



Calgary



Equity-deserving communities 2SLGBTQIA+

Analysis of the 2023 Spring Survey of Calgarians
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Background and methodology

Telephone survey conducted with a randomly-selected sample of 2,502 Calgarians aged 18 years and older between March 2 and March 26, 2023.

- Both cell phone (60%) and landline (40%) sample were used.
 - The average interview length was 29 minutes.
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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 2,502 is ± 1.96 percentage points, 19 times out of 20. The margin of error for the 2SLGBTQIA+ sub-group of 103 is ± 9.46 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 Spring Survey of Calgarians are represented within this report. Results are compared between 2SLGBTQIA+ and non-2SLGBTQIA+ subgroups. Statistically significant differences are noted throughout the report:

- ↑ indicates number is significantly higher than the other group.
- ↓ indicates number is significantly lower than the other group.
- * Some results in this report are subject to rounding adjustments.

Significant differences are an indication that a difference is not due to chance. A mathematical formula is used to calculate each difference independently. Whether or not a difference is considered significant depends on a few factors including the total sample size and the variability of responses. Larger sample sizes mean that smaller differences are significant. Additionally, variability of responses means that the more alike the responses are the more significant a change will be.

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 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 (2023) Spring 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 nine 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: the number of respondents who identified with another category is too small to report separately

Seniors:

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

Young Adults:

- **18 to 24 years old**
- 25 years old or older

Household Income:

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

Note: self-reported pre-tax annual household income

Disability:

- **Yes**
- No

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

2SLGBTQIA+:

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

Racialized People:

- **Yes**
- No

Born in Canada:

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

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

Indigenous:

- **Indigenous**
- Non-Indigenous

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



Key findings

Key findings

Quality of life

While the overall quality of life ratings are consistent regardless of 2SLGBTQIA+ status.

- 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians agree at similar rates that the quality of life is 'good' in Calgary (78% vs. 79%).
- 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians agree similarly that Calgary is moving in the right direction to ensure high quality of life (58% vs. 51%) and is on the track to be a better city (77% vs. 83%).
- While 2SLGBTQIA+ Calgarians agree at slightly lower rates than non-2SLGBTQIA+ Calgarians that Calgary is a great place to make a living (64% vs. 73%) or life (76% vs. 79%), the differences are not significant.

Inclusivity

Though 2SLGBTQIA+ Calgarians have lower levels of agreement for inclusivity, differences are not significant.

- 2SLGBTQIA+ Calgarians agree at lower but not significantly different rates than non-2SLGBTQIA+ Calgarians that The City fosters a city that is inclusive and accepting of all (63% vs. 70%), removes barriers to participation for Calgarians who need it most (46% vs. 53%), and creates a city that is equally accessible for all (52% vs. 60%)

Green Line LRT

Overall levels of agreement regarding the Green Line's importance are consistent between groups.

- 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians agree overall at similar rates about the Green Line's importance to Calgary's future, network system, and that it will enable Calgarians to be better connected with people, places and services.
- 2SLGBTQIA+ Calgarians are more likely than those who aren't to say the Green Line is 'very important' to Calgary's future (87% vs. 76%), 'strongly agree' that it is an important addition to the transportation network (83% vs. 71%) and 'strongly agree' that it will better connect Calgarians (80% vs. 69%).

Key findings

The environment

Members of the 2SLGBTQIA+ community have more negative perceptions regarding the environment.

- Calgarians who identify as 2SLGBTQIA+ are less likely than non-2SLGBTQIA+ Calgarians to rate the state of Calgary's environment as 'good' (88% vs. 94%) and more likely to rate it as 'poor' (12% vs. 6%).
- Those who are 2SLGBTQIA+ are less likely to be satisfied with the job The City is doing to protect the environment (68% vs. 85%) and with the programs and services aimed to reduce environmental impact (62% vs. 79%) compared to non-2SLGBTQIA+ Calgarians.
 - Relatedly, 2SLGBTQIA+ Calgarians are more likely to be dissatisfied compared to non-2SLGBTQIA+ Calgarians with those (32% vs. 15% and 38% vs. 21%, respectively).

Service equity

2SLGBTQIA+ Calgarians are satisfied at similar rates as non-2SLGBTQIA+ Calgarians.

- Two-thirds (67%) of Calgarians are satisfied with the level and quality of services and programs, with no significant differences between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians (63% vs. 68%).
- When looking at individual services, 2SLGBTQIA+ Calgarians are less satisfied than non-2SLGBTQIA+ with police services (62% vs. 80%).
- In line with satisfaction levels, 2SLGBTQIA+ Calgarians also are less likely to want The City to 'invest more' in police services (30% vs. 66%) as well as fire inspection and enforcement (18% vs. 36%) compared to non-2SLGBTQIA+ Calgarians.
- 2SLGBTQIA+ Calgarians want The City to 'invest less' in police services at much higher rates than non-2SLGBTQIA+ Calgarians (34% vs. 7%).

Key findings

Taxation

2SLGBTQIA+ Calgarians perceive the value of tax dollars to be ‘good’ at similar rates non-2SLGBTQIA+ Calgarians.

- 2SLGBTQIA+ Calgarians are more likely than non-2SLGBTQIA+ Calgarians to endorse an increase in taxes (74% vs. 54%) either beyond inflation to expand services (17% vs. 9%) or at the current inflation rate to maintain levels of services (57% vs. 44%).
 - Similarly, 2SLGBTQIA+ Calgarians are significantly less likely to want to cut services compared to non-2SLGBTQIA+ Calgarians (24% vs. 40%).

Customer service

Overall perceptions toward customer service at The City is consistent between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians.

- There are no significant differences between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians’ agreement toward the quality of customer service being high (69% vs. 72%), The City responding quickly to requests and concerns (60% vs. 66%), The City making customer service a priority (71% vs. 71%), and The City meeting their customer service expectations (78% vs. 78%).
- Both groups agree that City communication has been ‘good’ in the last 6 months (72% 2SLGBTQIA+ vs. 71% non-2SLGBTQIA+).

Key findings

Input from Calgarians

Calgarians identifying as 2SLGBTQIA+ agree at similar rates as non-2SLGBTQIA+ Calgarians on aspects of input from Calgarians.

- Overall, for most aspects of input from Calgarians, both groups agree overall at similar overall rates, however, 2SLGBTQIA+ Calgarians are more likely to 'strongly agree' on some items.
- 2SLGBTQIA+ Calgarians are more likely to 'strongly agree' than non-2SLGBTQIA+ Calgarians that The City allows meaningful input into decision making (24% vs. 16%).
- Overall, they are also more likely to agree than non-2SLGBTQIA+ Calgarians that they are confident The City is working to improve how includes Calgarians' input (81% vs. 67%).

Reputation and performance

2SLGBTQIA+ Calgarians trust The City and are satisfied with Council and Administration at The City at similar rates as those who are non-2SLGBTQIA+.

- 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians trust The City at similar rates (57% vs. 48%).
- 2SLGBTQIA+ are more likely to agree that The City practices open and accessible government (31% vs. 19%).
- There are no significant differences between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians on satisfaction with The City as a whole (79% vs. 70%), City Council (64% vs. 60%), and City Administration (81% vs. 77%).
- Similarly, 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians hold similar levels of agreement toward beliefs that Council and Administration work collaboratively to make the best decisions for the future of Calgary (74% vs. 69%) and that The City manages its spending in a responsible way that reflects the needs and priorities of Calgarians (64% vs. 58%).



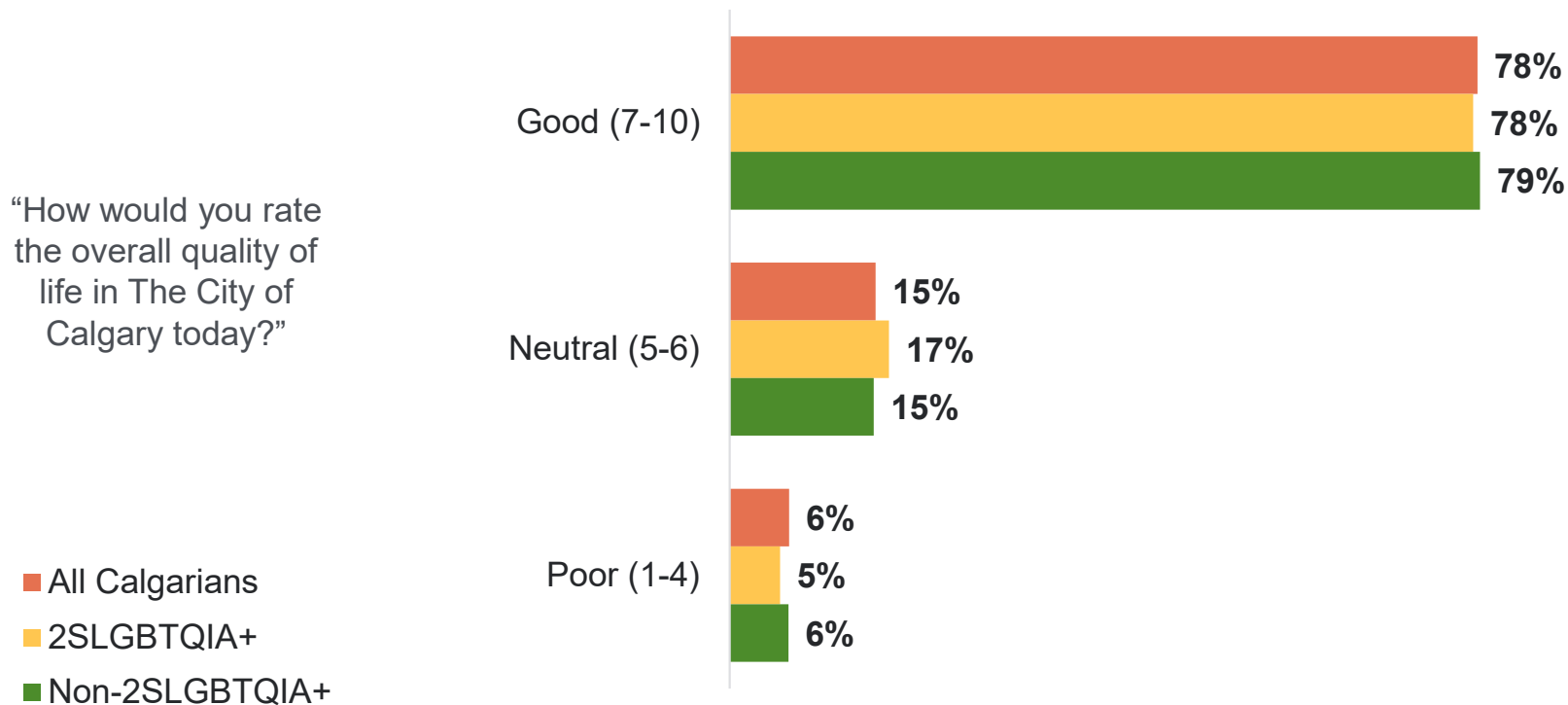
Detailed findings



Quality of life

Overall quality of life in Calgary – 2SLGBTQIA+

About three-quarters (78%) of Calgarians rate the overall quality of life in The City of Calgary today as ‘good’, including both 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians (78% vs. 79%).

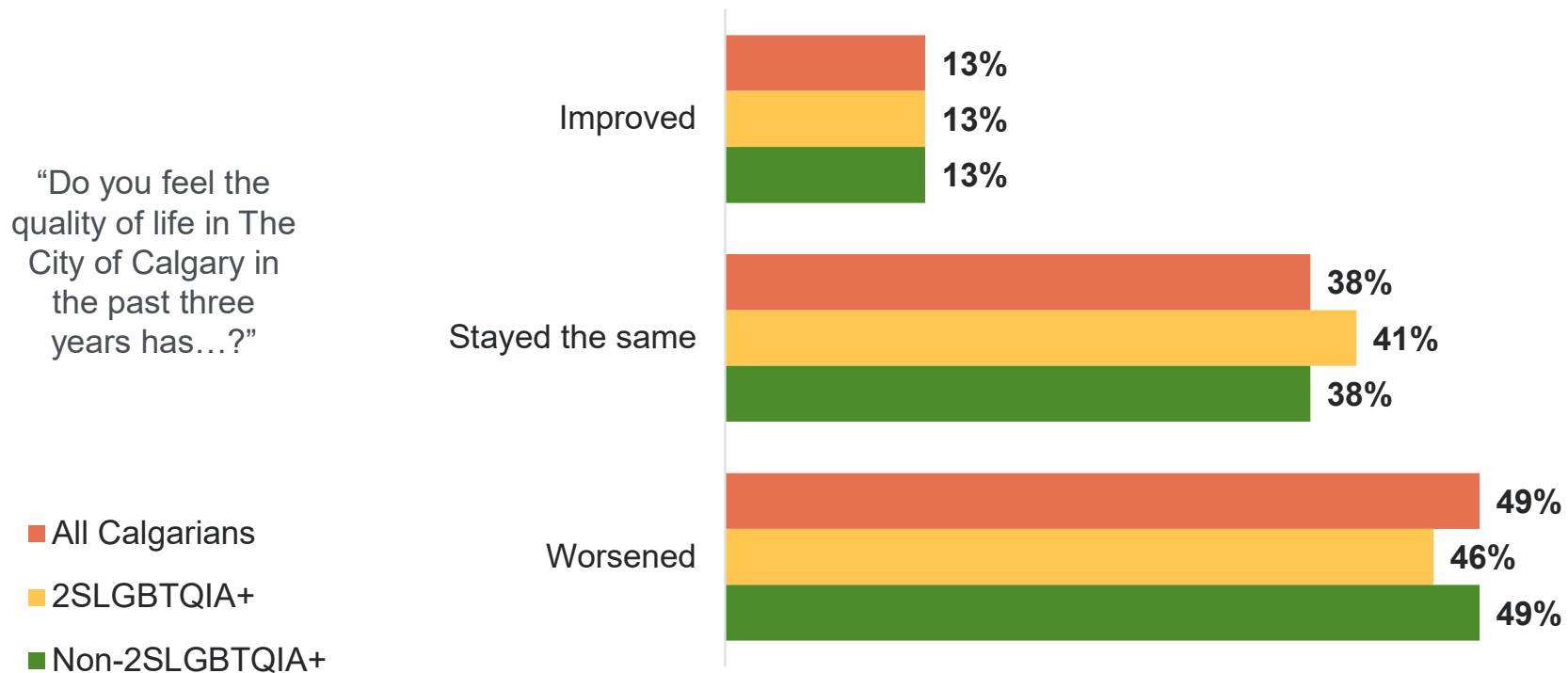


Q. On a scale of “1” to “10” where “1” is “very poor” and “10” is “very good” how would you rate the overall quality of life in The City of Calgary today?

Base: Valid respondents (All Calgarians, n=2,500; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,352)

Perceived change in quality of life – 2SLGBTQIA+

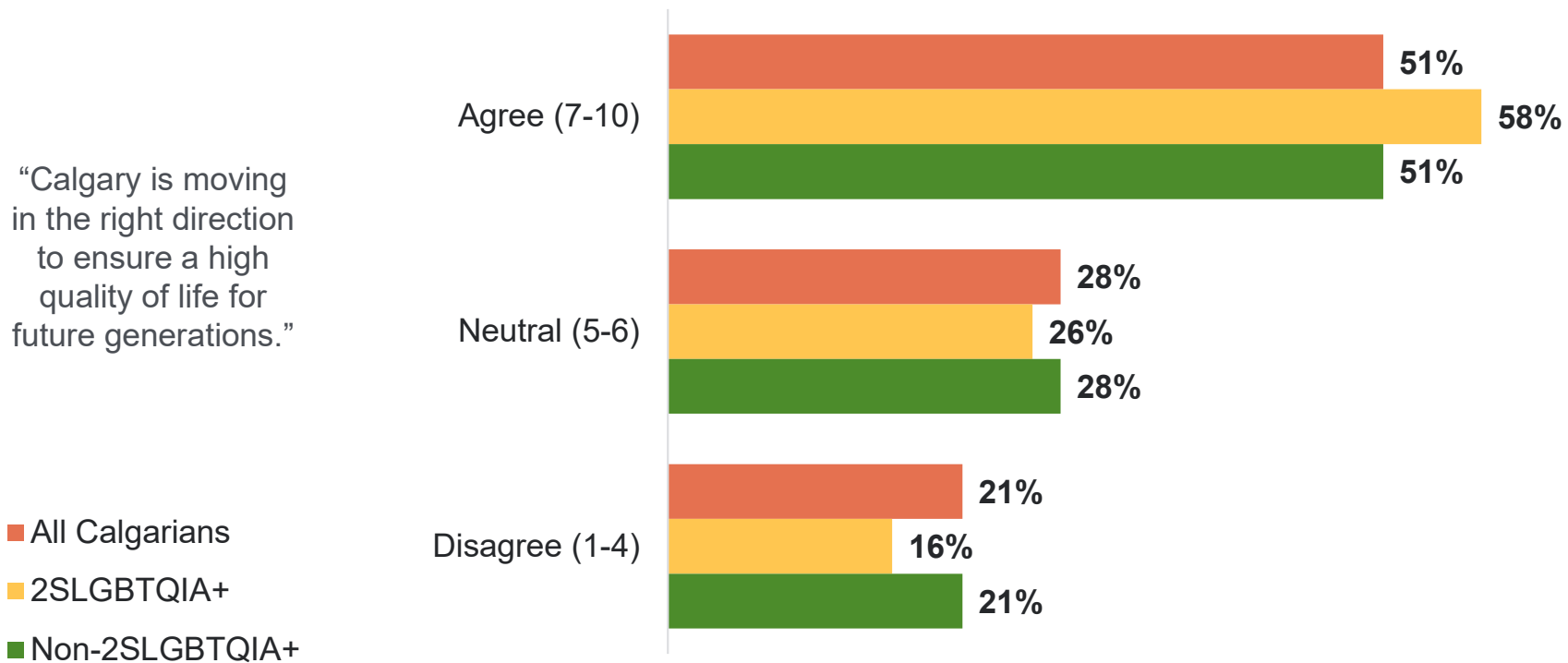
About half of Calgarians (49%) indicate the quality of life in The City of Calgary has worsened over the past three years, with no significant differences between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians (46% vs. 49%).



Q. Do you feel that the quality of life in The City of Calgary in the past three years has ...?
 Base: Valid respondents (All Calgarians, n=2,465; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,317)

Moving in the right direction – 2SLGBTQIA+

2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians agree Calgary is moving in the right direction to ensure a high quality of life for future generations at about the same rate (58% vs. 51%).

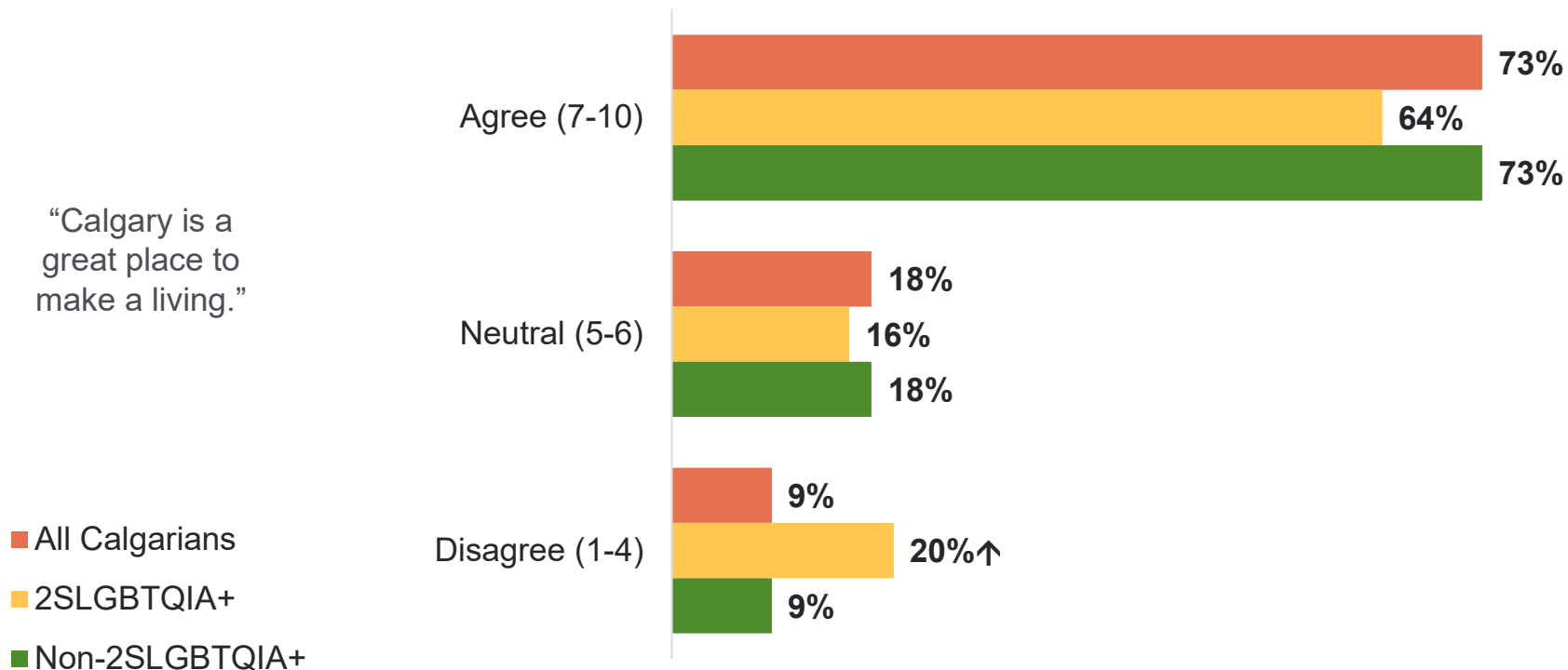


Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,490; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,343)

Great place to make a living – 2SLGBTQIA+

Agreement that Calgary is a great place to make a living is consistent across all Calgarians, including both 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians (64% vs. 73%). 2SLGBTQIA+ Calgarians are, however, more likely to disagree than non-2SLGBTQIA+ Calgarians (20% vs. 9%).



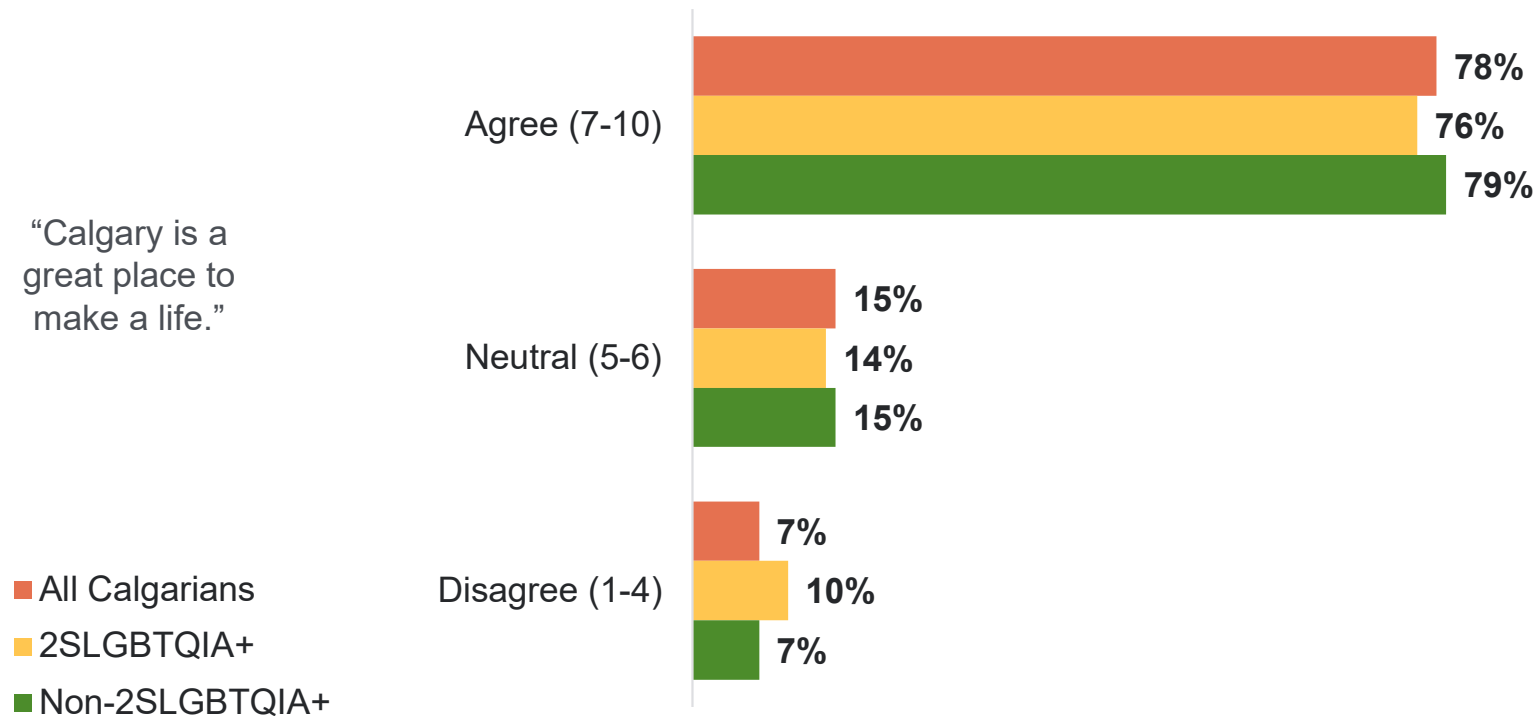
Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,497; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,349)

↑ Statistically higher than subgroup
 ↓ Statistically lower than subgroup

Great place to make a life – 2SLGBTQIA+

There is no statistically significant difference between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians in agreement that Calgary is a great place to make a life (76% vs. 79%).

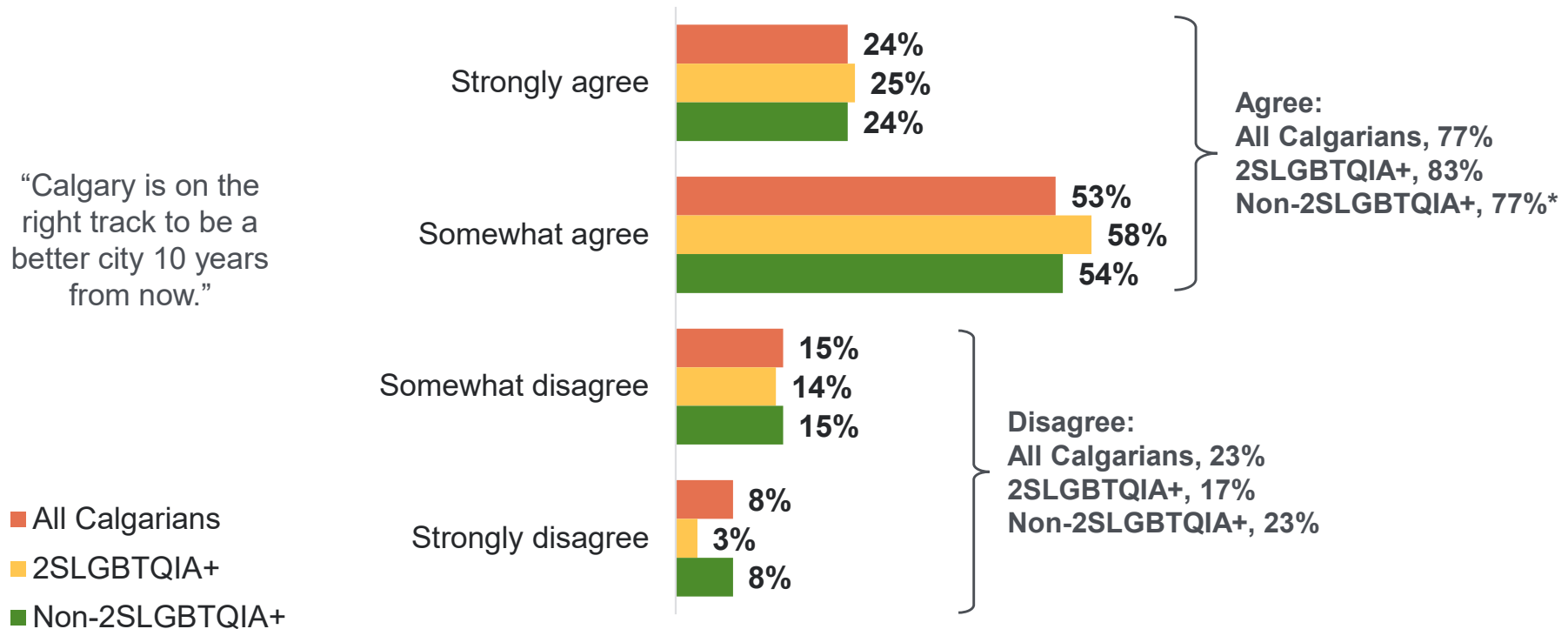


Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,502; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,354)

On track to be a better city – 2SLGBTQIA+

2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians agree Calgary is on the right track to be a better city 10 years from now at about the same rate (83% vs. 77%).



Q. There are challenges facing The City of Calgary today, but also success stories. Do you agree or disagree that...?

Base: Valid respondents (All Calgarians, n=2,487; 2SLGBTQIA+, n=102; Non-2SLGBTQIA+, n=2,340)

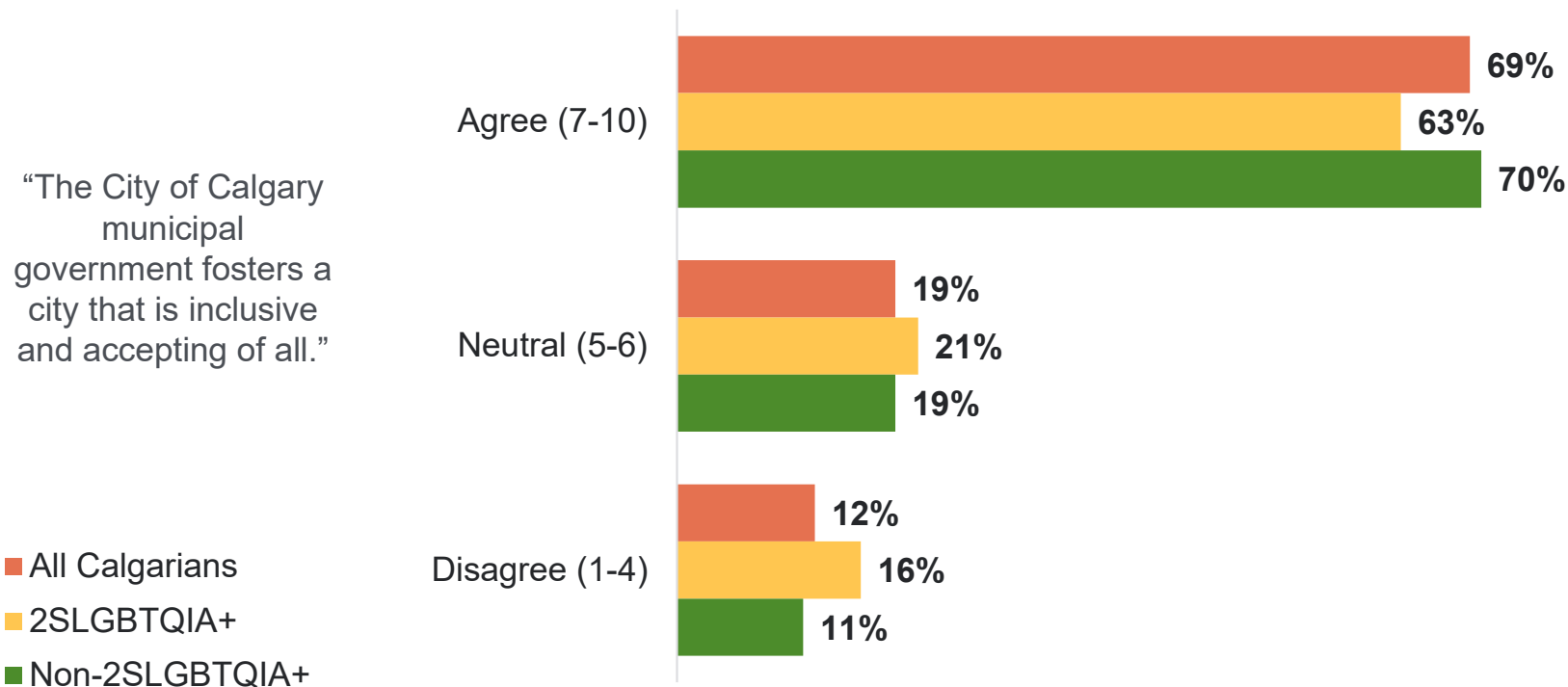
*Rounding



Inclusivity

Perceptions of inclusion – 2SLGBTQIA+

More than two-thirds of Calgarians (69%) agree The City fosters a city that is inclusive and accepting of all, with no significant differences between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians (63% vs. 70%).

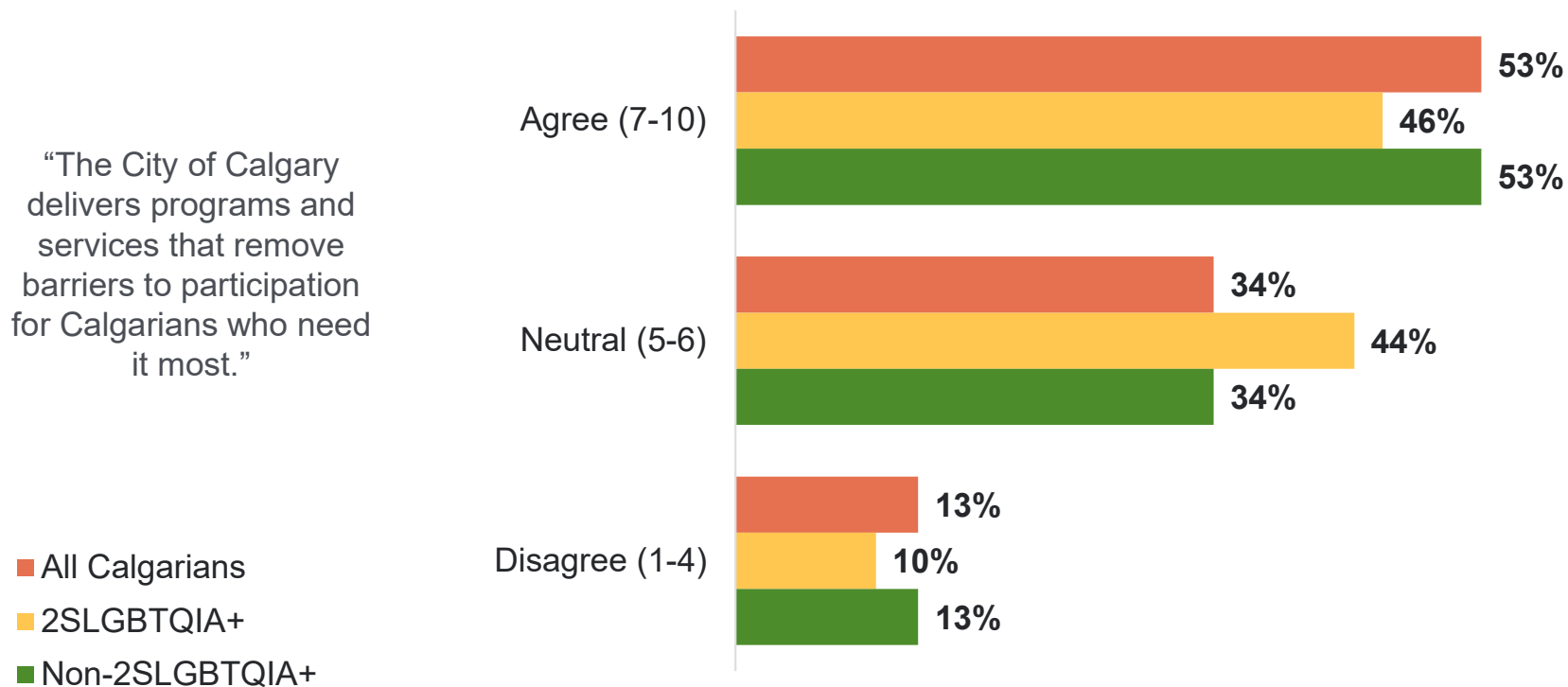


Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,473; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,329)

Removes barriers to participation – 2SLGBTQIA+

There is no significant difference in agreement that The City delivers programs and services that remove barriers to participation for Calgarians who need it most between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians (46% vs. 53%).

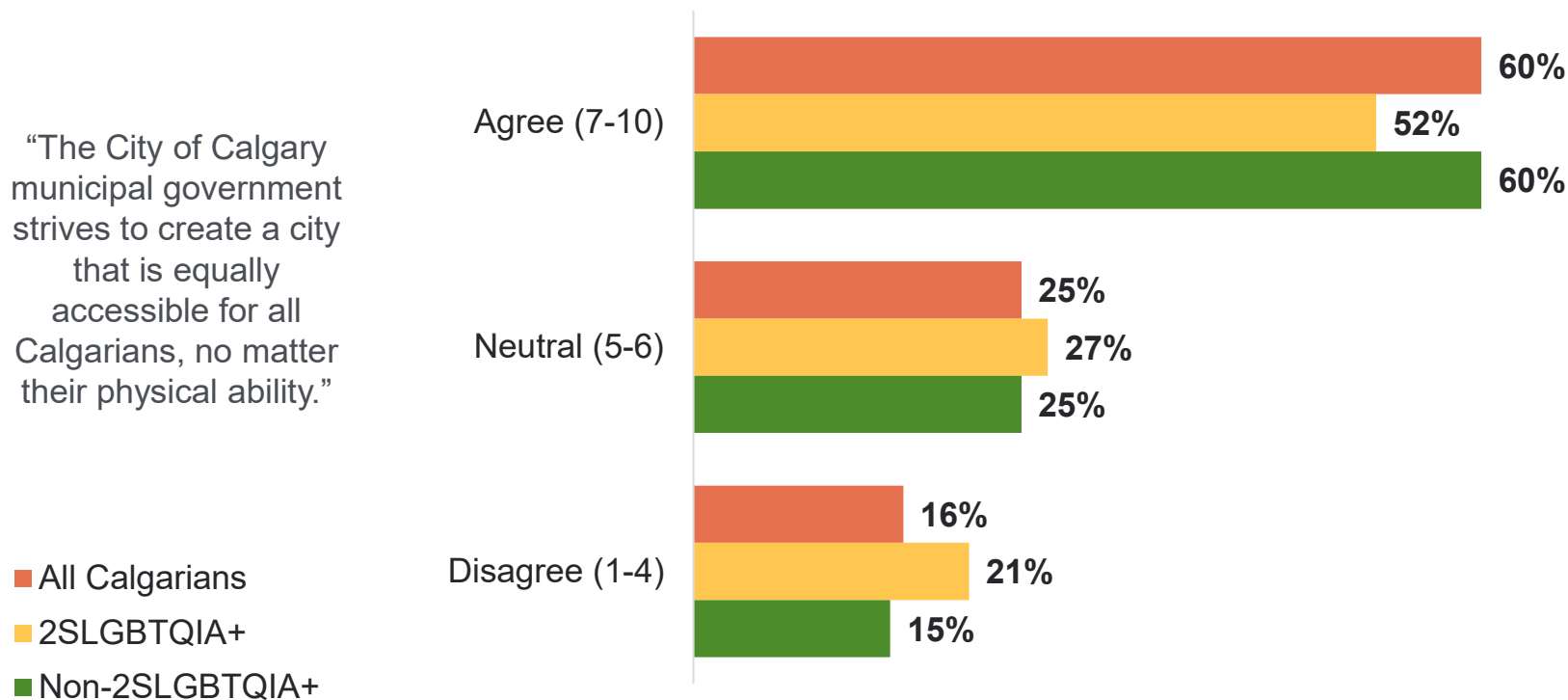


Q. Next, I’m going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each statement using a scale from “1” to “10”, where “1” is “completely disagree” and “10” is “completely agree”.

Base: Valid respondents (All Calgarians, n=2,431; 2SLGBTQIA+, n=102; Non-2SLGBTQIA+, n=2,287)

Equally accessible for all physical abilities – 2SLGBTQIA+

2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians agree The City strives to create a city that is equally accessible for all Calgarians no matter their physical ability at about the same rate (52% vs. 60%).



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

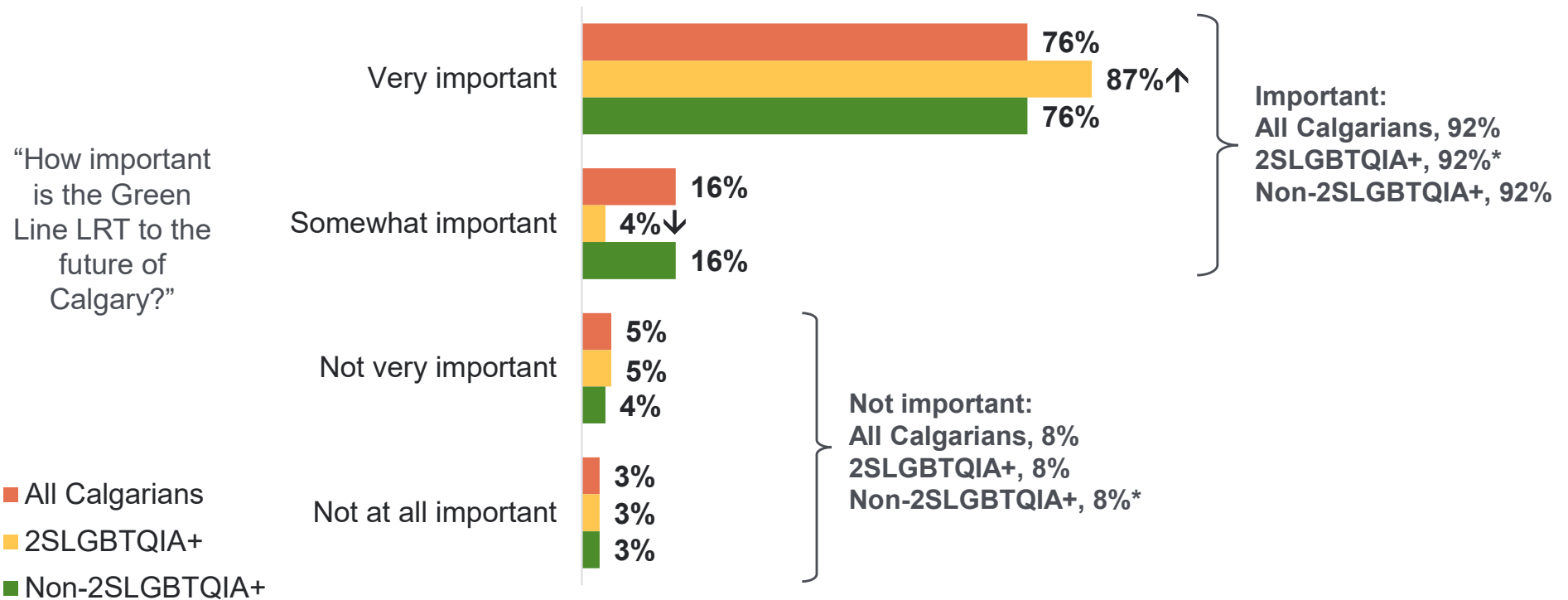
Base: Valid respondents (All Calgarians, n=2,484; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,336)



Green Line LRT

Importance to Calgary's future – 2SLGBTQIA+

2SLGBTQIA+ Calgarians are significantly more likely than non-2SLGBTQIA+ Calgarians to indicate the Green Line LRT is 'very important' to the future of Calgary (87% vs. 76%).

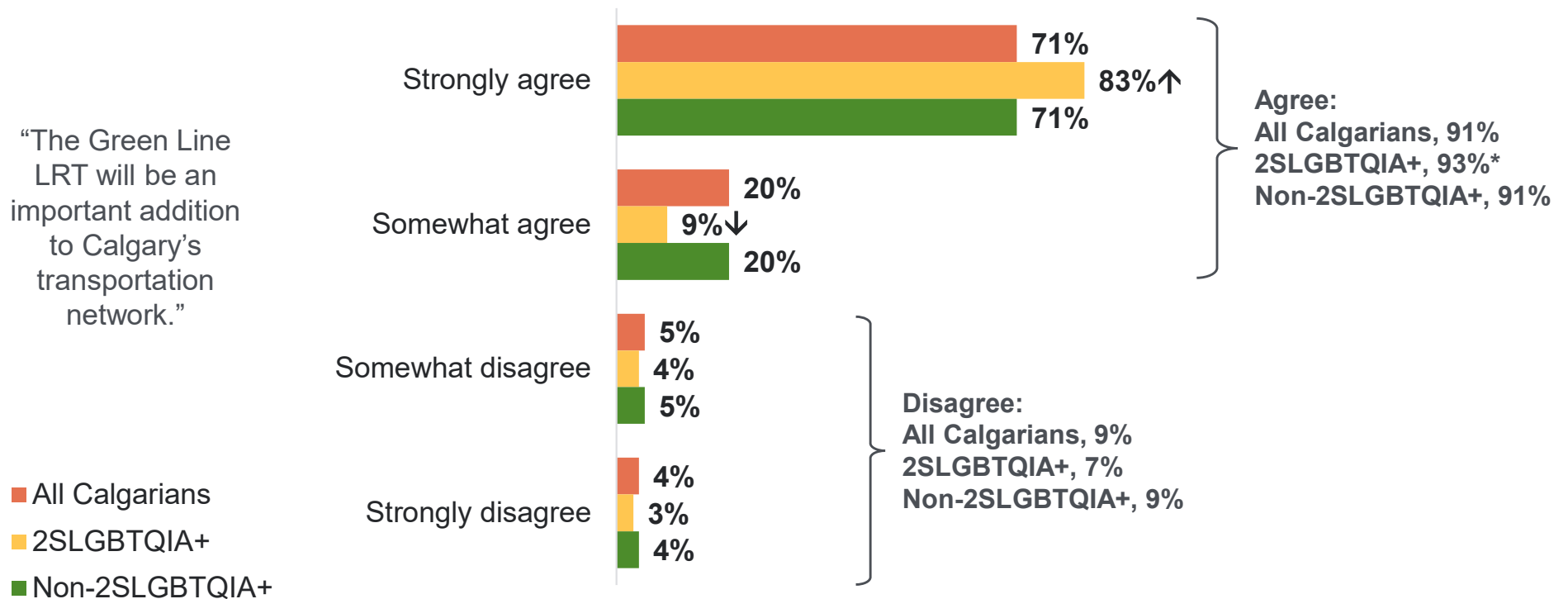


Q. The Green Line is Calgary's next LRT line. When complete, it will connect communities between Keystone in the North and Seton in the Southeast to downtown and various other destinations along the way. How important do you think the Green Line LRT is to the future of Calgary, 10 years down the road and beyond?

Base: Valid respondents (All Calgarians, n=2,490; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,343)

Important addition to transportation network – 2SLGBTQIA+

When compared to non-2SLGBTQIA+ Calgarians, 2SLGBTQIA+ Calgarians are more likely to ‘strongly agree’ the Green Line LRT will be an important addition to Calgary’s transportation network (83% vs. 71%).



*Rounding

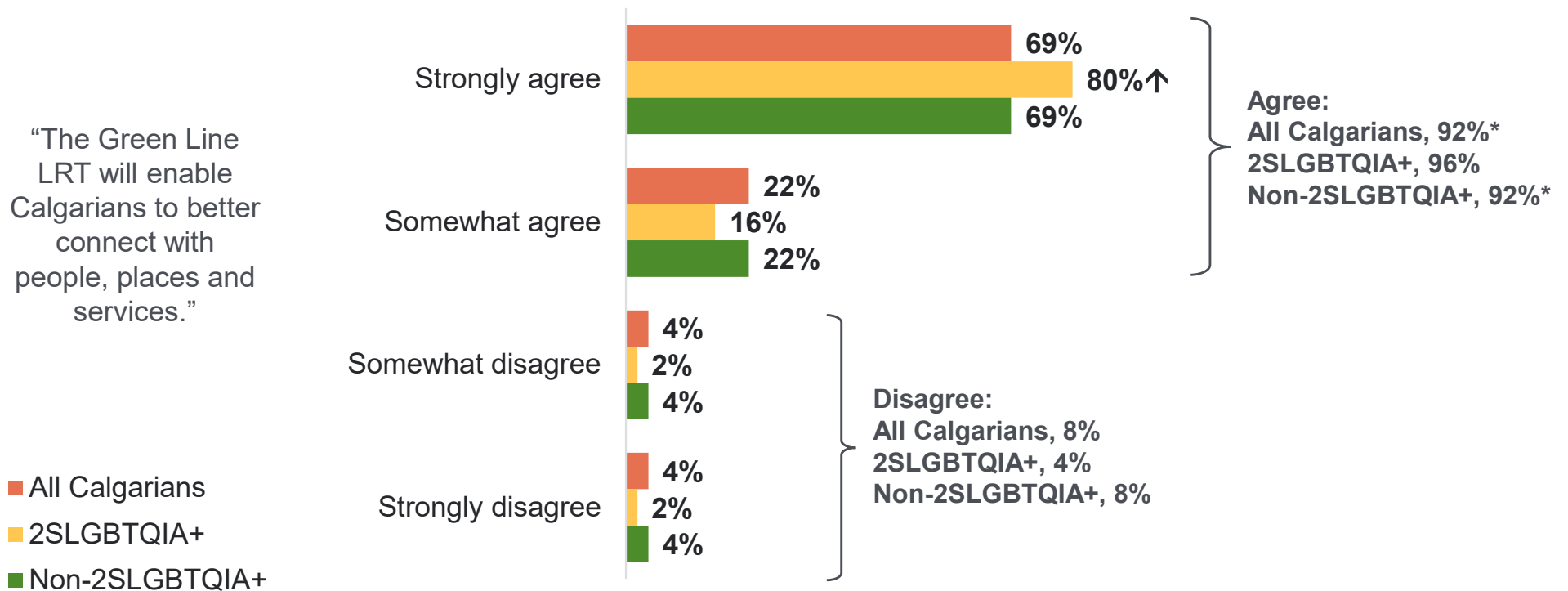
Q. To what extent do you agree or disagree with the following statements...

Base: Valid respondents (All Calgarians, n=2,495; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,348)

↑ Statistically higher than subgroup
 ↓ Statistically lower than subgroup

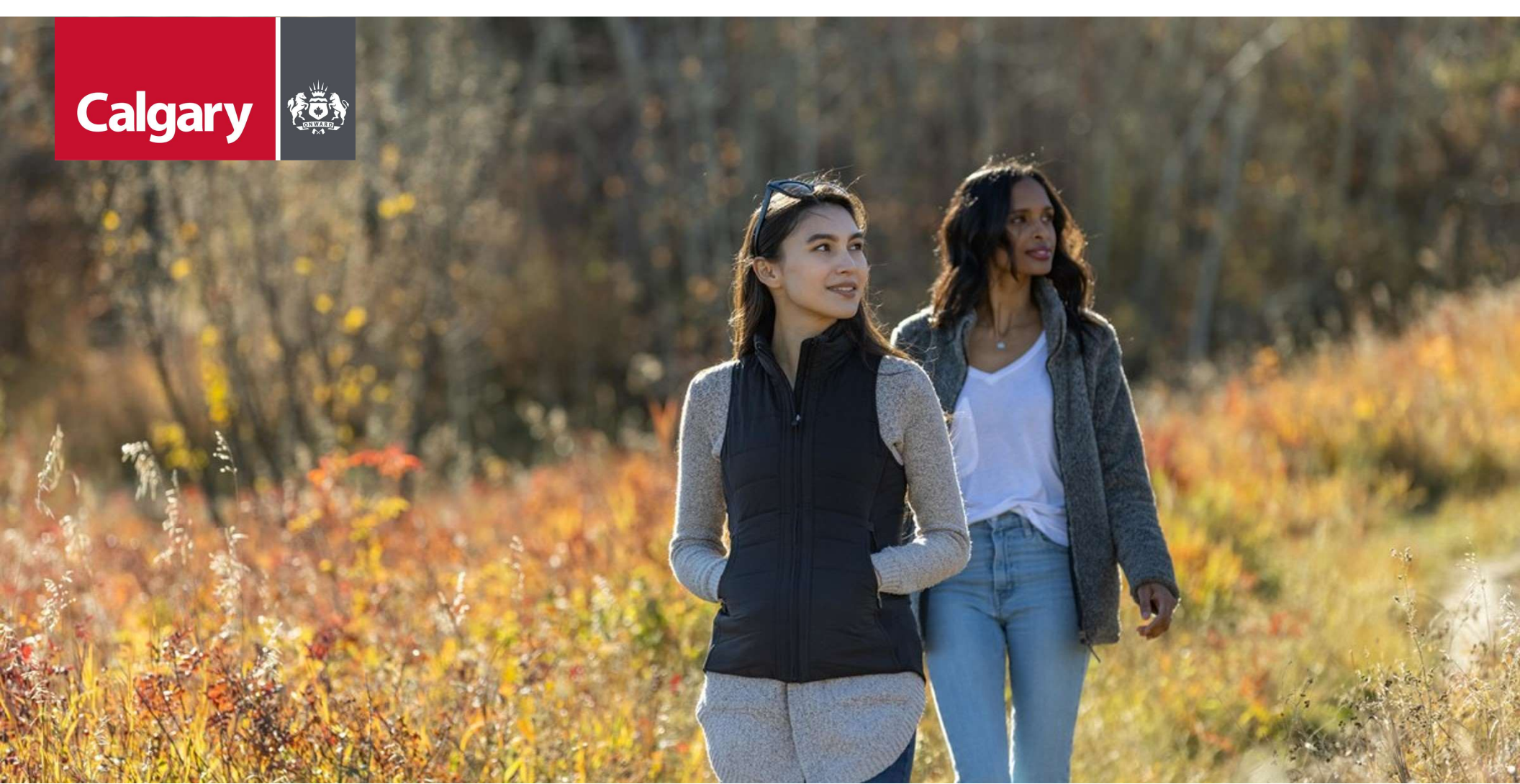
Better connecting people – 2SLGBTQIA+

2SLGBTQIA+ Calgarians ‘strongly agree’ the Green Line LRT will enable Calgarians to better connect with people, places and services at a higher rate than non-2SLGBTQIA+ Calgarians (80% vs. 69%).



Q. To what extent do you agree or disagree with the following statements...

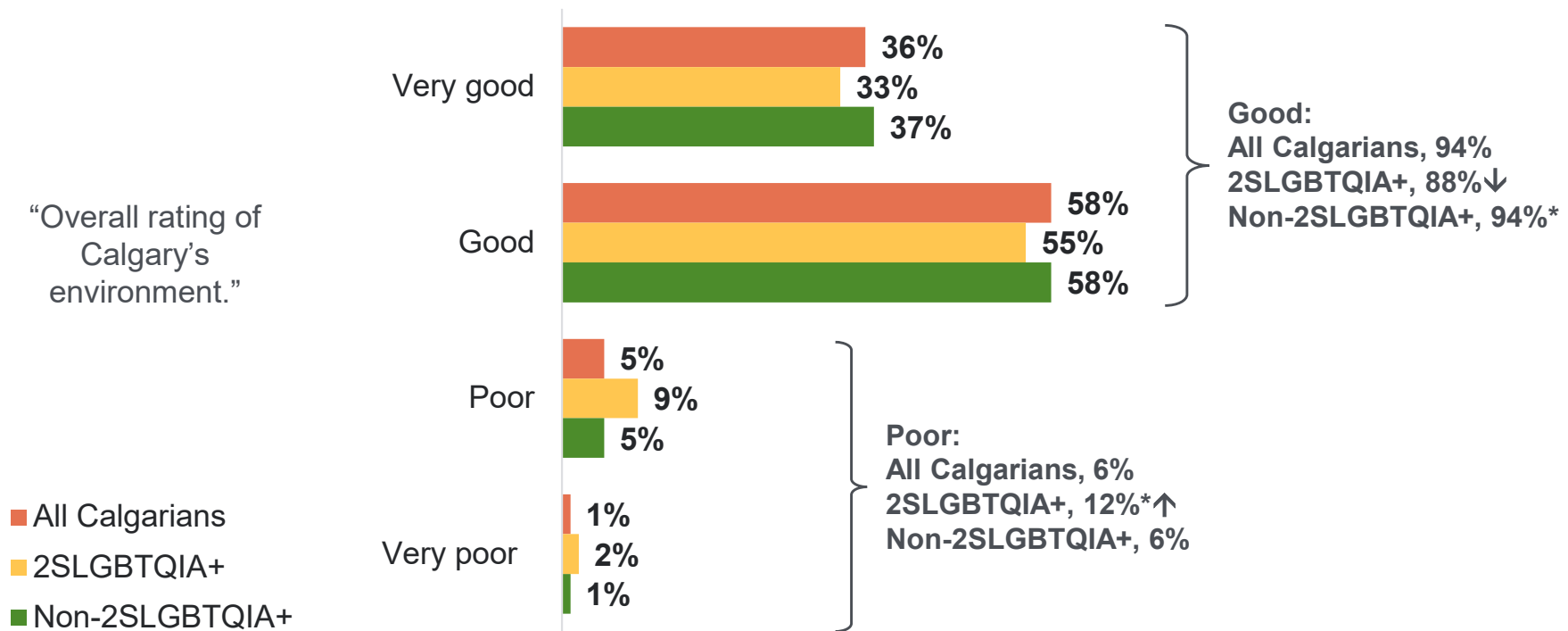
Base: Valid respondents (All Calgarians, n=2,496; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,348)



The environment

Overall state of environment – 2SLGBTQIA+

2SLGBTQIA+ Calgarians are significantly less likely than non-2SLGBTQIA+ Calgarians to rate the overall state of Calgary's environment today as 'good' (88% vs. 94%) and more likely to rate is as 'poor' (12% vs. 6%).



Q. Thinking about things such as air, water and land quality in The City, how would you rate the overall state of Calgary's environment today? Would you say that it is...

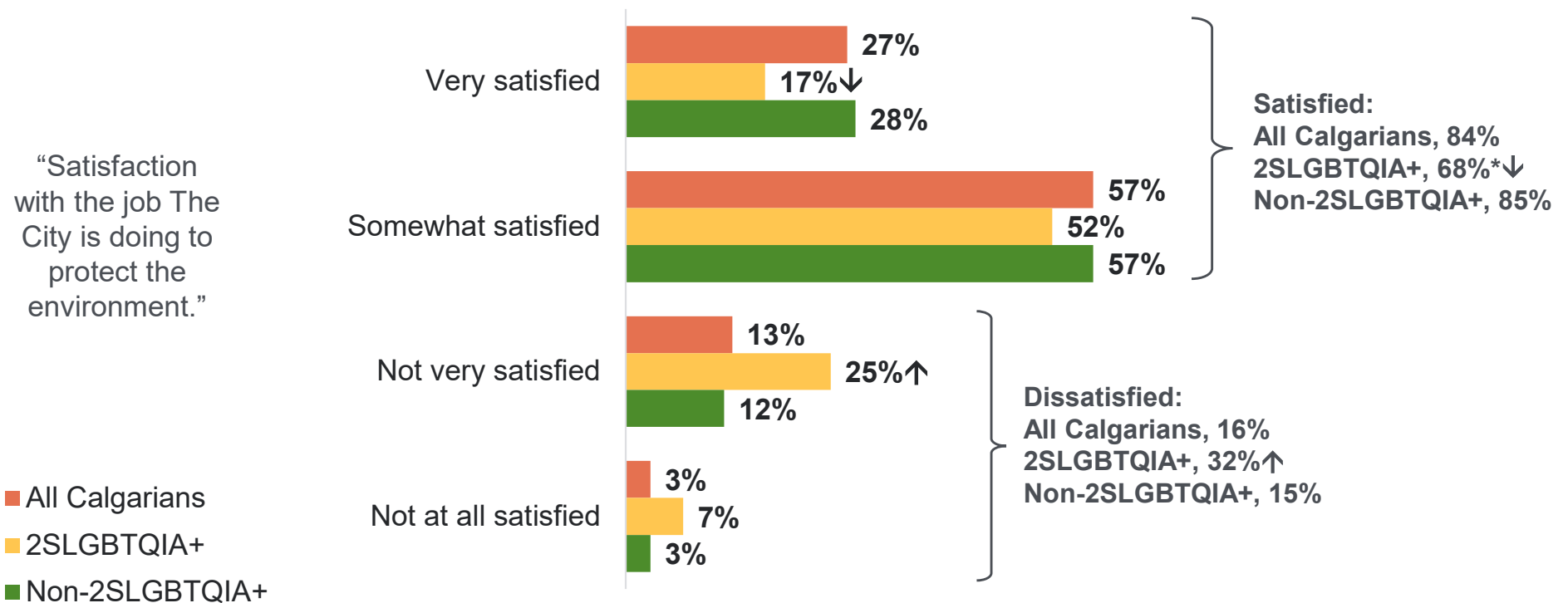
Base: Valid respondents (All Calgarians, n=2,497; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,350)

*Rounding

↑Statistically higher than subgroup
↓Statistically lower than subgroup

Protection of the environment – 2SLGBTQIA+

2SLGBTQIA+ Calgarians are less likely than non-2SLGBTQIA+ Calgarians to be satisfied with the job The City is doing to protect the environment (68% vs. 85%) and are twice as likely to be dissatisfied (32% vs. 15%).



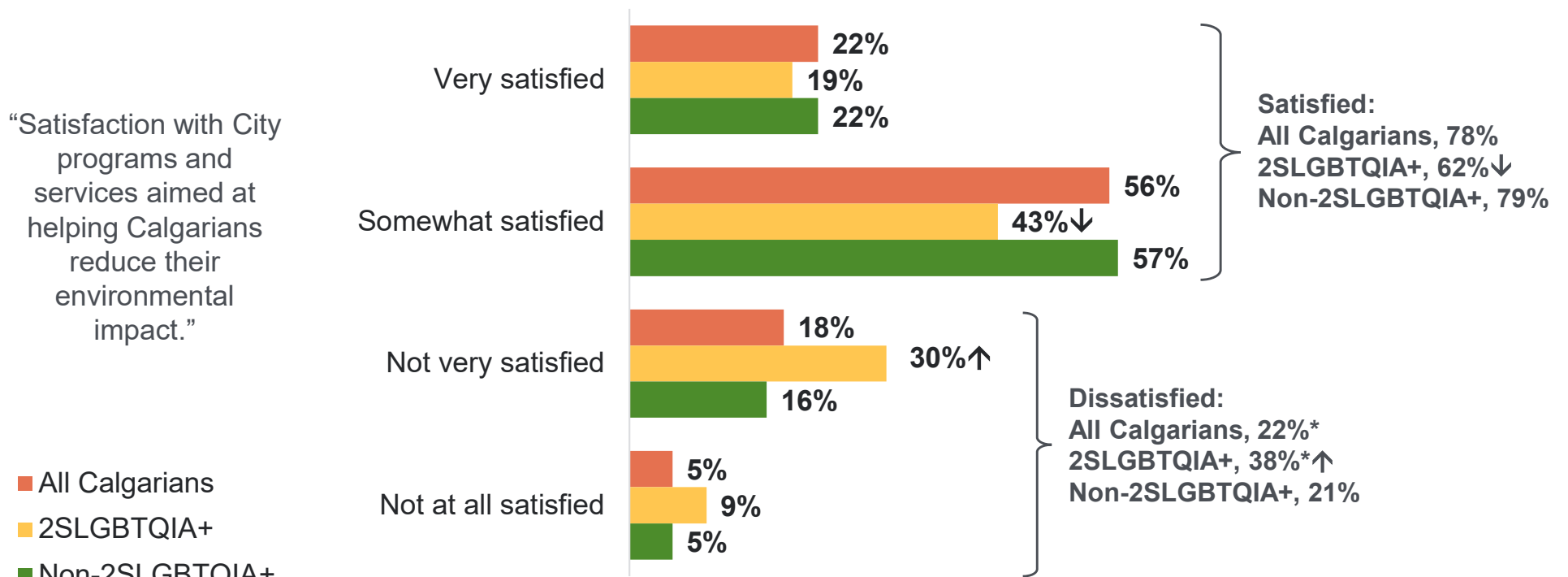
*Rounding

Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?
Base: Valid respondents (All Calgarians, n=2,479; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,335)

↑Statistically higher than subgroup
↓Statistically lower than subgroup

Programs and services to reduce environmental impact – 2SLGBTQIA+

Less than two-thirds (62%) of 2SLGBTQIA+ Calgarians indicate they are satisfied with City programs and services aimed at helping Calgarians reduce their environmental impact, significantly less than non-2SLGBTQIA+ Calgarians (79%).



Q. How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact? Are you...

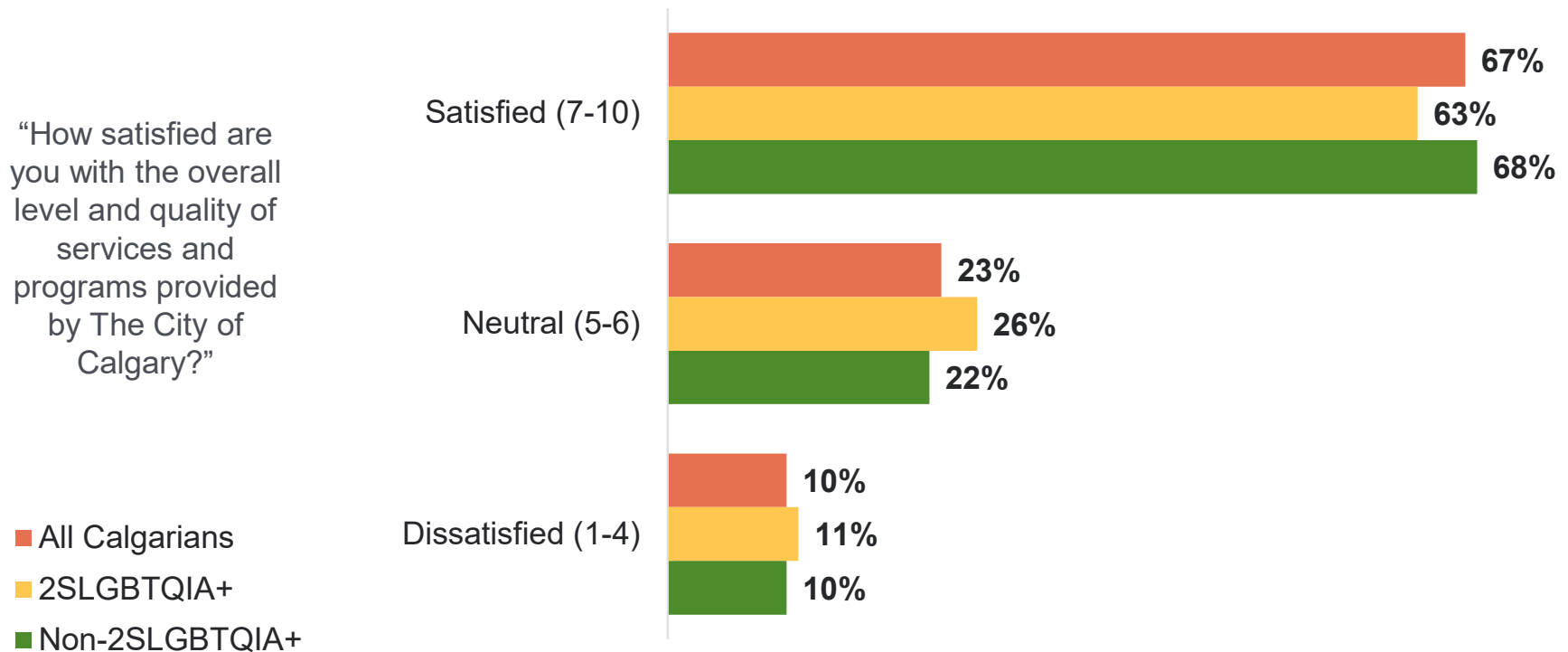
Base: Valid respondents (All Calgarians, n=2,469; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,326)



Service equity

Overall satisfaction with programs and services – 2SLGBTQIA+

About two-thirds of Calgarians (67%) are satisfied with the overall level and quality of services and programs provided by The City of Calgary, with no significant differences between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians (63% vs. 68%).



Q. On a scale from “1” to “10” where “1” is “not at all satisfied” and “10” is “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
 Base: Valid respondents (All Calgarians, n=2,493; 2SLGBTQIA+, n=102; Non-2SLGBTQIA+, n=2,346)

Satisfaction with programs and services (1 of 4) – 2SLGBTQIA+

There are no significant differences in satisfaction with programs and services between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians.

'Very Satisfied' + 'Somewhat Satisfied'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Water treatment and supply	96%	100%	96%
Fire inspection and enforcement	96%	98%	96%
Library services	96%	98%	96%
City cemeteries	94%	99%	94%
Wastewater collection and treatment	94%	95%	94%
Calgary Fire Department emergency response	93%	100%	93%
Fire safety education	91%	93%	91%
Parks and open spaces	91%	100%	90%
Stormwater management	90%	98%	90%
Business licensing	90%	88%	91%
Records management, access and privacy services	89%	95%	88%

Q. 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

Satisfaction with programs and services (2 of 4) – 2SLGBTQIA+

There are no significant differences in satisfaction with programs and services between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians.

'Very Satisfied' + 'Somewhat Satisfied'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Pet ownership and licensing	89%	79%	89%
Emergency management and business continuity services	89%	96%	88%
311 and web	88%	92%	88%
Economic development and tourism	87%	93%	87%
Recreation opportunities	87%	91%	86%
Regulation of taxis, limousines and vehicles-for-hire	86%	77%	87%
Specialized transit services	86%	87%	87%
Arts and culture, including festivals	86%	95%	86%
Urban forestry	86%	87%	87%
Waste and recycling services	86%	82%	87%
Environmental management services	85%	82%	85%

Q. 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

Satisfaction with programs and services (3 of 4) – 2SLGBTQIA+

There are no significant differences in satisfaction with programs and services between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians.

'Very Satisfied' + 'Somewhat Satisfied'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Calgary 9-1-1	84%	81%	84%
Building approval services and inspections	84%	88%	83%
Community strategy services	84%	83%	84%
Neighbourhood supports	84%	85%	84%
Social programs for individuals such as seniors or youth	83%	84%	84%
City communications	82%	88%	82%
Citizen engagement and research	82%	91%	82%
Land development and sales services	82%	83%	82%
Municipal elections	81%	80%	81%
Real estate	81%	89%	81%
Appeals and tribunals	81%	89%	80%

Q. 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

Satisfaction with programs and services (4 of 4) – 2SLGBTQIA+

There are no significant differences in satisfaction between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians for nearly all programs and services. Police services is the only service where 2SLGBTQIA+ Calgarians are significantly less satisfied than non-2SLGBTQIA+ Calgarians (62% vs. 80%).

'Very Satisfied' + 'Somewhat Satisfied'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Bylaw education and compliance services	80%	80%	80%
Development approvals	80%	78%	80%
City planning and policy services	79%	80%	79%
Police services	78%	62%↓	80%
Property assessment	76%	84%	76%
Sidewalks and pathways	75%	72%	75%
Parking and enforcement	71%	69%	71%
Property tax management	68%	79%	68%
Public transit including bus and C-Train service	66%	60%	66%
Streets	65%	79%	64%
Affordable housing for low-income Calgarians	53%	38%	54%

Q. 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 than subgroup
↓ Statistically lower than subgroup

Invest more in programs and services (1 of 4) – 2SLGBTQIA+

Similar to satisfaction with programs and services, 2SLGBTQIA+ Calgarians are significantly less likely to want The City to ‘invest more’ in police services compared to non-2SLGBTQIA+ Calgarians, at a rate less than half (30% vs. 66%).

‘Invest more’	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Affordable housing for low-income Calgarians	73%	94%	72%
Public transit including bus and C-Train service	70%	95%	69%
Streets	69%	74%	69%
Calgary 9-1-1	67%	69%	67%
Police services	63%	30%↓	66%
Social programs for individuals such as seniors or youth	58%	69%	57%
Calgary Fire Department emergency response	56%	49%	57%
Sidewalks and pathways	56%	69%	56%
Recreation opportunities	55%	63%	54%
Neighbourhood supports	51%	65%	50%
Emergency management and business continuity services	49%	53%	49%

Q. And, should The City invest more, less or the same amount?

Base: Bases vary

↑ Statistically higher than subgroup
↓ Statistically lower than subgroup

Invest more in programs and services (2 of 4) – 2SLGBTQIA+

Among the majority of services and programs provided by The City, Calgarians regardless of 2SLGBTQIA+ agree with investing more at similar levels.

'Invest more'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Specialized transit services	48%	54%	48%
Urban forestry	44%	72%	43%
Community strategy services	44%	73%	42%
Environmental management services	42%	75%	40%
Parks and open spaces	42%	31%	43%
Fire safety education	39%	45%	39%
Bylaw education and compliance services	38%	40%	38%
Citizen engagement and research	37%	47%	36%
Building approval services and inspections	36%	28%	37%
City communications	36%	31%	36%
Real estate	36%	46%	35%

Q. And, should The City invest more, less or the same amount?

Base: Bases vary

Invest more in programs and services (3 of 4) – 2SLGBTQIA+

One of the few programs and services where there are significant differences between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians is fire inspection and enforcement, whereby 2SLGBTQIA+ Calgarians are twice as less likely to want to ‘invest more’ than non-2SLGBTQIA+ Calgarians (18% vs. 36%).

‘Invest more’	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Fire inspection and enforcement	35%	18%↓	36%
Economic development and tourism	35%	35%	35%
311 and web	33%	46%	32%
Waste and recycling services	32%	50%	31%
Development approvals	31%	30%	31%
Appeals and tribunals	31%	31%	30%
Water treatment and supply	29%	28%	29%
Arts and culture, including festivals	29%	58%	27%
City planning and policy services	29%	21%	29%
Library services	28%	39%	28%
Stormwater management	28%	21%	29%

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

↑Statistically higher than subgroup
↓Statistically lower than subgroup

Invest more in programs and services (4 of 4) – 2SLGBTQIA+

Among the majority of services and programs provided by The City, Calgarians regardless of 2SLGBTQIA+ agree with investing more at similar levels.

'Invest more'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Parking and enforcement	28%	19%	28%
Property tax management	27%	25%	27%
Business licensing	27%	22%	28%
Land development and sales services	27%	7%	28%
Wastewater collection and treatment	26%	23%	26%
Records management, access and privacy services	25%	22%	24%
Property assessment	24%	30%	23%
Municipal elections	20%	26%	20%
Regulation of taxis, limousines and vehicles-for-hire	17%	24%	17%
City cemeteries	16%	19%	16%
Pet ownership and licensing	15%	20%	15%

Q. And, should The City invest more, less or the same amount?

Base: Bases vary

Invest less in programs and services (1 of 4) – 2SLGBTQIA+

2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians agree at similar levels for nearly all programs and services in terms of having The City ‘invest less’.

‘Invest less’	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Parking and enforcement	23%	32%	23%
Regulation of taxis, limousines and vehicles-for-hire	20%	11%	20%
Land development and sales services	17%	31%	16%
Property tax management	16%	18%	16%
Property assessment	16%	8%	15%
Pet ownership and licensing	15%	16%	15%
Arts and culture, including festivals	15%	3%	15%
Municipal elections	14%	6%	15%
City cemeteries	14%	23%	13%
Economic development and tourism	12%	13%	11%
Citizen engagement and research	11%	8%	11%

Q. And, should The City invest more, less or the same amount?

Base: Bases vary

Invest less in programs and services (2 of 4) – 2SLGBTQIA+

Police services is the only program or service where 2SLGBTQIA+ and non-SLGBTQIA+ disagree and significantly different rates (34% vs. 7%). 2SLGBTQIA+ Calgarians are five times as likely to want The City to invest less in police services, compared to non-2SLGBTQIA+ Calgarians.

'Invest less'	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Environmental management services	11%	0%	11%
Real estate	11%	20%	10%
City planning and policy services	11%	7%	11%
Bylaw education and compliance services	11%	2%	11%
Development approvals	10%	18%	9%
Records management, access and privacy services	9%	0%	10%
Police services	9%	34%↑	7%
Appeals and tribunals	8%	9%	8%
Community strategy services	8%	5%	8%
Business licensing	8%	2%	8%
Library services	8%	6%	8%

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

↑Statistically higher than subgroup
↓Statistically lower than subgroup

Invest less in programs and services (3 of 4) – 2SLGBTQIA+

2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians agree at similar levels for nearly all programs and services in terms of having The City ‘invest less’.

‘Invest less’	Total	2SLGBTQIA+	Non-2SLGBTQIA+
City communications	8%	8%	8%
Neighbourhood supports	7%	4%	7%
Building approval services and inspections	6%	0%	7%
Waste and recycling services	6%	0%	6%
Urban forestry	6%	2%	5%
311 and web	5%	3%	5%
Affordable housing for low-income Calgarians	5%	0%	5%
Emergency management and business continuity services	4%	2%	4%
Stormwater management	4%	0%	4%
Recreation opportunities	4%	-	5%
Public transit including bus and C-Train service	4%	1%	4%

Q. And, should The City invest more, less or the same amount?

Base: Bases vary

Invest less in programs and services (4 of 4) – 2SLGBTQIA+

2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians agree at similar levels for nearly all programs and services in terms of having The City ‘invest less’.

‘Invest less’	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Fire safety education	4%	2%	4%
Social programs for individuals such as seniors or youth	4%	2%	3%
Fire inspection and enforcement	3%	4%	3%
Sidewalks and pathways	3%	0%	3%
Streets	3%	3%	3%
Specialized transit services	3%	0%	3%
Parks and open spaces	3%	0%	3%
Wastewater collection and treatment	2%	0%	2%
Water treatment and supply	2%	0%	2%
Calgary 9-1-1	2%	4%	2%
Calgary Fire Department emergency response	1%	0%	1%

Q. And, should The City invest more, less or the same amount?

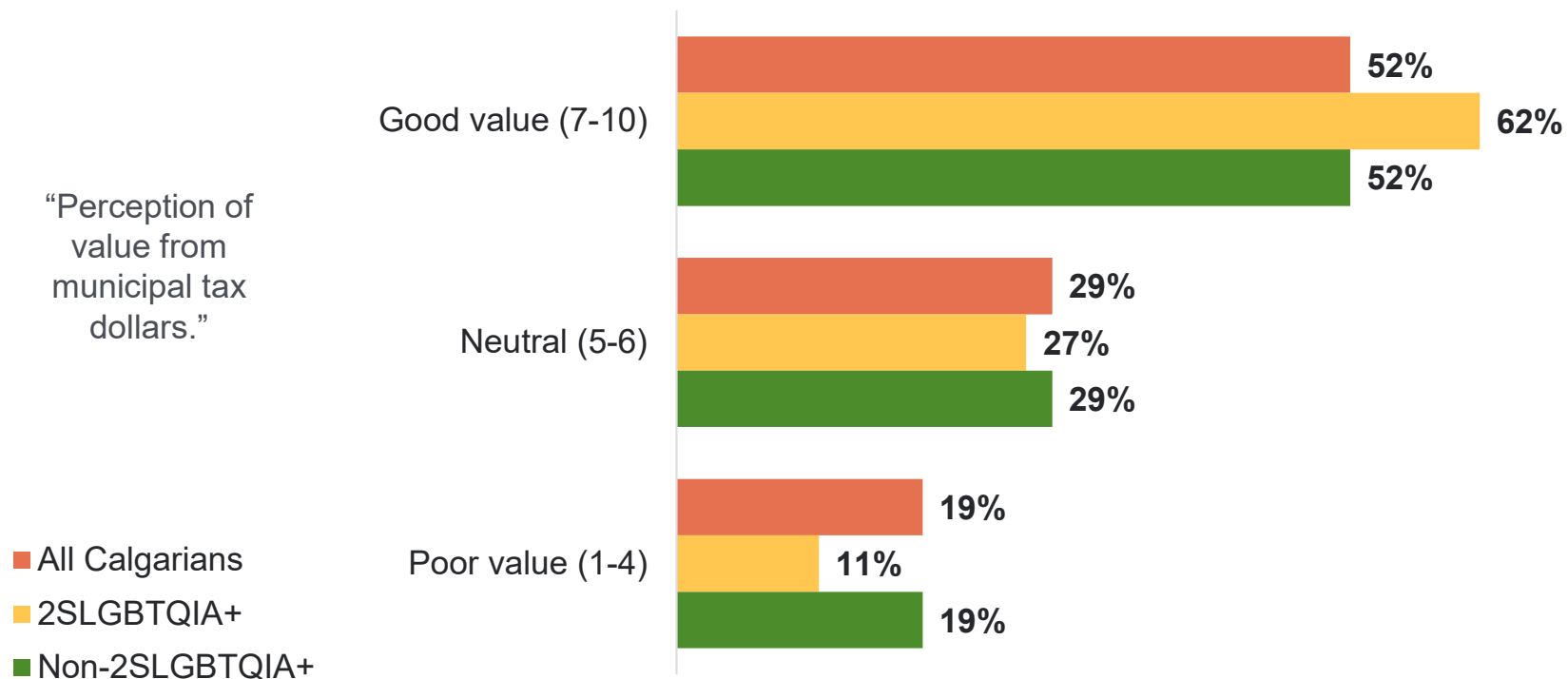
Base: Bases vary



Taxation

Value for tax dollar – 2SLGBTQIA+

2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians rate the value they receive from their municipal property tax dollars as ‘good’ at about the same rate (62% vs. 52%).

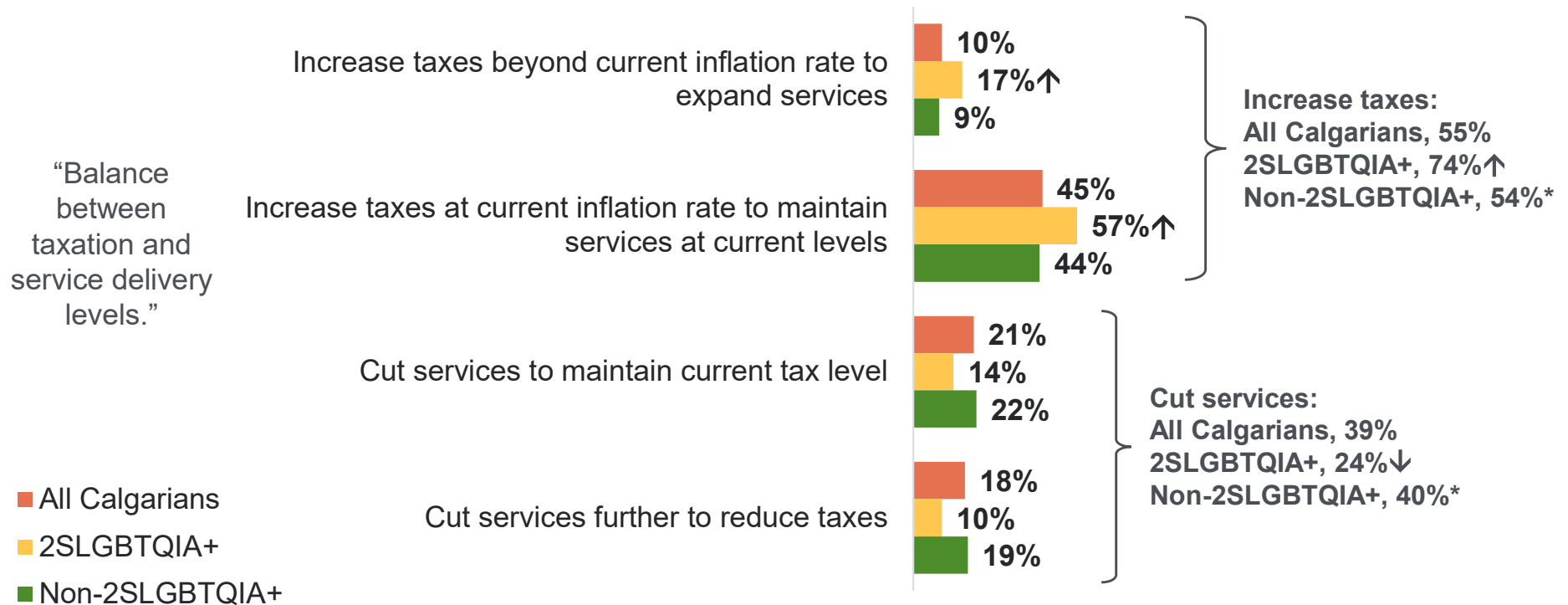


Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where “1” is “very poor value” and “10” is “very good value”.

Base: Valid respondents (All Calgarians, n=2,476; 2SLGBTQIA+, n=102; Non-2SLGBTQIA+, n=2,329)

Increase taxes or cut services – 2SLGBTQIA+

2SLGBTQIA+ Calgarians are significantly more likely than non-2SLGBTQIA+ Calgarians to indicate a desire to increase taxes either at or beyond inflation to maintain or expand services (74% vs. 54%).



Q. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

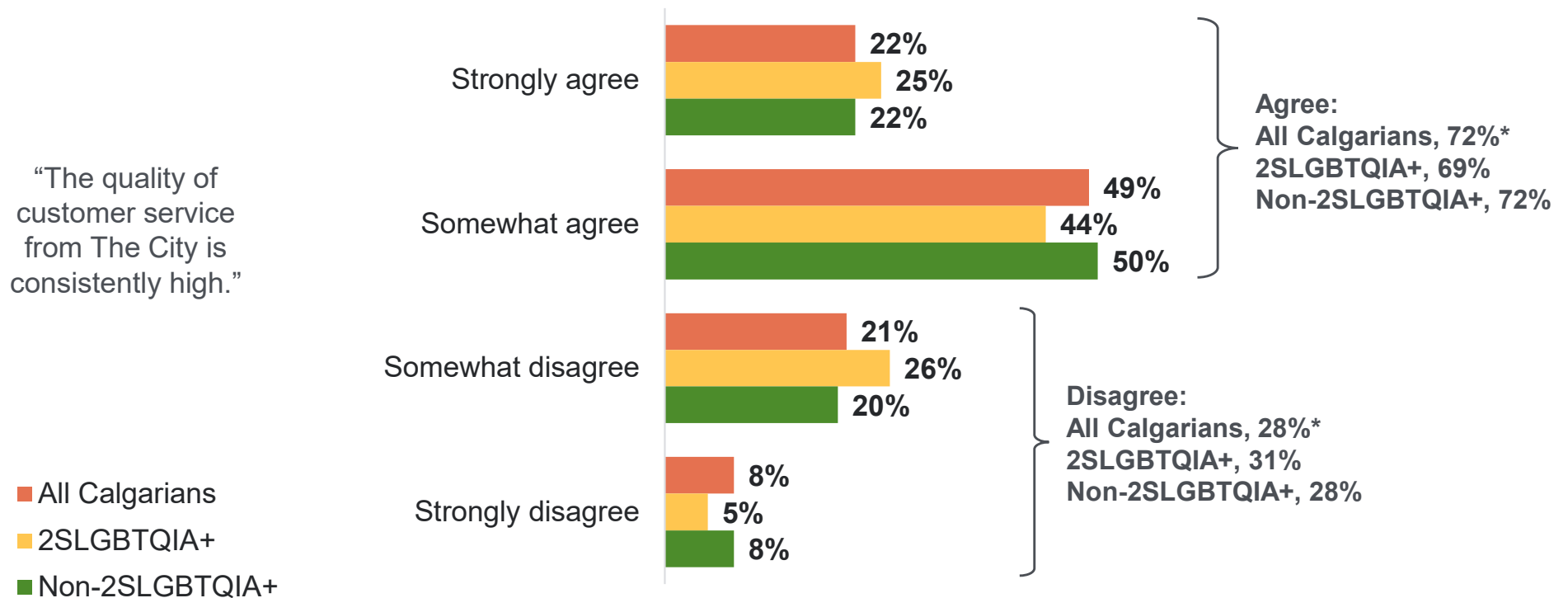
Base: Valid respondents (All Calgarians, n=2,471; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,324)



Customer service

Quality of customer service – 2SLGBTQIA+

About seven-in-ten (72%) Calgarians agree the quality of customer service from The City is consistently high, with no significant differences between 2SLGBTQIA+ Calgarians and non-2SLGBTQIA+ Calgarians (69% vs. 72%).

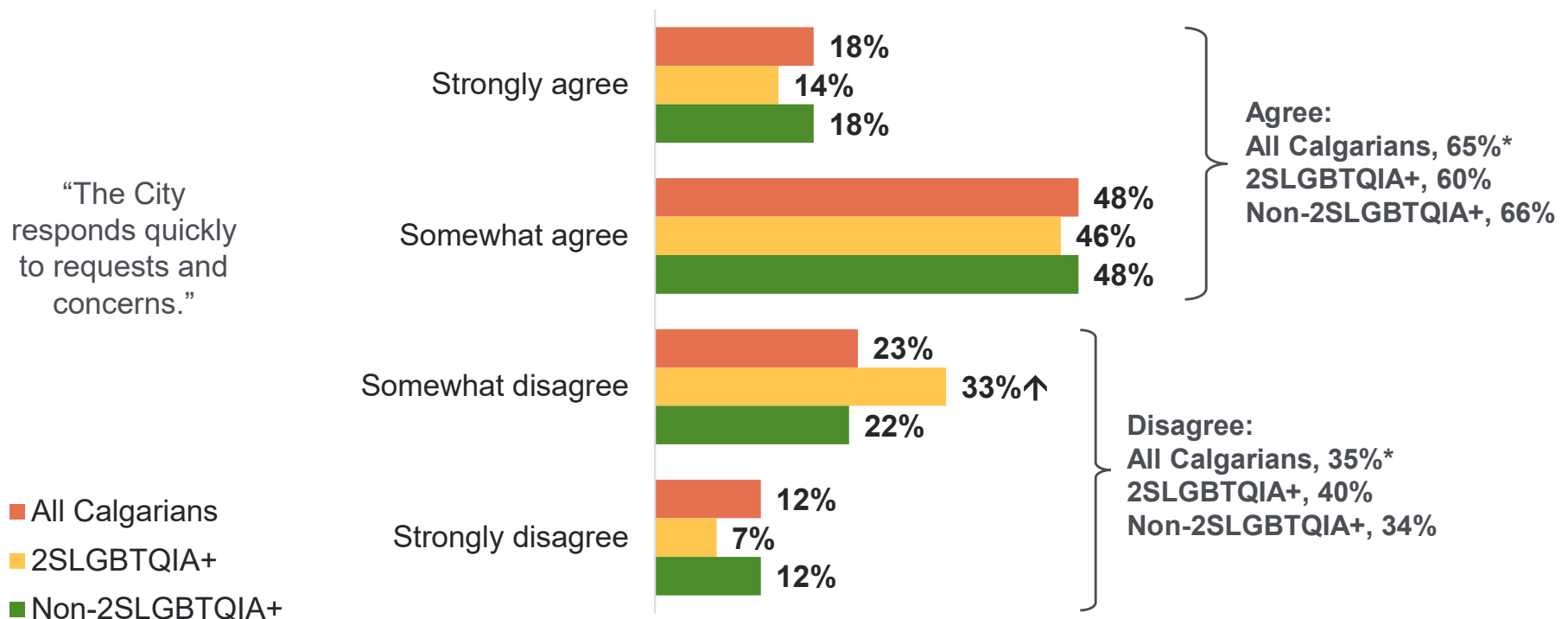


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements.
 Base: Valid respondents (All Calgarians, n=2,473; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,328)

*Rounding

The City responds quickly – 2SLGBTQIA+

While Calgarians agree overall (65%) that The City responds quickly to requests and concerns, regardless of 2SLGBTQIA+ status (60% 2SLGBTQIA+ vs. 66% non-2SLGBTQIA+), 2SLGBTQIA+ Calgarians are more likely to ‘somewhat disagree’ (33% vs. 22%).

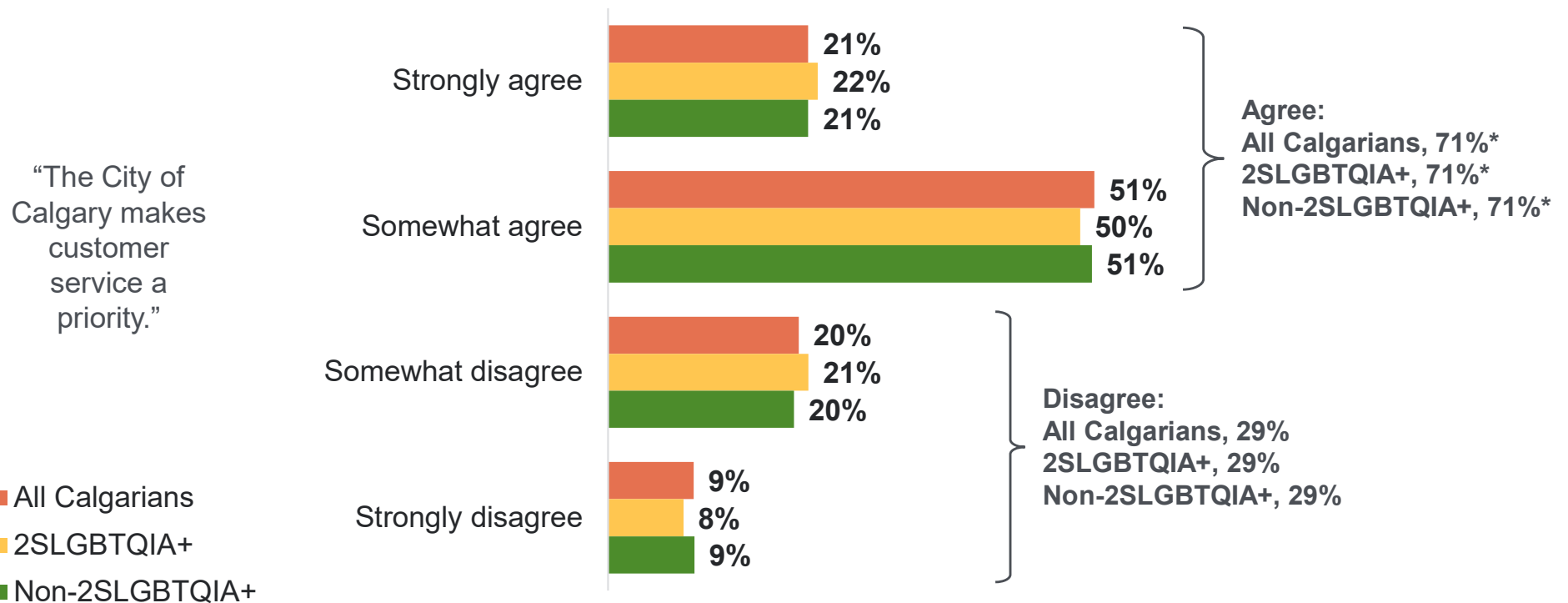


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...

Base: Valid respondents (All Calgarians, n=2,471; 2SLGBTQIA+, n=102; Non-2SLGBTQIA+, n=2,325)

Customer service a priority – 2SLGBTQIA+

Around seven-in-ten (71%) Calgarians agree that The City of Calgary makes customer service a priority, with no differences between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians (71% vs. 71%).



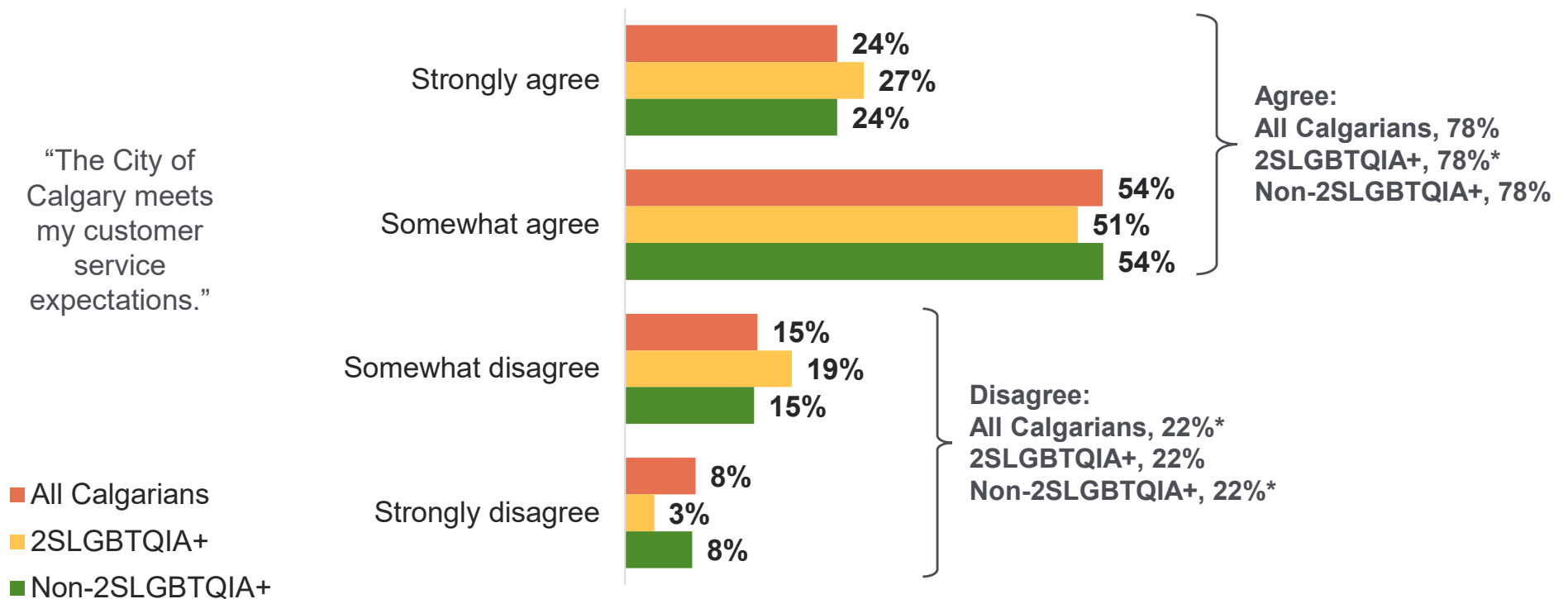
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements

...
Base: Valid respondents (All Calgarians, n=2,466; 2SLGBTQIA+, n=102; Non-2SLGBTQIA+, n=2,321)

*Rounding

Meets customer service expectations – 2SLGBTQIA+

Nearly four-fifths (78%) of Calgarians agree that The City of Calgary meets their customer service expectations, regardless of being 2SLGBTQIA+ or non-2SLGBTQIA+ (78% vs. 78%).



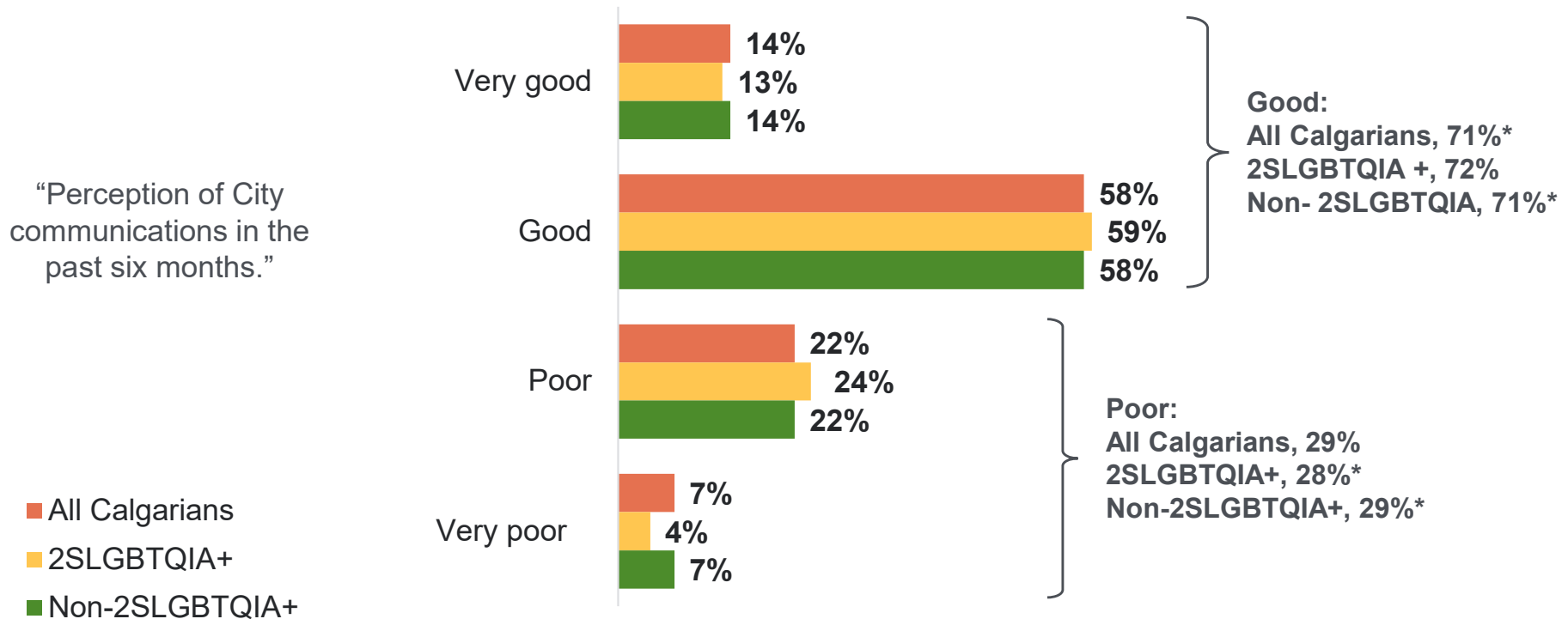
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements ...

Base: Valid respondents (All Calgarians, n=2,482; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,336)

*Rounding

Communication in the past six months – 2SLGBTQIA+

Overall, there are no significant differences between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians in terms of their perception of City communications (72% vs. 71%). Around seven-in-ten Calgarians (71%) rate city communications in the past six months as ‘good’.



Q. Overall, how would you rate The City in terms of how well it communicates with Calgarians about its services, programs, policies, and plans in the past six months? Has the communication been...

Base: Valid respondents (All Calgarians, n=2,493; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,345)

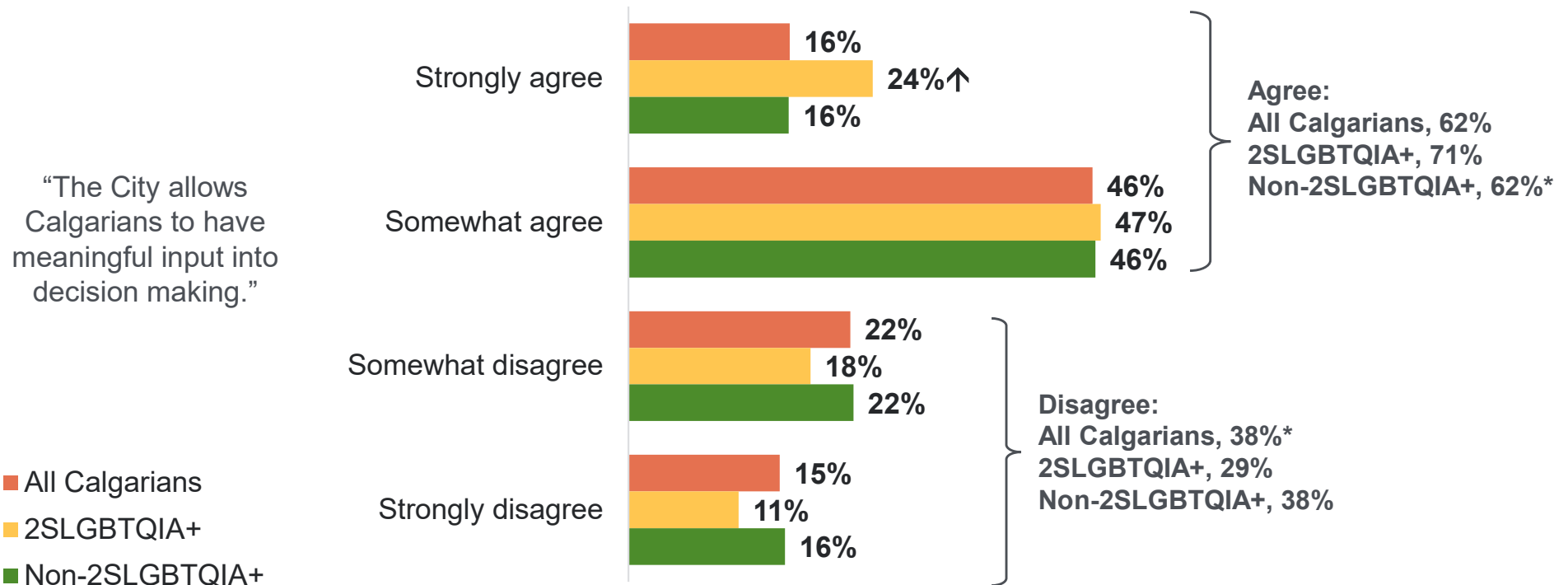
*Rounding



Input from Calgarians

Meaningful input into decision making – 2SLGBTQIA+

Around three-fifths (62%) of Calgarians agree that The City allows Calgarians to have meaningful input into decision making. There are no significant differences between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians in terms of overall agreement (71% vs. 62%) or disagreement (29% vs. 38%). 2SLGBTQIA+ Calgarians are more likely to ‘strongly agree’ (24% vs. 16%).



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements

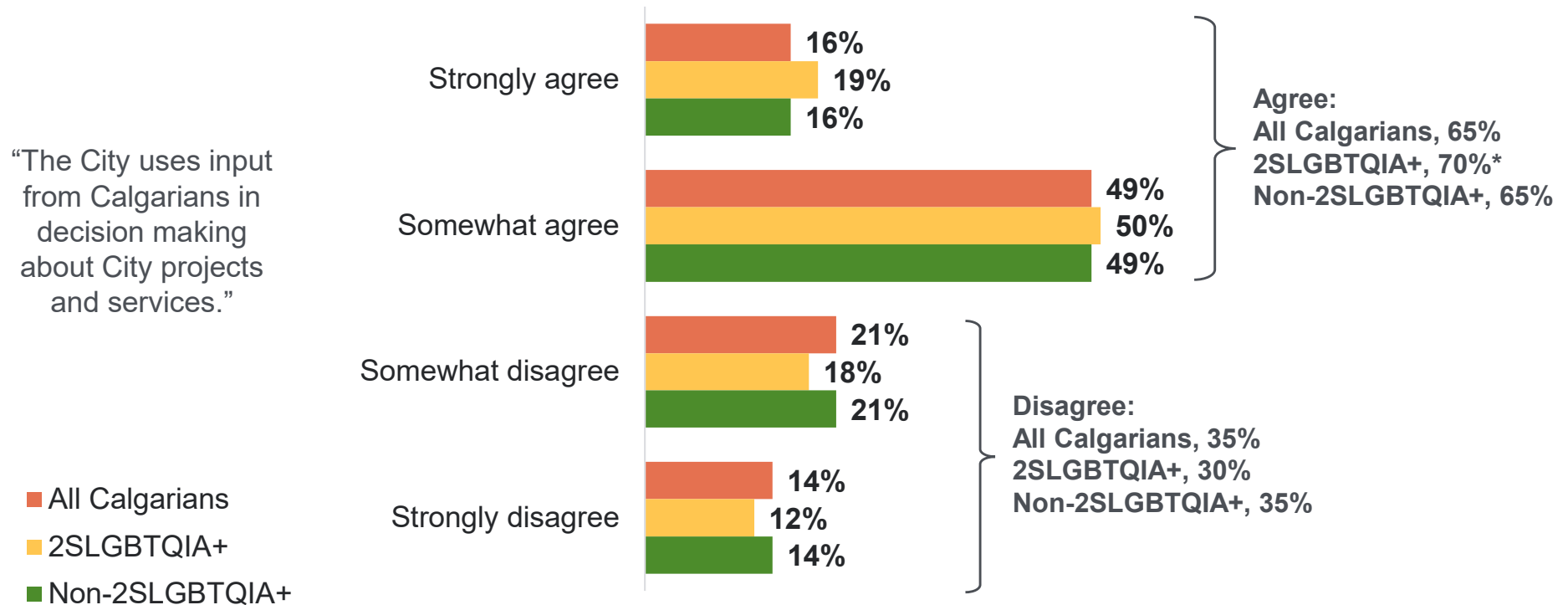
...
Base: Valid respondents (All Calgarians, n=2,472; 2SLGBTQIA+, n=102; Non-2SLGBTQIA+, n=2,325)

*Rounding

↑ Statistically higher than subgroup
↓ Statistically lower than subgroup

The City uses input from Calgarians – 2SLGBTQIA+

Similarly, two-thirds (65%) of Calgarians agree that The City uses input from Calgarians in decision making, with no significant differences in agreement between 2SLGBTQIA+ (70%) or non-2SLGBTQIA+ (65%) Calgarians.



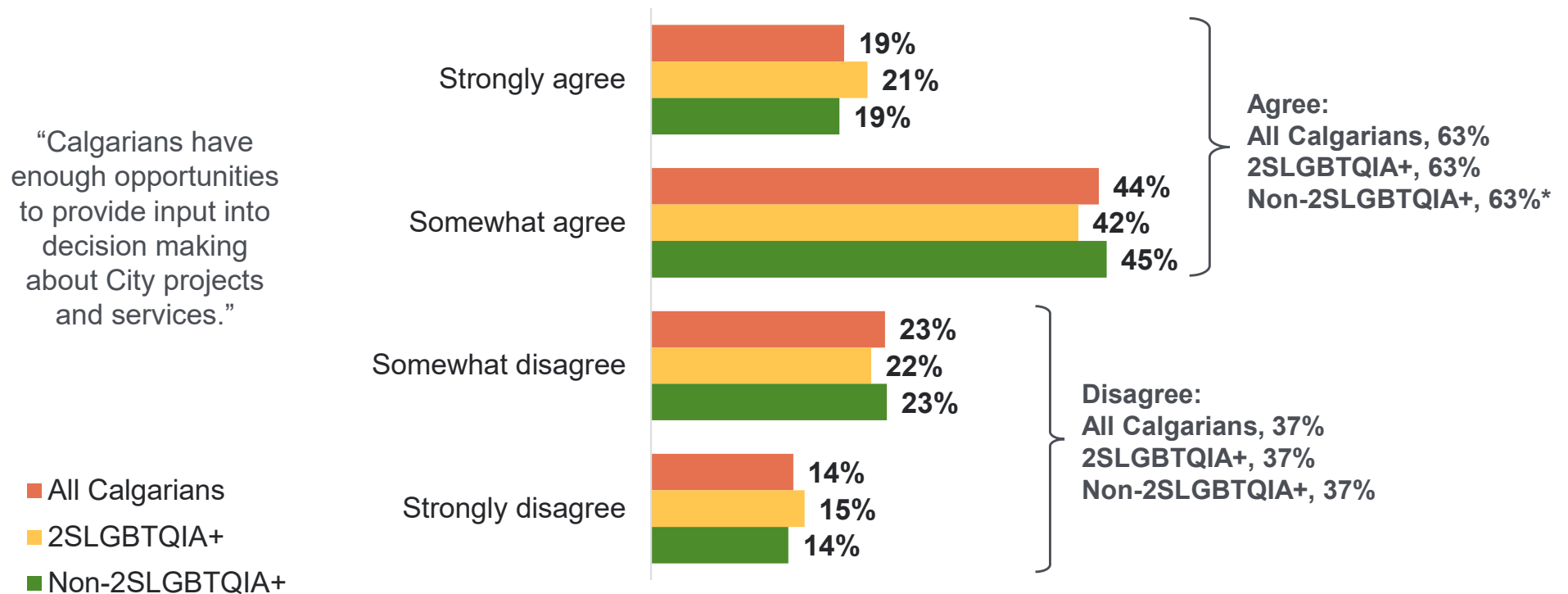
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements

...
Base: Valid respondents (All Calgarians, n=2,459; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,313)

*Rounding

Enough opportunities to provide input – 2SLGBTQIA+

More than three-fifths (63%) of Calgarians agree that they have enough opportunities to provide input into decision making about City projects and services. 2SLGBTQIA+ and non-2SLGBTQIA+ agree at identical rates (63% vs. 63%).



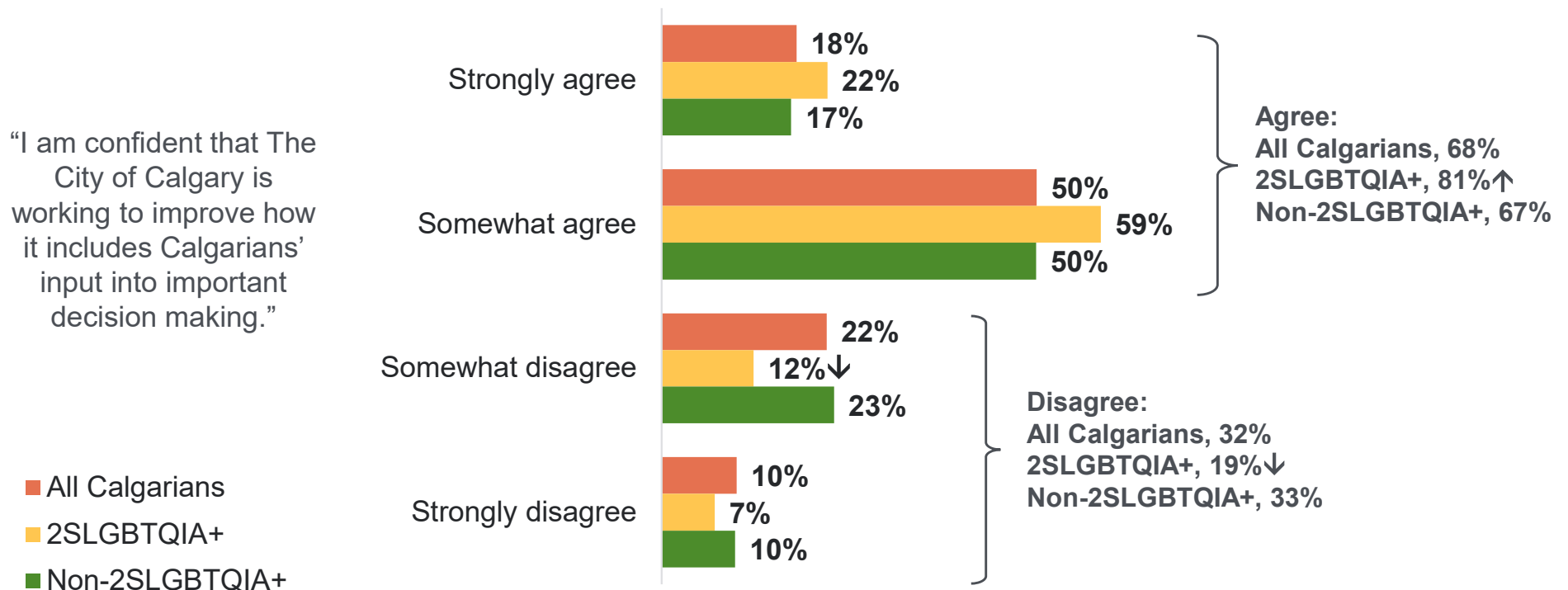
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements

...
Base: Valid respondents (All Calgarians, n=2,473; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,326)

*Rounding

Working to improve including Calgarian input – 2SLGBTQIA+

2SLGBTQIA+ Calgarians are more likely to agree overall (81% vs. 67%) and less likely to disagree (19% vs. 33%) than non-2SLGBTQIA+ Calgarians that The City is working to improve how it includes Calgarians' input into important decision making. Those who identify as 2SLGBTQIA+ are less likely to 'somewhat disagree' (12% vs. 23%).



Q. Please tell me if you agree or disagree with each of the following statements...

Base: Valid respondents (All Calgarians, n=2,480; 2SLGBTQIA+, n=103; Non- 2SLGBTQIA+, n=2,332)

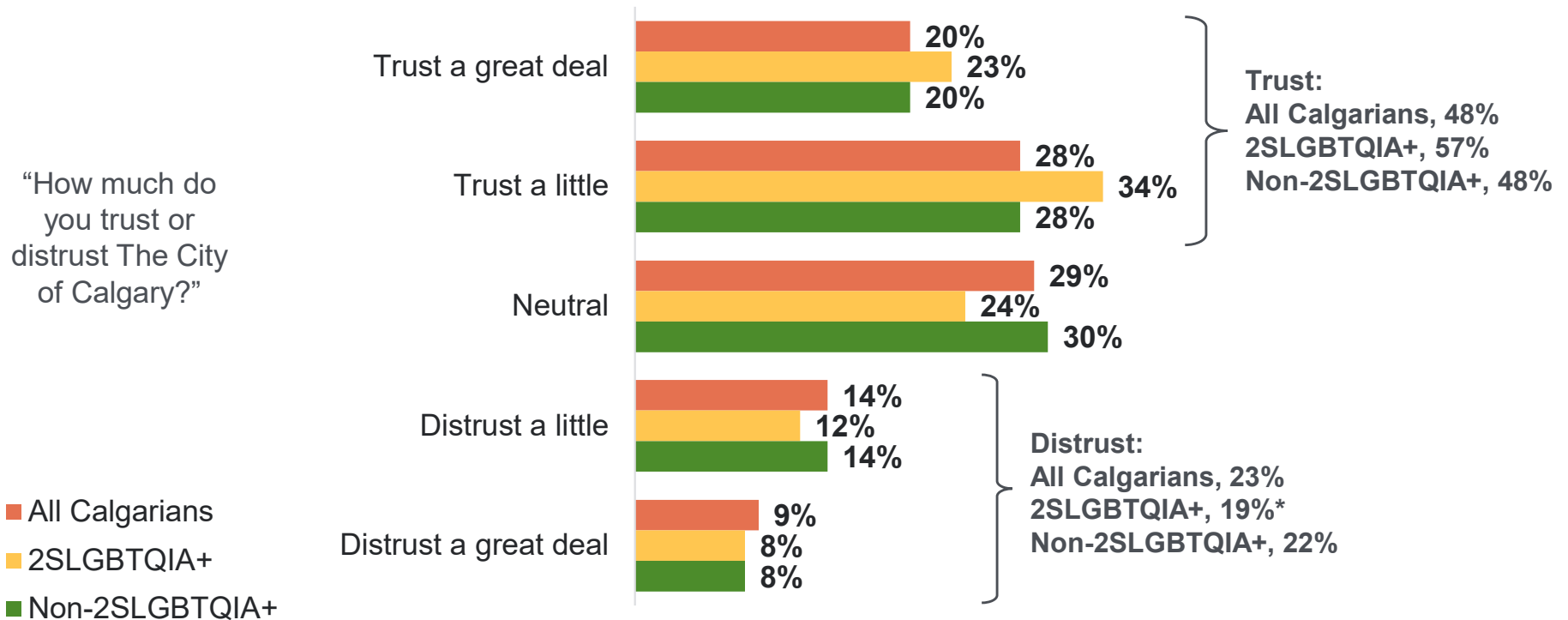
↑ Statistically higher than subgroup
↓ Statistically lower than subgroup



Reputation and performance

Trust The City – 2SLGBTQIA+

Nearly one-half (48%) of all Calgarians trust The City of Calgary, with no significant differences by 2SLGBTQIA+ status (57% 2SLGBTQIA+ vs. 48% non-2SLGBTQIA+).



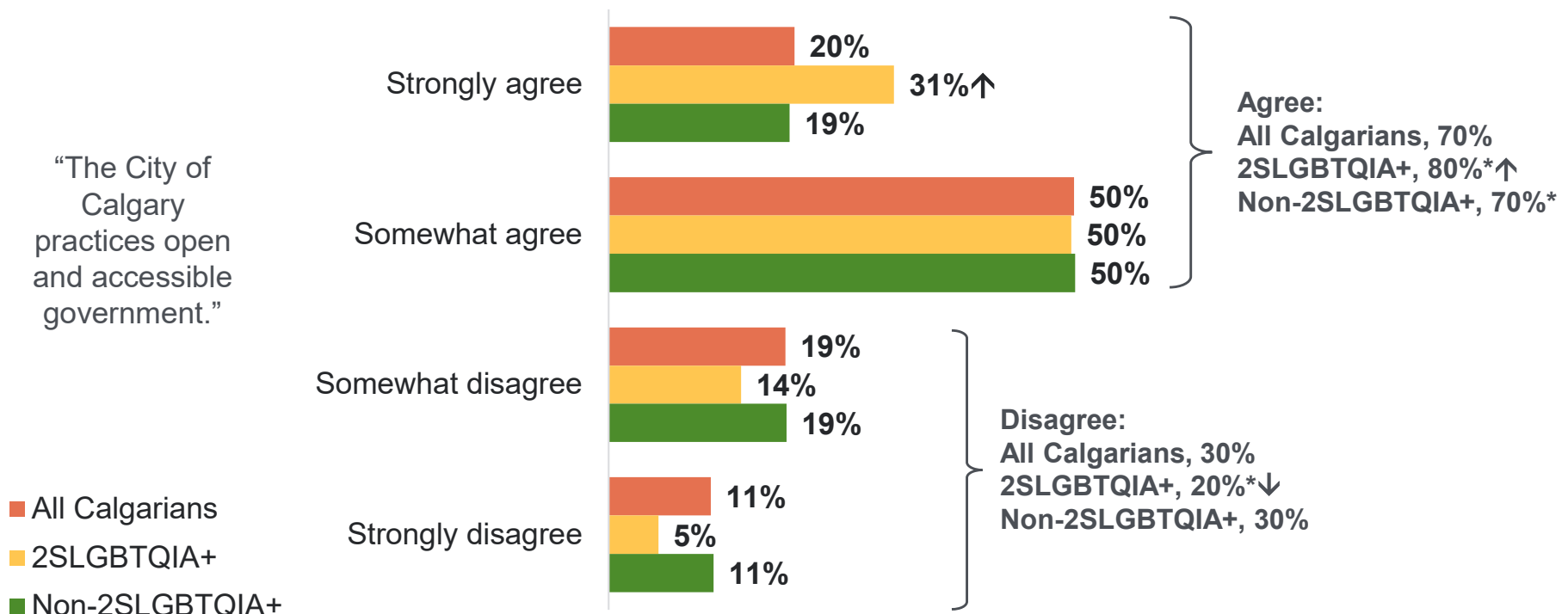
Q. Considering all the things which you think are important, how much do you trust or distrust The City of Calgary?

Base: Valid respondents (All Calgarians, n=2,493; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,346)

*Rounding

Open and accessible government – 2SLGBTQIA+

Overall, 2SLGBTQIA+ Calgarians are significantly more likely than non-2SLGBTQIA+ Calgarians to agree that The City of Calgary practices open and accessible government (80% vs. 70%). 2SLGBTQIA+ Calgarians are also more likely to ‘strongly agree’ (31% vs. 19%) and less likely to disagree overall (20% vs. 30%) than are non-2SLGBTQIA+ Calgarians.



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen, or heard, please tell me if you agree or disagree with each of the following statements

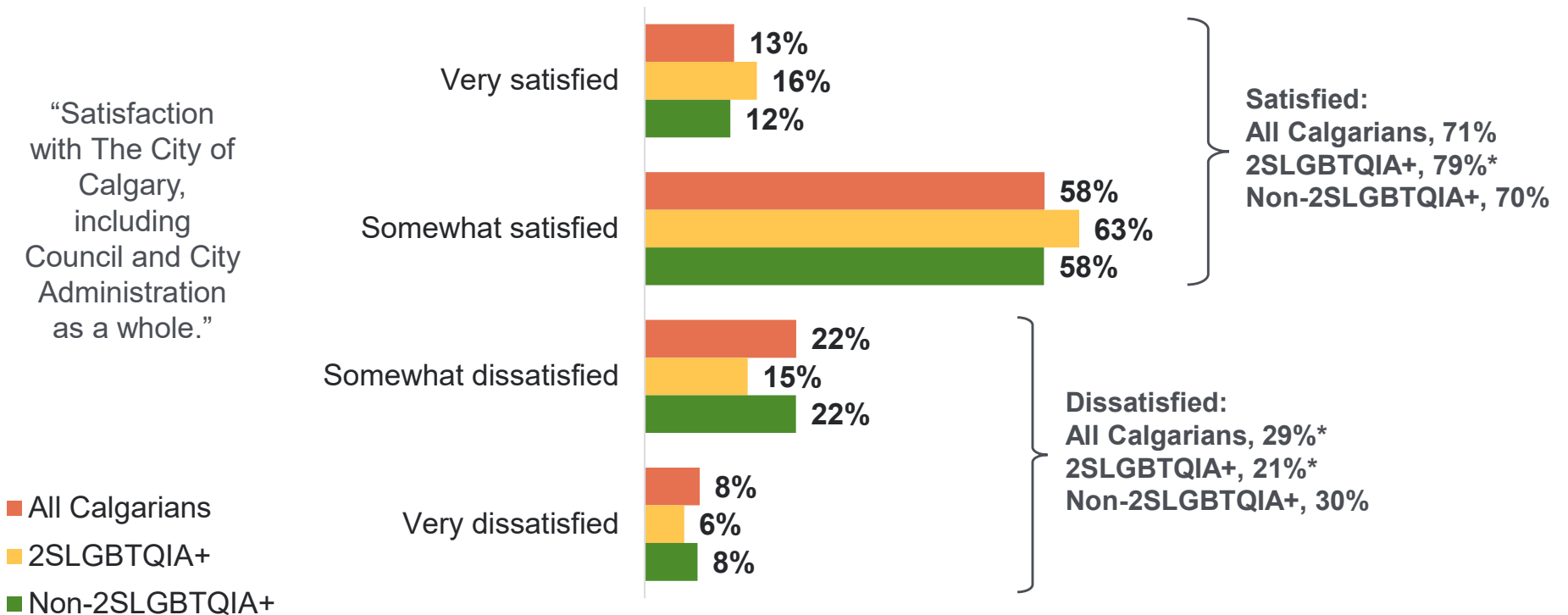
...
Base: Valid respondents (All Calgarians, n=2,462; 2SLGBTQIA+, n=101; Non-2SLGBTQIA+, n=2,318)

*Rounding

↑Statistically higher than subgroup
↓Statistically lower than subgroup

Satisfaction with The City as a whole – 2SLGBTQIA+

There are no significant differences in satisfaction with the way The City of Calgary as a whole is running The City between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians (79% vs. 70%).



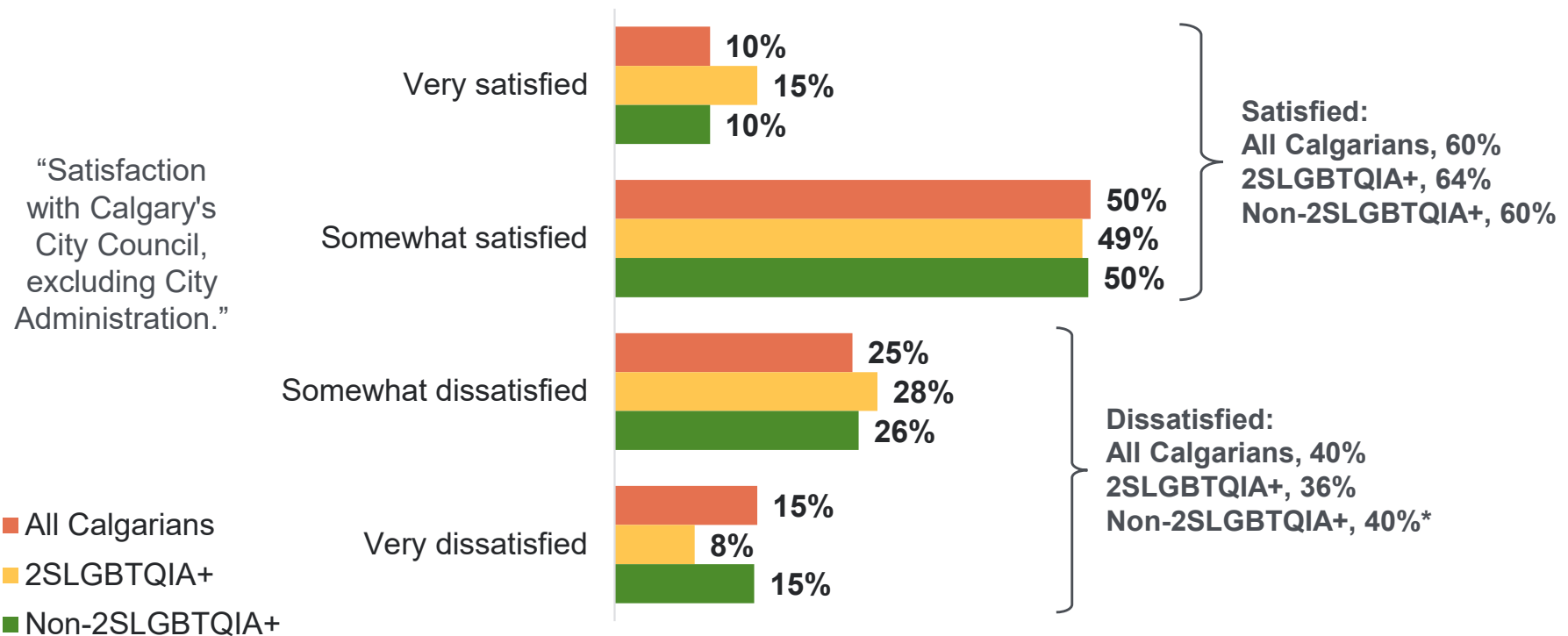
Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary - including Council and City Administration as a whole - is going about running our City? Are you ...?

Base: Valid respondents (All Calgarians, n=2,494; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,346)

*Rounding

Satisfaction with Council – 2SLGBTQIA+

There are no significant differences in satisfaction with the way Calgary’s City Council is running The City between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians (64% vs. 60%).



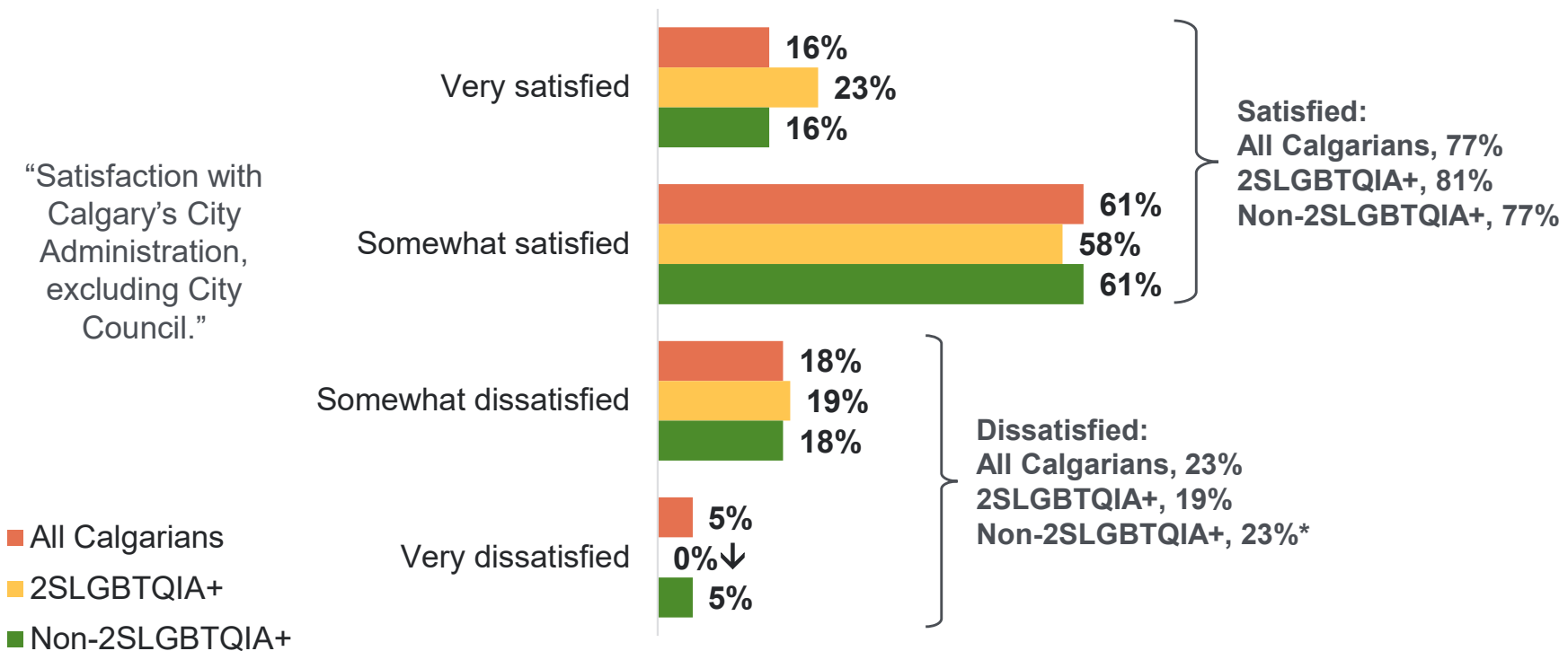
Q. Thinking about Calgary’s City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?

Base: Valid respondents (All Calgarians, n=2,480; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,332)

*Rounding

Satisfaction with Administration – 2SLGBTQIA+

When it comes to overall satisfaction with how Administration is running The City, there are no significant differences between 2SLGBTQIA+ or non-2SLGBTQIA+ (81% vs. 77%). 2SLGBTQIA+ Calgarians are less likely to indicate they are ‘not at all satisfied’ than are non- 2SLGBTQIA+ Calgarians (0% vs. 5%).

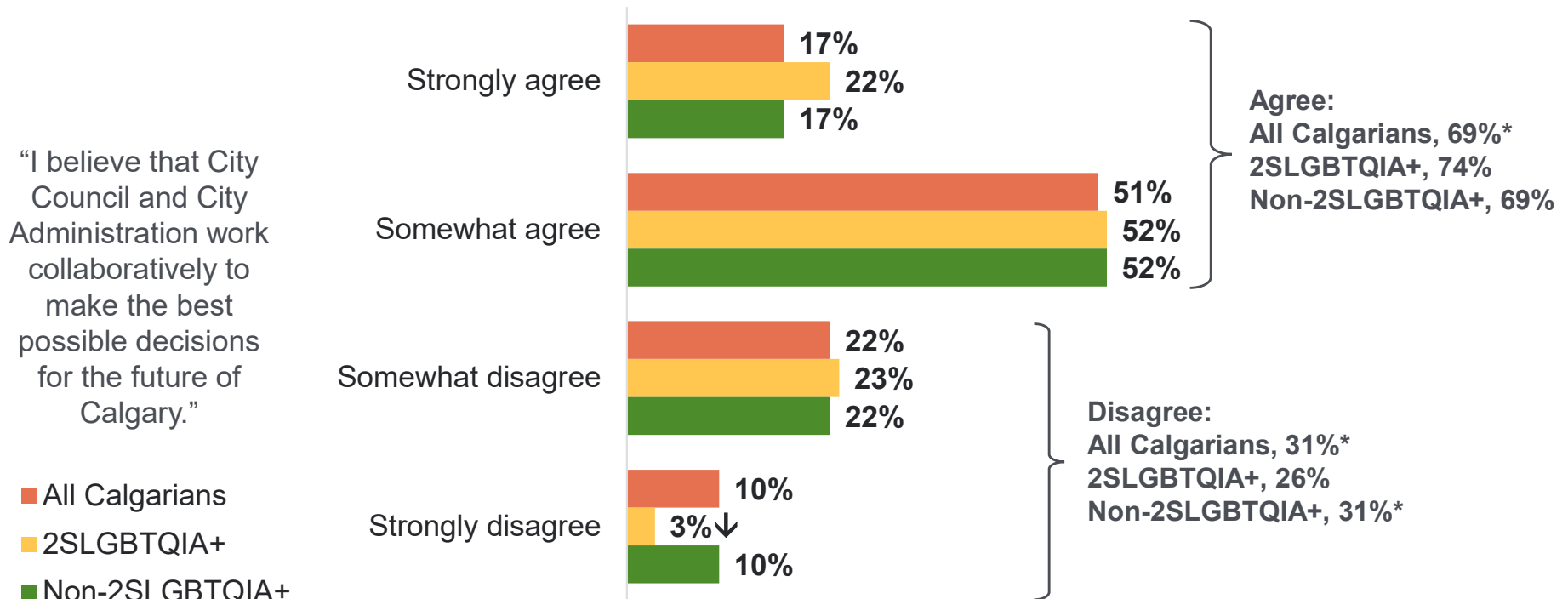


Q. Thinking about Calgary’s City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?

Base: Valid respondents (All Calgarians, n=2,479; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,331)

Work collaboratively – 2SLGBTQIA+

Overall, seven-in-ten (69%) Calgarians agree that City Council and Administration work collaboratively to make the best possible decisions for the future of Calgary, regardless of being 2SLGBTQIA+ or non-2SLGBTQIA+ (74% vs. 69%). 2SLGBTQIA+ Calgarians are less likely to ‘strongly disagree’ than are non-2SLGBTQIA+ (3% vs. 10%).



*Rounding

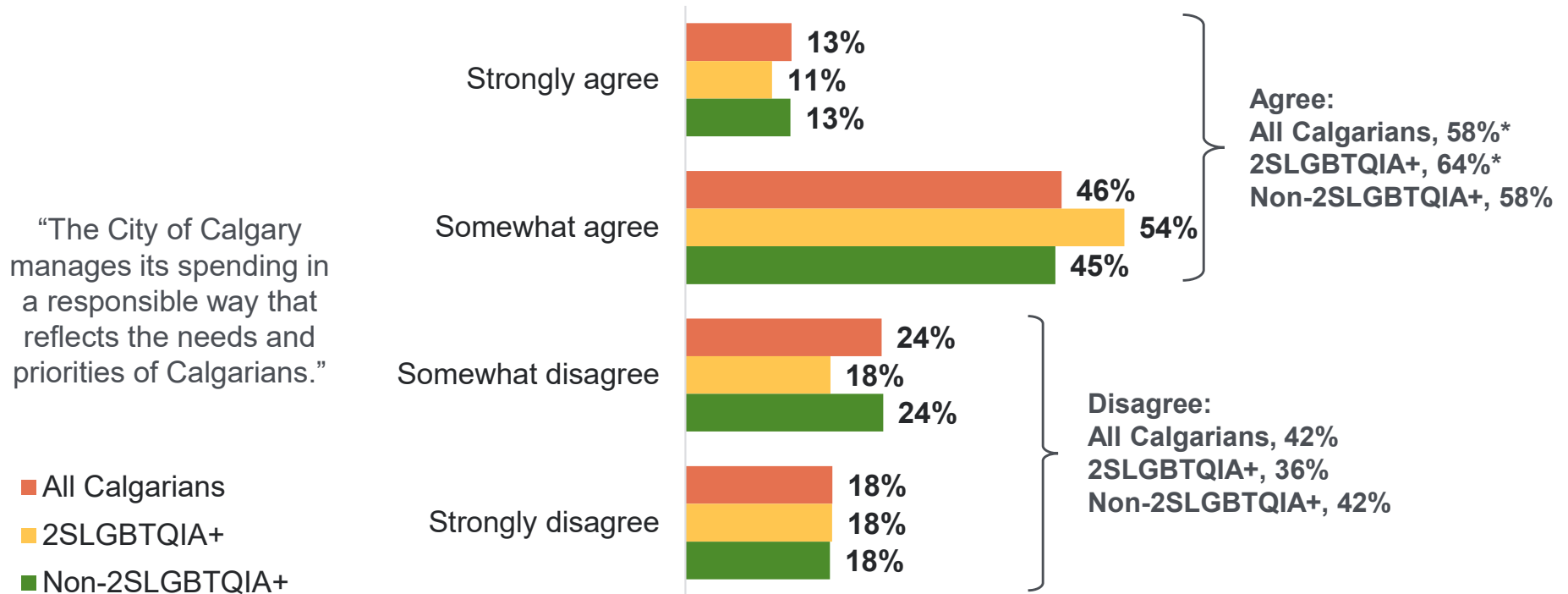
Q. Please tell me if you agree or disagree with each of the following statements...

Base: Valid respondents (All Calgarians, n=2,474; 2SLGBTQIA+, n=103; Non-2SLGBTQIA+, n=2,327)

↑ Statistically higher than subgroup
 ↓ Statistically lower than subgroup

Manages spending responsibly – 2SLGBTQIA+

There are no significant overall differences in agreement (64% vs. 58%) or disagreement (36% vs. 42%) between 2SLGBTQIA+ and non-2SLGBTQIA+ Calgarians that The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians.



Q. Please tell me if you agree or disagree with each of the following statements...

Base: Valid respondents (All Calgarians, n=2,489; 2SLGBTQIA+, n=102; Non-2SLGBTQIA+, n=2,342)

*Rounding



Respondent profile

Respondent profile (1 of 3)

Age			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
18 to 24	11%	27%	10%
25 to 34	19%	43%	18%
35 to 44	17%	14%	17%
45 to 54	19%	5%	20%
55 to 64	12%	4%	13%
65 or older	22%	5%	23%
Mean	47.3	32.8	48.3

Gender			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Female	51%	52%	51%
Male	49%	37%	49%
Prefer to self-describe	1%	12%	<1%

Education			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Did not complete high school or equivalent	2%	5%	2%
Completed high school or equivalent	17%	28%	17%
Completed a Registered Apprenticeship or other trades certificate or diploma	7%	6%	8%
Completed a college or other non-university certificate or diploma	20%	19%	20%
Completed a university certificate, diploma or degree	53%	42%	54%

Household size			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
1	17%	18%	17%
2	35%	34%	35%
3	17%	23%	17%
4	20%	17%	20%
5 or more	11%	7%	11%
Mean	2.8	2.7	2.9

Children and seniors in household			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes – Children	31%	21%	32%
Yes – Seniors	32%	12%	33%

Type of dwelling			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Single-detached house	65%	36%	67%
Apartment or apartment-style condominium	16%	29%	16%
Duplex, triplex or fourplex	8%	17%	8%
Townhouse or rowhouse	9%	18%	8%
Another type of multi-dwelling unit	1%	-%	1%

Respondent profile (2 of 3)

Tenure in Calgary			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Less than 5 years	9%	8%	9%
5 to less than 10 years	8%	11%	8%
10 to less than 15 years	11%	8%	11%
15 to less than 20 years	11%	18%	11%
20 to less than 30 years	22%	40%	21%
30 to less than 40 years	14%	11%	14%
40 or more	26%	6%	26%
Mean	26.9	21.4	27.2

Indigenous			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes – First Nations	1%	3%	1%
Yes – Metis	2%	4%	2%
Yes – Inuit	<1%	1%	0%
Yes – prefer to self-describe	<1%	3%	0%
No	96%	92%	96%

Disability in household			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes – myself	11%	30%	10%
Yes – someone in my household	11%	15%	10%
No	80%	62%	81%

Born in Canada			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes	67%	82%	66%
No	33%	18%	34%

Age arrived in Canada			
Base: Not born in Canada			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Under the age of 18	34%	44%	34%
18 to 49	64%	53%	65%
50 or older	1%	2%	1%

Date of arrival in Canada			
Base: Not born in Canada			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Within the past five years	20%	27%	19%
More than five years ago	80%	73%	81%

Racialized			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes	28%	24%	28%
No	72%	74%	72%
Prefer to self-describe	1%	2%	1%

Respondent profile (3 of 3)

Employment status			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Full time employed or self employed	53%	47%	53%
Part time employed or self-employed	13%	15%	13%
Retired	20%	4%	22%
Looking after home and/or family	3%	1%	3%
Unable to work because of sickness or disability	3%	8%	3%
Unemployed	4%	7%	3%
Doing unpaid or voluntary work	2%	6%	1%
Student	7%	23%	7%

Own or operate a business			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Own and operate a business	15%	16%	15%
Own a business	3%	4%	3%
Operate a business	2%	1%	2%
No	80%	79%	80%

Own or rent			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Own	70%	39%	72%
Rent	27%	50%	25%
Other	3%	11%	3%

Household income			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Less than \$30,000	8%	13%	6%
\$30,000 to <\$45,000	7%	7%	7%
\$45,000 to <\$60,000	10%	7%	10%
\$60,000 to <\$75,000	8%	9%	8%
\$75,000 to <\$90,000	7%	6%	7%
\$90,000 to <\$105,000	11%	19%	10%
\$105,000 to <\$120,000	9%	11%	9%
\$120,000 to <\$150,000	12%	12%	12%
\$150,000 to <\$200,000	14%	7%	15%
\$200,000+	15%	8%	15%

Responsible for property taxes			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes	86%	73%	87%
No	14%	27%	13%

Quadrant			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Southwest	29%	31%	29%
Southeast	24%	30%	24%
Northwest	27%	21%	28%
Northeast	20%	18%	20%

2SLGBTQIA+			
	Total	2SLGBTQIA+	Non-2SLGBTQIA+
Yes	6%	100%	0%
No	94%	0%	100%



Contact

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