

Calgary



# Equity-Deserving Communities: Gender

Analysis of the 2024 Spring Survey of Calgarians

Prepared by:



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# Background and methodology



# Equity-deserving communities

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

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

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

<p><b>Household income</b></p> <p>&lt;\$60,000 \$60,000+</p> <p><i>Note: self-reported pre-tax annual household income.</i></p>	<p><b>Racialized people</b></p> <p>Yes No</p>	<p><b>Born outside Canada</b></p> <p>Born in Canada <b>Born outside Canada</b></p> <p><i>Note: foreign-born respondents were not asked for their specific country of origin.</i></p>
<p><b>Gender</b></p> <p>Male <b>Female</b></p> <p><i>Note: the number of respondents who identified with another category is too small to report separately.</i></p>	<p><b>Disability</b></p> <p>Yes No</p> <p><i>Note: “Yes” includes disabled respondents and/or respondents who have a household member with a disability. Respondents were not asked to identify the specific disability/disabilities.</i></p>	<p><b>Indigenous</b></p> <p>Indigenous Non-Indigenous</p> <p><i>Note: includes First Nations, Métis, Inuit, or an Indigenous self-description.</i></p>
<p><b>2SLGBTQIA+</b></p> <p>2SLGBTQIA+ Non-2SLGBTQIA+</p>	<p><b>Seniors</b></p> <p>18 to 64 years old <b>65 years old or older</b></p>	<p><b>Young adults</b></p> <p>18 to 24 years old 25 years old or older</p>

## Methodology

The telephone survey was conducted by Ipsos Public Affairs from February 27, 2024 to March 26, 2024 with 2,501 Calgarians via telephone survey. The average time to complete the survey was 29 minutes.

The survey was conducted using numbers from both cell phones (60%) and landlines (40%) to obtain a random and statistically-representative sample of Calgarians.

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and quadrant of the general population aged 18 and older.

Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and quadrant to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, the sample size shown for each question represents the number of actual respondents (i.e. unweighted n).

The margin of error (MOE) for the total sample of 2,501 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the Females subgroup of 1,233 is  $\pm 2.8$  percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.

# Interpreting results

## Interpreting results

Not all questions asked within the Spring Survey of Calgarians are represented within this report. Results are compared between female Calgarians and male Calgarians. Statistically significant differences are noted throughout the report:

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

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



# 2024 Spring key findings

# 2024 Spring highlights (1 of 5)

## Quality of life

**Most female Calgarians are content with their quality of life and see the city of Calgary as a strong place to make a life. They have an optimistic outlook for Calgary's future as well. Relative to these positive measures, fewer females fully agree that Calgary currently provides great economic opportunities.**

Both female Calgarians and males share some common perspectives on quality of life. The **similarities** between the two groups include:

- Rating their overall quality of life in Calgary as good (70% of female Calgarians and 74% of male Calgarians)
- Calgary is a great place to make a life (68% and 71%)
- Holding the view that Calgary is on the right track to be a better city 10 years from now (66% and 63%)

There is a statistical **difference** between the two groups. A lower proportion of female Calgarians agree that Calgary is a great place to make a living (60% of female Calgarians vs. 67% of male Calgarians).

## Inclusivity

**When it comes to promoting inclusivity and acceptance for everyone in Calgary, many female Calgarians agree that The City is doing well. There are mixed views (or mixed levels of awareness) on The City's efforts to create an accessible city and remove barriers to participation in City programs and services.**

When it comes to inclusivity, There are statistical **differences** between female and male Calgarians. Specifically, a lower proportion of female Calgarians agree that:

- The City of Calgary's municipal government fosters a city that is inclusive and accepting of all (59% of female Calgarians vs. 66% of male Calgarians)
- The City of Calgary's municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability (49% vs. 60%)
- The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most (43% vs. 51%)

# 2024 Spring highlights (2 of 5)

## The environment

While female Calgarians are largely satisfied with the current state of the city's environment and The City of Calgary's efforts to protect it, there is a strong consensus that climate change is a serious issue that will have personal and local impacts. Many female Calgarians also believe that The City of Calgary should take additional steps to combat climate change, despite being generally pleased with existing programs aimed at helping Calgarians in reducing environmental impact.

In terms of the environment, there are statistical **differences** between female and male Calgarians on some measures. The differences include:

- Statistically fewer female Calgarians are satisfied with the job The City of Calgary is currently doing to protect the environment (78% of female Calgarians vs. 85% of male Calgarians)
- A higher proportion of female Calgarians agree that The City of Calgary's municipal government should do more in the fight against climate change (68% vs. 57%)
- A higher proportion of female Calgarians agree that climate change is a real issue that is affecting the quality of life of Calgarians every day (71% vs. 61%)
- Significantly more female Calgarians agree that the effects of climate change will harm them personally at some point in their lifetime (71% vs. 61%)
- A lower proportion of female Calgarians agree that the effects of climate change are overblown and will not have much impact on their lives in Calgary (32% vs. 44%)

Both female Calgarians and males share a few common perspectives about the environment. The **similarities** include:

- Rating the overall state of Calgary's environment today as good (91% of female Calgarians and 93% of male Calgarians)
- Being satisfied with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact (71% and 72%)

# 2024 Spring highlights (3 of 5)

## City programs and services

When it comes to City of Calgary services and programs, female Calgarians express a reasonable level of satisfaction overall. Looking ahead, the vast majority of females in Calgary believe that seeing the full Green Line LRT vision through to completion is essential for the city's future.

Both female Calgarians and males share some common perspectives regarding City programs and services. The *similarities* include:

- Being satisfied with the overall level and quality of services and programs provided by The City of Calgary (63% of female Calgarians and 64% of male Calgarians)
- Viewing the completion of the full Green Line LRT vision as important to the future of Calgary (90% and 88%)

## Taxation

Views on the value of municipal tax dollars among females in Calgary are mixed. Similarly, when it comes to striking a balance between taxes and service delivery, females in Calgary are divided and lack a strong preference, as they are almost evenly split between supporting tax increases and favouring service cuts.

Regarding taxation, both female and male Calgarians *differ* in their perception of value from municipal tax dollars. Specifically, a higher proportion of female Calgarians perceive good value (47% of female Calgarians vs. 42% of male Calgarians).

When it comes to balancing taxes, the two groups share *similar* opinions about increasing taxes (50% of female Calgarians and 46% of males). Although a higher proportion of female Calgarians want to increase taxes at current inflation rate to maintain services at current levels (43% vs. 37%).

The two groups *differ* in their opinions about cutting services, with a lower proportion of female Calgarians wanting The City to pursue cutting services (43% of female Calgarians vs. 49% of male Calgarians).

# 2024 Spring highlights (4 of 5)

## Perception of customer service and communications at The City

When it comes to customer service, females in Calgary are largely pleased with The City's performance, feeling that it maintains high standards and aligns with their expectations. The City's communication about its various initiatives, while still viewed positively by many female Calgarians, does not quite reach the same level of appreciation as their customer service experiences.

Both female and male Calgarians share common views on The City's customer service and communications. The *similarities* include:

- Agreeing that The City of Calgary meets their customer service expectations (73% of female Calgarians and 73% of male Calgarians)
- Agreeing that the quality of customer service from The City is consistently high (71% and 72%)
- Rating The City's communication with Calgarians about its services, programs, policies and plans in the past 6 months as good (63% and 62%)

## Input from Calgarians

Opportunities for Calgarians to provide input on City projects and services receive a lukewarm response from female Calgarians. This sentiment is mirrored in their confidence in The City's efforts to enhance public engagement. While progress is acknowledged, the minority that disagree suggests there is still room for growth in making residents feel truly heard and involved.

When it comes to input from Calgarians, both male and female Calgarians *similarly* agree that :

- They are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions (57% of female Calgarians and 58% of male Calgarians)
- Calgarians have enough opportunities to provide input into decision making about City projects and services (57% and 56%)

# 2024 Spring highlights (5 of 5)

## City reputation and performance

Female Calgarians are satisfied with The City's overall governance, but their views differ on specifics. They recognize City Council and Administration collaborate to make decisions but are happier with Administration's performance than Council's. Women are lukewarm about The City's open and accessible government practices and have even less faith in The City's spending. Overall, trust in The City remains low among female Calgarians.

Female Calgarians and males hold *similar* views on most measures regarding The City's reputation and performance. The similarities include :

- Trusting The City of Calgary (38% of female Calgarians and 37% of male Calgarians)
- Being satisfied with the way The City of Calgary, including Council and Administration as a whole, is going about running the city (61% and 58%)
- Satisfaction with City Council, excluding City Administration (51% and 48%)
- Agreeing that The City of Calgary practices open and accessible government (61% and 60%)
- Believing that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary (60% and 57%)
- Agreeing that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians (47% and 50%)

There is a significant *difference* between the two groups regarding satisfaction with how City Administration, excluding City Council is going about running the city, with a higher proportion of female Calgarians being satisfied (73% of female Calgarians vs. 69% of male Calgarians).



# Detailed findings

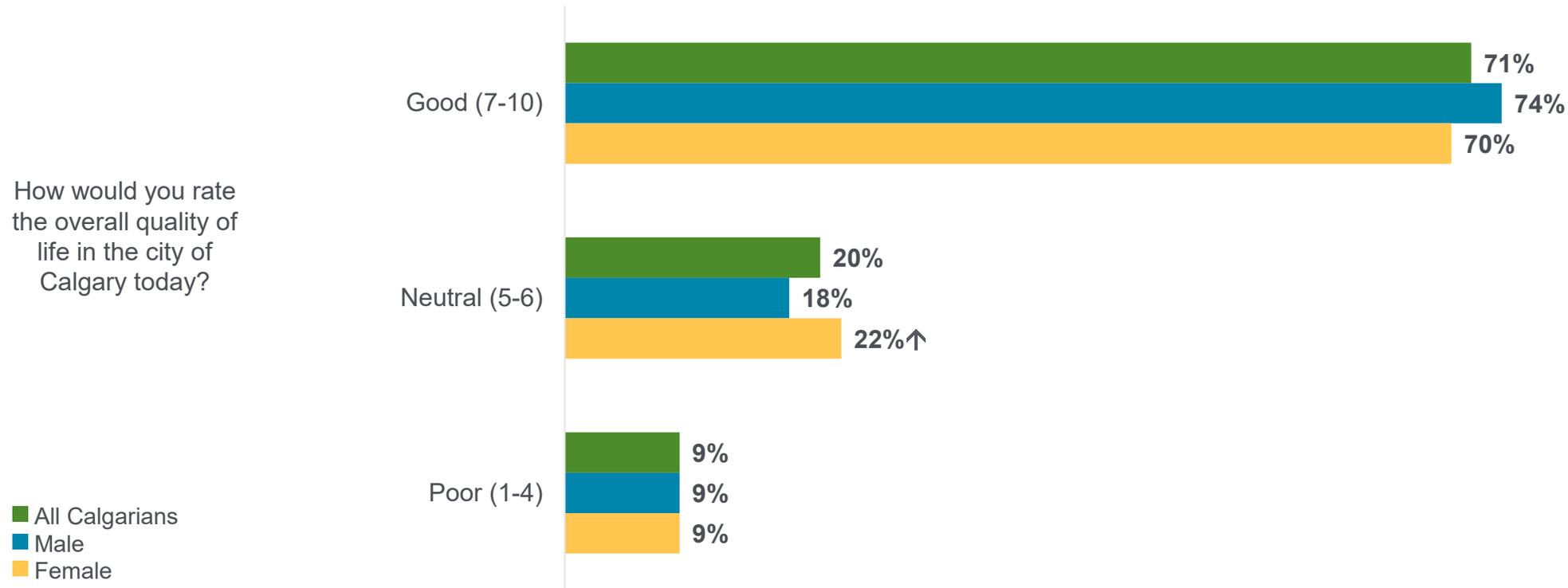


# Quality of life



# Overall quality of life in Calgary

Seven-in-ten (71%) Calgarians rate the overall quality of life in Calgary as good. Ratings are consistent by gender, with 70% of females and 74% of males providing this positive assessment. While not impacting good or poor ratings, a higher proportion of females give their overall quality of life a neutral rating (22% vs. 18% of males).



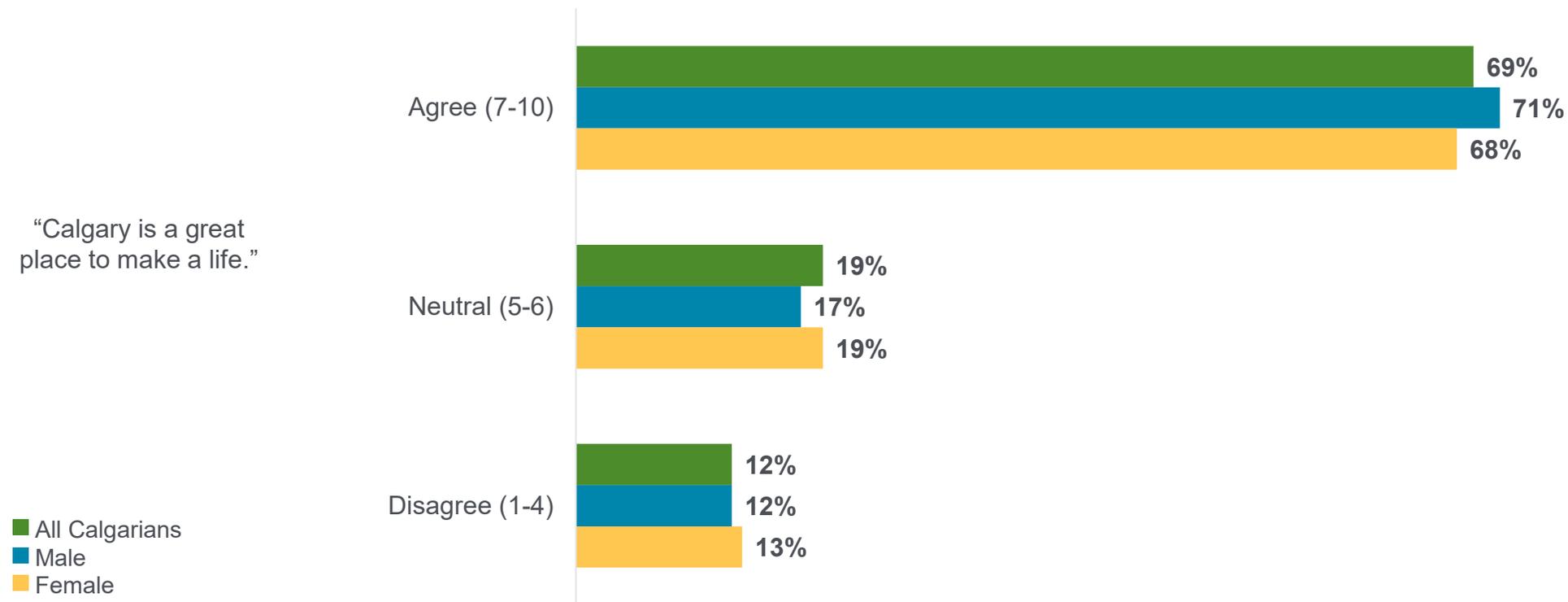
Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?  
 Base: Valid respondents (All Calgarians n=2,497, Male n=1,231, Female n=1,232)

↑/↓ Statistically higher/lower than comparable subgroup



# Great place to make a life

A majority (69%) of Calgarians agree that Calgary is a great place to make a life. Females and males share this sentiment to a similar degree (68% and 71%, respectively).

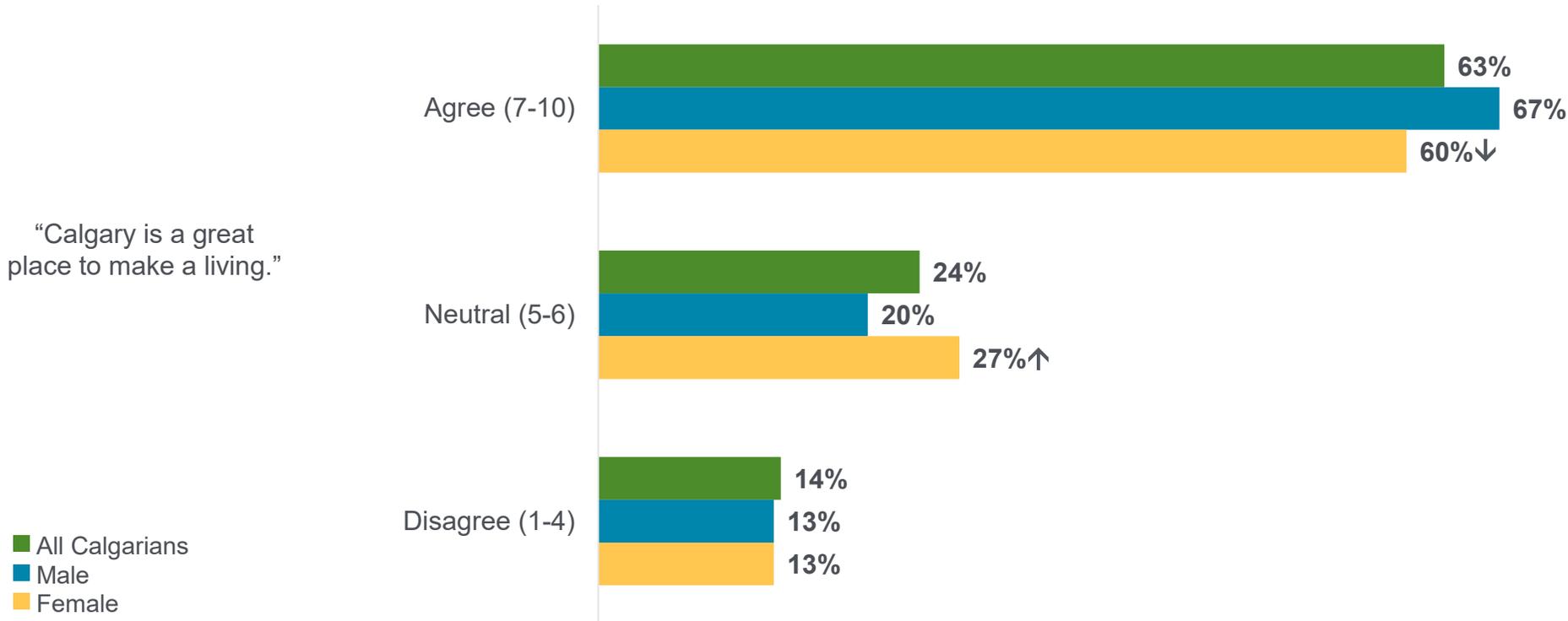


Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,498, Male n=1,232, Female n=1,231)



# Great place to make a living

More than three-fifths (63%) of all Calgarians believe Calgary is a great place to make a living. However, significantly fewer females agree with this (60%) compared to males (67%). Also, a higher proportion of females are 'neutral' (27% vs. 20% of males).



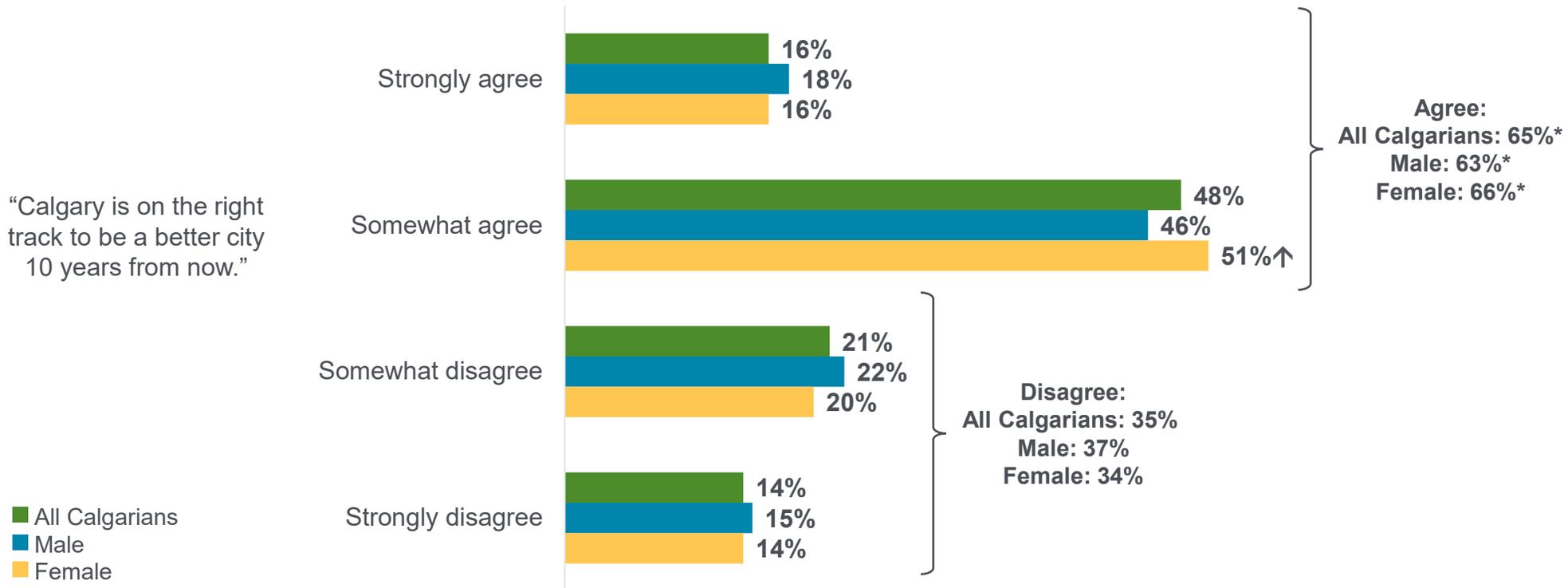
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,487, Male n=1,224, Female n=1,228)

↑/↓ Statistically higher/lower than comparable subgroup



# On the right track to be a better city

A majority (65%) of females agree that Calgary is on the right track to be a better city 10 years from now. There are no significant differences between the two groups for total agreement (66% of females and 63% of males) although a higher proportion of females ‘somewhat’ agree with this sentiment when compared to males (51% vs 46%, respectively).



Q. There are challenges facing The City of Calgary today, but also success stories. Do you agree or disagree that Calgary is on the right track to be a better city 10 years from now?  
 Base: Valid respondents (All Calgarians n=2,492, Male n=1,230, Female n=1,227)

\*Rounding  
 ↑/↓ Statistically higher/lower than comparable subgroup

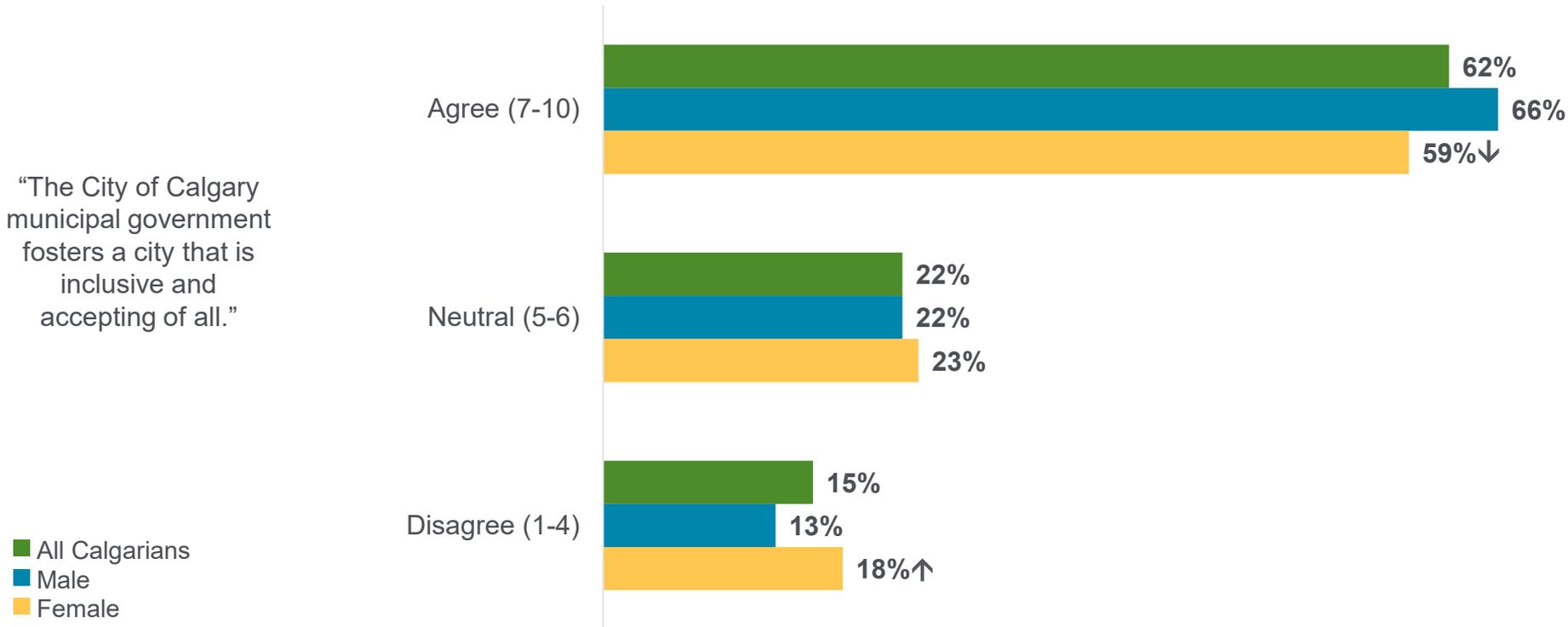


# Inclusivity



# Fosters a city that is inclusive and accepting

Around three-fifths (62%) of Calgarians agree The City of Calgary’s municipal government fosters an inclusive city that is accepting of all. A lower proportion of females agree that The City is inclusive (59%) compared to males (66%). Neutral ratings are consistent between the two groups, while disagree ratings are higher among females (18% vs. 13% of males).



Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,474, Male n=1,223, Female n=1,218)

↑/↓ Statistically higher/lower than comparable subgroup

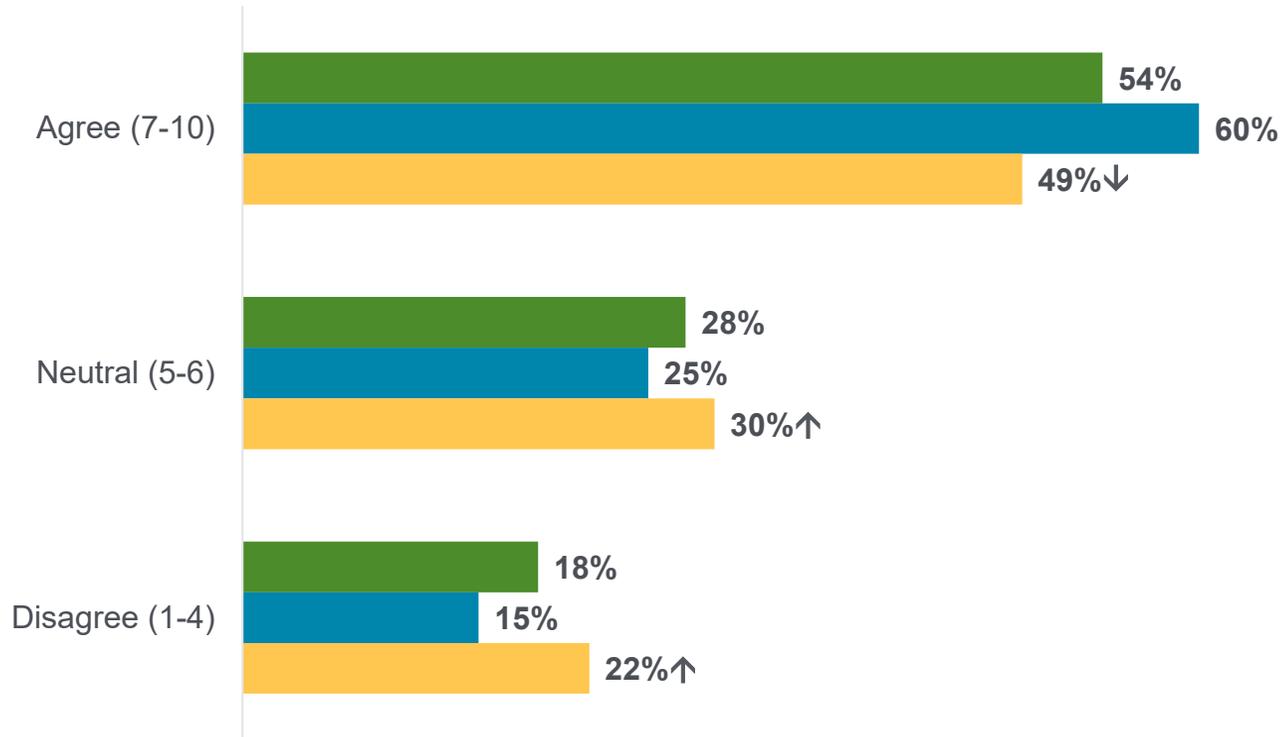


# Strives to create a city that is equally accessible

Around one-half (54%) of all Calgarians agree The City of Calgary strives to create a city that is equally accessible for all Calgarians regardless of physical ability. Agreement is statistically lower among females (49%) compared to males (60%). Correspondingly, neutral (30% vs. 25%) and disagree (22% vs. 15%) ratings are higher among females.

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

- All Calgarians
- Male
- Female



Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,480, Male n=1,226, Female n=1,221)

↑/↓ Statistically higher/lower than comparable subgroup

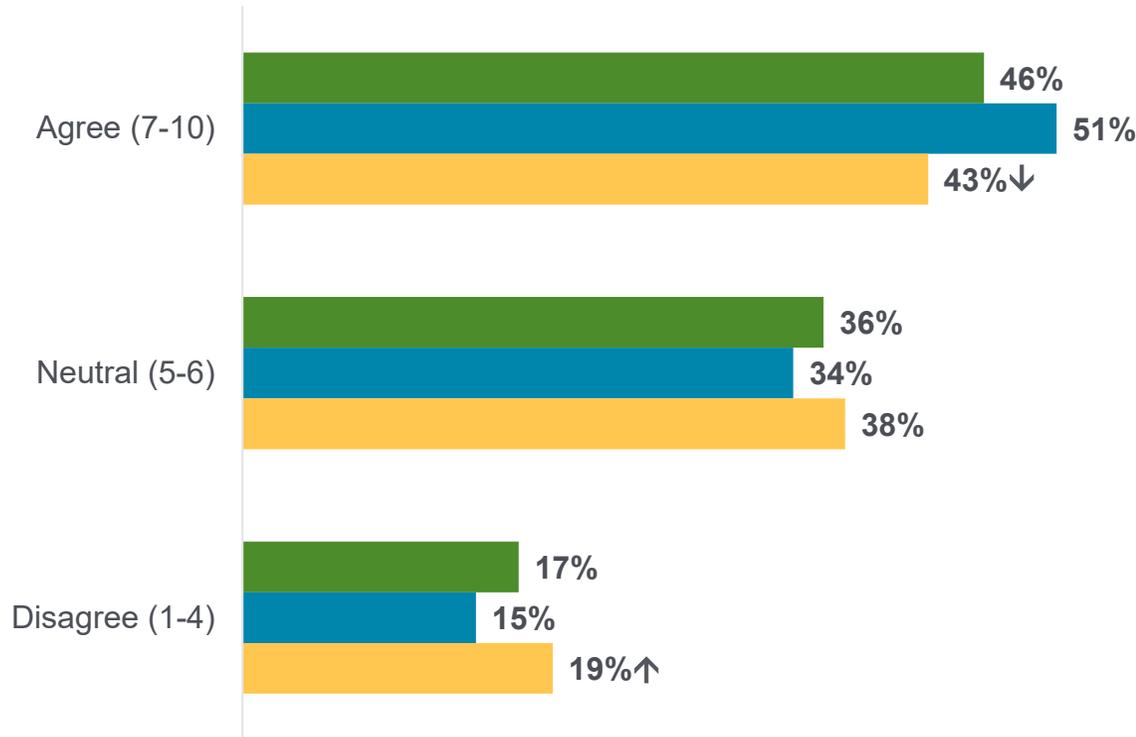


# Delivers programs and services that remove barriers to participation

A sizeable minority (46%) of Calgarians agree The City delivers programs and services that remove barriers to participation for those who need it most. More than two-fifths (43%) of females agree, which is statistically lower than among males (51%). In turn, disagreement is higher among females when compared to males (19% vs. 15%, respectively).

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

- All Calgarians
- Male
- Female



Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,408, Male n=1,192, Female n=1,183)

↑/↓ Statistically higher/lower than comparable subgroup



# The environment

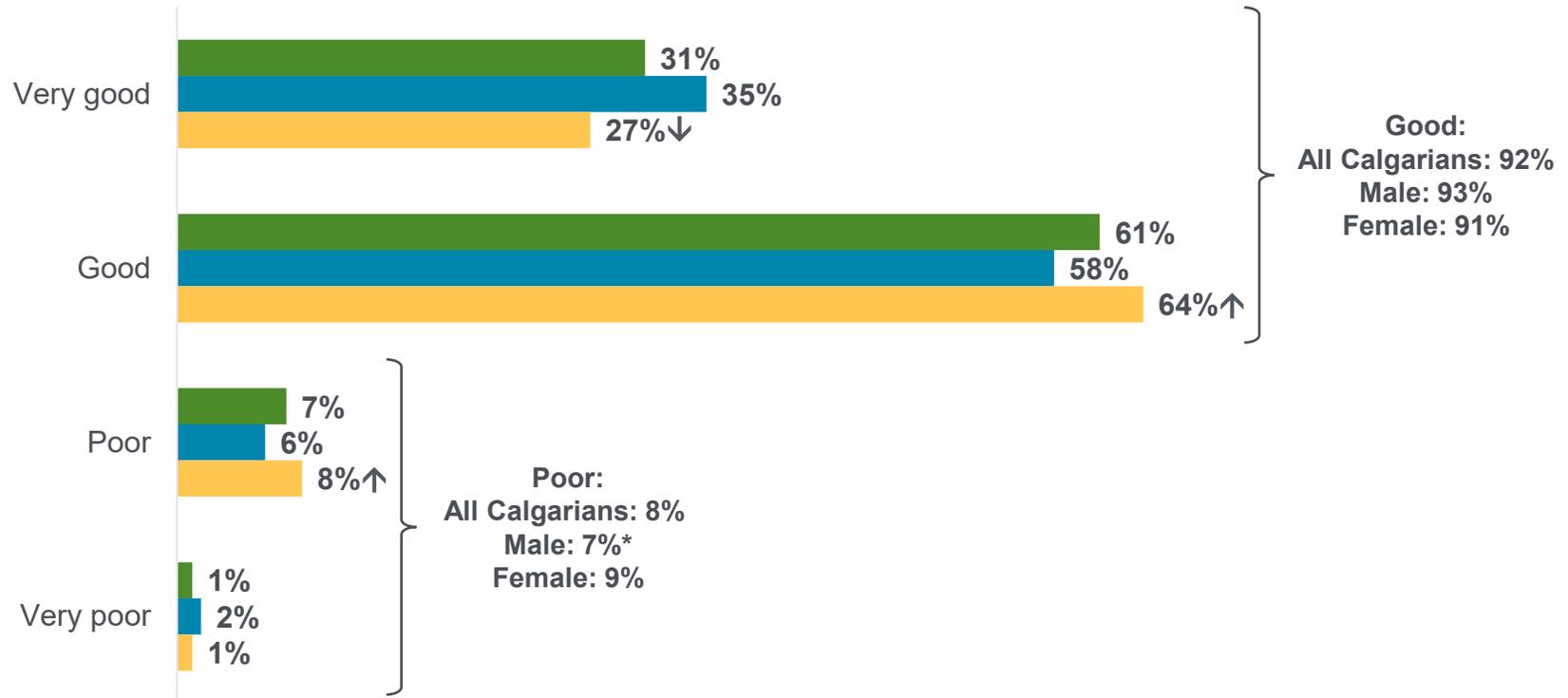


# Overall state of Calgary's environment

Around nine-in-ten (92%) Calgarians rate the overall state of Calgary's environment as good (either 'very good' or 'good'). Perceptions are on par between females (91%) and males (93%). The intensity of ratings vary between the two groups with a lower proportion of females rating the environment as 'very' good (27% vs. 35%) and instead, a higher proportion of females rate the environment as 'good' (64% vs. 58% of males).

How would you rate the overall state of Calgary's environment today?

- All Calgarians
- Male
- Female



Q. Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?  
Base: Valid respondents (All Calgarians n=2,491, Male n=1,230, Female n=1,230)

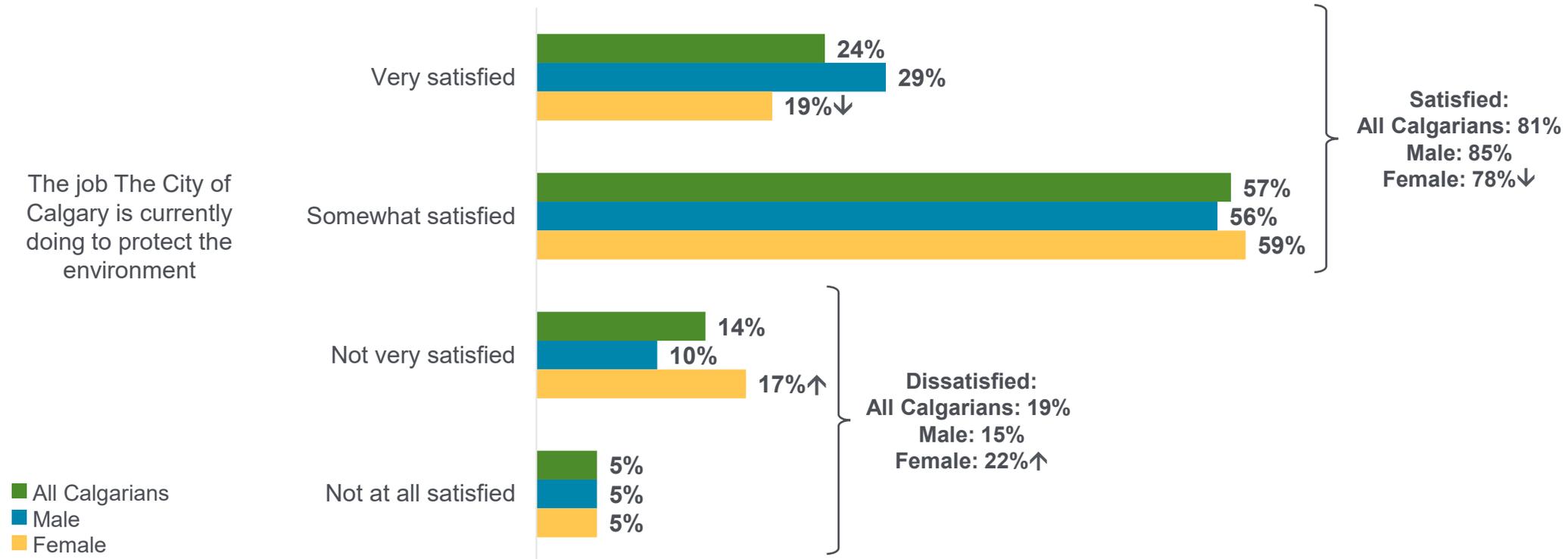
\*Rounding  
↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with City of Calgary environmental protections

Four-fifths (81%) of Calgarians are satisfied with the job The City is currently doing to protect the environment. A lower proportion of females are satisfied (78%) when compared to males (85%). Specifically, statistically fewer are 'very' satisfied (19% vs. 29%, respectively).

The job The City of Calgary is currently doing to protect the environment



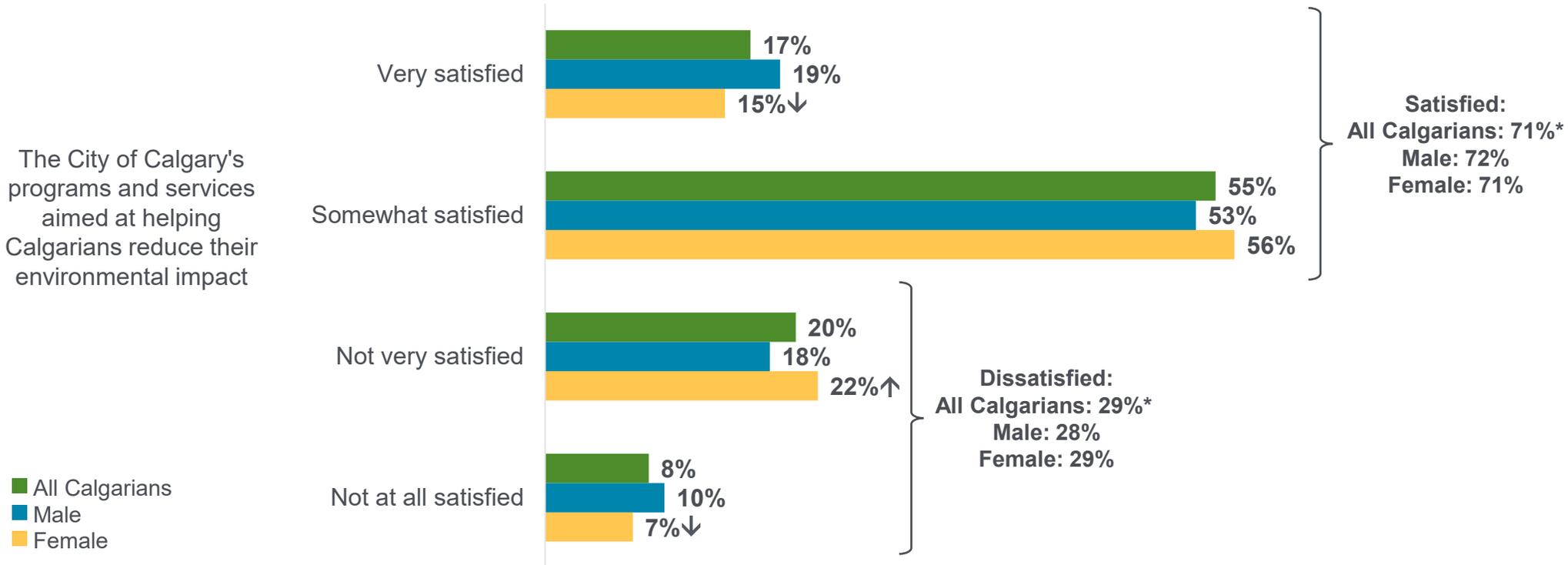
Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?  
 Base: Valid respondents (All Calgarians n=2,478, Male n=1,224, Female n=1,225)

↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with City of Calgary's environmental programs and services

Seven-in-ten (71%) Calgarians express satisfaction with The City's programs and services aimed at helping Calgarians reduce their environmental impact. Satisfaction levels are aligned across gender (71% of females and 72% of males). A lower proportion of females are 'very' satisfied (15% vs. 19% of males). While dissatisfied ratings are consistent between females (29%) and males (28%), significant differences are seen in 'not very' satisfied (22% vs. 18%) and 'not at all' satisfied (7% vs. 10%) ratings.



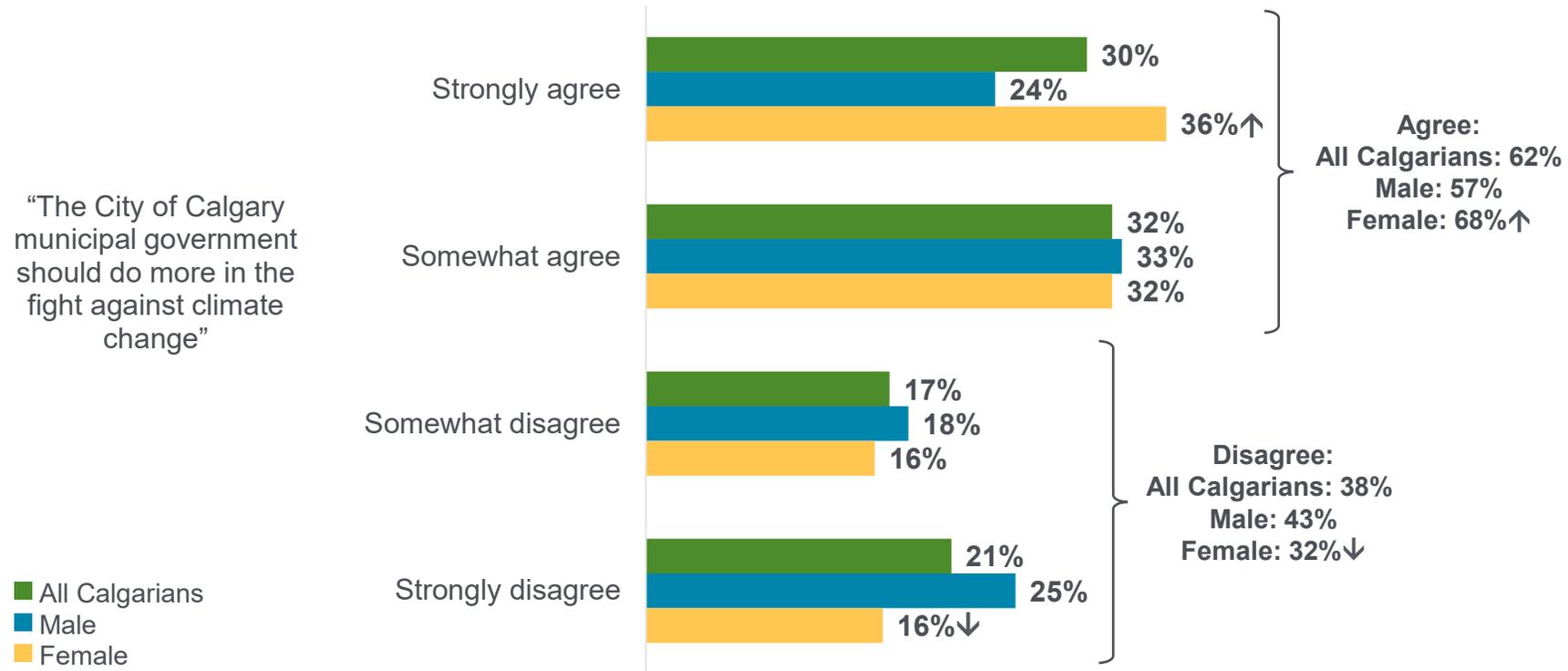
Q. How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?  
 Base: Valid respondents (All Calgarians n=2,460, Male n=1,213, Female n=1,217)

\*Rounding  
 ↑/↓ Statistically higher/lower than comparable subgroup



# The City should do more to fight climate change

Around three-fifths (62%) of Calgarians agree that The City of Calgary’s municipal government should do more to fight against climate change. Agreement is more widespread among females, with 68% holding this view compared to 57% of males. Specifically, a higher proportion of females ‘strongly’ agree when compared to males (36% vs. 24%, respectively). Further, a lower proportion of females disagree compared to males (32% vs. 43%, respectively), including a lower proportion who ‘strongly’ disagree (16% vs. 25%).



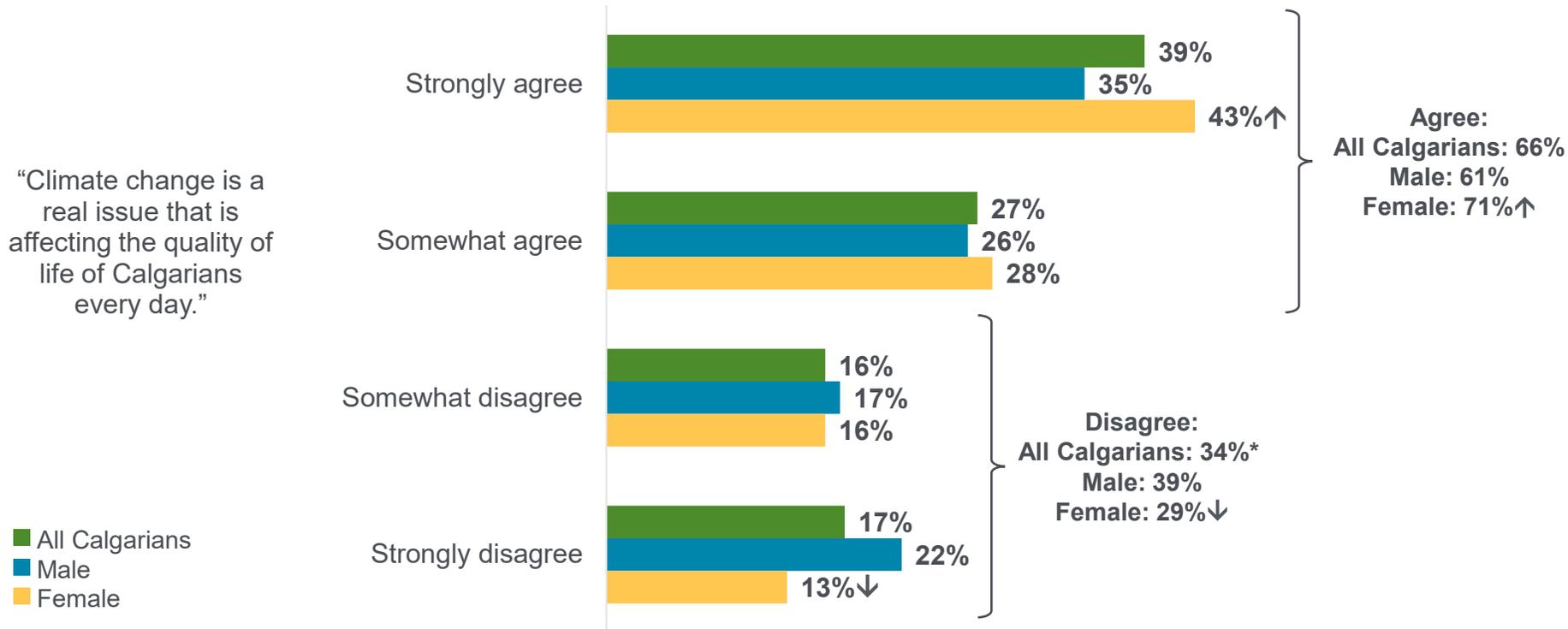
Q. To what extent do you agree or disagree that The City of Calgary municipal government should do more in the fight against climate change?  
Base: Valid respondents (All Calgarians n=2,482, Male n=1,227, Female n=1,225)

↑/↓ Statistically higher/lower than comparable subgroup



# Climate change is affecting quality of life

Two-thirds (66%) of Calgarians agree climate change is a real issue affecting residents' quality of life every day. A greater share of females agree with this sentiment (71%) versus males (61%). This difference is driven by a higher proportion of females who 'strongly' agree (43% vs. 35% of males). Disagreement is lower among females than males regarding this sentiment (29% vs. 39%, respectively), including a lower proportion who 'strongly' disagree (13% vs. 22%).



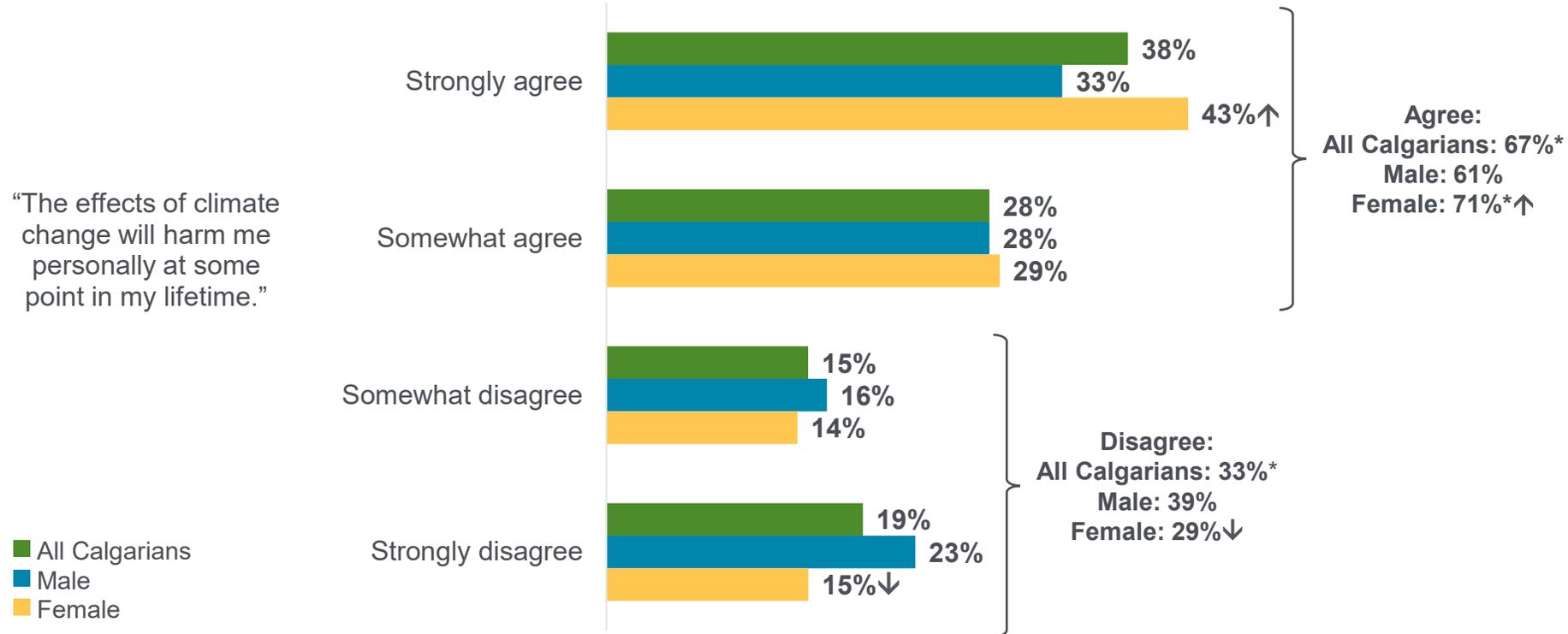
Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.  
Base: Valid respondents (All Calgarians n=2,489, Male n=1,228, Female n=1,230)

\*Rounding  
↑/↓ Statistically higher/lower than comparable subgroup



# Climate change causing personal harm

Two-thirds (67%) of all Calgarians agree the effects of climate change will harm them personally at some point in their lifetime. A higher proportion of females hold this view (71%) compared to males (61%), including a higher proportion of females who ‘strongly’ agree (43% vs. 33%). A lower proportion of females (29%) disagree compared to males (39%). This is due to a lower proportion who ‘strongly’ disagree (15% of females vs. 23% of males).



Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.  
Base: Valid respondents (All Calgarians n=2,478, Male n=1,224, Female n=1,224)

\*Rounding

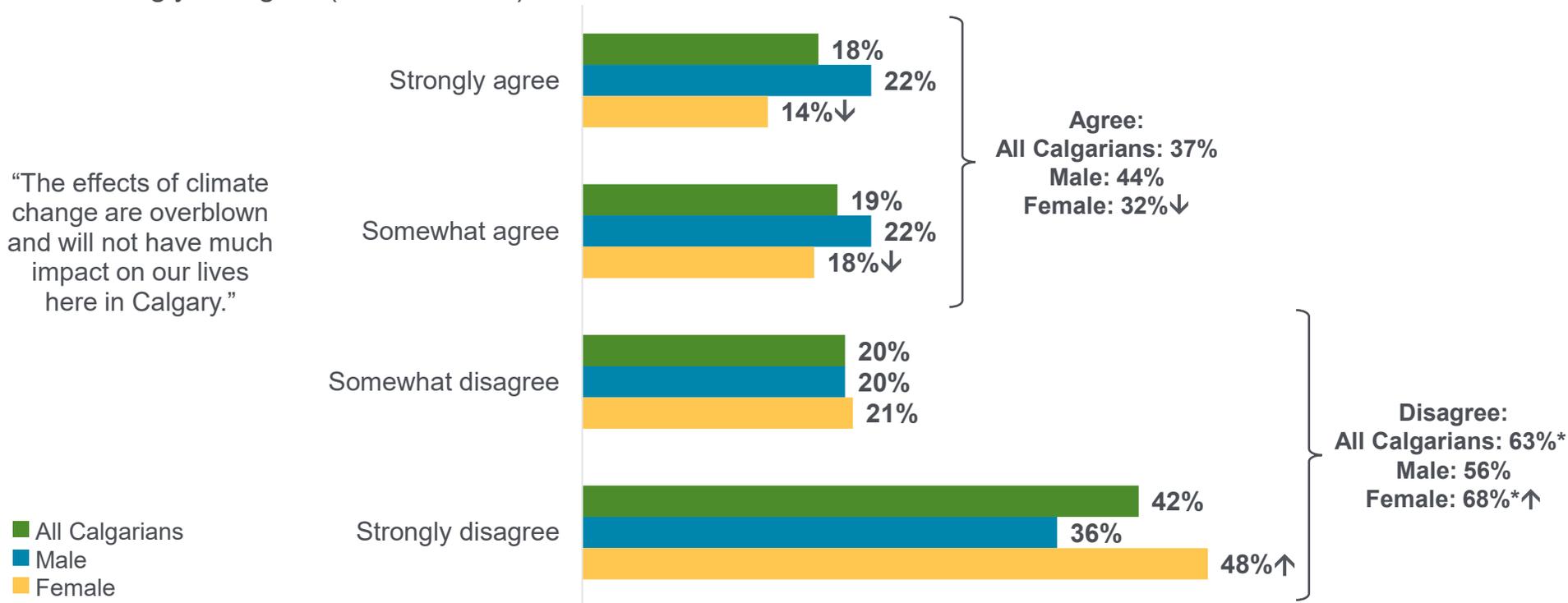
↑/↓ Statistically higher/lower than comparable subgroup



# Effects of climate change are overblown

A minority (37%) of Calgarians believe the effects of climate change are overblown and will not have much impact on their lives in Calgary. A lower proportion of females agree that the effects are overblown when compared to males (32% vs. 44%, respectively). Correspondingly, a higher proportion of females disagree than males (68% vs. 56%, respectively). This difference in ratings is due to a larger proportion of females who ‘strongly’ disagree (48% vs. 36%).

“The effects of climate change are overblown and will not have much impact on our lives here in Calgary.”



Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.  
 Base: Valid respondents (All Calgarians n=2,486, Male n=1,227, Female n=1,228)

\*Rounding  
 ↑/↓ Statistically higher/lower than comparable subgroup



## City programs and services

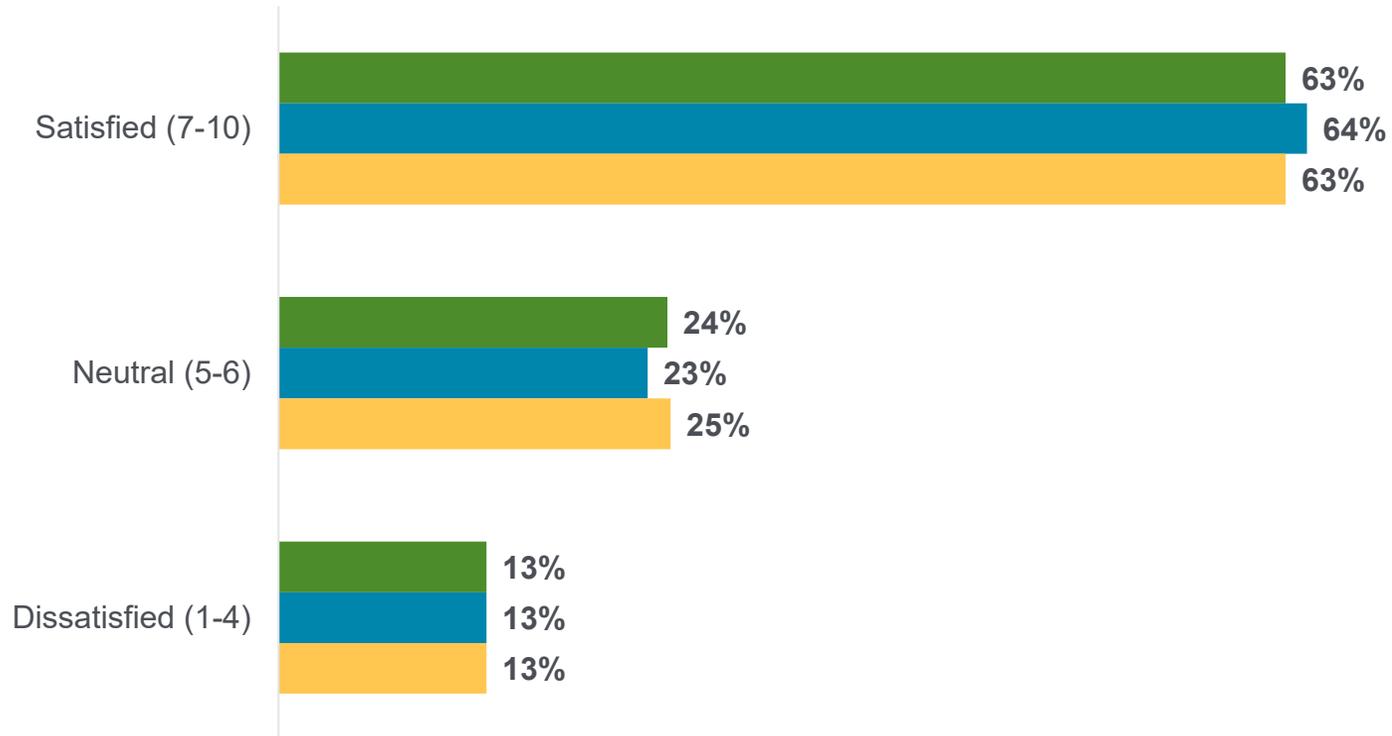


# Satisfaction with the overall level and quality of City services and programs

More than three-fifths (63%) of Calgarians are satisfied with the overall level and quality of services and programs provided by The City. Satisfaction is consistent between females (63%) and males (64%).

How satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

- All Calgarians
- Male
- Female



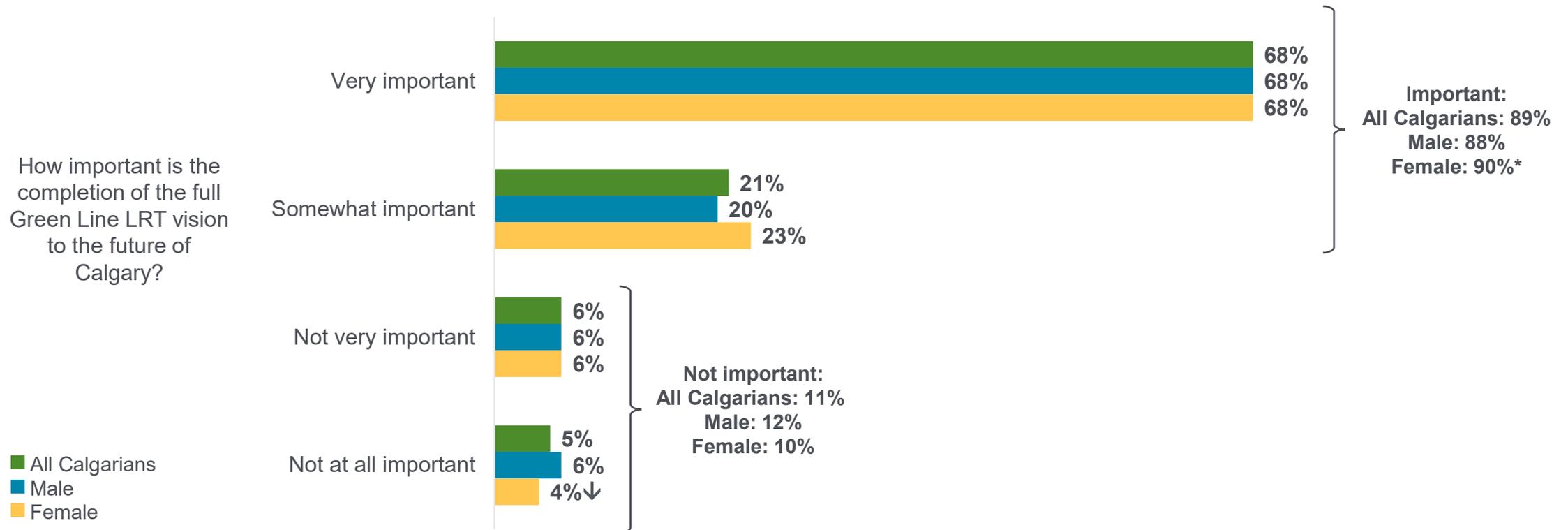
Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (All Calgarians n=2,496, Male n=1,232, Female n=1,230)



# Perceived importance of the Green Line LRT

Nine-in-ten (89%) Calgarians view the completion of the full Green Line LRT vision as important to Calgary's future. There are no significant differences among females (90%) compared to males (88%) in perceiving the Green Line LRT completion as important.



Q. The full vision for the Green Line LRT is 46km and will be built in phases. Future phases will extend from downtown over the Bow River and north to Keystone as well as extend further South to Seton. How important is the completion of the full Green Line LRT vision to the future of Calgary?

Base: Valid respondents (All Calgarians n=2,486, Male n=1,228, Female n=1,223)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

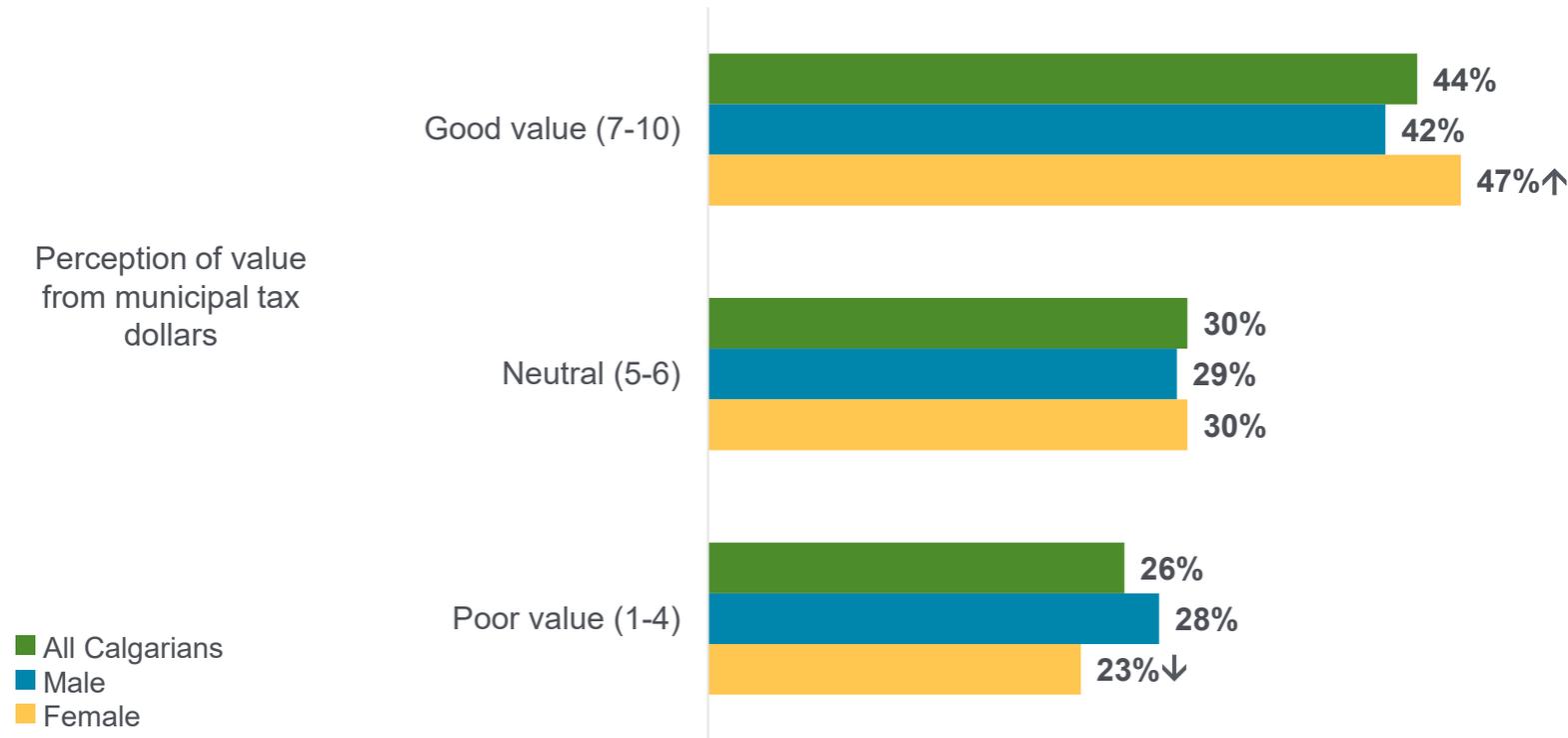


# Taxation



# Perceived value of property taxes

More than two-fifths (44%) of all Calgarians perceive they receive good value for their municipal property tax dollars. This opinion is held by a higher proportion of females (47%) than males (42%). Further, a lower proportion of females rate the value they received for their municipal tax dollars as poor (23% vs. 28% of males).



Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where 1 is very poor value and 10 is very good value.  
 Base: Valid respondents (All Calgarians n=2,469, Male n=1,222, Female n=1,214)

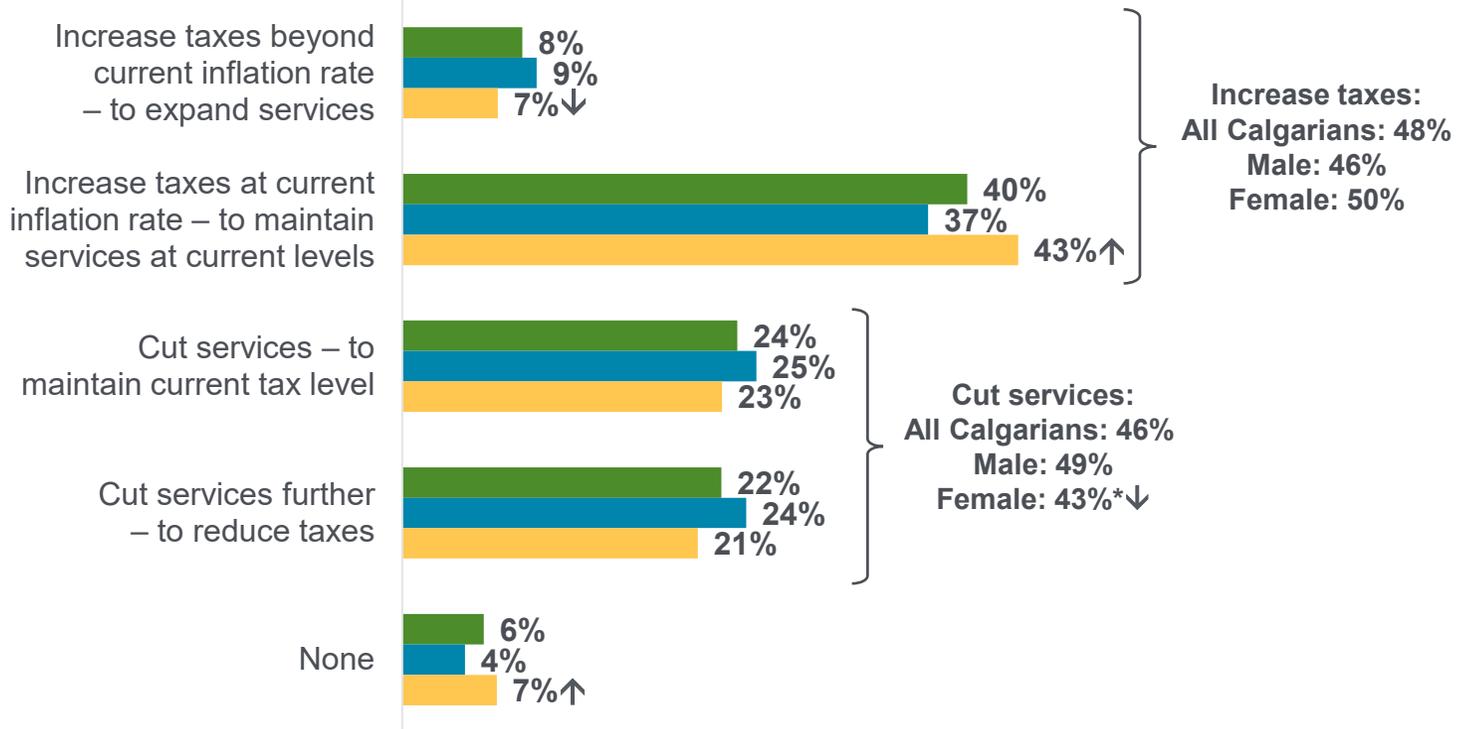
↑/↓ Statistically higher/lower than comparable subgroup



# Balancing taxation and service delivery

Calgarians are split between The City increasing taxes (48%) and cutting services (46%). While ratings for increasing taxes are consistent between females and males (50% and 46%), there are differences in their preferences within that category. A larger proportion of females prefer tax increases to maintain service levels (43% vs. 37% of males), while fewer want tax increases to expand services (7% vs. 9%). Statistically fewer females than males want to see The City cut services (43% vs. 49% of males).

Which of the following four options would you most like The City to pursue?



■ All Calgarians  
■ Male  
■ Female

Q. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?  
Base: Valid respondents (All Calgarians n=2,454, Male n=1,215, Female n=1,205)

\*Rounding  
↑/↓ Statistically higher/lower than comparable subgroup

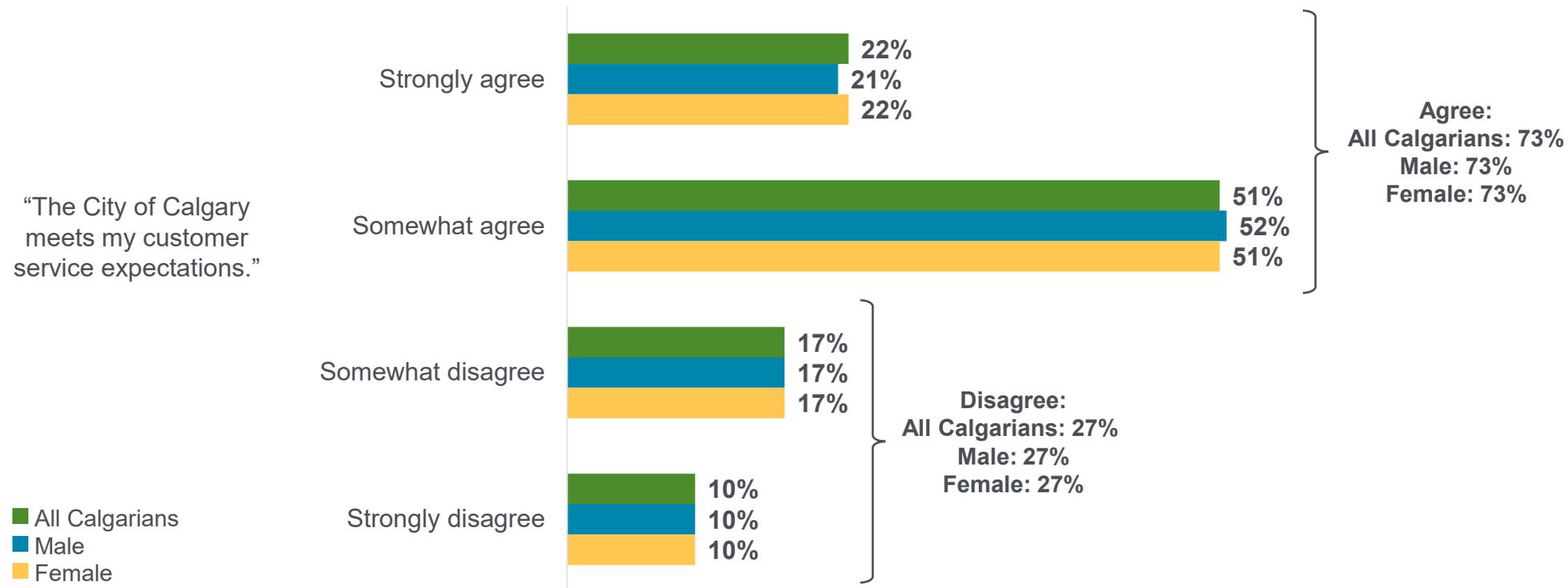


# Perception of customer service and communications at The City



# The City meets customer service expectations

Nearly three-quarters (73%) of Calgarians agree that The City of Calgary meets their customer service expectations. Agreement is identical between females and males (both at 73%).



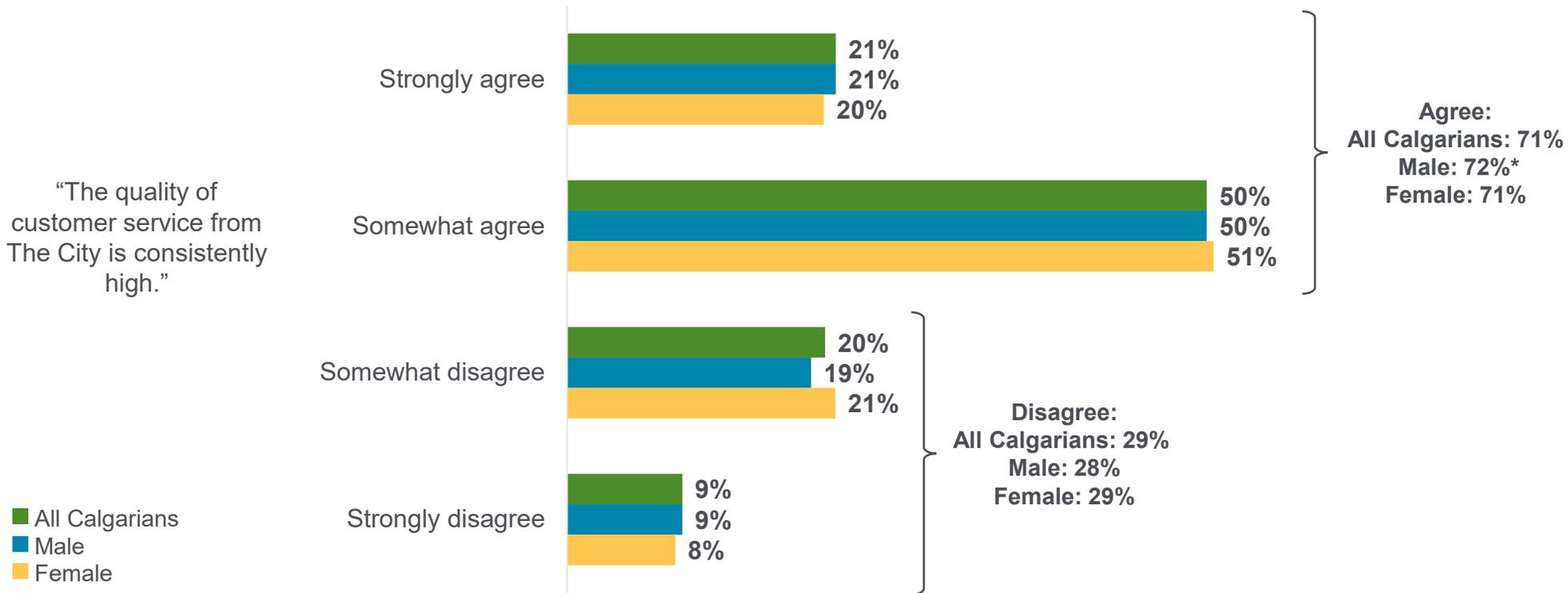
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.

Base: Valid respondents (All Calgarians n=2,471, Male n=1,220, Female n=1,218)



# The City offers consistently high quality customer service

Seven-in-ten (71%) Calgarians agree the quality of customer service from The City is consistently high. Agreement is shared by similar proportions of females (71%) and males (72%).



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

Base: Valid respondents (All Calgarians n=2,466, Male n=1,219, Female n=1,214)

\*Rounding

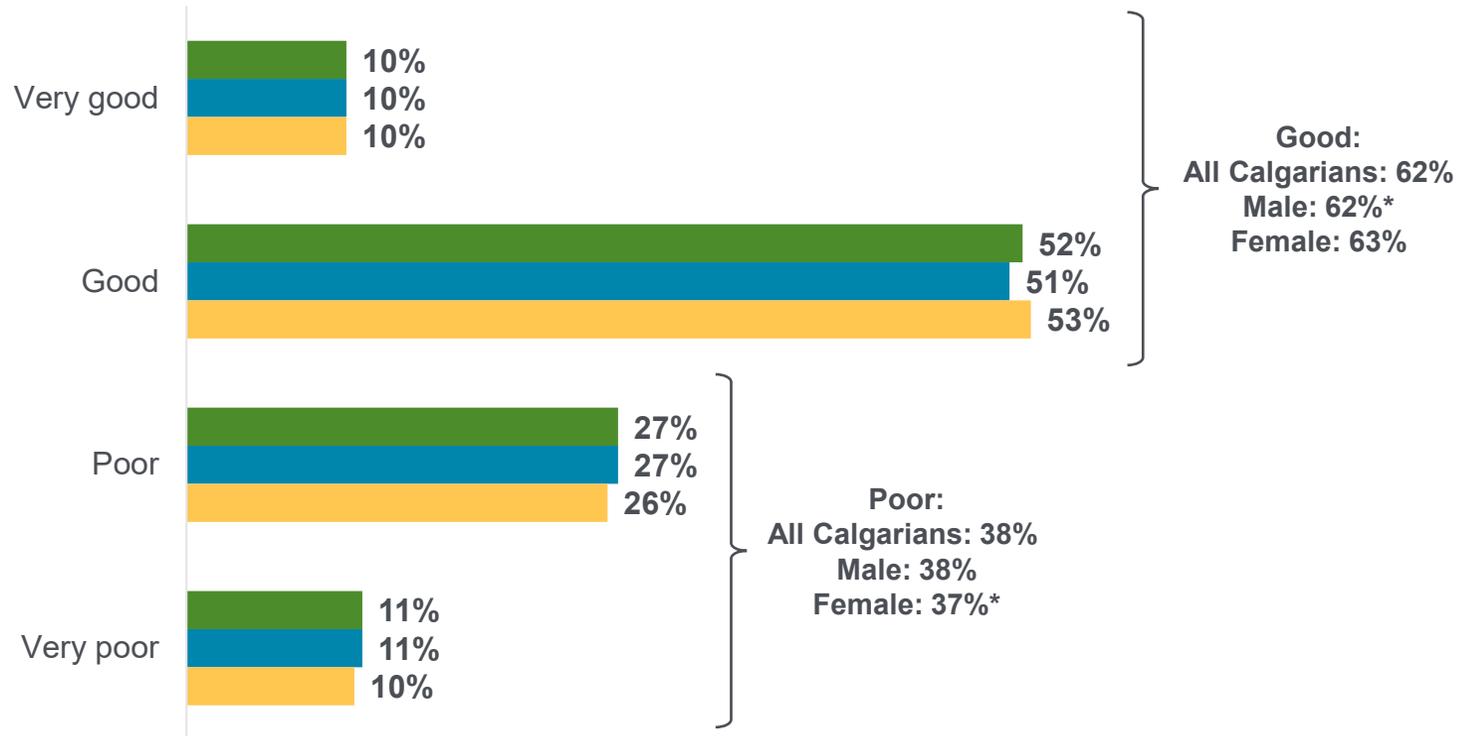


# Overall communication from The City

Around three-fifths (62%) of Calgarians rate The City's communication about its services, programs, policies and plans in the past 6 months as good. Ratings are on par between females (63%) and males (62%).

Overall, how would you rate The City in terms of how well it communicates with Calgarians about its services, programs, policies and plans in the past 6 months?

- All Calgarians
- Male
- Female



Q. Overall, how would you rate The City in terms of how well it communicates with Calgarians about its services, programs, policies and plans in the past 6 months? Has the communication been...?  
 Base: Valid respondents (All Calgarians n=2,481, Male n=1,224, Female n=1,223)

\*Rounding



# Help shape Calgary's next four years

We are working on the 2023-2026 Service Plans and Budgets. These outline how we will deliver, plan and fund City services and programs over the next four years.

Provide your thoughts at [engage.calgary.ca](https://www.calgary.ca/cityservices/engage.calgary)

## Calgary TRIVIA

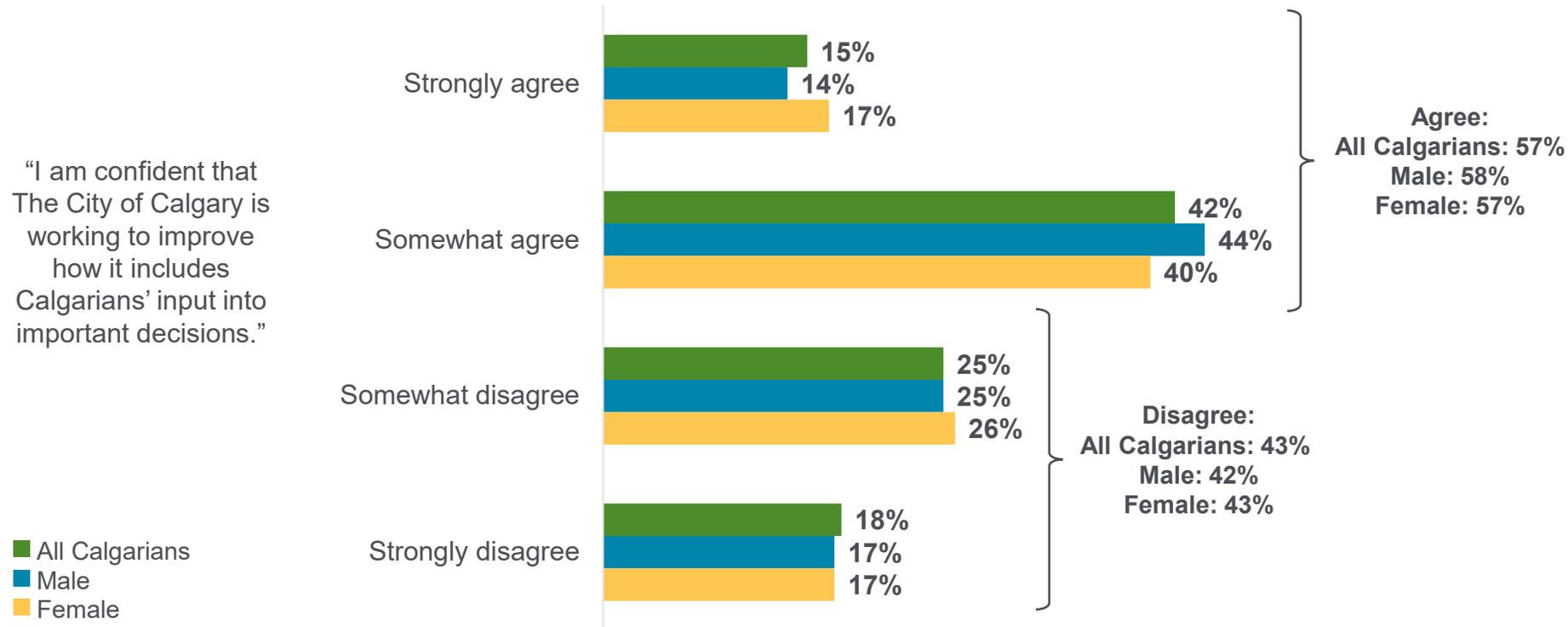
Parks and recreation	Transportation	Calgary's communities
How many kilometers of the city's streets are paved? A. 100 km B. 200 km C. 300 km D. 400 km	How many bus routes does Calgary have? A. 100 B. 150 C. 200 D. 250	How many official languages are spoken in Calgary? A. 1 B. 2 C. 3 D. 4
How many kilometers of the city's streets are unpaved? A. 100 km B. 200 km C. 300 km D. 400 km	How many kilometers of the city's streets are unpaved? A. 100 km B. 200 km C. 300 km D. 400 km	How many kilometers of the city's streets are unpaved? A. 100 km B. 200 km C. 300 km D. 400 km
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# Input from Calgarians



# The City is working at including Calgarians' input

More than one-half (57%) of all Calgarians are confident that The City is working to improve how it includes Calgarians' input into important decisions. Agreement levels are similarly aligned between females (57%) and males (58%).

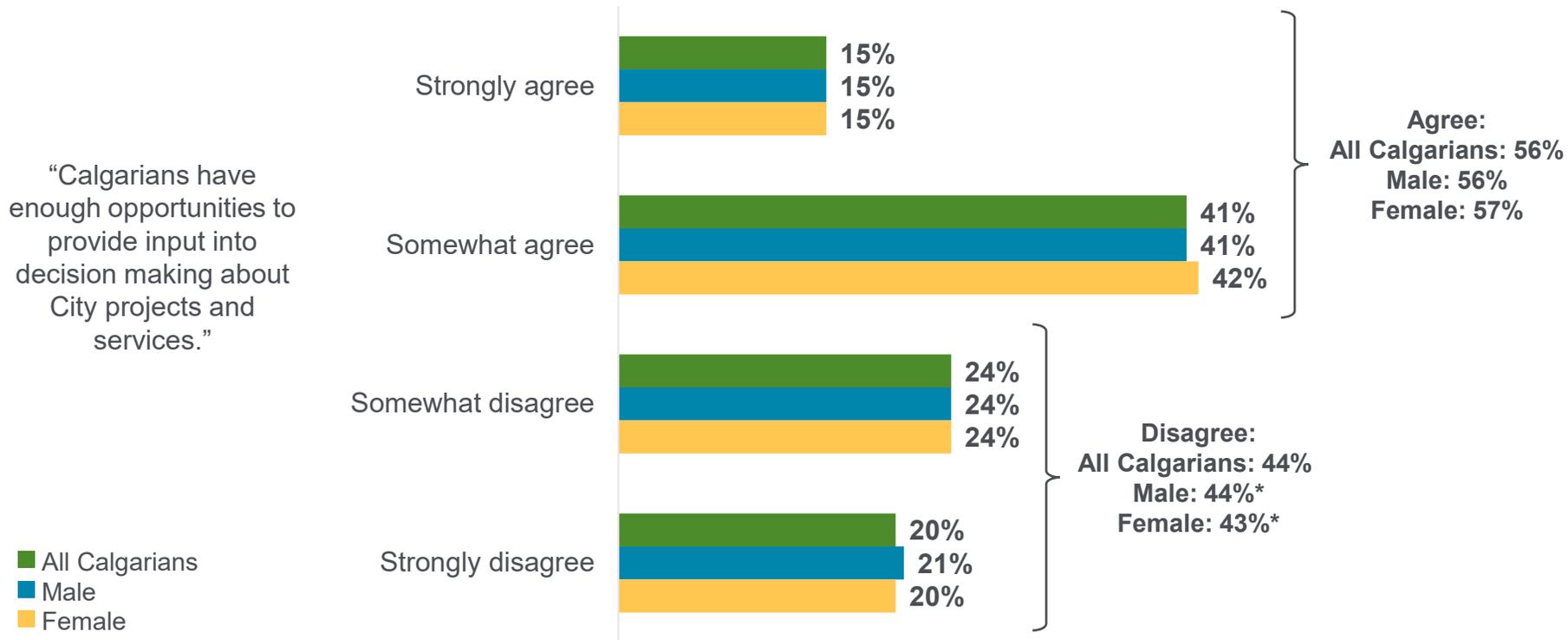


Q. Please tell me if you agree or disagree with each of the following statements?  
 Base: Valid respondents (All Calgarians n=2,481, Male n=1,228, Female n=1,222)



# Calgarians have enough opportunities to provide input

More than one-half (56%) of Calgarians agree that Calgarians have enough opportunities to provide input into decision making about City projects and services. Agreement is consistent by gender (57% of females and 56% of males).



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,477, Male n=1,224, Female n=1,221)

\*Rounding

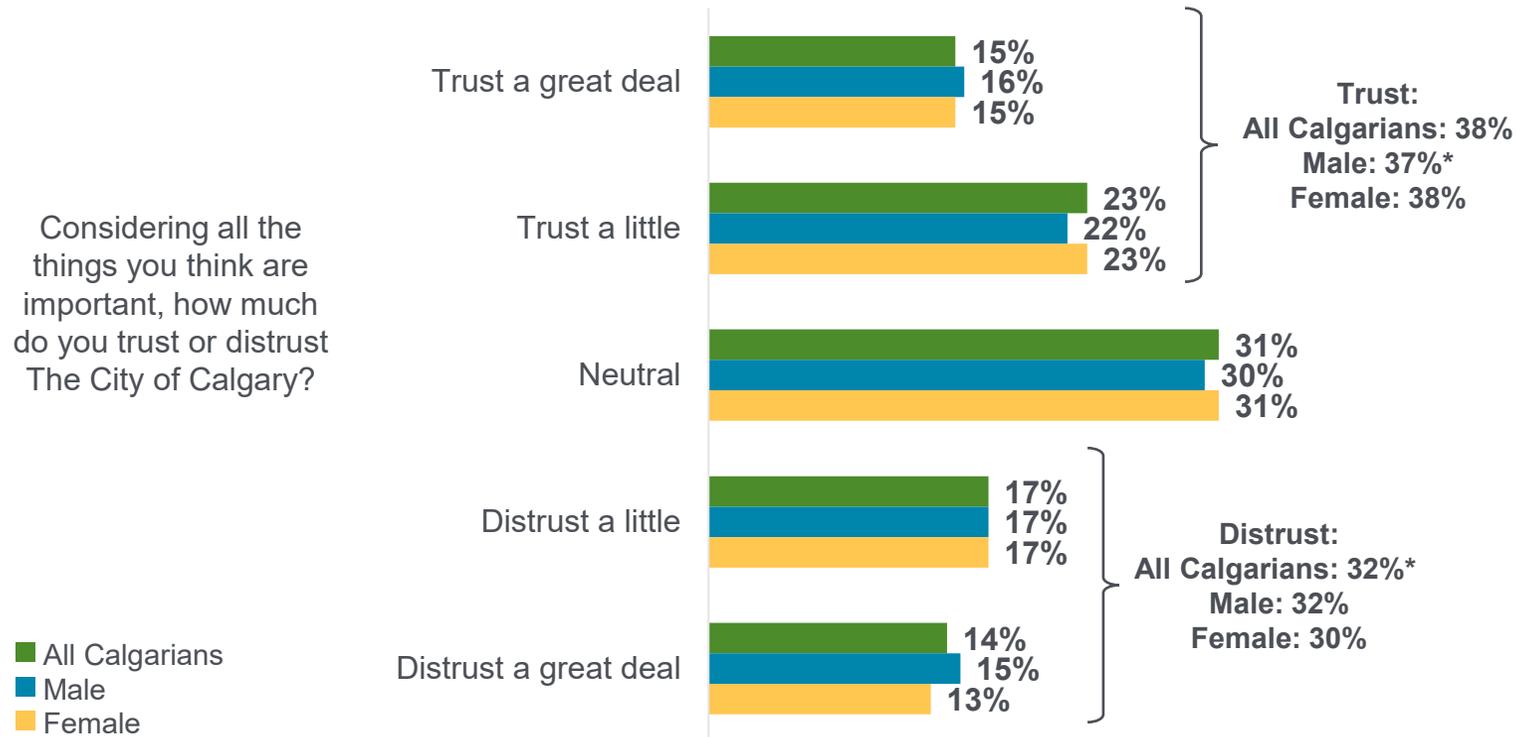


# City reputation and performance



# Trust in The City of Calgary

Nearly two-fifths (38%) of all Calgarians say they trust The City of Calgary. Levels of trust in The City are nearly identical between females (38%) and males (37%).



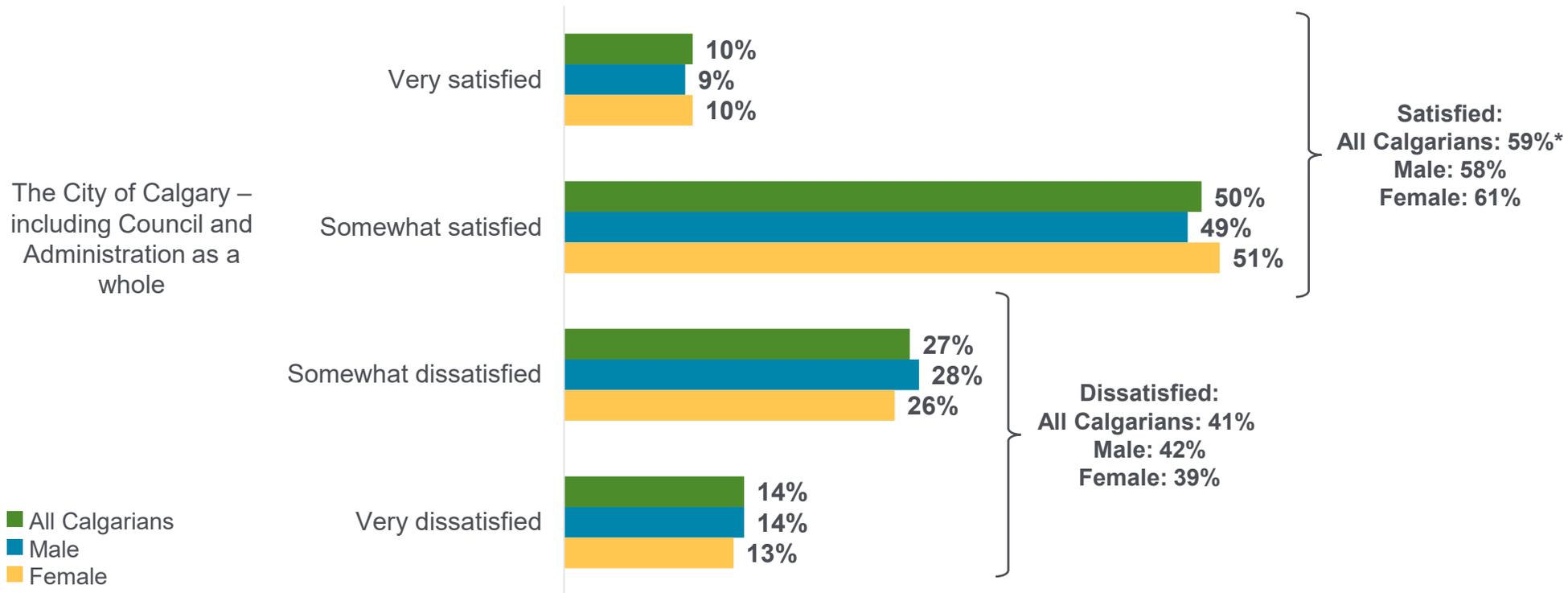
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?  
 Base: Valid respondents (All Calgarians n=2,489, Male n=1,229, Female n=1,227)

\*Rounding



# Satisfaction with The City as a whole

Three-fifths (59%) of Calgarians are satisfied with the way The City of Calgary, including Council and Administration as a whole, is going about running the city. Results are statistically consistent between females (61%) and males (58%).



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

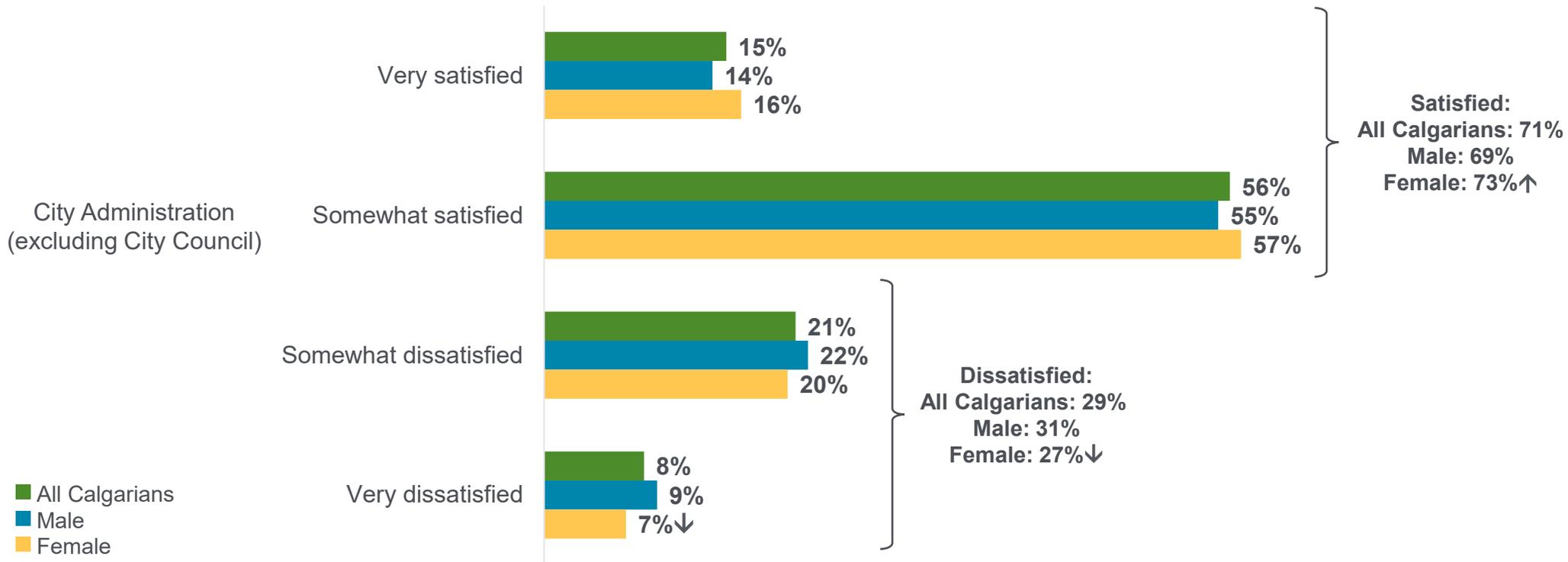
Base: Valid respondents (All Calgarians n=2,487, Male n=1,228, Female n=1,227)

\*Rounding



# Satisfaction with City Administration

Seven-in-ten (71%) Calgarians are satisfied with the way City Administration (excluding Council) is running the city. Satisfaction is higher among females (73%) compared to males (69%). A lower proportion of females (27%) are dissatisfied with City Administration compared to males (31%), including fewer who are ‘very’ dissatisfied (7% vs. 9%).



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

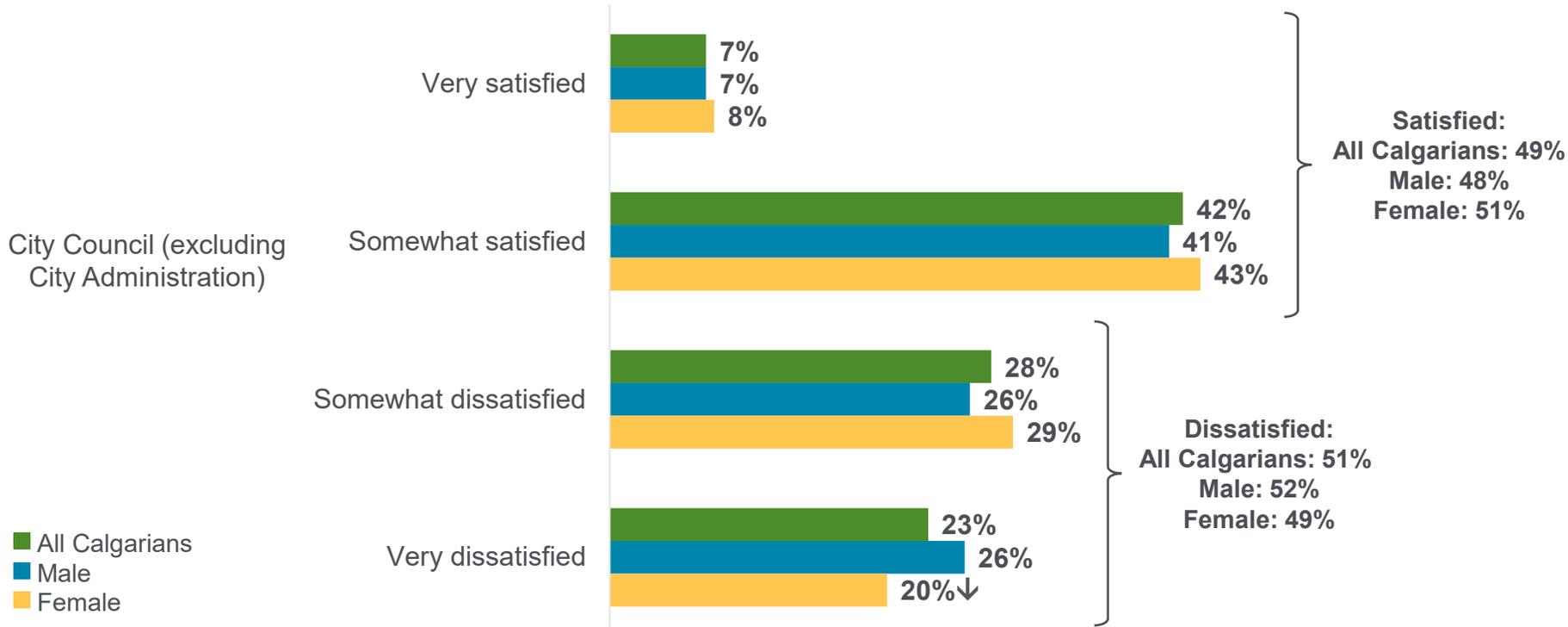
Base: Valid respondents (All Calgarians n=2,480, Male n=1,228, Female n=1,220)

↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with City Council

One-half (49%) of Calgarians are satisfied with the way City Council (excluding Administration) is running the city. Satisfaction is generally similar between females (51%) and males (48%). While not impacting dissatisfied results, a lower proportion of females say they are ‘very’ dissatisfied with City Council (20%) compared to males (26%). Although dissatisfied ratings are consistent between females (49%) and males (52%), a lower proportion of females are ‘very’ dissatisfied with City Council (20% vs. 26% of males).



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

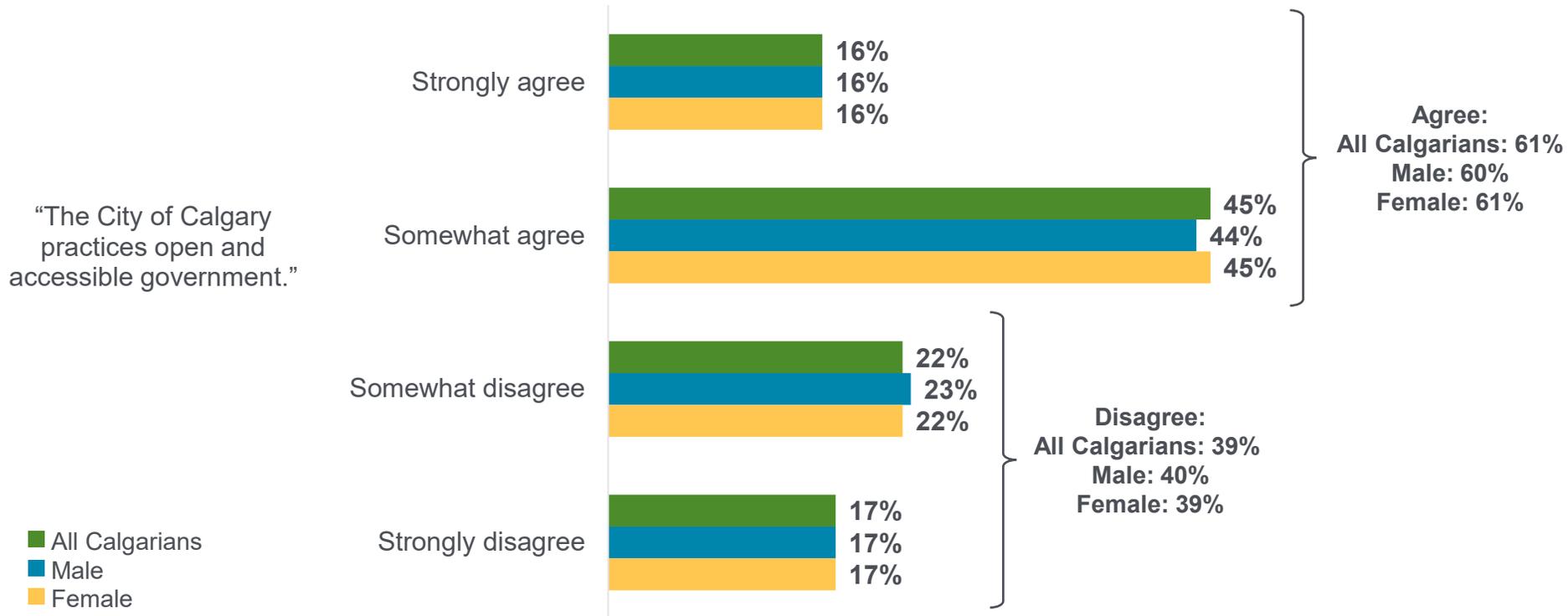
Base: Valid respondents (All Calgarians n=2,485, Male n=1,228, Female n=1,225)

↑/↓ Statistically higher/lower than comparable subgroup



# The City practices open and accessible government

Three-fifths (61%) of all Calgarians agree The City of Calgary practices open and accessible government. Agreement is consistent between females (61%) and males (60%).



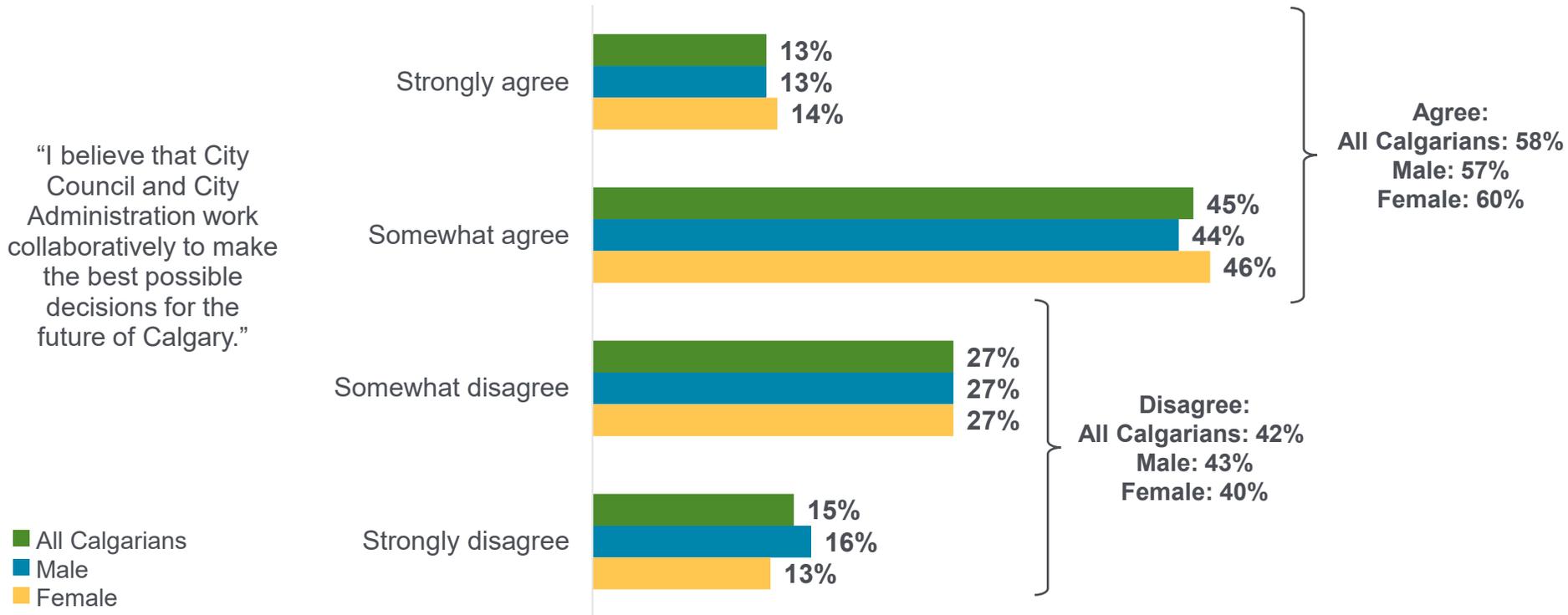
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements?

Base: Valid respondents (All Calgarians n=2,465, Male n=1,220, Female n=1,212)



# Council and Administration working collaboratively

Nearly three-fifths (58%) of Calgarians believe City Council and City Administration work collaboratively to make the best possible decisions for Calgary's future. There are no significant differences between the two groups (60% of females and 57% of males).



Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,469, Male n=1,221, Female n=1,218)

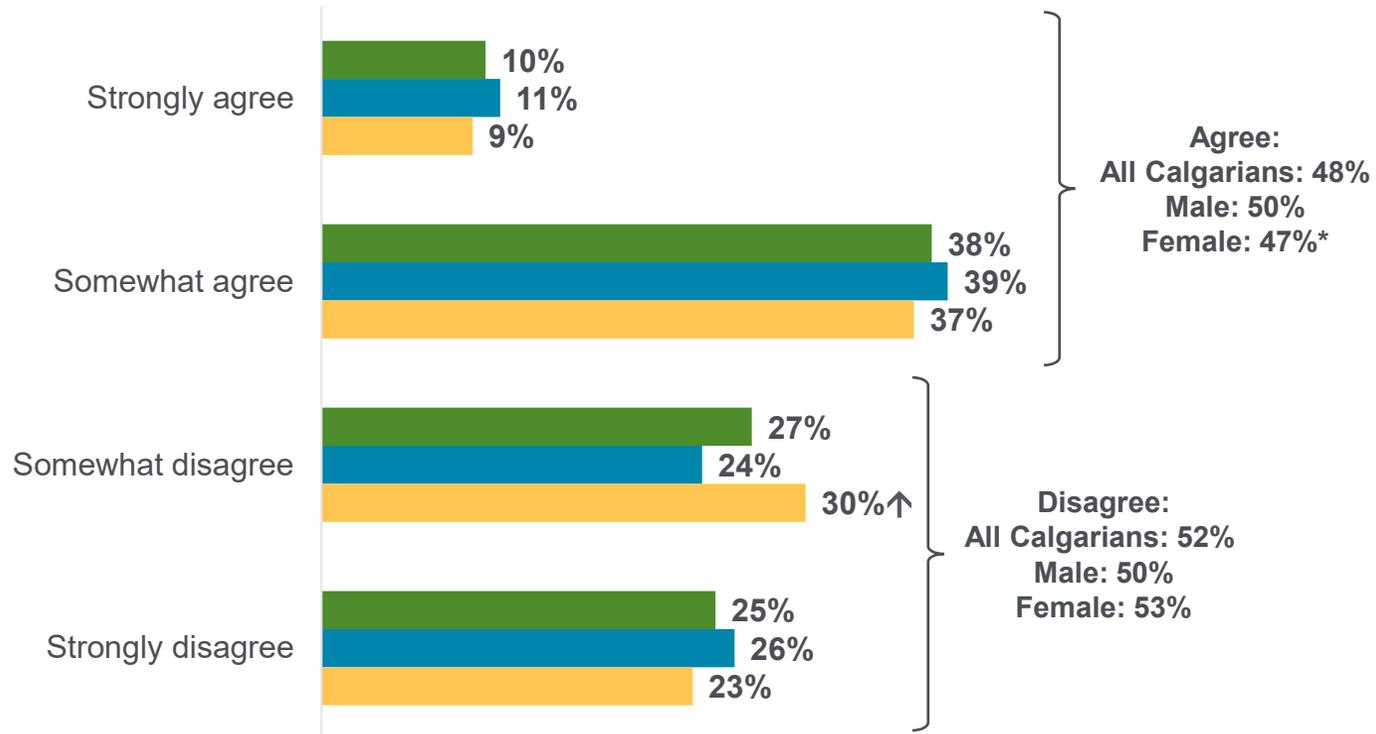


# The City manages its spending responsibly

Nearly one-half (48%) of all Calgarians agree that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians. Agreement levels are generally aligned between females (47%) and males (50%). While total disagreement is consistent between females (53%) and males (50%), a higher proportion of females ‘somewhat’ disagree (30% vs. 24% of males).

“The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians.”

- All Calgarians
- Male
- Female



Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,482, Male n=1,226, Female n=1,225)

\*Rounding  
 ↑/↓ Statistically higher/lower than comparable subgroup



# Respondent profile



# Respondent profile (1 of 4)

Gender			
	All Calgarians	Male	Female
Female	50%	0%	100%
Male	49%	100%	0%
Prefer to self-describe	1%	0%	0%

Age			
	All Calgarians	Male	Female
18 to 24	11%	11%	10%
25 to 34	20%	20%	19%
35 to 44	17%	17%	17%
45 to 54	18%	19%	18%
55 to 64	12%	11%	12%
65 or older	22%	22%	24%

Children + seniors in household			
	All Calgarians	Male	Female
Yes – children	30%	30%	29%
Yes – seniors	33%	32%	34%

Income			
	All Calgarians	Male	Female
Less than \$60,000	23%	20%	25%
\$60,000 to <\$120,000	34%	35%	33%
\$120,000 to <\$200,000	25%	25%	25%
\$200,000 and over	18%	20%	17%

Education			
	All Calgarians	Male	Female
Less than high school	2%	1%	2%
High school or equivalent	19%	21%	17%
Apprenticeship or trades diploma/certificate	6%	9%	4%
College or non-university diploma/certificate	17%	15%	19%
University degree/diploma/certificate	56%	54%	58%

Base: Valid respondents (bases vary)



# Respondent profile (2 of 4)

Employment status <sup>^</sup>			
	All Calgarians	Male	Female
Full time employed or self employed	53%	59%	47%
Part time employed or self-employed	12%	9%	14%
Retired	21%	19%	24%
Looking after home and/or family	2%	1%	3%
Unable to work because of sickness or disability	2%	2%	3%
Unemployed	6%	6%	5%
Doing unpaid or voluntary work	1%	1%	2%
Student	7%	6%	6%
Other	<1%	<1%	<1%

Business owner/operator			
Base: In workforce (n=1,407; n=753; n=635)			
	All Calgarians	Male	Female
Own and operate a business	17%	19%	15%
Own a business	3%	3%	2%
Operate a business	2%	2%	1%
No	79%	75%	82%

Household size			
	All Calgarians	Male	Female
1	14%	12%	17%
2	34%	34%	34%
3	17%	19%	14%
4	20%	20%	20%
5	9%	10%	7%
6 or more	7%	6%	7%
MEAN	3.0	3.0	2.9

Base: Valid respondents (bases vary)

<sup>^</sup> Multiple responses allowed



# Respondent profile (3 of 4)

Quadrant			
	All Calgarians	Male	Female
Southwest	29%	30%	28%
Southeast	23%	24%	23%
Northwest	29%	27%	30%
Northeast	19%	19%	20%

Own or rent			
	All Calgarians	Male	Female
Own	68%	67%	70%
Rent	27%	28%	25%
Other	5%	4%	5%

Responsible for property taxes or rent			
	All Calgarians	Male	Female
Yes	85%	87%	85%
No	15%	13%	15%

Tenure in Calgary			
	All Calgarians	Male	Female
Less than 5 years	11%	11%	10%
5 to <10 years	6%	8%	5%
10 to <15 years	8%	8%	8%
15 to <20 years	9%	10%	8%
20 to <30 years	23%	21%	24%
30 to <40 years	15%	15%	15%
40 or more	28%	27%	30%
MEAN	28.3	27.4	29.2

2SLGBTQIA+			
	All Calgarians	Male	Female
Yes	9%	5%	11%
No	91%	95%	89%

Base: Valid respondents (bases vary)



# Respondent profile (4 of 4)

Indigenous identity <sup>^</sup>			
	All Calgarians	Male	Female
Yes – First Nations	1%	2%	1%
Yes – Metis	2%	1%	3%
Yes – Inuit	<1%	<1%	<1%
Yes – Prefer to self-describe	<1%	<1%	<1%
Other	<1%	<1%	<1%
No	96%	97%	96%

Disability in household <sup>^</sup>			
	All Calgarians	Male	Female
Yes – myself	12%	10%	12%
Yes – someone in my household	13%	12%	13%
No	78%	81%	77%

Born in Canada			
	All Calgarians	Male	Female
Yes	67%	65%	68%
No	33%	35%	32%

Date of arrival in Canada			
Base: Not born in Canada (n=755; n=402; n=347)			
	All Calgarians	Male	Female
Within the past 5 years	26%	26%	24%
More than 5 years ago	74%	74%	76%

Racialized			
	All Calgarians	Male	Female
Yes	29%	32%	25%
No	70%	66%	74%
Prefer to self-describe	1%	2%	1%

Base: Valid respondents (bases vary)

<sup>^</sup> Multiple responses allowed



# Contact

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