

2026 Perspectives on Calgary Trust & Reputation – Wave 6

Final Report

September 2026

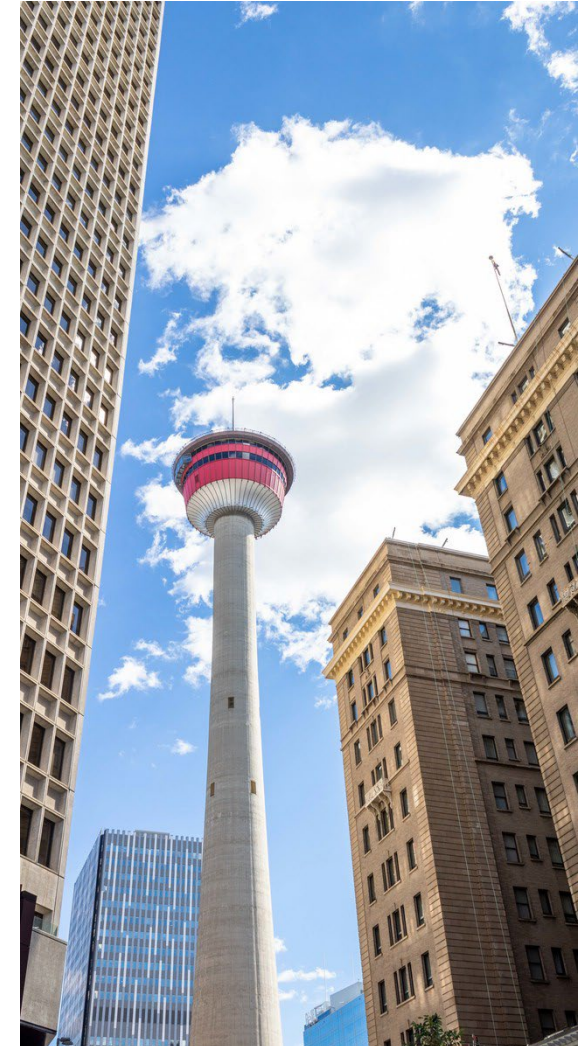
Prepared by:



ADVANIS

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Background and methodology

Background

The City of Calgary surveys Calgarians about their opinions, preferences, and attitudes in order to help support data-driven City decision making. The Perspectives on Calgary Survey program is one of the ways by which data are collected, and these surveys are conducted throughout the year. This wave of the survey asked questions about Calgarians' perceptions of a variety of topics including advocacy, general trust, accountability and transparency. This is the sixth wave of this survey.

Methodology

The telephone survey was conducted by Advanis from August 31 to September 10, 2026 with 500 Calgarians. The average time to complete the survey was 14 minutes.

The survey was completed using numbers from both landlines (22%) and cell phones (78%) to obtain a random and statistically representative sample of Calgarians.

The margin of error (MOE) for the total sample of n=500 is ± 4.4 percentage points, 19 times out of 20 (though larger among subgroups of the total).

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

Data were weighted based on the latest federal census for age, gender, and city quadrant. The weighting efficiency was 78.8%. Although the results are weighted, sample sizes for each question represent the number of actual respondents (i.e., unweighted n).

Some charts and tables do not add to 100% due to rounding.

Survey	Data collection dates	n=
Summer 2026	Aug 31 – Sep 10, 2026	500
Winter 2026	Feb 17 – 28, 2026	500
Spring 2025	Mar 17 – 28, 2025	500
Fall 2024	Dec 2 – 13, 2024	500
Spring 2024	May 13 – 24, 2024	500
Fall 2023	Oct 31 – Nov 10, 2023	500

Segment differences explanation

Any statistical differences between demographic groups are indicated with arrows to show where a group is statistically higher or lower than all other segments combined.

- To illustrate, the statistical tests performed when comparing three groups are as follows:



- This approach identifies differences between one group and everyone else who is not part of that group. To illustrate using the example below, 55+ year olds are significantly less likely to believe that people in Calgary are very welcoming and friendly compared to everyone who is not part of that group (i.e., those aged 18 to 54).
- Note that we cannot conclude that this sentiment is lower for those who are 55+ years old when compared to 18-to-34-year-olds or 35-to-54-year-olds individually (which may not be true).

	Age group		
	18-34 (n=82)	35-54 (n=185)	55+ (n=234)
People in Calgary are very welcoming and friendly (% agree)	51%	56%	43% ↓

Highlights at a glance

Perceptions of / Trust in The City



36%

(+8% ↑ pt)

Would speak highly of The City with or without being asked their opinion

63%

(+7% ↑ pt)

Trust The City to make decisions that reflect the needs of Calgarians

Satisfaction with the running of Calgary

76%

(+9% ↑ pt)

Satisfied with The City of Calgary as a whole

73%

(+8% ↑ pt)

Satisfied with City Council

69%

Satisfied with City Administration

Support for future increased investment in...

67%

... water infrastructure if it required higher utility rates

64%

... other city infrastructure such as roads, public transit, utilities, and public facilities, if it required higher taxes or fees

55%

... water infrastructure if it required cuts to other services

63%

... other city infrastructure if it required reducing spending on other municipal services

Transparency and Reliability

Agree that The City...

71%

(+7% ↑ pt)

... makes decisions that are focused on the needs of Calgarians

74%

(+8% ↑ pt)

... has the expertise to make the right decisions about important issues facing Calgary

72%

... acts in the best interest of Calgarians

70%

(+9% ↑ pt)

... can be relied on to do what it says it will do

72%

(+9% ↑ pt)

... makes decisions that benefit Calgary in the long term

Perceptions of The City & City Council

69%

Agree that the City Council makes decisions based on the needs and concerns of Calgarians

66%

Agree that the City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary

64%

(+7% ↑ pt)

Agree that the City Council has a clear vision for the future of Calgary

↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

Key findings

The proportion of Calgarians who speak highly of The City has continued to trend upwards, rising to 36% from 28% in Winter of 2026.

- Similarly trust in The City has continued to increase, with nearly two-thirds (63%) indicating they trust the City, increasing since the Spring of 2025 (45% in Spring 2025, 56% in Winter 2026).
- Among those who do not trust The City, when asked about their reasons for their distrust, the top mention remained negative comments about the Mayor, City Council, and/or City Administrators (25%) and references to poor decisions made in the past or their track record (21%).

About three-quarters (76%) of Calgarians are satisfied with how The City of Calgary is being run by The City – including both Council and City Administration.

- Slightly fewer Calgarians report being satisfied with City Council, excluding City Administration (73%), and City Administration, excluding Council (69%).

The perception that City Council has a clear vision for the future of Calgary has increased (64% up from 57% in Winter 2026).

- Other perception metrics remained stable with previous results, with approximately seven-in-ten Calgarians agreeing that City Council makes decisions based on the needs and concerns of Calgarians (69%), and that they are confident The City is working to improve how it includes Calgarians' input into important decisions (67%).
- Among those who disagree that The City manages spending in a responsible way, the top reasons given were focusing on the wrong priorities (33% up from 23%), poor spending practices (28%), and poor infrastructure (15%).

Key findings (continued)

Three-quarters (74%, up from 66% in Winter 2026) of Calgarians perceive that The City has the expertise to make the right decisions about important issues facing Calgary.

- Similarly, since Winter of 2026, increases have also been seen in the perception that The City makes decisions that benefit Calgary in the long term (72% up from 62%), and The City's decisions are focused on the needs of Calgarians (71% up from 64%).
- Perceptions that The City can be relied on to do what it says it will do have continued to increase to 70% (from 61% in Winter 2026) since the low in Spring 2024 (49%).

Approximately two-thirds (64%) of Calgarians would support increased investment in city infrastructure such as roads, public transit, utilities and public facilities if it required higher taxes or fees.

- A similar proportion (67%) would support increased investment in water infrastructure if it required higher utility rates, while fewer (55%) would support water infrastructure investments if it required cuts to other services.
- Just over six-in-ten (63%) Calgarians would support increased investment in other city infrastructure if it required reducing spending on other municipal services.



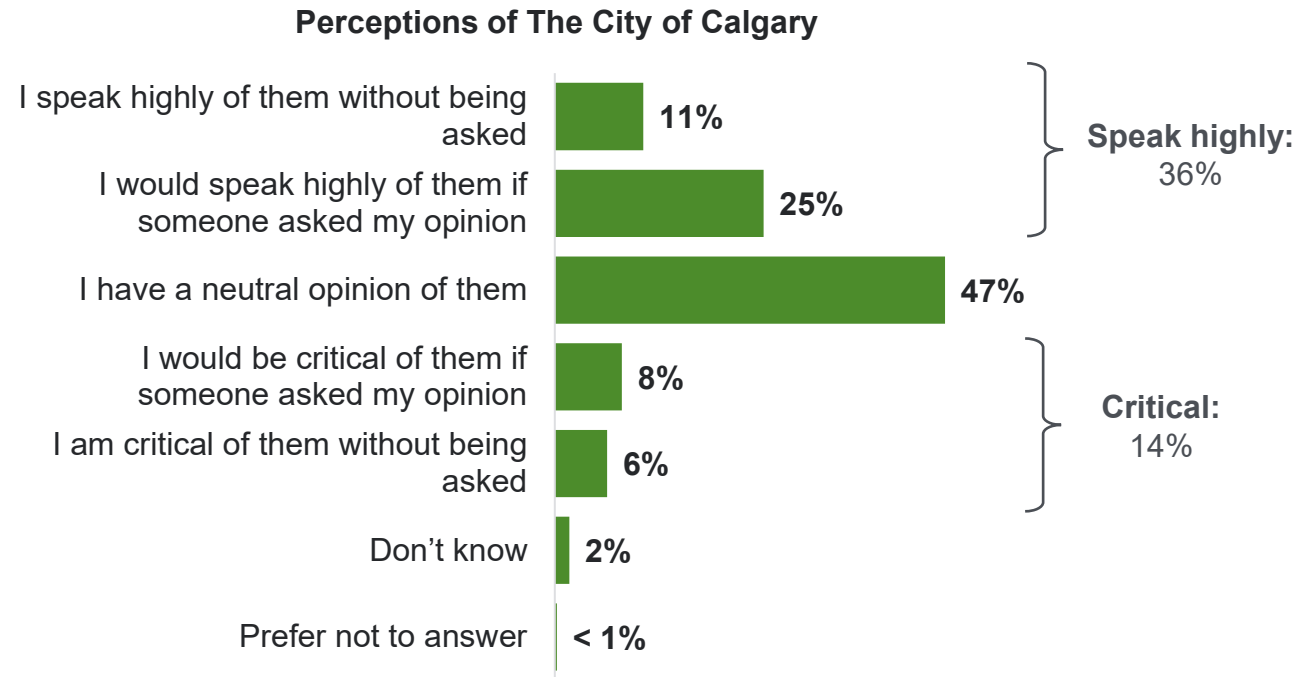
Detailed findings



Advocacy and general trust

Perceptions of The City of Calgary

About one-in-three (36%) Calgarians speak highly of The City compared to only 14% who would speak critically of The City.



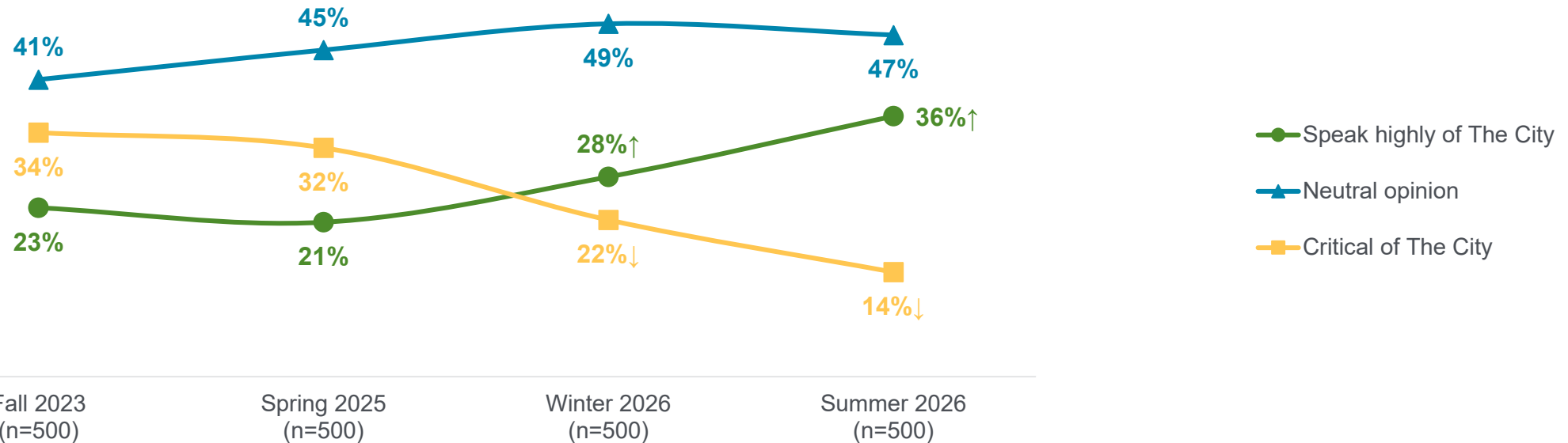
Q8. Which one of the following statements best reflects your overall opinion and perceptions of The City of Calgary?

Base: Valid respondents (n=500)

Tracking perceptions of The City of Calgary

The proportion of Calgarians who would speak highly of The City has been trending upwards since Spring 2025, while those who are critical continue to decline.

Perceptions of The City of Calgary



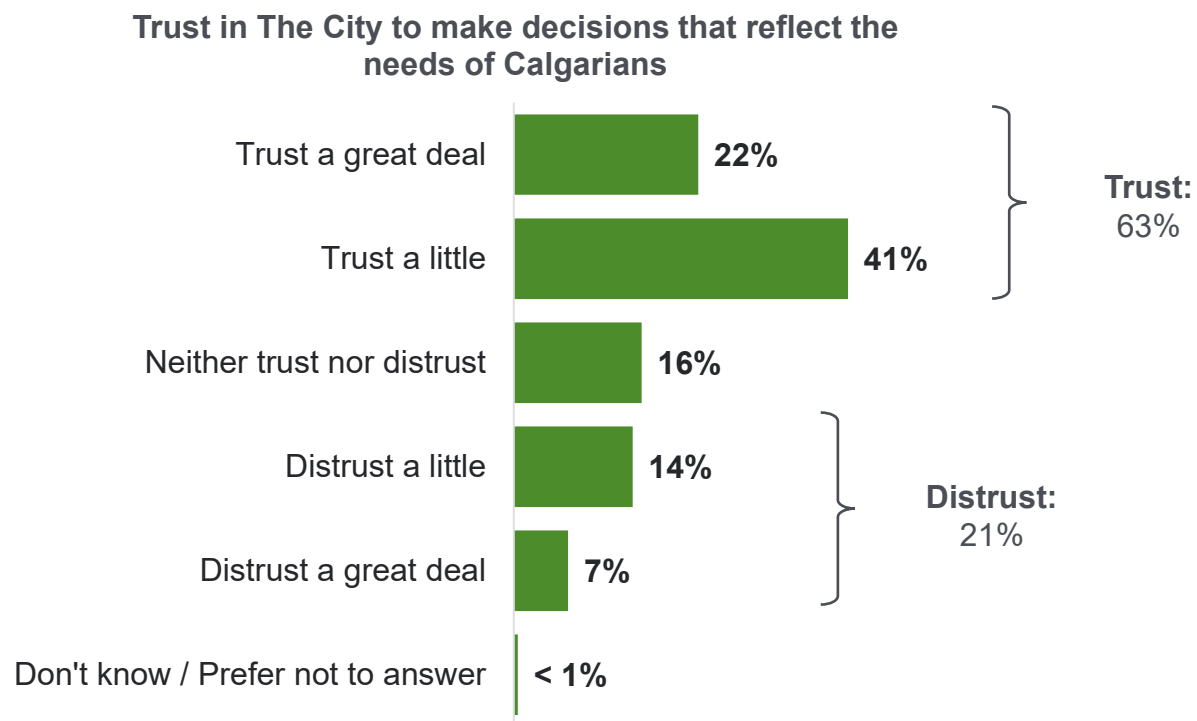
↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

Q8. Which one of the following statements best reflects your overall opinion and perceptions of The City of Calgary?

Base: Valid respondents

Trust in The City of Calgary

Nearly two-thirds (63%) of Calgarians surveyed trust The City to make decisions that reflect the needs of Calgarians, with one-in-five (22%) indicating they trust The City 'a great deal'.



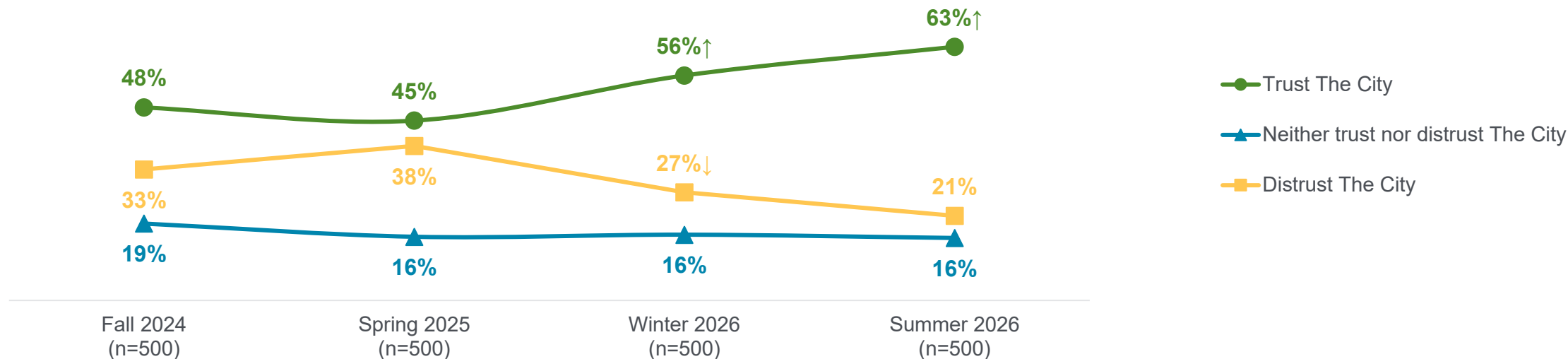
Q41. How much do you trust or distrust The City of Calgary to make decisions that reflect the needs of Calgarians?

Base: Valid respondents (n=500)

Tracking trust in The City of Calgary

Trust in The City continues to trend upwards (63% up from 56% in Winter 2026). Those who neither trust nor distrust The City has remained stable the past 3 survey iterations at 16%.

Trust in The City to make decisions that reflect the needs of Calgarians



↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

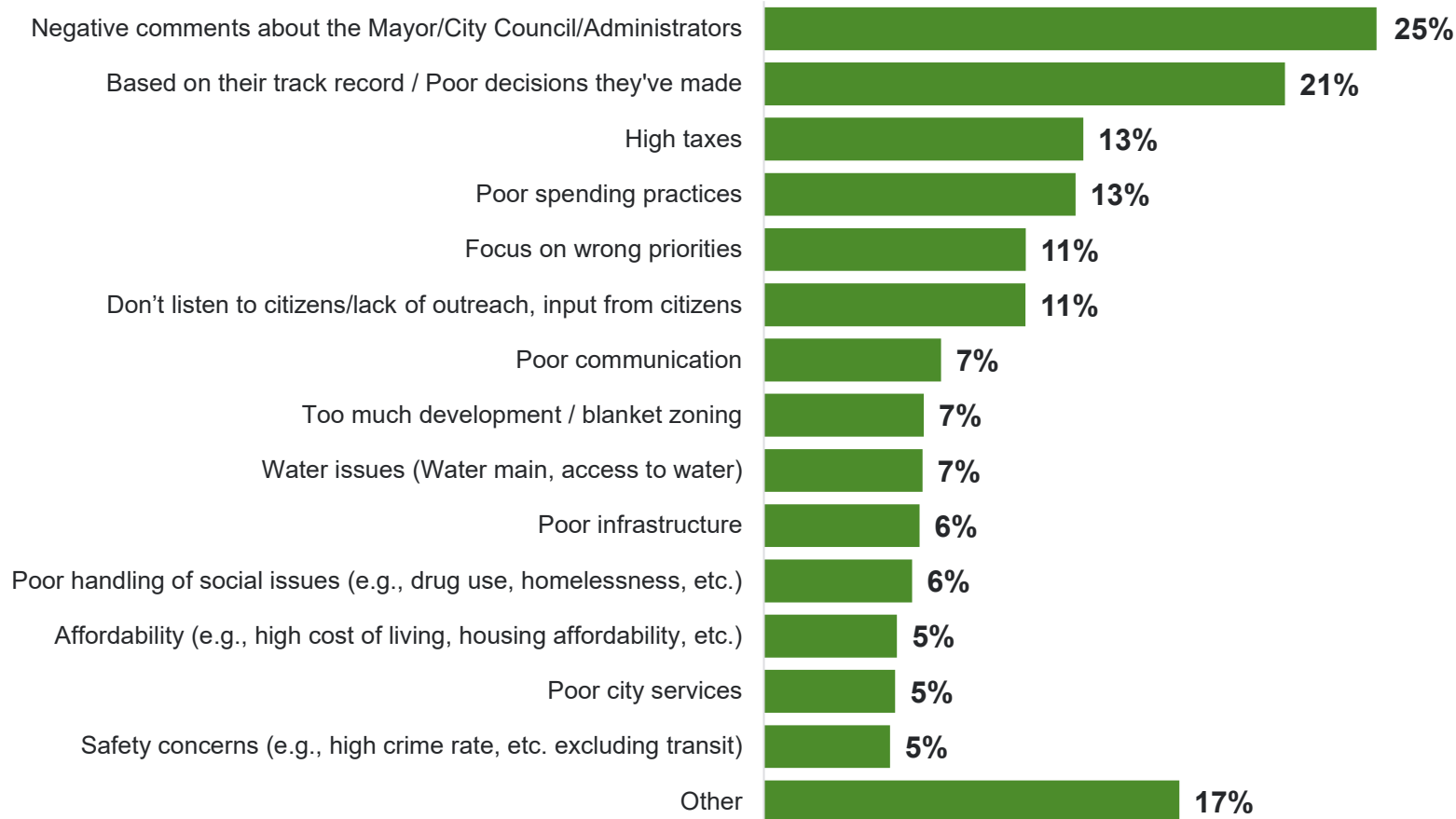
Q41. How much do you trust or distrust The City of Calgary to make decisions that reflect the needs of Calgarians?

Base: Valid respondents

Top reasons for distrusting The City

When it comes to distrusting The City, a variety of reasons were given, with the top being negative comments about the Mayor, City Council or City Administrators (25%), comments about The City's track record and poor decisions they've made (21%), and high taxes and poor spending practices (13% each).

Top reasons for distrusting The City to make decisions that reflect the needs of Calgarians

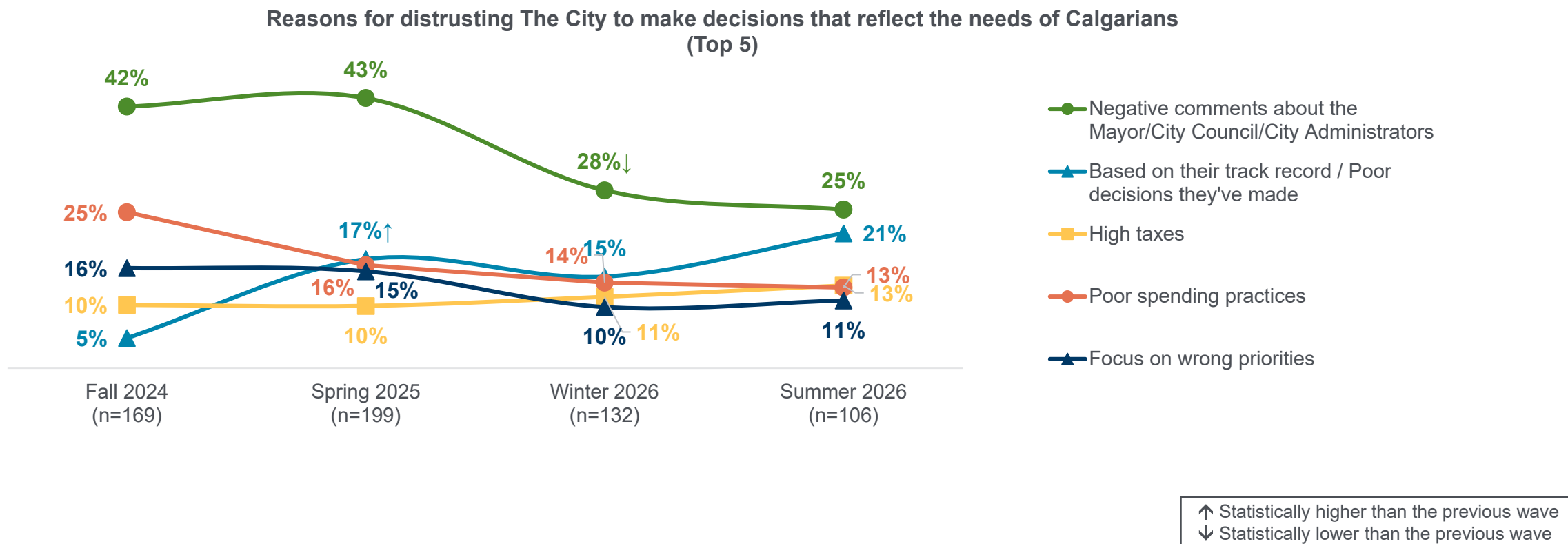


Q42. Please tell me why you distrust The City to make decisions that reflect the needs of Calgarians.

Base: Distrust The City to make decisions that reflect the needs of Calgarians (n=106)

Tracking reasons for distrusting The City

Although negative comments about the Mayor/City Council/City Administrators remain the top reasons for Calgarians distrusting The City at 25%, this is consistent with results from Winter 2026 which are down from a high of 43% in Spring 2025. Other top mentions also remain stable compared to the Winter 2026 results.

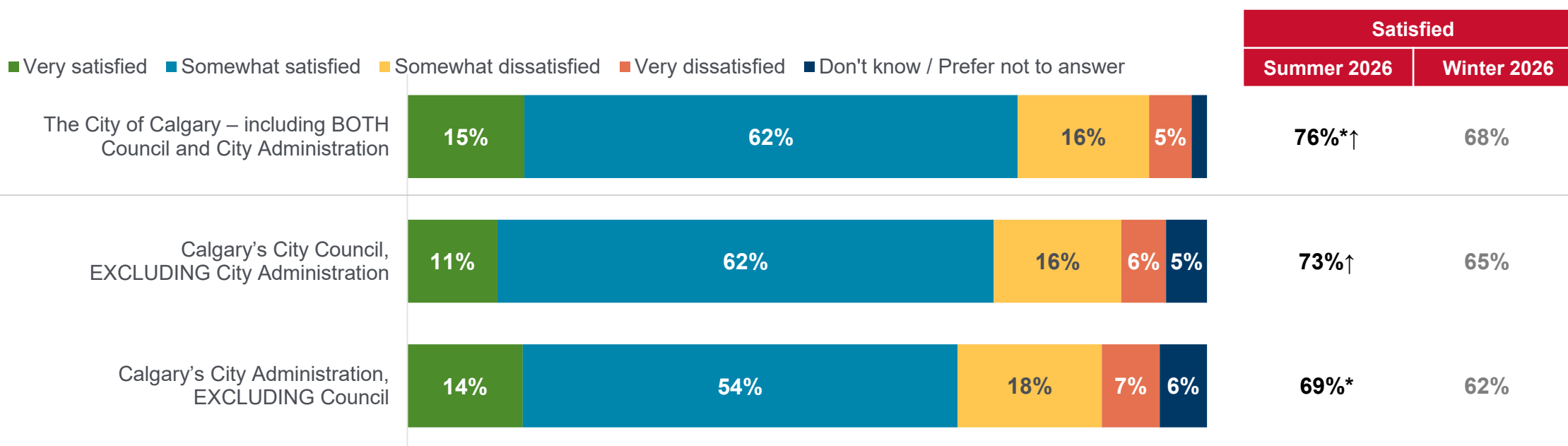


Q42. Please tell me why you distrust The City to make decisions that reflect the needs of Calgarians.
Base: Distrust The City to make decisions that reflect the needs of Calgarians

Satisfaction with the running of Calgary

Three-quarters (76%) of Calgarians are satisfied with how The City of Calgary is being run by The City including both Council and City Administration. Similarly, approximately seven-in-ten Calgarians are satisfied with how things are being run by City Council (73%), and City Administration (69%).

Satisfaction with how The City of Calgary is being run by...



Q57. How satisfied or dissatisfied are you with the way The City of Calgary – including BOTH Council and City Administration as a whole – is going about running our city?

Q58. Now thinking only 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?

Q59. And now thinking only 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 (Winter 2026 n=500, Summer 2026 n=500)

↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

Data labels <3% not shown

*Rounding

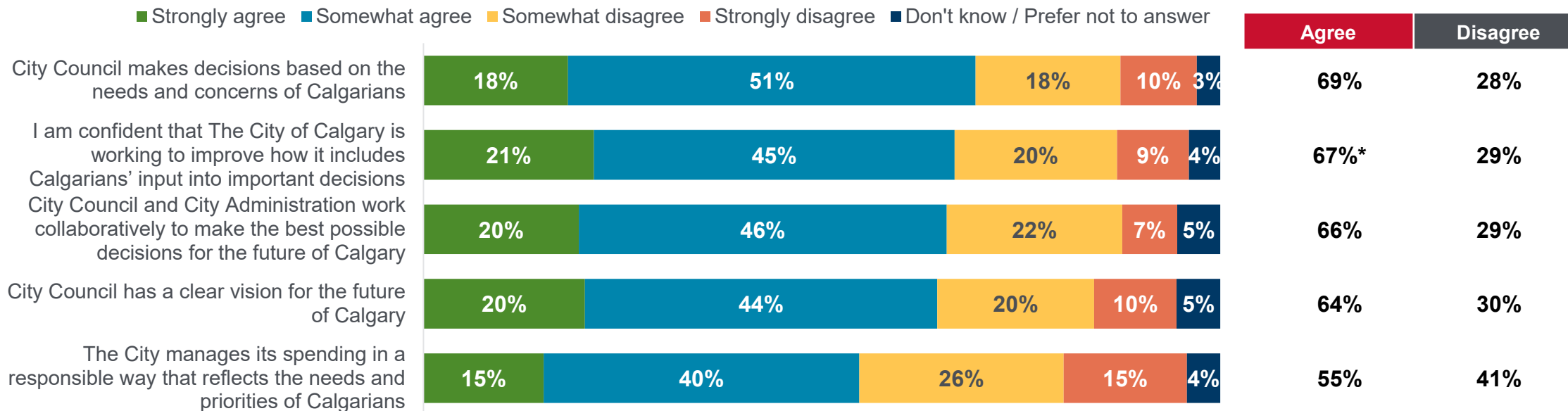


Accountability and transparency

Perceptions of The City and City Council

Approximately two-thirds of Calgarians perceive that City Council makes decisions based on the needs and concerns of Calgarians (69%), are working to improve how The City includes Calgarian's input into important decisions (67%), has a clear vision for the future of Calgary (64%), and that City Council and Administration work collaboratively to make the best decisions for the future of Calgary (66%). Just over one-half (55%) agree that The City manages spending responsibly in a way to reflect the needs and priorities of Calgarians.

Perceptions of The City and City Council

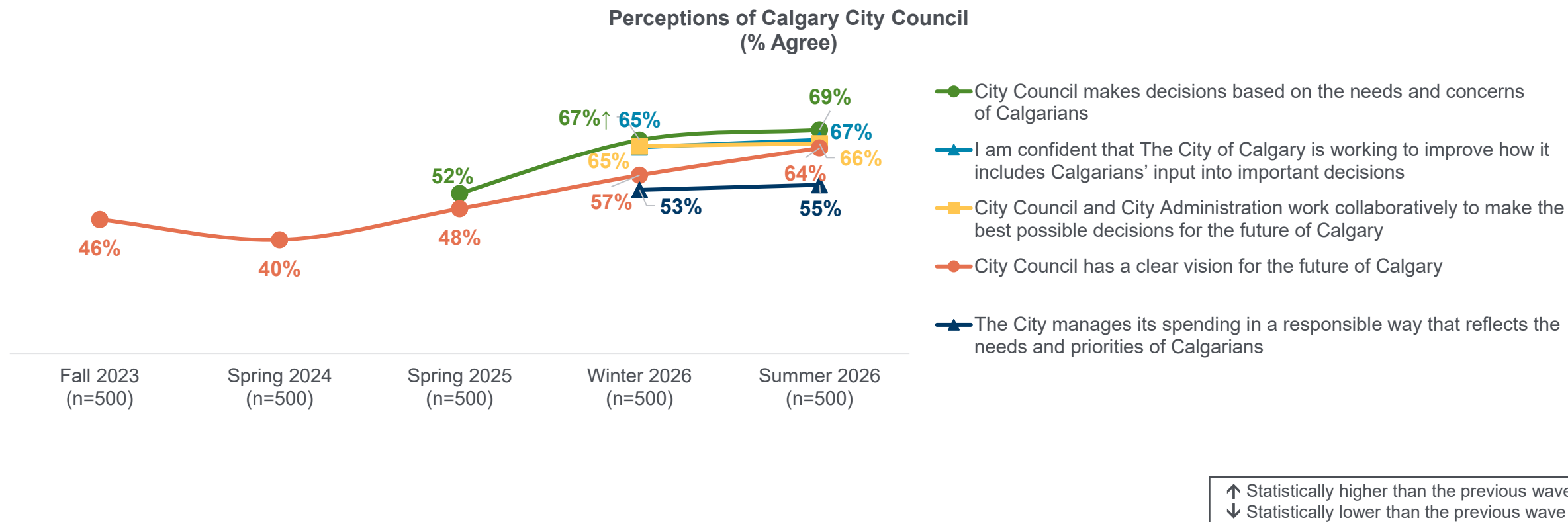


Q11. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. Base: Valid respondents (n=500)

*Rounding

Tracking perceptions of City Council

The proportion of Calgarians who agree City Council has a clear vision for the future of Calgary continued to increase since Spring 2024. Other metrics have remained similar to those obtained in Winter 2026.

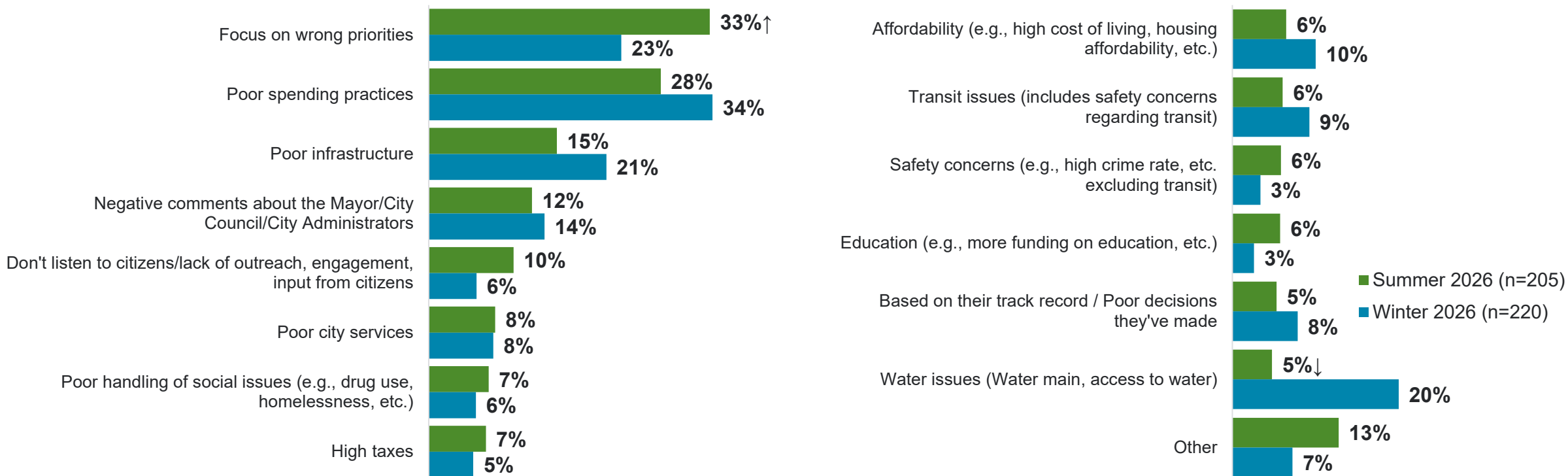


Q11. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. Base: Valid respondents

Top reasons for feeling The City doesn't manage spending responsibly

One-third (33%, up 10% since Winter 2026) of Calgarians who disagree The City manages spending responsibly feel The City is focusing on the wrong priorities. Additionally, nearly three-in-ten (28%) think The City has poor spending practices, while 15% comment on poor infrastructure. The proportion of Calgarians mentioning water issues has declined (5% down from 20% in Winter 2026).

Top reasons for disagreeing The City manages spending in a responsible way that reflects the needs and priorities of Calgarians



Q60. You said you disagree that The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians. Please tell me why you don't think that The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians. Base: Disagree The City manages spending responsibly

↑ Statistically higher than the previous wave
 ↓ Statistically lower than the previous wave

Multiple responses allowed

Mentions of <5% are not shown

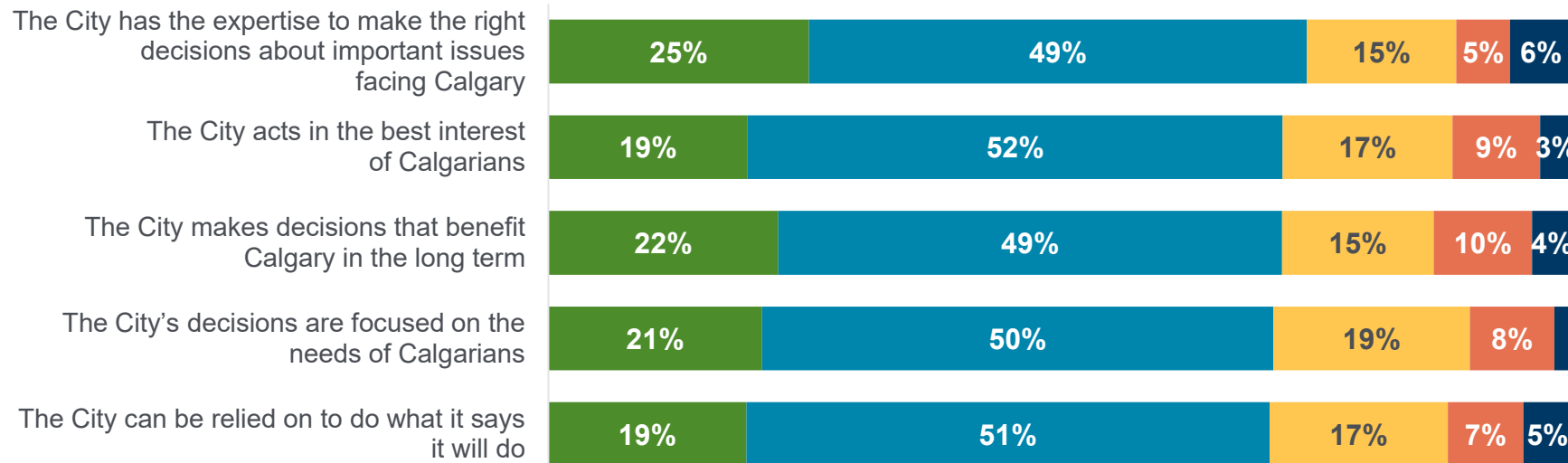


Perceptions of transparency and reliability

Approximately three-quarters (74%) of Calgarians agree that The City has the expertise to make the right decisions about important issues facing Calgary, an increase since Winter 2026 (66%). Similarly, there has been an increase in Calgarians who agree The City makes decisions that benefit Calgary in the long term (72%, up from 62%), makes decisions that are focused on the needs of Calgarians (71% up from 64%), and that The City can be relied on to do what it says it will do (70% up from 61%). Consistent with Winter 2026, 72% agree that The City acts in the best interest of Calgarians.

Perceptions of transparency and reliability

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know / Prefer not to answer



Agree	
Summer 2026	Winter 2026

74%↑ 66%

72%* 68%

72%*↑ 62%

71%↑ 64%

70%↑ 61%

↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

Data labels <3% not shown

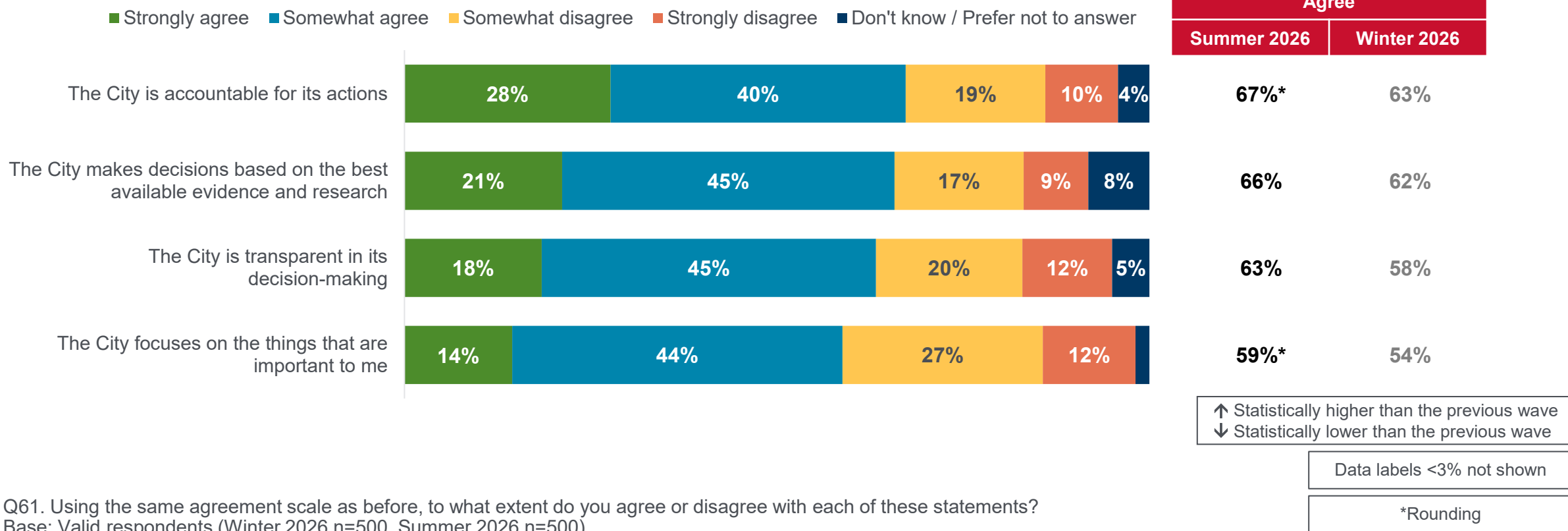
*Rounding

Q61. Using the same agreement scale as before, to what extent do you agree or disagree with each of these statements?
Base: Valid respondents (Winter 2026 n=500, Summer 2026 n=500)

Perceptions of transparency and reliability (continued)

Similar to results from Winter 2026, about two-thirds of Calgarians agree that The City is accountable for its actions (67%), The City makes decisions based on the best available evidence and research (66%), and The City is transparent in its decision-making (63%). Slightly fewer (59%) agree that The City focuses on the things that are important to them.

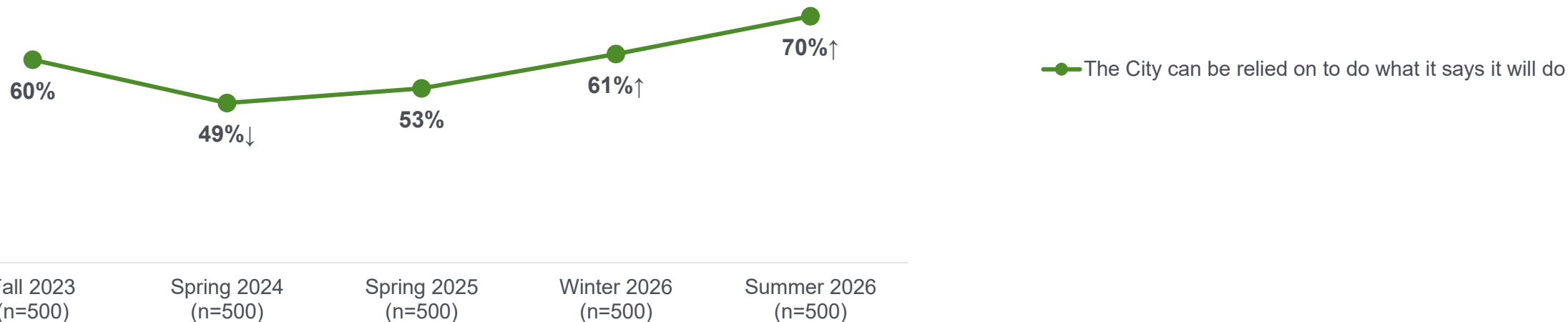
Perceptions of transparency and reliability



Tracking perceptions of reliability

The proportion of Calgarians who feel The City can be relied on to do what it says has continued to increase (70%, up from 61% in Winter 2026), rebounding from the Spring 2024 low.

Perceptions The City can be relied on to do what it says it will do
(% Agree)



↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

Q61. Using the same agreement scale as before, to what extent do you agree or disagree with each of these statements?
Base: Valid respondents (n=500)



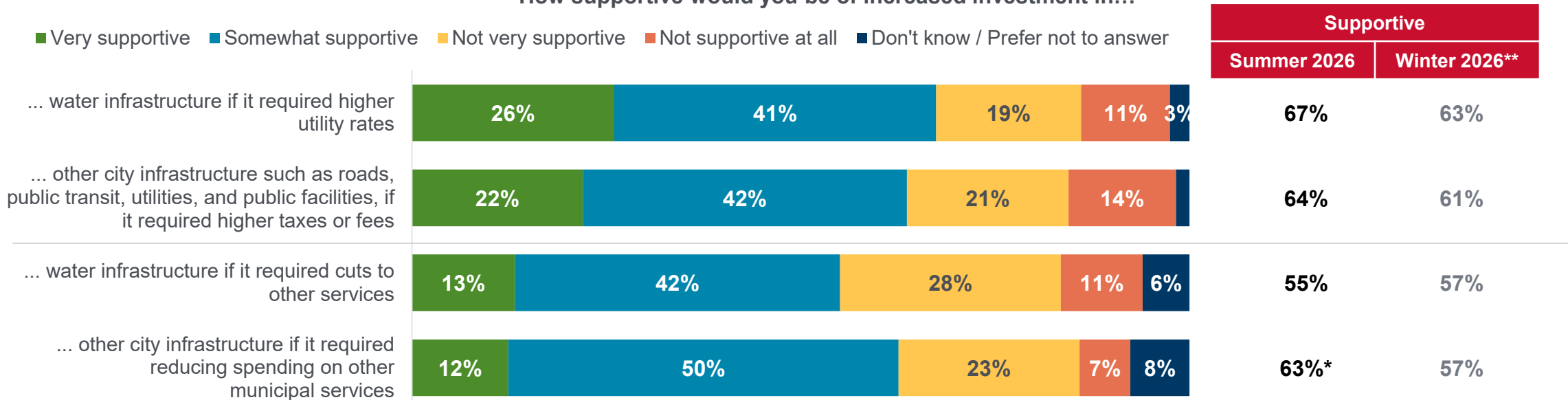
Water infrastructure

Support for future infrastructure investments

Approximately two-thirds of Calgarians would support increased investments in water infrastructure (67%), or investment in other city infrastructure (64%) if it required higher utility rates or higher taxes or fees. Just over one-half (55%) would be supportive of increased investment in water infrastructure if it required cuts to other services. Similarly, just under two-thirds (63%) would support increased investment in other city infrastructure if it required reducing spending on other municipal services.

How supportive would you be of increased investment in...

■ Very supportive ■ Somewhat supportive ■ Not very supportive ■ Not supportive at all ■ Don't know / Prefer not to answer



**Note: In Winter 2026 questions were asked of those aware of the water main break in Calgary, in Summer 2026 these were asked of all.

As such, trending should be interpreted with caution.

W10. How supportive would you be of increased investment in water infrastructure if it required higher utility rates?

W11. Using the same scale, how supportive would you be of increased investment in water infrastructure if it required cuts to other services?

W12. How supportive would you be of increased investment in other city infrastructure such as roads, public transit, utilities, and public facilities, if it required higher taxes or fees?

W13. How supportive would you be of increased investment in other city infrastructure if it required reducing spending on other municipal services?

Base: Winter 2026 Aware of water main break in Calgary (n=471), Summer 2026 Valid respondents (n=500)

↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

Data labels <3% not shown

*Rounding



Segment differences

Segment differences overview

Calgarians 18 to 34 (*n*=75)

- Calgarians aged 18 to 34 generally hold a more positive perception of the City's decision-making processes. Compared to those older than 34, they are more likely to believe that The City has the expertise to make the right decisions about important issues facing Calgary (82%), is accountable for its actions (79%), makes decisions that benefit Calgary in the long term (80%), and makes decisions based on the best available evidence and research (75%).

Calgarians 55 or older (*n*=57-268)*

- Calgarians aged 55 or older tend to be less trusting of The City when it comes to expectations for making the right decisions about important issues facing Calgary (67%), and perceptions that The City is transparent in its decision-making (52%), compared to those who are younger. They are also less likely to be satisfied with City Administration, excluding Council (62%). When asked for reasons they distrust The City, they are more likely to provide negative comments about the Mayor, City Council, and/or City Administrators (43%). Similarly, they are also more likely to provide negative comments about the Mayor, City Council, and/or City Administrators (20%) as their reason for disagreeing The City manages spending in a responsible way that reflects the needs and priorities of Calgarians.
- When it comes to water infrastructure, Calgarians aged 55 or older are more likely to support an increase in spending related to water infrastructure if it required higher utility rates (73%).

Calgarians who are Racialized (*n*=99)

- Racialized Calgarians are more likely than those who are non-Racialized to agree The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians (65%).

* Caution: Small sample size

Segment differences overview (continued)

Calgarians who live in the Southeast (*n=116*)

- Calgarians who live in the Southeast are less likely to be satisfied with how The City is being run by City Administration, excluding Council (60%), and are less likely to agree that The City is accountable for its actions (57%) and transparent in its decision-making (54%).

Calgarians who live in the Northwest (*n=148*)

- Calgarians living in the Northwest are more likely to be satisfied with how The City is being run by City Council, excluding City Administration (80%), and are more likely to speak highly of The City (45%). When it comes to perceptions of transparency and reliability, compared to those outside the Northwest, they are more likely to agree The City is accountable for its actions (75%), and The City can be relied on to do what it says it will do (78%).

Calgarians who live in the Northeast (*n=31-84*)*

- Calgarians living in the Northeast are less likely to state that The City is focusing on the poor spending practices (8%) as a reason for disagreeing that The City manages spending responsibly.

* Caution: Small sample size

Segment differences overview (continued)

Calgarians who live in single-detached homes (*n=75-318*)

- Calgarians who live in single detached homes are less likely to Trust The City (59%) overall, as well as less likely to be satisfied with how The City is being run by The City of Calgary – including both Council and City Administration (71%). When asked about reasons for distrusting The City, they were more likely to cite poor spending practices (19%) as a reason for distrust. They are also more likely to provide negative comments about the Mayor, City Council, and/or City Administrators (16%) as a reason for disagreeing that The City manages spending responsibly.
- These residents have less favourable opinions of The City than others providing lower agreement to statements such as: City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary (61%) and being confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions (62%). Furthermore, they are also less likely to agree that The City is accountable for its actions (62%), makes decisions based on the best available evidence and research (59%), is transparent in its decision-making (59%), and that The City focuses on things important to them (55%).

Calgarians who distrust The City (*n=90-106*)

- Not surprisingly, Calgarians who distrust The City are less likely to be satisfied with how the City is being run by The City of Calgary including both Council and City Administration (29%), City Council excluding City Administration (33%) and City Administration excluding Council (34%). They are also much less likely to speak highly of The City (4%). These respondents are less likely to agree to any statements related to the perceptions of City Council or the transparency and reliability of The City. When citing reasons for disagreeing that The City manages spending in a way that reflects the needs and priorities of Calgarians, they are more likely to reference poor infrastructure (22%).
- Regarding supports for increased investments, those who distrust The City are less likely to support increased investment in water infrastructure if it requires higher utility rates (41%) or investment in other city infrastructure such as roads, public transit, etc. if it requires higher taxes or fees (35%).

No segment differences were found across gender, Calgarians with a disability in their household or those living in the Southwest quadrant.



Respondent profile

Respondent profile

Gender	Unweighted %	Weighted %
Man	48%	48%
Woman	50%	50%
Non-binary person	<1%	<1%
Prefer to self-describe	0%	0%
Prefer not to answer	2%	2%

Quadrant	Unweighted %	Weighted %
Southwest	30%	28%
Southeast	23%	24%
Northwest	30%	28%
Northeast	17%	20%

Age	Unweighted %	Weighted %
18-24	5%	9%
25-34	10%	20%
35-44	13%	15%
45-54	19%	23%
55-64	16%	10%
65+	38%	23%

Tenure in Calgary	
Less than 10 years	19%
10 to less than 20 years	16%
20 years or more	65%
Prefer not to answer	<1%

Disability in household	
Yes - myself	12%
Yes - someone in my household	12%
No	77%
Prefer not to answer	<1%

Identify as 2SLGBTQIA+	
Yes	10%
No	89%
Prefer not to answer	1%

Racialized (excl. Indigenous)	
Yes	26%
No	71%
Prefer to self-describe	1%
Prefer not to answer	2%

Born in Canada	
Yes	64%
No	36%
Prefer not to answer	0%

Identify as Indigenous	
Yes - First Nations	2%
Yes - Métis	1%
Yes - Inuit	0%
Yes - Prefer to self-describe	0%
No	97%
Prefer not to answer	0%

Base: Valid respondents (n=500, unless otherwise specified)

Respondent profile (continued)

Annual household income	
Less than \$50,000	15%
\$50,000 to just under \$100,000	23%
\$100,000 to just under \$150,000	24%
\$150,000 to just under \$200,000	12%
\$200,000 and over	16%
Don't know	2%
Prefer not to answer	7%

Dwelling type	
Single detached home	61%
Duplex, triplex or fourplex	8%
Townhouse or rowhouse	10%
Apartment or apartment-style condominium	18%
Another type of multi-unit complex	2%
Other	0%
Prefer not to answer	<1%

Base: Valid respondents (n=500, unless otherwise specified)



Appendix: Differences by sub-groups

Segment differences

	Age			Gender		Racialized		Disability	
	18 - 34	35 - 54	55+	Woman	Man	Yes	No	Yes	No
Advocacy & Trust in The City	(n=75)	(n=157)	(n=268)	(n=243)	(n=257)	(n=99)	(n=377)	(n=117)	(n=382)
% Speaks highly of The City	41%	31%	38%	38%	34%	35%	35%	41%	35%
% Trust The City	67%	57%	66%	62%	64%	70%	60%	63%	63%
Top 5 Reasons for Distrusting The City	(n=14) ^{***}	(n=35) [*]	(n=57) [*]	(n=54) [*]	(n=52) [*]	(n=15) ^{***}	(n=85)	(n=31) [*]	(n=75)
Negative comments about the Mayor/City Council/City Administrators		23%	43% ↑	28%	22%		28%	27%	25%
Based on their track record / Poor decisions they've made		35% ↑	19%	20%	23%		21%	27%	20%
High taxes		12%	10%	11%	15%		10%	16%	12%
Poor spending practices		17%	14%	10%	16%		16%	16%	12%
Focus on wrong priorities		12%	18%	10%	12%		10%	17%	9%
Satisfaction with how The City is being run by...	(n=75)	(n=157)	(n=268)	(n=243)	(n=257)	(n=99)	(n=377)	(n=117)	(n=382)
The City of Calgary – including BOTH Council and City Administration	79%	75%	75%	75%	78%	82%	74%	73%	77%
City Council, EXCLUDING City Administration	73%	74%	74%	73%	74%	77%	72%	69%	75%
City Administration, EXCLUDING Council	76%	69%	62% ↓	71%	66%	76%	66%	69%	68%

Base: all respondents

^{***}Results suppressed for n<21

^{*} Caution: Small sample size

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Quadrant				Type of Home		Income				
	Southwest	Southeast	Northwest	Northeast	Single-detached	Other	<\$50K	\$50K - <\$100K	\$100K - <\$150K	\$150K - <\$200K	\$200K+
Advocacy & Trust in The City	(n=152)	(n=116)	(n=148)	(n=84)	(n=318)	(n=180)	(n=72)*	(n=118)	(n=113)	(n=62)*	(n=75)
% Speaks highly of The City	30%	33%	45%↑	37%	35%	38%	29%	35%	38%	50%	36%
% Trust The City	67%	56%	62%	66%	59%↓	70%↑	56%	66%	68%	66%	55%
Top 5 Reasons for Distrusting The City	(n=27)**	(n=32)*	(n=31)*	(n=16)***	(n=75)	(n=30)*	(n=21)**	(n=26)**	(n=16)***	(n=9)***	(n=19)***
Negative comments about the Mayor/City Council/City Administrators	7	25%	29%		26%	21%	2	13			
Based on their track record / Poor decisions they've made	2	28%	36%		24%	17%	5	4			
High taxes	2	10%	7%		12%	16%	1	5			
Poor spending practices	4	11%	19%		19%↑	0%	2	1			
Focus on wrong priorities	2	7%	9%		10%	13%	3	-			
Satisfaction with how The City is being run by...	(n=152)	(n=116)	(n=148)	(n=84)	(n=318)	(n=180)	(n=72)*	(n=118)	(n=113)	(n=62)*	(n=75)
The City of Calgary – including BOTH Council and City Administration	81%	69%	81%	72%	71%↓	85%↑	73%	77%	79%	78%	71%
City Council, EXCLUDING City Administration	76%	66%	80%↑	70%	72%	76%	70%	77%	73%	75%	71%
City Administration, EXCLUDING Council	73%	60%↓	71%	71%	68%	70%	70%	75%	73%	71%	60%

* Caution: Small sample size

**Results show counts for n<30

***Results suppressed for n<21

Base: all respondents

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Trust in The City		
	NET Trust	Neither Trust nor Distrust	NET Distrust
Advocacy & Trust in The City	(n=317)	(n=75)	(n=106)
% Speaks highly of The City	48% ↑	32%	4% ↓
% Trust The City	100%		
Top 5 Reasons for Distrusting The City	n/a	n/a	(n=106)
Negative comments about the Mayor/City Council/City Administrators			25%
Based on their track record / Poor decisions they've made			21%
High taxes			13%
Poor spending practices			13%
Focus on wrong priorities			11%
Satisfaction with how The City is being run by...	(n=317)	(n=75)	(n=106)
The City of Calgary – including BOTH Council and City Administration	95% ↑	64% ↓	29% ↓
City Council, EXCLUDING City Administration	89% ↑	64%	33% ↓
City Administration, EXCLUDING Council	83% ↑	58%	34% ↓

Base: all respondents

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Age			Gender		Racialized		Disability	
	18 - 34	35 - 54	55+	Woman	Man	Yes	No	Yes	No
Perceptions of City Council (% Agree)	(n=75)	(n=157)	(n=268)	(n=243)	(n=257)	(n=99)	(n=377)	(n=117)	(n=382)
City Council makes decisions based on the needs and concerns of Calgarians	76%	65%	68%	71%	67%	68%	70%	66%	70%
I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions	70%	67%	63%	65%	68%	72%	64%	69%	66%
City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary	73%	64%	61%	67%	64%	70%	63%	64%	66%
City Council has a clear vision for the future of Calgary	71%	59%	65%	64%	65%	69%	62%	62%	65%
The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians	62%	47% ↓	57%	56%	53%	65% ↑	49% ↓	57%	54%
Top 5 Reasons for disagreeing The City manages spending in a responsible way that reflects the needs and priorities of Calgarians	(n=24)**	(n=77)	(n=104)	(n=102)	(n=103)	(n=33)*	(n=167)	(n=47)*	(n=158)
Focus on wrong priorities	16	34%	34%	34%	33%	41%	31%	46%	30%
Poor spending practices	11	27%	32%	31%	24%	37%	25%	25%	28%
Poor infrastructure	7	17%	14%	17%	13%	25%	13%	16%	15%
Negative comments about the Mayor/City Council/City Administrators	5	8%	20% ↑	15%	10%	9%	13%	9%	13%
Don't listen to citizens/lack of outreach, engagement, input from citizens	4	9%	13%	10%	11%	16%	9%	7%	11%

Base: all respondents

**Results show counts for n<30

* Caution: Small sample size

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Quadrant				Type of Home		Income				
	Southwest	Southeast	Northwest	Northeast	Single-detached	Other	<\$50K	\$50K - <\$100K	\$100K - <\$150K	\$150K - <\$200K	\$200K+
Perceptions of City Council (% Agree)	(n=152)	(n=116)	(n=148)	(n=84)	(n=318)	(n=180)	(n=72)*	(n=118)	(n=113)	(n=62)*	(n=75)
City Council makes decisions based on the needs and concerns of Calgarians	69%	71%	70%	66%	66%	74%	71%	72%	69%	74%	66%
I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions	70%	63%	68%	64%	62%↓	74%↑	72%	64%	68%	73%	61%
City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary	67%	61%	66%	68%	61%↓	72%↑	63%	72%	68%	72%	55%↓
City Council has a clear vision for the future of Calgary	65%	59%	64%	70%	62%	68%	64%	69%	66%	72%	53%↓
The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians	56%	46%	57%	59%	53%	57%	53%	59%	53%	64%	47%
Top 5 Reasons for disagreeing The City manages spending in a responsible way that reflects the needs and priorities of Calgarians	(n=60)*	(n=55)*	(n=59)*	(n=31)*	(n=140)	(n=64)*	(n=28)**	(n=41)*	(n=51)*	(n=22)**	(n=38)*
Focus on wrong priorities	32%	28%	37%	38%	32%	35%	11	35%	35%	7	28%
Poor spending practices	28%	33%	33%	8%↓	30%	22%	4	20%	25%	8	36%
Poor infrastructure	14%	19%	14%	13%	14%	18%	6	13%	17%	2	19%
Negative comments about the Mayor/City Council/City Administrators	12%	21%	7%	7%	16%↑	5%↓	4	10%	10%	4	10%
Don't listen to citizens/lack of outreach, engagement, input from citizens	8%	10%	9%	15%	13%	5%	3	12%	12%	0	10%

Base: all respondents

**Results show counts for n<30

* Caution: Small sample size

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Trust in The City		
	NET Trust	Neither Trust nor Distrust	NET Distrust
Perceptions of City Council (% Agree)	(n=317)	(n=75)	(n=106)
City Council makes decisions based on the needs and concerns of Calgarians	85% ↑	65%	27% ↓
I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions	80% ↑	62%	31% ↓
City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary	81% ↑	59%	25% ↓
City Council has a clear vision for the future of Calgary	78% ↑	62%	25% ↓
The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians	74% ↑	38% ↓	11% ↓
Top 5 Reasons for disagreeing The City manages spending in a responsible way that reflects the needs and priorities of Calgarians	(n=73)*	(n=41)*	(n=90)
Focus on wrong priorities	30%	42%	33%
Poor spending practices	21%	27%	34%
Poor infrastructure	5% ↓	18%	22% ↑
Negative comments about the Mayor/City Council/City Administrators	12%	9%	15%
Don't listen to citizens/lack of outreach, engagement, input from citizens	9%	8%	12%

Base: all respondents

* Caution: Small sample size

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Age			Gender		Racialized		Disability	
	18 - 34 (n=75)	35 - 54 (n=157)	55+ (n=268)	Woman (n=243)	Man (n=257)	Yes (n=99)	No (n=377)	Yes (n=117)	No (n=382)
Perceptions of Transparency & Reliability (% Agree)									
The City acts in the best interest of Calgarians	75%	72%	69%	74%	70%	75%	70%	71%	72%
The City has the expertise to make the right decisions about important issues facing Calgary	82% ↑	74%	67% ↓	71%	77%	80%	71%	74%	74%
The City's decisions are focused on the needs of Calgarians	77%	68%	69%	74%	68%	70%	70%	70%	71%
The City is accountable for its actions	79% ↑	61% ↓	64%	64%	71%	66%	66%	64%	68%
The City makes decisions that benefit Calgary in the long term	80% ↑	66%	71%	76%	68%	75%	70%	71%	72%
The City makes decisions based on the best available evidence and research	75% ↑	62%	62%	70%	62%	68%	64%	62%	67%
The City can be relied on to do what it says it will do	72%	71%	69%	70%	71%	72%	69%	68%	71%
The City is transparent in its decision-making	70%	68%	52% ↓	65%	62%	67%	62%	64%	63%
The City focuses on the things that are important to me	65%	52% ↓	61%	58%	59%	62%	57%	57%	59%

Base: all respondents

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Quadrant				Type of Home		Income				
	Southwest	Southeast	Northwest	Northeast	Single-detached	Other	<\$50K	\$50K - <\$100K	\$100K - <\$150K	\$150K - <\$200K	\$200K+
	(n=152)	(n=116)	(n=148)	(n=84)	(n=318)	(n=180)	(n=72)*	(n=118)	(n=113)	(n=62)*	(n=75)
Perceptions of Transparency & Reliability (% Agree)											
The City acts in the best interest of Calgarians	71%	69%	75%	72%	69%	76%	71%	79%	72%	70%	69%
The City has the expertise to make the right decisions about important issues facing Calgary	77%	66%	78%	75%	71%	79%	74%	79%	75%	79%	70%
The City's decisions are focused on the needs of Calgarians	69%	71%	73%	71%	69%	73%	78%	79%	65%	71%	65%
The City is accountable for its actions	70%	57%↓	75%↑	66%	62%↓	75%↑	72%	71%	65%	65%	65%
The City makes decisions that benefit Calgary in the long term	74%	70%	69%	75%	70%	75%	74%	77%	72%	75%	66%
The City makes decisions based on the best available evidence and research	66%	64%	66%	67%	59%↓	77%↑	68%	77%↑	67%	66%	57%
The City can be relied on to do what it says it will do	67%	67%	78%↑	69%	68%	74%	65%	73%	73%	67%	69%
The City is transparent in its decision-making	64%	54%↓	70%	64%	59%↓	71%↑	57%	69%	63%	70%	60%
The City focuses on the things that are important to me	58%	59%	60%	57%	55%↓	65%↑	64%	60%	58%	62%	54%

Base: all respondents

* Caution: Small sample size

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Trust in The City		
	NET Trust (n=317)	Neither Trust nor Distrust (n=75)	NET Distrust (n=106)
Perceptions of Transparency & Reliability (% Agree)			
The City acts in the best interest of Calgarians	88% ↑	64%	28% ↓
The City has the expertise to make the right decisions about important issues facing Calgary	85% ↑	69%	45% ↓
The City's decisions are focused on the needs of Calgarians	85% ↑	67%	30% ↓
The City is accountable for its actions	79% ↑	59%	40% ↓
The City makes decisions that benefit Calgary in the long term	88% ↑	71%	23% ↓
The City makes decisions based on the best available evidence and research	81% ↑	57%	26% ↓
The City can be relied on to do what it says it will do	84% ↑	62%	36% ↓
The City is transparent in its decision-making	75% ↑	63%	28% ↓
The City focuses on the things that are important to me	75% ↑	50%	17% ↓

Base: all respondents

Segment differences (continued)

	Age			Gender		Racialized		Disability	
	18 - 34 (n=75)	35 - 54 (n=157)	55+ (n=268)	Woman (n=243)	Man (n=257)	Yes (n=99)	No (n=377)	Yes (n=117)	No (n=382)
Support for increased investment in... (% Supportive)									
Water infrastructure if it required higher utility rates	67%	63%	73% ↑	67%	68%	61%	70%	65%	68%
Water infrastructure if it required cuts to other services	57%	51%	57%	55%	55%	52%	56%	57%	55%
Other city infrastructure such as roads, public transit, utilities, and public facilities, if it required higher taxes or fees	64%	61%	66%	64%	64%	62%	64%	61%	64%
Other city infrastructure if it required reducing spending on other municipal services	67%	63%	58%	66%	60%	65%	62%	66%	62%

Base: all respondents

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Quadrant				Type of Home		Income				
	Southwest (n=152)	Southeast (n=116)	Northwest (n=148)	Northeast (n=84)	Single- detached (n=318)	Other (n=180)	<\$50K (n=72)*	\$50K - <\$100K (n=118)	\$100K - <\$150K (n=113)	\$150K - <\$200K (n=62)*	\$200K+ (n=75)
Support for increased investment in... (% Supportive)											
Water infrastructure if it required higher utility rates	67%	70%	66%	68%	65%	70%	58%	72%	67%	74%	72%
Water infrastructure if it required cuts to other services	51%	58%	54%	61%	55%	56%	54%	55%	53%	59%	60%
Other city infrastructure such as roads, public transit, utilities, and public facilities, if it required higher taxes or fees	65%	67%	62%	60%	61%	68%	59%	58%	65%	72%	72%
Other city infrastructure if it required reducing spending on other municipal services	60%	59%	65%	67%	60%	67%	59%	66%	66%	61%	60%

Base: all respondents

* Caution: Small sample size

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**

Segment differences (continued)

	Trust in The City		
	NET Trust (n=317)	Neither Trust nor Distrust (n=75)	NET Distrust (n=106)
Support for increased investment in... (% Supportive)			
Water infrastructure if it required higher utility rates	77% ↑	67%	41% ↓
Water infrastructure if it required cuts to other services	58%	51%	49%
Other city infrastructure such as roads, public transit, utilities, and public facilities, if it required higher taxes or fees	73% ↑	64%	35% ↓
Other city infrastructure if it required reducing spending on other municipal services	63%	64%	61%

Base: all respondents

↑ Statistically higher than the result of **all other segments combined**
 ↓ Statistically lower than the result of **all other segments combined**



Contact

The Corporate Research Team
 311 & Insights
 The City of Calgary
Research@Calgary.ca