



Calgary



# Equity-deserving communities Disability in household

Analysis of the 2023 Spring Survey of Calgarians  
December 2023

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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%) samples 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.

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The margin of error (MOE) for the total sample of 2,502 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the disability in household sub-group of 500 is  $\pm 4.38$  percentage points, 19 times out of 20, and the margin of error for the no disability in household sub-group of 1,979 is  $\pm 2.20$  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.

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Not all questions asked within the Spring Survey of Calgarians are represented within this report. Results are compared between the disability in household and no disability in household 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

## Seniors:

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

## Young Adults:

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

## Household Income:

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

Note: self-reported pre-tax annual household income

## 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

## 2SLGBTQIA+:

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

## Racialized People:

- **Yes**
- No

## Born in Canada:

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

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

## Indigenous:

- **Indigenous**
- Non-Indigenous

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





# Key findings

# Key Findings

## Quality of life

**Calgarians who have a disability or live in the same household as someone with a disability are less likely to indicate Calgary has a good quality of life.**

- Calgarians who have a disability or live in the same household as someone with a disability, are significantly less likely than households without a disability to rate the overall quality of life in Calgary as 'good' (67% vs. 81%) and more likely to rate it as 'poor' (11% vs. 5%).

## Inclusivity

**When compared to households without a disability present, Calgarians with a disability in the household are less likely to perceive The City as inclusive.**

- Across all questions, households with at least one person in the household with a disability are less likely to agree than households without a disability that The City fosters a city that is inclusive and accepting of all (20% vs. 10%), that The City delivers programs and services that reduce barriers to participation for Calgarians who need it most (41% vs. 56%), and that The City of Calgary municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability (48% vs. 63%).

## Green Line LRT

**Both households with and without a disability present view the Green Line LRT as an important part of Calgary's future.**

- Regardless of disability in the household or not, both households indicate identical ratings for the importance of the Green Line LRT to the future of Calgary (92% vs. 92%).
- Similarly, both households with a disability and without agree that the Green Line LRT will be an important addition to Calgary's transportation network (89% vs. 91%) and enable Calgarians to better connect with people, places and services (92% vs. 91%).

# Key Findings

## The environment

**Calgarians with a disability in the household tend to hold more negative views when it comes to the environment, compared to those without a disability in the household.**

- Calgarians that have a disability in the household are more than twice as likely to rate the state of Calgary's environment as 'poor' than those with no disability in the household (11% vs. 5%). They are also less satisfied (79% vs. 85%) and more dissatisfied (21% vs. 15%) with the job The City is doing to protect the environment than households with no disabilities.
- There are no differences in how satisfied Calgarians with a disability in the household versus without are with City programs and services aimed at helping Calgarians reduce their environmental impact (76% vs. 78%).

## Service equity

**Overall, satisfaction with the level and quality of services and programs provided by The City of Calgary is lower amongst Calgarians with a disability in the household compared to those without a disability in the household.**

- Calgarians with a disability in the household are less satisfied (63% vs. 69%) and more dissatisfied (13% vs. 9%) with the overall level of services and programs provide by The City of Calgary than those without a disability in the household.
- In general, Calgarians with a disability in the household are less satisfied than those without a disability in the household with the following services and programs: pet ownership and licensing (82% vs. 90%), specialized transit services (78% vs. 88%), environmental management services (75% vs. 87%), community strategies (76% vs. 85%), social services for individuals such as seniors or youth (72% vs. 86%), land development and sales (75% vs. 83%), and affordable housing for low-income families (38% vs. 56%).

# Key Findings

## Service equity (continued)

- Calgarians with a disability or living in the same household as someone with a disability would like to see more investment in social services for individuals such as seniors or youth as compared to those without a disability (68% vs. 55%).
- Those with a disability in the household are more likely than those without a disability in the household to indicate they want less investment in real estate (16% vs. 9%), development approvals (14% vs. 8%) and affordable housing for low-income families (8% vs. 4%).

## Taxation

**Calgarians from households with a disability present are more likely to have a negative perception surrounding the value of municipal taxes in comparison to households without a disability, however there is no indication that households with a disability are against increasing taxes to maintain services.**

- Those with a disability in the household are also more likely to rate the value as ‘poor’ than those without (23% vs. 18%).
- Calgarian households that have a disability present endorse an increase in taxes to maintain or expand services at nearly the same amount as those without a disability present (53% vs. 55%), and in line with all Calgarians (55%)



# Key Findings

## Customer service

**There is general agreement that the quality of customer service from the City is high among both households with and without a disability. However, satisfaction with and perceptions of customer service are lower among Calgarians with a disability in the household compared to those without, in nearly all domains.**

- Calgarians with a disability in the household and without a disability in the household both agree that the quality of customer service is consistently high (69% vs. 73%).
- Calgarians from households with a disability present are less likely to agree than Calgarians from households without no disability present that The City responds quickly to requests and concerns (60% vs. 67%), makes customer service a priority (66% vs. 73%), and meets their customer service expectations (74% vs. 79%).
- Households with a disability present are also more likely to hold a poor perception of City communication in the past six months in comparison to those without a disability in the household (34% vs. 27%).

## Input from Calgarians

**Opinions surrounding the input from Calgarians are similar and mostly positive for both Calgarians with a disability in the household and those without, except for two areas where Calgarians with a disability in the household show more disagreement.**

- Both Calgarians in households with a disability and without generally agree that The City allows Calgarians to have meaningful input into decision making (60% vs. 63%), and Calgarians have enough opportunities to provide input into decision making about City projects and services (59% vs. 64%).

# Key Findings

## Input from Calgarians (continued)

- Households that have at least one person with a disability are more likely to disagree than households without a disability that The City uses the input from Calgarians in decision making about City projects and services (39% vs. 34%) and that they are confident that The City is working to improve how it includes Calgarians' input into decision making (39% vs. 30%).

## Reputation and performance

**Across all areas of reputation and performance, Calgarians with a disability in the household give consistently lower ratings than Calgarians without a disability in the household.**

- Those with a disability in the household are less likely to trust The City of Calgary than those without a disability in the household (27% vs. 21%).
- Both households with and without a disability agree that The City of Calgary practices open and accessible government (68% vs. 71%).
- Calgarians with a disability in the household are less satisfied than Calgarians without a disability in the household with The City as a whole (64% vs. 72%), City Council (53% vs. 62%), and City Administration (68% vs. 79%).
- Agreement is lower for Calgarians with a disability in the household compared to those without that the City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary (64% vs. 70%) and that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians (52% vs. 60%).



## Detailed findings



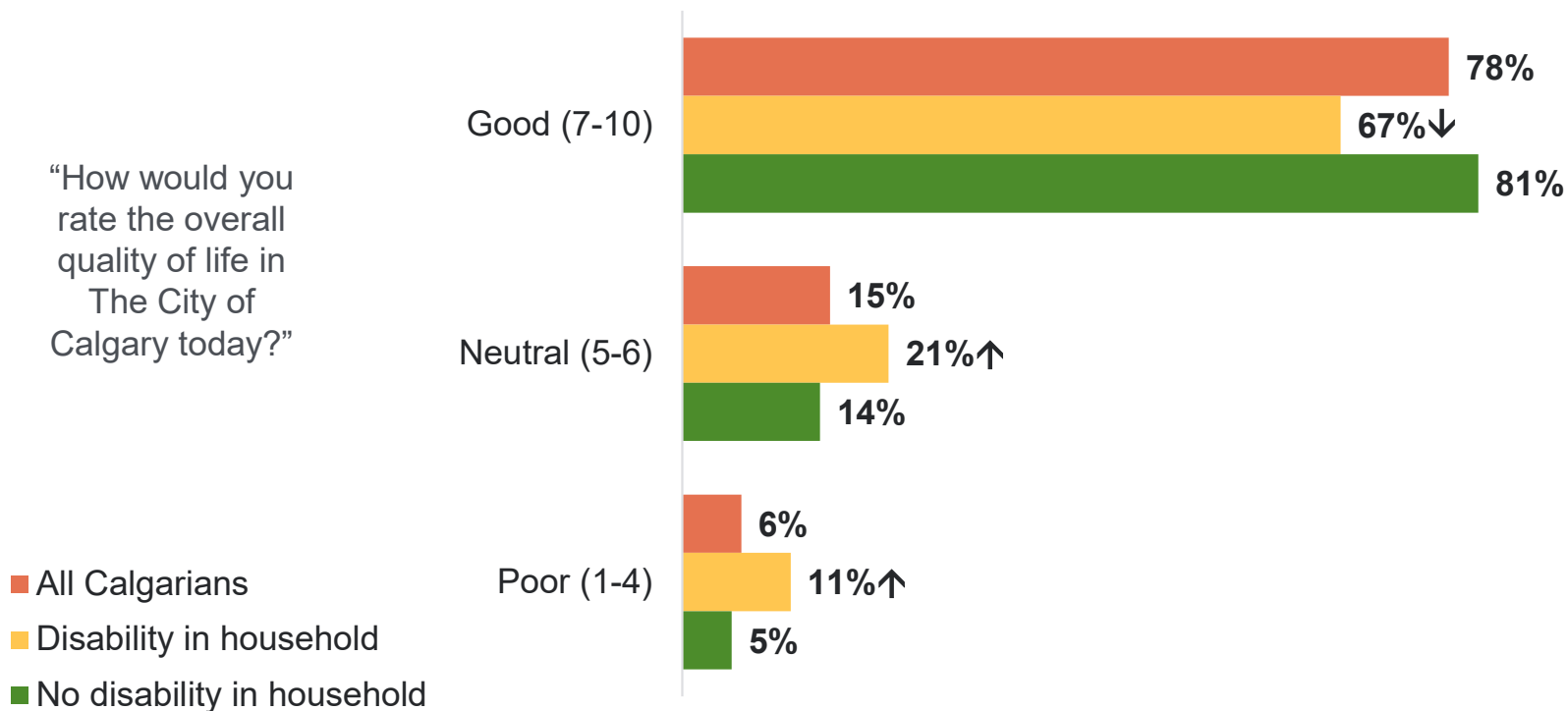


# Quality of life



# Overall quality of life in Calgary – Disability in household

Calgarians who have a disability or live in the same household as someone with a disability, are significantly less likely than households without a disability to rate the overall quality of life in Calgary as ‘good’ (67% vs. 81%) and more likely to rate it as ‘poor’ (11% vs. 5%).



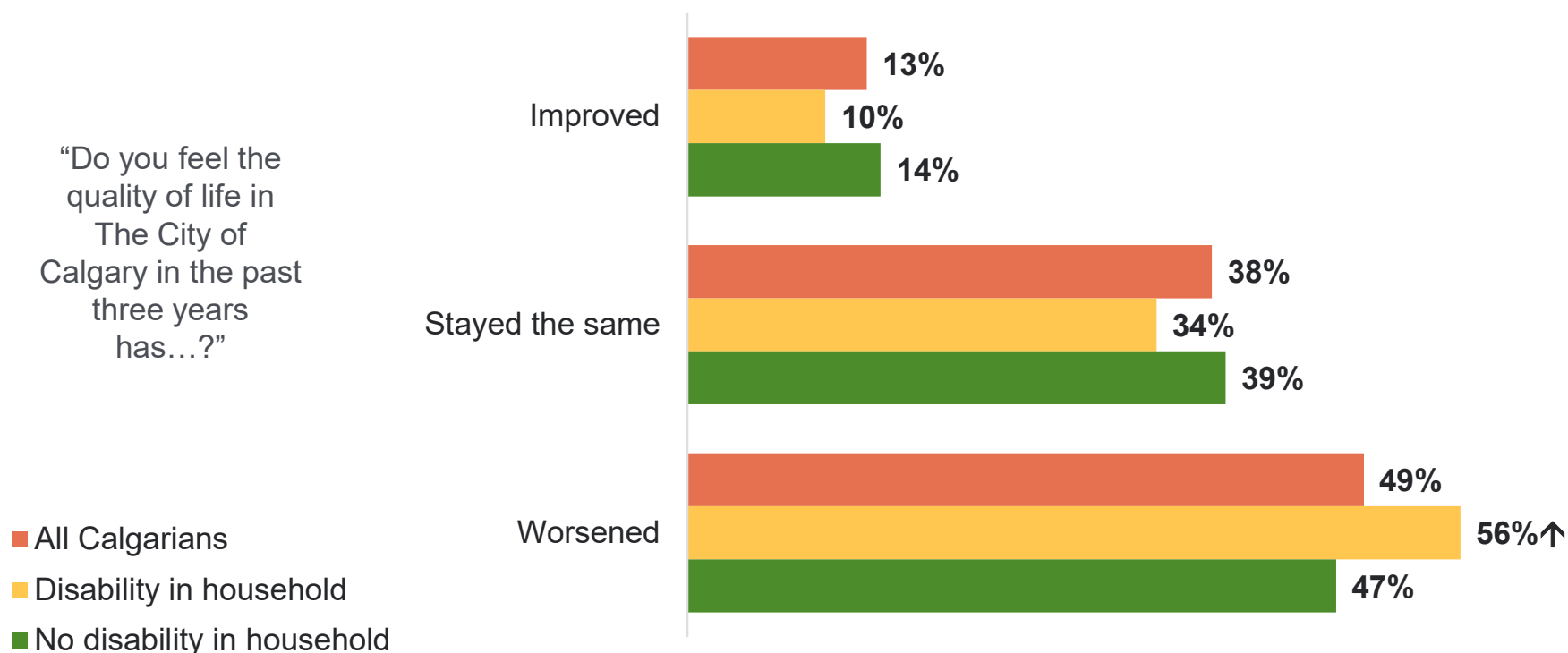
Q. On a scale of “1” to “10” where “1” is “very poor” and “10” is “very good” how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,500; Disability in household, n=500; No disability, n=1,977)

↑/ ↓ Statistically higher/lower than comparable subgroup

# Perceived change in quality of life – Disability in household

Calgarians who have a disability or live in the same household as someone with a disability are significantly more likely to indicate that the quality of life has worsened in the past three years than households without a disability (56% vs. 47%).

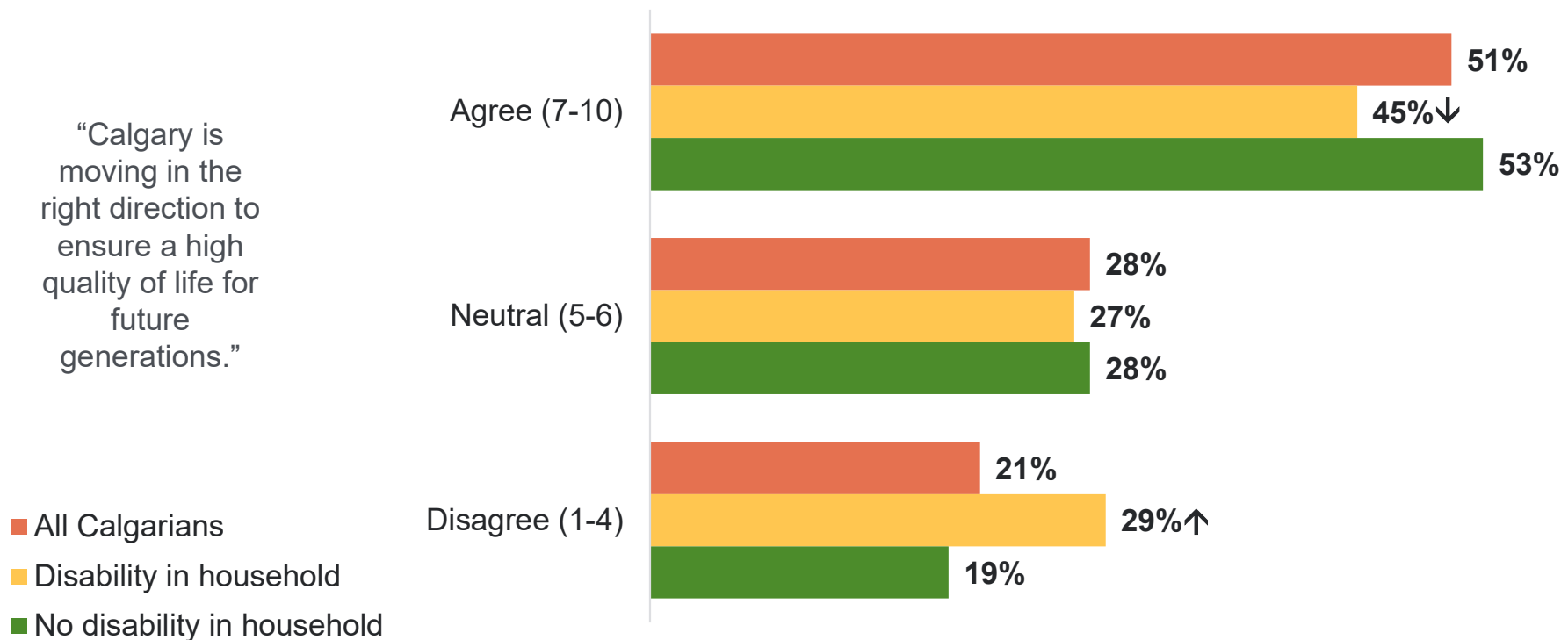


Q. Do you feel that the quality of life in The City of Calgary in the past three years has ...?  
 Base: Valid respondents (All Calgarians, n=2,465; Disability in household, n=497; No disability, n=1,945)

↑/ ↓ Statistically higher/lower than comparable subgroup

# Moving in the right direction – Disability in household

Calgarians with a disability or who live in the same household as someone with a disability are less likely than households without a disability to agree that Calgary is moving in the right direction to ensure a high quality of life for future generations (45% vs. 53%), and more likely to disagree (29% vs. 19%).



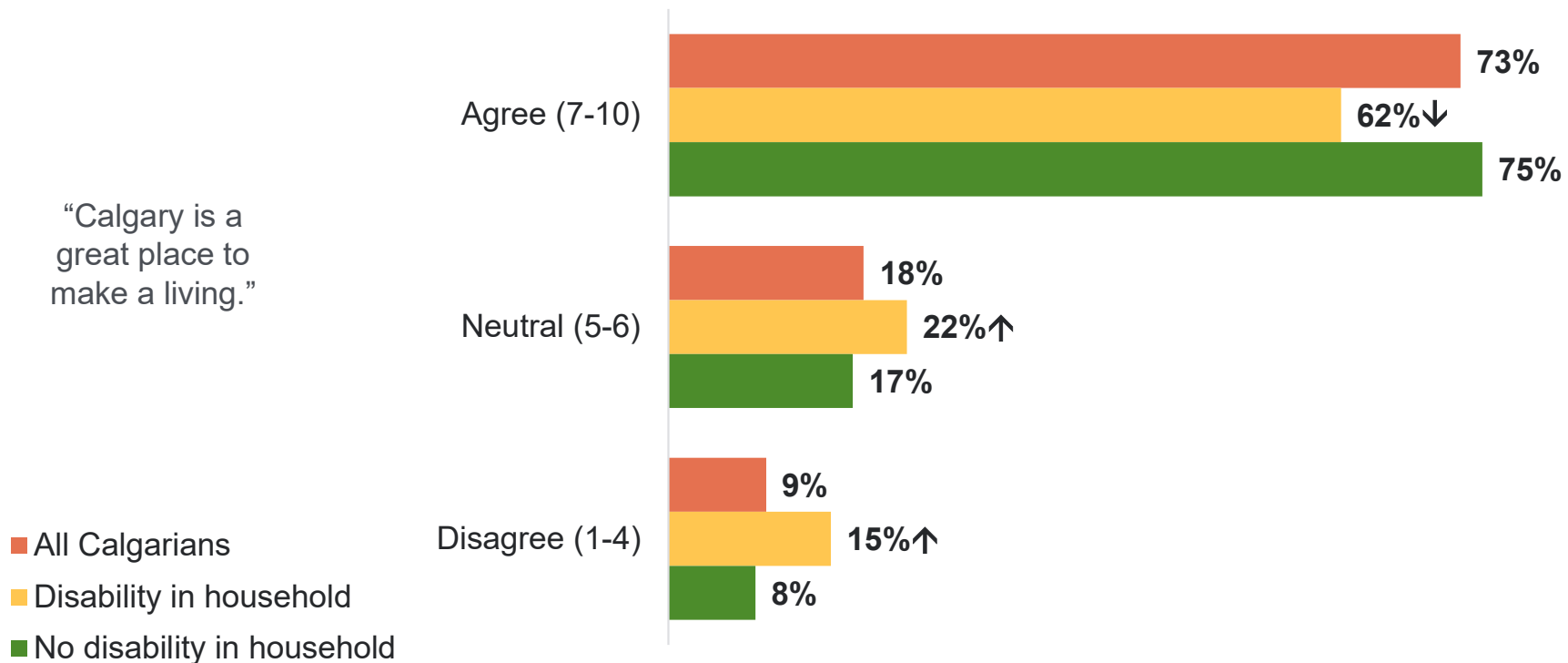
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,490; Disability in household, n=495; No disability, n=1,972)

↑/ ↓ Statistically higher/lower than comparable subgroup

# Great place to make a living – Disability in household

While many Calgarians agree that Calgary is a great place to make a living (73%), those with a disability or living in the same household as someone with a disability are significantly less likely to agree than those without a disability (62% vs. 75%). Calgarians with a disability in the household are also more likely to disagree with the statement than those without a disability in the household (15% vs. 8%).



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”.

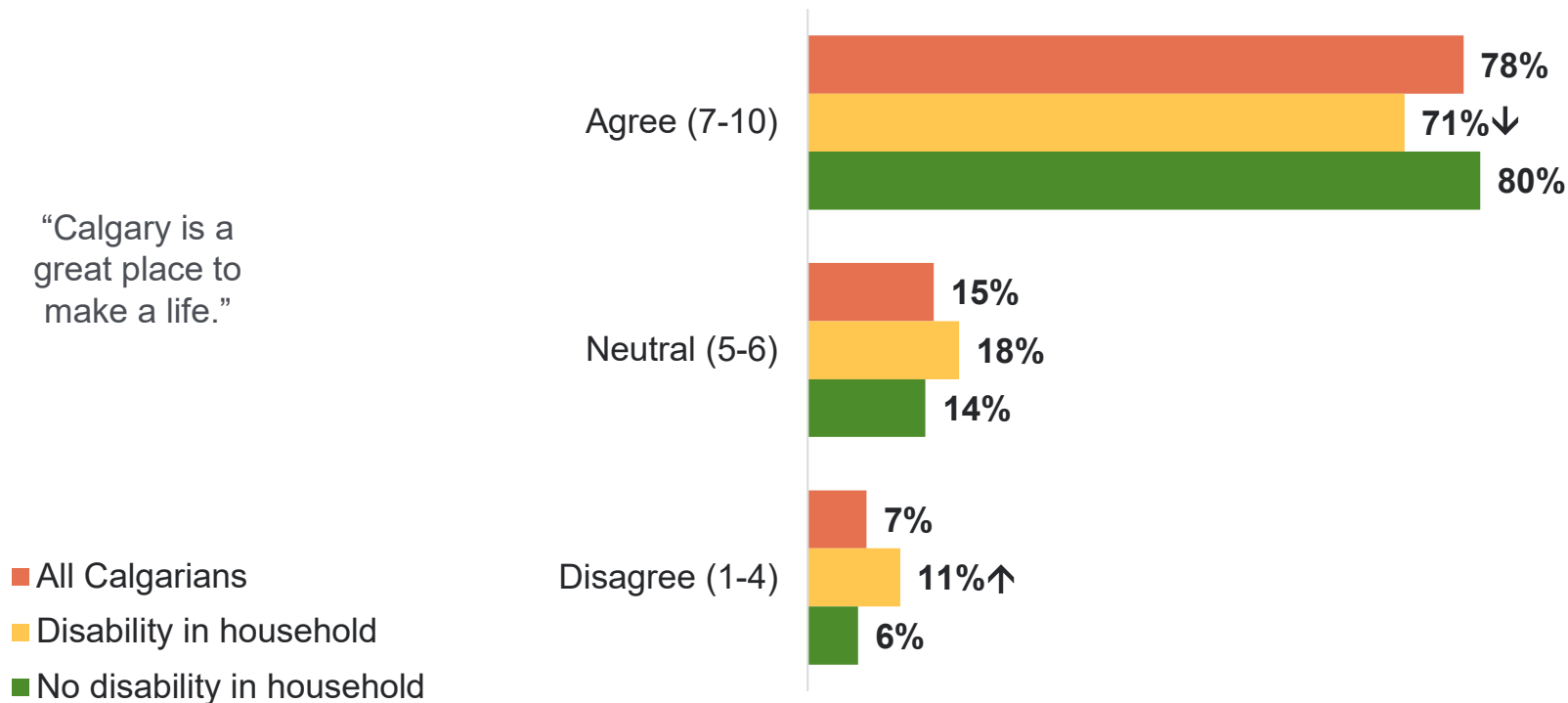
Base: Valid respondents (All Calgarians, n=2,497; Disability in household, n=499; No disability, n=1,975)

↑/ ↓ Statistically higher/lower than comparable subgroup



# Great place to make a life – Disability in household

Similarly, while many Calgarians agree that Calgary is a great place to make a life (78%), those with a disability or living in the same household as someone with a disability are significantly less likely to agree than those without a disability (71% vs. 80%). Calgarians with a disability in the household are also more likely to disagree with the statement than those without a disability in the household (11% vs. 6%).



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; Disability in household, n=500; No disability, n=1,979)

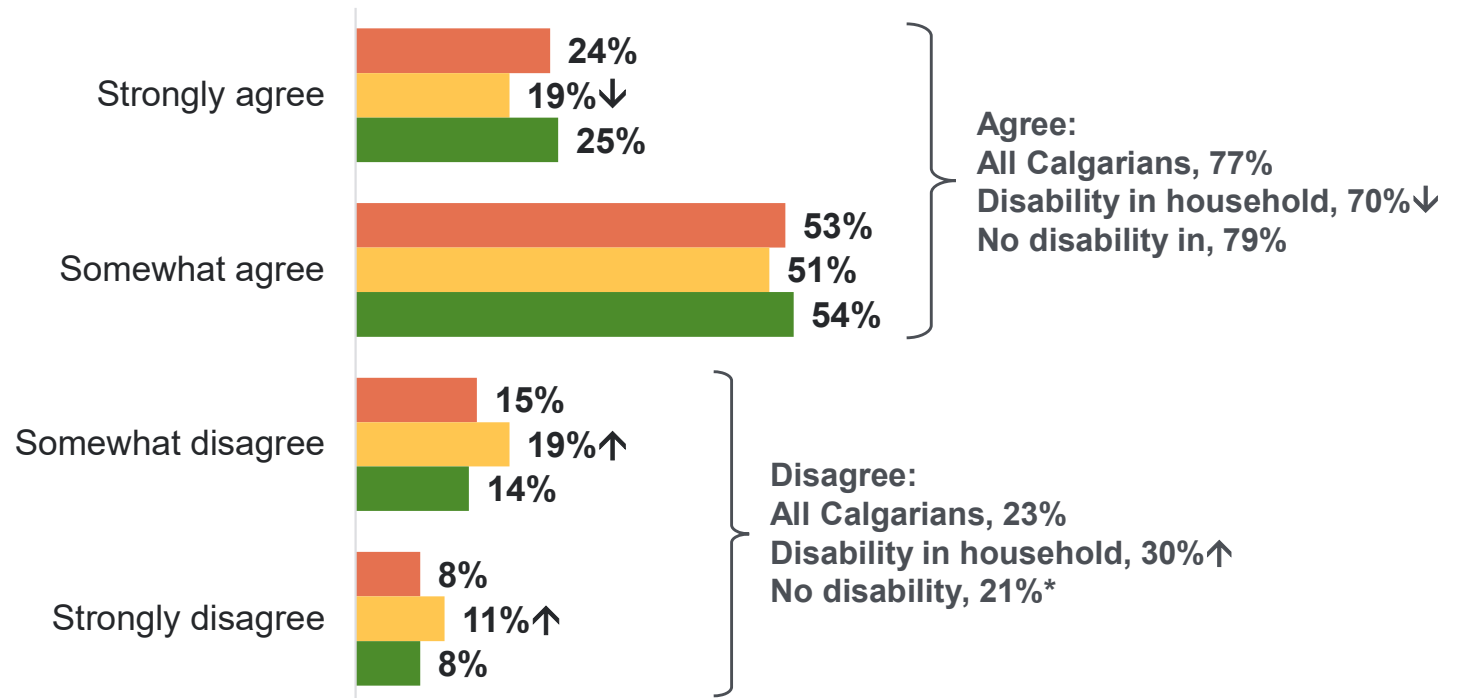
↑/ ↓ Statistically higher/lower than comparable subgroup

# On track to be a better city – Disability in household

Though a majority (77%) of Calgarians agree that Calgary is on the right track to be a better city 10 years from now, those with a disability in the household are less likely to agree than those without (70% vs. 79%). Calgarians with a disability in the household are also more likely to disagree with this statement that those without a disability in the household (30% vs. 21%).

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

- All Calgarians
- Disability in household
- No disability in household



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

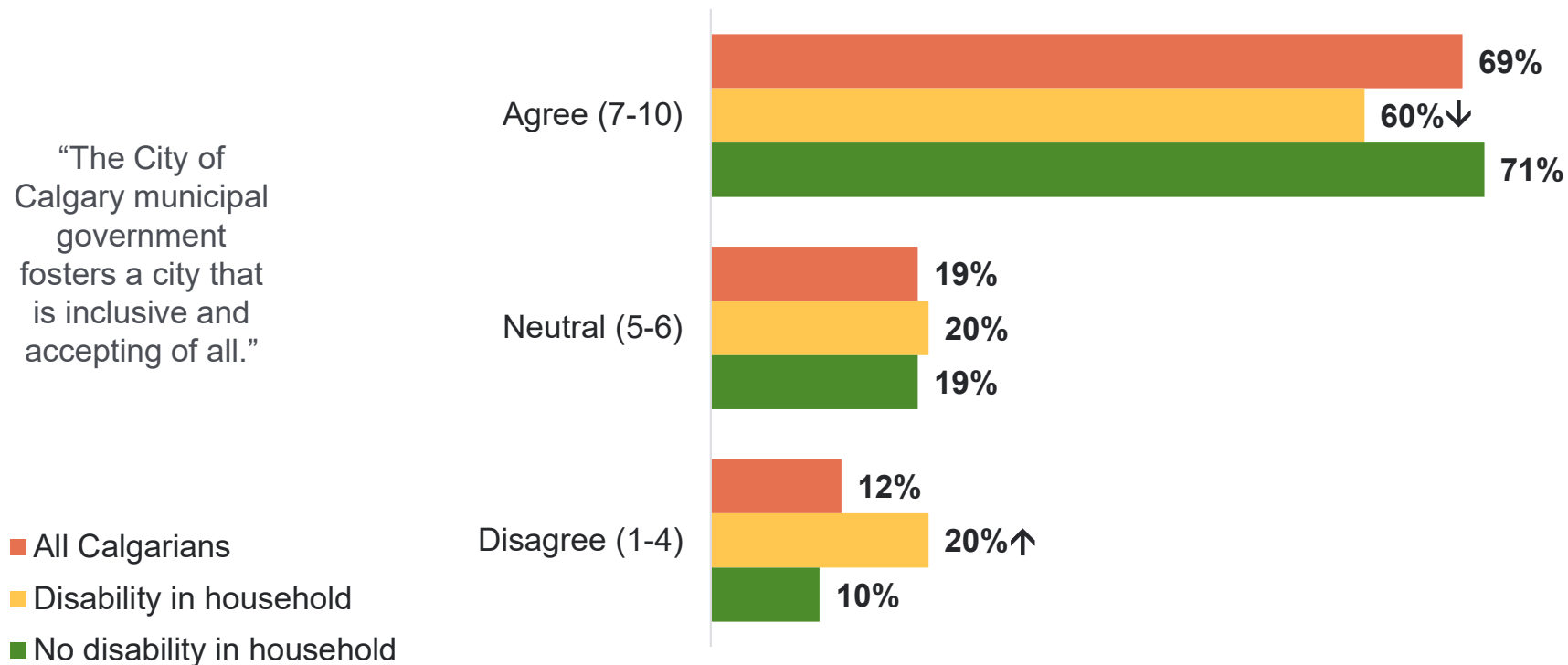
Base: Valid respondents (All Calgarians, n=2,487; Disability in household, n=495; No disability, n=1,969)



# Inclusivity

# Perceptions of inclusion – Disability in household

Compared to households without a disability (71%), those with at least one person in the household with a disability are less likely to agree (60%) that The City fosters a city that is inclusive and accepting of all. Calgarians with a disability in the household are also twice as likely to disagree than those households without a disability (20% vs. 10%).



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”.

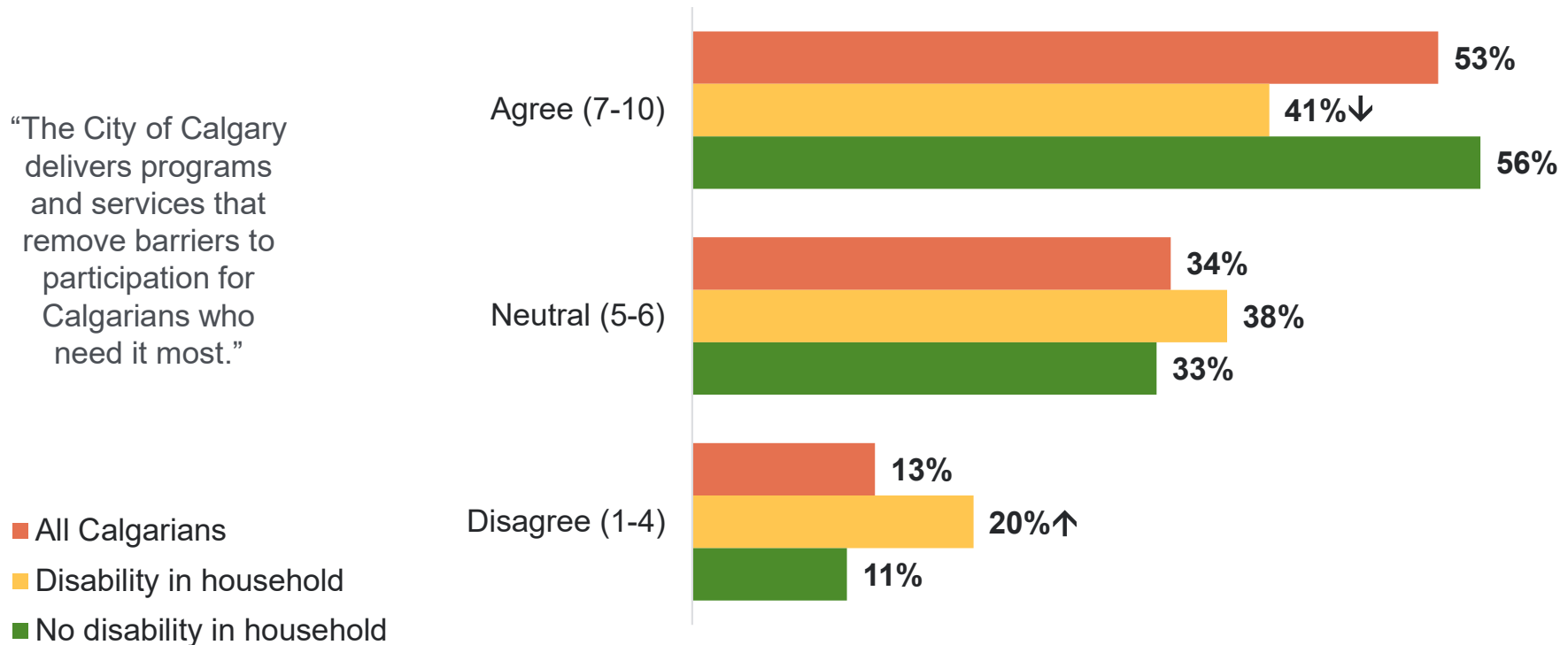
Base: Valid respondents (All Calgarians, n=2,473; Disability in household, n=498; No disability, n=1,953)

↑/ ↓ Statistically higher/lower than comparable subgroup



# Removes barriers to participation – Disability in household

Those households with a disability present are also almost twice as likely than households without a disability to disagree (20% vs. 11%) that the City delivers programs and services that remove barriers to participation for Calgarians who need it most. They are also less likely to agree than those without a disability in the household (41% vs. 56%).



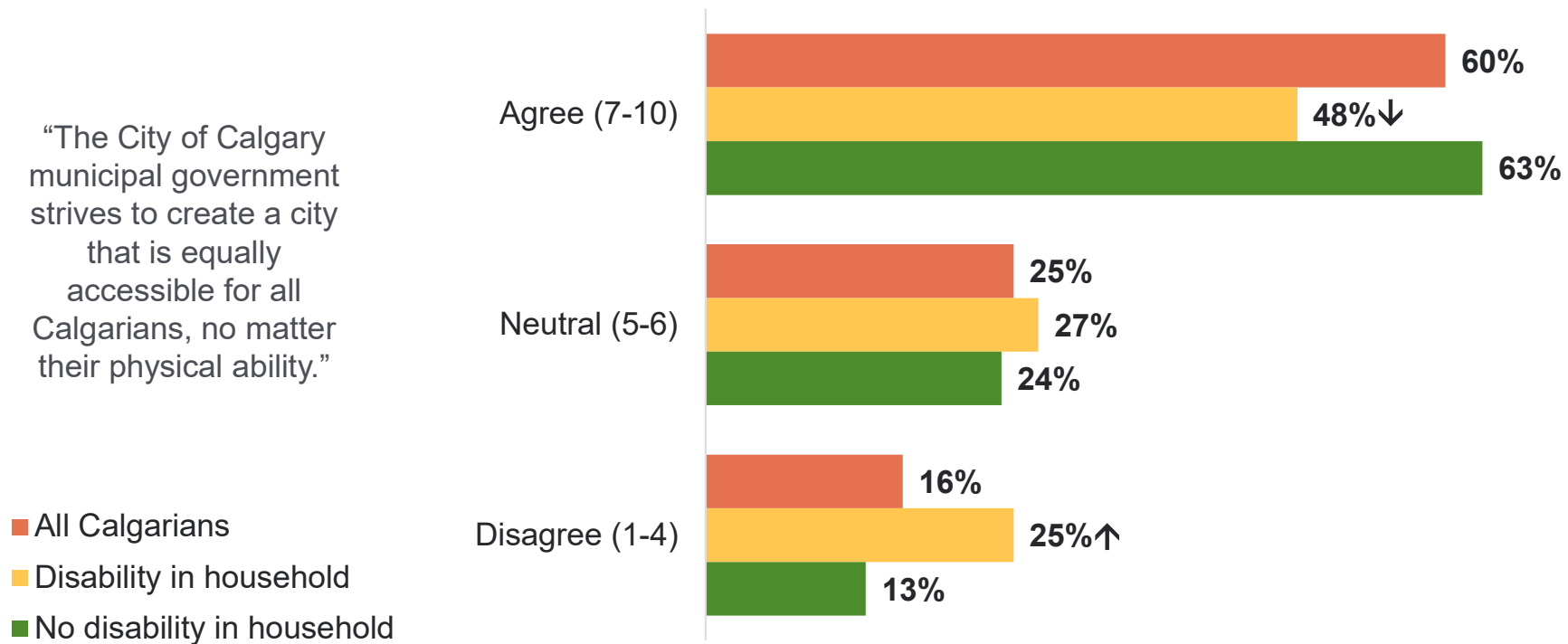
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,431; Disability in household, n=491; No disability, n=1,919)

↑/ ↓ Statistically higher/lower than comparable subgroup

# Equally accessible for all physical abilities – Disability in household

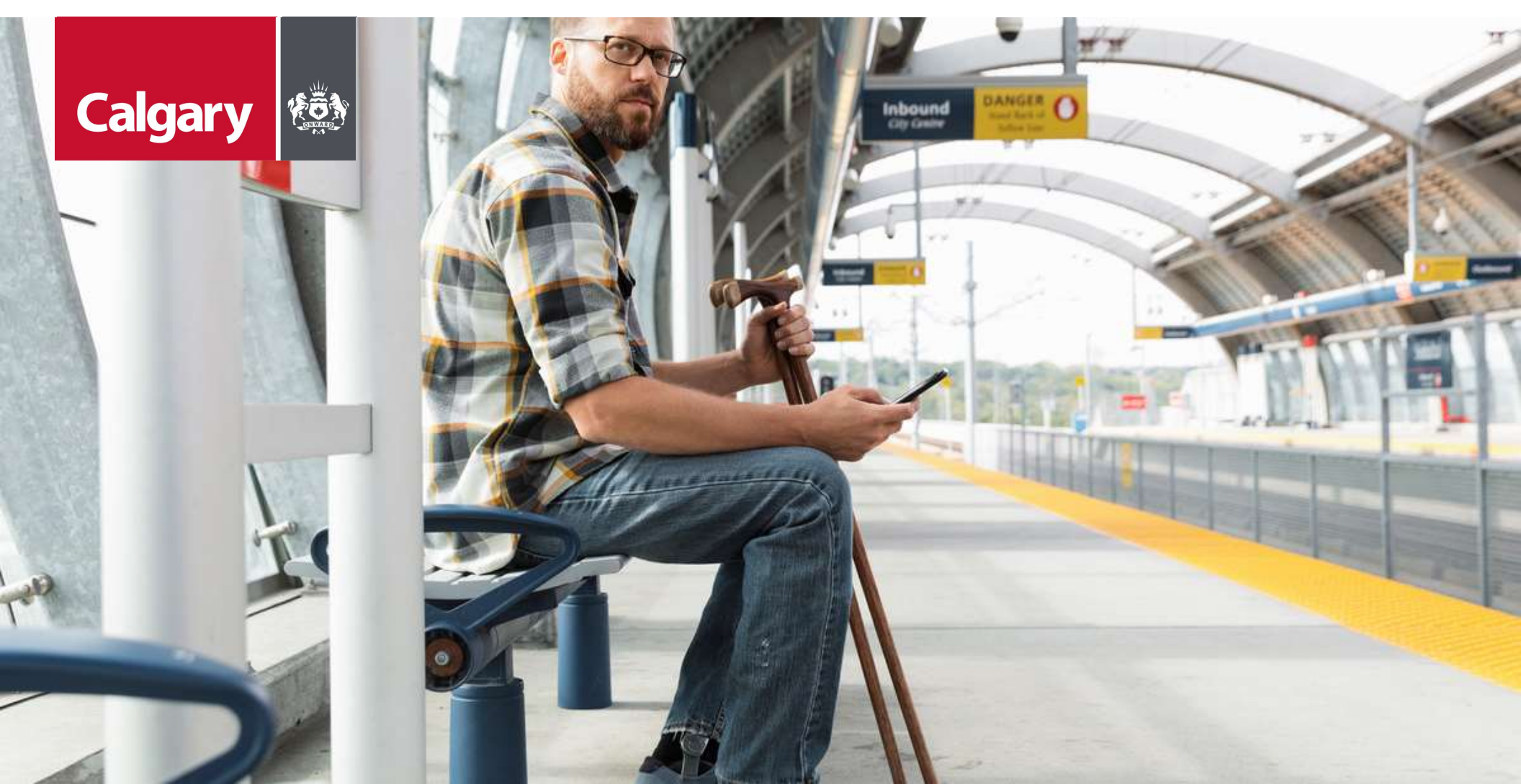
Calgarians with a disability or living in the same household as someone with a disability are less likely than Calgarians in a household without a disability present to agree that the City of Calgary strives to create a city that is equally accessible for all Calgarians, no matter their physical ability (48% vs. 63%).



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; Disability in household, n=499; No disability, n=1,962)

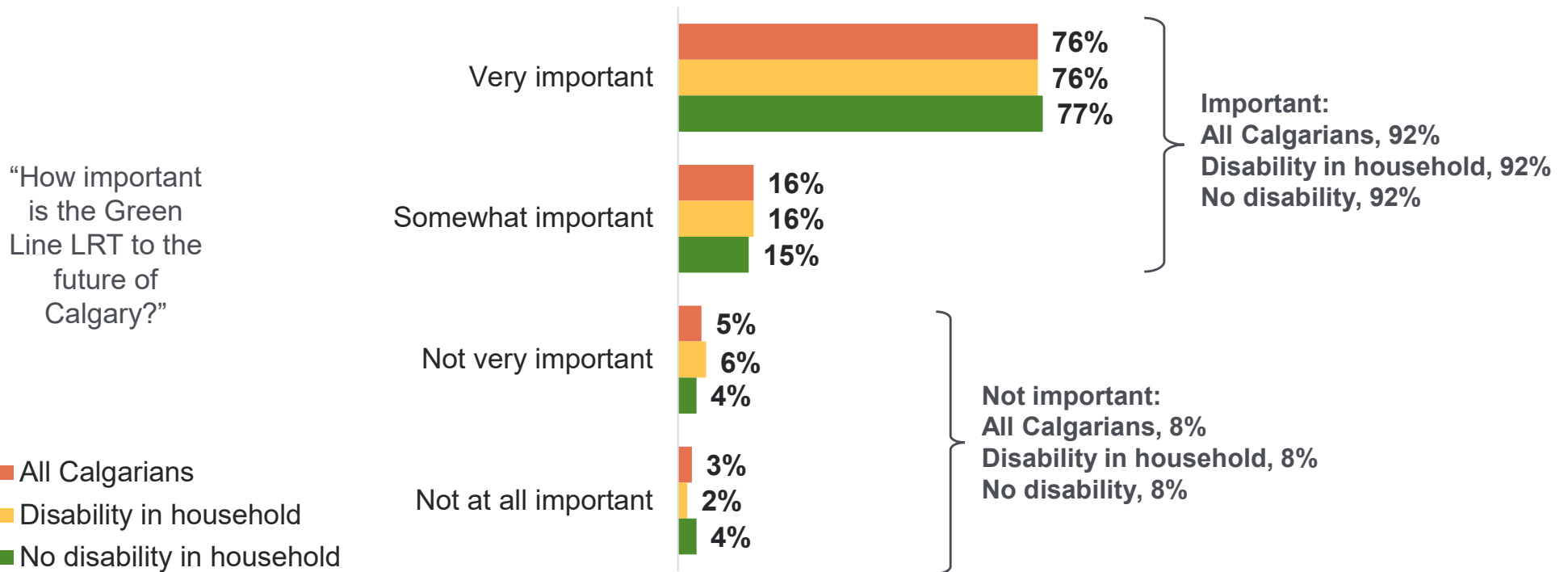
↑/ ↓ Statistically higher/lower than comparable subgroup



# Green Line LRT

# Importance to Calgary's future – Disability in household

Nearly all Calgarians, regardless of disability status within the household indicate that the Green Line LRT is important to the future of Calgary (92% vs. 92%).



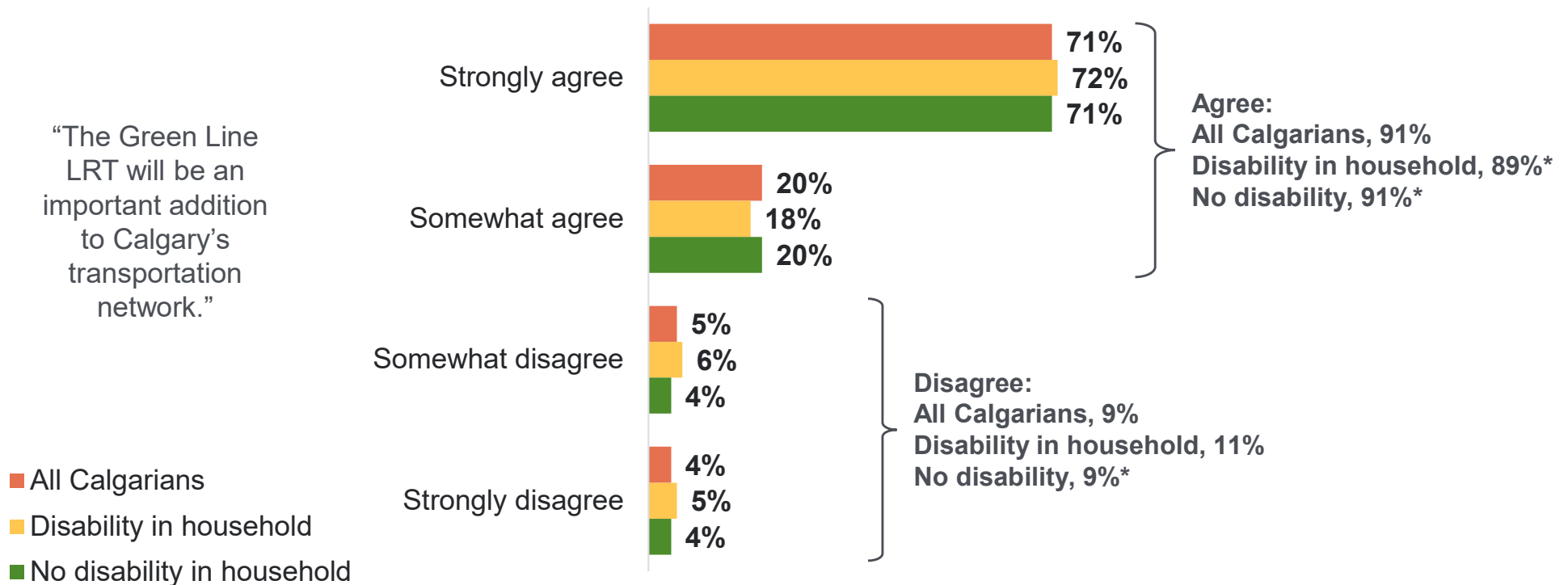
Q. The Green Line is Calgary's next LRT line. When complete, it will connect communities between Keystone in the North and Seton in the Southeast to downtown and various other destinations along the way. How important do you think the Green Line LRT is to the future of Calgary, 10 years down the road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

Base: Valid respondents (All Calgarians, n=2,490; Disability in household, n=499; No disability, n=1,968)



# Important addition to transportation network – Disability in household

About nine-in-ten (91%) Calgarians agree that the Green Line LRT will be an important addition to Calgary's transportation network. Both Calgarians with a disability or living in the same household as a person with a disability and Calgarians in households without a disability present agree similarly (89% vs. 91%).



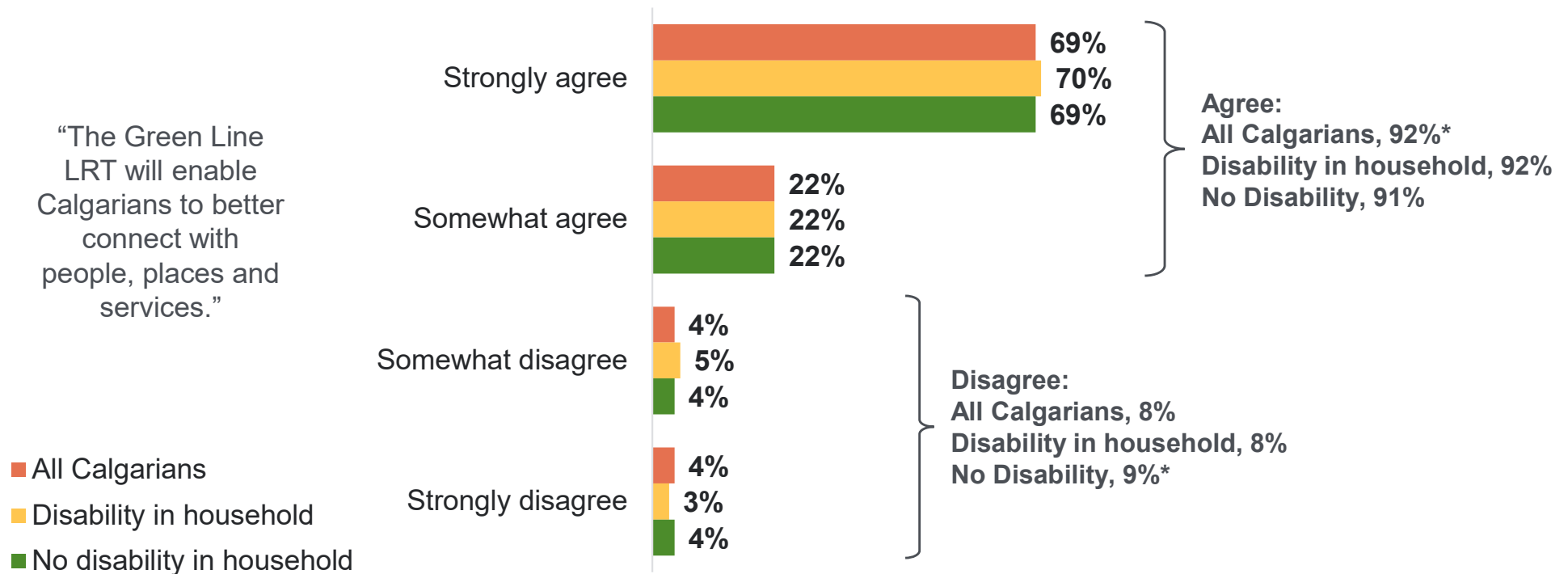
Q. To what extent do you agree or disagree with the following statements...

Base: Valid respondents (All Calgarians, n=2,495; Disability in household, n=499; No disability, n=1,973)

\*Rounding

# Better connecting people – Disability in household

The vast majority (92%) of Calgarians agree that the Green Line LRT will enable Calgarians to better connect with people, places and services. There are no significant differences between Calgarians with a disability or living in the same household as someone with a disability than those without a disability in the household (92% vs. 91%).



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

Base: Valid respondents (All Calgarians, n=2,496; Disability in household, n=498; No disability, n=1,975)

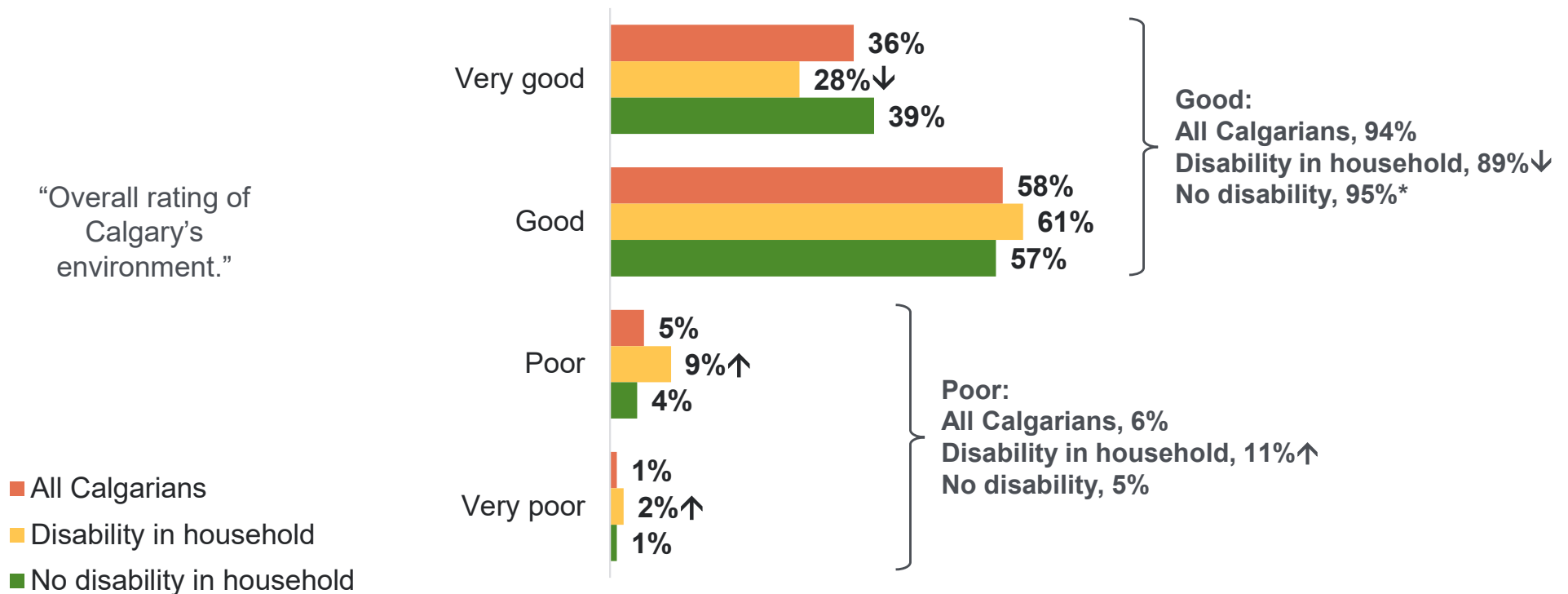
\*Rounding



# The environment

# Overall state of environment – Disability in household

Calgarians that have a disability in the household are less likely to rate the state of Calgary’s environment as ‘good’ than those with no disability in the household (89% vs. 95%), and more than twice as likely to rate it as ‘poor’ (11% vs. 5%).



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; Disability in household, n=498; No disability, n=1,977)

\*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

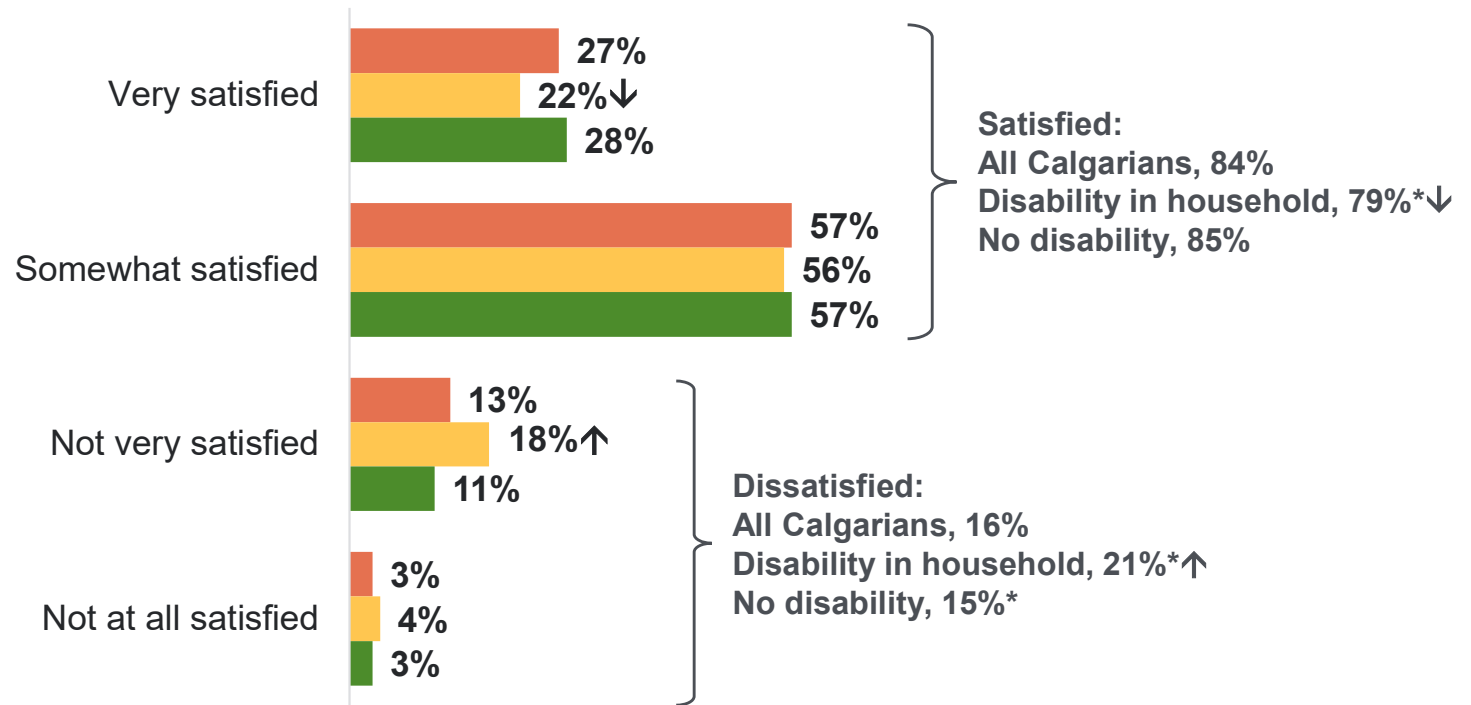


# Protection of the environment – Disability in household

Calgarians with a disability in the household are less likely to be satisfied (22% vs. 28%) and more likely to be dissatisfied (21% vs. 15%) with the job The City is doing to protect the environment than Calgarians without a disability in the household.

“Satisfaction with the job The City is doing to protect the environment.”

- All Calgarians
- Disability in household
- No disability in household



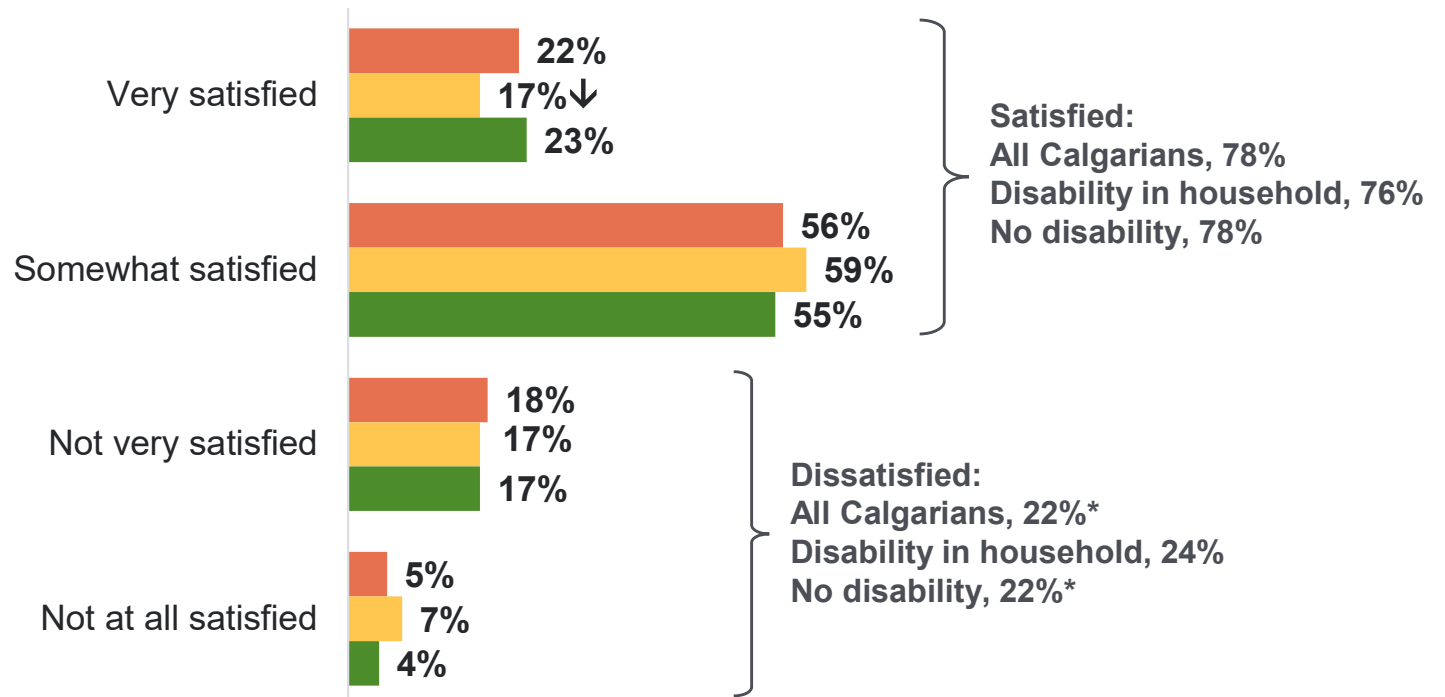
Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?  
Base: Valid respondents (All Calgarians, n=2,479; Disability in household, n=494; No disability, n=1,964)

# Programs and services to reduce environmental impact – Disability in household

A majority (78%) of Calgarians are satisfied with City programs and services aimed at helping Calgarians reduce their environment impact. There are no significant differences between Calgarians with a disability or living in the same household as someone with a disability and Calgarians with no disability in the household (76% vs. 78%).

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

- All Calgarians
- Disability in household
- No disability in household



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; Disability in household, n=491; No disability, n=1,958)

\*Rounding

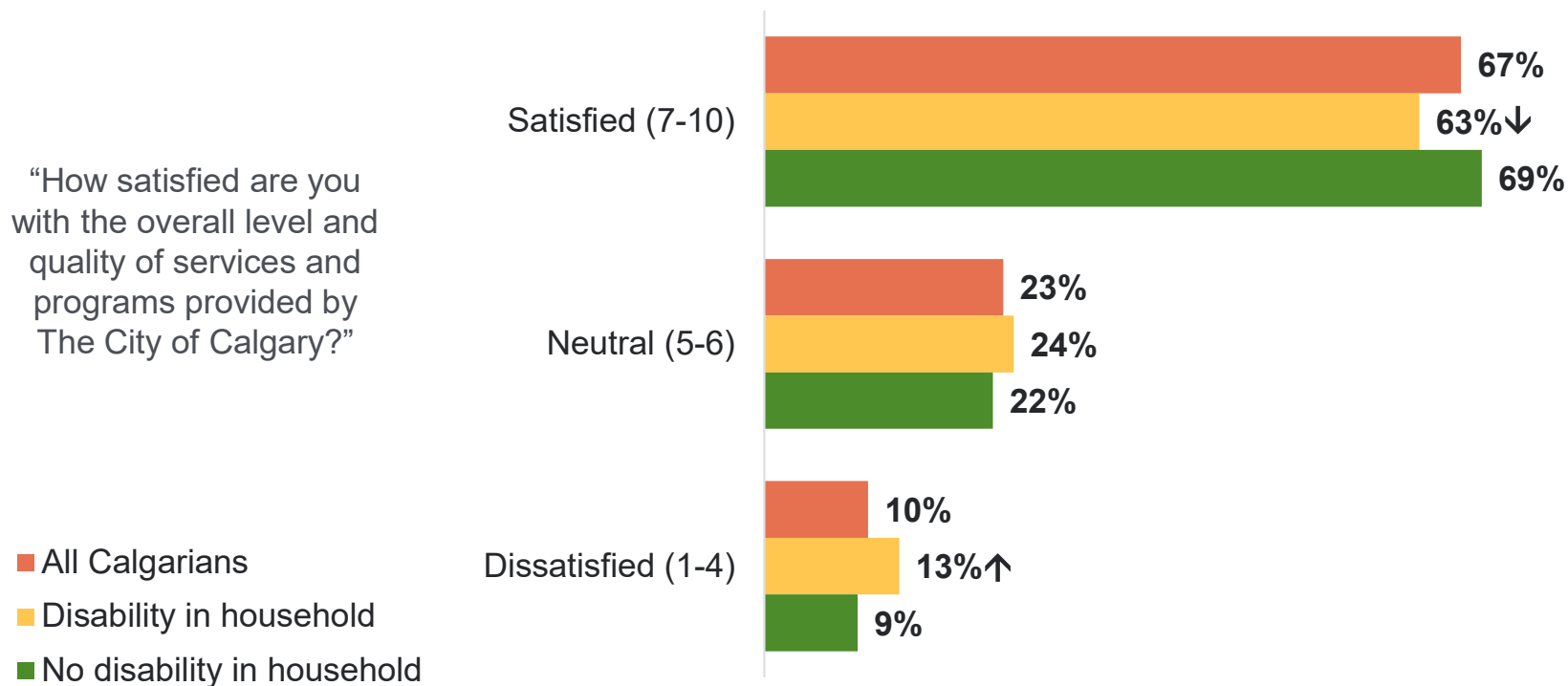
↑/ ↓ Statistically higher/lower than comparable subgroup



# Service equity

# Overall satisfaction with programs and services – Disability in household

Calgarians with a disability in the household are less satisfied (63% vs. 69%) and more dissatisfied (13% vs. 9%) with the overall level of services and programs provide by The City of Calgary than those without a disability in the household.



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; Disability in household, n=497; No disability, n=1,973)

↑/ ↓ Statistically higher/lower than comparable subgroup



# Satisfaction with programs and services (1 of 4) – Disability in household

Among several services and programs provided by The City of Calgary, there are no significant differences between those with disability in the households and those without in terms of satisfaction.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in household	No disability
Water treatment and supply	96%	96%	96%
Fire inspection and enforcement	96%	97%	96%
Library services	96%	93%	96%
City cemeteries	94%	98%	94%
Wastewater collection and treatment	94%	93%	94%
Calgary Fire Department emergency response	93%	93%	93%
Fire safety education	91%	91%	91%
Parks and open spaces	91%	89%	91%
Stormwater management	90%	86%	91%
Business licensing	90%	92%	90%
Records management, access and privacy services	89%	87%	90%

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) – Disability in household

Calgarians with a disability in the household are less likely to be satisfied with pet ownership and licensing, specialized transit services and environmental management services compared to those with no household disability. Those with disabilities in the household are more likely to be satisfied with 311 and web compared to those without (93% vs. 86%)

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in household	No disability
Pet ownership and licensing	89%	82%↓	90%
Emergency management and business continuity services	89%	91%	88%
311 and web	88%	93%↑	86%
Economic development and tourism	87%	84%	88%
Recreation opportunities	87%	86%	87%
Regulation of taxis, limousines and vehicles-for-hire	86%	81%	88%
Specialized transit services	86%	78%↓	88%
Arts and culture, including festivals	86%	84%	87%
Urban forestry	86%	83%	87%
Waste and recycling services	86%	82%	87%
Environmental management services	85%	75%↓	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 (3 of 4) – Disability in household

Households with a disability are less satisfied with social services (72% vs. 86%), community strategy services (76% vs. 85%), and land development and sales (75% vs. 83%) than are households without a disability in Calgary.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in household	No disability
Calgary 9-1-1	84%	82%	84%
Building approval services and inspections	84%	86%	83%
Community strategy services	84%	76%↓	85%
Neighbourhood supports	84%	79%	85%
Social programs for individuals such as seniors or youth	83%	72%↓	86%
City communications	82%	83%	82%
Citizen engagement and research	82%	85%	81%
Land development and sales services	82%	75%↓	83%
Municipal elections	81%	78%	82%
Real estate	81%	80%	82%
Appeals and tribunals	81%	87%	79%

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) – Disability in household

Calgarian households with a disability are significantly less satisfied with affordable housing for low income families compared to households without a disability (38% vs. 56%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Disability in household	No disability
Bylaw education and compliance services	80%	78%	81%
Development approvals	80%	77%	81%
City planning and policy services	79%	83%	79%
Police services	78%	76%	79%
Property assessment	76%	77%	76%
Sidewalks and pathways	75%	75%	76%
Parking and enforcement	71%	66%	72%
Property tax management	68%	64%	69%
Public transit including bus and C-Train service	66%	64%	66%
Streets	65%	61%	66%
Affordable housing for low-income Calgarians	53%	38%↓	56%

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) – Disability in household

Calgarians who have a disability or live with someone who does are more likely than those who do not have a disability in the household to want The City to ‘invest more’ in social services (68% vs. 55%).

‘Invest more’	Total	Disability in household	No disability
Affordable housing for low-income Calgarians	73%	78%	72%
Public transit including bus and C-Train service	70%	67%	70%
Streets	69%	75%	68%
Calgary 9-1-1	67%	68%	66%
Police services	63%	66%	62%
Social programs for individuals such as seniors or youth	58%	68%↑	55%
Calgary Fire Department emergency response	56%	62%	55%
Sidewalks and pathways	56%	63%	55%
Recreation opportunities	55%	54%	55%
Neighbourhood supports	51%	60%	49%
Emergency management and business continuity services	49%	48%	49%

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) – Disability in household

There are no differences between disability status and wanting The City to ‘invest more’ among many services and programs.

‘Invest more’	Total	Disability in household	No disability
Specialized transit services	48%	54%	47%
Urban forestry	44%	44%	44%
Community strategy services	44%	51%	42%
Environmental management services	42%	42%	42%
Parks and open spaces	42%	41%	42%
Fire safety education	39%	44%	38%
Bylaw education and compliance services	38%	41%	38%
Citizen engagement and research	37%	31%	38%
Building approval services and inspections	36%	35%	37%
City communications	36%	33%	37%
Real estate	36%	30%	37%

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

Base: Bases vary

# Invest more in programs and services (3 of 4) – Disability in household

Those with a disability or disability in the household are less likely than those without to want The City to ‘invest more’ in 311 and web (26% vs. 35%).

‘Invest more’	Total	Disability in household	No disability
Fire inspection and enforcement	35%	35%	35%
Economic development and tourism	35%	30%	36%
311 and web	33%	26%↓	35%
Waste and recycling services	32%	39%	30%
Development approvals	31%	32%	31%
Appeals and tribunals	31%	29%	30%
Water treatment and supply	29%	32%	28%
Arts and culture, including festivals	29%	30%	28%
City planning and policy services	29%	22%	30%
Library services	28%	28%	29%
Stormwater management	28%	35%	26%

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) – Disability in household

Among many services and programs, there are no differences between disability status and wanting The City to ‘invest more’.

‘Invest more’	Total	Disability in household	No disability
Parking and enforcement	28%	27%	28%
Property tax management	27%	27%	28%
Business licensing	27%	26%	27%
Land development and sales services	27%	27%	27%
Wastewater collection and treatment	26%	27%	25%
Records management, access and privacy services	25%	30%	23%
Property assessment	24%	22%	23%
Municipal elections	20%	17%	21%
Regulation of taxis, limousines and vehicles-for-hire	17%	19%	17%
City cemeteries	16%	15%	16%
Pet ownership and licensing	15%	20%	14%

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

Base: Bases vary



# Invest less in programs and services (1 of 4) – Disability in household

Among the services and programs listed on this slide, there are no differences between disability status and wanting The City to 'invest less'.

'Invest less'	Total	Disability in household	No disability
Parking and enforcement	23%	25%	23%
Regulation of taxis, limousines and vehicles-for-hire	20%	18%	20%
Land development and sales services	17%	20%	16%
Property tax management	16%	21%	15%
Property assessment	16%	18%	15%
Pet ownership and licensing	15%	15%	15%
Arts and culture, including festivals	15%	12%	15%
Municipal elections	14%	20%	13%
City cemeteries	14%	15%	14%
Economic development and tourism	12%	15%	11%
Citizen engagement and research	11%	11%	11%

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

Base: Bases vary

# Invest less in programs and services (2 of 4) – Disability in household

Calgarians with a disability or disability in the household are more likely than those without to want The City to 'invest less' in real estate (16% vs. 9%) and development approvals (14% vs. 8%).

'Invest less'	Total	Disability in household	No disability
Environmental management services	11%	11%	11%
Real estate	11%	16%↑	9%
City planning and policy services	11%	15%	9%
Bylaw education and compliance services	11%	11%	11%
Development approvals	10%	14%↑	8%
Records management, access and privacy services	9%	8%	9%
Police services	9%	5%	10%
Appeals and tribunals	8%	6%	9%
Community strategy services	8%	8%	8%
Business licensing	8%	11%	7%
Library services	8%	12%	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 (3 of 4) – Disability in household

Calgarians with a disability or disability in the household are more likely to want The City to ‘invest less’ in affordable housing for low income families compared to those without a disability (8% vs. 4%).

‘Invest less’	Total	Disability in household	No disability
City communications	8%	10%	7%
Neighbourhood supports	7%	5%	7%
Building approval services and inspections	6%	7%	6%
Waste and recycling services	6%	5%	6%
Urban forestry	6%	5%	6%
311 and web	5%	6%	5%
Affordable housing for low-income Calgarians	5%	8%↑	4%
Emergency management and business continuity services	4%	2%	5%
Stormwater management	4%	6%	4%
Recreation opportunities	4%	3%	4%
Public transit including bus and C-Train service	4%	6%	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 (4 of 4) – Disability in household

Among the services and programs listed on this slide, there are no differences between disability status and wanting The City to ‘invest less’.

‘Invest less’	Total	Disability in household	No disability
Fire safety education	4%	3%	4%
Social programs for individuals such as seniors or youth	4%	4%	3%
Fire inspection and enforcement	3%	1%	4%
Sidewalks and pathways	3%	4%	3%
Streets	3%	2%	3%
Specialized transit services	3%	5%	2%
Parks and open spaces	3%	4%	2%
Wastewater collection and treatment	2%	2%	2%
Water treatment and supply	2%	1%	2%
Calgary 9-1-1	2%	1%	2%
Calgary Fire Department emergency response	1%	0%	1%

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

Base: Bases vary

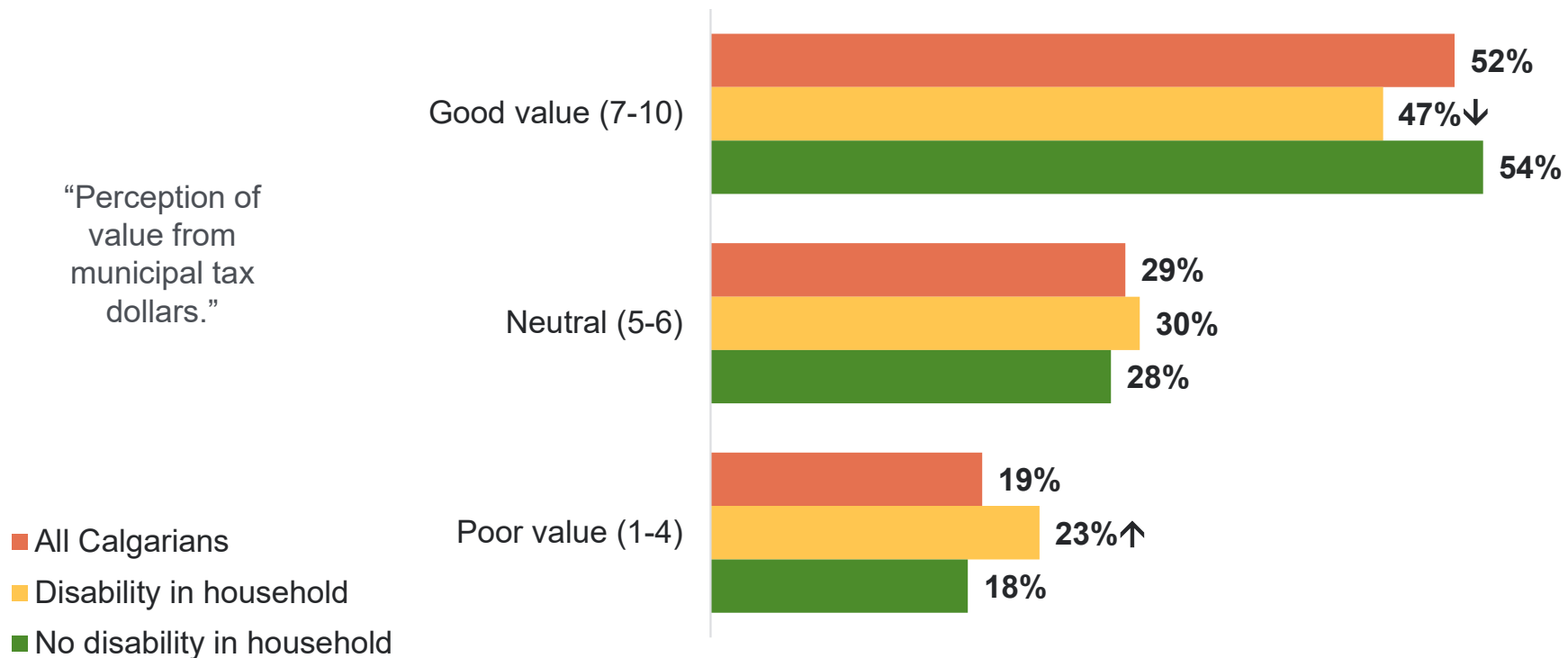


# Taxation



# Value for tax dollar – Disability in household

Calgarians with a disability in the household are less likely than Calgarians without a disability in the household to perceive the value of municipal tax dollars as ‘good value’ (47% vs. 54%). Those with a disability in the household are also more likely to rate the value as ‘poor’ than those without (23% vs. 18%)



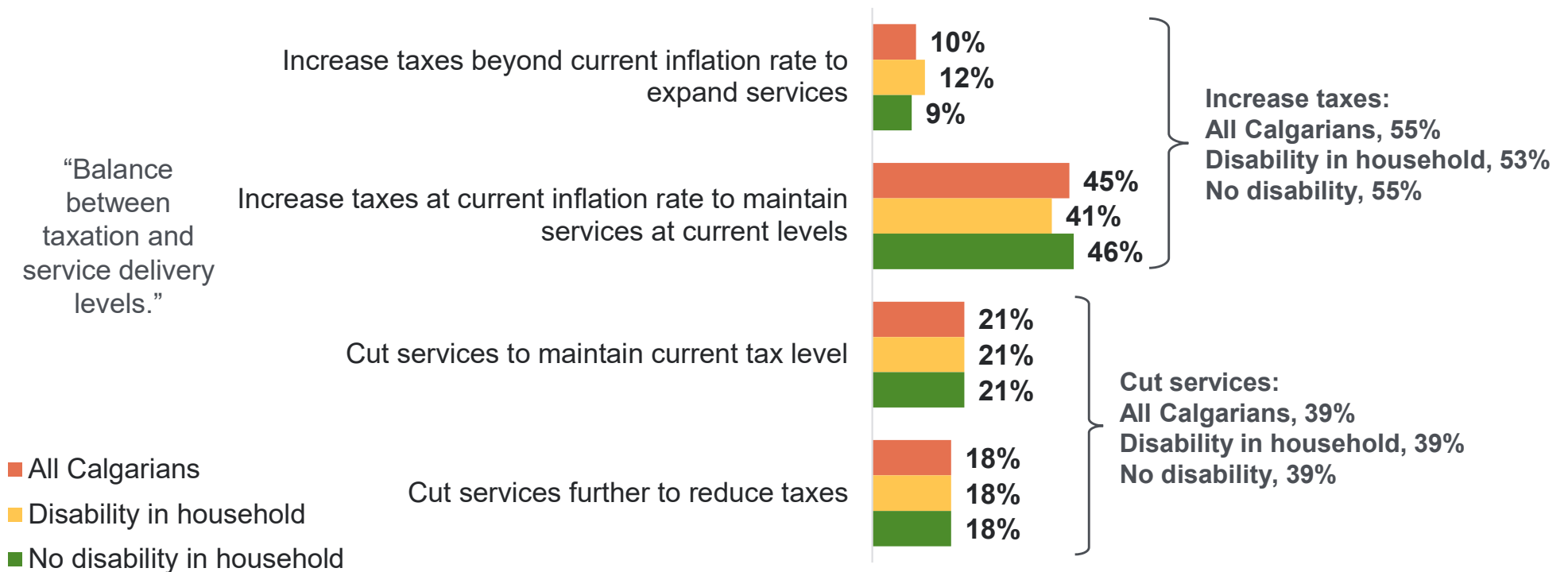
Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars 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; Disability in household, n=491; No disability, n=1,962)

↑/ ↓ Statistically higher/lower than comparable subgroup

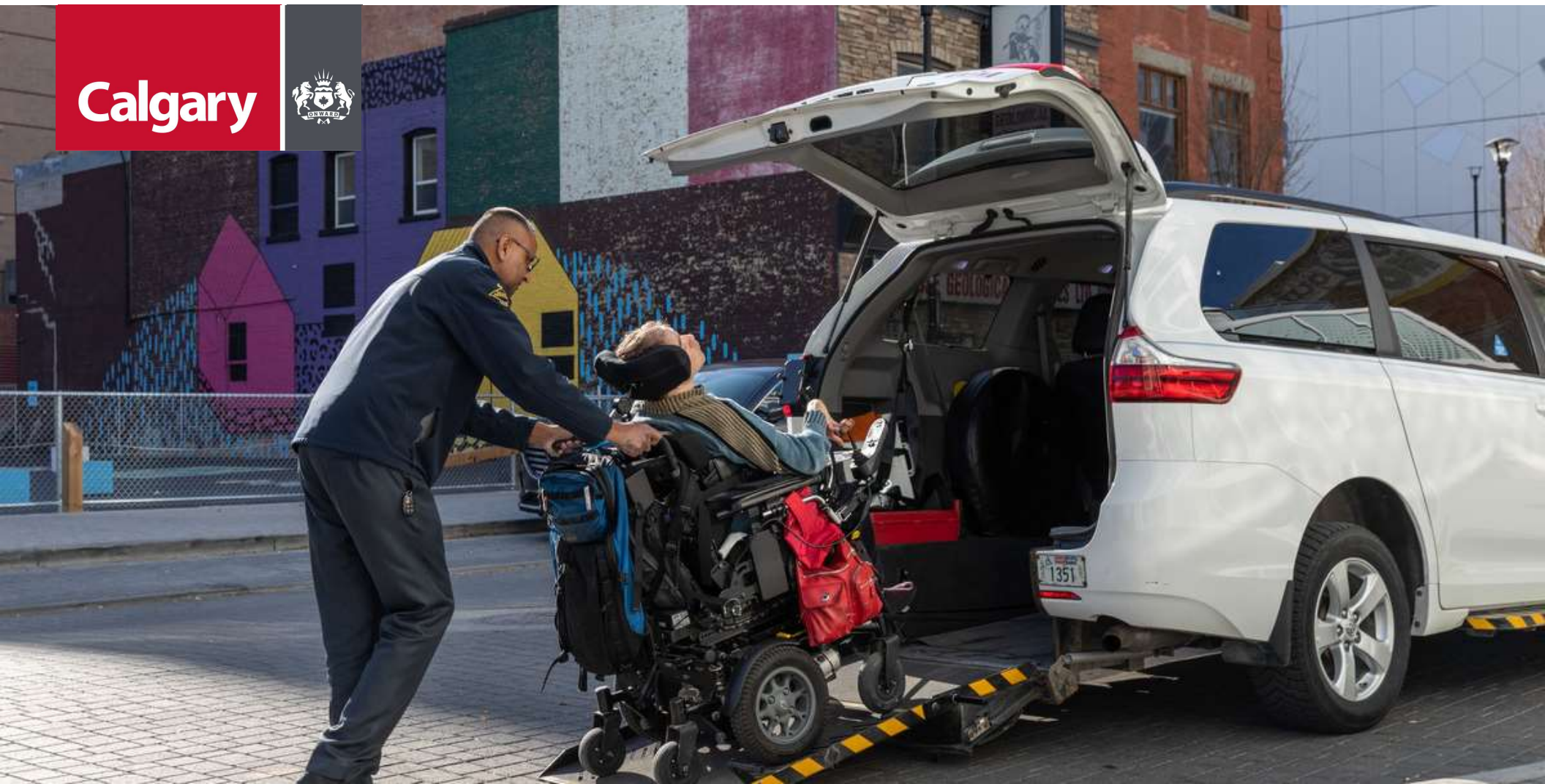
# Increase taxes or cut services – Disability in household

About one-half (55%) of Calgarians support an increase in taxes to either maintain or expand services. There are no significant differences between Calgarian households with a disability present and those without (53% vs. 55%).



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?

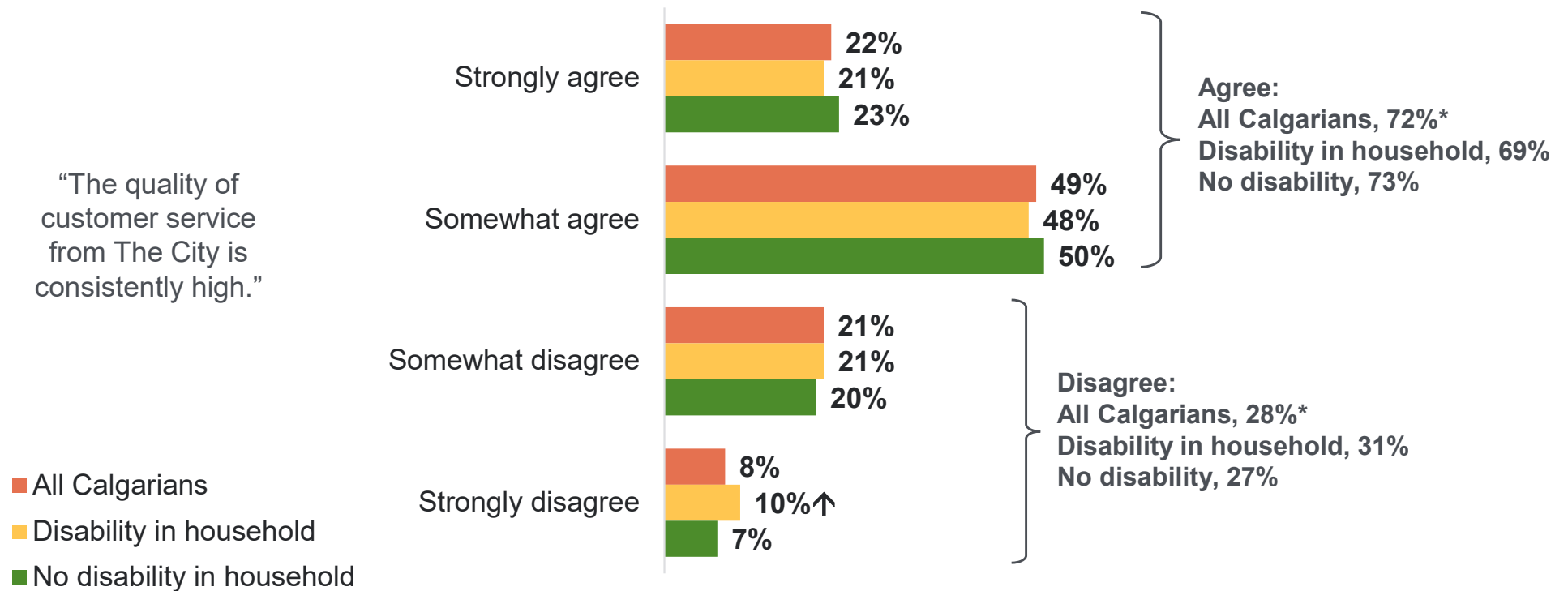
Base: Valid respondents (All Calgarians, n=2,471; Disability in household, n=489; No disability, n=1,959)



# Customer service

# Quality of customer service – Disability in household

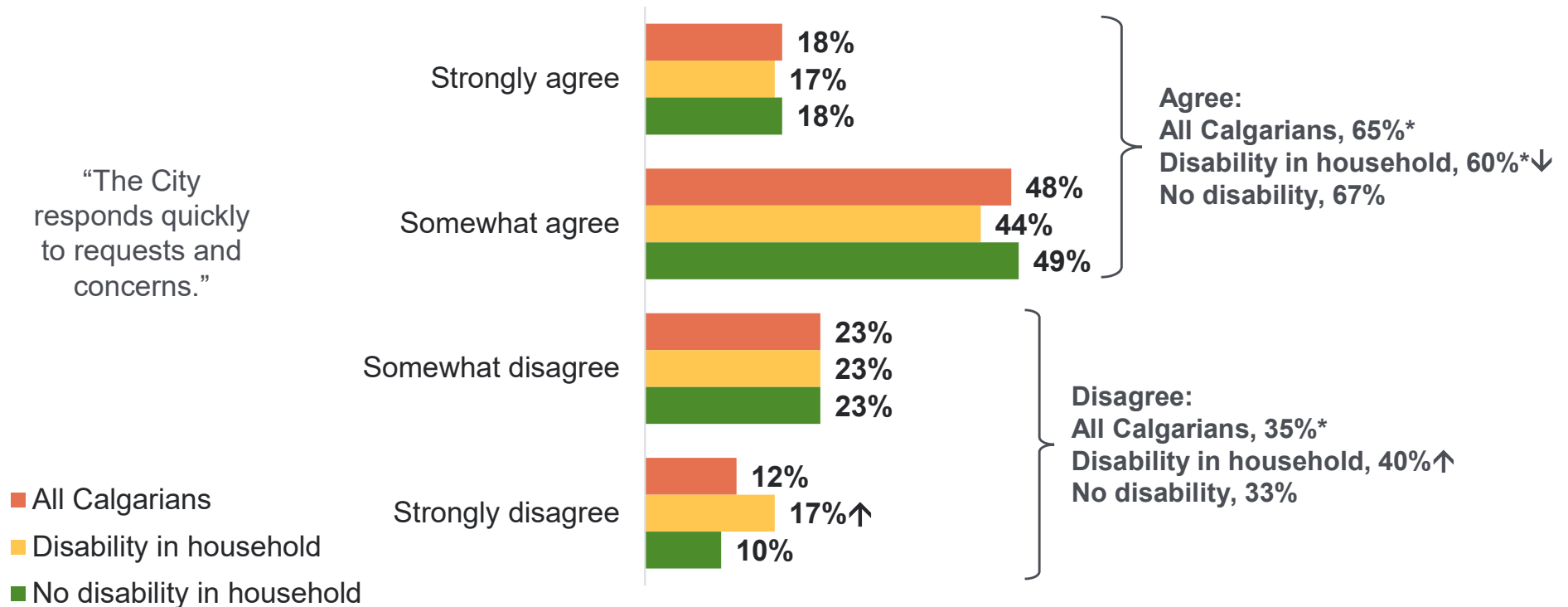
While most (72%) Calgarians agree that the quality of customer service from The City is consistently high, Calgarians with a disability or living in the same household as someone with a disability are more likely to 'strongly disagree' than Calgarians without a disability in the household (10% vs. 7%).



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; Disability in household, n=494; No disability, n=1,956)

# The City responds quickly – Disability in household

Calgarians with a disability in the household are less likely to agree (60% vs. 67%) and more likely to disagree (40% vs. 33%) than Calgarians without a disability in the household that The City responds quickly to requests and concerns.

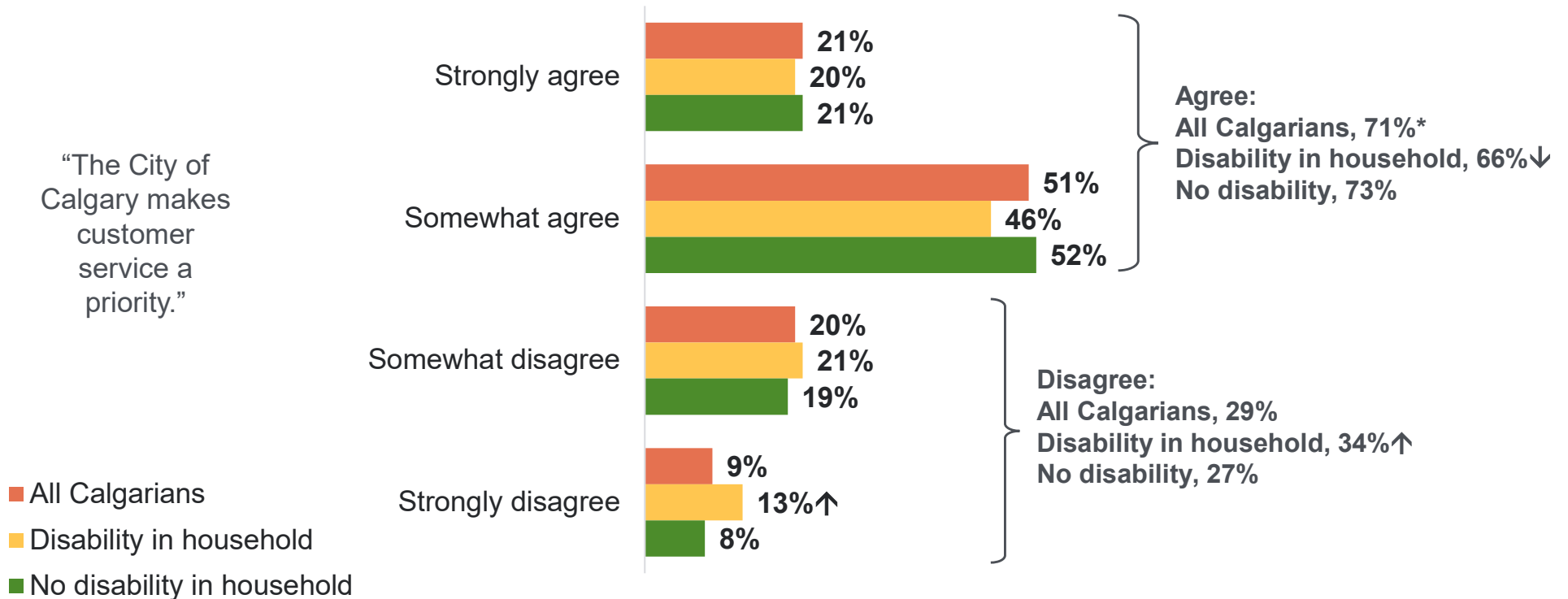


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...  
 Base: Valid respondents (All Calgarians, n=2,471; Disability in household, n=495; No disability, n=1,953)



# Customer service a priority – Disability in household

Calgarians with a disability in the household are also less likely to agree (66% vs. 73%) and more likely to disagree (34% vs. 27%) than Calgarians without a disability in the household that The City makes customer service a priority.



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; Disability in household, n=496; No disability, n=1,947)

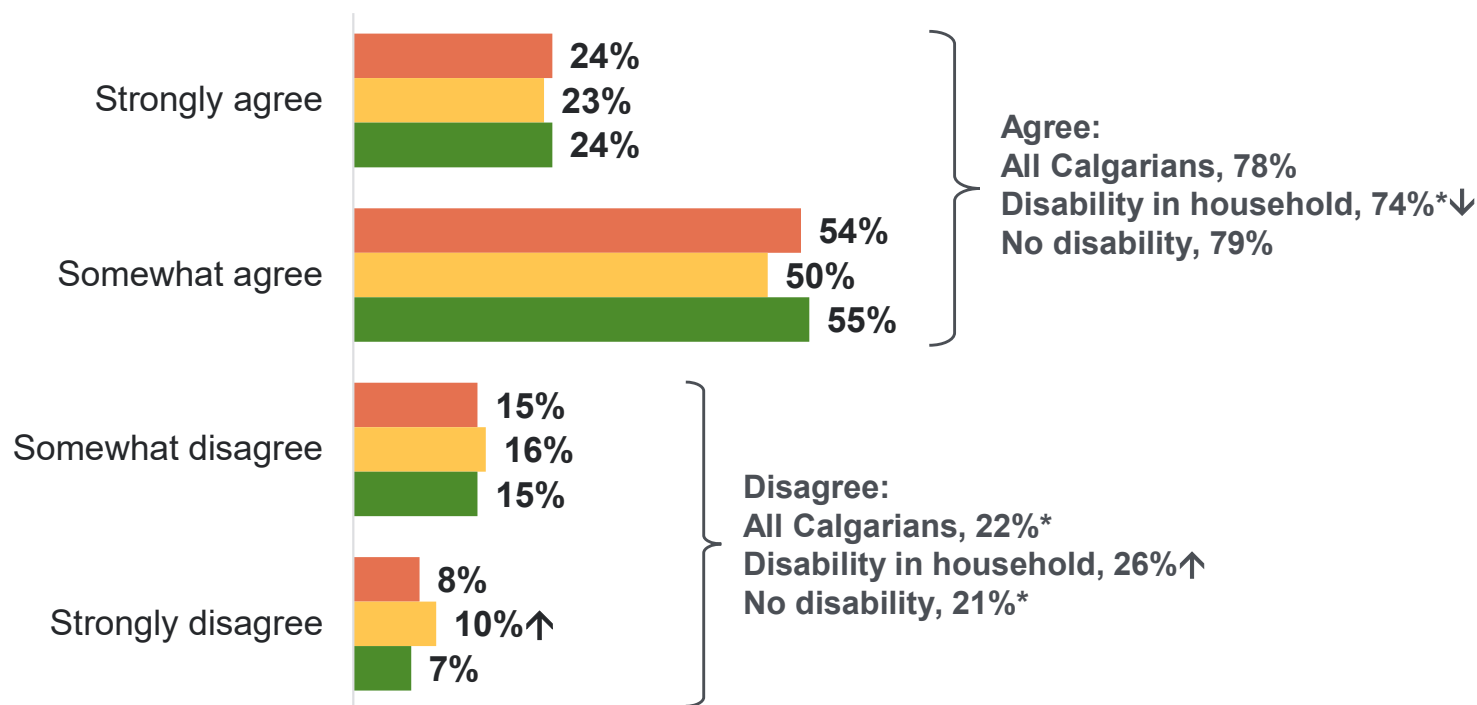


# Meets customer service expectations – Disability in household

Calgarians with a disability or living in the same household as someone with a disability are less likely to agree (74% vs. 79%) and more likely to disagree (26% vs 21%) that The City of Calgary meets their customer service expectations than Calgarians in a household with no disability.

“The City of Calgary meets my customer service expectations.”

- All Calgarians
- Disability in household
- No disability in household



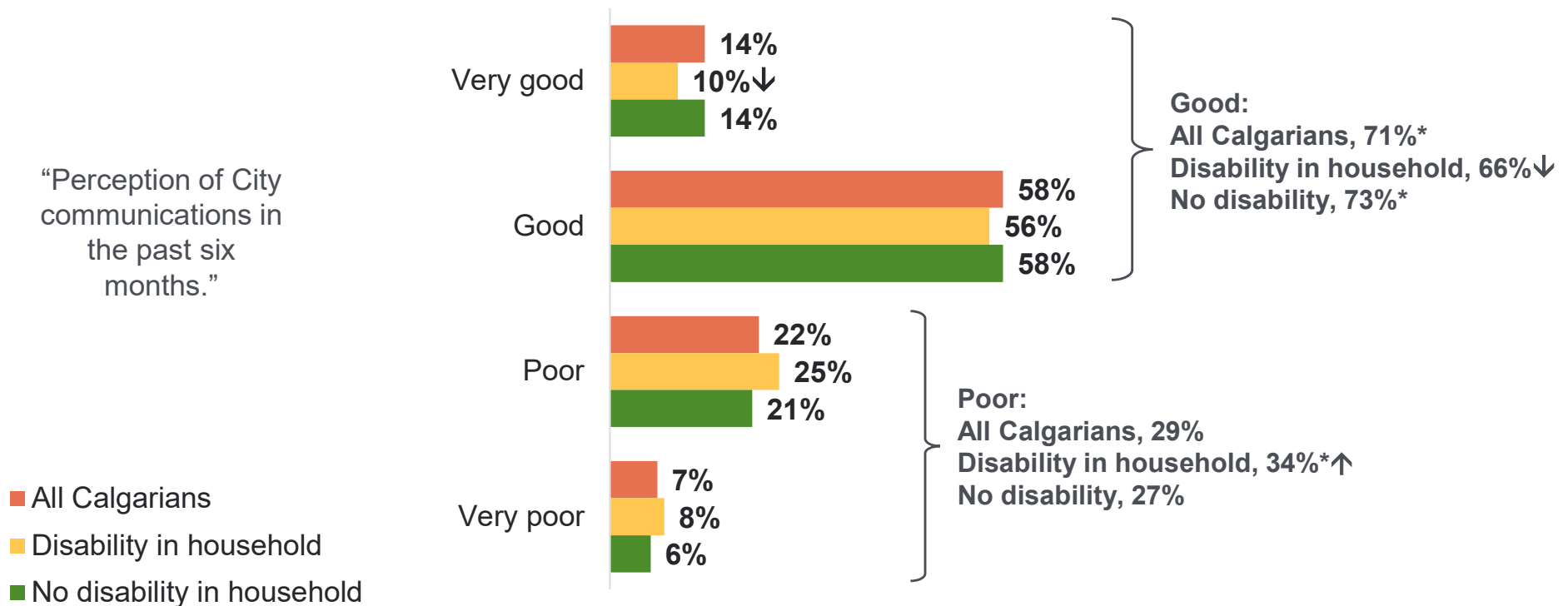
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...  
Base: Valid respondents (All Calgarians, n=2,482; Disability in household, n=497; No disability, n=1,962)

\*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

# Communication in the past six months – Disability in household

Calgarians with a disability in the household have poorer perception (34% vs. 27%) of City communications in the past six months as compared to Calgarians without a disability in the household. Those with a disability in the household are also less likely to perceive communication as ‘good’ than those without a disability in the household (66% vs. 73%).



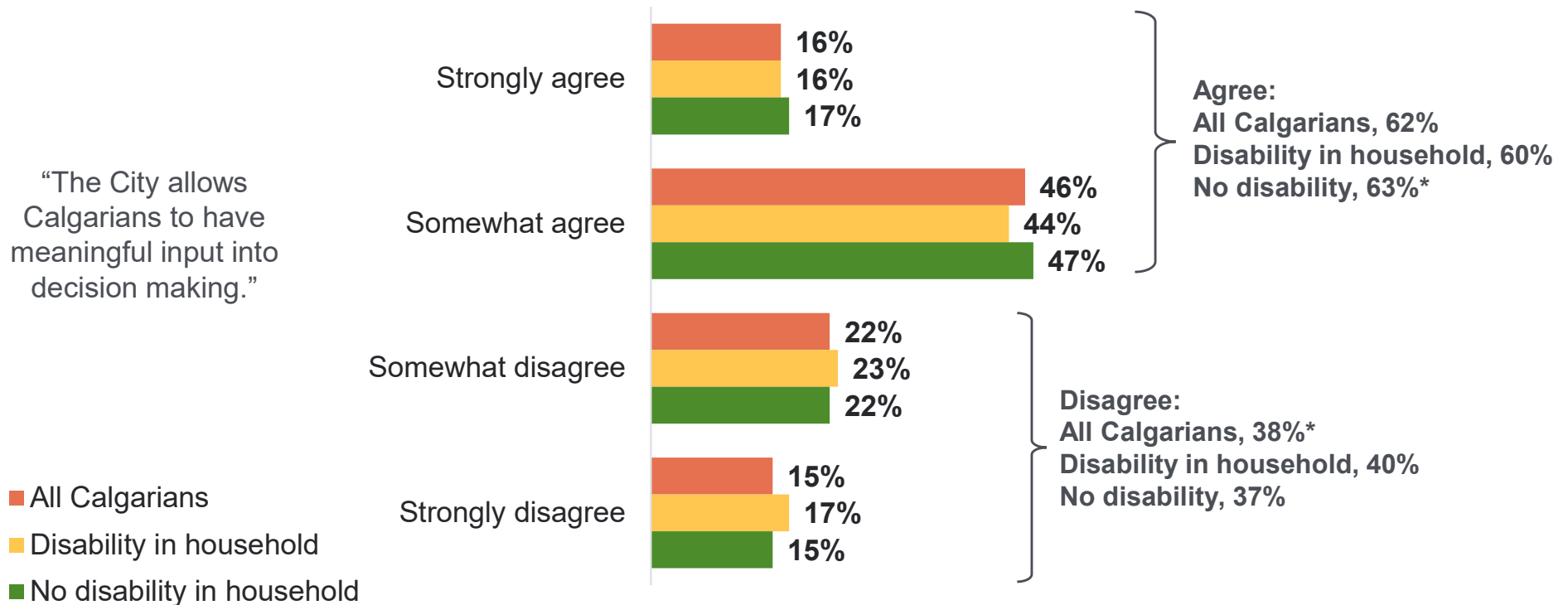
Q. Overall, how would you rate The City in terms of how well it communicates with Calgarians about its services, programs, policies, and plans in the past six months? Has the communication been...  
 Base: Valid respondents (All Calgarians, n=2,493; Disability in household, n=497; No disability, n=1,973)



# Input from Calgarians

# Meaningful input into decision making – Disability in household

Around three-fifths (62%) of Calgarians agree that The City allows Calgarians to have meaningful input into decision making. There are no significant differences between Calgarians with a disability in the household and Calgarians with no disability in the household (60% vs. 63%).



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; Disability in household, n=496; No disability, n=1,953)

\*Rounding

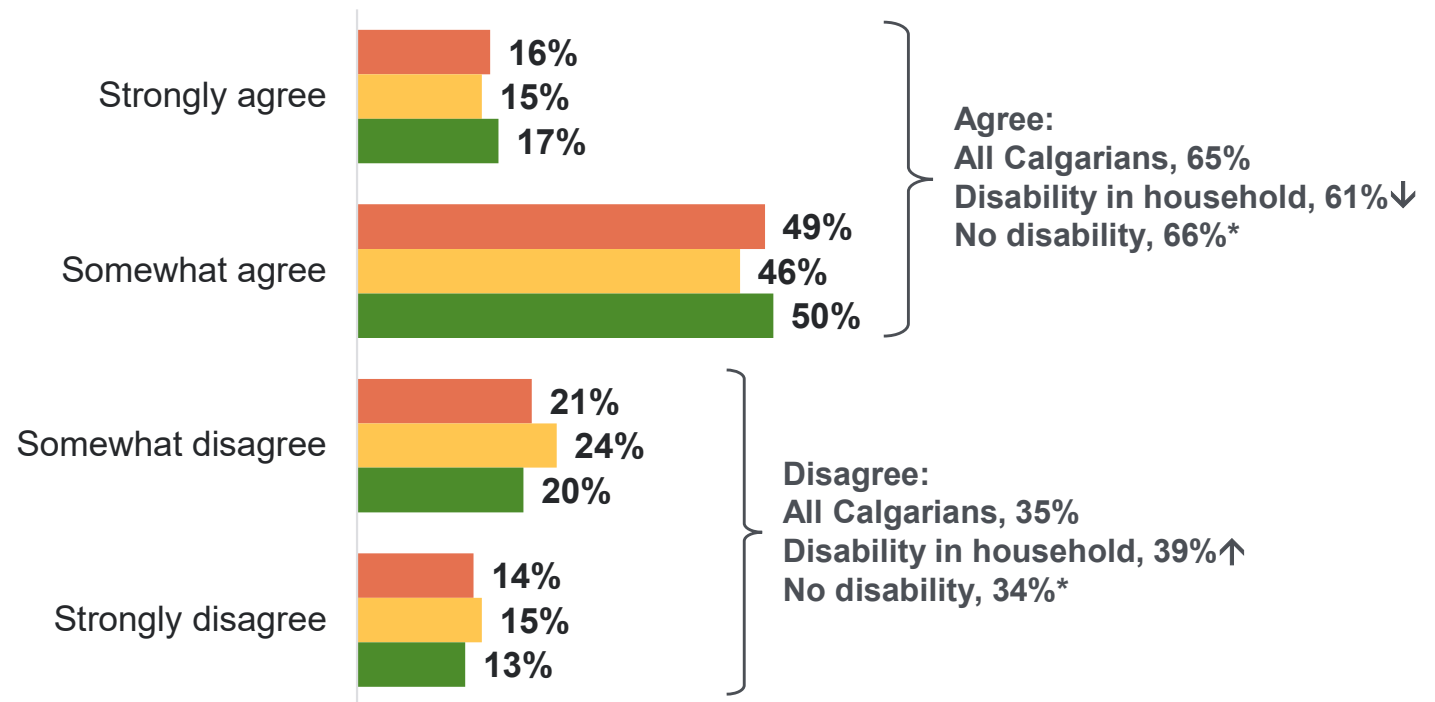


# The City uses input from Calgarians – Disability in household

Calgarians with a disability in the household are less likely to agree that The City uses input from Calgarians in decision making about City projects and services than Calgarians without a disability in the household (61% vs. 66%). They are also more likely to disagree than Calgarians without a disability in the household (39% vs. 34%).

“The City uses input from Calgarians in decision making about City projects and services.”

- All Calgarians
- Disability in household
- No disability in household



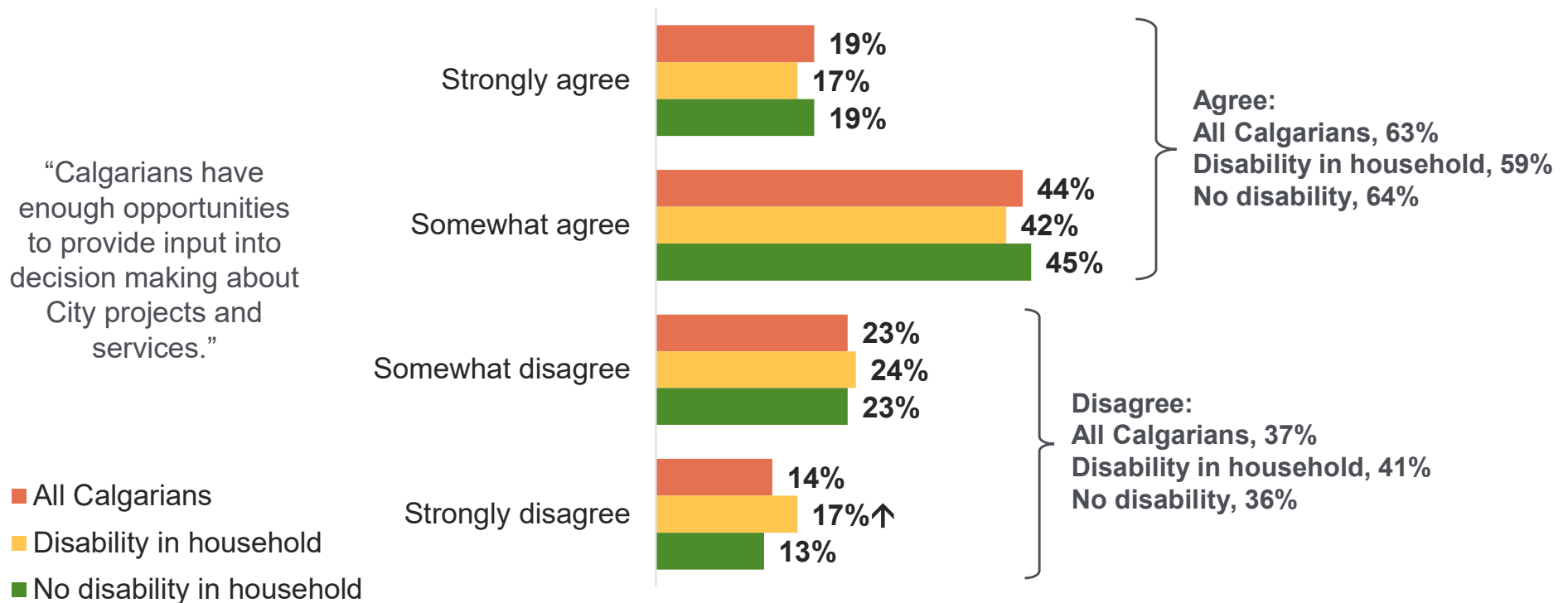
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...  
Base: Valid respondents (All Calgarians, n=2,459; Disability in household, n=490; No disability, n=1,946)

\*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

# Enough opportunities to provide input – Disability in household

More than three-fifths (63%) of Calgarians agree that residents have enough opportunities to provide input into decision making about City projects and services. Differences between Calgarians with a disability in the household and those with no disability in the household are not significant (59% vs. 64%).

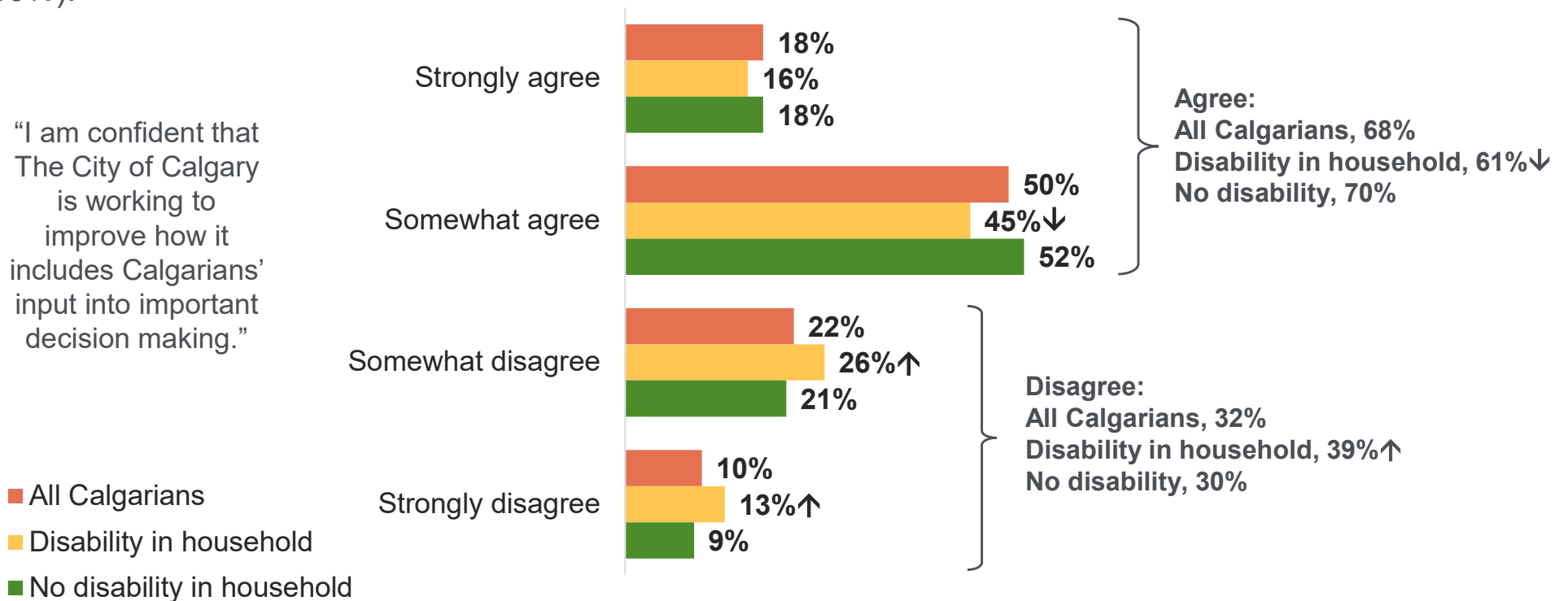


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...  
 Base: Valid respondents (All Calgarians, n=2,473; Disability in household, n=494; No disability, n=1,956)

↑/ ↓ Statistically higher/lower than comparable subgroup

# Working to improve including Calgarian input – Disability in household

Calgarians with a disability or living in the same household as someone with a disability are less likely to agree that they are confident that The City of Calgary is working to improve how it includes Calgarians' input into decision making than Calgarians without a disability in the household (61% vs. 70%). They are also more likely to disagree with the statement than those without a disability in the household (39% vs. 30%).



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

Base: Valid respondents (All Calgarians, n=2,480; Disability in household, n=494; No disability, n=1,963)

↑/ ↓ Statistically higher/lower than comparable subgroup

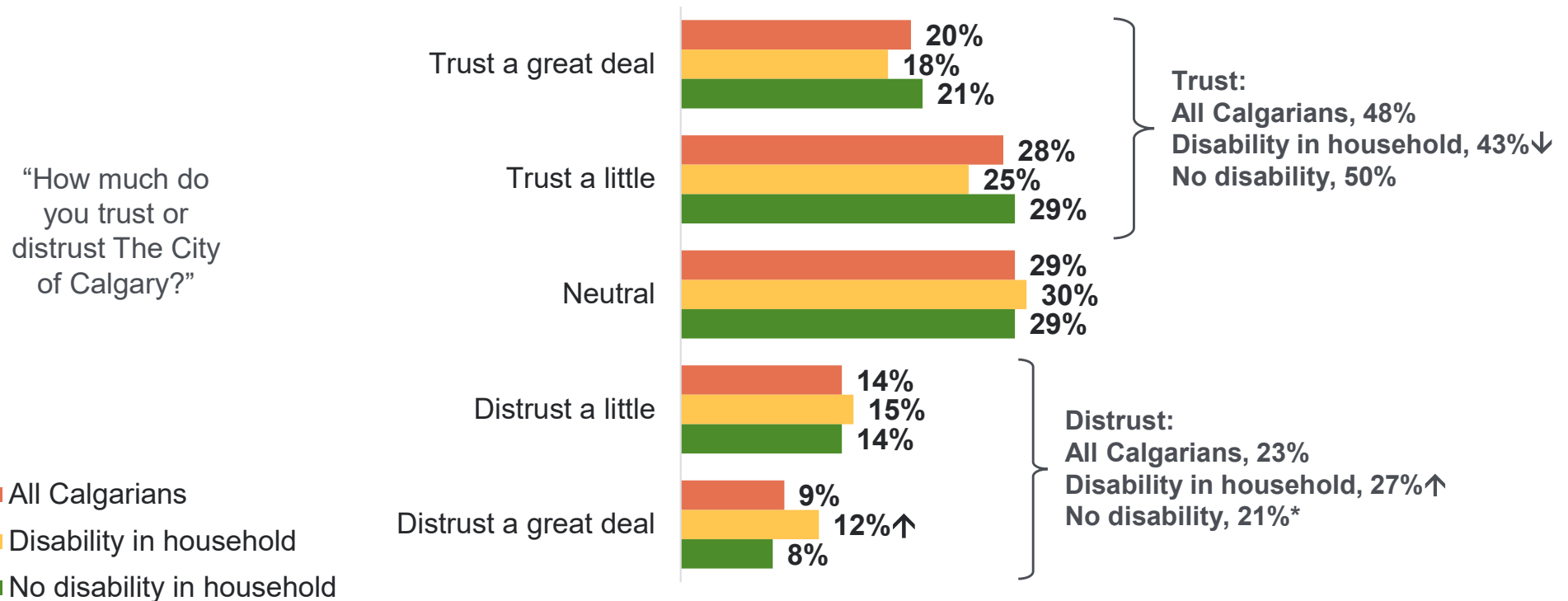




# Reputation and performance

# Trust The City – Disability in household

Calgarians with a disability in the household are less likely to trust (43% vs. 50%) and more likely to distrust (27% vs. 21%) The City of Calgary than Calgarians with no disability in the household.



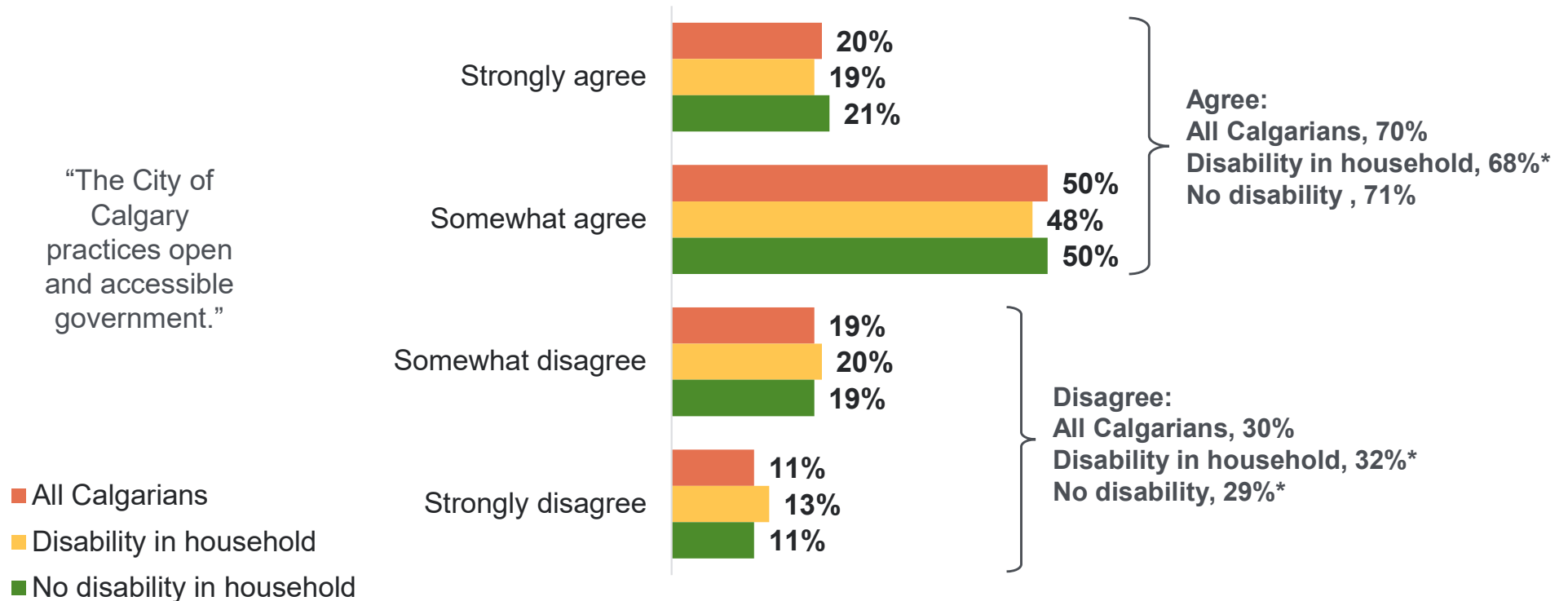
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?

Base: Valid respondents (All Calgarians, n=2,493; Disability in household, n=497; No disability, n=1,973)



# Open and accessible government – Disability in household

Most (70%) Calgarians agree that The City of Calgary practices open and accessible government. There are no significant differences between Calgarians with a disability in the household and those without (68% vs. 71%).



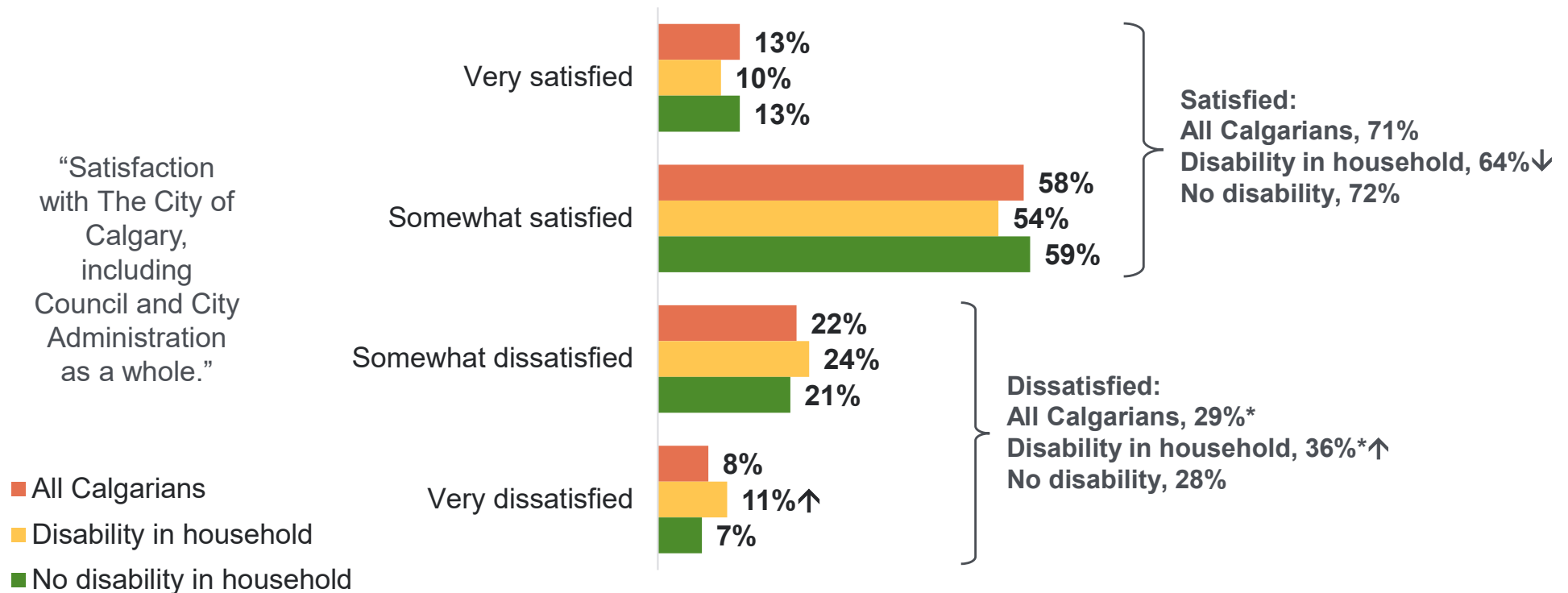
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...

Base: Valid respondents (All Calgarians, n=2,462; Disability in household, n=492; No disability, n=1,947)

\*Rounding

# Satisfaction with The City as a whole – Disability in household

Satisfaction with The City of Calgary including Council and City Administration as a whole, is lower for Calgarians with a disability in the household compared to those without a disability in the household (64% vs. 72%). Calgarians with a disability in the household are also more likely to be dissatisfied than those without a disability in the household (36% vs. 28%).



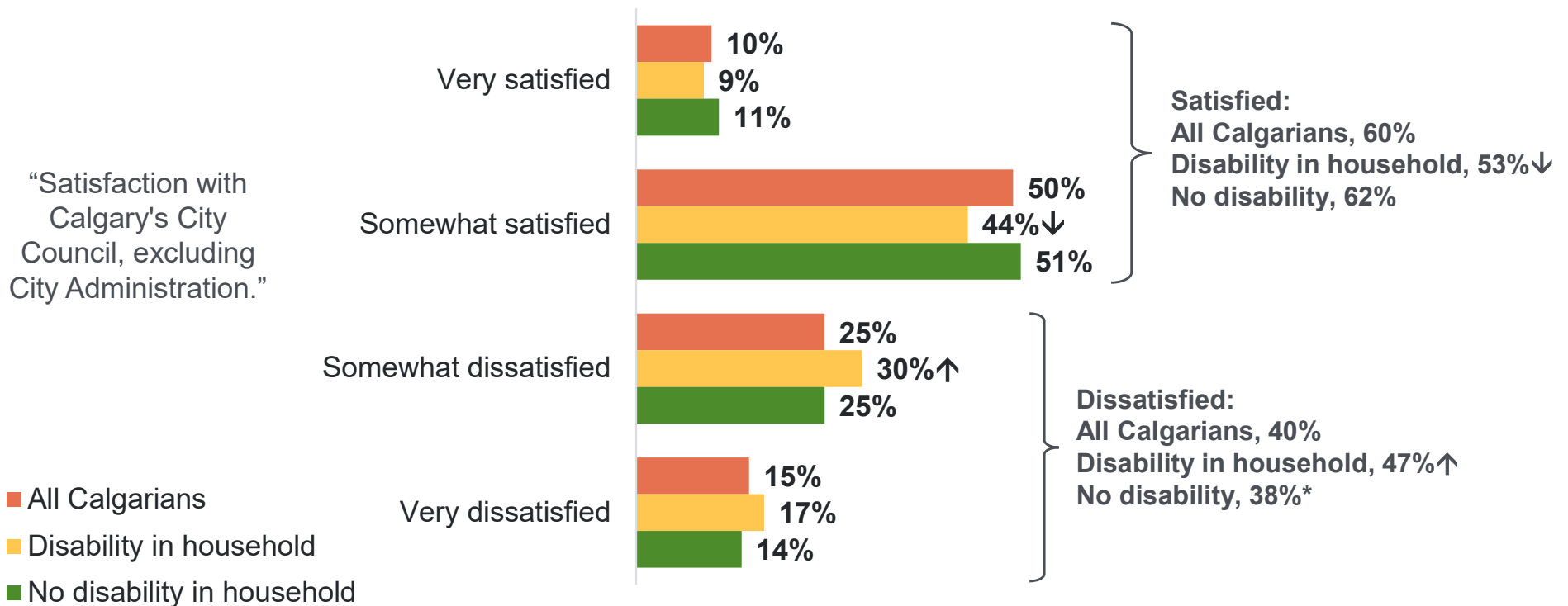
Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?  
 Base: Valid respondents (All Calgarians, n=2,494; Disability in household, n=498; No disability, n=1,973)

\*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

# Satisfaction with Council – Disability in household

Similarly, satisfaction with Calgary’s City Council excluding City Administration, is lower for Calgarians with a disability in the household in comparison to those without a disability in the household (53% vs. 62%). Calgarians with a disability in the household are also more likely to be dissatisfied than those without a disability in the household (47% vs. 38%).

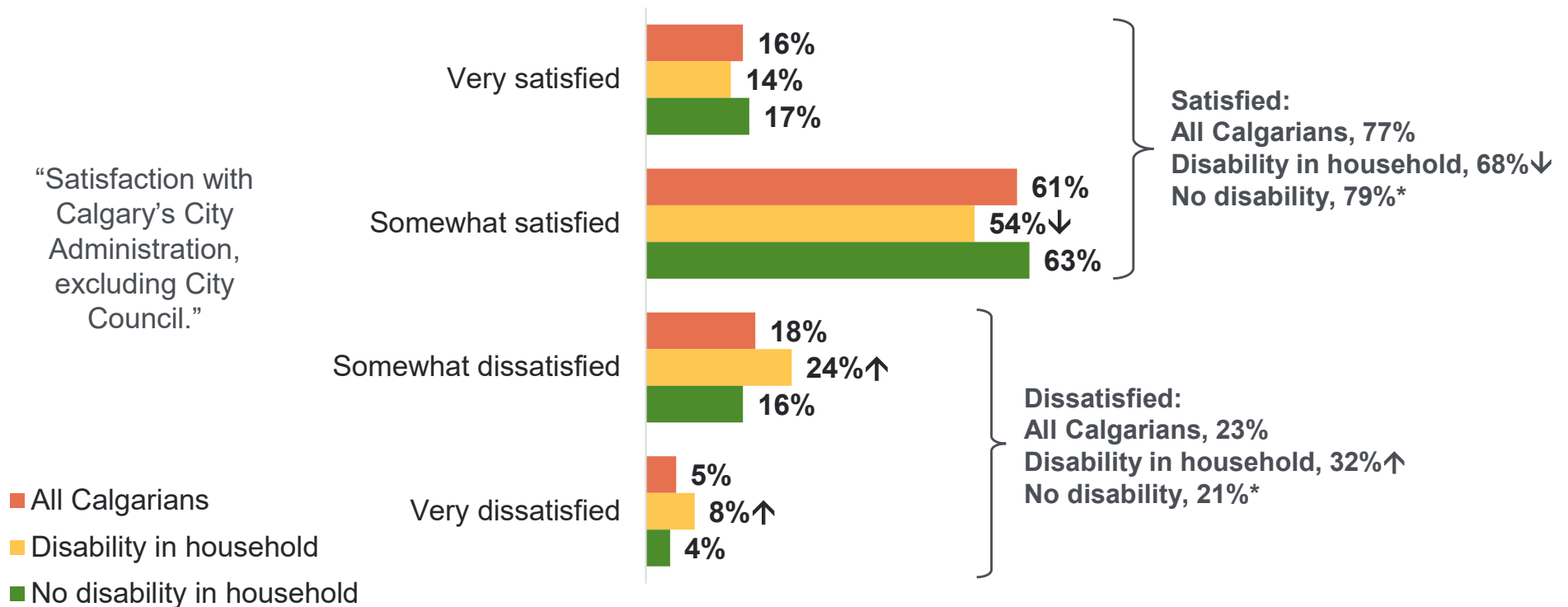


Q. Thinking about Calgary’s City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,480; Disability in household, n=495; No disability, n=1,962)

# Satisfaction with Administration – Disability in household

Satisfaction with Calgary’s City Administration excluding City Council, is also lower for Calgarians with a disability in the household than those without a disability in the household (68% vs. 79%). Calgarians with a disability in the household are also more likely to be dissatisfied than those without a disability in the household (32% vs. 21%).



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?

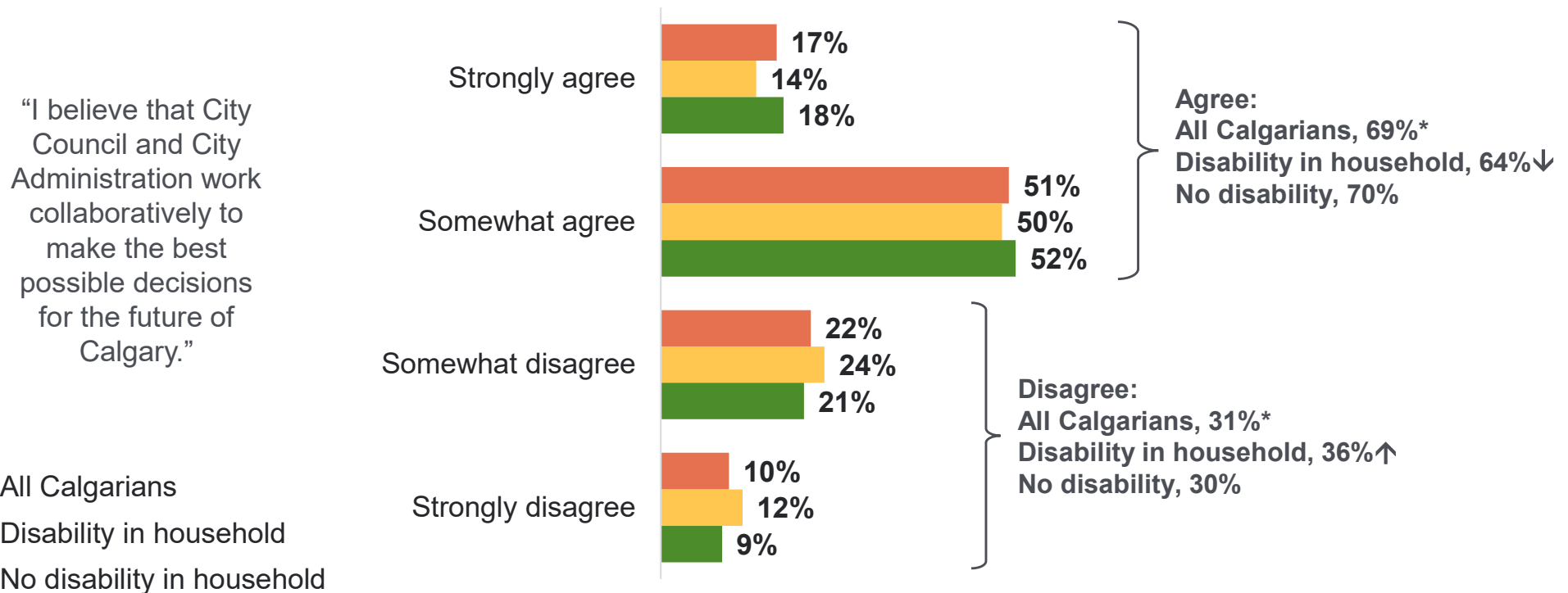
Base: Valid respondents (All Calgarians, n=2,479; Disability in household, n=495; No disability, n=1,962)

\*Rounding

↑/ ↓ Statistically higher/lower than comparable subgroup

# Work collaboratively – Disability in household

Calgarians with a disability in the household are less likely to agree (64% vs. 70%) and more likely to disagree (36% vs. 30%) than Calgarians without a disability in the household that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary.

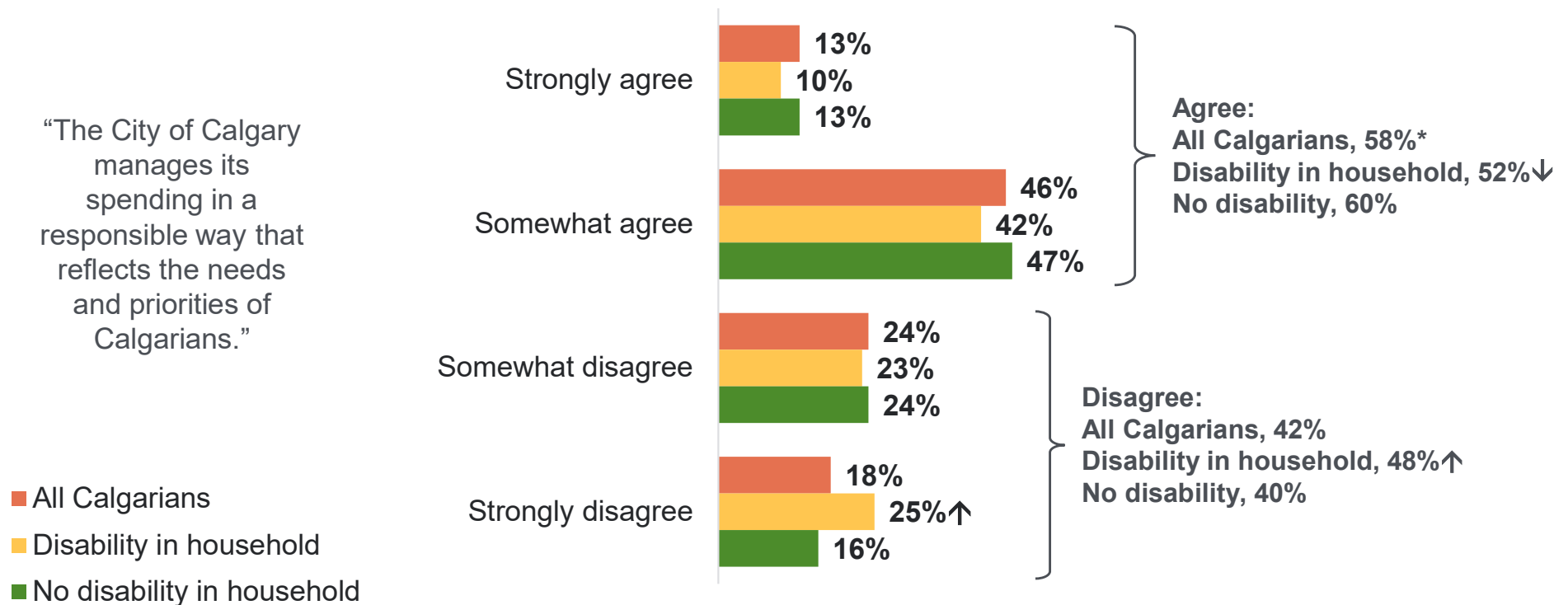


Q. Please tell me if you agree or disagree with each of the following statements...  
 Base: Valid respondents (All Calgarians, n=2,474; Disability in household, n=494; No disability, n=1,957)



# Manages spending responsibly – Disability in household

Calgarians with a disability in the household are less likely to agree (52% vs. 60%) and more likely to disagree (48% vs. 40%) than Calgarians with no disability in the household that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians.



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

Base: Valid respondents (All Calgarians, n=2,489; Disability in household, n=497; No disability, n=1,969)



# Respondent profile

# Respondent profile (1 of 3)

Age			
	Total	Disability in household	No disability
18 to 24	11%	15%	10%
25 to 34	19%	15%	21%
35 to 44	17%	13%	18%
45 to 54	19%	21%	18%
55 to 64	12%	13%	12%
65 or older	22%	24%	21%
<i>Mean</i>	47.3	48.5	47

Gender			
	Total	Disability in household	No disability
Female	51%	58%	49%
Male	49%	40%	51%
Prefer to self-describe	1%	2%	0%

Education			
	Total	Disability in household	No disability
Did not complete high school or equivalent	2%	5%	2%
Completed high school or equivalent	17%	24%	16%
Completed a Registered Apprenticeship or other trades certificate or diploma	7%	9%	7%
Completed a college or other non-university certificate or diploma	20%	21%	19%
Completed a university certificate, diploma or degree	53%	40%	56%

Household size			
	Total	Disability in household	No disability
1	17%	17%	16%
2	35%	33%	35%
3	17%	16%	17%
4	20%	21%	20%
5 or more	11%	13%	11%
<i>Mean</i>	2.8	3	2.8

Children and seniors in household			
	Total	Disability in household	No disability
Yes – Children	31%	30%	32%
Yes – Seniors	32%	40%	29%

Type of dwelling			
	Total	Disability in household	No disability
Single-detached house	65%	63%	66%
Apartment or apartment-style condominium	16%	14%	17%
Duplex, triplex or fourplex	8%	11%	8%
Townhouse or rowhouse	9%	11%	8%
Another type of multi-dwelling unit	1%	1%	1%

# Respondent profile (2 of 3)

Tenure in Calgary			
	Total	Disability in household	No disability
Less than 5 years	9%	5%	11%
5 to less than 10 years	8%	6%	8%
10 to less than 15 years	11%	6%	12%
15 to less than 20 years	11%	12%	11%
20 to less than 30 years	22%	24%	20%
30 to less than 40 years	14%	16%	13%
40 or more	26%	31%	24%
Mean	26.9	30.3	26

Indigenous			
	Total	Disability in household	No disability
Yes – First Nations	1%	1%	1%
Yes – Metis	2%	3%	2%
Yes – Inuit	<1%	<1%	<1%
Yes – prefer to self-describe	<1%	<1%	<1%
No	96%	93%	97%

Disability in household			
	Total	Disability in household	No disability
Yes – myself	11%	57%	0%
Yes – someone in my household	11%	54%	0%
No	80%	<1%	100%

Born in Canada			
	Total	Disability in household	No disability
Yes	67%	80%	64%
No	33%	20%	36%

Age arrived in Canada			
Base: Not born in Canada			
	Total	Disability in household	No disability
Under the age of 18	34%	42%	33%
18 to 49	64%	58%	66%
50 or older	1%	<1%	1%

Date of arrival in Canada			
Base: Not born in Canada			
	Total	Disability in household	No disability
Within the past five years	20%	3%	22%
More than five years ago	80%	97%	78%

Racialized			
	Total	Disability in household	No disability
Yes	28%	24%	28%
No	72%	75%	71%
Prefer to self-describe	1%	1%	1%



# Respondent profile (3 of 3)

Employment status			
	Total	Disability in household	No disability
Full time employed or self employed	53%	36%	57%
Part time employed or self-employed	13%	15%	13%
Retired	20%	23%	20%
Looking after home and/or family	3%	5%	3%
Unable to work because of sickness or disability	3%	14%	0%
Unemployed	4%	7%	3%
Doing unpaid or voluntary work	2%	3%	1%
Student	7%	9%	7%

Own or operate a business			
	Total	Disability in household	No disability
Own and operate a business	15%	15%	15%
Own a business	3%	3%	3%
Operate a business	2%	2%	2%
No	80%	80%	80%

Own or rent			
	Total	Disability in household	No disability
Own	70%	64%	72%
Rent	27%	30%	26%
Other	3%	6%	2%

Household income			
	Total	Disability in household	No disability
Less than \$30,000	8%	13%	6%
\$30,000 to <\$45,000	7%	11%	6%
\$45,000 to <\$60,000	10%	9%	10%
\$60,000 to <\$75,000	8%	8%	8%
\$75,000 to <\$90,000	7%	5%	8%
\$90,000 to <\$105,000	11%	11%	10%
\$105,000 to <\$120,000	9%	11%	9%
\$120,000 to <\$150,000	12%	13%	12%
\$150,000 to <\$200,000	14%	11%	15%
\$200,000+	15%	9%	16%

Responsible for property taxes			
	Total	Disability in household	No disability
Yes	86%	82%	87%
No	14%	18%	13%

Quadrant			
	Total	Disability in household	No disability
Southwest	29%	23%	31%
Southeast	24%	29%	23%
Northwest	27%	25%	28%
Northeast	20%	24%	19%

2SLGBTQIA+			
	Total	Disability in household	No disability
Yes	6%	12%	5%
No	94%	88%	95%





# Contact

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