



2026 Fall Research Results

Attachment 1 - C2026-0632

2026 October 27

Recommendation

That Council receives this Report and Attachments for the Corporate Record.

Quality of life on
the rise for Calgarians

77% ▲ 6%

Satisfaction with City programs
and services increases

73% ▲ 7%

Highest level of trust in
The City since 2018

56% ▲ 9%

Tax dollars increasingly seen as
delivering good value

49% ▲ 6%



▲ ▼ Statistically higher/lower
than Fall 2025

Research activities

Understanding perspectives

Spring Survey of Calgarians and Focus Groups

Economic Perspectives Surveys

Resident and Business Perspectives Panels

Fall Survey of Calgarians and Focus Groups

National Municipal Benchmarking Surveys

Informing priorities

Trust and Reputation Surveys

Perception of Safety Surveys

Transit Safety Research

Corporate Priority Implementation Surveys

Infrastructure Services Research

Ongoing Transit Research

Focus on services

Access to Digital Services Survey

Green Line Research

Ongoing Business Leader Research

Waste and Recycling Services Research

Recreation Services Research

Pulse on Parks Research

Water Services Research

Council presentations

Presentation of Spring Research Results

Presentation of Fall Research Results

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

Research context: 2026

National Municipal Benchmarking: August 3 to September 7

Fall Survey of Calgarians: August 4 to August 28

Perspectives on Calgary – Trust: August 31 to September 10

Economic Perspectives: September 8 to September 15

Perspectives on Calgary – Omnibus: September 14 to September 24

MAY/JUNE '26

JULY '26

AUGUST '26

SEPTEMBER '26

★ **May 21:** Alberta separatism debate intensifies as independence question formally added to referendum process

★ **May 27:** Council rescinds Calgary's Climate Emergency Declaration

★ **June 5:** Businesses and property owners express resistance to elevated Green Line LRT alignment

★ **Late June-early July:** Stampede festival tent noise bylaw exemption debate

★ **July 29:** Ottawa announces funding for water and wastewater infrastructure in Alberta municipalities

★ **August 11:** The City and Rocky View County sign partnership to accelerate Prairie Economic Gateway

★ **August 21:** Canada ends trade talks with the US; tariff conversation continues

★ **August 26:** Major Bearspaw Feeder Main milestone reached, water restrictions coming

★ **September 1: Federal government announces** \$29 million for North Calgary water infrastructure

★ **September 3:** Pre-budget conversations in media

★ **September 8:** Canada's counter-tariffs on US goods come into effect.

★ **September 22:** Council agrees on surface alignment for downtown section of Green Line LRT

Ongoing local, provincial, national, and global events including the [Iran conflict](#), [oil price volatility](#), [affordability](#) and [economic uncertainty](#)

Calgarians' priorities

Priorities of Calgarians remain largely unchanged from last fall, though there is less concern with growth and planning

Change
Fall 2025 to Fall 2026



36%

Traffic and roads

- 3%



23%

Crime, safety and policing

-



18%

Homelessness, poverty and affordable housing

- 1%



15%

Transit

+ 2%



12%

Growth and planning

- 4%▼

Q. What is the most important issue facing your community - the one issue you feel should receive the greatest attention from your local leaders? (Multiple responses accepted)
(Base: 2026 n=2,490)

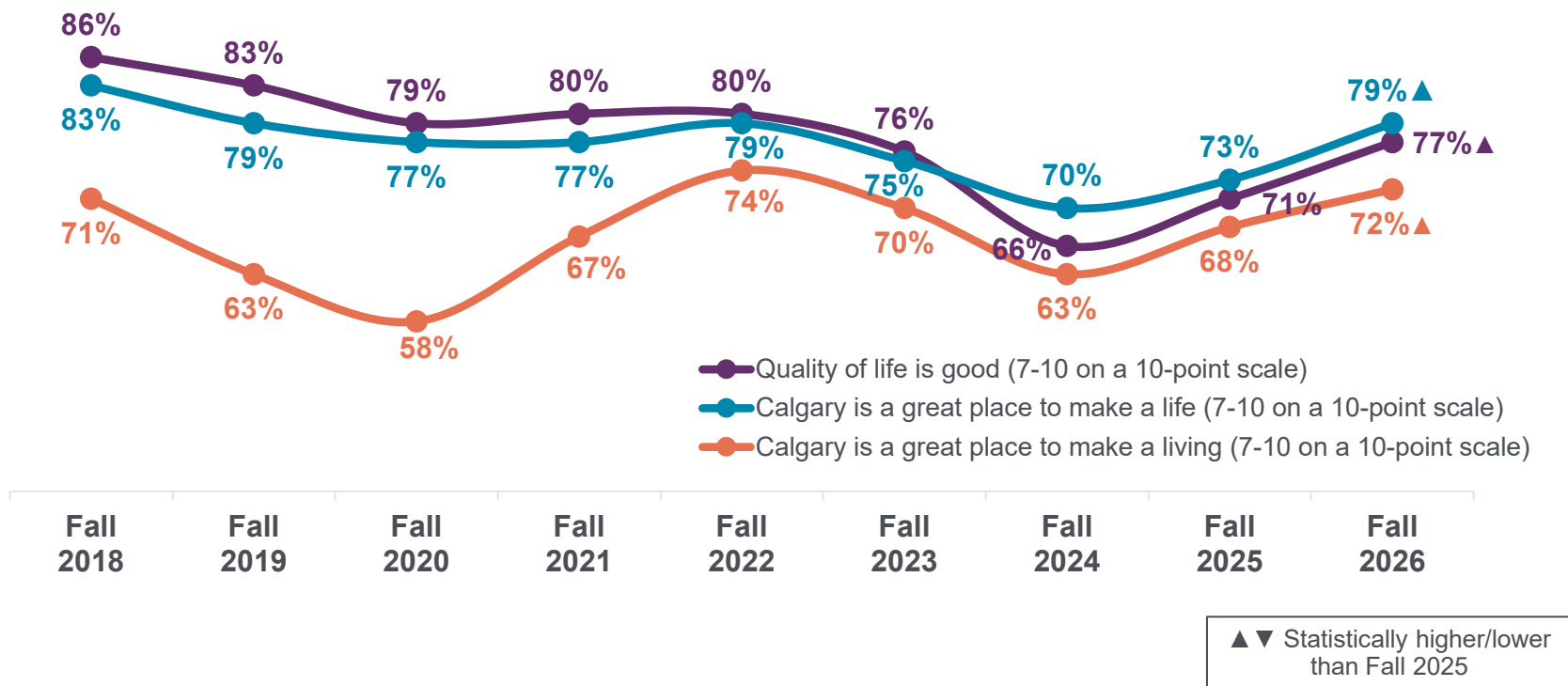
▲ ▼ Statistically higher/lower
than Fall 2025



Community livability and well-being

Perceptions of quality of life are improving

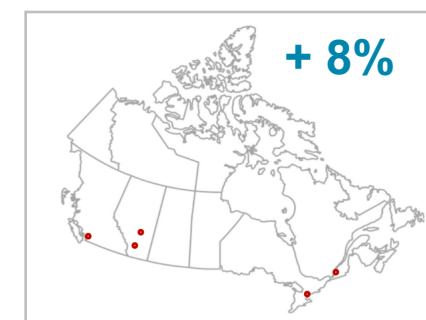
Perceptions of quality of life in Calgary



84%▲(81%)

Proud to be a Calgarian

National Municipal Benchmarking: Quality of Life



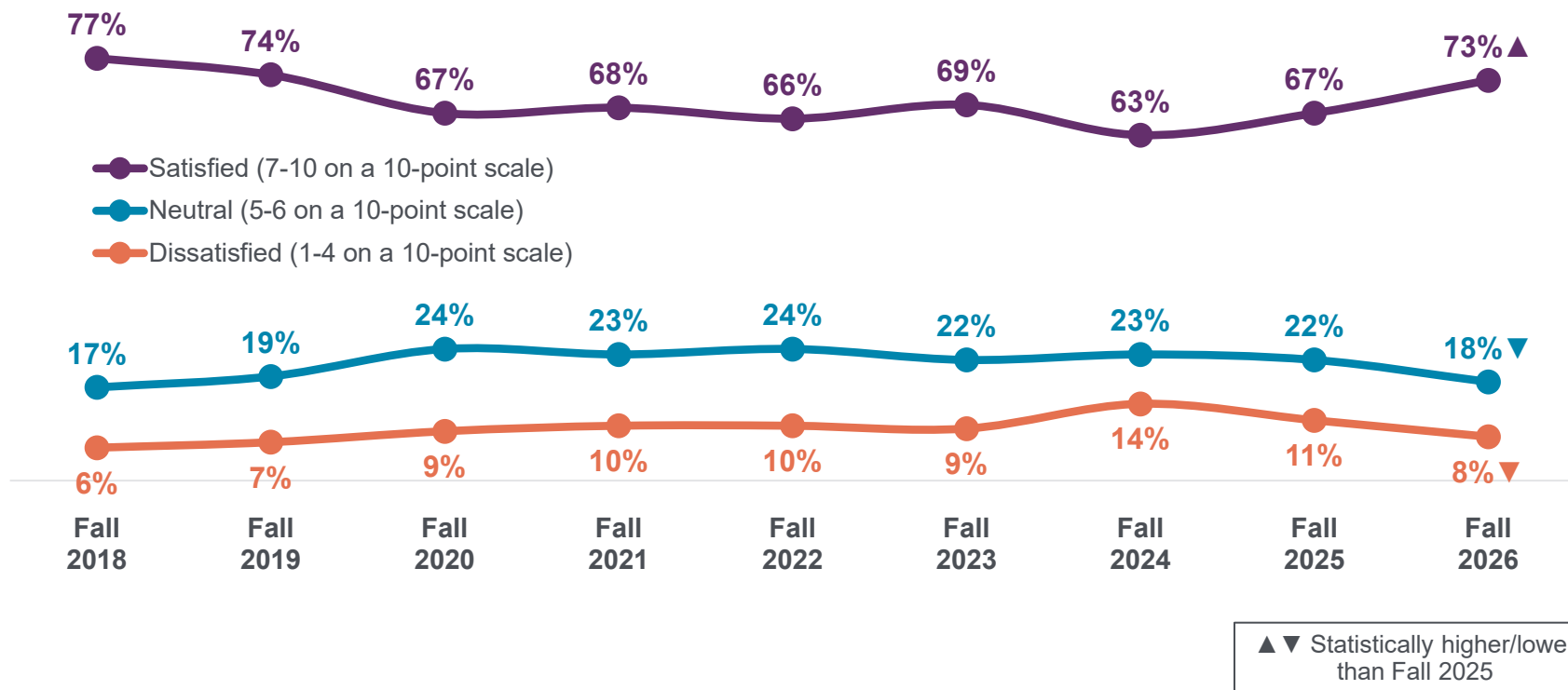
Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today? (Base 2026 n=2,498)

Q: Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree. (Bases 2026 n=2,483-2,496)

Satisfaction with City services and programs

Calgarians' overall satisfaction with services continues to gain momentum

Satisfaction with City services and programs

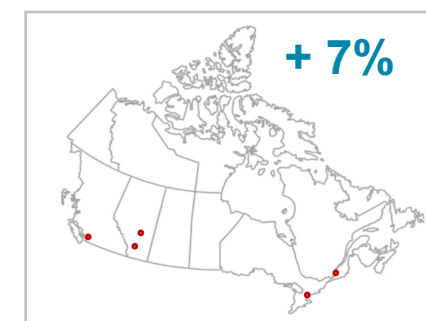


Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
(Base 2026 n=2,495)

55%▲(51%)

Agree The City delivers programs and services that remove barriers to participation for those who need it most

National Municipal Benchmarking: Service Satisfaction





Reliable and sustainable infrastructure

Most Calgarians agree now is a good time for The City to be investing in new infrastructure projects

82%

Feel it is a good time for The City to be investing in new projects like roads, public transportation, and local facilities*

55%

Agree The City is thinking about the future, as well as the needs of Calgarians today, when investing in infrastructure

56%

Agree City infrastructure and facilities are well maintained

48%

Believe The City is taking adequate steps to address aging infrastructure

Q. Using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree, do you agree or disagree that ...
(Bases n=2,485-2,489)

Q. Generally speaking, do you think that it is a good time or a bad time for The City of Calgary to be investing in new projects like roads, public transportation, and local facilities? (Base n=500)

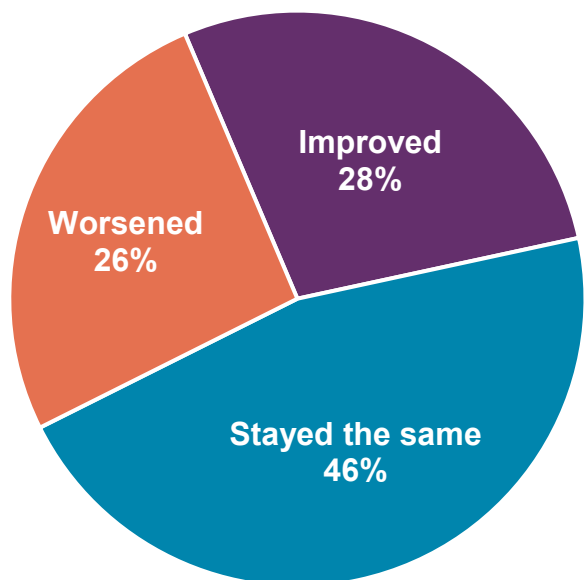
*Source: 2026 Economic Perspectives
(September 2026)

Functional transportation network

Nearly one-half see no change in transportation infrastructure for getting around Calgary



In the past year, infrastructure for getting around Calgary has:



52%

Agree The City is doing a good job maintaining roads and pathways across Calgary

51%



Agree The City is doing a good job maintaining Calgary Transit infrastructure

Q. In the past year, do you feel infrastructure for getting around Calgary, such as roads, sidewalks, bike lanes and pathways, has improved, stayed the same or worsened?
(Base n=2,484)

Q. And, please indicate the extent to which you agree or disagree with the following statements (Bases n=2,451-2,493)

Safe city

While most Calgarians feel safe walking in their own neighbourhood at night, one-half feel The City could be doing more to address safety



57%

Rate Calgary as 'safe'

71%

Feel safe walking alone in their neighbourhood after dark

50%

Say The City is doing a good job of addressing safety issues in Calgary

Q. How safe or unsafe do you think Calgary is overall (10-pt scale)? (Base n=2,492)

Q. How safe do you feel or would you feel walking alone in your neighbourhood after dark (10-pt scale)? (Base n=2,500)

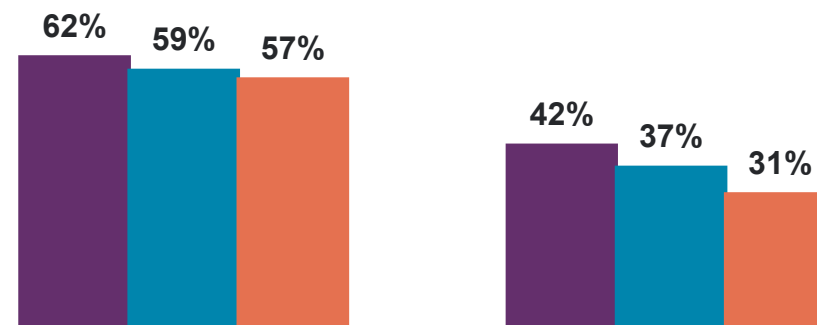
Q. To what extent do you agree or disagree that The City of Calgary is doing a good job of addressing safety issues in Calgary (10-pt scale)? (Base n=2,490)

National Municipal Benchmarking: Rating city as 'safe'



Feel very or somewhat safe when*:

■ Riding the bus ■ Riding the CTrain ■ Walking alone downtown



Daytime

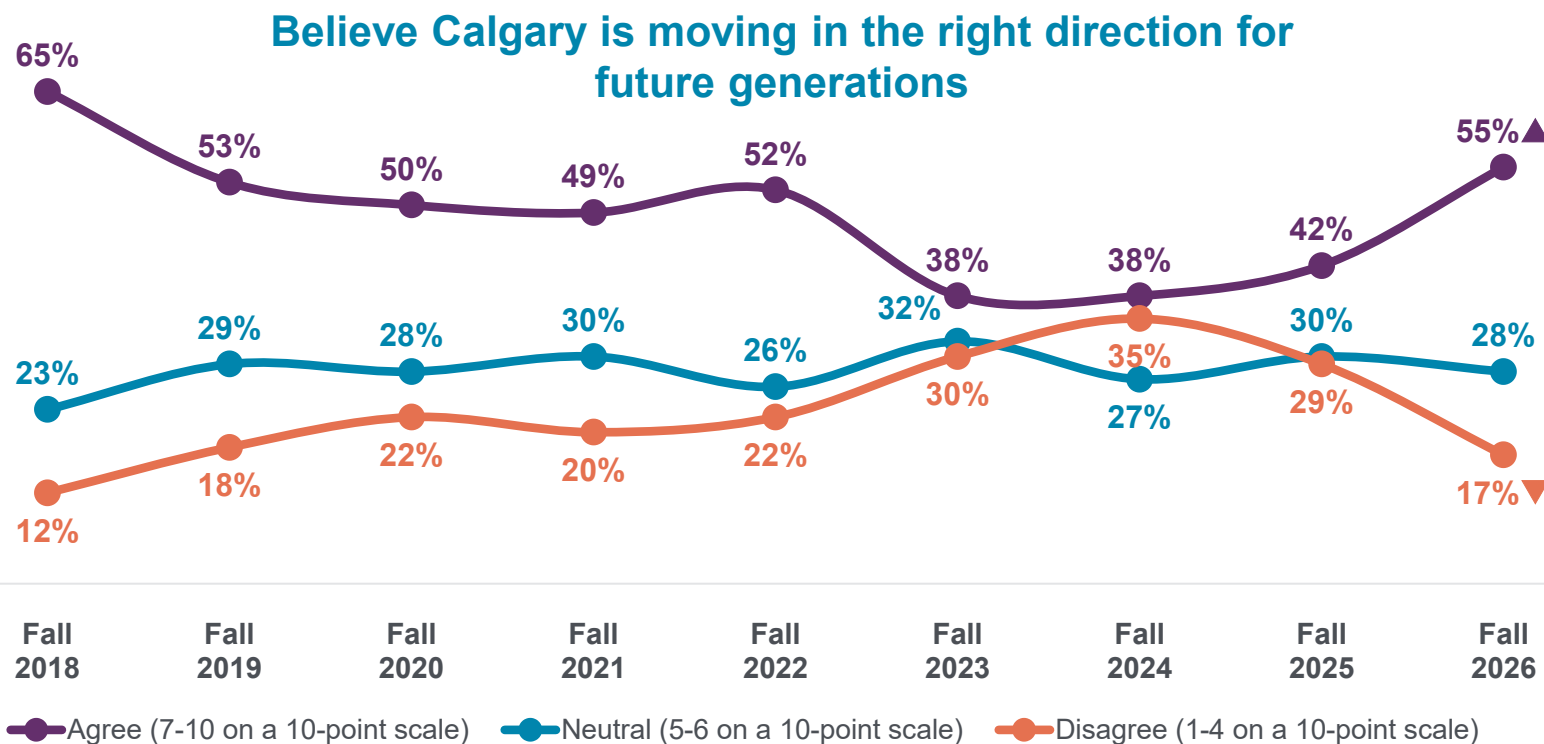
After Dark

Q. How safe or unsafe do you feel doing the following during the day/after dark? (Base n=500)

*Source: 2026 Perspectives on Calgary: Omnibus #3 (September 2026)

Balanced growth and evolving neighbourhoods

Calgarians continue to express confidence in the city's long-term direction and meeting residents' needs over time



▲ ▼ Statistically higher/lower than Fall 2025

60%

Believe the amenities in my community will meet my household's needs 10 years from now

59%

Feel Calgary is on the right track to be a better city 10 years from now

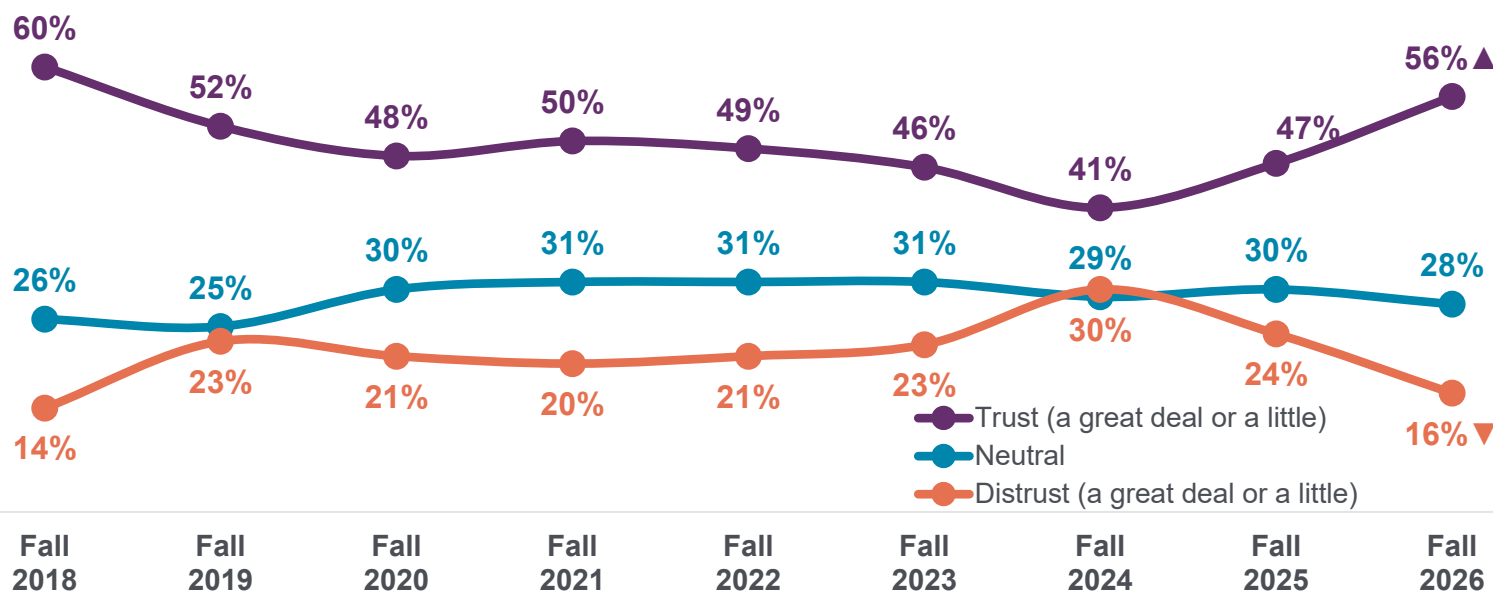
Q. (Variations of) Using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree, please tell me if you agree or disagree with each of the following statements. (2026 Bases n=2,469-2,490)

Trusted and collaborative government

Trust in The City is growing, with the highest trust level seen since 2018



Trust / Distrust in The City



▲ ▼ Statistically higher/lower than Fall 2025

Trust in The City Key drivers

- ★ Satisfaction with how the city is being run
- ★ Responsive to needs and expectations of Calgarians
- ★ Council and Administration work collaboratively

48%

Council & Administration work collaboratively

National Municipal Benchmarking: Trust



Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary? (Base 2026 n=2,494)

Trusted and collaborative government

More than one-half of Calgarians are satisfied with how Council and Administration as a whole are running the city



Satisfaction with Council and Administration running the city

Calgary



56%

National Municipal Benchmarking



69%

City Council makes decisions based on the needs and concerns of Calgarians*

59%

The City focuses on the things that are important to me*

64%▲ (57%)

City Council has a clear vision for the future of Calgary*

70%▲ (61%)

The City can be relied on to do what it says it will do*

Q. How satisfied or dissatisfied are you with the way The City of Calgary, including Council and Administration as a whole, is going about running our City? (Base 2026 n=2,489)

Q. For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. (Base n=500)

*Source: 2026 Perspectives on Calgary: Trust & Reputation (September 2026)

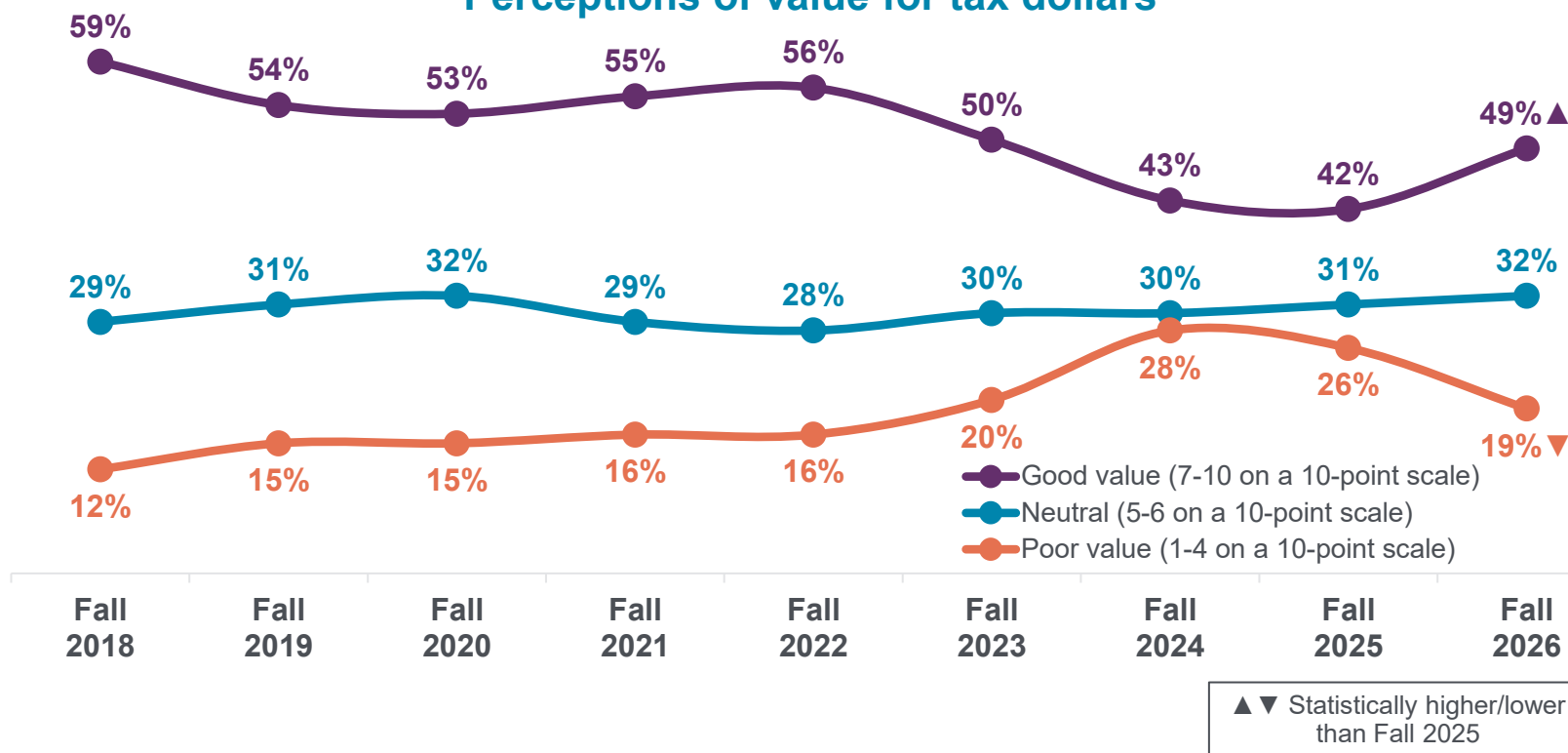
▲ ▼ Statistically higher/lower than last wave



Value for municipal tax dollars

Perceived value for municipal tax dollars rises significantly

Perceptions of value for tax dollars



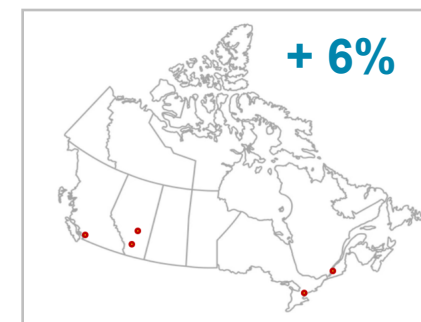
Q. Property tax dollars are divided between The City and the Province. Fifty-eight percent of residential property tax payments go to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where 1 is very poor value and 10 is very good value. (Base 2026 n=2,466)

Value for tax dollars

Key drivers

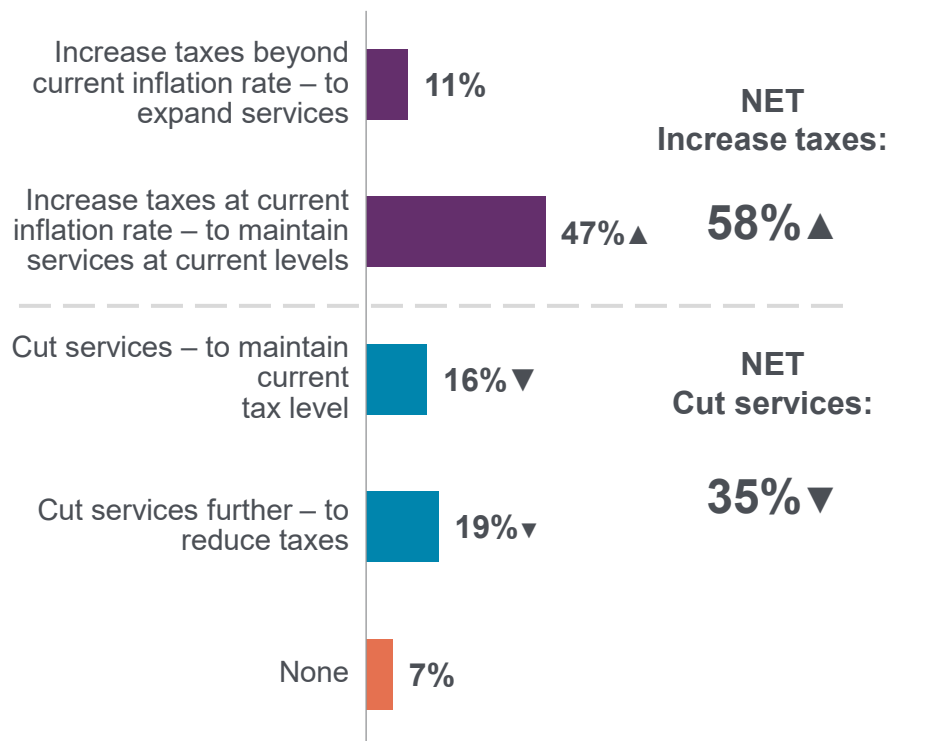
- ★ Satisfaction with how the city is being run
- ★ Satisfaction with services and programs
- ★ The City of Calgary manages its spending in a responsible way

National Municipal Benchmarking

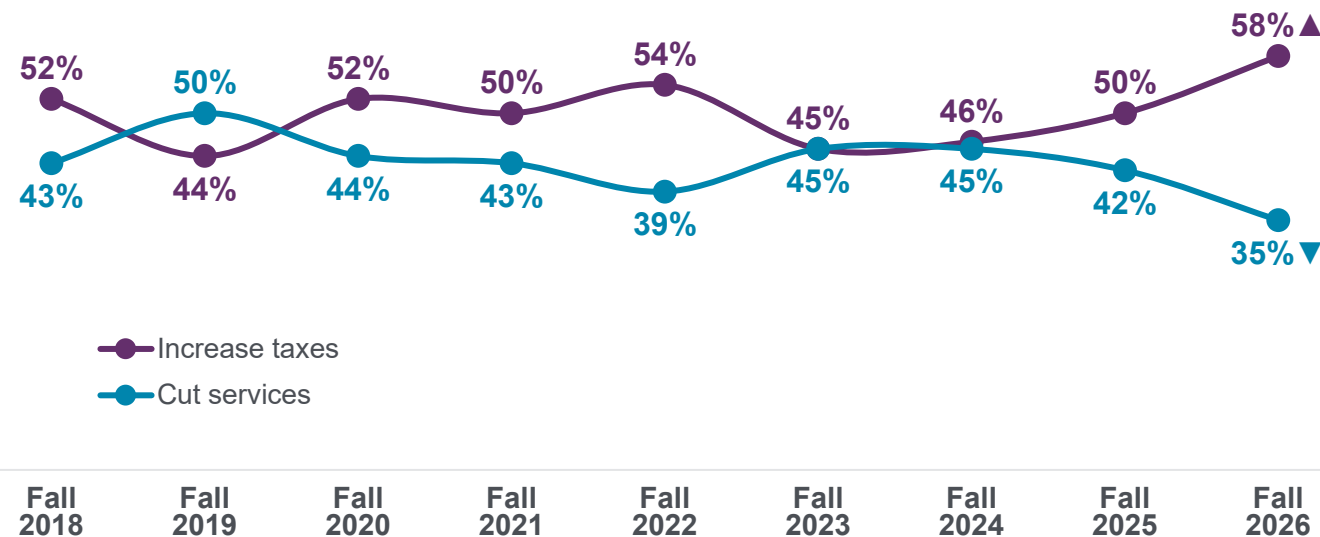


Balancing taxes and services

When presented with a tax-service trade-off, Calgarians increasingly favour maintaining service levels



Tax increase vs. service cuts preference



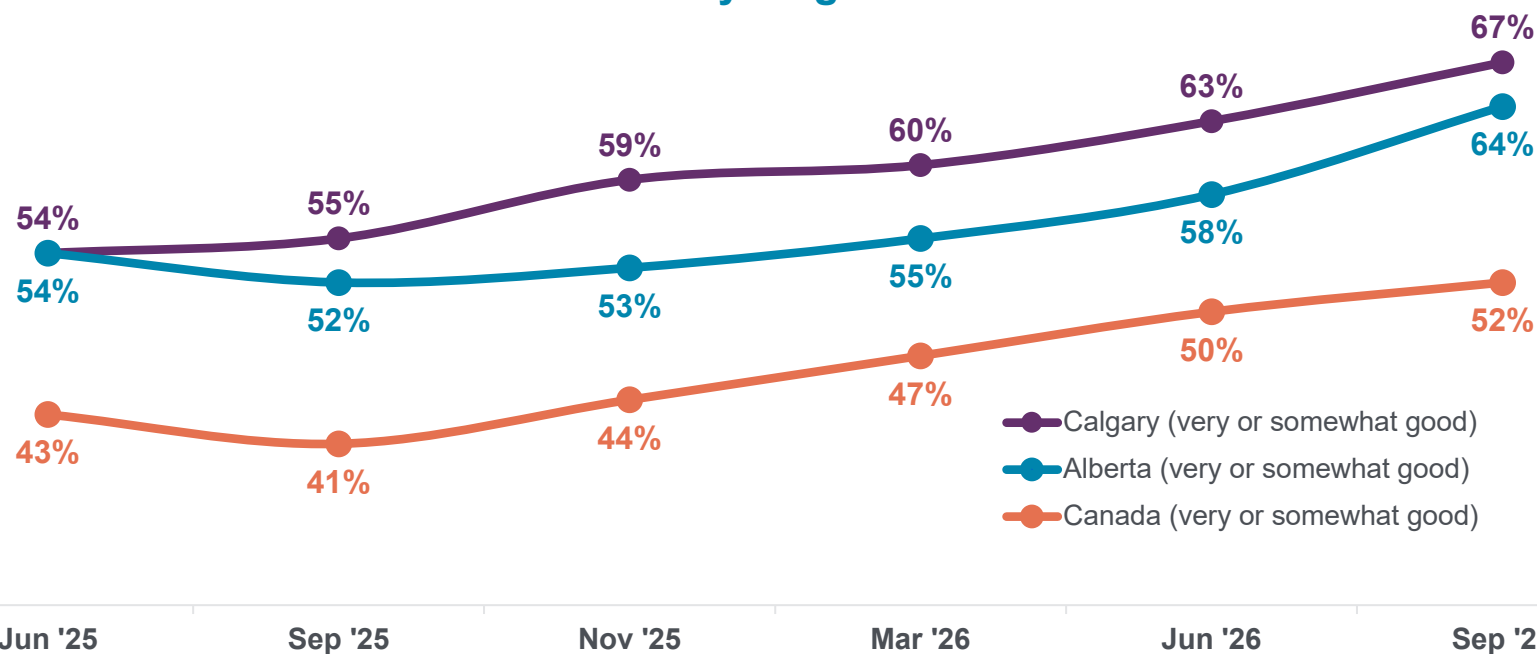
Q. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue? (Base 2026 n=2,458)

▲ ▼ Statistically higher/lower than Fall 2025

Future outlook and the economy

Perceptions of Calgary's economy remain good; however, there is still concern about the impact of tariffs and other economic pressures

Economy is 'good'*



72%▼ (78%)

Believe the economy in Calgary will be the same or stronger six months from now*

41%

Compared to other major cities, Calgary's economy is becoming more competitive*

55%

Confident Calgary's economy can withstand pressures such as tariffs*

Q: How would you describe the current economic situation in ... (Base 2026 n=500)

Q: Looking ahead six months from now, do you expect the economy in Calgary to be much stronger, somewhat stronger, about the same, somewhat weaker, or much weaker than it is now? (Base n=500)

*Source: 2026 Economic Perspectives (September 2026)

Key takeaways

01

MOMENTUM

Confidence in Calgary and The City is improving. Maintaining momentum and continuing progress on priority issues will be important to sustaining that confidence.

02

ALIGNMENT

Alignment between Council priorities and the priorities of Calgarians remains closely connected to perceptions of value for tax dollars and municipal performance.

03

DELIVERY

Calgarians appear increasingly optimistic about Calgary's future direction while continuing to expect visible progress on commitments and priorities.

Recommendation

That Council receives this Report and Attachments for the Corporate Record.



Reports can be found at: [Calgary.ca/Insights](https://calgary.ca/insights)