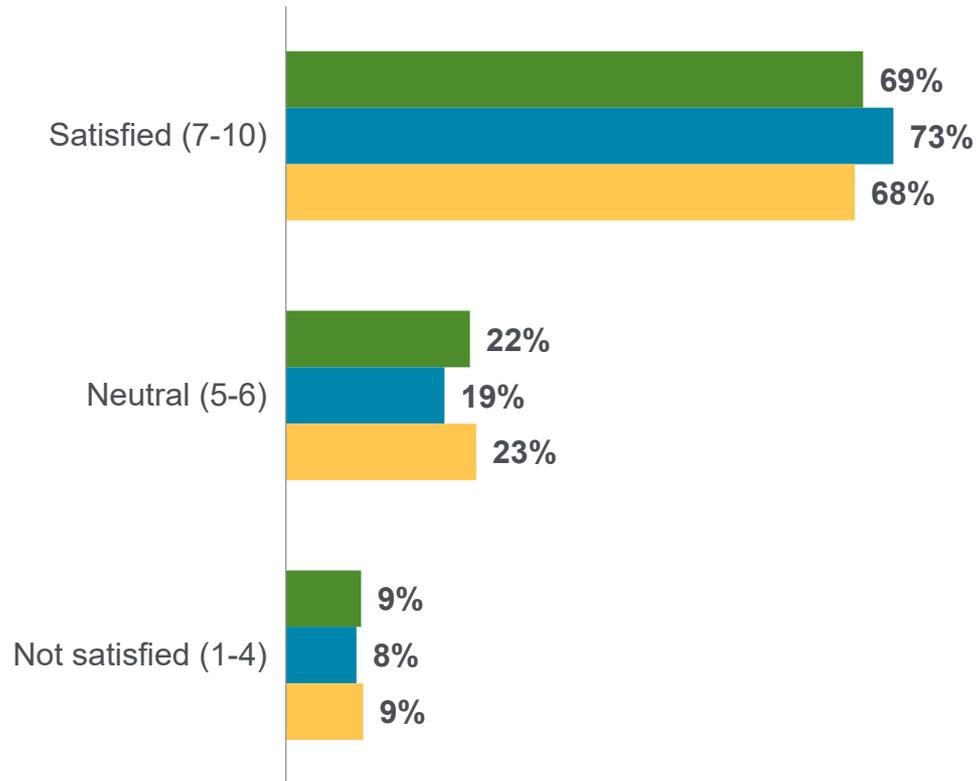


# Satisfaction with the overall level and quality of City services and programs

Seven-in-ten (69%) Calgarians are satisfied with the overall level and quality of services and programs provided by The City. Satisfaction levels are similar between Racialized and non-Racialized Calgarians (73% and 68%, respectively).

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

- All Calgarians
- Racialized
- Non-Racialized



Q. On a scale of 1 to 10 where “1” is “not at all satisfied” and “10” is “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?  
 Base: Valid respondents (All Calgarians n=2,496, Racialized n=545, Non-Racialized n=1,817)

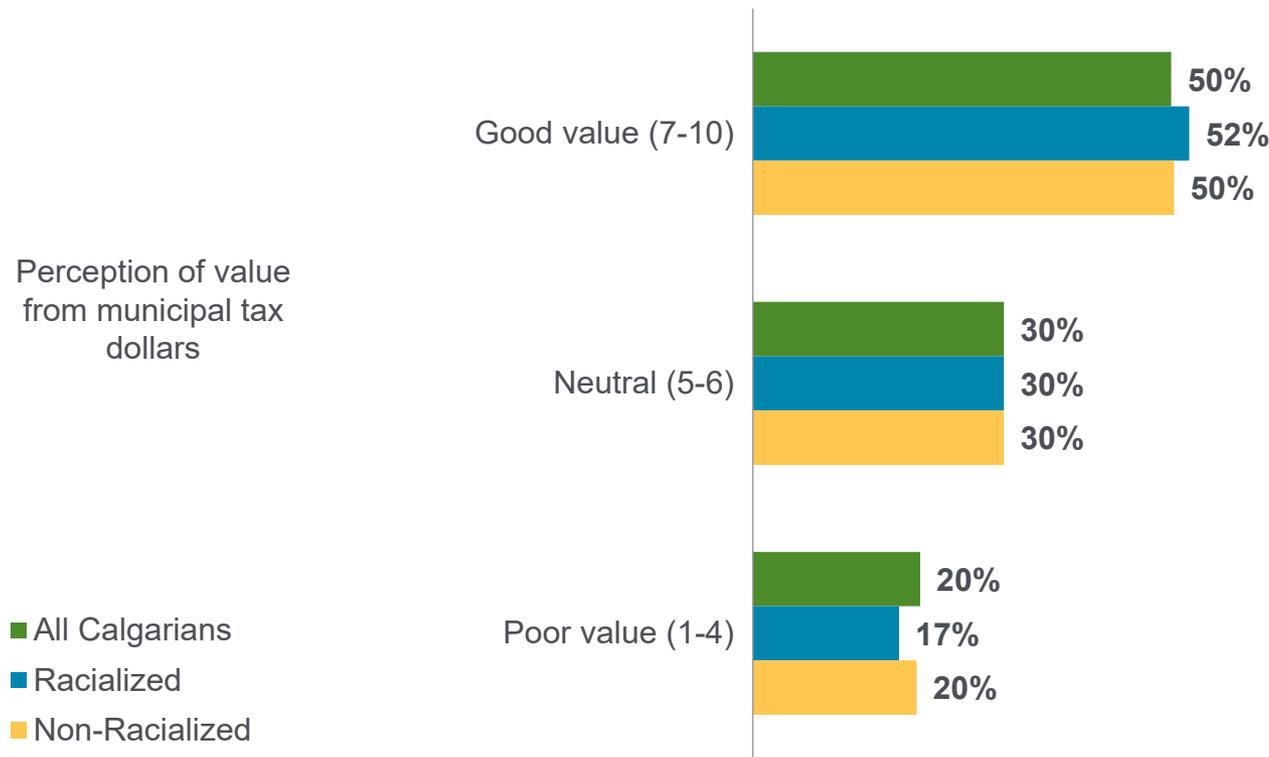


# Taxation



# Perceived value of property taxes

One-half (50%) of all Calgarians perceive the value they receive from their tax dollars to be ‘good.’ This perception is shared by similar proportions of Racialized (52%) and non-Racialized (50%) Calgarians.



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

Base: Valid respondents (All Calgarians n=2,440, Racialized n=532, Non-Racialized n=1,778)

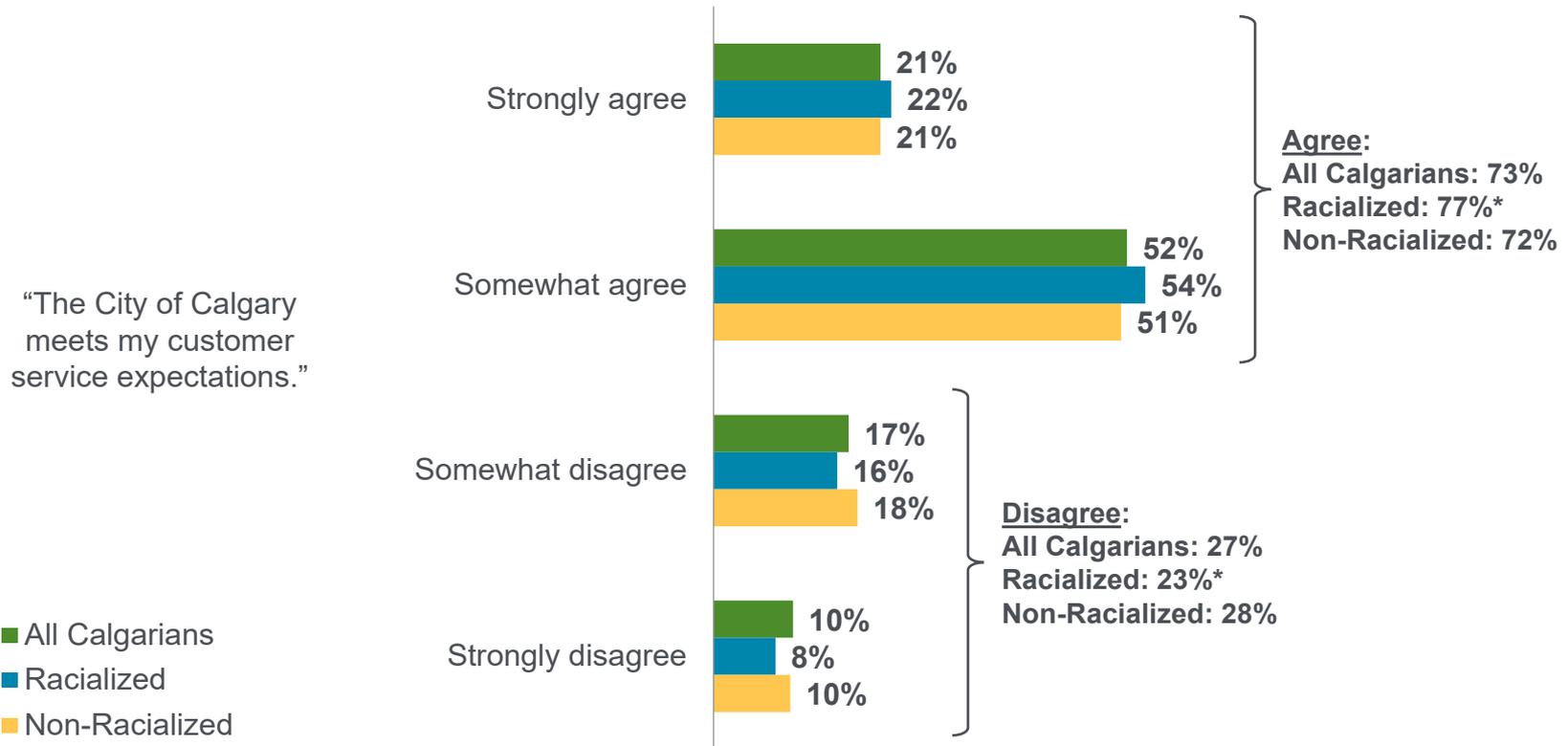


# Customer service



# Meets customer service expectations

Nearly three-quarters (73%) of Calgarians agree with the statement that The City of Calgary’s customer service meets their expectations. There are no statistically significant differences in agreement by subgroup (77% of Racialized Calgarians and 72% of non-Racialized Calgarians).



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

Base: Valid respondents (All Calgarians n=2,470, Racialized n=537, Non-Racialized n=1,799)

\* Rounding

## Help shape Calgary's next four years

We are working on the 2023-2026 Service Plans and Budgets. These outline how we will deliver, plan and fund City services and programs over the next four years.

Share your thoughts at [engage.calgary.ca](https://www.calgary.ca/engage.calgary)

SCAN ME

## TRIVIA

### Parks and recreation

How many kilometers of trails does Calgary have?  
1. 100 km  
2. 200 km  
3. 300 km  
4. 400 km

### Transportation

How many people use the Calgary Transit system daily?  
1. 100,000  
2. 200,000  
3. 300,000  
4. 400,000

### Calgary's communities

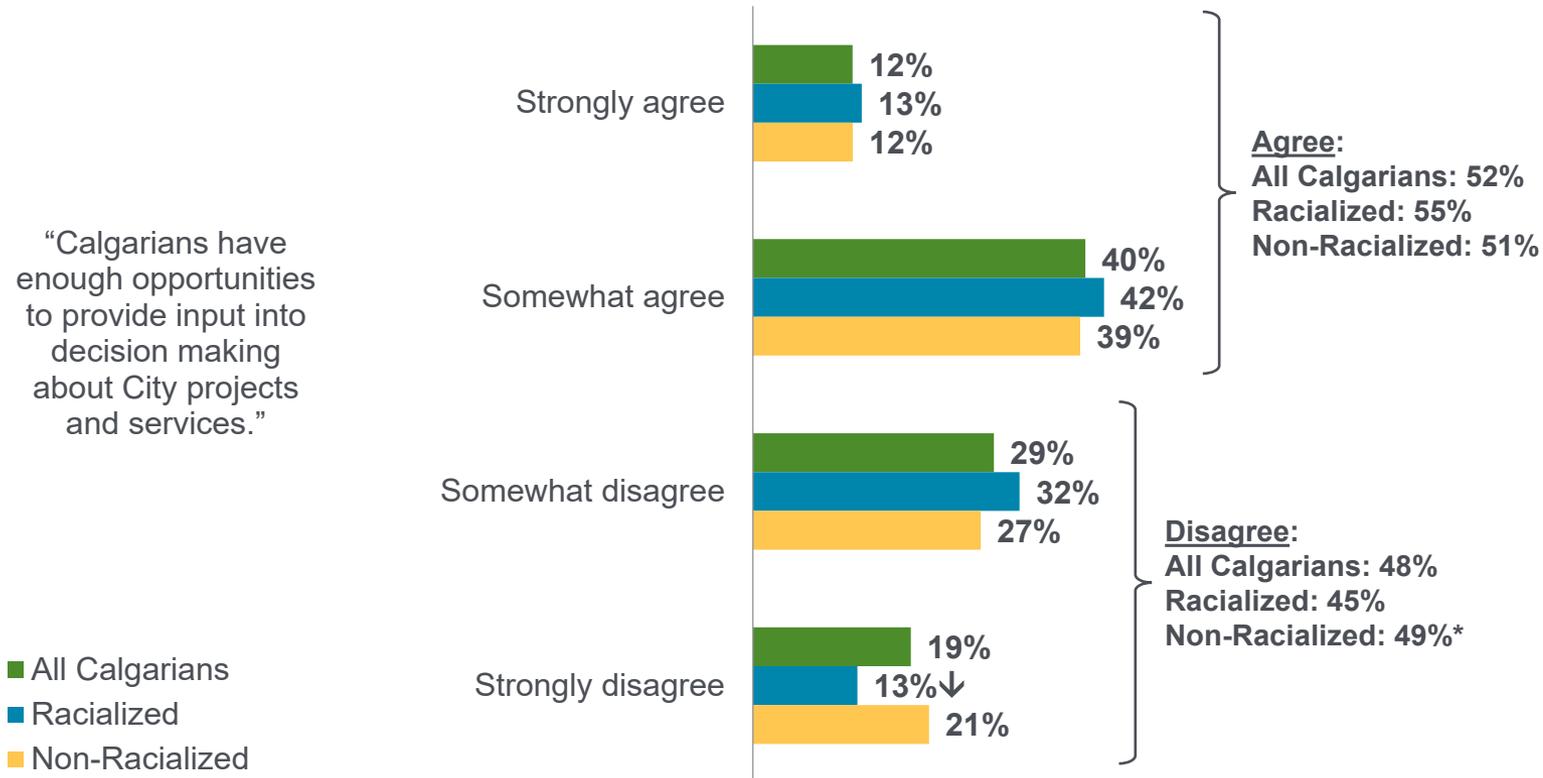
How many neighborhoods are in Calgary?  
1. 100  
2. 200  
3. 300  
4. 400

# Input from Calgarians



# Enough opportunities to provide input

Around one-half (52%) of Calgarians feel that Calgarians have enough opportunities to provide input into decision making about City projects and services. This sentiment is similar between Racialized and non-Racialized Calgarians (55% and 51%, respectively). While not impacting total disagree results, which are consistent between the two groups, fewer Racialized Calgarians ‘strongly’ disagree (13% vs. 21%, respectively).



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

Base: Valid respondents (All Calgarians n=2,463, Racialized n=535, Non-Racialized n=1,794)

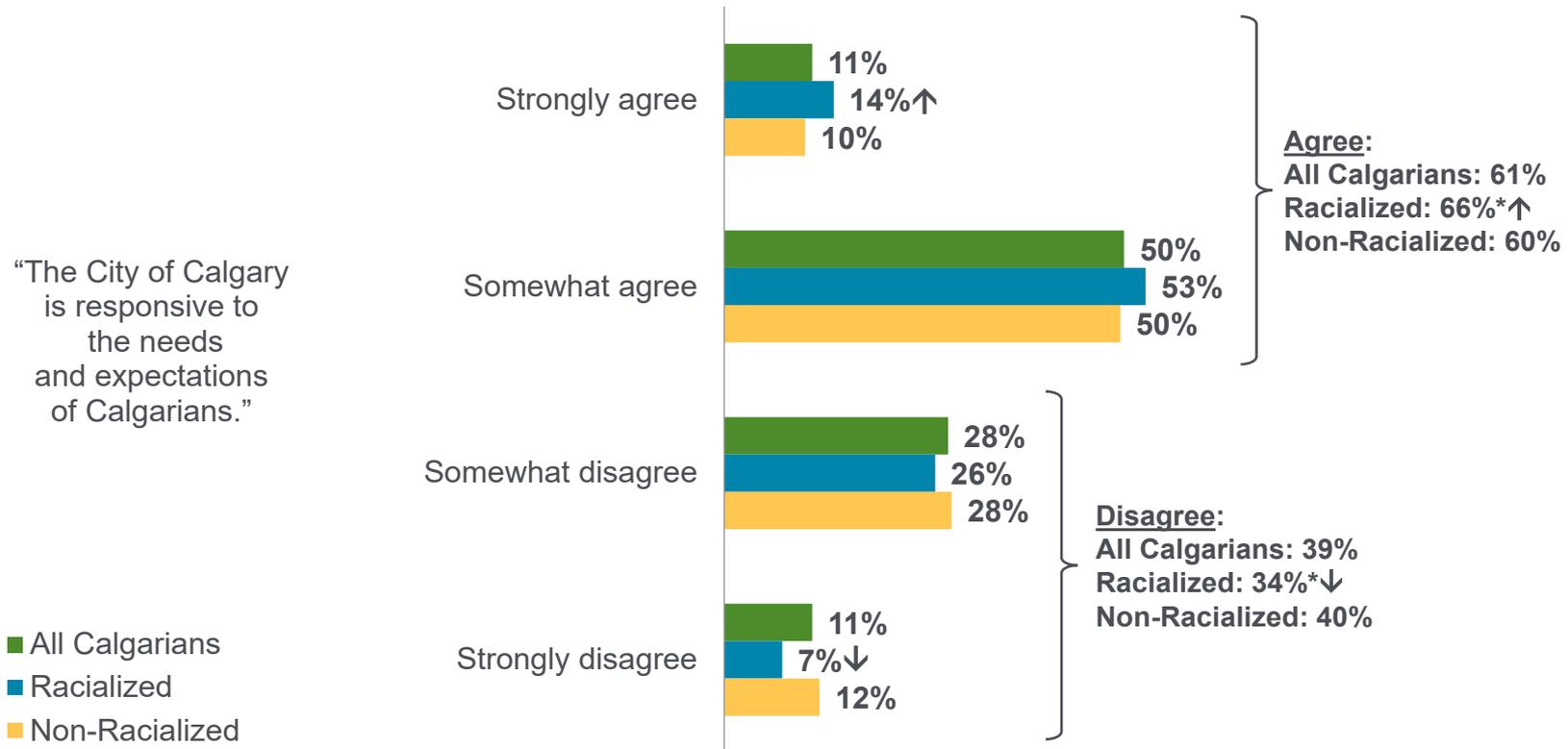
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Responsive to Calgarians

In general, three-fifths (61%) of Calgarians believe that The City of Calgary is responsive to the needs and expectations of Calgarians. A statistically higher proportion of Racialized Calgarians (66%) believe The City is responsive compared to non-Racialized Calgarians (60%).



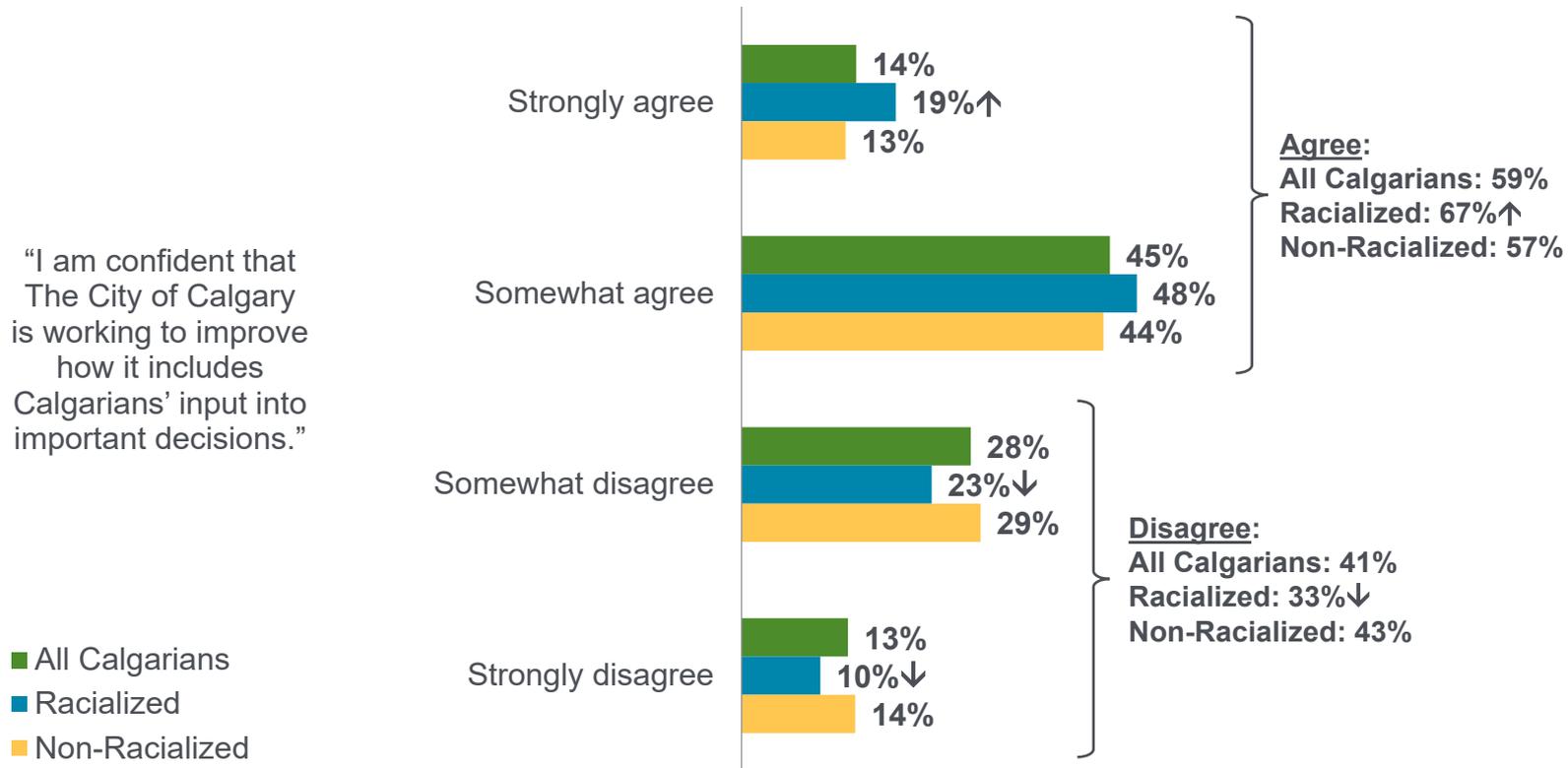
Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,486, Racialized n=544, Non-Racialized n=1,809)

\* Rounding  
 ↑ / ↓ Statistically higher / lower than comparable subgroup



# Including Calgarians' input

Three-fifths (59%) of all Calgarians are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. Confidence is statistically higher among Racialized Calgarians (67%) than non-Racialized Calgarians (57%) including higher 'strong' agreement among Racialized Calgarians (19% vs. 13% of non-Racialized).



Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,461, Racialized n=543, Non-Racialized n=1,786)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Reputation and performance

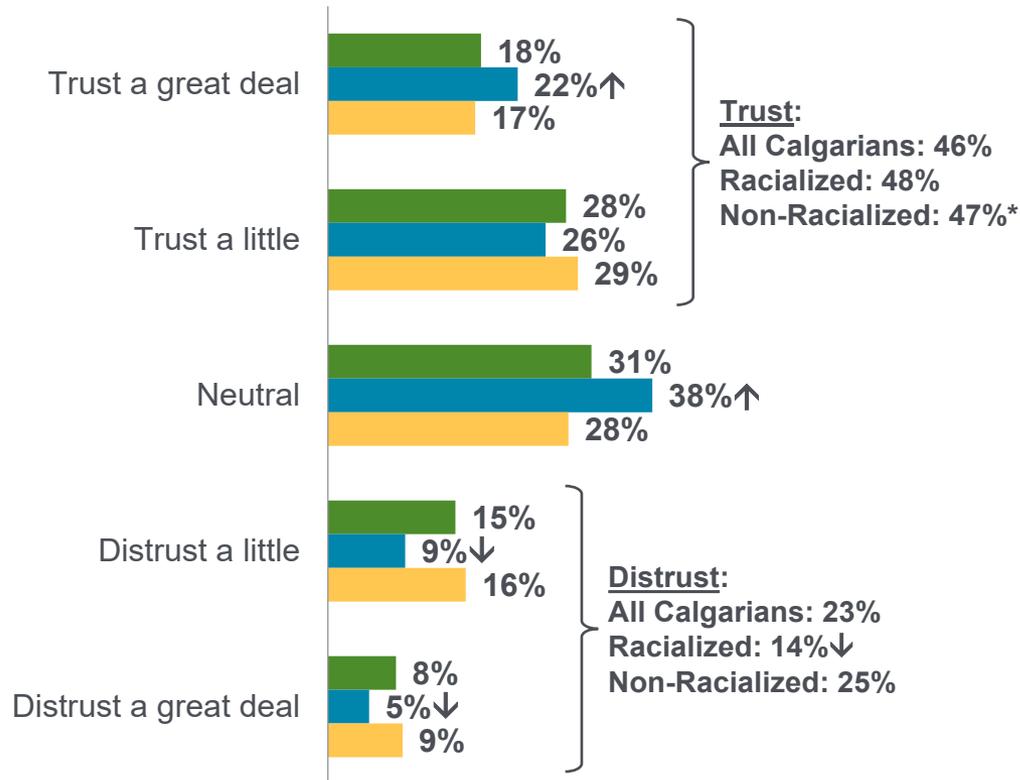


# Trust in The City of Calgary

Around one-half (46%) of Calgarians trust (strongly or somewhat) The City of Calgary. While both Racialized Calgarians and non-Racialized Calgarians trust The City in similar proportions, there is a statistical difference among the remainder. A higher proportion of Racialized Calgarians feel neutral about The City rather than feel negatively.

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

- All Calgarians
- Racialized
- Non-Racialized



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

Base: Valid respondents (All Calgarians n=2,488, Racialized n=545, Non-Racialized n=1,806)

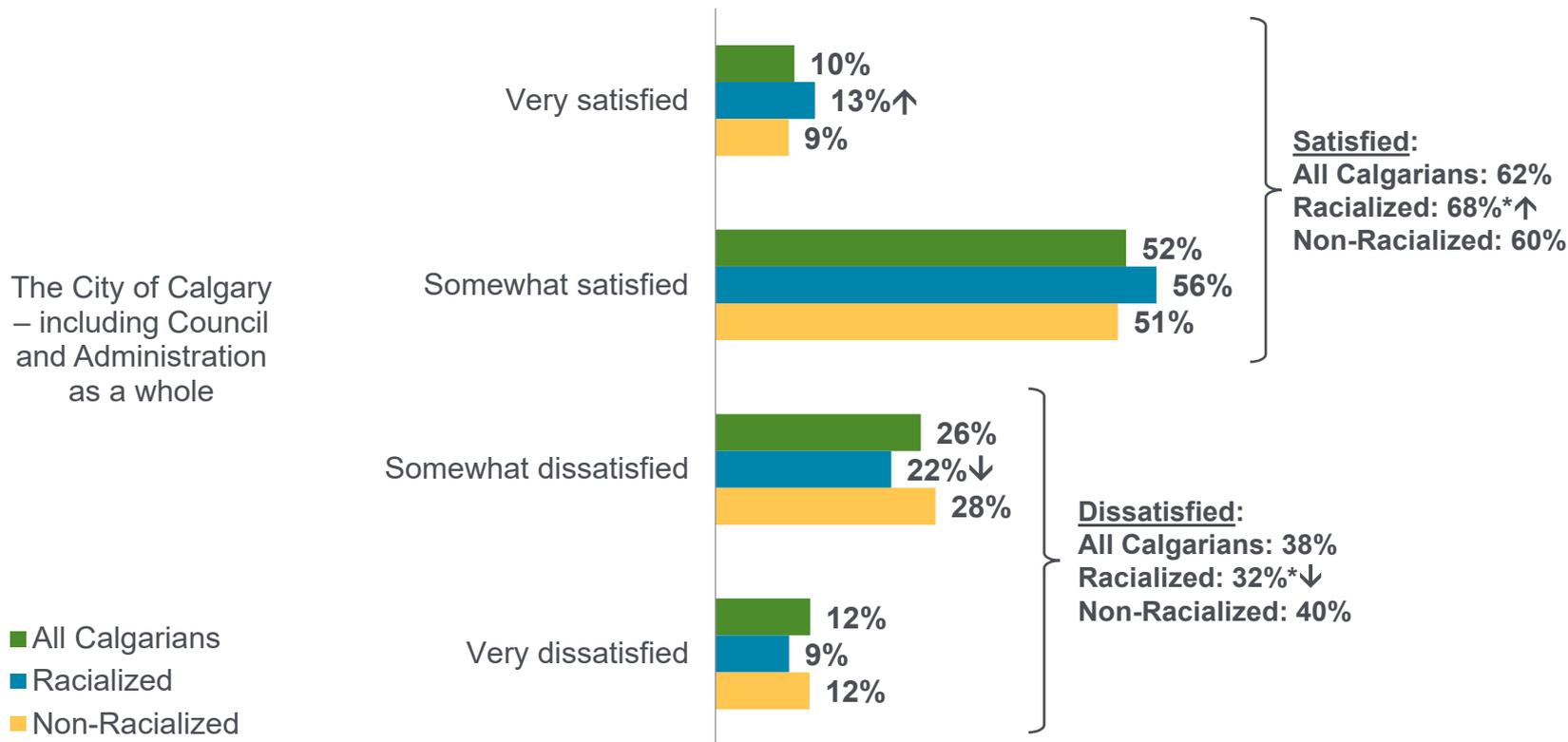
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Satisfaction with The City as a whole

Around three-fifths (62%) of Calgarians are satisfied with The City of Calgary, including Council and Administration. A statistically higher proportion of Racialized Calgarians are satisfied with The City as a whole (68%) compared to non-Racialized Calgarians (60%) including a higher proportion being 'very' satisfied (13% vs. 9%, respectively).



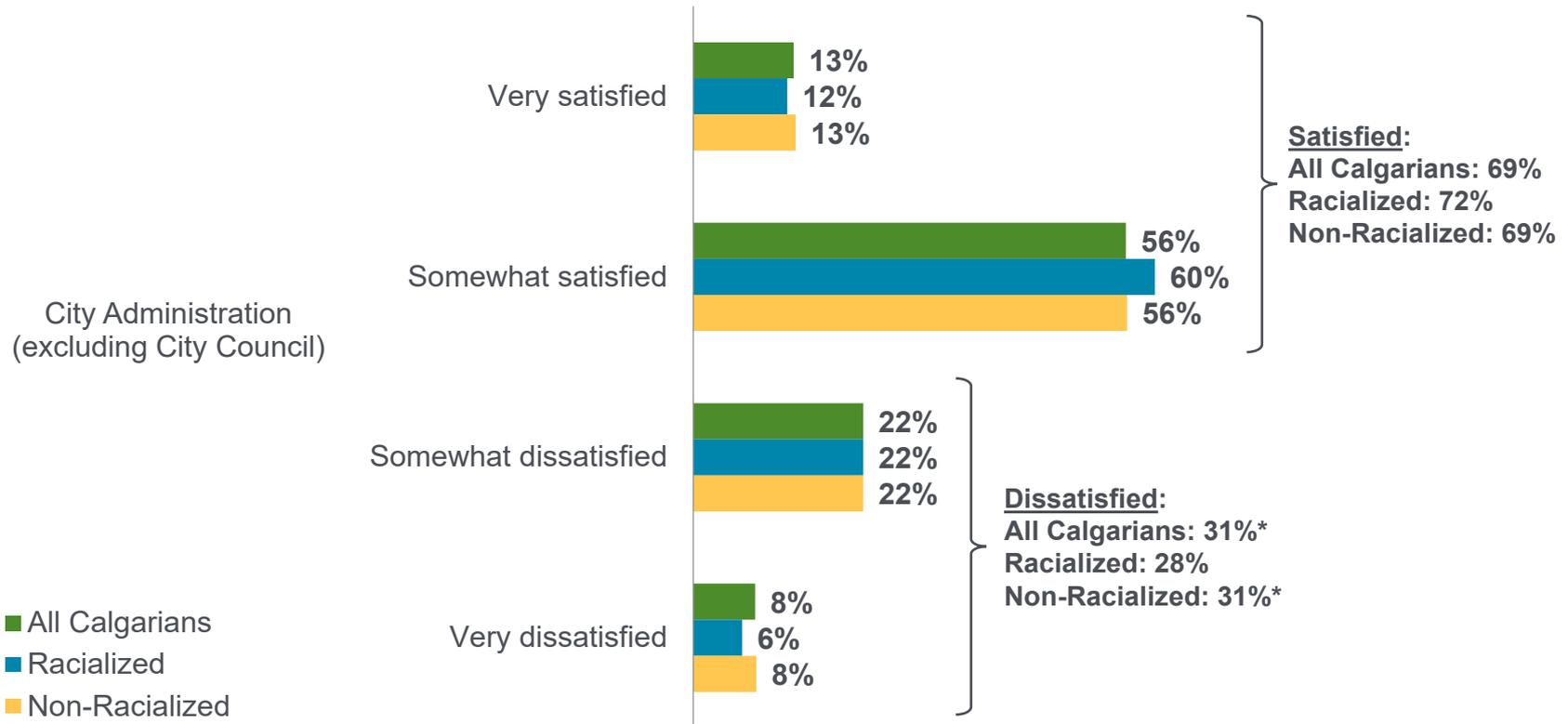
Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary – including Council and Administration as a whole - is going about running our city?  
 Base: Valid respondents (All Calgarians n=2,489, Racialized n=541, Non-Racialized n=1,813)

\* Rounding  
 ↑ / ↓ Statistically higher / lower than comparable subgroup



# Satisfaction with Administration

Seven-in-ten (69%) Calgarians express satisfaction with City Administration (excluding City Council). There are no statistically significant differences in satisfaction with Administration by subgroup (72% of Racialized Calgarians and 69% of non-Racialized Calgarians).



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

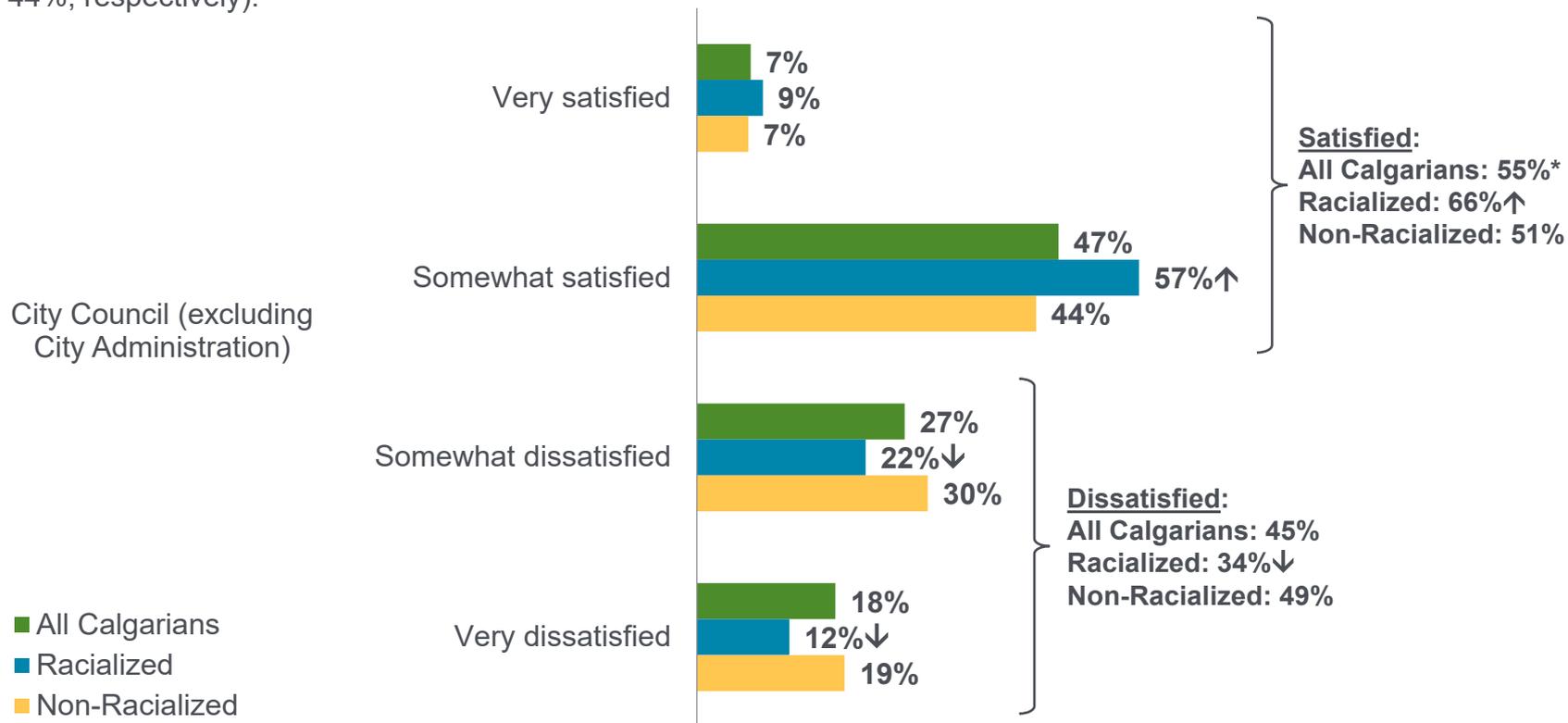
Base: Valid respondents (All Calgarians n=2,461, Racialized n=537, Non-Racialized n=1,793)

\* Rounding



# Satisfaction with Council

Around one-half (55%) of all Calgarians are satisfied with the way City Council (excluding City Administration) is running the city. Satisfaction is higher among Racialized Calgarians compared to non-Racialized Calgarians (66% vs. 51%, respectively) although it is largely 'somewhat' satisfied scores that are driving this statistical difference (57% vs. 44%, respectively).



Q. Thinking about Calgary's City Council, (excluding City Administration), how satisfied or dissatisfied are you with the way City Council is going about running our city?  
 Base: Valid respondents (All Calgarians n=2,469, Racialized n=538, Non-Racialized n=1,798)

\* Rounding  
 ↑ / ↓ Statistically higher / lower than comparable subgroup

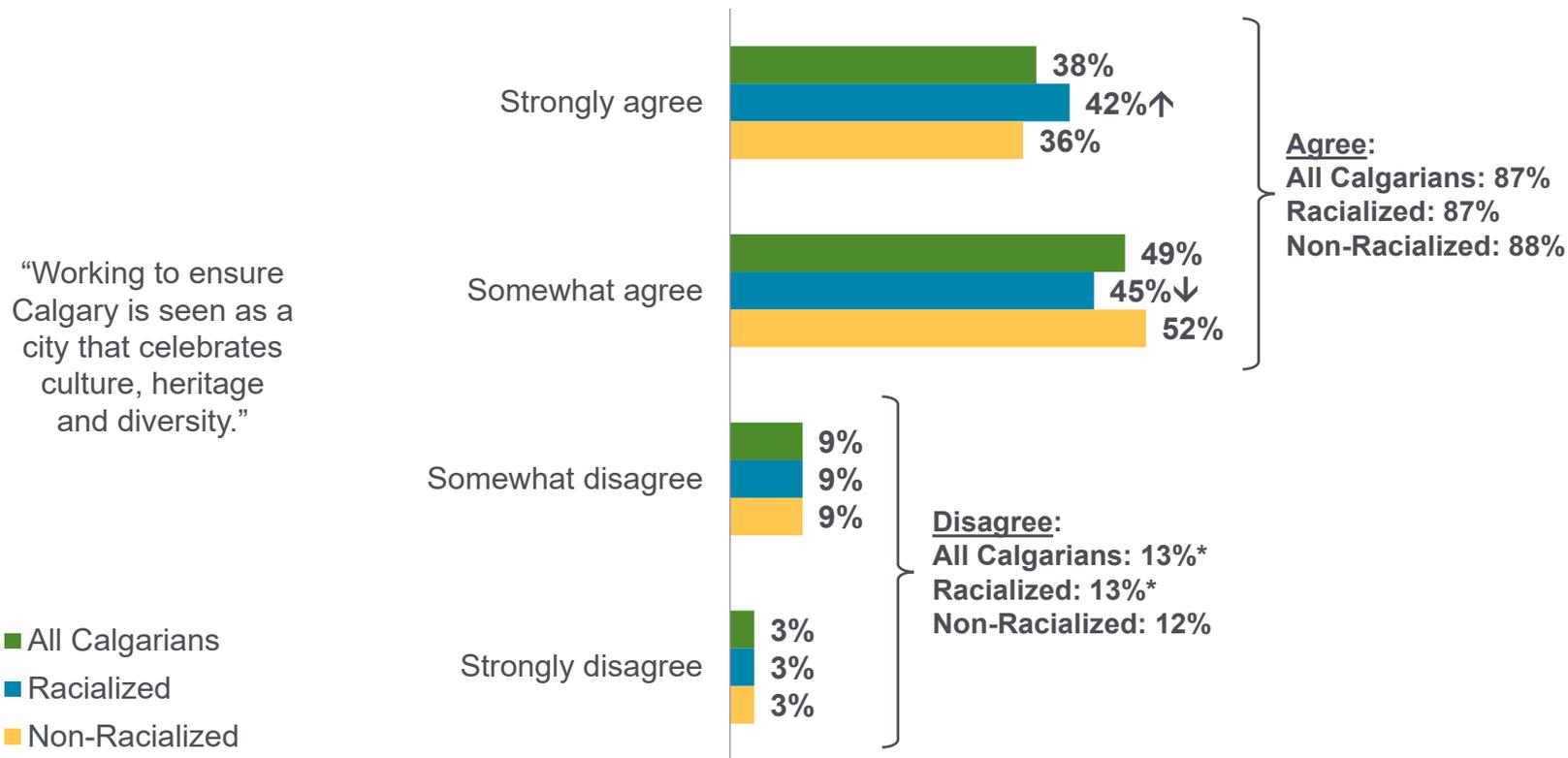


# Council focus areas



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

A large majority (87%) of Calgarians agree that The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity. While agreement is similar by the subgroups (87% Racialized and 88% non-Racialized), there are some statistical differences in the degree of agreement with a larger proportion of Racialized Calgarians (42%) than non-Racialized Calgarians (36%) 'strongly' agreeing and in turn fewer 'somewhat' agreeing.



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

Base: Valid respondents (All Calgarians n=2,473, Racialized n=543, Non-Racialized n=1,802)

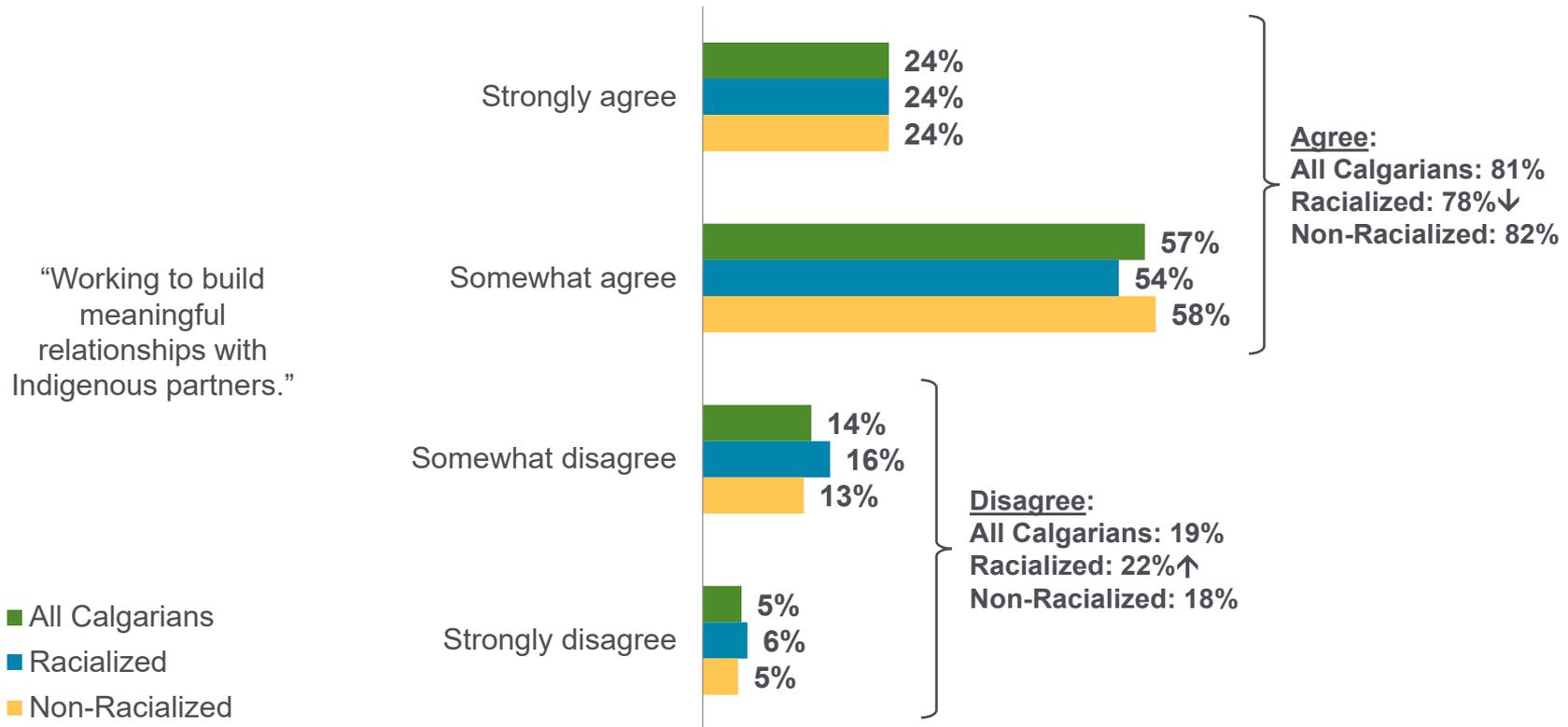
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Working to build relationships with Indigenous partners

Four-fifths (81%) of Calgarians believe that The City is doing a good job at working to build meaningful relationships with Indigenous partners. A statically smaller proportion of Racialized Calgarians agree that The City is doing well with this (78%) compared to non-Racialized Calgarians (82%).



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

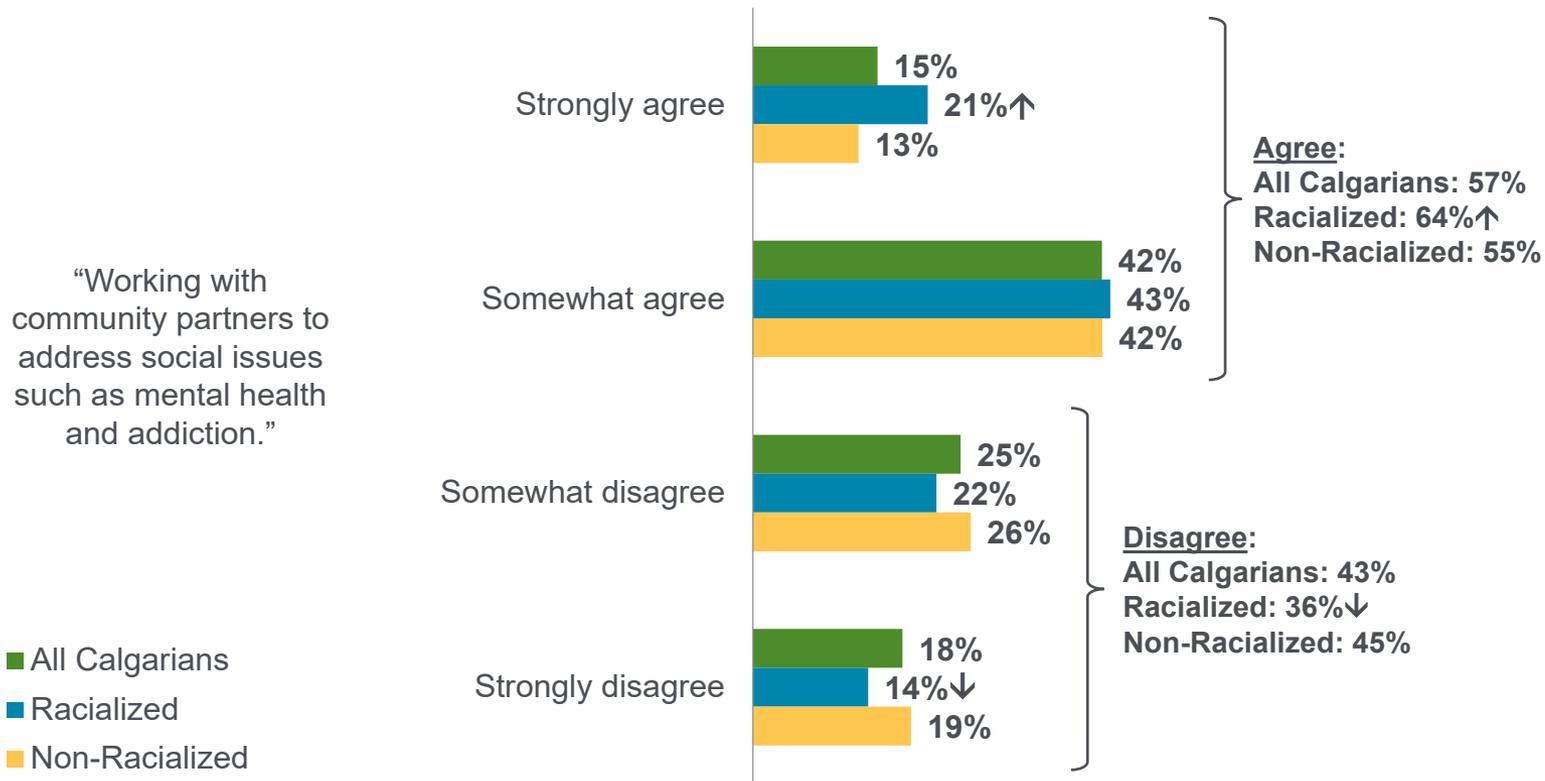
Base: Valid respondents (All Calgarians n=2,359, Racialized n=521, Non-Racialized n=1,723)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Working with community partners to address social issues

More than one-half (57%) of Calgarians feel The City is doing a good job working with community partners to address social issues. A statistically higher proportion of Racialized Calgarians feel The City is doing a good job (64%) compared to non-Racialized Calgarians (55%) including a higher proportion agreeing 'strongly' (21% vs. 13%, respectively).



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

Base: Valid respondents (All Calgarians n=2,408, Racialized n=536, Non-Racialized n=1,747)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Housing

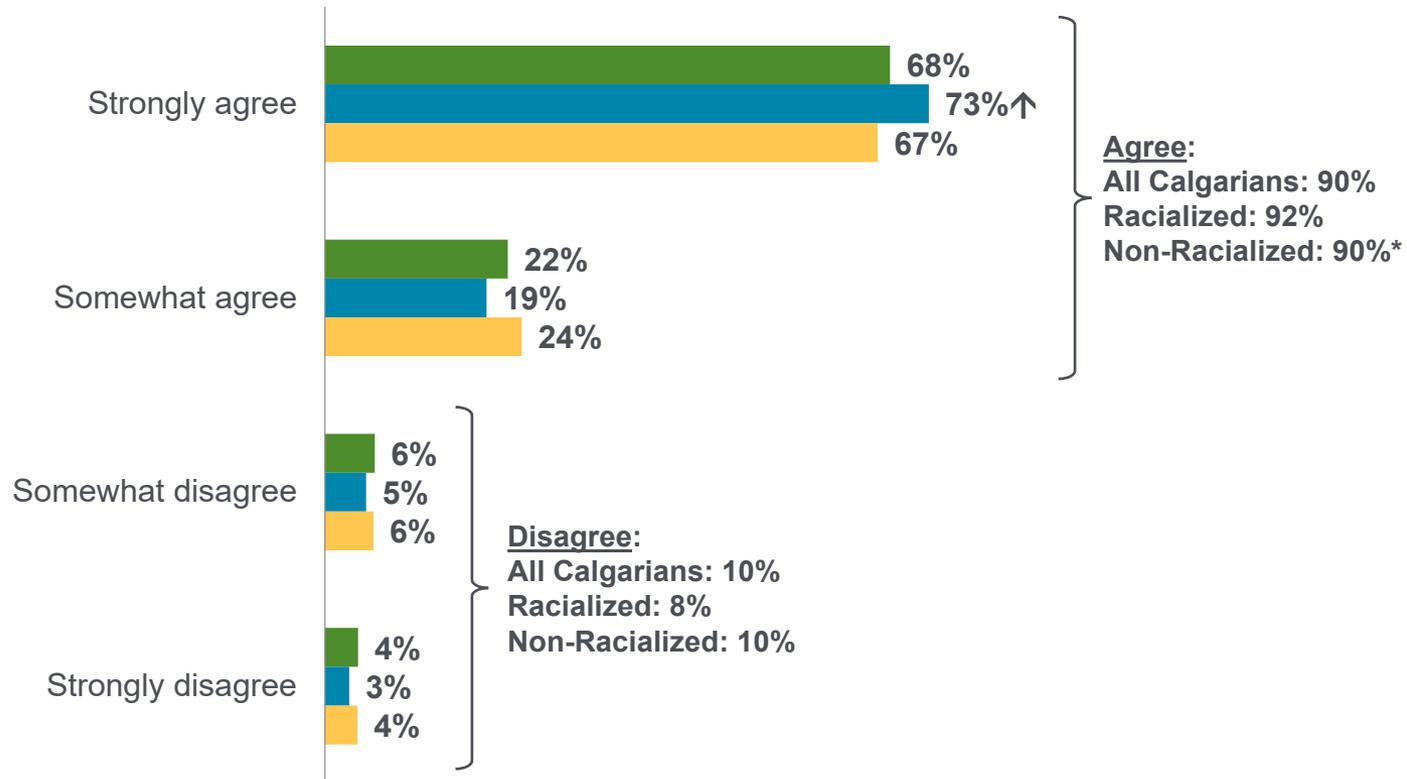


# Affordable housing

Nine-in-ten (90%) Calgarians agree that The City should invest more into affordable housing programs for low-income Calgarians. While both Racialized and non-Racialized Calgarians similarly agree as a whole (92% and 90%, respectively), a statistically higher proportion of Racialized Calgarians (73%) 'strongly' agree compared to non-Racialized (67%).

“The City should invest more into affordable housing programs for low-income Calgarians.”

- All Calgarians
- Racialized
- Non-Racialized



Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.  
 Base: Valid respondents (All Calgarians n=2,478, Racialized n=544, Non-Racialized n=1,803)

\* Rounding  
 ↑ / ↓ Statistically higher / lower than comparable subgroup

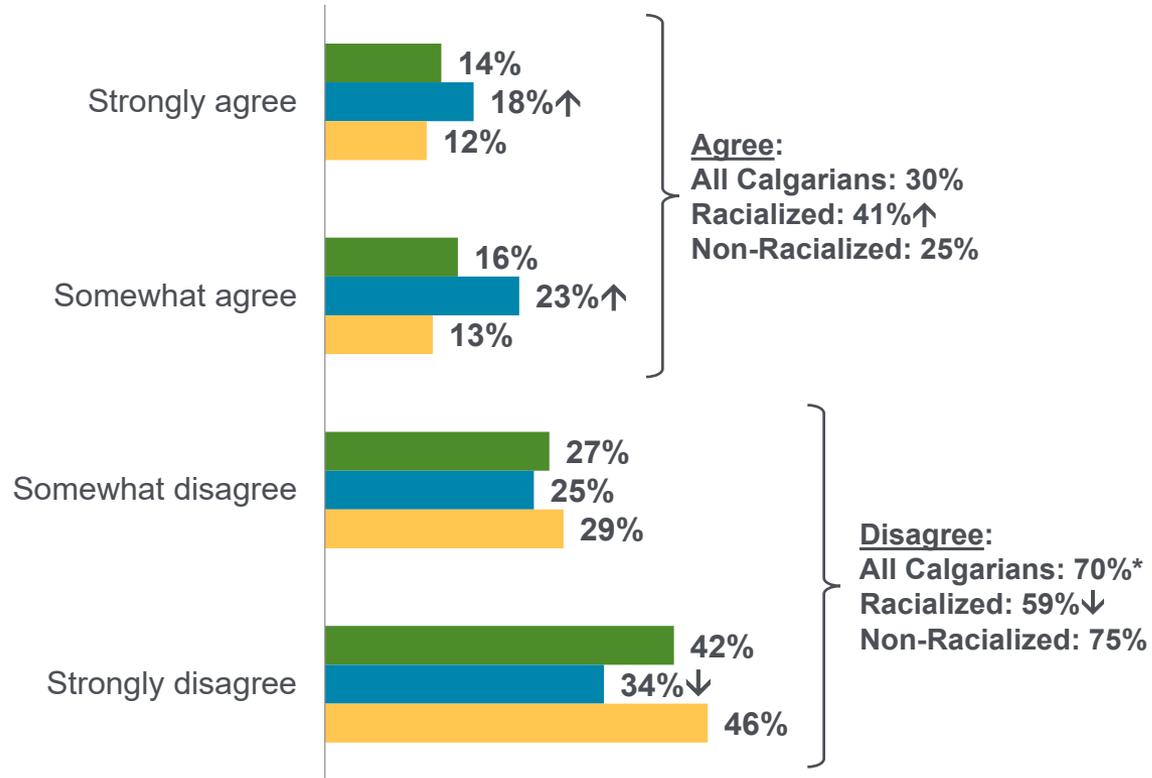


# Access to adequate housing

Three-in-ten (30%) Calgarians believe that all Calgarians have access to adequate housing that meets their needs. This belief is held by a statistically higher proportion of Racialized Calgarians (41%) compared to non-Racialized Calgarians (25%).

“All Calgarians have access to adequate housing that meets their needs.”

- All Calgarians
- Racialized
- Non-Racialized



Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.  
 Base: Valid respondents (All Calgarians n=2,475, Racialized n=541, Non-Racialized n=1,804)

\* Rounding  
 ↑ / ↓ Statistically higher / lower than comparable subgroup



# Downtown Calgary

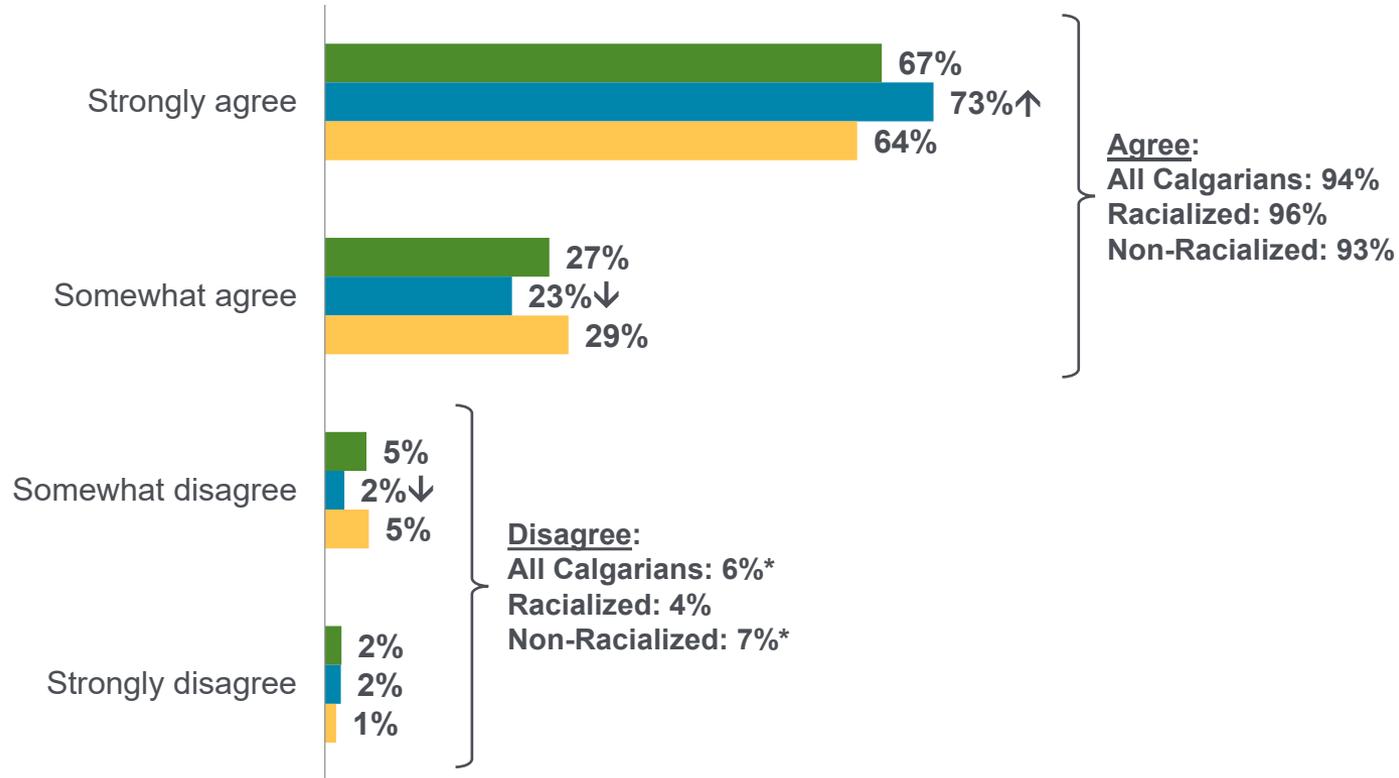


# Addressing downtown safety

More than nine-in-ten (94%) Calgarians agree (strongly or somewhat) The City should be doing more to address safety issues in Calgary’s downtown. While total agreement among subgroups is similar among Racialized Calgarians (96%) and non-Racialized Calgarians (93%), the intensity of agreement differs statistically. A higher proportion of Racialized Calgarians 'strongly' agree (73%) compared to non-Racialized Calgarians (64%).

“The City should be doing more to address safety issues in Calgary’s downtown.”

- All Calgarians
- Racialized
- Non-Racialized



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

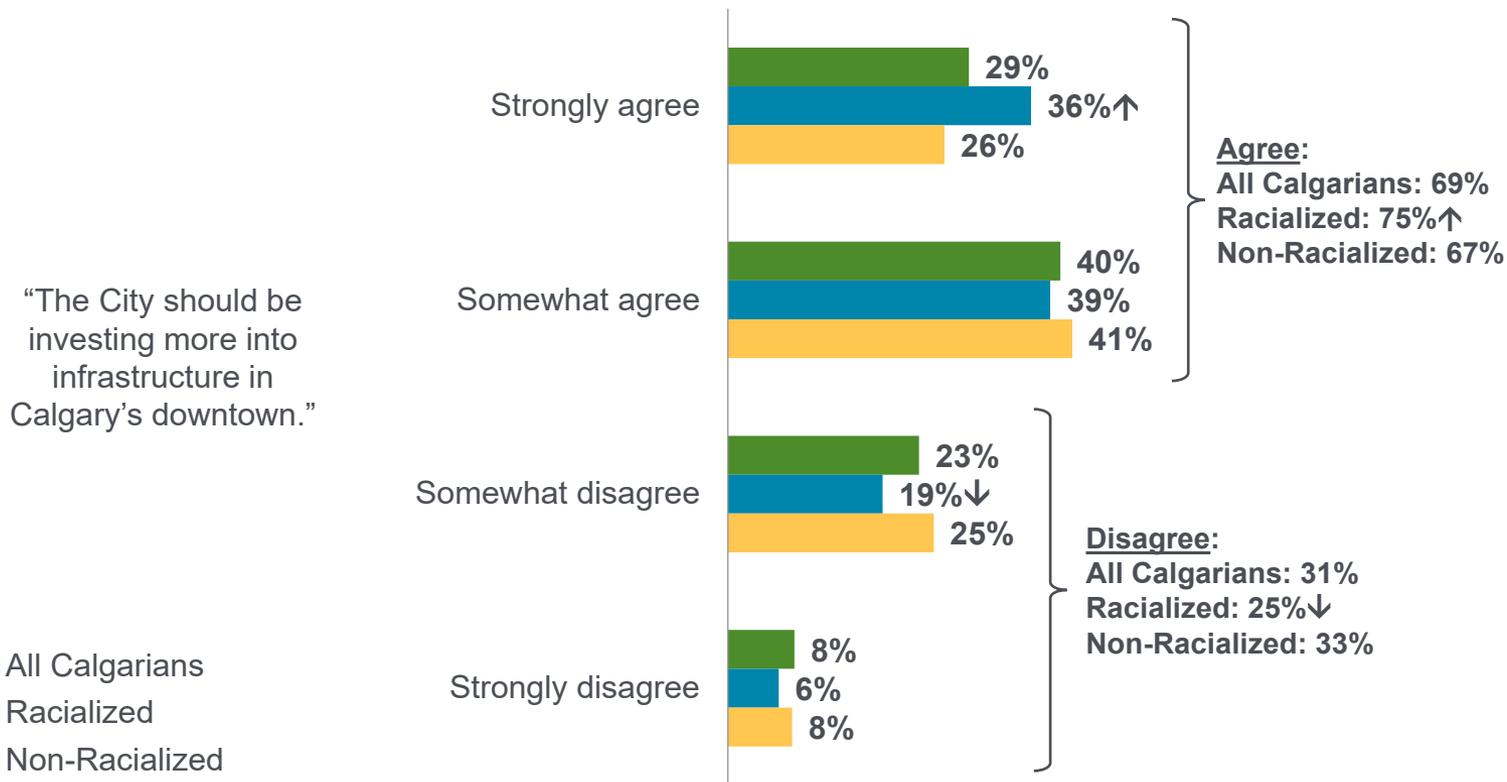
Base: Valid respondents (All Calgarians n=2,477, Racialized n=541, Non-Racialized n=1,806)

\* Rounding  
 ↑ / ↓ Statistically higher / lower than comparable subgroup



# Investing in downtown infrastructure

In general, seven-in-ten (69%) Calgarians think The City should be investing more into infrastructure in Calgary’s downtown. Statistically more Racialized Calgarians (75%) feel this should be done compared to non-Racialized Calgarians (67%) including a higher proportion who 'strongly' feel this way (36% vs. 26% of non-Racialized Calgarians).



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

Base: Valid respondents (All Calgarians n=2,442, Racialized n=537, Non-Racialized n=1,780)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Respondent profile



# Respondent profile (1 of 4)

Gender			
	All Calgarians	Racialized	Non-Racialized
Female	50%	49%	51%
Male	49%	50%	48%
Prefer to self-describe	1%	<1%	1%
Refused/prefer not to say	<1%	<1%	<1%

Age			
	All Calgarians	Racialized	Non-Racialized
18 to 24	11%	22%	7%
25 to 34	20%	27%	17%
35 to 44	17%	21%	15%
45 to 54	18%	16%	20%
55 to 64	12%	7%	14%
65 or older	22%	8%	27%
Mean	47.4	38.3	50.7

Children and seniors in household			
	All Calgarians	Racialized	Non-Racialized
Yes – children	31%	41%	27%
Yes – seniors	33%	24%	35%

Income			
	All Calgarians	Racialized	Non-Racialized
Less than \$60,000	20%	21%	19%
\$60,000 to just under \$120,000	37%	41%	35%
\$120,000 to just under \$200,000	28%	28%	28%
\$200,000 and over	15%	10%	18%

Education			
	All Calgarians	Racialized	Non-Racialized
Less than high school	2%	1%	2%
High school or equivalent	17%	20%	15%
Apprenticeship or trades diploma/certificate	7%	3%	9%
College or non-university diploma/certificate	19%	17%	20%
University degree/diploma/certificate	55%	59%	54%

Base: Valid respondents (bases vary)



# Respondent profile (2 of 4)

Employment status <sup>^</sup>			
	All Calgarians	Racialized	Non- Racialized
Full time employed or self employed	56%	60%	55%
Part time employed or self-employed	11%	16%	9%
Retired	21%	7%	26%
Looking after home and/or family	2%	3%	2%
Unable to work because of sickness or disability	2%	2%	2%
Unemployed	4%	6%	4%
Doing unpaid or voluntary work	1%	2%	1%
Student	4%	10%	2%
Other	0%	<1%	1%

Own or Rent			
	All Calgarians	Racialized	Non- Racialized
Own	71%	61%	75%
Rent	25%	32%	22%
Other	4%	7%	3%

Household size			
	All Calgarians	Racialized	Non- Racialized
1	15%	8%	18%
2	32%	19%	38%
3	19%	21%	19%
4	20%	26%	18%
5 or more	13%	26%	8%
MEAN	2.9	3.6	2.7

Responsible for property taxes or rent			
	All Calgarians	Racialized	Non- Racialized
Yes	86%	73%	91%
No	14%	27%	9%

Base: Valid respondents (bases vary)

<sup>^</sup> Multiple responses allowed



# Respondent profile (3 of 4)

Born in Canada			
	All Calgarians	Racialized	Non-Racialized
Yes	71%	36%	85%
No	29%	64%	15%

Date of Arrival in Canada			
	All Calgarians	Racialized	Non-Racialized
Within the past 5 years	20%	20%	20%
More than 5 years ago	80%	80%	80%

Indigenous identity <sup>^</sup>			
	All Calgarians	Racialized	Non-Racialized
Yes – First Nations	1%	<1%	1%
Yes – Metis	2%	1%	3%
Yes – Inuit	0%	0%	0%
Yes – Prefer to self-describe	0%	<1%	1%
Other	<1%	<1%	<1%
Don't know	<1%	0%	<1%
No	96%	99%	95%

Tenure in Calgary			
	All Calgarians	Racialized	Non-Racialized
Less than 5 years	8%	15%	5%
5 to less than 10 years	6%	10%	5%
10 to less than 15 years	10%	16%	7%
15 to less than 20 years	10%	16%	8%
20 to less than 30 years	22%	21%	23%
30 to less than 40 years	16%	10%	19%
40 or more	27%	11%	33%
MEAN	28.1	19.0	31.5

Quadrant			
	All Calgarians	Racialized	Non-Racialized
Southwest	29%	22%	31%
Southeast	23%	22%	23%
Northwest	29%	28%	29%
Northeast	20%	27%	16%

Base: Valid respondents (bases vary)

<sup>^</sup> Multiple responses allowed



# Respondent profile (3 of 4)

Disability in Household <sup>^</sup>			
	All Calgarians	Racialized	Non-Racialized
Yes – myself	10%	6%	12%
Yes – someone in my household	12%	11%	12%
No	80%	84%	78%

Racialized			
	All Calgarians	Racialized	Non-Racialized
Yes	28%	100%	0%
No	70%	0%	100%
Prefer to self-describe	1%	0%	0%

Business Owner/Operator			
	All Calgarians	Racialized	Non-Racialized
Own and operate a business	16%	12%	18%
Own a business	2%	1%	2%
Operate a business	2%	2%	2%
No	81%	85%	79%

2SLGBTQIA+			
	All Calgarians	Racialized	Non-Racialized
Yes	7%	7%	7%
No	93%	93%	93%

Base: Valid respondents (bases vary)

<sup>^</sup> Multiple responses allowed



# Contact

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