

Calgary



# Equity-Deserving Communities: Disability

Analysis of the 2024 Fall 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 Fall Survey of Calgarians. Inclusion in EDC groups is determined by self-reported demographic data from the general population survey. Both seasonal surveys are conducted in English to manage time and cost restraints. The City acknowledges that the ability to speak English may be a barrier for potential participants.

This is one of nine reports on Equity-Deserving Communities, each focusing on a different EDC. The EDCs and their demographic variables are as follows, with the EDC category noted in bold text below:

## Household income

**<\$60,000**

\$60,000+

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

## Racialized

**Yes**

No

## Born outside Canada

Born in Canada

**Born outside Canada**

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

## Gender

Male

**Female**

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

## Disability

**Yes**

No

*Note: "Yes" includes disabled respondents and/or respondents who have a household member with a disability. Respondents were not asked to identify the specific disability/disabilities.*

## Indigenous

**Indigenous**

Non-Indigenous

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

## 2SLGBTQIA+

**2SLGBTQIA+**

Non-2SLGBTQIA+

## Seniors

18 to 64 years old

**65 years old or older**

## Young adults

**18 to 24 years old**

25 years old or older

## Methodology

- The survey was conducted by Ipsos Public Affairs from August 8, 2024 to September 3, 2024 with 2,500 Calgarians via telephone. The average time to complete the survey was 26 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 ward of the general population aged 18 and older.
- Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and quadrant to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, the sample size shown for each question represents the number of actual respondents (i.e., unweighted n).
- The margin of error (MOE) for the total sample of 2,500 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the Disability sub-group of 545 is  $\pm 4.2$  percentage points, 19 times out of 20. The margin of error of each question will vary slightly depending on the total number of respondents who answered the question.



# Interpreting results

## Interpreting results

Not all questions asked within the Fall Survey of Calgarians are represented within this report.

In this report, we compare results between two groups:

1. Calgarians who have a disability and/or live in the same household as someone with a disability
2. Calgarians from households without someone with a disability

To avoid repeating the lengthy description "Calgarians who have a disability or live in the same household as someone with a disability" throughout the report, we will use the shortened term "Calgarians from households with PWD" where PWD is an acronym for person(s) with disability.

As such, please note that the "Calgarians from households with PWD" or "with PWD" group encompasses two sub-groups:

1. Calgarians who have a disability themselves
2. Calgarians who live with someone else in their household who has a disability

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 Fall key findings

# 2024 Fall highlights (1 of 6)

## Quality of life

Calgarians who live in households with a person living with a disability (PWD) hold moderately positive views on all aspects of quality of life. They are more optimistic about Calgary as a place to build a life than about it being a place to make a living. They are equally positive about the quality of life now and in the future.

Statistical **differences** exist between Calgarians from households with a person living with a disability (PWD) and Calgarians from households without a person living with a disability on all aspects of quality of life, with a lower proportion of with PWD Calgarians:

- Agree Calgary is a great place to make a life (61% with PWD vs. 73% without PWD)
- Rate the overall quality of life in Calgary as good (57% vs. 69%)
- Hold the view that Calgary is on the right track to be a better city 10 years from now (55% vs. 63%)
- Agree Calgary is a great place to make a living (52% vs. 66%)

## Inclusivity

Although the majority of Calgarians from households with a person living with a disability (PWD) acknowledges the municipal government's efforts to create a welcoming and inclusive city, they have less faith in The City's programs and services to meet the needs of diverse groups. Fewer think that The City has services and programs that effectively lower barriers to participation for those who need them the most.

Across all inclusivity measures there are significant **differences** between the two groups in agreeing that:

- The City of Calgary's municipal government fosters a city that is inclusive and accepting of all (59% with PWD vs. 71% without PWD)
- City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language (43% vs. 63%)
- The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most (37% vs. 49%)



# 2024 Fall highlights (2 of 6)

## Safety

A majority of Calgarians from households with a person living with a disability (PWD) view the city as safe overall, though notably fewer believe it's equally safe for all residents and visitors regardless of background. While many recognize The City's efforts to enhance Calgary Transit safety, many still avoid using transit due to personal safety concerns.

Calgarians from households with PWD and those from households without PWD share **similar** agreement that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option (58% with PWD and 63% without PWD).

The two groups also show some **differences** in their assessments regarding safety, which include more negative perceptions among those from households with PWD:

- Perceiving Calgary as a 'safe' city (68% with PWD vs. 77% without PWD)
- Avoiding taking transit in Calgary due to concerns for their personal safety (57% vs. 47%)
- Agreeing that Calgary is safe for all residents and visitors regardless of ethnicity, race, religion, income, or sexual identity (38% vs. 53%)

## The environment

Calgarians living in households with a person living with a disability (PWD) are divided in their awareness of The City's environmental programs.

There is a **difference** between Calgarians from PWD households and those from non-PWD households when it comes to City services and programs to help Calgarians reduce their environmental impact. Agreement that The City offers such programs is lower among Calgarians who live in households with a person living with a disability (46% vs. 52%).

# 2024 Fall highlights (3 of 6)

## City services and programs

A small majority of Calgarians from households with a person living with a disability (PWD) are happy with the overall quality of City services and programs.

There is a statistical **difference** between the two groups in their satisfaction with the overall level and quality of services and programs provided by The City of Calgary. Specifically, a lower proportion of those with PWD are satisfied (55% with PWD vs. 65% without PWD).

## Taxation

Calgarians from households with a person living with a disability (PWD) have mixed feelings about whether they receive good value for their tax dollars.

Calgarians from households with PWD and Calgarians from households without PWD share a **similar** opinion about taxation, both groups are divided in their perception of the value they receive from their municipal tax dollars (42% among those with PWD and 43% among those without).

## Customer service

The City of Calgary's customer service meets the expectations of many Calgarians from households with a person living with a disability (PWD).

A **similar** proportion of Calgarians from households with PWD and without PWD think that The City of Calgary meets their customer service expectations (67% with PWD and 71% without).



# 2024 Fall highlights (4 of 6)

## Input from Calgarians

Calgarians who live in households with a person with a disability (PWD) have differing opinions on The City's responsiveness. Similarly, they are split on whether they have adequate opportunity to contribute input on City projects and services, as well as whether The City is improving how it incorporates Calgarians' input.

There are similarities as well as differences between the two groups about input from Calgarians. The **similarities** include:

- Agreement that The City of Calgary is responsive to the needs and expectations of Calgarians (54% with PWD and 56% without)
- Agreement that The City is working to improve how it includes Calgarians' input into important decisions (51% and 54%)

The groups **differ** in their agreement that Calgarians have enough opportunities to provide input into decision making about City projects and services (47% with PWD vs. 51% without PWD).

## City reputation and performance

Many Calgarians from households with a person living with a disability (PWD) are satisfied with City Administration. Views of The City of Calgary as a whole are more mixed. However, satisfaction ratings drop when it comes to City Council specifically. Similarly, trust in The City is low.

Calgarians, regardless of whether they are from households with PWD or without PWD, hold **similar** opinions on City reputation and performance related to:

- Satisfaction with City Administration, excluding City Council (60% with PWD and 64% without PWD)
- Satisfaction with The City of Calgary, including Council and Administration as a whole (53% and 54%)
- Satisfaction with City Council, excluding City Administration (45% and 46%)
- Trusting The City of Calgary (42% and 40%)

# 2024 Fall highlights (5 of 6)

## Council focus areas

**Most Calgarians from households with a person living with a disability (PWD) believe The City is doing well in promoting cultural heritage and diversity, and fostering relationships with Indigenous partners. They are less confident in The City's efforts to tackle social issues like mental health and addiction.**

The two groups **differ** in their opinions across all council focus areas. Specifically, a lower proportion of Calgarians from households with PWD agree that:

- The City is doing a good job at working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (83% with PWD vs. 89% without PWD)
- The City is doing a good job at working to build meaningful relationships with Indigenous partners (76% vs. 84%)
- The City is doing a good job at working with community partners to address social issues such as mental health and addiction (54% vs. 60%)



# 2024 Fall highlights (6 of 6)

## Housing

The vast majority of Calgarians from households with a person living with a disability (PWD) strongly support additional City investment in low-income housing programs, most likely because only a small proportion feel that all Calgarians now have access to suitable housing.

There are statistical **differences** in opinions between the two groups about housing, including:

- Agreement that The City should invest more into affordable housing programs for low-income Calgarians (90% with PWD vs. 84% without PWD)
- Agreement that all Calgarians have access to adequate market housing that meets their needs is lower among with PWD Calgarians (25% vs. 33%)

## Downtown Calgary

Most Calgarians from households with a person living with a disability (PWD) think that The City needs to do more to improve downtown safety. Many are also in favour of more investment in downtown infrastructure.

Both groups **similarly** agree that The City should be doing more to address safety issues in Calgary's downtown (94% with PWD and 93% without PWD).

The two groups **differ** in their agreement that The City should be investing more into infrastructure in Calgary's downtown (65% with PWD vs. 73% without PWD).



## Detailed findings

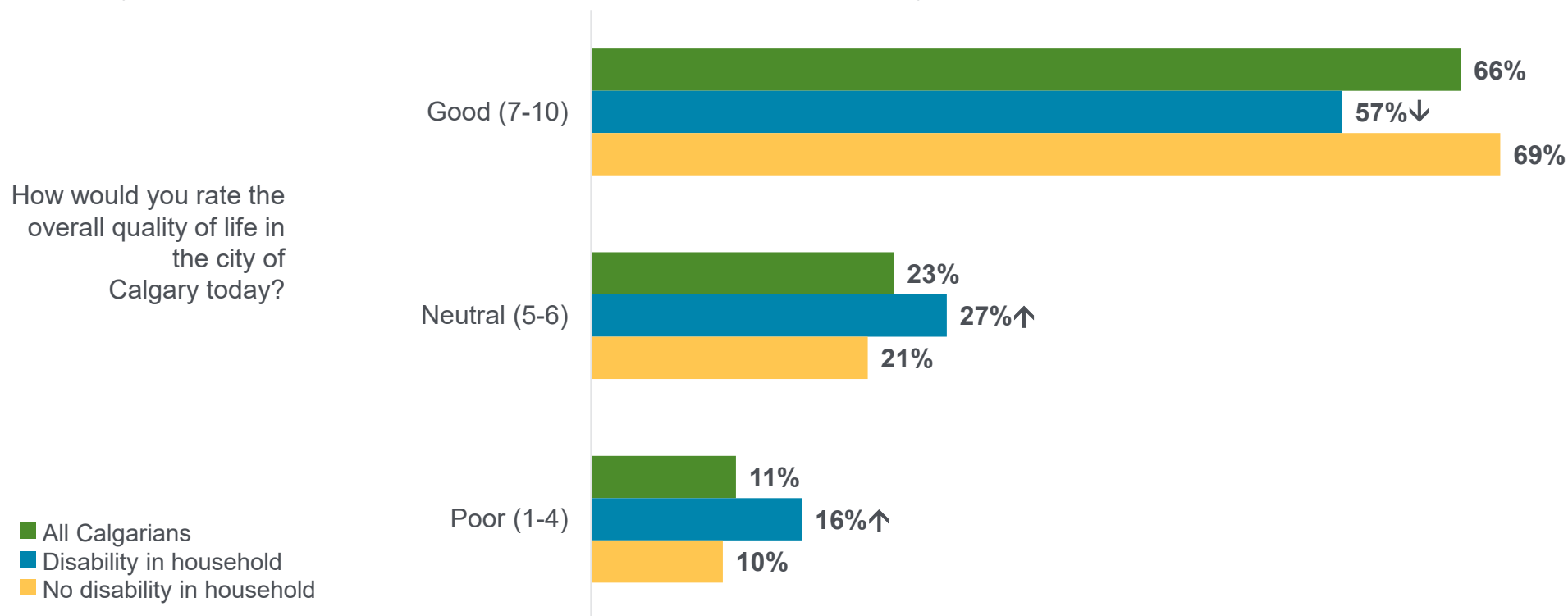




# Quality of life

# Overall quality of life in Calgary

Two-thirds (66%) of Calgarians rate the overall quality of life in Calgary as good. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability rate the overall quality of life in Calgary as good compared to those from households without someone with a disability (57% vs. 69%). Instead, neutral (27% vs. 21%) and poor (16% vs. 10%) ratings are higher for Calgarians who have a disability or live in the same household as someone with a disability.

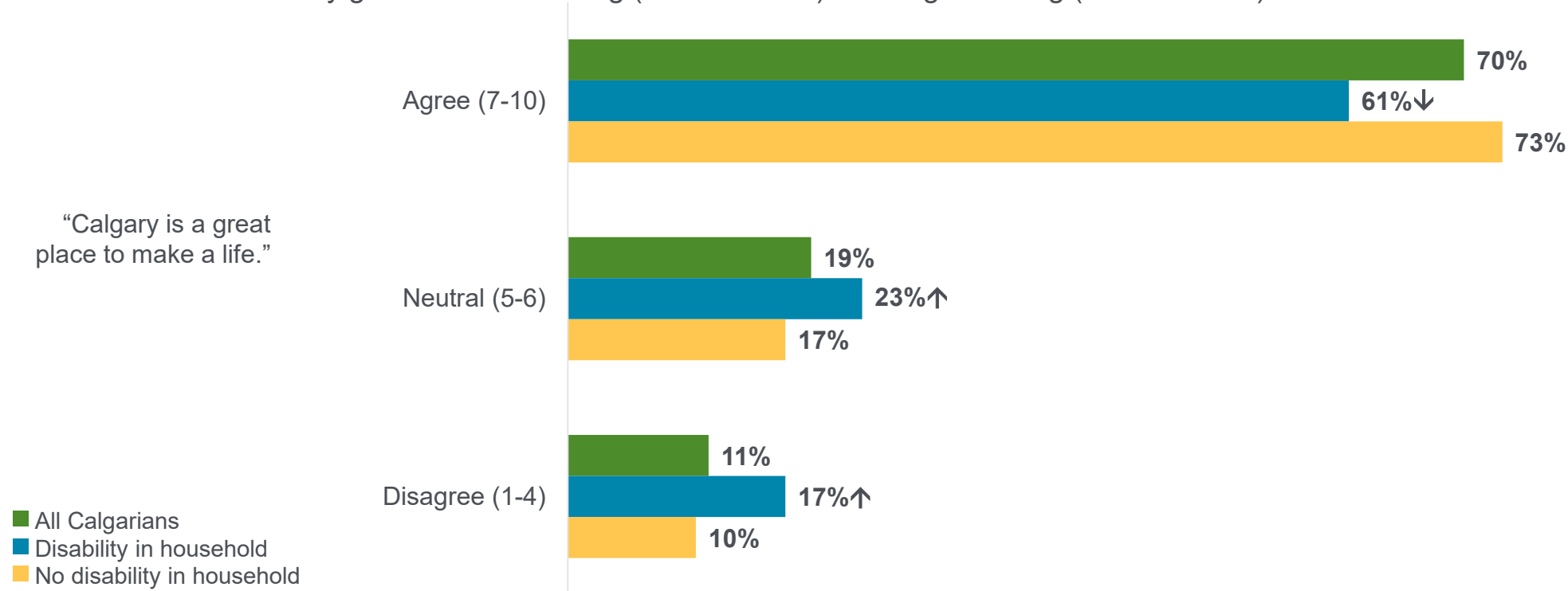


Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?  
Base: Valid respondents (All Calgarians n=2,497, Disability in household n=545, No disability in household n=1,933)

↑/↓ Statistically higher/lower than comparable subgroup

# Great place to make a life

Seven-in-ten (70%) Calgarians agree that Calgary is a great place to make a life. Statistically fewer Calgarians who have a disability or live in the same household as someone with a disability agree that Calgary is a great place to make a life (61% vs. 73% of Calgarians from households without someone with a disability). In turn, a higher proportion of Calgarians who have a disability or live in the same household as someone with a disability gives a neutral rating (23% vs. 17%) or disagree rating (17% vs. 10%).



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

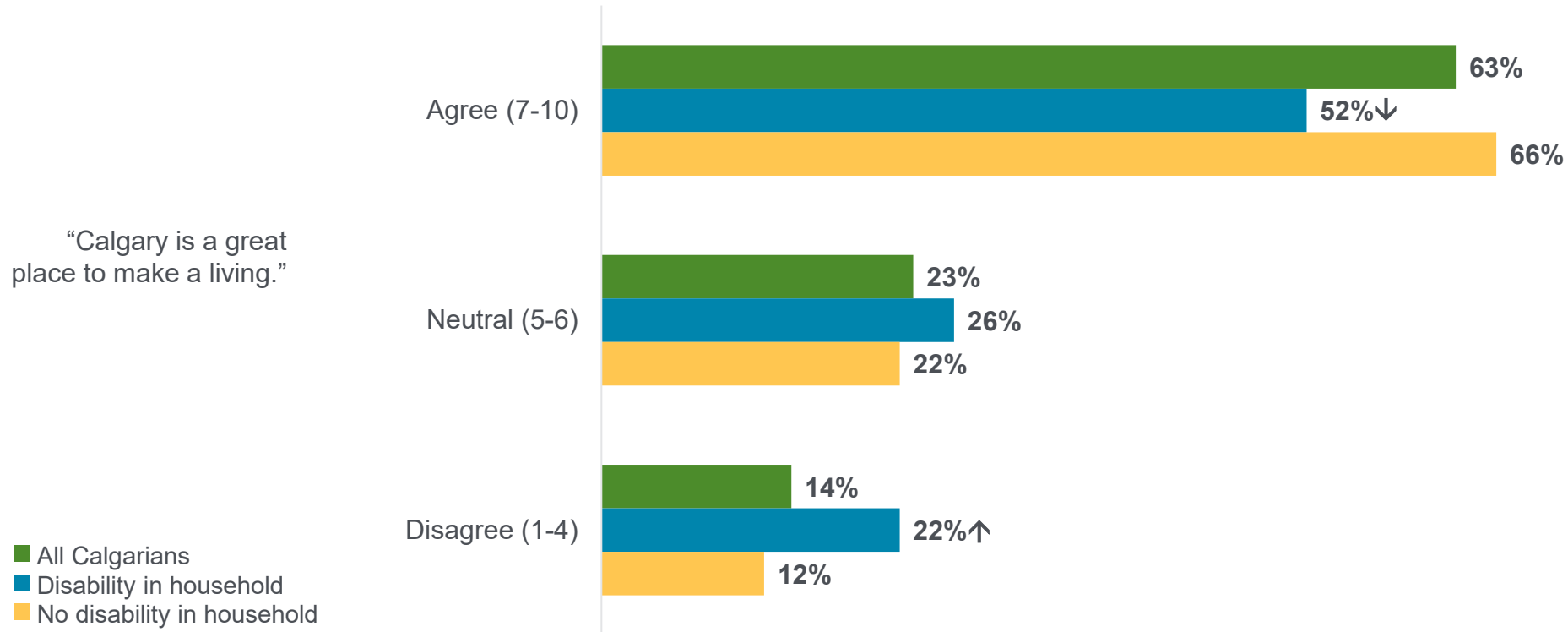
Base: Valid respondents (All Calgarians n=2,494, Disability in household n=543, No disability in household n=1,932)

↑/↓ Statistically higher/lower than comparable subgroup



# Great place to make a living

More than three-fifths (63%) of Calgarians agree that Calgary is a great place to make a living. Agreement that Calgary is a great place to make a living is lower among Calgarians who have a disability or live in the same household as someone with a disability (52%) compared to households without someone with a disability (66%).



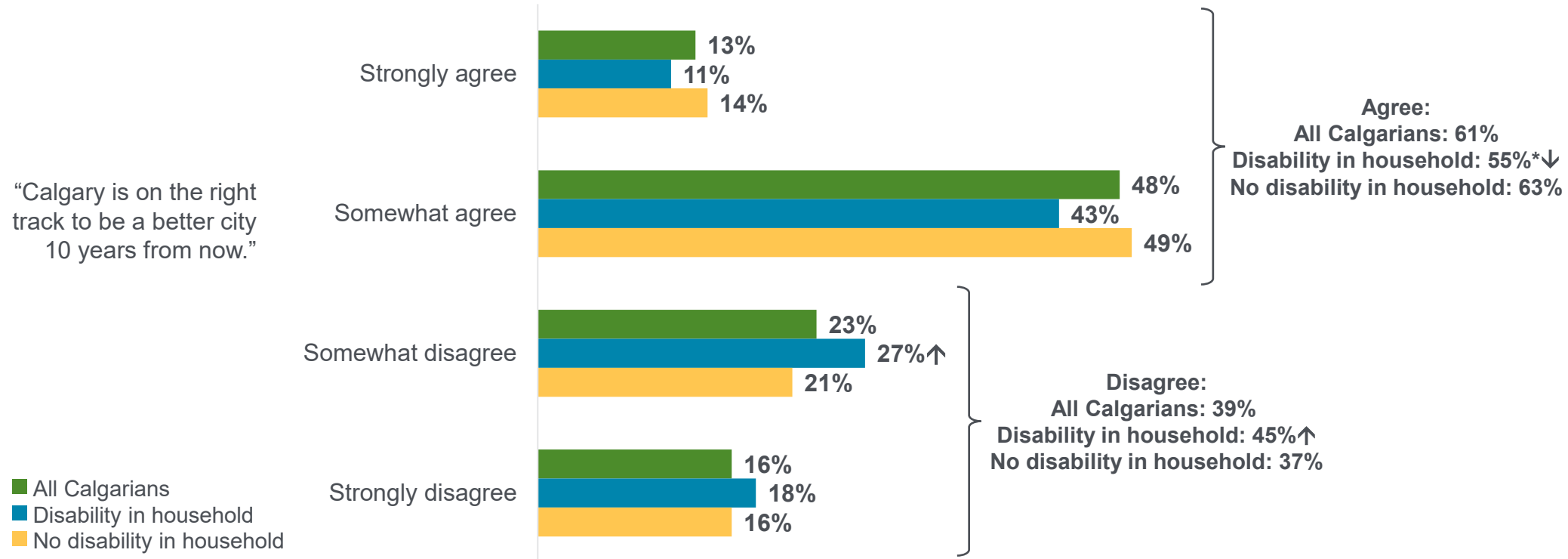
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (All Calgarians n=2,471, Disability in household n=534, No disability in household n=1,920)

↑/↓ Statistically higher/lower than comparable subgroup

# On track to be a better city

Three-fifths (61%) of Calgarians believe that Calgary is on the right track to be a better city 10 years from now. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (55% vs. 63% of households without someone with a disability). Disagreement is higher among Calgarians who have a disability or live in the same household as someone with a disability (45% vs. 37%), driven by statistically more who ‘somewhat’ disagree (27% vs. 21%).



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=2,486, Disability in household n=541, No disability in household n=1,926)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

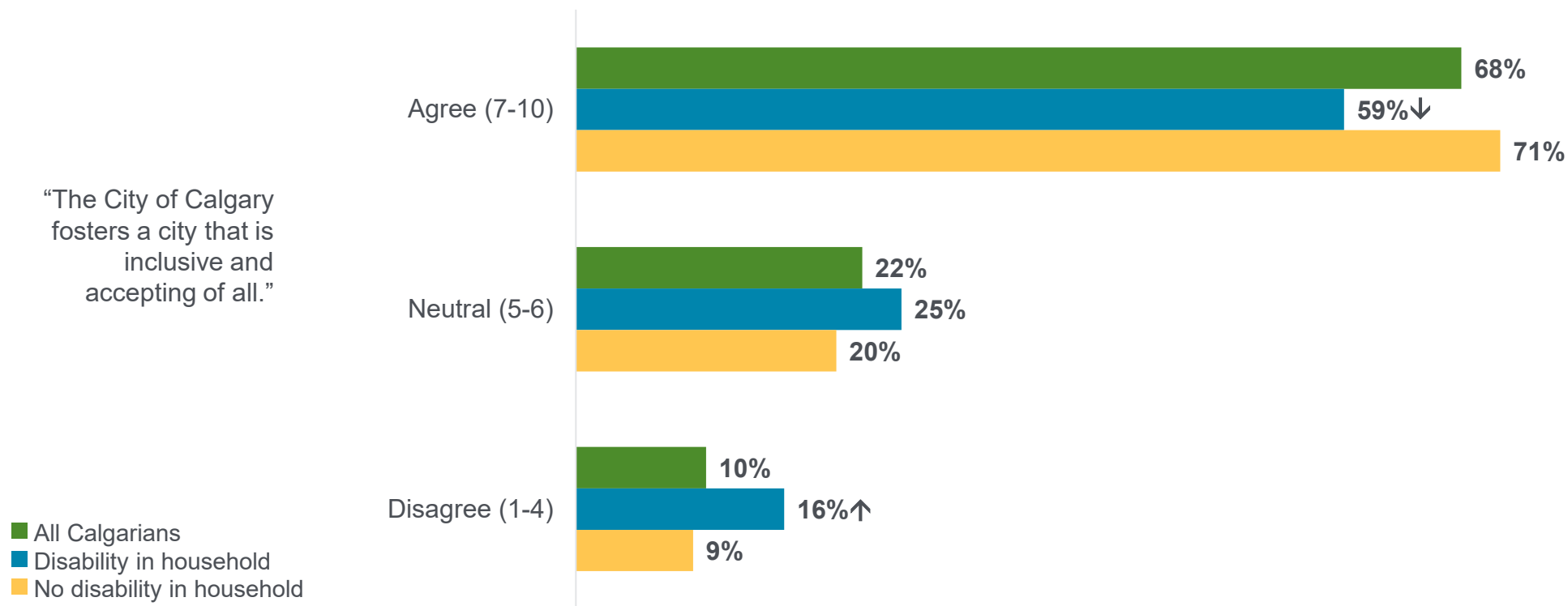


# Inclusivity



# Fosters a city that is inclusive and accepting

Around two-thirds (68%) of Calgarians agree that The City fosters a city that is inclusive and accepting of all. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree (59%) compared to households without someone with a disability (71%).



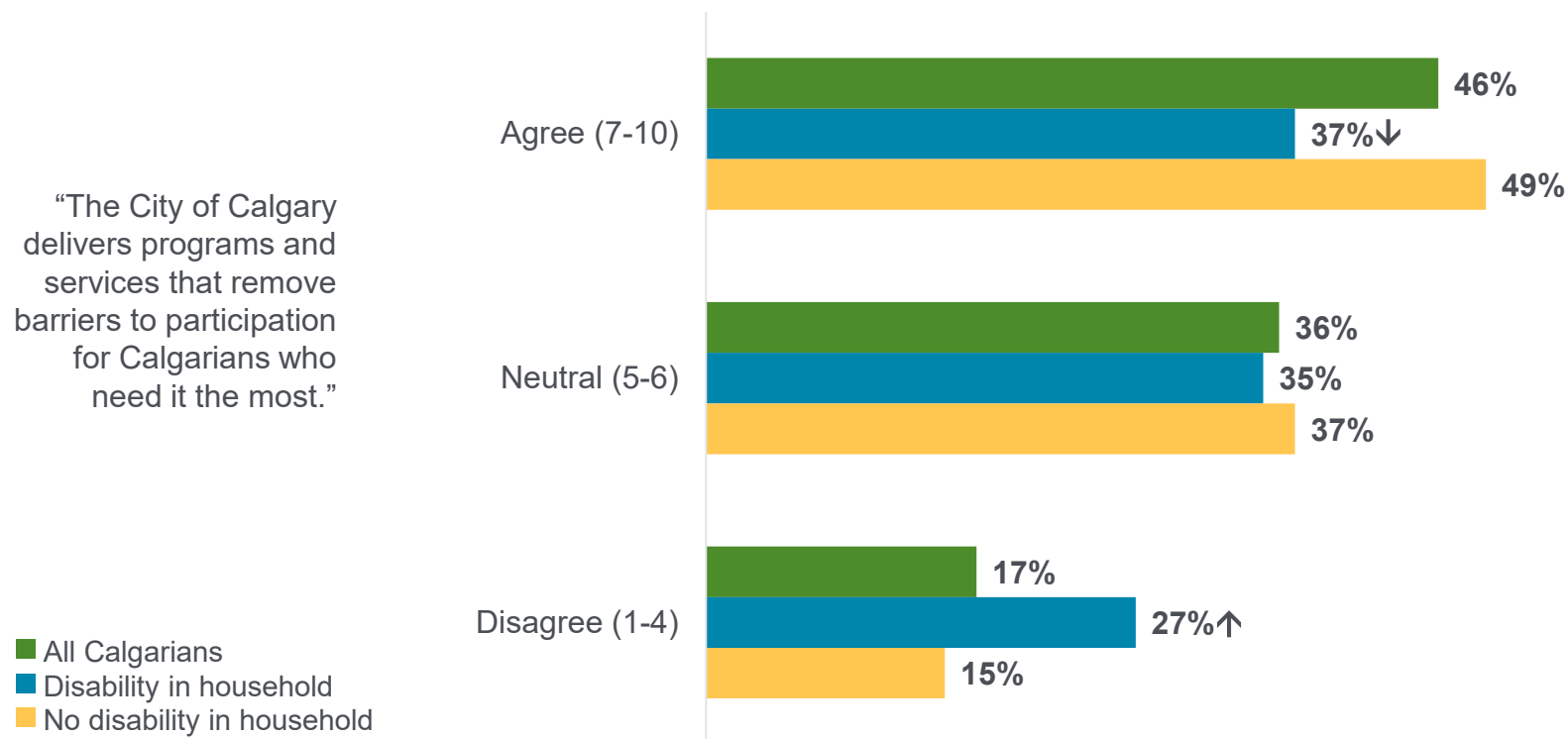
Q. I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents (All Calgarians n=2,469, Disability in household n=540, No disability in household n=1,912)

↑/↓ Statistically higher/lower than comparable subgroup

# Delivers programs and services that remove barriers to participation

Around one-half (46%) of Calgarians think that The City delivers programs and services that remove barriers to participation for Calgarians who need it the most. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree that The City offers such programs and services compared to households without someone with a disability (37% vs. 49%).



Q. Please tell me [to what extent] you agree or disagree with the following statement: The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most.

Base: Valid respondents (All Calgarians n=2,388, Disability in household n=533, No disability in household n=1,841)

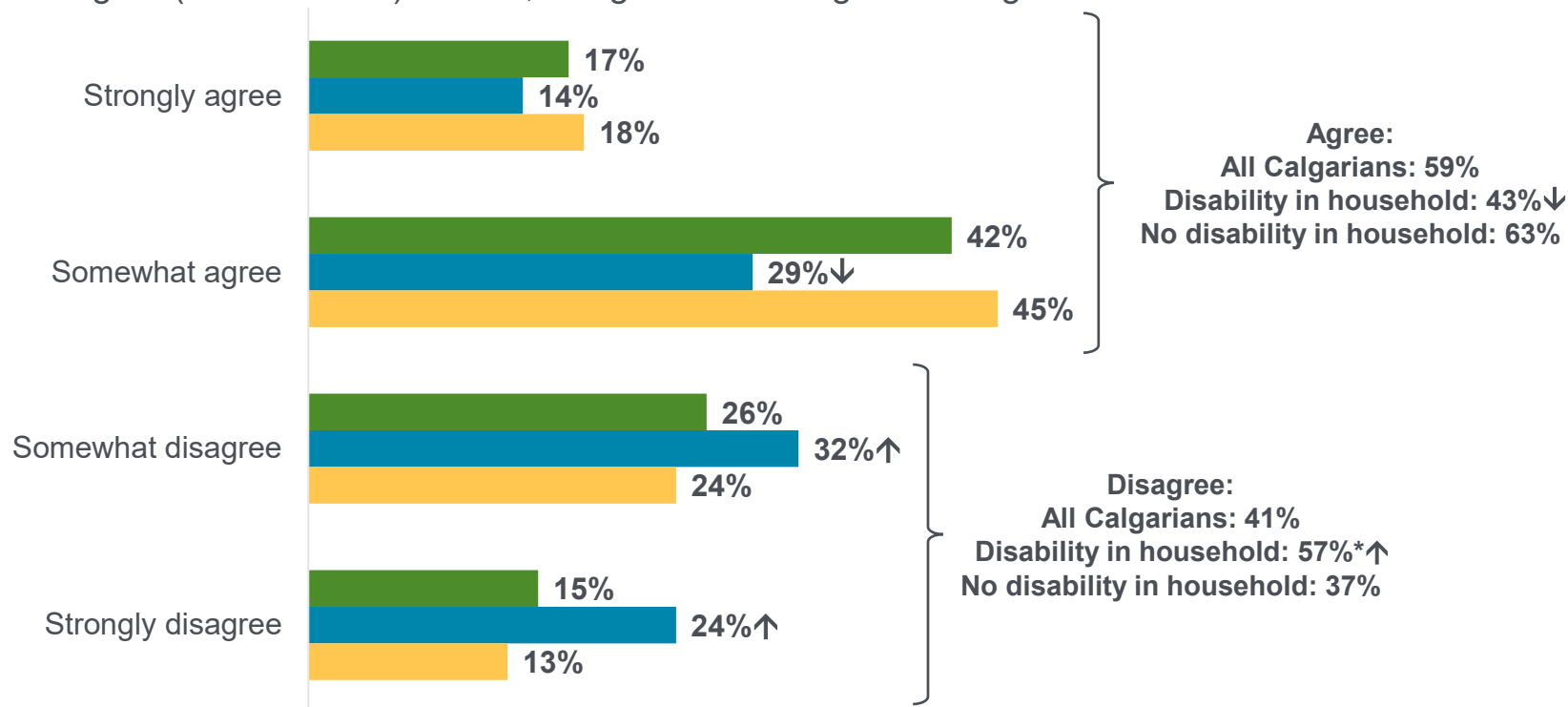
↑/↓ Statistically higher/lower than comparable subgroup

# Social equity

Three-fifths (59%) of Calgarians agree that City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language. A statistically lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree with this statement (43% vs. 63% of households without someone with a disability). This is driven by a lower proportion who ‘somewhat’ agree (29% vs. 45%). In turn, disagreement is higher among those from households with someone with a disability (57% vs. 37%).

“City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language.”

■ All Calgarians  
■ Disability in household  
■ No disability in household



Q. Do you agree or disagree that: City programs and services meet the needs of all Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language?

Base: Valid respondents (All Calgarians n=2,457, Disability in household n=540, No disability in household n=1,898)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

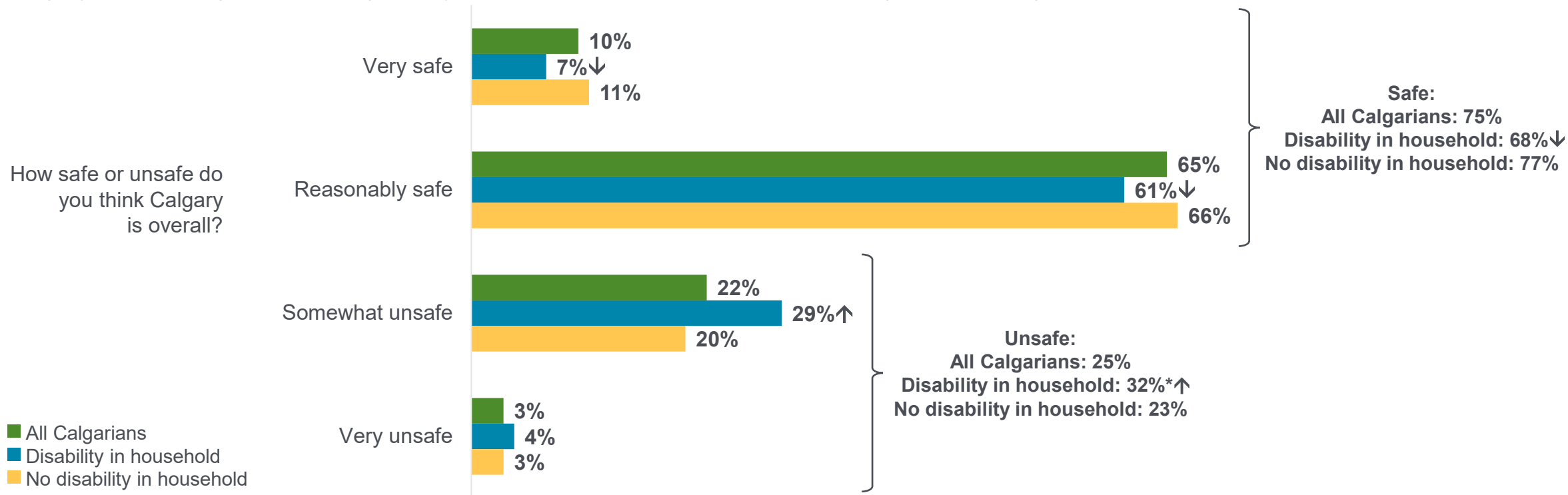




# Safety

# Overall perceived safety of the city of Calgary

Three-quarters (75%) of Calgarians believe that the city of Calgary is safe. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability (68%) perceive Calgary as safe compared to those from households without someone with a disability (77%). A higher proportion of Calgarians who have a disability or live in the same household as someone with a disability feel that Calgary is 'unsafe' (32% vs. 23%), led by more who feel it is 'somewhat' unsafe (29% vs. 20%).



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

Base: Valid respondents (All Calgarians n=2,495, Disability in household n=544, No disability in household n=1,932)

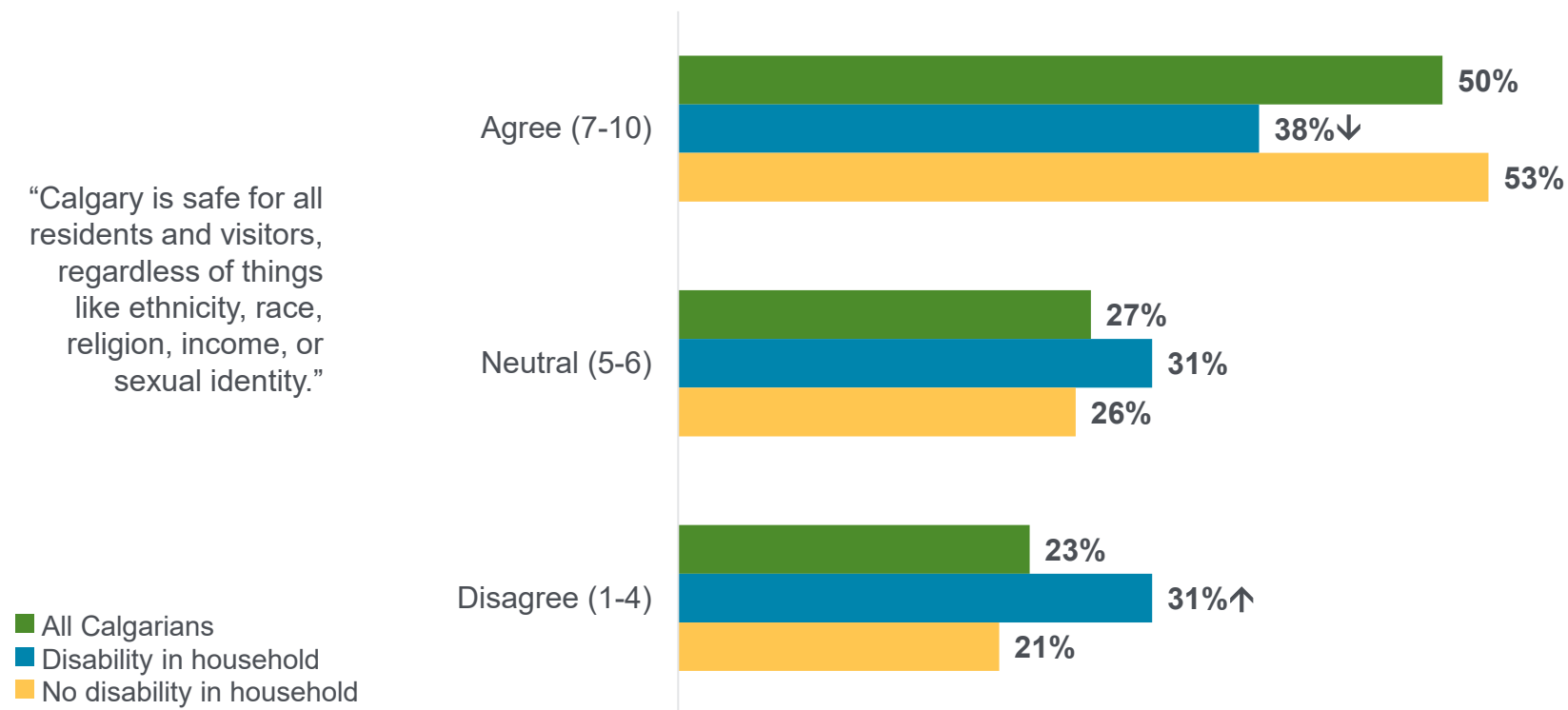
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Safe for all residents and visitors

One-half (50%) of Calgarians believe that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity. Agreement that Calgary is safe for everyone is lower among Calgarians from households with a person living with a disability compared to households without someone with a disability (38% vs. 53%).

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



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

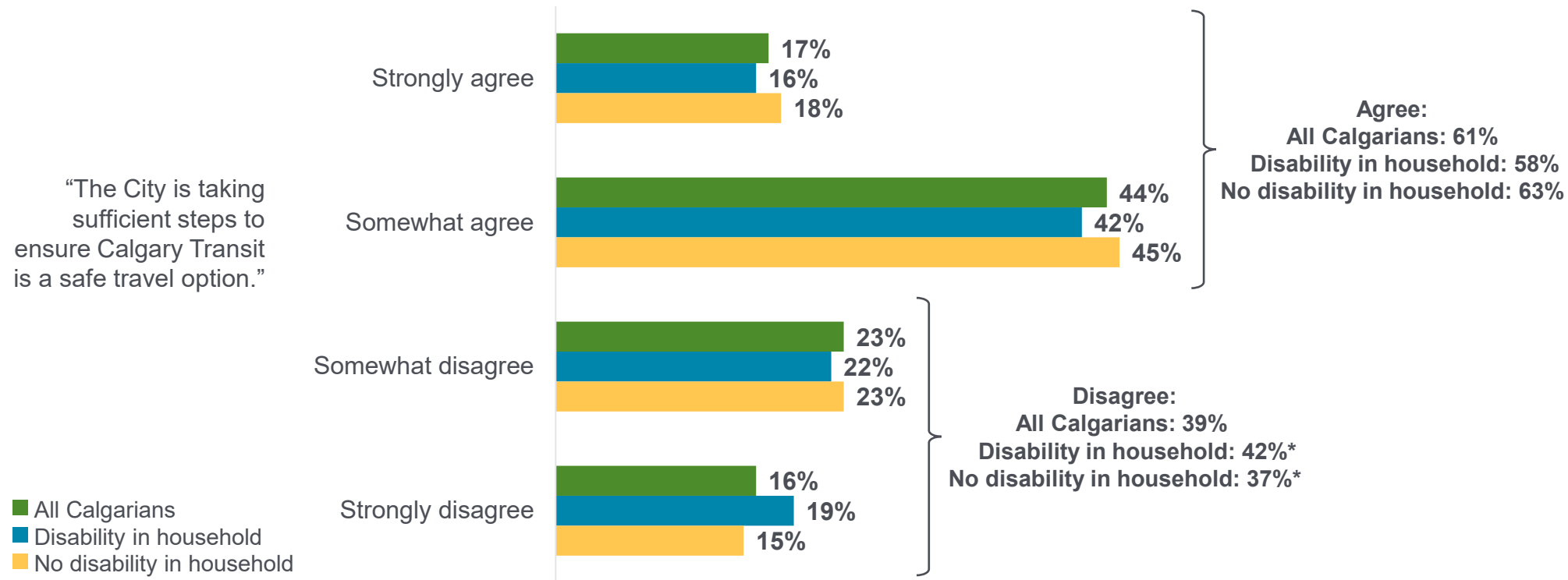
Base: Valid respondents (All Calgarians n=2,483, Disability in household n=545, No disability in household n=1,920)

↑/↓ Statistically higher/lower than comparable subgroup



# Ensuring Calgary Transit safety

Three-fifths (61%) of Calgarians agree that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option. There are no statistical differences between the two subgroups (58% of Calgarians from households with someone with a disability and 63% of those from households without someone with a disability).



Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.

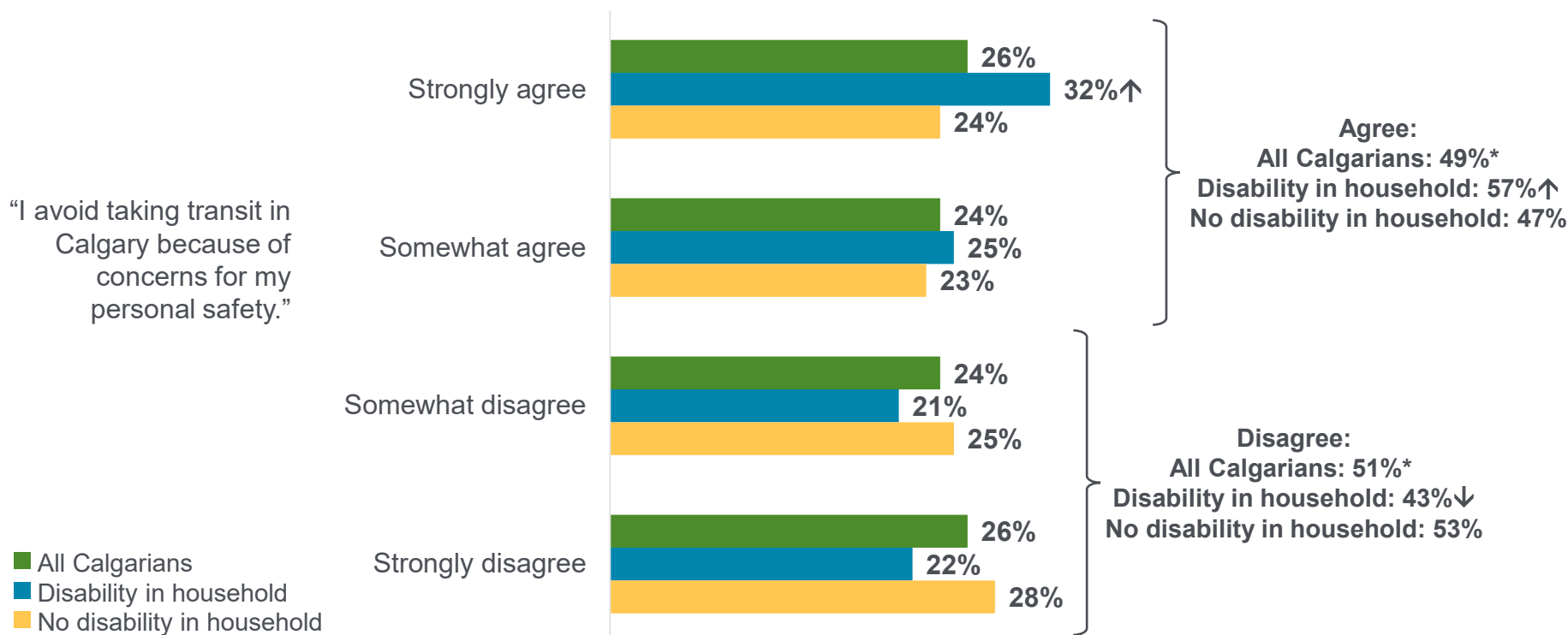
Base: Valid respondents (All Calgarians n=1,211, Disability in household n=252, No disability in household n=948)

Question asked of split sample

\*Rounding

# Avoiding transit due to safety concerns

One-half (49%) of Calgarians say they avoid taking transit in Calgary because of concerns for their personal safety. A higher proportion of Calgarians from households with someone with a disability agree that they avoid transit (57%) compared to those from households without someone with a disability (47%), including a higher proportion who ‘strongly’ agree (32% vs. 24%).



Q. Now we have some questions about transit in general. Please indicate the extent to which you agree or disagree with the following statements, using the same scale.

Base: Valid respondents (All Calgarians n=1,200, Disability in household n=251, No disability in household n=939)

Question asked of split sample

\*Rounding

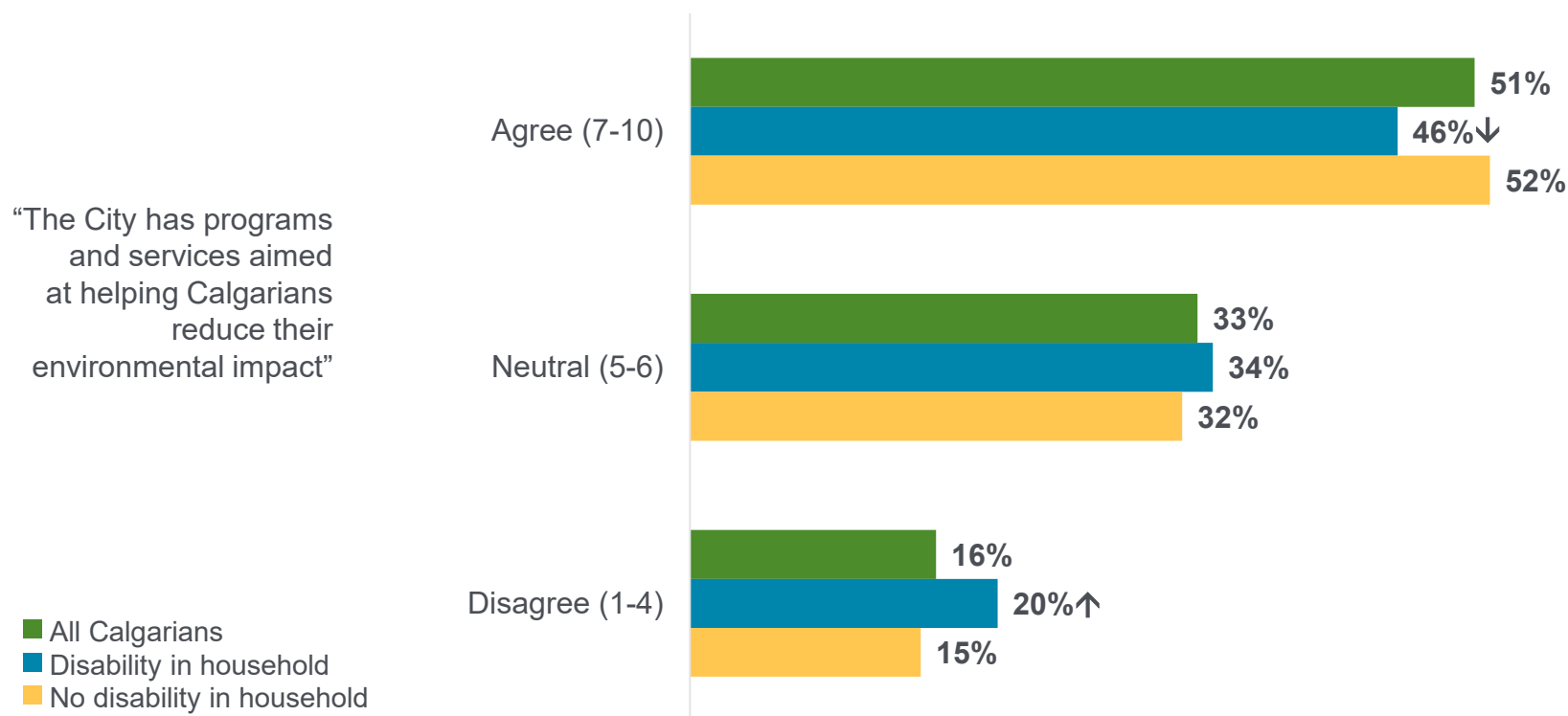
↑/↓ Statistically higher/lower than comparable subgroup



# The environment

# City programs to reduce environmental impact

A small majority (51%) of Calgarians agree that The City of Calgary has programs and services aimed at helping Calgarians reduce their environmental impact. Agreement that The City has such programs and services is lower among Calgarians who have a disability or live in the same household as someone with a disability (46%) compared to households without someone with a disability (52%).



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

Base: Valid respondents (All Calgarians n=2,435, Disability in household n=534, No disability in household n=1,883)

↑/↓ Statistically higher/lower than comparable subgroup

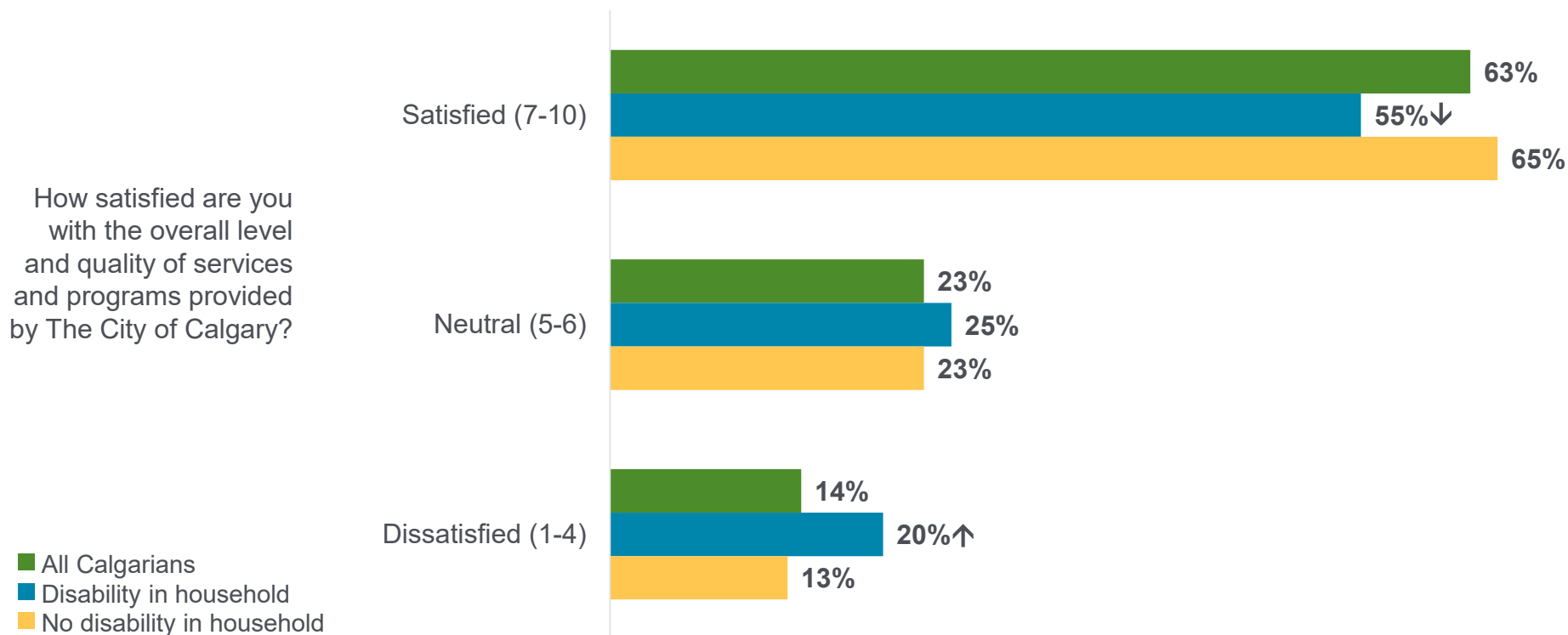




## City services and programs

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

More than three-fifths (63%) of Calgarians are satisfied with the overall level and quality of services and programs provided by The City of Calgary. Satisfaction with City services and programs is lower among Calgarians who have a disability or live in the same household as someone with a disability (55%) compared to households without someone with a disability (65%).



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?

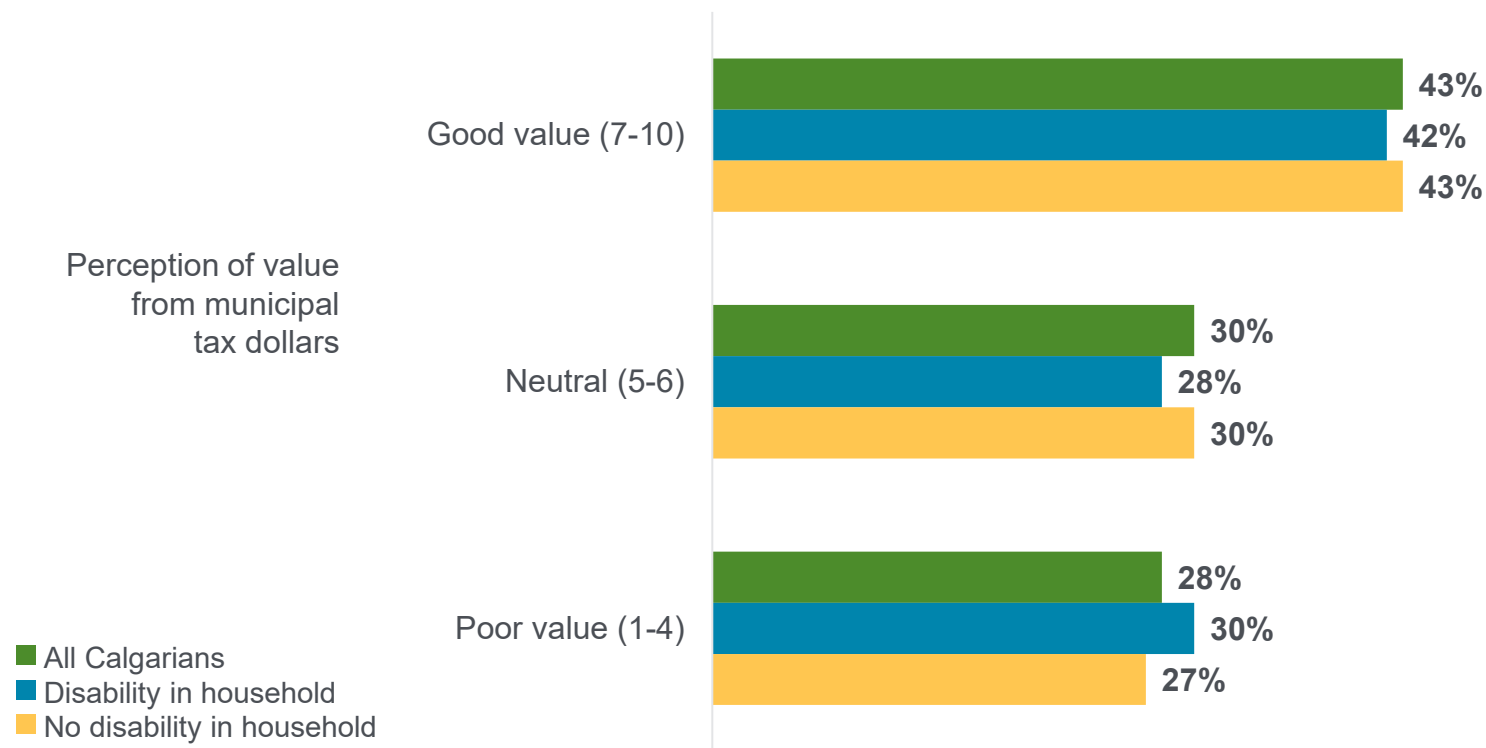
Base: Valid respondents (All Calgarians n=2,493, Disability in household n=542, No disability in household n=1,932)

↑/↓ Statistically higher/lower than comparable subgroup

# Taxation

# Perceived value of property taxes

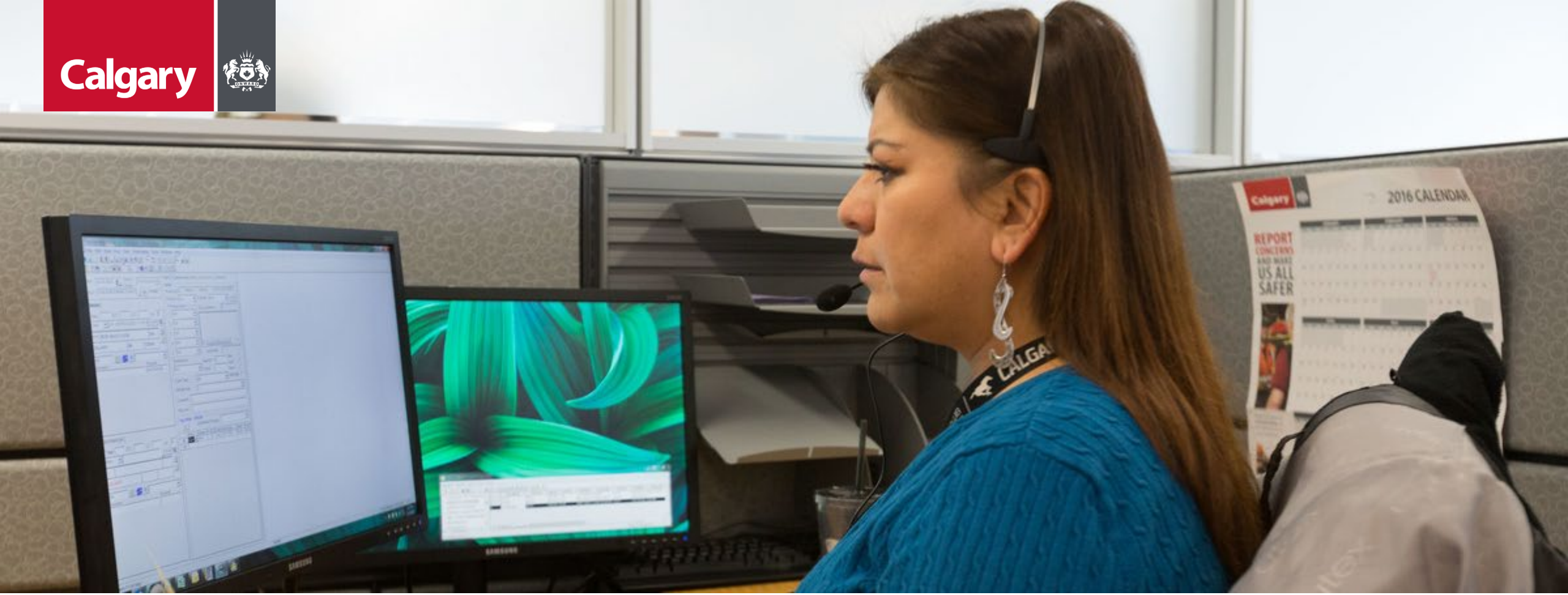
A sizeable minority (43%) of Calgarians feel they receive good value from their municipal tax dollars. No statistical differences exist between the two groups in their perception of good value (42% of Calgarians who have a disability or live in the same household and 43% of households without someone with a disability).



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=2,461, Disability in household n=538, No disability in household n=1,904)

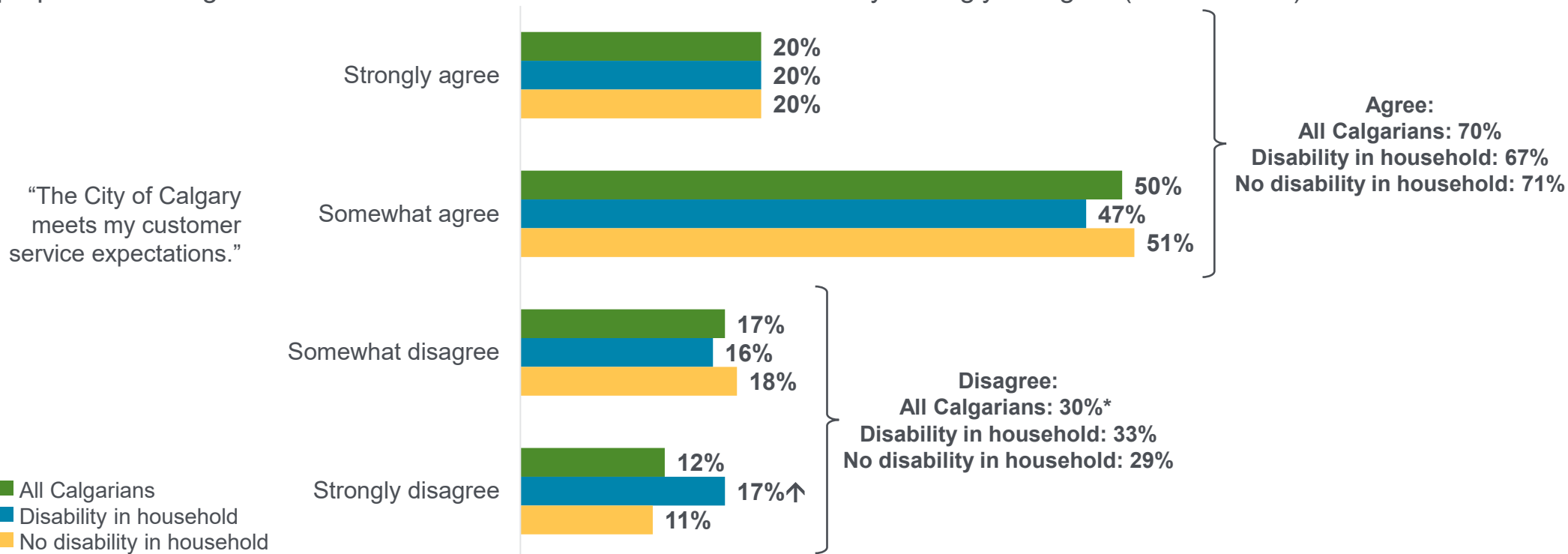




## Customer service

# The City meets customer service expectations

A majority (70%) of Calgarians agree that The City of Calgary meets their customer service expectations. Agreement ratings are similar between Calgarians who have a disability or live in the same household as someone with a disability (67%) and those from households without someone with a disability (71%). Although total disagreement ratings are also similar between the two groups (33% and 29%), a higher proportion of Calgarians from households with someone with a disability 'strongly' disagree (17% vs. 11%).



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 [to what extent] if you agree or disagree with each of the following statements.  
Base: Valid respondents (All Calgarians n=2,460, Disability in household n=540, No disability in household n=1,902)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

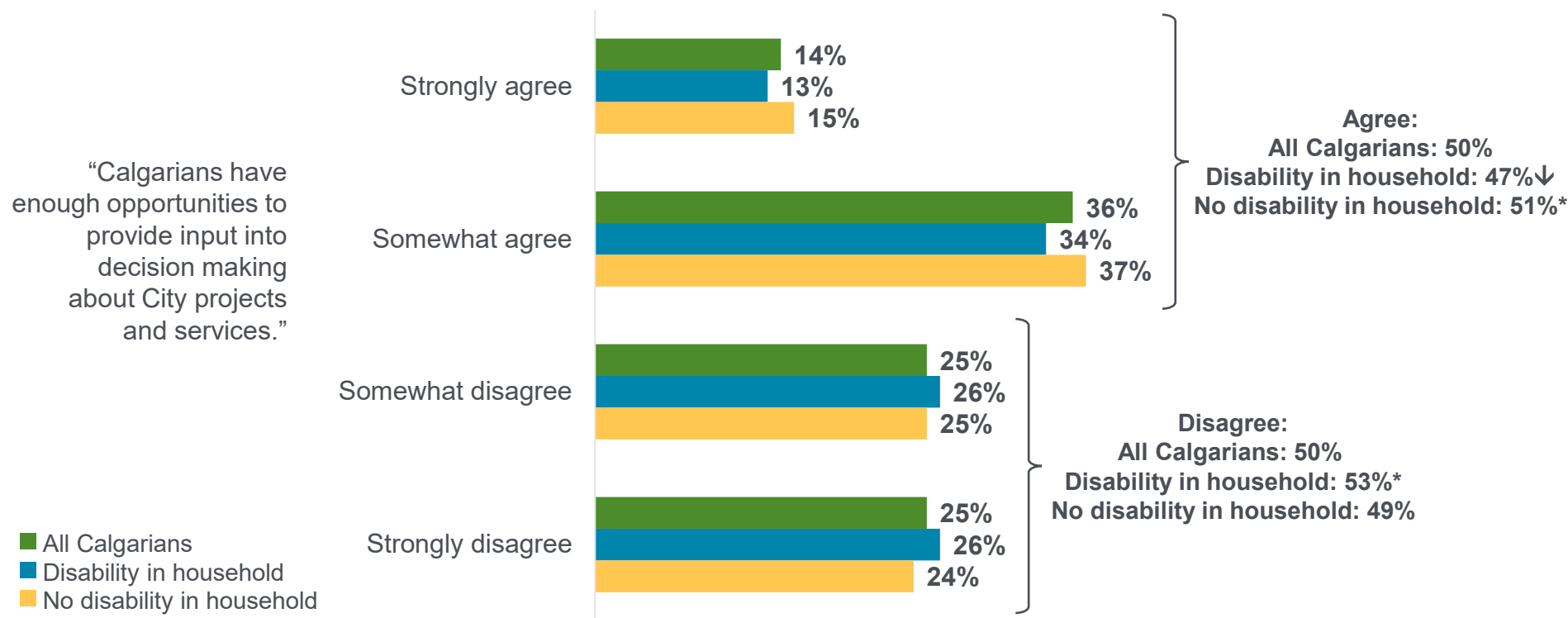




# Input from Calgarians

# Calgarians have enough opportunities to provide input

Half (50%) of Calgarians agree they have enough opportunities to provide input into decision making about City projects and services. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability agree that they have enough opportunities (47% vs. 51% of those from households without someone with a disability).



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 [to what extent] if you agree or disagree with each of the following statements.  
Base: Valid respondents (All Calgarians n=2,469, Disability in household n=540, No disability in household n=1,910)

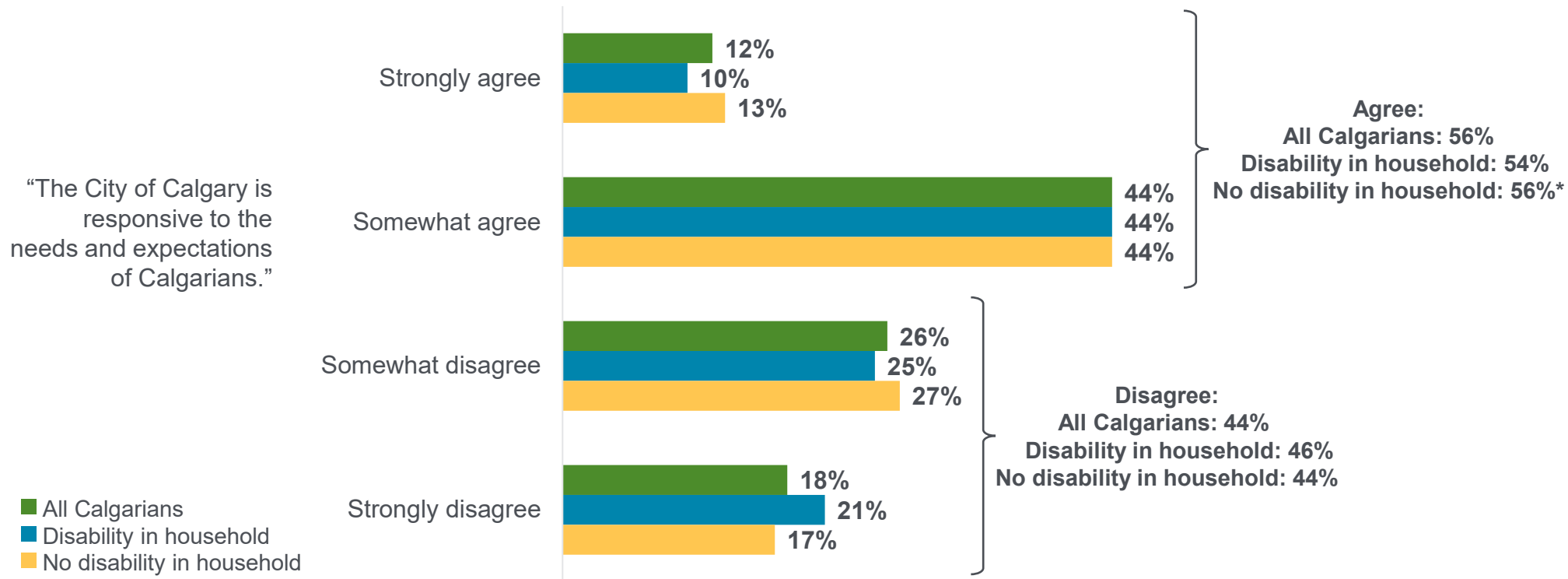
\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Responsive to Calgarians

More than one-half (56%) of all Calgarians confirm that The City of Calgary is responsive to the needs and expectations of Calgarians. This sentiment is shared similarly across both groups, with no statistical differences between those with someone with a disability in their household (54%) and those without someone with a disability in their household (56%).



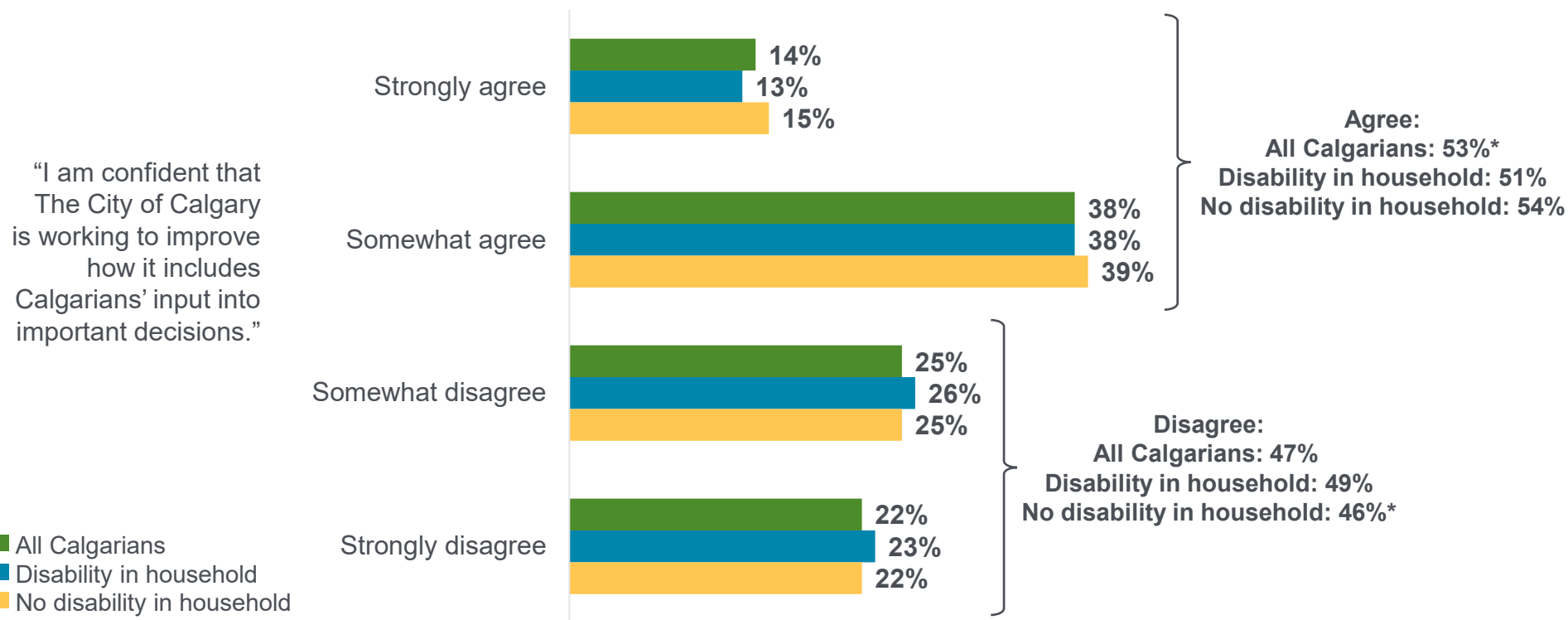
Q. Please tell me [to what extent] if you agree or disagree with each of the following statements.

Base: Valid respondents (All Calgarians n=2,485, Disability in household n=541, No disability in household n=1,926)

\*Rounding

# The City is working at including Calgarians' input

Around one-half (53%) of Calgarians agree that The City of Calgary is working to improve how it includes Calgarians' input into important decisions. No statistical differences exist between Calgarians who have a disability or live in the same household as someone with a disability and those from households without someone with a disability (51% and 54%).



Q. Please tell me [to what extent] if you agree or disagree with each of the following statements.

Base: Valid respondents (All Calgarians n=2,480, Disability in household n=542, No disability in household n=1,919)

\*Rounding

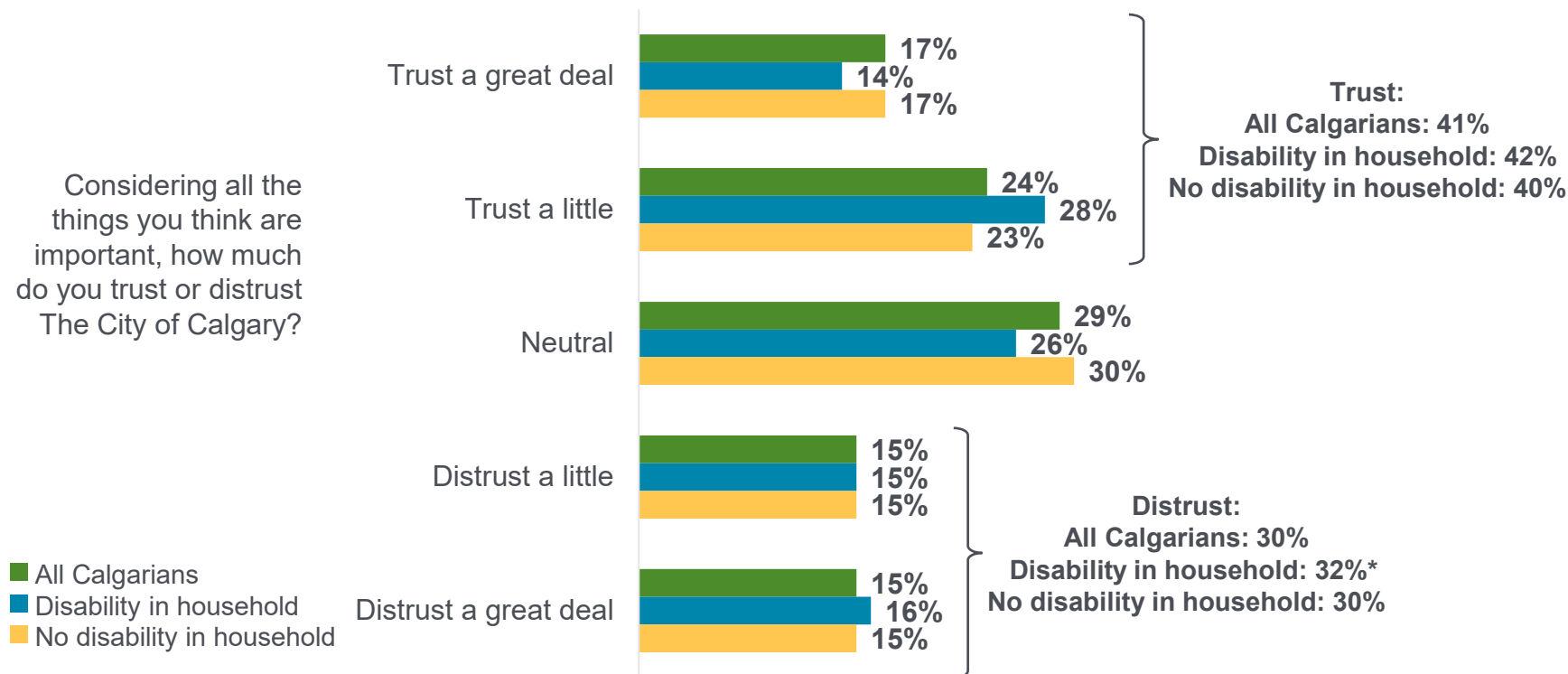




# City reputation and performance

# Trust in The City of Calgary

Two-fifths (41%) of Calgarians trust The City of Calgary. Trust in The City is similar between Calgarians from households where someone has a disability (42%) and those from households without someone with a disability (40%).



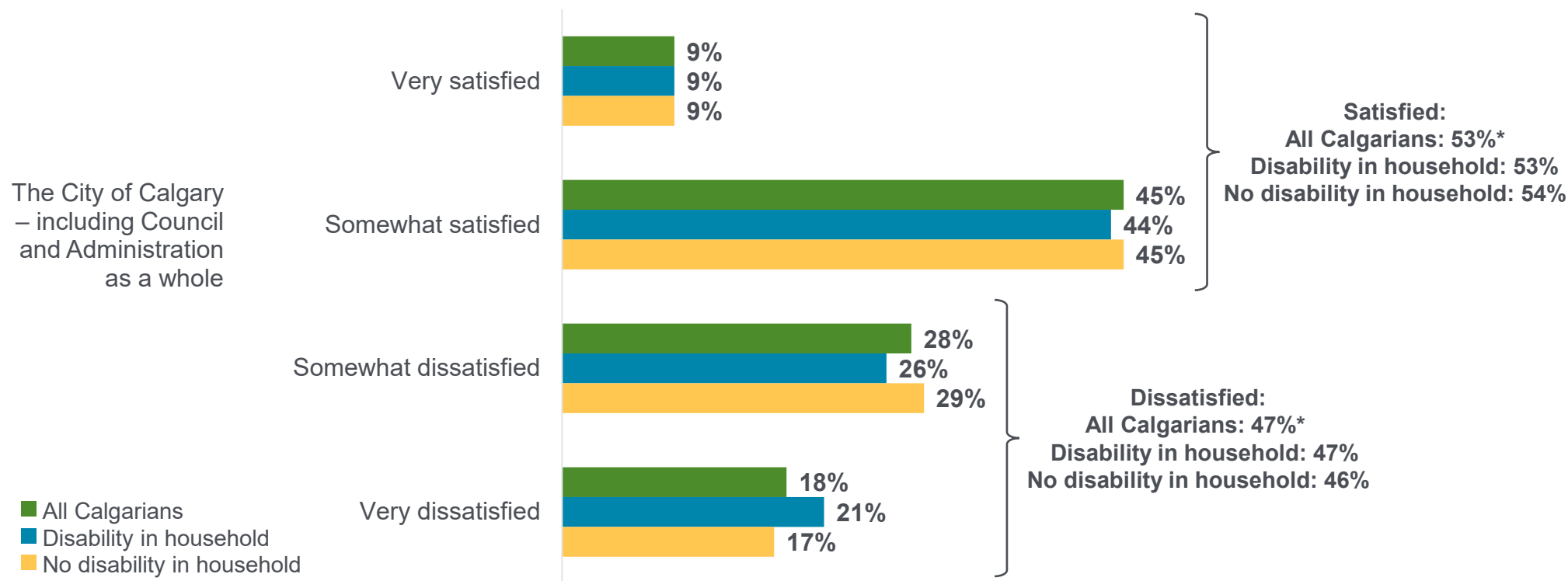
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?  
Base: Valid respondents (All Calgarians n=2,485, Disability in household n=541, No disability in household n=1,925)

\*Rounding



# Satisfaction with The City as a whole

A small majority (53%) of Calgarians are satisfied with The City of Calgary, including Council and Administration as a whole. There are no statistical differences between Calgarians from households where someone has a disability (53%) and those from households without someone with a disability (54%).



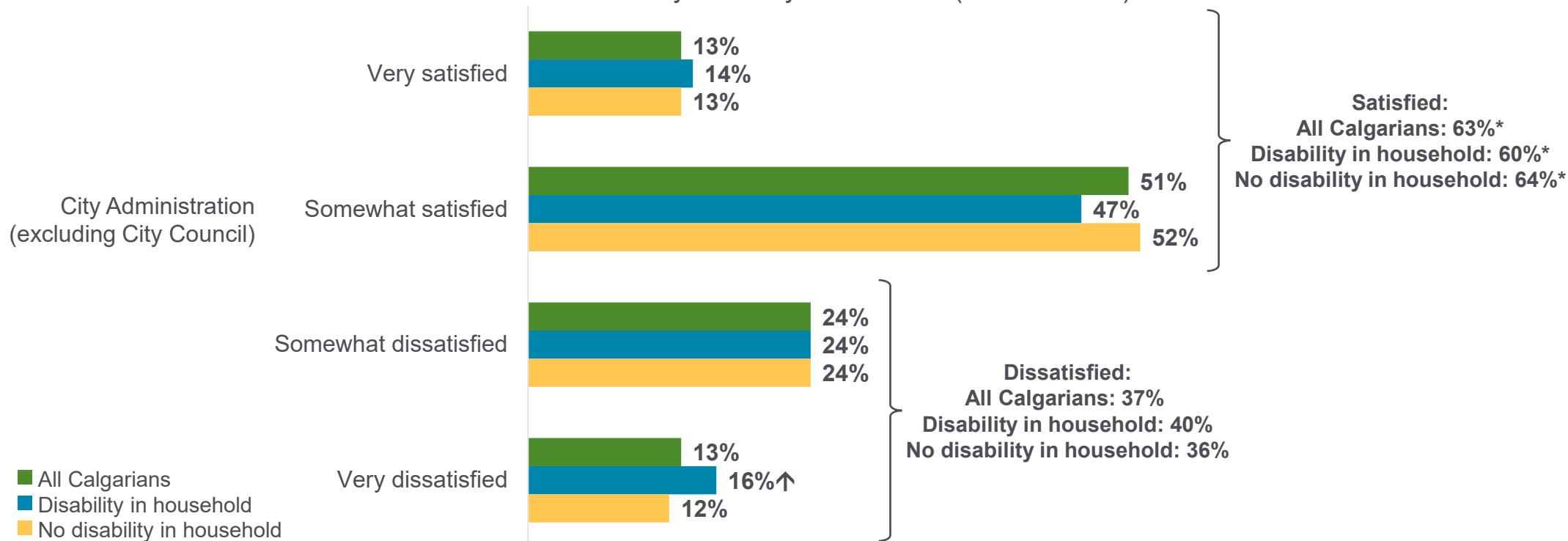
Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary – including Council and Administration as a whole - is going about running our city?

Base: Valid respondents (All Calgarians n=2,490, Disability in household n=541, No disability in household n=1,931)

\*Rounding

# Satisfaction with City Administration

More than three-fifths (63%) of Calgarians are satisfied with City Administration (excluding City Council). Both groups are similarly satisfied with City Administration (60% of those from households where someone has a disability and 64% of those from households without someone with a disability). Total dissatisfaction is also similar between the groups (40% and 36%), but a higher proportion of Calgarians who have a disability or live in the same household as someone with a disability are 'very' dissatisfied (16% vs. 12%).



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?

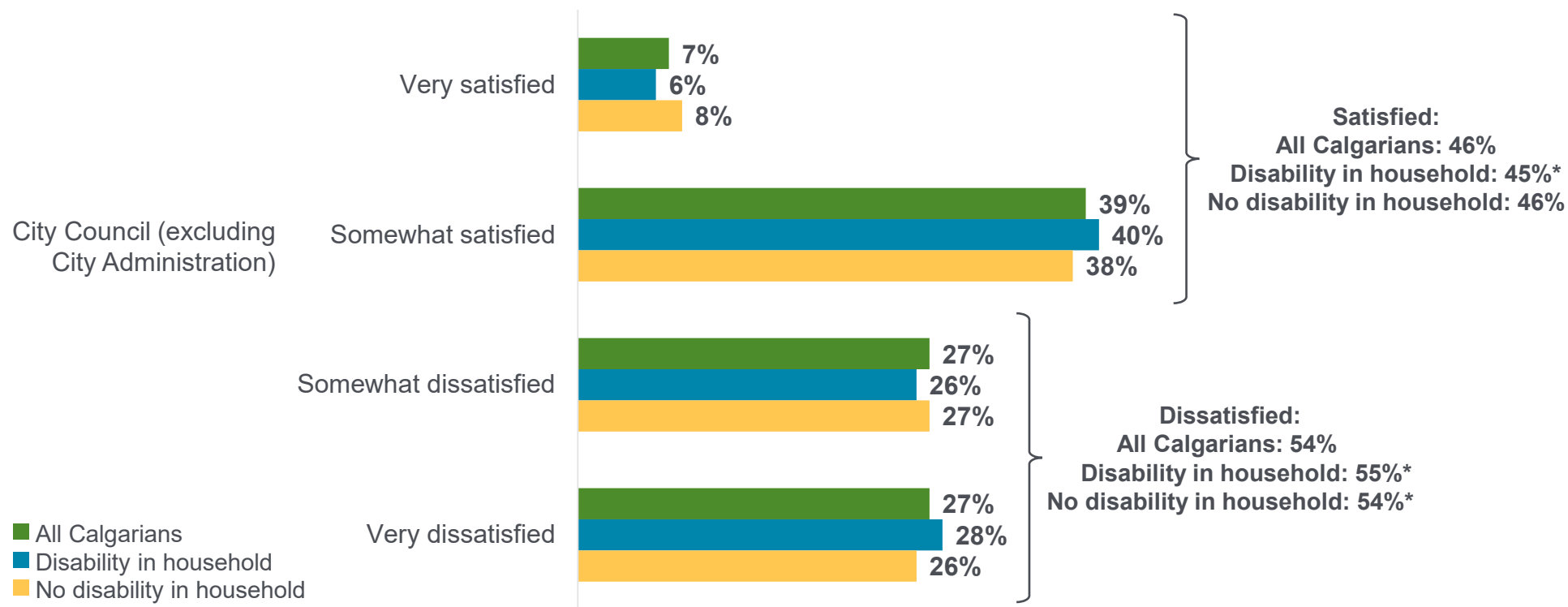
Base: Valid respondents (All Calgarians n=2,473, Disability in household n=542, No disability in household n=1,912)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Satisfaction with City Council

Around one-half (46%) of Calgarians are satisfied with City Council (excluding City Administration). There are no statistical differences in satisfaction between Calgarians who have a disability or live in the same household as someone with a disability and those from households without someone with a disability (45% and 46%).



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=2,476, Disability in household n=542, No disability in household n=1,915)

\*Rounding

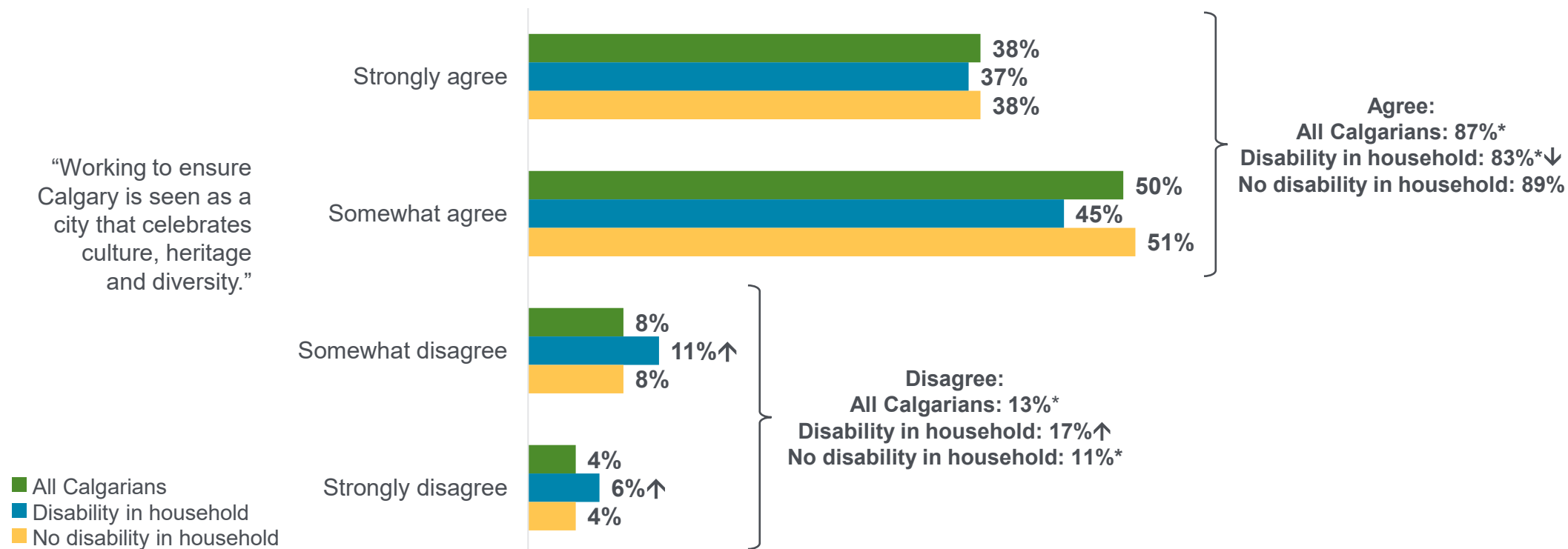


# Council focus areas



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

Fewer than nine-in-ten (87%) Calgarians feel The City is doing a good job at working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity. A slightly lower proportion of Calgarians from households with someone with a disability agree that The City is doing a good job at this (83% vs. 89% of those without someone with a disability in their household). In turn, more Calgarians from households with someone with a disability disagree that The City is doing a good job (17% vs. 11% of those without someone with a disability in the household).



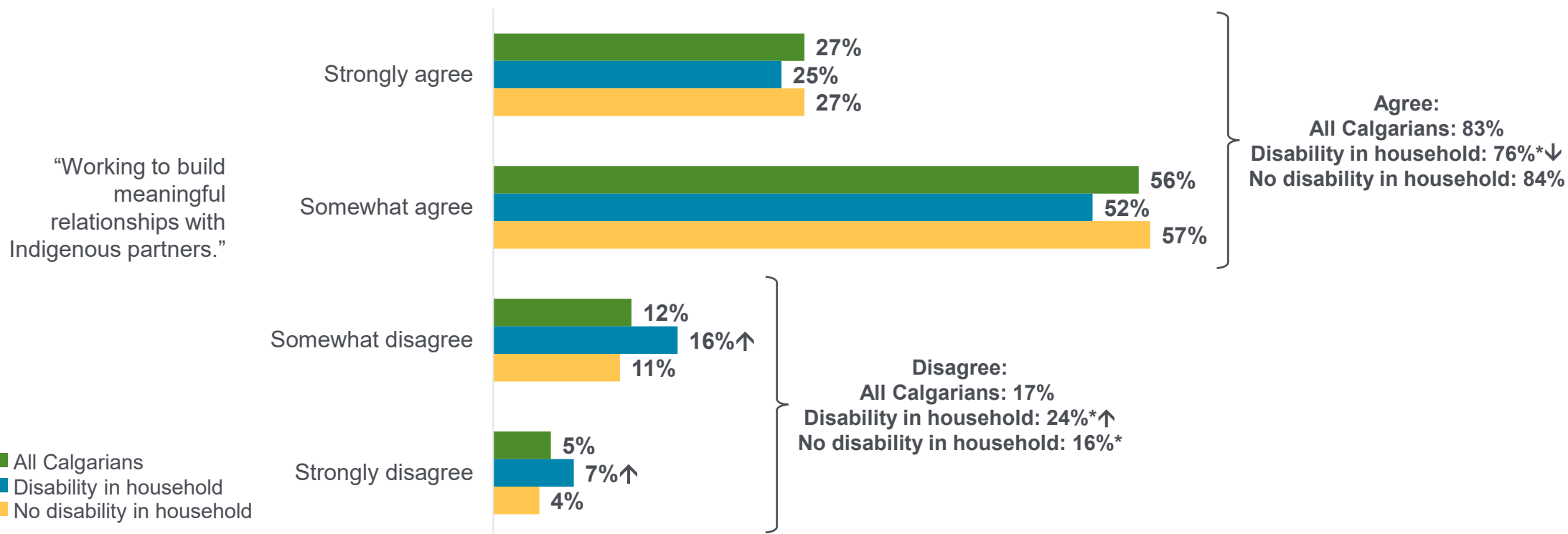
Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.  
 Base: Valid respondents (All Calgarians n=2,475, Disability in household n=538, No disability in household n=1,920)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Working to build relationships with Indigenous partners

A large majority (83%) of Calgarians believe The City of Calgary is doing a good job at working to build meaningful relationships with Indigenous partners. Agreement that The City is building these relationships is lower among those from households with someone who has a disability (76%) than those from households without someone with a disability (84%). A higher proportion of Calgarians from households with someone with a disability disagree with this (24% vs. 16% of those without someone with a disability in their household).



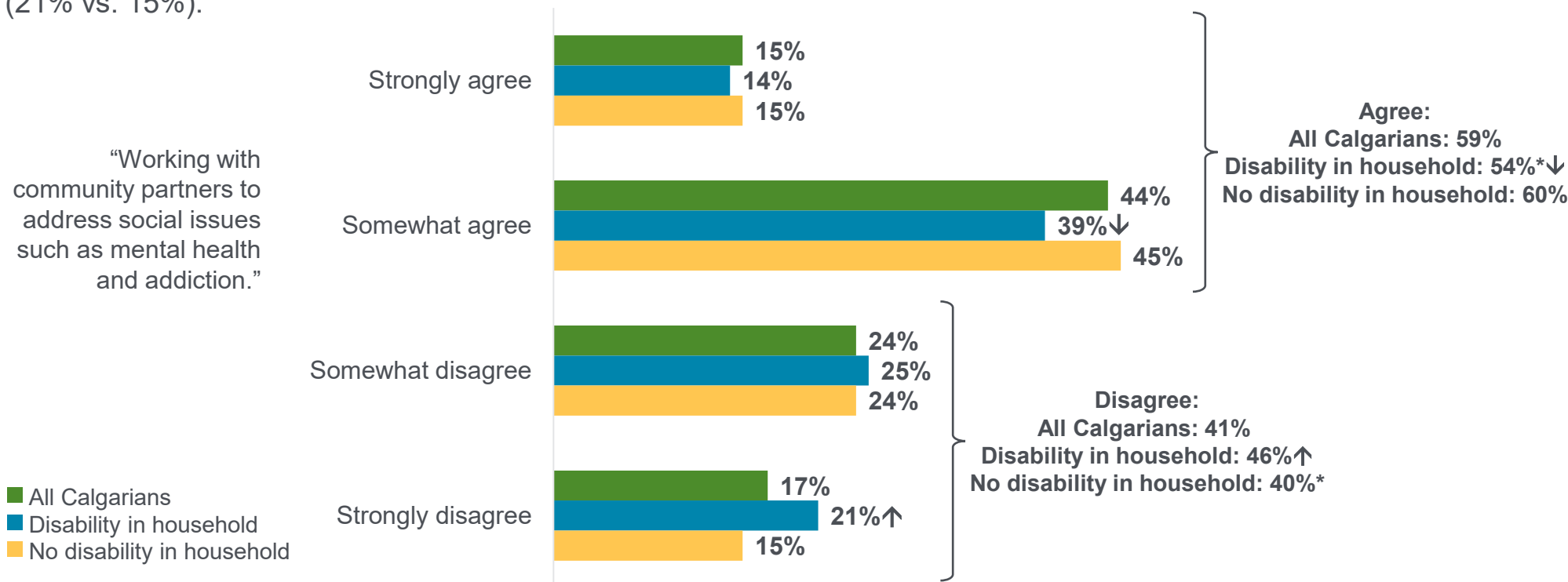
Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.  
Base: Valid respondents (All Calgarians n=2,368, Disability in household n=528, No disability in household n=1,824)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

# Working with community partners to address social issues

Three-fifths (59%) of Calgarians say that The City is doing a good job working with community partners to address social issues such as mental health and addiction. A lower proportion of Calgarians from households with someone with a disability (54%) agree that The City is doing well on this compared to those from households without (60%). A higher proportion of Calgarians from households with someone with a disability (46%) disagree that The City is doing a good job compared to those from households without (40%), driven by more who ‘strongly’ disagree (21% vs. 15%).



Q. Please tell me [to what extent] you agree or disagree that The City of Calgary is doing a good job at each of the following.  
 Base: Valid respondents (All Calgarians n=2,417, Disability in household n=533, No disability in household n=1,867)

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup

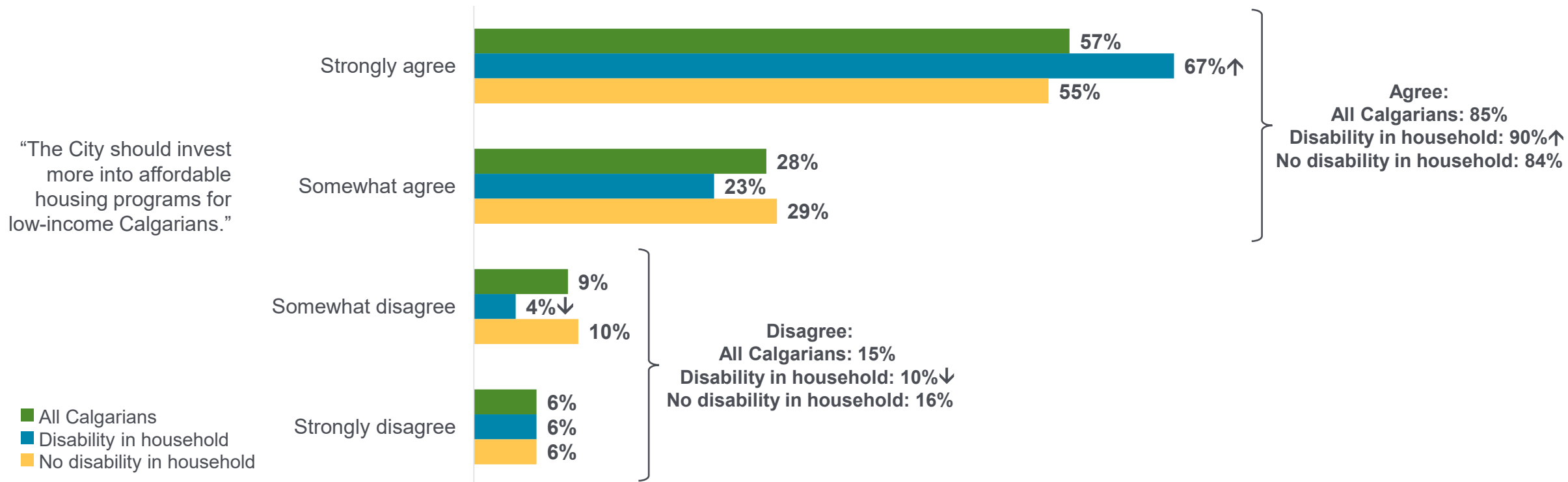


# Housing



# Affordable housing

A vast majority (85%) of Calgarians agree that The City should invest more into affordable housing programs for low-income Calgarians. A statistically higher proportion of Calgarians who have a disability or live in the same household as someone with a disability agree with this (90%) compared to those from households without someone with a disability (84%). This is largely driven by a higher proportion who ‘strongly’ agree that there should be more investment by The City (67% vs. 55%).



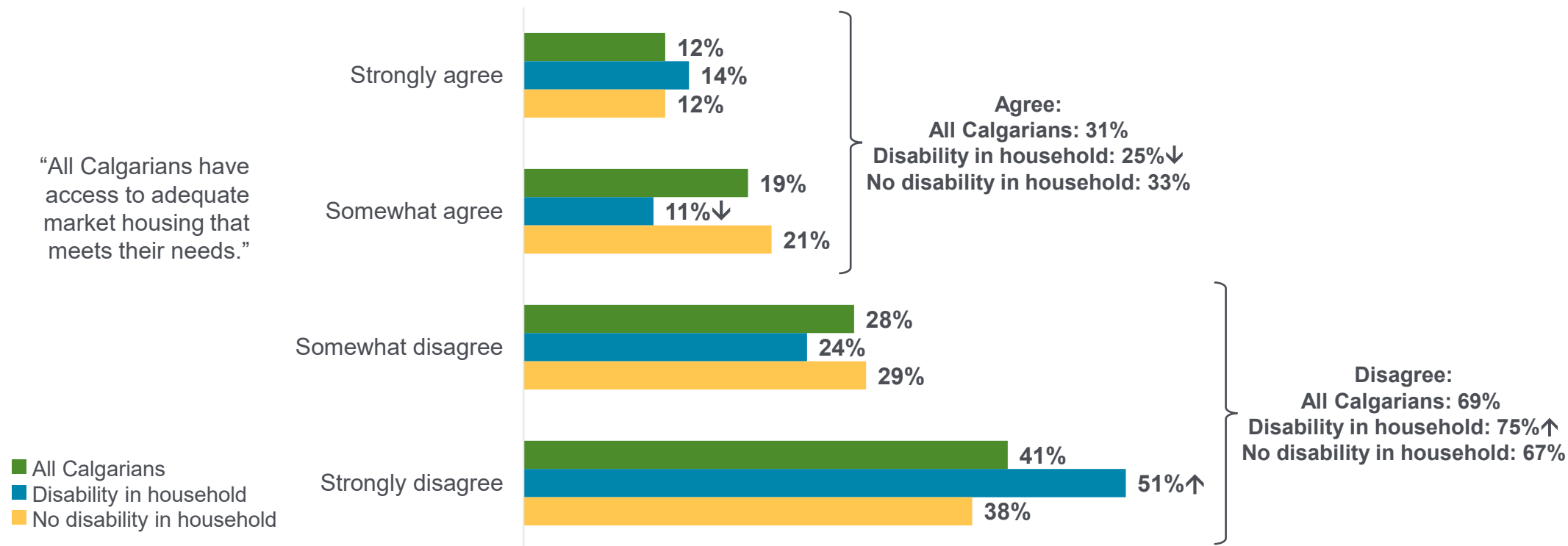
Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.  
Base: Valid respondents (All Calgarians n=1,228, Disability in household n=253, No disability in household n=964)

Question asked of split sample

↑/↓ Statistically higher/lower than comparable subgroup

# Access to adequate market housing

Three-in-ten (31%) Calgarians agree that all Calgarians have access to adequate housing that meets their needs. Statistically fewer Calgarians who have a disability or live in the same household as someone with a disability agree (25%) compared to households without someone with a disability (33%), including a lower proportion who ‘somewhat’ agree (11% vs. 21%). Disagreement with this is higher among those who have a disability or live in the same household as someone with a disability (75% vs. 67%), driven by more who ‘strongly’ disagree (51% vs. 38%).



Q. And, for each of the following statements about housing, please tell me to what extent you agree or disagree.  
 Base: Valid respondents (All Calgarians n=1,228, Disability in household n=253, No disability in household n=965)

Question asked of split sample

↑/↓ Statistically higher/lower than comparable subgroup

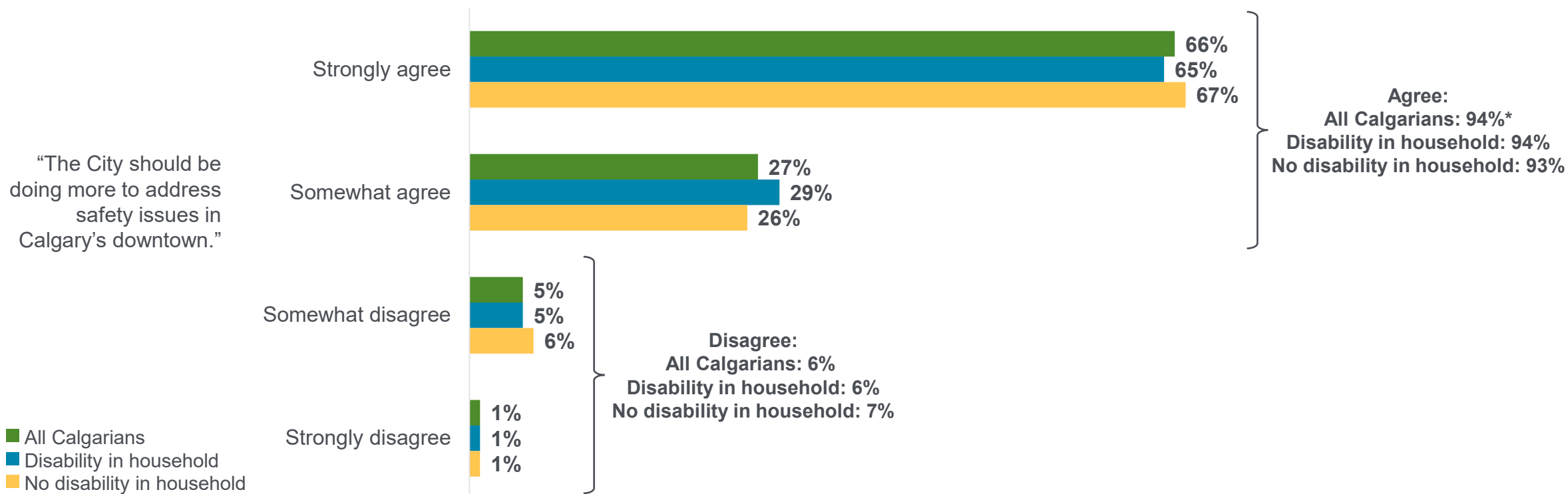




# Downtown Calgary

# Addressing downtown safety

More than nine-in-ten (94%) Calgarians agree that The City should be doing more to address safety issues in Calgary's downtown. There are no statistical differences between the subgroups (94% of those with someone with a disability in their household and 93% of those without someone with a disability in their household).



Q. The next subject we would like your opinion on today is Calgary's downtown. Please tell me the extent to which you agree or disagree with these statements.

Base: Valid respondents (All Calgarians n=1,243, Disability in household n=287, No disability in household n=948)

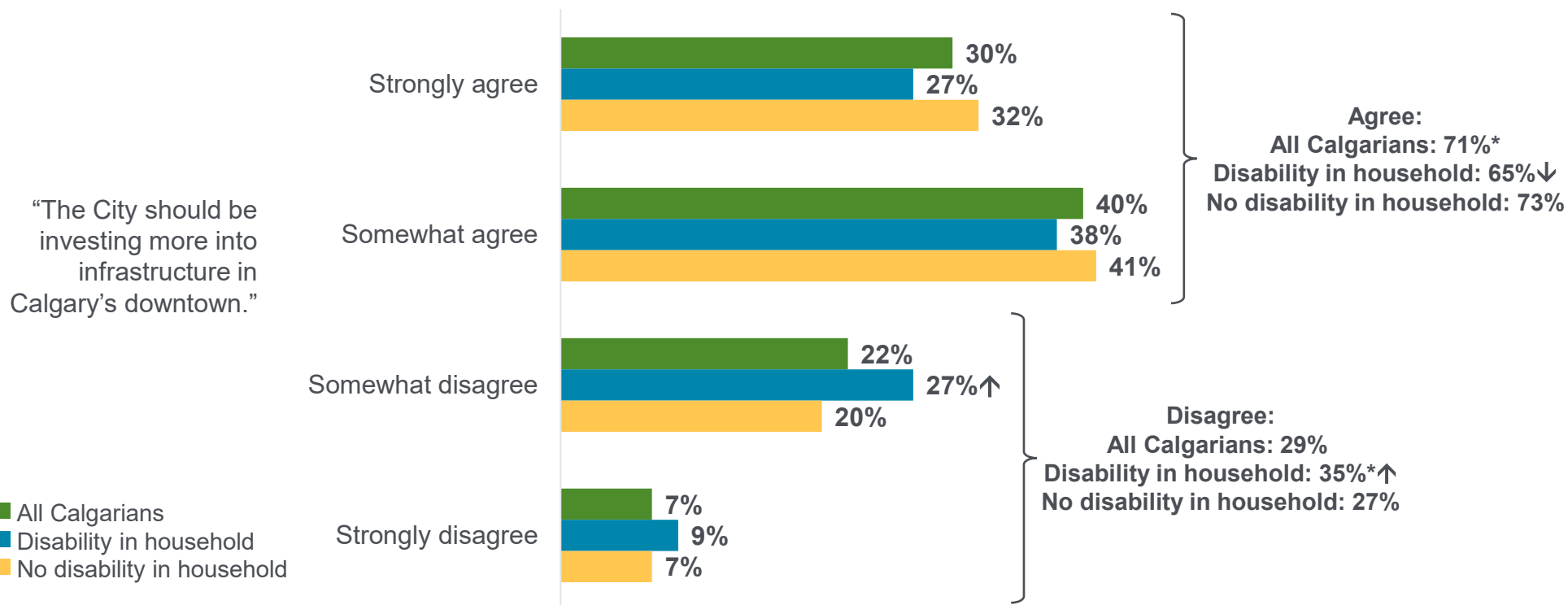
Question asked of split sample

\*Rounding



# Investing in downtown infrastructure

Seven-in-ten (71%) Calgarians think The City should be investing more into infrastructure in Calgary's downtown. A lower proportion of Calgarians who have a disability or live in the same household as someone with a disability (65%) agree compared to households without a disability (73%). Disagreement is higher among Calgarians who have a disability or live in the same household as someone with a disability (35% vs. 27% of those from households without someone with a disability), led by a higher proportion who 'somewhat' disagree (27% vs. 20%).



Q. The next subject we would like your opinion on today is Calgary's downtown. Please tell me the extent to which you agree or disagree with these statements.

Base: Valid respondents (All Calgarians n=1,238, Disability in household n=288, No disability in household n=942)

Question asked of split sample

\*Rounding

↑/↓ Statistically higher/lower than comparable subgroup



# Respondent profile

# Respondent profile (1 of 4)

Gender			
	All Calgarians	Disability in household	No disability in household
Woman (accept female)	50%	59%	48%
Man (accept male)	49%	39%	52%
Non-binary person	<1%	2%	<1%
Prefer to self-describe	<1%	1%	0%
Refused/prefer not to say	<1%	0%	<1%

Age			
	All Calgarians	Disability in household	No disability in household
18 to 24	9%	12%	8%
25 to 34	21%	15%	23%
35 to 44	17%	13%	18%
45 to 54	19%	24%	18%
55 to 64	13%	13%	13%
65 or older	21%	23%	21%
MEAN	47.6	49.1	47.2

Income			
	All Calgarians	Disability in household	No disability in household
Less than \$60,000	21%	30%	18%
\$60,000 to <\$120,000	35%	34%	36%
\$120,000 to <\$200,000	25%	21%	27%
\$200,000 and over	19%	16%	20%

Education			
	All Calgarians	Disability in household	No disability in household
Less than high school	2%	3%	1%
High school or equivalent	16%	23%	14%
Apprenticeship or trades diploma/ certificate	7%	8%	6%
College or non-university diploma/ certificate	20%	24%	19%
University degree/ diploma/certificate	56%	43%	59%

Base: Valid respondents (bases vary)

# Respondent profile (2 of 4)

## Employment status<sup>^</sup>

	All Calgarians	Disability in household	No disability in household
Full time employed or self employed	55%	41%	59%
Part time employed or self-employed	12%	13%	12%
Retired	21%	24%	20%
Looking after home /family	2%	3%	2%
Unable to work due to sickness or disability	3%	10%	1%
Unemployed	5%	7%	4%
Unpaid/voluntary work	2%	4%	1%
Student	5%	5%	5%
Other	1%	1%	1%

## Disability in household<sup>^</sup>

	All Calgarians	Disability in household	No disability in household
Yes – myself	12%	57%	0%
Yes – someone in my household	11%	54%	0%
No	79%	0%	100%

Base: Valid respondents (bases vary)

## Business owner/operator

	All Calgarians	Disability in household	No disability in household
Own and operate a business	18%	19%	18%
Own a business	3%	2%	3%
Operate a business	3%	3%	3%
No	76%	76%	76%

## Household size

	All Calgarians	Disability in household	No disability in household
1	16%	17%	15%
2	33%	32%	33%
3	18%	18%	18%
4	21%	21%	20%
5 or more	13%	12%	13%
MEAN	2.9	2.9	2.9

## Children + seniors in household

	All Calgarians	Disability in household	No disability in household
Yes – children	32%	28%	33%
Yes – seniors	32%	37%	30%

<sup>^</sup>Multiple responses allowed



# Respondent profile (3 of 4)

Quadrant			
	All Calgarians	Disability in household	No disability in household
Southwest	30%	24%	32%
Southeast	22%	24%	22%
Northwest	28%	27%	28%
Northeast	20%	24%	19%

Own or rent			
	All Calgarians	Disability in household	No disability in household
Own	72%	73%	72%
Rent	25%	23%	26%
Other	2%	4%	2%

Responsible for property taxes or rent			
	All Calgarians	Disability in household	No disability in household
Yes	87%	83%	88%
No	13%	17%	12%

Tenure in Calgary			
	All Calgarians	Disability in household	No disability in household
Less than 5 years	12%	3%	14%
5 to <10 years	5%	5%	6%
10 to <15 years	9%	7%	9%
15 to <20 years	11%	13%	10%
20 to <30 years	21%	22%	21%
30 to <40 years	15%	15%	15%
40 or more	28%	34%	27%
MEAN	27.8	31.7	26.7

2SLGBTQIA+			
	All Calgarians	Disability in household	No disability in household
Yes	7%	14%	5%
No	93%	86%	95%

Base: Valid respondents (bases vary)

# Respondent profile (4 of 4)

## Indigenous identity^

	All Calgarians	Disability in household	No disability in household
Yes – First Nations	1%	1%	1%
Yes – Metis	2%	2%	2%
Yes – Inuit	<1%	<1%	<1%
Yes – Prefer to self-describe	<1%	1%	<1%
Other	<1%	1%	<1%
No	96%	95%	96%

## Born in Canada

	All Calgarians	Disability in household	No disability in household
Yes	67%	80%	63%
No	33%	20%	37%

## Date of arrival in Canada

	All Calgarians	Disability in household	No disability in household
Within the past 5 years	28%	9%	31%
More than 5 years ago	72%	91%	69%

## Racialized

	All Calgarians	Disability in household	No disability in household
Yes	25%	21%	26%
No	74%	77%	73%
Prefer to self-describe	1%	2%	1%

## Ethnicity^

	All Calgarians	Disability in household	No disability in household
Canadian/French Canadian	2%	6%	2%
American	4%	6%	3%
British	8%	12%	7%
Western European	6%	9%	6%
Southern/Eastern European	10%	9%	10%
South Asian	18%	17%	18%
East or Southeast Asian	21%	14%	22%
West Asian or Middle Eastern	5%	6%	5%
African	10%	5%	11%
Central/South American or Caribbean	9%	10%	9%
Other	5%	9%	4%
Not stated	5%	1%	6%

Base: Valid respondents (bases vary)

^Multiple responses allowed



# Contact

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