



Calgary



# Equity-deserving communities Indigenous Calgarians

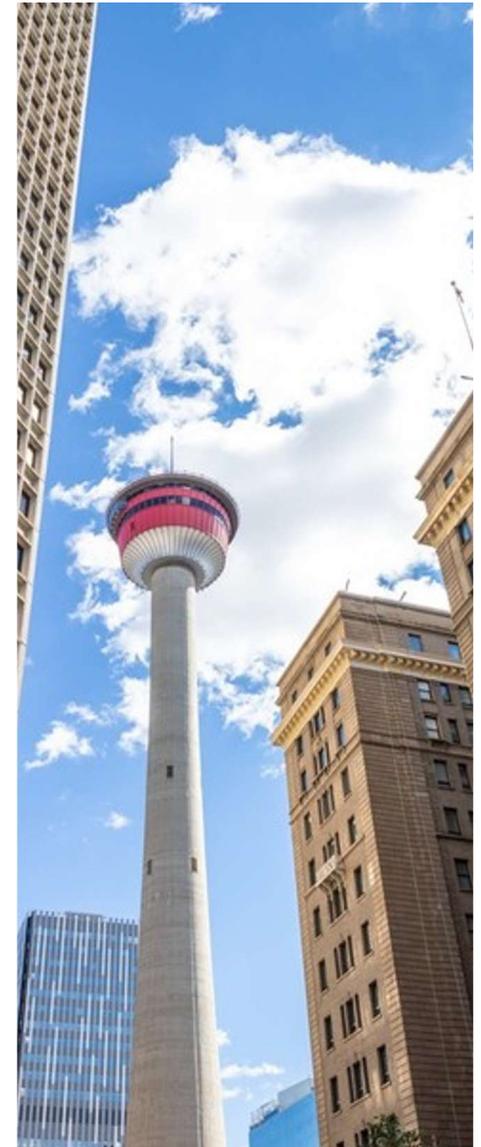
Analysis of the 2023 Spring Survey of Calgarians  
December 2023

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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 Indigenous Calgarians sub-group of 86 is  $\pm 10.57$  percentage points, 19 times out of 20, and the margin of error for the non-Indigenous Calgarians sub-group of 2,383 is  $\pm 2.01$  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 Indigenous Calgarians and non-Indigenous Calgarians subgroups. Statistically significant differences are noted throughout the report:

- $\uparrow$  indicates number is significantly higher than the other group.
- $\downarrow$  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:

<p><u>Gender:</u></p> <ul style="list-style-type: none"> <li>Male</li> <li><b>Female</b></li> </ul> <p>Note: the number of respondents who identified with another category is too small to report separately</p>	<p><u>Household Income:</u></p> <ul style="list-style-type: none"> <li><b>&lt; \$60,000</b></li> <li>\$60,000+</li> </ul> <p>Note: self-reported pre-tax annual household income</p>	<p><u>Racialized People:</u></p> <ul style="list-style-type: none"> <li><b>Yes</b></li> <li>No</li> </ul>
<p><u>Seniors:</u></p> <ul style="list-style-type: none"> <li>18 to 64 years old</li> <li><b>65 years old or older</b></li> </ul>	<p><u>Disability:</u></p> <ul style="list-style-type: none"> <li><b>Yes</b></li> <li>No</li> </ul> <p>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</p>	<p><u>Born in Canada:</u></p> <ul style="list-style-type: none"> <li>Born in Canada</li> <li><b>Born outside Canada</b></li> </ul> <p>Note: foreign-born respondents were not asked for their specific country of origin</p>
<p><u>Young Adults:</u></p> <ul style="list-style-type: none"> <li><b>18 to 24 years old</b></li> <li>25 years old or older</li> </ul>	<p><u>2SLGBTQIA+:</u></p> <ul style="list-style-type: none"> <li><b>2SLGBTQIA+</b></li> <li>Non-2SLGBTQIA+</li> </ul>	<p><u>Indigenous:</u></p> <ul style="list-style-type: none"> <li><b>Indigenous</b></li> <li>Non-Indigenous</li> </ul> <p>Note: Includes First Nations, Métis, Inuit, or an Indigenous self-description.</p>



# Key findings



# Key findings

## Quality of life

**Overall, Indigenous Calgarians report a lower quality of life in The City of Calgary than non-Indigenous Calgarians.**

- Indigenous Calgarians are significantly less likely than non-Indigenous Calgarians to rate the quality of life as 'good' (65% vs. 79%) and are also more provide a neutral rating (25% vs. 15%).
- With respect to all other aspects of quality of life, Indigenous Calgarians agree at about the same rate as non-Indigenous Calgarians.

## Inclusivity

**Indigenous Calgarians view The City's inclusiveness at about the same rates as non-Indigenous Calgarians apart from one area.**

- Indigenous Calgarians are less likely to agree (54% vs. 70%) and more likely to disagree (23% vs. 12%) that The City of Calgary municipal government fosters a city that is inclusive and accepting of all.
- Calgarians who identify as Indigenous agree at similar rates for both removing barriers to participation for Calgarians who need it most (50% vs. 52%) and The City striving to create a city that is equally accessible to all (56% vs. 60%) when compared to non-Indigenous Calgarians.

## Green Line LRT

**Both Indigenous and non-Indigenous Calgarians perceive the Green Line LRT to be an important addition to Calgary.**

- The overwhelming majority of Calgarians regardless of Indigenous status consider the Green Line LRT to be important to the future of Calgary (96% Indigenous vs. 92% non-Indigenous) and to the transportation network (95% Indigenous vs. 91% non-Indigenous).
- A further majority agree that it will enable Calgarians to be better connected (94% Indigenous vs. 92% non-Indigenous).



# Key findings

## The environment

**Although satisfied at the same rate as non-Indigenous Calgarians with the job The City is doing to protect the environment and with its programs and services to reduce Calgarians' environmental impact, Indigenous Calgarians are more likely to rate the state of Calgary's environment as 'poor'.**

- Indigenous Calgarians are twice as likely than non-Indigenous Calgarians to rate the state of Calgary's environment as 'poor' (12% vs. 6%) and are less likely to rate it as 'good' (88% vs. 94%)
- Indigenous Calgarians are satisfied at about the same rate as non-Indigenous Calgarians with the job The City is doing to protect the environment (80% vs. 84%) and the programs and services they have in place to reduce environmental impact (78% vs. 78%).

## Service equity

**When it comes to City services and programs, Calgarians identifying as Indigenous have similar satisfaction levels as non-Indigenous Calgarians.**

- Indigenous Calgarians are about as satisfied as non-Indigenous Calgarians with the overall level and quality of services and programs provided by The City of Calgary (65% vs. 67%).
- There are no statistically significant differences between Indigenous and non-Indigenous Calgarians in terms of satisfaction with specific services or whether they want The City to invest more or less in specific services.

## Taxation

**There are no significant differences in perceptions of tax value or whether to increase taxes or cut services between Indigenous and non-Indigenous Calgarians.**

- Around one-half (53%) Indigenous Calgarians perceive the value of municipal tax dollars as 'good', similar to non-Indigenous Calgarians (52%). Similarly, Indigenous Calgarians endorse increasing taxes (50% vs. 55%) and cutting services (42% vs. 39%) at similar rates as non-Indigenous Calgarians.



# Key findings

## Customer service

**Across all aspects of customer service, Indigenous Calgarians generally agree at similar rates as non-Indigenous Calgarians.**

- There are no statistically significant differences between Indigenous and non-Indigenous Calgarians when it comes to perceptions of customer service.

## Input from Calgarians

**In comparison with non-Indigenous Calgarians, Indigenous Calgarians are slightly more likely to have a positive outlook on The City's citizen input opportunities.**

- While overall agreement toward Calgarians having enough opportunities to provide input is similar for Indigenous and non-Indigenous Calgarians (64% vs. 63%), Indigenous Calgarians are more likely to 'strongly agree' than non-Indigenous Calgarians (31% vs. 18%).
- Similarly, Indigenous Calgarians are also more likely to 'strongly agree' that The City is working to improve how it includes Calgarians' input than non-Indigenous Calgarians (32% vs. 17%), though overall levels of agreement are not statistically different (61% vs. 68%)

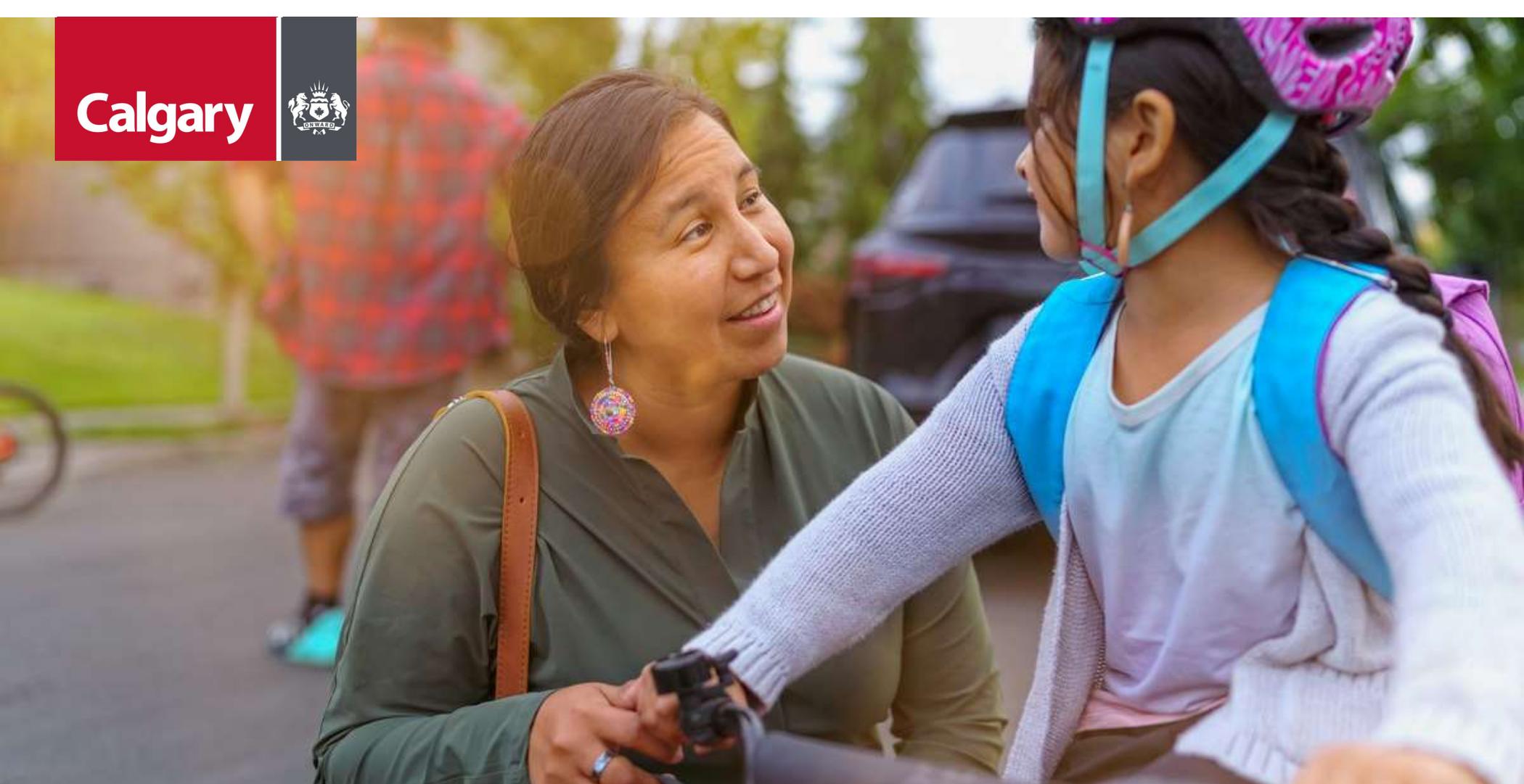
## Reputation and performance

**Indigenous Calgarians and non-Indigenous Calgarians are about equally satisfied with many aspects of The City's reputation and performance.**

- Indigenous Calgarians trust The City at similar rates as non-Indigenous Calgarians (49% vs. 48%) and are also equally as satisfied with The City as a whole (69% vs. 71%) and City Administration (78% vs. 77%).
- While Indigenous and non-Indigenous Calgarians (65% vs. 69%), are satisfied with City Council at similar levels overall, they are nearly twice as likely to be 'very satisfied' (17% vs. 9%)



# Detailed findings



# Quality of life

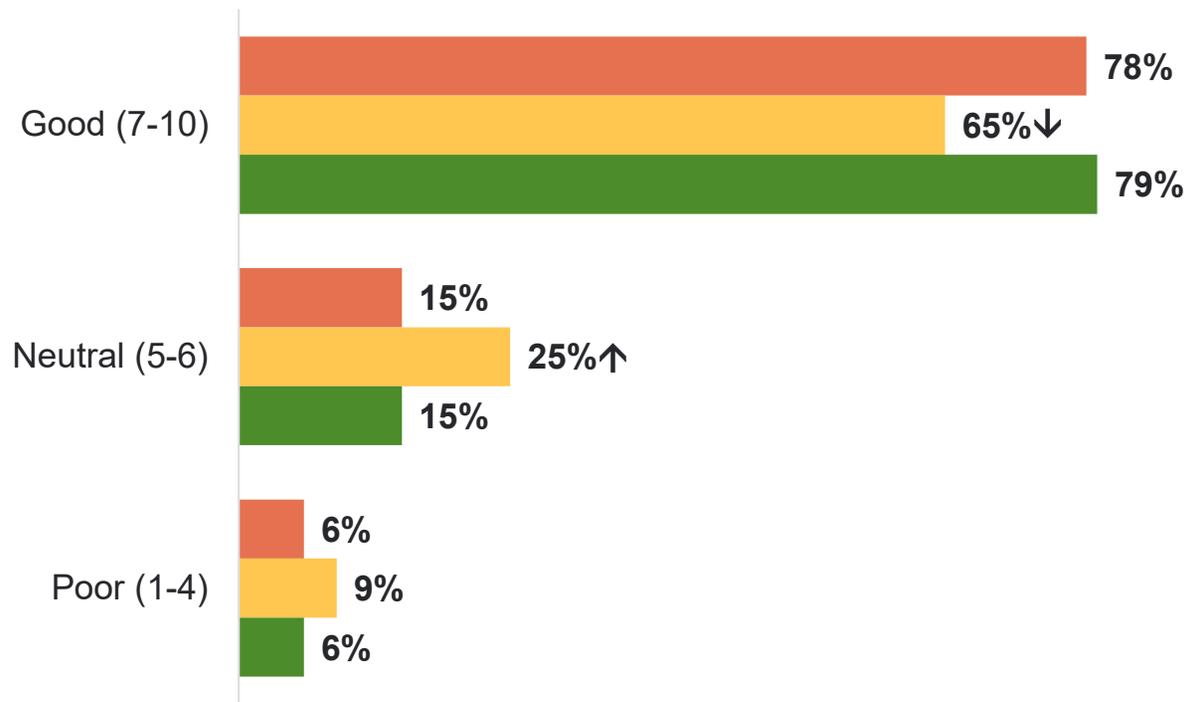


# Overall quality of life in Calgary – Indigenous Calgarians

Indigenous Calgarians are significantly less likely than non-Indigenous Calgarians to rate the overall quality of life in The City of Calgary today as ‘good’ (65% vs. 79%).

“How would you rate the overall quality of life in The City of Calgary today?”

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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?

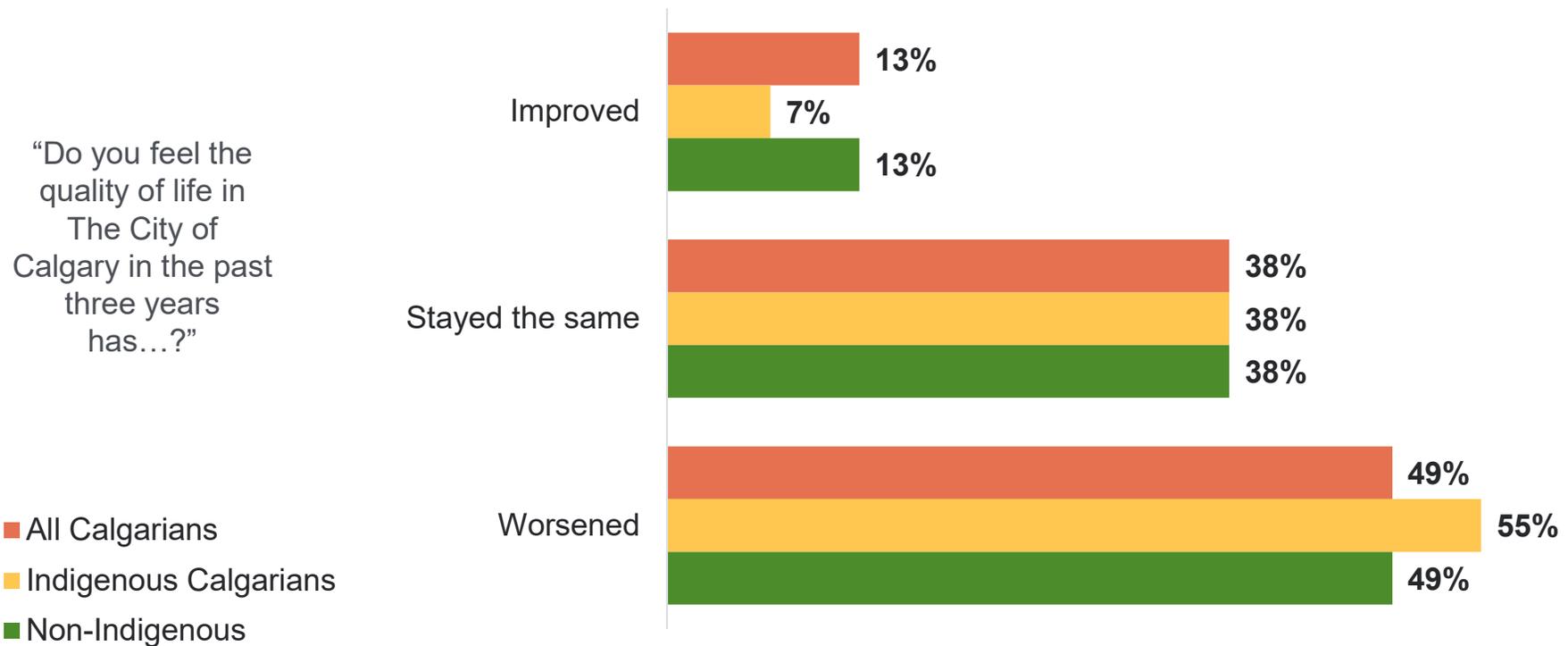
Base: Valid respondents (All Calgarians, n=2,500; Indigenous, n=86; Non-Indigenous, n=2,381)

↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup



# Perceived change in quality of life – Indigenous Calgarians

Half (49%) of Calgarians indicate that life in The City of Calgary in the past three years has worsened, with no significant differences between Indigenous Calgarians and non-Indigenous Calgarians (55% vs. 49%).



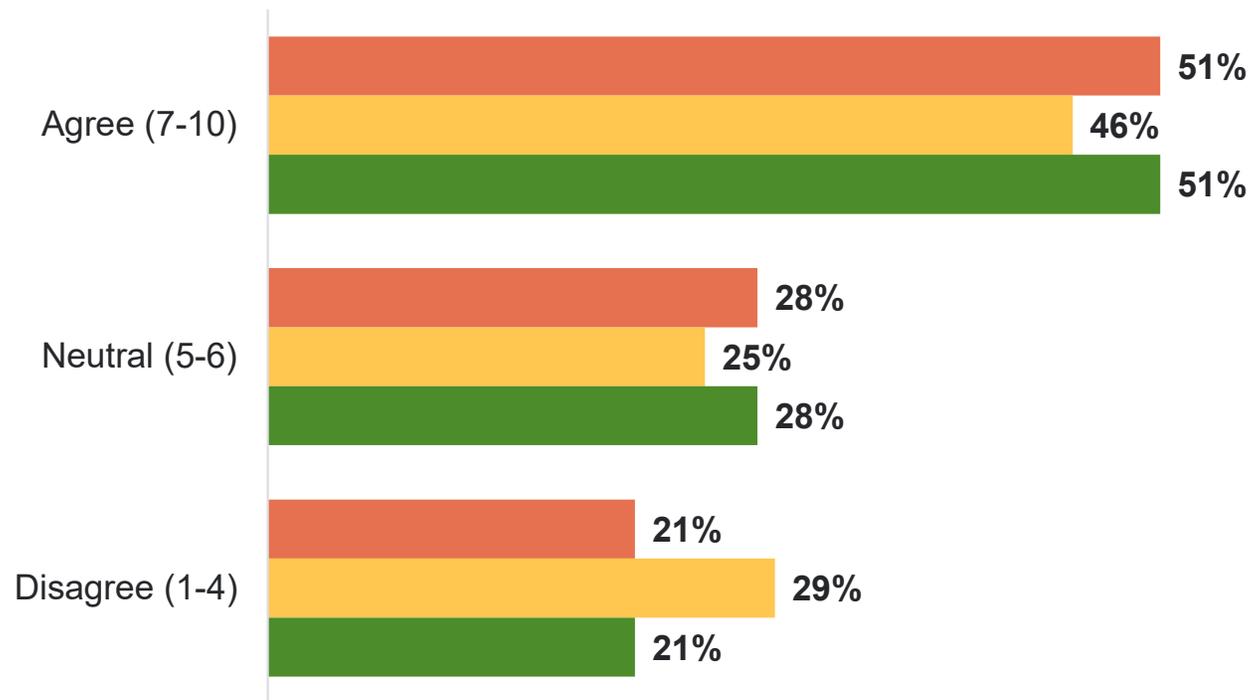
Q. Do you feel that the quality of life in The City of Calgary in the past three years has ...?  
Base: Valid respondents (All Calgarians, n=2,465; Indigenous, n=86; Non-Indigenous, n=2,352)

# Moving in the right direction – Indigenous Calgarians

About half (51%) of Calgarians, regardless of whether they are Indigenous or non-Indigenous, agree that Calgary is moving in the right direction to ensure a high quality of life for future generations (46% vs. 51%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



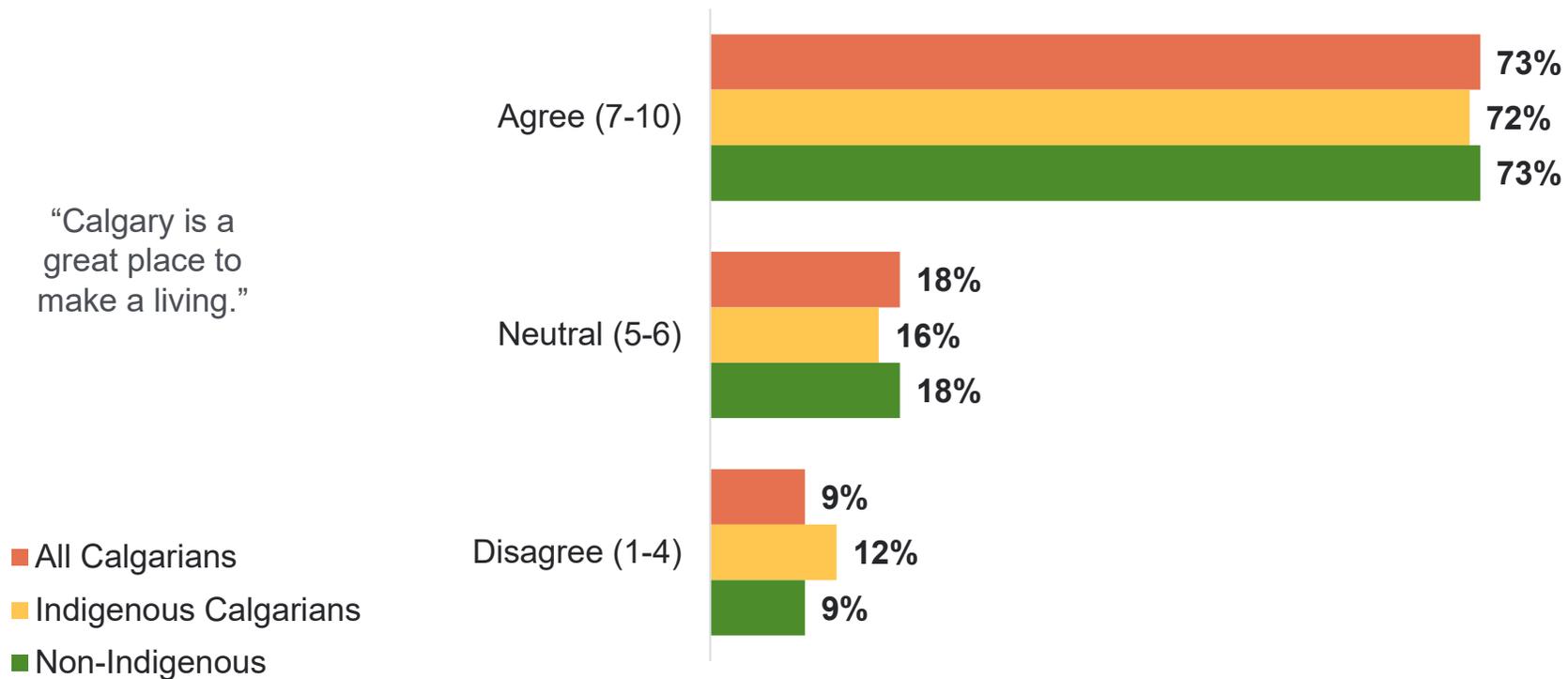
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,490; Indigenous, n=85; Non-Indigenous, n=2,372)



# Great place to make a living – Indigenous Calgarians

Indigenous Calgarians and non-Indigenous Calgarians agree Calgary is a great place to make a living at about the same rate (72% vs. 73%).



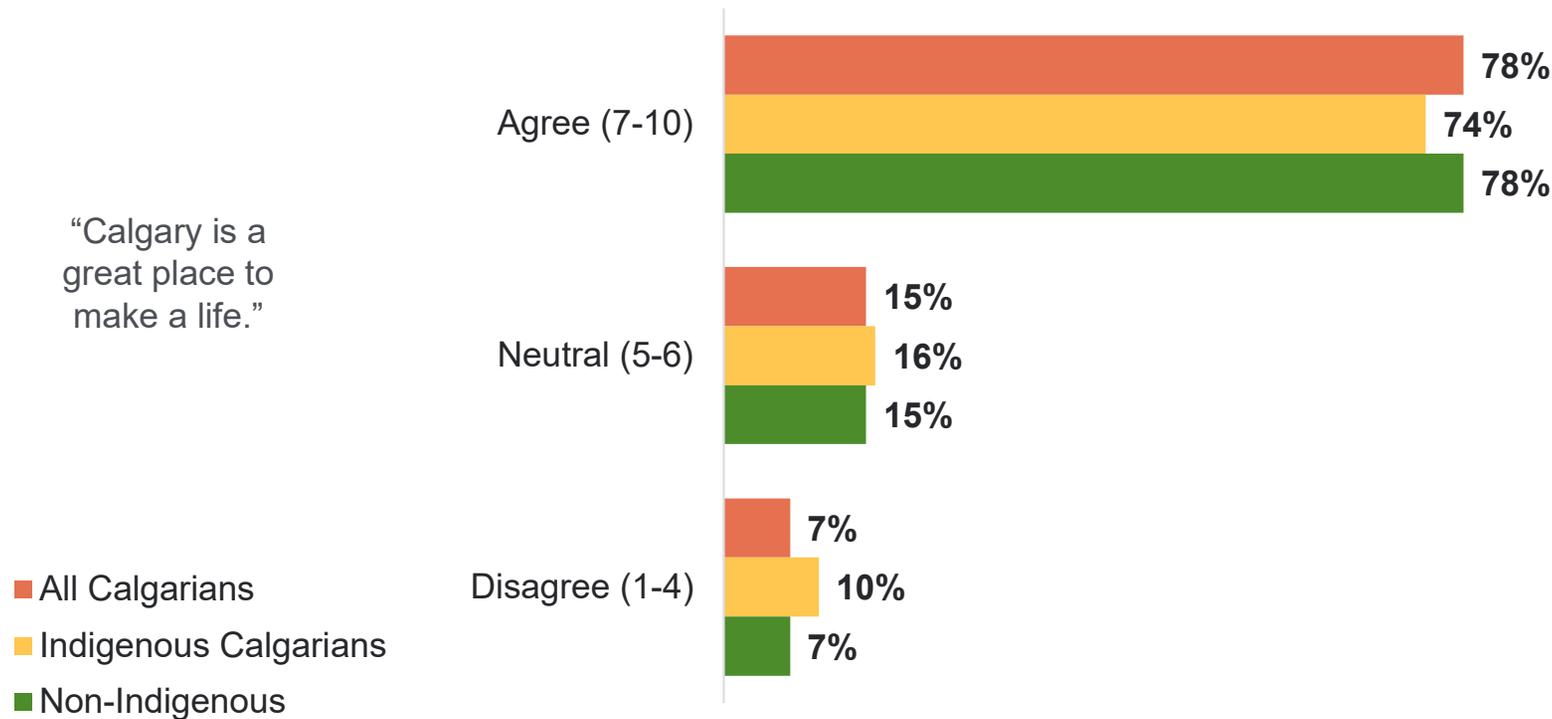
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from "1" to "10", where "1" is "completely disagree" and "10" is "completely agree".

Base: Valid respondents (All Calgarians, n=2,497; Indigenous, n=85; Non-Indigenous, n=2,379)



# Great place to make a life – Indigenous Calgarians

Agreement with the statement ‘Calgary is a great place to make a life’ is consistent across all Calgarians, including both Indigenous Calgarians and non-Indigenous Calgarians (74% vs. 78%).



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; Indigenous, n=85; Non-Indigenous, n=2,383)

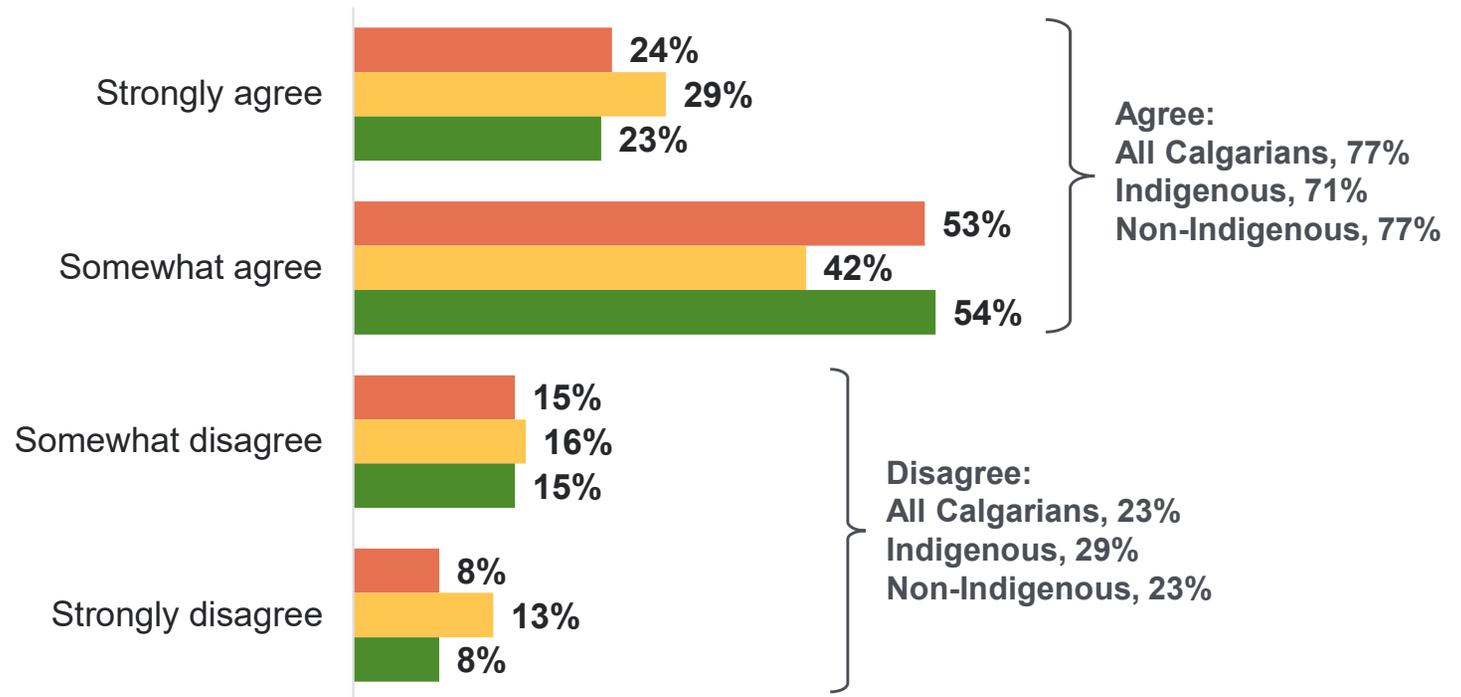


# On track to be a better city – Indigenous Calgarians

About three-quarters (77%) of Calgarians agree Calgary is on the right track to be a better city 10 years from now, with no significant differences between Indigenous Calgarians and non-Indigenous Calgarians (71% vs. 77%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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 Indigenous, n=86; Non-Indigenous, n=2,368)



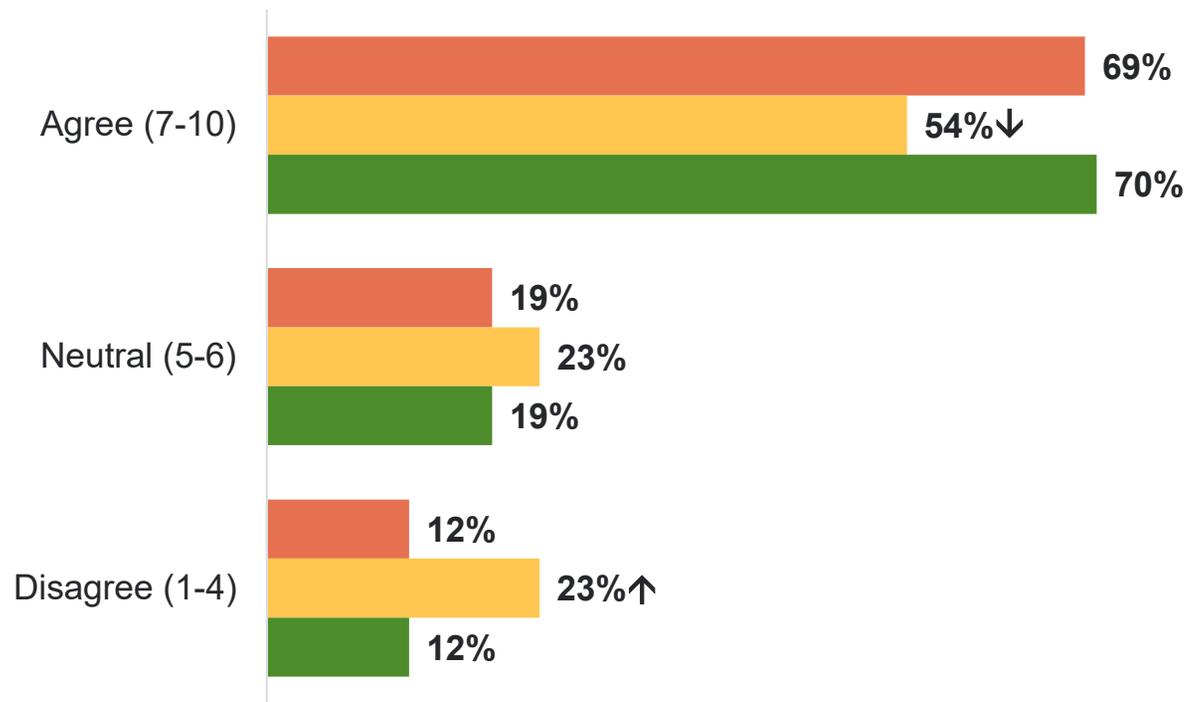
# Inclusivity

# Perceptions of inclusion – Indigenous Calgarians

Indigenous Calgarians are significantly less likely than non-Indigenous Calgarians to agree The City of Calgary municipal government fosters a city that is inclusive and accepting of all (54% vs. 70%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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; Indigenous, n=83; Non-Indigenous, n=2,359)

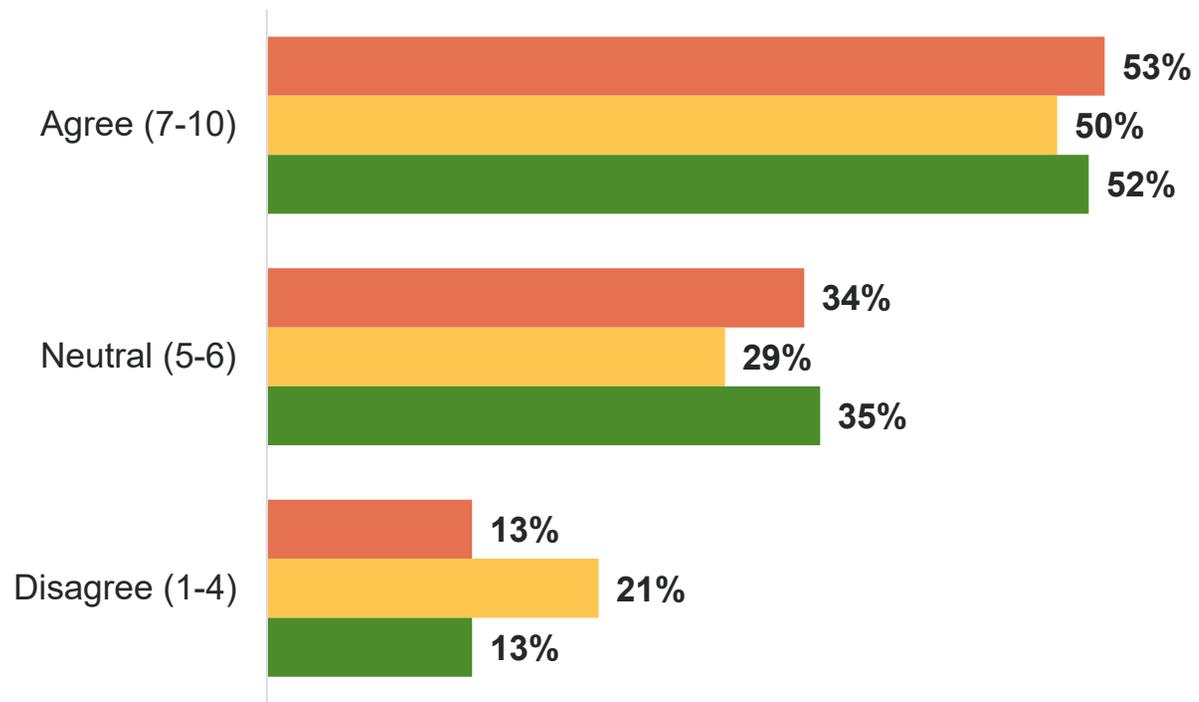
↑ Statistically higher than subgroup  
↓ Statistically lower than subgroup

# Removes barriers to participation – Indigenous Calgarians

Indigenous Calgarians and non-Indigenous Calgarians agree The City delivers programs and services that remove barriers to participation at about the same rate (50% vs. 52%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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; Indigenous, n=85; Non-Indigenous, n=2,316)

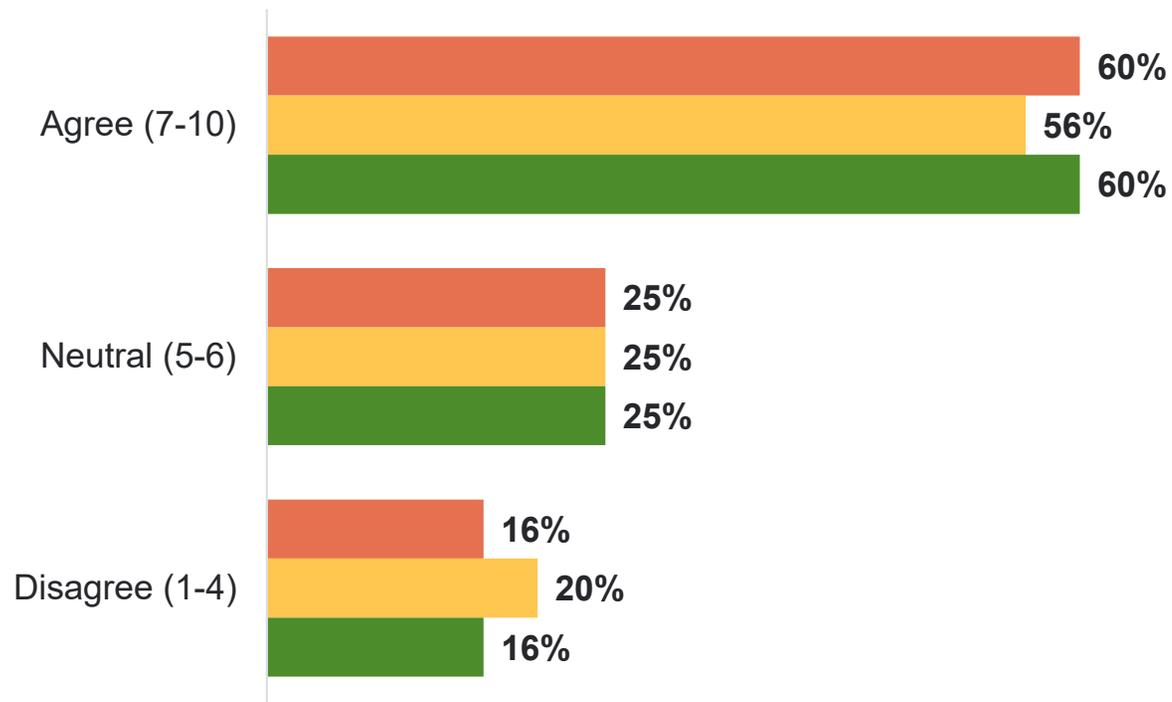


# Equally accessible for all physical abilities – Indigenous Calgarians

About three-fifths (60%) of Calgarians agree The City strives to create a city that is equally accessible for all Calgarians, no matter their physical ability, with no significant differences between Indigenous Calgarians and non-Indigenous Calgarians (56% vs. 60%).

“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
- Indigenous Calgarians
- Non-Indigenous



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; Indigenous, n=86; Non-Indigenous, n=2,365)

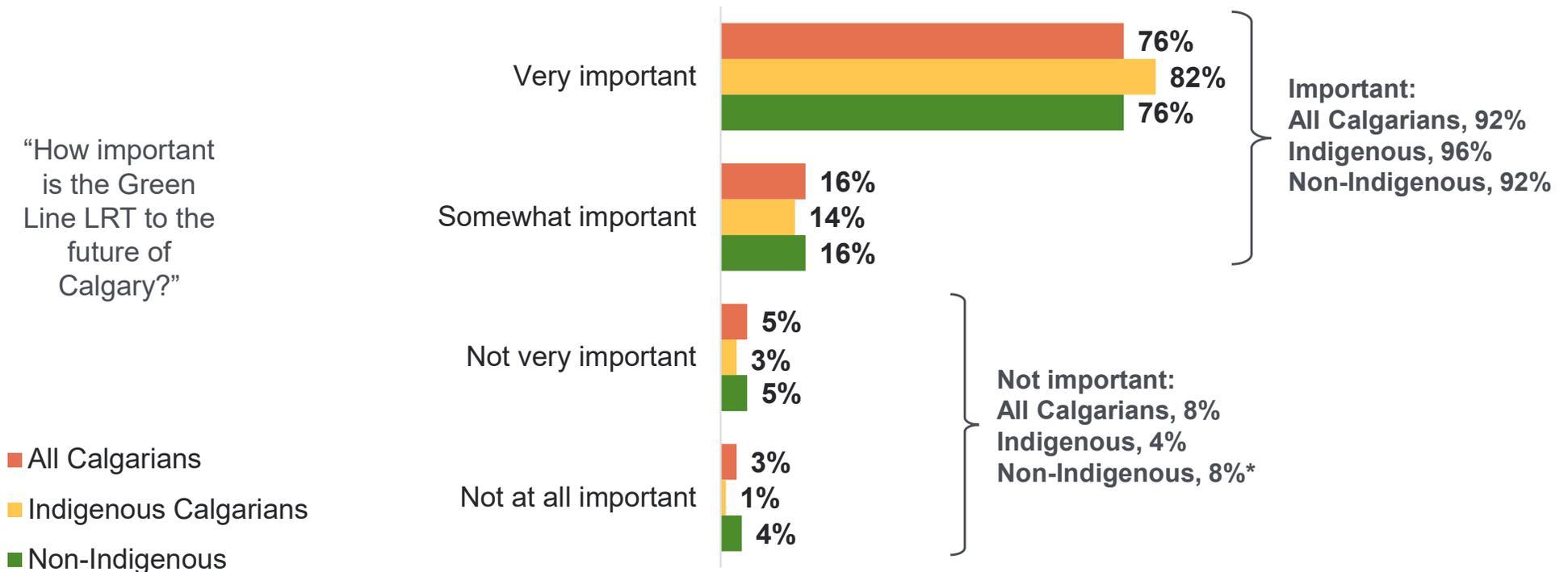


# Green Line LRT



# Importance to Calgary's future – Indigenous Calgarians

A strong majority of Calgarians (92%), including both Indigenous and non-Indigenous Calgarians, indicate the Green Line LRT is important to the future of Calgary (96% 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; Indigenous, n=85; Non-Indigenous, n=2,372)

\*Rounding

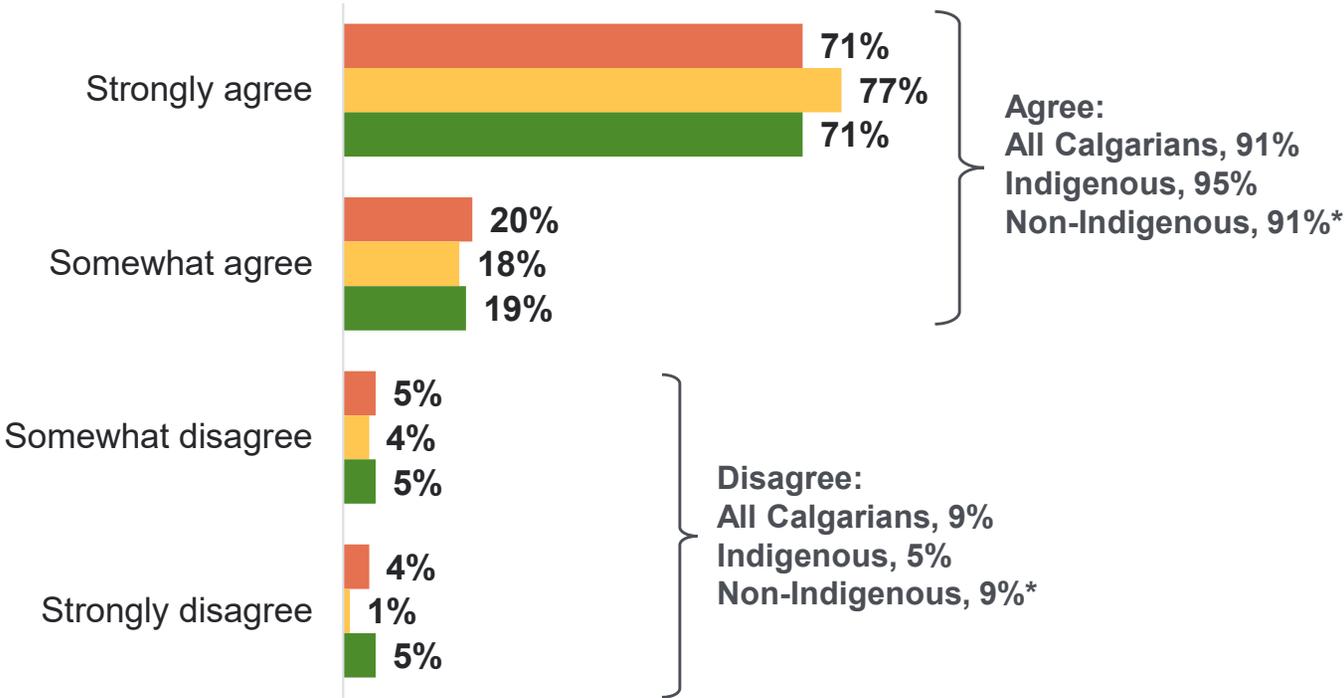


# Important addition to transportation network – Indigenous Calgarians

Indigenous Calgarians and non-Indigenous Calgarians agree the Green Line LRT will be an important addition to Calgary’s transportation network at about the same rate (95% vs. 91%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



Q. To what extent do you agree or disagree with the following statements...  
 Base: Valid respondents (All Calgarians, n=2,495; Indigenous, n=86; Non-Indigenous, n=2,376)

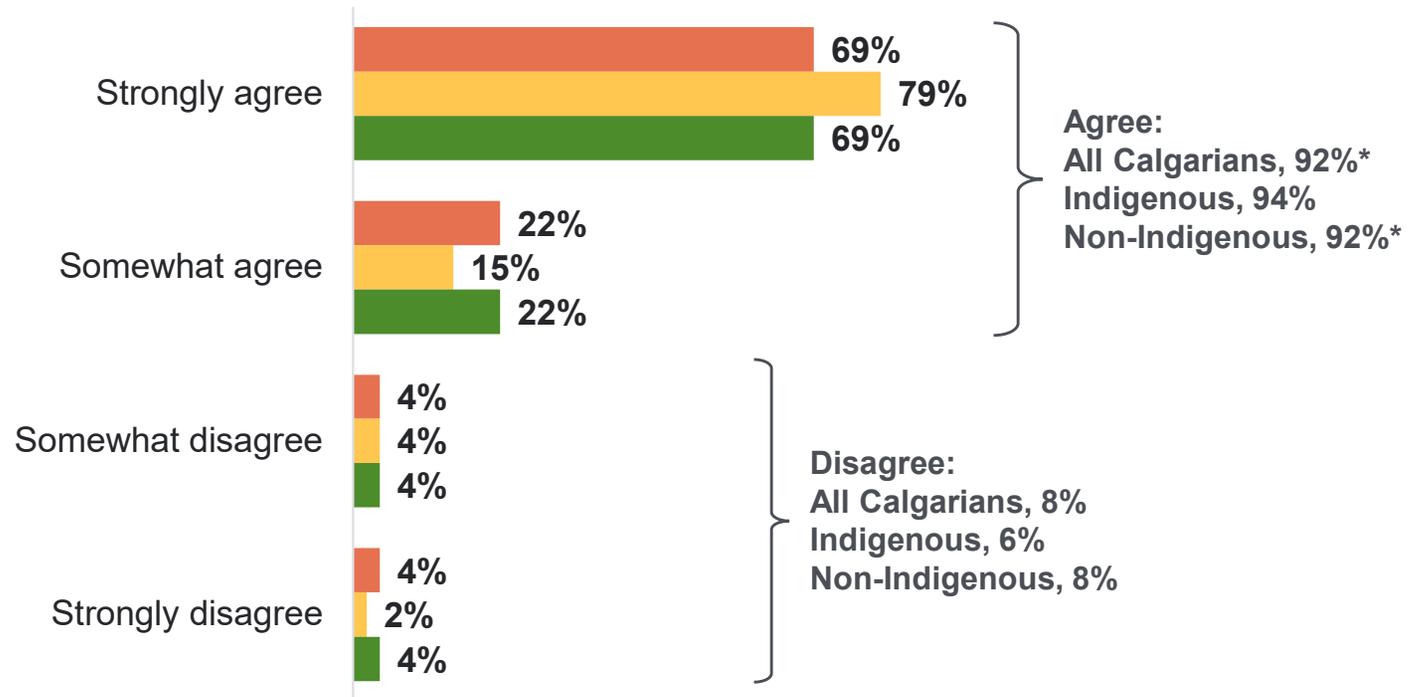
\*Rounding

# Better connecting people – Indigenous Calgarians

Almost all Calgarians (92%) agree the Green Line LRT will enable Calgarians to better connect with people, places, and services, including both Indigenous and non-Indigenous Calgarians (94% vs. 92%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



Q. To what extent do you agree or disagree with the following statements...  
 Base: Valid respondents (All Calgarians, n=2,496; Indigenous, n=86; Non-Indigenous, n=2,377)

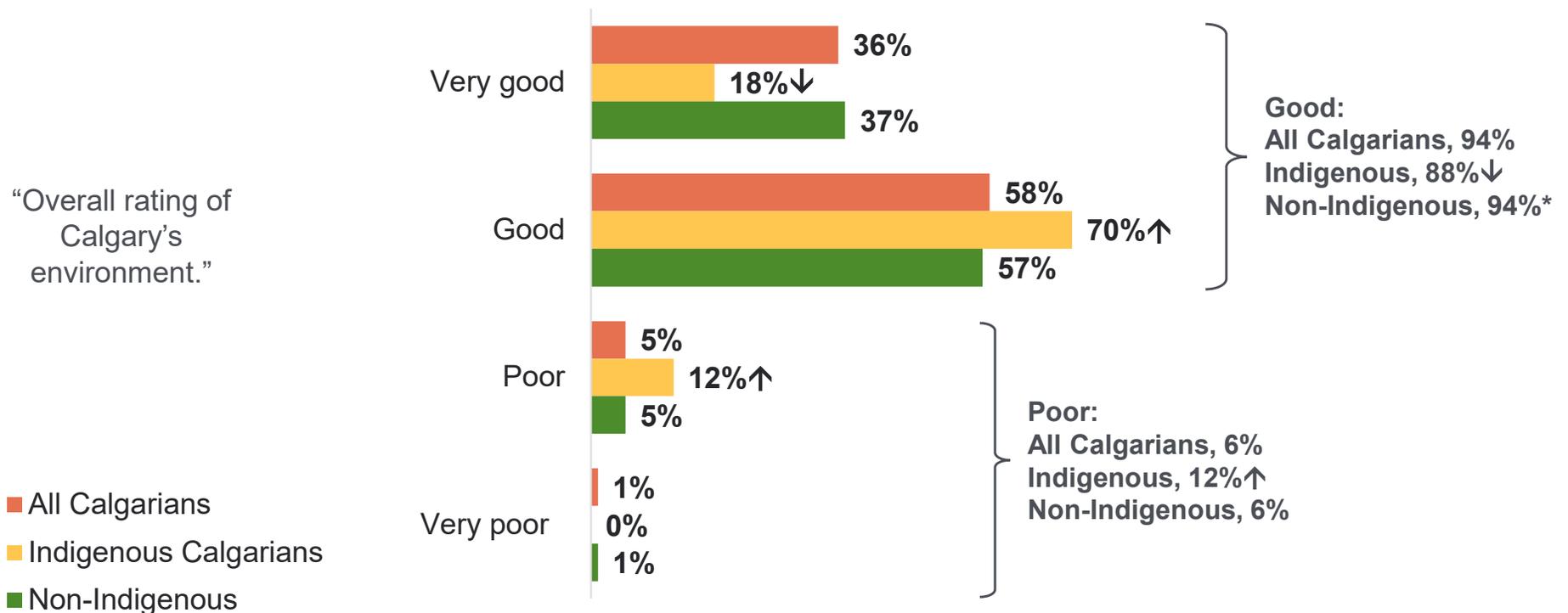
\*Rounding



# The environment

# Overall state of environment – Indigenous Calgarians

Indigenous Calgarians are significantly less likely than non-Indigenous Calgarians to rate the overall state of Calgary's environment as 'good' (88% vs. 94%), and more likely to rate it as 'poor' (12% vs. 6%).



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; Indigenous, n=86; Non-Indigenous, n=2,379)

\*Rounding

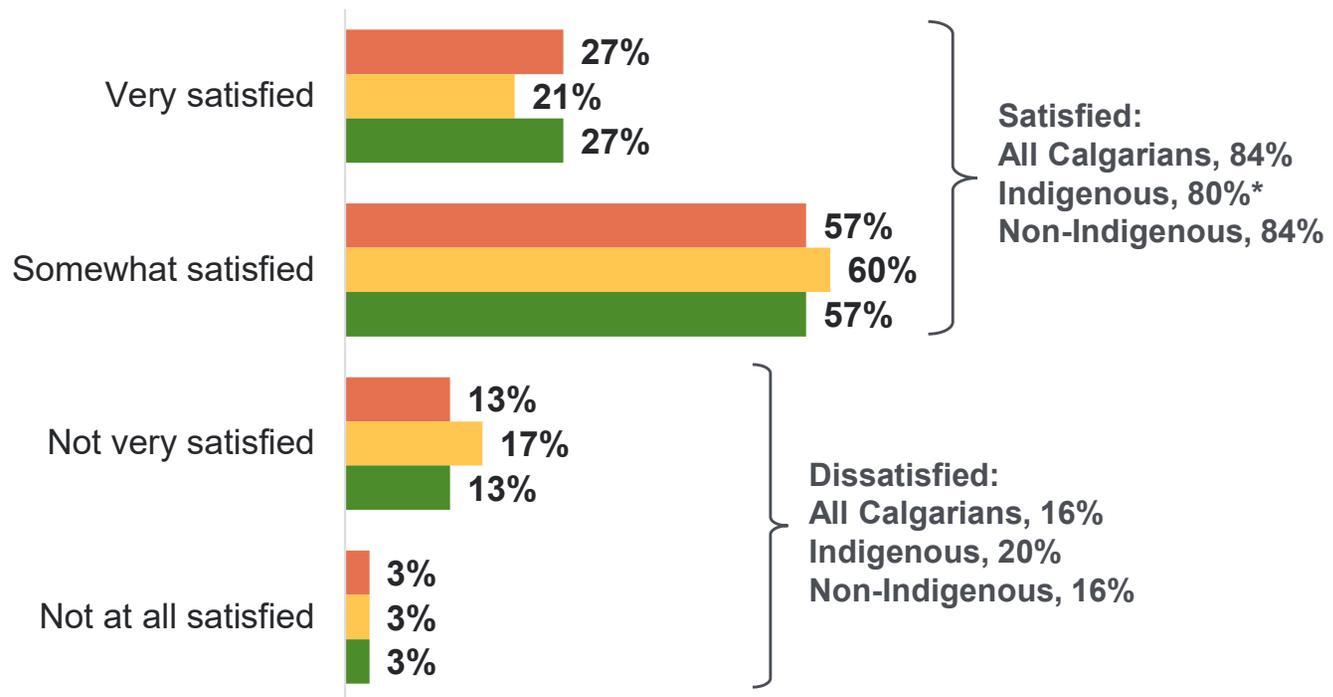
↑Statistically higher than subgroup  
↓Statistically lower than subgroup

# Protection of the environment – Indigenous Calgarians

About four-in-five (84%) Calgarians are satisfied with the job The City is doing to protect the environment, with no significant differences between Indigenous Calgarians and non-Indigenous Calgarians (80% vs. 84%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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; Indigenous, n=84; Non-Indigenous, n=2,366)

\*Rounding

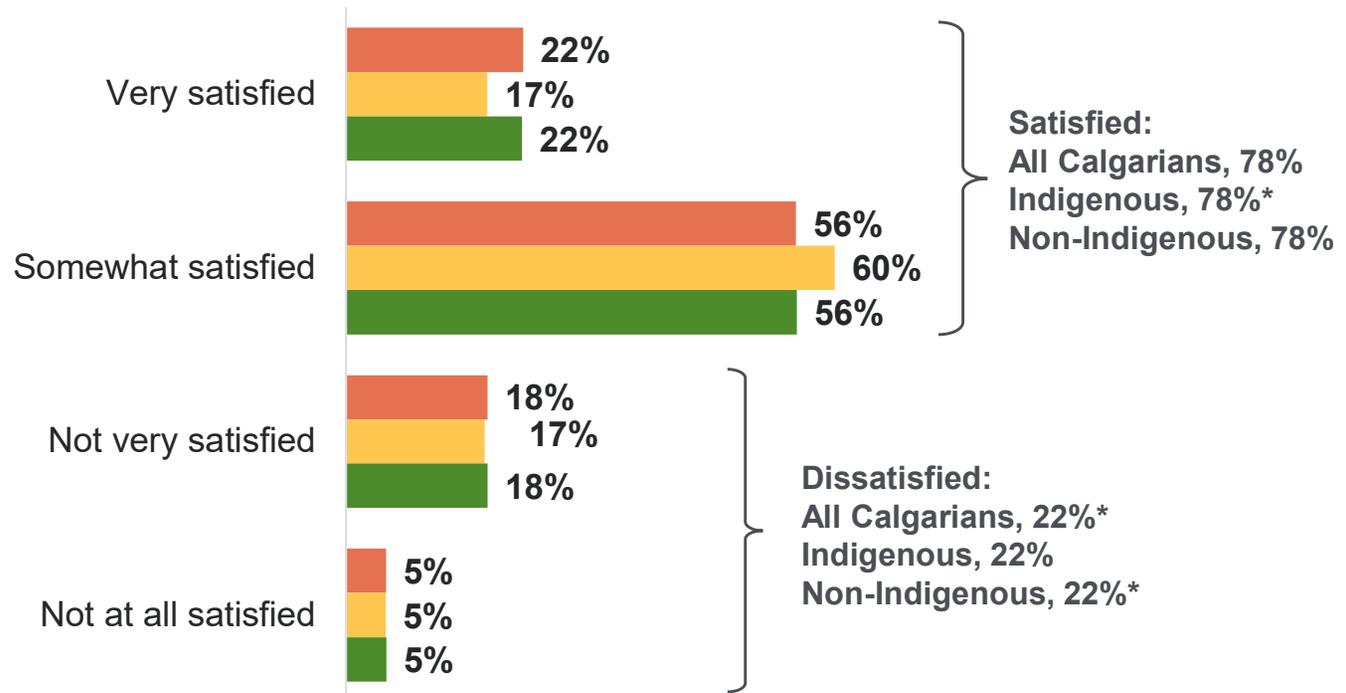


# Programs and services to reduce environmental impact – Indigenous Calgarians

About three-quarters (78%) of Calgarians, including both Indigenous and non-Indigenous Calgarians, are satisfied with City programs and services aimed at helping Calgarians reduce their environmental impact (78% vs. 78%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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; Indigenous, n=83; Non-Indigenous, n=2,357)

\*Rounding

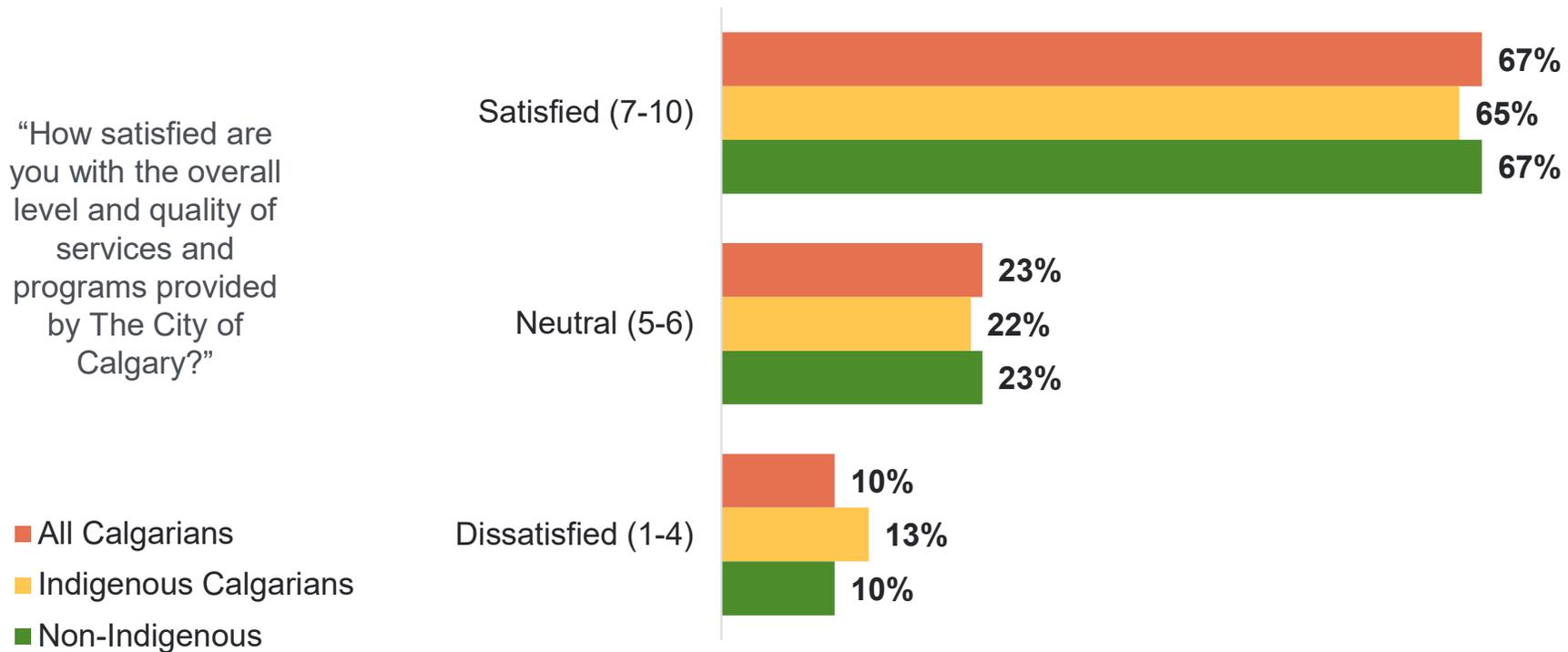


# Service equity



# Overall satisfaction with programs and services – Indigenous Calgarians

About two-thirds (67%) of Calgarians are satisfied with the overall level and quality of services and programs provided by The City, with no significant differences between Indigenous Calgarians and non-Indigenous Calgarians (65% vs. 67%).



Q. On a scale of 1 to 10 where '1' is 'not at all satisfied' and '10' is 'very satisfied', how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?  
Base: Valid respondents (All Calgarians, n=2,493; Indigenous, n=85; Non-Indigenous, n=2,375)



# Satisfaction with programs and services (1 of 4) – Indigenous Calgarians

Indigenous Calgarians are satisfied at similar rates as non-Indigenous Calgarians with all services and programs.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Indigenous	Non-Indigenous
Water treatment and supply	96%	92%	96%
Fire inspection and enforcement	96%	89%	97%
Library services	96%	96%	96%
City cemeteries	94%	89%	95%
Wastewater collection and treatment	94%	86%	94%
Calgary Fire Department emergency response	93%	98%	93%
Fire safety education	91%	77%	91%
Parks and open spaces	91%	91%	91%
Stormwater management	90%	92%	90%
Business licensing	90%	100%	90%
Records management, access and privacy services	89%	87%	89%

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

Base: Bases vary



# Satisfaction with programs and services (2 of 4) – Indigenous Calgarians

Indigenous Calgarians are satisfied at similar rates as non-Indigenous Calgarians with all services and programs.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Indigenous	Non-Indigenous
Pet ownership and licensing	89%	92%	88%
Emergency management and business continuity services	89%	95%	88%
311 and web	88%	87%	87%
Economic development and tourism	87%	95%	87%
Recreation opportunities	87%	85%	87%
Regulation of taxis, limousines and vehicles-for-hire	86%	81%	87%
Specialized transit services	86%	92%	86%
Arts and culture, including festivals	86%	95%	86%
Urban forestry	86%	82%	87%
Waste and recycling services	86%	92%	86%
Environmental management services	85%	69%	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



# Satisfaction with programs and services (3 of 4) – Indigenous Calgarians

Indigenous Calgarians are satisfied at similar rates as non-Indigenous Calgarians with all services and programs.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Indigenous	Non-Indigenous
Calgary 9-1-11-1	84%	96%	83%
Building approval services and inspections	84%	66%	84%
Community strategy services	84%	64%	84%
Neighbourhood supports	84%	91%	83%
Social programs for individuals such as seniors or youth	83%	86%	83%
City communications	82%	81%	82%
Citizen engagement and research	82%	88%	82%
Land development and sales services	82%	86%	82%
Municipal elections	81%	82%	81%
Real estate	81%	64%	82%
Appeals and tribunals	81%	77%	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) – Indigenous Calgarians

Indigenous Calgarians are satisfied at similar rates as non-Indigenous Calgarians with all services and programs.

'Very Satisfied' + 'Somewhat Satisfied'	Total	Indigenous	Non-Indigenous
Bylaw education and compliance services	80%	76%	80%
Development approvals	80%	81%	80%
City planning and policy services	79%	85%	79%
Police services	78%	72%	79%
Property assessment	76%	79%	76%
Sidewalks and pathways	75%	75%	75%
Parking and enforcement	71%	64%	71%
Property tax management	68%	80%	68%
Public transit including bus and C-Train service	66%	70%	65%
Streets	65%	58%	65%
Affordable housing for low-income Calgarians	53%	28%	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



# Invest more in programs and services (1 of 4) – Indigenous Calgarians

There are no differences among all services and programs between Indigenous Calgarians and non-Indigenous Calgarians and having The City ‘invest more’.

‘Invest more’	Total	Indigenous	Non-Indigenous
Affordable housing for low-income Calgarians	73%	78%	73%
Public transit including bus and C-Train service	70%	68%	70%
Streets	69%	76%	69%
Calgary 9-1-1	67%	60%	67%
Police services	63%	52%	63%
Social programs for individuals such as seniors or youth	58%	67%	57%
Calgary Fire Department emergency response	56%	49%	56%
Sidewalks and pathways	56%	62%	56%
Recreation opportunities	55%	57%	55%
Neighbourhood supports	51%	62%	50%
Emergency management and business continuity services	49%	37%	50%

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

Base: Bases vary



# Invest more in programs and services (2 of 4) – Indigenous Calgarians

There are no significant differences among all services and programs between Indigenous Calgarians and non-Indigenous Calgarians and having The City ‘invest more’.

‘Invest more’	Total	Indigenous	Non-Indigenous
Specialized transit services	48%	31%	50%
Urban forestry	44%	56%	44%
Community strategy services	44%	39%	44%
Environmental management services	42%	54%	41%
Parks and open spaces	42%	38%	42%
Fire safety education	39%	35%	39%
Bylaw education and compliance services	38%	41%	38%
Citizen engagement and research	37%	38%	37%
Building approval services and inspections	36%	33%	36%
City communications	36%	25%	36%
Real estate	36%	44%	35%

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

Base: Bases vary



# Invest more in programs and services (3 of 4) – Indigenous Calgarians

There are no differences among all services and programs between Indigenous Calgarians and non-Indigenous Calgarians and having The City ‘invest more’.

‘Invest more’	Total	Indigenous	Non-Indigenous
Fire inspection and enforcement	35%	41%	35%
Economic development and tourism	35%	15%	35%
311 and web	33%	27%	33%
Waste and recycling services	32%	26%	32%
Development approvals	31%	13%	32%
Appeals and tribunals	31%	31%	31%
Water treatment and supply	29%	39%	28%
Arts and culture, including festivals	29%	30%	28%
City planning and policy services	29%	19%	29%
Library services	28%	16%	29%
Stormwater management	28%	23%	28%

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

Base: Bases vary



# Invest more in programs and services (4 of 4) – Indigenous Calgarians

There are no differences among all services and programs between Indigenous Calgarians and non-Indigenous Calgarians and having The City invest more.

'Invest more'	Total	Indigenous	Non-Indigenous
Parking and enforcement	28%	30%	27%
Property tax management	27%	20%	28%
Business licensing	27%	35%	27%
Land development and sales services	27%	16%	27%
Wastewater collection and treatment	26%	33%	25%
Records management, access and privacy services	25%	30%	24%
Property assessment	24%	18%	24%
Municipal elections	20%	22%	20%
Regulation of taxis, limousines and vehicles-for-hire	17%	17%	17%
City cemeteries	16%	29%	15%
Pet ownership and licensing	15%	17%	15%

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

Base: Bases vary



# Invest less in programs and services (1 of 4) – Indigenous Calgarians

There are no differences among all services and programs between Indigenous Calgarians and non-Indigenous Calgarians and having The City ‘invest less’.

‘Invest less’	Total	Indigenous	Non-Indigenous
Parking and enforcement	23%	30%	23%
Regulation of taxis, limousines and vehicles-for-hire	20%	17%	20%
Land development and sales services	17%	23%	17%
Property tax management	16%	22%	16%
Property assessment	16%	16%	15%
Pet ownership and licensing	15%	18%	15%
Arts and culture, including festivals	15%	21%	15%
Municipal elections	14%	33%	14%
City cemeteries	14%	7%	14%
Economic development and tourism	12%	0%	12%
Citizen engagement and research	11%	12%	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) – Indigenous Calgarians

There are no differences among all services and programs between Indigenous Calgarians and non-Indigenous Calgarians and having The City ‘invest less’.

‘Invest less’	Total	Indigenous	Non-Indigenous
Environmental management services	11%	7%	11%
Real estate	11%	24%	10%
City planning and policy services	11%	18%	10%
Bylaw education and compliance services	11%	15%	10%
Development approvals	10%	9%	10%
Records management, access and privacy services	9%	11%	9%
Police services	9%	13%	9%
Appeals and tribunals	8%	2%	9%
Community strategy services	8%	9%	8%
Business licensing	8%	6%	8%
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) – Indigenous Calgarians

There are no differences among all services and programs between Indigenous Calgarians and non-Indigenous Calgarians and having The City ‘invest less’.

‘Invest less’	Total	Indigenous	Non-Indigenous
City communications	8%	0%	8%
Neighbourhood supports	7%	0%	7%
Building approval services and inspections	6%	11%	6%
Waste and recycling services	6%	9%	6%
Urban forestry	6%	2%	6%
311 and web	5%	2%	5%
Affordable housing for low-income Calgarians	5%	5%	5%
Emergency management and business continuity services	4%	0%	4%
Stormwater management	4%	7%	4%
Recreation opportunities	4%	6%	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) – Indigenous Calgarians

There are no differences among all services and programs between Indigenous Calgarians and non-Indigenous Calgarians and having The City ‘invest less’.

‘Invest less’	Total	Indigenous	Non-Indigenous
Fire safety education	4%	6%	4%
Social programs for individuals such as seniors or youth	4%	0%	4%
Fire inspection and enforcement	3%	6%	3%
Sidewalks and pathways	3%	5%	3%
Streets	3%	5%	3%
Specialized transit services	3%	2%	3%
Parks and open spaces	3%	6%	2%
Wastewater collection and treatment	2%	7%	2%
Water treatment and supply	2%	5%	2%
Calgary 9-1-1	2%	7%	2%
Calgary Fire Department emergency response	1%	0%	1%

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

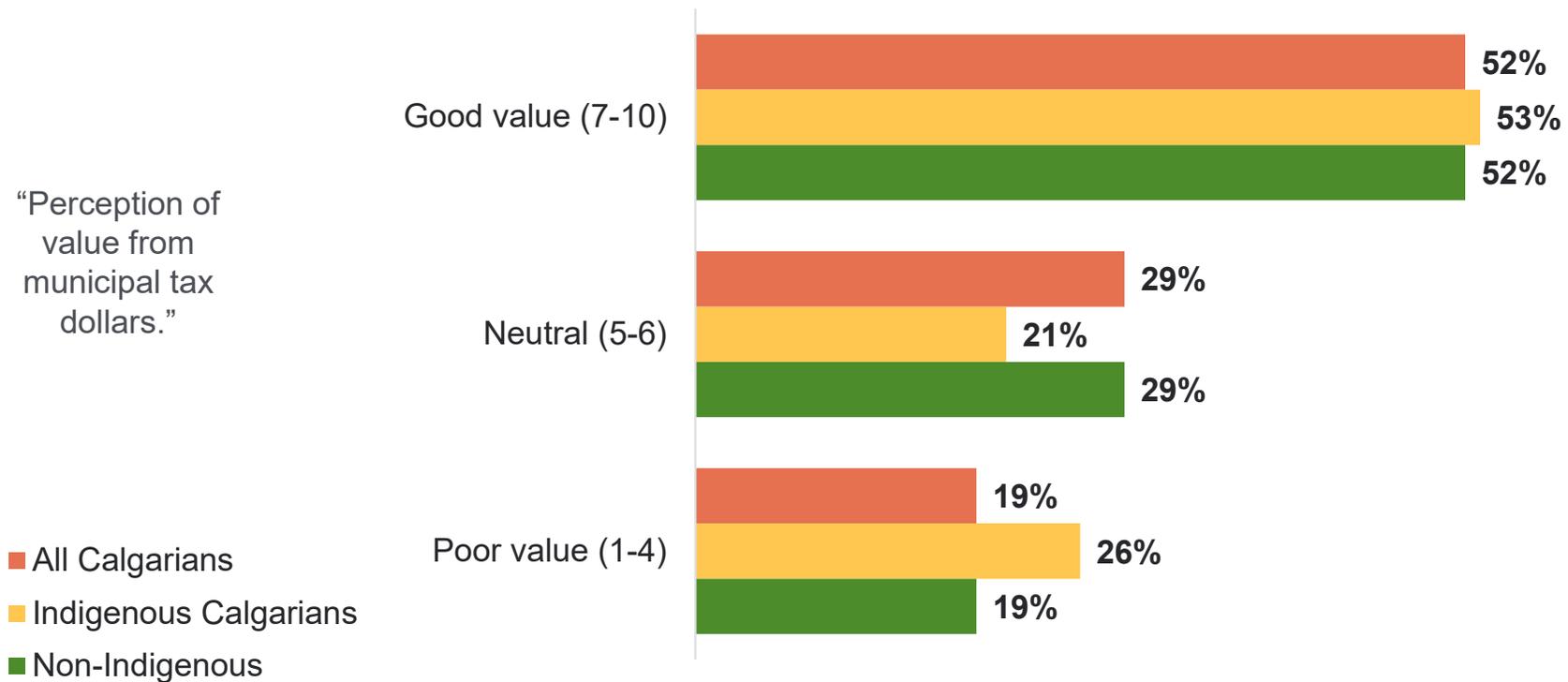
Base: Bases vary



# Taxation

# Value for tax dollar – Indigenous Calgarians

There is no significant difference in the perception of value from municipal tax dollars between Indigenous Calgarians and non-Indigenous Calgarians, with about half (52%) who indicate they receive good value (53% Indigenous vs. 52% non-Indigenous).

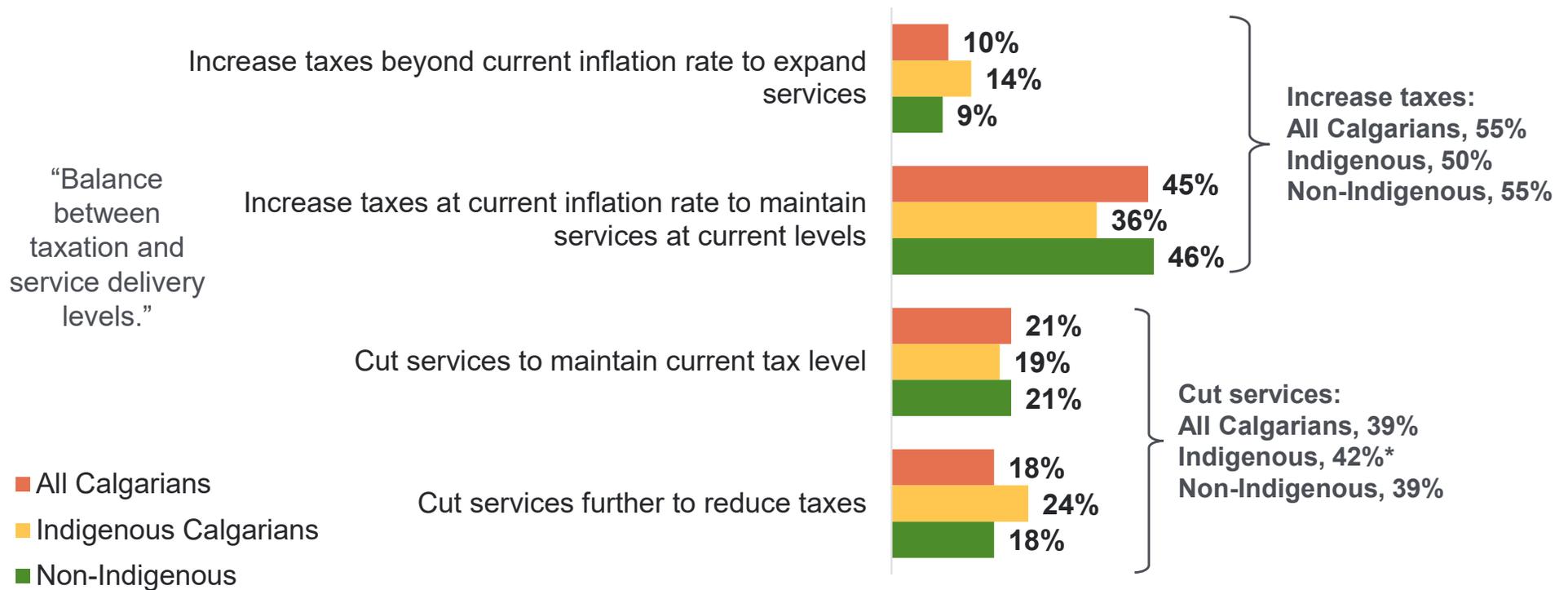


Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars 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; Indigenous, n=83; Non-Indigenous, n=2,361)

# Increase taxes or cut services – Indigenous Calgarians

Slightly more than half (55%) of Calgarians indicate a desire to increase taxes to either maintain or expand services, with no significant difference between Indigenous and non-Indigenous Calgarians (50% 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; Indigenous, n=85; Non-Indigenous, n=2,355)

\*Rounding



# Customer service

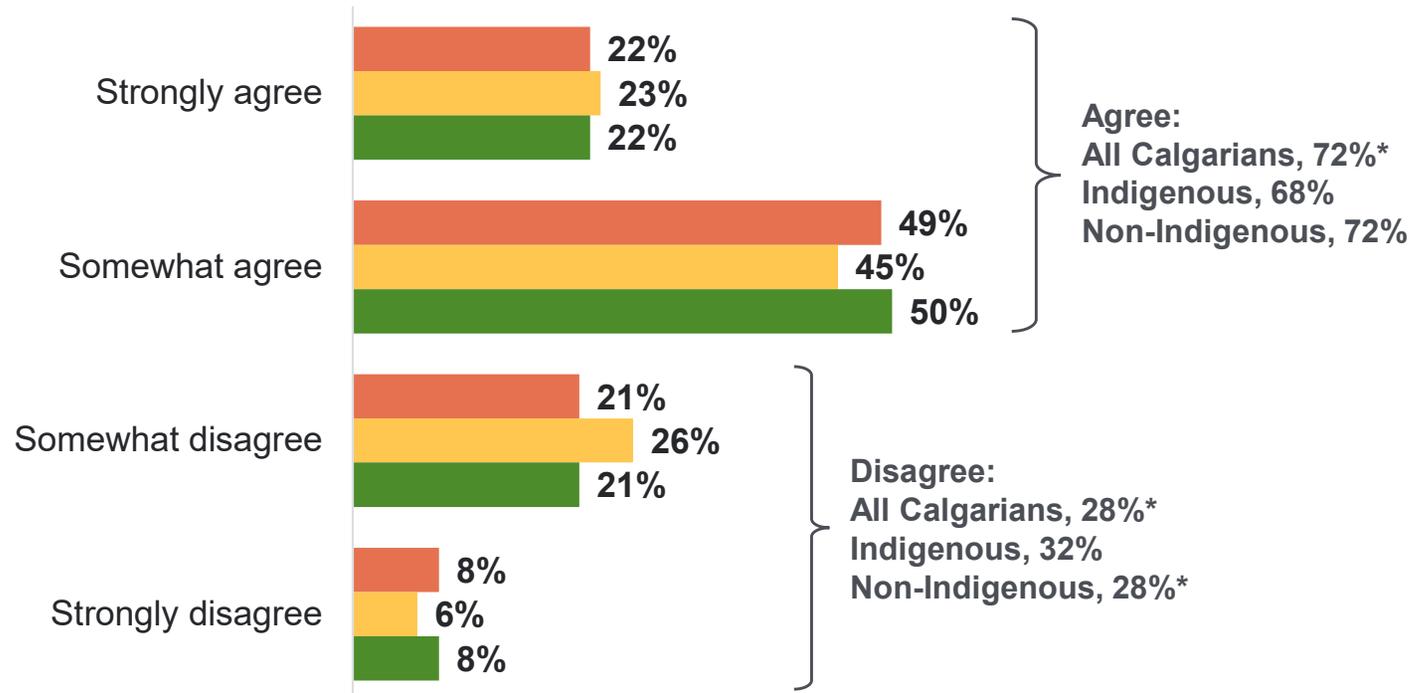


# Quality of customer service – Indigenous Calgarians

Indigenous Calgarians and non-Indigenous Calgarians agree the quality of customer service from The City is consistently high at about the same rate (68% vs. 72%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



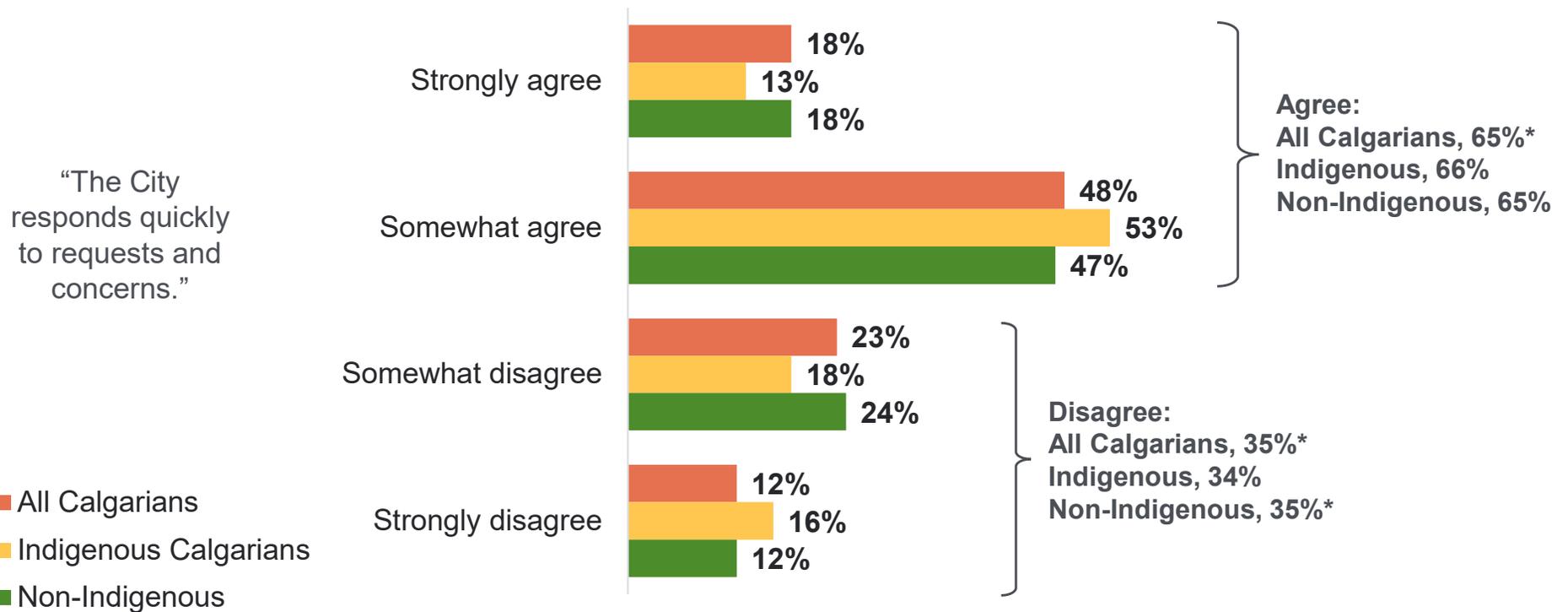
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements...

Base: Valid respondents (All Calgarians, n=2,473; Indigenous, n=85; Non-Indigenous, n=2,356)

\*Rounding

# The City responds quickly – Indigenous Calgarians

About two-thirds (65%) of Calgarians, including both Indigenous and non-Indigenous Calgarians, agree The City responds quickly to requests and concerns (66% vs. 65%).



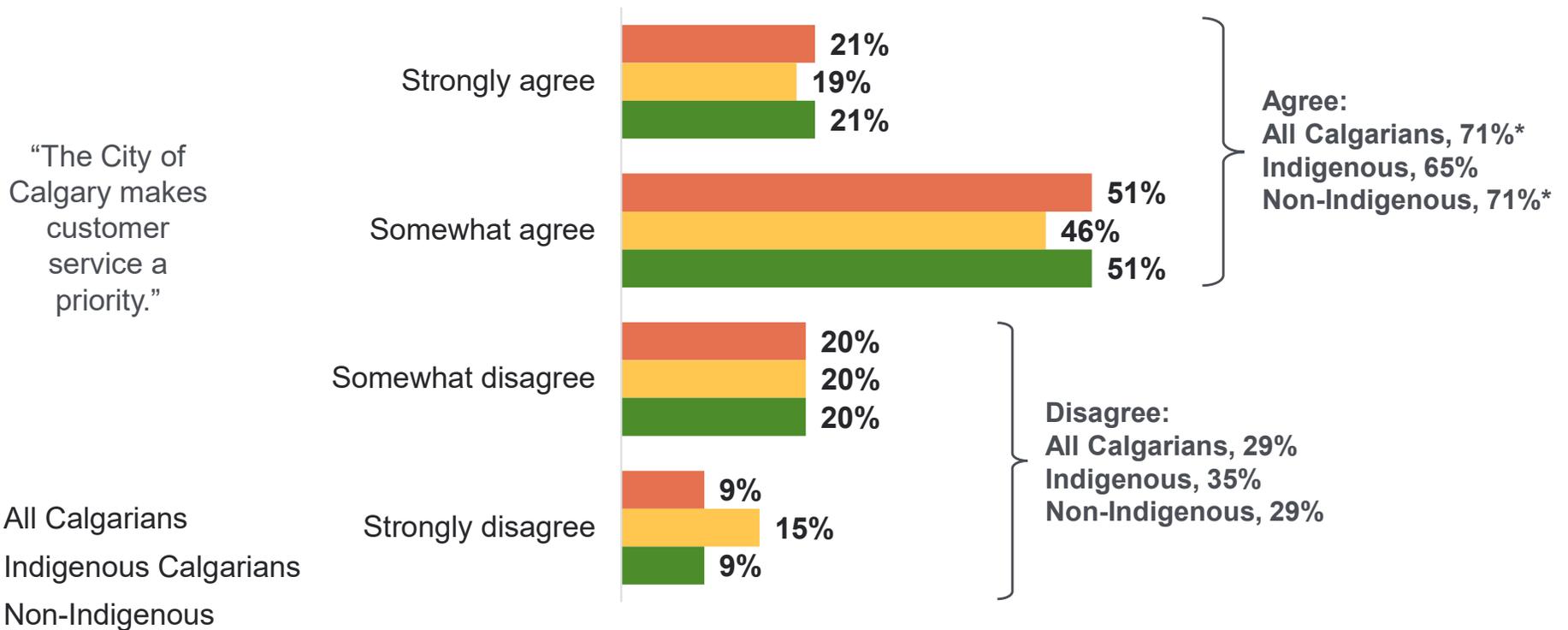
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements...

Base: Valid respondents (All Calgarians, n=2,471 Indigenous, n=86; Non-Indigenous, n=2,353)

\*Rounding

# Customer service a priority – Indigenous Calgarians

There is no statistically significant difference in the number of Indigenous Calgarians and non-Indigenous Calgarians who agree The City makes customer service a priority (65% 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=2,466 Indigenous, n=85; Non-Indigenous, n=2,349)

\*Rounding

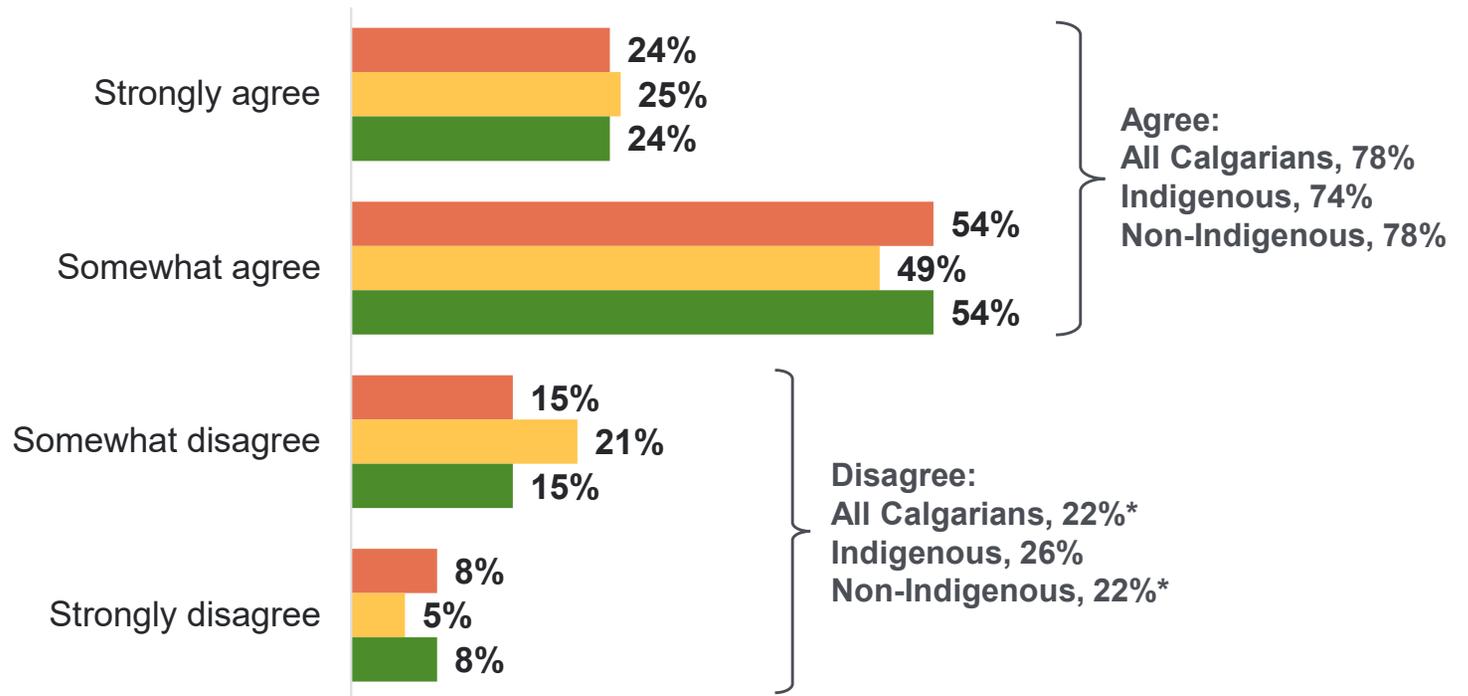


# Meets customer service expectations – Indigenous Calgarians

Indigenous Calgarians and non-Indigenous Calgarians agree The City of Calgary meets their customer service expectations at about the same rate (74% vs. 78%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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; Indigenous, n=85; Non-Indigenous, n=2,364)

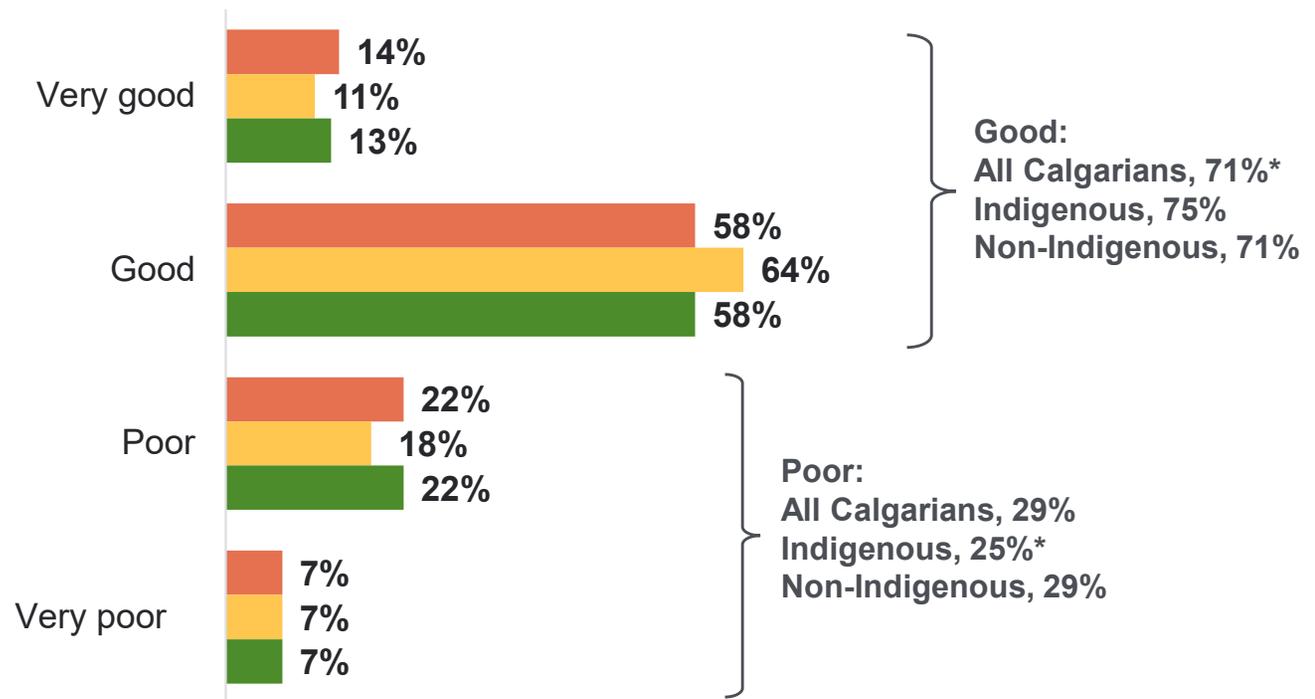
\*Rounding

# Communication in the past six months – Indigenous Calgarians

About three-quarters (71%) of Calgarians, including both Indigenous and non-Indigenous Calgarians, agree City communications in the past six months have been good (75% vs. 71%).

“Perception of City communications in the past six months.”

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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; Indigenous, n=84; Non-Indigenous, n=2,376)

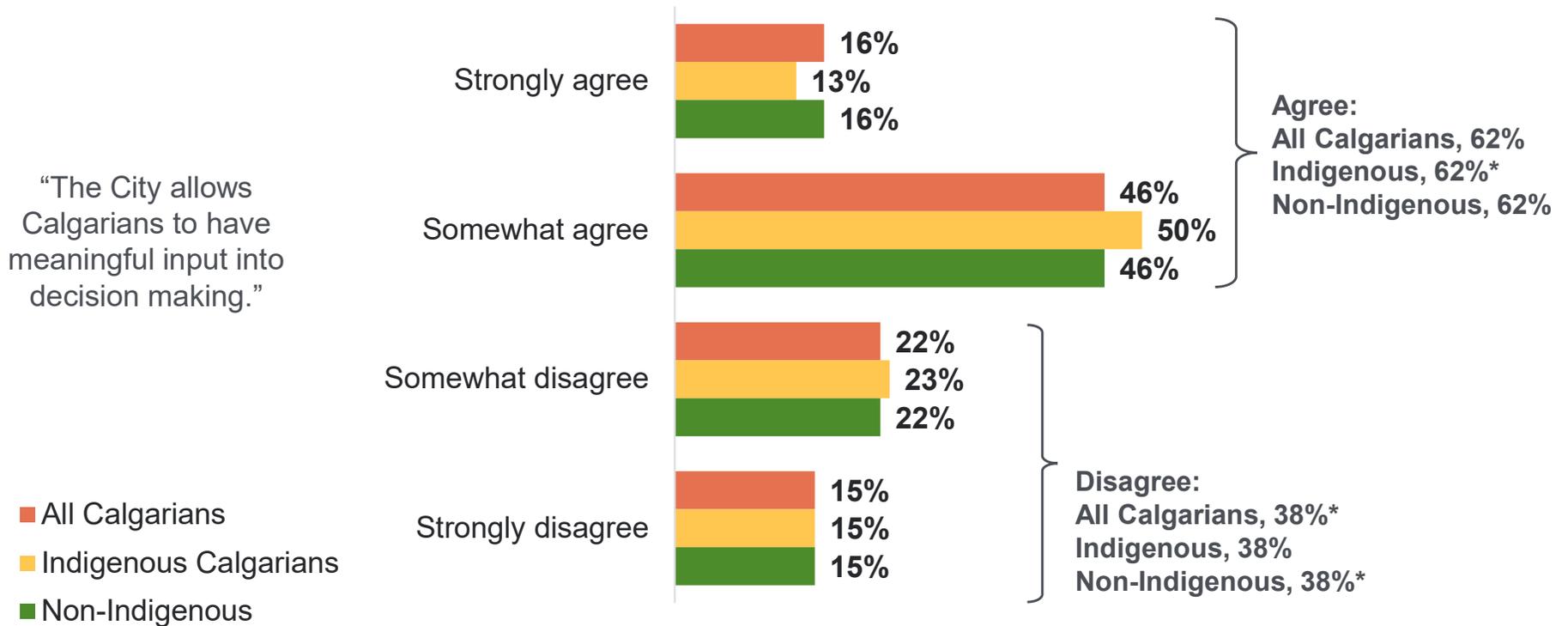
\*Rounding



# Input from Calgarians

# Meaningful input into decision making – Indigenous Calgarians

There is no significant difference in agreement that The City allows Calgarians to have meaningful input into decision making between Indigenous Calgarians and non-Indigenous Calgarians (62% vs. 62%).



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; Indigenous, n=85; Non-Indigenous, n=2,356)

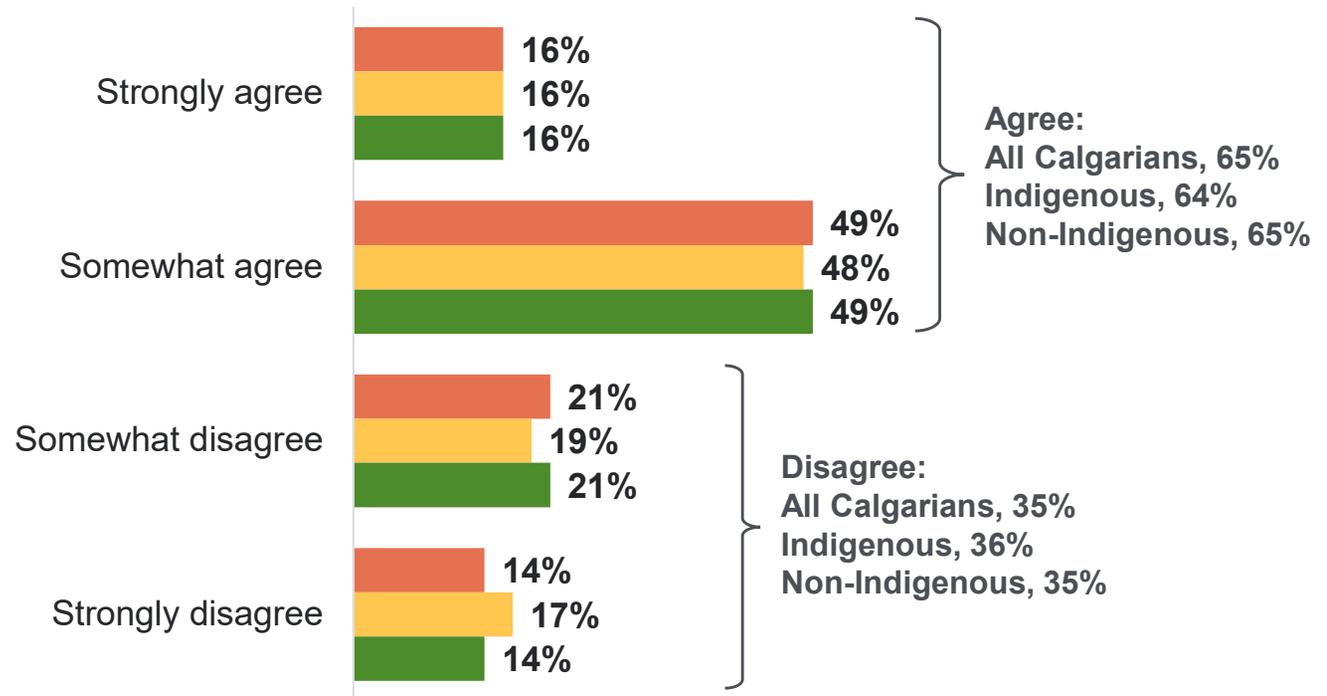
\*Rounding

# The City uses input from Calgarians – Indigenous Calgarians

Indigenous Calgarians and non-Indigenous Calgarians agree The City uses input from Calgarians in decision making about City projects and services at about the same rate (64% vs. 65%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous

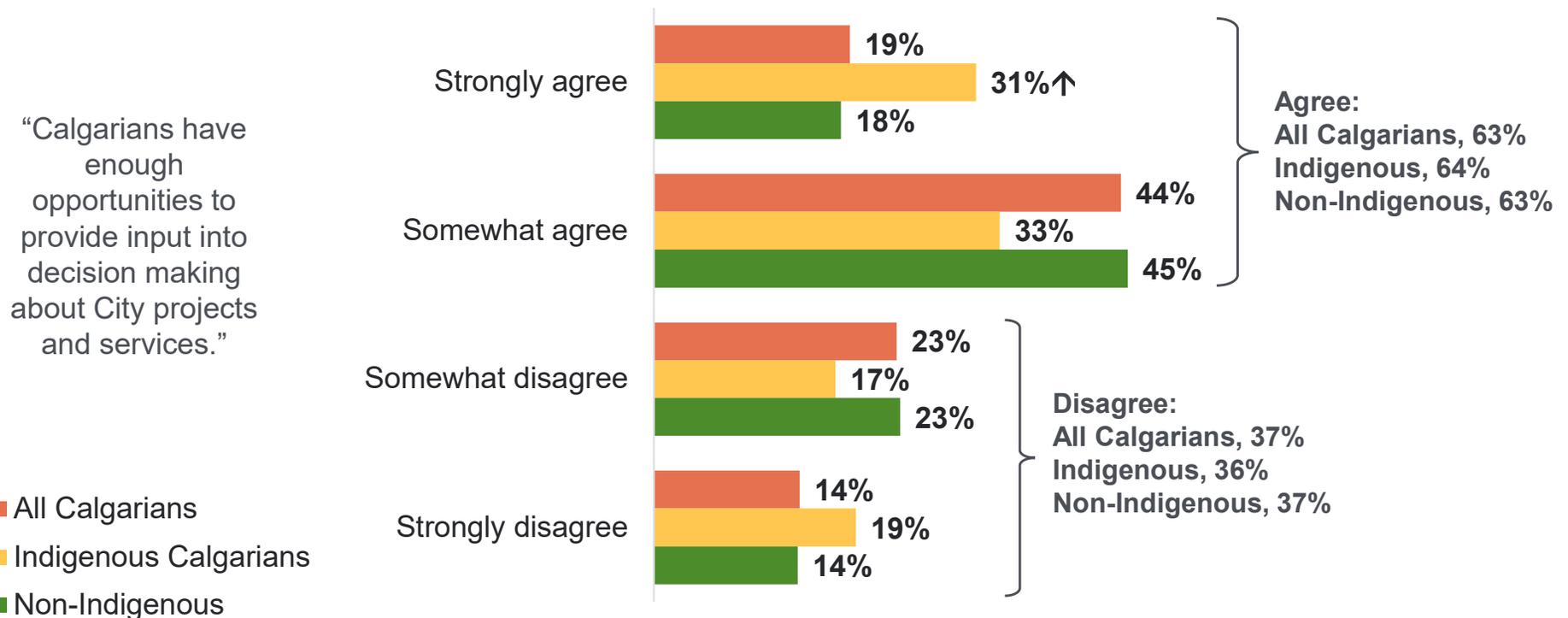


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements...

Base: Valid respondents (All Calgarians, n=2,459 Indigenous, n=85; Non-Indigenous, n=2,342)

# Enough opportunities to provide input – Indigenous Calgarians

Indigenous Calgarians are more likely than non-Indigenous Calgarians to ‘strongly agree’ Calgarians have enough opportunities to provide input into decision making about City projects and services (31% vs. 18%), although they agree overall at about the same rate (64% 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=2,473; Indigenous, n=84; Non-Indigenous, n=2,357)

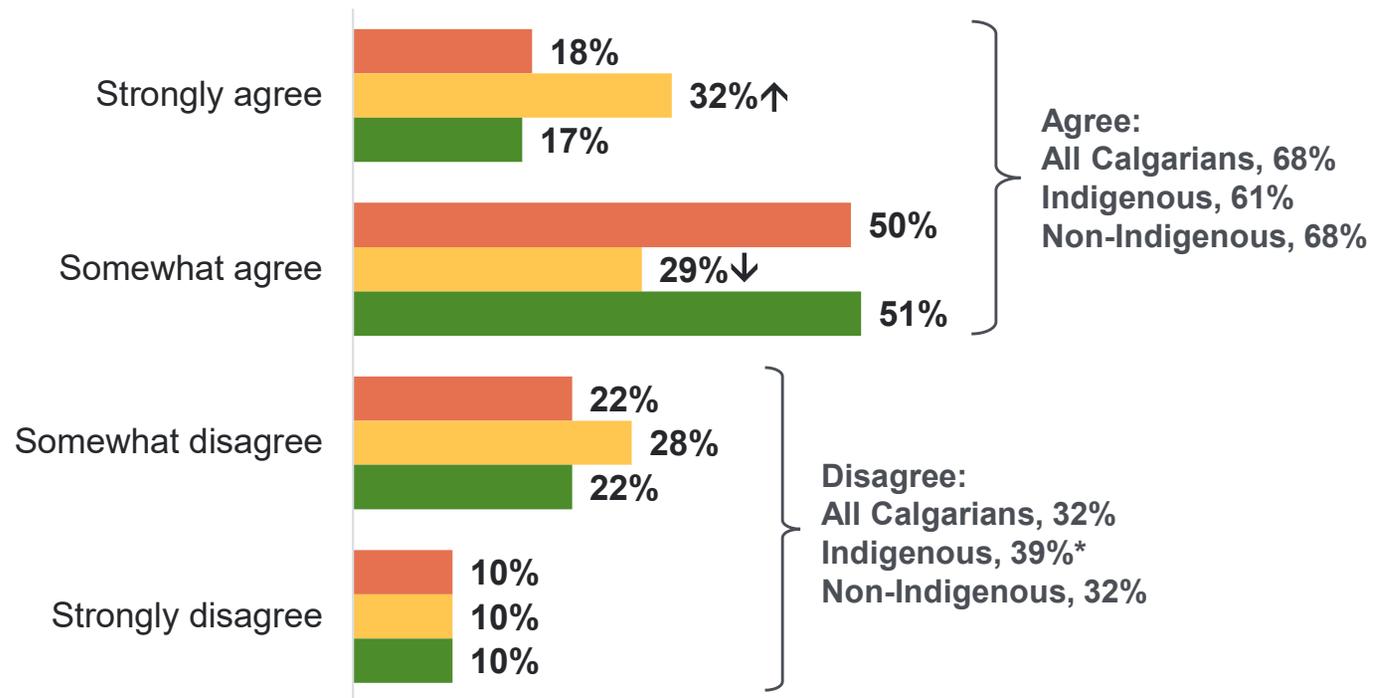
<sup>↑</sup> Statistically higher than subgroup  
<sup>↓</sup> Statistically lower than subgroup

# Working to improve including Calgarian input – Indigenous Calgarians

Indigenous Calgarians are almost twice as likely as non-Indigenous Calgarians to ‘strongly agree’ they are confident The City is working to improve how it includes Calgarians’ input into decision making (32% vs. 17%), although they agree overall at about the same rate (61% vs. 68%).

“I am confident that The City of Calgary is working to improve how it includes Calgarians’ input into important decision making.”

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



\*Rounding

↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup

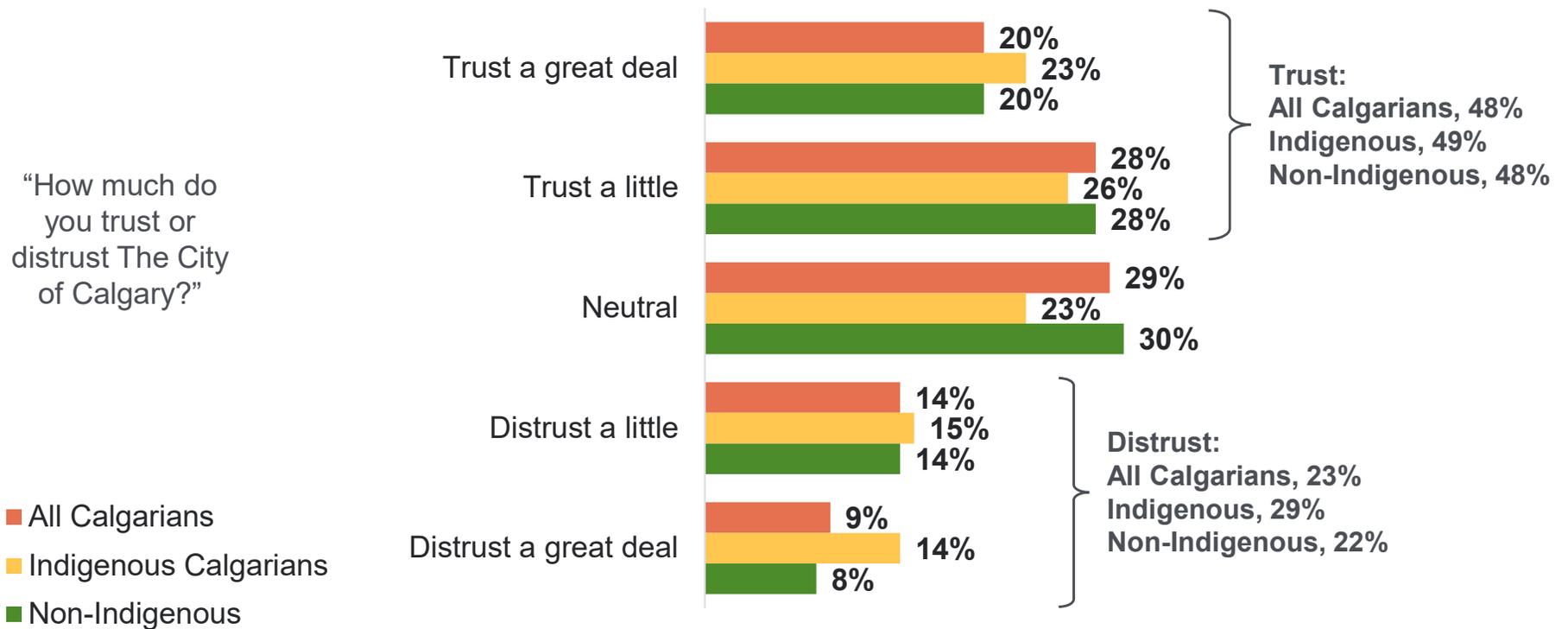
Q. Please tell me if you agree or disagree with each of the following statements...  
 Base: Valid respondents (All Calgarians, n=2,480; Indigenous, n=84; Non-Indigenous, n=2,363)



# Reputation and performance

# Trust The City – Indigenous Calgarians

About half of Calgarians (48%) indicate they trust The City of Calgary, with no significant differences between Indigenous Calgarians and non-Indigenous Calgarians (49% vs. 48%).



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

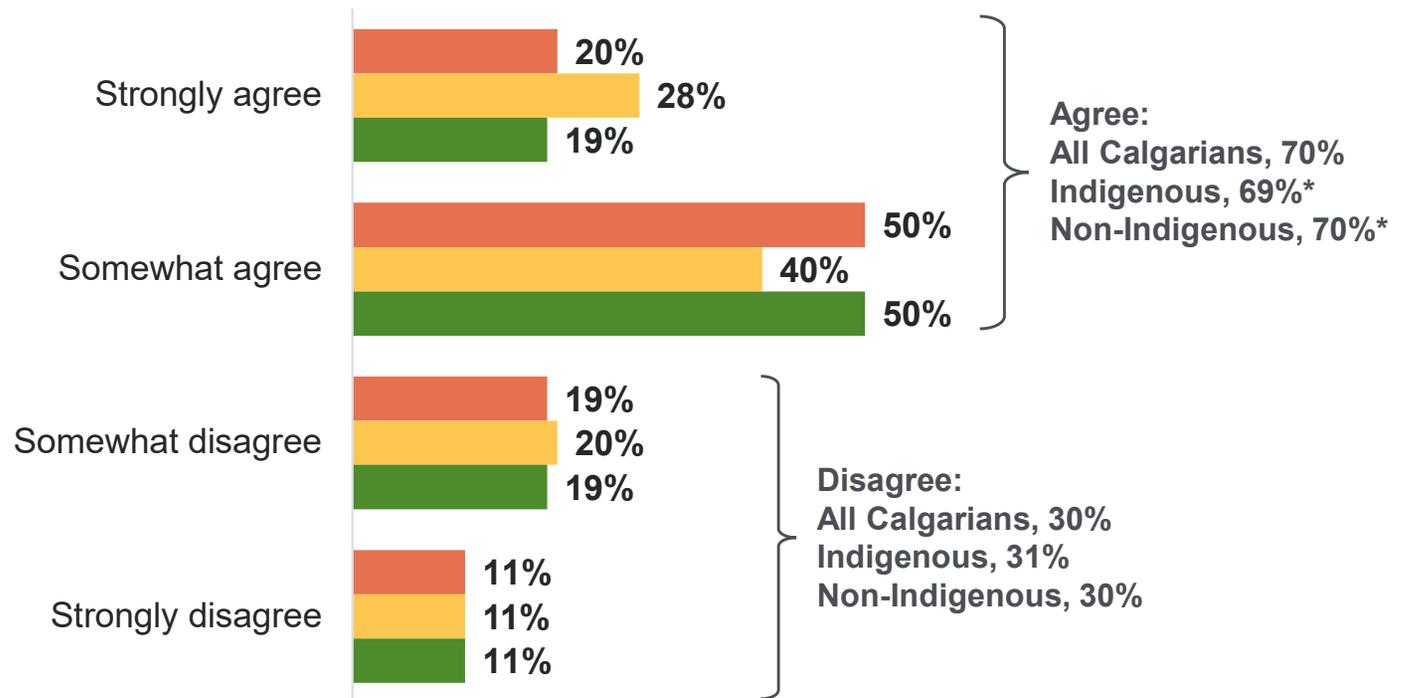
Base: Valid respondents (All Calgarians, n=2,493; Indigenous, n=85; Non-Indigenous, n=2,376)

# Open and accessible government – Indigenous Calgarians

There is no statistically significant difference between Indigenous Calgarians and non-Indigenous Calgarians in agreement that The City practices open and accessible government (69% vs. 70%).

“The City of Calgary practices open and accessible government.”

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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; Indigenous, n=83; Non-Indigenous, n=2,346)

\*Rounding

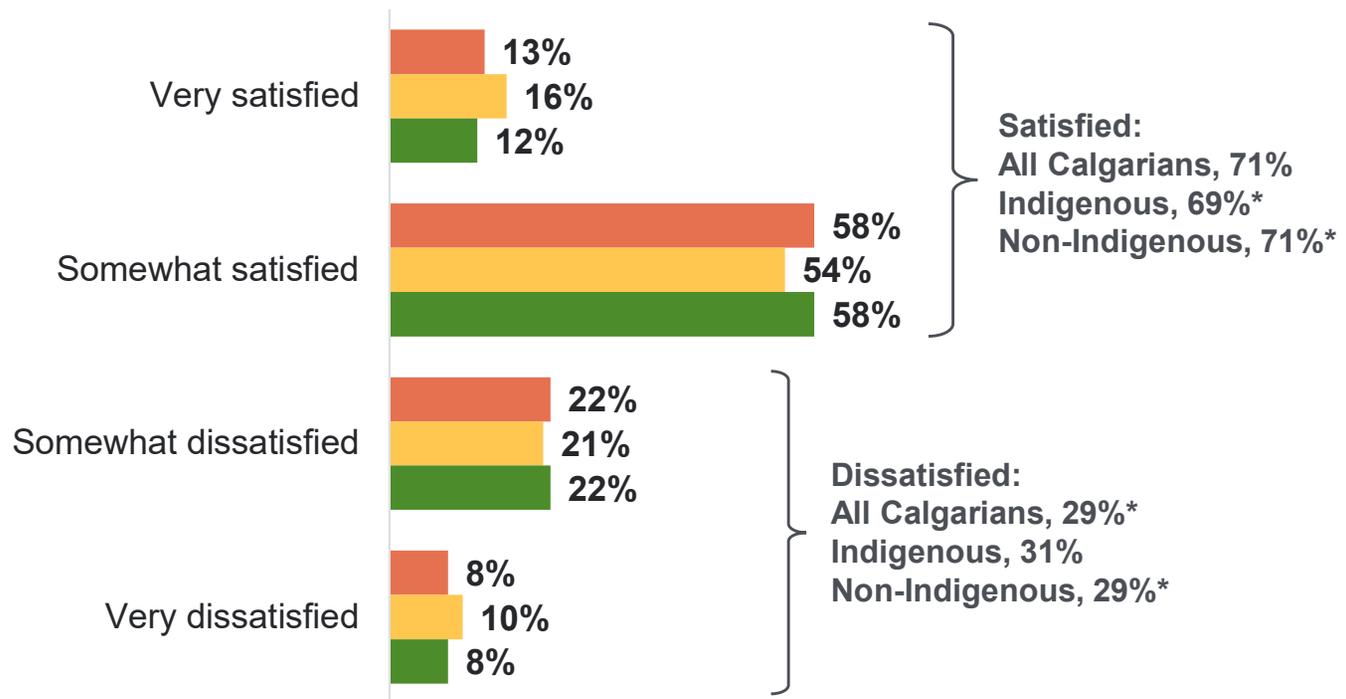


# Satisfaction with The City as a whole – Indigenous Calgarians

There is no significant difference in satisfaction with The City, including both Council and Administration, between Indigenous Calgarians and non-Indigenous Calgarians (69% vs. 71%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



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; Indigenous, n=85; Non-Indigenous, n=2,377)

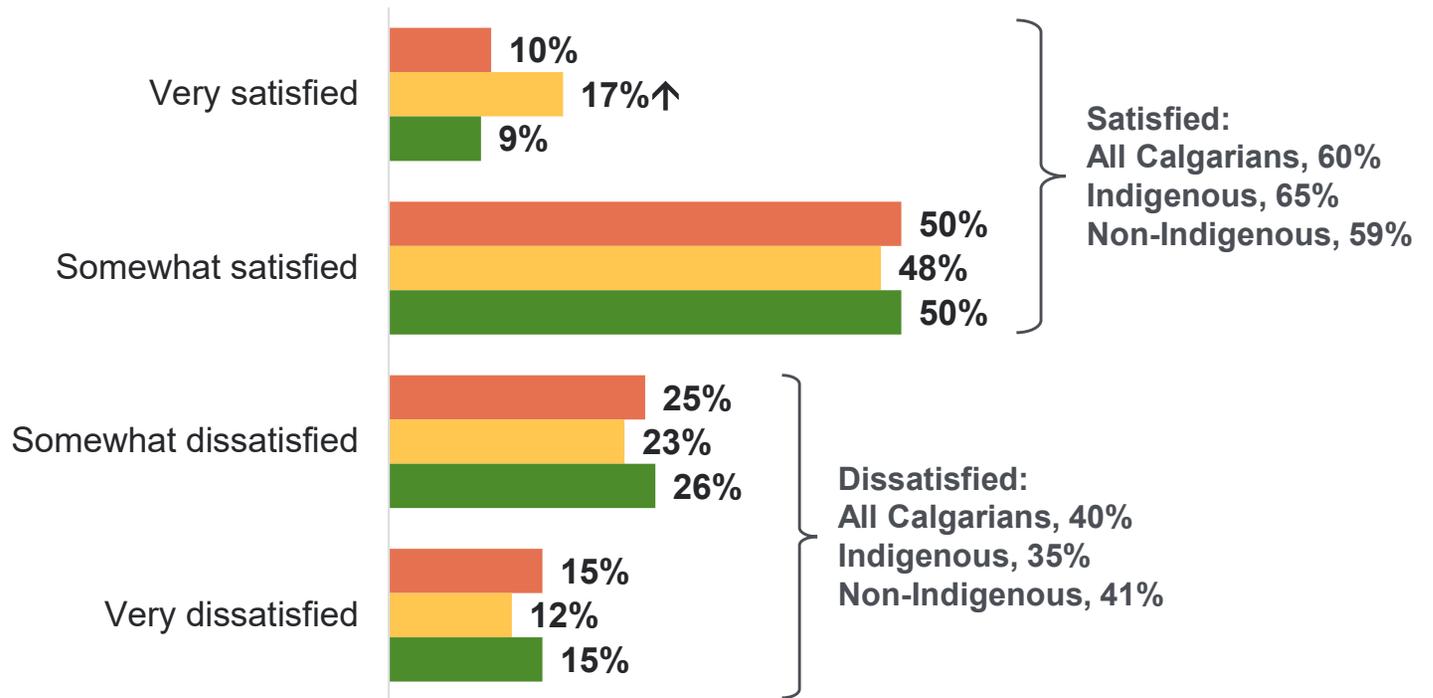
\*Rounding

# Satisfaction with Council – Indigenous Calgarians

When compared to non-Indigenous Calgarians, Indigenous Calgarians are more likely to be ‘very satisfied’ with City Council (17% vs. 9%), although they are satisfied overall at around the same rate (65% vs. 59%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous

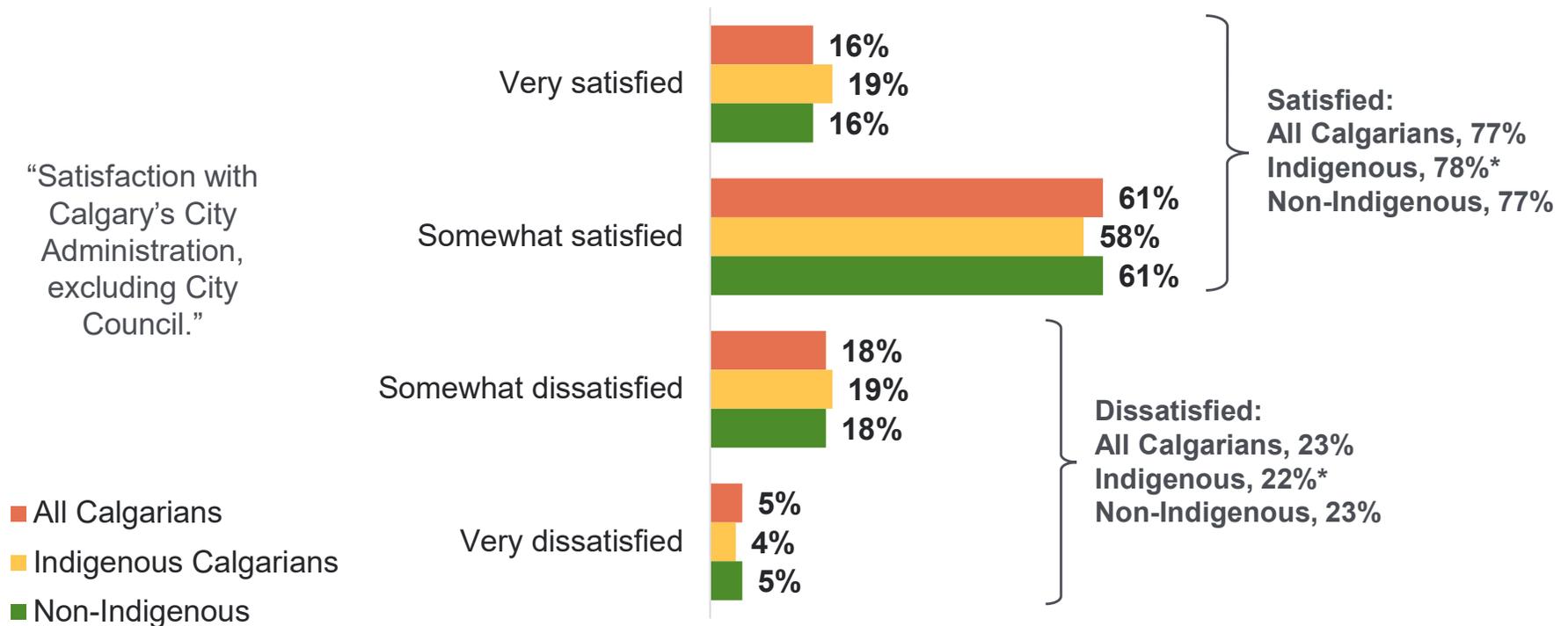


Q. Thinking about Calgary’s City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?  
 Base: Valid respondents (All Calgarians, n=2,480; Indigenous, n=86; Non-Indigenous, n=2,362)

↑ Statistically higher than subgroup  
 ↓ Statistically lower than subgroup

# Satisfaction with Administration – Indigenous Calgarians

There is no significant difference in satisfaction with City Administration between Indigenous Calgarians and non-Indigenous Calgarians (78% vs. 77%).



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 Indigenous, n=85; Non-Indigenous, n=2,361)

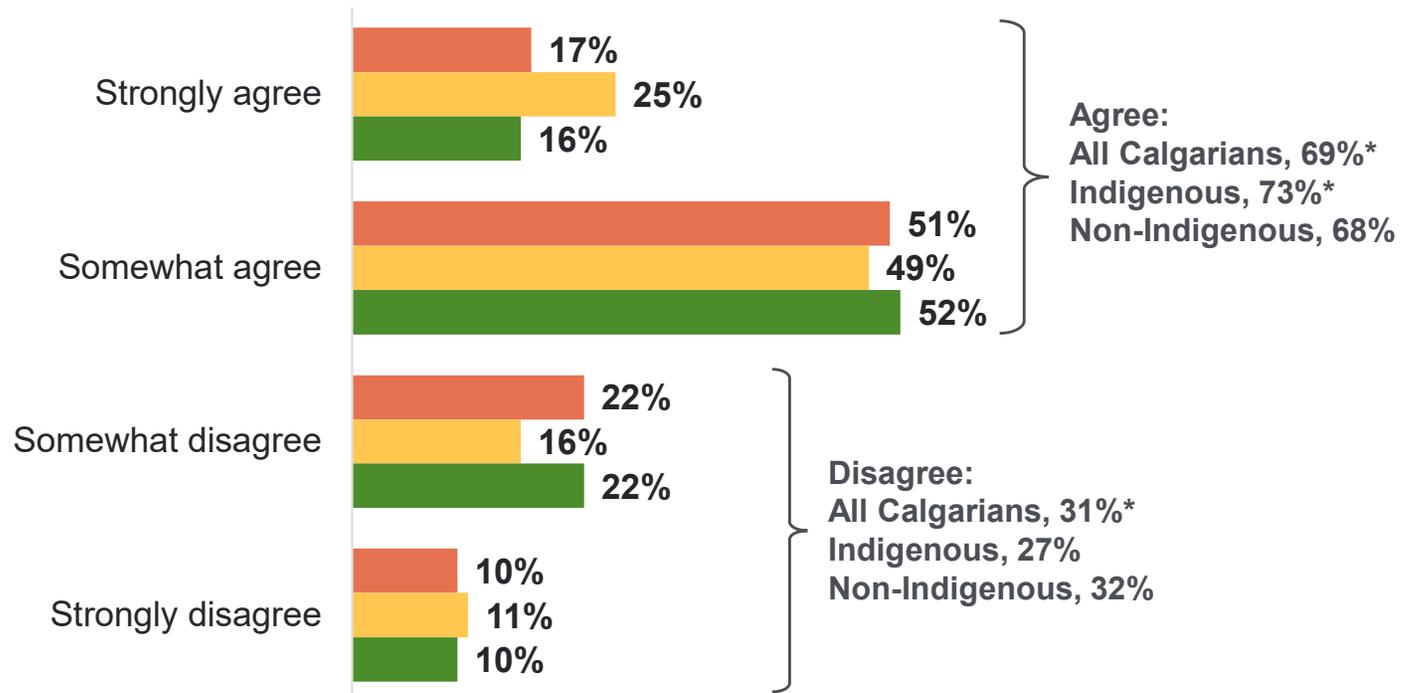
\*Rounding

# Work collaboratively – Indigenous Calgarians

Indigenous Calgarians and non-Indigenous Calgarians believe that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary at about the same rate (73% vs. 68%).

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

- All Calgarians
- Indigenous Calgarians
- Non-Indigenous



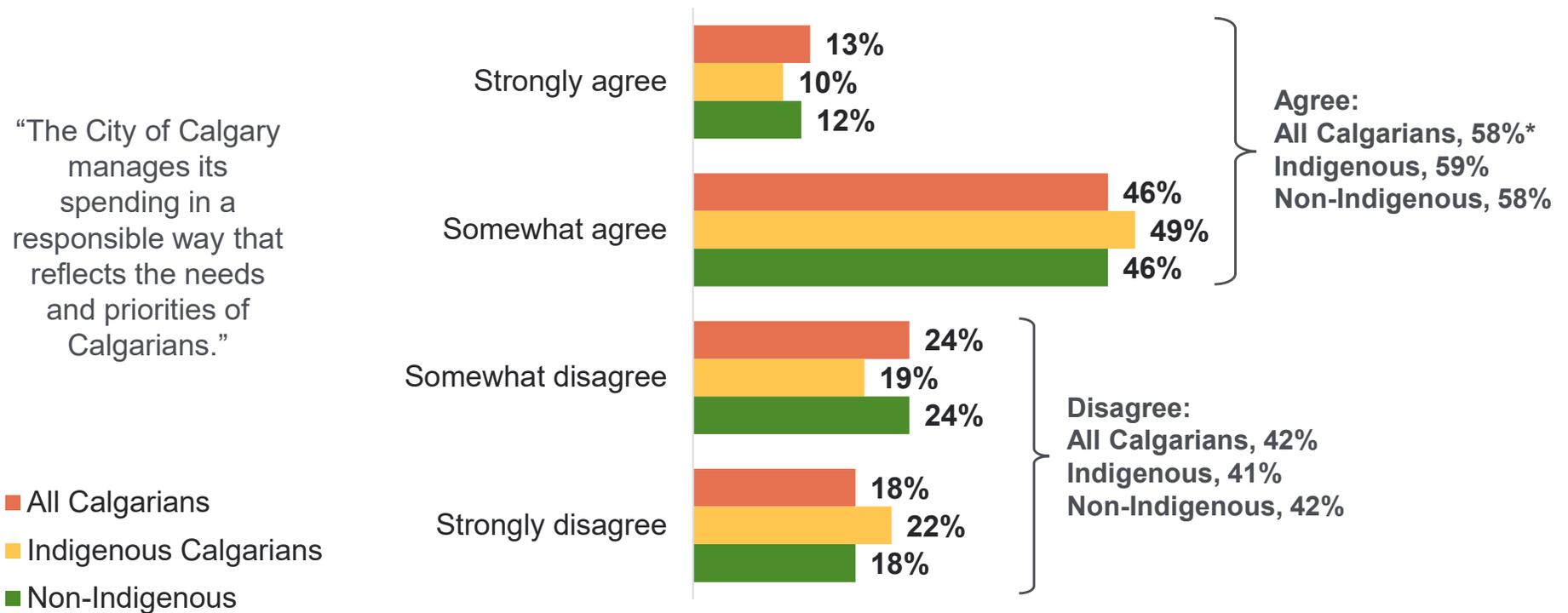
Q. Please tell me if you agree or disagree with each of the following statements?  
 Base: Valid respondents (All Calgarians, n=2,474; Indigenous, n=85; Non-Indigenous, n=2,356)

\*Rounding



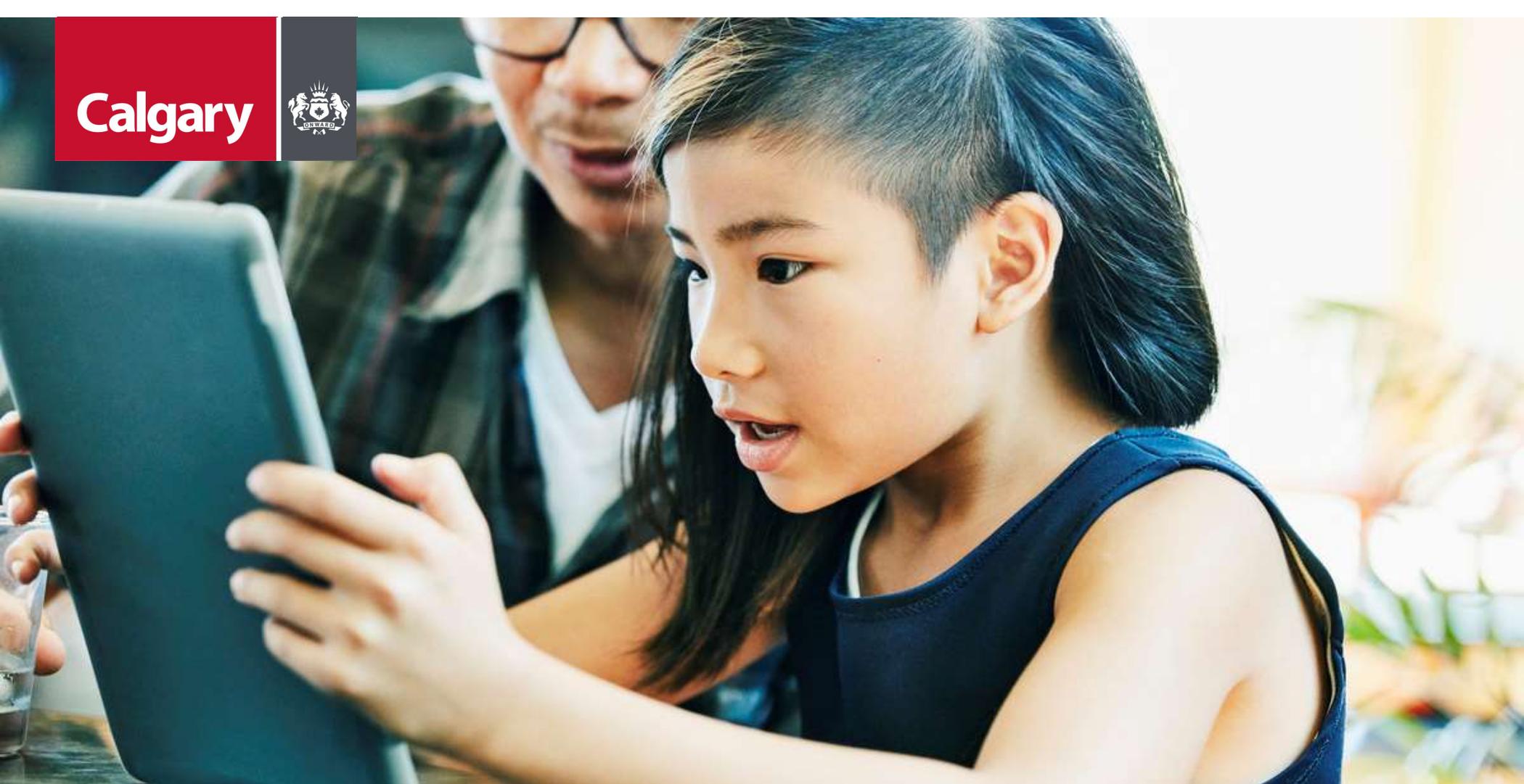
# Manages spending responsibly – Indigenous Calgarians

About three-in-five (58%) Calgarians agree The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians, including both Indigenous and non-Indigenous Calgarians (59% vs. 58%).



Q. Please tell me if you agree or disagree with each of the following statements?  
 Base: Valid respondents (All Calgarians, n=2,489; Indigenous, n=85; Non-Indigenous, n=2,372)

\*Rounding



# Respondent profile



# Respondent profile (1 of 3)

	Age		
	Total	Indigenous	Non-Indigenous
18 to 24	11%	24%	10%
25 to 34	19%	16%	19%
35 to 44	17%	12%	18%
45 to 54	19%	20%	19%
55 to 64	12%	13%	12%
65 or older	22%	14%	22%
<i>Mean</i>	<i>47.3</i>	<i>43.8</i>	<i>47.5</i>

	Gender		
	Total	Indigenous	Non-Indigenous
Female	51%	61%	50%
Male	49%	35%	49%
Prefer to self-describe	1%	4%	1%

	Education		
	Total	Indigenous	Non-Indigenous
Did not complete high school or equivalent	2%	6%	2%
Completed high school or equivalent	17%	26%	17%
Completed a Registered Apprenticeship or other trades certificate or diploma	7%	8%	7%
Completed a college or other non-university certificate or diploma	20%	29%	19%
Completed a university certificate, diploma or degree	53%	30%	54%

	Household size		
	Total	Indigenous	Non-Indigenous
1	17%	9%	17%
2	35%	44%	34%
3	17%	21%	17%
4	20%	14%	20%
5 or more	11%	12%	11%
<i>Mean</i>	<i>2.8</i>	<i>2.9</i>	<i>2.8</i>

	Children and seniors in household		
	Total	Indigenous	Non-Indigenous
Yes – Children	31%	37%	31%
Yes – Seniors	32%	24%	32%

	Type of dwelling		
	Total	Indigenous	Non-Indigenous
Single-detached house	65%	50%	66%
Apartment or apartment-style condominium	16%	28%	16%
Duplex, triplex or fourplex	8%	12%	8%
Townhouse or rowhouse	9%	8%	9%
Another type of multi-dwelling unit	1%	2%	1%



# Respondent profile (2 of 3)

Tenure in Calgary			
	Total	Indigenous	Non-Indigenous
Less than 5 years	9%	10%	9%
5 to less than 10 years	8%	4%	8%
10 to less than 15 years	11%	12%	11%
15 to less than 20 years	11%	19%	11%
20 to less than 30 years	21%	19%	22%
30 to less than 40 years	14%	10%	14%
40 or more	26%	26%	26%
<i>Mean</i>	26.9	25.7	27

Indigenous			
	Total	Indigenous	Non-Indigenous
Yes – First Nations	1%	33%	0%
Yes – Metis	2%	50%	0%
Yes – Inuit	<1%	7%	0%
Yes – prefer to self-describe	<1%	10%	0%
No	96%	0%	100%

Disability in household			
	Total	Indigenous	Non-Indigenous
Yes – myself	11%	21%	11%
Yes – someone in my household	11%	18%	10%
No	80%	66%	81%

Born in Canada			
	Total	Indigenous	Non-Indigenous
Yes	67%	88%	67%
No	33%	12%	33%

Age arrived in Canada			
Base: Not born in Canada			
	Total	Indigenous	Non-Indigenous
Under the age of 18	34%	60%	34%
18 to 49	64%	40%	64%
50 or older	1%	<1%	1%

Date of arrival in Canada			
Base: Not born in Canada			
	Total	Indigenous	Non-Indigenous
Within the past five years	20%	36%	18%
More than five years ago	80%	64%	82%

Racialized			
	Total	Indigenous	Non-Indigenous
Yes	28%	29%	27%
No	72%	70%	72%
Prefer to self-describe	1%	2%	1%



# Respondent profile (3 of 3)

Employment status			
	Total	Indigenous	Non-Indigenous
Full time employed or self employed	53%	47%	53%
Part time employed or self-employed	13%	18%	13%
Retired	20%	13%	21%
Looking after home and/or family	3%	4%	3%
Unable to work because of sickness or disability	3%	9%	3%
Unemployed	4%	6%	4%
Doing unpaid or voluntary work	2%	4%	2%
Student	7%	5%	7%

Own or operate a business			
	Total	Indigenous	Non-Indigenous
Own and operate a business	15%	17%	15%
Own a business	3%	6%	3%
Operate a business	2%	3%	2%
No	80%	75%	80%

Own or rent			
	Total	Indigenous	Non-Indigenous
Own	70%	48%	72%
Rent	27%	44%	26%
Other	3%	9%	3%

Household income			
	Total	Indigenous	Non-Indigenous
Less than \$30,000	8%	14%	7%
\$30,000 to <\$45,000	7%	5%	7%
\$45,000 to <\$60,000	10%	6%	10%
\$60,000 to <\$75,000	8%	5%	8%
\$75,000 to <\$90,000	7%	6%	7%
\$90,000 to <\$105,000	11%	12%	11%
\$105,000 to <\$120,000	9%	15%	9%
\$120,000 to <\$150,000	12%	13%	13%
\$150,000 to <\$200,000	14%	12%	14%
\$200,000+	15%	13%	15%

Responsible for property taxes			
	Total	Indigenous	Non-Indigenous
Yes	86%	83%	86%
No	14%	17%	14%

Quadrant			
	Total	Indigenous	Non-Indigenous
Southwest	29%	22%	29%
Southeast	24%	24%	24%
Northwest	27%	32%	27%
Northeast	20%	21%	20%

2SLGBTQIA+			
	Total	Indigenous	Non-Indigenous
Yes	6%	14%	6%
No	94%	86%	94%

Calgary



# Contact

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