



Calgary



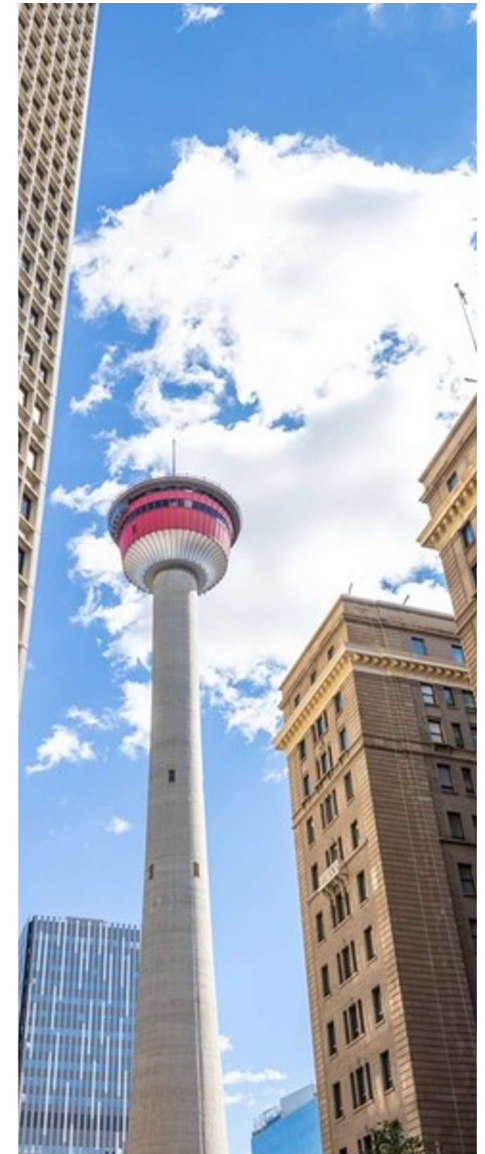
# Equity-deserving communities Young adults

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

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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 young adults (18-24) sub-group of 112 is  $\pm 9.26$  percentage points, 19 times out of 20, and the margin of error for the older adults (25+) sub-group of 2,336 is  $\pm 2.03$  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 young adults (18-24) and older adults (25+) 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 between the ages of 18 and 24 tend to be more optimistic than those 25 years old and older in terms of their outlook on the current state and the future of Calgary.**

- The majority (78%) of Calgarians rate the current overall quality of life in Calgary as ‘good’, with no significant differences between subgroups.
- Eighteen to 24 year olds are more likely to agree that the quality of life has improved (20% vs. 12%) or remained the same (50% vs. 37%) compared to those over the age of 25.
- They are also less likely to ‘strongly disagree’ that Calgary is on the right track to be a better city 10 years from now (3% vs. 9%).

## Inclusivity

**Overall, Calgarians aged 18 to 24 do agree with more of the statements regarding inclusion, however, most differences between those aged 25 and up, are not significant.**

- Perceptions of inclusions for all Calgarians and all statements are around over the 50% mark with ranges from 53% to 69%.
- The one area where 18 to 24 year olds agree at significantly higher rates than those 25 years old and older are in the context of the City of Calgary fostering a city that is inclusive and accepting of all (79% vs. 68%).

## Green Line LRT

**The overwhelming majority Calgarians perceive the Green Line LRT to be an important factor in Calgary’s future (92%), adding to the transportation network (91%) and enabling Calgarians to be better connected (92%).**

- Eighteen to 24 year olds, compared to Calgarians who are 25 and older are more likely to think the Green Line is important (97% vs. 91%), and even more so, ‘very important’ (86% vs. 76%).

# Key findings

## Green Line LRT (continued)

- Similarly, younger Calgarians are also more likely than those aged 25 and older to ‘strongly agree’ (81% vs. 70%) that the Green Line LRT will be an important addition to the network, and better connect people (82% vs. 68%).

## The environment

**Overall, Calgarians aged 18 to 24 are less satisfied with how the environment is doing.**

- Where the environment is concerned, younger Calgarians between the ages of 18 to 24 are more likely to give ‘poor’ ratings (9% vs. 4%) on the current state of the environment, be less satisfied with the job The City is doing to protect the environment overall (27% vs. 15%) and be less likely to give ‘very satisfied’ (17% vs. 28%) ratings than Calgarians who are 25 years old or older.
- In general, ratings are quite positive for the state of the environment (94% ‘good’) and Calgarians are mostly satisfied with the job The City is doing to protect the environment (84%).

## Service equity

**For the most part, Calgarians aged 18-24 years old agree at similar rates as those older than 25 with regards to services and programs.**

- Calgarians between the ages of 18 and 24 are mostly in agreement with those aged 25 and older when it comes to satisfaction with services with the exception of lower satisfaction with emergency management and continuity services (77% vs. 90%) and higher satisfaction with property tax management (82% vs. 67%).



# Key findings

## Service equity (continued)

- Younger Calgarians aged 18 to 24 are less likely than those 25 and up to want The City to invest more in police services (47% vs. 65%) and the Calgary Fire Department (40% vs. 58%), and more likely to want investment in appeals and tribunals (47% vs. 28%) and records management, access and privacy services (39% vs. 22%).
- The only service where Calgarians aged 18 to 24 indicated wanting The City to invest less in compared to those aged 25 and older was parking and enforcement (41% vs. 21%).

## Taxation

**There are no major difference between Calgarians aged 18 to 24 and those aged 25 and older, and responses are in line with Calgarians in general.**

- Around one-half (52%) of Calgarians rate the value they feel they receive from their municipal property tax dollars as 'good' with no significant differences between those aged 18 to 24 and those 25 and older (55% vs. 52%).
- In line with this, a small majority (55%) are in favour of a tax increase to deal with the increased cost of maintaining services, again with no significant differences between age groups (56% 18-24 vs. 55% 25+).

## Customer service

**Younger Calgarians are slightly more satisfied with some aspects of customer service.**

- Calgarians of ages 18 to 24 are more likely than those 25 years old and older to perceive City communication as good (82% vs. 70%) and agree that their expectations are met (86% vs. 77%).
- Younger Calgarians, however, they are less likely to agree (56% vs. 66%) than their counterparts that The City responds quickly to requests and more likely to disagree (44% vs. 34%).



# Key findings

## Input from Calgarians

**Younger Calgarians between the ages of 18 and 24 are more likely than their older peers to have positive perceptions related to input from Calgarians.**

- They are more likely to agree that The City allows Calgarians to have meaningful input into decision making (75% vs. 62%), is working to improve how it includes Calgarian's input into decisions (83% vs. 66%).
- They are also less likely to 'strongly' disagree that The City uses the input from Calgarians (6% vs. 14%).

## Reputation and performance

**Calgarians between the ages of 18 to 24 tend to view The City more favourably than those aged 25 and older, in general.**

- Calgarians aged 18 to 24 are more likely (61% vs. 47%) to trust the City and less likely to distrust (12% vs. 23%) in comparison to those aged 25+.
- Younger Calgarians are more likely to agree that The City practices open and accessible government (81% vs. 69%).
- Younger Calgarians are significantly more likely (70% vs. 59%) to be satisfied with Council, and while not significant, more likely to be satisfied with The City as a whole (78% vs. 70%) than Calgarians aged 25 and older.
- Those aged 18 to 24 are also more likely to agree that the City Council and Administration work collaboratively to make the best possible decisions for the future of Calgary (82% vs. 67%). They are also less likely to disagree with this statement in all aspects: overall (18% vs. 33%) , 'somewhat disagree' (14% vs. 23%) , and 'strongly disagree' (4% vs. 10%) in comparison to those aged 25 and older.



## Detailed findings

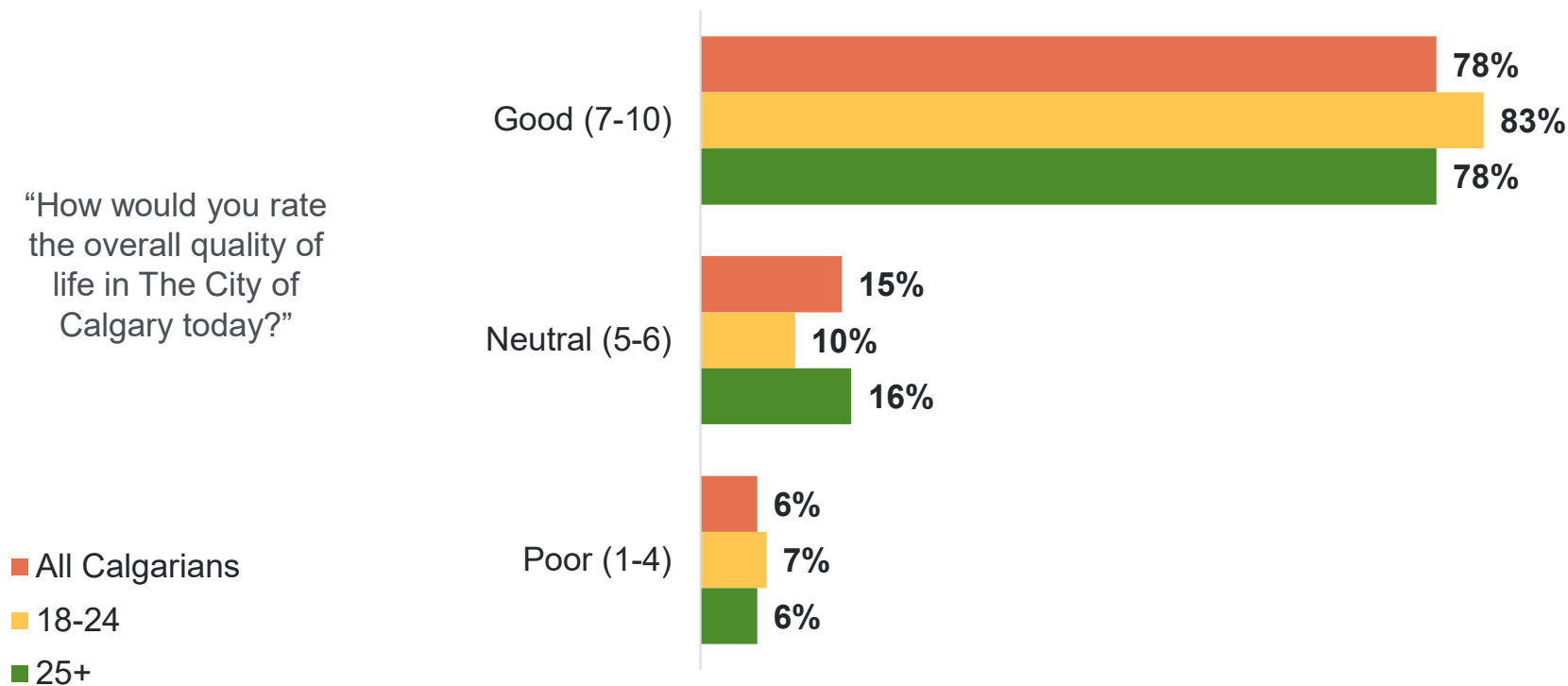




# Quality of life

# Overall quality of life in Calgary – 18 to 24 years old

The majority (78%) of Calgarians are in agreement that the quality of life in The City of Calgary is “good”, with no significant differences between groups (83% 18-24 years old vs. 78% 25 years old or older).



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; 18-24, n=112; 25+, n=2,334)



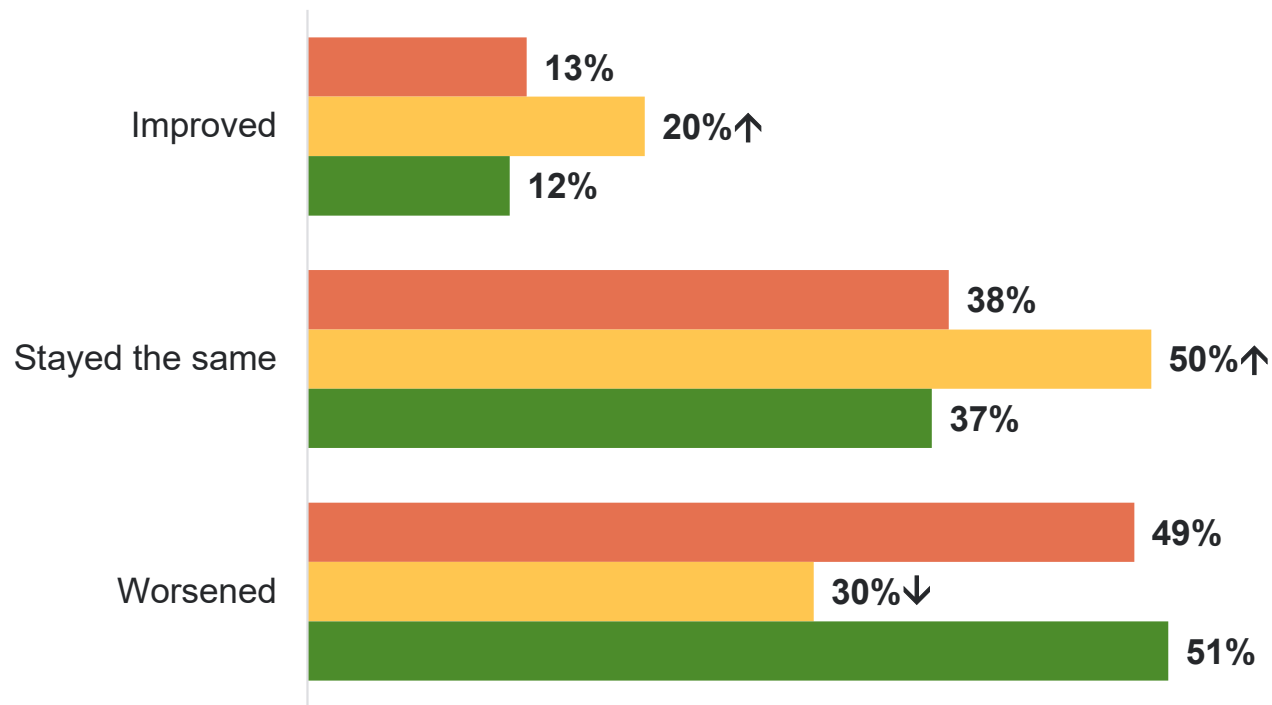


# Perceived change in quality of life – 18 to 24 years old

Calgarians between the ages of 18 and 24 years are more likely than those who are 25 or older to report that the quality of life has either improved (20% vs. 12%) or stayed the same (50% vs. 37%) in the past three years. Younger Calgarians are also significantly less likely to report that it has worsened (30% vs. 51%).

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

- All Calgarians
- 18-24
- 25+



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; 18-64 18-24, n=111; 25+, n=2,303)

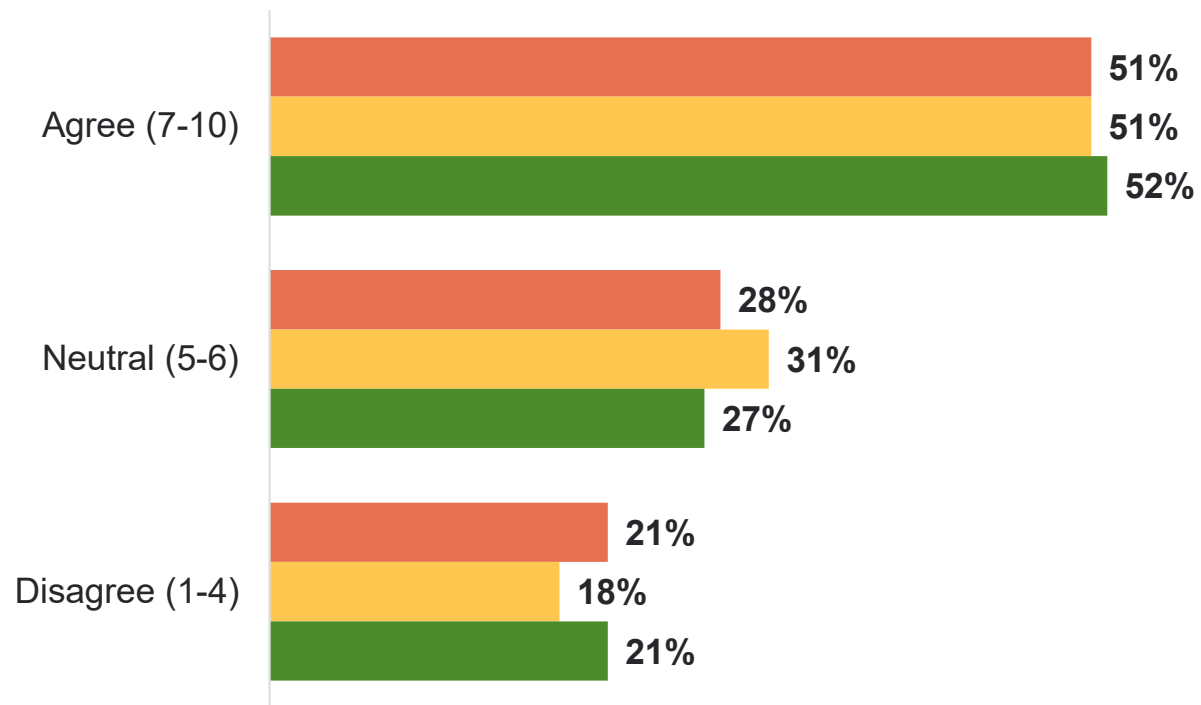
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 ↓ Statistically lower than subgroup

# Moving in the right direction – 18 to 24 years old

One-half (51%) of all Calgarians, regardless of age agree that Calgary is moving in the right direction to ensure a high quality of life for future generations (51% 18-24 years old vs. 52% 25 years old or older).

“Calgary is moving in the right direction to ensure a high quality of life for future generations.”

■ All Calgarians  
■ 18-24  
■ 25+



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".

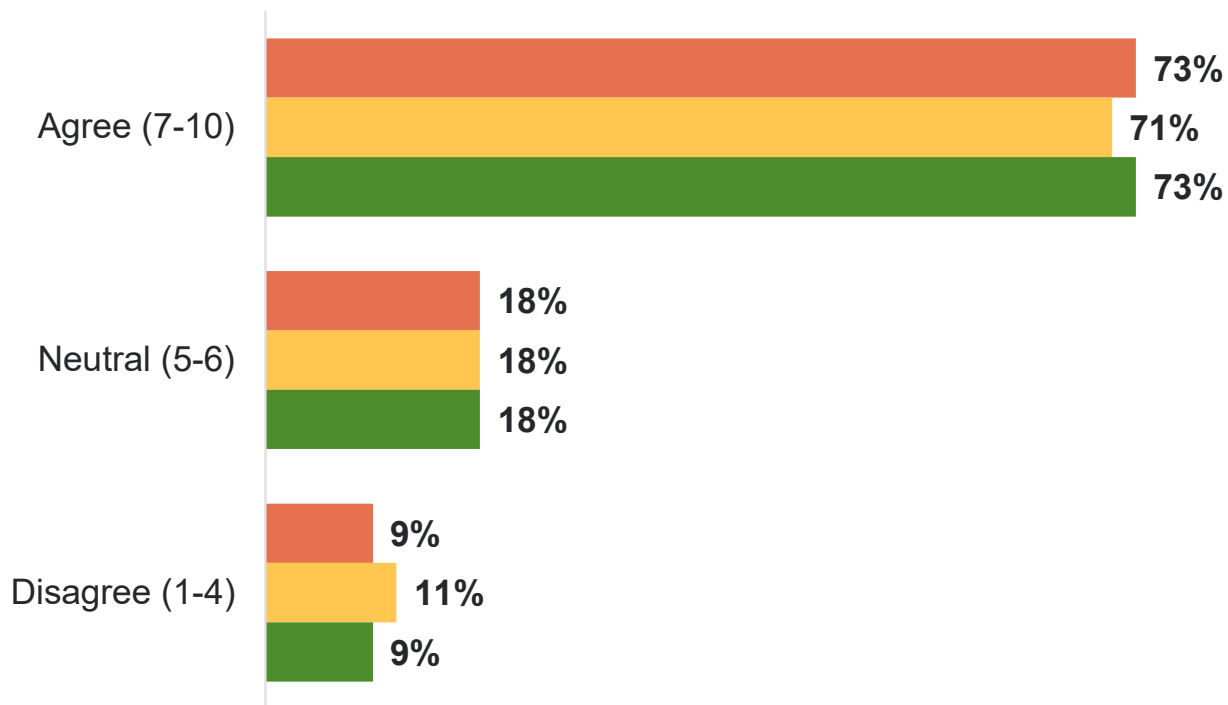
Base: Valid respondents (All Calgarians, n=2,490; 18-24, n=112; 25+, n=2,325)

# Great place to make a living – 18 to 24 years old

Regardless of age, the majority (73%) of Calgarians agree that Calgary is a great place to make a living (71% 18-24 years old vs. 73% 25 years old or older).

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

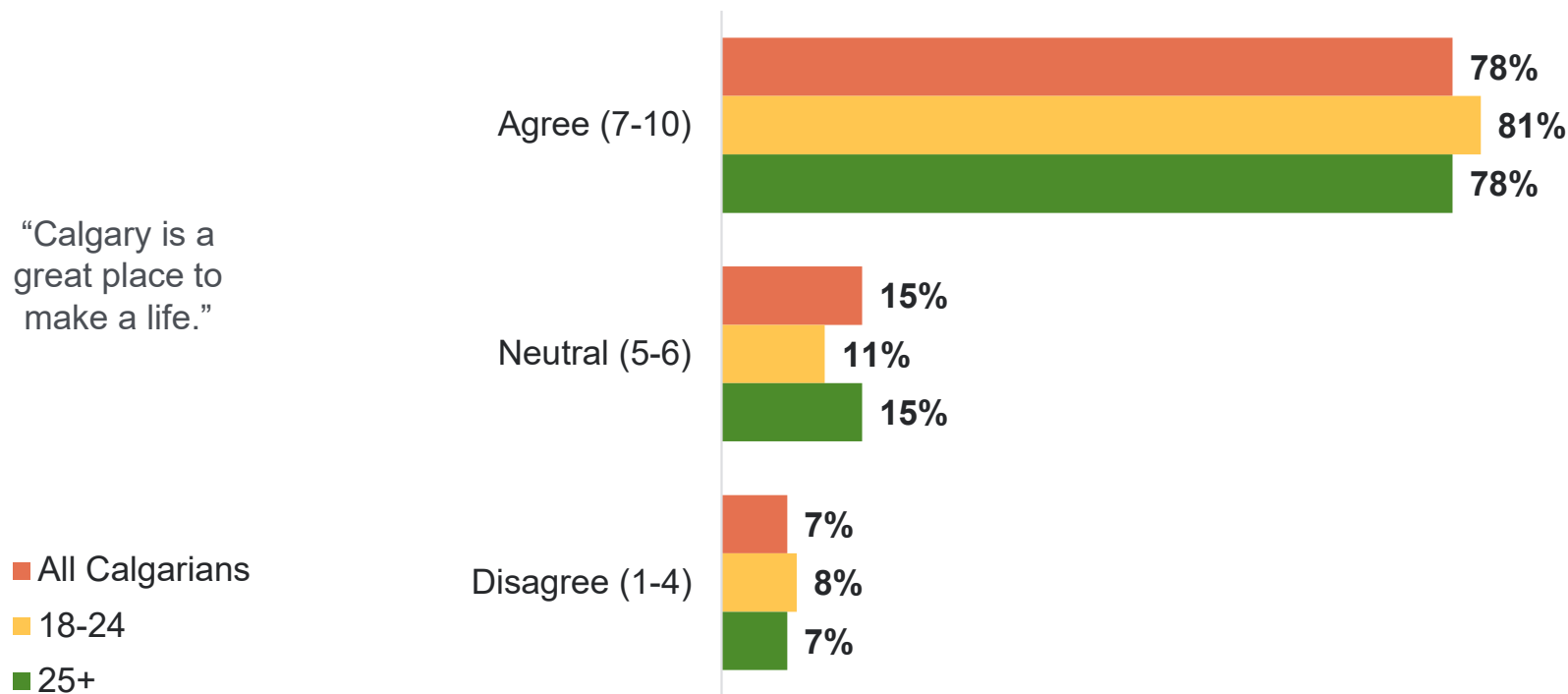
■ All Calgarians  
■ 18-24  
■ 25+



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; 18-24, n=112; 25+, n=2,332)

# Great place to make a life – 18 to 24 years old

Nearly four-fifths (78%) of Calgarians agree that Calgary is a great place to make a life. Both Calgarians aged 18-24 (81%) and those 25 and older (78%) agree similarly.

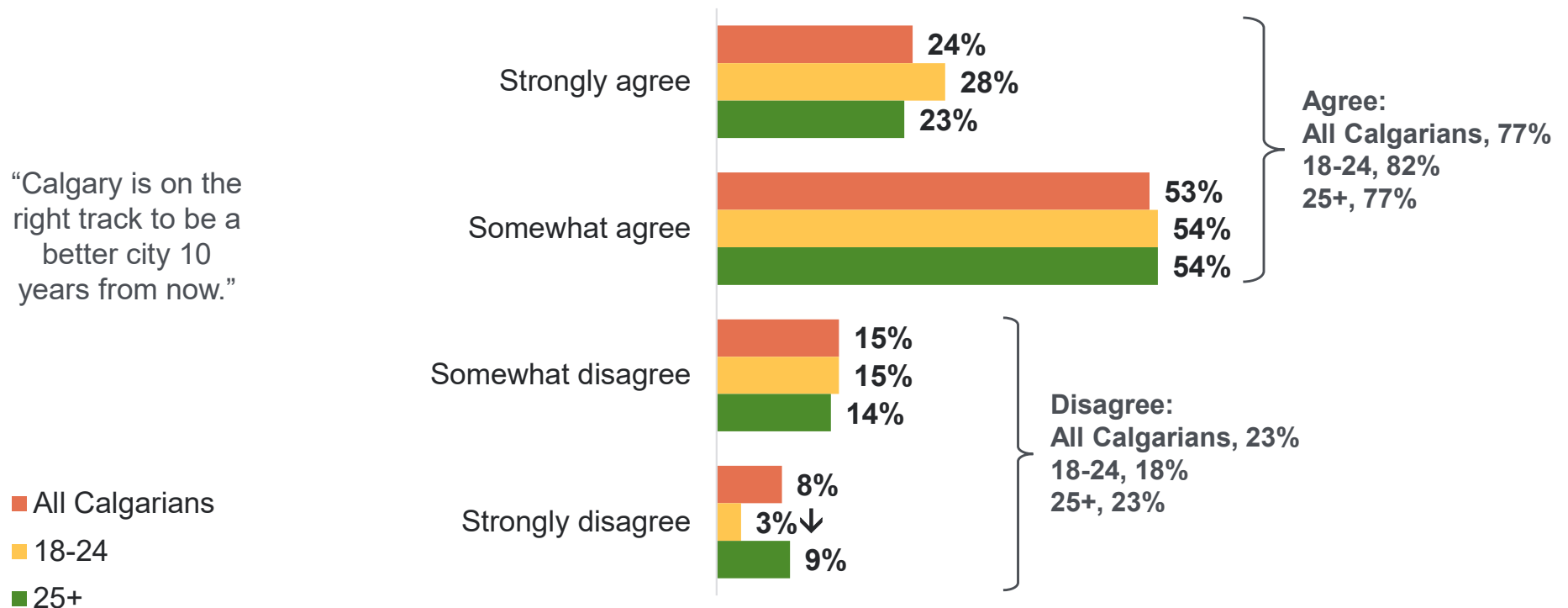


Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.  
 Base: Valid respondents (All Calgarians, n=2,502; 18-24, n=112; 25+, n=2,336)



# On track to be a better city – 18 to 24 years old

While the majority (77%) of Calgarians overall agree that Calgary is on the right track to be a better city 10 years from now, Calgarians aged between 18 and 24 years old (3%) are less likely than those aged 25 years and older (9%) to ‘strongly disagree’ with this statement.



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; 18-24, n=111; 25+, n=2,323)

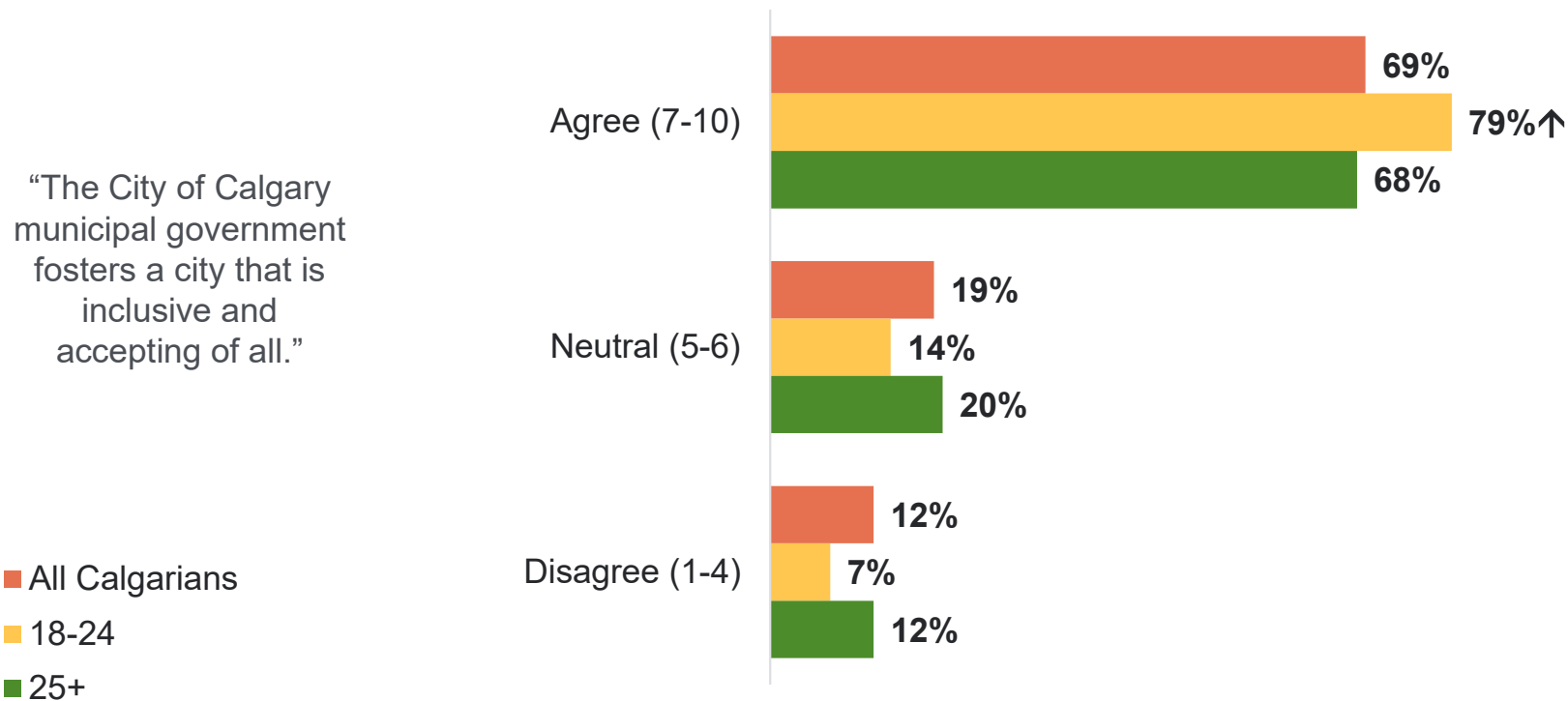
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 ↓ Statistically lower than subgroup



# Inclusivity

# Perceptions of inclusion – 18 to 24 years old

A majority of Calgarians (69%) agree that The City of Calgary municipal government fosters a city that is inclusive and accepting of all, however, Calgarians aged 18 to 24 (79%) are more likely than those aged 25 years and older (68%) to agree.



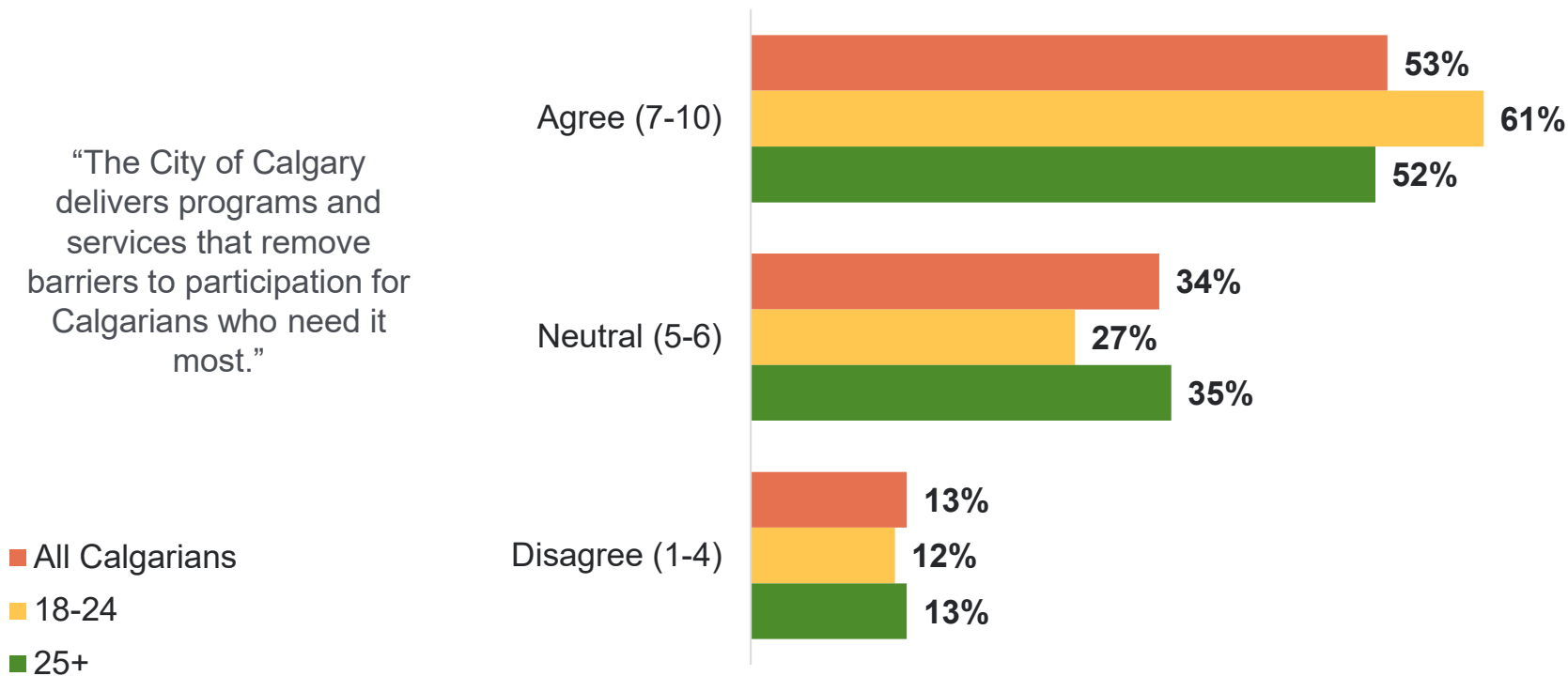
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,473; 18-24, n=111; 25+, n=2,309)

↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup

# Removes barriers to participation – 18 to 24 years old

Around one-half (53%) of all Calgarians agree that The City of Calgary delivers programs and services that remove barriers to participation for those who need it most, regardless of age (61% 18-24 years old vs. 52% 25 years old or older)



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; 18-24, n=110; 25+, n=2,270)

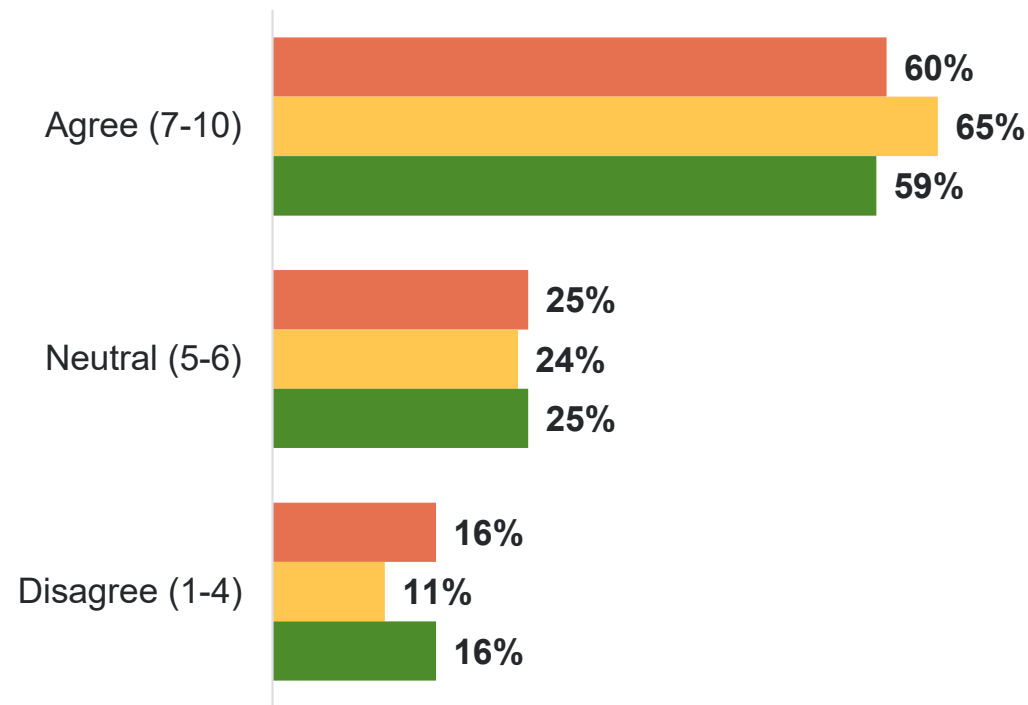


# Equally accessible for all physical abilities – 18 to 24 years old

Three-fifths (60%) of Calgarians agree that The City of Calgary municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability. There are no significant differences between age groups (65% 18-25 years old vs. 59% 25 years old or older).

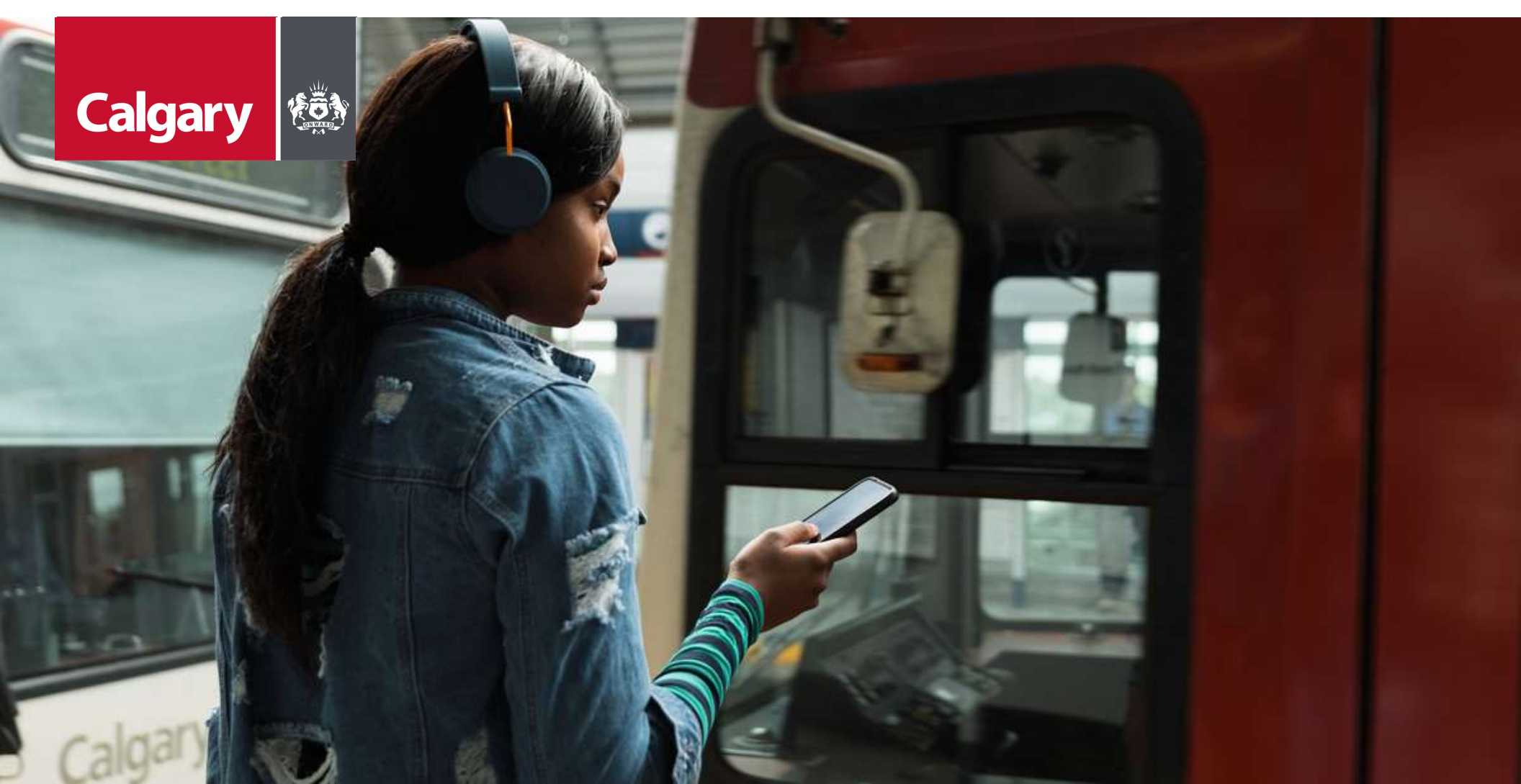
“The City of Calgary municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability.”

■ All Calgarians  
■ 18-24  
■ 25+



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”.

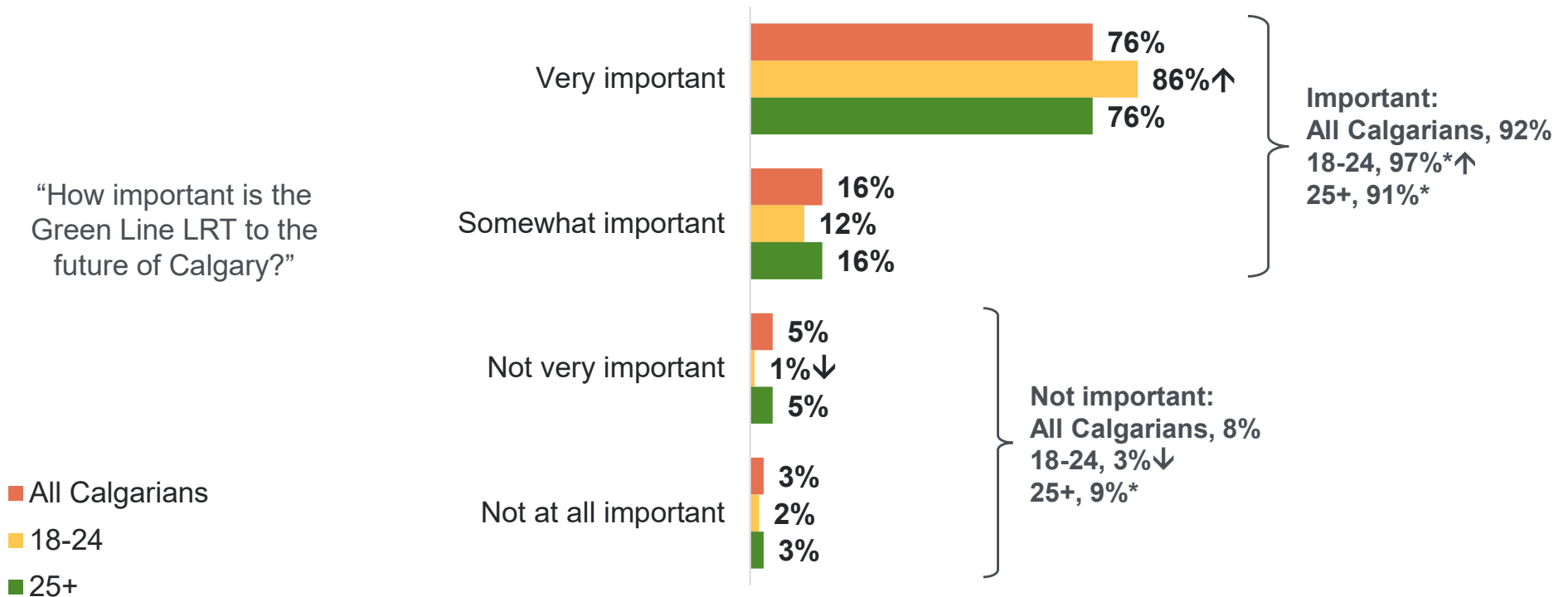
Base: Valid respondents (All Calgarians, n=2,484; 18-24, n=112; 25+, n=2,319)



# Green Line LRT

# Importance to Calgary's future – 18 to 24 years old

The vast majority (92%) of Calgarians agree that the Green Line LRT is important to the future of Calgary. Calgarians aged 18 to 24 years are more likely than those aged 25 years or older to agree that it is important overall (97% 18-24 years old vs. 91% 25 years or older) and also think it is 'very' important (86% 18-24 years old vs. 76% 25 years or older). Younger Calgarians (3%) are also less likely to think the Green Line LRT is not important compared to older Calgarians (9%).



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; 18-24, n=112; 25+, n=2,325)

\*Rounding

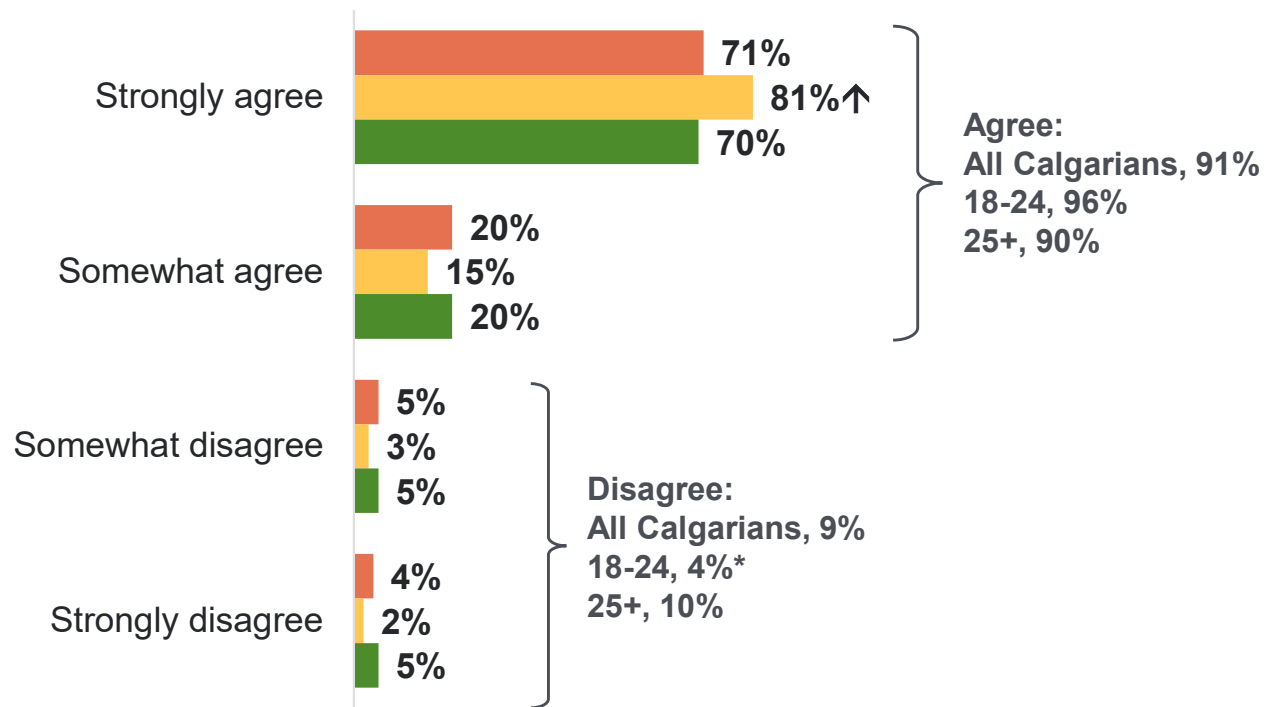
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# Important addition to transportation network – 18 to 24 years old

Overall, the large majority (91%) of Calgarians agree that the Green Line LRT will be an important addition to Calgary’s transportation network. Younger Calgarians are more likely to ‘strongly agree’ than are older Calgarians (81% 18-24 years old vs. 70% 25 years old or older).

“The Green Line LRT will be an important addition to Calgary’s transportation network.”

■ All Calgarians  
■ 18-24  
■ 25+



\*Rounding

Q. To what extent do you agree or disagree with the following statements...  
 Base: Valid respondents (All Calgarians, n=2,495; 18-24, n=112; 25+, n=2,329)

↑Statistically higher than subgroup  
 ↓Statistically lower than subgroup

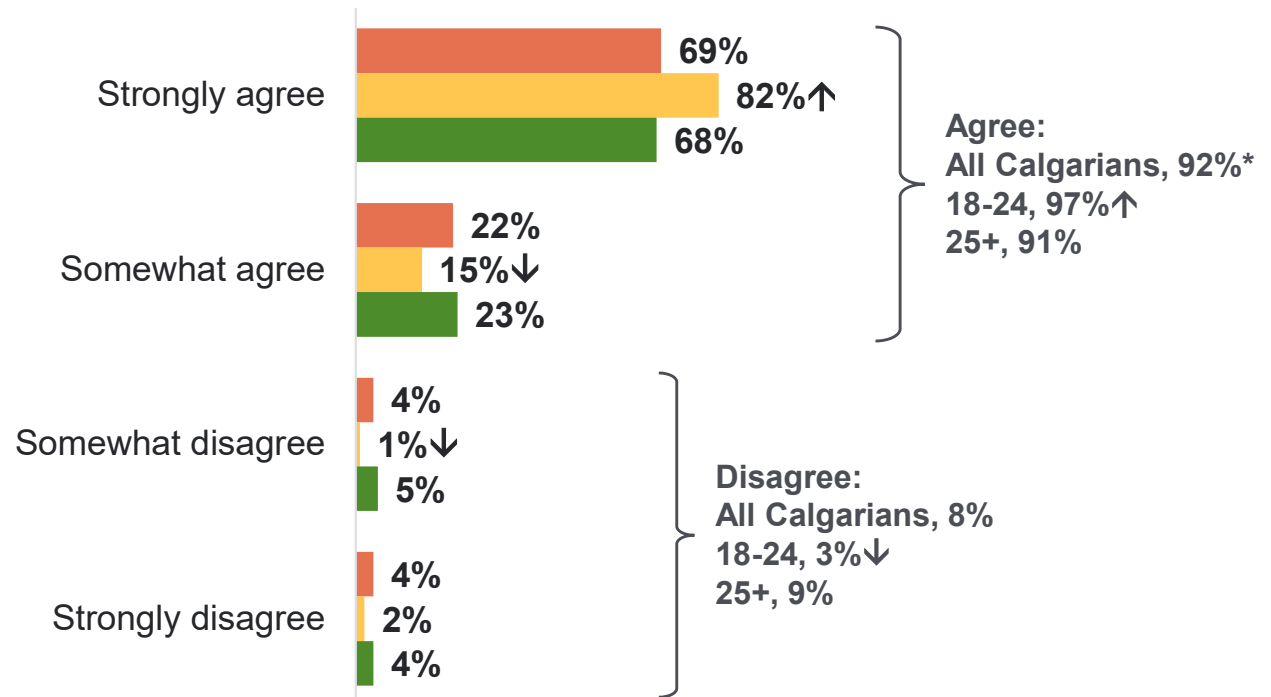


# Better connecting people – 18 to 24 years old

Around nine-in-ten (92%) Calgarians agree that the Green Line LRT will enable Calgarians to better connect with people, places and services, with those aged 18-24 (97%) agreeing significantly more than those aged 25 years and older (91%). Calgarians between the ages of 18 and 24 are also less likely to disagree overall (3% vs. 9%) with the statement, and less likely to only ‘somewhat agree’ (15% vs. 23%) or ‘somewhat disagree’ (1% vs. 5%) than those 25 years old or older.

“The Green Line LRT will enable Calgarians to better connect with people, places and services.”

■ All Calgarians  
■ 18-24  
■ 25+



\*Rounding

Q. To what extent do you agree or disagree with the following statements...  
 Base: Valid respondents (All Calgarians, n=2,496; 18-24, n=112; 25+, n=2,330)

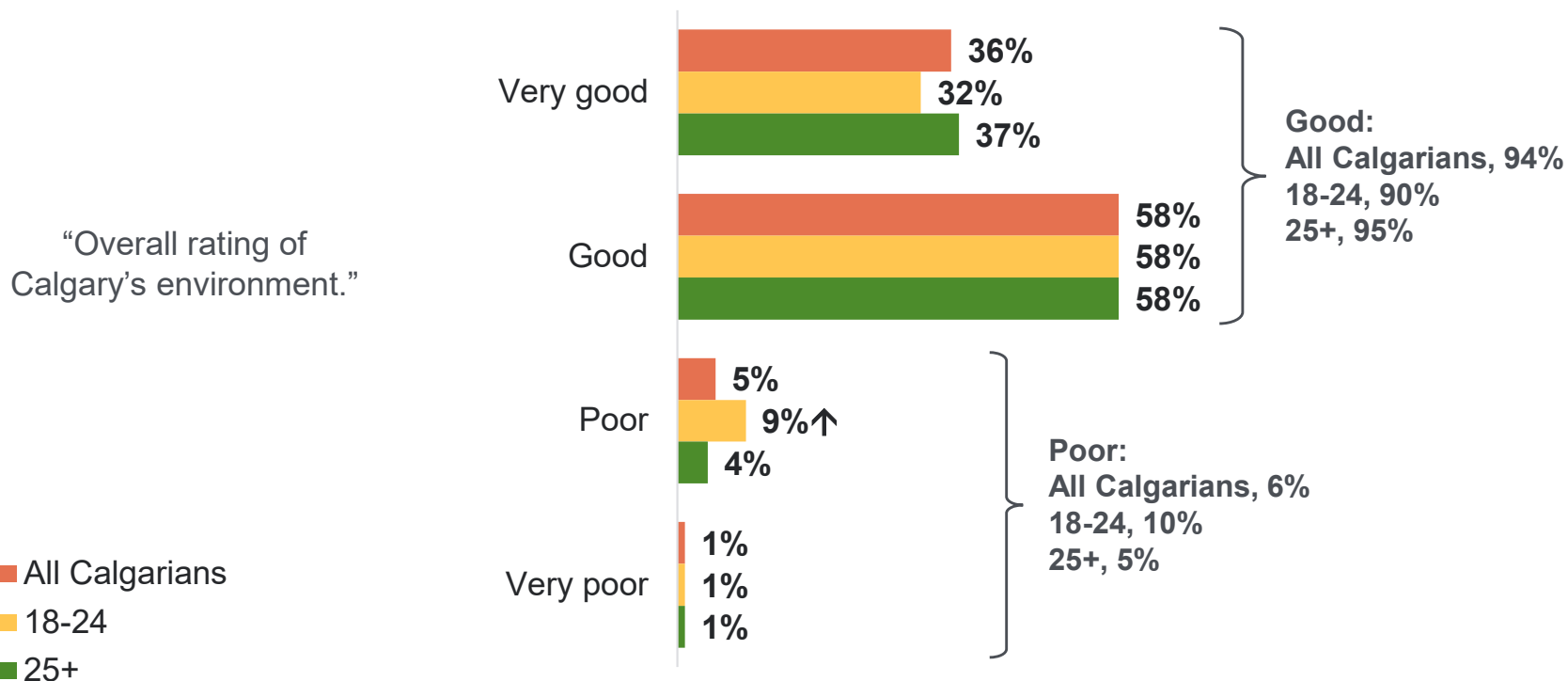
↑Statistically higher than subgroup  
 ↓Statistically lower than subgroup



# The environment

# Overall state of environment – 18 to 24 years old

The vast majority (94%) of Calgarians rate the overall state of Calgary’s environment as good. While there are no significant differences on good ratings in terms of ages, Calgarians that are between 18 and 24 years old are more likely to rate the current state of environment as ‘poor’ when compared to those aged 25 years or older (9% 18-24 years old vs. 4% 25 years old or older).



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; 18-24, n=112; 25+, n=2,332)

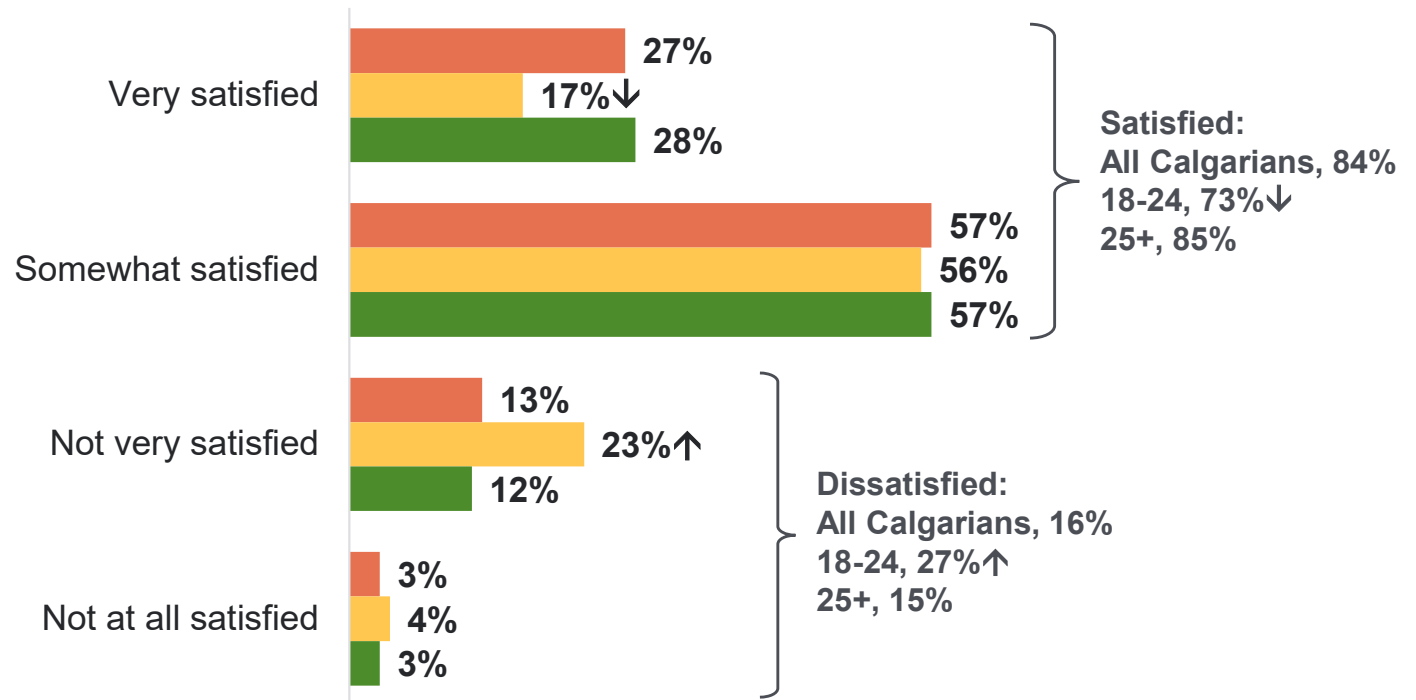
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# Protection of the environment – 18 to 24 years old

Although most (84%) Calgarians are satisfied with the job The City is doing to currently protect the environment, those between the ages of 18 and 24 are less likely to be ‘very satisfied’ (17% vs. 28%) and satisfied overall (73% vs. 85%) when compared to those 25 years or older. Calgarians aged 18-24 are also more likely to be dissatisfied overall (27% vs. 15%) with the job The City is doing, and more likely to be ‘not very satisfied’ (23% vs. 12%) than Calgarians aged 25 years or older.

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

■ All Calgarians  
■ 18-24  
■ 25+



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; 18-24, n=112; 25+, n=2,317)

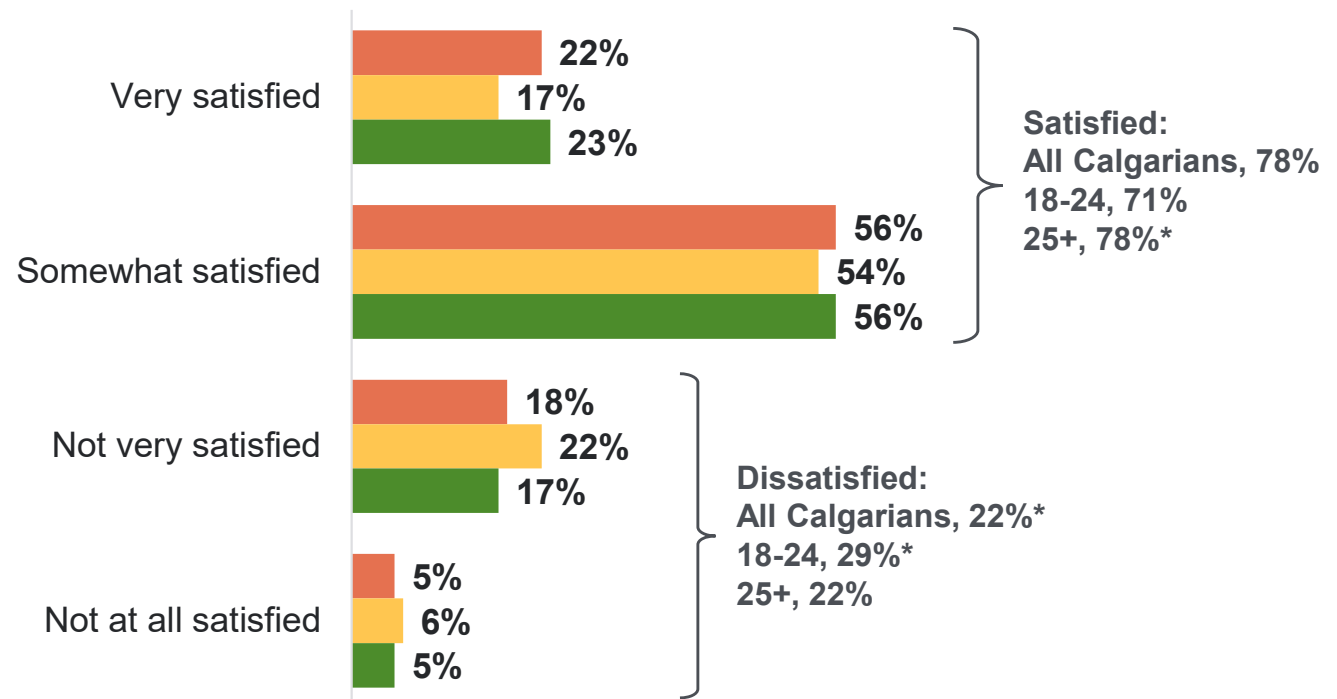
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# Programs and services to reduce environmental impact – 18 to 24 years old

The majority (78%) of Calgarians are satisfied with The City’s programs and services in place to help Calgarians reduce their environmental impact, regardless of age differences (71% 18-24 years old vs. 78% 25 years or older).

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

- All Calgarians
- 18-24
- 25+



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; 18-24, n=112; 25+, n=2,309)

\*Rounding

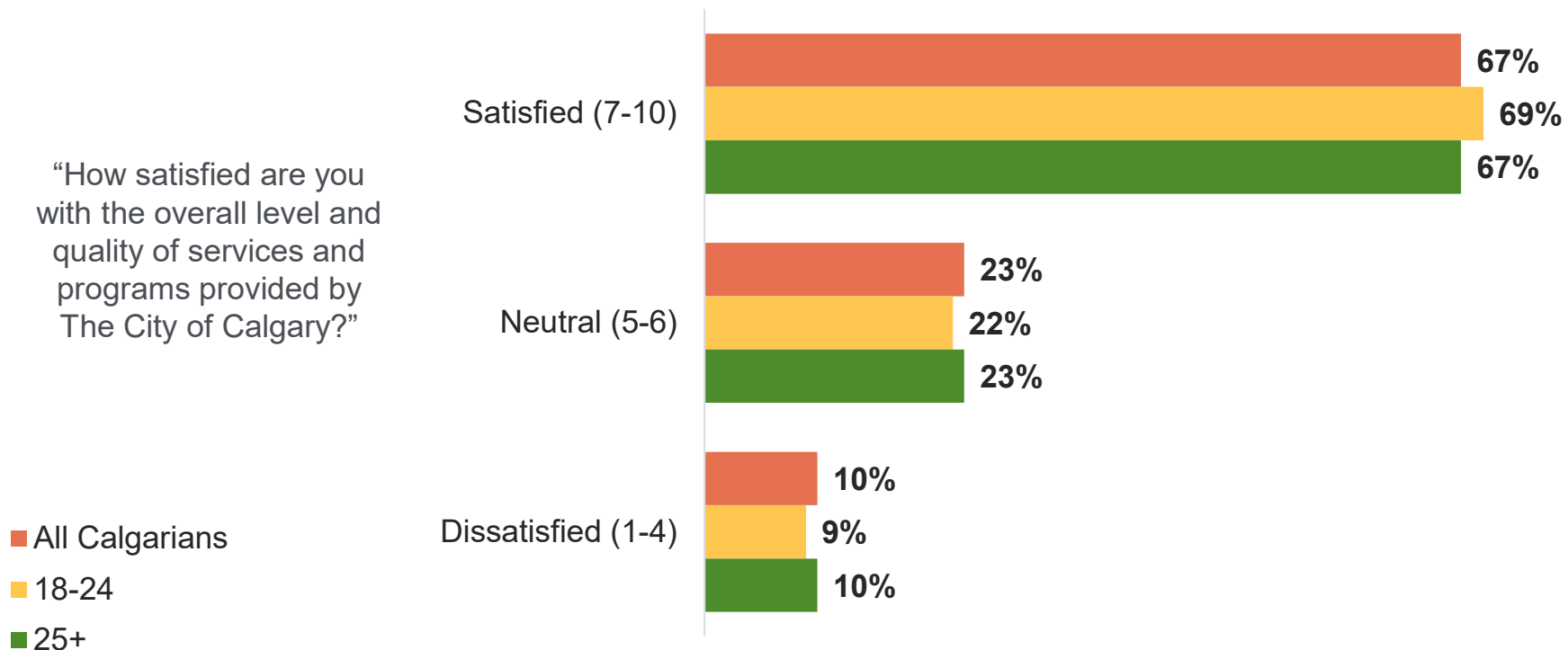




# Service equity

# Overall satisfaction with programs and services – 18 to 24 years old

Two-thirds (67%) of Calgarians are satisfied with the overall level and quality of services and programs provided by The City of Calgary. There are no differences in satisfaction between those aged 18 to 24 or those 25 years or older (69% 18-24 years old vs. 67% 25 years or older).



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; 18-24, n=112; 25+, n=2,327)

# Satisfaction with programs and services (1 of 4) – 18 to 24 years old

Calgarians are generally satisfied with a number of programs and services provided by The City of Calgary. There are no differences in satisfaction between those aged 18 to 24 and those aged 25 years or older.

'Very Satisfied' + 'Somewhat Satisfied'	Total	18-24	25+
Water treatment and supply	96%	100%	96%
Fire inspection and enforcement	96%	98%	96%
Library services	96%	98%	95%
City cemeteries	94%	93%	95%
Wastewater collection and treatment	94%	96%	94%
Calgary Fire Department emergency response	93%	92%	94%
Fire safety education	91%	95%	91%
Parks and open spaces	91%	93%	90%
Stormwater management	90%	97%	90%
Business licensing	90%	86%	91%
Records management, access and privacy services	89%	83%	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) – 18 to 24 years old

Calgarians aged 18 to 24 years old are less likely to be satisfied with the job The City is doing with emergency management and business continuity services when compared to those 25 years old or older (77% vs. 90%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	18-24	25+
Pet ownership and licensing	89%	91%	89%
Emergency management and business continuity services	89%	77%↓	90%
311 and web	88%	91%	87%
Economic development and tourism	87%	87%	87%
Recreation opportunities	87%	90%	86%
Regulation of taxis, limousines and vehicles-for-hire	86%	80%	87%
Specialized transit services	86%	88%	86%
Arts and culture, including festivals	86%	90%	86%
Urban forestry	86%	97%	85%
Waste and recycling services	86%	96%	86%
Environmental management services	85%	78%	85%

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 than subgroup  
↓ Statistically lower than subgroup

# Satisfaction with programs and services (3 of 4) – 18 to 24 years old

Calgarians are generally satisfied with a number of programs and services provided by The City of Calgary. There are no differences in satisfaction between those aged 18 to 24 and those aged 25 years or older.

'Very Satisfied' + 'Somewhat Satisfied'	Total	18-24	25+
Calgary 9-1-1	84%	91%	83%
Building approval services and inspections	84%	81%	85%
Community strategy services	84%	85%	83%
Neighbourhood supports	84%	86%	83%
Social programs for individuals such as seniors or youth	83%	96%	83%
City communications	82%	84%	82%
Citizen engagement and research	82%	81%	83%
Land development and sales services	82%	89%	81%
Municipal elections	81%	86%	81%
Real estate	81%	83%	81%
Appeals and tribunals	81%	84%	81%

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 (4 of 4) – 18 to 24 years old

Calgarians who are between the ages of 18 and 24 years old are more satisfied the property tax management than those who are 25 years old or older (82% vs. 67%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	18-24	25+
Bylaw education and compliance services	80%	85%	80%
Development approvals	80%	90%	79%
City planning and policy services	79%	84%	79%
Police services	78%	73%	79%
Property assessment	76%	96%	75%
Sidewalks and pathways	75%	76%	76%
Parking and enforcement	71%	73%	71%
Property tax management	68%	82%↑	67%
Public transit including bus and C-Train service	66%	68%	66%
Streets	65%	62%	65%
Affordable housing for low-income Calgarians	53%	47%	53%

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 than subgroup  
↓Statistically lower than subgroup

# Invest more in programs and services (1 of 4) – 18 to 24 years old

Calgarians of ages between 18 and 24 years old are less likely than those who are 25 years old or older to indicate that The City should invest more in police services (47% vs. 65%) and the Calgary Fire Department (40% vs. 58%).

'Invest more'	Total	18-24	25+
Affordable housing for low-income Calgarians	73%	94%	71%
Public transit including bus and C-Train service	70%	73%	70%
Streets	69%	77%	68%
Calgary 9-1-1	67%	63%	67%
Police services	63%	47%↓	65%
Social programs for individuals such as seniors or youth	58%	53%	59%
Calgary Fire Department emergency response	56%	40%↓	58%
Sidewalks and pathways	56%	66%	55%
Recreation opportunities	55%	52%	55%
Neighbourhood supports	51%	55%	50%
Emergency management and business continuity services	49%	51%	49%

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

Base: Bases vary

↑ Statistically higher than subgroup  
↓ Statistically lower than subgroup

# Invest more in programs and services (2 of 4) – 18 to 24 years old

There are no differences in the percentage of Calgarians indicating that The City should invest more in a number of services, regardless of age.

'Invest more'	Total	18-24	25+
Specialized transit services	48%	43%	49%
Urban forestry	44%	64%	42%
Community strategy services	44%	53%	43%
Environmental management services	42%	66%	40%
Parks and open spaces	42%	47%	42%
Fire safety education	39%	47%	38%
Bylaw education and compliance services	38%	37%	38%
Citizen engagement and research	37%	41%	37%
Building approval services and inspections	36%	36%	36%
City communications	36%	40%	35%
Real estate	36%	36%	36%

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

Base: Bases vary

# Invest more in programs and services (3 of 4) – 18 to 24 years old

Younger Calgarians are more likely than older Calgarians to want The City to invest in appeals and tribunals (47% 18 to 24 years old vs. 28% 25 years or older).

'Invest more'	Total	18-24	25+
Fire inspection and enforcement	35%	30%	35%
Economic development and tourism	35%	29%	35%
311 and web	33%	25%	34%
Waste and recycling services	32%	42%	32%
Development approvals	31%	31%	31%
Appeals and tribunals	31%	47%↑	28%
Water treatment and supply	29%	28%	29%
Arts and culture, including festivals	29%	44%	28%
City planning and policy services	29%	35%	27%
Library services	28%	21%	30%
Stormwater management	28%	17%	29%

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

Base: Bases vary

↑Statistically higher than subgroup  
↓Statistically lower than subgroup



# Invest more in programs and services (4 of 4) – 18 to 24 years old

Calgarians between the ages of 18 to 24 years old are more likely to want The City to invest more in records management, access, and privacy services than Calgarians who are 25 years old or older (39% vs. 22%).

'Invest more'	Total	18-24	25+
Parking and enforcement	28%	23%	28%
Property tax management	27%	19%	29%
Business licensing	27%	22%	28%
Land development and sales services	27%	26%	27%
Wastewater collection and treatment	26%	21%	26%
Records management, access and privacy services	25%	39%↑	22%
Property assessment	24%	22%	23%
Municipal elections	20%	21%	21%
Regulation of taxis, limousines and vehicles-for-hire	17%	18%	17%
City cemeteries	16%	19%	15%
Pet ownership and licensing	15%	19%	15%

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

↑Statistically higher than subgroup  
↓Statistically lower than subgroup

# Invest less in programs and services (1 of 4) – 18 to 24 years old

Younger Calgarians between the ages of 18 and 24 years are more likely to want The City to invest less in parking and enforcement compared to older Calgarians of ages 25 years old or older (41% vs. 21%).

'Invest less'	Total	18-24	25+
Parking and enforcement	23%	41%↑	21%
Regulation of taxis, limousines and vehicles-for-hire	20%	22%	19%
Land development and sales services	17%	11%	17%
Property tax management	16%	14%	16%
Property assessment	16%	11%	16%
Pet ownership and licensing	15%	17%	15%
Arts and culture, including festivals	15%	3%	15%
Municipal elections	14%	5%	15%
City cemeteries	14%	10%	14%
Economic development and tourism	12%	11%	12%
Citizen engagement and research	11%	10%	11%

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

Base: Bases vary

↑Statistically higher than subgroup  
↓Statistically lower than subgroup

# Invest less in programs and services (2 of 4) – 18 to 24 years old

There are no significant differences amongst Calgarians wanting The City to invest less in services, regardless of age.

'Invest less'	Total	18-24	25+
Environmental management services	11%	3%	11%
Real estate	11%	10%	11%
City planning and policy services	11%	9%	11%
Bylaw education and compliance services	11%	15%	10%
Development approvals	10%	2%	10%
Records management, access and privacy services	9%	7%	9%
Police services	9%	10%	9%
Appeals and tribunals	8%	4%	9%
Community strategy services	8%	3%	8%
Business licensing	8%	12%	7%
Library services	8%	11%	8%

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

Base: Bases vary

# Invest less in programs and services (3 of 4) – 18 to 24 years old

As with most of the other services, there were no significant differences in Calgarians wanting The City to invest less into a number of services, whether older or younger in age.

'Invest less'	Total	18-24	25+
City communications	8%	6%	8%
Neighbourhood supports	7%	8%	7%
Building approval services and inspections	6%	7%	6%
Waste and recycling services	6%	0%	6%
Urban forestry	6%	7%	6%
311 and web	5%	8%	5%
Affordable housing for low-income Calgarians	5%	3%	5%
Emergency management and business continuity services	4%	4%	4%
Stormwater management	4%	7%	4%
Recreation opportunities	4%	4%	4%
Public transit including bus and C-Train service	4%	2%	4%

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

Base: Bases vary



# Invest less in programs and services (4 of 4) – 18 to 24 years old

While not a large difference, Calgarians 65 years old or older are significantly less likely than Calgarians aged 18 to 64 years old to want The City to 'invest less' in 911 (0% vs. 2%).

'Invest less'	Total	18-24	25+
Fire safety education	4%	4%	4%
Social programs for individuals such as seniors or youth	4%	0%	4%
Fire inspection and enforcement	3%	2%	4%
Sidewalks and pathways	3%	2%	3%
Streets	3%	0%	3%
Specialized transit services	3%	2%	3%
Parks and open spaces	3%	0%	3%
Wastewater collection and treatment	2%	0%	3%
Water treatment and supply	2%	3%	2%
Calgary 9-1-1	2%	4%	2%
Calgary Fire Department emergency response	1%	0%	1%

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

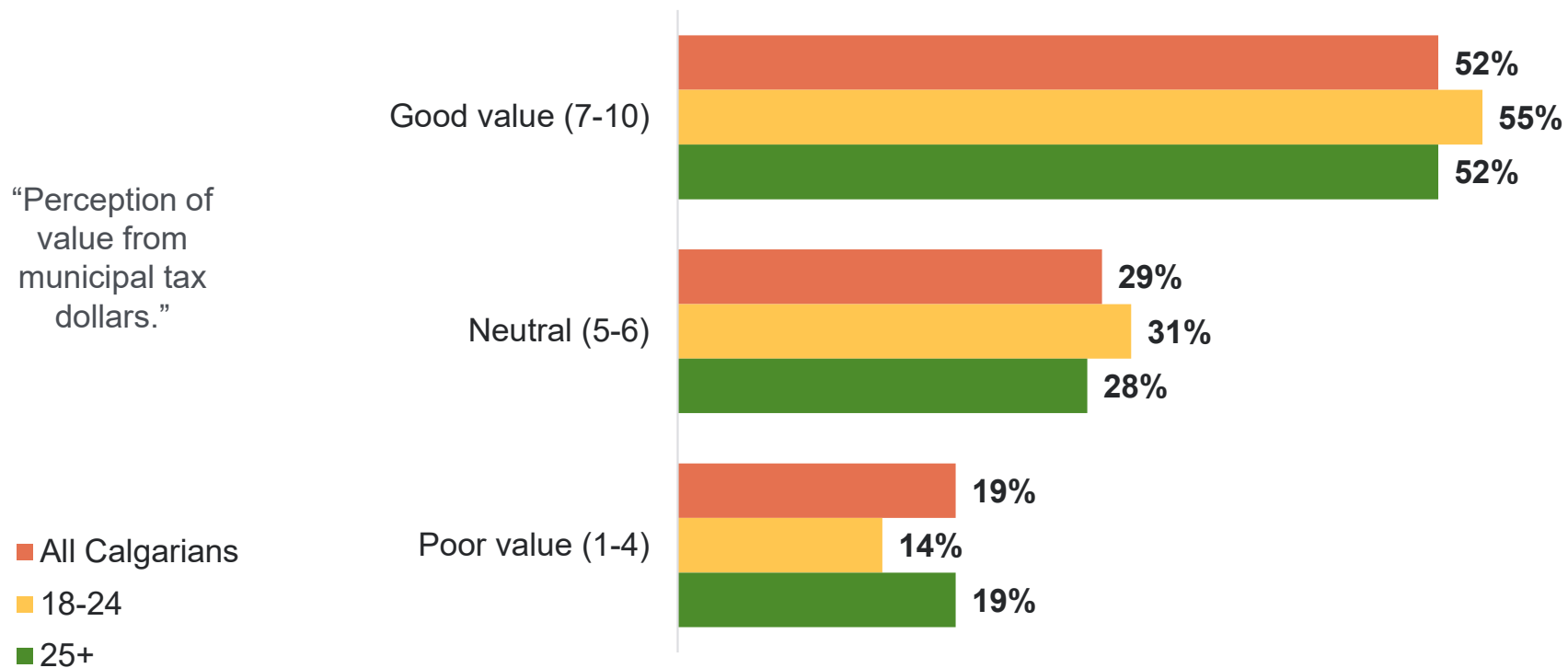
Base: Bases vary



# Taxation

# Value for tax dollar – 18 to 24 years old

Around one-half (52%) of Calgarians rate the value they feel they receive from their municipal property tax dollars as ‘good’. There are no significant differences in perceptions of value between Calgarians who are 18- to 24-year-old and those who are 25 years old or older (55% vs. 52%).

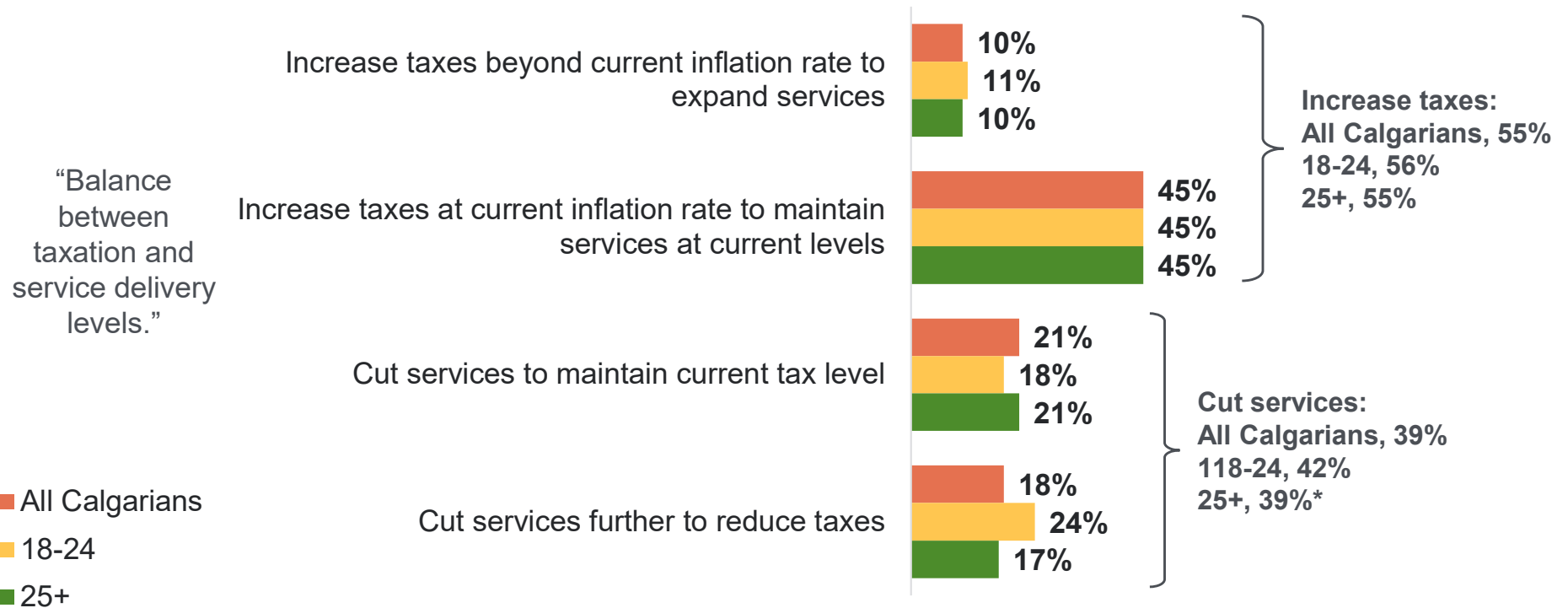


Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars 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; 18-24, n=108; 25+, n=2,315)

# Increase taxes or cut services – 18 to 24 years old

A small majority (55%) of Calgarians would be willing to let The City increase taxes to deal with the increased cost of maintaining current service levels and infrastructure. There were no significant differences between Calgarians aged 18-24 and those aged 25 or older (56% 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; 18-24, n=111; 25+, n=2,309)

\*Rounding



# Customer service

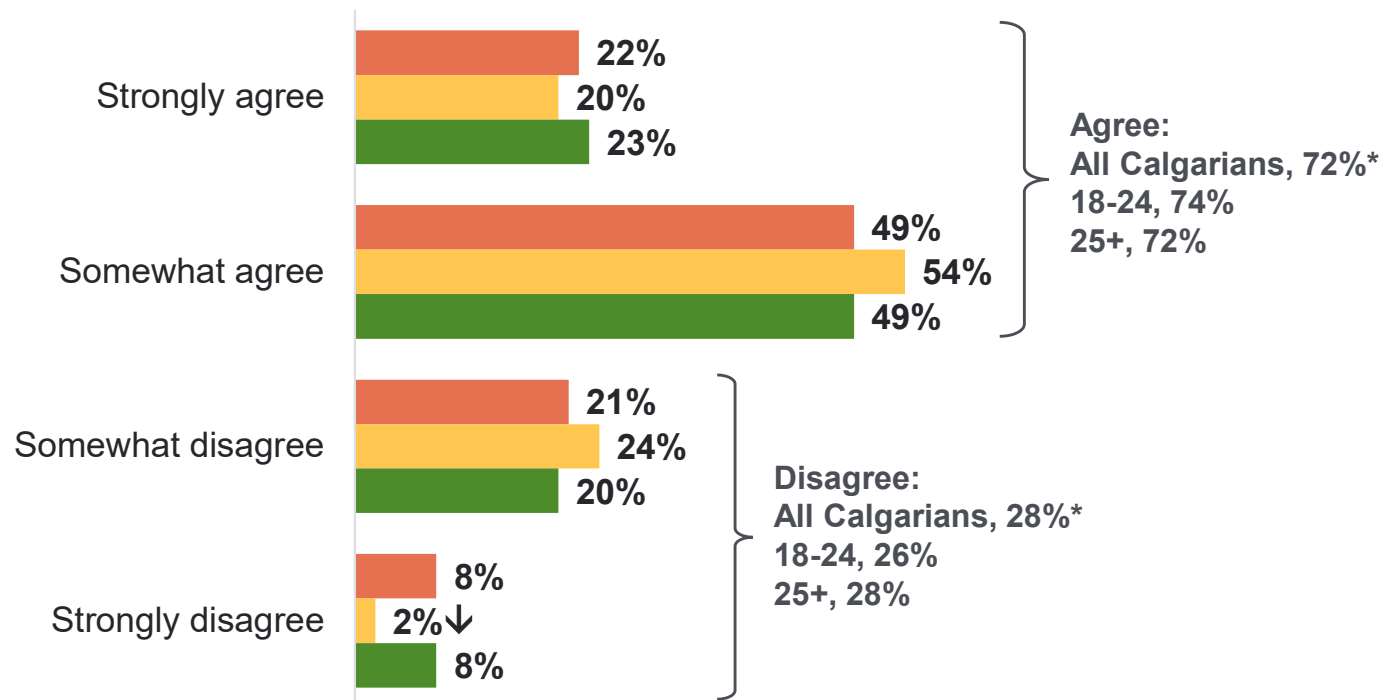


# Quality of customer service – 18 to 24 years old

In general, around seven-in-ten (72%) of Calgarians agree that the quality of customer service from The City is consistently high with no age differences (74% 18-24 vs. 72% 25+). Calgarians between the ages of 18 and 24 are significantly less likely to ‘strongly’ disagree with this impression as compared to Calgarians aged 25 years or older (2% vs. 8%).

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

■ All Calgarians  
■ 18-24  
■ 25+



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

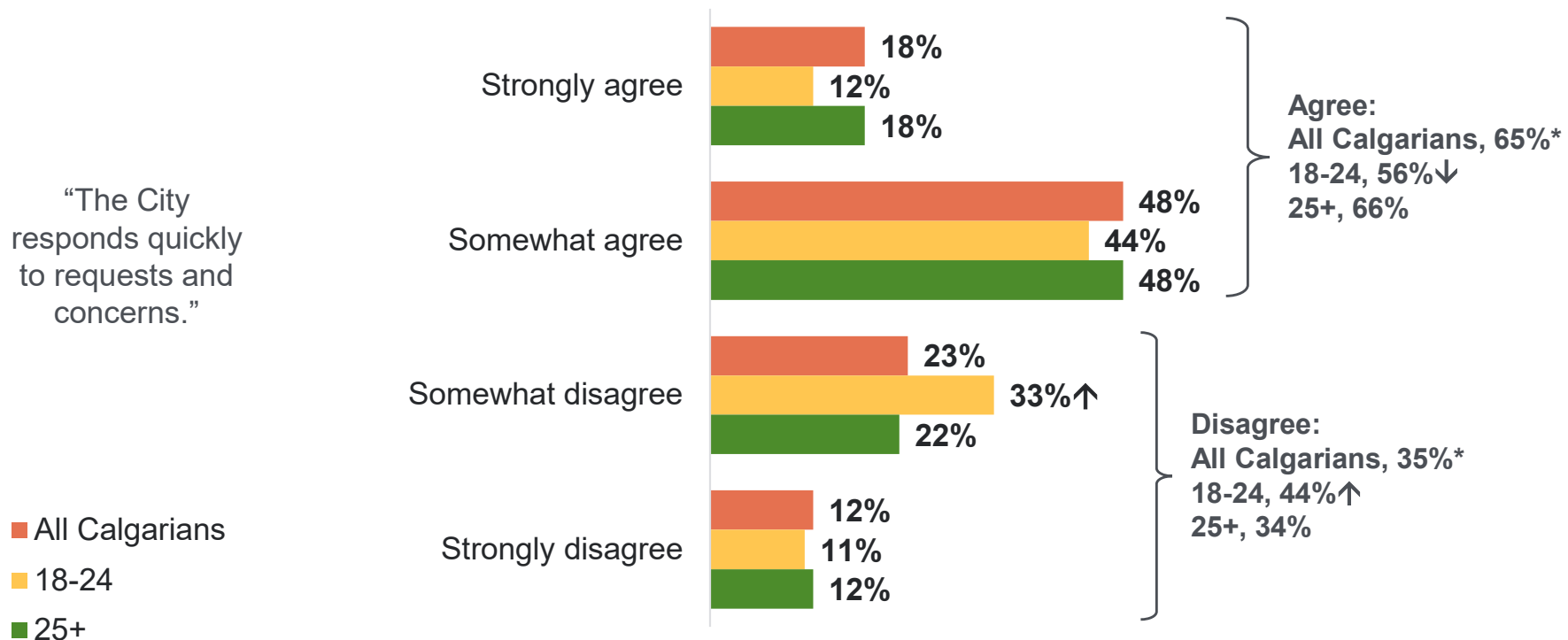
Base: Valid respondents (All Calgarians, n=2,473; 18-24, n=112; 25+, n=2,308)

\*Rounding

↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup

# The City responds quickly – 18 to 24 years old

Calgarians who are 18 to 24 years old are less likely to agree (56% vs. 66%) and more likely to disagree (44% vs. 34%) than those who are 25 years old or older that The City responds quickly to requests and concerns. Younger Calgarians are also more likely to ‘somewhat disagree’ than are Calgarians who are 25 years old or older (33% vs. 22%).



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 ...

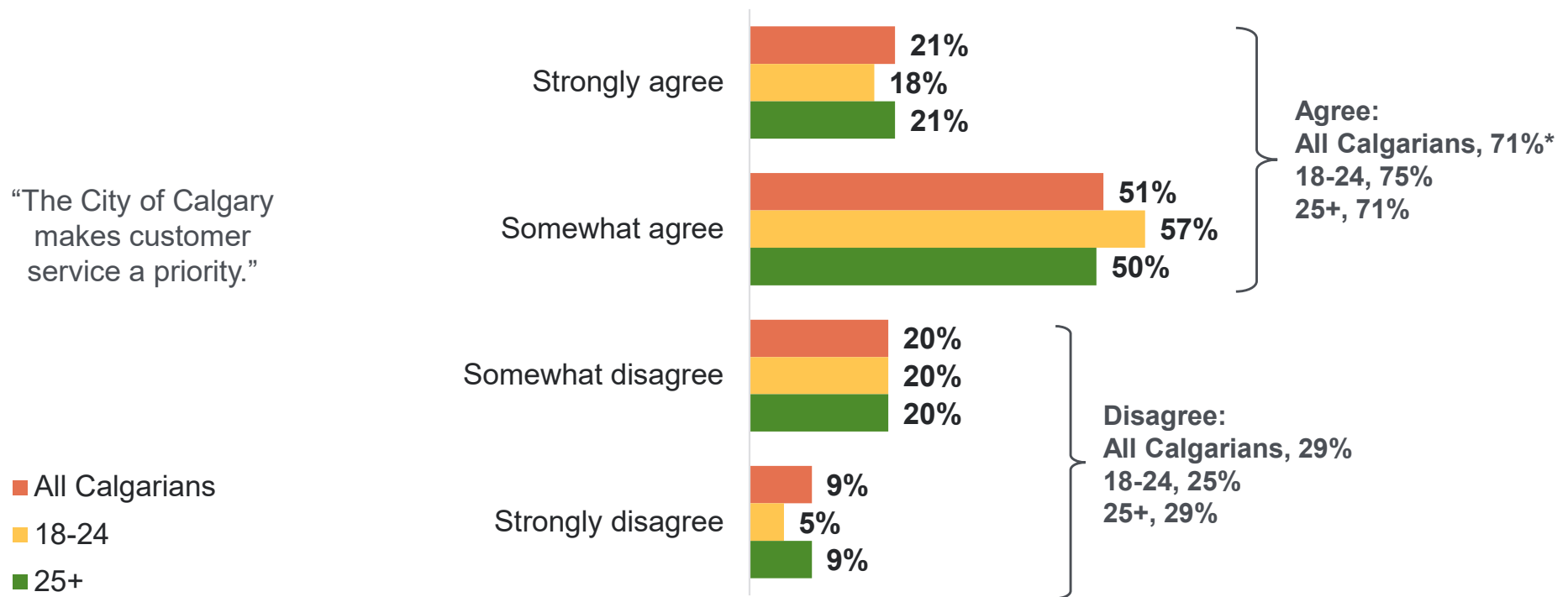
Base: Valid respondents (All Calgarians, n=2,471; 18-24, n=112; 25+, n=2,305)

\*Rounding

↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup

# Customer service a priority – 18 to 24 years old

In general, seven-in-ten Calgarians (71%) of all ages tend to agree that The City makes customer service a priority. There are no significant differences with regards to age (75% 18-24 vs. 71% 25+).



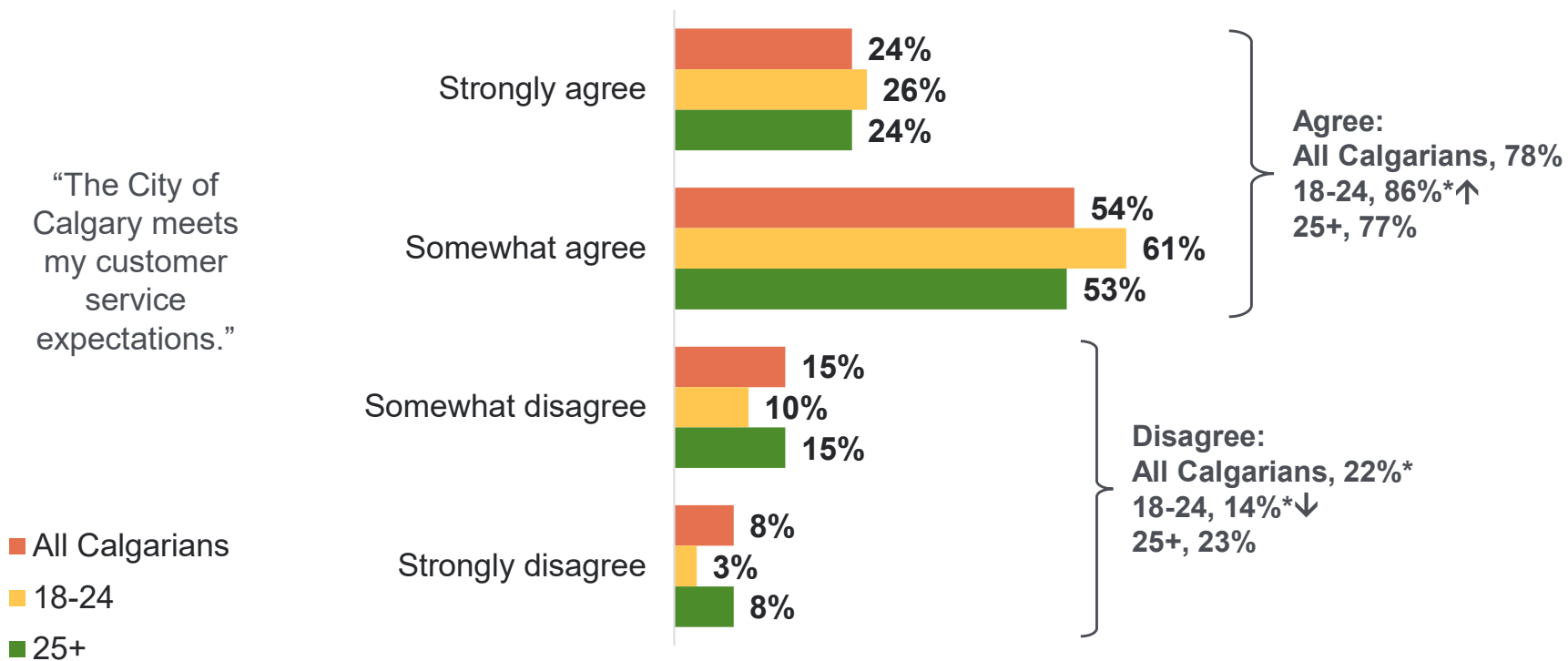
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...

Base: Valid respondents (All Calgarians, n=2,466; 18-24, n=112; 25+, n=2,300)

\*Rounding

# Meets customer service expectations – 18 to 24 years old

Nearly four-fifths (78%) of Calgarians agree that The City of Calgary meets their customer service expectations. Among 18 to 24 year olds, the tendency to agree is significantly higher than those aged 25 and older (86% vs. 77%). Calgarians between the ages of 18 to 24 are also less likely to disagree with this statement (14% vs. 23%).



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 ...

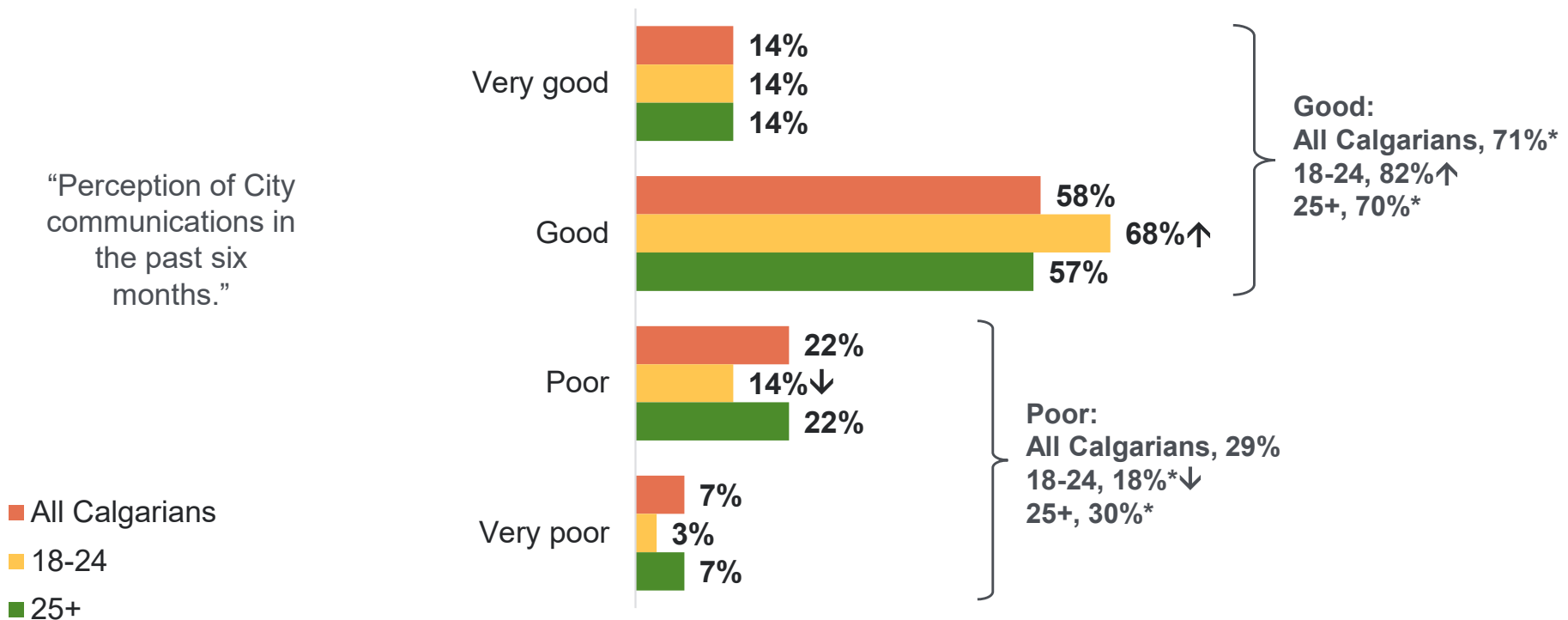
Base: Valid respondents (All Calgarians, n=2,482; 18-24, n=112; 25+, n=2,317)

\*Rounding

↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup

# Communication in the past six months – 18 to 24 years old

While a majority (71%) of Calgarians have good perceptions of City communications within the past six months, Calgarians aged 18 to 24 years old are generally more positive than those aged 25 years old or older, giving higher overall good ratings (82% vs. 70%), higher specific ‘good ratings’ (68% vs. 57%), lower overall poor ratings (18% vs. 30%), and lower specific ‘poor’ ratings (14% vs. 22%).



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; 18-24, n=112; 25+, n=2,328)

\*Rounding

↑Statistically higher than subgroup  
 ↓Statistically lower than subgroup

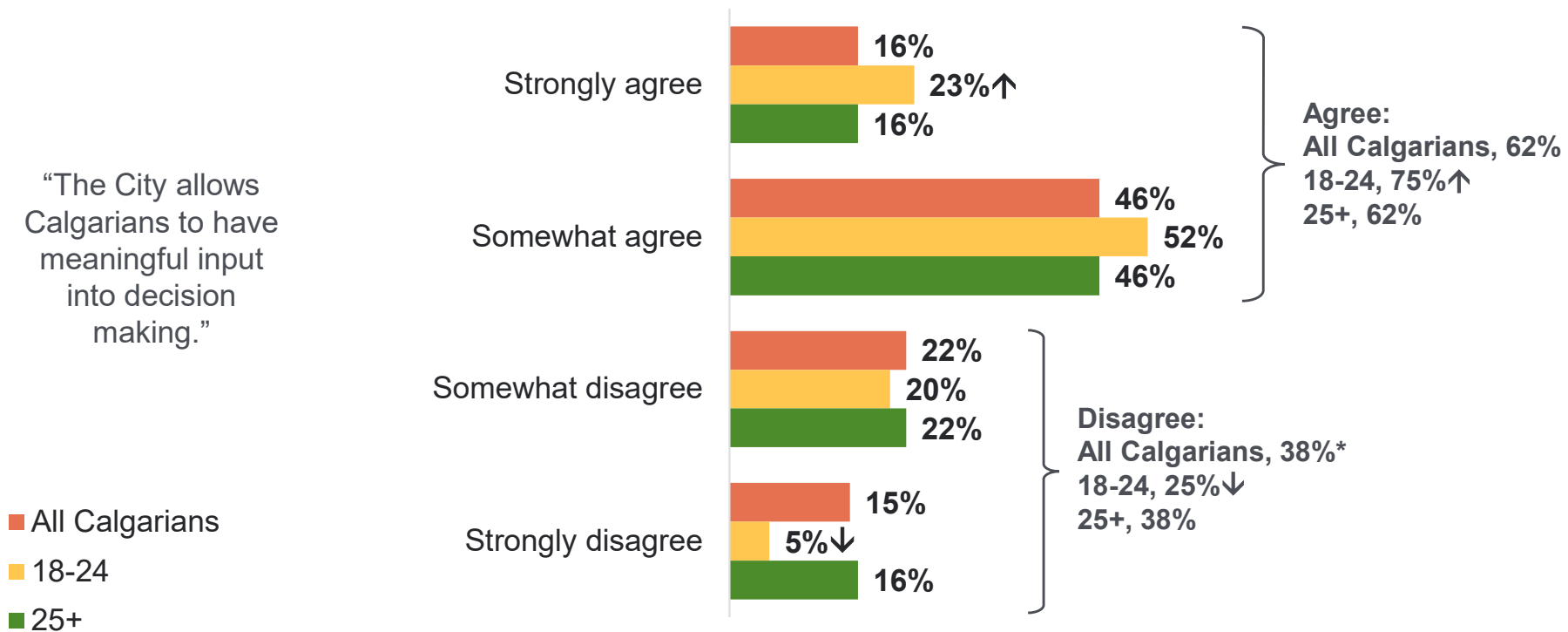




# Input from Calgarians

# Meaningful input into decision making – 18 to 24 years old

Younger Calgarians between the ages of 18 and 24 years old are significantly more likely than older Calgarians at or above the age of 25 to agree in general (75% vs. 62%), and ‘strongly’ agree (23% vs. 16%) that The City allows Calgarians to have meaningful input into decision making. They are also less likely to disagree in general (25% vs. 38%) and to ‘strongly’ disagree (5% vs. 16%) compared to their older peers.

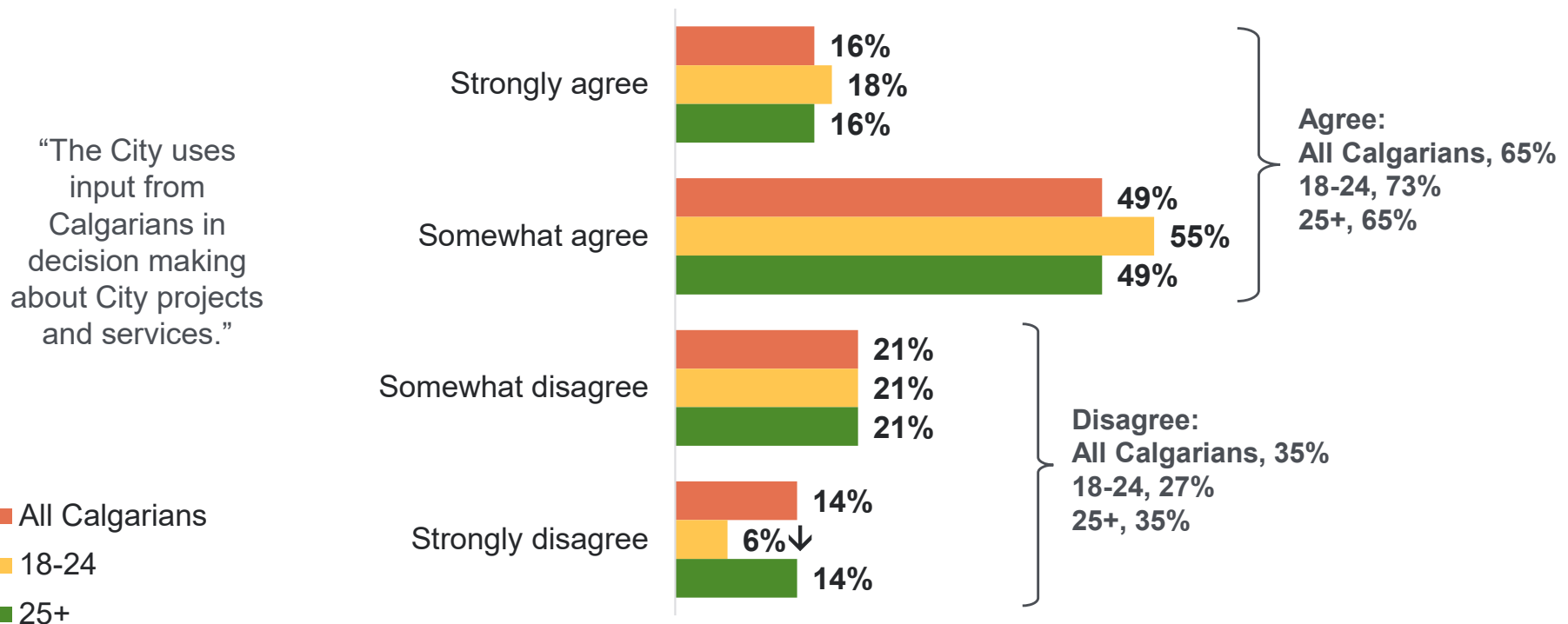


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...

Base: Valid respondents (All Calgarians, n=2,472; 18-24, n=112; 25+, n=2,309)

# The City uses input from Calgarians – 18 to 24 years old

While overall agreement and disagreement that The City uses input from Calgarians in decision making about City projects and services is similar for all Calgarians, Calgarians between the ages of 18 to 24 are less likely than those aged 25 years or older to ‘strongly’ disagree (6% vs. 14%).



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; 18-24, n=112; 25+, n=2,296)

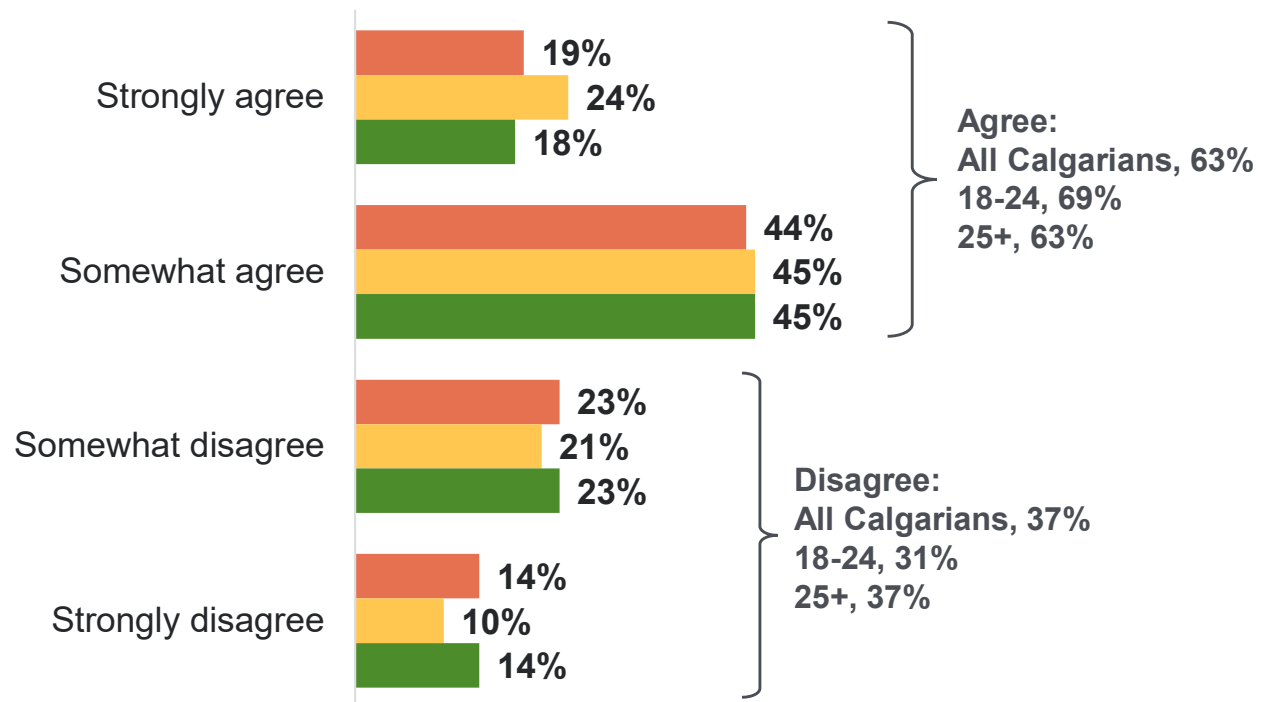
↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup

# Enough opportunities to provide input – 18 to 24 years old

More than three-fifths (63%) of Calgarians agree that they have enough opportunities to provide input into decision making about City projects and services. There are no significant differences between Calgarians aged 18 to 24 and those aged 25 and older (69% vs. 63%).

“Calgarians have enough opportunities to provide input into decision making about City projects and services.”

■ All Calgarians  
■ 18-24  
■ 25+

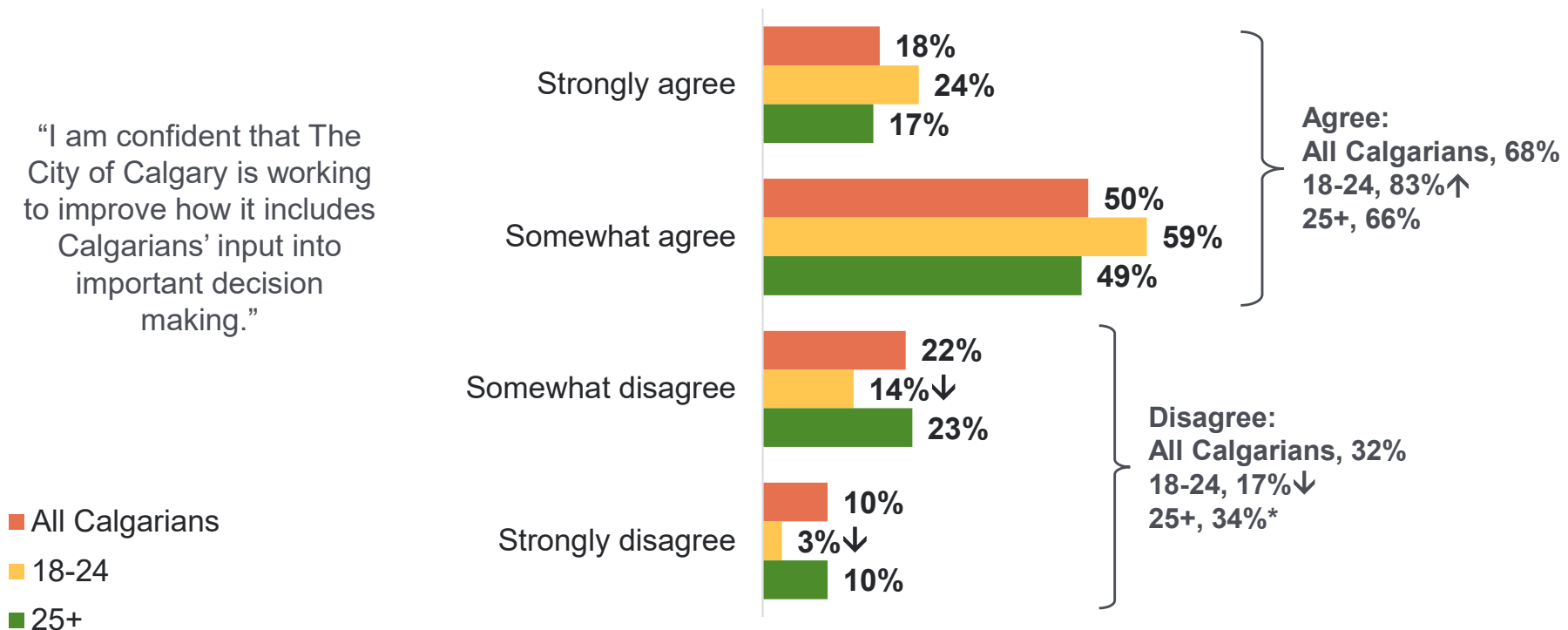


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...

Base: Valid respondents (All Calgarians, n=2,473; 18-24, n=112; 25+, n=2,310)

# Working to improve including Calgarian input – 18 to 24 years old

Calgarians between the ages of 18 to 24 years old are significantly more likely to agree that they are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decision making as compared to Calgarians of ages 25 and older (83% vs. 66%). Those aged 18 to 24 are also less likely to disagree in general (17% vs. 34%), to 'somewhat' (14% vs. 23%) and 'strongly' disagree (3% vs. 10%) than Calgarians who are 25 years old or older.



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

Base: Valid respondents (All Calgarians, n=2,480; 18-24, n=112; 25+, n=2,315)

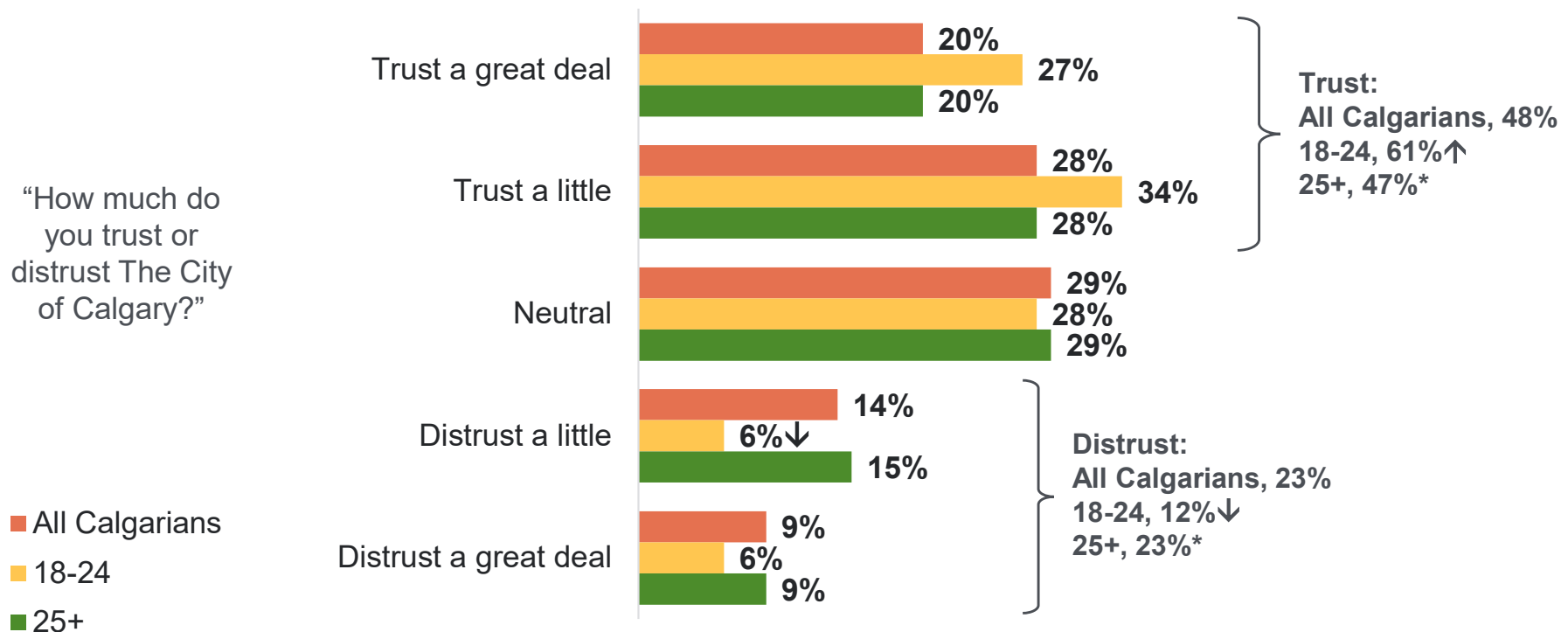




# Reputation and performance

# Trust The City – 18 to 24 years old

While less than half (48%) of Calgarians trust The City of Calgary, Calgarians who are younger and between the ages of 18 to 24 are more likely to trust The City than their counterparts 25 years or older (61% vs. 47%). Those aged 18 to 24 are also less likely to distrust The City in general (12% vs. 23%) , and less likely to ‘distrust a little’ (6% vs. 15%) in comparison to Calgarians at or over the age of 25.

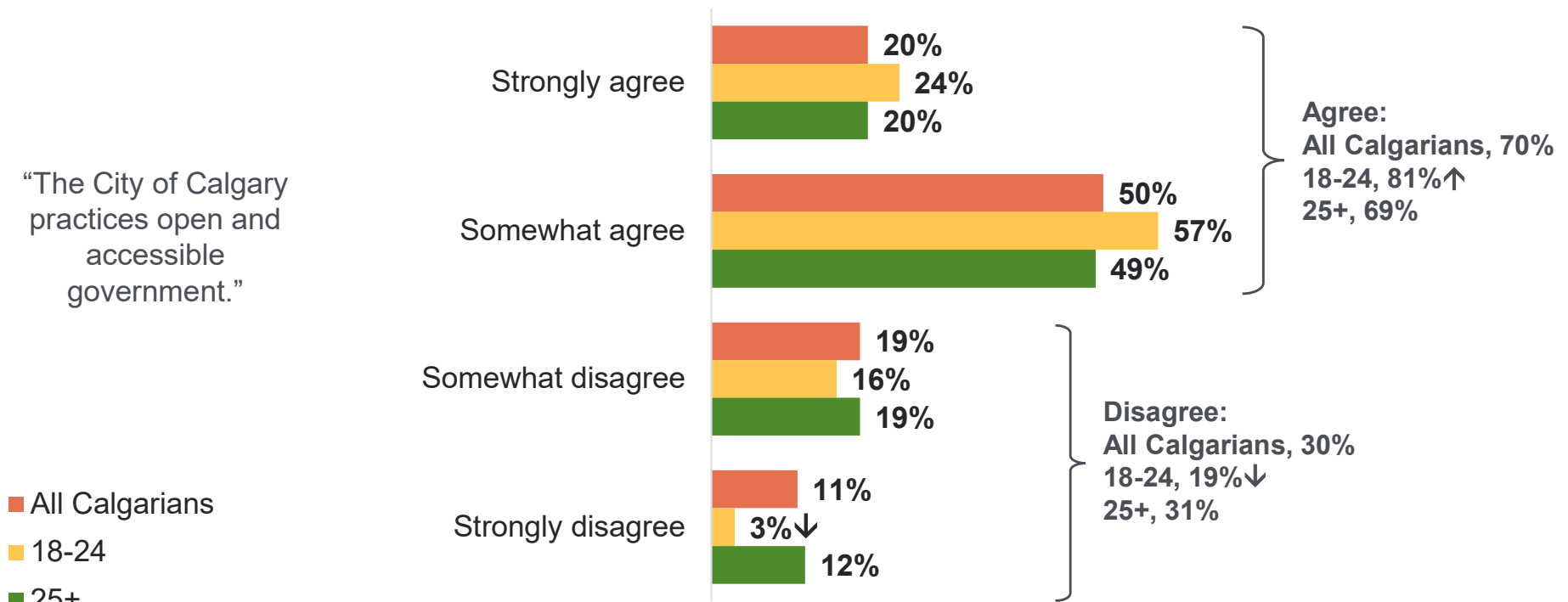


Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?

Base: Valid respondents (All Calgarians, n=2,493; 18-24, n=112; 25+, n=2,332)

# Open and accessible government – 18 to 24 years old

In general, while many (70%) Calgarians agree that The City of Calgary practices open and accessible government, younger Calgarians between the ages of 18 to 24 are more likely to agree overall (81% vs. 69%), less likely to disagree overall (19% vs. 31%), and less likely to ‘strongly’ disagree (3% vs. 12%) as compared to Calgarians aged 25 or older.



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; 18-24, n=112; 25+, n=2,299)

↑ Statistically higher than subgroup  
↓ Statistically lower than subgroup

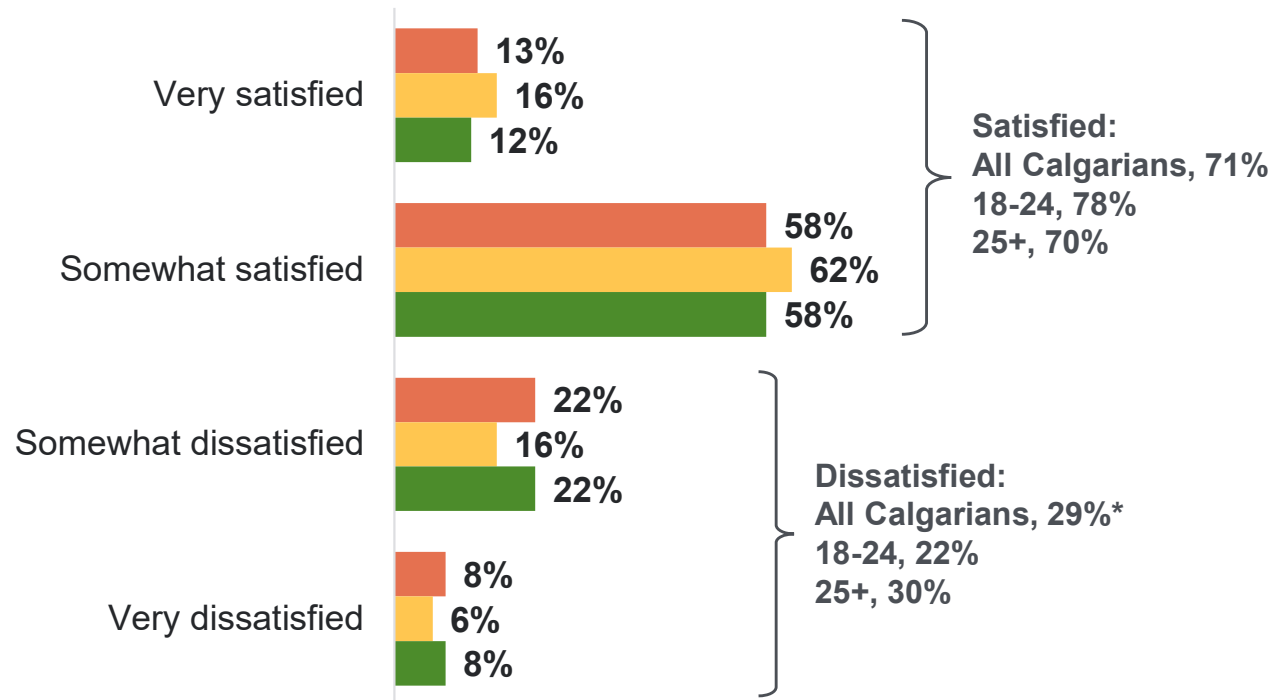


# Satisfaction with The City as a whole – 18 to 24 years old

Around seven-in-ten (71%) Calgarians are satisfied with The City of Calgary as a whole, including Council and City Administration. There are no significant differences in satisfaction based on age (78% 18-24 vs. 70% 25+).

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

■ All Calgarians  
■ 18-24  
■ 25+

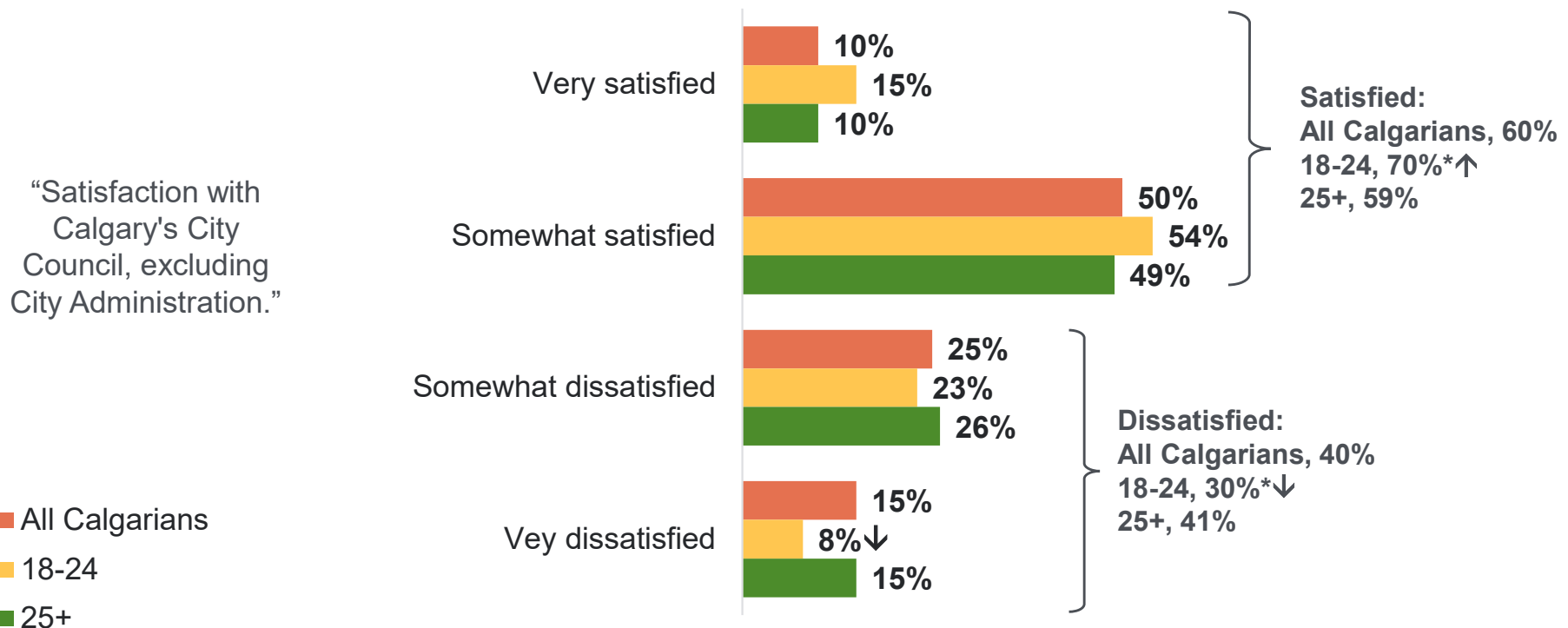


Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?  
 Base: Valid respondents (All Calgarians, n=2,494; 18-24, n=112; 25+, n=2,328)

\*Rounding

# Satisfaction with Council – 18 to 24 years old

Calgarians as a whole are slightly less satisfied with Council, however, those between the ages of 18 to 24 are significantly more likely to be satisfied than those aged 25 years or older (70% vs. 59%). Correspondingly, they are also less likely to be dissatisfied overall (30% vs. 41%) and endorse ‘not at all satisfied’ (8% vs. 15%) less than Calgarians who are 25 years old or older.



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; 18-24, n=112; 25+, n=2,315)

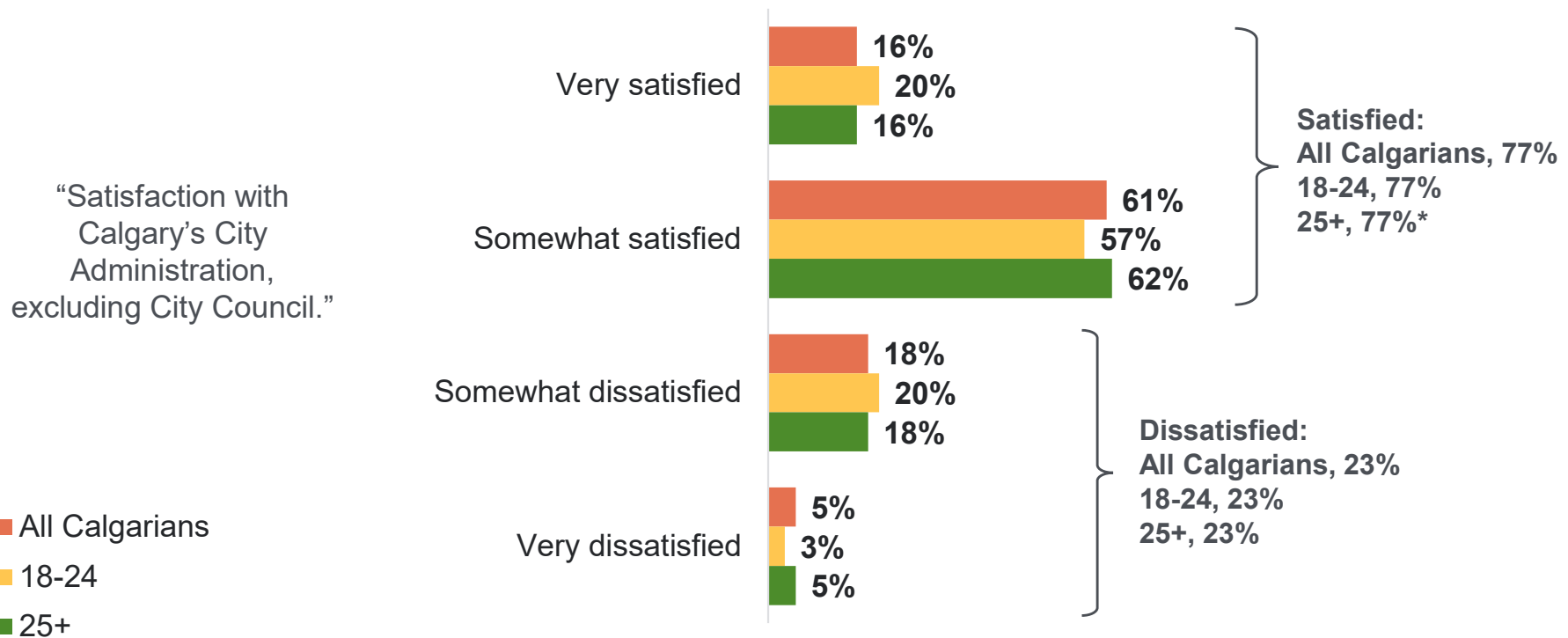
\*Rounding

↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup



# Satisfaction with Administration – 18 to 24 years old

Across levels of satisfaction and dissatisfaction, levels are identical for all groups of Calgarians, with around three-quarters (77%) indicating they are satisfied with City Administration, with no significant differences between those aged 18-24 or those aged 25 years old or older (77% vs. 76%).



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; 18-24, n=112; 25+, n=2,314)

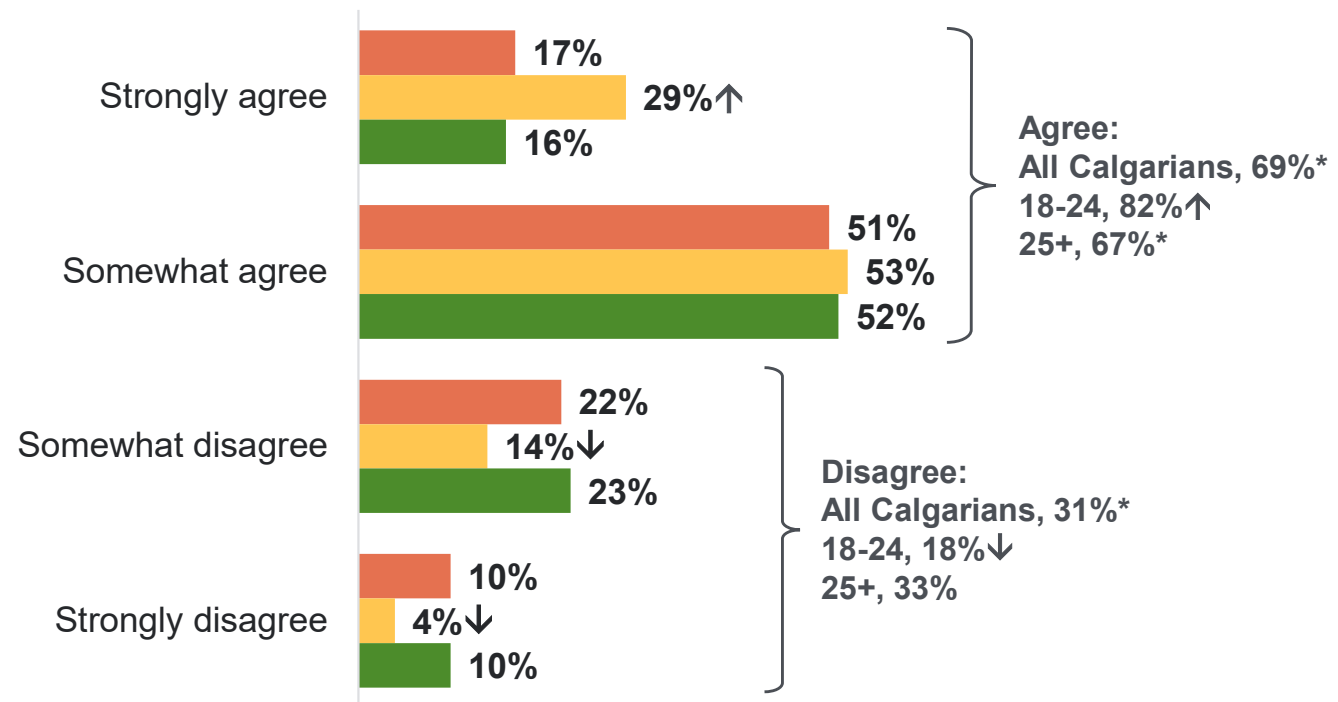
\*Rounding

# Work collaboratively – 18 to 24 years old

Many (69%) Calgarians agree that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary but those between the ages of 18 and 24 are significantly more likely to have positive outlooks compared to those 25 years old or older. Younger Calgarians are more likely to agree in general (82% vs. 67%), ‘strongly agree’ (29% vs. 16%), and less likely to agree on all fronts including overall (18% vs. 33%), ‘somewhat disagree’ (14% vs. 23%) and ‘strongly disagree’ (4% vs. 10%).

“I believe that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary.”

■ All Calgarians  
■ 18-24  
■ 25+



\*Rounding

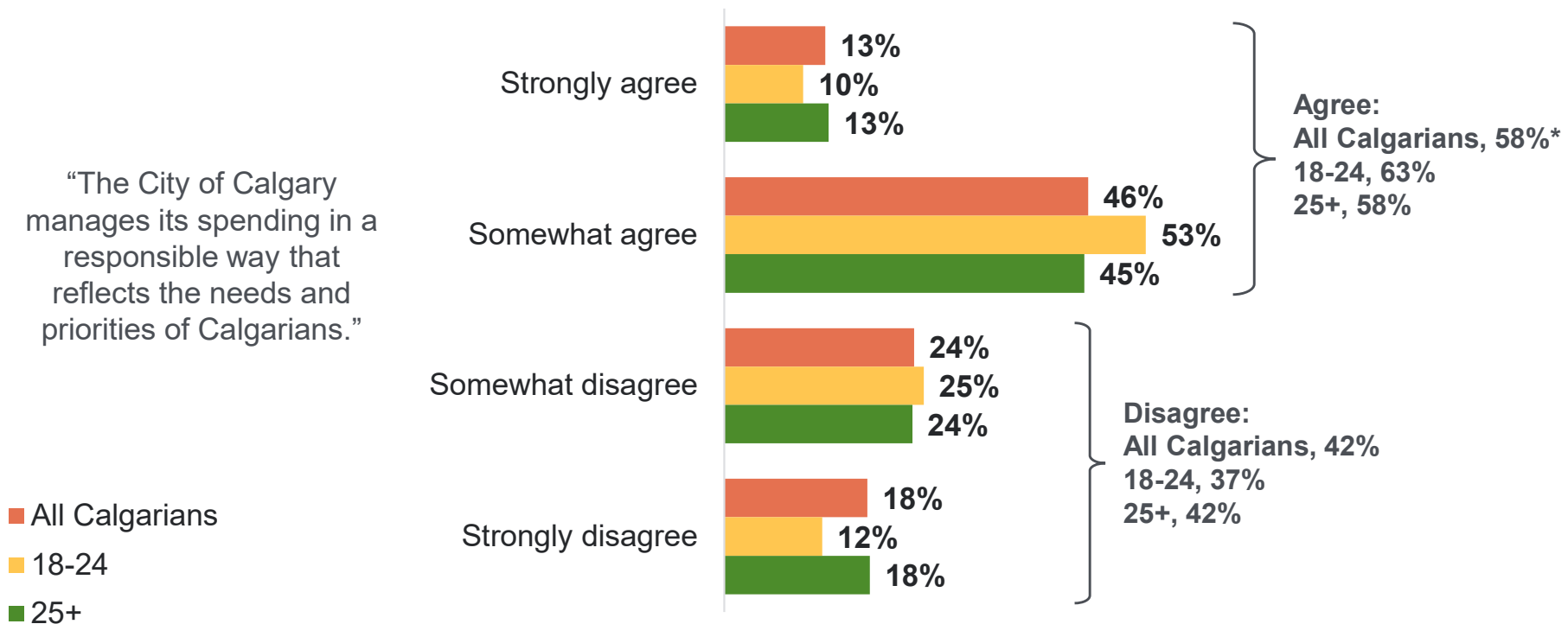
Q. Please tell me if you agree or disagree with each of the following statements...

Base: Valid respondents (All Calgarians, n=2,474; 18-24, n=112; 25+, n=2,308)

↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup

# Manages spending responsibly – 18 to 24 years old

A small majority (58%) of Calgarians agree that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians. There are no significant differences across age group (63% 18-24 vs. 58% 25+).



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

Base: Valid respondents (All Calgarians, n=2,489; 18-24, n=112; 25+, n=2,324)

\*Rounding



# Respondent profile

# Respondent profile (1 of 3)

Age			
	Total	18-24	25+
18 to 24	11%	100%	0%
25 to 34	19%	0%	22%
35 to 44	17%	0%	19%
45 to 54	19%	0%	21%
55 to 64	12%	0%	14%
65 or older	22%	0%	24%
Mean	47.3	21.4	50.4

Gender			
	Total	18-24	25+
Female	51%	45%	51%
Male	49%	51%	49%
Prefer to self-describe	1%	3%	1%

Education			
	Total	18-24	25+
Did not complete high school or equivalent	2%	10%	1%
Completed high school or equivalent	17%	52%	13%
Completed a Registered Apprenticeship or other trades certificate or diploma	7%	5%	8%
Completed a college or other non-university certificate or diploma	20%	9%	21%
Completed a university certificate, diploma or degree	53%	24%	57%

Household size			
	Total	18-24	25+
1	17%	5%	18%
2	35%	21%	36%
3	17%	18%	17%
4	20%	32%	19%
5 or more	11%	24%	10%
Mean	2.8	3.7	2.8

Children and seniors in household			
	Total	18-24	25+
Yes – Children	31%	34%	31%
Yes – Seniors	32%	10%	34%

Type of dwelling			
	Total	18-24	25+
Single-detached house	65%	55%	66%
Apartment or apartment-style condominium	16%	23%	16%
Duplex, triplex or fourplex	8%	11%	8%
Townhouse or rowhouse	9%	9%	9%
Another type of multi-dwelling unit	1%	2%	1%



# Respondent profile (2 of 3)

Tenure in Calgary			
	Total	18-24	25+
Less than 5 years	9%	14%	9%
5 to less than 10 years	8%	14%	7%
10 to less than 15 years	11%	17%	10%
15 to less than 20 years	11%	28%	9%
20 to less than 30 years	22%	27%	21%
30 to less than 40 years	14%	0%	15%
40 or more	26%	0%	29%
<i>Mean</i>	<i>26.9</i>	<i>14.1</i>	<i>28.4</i>

Indigenous			
	Total	18-24	25+
Yes – First Nations	1%	5%	1%
Yes – Metis	2%	3%	2%
Yes – Inuit	<1%	1%	<1%
Yes – prefer to self-describe	<1%	1%	<1%
No	96%	91%	97%

Disability in household			
	Total	18-24	25+
Yes – myself	11%	15%	11%
Yes – someone in my household	11%	15%	10%
No	80%	73%	81%

Born in Canada			
	Total	18-24	25+
Yes	67%	67%	68%
No	33%	33%	32%

Age arrived in Canada			
Base: Not born in Canada			
	Total	18-24	25+
Under the age of 18	34%	83%	28%
18 to 49	64%	17%	70%
50 or older	1%	0%	2%

Date of arrival in Canada			
Base: Not born in Canada			
	Total	18-24	25+
Within the past five years	20%	25%	19%
More than five years ago	80%	75%	81%

Racialized			
	Total	18-24	25+
Yes	28%	45%	25%
No	72%	55%	74%
Prefer to self-describe	1%	0%	1%

# Respondent profile (3 of 3)

Employment status			
	Total	18-24	25+
Full time employed or self employed	53%	21%	57%
Part time employed or self-employed	13%	34%	11%
Retired	20%	0%	23%
Looking after home and/or family	3%	1%	3%
Unable to work because of sickness or disability	3%	2%	3%
Unemployed	4%	11%	3%
Doing unpaid or voluntary work	2%	2%	2%
Student	7%	45%	3%

Own or operate a business			
	Total	18-24	25+
Own and operate a business	15%	5%	16%
Own a business	3%	0%	3%
Operate a business	2%	0%	2%
No	80%	95%	79%

Own or rent			
	Total	18-24	25+
Own	70%	36%	74%
Rent	27%	45%	25%
Other	3%	19%	1%

Household income			
	Total	18-24	25+
Less than \$30,000	8%	12%	7%
\$30,000 to <\$45,000	7%	3%	7%
\$45,000 to <\$60,000	10%	12%	10%
\$60,000 to <\$75,000	8%	7%	8%
\$75,000 to <\$90,000	7%	4%	8%
\$90,000 to <\$105,000	11%	12%	10%
\$105,000 to <\$120,000	9%	15%	9%
\$120,000 to <\$150,000	12%	14%	12%
\$150,000 to <\$200,000	14%	10%	14%
\$200,000+	15%	10%	15%

Responsible for property taxes			
	Total	18-24	25+
Yes	86%	40%	91%
No	14%	60%	9%

Quadrant			
	Total	18-24	25+
Southwest	29%	24%	30%
Southeast	24%	28%	23%
Northwest	27%	30%	27%
Northeast	20%	19%	20%

2SLGBTQIA+			
	Total	18-24	25+
Yes	6%	16%	5%
No	94%	84%	95%



# Contact

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