

Calgary



Equity-Deserving Communities: Born outside Canada

Analysis of the 2024 Fall Survey of Calgarians

Prepared by:



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Background and methodology

Equity-Deserving Communities

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

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

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

Household income

<\$60,000

\$60,000+

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

Racialized

Yes

No

Born outside Canada

Born in Canada

Born outside Canada

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

Gender

Male

Female

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

Disability

Yes

No

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

Indigenous

Indigenous

Non-Indigenous

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

2SLGBTQIA+

2SLGBTQIA+

Non-2SLGBTQIA+

Seniors

18 to 64 years old

65 years old or older

Young adults

18 to 24 years old

25 years old or older

Methodology

- The survey was conducted by Ipsos Public Affairs from August 8, 2024 to September 3, 2024 with 2,500 Calgarians via telephone. The average time to complete the survey was 26 minutes.
- The survey was conducted using numbers from both cell phones (60%) and landlines (40%) to obtain a random and statistically-representative sample of Calgarians.
- To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and ward of the general population aged 18 and older.
- Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and quadrant to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, the sample size shown for each question represents the number of actual respondents (i.e., unweighted n).
- The margin of error (MOE) for the total sample of 2,500 is ± 2.0 percentage points, 19 times out of 20. The margin of error for the Born outside Canada sub-group of 733 is ± 3.6 percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.

Interpreting results

Interpreting results

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

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

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



2024 Fall key findings

2024 Fall highlights (1 of 6)

Quality of life

Calgarians born outside Canada rate Calgary highly as a place to make a life now and express strong confidence in the city's future. They also view the overall quality of life positively, with slightly lower but still favourable ratings for Calgary as a place to make a living.

Calgarians born outside Canada have a more positive perspective on all quality of life aspects, rating each aspect higher than Calgarians born in Canada. **Differences** include:

- Agreeing that Calgary is a great place to make a life (75% of Calgarians born outside Canada vs. 68% of those born in Canada)
- Believing that Calgary is on the right track to be a better city 10 years from now (75% vs. 54%)
- Rating the overall quality of life in Calgary as good (70% vs. 64%)
- Agreeing that Calgary is a great place to make a living (68% vs. 60%)

Inclusivity

The City's commitment to inclusivity is well-recognized among Calgarians born outside Canada. They feel that The City fosters an inclusive and accepting environment, acknowledging programs that effectively address the needs of diverse groups and work towards eliminating participation barriers.

Views on inclusivity **differ** statistically between Calgarians born outside Canada and Calgarians born in Canada across all areas. Notably, a higher proportion of Calgarians born outside Canada agree with positive statements about inclusivity:

- The City of Calgary's municipal government fosters a city that is inclusive and accepting of all (76% of Calgarians born outside Canada vs. 64% of those born in Canada)
- City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language (74% vs. 52%)
- The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most (57% vs. 41%)

2024 Fall highlights (2 of 6)

Safety

Calgary is perceived as a safe city overall by those born outside Canada, who also view it as safe for both residents and visitors of all backgrounds. While this group acknowledges The City's efforts to ensure Calgary Transit's safety, a sizeable minority still avoid public transit due to safety concerns.

Across all safety measures statistical **differences** exist between Calgarians born outside Canada and Calgarians born in Canada, including:

- Perception of Calgary being a 'safe' city overall (81% of Calgarians born outside Canada vs. 72% of those born in Canada)
- Agreement that Calgary is safe for all residents and visitors regardless of ethnicity, race, religion, income, or sexual identity (66% vs. 42%)
- Agreement that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option (76% vs. 54%)
- Avoidance of taking transit in Calgary due to personal safety concerns (42% vs. 53%)

The environment

A small majority of Calgarians born outside Canada are aware of City initiatives aimed at reducing environmental impact.

A statistical **difference** exists between the two groups regarding City environmental initiatives. A higher proportion of Calgarians born outside Canada agree that The City has programs and services aimed at reducing environmental impact (58% vs. 47% of Calgarians born in Canada).

2024 Fall highlights (3 of 6)

City services and programs

Many Calgarians born outside Canada are satisfied with the overall level and quality of services and programs offered by The City of Calgary.

Calgarians born outside Canada and Calgarians born in Canada have statistically **different** ratings in their satisfaction levels with the overall level and quality of services and programs provided by The City of Calgary. A higher proportion of Calgarians born outside of Canada are satisfied (73% of Calgarians born outside Canada vs. 57% of those born in Canada).

Taxation

Opinions are split among Calgarians born outside Canada in their perception of receiving good value from municipal tax dollars.

When it comes to taxation, both groups **differ** in their views, with a higher proportion of Calgarians born outside Canada perceiving that they get good value from their municipal tax dollars (52% vs. 38% of Calgarians born in Canada).

Customer service

The City's customer service meets the expectations of a majority of Calgarians born outside Canada.

There is a **difference** in the customer service ratings between the two groups with more Calgarians born outside Canada agreeing that The City of Calgary meets their customer service expectations (79% of Calgarians born outside Canada vs. 66% of Calgarians born in Canada).

2024 Fall highlights (4 of 6)

Input from Calgarians

Calgarians born outside Canada agree that The City is actively working to improve how it incorporates resident feedback in decision making processes. Additionally, they agree The City is responsive to their needs and appreciates the amount of opportunities to provide input on City projects and services.

Across all input measures, Calgarians born outside Canada and Calgarians born in Canada show **differences** in their perceptions. A higher proportion of Calgarians born outside Canada express more positive views, agreeing that:

- The City of Calgary is responsive to the needs and expectations of Calgarians (68% of Calgarians born outside Canada vs. 50% of those born in Canada)
- The City is working to improve how it includes Calgarians' input into important decisions (68% vs. 45%)
- Calgarians have enough opportunities to provide input into decision making about City projects and services (62% vs. 45%)

City reputation and performance

Among Calgarians born outside Canada, more are satisfied with City Administration than with City Council. Many are also satisfied with The City as a whole. Despite positive performance, trust in The City is relatively lower.

City reputation and performance ratings show **differences** between Calgarians born outside Canada and Calgarians born in Canada. Generally, Calgarians born outside Canada offer more favourable assessments of:

- Satisfaction with City Administration, excluding City Council (73% of Calgarians born outside Canada vs. 59% of those born in Canada)
- Satisfaction with The City of Calgary, including Council and Administration as a whole (68% vs. 46%)
- Satisfaction with City Council, excluding City Administration (61% vs. 38%)
- Trust in The City of Calgary (53% vs. 35%)

2024 Fall highlights (5 of 6)

Council focus areas

Overwhelmingly, Calgarians born outside Canada agree that The City excels in celebrating culture, heritage, and diversity. They also highly agree The City is doing well to build relationships with Indigenous partners. While still positive, agreement is lower for The City's work on social issues.

For all council focus areas, Calgarians born outside Canada consistently rate The City's performance more favorably than other Calgarians do. The **differences** include:

- Agreement that The City is doing a good job at working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (92% of Calgarians born outside Canada vs. 85% of those born in Canada)
- Agreement that The City is doing a good job at working to build meaningful relationships with Indigenous partners (86% vs. 81%)
- Agreement that The City is doing a good job at working with community partners to address social issues such as mental health and addiction (69% vs. 54%)

2024 Fall highlights (6 of 6)

Housing

Most Calgarians born outside Canada support increased City investment in affordable housing programs. This may stem from the fact that only a minority believe all Calgarians currently have access to suitable market housing.

Housing and affordability assessments show some **differences** between the two groups, a higher proportion of Calgarians born outside Canada agree that:

- The City should invest more into affordable housing programs for low-income Calgarians (91% of Calgarians born outside Canada vs. 82% of Calgarians born in Canada)
- All Calgarians have access to adequate market housing that meets their needs (48% vs. 23%)

Downtown Calgary

Two downtown initiatives, safety improvement and infrastructure investment, receive strong support from Calgarians born outside Canada.

Calgarians born outside of Canada and Calgarians born in Canada share **similar** agreement that The City should be doing more to address safety issue in Calgary's downtown (94% of Calgarians born outside Canada and 93% of those born in Canada).

However, belief that The City should be investing more into infrastructure in Calgary's downtown is statistically **different** between the two groups, with more Calgarians born outside Canada agreeing (76% vs. 68% of Calgarians born in Canada).



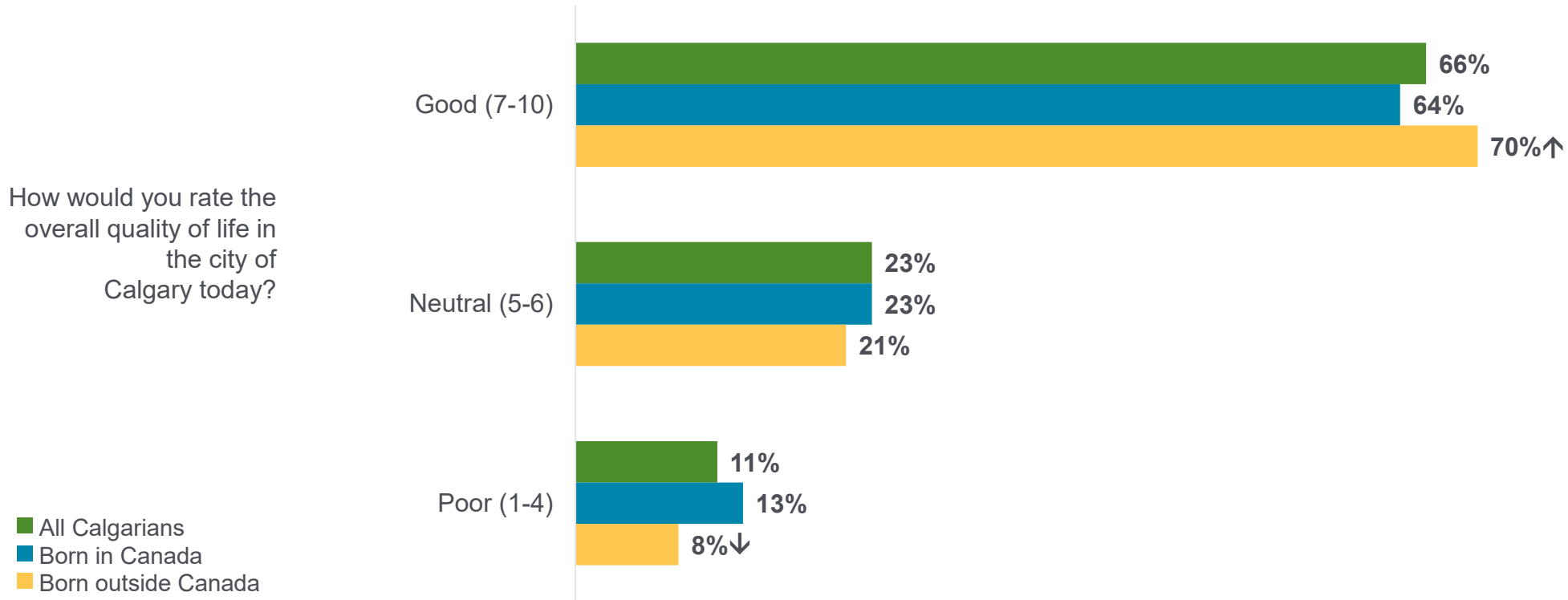
Detailed findings



Quality of life

Overall quality of life in Calgary

Two-thirds (66%) of Calgarians rate the overall quality of life in the city of Calgary as good. A higher proportion of Calgarians who were born outside of Canada (70%) rate the overall quality of life as good compared to Calgarians who were born in Canada (64%).



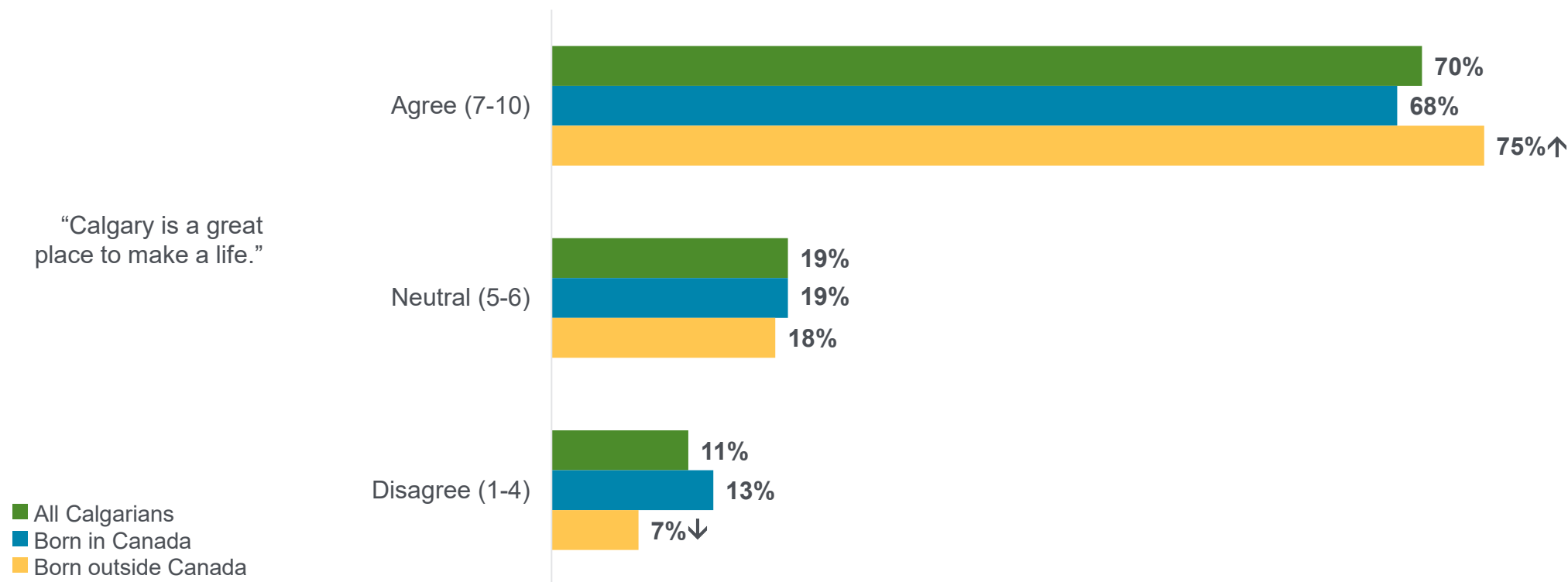
Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (All Calgarians n=2,497, Born in Canada n=1,763, Born outside Canada n=732)

↑/↓ Statistically higher/lower than comparable subgroup

Great place to make a life

Seven-in-ten (70%) Calgarians agree that Calgary is a great place to make a life. Positive sentiment about making a life in Calgary is more prevalent among Calgarians who were born outside of Canada (75%) than among Calgarians who were born in Canada (68%).



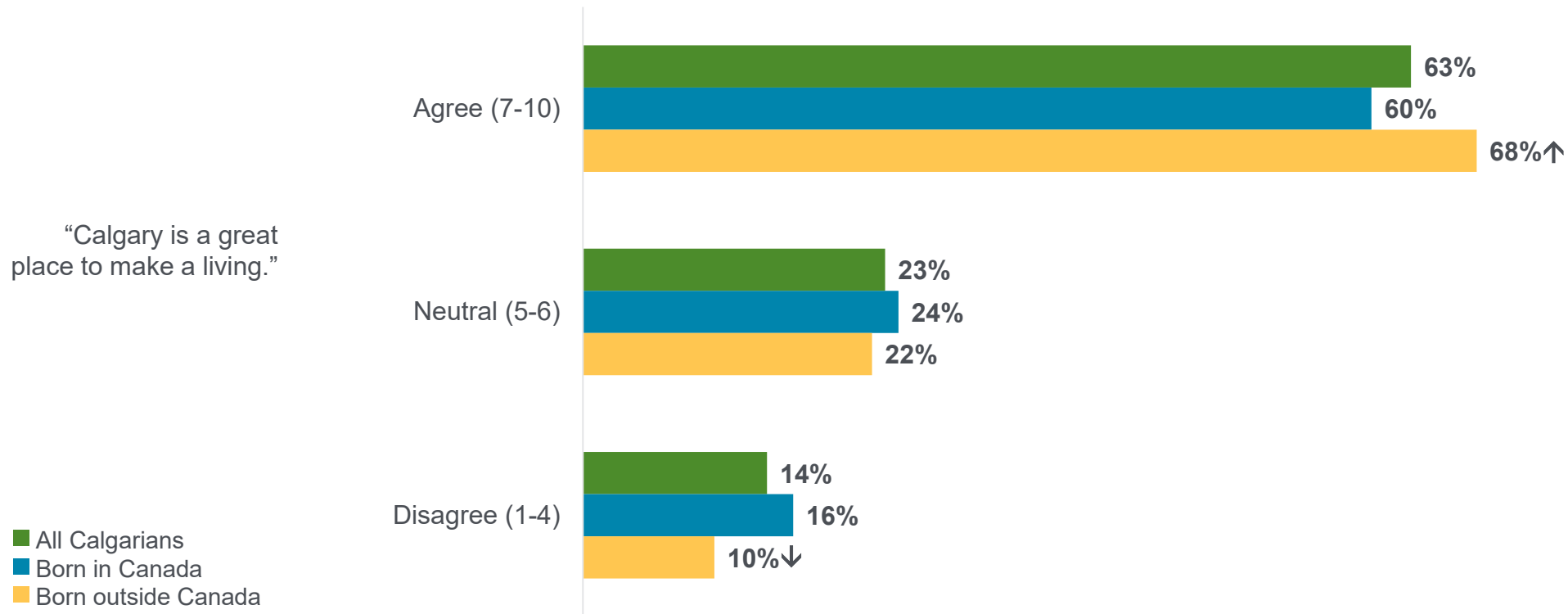
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (All Calgarians n=2,494, Born in Canada n=1,763, Born outside Canada n=729)

↑/↓ Statistically higher/lower than comparable subgroup

Great place to make a living

A majority (63%) of Calgarians agree that Calgary is a great place to make a living. Views on Calgary's career opportunities show a statistical difference between Calgarians who were born outside of Canada and Calgarians who were born in Canada (68% vs. 60%).

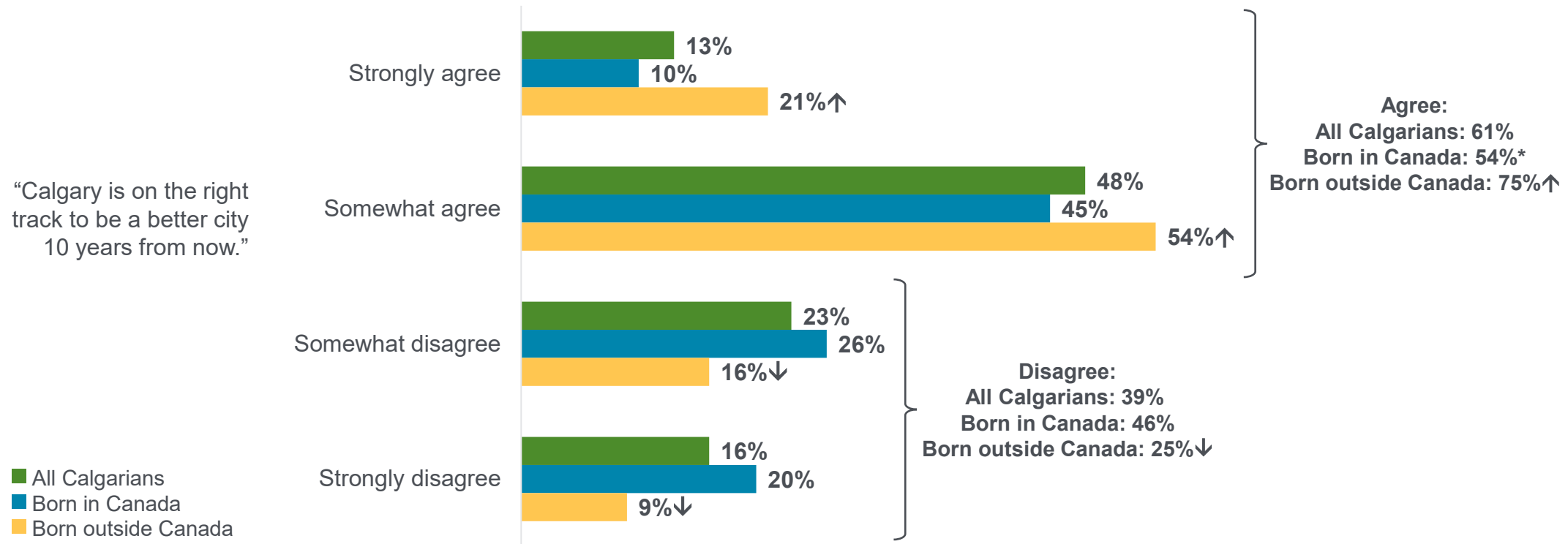


Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
Base: Valid respondents (All Calgarians n=2,471, Born in Canada n=1,742, Born outside Canada n=727)

↑/↓ Statistically higher/lower than comparable subgroup

On track to be a better city

Three-fifths (61%) of Calgarians believe that Calgary is moving in the right direction to become a better city in the next decade. This optimism is higher among Calgarians who were born outside of Canada (75%) than among Calgarians who were born in Canada (54%).



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

Base: Valid respondents (All Calgarians n=2,486, Born in Canada n=1,756, Born outside Canada n=728)

*Rounding

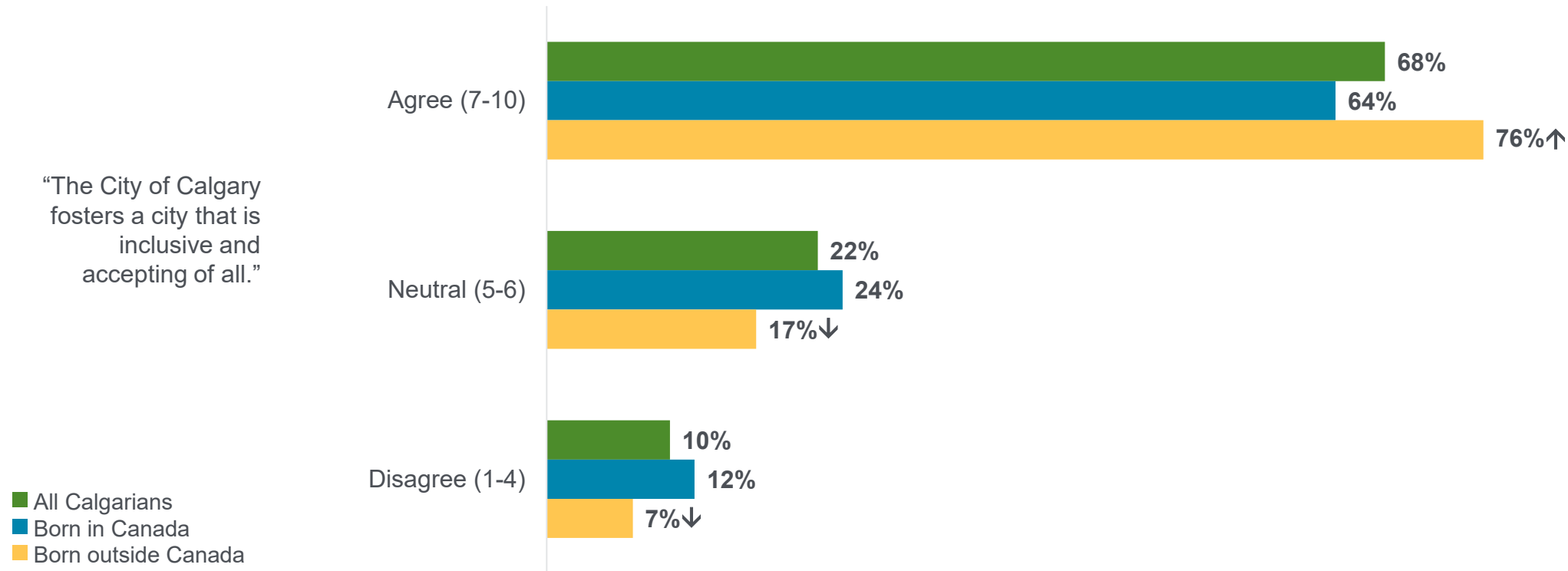
↑/↓ Statistically higher/lower than comparable subgroup



Inclusivity

Fosters a city that is inclusive and accepting

Around two-thirds (68%) of all Calgarians agree that The City fosters a city that is inclusive and accepting of all. A higher proportion of Calgarians who were born outside of Canada (76%) agree with this sentiment than Calgarians who were born in Canada (64%). Statistically fewer Calgarians who were born outside Canada gave neutral (17% vs. 24%) and disagree (7% vs. 12%) ratings.



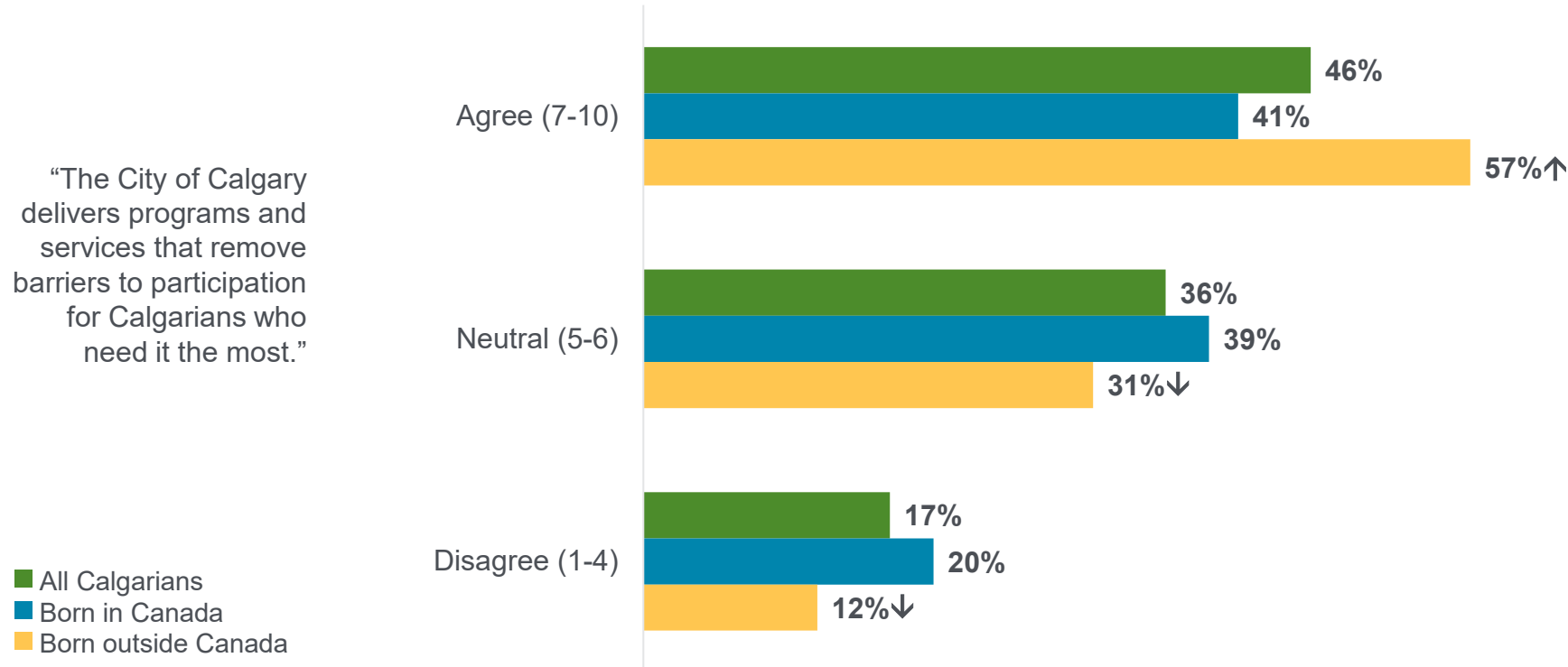
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (All Calgarians n=2,469, Born in Canada n=1,752, Born outside Canada n=715)

↑/↓ Statistically higher/lower than comparable subgroup

Delivers programs and services that remove barriers to participation

Around one-half (46%) of Calgarians agree that The City delivers programs and services that remove barriers for Calgarians who need it the most. Calgarians who were born outside Canada show greater recognition of these programs and services compared to Calgarians born in Canada (57% vs. 41%). And with that, a lower proportion of Calgarians born outside Canada take a neutral stance (31% vs. 39% of those born in Canada) or disagree (12% versus 20%) with this statement.



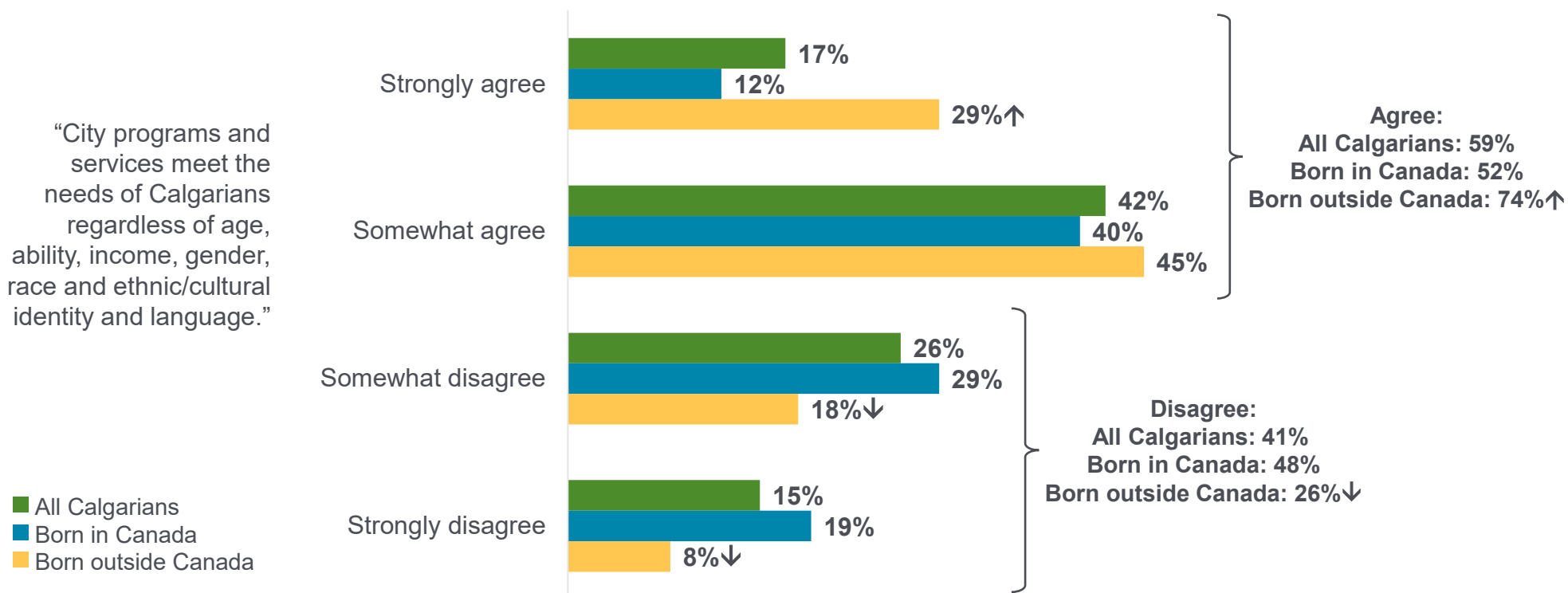
Q. Please tell me [to what extent] you agree or disagree with the following statement: The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most.

Base: Valid respondents (All Calgarians n=2,388, Born in Canada n=1,687, Born outside Canada n=699)

↑/↓ Statistically higher/lower than comparable subgroup

Social equity

Three-fifths (59%) of Calgarians agree that City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language. Calgarians born outside of Canada view these services more favourably, with 74% agreeing compared to 52% of Calgarians born in Canada. This difference is driven by higher 'strong' agreement among Calgarians born outside of Canada (29% vs. 12%).



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

Base: Valid respondents (All Calgarians n=2,457, Born in Canada n=1,742, Born outside Canada n=713)

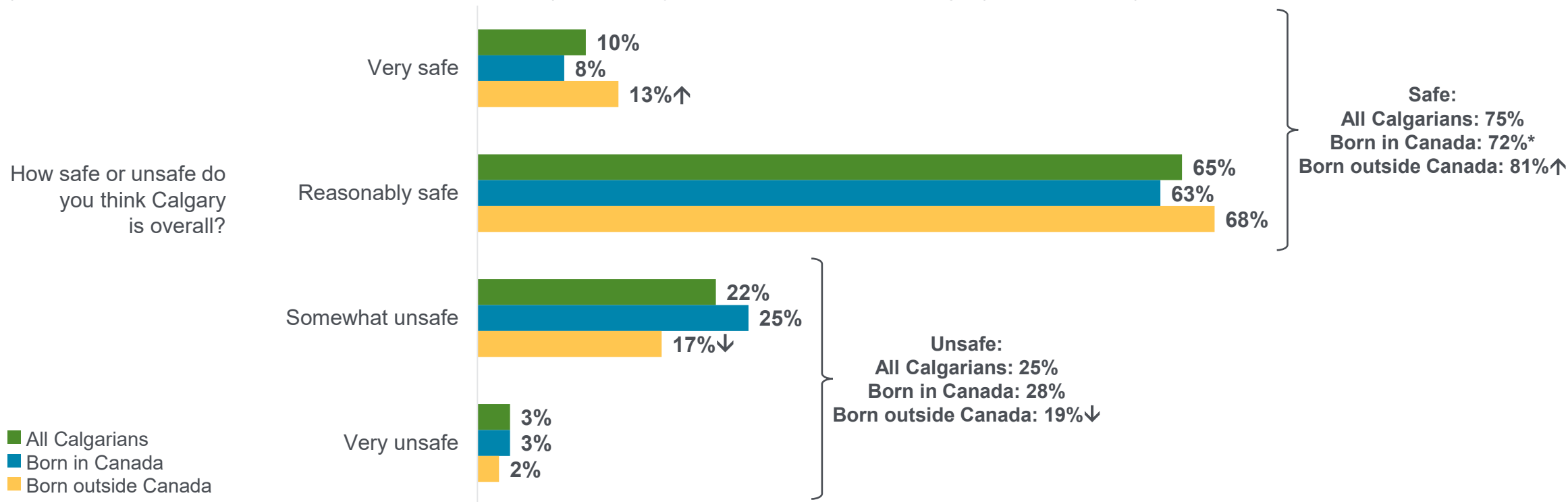
↑/↓ Statistically higher/lower than comparable subgroup



Safety

Overall perceived safety of the city of Calgary

Three-quarters (75%) of Calgarians think the city of Calgary is 'safe' overall. A higher proportion of Calgarians who were born outside of Canada (81%) perceive Calgary as safe compared to Calgarians who were born in Canada (72%), including a higher proportion who feel 'very' safe (13% vs. 8% of Calgarians who were born in Canada). However, a lower proportion of Calgarians born outside Canada feel it is unsafe (19% vs. 28% of those who were born in Canada), driven by 'somewhat' unsafe ratings (17% vs. 25%).



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

Base: Valid respondents (All Calgarians n=2,495, Born in Canada n=1,761, Born outside Canada n=732)

*Rounding

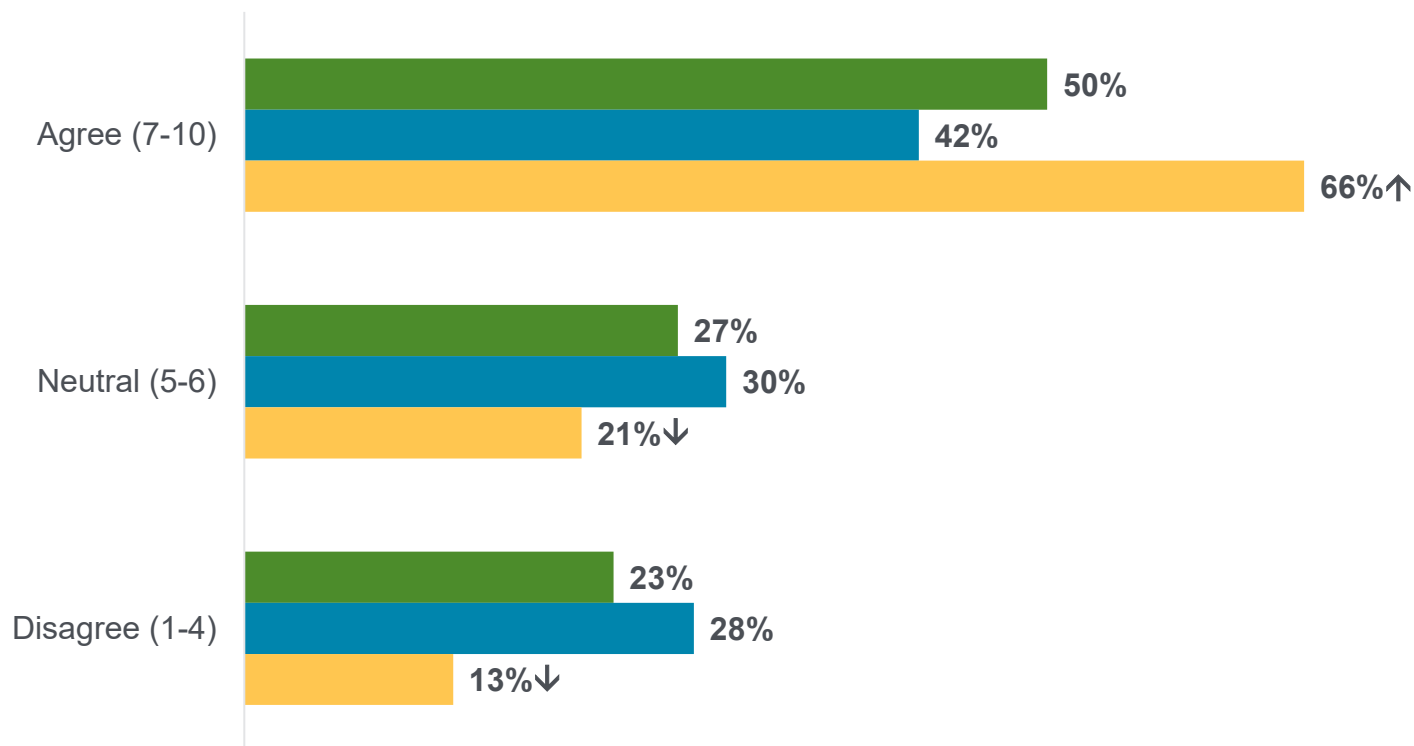
↑/↓ Statistically higher/lower than comparable subgroup

Safe for all residents and visitors

One-half (50%) of Calgarians agree that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity. A higher proportion of Calgarians who were born outside of Canada agree it is safe for everyone compared to Calgarians who were born in Canada (66% vs. 42%). A lower proportion of Calgarians who were born outside Canada rate neutral (21% vs. 30%) and disagree (13% vs. 28%).

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

■ All Calgarians
■ Born in Canada
■ Born outside Canada



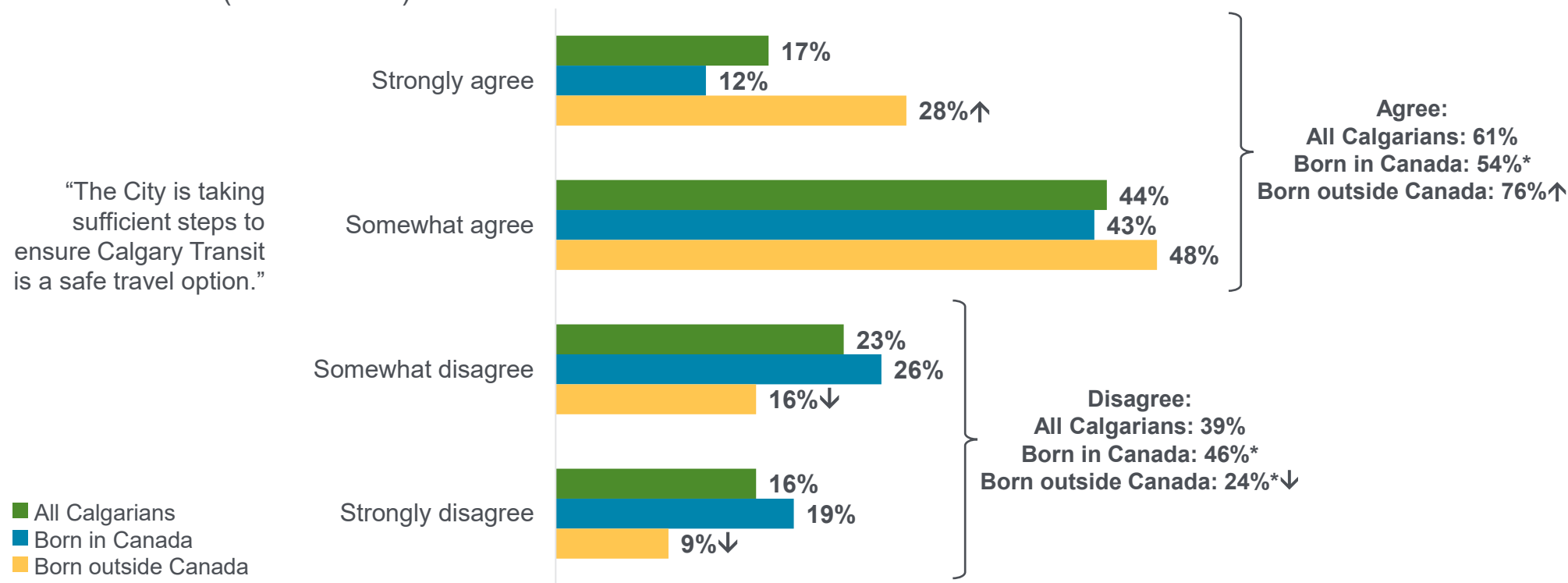
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is 'completely disagree' and 10 is 'completely agree'.

Base: Valid respondents (All Calgarians n=2,483, Born in Canada n=1,753, Born outside Canada n=728)

↑/↓ Statistically higher/lower than comparable subgroup

Ensuring Calgary Transit safety

Three-fifths (61%) of Calgarians agree that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option. Agreement that The City is taking action on transit safety is higher among Calgarians who were born outside of Canada (76%) compared to Calgarians who were born in Canada (54%), including more who 'strongly' agree (28% vs. 12%). Disagreement is lower among Calgarians who were born outside Canada (24% vs. 46%).



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

Base: Valid respondents (All Calgarians n=1,211, Born in Canada n=857, Born outside Canada n=352)

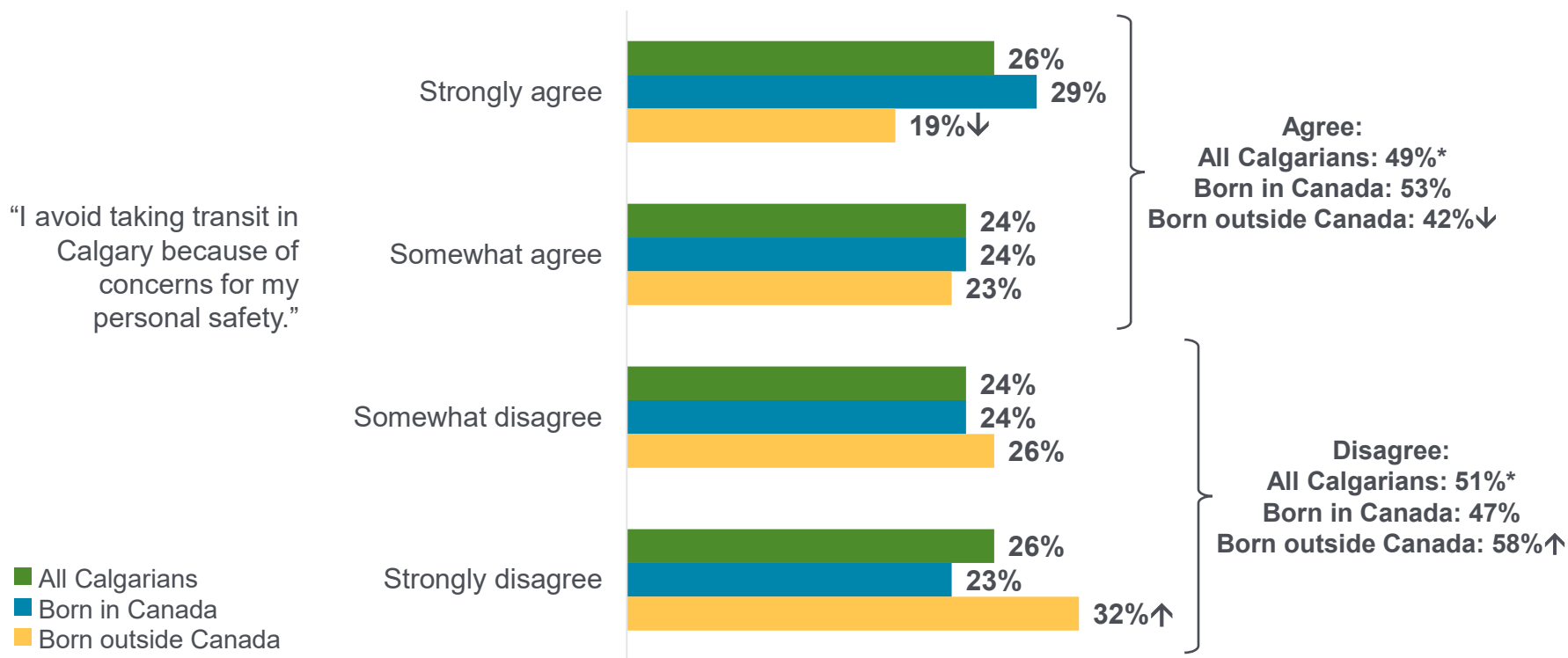
Question asked of split sample

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

Avoiding transit due to safety concerns

One-half (49%) of all Calgarians agree that they avoid taking transit in Calgary because of personal safety concerns. Avoidance of transit due to safety concerns is lower among Calgarians who were born outside Canada (42%) compared to Calgarians who were born in Canada (53%), including a lower proportion who 'strongly' agree (19% vs. 29%).



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

Base: Valid respondents (All Calgarians n=1,200, Born in Canada n=850, Born outside Canada n=348)

Question asked of split sample

*Rounding

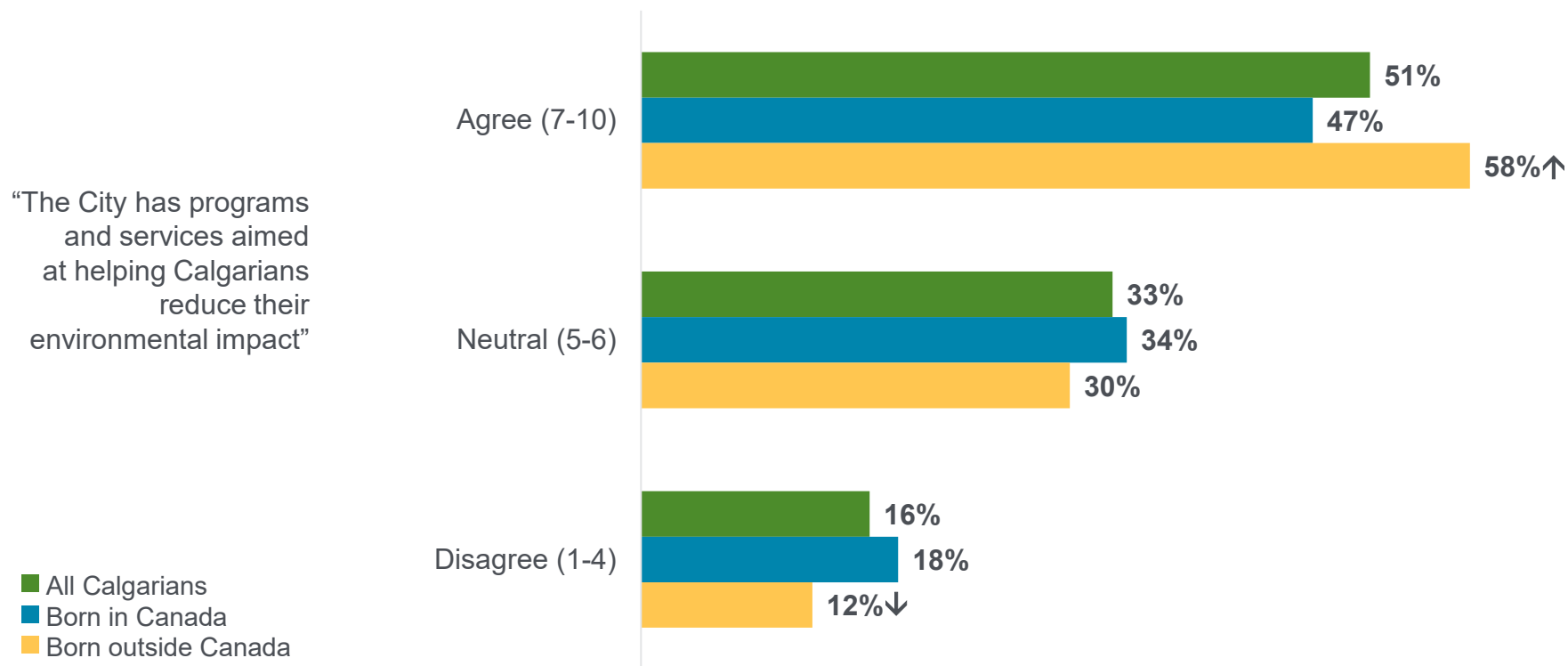
↑/↓ Statistically higher/lower than comparable subgroup



The environment

City programs to reduce environmental impact

A small majority (51%) of Calgarians believe that The City has programs and services aimed at helping Calgarians reduce their environmental impact. Calgarians who were born outside of Canada recognize The City's environmental initiatives more readily (58%) than those born in Canada (47%).



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

Base: Valid respondents (All Calgarians n=2,435, Born in Canada n=1,718, Born outside Canada n=715)

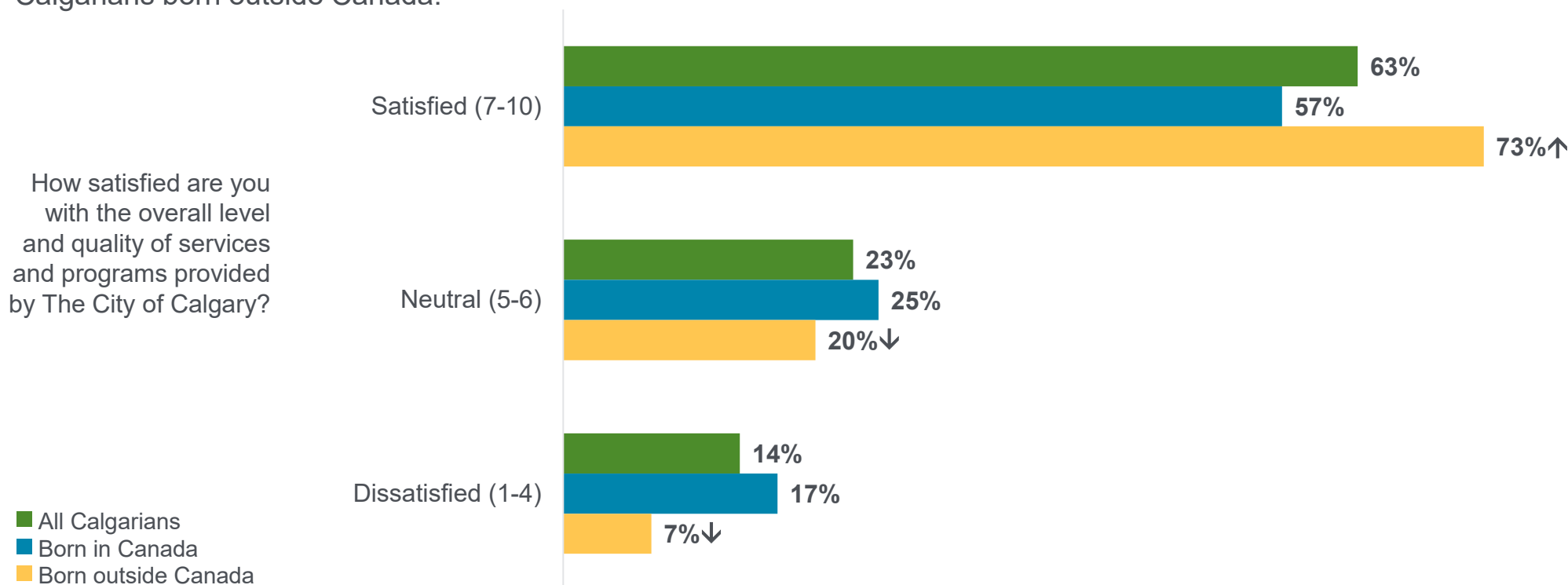
↑/↓ Statistically higher/lower than comparable subgroup



City services and programs

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

More than three-fifths (63%) of Calgarians are satisfied with the overall level and quality of services and programs provided by The City. Satisfaction with these offerings is statistically higher among Calgarians who were born outside of Canada (73%) compared to Calgarians who were born in Canada (57%). This difference is also reflected in lower neutral (20% vs. 25%) and dissatisfied (7% vs. 17%) ratings among Calgarians born outside Canada.



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

Base: Valid respondents (All Calgarians n=2,493, Born in Canada n=1,759, Born outside Canada n=732)

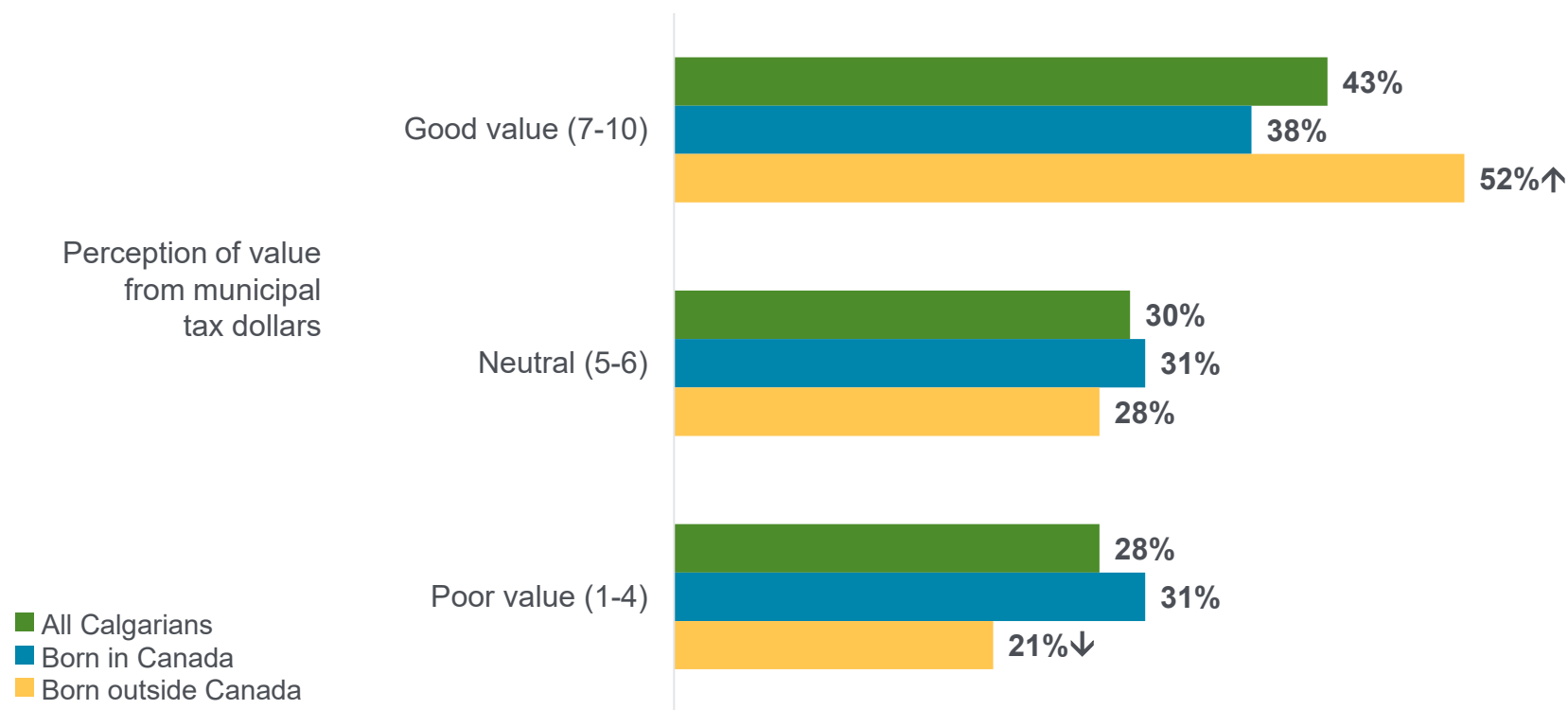
↑/↓ Statistically higher/lower than comparable subgroup



Taxation

Perceived value of property taxes

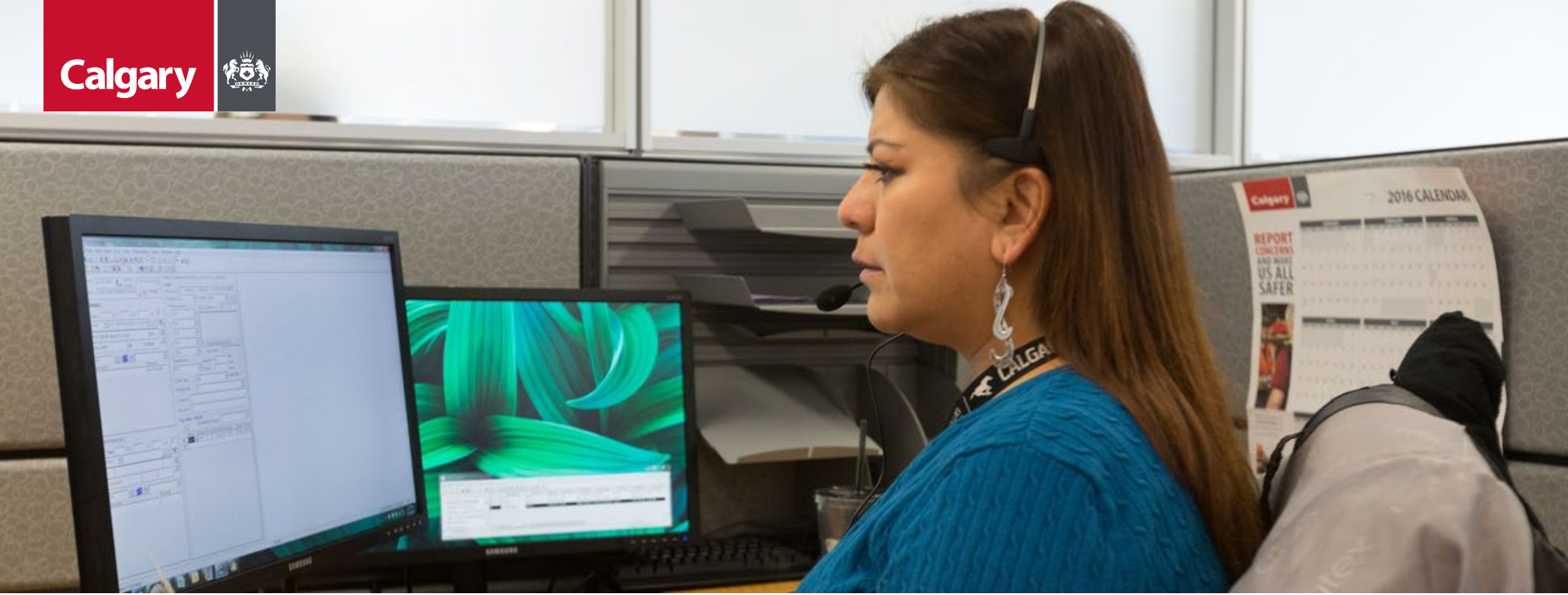
More than two-fifths (43%) of Calgarians perceive the value they receive from their tax dollars to be good. Perception of good value from tax dollars is higher among those who were born outside Canada compared to those who were born in Canada (52% vs. 38%).



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

Base: Valid respondents (All Calgarians n=2,461, Born in Canada n=1,743, Born outside Canada n=716)

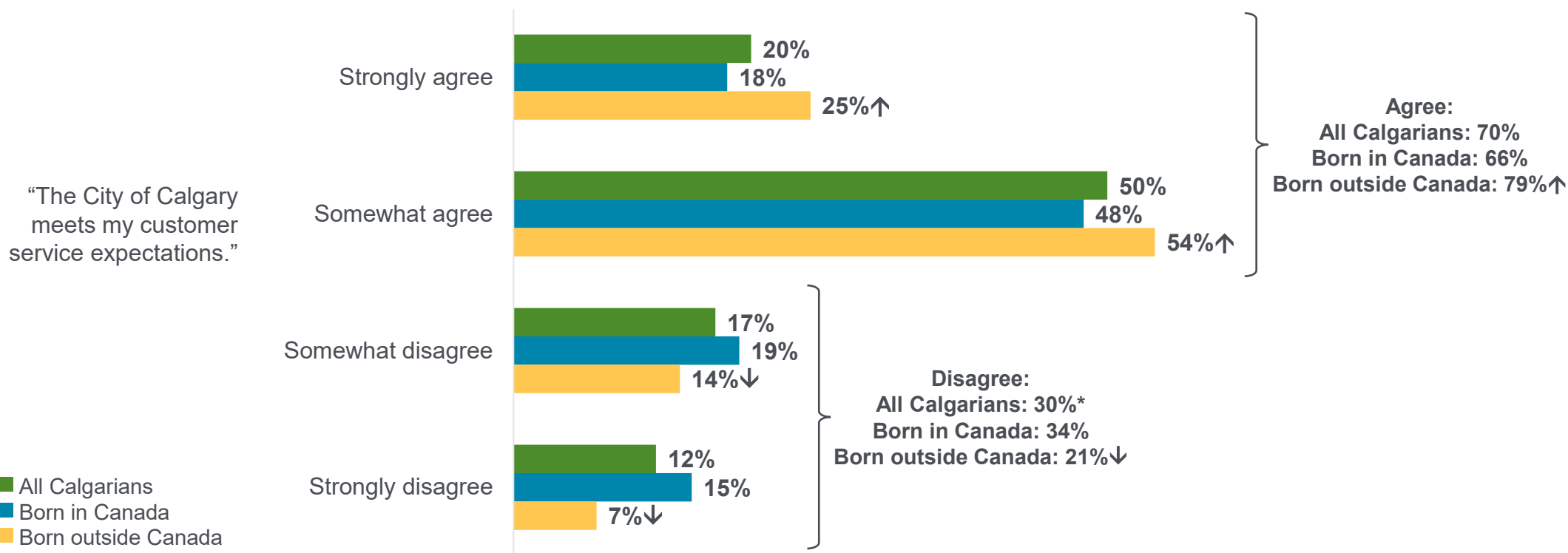
↑/↓ Statistically higher/lower than comparable subgroup



Customer service

The City meets customer service expectations

A majority (70%) of all Calgarians feel The City meets their customer service expectations. The City's customer service is viewed more positively by Calgarians who were born outside Canada, with 79% stating their expectations are met, compared to 66% of those 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 [to what extent] if you agree or disagree with each of the following statements.
 Base: Valid respondents (All Calgarians n=2,460, Born in Canada n=1,745, Born outside Canada n=713)

*Rounding

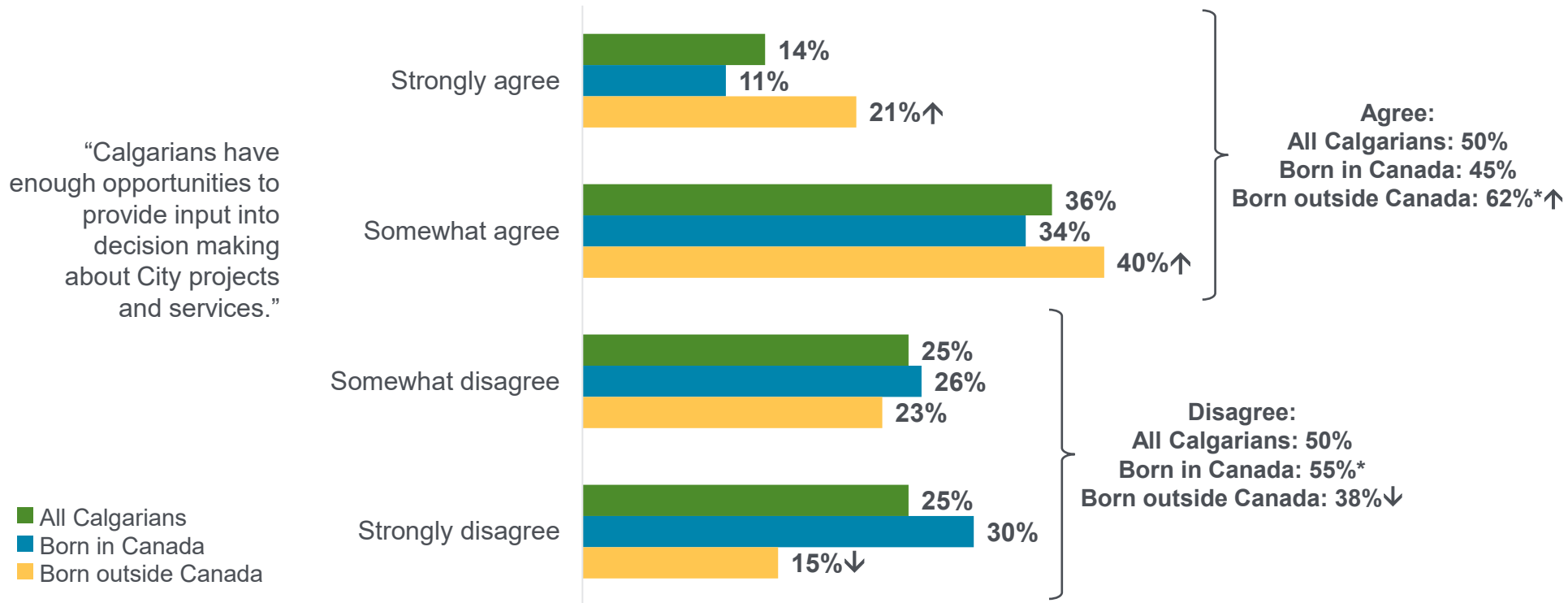
↑/↓ Statistically higher/lower than comparable subgroup



Input from Calgarians

Calgarians have enough opportunities to provide input

One-half (50%) of Calgarians feel they have enough opportunities to provide input into decision making about City projects and services. A higher proportion of Calgarians who were born outside of Canada (62%) agree that they have opportunity to provide input, compared to those born in Canada (45%). In turn, disagreement ratings are lower among Calgarians who were born outside Canada (38% vs. 55% of Calgarians who were born in Canada), including statistically fewer who 'strongly' disagree (15% vs. 30%).



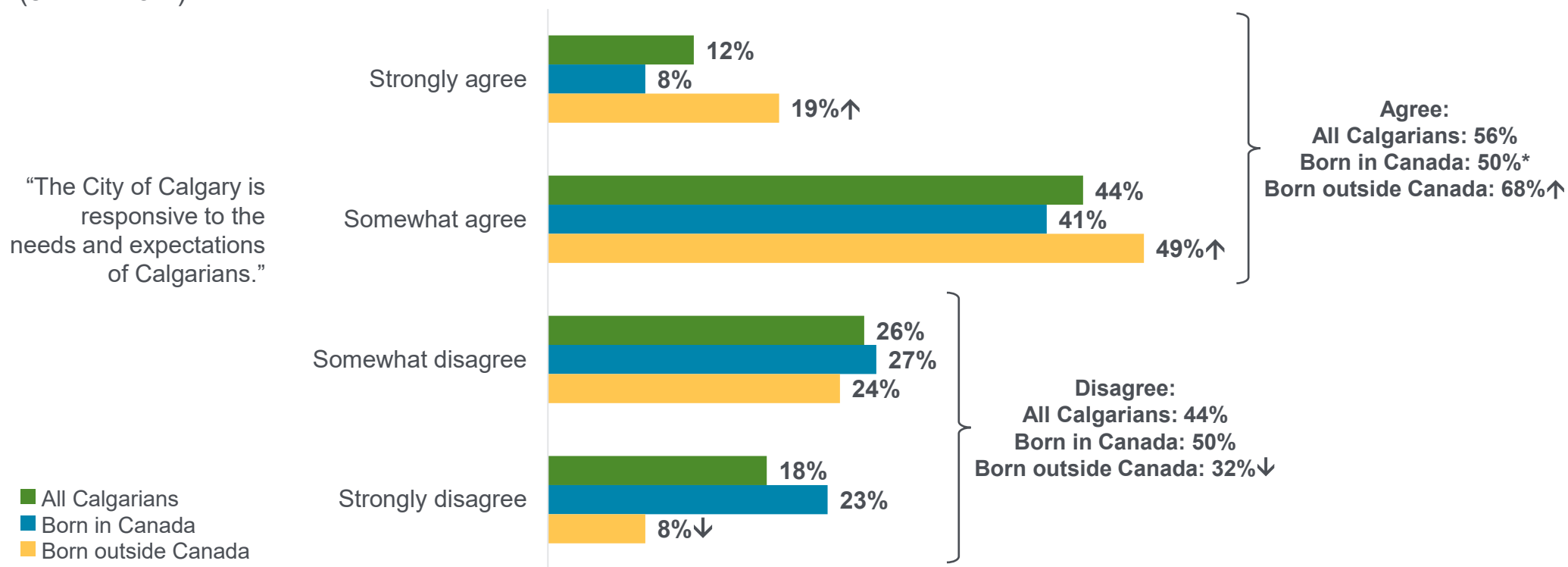
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard. Please tell me [to what extent] if you agree or disagree with each of the following statements.
Base: Valid respondents (All Calgarians n=2,469, Born in Canada n=1,753, Born outside Canada n=714)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

Responsive to Calgarians

More than one-half (56%) of Calgarians agree that The City of Calgary is responsive to the needs and expectations of Calgarians. Calgarians who were born outside of Canada perceive The City as more responsive (68%) compared to those born in Canada (50%). This difference is also reflected in lower disagreement rates among Calgarians born outside Canada (32% vs. 50%), with statistically fewer 'strongly' disagreeing (8% vs. 23%).



Q. Please tell me [to what extent] if you agree or disagree with each of the following statements.
 Base: Valid respondents (All Calgarians n=2,485, Born in Canada n=1,760, Born outside Canada n=723)

*Rounding

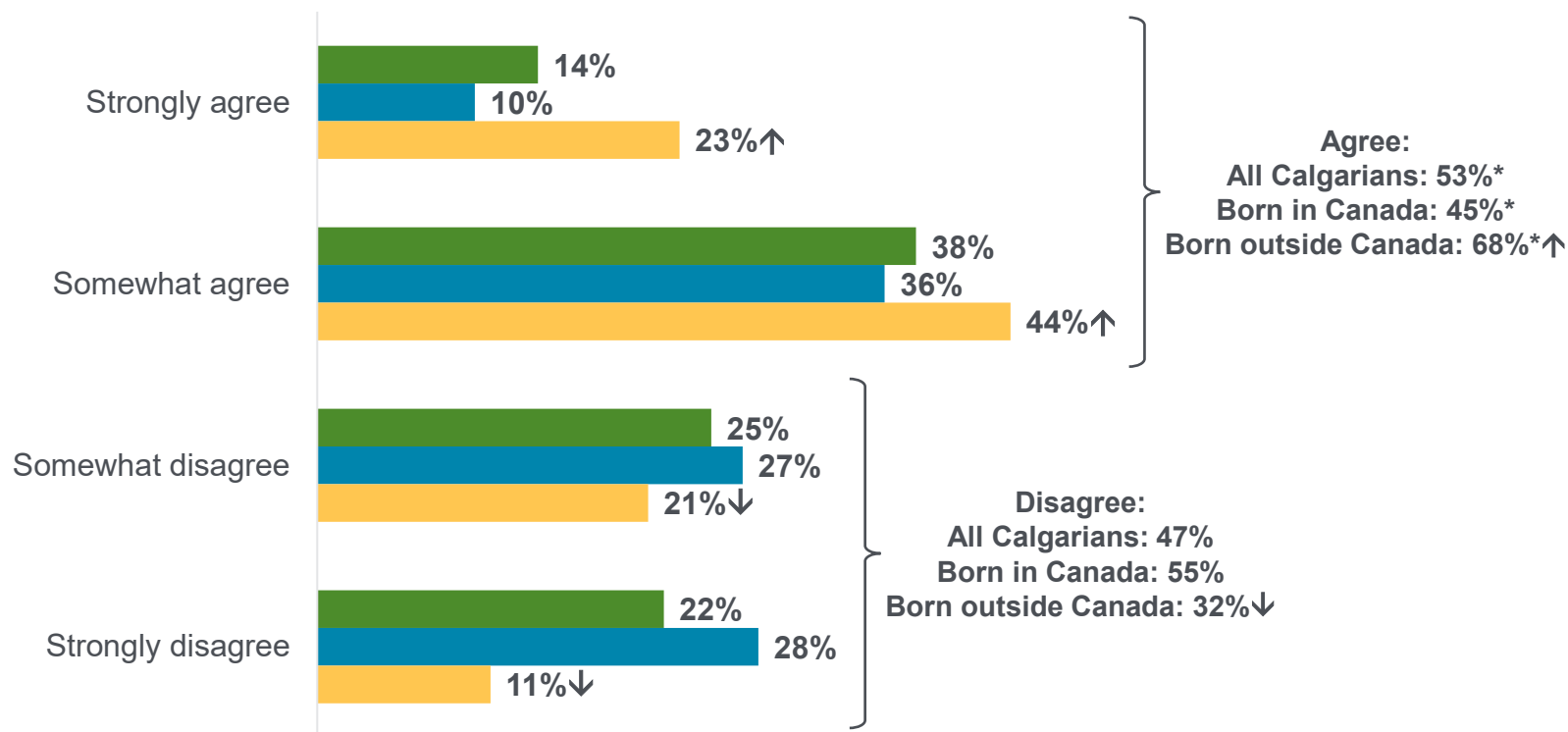
↑/↓ Statistically higher/lower than comparable subgroup

The City is working at including Calgarians' input

Around one-half (53%) of all Calgarians are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. This confidence is statistically higher among Calgarians who were born outside of Canada compared to Calgarians who were born in Canada (68% vs. 45%).

"I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions."

■ All Calgarians
■ Born in Canada
■ Born outside Canada



Q. Please tell me [to what extent] if you agree or disagree with each of the following statements.
Base: Valid respondents (All Calgarians n=2,480, Born in Canada n=1,753, Born outside Canada n=725)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



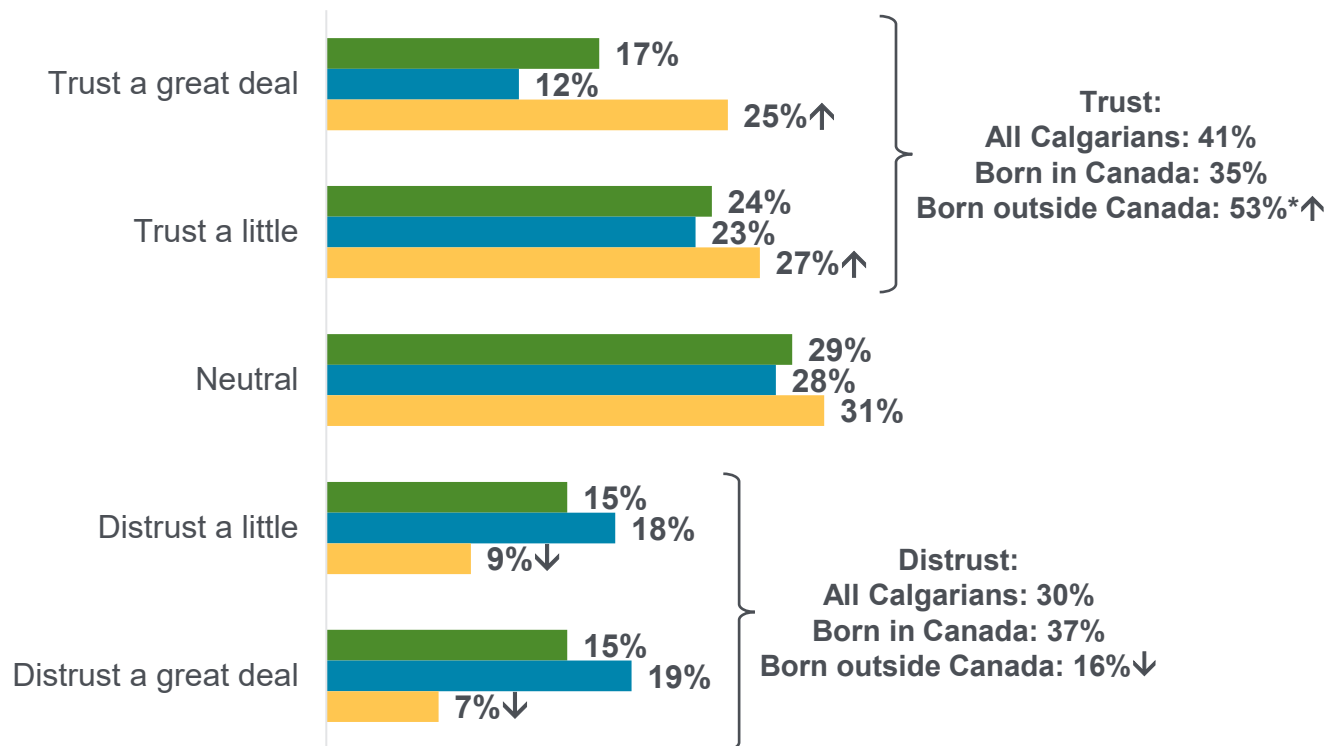
City reputation and performance

Trust in The City of Calgary

Two-fifths (41%) of Calgarians trust The City of Calgary. Trust in The City is more prevalent among those born outside of Canada (53%) compared to Canadian-born residents (35%).

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

■ All Calgarians
■ Born in Canada
■ Born outside Canada



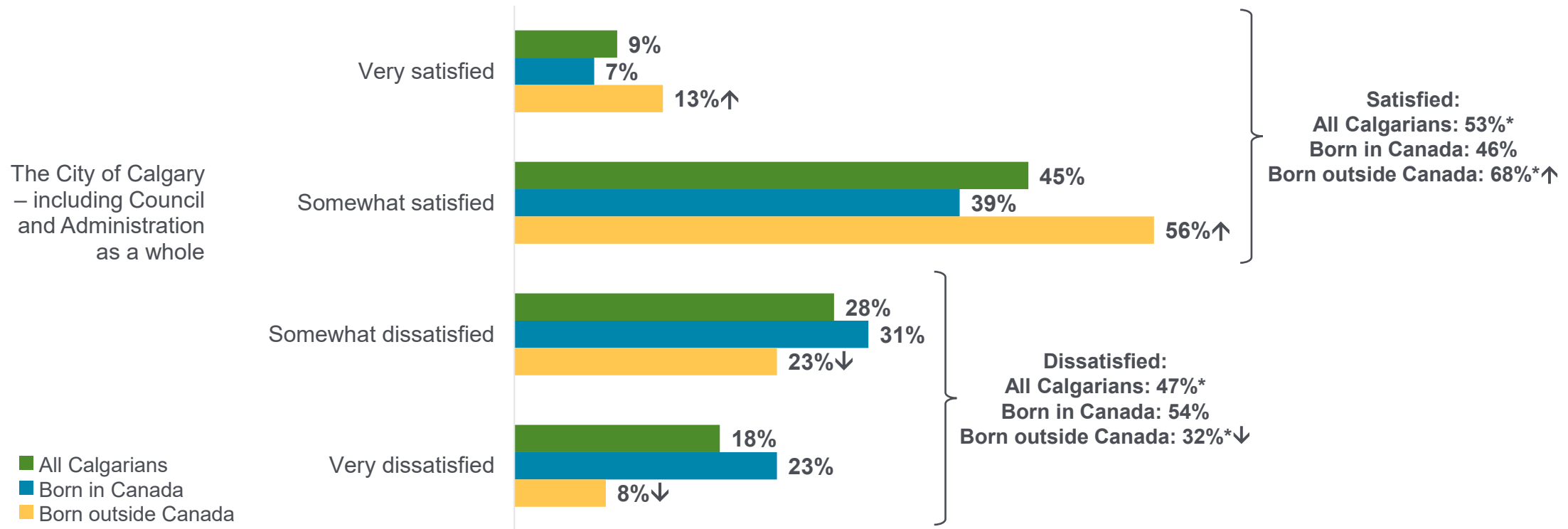
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?
 Base: Valid respondents (All Calgarians n=2,485, Born in Canada n=1,758, Born outside Canada n=725)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

Satisfaction with The City as a whole

A small majority (53%) of Calgarians are satisfied with the way The City, including Council and Administration, is running the city. Satisfaction with The City as a whole is higher among Calgarians who were born outside Canada (68%) than Calgarians who were born in Canada (46%).



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

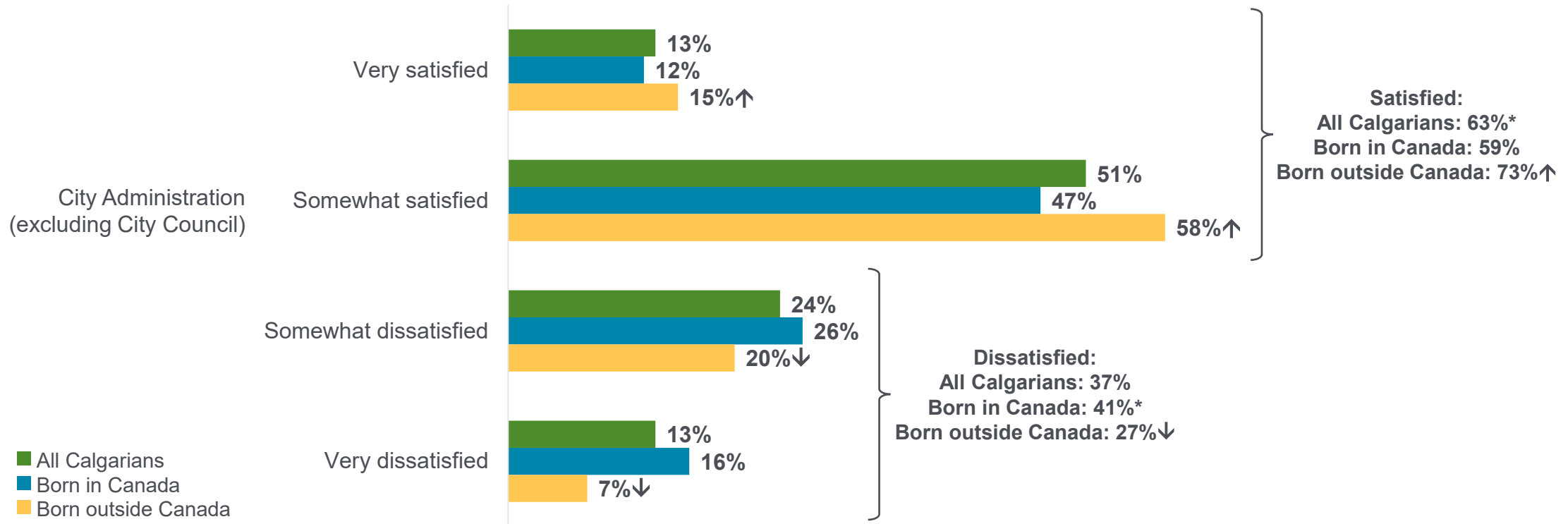
Base: Valid respondents (All Calgarians n=2,490, Born in Canada n=1,762, Born outside Canada n=726)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

Satisfaction with City Administration

A majority (63%) of Calgarians are satisfied with the way City Administration (excluding City Council) is running the city. Satisfaction with City Administration is statistically higher among Calgarians who were born outside of Canada (73%) compared to those born in Canada (59%).



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

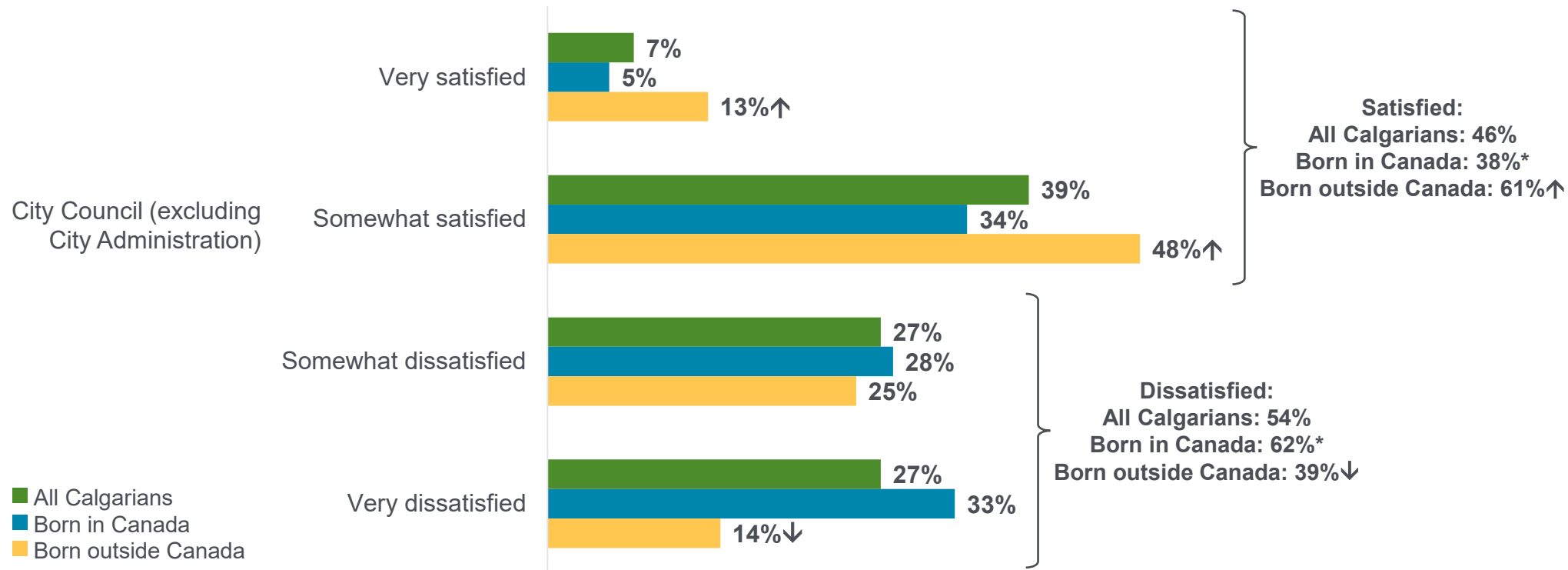
Base: Valid respondents (All Calgarians n=2,473, Born in Canada n=1,753, Born outside Canada n=718)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

Satisfaction with City Council

Around one-half (46%) of all Calgarians say they are satisfied with City Council's (excluding City Administration) running of the city. Satisfaction with City Council is higher among Calgarians who were born outside of Canada (61%) than Calgarians who were born in Canada (38%). Dissatisfaction with City Council is lower among Calgarians born outside Canada (39% vs. 62%), with notably fewer being 'very' dissatisfied (14% vs. 33%).



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

Base: Valid respondents (All Calgarians n=2,476, Born in Canada n=1,757, Born outside Canada n=717)

*Rounding

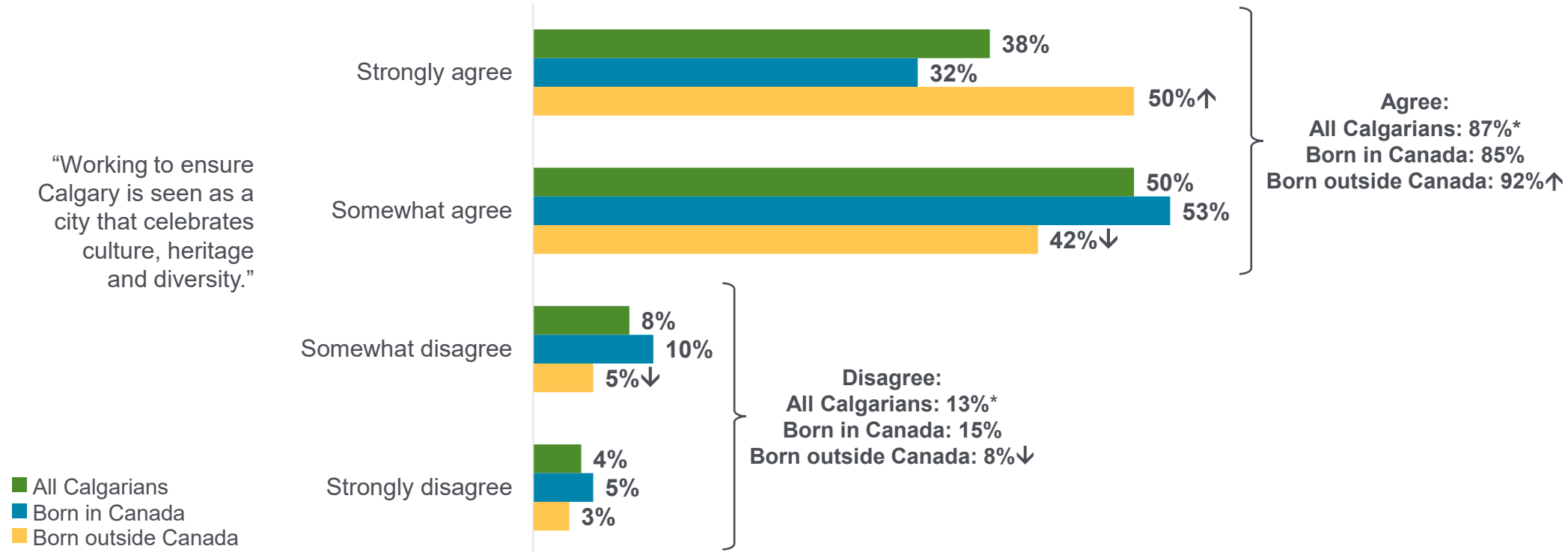
↑/↓ Statistically higher/lower than comparable subgroup



Council focus areas

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

A vast majority (87%) of Calgarians think The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity. A higher proportion of Calgarians who were born outside of Canada (92%) agree The City is doing a good job at this compared to Calgarians who were born in Canada (85%), including a higher proportion of those born outside of Canada who ‘strongly’ agree (50% vs. 32% of Calgarians born in Canada).



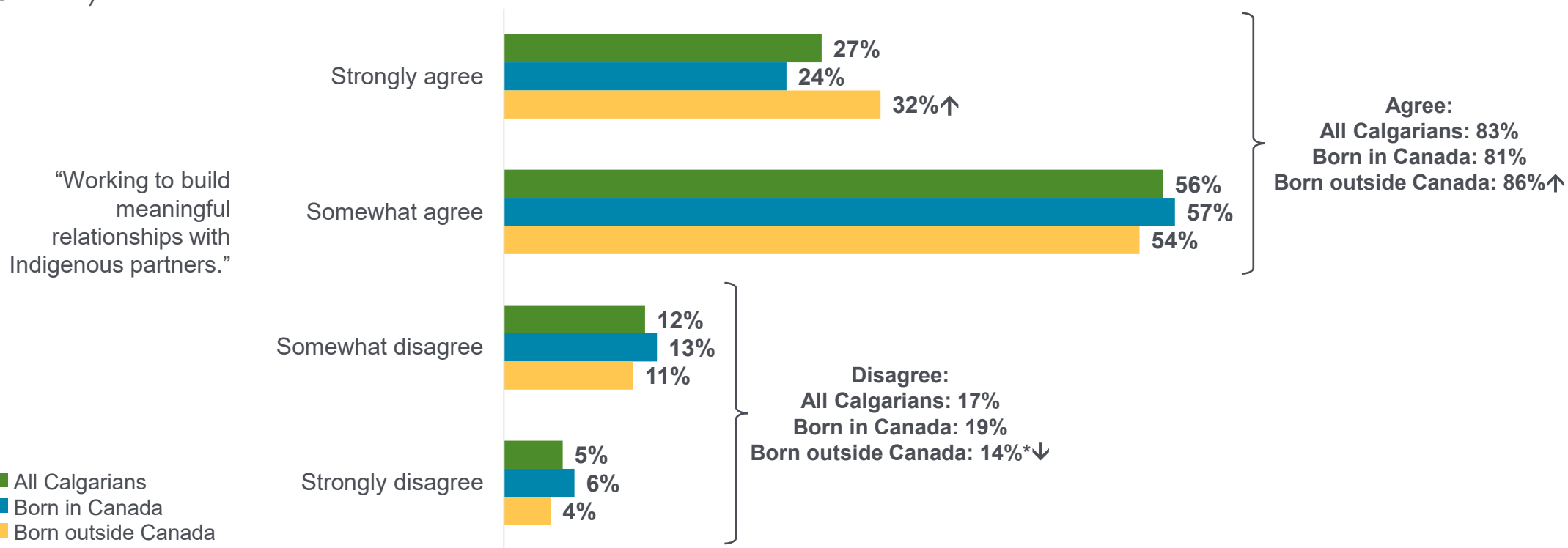
Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.
Base: Valid respondents (All Calgarians n=2,475, Born in Canada n=1,748, Born outside Canada n=726)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

Working to build relationships with Indigenous partners

More than four-fifths (83%) of Calgarians agree (strongly or somewhat) that The City is doing a good job at working to build meaningful relationships with Indigenous partners. Agreement is higher among Calgarians born outside Canada than Calgarians born in Canada (86% vs. 81%), driven by a higher proportion of those who were born outside of Canada ‘strongly’ agree (32% vs. 24% of Calgarians who were born in Canada).



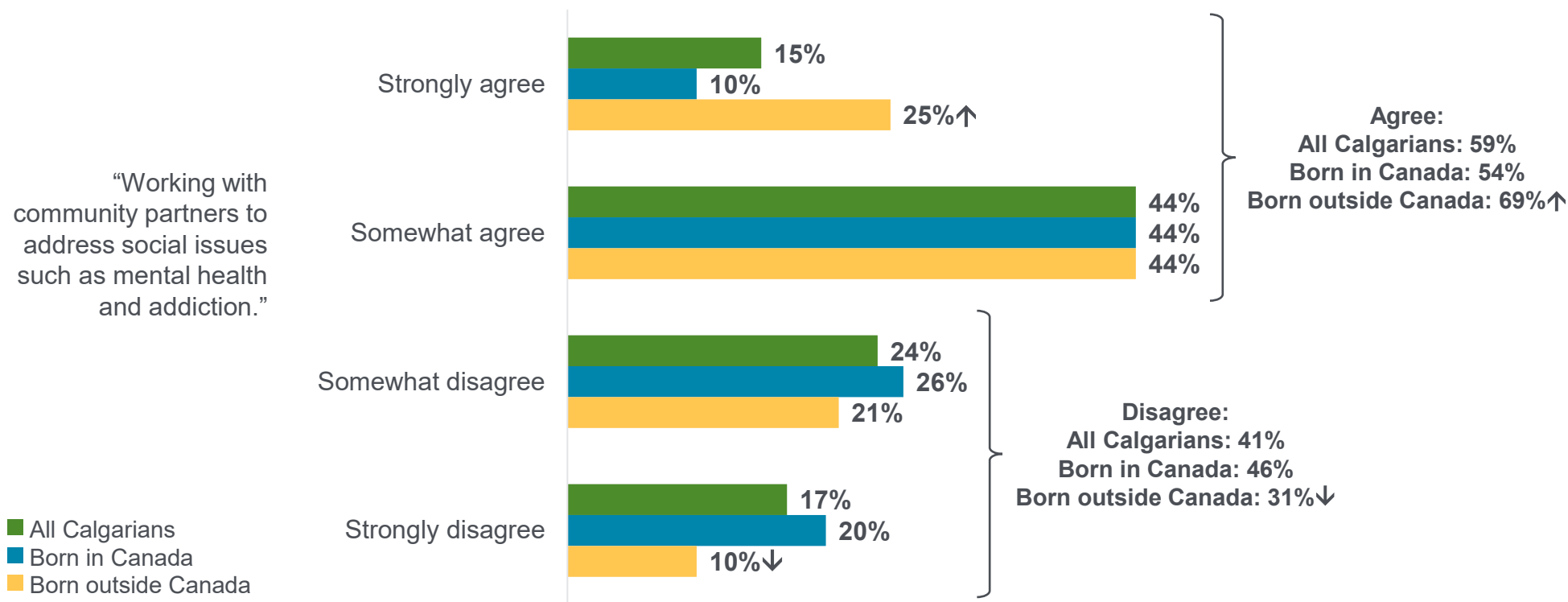
Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.
Base: Valid respondents (All Calgarians n=2,368, Born in Canada n=1,688, Born outside Canada n=679)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

Working with community partners to address social issues

Three-fifths (59%) of all Calgarians agree that The City is doing a good job working with community partners to address social issues such as mental health and addiction. Calgarians born outside of Canada view The City's collaborative efforts more positively, with 69% agreeing compared to 54% of those born in Canada. This difference is driven by those who 'strongly' agree (25% vs. 10%).



Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.
Base: Valid respondents (All Calgarians n=2,417, Born in Canada n=1,721, Born outside Canada n=694)

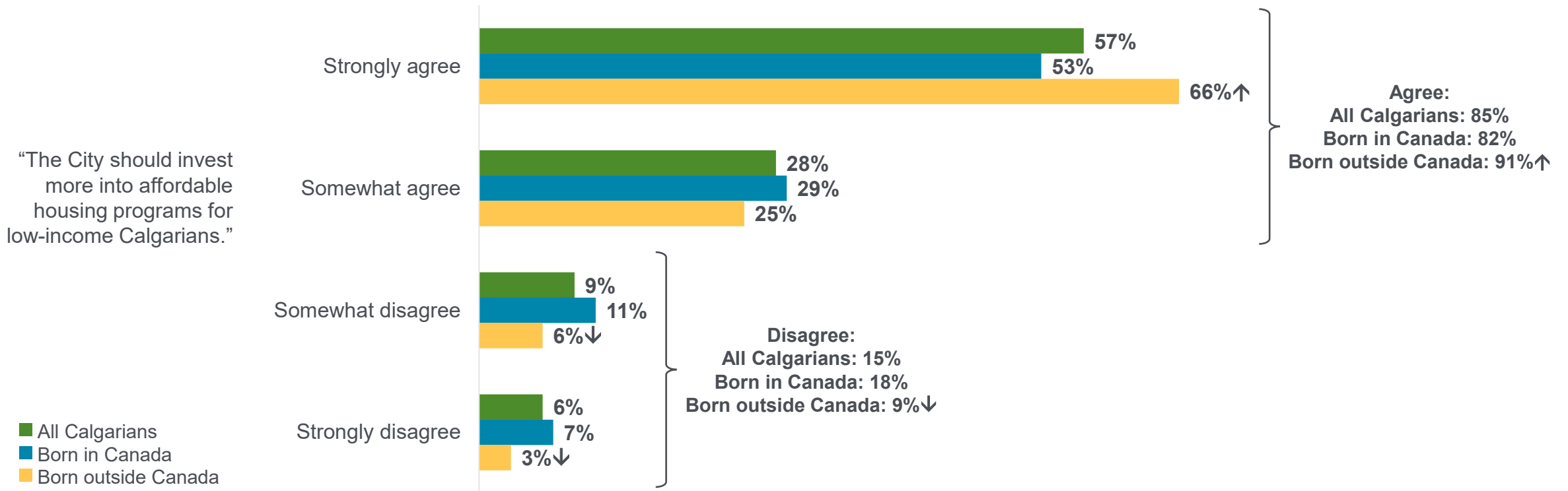
↑/↓ Statistically higher/lower than comparable subgroup



Housing

Affordable housing

A large majority (85%) of Calgarians say The City should invest more into affordable housing programs for low-income Calgarians. Those who were born outside of Canada show higher agreement with increased investment in affordable housing programs (91%) compared to those born in Canada (82%), largely due to more 'strongly' agreeing (66% vs. 53%).



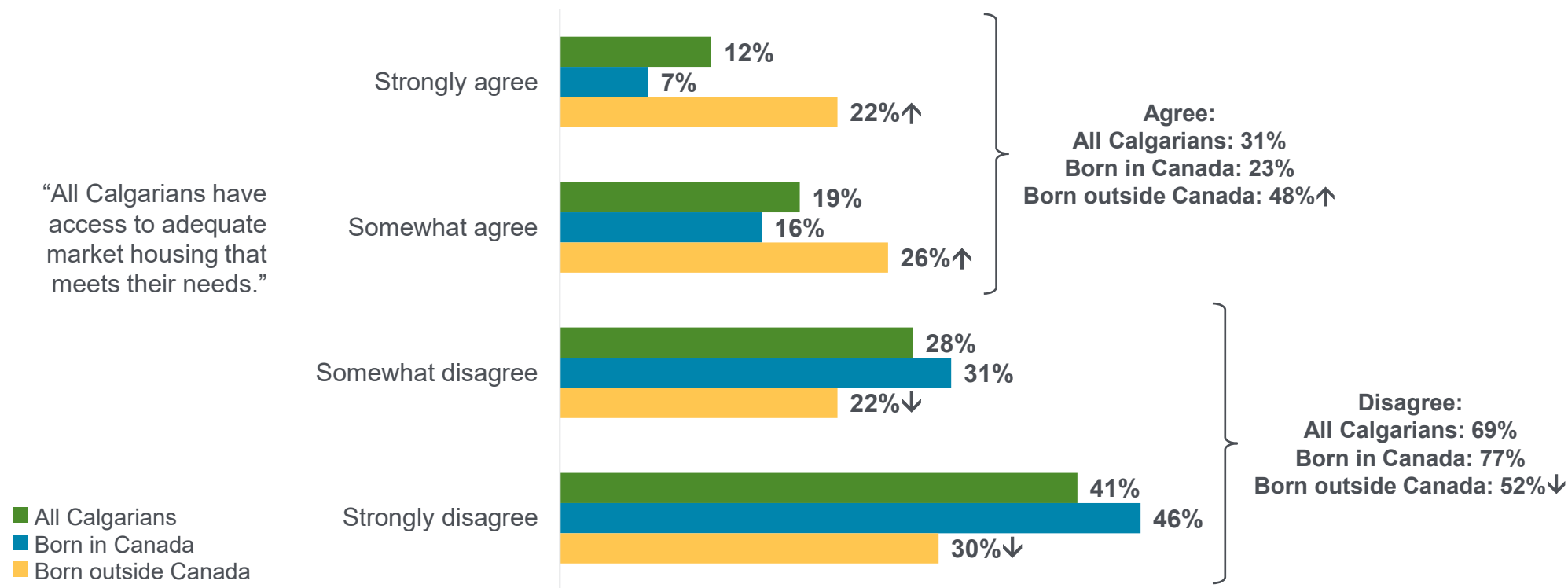
Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.
 Base: Valid respondents (All Calgarians n=1,228, Born in Canada n=866, Born outside Canada n=360)

Question asked of split sample

↑/↓ Statistically higher/lower than comparable subgroup

Access to adequate market housing

A minority (31%) of Calgarians believe that all Calgarians have access to adequate housing that meets their needs. Agreement that all Calgarians have access to adequate housing is higher among those born outside Canada (48%) compared to Calgarians who were born in Canada (23%).



Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.
 Base: Valid respondents (All Calgarians n=1,228, Born in Canada n=869, Born outside Canada n=357)

Question asked of split sample

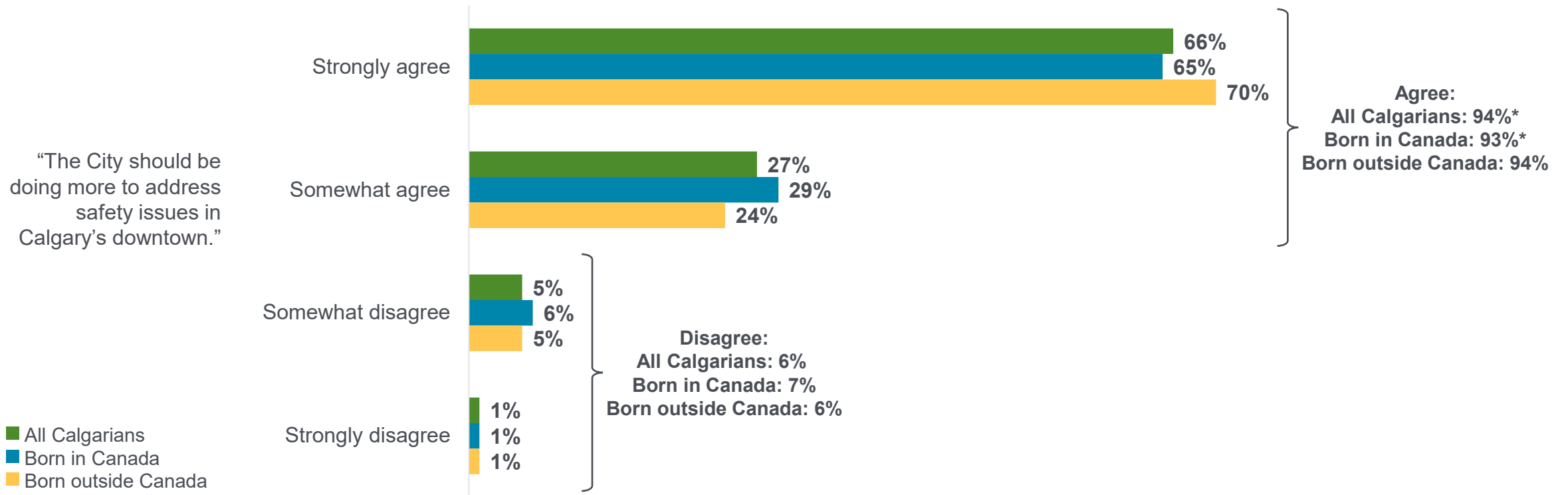
↑/↓ Statistically higher/lower than comparable subgroup



Downtown Calgary

Addressing downtown safety

An overwhelming majority (94%) of Calgarians believe The City should be doing more to address safety issues in Calgary's downtown. Similar proportions of those born outside Canada (94%) and those born in Canada (93%) say The City should do more, with no statistical differences between the groups.



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

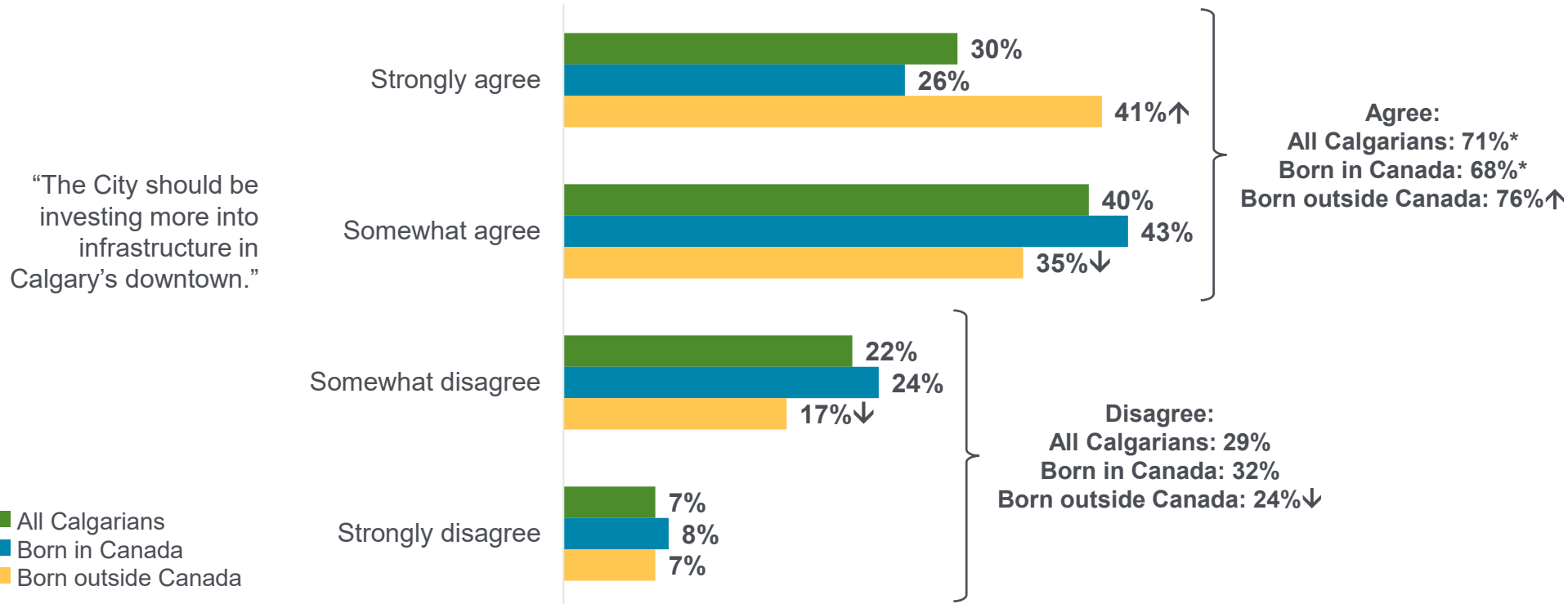
Base: Valid respondents (All Calgarians n=1,243, Born in Canada n=881, Born outside Canada n=362)

Question asked of split sample

*Rounding

Investing in downtown infrastructure

Seven-in-ten (71%) Calgarians think The City should invest more into infrastructure in Calgary's downtown. Support for increased downtown investment is higher among Calgarians born outside Canada (76%) compared to those born in Canada (68%), largely due to higher 'strong' agreement (41% vs 26%). Fewer Calgarians born outside Canada disagree (24% vs. 32%), primarily due to lower 'somewhat' disagreement (17% vs. 24%).



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

Base: Valid respondents (All Calgarians n=1,238, Born in Canada n=875, Born outside Canada n=363)

Question asked of split sample

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



Respondent profile

Respondent profile (1 of 4)

Gender			
	All Calgarians	Born in Canada	Born outside Canada
Woman (accept female)	50%	52%	46%
Man (accept male)	49%	47%	53%
Non-binary person	<1%	<1%	<1%
Prefer to self-describe	<1%	<1%	0%
Refused/prefer not to say	<1%	<1%	<1%

Age			
	All Calgarians	Born in Canada	Born outside Canada
18 to 24	9%	9%	9%
25 to 34	21%	17%	30%
35 to 44	17%	15%	21%
45 to 54	19%	20%	17%
55 to 64	13%	14%	10%
65 or older	21%	25%	13%
MEAN	47.6	49.8	43.2

Income			
	All Calgarians	Born in Canada	Born outside Canada
Less than \$60,000	21%	16%	29%
\$60,000 to <\$120,000	35%	34%	37%
\$120,000 to <\$200,000	25%	27%	21%
\$200,000 and over	19%	22%	13%

Education			
	All Calgarians	Born in Canada	Born outside Canada
Less than high school	2%	2%	1%
High school or equivalent	16%	17%	13%
Apprenticeship or trades diploma/ certificate	7%	7%	6%
College or non-university diploma/ certificate	20%	21%	17%
University degree/ diploma/certificate	56%	53%	62%

Base: Valid respondents (bases vary)

Respondent profile (2 of 4)

Employment status^

	All Calgarians	Born in Canada	Born outside Canada
Full time employed or self employed	55%	54%	57%
Part time employed or self-employed	12%	11%	15%
Retired	21%	25%	12%
Looking after home /family	2%	2%	3%
Unable to work due to sickness or disability	3%	3%	1%
Unemployed	5%	3%	7%
Unpaid/voluntary work	2%	2%	1%
Student	5%	4%	8%
Other	1%	1%	1%

Disability in household^

	All Calgarians	Born in Canada	Born outside Canada
Yes – myself	12%	15%	6%
Yes – someone in my household	11%	14%	7%
No	79%	74%	87%

Business owner/operator

	All Calgarians	Born in Canada	Born outside Canada
Own and operate a business	18%	18%	18%
Own a business	3%	2%	3%
Operate a business	3%	2%	3%
No	76%	77%	75%

Household size

	All Calgarians	Born in Canada	Born outside Canada
1	16%	18%	10%
2	33%	37%	25%
3	18%	17%	20%
4	21%	19%	24%
5 or more	13%	9%	20%
MEAN	2.9	2.7	3.4

Children + seniors in household

	All Calgarians	Born in Canada	Born outside Canada
Yes – children	32%	26%	43%
Yes – seniors	32%	35%	25%

Base: Valid respondents (bases vary)

^Multiple responses allowed

Respondent profile (3 of 4)

Quadrant			
	All Calgarians	Born in Canada	Born outside Canada
Southwest	30%	30%	30%
Southeast	22%	24%	19%
Northwest	28%	28%	28%
Northeast	20%	18%	23%

Own or rent			
	All Calgarians	Born in Canada	Born outside Canada
Own	72%	79%	60%
Rent	25%	19%	38%
Other	2%	3%	2%

Responsible for property taxes or rent			
	All Calgarians	Born in Canada	Born outside Canada
Yes	87%	88%	85%
No	13%	12%	15%

Tenure in Calgary			
	All Calgarians	Born in Canada	Born outside Canada
Less than 5 years	12%	3%	30%
5 to <10 years	5%	3%	10%
10 to <15 years	9%	5%	15%
15 to <20 years	11%	10%	12%
20 to <30 years	21%	24%	14%
30 to <40 years	15%	19%	7%
40 or more	28%	35%	13%
MEAN	27.8	33.4	16.6

2SLGBTQIA+			
	All Calgarians	Born in Canada	Born outside Canada
Yes	7%	8%	5%
No	93%	92%	95%

Base: Valid respondents (bases vary)



Respondent profile (4 of 4)

Indigenous identity^

	All Calgarians	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%
Other	<1%	<1%	1%
No	96%	96%	97%

Born in Canada

	All Calgarians	Born in Canada	Born outside Canada
Yes	67%	100%	0%
No	33%	0%	100%

Date of arrival in Canada

	All Calgarians	Born in Canada	Born outside Canada
Within the past 5 years	28%	0%	28%
More than 5 years ago	72%	0%	72%

Racialized

	All Calgarians	Born in Canada	Born outside Canada
Yes	25%	13%	48%
No	74%	85%	50%
Prefer to self-describe	1%	1%	1%

Ethnicity^

	All Calgarians	Born in Canada	Born outside Canada
Canadian/French Canadian	2%	0%	2%
American	4%	0%	4%
British	8%	0%	8%
Western European	6%	0%	6%
Southern/Eastern European	10%	0%	10%
South Asian	18%	0%	18%
East or Southeast Asian	21%	0%	21%
West Asian or Middle Eastern	5%	0%	5%
African	10%	0%	10%
Central/South American or Caribbean	9%	0%	9%
Other	5%	0%	5%
Not stated	5%	0%	5%

Base: Valid respondents (bases vary)

^Multiple responses allowed



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