



Calgary



# Equity-Deserving Communities Calgarians Born Outside Canada

Analysis of 2022 Fall Survey of Calgarians Data  
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# Background and Methodology

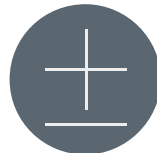


**Telephone survey conducted** with a randomly-selected sample of 2,501 Calgarians aged 18 years and older between August 15th and September 2nd, 2022.

- Both cell phone (60%) and landline (40%) sample were used.
- The average interview length was 32 minutes.



Final data were weighted to ensure the overall sample's quadrant, ward, and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2019 Municipal and 2021 Federal Census data.



The margin of error (MOE) for the total sample of 2,501 is  $\pm 2.0$  percentage points, 19 times out of 20. The margin of error for the Born Outside Canada sub-group of 658 is  $\pm 3.8$  percentage points, 19 times out of 20, and the margin of error for the Born in Canada sub-group of 1,834 is  $\pm 2.3$  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.



Not all questions asked within the Fall Survey of Calgarians are represented within this report. Results are compared between Calgarians born outside Canada and Calgarians born in Canada. Statistically significant differences are noted throughout the report:

- $\uparrow$  indicates number is significantly higher than the other group.
- $\downarrow$  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.

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 would like to better understand the perspective of equity-deserving communities through the lens of the annual Spring and Fall Surveys of Calgarians. The data in this report are from the most recent (2022) Fall Survey of Calgarians, focusing on demographics of interest, specifically those that differentiate equity-deserving communities. Both seasonal surveys are conducted in English to manage time and cost restraints. The City acknowledges the ability to speak English may be a barrier for potential participants. Inclusion in all EDC groups is based on self-reported demographic data captured within the general population survey.

This is one report in an overall set of eight reports on Equity-Deserving Communities. Each report focuses on a different EDC. The EDCs, and the demographic variables used to categorize EDCs, are as follows, with the EDC category noted in bold text:

## Gender:

- Male
- **Female**

Note: self-reported (i.e., not inferred by the interviewer); the number of respondents who identified with another category is too small to report separately

## Age:

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

Note: self reported.

## 2SLGBTQIA+:

- **2SLGBTQIA+**
- Non-2SLGBTQIA+

Note: self-reported as a member of the 2SLGBTQIA+ community.

## Household Income:

- **< \$60,000**
- \$60,000+

Note: self-reported pre-tax annual household income

## Disability:

- **Yes**
- No

Note: self-reported. "Yes" includes respondents with a disability as well as respondents who have a family member with a disability; respondents were not asked to identify the specific disability/disabilities

## Racialized People:

- **Yes**
- No

Note: self-reported racialized status.

## Born in Canada:

- Born in Canada
- **Born outside Canada**

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

## Indigenous:

- **Indigenous**
- Non-Indigenous

Note: self-reported. Includes First Nations, Métis, Inuit, or an Indigenous self-description.





## Key Findings



## Key Findings: Born Outside Canada

**Overall, Calgarians who were born outside Canada have a more positive view on the quality of life in Calgary today and the direction the city is heading.**

- Calgarians born outside Canada are more likely than Calgarians born in Canada to rate the overall quality of life in The City of Calgary today as 'good' (84% vs. 79%).
- Calgarians born outside Canada are also more likely than Calgarians born in Canada to report Calgary is on the right track to be a better city 10 years from now (85% vs. 73%).

**Calgarians born outside Canada have a more positive perception of inclusivity in Calgary when compared to Calgarians born in Canada.**

- Calgarians born outside Canada are more likely than Calgarians born in Canada to agree The City fosters a city that is inclusive and accepting of all (80% vs. 67%) and are also less likely to disagree (4% vs. 11%).
- Similarly, Calgarians born outside Canada are also more likely than Calgarians born in Canada to agree The City delivers programs and services that remove barriers to participation for Calgarians who need it the most (63% vs. 48%).

**Calgarians born outside Canada also have a more positive perception of citizen input opportunities than their counterparts.**

- When compared to Calgarians born in Canada, Calgarians born outside Canada are more likely to agree The City allows citizens to have meaningful input into decision-making (69% vs. 55%).
- Calgarians born outside Canada are also more likely than those born in Canada to agree The City is working to improve how it includes citizen input into important decisions (78% vs. 62%) or that The City uses input from Calgarians in decision-making about projects and services (70% vs. 59%).

**In comparison with Calgarians who were born in Canada, Calgarians who were born outside Canada are more likely to trust The City.**

- Calgarians born outside Canada are more likely than Calgarians born in Canada to indicate they trust The City (54% vs. 47%) and are also less likely to distrust The City (10% vs. 25%).

## Key Findings: Born Outside Canada

**Compared to Calgarians who were born in Canada, Calgarians who were born outside of Canada are more likely to view the performance of City Administration and City Council positively.**

- Calgarians who were born outside Canada are more likely than those born in Canada to be satisfied with The City, including Council and Administration as a whole (79% vs. 67%).
- Calgarians born outside Canada are also more likely than Calgarians born in Canada to be satisfied with Council (75% vs. 57%) and with Administration (84% vs. 75%) individually.

**Calgarians who were born outside Canada view The City's environmental action in a more positive light than Calgarians born in the country.**

- In comparison with those born in Canada, Calgarians who were born outside Canada are more likely to agree we need to act now to address climate change (74% vs. 60%).
- Calgarians born outside Canada are also more likely than Calgarians born in Canada to be satisfied with The City's performance to protect the environment (83% vs. 76%) and more likely to agree The City has programs and services aimed at helping Calgarians reduce their environmental impact (61% vs. 48%).

**Calgarians who were born outside Canada are more likely to agree The City is doing a good job on each of the Council focus areas reported on.**

- Calgarians born outside Canada are more likely to agree The City is doing a good job working to build meaningful relationships with Indigenous partners when compared to Calgarians born in Canada (86% vs. 80%) and are significantly less likely to disagree (14% vs. 20%).
- In comparison with Calgarians born in Canada, Calgarians born outside Canada are more likely to agree The City is doing a good job working with local Indigenous communities when discussing downtown revitalization (77% vs. 68%).
- Calgarians born outside of Canada are also more likely to agree The City is doing a good job working with other levels of government to address social issues such as mental health (74% vs. 59%) and that The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (92% vs. 88%).

## Key Findings: Born Outside Canada

**In general, Canadians who were born outside of Canada are more likely to be satisfied with City programs and services than those born in Canada.**

- Calgarians born outside Canada are much more likely than Calgarians born in Canada to be satisfied with the overall level and quality of services and programs provided by The City (74% vs. 64%).
- The only service with lower satisfaction ratings among Calgarians born outside Canada than those born in Canada is the quality of drinking water (90% vs. 94%).
- Conversely, Calgarians who were born outside Canada are more likely than Calgarians born in Canada to be satisfied with almost all services surveyed, including residential Green Cart (95% vs. 90%), development and building inspections and permits (89% vs. 81%), Calgary Police Service (89% vs. 80%), 911 (88% vs. 80%), and the City of Calgary website (87% vs. 80%).
- Calgarians born outside Canada are also more likely to be satisfied with a large number of the services with the lowest satisfaction ratings among all Calgarians, including transportation planning (84% vs. 78%), traffic flow management (82% vs. 72%), city land use planning (79% vs. 72%), Calgary Transit (78% vs. 70%), city growth management (79% vs. 69%), downtown revitalization (74% vs. 65%), on-street bikeways (74% vs. 63%), and affordable housing (62% vs. 51%).

**Overall, Calgarians who were born outside Canada want a higher level of investment in City programs and services than those born in the country.**

- In comparison with Calgarians born in Canada, those born outside Canada are more likely to want The City to 'invest more' in almost all services, including Calgary Transit (72% vs. 56%), snow removal (67% vs. 50%), and road maintenance (61% vs. 52%), among many others.
- Calgarians born outside Canada are much less likely than Calgarians born in Canada to indicate The City should 'invest less' in a large number of services, including on-street bikeways (29% vs. 37%), and downtown revitalization (11% vs. 16%), among others.
- City operated recreation facilities are the lone service Calgarians born outside Canada are more likely than those born in the country to report The City should invest less in (9% vs. 5%).





## Detailed Findings



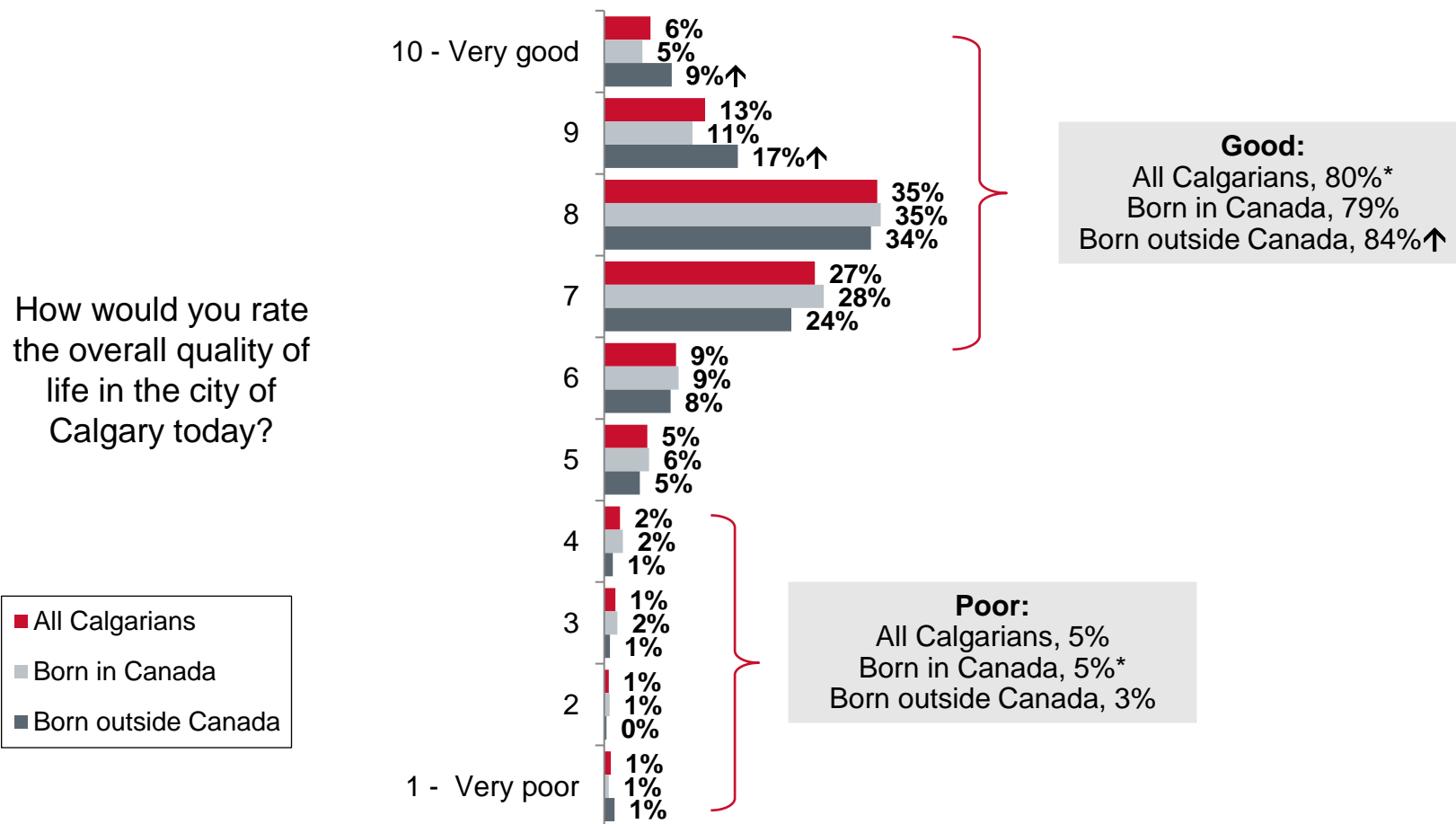


## Quality of Life



# Overall Quality of Life: Born Outside Canada

Calgarians born outside Canada are more likely than Calgarians born in Canada to rate the overall quality of life in The City of Calgary today as 'good' (84% vs. 79%).



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

Base: Valid respondents (All Calgarians, n=2,499; Born in Canada, n=1,834; Born outside Canada, n=658)

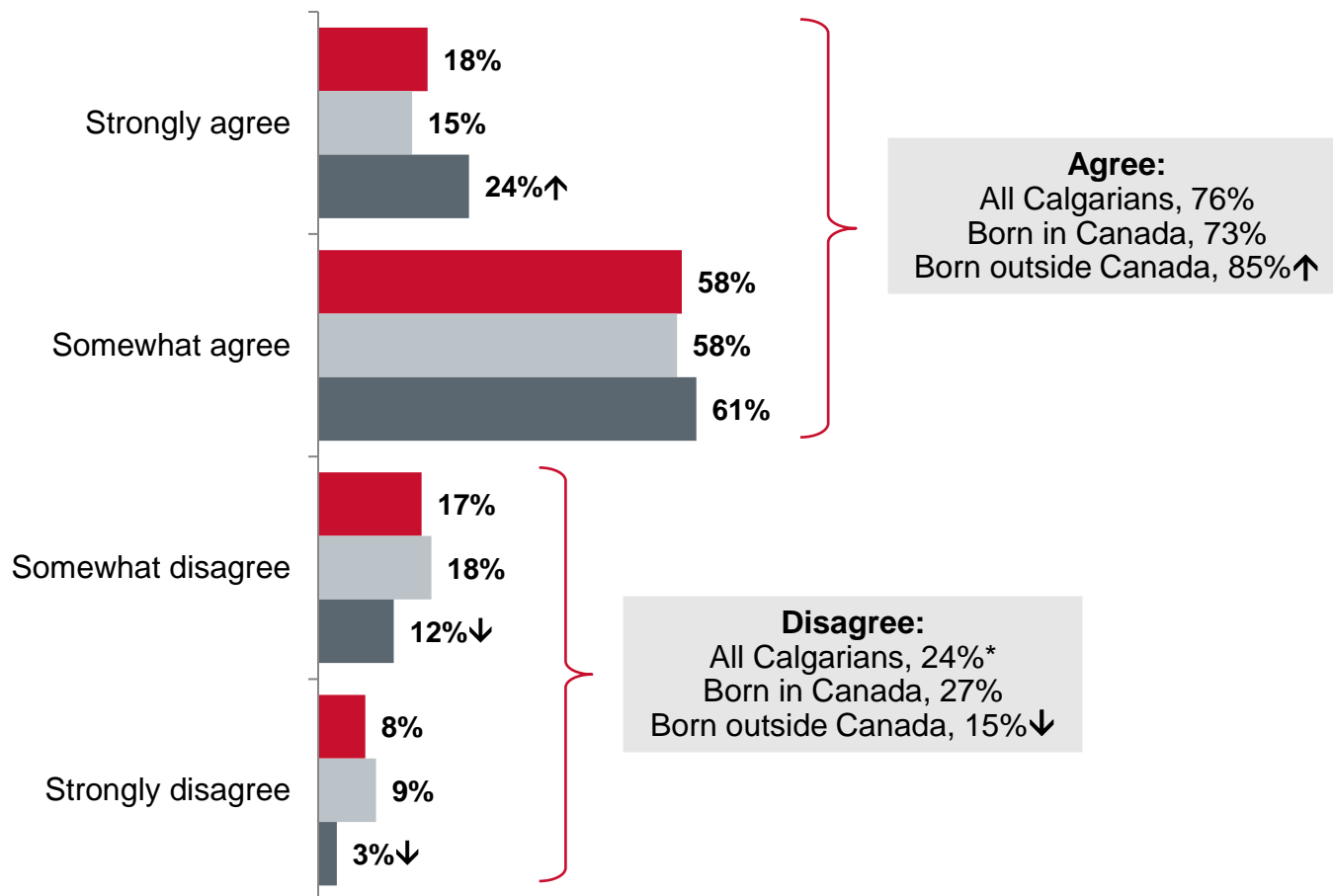
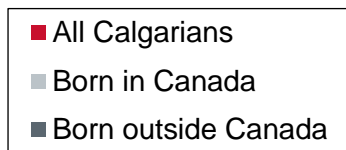
\*Rounding



# Calgary – Right Track to Being a Better City: Born Outside Canada

Calgarians born outside Canada are more likely than Calgarians born in Canada to report Calgary is on the right track to be a better city 10 years from now (85% vs. 73%) and are significantly less likely to report they disagree (15% vs. 27%).

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



There are a wide array of challenges facing the city of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.  
 Base: Valid respondents (All Calgarians, n=2,488; Born in Canada, n=1,826; Born outside Canada, n=656)

\*Rounding



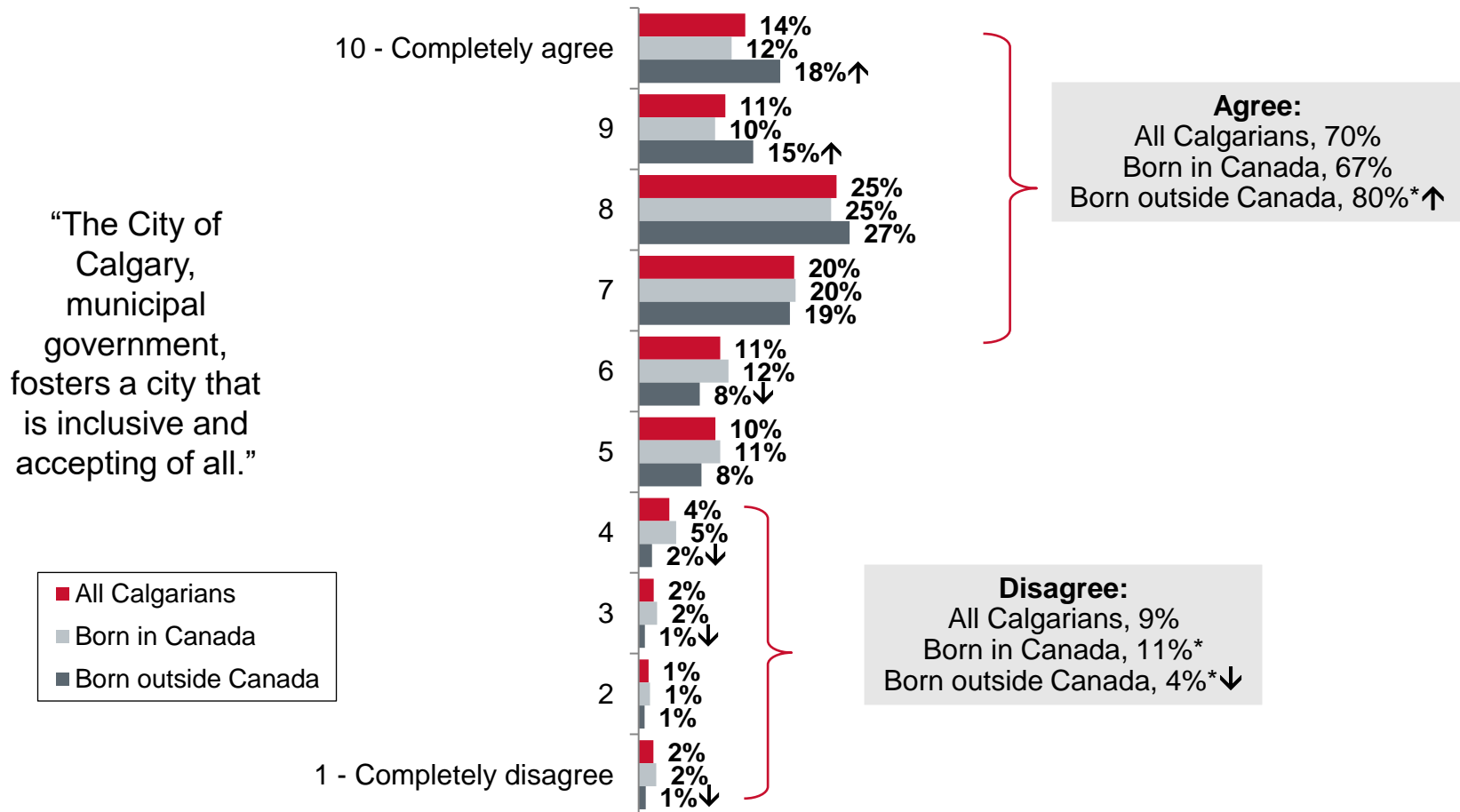
## Inclusivity





# Perceptions of Inclusion: Born Outside Canada

When compared to Calgarians born in Canada, Calgarians born outside Canada are more likely to agree The City fosters a city that is inclusive and accepting of all (80% vs. 67%) and less likely to disagree (4% vs. 11%).



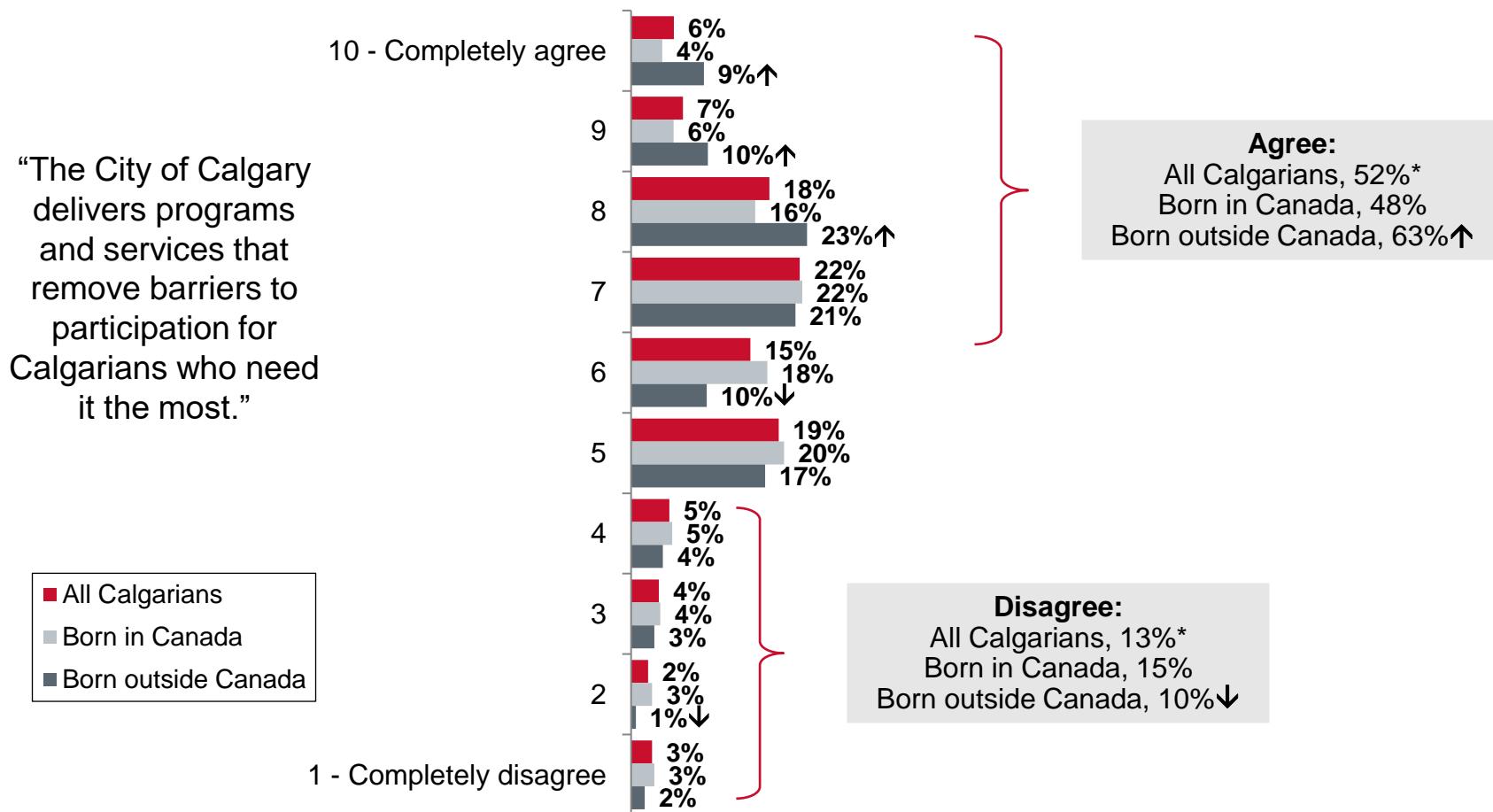
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,477; Born in Canada, n=1,823; Born outside Canada, n=648)

\*Rounding

# Perceptions of Removing Barriers: Born Outside Canada

Calgarians born outside Canada are more likely to agree The City delivers programs and services that remove barriers to participation for Calgarians who need it most, when compared to Calgarians born in Canada (63% vs. 48%).



Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from "1" to "10", where "1" is "completely disagree" and "10" is "completely agree".

Base: Valid respondents (All Calgarians, n=2,417; Born in Canada, n=1,775; Born outside Canada, n=636)

\*Rounding

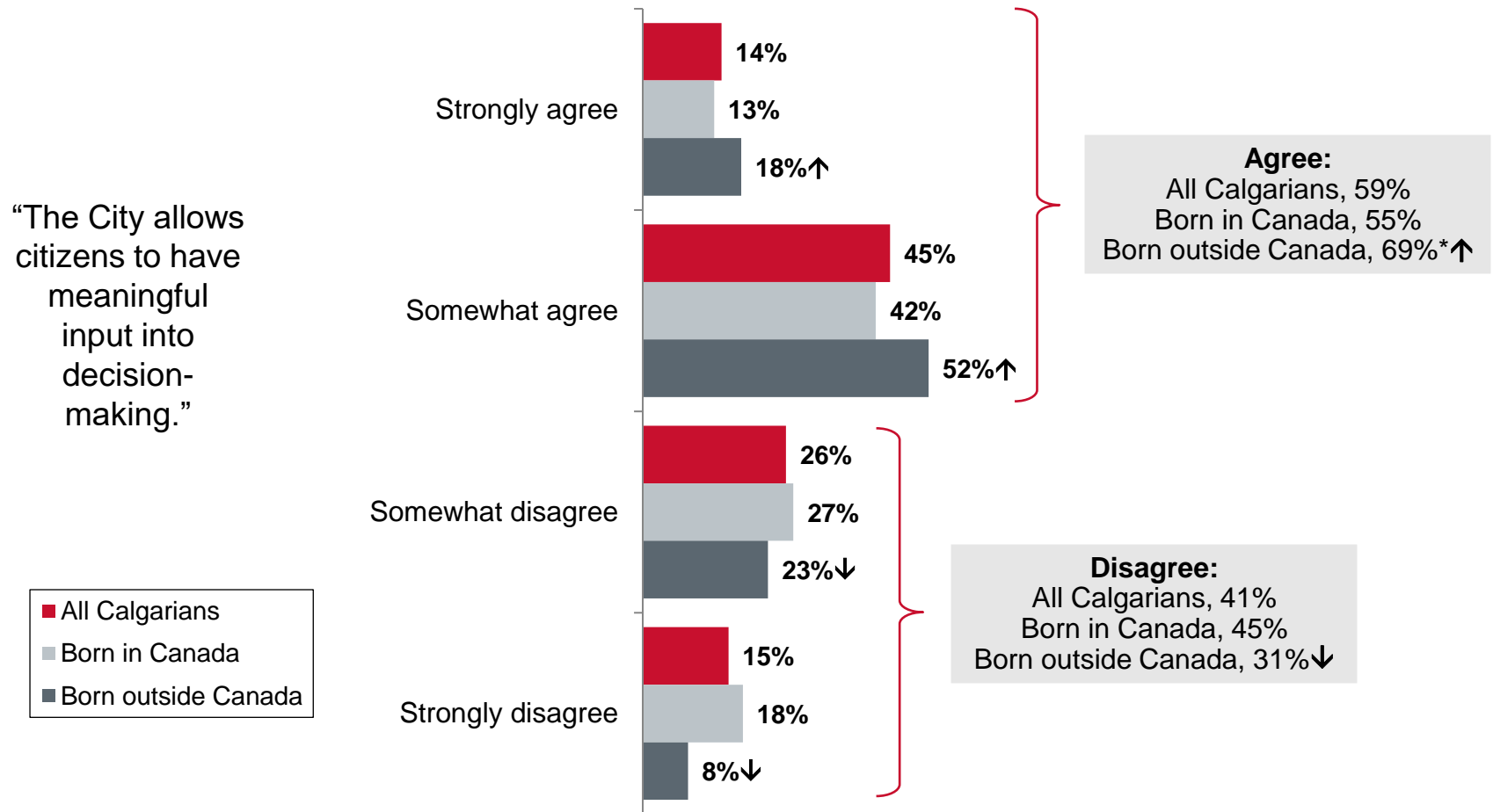


## Citizen Input



# Perceptions of Citizen Input – Opportunities: Born Outside Canada

Calgarians born outside Canada are significantly more likely than Calgarians born in Canada to agree The City allows citizens to have meaningful input into decision-making (69% vs. 55%).



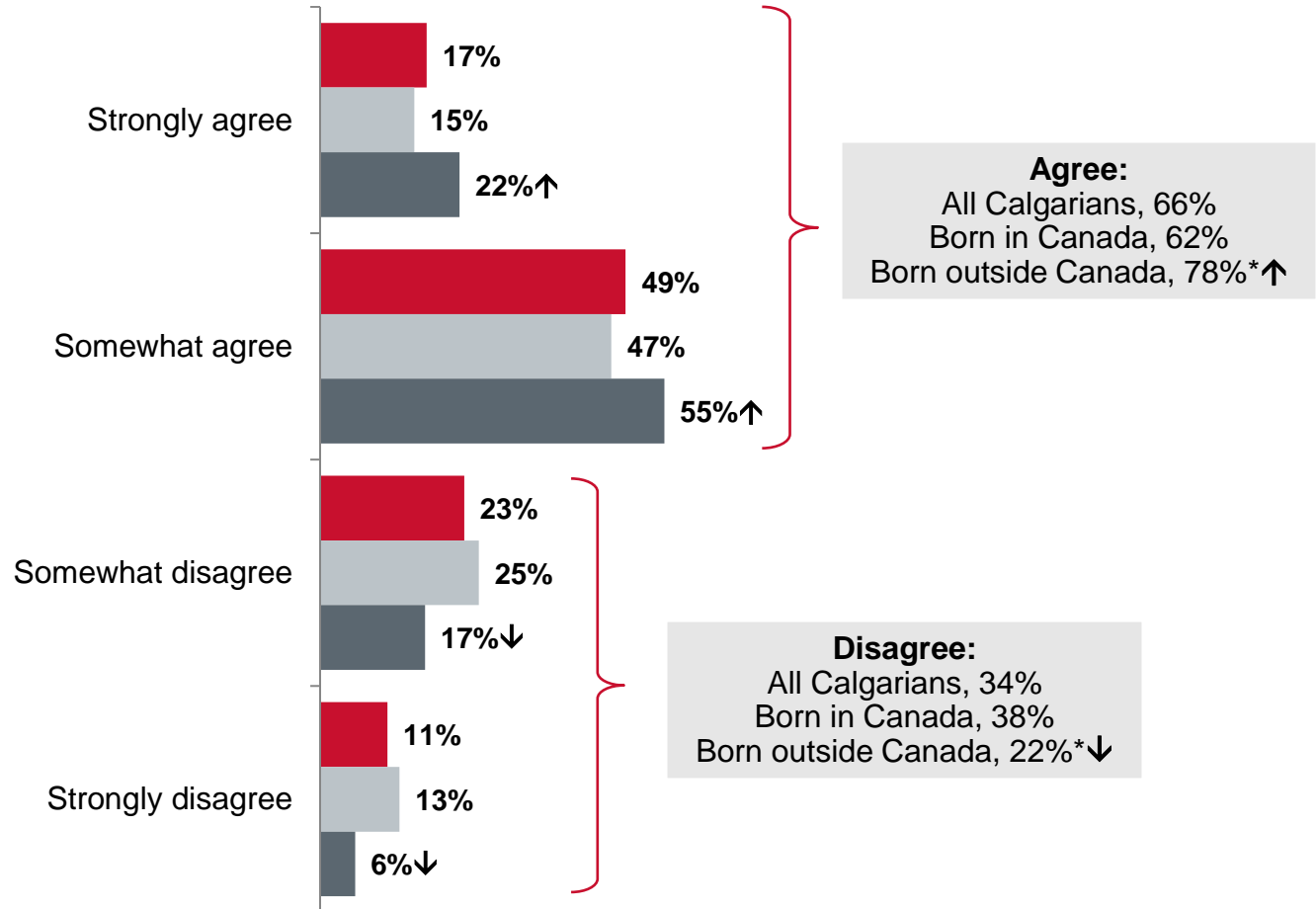
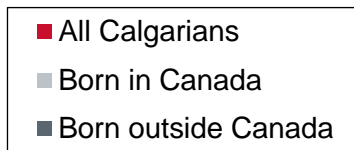
Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.  
Base: Valid respondents (All Calgarians, n=2,466; Born in Canada, n=1,814; Born outside Canada, n=646)

\*Rounding

# Perceptions of Citizen Input – Improvement: Born Outside Canada

Calgarians born outside Canada are more likely to be confident The City is working to improve how it includes citizen input into important decisions, when compared to Calgarians born in Canada (78% vs. 62%).

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



Please tell me whether you agree or disagree with each of the following statements? The first one is ... Is that strongly or somewhat? How about ...?

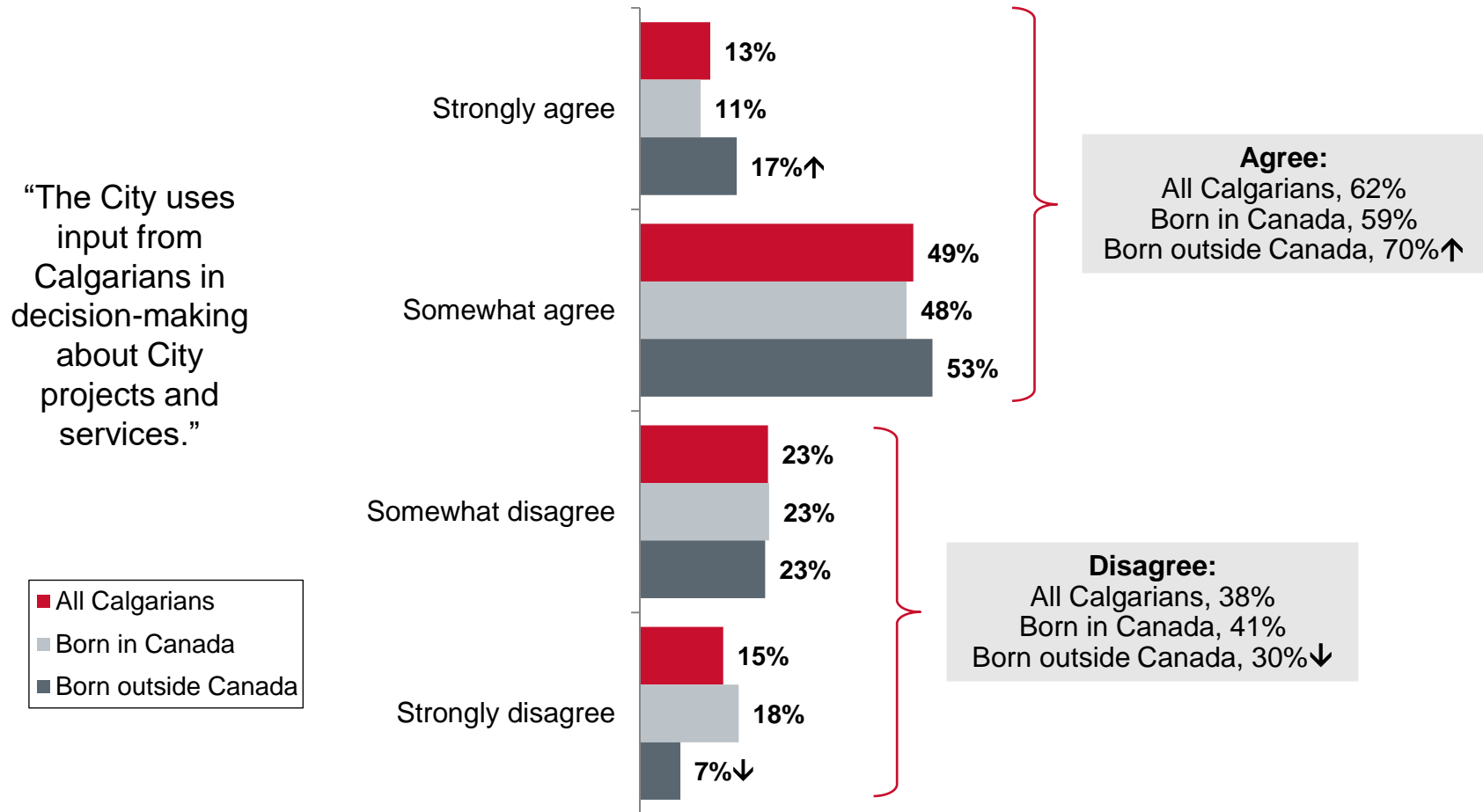
Base: Valid respondents (All Calgarians, n=2,487; Born in Canada, n=1,826; Born outside Canada, n=655)

\*Rounding



# Perceptions of Use of Citizen Input: Born Outside Canada

Calgarians born outside Canada are significantly more likely than Calgarians born in Canada to agree The City uses input from Calgarians in decision-making about City projects and services (70% vs. 59%).



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.  
 Base: Valid respondents (All Calgarians, n=2,454; Born in Canada, n=1,808; Born outside Canada, n=640)



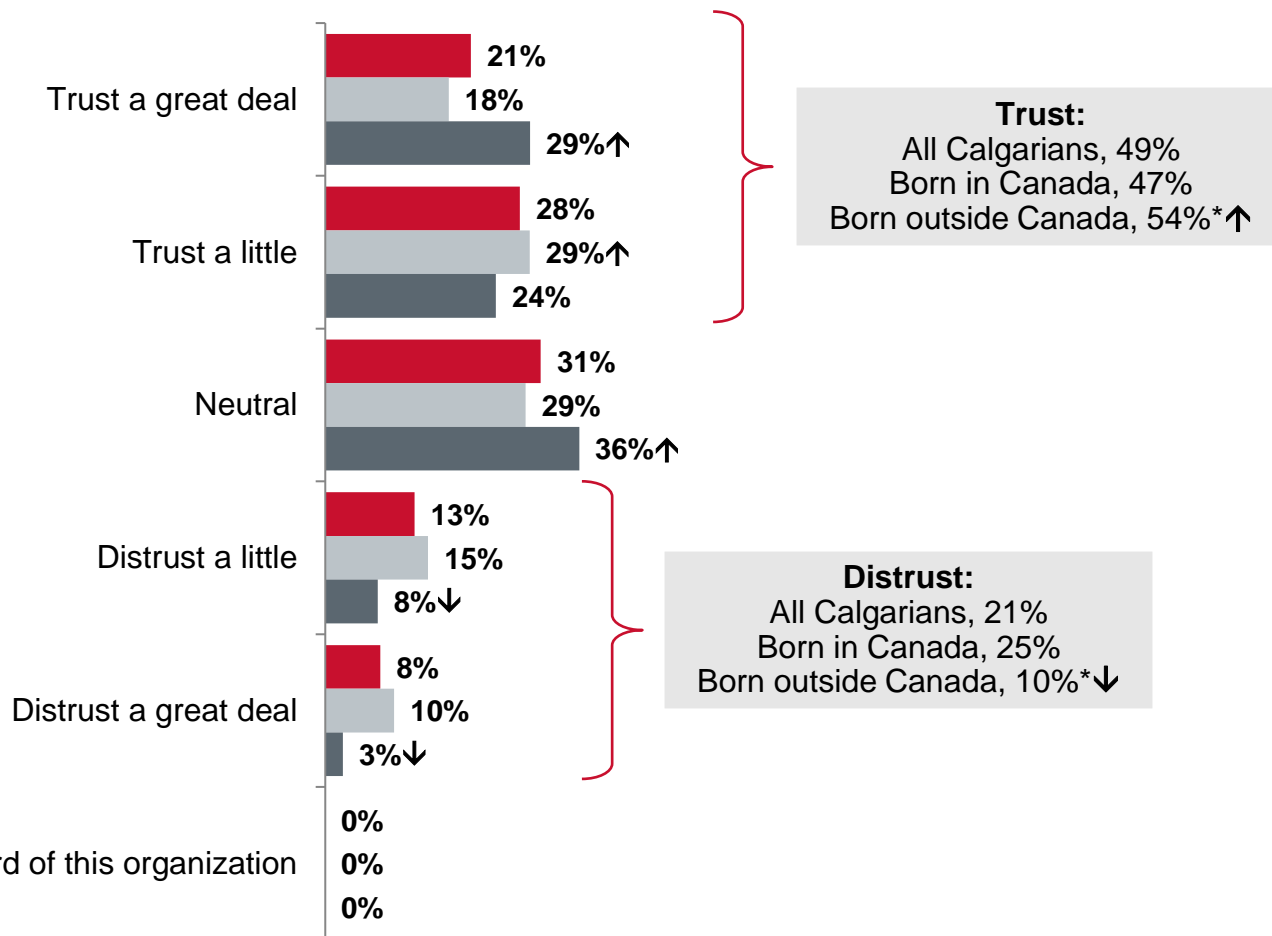
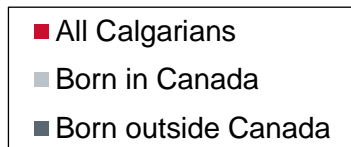
## City Reputation and Performance



# Trust in The City: Born Outside Canada

Calgarians born outside Canada trust the City of Calgary at a higher rate than Calgarians born outside Canada (54% vs. 47%).

How much do you  
trust or distrust  
The City of  
Calgary?



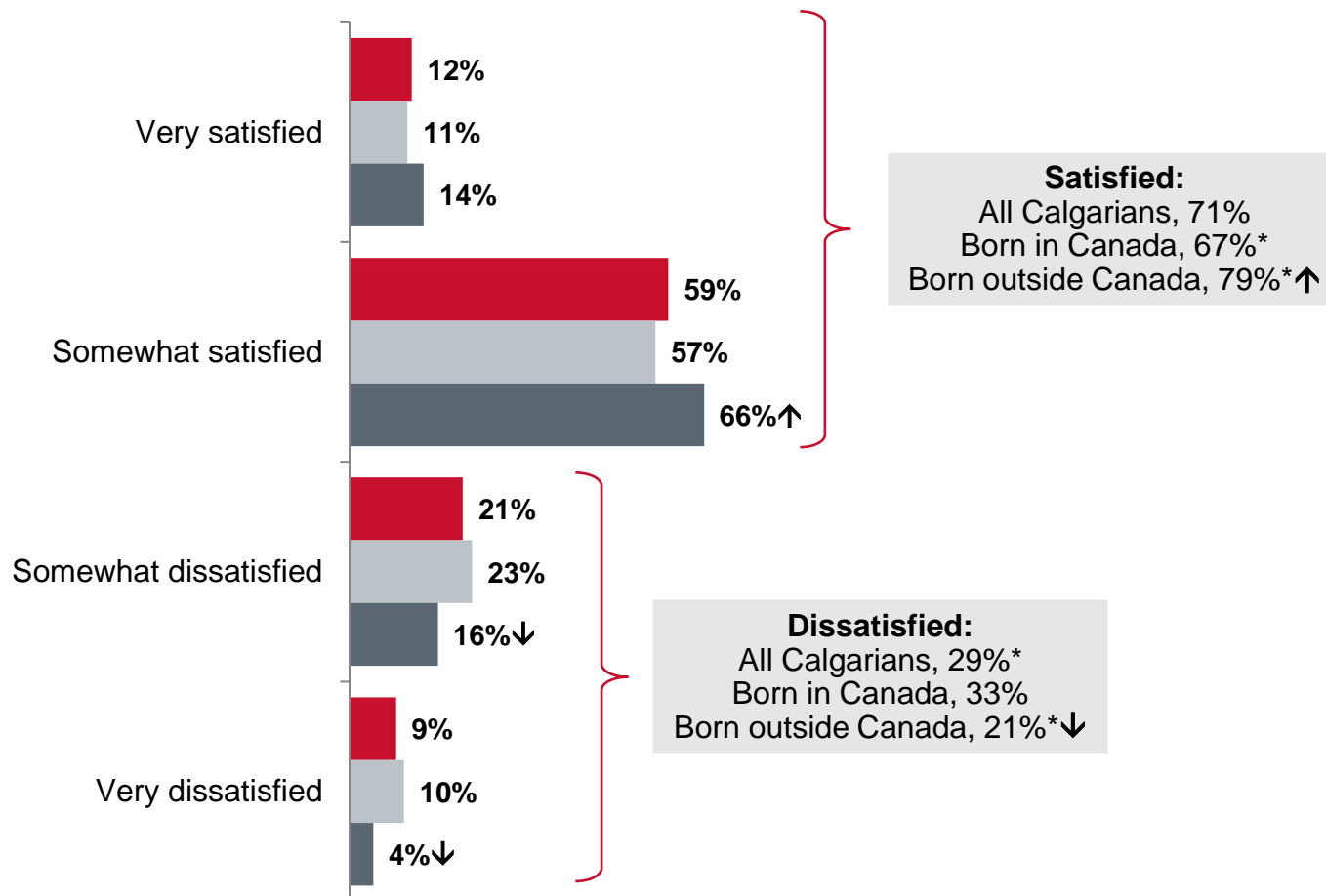
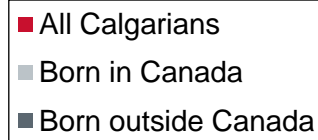
Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?  
Base: Valid respondents (All Calgarians, n=2,494; Born in Canada, n=1,832; Born outside Canada, n=655)

\*Rounding

# Perceptions About City Performance: Born Outside Canada

In comparison with Calgarians born in Canada, Calgarians born outside Canada are more likely to be satisfied with The City, including Council and Administration as a whole (79% vs. 67%).

Satisfaction with  
The City of  
Calgary,  
including  
Council and City  
Administration  
as a whole.



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

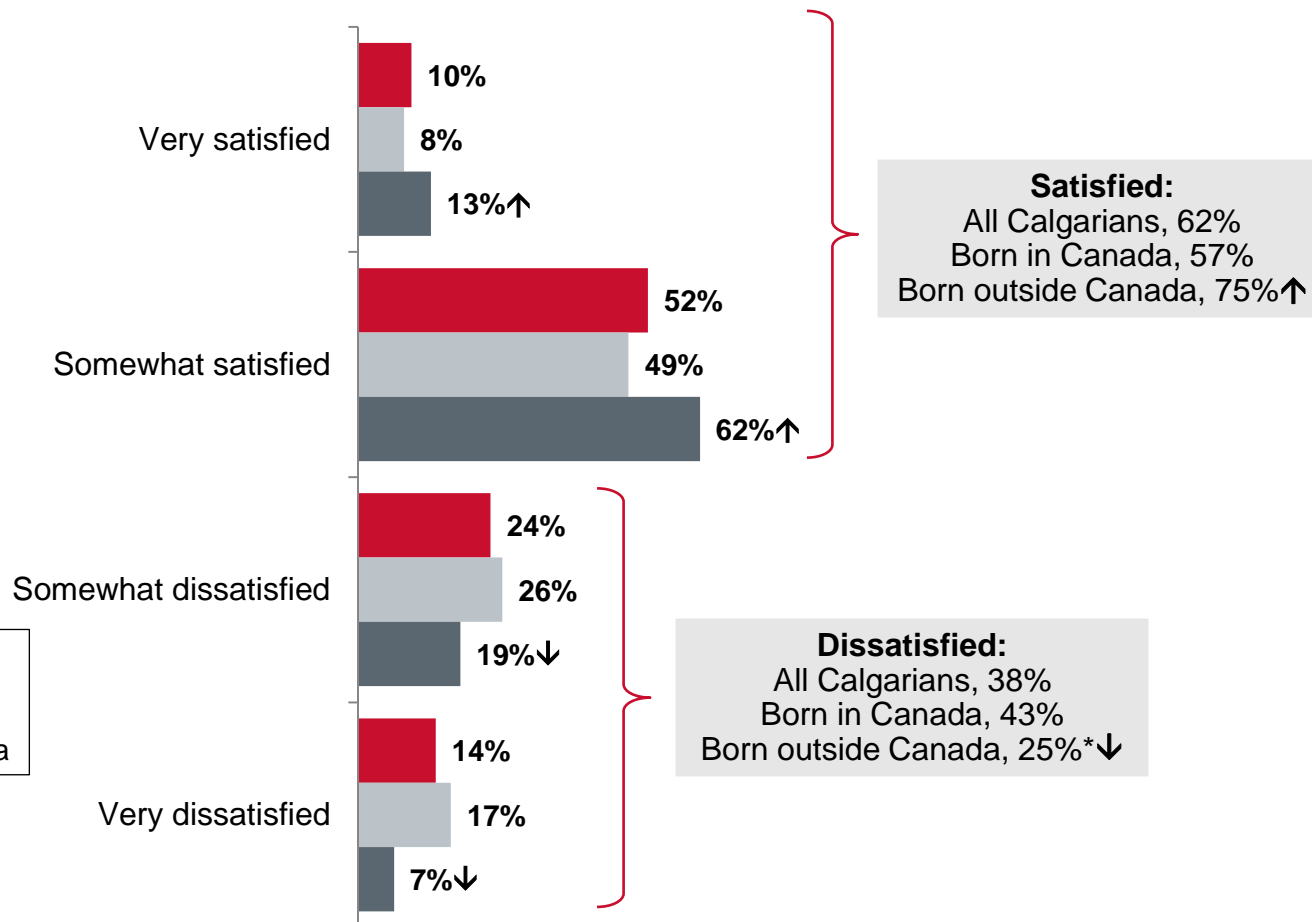
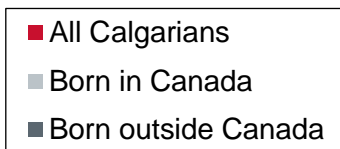
Base: Valid respondents (All Calgarians, n=2,497; Born in Canada, n=1,833; Born outside Canada, n=658)

\*Rounding

# Perceptions About City Performance: Born Outside Canada (cont.)

Calgarians born outside Canada are much more likely than Calgarians born in Canada to be satisfied with Council (75% vs. 57%). They are also less likely to be dissatisfied (25% vs. 43%).

Satisfaction with  
Calgary's City  
Council,  
excluding City  
Administration.



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?

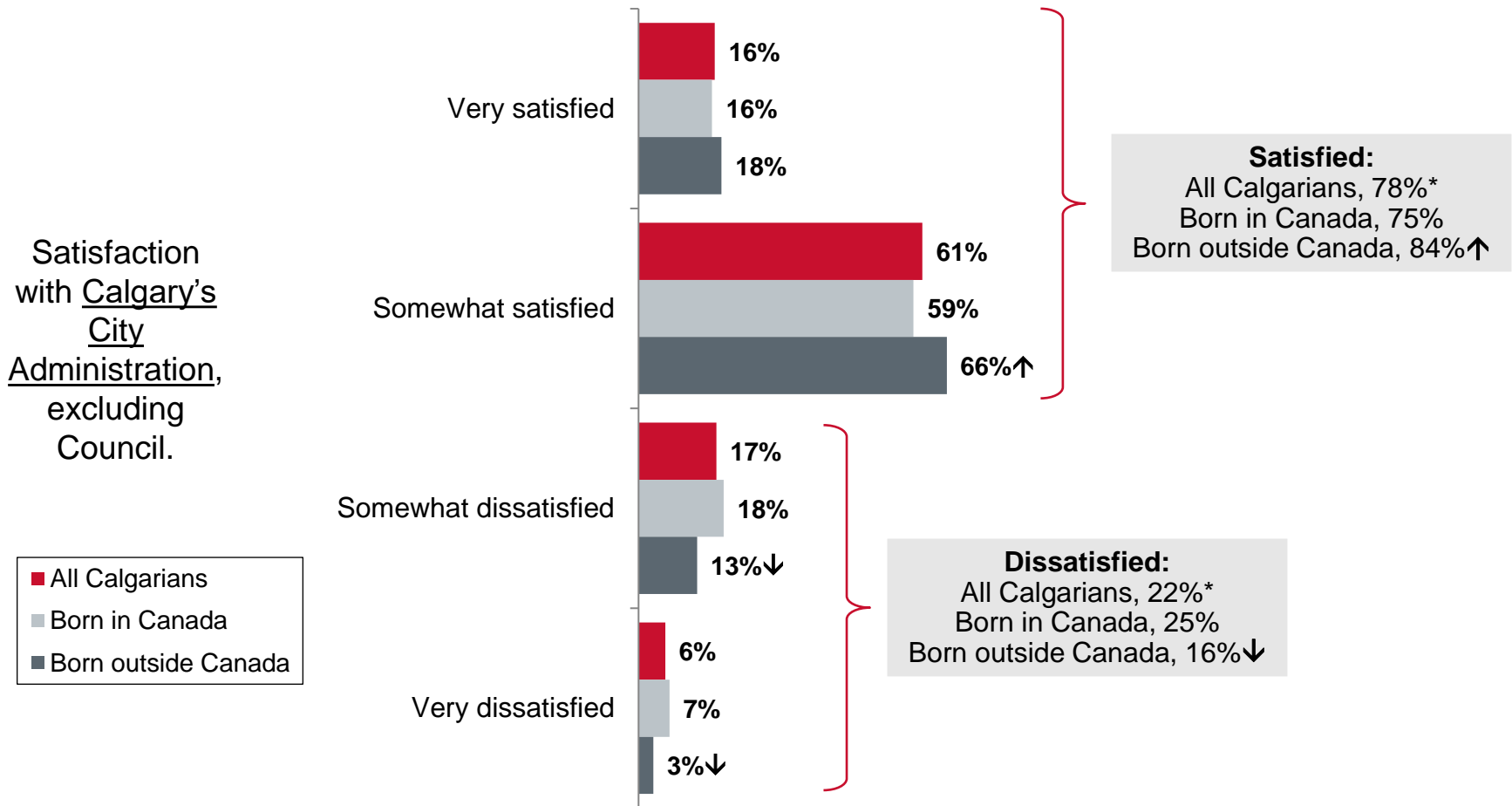
Base: Valid respondents (All Calgarians, n=2,478; Born in Canada, n=1,825; Born outside Canada, n=648)

\*Rounding



# Perceptions About City Performance: Born Outside Canada (cont.)

Calgarians born outside Canada are also more likely to be satisfied with Administration when compared to Calgarians born in Canada (84% vs. 75%).



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=2,481; Born in Canada, n=1,823; Born outside Canada, n=652)

\*Rounding



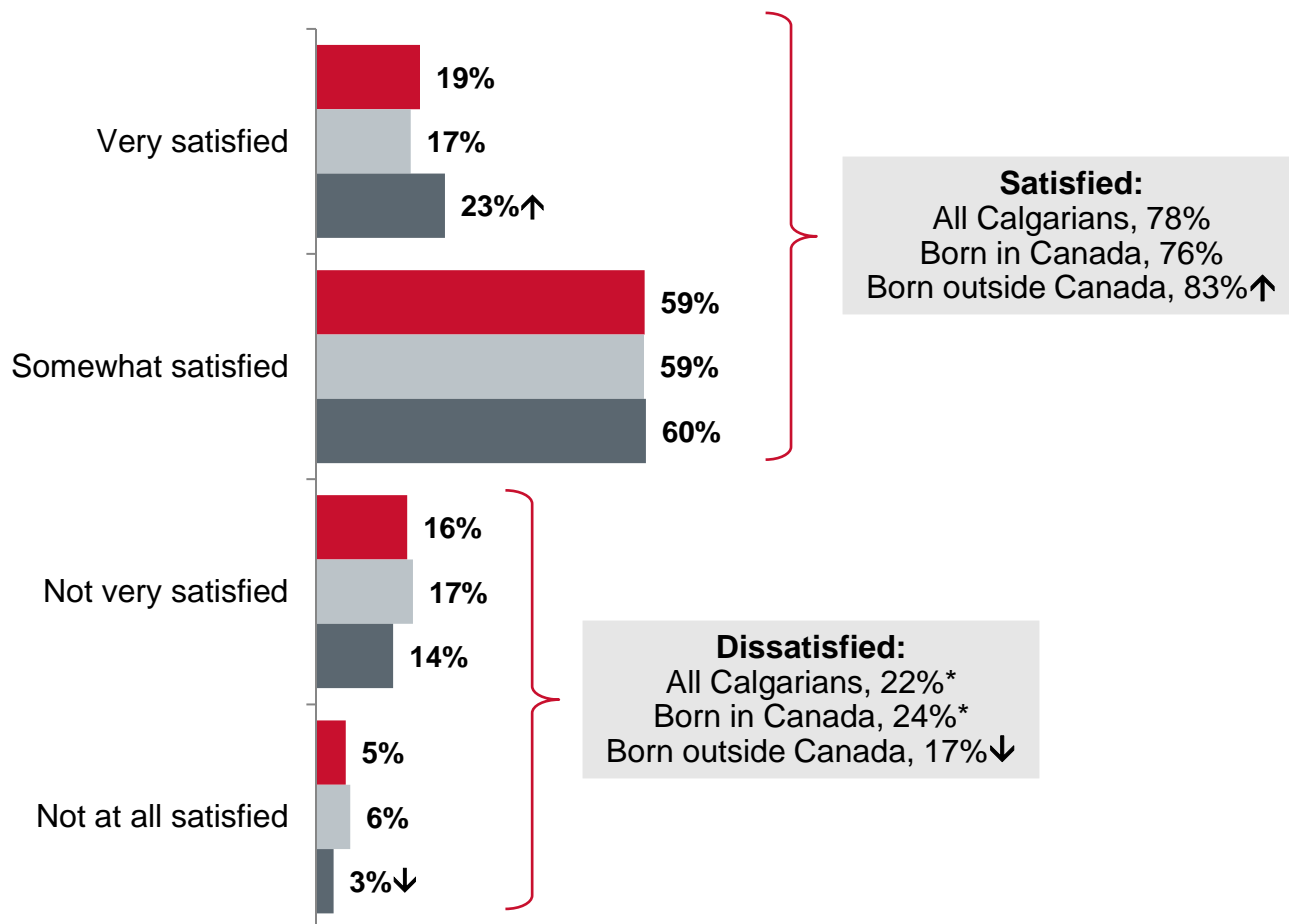
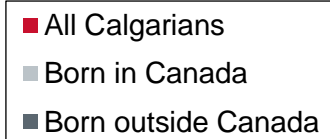
## The Environment



# Perceptions About Environment: Born Outside Canada

Calgarians born outside Canada are significantly more likely than Calgarians born in Canada to be satisfied with the job The City is doing to protect the environment (83% vs. 76%).

Satisfaction with  
The City's  
performance to  
protect the  
environment.



How satisfied are you with the job The City of Calgary is currently doing to protect the environment? Are you...?

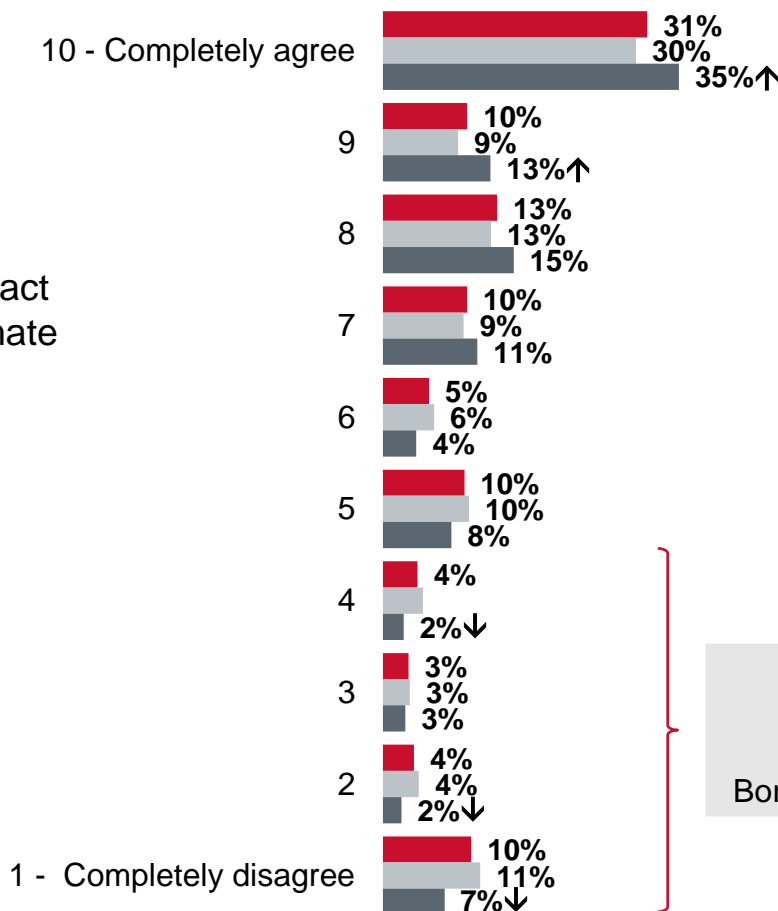
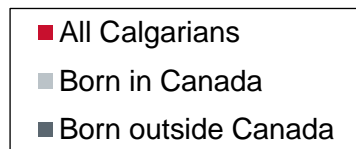
Base: Valid respondents (All Calgarians, n=2,463; Born in Canada, n=1,809; Born outside Canada, n=649)

\*Rounding

# We Need to Act Now to Address Climate Change: Born Outside Canada

In comparison with those born in Canada, Calgarians who were born outside Canada are more likely to agree we need to act now to address climate change (74% vs. 60%).

"I think we need to act now to address climate change."



## Agree:

All Calgarians, 64%  
Born in Canada, 60%\*  
Born outside Canada, 74%↑

## Disagree:

All Calgarians, 21%  
Born in Canada, 23%  
Born outside Canada, 14%↓

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

Base: Valid respondents (All Calgarians, n=2,493; Born in Canada, n=1,831; Born outside Canada, n=656)

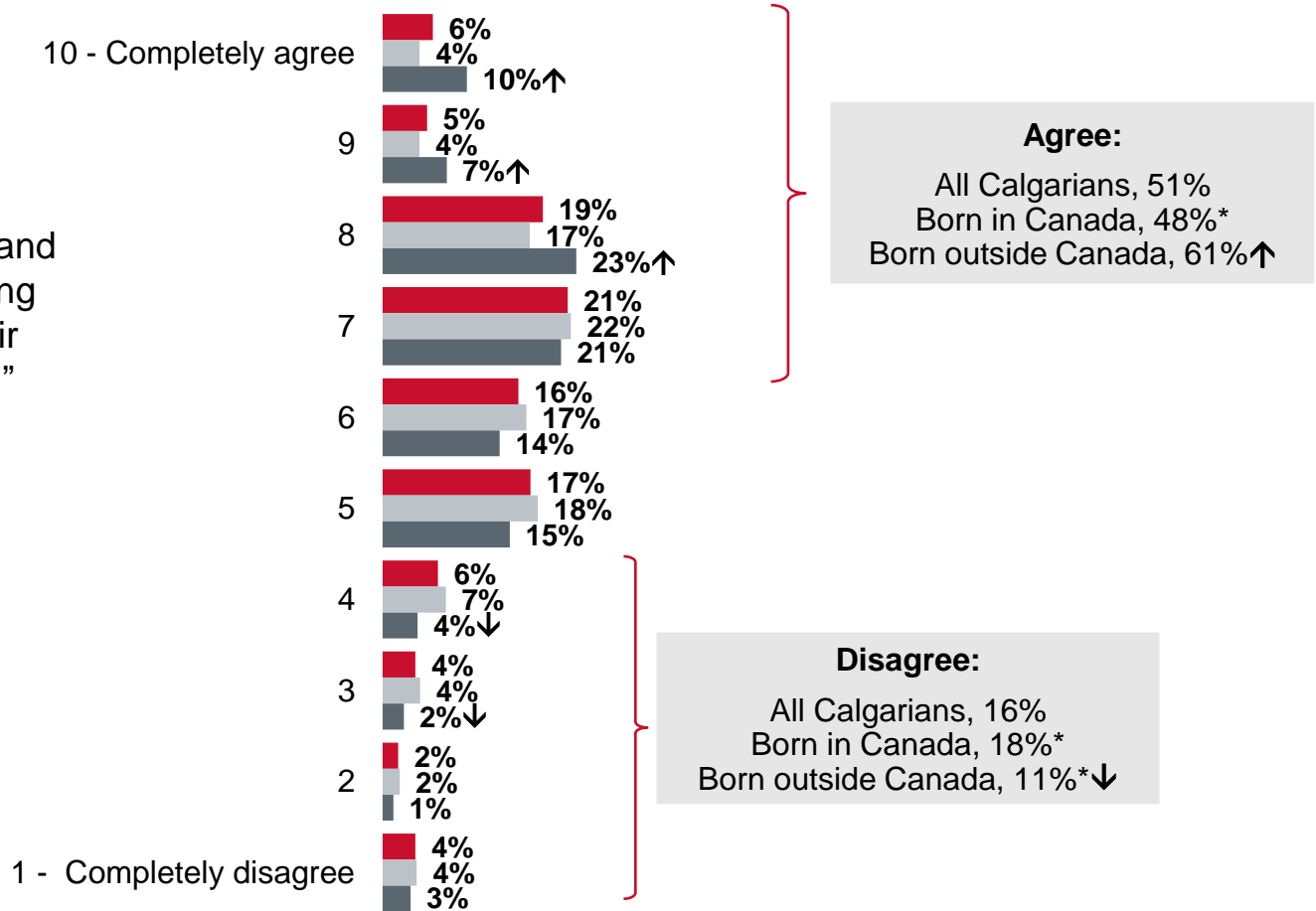
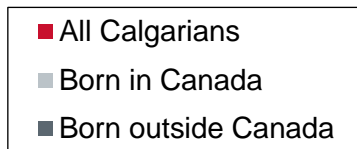
\*Rounding



# Programs and Services to Reduce Environmental Impact: Born Outside Canada

Calgarians born outside Canada are also more likely to agree The City has programs and services aimed at helping Calgarians reduce their environmental impact when compared with Calgarians born in Canada (61% vs. 48%).

“The City has programs and services aimed at helping Calgarians reduce their environmental impact.”



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

Base: Valid respondents (All Calgarians, n=2,453; Born in Canada, n=1,801; Born outside Canada, n=645)

\*Rounding





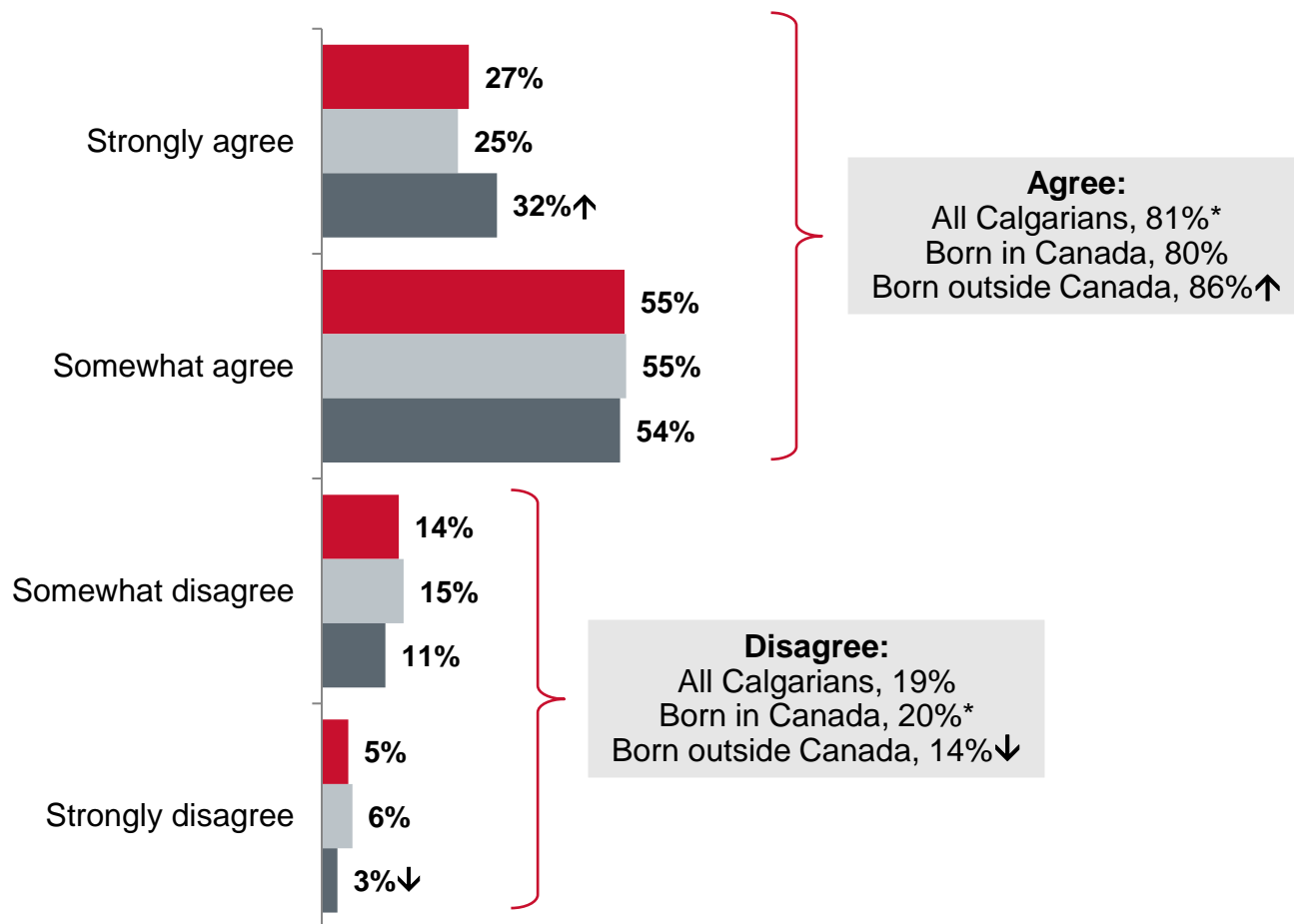
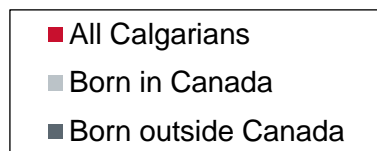
## Council Focus Areas



# Indigenous Relations: Born Outside Canada

Calgarians born outside Canada are more likely to agree The City is doing a good job working to build meaningful relationships with Indigenous partners, when compared to Calgarians born in Canada (86% vs. 80%).

“The City of Calgary is doing a good job... working to build meaningful relationships with Indigenous partners.”



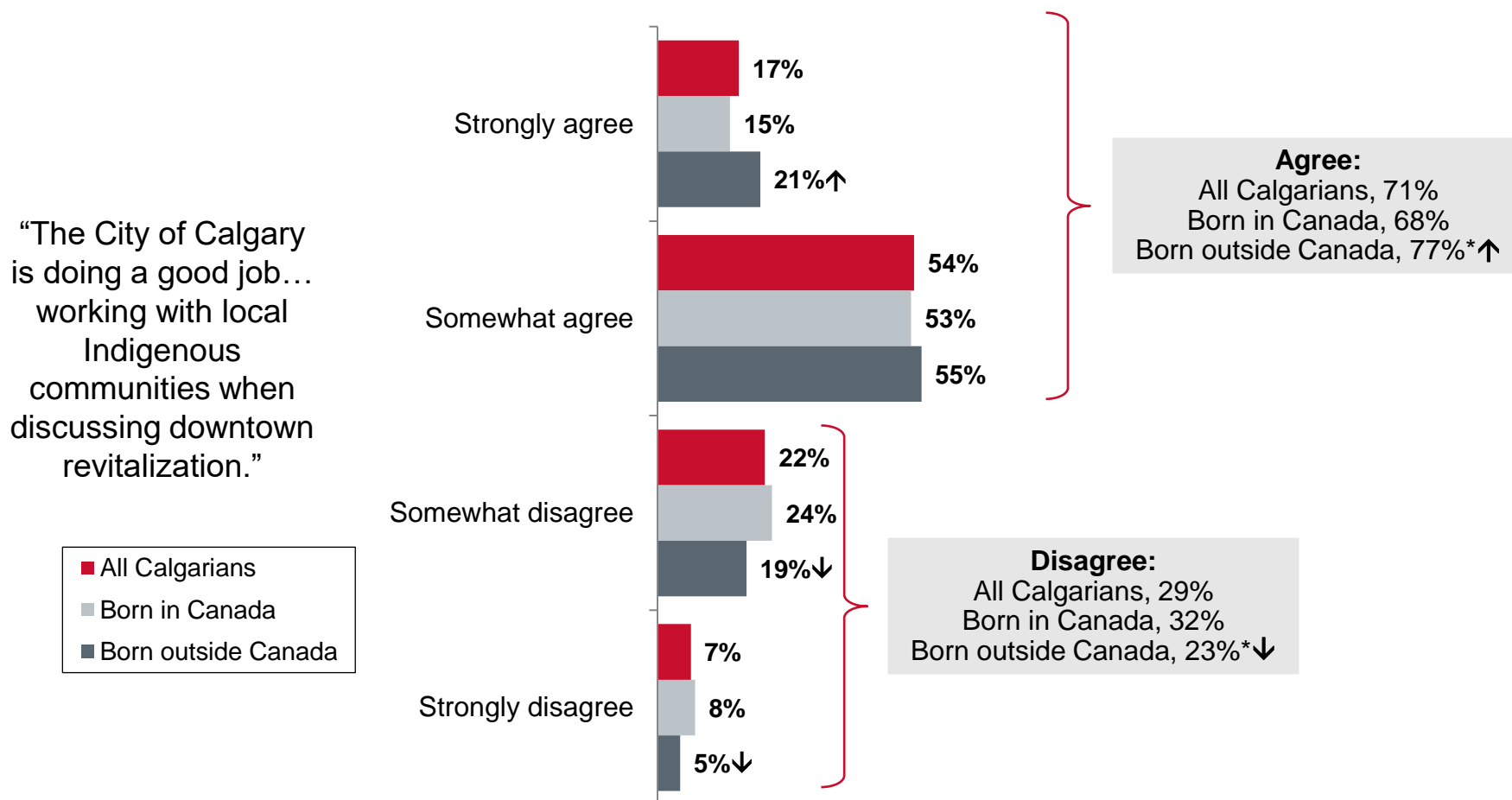
Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?

Base: Valid respondents (All Calgarians, n=2,421; Born in Canada, n=1,780; Born outside Canada, n=637)

\*Rounding

# Indigenous Communities and Downtown Revitalization: Born Outside Canada

Calgarians born outside Canada agree The City is doing a good job working with local Indigenous communities when discussing downtown revitalization at a higher rate than Calgarians born in Canada (77% vs. 68%).



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following?

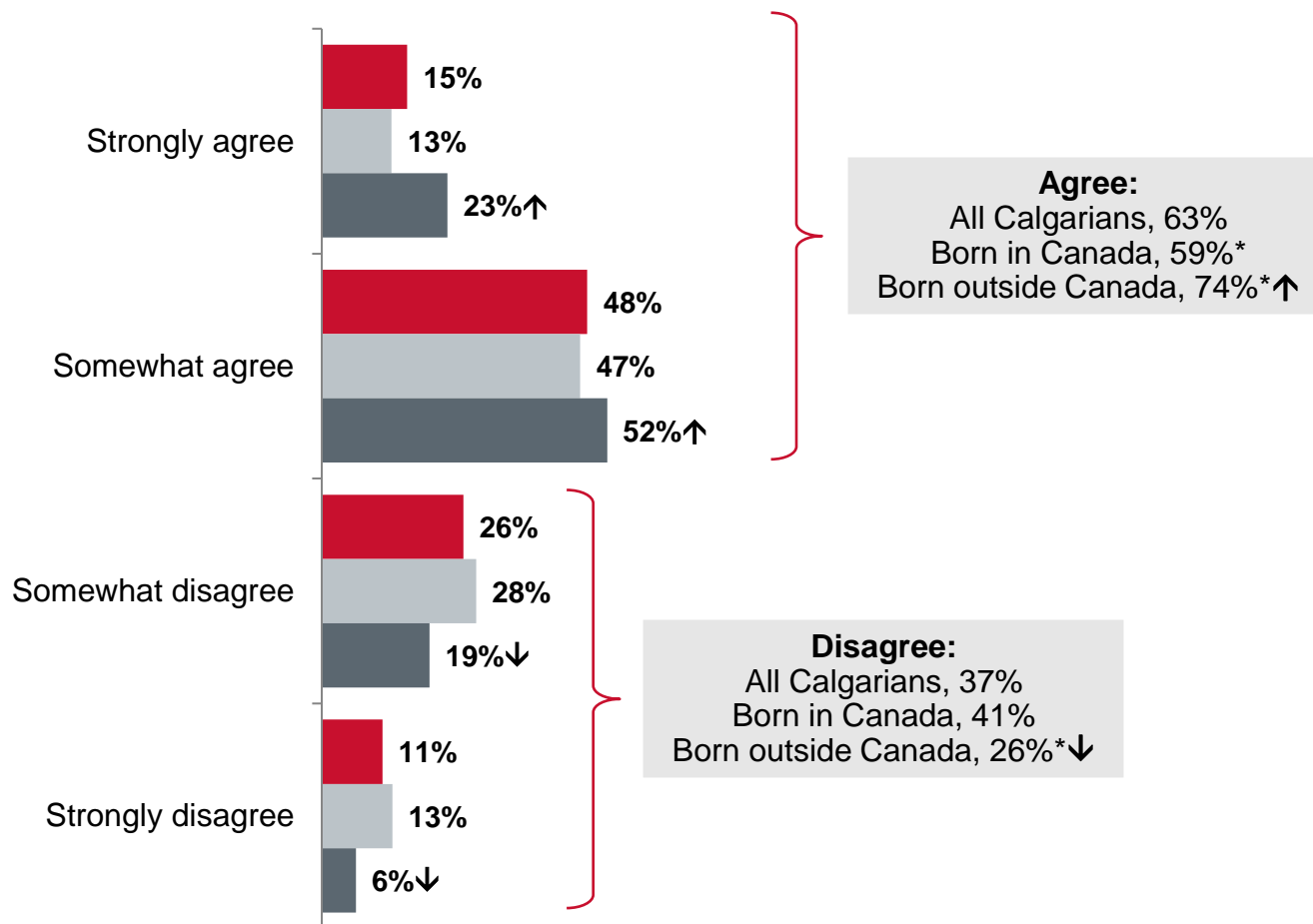
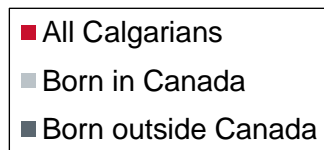
Base: Valid respondents (All Calgarians, n=2,286; Born in Canada, n=1,667; Born outside Canada, n=615)

\*Rounding

# Working with Government to Address Social Issues: Born Outside Canada

Almost three-quarters (74%) of Calgarians born outside Canada agree The City is doing a good job working with other levels of government to address social issues such as mental health, which is significantly higher than Calgarians born outside Canada (59%).

“The City of Calgary is doing a good job... Working with other levels of government to address social issues such as mental health.”



Please tell me whether 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=2,442; Born in Canada, n=1,793; Born outside Canada, n=645)

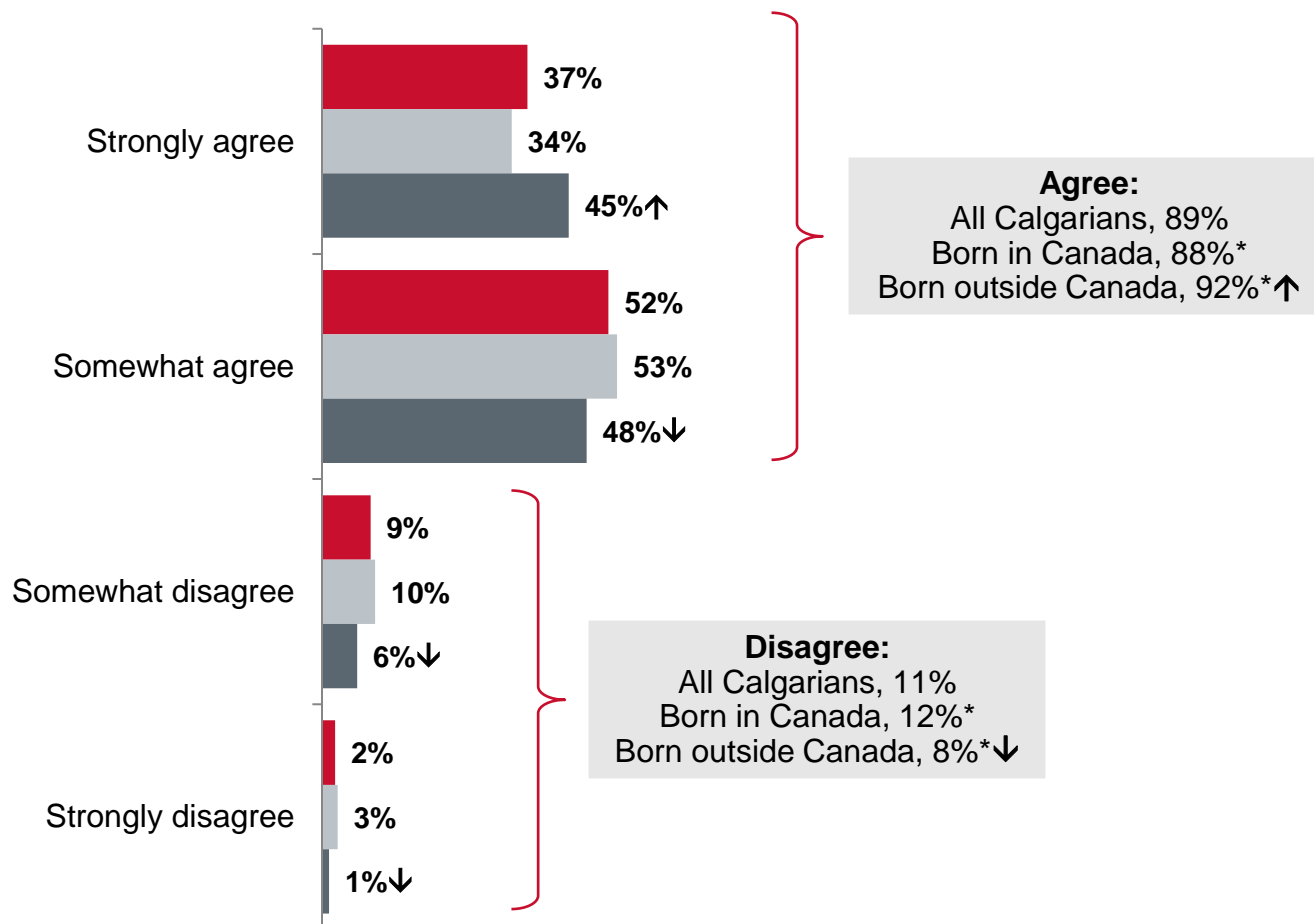
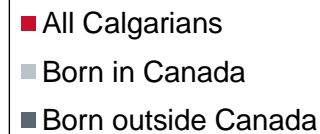
\*Rounding



# Celebrating Culture, History, and Diversity: Born Outside Canada

Calgarians born outside Canada are significantly more likely than Calgarians born in Canada to agree The City is doing a good job working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity (92% vs. 88%).

“The City of Calgary is doing a good job... Working to ensure Calgary is seen as a city that celebrates culture, heritage and diversity.”



Please tell me whether 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=2,488; Born in Canada, n=1,825; Born outside Canada, n=658)

\*Rounding



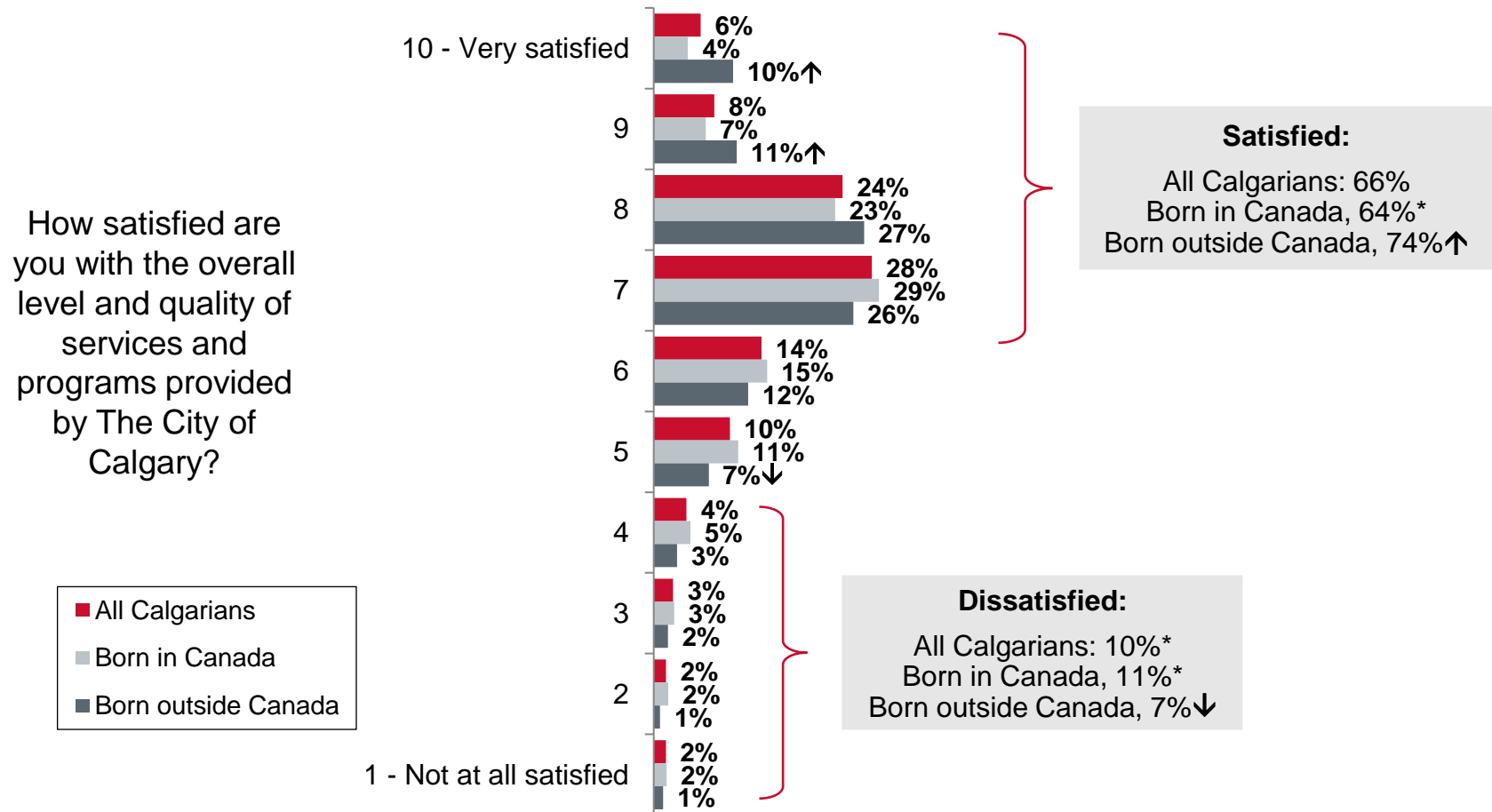
## Service Equity





# Satisfaction with the Overall Level and Quality of City Services and Programs: Born Outside Canada

Calgarians born outside Canada are much more likely than Calgarians born in Canada to be satisfied with the overall level and quality of services and programs provided by The City (74% vs. 64%).



On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “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=2,489; Born in Canada, n=1,827; Born outside Canada, n=655)

\*Rounding

# Satisfaction with City Programs and Services: Born Outside Canada

Although Calgarians born outside Canada are more likely to be satisfied with a number of services when compared to Calgarians born in Canada, they are less likely to be satisfied with the quality of drinking water (90% vs. 94%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Born Outside Canada
Calgary Fire Department	98%	97%	98%
Calgary's pathway system	93%	94%	92%
Protection from river flooding	93%	93%	94%
Disaster planning and response	93%	93%	93%
Residential Blue Cart recycling	93%	92%	95%
The quality of drinking water	93%	94%↑	90%↓
Calgary's parks, playgrounds and other open spaces	93%	93%	93%
Residential Green Cart service	92%	90%↓	95%↑
Animal control services for stray animals and pet licensing	91%	91%	90%
Spring road cleaning	90%	90%	92%
Residential garbage collection service	90%	89%	91%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	89%	89%	89%

I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.  
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



# Satisfaction with City Programs and Services: Born Outside Canada

Among the services which Calgarians born outside Canada are more likely to be satisfied with when compared to those born in Canada are the Calgary Police Service (89% vs. 80%) and 911 (88% vs. 80%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Born Outside Canada
311 service	89%	90%	86%
Business licenses and inspections	88%	87%	89%
Support for arts and culture including festivals	87%	87%	89%
Community services such as support for community associations and not for profit groups	87%	86%	89%
City operated recreation PROGRAMS such as swimming lessons	87%	87%	84%
City operated roads and infrastructure	85%	84%	86%
Bylaw services for things such as noise complaints, fire pits and weeds	84%	83%	87%
Development and building inspections and permits	83%	81%↓	89%↑
Calgary Police Service	82%	80%↓	89%↑
911	82%	80%↓	88%↑
City of Calgary website	82%	80%↓	87%↑
Social programs for individuals such as seniors or youth	80%	79%	83%

I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup

# Satisfaction with City Programs and Services: Born Outside Canada

Calgarians born outside Canada are more likely to be satisfied with a number of services when compared with Calgarians born in Canada, including affordable housing (62% vs. 51%) and on-street bikeways (74% vs. 63%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	Born in Canada	Born Outside Canada
Transportation planning	80%	78%↓	84%↑
Traffic flow management	75%	72%↓	82%↑
Snow removal	74%	74%	74%
City land use planning	74%	72%↓	79%↑
Property tax assessment	73%	74%	71%
Calgary Transit including bus and CTrain service	72%	70%↓	78%↑
City growth management	72%	69%↓	79%↑
Road maintenance including pothole repairs	70%	69%	71%
Downtown revitalization	67%	65%↓	74%↑
On-street bikeways	66%	63%↓	74%↑
Affordable housing for low-income families	54%	51%↓	62%↑

I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.  
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup

# Invest More: Born Outside Canada

In general, Calgarians born outside Canada are more likely to indicate the city should invest more in a large number of services when compared to those born in Canada, including Calgary Transit (72% vs. 56%), snow removal (67% vs. 50%), and road maintenance (61% vs. 52%).

	Total	Born in Canada	Born Outside Canada
Affordable housing for low-income families	74%	75%	72%
Social programs for individuals such as seniors or youth	70%	70%	71%
Calgary Transit including bus and CTrain service	61%	56%↓	72%↑
911	59%	60%	59%
Snow removal	55%	50%↓	67%↑
Road maintenance including pothole repairs	55%	52%↓	61%↑
Calgary Police Service	53%	53%	52%
Transportation planning	49%	43%↓	64%↑
City operated roads and infrastructure	47%	43%↓	58%↑
Downtown revitalization	47%	43%↓	58%↑
Calgary's parks, playgrounds and other open spaces	47%	45%↓	52%↑
Traffic flow management	46%	44%	51%

And, should The City invest more, less or the same amount?  
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup

# Invest More: Born Outside Canada

Among the many services that Calgarians born outside Canada indicate The City should ‘invest more’ in at a higher rate than Calgarians born in Canada are City operated recreation programs (50% vs. 38%) and community services (47% vs. 39%), and the quality of drinking water (48% vs. 25%).

	Total	Born in Canada	Born Outside Canada
Calgary Fire Department	44%	45%	43%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	43%	42%	47%
City operated recreation PROGRAMS such as swimming lessons	41%	38%↓	50%↑
Community services such as support for community associations and not for profit groups	41%	39%↓	47%↑
Calgary's pathway system	39%	37%	43%
City land use planning	37%	34%↓	42%↑
City growth management	37%	33%↓	46%↑
Disaster planning and response	33%	29%↓	43%↑
311 service	32%	28%↓	42%↑
The quality of drinking water	31%	25%↓	48%↑
Development and building inspections and permits	31%	29%↓	37%↑
Protection from river flooding	30%	26%↓	38%↑

And, should The City invest more, less or the same amount?  
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



# Invest More: Born Outside Canada

Calgarians who were born outside Canada are more likely to indicate The City should invest more in waste and recycling when compared to those who were born in Canada, including residential garbage collection (29% vs. 19%), residential Blue Cart recycling (26% vs. 16%), and residential Green Cart service (22% vs. 12%).

	Total	Born in Canada	Born Outside Canada
Support for arts and culture including festivals	28%	26%↓	35%↑
On-street bikeways	26%	23%↓	33%↑
City of Calgary website	25%	21%↓	36%↑
Business licenses and inspections	25%	22%↓	31%↑
Bylaw services for things such as noise complaints, fire pits and weeds	23%	20%↓	31%↑
Residential garbage collection service	22%	19%↓	29%↑
Property tax assessment	21%	18%↓	29%↑
Spring road cleaning	21%	18%↓	29%↑
Residential Blue Cart recycling	19%	16%↓	26%↑
Animal control services for stray animals and pet licensing	17%	15%↓	21%↑
Residential Green Cart service	15%	12%↓	22%↑

And, should The City invest more, less or the same amount?  
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup

# Invest Less: Born Outside Canada

Conversely, Calgarians born outside Canada are less likely to indicate The City should ‘invest less’ in a number of services when compared to Calgarians born in Canada, including on-street bikeways (29% vs. 37%) and downtown revitalization (11% vs. 16%).

	Total	Born in Canada	Born Outside Canada
On-street bikeways	35%	37%↑	29%↓
Downtown revitalization	15%	16%↑	11%↓
Property tax assessment	14%	14%	15%
Support for arts and culture including festivals	14%	15%	11%
City growth management	14%	15%↑	10%↓
Bylaw services for things such as noise complaints, fire pits and weeds	13%	15%↑	10%↓
Residential Green Cart service	12%	14%↑	7%↓
Calgary Police Service	10%	12%↑	5%↓
Animal control services for stray animals and pet licensing	9%	9%	11%
Residential Blue Cart recycling	8%	10%↑	5%↓
City land use planning	8%	9%	7%
Business licenses and inspections	8%	9%	6%

And, should The City invest more, less or the same amount?  
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup

# Invest Less: Born Outside Canada

In a reversal of the overall trend, Calgarians who were born outside Canada are more likely to report The City should invest less in City operated recreation facilities when compared to those who were born in Canada (9% vs. 5%).

	Total	Born in Canada	Born Outside Canada
City of Calgary website	8%	9%↑	5%↓
Community services such as support for community associations and not for profit groups	8%	8%	7%
Protection from river flooding	7%	9%↑	3%↓
Development and building inspections and permits	7%	8%	6%
City operated recreation FACILITIES such as pools, leisure centres, and golf courses	6%	5%	9%↑
Traffic flow management	6%	7%↑	3%
Transportation planning	5%	6%↑	3%↓
Disaster planning and response	5%	6%	4%
Spring road cleaning	5%	5%	4%
Affordable housing for low-income families	5%	4%	6%
City operated recreation PROGRAMS such as swimming lessons	4%	5%	4%
Residential garbage collection service	4%	5%	3%

And, should The City invest more, less or the same amount?  
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup

# Invest Less: Born Outside Canada

Calgarians who were born outside Canada are less likely than those born in Canada to indicate The City should invest less in Calgary's pathway system (2% vs. 5%).

	Total	Born in Canada	Born Outside Canada
311 service	4%	4%	3%
Calgary's pathway system	4%	5%↑	2%↓
Calgary Transit including bus and CTrain service	4%	4%	3%
City operated roads and infrastructure	3%	4%	2%
Social programs for individuals such as seniors or youth	2%	2%	2%
The quality of drinking water	2%	2%	2%
Snow removal	2%	2%	2%
Calgary Fire Department	2%	2%	2%
Road maintenance including pothole repairs	1%	2%	1%
Calgary's parks, playgrounds and other open spaces	1%	1%	0%
911	1%	1%	1%

And, should The City invest more, less or the same amount?  
Base: Bases vary

↑/↓ Statistically higher/lower than comparable subgroup



## Respondent Demographics





# Respondent Profile:

## Age

	Total	Born outside Canada	Born in Canada
18 to 24	11%	11%	11%
25 to 34	19%	24%↑	18%
35 to 44	18%	23%↑	16%
45 to 54	18%	19%	18%
55 to 64	13%	9%↓	15%
65 or older	21%	15%↓	23%
<i>Mean</i>	47.1	44.2	48.2

## 2SLGBTQIA+ Community

	Total	Born outside Canada	Born in Canada
Yes	7%	4%↓	8%
No	93%	96%↑	92%

## Children & Seniors in Household

	Total	Born outside Canada	Born in Canada
Yes – Children	34%	45%↑	30%
Yes – Seniors	31%	27%↓	32%

## Gender

	Total	Born outside Canada	Born in Canada
Female	50%	46%↓	52%
Male	49%	53%↑	47%
Prefer to self-describe	1%	0%	1%

## Education

	Total	Born outside Canada	Born in Canada
Did not complete high school or equivalent	2%	1%↓	3%
Completed high school or equivalent	18%	15%↓	19%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%	6%↓	9%
Completed a college or other non-university certificate or diploma	19%	16%↓	21%
Completed a university certificate, diploma or degree	53%	63%↑	49%

## Household Size

	Total	Born outside Canada	Born in Canada
1	16%	11%↓	17%
2	33%	24%↓	36%
3	18%	19%	18%
4	20%	24%↑	19%
5 or more	14%	22%	10%
<i>Mean</i>	2.9	3.4↑	2.8

## Type of Dwelling

	Total	Born outside Canada	Born in Canada
Single-detached house	68%	65%	69%
Apartment or apartment-style condominium	14%	16%	13%
Duplex, triplex or fourplex	9%	9%	9%
Townhouse or rowhouse	8%	8%	8%
Another type of multi-dwelling unit	1%	2%	1%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)

# Respondent Profile: (cont.)

## Indigenous

	Total	Born outside Canada	Born in Canada
Yes – First Nations	1%	0%↓	1%
Yes – Metis	2%	1%↓	3%
Yes – Inuit	<1%	0%	0%
Yes – prefer to self-describe	1%	1%	0%
No	96%	98%↑	95%

## Racialized

	Total	Born outside Canada	Born in Canada
Yes	27%	51%↑	17%
No	72%	47%↓	82%
Prefer to self-describe	1%	2%	1%

## Age Arrived in Canada

Base: Not born in Canada			
	Total	Born outside Canada	Born in Canada
Under the age of 18	36%	36%	-
18 to 49	64%	64%	-
50 or older	1%	1%	-

## Tenure in Calgary

	Total	Born outside Canada	Born in Canada
Less than 5 years	7%	20%↑	3%
5 to less than 10 years	9%	18%↑	6%
10 to less than 15 years	9%	16%↑	6%
15 to less than 20 years	10%	13%↑	9%
20 to less than 30 years	22%	11%↓	26%
30 to less than 40 years	15%	9%↓	17%
40 or more	28%	13%↓	34%
Mean	27.9	17.5↓	32

## Date of Arrival in Canada

Base: Not born in Canada			
	Total	Born outside Canada	Born in Canada
Within the past five years	18%	18%	-
More than five years ago	82%	82%	-

## Disability in Household

	Total	Born outside Canada	Born in Canada
Yes – myself	11%	5%↓	13%
Yes – someone in my household	9%	7%	10%
No	80%	87%↑	77%

## Quadrant

	Total	Born outside Canada	Born in Canada
Southwest	30%	25%↓	32%
Southeast	23%	20%	24%
Northwest	27%	28%	27%
Northeast	19%	26%↑	17%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)

# Respondent Profile: (cont.)

## Employment Status

	Total	Born outside Canada	Born in Canada
Full time employed or self employed	54%	58%↑	<b>53%</b>
Part time employed or self-employed	12%	13%	12%
Retired	20%	13%↓	23%
Looking after home and/or family	3%	4%	3%
Unable to work because of sickness or disability	3%	1%↓	4%
Unemployed	3%	5%↑	2%
Doing unpaid or voluntary work	1%	1%	1%
Student	6%	6%	5%

## Own or Operate a Business

	Total	Born outside Canada	Born in Canada
Own and operate a business	16%	16%	16%
Own a business	3%	3%	2%
Operate a business	2%	2%	2%
No	79%	79%	79%

## Household Income

	Total	Born outside Canada	Born in Canada
Less than \$30,000	7%	9%	6%
\$30,000 to <\$45,000	8%	8%	8%
\$45,000 to <\$60,000	10%	11%	9%
\$60,000 to <\$75,000	7%	8%	7%
\$75,000 to <\$90,000	7%	8%	7%
\$90,000 to <\$105,000	11%	11%	12%
\$105,000 to <\$120,000	9%	9%	9%
\$120,000 to <\$150,000	12%	13%	12%
\$150,000 to <\$200,000	16%	14%	16%
\$200,000+	14%	10%	15%

## Own or Rent

	Total	Born outside Canada	Born in Canada
Own	74%	70%↓	75%
No	23%	28%↑	21%
Neither	0%	0%	0%
Other	3%	3%	4%

## Responsible for Property Taxes

	Total	Born outside Canada	Born in Canada
Yes	87%	86%	87%
No	13%	14%	13%

↑/↓ Statistically higher/lower than comparable subgroup

Base: Valid respondents (Bases vary)

# Contact

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