

Calgary



# Equity-Deserving Communities: Calgarians age 65 and above

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+

**Calgarians age 65 and above**

- Age 18 to 64
- 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 age 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 age 18 or older. Although the results are weighted, the sample size shown for each question represents the number of actual respondents (i.e. unweighted n).

The margin of error (MOE) for the total sample of 2,501 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the Calgarians age 65 and above sub-group of 844 is  $\pm 3.4$  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 Calgarians age 65+ and Calgarians age 18 to 64. 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

Calgarians age 65 and above are happy with the city's quality of life and consider it an excellent location to live and work. Although the sentiment is still upbeat, comparatively fewer think Calgary will be a better city in ten years.

Both Calgarians age 65 and above and Calgarians under age 65 share a common perspective on quality of life. The **similarity** between the two groups include:

- Rating the overall quality of life in Calgary as 'good' (74% of Calgarians age 65+ and 71% of Calgarians age 18-64).

There are also statistical **differences** in their views. Specifically, a higher proportion of Calgarians age 65 and above agree that:

- Calgary is a great place to make a life (74% of Calgarians age 65+ vs. 68% of Calgarians age 18-64)
- Calgary is a great place to make a living (69% vs. 61%)
- Calgary is on the right track to be a better city 10 years from now (62% vs. 66%)

## Inclusivity

Among those age 65 and up there are some mixed feelings about aspects of inclusivity. While a small majority thinks The City promotes inclusivity and acceptance, they are not as sure that everyone can access Calgary equally, no matter their physical ability. Even fewer are aware of City programs and services designed to minimize barriers to participation for those who need that the most.

There are statistical **differences** between Calgarians age 65 and above and Calgarians under age 65 in their views on inclusivity. Specifically, fewer agree that:

- The City of Calgary municipal government fosters a city that is inclusive and accepting of all (59% of Calgarians age 65+ vs. 64% of Calgarians age 18-64)
- The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most (42% vs. 48%)

Both Calgarians age 65+ and Calgarians under 65 have **similar** perspectives regarding, The City of Calgary's municipal government striving to create a city that is equally accessible for all Calgarians, no matter their physical ability (51% and 55%, respectively).

# 2024 Spring highlights (2 of 5)

## The environment

Nearly all Calgarians 65 years of age and up believe that the city's environment is good right now. Most are satisfied with the efforts made by The City to protect the environment and its offering of programs to assist Calgarians to lessen their impact. This group expresses less urgency around the need for The City to do more in the fight against climate change and are less convinced that climate change will cause harm and impact their lives.

Both Calgarians age 65 and above and Calgarians under age 65 share a common perspective on the environment. The *similarity* between the two groups is:

- Rating the overall state of Calgary's environment as 'good' (92% of Calgarians age 65+ and 91% of Calgarians age 18-64).

There are also statistical *differences* in their views. Specifically:

- A higher proportion of Calgarians age 65 and above are satisfied with the job The City of Calgary is currently doing to protect the environment (85% vs. 81% of Calgarians under age 65)
- A higher proportion of Calgarians age 65 and above are satisfied with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact (76% vs. 70%)
- Statistically fewer Calgarians age 65+ agree that The City should do more in the fight against climate change (56% vs. 65%)
- A lower proportion of Calgarians age 65+ agree that Climate change is a real issue that is affecting the quality of life of Calgarians every day (60% vs. 69%)
- A lower proportion of Calgarians age 65+ believe that the effects of climate change will harm them personally at some point in my lifetime (58% vs. 70%)
- A higher proportion of Calgarians age 65+ agree that the effects of climate change are overblown and will not greatly impact the lives of Calgarians (45% vs. 35%)

# 2024 Spring highlights (3 of 5)

## City programs and services

Calgarians age 65 and up believe that completing the entire Green Line LRT vision is critical to the city's future. This group tends to be satisfied with the level and quality of the services and programs The City has to offer.

Both Calgarians age 65 and above and Calgarians under age 65 share a **similar** perspective in being satisfied with the overall level and quality of services and programs provided by The City of Calgary (64% of Calgarians age 65+ and 63% age 18 to 64).

There is also a statistical **difference** in their views with a lower proportion believing that the completion of the full Green Line LRT vision is important to the future of Calgary (83% of Calgarians age 65+ vs. 91% age 18-64).

## Taxation

When it comes to municipal property taxes, Calgarians age 65 and above are divided about whether they receive good value. Their reservation is also reflected in their differing views on how The City should balance taxation and service delivery, with a slight preference for higher taxes over service cuts.

Regarding taxation, there is a statistical **difference** between Calgarians age 65 and above and Calgarians under age 65. Specifically:

- A higher proportion of Calgarians age 65 and above perceive they receive 'good' value for their municipal property tax dollars (51% of Calgarians age 65 and above vs. 43% of Calgarians under age 65)
- A lower proportion of Calgarians age 65 and above wants The City to pursue cutting services (41% vs. 47%)

Calgarians age 65 and above and Calgarians under age 65 share a common views on taxation. A **similar** proportion of both groups want The City to increase taxes (51% of Calgarians age 65+ and 48% of Calgarians under age 65).

# 2024 Spring highlights (4 of 5)

## Perception of customer service and communications at The City

According to senior Calgarians, City customer service provides consistent and high-quality service, and many agree that it meets their expectations. This group has a slightly lower opinion of The City's communications over the last six months, though their perspectives are still generally positive.

There are statistical *differences* between Calgarians age 65 and above and Calgarians under age 65 in their views on customer service and communications. Specifically, a lower proportion of Calgarians age 65 and above agree that:

- The City of Calgary meets their customer service expectations (67% of Calgarians age 65 and above vs. 75% of Calgarians under age 65)
- The quality of customer service from The City is consistently high (65% vs. 73%)
- Meanwhile, a lower proportion of Calgarians age 65+ rate The City's communication about its services, programs, policies and plans as 'good' (56% vs. 65%)

## Input from Calgarians

Calgarians age 65 and above have mixed opinions about The City of Calgary's efforts to involve Calgarians in significant decisions. Calgarians age 65 and above are also divided on whether The City provides enough opportunities for them to provide feedback on City projects and services.

There are statistical *differences* between Calgarians age 65 and above and Calgarians under age 65 in their views on input from Calgarians. Specifically, a lower proportion of Calgarians age 65 and above agree that:

- They are confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions (47% of Calgarians age 65 and above vs. 61% of Calgarians under age 65)
- Calgarians have enough opportunities to provide input into decision making about City projects and services (48% vs. 59%)

# 2024 Spring highlights (5 of 5)

## City reputation and performance

Among Calgarians age 65 and above there is a marked lack of trust in The City. Still, they are modestly content with the performance of The City as a whole, while being distinctly more pleased with the work of City Administration than Council. They are divided on whether The City operates an accessible and transparent government, whether Council and Administration work collaboratively, and they are even less sure about The City spending responsibly.

Both age groups share common perspectives on City reputation and performance. The *similarities* between the two groups include:

- Trust in The City of Calgary (38% of Calgarians age 65 and above and 38% of Calgarians under age 65)
- Satisfaction with the way The City of Calgary, including Council and Administration as a whole, is going about running the city (57% and 61%)

There are also statistical *differences* in their views. Specifically, a lower proportion of Calgarians age 65 and above:

- Are satisfied with the way City Administration (excluding City Council) is going about running the city (66% vs. 73% of Calgarians under age 65)
- Are satisfied with the way City Council (excluding City Administration) is going about running the city (43% vs. 52%)
- Agree that The City of Calgary practices open and accessible government (51% vs. 64%)
- Agree that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary (50% vs. 61%)
- Agree that The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians (44% vs. 50%)



# Detailed findings



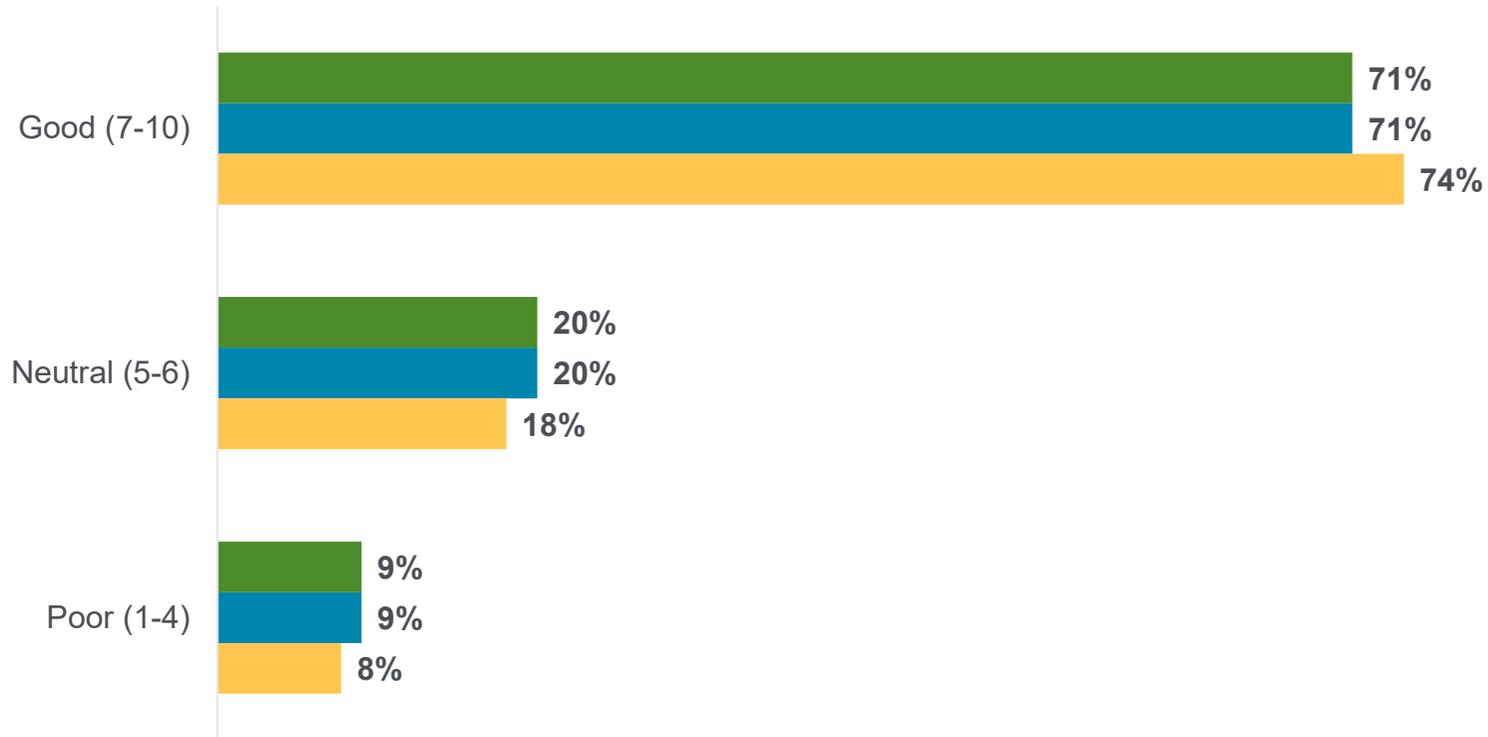
## Quality of life



# Overall quality of life in Calgary

Seven-in-ten (71%) Calgarians rate the quality of life in Calgary as good. Perception of the quality of life are consistent between the two age subgroups, with 74% of Calgarians age 65 and above and 71% of those under age 65 rating the quality of life as good.

How would you rate the overall quality of life in the city of Calgary today?



- All Calgarians
- 18 to 64 years old
- 65 years old or older

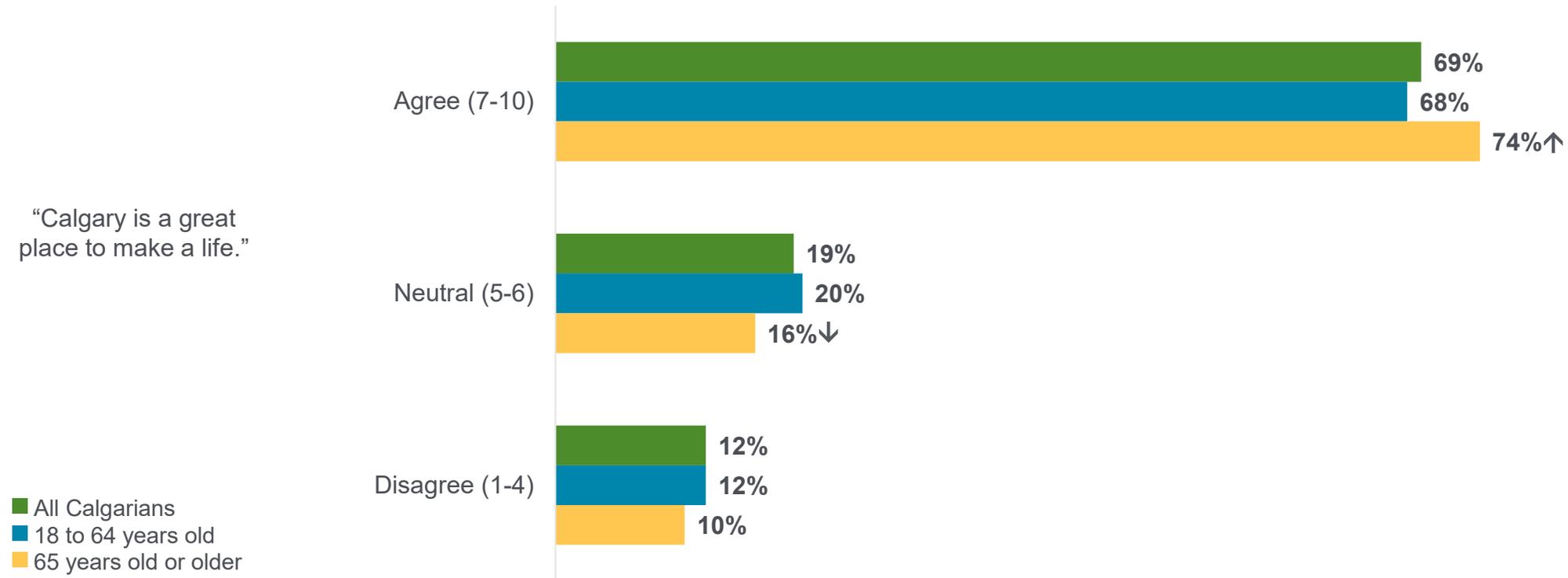
Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?

Base: Valid respondents (All Calgarians n=2,497, 18 to 64 n=1,575, 65+ n=842)



# Great place to make a life

A majority (69%) of Calgarians agree that Calgary is a great place to make a life. A significantly higher proportion of Calgarians age 65 and above (74%) hold this view compared to 68% of those under 65. Among the remainder, a lower proportion of those age 65 and above give neutral ratings (16% vs. 20%, respectively), while total disagree ratings are consistent between the two groups (12% and 10%).



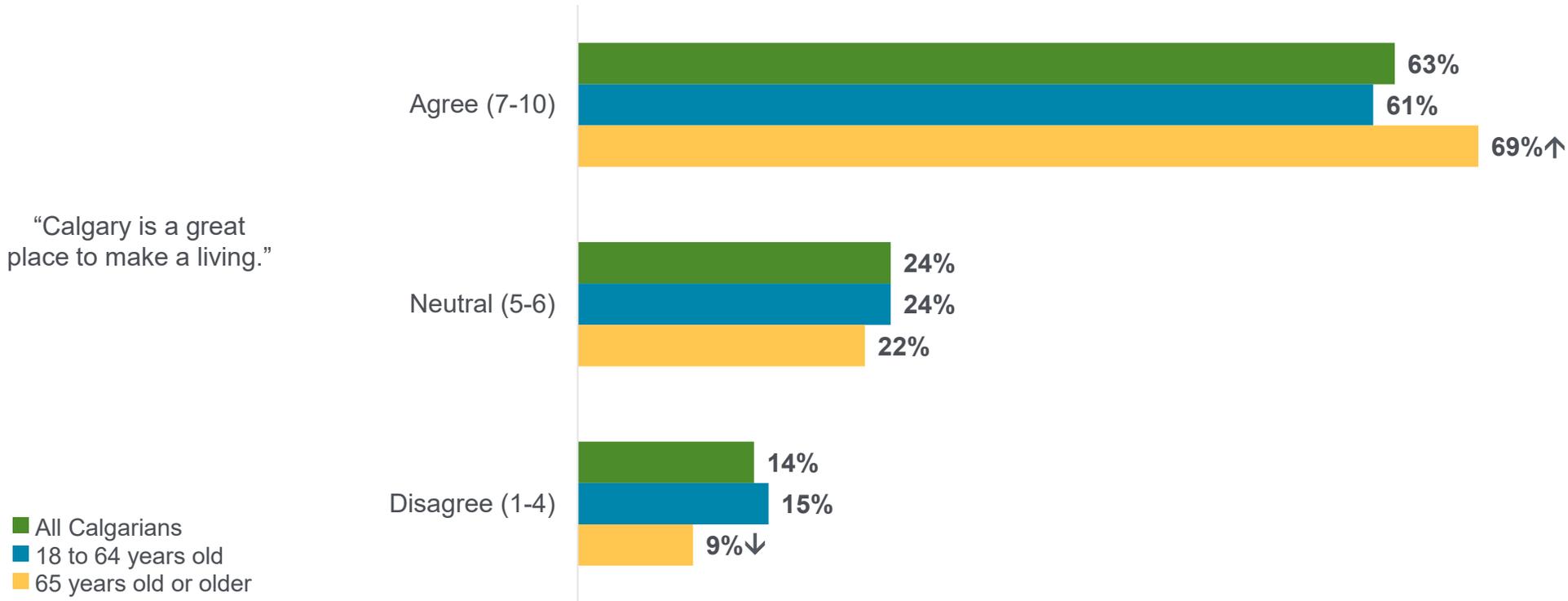
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,498, 18 to 64 n=1,576, 65+ n=842)

↑/↓ Statistically higher/lower than comparable subgroup



# Great place to make a living

More than three-fifths (63%) of all Calgarians agree that Calgary is a great place to make a living. Statistically more Calgarians age 65 and up agree with this statement (69%) compared to those under age 65 (61%). Correspondingly, a lower proportion of Calgarians age 65 and above disagree (9% vs. 15% of Calgarians under age 65).



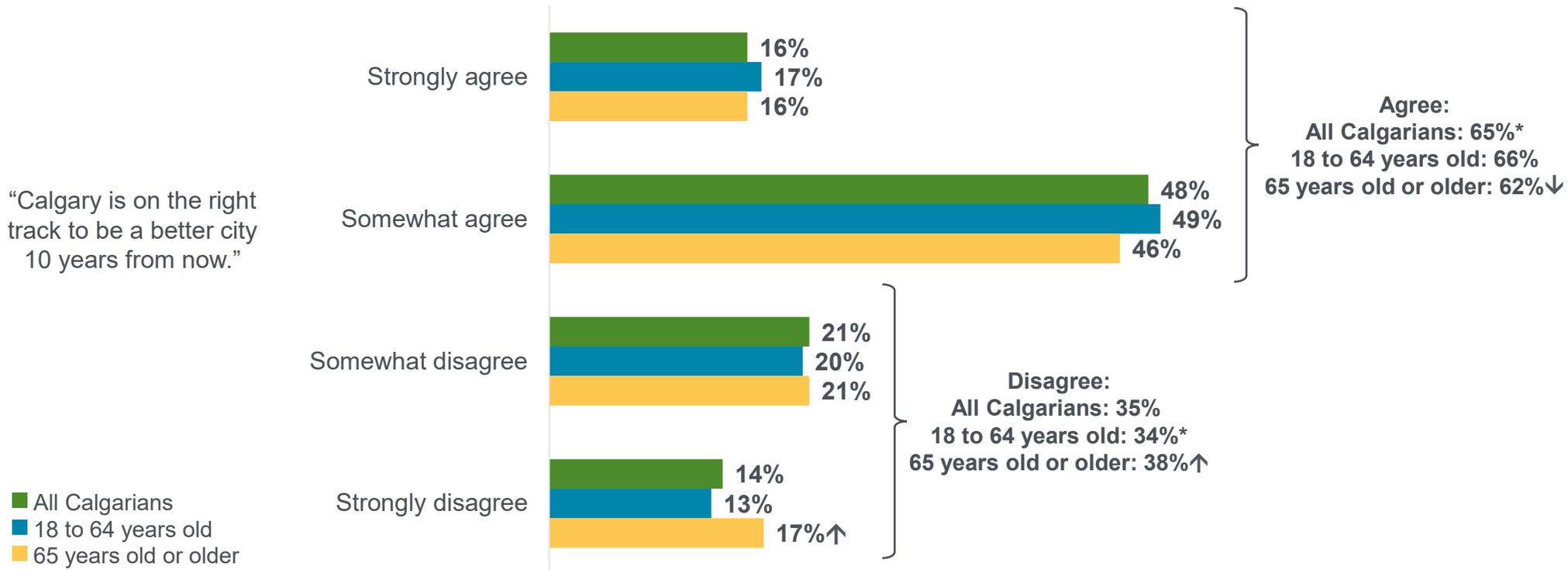
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,487, 18 to 64 n=1,573, 65+ n=835)

↑/↓ Statistically higher/lower than comparable subgroup



# On the right track to be a better city

Two-thirds (65%) of Calgarians believe Calgary is on the right track to be a better city in the next decade. While 66% of Calgarians under age 65 hold this view, a slightly lower proportion (62%) of those age 65 and above agree. Correspondingly, a higher proportion of Calgarians age 65+ disagree and in particular, a higher proportion ‘strongly’ disagree (17% vs. 13%).



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, 18 to 64 n=1,572, 65+ n=840)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Inclusivity

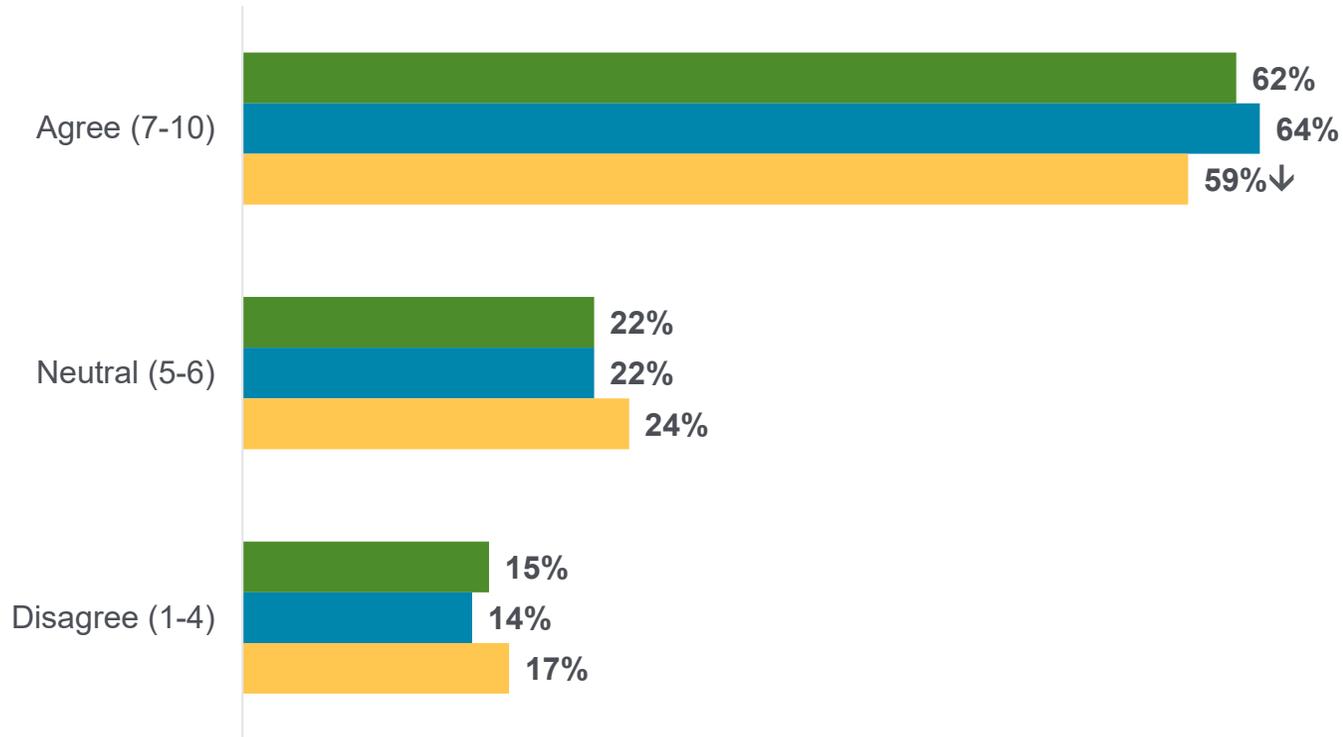


# Fosters a city that is inclusive and accepting

Around three-fifths (62%) of all Calgarians agree that The City fosters an inclusive and accepting environment for all. A significantly lower proportion of Calgarians age 65 and above (59%) hold this view compared to 64% of those under 65.

“The City of Calgary municipal government fosters a city that is inclusive and accepting of all.”

- All Calgarians
- 18 to 64 years old
- 65 years old or older



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, 18 to 64 n=1,563, 65+ n=834)

↑/↓ Statistically higher/lower than comparable subgroup

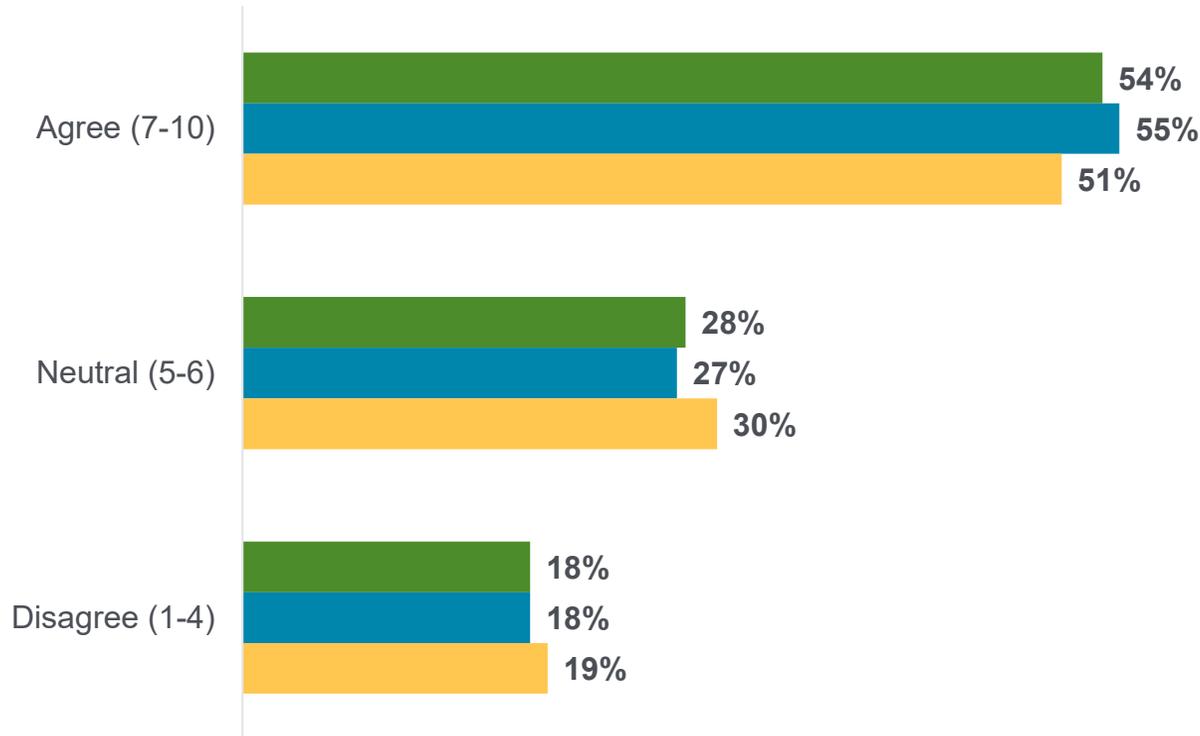


# Strives to create a city that is equally accessible

A small majority (54%) of Calgarians agree that The City strives to create an equally accessible city for all, regardless of physical ability. Agreement is consistent between Calgarians age 65+ and Calgarians age 18-64 (51% and 55%, respectively).

“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
- 18 to 64 years old
- 65 years old or older



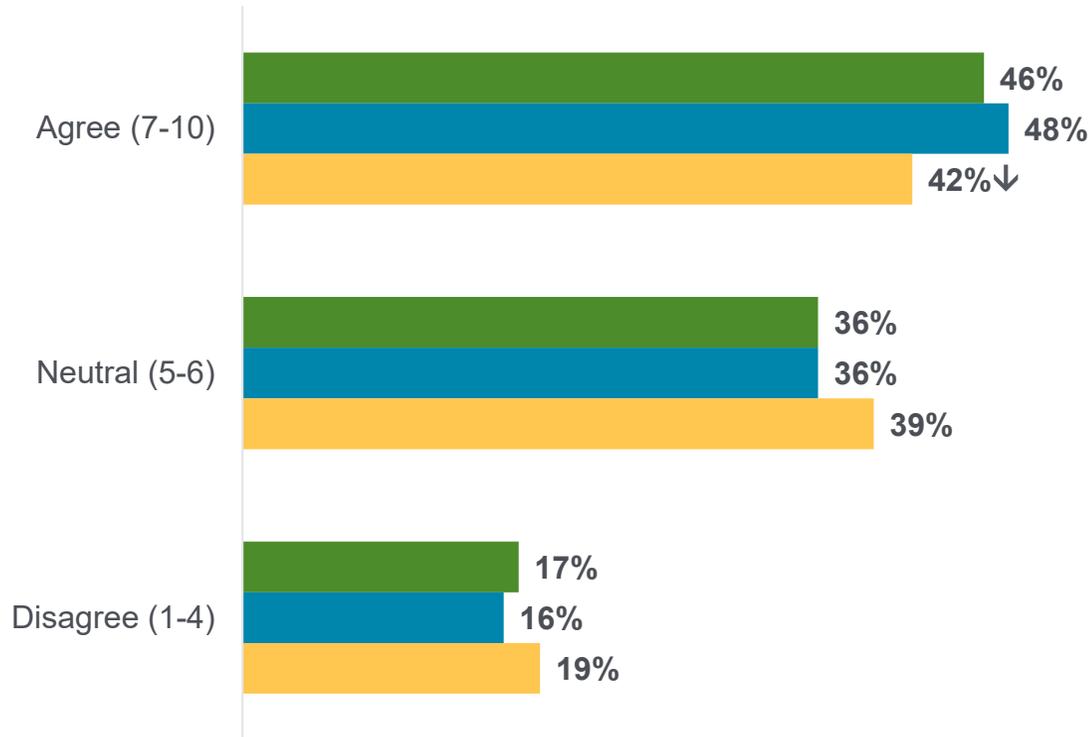
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.  
 Base: Valid respondents (All Calgarians n=2,480, 18 to 64 n=1,567, 65+ n=836)



# Delivers programs and services that remove barriers to participation

Around one-half (46%) of all Calgarians agree that The City delivers programs and services that remove participation barriers for those who need it most. Agreement is significantly lower among Calgarians age 65 and above (42%) compared to 48% of those under 65.

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



- All Calgarians
- 18 to 64 years old
- 65 years old or older

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, 18 to 64 n=1,523, 65+ n=810)

↑/↓ Statistically higher/lower than comparable subgroup

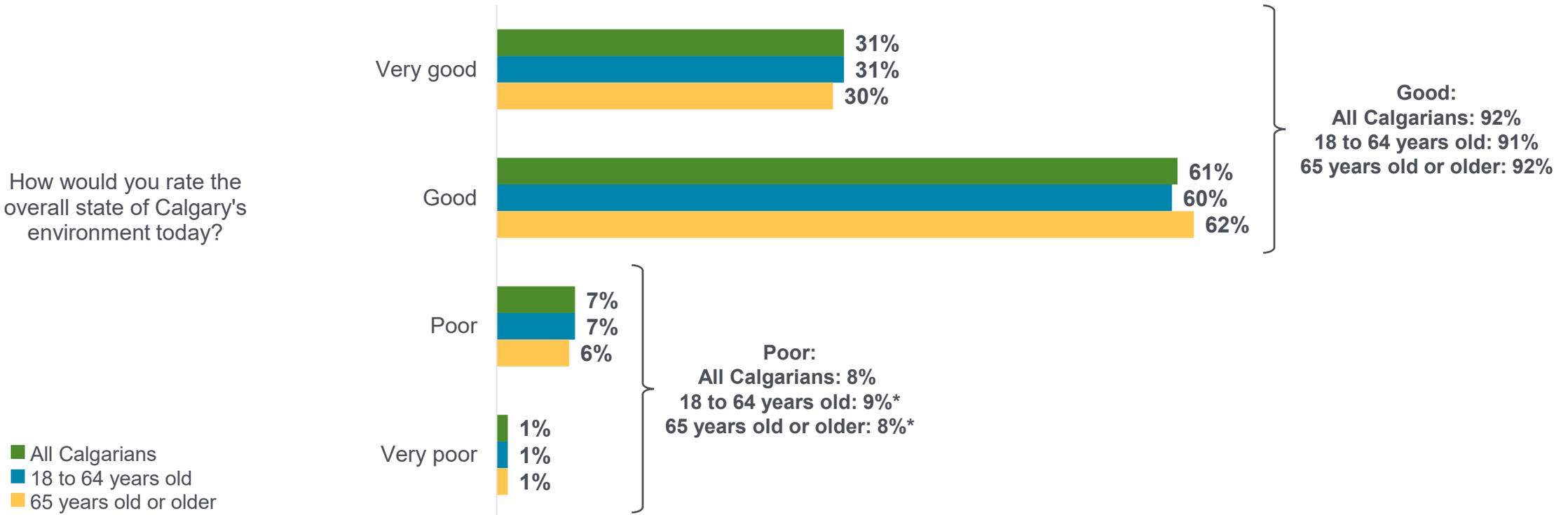


# The environment



# Overall state of Calgary's environment

Around nine-in-ten (92%) Calgarians rate the overall state of Calgary's environment as good. Ratings are on par between the age subgroups, with 92% of Calgarians 65 and up and 91% of those under 65 providing a good assessment.



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, 18 to 64 n=1,576, 65+ n=839)

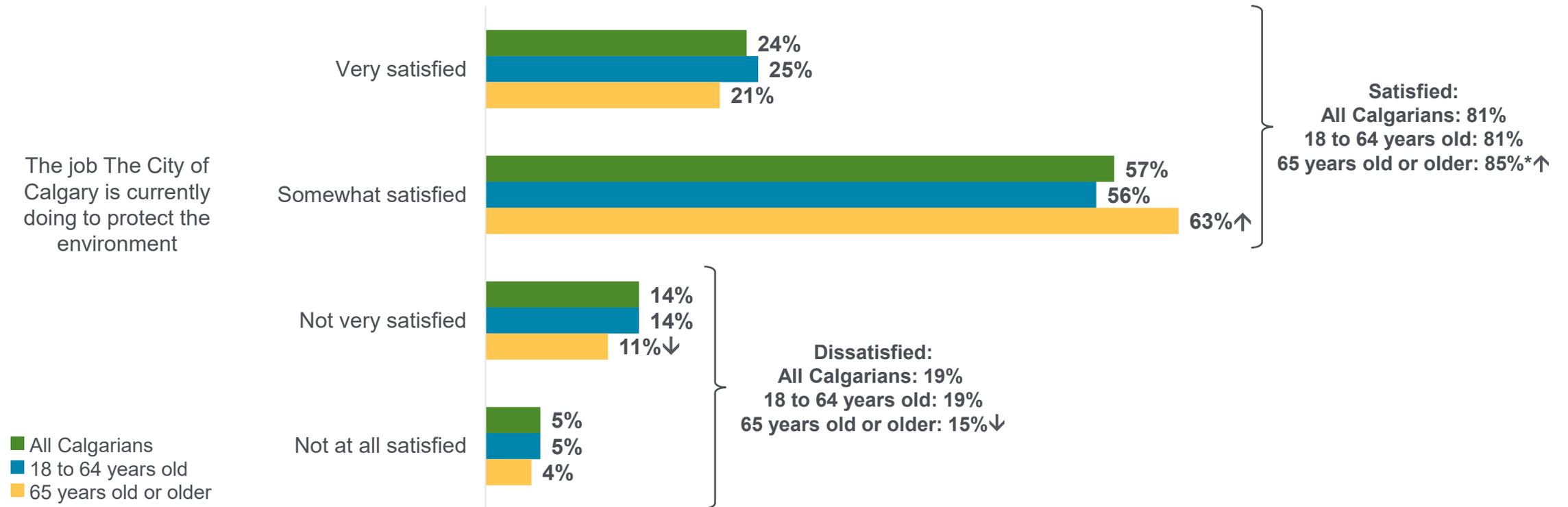
\*Rounding



# Satisfaction with City of Calgary environmental protections

Four-fifths (81%) of all Calgarians are satisfied with the job The City is doing to protect the environment. Satisfaction is significantly higher among Calgarians age 65 and above compared to those under age 65 (85% vs. 81%, respectively). This is largely driven by a higher proportion of Calgarians age 65 and above being 'somewhat' satisfied (63% vs. 56% of Calgarians under age 65).

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



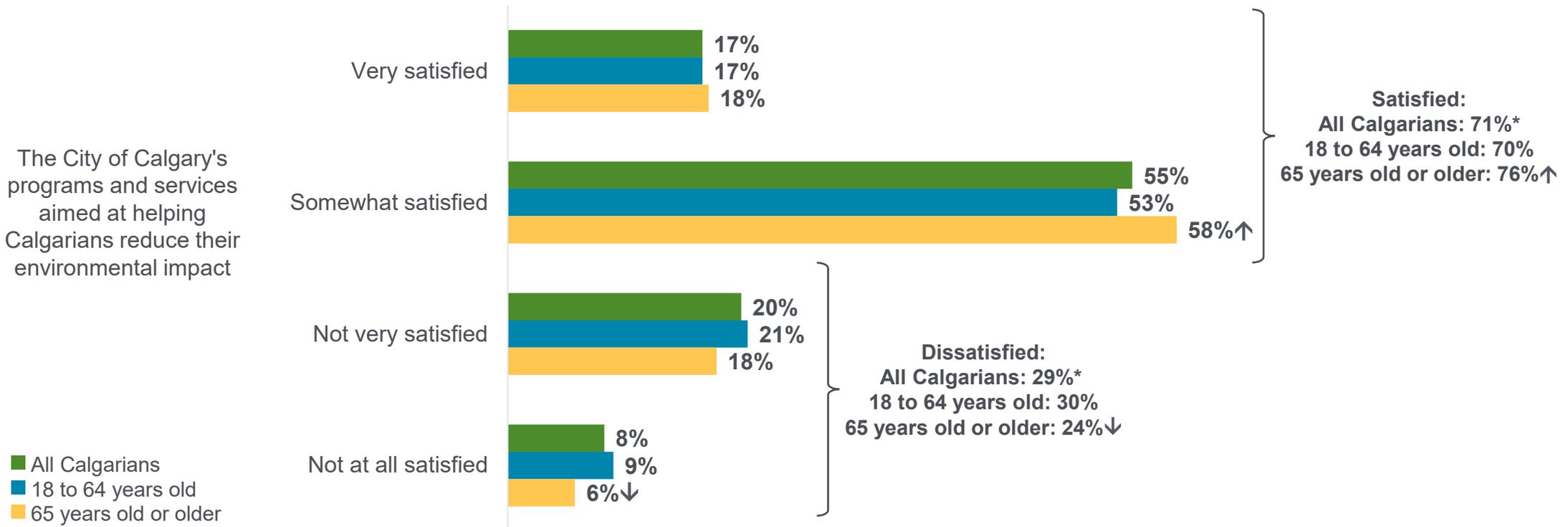
Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?  
 Base: Valid respondents (All Calgarians n=2,478, 18 to 64 n=1,565, 65+ n=839)

\*Rounding  
 ↑/↓ 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 aimed at helping residents reduce their environmental impact. A statistically higher proportion of Calgarians age 65 and above express satisfaction compared to those under 65 (76% vs. 70% respectively), including a higher proportion who are 'somewhat' satisfied (58% vs. 53%, respectively).



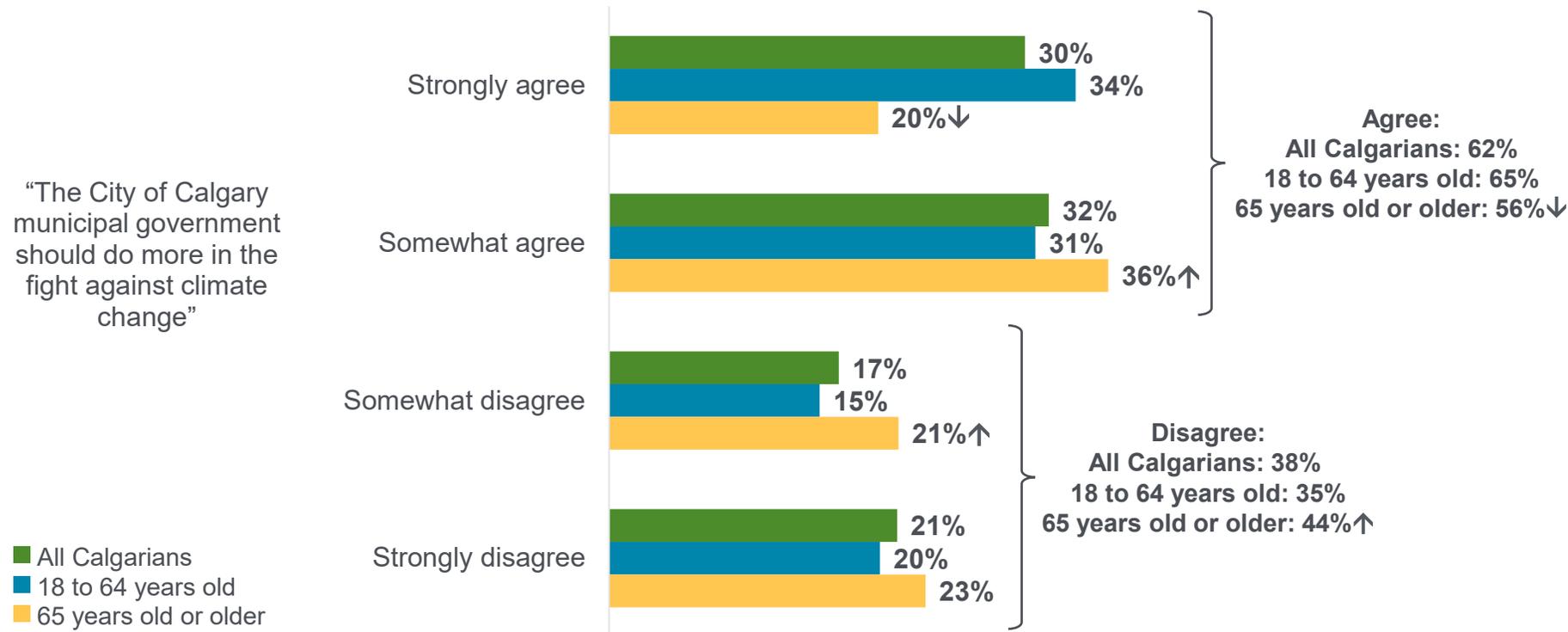
Q. How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?  
 Base: Valid respondents (All Calgarians n=2,460, 18 to 64 n=1,558, 65+ n=831)

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



# The City should do more to fight climate change

Around three-fifths (62%) of Calgarians agree that The City should do more to combat climate change. Agreement is significantly lower among those age 65 and above (56%) versus Calgarians under age 65 (65%). In turn, total disagree ratings are statistically higher among Calgarians age 65+ (44% vs. 35%, respectively) and it is the ‘somewhat’ disagree ratings that drive this difference (21% vs. 15%).



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, 18 to 64 n=1,571, 65+ n=835)

↑/↓ Statistically higher/lower than comparable subgroup

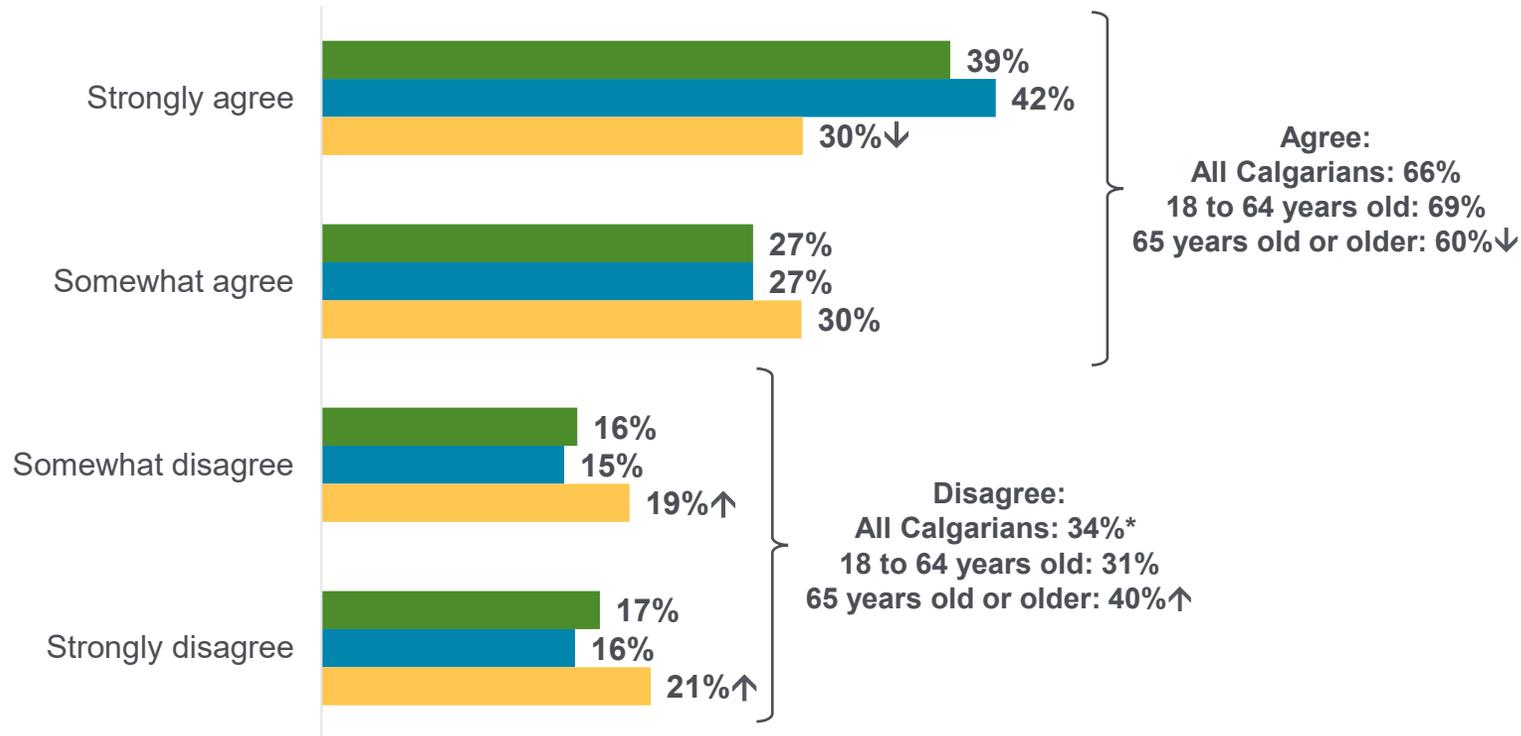


# Climate change is affecting quality of life

A majority (66%) of Calgarians believe that climate change is a real issue that is affecting the quality of life of Calgarians every day. A lower proportion of Calgarians age 65 and above agree (60% vs. 69% of Calgarians under age 65), including fewer who 'strongly' agree (30% vs. 42%, respectively).

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

- All Calgarians
- 18 to 64 years old
- 65 years old or older



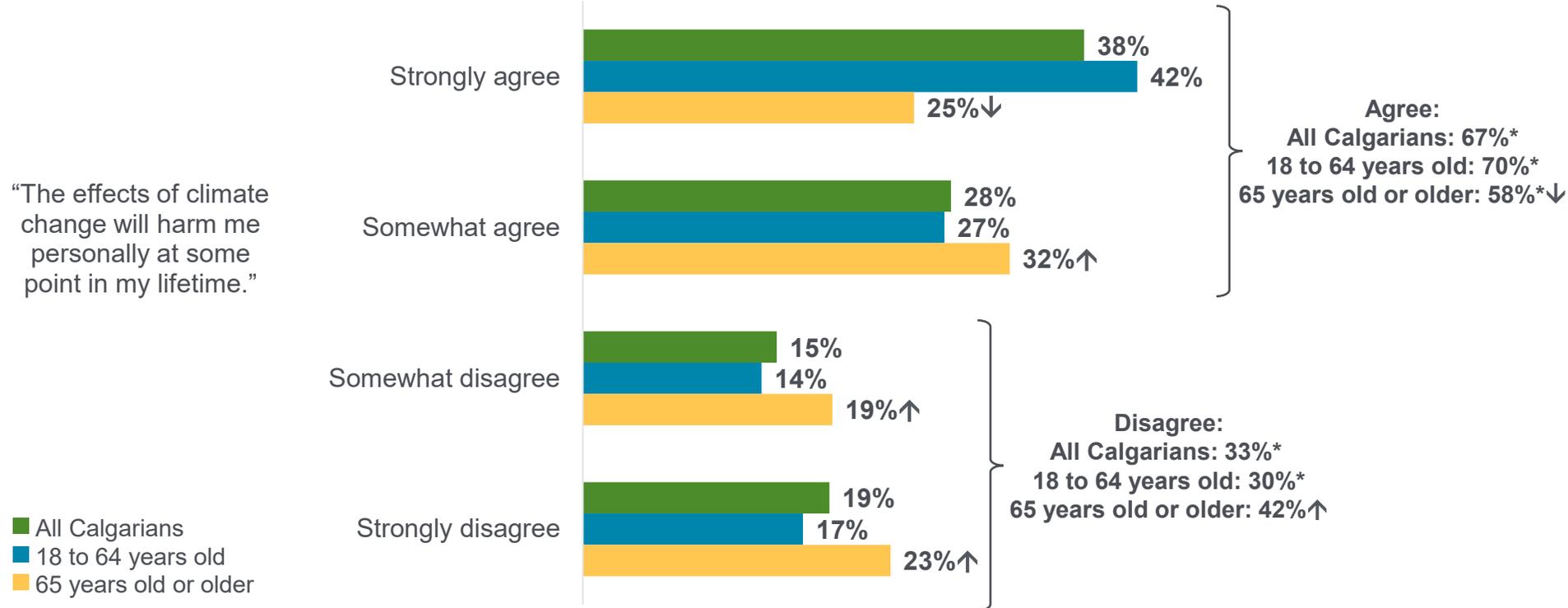
Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.  
 Base: Valid respondents (All Calgarians n=2,489, 18 to 64 n=1,574, 65+ n=839)

\*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. Agreement is lower among Calgarians age 65 and above (58% vs. 70% of those under age 65). Among those age 65+ there is a lower proportion who ‘strongly’ agree (25% vs. 42% of those under age 65) and a higher proportion who ‘somewhat’ agree (32% vs. 27%, respectively) and correspondingly their disagree ratings are statistically higher (42% vs. 30%).



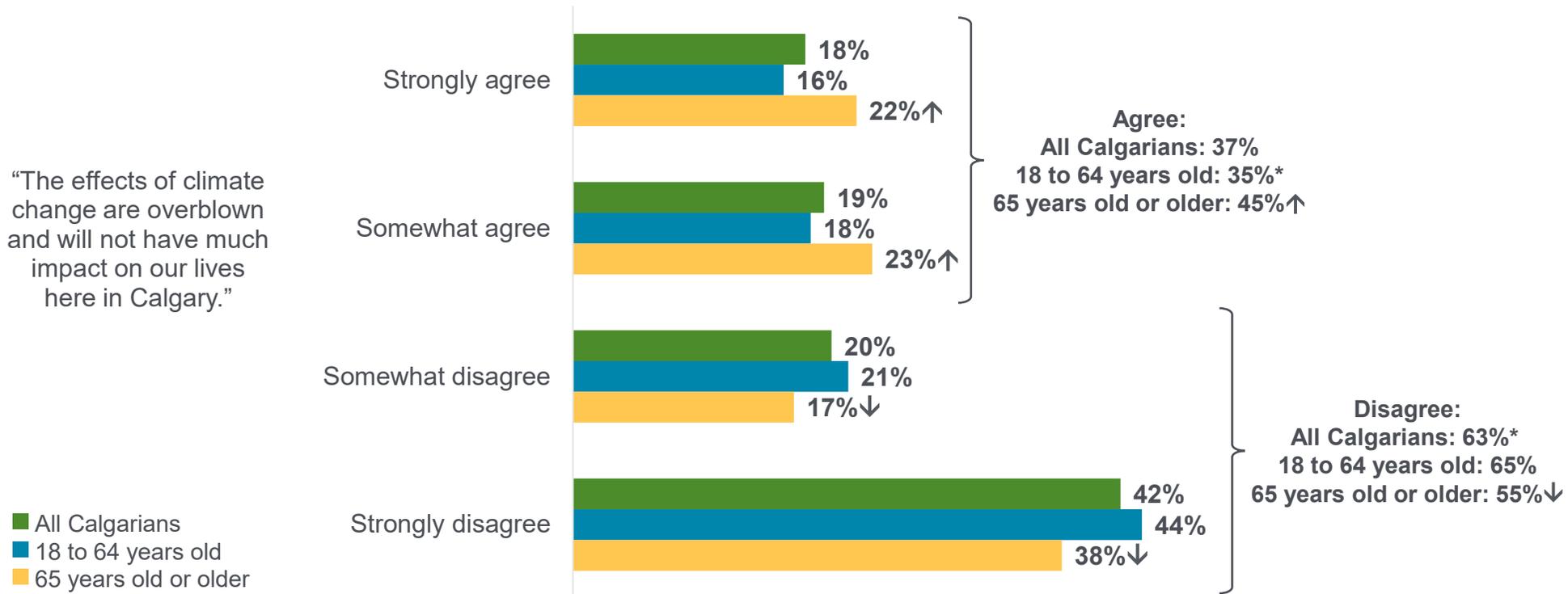
Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.  
 Base: Valid respondents (All Calgarians n=2,478, 18 to 64 n=1,571, 65+ n=833)

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



# Effects of climate change are overblown

A minority (37%) of Calgarians agree that the effects of climate change are overblown and will not have much impact on their lives in Calgary. A higher proportion of Calgarians age 65 and above agree with this, compared to Calgarians under age 65 (45% vs. 35%, respectively). A lower proportion of Calgarians age 65 and above disagree compared to Calgarians under age 65 (55% vs. 65%, 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=2,486, 18 to 64 n=1,569, 65+ n=841)

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



# City programs and services

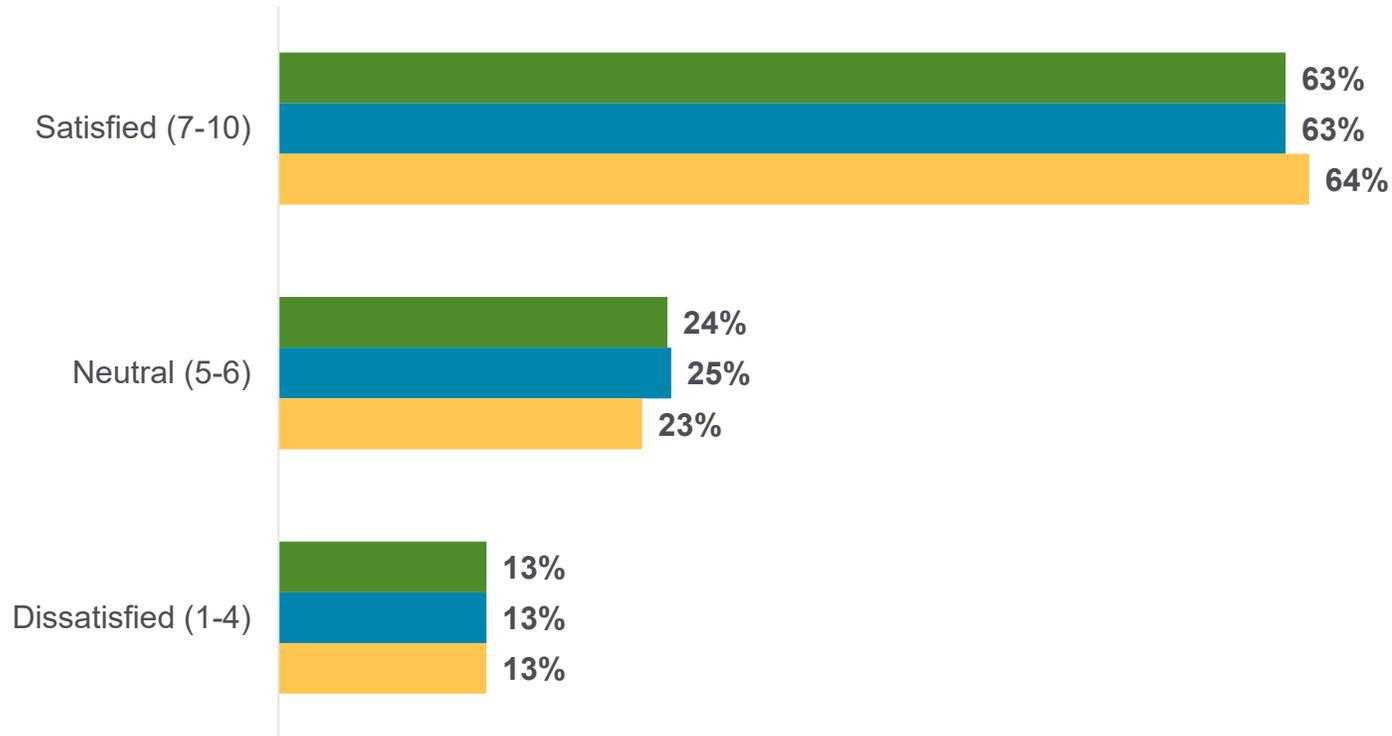


# Satisfaction with the overall level and quality of City services and programs

More than three-fifths (63%) of Calgarians are satisfied with the overall level and quality of City services and programs. Satisfaction levels are consistent between the age groups (64% of Calgarians age 65+ and 63% of Calgarians age 18-64).

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

- All Calgarians
- 18 to 64 years old
- 65 years old or older



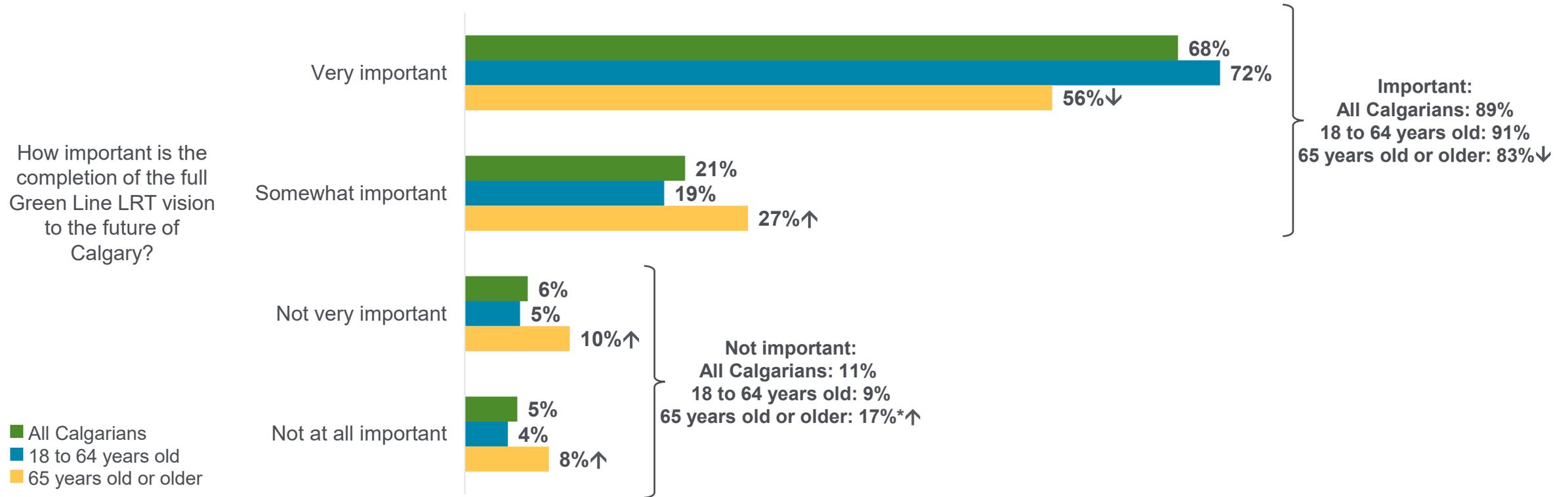
Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Base: Valid respondents (All Calgarians n=2,496, 18 to 64 n=1,575, 65+ n=842)



# Perceived importance of the Green Line LRT

Nearly nine-in-ten (89%) Calgarians feel that completing the full Green Line LRT vision is important for Calgary's future. However, significantly fewer Calgarians age 65 and above (83%) hold this view compared to those under 65 (91%). While 'very' important ratings are statistically lower among Calgarians age 65+ (56% vs. 72%, respectively), 'somewhat' important ratings are statistically higher (27% vs. 19%, respectively).



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, 18 to 64 n=1,572, 65+ n=835)

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

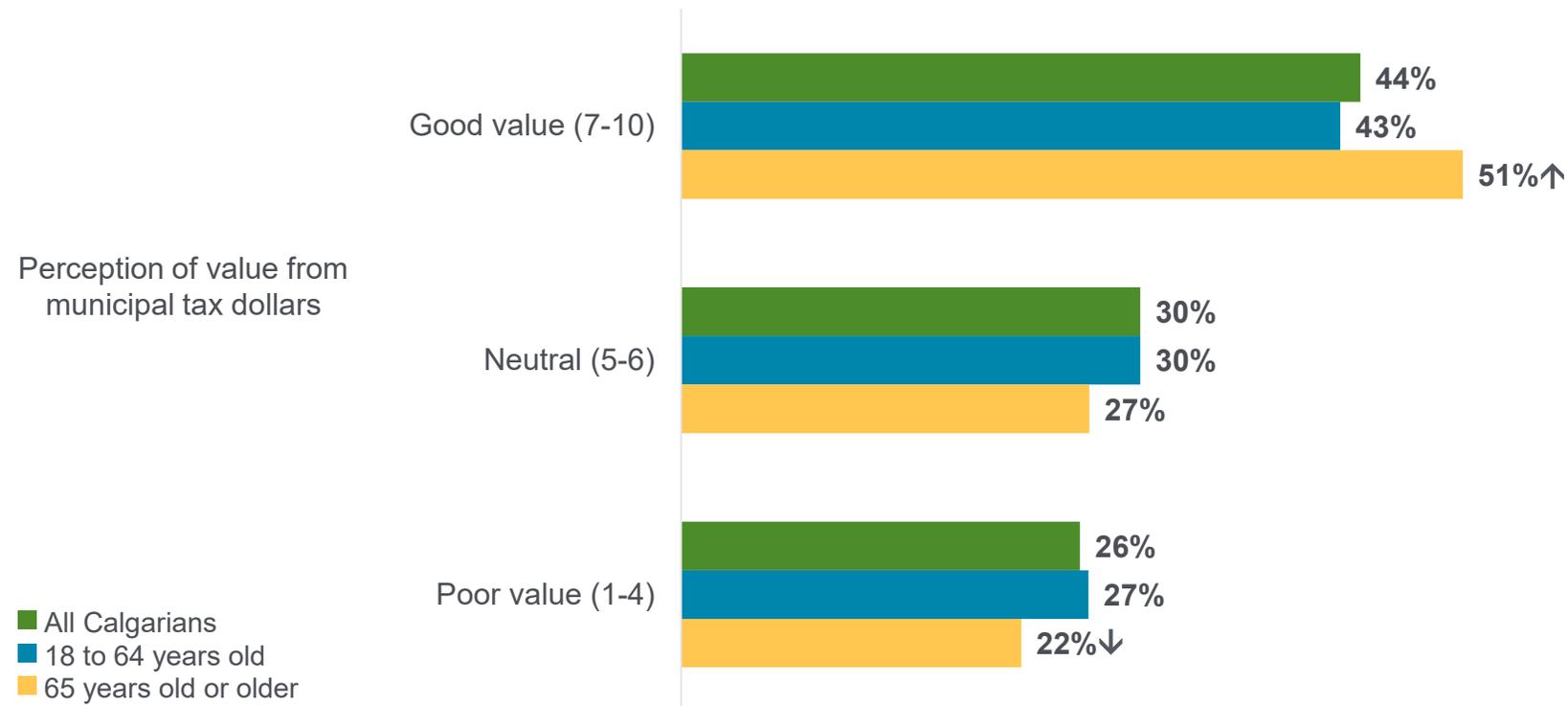


# Taxation



# Perceived value of property taxes

More than two-fifths (44%) of Calgarians perceive that they receive good value for their municipal property tax dollars. A statistically higher proportion of Calgarians age 65 and above feel they receive good value (51%) compared to those under age 65 (43%).



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, 18 to 64 n=1,552, 65+ n=837)

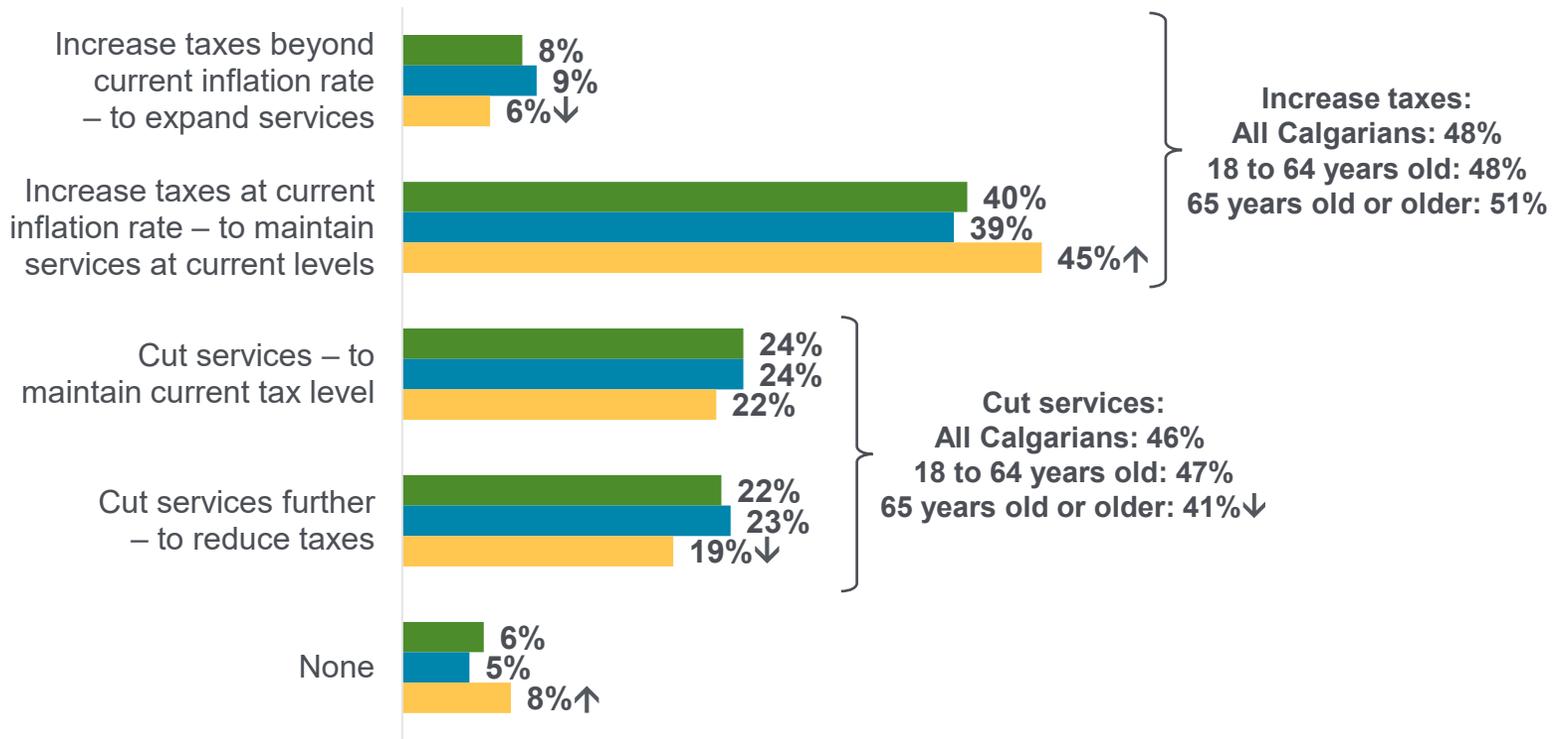
↑/↓ Statistically higher/lower than comparable subgroup



# Balancing taxation and service delivery

Regarding balancing taxation and service delivery, a sizeable minority (48%) of Calgarians prefer increasing taxes, while around one-half (46%) prefer cutting services. There are no differences between the two age groups when it comes to tax increases overall, but those age 65+ have a statistically higher preference for increasing taxes to keep services as they are. In contrast, a lower proportion of Calgarians age 65+ want The City to cut services (41% vs. 47% of Calgarians under age 65), including fewer who want to cut services in order to reduce taxes (19% vs. 23%).

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



■ All Calgarians  
 ■ 18 to 64 years old  
 ■ 65 years old or older

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, 18 to 64 n=1,545, 65+ n=832)

↑/↓ Statistically higher/lower than comparable subgroup

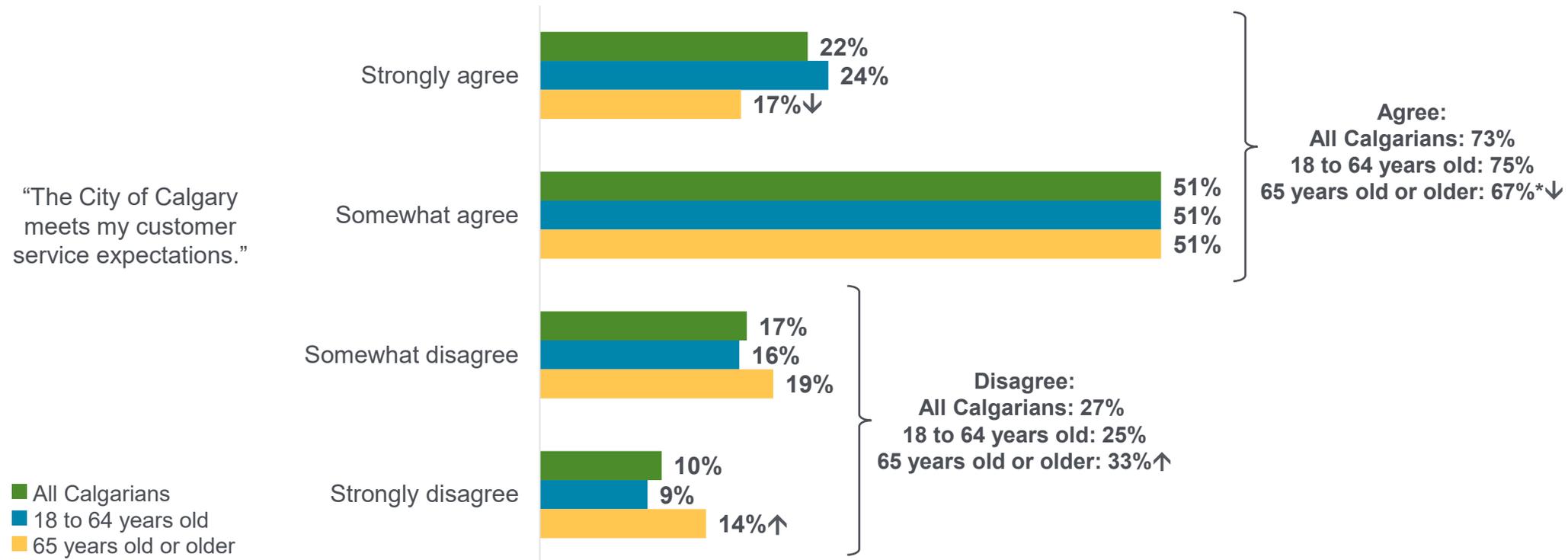


# Perception of customer service and communications at The City



# The City meets customer service expectations

Nearly three-quarters (73%) of all Calgarians agree that The City meets their customer service expectations. Agreement is significantly lower among Calgarians age 65 and above (67% vs. 75% of those under age 65), including a lower proportion who ‘strongly’ agree (17% vs. 24%). Correspondingly, total disagree ratings are higher among those age 65+ (33% vs. 25%), including ‘strongly’ disagree ratings (14% vs. 9%).



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, 18 to 64 n=1,562, 65+ n=833)

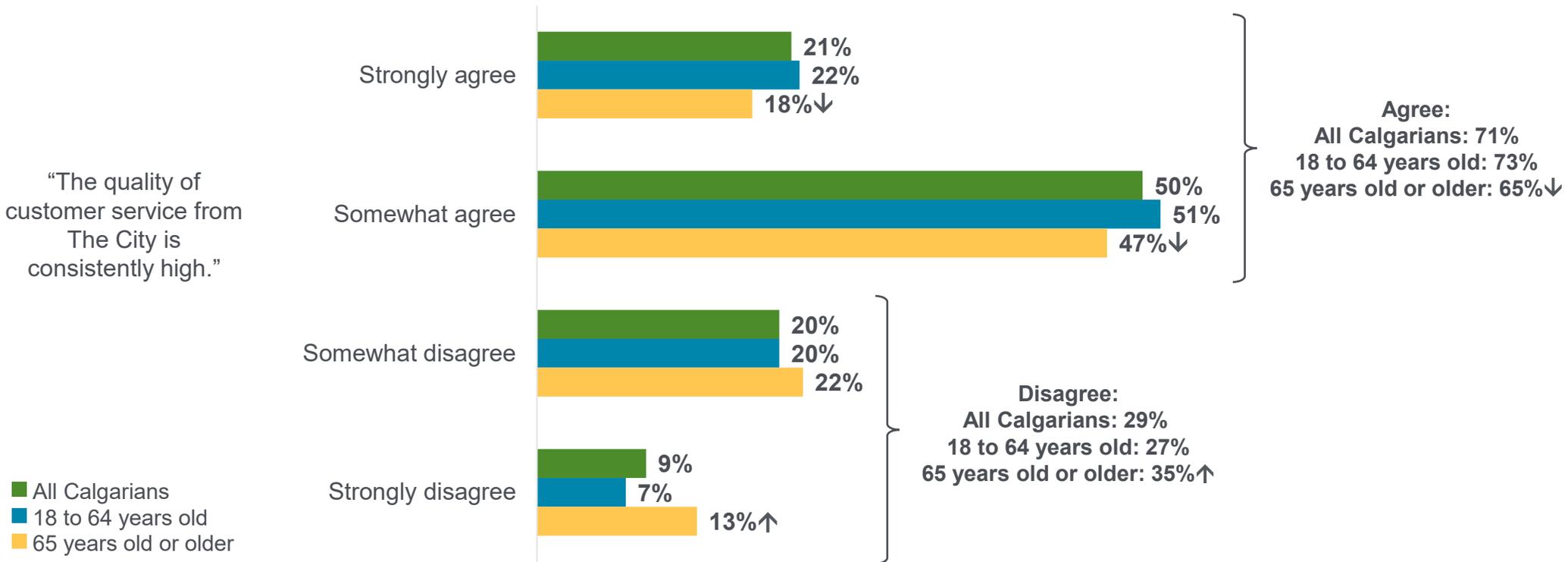
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# The City offers consistently high quality customer service

Seven-in-ten (71%) Calgarians agree that the quality of The City's customer service is consistently high. Statistically fewer Calgarians age 65 and up (65%) share this perspective compared to those under age 65 (73%). Total disagree ratings are higher among those 65 and above (35% vs. 27%), including 'strongly' disagree ratings (13% vs. 7%).



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, 18 to 64 n=1,558, 65+ n=831)

↑/↓ Statistically higher/lower than comparable subgroup

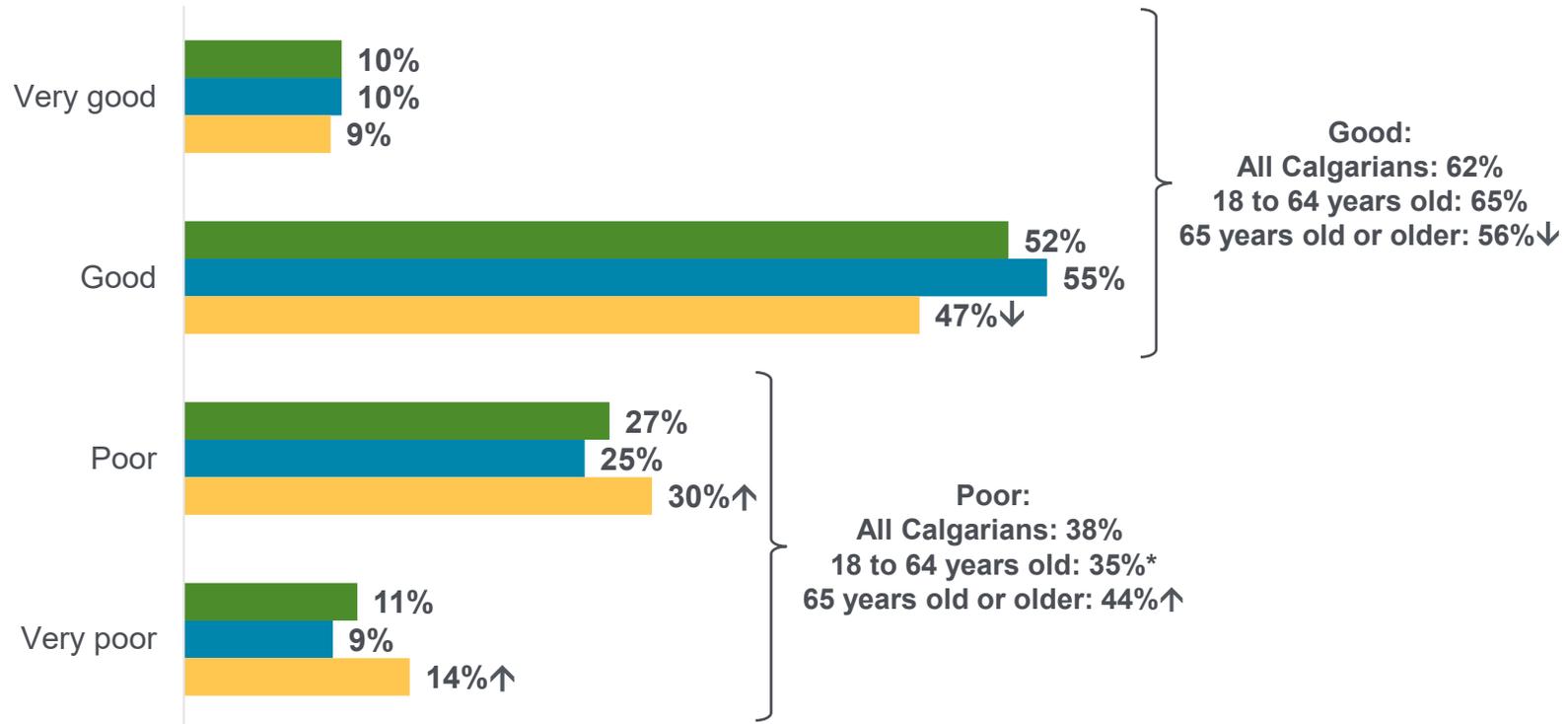


# Overall communication from The City

Around three-fifths (62%) of Calgarians rate The City's overall communication about its services, programs, policies, and plans as good (very good or good). Ratings are significantly lower among Calgarians age 65 and above compared to those under age 65 (56% vs. 65%, respectively). This is due to a lower proportion of Calgarians age 65 and above rating it as 'good' (47% vs. 55%).

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



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, 18 to 64 n=1,568, 65+ n=835)

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



# Help shape Calgary's next four years

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

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

SCAN ME

## Calgary TRIVIA

Parks and recreation	Transportation	Calgary's communities
How many kilometers of the city's streets are paved? A. 100 km B. 200 km C. 300 km D. 400 km	How many bus routes does Calgary have? A. 170 B. 180 C. 190 D. 200	How many official languages does Calgary have? A. 1 B. 2 C. 3 D. 4
How many kilometers of the city's trails are paved? A. 100 km B. 200 km C. 300 km D. 400 km	How many kilometers of the city's streets are paved? A. 100 km B. 200 km C. 300 km D. 400 km	How many kilometers of the city's streets are paved? A. 100 km B. 200 km C. 300 km D. 400 km
How many kilometers of the city's streets are paved? A. 100 km B. 200 km C. 300 km D. 400 km	How many kilometers of the city's streets are paved? A. 100 km B. 200 km C. 300 km D. 400 km	How many kilometers of the city's streets are paved? A. 100 km B. 200 km C. 300 km D. 400 km

# Input from Calgarians

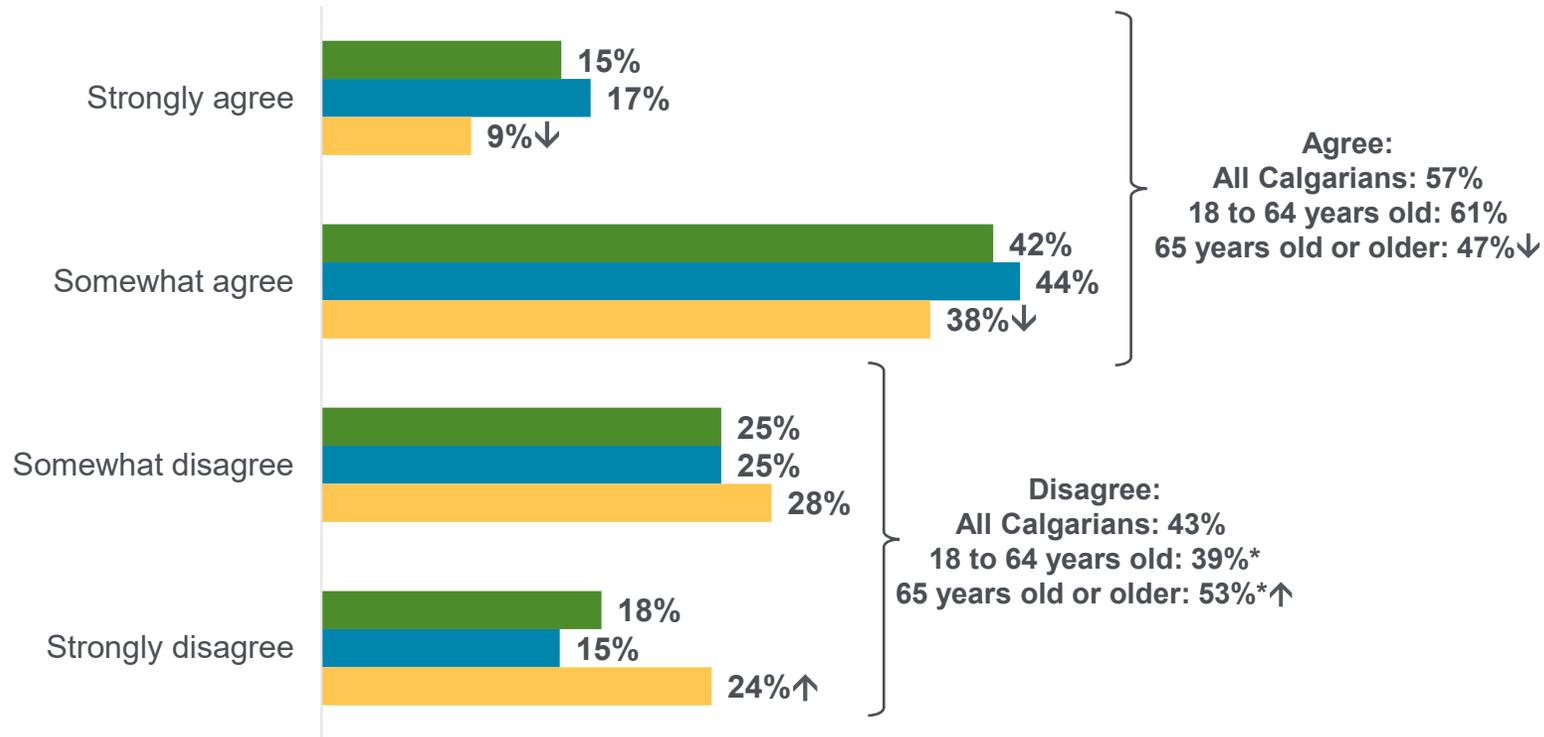


# The City is working at including Calgarians' input

More than one-half (57%) of all Calgarians are confident that The City is working to improve how it includes Calgarians input into important decisions. Confidence is significantly lower among Calgarians age 65 and above (47%) versus Calgarians under age 65 (61%). Also, a higher portion of Calgarians age 65+ disagree (53% vs. 39%, respectively), including a higher proportion who 'strongly' disagree (24% vs. 15%).

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

- All Calgarians
- 18 to 64 years old
- 65 years old or older



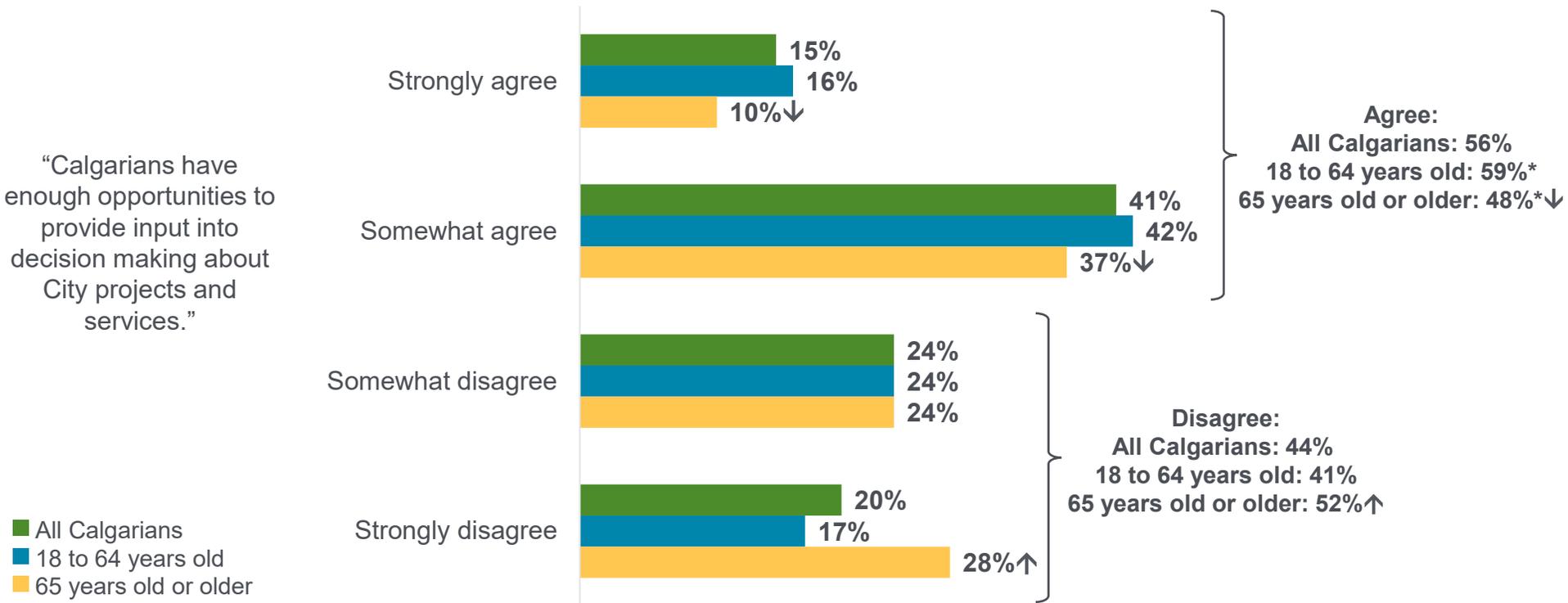
Q. Please tell me if you agree or disagree with each of the following statements?  
 Base: Valid respondents (All Calgarians n=2,481, 18 to 64 n=1,572, 65+ n=833)

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



# Calgarians have enough opportunities to provide input

More than one-half (56%) of Calgarians agree that residents have enough opportunities to provide input on City projects and services. Agreement is significantly lower among those age 65 and above compared to Calgarians under age 65 (48% vs. 59%, respectively). In turn, a higher proportion of Calgarians age 65+ disagree (52% vs. 41%, respectively), including more who 'strongly' disagree (28% vs. 17%).



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, 18 to 64 n=1,567, 65+ n=832)

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

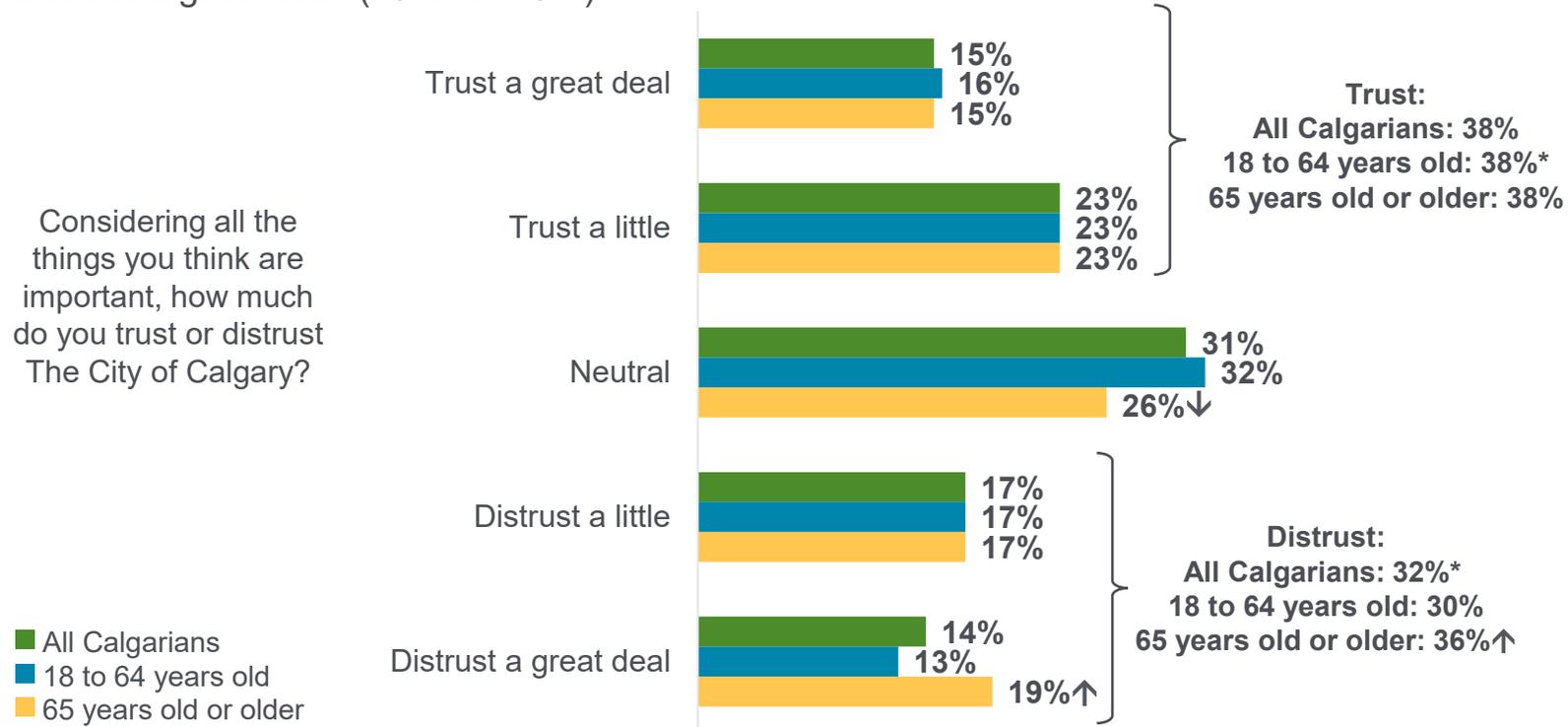


# City reputation and performance



# Trust in The City of Calgary

Nearly two-fifths (38%) of all Calgarians trust The City of Calgary. Trust levels are consistent between the age groups, with 38% of both those age 65 and up and under age 65 expressing trust in The City. While trust ratings are consistent between the two age groups, a higher proportion of Calgarians age 65 and above have distrust in The City (36% vs. 30% of those under age 65), including a higher proportion who distrust 'a great deal' (19% vs. 13%).



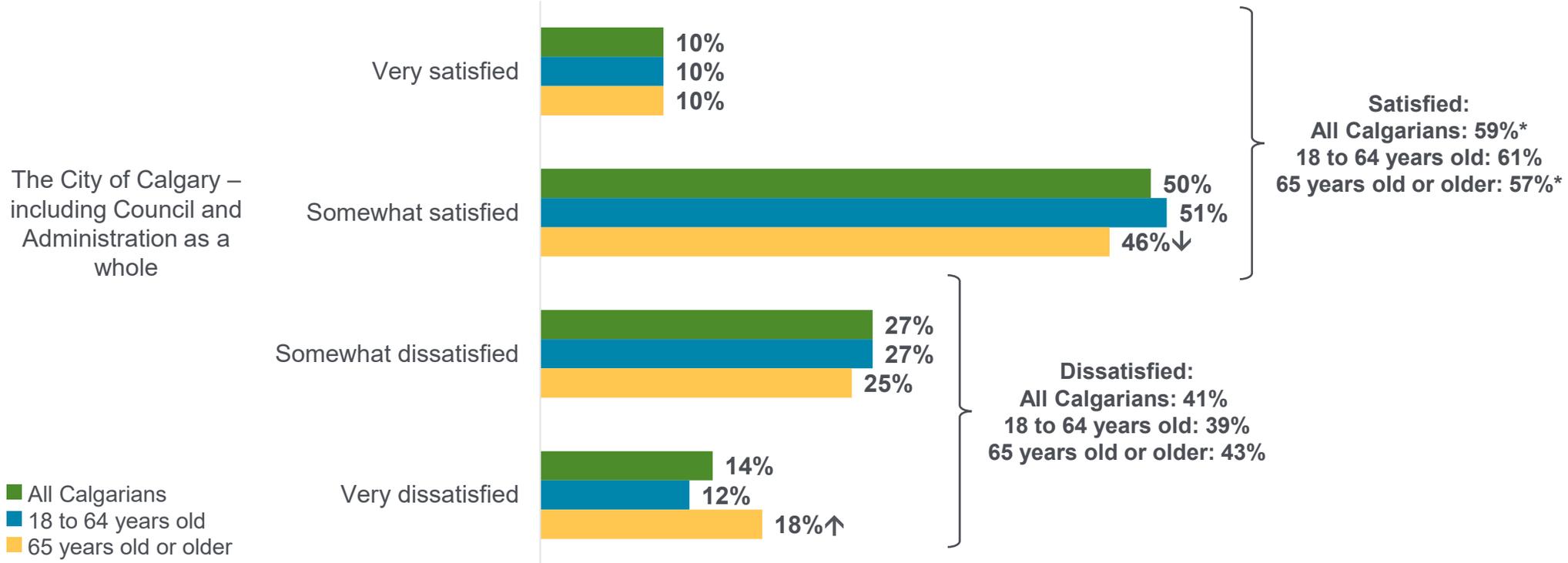
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?  
 Base: Valid respondents (All Calgarians n=2,489, 18 to 64 n=1,572, 65+ n=839)

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



# Satisfaction with The City as a whole

Three-fifths (59%) of Calgarians are satisfied with how The City, including Council and Administration as a whole, is running Calgary. Satisfaction is consistent between the two age groups (57% among Calgarians age 65 and above and 61% among those under 65). Although satisfied ratings are consistent, a lower proportion of Calgarians age 65 and above are ‘somewhat’ satisfied (46% vs. 51%, respectively). While dissatisfied ratings are consistent between the groups (43% and 39%), a higher proportion of Calgarians age 65 and above are ‘very’ dissatisfied (18% vs. 12% of those under age 65).



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?

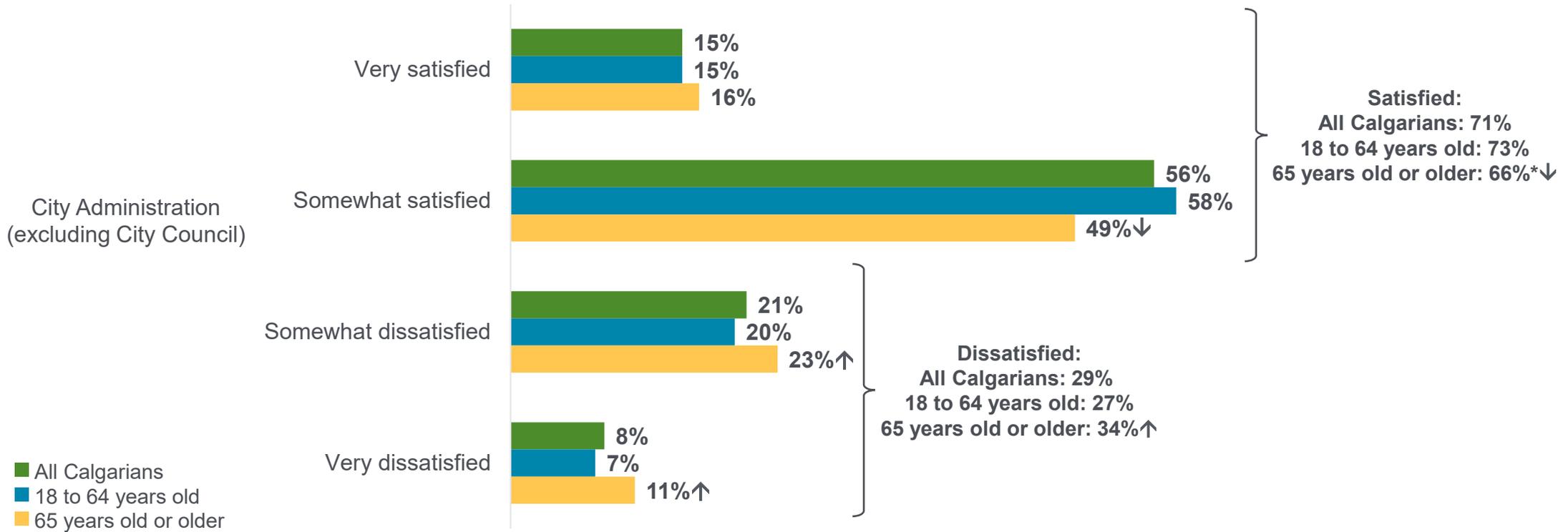
Base: Valid respondents (All Calgarians n=2,487, 18 to 64 n=1,569, 65+ n=841)

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



# Satisfaction with City Administration

Seven-in-ten (71%) Calgarians are satisfied with how City Administration is running the city. A statistically lower proportion of Calgarians age 65 and up are satisfied versus those under 65 (66% vs. 73%, respectively). This is largely due to a lower proportion of Calgarians age 65+ who are 'somewhat' satisfied (49% vs. 58% of those under age 65).



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, 18 to 64 n=1,563, 65+ n=840)

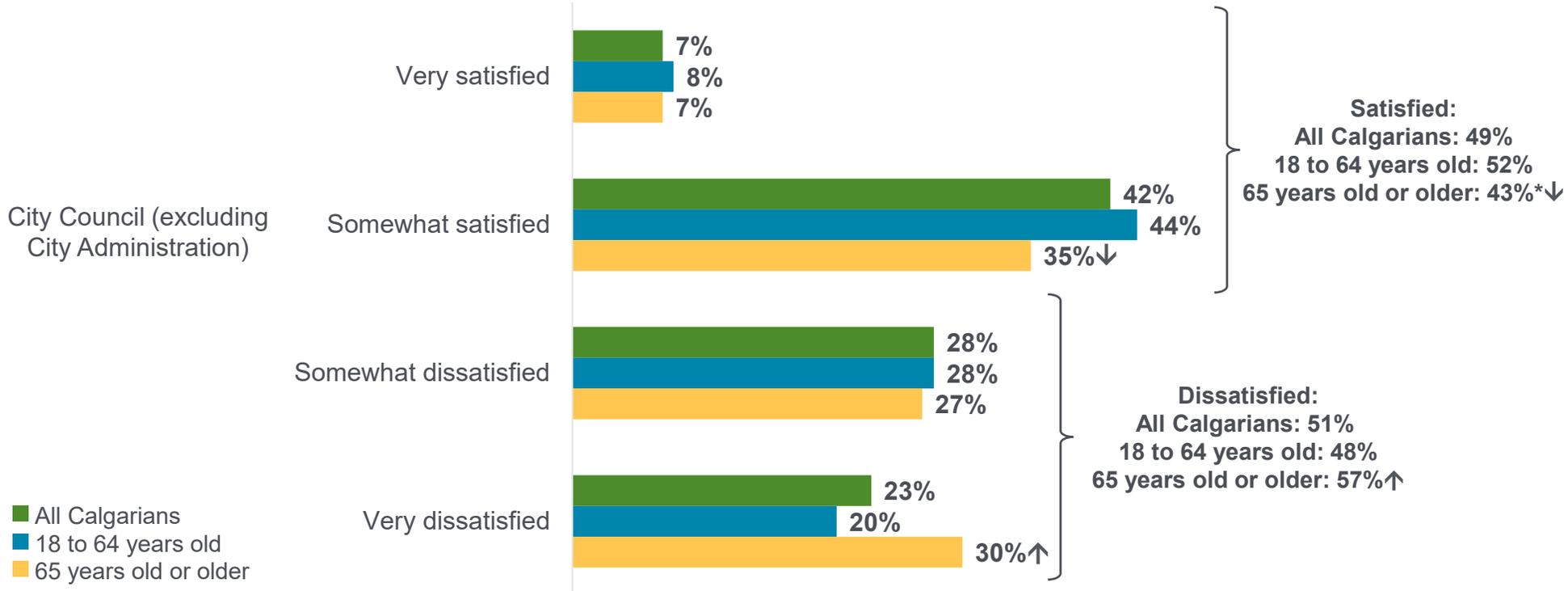
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with City Council

One-half (49%) of all Calgarians are satisfied with how City Council is running Calgary. Satisfaction is significantly lower among Calgarians age 65 and above (43%) compared to those under age 65 (52%), driven by a lower proportion who are 'somewhat' satisfied (35% vs. 44%). In turn, a higher number of Calgarians age 65 and above (57%) are dissatisfied with Calgary's City Council compared to those under age 65 (48%). This is driven by a higher proportion of Calgarians age 65 and above who are 'very' dissatisfied (30% vs. 20% of those under age 65).



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?

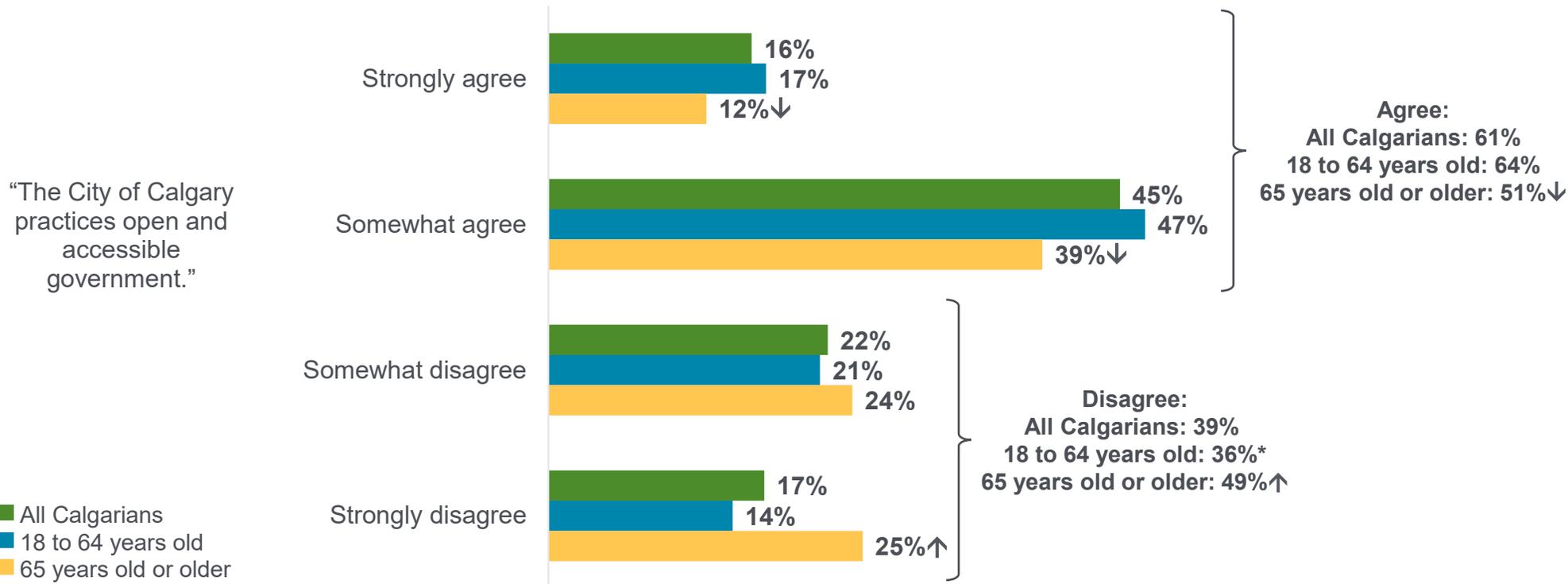
Base: Valid respondents (All Calgarians n=2,485, 18 to 64 n=1,569, 65+ n=839)

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



# The City practices open and accessible government

Three-fifths (61%) of all Calgarians agree that The City practices open and accessible government. Agreement is significantly lower among those age 65 and above versus Calgarians under 65 (51% vs. 64%, respectively). A higher proportion of Calgarians age 65 and above disagree (49% vs. 36%), including a higher proportion who strongly disagree (25% vs. 14%).



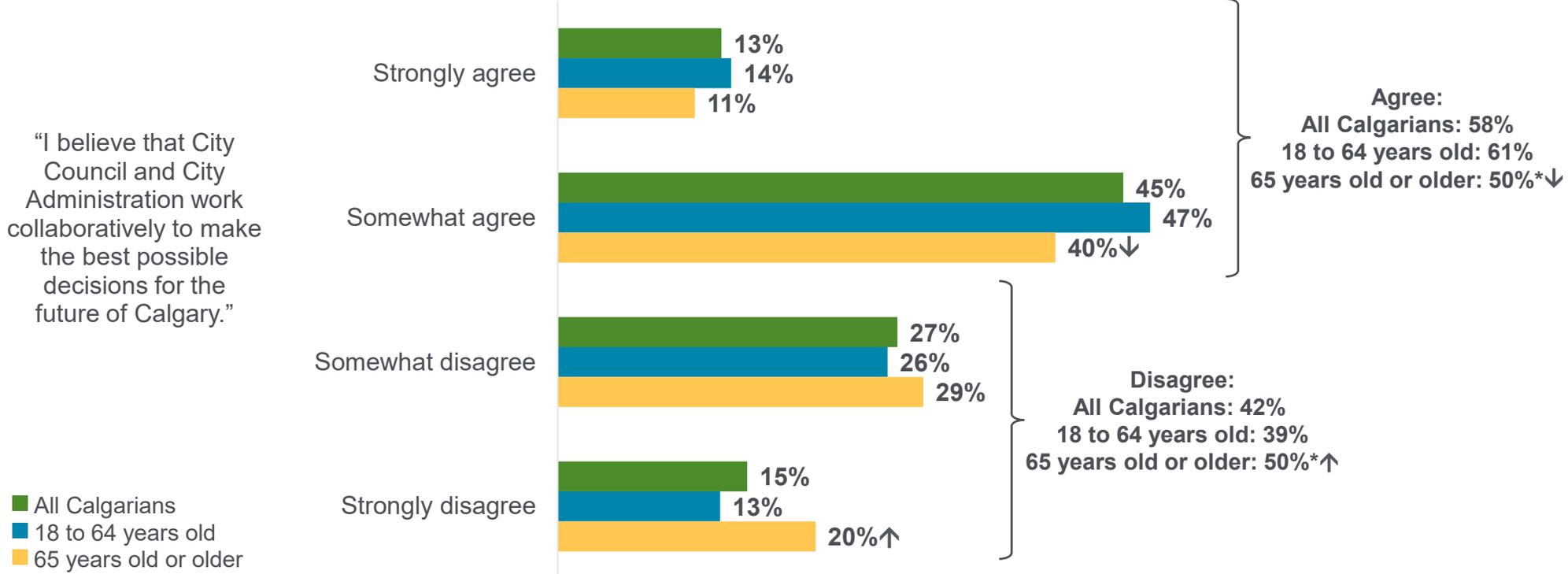
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements?  
 Base: Valid respondents (All Calgarians n=2,465, 18 to 64 n=1,559, 65+ n=831)

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



# Council and Administration working collaboratively

Nearly three-fifths (58%) of Calgarians believe City Council and Administration work collaboratively to make the best decisions for Calgary's future. Belief in this collaboration is significantly lower among Calgarians age 65+ (50% vs. 61% of those under age 65). This is due to a lower proportion of Calgarians age 65+ who 'somewhat' agree (40% vs. 47%, respectively). Disagreement ratings are higher for Calgarians age 65 and above compared to those under age 65 (50% vs. 39%, respectively), including a higher proportion who 'strongly' disagree (20% vs. 13%).



Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,469, 18 to 64 n=1,559, 65+ n=836)

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

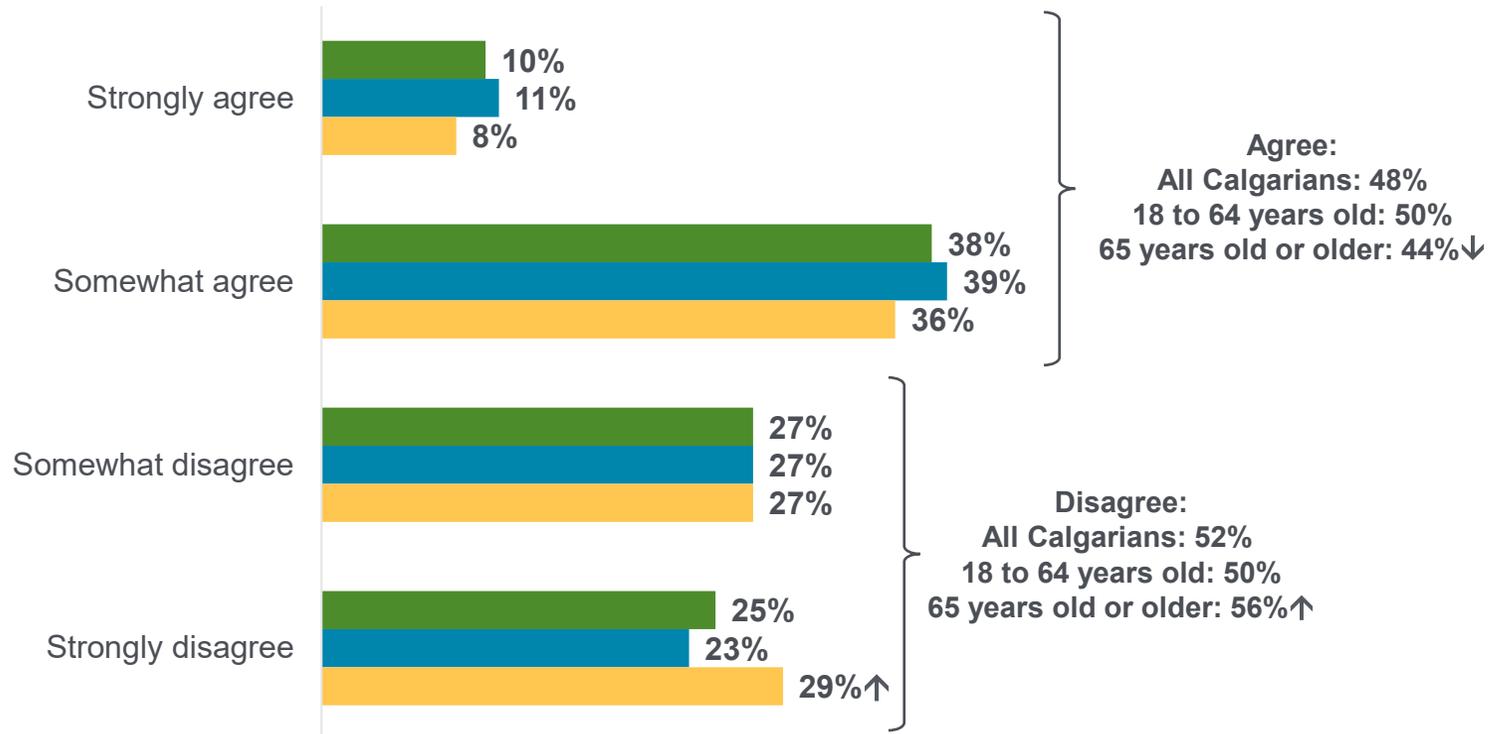


# The City manages its spending responsibly

Nearly one-half (48%) of all Calgarians believe The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians. Belief in this collaboration is significantly lower among Calgarians age 65 and above (44% vs. 50% of those under age 65). Correspondingly, a higher proportion of those age 65+ disagree (56% vs. 50%), including a higher proportion who ‘strongly’ disagree (29% vs 23%).

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

- All Calgarians
- 18 to 64 years old
- 65 years old or older



Q. Please tell me if you agree or disagree with each of the following statements.  
 Base: Valid respondents (All Calgarians n=2,482, 18 to 64 n=1,567, 65+ n=839)

↑/↓ Statistically higher/lower than comparable subgroup



# Respondent profile



# Respondent profile (1 of 4)

Gender			
	All Calgarians	Age 18 to 64	Age 65+
Female	50%	49%	53%
Male	49%	49%	47%
Prefer to self-describe	1%	1%	0%

Age			
	All Calgarians	Age 18 to 64	Age 65+
18 to 24	11%	14%	0%
25 to 34	20%	25%	0%
35 to 44	17%	22%	0%
45 to 54	18%	23%	0%
55 to 64	12%	15%	0%
65 or older	22%	0%	100%
MEAN	47.6	40.1	74.0

Children + seniors in household			
	All Calgarians	Age 18 to 64	Age 65+
Yes – children	30%	38%	2%
Yes – seniors	33%	13%	100%

Base: Valid respondents (bases vary)

Income			
	All Calgarians	Age 18 to 64	Age 65+
Less than \$60,000	23%	19%	34%
\$60,000 to <\$120,000	34%	33%	42%
\$120,000 to <\$200,000	25%	27%	16%
\$200,000 and over	18%	21%	8%

Education			
	All Calgarians	Age 18 to 64	Age 65+
Less than high school	2%	1%	3%
High school or equivalent	19%	19%	17%
Apprenticeship or trades diploma/certificate	6%	5%	10%
College or non-university diploma/certificate	17%	16%	22%
University degree/diploma/certificate	56%	58%	47%



# Respondent profile (2 of 4)

Employment status <sup>^</sup>			
	All Calgarians	Age 18 to 64	Age 65+
Full time employed or self employed	53%	65%	11%
Part time employed or self-employed	12%	13%	7%
Retired	21%	3%	82%
Looking after home and/or family	2%	2%	1%
Unable to work because of sickness or disability	2%	3%	1%
Unemployed	6%	7%	1%
Doing unpaid or voluntary work	1%	1%	1%
Student	7%	9%	<1%
Other	<1%	<1%	<1%

Business owner/operator			
Base: In workforce (n=1,407; n=1,225; n=147)			
	All Calgarians	Age 18 to 64	Age 65+
Own and operate a business	17%	16%	40%
Own a business	3%	3%	6%
Operate a business	2%	2%	1%
No	79%	80%	53%

Household size			
	All Calgarians	Age 18 to 64	Age 65+
1	14%	10%	30%
2	34%	27%	56%
3	17%	19%	10%
4	20%	25%	3%
5	9%	11%	<1%
6 or more	7%	8%	<1%
MEAN	3.0	3.3	1.9

Base: Valid respondents (bases vary)

<sup>^</sup> Multiple responses allowed



# Respondent profile (3 of 4)

Quadrant			
	All Calgarians	Age 18 to 64	Age 65+
Southwest	29%	28%	32%
Southeast	23%	24%	21%
Northwest	29%	29%	28%
Northeast	19%	19%	19%

Own or rent			
	All Calgarians	Age 18 to 64	Age 65+
Own	68%	62%	89%
Rent	27%	32%	10%
Other	5%	6%	1%

Responsible for property taxes or rent			
	All Calgarians	Age 18 to 64	Age 65+
Yes	85%	82%	97%
No	15%	18%	3%

Tenure in Calgary			
	All Calgarians	Age 18 to 64	Age 65+
Less than 5 years	11%	14%	1%
5 to <10 years	6%	8%	1%
10 to <15 years	8%	10%	2%
15 to <20 years	9%	11%	2%
20 to <30 years	23%	27%	8%
30 to <40 years	15%	16%	12%
40 or more	28%	15%	74%
MEAN	28.3	22.7	47.2

2SLGBTQIA+			
	All Calgarians	Age 18 to 64	Age 65+
Yes	9%	11%	2%
No	91%	89%	98%

Base: Valid respondents (bases vary)



# Respondent profile (4 of 4)

Indigenous identity <sup>^</sup>			
	All Calgarians	Age 18 to 64	Age 65+
Yes – First Nations	1%	2%	1%
Yes – Metis	2%	2%	1%
Yes – Inuit	<1%	<1%	<1%
Yes – Prefer to self-describe	<1%	<1%	<1%
Other	<1%	<1%	<1%
No	96%	96%	98%

Disability in household <sup>^</sup>			
	All Calgarians	Age 18 to 64	Age 65+
Yes – myself	12%	10%	16%
Yes – someone in my household	13%	13%	11%
No	78%	79%	76%

Born in Canada			
	All Calgarians	Age 18 to 64	Age 65+
Yes	67%	63%	79%
No	33%	37%	21%

Date of arrival in Canada			
Base: Not born in Canada (n=755; n=549; n=179)			
	All Calgarians	Age 18 to 64	Age 65+
Within the past 5 years	26%	30%	1%
More than 5 years ago	74%	70%	99%

Racialized			
	All Calgarians	Age 18 to 64	Age 65+
Yes	29%	34%	9%
No	70%	65%	90%
Prefer to self-describe	1%	1%	1%

Base: Valid respondents (bases vary)

<sup>^</sup> Multiple responses allowed



# Contact

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