



2026 Spring Survey of Calgarians

Final report

Spring Survey of Calgarians

Prepared by: Ipsos

ISC: Unrestricted

Table of contents

Content	Page number
Methodology	3
Interpreting results	4
2026 Spring highlights	5
Detailed findings	
Quality of life	9
Calgarians' priorities	12
Satisfaction with City services	16
Usage of City services	20
Service results (alphabetical)	23
Taxation	69
Customer service	71
Trust and transparency	73
Respondent profile	75

Methodology

The telephone survey was conducted by Ipsos Public Affairs from February 17, 2026 to March 16, 2026 with 2,500 Calgarians, via telephone survey. The average time to complete the survey was 29 minutes.

The survey was conducted using numbers from both cell phones (70%) and landlines (30%) to obtain a random and statistically-representative sample of Calgarians.

The margin of error for the total sample of $n=2,500$ is ± 2.0 percentage points, 19 times out of 20.

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and ward of the general population aged 18 and older.

Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and ward to ensure composition reflects that of the actual Calgary population aged 18 or older.

Service Evaluation

This study evaluated 15 City programs and services. All respondents first answered questions about their usage of and satisfaction with each of the 15 services.

In addition to overall satisfaction, Calgarians were asked about their satisfaction with 15 City services. To reduce survey burden, each respondent was assigned three or four services to evaluate rather than all 15. Services were randomly assigned regardless of whether the respondent had used them, capturing both perception among non-users and actual experience among users.

At the onset of the survey, it was anticipated that some City services would have low usage, although the extent was not known. For example, services such as Fire Services and Housing Services were expected to have relatively few users. To ensure a sufficient sample of users for each service, we implemented a tiered assignment approach that prioritized users until minimum thresholds were met. This intentionally oversampled users relative to the general population. We then applied weighting based on actual usage rates to ensure the final results accurately reflect the true distribution of users and non-users for each service.

The margin of error for service-specific sample ranges from ± 4.0 to 4.5 percentage points, 19 times out of 20, given the smaller sample size for questions regarding service experience, time and quality.

Interpreting results

Due to significant changes in the questionnaire design for the 2026 Spring Survey of Calgarians, direct comparisons with previous survey waves are limited. Service-specific satisfaction ratings cannot be compared to previous surveys as these are new or significantly modified questions.

Tracking data from previous surveys is only available for core measures that remained consistent, including overall quality of life, perceptions about Calgary as a place to make a life and living, and overall satisfaction with City services and programs.

Results are compared with those of the Fall Survey of Calgarians (formerly the Fall Citizen Satisfaction Survey) and the Spring Survey of Calgarians (formerly the Spring Pulse Survey) and statistically significant changes from fall 2025 to spring 2026 or from spring 2025 to spring 2026 are noted.

2026 Spring highlights

- Calgarians' positive view of their quality of life remains strong over time, with more than three-quarters rating it as 'good', a statistical improvement from last fall when about seven-in-ten said the same. Perceptions of Calgary as a place to live and work are also strong. Three-quarters of Calgarians say it is a great place to make a life. Around two-thirds say it is a great place to make a living.
- There is some cautious optimism about Calgary's future. Around one-half of Calgarians believe the city is on the right track to be a better place over the next decade.
- When asked what priorities Calgarians would like local leaders to address, 'infrastructure, traffic, and roads' ranks at the top of the list. Nearly two-fifths now identify it as a top issue, consistent with fall 2025, though growing worries about infrastructure maintenance and snow removal are noted. 'Crime, safety, and policing' continues as the second most pressing priority, consistent with fall 2025. 'Growth and planning' and 'transit' round out the top priorities, with public transportation concerns seeing a small uptick even as the overall ranking for 'transit' holds steady.
- Trust in The City of Calgary is mixed, with around one-half of Calgarians now saying they trust their municipal government. Engagement and openness measures sit slightly lower. Under one-half agree they have enough opportunities to contribute to decision-making. Also, just under one-half agree The City practices open and accessible government.
- Calgarians hold mixed views on The City's customer service. More than one-half of Calgarians say The City meets their customer service expectations and three-fifths agree The City's quality of customer service is consistently high. However, results are relatively lower on other measures. Around one-half agree The City prioritizes customer service and The City responds quickly to requests and concerns.
- Around one-half of Calgarians say they receive good value for their property tax dollars. One-fifth say they receive poor value for their taxes. When it comes to the

balance between taxes and services, more than one-half of Calgarians say they would rather see taxes increase than see service declines, though most in this group only want to pay enough in added taxes to maintain current service levels rather than expand them. On the other hand, fewer than two-fifths would rather see service cuts over any increases in taxes.

- Around three-fifths of Calgarians are satisfied with the overall level and quality of services and programs offered by The City. This is consistent with spring 2025, but a statistical decline from around two-thirds in fall 2025. More specifically, Calgarians were asked to evaluate 15 City services, with each service randomly assigned regardless of usage. This allows for comparison between those whose opinions are based on perception and those whose opinions are based on experience.
- For five City services, 75% or more of Calgarians say they are satisfied. Nine-in-ten Calgarians say they are satisfied with Fire Services. Nearly four-fifths say they are satisfied with Waste and Recycling Services and Parks. Three-quarters say they are satisfied with Community & Culture Services and Emergency Management Services. Of note, Fire Services and Emergency Management Services have low usage, and as such Calgarians base their ratings on the perception that these services will be there when needed, rather than direct experience.
- For six City services, between 50% and 74% of Calgarians say they are satisfied. Seven-in-ten Calgarians are satisfied with 3 1 1 Services, Recreation Services, and Police Services. More than one-half of Calgarians are satisfied with Bylaw Services, while satisfaction with Business Licensing & Support Services and Water Services sit closer to the halfway mark.
- For four City services, fewer than 50% of Calgarians say they are satisfied: Transit Services, Planning & Development Services, Roads, and Housing Services. Two of these services, plus Water Services, stand out as high-impact priorities due to their combination of widespread use and low satisfaction. Roads is used by all Calgarians, yet only two-fifths say they are satisfied. Transit Services is used by two-thirds of Calgarians, yet fewer than half say they are satisfied. Water Services is essential to every household, yet only around one-half say they are satisfied. Planning &

Development Services and Housing Services see lower usage, and so they are not deemed to be high-impact priorities but still need attention.

- For some City services, satisfaction differs between users and non-users. A higher proportion of users are satisfied with Parks (13-point lead), Business Licensing & Support Services (12-point lead), Community & Culture Services (12-point lead), and 311 Services (6-point lead). However, Police Services, Bylaw Services, and Transit Services show the opposite result, where perception outpaces actual experience. Users of these services report lower satisfaction than non-users (12-point gap for Police Services, 7-point gap for Bylaw Services, and 5-point gap for Transit Services).
- For Housing Services, and Planning & Development Services, satisfaction is similar between users and non-users and that might point to challenges with both perception and actual delivery due to their lower satisfaction ratings. For Fire Services, Emergency Management Services, and Recreation Services, satisfaction levels are also similar between users and non-users, though these services maintain strong overall satisfaction.
- Calgarians were asked to evaluate City services across three themes: Experience, Quality, and Timeliness. Each theme includes three or four measures that assess different aspects of service delivery. Of the four Experience measures, two perform well and two need attention from The City. Calgarians consistently agree that City services are easy to access and enhance their quality of life. Despite performing well across most services, relatively lower scores were seen for having no concerns when using or accessing Transit Services and Housing Services. Planning & Development Services, Business Licensing Services, and Housing Services receive particularly low marks on effective communication.
- Of the three Quality measures, one performs well and two need attention from The City. Calgarians agree that most City services are reliable. Attention is needed on maintenance and management and on consistently delivering good quality, with Housing Services and Roads receiving particularly low marks in these areas. These two services also bring down the overall average for reliable as well.

- Timeliness measures need the most attention of the three themes. Of the four Timeliness measures, one performs well and three could be improved. Calgarians agree that services will be available when needed. Service interruptions receive lower marks, particularly for Water Services, Transit Services, and Roads. Quick communication of issues also scores lower. The weakest measure across nearly all services is whether concerns would be addressed in a timely manner. Even top-tier services score lower here relative to their other measures. Focus is needed for Housing Services, Roads, Planning & Development Services, Transit Services, Business Licensing & Support Services, Bylaw Services, Parks, and Recreation Services.

Quality of life

Summary of findings

Calgarians are optimistic about their city today, but they are less confident about its future. Strong majorities say they are satisfied with their quality of life and view the city as an attractive place to both live and work. More than half believe better days lie ahead in the coming decade.

- Calgarians' positive perception of their quality of life remains strong. Three-quarters (76%) of Calgarians rate their overall quality of life in the city as 'good', a statistical increase from fall 2025 (71%) and consistent with spring 2025 (74%).
- Calgary continues to be highly regarded by residents as a great city to live and work. Three-quarters (74%) of Calgarians agree that Calgary is a great place to make a life, holding steady with fall 2025 (73%) and spring 2025 (72%). Similarly, around two-thirds (68%) believe Calgary is a great place to make a living, consistent with fall 2025 (68%) and up statistically from spring 2025 (66%).
- When it comes to Calgary's future, around one-half (54%) agree the city is on the right track to be a better place in 10 years, while three-in-ten (30%) are neutral and fewer than one-fifth (16%) disagree that the city is on the right track.

Detailed results of the 'Quality of life' section

Tracking the overall quality of life

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

Percentage rating as Good (7 to 10 on a 10-point scale):

- Fall 2023: 76%

- Spring 2024: 71%
- Fall 2024: 66%
- Spring 2025: 74%
- Fall 2025: 71%
- Spring 2026: 76% (significantly increased compared to fall 2025)

Make a life and make a living

Question: Next, are three statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Percentage rating as Agree (7 to 10 on a 10-point scale):

Statement 1: Calgary is a great place to make a life.

- Fall 2023: 75%
- Spring 2024: 69%
- Fall 2024: 70%
- Spring 2025: 72%
- Fall 2025: 73%
- Spring 2026: 74%

Statement 2: Calgary is a great place to make a living.

- Fall 2023: 70%
- Spring 2024: 63%
- Fall 2024: 63%

- Spring 2025: 66%
- Fall 2025: 68%
- Spring 2026: 68%

Statement 3: Calgary is on the right track to be a better city 10 years from now.

- Spring 2026: 54%

Calgarians' priorities

Summary of findings

When asked what top priorities they would like local leaders to address, 'infrastructure, traffic, and roads' leads the list for Calgarians, followed by 'crime, safety, and policing'. 'Growth and planning' and 'transit' round out the top issues. This wave, 'water supply and infrastructure' returns to the list of priorities.

- 'Infrastructure, traffic and roads' remains the most frequently mentioned issue, with nearly two-fifths (39%) of Calgarians identifying it as a top concern, unchanged from fall 2025. Within this category, infrastructure maintenance has increased modestly (15%, up 2 points), while road conditions have decreased significantly (5%, down 6 points). Snow removal sees a seasonal increase as a priority (10%, up 6 points).
- 'Crime, safety and policing' continues as the second most cited issue, mentioned by one-fifth (21%) of Calgarians, consistent with fall 2025. Public safety mentions remain stable (11%, unchanged), while specific crime concerns have decreased (8%, down 2 points).
- 'Growth and planning' sits at 15%, consistent with fall 2025, with planning, development and land use mentions also on par with last fall (9%).
- 'Transit' holds at 14%, consistent with the fall, though public transportation mentions show an increase (12%, up 2 points).
- 'Homelessness, poverty and affordable housing' has seen a significant decrease to 11%, down 8 points from fall 2025. Mentions of poverty and related social issues have declined (9%, down 3 points).
- 'Water supply and infrastructure' has surfaced again as a priority this wave (10%, up 8 points from fall 2025).

- Other priorities show consistency with fall 2025. These include 'Economy' (10%), 'Environment and waste management' (9%), 'Taxes' (8%), 'Education' (6%). Meanwhile, mentions of 'Recreation' have decreased (5%, down 3 points).

Detailed results of the 'Calgarians' priorities' section

Calgarians' priorities

Question: 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?

Total mentions:

- Infrastructure, traffic and roads: 39%
- Crime, safety and policing: 21%
- Growth and planning: 15%
- Transit: 14%
- Homelessness, poverty and affordable housing: 11% (significantly decreased compared to fall 2025)
- Water supply/infrastructure: 10% (significantly increased compared to fall 2025)
- Economy: 10%
- Water supply/infrastructure: 10% (significantly increased compared to fall 2025)
- Environment & waste management: 9%
- Taxes: 8%
- Recreation and parks: 5% (significantly decreased compared to fall 2025)
- Education: 6%
- None: 11%

Tracking the most important issue facing Calgary

Question: 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?

The following section includes the current top four first mentions only:

Priority 1: Infrastructure, traffic and roads

- Fall 2023: 17%
- Spring 2024: 18%
- Fall 2024: 22%
- Spring 2025: 19%
- Fall 2025: 22%
- Spring 2026: 23%

Priority 2: Crime, safety and policing

- Fall 2023: 17%
- Spring 2024: 13%
- Fall 2024: 9%
- Spring 2025: 12%
- Fall 2025: 14%
- Spring 2026: 12% (significantly decreased compared to fall 2025)

Priority 3: Growth and Planning

- Fall 2023: 4%
- Spring 2024: 7%
- Fall 2024: 7%
- Spring 2025: 8%
- Fall 2025: 9%
- Spring 2026: 9%

Priority 4: Transit

- Fall 2023: 8%
- Spring 2024: 10%
- Fall 2024: 8%
- Spring 2025: 7%
- Fall 2025: 7%
- Spring 2026: 7%

Satisfaction with City services

Summary of findings

Most Calgarians say they are satisfied with Fire Services, making it The City's top-rated service. Many Calgarians are also satisfied with Waste and Recycling Services, Parks, Emergency Management Services and Community & Culture Services. In contrast, fewer Calgarians are satisfied with Housing Services, Roads, Planning & Development Services, and Transit Services. There is a substantial difference between The City's highest and lowest-scoring services.

- Satisfaction with the overall level and quality of services and programs offered by The City remains consistent with one year ago, with around three-fifths (62%) of Calgarians saying that they are satisfied, similar to spring 2025 (61%), although this is a statistical decline from fall 2025 (67%).
- Calgarians were asked to evaluate 15 City services, and satisfaction levels vary substantially, with some services earning near-universal approval while others fall well below the halfway mark. All respondents evaluated each service based on their perceptions, whether or not they had used the service in the past 12 months.

Services earning the strongest satisfaction ratings (75% and above) include:

- Fire Services (90%)
- Waste and Recycling Services (78%)
- Parks (77%)
- Emergency Management Services (75%)

- Community & Culture Services (75%)

Services showing favourable performance (50% to 74% satisfaction):

- 3 1 1 Services (71%)
- Recreation Services (71%)
- Police Services (69%)
- Bylaw Services (57%)
- Business Licensing & Support (53%)
- Water Services (51%)

Services earning the lowest satisfaction ratings (below 50%) include:

- Transit Services (46%)
- Planning & Development Services (46%)
- Roads (40%)
- Housing Services (27%)

Detailed results of the ‘Satisfaction with City services’ section

Tracking satisfaction with City services and programs

Question: On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

Percentage rating as Satisfied (7 to 10 on a 10-point scale):

- Fall 2023: 69%
- Spring 2024: 63%

- Fall 2024: 63%
- Spring 2025: 61%
- Fall 2025: 67%
- Spring 2026: 62% (significantly decreased compared to fall 2025)

Satisfaction with City services

Question: Now I have a list of programs and services provided by The City. For each, I am going to ask you a couple of questions. When responding, consider what you have heard, read, seen, or personally experienced. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing [SERVICES]?

Percentage rating as Satisfied (7 to 10 on a 10-point scale):

- Fire Services: 90%
- Waste and Recycling Services: 78%
- Parks: 77%
- Emergency Management Services: 75%
- Community & Culture Services: 75%
- 3 1 1 Services: 71%
- Recreation Services: 71%
- Police Services: 69%
- Bylaw Services: 57%
- Business Licensing & Support: 53%
- Water Services: 51%
- Transit Services: 46%

- Planning & Development Services: 46%
- Roads: 40%
- Housing Services: 27%

Usage of City services

Summary of findings

City services see widely varying levels of usage, from universal services such as Roads, Waste & Recycling Services, and Water Services used by all Calgarians to services used by fewer than one-fifth such as Fire Services, Business Licensing & Support Services, and Housing Services.

- Before answering questions on usage and satisfaction, respondents were read a fuller description of each of the 15 City services to provide context and specific examples of what each service entails. It is important to note that all usage data is self-reported and reflects the respondent's own perception and interpretation of the service, based on the description provided, and their understanding of what it means to have 'used or accessed' that service within the past year.

Services with the highest usage rates (65% and above) include:

- Parks (84%)
- Community & Culture Services (75%)
- Transit Services (67%)
- Recreation Services (65%)

A middle tier of services sees moderate usage (30% to 60%):

- 3 1 1 Services (56%)
- Police Services (32%)
- Emergency Management Services (32%)
- Bylaw Services (32%)

Services with more limited usage (under 25%) include:

- Planning & Development Services (22%)
- Fire Services (15%)
- Business Licensing & Support Services (15%)
- Housing Services (9%)

Three services in the survey were designated as "universal" and were recorded as having 100% usage without asking respondents about their usage:

- Roads
- Waste and Recycling Services
- Water Services

Detailed results of the 'Usage of City services' section

Used or accessed City services

Question: And, have you used or accessed [SERVICES] in the past 12 months?

Percentage who said Yes:

- Parks: 84%
- Community & Culture Services: 75%
- Transit Services: 67%
- Recreation Services: 65%
- 3 1 1 Services: 56%
- Police Services: 32%
- Emergency Management Services: 32%

- Bylaw Services: 32%
- Planning & Development Services: 22%
- Fire Services: 15%
- Business Licensing & Support: 15%
- Housing Services: 9%

Service results

3 1 1 Services

Summary of findings

Calgary's 3 1 1 service is a well-used and well-regarded resource. More than half of Calgarians have used the service in the past year, and strong majorities praise its reliability, accessibility, and quality. However, some Calgarians are uncertain about how quickly their concerns would be resolved once reported.

- More than one-half (56%) of Calgarians have used 3 1 1 Services in the past 12 months. Around seven-in-ten (71%) Calgarians are satisfied with 3 1 1 Services, with 12% rating their satisfaction with 3 1 1 Services as 10 out of 10. Satisfaction is statistically higher among users than non-users of 3 1 1 Services (73% among users vs. 67% among non-users).

Experience Perceptions

- Three-quarters (76%) of Calgarians have no, or would have no, concerns when using or accessing these services. Agreement is consistent between users (78%) and non-users of the service (72%).
- Three-quarters (74%) agree that these services are or would be easy to use or access. Although the gap appears wide, there is no statistical difference between users (79%) and non-users (68%).
- More than three-fifths (63%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (72%) than non-users (51%).
- More than one-half (57%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (60%) and non-users (54%).

Timeliness Perceptions

- Three-quarters (74%) of Calgarians agree that these services will be available when, or should, they need them. Results are consistent between users (77%) and non-users of the service (70%).
- Seven-in-ten (70%) Calgarians agree that this service has not been interrupted in the past year, statistically higher among users (76%) than non-users (61%).
- Three-fifths (60%) agree that The City is quick to communicate issues and updates about these services, consistent between users (60%) and non-users (59%).
- Around one-half (51%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (49%) and non-users (52%).

Quality Perceptions

- Nearly three-quarters (73%) of Calgarians agree that these services are, or would be, reliable. This is consistent between service users (74%) and non-users (71%).
- Seven-in-ten (69%) Calgarians agree that The City consistently delivers good quality for these services, consistent between users (71%) and non-users (67%).
- Around two-thirds (68%) of Calgarians agree that these services are well maintained and managed, consistent between users (69%) and non-users (66%).

Detailed results of the '3 1 1 Services' section

3 1 1 Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing 3 1 1 Services?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 71%

Question 2: And, have you used or accessed 3 1 1 Services in the past 12 months?

Percentage who said Yes: 56%

3 1 1 Services statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about 3 1 1 Services?

Percentage rating as Agree (7 to 10 on a 10-point scale):

3 1 1 Services - Experience statements

- I have no/would have no concerns when using or accessing these services: 76%
- These services are/would be easy to use or access: 74%
- These services enhance my quality of life: 63%
- The City effectively communicates information and updates Calgarians need about these services: 57%

3 1 1 Services – Timeliness statements

- These services will be available when/should I need them: 74%
- This service has not been interrupted in the past year: 70%
- The City is quick to communicate issues and updates about these services: 60%
- If I had concerns about these services, they would be addressed in a timely manner: 51%

3 1 1 Services - Quality statements

- These services are/would be reliable: 73%
- The City consistently delivers good quality for these services: 69%
- These services are well maintained and managed: 68%

Business Licensing & Support Services

Summary of findings

Calgary's Business Licensing & Support Services sees limited usage, with fewer than one-fifth of Calgarians having used it in the past year. Overall satisfaction sits at about half, but users report notably higher satisfaction than non-users. Availability earns the strongest marks, while timeliness of responses needs the most attention.

- Fewer than one-fifth (15%) of Calgarians have used Business Licensing & Support Services in the past 12 months. Around one-half (53%) of Calgarians are satisfied with Business Licensing & Support, with 6% rating their satisfaction with Business Licensing & Support Services as 10 out of 10. Satisfaction is statistically higher among users than non-users of Business Licensing & Support Services (63% among users vs. 51% among non-users).

Experience Perceptions

- Nearly three-fifths (59%) of Calgarians have no, or would have no, concerns when using or accessing these services. Agreement is consistent between users (63%) and non-users of the service (58%).
- Around one-half (54%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (62%) and non-users (53%).
- One-half (50%) of Calgarians agree that these services enhance their quality of life, consistent between users (57%) and non-users (48%).
- Nearly one-half (48%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (52%) and non-users (48%).

Timeliness Perceptions

- Nearly two-thirds (64%) of Calgarians agree that these services will be available when, or should, they need them. Agreement is consistent between users (70%) and non-users (63%).
- One-half (50%) agree that this service has not been interrupted in the past year, statistically higher among users (69%) than non-users (46%).
- Nearly one-half (48%) agree that The City is quick to communicate issues and updates about these services, consistent between users (57%) and non-users (46%).
- Around one-half (45%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (55%) and non-users (44%).

Quality Perceptions

- Nearly three-fifths (58%) of Calgarians agree that these services are, or would be, reliable. Agreement is consistent between users (66%) and non-users (56%).
- Around one-half (51%) of Calgarians agree that these services are well maintained and managed, statistically higher among users (63%) than non-users (49%).
- One-half (50%) of Calgarians agree that The City consistently delivers good quality for these services, consistent between users (58%) and non-users (49%).

Detailed results of the 'Business Licensing & Support Services' section

Business Licensing & Support Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Business Licensing & Support Services?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 53%

Question 2: And, have you used or accessed Business Licensing & Support Services in the past 12 months?

Percentage who said Yes: 15%

Business Licensing & Support Services statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Business Licensing & Support?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Business Licensing & Support Services - Experience statements

- I have no/would have no concerns when using or accessing these services: 59%
- These services are/would be easy to use or access: 54%
- These services enhance my quality of life: 50%
- The City effectively communicates information and updates Calgarians need about these services: 48%

Business Licensing & Support Services - Timeliness statements

- These services will be available when/should I need them: 64%
- This service has not been interrupted in the past year: 50%
- The City is quick to communicate issues and updates about these services: 48%
- If I had concerns about these services, they would be addressed in a timely manner: 45%

Business Licensing & Support Services - Quality statements

- These services are/would be reliable: 58%
- These services are well maintained and managed: 51%
- The City consistently delivers good quality for these services: 50%

Bylaw Services

Summary of findings

About one-third of Calgarians have interacted with Bylaw Services over the past year. Most Calgarians find the service accessible and believe it will be there when needed. However, satisfaction among actual users falls below that of the general public. Users and non-users generally feel the same about all but one measure. Users are less likely to agree The City effectively communicates about these services.

- One-third (32%) of Calgarians have used Bylaw Services in the past 12 months. More than one-half (57%) of Calgarians are satisfied with Bylaw Services, with 7% rating their satisfaction with Bylaw Services as 10 out of 10. Satisfaction is statistically lower among users than non-users of Bylaw Services (53% among users vs. 60% among non-users).

Experience Perceptions

- Seven-in-ten (70%) Calgarians have no, or would have no, concerns using or accessing these services, consistent between users (68%) and non-users (72%).
- Two-thirds (67%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (67%) and non-users (66%).
- Nearly two-thirds (62%) of Calgarians agree that these services enhance their quality of life, consistent between users (58%) and non-users (63%).
- More than one-half (55%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, statistically lower among users (46%) than non-users (60%).

Timeliness Perceptions

- Seven-in-ten (71%) Calgarians agree that these services will be available when, or should, they need them, consistent between users (67%) and non-users (73%).
- Three-fifths (60%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (63%) and non-users (59%).
- Over one-half (57%) agree that The City is quick to communicate issues and updates about these services, consistent between users (52%) and non-users (59%).
- Around one-half (52%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (46%) and non-users (55%).

Quality Perceptions

- Two-thirds (67%) of Calgarians agree that these services are, or would be, reliable, consistent between users (61%) and non-users (70%).
- Around three-fifths (61%) of Calgarians agree that these services are well maintained and managed, consistent between users (56%) and non-users (63%).
- More than one-half (56%) agree that The City consistently delivers good quality for these services, consistent between users (54%) and non-users (56%).

Detailed results of the 'Bylaw Services' section

Bylaw Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Bylaw Services?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 57%

Question 2: And, have you used or accessed Bylaw Services in the past 12 months?

Percentage who said Yes: 32%

Bylaw Services - Service statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Bylaw Services?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Bylaw Services - Experience statements

- I have no/would have no concerns when using or accessing these services: 70%
- These services are/would be easy to use or access: 67%
- These services enhance my quality of life: 62%
- The City effectively communicates information and updates Calgarians need about these services: 55%

Bylaw Services - Timeliness statements

- These services will be available when/should I need them: 71%
- This service has not been interrupted in the past year: 60%
- The City is quick to communicate issues and updates about these services: 57%
- If I had concerns about these services, they would be addressed in a timely manner: 52%

Bylaw Services - Quality statements

- These services are/would be reliable: 67%
- These services are well maintained and managed: 61%
- The City consistently delivers good quality for these services: 56%

Community & Culture Services

Summary of findings

Community & Culture Services stands among Calgary's most widely used and highly rated services. Many Calgarians have used these services in the past year, and an equal proportion say they are satisfied. This makes it one of the few services where usage and approval are closely aligned. Most Calgarians agree that Community & Culture Services is easy to access and reliable. Many agree it delivers good quality. Timely resolution of concerns scores lowest among the measures evaluated.

- Three-quarters (75%) of Calgarians have used Community & Culture Services in the past 12 months. An equal proportion (75%) of Calgarians are satisfied with Community & Culture Services, with 11% rating their satisfaction with Community & Culture Services as 10 out of 10. Satisfaction is statistically higher among users than non-users of Community & Culture Services (78% among users vs. 66% among non-users).

Experience Perceptions

- Around four-fifths (82%) of Calgarians agree these services are or would be easy to use or access, statistically higher among users (85%) than non-users (72%).
- Four-fifths (80%) have no, or would have no, concerns using or accessing these services, statistically higher among users (84%) than non-users (68%).
- Three-quarters (74%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (79%) than non-users (59%).
- Three-fifths (61%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (62%) and non-users (57%).

Timeliness Perceptions

- Three-quarters (74%) of Calgarians agree these services will be available when, or should, they need them. Agreement is statistically higher among users (78%) than non-users (64%).
- Seven-in-ten (70%) Calgarians agree that this service has not been interrupted in the past year, consistent between users (70%) and non-users (69%).
- Around three-fifths (62%) of Calgarians agree that The City is quick to communicate issues and updates about these services, consistent between users (63%) and non-users (58%).
- Around one-half (53%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (53%) and non-users (52%).

Quality Perceptions

- Four-fifths (81%) of Calgarians agree that these services are, or would be, reliable, statistically higher among users (84%) than non-users (71%).
- Nearly four-fifths (78%) agree that The City consistently delivers good quality for these services, consistent between users (80%) and non-users (70%).
- Around three-quarters (77%) of Calgarians agree that these services are well maintained and managed, consistent between users (79%) and non-users (72%).

Detailed results of the 'Community & Culture Services' section

Community & Culture Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Community & Culture Services, including festivals, events and libraries as well as social programs such as Fair Entry?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 75%

Question 2: And, have you used or accessed Community & Culture Services, including festivals, events and libraries as well as social programs such as Fair Entry, in the past 12 months?

Percentage who said Yes: 75%

Community & Culture Services statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Community & Culture Services, including festivals, events and libraries as well as social programs such as Fair Entry?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Community & Culture Services - Experience statements

- These services are/would be easy to use or access: 82%
- I have no/would have no concerns when using or accessing these services: 80%
- These services enhance my quality of life: 74%
- The City effectively communicates information and updates Calgarians need about these services: 61%

Community & Culture Services - Timeliness statements

- These services will be available when/should I need them: 74%
- This service has not been interrupted in the past year: 70%
- The City is quick to communicate issues and updates about these services: 62%
- If I had concerns about these services, they would be addressed in a timely manner: 53%

Community & Culture Services - Quality statements

- These services are/would be reliable: 81%
- The City consistently delivers good quality for these services: 78%
- These services are well maintained and managed: 77%

Emergency Management Services

Summary of findings

Emergency Management Services earns strong evaluations from Calgarians. Many Calgarians say they are satisfied with Emergency Management Service, and most agree the service is accessible, reliable, and available when needed. However, only about one-third have used Emergency Management Services in the past year. With most Calgarians having not used the service, satisfaction is largely based on the promise that Emergency Services will be there when needed rather than direct experience. Timely resolution of concerns emerges as the area with the most room for improvement.

- One-third (32%) of Calgarians have used Emergency Management Services in the past 12 months. Three-quarters (75%) of Calgarians are satisfied with Emergency Management Services, with 13% rating their satisfaction with Emergency Management Services as 10 out of 10. Satisfaction is similar between users and non-users of Emergency Management Services (72% among users and 76% among non-users).

Experience Perceptions

- Four-fifths (80%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (84%) and non-users (77%).
- Four-fifths (79%) have no, or would have no, concerns when using or accessing these services, consistent between users (77%) and non-users (80%).
- Around three-quarters (77%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (84%) than non-users (74%).

- Two-thirds (67%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, identical between users (67%) and non-users (67%).

Timeliness Perceptions

- Nearly four-fifths (78%) of Calgarians agree these services will be available when, or should, they need them, identical between users (78%) and non-users (78%).
- Around seven-in-ten (72%) Calgarians agree that this service has not been interrupted in the past year, consistent between users (69%) and non-users (73%).
- Nearly two-thirds (63%) agree that The City is quick to communicate issues and updates about these services, consistent between users (69%) and non-users (61%).
- More than one-half (56%) agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (53%) and non-users (57%).

Quality Perceptions

- Four-fifths (79%) of Calgarians agree that these services are, or would be, reliable, consistent between users (77%) and non-users (80%).
- Seven-in-ten (70%) Calgarians agree that The City consistently delivers good quality for these services, consistent between users (74%) and non-users (68%).
- Around two-thirds (68%) of Calgarians agree that these services are well maintained and managed, consistent between users (70%) and non-users (68%).

Detailed results of the 'Emergency Management Services' section

Emergency Management Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Emergency Management Services, such as Calgary 9-1-1 and disaster preparedness and response?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 75%

Question 2: And, have you used or accessed Emergency Management Services, such as Calgary 9-1-1 and disaster preparedness and response, in the past 12 months?

Percentage who said Yes: 32%

Emergency Management Services statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Emergency Management Services, such as Calgary 9-1-1 and disaster preparedness and response?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Emergency Management Services - Experience statements

- These services are/would be easy to use or access: 80%
- I have no/would have no concerns when using or accessing these services: 79%
- These services enhance my quality of life: 77%
- The City effectively communicates information and updates Calgarians need about these services: 67%

Emergency Management Services - Timeliness statements

- These services will be available when/should I need them: 78%
- This service has not been interrupted in the past year: 72%

- The City is quick to communicate issues and updates about these services: 63%
- If I had concerns about these services, they would be addressed in a timely manner: 56%

Emergency Management Services - Quality statements

- These services are/would be reliable: 79%
- The City consistently delivers good quality for these services: 70%
- These services are well maintained and managed: 68%

Fire Services

Summary of findings

Fire Services earns near-universal satisfaction from Calgarians. Most say they are satisfied, and similar proportions agree the service is easy to access, reliable, and ready when needed. Few have used Fire Services in the past year, so most base their evaluation on confidence in the service rather than firsthand experience.

Communication is the area where the service receives relatively lower marks.

- Fewer than one-fifth (15%) of Calgarians have used Fire Services in the past 12 months. Nine-in-ten (90%) Calgarians are satisfied with Fire Services, with 21% rating their satisfaction as 10 out of 10. Satisfaction is similar between users and non-users of Fire Services (89% among users and 90% among non-users).

Experience Perceptions

- Nine-in-ten (91%) Calgarians agree that these services are or would be easy to use or access, identical between users (91%) and non-users (91%).
- Nine-in-ten (89%) have no, or would have no, concerns when using or accessing these services, consistent between users (91%) and non-users (88%).
- Nearly nine-in-ten (88%) Calgarians agree that these services enhance their quality of life, consistent between users (89%) and non-users (88%).
- Two-thirds (67%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (72%) and non-users (66%).

Timeliness Perceptions

- Around nine-in-ten (92%) Calgarians agree these services will be available when, or should, they need them, consistent between users (94%) and non-users (92%).
- More than four-fifths (84%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (84%) and non-users (84%).
- Around seven-in-ten (72%) Calgarians agree that The City is quick to communicate issues and updates about these services, consistent between users (72%) and non-users (73%).
- Seven-in-ten (70%) Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (73%) and non-users (69%).

Quality Perceptions

- Nine-in-ten (91%) Calgarians agree that these services are, or would be, reliable, consistent between users (96%) and non-users (90%).
- Nearly nine-in-ten (89%) Calgarians agree that The City consistently delivers good quality for these services, consistent between users (90%) and non-users (88%).
- More than four-fifths (86%) of Calgarians agree that these services are well maintained and managed, statistically higher among users (95%) than non-users (84%).

Detailed results of the 'Fire Services' section

Fire Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Fire Services?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 90%

Question 2: And, have you used or accessed Fire Services in the past 12 months?

Percentage who said Yes: 15%

Fire Services statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Fire Services?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Fire Services - Experience statements

- These services are/would be easy to use or access: 91%
- I have no/would have no concerns when using or accessing these services: 89%
- These services enhance my quality of life: 88%
- The City effectively communicates information and updates Calgarians need about these services: 67%

Fire Services - Timeliness statements

- These services will be available when/should I need them: 92%
- This service has not been interrupted in the past year: 84%
- The City is quick to communicate issues and updates about these services: 72%
- If I had concerns about these services, they would be addressed in a timely manner: 70%

Fire Services - Quality statements

- These services are/would be reliable: 91%
- The City consistently delivers good quality for these services: 89%
- These services are well maintained and managed: 86%

Housing Services

Summary of findings

Housing Services presents the clearest opportunity for improvement among the services evaluated. Satisfaction sits well below any other service, and few Calgarians agree on measures of accessibility, quality, or responsiveness. Few Calgarians have engaged with Housing Services in the past year. With users and non-users reporting similarly low ratings across the board, Housing Services faces challenges with both perception and delivery. While ratings are low overall, users who have used Housing Services are somewhat more positive on maintenance and management.

- One-in-ten (9%) Calgarians have used Housing Services in the past 12 months. Around one-quarter (27%) of Calgarians are satisfied with Housing Services, with only 3% rating their satisfaction with Housing Services as 10 out of 10. Satisfaction is similar between users and non-users of Housing Services (29% among users and 27% among non-users).

Experience Perceptions

- Around two-fifths (43%) of Calgarians agree that these services enhance their quality of life, consistent between users (53%) and non-users (42%).
- Around two-fifths (42%) have no, or would have no, concerns when using or accessing these services, consistent between users (43%) and non-users (42%).
- Two-fifths (40%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (37%) and non-users (40%).

- Nearly two-fifths (38%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (46%) and non-users (37%).

Timeliness Perceptions

- Around two-fifths (43%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (52%) and non-users (42%).
- More than one-third (37%) agree that these services will be available when, or should, they need them, consistent between users (43%) and non-users (36%).
- Around one-third (36%) agree The City is quick to communicate issues and updates about these services, nearly identical between users (37%) and non-users (36%).
- One-third (33%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (36%) and non-users (33%).

Quality Perceptions

- Around two-fifths (41%) of Calgarians agree that these services are, or would be, reliable, consistent between users (46%) and non-users (40%).
- More than one-third (37%) of Calgarians agree that The City consistently delivers good quality for these services, consistent between users (44%) and non-users (36%).
- One-third (33%) of Calgarians agree that these services are well maintained and managed, statistically higher among users (45%) than non-users (31%).

Detailed results of the 'Housing Services' section

Housing Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Housing Services, such as affordable housing for low income Calgarians?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 27%

Question 2: And, have you used or accessed Housing Services, such as affordable housing for low income Calgarians, in the past 12 months?

Percentage who said Yes: 9%

Housing Services statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Housing Services, such as affordable housing for low income Calgarians?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Housing Services - Experience statements

- These services enhance my quality of life: 43%
- I have no/would have no concerns when using or accessing these services: 42%
- The City effectively communicates information and updates Calgarians need about these services: 40%
- These services are/would be easy to use or access: 38%

Housing Services - Timeliness statements

- This service has not been interrupted in the past year: 43%
- These services will be available when/should I need them: 37%
- The City is quick to communicate issues and updates about these services: 36%
- If I had concerns about these services, they would be addressed in a timely manner: 33%

Housing Services - Quality statements

- These services are/would be reliable: 41%
- The City consistently delivers good quality for these services: 37%

- These services are well maintained and managed: 33%

Parks

Summary of findings

Most Calgarians have used Parks Services in the past year, and users are notably more satisfied than non-users. This pattern holds true across nearly every measure of experience, quality, and timeliness. Parks earn strong marks for enhancing quality of life, accessibility, and reliability. Speed of communication and timely resolution of concerns are the areas with the most room for growth.

- More than four-fifths (84%) of Calgarians have used Parks in the past 12 months. Around three-quarters (77%) of Calgarians are satisfied with Parks, with 13% rating their satisfaction with Parks as 10 out of 10. Satisfaction is statistically higher among users than non-users of Parks Services (79% among users vs. 66% among non-users).

Experience Perceptions

- More than four-fifths (87%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (91%) than non-users (65%).
- More than four-fifths (86%) of Calgarians agree that these services are or would be easy to use or access, statistically higher among users (90%) than non-users (70%).
- More than four-fifths (82%) of Calgarians have no, or would have no, concerns when using or accessing these services, statistically higher among users (85%) than non-users (65%).
- Nearly two-thirds (65%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, statistically higher among users (69%) than non-users (43%).

Timeliness Perceptions

- More than four-fifths (83%) of Calgarians agree that these services will be available when, or should, they need them, statistically higher among users (86%) than non-users (70%).
- Three-quarters (75%) of Calgarians agree that this service has not been interrupted in the past year, statistically higher among users (78%) than non-users (57%).
- Nearly two-thirds (64%) of Calgarians agree that The City is quick to communicate issues and updates about these services, statistically higher among users (67%) than non-users (50%).
- Around one-half (54%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, nearly identical between users (54%) and non-users (55%).

Quality Perceptions

- More than four-fifths (85%) of Calgarians agree that these services are, or would be, reliable, statistically higher among users (88%) than non-users (72%).
- Four-fifths (81%) agree The City consistently delivers good quality for these services. Agreement is consistent between users (82%) and non-users (74%).
- Four-fifths (79%) agree these services are well maintained and managed. Although the gap is wide, agreement is consistent between users (81%) and non-users (70%).

Detailed results of the 'Parks' section

Parks - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Parks?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 77%

Question 2: And, have you used or accessed Parks in the past 12 months?

Percentage who said Yes: 84%

Parks statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Parks?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Parks - Experience statements

- These services enhance my quality of life: 87%
- These services are/would be easy to use or access: 86%
- I have no/would have no concerns when using or accessing these services: 82%
- The City effectively communicates information and updates Calgarians need about these services: 65%

Parks - Timeliness statements

- These services will be available when/should I need them: 83%
- This service has not been interrupted in the past year: 75%
- The City is quick to communicate issues and updates about these services: 64%
- If I had concerns about these services, they would be addressed in a timely manner: 54%

Parks - Quality statements

- These services are/would be reliable: 85%
- The City consistently delivers good quality for these services: 81%
- These services are well maintained and managed: 79%

Planning & Development Services

Summary of findings

Planning & Development Services is among The City's lowest-rated offerings. A sizable minority say they are satisfied. Users and non-users report similar satisfaction, meaning the service faces challenges with both perception and delivery. Few Calgarians have engaged with the service in the past year. Communication and timely resolution of concerns score lowest among the measures evaluated.

- Around one-fifth (22%) of Calgarians have used Planning & Development Services in the past 12 months. Around one-half (46%) of Calgarians are satisfied with Planning & Development Services, with 5% rating their satisfaction with Planning & Development Services as 10 out of 10. Satisfaction levels are similar between users and non-users of Planning & Development Services (44% among users and 46% among non-users).

Experience Perceptions

- Around one-half (54%) of Calgarians have no, or would have no, concerns when using or accessing these services, consistent between users (53%) and non-users (54%).
- Around one-half (54%) of Calgarians agree that these services enhance their quality of life, consistent between users (53%) and non-users (54%).
- One-half (50%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (52%) and non-users (49%).
- Around two-fifths (42%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (36%) and non-users (44%).

Timeliness Perceptions

- Around three-fifths (62%) of Calgarians agree these services will be available when, or should, they need them, consistent between users (60%) and non-users (62%).
- Nearly three-fifths (58%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (63%) and non-users (56%).
- Around one-half (46%) of Calgarians agree that The City is quick to communicate issues and updates about these services, consistent between users (43%) and non-users (47%).
- Two-fifths (40%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (41%) and non-users (40%).

Quality Perceptions

- More than one-half (55%) of Calgarians agree that these services are, or would be, reliable, consistent between users (58%) and non-users (54%).
- More than one-half (55%) of Calgarians agree that The City consistently delivers good quality for these services, consistent between users (50%) and non-users (57%).
- Around one-half (53%) of Calgarians agree that these services are well maintained and managed, identical between users (53%) and non-users (53%).

Detailed results of the 'Planning & Development Services' section

Planning & Development Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Planning & Development Services, including building inspections and permits?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 46%

Question 2: And, have you used or accessed Planning & Development Services, including building inspections and permits, in the past 12 months?

Percentage who said Yes: 22%

Planning & Development Services statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Planning & Development Services, including building inspections and permits?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Planning & Development Services - Experience statements

- I have no/would have no concerns when using or accessing these services: 54%
- These services enhance my quality of life: 54%
- These services are/would be easy to use or access: 50%
- The City effectively communicates information and updates Calgarians need about these services: 42%

Planning & Development Services - Timeliness statements

- These services will be available when/should I need them: 62%
- This service has not been interrupted in the past year: 58%
- The City is quick to communicate issues and updates about these services: 46%
- If I had concerns about these services, they would be addressed in a timely manner: 40%

Planning & Development Services - Quality statements

- These services are/would be reliable: 55%
- The City consistently delivers good quality for these services: 55%
- These services are well maintained and managed: 53%

Police Services

Summary of findings

Police Services shows an unusual pattern among Calgary's municipal offerings, with users reporting lower satisfaction than non-users. The gap extends beyond overall satisfaction to measures of reliability, quality, and timely responsiveness. While general perceptions of Police Services are solid, the actual experience of engaging with the service is not meeting expectations for some users.

- One-third (32%) of Calgarians have used Police Services in the past 12 months. Around seven-in-ten (69%) Calgarians are satisfied with Police Services, with 11% rating their satisfaction with Police Services as 10 out of 10. Satisfaction is statistically lower among users than non-users of Police Services (61% among users vs. 73% among non-users).

Experience Perceptions

- Around four-fifths (82%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (76%) and non-users (84%).
- Nearly four-fifths (78%) of Calgarians have no, or would have no, concerns when using or accessing these services, statistically lower among users (67%) than non-users (84%).
- Nearly three-quarters (74%) of Calgarians agree that these services enhance their quality of life, consistent between users (74%) and non-users (75%).
- Around seven-in-ten (69%) Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (66%) and non-users (71%).

Timeliness Perceptions

- Four-fifths (79%) of Calgarians agree that these services will be available when, or should, they need them, consistent between users (73%) and non-users (81%).
- Three-quarters (76%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (72%) and non-users (79%).
- Two-thirds (66%) agree that The City is quick to communicate issues and updates about these services, consistent between users (65%) and non-users (67%).
- Nearly three-fifths (59%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, statistically lower among users (51%) than non-users (63%).

Quality Perceptions

- Around three-quarters (77%) of Calgarians agree that these services are, or would be, reliable, statistically lower among users (66%) than non-users (83%).
- Nearly three-quarters (73%) of Calgarians agree that these services are well maintained and managed, statistically lower among users (64%) than non-users (77%).
- Around seven-in-ten (71%) Calgarians agree that The City consistently delivers good quality for these services, statistically lower among users (62%) than non-users (76%).

Detailed results of the 'Police Services' section

Police Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Police Services?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 69%

Question 2: And, have you used or accessed Police Services in the past 12 months?

Percentage who said Yes: 32%

Police Services statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Police Services?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Police Services - Experience statements

- These services are/would be easy to use or access: 82%
- I have no/would have no concerns when using or accessing these services: 78%
- These services enhance my quality of life: 74%
- The City effectively communicates information and updates Calgarians need about these services: 69%

Police Services - Timeliness statements

- These services will be available when/should I need them: 79%
- This service has not been interrupted in the past year: 76%
- The City is quick to communicate issues and updates about these services: 66%
- If I had concerns about these services, they would be addressed in a timely manner: 59%

Police Services - Quality statements

- These services are/would be reliable: 77%
- These services are well maintained and managed: 73%
- The City consistently delivers good quality for these services: 71%

Recreation Services

Summary of findings

Many Calgarians say they are satisfied with Recreation Services, and satisfaction is similar between users and non-users. However, users are notably more positive on several experience measures. Users report significantly higher agreement that these services enhance their quality of life and are easy to access. Most Calgarians agree Recreation Services is reliable. Many agree it is well maintained and consistently delivers good quality.

- Nearly two-thirds (65%) of Calgarians have used Recreation Services in the past 12 months. Around seven-in-ten (71%) Calgarians are satisfied with Recreation Services, with 9% rating their satisfaction with Recreation Services as 10 out of 10. Satisfaction is similar between users and non-users of Recreation Services (72% among users and 70% among non-users).

Experience Perceptions

- More than four-fifths (83%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (91%) than non-users (66%).
- More than four-fifths (82%) have no, or would have no, concerns when using or accessing these services, consistent between users (85%) and non-users (77%).
- Three-quarters (76%) of Calgarians agree that these services are or would be easy to use or access, statistically higher among users (80%) than non-users (67%).
- Nearly two-thirds (62%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, statistically higher among users (66%) than non-users (53%).

Timeliness Perceptions

- Nearly three-quarters (73%) of Calgarians agree these services will be available when, or should, they need them. Agreement is consistent between users (74%) and non-users (71%).
- Nearly two-thirds (65%) agree that The City is quick to communicate issues and updates about these services, consistent between users (67%) and non-users (59%).
- Nearly two-thirds (64%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (65%) and non-users (63%).
- More than one-half (56%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (57%) and non-users (53%).

Quality Perceptions

- More than four-fifths (82%) of Calgarians agree that these services are, or would be, reliable, consistent between users (85%) and non-users (77%).
- Three-quarters (76%) of Calgarians agree that these services are well maintained and managed, consistent between users (78%) and non-users (72%).
- Three-quarters (76%) of Calgarians agree that The City consistently delivers good quality for these services, consistent between users (78%) and non-users (70%).

Detailed results of the 'Recreation Services' section

Recreation Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Recreation Services?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 71%

Question 2: And, have you used or accessed Recreation Services in the past 12 months?

Percentage who said Yes: 65%

Recreation Services statements

Question: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Recreation Services?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Recreation Services - Experience statements

- These services enhance my quality of life: 83%
- I have no/would have no concerns when using or accessing these services: 82%
- These services are/would be easy to use or access: 76%
- The City effectively communicates information and updates Calgarians need about these services: 62%

Recreation Services - Timeliness statements

- These services will be available when/should I need them: 73%
- The City is quick to communicate issues and updates about these services: 65%
- This service has not been interrupted in the past year: 64%
- If I had concerns about these services, they would be addressed in a timely manner: 56%

Recreation Services - Quality statements

- These services are/would be reliable: 82%
- The City consistently delivers good quality for these services: 76%
- These services are well maintained and managed: 76%

Roads

Summary of findings

Roads is a City service every Calgarian uses, yet it sits near the bottom of satisfaction rankings, with only a minority saying they are satisfied. Many Calgarians agree that Roads enhance their quality of life and are easy to access. However, agreement is lower on quality and maintenance measures. Timeliness concerns also score low. Only a minority agree that road service has gone uninterrupted over the past year. Roads has the lowest agreement of any City service that concerns would be addressed promptly.

- Roads was designated as a universal service in the survey, as all Calgarians have used Roads in the past 12 months. Two-fifths (40%) of Calgarians are satisfied with Roads, with only 4% rating their satisfaction with Roads as 10 out of 10.

Experience Perceptions

- Two-thirds (66%) of Calgarians agree that these services enhance their quality of life.
- Nearly two-thirds (64%) of Calgarians agree that these services are easy to use or access.
- Nearly three-fifths (59%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services.
- More than one-half (56%) of Calgarians have no concerns when using or accessing these services.

Timeliness Perceptions

- More than one-half (55%) of Calgarians agree that The City is quick to communicate issues and updates about these services.
- Around one-half (54%) of Calgarians agree that these services will be available when they need them.
- More than two-fifths (44%) of Calgarians agree that this service has not been interrupted in the past year.
- More than one-third (36%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner.

Quality Perceptions

- Around one-half (53%) of Calgarians agree that these services are reliable.
- Around one-half (47%) agree that The City consistently delivers good quality for these services.
- More than two-fifths (43%) of Calgarians agree that these services are well maintained and managed.

Detailed results of the 'Roads' section

Roads - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Roads?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 40%

Roads statements

Question: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Roads?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Roads - Experience statements

- These services enhance my quality of life: 66%
- These services are easy to use or access: 64%
- The City effectively communicates information and updates Calgarians need about these services: 59%
- I have no concerns when using or accessing these services: 56%

Roads - Timeliness statements

- The City is quick to communicate issues and updates about these services: 55%
- These services will be available when I need them: 54%
- This service has not been interrupted in the past year: 44%
- If I had concerns about these services, they would be addressed in a timely manner: 36%

Roads - Quality statements

- These services are reliable: 53%
- The City consistently delivers good quality for these services: 47%
- These services are well maintained and managed: 43%

Transit Services

Summary of findings

Transit Services is one of the most widely used City services, with two-thirds of Calgarians having used the services in the past year. However, only around half say they are satisfied with Transit Services, placing it among The City's lowest-rated services. Users and non-users share similar views on all Experience and Quality aspects as well as most Timeliness measures, with one exception where users are less sure that concerns are addressed promptly.

- Two-thirds (67%) of Calgarians have used Transit Services in the past 12 months. Around one-half (46%) of Calgarians are satisfied with Transit Services, with 5% rating their satisfaction with Transit Services as 10 out of 10. Satisfaction is statistically lower among users than non-users of Transit Services (44% among users vs. 49% among non-users).

Experience Perceptions

- Two-thirds (67%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (66%) and non-users (71%).
- Nearly two-thirds (63%) of Calgarians agree that these services enhance their quality of life, consistent between users (66%) and non-users (54%).
- More than one-half (57%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (57%) and non-users (55%).
- Around two-fifths (41%) have no, or would have no, concerns when using or accessing these services, consistent between users (40%) and non-users (43%).

Timeliness Perceptions

- Nearly two-thirds (62%) of Calgarians agree these services will be available when, or should, they need them, consistent between users (62%) and non-users (64%).
- Nearly three-fifths (58%) agree The City is quick to communicate issues and updates about these services, consistent between users (57%) and non-users (61%).
- Around two-fifths (42%) agree that if they had concerns about these services, they would be addressed in a timely manner, statistically lower among users (38%) than non-users (51%).
- Around two-fifths (41%) agree that this service has not been interrupted in the past year, consistent between users (39%) and non-users (46%).

Quality Perceptions

- More than one-half (55%) of Calgarians agree that these services are, or would be, reliable, consistent between users (53%) and non-users (60%).
- More than one-half (55%) of Calgarians agree that these services are well maintained and managed, consistent between users (54%) and non-users (58%).
- Around one-half (51%) agree that The City consistently delivers good quality for these services, consistent between users (52%) and non-users (49%).

Detailed results of the 'Transit Services' section

Transit Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Transit Services?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 46%

Question 2: And, have you used or accessed Transit Services in the past 12 months?

Percentage who said Yes: 67%

Transit Services statements

Question 3: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Transit Services?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Transit Services - Experience statements

- These services are/would be easy to use or access: 67%
- These services enhance my quality of life: 63%
- The City effectively communicates information and updates Calgarians need about these services: 57%
- I have no/would have no concerns when using or accessing these services: 41%

Transit Services - Timeliness statements

- These services will be available when/should I need them: 62%
- The City is quick to communicate issues and updates about these services: 58%
- If I had concerns about these services, they would be addressed in a timely manner: 42%
- This service has not been interrupted in the past year: 41%

Transit Services - Quality statements

- These services are/would be reliable: 55%
- These services are well maintained and managed: 55%
- The City consistently delivers good quality for these services: 51%

Waste and Recycling Services

Summary of findings

Waste and Recycling Services ranks among Calgary's top performers. Many Calgarians say they are satisfied. Most agree the service enhances their quality of life, is reliable, and is easy to access. Timely resolution of concerns scores relatively lower, though still with many in agreement.

- Waste and Recycling Services was designated as a universal service in the survey, as all Calgarians have used Waste and Recycling Services in the past 12 months. Nearly four-fifths (78%) of Calgarians are satisfied with Waste and Recycling Services, with 15% rating their satisfaction as 10 out of 10.

Experience Perceptions

- Nearly nine-in-ten (87%) Calgarians agree that these services enhance their quality of life.
- More than four-fifths (86%) of Calgarians agree that these services are easy to use or access.
- More than four-fifths (84%) have no, or would have no, concerns when using or accessing these services.
- Three-quarters (75%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services.

Timeliness Perceptions

- More than four-fifths (83%) of Calgarians agree that these services will be available when they need them.
- Four-fifths (79%) of Calgarians agree that this service has not been interrupted in the past year.

- Nearly three-quarters (73%) of Calgarians agree that The City is quick to communicate issues and updates about these services.
- Seven-in-ten (70%) Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner.

Quality Perceptions

- Nearly nine-in-ten (87%) Calgarians agree that these services are reliable.
- More than four-fifths (84%) of Calgarians agree that The City consistently delivers good quality for these services.
- More than four-fifths (83%) agree that these services are well maintained and managed.

Detailed results of the ‘Waste and Recycling Services’ section

Waste and Recycling Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Waste Management Services?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 78%

Waste and Recycling Services statements

Question 2: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Waste Management Services?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Waste and Recycling Services - Experience statements

- These services enhance my quality of life: 87%

- These services are easy to use or access: 86%
- I have no concerns when using or accessing these services: 84%
- The City effectively communicates information and updates Calgarians need about these services: 75%

Waste and Recycling Services - Timeliness statements

- These services will be available when I need them: 83%
- This service has not been interrupted in the past year: 79%
- The City is quick to communicate issues and updates about these services: 73%
- If I had concerns about these services, they would be addressed in a timely manner: 70%

Waste and Recycling Services - Quality statements

- These services are reliable: 87%
- The City consistently delivers good quality for these services: 84%
- These services are well maintained and managed: 83%

Water Services

Summary of findings

There is a striking contrast when it comes to Water Services as more than four-fifths of Calgarians agree the service enhances their quality of life, yet only about half saying they are satisfied with the services, a gap likely influenced by the Bearspaw feeder main issues. Only one-third of Calgarians agree that water service has gone uninterrupted over the past year, the lowest rating on this measure among all City services.

- Water Services was designated as a universal service in the survey, as all Calgarians have used Water Services in the past 12 months. Around one-half (51%) of Calgarians are satisfied with Water Services, with 10% rating their satisfaction with Water Services as 10 out of 10.

Experience Perceptions

- More than four-fifths (85%) of Calgarians agree that these services enhance their quality of life.
- Three-quarters (76%) of Calgarians agree that these services are easy to use or access.
- Nearly three-quarters (74%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services.
- Around three-fifths (61%) of Calgarians have no concerns when using or accessing these services.

Timeliness Perceptions

- Nearly three-quarters (73%) of Calgarians agree that The City is quick to communicate issues and updates about these services.
- Three-fifths (60%) of Calgarians agree that these services will be available when they need them.
- Around one-half (49%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner.
- One-third (32%) of Calgarians agree that this service has not been interrupted in the past year.

Quality Perceptions

- Three-fifths (60%) of Calgarians agree that The City consistently delivers good quality for these services.
- Around one-half (54%) of Calgarians agree that these services are reliable.
- Two-fifths (40%) of Calgarians agree that these services are well maintained and managed.

Detailed results of the 'Water Services' section

Water Services - Satisfaction and usage

Question 1: On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Water Services?

Percentage rating as Satisfied (7 to 10 on a 10-point scale): 51%

Water Services statements

Question 2: On a scale of 1 to 10 where "1" is "completely disagree" and "10" is "completely agree", to what extent do you agree with the following statements about Water Services?

Percentage rating as Agree (7 to 10 on a 10-point scale):

Water Services - Experience statements

- These services enhance my quality of life: 85%
- These services are easy to use or access: 76%
- The City effectively communicates information and updates Calgarians need about these services: 74%
- I have no concerns when using or accessing these services: 61%

Water Services - Timeliness statements

- The City is quick to communicate issues and updates about these services: 73%
- These services will be available when I need them: 60%
- If I had concerns about these services, they would be addressed in a timely manner: 49%
- This service has not been interrupted in the past year: 32%

Water Services - Quality statements

- The City consistently delivers good quality for these services: 60%
- These services are reliable: 54%
- These services are well maintained and managed: 40%

Taxation

Summary of findings

Calgarians are divided on whether they receive good value for their property tax dollars. Around one-half of Calgarians say they receive good value. When it comes to the balance between taxes and services, more than half say they would rather see taxes increase than watch services decline, though most in this group only want to pay enough to maintain current service levels rather than expand them.

- One-half of Calgarians (51%) feel they receive good value for their property tax dollars. Meanwhile, one-fifth (21%) perceive poor value, with around one-quarter (28%) neutral.
- When it comes to the balance between taxation and service delivery, Calgarians show a preference for the maintenance or expansion of services through tax increases, with more than half (57%) favouring tax increases.
 - More specifically, around one-in-ten (12%) favour increasing taxes beyond current inflation rates to expand services.
 - A much larger proportion, around one-half (45%), favour increasing taxes at current inflation rates to maintain services at current levels.
- Conversely, fewer than two-fifths (37%) of Calgarians prefer cutting services to maintain or reduce taxes. This is divided almost evenly between those who favour cutting services to maintain current tax levels (18%) and those who prefer cutting services to reduce taxes (19%).

Detailed results of the 'Taxation' section

Perceived value of property taxes

Question: Property tax dollars are divided between The City and the Province. Approximately two-thirds of 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 is very poor value and 10 is very good value.

- Percentage rating as Good value (7 to 10 on a 10-point scale): 51%
- Percentage rating as Poor value (1 to 4 on a 10-point scale): 21%

Balancing taxation and service delivery levels

Question: 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?

Percentage choosing 'Increase taxes at or beyond the current inflation rate to maintain or expand services': 57%

- Increase taxes beyond current inflation rate to expand services: 12%
- Increase taxes at current inflation rate to maintain services at current levels: 45%

Percentage choosing 'Cut services to maintain current tax level or reduce current taxes': 37%

- Cut services to maintain current tax level: 18%
- Cut services further to reduce taxes: 19%

Customer service

Summary of findings

There is a gap in Calgarians' perceptions of The City's customer service. A small majority agree their expectations for customer service are met, and a higher proportion say quality is consistently high. However, results are lower for other measures. Fewer Calgarians believe The City prioritizes customer service or responds quickly to requests and concerns.

- More than one-half (54%) of Calgarians believe that The City meets their customer service expectations.
- A higher proportion (60%) of Calgarians agree that The City's quality of customer service is consistently high.
- Opinions are divided on the importance of customer service, with one-half (50%) of Calgarians agreeing The City prioritizes customer service, and a similar proportion (49%) agreeing that The City responds quickly to requests and concerns.

Detailed results of the 'Customer service' section

Question: Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The City of Calgary meets my customer service expectations.

Meets customer service expectations

- Percentage rating as Agree (7 to 10 on a 10-point scale): 54%
- Percentage rating as Disagree (1 to 4 on a 10-point scale): 18%

Quality of customer service

Question: Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The quality of customer service from The City is consistently high.

- Percentage rating as Agree (7 to 10 on a 10-point scale): 60%
- Percentage rating as Disagree (1 to 4 on a 10-point scale): 13%

Makes customer service a priority

Question: Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The City of Calgary makes customer service a priority.

- Percentage rating as Agree (7 to 10 on a 10-point scale): 50%
- Percentage rating as Disagree (1 to 4 on a 10-point scale): 20%

Quickly responds to requests and concerns

Question: Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The City responds quickly to requests and concerns.

- Percentage rating as Agree (7 to 10 on a 10-point scale): 49%
- Percentage rating as Disagree (1 to 4 on a 10-point scale): 19%

Trust and transparency

Summary of findings

A small majority of Calgarians say they trust The City of Calgary. Engagement and transparency measures sit lower. Fewer than half agree they have enough opportunities to contribute to decisions or that The City practices open and accessible government.

- More than half (54%) of Calgarians now say that they have trust in The City of Calgary. Although the results of this question are not directly comparable to past years due to questionnaire design changes, it does appear that this wave's results are a directional improvement from fall 2025 (47%) and a recovery from fall 2024 (41%) and spring 2025 (38%) when trust was at a notable low.
- When it comes to providing input, more than two-fifths (44%) of Calgarians agree they have enough opportunities to contribute to decision-making about City projects and services.
- However, Calgarians are also split on whether The City practices open and accessible government, with just under one-half (49%) agreeing that it does.

Detailed results of the 'Trust and transparency' section

Trust in The City of Calgary

Question: Considering all the things you think are important, how much do you trust or distrust The City of Calgary?

Percentage rating as Trust: 54%

- Trust a great deal: 24%
- Trust a little: 30%

Percentage rating as Distrust: 18%

- Distrust a little: 12%
- Distrust a great deal: 6%

Enough opportunities to provide input

Question: Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: Calgarians have enough opportunities to provide input into decision-making about City projects and services.

- Percentage rating as Agree (7 to 10 on a 10-point scale): 44%
- Percentage rating as Disagree (1 to 4 on a 10-point scale): 28%

Open and accessible government

Question: Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The City of Calgary practices open and accessible government.

- Percentage rating as Agree (7 to 10 on a 10-point scale): 49%
- Percentage rating as Disagree (1 to 4 on a 10-point scale): 22%

Respondent profile

Gender

Female: 51%

Male: 49%

Non-binary: less than 1%

Transgender: less than 1%

Refused/prefer not to say: less than 1%

Age

18 to 24: 9%

25 to 34: 20%

35 to 44: 18%

45 to 54: 20%

55 to 64: 10%

65 or older: 23%

MEAN: 47.9

Quadrant

Southwest: 30%

Southeast: 23%

Northwest: 28%

Northeast: 19%

Children in household

Yes: 33%

No: 67%

Income

Less than \$60,000: 21%

\$60,000 to just under \$120,000: 36%

\$120,000 to just under \$200,000: 24%

\$200,000 and over: 19%

Education

Less than high school: 2%

High school or equivalent: 20%

Apprenticeship or trades diploma/certificate: 7%

College or non-university diploma/certificate: 19%

University degree/diploma/certificate: 53%

Employment status (multiple responses allowed for this question)

Full time employed or self employed: 50%

Part time employed or self-employed: 13%

Retired: 21%

Looking after home and/or family: 3%

Unable to work because of sickness or disability: 3%

Unemployed: 5%

Doing unpaid or voluntary work: 1%

Student: 6%

Other: less than 1%

Business owner/operator

Base: In workforce (n=1,392)

Own and operate a business: 17%

Own a business: 3%

Operate a business: 2%

No: 78%

Own or rent

Own: 70%

Rent: 27%

Living with parents: 2%

Other: less than 1%

Type of home

Single detached house: 64%

Duplex, triplex or fourplex: 10%

Townhouse or rowhouse: 9%

Apartment or apartment-style condominium: 16%

Another type of multi-unit complex: 2%

Other: 1%

Household size

1: 16%

2: 31%

3: 19%

4: 19%

5 or more: 14%

MEAN: 3.1

Tenure in Calgary

Less than 5 years: 10%

5 to less than 10 years: 6%

10 to less than 15 years: 9%

15 to less than 20 years: 11%

20 to less than 30 years: 21%

30 to less than 40 years: 15%

40 or more: 28%

MEAN: 28.4

Born in Canada

Yes: 68%

No: 32%

Racialized

Yes: 29%

No: 71%

Other: less than 1%

Indigenous identity (multiple responses allowed for this question)

Yes - First Nations: 2%

Yes - Métis: 3%

Yes - Inuit: less than 1%

Other: less than 1%

No: 95%

Disability in household (multiple responses allowed for this question)

Yes - myself: 13%

Yes - someone in my household: 12%

No: 77%

2SLGBTQIA+

Yes: 8%

No: 91%

Refused/Prefer to not answer: less than 1%

Contact

3 1 1 & Insights

The City of Calgary

Research@Calgary.ca