

2021 Fall Citizen Research Results

Special Council Meeting

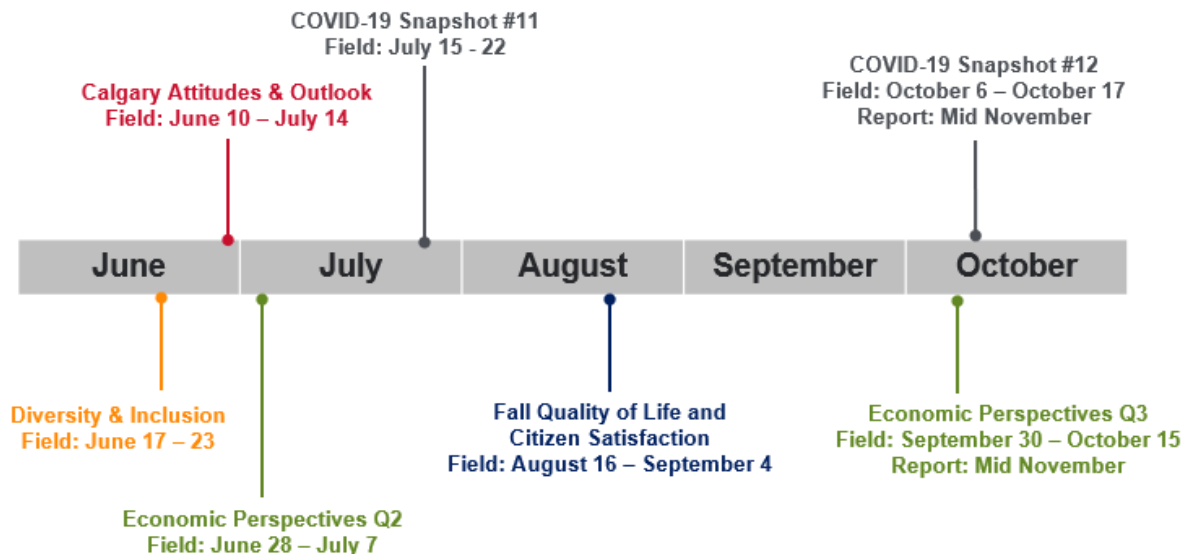
2021 November 08

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Report #C2021 - 1375
Attachment #2
ISC: Unrestricted



Methodology



Diversity and Inclusion Survey

- Telephone survey n=500
- Margin of Error: $\pm 4.4\%$, 19 times out of 20

Calgary Attitudes and Outlook Survey

- Online survey n=753, including 351 Calgarians aged 18-24
- Margin of Error: Cannot be stated

Economic Perspectives Surveys

- Telephone survey n=500
- Margin of Error: $\pm 4.4\%$, 19 times out of 20

COVID-19 Snapshot Surveys

- Telephone survey n=500
- Margin of Error: $\pm 4.4\%$, 19 times out of 20

Fall Quality of Life and Citizen Satisfaction Survey

- Telephone survey n=2,500
- Margin of Error: $\pm 2.0\%$, 19 times out of 20



Key Performance Measures

QUALITY OF LIFE



'Good' Quality of Life 80%

77%
Calgary is a great place to **make a life**

67%
Calgary is a great place to **make a living**

76%
Calgary is on the **right track** to be a better city 10 years from now

ISSUE AGENDA (TOP 3)



29%
Infrastructure, Traffic & Roads



14%
Crime, safety and policing



14%
Transit

CITY PERFORMANCE



Satisfied with the running of The City by:

Council and Administration **72%**

Administration **78%**

Council **60%**

TAXATION



55%
'Good' value for tax dollars

50%
Preference to increase taxes

43%
Preference to cut services

CITIZEN SATISFACTION & CITY REPUTATION



68%
'Satisfied' with City programs and services



50%
'Trust' The City of Calgary



71%
'Agree' City practices open & accessible government



Notable Service Perception Changes vs. Fall 2020

Community Services

46%↑

'Invest More' in Parks and Open Spaces

<u>Satisfied</u>	<u>Service</u>	<u>'Invest More'</u>
93%	Parks and Open Spaces	46%↑
91%	Recreation Facilities	44%↑
90%	Recreation Programs	37%↑
84%↑	Arts & Culture	33%↑
69%↓	Downtown Revitalization	44%↑

Core Services

60%↑

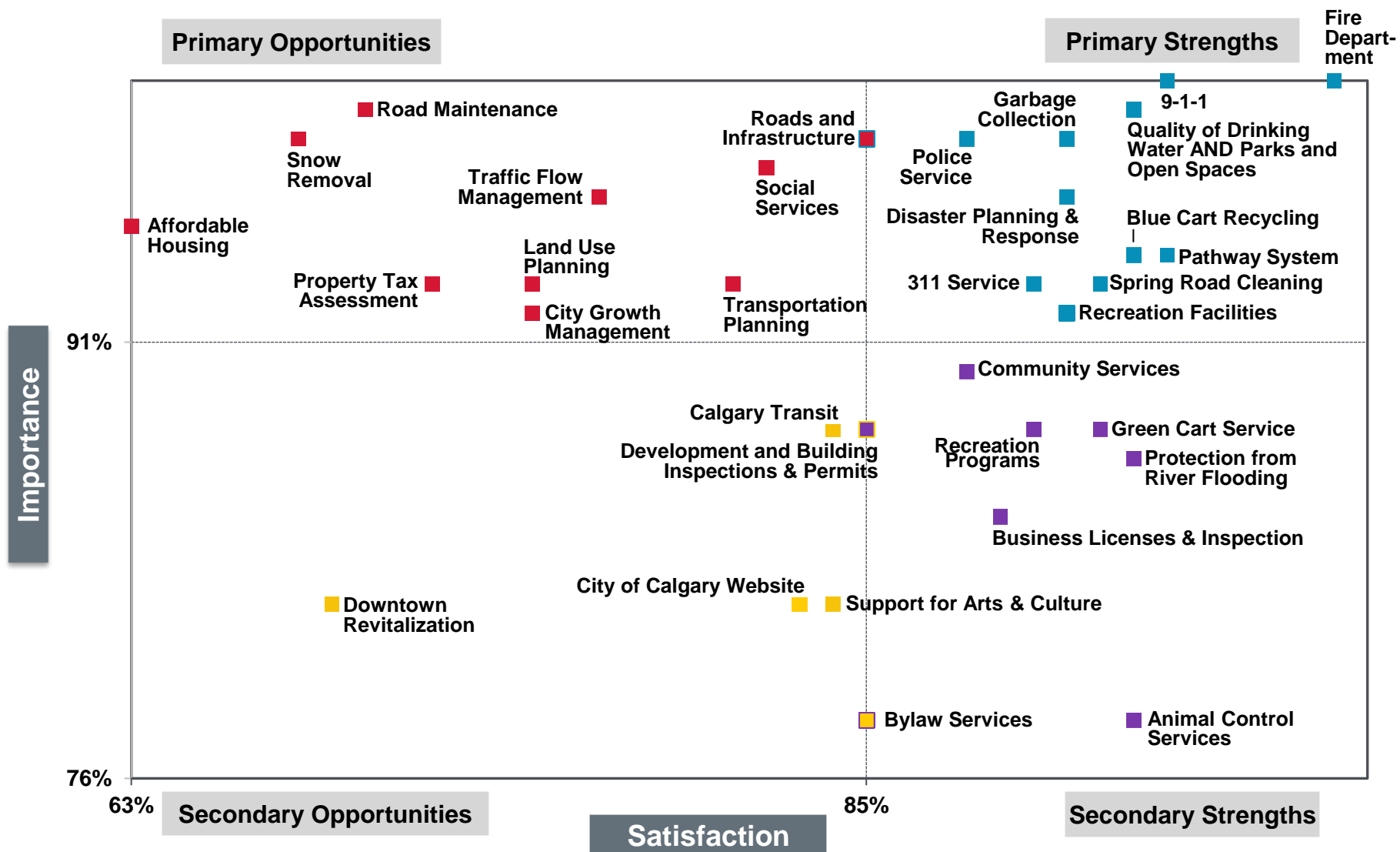
'Invest More' in Snow Removal

<u>Satisfied</u>	<u>Service</u>	<u>'Invest More'</u>
99%	Calgary Fire Department	41%↑
94%↓	9-1-1	44%↑
93%	Drinking Water	35%↑
68%↓	Snow Removal	60%↑
63%↓	Affordable Housing	70%↑

↑Statistically higher than Fall 2020
↓Statistically lower than Fall 2020



Importance vs. Satisfaction Grid



“On-street bikeways” is plotted at (68% satisfaction, 60% importance) and is not illustrated on this graph.

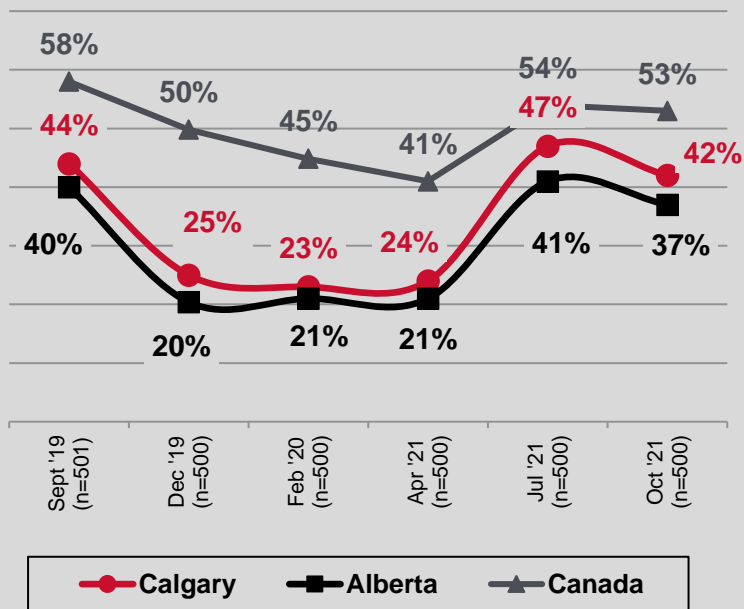
Source: 2021 Fall Quality of Life and Citizen Satisfaction Survey



2021 Economic Snapshot

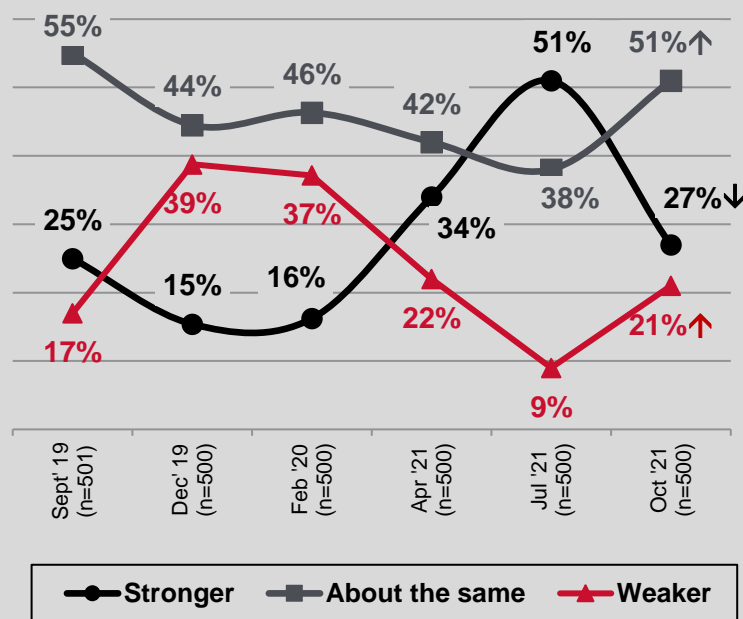
Describe the current economic situation in Calgary as 'good'

42%



Expect the economy in Calgary to be stronger 6 months from now

27%↓



↑ Statistically higher than prior wave
↓ Statistically lower than prior wave

The City's Role in Economic Recovery and Investments

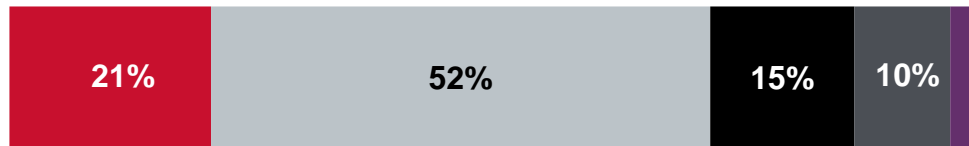
■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree
 ■ Don't know / Refusal
 % Agree

It is important that Calgary find more of a balance between oil and gas and other types of businesses in its local economy



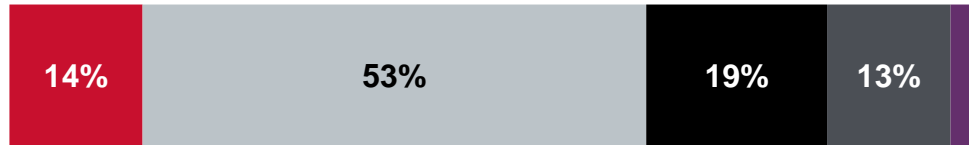
87%

I am confident that The City of Calgary will work together with local businesses and other levels of government to find the best solutions to help our city through this economic recovery



72%*

I trust The City of Calgary to make the right decisions to help our city through this economic recovery



66%*

The City of Calgary municipal government is taking appropriate measures to assist in Calgary's economic recovery



62%

Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements regarding the role you would like to see The City of Calgary play in the current economic recovery.

Base: All respondents (n=500)

Source: 2021 Economic Perspectives Survey Wave 3

**Rounding*

Data labels of <3% are not shown



2021 Diversity and Inclusion Snapshot

70%

Agree “The City of Calgary municipal government fosters a city that is inclusive and accepting of all”

54%

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

53%↓

Agree “The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most”

↑Statistically higher than prior wave
↓Statistically lower than prior wave

85%

Agree “Some people have advantages that allow them to have a better quality of life than others”

Agree The City meets the needs of the following groups:

72%

People with disabilities

70%

Members of the LGBTQ2S community

69%

People of colour and visible minorities

55%

Low-income households

45%

People experiencing homelessness



2021 Environment Snapshot

68%

Agree “I think we need to act now to address climate change”

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

52%

89%

Agree “The quality of Calgary’s environment (air, water and land) is good”

78%

Agree they are taking action to address climate change

75%

Agree they are concerned about climate change



Perceptions of Collaboration, Accountability, and Citizen Input

Agree “The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians”

58%

66%

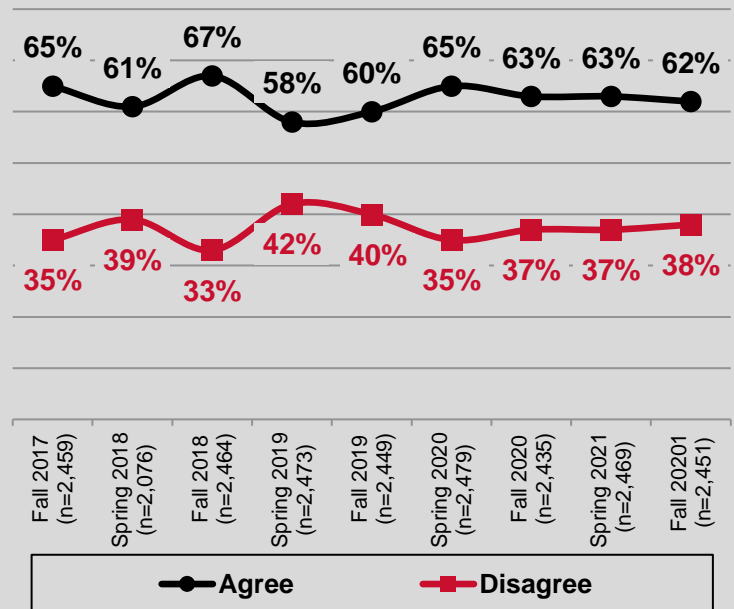
Agree “I believe City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary”

65%

Agree “The City uses input from Calgarians in decision making about City projects and services”

Agree “The City allows citizens to have meaningful input into decision making”

62%





Impacts of COVID-19

49%

Rate their mental health as worse than prior to the pandemic

28%

Rate their physical health as worse than prior to the pandemic

Rate their personal financial situation as worse than prior to the pandemic

34%



The COVID-19 has had a negative financial impact on Calgarians ability to . . .

39%↑

pay their bills on time

38%

pay their mortgage or rent on time

30%

pay their property taxes on time



Exceptions include children under two years of age, or persons with an underlying medical condition or disability which inhibits their ability to wear a face covering.
Visit calgary.ca/covid19 for more information.

↑Statistically higher than prior wave
↓Statistically lower than prior wave



COVID-19 Snapshot

Satisfied with The City's COVID-19 response

68%↓

82%

Support the Face Coverings Bylaw that came into effect September 4

75%

Support the Vaccine Passport Bylaw that was implemented September 23

↑ Statistically higher than prior wave
↓ Statistically lower than prior wave

Thank you