

National Municipal Benchmarking Survey

Results for Calgary | June 2023

In an effort to better understand how Calgary compares to other large municipalities across Canada when it comes to certain performance measures and indicators, Corporate Research fielded surveys with residents in five cities: Vancouver, Calgary, Edmonton, Toronto, and Montreal.

Survey questions were fielded on Leger Marketing's national omnibus panel between June 12 and June 16, 2023.

A national municipal norm was calculated for all cities to use as a benchmark to compare each city's results against. Although the survey sample size was n=500 for each city, this also included each Census Metropolitan Area (CMA). The size and populations of the CMA varies considerably from city to city. For the purposes of this report, only "city proper" results have been reported. To normalize comparisons as much as possible, sample sizes have been rebased to compensate for differences from city to city and allow for direct comparisons.

While Calgary scores on par or above on most measures it is strongest when it comes to perception of quality of life and satisfaction with the quality of programs and services. Conversely, Calgary is below norm for perception of safety on public transit.

For further information please contact Corporate Research: research@calgary.ca

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	Calgary (n=426)	Municipal Norm (n=1185)
The overall quality of life in [INSERT CITY] is good	78%	68%
I am satisfied with the overall quality of programs and services offered by The City of [INSERT CITY]	67%	61%
I receive good value from The City of [INSERT CITY] for my municipal property tax dollars	42%	40%
I am satisfied with the way [INSERT CITY]'s municipal government, including Council and Administration, is going about running our city	44%	41%
Taking into account all of the things that are important, I trust [INSERT CITY]'s municipal government	46%	47%

	Calgary (n=426)	Municipal Norm (n=1185)
[INSERT CITY] 's municipal government is doing a good job of addressing safety issues in [INSERT CITY]	40%	42%
The City of [INSERT CITY] practices open and accessible government	42%	42%
Overall, the city of [INSERT CITY] is safe for all residents and visitors	56%	54%
Overall, public transit in [INSERT CITY] is safe for all users	35%	48%
I am satisfied with the overall quality of information and communications from The City of [INSERT CITY]	51%	50%
Residents of [INSERT CITY] have enough opportunities to provide input into decision making about City project and services	42%	40%



Indicates on par with or above normative score.

Please note: Results shown for “city proper” and not CMA (census metropolitan area). Given differences in methodology, question design and scales, survey flow, field timing and other factors, results of this survey should not be directly compared to other surveys that ask similar questions.