



Calgary

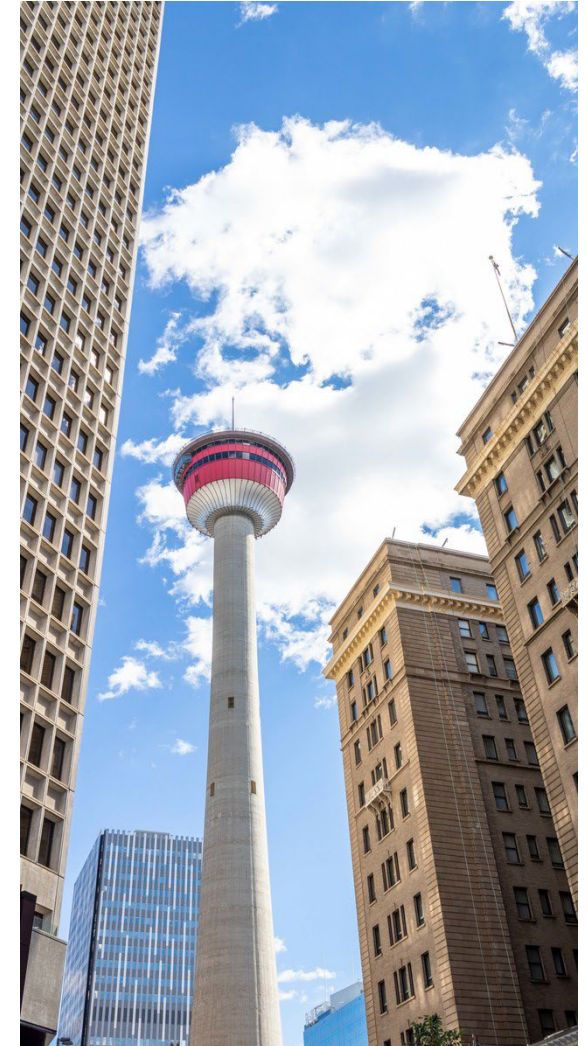


Equity-Deserving Communities: Summary Report

Analysis of the 2024 Fall Survey of Calgarians

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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. This seasonal survey is 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.

These are the nine Equity-Deserving Communities (EDCs) contained in this summary report. The EDCs and their demographic variables are as follows:

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 and results

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 represents the number of actual respondents (i.e., unweighted n).
- The margin of error (MOE) for the total sample of 2,500 is ± 2.0 percentage points, 19 times out of 20.

Interpreting Results

- The following report presents results for each Equity-Deserving Community (EDC) through comparisons against non-members of that EDC. Only noteworthy differences in relation to other groups are outlined in this report – for comprehensive details, please contact the Corporate Research Team.
- Differences noted between groups in this report are to be assumed as “significant”, unless otherwise stated.
- Not all questions asked within the Fall Survey of Calgarians are represented within this report.



2024 Fall key findings

Quality of life

- **2SLGBTQIA+** Calgarians hold positive views about the city's quality of life and are optimistic about its future. While many consider Calgary to be a good place to build their lives, opinions on their ability to make a living in the city are divided. Meanwhile, fewer 2SLGBTQIA+ Calgarians than non-2SLGBTQIA+ view the city as a great place to make a living.
- **Calgarians born outside Canada** rate Calgary highly as a place to make a life now and express strong confidence in the city's future. They also view the overall quality of life positively, with slightly lower but still favourable ratings for Calgary as a place to make a living. Overall, Calgarians born outside Canada have a more positive perspective on all quality of life aspects, rating each aspect higher than Calgarians born in Canada.
- Calgarians who live in **households with a person living with a disability (PWD)** hold moderately positive views on all aspects of quality of life. But in contrast with Calgarians living in households without PWD, Calgarians living in households with PWD are less likely to agree Calgary is a great place to make a life, and less likely to agree that it is a great place to make a living.
- Many **female Calgarians** hold positive views on the city's overall quality of life, but compared to male Calgarians, a lower proportion of female Calgarians agree Calgary is a great place to make a living and make a life. Nonetheless, both female and male Calgarians share a similar view that Calgary is on the right track to be a better city 10 years from now.

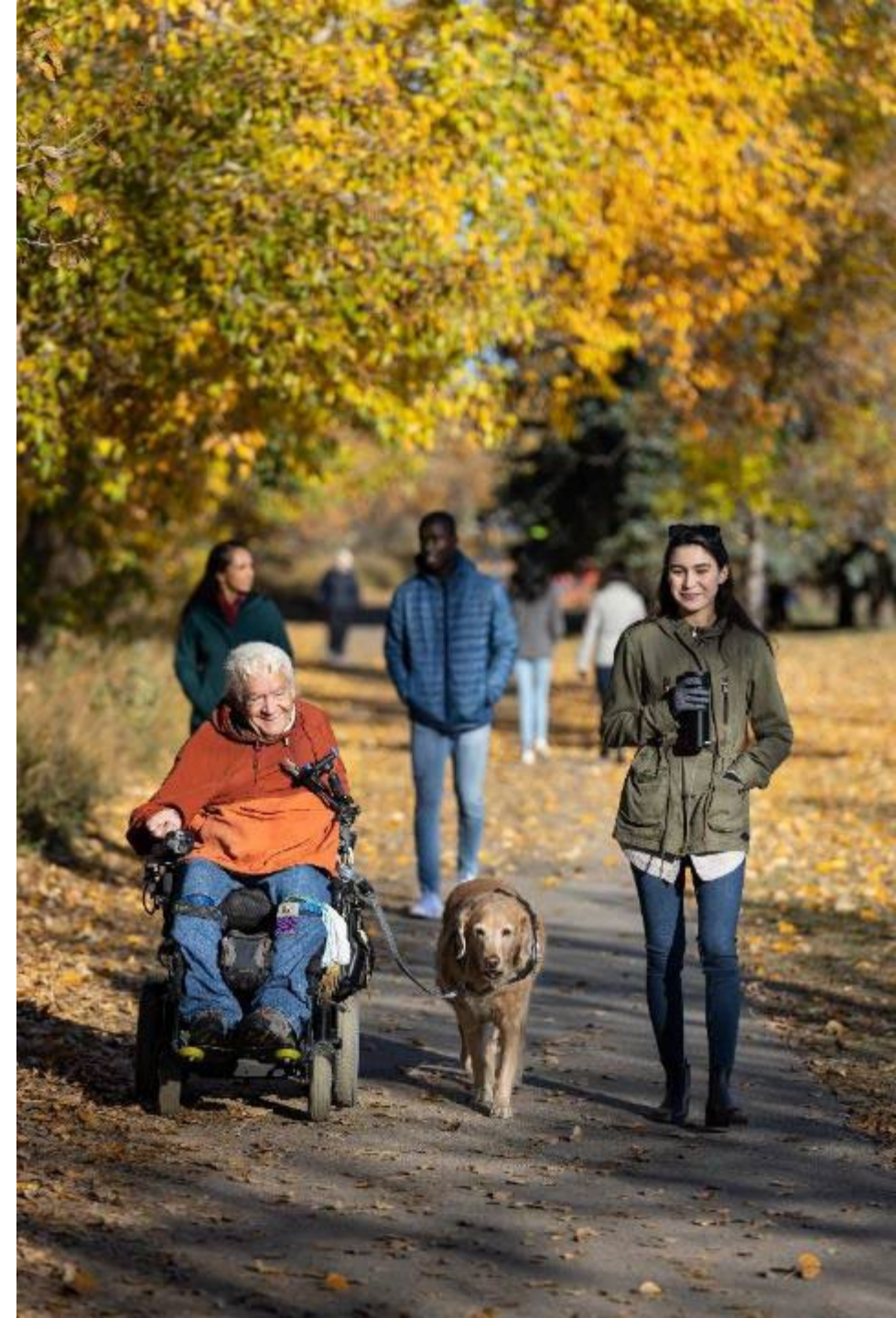


Quality of life

- **Calgarians with household incomes under \$60,000** hold positive views about life in the city. Many see Calgary as a great place to make a life and are hopeful about its future. However, compared to those with higher household incomes, fewer in this group rate the overall quality of life as good and see Calgary as a great place to make a living, despite being more likely to believe the city is on the right track to becoming better in the next 10 years.
- **Indigenous Calgarians** express lower levels of satisfaction with Calgary's livability, employment opportunities, and future direction. Compared to non-Indigenous Calgarians, they are less likely to agree that Calgary is a great place to make a life or a living, that the city is on the right track for the future, or that the overall quality of life in Calgary is good.
- **Calgarians age 65 and above** view the city positively, especially as a place to live and work, and they rate the current quality of life highly. While still optimistic, they show relatively less enthusiasm about Calgary being on track to become a better city in the next decade. Compared to younger Calgarians, a higher proportion in this age group agree that Calgary is a great place to make a life and a living.
- **Young adults** (18 to 24 years old) in Calgary show strong satisfaction with the city's overall quality of life and its potential for future improvement. Many view Calgary as an excellent place to build a life, though opinions are more mixed about making a living in Calgary. Compared to Calgarians age 25 and above, young adults are more likely to rate the overall quality of life in Calgary as good and are more likely to agree that Calgary is on the right track to be a better city 10 years from now.
- **Racialized Calgarians** have a positive outlook on Calgary's overall quality of life, viewing it as a great place to make a life and a living. They also show optimism about the city's future, with a majority believing Calgary is on the right track for improvement in the coming decade. While Racialized and non-Racialized Calgarians equally rate their current quality of life, they do differ in their opinions about the future, with a higher number of Racialized Calgarians agreeing that Calgary is on the right track to be a better city 10 years from now.

Inclusivity

- Many **2SLGBTQIA+** Calgarians believe that The City promotes inclusivity and acceptance. However, opinions are split on whether City programs and services meet the needs of diverse groups, and only a minority believe The City provides programs and services that are accessible to those in need. Both 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians believe that City of Calgary's municipal government fosters a city that is inclusive and accepting of all.
- The City's commitment to inclusivity is well-recognized among **Calgarians born outside Canada**. They feel that The City fosters an inclusive and accepting environment, acknowledging programs that effectively address the needs of diverse groups and work towards eliminating participation barriers. Views on inclusivity differ statistically between Calgarians born outside Canada and Calgarians born in Canada across all areas. Notably, a higher proportion of Calgarians born outside Canada agree with positive statements about inclusivity.
- **Female Calgarians** view The City government as fostering inclusivity and acceptance in Calgary. Views are more mixed on whether City programs meet the needs of all Calgarians regardless of background, and even fewer believe The City offers services that remove participation barriers for those most in need. However, no significant difference exists between females and males when it comes to the belief that The City of Calgary's municipal government fosters a city that is inclusive and accepting of all.
- **Seniors** (65 years+) demonstrate mixed views on inclusivity in the city. While a majority believe The City fosters an inclusive and accepting environment, there is relatively less certainty about The City's delivery of programs and services in removing barriers and meet diverse needs. This difference is also reflected by age, with fewer Calgarians 65+ agreeing that The City fosters an inclusive and accepting city.



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. There are, however, notable differences in perception between the two groups across all measures of inclusivity. Calgarians from households with PWD are consistently less likely to agree that The City fosters inclusivity, delivers barrier-free services, and meets the needs of all residents, compared to those from households without PWD.
- Many **Indigenous Calgarians** acknowledge The City's efforts to create an inclusive community, but views are mixed on whether its services meet the needs of a diverse population. A lower proportion of Indigenous Calgarians agree that The City removes barriers to participation for those who need it most, compared to non-Indigenous Calgarians.
- Calgary's **young adults** largely agree The City is working to create an inclusive and welcoming city for all. Many agree municipal programs and services effectively meet the diverse needs of residents. Opinions are more mixed about whether The City programs and services reduce participation barriers for those requiring additional support. Generally, young adults age 18 to 24 and Calgarians age 25+ share similar views on inclusivity, with both groups expressing agreement that The City fosters an inclusive environment and delivers services that meet diverse needs.
- The City's inclusivity efforts are viewed favourably by **Racialized Calgarians**. They recognize Calgary as an accepting city and appreciate The City's programs that address diverse groups. However, they have mixed feelings about The City reducing participation barriers. Although Racialized and non-Racialized Calgarians similarly agree that The City fosters a city that is inclusive and accepting of all, Racialized Calgarians are more likely to agree that The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most.
- Efforts to foster an inclusive and accepting Calgary resonate well with **low-income households** (<\$60K annually). Many in this group also recognize that The City offers programs and services designed to serve Calgary's diverse population. Awareness of programs and services aimed at removing participation barriers for those most in need is less widespread, with mixed views on The City's offer. Meanwhile, low-income households are more likely to agree that City programs and services meet the needs of Calgarians regardless of age, ability, income, gender, race and ethnic/cultural identity and language.

- Calgary is considered to be a safe city by a majority of **2SLGBTQIA+** Calgarians. However, comparatively fewer believe that everyone may feel safe in Calgary. Although many are aware of The City's efforts to ensure that Calgary Transit is a safe mode of transportation, some steer clear of it due to concerns about their own safety.
- **Calgarians born outside Canada** generally perceive Calgary as a safe city, as they view it as safe for both residents and visitors of all backgrounds. While this group acknowledges The City's efforts to ensure Calgary Transit's safety, a sizeable minority still avoid public transit due to safety concerns.
- 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. Perceptions of safety differ between Calgarians from households with and without persons with disabilities (PWD). Those from PWD households are less likely to view Calgary as a safe city, less confident in Calgary being safe for all, and more likely to avoid transit due to safety concerns. Conversely, they share similar agreement with those from households without PWD that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option.
- Calgary is perceived as a safe city overall by a majority of **female Calgarians**. Views are divided on whether Calgary is safe for all residents and visitors when considering the variety of different backgrounds. Many believe The City is taking adequate measures to ensure Calgary Transit is safe, yet many still avoid using transit due to personal safety concerns. Compared to men, women are less confident in the city's overall safety, more hesitant to trust transit as a safe option, and more likely to avoid it altogether. They are also less inclined to agree that Calgary is safe for all residents and visitors.



- Calgary is regarded as a safe city by many **Calgarians from households with an annual income under \$60,000**. Relatively fewer agree that it is safe for all residents and visitors of various backgrounds. Although many acknowledge The City's efforts to make Calgary Transit safer, concerns about personal safety still lead some to avoid using it. Compared to higher-income Calgarians, those with lower household incomes are more likely to believe The City is taking adequate steps to ensure transit safety, yet slightly less likely to view Calgary as safe overall.
- Many **Indigenous Calgarians** believe that the city is safe. Most think The City's work to provide safe transit is sufficient. However, two issues come to light — few believe Calgary is safe for all residents and visitors regardless of background, and many avoid transit due to personal safety concerns. Compared to non-Indigenous Calgarians, significantly fewer Indigenous Calgarians view the city as safe overall. The level of agreement that The City is taking sufficient steps to ensure Calgary Transit is a safe travel option is similar to that of non-Indigenous Calgarians.
- The majority of **Calgarians age 65 and above** feel that Calgary is a safe city overall. Fewer, however, believe that it is safe for everyone in Calgary when considering differences in ethnicity, race, religion, income, or sexual identity. Some seniors avoid using Calgary Transit because they are worried about their personal safety, even though many are aware of The City's efforts to make sure it is a safe form of transportation. Compared to younger Calgarians, fewer seniors view the city as safe overall or believe it is safe for all residents and visitors.
- Most **young adults** in Calgary consider the city as safe, with a small majority believing it is safe for all residents and visitors, regardless of their background. Many acknowledge The City's efforts to ensure transit safety, yet some still avoid using transit due to personal safety. Young adults and Calgarians age 25 and above express broadly similar views on safety in Calgary. Both groups generally agree that Calgary is a safe city, The City is taking adequate steps to ensure Calgary Transit safety, and that the city is safe for all people regardless of background.
- Most **Racialized Calgarians** perceive Calgary as generally safe. However, they are less confident about safety for diverse groups. This concern extends to public transportation, where despite The City's efforts to maintain Calgary Transit's safety, apprehensions remain. Compared to non-Racialized Calgarians, Racialized Calgarians are more likely to view the city as safe, express confidence in the City's transit safety measures, and believe Calgary is safe for all residents and visitors.

The environment

- **2SLGBTQIA+** Calgarians show limited awareness of The City's environmental programs and services. Both 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians report similar levels of agreement that The City offers programs aimed at helping residents reduce their environmental impact.
- A small majority of Calgarians **born outside Canada** are aware of City initiatives aimed at reducing environmental impact. A statistical difference exists between the two groups, with a higher proportion of those born outside Canada agreeing that The City offers such programs and services.
- Calgarians **living in households with a person living with a disability (PWD)** are divided in their awareness of The City's environmental programs. A statistical difference exists, with lower agreement among PWD households that The City offers programs and services to help reduce environmental impact.
- **Female** Calgarians are evenly split about whether The City offers programs and services aimed at reducing their environmental impact. Female and male Calgarians report similar levels of agreement on this topic.



The environment

- A small majority of **Calgarians living in households earning under \$60,000** a year are aware of environmental services and programs offered by The City. Both income groups report similar levels of agreement that The City provides programs to help reduce environmental impact.
- The City's environmental programs and services aimed at reducing impact receive mixed recognition from **Indigenous Calgarians**. Opinion is split on whether The City offers such initiatives. Both Indigenous and non-Indigenous Calgarians report similar levels of agreement on the availability of these programs.
- **Senior Calgarians** (age 65+) show moderate recognition of The City's environmental efforts to help residents reduce their environmental impact. Environmental programs and services are reaching both seniors and younger adults at similar levels, with around half in each group acknowledging their availability.
- **Young adults** are aware that The City offers programs and services to help Calgarians reduce their environmental impact. Agreement levels are similar between young adults and those age 25 and above.
- Awareness of Calgary's environmental programs varies among **Racialized Calgarians**, with some familiar with these initiatives and others less so. Overall, racialized and non-Racialized Calgarians report similar levels of agreement that The City offers programs to help reduce environmental impacts.

City services and programs

- Calgarians who identify as **2SLGBTQIA+** are pleased with the overall level and quality of the services and programs offered by The City.
- Many **Calgarians born outside Canada** are satisfied with the overall level and quality of services and programs offered by The City of Calgary. A statistically significant difference exists, with a higher proportion of those born outside Canada expressing satisfaction compared to those born in Canada.
- 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. A statistically significant difference exists, with a lower proportion of those from PWD households expressing satisfaction compared to those from non-PWD households.
- The majority of **female Calgarians** are satisfied with the overall level and quality of services and programs provided by The City of Calgary. Satisfaction levels are consistent across gender, with equal levels of satisfaction reported by both female and male Calgarians.

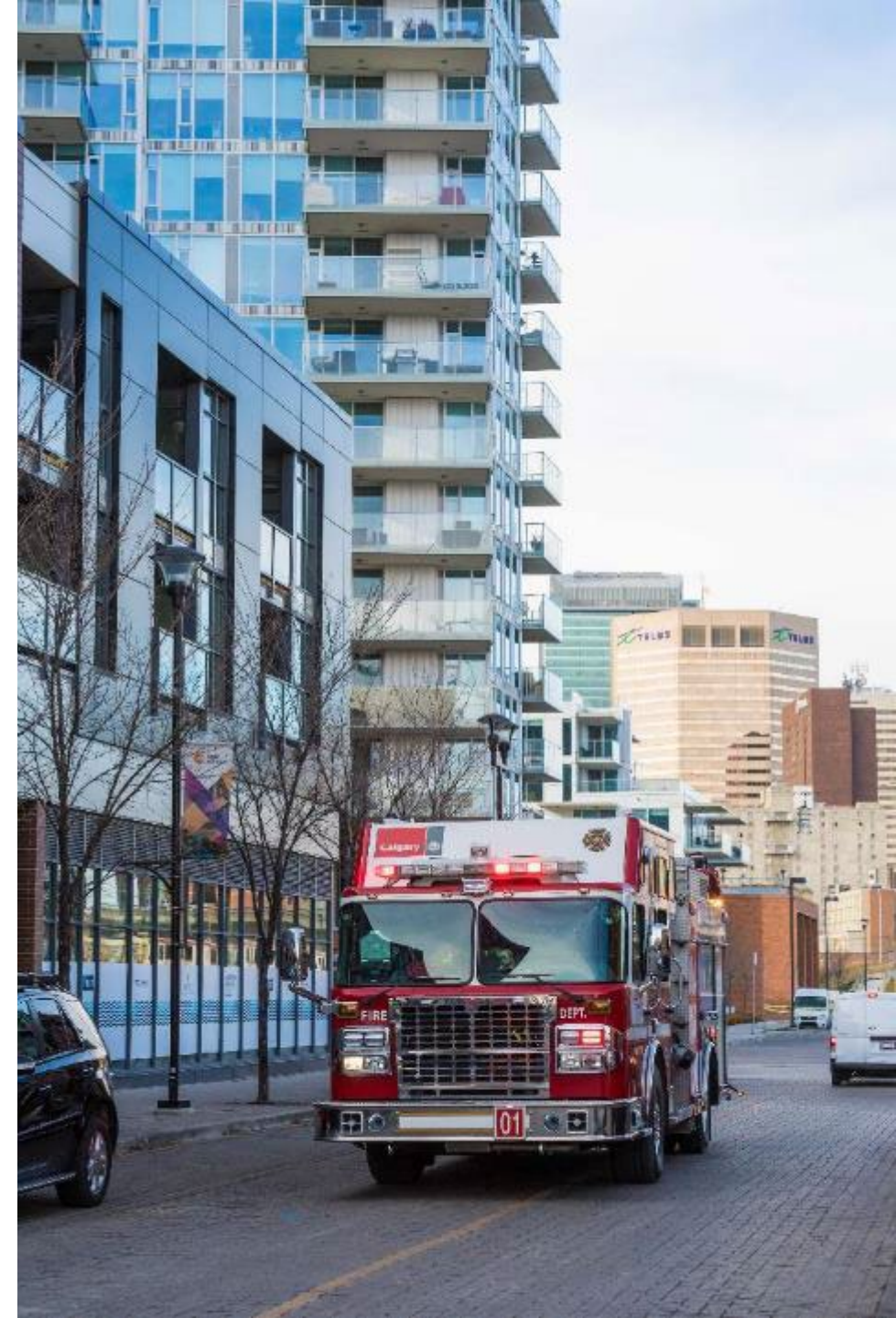


City services and programs

- **Calgarians who live in households with incomes under \$60,000** say they are happy with The City's services and programs. A statistically significant difference exists, with a greater share of lower-income residents reporting satisfaction compared to those in higher-income households.
- **Indigenous Calgarians** show moderate satisfaction with the overall level and quality of services and programs provided by The City of Calgary. A statistically significant gap exists, with fewer Indigenous Calgarians expressing satisfaction compared to non-Indigenous Calgarians.
- The services and programs offered by The City are well received by **Calgarians aged 65 and above**. Satisfaction is similar across age groups, with about two-thirds in each group expressing contentment.
- **Young adults** are satisfied with The City of Calgary's quality of services and programs. Satisfaction levels are similar between younger and older Calgarians, with about two-thirds of each group reporting positive views.
- A majority of **Racialized Calgarians** view the overall quality of services and programs positively. Satisfaction levels are similar among both Racialized and non-Racialized Calgarians, with around two-thirds expressing satisfaction.

Taxation

- There is a mixed view among **2SLGBTQIA+** Calgarians on the perceived value of municipal tax dollars; half believe the value is good. Views are broadly similar between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians regarding the value of municipal taxes.
- Opinions are split among **Calgarians born outside Canada** in their perception of receiving good value from municipal tax dollars. A statistically significant difference exists, as a greater share of those born outside Canada perceive good value from municipal taxes.
- **Calgarians from households with a person living with a disability (PWD)** have mixed feelings about whether they receive good value for their tax dollars. Their views are closely aligned with those of households without a PWD, with both groups similarly divided on the question of the value they receive for their municipal tax dollars.
- About half of Calgary's **female Calgarians** believe they get good value from their municipal taxes. There is a statistically significant difference in how women and men feel, with a higher proportion of female Calgarians feeling that taxes add value.



- There are divided opinions among **Calgarians who live in households earning under \$60,000** per year over whether they get good value for their taxes. A greater proportion of Calgarians with an annual household income under \$60,000 feel they receive good value from their municipal tax dollars compared to those with higher incomes.
- Calgary's **Indigenous population** disagrees that they receive good value for their municipal taxes. Fewer Indigenous Calgarians feel they receive good value from their municipal tax dollars compared to non-Indigenous Calgarians.
- Opinions among **Calgary seniors** vary regarding the value received for municipal property taxes - half believe they receive good value for their taxes. A greater proportion of Calgarians age 65 and above believe they get good value for their municipal tax dollars compared to those age 18 to 64, marking a statistically significant difference in perceptions by age.
- Opinions are divided among Calgary's **young adult** population regarding the value received from municipal taxes. Young adults aged 18 to 24 and Calgarians aged 25 and older have similar views on the value of their municipal tax dollars, believing they receive good value for their taxes.
- While not the prevailing view, a sizable minority of **Racialized Calgarians** feel the value received for municipal tax dollars is good. Racialized and non-Racialized Calgarians have similar views on taxation, with both groups having mixed perceptions of receiving good value from their municipal tax dollars.

Customer service

- For the most part, **2SLGBTQIA+** Calgarians find The City's customer service delivery to be in line with their expectations. A similar proportion of 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians agree that The City of Calgary meets their customer service expectations.
- The City's customer service meets the expectations of a majority of **Calgarians born outside Canada**. More newcomers agree that The City meets their service expectations compared to those born in Canada.
- 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 residents from households with and without PWD feel their customer service expectations are met.
- The City of Calgary's customer service performance meets the expectations of a majority of **female Calgarians**. Female and male Calgarians report similar levels of satisfaction with The City's customer service.



Customer service

- The majority of Calgarians from **households with annual incomes under \$60,000** say that The City's customer service has met their expectations. There is a statistically significant difference between income groups, with a higher proportion of those earning under \$60,000 agreeing that The City meets their customer service expectations.
- The City of Calgary provides many **Indigenous Calgarians** with the level of customer care they expect. Indigenous and non-Indigenous Calgarians similarly agree that The City of Calgary meets their customer service expectations.
- Customer service experiences with The City are meeting the expectations of many **senior Calgarians**. The two age groups have slightly different perspectives on The City's customer service. A lower proportion of Calgarians age 65 and above agree that The City of Calgary meets their customer service expectations.
- A large majority of **young adults** believe that The City's customer service meets their expectations, with 85% of those aged 18 to 24 expressing satisfaction. This is a statistically significant difference compared to 70% of Calgarians aged 25 and above who feel the same.
- **Racialized Calgarians** generally feel that The City of Calgary's customer service meets their expectations, with three out of four expressing satisfaction. This is a higher proportion than among non-Racialized Calgarians, where about two out of three feel the same way, suggesting a difference in customer service perceptions between the two groups.

Input from Calgarians

- The City of Calgary's efforts to enhance public input, respond to needs, and provide opportunities for Calgarians' involvement in decisions about projects and services are all viewed favourably by many **2SLGBTQIA+** Calgarians. Compared to others, a higher proportion of 2SLGBTQIA+ Calgarians feel confident that The City is improving how it includes Calgarians' voices in decision-making and believe The City is responsive to Calgarians' needs and expectations.
- **Calgarians born outside Canada** agree that The City is actively working to improve how it incorporates resident feedback in decision making processes. Additionally, they agree The City is responsive to their needs and appreciates the amount of opportunities to provide input on City projects and services. Compared to those born in Canada, Calgarians born outside Canada are more likely to feel that The City is responsive, actively improving its decision-making approach, and providing enough opportunities for resident input.
- **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. While views on responsiveness and inclusion efforts are fairly aligned between households with and without a person with a disability, fewer Calgarians in households with a PWD feel there are enough opportunities to provide input into decision making on City projects and services.
- The City's efforts to be responsive to residents' needs and improve their involvement in decision making are recognized by a small majority of **female Calgarians**. Opinions are divided on whether there are sufficient opportunities to provide input on City projects and services. Female and male Calgarians share nearly identical views across all input-related measures, with no notable differences in their perceptions.



Input from Calgarians

- Opinions are divided among **Indigenous Calgarians** about The City's responsiveness to the needs of Calgarians, with less agreement on whether efforts to enhance public input and engagement opportunities are sufficient. While views vary within the Indigenous community, both Indigenous and non-Indigenous Calgarians tend to share similar perspectives overall. Both groups generally agree that The City is making efforts to better include resident input in key decisions and to offer meaningful opportunities for involvement in municipal projects and services.
- **Calgarians with annual household incomes under \$60,000** are pleased with The City's public engagement efforts. Many say The City is responsive to their needs and is improving residents' involvement in decision making. A small majority also say there are sufficient opportunities to provide feedback on City projects and services. Compared to higher income groups, these residents are more likely to view The City as responsive to the needs and expectations of Calgarians, inclusive, and open to public input.
- **Calgarians age 65+** have mixed views on City engagement. Opinions are divided on whether The City is responsive to residents' needs and expectations. Fewer **seniors** believe The City is improving public input processes or providing enough opportunities for feedback on projects and services. Older and younger Calgarians differ in their views on public input opportunities. Across all measured areas, those age 65 and above are less likely than younger Calgarians to agree that The City is responsive, improving how it includes public input, and providing sufficient opportunities for participation in decision-making.
- **Young adults** view The City's efforts to engage residents in decision making positively. Many think they have sufficient opportunities to provide input on City projects and services and The City is responsive to their needs and expectations. Across all input measures, there are statistical differences between young adults age 18 to 24 and Calgarians age 25 and above. A higher proportion of young adults agree that The City is working to improve how it includes Calgarians' input into important decisions, is responsive to the needs and expectations of Calgarians, and provides enough opportunities for input on City projects and services.
- Overall, **Racialized Calgarians** feel positively about their involvement in City decision making. Many recognize The City's efforts to strengthen public involvement in important decisions. Many also agree The City is responding to residents needs and has sufficient opportunities for public input. Statistical differences exist between Racialized Calgarians and non-Racialized Calgarians on all measures related to input. A higher proportion of Racialized Calgarians agree that The City is working to improve how it incorporates Calgarians' input into important decisions, is responsive to Calgarians' needs and expectations, and provides enough opportunities for Calgarians to be involved in decision-making about City projects and services.

City reputation and performance

- More **2SLGBTQIA+** Calgarians are satisfied with City Administration than with City Council, and satisfaction with The City as a whole lands between the two. Although fewer are satisfied with City Council, it still represents a positive majority. Despite favourable performance, trust in The City is divided. 2SLGBTQIA+ Calgarians report higher satisfaction with City performance than their non-2SLGBTQIA+ counterpart. They express greater satisfaction with City Administration, City Council, and the City as a whole, including both Council and Administration.
- Among **Calgarians born outside Canada**, more are satisfied with City Administration than with City Council. Many are also satisfied with The City as a whole. Despite positive performance, trust in The City is relatively lower. Calgarians born outside Canada tend to view The City more positively than those born in Canada. They report higher satisfaction with City Administration, Council, and overall City performance, as well as greater trust in The City of Calgary.
- 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 from households with and without persons with disabilities express similar views on City reputation and performance. They report comparable levels of satisfaction with City Administration, City Council, and overall City services, as well as similar levels of trust in The City of Calgary.
- While City Administration and The City as a whole receive high satisfaction ratings by many **female Calgarians**, opinions on City Council are mixed. Trust in The City lags in comparison. Female Calgarians are more likely than male Calgarians to express satisfaction with City Council and the City overall. A greater proportion of women also report trust in The City of Calgary, highlighting a statistically significant difference in perceptions of City reputation and performance.



City reputation and performance

- **Indigenous Calgarians'** satisfaction with the City Administration is higher than their satisfaction with City Council, although neither is very high. Satisfaction with The City as a whole reflects a mix of these two assessments. Trust in The City falls well below satisfaction levels. Indigenous Calgarians report lower levels of satisfaction with The City's performance compared to non-Indigenous Calgarians. Specifically, they are less satisfied with City Administration (excluding City Council) and with The City of Calgary overall, including both City Council and Administration.
- The majority of **households with incomes under \$60,000** are pleased with City Administration, The City as a whole, and City Council. Despite positive assessments of City performance, trust in The City is mixed among this group. Calgarians with an annual household income under \$60,000 express significantly more positive views about The City's reputation and performance than those with higher incomes. They are more likely to report satisfaction with City Administration, Council, and The City overall, and also show a higher level of trust in The City of Calgary.
- Many Calgarians **age 65 and above** are satisfied with City Administration, while satisfaction with City Council is relatively lower. This disparity results in more divided opinions about The City as a whole. Trust in The City trails behind, falling below these performance ratings. Fewer Calgarians aged 65 and above report satisfaction across all measured aspects of City performance and reputation. Compared to those age 18 to 64, they are less likely to express satisfaction with the City overall (Council and Administration), City Administration alone, and City Council alone.
- Many **young adults** in Calgary express satisfaction with The City as a whole, including City Council and Administration. However, despite this general satisfaction, only a minority say they truly trust The City, while about half report feeling neutral on the matter. Still, compared to Calgarians aged 25 and older, young adults report higher satisfaction with all aspects of The City's reputation and performance and are more likely to express positive views of City Administration, City Council, and the City overall.
- While City Administration is well-regarded by many **Racialized Calgarians**, the City Council receives less enthusiastic approval. This mix of opinions contributes to a moderately positive overall perception of The City as a whole. Trust in The City lags behind these performance ratings. Racialized Calgarians indicate higher satisfaction than non-racialized Calgarians with City Council and with The City as a whole, including Council and Administration.

Council focus areas

- **2SLGBTQIA+** Calgarians widely agree that The City does well to promote culture, diversity and heritage. Many also commend The City's efforts in building meaningful relationships with Indigenous partners. While still positive, relatively fewer feel The City is effectively collaborating with community partners to address social issues. There is a statistical difference between the two groups, with fewer 2SLGBTQIA+ Calgarians agreeing that the city is doing a good job of building meaningful relationships with Indigenous partners.
- Overwhelmingly, **Calgarians born outside Canada** agree that The City excels in celebrating culture, heritage, and diversity. They also highly agree The City is doing well to build relationships with Indigenous partners. While still positive, agreement is lower for The City's work on social issues. For all council focus areas, Calgarians born outside Canada consistently rate The City's performance more favorably than other Calgarians do. They are more likely to view the City's efforts positively across cultural celebration, partnerships with Indigenous communities, and collaboration on social issues.
- 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. Calgarians from households with a person with a disability (PWD) are consistently less likely than others to view the City's efforts positively, including in areas of cultural celebration, Indigenous partnerships, and collaboration on social issues.



Council focus areas

- The vast majority of **female Calgarians** believe The City effectively promotes Calgary's cultural diversity and heritage. Most think The City is building strong relationships with Indigenous partners. Fewer agree The City is successfully addressing social issues with community partners. Both female and male Calgarians share similar views on all council focus areas measured. They generally agree the City is doing a good job in promoting diversity, building Indigenous relationships, and collaborating on social issues, with only slight variation in responses.
- The City's efforts to foster cultural diversity and cultivate relationships with Indigenous partners are highly valued by **Calgarians with household incomes under \$60,000**. Many also show favourable appreciation for The City's efforts to address social issues including addiction and mental health. For the council focus areas measured, the similar viewpoints between the two groups are: both income groups agree the City is doing a good job promoting diversity and building relationships with Indigenous partners. However, those with lower household incomes are more likely to view the City's collaboration on social issues positively.
- The City earns high marks from **Indigenous Calgarians** for celebrating cultural diversity and heritage. Similarly, many Indigenous Calgarians commend The City's work in building meaningful relationships with Indigenous partners. The viewpoints of Indigenous and non-Indigenous Calgarians are similar across all council focus areas. However, Indigenous Calgarians are somewhat less likely to view the City's efforts positively, particularly in building Indigenous partnerships and addressing social issues.



Council focus areas

- The majority of **seniors in Calgary** believe that The City is doing a good job in promoting Calgary as a city that values diversity, culture, and heritage. Similarly, as many agree that The City is doing a good job establishing relationships with Indigenous partners. Notably fewer seniors have as strong of an opinion about The City's efforts to address social issues including addiction and mental health. For the council focus areas measured, Calgarians age 65+ and Calgarians age 18 to 64 show similar and differing perspectives. Both age groups agree the City is doing a good job promoting diversity and working with partners to address social issues. However, fewer older Calgarians believe the City is doing well in building relationships with Indigenous partners.
- A vast majority of **young adults** believe The City celebrates culture, heritage, and diversity. Many also think The City is doing well in building relationships with Indigenous partners and is effectively working with community partners to address social issues. Both young adults aged 18 to 24 and Calgarians age 25 and above share some common perspectives. They similarly agree that the City is doing a good job promoting Calgary as a diverse and inclusive city and working with partners to address social issues. However, young adults are less likely than older Calgarians to believe the City is doing well in building relationships with Indigenous partners.
- The City's efforts in promoting cultural diversity resonate strongly with most **Racialized Calgarians**. Many also acknowledge The City's work on Indigenous relations and social matters. In evaluating council focus areas, Racialized and non-Racialized Calgarians share a similar view on one aspect. Both groups 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. However, Racialized Calgarians are less likely to view the City's efforts to build relationships with Indigenous partners positively, and more likely to believe it is doing well in addressing social issues through community partnerships.

Housing

- A majority of **2SLGBTQIA+** Calgarians agree there is a need for increased investment in affordable housing programs for low-income residents. This near unanimous backing may be influenced by the widespread perception that adequate market housing is not accessible to all Calgarians.
- Most Calgarians **born outside Canada** support increased City investment in affordable housing programs. This may stem from the fact that only a minority believe all Calgarians currently have access to suitable market housing. Compared to those born in Canada, a higher proportion of Calgarians born outside the country believe the City should prioritize affordable housing and are more likely to view current market housing as adequate.
- 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. Whereas Calgarians from PWD households are more likely to support increased investment in affordable housing, they are also less likely to believe that adequate market housing is accessible to all.
- A strong majority of **Calgarians with household incomes under \$60,000** believes that The City needs to invest more into affordable housing programs for low-income residents. Currently, only a minority believe that all Calgary residents have access to market housing that meets their needs. The two income groups differ in their views on housing. Calgarians with lower household incomes are more likely to support increased investment in affordable housing and are also more likely to believe that adequate market housing is accessible to all.



Housing

- Few **female Calgarians** believe that all residents have access to adequate market housing that meets their needs. This view likely contributes to the widespread support among female Calgarians for increased City investment in affordable housing programs aimed at low-income residents. There are statistical differences between the two groups in their perspectives about housing. Female Calgarians are more likely to support increased investment in affordable housing, while they are less likely than male Calgarians to believe that adequate market housing is accessible to all.
- Affordable housing programs for low-income residents and Indigenous Calgarians receive strong support from **Indigenous Calgarians**, with a large majority agreeing The City should increase investment in these programs. This may be partially influenced by mixed perceptions about whether all Calgarians even have access to market housing that fits their needs. Indigenous and non-Indigenous Calgarians share similar views on housing, including support for increased investment in affordable housing programs for both low-income and Indigenous Calgarians. However, more Indigenous Calgarians believe that all Calgarians currently have access to adequate market housing.
- The majority of **Calgarians age 65+** agree that The City should increase its investment in affordable housing programs for low-income residents. This view may be influenced by the fact that only a small minority believe all Calgarians currently have access to suitable market housing. When it comes to affordable housing and housing adequacy, both groups share common views. Calgarians across age groups similarly support increased investment in affordable housing and hold comparable perceptions about access to adequate market housing.
- **Young adults** overwhelmingly support increased City investment in affordable housing for low-income residents, though not all believe that adequate housing is currently accessible to everyone. This concern is shared across age groups, as both young adults age 18 to 24 and Calgarians age 25 and older agree that the City should invest more in affordable housing programs to ensure all residents have access to adequate market housing.
- Most **Racialized Calgarians** believe current housing is not accessible to all, particularly for low-income residents. Consequently, a majority support City investment in affordable housing programs. Both Racialized and non-Racialized Calgarians express strong support for increased City investment in affordable housing programs. When it comes to perceptions of housing adequacy, Racialized Calgarians are more likely to believe that all Calgarians have access to market housing that meets their needs — though this belief remains a minority view across both groups.

Downtown Calgary

- Most 2SLGBTQIA+ Calgarians agree that The City ought to take greater action to improve downtown safety. Separately, a smaller but still sizable majority agrees that more should be spent on downtown infrastructure.
- Two downtown initiatives, safety improvement and infrastructure investment, receive strong support from **Calgarians born outside Canada**. Calgarians born outside Canada and those born in Canada generally agree that The City should do more to address safety issues in Calgary's downtown. However, when it comes to investing in downtown infrastructure, opinions differ—Calgarians born outside Canada are significantly more likely to support increased investment..
- 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 favor 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. In contrast, Calgarians from households with a person with a disability are less likely to support additional investment in downtown infrastructure.
- Almost all **female Calgarians** express strong support for improved downtown safety measures, and many also support increased infrastructure investment in the area. Both female and male Calgarians agree that The City should be doing more to address safety in the downtown area. However, female Calgarians are less likely to support additional investment in downtown infrastructure.



Downtown Calgary

- Calgarians with **household incomes under \$60,000** believe that The City should do more to address downtown safety concerns. There are also many who believe that The City should invest more in downtown Calgary's infrastructure. Both Calgarians with an annual household income under \$60,000 and those with an annual household income of \$60,000 or more share similar views, including agreement that The City should be doing more to address safety issues in Calgary's downtown. Both groups also agree that The City should invest more in downtown infrastructure.
- Among **Indigenous Calgarians**, there is unanimous agreement that The City should boost safety measures in the downtown area. Increased infrastructure investment is also supported by many Indigenous Calgarians. Both groups share similar opinions about downtown Calgary's needs, agreeing that The City should be doing more to address safety issues in downtown and also believe that The City should be investing more into infrastructure in Calgary's downtown.
- Almost all **senior Calgarians** believe that more should be done by The City to address safety issues in the downtown area. Many also feel The City should increase investment in downtown infrastructure. Older and younger Calgarians share similar views on priorities for downtown Calgary. Across age groups, there is strong agreement that The City should do more to improve safety in the downtown area. Support for increased infrastructure investment is also consistent between younger and older Calgarians.
- Calgary's **young adult** population overwhelmingly believes The City should increase its downtown investment, particularly in enhancing safety measures. While not as universally expressed, there is still considerable interest in improving downtown infrastructure. Young adults and older Calgarians share similar views, with both groups strongly supporting increased safety measures and infrastructure investment. Agreement is particularly strong around the need for The City to take further action on safety.
- Almost all **Racialized Calgarians** call for improved downtown safety measures. They also show strong support for increased City investment in downtown infrastructure. Both Racialized and non-Racialized Calgarians broadly agree on the need for more safety measures, while Racialized Calgarians are more likely to support increased investment in downtown infrastructure.



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