



Calgary



2022 Fall Survey of Calgarians

Final Report

Prepared for The City of Calgary by:



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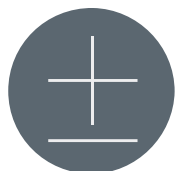


Telephone survey conducted with a randomly-selected sample of 2,501 Calgarians aged 18 years and older between August 15th and September 2nd, 2022.

- Both cell phone (60%) and landline (40%) sample were used.
- The average interview length was 32 minutes.
- When assessing City programs and services, each respondent is asked to rate about one-half of the 35 programs and services evaluated. The programs and services evaluated are randomly assigned.



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 2,501 is ± 2.0 percentage points, 19 times out of 20.

Where possible, **results are compared** to previous iterations of the Fall Survey of Calgarians (formerly the Fall Citizen Satisfaction Survey) and the Spring Pulse Survey.



- One should note that the 2006 to 2016 iterations of the survey were conducted annually in the Fall. Starting in 2017, the survey has been conducted twice annually, with a Spring and a Fall wave.
 - Following the municipal election in 2017, a Late Fall survey wave was conducted using a truncated version of the survey.
- Given the time of year each survey is run – and possible seasonal differences – caution should be exercised with comparing results from the 2022 Fall Citizen Satisfaction survey to 2022 Spring Pulse survey results.
- Statistically significant changes from Fall 2022 to Fall 2021 and from Fall 2022 to Spring 2022 are noted:
 - ↑ indicates number is significantly higher than Fall 2021/Spring 2022
 - ↓ indicates number is significantly lower than Fall 2021/Spring 2022
 - Some bar charts in this report do not add to 100% due to rounding.



Fall 2022 Highlights

- 1.** Eight-in-ten residents rate Calgary's overall quality of life today as 'good', which is up statistically from Spring 2022, but on par with Fall 2021. Nearly one-half of residents, however, say the quality of life in Calgary has 'worsened' over the past three years.
- 2.** Perceptions of Calgary being a 'great place to make a living' have statistically increased compared to Spring 2022 and Fall 2021. The current result is the highest recorded since 2015.
- 3.** Eight-in-ten Calgarians say they are 'satisfied' with the job The City is 'currently doing to protect the environment', but this rating is down statistically from Spring 2022 and well below levels recorded in longer term historic tracking.
- 4.** Safety is a growing concern. Statistically fewer residents say that Calgary is 'safe' compared to Fall 2021 and more residents say that crime in their neighbourhood has increased during the past three years. That considered, a stable eight-in-ten Calgarians say they feel safe 'walking alone in their neighbourhood after dark.'
- 5.** The most often mentioned top-of-mind issues for Calgarians include "infrastructure, traffic and roads," "crime, safety and policing," "recreation and parks," "transit," and "homelessness, poverty and affordable housing." The biggest increases compared to Spring 2022 are for "crime, safety and policing" and "recreation and parks."
- 6.** Satisfaction with the overall level and quality of City programs and services has statistically declined since Spring 2022 but is on par with Fall 2021.
- 7.** Top priorities for more investment include 'affordable housing,' 'social services,' 'Calgary Transit,' and '9-1-1,.' Compared to Fall 2021, a desire for more investment has increased the most for '9-1-1', 'Calgary Transit,' 'Calgary Police Services' and 'social services.'
- 8.** A slight majority of Calgarians say they receive 'good value' for their municipal tax dollars, consistent with both Spring 2022 and Fall 2021.
- 9.** One-half of Calgarians say they 'trust' The City, on par with Spring 2022 and Fall 2021. Likewise, satisfaction is stable with City Council, City Administration and City government as a whole.
- 10.** New measures introduced in Fall 2022 show that a majority of Calgarians think The City of Calgary is doing a good job at 'working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity,' 'working to make Calgary a desirable destination with a lot to offer tourists,' and 'working to attract more people to live in Calgary.'

QUALITY OF LIFE



'Good' Quality of Life **80%**

Calgary is a great place to make a life **79%**

I am proud to live in my neighbourhood



81%

I feel safe walking alone in my neighbourhood after dark

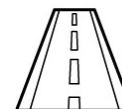


78%

Calgary is a great place to make a living **74%**

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

ISSUE AGENDA (TOP 3)



Infrastructure, Traffic & Roads

31%



Crime, Safety and Policing

27%



Recreation and Parks

19%

VALUE FOR TAXES & CITIZEN SATISFACTION



56%

'Good' value for tax dollars



66%

'Satisfied' with City services and programs



66%

'Satisfied' with customer service

CITY PERFORMANCE & REPUTATION



49%

'Trust' The City of Calgary



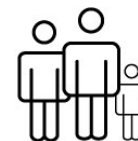
71%

Satisfied with running of The City by Council and Administration



66%

'Agree' City practices open & accessible government



81%

'Agree' City building meaningful relationships with Indigenous partners

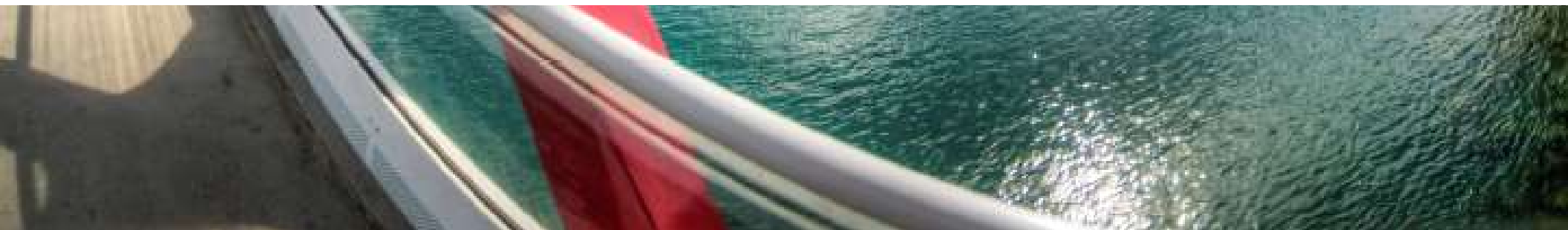


89%

'Agree' Calgary is a city that celebrates culture, heritage and diversity



Quality of Life



SUMMARY OF FINDINGS

Quality of Life

Nearly one-half of Calgarians think **quality of life has worsened in past three years.**

Neighbourhood pride is down statistically.

Perceptions of Calgary being a **great place to make a living have statistically increased.**

- Eight-in-ten (80%) Calgarians consider the overall quality of life in the city of Calgary today as being 'good.' This is up statistically from 77% in Spring 2022, but identical to the result from Fall 2021 (80%).
- Just under one-half (47%) of Calgarians feel that the quality of life in the city of Calgary has 'worsened' in the past three years, which is down statistically from 53% in Spring 2022, but on par with Fall 2021 (46%). Slightly more than one-in-ten (13%) say the quality of life has improved, which is up statistically from 11% in both Spring 2022 and Fall 2021.
- Roughly eight-in-ten residents agree that 'I am proud to be a Calgarian' (82%) and that 'I am proud to live in my neighbourhood' (81%). Pride in being a Calgarian is consistent with Fall 2021 (81%), but pride in neighbourhood is down statistically from Fall 2021 (84%).
- Around one-quarter (27%) of Calgarians agree they are regularly involved in neighbourhood and local community events, on par with Fall 2021 (26%).
- Eight-in-ten (79%) Calgarians agree that 'Calgary is a great place to make a life', which is a statistical improvement over Spring 2022 (74%) and on par with Fall 2021 (77%). Three-quarters (74%) of residents agree that 'Calgary is a great place to make a living', which is a statistical increase from 65% in Spring 2022 and the highest level recorded since 2015.
- Three-quarters of Calgary residents (76%) agree that 'Calgary is on the right track to be a better city 10 years from now.' This sentiment is up statistically from 73% in Spring 2022 but is identical to Fall 2021 (76%).

SUMMARY OF FINDINGS

Inclusivity

Agreement that 'The City of Calgary fosters a city that is inclusive and accepting of all' is up statistically.

Agreement that that 'Calgary is safe for residents and visitors, regardless of things like ethnicity, race, religion, income or sexual identity' is down statistically.

- Seven-in-ten (70%) residents agree that 'The City of Calgary fosters a city that is inclusive and accepting of all', which is a statistical increase over 67% in Spring 2022, but identical to Fall 2021 (70%).
- One-half (52%) of residents agree that 'Calgary is moving in the right direction to ensure a high quality of life for future generations' and this has remained consistent with 49% in both Spring 2022 and Fall 2021.
- One-half (52%) also agree that 'The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most', which is consistent with 53% in both Spring 2022 and Fall 2021.
- One-half (51%) also agree that 'Calgary is safe for residents and visitors, regardless of things like ethnicity, race, religion, income or sexual identity', though this has declined statistically since Fall 2021 (54%).

SUMMARY OF FINDINGS

Environment

**Agreement that
'we need to act
now to address
climate change' is
down statistically.**

**Statistically fewer
Calgarians are
satisfied with 'the
job The City of
Calgary is
currently doing to
protect the
environment.'**

- Almost two-thirds (64%) of Calgarians agree that 'we need to act now to address climate change', which is down statistically from 68% in Fall 2021.
- One-half (51%) agree that 'The City has programs and services aimed at helping Calgarians reduce their environmental impact', consistent with Fall 2021 (52%).
- Nearly eight-in-ten (78%) Calgarians are satisfied with 'the job The City of Calgary is currently doing to protect the environment', although this is down statistically from 84% in Spring 2022. Both Spring and Fall 2022 measures are notably lower than historical results (91% in all surveys from 2013 to 2017).

SUMMARY OF FINDINGS

Safety

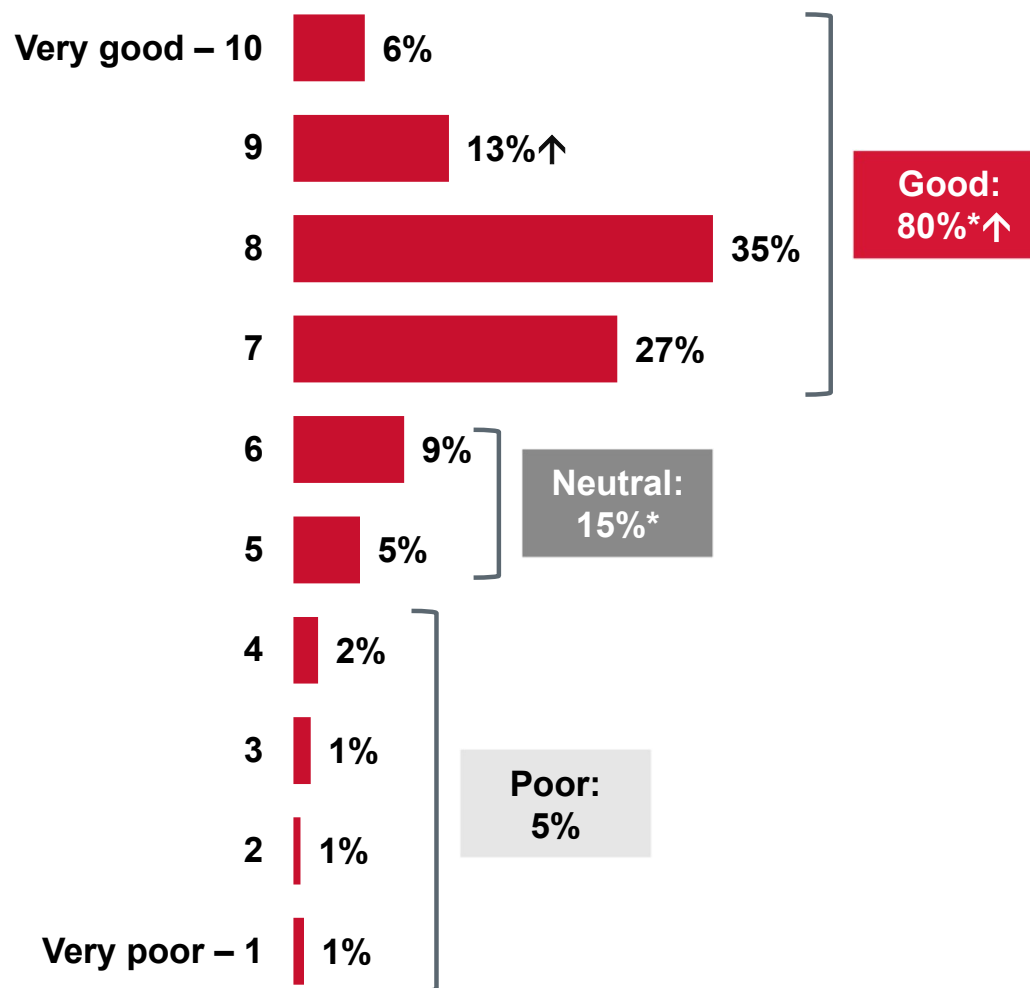
**Perceptions that
Calgary is 'safe'
have declined
statistically.**

**Feelings of safety
walking alone
after dark are
stable.**

- Overall, 77% of residents think that Calgary is 'safe' although this has dropped statistically from 85% in Fall 2021 and from 87% in Fall 2020.
- Further, 44% of Calgarians think that crime in their neighbourhood during the past three years has 'increased' (up statistically from 36% in Fall 2021), whereas 49% think that neighbourhood crime has 'stayed the same' (down from 57% in Fall 2021). Meanwhile, 4% believe crime has 'decreased' (also 4% in Fall 2021).
- Still, nearly eight-in-ten (78%) Calgarians do feel safe or would feel safe walking alone in their neighbourhood after dark, which is consistent with 79% in Fall 2021.



Overall Quality of Life in Calgary



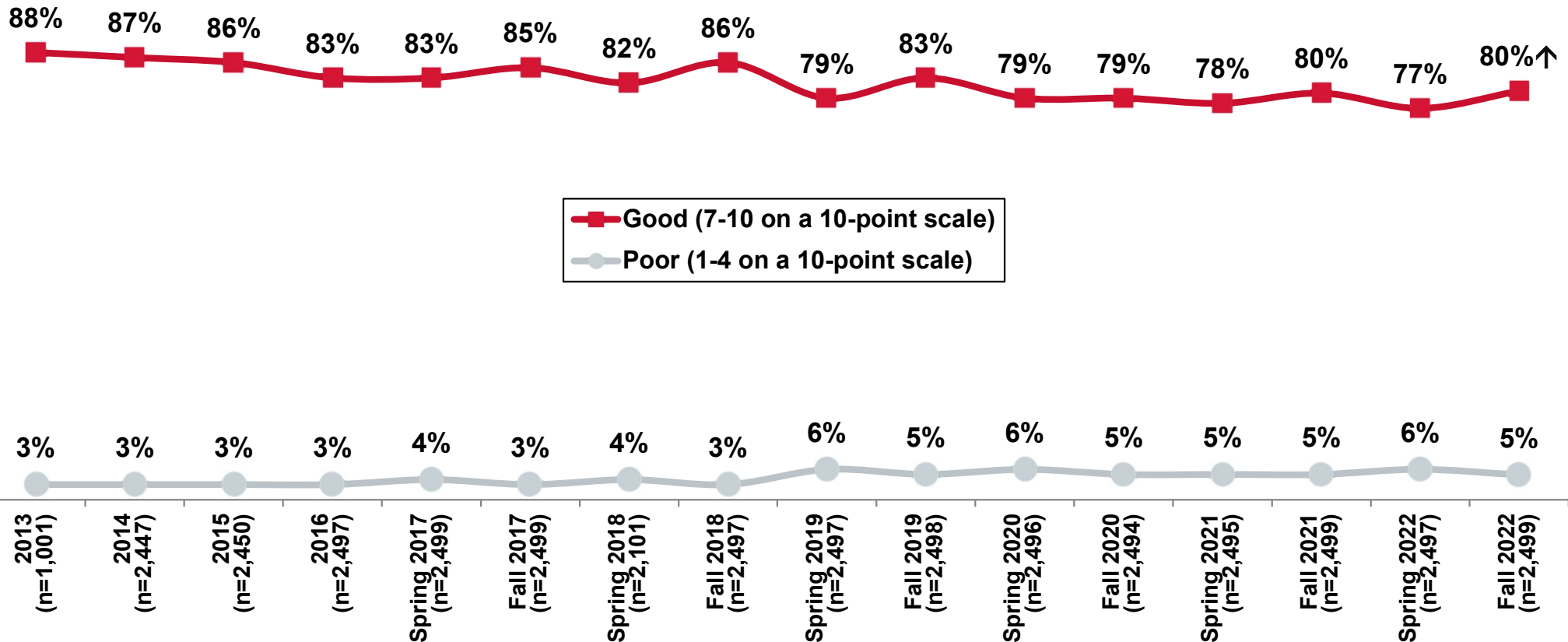
On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good,” how would you rate the overall quality of life in the city of Calgary today?
Base: Valid respondents (n=2,499)

*Rounding

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022

Tracking | Quality of Life Ratings

How would you rate the overall quality of life in the city of Calgary today?



On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good,” how would you rate the overall quality of life in the city of Calgary today?

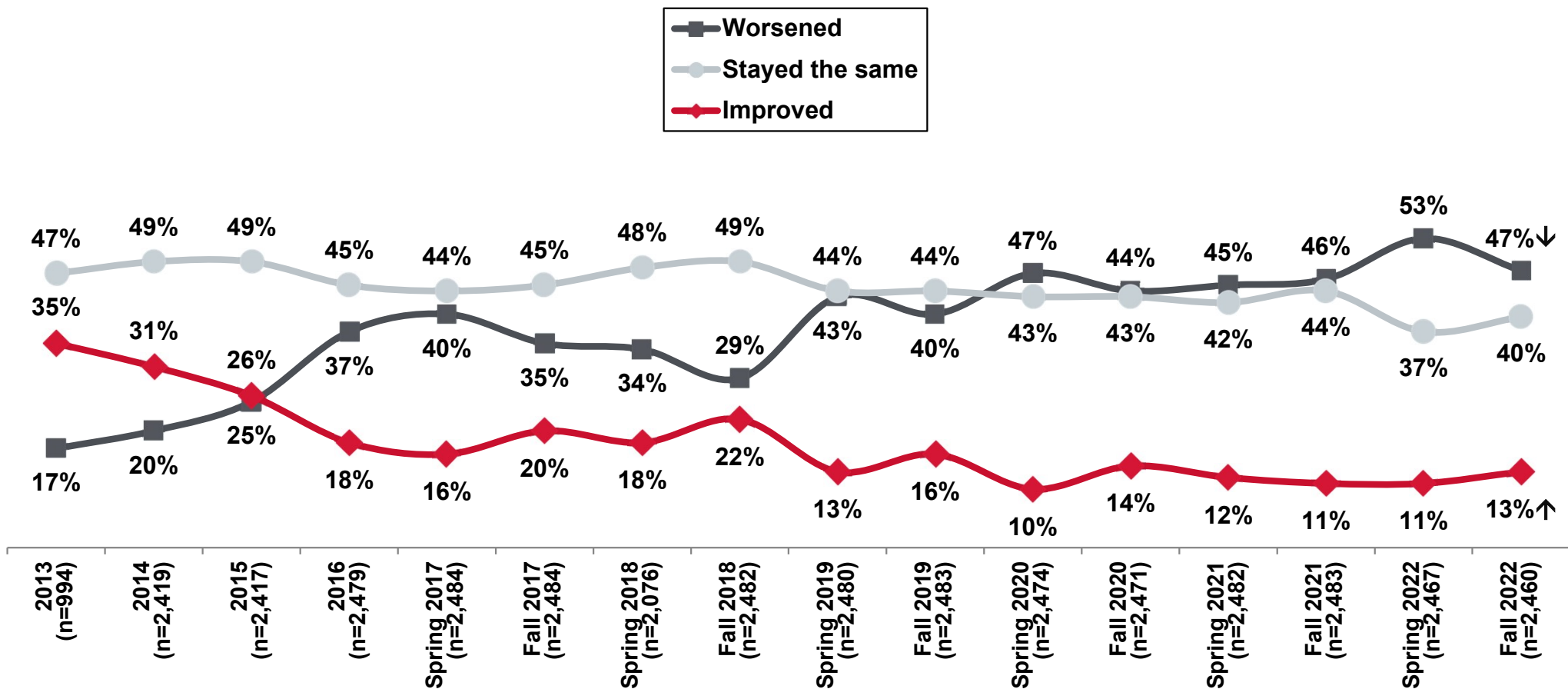
Base: Valid respondents

Neutral ratings of 5 or 6 not shown

↑Statistically higher than Spring 2022

↓Statistically lower than Spring 2022

Tracking | Perceived Change in the Quality of Life



And, do you feel that the quality of life in the city of Calgary in the past three years has ...?
Base: Valid respondents

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022

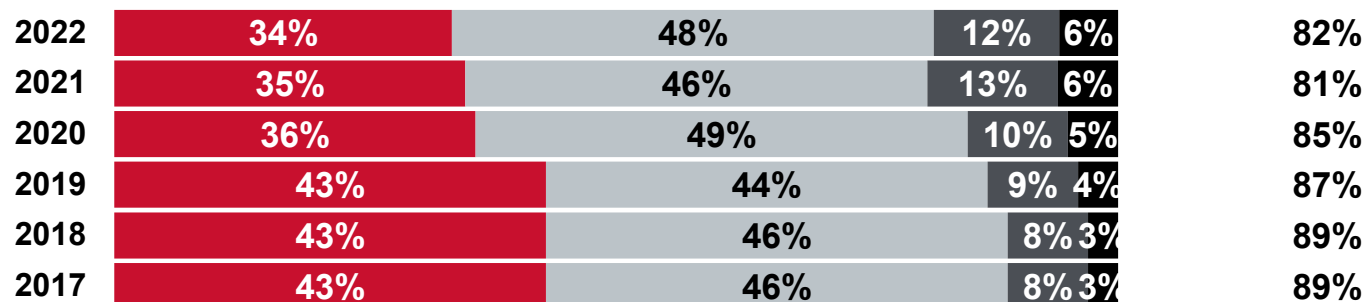


Sustainability: Connectedness

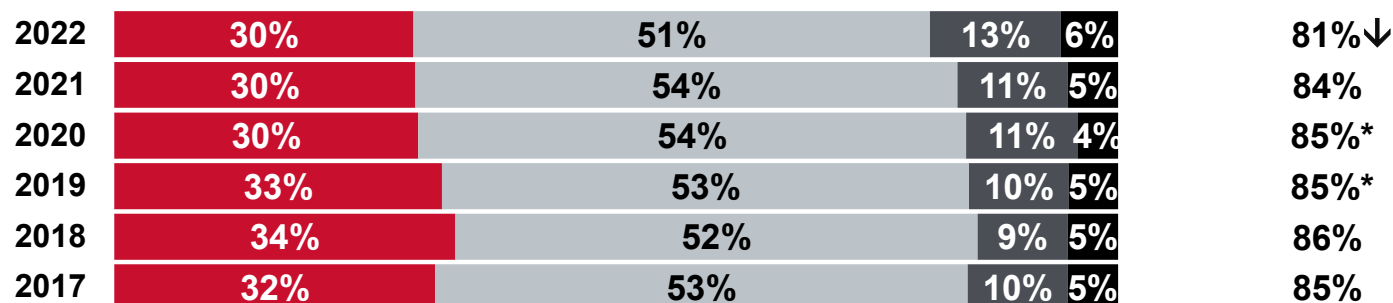
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

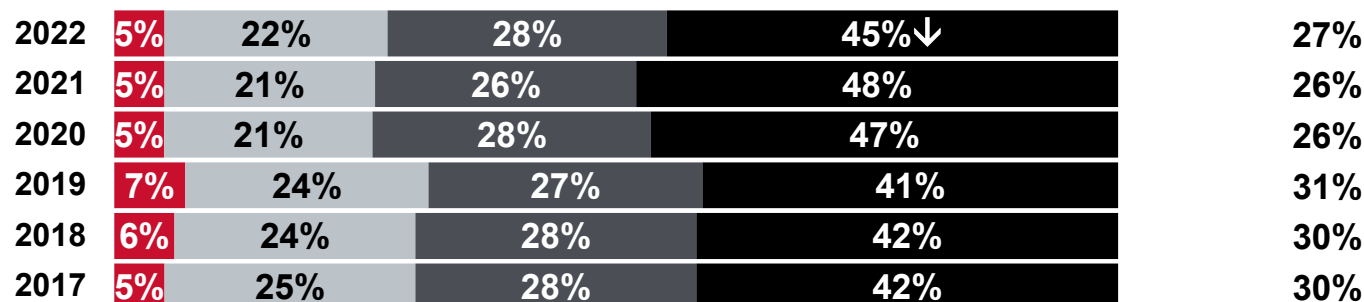
I am proud to be a Calgarian



I am proud to live in my neighbourhood



I am regularly involved in neighbourhood and local community events



All waves conducted in the Fall

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

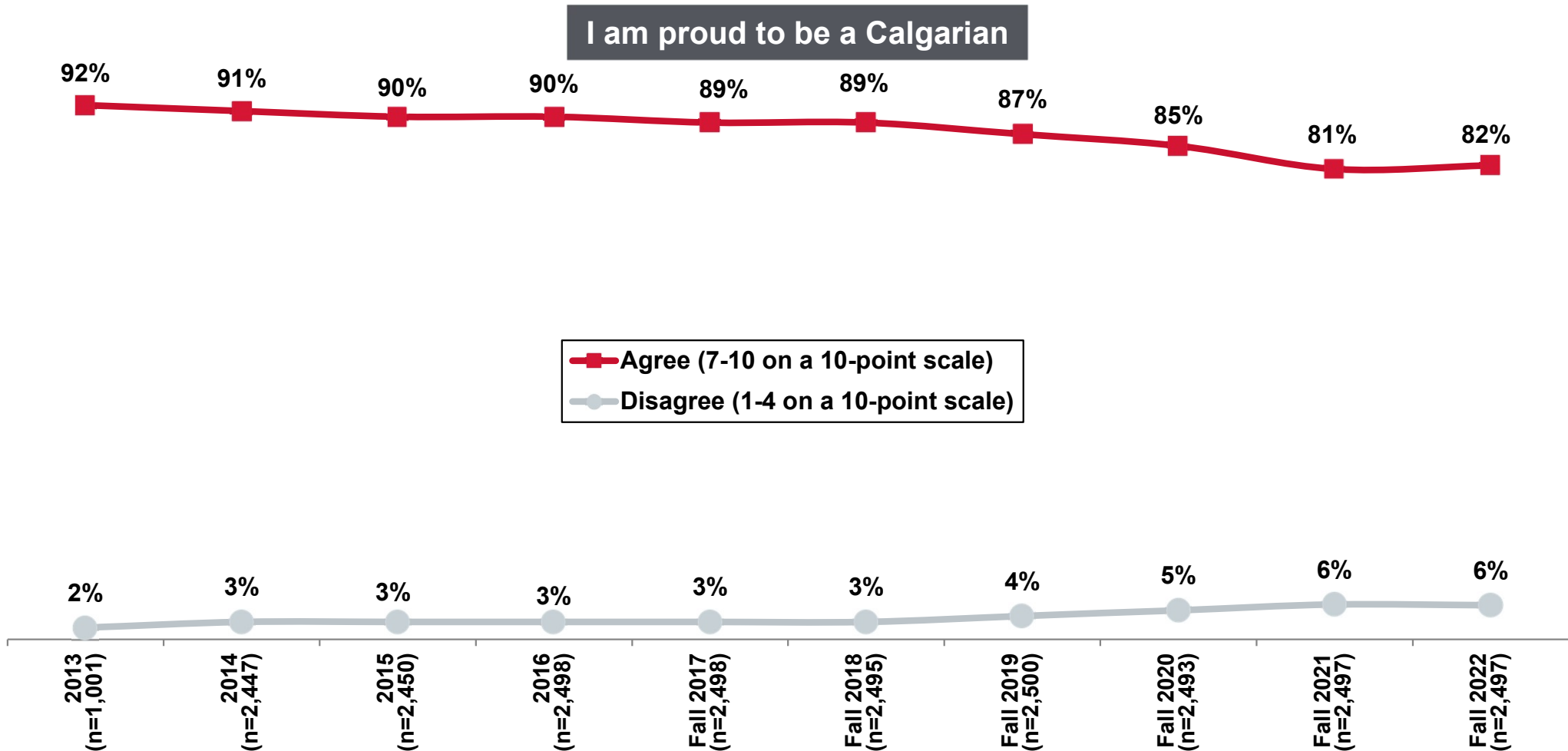
Base: Valid respondents (Bases vary)

*Rounding

↑ Statistically higher than Fall 2021

↓ Statistically lower than Fall 2021

Tracking I Proud to Be a Calgarian



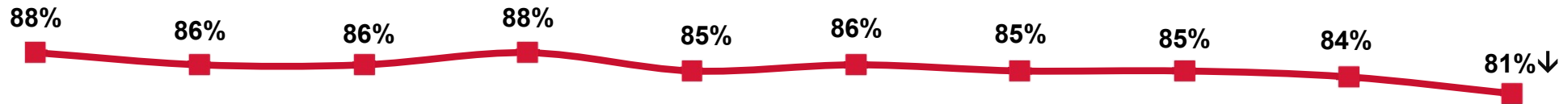
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents

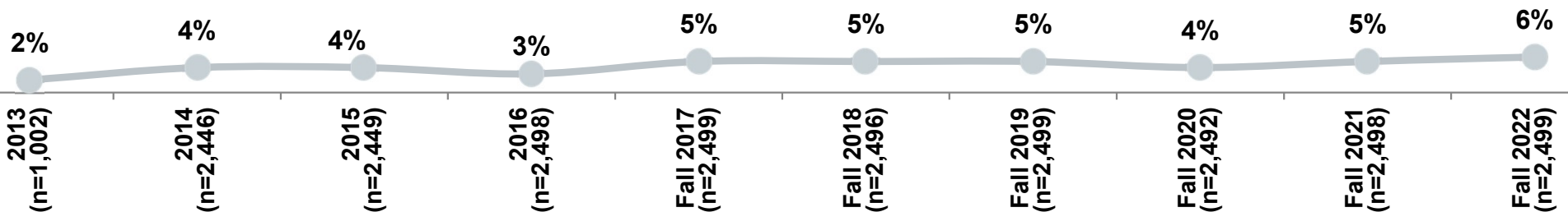
Neutral ratings of 5 or 6 not shown

Tracking I Proud to Live in My Neighbourhood

I am proud to live in my neighbourhood



■ Agree (7-10 on a 10-point scale)
● Disagree (1-4 on a 10-point scale)



Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether 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

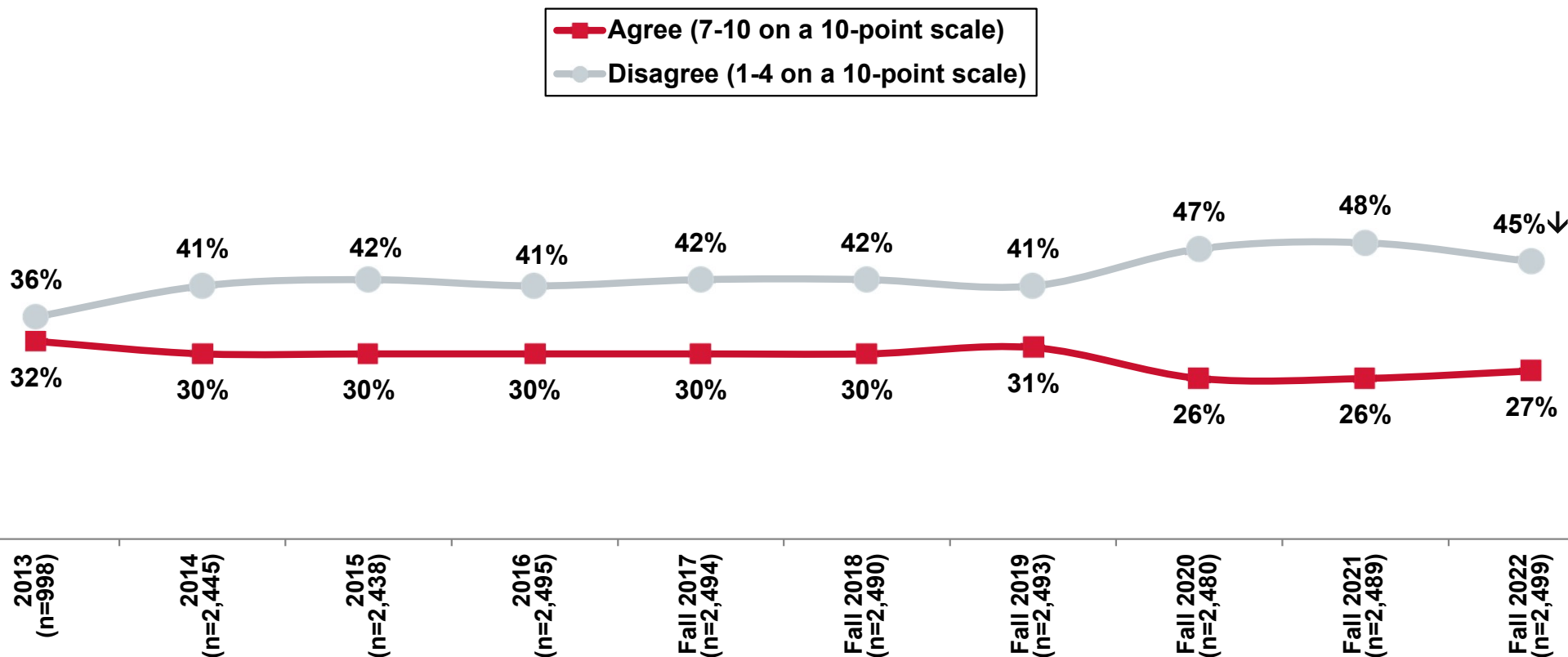
Neutral ratings of 5 or 6 not shown

↑ Statistically higher than Fall 2021

↓ Statistically lower than Fall 2021

Tracking I Involved in Community Events

I am regularly involved in neighbourhood and local community events



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

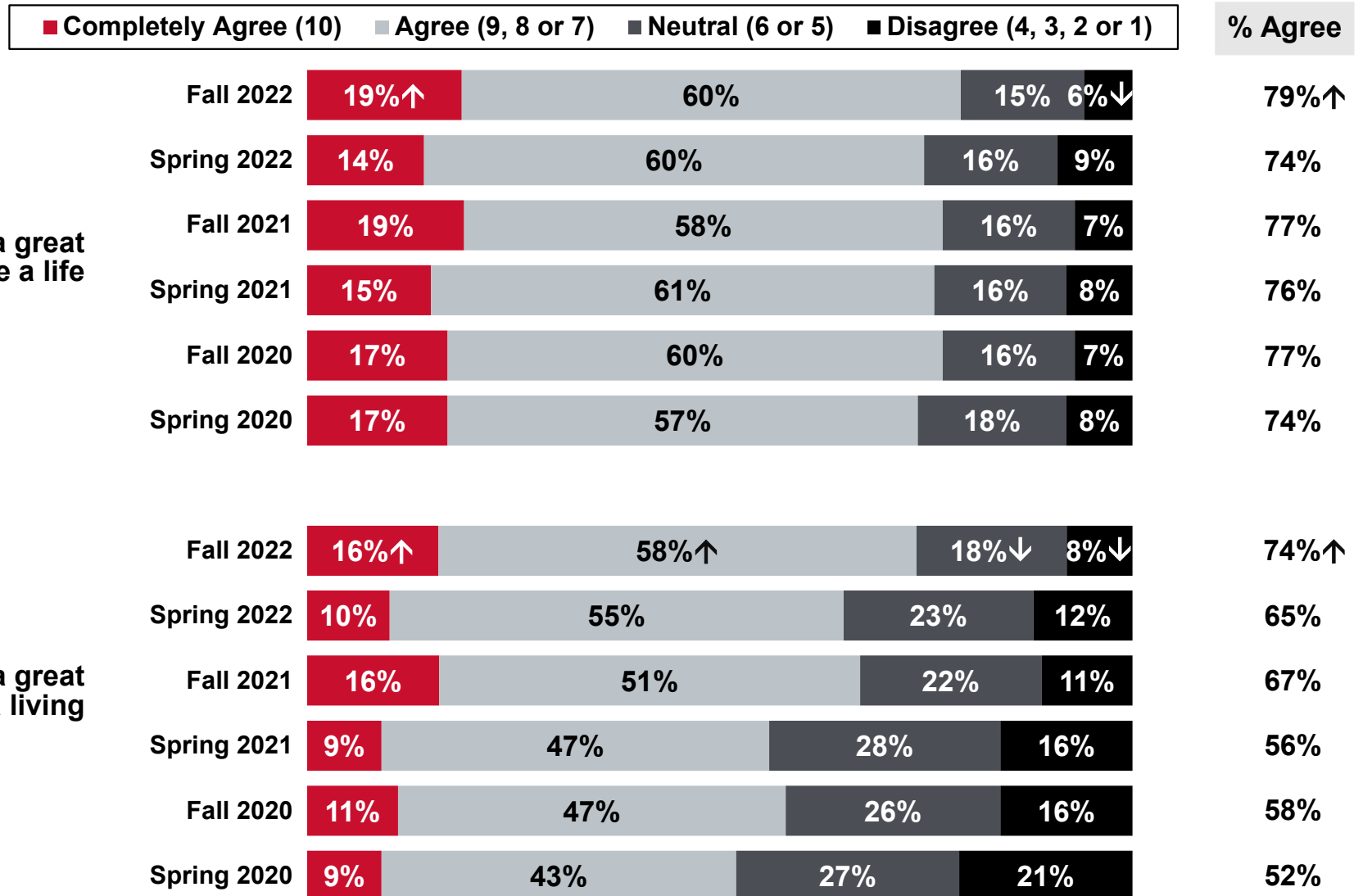
Base: Valid respondents

Neutral ratings of 5 or 6 not shown

↑ Statistically higher than Fall 2021

↓ Statistically lower than Fall 2021

Sustainability: Making a Life & Making a Living

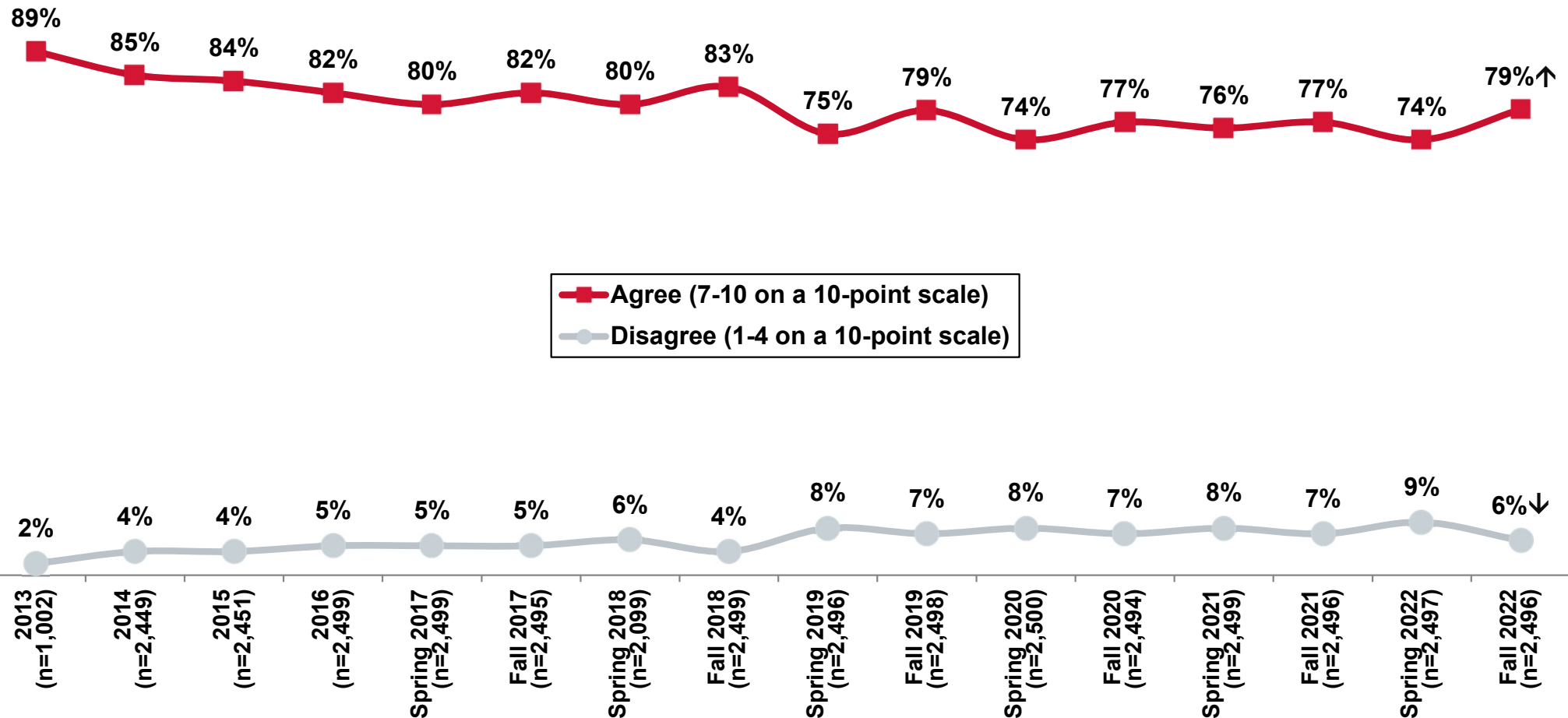


Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."
Base: Valid respondents (Bases vary)

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022

Tracking I Making a Life

Calgary is a great place to make a life



Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether 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

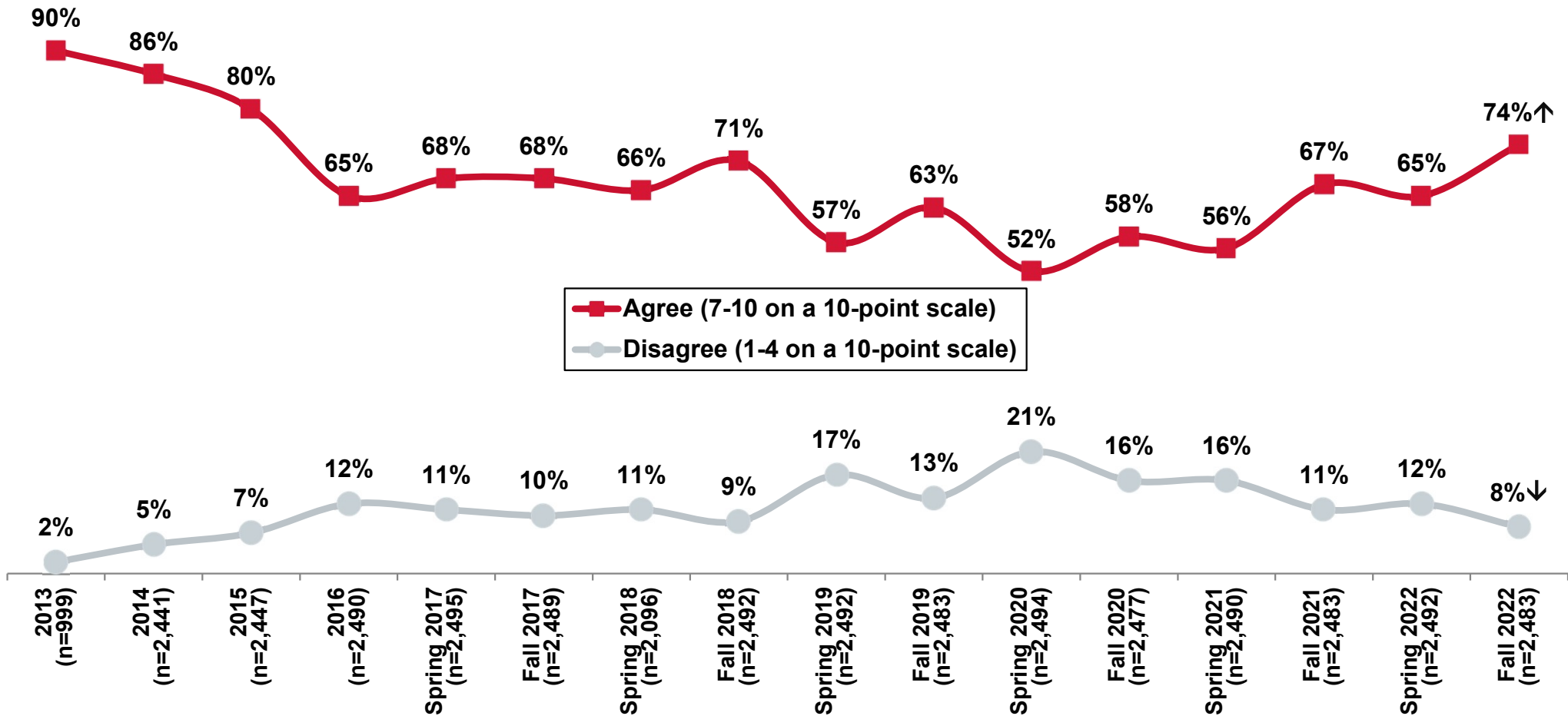
Neutral ratings of 5 or 6 not shown

↑Statistically higher than Spring 2022

↓Statistically lower than Spring 2022

Tracking | Making a Living

Calgary is a great place to make a living



Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether 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

Neutral ratings of 5 or 6 not shown

↑Statistically higher than Spring 2022

↓Statistically lower than Spring 2022

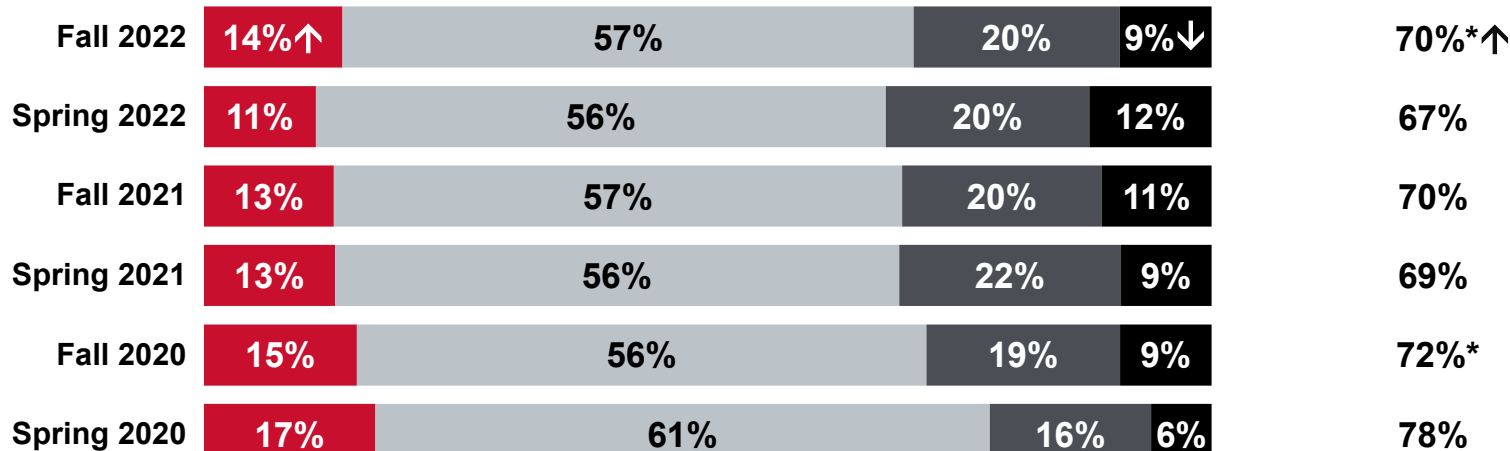


Sustainability: Inclusivity & Future Direction

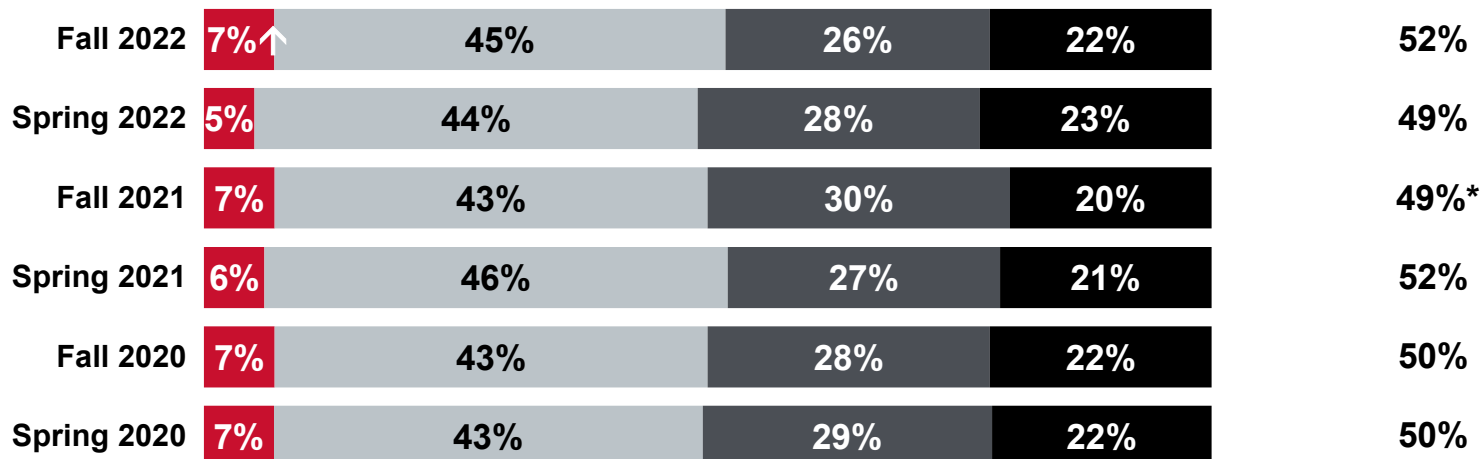
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

The City of Calgary fosters a city that is inclusive and accepting of all



Calgary is moving in the right direction to ensure a high quality of life for future generations



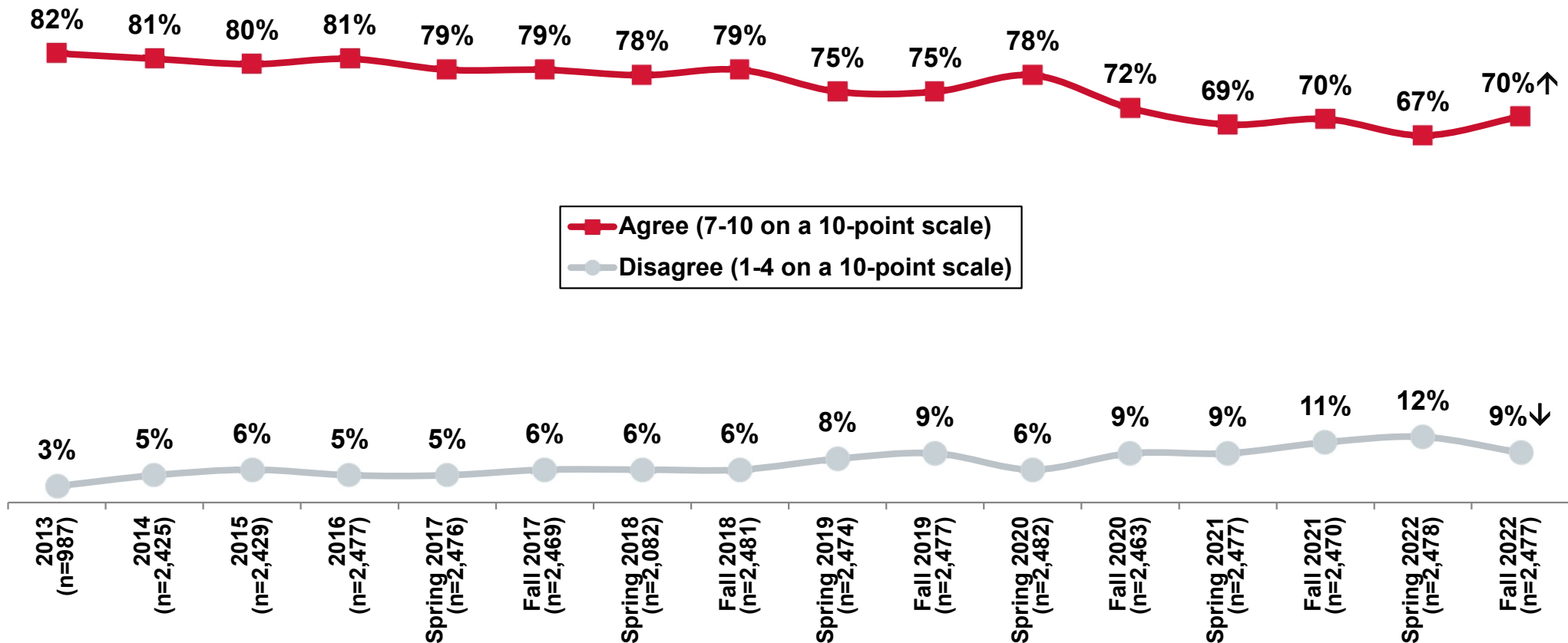
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."
Base: Valid respondents (Bases vary)

*Rounding

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022

Tracking Inclusivity

The City of Calgary fosters
a city that is inclusive and accepting of all



Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether 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

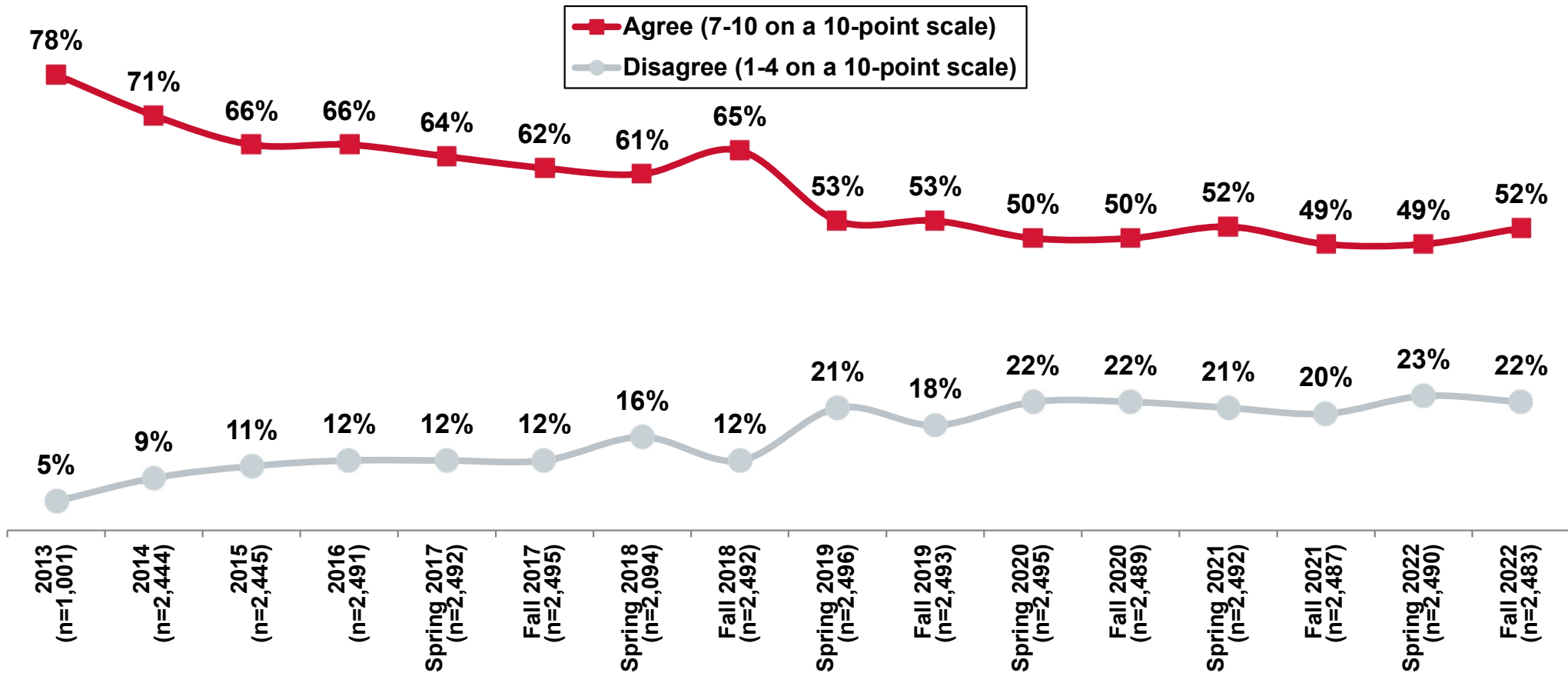
Neutral ratings of 5 or 6 not shown

↑Statistically higher than Spring 2022

↓Statistically lower than Spring 2022

Tracking | The Future Direction of Calgary

Calgary is moving in the right direction to ensure a high quality of life for future generations



Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether 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

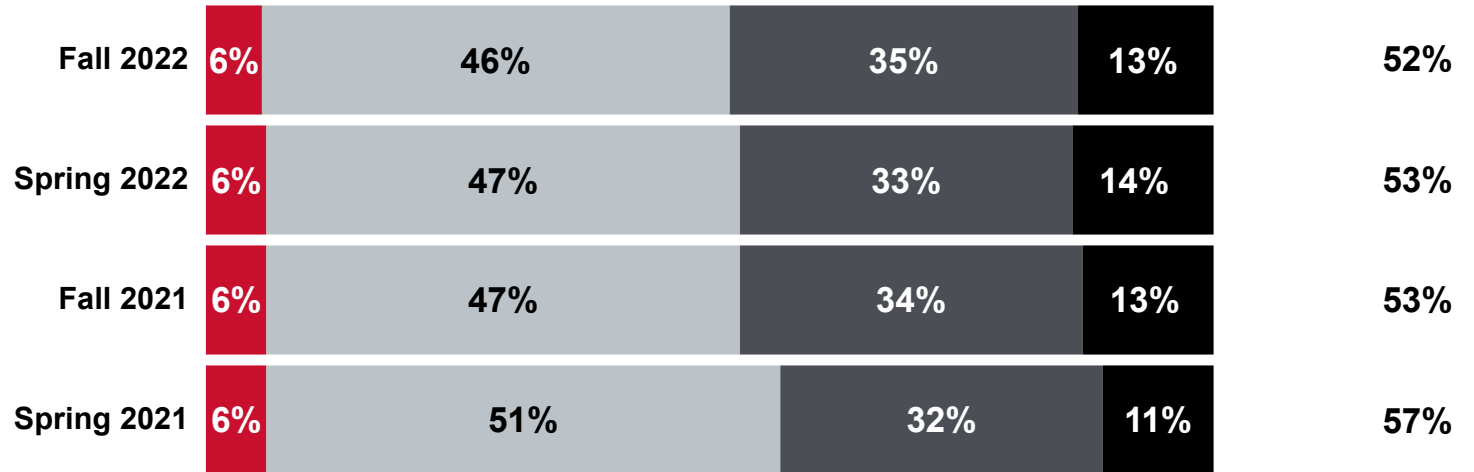
Neutral ratings of 5 or 6 not shown

Inclusivity

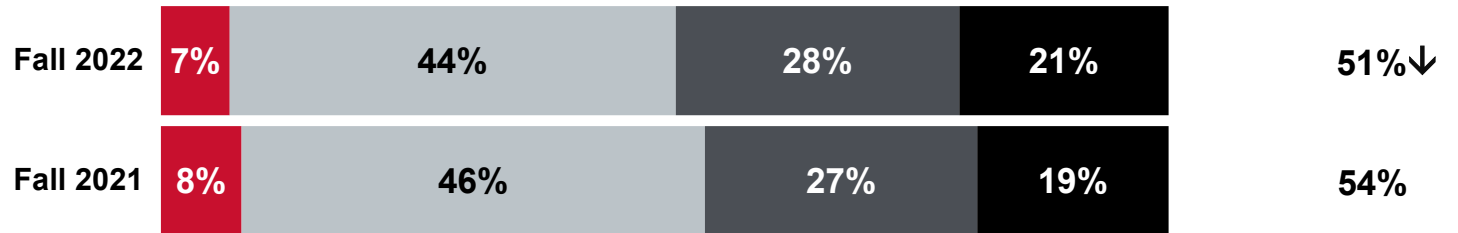
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

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



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



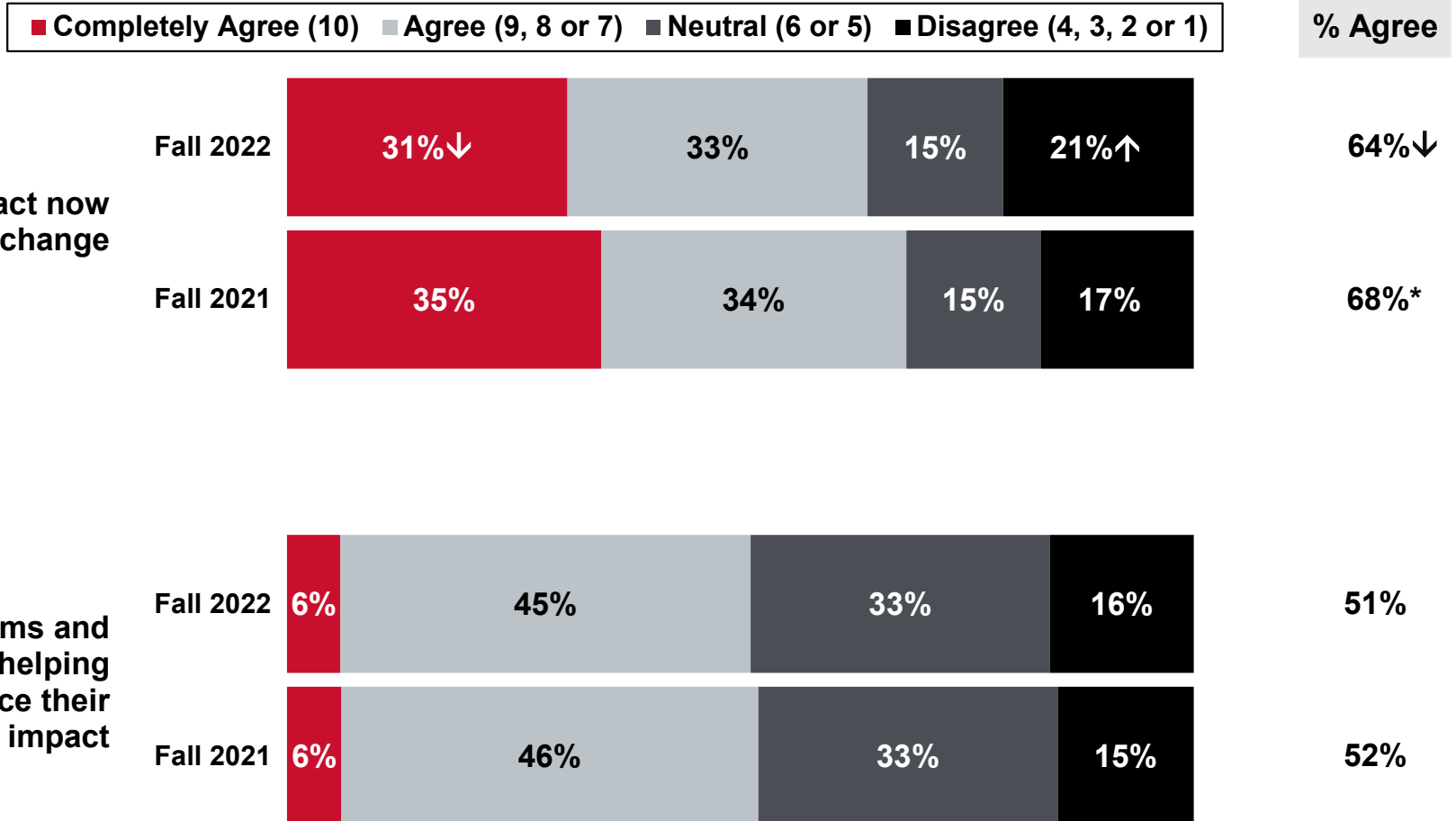
Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."
Base: Valid respondents (Bases vary)

*Not asked prior to 2021

↑Statistically higher than Fall 2021

↓Statistically lower than Fall 2021

Climate Change and City Programs to Reduce Calgarians' Environmental Impact



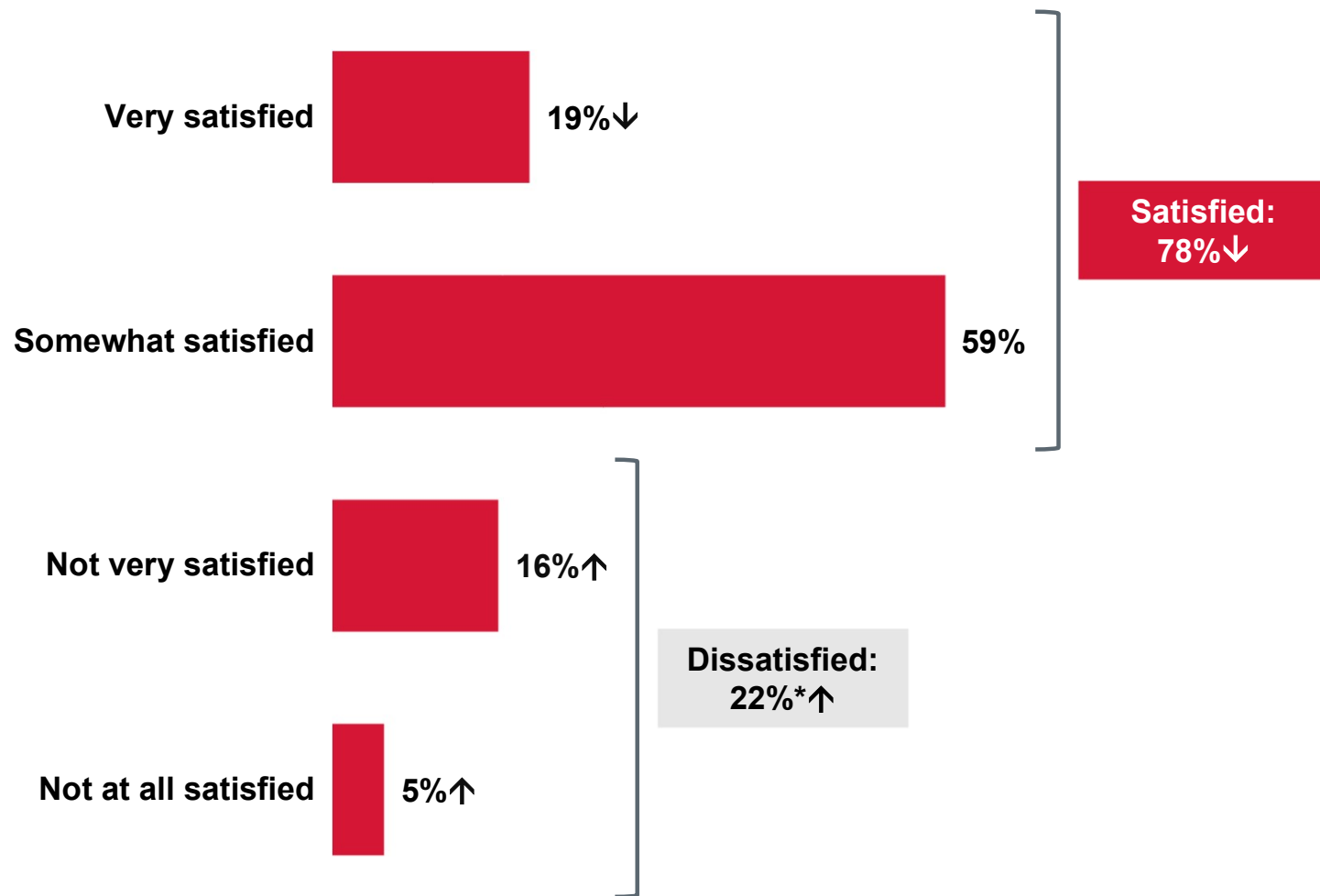
Now, I'm going to read you a few more statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."
Base: Valid respondents (Bases vary)

*Rounding

↑Statistically higher than Fall 2021
↓Statistically lower than Fall 2021



Satisfaction with The City of Calgary in Protecting the Environment



How satisfied are you with the job the City of Calgary is currently doing to protect the environment?

Base: Valid respondents (n=2,463)

*Rounding

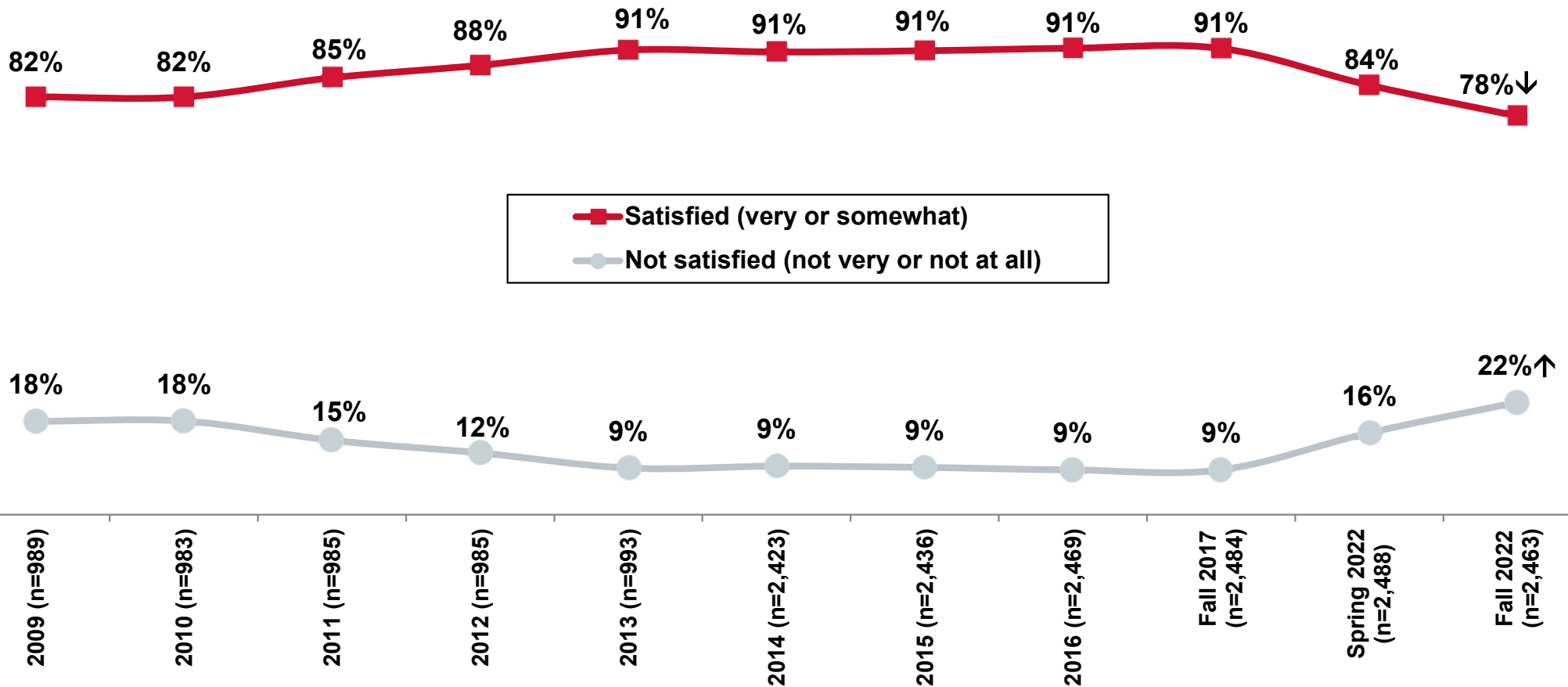
↑Statistically higher than Spring 2022

↓Statistically lower than Spring 2022



Tracking | Satisfaction with The City of Calgary in Protecting the Environment

How satisfied are you with the job The City of Calgary is currently doing to protect the environment?*



*Question not asked in Spring 2017 or Spring 2018 through Fall 2021

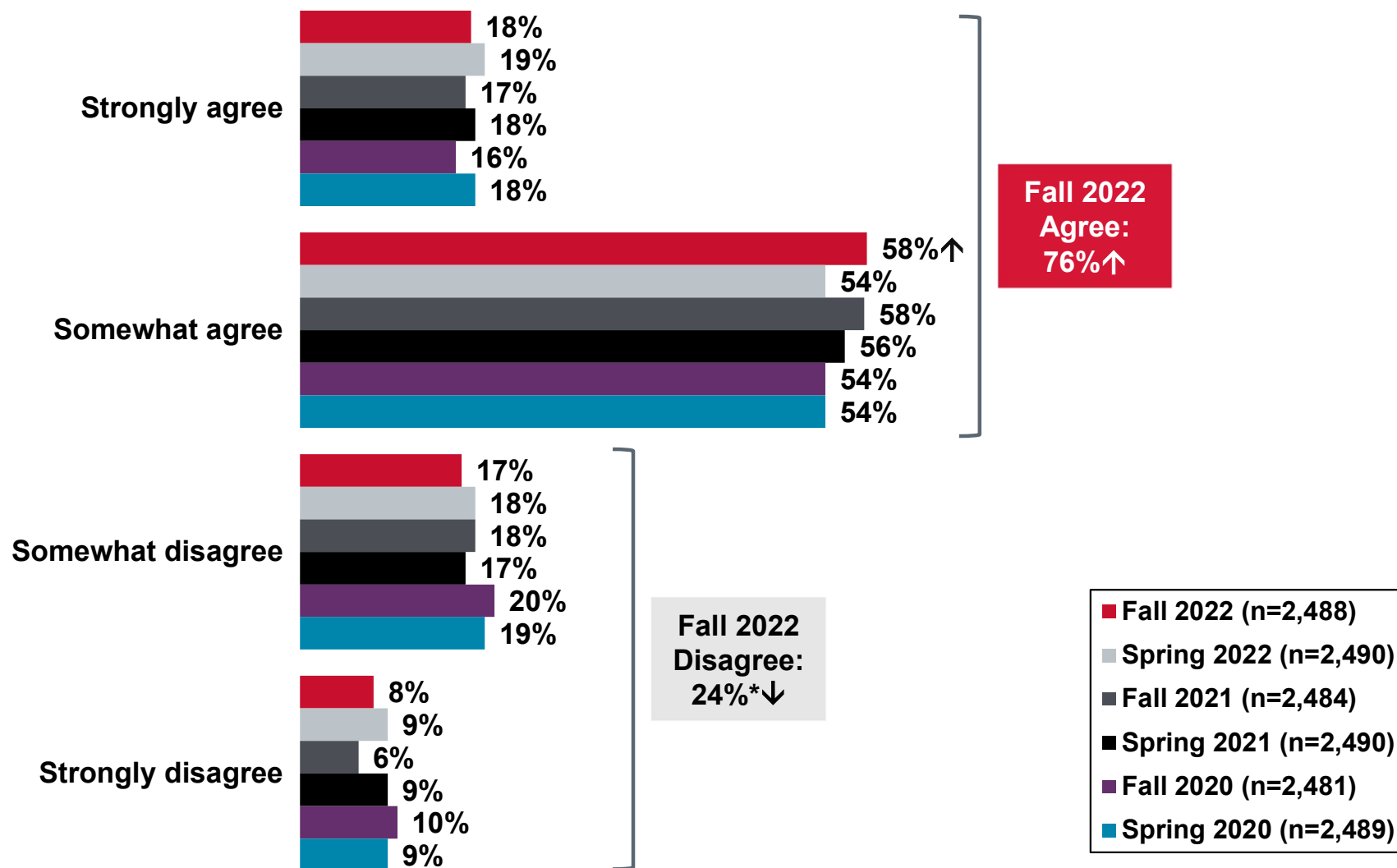
↑Statistically higher than Spring 2022

↓Statistically lower than Spring 2022

How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Base: Valid respondents

On the Right Track to Be a Better City



There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.
 Base: Valid respondents

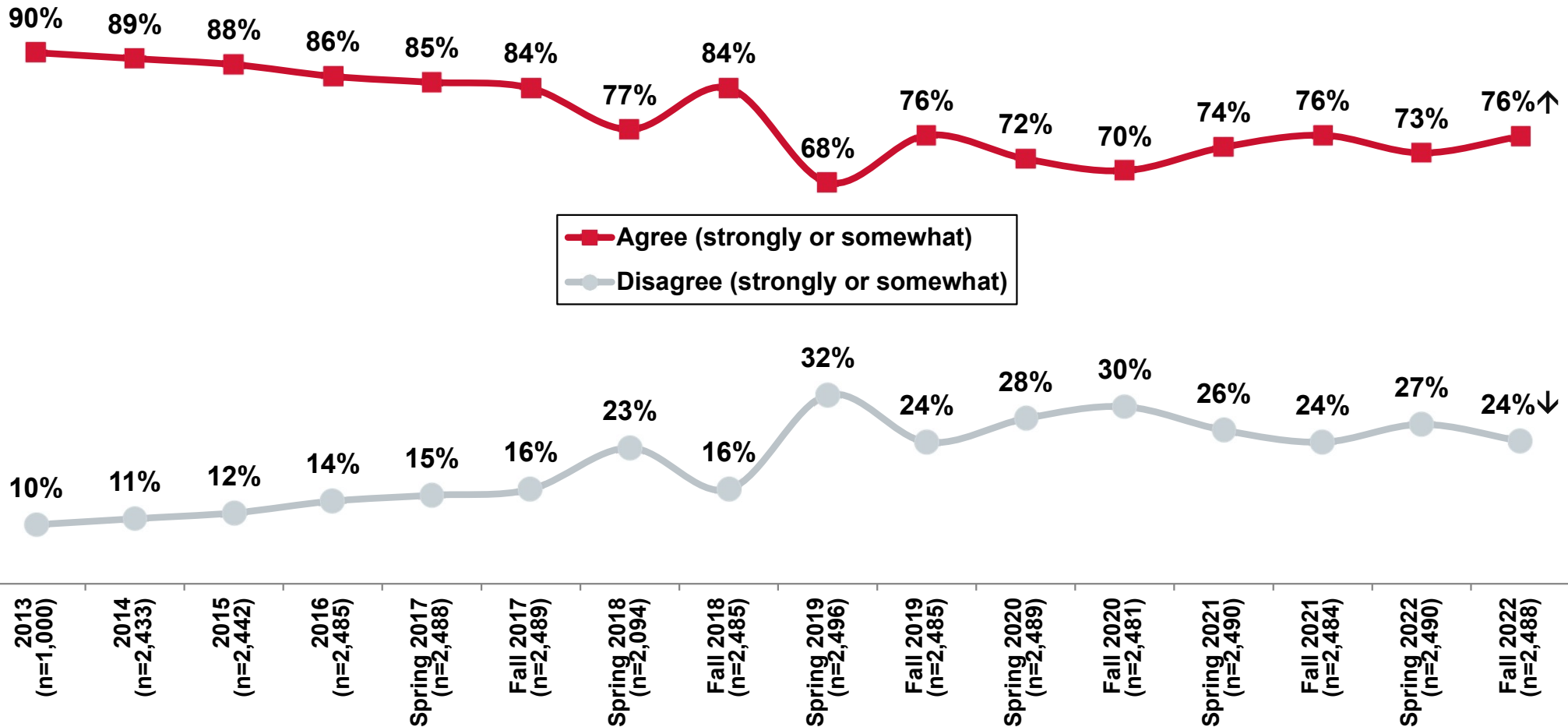
*Rounding

↑Statistically higher than Spring 2022
 ↓Statistically lower than Spring 2022



Tracking | On the Right Track to Be a Better City

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

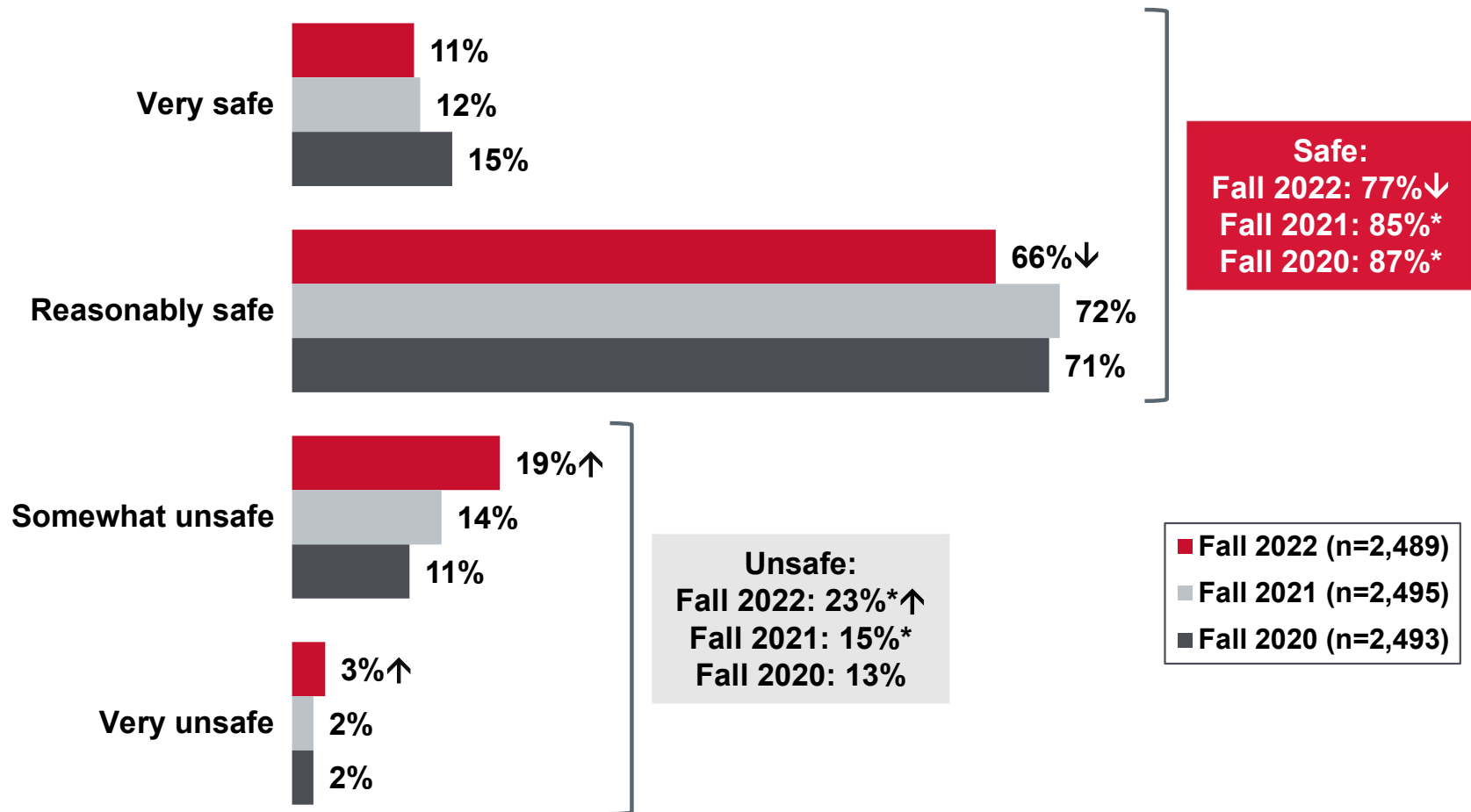


There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: *Calgary is on the right track to be a better city 10 years from now.*
Base: Valid respondents

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022



Overall Perceived Safety of the City of Calgary



*Rounding

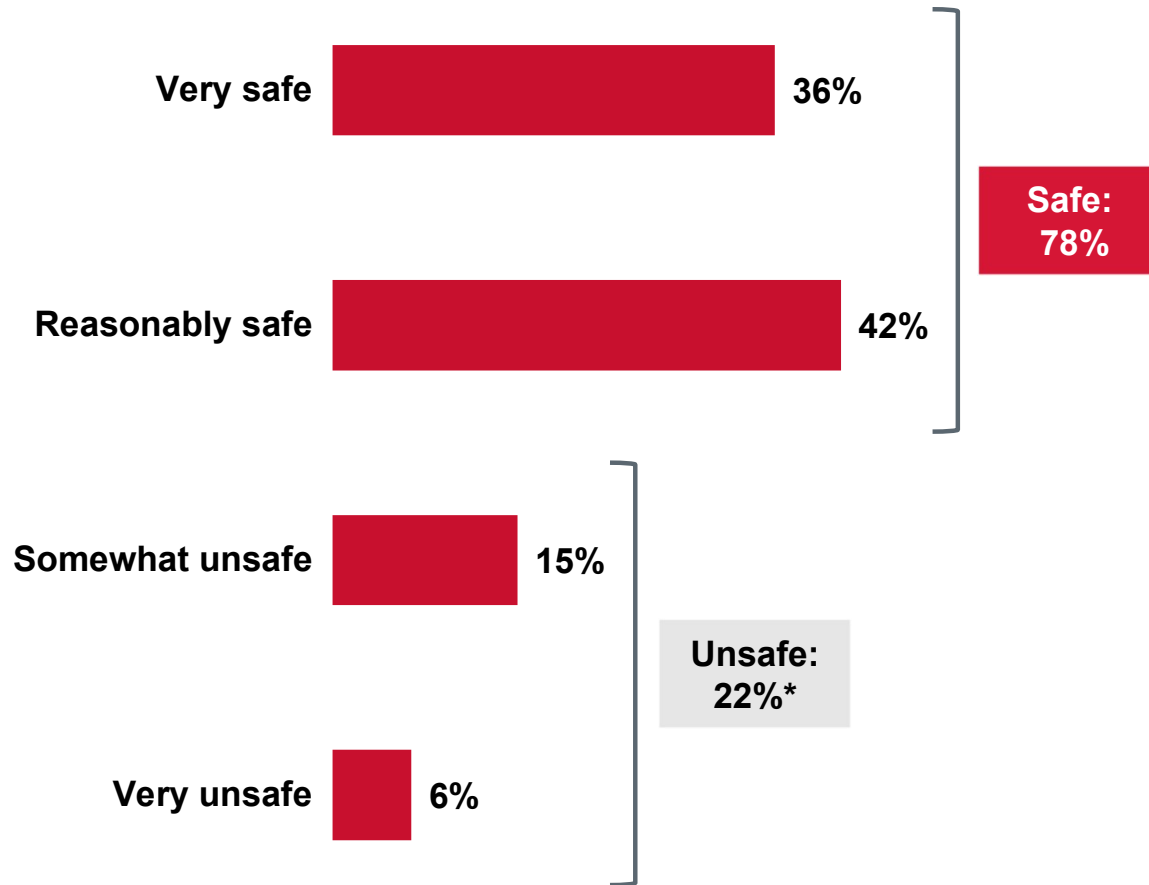
How safe or unsafe do you think Calgary is overall?

Base: Valid respondents

↑Statistically higher than Fall 2021

↓Statistically lower than Fall 2021

Perceived Safety in Own Neighbourhood

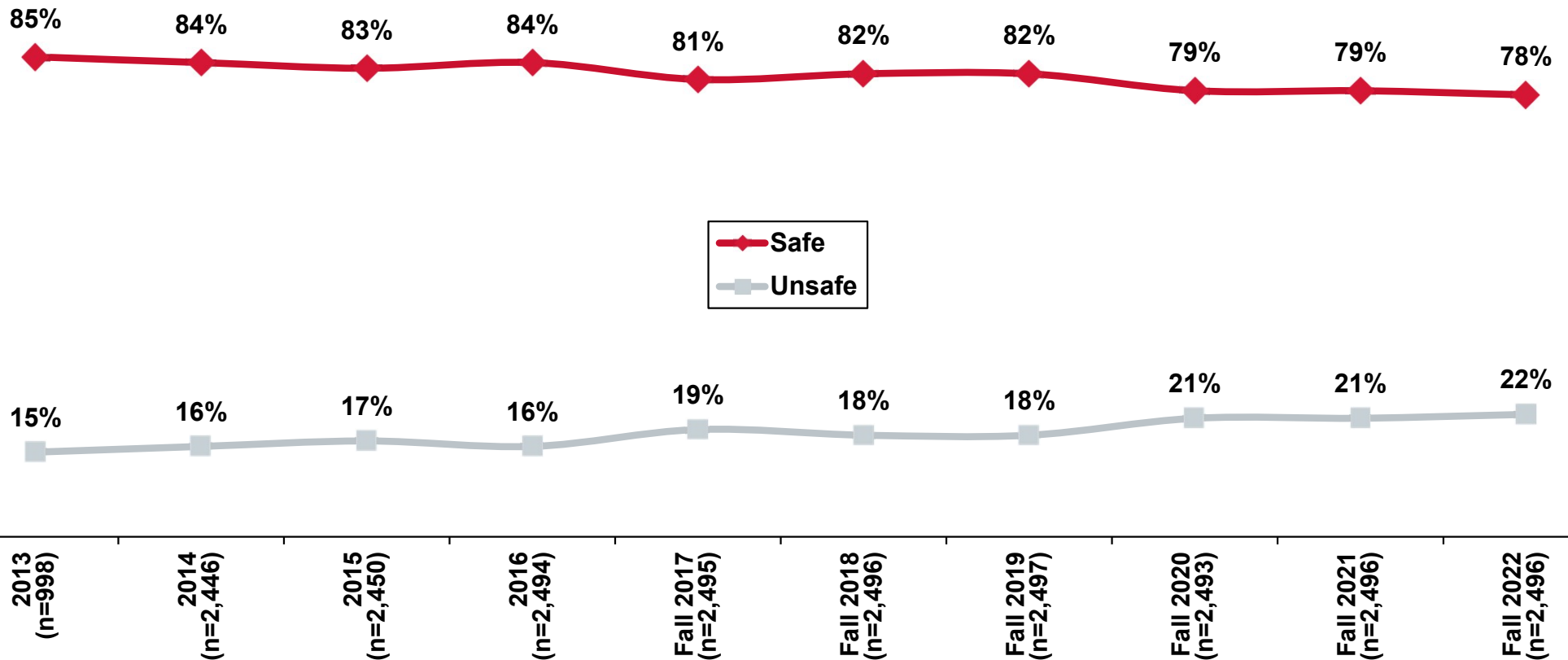


How safe do you feel or would you feel walking alone in your neighbourhood after dark?
Do you or would you feel ...?
 Base: Valid respondents (n=2,496)

*Rounding

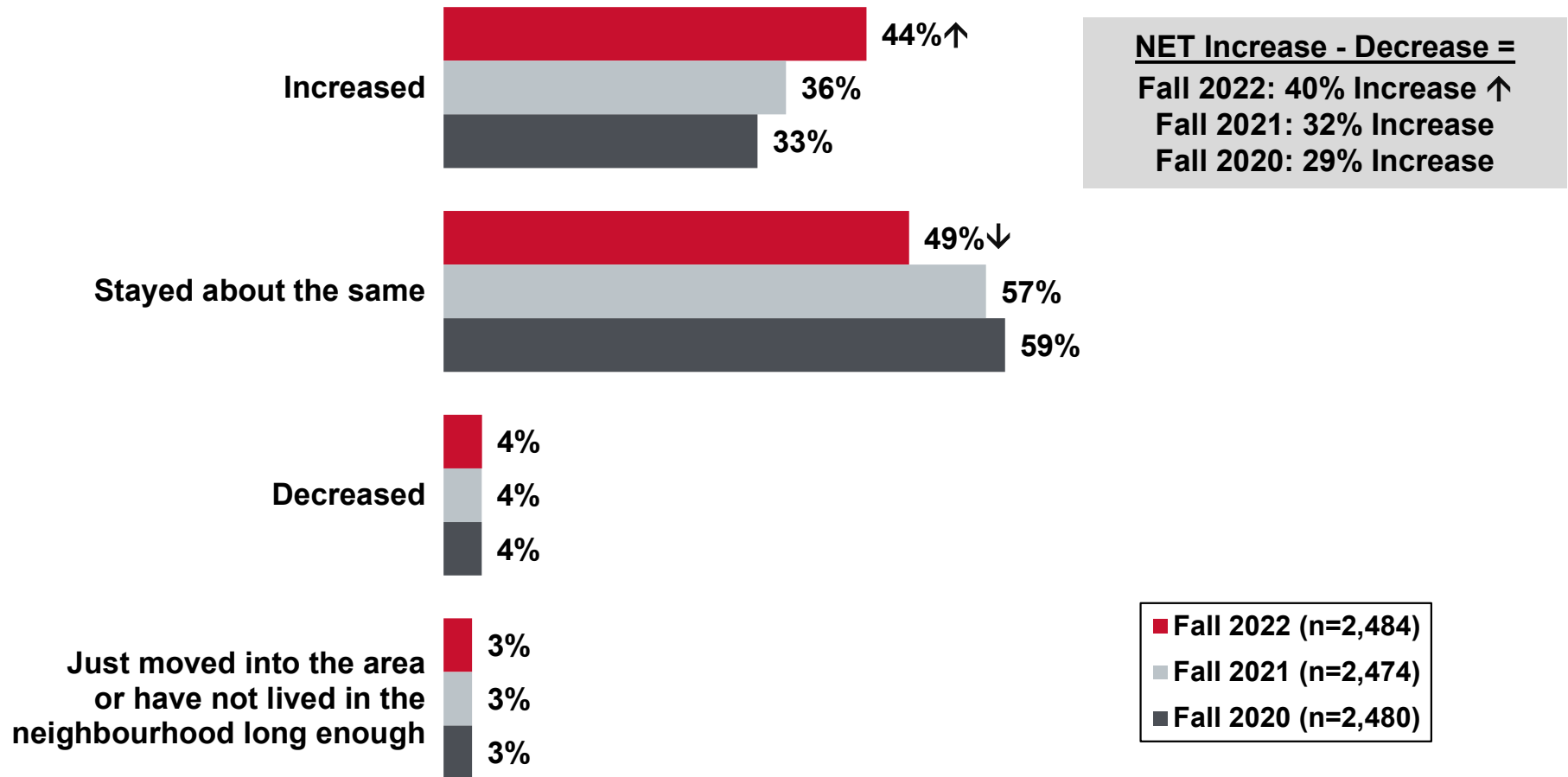
Tracking | Perceived Safety in Own Neighbourhood

How safe do you feel or would you feel walking alone in your neighbourhood after dark?



How safe do you feel or would you feel walking alone in your neighbourhood after dark?
Do you or would you feel ...?
Base: Valid respondents

Perceived Change in Neighbourhood Crime



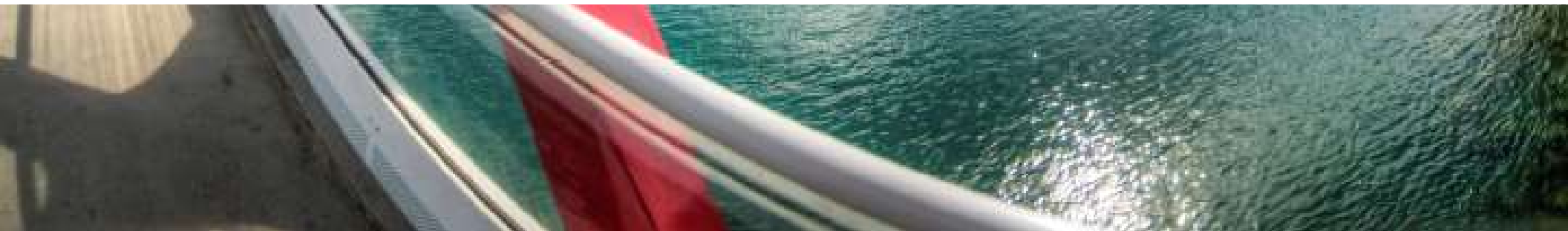
During the last 3 years, do you think that crime in your neighbourhood has increased, decreased or remained about the same?

Base: Valid respondents

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021



Issue Agenda



SUMMARY OF FINDINGS

Issue Agenda

The biggest top-of-mind issues for Calgarians are “infrastructure, traffic and roads,” “crime, safety and policing,” and “recreation and parks.”

The biggest increases over Spring 2022 are for “crime, safety and policing” and “recreation and parks.”

- On a top-of-mind basis (open-ended), the top item on the issue agenda is ‘infrastructure, traffic and roads’ (31%), which is on par with 28% in Spring 2022 and 29% in Fall 2021.
- Second on the issue agenda is ‘crime, safety and policing’ at 27% (up statistically from 20% in Spring 2022 and 14% in Fall 2021).
- Next is ‘recreation and parks’ at 19% (up statistically from 14% in Spring 2022 and 9% in Fall 2021).
- Following closely, fourth on the issue agenda is ‘transit’ (18%), which is on par with 17% in Spring 2022 but is higher statistically than 14% in Fall 2021.
- Rounding out the top issues this wave, 16% identify ‘homelessness, poverty, and affordable housing’ as an issue that needs attention (up statistically from 13% in Spring 2022 and 8% in Fall 2021).
- Two other items are mentioned by at least one-in-ten Calgarians:
 - ‘Economy’ at 10%, which is consistent with Spring 2022 (11%) and statistically higher than 6% in Fall 2021.
 - ‘Environment and waste management’ is also at 10%, which is statistically higher than both Spring 2022 (8%) and Fall 2021 (6%).



Issue Agenda

■ First Mention ■ Other Mentions

Change
Spring 2022 – Fall
2022

Multiple
Responses

Note: A “NET”
is a
combination of
2 or more
mentions that
cover a specific
theme.

Infrastructure, Traffic & Roads [NET]	21%	10%	31%	+3
Roads (unspecified)	7%	11%		+4↑
Road conditions	7%			+1
Traffic congestion	7%			+2↑
Crime, Safety & Policing [NET]	19%	8%	27%	+7↑
Crime	10%	14%		+5↑
Public safety	9%	12%		+4↑
Recreation and Parks [NET]	12%	7%	19%	+5↑
Lack of community centres/parks/green space	8%	12%		+3↑
Transit [NET]	10%	8%	18%	+1
Public transportation	6%	10%		+1
Transit system improvements	5%	9%		+3↑
Transportation (unspecified)	6%			+2↑
Homelessness, Poverty & Affordable Housing [NET]	11%	5%	16%	+3↑
Poverty/homelessness/related social issues	7%	11%		+3↑
Affordable/available housing	7%			+1
Economy [NET]	6%	10%		-1
Environment & Waste Management [NET]	6%	10%		+2↑
Taxes [NET]	5%	8%		-3↓
Taxes/high taxes	5%	8%		+1
Growth & Planning [NET]	7%			+2↑
Education	7%			+1
Healthcare	6%			+2↑
None/no others	14%	14%		+2

In your view, as a resident of the city of Calgary, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

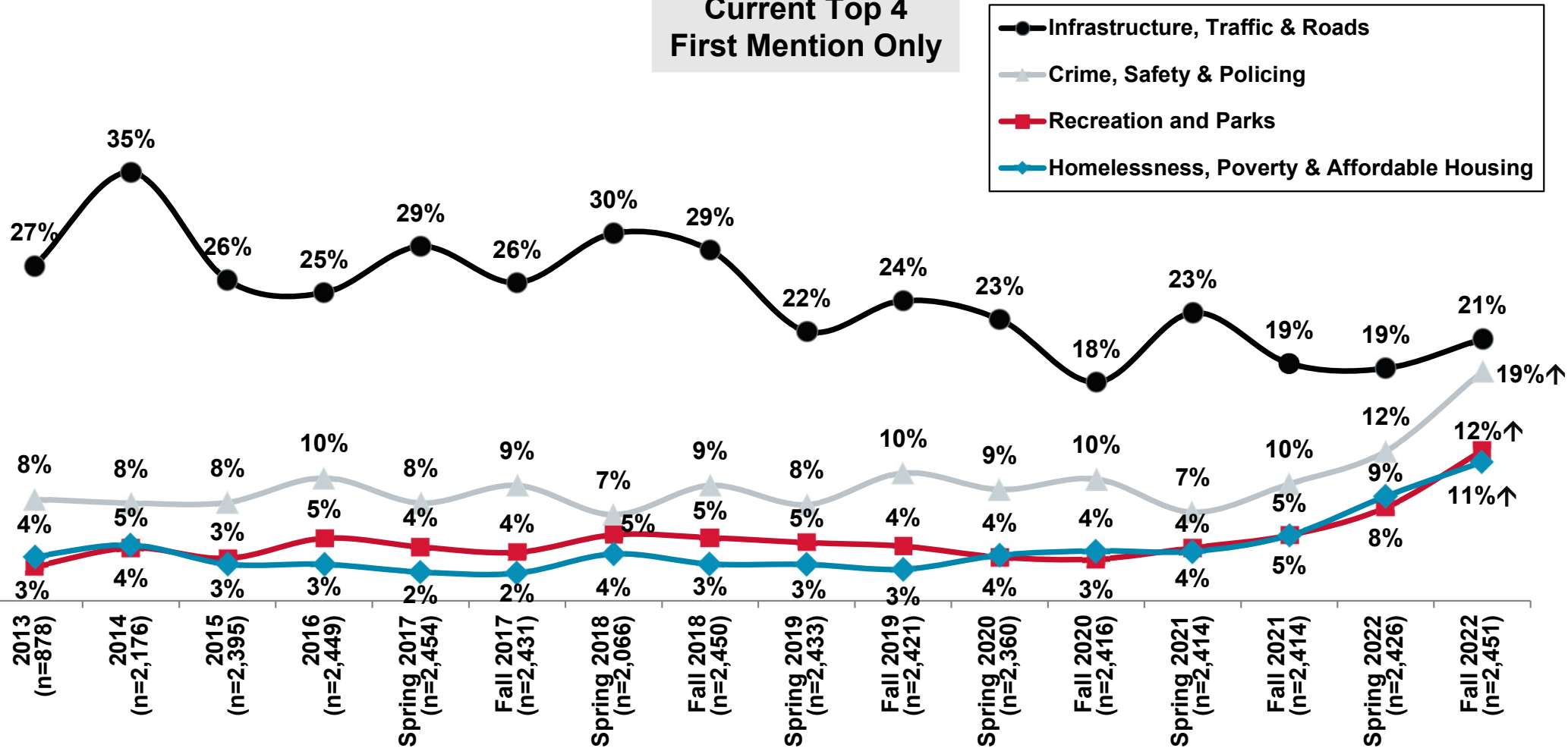
Base: Valid respondents (n=2,458)

Mentions of <6% are not shown
Data labels of <5% are not shown

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022

Tracking | Most Important Issue Facing Calgary

Current Top 4
First Mention Only



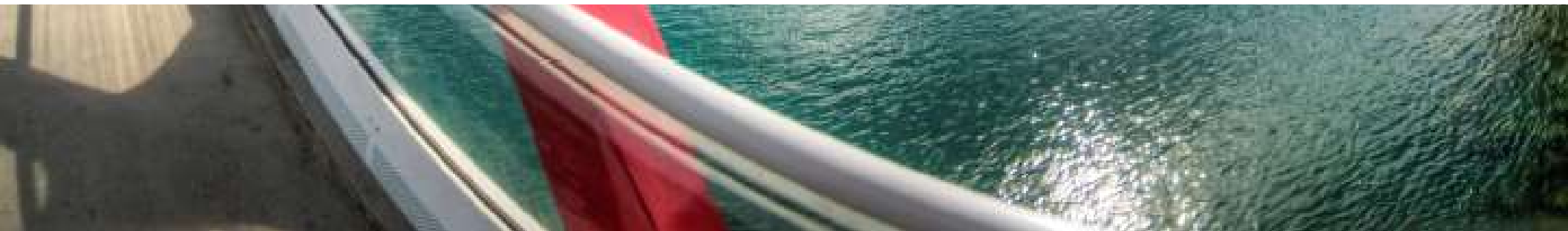
In your view, as a resident of the city of Calgary, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your local leaders?

Base: Valid respondents

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022



City Programs and Services



SUMMARY OF FINDINGS

Satisfaction with City Services and Programs

Overall satisfaction with City services and programs has statistically decreased since Spring 2022 but is on par with Fall 2021.

Calgary Fire Department has the highest level of satisfaction of 35 tested services and programs.

- Two-thirds (66%) of Calgarians are satisfied with the ‘overall level and quality of services and programs provided by The City of Calgary. Satisfaction has declined a statistically significant 5 points since Spring 2022 (71%), although it is on par with 68% in Fall 2021.
- The majority of Calgarians are satisfied (‘very’ or ‘somewhat’) with all 35 services and programs assessed, with satisfaction at 90% or higher for 11 services and programs, and ratings of 80% to 89% for another 14 services, for a total of 25 out of 35 services and programs receiving satisfaction ratings of 80% or more.
- Services receiving the **highest satisfaction ratings** (by 90% or more) include:
 - Calgary Fire Department (98%)
 - Calgary pathway system (93%)
 - Protection from river flooding (93%)
 - Disaster planning and response (93%)
 - Residential Blue Cart recycling (93%)
 - The quality of drinking water (93%)
 - Calgary’s parks, playgrounds and other open spaces (93%)
 - Residential Green Cart service (92%)
 - Animal control services for stray animals and pet licensing (91%)
 - Spring road cleaning (90%)
 - Residential garbage collection service (90%)
- Services receiving the **lowest satisfaction ratings** (under 70%) include:
 - Affordable housing for low income Calgarians (54%)
 - On street bikeways (66%)
 - Downtown revitalization (67%)

SUMMARY OF FINDINGS

Satisfaction with City Services and Programs (continued)

The biggest increase in satisfaction ratings is for snow removal.

The biggest decrease in satisfaction ratings is for 9-1-1 and Calgary Transit.

- Compared to Fall 2021, satisfaction has statistically increased for:
 - Snow removal (74%, up 6 points)
 - Disaster planning and response (93%, up 2 points)
- Satisfaction has statistically decreased since Fall Spring 2021 in five areas:
 - 9-1-1 (82%, down 12 points)
 - Calgary Transit including bus and CTrain service (72%, down 12 points)
 - Affordable housing for low income Calgarians (54%, down 9 points)
 - Calgary Police Service (82%, down 6 points)
 - City operated recreation PROGRAMS such as swimming lessons (87%, down 3 points)

SUMMARY OF FINDINGS

Importance vs. Satisfaction Analysis

Among others, primary **strengths** of City services and programs include Calgary Fire Department, the quality of drinking water, City operated roads and infrastructure and Calgary's parks, playgrounds and other open spaces.

- **Primary Strengths** are areas rated relatively high for both importance and satisfaction. Ten primary strengths are identified:
 - Calgary Fire Department
 - The quality of drinking water
 - City operated roads and infrastructure
 - Calgary's parks, playgrounds and other open spaces
 - Residential garbage collection service
 - Calgary's pathway system
 - Disaster planning and response
 - 311 service
 - Residential Blue Cart recycling
 - Spring road cleaning
- **Secondary Strengths** are areas with relatively high satisfaction ratings, although with relatively low importance ratings. Nine secondary strengths are identified:
 - Protection from river flooding
 - Residential Green Cart service
 - Animal control services for stray animals and pet licensing
 - City operated recreation facilities such as pools, leisure centres and golf courses
 - Business licenses and inspections
 - Support for arts and culture including festivals
 - City operated recreation programs such as swimming lessons
 - Community services such as support for community associations and not for profit groups
 - Bylaw services for things such as noise complaints, fire pits and weeds

SUMMARY OF FINDINGS

Importance vs. Satisfaction Analysis (continued)

Among others, primary **opportunities** for City services and programs include affordable housing, 9-1-1, and Calgary Police Service.

- **Primary Opportunities** are key areas opportunities for improvement. These areas are rated relatively high in importance and relatively low in satisfaction. Ten primary opportunities are identified:
 - Affordable housing for low-income Calgarians
 - Road maintenance including pothole repairs
 - Snow removal
 - Property tax assessment
 - City land use planning
 - Traffic flow management
 - Transportation planning
 - Social services for individuals such as seniors or youth
 - 9-1-1
 - Calgary Police Service
- **Secondary Opportunities** are areas relatively low in satisfaction but are also generally less important. Six secondary opportunities have been identified:
 - Downtown revitalization
 - City growth management
 - Calgary Transit including bus and CTrain service
 - On-street bikeways
 - City of Calgary website
 - Development and building inspections and permits



SUMMARY OF FINDINGS

Investment Priorities

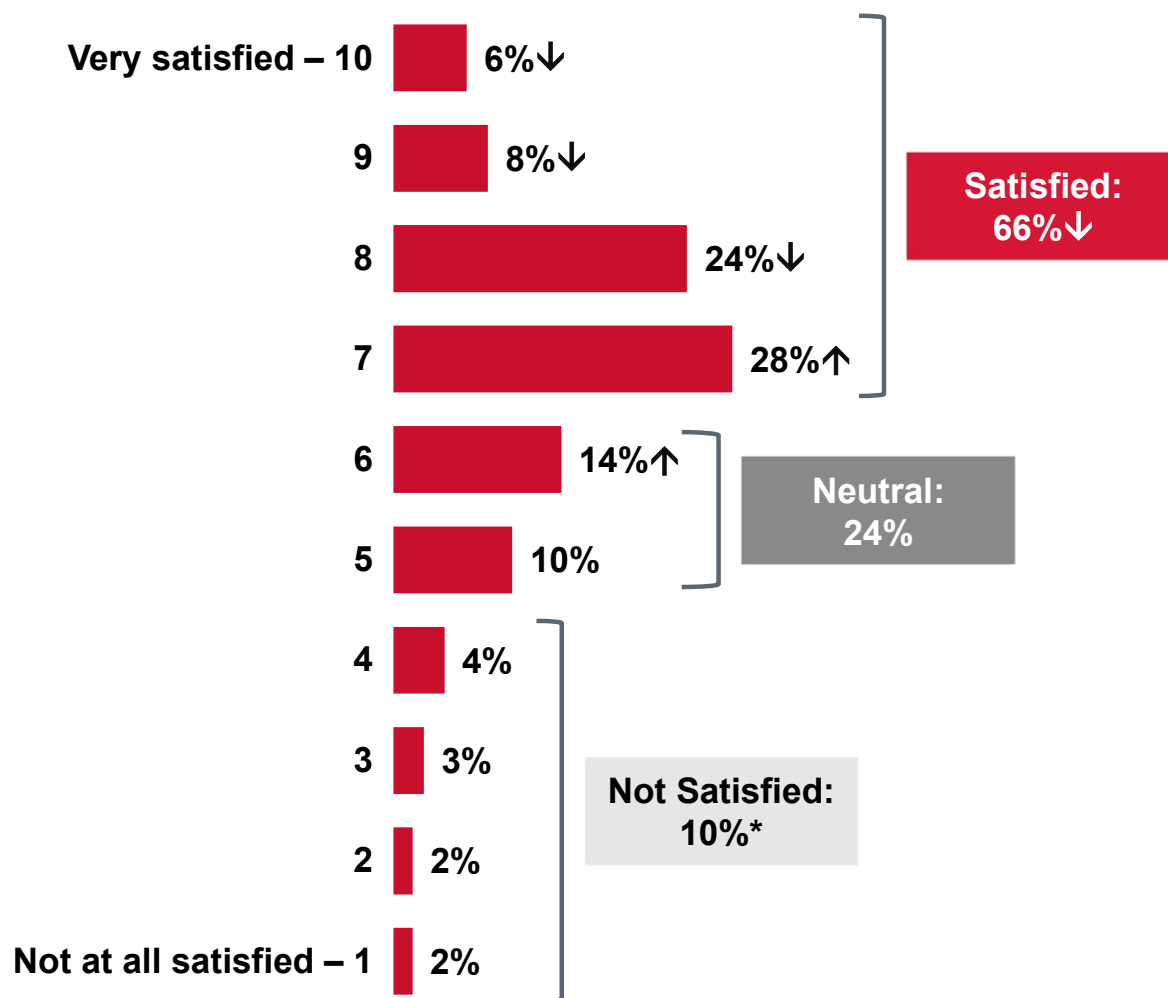
The top three investment priorities are affordable housing, social services, and Calgary Transit.

The biggest increases in desired investment are for 9-1-1, and Calgary Transit.

- A majority of Calgarians would like to see The City ‘invest more’ in:
 - Affordable housing for low-income families (74%)
 - Social services for individuals such as seniors or youth (70%)
 - Calgary Transit including bus and CTrain service (61%)
 - 9-1-1 (59%)
 - Snow removal (55%)
 - Road maintenance including pothole repairs (55%)
 - Calgary Police Service (53%)
- Statistical increases in ‘*more investment*’ are notable in eleven areas vs. Fall 2021:
 - 9-1-1 (59%, up 15 points)
 - Calgary Transit including bus and CTrain service (61%, up 10 points)
 - Social services for individuals such as seniors or youth (70%, up 7 points)
 - Calgary Police Service (53%, up 7 points)
 - City land use planning (37%, up 6 points)
 - Transportation planning (49%, up 5 points)
 - City operated roads and infrastructure (47%, up 5 points)
 - 311 service (32%, up 5 points)
 - Affordable housing for low-income families (74%, up 4 points)
 - City operated recreation PROGRAMS, such as swimming lessons (41%, up 4 points)
 - City of Calgary website (25%, up 3 points)
- Statistical decreases in ‘*more investment*’ are notable in two areas vs. Fall 2021:
 - Support for arts and culture including festivals (28%, down 5 points)
 - Snow removal (55%, down 5 points)



Satisfaction with the Overall Level and Quality of City Services and Programs



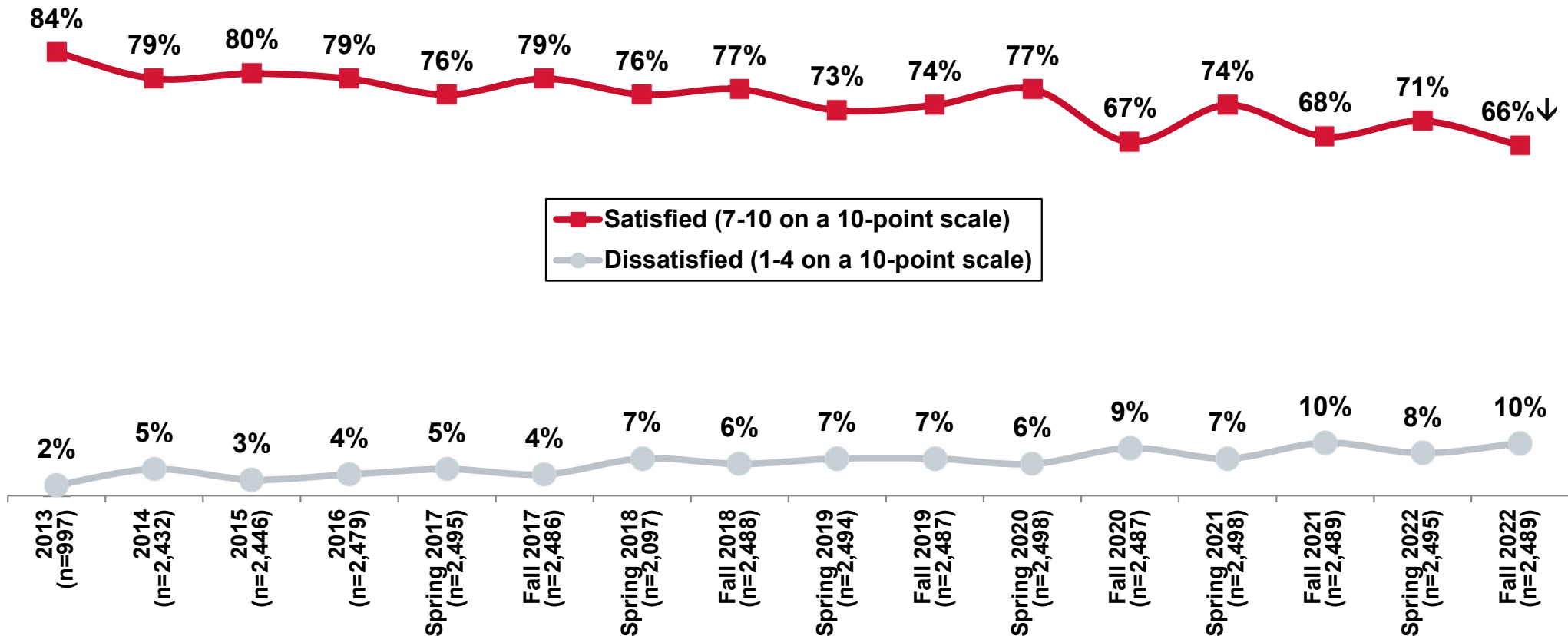
On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
Base: Valid respondents (n=2,489)

*Rounding

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022

Tracking | Satisfaction with the Overall Level and Quality of City Services and Programs

Satisfaction with the overall level and quality of services and programs provided by The City of Calgary



On a scale from “1” to “10” where “1” represents “not at all satisfied” and “10” represents “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

Neutral ratings of 5 or 6 not shown

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022

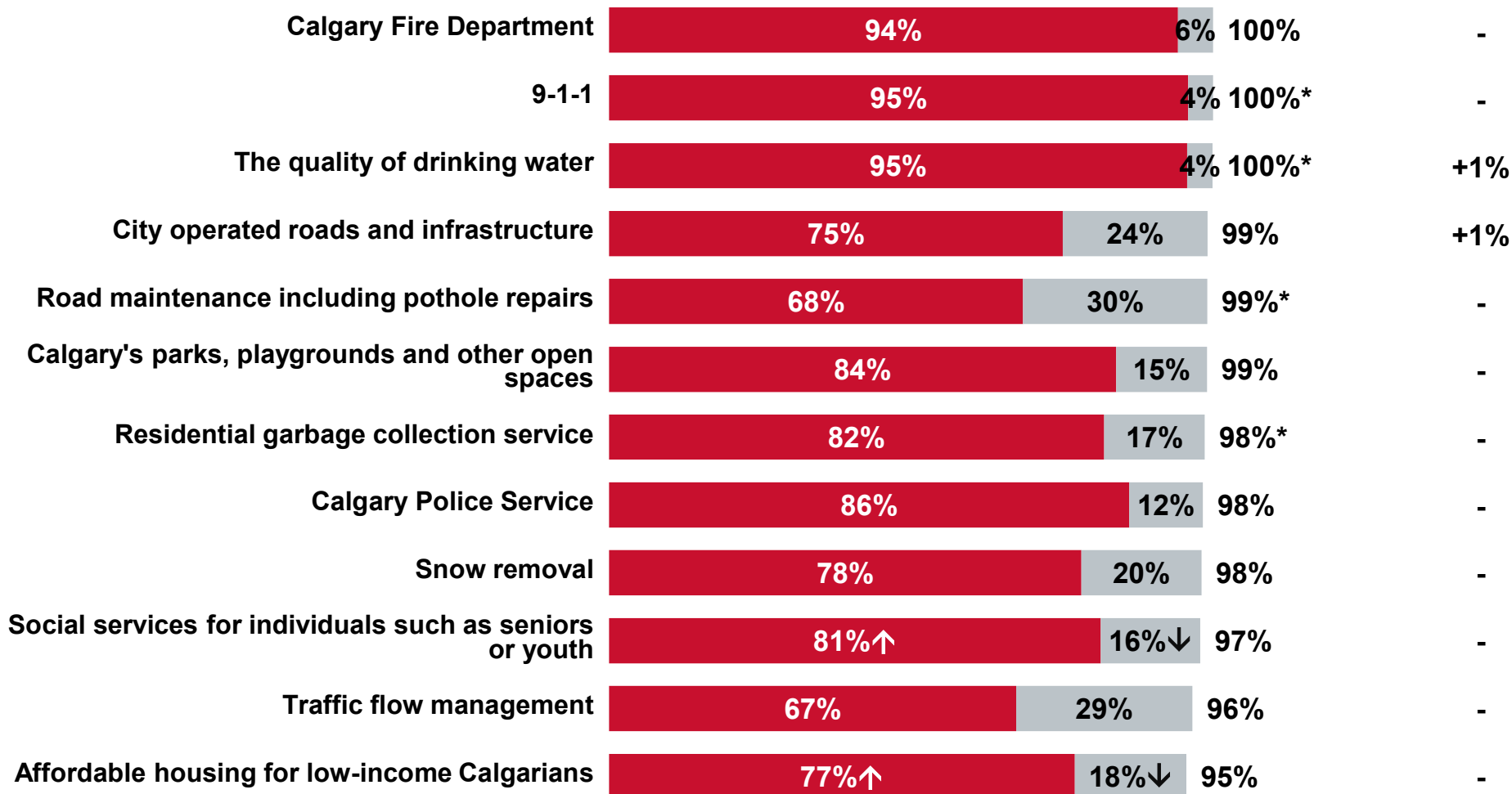


Importance of City Programs and Services

% Important

■ Very important ■ Somewhat important

Change
Fall 2021 – Fall 2022



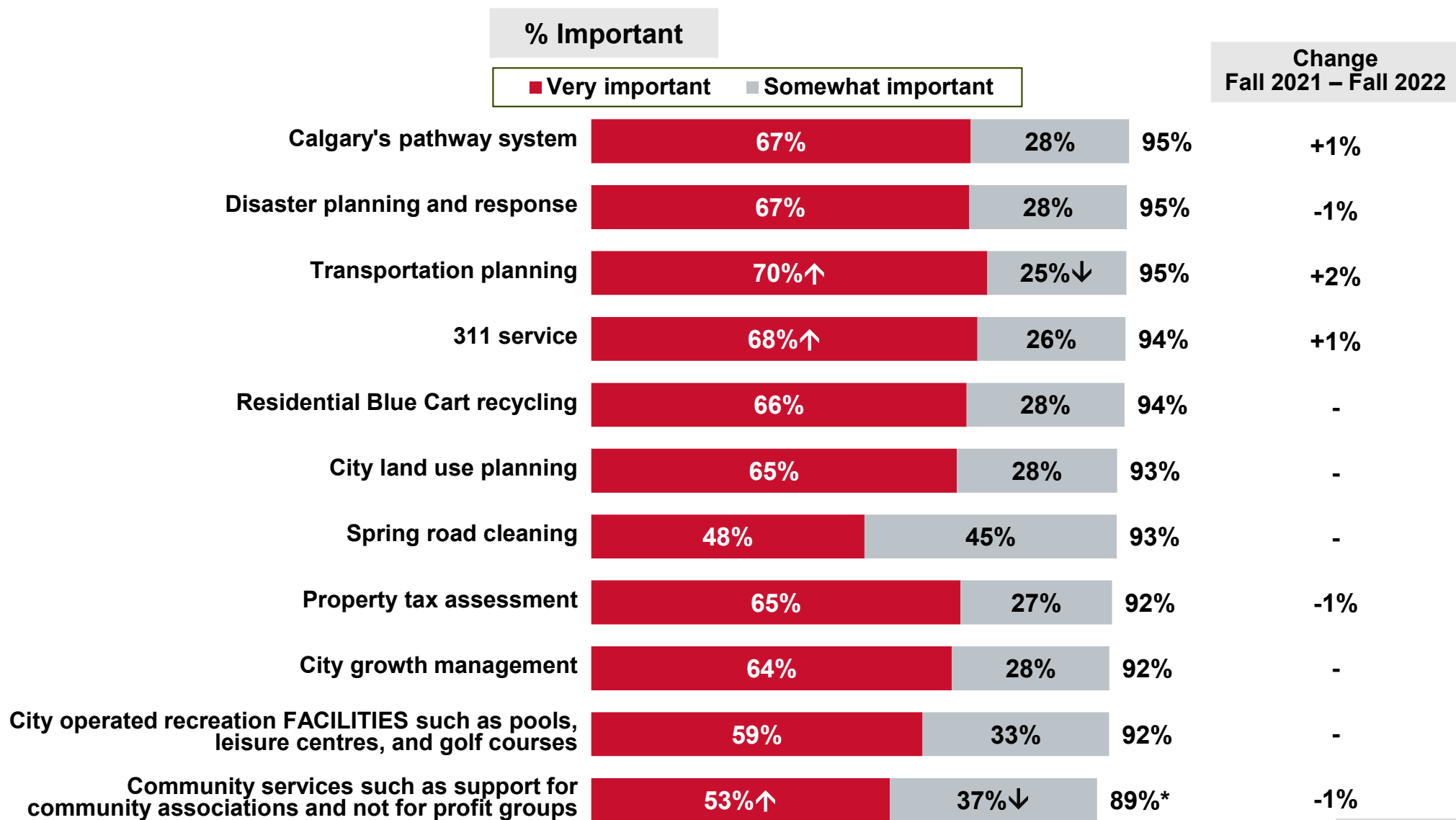
*Rounding

I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.
Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
↓ Statistically lower than Fall 2021



Importance of City Programs and Services (continued)



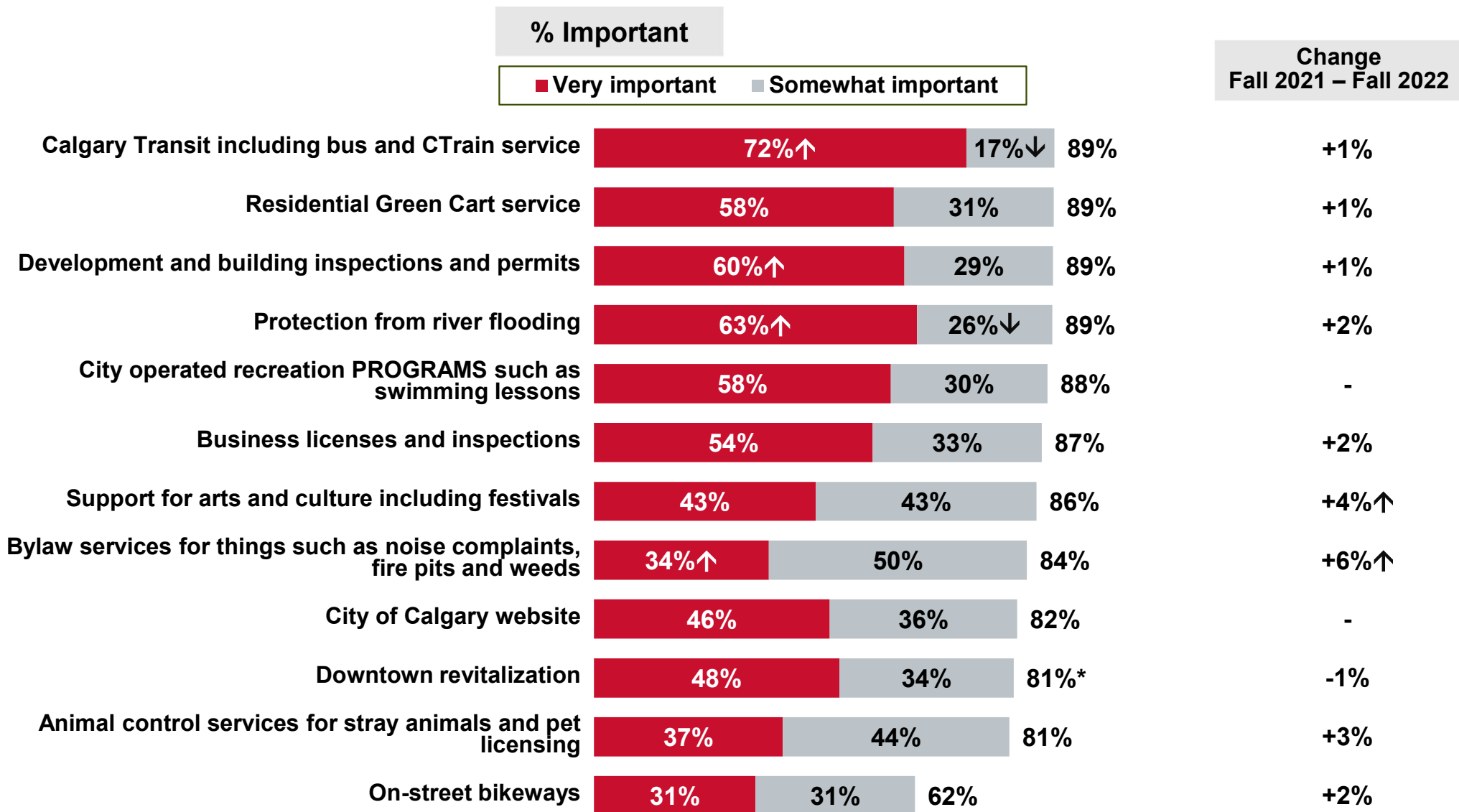
*Rounding

*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.
Base: Valid respondents (Bases vary)*

↑Statistically higher than Fall 2021
↓Statistically lower than Fall 2021



Importance of City Programs and Services (continued)

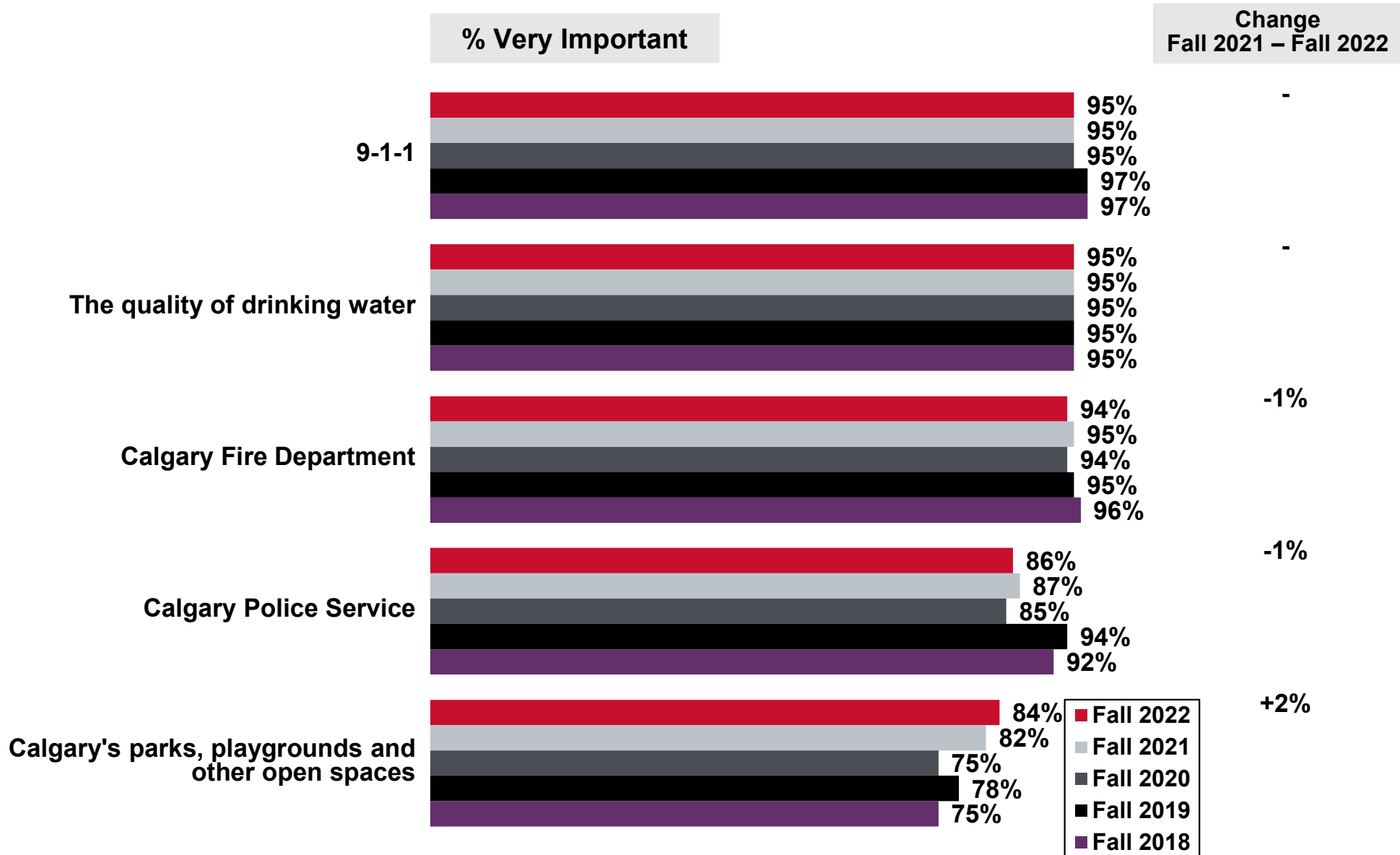


*Rounding

*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.*
Base: Valid respondents (Bases vary)

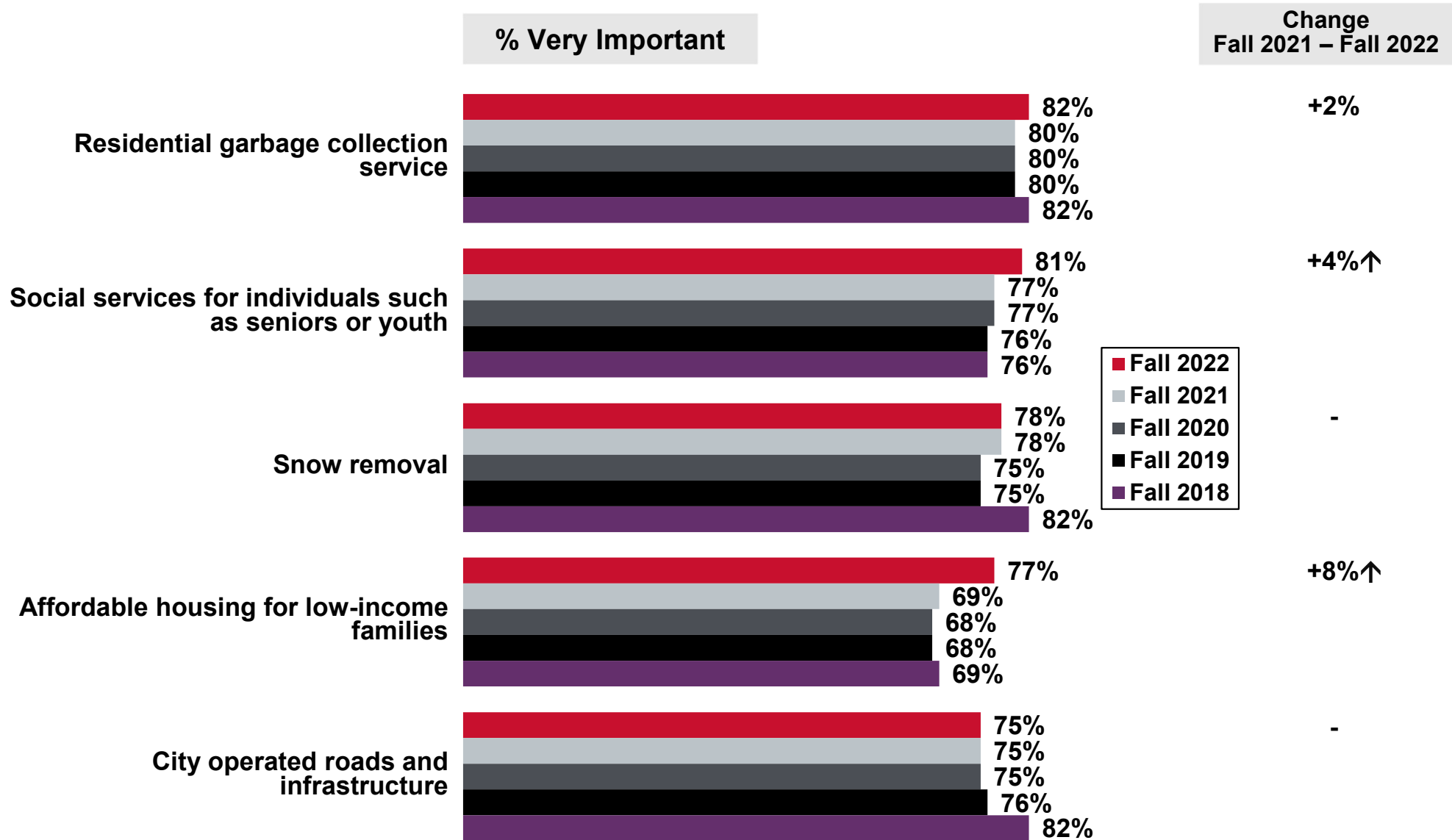
↑Statistically higher than Fall 2021
↓Statistically lower than Fall 2021

Tracking | Importance of City Programs and Services



*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.*
Base: Valid respondents (Bases vary)

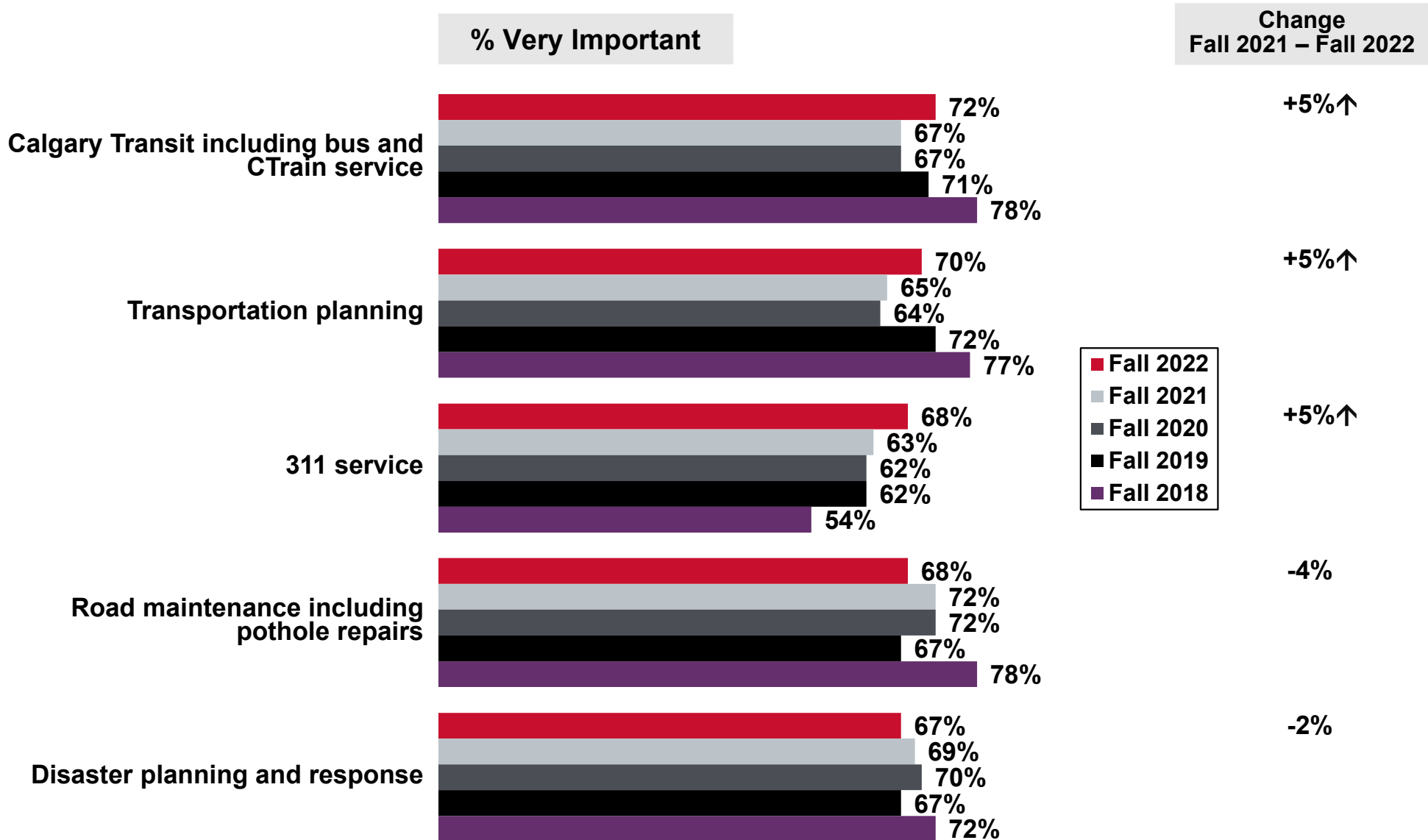
Tracking | Importance of City Programs and Services (continued)



I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.
 Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021

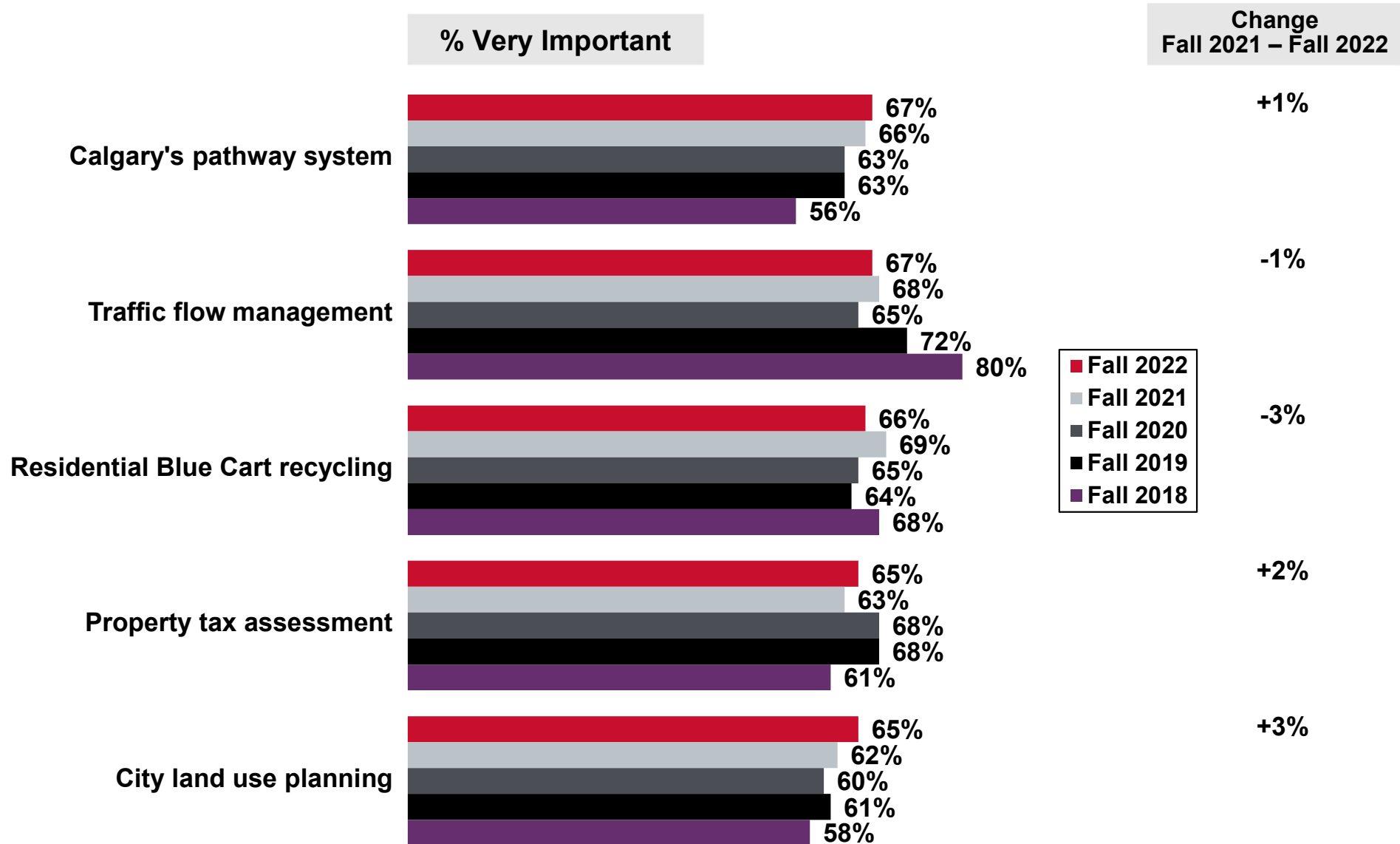
Tracking | Importance of City Programs and Services (continued)



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 Base: Valid respondents (Bases vary)

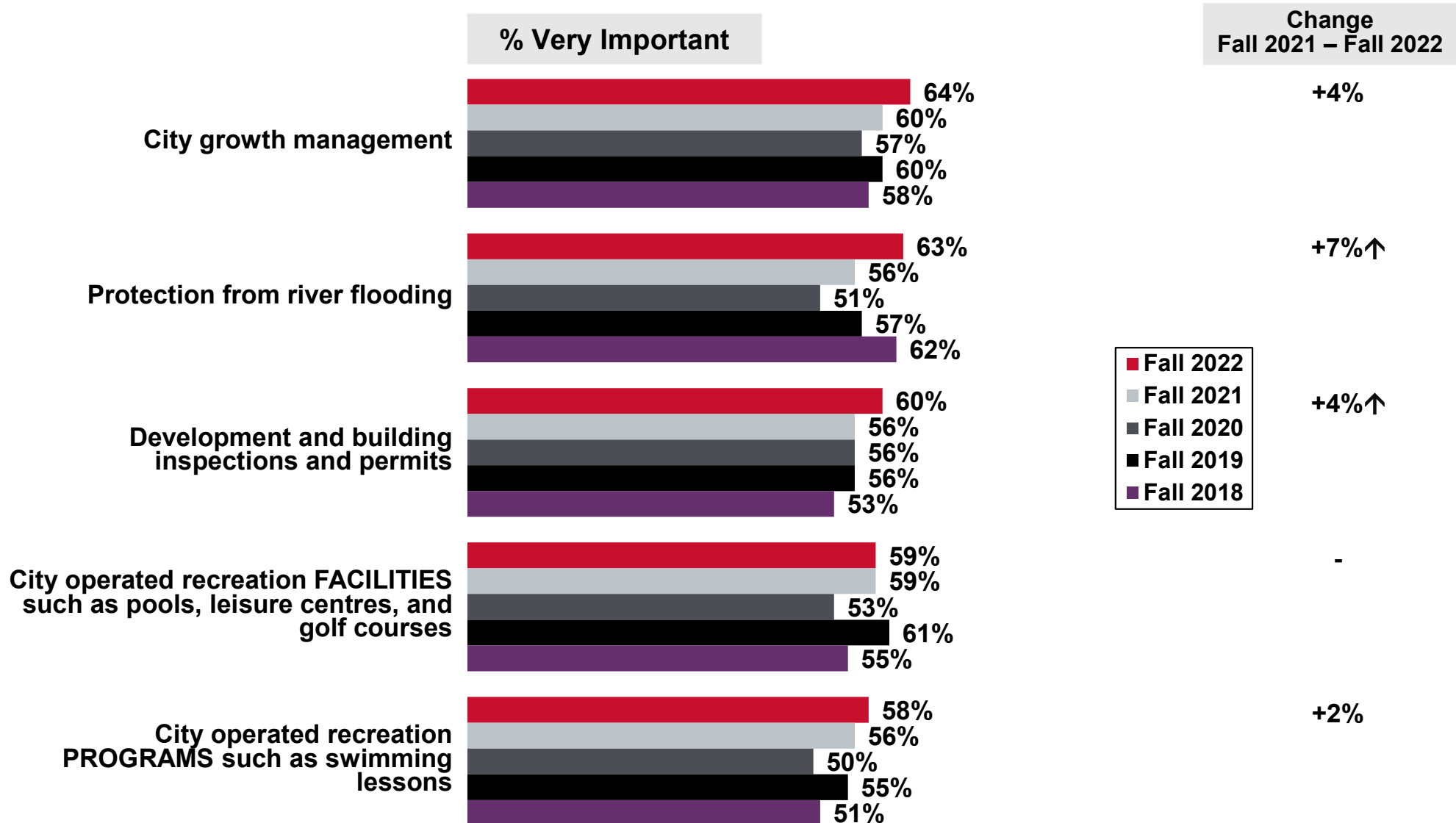
↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021

Tracking | Importance of City Programs and Services (continued)



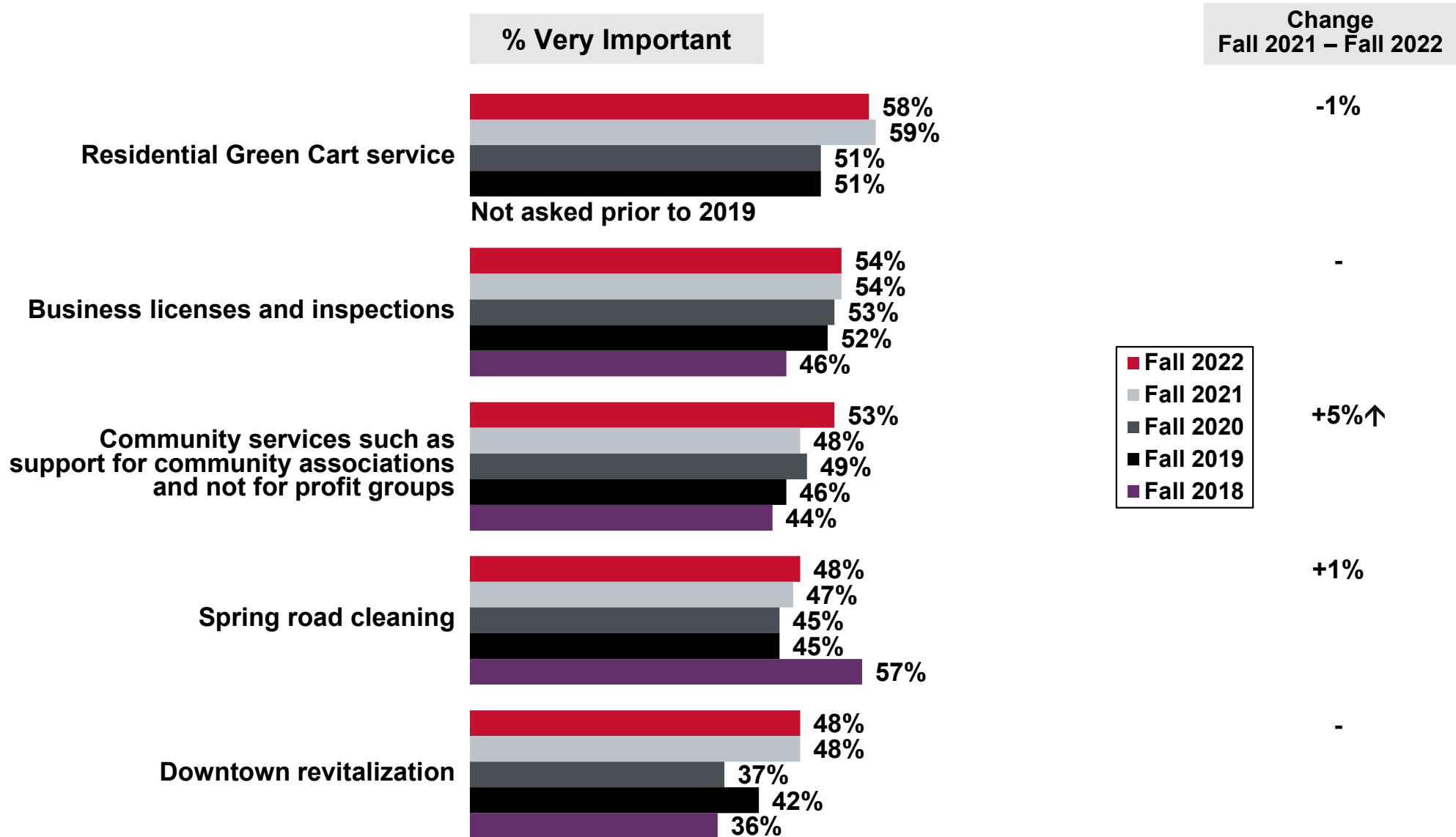
*I am going to read a list of programs and services provided to you by The City of Calgary.
Please tell me how important each one is to you.*
Base: Valid respondents (Bases vary)

Tracking | Importance of City Programs and Services (continued)



I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.
 Base: Valid respondents (Bases vary)

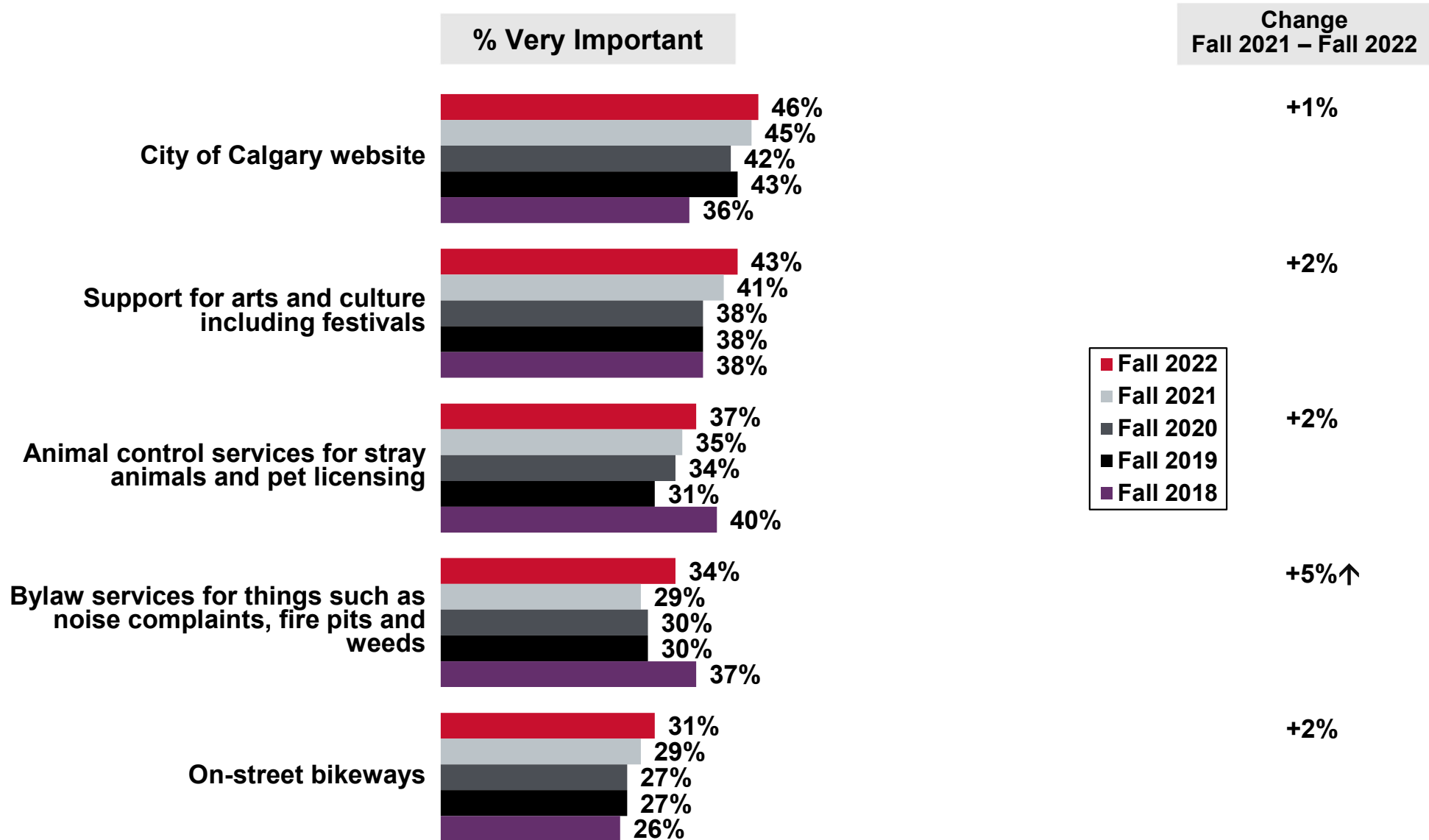
Tracking | Importance of City Programs and Services (continued)



I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.
 Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021

Tracking | Importance of City Programs and Services (continued)

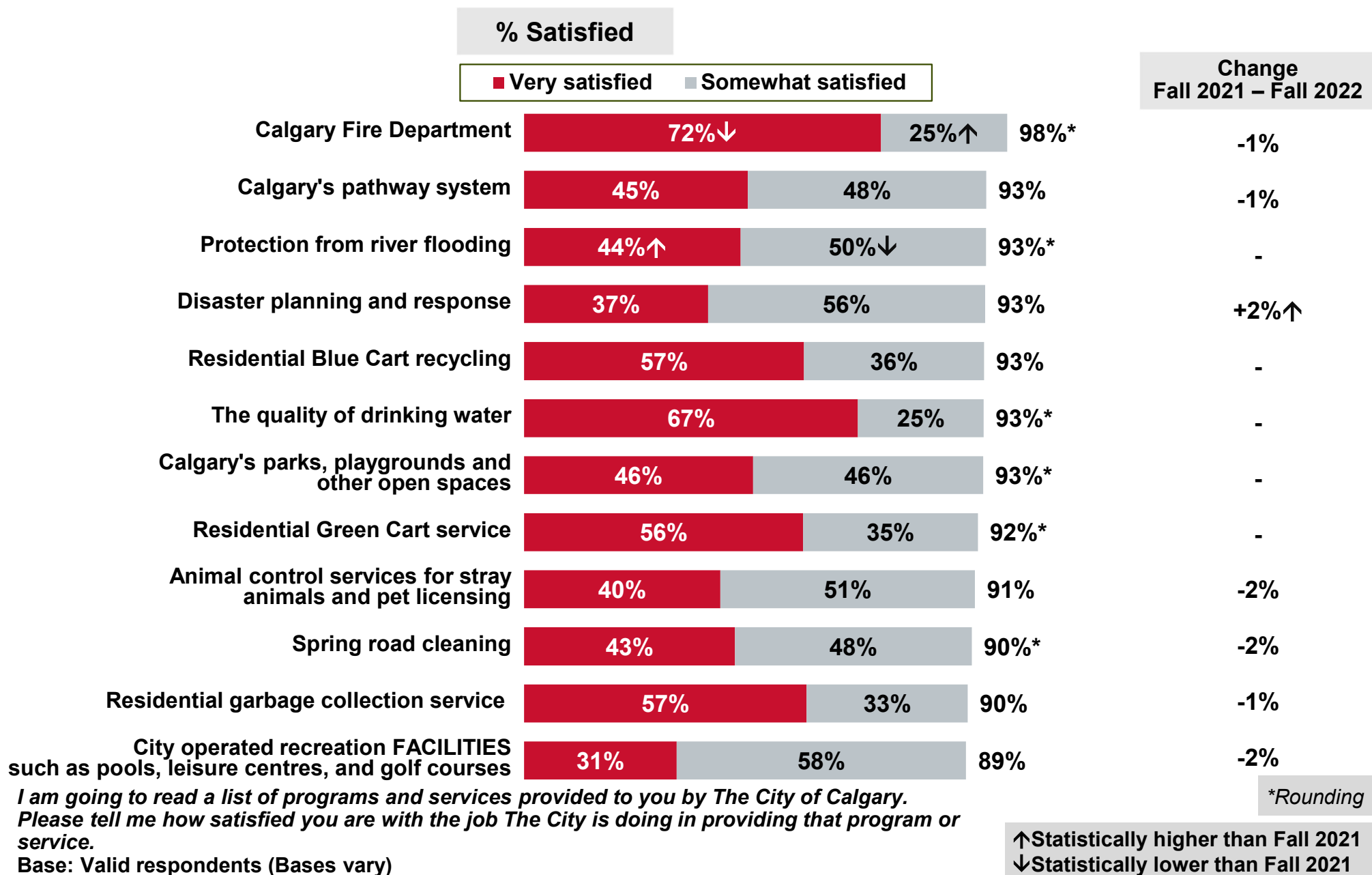


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how important each one is to you.
 Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021



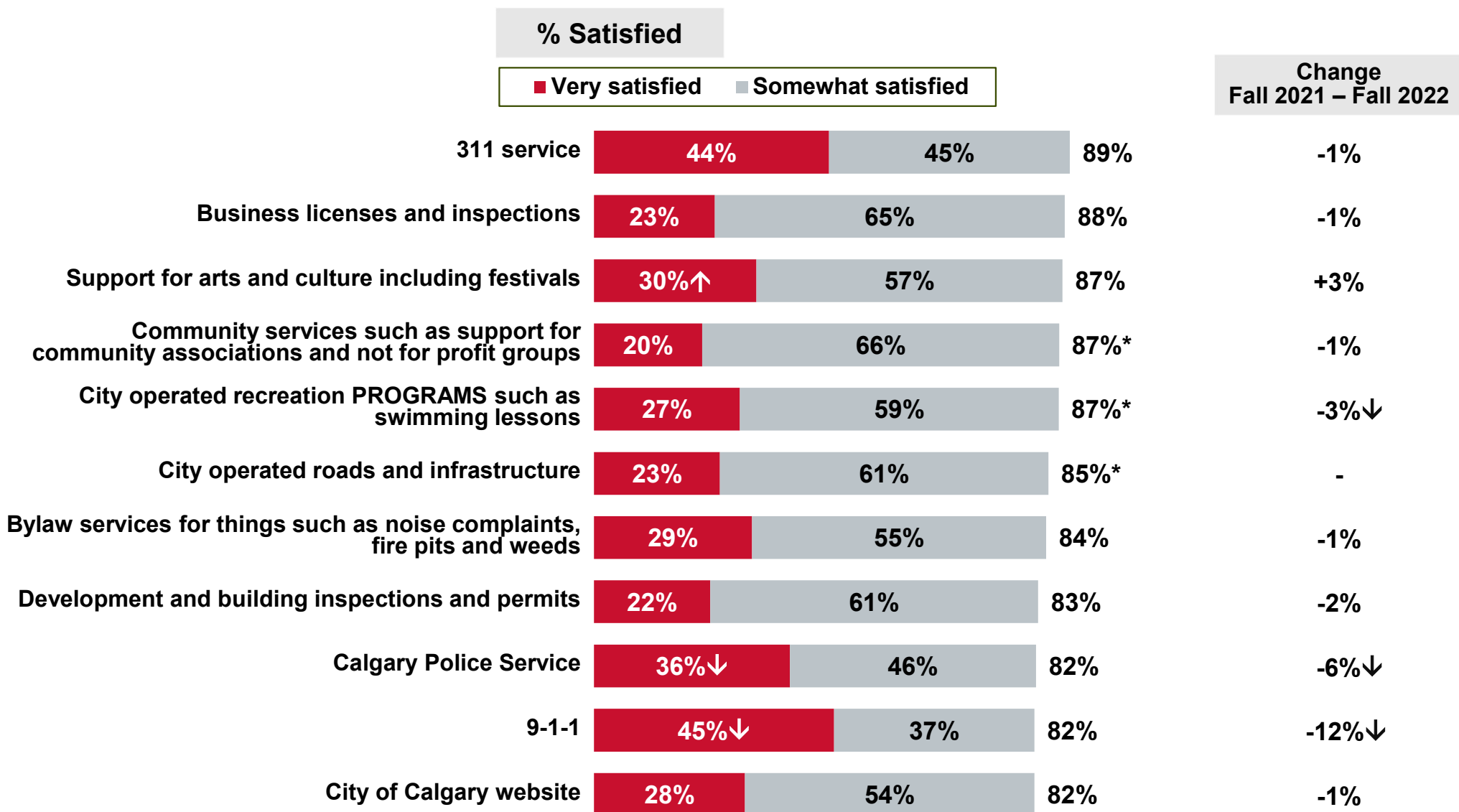
Satisfaction with City Programs and Services





Satisfaction with City Programs and Services

(continued)



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.

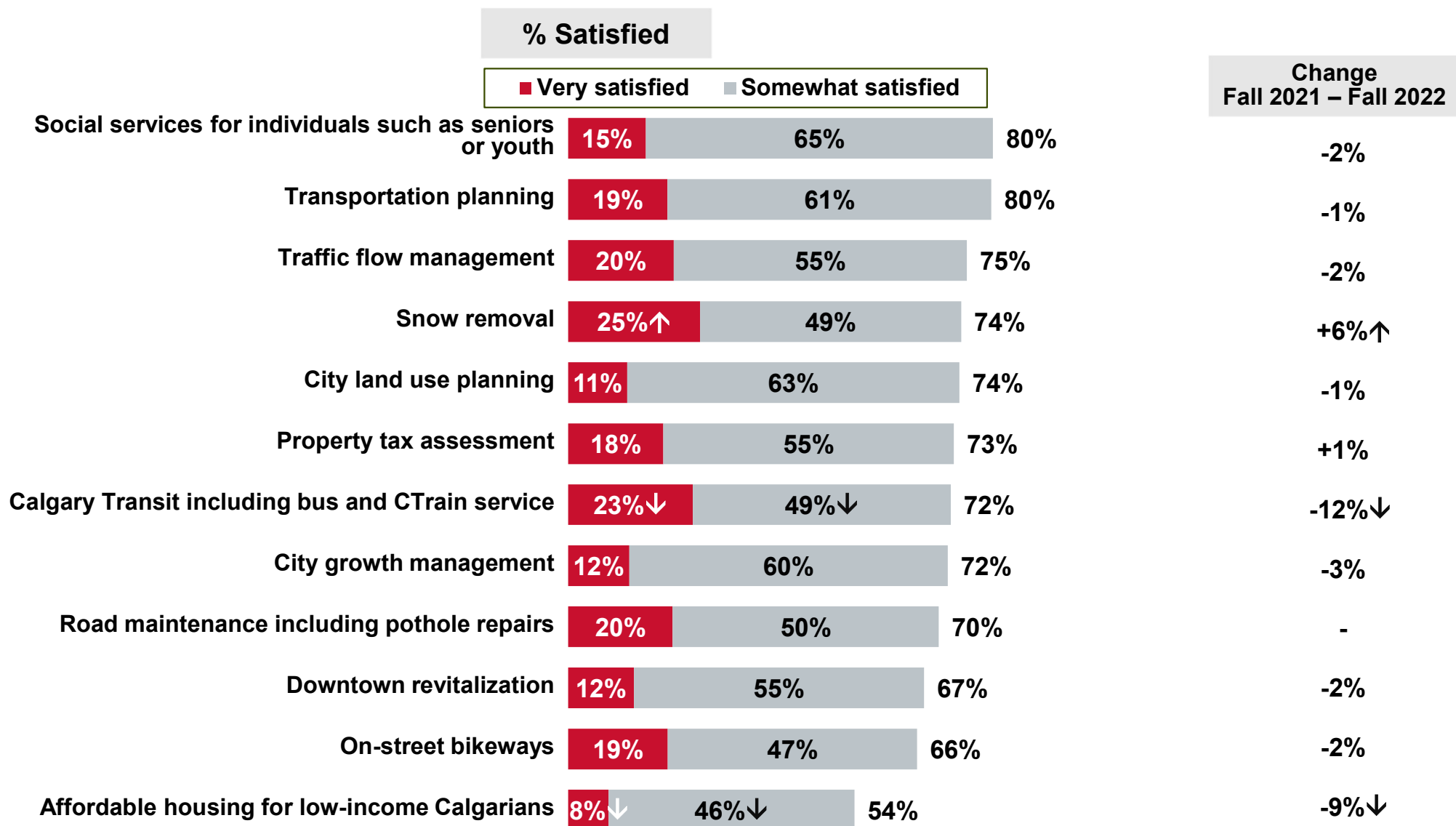
Base: Valid respondents (Bases vary)

*Rounding

↑Statistically higher than Fall 2021
↓Statistically lower than Fall 2021



Satisfaction with City Programs and Services (continued)



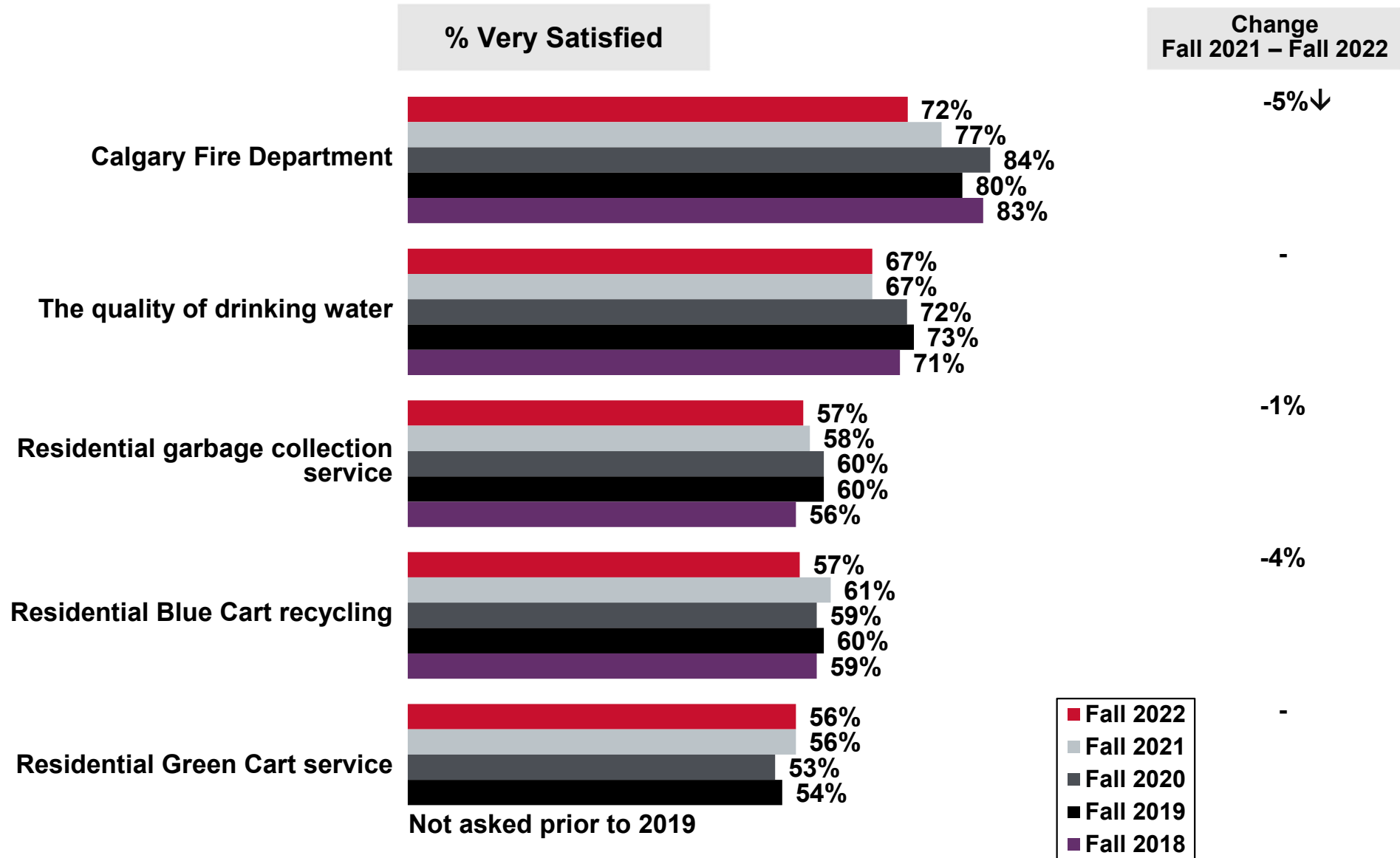
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Base: Valid respondents (Bases vary)

*Rounding

↑ Statistically higher than Fall 2021
↓ Statistically lower than Fall 2021

Tracking | Satisfaction of City Programs and Services

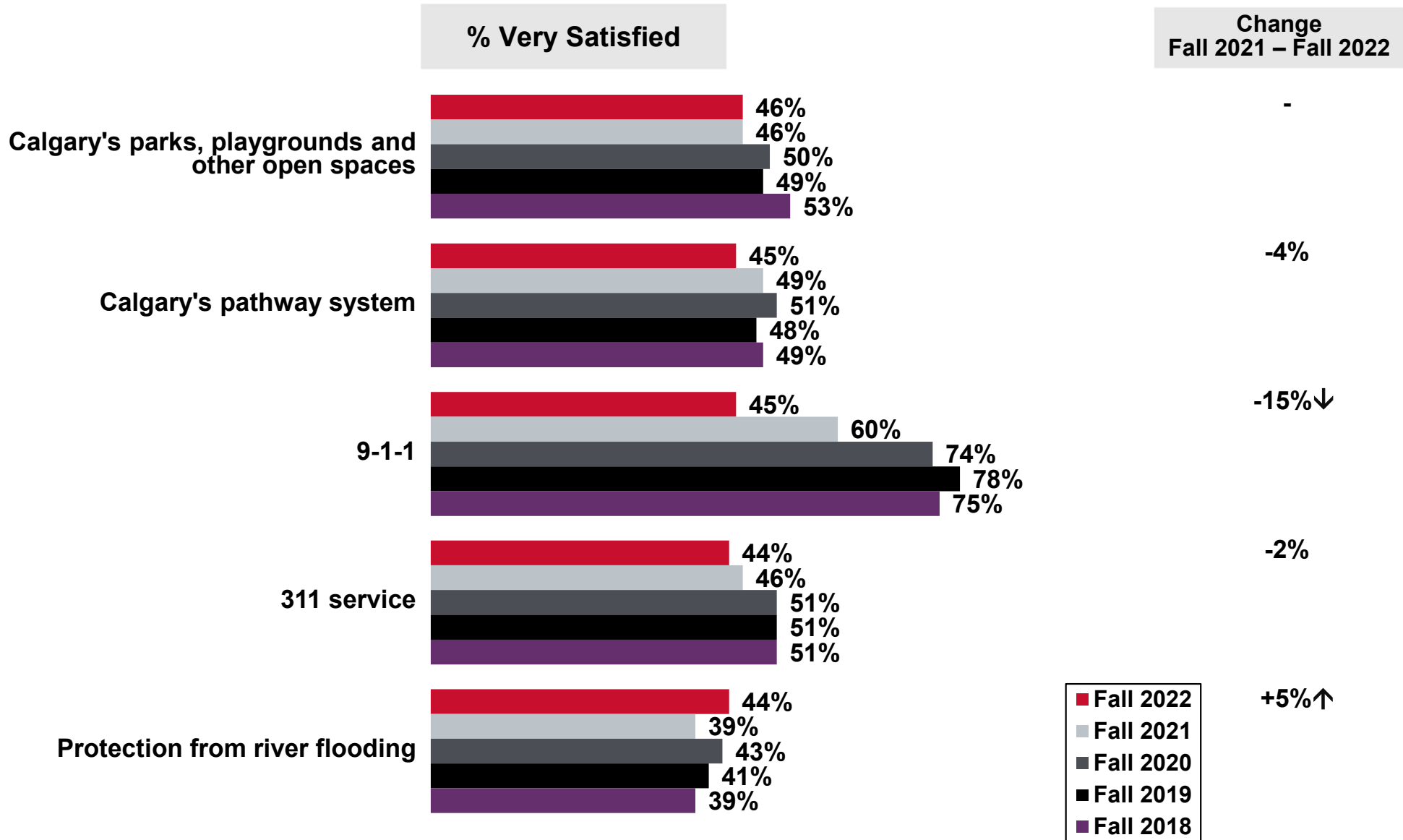


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021

Tracking I Satisfaction of City Programs and Services (continued)

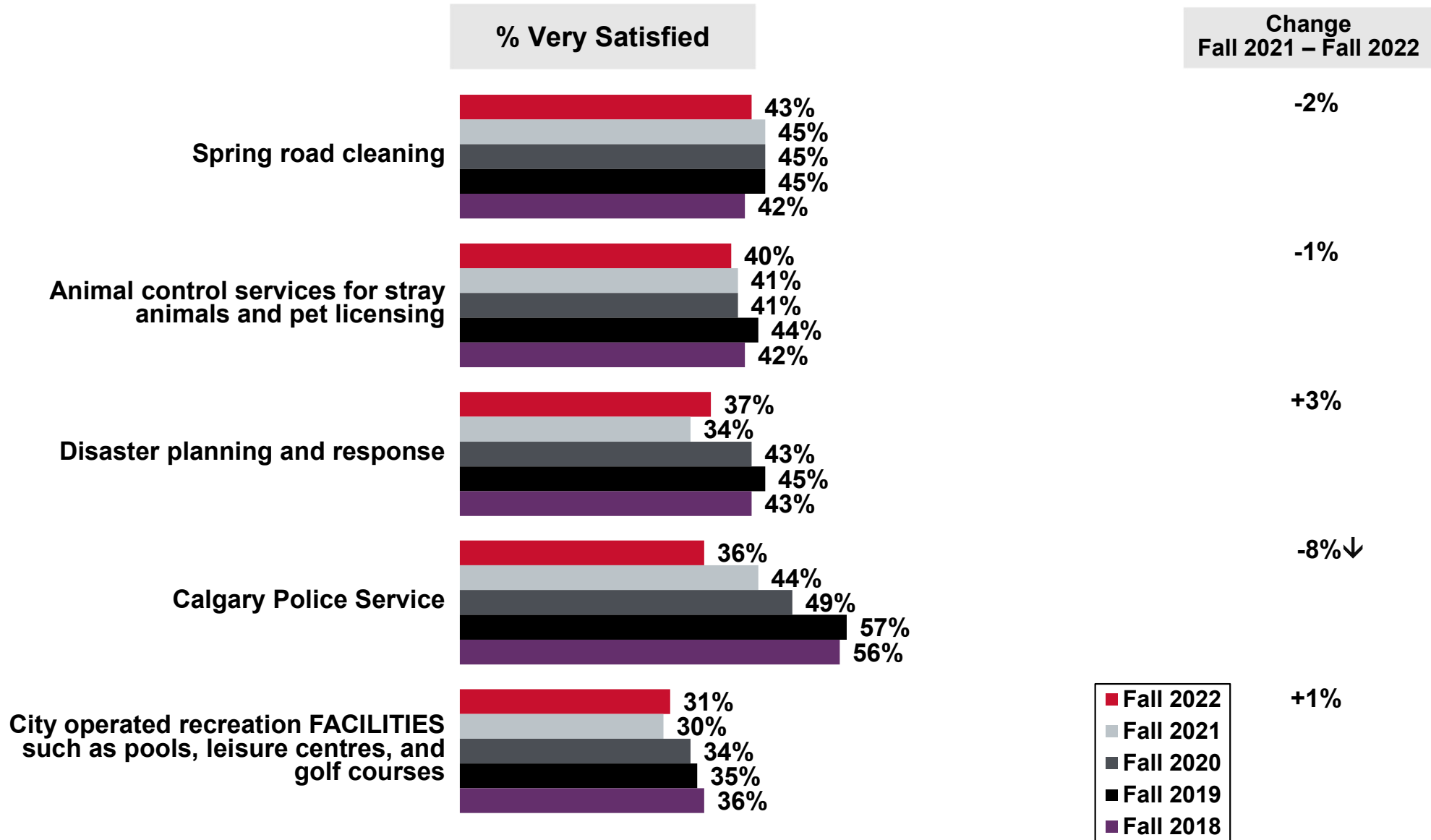


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Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021

Tracking | Satisfaction of City Programs and Services (continued)

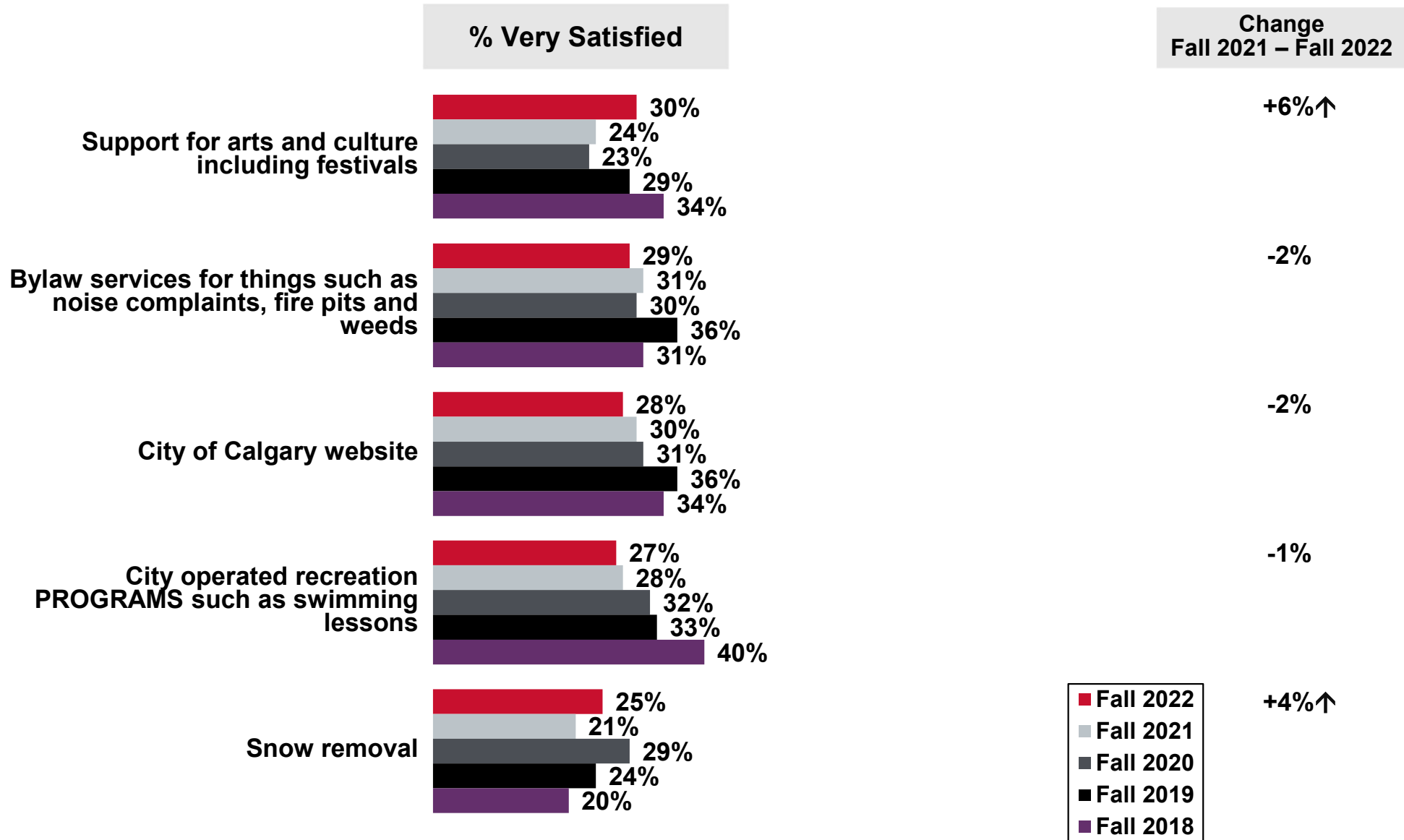


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021

Tracking I Satisfaction of City Programs and Services (continued)

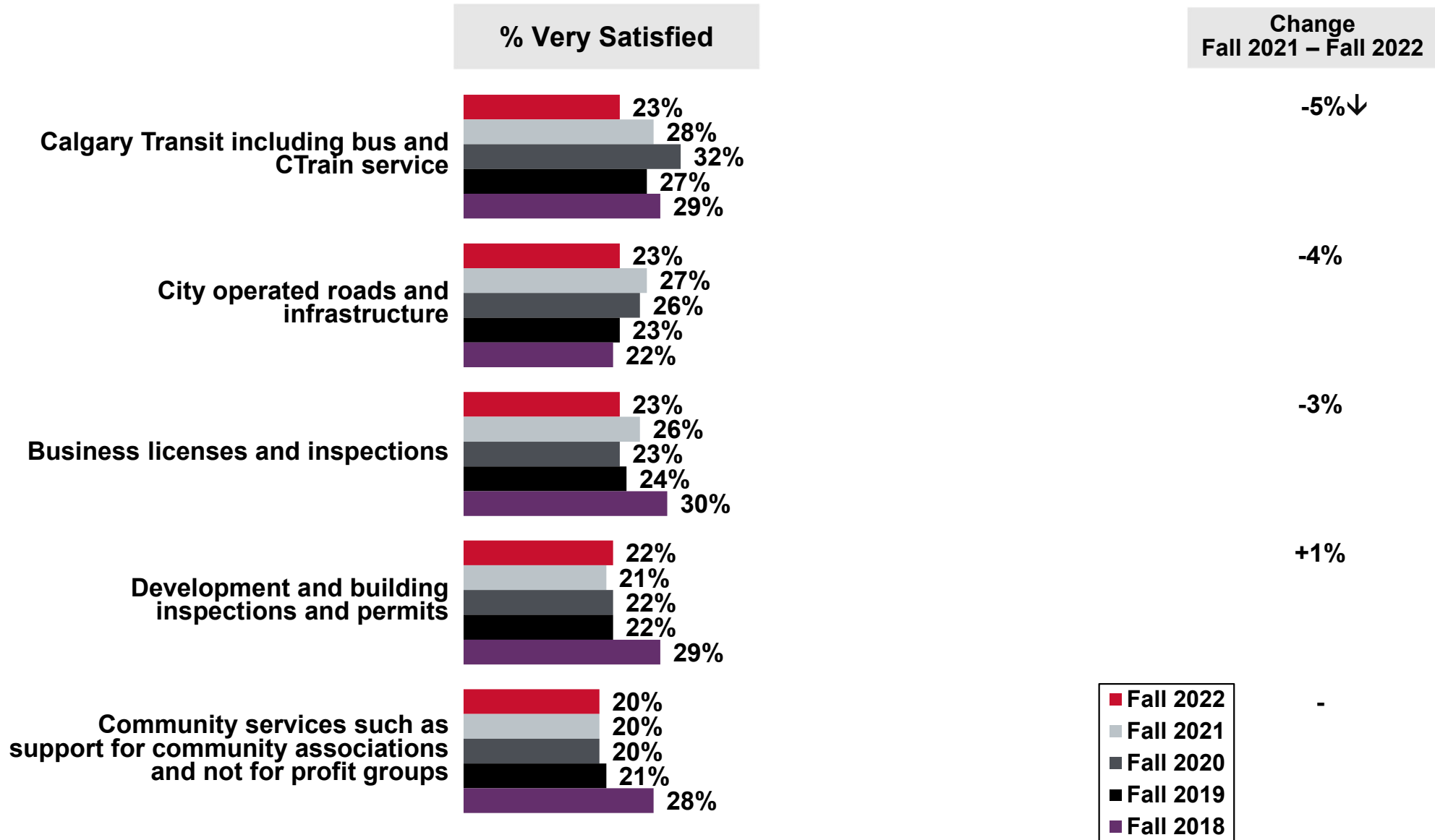


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Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021

Tracking I Satisfaction of City Programs and Services (continued)

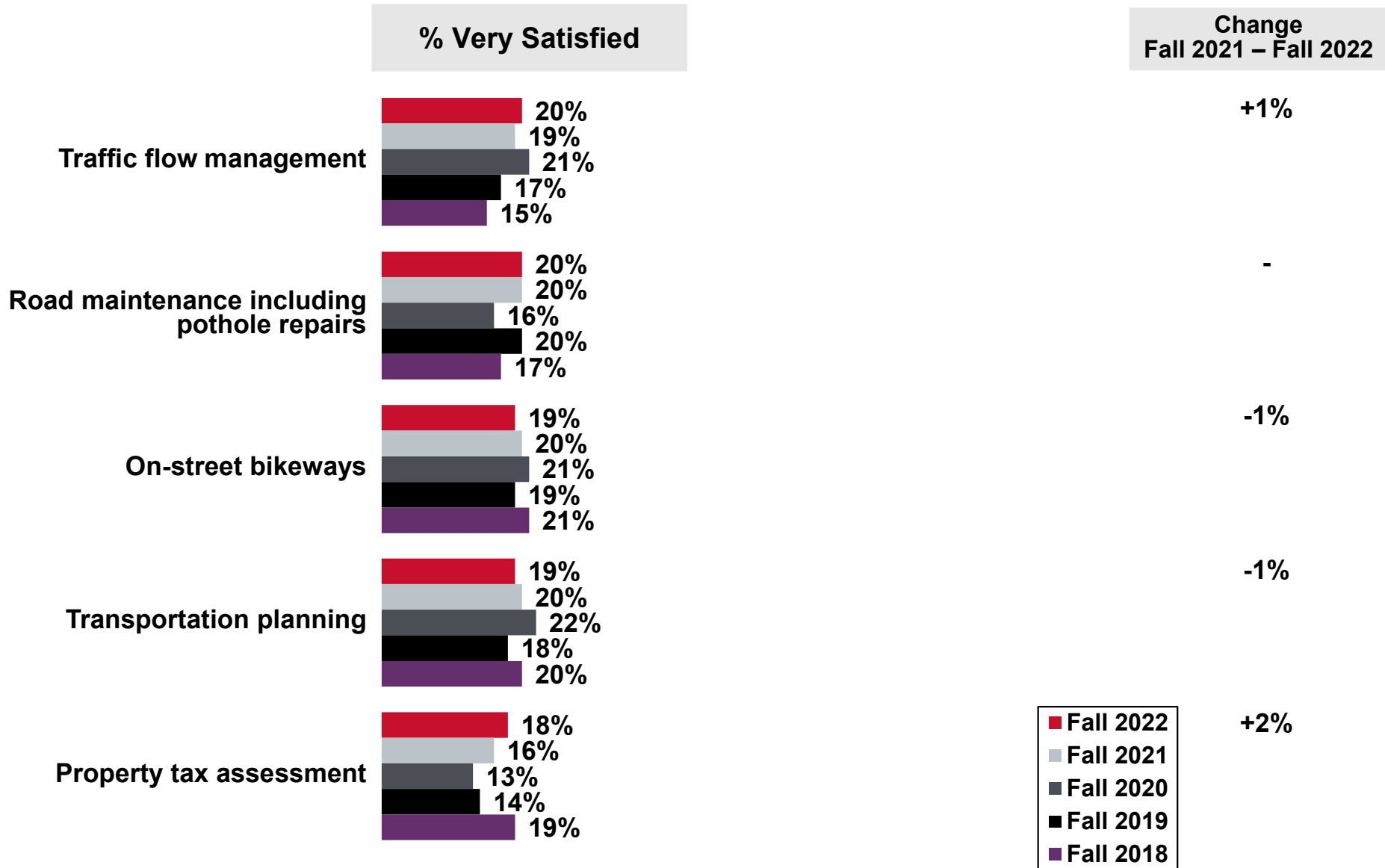


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021

Tracking I Satisfaction of City Programs and Services (continued)

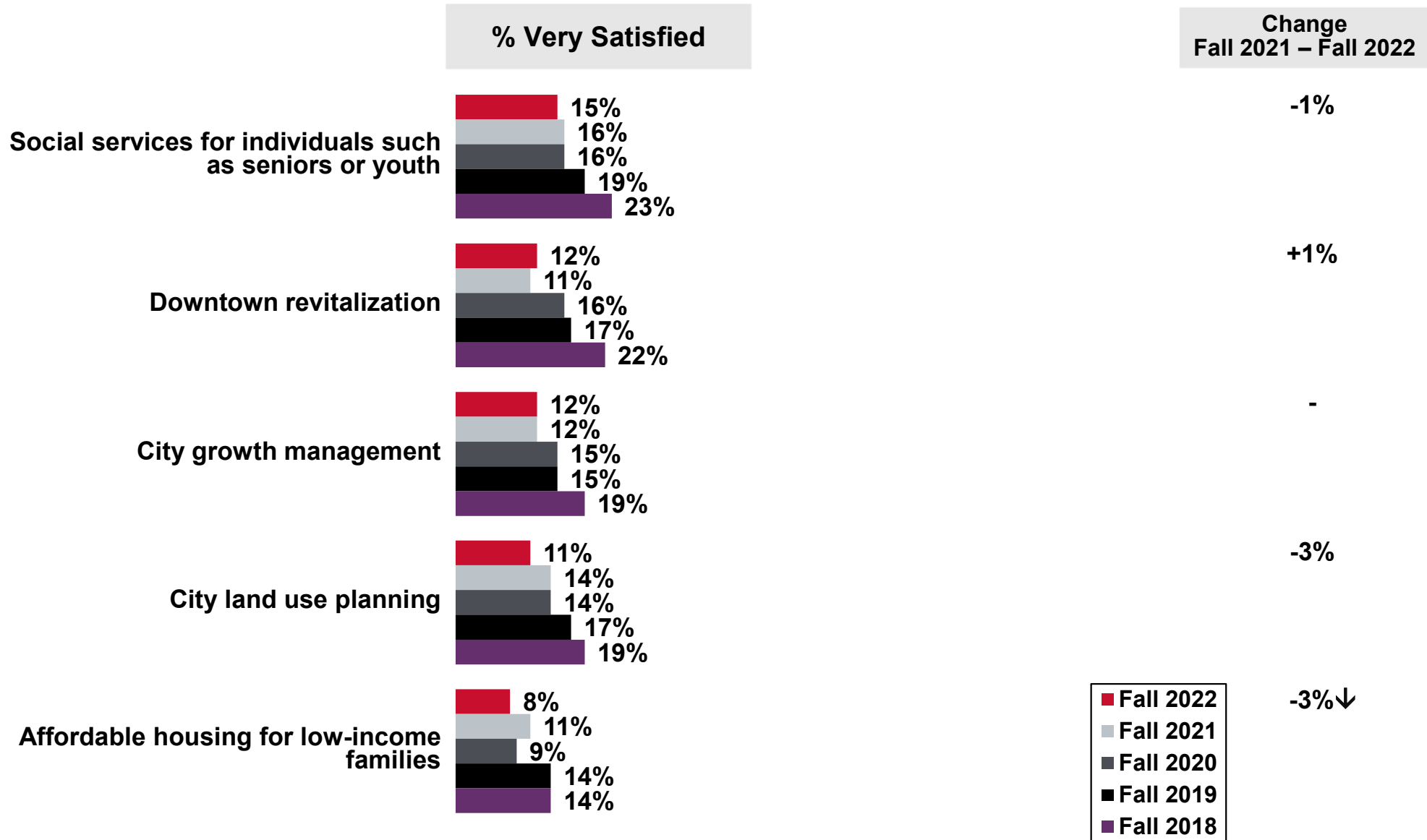


I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me how satisfied you are with the job The City is doing in providing that program or service.

Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
 ↓ Statistically lower than Fall 2021

Tracking | Satisfaction of City Programs and Services (continued)



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.

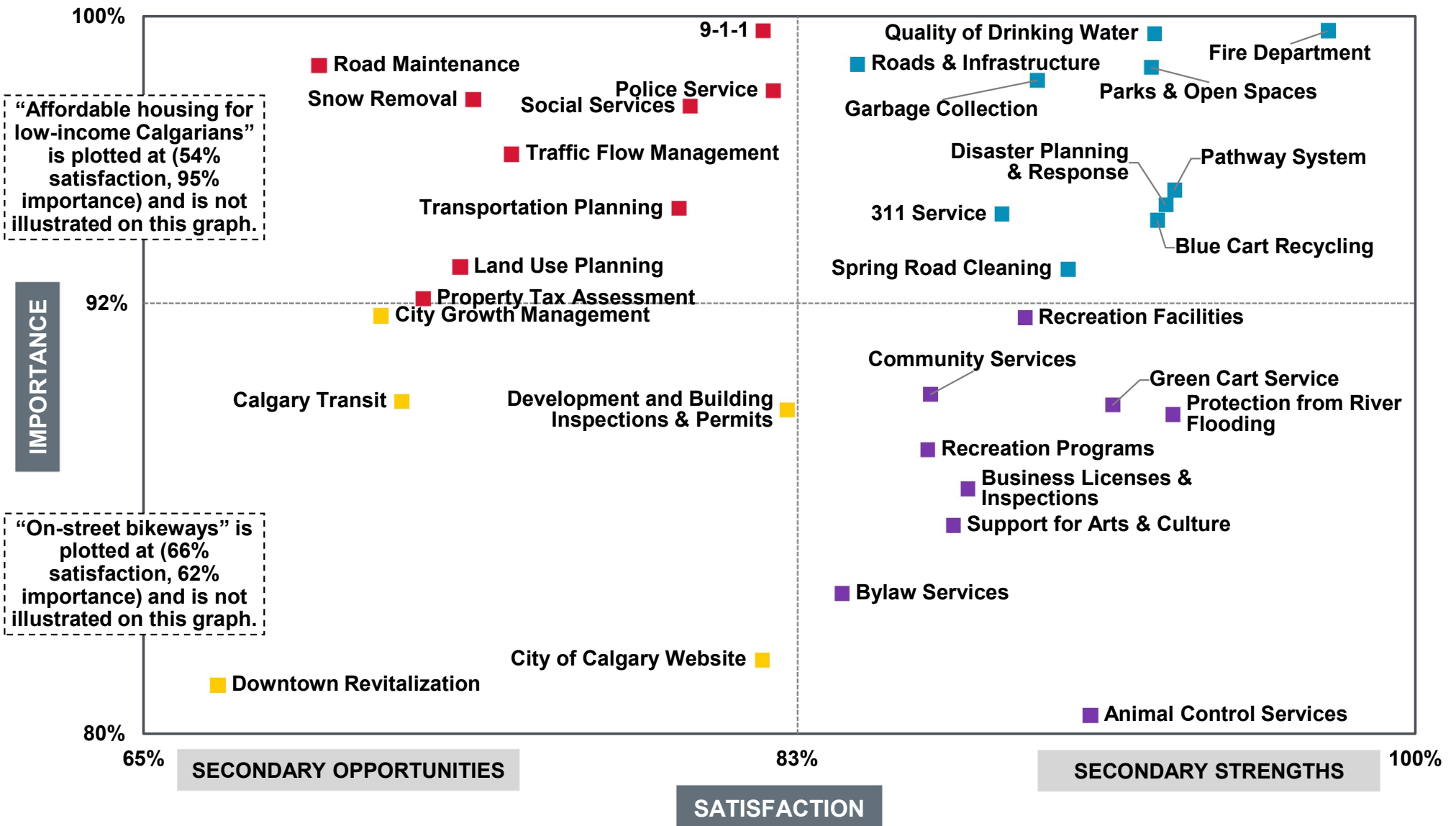
Base: Valid respondents (Bases vary)

↑ Statistically higher than Fall 2021
↓ Statistically lower than Fall 2021

Importance vs. Satisfaction Grid

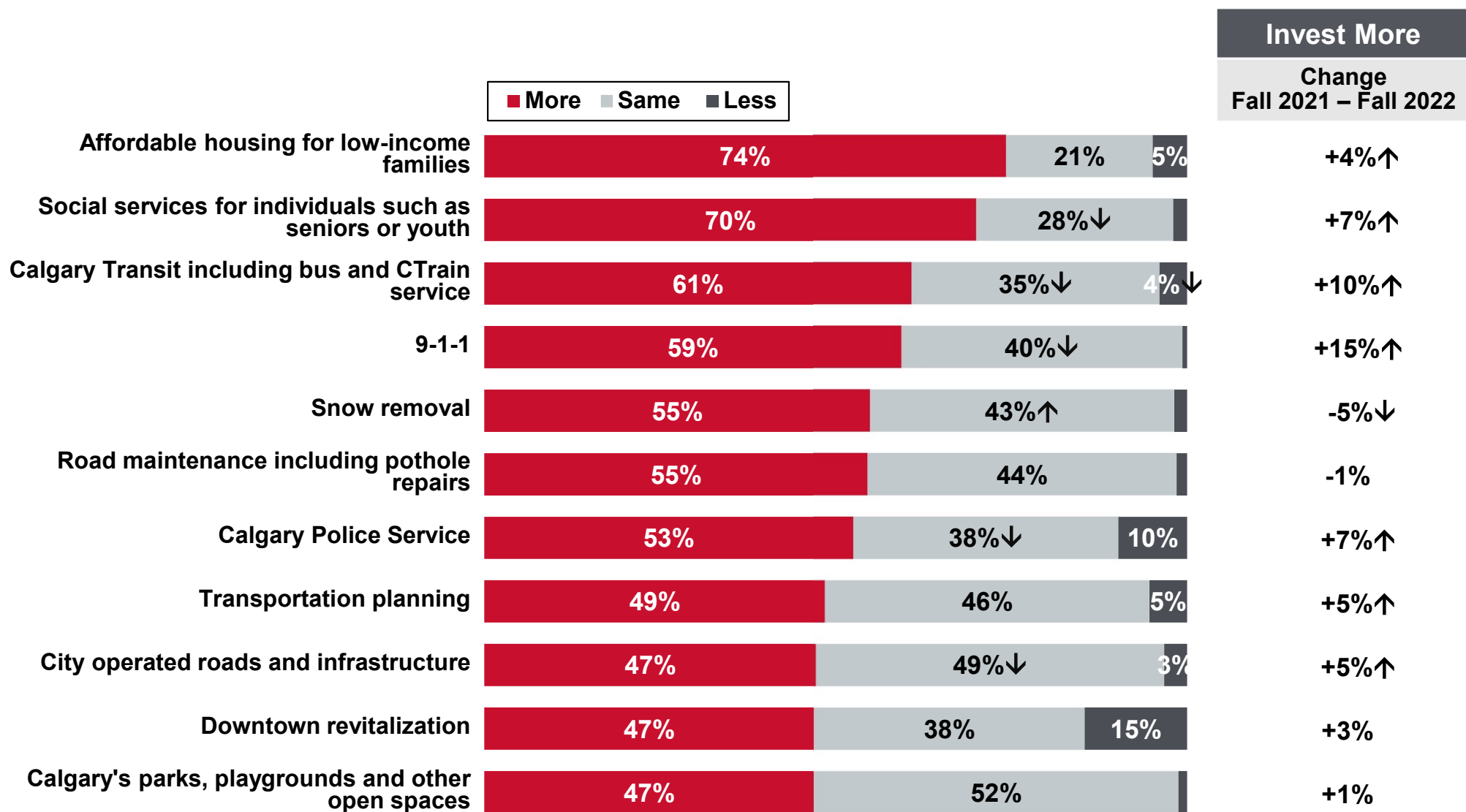
PRIMARY OPPORTUNITIES

PRIMARY STRENGTHS





Investment in City Programs and Services



I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

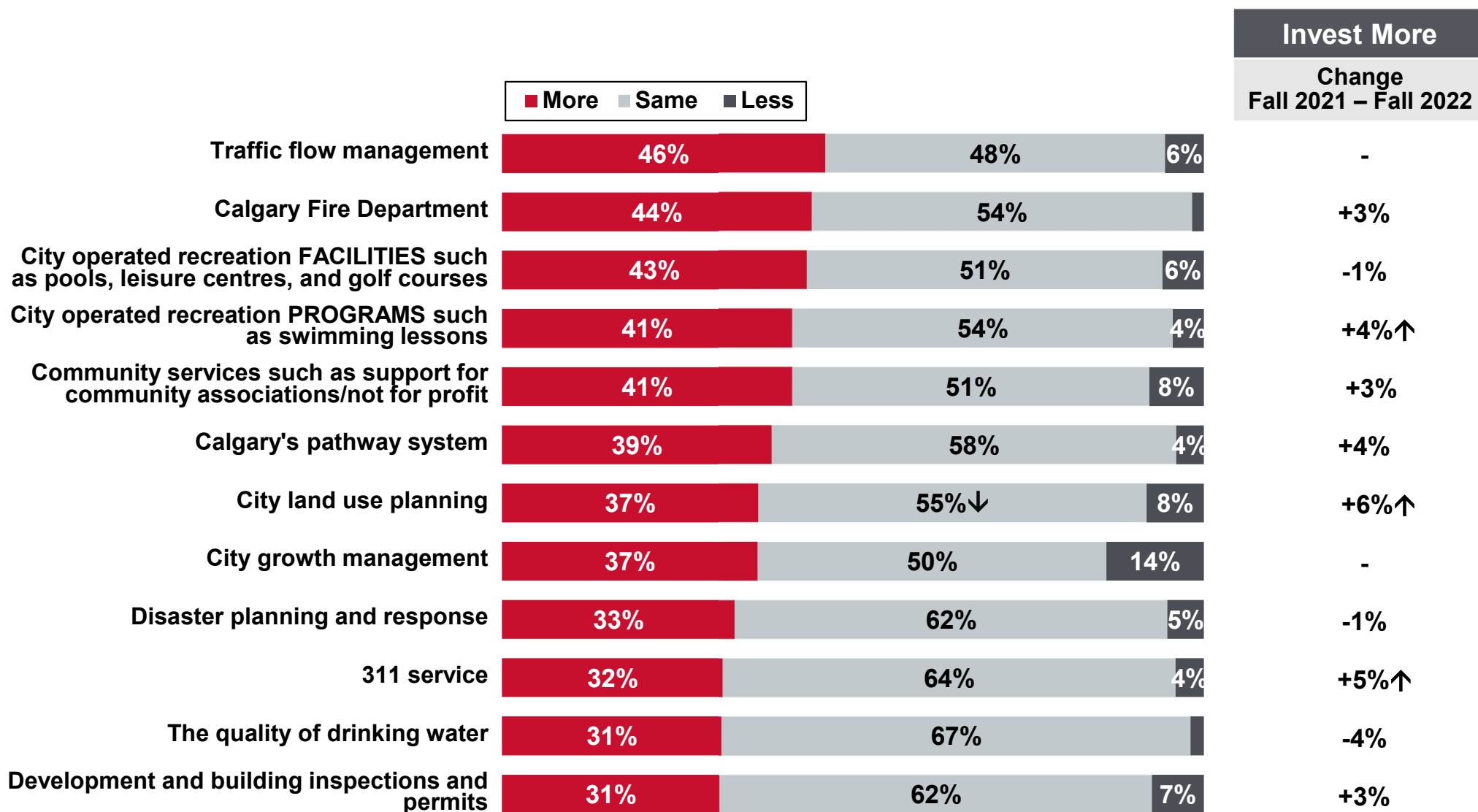
Data labels of <3% are not shown

↑Statistically higher than Fall 2021

↓Statistically lower than Fall 2021



Investment in City Programs and Services (continued)



I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

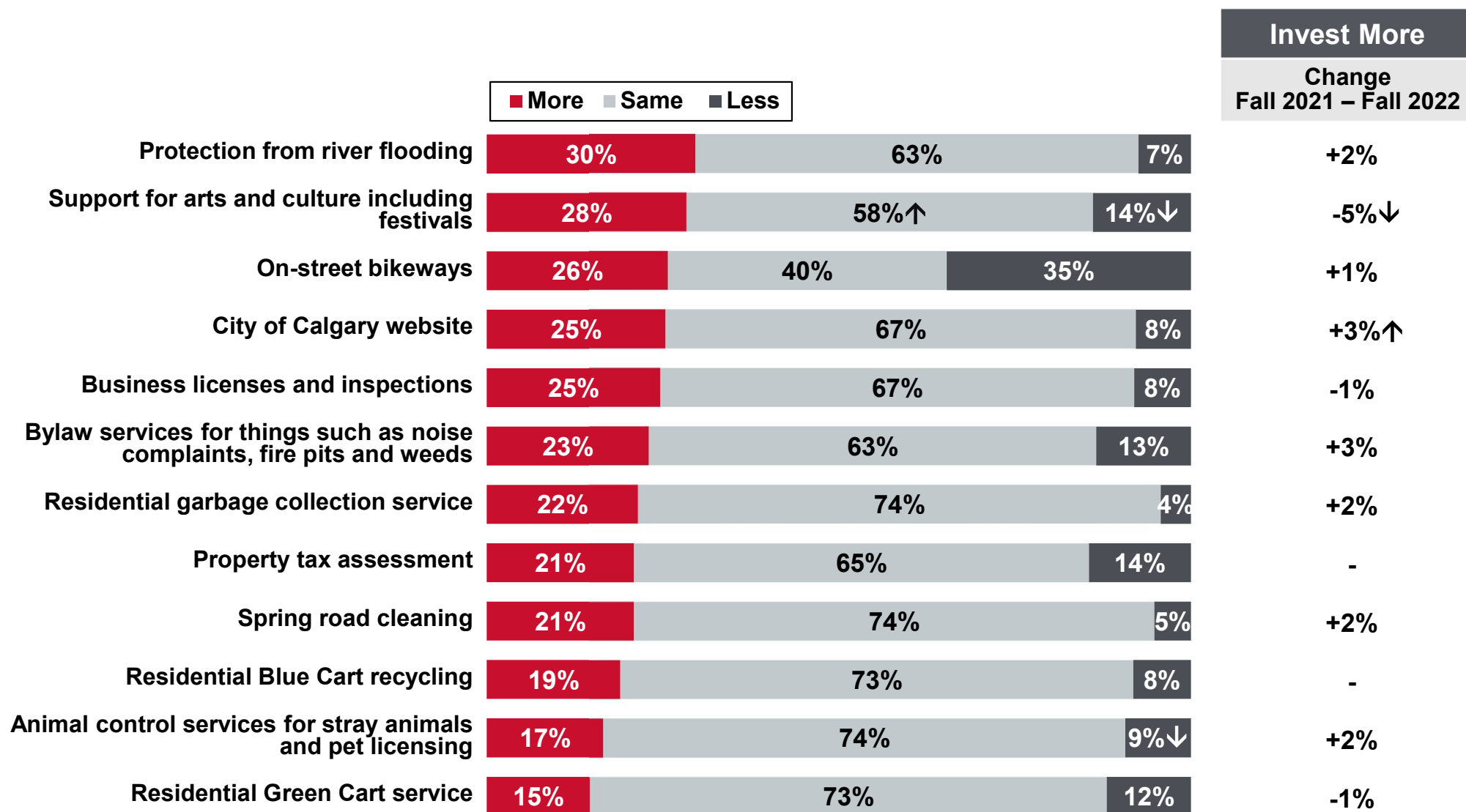
Data labels of <3% are not shown

↑Statistically higher than Fall 2021

↓Statistically lower than Fall 2021



Investment in City Programs and Services (continued)



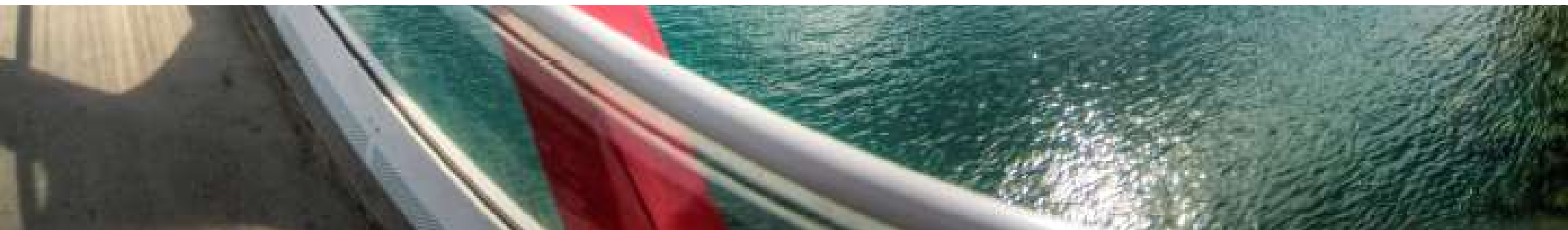
I am going to read a list of programs and services provided to you by The City of Calgary. Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

↑Statistically higher than Fall 2021
↓Statistically lower than Fall 2021



Taxation



SUMMARY OF FINDINGS

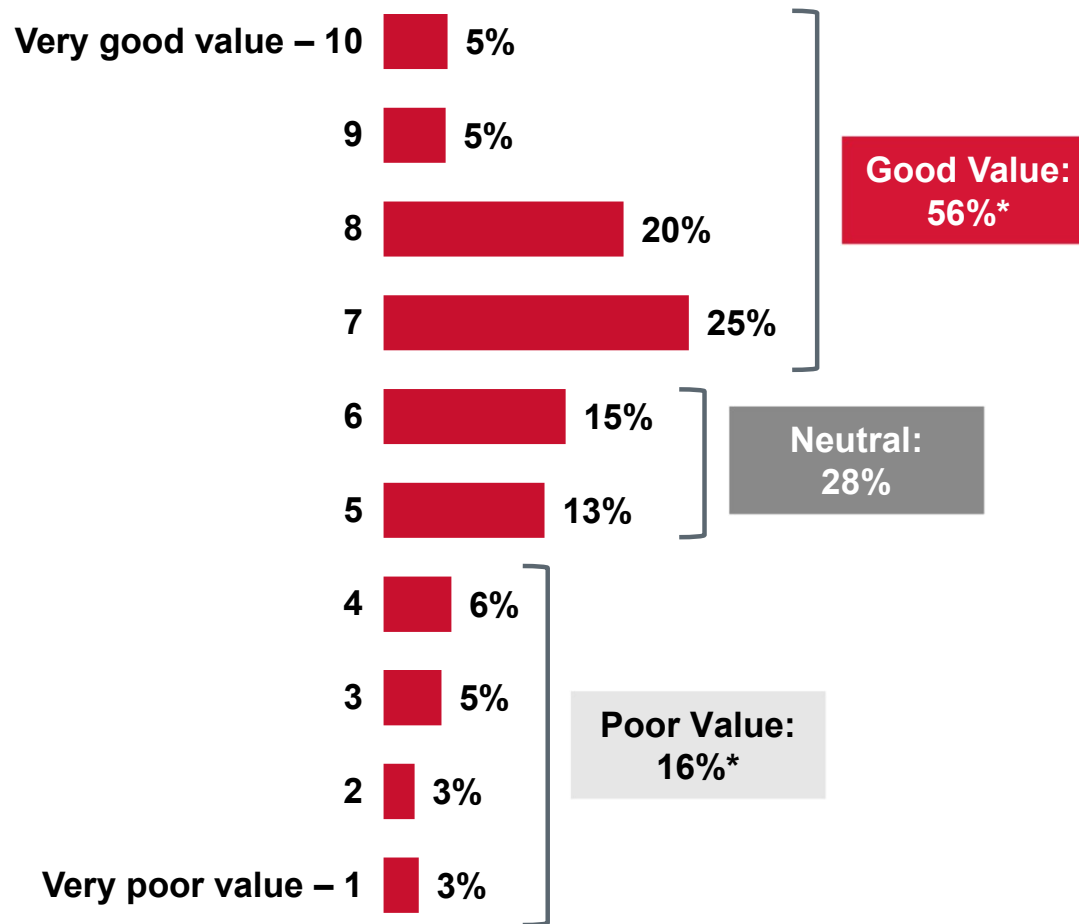
Taxation

The perceived value of property tax dollars has remained steady over the past year.

Just over one-half of Calgarians agree 'The City does a good job of providing them with information about how property tax dollars are invested in various City services.'

- Over one-half (56%) of Calgarians consider the value they receive from municipal property tax dollars as being 'good', which is consistent with both Spring 2022 (53%) and Fall 2021 (55%). Meanwhile, 16% consider the value to be 'poor', which is consistent with Spring 2022 (17%) and identical to Fall 2021 (16%).
- In order to balance taxation and service delivery levels, a majority of Calgarians (54%) want The City to increase taxes in order to maintain or expand services. This is on par with 55% in Spring 2022. More specifically:
 - 30% prefer to 'increase taxes at current inflation rates to maintain services at current levels', although this is down statistically from Spring 2022 (45%), and
 - 24% prefer to 'increase taxes beyond current inflation to expand services, which is up statistically from Spring 2022 (10%).
- Alternatively, to balance taxation and service delivery, 39% want The City to cut services to maintain or reduce tax levels (identical to 39% in Spring 2022). More specifically:
 - 21% prefer to 'cut services to maintain current tax level', similar to Spring 2022 (22%) and,
 - 18% prefer to 'cut services further - to reduce taxes', which is identical to Spring 2022 (18%).
- The vast majority (93%) of Calgarians agree that they are 'interested in knowing how property tax dollars are invested in various City services', on par with Fall 2021 (92%). Yet, only a slight majority (54%) agree that 'The City does a good job of providing them with information about how property tax dollars are invested in various City services', on par with Fall 2021 (56%).

Perceived Value of Property Taxes



Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your 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” represents “very poor value” and “10” represents “very good value.”

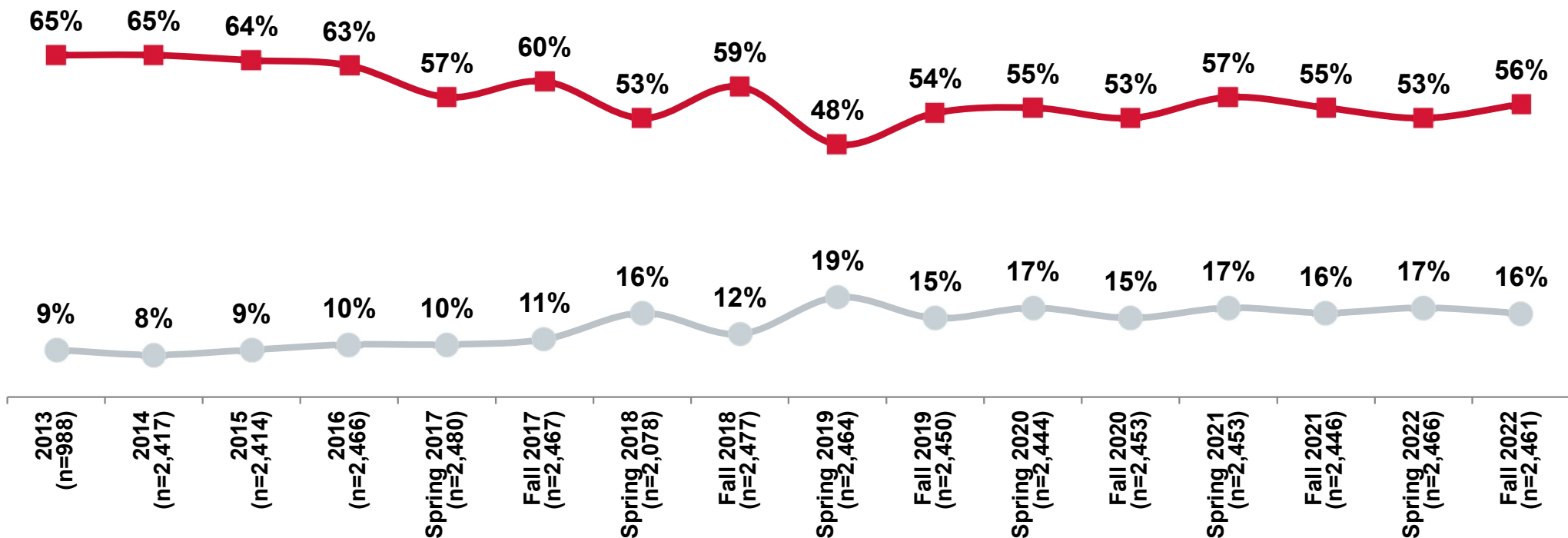
Base: Valid respondents (n=2,461)

*Rounding

Tracking | Perceived Value of Property Taxes

Please rate the value you feel you receive from your municipal property tax dollars

■ Good value (7-10 on a 10-point scale)
● Poor value (1-4 on a 10-point scale)

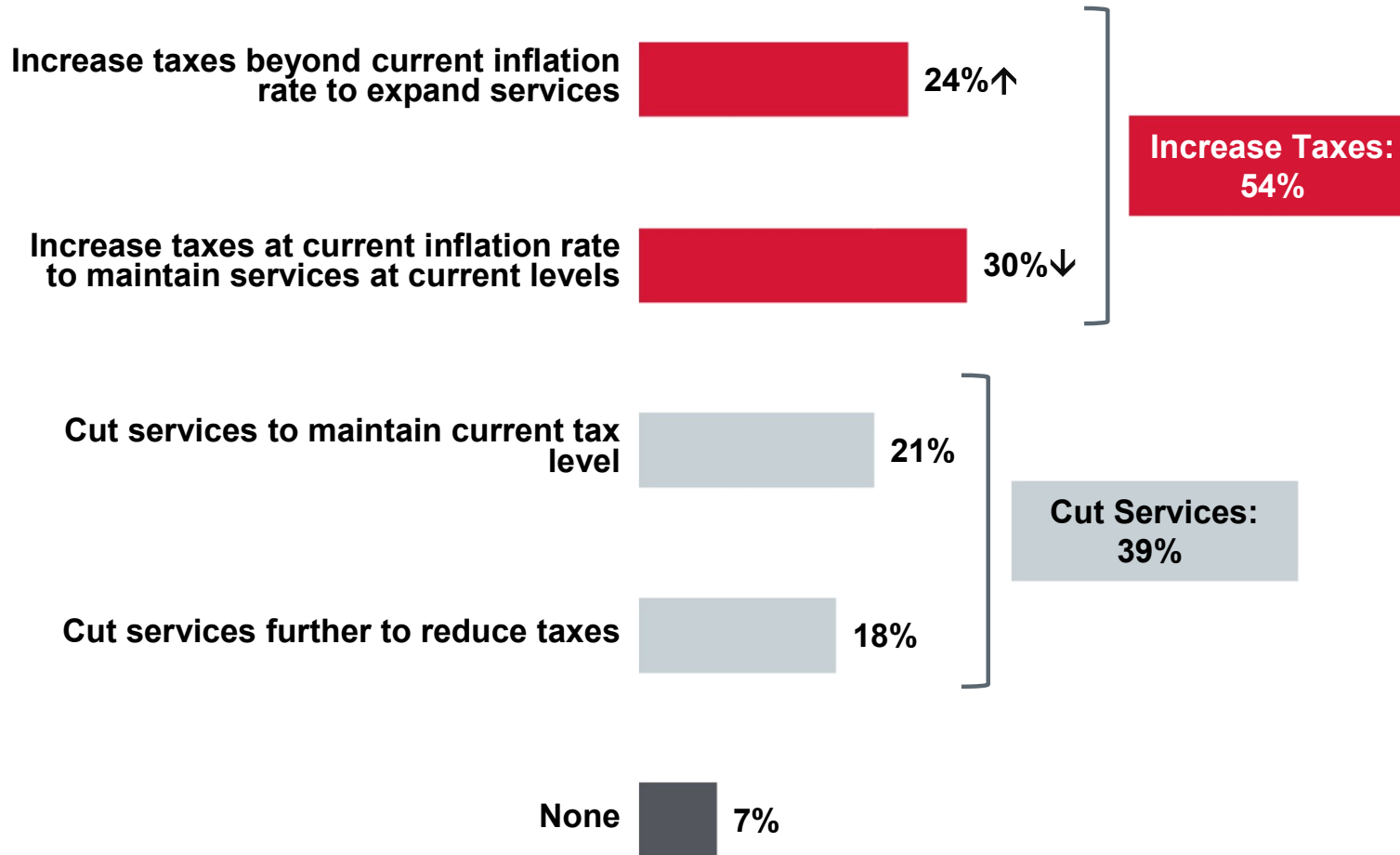


Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal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

Base: Valid respondents

Neutral ratings of 5 or 6 not shown

Balancing Taxation and Service Delivery Levels



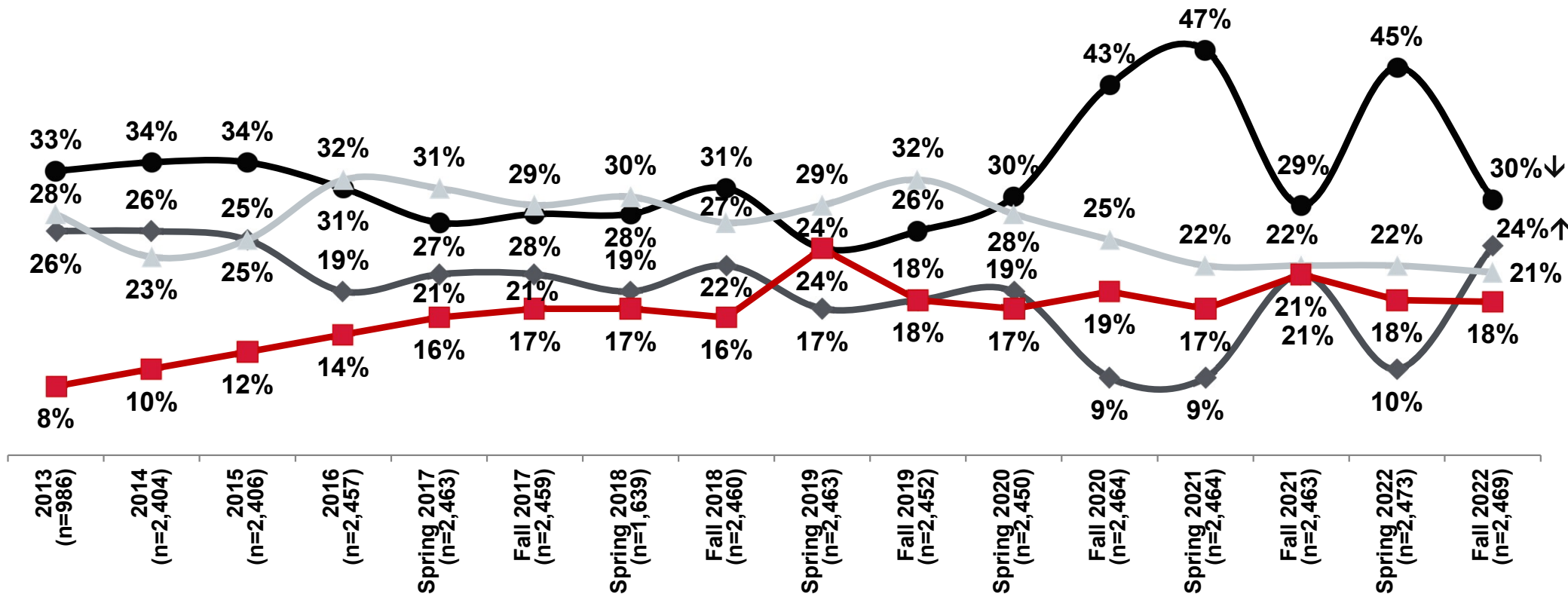
Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (n=2,469)

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022

Tracking | Balancing Taxation & Service Delivery

- ◆ Increase taxes beyond current inflation rate to expand services~
- Increase taxes at current inflation rate to maintain services at current level~
- ▲ Cut services to maintain current tax level
- Cut services further to reduce taxes~

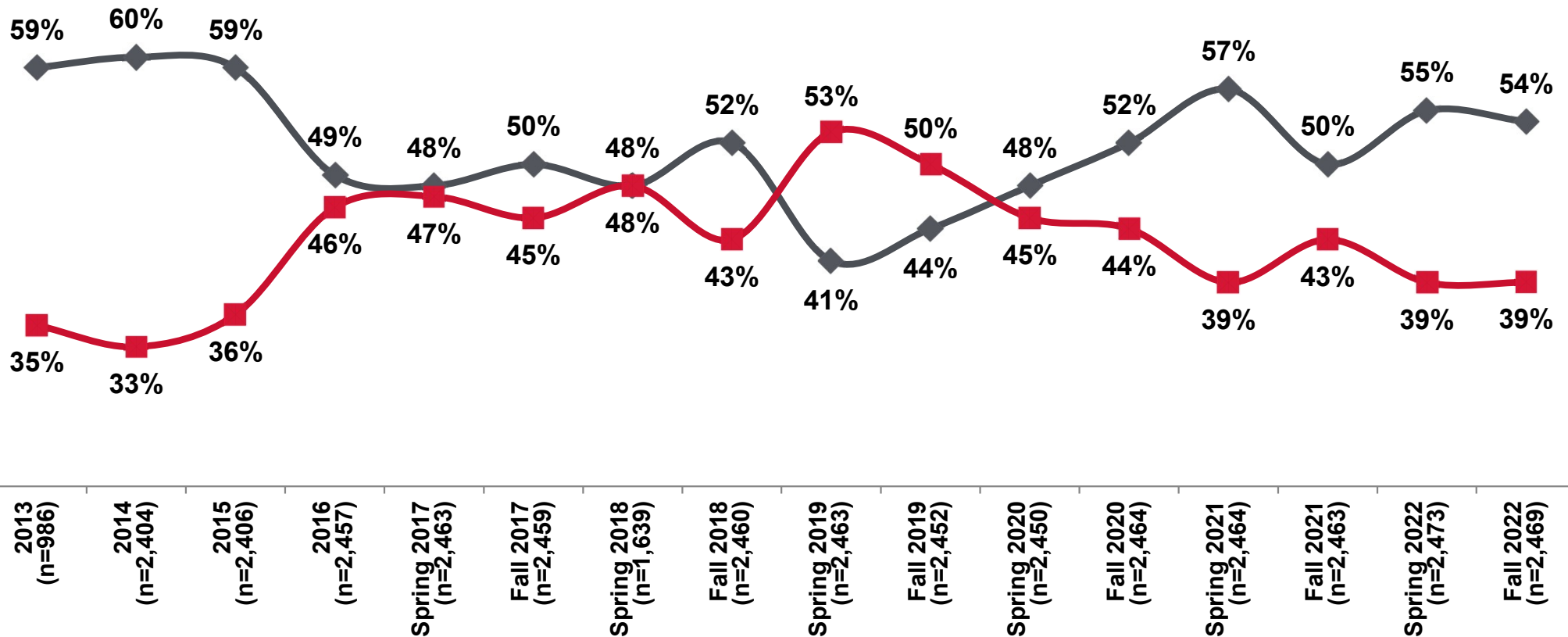


Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?
 Base: Valid respondents | ~Slight wording variation prior to Fall 2020

↑ Statistically higher than Spring 2022
 ↓ Statistically lower than Spring 2022

Tracking | Increase Taxes vs. Cut Services

◆ Increase taxes at or beyond current inflation rate to maintain or expand services
 ■ Cut services to maintain or reduce current tax level~

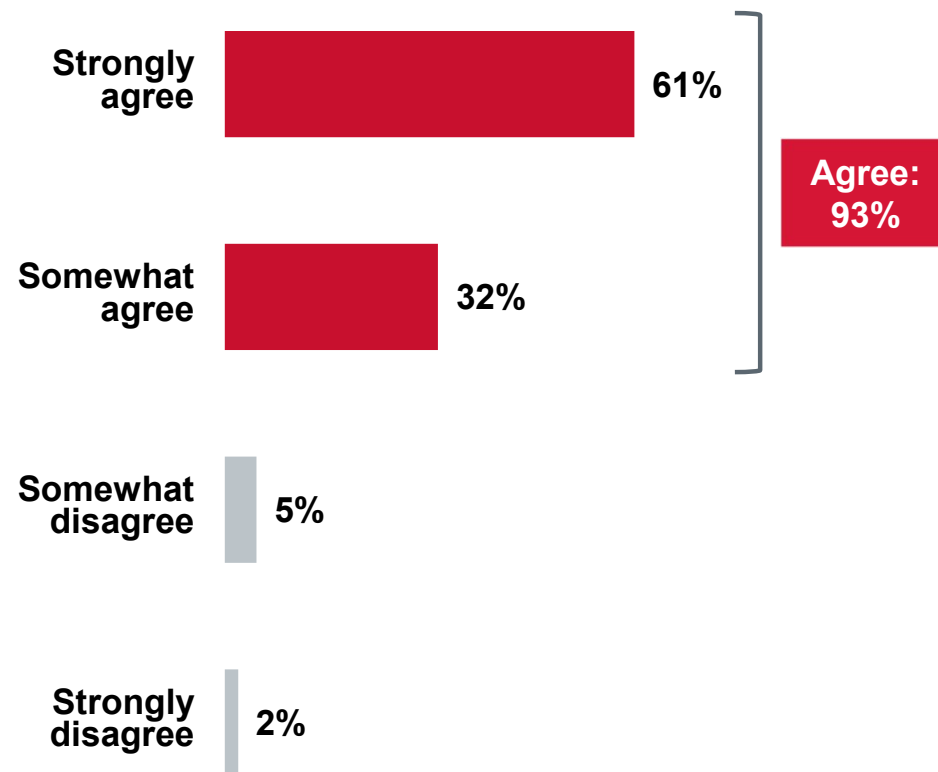


Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

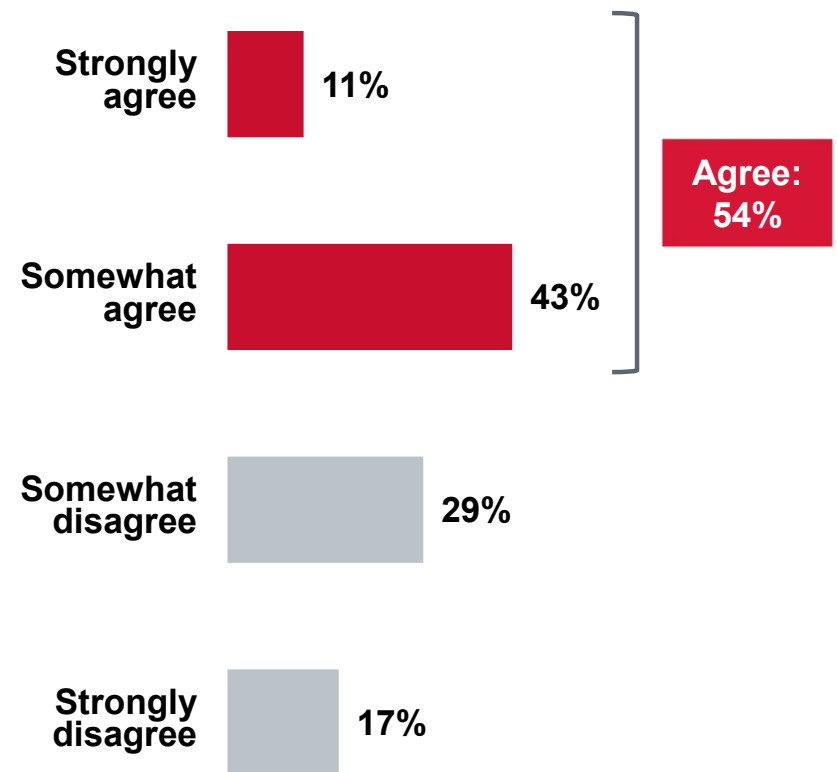
Base: Valid respondents | ~Slight wording variation prior to Fall 2020

Property Tax Dollar Investment

I am interested in knowing how my property tax dollars are invested in various City services



The City does a good job of providing Calgarians with information about how their property tax dollars are invested in various City services

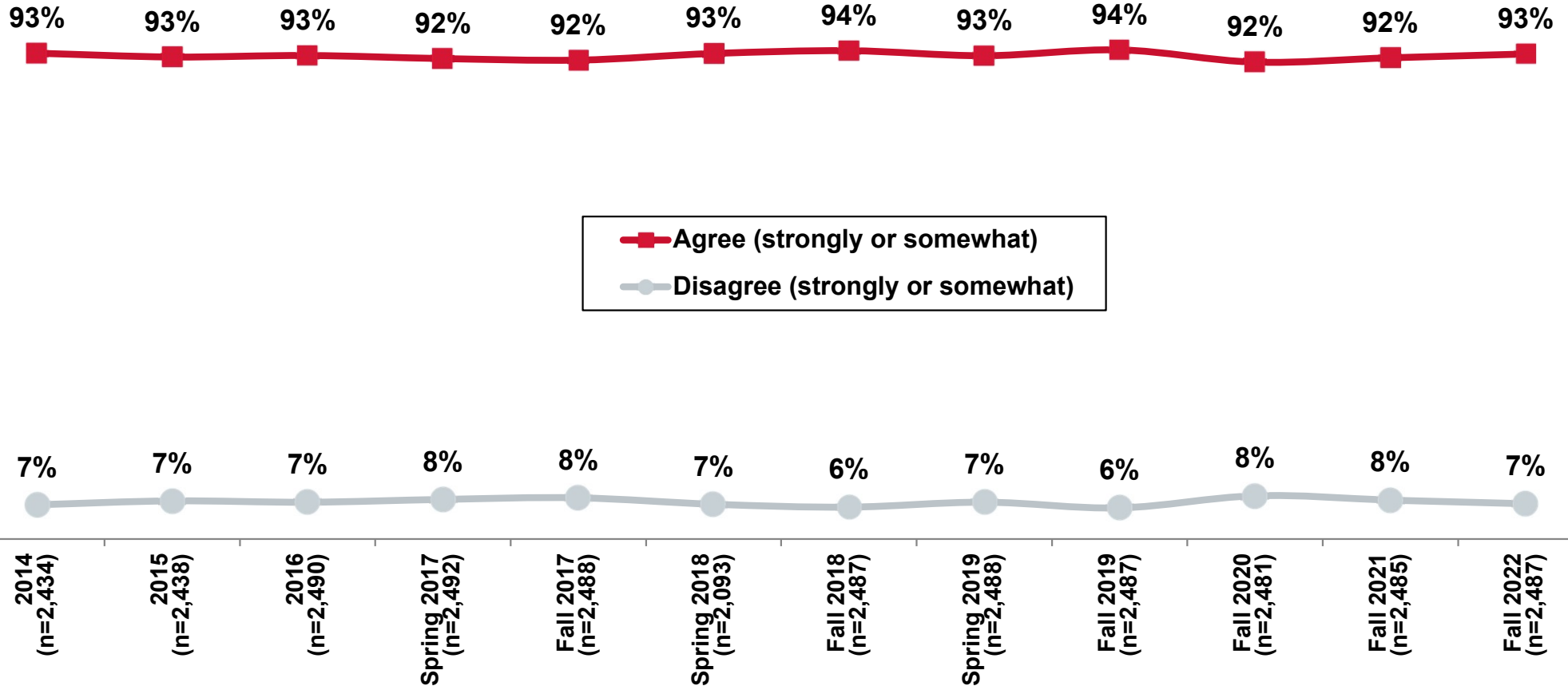


Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: Valid respondents (n=2,487) / (n=2,464)

Tracking Interest in Property Tax Investment

I am interested in knowing how my property tax dollars are invested in various City services



Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: Valid respondents

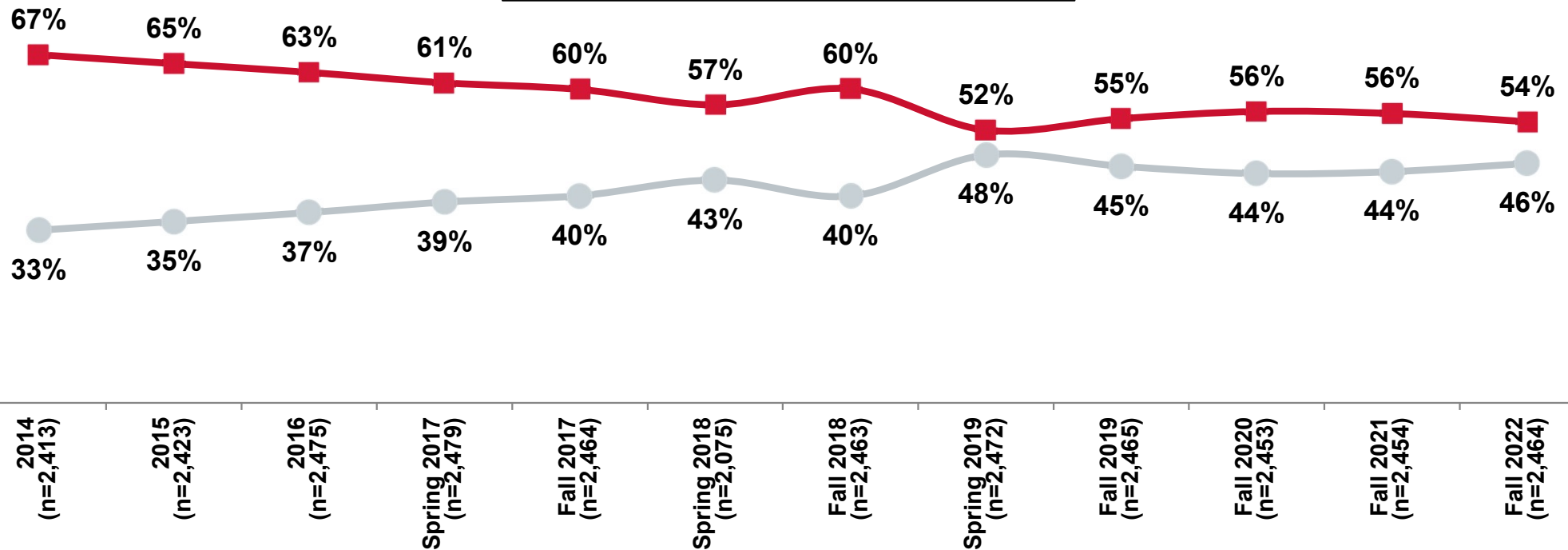
*Not asked in Spring starting 2020 and not asked prior to 2014



Tracking | Transparency about Property Tax Investment

The City does a good job of providing Calgarians with information about how their property tax dollars are invested in various City services

■ Agree (strongly or somewhat)
● Disagree (strongly or somewhat)

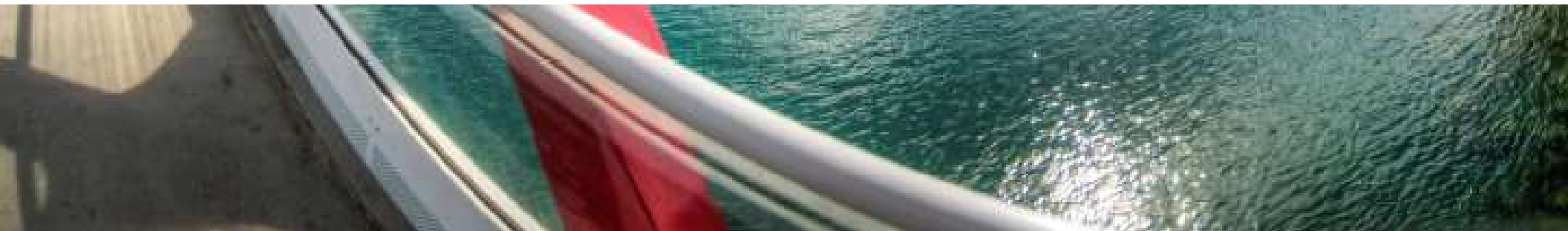


Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.
 Base: Valid respondents

*Not asked in Spring starting 2020 and not asked prior to 2014



City Customer Service



SUMMARY OF FINDINGS

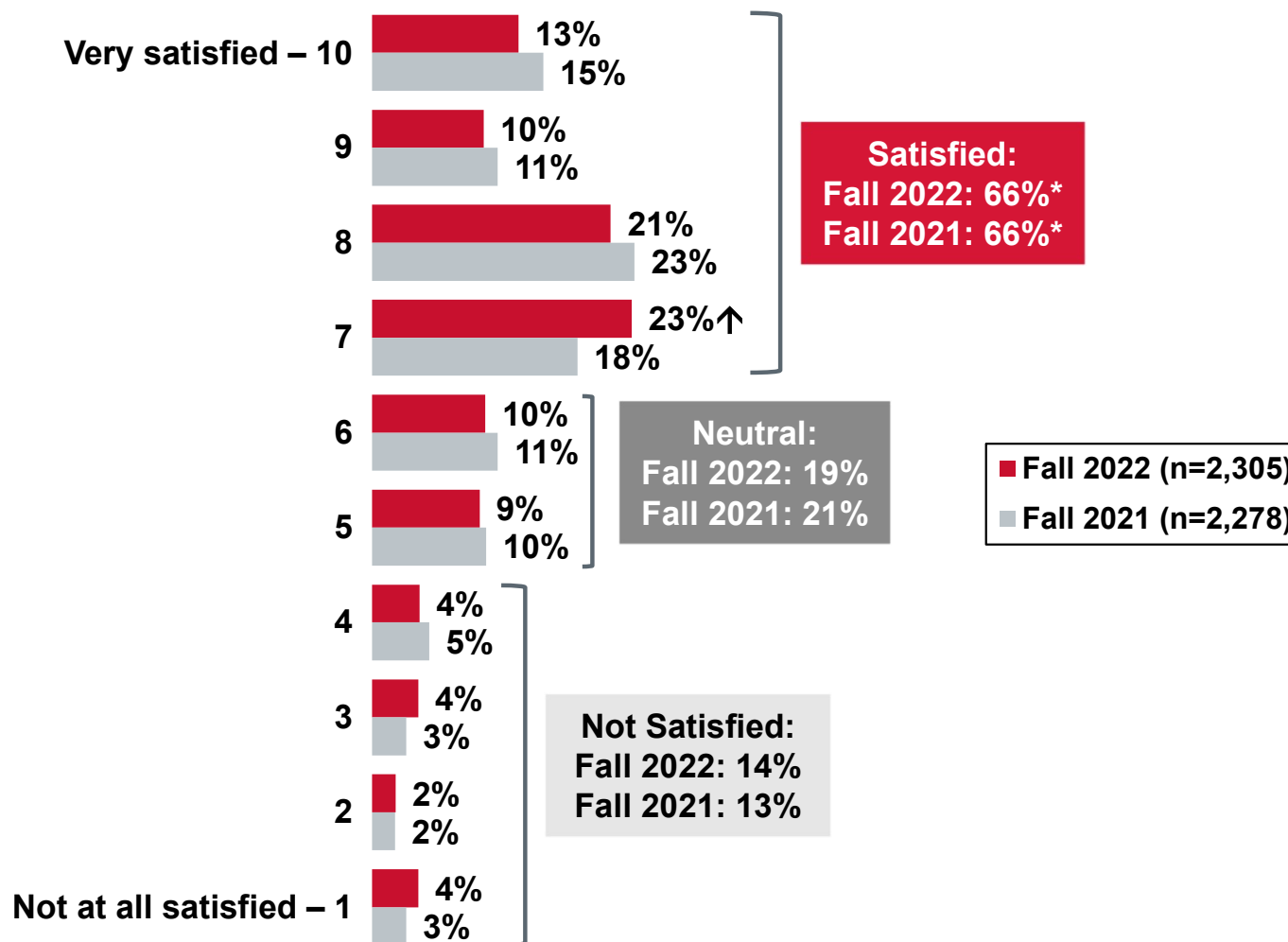
Customer Service

**Overall
satisfaction with
City customer
service is stable.**

- Two-thirds (66%) of residents are satisfied with the ‘overall level and quality of customer service provided by The City of Calgary.’ Identical results were obtained in Fall 2021 (66%).
- Eight-in-ten (81%) residents agree ‘The City of Calgary meets their customer service expectations’, which is similar to 79% in Spring 2022, but down statistically from Fall 2021 (84%).
- Seven-in-ten (70%) residents agree ‘The City responds quickly to requests and concerns.’ This is a statistical increase over Spring 2022 (67%), but on par with Fall 2021 (72%).



Satisfaction with the Overall Level and Quality of Customer Service+



Now I'd like you to think about any contact you've had with The City of Calgary in the past year. On a scale of 1 to 10 where "1" represents "not at all satisfied" and "10" represents "very satisfied", how satisfied are you with the overall level and quality of customer service provided by The City of Calgary?

Base: Valid respondents who contacted The City in the last twelve months (n=2,305)

*Rounding

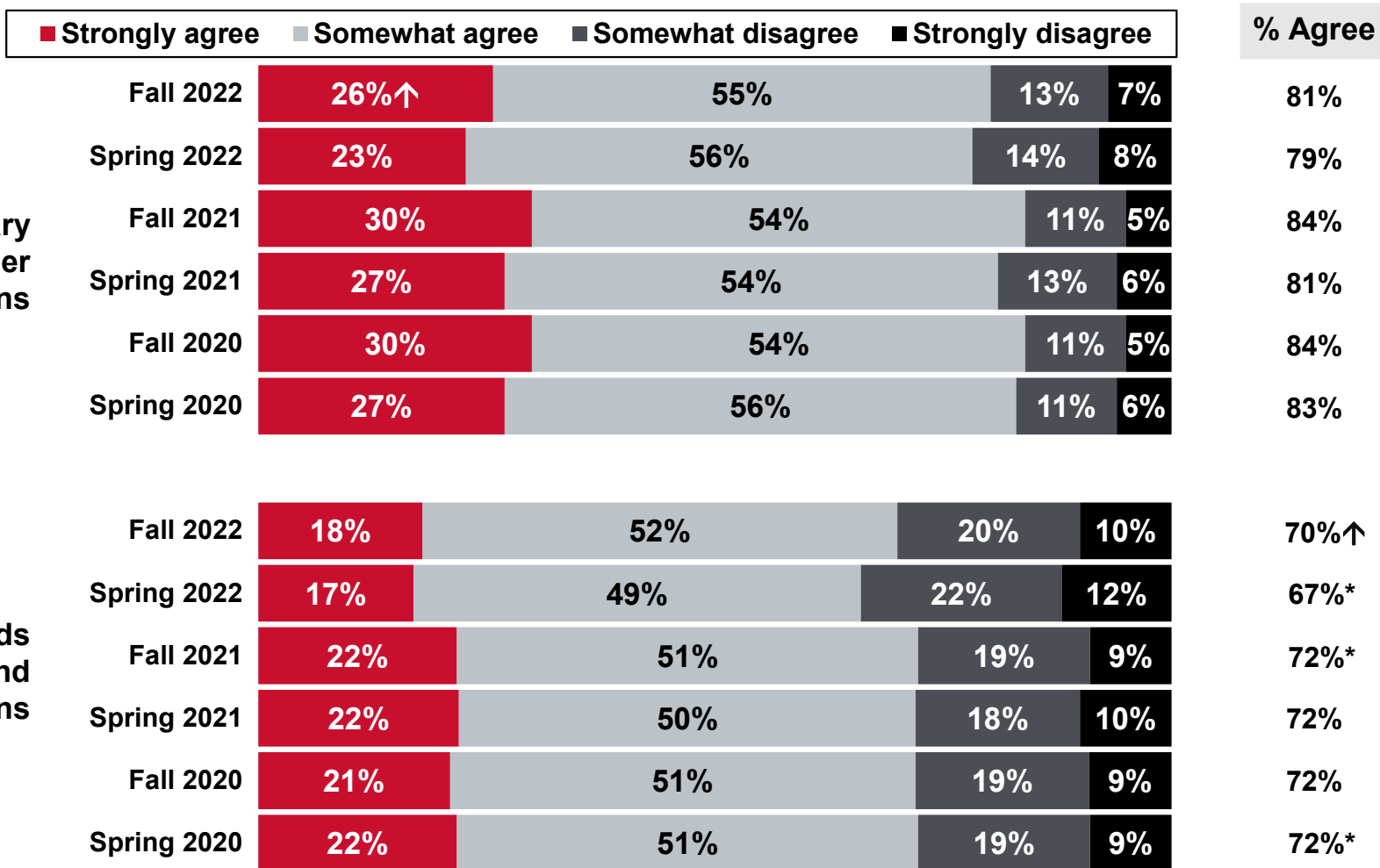
+Note: Question modified in 2021.

↑Statistically higher than Fall 2021

↓Statistically lower than Fall 2021



Attitudes Regarding Customer Service



Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
 Base: Valid respondents (Bases vary)

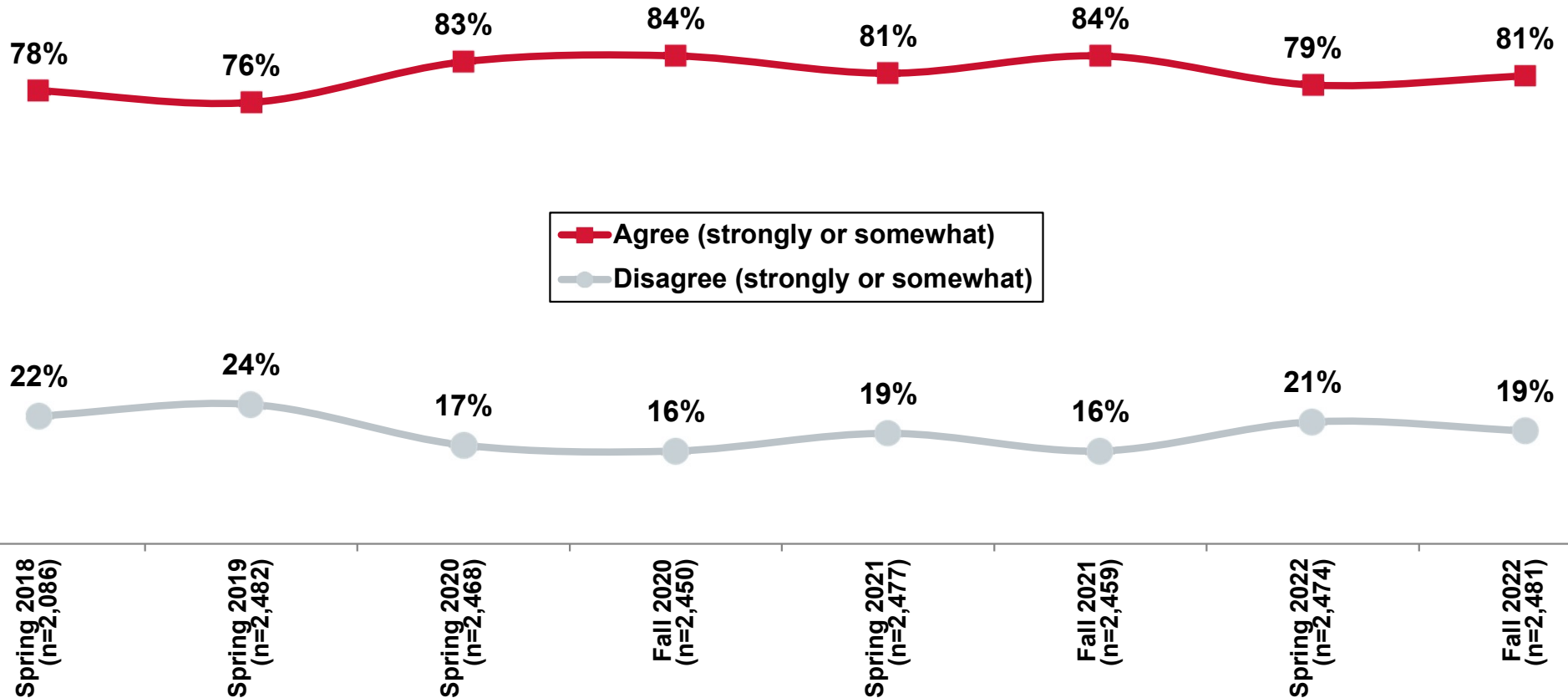
*Rounding

↑Statistically higher than Spring 2022
 ↓Statistically lower than Spring 2022



Tracking | Meeting Customer Service Expectations

The City of Calgary meets my customer service expectations⁺

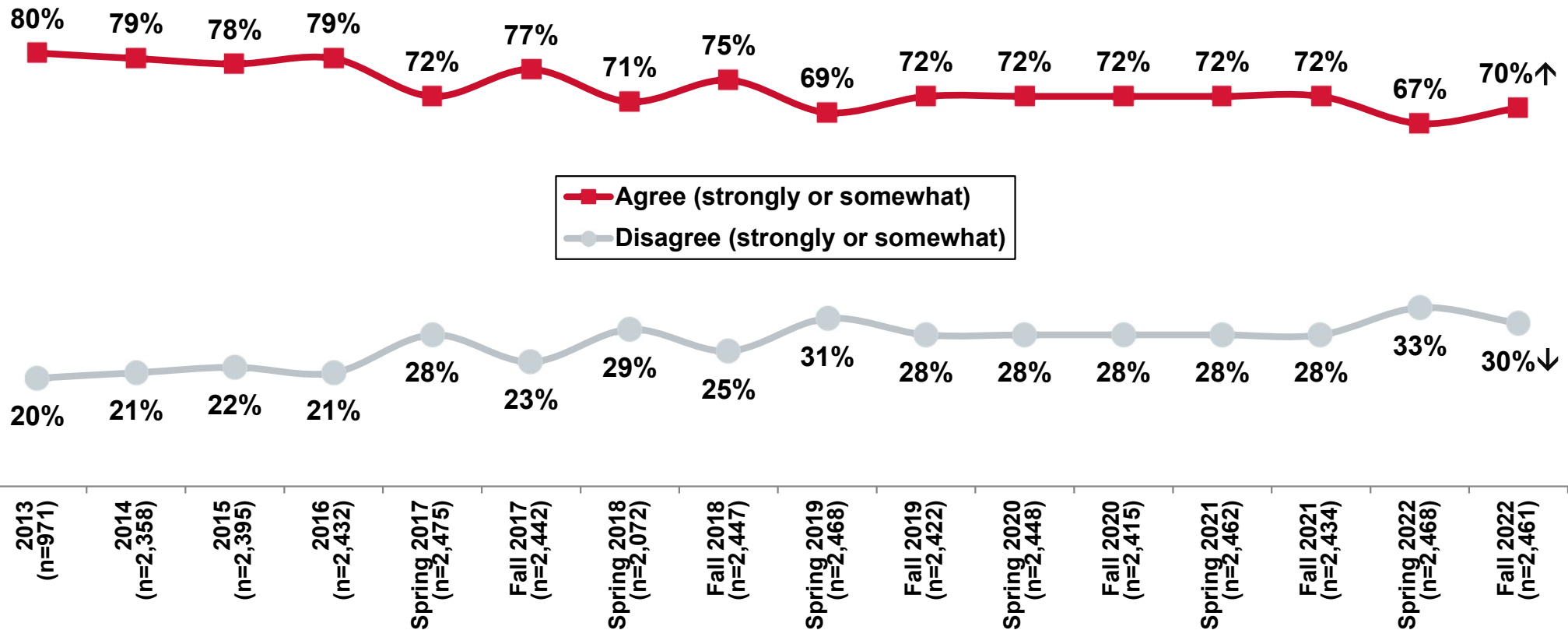


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
 Base: Valid respondents (Bases vary)

⁺Not asked in Fall 2018 or Fall 2019 and not asked prior to Spring 2018

Tracking | Customer Service Responsiveness

The City responds quickly to requests and concerns



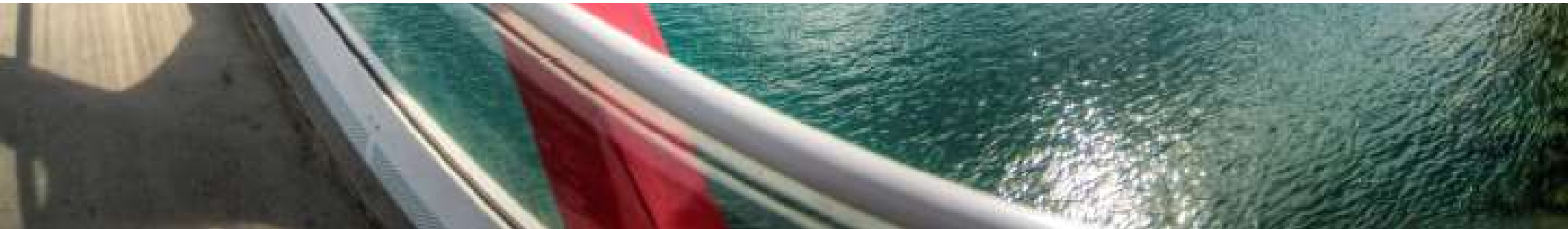
Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (Bases vary)

↑Statistically higher than Spring 2022
↓Statistically lower than Spring 2022



Communication at The City



SUMMARY OF FINDINGS

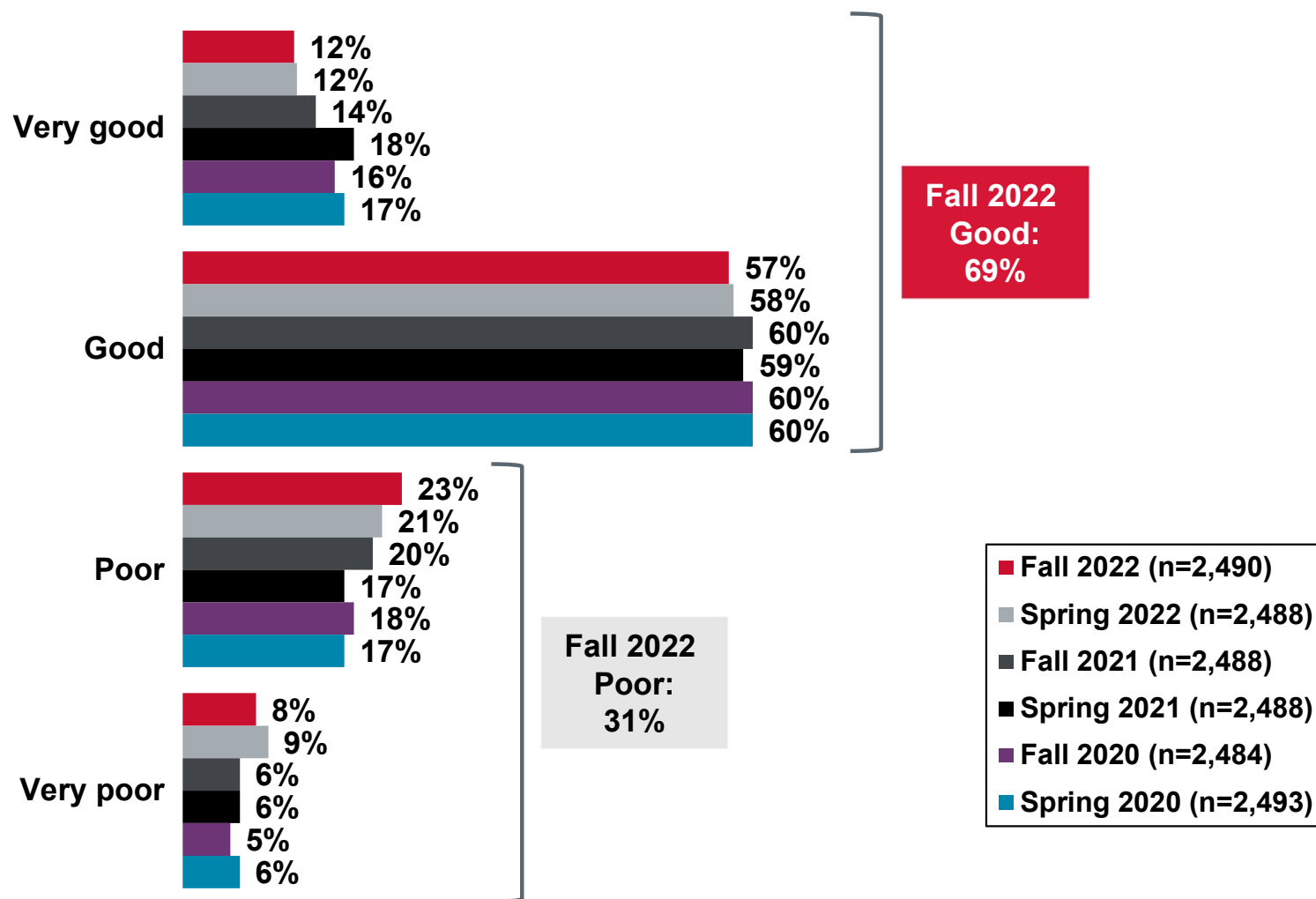
Communication at The City

The City's performance in communicating with citizens has declined statistically since Fall 2021, although it is consistent with Spring 2022.

Preferred methods of contact with The City continues to be by phone, followed by online channels.

- Seven-in-ten (69%) residents rate The City of Calgary as being 'good' regarding 'how well it has communicated with Calgarians about its services, programs, policies, and plans over the past 6 months.' This result is consistent with 70% in Spring 2022, although down statistically compared 74% in Fall 2021. Meanwhile, 31% of Calgarians consider this communication to be 'poor', which is consistent with 30% in Spring 2022, and is a statistical increase over 26% in Fall 2021.
- Of all channels available for Calgarians to communicate with The City, telephone is most preferred at 56% (on par with 54% in Fall 2021), followed next by online at 29% (down a statistical 4 points from 33% in Fall 2021). Relatively fewer residents prefer a mobile app at 8% (on par with 7% in Fall 2021) or in-person contact at 5% (identical to 5% in Fall 2021).

Overall Communication at The City



Overall, how would you rate The City of Calgary in terms of how well it communicates with Calgarians about its services, programs, policies and plans in the past 6 months? Would you say the communication has been ...?

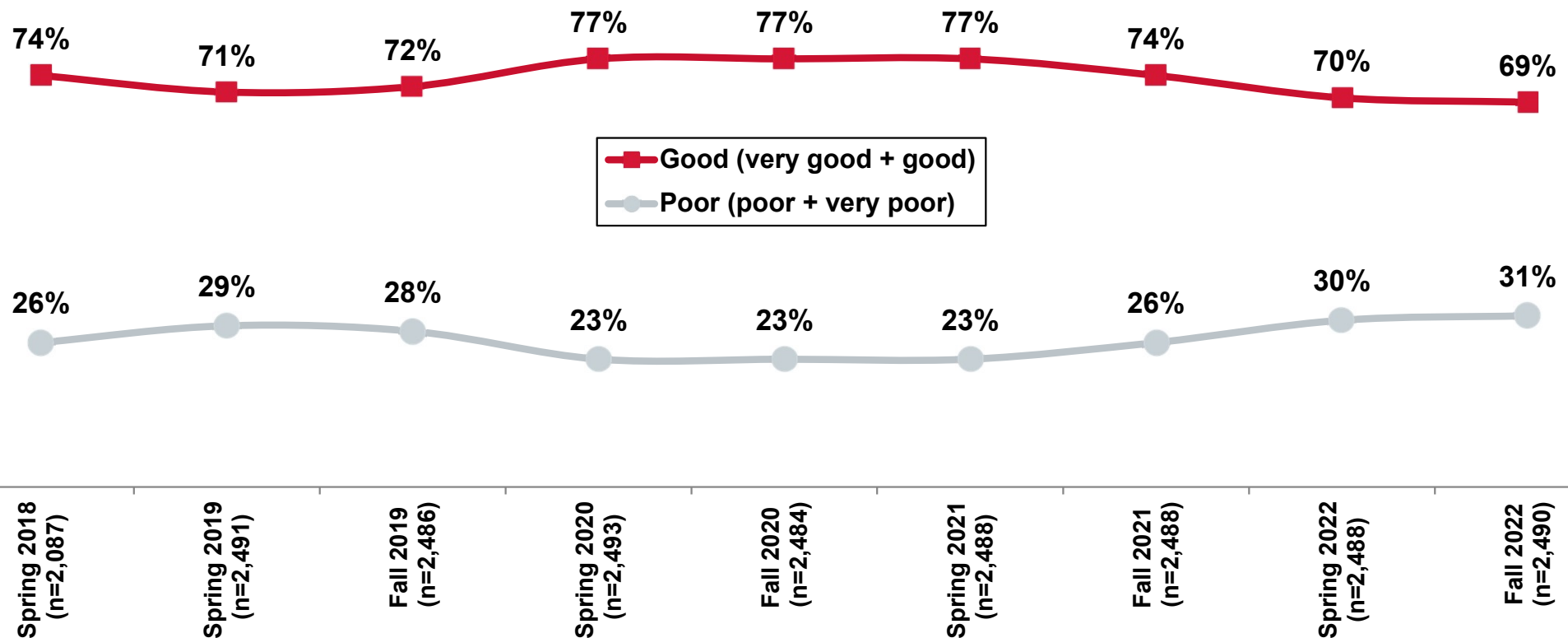
Base: Valid respondents

*Rounding



Tracking | Overall Communication at The City

How would you rate The City of Calgary in terms of how well it communicates with citizens about its services, programs, policies and plans within the past 6 months?*



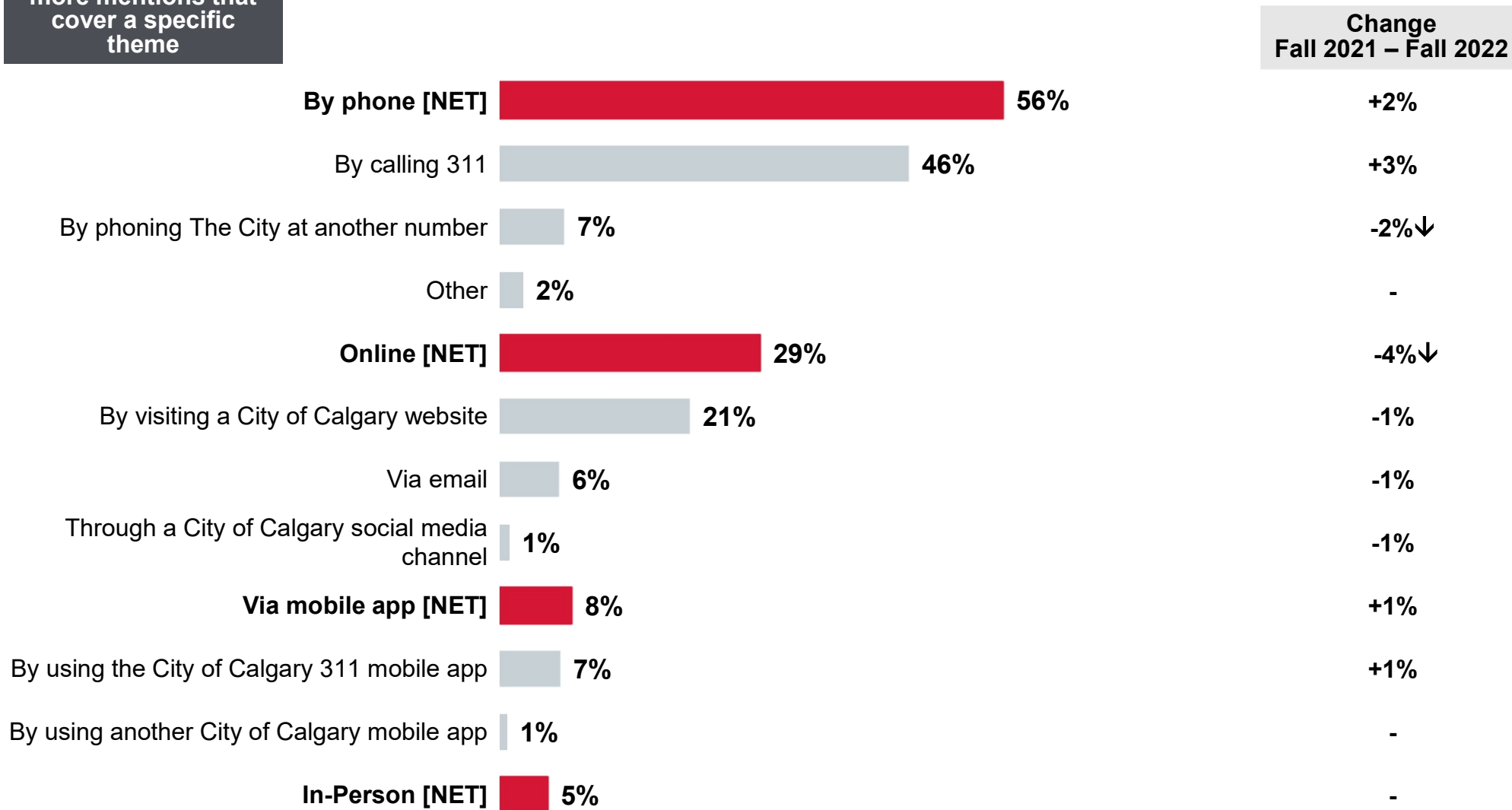
Overall, how would you rate The City of Calgary in terms of how well it communicates with Calgarians about its services, programs, policies and plans in the past 6 months? Would you say the communication has been ...?

Base: Valid respondents

*Not asked prior to Spring 2018 and not asked in Fall 2018

Preferred Method of Contact

Note: A "NET" is a combination of 2 or more mentions that cover a specific theme

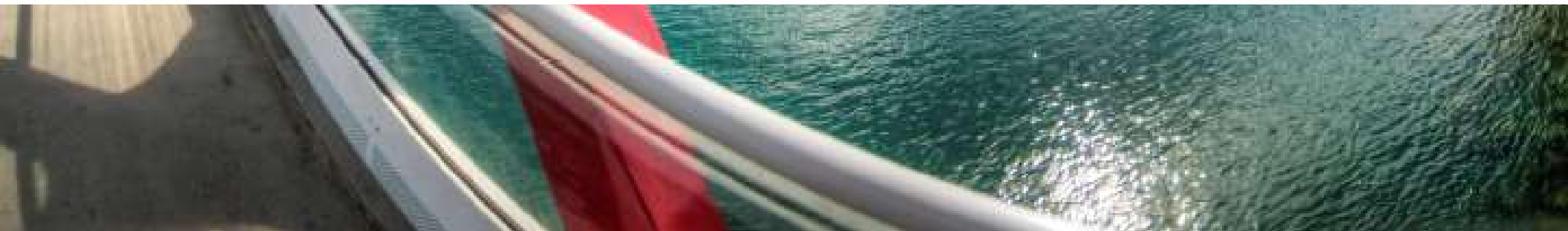


What is your preferred way of contacting The City? Is it ...?
Base: Valid respondents (n=2,490)

↑ Statistically higher than Fall 2021
↓ Statistically lower than Fall 2021



City Reputation and Performance



SUMMARY OF FINDINGS

City Reputation and Performance

Overall trust in The City has remained stable.

Satisfaction with The City's performance, Council's performance and Administration's performance are all stable.

- Considering all things that are important to them, one-half (49%) of Calgarians say that they do 'trust' The City of Calgary. This is consistent with results from Spring 2022 (47%) as well as Fall 2021 (50%). In contrast, 21% say that they 'distrust' The City of Calgary, which is consistent with results from Spring 2022 (23%) and Fall 2021 (20%). The remaining 31% are neutral about their level of trust in The City of Calgary (on par with 30% in Spring 2022 and 31% in Fall 2021).
- Taking everything into account, 71% of Calgarians are satisfied with the way 'The City of Calgary - including Council and Administration is going about running our City', on par with results in Spring 2022 (70%) and Fall 2021 (72%).
 - For City Administration exclusively, 78% are satisfied with the way 'City Administration (excluding City Council) is going about running our City.' This result is on par with Spring 2022 (77%) and Fall 2021 (78%).
 - For City Council exclusively, 62% are satisfied with the way 'City Council (excluding City Administration) is going about running our City', which is on par with Spring 2022 (61%) and Fall 2021 (60%).

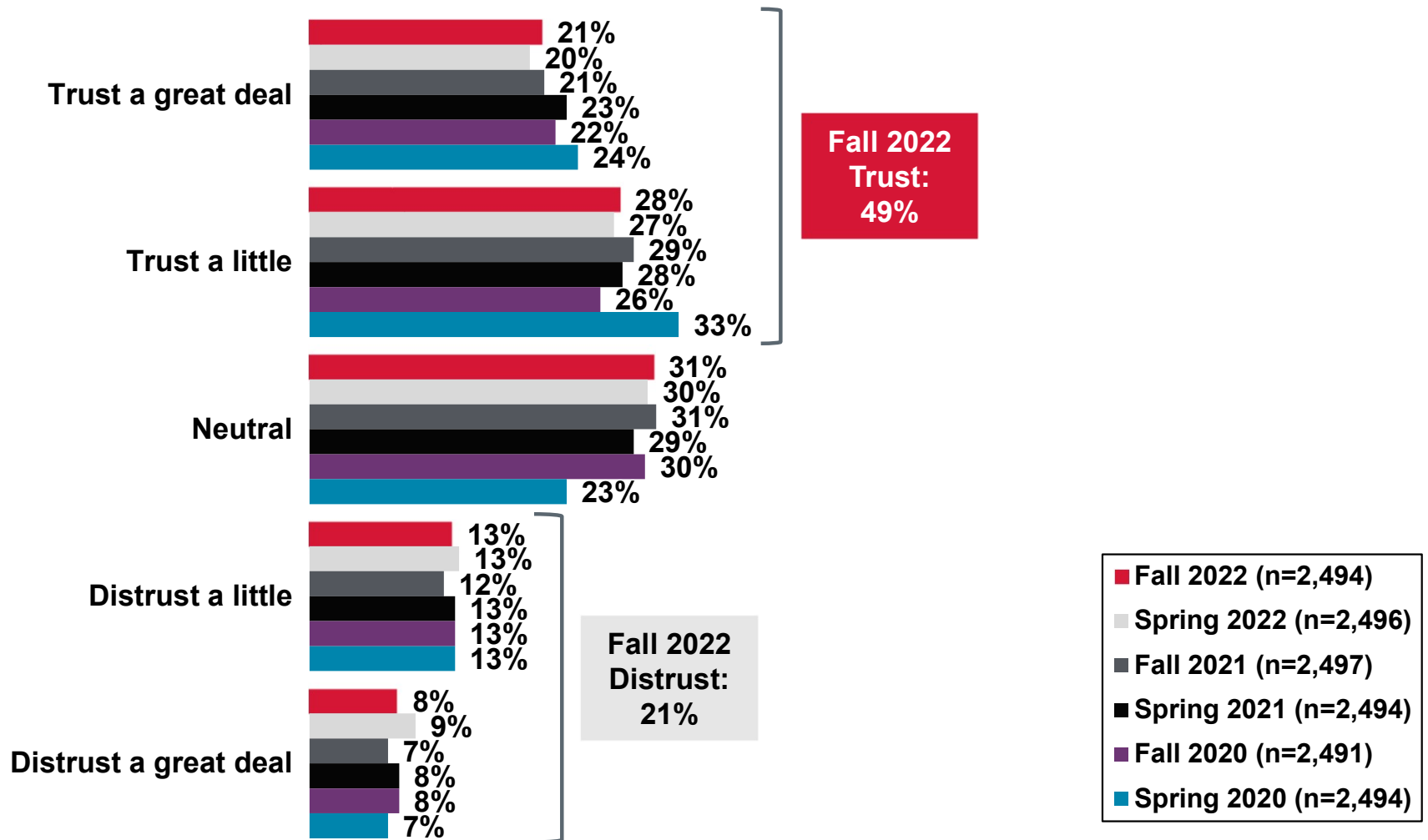
**Agreement that
'The City of
Calgary practices
open and
accessible
government' is
down statistically
from Fall 2021, but
stable compared
to Spring 2022.**

SUMMARY OF FINDINGS

City Reputation and Performance (continued)

- Two-thirds (66%) of Calgarians agree that 'The City of Calgary practices open and accessible government', on par with Spring 2022 (67%), but statistically lower than Fall 2021 (71%).
- Roughly six-in-ten (62%) agree 'The City uses input from Calgarians in decision-making about City projects and services', consistent with Spring 2022 (63%) and Fall 2021 (65%).
- Six-in-ten (59%) also agree 'The City allows Calgarians to have meaningful input into decision-making', similar to Spring 2022 (60%) and Fall 2021 (62%).
- Likewise, six-in-ten (61%) agree that 'Calgarians have enough opportunities to provide input into decision making about City projects and services', which is similar to Spring 2022 (60%).
- Two-thirds (66%) of residents agree they have confidence that 'The City of Calgary is working to improve how it includes Calgarians' input into important decisions', on par with Spring 2022 (65%) and Fall 2021 (66%).
- Two-thirds (66%) also agree that 'City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary', consistent with Spring 2022 (67%) and Fall 2021 (66%).
- Meanwhile, six-in-ten (58%) agree 'The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians', on par with Spring 2022 (56%) and Fall 2021 (58%).

Trust in The City of Calgary



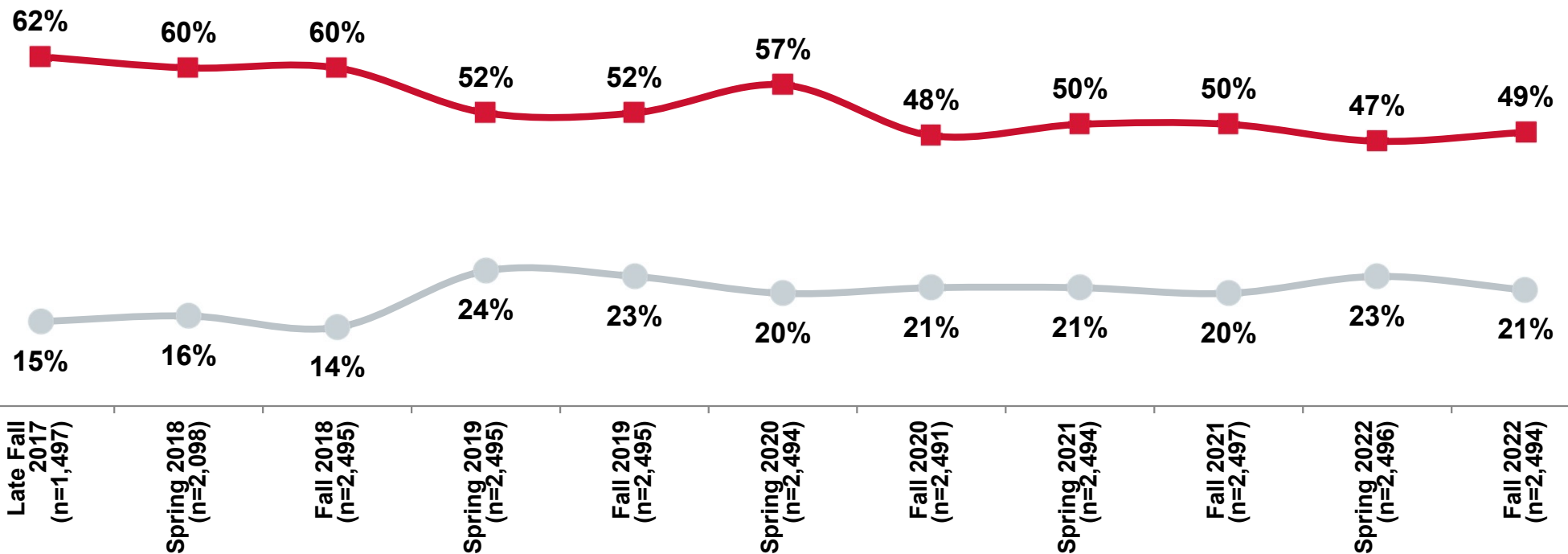
Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?

Base: Valid respondents

Tracking | Trust in The City of Calgary

How much do you trust or distrust The City of Calgary?*

Trust (a great deal or a little)
Distrust (a great deal or a little)



Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?
Base: Valid respondents

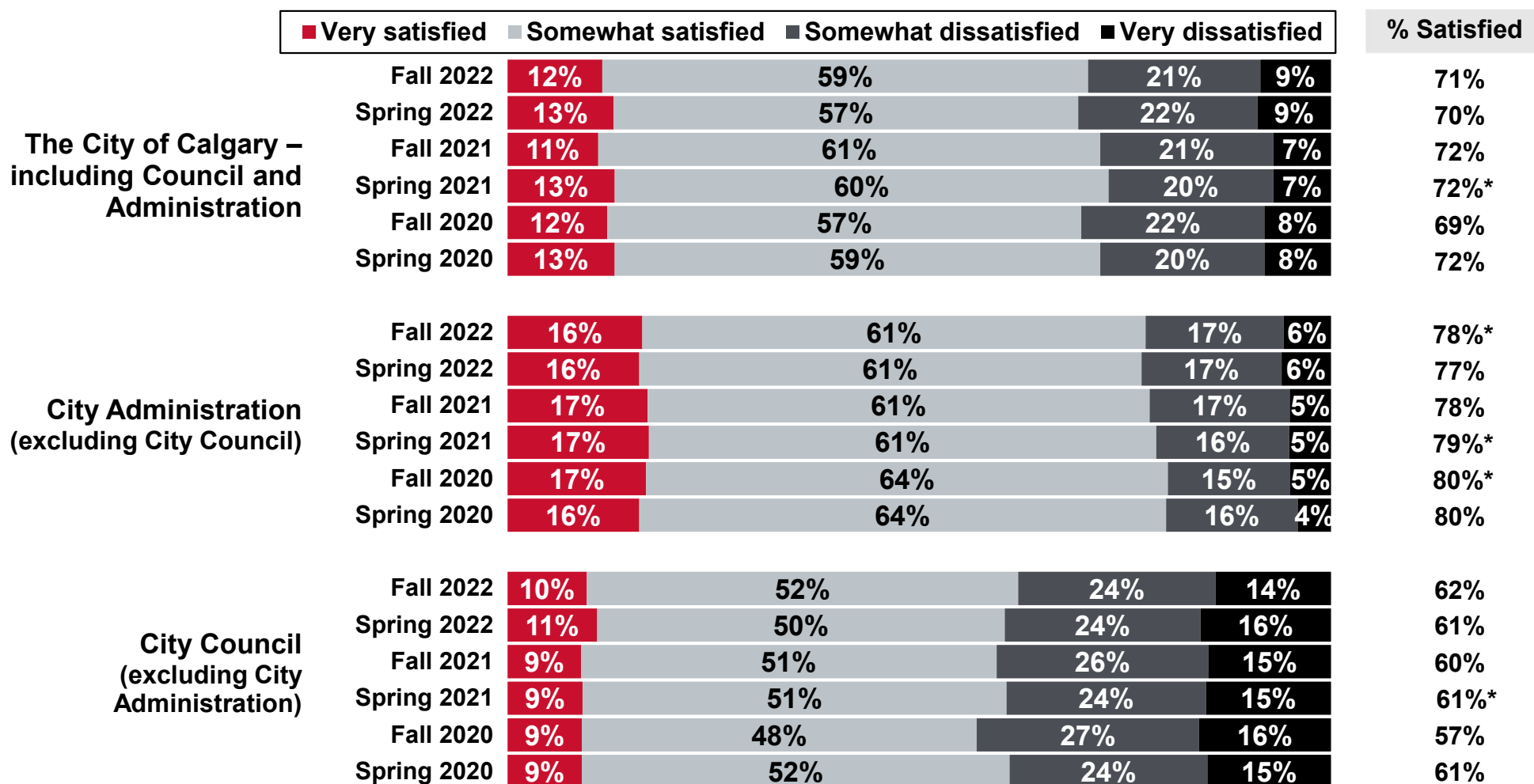
*Question introduced in an additional survey in late Fall 2017

Neutral ratings are not shown



Perceptions About City Performance

As you may know, **City Council** is made up of elected officials who are the legislative body that govern The City. While **City Administration** is made up of non-elected employees at The City who are responsible for the management and running of local services. In other words, public servants who administer services, facilities, safety and infrastructure for communities.

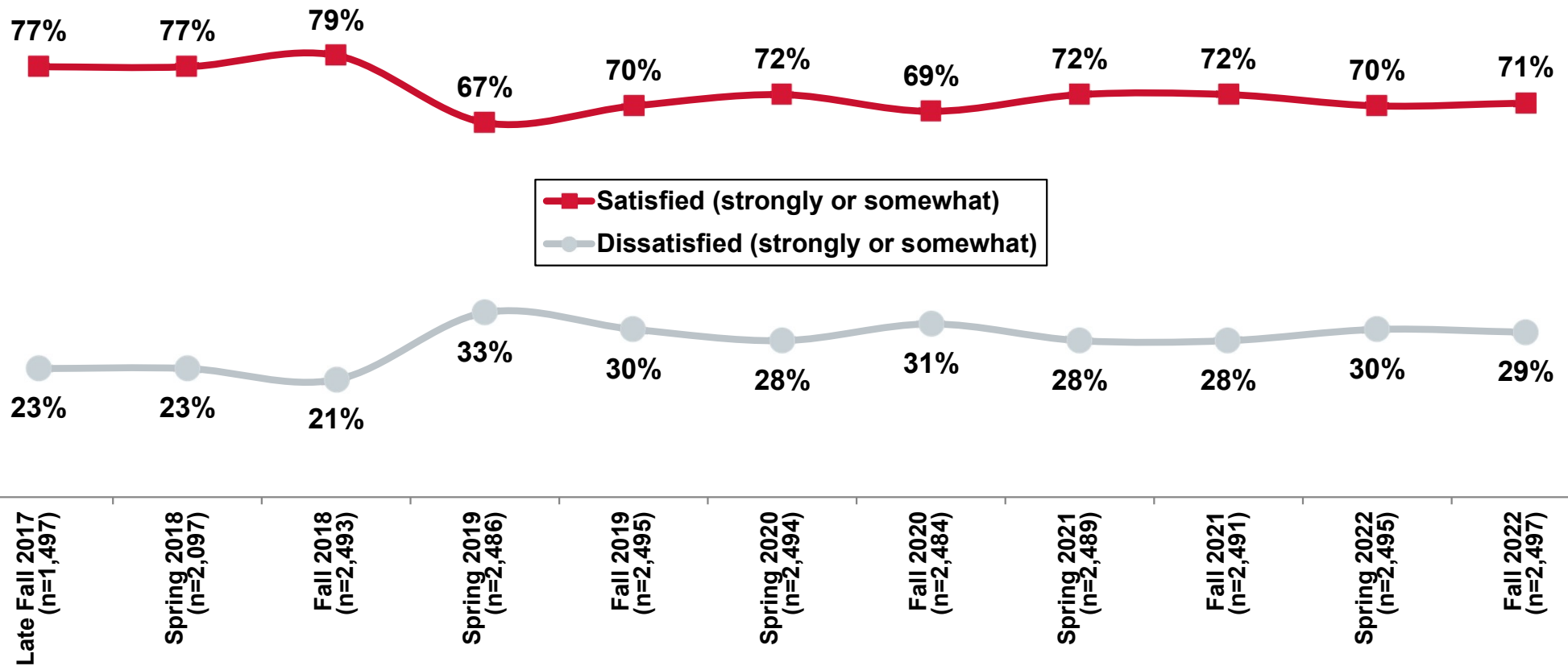


Taking everything into account, how satisfied or dissatisfied are you with the way [INSERT] is going about running our City?
Base: Valid respondents (Bases vary)

*Rounding

Tracking | City of Calgary Performance

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?*

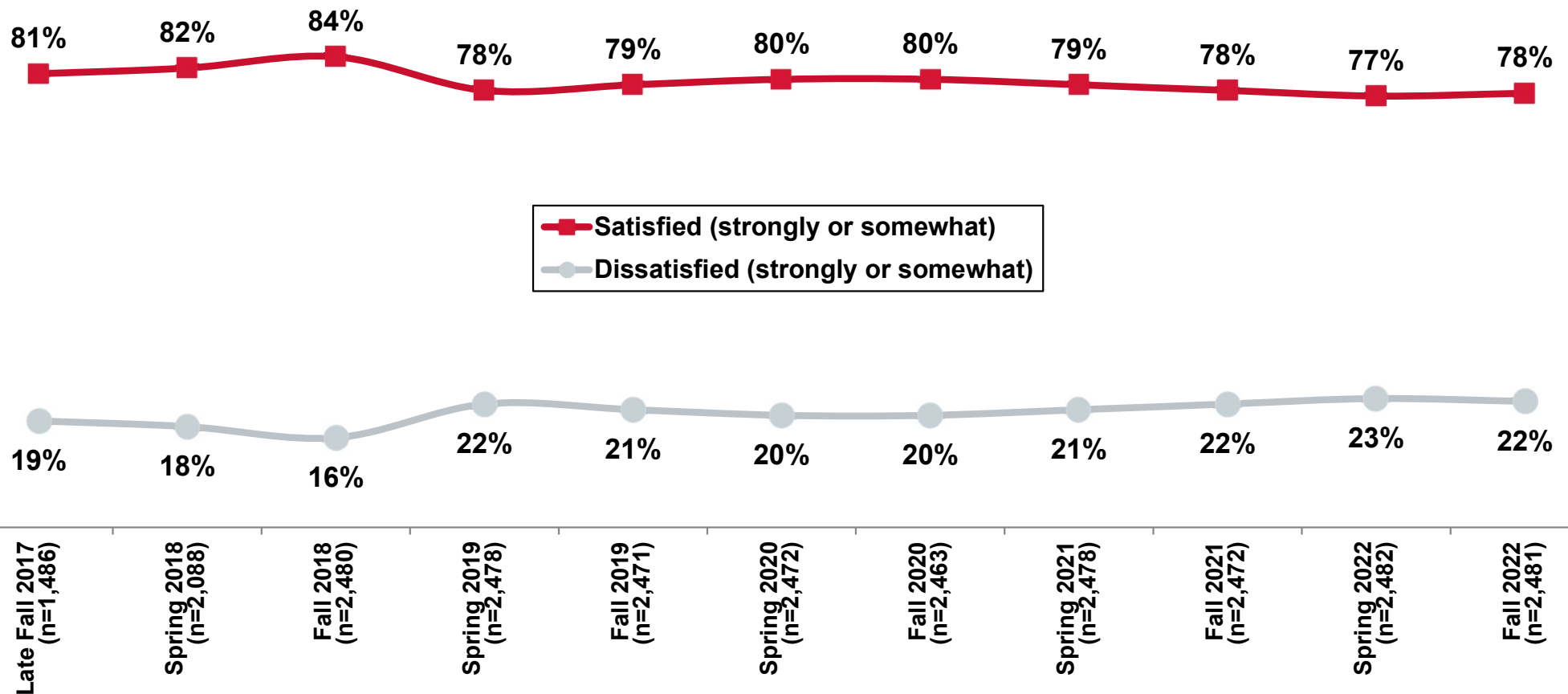


Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary, including Council and Administration as a whole – is going about running our City?
Base: Valid respondents

*Question introduced in an additional survey in late Fall 2017

Tracking | Performance of City Administration

Thinking of Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?*



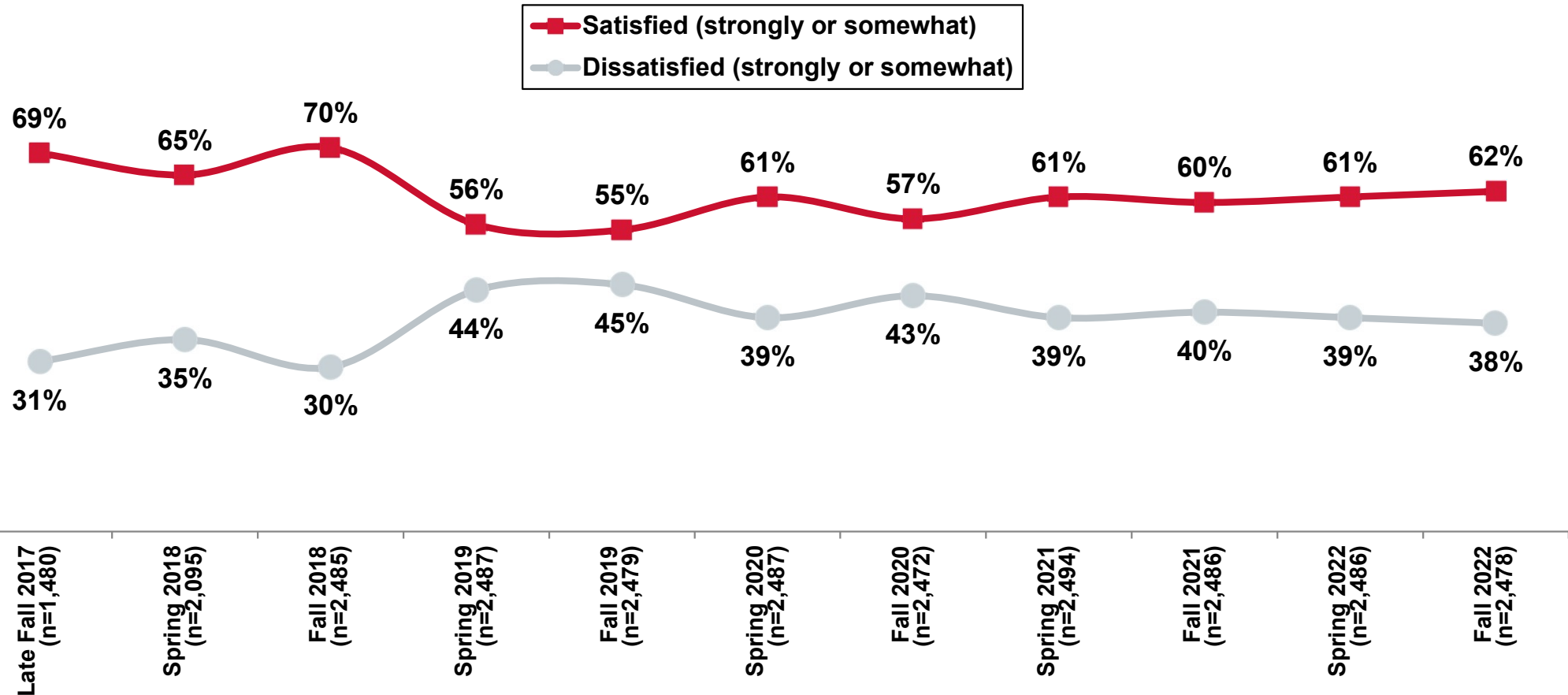
Thinking of Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?
Base: Valid respondents

*Question introduced in an additional survey in late Fall 2017



Tracking | Performance of City Council

Thinking of Calgary's City Council, EXCLUDING City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?*



Thinking of 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

*Question introduced in an additional survey in late Fall 2017

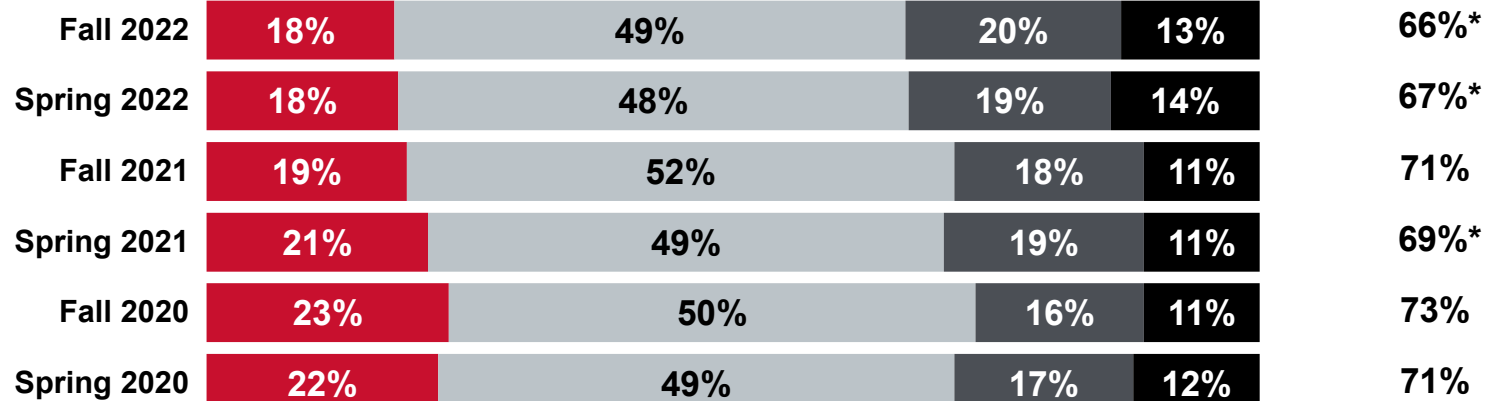


Attitudes Regarding The City

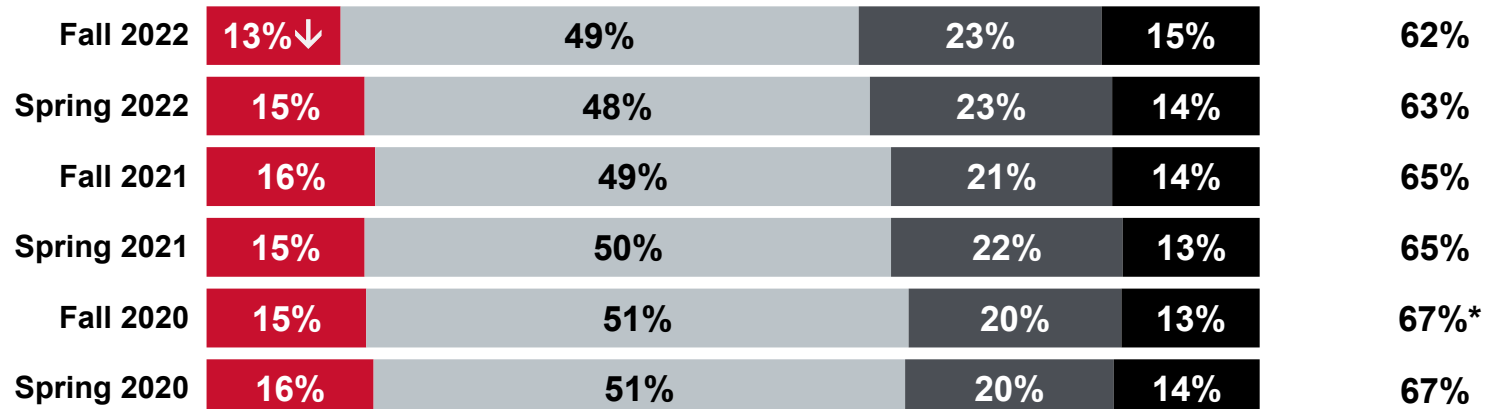
■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree

% Agree

The City of Calgary practices open and accessible government



The City uses input from Calgarians in decision-making about City projects and services



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

Base: Valid respondents (Bases vary)

*Rounding

↑ Statistically higher than Spring 2022

↓ Statistically lower than Spring 2022

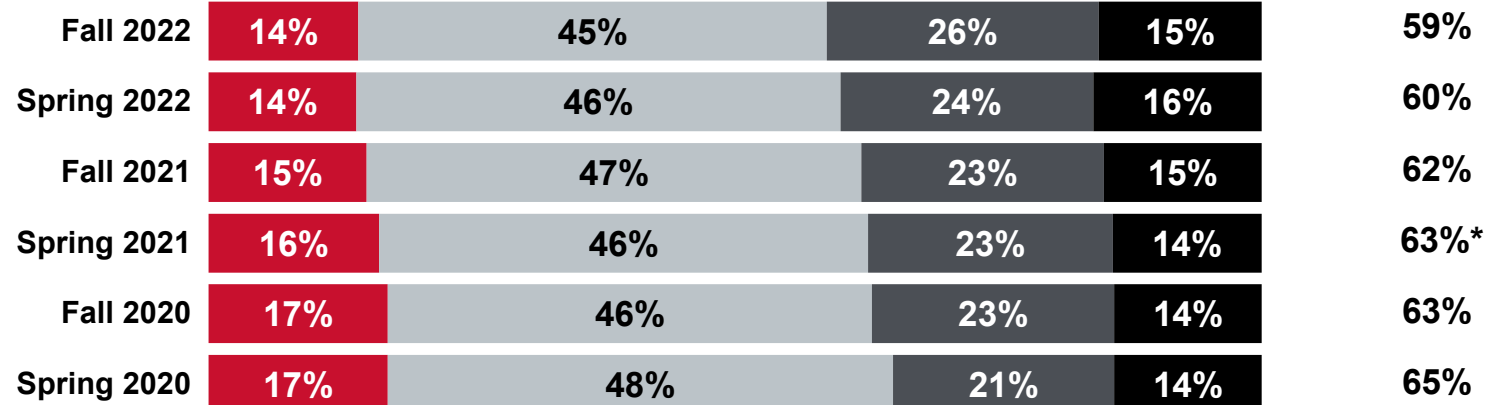


Perceptions of Citizen Input

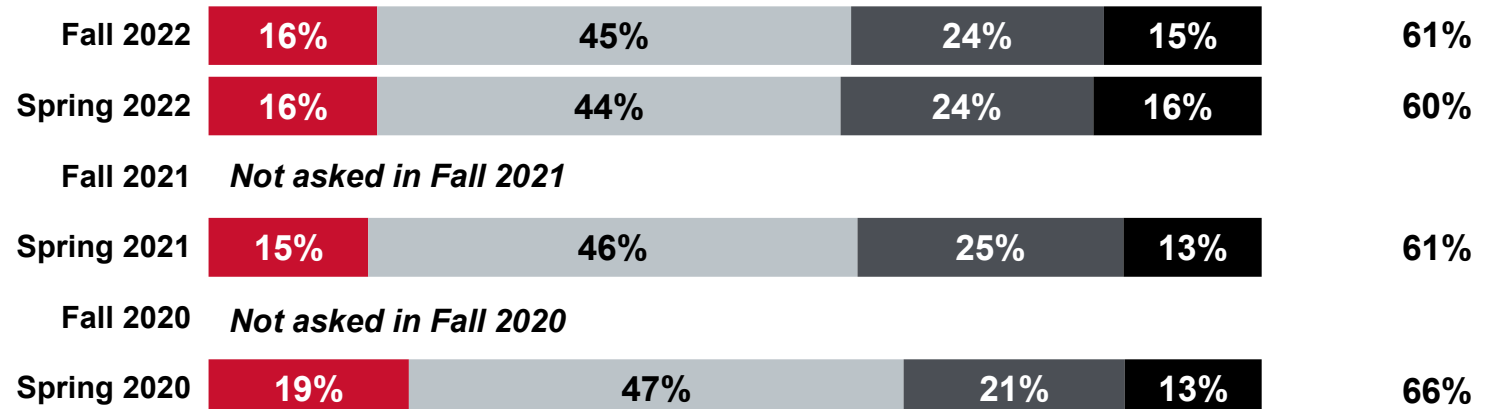
■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree

% Agree

The City allows
Calgarians to have
meaningful input into
decision-making



Calgarians have enough
opportunities to provide
input into decision-
making about City
projects and services



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

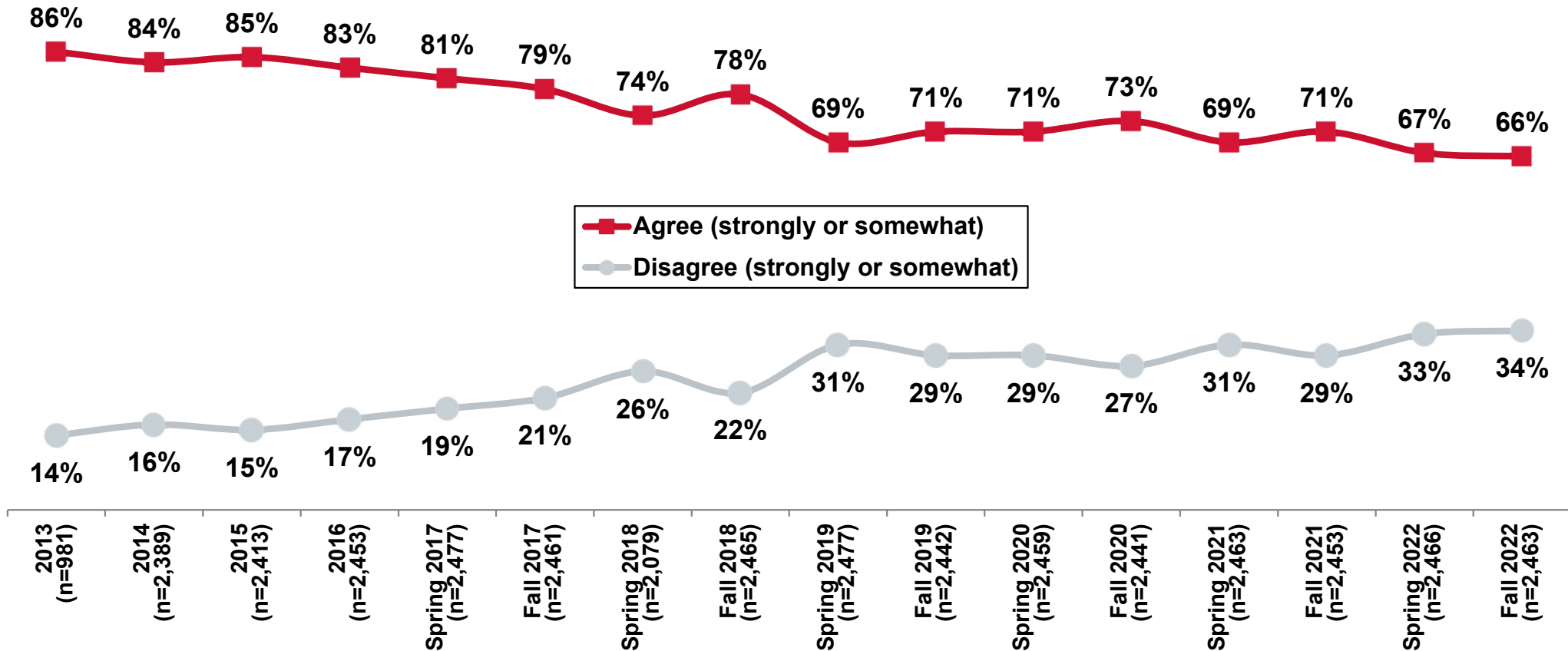
Base: Valid respondents (Bases vary)

*Rounding

↑ Statistically higher than Spring 2022

↓ Statistically lower than Spring 2022

The City of Calgary practices open and accessible government

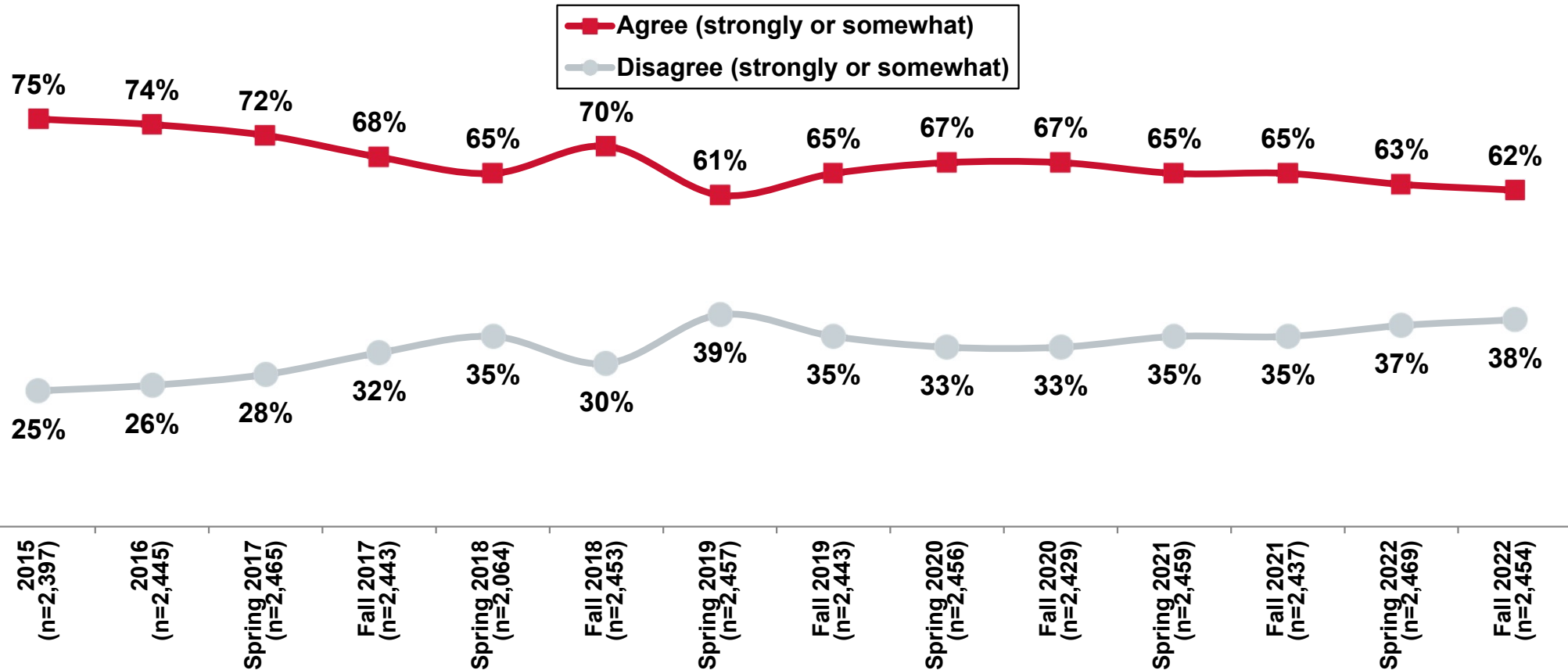


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (Bases vary)

Tracking | Use of Calgarian Input in Decision-Making About City Projects and Services

The City uses input from Calgarians in decision-making about City projects and services⁺



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

Base: Valid respondents (Bases vary)

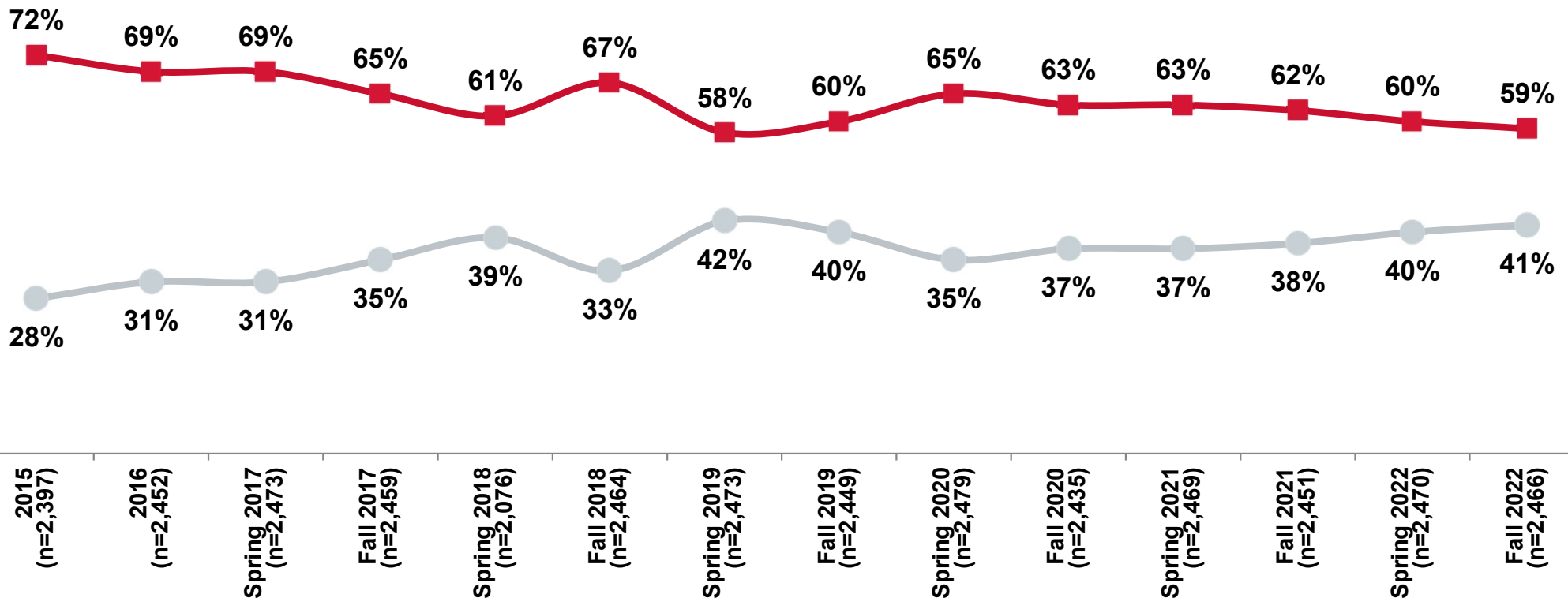
⁺Not asked prior to 2015



Tracking | The City Allows Calgarians to Have Meaningful Input into Decision-Making

The City allows Calgarians to have meaningful input into decision-making⁺

—■ Agree (strongly or somewhat)
—● Disagree (strongly or somewhat)



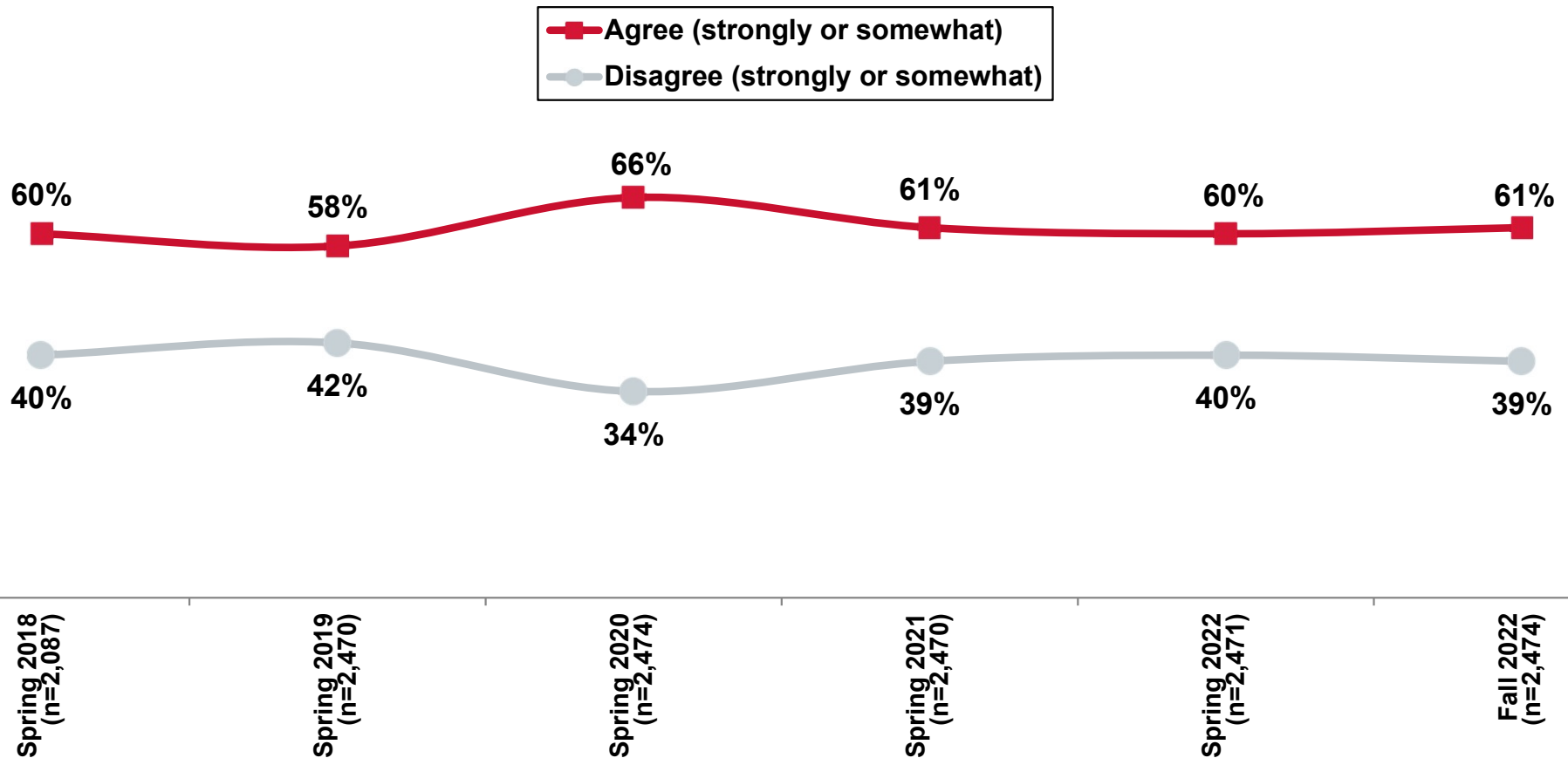
Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.

Base: Valid respondents (Bases vary)

⁺Not asked prior to 2015

Tracking I Enough Opportunities for Input

Calgarians have enough opportunities to provide input into decision-making about City projects and services⁺

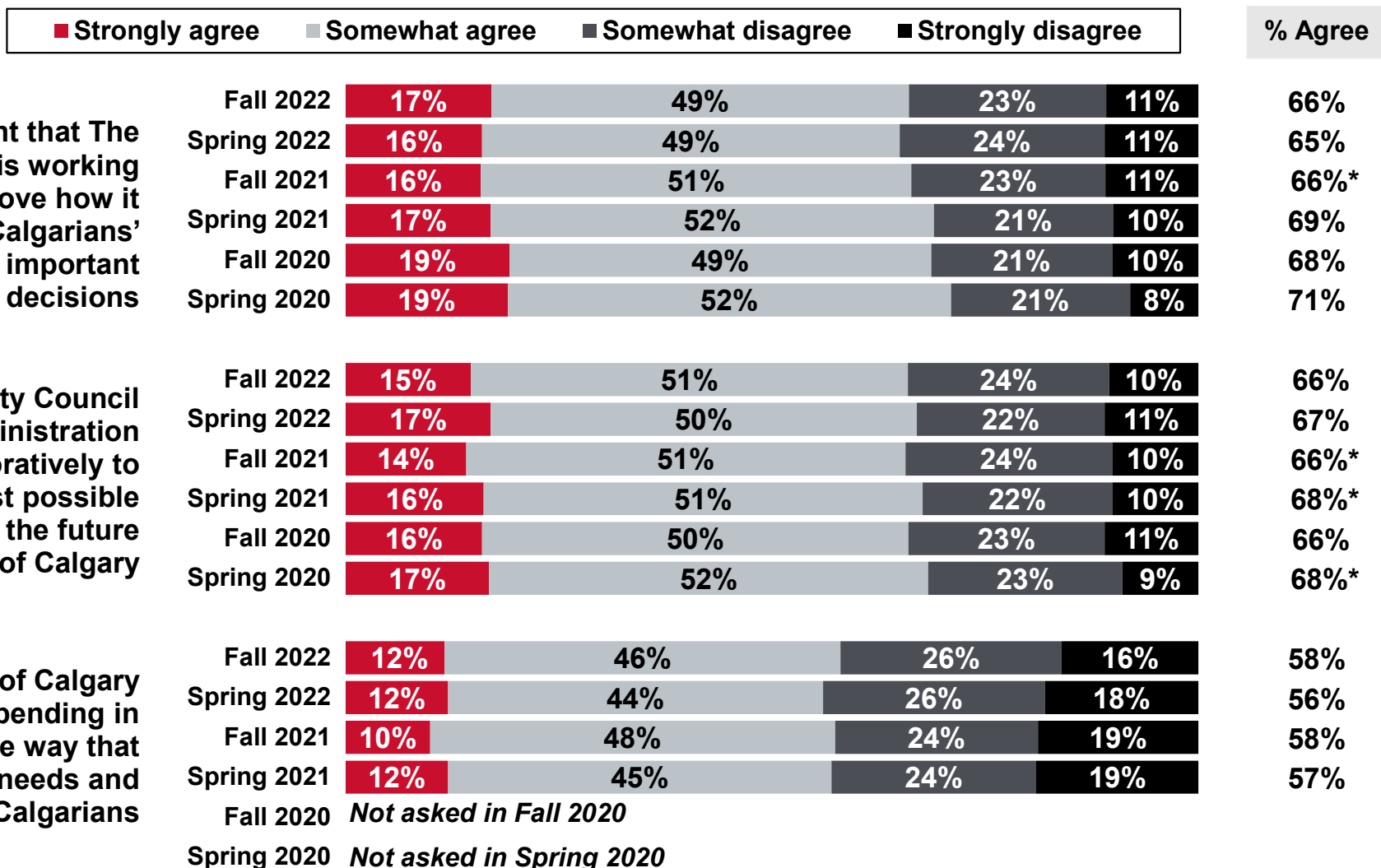


Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City.
 Base: Valid respondents (Bases vary)

⁺Not asked prior to Spring 2018/Not asked in prior Fall survey waves



Attitudes Regarding The City



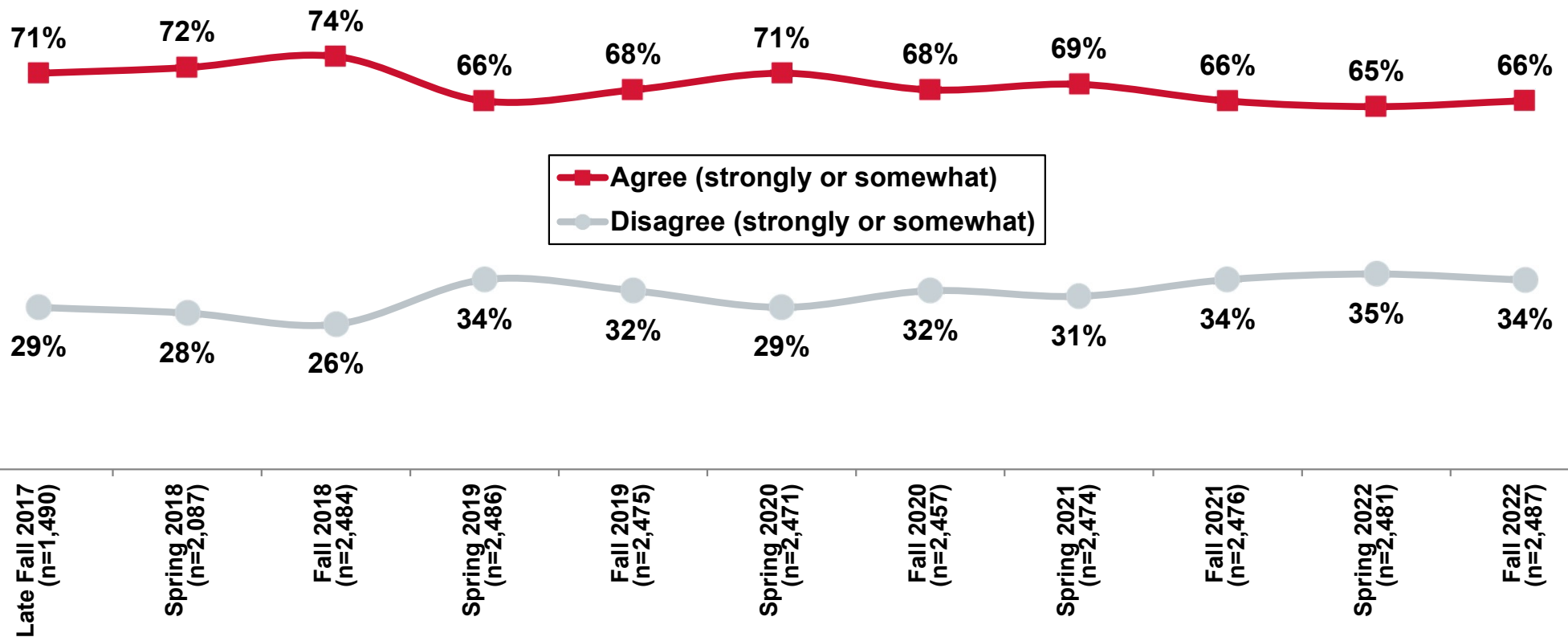
Please tell me whether you agree or disagree with each of the following statements.
Base: Valid respondents (Bases vary)

*Rounding



Tracking | Confidence in The City Working to Improve Integration of Citizen Input

I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions⁺



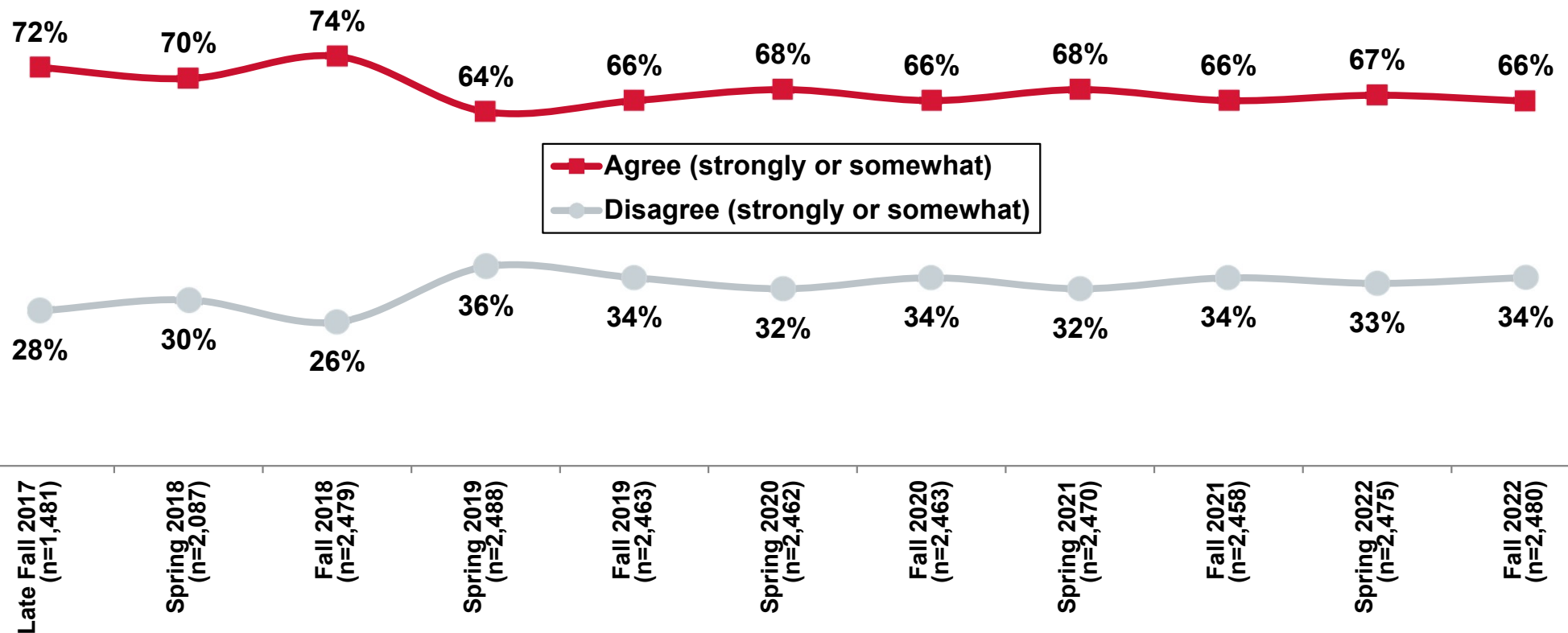
Please tell me whether you agree or disagree with each of the following statements?
 I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions.
 Base: Valid respondents (Bases vary)

⁺Question introduced in an additional survey in late Fall 2017



Tracking | City Council and City Administration Work Collaboratively

I believe that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary⁺

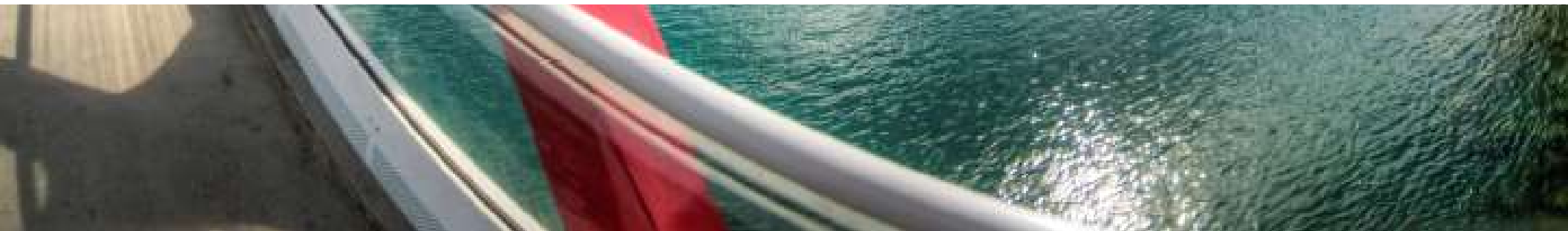


Please tell me whether you agree or disagree with each of the following statements.
 I believe that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary.
 Base: Valid respondents (Bases vary)

⁺Question introduced in an additional survey in late Fall 2017



Council Focus Areas



SUMMARY OF FINDINGS

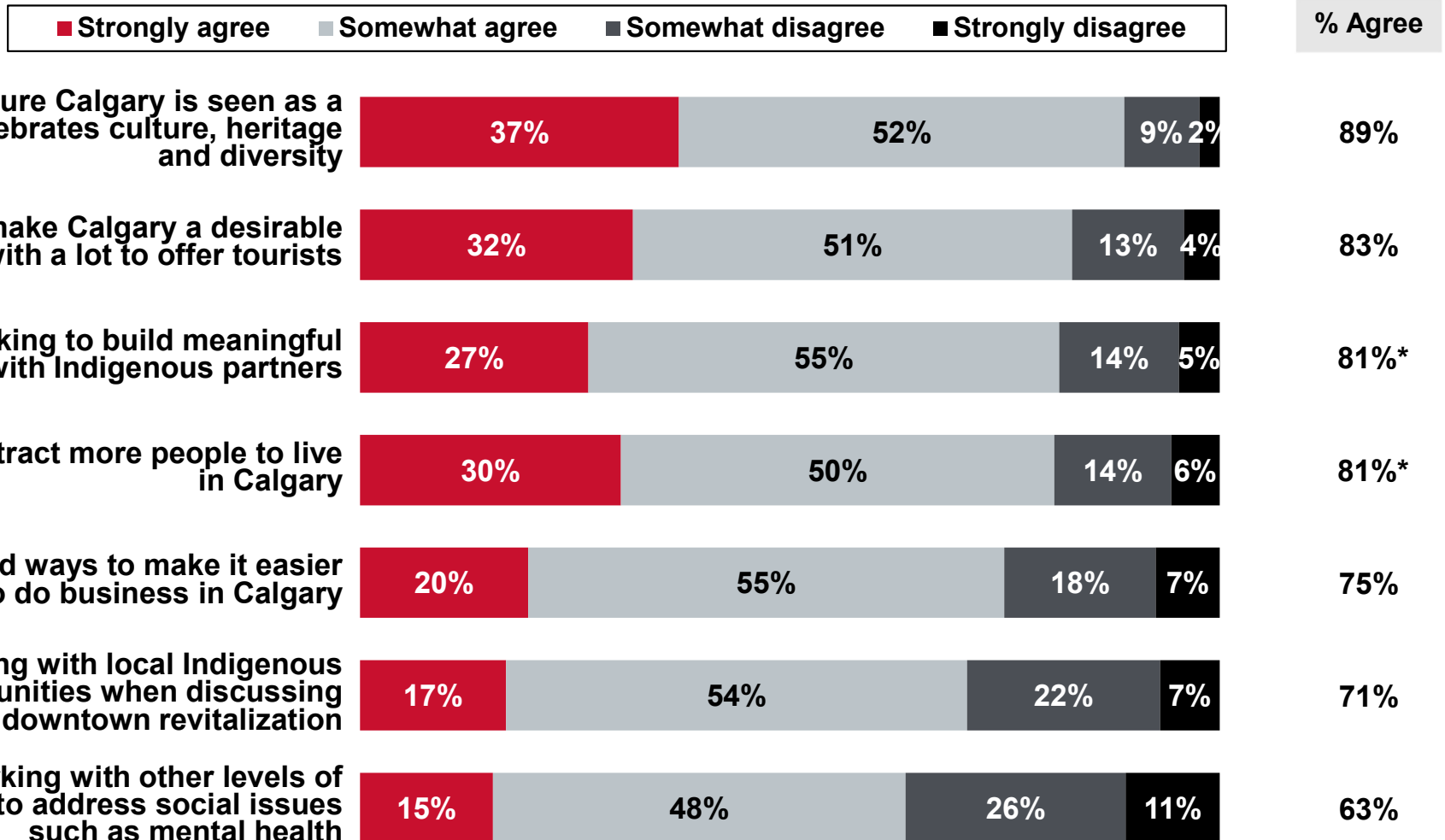
Council Focus Areas

The vast majority of Calgarians agree The City of Calgary is doing a good job at ‘working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity.’

Eight-in-ten agree The City is doing a good job at ‘working to build meaningful relationships with Indigenous partners.’

- A new set of agree-disagree questions were added this wave to reflect City Council focus areas not covered in other survey questions.
- Nine-in-ten (89%) residents agree that The City of Calgary is doing a good job at ‘working to ensure Calgary is seen as a city that celebrates culture, heritage, and diversity.’
- Following closely, around eight-in-ten agree that The City of Calgary is doing a good job at ‘working to make Calgary a desirable destination with a lot to offer tourists’ (83%), ‘working to attract more people to live in Calgary’ (81%) and ‘working to build meaningful relationships with Indigenous partners’ (81%).
- Three-quarters (75%) agree that The City of Calgary is doing a good job at ‘working to find ways to make it easier to do business in Calgary’, while seven-in-ten (71%) agree that The City is doing a good job at ‘working with local Indigenous communities when discussing downtown revitalization.’
- More than six-in-ten (63%) Calgarians agree that The City of Calgary is doing a good job at ‘working with other levels of government to address social issues such as mental health.’

Perception The City is Doing a Good Job on Council Focus Areas+



Please tell me whether you agree or disagree that The City of Calgary is doing a good job at each of the following.

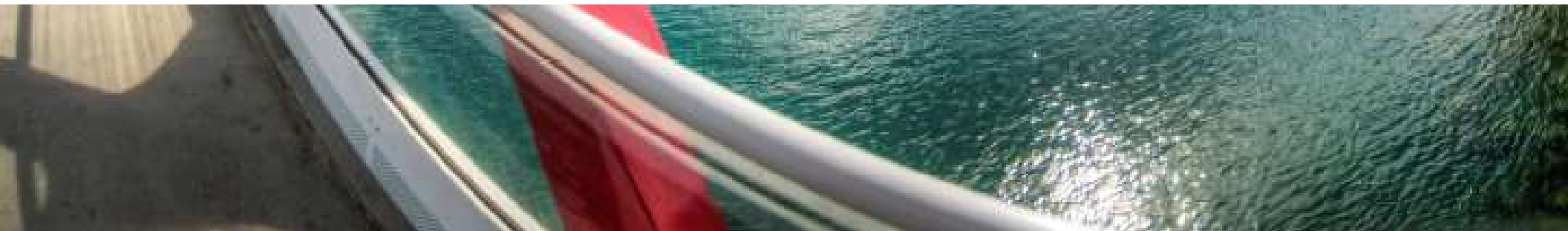
Base: Valid respondents (n=Bases vary)

*Rounding

*Question introduced Fall 2022



Respondent Profile



Respondent Profile

Age

18 to 24	11%
25 to 34	19%
35 to 44	18%
45 to 54	18%
55 to 64	13%
65 or older	21%
Mean	47.1

Gender

Woman	50%
Man	49%
Prefer to self-describe	1%

LGBTQ2S Community

Yes	7%
No	93%
Prefer not to answer	0%

Children & Seniors in Household

Yes – Children	34%
Yes – Seniors	31%

Education

Did not complete high school or equivalent	2%
Completed high school or equivalent	18%
Completed a Registered Apprenticeship or other trades certificate or diploma	8%
Completed a college or other non-university certificate or diploma	19%
Completed a university certificate, diploma or degree	53%

Household Income

Less than \$30,000	7%
\$30,000 to <\$45,000	8%
\$45,000 to <\$60,000	10%
\$60,000 to <\$75,000	7%
\$75,000 to <\$90,000	7%
\$90,000 to <\$105,000	11%
\$105,000 to <\$120,000	9%
\$120,000 to <\$150,000	12%
\$150,000 to <\$200,000	16%
\$200,000+	14%

Base: Valid respondents (Bases vary)

Respondent Profile (continued)

Quadrant

Southwest	30%
Southeast	23%
Northwest	27%
Northeast	19%

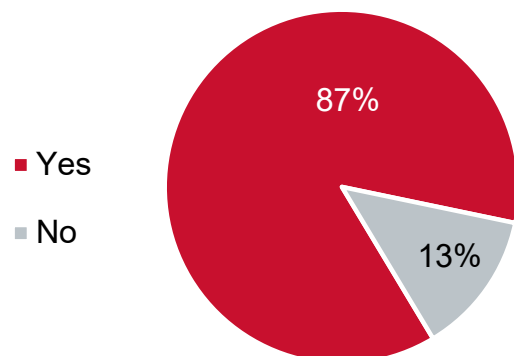
Type of Dwelling

Single-detached house	68%
Apartment or apartment-style condominium	14%
Duplex, triplex or fourplex	9%
Townhouse or rowhouse	8%
Another type of multi-dwelling unit	1%

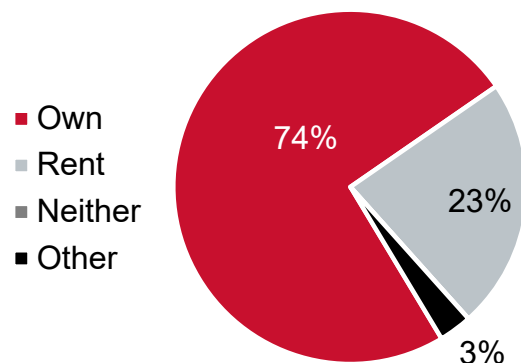
Household Size

1	16%
2	33%
3	18%
4	20%
5 or more	14%
Mean	2.9

Responsible for Property Taxes



Own or Rent



Tenure in Calgary

Less than 5 years	7%
5 to less than 10 years	9%
10 to less than 15 years	9%
15 to less than 20 years	10%
20 to less than 30 years	22%
30 to less than 40 years	15%
40 or more	28%
Mean	27.9

Base: Valid respondents (Bases vary)

Respondent Profile (continued)

Born in Canada

Yes	72%
No	28%

Age Arrived in Canada

Base: Not born in Canada

Under the age of 18	36%
18 to 49	64%
50 or older	1%
Decline to respond	0%

Date of Arrival in Canada

Base: Not born in Canada

Within the past five years	18%
More than five years ago	82%

Indigenous

Yes – First Nations	1%
Yes – Metis	2%
Yes – Inuit	<1%
Yes – prefer to self-describe	1%
No	96%

Racialized

Yes	27%
No	72%
Prefer to self-describe	1%

Disability in Household

Yes – myself	11%
Yes – someone in my household	9%
No	80%

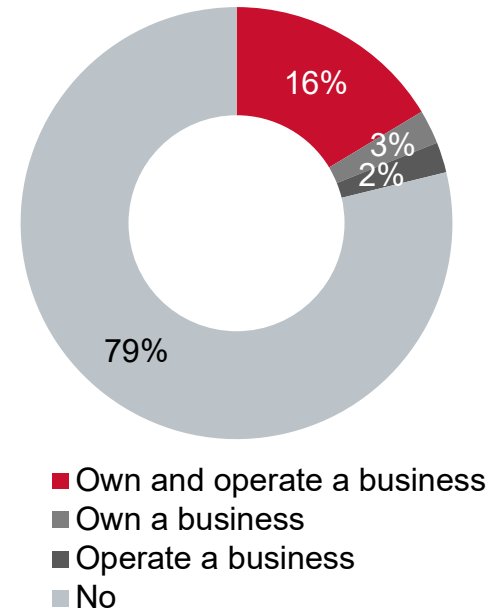
Base: Valid respondents (Bases vary)

Respondent Profile (continued)

Employment Status

Full time employed or self employed	54%
Part time employed or self-employed	12%
Retired	20%
Looking after home and/or family	3%
Unable to work because of sickness or disability	3%
Unemployed	3%
Doing unpaid or voluntary work	1%
Student	6%

Own or Operate a Business



Base: Among those in the workforce
(n=1480 valid respondents)

Base: Valid respondents (Bases vary)

Contact

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