

Calgary



# 2026 Perspectives on Calgary Survey Report Omnibus

Final Report

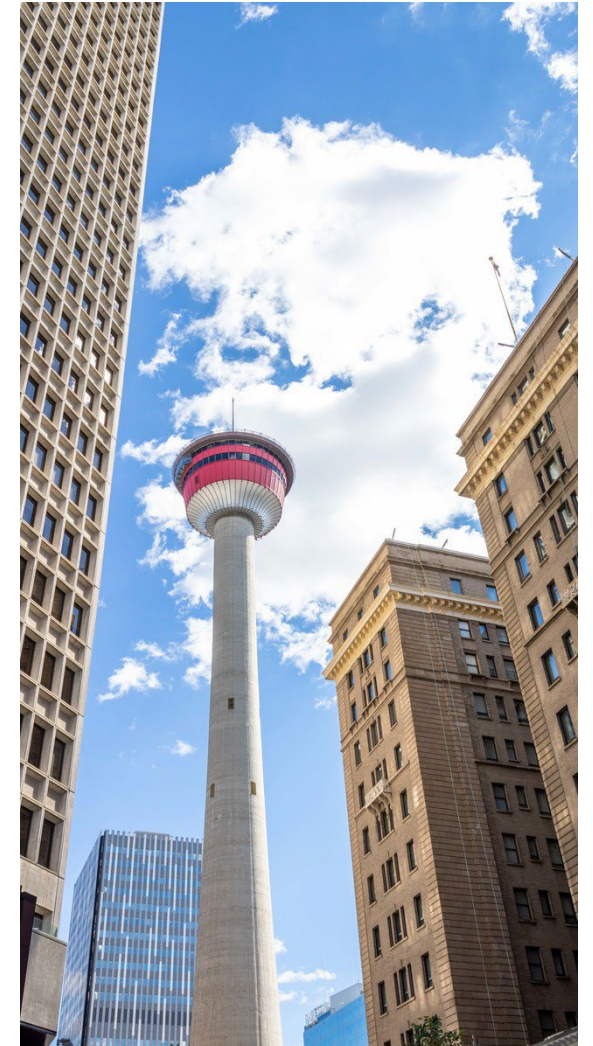
April 2026

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# Background and methodology

## Background

The City of Calgary surveys Calgarians about their opinions, preferences, and attitudes to support data-driven City decision-making. The Perspectives on Calgary Survey is one of the ways by which data are collected, and this survey is conducted multiple times throughout the year. For this wave of research, The City's Corporate Research team focused on life in Calgary, communications from The City, climate and water services knowledge, satisfaction, trust and awareness.

## Methodology

The telephone survey was conducted by Advanis from March 11<sup>th</sup> to 26<sup>th</sup> 2026 with 500 Calgarians. The average time to complete the survey was 13.6 minutes.

The survey was completed using numbers from both landlines (20%) and cell phones (80%) to obtain a random and statistically representative sample of Calgarians.

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

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

Data were weighted based on the latest federal census for age, gender, and city quadrant. The weighting efficiency was 76%. Although the results are weighted, sample sizes for each question represent the number of actual respondents (i.e., unweighted n).

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



# Segment differences Explanation

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

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



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

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






# Highlights at a glance

## PERCEPTIONS OF LIFE IN CALGARY


<b>73%</b>	<b>73%</b>	<b>57%</b>	<b>44%</b>	<b>30%</b>
Agree that The City should be doing more to address safety issues in downtown	Agree that the municipal government fosters a city that is inclusive and accepting of all	Agree that The City delivers programs and services that remove barriers to participation for Calgarians who need them the most	Agree that Calgary Transit's network gets Calgarians where they need to go	Agree that Calgarians have access to adequate housing that meets their needs

## CLIMATE AND ENVIRONMENT

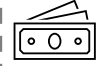

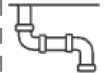


	<b>92%</b>	Rate overall state of the City's environment is good
	<b>46%</b>	Agree that climate change is a real issue that is affecting the quality of life of Calgarians every day
	<b>41%</b>	Agree that The City of Calgary municipal government should do more in the fight against climate change

## CITY COMMUNICATIONS






Agree that the information received from The City is:

	<b>71%</b>	Easy to understand
	<b>70%</b>	Trustworthy
	<b>61%</b>	Timely

## PERCEPTIONS OF WATER SERVICES

	<b>86%</b>	Understand the need for government spending on water, stormwater and wastewater infrastructure to keep pace with the growing city
	<b>65%</b>	Trust The City to provide reliable water services to Calgarians
	<b>60%</b>	Trust The City to build new water, stormwater and wastewater infrastructure to keep up with Calgary's growth
	<b>56%</b>	Trust The City to maintain existing water, stormwater and wastewater infrastructure so it continues to be reliable
	<b>54%</b>	Trust The City to manage water services effectively

## SATISFACTION WITH WATER SERVICES

Satisfaction	Value (Excellent or Good)
 <b>80%</b>	Wastewater service <b>73%</b>
 <b>75%</b>	Household water service <b>73%</b>
 <b>75%</b>	Stormwater management <b>69%</b>
 <b>65%</b>	Incorrectly believe that water services is funded through taxes
 <b>31%</b>	Feel The City should focus on regular and preventative maintenance or repair of existing water infrastructure

# Key findings

**Calgarians have a positive perception of inclusivity and acceptance in the city, with nearly three-quarters (73%) agreeing, while an equal proportion agrees that The City should be doing more to address safety issues downtown.**

- Perceptions are more mixed across other areas, with just over half (57%) agreeing that The City delivers programs or services that remove barriers to participation, and fewer agreeing that Calgary's Transit network gets Calgarians where they need to go (44%) and that Calgarians have access to adequate housing (30%).

**Perceptions of opportunities to provide input into decision-making about City projects and services are mixed, with two-in-five (42%) Calgarians agreeing, one-in-four (27%) disagreeing, and one-in-three (31%) remaining neutral.**

- Calgarians' perceptions of City communications are more positive overall, with seven-in-ten residents agreeing that information is easy to understand (71%) and trustworthy (70%), and three-in-five (61%) agreeing information is received in a timely manner.

**Calgarians' perception about the city's environment is positive, with nearly all Calgarians (92%) rating it as good overall, including more than one-third (35%) rating it as 'very good'.**

- However, Calgarians' views on climate change are mixed. Just under one-half agree that climate change is a real issue affecting their quality of life every day (46%) and that its effects will harm them personally at some point in their lifetime (46%), while about one-third (34% and 37%, respectively) disagree with these statements. Two-in-five (41%) agree that the municipal government should do more to address climate change.
- One-in-three (32%) Calgarians agree that the effects of climate change are overblown and will not have much impact on their lives compared to nearly one-half (47%) who disagree with this statement.

## Key findings (continued)

**Calgarians generally have positive perceptions of water, wastewater, and stormwater services, with the vast majority (86%) understanding the need for the government spending on water services infrastructure to keep pace with a growing city.**

- At least six-in-ten Calgarians agree that they trust The City to provide reliable water services (65%), protect Calgary's river water quality (64%), and to build new infrastructure to keep up with city's growth (60%).
- However, relatively fewer agree that they trust The City maintains existing infrastructure reliably (56%), manages water services effectively (54%), that they pay a fair price for water utility services (50%), and that The City is proactively addressing climate-related risks (43%).
- Following the recent water-related issues, trust in The City to make effective long-term decisions in the public's best interest regarding water, wastewater and stormwater services is split between trust (44%) and mid-range ratings (46%), with very few respondents (9%) not trusting The City.

**Most Calgarians are satisfied with the City water services, including wastewater (80%), household water (75%), and stormwater management (75%), with roughly seven-in-ten rating the value of wastewater (73%), household water (73%), and stormwater management (69%), as 'excellent' or 'good'.**

- The top five areas Calgarians feel The City should prioritize and focus on for water services are regular and preventative maintenance or repair of existing water infrastructure (31%), water quality (19%), improving stormwater services (12%), renewing aging infrastructure (11%), and reliable water supply (10%).

**Two-thirds of Calgarians (65%) incorrectly believe it is true that their water services are funded through City property taxes, while one-in-four (25%) believe this to be false.**



# Detailed findings



# Life in Calgary

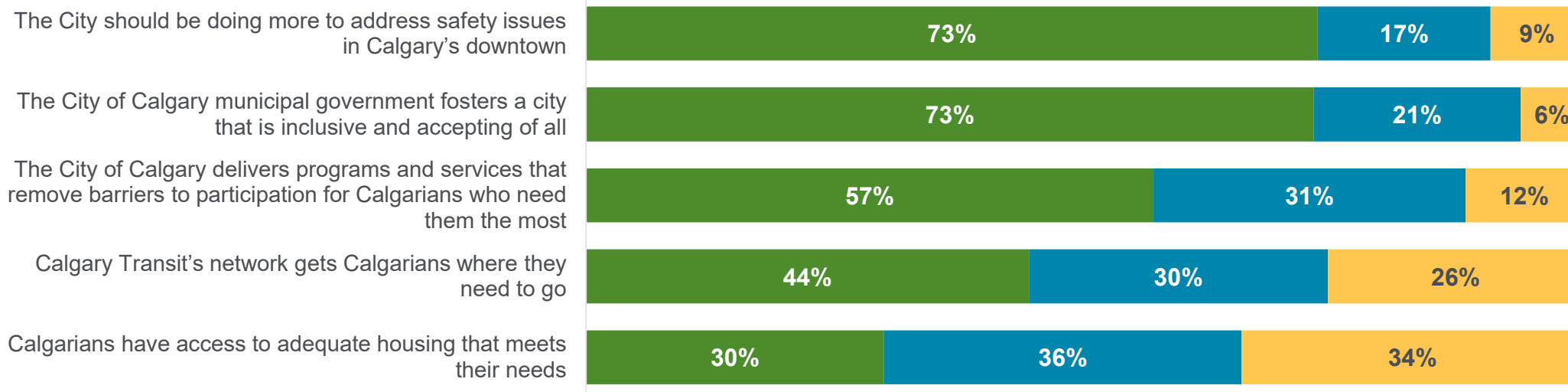


# Perceptions of life in Calgary

Nearly three-quarters of Calgarians agree that The City should be doing more to address safety issues downtown (73%) and that municipal government fosters a city that is inclusive and accepting of all (73%). Over one-half (57%) agree that The City delivers programs and services that remove barriers to participation, while two-in-five (44%) agree that public transit gets them where they need to go. Only three-in-ten (30%) agree that Calgarians have access to adequate housing, while slightly more (34%) disagree with this statement.

Perceptions of life in Calgary

■ Agree (7-10)      ■ Neutral (5-6)      ■ Disagree (1-4)



Q30. 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 (n=500)



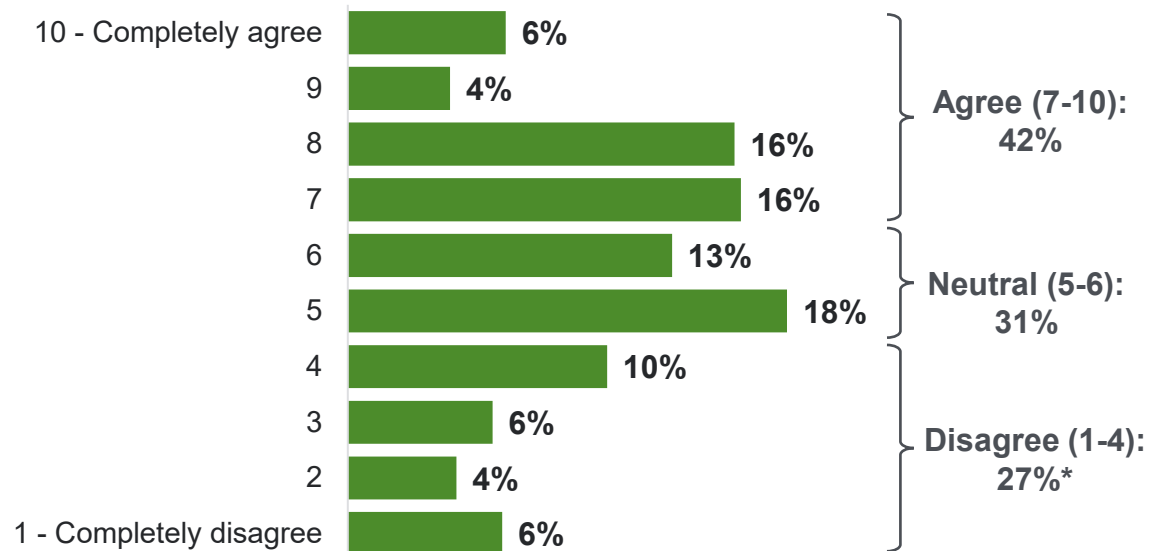
# City communications



# Perceptions of input into decision-making

About two-in-five (42%) Calgarians agree that they have enough opportunities to provide input into decision-making about City projects and services, while about one-in-four (27%) disagree.

## Calgarians have enough opportunities to provide input into decision-making about City projects and services



\*Rounding

Q31. Thinking about your dealings with The City of Calgary, your general impressions and things you have read, seen or heard, please tell me if you agree or disagree with the following statement:  
 Base: Valid respondents (n=500)

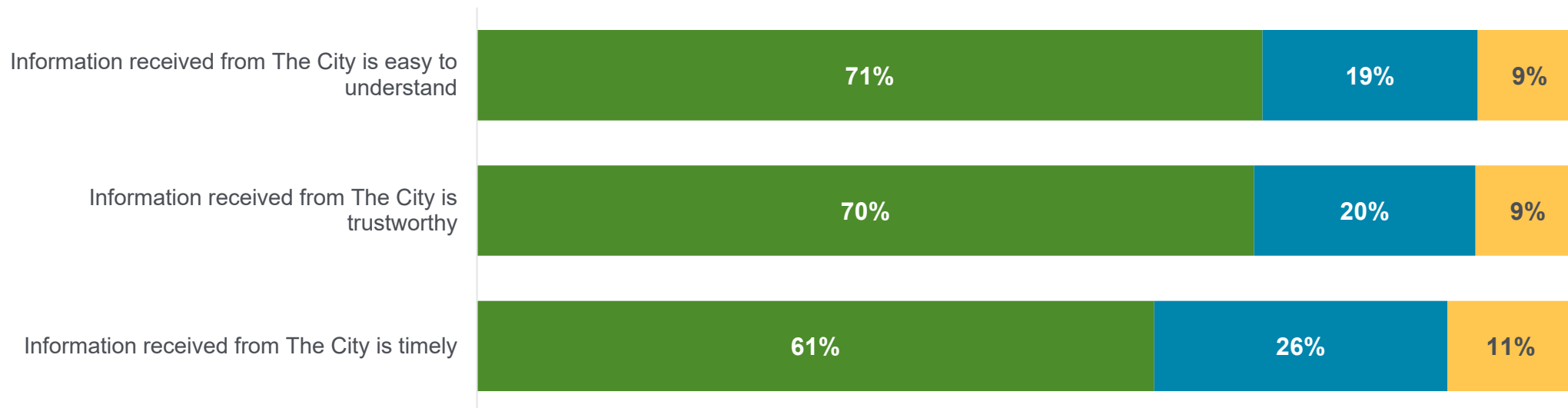


# Perceptions of City communications

Approximately seven-in-ten Calgarians agree that the information received from The City is easy to understand (71%) and trustworthy (70%). Slightly fewer (61%) agree that information received from The City is done so in a timely manner.

Perceptions of City communications

■ Agree (7-10)    
 ■ Neutral (5-6)    
 ■ Disagree (1-4)    
 ■ Don't know/NA



Q32. And to what extent do you agree or disagree with each of the following statements about City provided information:  
 Base: Valid respondents (n=500)

Data labels <3% not shown



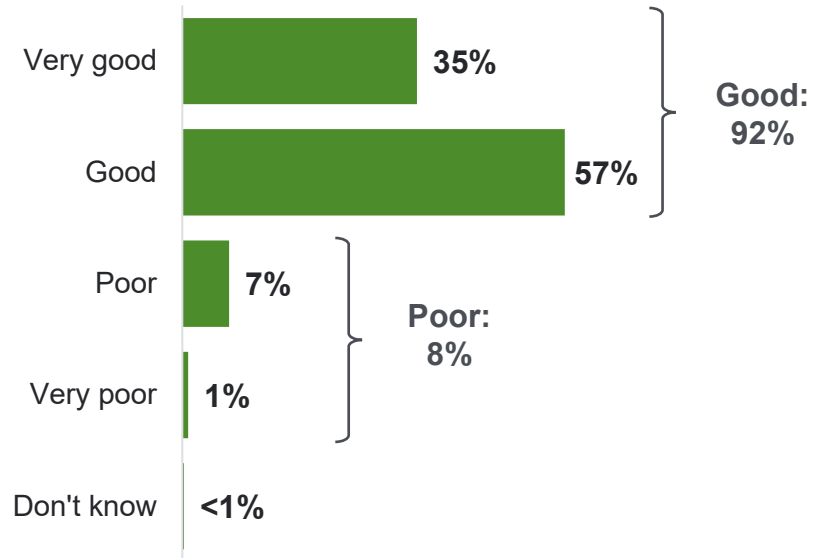
# Climate and environment



# Overall state of Calgary's environment

Nearly all Calgarians (92%) rate the overall state of Calgary's environment as good, with slightly more than one-third (35%) rating it as 'very good'.

Overall state of Calgary's environment



Q33. Now, thinking about air, water and land quality in The City, how would you rate the overall state of Calgary's environment?  
 Base: Aware of water main break in Calgary (n=500)



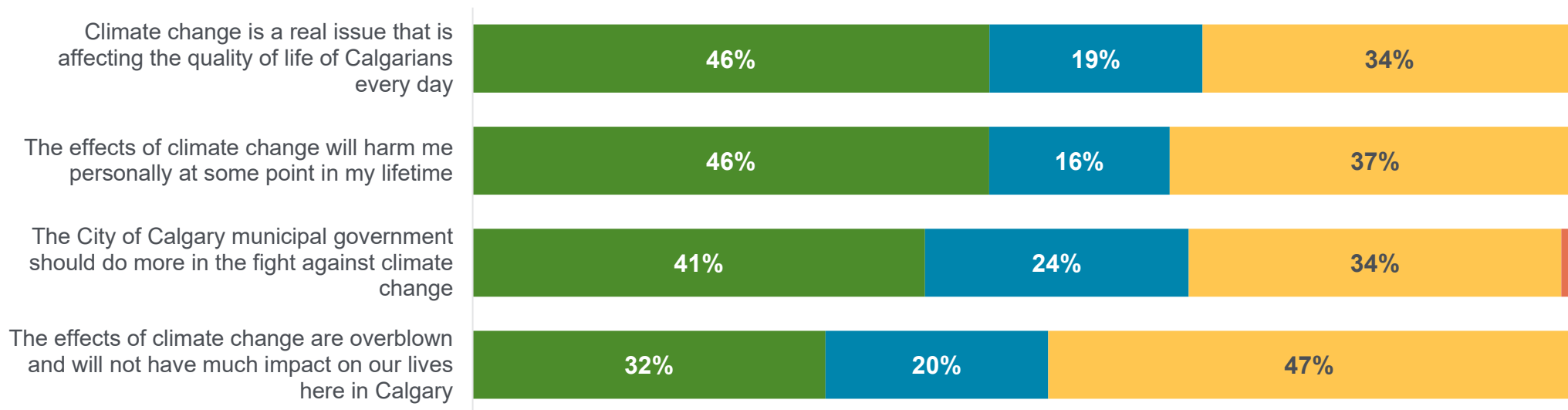
# Perceptions of the environment in Calgary

Calgarians have mixed perceptions of climate change. Just under one-half (46%) agree that climate change is a real issue affecting their quality of life every day and that its effects will harm them personally at some point in their lifetime, while at the same time around one-third disagree (34% and 37% respectively). Two-in-five (41%) agree that the municipal government should do more to address climate change.

Only about one-in-three (32%) Calgarians agree that the effects of climate change are overblown and will not have much impact on their lives while nearly half (47%) disagree with this statement.

## Perceptions of Calgary environment

■ Agree (7-10)   ■ Neutral (5-6)   ■ Disagree (1-4)   ■ Don't know/NA



Q34. Using the same 10-point scale as before, to what extent do you agree or disagree with the following?  
Base: Valid respondents (n=500)

Data labels <3% not shown



# Water services

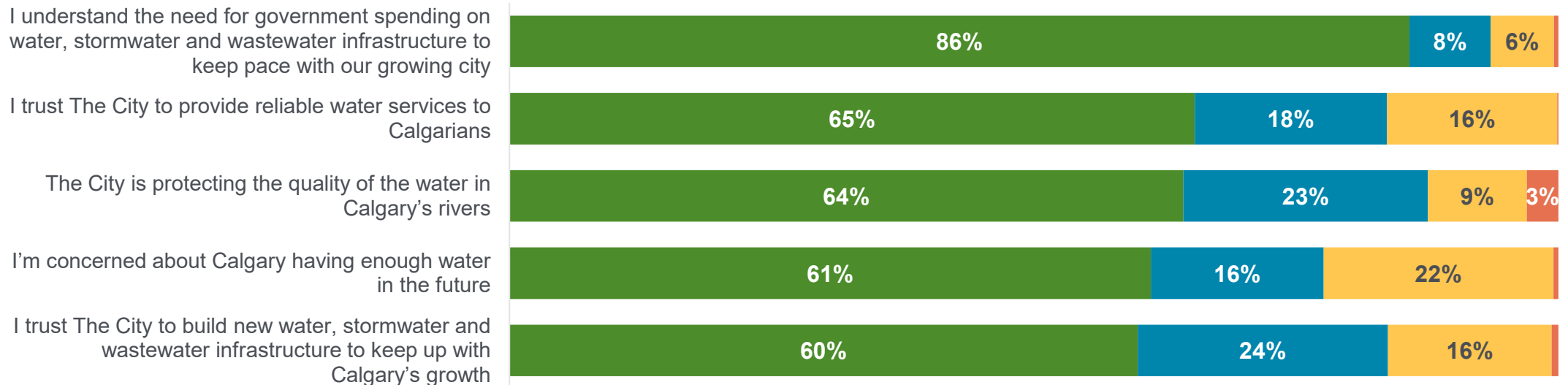


# Perceptions of water, wastewater and stormwater services

The vast majority (86%) of Calgarians agree that they understand the need for government spending on water, wastewater, and stormwater services to keep pace with growth. Additionally, at least six-in-ten agree that they trust The City to provide reliable water services (65%), that The City is protecting the quality of water in Calgary’s rivers (64%), that they are concerned about having enough water in the future (61%), and that they trust The City to build new water, wastewater, and stormwater infrastructure to keep up with the city’s growth (60%).

Perceptions of water, wastewater and stormwater services

■ Agree (7-10)   ■ Neutral (5-6)   ■ Disagree (1-4)   ■ Don't know/NA



Q35. For each statement about your water, wastewater and stormwater services in Calgary one, please tell the extent that you agree or disagree using the same 10-point scale as before.  
 Base: Valid respondents (n=500)

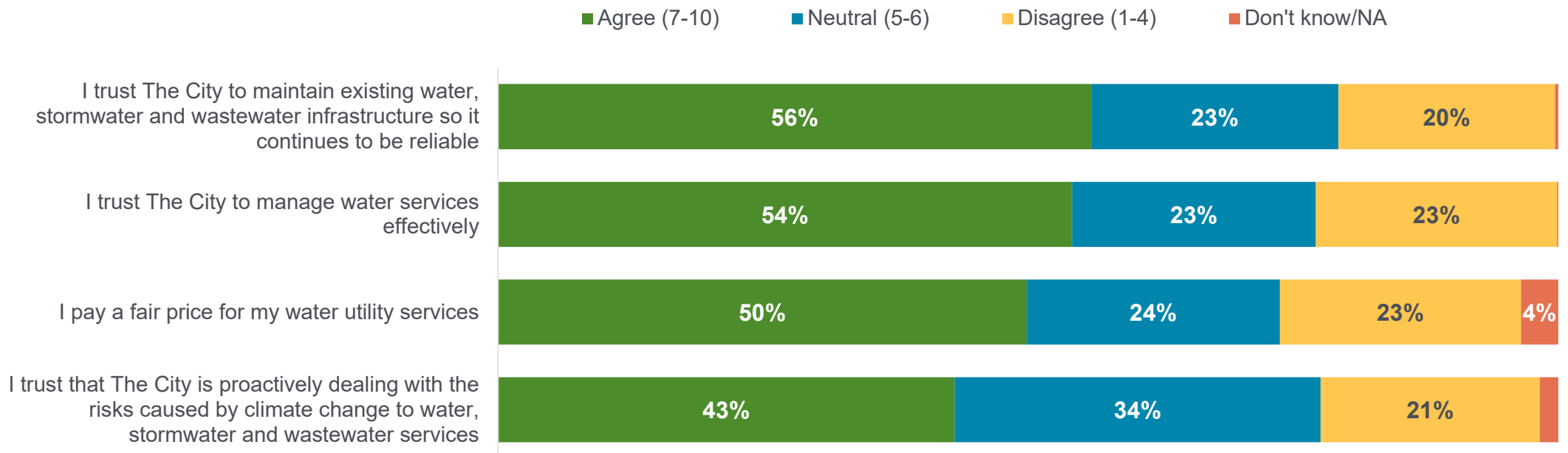
Data labels <3% not shown



# Perceptions of water, wastewater and stormwater services (continued)

About one-half of Calgarians agree that they trust the City to maintain existing water infrastructure so it continues to be reliable (56%), to manage water services effectively (54%), and that they pay a fair price for water utility services (50%). However, slightly fewer (43%) agree that the City is proactively addressing risks caused by climate change to water, stormwater and wastewater services.

Perceptions of water, wastewater and stormwater services



Q35. For each statement about your water, wastewater and stormwater services in Calgary one, please tell the extent that you agree or disagree using the same 10-point scale as before.  
 Base: Valid respondents (n=500)

Data labels <3% not shown

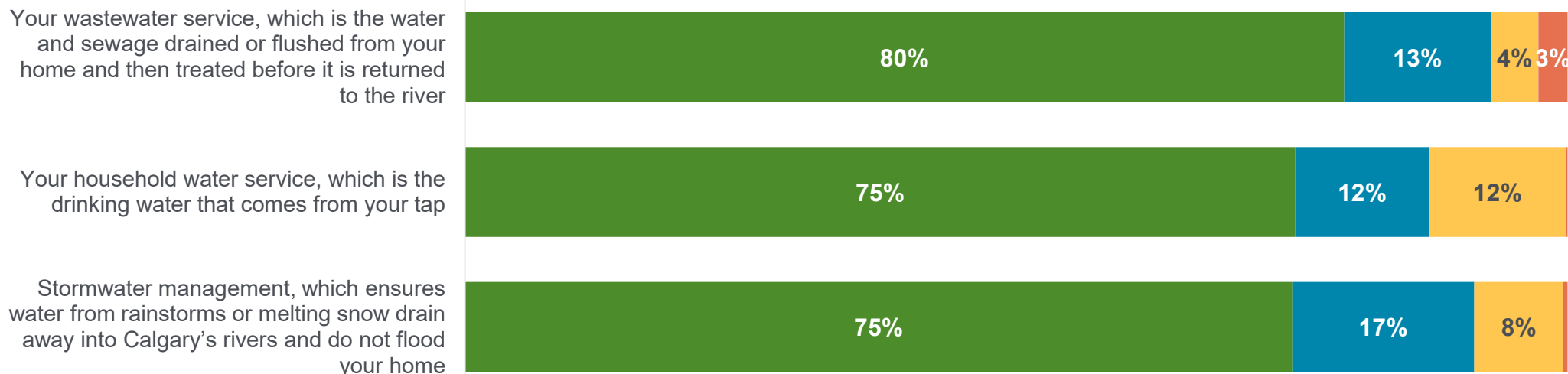


# Satisfaction with City water services

The majority of Calgarians are satisfied with City water services, including wastewater services (80%), household water services (75%), and stormwater management (75%).

Satisfaction with City water services

■ Satisfied (7-10) ■ Neutral (5-6) ■ Dissatisfied (1-4) ■ Don't know/NA



Q36. Please indicate if you are satisfied or dissatisfied with each of the following services provided by The City using a scale from 1 to 10, where "1" is "Not at all satisfied" and "10" is "very satisfied".

Base: Valid respondents (n=500)

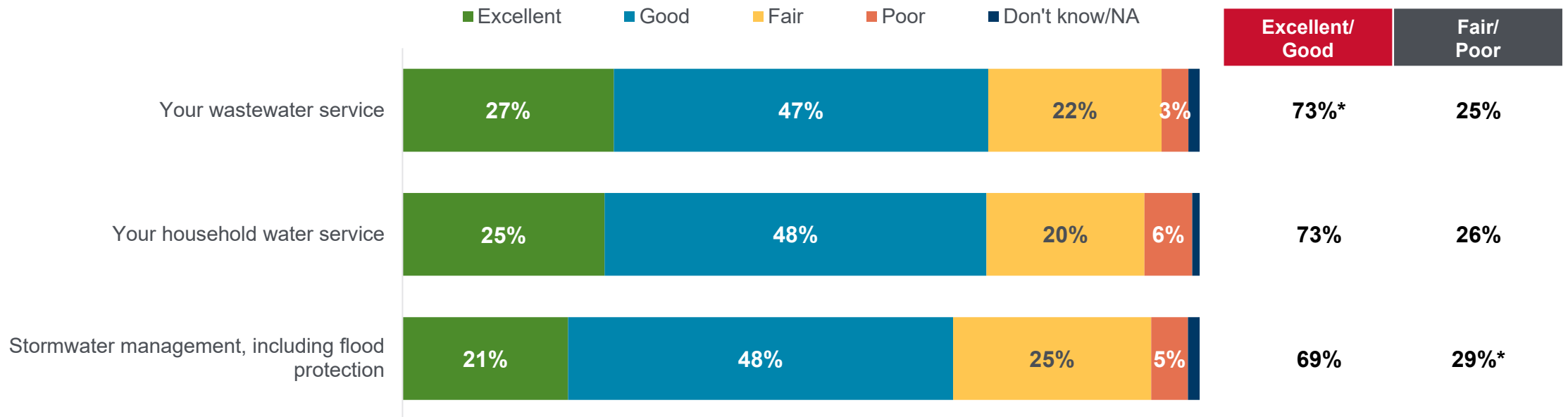
Data labels <3% not shown



# Value of services received

Most Calgarians rate the value of the water services they receive from The City positively, with about seven-in-ten rating wastewater (73%) and household water (73%) services as ‘excellent’ or ‘good’, and 69% rating stormwater management similarly. Only about one-quarter of Calgarians rate these services as ‘fair’ or ‘poor’.

Value of services received from The City



Data labels <3% not shown  
\*Rounding

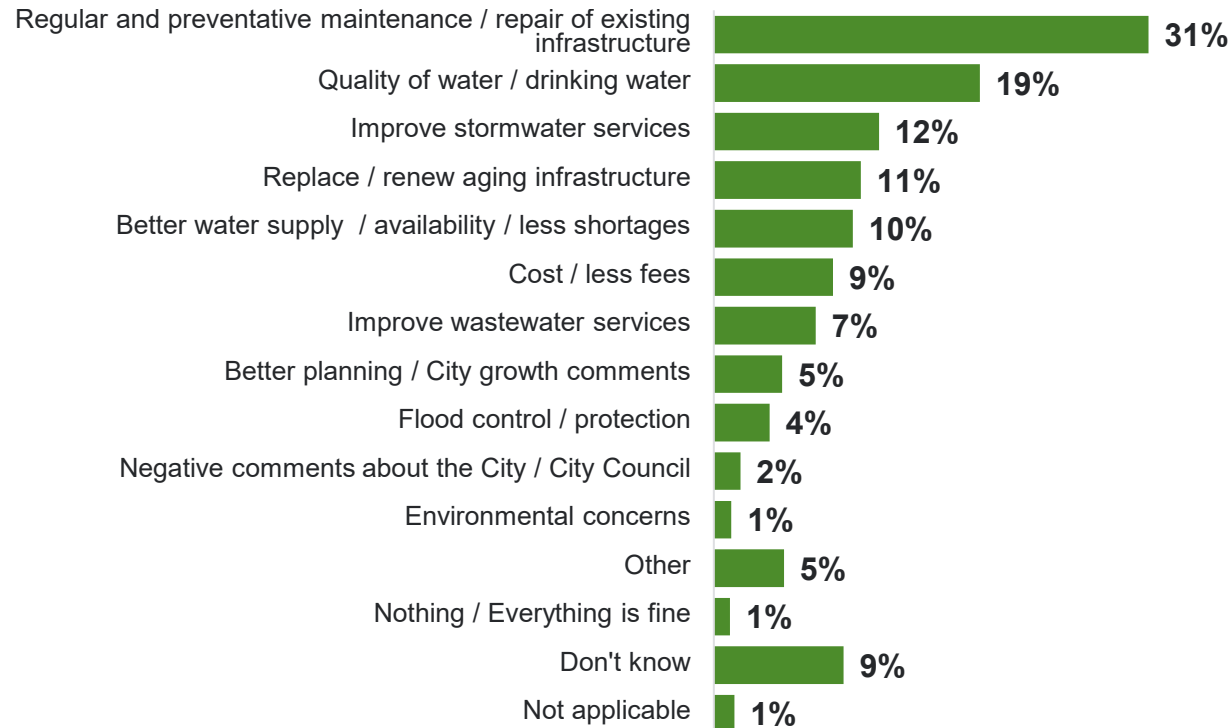
Q37. And still thinking about these services, how would you rate the level of value you receive for...is it excellent, good, fair or poor?  
Base: Valid respondents (n=500)



# Areas The City should focus on related to water services

The top five areas Calgarians feel The City should prioritize and focus on for water services are regular and preventative maintenance or repair of existing water infrastructure (31%), water quality (19%), improving stormwater services (12%), renewing aging infrastructure (11%), and ensuring a reliable water supply (10%). One-in-ten (9%) would like The City to focus on reducing costs or fees.

## One thing The City should focus on



Q38. Thinking about everything to do with your water, wastewater and stormwater services, what is the one thing that you would like The City of Calgary to focus on?

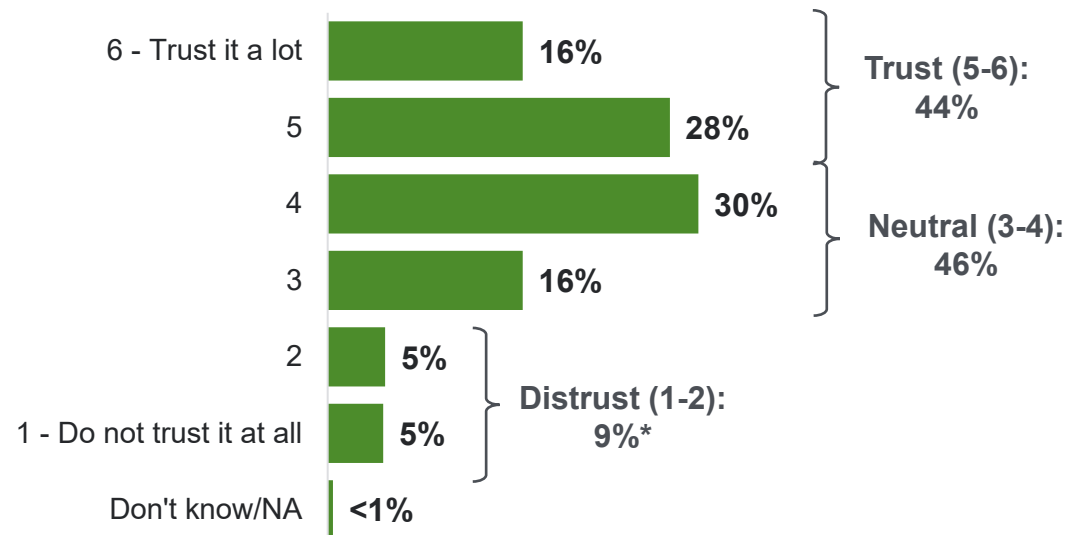
Base: Valid respondents (n=500)



# Trust in The City to make decisions regarding water, wastewater and stormwater services

Four-in-ten (44%) Calgarians trust The City to make effective long-term decisions in the public’s best interest regarding water, wastewater, and stormwater services, while only one-in-ten (9%) distrust The City. The remaining 46% hold a mixed view, but slightly more skew more positively with more rating four than three.

**Trust The City to make effective long-term decisions in the public’s best interest regarding water, wastewater and stormwater services**



Q39. Now using a scale from 1 to 6 where 1 means you do not trust it at all and a 6 means you trust it a lot, to what extent do you trust The City to make effective long-term decisions in the public’s best interest regarding water, wastewater and stormwater services?  
 Base: Aware of water main break in Calgary (n=500)

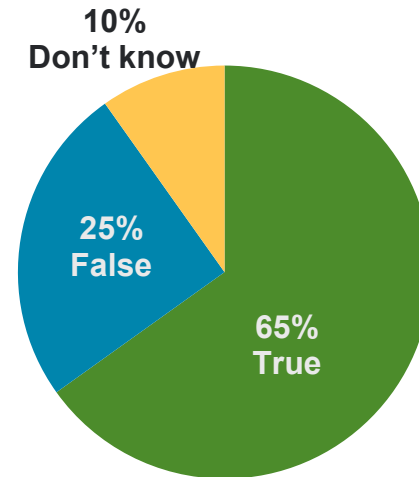
\*Rounding



# Awareness of water services funding

Two-thirds of Calgarians (65%) incorrectly believe that their water services are funded through City property taxes, while only one-in-four (25%) correctly know this to be false. One-in-ten (10%) admit they don't know whether the statement is true or false.

**My water services are funded through City property taxes**



Q40. To the best of your knowledge, please indicate if the following statement is true or false: My water services are funded through City property taxes.

Base: Valid respondents (n=500)



# Segment differences

# Segment differences overview

## Calgarians 18 to 34 years old (*n=87*)

- Calgarians 18 to 34 are more likely to believe the statement 'My water services are funded through City property taxes' is true (76%). And less likely than other Calgarians to feel that the one area The City should focus on in relation to water services is costs or reduced fees (3%).
- However, when it comes to the effectiveness and trust in The City's management of water services, this age group tends to be less optimistic. They rate their trust in The City's ability to build new water, wastewater and stormwater infrastructure lower, with only one-half (49%) agreeing that they can be trusted to do so. Furthermore, when it comes to long-term decision making in the public's best interest, only 35% trust that The City can make effective decisions.

## Calgarians 55 years of age or older (*n=266*)

- Calgarians aged 55 or older hold different perceptions about climate change and The City's services. When it comes to climate change, they are more likely to believe that its effects are overblown and will not have a significant impact on their lives in Calgary (38%). They are also less likely to agree with the statements that climate change is a real issue that affects the quality of life of Calgarians every day, and that climate change will harm them personally at some point in their life, at 40% respectively for both.
- Regarding water services, Calgarians aged 55+ express higher levels of trust in The City's ability to build new infrastructure to keep up with population growth (68%). Compared to other ages, they are more likely to believe that The City's one area of focus should be on replacing or renewing aging infrastructure (15%), or reducing costs and fees (13%). They are also more likely to think the statement 'My water services are funded through City property taxes' is false (33%).

## Segment differences overview (continued)

### Calgarians with a disability in their household (n=106)

- Calgarians with a disability in their household have differing perceptions about life in Calgary and The City's services. When it comes to inclusivity, they are less likely to agree that The City of Calgary municipal government fosters an inclusive and accepting environment (63%). They are also less likely to agree that The City delivers programs and services to remove barriers to participation for Calgarians who need them most, at a rate of 44%. This highlights the need for improved accessibility and support services.
- When it comes to trust in water services, Calgarians with a disability in their household rate their trust in The City's ability to reliably provide water services to Calgarians at 55%. While this is still a majority, it represents a lower level of confidence compared to the general population.

### Calgarians who are Racialized (n=124)

- Calgarians who are Racialized hold distinct perspectives on various aspects of life in Calgary. When it comes to addressing safety concerns, they believe that The City should be doing more to address safety issues in the downtown area (83%). Racialized Calgarians also have a higher level of awareness about the importance of addressing climate change and believe that The City should be doing more to combat this issue (52%).
- Regarding water services, Racialized Calgarians report higher levels of trust in The City's efforts to protect the quality of Calgary's rivers (76%). However, they are less likely than other Calgarians to feel that a top area of focus for The City should be on regular and preventative maintenance and repairing infrastructure (23%).

## Segment differences overview (continued)

### Calgarians not born in Canada (*n=151*)

- Calgarians who were not born in Canada have generally more positive perceptions of The City and its services. More agree that The City should be doing more to address safety issues in Calgary's downtown (83%) and believe that Calgary Transit's network gets them where they need to go (53%). Furthermore, most of these individuals believe that Calgarians have access to adequate housing that meets their needs (44%).
- These respondents also tend to trust The City's communications, believing that information received from The City is trustworthy (77%).
- When it comes to Calgary's climate, those born outside of Canada are more likely to agree that climate change is a real issue affecting the quality of life in Calgary (57%). One-half (51%) also agree that The City should be doing more in its fight against climate change.
- In terms of perceptions of water, wastewater, and stormwater services, these individuals are more likely to trust The City is proactively dealing with climate-related risks to water services (57%), and that The City is making effective long-term decisions in the public's best interest regarding water, wastewater and stormwater services (56%). However, they are less likely than those born in Canada to see the need for government spending for preventative maintenance and repair of existing infrastructure (78%), with fewer thinking that The City should make regular and preventative maintenance / repair of existing infrastructure spending (24%) or better city planning (2%) their priority. They are more likely than other Calgarians to feel The City should focus its priority for water services on flood control and flood protection (7%).

# Segment differences overview (continued)

## Calgarians who live alone (*n=101*)

- Calgarians who live alone tend to have a positive view of The City and its services. They believe that Calgarians have enough opportunities to provide input into decision-making about City projects and services (53%), suggesting that they feel engaged with the community.
- Those who live alone tend to have a higher understanding of the need for government spending on water, stormwater, and wastewater infrastructure (93%). While, individuals who live alone tend to have higher levels of satisfaction with stormwater management (87%), they are less likely to feel that The City should focus its water service priorities on improving stormwater services (5%).
- Compared to multi-person households, those who live alone are more likely to feel their household water service is excellent or good (84%).

## Calgarians with household income <\$50k (*n=56\**)

- Calgarians with household incomes less than \$50,000 have a generally positive perception of life in Calgary. They agree with the following statement to a higher degree: Calgary Transit's network gets them where they need to go (66%) which may reflect the importance and perceived reliability of public transportation for lower-income households. Additionally, they have a more favorable view of The City's communications when it comes to timeliness, with 83% agreeing that information received from The City is timely. They are also more likely to believe they pay a fair price for their water utility services (64%) compared to other income levels.

\* Caution: Small sample size

## Segment differences overview (continued)

### Calgarians with household income of \$200k or more (n=84)

- Calgarians with household incomes exceeding \$200,000 tend to hold less favorable opinions about The City's ability to engage residents and make informed decisions regarding municipal projects. Compared to other income levels, only one-third (32%) believe that Calgarians have enough opportunities to provide input into decision-making about City projects and services, while 30% agrees that The City's municipal government should take more action to combat climate change.
- With regards to water services, compared to residents with lower incomes levels, fewer trust The City to make effective long-term decisions in the public's best interest regarding water, wastewater and stormwater services (31%). Furthermore, Calgarians from higher income households, in general, have lower levels of confidence in The City to manage water services and infrastructure. Specifically, 52% of this group does not trust The City to provide reliable water services, while two-fifths express concerns about The City's ability to build (41%), maintain (42%), and manage new (40%) water infrastructure. Notably, only 28% of this demographic trusts that The City is proactively addressing the risks associated with climate change to water, stormwater, and wastewater services.

## Segment differences overview (continued)

### Calgarians who distrust The City (n=46\*)

- When it comes to water, wastewater, and stormwater services, those who distrust The City exhibit a lack of confidence in its ability to manage these systems. Specifically, agreement is lower for trusting The City to provide reliable water services (20%), to maintain existing infrastructure (26%), to build new water infrastructure (33%), and to protect the quality of Calgary's rivers (37%). While two-thirds (67%) of Calgarians who distrust The City agree that there is a need for infrastructure spending to keep pace with growth, agreement is significantly higher among those who trust The City.
- Fewer in this group trust The City with specific aspects of water services. For instance, only 13% trust The City to manage water services effectively, and a mere 19% believe that The City is proactively addressing climate change-related risks to water services. Notably, those who distrust The City are less likely to be satisfied with various city services, including wastewater (58%), household water service (36%), and stormwater management (52%). One area where those who distrust The City are higher than other Calgarians is wanting The City to focus its priorities for water on the quality of water/drinking water (32%).
- The overall value of services received from The City is also perceived more poorly by those who distrust it. Specifically, only 37% rate their household water service as excellent or good and they have lower ratings of 49% for wastewater services and 44% for stormwater management.

\* Caution: Small sample size



# Respondent profile



# Respondent profile

Gender	Unweighted %	Weighted %
Female	49%	51%
Male	50%	48%
Non-binary person	<1%	<1%
Prefer to self-describe	<1%	<1%
Prefer not to answer	1%	1%

Quadrant	Unweighted %	Weighted %
Southwest	28%	28%
Southeast	24%	24%
Northwest	28%	28%
Northeast	19%	20%

Age	Unweighted %	Weighted %
18-24	6%	9%
25-34	12%	20%
35-44	16%	20%
45-54	13%	17%
55-64	20%	13%
65-75	19%	11%
75+	14%	9%

People in household	
1	17%
2	29%
3 to 4	39%
5 or more	14%
Unhoused/homeless or living in a group setting	<1%
Prefer not to answer	0%

Children in household	
Yes	34%
No	66%
Prefer not to answer	1%

Senior in household	
Yes	28%
No	71%
Prefer not to answer	1%

Tenure in Calgary	
Less than 5 years	11%
5 to less than 10 years	6%
10 to less than 15 years	8%
15 to less than 20 years	10%
20 to less than 30 years	23%
30 to less than 40 years	13%
40 years or more	28%
Don't know / Prefer not to answer	<1%

Disability in household**	
Yes - myself	13%
Yes - someone in my household	12%
No	79%
Prefer not to answer	<1%

Identify as 2SLGBTQIA+	
Yes	9%
No	90%
Prefer not to answer	1%

\*\*Multiple responses allowed

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



# Respondent profile (continued)

Racialized (excludes Indigenous)	
Yes	28%
No	70%
Prefer to self-describe	<1%
Prefer not to answer	1%

Born in Canada	
Yes	66%
No	34%
Prefer not to answer	0%

Identify as Indigenous**	
Yes - First Nations	<1%
Yes - Métis	2%
Yes - Inuit	0%
Yes - Prefer to self-describe	0%
No	98%
Prefer not to answer	<1%

Annual household income	
Less than \$50,000	11%
\$50,000 to less than \$100,000	25%
\$100,000 to less than \$150,000	22%
\$150,000 to less than \$200,000	14%
\$200,000 or more	18%
Don't know	3%
Prefer not to answer	7%

Own/Rent home	
Own	70%
Rent	28%
Neither	2%
Prefer not to answer	<1%

Education	
Did not complete high school or equivalent	4%
Completed high school or equivalent	12%
Some post-secondary education	9%
Completed an apprenticeship, trades, college program, certificate or diploma	19%
Completed a university certificate, diploma or degree	56%
Prefer not to answer	1%

Employment	
Employed full-time	53%
Employed part-time	11%
Self-employed	11%
Retired	18%
Unemployed	5%
Unable to work because of sickness or disability	3%
Looking after home and/or family	3%
Doing unpaid or voluntary work	2%
Student	4%
Other	2%
Prefer not to answer	<1%

Base: Valid respondents (n=500, Non-Indigenous n=488)

\*\*Multiple responses allowed



## Appendix: Differences by sub-groups



# Segment differences

	Age			Gender		Disability		Racialized		Born in Canada	
	18 - 34 (n=87)	35 - 54 (n=147)	55+ (n=266)	Man (n=255)	Woman (n=245)	Yes (n=106)	No (n=393)	Yes (n=124)	No (n=356)	Yes (n=349)	No (n=151)
<b>Perceptions of Life in Calgary (% Agree)</b>											
The City should be doing more to address safety issues in Calgary's downtown	69%	77%	73%	71%	75%	69%	74%	83% ↑	69% ↓	68% ↓	83% ↑
The City of Calgary municipal government fosters a city that is inclusive and accepting of all	68%	78%	72%	70%	76%	63% ↓	76% ↑	74%	72%	73%	73%
The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need them the most	57%	58%	56%	58%	56%	44% ↓	60% ↑	59%	56%	53%	64%
Calgary Transit's network gets Calgarians where they need to go	36%	48%	48%	43%	46%	47%	44%	47%	42%	40% ↓	53% ↑
Calgarians have access to adequate housing that meets their needs	27%	33%	28%	25%	34%	23%	32%	33%	29%	23% ↓	44% ↑

Base: all respondents



# Segment differences (continued)

	Quadrant				Household Size				Household Income				
	Southwest (n=142)	Southeast (n=122)	Northwest (n=142)	Northeast (n=94)	1 (n=101)	2 (n=172)	3-4 (n=164)	5+ (n=61)*	<\$50K (n=56)*	\$50K - <\$100K (n=126)	\$100K - <\$150K (n=107)	\$150K - <\$200K (n=66)*	\$200K+
<b>Perceptions of Life in Calgary (% Agree)</b>													
The City should be doing more to address safety issues in Calgary's downtown	76%	71%	71%	76%	70%	69%	76%	80%	66%	75%	67%	80%	76%
The City of Calgary municipal government fosters a city that is inclusive and accepting of all	73%	72%	76%	70%	79%	73%	68%	78%	72%	77%	75%	70%	80%
The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need them the most	60%	54%	56%	57%	58%	54%	55%	66%	59%	52%	59%	65%	58%
Calgary Transit's network gets Calgarians where they need to go	43%	51%	<b>35% ↓</b>	52%	40%	42%	47%	45%	<b>66% ↑</b>	<b>57% ↑</b>	<b>32% ↓</b>	34%	36%
Calgarians have access to adequate housing that meets their needs	34%	31%	23%	32%	28%	<b>38% ↑</b>	25%	29%	40%	30%	24%	31%	25%

\* Caution: Small sample size

Base: all respondents



# Segment differences (continued)

	Age			Gender		Disability		Racialized		Born in Canada	
	18 - 34 (n=87)	35 - 54 (n=147)	55+ (n=266)	Man (n=255)	Woman (n=245)	Yes (n=106)	No (n=393)	Yes (n=124)	No (n=356)	Yes (n=349)	No (n=151)
<b>General impressions about The City (% Agree)</b>											
Calgarians have enough opportunities to provide input into decision-making about City projects and services	34%	45%	46%	40%	44%	35%	44%	48%	41%	41%	45%
<b>Perceptions of City communications (% Agree)</b>											
Information received from The City is easy to understand	78%	69%	67%	70%	72%	63%	73%	74%	69%	70%	72%
Information received from The City is trustworthy	71%	73%	67%	66%	74%	61%	73%	72%	69%	67% ↓	77% ↑
Information received from The City is timely	59%	63%	61%	57%	65%	58%	62%	58%	62%	59%	65%

Base: all respondents



# Segment differences (continued)

	Quadrant				Household Size				Household Income				
	Southwest (n=142)	Southeast (n=122)	Northwest (n=142)	Northeast (n=94)	1 (n=101)	2 (n=172)	3-4 (n=164)	5+ (n=61)*	<\$50K (n=56)*	\$50K - <\$100K (n=126)	\$100K - <\$150K (n=107)	\$150K - <\$200K (n=66)*	\$200K+ (n=84)
<b>General impressions about The City (% Agree)</b>													
Calgarians have enough opportunities to provide input into decision-making about City projects and services	46%	45%	41%	34%	53% ↑	41%	38%	44%	54%	43%	48%	43%	32% ↓
<b>Perceptions of City communications (% Agree)</b>													
Information received from The City is easy to understand	73%	69%	73%	68%	73%	70%	71%	71%	81%	76%	64%	65%	76%
Information received from The City is trustworthy	78% ↑	71%	64%	67%	76%	70%	65%	75%	77%	72%	73%	66%	70%
Information received from The City is timely	61%	60%	66%	56%	61%	61%	65%	51%	83% ↑	59%	64%	53%	58%

\* Caution: Small sample size

Base: all respondents



# Segment differences (continued)

	Age			Gender		Disability		Racialized		Born in Canada	
	18 - 34 (n=87)	35 - 54 (n=147)	55+ (n=266)	Man (n=255)	Woman (n=245)	Yes (n=106)	No (n=393)	Yes (n=124)	No (n=356)	Yes (n=349)	No (n=151)
<b>Overall state of Calgary's environment</b>											
% Very Good/Good	92%	93%	91%	89%	94%	88%	93%	87%	94%	93%	90%
<b>Perceptions of climate change (% Agree)</b>											
Climate change is a real issue that is affecting the quality of life of Calgarians every day	48%	51%	<b>40% ↓</b>	44%	49%	40%	48%	54%	44%	<b>41% ↓</b>	<b>57% ↑</b>
The effects of climate change will harm me personally at some point in my lifetime	49%	50%	<b>40% ↓</b>	45%	48%	45%	47%	52%	45%	43%	53%
The City of Calgary municipal government should do more in the fight against climate change	44%	42%	36%	39%	43%	41%	41%	<b>52% ↑</b>	<b>36% ↓</b>	<b>35% ↓</b>	<b>51% ↑</b>
The effects of climate change are overblown and will not have much impact on our lives here in Calgary	26%	31%	<b>38% ↑</b>	36%	28%	26%	33%	29%	32%	32%	32%

Base: all respondents



# Segment differences (continued)

	Quadrant				Household Size				Household Income				
	Southwest (n=142)	Southeast (n=122)	Northwest (n=142)	Northeast (n=94)	1 (n=101)	2 (n=172)	3-4 (n=164)	5+ (n=61)*	<\$50K (n=56)*	\$50K - <\$100K (n=126)	\$100K - <\$150K (n=107)	\$150K - <\$200K (n=66)*	\$200K+ (n=84)
<b>Overall state of Calgary's environment</b>													
% Very Good/Good	91%	90%	95%	92%	94%	93%	92%	88%	89%	93%	93%	98%	93%
<b>Perceptions of climate change (% Agree)</b>													
Climate change is a real issue that is affecting the quality of life of Calgarians every day	47%	46%	50%	42%	47%	47%	44%	49%	54%	38%	48%	47%	49%
The effects of climate change will harm me personally at some point in my lifetime	42%	53%	42%	52%	50%	53%	40%	44%	54%	44%	49%	48%	37%
The City of Calgary municipal government should do more in the fight against climate change	36%	44%	40%	44%	45%	46%	35%	38%	46%	41%	47%	36%	<b>30% ↓</b>
The effects of climate change are overblown and will not have much impact on our lives here in Calgary	29%	30%	34%	35%	24%	31%	36%	33%	35%	39%	23%	30%	32%

\* Caution: Small sample size

Base: all respondents



# Segment differences (continued)

	Age			Gender		Disability		Racialized		Born in Canada	
	18 - 34 (n=87)	35 - 54 (n=147)	55+ (n=266)	Man (n=255)	Woman (n=245)	Yes (n=106)	No (n=393)	Yes (n=124)	No (n=356)	Yes (n=349)	No (n=151)
<b>Perceptions of water, wastewater and stormwater services (% Agree)</b>											
I understand the need for government spending on water, stormwater and wastewater infrastructure to keep pace with our growing city	84%	85%	88%	86%	85%	86%	86%	86%	86%	90% ↑	78% ↓
I trust The City to provide reliable water services to Calgarians	58%	68%	69%	61%	70%	55% ↓	68% ↑	71%	64%	63%	71%
The City is protecting the quality of the water in Calgary's rivers	63%	65%	64%	62%	67%	57%	66%	76% ↑	59% ↓	61%	71%
I'm concerned about Calgary having enough water in the future	63%	60%	61%	61%	61%	68%	59%	61%	62%	61%	61%
I trust The City to build new water, stormwater and wastewater infrastructure to keep up with Calgary's growth	49% ↓	62%	68% ↑	60%	60%	58%	61%	64%	58%	58%	65%
I trust The City to maintain existing water, stormwater and wastewater infrastructure so it continues to be reliable	50%	55%	62%	53%	59%	51%	57%	63%	53%	53%	63%
I trust The City to manage water services effectively	47%	59%	55%	49%	59%	51%	55%	56%	53%	52%	58%
I pay a fair price for my water utility services	52%	51%	47%	47%	52%	48%	50%	46%	52%	47%	55%
I trust that The City is proactively dealing with the risks caused by climate change to water, stormwater and wastewater services	39%	48%	41%	41%	45%	40%	44%	48%	41%	36% ↓	57% ↑

Base: all respondents



# Segment differences (continued)

	Quadrant				Household Size				Household Income				
	Southwest (n=142)	Southeast (n=122)	Northwest (n=142)	Northeast (n=94)	1 (n=101)	2 (n=172)	3-4 (n=164)	5+ (n=61)*	<\$50K (n=56)*	\$50K - <\$100K (n=126)	\$100K - <\$150K (n=107)	\$150K - <\$200K (n=66)*	\$200K+ (n=84)
<b>Perceptions of water, wastewater and stormwater services (% Agree)</b>													
I understand the need for government spending on water, stormwater and wastewater infrastructure to keep pace with our growing city	87%	84%	87%	84%	93% ↑	86%	82%	86%	81%	88%	89%	84%	84%
I trust The City to provide reliable water services to Calgarians	63%	72%	56% ↓	75% ↑	65%	70%	62%	66%	66%	72%	75% ↑	54%	52% ↓
The City is protecting the quality of the water in Calgary's rivers	70%	67%	59%	61%	64%	71%	61%	61%	75%	71%	63%	61%	62%
I'm concerned about Calgary having enough water in the future	65%	60%	59%	61%	59%	58%	61%	68%	57%	63%	68%	56%	59%
I trust The City to build new water, stormwater and wastewater infrastructure to keep up with Calgary's growth	56%	65%	55%	68%	62%	66%	56%	57%	69%	68%	61%	64%	41% ↓
I trust The City to maintain existing water, stormwater and wastewater infrastructure so it continues to be reliable	53%	62%	50%	62%	63%	57%	52%	57%	60%	66% ↑	57%	50%	42% ↓
I trust The City to manage water services effectively	50%	60%	46%	64% ↑	59%	56%	49%	60%	63%	63%	60%	44%	40% ↓
I pay a fair price for my water utility services	54%	53%	42%	52%	54%	48%	44%	62% ↑	64% ↑	48%	50%	46%	48%
I trust that The City is proactively dealing with the risks caused by climate change to water, stormwater and wastewater services	43%	51%	38%	40%	47%	43%	38%	53%	48%	52% ↑	41%	42%	28% ↓

\* Caution: Small sample size

Base: all respondents



# Segment differences (continued)

	Trust in The City		
	NET Trust (n=224)	Neither Trust nor Distrust (n=226)	NET Distrust (n=46)*
<b>Perceptions of water, wastewater and stormwater services (% Agree)</b>			
I understand the need for government spending on water, stormwater and wastewater infrastructure to keep pace with our growing city	91% ↑	85%	67% ↓
I trust The City to provide reliable water services to Calgarians	84% ↑	56% ↓	20% ↓
The City is protecting the quality of the water in Calgary's rivers	73% ↑	62%	37% ↓
I'm concerned about Calgary having enough water in the future	62%	62%	53%
I trust The City to build new water, stormwater and wastewater infrastructure to keep up with Calgary's growth	76% ↑	50% ↓	33% ↓
I trust The City to maintain existing water, stormwater and wastewater infrastructure so it continues to be reliable	75% ↑	45% ↓	26% ↓
I trust The City to manage water services effectively	74% ↑	44% ↓	13% ↓
I pay a fair price for my water utility services	58% ↑	44% ↓	41%
I trust that The City is proactively dealing with the risks caused by climate change to water, stormwater and wastewater services	57% ↑	35% ↓	19% ↓

\* Caution: Small sample size

Base: all respondents



# Segment differences (continued)

	Age			Gender		Disability		Racialized		Born in Canada	
	18 - 34 (n=87)	35 - 54 (n=147)	55+ (n=266)	Man (n=255)	Woman (n=245)	Yes (n=106)	No (n=393)	Yes (n=124)	No (n=356)	Yes (n=349)	No (n=151)
<b>Satisfaction with City water services (% Satisfied)</b>											
Your wastewater service, which is the water and sewage drained or flushed from your home and then treated before it is returned to the river	81%	81%	77%	79%	81%	73%	82%	81%	79%	82%	76%
Your household water service, which is the drinking water that comes from your tap	71%	77%	77%	71%	79%	72%	76%	77%	76%	77%	72%
Stormwater management, which ensures water from rainstorms or melting snow drain away into Calgary's rivers and do not flood your home	73%	76%	76%	75%	75%	69%	77%	79%	73%	74%	77%
<b>Value of services received from The City (% Excellent/Good)</b>											
Your household water service	71%	73%	76%	73%	73%	72%	74%	77%	73%	72%	75%
Your wastewater service	76%	73%	72%	75%	72%	71%	74%	73%	74%	72%	76%
Stormwater management, including flood protection	69%	68%	70%	69%	69%	67%	70%	69%	69%	68%	71%

Base: all respondents



# Segment differences (continued)

	Quadrant				Household Size				Household Income				
	Southwest (n=142)	Southeast (n=122)	Northwest (n=142)	Northeast (n=94)	1 (n=101)	2 (n=172)	3-4 (n=164)	5+ (n=61)*	<\$50K (n=56)*	\$50K - <\$100K (n=126)	\$100K - <\$150K (n=107)	\$150K - <\$200K (n=66)*	\$200K+ (n=84)
<b>Satisfaction with City water services (% Satisfied)</b>													
Your wastewater service, which is the water and sewage drained or flushed from your home and then treated before it is returned to the river	82%	77%	87% ↑	69% ↓	85%	82%	79%	71%	74%	86%	80%	82%	78%
Your household water service, which is the drinking water that comes from your tap	83% ↑	69%	76%	72%	79%	80%	73%	68%	72%	79%	82%	73%	74%
Stormwater management, which ensures water from rainstorms or melting snow drain away into Calgary's rivers and do not flood your home	75%	76%	77%	70%	87% ↑	75%	70%	74%	79%	78%	75%	79%	73%
<b>Value of services received from The City (% Excellent/Good)</b>													
Your household water service	78%	73%	69%	72%	84% ↑	74%	71%	66%	71%	80%	69%	72%	75%
Your wastewater service	76%	72%	74%	71%	77%	77%	71%	69%	74%	72%	71%	80%	75%
Stormwater management, including flood protection	69%	73%	66%	69%	75%	68%	69%	62%	70%	72%	63%	78%	70%

\* Caution: Small sample size

Base: all respondents



# Segment differences (continued)

	Trust in The City		
	NET Trust (n=224)	Neither Trust nor Distrust (n=226)	NET Distrust (n=46)*
<b>Satisfaction with City water services (% Satisfied)</b>			
Your wastewater service, which is the water and sewage drained or flushed from your home and then treated before it is returned to the river	86% ↑	79%	58% ↓
Your household water service, which is the drinking water that comes from your tap	86% ↑	73%	36% ↓
Stormwater management, which ensures water from rainstorms or melting snow drain away into Calgary's rivers and do not flood your home	84% ↑	71%	52% ↓
<b>Value of services received from The City (% Excellent/Good)</b>			
Your household water service	84% ↑	70%	37% ↓
Your wastewater service	82% ↑	70%	49% ↓
Stormwater management, including flood protection	79% ↑	65%	44% ↓

\* Caution: Small sample size

Base: all respondents



# Segment differences (continued)

	Age			Gender		Disability		Racialized		Born in Canada	
	18 - 34 (n=87)	35 - 54 (n=147)	55+ (n=266)	Man (n=255)	Woman (n=245)	Yes (n=106)	No (n=393)	Yes (n=124)	No (n=356)	Yes (n=349)	No (n=151)
<b>Top areas The City should focus on for water, wastewater and stormwater services</b>											
Regular and preventative maintenance / repair of existing infrastructure	35%	28%	31%	33%	29%	33%	31%	23% ↓	35% ↑	34% ↑	24% ↓
Quality of water / drinking water	20%	22%	15%	18%	20%	13%	21%	21%	18%	18%	21%
Improve stormwater services	10%	15%	10%	10%	13%	15%	11%	13%	11%	12%	11%
Replace / renew aging infrastructure	7%	10%	15% ↑	13%	8%	11%	10%	11%	10%	10%	11%
Better water supply / availability / less shortages	9%	9%	12%	11%	9%	13%	9%	10%	10%	11%	7%
Cost / less fees	3% ↓	9%	13% ↑	9%	8%	11%	8%	10%	8%	9%	8%
Improve wastewater services	6%	8%	7%	8%	6%	5%	8%	7%	7%	6%	9%
Better planning / City growth comments	3%	7%	4%	6%	3%	3%	5%	3%	5%	6% ↑	2% ↓
Flood control / protection	4%	4%	4%	3%	5%	3%	4%	8%	3%	2% ↓	7% ↑
Negative comments about the City / City Council	1%	2%	2%	1%	3%	1%	2%	1%	2%	2%	3%
Environmental concerns	2%	1%	1%	2%	1%	0%	2%	1%	1%	1%	1%
<b>Trust The City to make effective long-term decisions in the public's best interest regarding water, wastewater and stormwater services</b>											
% Trust	35% ↓	48%	47%	45%	43%	39%	45%	49%	44%	38% ↓	56% ↑
<b>My water services are funded through City property taxes.</b>											
% True	76% ↑	63%	57% ↓	66%	64%	65%	65%	67%	64%	64%	67%
% False	16% ↓	25%	33% ↑	27%	23%	27%	24%	23%	27%	27%	21%

Base: all respondents



# Segment differences (continued)

	Quadrant				Household Size				Household Income				
	Southwest (n=142)	Southeast (n=122)	Northwest (n=142)	Northeast (n=94)	1 (n=101)	2 (n=172)	3-4 (n=164)	5+ (n=61)*	<\$50K (n=56)*	\$50K - <\$100K (n=126)	\$100K - <\$150K (n=107)	\$150K - <\$200K (n=66)*	\$200K+ (n=84)
<b>Top areas The City should focus on for water, wastewater and stormwater services</b>													
Regular and preventative maintenance / repair of existing infrastructure	38%	34%	28%	23%	39%	30%	30%	26%	27%	30%	24%	42%	35%
Quality of water / drinking water	16%	16%	24%	20%	20%	18%	19%	19%	19%	18%	18%	18%	21%
Improve stormwater services	6% ↓	8%	18% ↑	16%	5% ↓	15%	13%	11%	11%	7%	13%	10%	14%
Replace / renew aging infrastructure	8%	14%	12%	8%	10%	14%	7%	12%	8%	10%	14%	13%	9%
Better water supply / availability / less shortages	8%	9%	10%	13%	11%	11%	10%	8%	7%	15%	7%	14%	7%
Cost / less fees	8%	6%	10%	10%	10%	8%	9%	7%	13%	6%	6%	8%	12%
Improve wastewater services	5%	7%	5%	13%	7%	6%	9%	6%	3%	11%	3%	5%	10%
Better planning / City growth comments	6%	5%	3%	7%	5%	5%	5%	5%	5%	3%	6%	7%	7%
Flood control / protection	5%	4%	3%	4%	3%	2%	6%	4%	1%	5%	7%	3%	2%
Negative comments about the City / City Council	3%	3%	2%	0%	1%	3%	1%	2%	2%	2%	1%	2%	4%
Environmental concerns	1%	3%	0%	1%	2%	1%	1%	1%	0%	3%	1%	1%	0%
<b>Trust The City to make effective long-term decisions in the public's best interest regarding water, wastewater and stormwater services</b>													
% Trust	39%	47%	43%	50%	46%	47%	42%	40%	56%	46%	49%	35%	31% ↓
<b>My water services are funded through City property taxes.</b>													
% True	71%	63%	63%	62%	72%	63%	63%	65%	59%	74%	68%	57%	65%
% False	25%	29%	21%	27%	19%	28%	25%	28%	22%	17% ↓	24%	37% ↑	28%

\* Caution: Small sample size

Base: all respondents



# Segment differences (continued)

	Trust in The City		
	NET Trust (n=224)	Neither Trust nor Distrust (n=226)	NET Distrust (n=46)*
<b>Top areas The City should focus on for water, wastewater and stormwater services</b>			
Regular and preventative maintenance / repair of existing infrastructure	31%	31%	31%
Quality of water / drinking water	<b>15% ↓</b>	21%	<b>32% ↑</b>
Improve stormwater services	10%	14%	10%
Replace / renew aging infrastructure	11%	10%	10%
Better water supply / availability / less shortages	11%	8%	11%
Cost / less fees	9%	8%	8%
Improve wastewater services	9%	7%	0%
Better planning / City growth comments	4%	5%	10%
Flood control / protection	3%	6%	1%
Negative comments about the City / City Council	2%	2%	4%
Environmental concerns	1%	2%	0%
<b>Trust The City to make effective long-term decisions in the public's best interest regarding water, wastewater and stormwater services</b>			
% Trust	100%	0%	0%
<b>My water services are funded through City property taxes.</b>			
% True	68%	65%	53%
% False	22%	27%	31%

\* Caution: Small sample size

Base: all respondents



# Contact

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