



Calgary



# 2021 Citizen Perspectives Survey Report

## Diversity and Inclusion

September 2021

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# Highlights at a Glance

## MEETING NEEDS OF CALGARIANS



**93%**

Agree that people in Calgary are welcoming and friendly

### The City Meets Needs of Diverse Groups

**72%** People with disabilities

**69%** People of colour

**55%** Low-income households

**85%**

Agree that some people have advantages that allow them to have a better quality of life than others



## MOVING IN THE RIGHT DIRECTION

### Agree that The City is moving in the right direction to address...

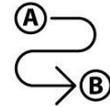
**75%** Social well-being

**73%** Gender equity

**66%** Anti-racism

**65%** Truth and Reconciliation

**57%** Support for low-income households



## EXPERIENCE WITH INCLUSION CHALLENGES

**17%**

Had personal experience of challenges with inclusion when accessing City services, programs, and facilities.



### Description of inclusion challenges:

**12%** Discrimination while seeking out mental health support

**12%** Issues while seeking out resources to help/ lack of access to services

**8%** Discrimination while trying to access housing

## NEIGHBOURHOOD INCLUSION

**91%**

Feel safe in their neighbourhood



**88%**

Can personally access community facilities in their neighbourhood.

**87%**

Agree that their neighbourhood is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity.





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# Background & Methodology

## Background

To help support City decisions, The City of Calgary surveys citizens about their opinions, preferences, and attitudes. To help in “making life better every day” for Calgarians, The City conducts the Citizen Perspectives Survey at various intervals through the year.

Calgary is a diverse place in terms of race, ancestry, place of origin, religious beliefs, gender identity, age, disability, marital status, family status, source of income, and sexual orientation. In order to understand how well The City of Calgary meets the needs of diverse groups of Calgarians, a survey focusing on Diversity and Inclusion was conducted in June 2021. In late 2018, a similar Citizen Perspectives survey was conducted, and results will be compared where applicable.

## Methodology

The survey was conducted by Leger from June 17 – 23, 2021 with 500 Calgarians via telephone using random digit dialing (RDD). The survey was conducted using numbers from both landlines (53%) and cell phones (47%) to obtain a random and statistically representative sample of Calgarians. The survey averaged 15 minutes in duration. The margin of error (MOE) for the total sample of n=500 is  $\pm 4.38$  percentage points, 19 times out of 20.

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city quadrant of the general population aged 18 and older. Data were then weighted to the 2016 Civic Census for age and gender.

Where applicable, results from the 2018 Diversity and Inclusion Survey are shown for comparison purposes. Where a difference from the previous survey is statistically significant, it is noted with an arrow: ↓ or ↑

# Contextual Timeline

**Between the 2018 and 2021 surveys, some notable events related to diversity and inclusion have taken place in Calgary and the world.**

- December 2018: Citizen Perspectives Survey: Diversity and Inclusion
- Beginning in early 2020: Increasing efforts from Black Lives Matter activists and allies to defund police and redirect to anti-racism programs and services
- Beginning in early 2020: Increasing anti-Asian racism
- May 2020: Murder of George Floyd
- July 2020: City of Calgary public hearings on systemic racism
- September 2020: Calgary Police Service launches Commitment to Anti-Racism
- Beginning in early 2021: Increasing anti-Muslim racism
- May 2021: Discovery of numerous unmarked graves at former Indigenous residential school sites begins
- June 2021: Citizen Perspectives Survey: Diversity and Inclusion

# Key Findings



# Key Findings

**The overall results from this survey show broad agreement that Calgarians view Calgary as an inclusive and welcoming city. However, when results are viewed from the perspective of various sub-groups of the population, clear differences in opinion are revealed.**

**Over time and with the passage of multiple events related to racism, intolerance, and discrimination, perceptions have generally become more moderate, with more people choosing to agree less strongly with many statements.**

- Almost all Calgarians (94%) agree that people in Calgary have opportunities to express and celebrate their unique cultures.
  - Since 2018, this opinion has become more moderate, with fewer people in 2021 saying they agree strongly, and more agreeing somewhat.
- Nearly all Calgarians (93%) agree that people in Calgary are very welcoming and friendly.
  - More than half agree only somewhat with this sentiment in 2021, while in 2018 more Calgarians agreed strongly.
- Almost nine in ten Calgarians (88%) agree that advancing Truth and Reconciliation is something that all Calgarians should be a part of.
  - More respondents agree strongly with this in 2021 than in 2018.
- The majority (85%) of Calgarians agree that some people have advantages that allow them to have a better quality of life than others.
  - Compared to 2018, more Calgarians now disagree with this statement.



# Key Findings

## Overall, most Calgarians agree that The City of Calgary does a good job of meeting the needs of specific groups of Calgarians.

- Around three-quarters agree that The City meets the needs of the following groups:
  - People who are recent immigrants (79%).
  - Children aged 12 or younger (81%).
  - Youth aged 13-24 (81%).
  - Older adults aged 65 and older (74%).
  - People who rent their homes (75%).
- Between half and three-quarters agree that The City meets the needs of these Calgarians:
  - People of colour and visible minorities (69%).
  - People who do not speak English as their first language (66%).
  - Indigenous Peoples (58%).
  - People in low-income households (55%).
  - People with disabilities (72%).
  - People who are members of the LGBTQ2S+ community (70%).
  - People experiencing challenges with mental health or addictions (56%).
- Fewer than half agree that The City meets the needs of:
  - People experiencing homelessness (45%).
- Compared to 2018, fewer people now agree that the needs of most groups are being met.
  - Opinions have held steady from 2018 for older adults and for people experiencing challenges with mental health or addictions.

# Key Findings

**Overall, the majority of Calgarians agree that Calgary is moving in the right direction to address issues like social well-being, gender equity, anti-racism, Truth and Reconciliation, mental health and addiction, and support for low-income households.**

- Agreement is moderate for all of these issues, with most respondents agreeing only somewhat.

**Just under one in five Calgarians shared personal experiences of inclusion challenges with City services, programs, or facilities.**

- Most challenges were related to seeking out mental health supports or resources and services to help their situation.

**When asked, open-ended, how The City could better meet the needs of all Calgarians, most frequently mentioned ideas were to listen and collaborate with citizens, including through surveys, and to focus on diversity and inclusion.**

**Overall, most Calgarians agree that the neighbourhood in which they live is a place where they belong, where they feel safe, where they can access community facilities, that is welcoming to diverse people, and that is safe for all residents and visitors.**

- Since 2018, agreement has become more muted, with more people in 2021 agreeing only somewhat and fewer agreeing strongly.

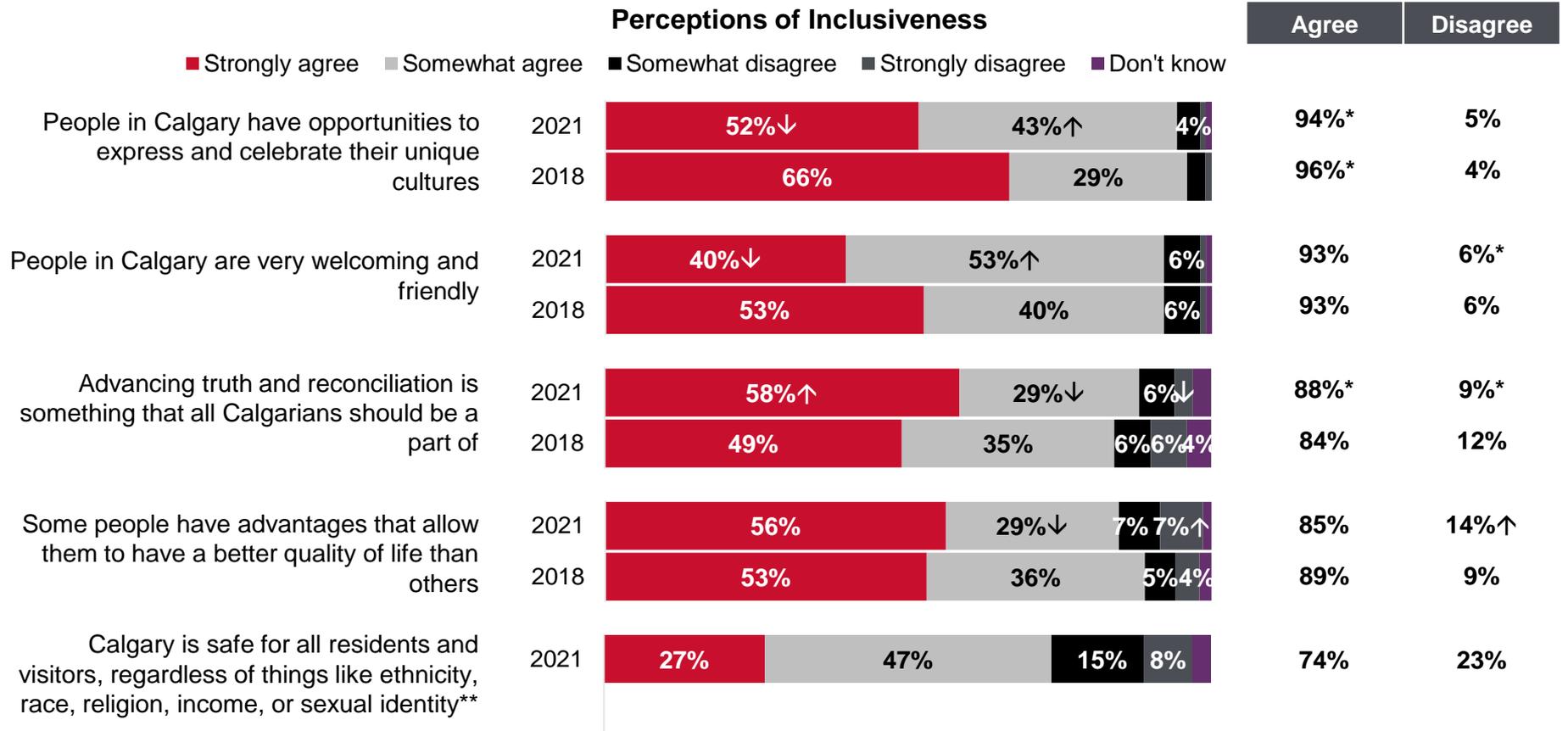
# Detailed Findings





# Perceptions of Calgary's Inclusiveness

Generally, respondents agree that Calgary is inclusive; however, since 2018, opinions that people express and celebrate their cultures and that people in Calgary are welcoming and friendly have become more moderate. More respondents in 2021 “strongly” agree that all Calgarians should be part of advancing Truth and Reconciliation.



\*\* New in 2021

Note: 3% and lower not labelled

\*Rounding

I'm going to read you a series of statements. Please indicate the extent to which you agree or disagree with each statement.

Base: All respondents (n=500)

# Perceptions of Calgary's Inclusiveness: Summary of Findings and Key Differences

**People in Calgary have opportunities to express and celebrate their unique cultures, according to almost all Calgarians (94%).**

- People who weren't born in Canada are more likely to agree than Canadian-born people (98% vs. 93%).
- LGBTQ2S+ Calgarians are more likely to agree (100% vs. 94%).

**Most Calgarians (93%) feel that people in Calgary are very welcoming and friendly.**

- Homeowners are more likely than renters to agree (95% vs. 88%).
- People with some university or college education are more likely to agree (96% some university or a college diploma, 95% university degree or post-graduate degree vs. 84% completed high school or less).

**Almost nine in ten Calgarians (88%) believe advancing Truth and Reconciliation is something that all Calgarians should be a part of.**

- This opinion is held more strongly by females than males (92% vs. 84%).

**The majority (85%) of Calgarians think that some people have advantages that allow them to have a better quality of life than others.**

- Females are more likely to agree than males (90% vs. 79%).
- People who are not employed are more likely to agree than people who are working (95% vs. 81%).
- People who identify as LGBTQ2S+ are more likely to agree (96% vs. 84%).

**Three-quarters of Calgarians (74%) believe that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity.**

- Households with children under 18 are more likely to agree (86% vs. 69% without children in the home).
- People with a disability are less likely to agree (62% vs. 72% who do not have a disability).
- Family members of people with disabilities are less likely to agree (62% vs. 76%).

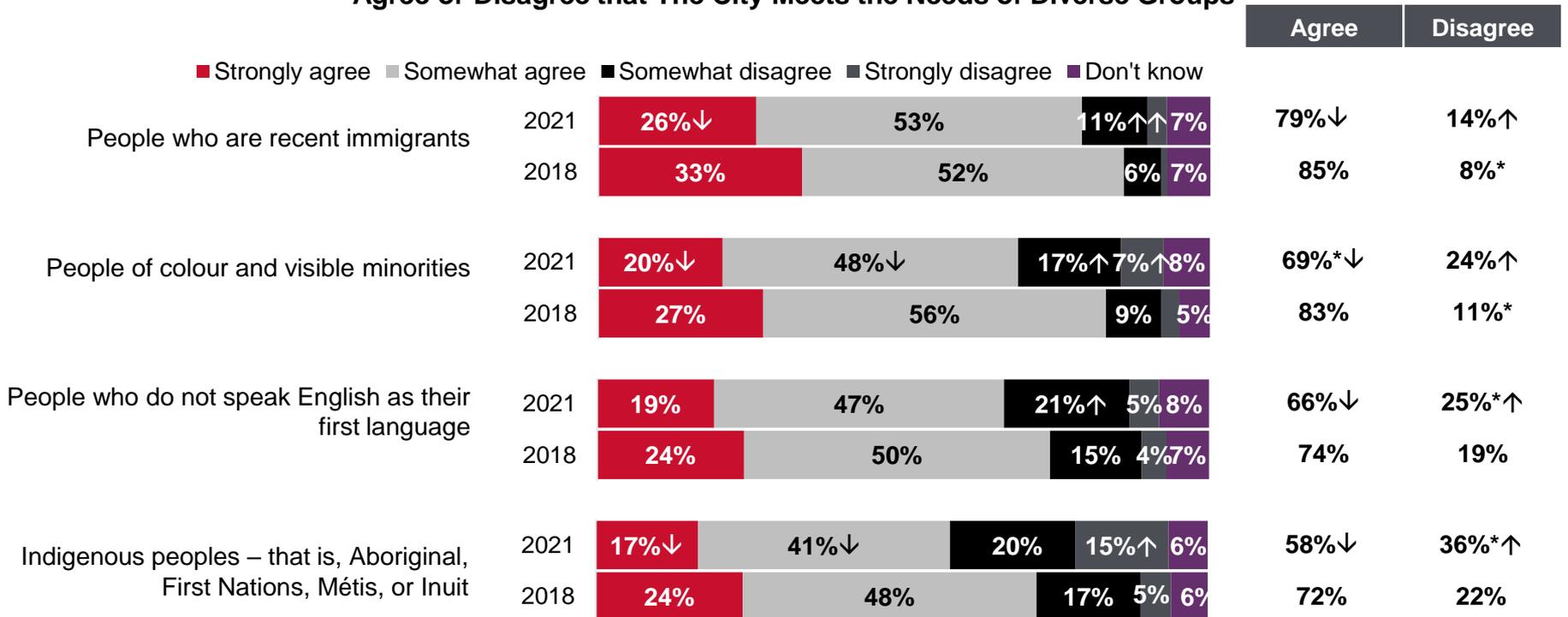


# How Well The City Meets Needs of Diverse Groups

Compared to 2018, significantly fewer Calgarians now agree that Calgary meets the needs of immigrants, people of colour and visible minorities, people who do not speak English as their first language, and Indigenous peoples.

## Agree or Disagree that The City Meets the Needs of Diverse Groups

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know



Note: 3% and lower not labelled

\*Rounding

As you know, there are many people living in Calgary who come from a variety of backgrounds and experiences. Please indicate the extent to which you agree or disagree that The City of Calgary meets the needs of the following groups of Calgarians.

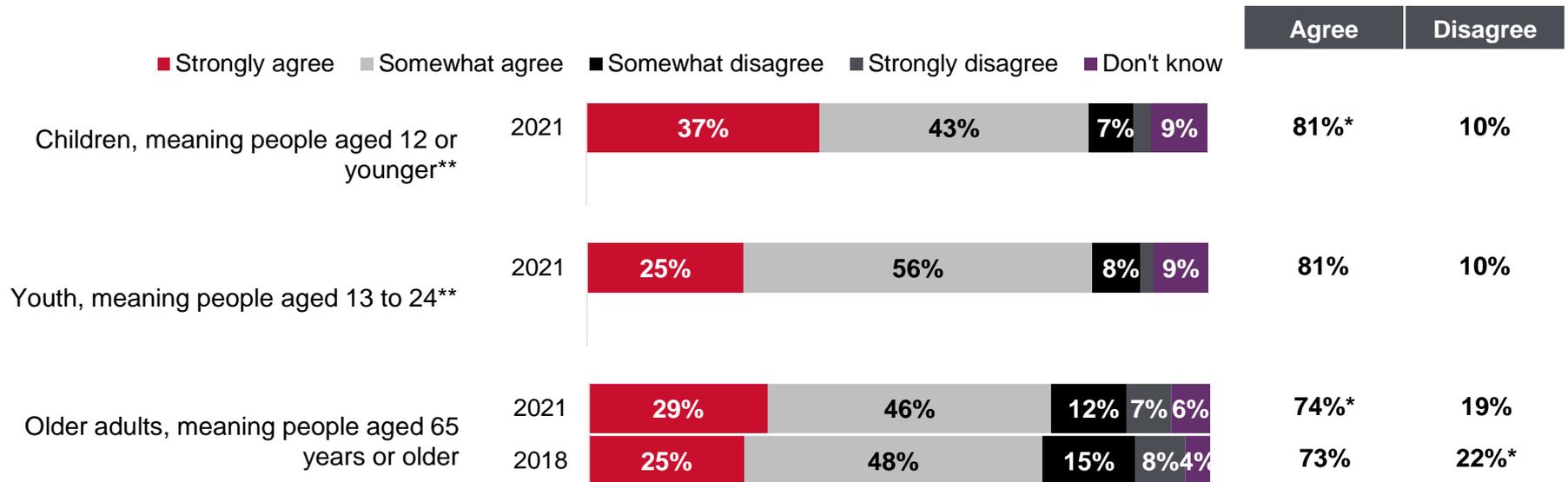
Base: All respondents (n=500)



# How Well The City Meets Needs of Diverse Groups

Four in five Calgarians agree that The City meets the needs of children and youth, and three-quarters agree that needs of seniors are being met.

## Agree or Disagree that The City Meets the Needs of Diverse Groups



\*\* New in 2021

Note: 3% and lower not labelled

\*Rounding

As you know, there are many people living in Calgary who come from a variety of backgrounds and experiences. Please indicate the extent to which you agree or disagree that The City of Calgary meets the needs of the following groups of Calgarians.

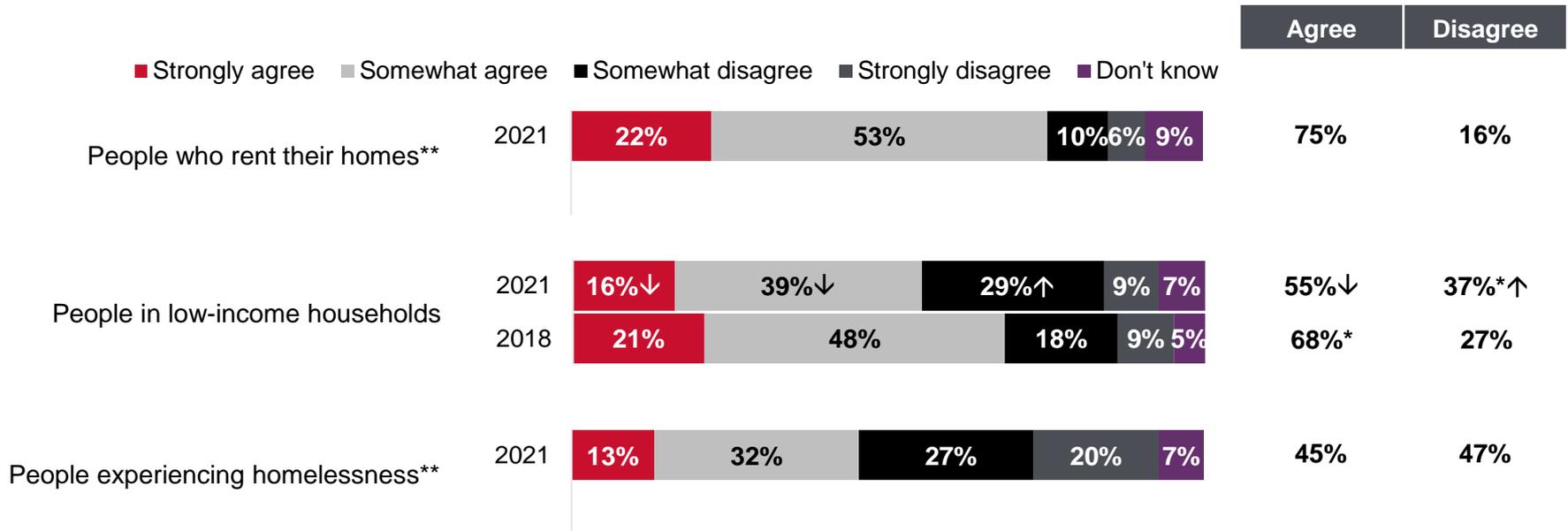
Base: All respondents (n=500)



# How Well The City Meets Needs of Diverse Groups

Three quarters of respondents feel that the needs of people who rent their homes are met by The City of Calgary. Just about half agree that the needs of people in low-income households and people experiencing homelessness are met. Since 2018, the perception that low-income Calgarians' needs are being met has declined.

## Agree or Disagree that The City Meets the Needs of Diverse Groups



\*\* New in 2021

Note: 3% and lower not labelled

\*Rounding

As you know, there are many people living in Calgary who come from a variety of backgrounds and experiences. Please indicate the extent to which you agree or disagree that The City of Calgary meets the needs of the following groups of Calgarians.

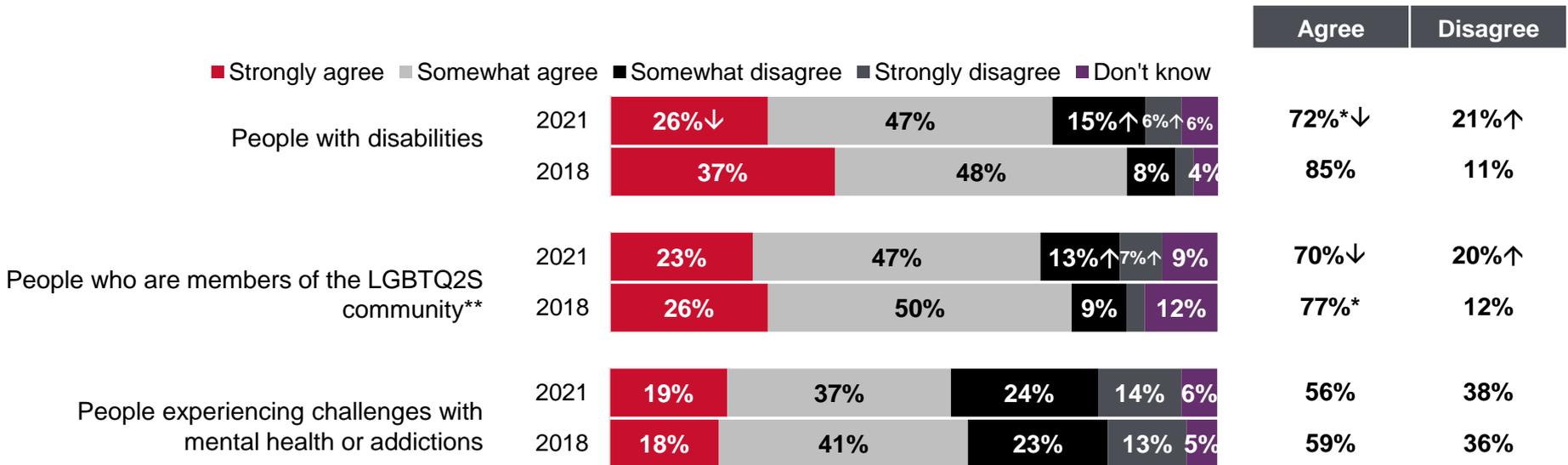
Base: All respondents (n=500)



# How Well The City Meets Needs of Diverse Groups

Although a majority of respondents agree that the needs of people with disabilities and members of the LGBTQ2S community are being met by The City, there are fewer people that feel this way in 2021 than in 2018. Just about half of respondents agree that The City meets the needs of people with mental health or addictions.

## Agree or Disagree that The City Meets the Needs of Diverse Groups



\*\* Modified in 2021 (was LGBTQ2+)

Note: 3% and lower not labelled

\*Rounding

As you know, there are many people living in Calgary who come from a variety of backgrounds and experiences. Please indicate the extent to which you agree or disagree that The City of Calgary meets the needs of the following groups of Calgarians.

Base: All respondents (n=500)



# How Well The City Meets Needs of Diverse Groups: Summary of Findings and Key Differences

**Generally, Calgarians feel that The City of Calgary meets the needs of people who are recent immigrants, people of colour and visible minorities, people who do not speak English as their first language, and Indigenous People.**

- However, agreement for all of these has declined since 2018.

**Four in five (79%) agree that the needs of recent immigrants are met by The City.**

- Households with children under 18 are more likely to agree (86% vs. 76%).
- People of colour, racialized people, and Indigenous People are more likely to agree (87% vs. 76%).

**Seven in ten (69%) believe that The City meets the needs of people of colour and visible minorities.**

- Males are more likely to agree (74% vs. 64%).
- Households that have children are more likely to agree (76% vs. 65%).

**Two-thirds (66%) agree that people who do not speak English as their first language have their needs met.**

- People who weren't born in Canada are more likely to agree (77% vs. 62% of those born in Canada).

**Three in five (58%) feel that the needs of Indigenous People are met by The City of Calgary.**

- Females are more likely to disagree than males (41% vs. 30%).

# How Well The City Meets Needs of Diverse Groups: Summary of Findings and Key Differences

## **Four in five Calgarians (81%) agree that The City of Calgary meets the needs of children 12 and younger.**

- Households with children under 18 are more likely to agree (88% vs. 78% without children in the home).

## **Four in five Calgarians (81%) also agree that The City of Calgary meets the needs of youth 13 to 24 years old.**

- Households with children under 18 are more likely to agree (88% vs. 78% who do not have children in the home).
- People who have a family member with a disability are less likely to agree (71% vs. 83%).

## **Three-quarters (74%) agree that the needs of older adults aged 65 and older are met by The City of Calgary.**

- Females are more likely to disagree than males (23% vs. 15%).

# How Well The City Meets Needs of Diverse Groups: Summary of Findings and Key Differences

## **Three-quarters (75%) say that The City of Calgary meets the needs of people who rent their homes.**

- People who rent their homes are more likely to disagree (24% vs. 12%).
- People with disabilities are less likely to agree (64% vs. 77%).
- People who have family members with disabilities are less likely to agree (57% vs. 78%).
- Those who were born in Canada are more likely to disagree (18% vs. 10%).
- Households with children under 18 are more likely to agree (82% vs. 72%).

## **Just over half (55%) feel that people in low-income households are having their needs met by The City of Calgary, which is down from 2018 (68%).**

- People who are LGBTQ2S+ are more likely to disagree (71% vs. 35%).
- People with disabilities are less likely to agree (36% vs. 59%).
- People who are not employed are more likely to agree (57% vs. 34% employed, 35% retired).
- Households with children under 18 are more likely to agree (67% vs. 50%).
- Homeowners are more likely to agree than renters (61% vs. 44%).

## **Fewer than half (45%) feel that The City meets the needs of people experiencing homelessness.**

- Those who have disabilities are more likely to disagree (63% vs. 44%).
- People who are LGBTQ2S+ are more likely to disagree (77% vs. 45%).

# How Well The City Meets Needs of Diverse Groups: Summary of Findings and Key Differences

**Slightly fewer than three-quarters (72%) believe that The City of Calgary meets the needs of people who have disabilities, which is a decrease since 2018 (85%).**

- People who have disabilities are more likely to disagree (33% vs. 19%).
- Immigrants are more likely to agree (80% vs. 69% of those born in Canada).
- Males are more likely to agree (78% vs. 67%).

**Seven in ten Calgarians (70%) think that The City of Calgary meets the needs of people who are LGBTQ2S+.**

- People who are LGBTQ2S+ are more likely to disagree (40% vs. 18%).
- Males are more likely to agree (75% vs. 65%).
- People who were born in Canada are more likely to agree (74% vs. 62%).

**Just over half (56%) agree that The City of Calgary meets the needs of people who are experiencing challenges with mental health or addictions.**

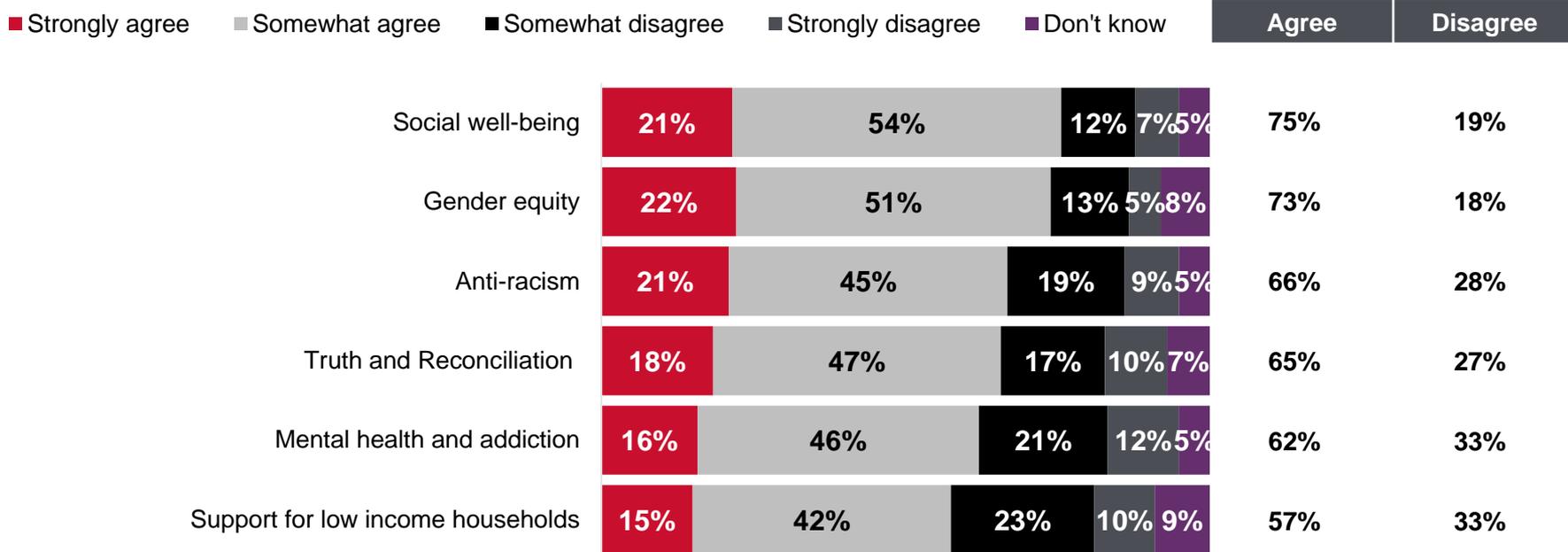
- People with disabilities are less likely to agree (40% vs. 59%).
- People who have family members who have disabilities are less likely to agree (42% vs. 58%).
- Young adults aged 18-24 are more likely to agree (79% vs. 50-56% for older age groups).
- Households with children under 18 are more likely to agree (66% vs. 52%).
- People who have completed some or all of high school are more likely to agree (72% vs. 52% of those who have post-secondary education).
- Immigrants are more likely to agree (66% vs. 52% of those born in Canada).



# Moving in the Right Direction

Three in four respondents agree that Calgary is moving in the right direction to address social well-being and gender equity, while around two in three believe Calgary is addressing Anti-racism, Truth and Reconciliation, mental health and addiction, and support for low income households. Agreement is moderate for all of these, with more respondents saying they “somewhat” agree than “strongly” agree.

## Agree or Disagree that Calgary is Moving in the Right Direction to Address The Following Issues



New in 2021

Note: 3% and lower not labelled

\*Rounding

To what extent do you agree or disagree that Calgary is moving in the right direction to address the following?

Base: All respondents (n=500)

# Moving in the Right Direction: Summary of Findings and Key Differences

**Three-quarters of respondents (75%) agree that Calgary is moving in the right direction to address social well-being.**

- People who were born in Canada are more likely to disagree (22% vs. 13%).
- Households with children under 18 are more likely to agree (83% vs. 72%).

**Three-quarters of respondents (73%) believe that Calgary is moving in the right direction to address gender equity.**

- No sub-groups showed any significant differences in opinion.

**Two-thirds of Calgarians (66%) agree that Calgary is moving in the right direction to address anti-racism.**

- Males are more likely to agree (71% vs. 61%).

**Two-thirds of Calgarians (65%) think that Calgary is moving in the right direction to address Truth and Reconciliation.**

- People who were not born in Canada are more likely to agree (75% vs. 61% who were born in Canada).
- People with disabilities are less likely to agree (53% vs. 67%).
- Those who have family members who have a disability are less likely to agree (53% vs. 67%).

**Three in five (62%) say that Calgary is moving in the right direction to address mental health and addiction.**

- People who are LGBTQ2S+ are more likely to disagree (68% vs. 30%).
- Those who rent their homes are more likely to disagree (42% vs. 29% of homeowners).
- People who were not born in Canada are more likely to agree (73% vs. 57%).

**Just over half (57%) agree that Calgary is moving in the right direction to address support for low-income households.**

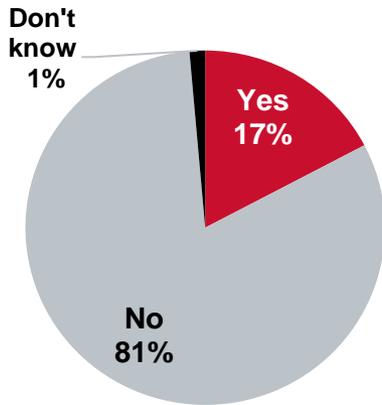
- People who live in single-person households are more likely to disagree (50% vs. 33% of those who live in 2-person households and 29% of those with three or more in the home).
- People born in Canada are more likely to disagree (37% vs. 25%).
- People who have family members who have disabilities are less likely to agree (43% vs. 59%).



# Personal Experiences with Inclusion Challenges

About one in five respondents indicated a personal experience with inclusion when accessing City services, programs, or facilities. Primary issues were related to times when Calgarians were seeking out supports, services, and resources.

## Personal Experience of Challenges with Inclusion When Accessing City Services, Programs, or Facilities



Groups that reported personal experiences most frequently included:

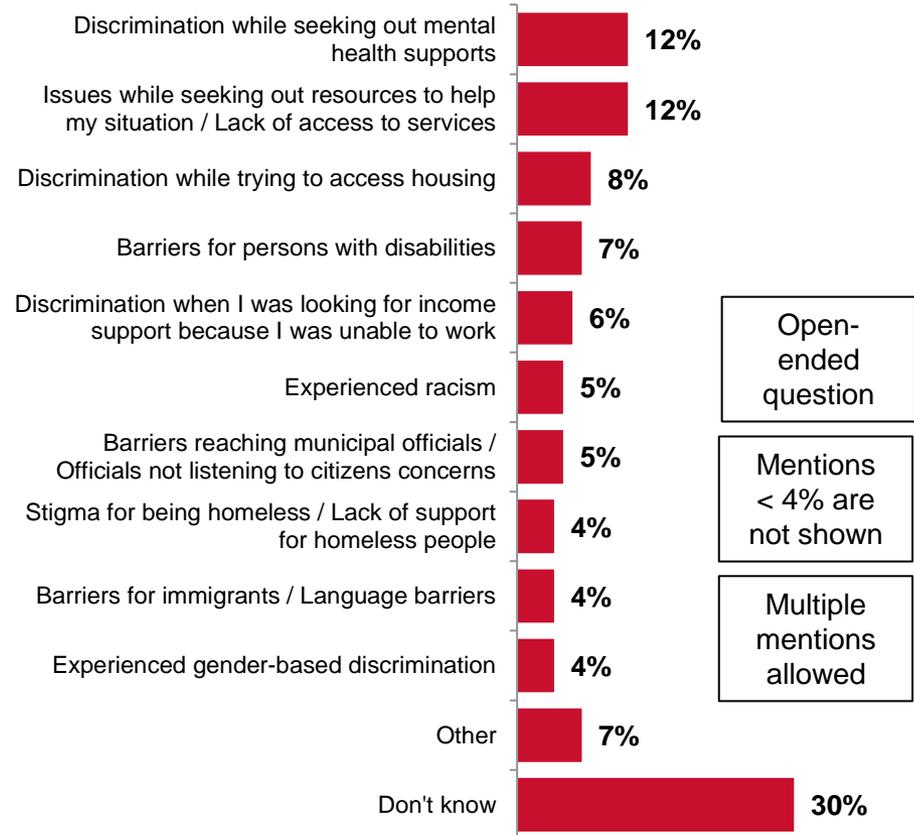
- People with a disability
- People who are unable to work
- People who rent their homes

New in 2021

Have you personally experienced challenges with inclusion when accessing any City services, programs, or facilities?

Base: All respondents (n=500)

## Description of Challenge



Can you describe what you experienced, in terms of where, when, and what happened?

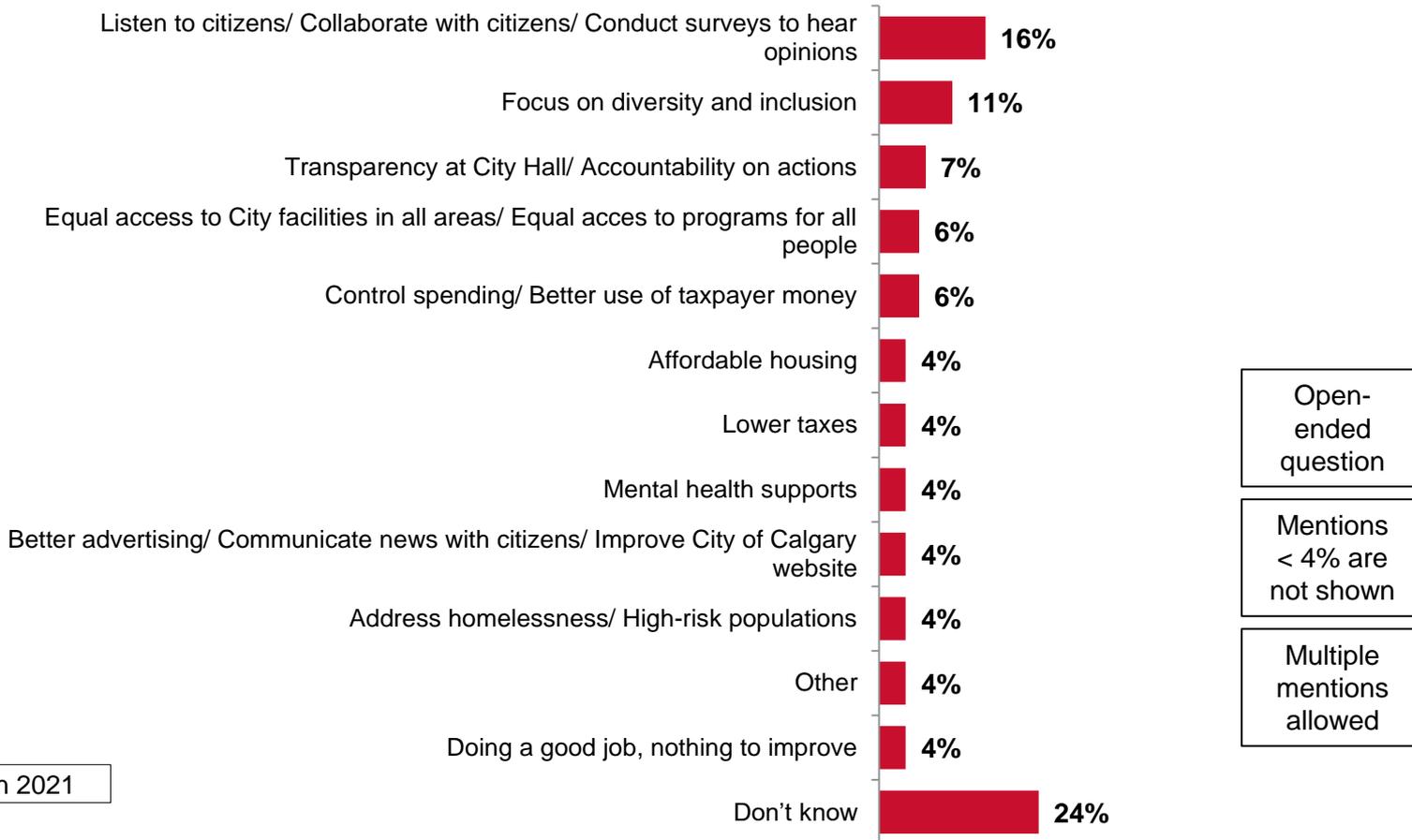
Base: Respondents who experienced challenges (n=83)



# Suggestions for Improving Inclusion

General ideas to improve how well The City can meet needs of Calgarians include listening and collaborating more, and making diversity and inclusion more of a focus.

## How Can The City Better Meet Needs of all Calgarians



Open-ended question

Mentions < 4% are not shown

Multiple mentions allowed

New in 2021

In your opinion, how can The City of Calgary better meet the needs of all Calgarians?

Base: All respondents (n=500)

# Personal Experiences and Suggestions: Summary of Findings and Key Differences

## **Just about one in five Calgarians (17%) has personally experienced challenges with inclusion when accessing City services, programs, or facilities.**

- The most frequently mentioned types of discrimination experiences occurred while seeking out mental health supports (12%), seeking out resources or services (12%), trying to access housing (8%), barriers for people with disabilities (7%), and while looking for income support due to being unable to work (6%).
- The groups that reported issues with inclusion more frequently included the following:
  - People with a disability (36% vs. 14%).
  - People who rent their homes (31% vs. 11%).

## **When asked to suggest how The City could better meet the needs of all Calgarians, about one-quarter (24%) had no suggestion.**

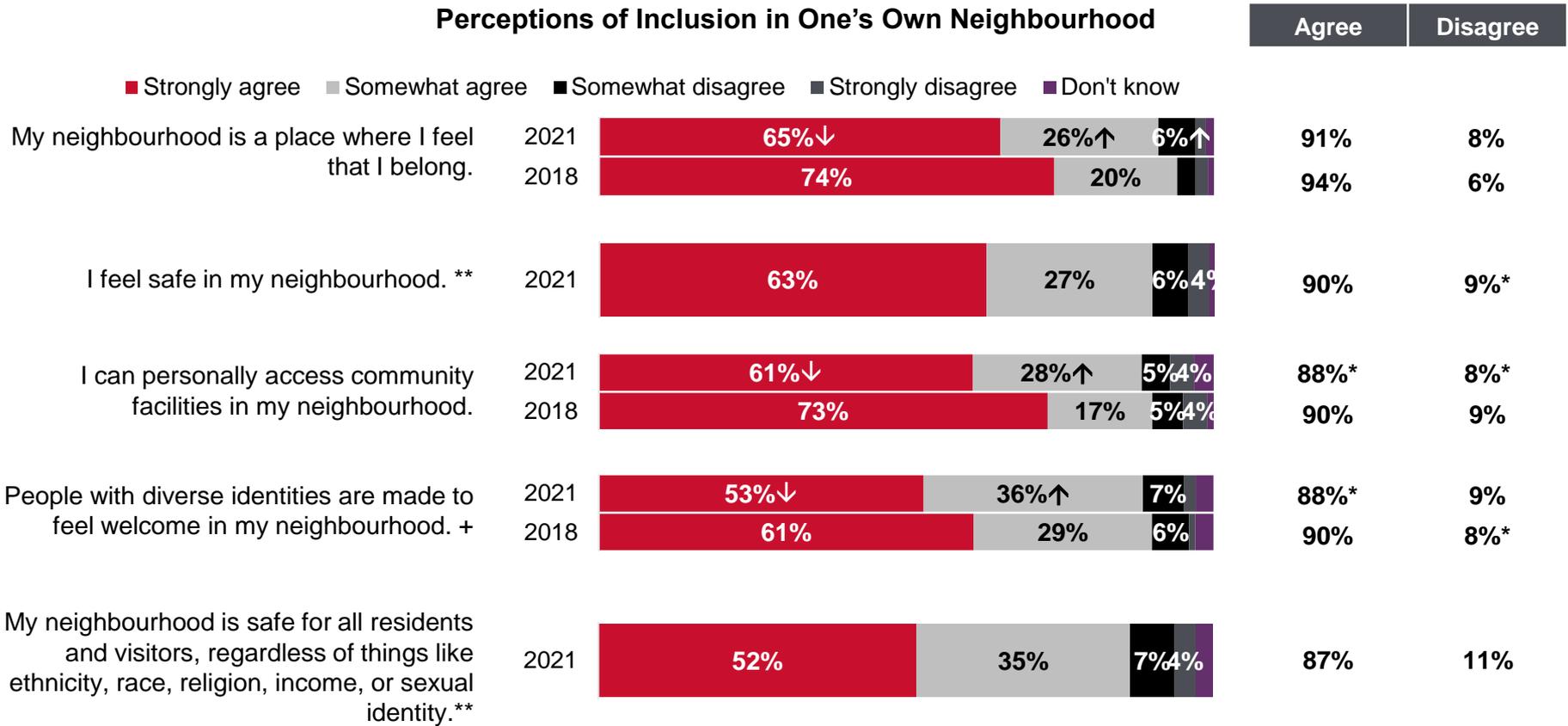
- Top suggestions were to listen, collaborate, and survey Calgarians (16%), to focus on diversity and inclusion (11%), to be more transparent and accountable at City Hall (7%), to provide equal access to facilities and programs for all people (6%), and control spending (6%).



# Inclusion in My Neighbourhood

Thinking of one's own neighbourhood, most respondents feel they belong, are safe, can access facilities, and that all people are welcomed and safe. Respondents feel strongly that their neighbourhoods are inclusive.

## Perceptions of Inclusion in One's Own Neighbourhood



\*\* New in 2021, + Wording change in 2021

Note: 3% and lower not labelled

\*Rounding

Thinking about your neighbourhood, please indicate the extent to which you agree or disagree with the following statements.

Base: All respondents (n=500)

# Inclusion in My Neighbourhood: Summary of Findings and Key Differences

## Thinking of their own neighbourhoods, most Calgarians (91%) feel they belong.

- People who are LGBTQ2S+ are more likely to disagree (36% vs. 6%).
- Calgarians aged 18-34 are more likely to disagree (15% vs. 4% 35-64 and 6% 55+).
- People of colour, racialized, and Indigenous people are more likely to disagree (15% vs. 6%).
- People who live in the NE quadrant are more likely to disagree (22% vs. 5% for NW, SE, and SW).
- Homeowners are more likely to agree (97% vs. 77% of renters).
- People who were not born in Canada are more likely to agree (95% vs. 89%).

## Nine in ten Calgarians (90%) feel safe in their neighbourhood.

- People who are LGBTQ2S+ are more likely to disagree (35% vs. 7%).
- Residents of the NE quadrant are more likely to disagree (23% vs. 5% SW, 7% SE, 6% NW).
- People of colour, racialized, and Indigenous people are less likely to agree (84% vs. 93%).
- People who have disabilities are less likely to agree (80% vs. 92%).
- People who have family members with disabilities are less likely to agree (81% vs. 92%).
- Immigrants are more likely to agree (96% vs. 87%).
- Homeowners are more likely to agree (95% vs. 81%).
- People who have university or post-graduate degrees are more likely to agree (96% vs. 89% of those who have some university or college education and 78% of those with high school or less).

## The majority of Calgarians (88%) say they can personally access community facilities.

- People who have disabilities are less likely to agree (78% vs. 90%).

# Inclusion in My Neighbourhood: Summary of Findings and Key Differences

**The majority of Calgarians (88%) believe people with diverse identities are made to feel welcome in their neighbourhood.**

- People who were born in Canada are more likely to disagree (11% vs. 4%).
- People who have family members with a disability are more likely to disagree (20% vs. 7%).
- Households that have children under 18 are more likely to agree (94% vs. 86%).

**Nine in ten Calgarians (87%) think their neighbourhood is safe for all residents and visitors regardless of things like ethnicity, race, religion, income, or sexual identity.**

- People who are LGBTQ2S+ are more likely to disagree (42% vs. 8%).
- People who have disabilities are less likely to agree (76% vs. 88%).
- People whose family members have disabilities are less likely to agree (72% vs. 89%).
- Households that have children under 18 are more likely to agree (94% vs. 83%).
- Homeowners are more likely to agree than renters (93% vs. 72%).
- People who were not born in Canada are more likely to agree (94% vs. 83%).

# Differences by Sub-Groups





# How to Read this Report

The following charts present comparisons for some groups that may be more likely to experience discrimination compared to their counterparts. The variables used to categorize groups are as follows, with the group of focus in bold text.

### People Who Rent Their Homes

Categories:

- **Home Renters**
- Homeowners

### People of Colour / Racialized People / Indigenous People

Categories:

- **Yes**
- No

Note: Self-reported.

### Age

Categories:

- **18-34**
- 35-54
- 55+

### Born in Canada

Categories:

- **Not born in Canada**
- Born in Canada

### Lower Education

Categories:

- **High school or less**
- Some university / college diploma
- University or post-graduate degree

### Gender

Categories:

- **Female**
- Male

Note: Self-reported. An additional sub-group, “prefer to self-describe” was included, however the number of respondents is too small to report separately.

### Disability

Categories:

- **Yes**
- No

Note: Self-reported.

### Not Employed

Categories:

- **Not employed**
- Employed
- Retired

Note: “Not employed” includes “not working and looking for work,” “not working and not looking,” and “unable to work.”

An additional sub-group, “student” was included, however the number of respondents who identified as students is too small to report separately.

### LGBTQ2S+

Categories:

- **Yes**
- No

Note: Self-reported.

Statistically significant differences between a group and their counterpart (e.g., people not born in Canada vs. people born in Canada) are noted with arrows:

#### For example:

Not born in Canada 49% **↑** = more immigrants than non-immigrants agreed with the statement and the difference is statistically significant  
 Born in Canada 36%

Additional questions on demographic and personal characteristics were asked in the survey, including household income, presence of children or seniors in the household, language spoken at home, etc.; however, few or no significant differences were noted for these sub-groups, or the sub-groups were too small.

# Notable Differences by Groups: People Who Rent Their Home

			Home Renters (n=128)	Home Owners (n=363)
	Perceptions of Inclusiveness	More likely to disagree that people in Calgary are very welcoming and friendly	12%↑	4%
		More likely to disagree that The City of Calgary meets the needs of people in low-income households	53%↑	30%
		More likely to disagree that The City of Calgary meets the needs of people who rent their homes	24%↑	12%
	Meeting Needs	More likely to feel The City can better meet the needs of all Calgarians by providing equal access to City facilities in all areas and for all people	10%↑	4%
		More likely to feel The City can better meet the needs of all Calgarians by expanding the CTrain network or funding public transit	5%↑	1%
		Less likely to feel The City can better meet the needs of all Calgarians by lowering taxes	2%↓	6%
	Moving in the Right Direction	More likely to disagree that Calgary is moving in the right direction to address mental health and addiction	42%↑	29%
	Personal Experiences	More likely to have personally experienced challenges with inclusion when accessing any City services, programs, or facilities	31%↑	11%
		More likely to disagree that their neighbourhood is a place where they feel they belong	20%↑	3%
	Perceptions of Own Neighbourhood	More likely to disagree that they feel safe in their neighbourhood	18%↑	5%
		Less likely to agree strongly that they can personally access community facilities in their neighbourhood	51%↓	65%
		More likely to disagree that their neighbourhood is safe for all residents and visitors regardless of things like ethnicity, race, religion, income, or sexual identity	24%↑	5%

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: People of Colour, Racialized People, or Indigenous Peoples

			People of Colour / Racialized / Indigenous (n=98)	Not People of Colour / Racialized / Indigenous (n=381)
	Perceptions of Inclusiveness	More likely to disagree strongly that Calgary is safe for all residents and visitors regardless of things like ethnicity, race, religion, income, or sexual identity	14%↑	6%
		More likely to agree that The City of Calgary meets the needs of people who are recent immigrants	87%↑	76%
	Meeting Needs	More likely to disagree strongly that The City of Calgary meets the needs of Indigenous peoples	24%↑	13%
		More likely to feel The City can better meet the needs of all Calgarians by providing equal access to City facilities in all areas and for all people	13%↑	4%
		Less likely to feel The City can better meet the needs of all Calgarians by controlling spending or using taxpayer money better	2%↓	7%
	Perceptions of Own Neighbourhood	More likely to disagree that their neighbourhood is a place where they feel they belong	15%↑	6%
		Less likely to agree that they feel safe in their neighbourhood	84%↓	93%

Caution: small sample size

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: Age

		18-34 (n=96)	35-54 (n=199)	55+ (n=205)
 Meeting Needs	More likely to disagree strongly that The City of Calgary meets the needs of Indigenous Peoples	<b>23%↑</b>	<b>11%</b>	<b>12%</b>
	More likely to disagree that The City of Calgary meets the needs of people who are LGBTQ2s+	<b>27%↑</b>	<b>16%</b>	<b>17%</b>
	More likely to agree strongly that The City of Calgary meets the needs of people who are experiencing challenges with mental health or addiction	<b>24%↑</b>	<b>21%↑</b>	<b>13%</b>
 Moving in the Right Direction	More likely to agree strongly that Calgary is moving in the right direction to address social well-being	<b>26%↑</b>	<b>23%↑</b>	<b>14%</b>
 Perceptions of Own Neighbourhood	More likely to disagree that their neighbourhood is a place where they feel they belong	<b>15%↓</b>	<b>4%</b>	<b>6%</b>

Caution: small sample size

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: People Who Were Not Born in Canada

		Immigrants (n=134)	Born in Canada (n=366)
	Perceptions of Inclusiveness	More likely to agree strongly that people in Calgary are very welcoming and friendly	49%↑ 36%
		More likely to agree that people in Calgary have opportunities to express and celebrate their unique cultures	98%↑ 93%
		More likely to agree strongly that Calgary is safe for all residents and visitors regardless of things like ethnicity, race, religion, income, or sexual identity	39%↑ 21%
	Meeting Needs	More likely to agree strongly that The City of Calgary meets the needs of recent immigrants	35%↑ 22%
		More likely to agree that The City of Calgary meets the needs of people who do not speak English as their first language	77%↑ 62%
		More likely to agree that The City of Calgary meets the needs of people with disabilities	80%↑ 69%
		More likely to agree strongly that The City of Calgary meets the needs of people in low-income households	24%↑ 12%
		More likely to agree strongly that The City of Calgary meets the needs of children aged 12 or younger	50%↑ 32%
		More likely to agree that The City of Calgary meets the needs of people experiencing challenges with mental health or addiction	66%↑ 52%
		Less likely to disagree strongly that The City of Calgary meets the needs of people of colour and visible minorities	3%↓ 9%
		Less likely to disagree that The City of Calgary meets the needs of people who rent their homes	10%↓ 18%
		Less likely to agree that The City of Calgary meets the needs of people who are members of the LGBTQ2S+ community	62%↓ 74%
		Less likely to feel The City can better meet the needs of all Calgarians by increasing mental health supports	1%↓ 5%
Less likely to feel The City can better meet the needs of all Calgarians by addressing homelessness	1%↓ 5%		

↑Statistically higher than counterpart ↓Statistically lower than counterpart



# Notable Differences by Groups: People Who Were Not Born in Canada (cont'd)

		Immigrants (n=134)	Born in Canada (n=366)
 <p>Moving in the Right Direction</p>	More likely to agree that Calgary is moving in the right direction to address Truth and Reconciliation	<b>75%↑</b>	<b>61%</b>
	More likely to agree that Calgary is moving in the right direction to address mental health and addiction	<b>73%↑</b>	<b>57%</b>
	Less likely to disagree that Calgary is moving in the right direction to address support for low income households	<b>25%↓</b>	<b>37%</b>
	Less likely to disagree that Calgary is moving in the right direction to address social well-being	<b>13%↓</b>	<b>22%</b>
 <p>Perceptions of Own Neighbourhood</p>	More likely to agree that their neighbourhood is a place where they feel they belong	<b>95%↑</b>	<b>89%</b>
	More likely to agree that they feel safe in their neighbourhood	<b>96%↑</b>	<b>87%</b>
	More likely to agree that their neighbourhood is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity	<b>94%↑</b>	<b>83%</b>
	Less likely to disagree that people with diverse identities are made to feel welcome in their neighbourhood	<b>4%↓</b>	<b>11%</b>

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: People Who Have High School Education or Less

			High School or less (n=87)	Some university or college diploma (n=158)	University or post-graduate degree (n=255)
	Perceptions of Inclusiveness	More likely to disagree that people in Calgary are very welcoming and friendly	16%↑	3%	5%
	Meeting Needs	More likely to agree that The City of Calgary meets the needs of people experiencing challenges with mental health or addiction	72%↑	52%	52%
		More likely to feel The City can better meet the needs of all Calgarians by providing equal access to City facilities in all areas and for all people	11%↑	7%	4%
	Perceptions of Own Neighbourhood	More likely to disagree that their neighbourhood is a place where they feel they belong	19%↑	10%↑	3%
		More likely to disagree that they feel safe in their neighbourhood	20%↑	10%↑	4%

Caution: small sample size

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: Gender

		Females (n=258)	Males (n=242)	
	Perceptions of Inclusiveness	More likely to agree that some people have advantages that allow them to have a better quality of life than others	<b>90%↑</b>	<b>79%</b>
		More likely to agree that advancing truth and reconciliation is something that all Calgarians should be a part of	<b>92%↑</b>	<b>84%</b>
		Less likely to agree strongly that Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity	<b>18%↓</b>	<b>35%</b>
	Meeting Needs	More likely to disagree that The City of Calgary meets the needs of Indigenous Peoples	<b>41%↑</b>	<b>30%</b>
		More likely to disagree that The City of Calgary meets the needs of people of colour and visible minorities	<b>29%↑</b>	<b>18%</b>
		More likely to disagree that The City of Calgary meets the needs of people with disabilities	<b>26%↑</b>	<b>16%</b>
		More likely to disagree that The City of Calgary meets the needs of older adults 65 and older	<b>23%↑</b>	<b>15%</b>
		More likely to disagree that The City of Calgary meets the needs of people who are LGBTQ2S+	<b>25%↑</b>	<b>15%</b>
		More likely to feel The City can better meet the needs of all Calgarians by listening to, collaborating with, and conducting surveys with Calgarians	<b>21%↑</b>	<b>11%</b>
		More likely to feel The City can better meet the needs of all Calgarians with Indigenous supports	<b>4%↑</b>	<b>1%</b>
		Less likely to feel The City can better meet the needs of all Calgarians by controlling spending/ better use of taxpayer money	<b>3%↓</b>	<b>9%</b>
		Less likely to feel The City can better meet the needs of all Calgarians by lowering taxes	<b>2%↓</b>	<b>7%</b>
			Moving in the Right Direction	More likely to disagree that Calgary is moving in the right direction to address anti-racism

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: People Who Have a Disability

			People with a disability (n=78)	People without a disability (n=419)
	Perceptions of Inclusiveness	Less likely to agree that Calgary is safe for all residents and visitors regardless of things like ethnicity, race, religion, income, or sexual identity	<b>76%↓</b>	<b>88%</b>
		More likely to disagree that The City of Calgary meets the needs of people with disabilities	<b>33%↑</b>	<b>19%</b>
		More likely to disagree that The City of Calgary meets the needs of people in low-income households	<b>55%↑</b>	<b>34%</b>
	Meeting Needs	More likely to disagree that Calgary meets the needs of people experiencing challenges with mental health or addictions	<b>53%↑</b>	<b>36%</b>
		More likely to disagree that Calgary meets the needs of people experiencing homelessness	<b>63%↑</b>	<b>44%</b>
		More likely to disagree that Calgary meets the needs of people who rent their homes	<b>29%↑</b>	<b>13%</b>
	Moving in the Right Direction	More likely to disagree strongly that Calgary is moving in the right direction to address social well-being	<b>19%↑</b>	<b>5%</b>
		Less likely to agree that Calgary is moving in the right direction to address Truth and Reconciliation	<b>53%↓</b>	<b>67</b>
		Less likely to agree strongly that Calgary is moving in the right direction to address support for low income households	<b>8%↓</b>	<b>16%</b>
		More likely to disagree strongly that Calgary is moving in the right direction to address mental health and addiction	<b>24%↑</b>	<b>10%</b>

Caution: small sample size

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: People Who Have a Disability (cont'd)

		People with a disability (n=78)	People without a disability (n=419)	
	Personal Experiences	More likely to have personally experienced challenges with inclusion when accessing any City services, programs, or facilities	<b>36%↑</b>	<b>14%</b>
		More likely to have personally experienced challenges related to barriers for persons with disabilities	<b>21%↑</b>	<b>1%</b>
	Perceptions of Own Neighbourhood	Less likely to agree that they can personally access community facilities in their neighbourhood	<b>78%↓</b>	<b>90%</b>
		Less likely to disagree that they feel safe in their neighbourhood	<b>80%↓</b>	<b>92%</b>
		Less likely to disagree that their neighbourhood is safe for all residents and visitors regardless of things like ethnicity, race, religion, income, or sexual identity	<b>76%↓</b>	<b>88%</b>

Caution: small sample size

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: People Who Are Not Employed

		Not Employed (n=51)	Employed (n=301)	Retired (n=117)	
	Meeting Needs	More likely to agree that The City of Calgary meets the needs of people in low-income households	57%↑	34%	35%
		More likely to feel The City can better meet the needs of all Calgarians by providing equal access to City facilities in all areas and for all people	20%↑	4%	4%
	Perceptions of Own Neighbourhood	More likely to disagree that their neighbourhood is a place where they feel they belong	20%↑	8%	3%

Caution: small sample size

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: People Who Are LGBTQ2S+

		LGBTQ2S+ (n=30)	Not LGBTQ2S+ (n=464)	
	Perceptions of Inclusiveness	More likely to agree that some people have advantages that allow them to have a better quality of life than others	<b>96%↑</b>	<b>84%</b>
		More likely to agree strongly that advancing Truth and Reconciliation is something that all Calgarians should be a part of	<b>83%↑</b>	<b>57%</b>
		More likely to agree that people in Calgary have opportunities to express and celebrate their unique cultures	<b>100%↑</b>	<b>94%</b>
	Meeting Needs	Less likely to agree strongly that The City of Calgary meets the needs of Indigenous peoples	<b>4%↓</b>	<b>18%</b>
		Less likely to agree strongly that The City of Calgary meets the needs of people of colour and visible minorities	<b>5%↓</b>	<b>22%</b>
		Less likely to agree strongly that The City of Calgary meets the needs of people experiencing challenges with mental health or addictions	<b>5%↓</b>	<b>21%</b>
		More likely to disagree that The City of Calgary meets the needs of people in low-income households	<b>71%↑</b>	<b>35%</b>
		More likely to disagree that The City of Calgary meets the needs of people who are members of the LGBTQ2S+ community	<b>40%↑</b>	<b>18%</b>
		More likely to disagree that The City of Calgary meets the needs of people experiencing homelessness	<b>77%↑</b>	<b>45%</b>
		More likely to feel The City can better meet the needs of all Calgarians by providing equal access to city facilities in all areas and for all people	<b>26%↑</b>	<b>4%</b>

Caution: very small sample size

↑ Statistically higher than counterpart  
↓ Statistically lower than counterpart



# Notable Differences by Groups: People Who Are LGBTQ2S+ (cont'd)

		LGBTQ2S+ (n=30)	Not LGBTQ2S+ (n=464)	
	Moving in the Right Direction	Less likely to agree strongly that Calgary is moving in the right direction to address Truth and Reconciliation	6%↓	20%
		More likely to disagree that Calgary is moving in the right direction to address mental health and addiction	68%↑	32%
	Perceptions of Own Neighbourhood	Less likely to agree that their neighbourhood is a place where they feel they belong	64%↓	93%
		Less likely to agree that they feel safe in their neighbourhood	61%↓	93%
		Less likely to agree that their neighbourhood is safe for all residents and visitors regardless of things like ethnicity, race, religion, income, or sexual identity	52%↓	90%

Caution: very small sample size

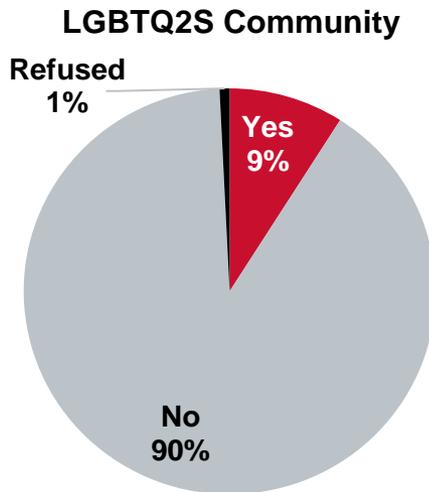
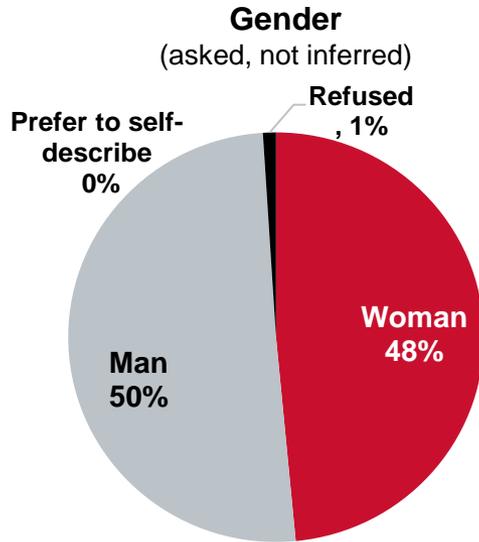
↑ Statistically higher than counterpart  
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# Demographics

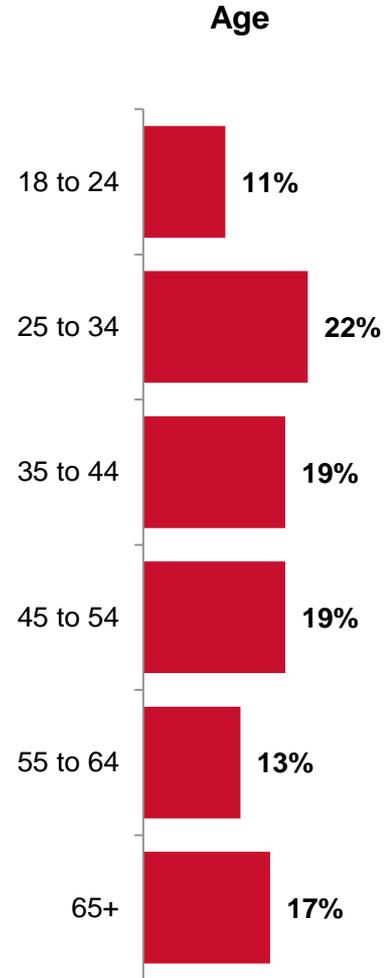




# Demographics



Totals may not add to 100% due to rounding

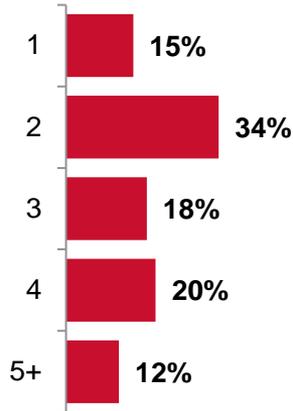


Base size: All respondents (n=500) unless otherwise specified

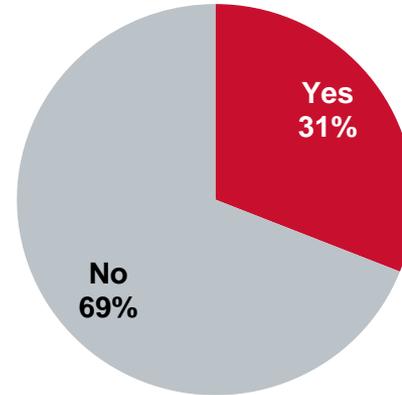


# Demographics – cont'd

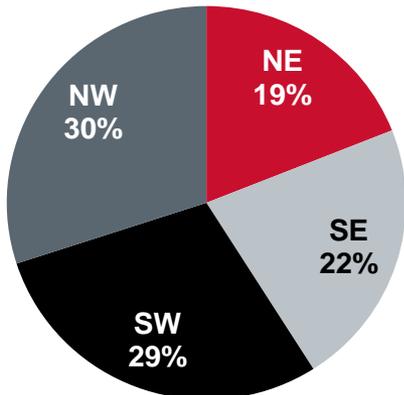
**Household Size**



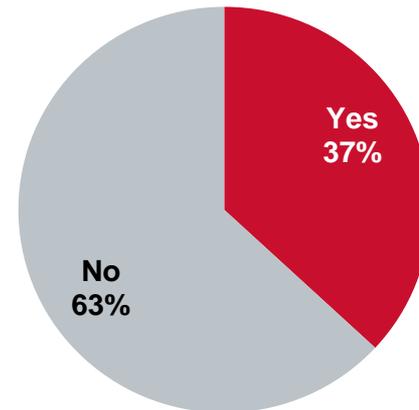
**Children Under the Age of 18 in the Household**



**Quadrant of Residence**



**Senior (aged 65+ years) in the Household**



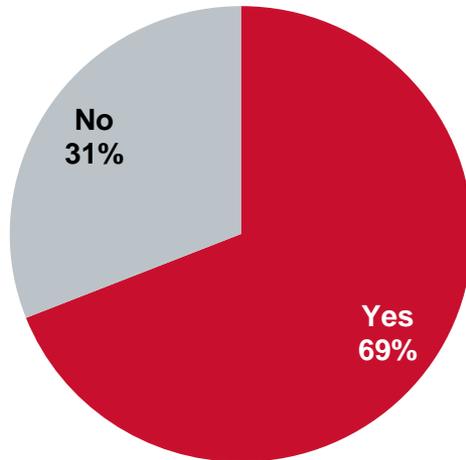
Total may not add to 100% due to rounding

Base size: All respondents (n=500) unless otherwise specified

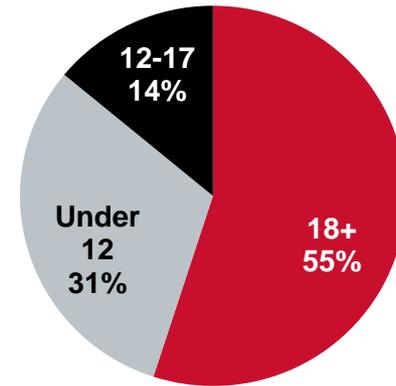


# Demographics – cont'd

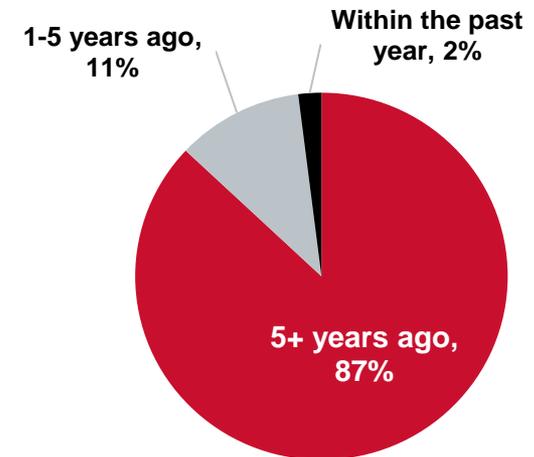
**Born in Canada**



**Age When Arrived in Canada (n=134)**



**How Recently Arrived in Canada (n=134)**

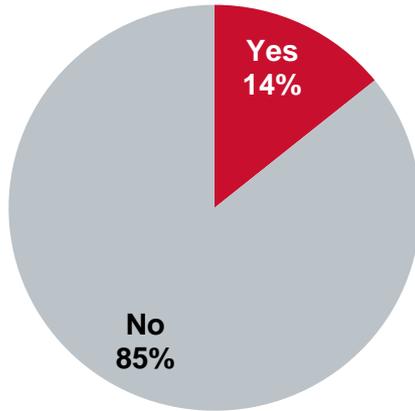


Base size: All respondents (n=500) unless otherwise specified

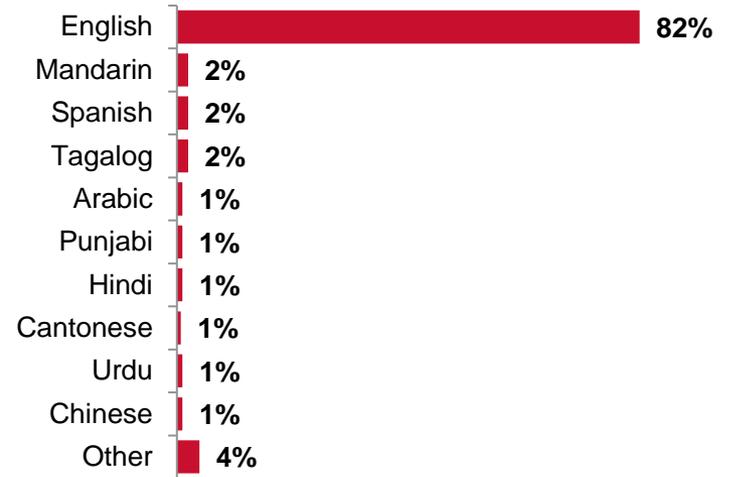


# Demographics – cont'd

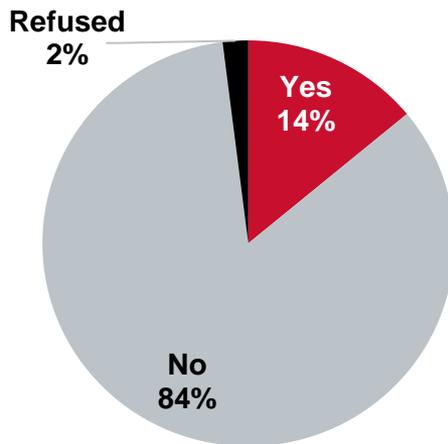
Self-reported Disability (Self)



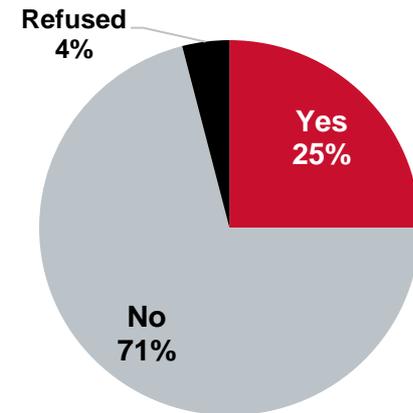
Language Spoken Most in the Home



Family Member with a Disability



Consider Self a Person of Colour, Racialized Person, or Indigenous Person

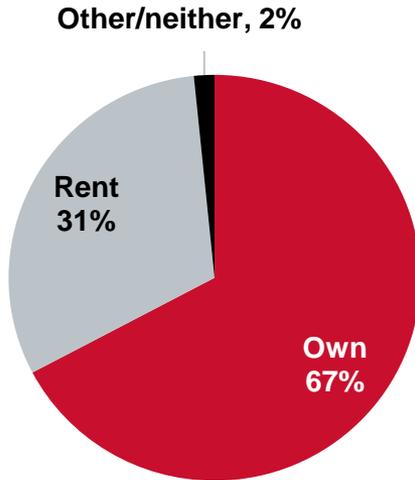


Base size: All respondents (n=500) unless otherwise specified

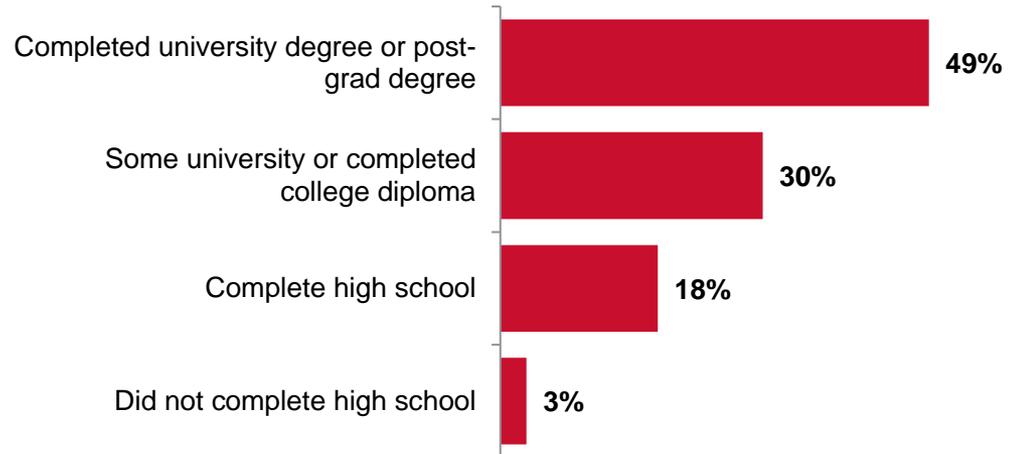


# Demographics – cont'd

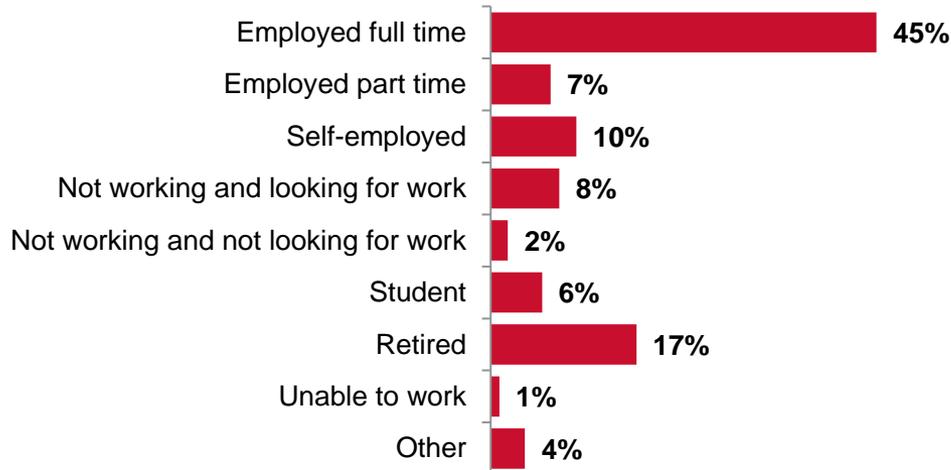
**Own or Rent Home**



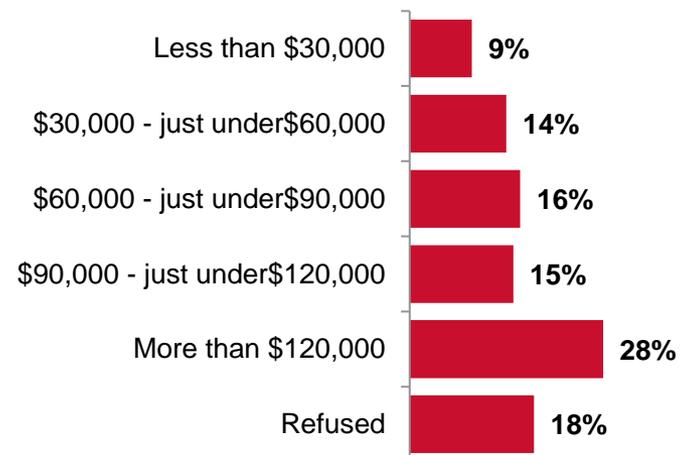
**Highest Level of Schooling**



**Employment Status**



**Household Income**



Base size: All respondents (n=500) unless otherwise specified

# Questionnaire





## The City of Calgary 2021 Citizen Perspectives Survey – Diversity and Inclusion

### INTRODUCTION

Hello, my name is \_\_\_\_\_. I'm calling from Leger, a national public opinion research company. I am not selling anything. The City of Calgary has commissioned us to conduct a survey to understand your opinions about living in Calgary.

(INTERVIEWER NOTE: IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "Citizen Perspectives Survey." City Staff would be happy to address your concerns.)

The survey will take approximately 15 minutes depending on your answers. Before we [begin](#) I have a few questions about you.  
For quality control purposes, this call may be recorded.

### PREQ.

I want to let you know that the personal information collected in this survey is done so under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to provide guidance to The City of Calgary when it comes to making decisions regarding municipal matters. If you have questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-6732 and specifically mention the "Citizen Perspectives Survey" or send a letter to "Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5."

### SCREENERS

S1. Are you 18 years of age or older?

1. Yes [CONTINUE]
2. No, May I please speak with someone who is? [REPEAT INTRODUCTION]
3. No, not qualified / available [THANK & TERMINATE]

### [TRACK GENDER QUOTAS WITHIN QUADRANTS – BASED ON S3 AND S4]

S3. Record Gender (DO NOT ASK)

1. Male
2. Female

S4. Which of the following age groups do you belong to? Just stop me when I get to your age group.

1. 18 to 19 ~~YRS~~
2. 20 to 24 ~~YRS~~
3. 25 to 34 ~~YRS~~
4. 35 to 44 ~~YRS~~
5. 45 to 54 ~~YRS~~
6. 55 to 64 ~~YRS~~
7. 65 to 74 ~~YRS~~
8. 75 and older
9. Refused [DO NOT READ]

### [TRACK AGE QUOTAS WITHIN QUADRANTS/GENDER – BASED ON S5, S3 AND S4]

- Male 18 to 34
- Male 35 to 54
- Male 55 Plus
- Female 18 to 34
- Female 35 to 54
- Female 55 Plus

S5. Can you tell me which quadrant of the city you live in? (WAIT FOR RESPONSE – READ LIST TO CLARIFY IF NEEDED)

1. Southwest
2. Southeast
3. Northwest
4. Northeast
5. Refused [DO NOT READ]
6. Does not live in Calgary [DO NOT READ]

[If outside of Calgary go to End]

### DIVERSITY AND INCLUSION

DI1. I'm going to read you a series of statements. Please indicate the extent to which you agree or disagree with each statement. The first one is:

People in Calgary are very welcoming and friendly  
[RANDOMIZE REMAINING STATEMENTS]

Some people have advantages that allow them to have a better quality of life than others. Advancing truth and reconciliation is something that all Calgarians should be a part of. Truth and reconciliation is the process that builds respectful relationships between Indigenous and non-Indigenous people.

People in Calgary have opportunities to express and celebrate their unique cultures. Calgary is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity.

### [SCALE]

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know (DO NOT READ)
- Refused (DO NOT READ)

By [The](#) City of Calgary, we're referring to the municipal government and the services and programs it offers.

DI4. As you know, there are many people living in Calgary who come from a variety of backgrounds and experiences. Please indicate the extent to which you agree or disagree that The City of Calgary meets the needs of the following groups of Calgarians. (READ ITEMS.



# Questionnaire – cont'd

PROBE FOR STRONGLY OR SOMEWHAT AGREE/DISAGREE IF NEEDED. REPEAT SCALE AS NEEDED.)

**[RANDOMIZE]**

- People who are recent immigrants
- [NEXT TWO STATEMENTS MUST APPEAR TOGETHER IN THIS ORDER]**
- Indigenous peoples – that is, Aboriginal, First Nations, Métis, or Inuit
- People of colour and visible minorities
- People who do not speak English as their first language
- People with disabilities
- People in low-income households
- Older adults, meaning people aged 65 years or older
- Children, meaning people aged 12 or younger
- Youth, meaning people aged 13 to 24
- People who are members of the LGBTQ2S community (ONLY IF ASKED: LGBTQ2S STANDS FOR LESBIAN, GAY, BI-SEXUAL, TRANSGENDER, QUEER OR QUESTIONING, AND TWO-SPIRIT)
- People experiencing challenges with mental health or addictions
- People experiencing homelessness
- People who rent their homes

**[SCALE]**

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know (DO NOT READ)
- Refused (DO NOT READ)

DI8. To what extent do you agree or disagree that Calgary is moving in the right direction to address the following:

**[ALWAYS FIRST]**

- Social well-being
- [RANDOMIZE REMAINING STATEMENTS]**
- Truth and Reconciliation **[INTERVIEWER NOTE IF ASKED: Truth and Reconciliation is the process that builds respectful relationships between Indigenous and non-Indigenous people]**
- Gender equity
- Support for low income households
- Anti-racism
- Mental health and addiction

**[SCALE]**

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know (DO NOT READ)
- Refused (DO NOT READ)

DI9. Have you personally experienced challenges with inclusion when accessing any City services, program, or facilities?

- Yes
- No
- Don't know (DO NOT READ)
- Refused (DO NOT READ)

**[ASK IF YES at DI9]**

DI10. Can you describe what you experienced, in terms of where, when, and what happened?

- [OPEN END]**
- Don't know (DO NOT READ)

DI11. In your opinion, how can The City of Calgary better meet the needs of all Calgarians?

- [OPEN END]**
- Don't know (DO NOT READ)

DI13. Thinking about your neighbourhood, please indicate the extent to which you agree or disagree with the following statements:

**[RANDOMIZE]**

- My neighbourhood is a place where I feel that I belong.
- People with diverse identities are made to feel welcome in my neighbourhood.
- I can personally access community facilities in my neighbourhood.
- I feel safe in my neighbourhood.
- My neighbourhood is safe for all residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity.

**[SCALE]**

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know (DO NOT READ)
- Refused (DO NOT READ)



# Questionnaire – cont'd

**DEMOGRAPHICS**

And finally I have a few questions that will be used to help us classify responses.

DQ1. How many people, including yourself, live in your household?

RECORD NUMBER (RANGE 1 – 10)  
Refused [DO NOT READ]

[IF 2 OR MORE IN DQ1 ASK DQ2 AND DQ3, ELSE SKIP TO DQ4]

DQ2. Do you have any children under the age of 18 living in your household?

Yes  
No  
Refused [DO NOT READ]

DQ3. Other than yourself, is there anyone aged 65 years or older living in your household?

Yes  
No  
Refused [DO NOT READ]

DQ5. Do you own or rent your home?

Own  
Rent  
Other (VOLUNTEERED)  
Neither (DO NOT READ)  
Refused [DO NOT READ]

DQ7. We want to ensure our research is reflective of all Calgarians. Were you born in Canada?

Yes  
No  
Refused [DO NOT READ]

[IF YES OR DK/REF, SKIP TO DQ9, ELSE CONTINUE WITH DQ8]

DQ8. How old were you when you arrived in Canada? (READ LIST)

Under the age of 12  
12 to 17  
18 to 59  
60 or older  
Refused [DO NOT READ]

DQ8b. How recently did you arrive in Canada?

Within the past year  
More than a year ago but less than five years ago  
More than five years ago  
Refused [DO NOT READ]

DQ9. What language do you speak most often at home? (PROBE TO CLARIFY ONLY IF NECESSARY)

- English
- French
- Tagalog
- Punjabi
- Chinese (Interviewer note: some may report 'Chinese' without specifying further in the question on language spoken most often at home. These may include:
  - Mandarin
  - Cantonese
  - Hakka
  - Taiwanese
  - ~~Chaochow~~
  - Fukien
- Shanghainese
- Spanish
- Italian
- Arabic
- Hindi
- Creoles
- Bengali
- Persian
- Urdu
- Russian
- Vietnamese
- Korean
- Other (specify)
- Refused [DO NOT READ]

DQ12. What is the highest level of schooling that you have obtained? (READ LIST)

- Did not complete high school
- Completed high school
- Some post secondary or completed a college diploma
- Completed university degree or post-grad degree
- Refused [DO NOT READ]

DQ13. What best describes your employment status? Would you say you are—

- Employed full time
- Employed part time
- Self-employed
- Not working and looking for work
- Not working and not looking for work
- A student
- Retired
- Unable to work
- Other
- Refused [DO NOT READ]

DQ14. Which of the following categories best describes the total annual income, before taxes, of all the members of your household? Please stop me when I get to your category. (READ LIST – ACCEPT RESPONSE BEFORE FINISHING LIST)



# Questionnaire – cont'd

Less than \$90,000  
 \$90,000 and over  
 Refused [DO NOT READ]

[IF "Less than \$90,000" ASK DQ15. IF "\$90,000 and over" ASK DQ16. IF DK/REF, GO TO DQ17]

DQ15. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

Less than \$30,000  
 \$30,000 to just under \$45,000  
 \$45,000 to just under \$80,000  
 \$80,000 to just under \$75,000  
 \$75,000 to just under \$90,000  
 Refused [DO NOT READ]

DQ16. Would that be... (READ LIST – ACCEPT RESPONSES BEFORE FINISHING LIST)

\$90,000 to just under \$105,000  
 \$105,000 to just under \$120,000  
 \$120,000 to just under \$135,000  
 \$135,000 to just under \$150,000  
 \$150,000 and over  
 Refused [DO NOT READ]

DQ17. Do you consider yourself a person of colour, racialized person, or Indigenous person?

Yes  
 No  
 Refused [DO NOT READ]

DQ18. Do you have a disability?

Yes  
 No  
 Refused [DO NOT READ]

DQ19. Does a member of your family have a disability?

Yes  
 No  
 Refused [DO NOT READ]

DQ19. What is your gender? (IF NECESSARY – DO NOT READ EXCEPT TO CLARIFY:  
 Gender refers to the gender that a person internally feels and/or the gender a person publicly expresses in their daily life, including at work, while shopping, or accessing other services, in their home or in the broader community.)

(DO NOT READ LIST EXCEPT TO CLARIFY)

Woman  
 Man  
 Prefer to self-describe (specify if preferred)  
 Refused [DO NOT READ]

DQ20. Do you consider yourself to be a member of the LGBTQ2S community? (ONLY IF ASKED: LGBTQ2S STANDS FOR LESBIAN, GAY, BI-SEXUAL, TRANSGENDER, QUEER OR QUESTIONING, OR TWO SPIRIT)

Yes  
 No  
 Refused [DO NOT READ]

DQ21. Finally, The City of Calgary conducts citizen research year round to help better understand the needs and perspectives of Calgarians. Would you be interested in participating in future City research projects?

Yes  
 No  
 Don't know [DO NOT READ]  
 Refused [DO NOT READ]

[IF "YES" ASK NEXT, ELSE SKIP TO CLOSE]

DQ22. Could I please have an email address where we can contact you?  
 [RECORD EMAIL ADDRESS. ENSURE VALID EMAIL FORMAT.]

DQ23. Could I please have your first name and confirm your telephone number?  
 [RECORD FIRST NAME AND CONFIRM TELEPHONE NUMBER]

This completes the survey. Thank you very much for taking the time to provide feedback.