



# Equity-Deserving Communities: 2SLGBTQIA+

Analysis of the 2023 Fall Survey of Calgarians

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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 2023 Fall 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:

## Household income

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

*Note: self-reported pre-tax annual household income.*

## Racialized people

**Yes**  
No

## Born outside Canada

Born in Canada  
**Born outside Canada**

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

## Gender

Male  
**Female**

*Note: the number of respondents who identified with another category is too small to report separately.*

## Disability

**Yes**  
No

*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.*

## Indigenous

**Indigenous**  
Non-Indigenous

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

## 2SLGBTQIA+

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

## Seniors

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

## Young adults

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

## Methodology

- The survey was conducted by Ipsos Public Affairs from August 2, 2023 to September 4, 2023 with a randomly-selected sample of 2,500 Calgarians, via telephone survey.
- The survey was conducted using random digit dialing with numbers from both landlines (60%) and cell phones (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 city ward 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 city ward to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, sample size for each question represents the number of actual respondents (i.e., unweighted n).
- The margin of error (MOE) for the total sample of 2,500 is  $\pm 1.96$  percentage points, 19 times out of 20. The margin of error for the 2SLGBTQIA+ sub-group of 122 is  $\pm 8.87$  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 Fall Survey of Calgarians are represented within this report. Results are compared between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ 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.



# 2023 Fall key findings

# 2023 Fall key findings (1 of 6)

## Quality of life

Many 2SLGBTQIA+ Calgarians rate Calgary's quality of life positively, consider it a great place to live, and are optimistic about its future. They are less confident about earning a living in Calgary however.

Both 2SLGBTQIA+ and non-2SLGBTQIA+ alike show a positive perspective on most quality of life aspects. The *similarities* between the two groups include:

- Rating the overall quality of life in Calgary as 'good' (76% of 2SLGBTQIA+ Calgarians and 76% of non-2SLGBTQIA+)
- Agreement that Calgary is a great place to make a life (68% of 2SLGBTQIA+ Calgarians and 76% of non-2SLGBTQIA+)
- Agreement that Calgary is on the right track to be a better city 10 years from now (77% of 2SLGBTQIA+ Calgarians and 70% of non-2SLGBTQIA+)

There is one statistical *difference* between the two groups. Specifically, a statistically lower proportion of 2SLGBTQIA+ Calgarians believe that Calgary is a great place to make a living (59% of 2SLGBTQIA+ Calgarians vs. 71% of non-2SLGBTQIA+).

## Inclusivity

For the most part, Calgary's 2SLGBTQIA+ population views The City as inclusive. However, fewer are convinced that The City successfully delivers programs and services that remove barriers for those in greatest need.

2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians hold similar viewpoints when it comes to inclusivity. The two groups share *similar* viewpoints on the following aspects:

- Agreement that The City of Calgary fosters a city that is inclusive and accepting of all (66% of 2SLGBTQIA+ Calgarians and 68% of non-2SLGBTQIA+ agreeing)
- Agreement that The City delivers programs and services that remove barriers to participation for Calgarians who need it the most (40% of 2SLGBTQIA+ Calgarians and 49% of non-2SLGBTQIA+ in agreement)

# 2023 Fall key findings (2 of 6)

## Safety

**2SLGBTQIA+ Calgarians largely find Calgary safe, yet harbor reservations about its safety for everyone. Also, 2SLGBTQIA+ Calgarians exhibit apprehension about transit safety.**

In terms of safety perceptions, both 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians have similar views. The *similarities* between the two groups include:

- Perception of Calgary as a 'safe' city (70% of 2SLGBTQIA+ Calgarians and 69% of non-2SLGBTQIA+ Calgarians)
- Agreement that Calgary is safe for all residents and visitors regardless of ethnicity, race, religion, income, or sexual identity (39% of 2SLGBTQIA+ Calgarians and 47% of non-2SLGBTQIA+ Calgarians). While agreement levels are consistent between the two groups, an equal proportion of 2SLGBTQIA+ Calgarians disagree and this is statistically higher than disagreement among non-2SLGBTQIA+ Calgarians (36% vs. 24%, respectively)
- Agreement that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option (58% of 2SLGBTQIA+ Calgarians and 57% of non-2SLGBTQIA+ Calgarians)
- Avoidance of taking transit in Calgary due to personal safety concerns (49% of 2SLGBTQIA+ Calgarians and 54% of non-2SLGBTQIA+ Calgarians)

## The environment

**A large majority of the 2SLGBTQIA+ community feel an urgent need to address climate change, albeit there is a considerable proportion who are not aware of The City's current environmental initiatives.**

When it comes to environmental matters, both 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians offer *similar* ratings on their awareness about The City having programs and services aimed at helping Calgarians reduce their environmental impact (48% of 2SLGBTQIA+ Calgarians and 47% of non-2SLGBTQIA+ Calgarians).

The two groups *differ* statistically on the urgency to act now to address climate change. Specifically, a significantly higher proportion of 2SLGBTQIA+ Calgarians assert that immediate action is necessary (83% of 2SLGBTQIA+ Calgarians vs. 60% of non-2SLGBTQIA+ Calgarians).

# 2023 Fall key findings (3 of 6)

## Services and programs

Many 2SLGBTQIA+ Calgarians are generally satisfied with The City of Calgary's services and programs.

Regarding satisfaction with The City's services and programs, *similar* sentiments are observed among 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians. Specifically, among both groups a majority are satisfied with the overall level and quality of services and programs provided by The City (62% of 2SLGBTQIA+ Calgarians and 70% of non-2SLGBTQIA+ Calgarians).

## Taxation

Within the 2SLGBTQIA+ community, there are mixed opinions about the value they are receiving for their tax dollars.

When it comes to perceptions of tax value, both 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians share *similar* view with around one-half indicating that they are receiving 'good' value for their municipal tax dollars (47% of 2SLGBTQIA+ Calgarians and 51% of non-2SLGBTQIA+ Calgarians).

## Customer service

The majority of 2SLGBTQIA+ Calgarians concur that The City of Calgary's customer service lives up to their expectations.

*Similar* experiences are had by 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians alike when it comes to customer service, with a majority finding that The City of Calgary meets their customer service expectations (81% of 2SLGBTQIA+ Calgarians and 73% of non-2SLGBTQIA+ Calgarians).

# 2023 Fall key findings (4 of 6)

## Input from Calgarians

**2SLGBTQIA+ Calgarians positively value their input opportunities, The City's responsiveness, and appreciate The City's efforts to include their input in its decision making processes.**

Under input, both 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians hold *similar* opinions on one aspect:

- Agreement that The City of Calgary is responsive to the needs and expectations of Calgarians (66% of 2SLGBTQIA+ Calgarians and 61% of non-2SLGBTQIA+ Calgarians).

Two statistical *differences* emerge where 2SLGBTQIA+ Calgarians express a heightened sense of inclusion:

- Perception of Calgarians having enough opportunities to provide input into decision making about City projects and services (62% of 2SLGBTQIA+ Calgarians vs. 51% of non-2SLGBTQIA+ Calgarians)
- Confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions (70% of 2SLGBTQIA+ Calgarians vs. 59% of non-2SLGBTQIA+ Calgarians)

## Reputation and performance

**2SLGBTQIA+ Calgarians show mixed trust levels in The City, but maintain an overall positive sentiment. Satisfaction is high with City Administration performance, while views on Council's performance are moderately lower.**

When it comes to trust and satisfaction with The City of Calgary, both 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians show *similar* sentiments:

- Trust in The City of Calgary (52% of 2SLGBTQIA+ Calgarians and 46% of non-2SLGBTQIA+ Calgarians)
- Satisfaction with The City of Calgary, including Council and Administration as a whole (70% of 2SLGBTQIA+ Calgarians and 62% of non-2SLGBTQIA+ Calgarians)
- Satisfaction with the way City Administration, excluding City Council is running the city (76% of 2SLGBTQIA+ Calgarians and 69% of non-2SLGBTQIA+ Calgarians)
- Satisfaction with the way City Council, excluding City Administration is running the city (64% of 2SLGBTQIA+ Calgarians and 54% of non-2SLGBTQIA+ Calgarians)

# 2023 Fall key findings (5 of 6)

## Council focus areas

Most 2SLGBTQIA+ Calgarians recognize The City's efforts in celebrating culture, heritage, and diversity, and are enthusiastic about its work with Indigenous partners. However, they have mixed feelings about its work on addressing social issues like mental health and addiction.

For the council focus areas measured, 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians show similar as well as differing perspectives. The **similar** viewpoints between the two groups are:

- Agreement that The City is doing a good job at working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (86% of 2SLGBTQIA+ Calgarians and 88% of non-2SLGBTQIA+ Calgarians)
- Agreement that The City is doing a good job at working with community partners to address social issues such as mental health and addiction (49% of 2SLGBTQIA+ Calgarians and 58% of non-2SLGBTQIA+ Calgarians)

And while results are still positive, there is a statistical **difference** with fewer 2SLGBTQIA+ Calgarians in agreement about:

- The City doing a good job working to build meaningful relationships with Indigenous partners (73% of 2SLGBTQIA+ Calgarians vs. 82% of non-2SLGBTQIA+ Calgarians).

## Housing and affordability

Nearly all 2SLGBTQIA+ Calgarians believe The City ought to invest more in affordable housing for low-income people, this partially rests on the fact that few of them believe that adequate housing is currently accessible.

When it comes to affordable housing and housing adequacy, views are more pronounced among 2SLGBTQIA+ Calgarians. The statistical **differences** between the two groups are:

- Agreement that The City should invest more into affordable housing programs for low-income Calgarians is higher among 2SLGBTQIA+ Calgarians (97% of 2SLGBTQIA+ Calgarians vs. 90% of non-2SLGBTQIA+ Calgarians). This is largely driven by a statistically higher proportion of 2SLGBTQIA+ Calgarians who 'strongly' agree (84% vs. 67%, respectively)
- Agreement that all Calgarians have access to adequate housing that meets their needs is lower among 2SLGBTQIA+ Calgarians (15% of 2SLGBTQIA+ Calgarians vs. 31% of non-2SLGBTQIA+ Calgarians)

# 2023 Fall key findings (6 of 6)

## Downtown Calgary

**2SLGBTQIA+ Calgarians express strong concerns about safety in the downtown area, and they also firmly believe that The City should invest more in downtown infrastructure.**

The two groups share *similar* opinions about downtown Calgary's needs:

- Agreement that more should be done by The City to address safety issues in downtown (91% of 2SLGBTQIA+ Calgarians and 94% of non-2SLGBTQIA+ Calgarians)
- Belief that The City should be investing more into infrastructure in Calgary's downtown (69% of 2SLGBTQIA+ Calgarians and 70% of non-2SLGBTQIA+ Calgarians)



# Detailed findings

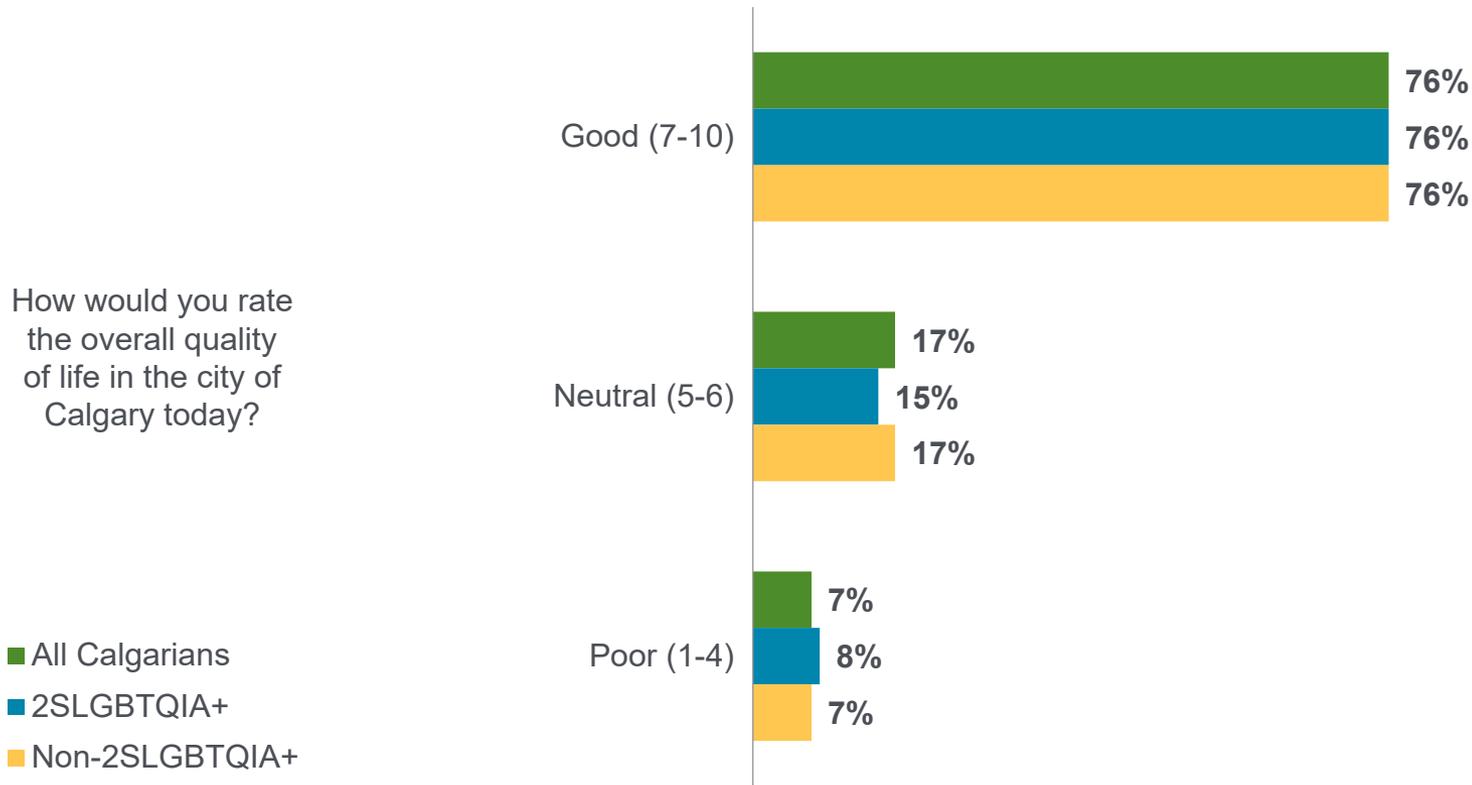


# Quality of life



# Overall quality of life in Calgary

In general, three-quarters (76%) of Calgarians rate the overall quality of life in The City of Calgary as ‘good.’ The degree of agreement is the same for 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians at 76%.

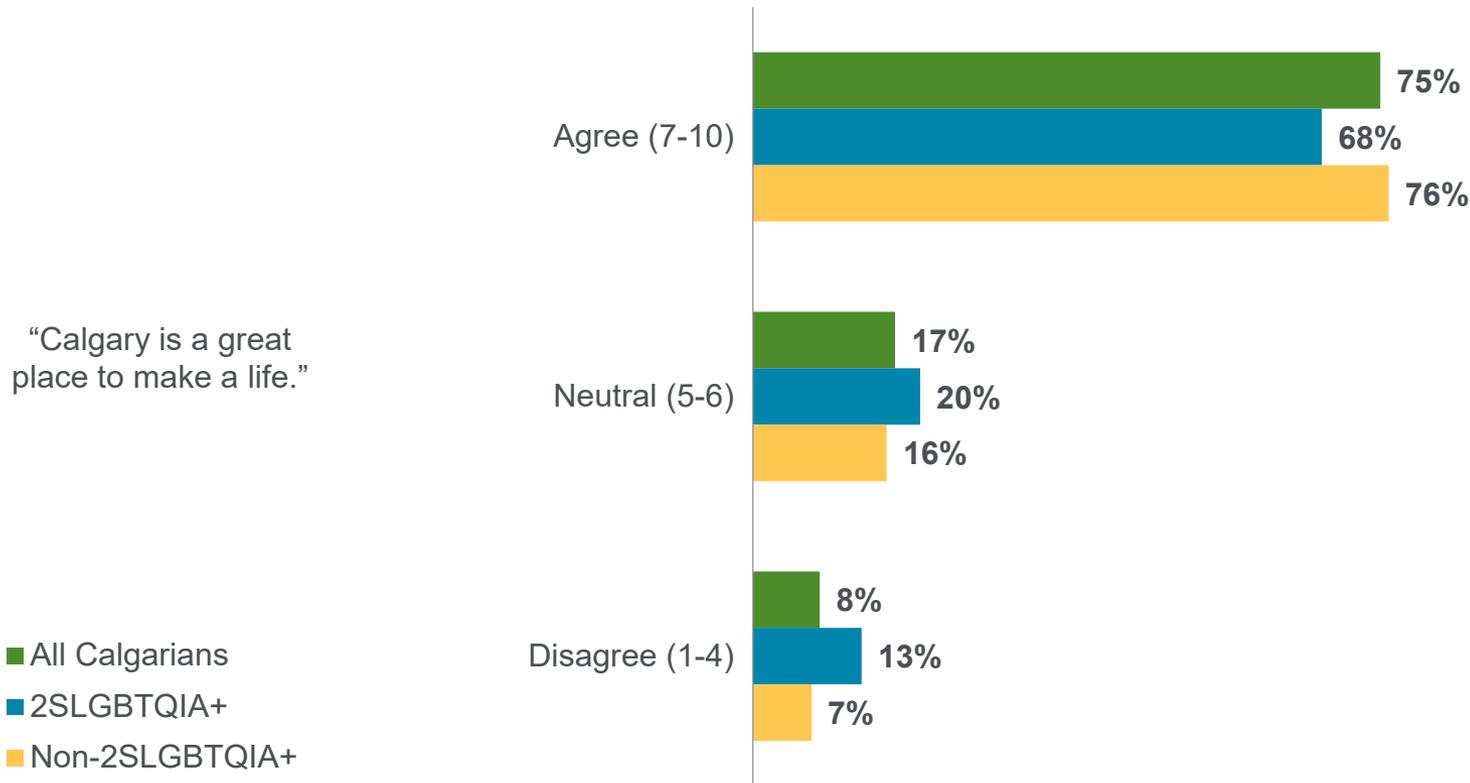


Q. On a scale of “1” to “10” where “1” is “very poor” and “10” is “very good,” how would you rate the overall quality of life in the city of Calgary today?  
 Base: Valid respondents (All Calgarians n=2,497, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,320)



# Great place to make a life

Three-quarters (75%) of Calgarians agree that Calgary is a great place to make a life. There are similar levels agreement between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians, with no statistically significant differences in opinion (68% and 76%, respectively).



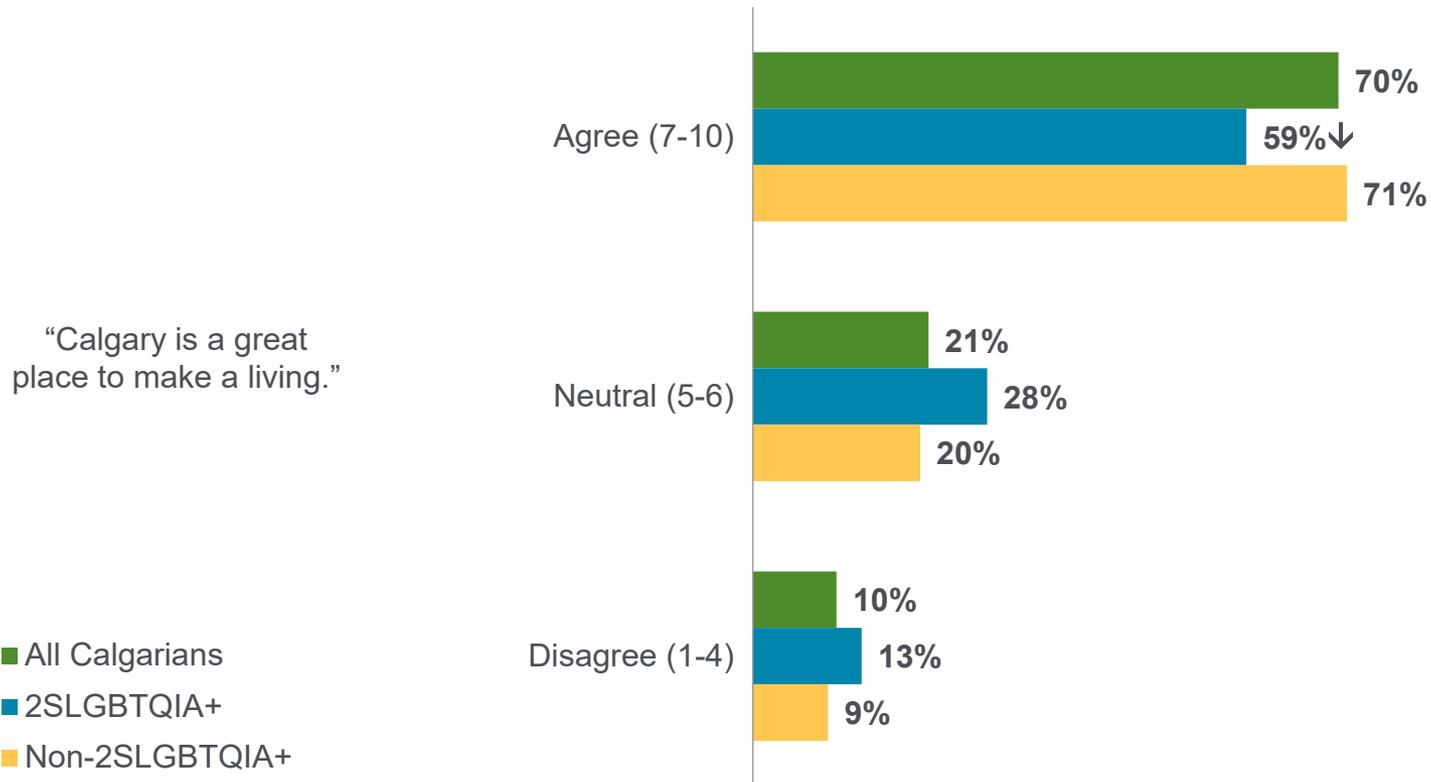
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents (All Calgarians n=2,496, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,319)



# Great place to make a living

Seven-in-ten (70%) Calgarians believe Calgary is a great place to make a living. This belief is held by a statistically smaller proportion of 2SLGBTQIA+ Calgarians (59%) compared to non-2SLGBTQIA+ Calgarians (71%).



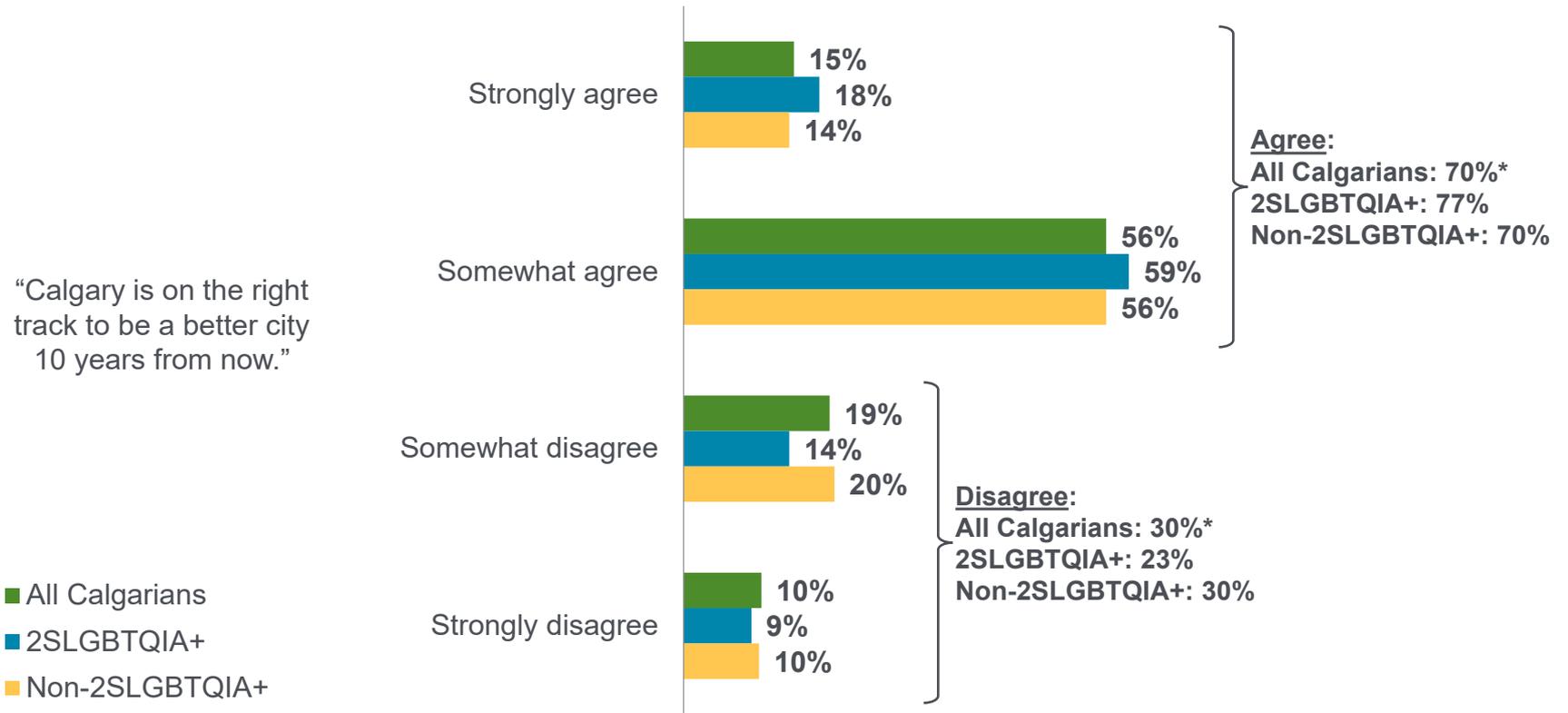
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."  
 Base: Valid respondents (All Calgarians n=2,478, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,302)

↑ / ↓ Statistically higher / lower than comparable subgroup



# On track to be a better city

Generally, seven-in-ten (70%) Calgarians think Calgary is poised to become a better city in the next 10 years, There are no statistically significant differences by subgroup with 77% of 2SLGBTQIA+ Calgarians and 70% of non-2SLGBTQIA+ Calgarians in agreement about Calgary’s future.



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=2,475, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,298)

\* Rounding

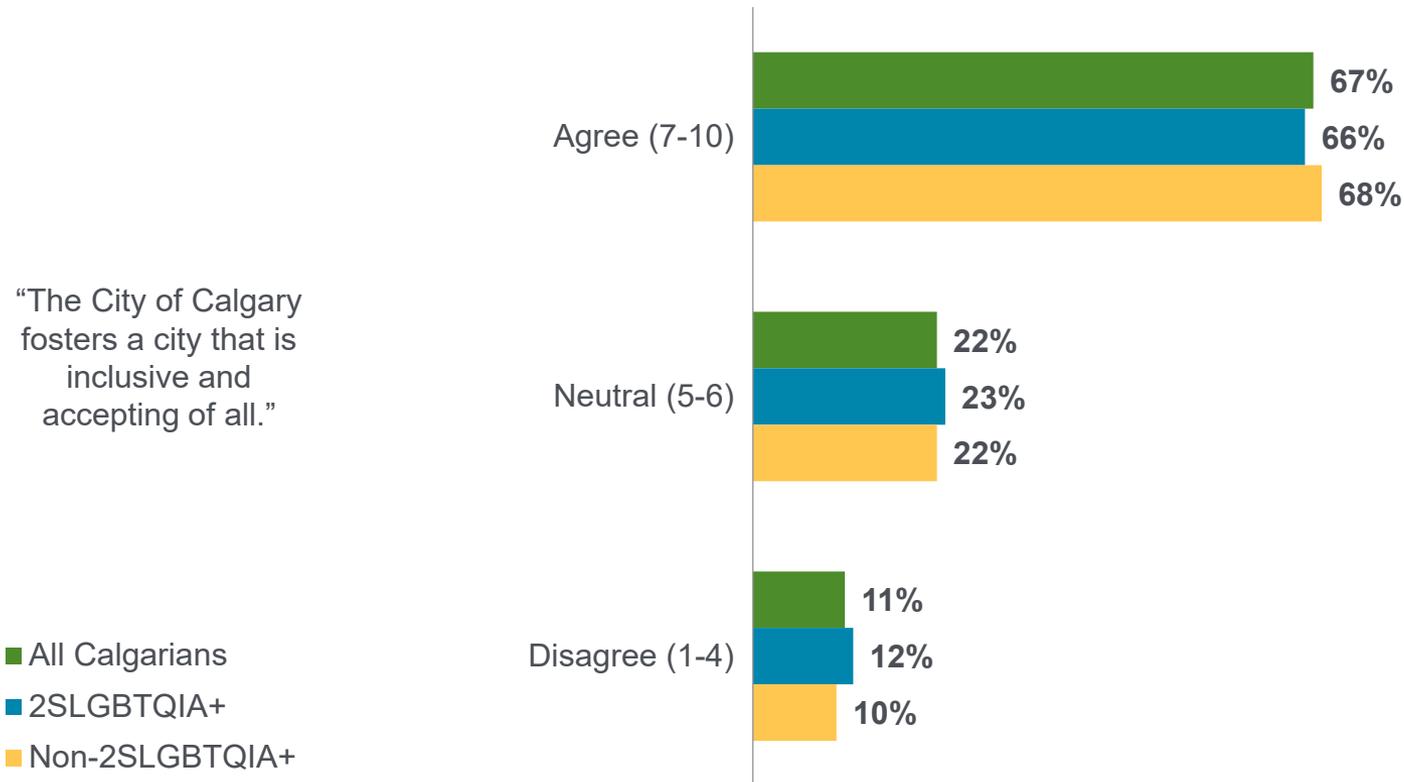


# Inclusivity



# Perceptions of inclusion

Two-thirds (67%) of Calgarians feel The City fosters a city that is inclusive and accepting of all. Similar proportions of 2SLGBTQIA+ Calgarians (66%) and non-2SLGBTQIA+ Calgarians (68%) feel this way.



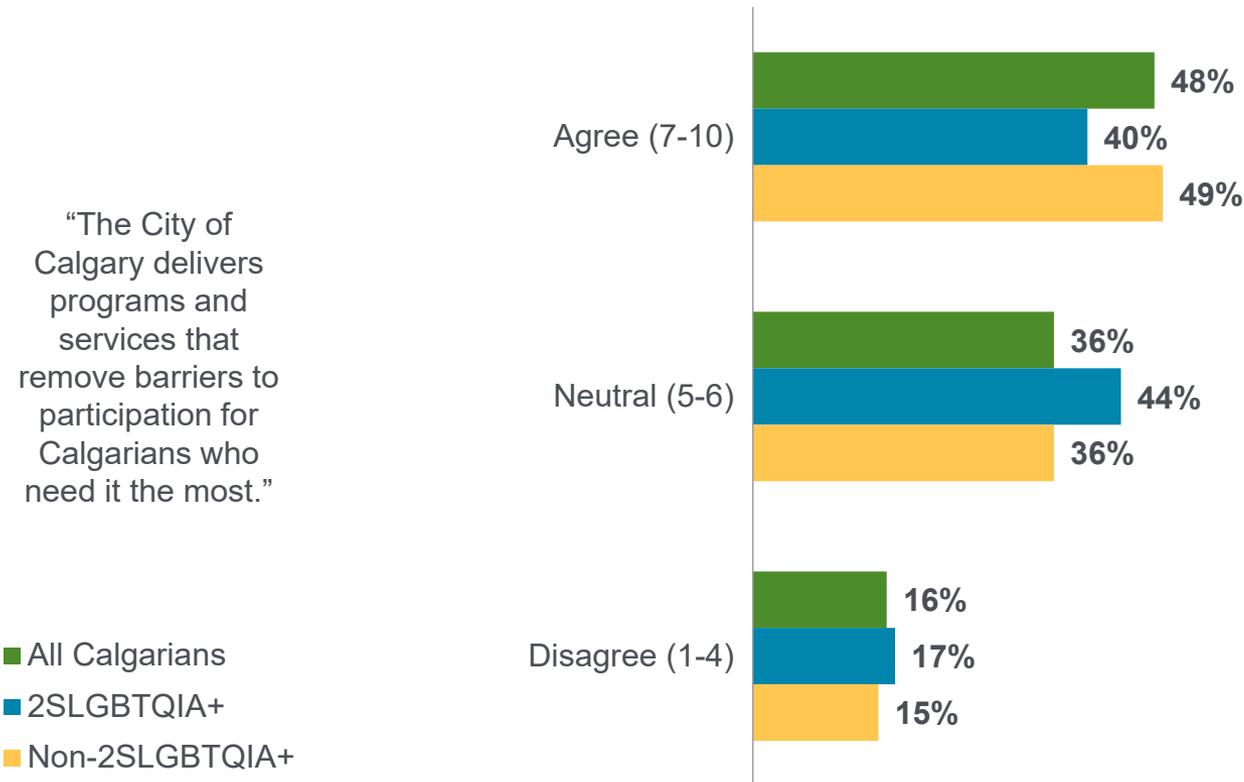
Q. I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where “1” is “completely disagree” and “10” is “completely agree.”

Base: Valid respondents (All Calgarians n=2,473, 2SLGBTQIA+ n=120, Non-2SLGBTQIA+ n=2,300)



# Removes barriers to participation

Nearly one-half (48%) of Calgarians agree that The City delivers programs and services that remove barriers for Calgarians who need it the most. There are no statistically significant differences in agreement between the subgroups (40% of 2SLGBTQIA+ Calgarians and 49% of non-2SLGBTQIA+ Calgarians).



Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
 Base: Valid respondents (All Calgarians n=2,399, 2SLGBTQIA+ n=119, Non-2SLGBTQIA+ n=2,233)

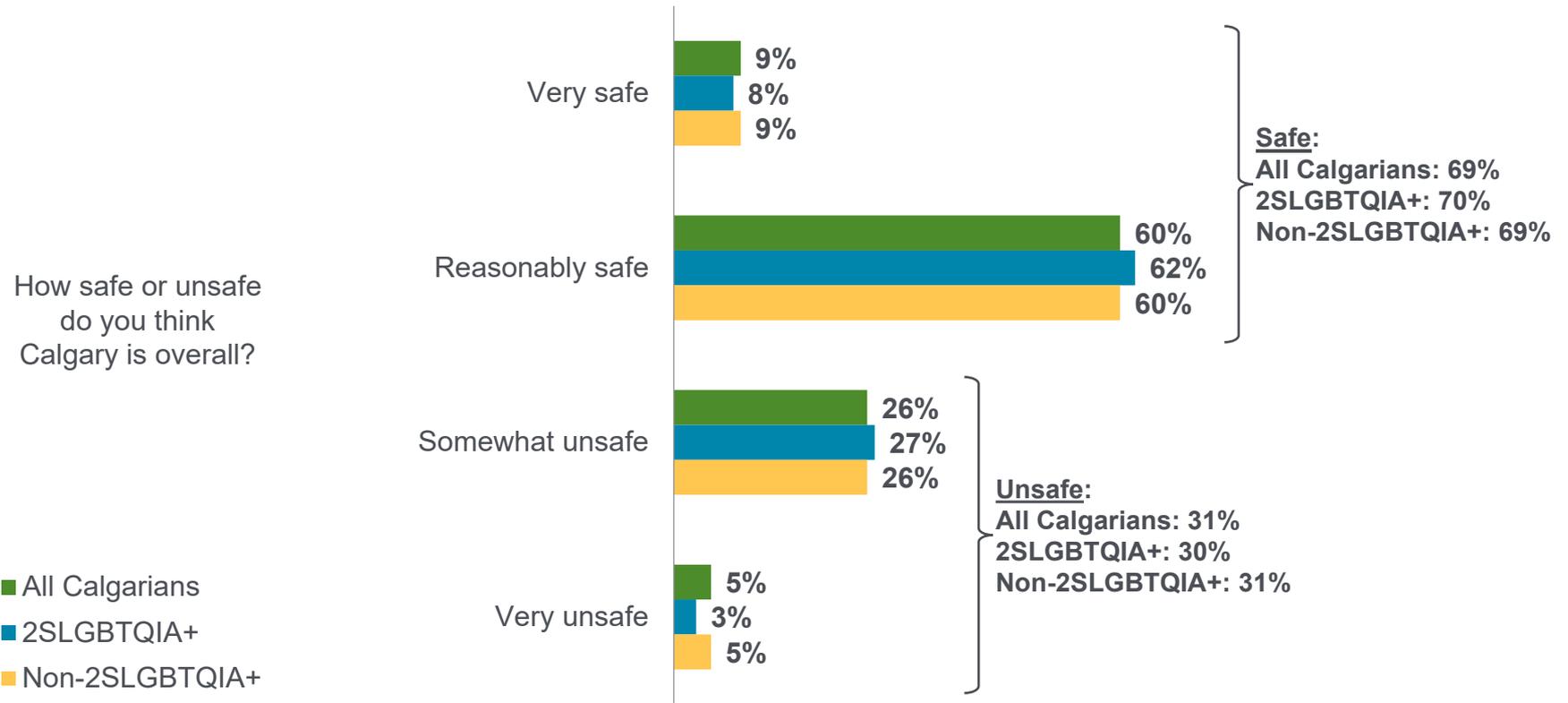


# Safety



# Overall perceived safety of the city of Calgary

Seven-in-ten (69%) Calgarians think the city is 'safe.' Agreement among 2SLGBTQIA+ Calgarians (70%) is on par with non-2SLGBTQIA+ Calgarians (69%).



Q. How safe or unsafe do you think Calgary is overall?

Base: Valid respondents (All Calgarians n=2,492, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,315)

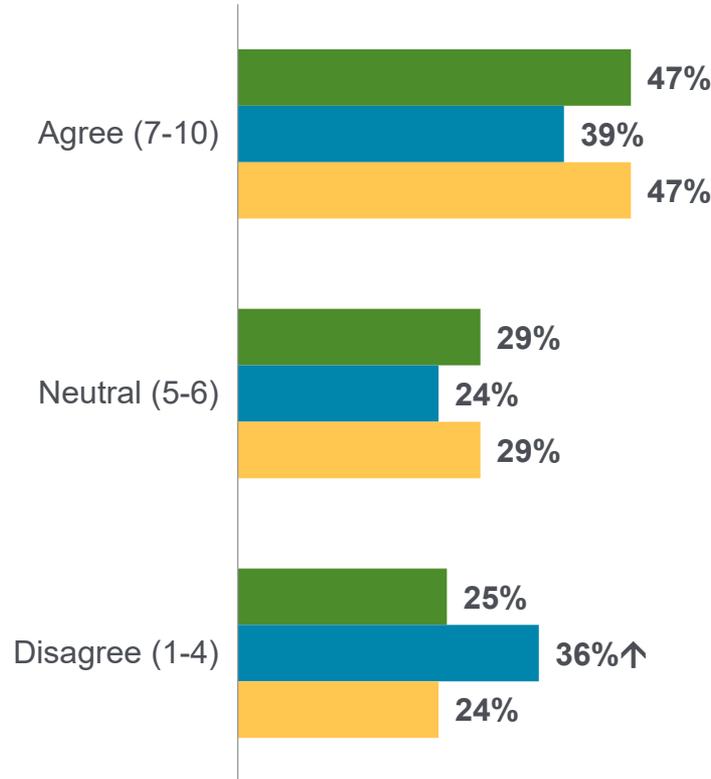


# Safe for all residents and visitors

Around one-half (47%) of Calgarians think the city of Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity. No statistically significant differences by subgroup exist (39% among 2SLGBTQIA+ Calgarians and 47% among non-2SLGBTQIA+ Calgarians). Although, a higher proportion of 2LGBTQIA+ Calgarians disagree (36% vs. 24% of non-2SLGBTQIA+ Calgarians).

“Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity.”

- All Calgarians
- 2SLGBTQIA+
- Non-2SLGBTQIA+



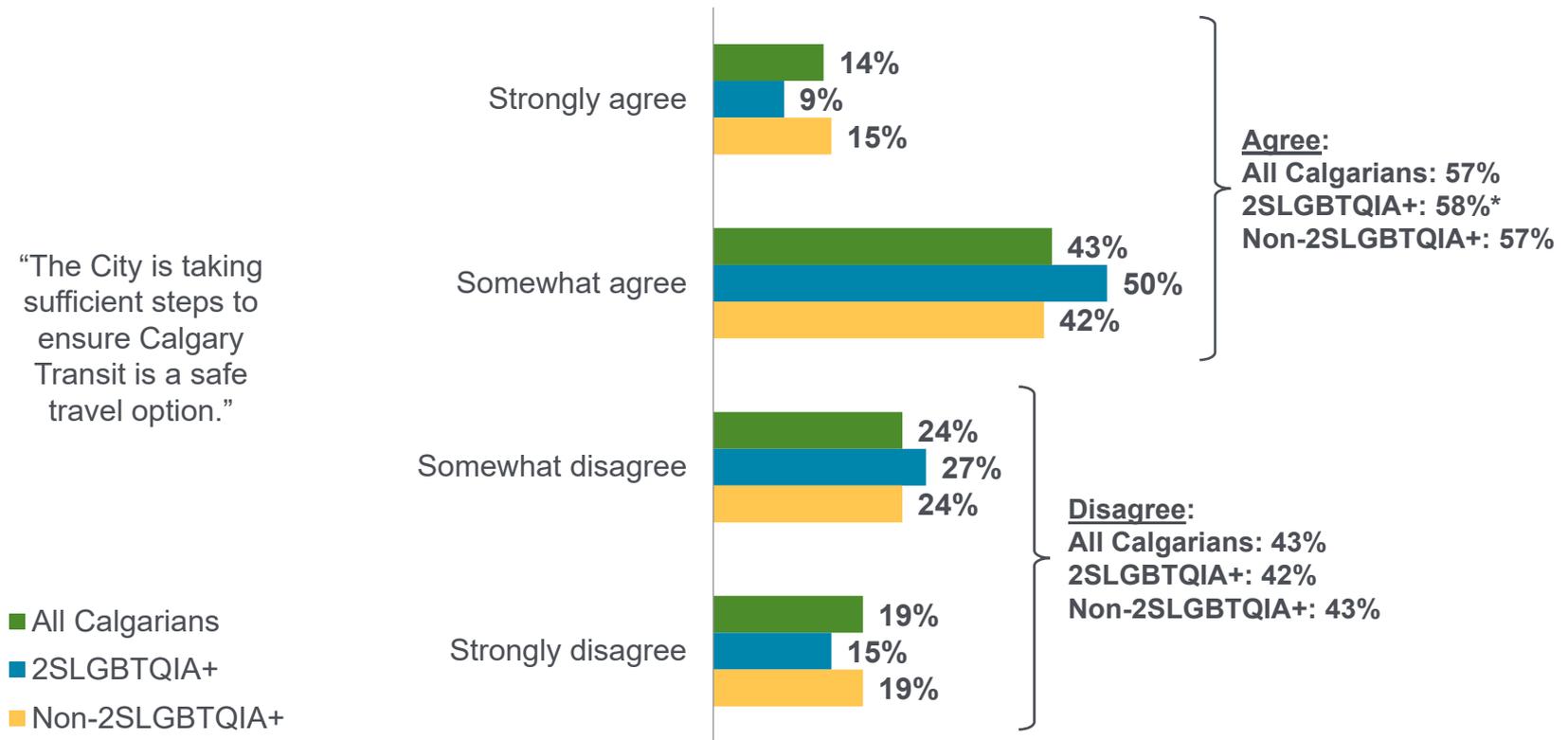
Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
 Base: Valid respondents (All Calgarians n=2,491, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,314)

↑ / ↓ Statistically higher / lower than comparable subgroup



# Ensuring Calgary Transit safety

More than one-half (57%) of all Calgarians feel The City is taking sufficient steps to ensure Calgary Transit is a safe travel option. There are no statistically significant differences between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians (58% and 57%, respectively).



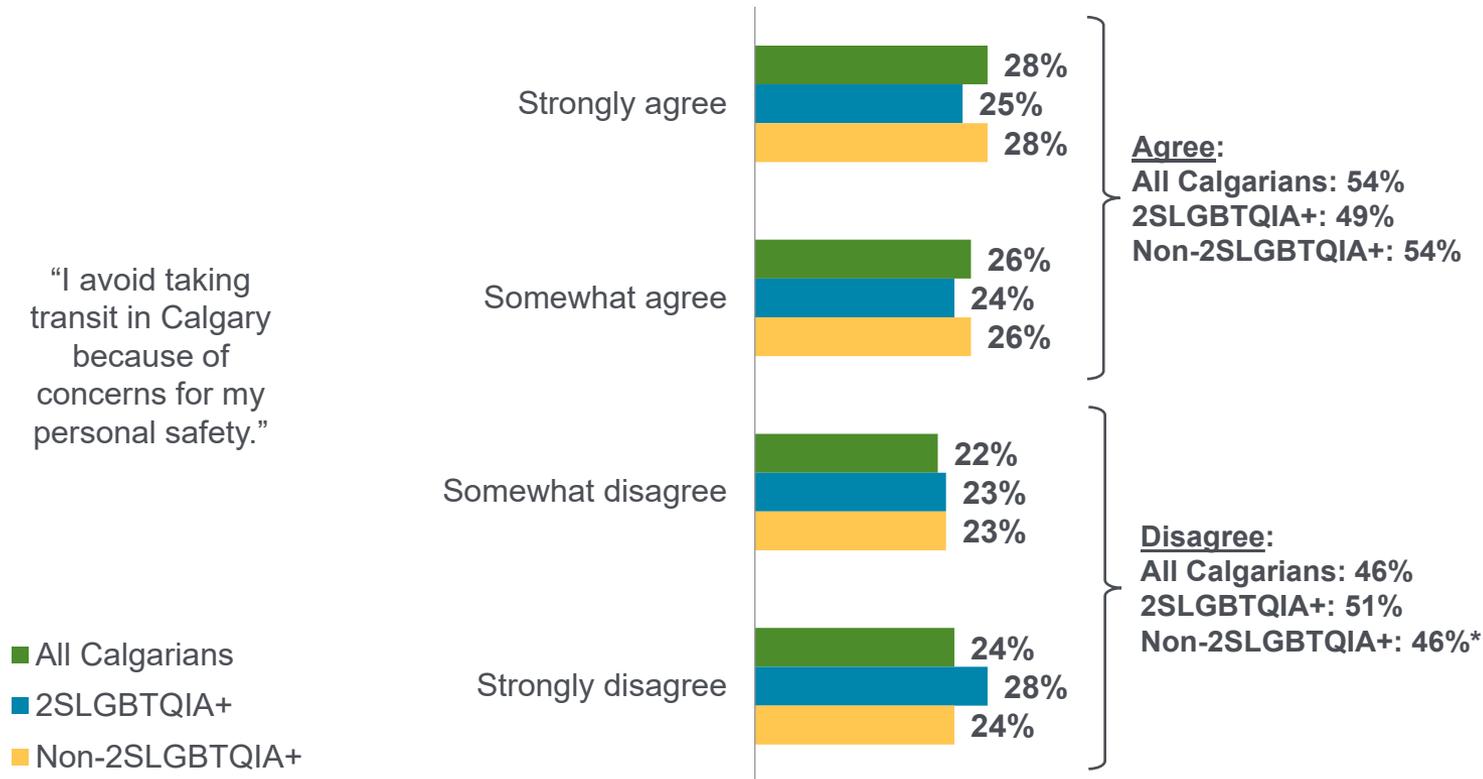
Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.  
 Base: Valid respondents (All Calgarians n=2,421, 2SLGBTQIA+ n=120, Non-2SLGBTQIA+ n=2,253)

\* Rounding



# Avoiding transit due to safety concerns

Around one-half (54%) of all Calgarians report they avoid taking transit in Calgary because of concerns for their personal safety. Similar proportions of both subgroups share this opinion (49% 2SLGBTQIA+ Calgarians and 54% non-2SLGBTQIA+ Calgarians).



Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.  
 Base: Valid respondents (All Calgarians n=2,417, 2SLGBTQIA+ n=119, Non-2SLGBTQIA+ n=2,248)

\* Rounding



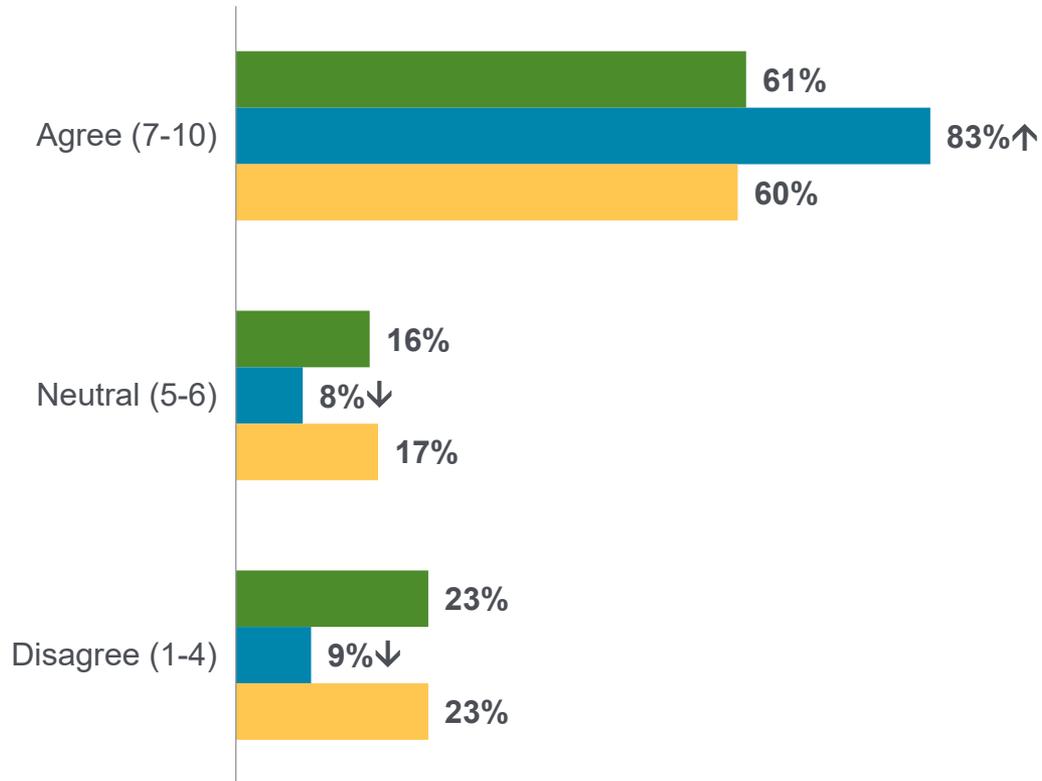
# The environment



# Climate change

Three-fifths (61%) of Calgarians think we need to act now to address climate change. A statistically larger proportion of 2SLGBTQIA+ Calgarians (83%) stress the urgency to address climate change compared to non-2SLGBTQIA+ Calgarians (60%).

“I think we need to act now to address climate change.”



- All Calgarians
- 2SLGBTQIA+
- Non-2SLGBTQIA+

Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
 Base: Valid respondents (All Calgarians n=2,482, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,306)

↑ / ↓ Statistically higher / lower than comparable subgroup

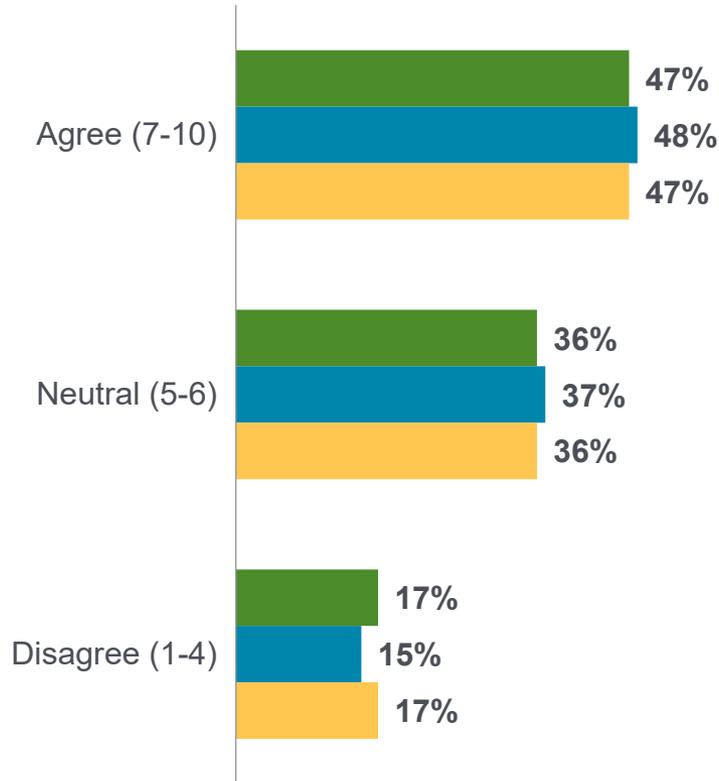


# City programs to reduce environmental impact

Around one-half (47%) of Calgarians agree The City has programs and services aimed at helping Calgarians reduce their environmental impact. Calgarians who identify as 2SLGBTQIA+ and those who do not agree in roughly equal proportions (48% and 47%, respectively).

“The City has programs and services aimed at helping Calgarians reduce their environmental impact.”

- All Calgarians
- 2SLGBTQIA+
- Non-2SLGBTQIA+



Q. Using the same agree or disagree scale, I have a few more statements that some people have said about life in Calgary.  
 Base: Valid respondents (All Calgarians n=2,429, 2SLGBTQIA+ n=117, Non-2SLGBTQIA+ n=2,263)

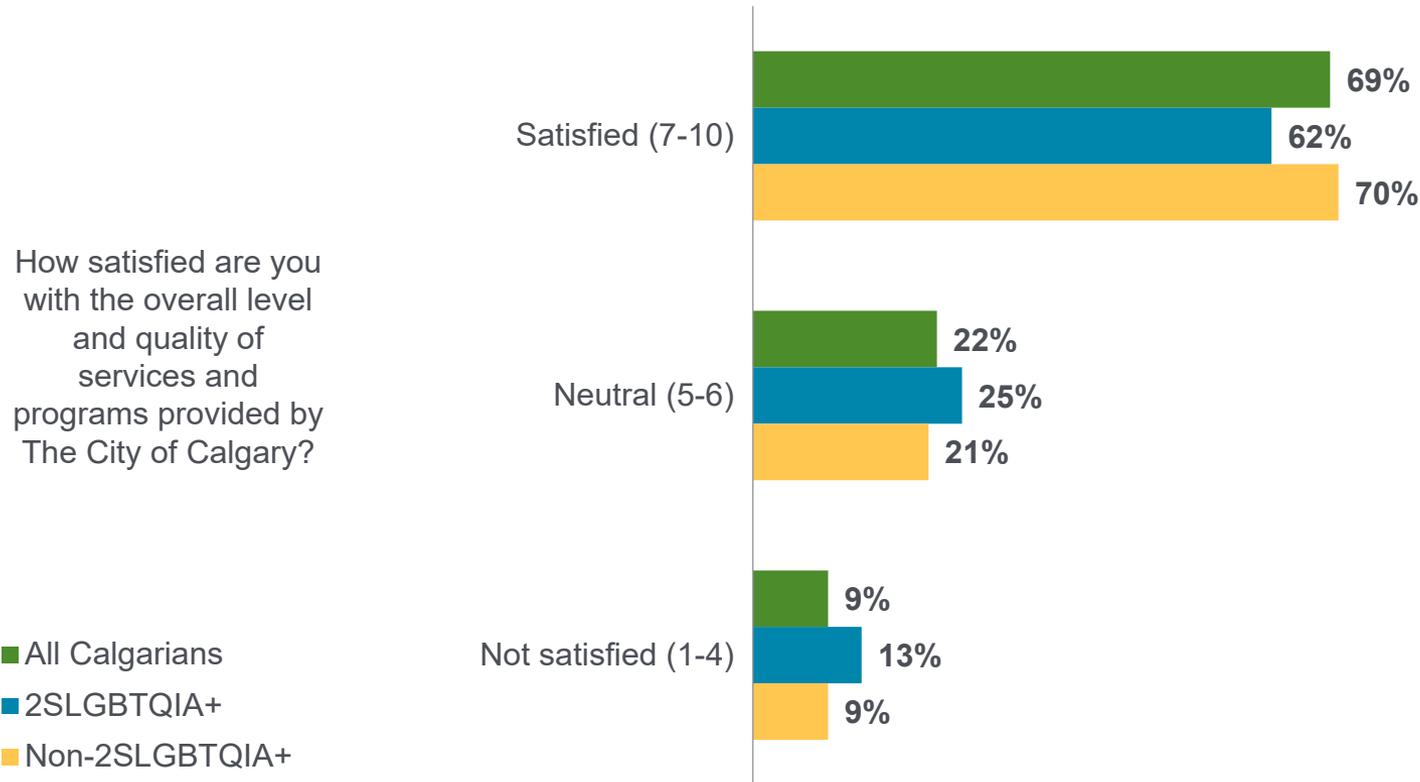


# City services and programs



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

Seven-in-ten (69%) Calgarians are satisfied with the overall level and quality of services and programs provided by The City. There are no statistically significant differences by subgroup (62% of 2SLGBTQIA+ Calgarians and 70% of non-2SLGBTQIA+ Calgarians).



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, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,321)

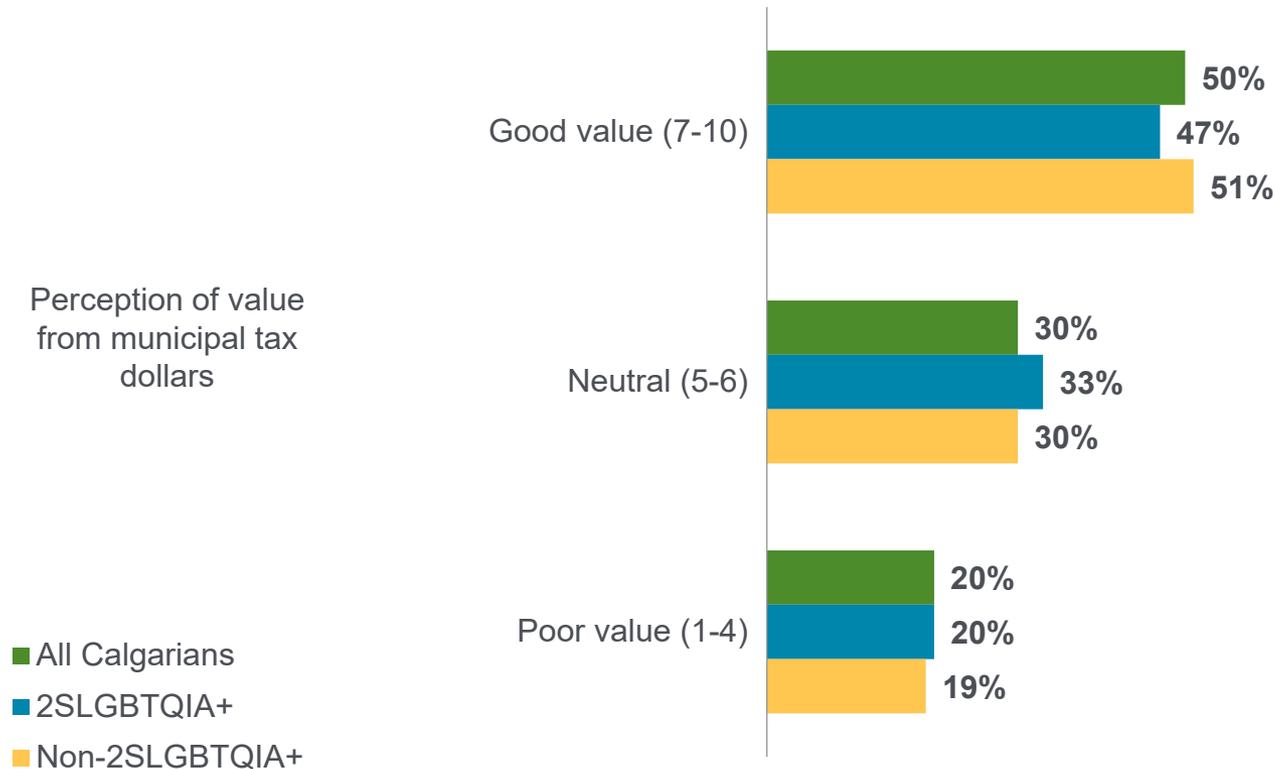


# Taxation



# Perceived value of property taxes

One-half (50%) of Calgarians perceive the value they receive from their tax dollars to be ‘good.’ This perception is held in equal measure by 2SLGBTQIA+ Calgarians (47%) and non-2SLGBTQIA+ Calgarians (51%).



Q. 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=2,440, 2SLGBTQIA+ n=117, Non-2SLGBTQIA+ n=2,273)

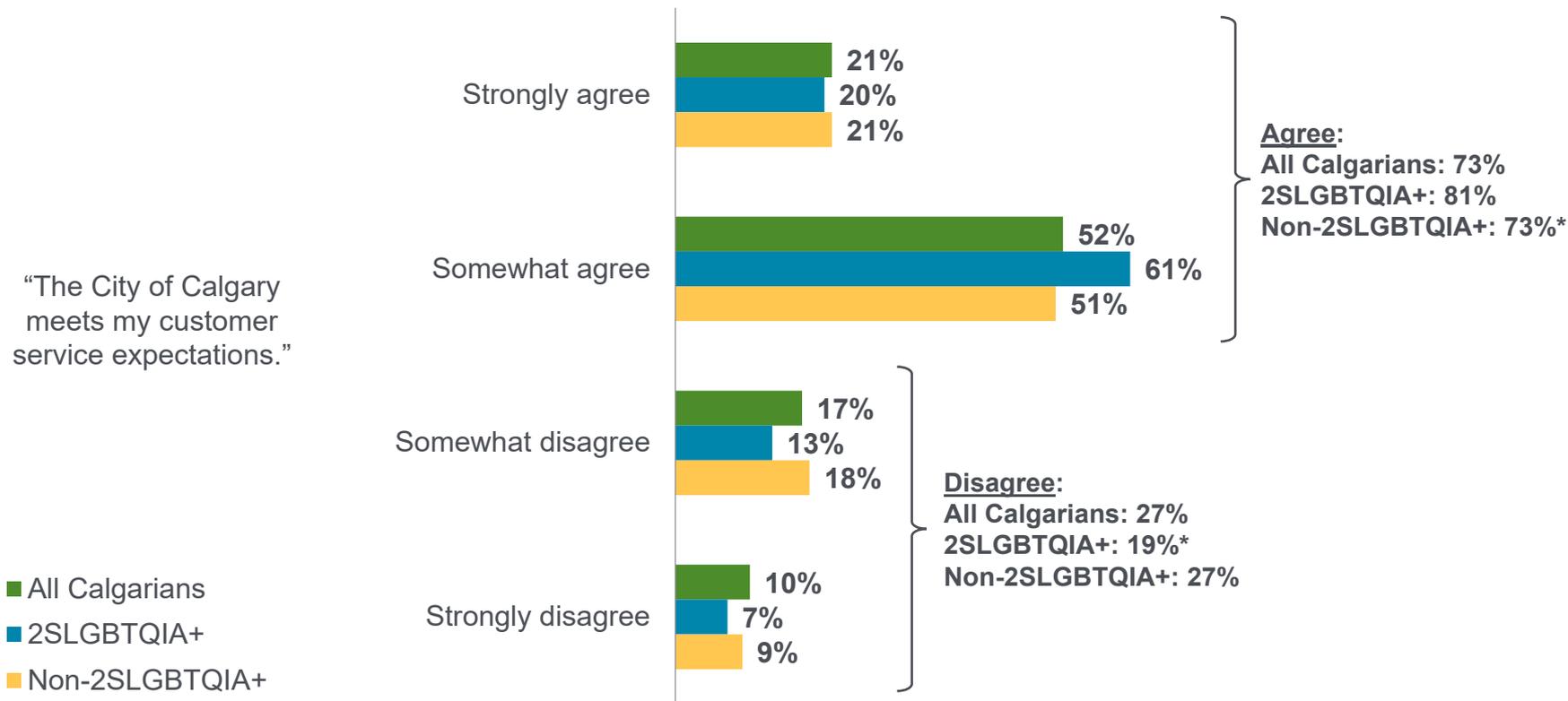


# Customer service



# Meets customer service expectations

Nearly three-quarters (73%) of Calgarians feel The City of Calgary’s customer service meets their expectations. There are no statistically significant differences by subgroup (81% 2SLGBTQIA+ Calgarians and 73% non-2SLGBTQIA+ Calgarians).



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=2,470, 2SLGBTQIA+ n=121, Non-2SLGBTQIA+ n=2,299)

\* 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.

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

SCAN ME

## TRIVIA

### Parks and recreation

How many kilometers of trails does Calgary have?  
1. 100 km  
2. 200 km  
3. 300 km  
4. 400 km

### Transportation

How many people use the Calgary Transit system daily?  
1. 100,000  
2. 200,000  
3. 300,000  
4. 400,000

### Calgary's communities

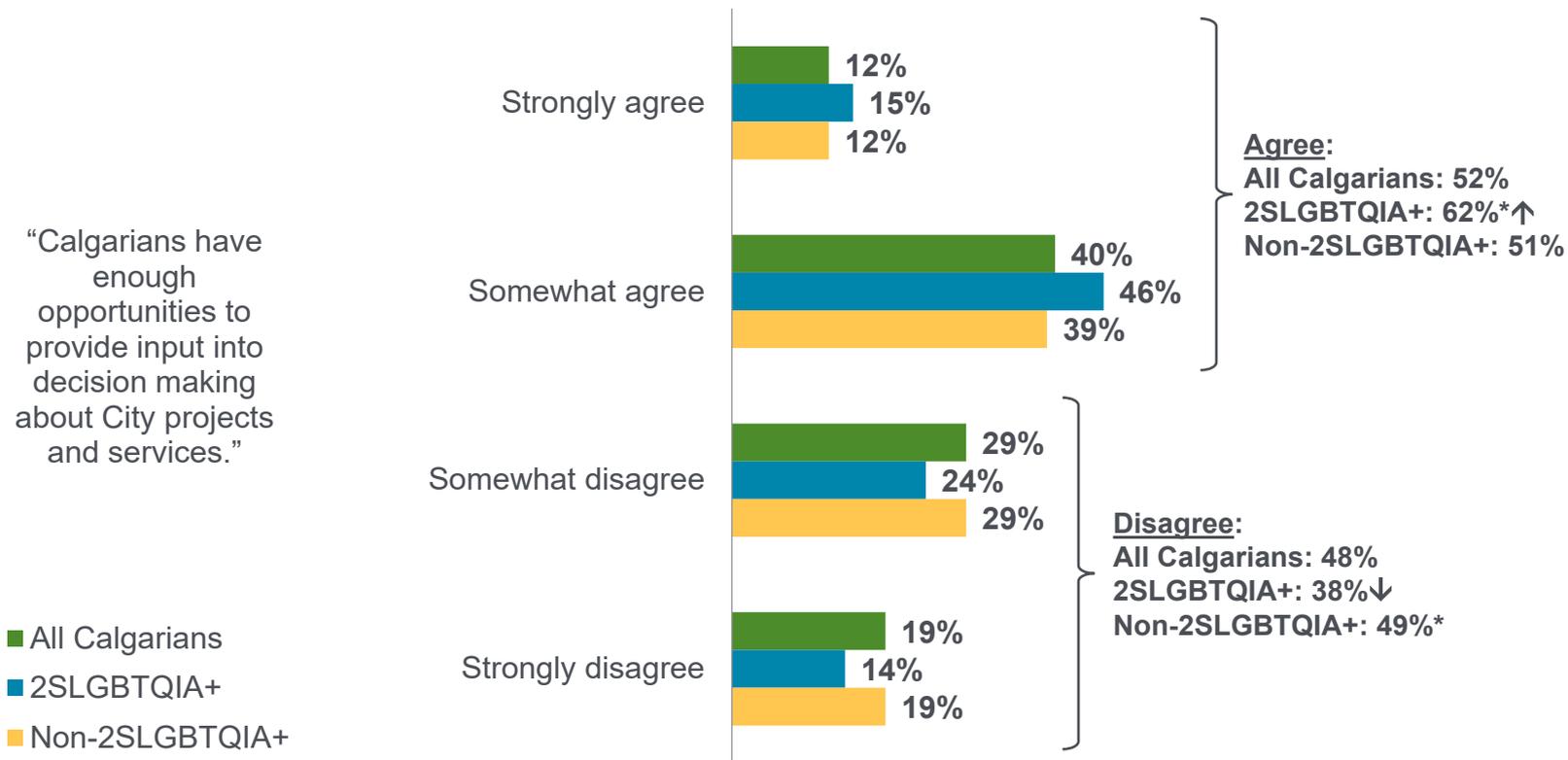
How many neighborhoods are there in Calgary?  
1. 100  
2. 200  
3. 300  
4. 400

# Input from Calgarians



# Enough opportunities to provide input

Around one-half (52%) of Calgarians feel they have enough opportunities to provide input into decision making about City projects and services. A statistically higher proportion of 2SLGBTQIA+ Calgarians agree (62%) compared to non-2SLGBTQIA+ Calgarians (51%).



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=2,463, 2SLGBTQIA+ n=121, Non-2SLGBTQIA+ n=2,290)

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

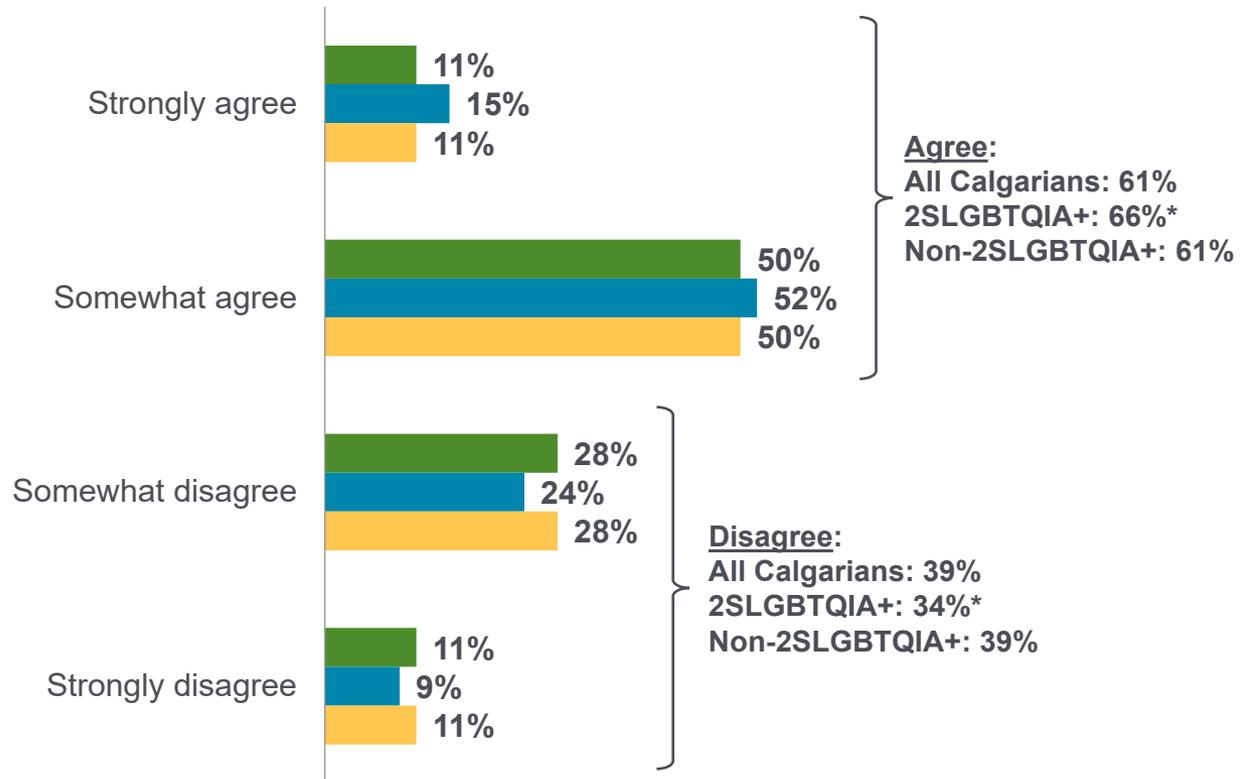


# Responsive to Calgarians

Three-fifths (61%) of all Calgarians think The City of Calgary is responsive to the needs and expectations of Calgarians. Similar proportions of 2SLGBTQIA+ Calgarians (66%) and non-2SLGBTQIA Calgarians (61%) have this opinion.

“The City of Calgary is responsive to the needs and expectations of Calgarians.”

- All Calgarians
- 2SLGBTQIA+
- Non-2SLGBTQIA+



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

Base: Valid respondents (All Calgarians n=2,486, 2SLGBTQIA+ n=121, Non-2SLGBTQIA+ n=2,312)

\* Rounding

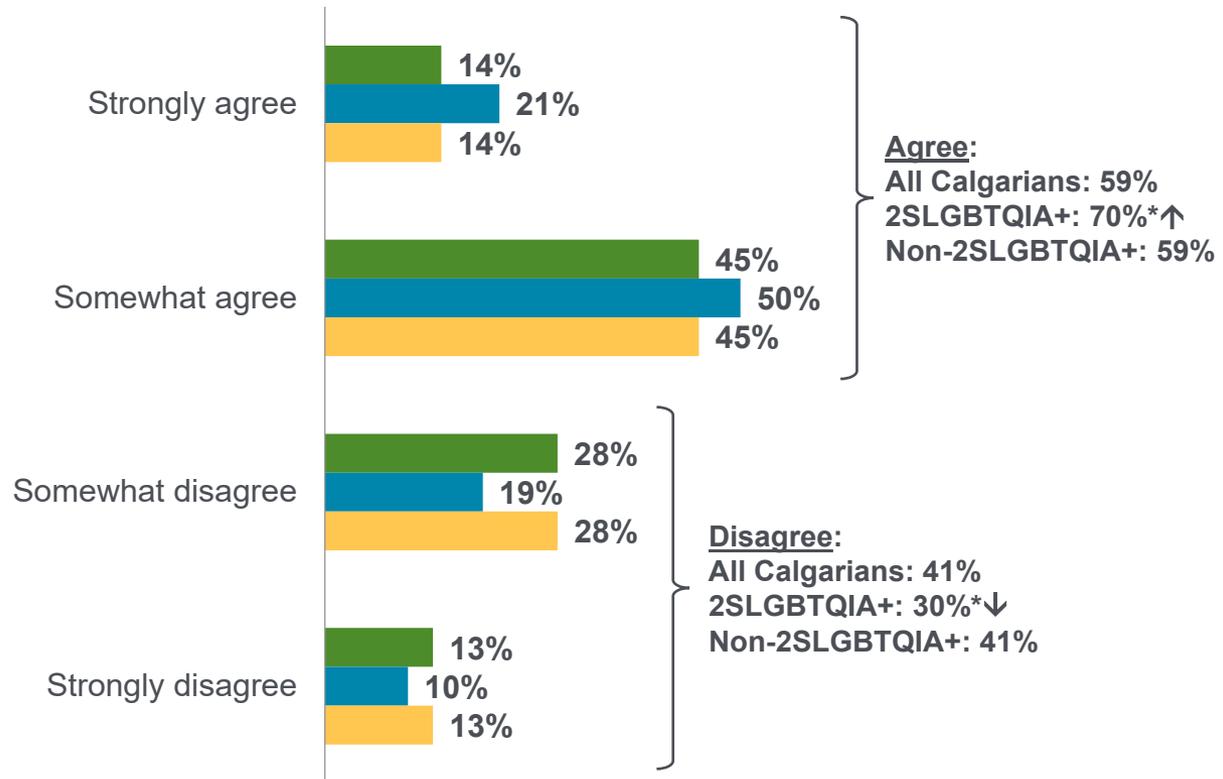


# Including Calgarians' input

Three-fifths (59%) of Calgarians are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. Confidence levels are higher among 2SLGBTQIA+ Calgarians (70%) compared to non-2SLGBTQIA+ Calgarians (59%).

"I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions."

- All Calgarians
- 2SLGBTQIA+
- Non-2SLGBTQIA+



Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,461, 2SLGBTQIA+ n=119, Non-2SLGBTQIA+ n=2,291)

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



# Reputation and performance

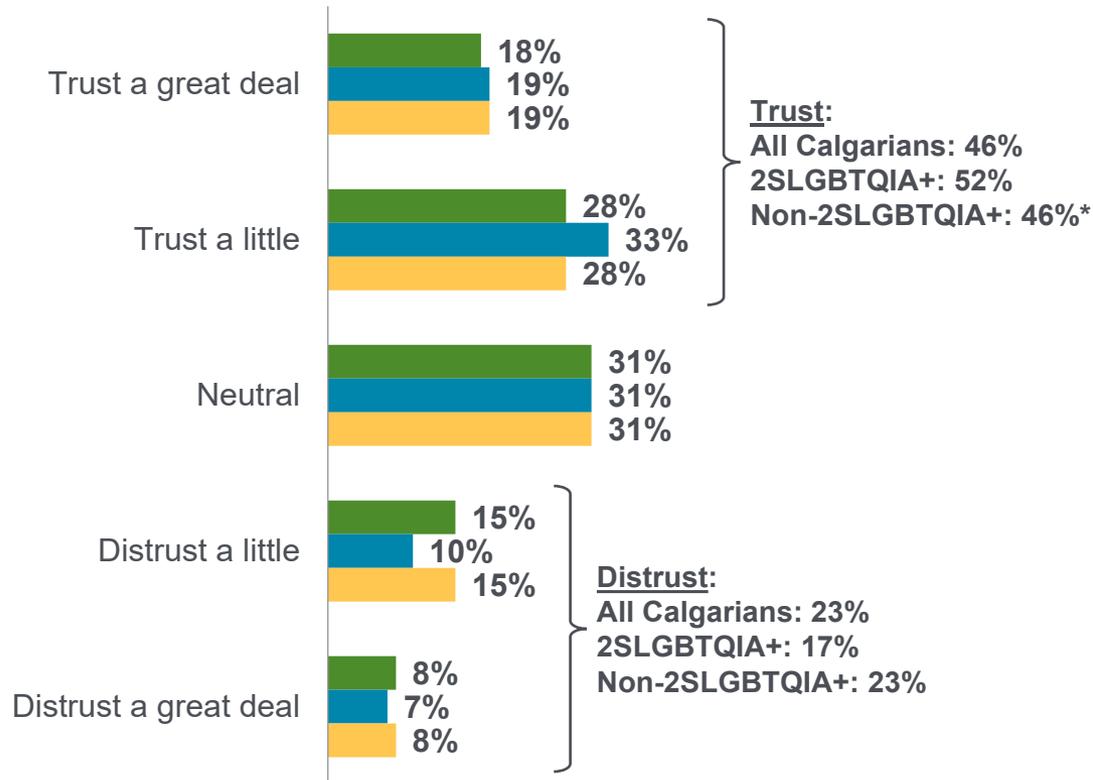


# Trust in The City of Calgary

Around one-half (46%) of all Calgarians say they trust The City of Calgary. There is no statistically significant difference in the level of trust between 2SLGBTQIA+ Calgarians (52%) and non-2SLGBTQIA+ Calgarians (46%).

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

- All Calgarians
- 2SLGBTQIA+
- Non-2SLGBTQIA+



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

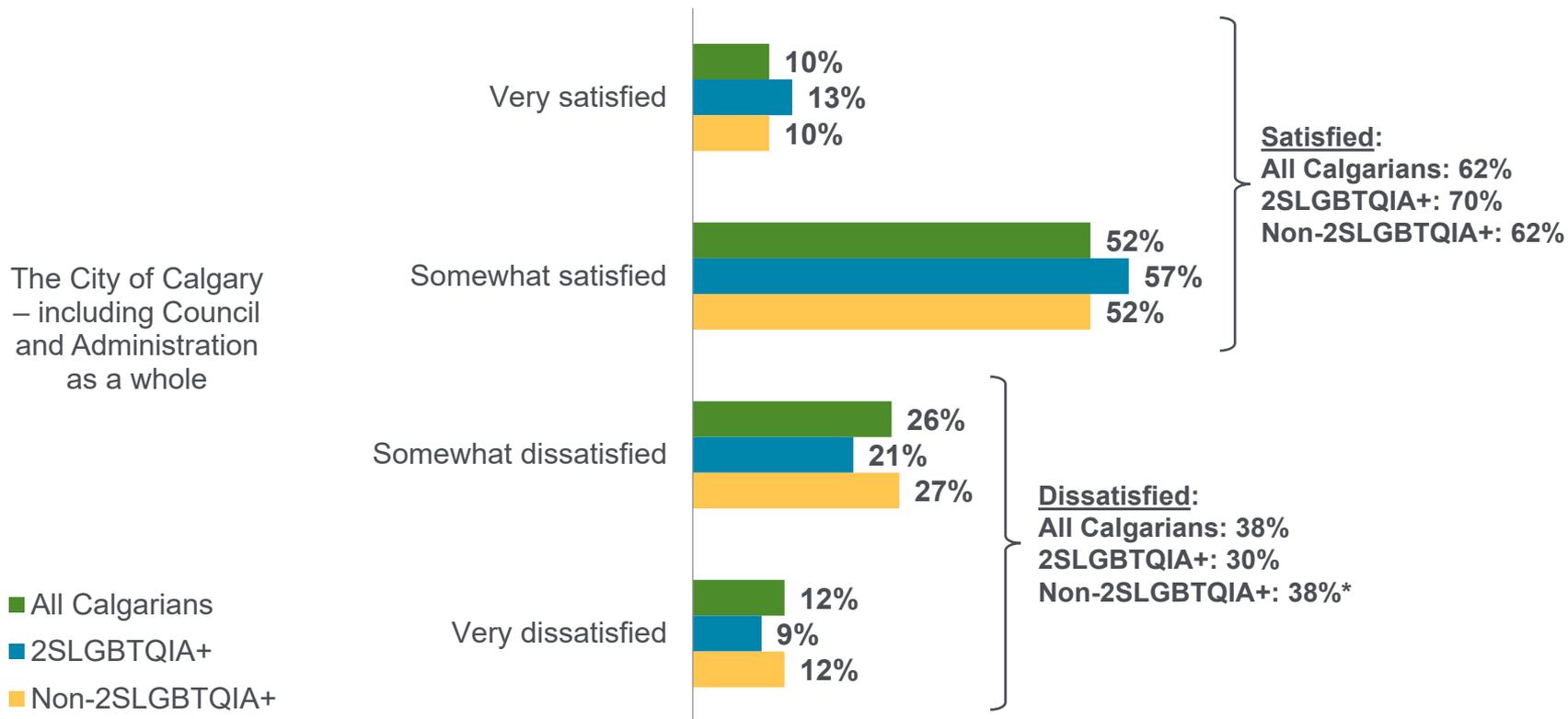
Base: Valid respondents (All Calgarians n=2,488, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,312)

\* Rounding



# Satisfaction with The City as a whole

Around three-fifths (62%) of Calgarians are satisfied with the way The City, including Council and Administration is going about running the city. Satisfaction is similar between the subgroups (70% of 2SLGBTQIA+ Calgarians and 62% of non-2SLGBTQIA+ Calgarians).



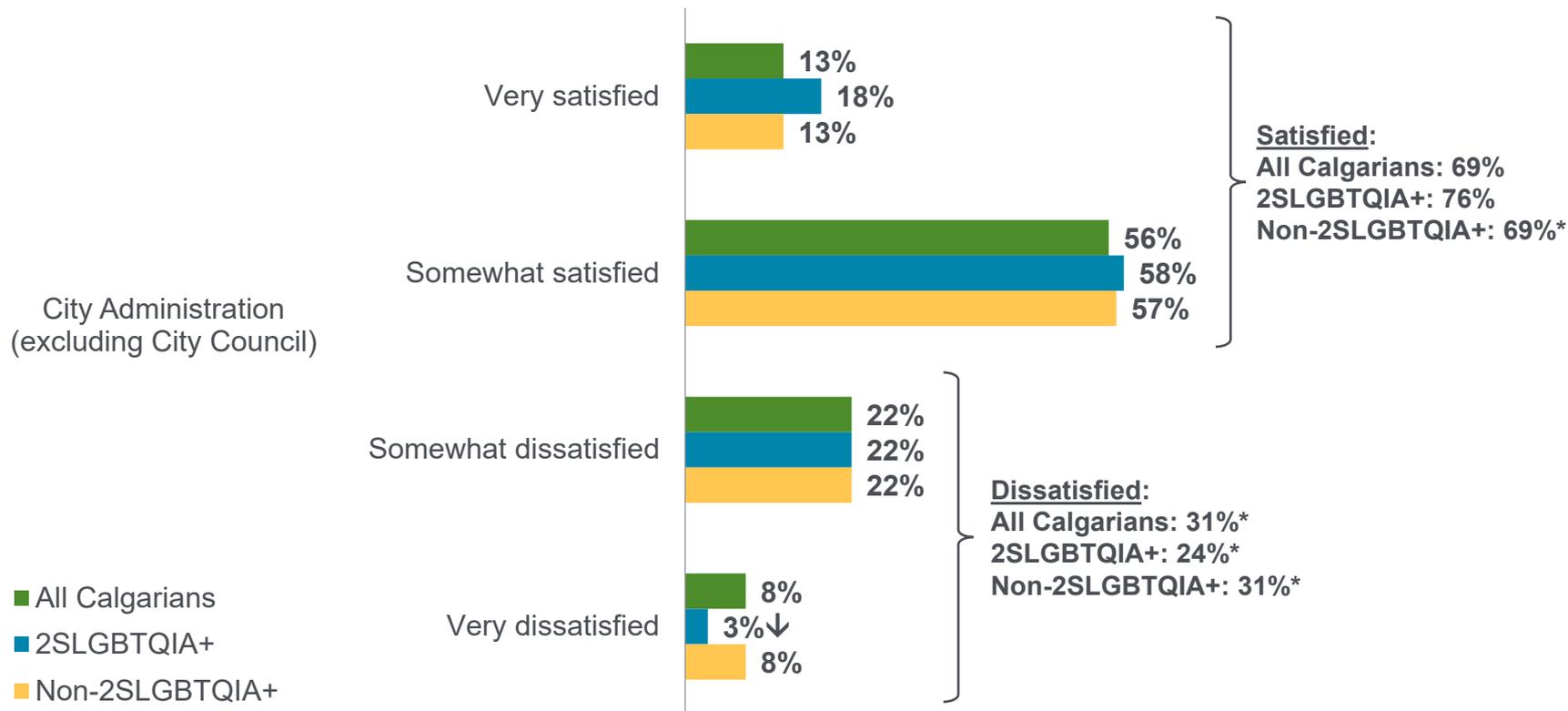
Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary – including Council and Administration as a whole - is going about running our city?  
 Base: Valid respondents (All Calgarians n=2,489, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,313)

\* Rounding



# Satisfaction with City Administration

Seven-in-ten (69%) Calgarians are satisfied with the way City Administration (excluding City Council) is going about running the city. Similar proportions of 2SLGBTQIA+ (76%) and non 2SLGBTQIA+ (69%) Calgarians are satisfied.



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=2,461, 2SLGBTQIA+ n=121, Non-2SLGBTQIA+ n=2,288)

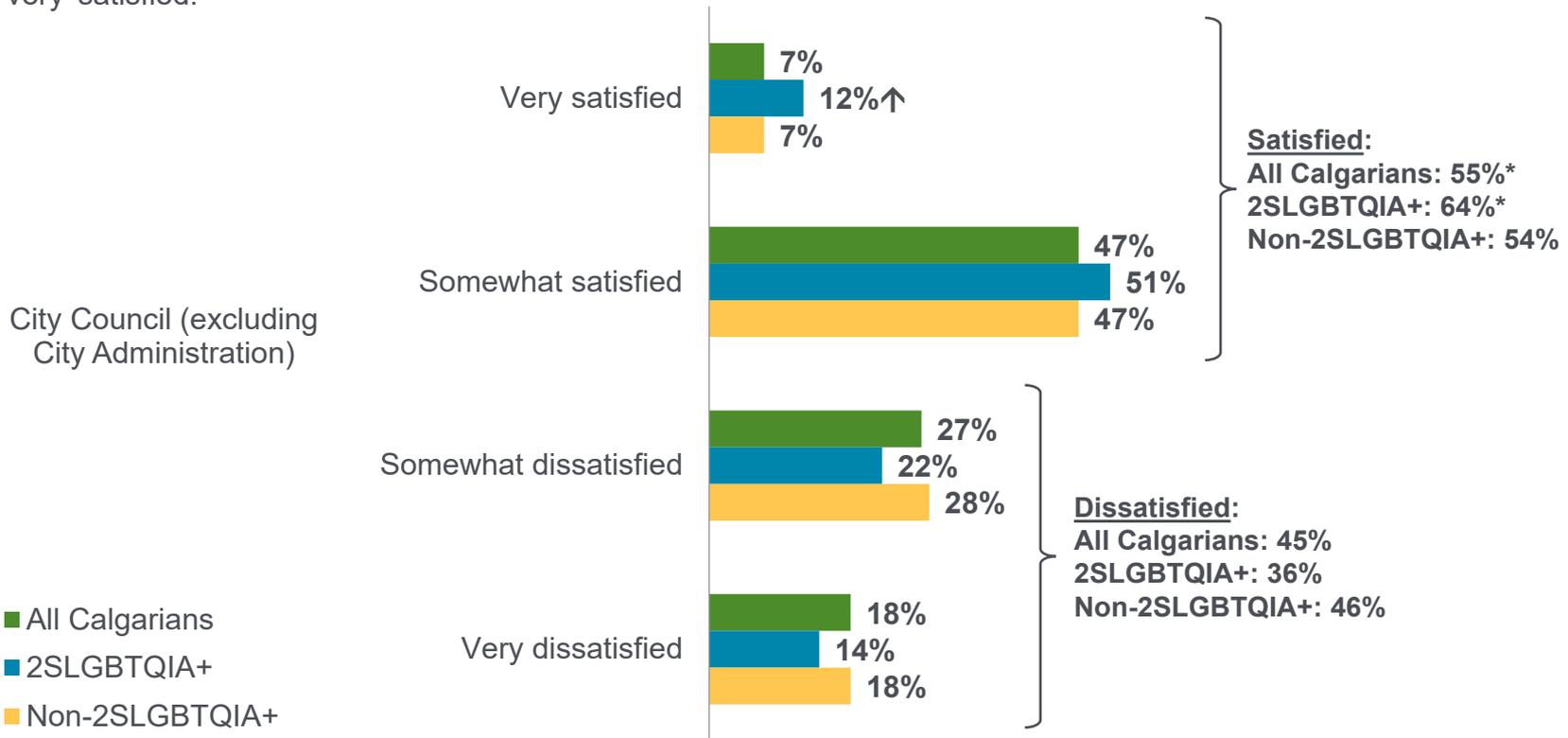
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Satisfaction with City Council

Around one-half (55%) of Calgarians are satisfied with the way City Council (excluding City Administration) is going about running the city. While both subgroups are consistently satisfied as a whole, there is a minor difference in the degree of agreement. A higher proportion of 2SLGBTQIA+ Calgarians (12%) than non-2SLGBTQIA+ Calgarians (7%) are 'very' satisfied.



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=2,469, 2SLGBTQIA+ n=121, Non-2SLGBTQIA+ n=2,295)

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

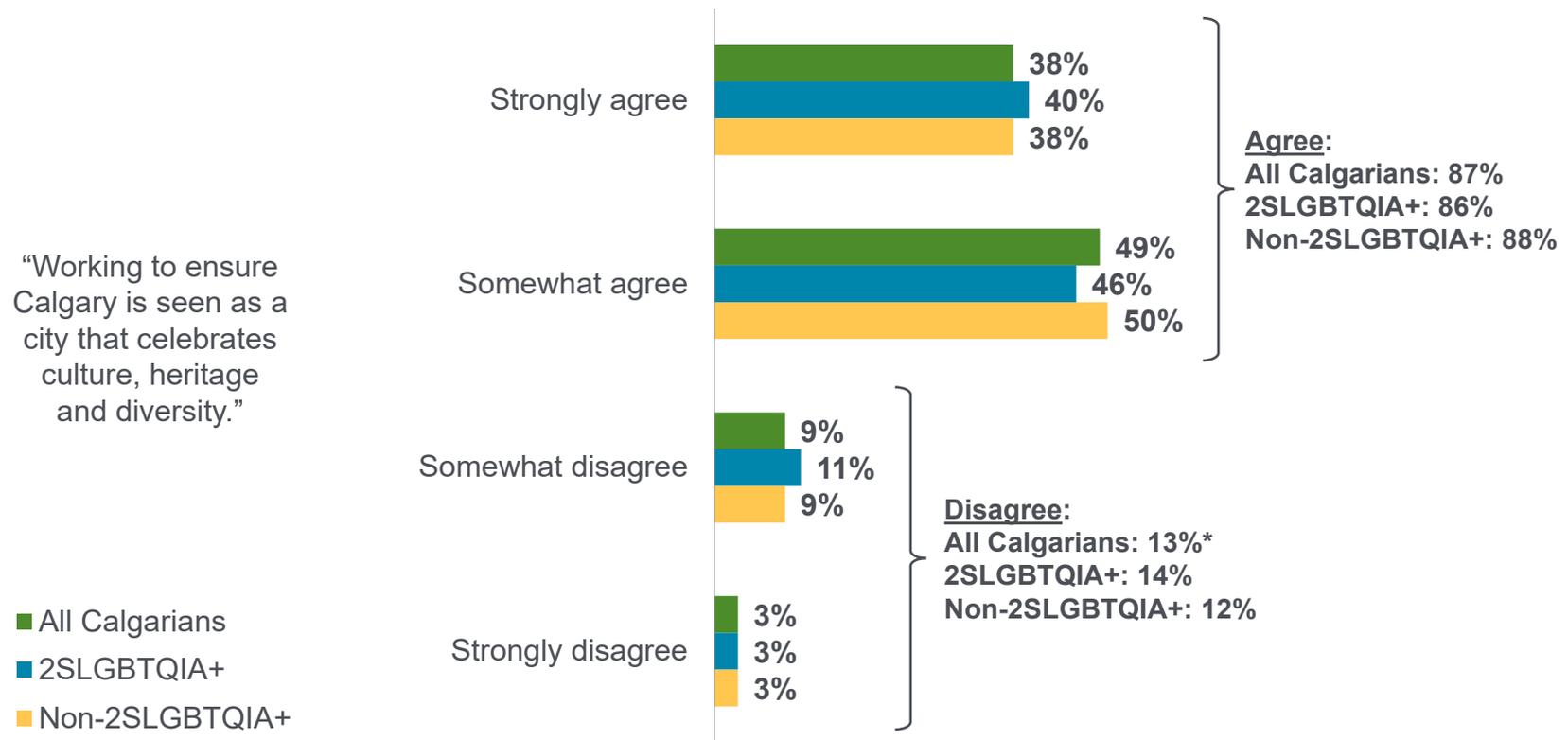


# Council focus areas



# Promoting Calgary as a city of culture, heritage, and diversity

A vast majority (87%) of Calgarians feel The City is doing a good job at working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity. There are no statistically significant differences in sentiment between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians (86% and 88%, respectively).



Q. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following.

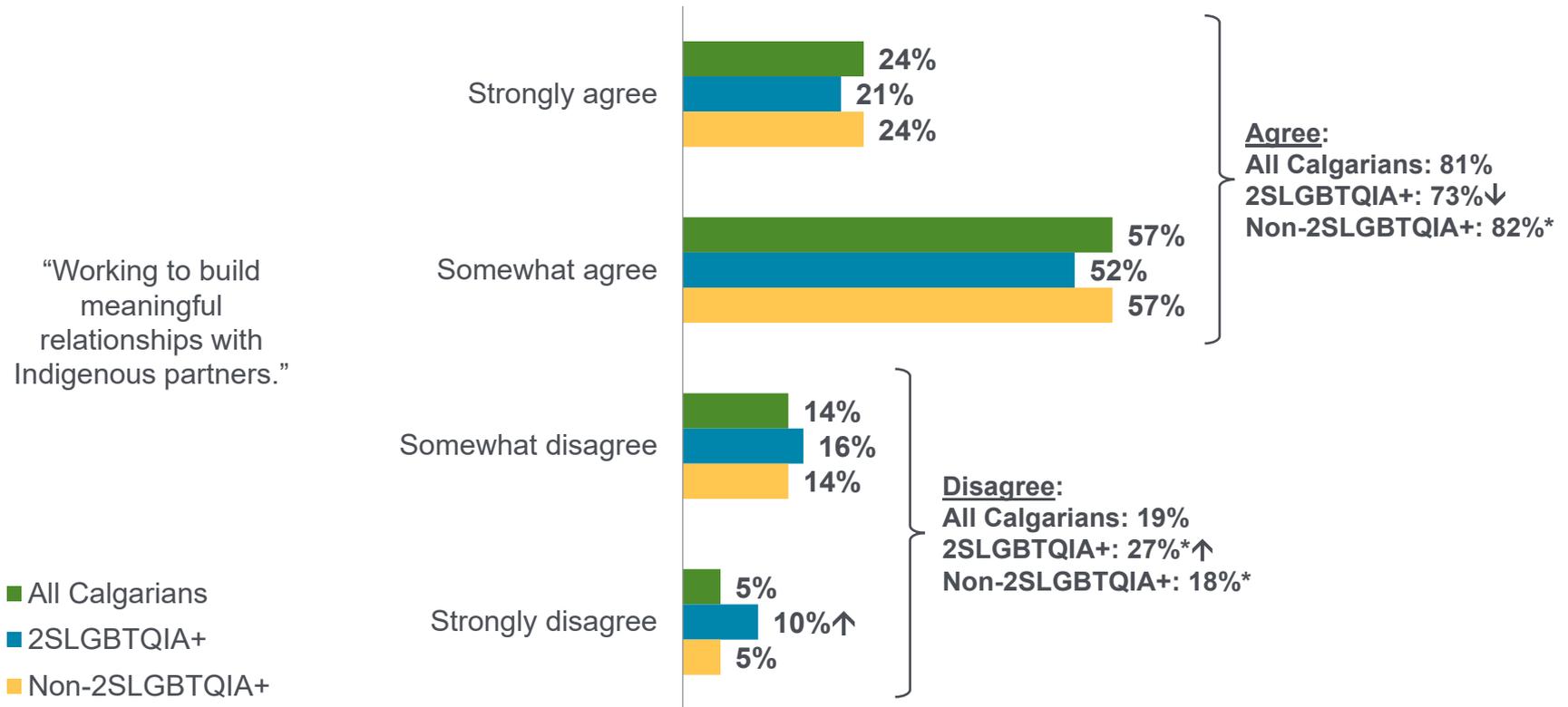
Base: Valid respondents (All Calgarians n=2,473, 2SLGBTQIA+ n=121, Non-2SLGBTQIA+ n=2,304)

\* Rounding



# Working to build relationships with Indigenous partners

Four-fifths (81%) of Calgarians think The City is doing a good job at working to build meaningful relationships with Indigenous partners. A significantly lower proportion of 2SLGBTQIA+ Calgarians (73%) share this opinion compared to non-2SLGBTQIA+ Calgarians (82%).



Q. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following.

Base: Valid respondents (All Calgarians n=2,359, 2SLGBTQIA+ n=119, Non-2SLGBTQIA+ n=2,198)

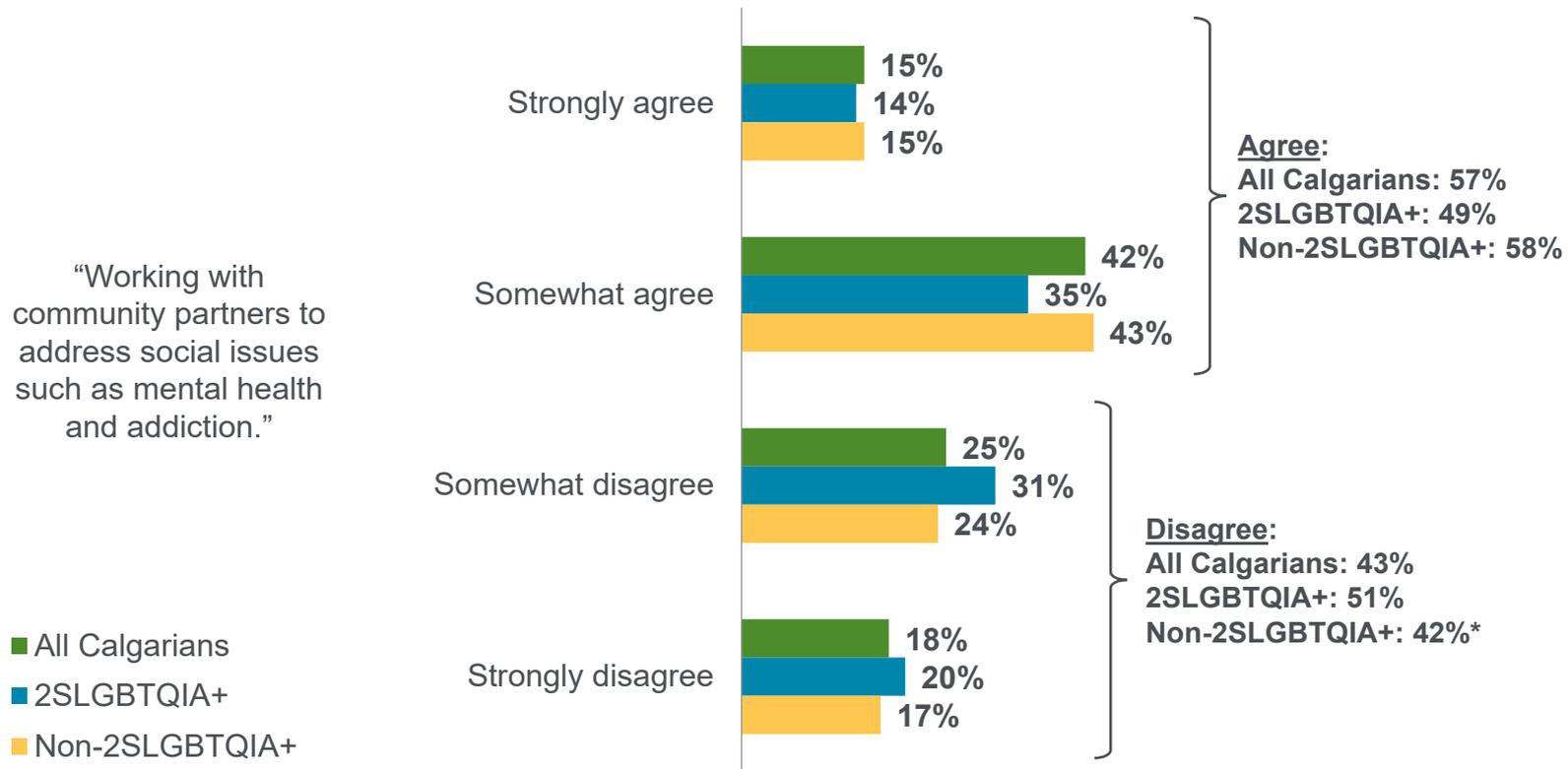
\* Rounding

↑ / ↓ Statistically higher / lower than comparable subgroup



# Working with community partners to address social issues

More than one-half (57%) of Calgarians agree The City is doing a good job at working with community partners to address social issues such as mental health and addiction. Agreement levels are similar between subgroups (49% of 2SLGBTQIA+ Calgarians and 58% of non-2SLGBTQIA+ Calgarians).



Q. Please tell me if you agree or disagree that The City of Calgary is doing a good job at each of the following.

Base: Valid respondents (All Calgarians n=2,408, 2SLGBTQIA+ n=119, Non-2SLGBTQIA+ n=2,240)

\* Rounding

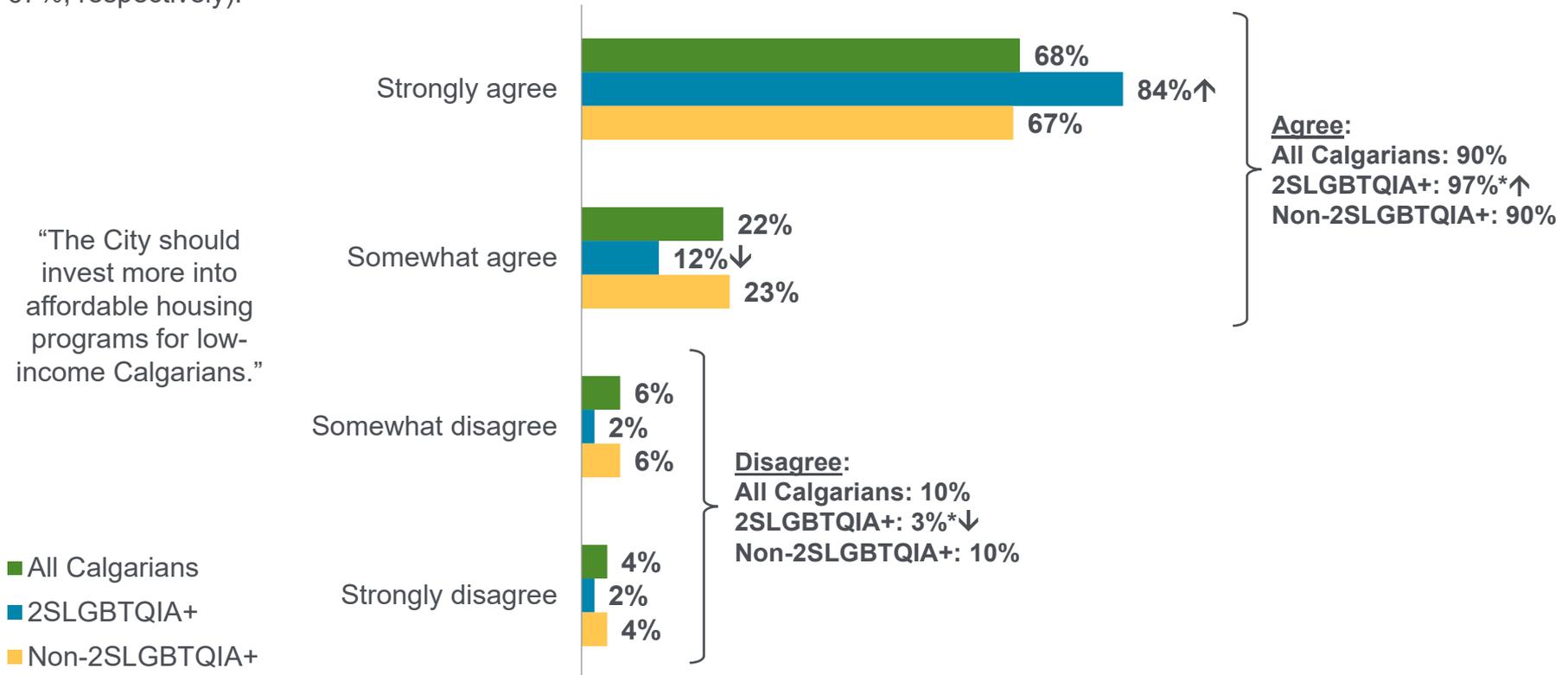


# Housing



# Affordable housing

Nine-in-ten (90%) Calgarians agree that The City should invest more into affordable housing programs for low-income Calgarians. A significantly larger proportion of 2SLGBTQIA+ Calgarians (97%) desired increased investment in affordable housing compared to non-2SLGBTQIA+ Calgarians (90%) driven by a higher proportion of ‘strongly’ agree ratings (84% vs. 67%, respectively).



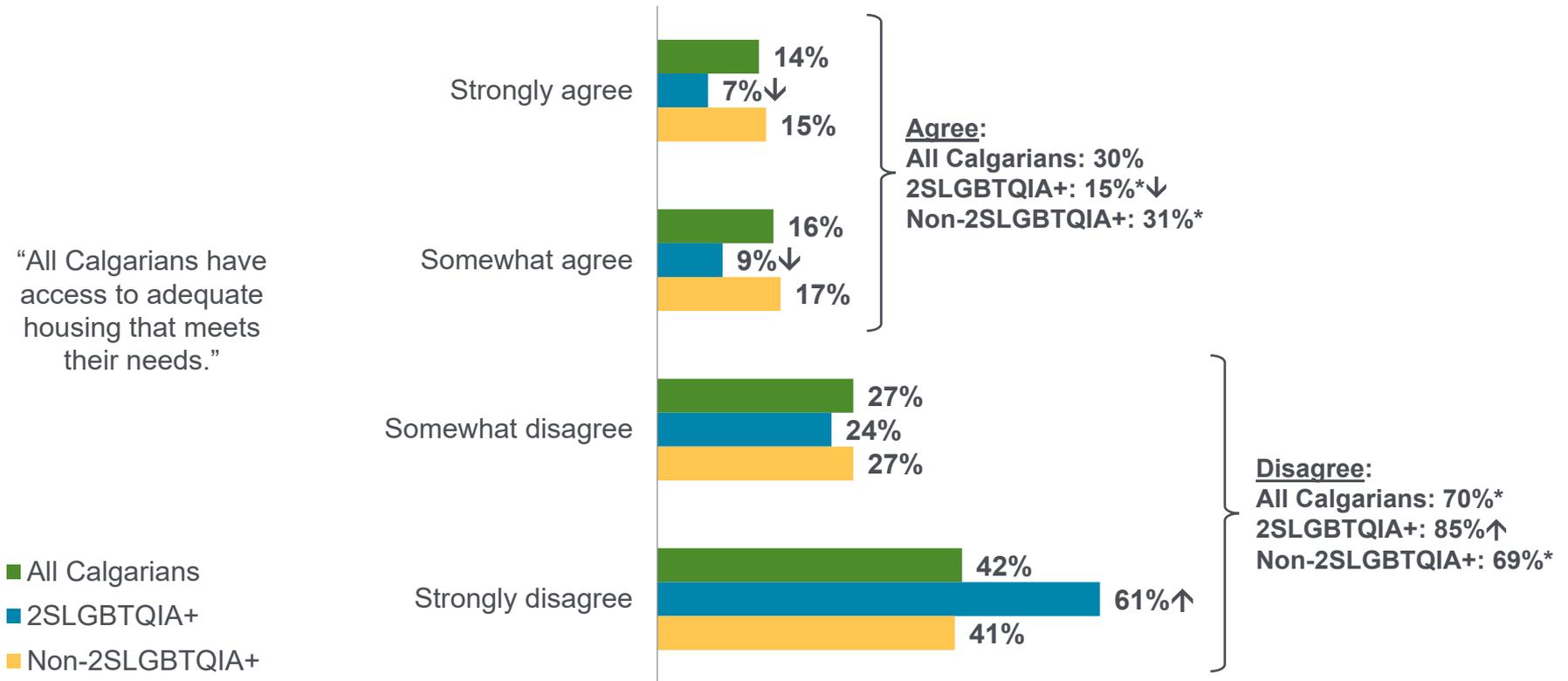
Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.  
 Base: Valid respondents (All Calgarians n=2,478, 2SLGBTQIA+ n=121, Non-2SLGBTQIA+ n=2,308)

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



# Access to adequate housing

Three-in-ten (30%) Calgaryans agree that all Calgaryans have access to adequate housing that meets their needs. A significantly lower proportion of 2SLGBTQIA+ Calgaryans agree (15%) compared to non-2SLGBTQIA+ Calgaryans (31%).



Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.  
 Base: Valid respondents (All Calgaryans n=2,475, 2SLGBTQIA+ n=119, Non-2SLGBTQIA+ n=2,306)

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



# Downtown Calgary

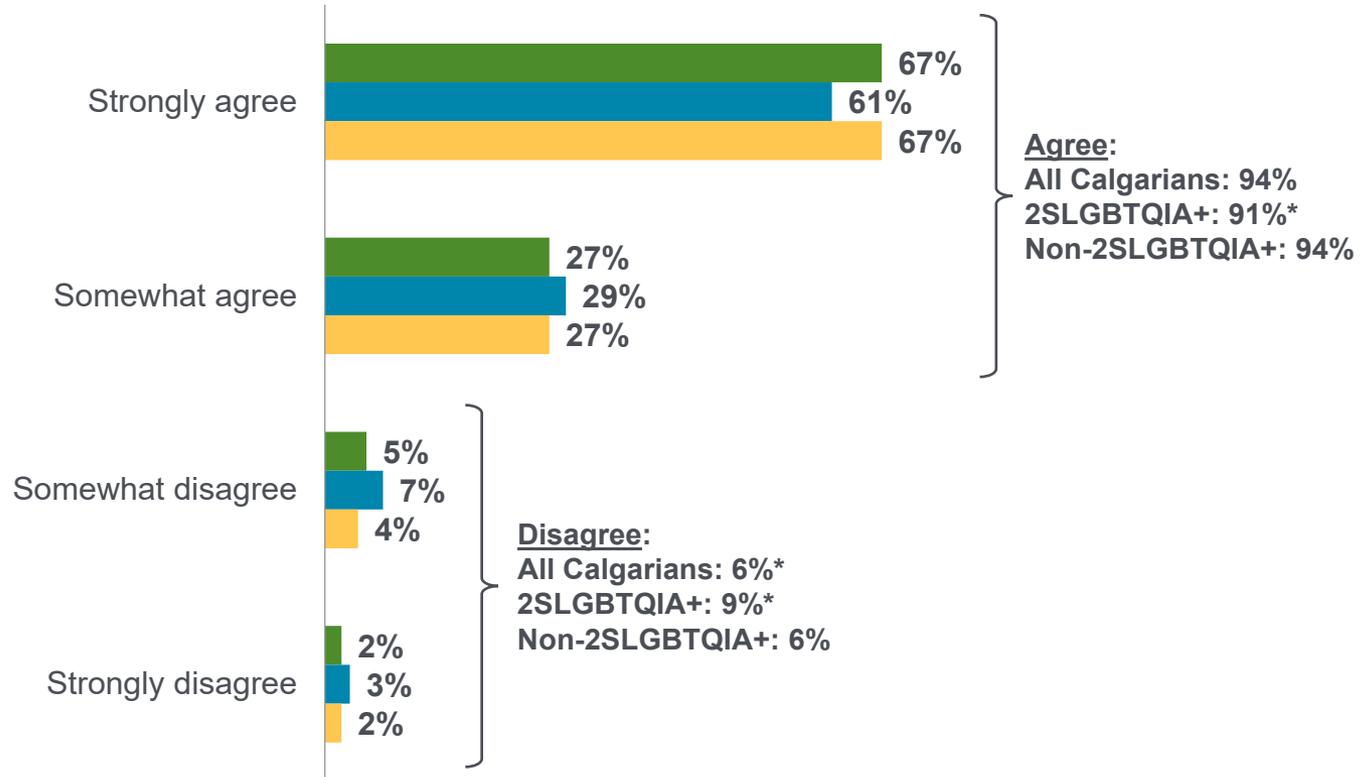


# Addressing downtown safety

More than nine-in-ten (94%) Calgarians think The City should be doing more to address safety issues in Calgary’s downtown. Levels of agreement between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians are similar (91% and 94%, respectively).

“The City should be doing more to address safety issues in Calgary’s downtown.”

- All Calgarians
- 2SLGBTQIA+
- Non-2SLGBTQIA+



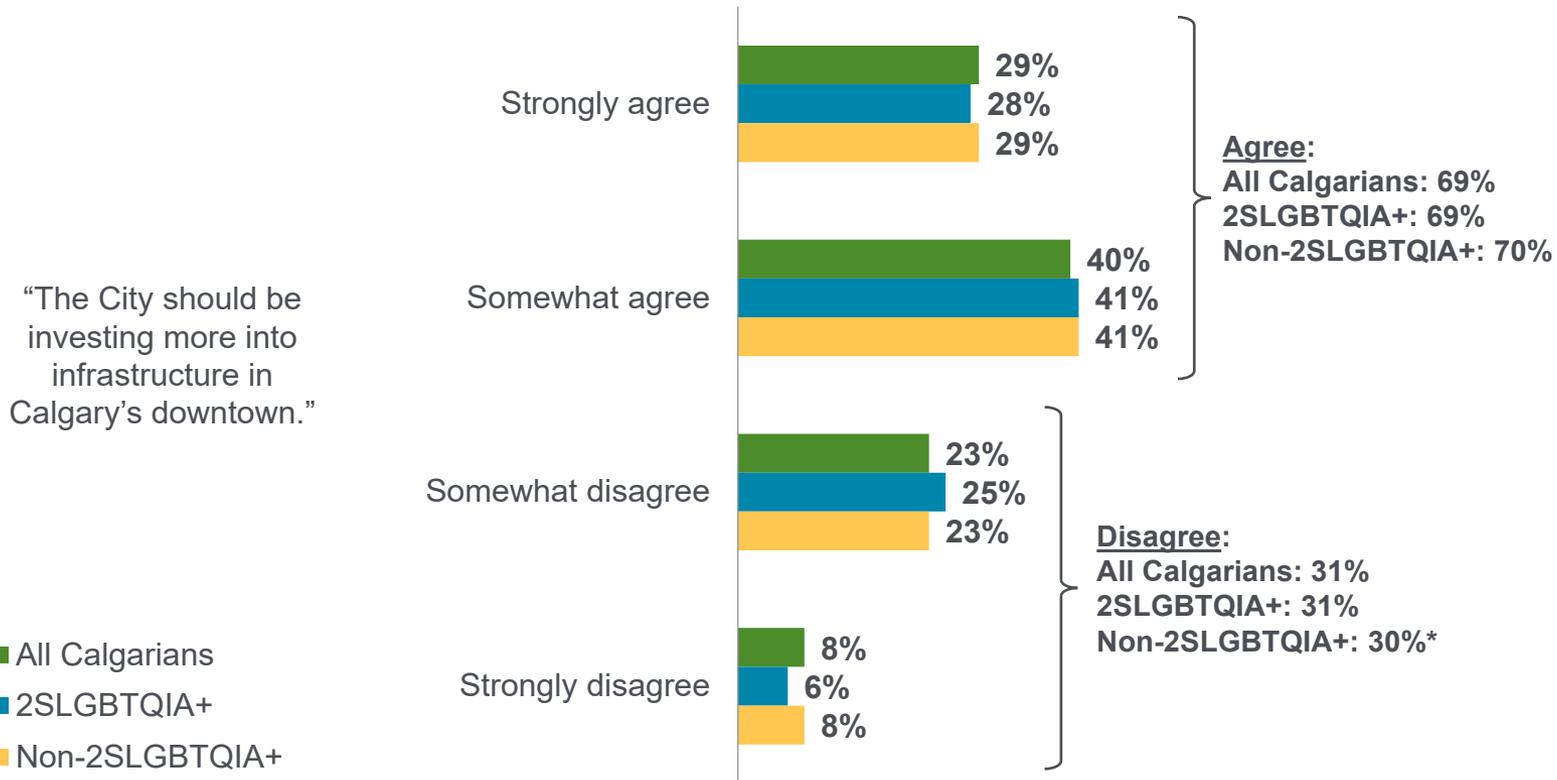
Q. The last subject we would like your opinion on today is Calgary’s downtown. Please tell me the extent to which you agree or disagree with these statements.  
 Base: Valid respondents (All Calgarians n=2,477, 2SLGBTQIA+ n=122, Non-2SLGBTQIA+ n=2,306)

\* Rounding



# Investing in downtown infrastructure

Seven-in-ten (69%) Calgarians believe that The City should be investing more into infrastructure in Calgary’s downtown. This opinion is held in equal measure by both subgroups (69% of 2SLGBTQIA+ Calgarians and 70% of non-2SLGBTQIA+ Calgarians).



Q. The last subject we would like your opinion on today is Calgary’s downtown. Please tell me the extent to which you agree or disagree with these statements.  
 Base: Valid respondents (All Calgarians n=2,442, 2SLGBTQIA+ n=119, Non-2SLGBTQIA+ n=2,278)

\* Rounding



# Respondent profile



# Respondent profile (1 of 4)

Gender			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Female	50%	49%	51%
Male	49%	43%	49%
Prefer to self-describe	1%	8%	<1%
Refused/prefer not to say	<1%	1%	<1%

Age			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
18 to 24	11%	23%	10%
25 to 34	20%	37%	18%
35 to 44	17%	20%	17%
45 to 54	18%	13%	19%
55 to 64	12%	2%	13%
65 or older	22%	5%	23%
Mean	47.4	35.2	48.3

Children and seniors in household			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Yes – children	31%	17%	32%
Yes – Seniors	33%	17%	34%

Income			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Less than \$60,000	20%	21%	20%
\$60,000 to just under \$120,000	37%	37%	37%
\$120,000 to just under \$200,000	28%	33%	28%
\$200,000 and over	15%	9%	16%

Education			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Less than high school	2%	2%	2%
High school or equivalent	17%	27%	16%
Apprenticeship or trades diploma/certificate	7%	5%	8%
College or non-university diploma/certificate	19%	16%	19%
University degree/diploma/certificate	55%	50%	56%

Base: Valid respondents (bases vary)



# Respondent profile (2 of 4)

Employment status <sup>^</sup>			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Full time employed or self employed	56%	63%	55%
Part time employed or self-employed	11%	15%	11%
Retired	21%	5%	23%
Looking after home and/or family	2%	0%	3%
Unable to work because of sickness or disability	2%	1%	2%
Unemployed	4%	7%	4%
Doing unpaid or voluntary work	1%	0%	1%
Student	4%	9%	4%
Other	0%	0%	<1%

Own or Rent			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Own	71%	51%	72%
Rent	25%	41%	24%
Other	4%	8%	4%

Household size			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
1	15%	17%	15%
2	32%	33%	32%
3	19%	19%	19%
4	20%	22%	20%
5 or more	13%	9%	14%
MEAN	2.9	2.8	2.9

Responsible for property taxes or rent			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Yes	86%	81%	87%
No	14%	19%	13%

<sup>^</sup> Multiple responses allowed

Base: Valid respondents (bases vary)



# Respondent profile (3 of 4)

Born in Canada			
	All Calgarians	2SLGBTQIA+	Non-2SLGBTQIA+
Yes	71%	82%	70%
No	29%	18%	30%

Date of Arrival in Canada			
	All Calgarians	2SLGBTQIA+	Non-2SLGBTQIA+
Within the past 5 years	20%	18%	21%
More than 5 years ago	80%	82%	79%

Indigenous identity <sup>^</sup>			
	All Calgarians	2SLGBTQIA+	Non-2SLGBTQIA+
Yes – First Nations	1%	3%	1%
Yes – Metis	2%	3%	2%
Yes – Inuit	0%	1%	0%
Yes – Prefer to self-describe	0%	0%	<1%
Other	<1%	0%	<1%
Don't know	<1%	0%	<1%
No	96%	93%	96%

Tenure in Calgary			
	All Calgarians	2SLGBTQIA+	Non-2SLGBTQIA+
Less than 5 years	8%	5%	8%
5 to less than 10 years	6%	9%	6%
10 to less than 15 years	10%	12%	10%
15 to less than 20 years	10%	14%	10%
20 to less than 30 years	22%	34%	21%
30 to less than 40 years	16%	12%	16%
40 or more	27%	13%	28%
MEAN	28.1	23.0	28.4

Quadrant			
	All Calgarians	2SLGBTQIA+	Non-2SLGBTQIA+
Southwest	29%	33%	28%
Southeast	23%	25%	23%
Northwest	29%	28%	29%
Northeast	20%	14%	20%

<sup>^</sup> Multiple responses allowed

Base: Valid respondents (bases vary)



# Respondent profile (4 of 4)

Disability in Household <sup>^</sup>			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Yes – myself	10%	19%	10%
Yes – someone in my household	12%	15%	11%
No	80%	72%	80%

Racialized			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Yes	28%	26%	29%
No	70%	73%	70%
Prefer to self- describe	1%	1%	1%

Business Owner/Operator			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Own and operate a business	16%	12%	16%
Own a business	2%	1%	2%
Operate a business	2%	2%	2%
No	81%	85%	81%

2SLGBTQIA+			
	All Calgarians	2SLGBTQIA+	Non- 2SLGBTQIA+
Yes	7%	100%	0%
No	93%	0%	100%

<sup>^</sup> Multiple responses allowed

Base: Valid respondents (bases vary)



# Contact

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