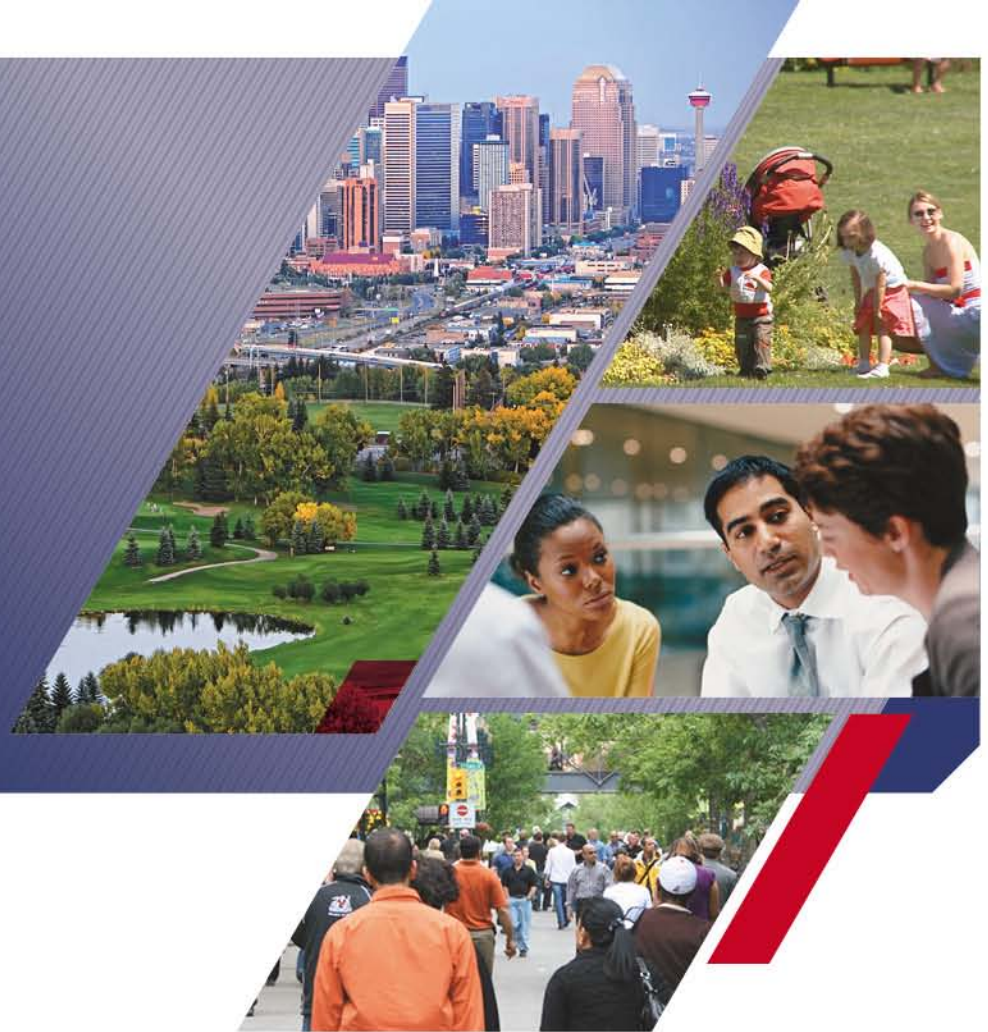


November 2014

2014 Citizen Satisfaction Survey

Service Investment



Prepared for The City of Calgary by:



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























THE CITY OF
CALGARY

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

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

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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