



2022 Equity in Service Delivery Fund Research

Final Report
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Background and Methodology



Background

In 2021, an equity action and resourcing plan was approved by Council, which outlined the establishment of an equity framework and program team that was tasked with embedding equity into City services and investment decisions. To further this plan, Council approved an annual investment of \$950,000 in 2022, 2023, and 2024 for service improvements informed by equity-based approaches to service delivery across the organization, with the intent that successful innovations would later be integrated into regular operations and resourced through services' plans and budgets.

The City accepted internal business cases for the initial round of funding between February 23rd and March 15th, 2022. Funds were made available to support services advancing equitable decision-making or equitable outcomes in the delivery of services to Calgarians, including enabling services. The Corporate Research Team (CRT) submitted a business case to conduct primary research to gain insight into perspectives, lived experiences, and expectations of Calgarians who may experience less access to opportunities, resources, and services because of their identities. Eleven (11) projects were successfully selected to receive funds, including the CRT business case which received \$130,000 in 2022.

The CRT research is a multi-phase program designed to be executed over three years. In 2022 the CRT conducted a set of focus group discussions and a statistically representative telephone survey of Calgarians. The CRT has been pre-approved under the Equity in Service Delivery Fund to conduct additional research in 2023 and 2024 which will continue to add to the understanding of diverse Calgarians.

Background

To accomplish the 2022 objectives of the Corporate Research Team's (CRT) Equity in Service Delivery Fund business case, The City engaged with Leger to conduct a multi-phased research program including both focus groups (Phase 1) and a telephone survey (Phase 2) in 2022.

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.

Research Objective

The objective of this research is to understand the perspectives, lived experiences, and expectations of Calgary's EDCs, and how The City can improve its services to reduce any barriers to provide equitable access for all Calgarians.

Phase 1: Focus Groups

A total of six online focus groups with 45 participants (7-8 participants per group) were conducted between September 20th and 26th, 2022. Each session lasted a total of 1.5 hours and participants were offered an honorarium of \$100 for their time and participation. Focus groups were conducted via Teams, while City of Calgary representatives observed all sessions. A full report on the focus group results was provided separately.

Focus Groups Structure

Although there are several Equity Deserving Communities (EDC) in Calgary, three EDC groups were selected to participate in the Phase 1 focus groups due to timeline and budget constraints. Focus groups were conducted among immigrants, Racialized Calgarians, and 2SLGBTQIA+ Calgarians. For each audience, there was a low-income group (household income of under \$60,000) and a mid to high-income group (household income of \$60,000 or more).

- Calgarians who are immigrants, low-income
- Calgarians who are immigrants, mid to high-income
- Racialized Calgarians, low-income
- Racialized Calgarians, mid to high-income
- 2SLGBTQIA+ Calgarians, low-income
- 2SLGBTQIA+ Calgarians, mid to high-income

Phase 2: Telephone Survey

- An 18-minute telephone survey was conducted between October 20th and November 15th, 2022, among 1,295 Calgarians ages 18+.
- Data were weighted to ensure that the total sample is representative of Calgarians ages 18+.
- The overall margin of error (MOE) for the total sample is $\pm 2.7\%$, 19 times out of 20, but increases significantly among the six population sub-groups highlighted throughout:
 - Calgarians who are immigrants (n=404, MOE $\pm 4.9\%$)
 - Racialized Calgarians (n=323, MOE $\pm 5.5\%$)
 - 2SLGBTQIA+ Calgarians (n=73, $\pm 11.5\%$)
 - Low-income Calgarians (under \$60,000 household income) (n=257, MOE $\pm 6.1\%$)
 - Seniors (ages 65+) (n=292, MOE $\pm 5.7\%$)
 - Those with a disability or disability in their household (n=283, MOE $\pm 5.8\%$)

Report Layout

The following report is laid out in chapters that reflect the data and interpretation of each of the population subgroups of interest. Each slide displays the data from the subgroup of interest (i.e., immigrants) and compares it to those who do not meet the same criteria (i.e., born in Canada). When base sizes are smaller than (n=70), a slide is not included.

When base sizes allow, statistical testing of differences between the two groups are denoted by the following:

↑/↓ Statistically higher/lower than
comparable subgroup

Also displayed within each chart is a Total, which represents the total population of Calgary, representative of ages 18+.

This report outlines the findings from the telephone survey with the relevant focus group findings integrated throughout in grey boxes:

Example focus group finding.

Equity Deserving Community Subgroup Analysis and Descriptions

EDC subgroups are denoted by the following:

Immigrant:

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

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

Racialized:

- **Racialized**
- Non-Racialized

Note: self-reported racialized status.

Household Income:

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

Note: self-reported pre-tax annual household income

Disability in Household:

- **Yes**
- No

Note: self-reported. "Yes" includes respondents with a disability as well as respondents who have a family member with a disability; respondents were not asked to identify the specific disability/disabilities

2SLGBTQIA+:

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

Note: self-reported as a member of the 2SLGBTQIA+ community.

Seniors:

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

Note: self reported.

Please note that focus groups were not conducted specifically with seniors or Calgarians with a disability in the household, and therefore, will not have any focus group findings. Also, please note that focus group findings from the low-income focus groups only include low-income Racialized Calgarians, immigrants, and 2SLGBTQIA+ Calgarians.

Detailed Findings



Chapter 1: Immigrants



Key Learnings: Immigrants

There is an opportunity to increase awareness of most City of Calgary services among immigrants as they generally consider services to be more important than those born in Canada, and yet are consistently less aware of them.

- More than half of City services have lower awareness among immigrants when compared to those born in Canada. The largest gap in awareness is for Children and Youth Programs (65% vs 83%).
- 311 Language Translation is more well known among immigrants (39% vs. 32%), albeit with low overall awareness.
- Immigrants to Canada place a higher importance on most City services when compared to those born in Canada. Services with the largest disparity in importance include 311 language translation (70% vs 48%) and Community Services for Immigrants, Newcomers, and Refugees (83% vs 63%).

Immigrants experience barriers to accessing desired City services at a higher frequency than those born in Canada and place higher importance on equity-focused service options.

- Immigrants are more likely than those born in Canada to report that all equity-focused service options are important, including 'fair entry' or lower cost options if someone can't afford the full cost of a service (90% vs. 78%), events for a specific culture or religion (71% vs. 46%), and communications in languages other than English (63% vs. 47%).
- Immigrants are more likely than those born in Canada to indicate not being able to afford the cost (42% vs. 33%), not qualifying for the service (37% vs. 26%), not being able to get to the location (34% vs. 23%), and being unsure if they will be treated respectfully (30% vs. 18%) as barriers to service.

Key Learnings: Immigrants (cont.)

Immigrants to Canada are looking for clear information about potential service options.

- When asked what is important to a positive service experience, the top mention among immigrants was clear information about the service, on par with Canadian born respondents (97% vs. 96%).
- However, immigrants were more likely than those born in Canada to indicate that being easy to understand how to qualify for a service is a factor of a positive experience (95% vs. 91%).
- The top barrier to service among immigrants was not being able to find enough information about the service, about equal to non-immigrants (48% vs. 44%).

Overall, immigrants feel safe and included using City services, and that Calgary is an inclusive city.

- Those born outside Canada have experienced unfair treatment using City services at similar levels to those born in Canada (13% vs. 11%).
- Immigrants and those born in Canada feel safe using City of Calgary services at the same rate, with almost all (93% vs. 91%) feeling physically and mentally safe. However, immigrants are more likely to feel 'very safe' (50% vs 43%).
- Immigrants are less likely than those born in Canada to indicate improved security on public transportation (9% vs. 14%) or mental health supports (1% vs. 4%) would make them feel more physically and mentally safe using City programs and services.
- Almost all respondents, regardless of being an immigrant or being born in Canada, report that Calgary is inclusive (94% vs. 95%).

Service Awareness – Immigrants

More than half of City services have lower awareness among immigrants when compared to those born in Canada. The largest gap in awareness is for Children and Youth Programs (65% vs 83%). 311 Language Translation is more well known among immigrants (39% vs. 32%), albeit with low overall awareness.

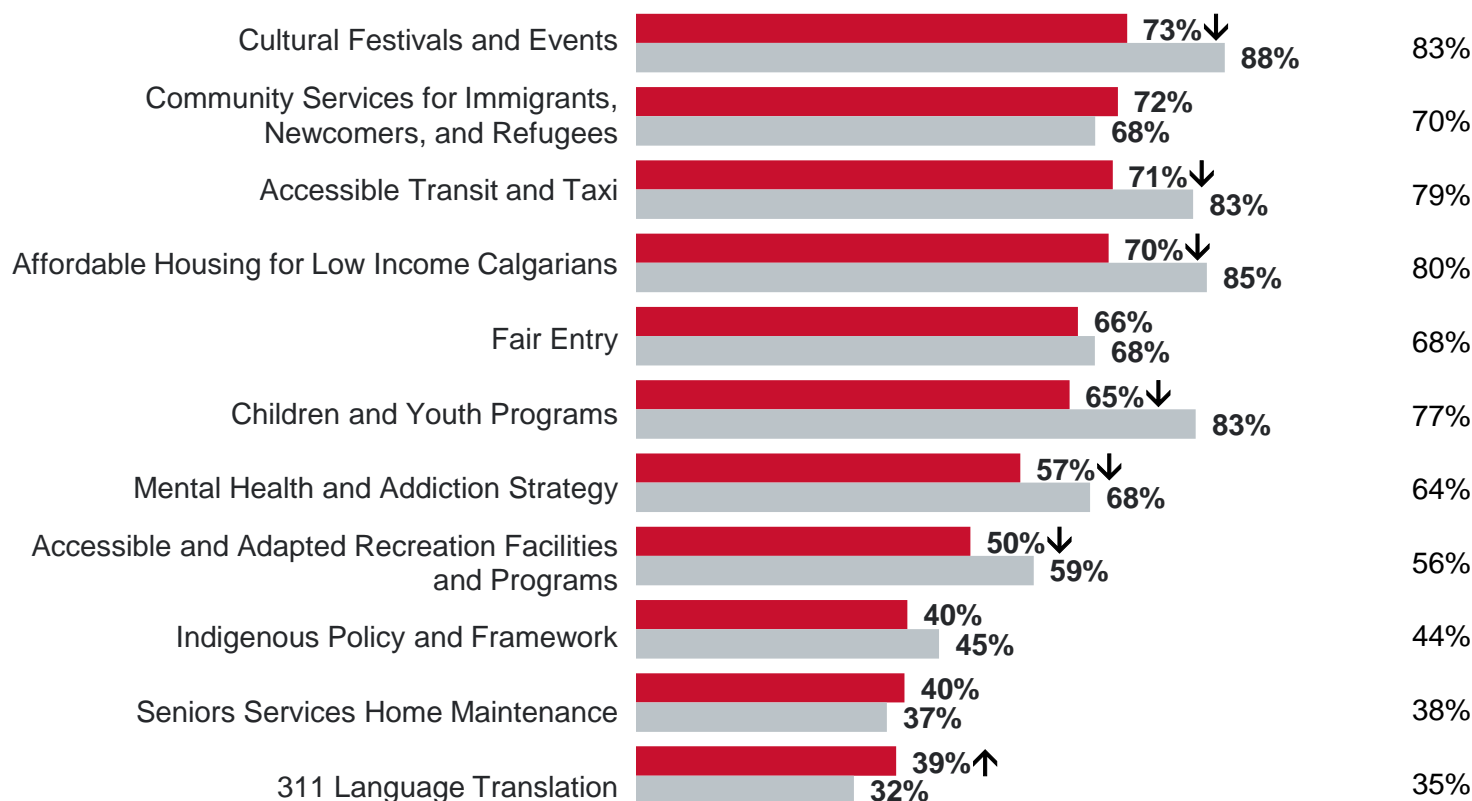
“Most of the services I’m [becoming] just aware [of] right now.”
- Immigrant participant

Service Awareness

Total

n=1295

■ Born Outside Canada
■ Born In Canada

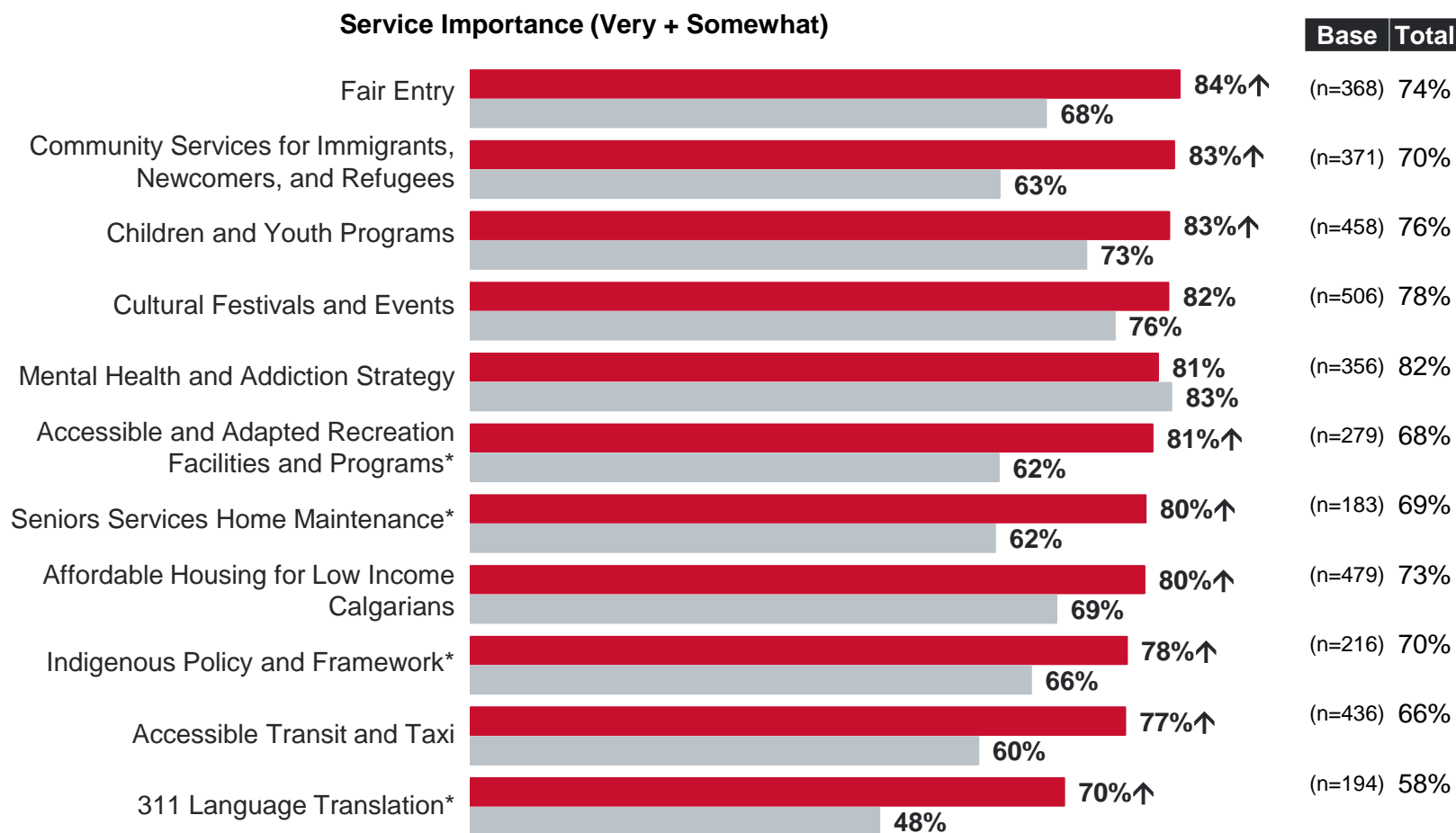


Q2: I would now like you to think about the services offered by The City of Calgary to Calgarians. For each one, please tell me if you have heard of it or not.
Base: All respondents (n=1295), Immigrants: Born Outside Canada/Born in Canada (n=404/886)

↑/↓ Statistically higher/lower than comparable subgroup

Service Importance – Immigrants

Calgarians who were born outside Canada place a higher importance on most City services when compared to those born in Canada. Services with the largest disparity in importance include 311 language translation (70% vs 48%) and Community Services for Immigrants, Newcomers, and Refugees (83% vs 63%).



Q3: How important or not are each of the following services to you personally?
 Base: Respondents aware of a given service at Q2 (n=Base varies for each statement)
 * CAUTION: Small base size

↑/↓ Statistically higher/lower than comparable subgroup

Factors of a Positive Experience – Immigrants

Immigrants are more likely than those born in Canada to indicate that being easy to understand how to qualify for a service is an important factor in having a positive experience with that service (95% vs. 91%).

Focus group participants mentioned that information about services and how to qualify needs to be improved (i.e., communicate who programs are for).

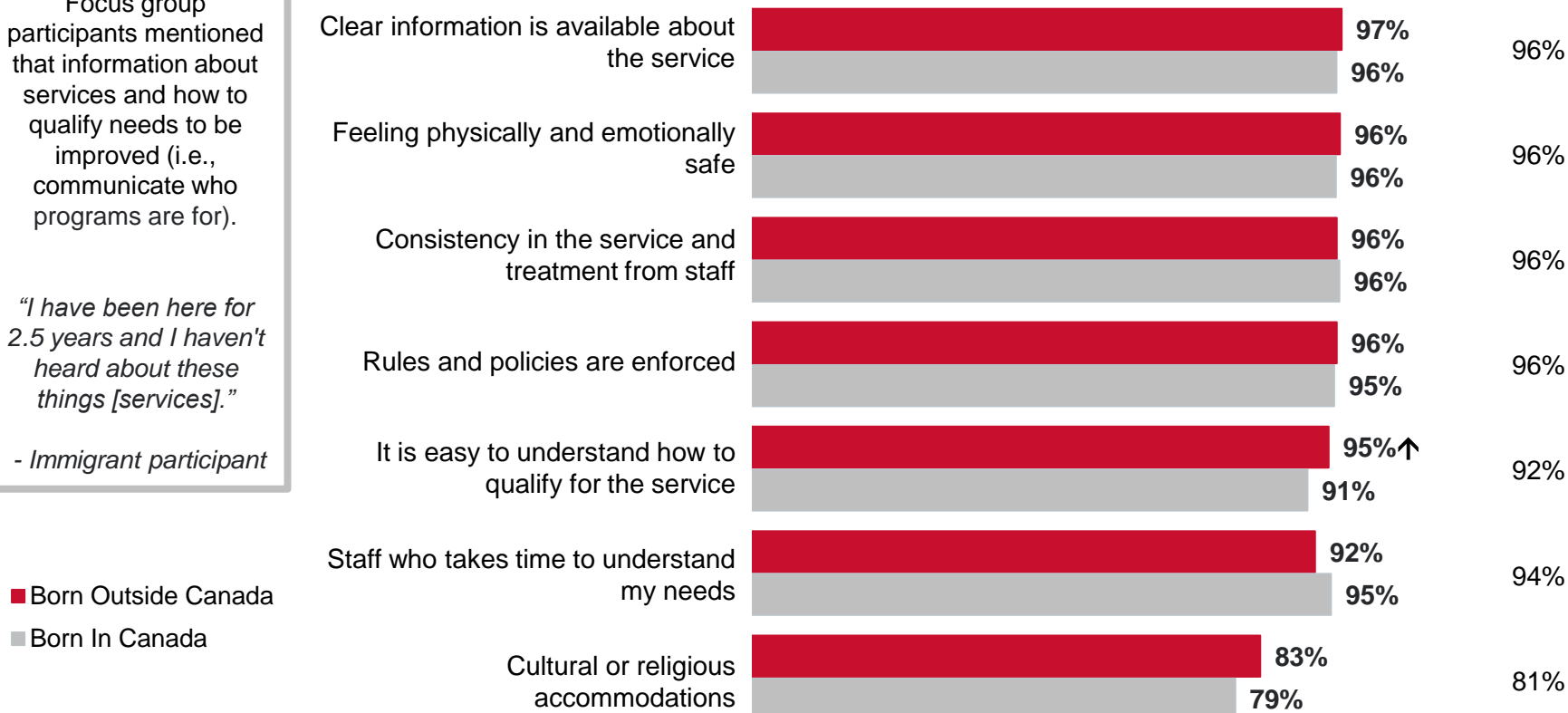
"I have been here for 2.5 years and I haven't heard about these things [services]."

- Immigrant participant

Positive Experience Importance (Very + Somewhat)

Total

n=1295



Q4: For each, please tell me if it is important or not important to have a positive experience.
Base: All respondents (n=1295) Immigrants: Born Outside Canada/Born in Canada (n=404/886)

↑/↓ Statistically higher/lower than comparable subgroup

Importance of Service Options – Immigrants

Immigrants are more likely than those born in Canada to report that all inclusive service options are important.

Importance of Options (Very + Somewhat)

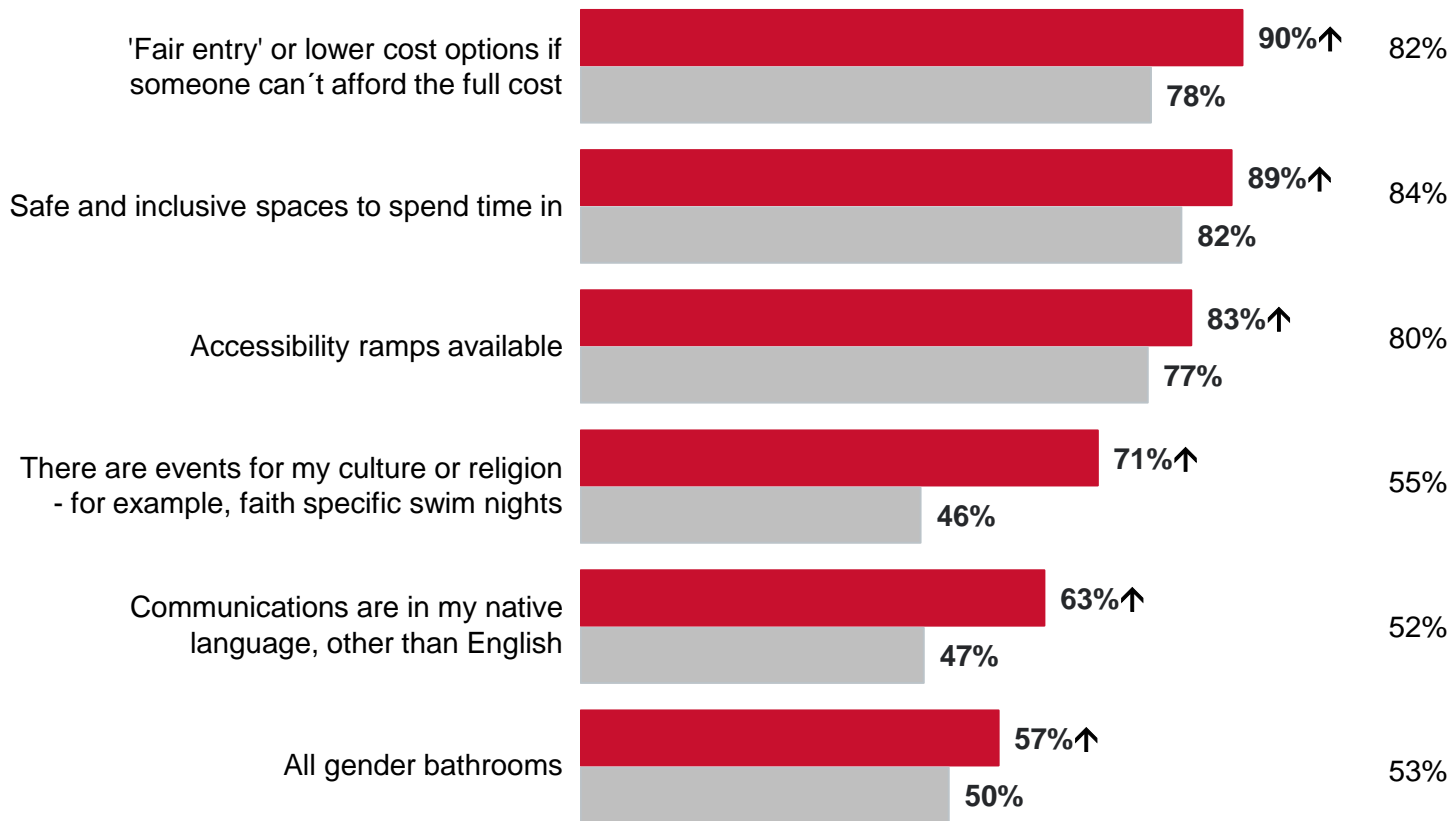
Total

n=1295

In the focus groups, some mentioned the importance of affordable housing, further supporting the importance of low-cost options.

“...one of the things that I came to know after I landed in Calgary (after I got myself a fleece) was affordable housing for low income Calgarians”

- Immigrant participant



■ Born Outside Canada

■ Born In Canada

↑/↓ Statistically higher/lower than comparable subgroup

Q16: For you personally, how important or not are each of the following when it comes to City services?
Base: All respondents (n=1295), Immigrants: Born Outside Canada/Born in Canada (n=404/886)

Barriers to Accessing City Services – Immigrants

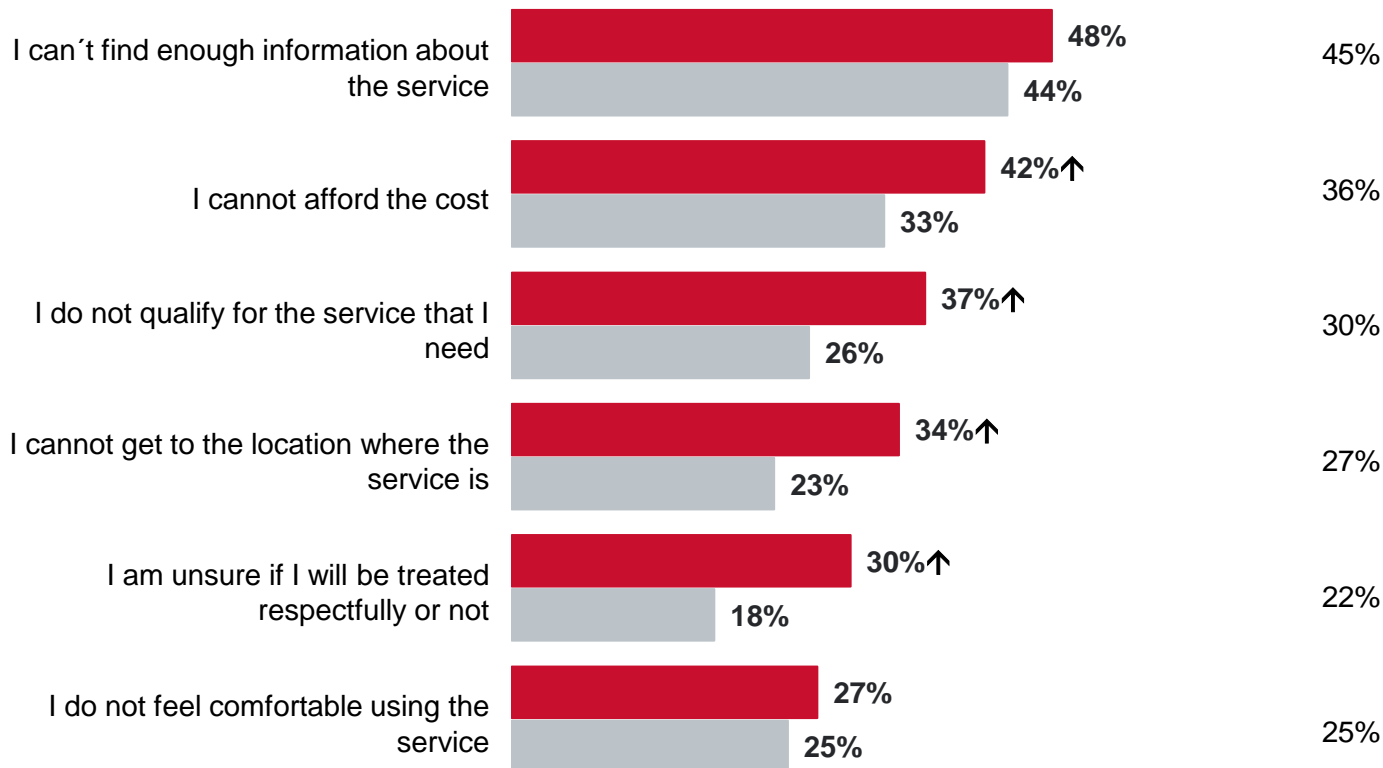
Immigrants are more likely than those born in Canada to indicate not being able to afford the cost (42% vs. 33%), not qualifying for the service (37% vs. 26%), not being able to get to the location (34% vs. 23%), and being unsure if they will be treated respectfully (30% vs. 18%) as barriers to service. Half of immigrants report they can't find enough information about the service, comparable to those born in Canada (48% vs. 44%).

In the focus groups, many expressed having challenges finding information about City Services, especially on The City website new immigrants were more likely to express difficulty navigating the website. Some participants mentioned they would like a central location for information that pertains to each community and for such a central resource to provide them information on community specific events, resources, programs, and supports.

Frequency of Experiencing a Barrier (Often + Sometimes)

Total

n=1295



■ Born Outside Canada

■ Born In Canada

Q12: How often do each of the following make it difficult for you to access and use a City service that you would like to use?

Base: All respondents (n=1295), Immigrants: Born Outside Canada/Born in Canada (n=404/886)

↑/↓ Statistically higher/lower than comparable subgroup

Factors for an Accessible and Inclusive Service – Immigrants

When asked what factors contribute to an accessible and inclusive service, immigrants indicate 'don't know' at higher levels than those born in Canada (26% vs. 15%). Among factors mentioned, easy access (13% vs. 21%) and available in different languages (9% vs. 13%) were mentioned less, while immigration supports were mentioned more (3% vs. 1%).

This supports the learnings from the focus groups, as many felt there could be more communication about City services. Some mentioned a greater social media presence would be helpful.

"I think that government should be working on going towards more of awareness with the help of digitalized platforms."

- Immigrant participant

■ Born Outside Canada

■ Born in Canada

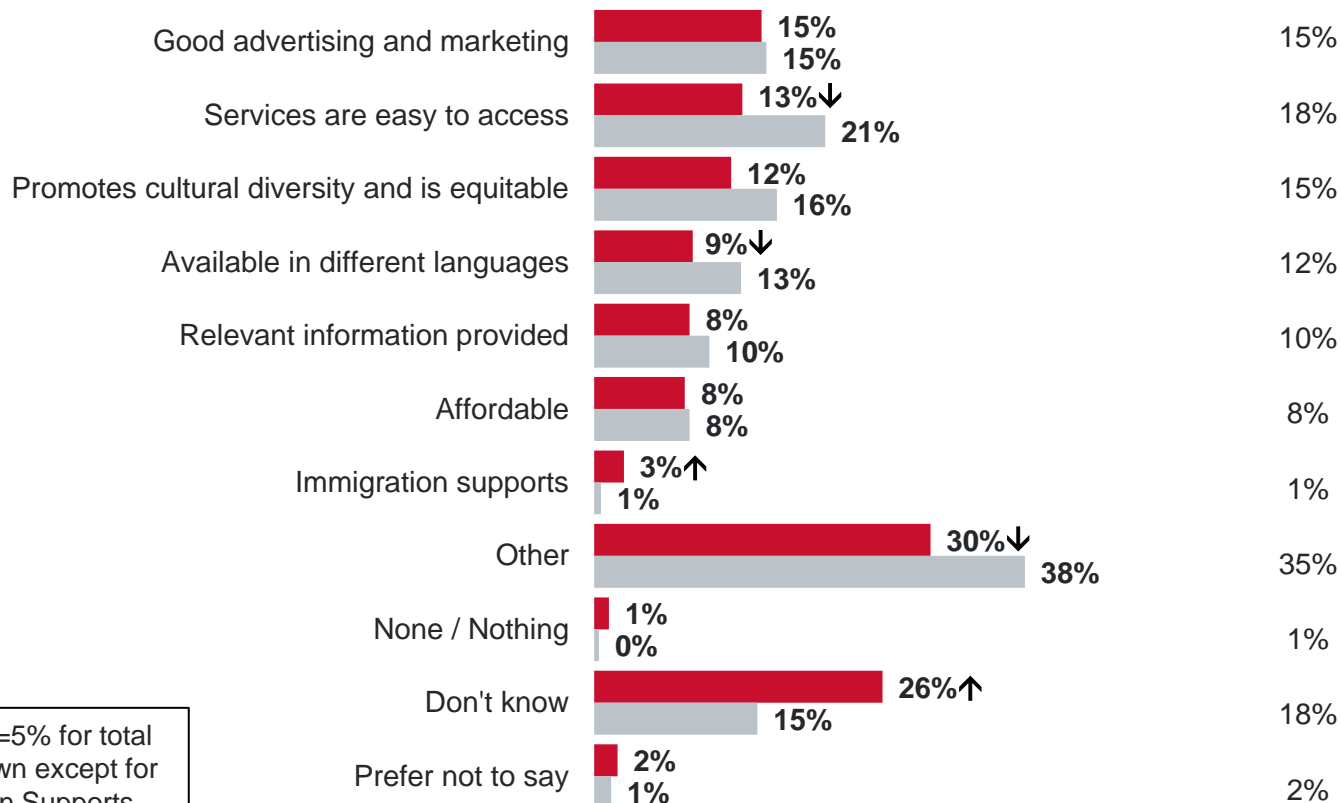
Open-ended Response

Mentions <=5% for total are not shown except for Immigration Supports.

Aspects of Accessible and Inclusive Service

Total

n=1295



↑/↓ Statistically higher/lower than comparable subgroup

Q5: What do you think makes a service accessible and inclusive to all different types of people?
Base: All respondents (n=1295), Immigrants: Born Outside Canada/Born in Canada (n=404/886)

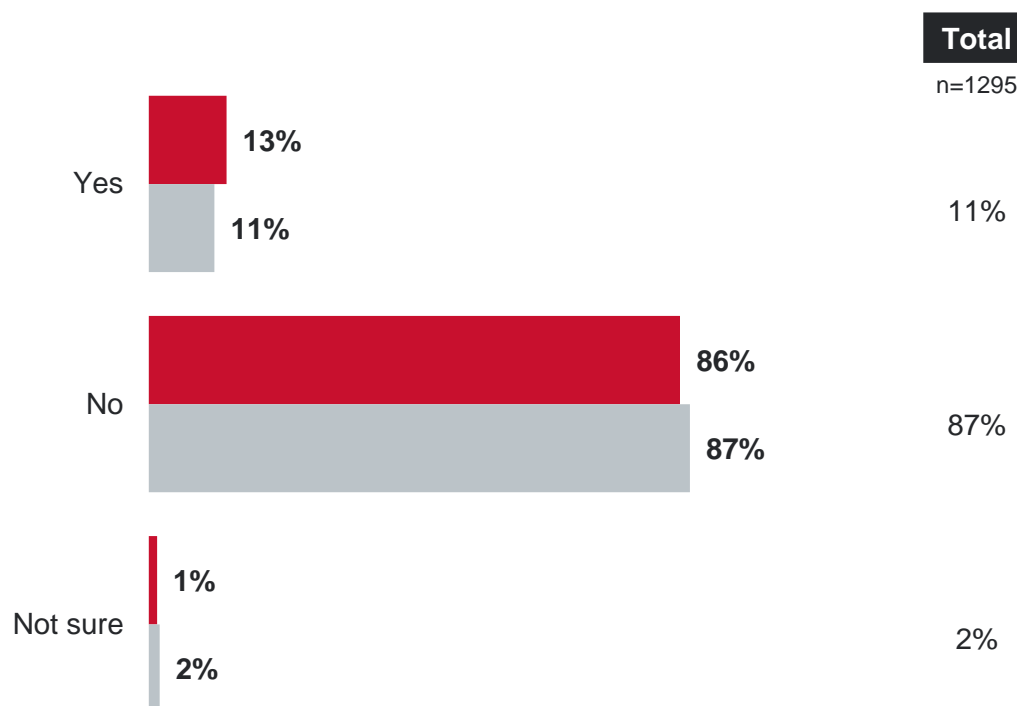
Have Ever Experienced Unfair Treatment – Immigrants

Those born outside Canada have experienced unfair treatment using City services at similar levels to those born in Canada (13% vs. 11%).

Have Ever Been Treated Unfairly Using a City Service

In the focus groups, very few were able to recall any experiences of unfair treatment using City services.

■ Born Outside Canada
■ Born in Canada



Q7: When accessing or using a City service, have you ever felt treated unfairly due to your race, age, gender or sexual identity, cultural or religious dress, or disability?

Base: All respondents (n=1295).), Immigrants: Born Outside Canada/Born in Canada (n=404/886)



Safety Using City Services – Immigrants

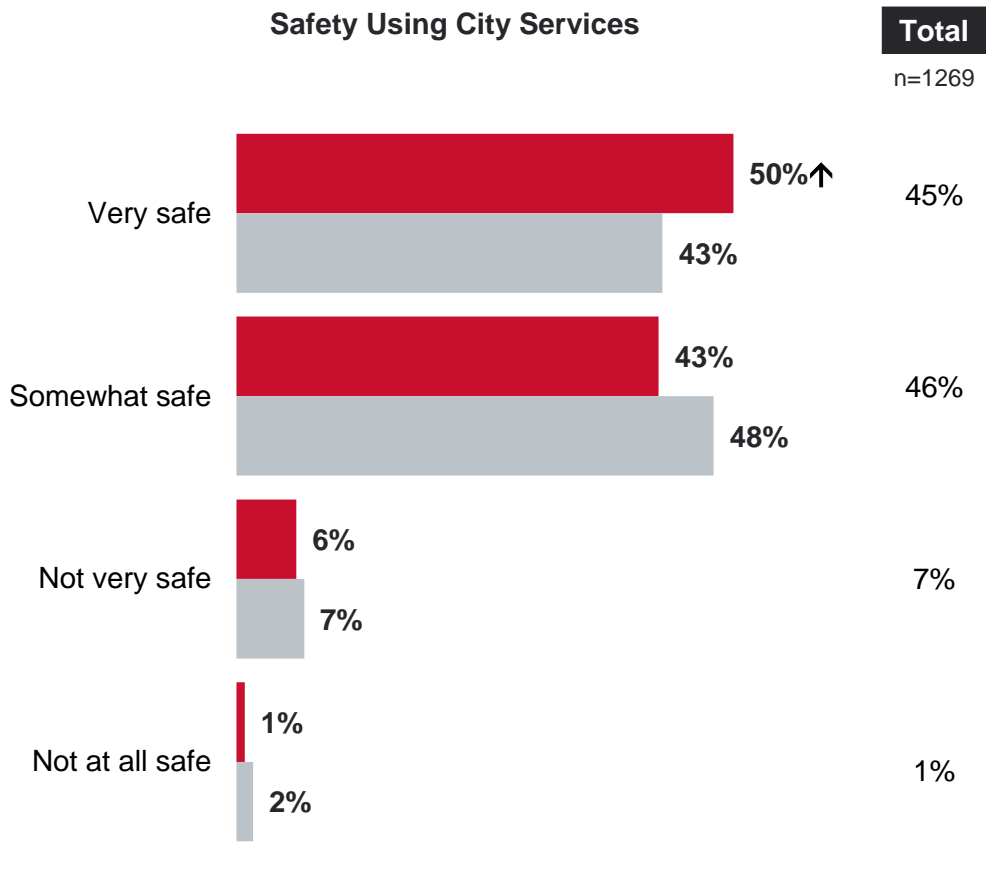
Immigrants and those born in Canada feel safe using City of Calgary services at the same rate, with almost all (93% vs. 91%) feeling physically and mentally safe. However, immigrants are more likely to feel ‘very safe’ (50% vs 43%).

Immigrant participants overall feel safe using City services.

However, many expressed how certain areas of Calgary, such as downtown, can be unsafe.

“...when I go downtown, it would scare me because, you know, like there's concern of safety.”

- Immigrant participant



Safe:

All Calgarians, 92%
 Born Outside Canada, 93%
 Born in Canada, 91%

Unsafe:

All Calgarians, 8%
 Born Outside Canada, 7%
 Born in Canada, 9%

Q9A: Overall, how physically and mentally safe do you feel using City of Calgary services?
 Base: All respondents, excluding n=26 from the pre-test (n=1269), Immigrants: Born Outside Canada/Born in Canada (n=394/870)

↑/↓ Statistically higher/lower than comparable subgroup

Improving Feelings of Safety Using Services – Immigrants

Immigrants are less likely than those born in Canada to indicate improved security on public transportation (9% vs. 14%) or mental health supports (1% vs. 4%) would make them feel more physically and mentally safe using City programs and services.

This was a concern voiced by many in the focus groups, further supporting the need for improved safety on transit.

“...train stations... the people who are abusing drugs... they can get aggressive and that's not a safe place.”

- Immigrant participant

■ Born Outside Canada

■ Born In Canada

A NET is a combination of similar responses and includes the faded attributes below it

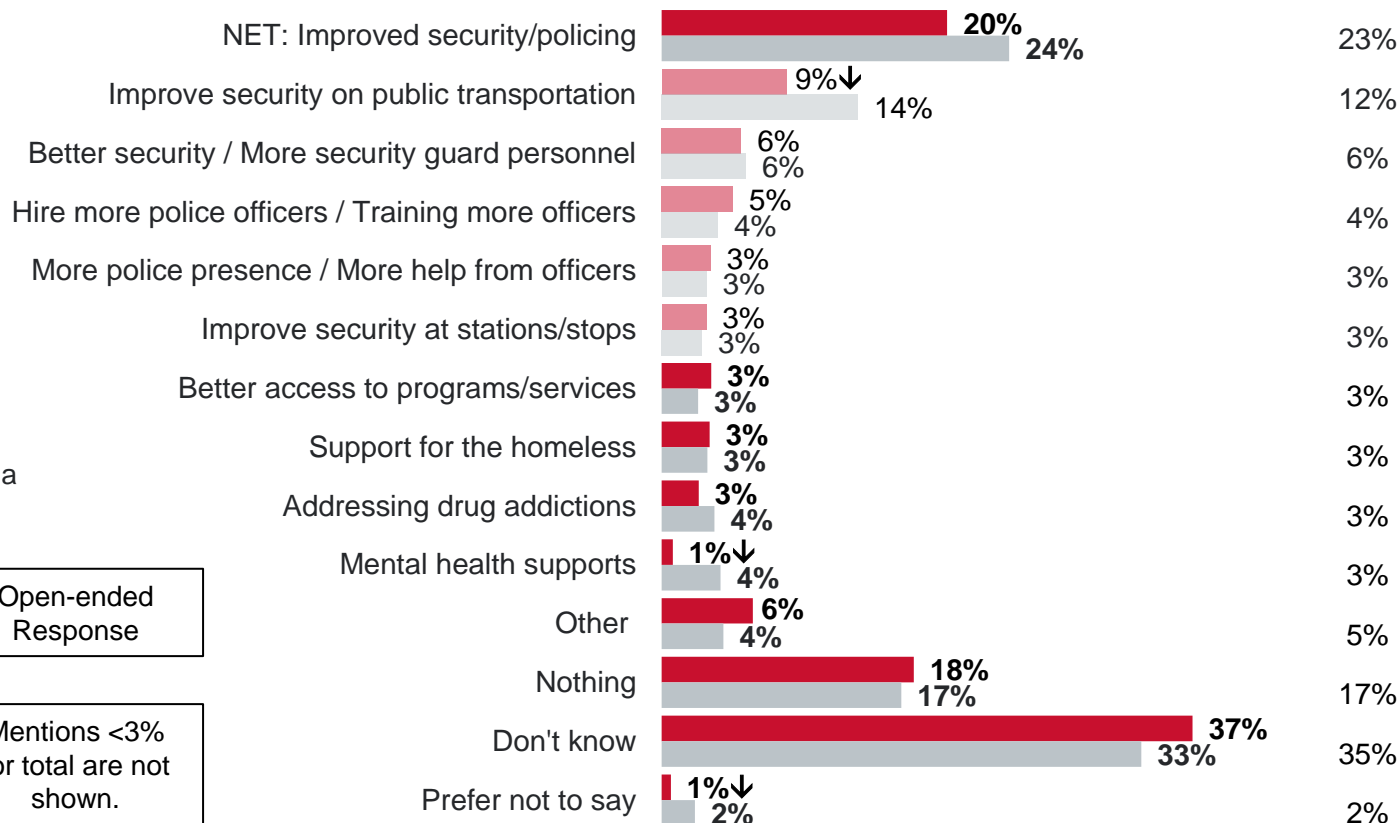
Open-ended Response

Mentions <3% for total are not shown.

Safety Improvements

Total

n=1295



↑/↓ Statistically higher/lower than comparable subgroup

Q11: Is there anything the City could do to make you feel more physically or mentally safe using its programs and services?

Base: All respondents (n=1295), Immigrants: Born Outside Canada/Born in Canada (n=404/886)

Perceptions of Calgary's Inclusivity – Immigrants

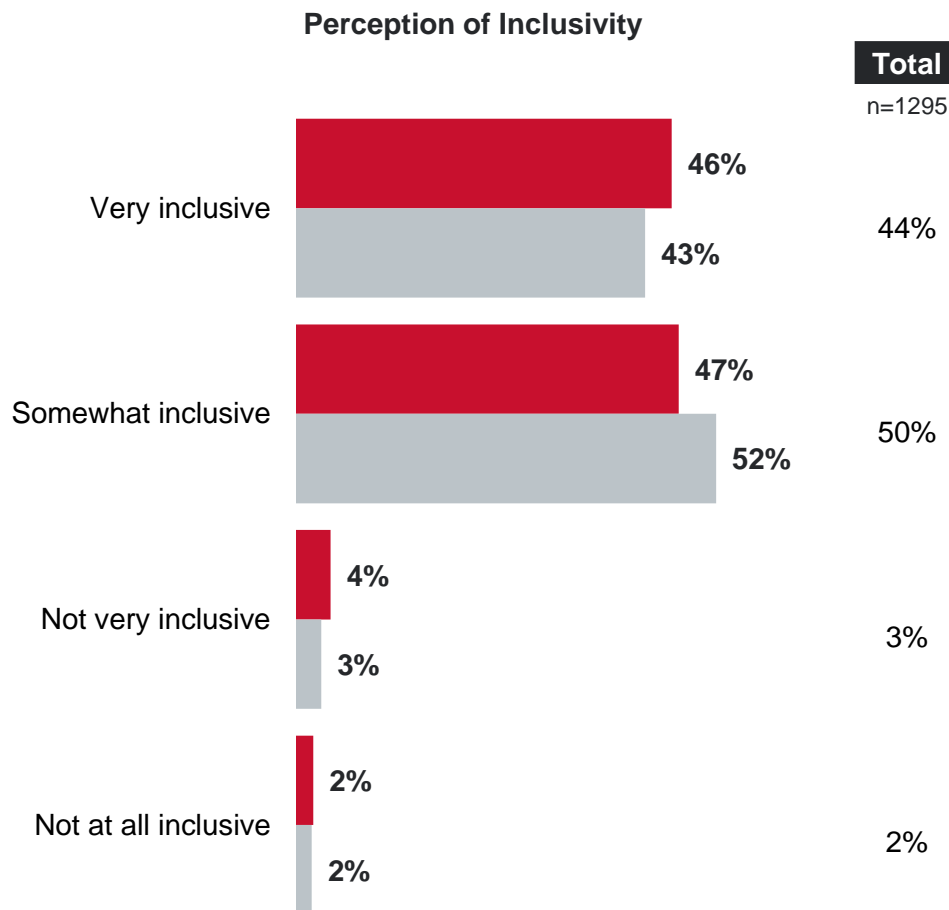
Almost all respondents, regardless of being an immigrant or being born in Canada, report that Calgary is inclusive (94% vs. 95%).

Participants in the focus groups mentioned The City is doing a good job in being inclusive and welcoming, with minimal mention of experiences that showed the opposite.

"Irrespective of your gender, cost, creed, religion, ethnicity, you're always welcome in every government or private sector here in Calgary."

- Immigrant participant

■ Born Outside Canada
■ Born in Canada



Inclusive:

All Calgarians, 95%
Born Outside Canada, 94%
Born in Canada, 95%

Not Inclusive:

All Calgarians, 5%
Born Outside Canada, 6%
Born in Canada, 5%

Q1: Overall, how inclusive or not is Calgary?

Base: All respondents (n=1295), Immigrants: Born Outside Canada/Born in Canada (n=404/886)

Respondent Profile – Immigrants

Gender

	Born Outside Canada	Born In Canada	Total
Male	53%	47%	49%
Female	47%	53%	51%
Prefer to self-describe	0%	0%	0%

Age

	Born Outside Canada	Born In Canada	Total
18-34	31%	28%	29%
35-54	47%↑	33%	38%
55+	22%↓	39%	33%
<65	87%↑	78%	81%
65+	13%↓	22%	19%

Income

	Born Outside Canada	Born In Canada	Total
<\$60K	24%	19%	21%
\$60K - <\$90K	13%	12%	13%
\$90K - <\$120K	16%	15%	16%
\$120K - <\$150	10%	9%	9%
\$150K+	18%↓	25%	22%
Refusal	19%	20%	20%

Totals may not add up to 100% due to rounding.

Base: All Respondents (n=1295)

↑/↓ Statistically higher/lower than comparable subgroup

Education

	Born Outside Canada	Born In Canada	Total
High school or less	12%↓	22%	18%
Some post secondary/ Completed college	21%↓	29%	27%
University certificate, diploma or degree	64%↑	48%	53%
Refusal	2%	1%	2%

Employment status

	Born Outside Canada	Born In Canada	Total
Employed (NET)	72%↑	63%	66%
Retired	13%↓	24%	20%
Unemployed	6%↑	3%	4%
Student	4%	4%	4%
Looking after home and/or family	3%	3%	3%
Unable to work (sickness or disability)	1%↓	4%	3%
Unpaid or voluntary work	1%	1%	1%
Other	2%	1%	1%
Prefer not to say	1%	0%	1%

Region

	Born Outside Canada	Born In Canada	Total
Southwest	29%	30%	30%
Southeast	20%↓	29%	26%
Northwest	23%	25%	24%
Northeast	28%↑	16%	20%
Lives downtown	10%↑	5%	7%
<u>Does not</u> live downtown	90%↓	95%	93%

Chapter 2: Racialized



Key Learnings: Racialized Calgarians

Racialized Calgarians generally consider City services more important than non-Racialized Calgarians, but are also generally less aware of them.

- Six of the eleven City services have lower awareness when compared to non-Racialized Calgarians, including Cultural Festivals and Events (75% vs. 86%), Affordable Housing (72% vs. 84%), Accessible Transit (71% vs. 82%), Children and Youth Programs (68% vs. 81%), Mental Health and Addiction Strategy (59% vs. 67%), and Accessible Recreation (45% vs. 60%).
- 311 language translation is better known among Racialized Calgarians compared with non-Racialized Calgarians (39% vs. 33%), albeit with a lower level of awareness compared to other services.
- Racialized Calgarians place higher importance on most City services when compared to non-Racialized Calgarians, including Mental Health and Addiction Strategy (90% vs. 80%), Fair Entry (89% vs. 68%), Children and Youth Programs (85% vs. 62%), and Accessible Transit and Taxi (74% vs. 47%), among others.

Racialized Calgarians place more importance on all service options compared to non-Racialized Calgarians.

- Racialized Calgarians place more importance on all service options compared to non-Racialized Calgarians. The options indicated as the most important are Fair Entry or lower cost options (92% vs. 78%), safe and inclusive spaces (89% vs. 83%), and the availability of accessibility ramps (87% vs. 77%).
- Racialized Calgarians place more importance on cultural or religious accommodations than non-Racialized Calgarians, who viewed this as least important among the service options (86% vs. 79%).

Key Learnings: Racialized Calgarians (cont.)

There is an opportunity to reduce barriers to accessing City services for Racialized Calgarians, as they are more likely to experience all barriers compared to non-Racialized Calgarians.

- Racialized Calgarians are more likely than non-Racialized Calgarians to experience all barriers including not being able to find enough information about a service (50% vs. 43%), not being able to afford the cost (42% vs. 33%), among a number of others.

Racialized Calgarians are more likely to say they have experienced unfair treatment accessing or using a City service compared to non-Racialized Calgarians.

- Racialized Calgarians have experienced unfair treatment accessing or using a City service at a higher rate compared to non-Racialized Calgarians (16% vs 9%).

Overall, Racialized Calgarians feel safe using City services, and that Calgary is an inclusive city.

- Overall, both Racialized and non-Racialized Calgarians feel safe using City of Calgary services, with almost all reporting they feel physically and mentally safe (93% vs. 92%).
- Both Racialized and Non-Racialized Calgarians mention improved security or policing as their top measure to make them feel more safe when using service (21% vs. 24%)
- Almost all Calgarians, regardless of if they identify as Racialized Calgarians or non-Racialized Calgarians, believe Calgary is inclusive (94% vs. 95%).



Service Awareness – Racialized

There is an opportunity to improve awareness of City services among Racialized Calgarians with six of the eleven City services having lower awareness when compared to non-Racialized Calgarians, including Cultural Festivals and Events (75% vs. 86%), Affordable Housing (72% vs. 84%), Accessible Transit (71% vs. 82%), Children and Youth Programs (68% vs. 81%), Mental Health and Addiction Strategy (59% vs. 67%), and Accessible Recreation (45% vs. 60%).

Overall, Racialized focus group participants felt they are being adequately supported by The City in that they do not feel any different than any other Calgarians.

“The City is listening even though we have different opinions.”

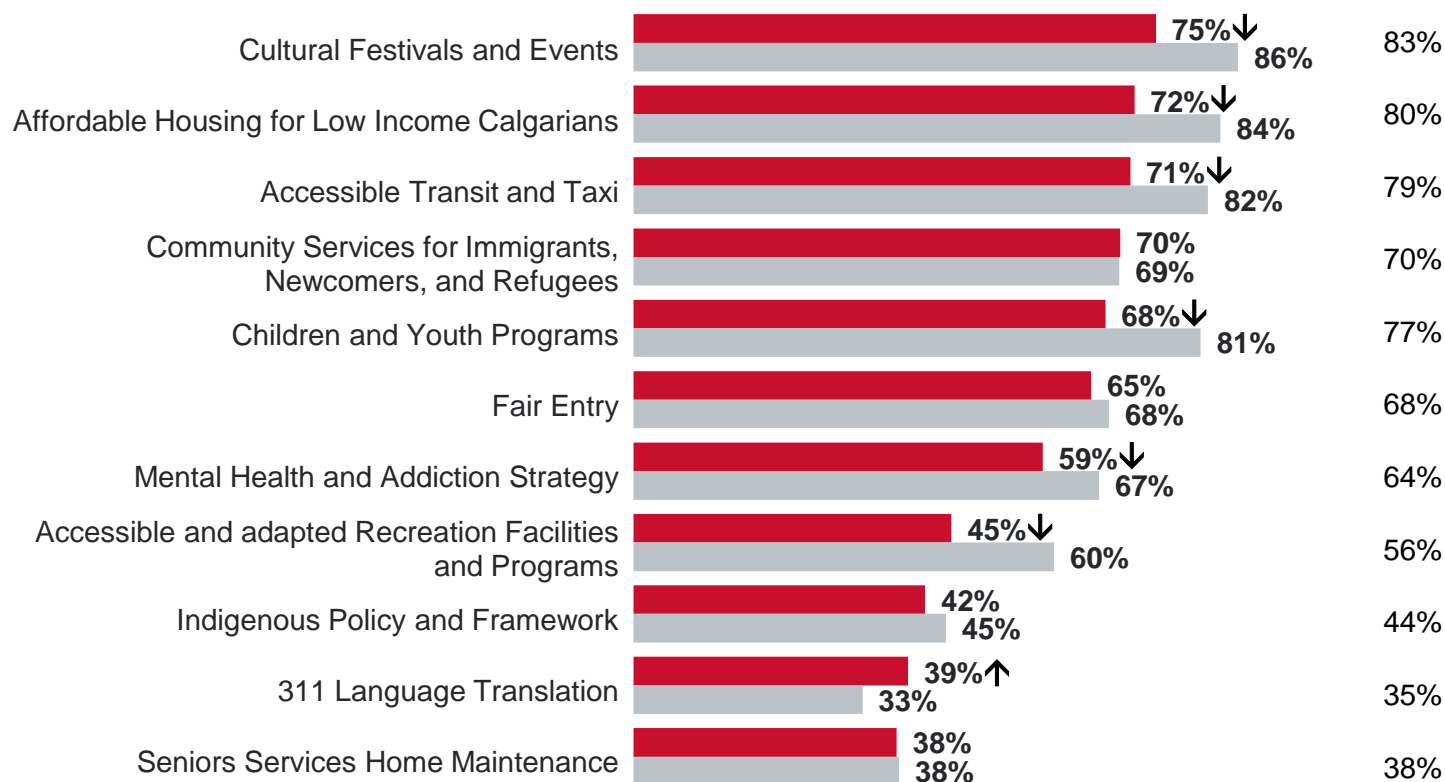
-Racialized participant

Service Awareness

Total

n=1295

■ Racialized Calgarians
■ Non-Racialized Calgarians



↑/↓ Statistically higher/lower than comparable subgroup

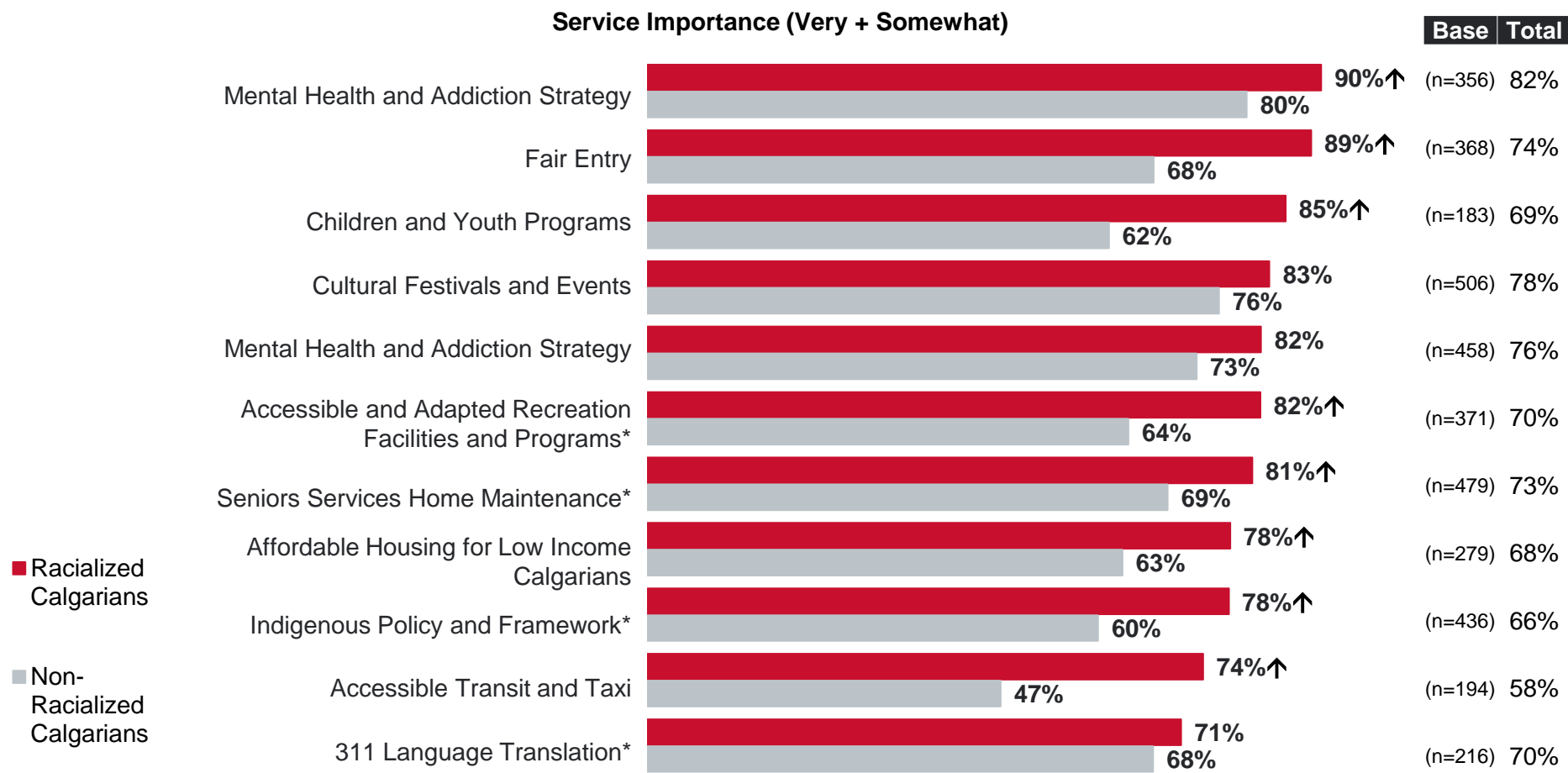
Q2: I would now like you to think about the services offered by The City of Calgary to Calgarians.

For each one, please tell me if you have heard of it or not.

Base: All respondents (n=1295), Racialized: Racialized Calgarian/Non-Racialized (n=323/940)

Service Importance – Racialized

Racialized Calgarians place higher importance on most City services when compared to non-Racialized Calgarians, including Mental Health and Addiction Strategy (90% vs. 80%), Fair Entry (89% vs. 68%), Children and Youth Programs (85% vs. 62%), Accessible Recreation (82% vs. 64%), among others.



Q3: How important or not are each of the following services to you personally? *
Base: Respondents aware of a given service at Q2. *(n=Base varies for each statement)
Caution: * indicates small base size

↑/↓ Statistically higher/lower than comparable subgroup

Factors of a Positive Experience – Racialized

Although viewed as least important among the service factors, Racialized Calgarians place more importance on cultural or religious accommodations when compared to non-Racialized Calgarians (86% vs. 79%). Overall, all factors are viewed as highly important.

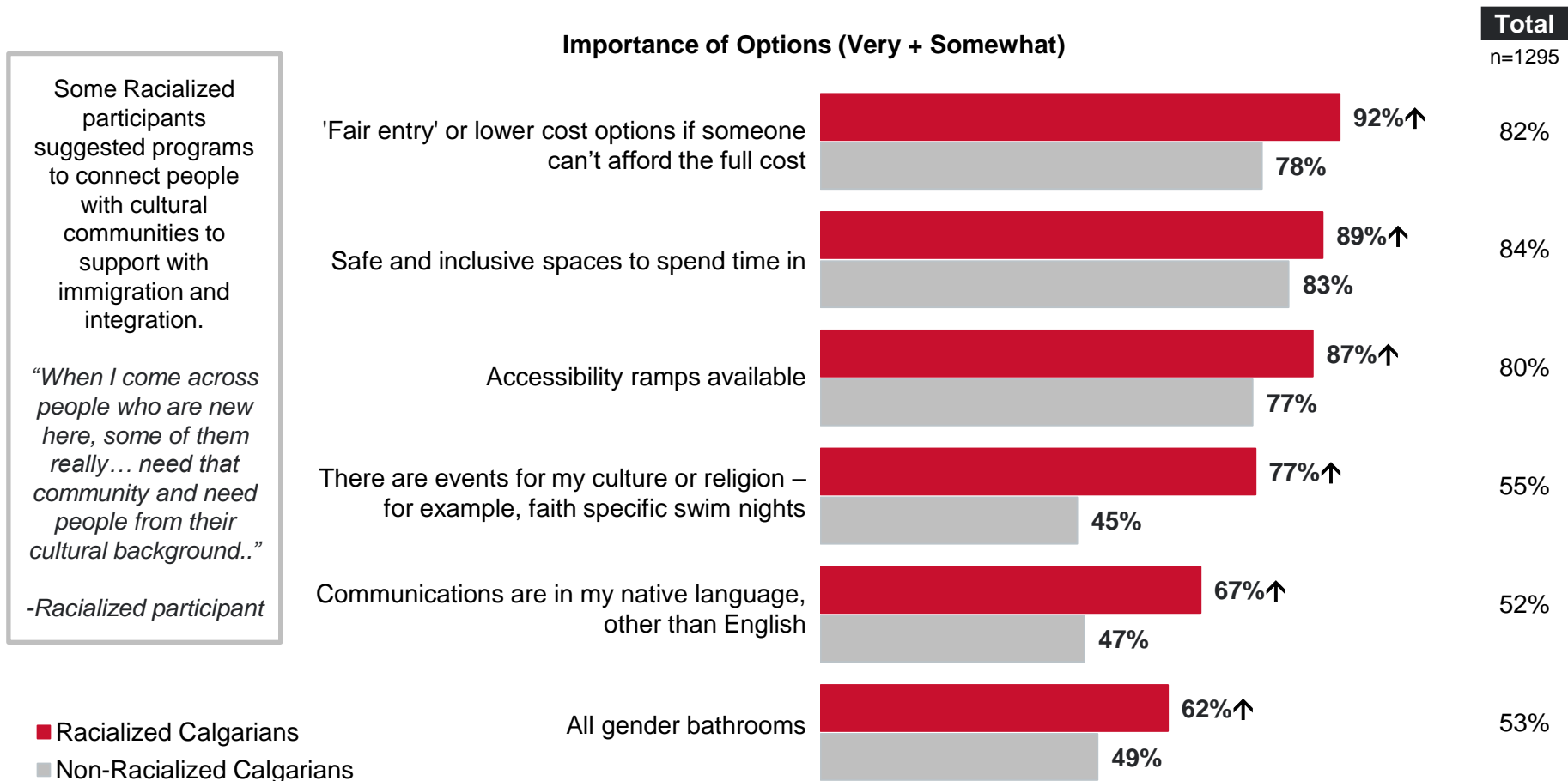


Q4: For each, please tell me if it is important or not important to have a positive experience.
 Base: All respondents (n=1295), Racialized: Racialized Calgarian/Non-Racialized (n=323/940)

↑/↓ Statistically higher/lower than comparable subgroup

Importance of Service Options – Racialized

Racialized Calgarians place more importance on all service options compared to non-Racialized Calgarians. The options indicated as the most important are fair entry or lower cost options (92% vs. 78%), safe and inclusive spaces (89% vs. 83%), and the availability of accessibility ramps (87% vs. 77%).



Q16: For you personally, how important or not are each of the following when it comes to City services?
Base: All respondents (n=1295), Racialized: Racialized Calgarian/Non-Racialized (n=323/940)

↑/↓ Statistically higher/lower than comparable subgroup

Barriers to Accessing City Services – Racialized

There is an opportunity to reduce barriers to accessing City services for Racialized Calgarians, as they are more likely to experience all barriers compared to non-Racialized Calgarians. Interestingly, Racialized focus group participants did not feel their race was a factor in experiencing barriers accessing City services.

Frequency of Experiencing a Barrier (Often + Sometimes)

Total
n=1295

In the focus groups, some expressed having challenges finding information about City Services, especially on The City website. Some mentioned they would like a central location for information.

Participants did not feel that their race or ethnicity is a barrier to them receiving adequate service through City programs and services.

■ Racialized Calgarians
■ Non-Racialized Calgarians

I can't find enough information about the service



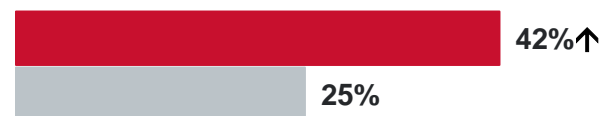
45%

I cannot afford the cost



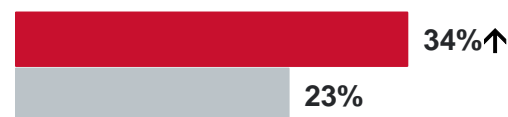
36%

I do not qualify for the service that I need



30%

I cannot get to the location where the service is



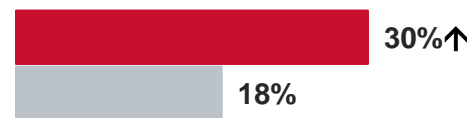
27%

I do not feel comfortable using the service



25%

I am unsure if I will be treated respectfully or not



22%

Q12: How often do each of the following make it difficult for you to access and use a City service that you would like to use?

Base: All respondents (n=1295), Racialized: Racialized Calgarian/Non-Racialized (n=323/940)

↑/↓ Statistically higher/lower than comparable subgroup

Factors for an Accessible and Inclusive Service – Racialized

Racialized Calgarians are more likely to report they ‘don’t know’ what factors contribute to an accessible and inclusive service when compared to non-Racialized Calgarians (22% vs 16%). Among aspects mentioned, Racialized participants are less likely to indicate affordability (4% vs. 10%) or disability-friendly (3% vs. 6%).

This supports the learnings from the focus groups, as many felt there could be more communication about City services. Some mentioned a greater social media presence would be helpful.

“Maybe more social media posting ...I think that because like nobody watches TV.”

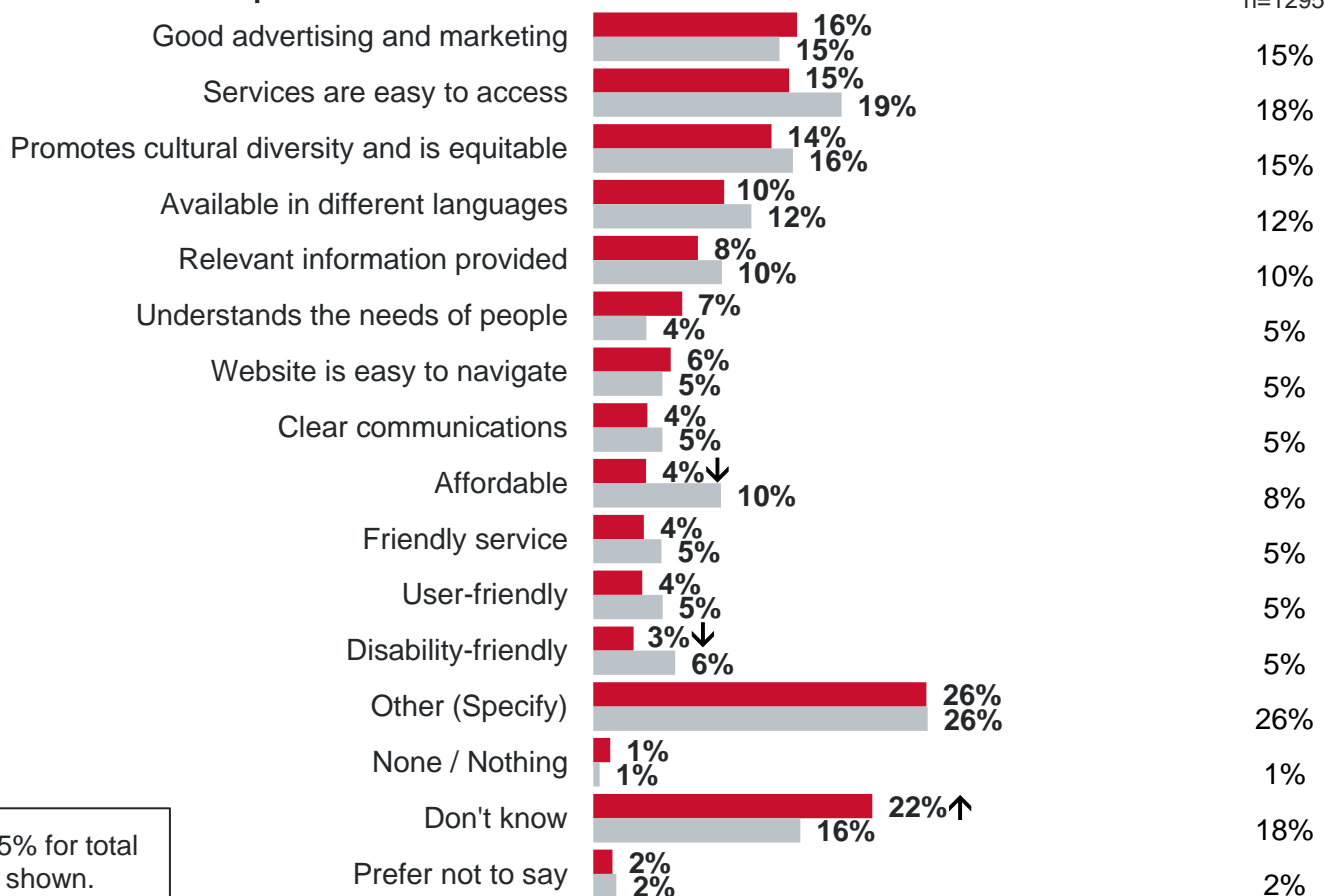
-Racialized participant

■ Racialized Calgarians
■ Non-Racialized Calgarians

Open-ended Response

Mentions <5% for total are not shown.

Aspects of Accessible and Inclusive Service



↑/↓ Statistically higher/lower than comparable subgroup

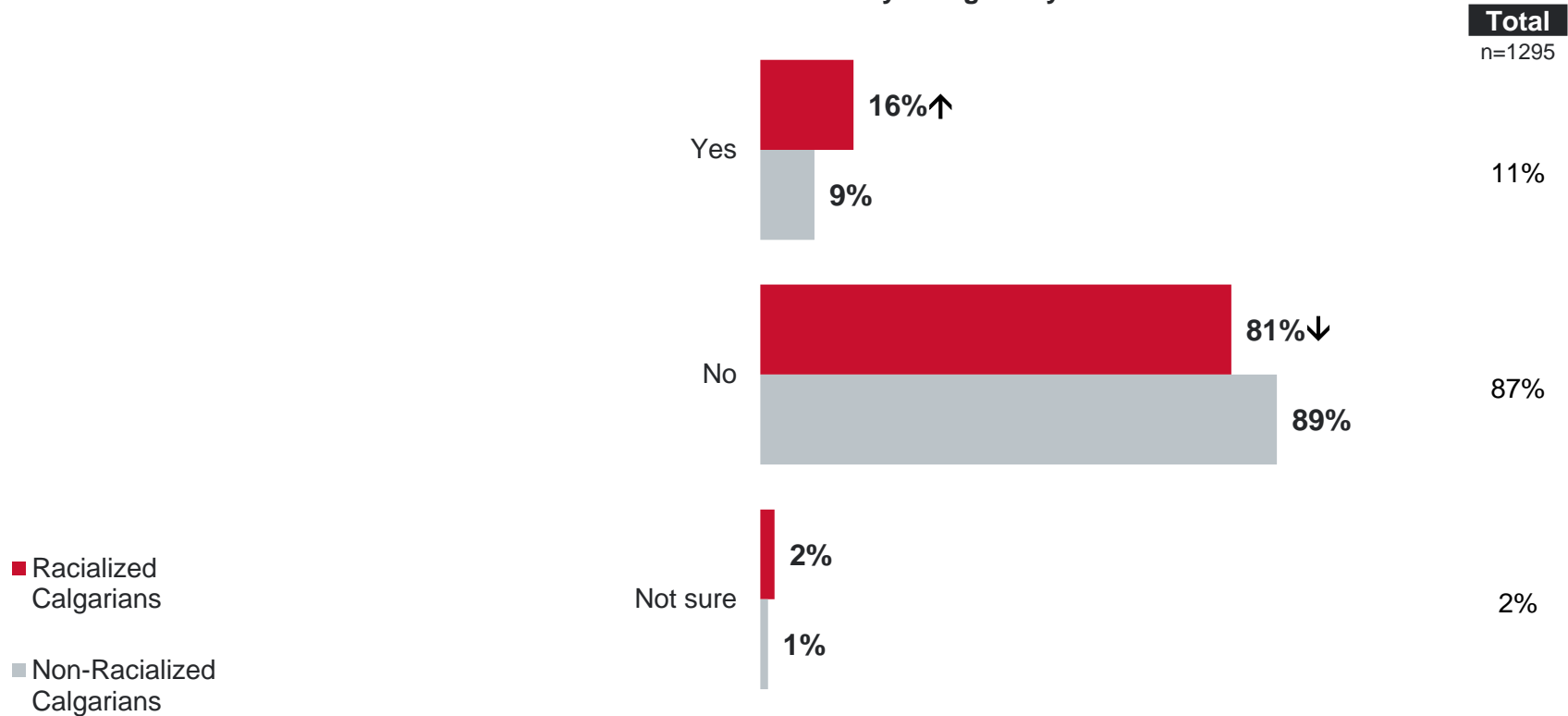
Q5: What do you think makes a service accessible and inclusive to all different types of people?
Base: All respondents (n=1295), Racialized: Racialized Calgarian/Non-Racialized (n=323/940)



Have Ever Experienced Unfair Treatment – Racialized

Racialized Calgarians are more likely to say they have ever experienced unfair treatment accessing or using a City service compared to non-Racialized Calgarians (16% vs 9%).

Have Ever Been Treated Unfairly Using a City Service



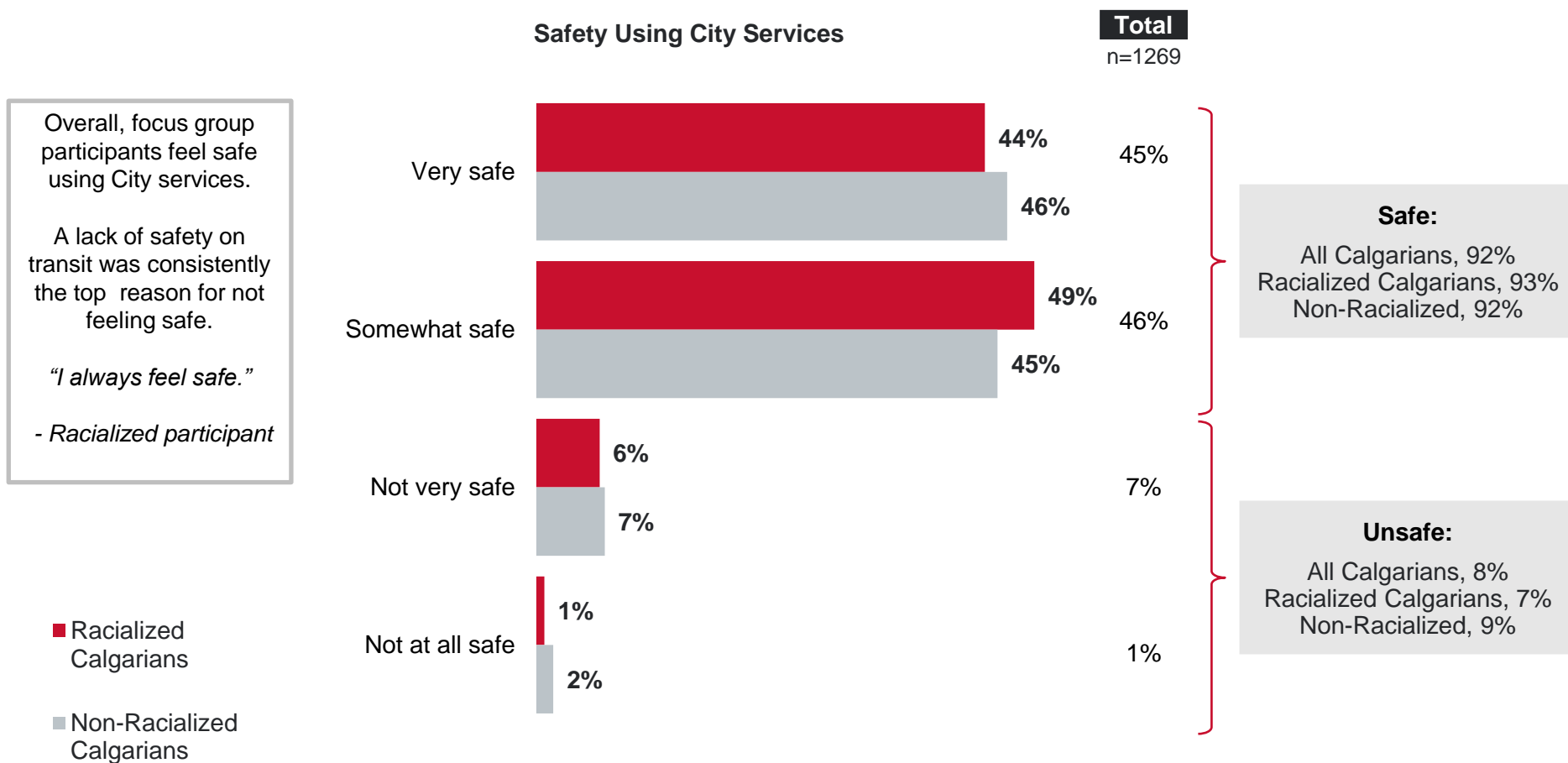
Q7: When accessing or using a City service, have you ever felt treated unfairly due to your race, age, gender or sexual identity, cultural or religious dress, or disability?

Base: All respondents (n=1295), Racialized: Racialized Calgarian/Non-Racialized (n=323/940)

↑/↓ Statistically higher/lower than comparable subgroup

Safety Using City Services – Racialized

Overall, both Racialized and non-Racialized Calgarians feel safe using City of Calgary services, with almost all reporting they feel physically and mentally safe (93% vs. 92%).



Q9A: Overall, how physically and mentally safe do you feel using City of Calgary services?

Base: All respondents, excluding n=26 from the pre-test (n=1269), Racialized: Racialized Calgarian/Non-Racialized (n=316/923)



Improving Feelings of Safety Using Services – Racialized

Both Racialized and Non-Racialized Calgarians mention improved security or policing as their top measure to make them feel more safe when using services (21% vs. 24%), though many ‘don’t know’ (34% vs. 34%). Racialized Calgarians are less likely to indicate addressing drug addictions would improve safety (2% vs. 4%).

Safety Improvements

Total

n=1295

Many expressed a desire for improved safety on transit.

“I think there is definitely the need for some sort of on-site security at each individual station, especially after hours.”

- Racialized participant

■ Racialized Calgarians

■ Non-Racialized Calgarians

A NET is a combination of similar responses and includes the faded attributes below it

Open-ended Response

Mentions <3% for total are not shown.

NET: Improved security / policing

Improve security on public transportation

Better security / More security guard personnel

Hire more police officers / Training more officers

More police presence / More help from officers

Improve security at stations/stops

Better access to programs/services

Support for the homeless

Addressing drug addictions

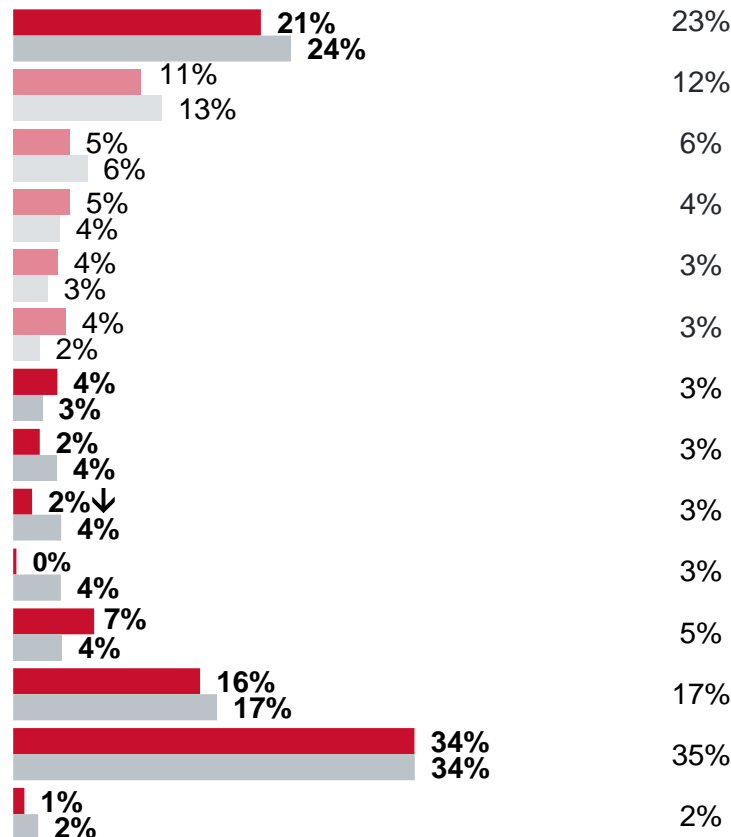
Mental health supports

Other (Please specify)

Nothing / Satisfied

Don't know

Prefer not to say



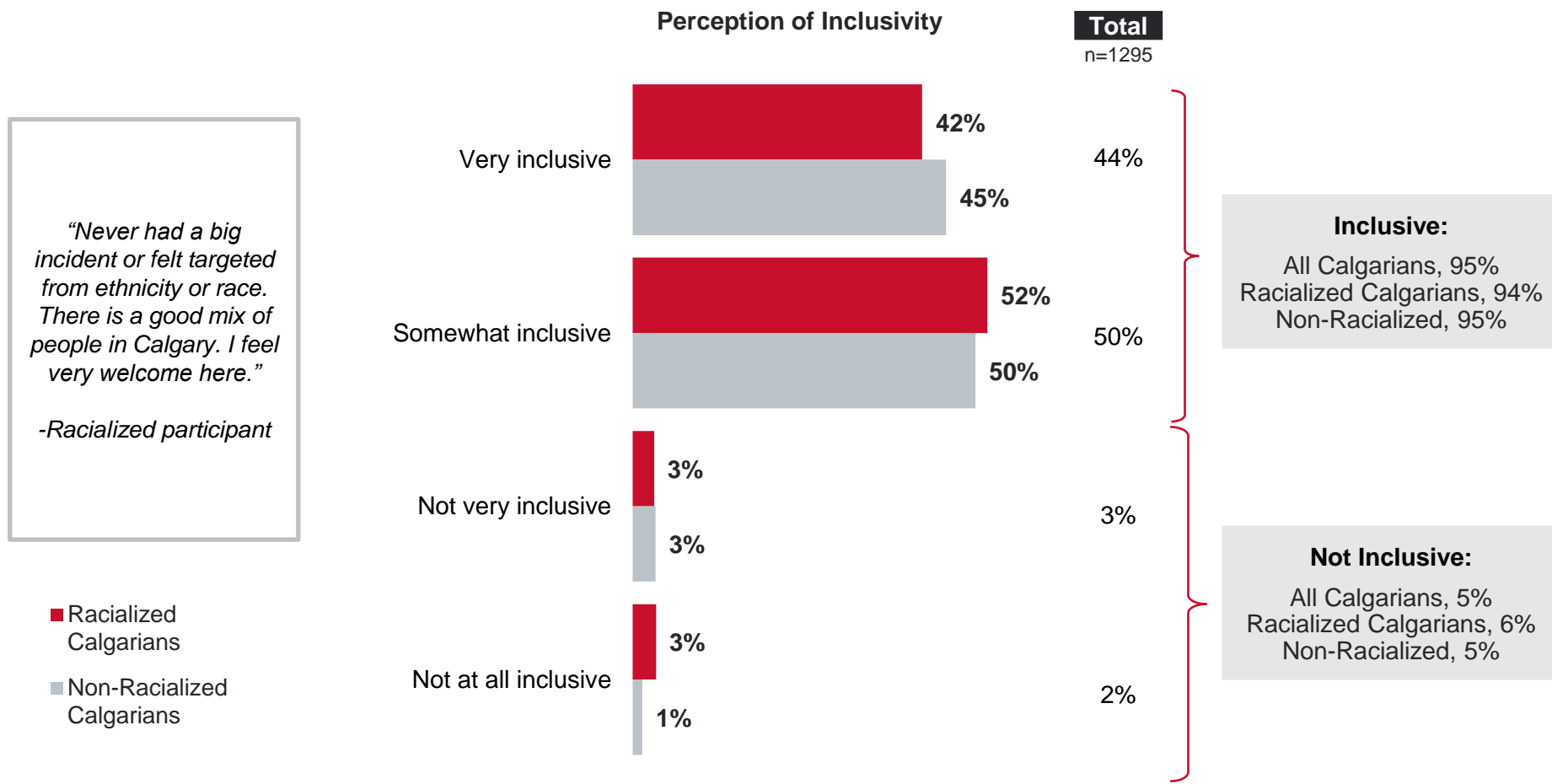
Q11: Is there anything the City could do to make you feel more physically or mentally safe using its programs and services?

Base: All respondents (n=1295), Racialized: Racialized Calgarian/Non-Racialized (n=323/940)

↑/↓ Statistically higher/lower than comparable subgroup

Perceptions of Calgary's Inclusivity – Racialized

Almost all Calgarians, regardless of if they identify as Racialized Calgarians or non-Racialized Calgarians, believe Calgary is inclusive (94% vs. 95%).



Q1: Overall, how inclusive or not is Calgary?

Base: All respondents (n=1295), Racialized: Racialized Calgarian/Non-Racialized (n=323/940)

Respondent Profile – Racialized

Gender

	Racialized	Non Racialized	Total
Male	51%	47%	49%
Female	48%	52%	51%
Prefer to self-describe	0%	0%	0%

Age

	Racialized	Non Racialized	Total
18-34	42%↑	24%	29%
35-54	44%↑	35%	38%
55+	14%↓	41%	33%
<65	93%↑	76%	81%
65+	7%↓	24%	19%

Region

	Racialized	Non Racialized	Total
Southwest	27%	31%	30%
Southeast	21%↓	29%	26%
Northwest	25%	24%	24%
Northeast	27%↑	17%	20%
Lives downtown	7%	6%	7%
Does not live downtown	92%	94%	93%

Totals may not add up to 100% due to rounding.
Base: All Respondents (n=1295)

↑/↓ Statistically higher/lower than comparable subgroup

Education

	Racialized	Non Racialized	Total
High school or less	15%↓	20%	18%
Some post secondary/ Completed college	21%↓	29%	27%
University certificate, diploma or degree	64%↑	50%	53%
Refusal	1%	1%	2%

Employment status

	Racialized	Non Racialized	Total
Employed (NET)	76%↑	62%	66%
Retired	8%↓	25%	20%
Unemployed	7%↑	3%	4%
Student	5%	4%	4%
Looking after home and/or family	3%	3%	3%
Unable to work (sickness or disability)	2%↓	4%	3%
Unpaid or voluntary work	1%	1%	1%
Other	1%	1%	1%
Prefer not to say	1%	0%	1%

Income

	Racialized	Non Racialized	Total
<\$60K	22%	20%	21%
\$60K - <\$90K	13%	12%	13%
\$90K - <\$120K	19%	15%	16%
\$120K - <\$150	8%	9%	9%
\$150K+	20%	23%	22%
Refusal	18%	20%	20%

Chapter 3: 2SLGBTQIA+



Key Learnings: 2SLGBTQIA+

Calgarians who identify as 2SLGBTQIA+ have high awareness of most City services with few differences in comparison to non-2SLGBTQIA+ Calgarians.

- While most awareness measures are on-par with non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are less likely to be aware of Seniors Services Home Maintenance (26% vs. 39%).

Cost is a barrier to accessing City services for 2SLGBTQIA+ Calgarians.

- In comparison with non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are more likely to rate fair entry or lower cost options (92% vs. 81%) as important aspects when it comes to City services.
- 2SLGBTQIA+ Calgarians are also more likely than non-2SLGBTQIA+ Calgarians to report that not being able to afford the cost is a barrier to accessing City services (57% vs. 34%).

Inclusivity, equity, and diversity are important for 2SLGBTQIA+ Calgarians.

- In comparison with non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are more likely to rate all gender bathrooms (81% vs. 50%) as an important aspect when it comes to City services.
- Compared to non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are more likely to indicate promoting cultural diversity and equity makes a service accessible and inclusive (25% vs. 14%), as well as being disability friendly (18% vs. 5%).



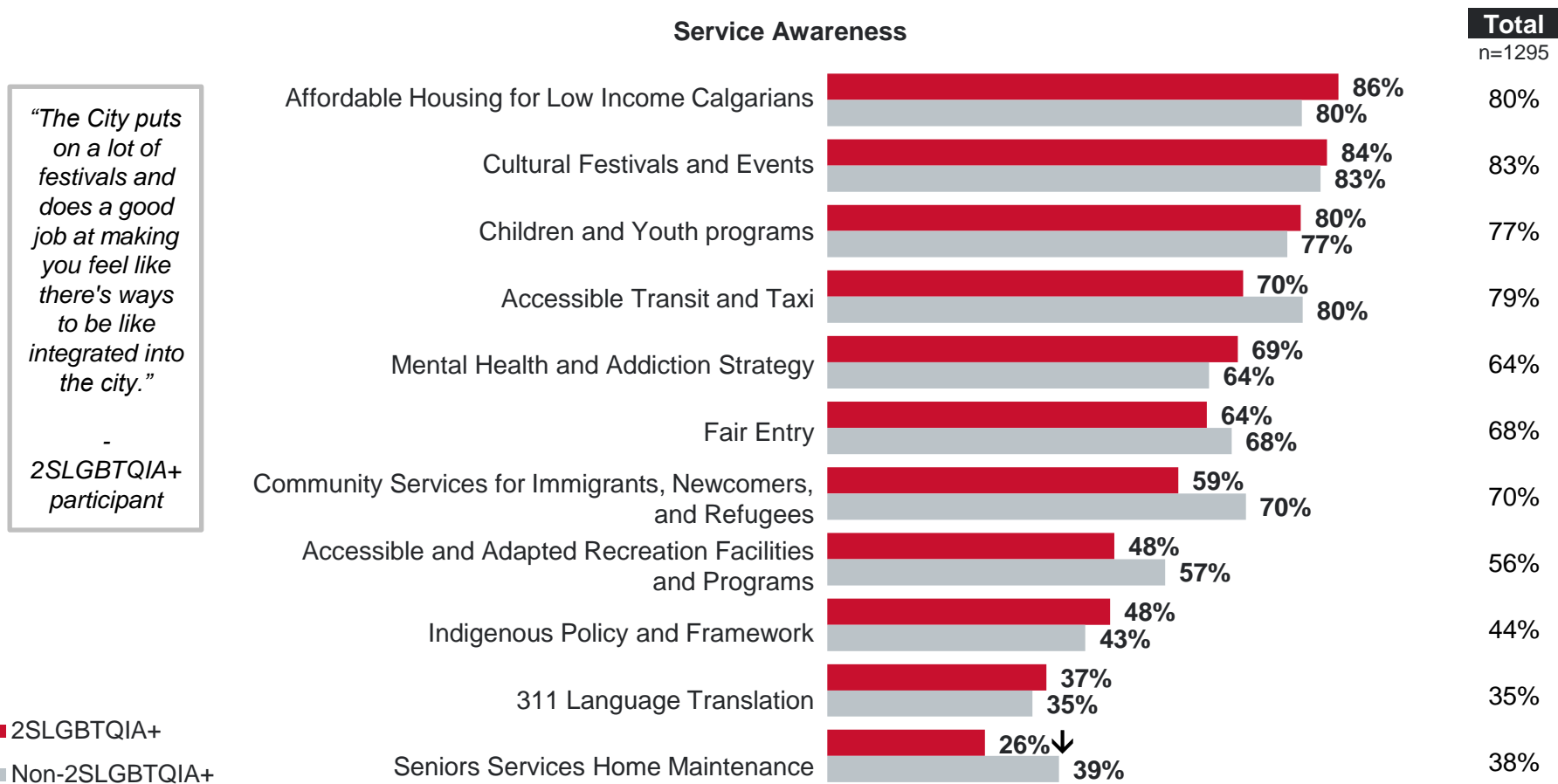
Key Learnings: 2SLGBTQIA+ (cont.)

2SLGBTQIA+ Calgarians feel safe using City services, but do not always feel included or like they are treated fairly.

- Almost all Calgarians, including those who identify as 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians, feel physically and mentally safe using City services (90% vs. 92%).
- A full one-quarter (26%) of 2SLGBTQIA+ respondents are likely to say they have ever been treated unfairly when accessing or using a City service, significantly higher than non-2SLGBTQIA+ Calgarians (10%).
- While a strong majority 2SLGBTQIA+ Calgarians believe Calgary is inclusive, they are less likely to believe so compared to non-2SLGBTQIA+ Calgarians (84% vs. 95%).

Service Awareness – 2SLGBTQIA+

Calgarians who identify as 2SLGBTQIA+ have a high awareness of most City services with few differences in comparison to non-2SLGBTQIA+ Calgarians. 2SLGBTQIA+ Calgarians are less likely to be aware of Seniors Services Home Maintenance (26% vs. 39%).



Q2: I would now like you to think about the services offered by The City of Calgary to Calgarians.

For each one, please tell me if you have heard of it or not.

Base: All respondents (n=1295), 2SLGBTQIA+: 2SLGBTQIA+/Non-2SLGBTQIA+ (n=73*/1199)* CAUTION: Small base size

↑/↓ Statistically higher/lower than comparable subgroup

Factors of a Positive Experience – 2SLGBTQIA+

Both 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians believe all factors listed are highly important to have a positive experience with a service. Ensuring the rules and policies are enforced, staff taking the time to understand their needs, and feeling physically and emotionally safe are rated as the most important.

Positive Experience Importance (very + somewhat)

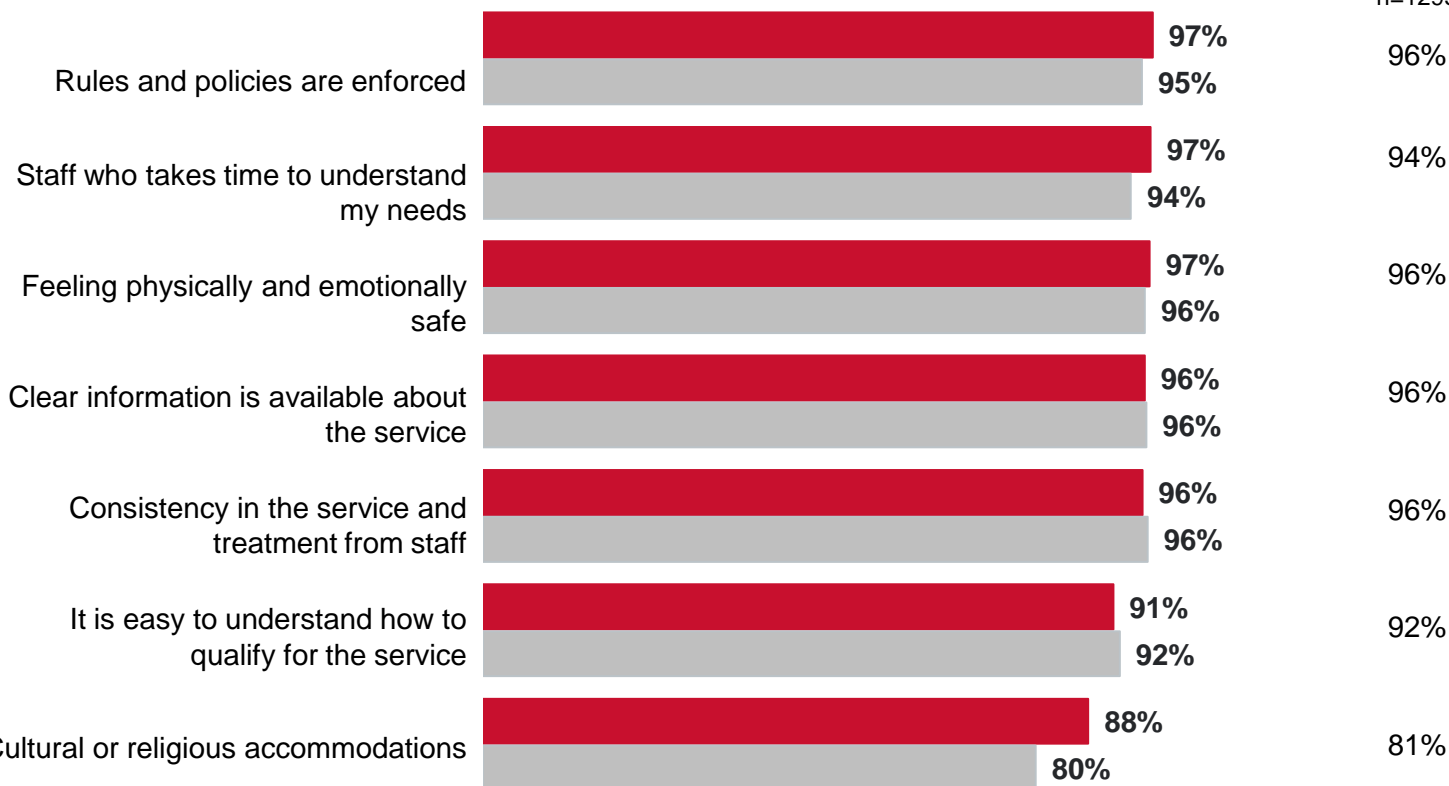
Total

n=1295

Some highly valued when City staff took time to listen, ask questions, and understand their needs.

“...mostly just like having someone listen and really take what you're saying seriously.”

- 2SLGBTQIA+ participant



■ 2SLGBTQIA+

■ Non-2SLGBTQIA+

Q4: For each, please tell me if it is important or not important to have a positive experience.

Base: All respondents (n=1295), 2SLGBTQIA+: 2SLGBTQIA+/Non-2SLGBTQIA+ (n=73*/1199) * CAUTION: Small base size

Importance of Service Options – 2SLGBTQIA+

In comparison with non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are more likely to rate fair entry or lower cost options (92% vs. 81%) and all gender bathrooms (81% vs. 50%) as important aspects when it comes to City services.

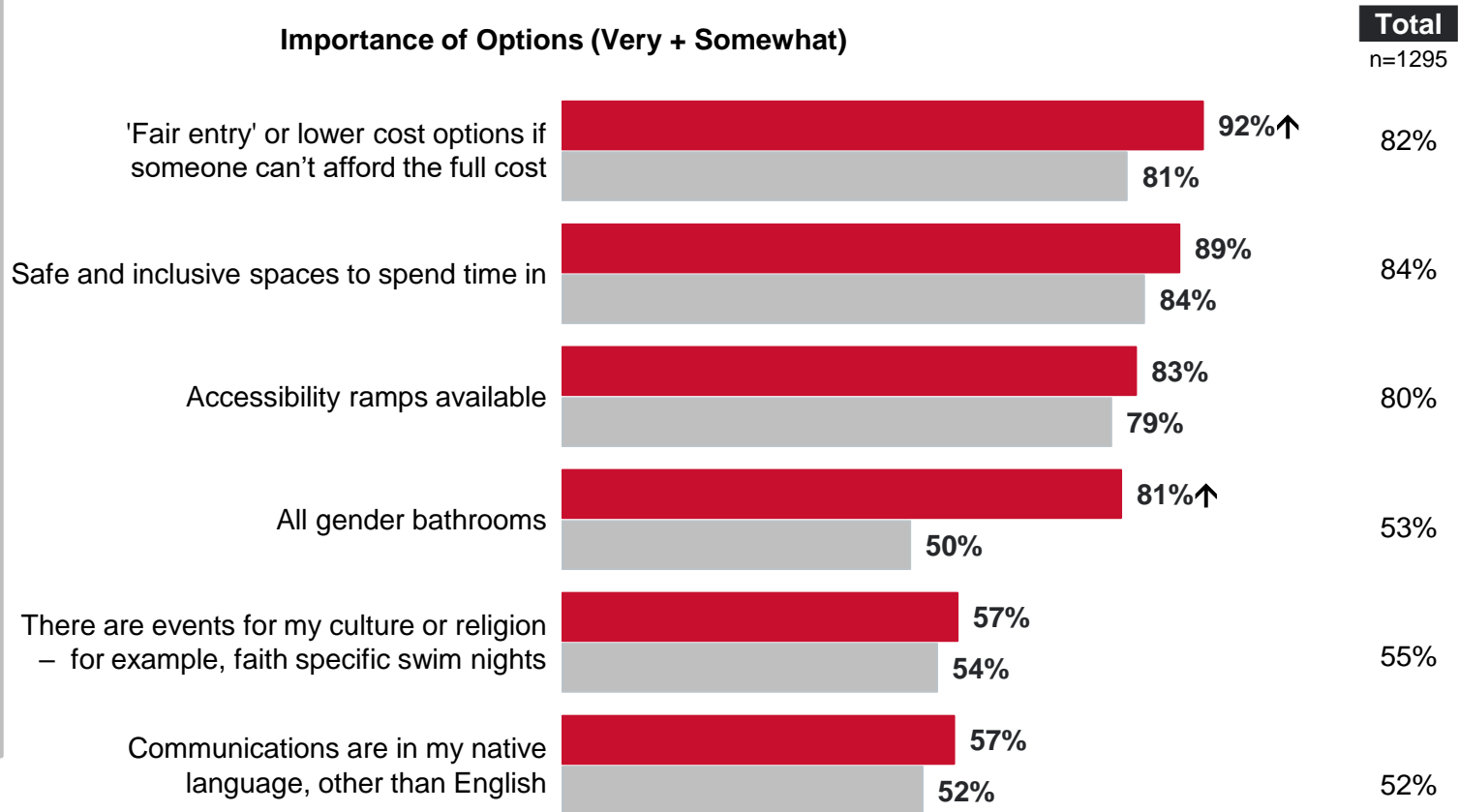
2SLGBTQIA+ participants appreciated The City's efforts in providing "Safe Spaces" and perceive Calgary as doing a better job providing these spaces than other areas of Alberta.

"Safe spaces and [being] a little more progressive. I just think Calgary's doing a little bit better in terms of those things than maybe the rest of Alberta."

- 2SLGBTQIA+ participant

■ 2SLGBTQIA+
■ Non-2SLGBTQIA+

Importance of Options (Very + Somewhat)



Q16: For you personally, how important or not are each of the following when it comes to City services?

Base: All respondents (n=1295), 2SLGBTQIA+: 2SLGBTQIA+/Non-2SLGBTQIA+ (n=73*/1199)

* CAUTION: Small base size

↑/↓ Statistically higher/lower than comparable subgroup

Barriers to Accessing City Services – 2SLGBTQIA+

2SLGBTQIA+ Calgarians are more likely to have experienced barriers accessing City services when compared to Non-2SLGBTQIA+ Calgarians, including not being able to find enough information (58% vs 45%), not being able to afford the cost (57% vs 34%), and not qualifying for the service that is needed (48% vs. 28%).

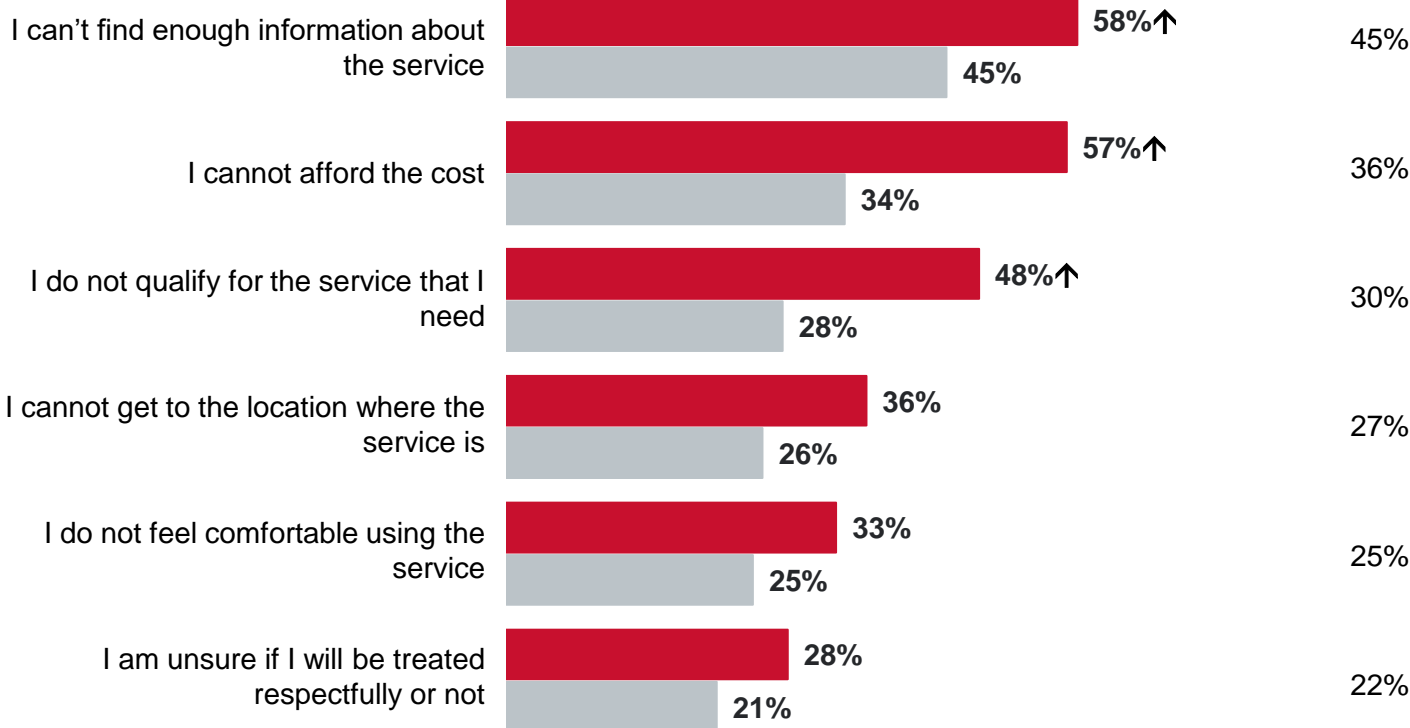
Frequency of Experiencing a Barrier (Often + Sometimes)

Total
n=1295

2SLGBTQIA+ participants agreed that it can be difficult to find information about City services, similar to other participants.

“Even if you know exactly where it should be, you will never find it.”

- 2SLGBTQIA+ participant



■ 2SLGBTQIA+
■ Non-2SLGBTQIA+

Q12: How often do each of the following make it difficult for you to access and use a City service that you would like to use?

Base: All respondents (n=1295), 2SLGBTQIA+: 2SLGBTQIA+/Non-2SLGBTQIA+ (n=73*/1199)

* CAUTION: Small base size

↑/↓ Statistically higher/lower than comparable subgroup

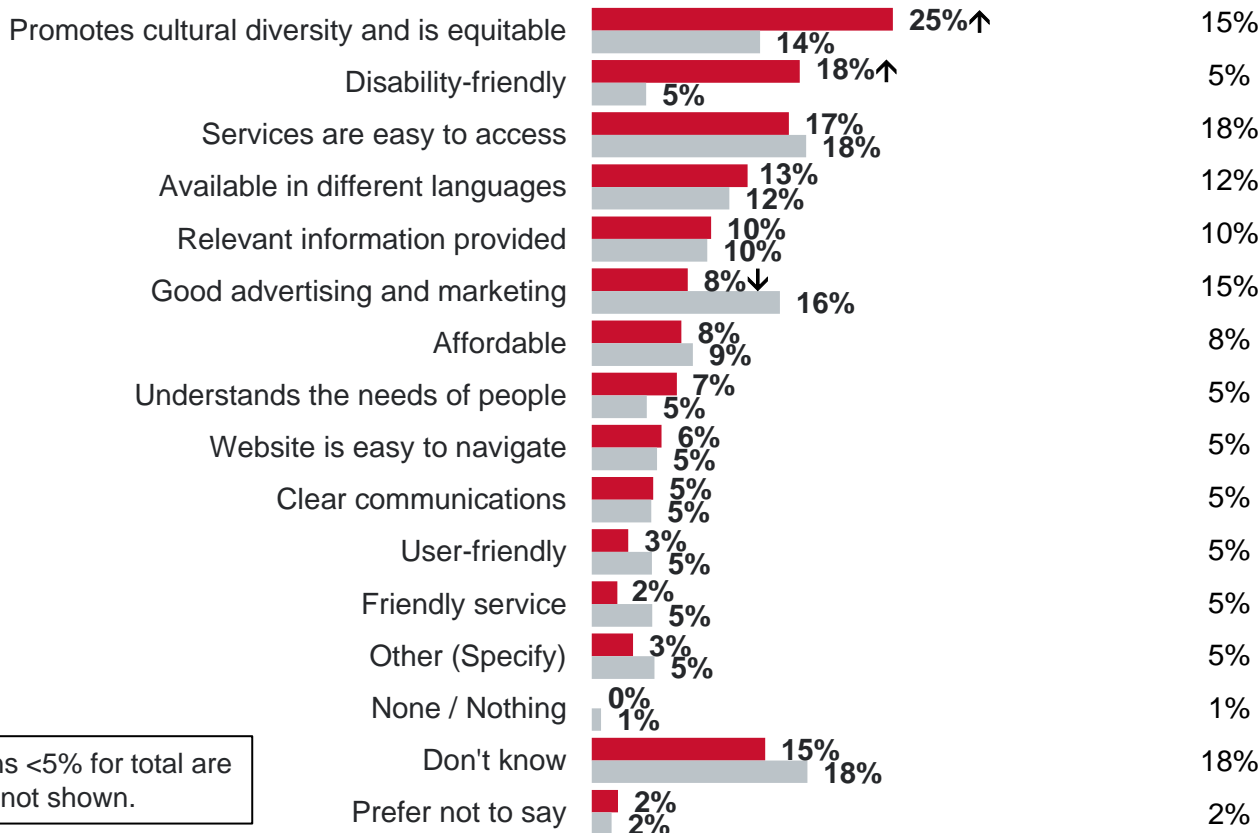
Factors for an Accessible and Inclusive Service – 2SLGBTQIA+

Compared to non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are more likely to indicate that promoting cultural diversity and equity makes a service accessible and inclusive (25% vs. 14%), as well as being disability friendly (18% vs. 5%). 2SLGBTQIA+ Calgarians are less likely to report good advertising makes a service accessible (8% vs 16%).

Aspects of Accessible and Inclusive Service

Total

n=1295



"I would say my big gay wish for Calgary is a pride center."

- 2SLGBTQIA+ participant

■ 2SLGBTQIA+

■ Non-2SLGBTQIA+

Open-ended Response

Mentions <5% for total are not shown.

Q5: What do you think makes a service accessible and inclusive to all different types of people?

Base: All respondents (n=1295), 2SLGBTQIA+: 2SLGBTQIA+/Non-2SLGBTQIA+ (n=73*/1199)

* CAUTION: Small base size

↑/↓ Statistically higher/lower than comparable subgroup

Have Ever Experienced Unfair Treatment – 2SLGBTQIA+

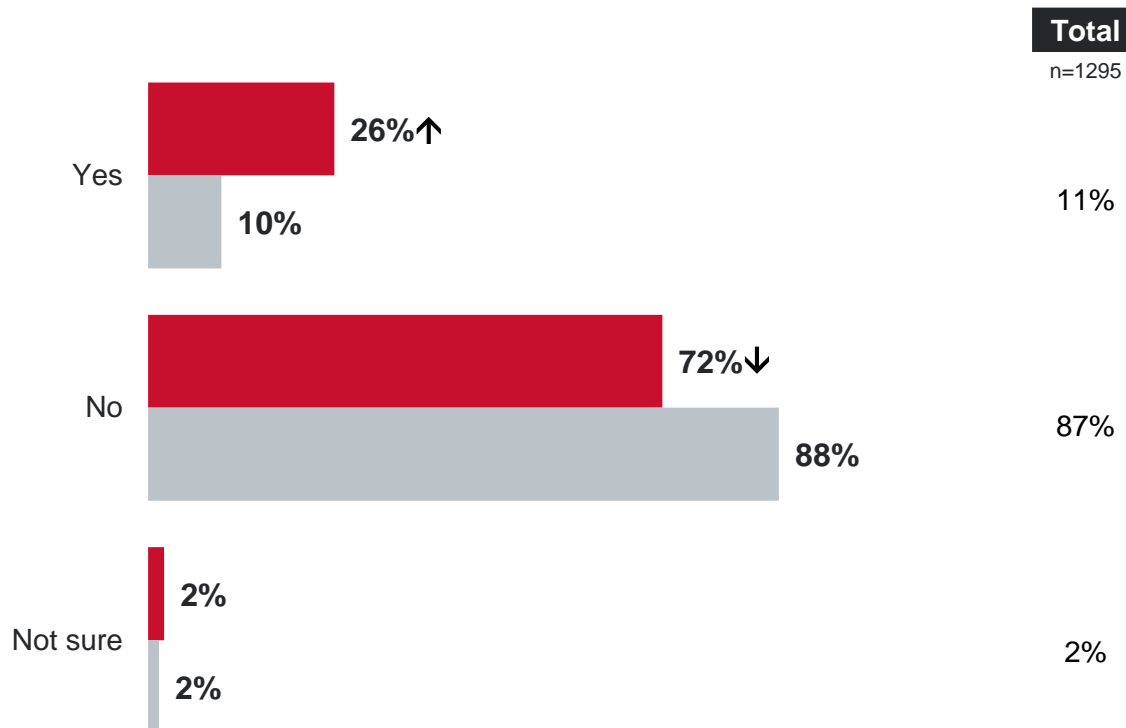
A full one-quarter (26%) of 2SLGBTQIA+ respondents are likely to say they have ever been treated unfairly when accessing or using a City service, significantly higher than non-2SLGBTQIA+ Calgarians (10%).

Have Ever Been Treated Unfairly Using a City Service

Some 2SLGBTQIA+ participants felt that anti-oppression training for people in positions of power (e.g., Transit/Police officers) could help improve how Calgarians are treated.

Furthermore, some believe there should be a commitment to break down barriers and offer respect with correct pronouns, as well as using preferred name rather than legal name (i.e., when submitting documentation or paperwork).

■ 2SLGBTQIA+
■ Non-2SLGBTQIA+



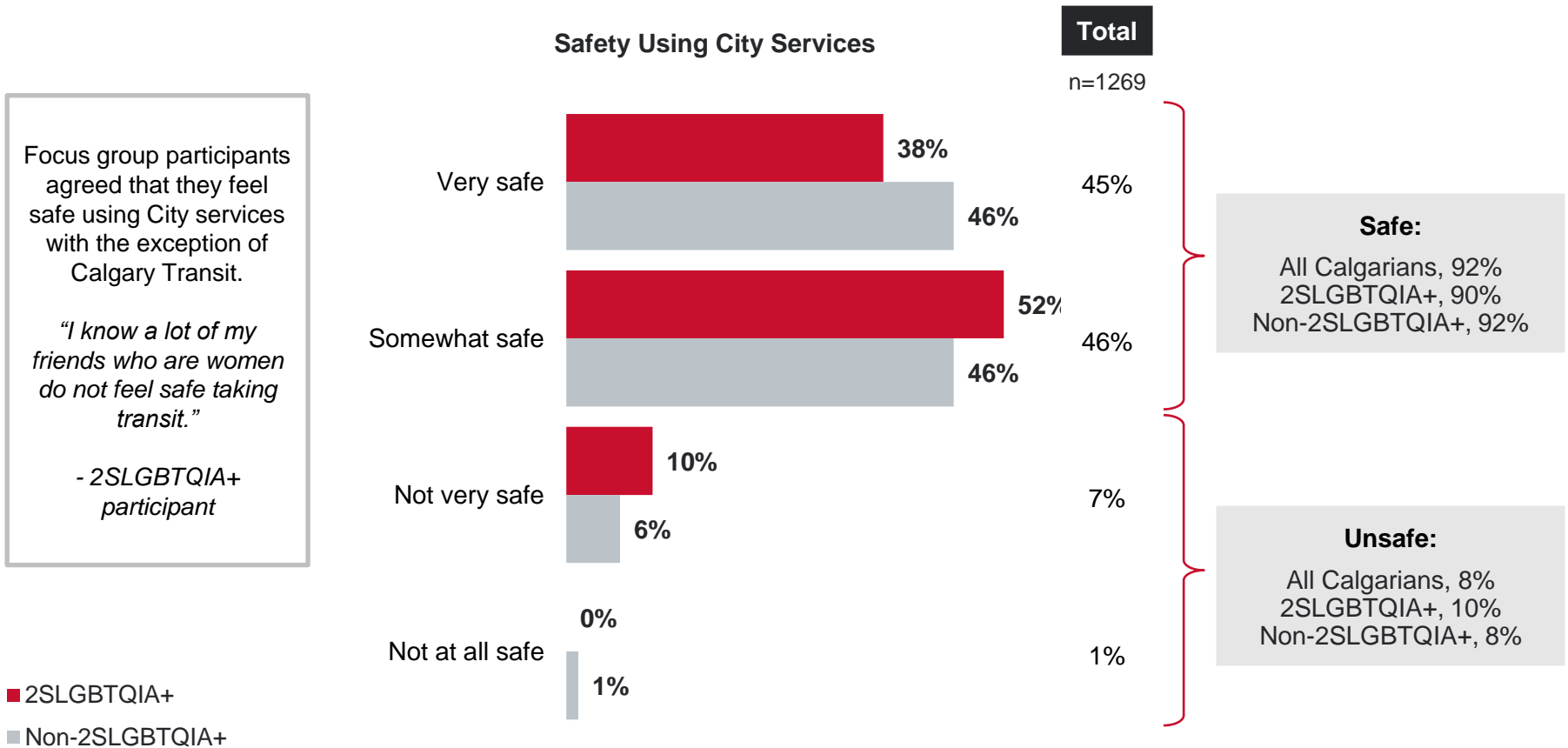
↑/↓ Statistically higher/lower than comparable subgroup

Q7: When accessing or using a City service, have you ever felt treated unfairly due to your race, age, gender or sexual identity, cultural or religious dress, or disability?

Base: All respondents (n=1295).), 2SLGBTQIA+: 2SLGBTQIA+/Non-2SLGBTQIA+ (n=73*/1199) * CAUTION: Small base size

Safety Using City Services – 2SLGBTQIA+

Almost all Calgarians, including those who identify as 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians, feel physically and mentally safe using City services (90% vs. 92%).



Q9A: Overall, how physically and mentally safe do you feel using City of Calgary services?

Base: All respondents, excluding n=26 from the pre-test (n=1269), 2SLGBTQIA+: 2SLGBTQIA+/Non-2SLGBTQIA+ (n=71*/1177)

* CAUTION: Small base size

Improving Feelings of Safety Using Services – 2SLGBTQIA+

Both 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians report that improved security and policing would make them feel more physically and mentally safe using City services as their top mention (18% vs. 23%), other than those who indicate they 'don't know' (28% vs. 35%).

Transit safety and security came up in the focus group as an area to improve.

"It's so it's so bad. It's a joke in the city...[The] Ctrain stations... [are] not safe. It's not. It's not. It's just not safe at all"

- 2SLGBTQIA+ participant

■ 2SLGBTQIA+

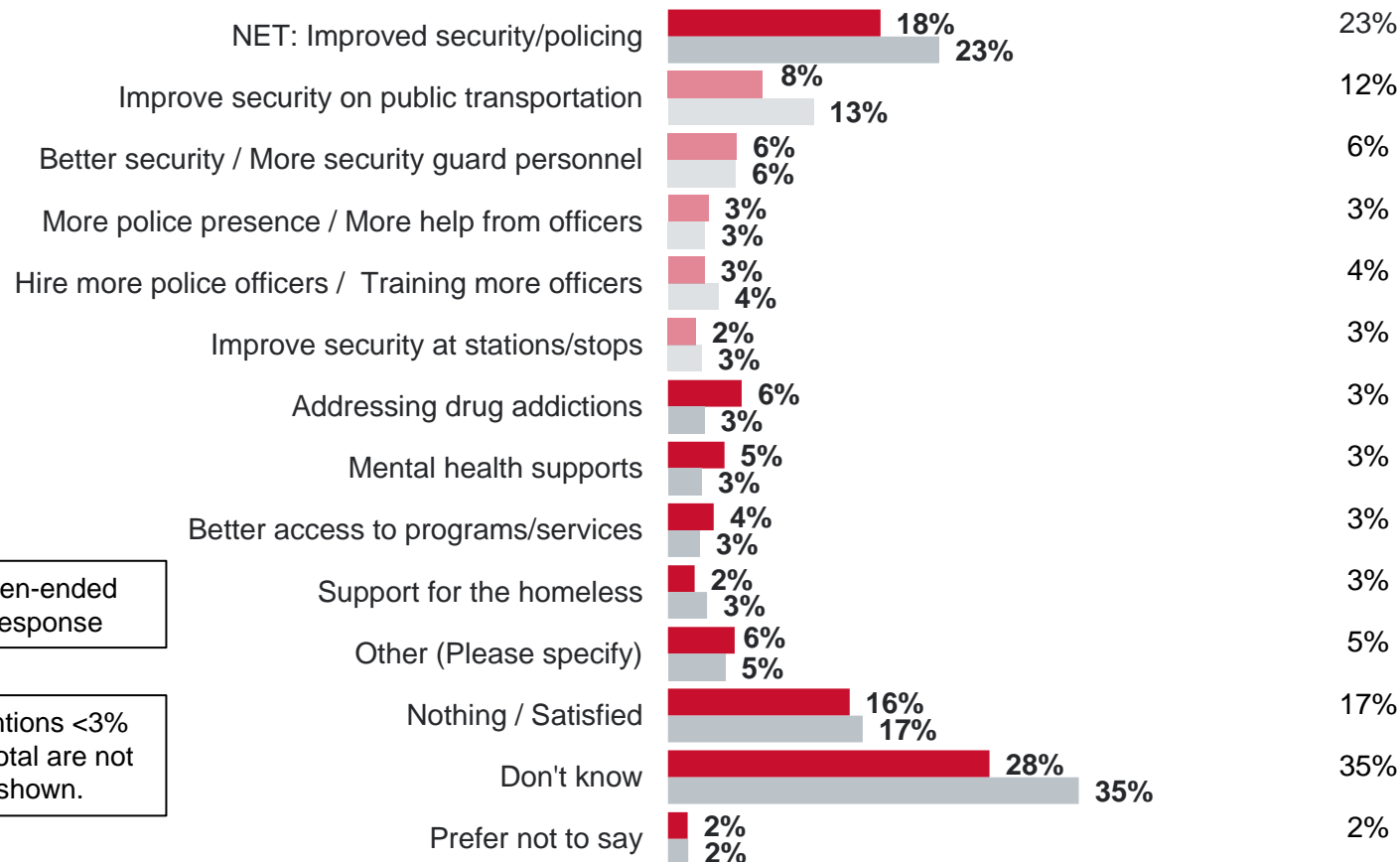
■ Non-2SLGBTQIA+

A NET is a combination of similar responses and includes the faded attributes below it

Open-ended Response

Mentions <3% for total are not shown.

Safety Improvements



Total

n=1295

Q11: Is there anything the City could do to make you feel more physically or mentally safe using its programs and services?

Base: All respondents (n=1295), 2SLGBTQIA+: 2SLGBTQIA+/Non-2SLGBTQIA+ (n=73*/1199) * CAUTION: Small base size

Perceptions of Calgary's Inclusivity – 2SLGBTQIA+

While a strong majority of 2SLGBTQIA+ Calgarians believe Calgary is inclusive, they are less likely to believe so compared to non-2SLGBTQIA+ Calgarians (84% vs. 95%).

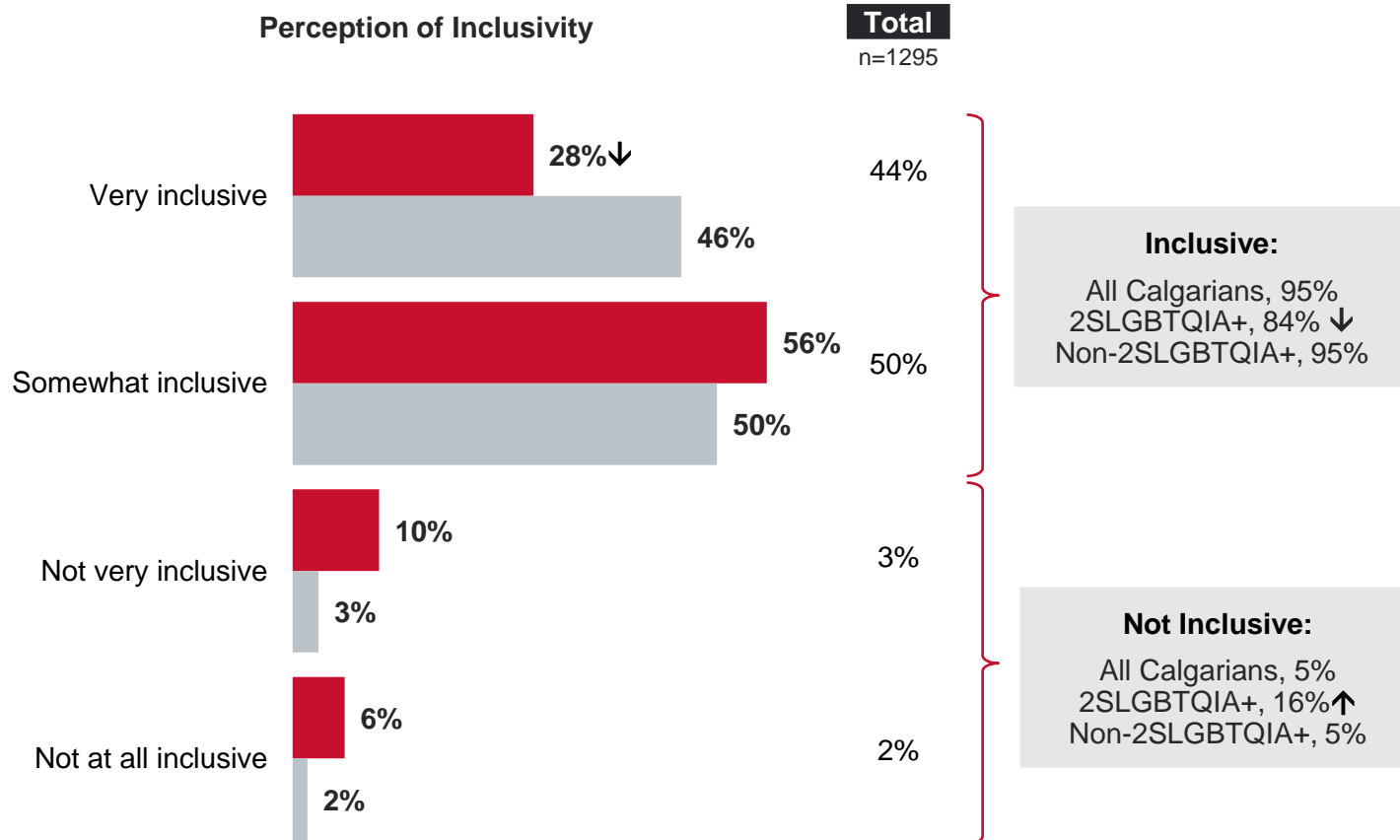
Focus group participants felt Calgary is inclusive overall, however, some expressed feeling less included in certain areas or situations.

"Calgary is ahead of the rest of Alberta (not worried about being yelled at with a slur), in general safety and normalcy that Calgary holds compared to other cities."

- 2SLGBTQIA+ participant

■ 2SLGBTQIA+

■ Non-2SLGBTQIA+



Q1: Overall, how inclusive or not is Calgary?

Base: All respondents (n=1295), 2SLGBTQIA+: 2SLGBTQIA+/Non-2SLGBTQIA+ (n=73*/1199)

* CAUTION: Small base size

↑/↓ Statistically higher/lower than comparable subgroup

Gender

	2SLGBTQIA+	Non-2SLGBTQIA+	Total
Male	36%↓	50%	49%
Female	61%	50%	51%
Prefer to self-describe	3%	0%	0%

Age

	2SLGBTQIA+	Non-2SLGBTQIA+	Total
18-34	52%↑	28%	29%
35-54	36%	38%	38%
55+	12%↓	35%	33%
<65	96%↑	80%	81%
65+	4%↓	20%	19%

Region

	2SLGBTQIA+	Non-2SLGBTQIA+	Total
Southwest	36%	29%	30%
Southeast	23%	26%	26%
Northwest	19%	24%	24%
Northeast	21%	20%	20%
Lives downtown	9%	6%	7%
Does not live downtown	91%	93%	93%

Totals may not add up to 100% due to rounding.
Base: All Respondents (n=1295)

↑/↓ Statistically higher/lower than comparable subgroup

Education

	2SLGBTQIA+	Non-2SLGBTQIA+	Total
High school or less	39%↑	17%	18%
Some post secondary/ Completed college	13%↓	28%	27%
University certificate, diploma or degree	48%	54%	53%
Refusal	0%	1%	2%

Employment status

	2SLGBTQIA+	Non-2SLGBTQIA+	Total
Employed (NET)	71%	66%	66%
Retired	8%↓	21%	20%
Unemployed	5%	4%	4%
Student	11%	3%	4%
Looking after home and/or family	4%	3%	3%
Unable to work (sickness or disability)	9%	3%	3%
Unpaid or voluntary work	0%	1%	1%
Other	0%	1%	1%
Prefer not to say	0%	0%	1%

Income

	2SLGBTQIA+	Non-2SLGBTQIA+	Total
<\$60K	30%	20%	21%
\$60K - <\$90K	14%	13%	13%
\$90K - <\$120K	12%	16%	16%
\$120K - <\$150	7%	9%	9%
\$150K+	18%	23%	22%
Refusal	18%	19%	20%

Chapter 4: Income



Key Learnings: Income

Affordable Housing for Low Income Calgarians is an important service for Calgarians with incomes under \$60,000. However, there is an opportunity to raise awareness of the service.

- When compared with higher income Calgarians, those with household incomes less than \$60,000 a year are less likely to be aware of Affordable Housing for Low Income Calgarians (76% vs 83%), a service specifically for this audience.
- Calgarians with household incomes under \$60,000 place a higher importance on Affordable Housing for Low Income Calgarians (82% vs. 70%) when compared to households with annual incomes of more than \$60,000.

Low-income Calgarians place higher importance on many low-income support services offered by The City when compared to higher income Calgarians.

- Calgarians with household incomes under \$60,000 place a higher importance on Fair Entry (90% vs. 68%), Accessible and Adapted Recreation Facilities and Programs (81% vs. 65%), and Accessible Transit and Taxi (76% vs. 63%) when compared to households with annual incomes of more than \$60,000.

Low-income Calgarians are more likely to rate all service options included as important in comparison to those with higher incomes.

- Calgarians with household incomes under \$60,000 per year are more likely than those with higher incomes to indicate fair entry options are important (91% vs. 80%). They are also more likely to report service options that assist non-income equity groups, such as safe and inclusive spaces (89% vs. 84%), and accessibility ramps (86% vs. 77%), are important when it comes to City services, among others.

Key Learnings: Income (cont.)

Low-income Calgarians experience barriers to service at a higher rate than Calgarians with higher incomes.

- When compared to higher income Calgarians, those with incomes under \$60,000 are more likely to experience most barriers accessing City services, including not being able to afford the cost (58% vs. 30%), not being able to find enough information (52% vs. 42%), not qualifying for the service (43% vs. 25%), not being able to get to the location (39% vs. 22%), and being unsure if they will be treated respectfully (37% vs. 17%).

Although they feel mentally and physically safe using City services, low-income Calgarians are more likely to have ever been treated unfairly when using a City service than those with higher incomes.

- Calgarians in households with annual incomes under \$60,000 are more than twice as likely as those in higher income households to indicate they have ever been treated unfairly using a City service (19% vs. 8%).
- Despite being more likely to have experienced unfair treatment using City services (previous slide), Calgarians from households with incomes under \$60,000 feel safe using City services at the same rate as higher income Calgarians (90% vs. 93%).

Although most Calgarians with incomes under \$60,000 report that Calgary is inclusive, they are less likely to believe so compared to those with higher incomes.

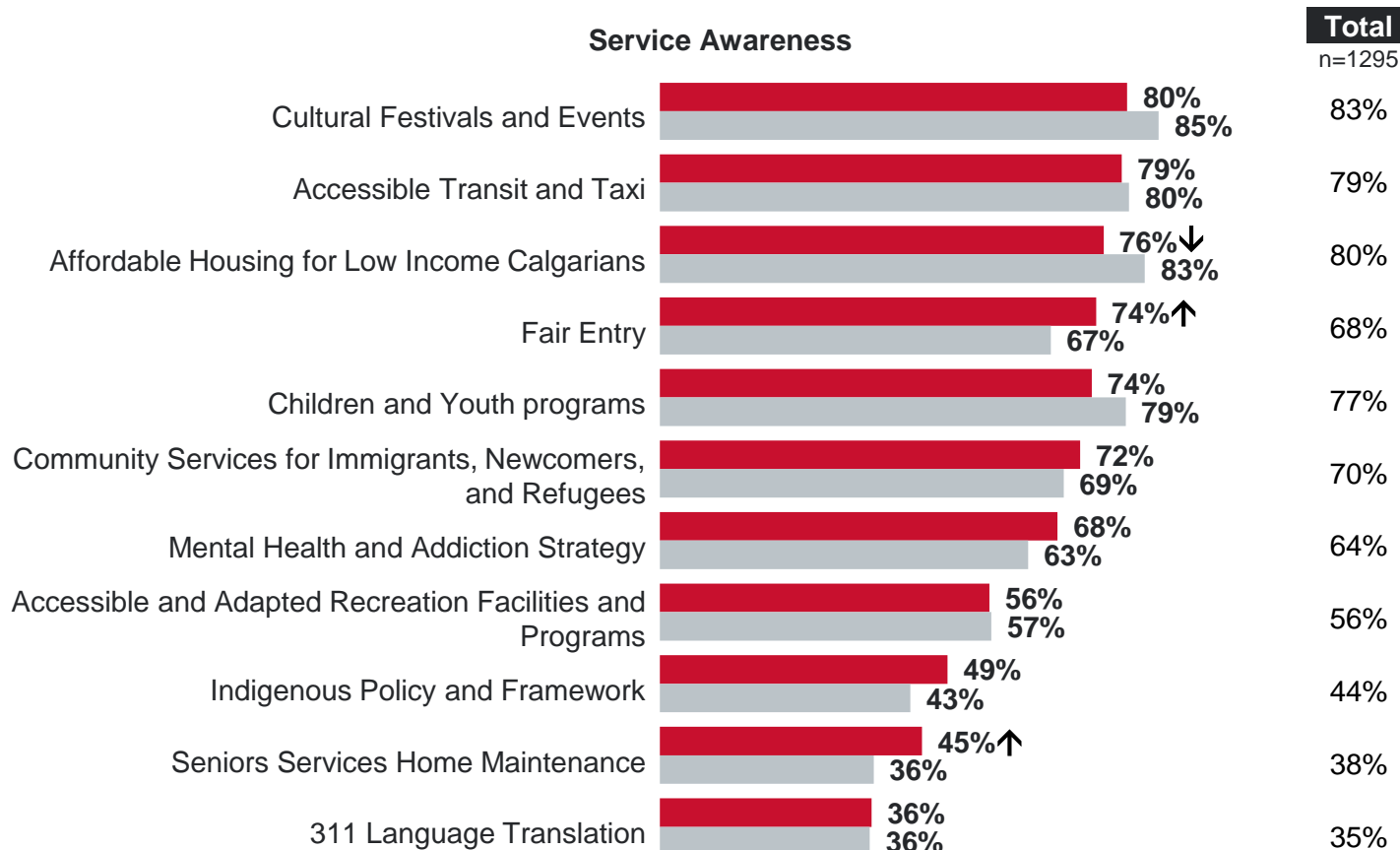
- While a strong majority of Calgarians from households with incomes under \$60,000 indicate Calgary is inclusive, they are less likely to indicate so in comparison to those with higher incomes (91% vs. 96%).

When compared with higher income Calgarians, those with household incomes less than \$60,000 a year are less likely to be aware of Affordable Housing for Low-Income Calgarians (76% vs 83%), a service specifically for this audience. However, they are more likely to be aware of Fair Entry (74% vs. 67%), another low-income support service.

Low-income immigrants tended to be less aware of City services compared to other low-income groups (Low-income Racialized, 2SLGBTQIA+)

"I've been living here for past 2 1/2 years, but I'm not aware of these things. Like how can anyone who... has just arrived here in Calgary [be aware]?"

- Low-income participant



Q2: I would now like you to think about the services offered by The City of Calgary to Calgarians.

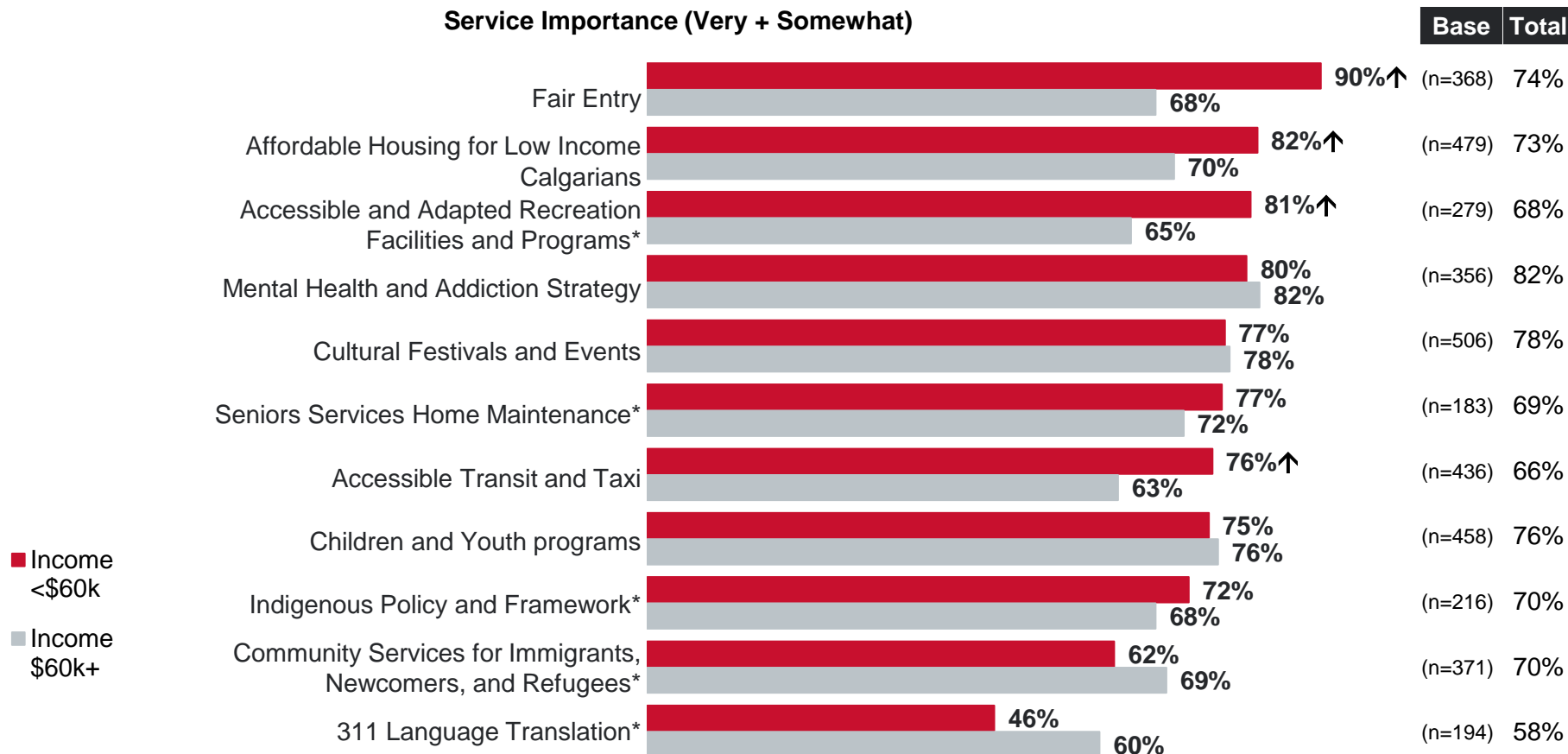
For each one, please tell me if you have heard of it or not.

Base: All respondents (n=1295), Low-Income: <\$60K/\$60K+ (n=257/773)

↑/↓ Statistically higher/lower than comparable subgroup

Calgarians with household incomes under \$60,000 place a higher importance on Fair Entry (90% vs. 68%), Affordable Housing for Low Income Calgarians (82% vs. 70%), Accessible and Adapted Recreation Facilities and Programs (81% vs. 65%), and Accessible Transit and Taxi (76% vs. 63%) when compared to households with annual incomes of more than \$60,000.

Service Importance (Very + Somewhat)



Q3: How important or not are each of the following services to you personally? (n=Base varies for each statement)

Base: Respondents aware of a given service at Q2. (n=Base varies for each statement)

CAUTION: * indicates small base size

↑/↓ Statistically higher/lower than comparable subgroup

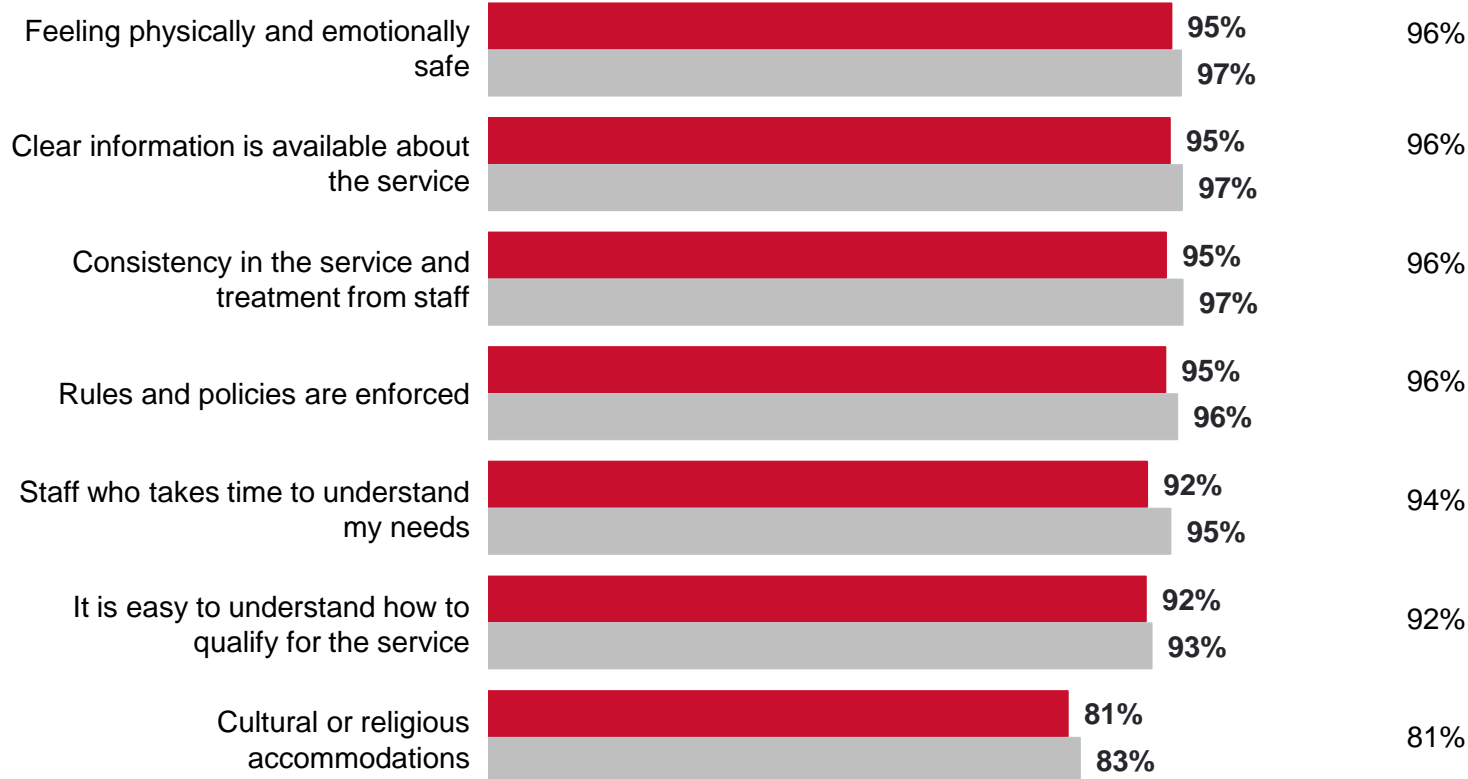
Factors of a Positive Experience – Income

Calgarians from households with incomes under \$60,000 and those from higher income households both report all service factors as important to having a positive experience, led by feeling physically and emotionally safe (95% vs. 97%). Although still important to a majority, cultural or religious accommodations are the least important of the factors surveyed (81% vs. 83%).

Positive Experience Importance (very + somewhat)

Total

n=1295



*"[On City Parks]
You want to play
in a place that's
safe."*

- Low-income
participant

■ Income <\$60k

■ Income \$60k+

Q4: For each, please tell me if it is important or not important to have a positive experience.

Base: All respondents (n=1295), Low-Income: <\$60K/\$60K+ (n=257/773)

Importance of Service Options – Income

Calgarians with household incomes under \$60,000 per year are more likely than those with higher incomes to indicate fair entry options are important (91% vs. 80%). They are also more likely to report service options that assist non-income equity groups, such as safe and inclusive spaces (89% vs. 84%), and accessibility ramps (86% vs. 77%), are important when it comes to City services

Importance of Options (Very + Somewhat)

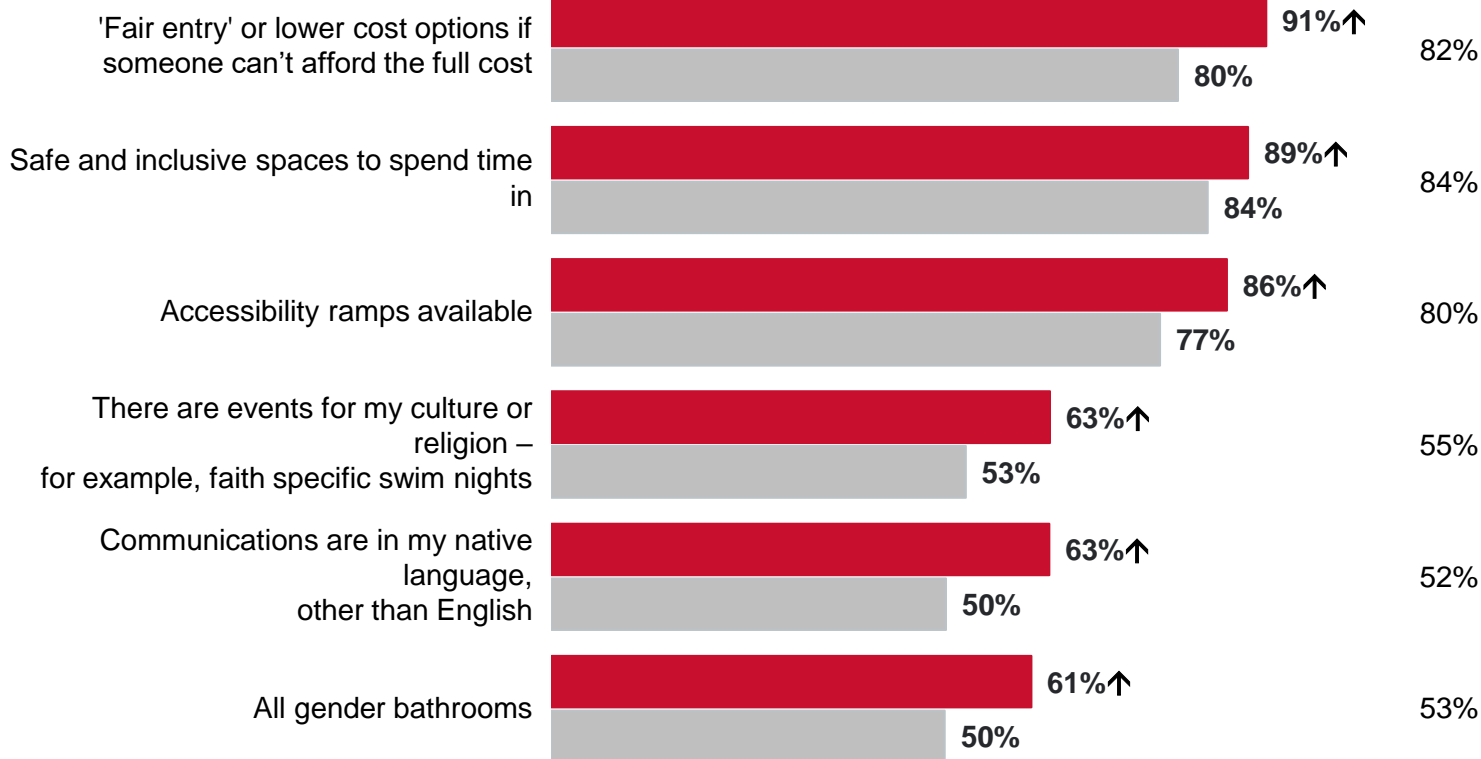
Total
n=1295

More affordable access to City services was mentioned by low-income participants.

"I want to support my city.. But the rate is not competitive compared with... other private facilities"

- Low-income participant

■ Income <\$60k
■ Income \$60k+



Q16: For you personally, how important or not are each of the following when it comes to City services?
Base: All respondents (n=1295), Low-Income: <\$60K/\$60K+ (n=257/773)

↑/↓ Statistically higher/lower than comparable subgroup

Barriers to Accessing City Services – Income

When compared to higher income Calgarians, those with incomes under \$60,000 are more likely to experience most barriers accessing City services, including not being able to afford the cost (58% vs. 30%), not being able to find enough information (52% vs. 42%), not qualifying for the service (43% vs. 25%), not being able to get to the location (39% vs. 22%), and being unsure if they will be treated respectfully (37% vs. 17%).

Frequency of Experiencing a Barrier (Often + Sometimes)

Total

n=1295

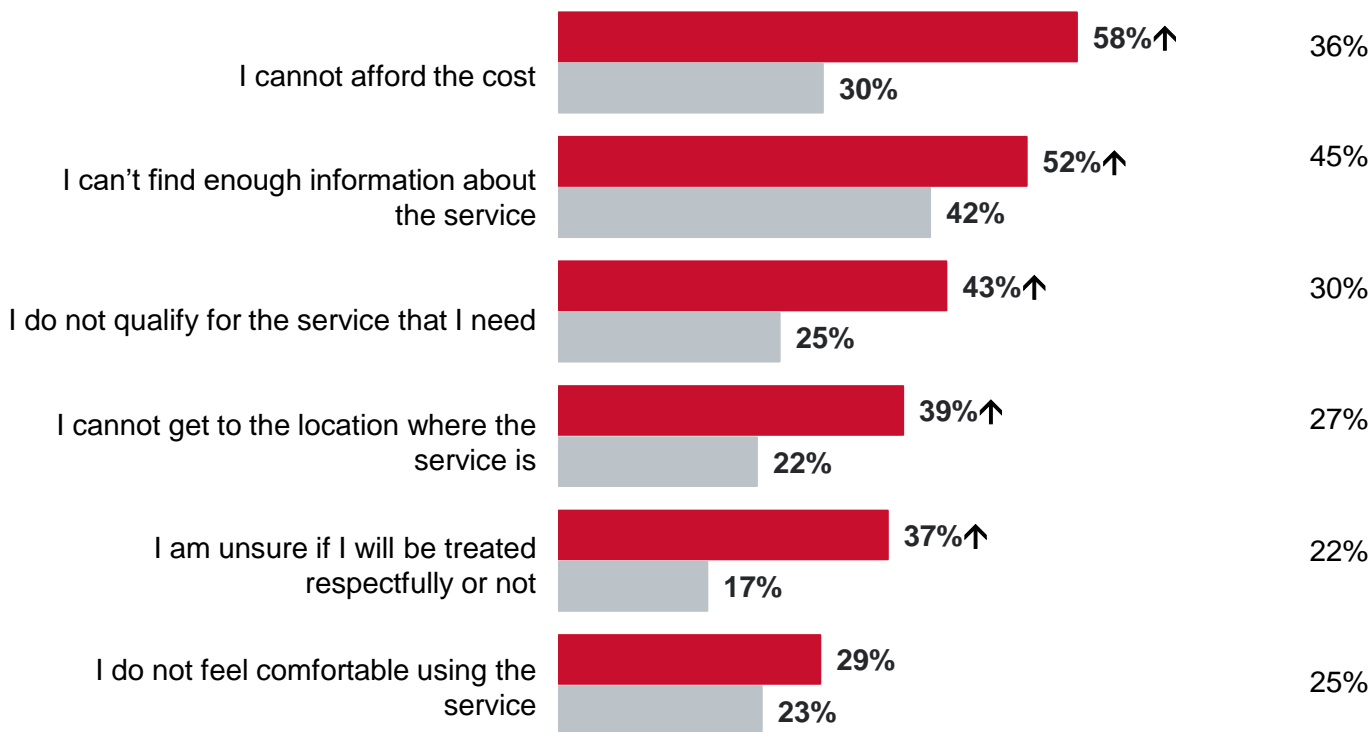
Cost was often mentioned as a barrier by low-income participants.

"It's hard for me to afford the team membership."

- Low-income participant

■ Income <\$60k

■ Income \$60k+



Q12: How often do each of the following make it difficult for you to access and use a City service that you would like to use?

Base: All respondents (n=1295), Low-Income: <\$60K/\$60K+ (n=257/773)

↑/↓ Statistically higher/lower than comparable subgroup



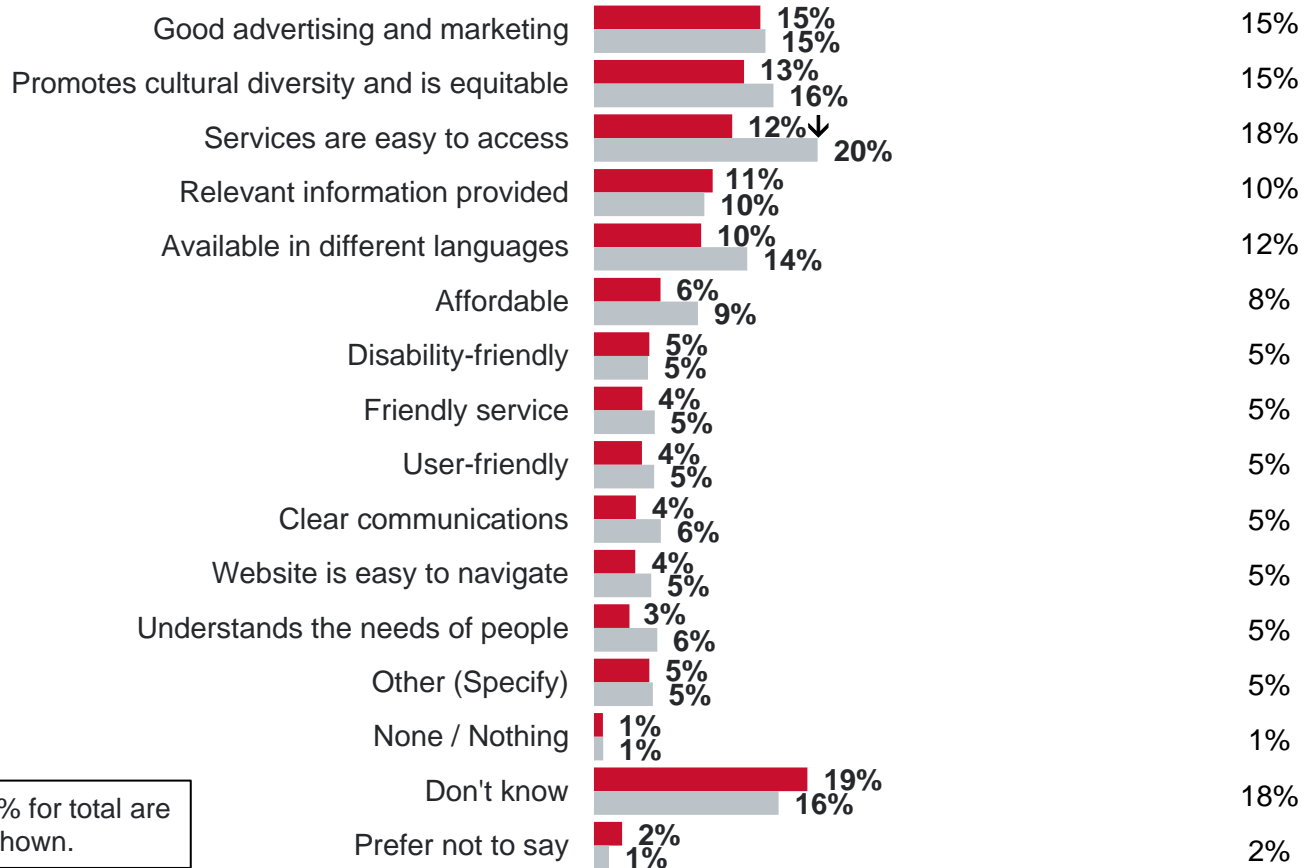
Factors for an Accessible and Inclusive Service – Income

Calgarians in households with incomes under \$60,000 report good marketing (15%) and promoting cultural diversity and being equitable (13%) as the top factors for an accessible and inclusive service. Compared to those with higher incomes, they are less likely to report being easy to access is important (12% vs. 20%).

Aspects of Accessible and Inclusive Service

Total

n=1295



This supports the learnings from the focus groups, as many felt there could be more communication about City services.

"It's complicated to understand and to find some information."

- Low-income participant

■ Income <\$60k

■ Income \$60k+

Open-ended Response

Mentions <5% for total are not shown.

Q5: What do you think makes a service accessible and inclusive to all different types of people?
Base: All respondents (n=1295), Low-Income: <\$60K/\$60K+ (n=257/773)

↑/↓ Statistically higher/lower than comparable subgroup

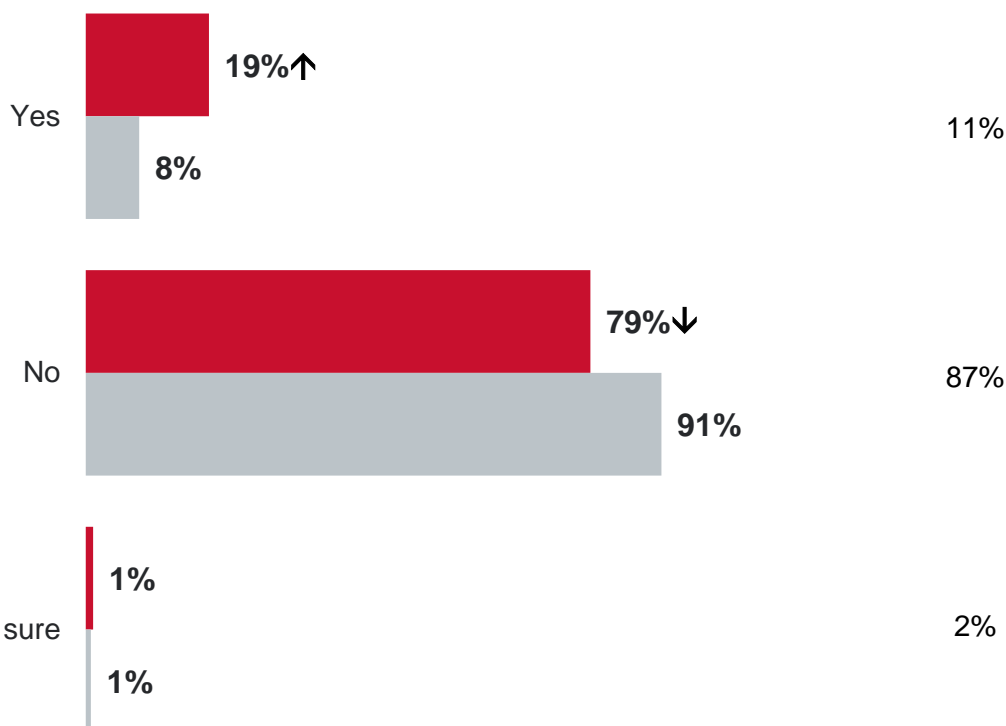
Have Ever Experienced Unfair Treatment – Income

Calgarians in households with annual incomes under \$60,000 are more than twice as likely as those in higher income households to indicate they have ever been treated unfairly using a City service (19% vs. 8%).

Have Ever Been Treated Unfairly Using a City Service

Total

n=1295



■ Income <\$60k

■ Income \$60k+

Q7: When accessing or using a City service, have you ever felt treated unfairly due to your race, age, gender or sexual identity, cultural or religious dress, or disability?

Base: All respondents (n=1295). , Low-Income: <\$60K/\$60K+ (n=257/773)

↑/↓ Statistically higher/lower than comparable subgroup

Safety Using City Services – Income

Despite being more likely to have experienced unfair treatment using City services (previous slide), Calgaryans from households with incomes under \$60,000 feel safe using City services at the same rate as higher income Calgaryans (90% vs. 93%).

Overall, focus group participants feel safe using City services.

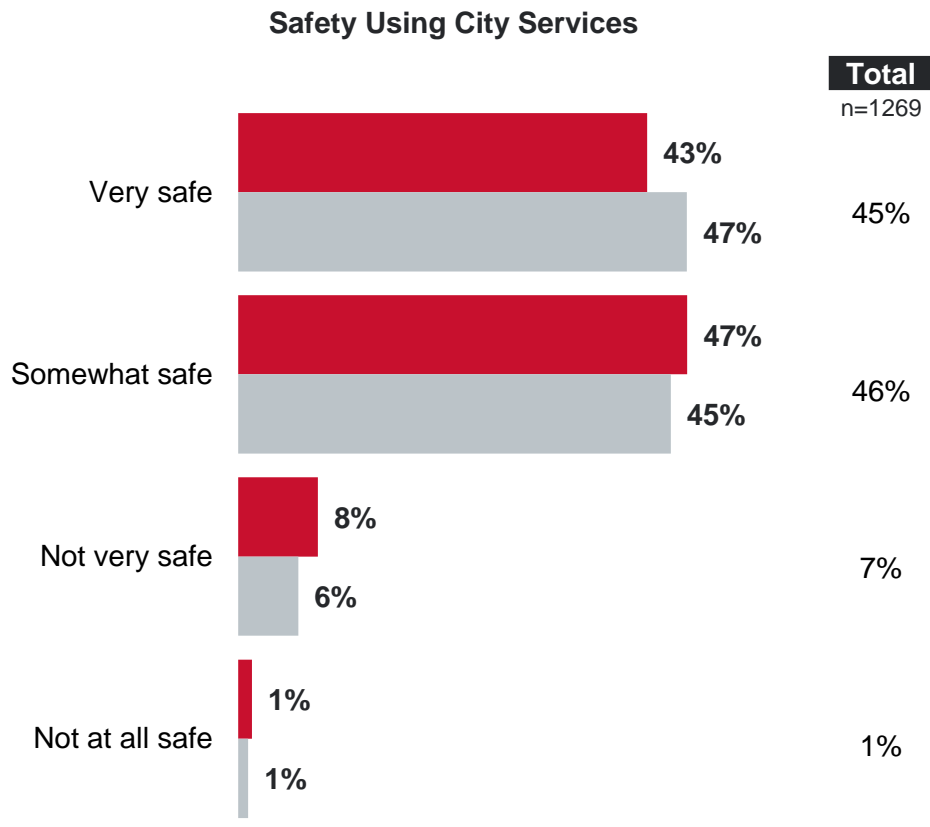
In instances where participants have felt unsafe, a lack of safety on transit was consistently the top reason.

“I have started avoiding taking Transit, in particularly the train, due to safety issues.”

- Low-income participant

■ Income <\$60k

■ Income \$60k+



Safe:

All Calgaryans, 92%
<\$60K, 90%
\$60K+, 93%

Unsafe:

All Calgaryans, 8%
<\$60K: 10%
\$60K+, 7%

Q9A: Overall, how physically and mentally safe do you feel using City of Calgary services?

Base: All respondents, excluding n=26 from the pre-test (n=1269), Low-Income: <\$60K/\$60K+ (n=256/753)

Improving Feelings of Safety Using Services – Income

Calgarians from households with annual incomes under \$60,000 are less likely than those with higher incomes to report improved security is needed on public transit (8% vs. 13%), an outlook expressed by many participants from all groups during the qualitative phase of research.

Many expressed a need for improved safety on transit.

“Transit safety should be improved.”

- Low-income participant

■ Income <\$60k

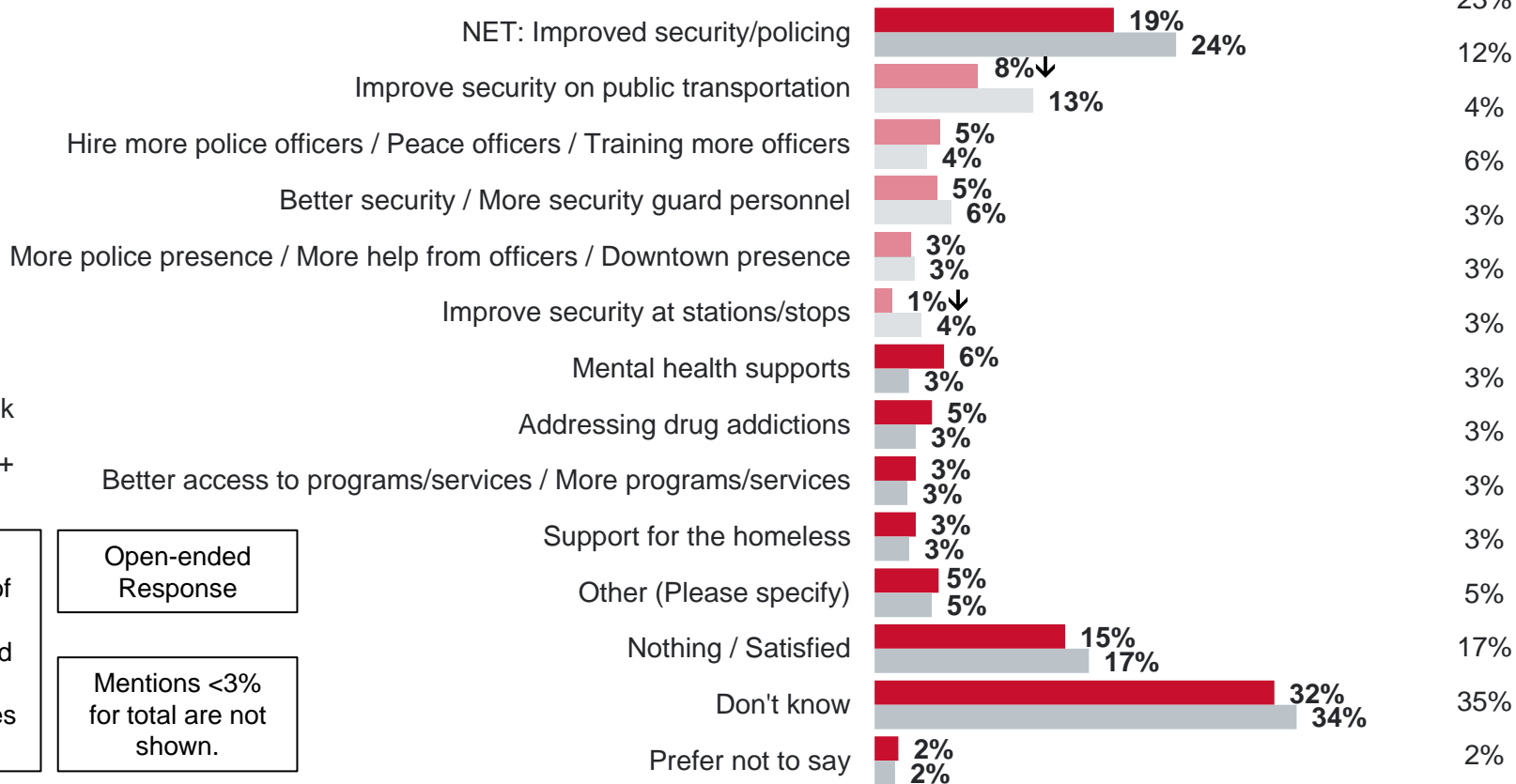
■ Income \$60k+

A NET is a combination of similar responses and includes the faded attributes below it

Open-ended Response

Mentions <3% for total are not shown.

Safety Improvements



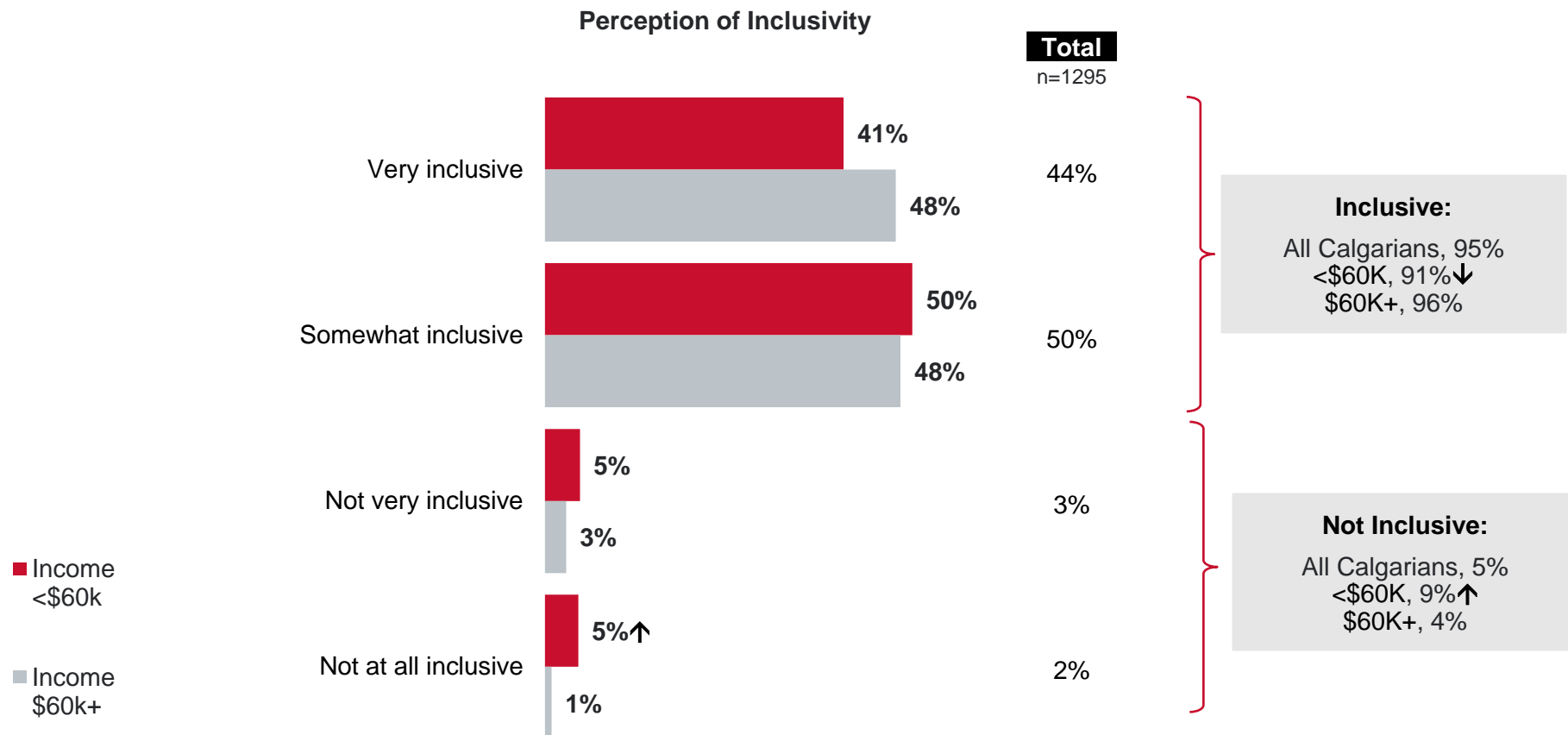
↑/↓ Statistically higher/lower than comparable subgroup

Q11: Is there anything the City could do to make you feel more physically or mentally safe using its programs and services?

Base: All respondents (n=1295), Low-Income: <\$60K/\$60K+ (n=257/773)

Perceptions of Calgary's Inclusivity – Income

While a strong majority of Calgarians from households with incomes under \$60,000 indicate Calgary is inclusive, they are less likely compared to those with higher incomes (91% vs. 96%).



Q1: Overall, how inclusive or not is Calgary?

Base: All respondents (n=1295), Low-Income: <\$60K/\$60K+ (n=257/773)

↑/↓ Statistically higher/lower than comparable subgroup

Gender

	<\$60K	\$60K+	Total
Male	40%↓	54%	49%
Female	60%↑	46%	51%
Prefer to self-describe	1%	0%	0%

Age

	<\$60K	\$60K+	Total
18-34	30%	29%	29%
35-54	30%↓	44%	38%
55+	39%↑	27%	33%
<65	73%↓	87%	81%
65+	27%↑	13%	19%

Region

	<\$60K	\$60K+	Total
Southwest	26%	33%	30%
Southeast	28%	25%	26%
Northwest	15%↓	24%	24%
Northeast	31%↑	18%	20%
Lives downtown	9%	6%	7%
Does not live downtown	91%	94%	93%

Education

	<\$60K	\$60K+	Total
High school or less	34%↑	14%	18%
Some post secondary/ Completed college	30%	26%	27%
University certificate, diploma or degree	36%↓	59%	53%
Refusal	1%	1%	2%

Employment status

	<\$60K	\$60K+	Total
Employed (NET)	48%↓	77%	66%
Retired	27%↑	15%	20%
Unemployed	9%↑	3%	4%
Student	7%↑	2%	4%
Looking after home and/or family	1%↓	3%	3%
Unable to work (sickness or disability)	10%↑	2%	3%
Unpaid or voluntary work	2%	1%	1%
Other	2%	1%	1%
Prefer not to say	0%	0%	1%

Income

	<\$60K	\$60K+	Total
<\$60K	100%	0%	21%
\$60K - <\$90K	0%	21%	13%
\$90K - <\$120K	0%	26%	16%
\$120K - <\$150	0%	15%	9%
\$150K+	0%	37%	22%
Refusal	0%	0%	20%

Totals may not add up to 100% due to rounding.
Base: All Respondents (n=1295)

↑/↓ Statistically higher/lower than comparable subgroup

Chapter 5: Seniors



Key Learnings: Seniors

Despite having high levels of awareness of many City services, seniors have lower levels of perceived importance of services when compared to younger Calgarians.

- When compared with younger Calgarians, Calgarians 65 years old or older have a higher awareness of many services, including Affordable Housing (86% vs. 79%), Community Services for Immigrants (78% vs. 68%), Mental Health and Addiction Strategy (74% vs. 62%), Adapted Recreation Programs (66% vs. 54%), Indigenous Policy Framework (50% vs. 42%), and Seniors Services Home Maintenance (49% vs. 36%).
- Seniors have lower levels of perceived personal importance when it comes to most of the services when compared to younger Calgarians, including Mental Health and Addiction Strategy (69% vs. 86%), Community Services for Immigrants (56% vs. 72%), and Adapted Recreation Programs (54% vs. 72%), among others.

There may be an opportunity to further increase awareness for the Seniors Services Home Maintenance and Fair Entry.

- Half (49%) of seniors are aware of Seniors Services Home Maintenance, and it is considered one of the most important services to them (72%).
- Two-thirds of seniors are aware of Fair Entry (66%), and it is considered one of the most important services to them (70%).

In general, seniors are less likely than younger Calgarians to indicate that any of the service attributes or service options included are important to them personally.

- Seniors rated each service option as less important compared to those under 65, with one exception, accessibility ramps (77% vs 80%, no significant difference).

Key Learnings: Seniors (cont.)

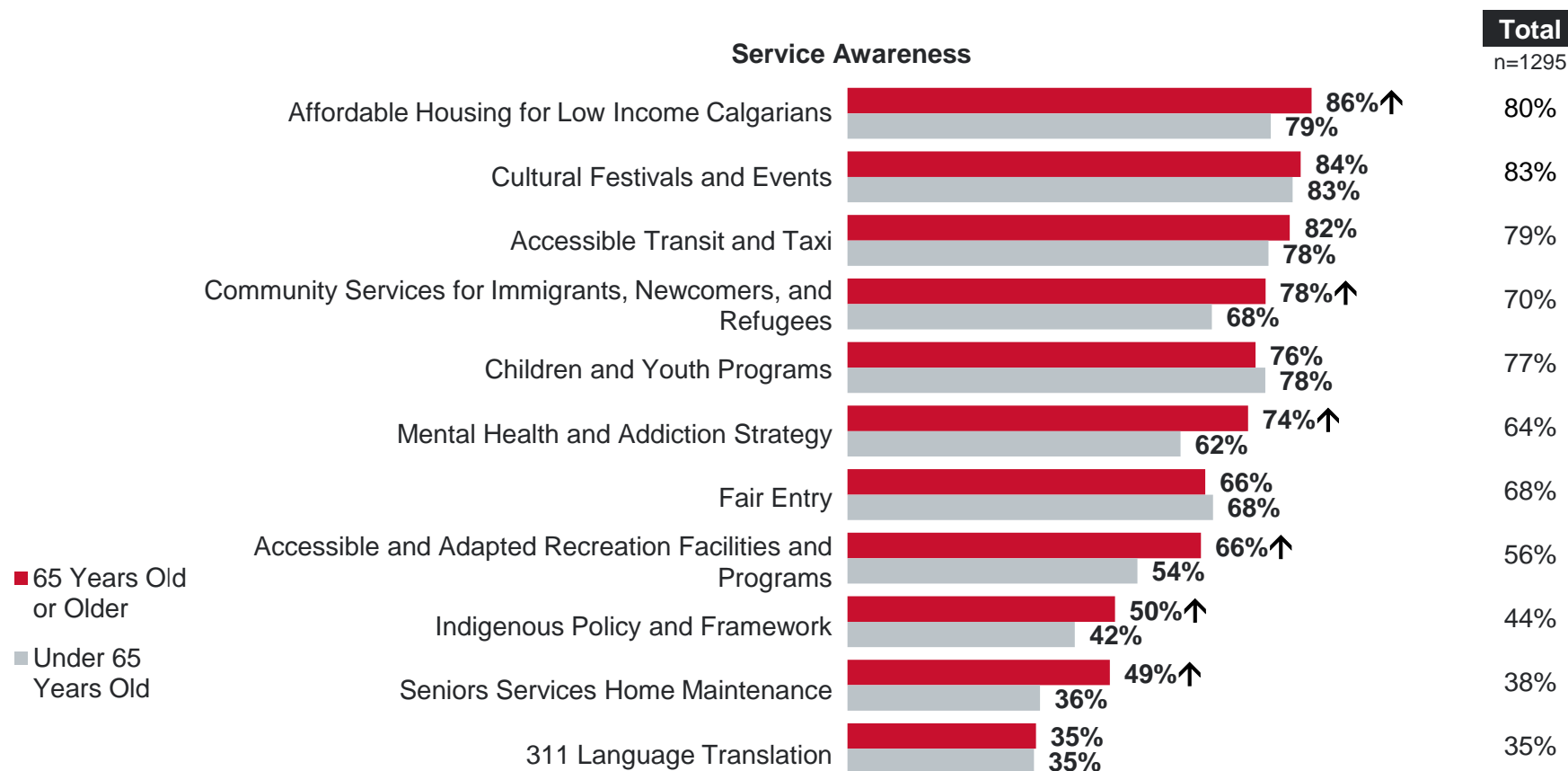
Barriers for seniors to access City Services are experienced at similar frequencies to those under 65.

- Not being able to find enough information about a service is the top barrier to accessing City services indicated by both seniors and Calgarians 64 and under (43% vs. 46%). Seniors are less likely to report they do not qualify for the service they need (25% vs. 31%).

Seniors feel safe and included when using City services

- Nearly one-in-ten seniors have experienced unfair treatment while accessing a City service (8%), which is aligned with those under 65 (12%) and the general population (11%).
- Calgarians of all ages feel safe using City services, including both seniors and those under the age of 65 (90% vs. 93%).
- Nearly one-quarter of seniors mentioned improved security and policing (23%) as a recommendation to help them feel more physically or mentally safe when using City of Calgary services, but the majority did not know (36%) or suggested nothing (18%). Seniors are less likely than younger Calgarians to indicate support for the homeless would make them feel safer when using City programs or services (1% vs. 4%).
- Seniors and younger Calgarians indicate Calgary is inclusive at about the same rate (94% vs. 95%).

When compared with younger Calgarians, Calgarians 65 years old or older have a higher awareness of many services, including Affordable Housing (86% vs. 79%), Community Services for Immigrants (78% vs. 68%), Mental Health and Addiction Strategy (74% vs. 62%), Adapted Recreation Programs (66% vs. 54%), Indigenous Policy Framework (50% vs. 42%), and Seniors Services Home Maintenance (49% vs. 36%).

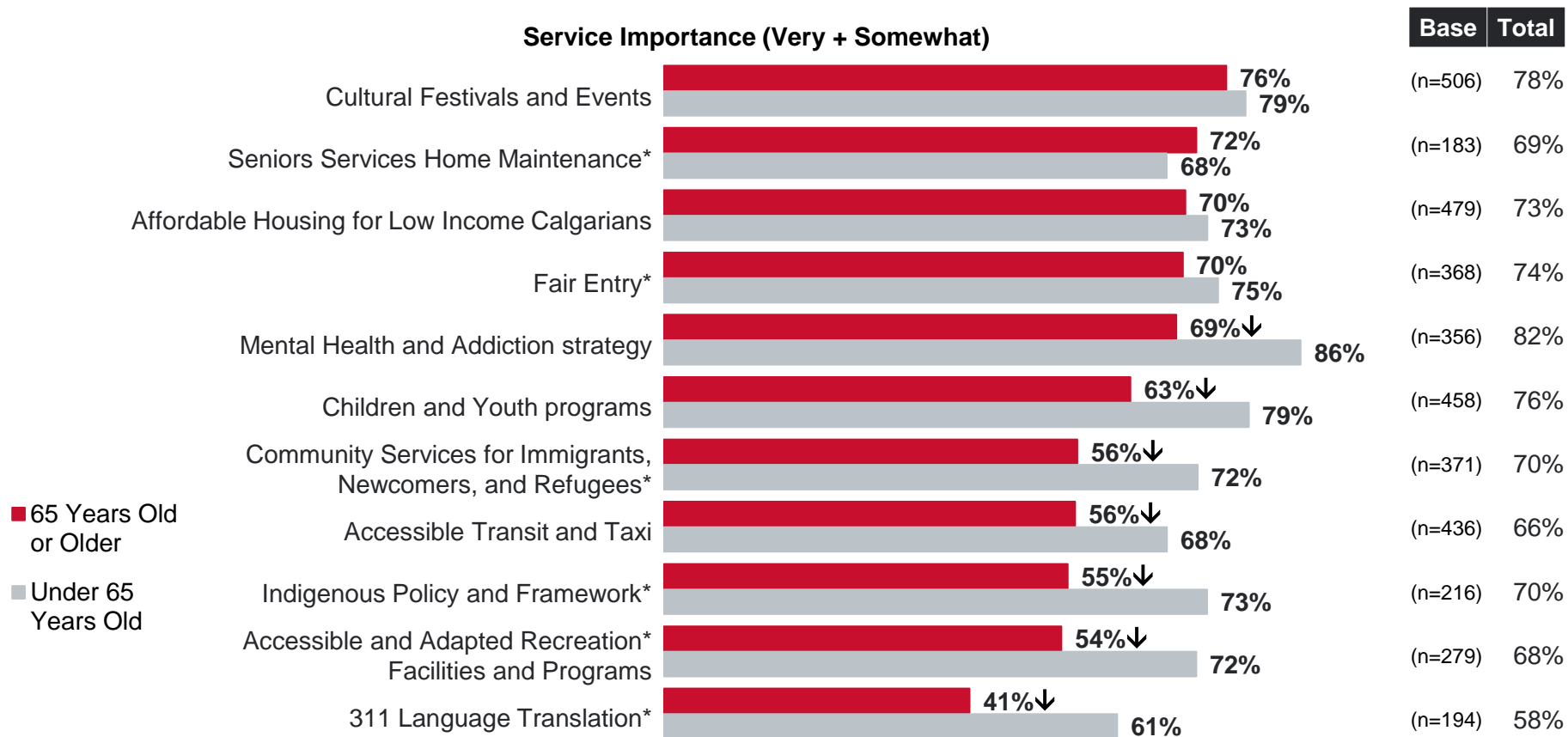


Q2: I would now like you to think about the services offered by The City of Calgary to Calgarians. For each one, please tell me if you have heard of it or not.
 Base: All respondents (n=1295), Seniors: 65+/
 65 (n=292/1003)

↑/↓ Statistically higher/lower than comparable subgroup

Despite having a generally high awareness of most services, seniors have lower levels of perceived personal importance when it comes to most of the services shown when compared to younger Calgarians, including Mental Health and Addiction Strategy (69% vs. 86%), Community Services for Immigrants (56% vs. 72%), and Adapted Recreation Programs (54% vs. 72%), among others.

Service Importance (Very + Somewhat)



Q3: How important or not are each of the following services to you personally? (n=Base varies for each statement)

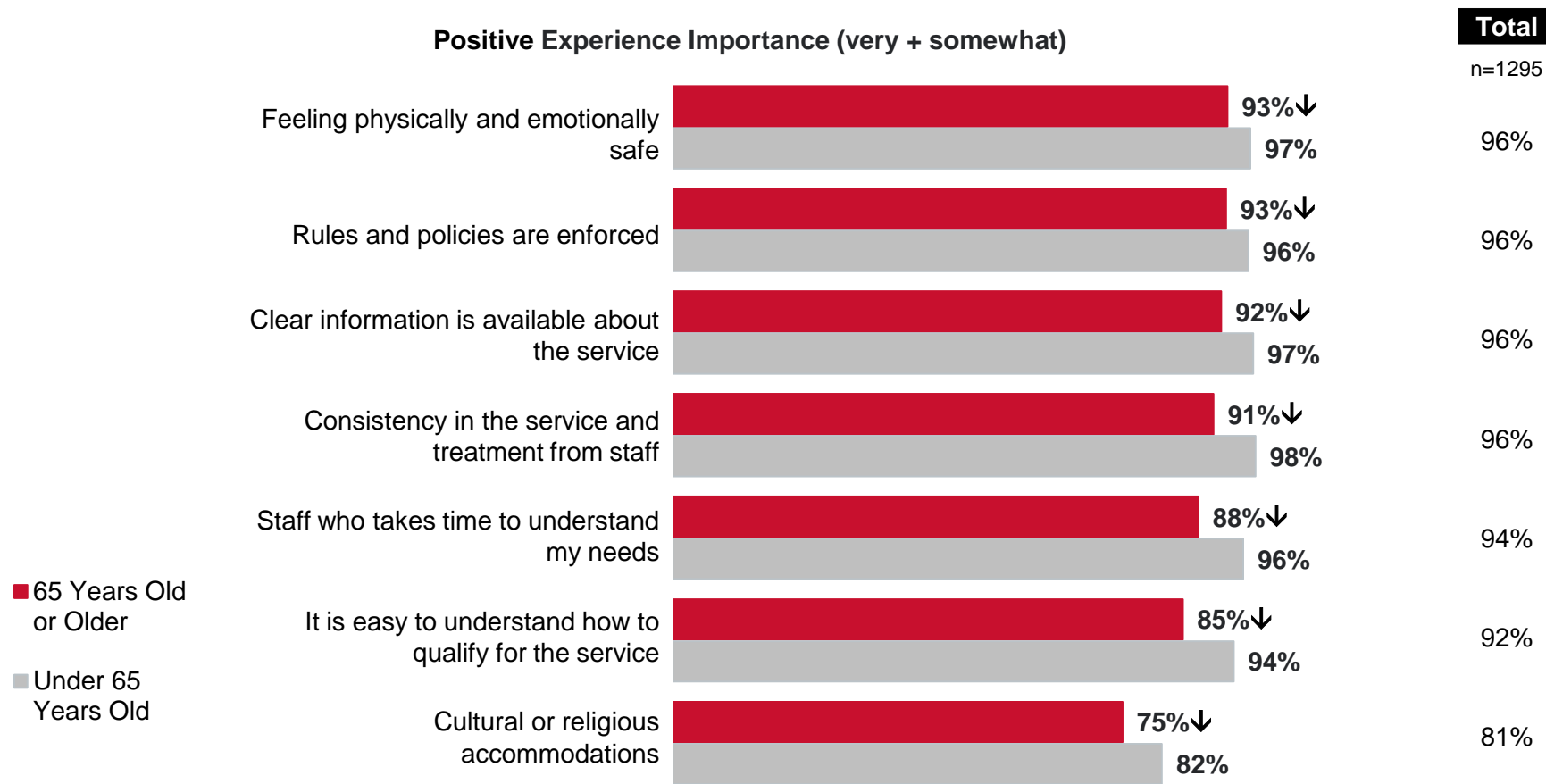
Base: Respondents aware of a given service at Q2. (n=Base varies for each statement)

CAUTION: * indicates small base size

↑/↓ Statistically higher/lower than comparable subgroup

Factors of a Positive Experience – Seniors

Although all factors are indicated as important to have a positive experience by a majority, seniors were less likely than those under 65 to consider each factor as important, including feeling physically and emotionally safe (93% vs. 97%) and rules and policies being enforced (93% vs. 96%), the top two mentions.



Q4: For each, please tell me if it is important or not important to have a positive experience.
 Base: All respondents (n=1295), Seniors: 65+/
 (n=292/1003)

↑/↓ Statistically higher/lower than comparable subgroup

Importance of Service Options – Seniors

Seniors were less likely to rate most service options as important compared to those under 65, including safe and inclusive spaces to spend time in (78% vs. 86%), fair entry lower cost options (72% vs. 84%), and all gender bathrooms (46% vs. 54%), among others.

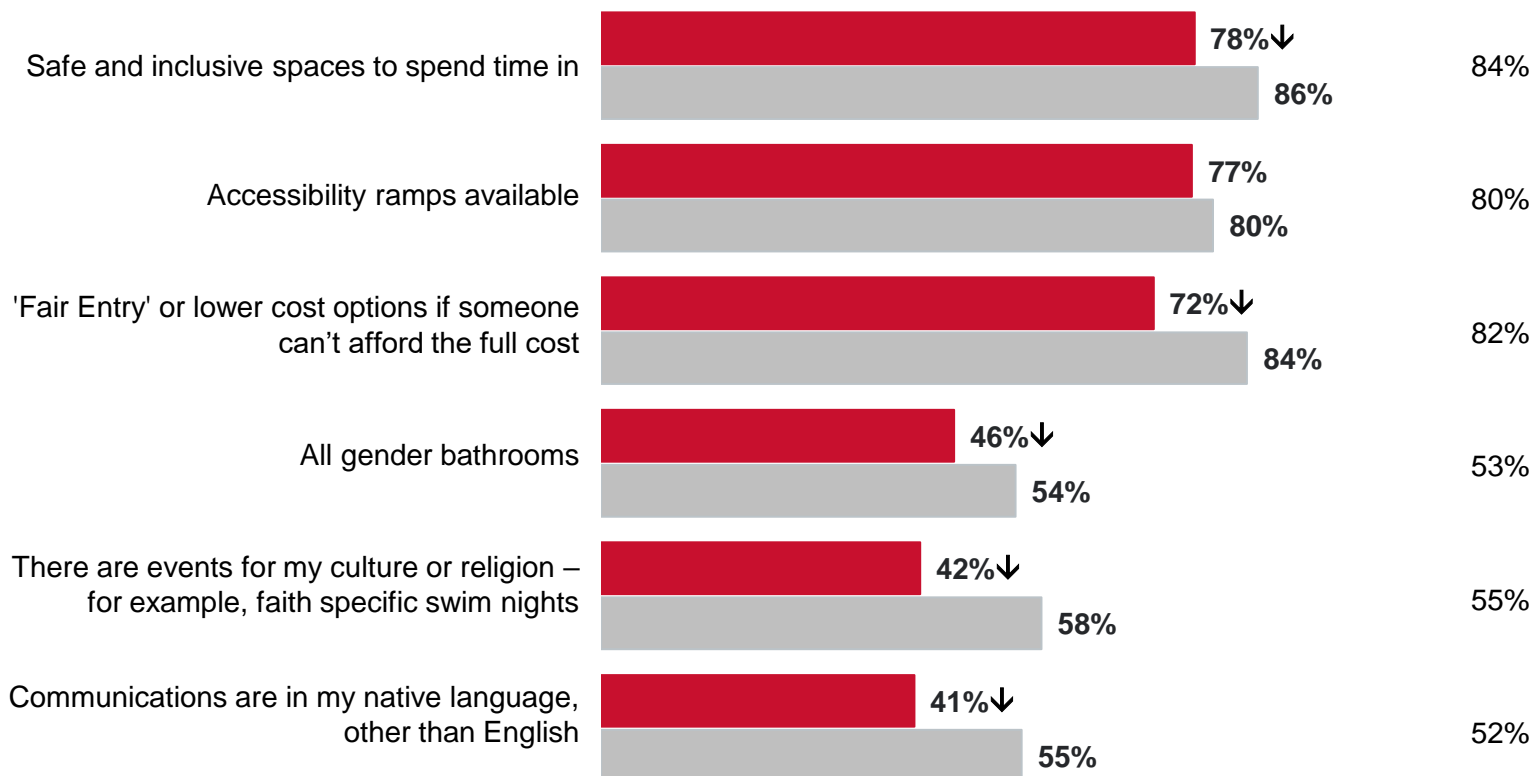
Importance of Options (Very + Somewhat)

Total

n=1295

■ 65 Years
Old or
Older

■ Under 65
Years Old

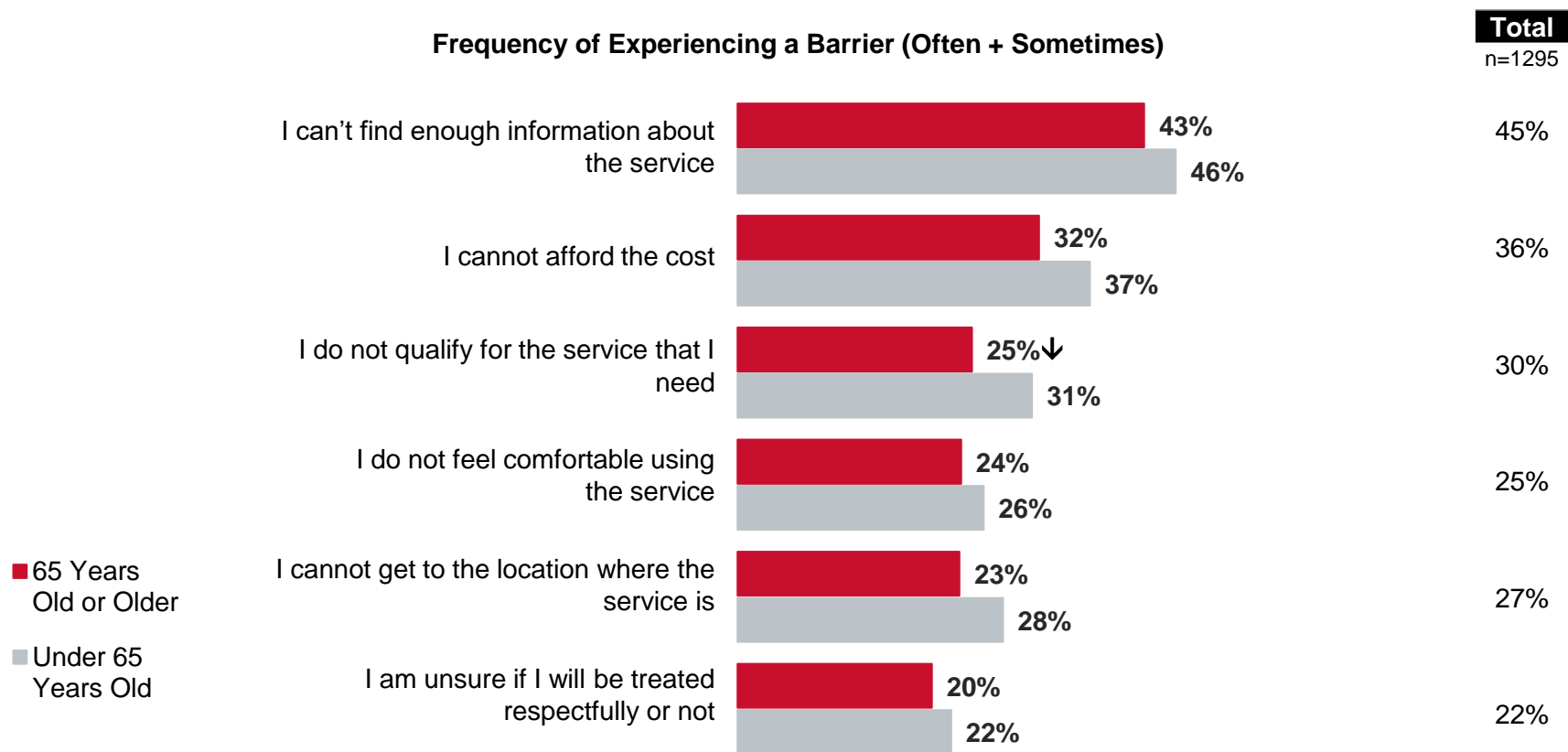


Q16: For you personally, how important or not are each of the following when it comes to City services?
Base: All respondents (n=1295), Seniors: 65+/
65 (n=292/1003)

↑/↓ Statistically higher/lower than comparable subgroup

Barriers to Accessing City Services – Seniors

Not being able to find enough information about a service is the top barrier to accessing City services indicated by both seniors and Calgarians 64 and under (43% vs. 46%). Seniors are less likely to report they do not qualify for the service they need (25% vs. 31%).



Q12: How often do each of the following make it difficult for you to access and use a City service that you would like to use?

Base: All respondents (n=1295), Seniors: 65+ / <65 (n=292/1003)

↑/↓ Statistically higher/lower than comparable subgroup



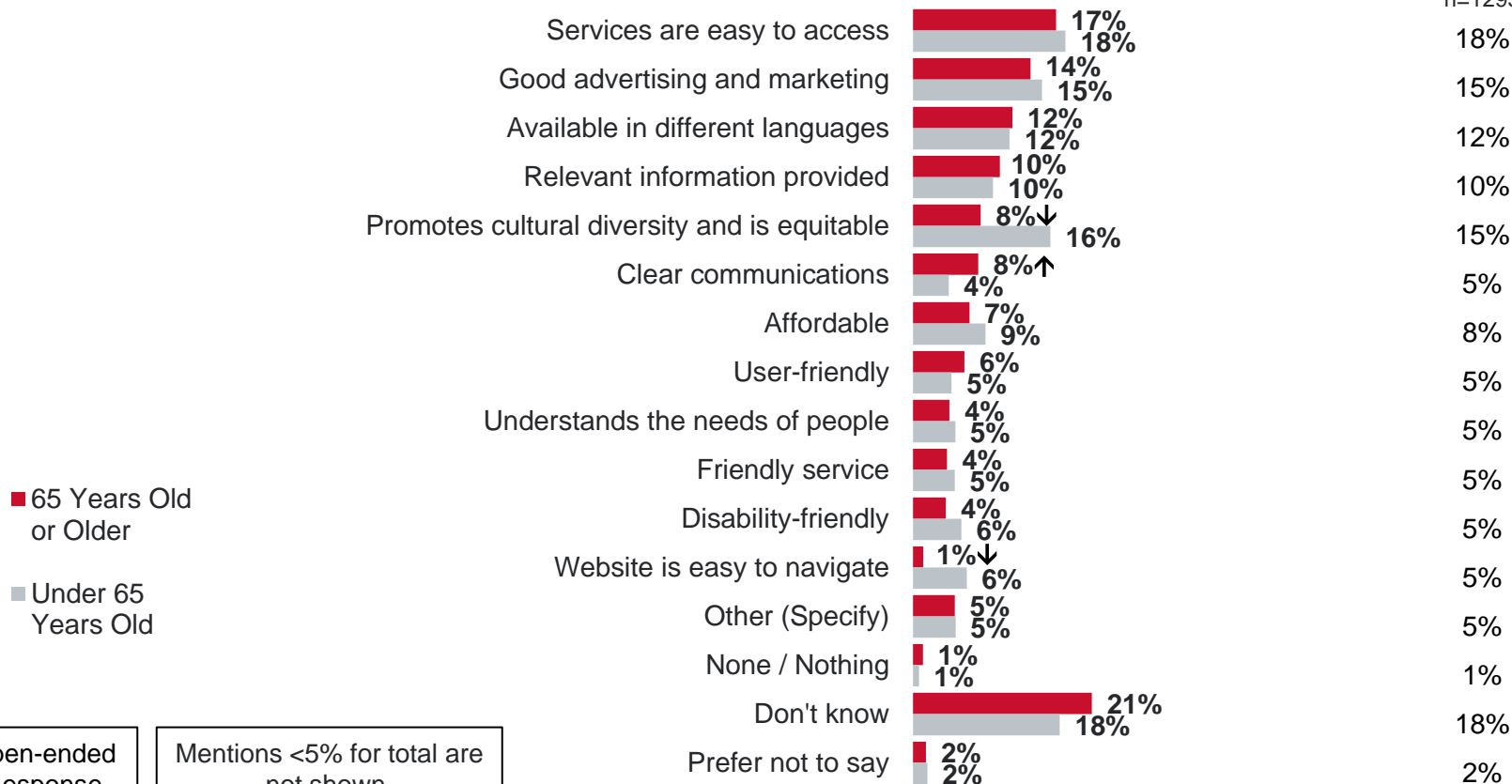
Factors for an Accessible and Inclusive Service – Seniors

Seniors are less likely than younger Calgarians to indicate that promoting cultural diversity and being equitable (8% vs. 16%), or a website that is easy to navigate (1% vs. 6%) are aspects of an accessible and inclusive service, and are more likely to report clear communications as a factor (8% vs. 4%).

Aspects of Accessible and Inclusive Service

Total

n=1295



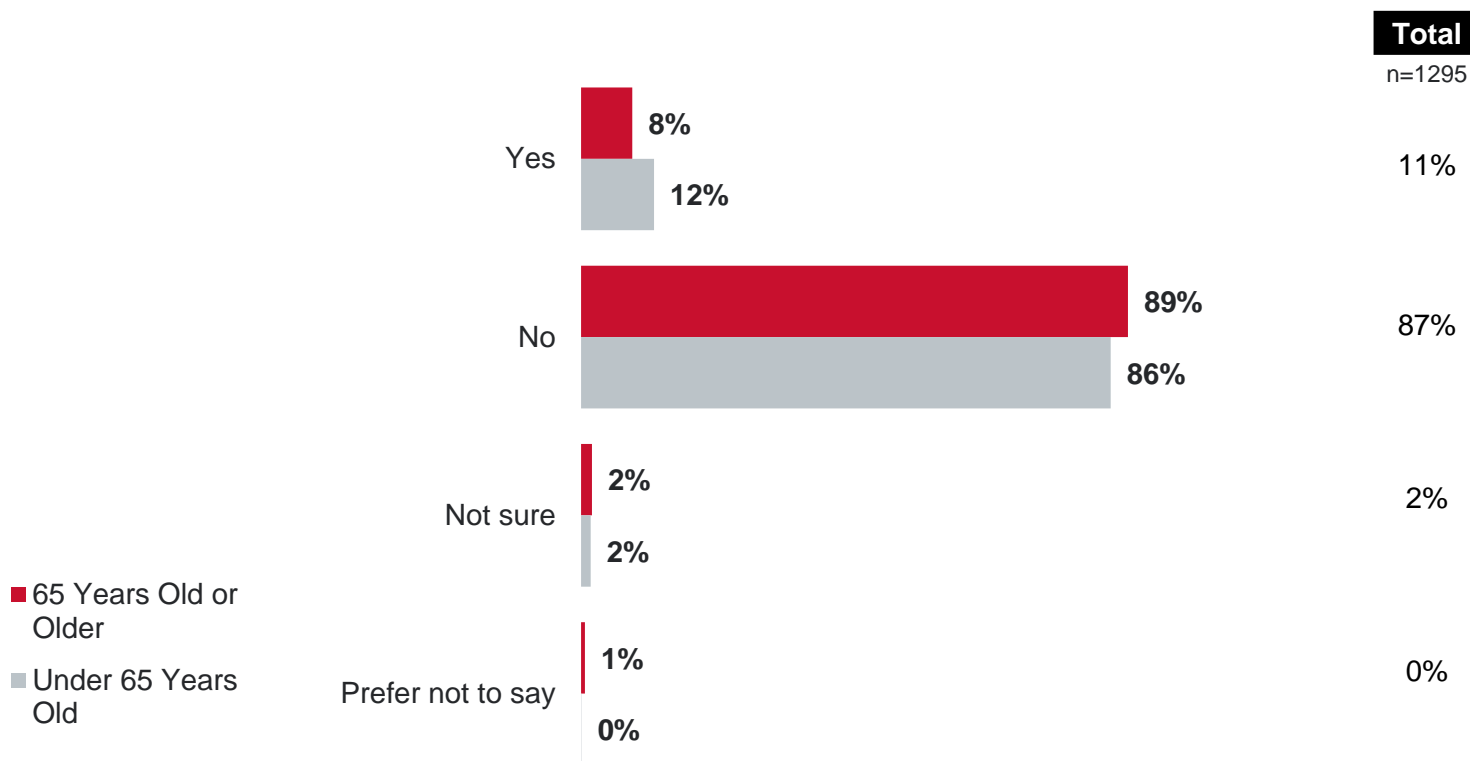
↑/↓ Statistically higher/lower than comparable subgroup

Q5: What do you think makes a service accessible and inclusive to all different types of people?
 Base: All respondents (n=1295), Seniors: 65+/
 65 (n=292/1003)

Have Ever Experienced Unfair Treatment – Seniors

Nearly one-in-ten seniors have experienced unfair treatment while accessing a City service (8%), which is aligned with those under 65 (12%) and the general population (11%).

Have Ever Been Treated Unfairly Using a City Service

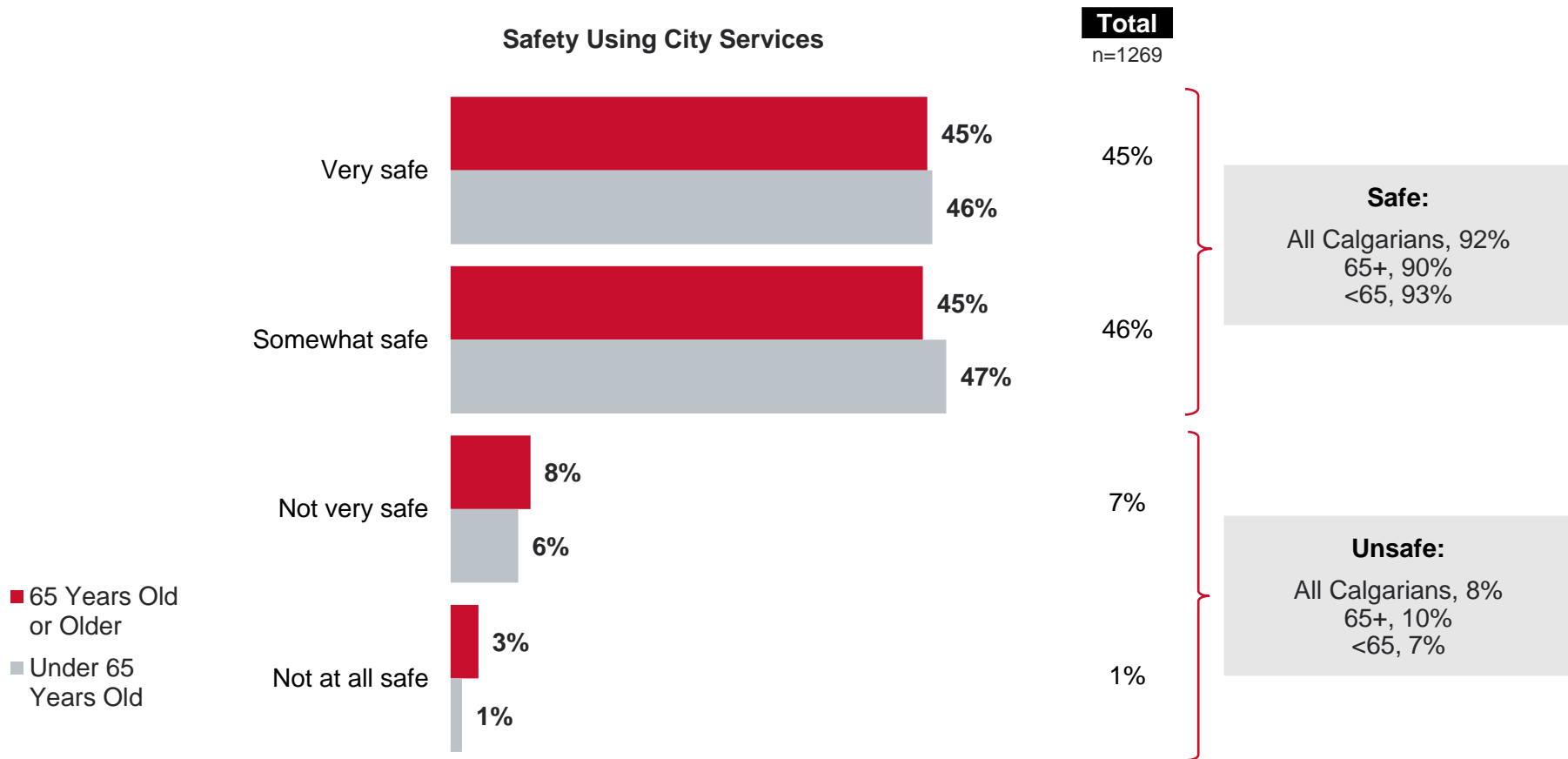


Q7: When accessing or using a City service, have you ever felt treated unfairly due to your race, age, gender or sexual identity, cultural or religious dress, or disability?

Base: All respondents (n=1295). , Seniors: 65+/-65 (n=292/1003)

Safety Using City Services – Seniors

Calgarians of all ages feel safe using City services, including both seniors and those under the age of 65 (90% vs. 93%).

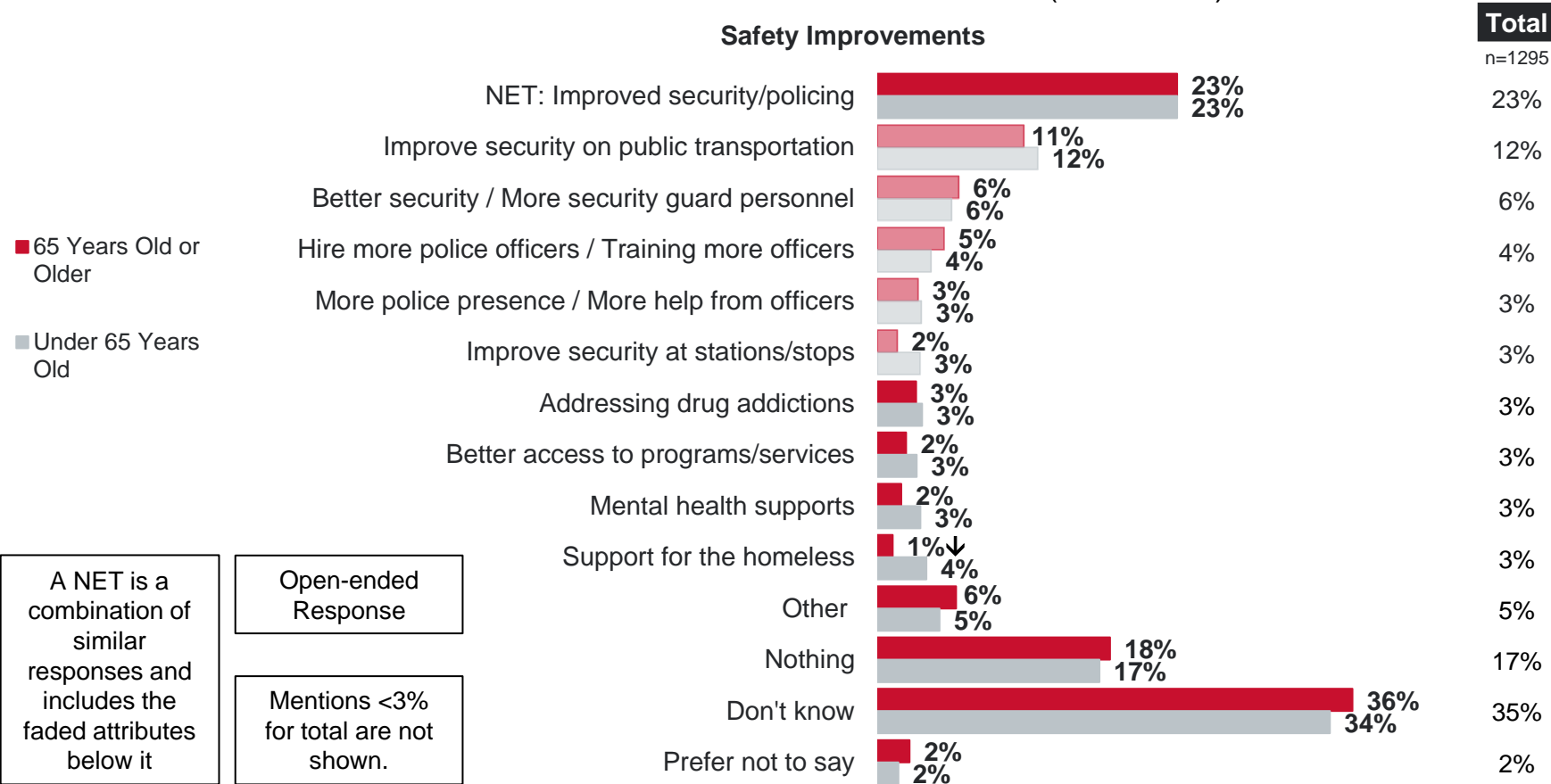


Q9A: Overall, how physically and mentally safe do you feel using City of Calgary services?

Base: All respondents, excluding n=26 from the pre-test (n=1269), Seniors: 65+/
<65 (n=286/983)

Improving Feelings of Safety Using Services – Seniors

Nearly one-quarter of seniors mentioned improved security and policing (23%) as a recommendation to help them feel more physically or mentally safe when using City of Calgary services, but the majority did not know (36%) or suggested nothing (18%). Seniors are less likely than younger Calgarians to indicate support for the homeless would make them feel more safe (1% vs. 4%).



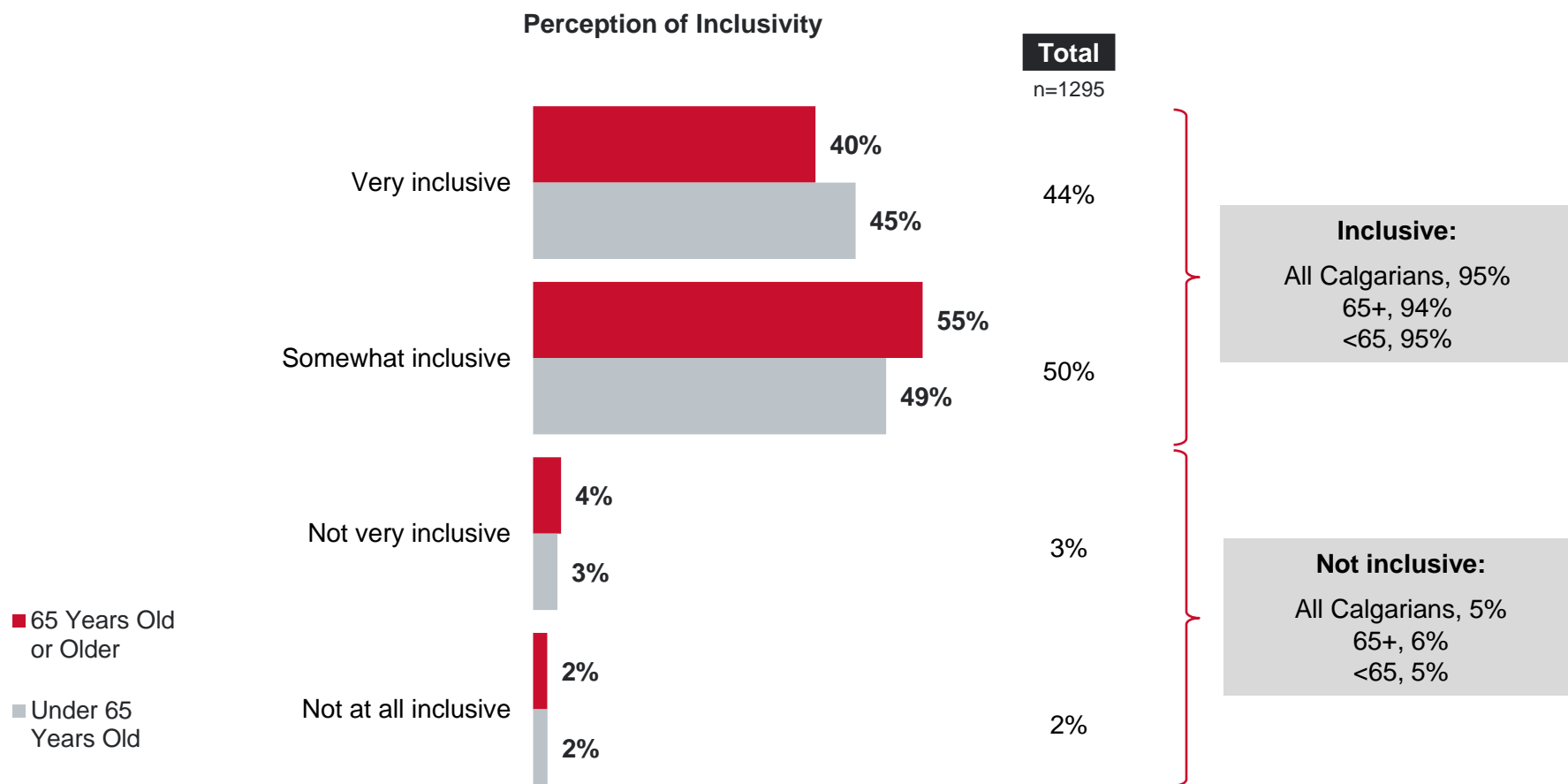
Q11: Is there anything the City could do to make you feel more physically or mentally safe using its programs and services?

Base: All respondents (n=1295), Seniors: 65+/<65 (n=292/1003)

↑/↓ Statistically higher/lower than comparable subgroup

Perceptions of Calgary's Inclusivity – Seniors

Both seniors and younger Calgarians indicate Calgary is inclusive (94% vs. 95%).



Q1: Overall, how inclusive or not is Calgary?

Base: All respondents (n=1295), Seniors: 65+/
<65 (n=292/1003)

Gender

	65+	<65	Total
Male	45%	49%	49%
Female	55%	50%	51%
Prefer to self-describe	0%	0%	0%

Age

	65+	<65	Total
18-34	0%	36%	29%
35-54	0%	47%	38%
55+	100%↑	17%	33%
<65	0%	100%	81%
65+	100%	0%	19%

Income

	65+	<65	Total
<\$60K	30%↑	19%	21%
\$60K - <\$90K	14%	12%	13%
\$90K - <\$120K	11%↓	17%	16%
\$120K - <\$150	6%↓	10%	9%
\$150K+	9%↓	25%	22%
Refusal	31%↑	17%	20%

Totals may not add up to 100% due to rounding.
Base: All Respondents (n=1295)

↑/↓ Statistically higher/lower than comparable subgroup

Education

	65+	<65	Total
High school or less	22%	18%	18%
Some post secondary/ Completed college	30%	26%	27%
University certificate, diploma or degree	46%↓	55%	53%
Refusal	2%	2%	2%

Employment status

	65+	<65	Total
Employed (NET)	13%↓	78%	66%
Retired	85%↑	5%	20%
Unemployed	1%↓	5%	4%
Student	0%	5%	4%
Looking after home and/or family	0%	3%	3%
Unable to work (sickness or disability)	1%↓	4%	3%
Unpaid or voluntary work	1%	1%	1%
Other	1%	2%	1%
Prefer not to say	1%	1%	1%

Region

	65+	<65	Total
Southwest	32%	29%	30%
Southeast	23%	27%	26%
Northwest	26%	23%	24%
Northeast	18%	21%	20%
Lives downtown	5%	7%	7%
Does not live downtown	95%	93%	93%

Chapter 6: Disability in Household



Key Learnings: Disability in Household

Calgarians with a disability or disability in their household place high importance on Accessible programs and services.

- Calgarians with a disability in the household are more likely to report Accessible and Adapted Recreation Programs (81% vs. 64%), and Accessible Transit and Taxi (80% vs. 62%) as important when compared to Calgarians living in households without a disability present.
- A large majority of Calgarians with a disability in their household are aware of Accessible Transit and Taxi (82%). However, only slightly more than half are aware of Accessible and Adapted Recreation programs (57%).

Cost and accessibility are both barriers for Calgarians with a disability in the household to using City programs and services.

- Calgarians with a disability in the household are more likely than those without a disability to rate Fair Entry/lower cost options (87% vs. 81%) and accessibility ramps available (87% vs. 77%) as important.
- Calgarians with a disability in the household are more likely than those in households without a disability present to report experiencing every barrier surveyed, including not being able to afford the cost (54% vs. 31%) and not being able to get to the location where the services is (36% vs. 24%), among others.

Key Learnings: Disability in Household (cont.)

Calgarians with a disability in the household have had negative experiences using City of Calgary programs and services at a higher rate than households without a disability present.

- Calgarians who either have a disability or live in a household with someone with a disability are three times as likely as those in households without a disability present to have ever experienced unfair treatment using a City service (24% vs. 8%).
- While most Calgarians with a disability in the household feel mentally and physically safe using City service, they are less likely to feel safe than those who do not have a disability present in their household (88% vs. 93%).
- Calgarians with a disability in the household are also more likely than Calgarians in households without a disability present to report they are unsure if they will be treated respectfully or not (32% vs. 19%) which makes it difficult to access City services.

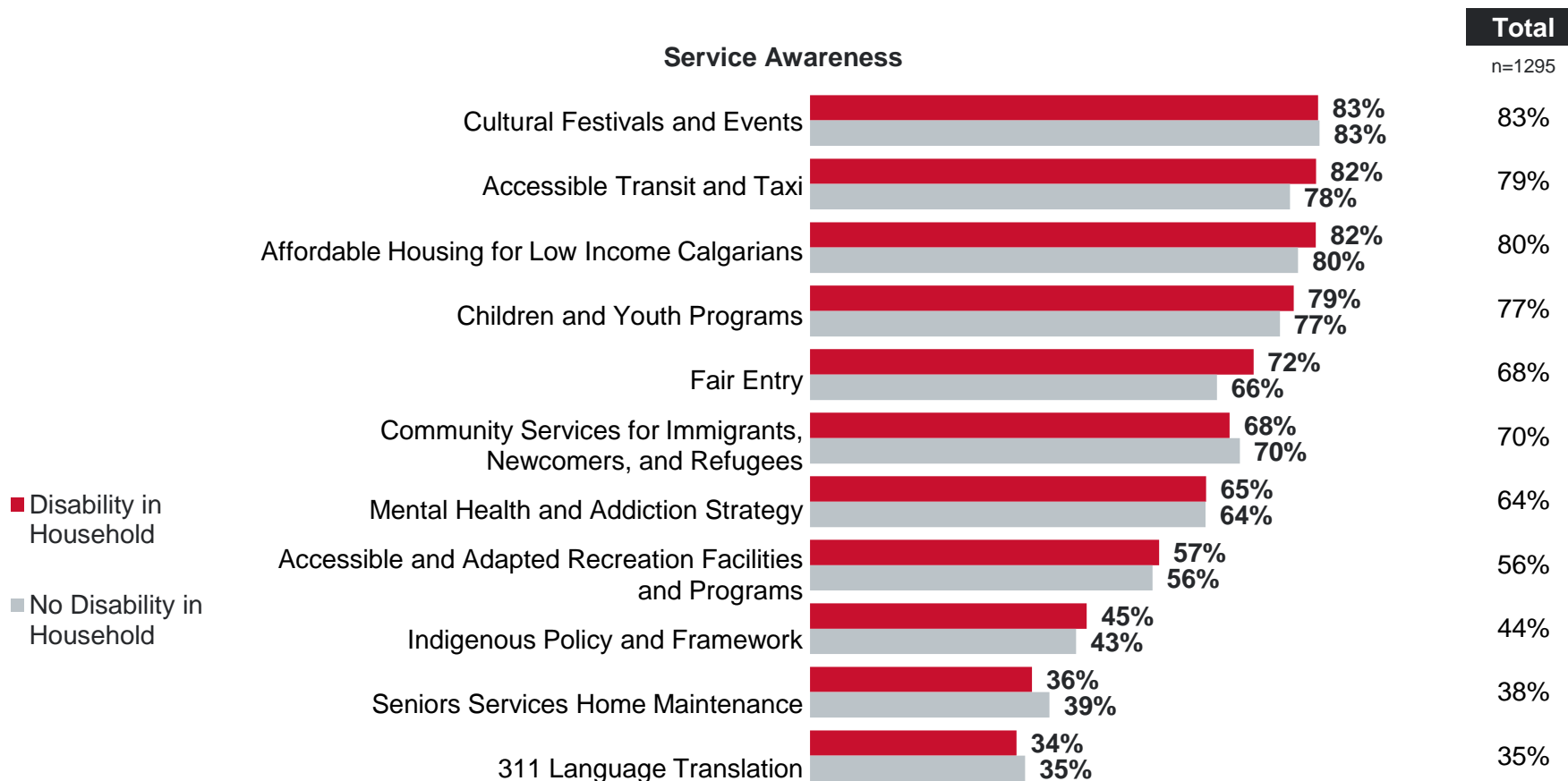
Calgarians with a disability in the household see Calgary as less inclusive than households without a disability present.

- Although a majority of Calgarians from households with a disability indicate Calgary is inclusive, they are less likely to report so compared to those from households without a disability present (89% vs. 96%).

Service Awareness – Disability in Household

Calgarians who have a disability personally or in their household have high levels of awareness for many City services, without any statistically relevant variation from households without a disability present. They are most aware of Cultural Festivals and Events (83% vs. 83%), Accessible Transit and Taxi (82% vs. 78%), and Affordable Housing (82% vs. 80%).

Service Awareness



Q2: I would now like you to think about the services offered by The City of Calgary to Calgarians.

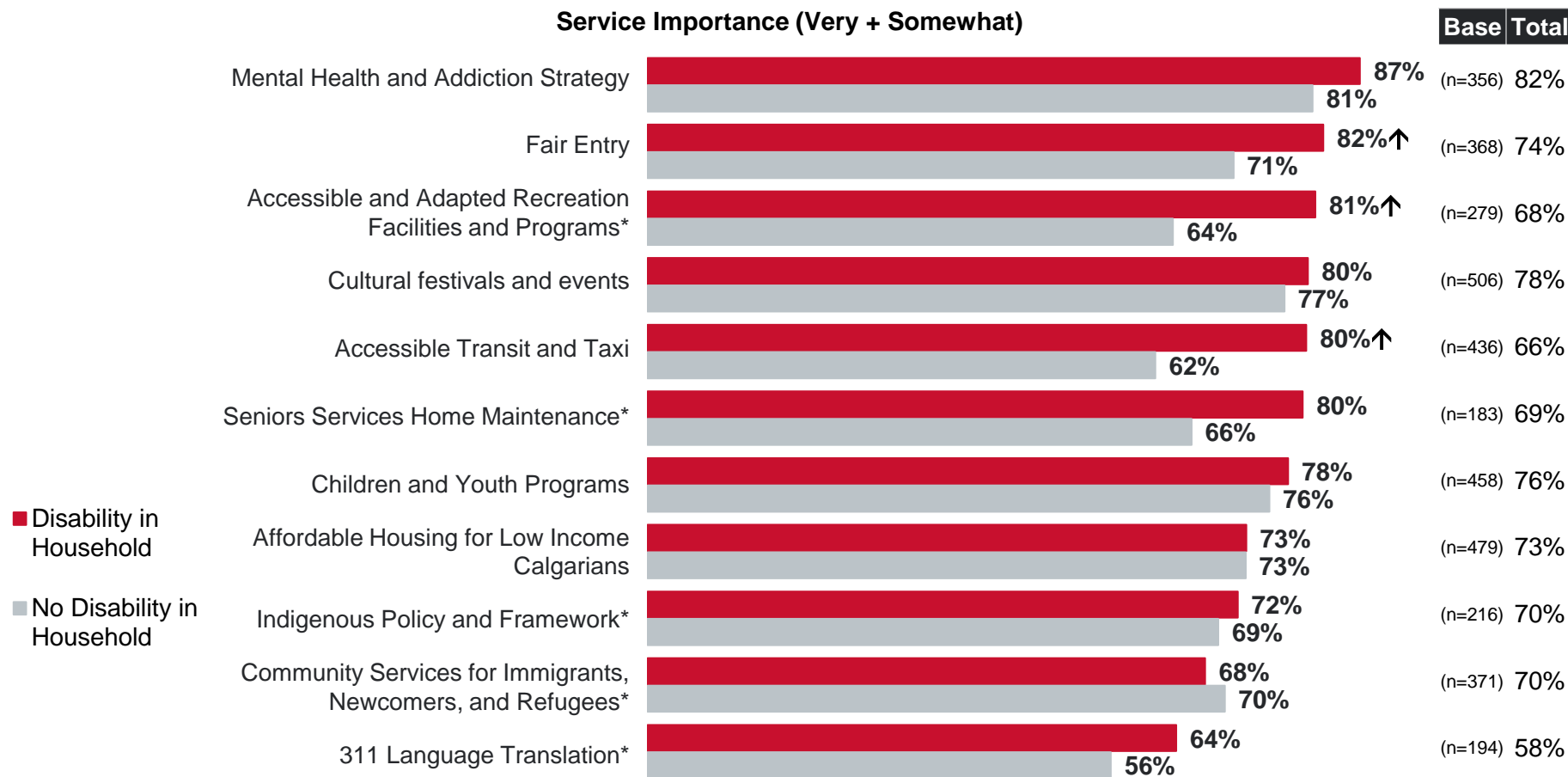
For each one, please tell me if you have heard of it or not.

Base: All respondents (n=1295), Disability: Disability in Household/No Disability in Household (n=283/1002)

Service Importance – Disability in Household

Calgarians with a disability in the household are more likely to indicate that Fair Entry (82% vs. 71%), Adapted Recreation Programs (81% vs. 64%), and Accessible Transit and Taxi (80% vs. 62%) are important when compared to Calgarians living in households without a disability present.

Service Importance (Very + Somewhat)



Q3: How important or not are each of the following services to you personally?
 Base: Respondents aware of a given service at Q2. (n=Base varies for each statement)
 *CAUTION: Small base size

↑/↓ Statistically higher/lower than comparable subgroup



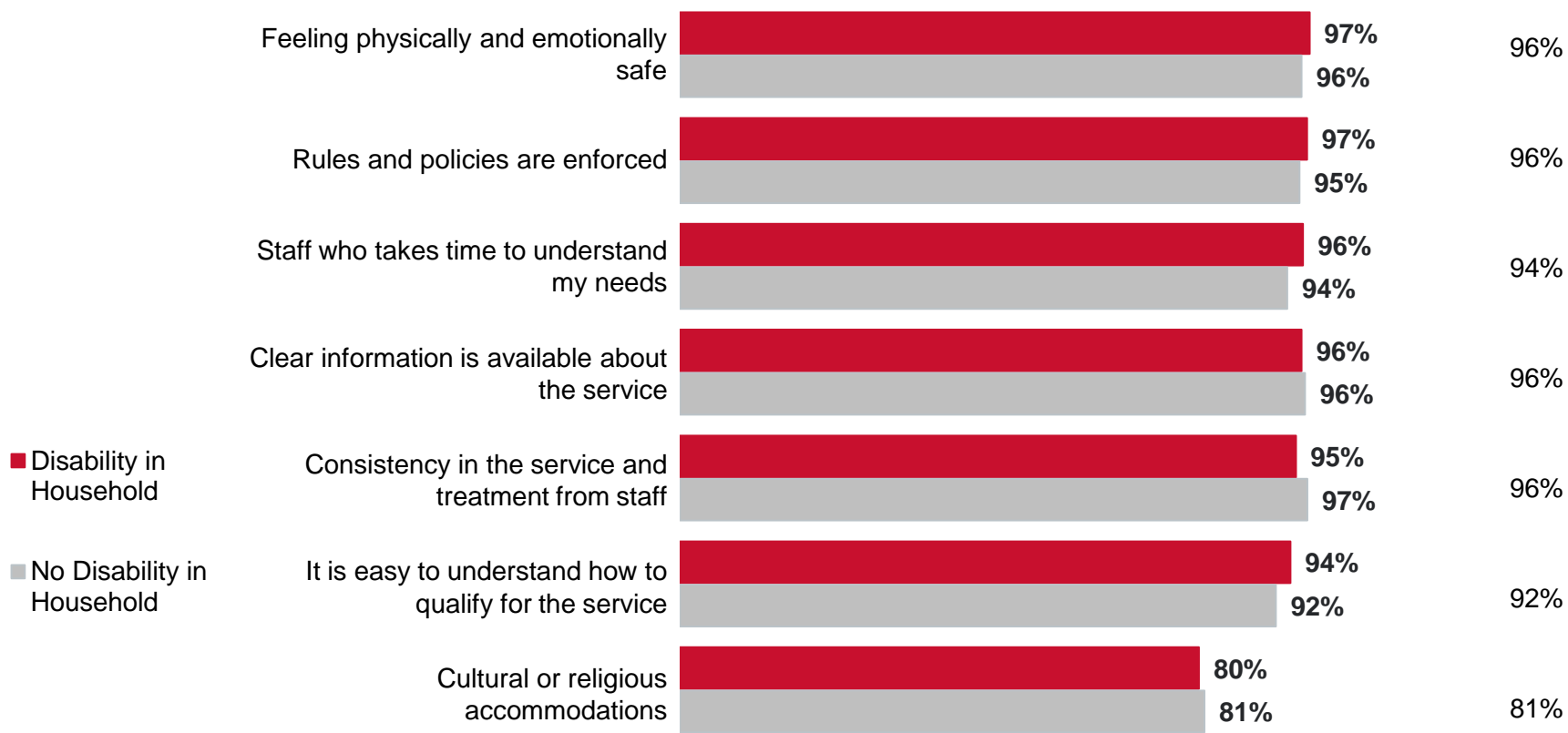
Factors of a Positive Experience – Disability in Household

Calgarians with a disability in their household believe all factors listed are highly important to have a positive experience. This is consistent with those who do not have a disability or disability in their household.

Positive Experience Importance (very + somewhat)

Total

n=1295



Q4: For each, please tell me if it is important or not important to have a positive experience.

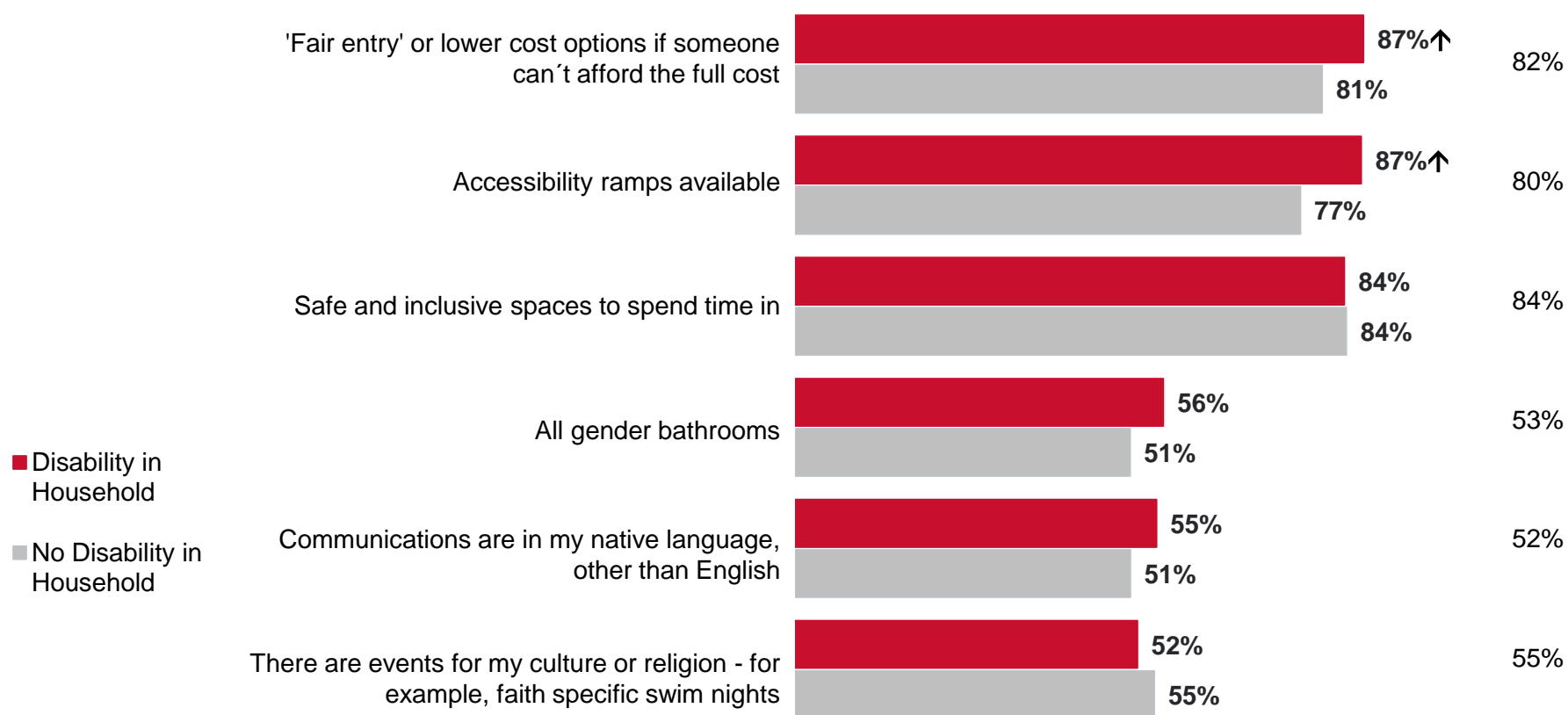
Base: All respondents (n=1295), Disability: Disability in Household/No Disability in Household (n=283/1002)

Importance of Service Options – Disability in Household

Calgarians with a disability in the household are more likely than those without a disability to rate Fair Entry/lower cost options (87% vs. 81%) and accessibility ramps available (87% vs. 77%) as important.

Importance of Options (Very + Somewhat)

Total
n=1295



Q16: For you personally, how important or not are each of the following when it comes to City services?
 Base: All respondents (n=1295), Disability: Disability in Household/No Disability in Household (n=283/1002)

↑/↓ Statistically higher/lower than comparable subgroup

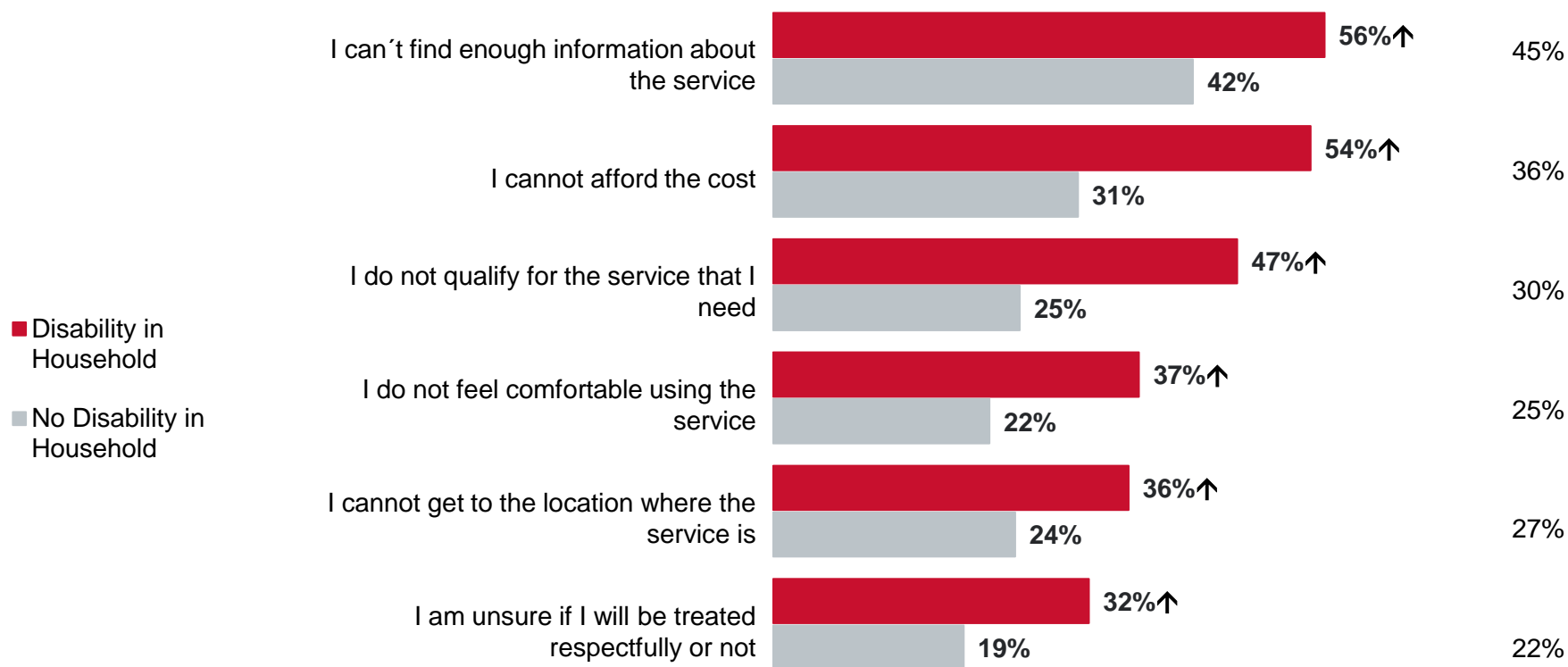
Barriers to Accessing City Services – Disability in Household

Calgarians with a disability in the household are more likely than those in households without a disability present to report experiencing every barrier surveyed, including not being able to find enough information (56% vs. 42%), not being able to afford the cost (54% vs. 31%) and not qualifying for the service (47% vs. 25%), among others.

Frequency of Experiencing a Barrier (Often + Sometimes)

Total

n=1295



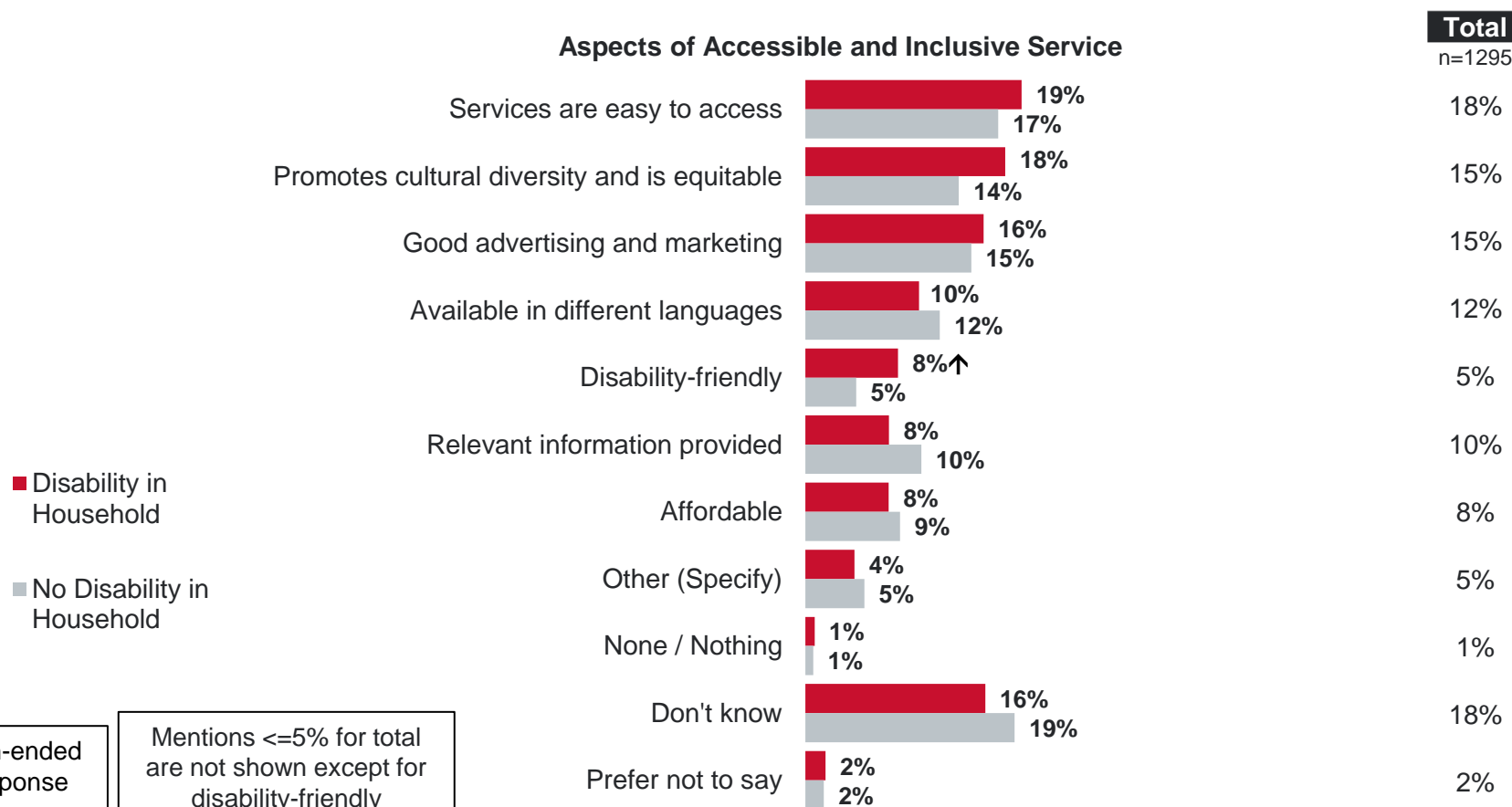
Q12: How often do each of the following make it difficult for you to access and use a City service that you would like to use?

Base: All respondents (n=1295), Disability: Disability in Household/No Disability in Household (n=283/1002)

↑/↓ Statistically higher/lower than comparable subgroup

Factors for an Accessible and Inclusive Service – Disability in Household

Calgarians with a disability in the household believe services that are easy to access (19%), promoting cultural diversity and being equitable (18%), and good marketing (16%) are the top factors for an accessible and inclusive service, which is consistent with those without a disability. However, Calgarians with a disability are more likely to mention that a service needs to be disability-friendly to be inclusive (8% vs 5%).



Q5: What do you think makes a service accessible and inclusive to all different types of people?
Base: All respondents (n=1295), Disability: Disability in Household/No Disability in Household (n=283/1002)

↑/↓ Statistically higher/lower than comparable subgroup

Have Ever Experienced Unfair Treatment – Disability in Household

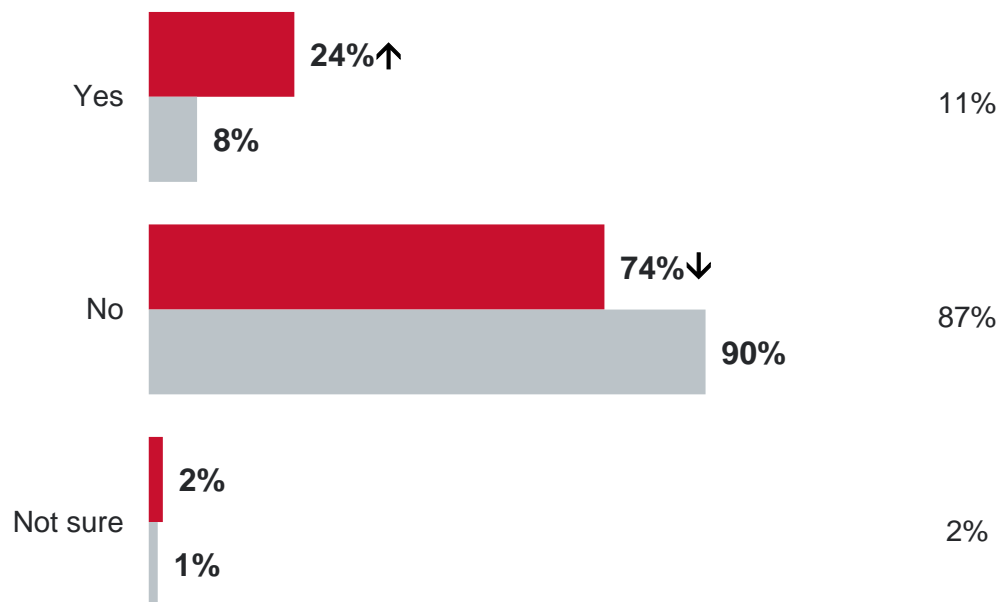
Calgarians who either have a disability or live in a household with someone with a disability are three times as likely as those in households without a disability present to have ever experienced unfair treatment using a City service (24% vs. 8%).

Have Ever Been Treated Unfairly Using a City Service

Total

n=1295

■ Disability in Household
 ■ No Disability in Household



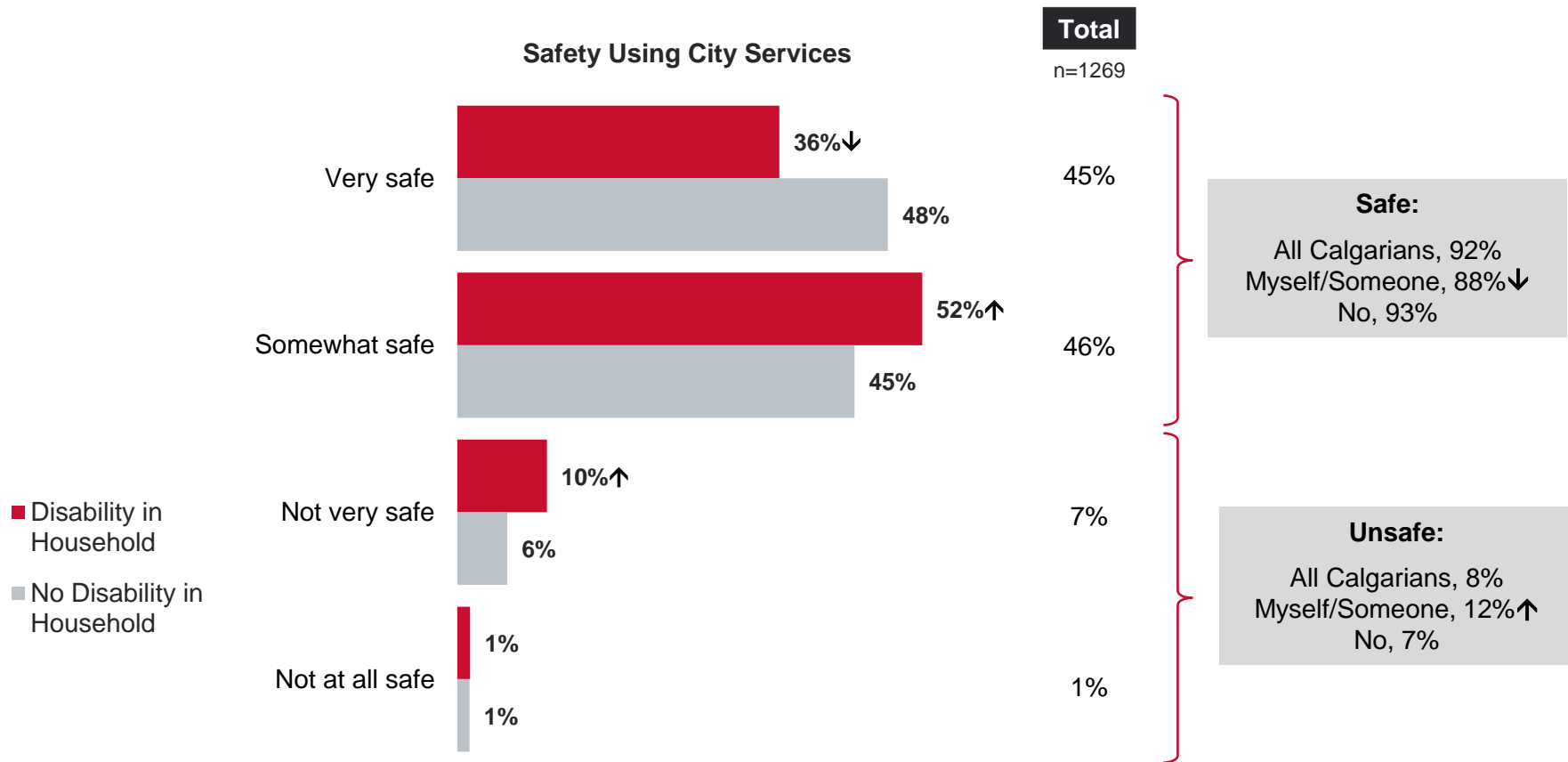
Q7: When accessing or using a City service, have you ever felt treated unfairly due to your race, age, gender or sexual identity, cultural or religious dress, or disability?

Base: All respondents (n=1295). , Disability: Disability in Household/No Disability in Household (n=283/1002)

↑/↓ Statistically higher/lower than comparable subgroup

Safety Using City Services – Disability in Household

While most Calgarians with a disability in the household feel mentally and physically safe using City service, they are less likely to feel safe than those who do not have a disability present in their household (88% vs. 93%).



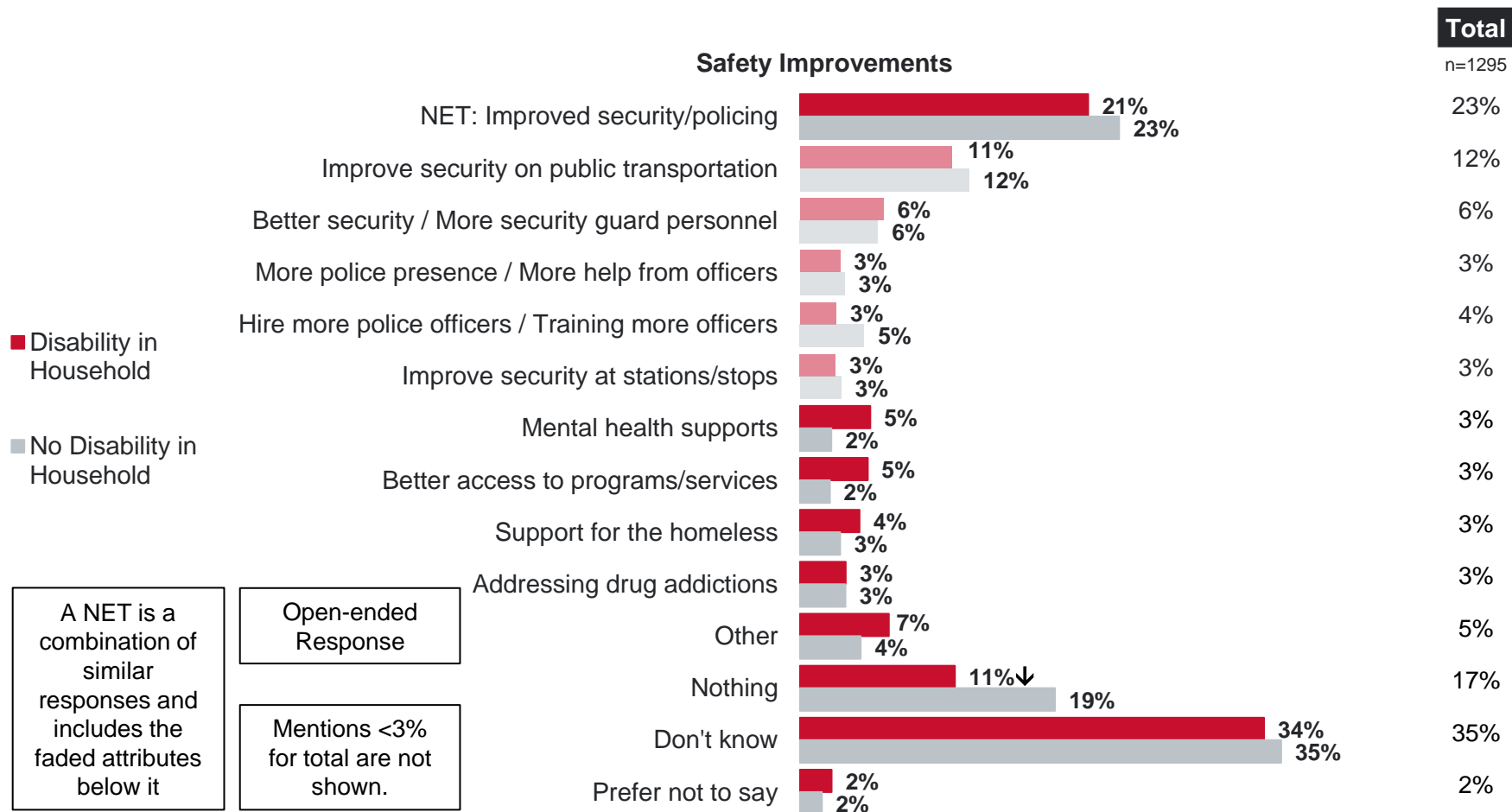
Q9A: Overall, how physically and mentally safe do you feel using City of Calgary services?

Base: All respondents, excluding n=26 from the pre-test (n=1269), Disability: Disability in Household/No Disability in Household (n=276/984)

↑/↓ Statistically higher/lower than comparable subgroup

Improving Feelings of Safety Using Services – Disability in Household

Calgarians with a disability in the household and those without a disability present both indicate improved security and policing as the top improvement for making them feel safer using City services (21% vs. 23%).



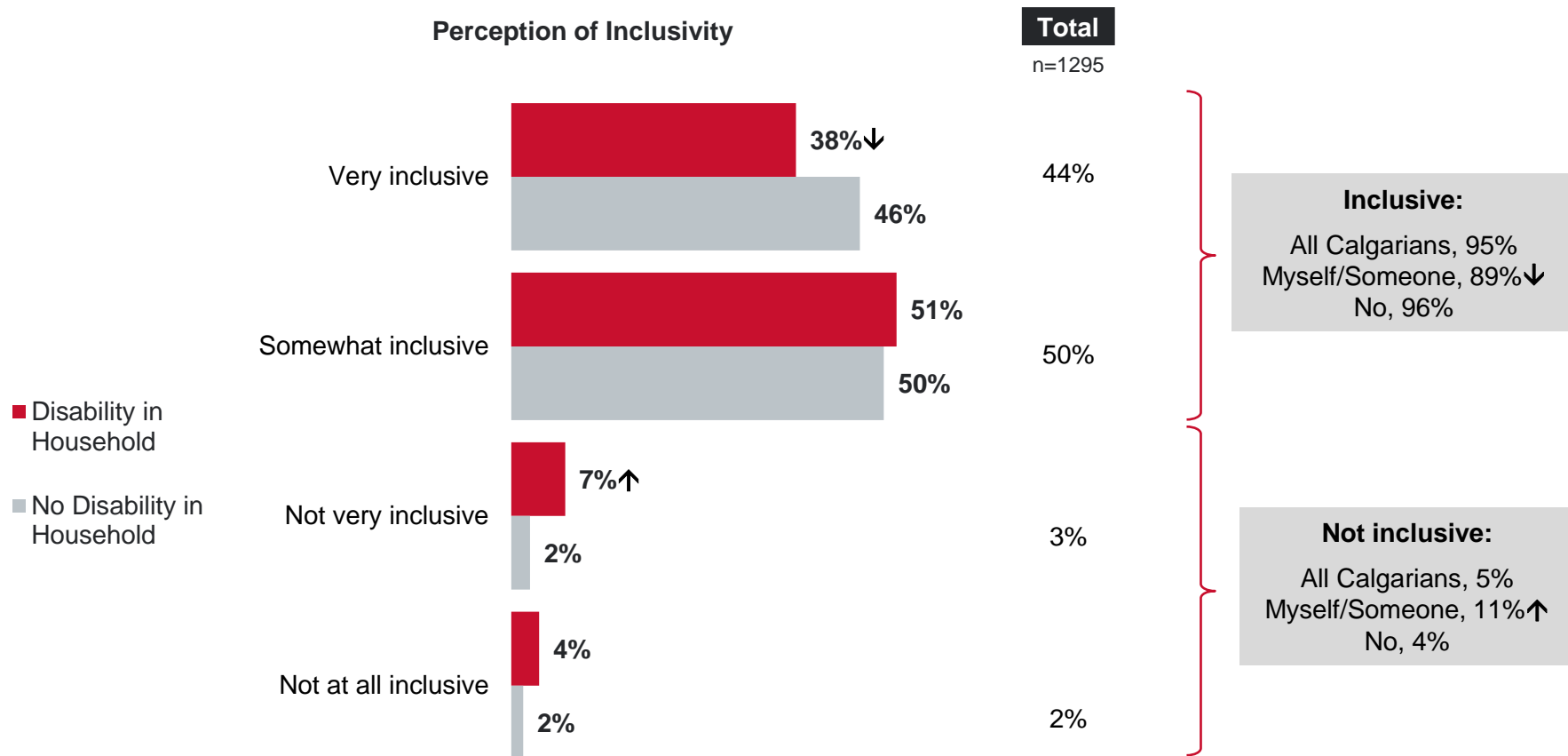
Q11: Is there anything the City could do to make you feel more physically or mentally safe using its programs and services?

Base: All respondents (n=1295), Disability: Disability in Household/No Disability in Household (n=283/1002)

↑/↓ Statistically higher/lower than comparable subgroup

Perceptions of Calgary's Inclusivity – Disability in Household

Although a majority of Calgarians from households with a disability indicate Calgary is inclusive, they are less likely to report so compared to those from households without a disability present (89% vs. 96%).



Q1: Overall, how inclusive or not is Calgary?

Base: All respondents (n=1295), Disability: Disability in Household/No Disability in Household (n=283/1002)

↑/↓ Statistically higher/lower than comparable subgroup

Respondent Profile – Disability in Household

Gender			
	Disability in HH	No Disability	Total
Male	43%↓	51%	49%
Female	55%	49%	51%
Prefer to self-describe	1%	0%	0%

Age			
	Disability in HH	No Disability	Total
18-34	26%	30%	29%
35-54	34%	39%	38%
55+	39%↑	31%	33%
<65	77%	82%	81%
65+	23%	18%	19%

Income			
	Disability in HH	No Disability	Total
<\$60K	36%↑	17%	21%
\$60K - <\$90K	11%	13%	13%
\$90K - <\$120K	12%	17%	16%
\$120K - <\$150	9%	9%	9%
\$150K+	13%↓	25%	22%
Refusal	19%	20%	20%

Totals may not add up to 100% due to rounding.
Base: All Respondents (n=1295)

↑/↓ Statistically higher/lower than comparable subgroup

Education			
	Disability in HH	No Disability	Total
High school or less	28%↑	16%	18%
Some post secondary/ Completed college	25%	27%	27%
University certificate, diploma or degree	46%↓	56%	53%
Refusal	1%	1%	2%

Employment status			
	Disability in HH	No Disability	Total
Employed (NET)	49%↓	71%	66%
Retired	25%	19%	20%
Unemployed	7%	4%	4%
Student	5%	4%	4%
Looking after home and/or family	4%	3%	3%
Unable to work (sickness or disability)	14%	0%	3%
Unpaid or voluntary work	1%	1%	1%
Other	3%	1%	1%
Prefer not to say	0%	0%	1%

Region			
	Disability in HH	No Disability	Total
Southwest	28%	30%	30%
Southeast	23%	27%	26%
Northwest	21%	25%	24%
Northeast	27%↑	18%	20%
Lives downtown	5%	7%	7%
<u>Does not</u> live downtown	95%	93%	93%

Respondent Demographics



Respondent Profile

n=1295, unless otherwise specified.

Totals may not add up to 100% due to rounding.

Gender	
Male	49%
Female	51%
Prefer to self-describe	<1%
Age	
18-34	29%
35-54	38%
55+	33%
<65	81%
65+	19%
Region	
Southwest	30%
Southeast	26%
Northwest	24%
Northeast	20%
Lives downtown	7%
<u>Does not</u> live downtown	93%

Education	
High school or less	18%
Some post secondary/ Completed college	27%
University certificate, diploma or degree	53%
Refusal	2%
Employment status	
Employed (NET)	66%
Retired	20%
Unemployed	4%
Student	4%
Looking after home and/or family	3%
Unable to work (sickness or disability)	3%
Unpaid or voluntary work	1%
Other	1%
Prefer not to say	1%
Income	
<\$60K	21%
\$60K - <\$90K	13%
\$90K - <\$120K	16%
\$120K - <\$150	9%
\$150K+	22%
Refusal	20%

Respondent Profile

n=1295, unless otherwise specified.

Totals may not add up to 100% due to rounding.

Member of the 2SLGBTQIA+ community	
Yes	7%
No	91%
Refusal	2%
Born in Canada	
Yes	66%
No	33%
Refusal	<1%
Racialized	
Yes	28%
No	70%
Refusal	3%
Indigenous Person	
Yes	5%
No	94%
Refusal	1%

Ethnic Background	
British (English/Scottish/Welsh/Irish)	22%
Canadian/French Canadian	21%
Southern or Eastern European	16%
Western European	14%
East or Southeast Asian	9%
South Asian	8%
Central/South American or Caribbean	4%
African	4%
Aboriginal/First Nations/Métis/Inuit	3%
West Asian or Middle Eastern	3%
Mentions by <3% aren't shown	
Don't know	1%
Prefer not to say	5%
Disability	
Yes (NET)	22%
Yes – myself	11%
Yes – someone in my household	13%
No	77%
Don't Know	<1%
Refusal	1%

Questionnaire



Questionnaire

2022 Equity Service Delivery

Introduction

Hello, my name is [FIRST NAME] and I'm calling from Leger Research, a national public opinion research company, on behalf of The City of Calgary. Today we are conducting a survey to understand your experiences with City of Calgary programs and services to identify opportunities to improve how services are delivered.

The survey will take approximately 15 minutes to complete. Please be assured that your responses will remain confidential, and you will not be personally identified. Any personal information collected is under the authority of the Freedom of Information Protection and Privacy Act, Section 33(c), and is used solely for the review and improvement of City of Calgary services. If you have questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-6732 and specifically mention the "Equity Service Delivery Survey" or send a letter to The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5.

(INTERVIEWER NOTE: IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a [City](#) official about this survey, we encourage you to contact The City at 311 and specifically mention the "Equity Service Delivery Survey" City Staff would be happy to address your concerns.)

SCREENERS

Q51

Do you currently reside within Calgary's city limits?

Yes	CONTINUE
No	THANK & TERMINATE

Q52

Are you 18 years of age or older?

Yes	CONTINUE
No. May I please speak with someone in the household who is?	SKIP BACK TO INTRO.
No. Not qualified / available	THANK & TERMINATE

Q53

(PROGRAMMER NOTES: TRACK AGE QUOTAS)

And which of the following age groups do you belong to? Just stop me when I get to your age group.

- 18 to 19 ☒
- 20 to 24 ☒
- 25 to 34 ☒
- 35 to 44 ☒
- 45 to 54 ☒
- 55 to 64 ☒
- 65 to 74 ☒
- 75 and older
- Refused [DO NOT READ]

2022 Equity Service Delivery

Q01

What is your gender?

INTERVIEWER – DO NOT READ EXCEPT TO CLARIFY: Gender refers to the gender that a person internally feels and/or the gender a person publicly expresses in their daily life, including at work, while shopping, or accessing other services, in their home or in the broader community.

DO NOT READ LIST EXCEPT TO CLARIFY

- Male
- Female
- Prefer to self-describe
- Don't know [DO NOT READ]
- Prefer not to say [DO NOT READ]

Q54

(PROGRAMMER NOTES: TRACK QUADRANT QUOTAS)

Can you tell me which quadrant of the city you live in?

(WAIT FOR RESPONSE – READ LIST TO CLARIFY IF NEEDED)	Notes
Southwest	
Southeast	
Northwest	
Northeast	
Don't know / Refusal (DO NOT READ)	THANK & TERMINATE

Q55

As you may or may not be aware, Calgary's downtown includes the downtown core, the Beltline, East Village, Chinatown, ~~East~~ East ~~Calgary~~ and Downtown West.

Based on this definition, do you live downtown?

(INTERVIEWER NOTE: IF ASKED FOR SPECIFIC STREETS THAT DEFINE THE BOUNDARY OF DOWNTOWN USE THIS: Calgary's Centre City is bounded by the Bow River and Prince's Island Park to the north; the Elbow River, including Fort Calgary, The Saddledome and Stampede Grounds to the east; 17th Avenue to the south; ~~and~~, 14th Street to the west.)

- Yes
- No
- Don't know [DO NOT READ]
- Prefer not to say [DO NOT READ]

Questionnaire

2022 Equity Service Delivery

A. AWARENESS, USAGE AND SATISFACTION

Q1

Overall, how **inclusive** or not is Calgary? When I say "inclusive" I mean that it welcomes, supports, respects, and values individuals for their differences, perspectives, talents, and contributions. Would that be...

- Very inclusive
- Somewhat inclusive
- Not very inclusive
- Not at all inclusive

Q2

I would now like you to think about the services offered by The City of Calgary to Calgarians. I will list some services and programs that The City of Calgary provides. For each one, please tell me if you have heard of it or not.

READ LIST - RANDOMIZE	DO NOT READ Yes	DO NOT READ No	DO NOT READ Don't know	DO NOT READ Prefer not to say
Accessible and adapted Recreation facilities and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children and Youth programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seniors Services Home Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible Transit and Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Housing for low income Calgarians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fair Entry (includes Recreation Fee Assistance, Low Income Transit pass, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural festivals and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community services for immigrants, newcomers, and refugees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health and Addiction strategy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indigenous policy and framework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
311 language translation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3

How important or not are each of the following services to you personally? Would that be very important, somewhat important, not very important, or not at all important?

READ LIST - RANDOMIZE	Very important	Somewhat important	Not very important	Not at all important	DO NOT READ Don't know	DO NOT READ Prefer not to say
PIPE IN THOSE AWARE AT Q2 (SELECTED 'YES')	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PIPE IN MAX 3 ITEMS						

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2022 Equity Service Delivery

Q4

I am now going to read some aspects of a service or program. For each, please tell me if it is very important, somewhat important, not very important, or not at all important to have a positive experience.

READ LIST - RANDOMIZE	Very important	Somewhat important	Not very important	Not at all important	DO NOT READ Don't know	DO NOT READ Prefer not to say
Consistency in the service and treatment from staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling physically and emotionally safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff who takes time to understand my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural or religious accommodations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to understand how to qualify for the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear information is available about the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rules and policies are enforced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. DIVERSITY, INCLUSION AND SAFETY

Q5

What do you think makes a service accessible and inclusive to all different types of people?

- [OPEN END]
- Don't know [DO NOT READ]
- Prefer not to say [DO NOT READ]

Q7

When accessing or using a **City** service, have you ever felt treated unfairly due to your race, age, gender or sexual identity, cultural or religious dress, or disability?

- Yes
- No
- Not sure
- [DO NOT READ] Prefer not to say

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Questionnaire

2022 Equity Service Delivery

ASK IF YES TO Q7

Q8

If you're comfortable, could you describe what you experienced, in terms of where, when, and what happened?

[OPEN END]

Don't know [DO NOT READ]

Prefer not to say [DO NOT READ]

Q9

Overall, how **physically and mentally safe** do you feel using City of Calgary services? Would that be...

Very safe

Somewhat safe

Not very safe

Not at all safe

Q11

Is there anything the **City** could do to make you feel **more physically or mentally safe** using its programs and services?

[OPEN END]

Don't know [DO NOT READ]

Prefer not to say [DO NOT READ]

Q12

How often do each of the following make it difficult for you to access and use a **City** service that you would like to use? Would that be often, sometimes, not very often, or never...

READ LIST - RANDOMIZE	Often	Sometimes	Not very often	Never	DO NOT READ Don't know	DO NOT READ Prefer not to say
I cannot afford the cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can't find enough information about the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I cannot get to the location where the service is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am unsure if I will be treated respectfully or not	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do not qualify for the service that I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do not feel comfortable using the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2022 Equity Service Delivery

Q14

How well or not do you think The City serves each of the following communities? Would that be very well, somewhat well, somewhat poorly, or very poorly...

READ IF ASKED: 2SLGBTQIA+ stands for two-spirit, lesbian, gay, bi-sexual, transgender, or queer or questioning and additional sexual orientations or gender identities.

READ IF ASKED: Racialized person means someone, other than Indigenous people, who are non-white in colour.

READ IF ASKED: Indigenous person means someone who is First Nations, Métis, or Inuit.

READ LIST - RANDOMIZE	Very well	Somewhat well	Somewhat poorly	Very Poorly	DO NOT READ Don't know	DO NOT READ Prefer not to say
Houseless persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigrants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Racialized persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Those who identify as 2SLGBTQIA+	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indigenous persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Those with low incomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Those who do not speak English as their first language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D. IMPROVEMENTS AND NEW PROGRAMS

Q16

For you personally, how **important** or not are each of the following when it comes to City services?

READ LIST - RANDOMIZE	Very important	Somewhat important	Not very important	Not at all important	DO NOT READ Don't know	DO NOT READ Prefer not to say
Communications are in my native language, other than English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All gender bathrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility ramps available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are "Fair entry" or lower cost options if I can't afford the full cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are events for my culture or religion – for example, faith specific swim nights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe and inclusive spaces to spend time in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Questionnaire

2022 Equity Service Delivery

D7

[MULTI SELECT – ACCEPT UP TO 2 RESPONSES]

As you know, Canadians come from many different ethnic backgrounds. What is your main ethnic background?

IF NECESSARY: Ethnic background refers to where your family is from and is usually determined based on common ancestry or cultural origin

DO NOT READ LIST – PROBE TO CLARIFY ONLY IF NECESSARY
ACCEPT UP TO 2 RESPONSES

- 1 Canadian/French Canadian
- 2 American
- 3 British (English/Scottish/Welsh/Irish)
- 4 Western European (from Austria, Belgium, France, Germany, Netherlands, or other)
- 5 Southern or Eastern European (from Greece, Italy, Portugal, Spain, Bosnia, Croatia, Serbia, Czech Republic, Hungary, Poland, Slovakia, Ukraine, former Soviet Republics, or other)
- 6 South Asian (Punjabi, Indian, Tamil, Sri Lankan, Pakistani, Bangladeshi, Nepalese)
- 7 East or Southeast Asian (from China, Hong Kong, Japan, North or South Korea, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam or other)
- 8 West Asian or Middle Eastern (from Afghanistan, Iran, Iraq, Israel, Lebanon, Saudi Arabia, Syria, Turkey or other)
- 9 African
- 10 Central/South American or Caribbean (from Argentina, Brazil, Columbia, El Salvador, Guatemala, Mexico, Venezuela, Barbados, Jamaica, or other)
- 11 Aboriginal/First Nations/Métis/Inuit
- 95 Other (Specify)
- Don't know [DO NOT READ]
- Prefer not to say [DO NOT READ]

D8

[MULTISELECT]

Do you or a member of your household have a disability?

DO NOT READ LIST

- Yes – myself
- Yes – someone in my household
- No
- Don't know [DO NOT READ]
- Prefer not to say [DO NOT READ]

D9

Which of the following categories best describes the total annual income, before taxes, of all the members of your household? Please stop me when I get to your category. **(READ LIST – ACCEPT RESPONSE BEFORE FINISHING LIST)**

- 1 Less than \$90,000
- 2 \$90,000 to just under \$150,000
- 3 \$150,000 and over

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2022 Equity Service Delivery

J. DEMOGRAPHICS

We are almost finished. I am going to ask you some demographic questions and questions about how you identify. The City would like to understand the perspectives of many different Calgarians. These questions help us make sure we are hearing from a diverse mix of Calgarians. If you would like to skip a question you can let me know you prefer not to say.

D2

Were you born in Canada?

- Yes
- No
- Prefer not to say

ASK IF NO AT D2

D3

When did you arrive in Canada?

- Within the past 5 years
- Within the past 6-10 years
- Over 10 years ago
- Prefer not to say

D4

Do you identify as a Racialized person? Racialized person means someone, other than Indigenous people, who are non-white in colour.

- Yes
- No
- Prefer not to say

D5

Do you identify as an Indigenous person?

READ IF ASKED: Indigenous person means someone who is First Nations, Métis, or Inuit.

- Yes
- No
- Prefer not to say

D6

Do you identify as a member of the 2SLGBTQIA+ community?

READ IF ASKED: 2SLGBTQIA+ stands for two-spirit, lesbian, gay, bisexual, transgender, queer or questioning, intersex, and asexual, with the plus recognizing that there is also a wide spectrum of identities beyond those in the acronym.

- Yes
- No
- Prefer not to say

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2022 Equity Service Delivery

99 [DO NOT READ] Don't Know/Refused

[IF "Less than \$90,000" ASK QD10A. IF "\$90,000 to just under \$150,000" ASK QD10B. IF "\$150,000 and over" ASK QD10C. IF DK/REF, GO TO QD11.]

QD9A. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

- 1 Less than \$30,000
- 2 \$30,000 to just under \$45,000
- 3 \$45,000 to just under \$60,000
- 4 \$60,000 to just under \$75,000
- 5 \$75,000 to just under \$90,000
- 99 [DO NOT READ] Don't Know/Refused

QD9B. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

- 1 \$90,000 to just under \$105,000
- 2 \$105,000 to just under \$120,000
- 3 \$120,000 to just under \$135,000
- 4 \$135,000 to just under \$150,000
- 99 [DO NOT READ] Don't Know/Refused

QD9C. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

- 1 \$150,000 to just under \$175,000
- 2 \$175,000 to just under \$200,000
- 3 \$200,000 to just under \$225,000
- 4 \$225,000 to just under \$250,000
- 5 \$250,000 and over
- 99 [DO NOT READ] Don't Know/Refused

D11

What is the highest level of schooling that you have obtained? (READ LIST)

- Did not complete high school or equivalent
- Completed high school or equivalent
- Completed a Registered Apprenticeship or other trades certificate or diploma
- Completed a college or other non-university certificate or diploma
- Completed a university certificate, diploma or degree
- Prefer not to say

D12

What best describes your current employment status? Please stop me when I get to your category. Would you say you are... (READ LIST; Select up to two responses) [INTERVIEWER: BEST two that describe your status].

- Full time employed or self-employed (IF ASKED, 30 hours or more per week)
- Part time employed or self-employed (IF ASKED, less than 30 hours per week)
- Retired
- Looking after home and/or family

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- Unable to work because of sickness or disability
- Unemployed
- Doing unpaid or voluntary work
- Student
- Other (DO NOT READ) (SPECIFY) _____
- Prefer not to say

D13

Finally, The City of Calgary regularly engages with Calgarians about municipal matters. Would you be interested in participating in future City research? Your contact information will be shared with The City of Calgary for research purposes only. Names and contact details will never be attached to your responses to this survey.

- Yes
- No

[IF "YES" ASK QD13a and D13b, ELSE SKIP TO CLOSE]

D13a.

Could I please have an email address where we can contact you?

[RECORD EMAIL ADDRESS. ENSURE VALID EMAIL FORMAT.]

D13b.

Could I please have your first and last name and confirm your telephone number?

[RECORD FIRST NAME, LAST NAME AND CONFIRM TELEPHONE NUMBER]

INT99. This completes the survey. Thank you very much for taking the time to provide feedback.

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