

Calgary



Equity-Deserving Communities: Racialized

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:

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 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 ± 2.0 percentage points, 19 times out of 20. The margin of error for the Racialized sub-group of 547 is ± 4.2 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 Racialized Calgarians and non-Racialized 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

Calgary earns high marks from Racialized Calgary for its good quality of life and for its future prospects. Most Racialized Calgarians view the city as a great place to make a life, while a slightly smaller majority see it as a great place to make a living.

Both Racialized Calgarians and non-Racialized Calgarians 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 (71% of Racialized Calgarians and 72% of non-Racialized Calgarians)
- Believing that Calgary is a great place to make a life (72% and 69%)
- Holding the view that Calgary is a great place to make a living (63% for both groups)

However, a key **difference** emerges between the two groups with a statistically higher proportion Racialized Calgarians agreeing that Calgary is on the right track to be a better city 10 years from now (76% of Racialized Calgarians vs. 61% of non-Racialized Calgarians).

Inclusivity

The City's dedication to inclusivity is recognized by Racialized Calgarians, with a majority affirming The City's efforts to foster acceptance. Mixed perspectives on Calgary's accessibility and The City's ability to remove participation barriers suggest opportunities for further progress in these areas.

There are statistical **differences** in their views on inclusivity. Specifically, a higher proportion of Racialized Calgarians agree that:

- The City of Calgary's municipal government fosters a city that is inclusive and accepting of all (73% of Racialized Calgarians vs. 59% of non-Racialized Calgarians)
- The City of Calgary's municipal government strives to create a city that is equally accessible for all Calgarians, regardless of their physical ability (63% vs. 50)
- The City of Calgary delivers programs and services that remove barriers to participation for those who need it most (54% vs. 43%)

2024 Spring highlights (2 of 5)

The environment

Satisfaction with Calgary's current environment is high among Racialized Calgarians, but concerns about climate change's impact loom. Most praise The City's environmental protection efforts, while just as many believe more action is needed to combat climate change, which they see as a real threat to their personal lives and Calgary's quality of life.

Racialized Calgarians and non-Racialized Calgarians share a *similar* perspective on the overall state of Calgary's environment, with both groups rating it as good (92% and 91%, respectively).

There are also statistical *differences* in their views. Specifically, a higher proportion of Racialized Calgarians:

- Are satisfied with the job The City of Calgary is currently doing to protect the environment (86% of Racialized Calgarians vs. 80% of non-Racialized Calgarians)
- Are satisfied with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact (78% vs. 69%)
- Agree that The City of Calgary municipal government should do more in the fight against climate change (76% vs. 58%)
- Agree that Climate change is a real issue that is affecting the quality of life of Calgarians every day (76% vs. 63%)
- Believe that the effects of climate change will harm me personally at some point in my lifetime (77% vs. 63%)
- In turn, fewer Racialized Calgarians (31%) agree that the effects of climate change are overblown and will not greatly impact the lives of Calgarians, compared to 39% of non-Racialized Calgarians

2024 Spring highlights (3 of 5)

City programs and services

Support for City services and Green Line LRT runs high among Racialized Calgarians. A majority are pleased with the quality of programs and services offered, and an overwhelming proportion view the completion of the full Green Line vision as crucial to Calgary's future.

There are statistical **differences** in their views on city programs and services. Specifically, a higher proportion of Racialized Calgarians:

- Are satisfied with the overall level and quality of services and programs provided by The City (67% of Racialized Calgarians vs. 62% of non-Racialized Calgarians)
- Believe the completion of the full Green Line LRT vision is important to the future of Calgary (95% vs. 86%)

Taxation

Tax value perceptions and budget preferences vary among Racialized Calgarians. Only a minority currently believe they receive good value from their property tax dollars, and while closely divided, there is a slight preference for service cuts over tax increases when balancing the two.

Both Racialized Calgarians and non-Racialized Calgarians share a common perspective on taxation. The **similarity** between the two groups includes:

- Perceiving good value from their municipal property tax dollars (42% of Racialized Calgarians and 46% of non-Racialized Calgarians).

There are also statistical **differences** in their views on options they would most like The City to pursue. Specifically:

- A lower proportion of Racialized Calgarians prefer increasing taxes (45% of Racialized Calgarians vs. 51% of non-Racialized Calgarians)
- A higher proportion of Racialized Calgarians prefer cutting services (50% vs. 43%)

2024 Spring highlights (4 of 5)

Perception of customer service and communications at The City

The City's customer service earns high marks from most Racialized Calgarians for meeting expectations and maintaining high standards. Communications about services, programs, policies, and plans are also viewed positively.

There are statistical *differences* in their views on customer service and communications. Specifically, a higher proportion of Racialized Calgarians:

- Agree that The City of Calgary meets their customer service expectations (77% of Racialized Calgarians vs. 72% of non-Racialized Calgarians)
- Rate The City's communication about its services, programs, policies, and plans in the past 6 months as good (71% vs. 59%)

Both groups *similarly* agree that the quality of customer service from The City is consistently high (74% of Racialized Calgarians and 69% of non-Racialized Calgarians).

Input from Calgarians

Confidence in The City's commitment to including public input in its decisions is strong among Racialized Calgarians, bolstered by a majority who feel current feedback opportunities are sufficient.

There are statistical *differences* in their views on input from Calgarians. Specifically, a higher proportion of Racialized Calgarians:

- Agree they are confident The City of Calgary is working to improve how it includes Calgarians' input into important decisions (70% of Racialized Calgarians vs. 52% of non-Racialized Calgarians)
- Agree that Calgarians have enough opportunities to provide input into decision making about City projects and services (65% vs. 53%)

2024 Spring highlights (5 of 5)

City reputation and performance

City Administration's performance garners praise from Racialized Calgarians, while ratings for City Council are relatively lower in comparison. Open government and collaboration between Council and Administration are each viewed positively. Fewer are as sure about City spending and even fewer have Trust in The City of Calgary overall.

There are statistical *differences* in their views on city reputation and performance. Specifically, a higher proportion of Racialized Calgarians:

- Trust The City of Calgary (43% of Racialized Calgarians vs. 36% of non-Racialized Calgarians)
- Are satisfied with the way The City of Calgary, including Council and Administration as a whole, is running the city (68% vs. 56%)
- Are satisfied with the way City Administration, excluding City Council, is running the city (76% vs. 69%)
- Are satisfied with the way City Council, excluding City Administration, is running the city (61% vs. 45%)
- Agree that The City of Calgary practices open and accessible government (73% vs. 57%)
- Believe that City Council and City Administration work collaboratively to make the best possible decisions for Calgary's future (72% vs. 53%)
- Agree that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians (63% vs. 43%)



Detailed findings

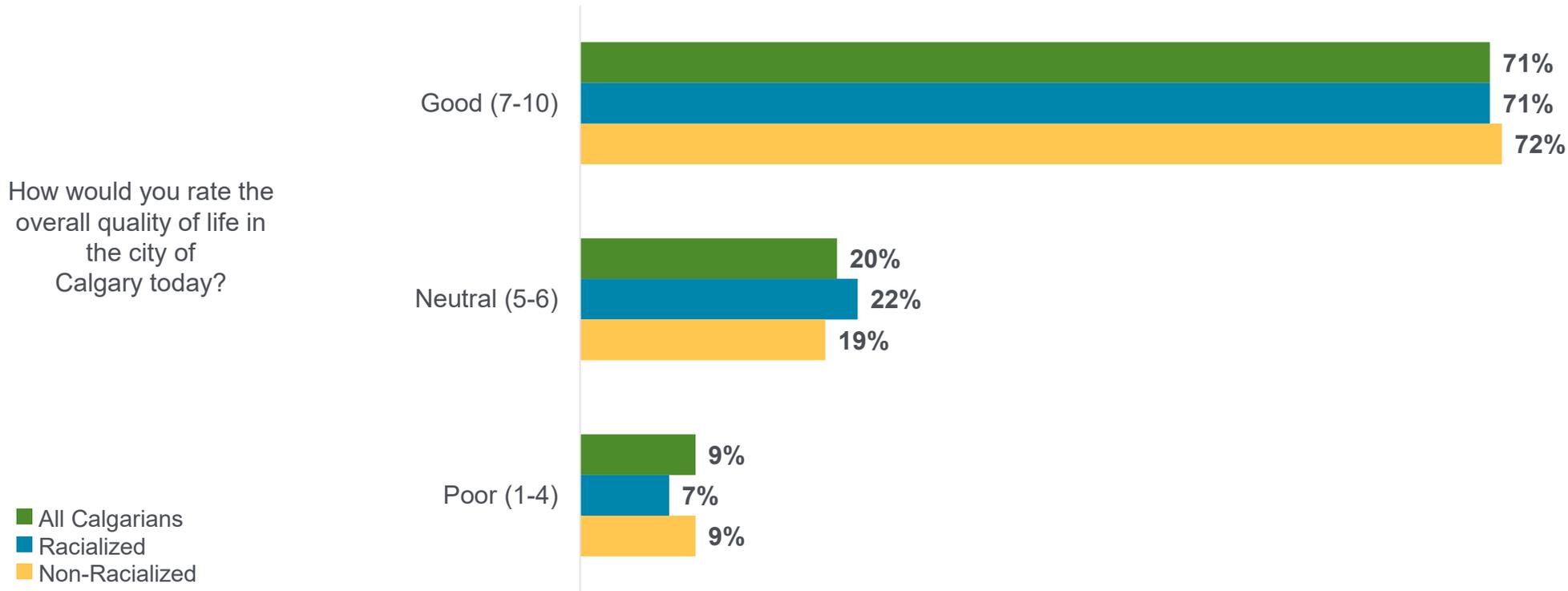


Quality of life



Overall quality of life in Calgary

Seven-in-ten (71%) Calgarians rate the overall quality of life in Calgary as good. The results are consistent between the subgroups, with Racialized Calgarians (71%) and non-Racialized Calgarians (72%) rating the quality of life as good.

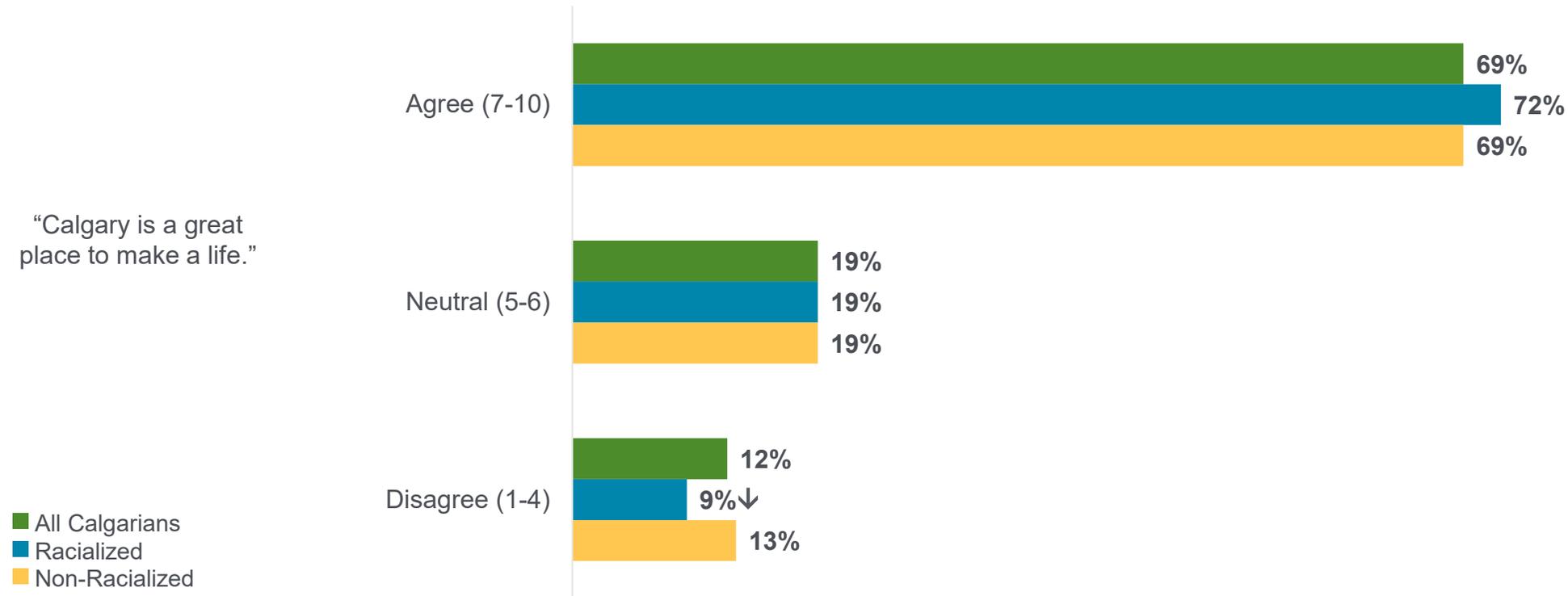


Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?
 Base: Valid respondents (All Calgarians n=2,497, Racialized n=547, Non-Racialized n=1,806)



Great place to make a life

A majority (69%) of Calgarians agree that Calgary is a great place to make a life. A slightly higher proportion of Racialized Calgarians (72%) agree with this statement compared to non-Racialized Calgarians (69%). Looking at disagree ratings there is a small difference between the two groups and this difference is statistically significant (9% of Racialized Calgarians and 13% of non-Racialized Calgarians).



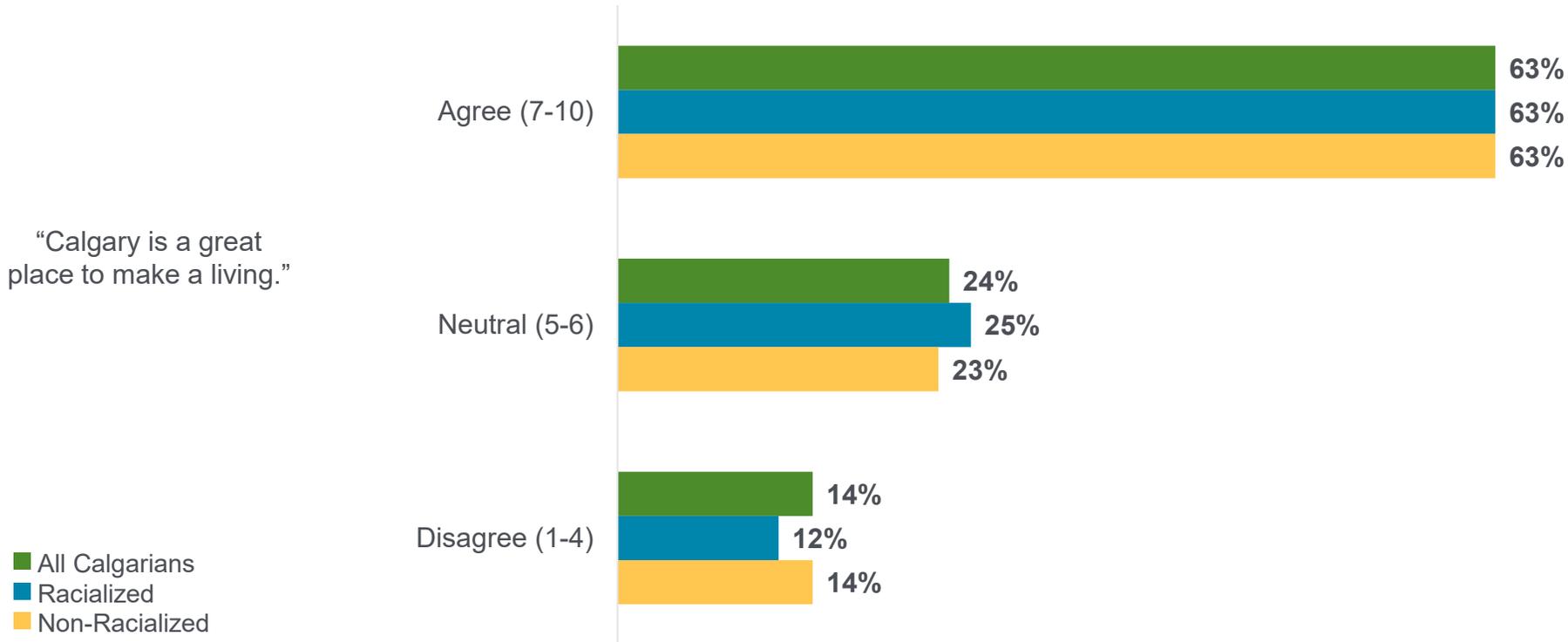
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
 Base: Valid respondents (All Calgarians n=2,498, Racialized n=546, Non-Racialized n=1,807)

↑/↓ Statistically higher/lower than comparable subgroup



Great place to make a living

More than three-fifths (63%) of Calgarians agree that Calgary is a great place to make a living. There are no statistically significant differences between the subgroups, with 63% of both Racialized and non-Racialized Calgarians agreeing with this statement.



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.

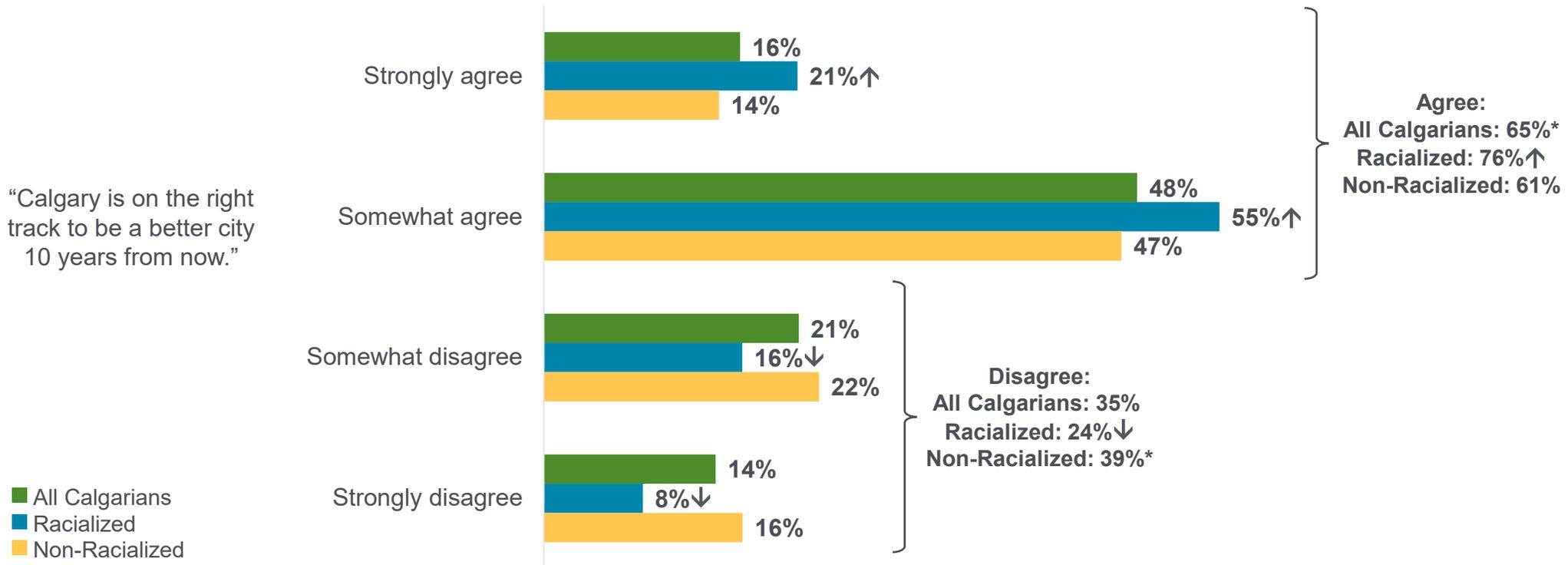
Base: Valid respondents (All Calgarians n=2,487, Racialized n=545, Non-Racialized n=1,797)



On the right track to be a better city

Two-thirds (65%) of Calgarians agree that Calgary is on the right track to be a better city in the next decade. The proportion of Racialized Calgarians who agree with this statement (76%) is higher than that of non-Racialized Calgarians (61%). In turn, disagreement ratings are lower among Racialized Calgarians compared to non-Racialized Calgarians (24% vs. 39%, respectively).

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



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, Racialized n=546, Non-Racialized n=1,803)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

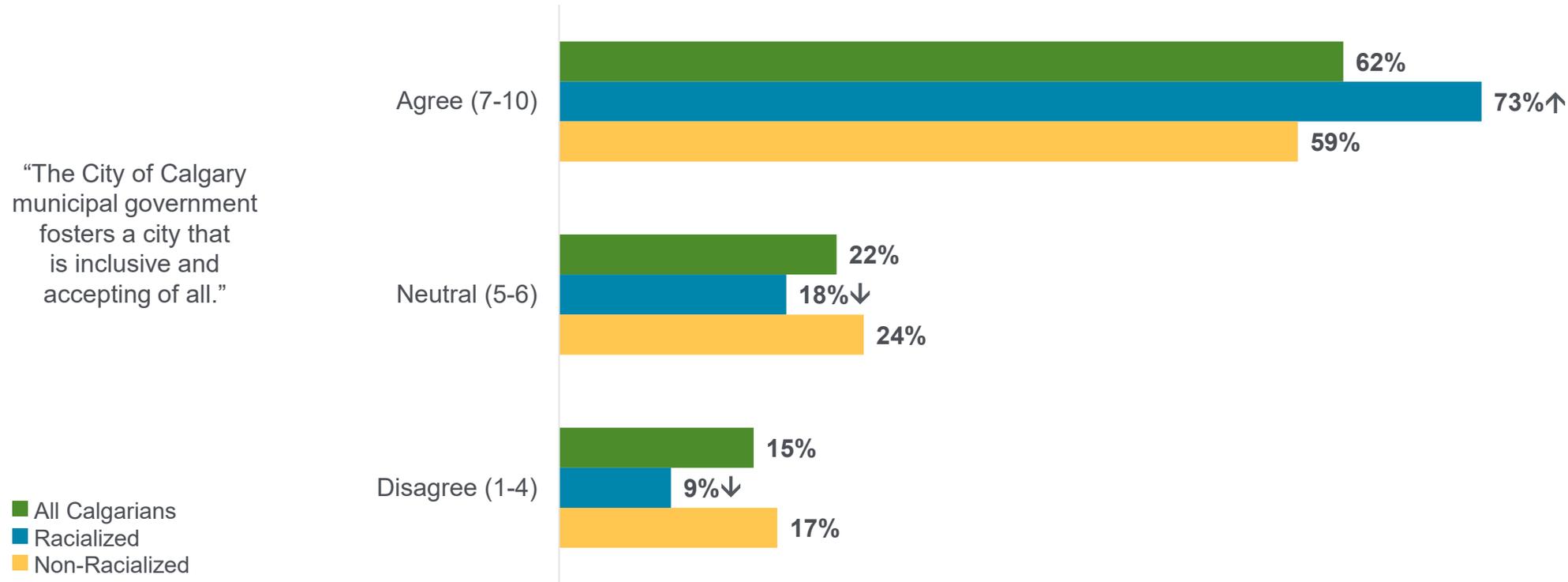


Inclusivity



Fosters a city that is inclusive and accepting

Around three-fifths (62%) of Calgarians agree that the municipal government fosters a city that is inclusive and accepting of all. A significantly higher proportion of Racialized Calgarians (73%) agree with this statement compared to non-Racialized Calgarians (59%).



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, Racialized n=544, Non-Racialized n=1,789)

↑/↓ Statistically higher/lower than comparable subgroup

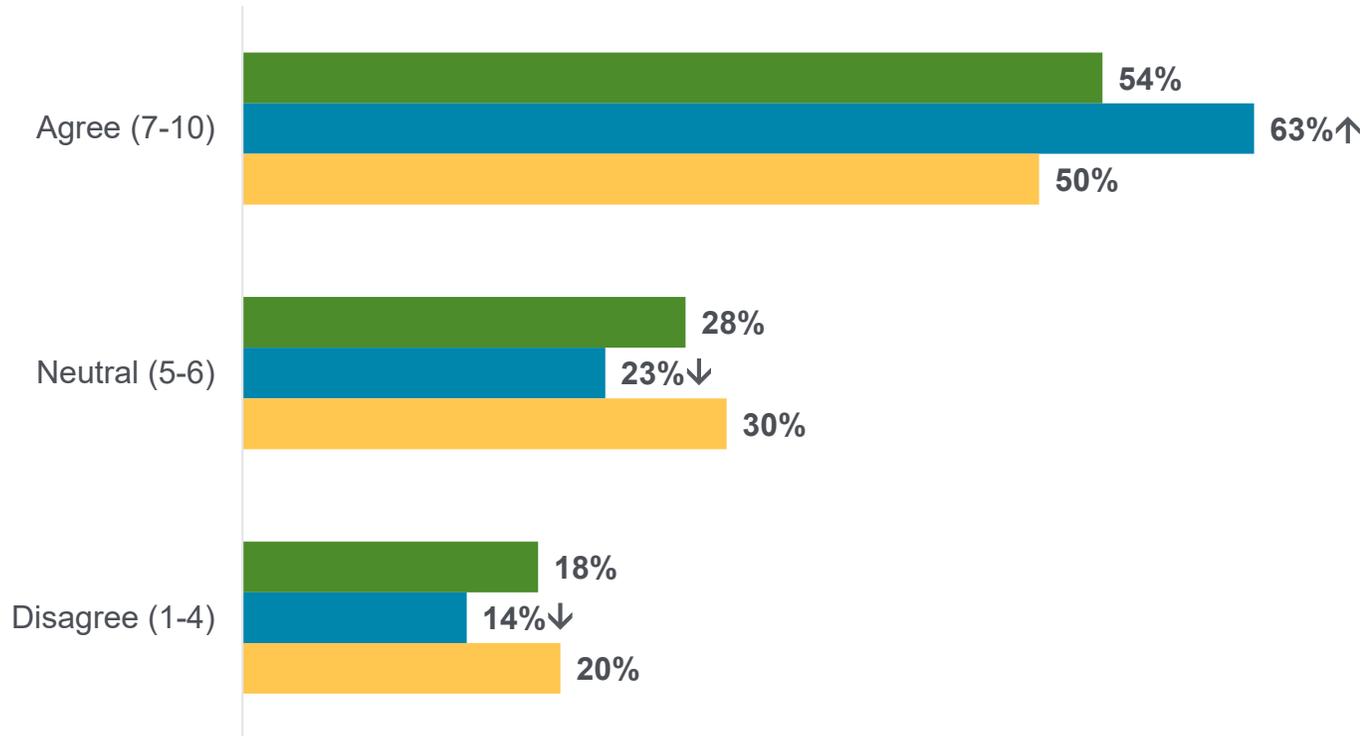


Strives to create a city that is equally accessible

A small majority (54%) of Calgarians agree that the municipal government strives to create a city that is equally accessible for all Calgarians, regardless of their physical ability. The proportion of Racialized Calgarians who agree with this statement (63%) is significantly higher than that of non-Racialized Calgarians (50%).

“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
- Racialized
- Non-Racialized



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, Racialized n=546, Non-Racialized n=1,790)

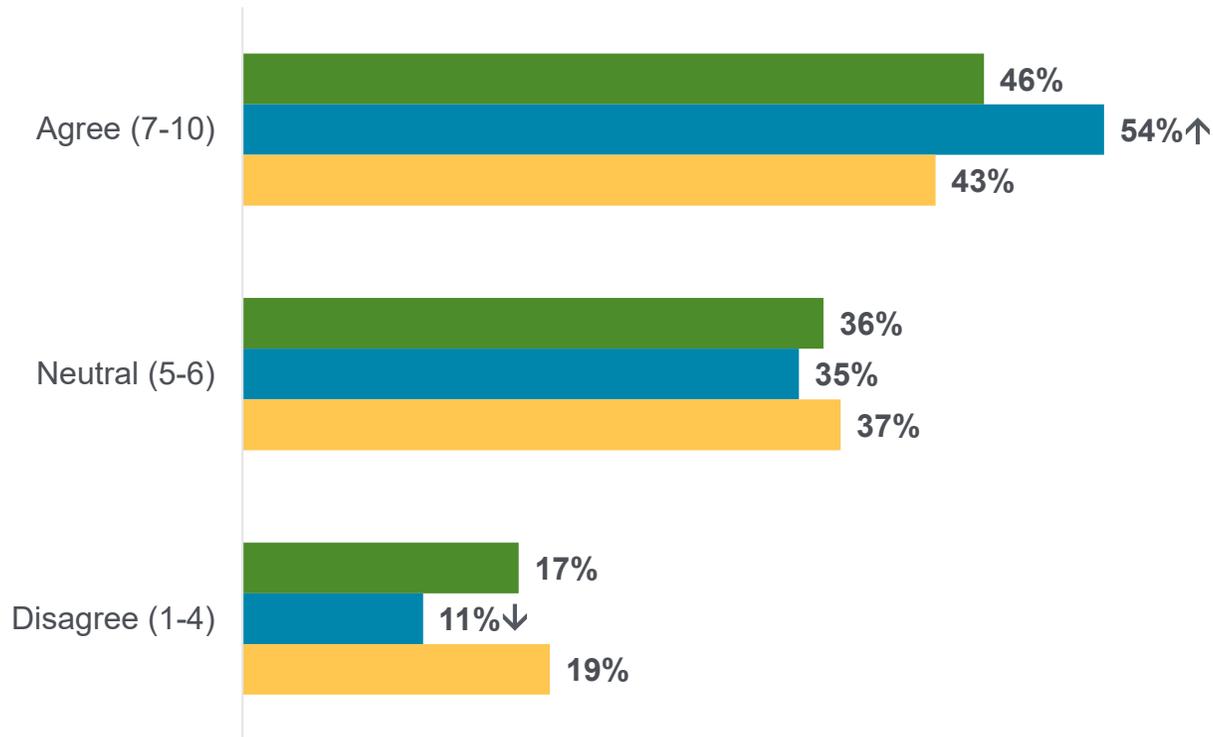
↑/↓ Statistically higher/lower than comparable subgroup



Delivers programs and services that remove barriers to participation

Around one-half (46%) of Calgarians agree that The City delivers programs and services that remove barriers to participation for those who need it most. A greater share of Racialized Calgarians (54%) agree with this statement compared to non-Racialized Calgarians (43%). Neutral ratings are consistent between the two groups, while disagree ratings are significantly lower among Racialized Calgarians (11% vs. 19%).

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



- All Calgarians
- Racialized
- Non-Racialized

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, Racialized n=535, Non-Racialized n=1,735)

↑/↓ Statistically higher/lower than comparable subgroup

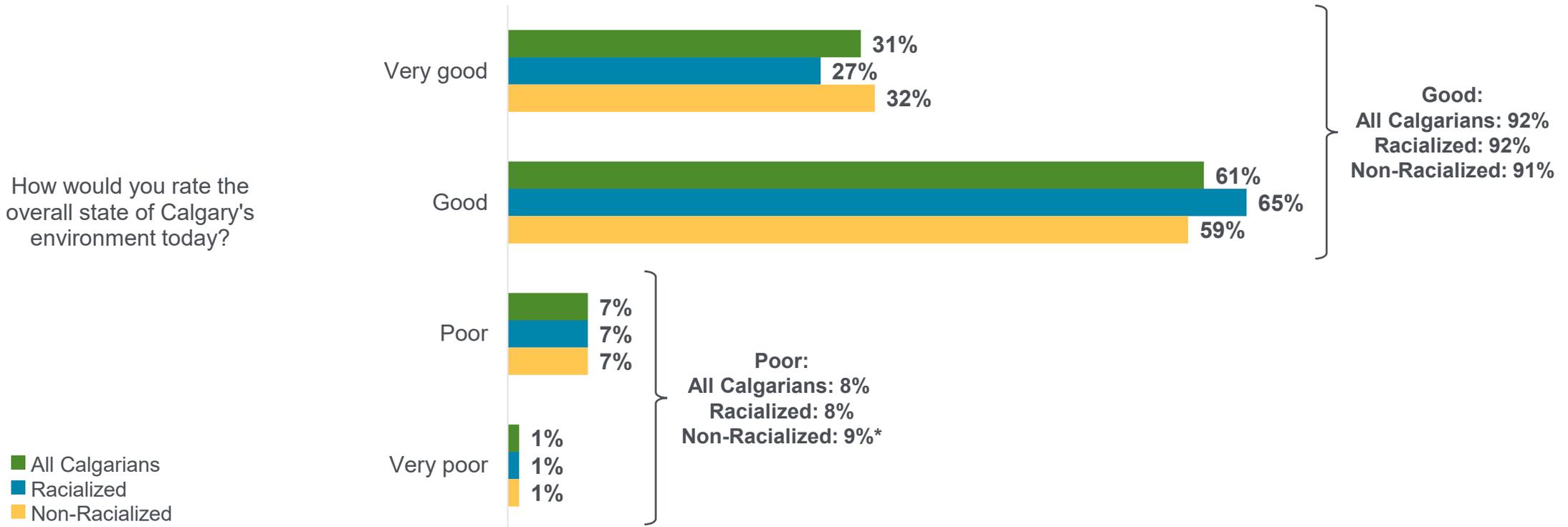


The environment



Overall state of Calgary's environment

Around nine-in-ten (92%) Calgarians rate the overall state of Calgary's environment as good. The results are nearly identical between the subgroups, with 92% of Racialized Calgarians and 91% of non-Racialized Calgarians rating the environment as good.



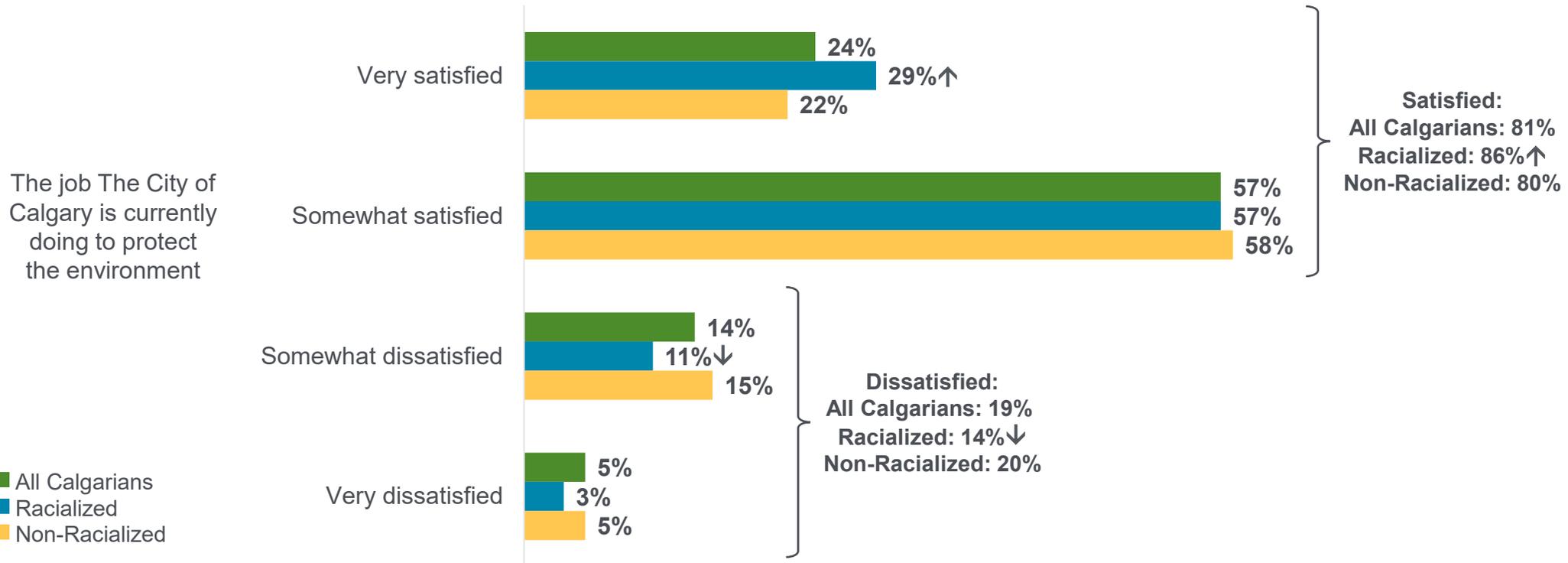
Q. Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?
 Base: Valid respondents (All Calgarians n=2,491, Racialized n=546, Non-Racialized n=1,805)

*Rounding



Satisfaction with City of Calgary environmental protections

Four-fifths (81%) of Calgarians are satisfied with the job The City is doing to protect the environment. A higher proportion of Racialized Calgarians (86%) express satisfaction compared to non-Racialized Calgarians (80%), including being 'very' satisfied (29% vs. 22%, respectively). Likewise, a lower proportion of Racialized Calgarians are dissatisfied (14% vs. 20% of non-Racialized Calgarians), including a lower proportion who are 'somewhat' dissatisfied (11% vs. 15%).



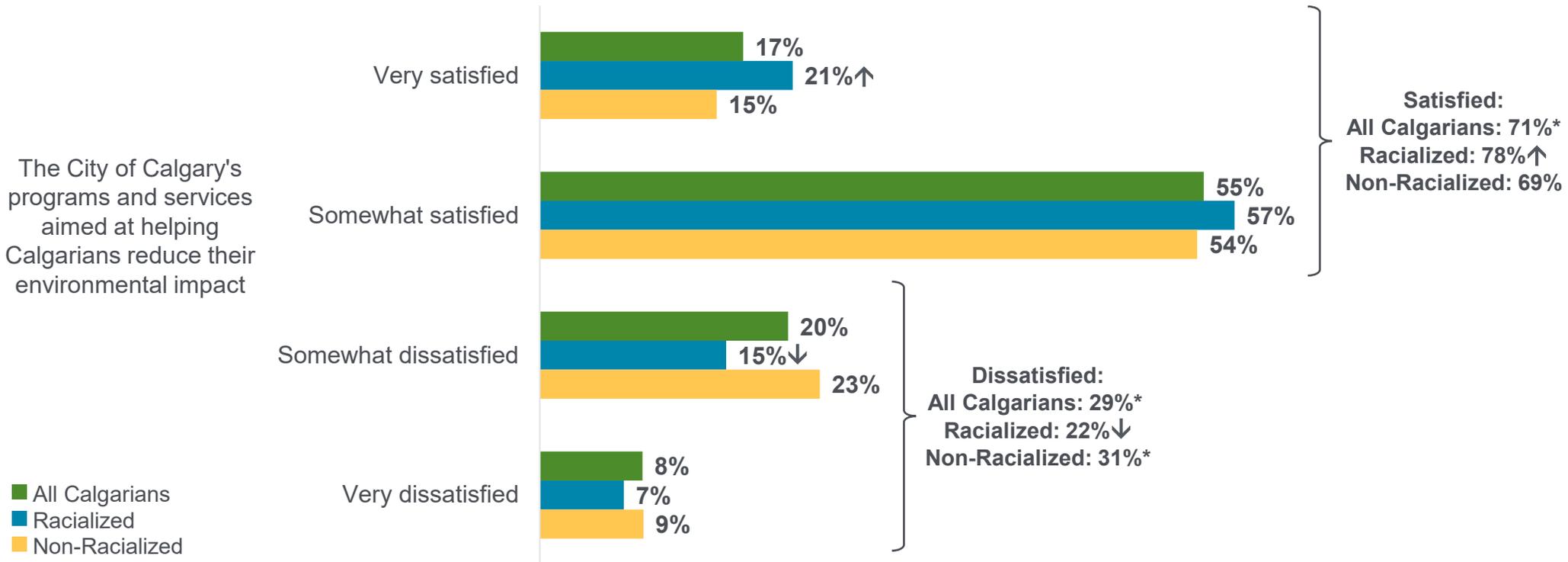
Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?
 Base: Valid respondents (All Calgarians n=2,478, Racialized n=546, Non-Racialized n=1,796)

↑/↓ Statistically higher/lower than comparable subgroup



Satisfaction with City of Calgary's environmental programs and services

Seven-in-ten (71%) Calgarians are satisfied with The City's programs and services aimed at helping reduce their environmental impact. The proportion of Racialized Calgarians who express satisfaction (78%) is significantly higher than that of non-Racialized Calgarians (69%), including a higher proportion who are 'very' satisfied (21% vs. 15%, respectively).



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, Racialized n=539, Non-Racialized n=1,786)

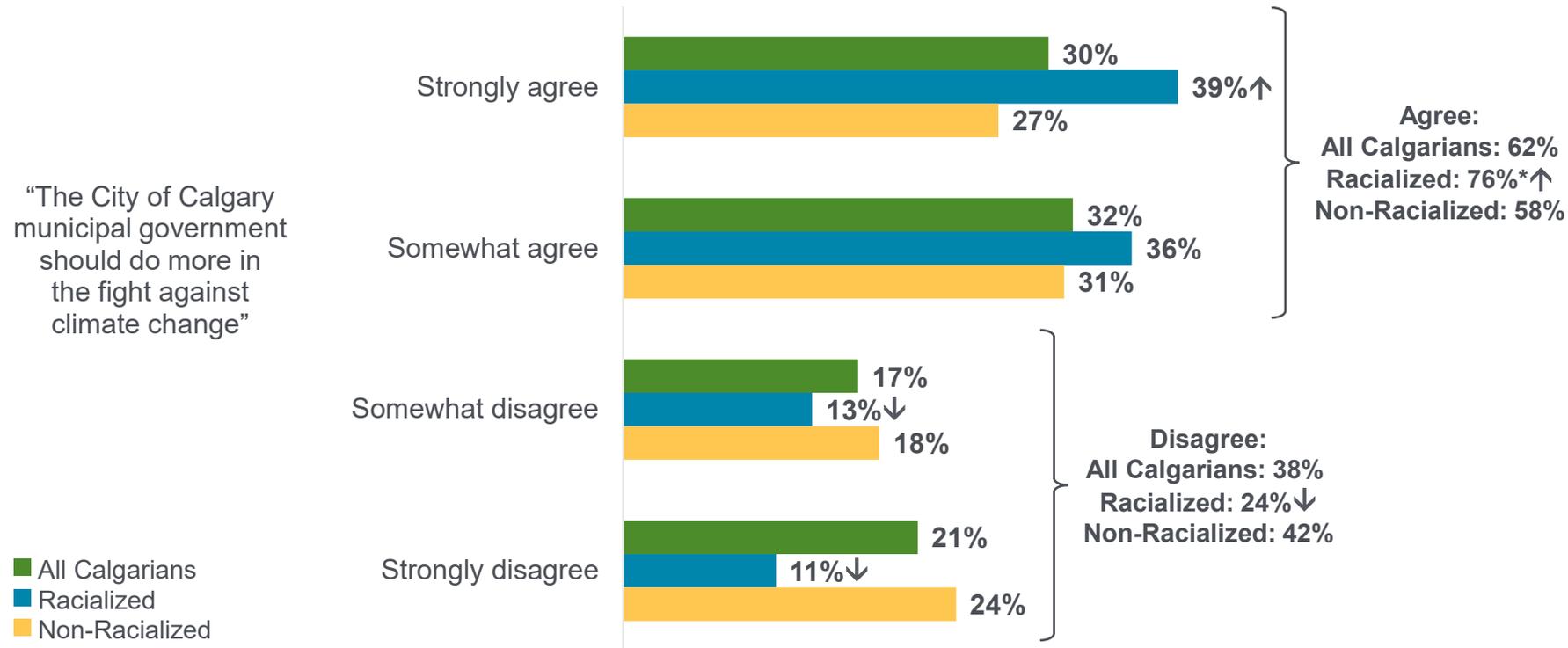
*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



The City should do more to fight climate change

Around three-fifths (62%) of Calgarians agree that the municipal government should do more to fight climate change. A statistically higher proportion of Racialized Calgarians (76%) agree with this statement compared to non-Racialized Calgarians (58%). Further, a notably higher proportion of Racialized Calgarians ‘strongly’ agree (39% vs. 27%).



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, Racialized n=547, Non-Racialized n=1,799)

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

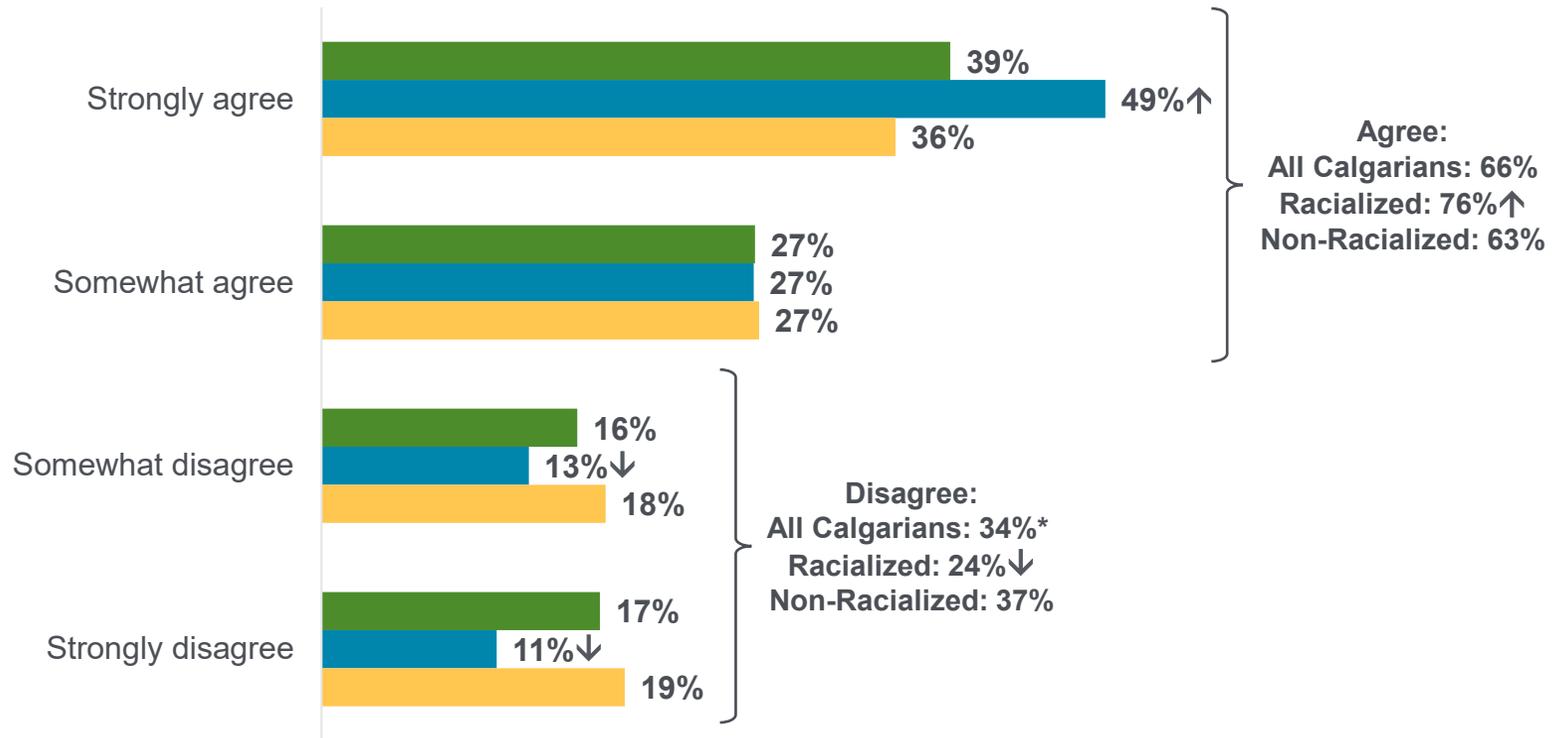


Climate change is affecting quality of life

A majority (66%) of Calgarians agree that climate change is a real issue affecting Calgarians' quality of life daily. The proportion of Racialized Calgarians who agree with this statement (76%) is higher than that of non-Racialized Calgarians (63%). This difference is largely driven a higher proportion who 'strongly' agree (49% vs. 36% of non-Racialized Calgarians).

“Climate change is a real issue that is affecting the quality of life of Calgarians every day.”

- All Calgarians
- Racialized
- Non-Racialized



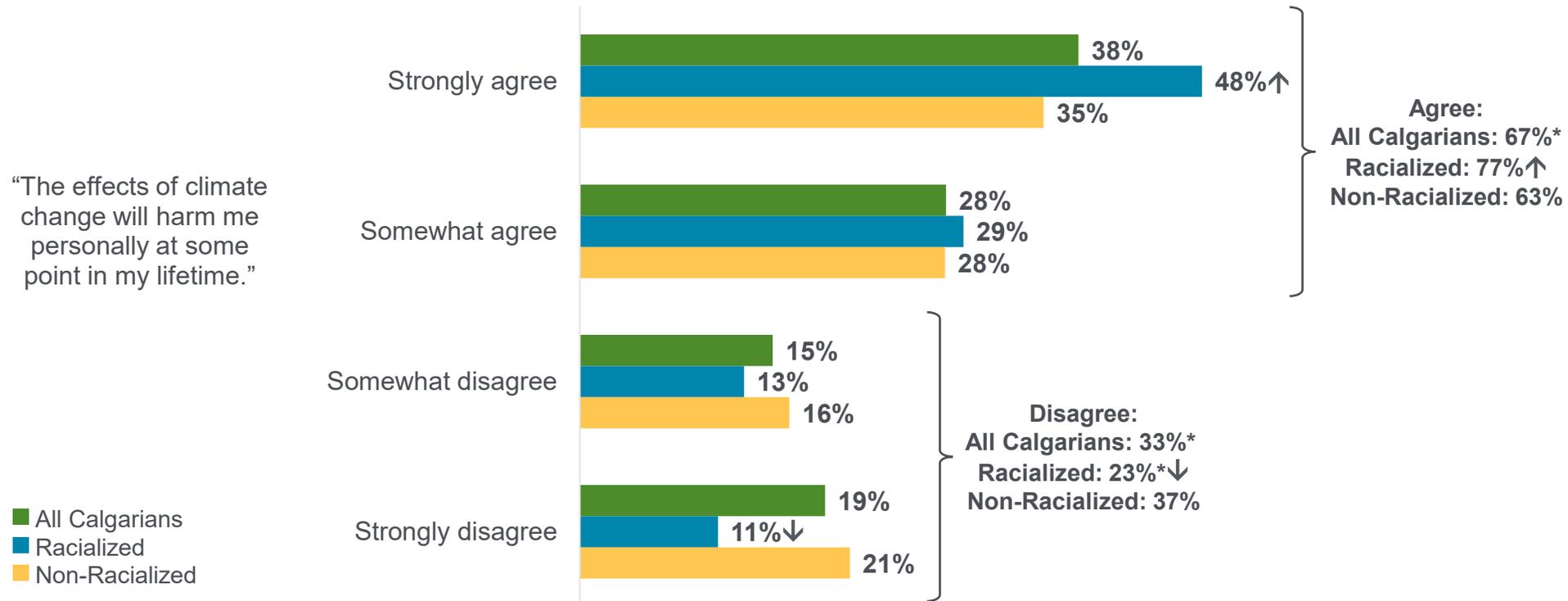
Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.
 Base: Valid respondents (All Calgarians n=2,489, Racialized n=547, Non-Racialized n=1,802)

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



Climate change causing personal harm

Two-thirds (67%) of Calgarians agree that the effects of climate change will harm them personally at some point in their lifetime. A greater share of Racialized Calgarians (77%) agree with this statement compared to non-Racialized Calgarians (63%). The difference in ratings is due to the larger proportion of Racialized Calgarians who ‘strongly’ agree (48% vs. 35%, respectively). Disagreement is lower among Racialized Calgarians (23% vs. 37% of non-Racialized Calgarians), including a lower proportion who ‘strongly’ disagree (11% vs. 21%, respectively).



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, Racialized n=545, Non-Racialized n=1,794)

*Rounding

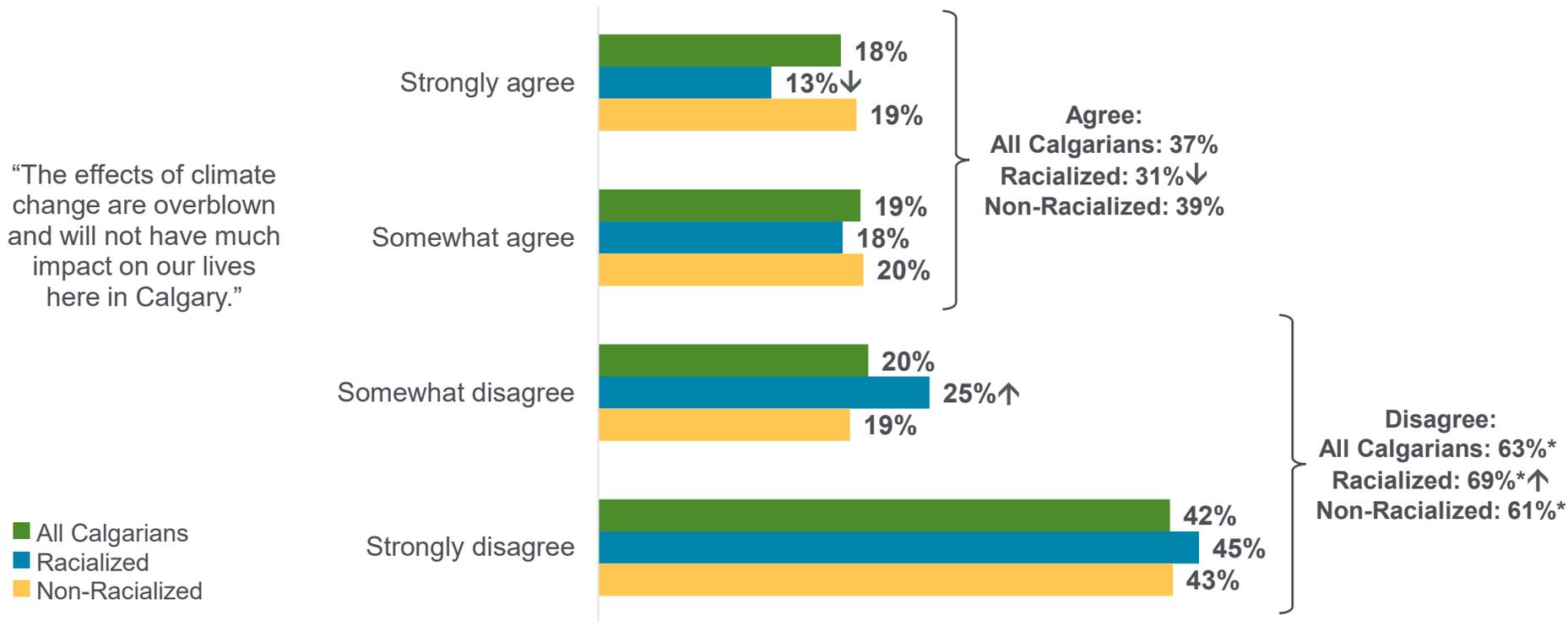
↑/↓ Statistically higher/lower than comparable subgroup



Effects of climate change are overblown

Nearly two-fifths (37%) of Calgarians feel that the effects of climate change are overblown and will not greatly impact the lives of Calgarians. A smaller proportion of Racialized Calgarians (31%) agree with this statement compared to non-Racialized Calgarians (39%), owing to fewer who ‘strongly’ agree (13% vs. 19%, respectively). In contrast, a higher proportion of Racialized Calgarians ‘disagree’ (69% vs. 61% of non-Racialized Calgarians) with this difference owing to a higher proportion who ‘somewhat’ disagree (25% vs. 19%, respectively).

“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, Racialized n=546, Non-Racialized n=1,802)

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



City programs and services

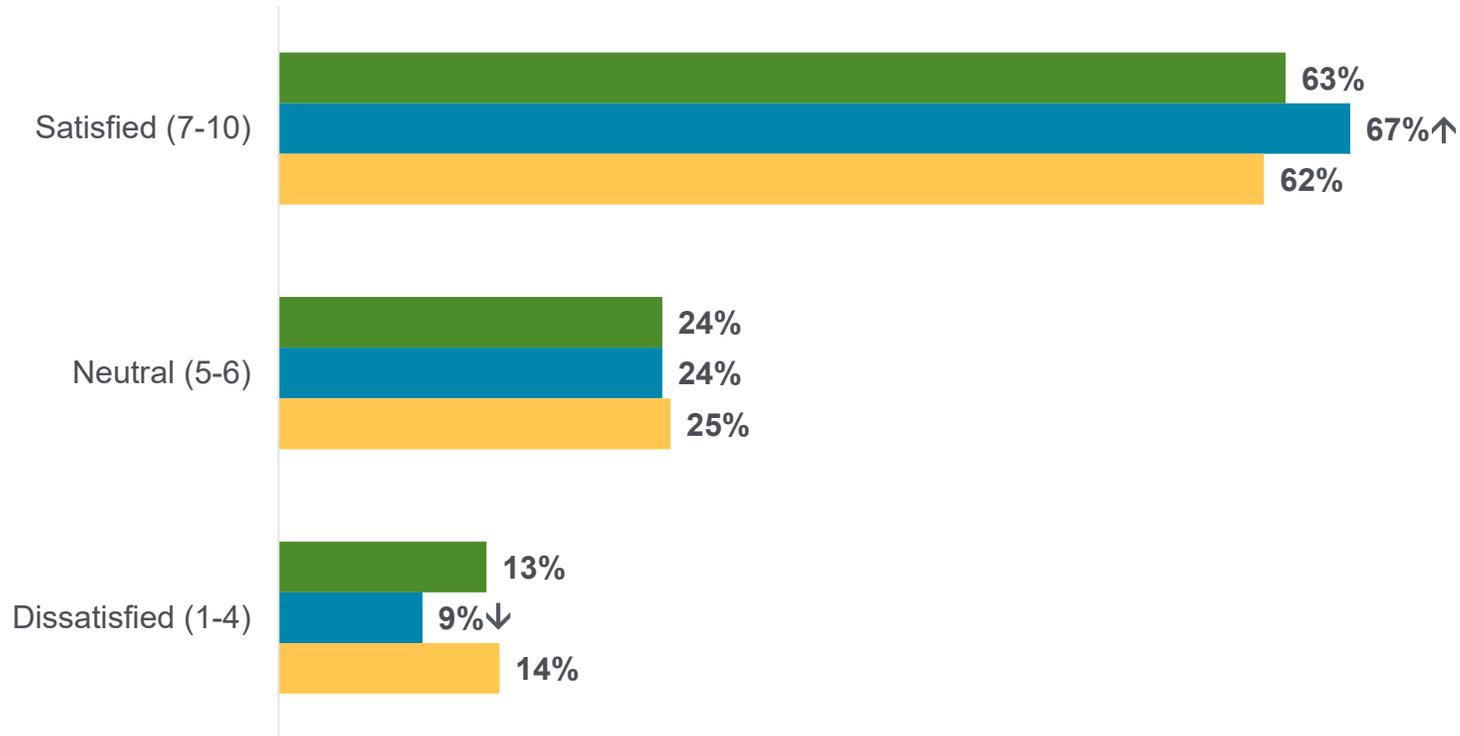


Satisfaction with the overall level and quality of City services and programs

More than three-fifths (63%) of Calgarians are satisfied with the overall level and quality of services and programs provided by The City. The proportion of Racialized Calgarians who express satisfaction (67%) is statistically higher than that of non-Racialized Calgarians (62%). Neutral ratings are consistent between the two groups, while dissatisfied ratings are statistically lower among Racialized Calgarians (9% vs. 14%).

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

- All Calgarians
- Racialized
- Non-Racialized



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?

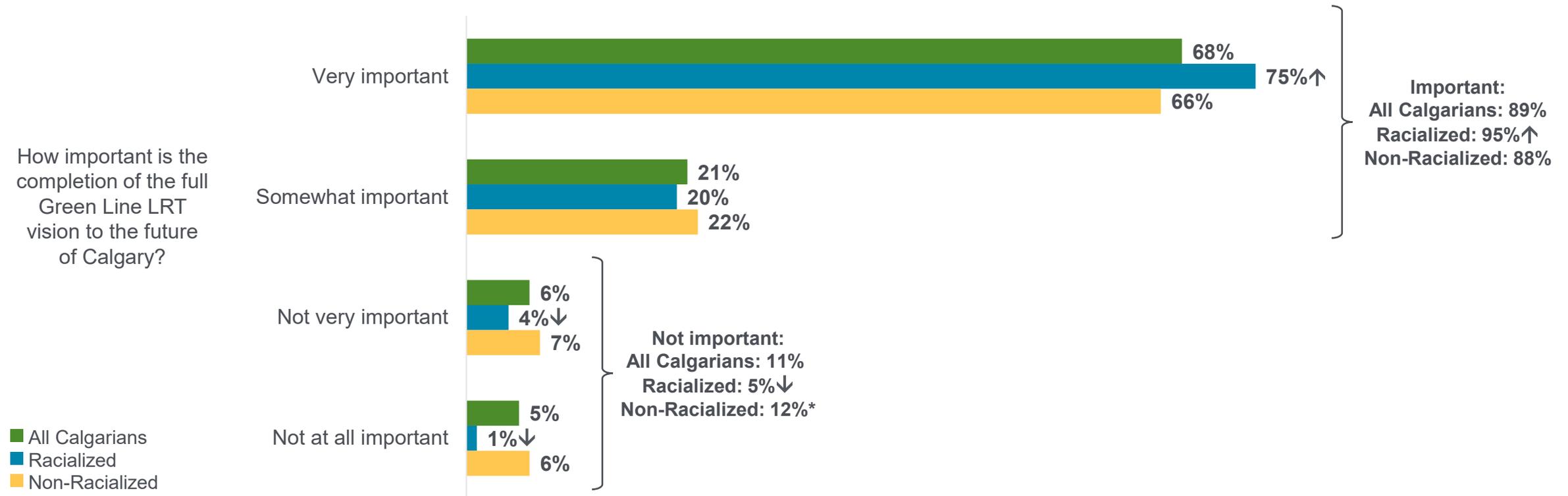
Base: Valid respondents (All Calgarians n=2,496, Racialized n=547, Non-Racialized n=1,805)

↑/↓ Statistically higher/lower than comparable subgroup



Perceived importance of the Green Line LRT

A vast majority (89%) of Calgarians believe the completion of the full Green Line LRT vision is important to the future of Calgary. A higher proportion of Racialized Calgarians (95%) consider this important compared to non-Racialized Calgarians (88%), including statistically more Racialized Calgarians believing it is 'very' important (75% vs. 66% of non-Racialized Calgarians).



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, Racialized n=544, Non-Racialized n=1,800)

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

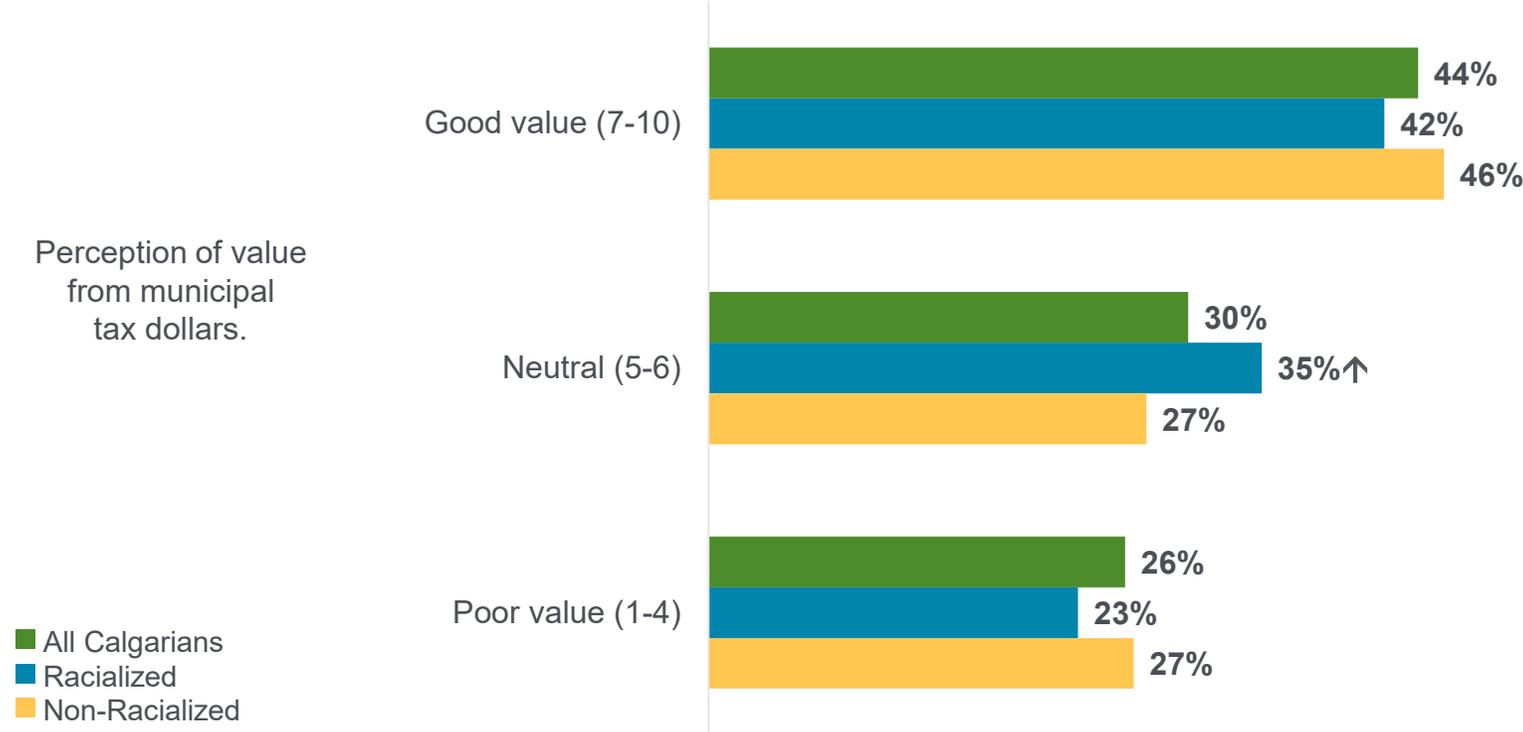


Taxation



Perceived value of property taxes

More than two-fifths (44%) of Calgarians believe they receive good value from their municipal property tax dollars. There are no statistically significant differences between Racialized Calgarians (42%) and non-Racialized Calgarians (46%) in perceiving good value from their property taxes. Although good value ratings and poor value ratings are both consistent between the two groups, a higher proportion of Racialized Calgarians take a neutral stance (35% vs. 27% of non-Racialized Calgarians).



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, Racialized n=537, Non-Racialized n=1,790)

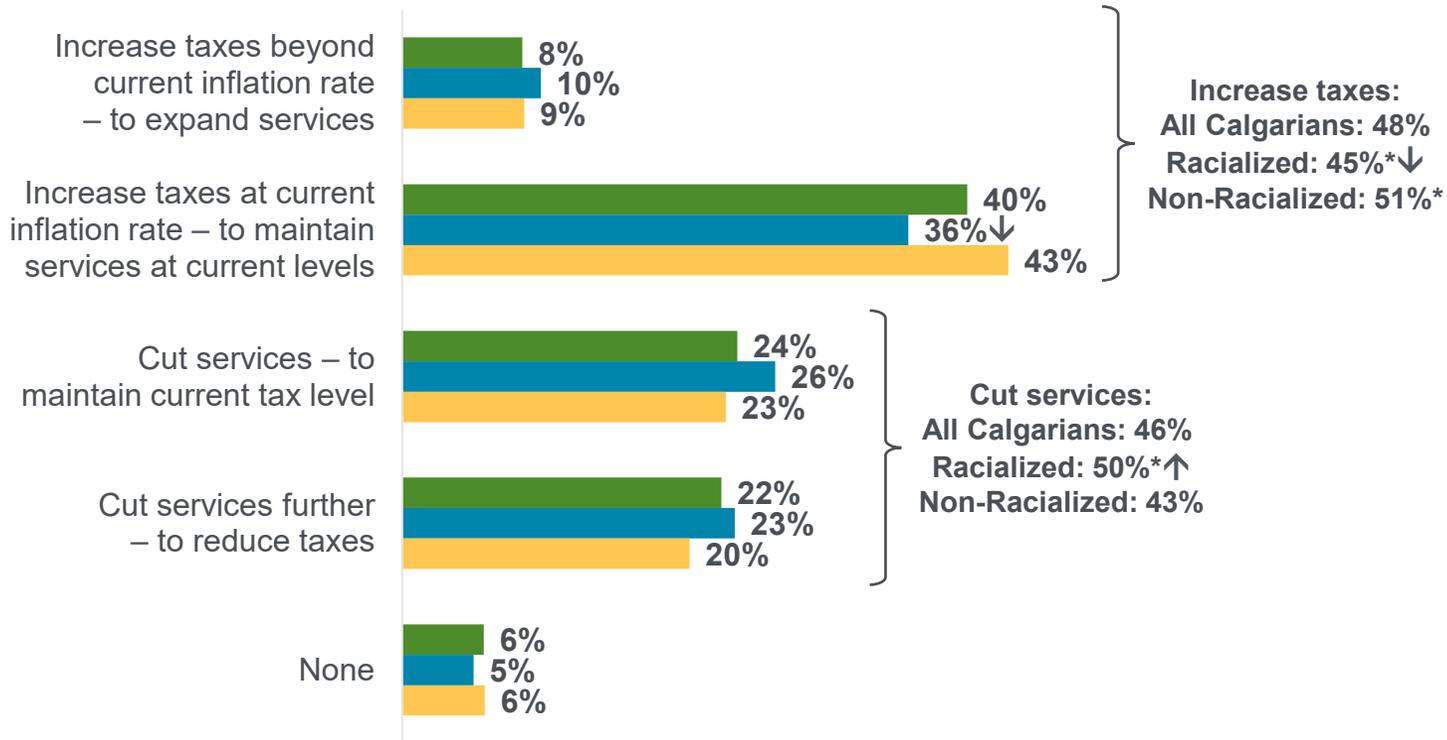
↑/↓ Statistically higher/lower than comparable subgroup



Balancing taxation and service delivery

When it comes to balancing taxation and service delivery, nearly one-half (48%) of Calgarians prefer increasing taxes, while 46% prefer cutting services. A lower proportion of Racialized Calgarians (45%) prefer increasing taxes compared to non-Racialized Calgarians (51%) which is driven by a lower proportion who prefer to increase taxes to maintain services (36% vs. 43%). Correspondingly, a higher proportion of Racialized Calgarians (50%) prefer service cuts than non-Racialized Calgarians (43%).

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



■ All Calgarians
 ■ Racialized
 ■ Non-Racialized

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, Racialized n=534, Non-Racialized n=1,786)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

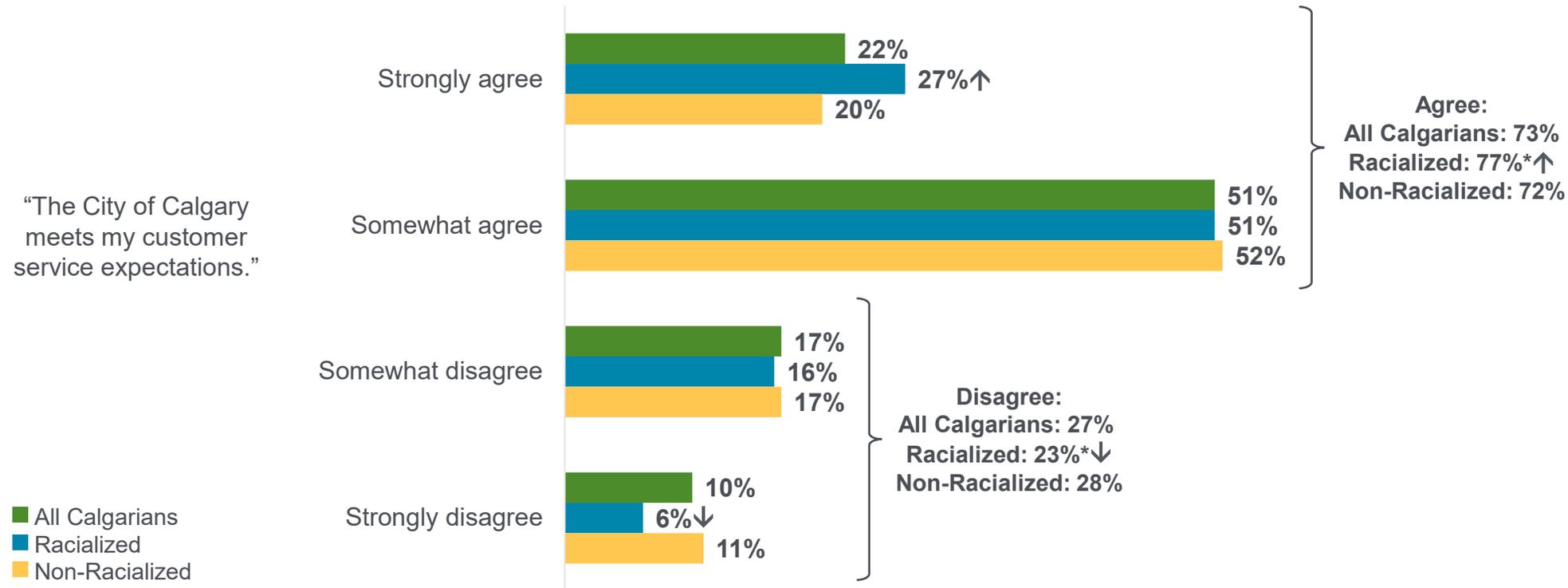


Perception of customer service and communications at The City



The City meets customer service expectations

Nearly three-quarters (73%) of Calgarians agree that The City meets their customer service expectations. The proportion of Racialized Calgarians who agree with this statement (77%) is statistically higher than that of non-Racialized Calgarians (72%), including a higher proportion who ‘strongly’ agree (27% vs. 20%).



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, Racialized n=542, Non-Racialized n=1,790)

*Rounding

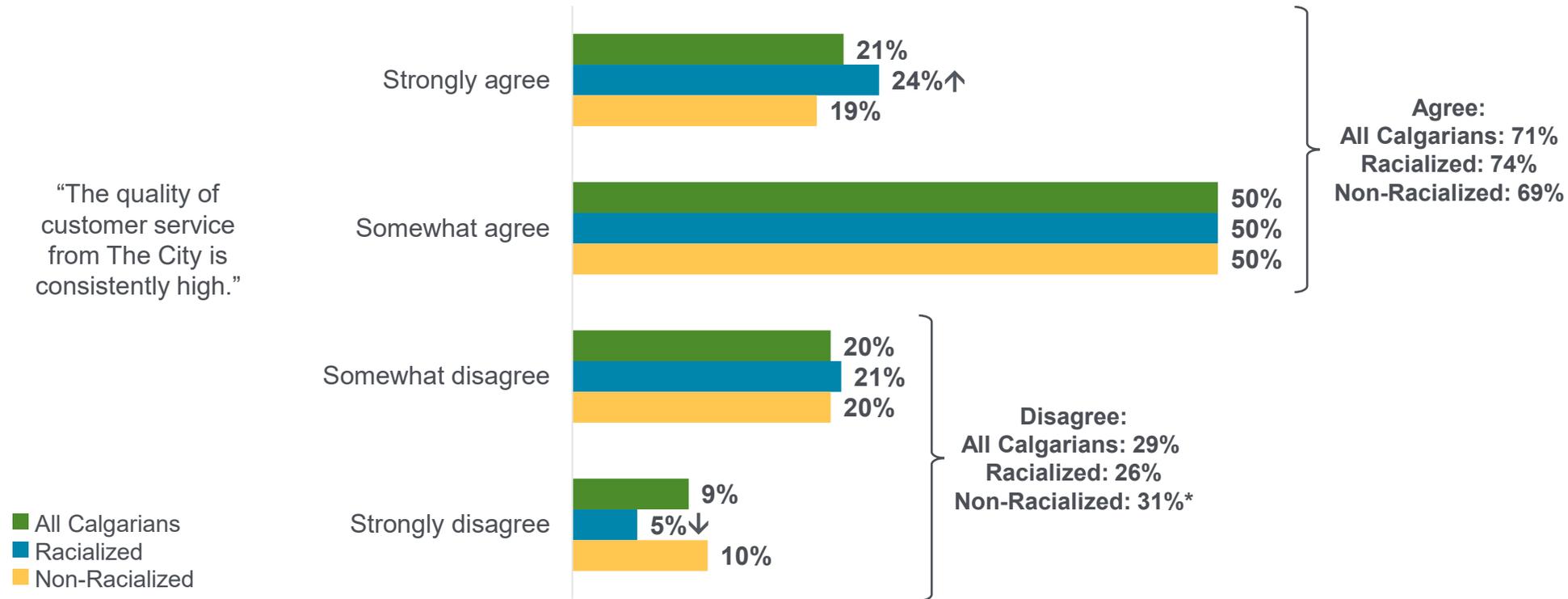
↑/↓ Statistically higher/lower than comparable subgroup



The City offers consistently high quality customer service

Seven-in-ten (71%) Calgarians agree that the quality of customer service from The City is consistently high. There are no statistically significant differences between the subgroups, with 74% of Racialized Calgarians and 69% of non-Racialized Calgarians agreeing with this statement. While not impacting total agree, a large proportion of Racialized Calgarians ‘strongly’ agree (24% vs. 19% of non-Racialized Calgarians).

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



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, Racialized n=540, Non-Racialized n=1,787)

*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

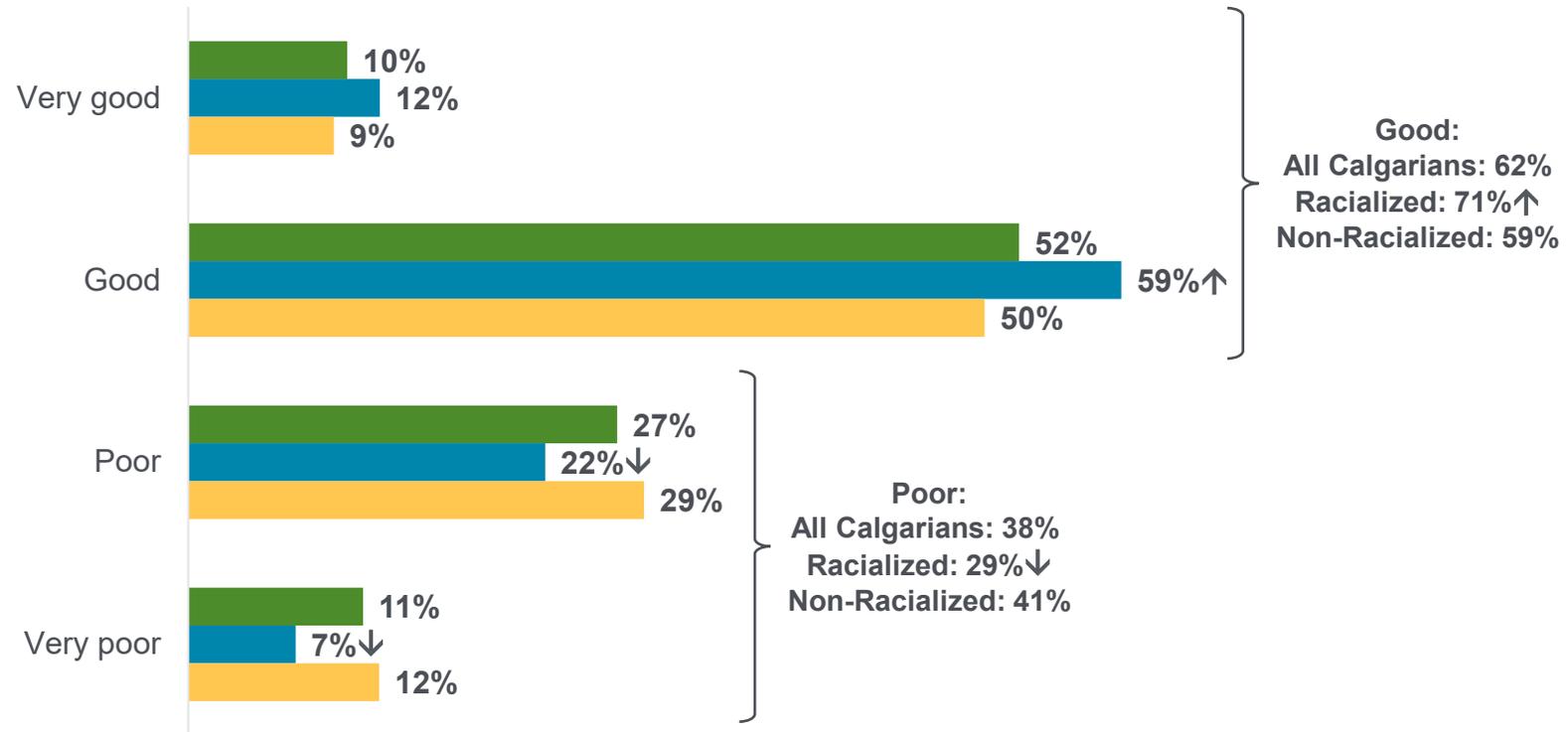


Overall communication from The City

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 (very good or good) overall. A higher proportion of Racialized Calgarians (71%) rate the communication as good (very good or good) overall compared to non-Racialized Calgarians (59%). This is largely driven by a higher proportion of Racialized Calgarians who say communication is 'good' (59% vs. 50% of non-Racialized Calgarians).

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
- Racialized
- Non-Racialized



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, Racialized n=542, Non-Racialized n=1,798)

↑/↓ Statistically higher/lower than comparable subgroup



Input from Calgarians

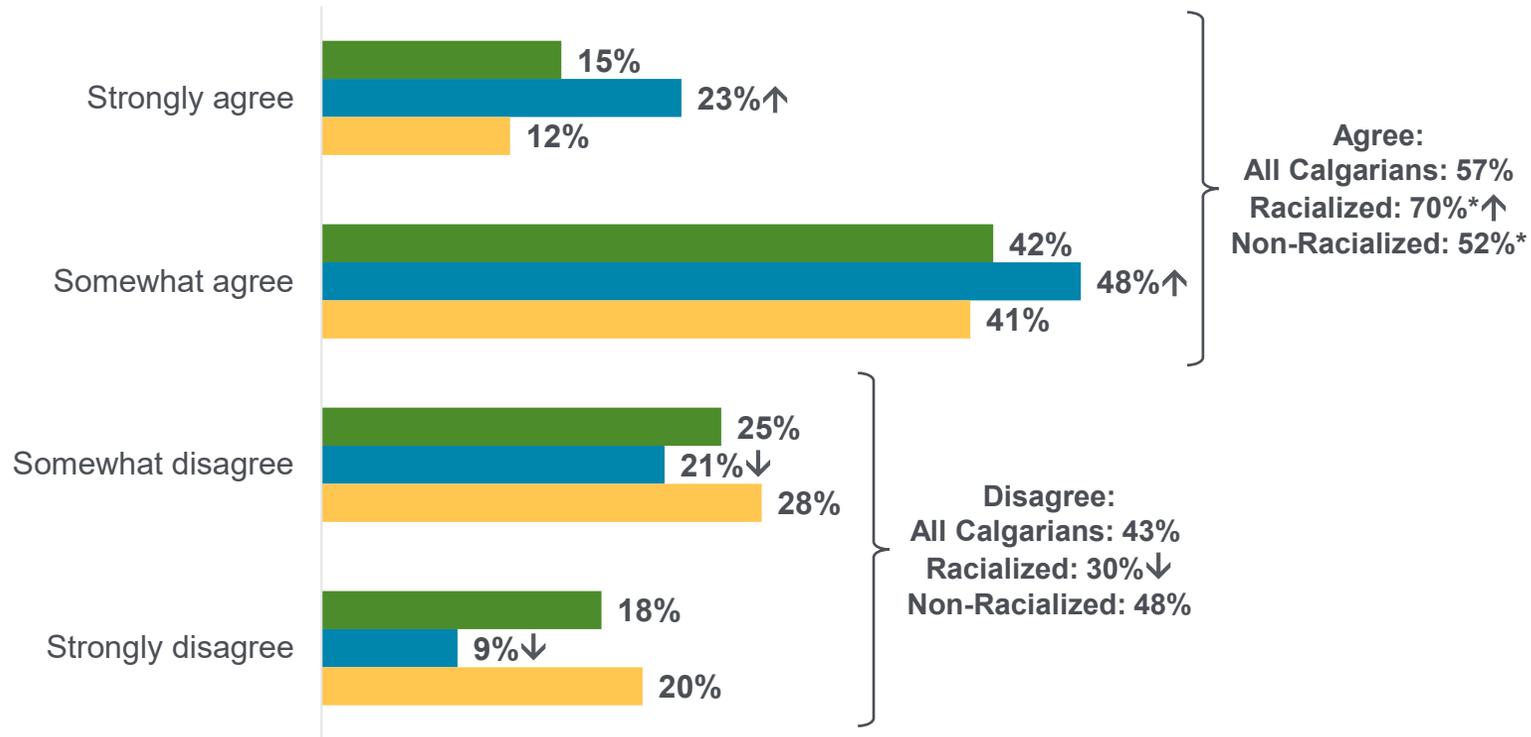


The City is working at including Calgarians' input

A small majority (57%) of Calgarians agree that they are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. The proportion of Racialized Calgarians who agree with this statement (70%) is significantly higher than that of non-Racialized Calgarians (52%).

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

- All Calgarians
- Racialized
- Non-Racialized



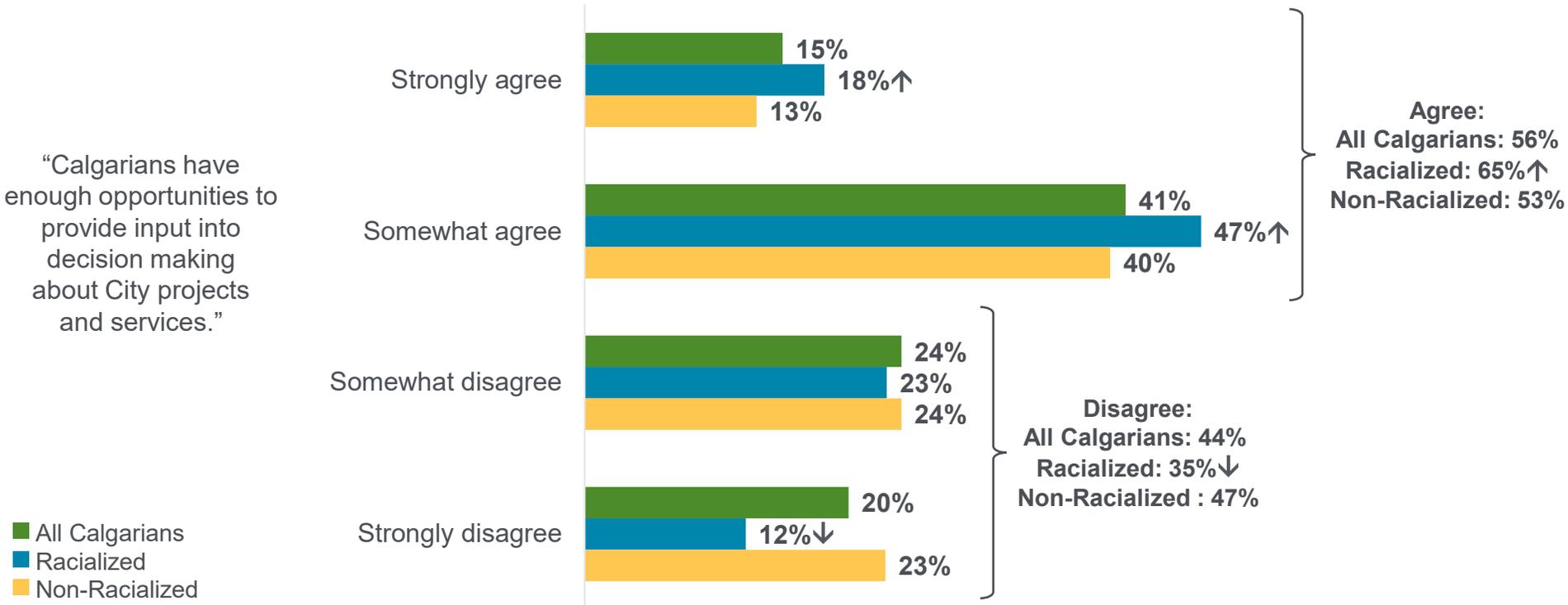
Q. Please tell me if you agree or disagree with each of the following statements?
 Base: Valid respondents (All Calgarians n=2,481, Racialized n=546, Non-Racialized n=1,797)

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



Calgarians have enough opportunities to provide input

More than one-half (56%) of Calgarians agree that they have enough opportunities to provide input into decision making about City projects and services. A higher proportion of Racialized Calgarians (65%) agree with this statement compared to non-Racialized Calgarians (53%). Disagreement is lower among Racialized Calgarians when compared to non-Racialized Calgarians (35% vs. 47%, respectively), including a lower proportion who 'strongly' disagree (12% vs. 23%).



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, Racialized n=541, Non-Racialized n=1,796)

↑/↓ Statistically higher/lower than comparable subgroup

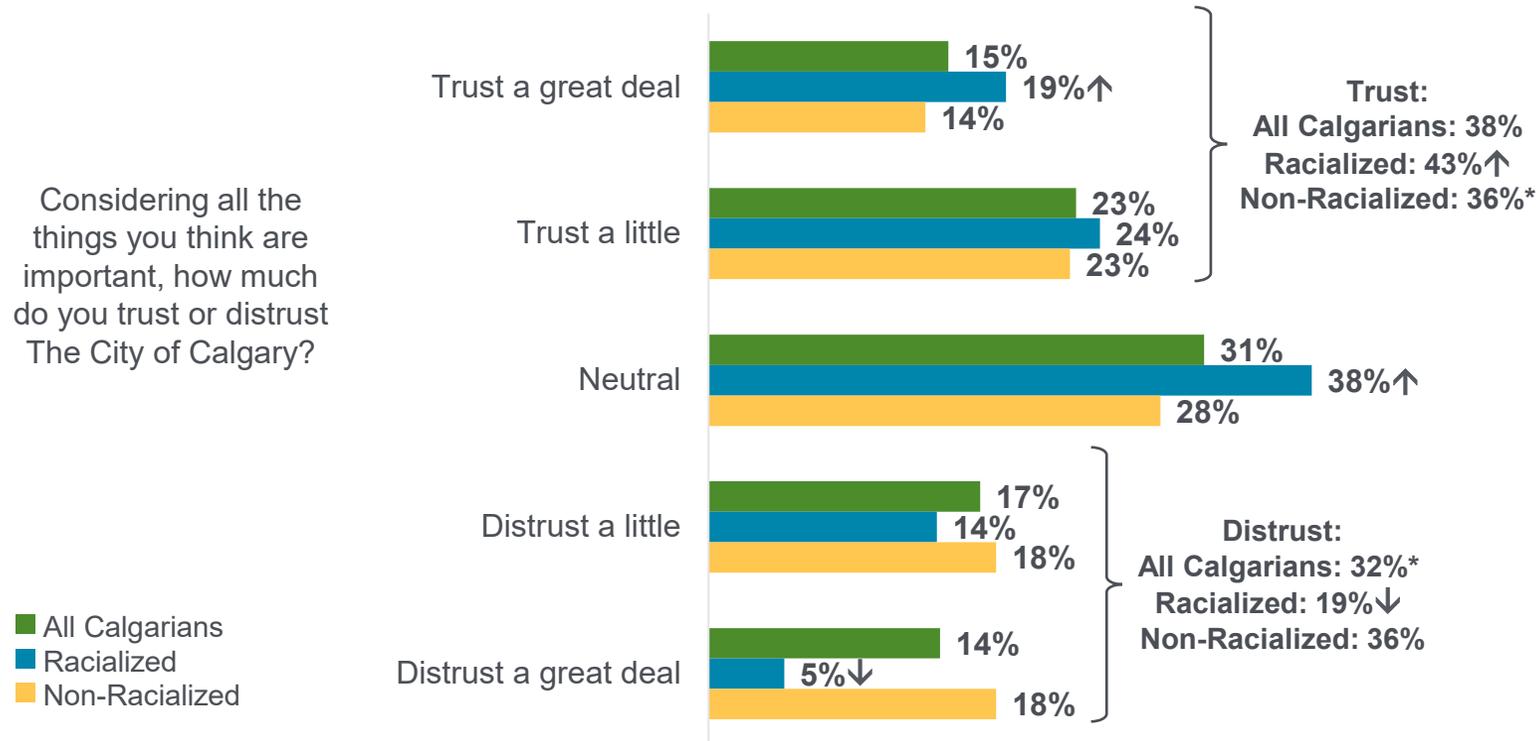


City reputation and performance



Trust in The City of Calgary

Nearly two-fifths (38%) of Calgarians trust The City of Calgary, while about one-third (32%) distrust it. The proportion of Racialized Calgarians who trust The City (43%) is higher than that of non-Racialized Calgarians (36%), including a significantly higher proportion who trust The City ‘a great deal’ (19% vs. 14%, respectively). A higher proportion of Racialized Calgarians are neutral in this regard as well. Conversely, a lower proportion of Racialized Calgarians (19%) distrust The City compared to non-Racialized Calgarians (36%).



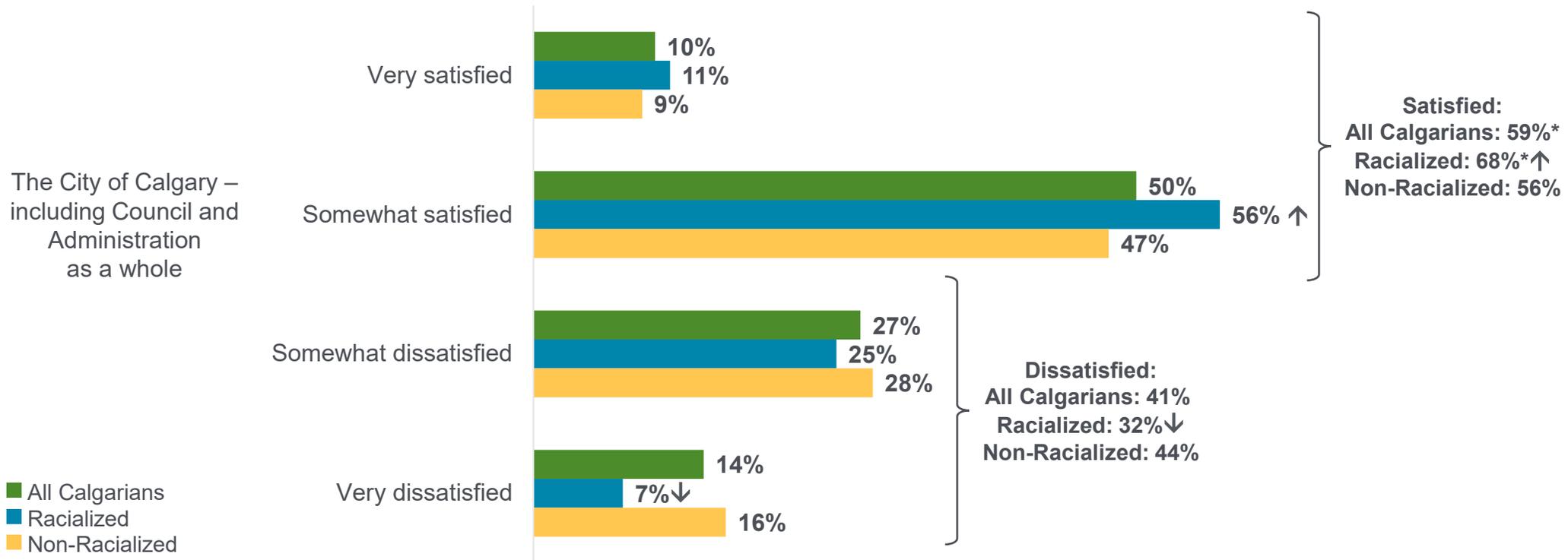
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?
 Base: Valid respondents (All Calgarians n=2,489, Racialized n=544, Non-Racialized n=1,803)

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



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 running the city. A higher proportion of Racialized Calgarians (68%) express satisfaction compared to non-Racialized Calgarians (56%). This is owing to a higher proportion of Racialized Calgarians who are ‘somewhat’ satisfied (56% vs. 47% of non-Racialized 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=2,487, Racialized n=545, Non-Racialized n=1,804)

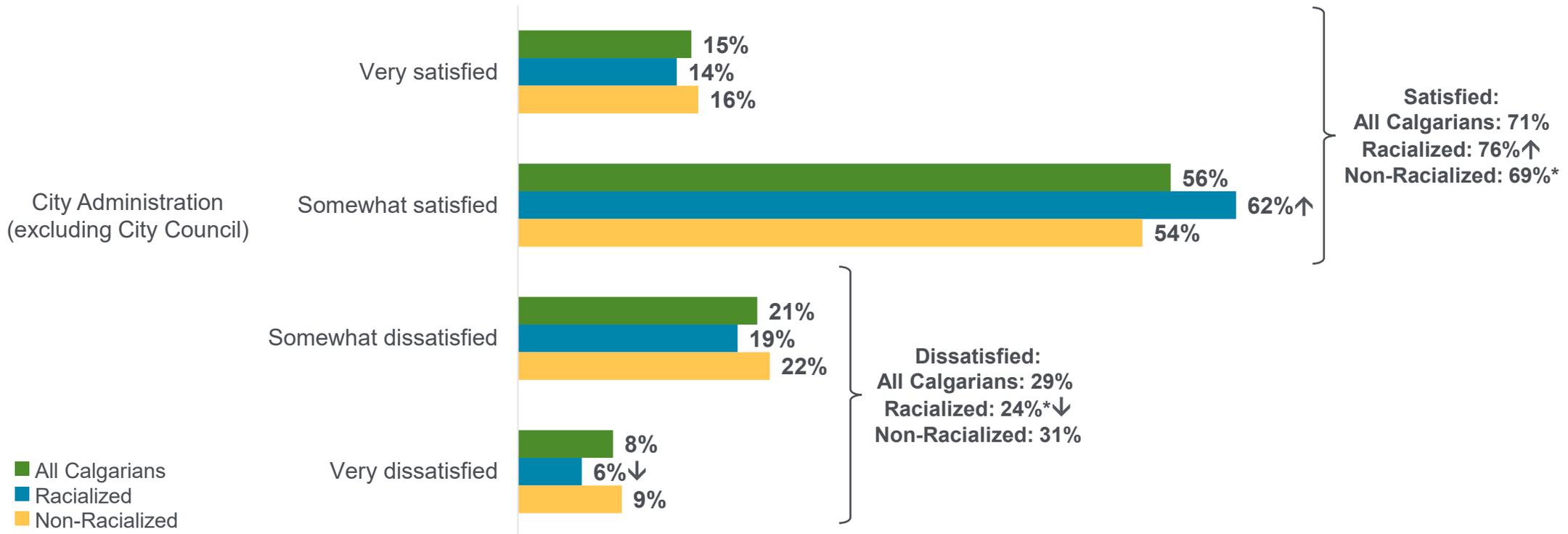
*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



Satisfaction with City Administration

Seven-in-ten (71%) Calgarians are satisfied with the way City Administration, excluding City Council, is running the city. The proportion of Racialized Calgarians who express satisfaction (76%) is higher than that of non-Racialized Calgarians (69%). This is driven by a higher proportion of Racialized Calgarians who are 'somewhat' satisfied (62% vs. 54%).



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, Racialized n=545, Non-Racialized n=1,797)

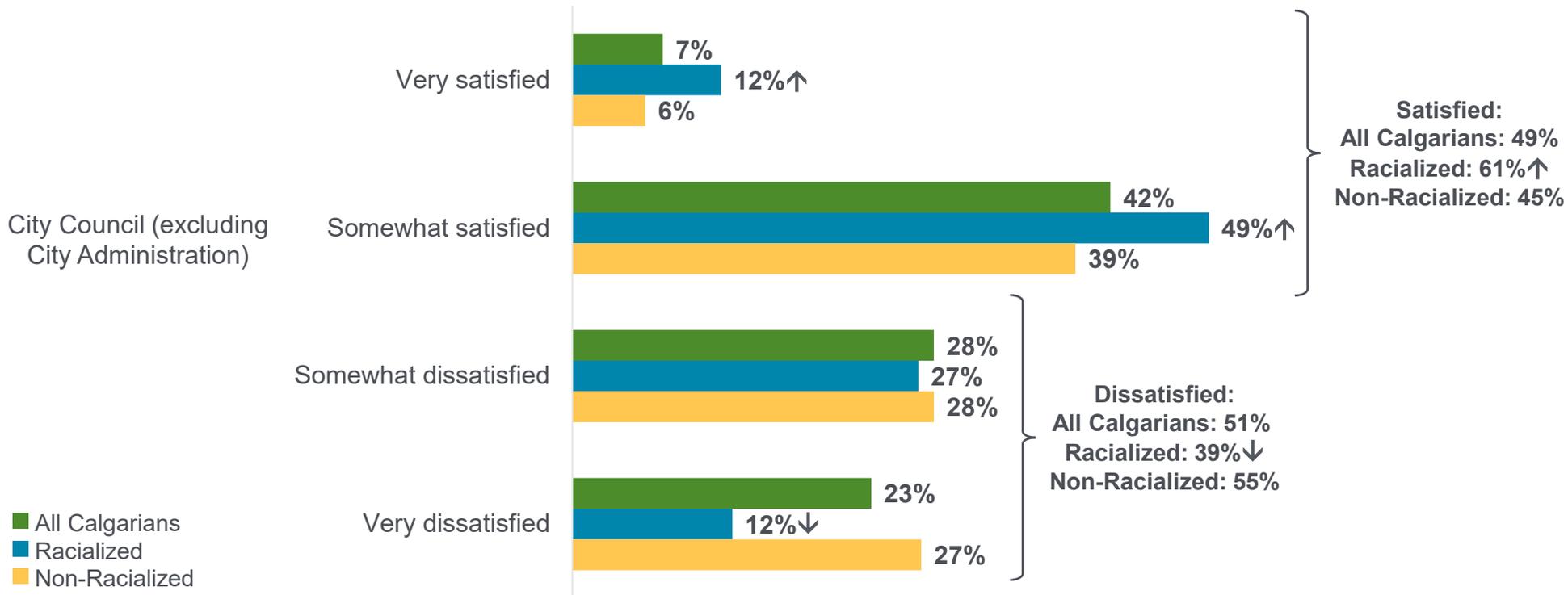
*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



Satisfaction with City Council

One-half (49%) of Calgarians are satisfied with the way City Council, excluding City Administration, is running the city. A higher proportion of Racialized Calgarians (61%) express satisfaction compared to non-Racialized Calgarians (45%). Correspondingly, dissatisfied ratings are lower among Racialized Calgarians, especially 'very' dissatisfied ratings (12% vs. 27% of non-Racialized Calgarians).



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?

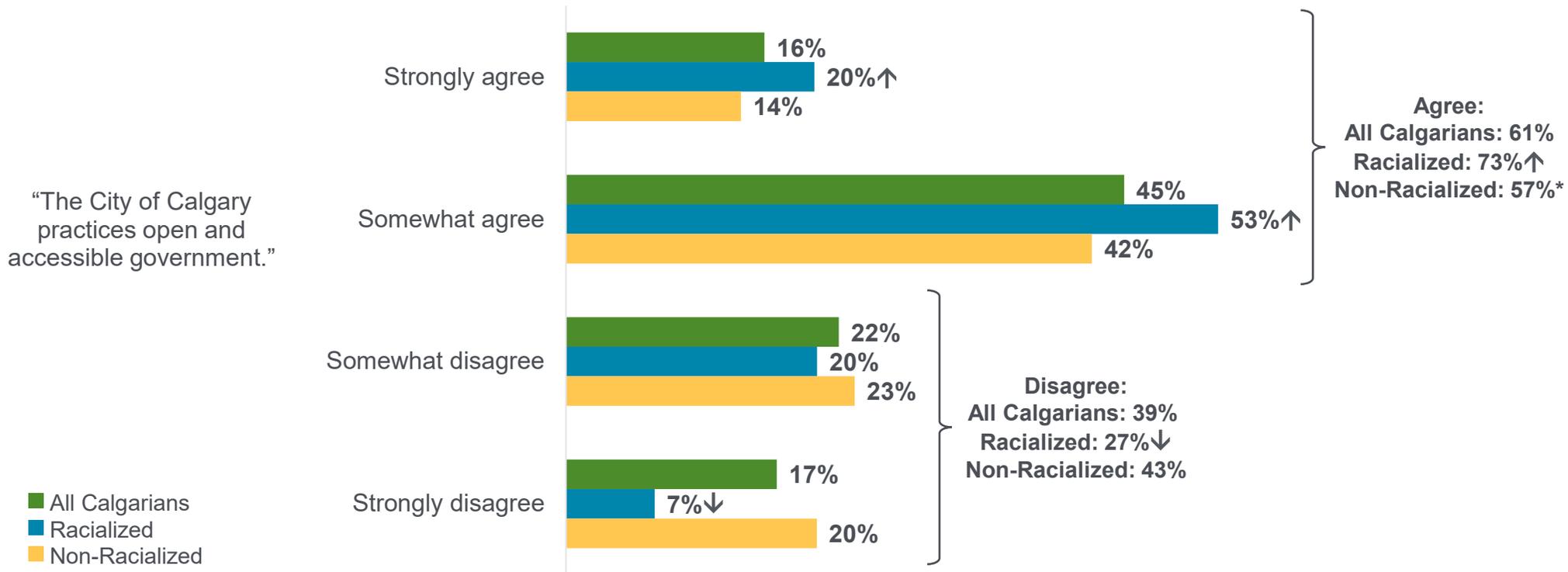
Base: Valid respondents (All Calgarians n=2,485, Racialized n=546, Non-Racialized n=1,798)

↑/↓ Statistically higher/lower than comparable subgroup



The City practices open and accessible government

Three-fifths (61%) of Calgarians agree that The City of Calgary practices open and accessible government. The proportion of Racialized Calgarians who agree with this statement (73%) is significantly higher than that of non-Racialized Calgarians (57%). In turn, disagreement is lower among Racialized Calgarians, particularly a lower proportion who ‘strongly’ disagree (7% vs. 20% of non-Racialized 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=2,465, Racialized n=536, Non-Racialized n=1,788)

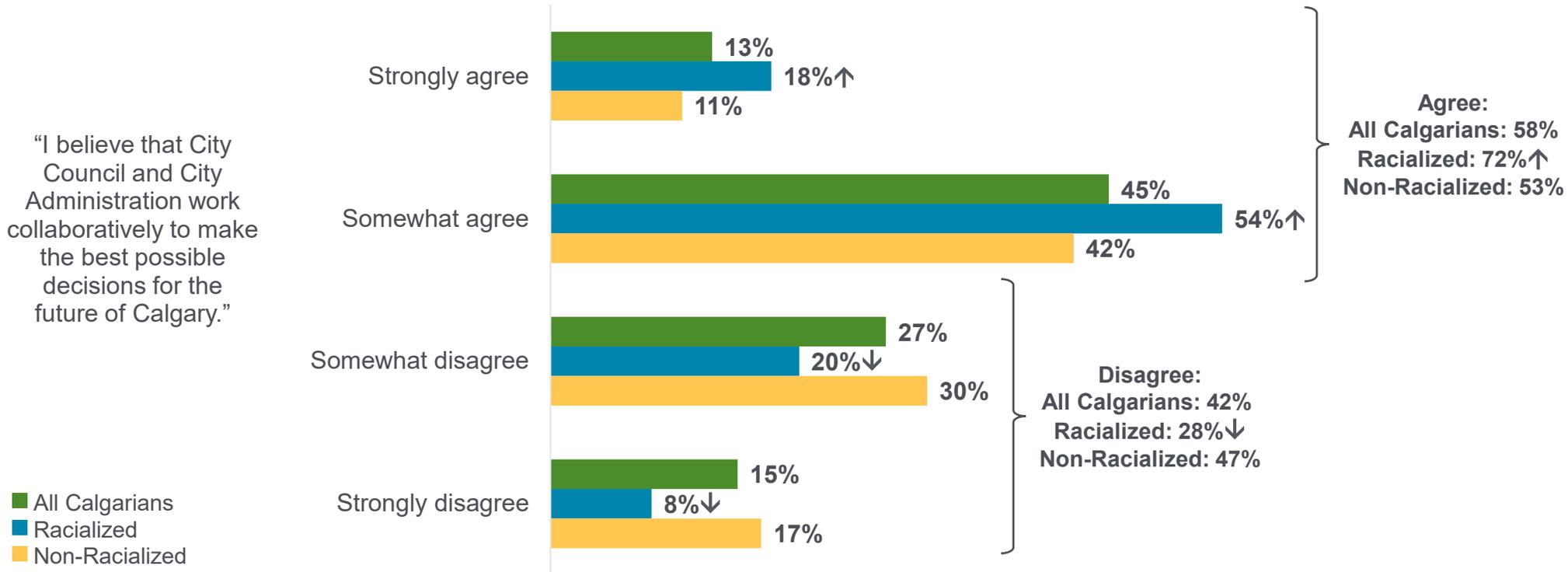
*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



Council and Administration working collaboratively

Nearly three-fifths (58%) of Calgarians believe that City Council and City Administration work collaboratively to make the best possible decisions for Calgary's future. A higher proportion of Racialized Calgarians (72%) agree with this statement compared to non-Racialized Calgarians (53%). Disagreement ratings are lower among Racialized Calgarians (28% vs. 47% of non-Racialized Calgarians).



Q. Please tell me if you agree or disagree with each of the following statements.
 Base: Valid respondents (All Calgarians n=2,469, Racialized n=542, Non-Racialized n=1,791)

↑/↓ Statistically higher/lower than comparable subgroup

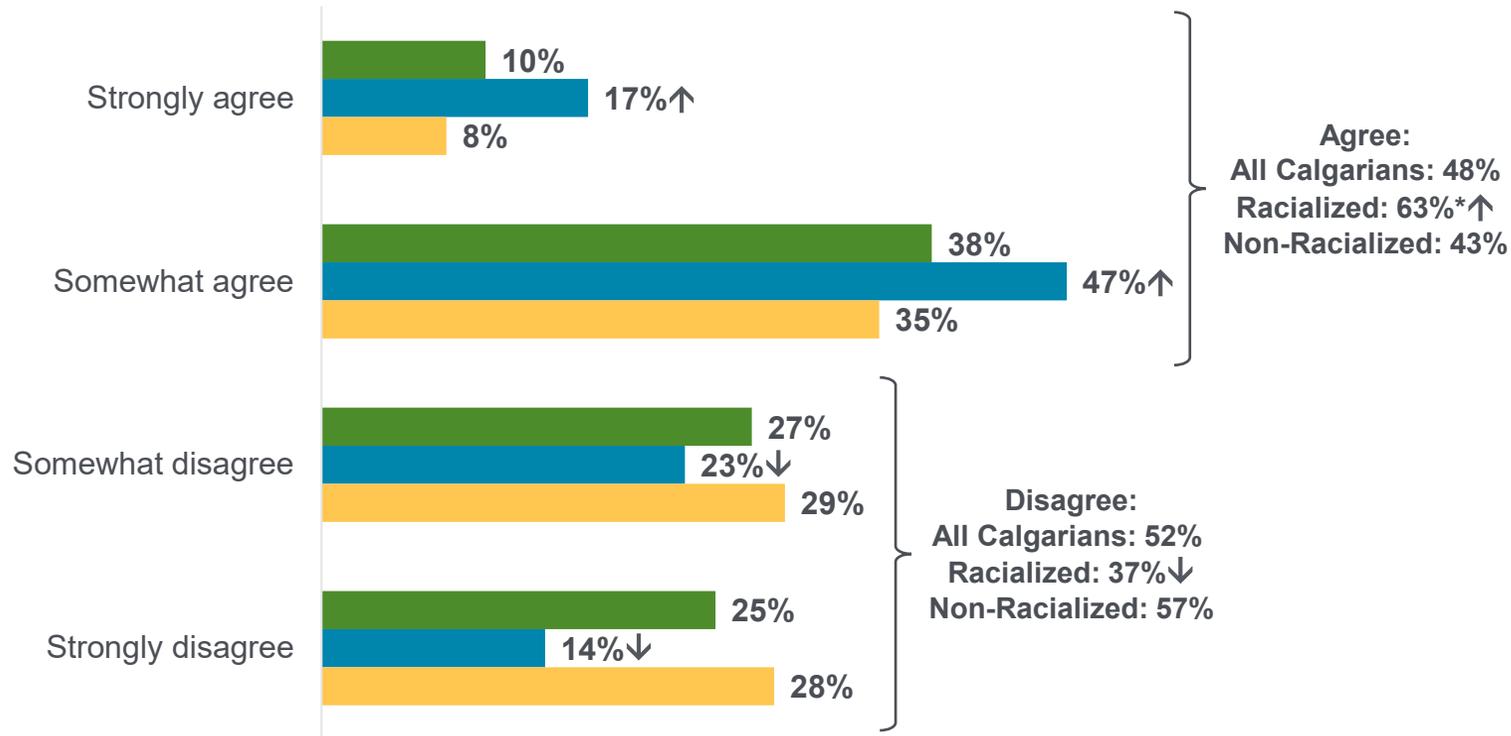


The City manages its spending responsibly

Nearly one-half (48%) of Calgarians agree that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians. The proportion of Racialized Calgarians who agree with this statement (63%) is significantly higher than that of non-Racialized Calgarians (43%).

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

- All Calgarians
- Racialized
- Non-Racialized



Q. Please tell me if you agree or disagree with each of the following statements.
 Base: Valid respondents (All Calgarians n=2,482, Racialized n=545, Non-Racialized n=1,798)

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



Respondent profile



Respondent profile (1 of 4)

Gender			
	All Calgarians	Racialized	Non-Racialized
Female	50%	44%	54%
Male	49%	55%	46%
Prefer to self-describe	1%	1%	1%

Age			
	All Calgarians	Racialized	Non-Racialized
18 to 24	11%	20%	7%
25 to 34	20%	30%	15%
35 to 44	17%	20%	16%
45 to 54	18%	16%	19%
55 to 64	12%	7%	14%
65 or older	22%	7%	28%

Children + seniors in household			
	All Calgarians	Racialized	Non-Racialized
Yes – children	30%	38%	26%
Yes – seniors	33%	24%	36%

Income			
	All Calgarians	Racialized	Non-Racialized
Less than \$60,000	23%	26%	20%
\$60,000 to <\$120,000	34%	38%	33%
\$120,000 to <\$200,000	25%	23%	26%
\$200,000 and over	18%	13%	21%

Education			
	All Calgarians	Racialized	Non-Racialized
Less than high school	2%	1%	2%
High school or equivalent	19%	21%	18%
Apprenticeship or trades diploma/certificate	6%	5%	7%
College or non-university diploma/certificate	17%	10%	19%
University degree/diploma/certificate	56%	63%	54%

Base: Valid respondents (bases vary)



Respondent profile (2 of 4)

Employment status [^]			
	All Calgarians	Racialized	Non-Racialized
Full time employed or self employed	53%	53%	52%
Part time employed or self-employed	12%	16%	11%
Retired	21%	7%	27%
Looking after home and/or family	2%	2%	2%
Unable to work because of sickness or disability	2%	3%	2%
Unemployed	6%	9%	4%
Doing unpaid or voluntary work	1%	2%	1%
Student	7%	12%	5%
Other	<1%	1%	<1%

Business owner/operator			
Base: In workforce (n=1,407; n=364; n=972)			
	All Calgarians	Racialized	Non-Racialized
Own and operate a business	17%	11%	20%
Own a business	3%	4%	2%
Operate a business	2%	1%	2%
No	79%	84%	77%

Household size			
	All Calgarians	Racialized	Non-Racialized
1	14%	9%	16%
2	34%	24%	38%
3	17%	18%	17%
4	20%	23%	19%
5	9%	13%	7%
6 or more	7%	13%	3%
MEAN	3.0	3.6	2.7

Base: Valid respondents (bases vary)

[^] Multiple responses allowed



Respondent profile (3 of 4)

Quadrant			
	All Calgarians	Racialized	Non-Racialized
Southwest	29%	23%	31%
Southeast	23%	19%	25%
Northwest	29%	30%	28%
Northeast	19%	28%	15%

Own or rent			
	All Calgarians	Racialized	Non-Racialized
Own	68%	58%	73%
Rent	27%	33%	24%
Other	5%	8%	3%

Responsible for property taxes or rent			
	All Calgarians	Racialized	Non-Racialized
Yes	85%	73%	91%
No	15%	27%	9%

Tenure in Calgary			
	All Calgarians	Racialized	Non-Racialized
Less than 5 years	11%	21%	6%
5 to <10 years	6%	11%	4%
10 to <15 years	8%	13%	6%
15 to <20 years	9%	13%	7%
20 to <30 years	23%	24%	23%
30 to <40 years	15%	9%	18%
40 or more	28%	8%	36%
MEAN	28.3	17.9	32.5

Base: Valid respondents (bases vary)



Respondent profile (4 of 4)

Indigenous identity^			
	All Calgarians	Racialized	Non-Racialized
Yes – First Nations	1%	1%	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%	98%	96%

Disability in household^			
	All Calgarians	Racialized	Non-Racialized
Yes – myself	12%	8%	13%
Yes – someone in my household	13%	11%	14%
No	78%	84%	76%

Born in Canada			
	All Calgarians	Racialized	Non-Racialized
Yes	67%	33%	82%
No	33%	67%	18%

Date of arrival in Canada			
Base: Not born in Canada (n=755; n=379; n=325)			
	All Calgarians	Racialized	Non-Racialized
Within the past 5 years	26%	28%	19%
More than 5 years ago	74%	72%	81%

Racialized			
	All Calgarians	Racialized	Non-Racialized
Yes	29%	100%	0%
No	70%	0%	100%
Prefer to self-describe	1%	0%	0%

2SLGBTQIA+			
	All Calgarians	Racialized	Non-Racialized
Yes	9%	8%	9%
No	91%	92%	91%

Base: Valid respondents (bases vary)

^ Multiple responses allowed



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