

November 2014

2014 Citizen Satisfaction Survey

Service Investment



Prepared for The City of Calgary by:



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Understanding Questions on Service Investment

The charts in this presentation depict the **percentage of citizens** that said The City should **invest more in City services**.

Please note: arrows () indicate a statistical difference between the Ward number and City-wide perception.

	 Calgary Transit including bus and CTrain service	 Traffic flow management	 Snow Removal	 Transportation planning	 Road maintenance including pothole repairs	 City operated roads and infrastructure	 Social services for individuals such as seniors or youth	 Calgary Police Service
CITY WIDE	67%	66%	64%	62%	62%	57%	57%	52%
WARD 1	67%	65% 	56% 	56%	57%	62%	58%	47% 
WARD 2	70%	72%	67%	66%	62%	61%	54%	51%
WARD 3	70%	66%	75% 	62%	66%	63%	55%	60%
WARD 4	65%	67%	65%	60%	72% 	58%	61%	64%
WARD 5	65%	64%	73% 	58%	75% 	58%	63%	53%
WARD 6	59% 	71%	68%	65%	56%	57%	47% 	46%
WARD 7	65%	55% 	53% 	59%	54%	50%	53%	48%
WARD 8	68%	56% 	49% 	65%	52% 	48%	57%	48%
WARD 9	71%	60%	58%	66%	54%	54%	60%	48%
WARD 10	58%	72%	76%	55%	72%	52%	63%	64%
WARD 11	67%	68%	56%	61%	57%	59%	60%	45%
WARD 12	78%	74%	70%	71%	64%	65%	57%	56%
WARD 13	60%	68%	66%	58%	64%	55%	51%	53%
WARD 14	73%	63%	58%	63%	59%	59%	57%	50%

 % of citizens city-wide who said invest more

 If the **arrow points up**, then there are statistically **more people in that Ward** that agree **The City should invest more** in that particular program or service **than the City- Wide percentage**.

 If the **arrow points down**, there are statistically **less people in that Ward** who agree that **The City should invest more** in in that particular program or service **than the City-wide percentage**.

Investment (MORE) in City Programs and Services

By Ward



Calgary Transit
including bus and
CTrain service



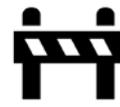
Traffic flow
management



Snow Removal



Transportation
planning



Road
maintenance
including
pothole repairs



City operated
roads and
infrastructure



Social services
for individuals
such as seniors
or youth



Calgary Police
Service

CITY WIDE	67%	66%	64%	62%	62%	57%	57%	52%
WARD 1	67%	65% ▲	56% ▼	56%	57%	62%	58%	47% ▲
WARD 2	70%	72%	67%	66%	62%	61%	54%	51%
WARD 3	70%	66%	75% ▲	62%	66%	63%	55%	60%
WARD 4	65%	67%	65%	60%	72% ▲	58%	61%	64%
WARD 5	65%	64%	73% ▲	58%	75% ▲	58%	63%	53%
WARD 6	59% ▼	71%	68%	65%	56%	57%	47% ▼	46%
WARD 7	65%	55% ▼	53% ▼	59%	54%	50%	53%	48%
WARD 8	68%	56% ▼	49% ▼	65%	52% ▼	48% ▼	57%	48%
WARD 9	71%	60%	58%	66%	54%	54%	60%	48%
WARD 10	58% ▼	72%	76% ▲	55%	72% ▲	52%	63%	64% ▲
WARD 11	67%	68%	56%	61%	57%	59%	60%	45%
WARD 12	78% ▲	74% ▲	70%	71% ▲	64%	65%	57%	56%
WARD 13	60%	68%	66%	58%	64%	55%	51%	53%
WARD 14	73%	63%	58%	63%	59%	59%	57%	50%

Investment (MORE) in City Programs and Services

By Ward



Protection from river flooding



City growth management



City operated recreation FACILITIES



The Fire Department



Calgary's parks and other open spaces



Disaster planning and response



City operated recreation PROGRAMS



Community services such as support for community associations and not for profit groups

CITY WIDE	47%	43%	42%	40%	37%	36%	33%	32%
WARD 1	45%	43%	51% ▲	35%	36%	27% ▼	37%	35%
WARD 2	47%	41%	47%	41%	42%	40%	39%	30%
WARD 3	49%	34% ▼	34%	43%	36%	39%	32%	34%
WARD 4	49%	38%	48%	49% ▲	36%	45% ▲	29%	34%
WARD 5	44%	41%	46%	49% ▲	41%	41%	41% ▲	36%
WARD 6	45%	50%	34%	30% ▼	38%	32%	26%	28%
WARD 7	54%	41%	36%	32% ▼	33%	34%	22% ▼	28%
WARD 8	44%	53% ▲	32% ▼	31% ▼	48% ▲	33%	38%	35%
WARD 9	51%	40%	42%	41%	38%	41%	38%	32%
WARD 10	56% ▲	39%	46%	61% ▲	50% ▲	50% ▲	39%	39%
WARD 11	47%	41%	36%	31% ▼	36%	27%	23% ▼	30%
WARD 12	42%	44%	50% ▲	39%	26% ▼	32%	33%	30%
WARD 13	41%	51% ▲	36%	37%	35%	32%	34%	32%
WARD 14	42%	43%	48%	39%	31%	30%	29%	21% ▼

Investment (MORE) in City Programs and Services

By Ward



Calgary's pathway system



Spring road cleaning



City land use planning



The quality of drinking water



Bike lanes on streets



Development and building inspections and permits



Downtown revitalization



Support for arts and culture including festivals

	32%	31%	31%	29%	28%	27%	27%	25%
CITY WIDE	32%	31%	31%	29%	28%	27%	27%	25%
WARD 1	32%	24%	34%	26%	23%	25%	30%	23%
WARD 2	32%	29%	35%	37% ▲	28%	31%	23%	26%
WARD 3	26%	31%	30%	31%	27%	29%	21%	22%
WARD 4	33%	36%	26%	32%	17% ▼	32%	26%	20%
WARD 5	34%	30%	30%	38% ▲	30%	36% ▲	29%	25%
WARD 6	26%	37%	37%	16% ▼	30%	24%	27%	31%
WARD 7	35%	21% ▼	25%	26%	28%	20%	32%	25%
WARD 8	42% ▲	29%	39% ▲	27%	38% ▲	32%	42% ▲	37% ▲
WARD 9	34%	35%	25%	31%	29%	22%	24%	28%
WARD 10	36%	44% ▲	25%	48% ▲	30%	36% ▲	27%	30%
WARD 11	40% ▲	31%	31%	20% ▼	40% ▲	24%	27%	24%
WARD 12	33%	29%	33%	23%	21%	21%	18% ▼	17% ▼
WARD 13	25%	32%	33%	26%	22%	28%	25%	24%
WARD 14	28%	25%	32%	24%	25%	20% ▼	23%	16% ▼

Investment (MORE) in City Programs and Services

By Ward



Bylaw services



Residential Blue Cart recycling



Business licenses and inspections



Animal control services



311 service



Residential garbage collection service



City of Calgary website



Property tax assessment

	Bylaw services	Residential Blue Cart recycling	Business licenses and inspections	Animal control services	311 service	Residential garbage collection service	City of Calgary website	Property tax assessment
CITY WIDE	23%	21%	20%	19%	18%	16%	15%	13%
WARD 1	24%	19%	21%	16%	13%	17%	13%	16%
WARD 2	20%	18%	20%	20%	19%	17%	19%	13%
WARD 3	31% ▲	20%	21%	16%	21%	19%	16%	17%
WARD 4	21%	20%	22%	21%	15%	16%	16%	14%
WARD 5	34% ▲	23%	32% ▲	27% ▲	21%	25% ▲	19%	15%
WARD 6	16% ▼	15%	16%	12% ▼	13%	7% ▼	11%	12%
WARD 7	19%	23%	12% ▼	12% ▼	16%	14%	17%	11%
WARD 8	17%	41% ▲	19%	11% ▼	22%	20%	15%	11%
WARD 9	26%	22%	19%	22%	19%	17%	13%	13%
WARD 10	35% ▲	20%	29% ▲	31% ▲	30% ▲	20%	18%	19%
WARD 11	24%	22%	16%	17%	18%	10%	12%	10%
WARD 12	22%	18%	20%	23%	15%	14%	15%	7% ▼
WARD 13	22%	13% ▼	19%	21%	16%	14%	17%	13%
WARD 14	14% ▼	14%	18%	11% ▼	10% ▼	9% ▼	13%	10%

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