



**Calgary**



# 2022 Spring Pulse Survey

**Final Report**

May 16, 2022

**Prepared for The City of Calgary by Ipsos**



**Ipsos Public Affairs**

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**Telephone survey conducted** with a randomly selected sample of 2,501 Calgarians aged 18 years and older between March 1<sup>st</sup> and March 24<sup>th</sup>, 2022. Both landline (40%) and cell phone (60%) sample were used. The average interview duration was 30 minutes.

The service names were aligned with One Calgary Service Lines in the Spring 2020 wave of this survey. As a result, in some cases, results cannot be compared to prior waves. In the survey itself, 44 services were divided into three blocks. Each block was rotated to ensure a representative mix of responses for each service.



The **margin of error** (MOE) for the total sample of 2,501 is  $\pm 2.0$  percentage points, 19 times out of 20.



**Final data were weighted** to ensure the overall sample's ward and age/gender composition reflects that of the actual Calgary population aged 18 or older according to 2019 Municipal and 2016 Federal Census data.

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



- One should note that the 2006 to 2016 iterations of the survey were conducted annually in the Fall. Starting in 2017, the survey has been conducted twice annually, with a Spring and a Fall wave.
  - Following the municipal election in 2017, a Late Fall survey wave was conducted using a truncated version of the survey.
- Given the time of year each survey is run – and possible seasonal differences – caution should be exercised with comparing results from the 2022 Spring Pulse Survey to the 2021 Fall Citizen Satisfaction survey results.
- Statistically significant changes from Spring 2021 to Spring 2022 and from Fall 2021 to Spring 2022 are noted:
  - ↑ indicates number is significantly higher than Spring 2021/Fall 2021
  - ↓ indicates number is significantly lower than Spring 2021/Fall 2021
  - Some results in this report are subject to rounding adjustments.
- Statistical difference calculations take into account a variety of factors, including sample size and variability of responses.

# Spring 2022 Timing and Context

The 2022 Spring Pulse Survey was fielded March 1 to March 24, 2022. Notable events happening before and during survey fielding include the following:

- The October 2021 **municipal election** resulted in **historic turnover** at Calgary city council, including the election of Calgary's first female mayor and 9 first time council members.
- In November 2021 Calgary city council declared a **climate emergency**.
- In January 2022, the **Event Centre agreement** was **terminated** as The City of Calgary and the Calgary Sports and Entertainment Corporation failed to find common ground on a number of issues related to the replacement of the Saddledome.
- In late February 2022, the Alberta provincial government announced that **higher oil and gas prices** would lead to the first **balanced budget** since 2014-15.
- In late February 2022, **Russia invaded Ukraine**.
- In late February 2022, **Calgary Transit** announced several measures to counter an increase in social disorder on the transit system during the pandemic, including more Calgary Transit Peace Officers, Bylaw Officers, uniformed security guards and members of the Calgary Police Service across the transit system.
- On March 1, 2022, Alberta **lifted** most of its remaining **COVID-19 restrictions**. March 2022 also marked the two-year anniversary of the COVID-19 pandemic in Calgary.
- In March 2022, several **freedom rallies** were held in Calgary's **Beltline**, eventually leading to The City of Calgary being granted a temporary court injunction to prohibit ongoing violations of existing bylaws and legislation

In addition, like the rest of Canada and much of the world, Calgary experienced **rising inflation** throughout late 2021 and early 2022.



# Spring 2022 Highlights

## QUALITY OF LIFE



**'Good' Quality of Life 77%**



**74%**

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



**65%**

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

**73%**

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

**49%**

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

## ISSUE AGENDA (TOP 3)



**28%**

Infrastructure, Traffic and Roads



**20%**

Crime, safety and policing



**17%**

Transit

## COVID-19



**70%**

Satisfied with The City's **COVID-19** response

**28%**

Major threat to **mental health**

## VALUE FOR TAXES and CITIZEN SATISFACTION



**53%**

'Good' value for tax dollars



**71%**

'Satisfied' with City programs and services



**70%**

'Good' communications from The City

## CITY PERFORMANCE and REPUTATION



**70%**

Satisfied with running of The City by Council and Administration



**47%**

'Trust' The City of Calgary



**67%**

'Agree' City practices open and accessible government

- 1.** Quality of life ratings have statistically declined since Fall 2021. More than half of residents believe quality of life in Calgary has worsened in the past 3 years.
- 2.** The City receives statistically lower ratings for creating a city that is equally accessible for all and for removing barriers to participation for those who need it most, compared to Fall 2021.
- 3.** COVID-19 is less of a concern for Calgarians, declining as a priority issue and, also, as a perceived threat to mental health, physical health and personal financial situation.
- 4.** The top three issues for local leaders include “infrastructure, traffic and roads,” “crime, safety and policing” and “transit”. Issues rising most in terms of mentions since Fall 2021 include “crime, safety and policing,” “recreation,” “homelessness, poverty and affordable housing” and the “economy.”
- 5.** Overall satisfaction with the level and quality of service and programs is statistically up since Fall 2021. The biggest increase in satisfaction is seen in ‘streets,’ while the largest drops in satisfaction are for ‘affordable housing for low-income Calgarians,’ ‘Calgary 9-1-1,’ and ‘public transit including bus and C-train service.’
- 6.** The top priorities for additional investment include ‘affordable housing for low-income Calgarians,’ ‘public transit including bus and C-Train service,’ and ‘social programs for individuals such as seniors or youth.’
- 7.** Perceptions of value for tax dollars are stable. And while statistically more Calgarians (compared to Fall 2021) prioritize tax increases over service cuts, there has also been a shift toward wanting tax increases kept to the rate of inflation instead of beyond the rate of inflation.
- 8.** Citizen ratings of customer service have statistically declined from Fall 2021, with fewer Calgarians agreeing The City meets their service expectations, provides consistently high customer service, or responds quickly to requests and concerns.
- 9.** Statistically fewer Calgarians are satisfied with the environmental performance of The City compared to when questions about this topic were last asked in Fall 2017.
- 10.** Despite some of the negatives listed above, trust in The City and satisfaction with how The City is being run by Council and Administration are stable compared to Fall 2021.





## Quality of Life



## SUMMARY OF FINDINGS

# Quality of Life

**More than half of Calgarians think **quality of life** has worsened in past three years.**

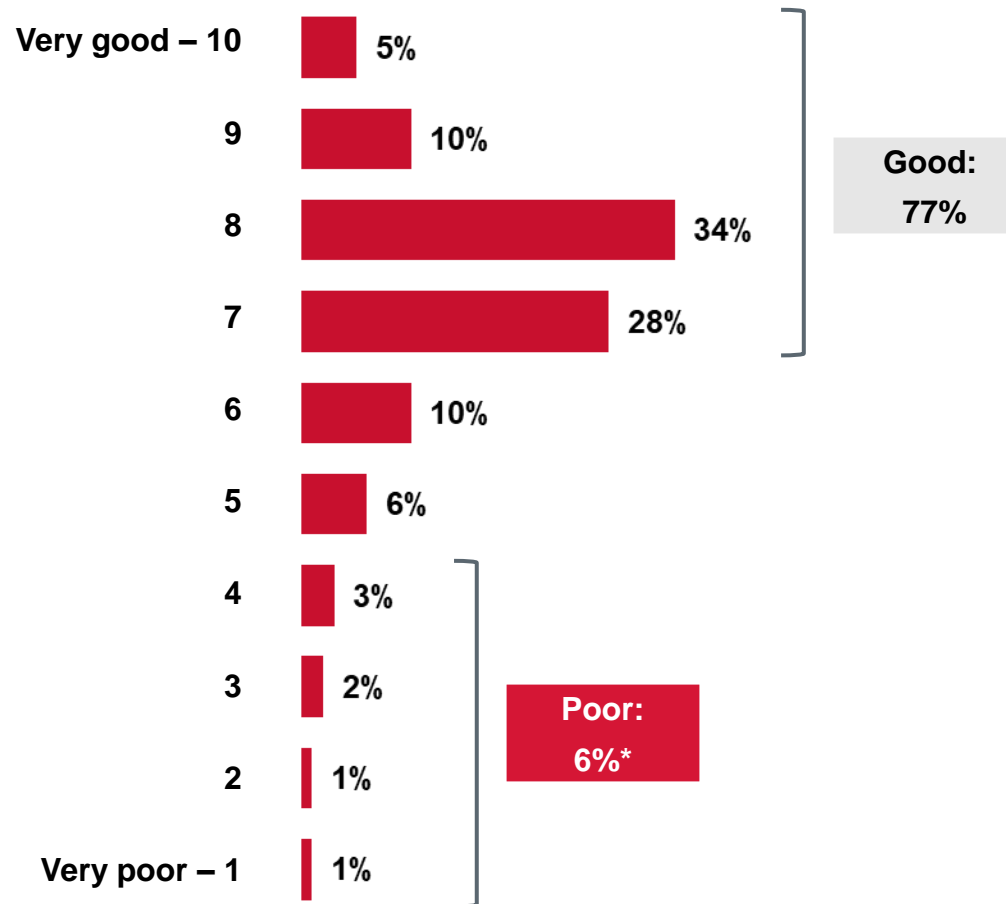
**Assessments of Calgary's **accessibility** have statistically declined.**

**Agreement that **Calgary is on the right track to be a better city 10 years from now** has also statistically decreased.**

- Slightly more than three-quarters (77%) of Calgarians say the quality of life in Calgary today is 'good,' which is statistically lower than 80% in Fall 2021, but on par with 78% in Spring 2021.
- More than one-half (53%) of Calgarians say the quality of life in Calgary has 'worsened' in the past three years, which is statistically higher than 46% in Fall 2021 and 45% in Spring 2021.
  - In addition, 37% of Calgarians say the quality of life in Calgary has 'stayed the same,' which is statistically lower than 44% in Fall 2021 and 42% in Spring 2021. The proportion of citizens who feel the quality of life in the city has 'improved' (11%) is on par with 11% in Fall 2021 and 12% in Spring 2021.
- Three-quarters (74%) of Calgarians agree that 'Calgary is a great place to make a life,' which is statistically lower than the results in Fall 2021 (77%), but on par with Spring 2021 (76%).
- Two-thirds (65%) agree that 'Calgary is a great place to make a living,' which is on par with Fall 2021 (67%), but statistically increased since Spring 2021 (56%).
- Two-thirds (67%) also agree that 'The City of Calgary municipal government fosters a city that is inclusive and accepting of all,' which is on par with 70% in Fall 2021 and 69% in Spring 2021.
- Half of Calgarians (49%) agree that 'Calgary is moving in the right direction to ensure a high quality of life for future generations,' which is on par with 49% in Fall 2021 and 52% in Spring 2021.
- Agreement ratings have declined for two statements regarding accessibility. Slightly more than six-in-ten (63%) agree 'The City of Calgary municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability,' statistically down from 67% in Spring 2021 (not asked in Fall 2021). Furthermore, 53% of Calgarians agree that 'The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most,' which is statistically lower than 57% in Spring 2021 (not asked in Fall 2021).
- Nearly three-quarters (73%) agree that 'Calgary is on the right track to being a better city ten years from now,' which is statistically lower than 76% in Fall 2021, but on par with 74% in Spring 2021.



# Overall Quality of Life in Calgary



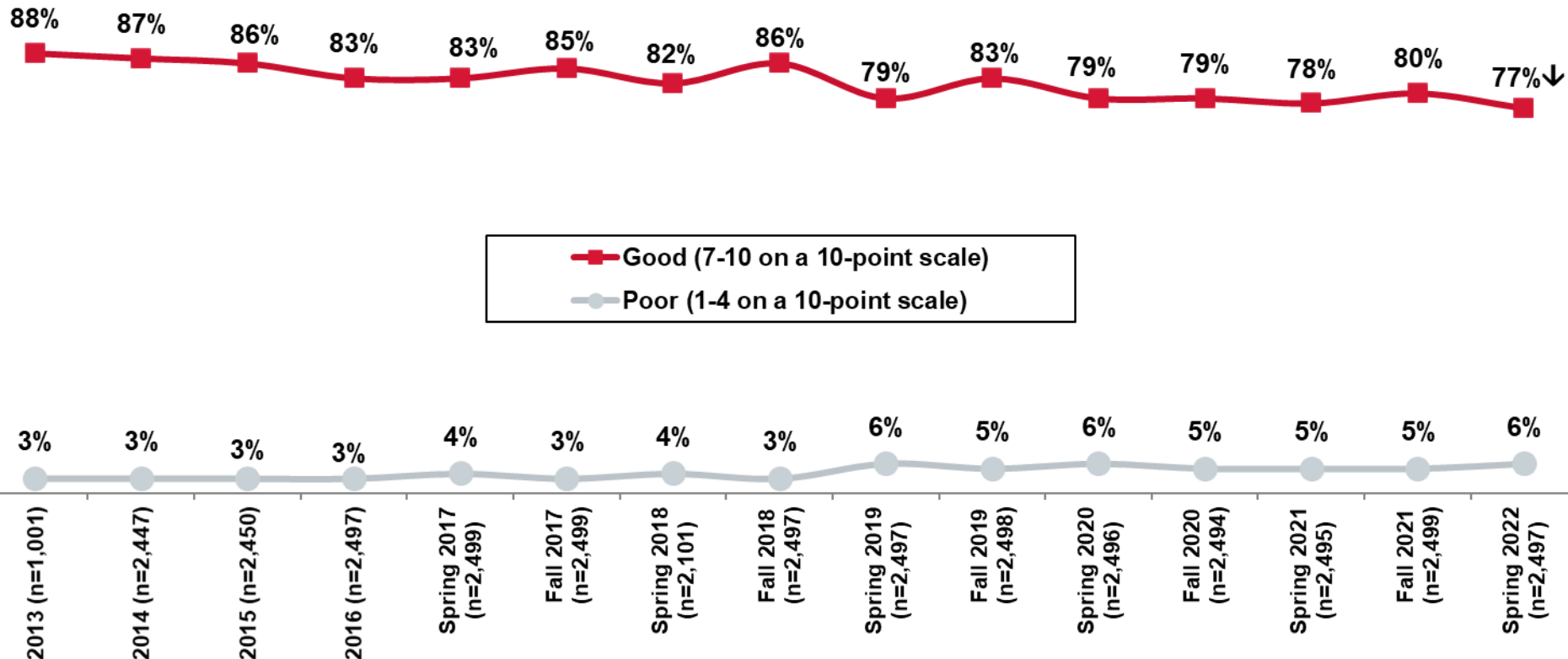
*On a scale of “1” to “10” where “1” represents “very poor” and “10” represents “very good,” how would you rate the overall quality of life in the city of Calgary today?*

Base: Valid respondents (n=2,497)

\*Rounding

# Tracking | Quality of Life Ratings

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



Neutral ratings of 5 or 6 are not shown

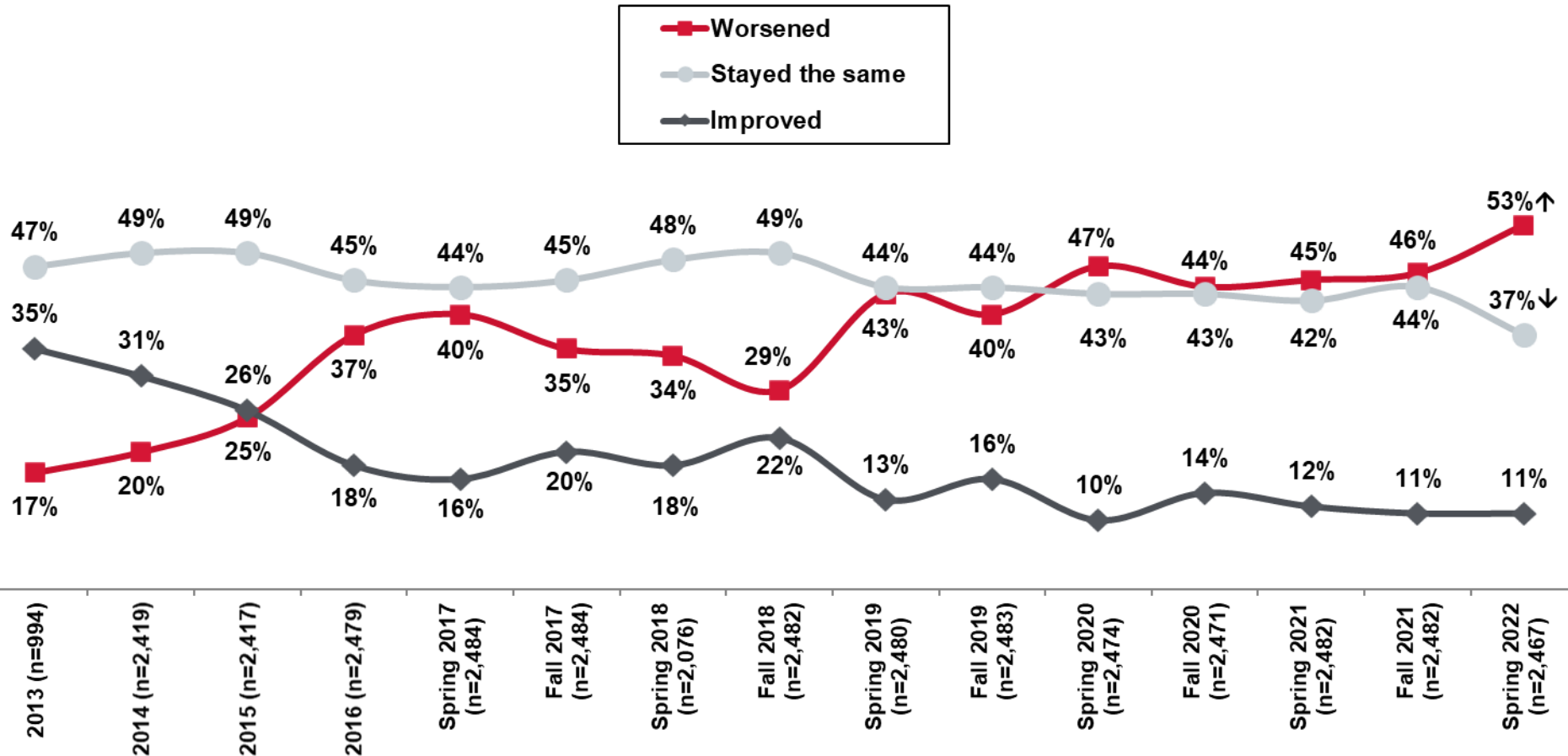
↑ Statistically higher than Fall 2021

↓ Statistically lower than Fall 2021

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

Base: Valid respondents

# Tracking | Perceived Change in the Quality of Life



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

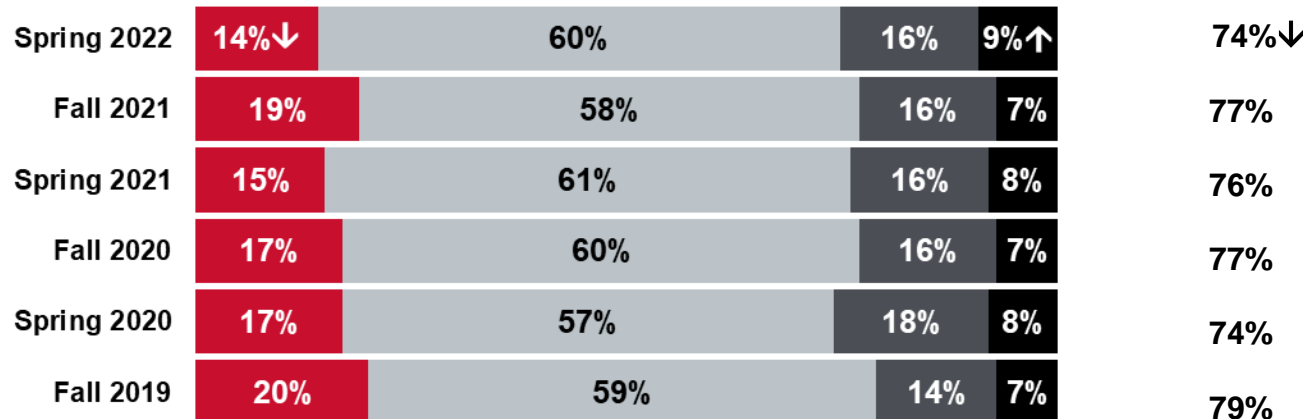
↑ Statistically higher than Fall 2021  
↓ Statistically lower than Fall 2021

# Sustainability: Making a Life and Making a Living

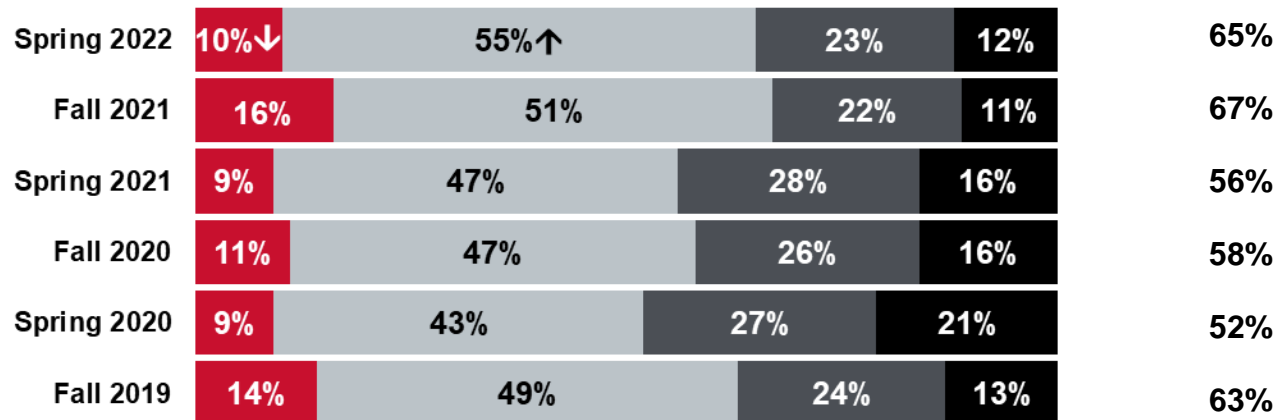
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

Calgary is a great place to make a life



Calgary is a great place to make a living



\*Rounding

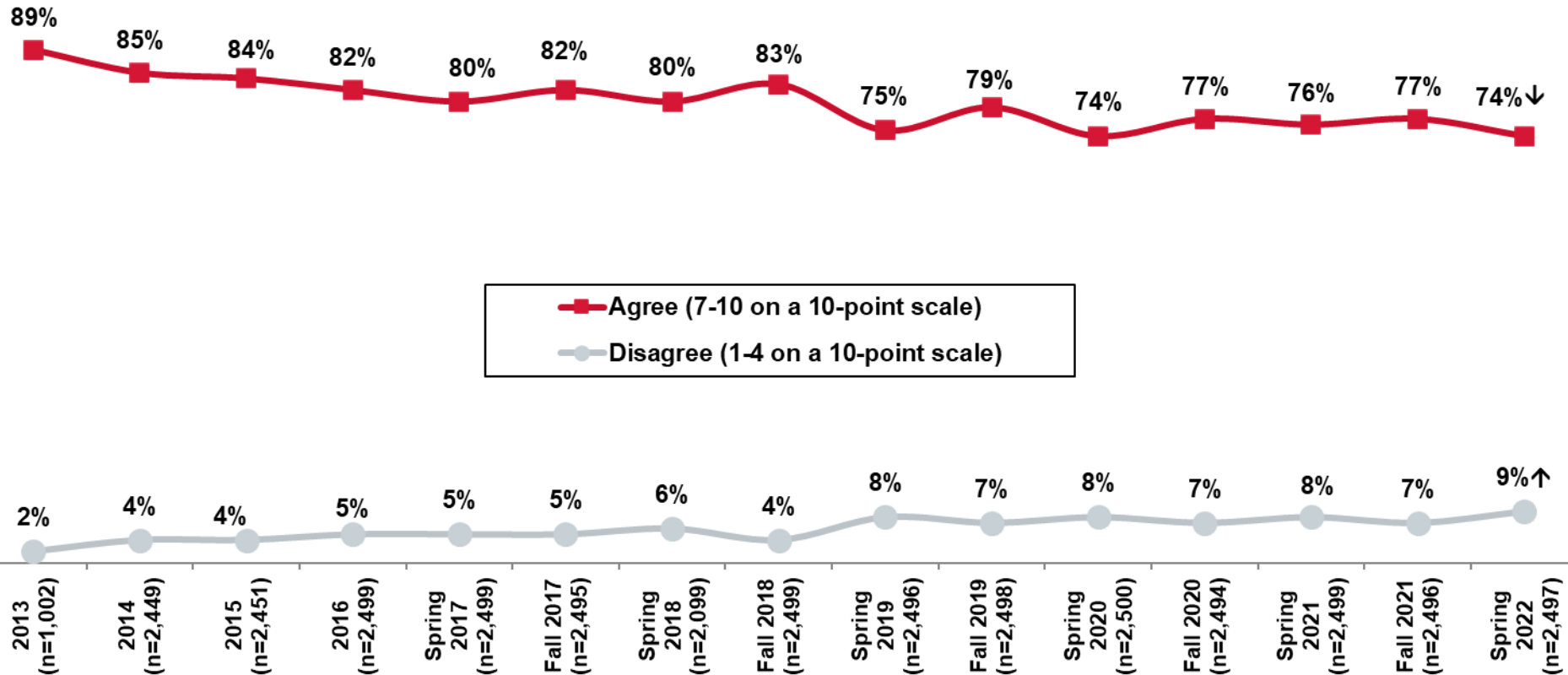
↑ Statistically higher than Fall 2021  
↓ Statistically lower than Fall 2021

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

Base: Valid respondents (Bases vary)

# Tracking | Making a Life

Calgary is a great place to make a life



Agree (7-10 on a 10-point scale)

Disagree (1-4 on a 10-point scale)

Neutral ratings of 5 or 6 are not shown

↑ Statistically higher than Fall 2021

↓ Statistically lower than Fall 2021

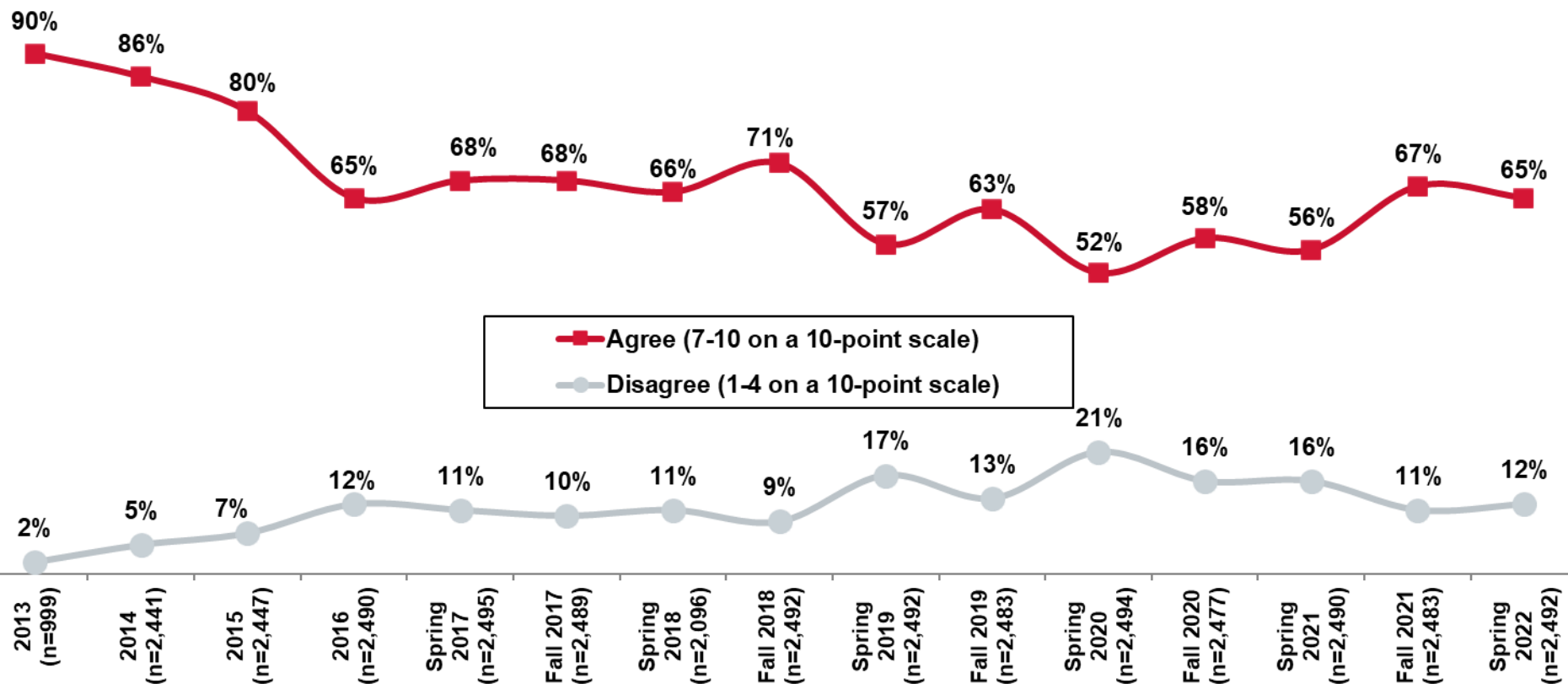
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents



# Tracking | Making a Living

Calgary is a great place to make a living



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

Base: Valid respondents

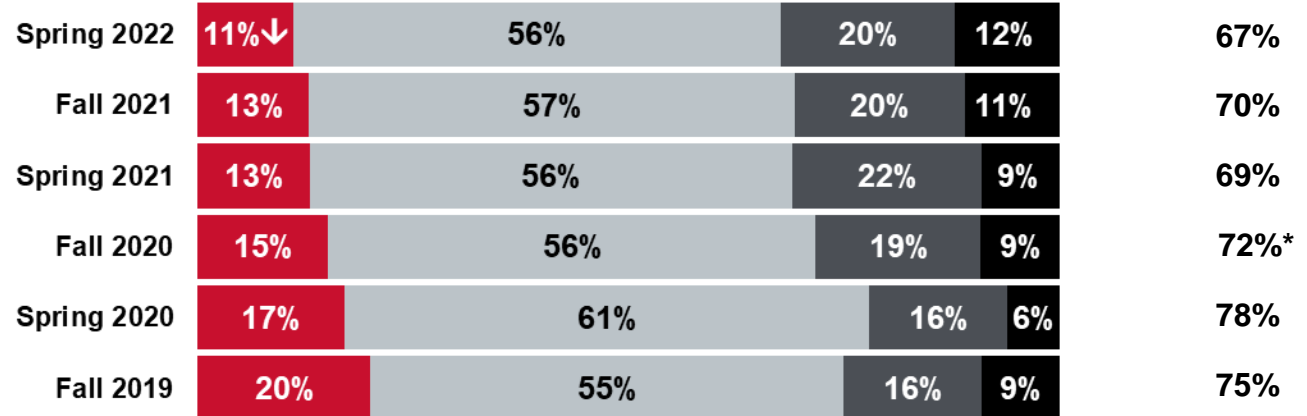
Neutral ratings of 5 or 6 are not shown

# Sustainability: Inclusivity and Future Direction

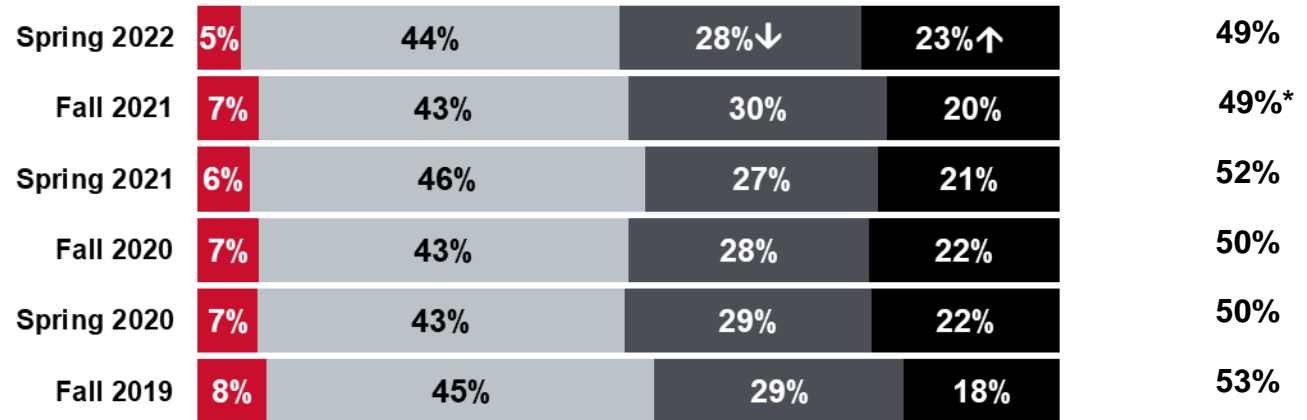
■ Completely Agree (10) ■ Agree (9, 8 or 7) ■ Neutral (6 or 5) ■ Disagree (4, 3, 2 or 1)

% Agree

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



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



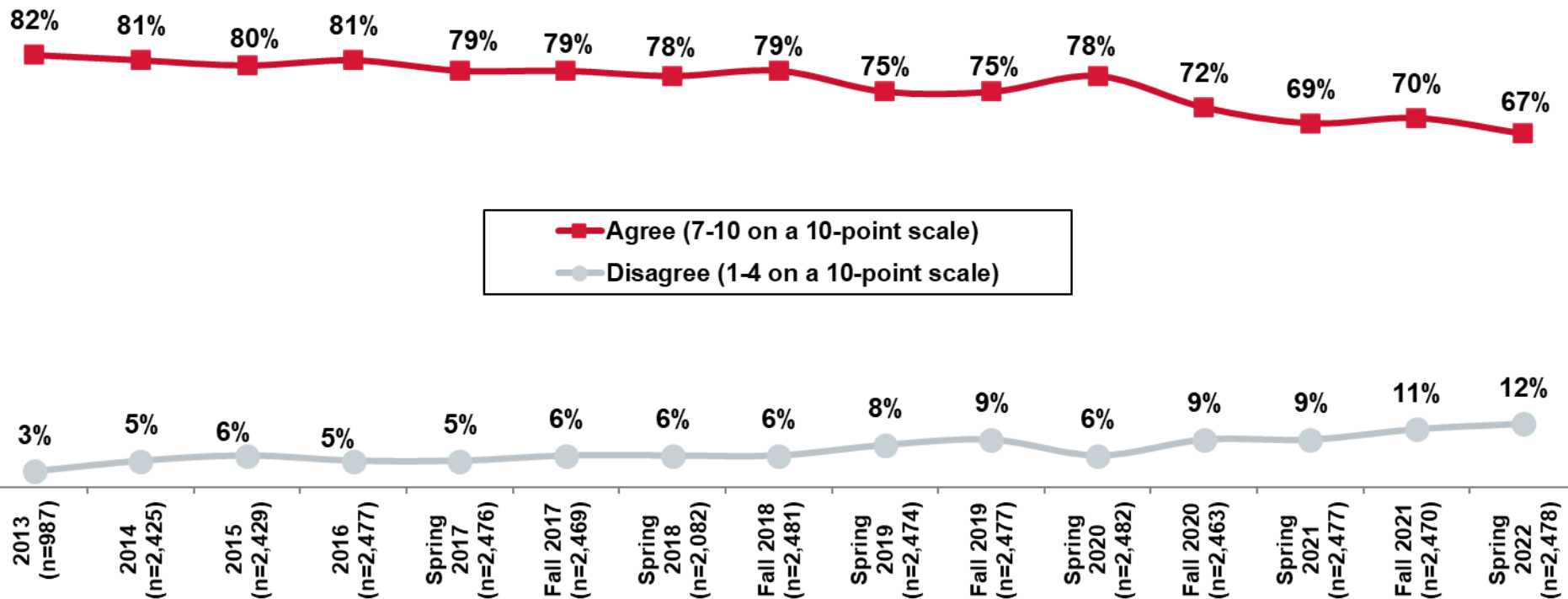
\*Rounding

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

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

# Tracking Inclusivity

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



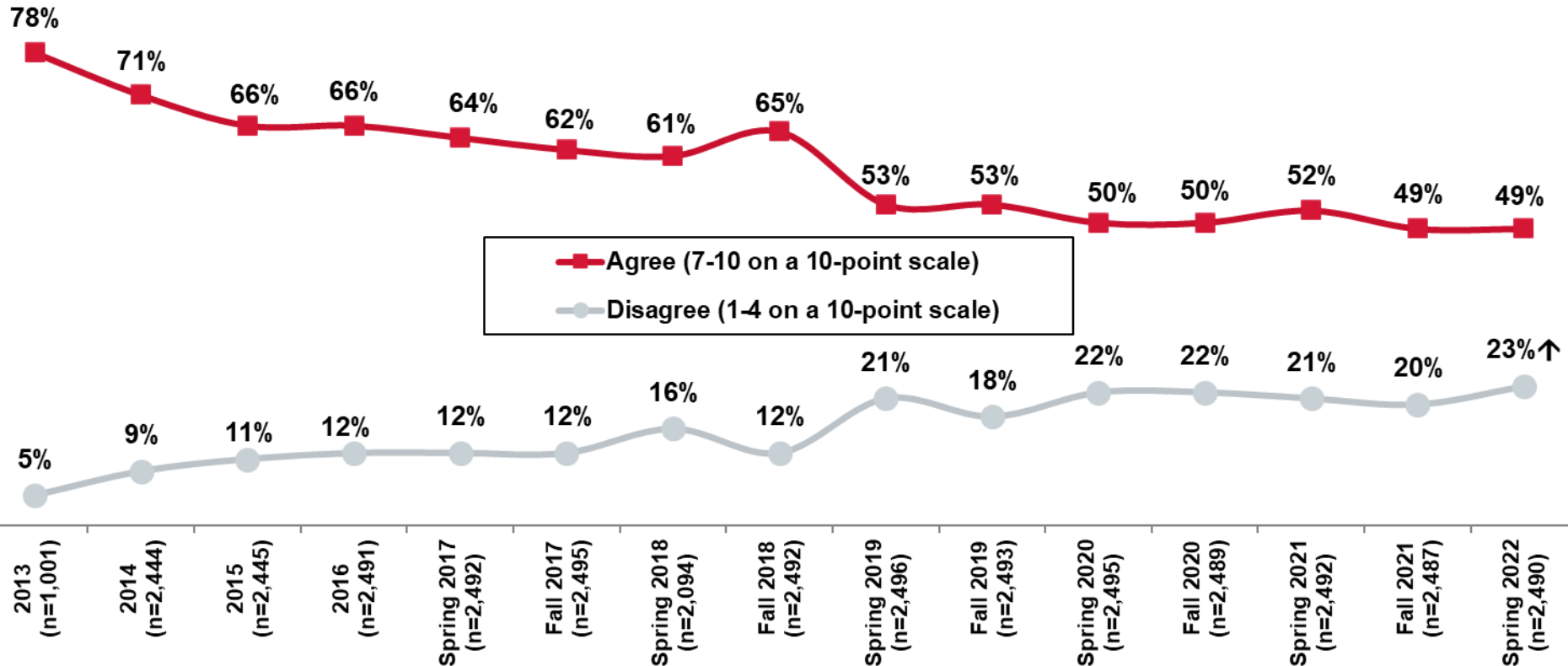
Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate whether you agree or disagree with each statement using a scale from 1 to 10, where "1" is "completely disagree" and "10" is "completely agree."

Base: Valid respondents

Neutral ratings of 5 or 6 are not shown

# Tracking | The Future Direction of Calgary

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



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

Base: Valid respondents

Neutral ratings of 5 or 6 are not shown

↑ Statistically higher than Fall 2021

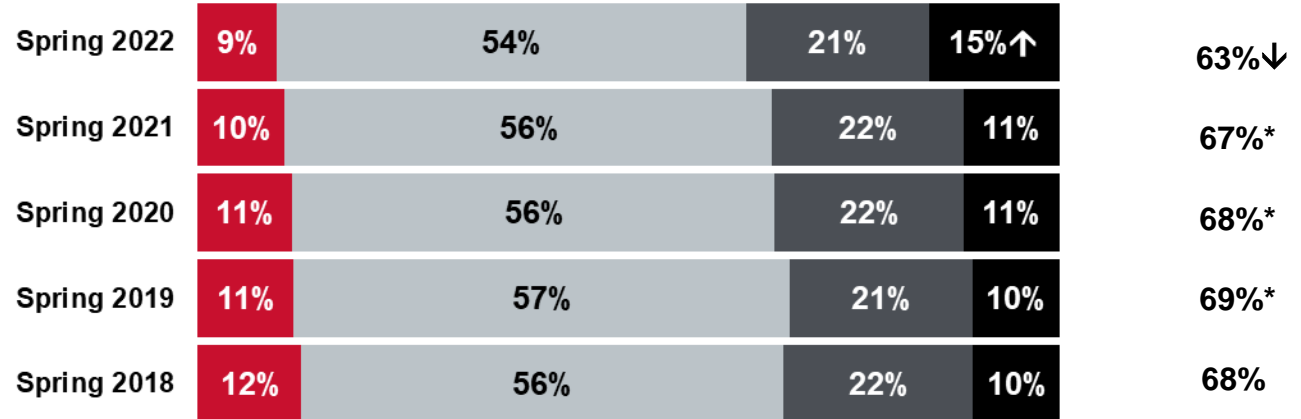
↓ Statistically lower than Fall 2021

# Sustainability: Accessibility

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

% Agree

The City of Calgary municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability<sup>+</sup>



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



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

<sup>++</sup>Not asked prior to Spring 2021

↑Statistically higher than prior wave  
↓Statistically lower than prior wave

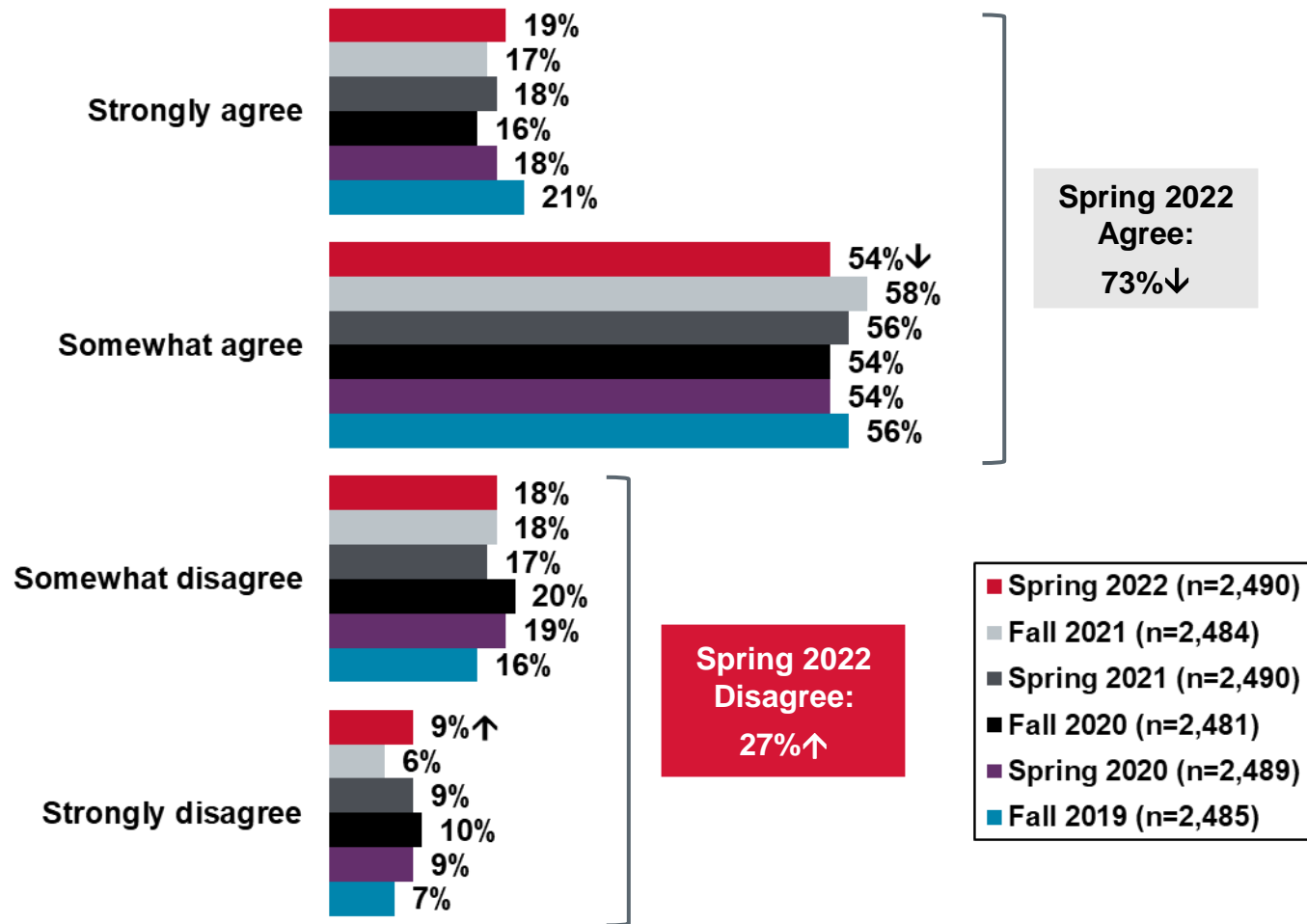
\*Rounding

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

Base: Valid respondents (Bases vary)



# On the Right Track to Be a Better City

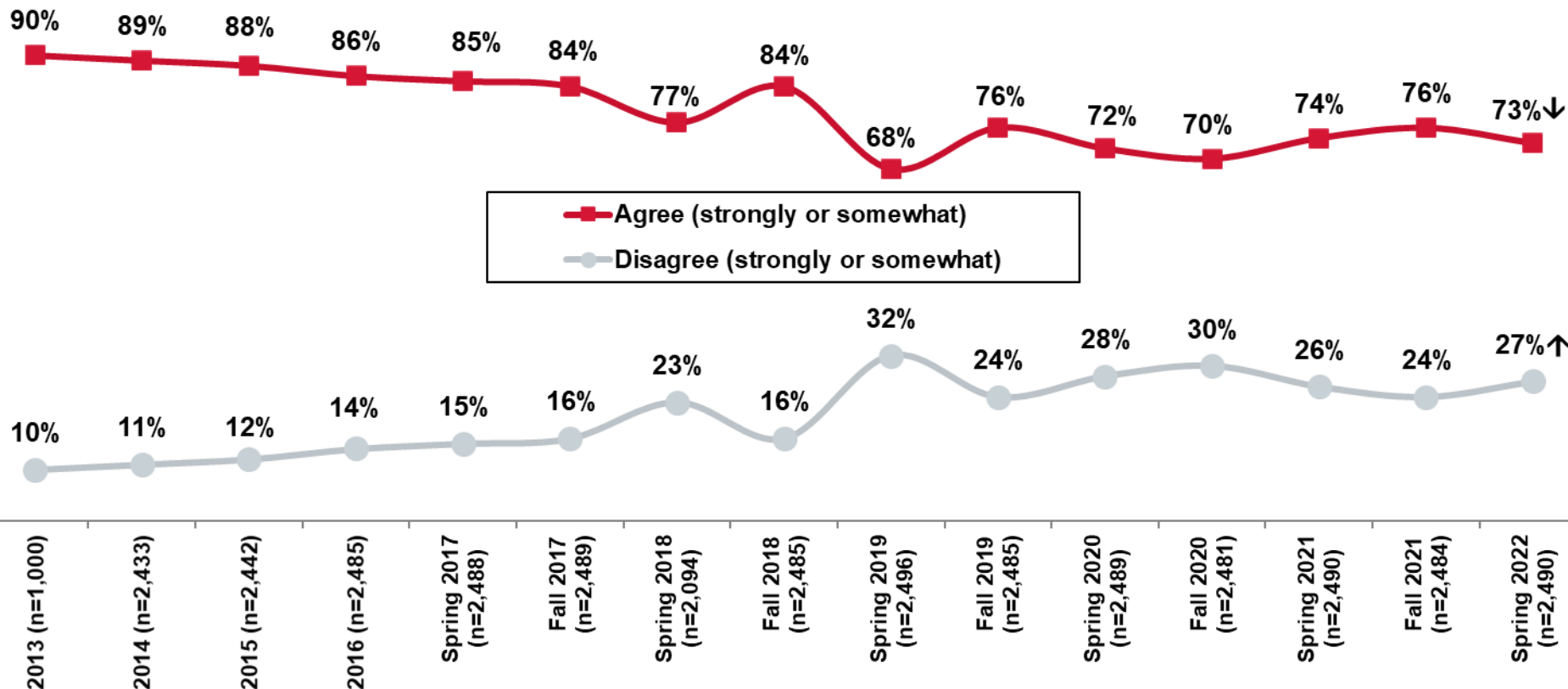


*There are a wide array of challenges facing The City of Calgary today, but also many success stories. Please indicate whether you agree or disagree with the following statement about Calgary's future: Calgary is on the right track to be a better city 10 years from now.*  
Base: Valid respondents

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

# Tracking | On the Right Track to Be a Better City

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



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

Neutral ratings of 5 or 6 are not shown

↑ Statistically higher than Fall 2021

↓ Statistically lower than Fall 2021



## COVID-19 Pandemic



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**COVID-19 has declined as a priority on the **Issue Agenda**.**

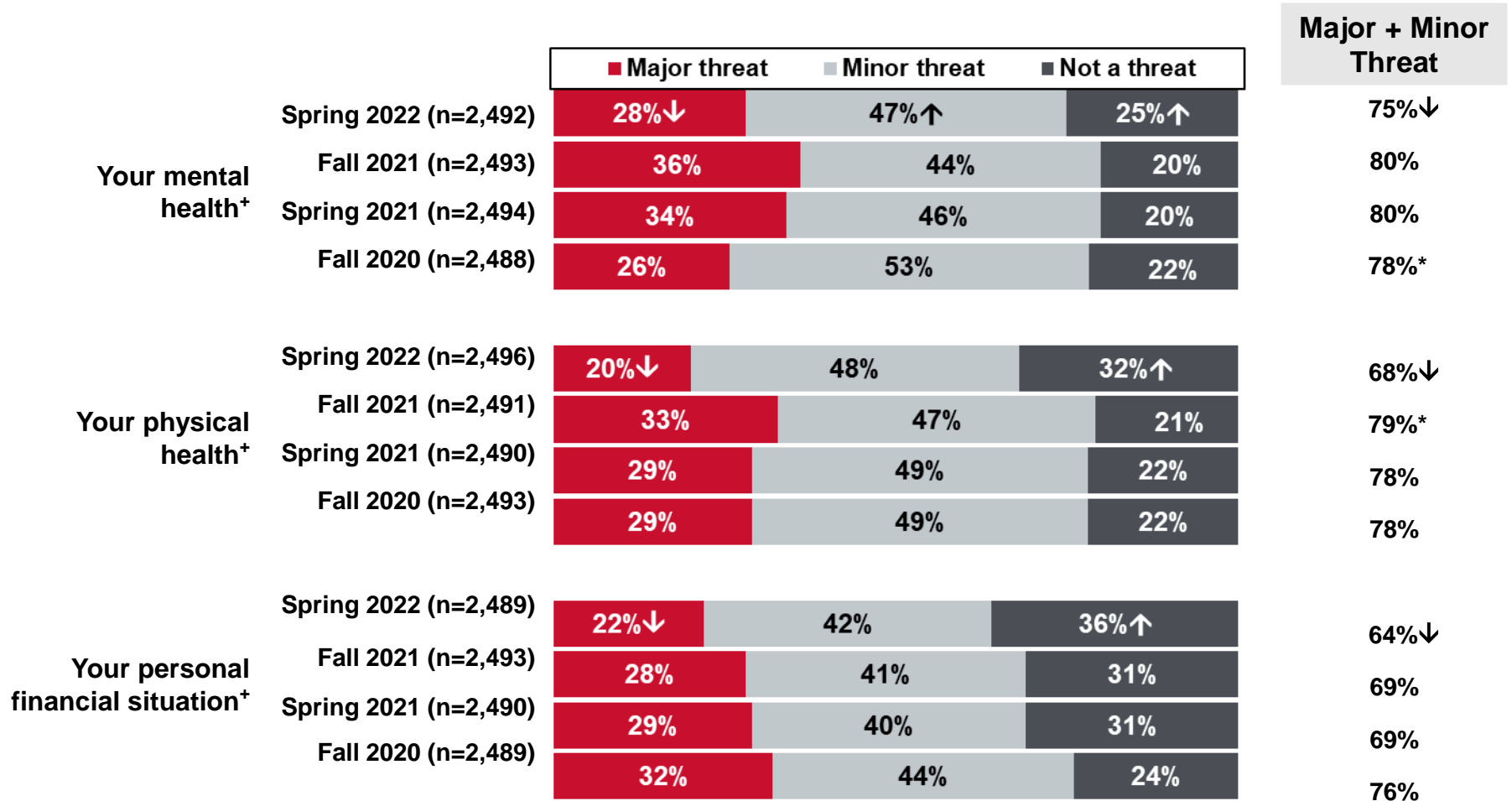
**Fewer Calgarians view **COVID-19 as a threat** to their mental health, physical health or personal financial situation.**

**Most Calgarians are satisfied with **The City's response** to the **COVID-19 pandemic**.**

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- Only 4% of Calgarians point to the “COVID-19 pandemic” as one of the most important issues that local leaders need to address, which is statistically lower than 9% in Fall 2021 and 10% in Spring 2021.
- The COVID-19 pandemic has declined as a perceived threat to Calgarians mental health, physical health and personal financial situation.
  - In terms of their mental health, three-quarters (75%) see COVID-19 as a ‘major’ or ‘minor’ threat, which is statistically down from 80% in both Fall 2021 and Spring 2021. This includes 28% who rate it as a ‘major’ threat, which is statistically down from 36% in Fall 2021 and 34% in Spring 2021.
  - In terms of their physical health, nearly seven-in-ten (68%) see COVID-19 as a ‘major’ or ‘minor’ threat, which is statistically down from 79% in Fall 2021 and 78% in Spring 2021. This includes 20% who rate it as a ‘major’ threat, which is statistically down from 33% in Fall 2021 and 29% in Spring 2021.
  - In terms of their personal financial situation, nearly two-thirds (64%) see COVID-19 as a ‘major’ or ‘minor’ threat, which is statistically down from 69% in both Fall 2021 and Spring 2021. This includes 22% who rate it as a ‘major’ threat, which is statistically down from 28% in Fall 2021 and 29% in Spring 2021.
- Seven-in-ten (70%) Calgarians are satisfied with The City’s response to COVID-19, which is on par with 73% in Fall 2021 and 70% in Spring 2021. In Spring 2022, 25% of Calgarians are ‘very satisfied’ with The City’s response to COVID-19 and 46% are ‘somewhat’ satisfied.

# Threats Related to the COVID-19 Pandemic



\*Not asked prior to Fall 2020

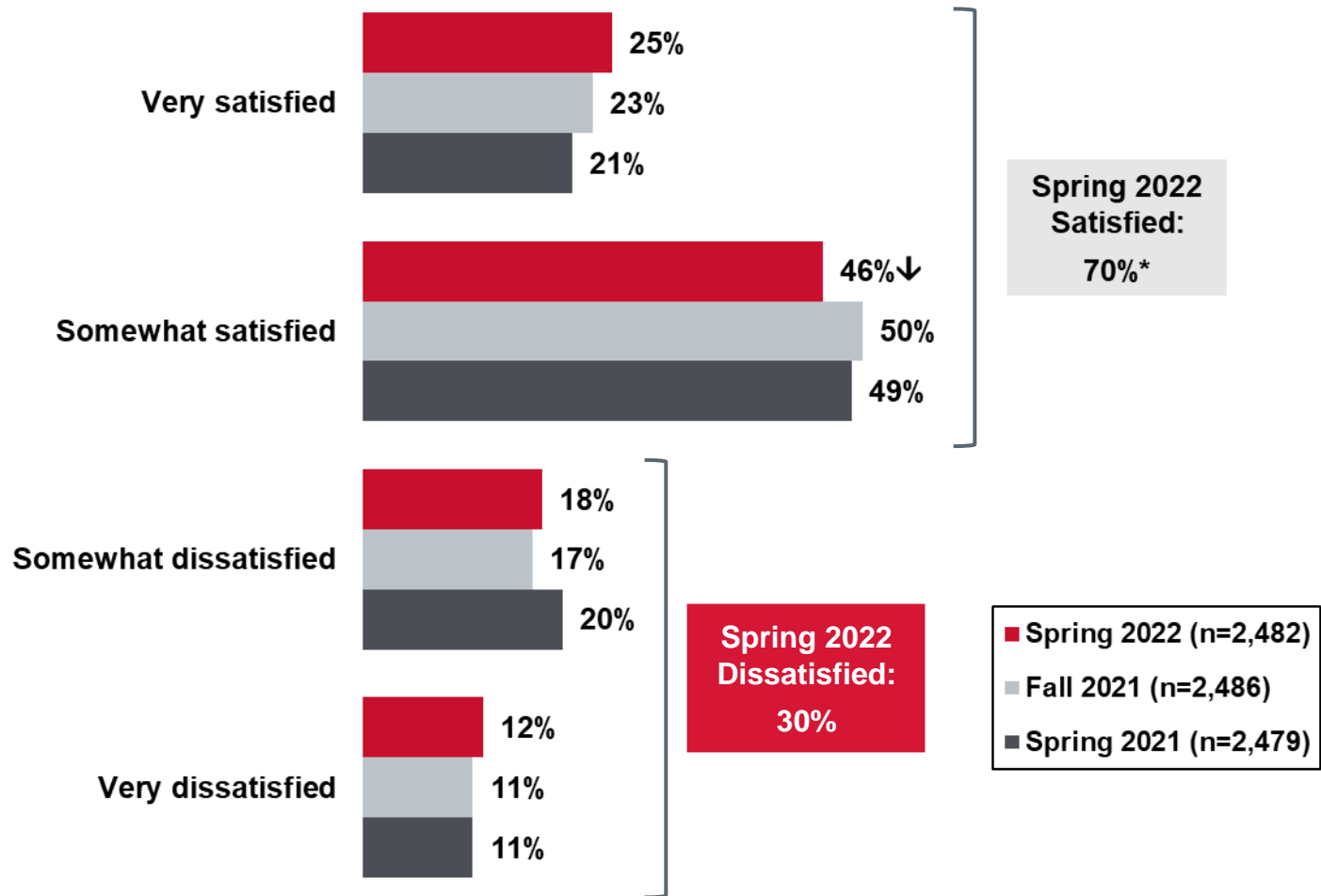
\*Rounding

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

*In your opinion, how much of a threat is the COVID-19 pandemic for...?*  
Base: Valid respondents



# Satisfaction with The City's COVID-19 Response



\*Rounding

\*Not asked prior to Spring 2021

↑ Statistically higher than Fall 2021

↓ Statistically lower than Fall 2021

Overall, how satisfied are you with The City's COVID-19 response? Are you...?\*

Base: Valid respondents (n=2,482)



## Issue Agenda



## SUMMARY OF FINDINGS

# Issue Agenda

**“Infrastructure, traffic and roads” continues to lead the issue agenda.**

**“Crime, safety and policing” and “transit” follow to form the top three issues facing City leaders.**

**Issues outside the top three with the biggest increases include**

**“recreation,” “homelessness, poverty and affordable housing,” and “economy.”**

- The top item on the municipal issue agenda continues to be ‘infrastructure, traffic and roads’ (28%), which is on par with 29% in Fall 2021, but statistically lower than 33% in Spring 2021.
  - In Spring 2022, ‘infrastructure, traffic and roads’ mentions related to ‘snow removal’ (9%) have statistically increased from 6% in Fall 2021, although mentions are statistically lower than Spring 2021 (13%).
- Second on the issue agenda is ‘crime, safety and policing’ (20%), which has statistically increased from 14% in Fall 2021 and 11% in Spring 2021.
- ‘Transit’ (17%) is the third most mentioned key issue on the municipal issue agenda and is statistically higher than 14% in Fall 2021 and 12% in Spring 2021.
- Other top issues mentioned by more than 10% of Calgarians include:
  - ‘Recreation’ (14%), statistically higher than 9% in Fall 2021 and 8% in Spring 2021.
  - ‘Homelessness, poverty and affordable housing’ (13%), statistically higher than 8% in Fall 2021 and 6% in Spring 2021.
  - ‘Taxes’ (11%), statistically higher than 9% in Fall 2021, but on par with 10% in Spring 2021.
  - ‘Economy’ (11%), statistically higher than 6% in Fall 2021, but on par with 10% in Spring 2021.
- ‘COVID-19 pandemic’ is mentioned by 4% of Calgarians, which is statistically down compared to 9% in Fall 2020 and 10% in Spring 2021.

# Issue Agenda

## Multiple Response

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

■ First Mention ■ Other Mentions

Change  
Fall 2021 –  
Spring 2022

|  |     |    |     |       |
|--|-----|----|-----|-------|
| <b>Infrastructure, Traffic and Roads [NET]</b>               | 19% | 9% | 28% | -1%   |
| (Lack of) snow removal                                       | 6%  | 3% | 9%  | +3%↑  |
| Road conditions  | 3%  | 3% | 6%  | -1%   |
| Traffic congestion   | 3%  |    | 5%  | -1%   |
| <b>Crime, Safety and Policing [NET]</b>                      | 12% | 8% | 20% | +6%↑  |
| Breaking and entering/gangs/drugs                            | 5%  | 4% | 9%  | +2%   |
| Public safety  | 6%  |    | 8%  | +3%↑  |
| <b>Transit [NET]</b>   | 10% | 7% | 17% | +3%↑  |
| Public transportation (including buses/C-Train/poor service) | 6%  | 3% | 9%  | +2%↑  |
| Transit system improvements                                  | 3%  | 3% | 6%  | +2%↑  |
| Public transportation (unspecified)]                         |     |    | 4%  | -     |
| <b>Recreation [NET]</b>                                      | 8%  | 6% | 14% | +5%↑  |
| <b>Homelessness, Poverty and Affordable Housing [NET]</b>    | 9%  | 4% | 13% | +5%↑  |
| <b>Taxes [NET]</b>   | 8%  | 3% | 11% | +2%↑  |
| High taxes   | 5%  |    | 7%  | +1%   |
| <b>Economy [NET]</b>   | 8%  | 3% | 11% | +5%↑  |
| <b>Environment and Waste Management [NET]</b>                | 5%  | 3% | 8%  | +2%   |
| <b>Education</b>   | 4%  |    | 6%  | +1%   |
| <b>Growth and Planning [NET]</b>                             | 3%  |    | 5%  | -     |
| <b>COVID-19 Pandemic</b>                                     | 3%  |    | 4%  | -5%↓  |
| <b>Budget and Spending [NET]</b>                             |     |    | 4%  | -1%↓  |
| <b>Healthcare</b>  |     |    | 4%  | -     |
| <b>None</b>  |     |    | 12% | - 2%↓ |

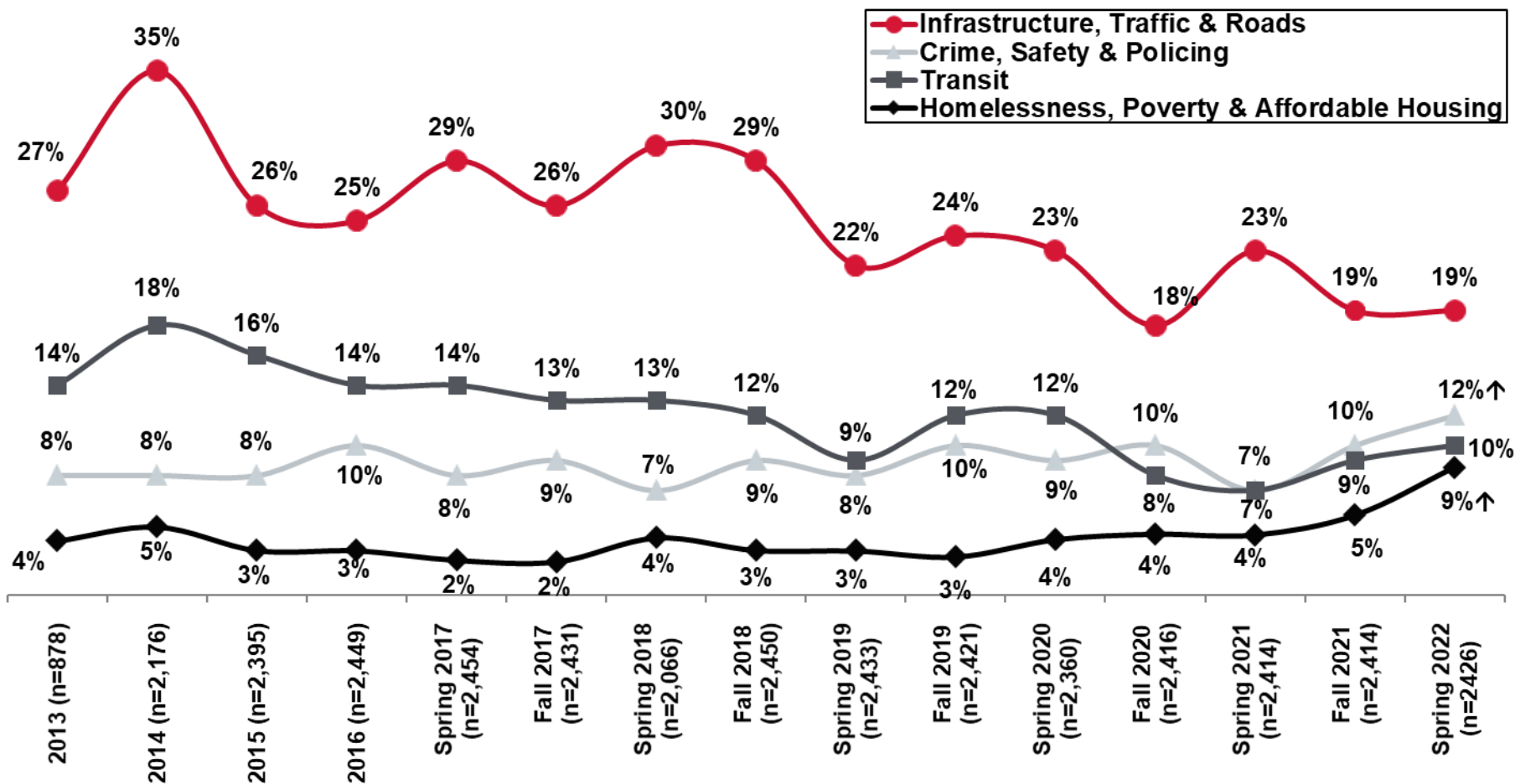
Mentions of <4% are not shown  
Data labels of <3% are not shown

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

In your view, as a resident of the city of Calgary, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?  
Base: Valid respondents (n=2,452)

# Tracking | Most Important Issue Facing Calgary

Current Top 4  
First Mention Only



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

Base: Valid respondents

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





## City Programs and Services



## SUMMARY OF FINDINGS

# Satisfaction with City Services and Programs

**Overall satisfaction with the level and quality of city services and programs has statistically increased since Fall 2021 but is down from Spring 2021.**

**Compared to Spring 2021, satisfaction has statistically decreased for 8 programs and services, compared to only one with an increase.**

- Roughly seven-in-ten (71%) Calgarians say they are satisfied with the overall level and quality of services and programs provided by The City, which is statistically up from 68% in Fall 2021, but statistically lower than 74% in Spring 2021.
- The majority of Calgarians are satisfied with all 44 services and programs assessed, with satisfaction at 90% or higher for 12 services and programs, and ratings of 80% to 89% for another 22 services, for a total of 34 out of 44 services and programs receiving satisfaction ratings of 80% or more.
  - Services receiving the highest satisfaction ratings include Calgary Fire Department emergency response (96%), library services (96%), wastewater collection and treatment (96%), water treatment and supply (95%), parks and opens spaces (94%), fire inspection and enforcement (94%) and city cemeteries (94%).
  - Services receiving the lowest satisfaction ratings include affordable housing for low-income Calgarians (56%), property tax management (67%), parking and enforcement (69%) and streets, including traffic operations, building, maintenance, snow removal and on-street bikeways (70%).
  - Despite being among the lowest satisfaction ratings in Spring 2021, it should be noted that, satisfaction has statistically increased for streets, including traffic operations, building, maintenance, snow removal and on-street bikeways (70%, up 7% from Spring 2021).
  - Satisfaction has statistically declined since Spring 2021 in eight areas:
    - Affordable housing for low-income Calgarians (56%, down 12% from Spring 2021);
    - Calgary 9-1-1 (86%, down 9% from Spring 2021);
    - Public transit including bus and C-Train service (72%, down 7% from Spring 2021);
    - Police services (81%, down 5% from Spring 2021);
    - City planning and policy services (78%, down 5% from Spring 2021);
    - Fire safety education (89%, down 4% from Spring 2021);
    - Calgary Fire Department emergency response (96%, down from 3% from Spring 2021); and,
    - Fire inspection and enforcement (94%, down 3% from Spring 2021).

# Satisfaction with City Services and Programs

## (continued)

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**More residents rate the Green Line LRT as 'very' important than in Spring 2021.**

**Attitudes towards the Green Line LRT have remained stable since Spring 2021.**

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- Nine-in-ten (91%) Calgarians say the Green Line LRT is important to the future of Calgary, on par with 90% in Spring 2021. In Spring 2022, 74% of Calgarians say that the Green Line LRT is 'very' important (statistically up from 70% in Spring 2021) and 17% say that it is 'somewhat' important (statistically down from 19% in Spring 2021).
- Nine-in-ten (91%) agree that 'The Green Line LRT will enable Calgarians to better connect with people, places and services,' which is identical to 91% in Spring 2021.
- Nine-in-ten (90%) agree that 'The Green Line LRT will be an important addition to Calgary's transportation network' which is on par with 89% in Spring 2021, although the percentage who 'strongly agree' has statistically increased (70% vs. 67% in Spring 2021).

## SUMMARY OF FINDINGS

# Importance vs. Satisfaction Analysis

**Primary strengths of The City's services and programs continue to rest with services related to fire and water, and parks and open spaces.**

**Primary opportunities for The City include police services, sidewalks and pathways, and municipal elections.**

- When evaluating the level of importance of City services and programs against residents' satisfaction with the services and programs, the analysis identifies primary strengths and primary opportunities.
- Thirteen programs and services are identified as '**primary strengths**' in the importance vs. satisfaction analysis, as follows:
  - Calgary Fire Department emergency response;
  - Water treatment and supply including clean and safe drinking water;
  - Wastewater collection and treatment;
  - Fire inspection and enforcement;
  - Fire safety education;
  - Calgary 9-1-1;
  - Waste and recycling services;
  - Recreation opportunities;
  - Parks and open spaces;
  - Emergency management and business continuity;
  - 311 and web;
  - Stormwater management; and,
  - Urban forestry.
- Five programs and services are identified as primary '**opportunities**' for improvement in the importance vs. satisfaction analysis, including:
  - Streets, including traffic operations, building, maintenance, snow removal and on-street bikeways;
  - Property tax management;
  - Municipal elections;
  - Police services; and,
  - Sidewalks and pathways including building and repairing.
- Four programs and services are identified as both primary strengths and primary opportunities given, they fall on the axis between the two categories (see slide 45):
  - City communications;
  - Neighborhood supports to make their neighborhood a better place to live, work and play;
  - Social programs for individuals such as seniors or youth; and,
  - Building approval services and inspections.



## SUMMARY OF FINDINGS

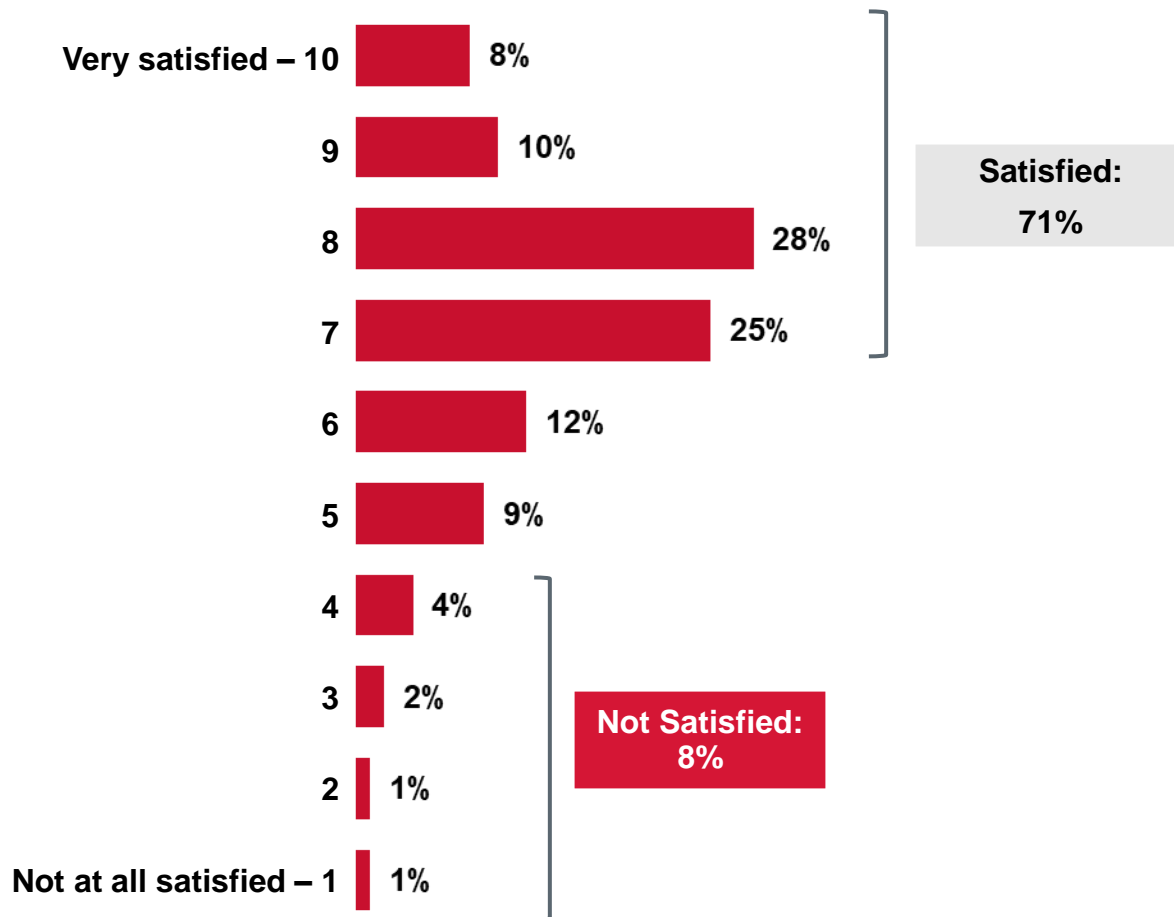
## Desired Investment

Calgarians most want to see **increased investment** in affordable housing, public transit, and social programs for seniors and youth.

Compared to Spring 2021, the biggest **increases in 'more investment'** are for Calgary Fire Department, Calgary 9-1-1, affordable housing and public transit.

- The majority of Calgarians would like to see The City invest more in:
  - Affordable housing for low-income Calgarians (72%);
  - Public transit including bus and C-Train service (63%);
  - Social programs for individuals such as seniors or youth (59%);
  - Calgary Fire Department emergency response (56%);
  - Calgary 9-1-1 (55%);
  - Streets including traffic operations, building, maintenance, snow removal and on-street bikeways (55%); and
  - Police services (52%).
- Higher proportions of citizens would prefer The City to invest less in:
  - Parking and enforcement (26% say 'invest less'); and,
  - Regulation of taxis, limousines and vehicles-for-hire (24% say 'invest less').
- Increases in '*more investment*' are notable in seven areas vs. Spring 2021:
  - Calgary Fire Department emergency response (56%, up 9% from Spring 2021);
  - Calgary 9-1-1 (55%, up 9% from Spring 2021);
  - Affordable housing for low-income Calgarians (72%, up 8% from Spring 2021);
  - Public transit including bus and C-Train service (63%, up 8% from Spring 2021);
  - Appeals and tribunals to appeal decisions made by The City (29%, up 7% from Spring 2021);
  - Fire inspection and enforcement (31%, up 5% from Spring 2021); and,
  - Pet ownership and licensing (15%, up 5% from Spring 2021).
- A notable decrease in '*more investment*' is seen for streets including traffic operations, building, maintenance, snow removal and on-street bikeways (55%, down 7% from Spring 2021).

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



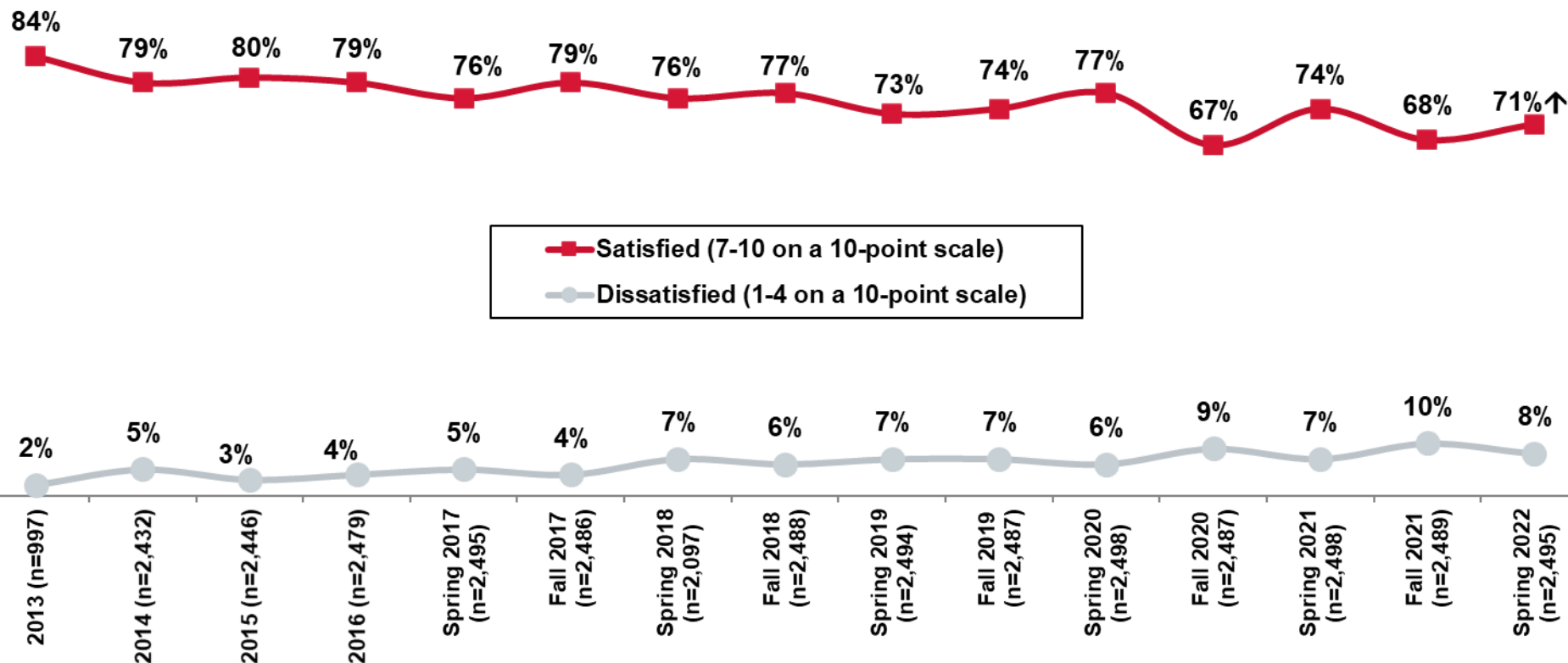
*On a scale from 1 to 10 where “1” represents “not at all satisfied” and “10” represents “very satisfied,” how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?*

Base: Valid respondents (n=2,495)



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

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



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

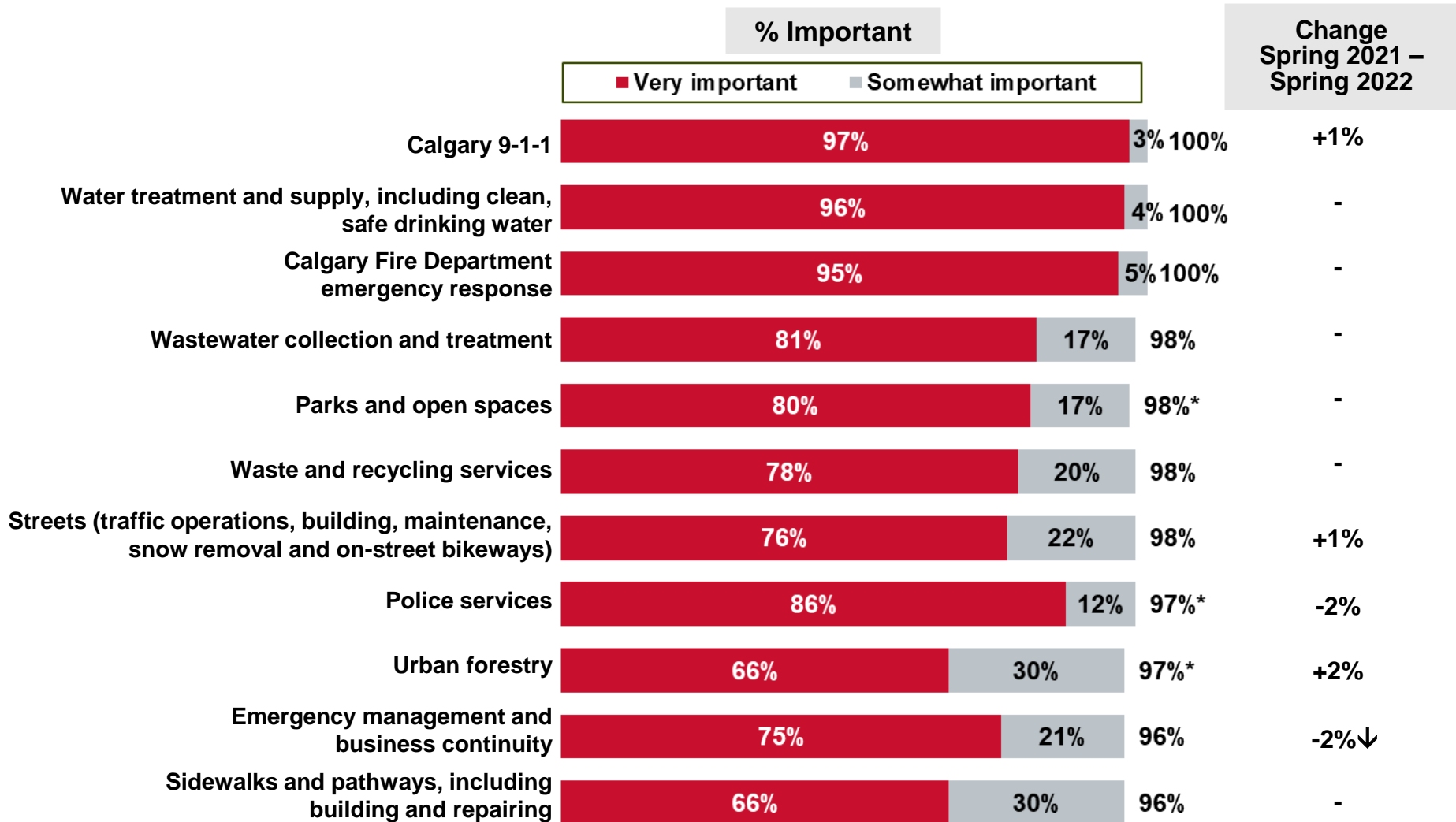
Base: Valid respondents

Neutral ratings of 5 or 6 are not shown

↑ Statistically higher than Fall 2021

↓ Statistically lower than Fall 2021

# Importance of City Programs and Services



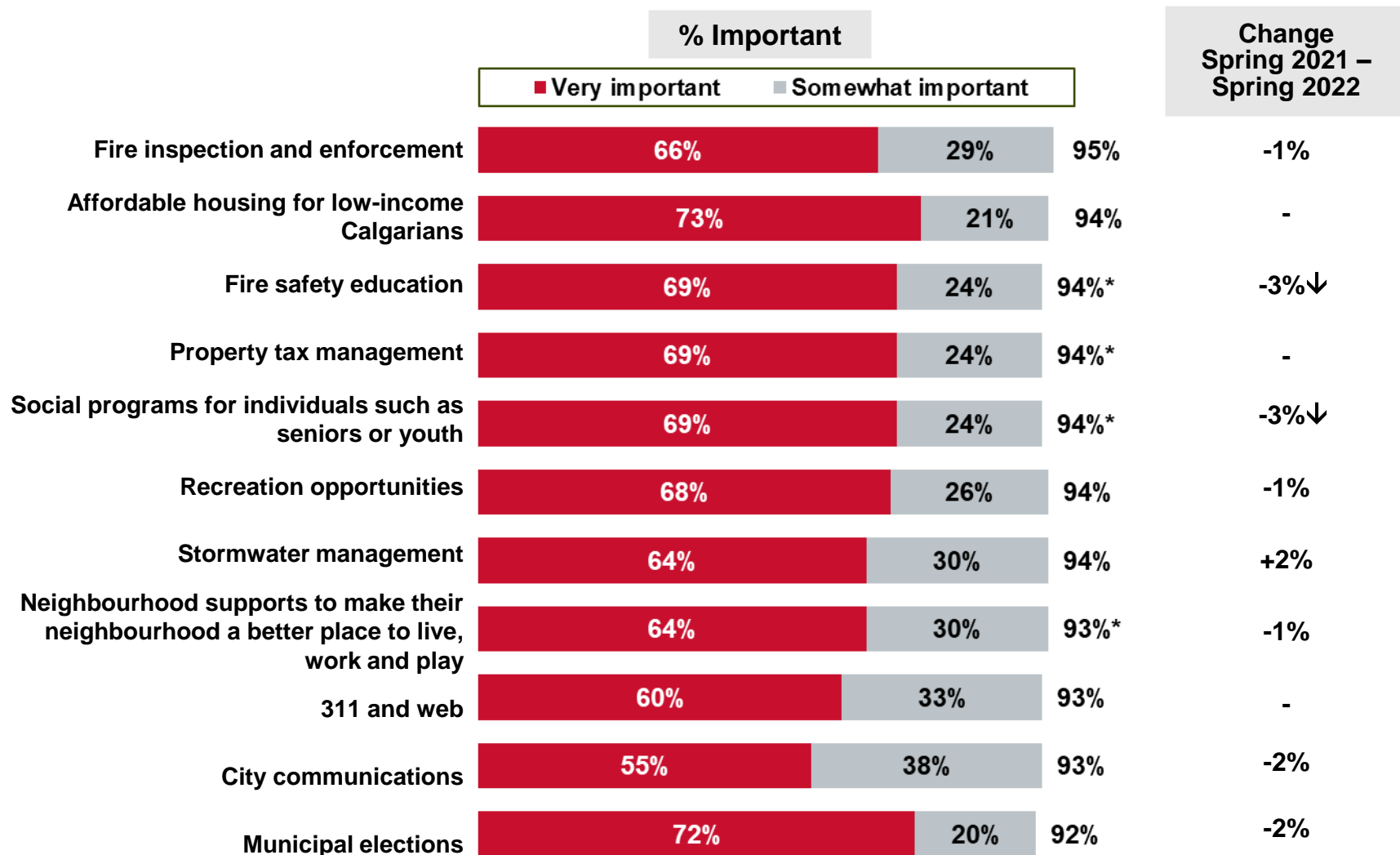
\*Rounding

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

↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

# Importance of City Programs and Services

(continued)



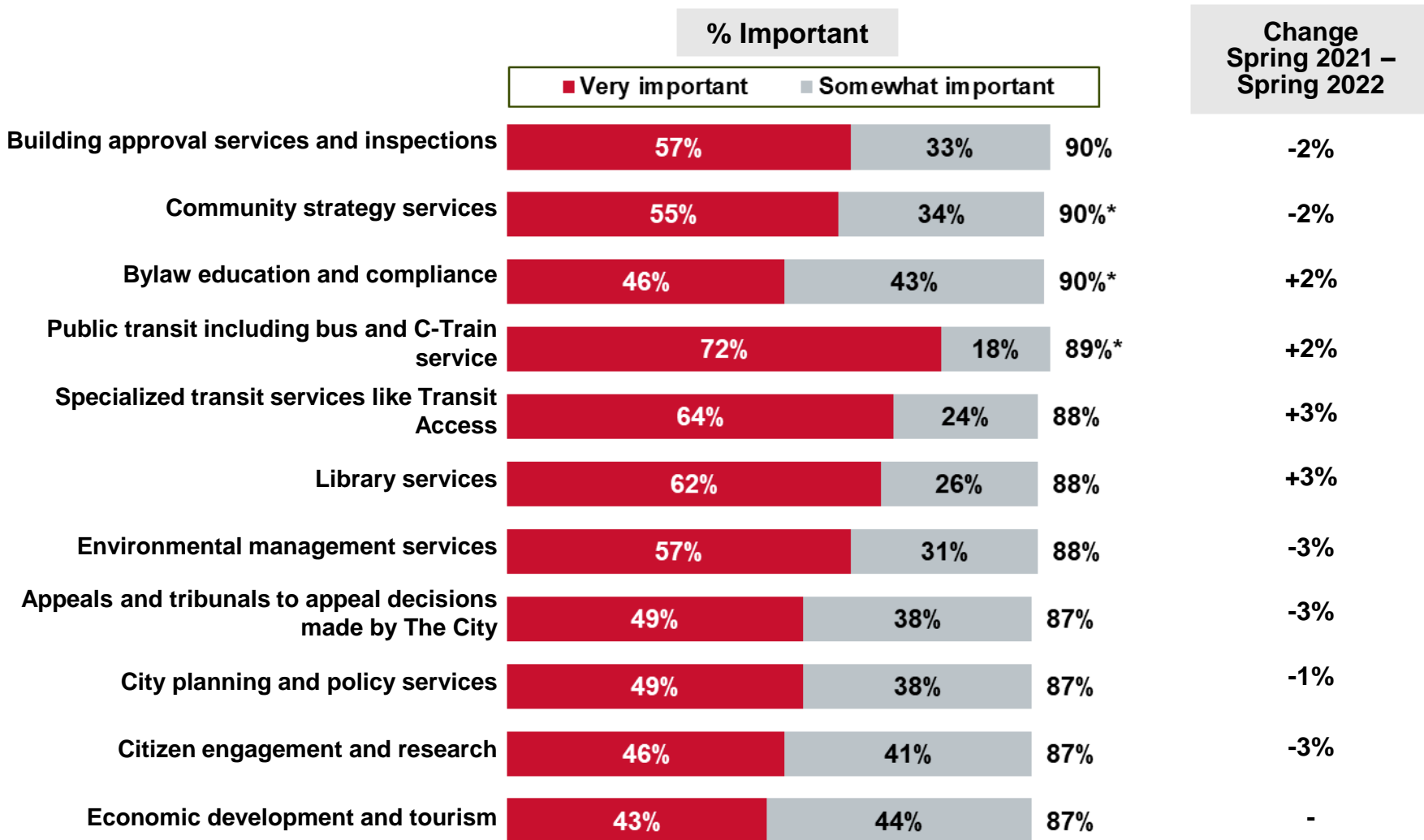
\*Rounding

↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

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

# Importance of City Programs and Services

(continued)



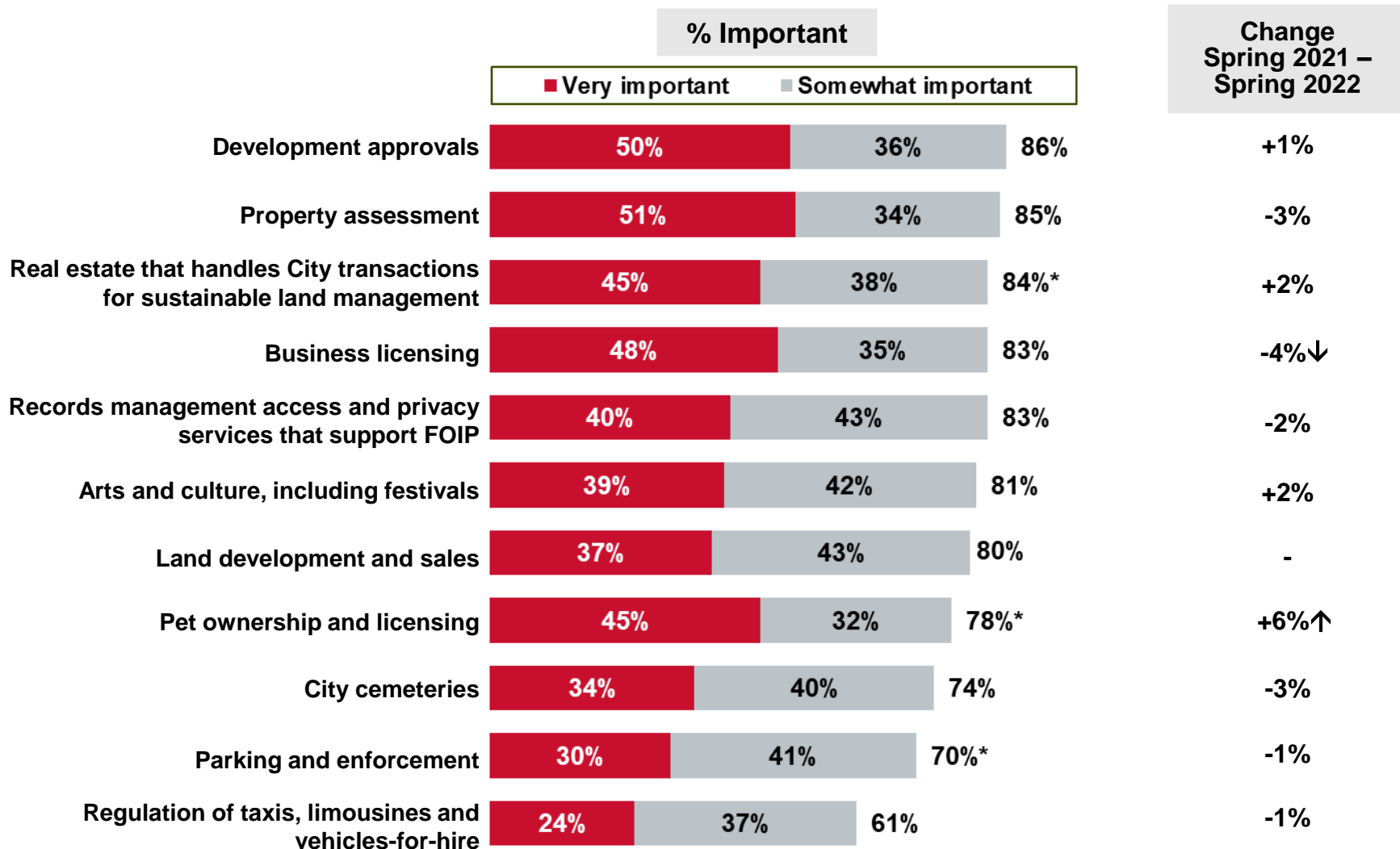
\*Rounding

↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

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

# Importance of City Programs and Services

(continued)

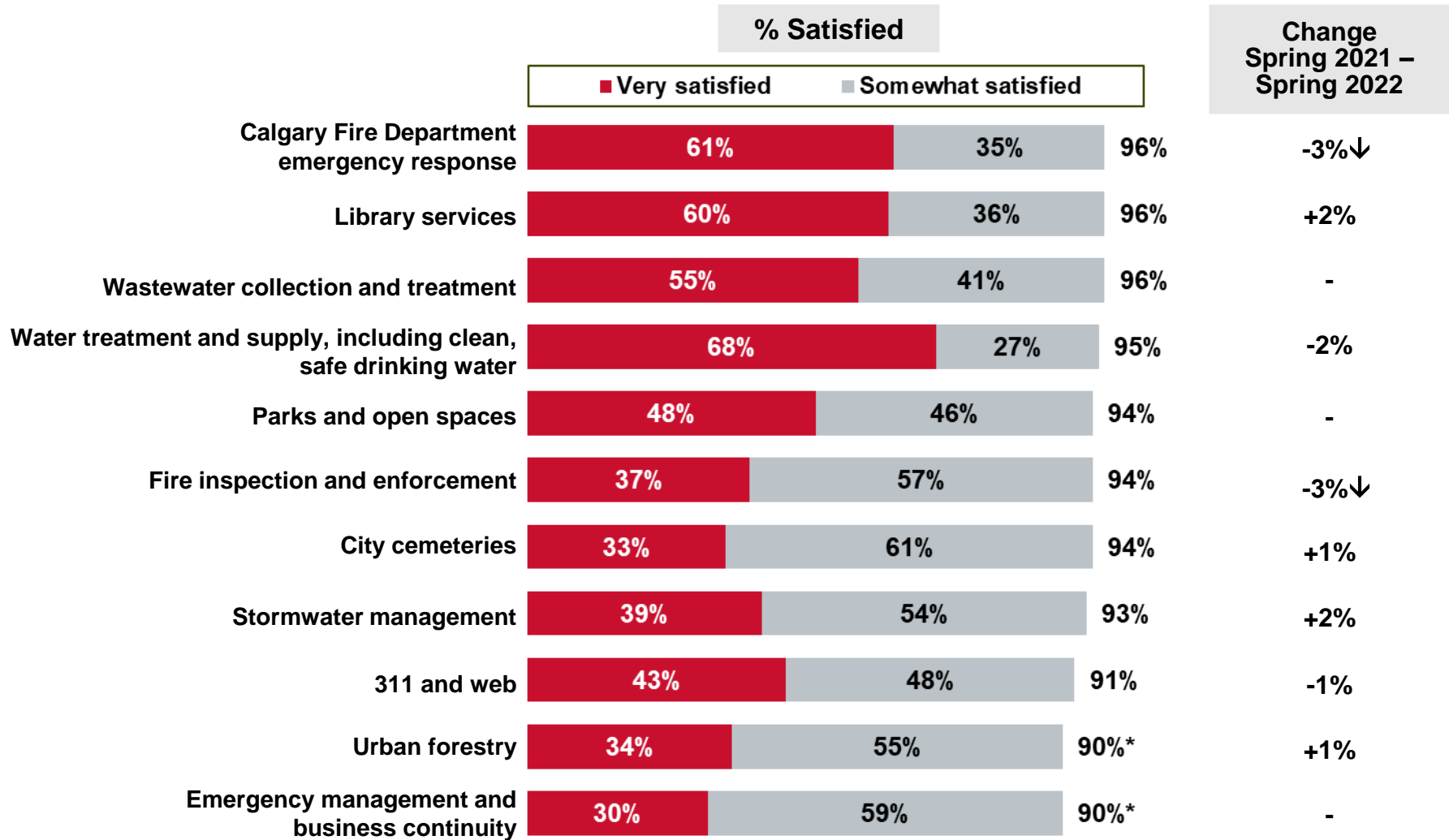


\*Rounding

↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

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

# Satisfaction with City Programs and Services



\*Rounding

Please tell me how satisfied you are with the job The City is doing in providing that program or service.

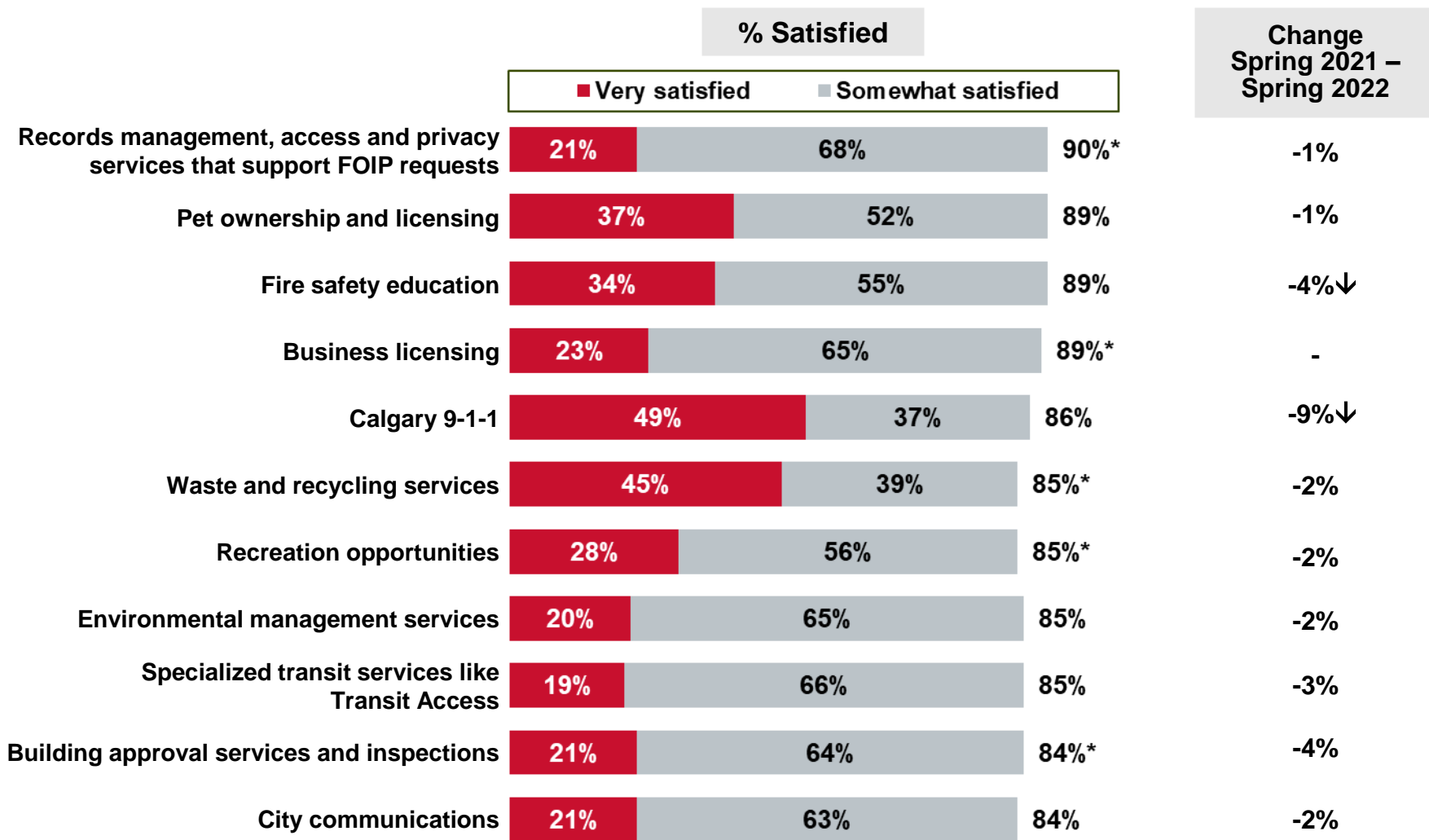
Base: Valid respondents (Bases vary)

↑ Statistically higher than Spring 2021  
↓ Statistically lower than Spring 2021



# Satisfaction with City Programs and Services

(continued)



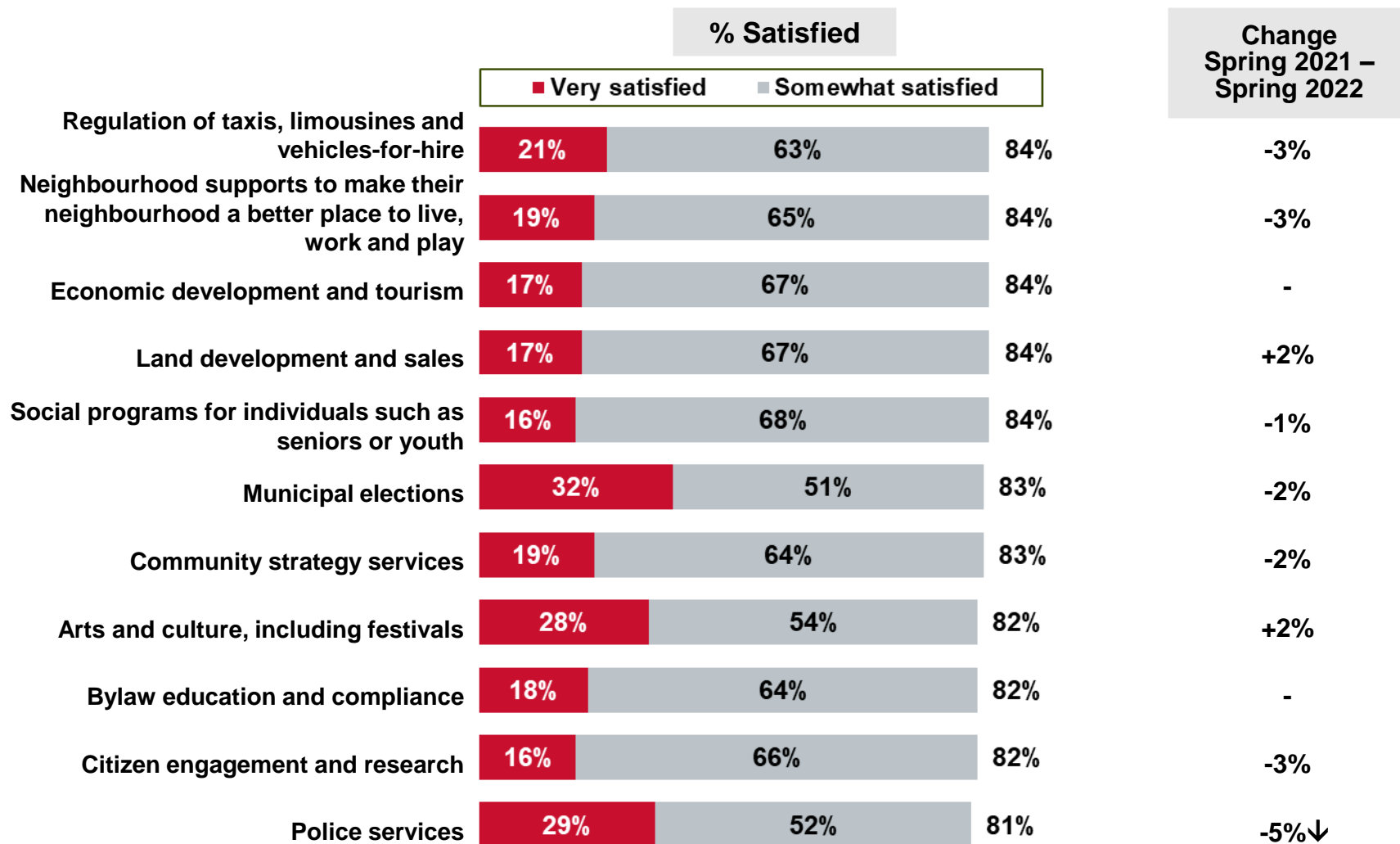
\*Rounding

↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

Please tell me how satisfied you are with the job The City is doing in providing that program or service.  
Base: Valid respondents (Bases vary)

# Satisfaction with City Programs and Services

(continued)



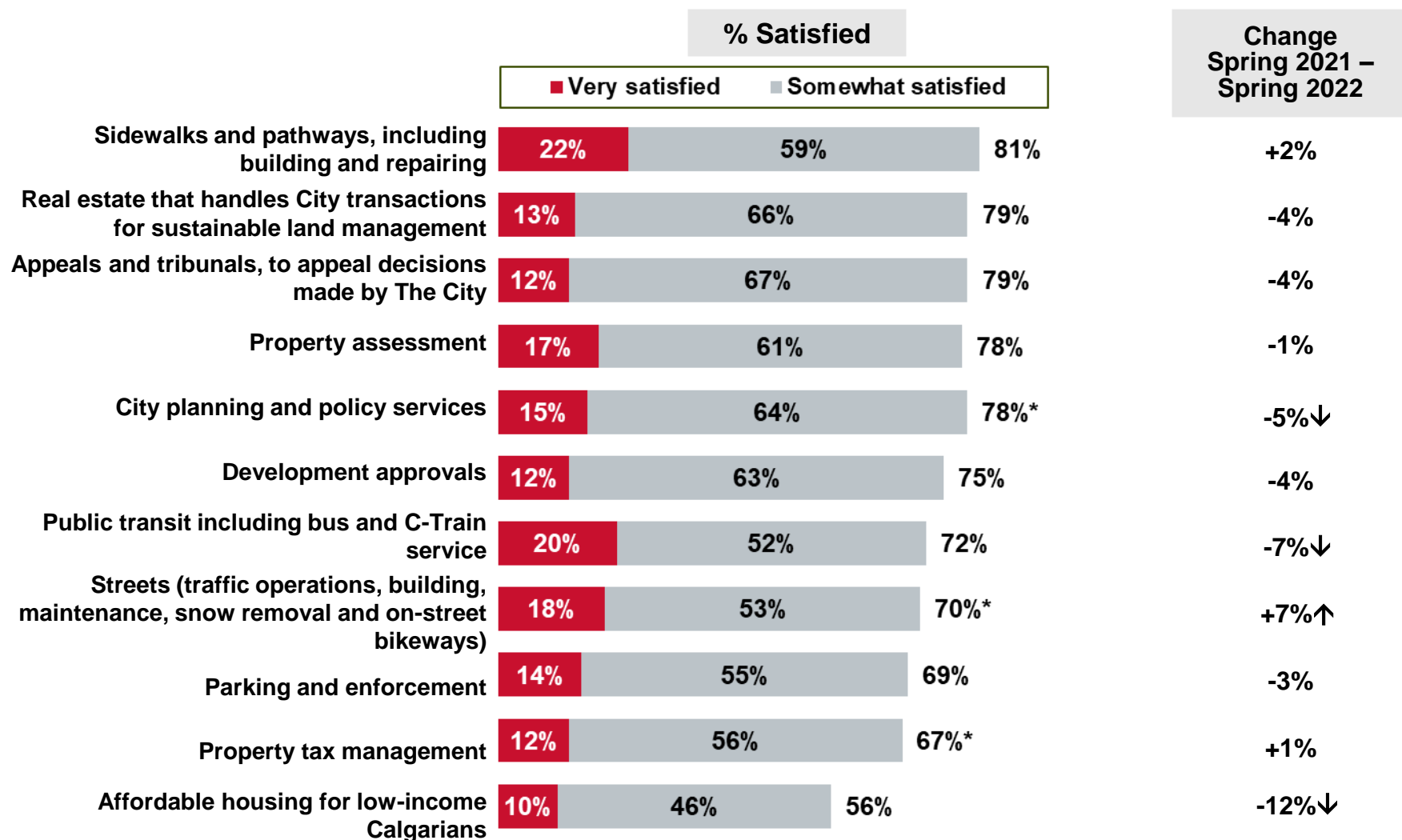
*Please tell me how satisfied you are with the job The City is doing in providing that program or service.*

Base: Valid respondents (Bases vary)

↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

# Satisfaction with City Programs and Services

(continued)



\*Rounding

*Please tell me how satisfied you are with the job The City is doing in providing that program or service.*

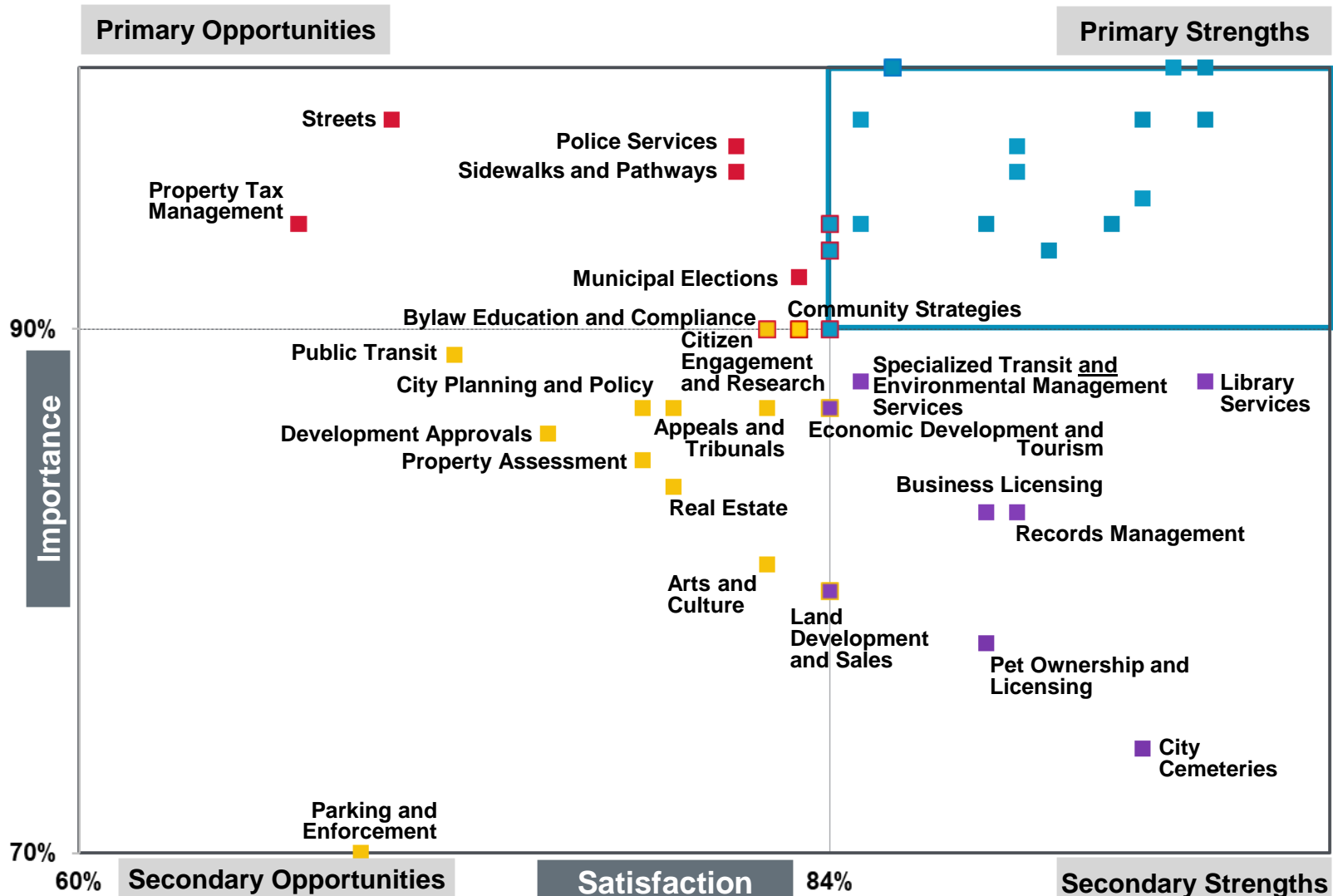
Base: Valid respondents (Bases vary)

↑ Statistically higher than Spring 2021

↓ Statistically lower than Spring 2021

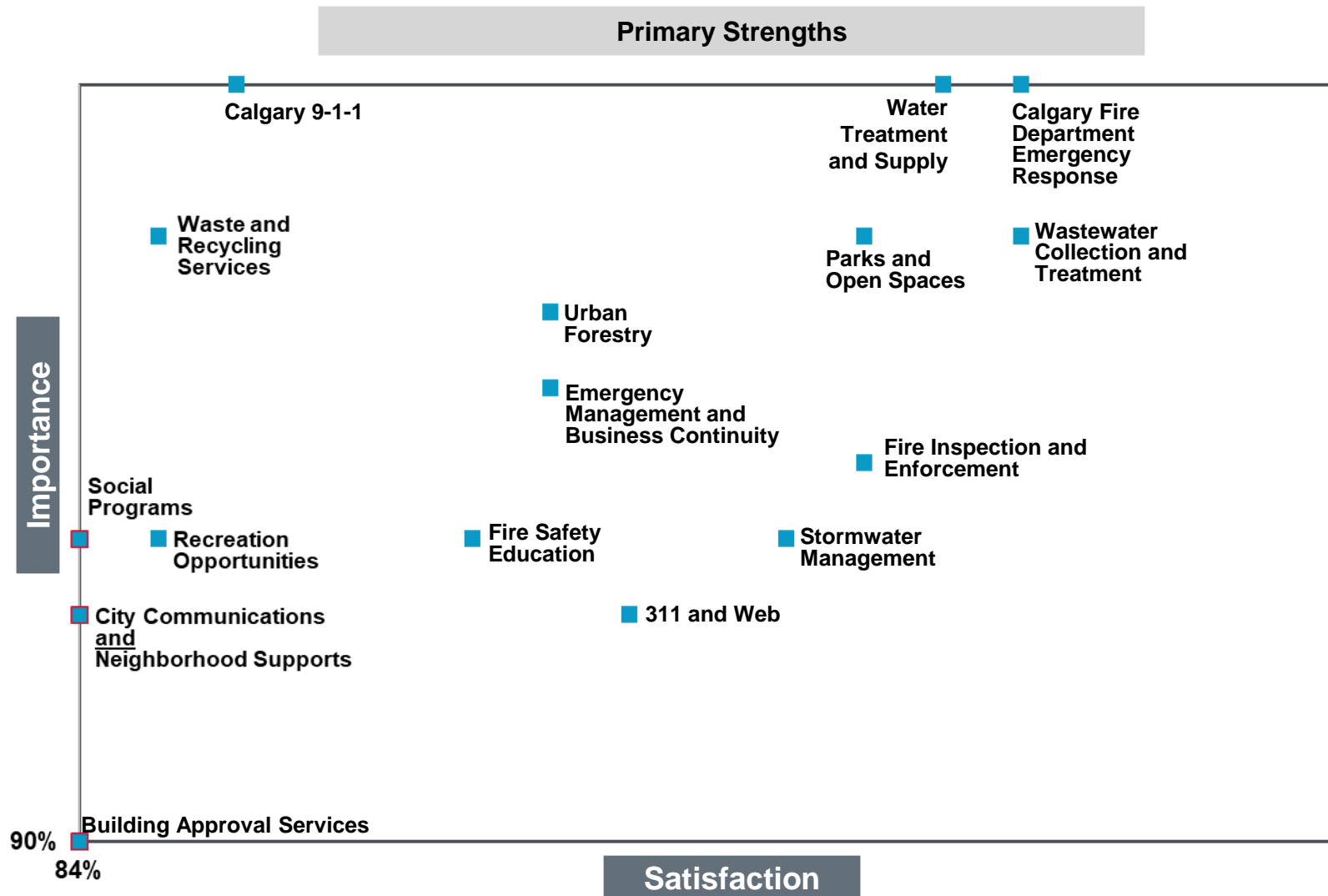
# Importance vs. Satisfaction Grid

Primary Strengths are labelled on the next slide



“Taxis, limousines and vehicles-for-hire” is plotted at (84% satisfaction, 61% importance) and “Affordable Housing” is plotted at (56% satisfaction, 94% importance), these are not illustrated on this graph.

# Importance vs. Satisfaction Grid (continued)



# Investment in City Programs and Services

**Invest More**
**Change  
Spring 2021 –  
Spring 2022**

■ More    ■ Same    ■ Less

Affordable housing for low-income Calgarians

72%

23%

5%

+8%↑

Public transit including bus and C-Train service

63%

31%

6%

+8%↑

Social programs for individuals such as  
seniors or youth

59%

37%

4%

+2%

Calgary Fire Department  
emergency response

56%

42%

2%

+9%↑

Calgary 9-1-1

55%

43%

2%

+9%↑

Streets (traffic operations, building, maintenance,  
snow removal and on-street bikeways)

55%

41%

4%

-7%↓

Police services

52%

37%

12%

+4%

Sidewalks and pathways including  
building and repairing

50%

47%

4%

+1%

Recreation opportunities

50%

45%

5%

-2%

Neighbourhood supports to make their  
neighbourhood a better place to live,  
work and play

50%

44%

6%

+1%

Specialized transit services like Transit Access

49%

47%

4%

+5%

Data labels of <3% not shown

↑Statistically higher than Spring 2021

↓Statistically lower than Spring 2021

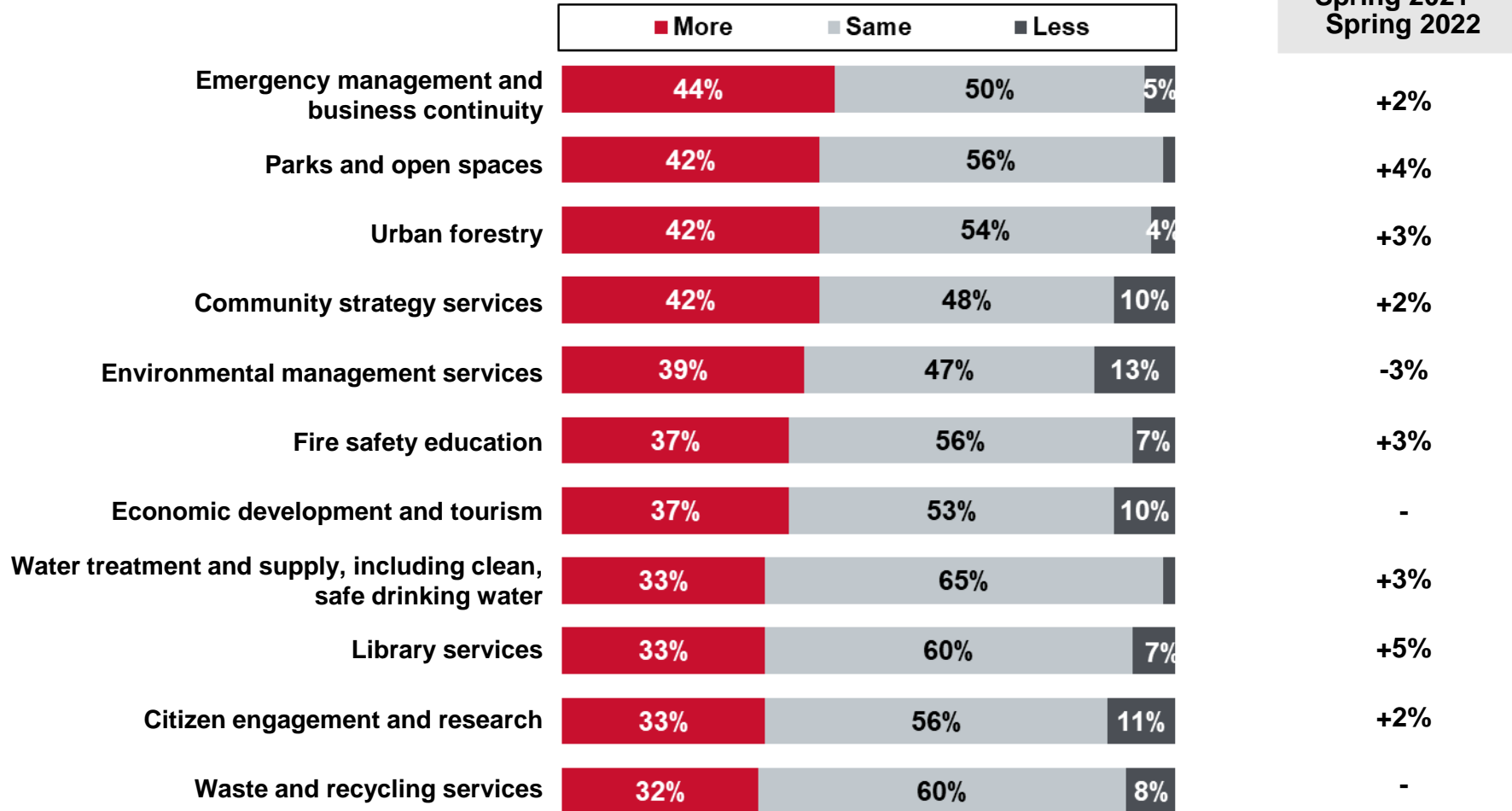
*Please tell me if you think The City should invest more, less or the same amount on  
the program or service.*

Base: Valid respondents (Bases vary)



# Investment in City Programs and Services

(continued)



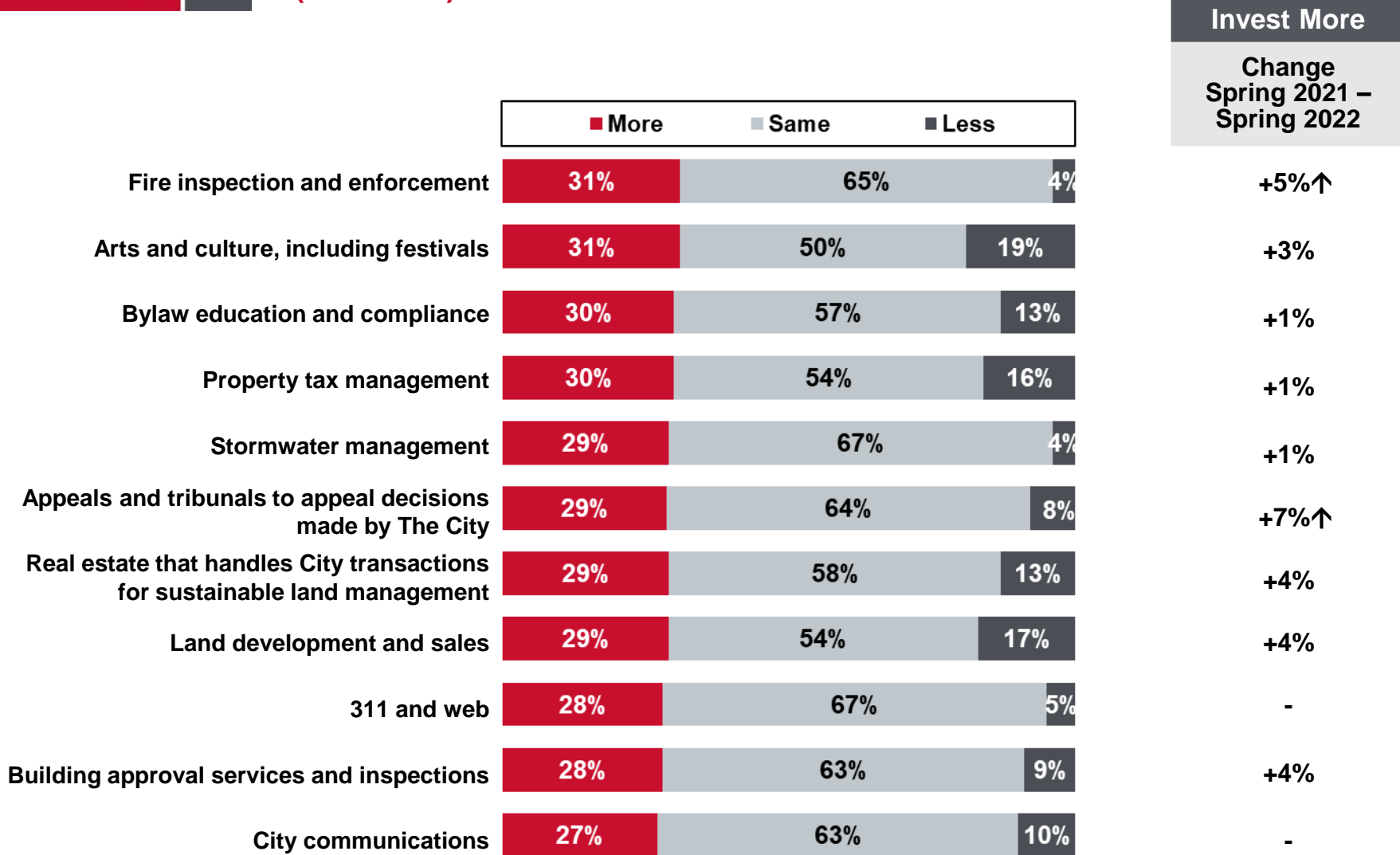
*Please tell me if you think The City should invest more, less or the same amount on the program or service.*

Base: Valid respondents (Bases vary)

Data labels of <3% not shown

# Investment in City Programs and Services

(continued)



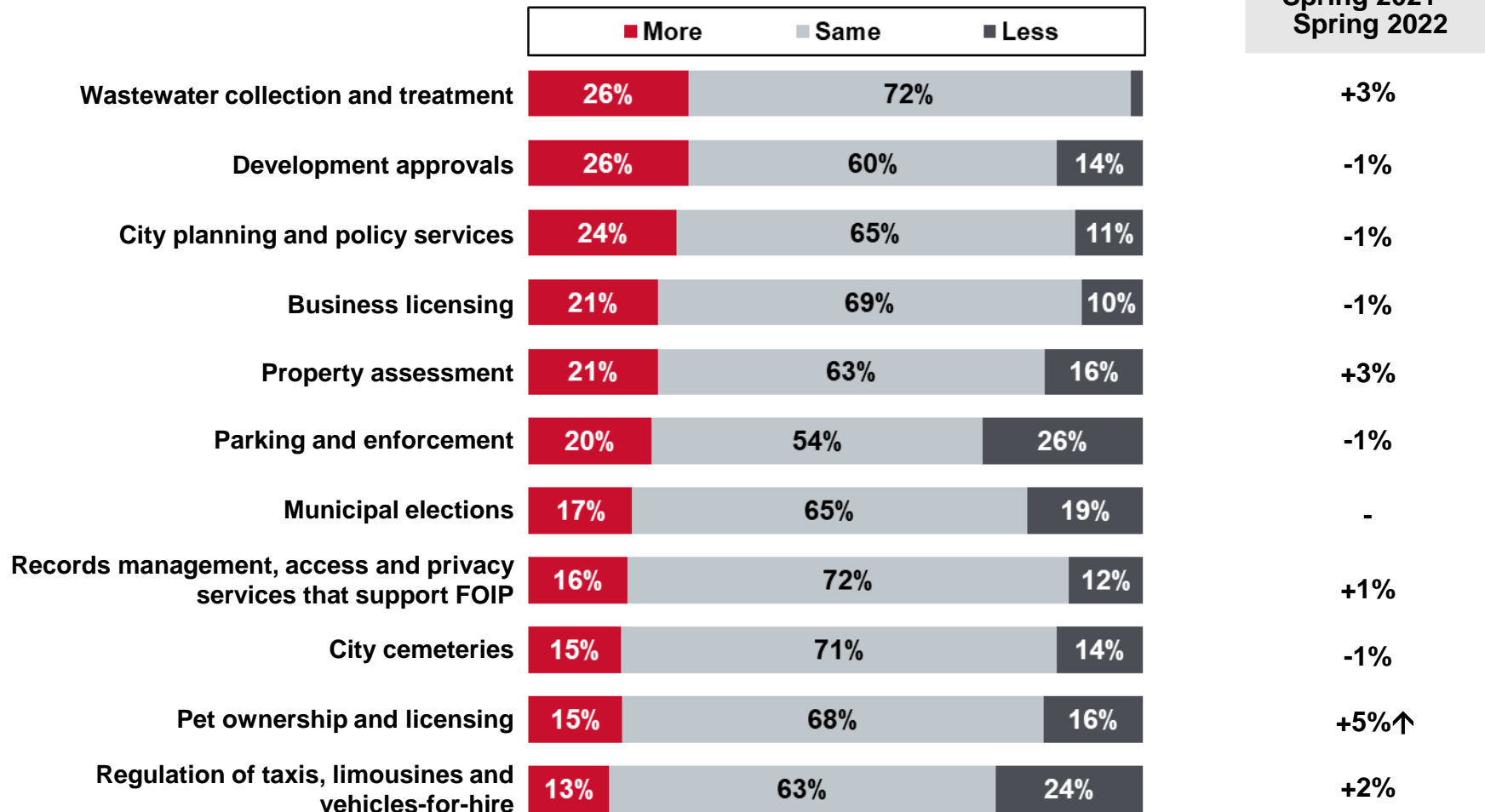
Please tell me if you think The City should invest more, less or the same amount on the program or service.

Base: Valid respondents (Bases vary)

↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

# Investment in City Programs and Services

(continued)



*Please tell me if you think The City should invest more, less or the same amount on the program or service.*

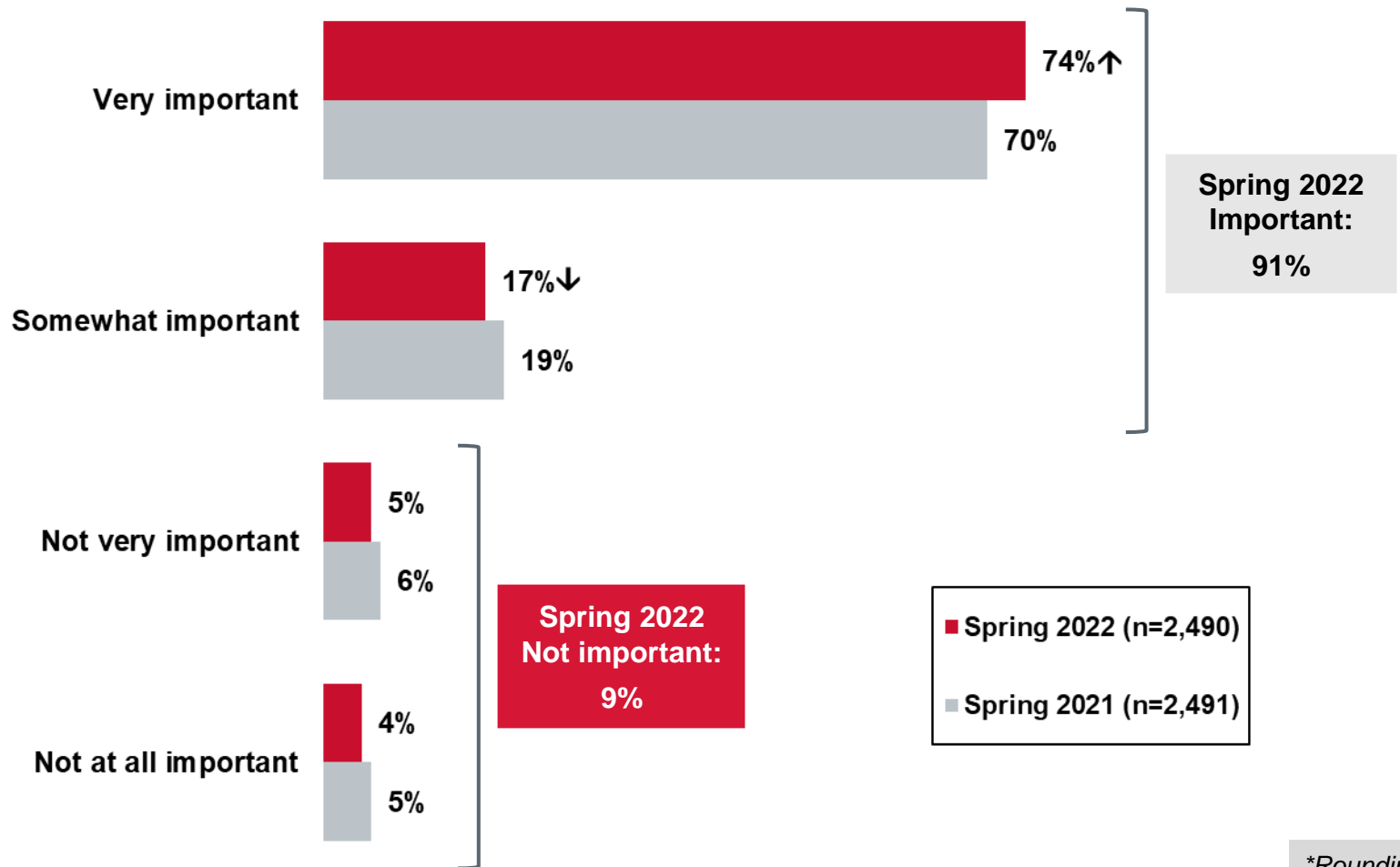
Base: Valid respondents (Bases vary)

Data labels of <3% not shown

↑ Statistically higher than Spring 2021

↓ Statistically lower than Spring 2021

# Perceived Importance of the Green Line LRT

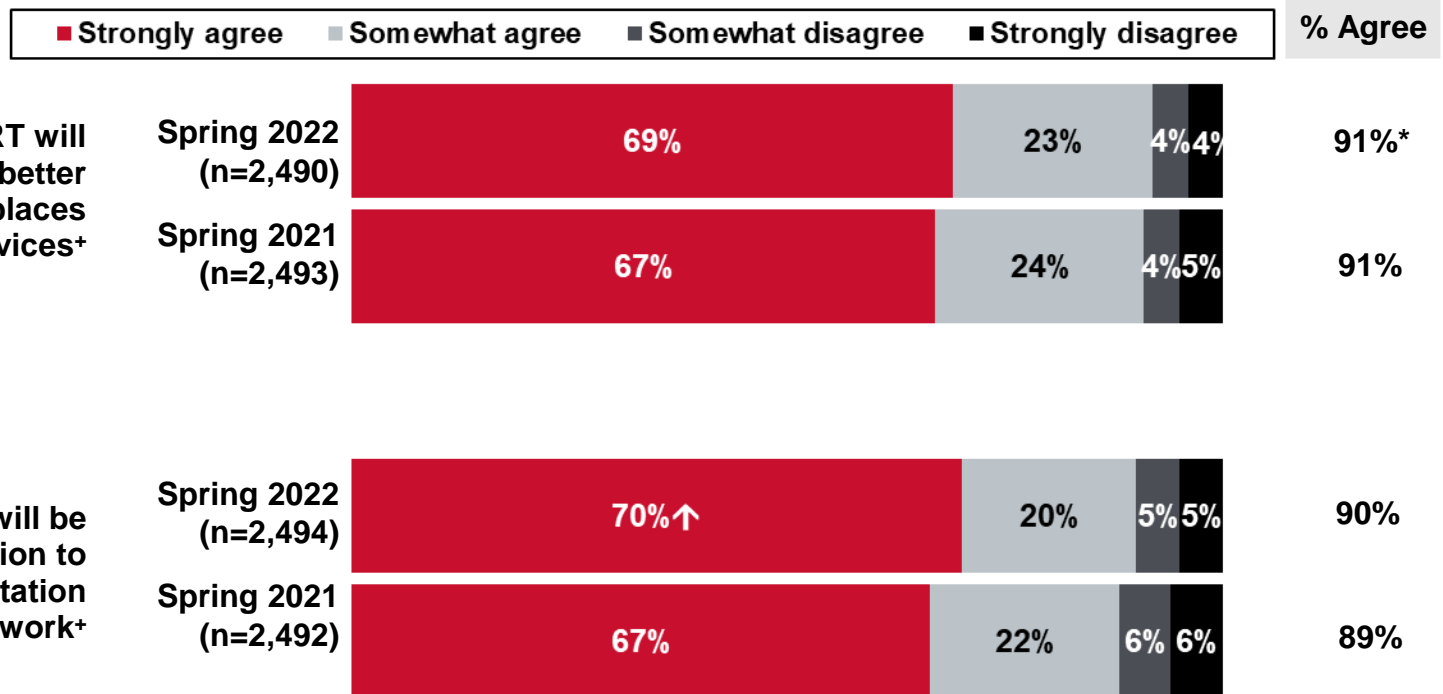


\*Not prior to Spring 2021/Not asked in Fall survey waves

↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

*The Green Line is Calgary's next LRT line. When complete, it will connect communities between Keystone in the North and Seton in the Southeast to downtown and various other destinations along the way. How important do you think the Green Line LRT is to the future of Calgary, 10 years down the road and beyond?\**  
Base: Valid respondents

# Attitudes Regarding The Green Line LRT



\*Rounding

\*Not asked prior to Spring 2021/Not asked in Fall survey waves

↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

To what extent do you agree or disagree with the following statements?

Base: Valid respondents



## Taxation





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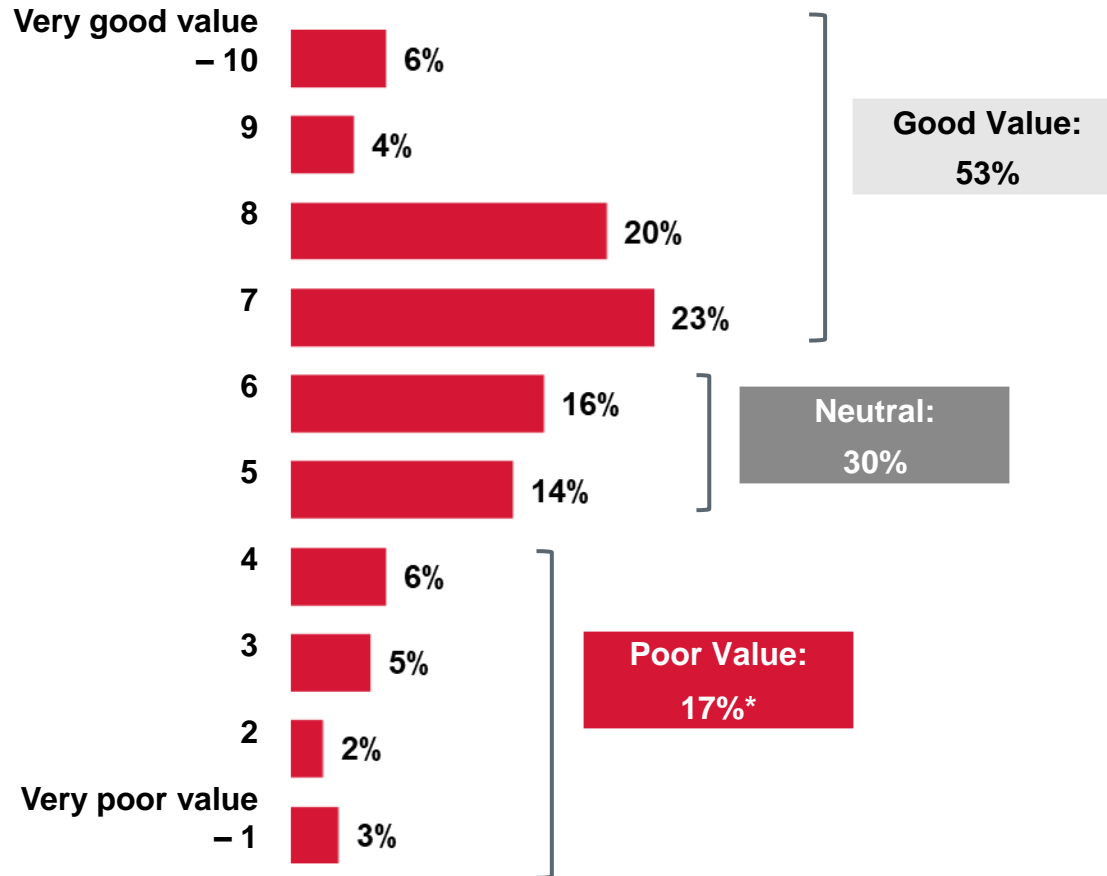
**The perceived value of property tax dollars has remained relatively stable since Fall 2019.**

**Since Fall 2021, public preferences have shifted more to increasing taxes, but not beyond the current inflation rate, which is returning to preferences seen last Spring.**

---

- A slight majority (53%) of Calgarians give The City a 'good value' rating for the value of their property tax dollars, which is on par with 55% in Fall 2021 but statistically down from 57% in Spring 2021.
  - 'Poor value' ratings have remained quite consistent, including 17% in Spring 2022, 16% in Fall 2021 and 17% in Spring 2021.
- In order to balance taxation and service delivery levels, a majority of Calgarians (55%) would prefer to increase taxes at or beyond the current inflation rate to expand or maintain services. Nearly four-in-ten (39%) would prefer to cut services to maintain or reduce tax levels.
  - Calgarians who prefer to increase taxes at or beyond the current inflation rate to expand or maintain service have statistically increased from 50% in Fall 2021 but is on par with 57% in Spring 2021.
  - Calgarians who prefer to cut services to maintain or reduce tax levels have statistically decreased from 43% in Fall 2021 but are identical to 39% in Spring 2021.
  - 45% prefer to 'increase taxes at current inflation rate,' a statistical increase of 16 points from 29% in Fall 2021, but on par with 47% in Spring 2021. Only 10% prefer to 'increase taxes beyond current inflation rate,' a statistical decrease of 11 points from 21% in Fall 2021, but on par with 9% in Spring 2021.
  - Preferences to cut services are more divided between cutting services 'to maintain current tax levels' (22% which is identical to 22% in both Fall 2021 and Spring 2021) or cutting services 'further to reduce taxes' (18%, which is statistically lower than 21% in Fall 2021 but on par with 17% in Spring 2021).

# Perceived Value of Property Taxes



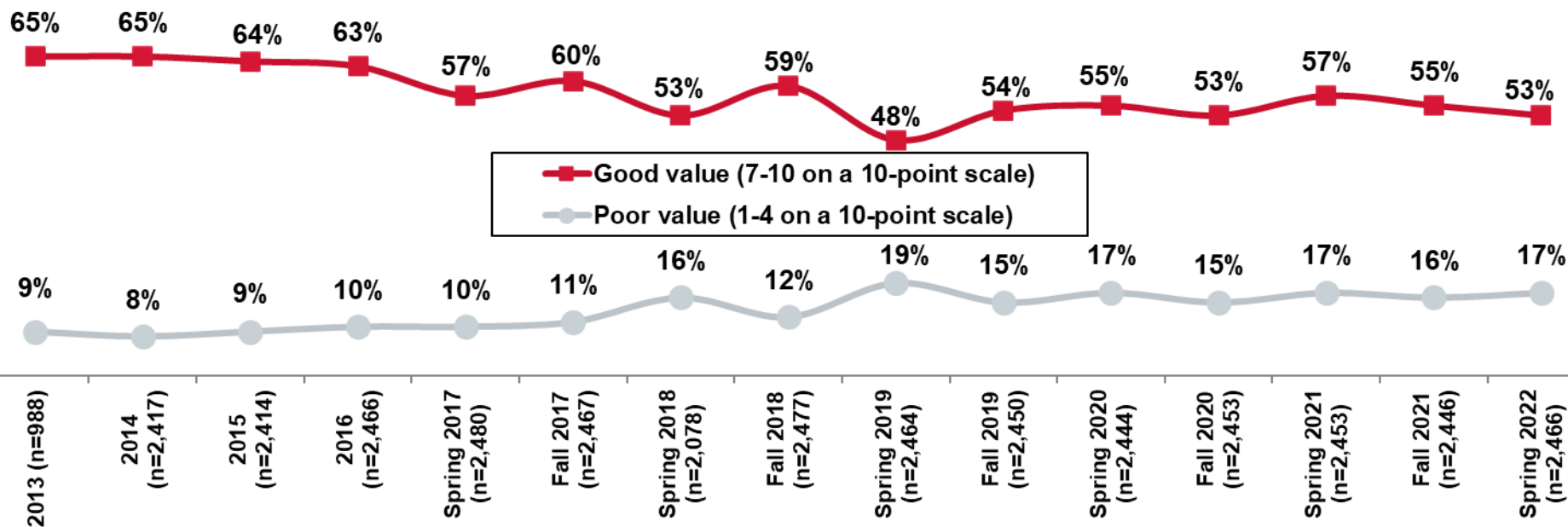
*Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal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

Base: Valid respondents (n=2,466)

\*Rounding

# Tracking | Perceived Value of Property Taxes

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

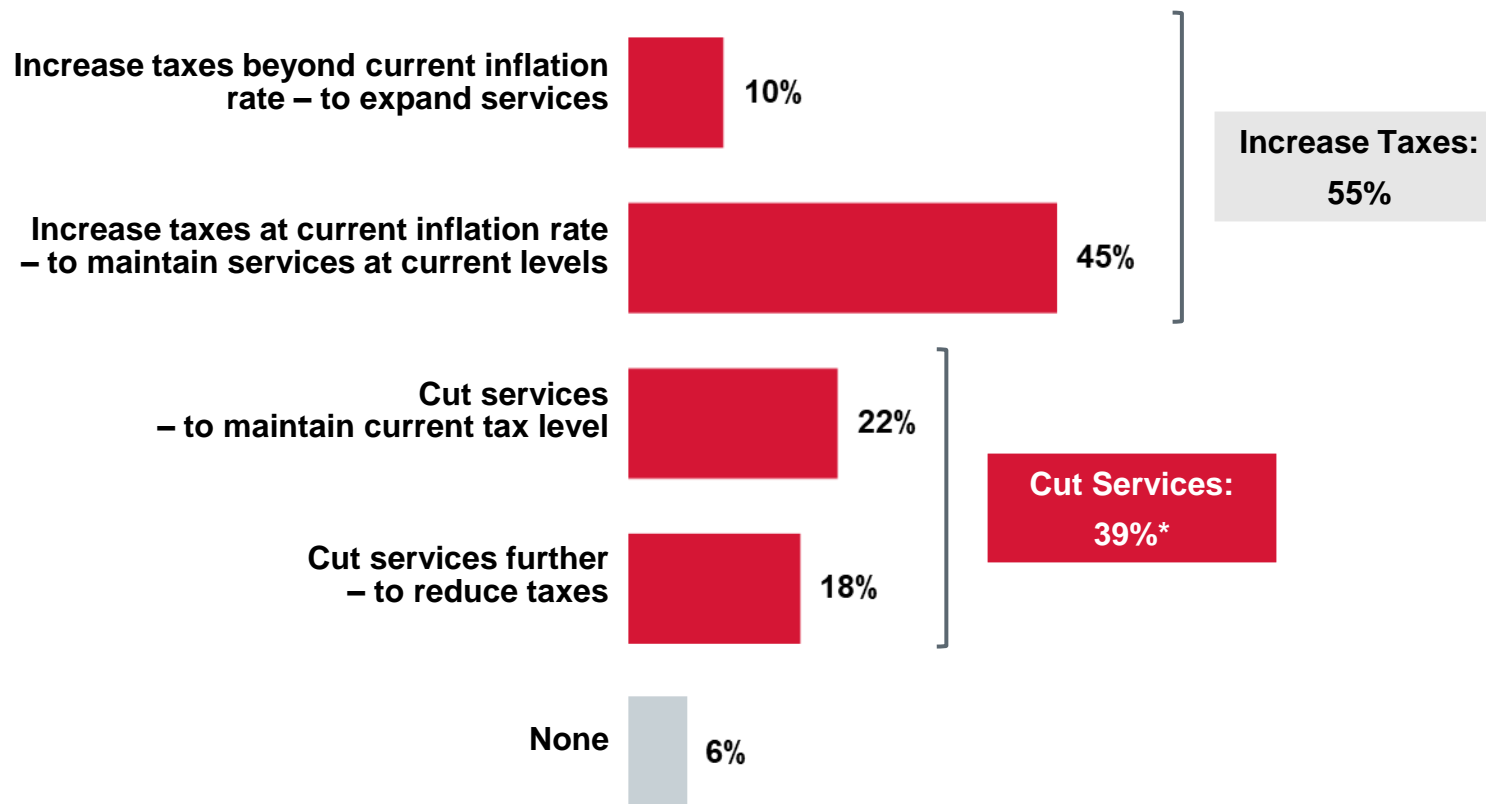


Your property tax dollars are divided between The City and the Province. In Calgary, approximately two-thirds of your residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal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

Base: Valid respondents (n=2,466)

Neutral ratings of 5 or 6 are not shown

# Balancing Taxation and Service Delivery Levels

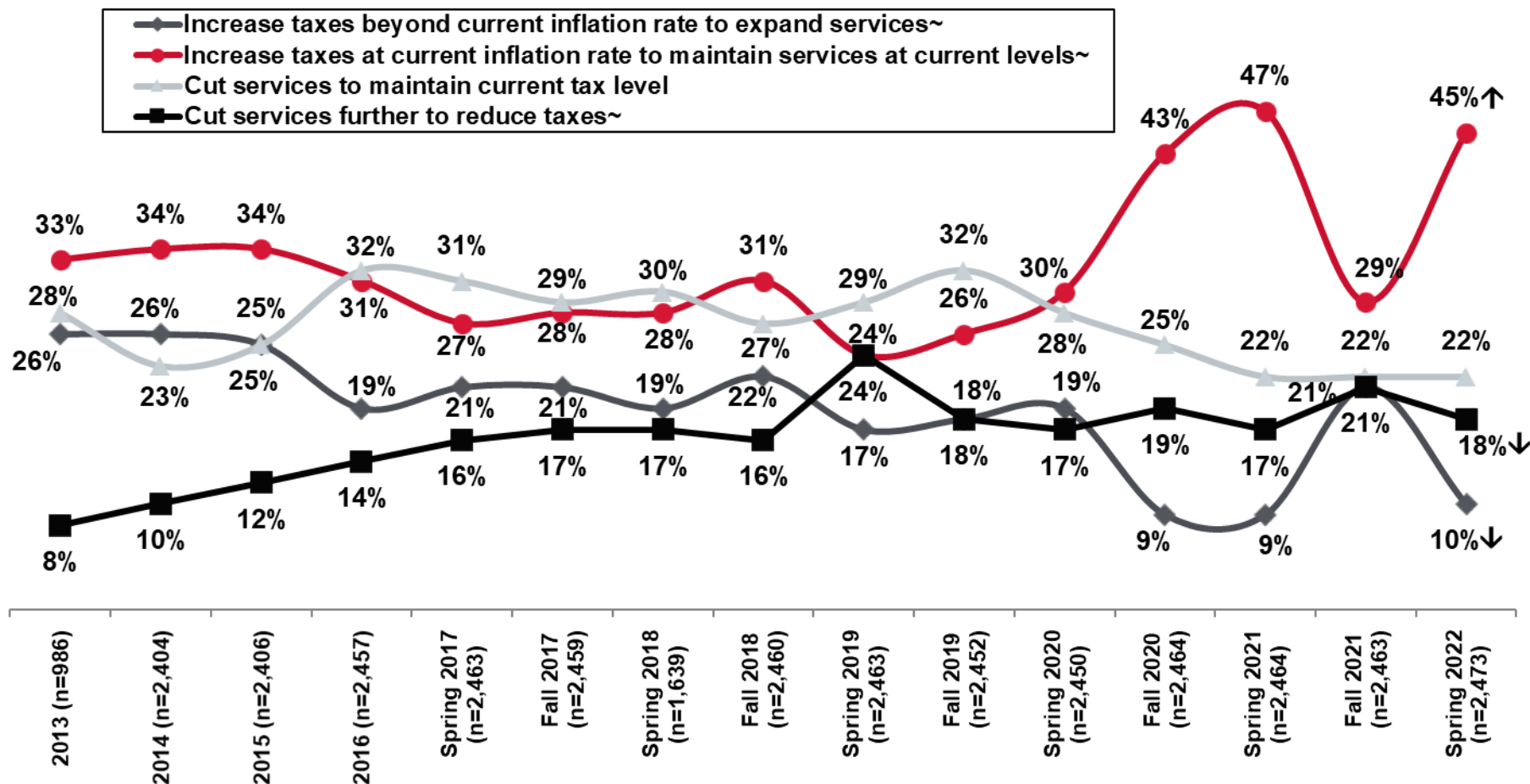


*Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

Base: Valid respondents (n=2,473)

\*Rounding

# Tracking | Balancing Taxation and Service Delivery

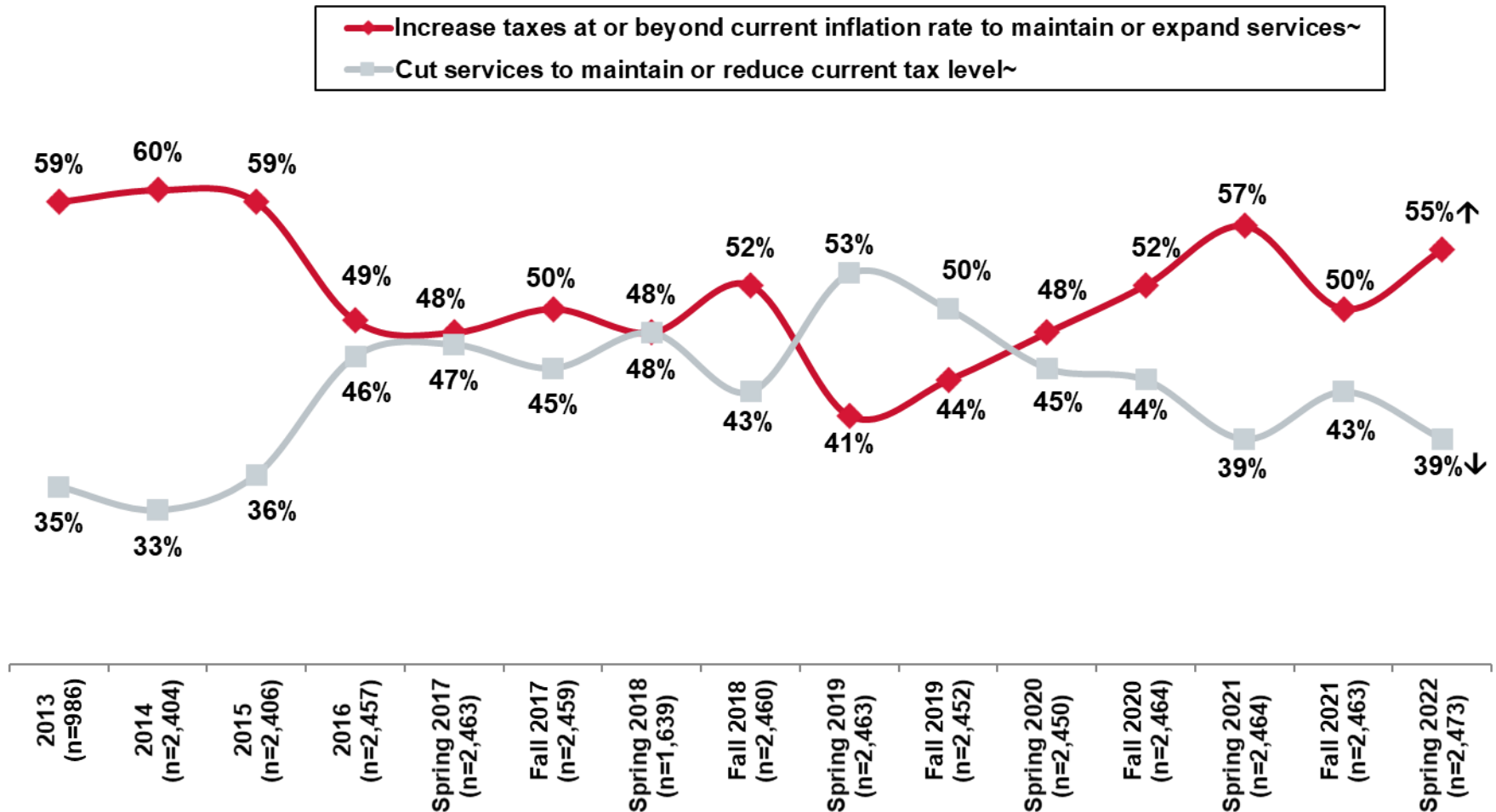


*Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following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

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

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

# Tracking | Increase Taxes vs. Cut Services



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

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

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





## Perceptions of Service Delivery and Citizen Input

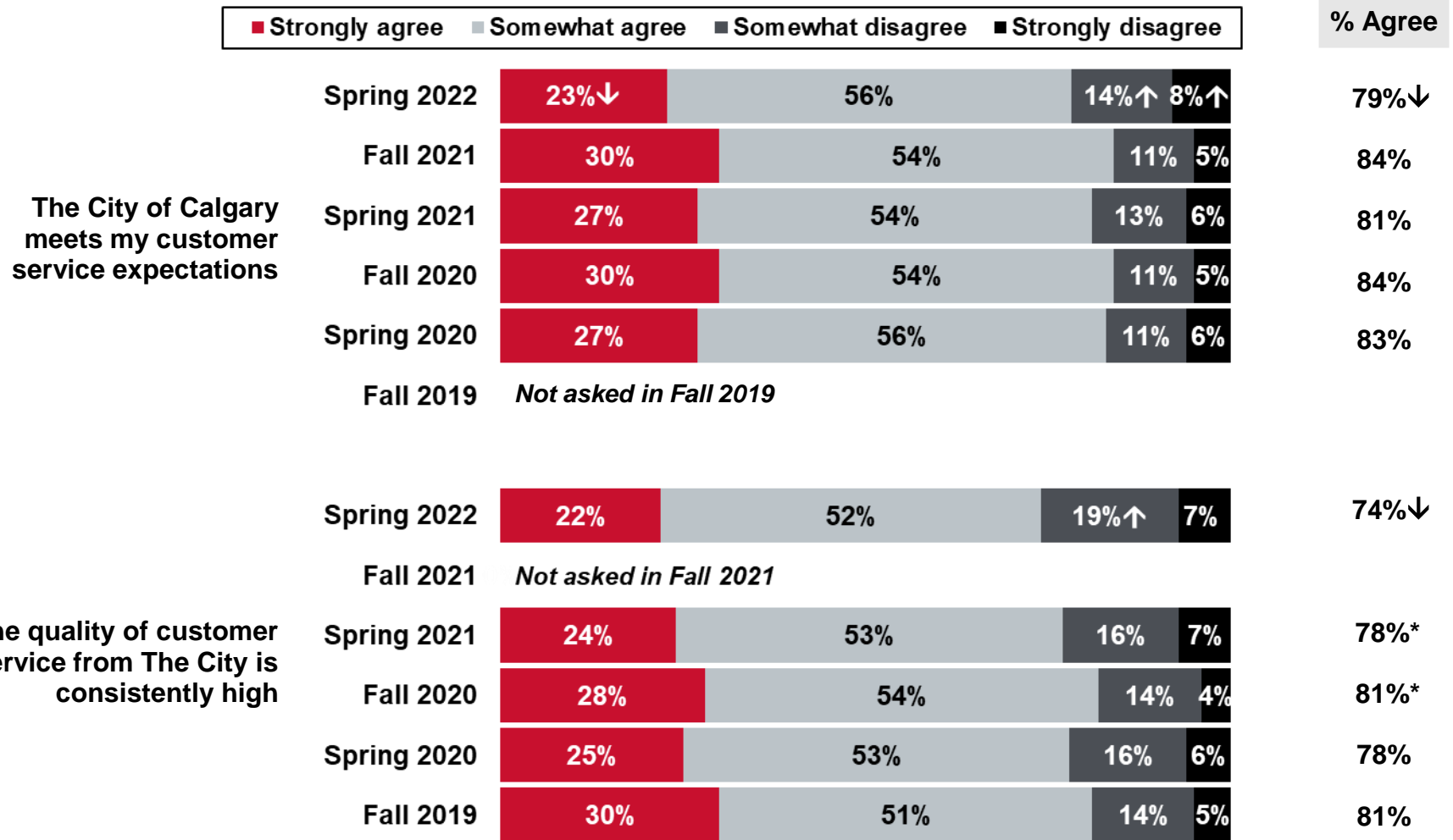


# Perceptions of Service Delivery and Citizen Input

**Several customer service ratings have statistically declined compared to prior surveys.**

- Citizen ratings of customer service provided by The City have statistically declined in several areas.
  - Nearly eight-in-ten (79%) Calgarians agree that 'The City of Calgary meets their customer service expectations,' which is statistically lower than 84% in Fall 2021 but on par with 81% in Spring 2021.
  - Three-quarters (74%) agree that 'the quality of customer service is consistently high' which is statistically down from 78% in Spring 2021 (not asked in Fall 2021).
  - Slightly more than seven-in-ten (72%) agree that 'The City of Calgary makes customer service a priority,' which is statistically down from 76% in Spring 2021 (not asked in Fall 2021).
  - Two-thirds (67%) agree that 'The City responds quickly to requests and concerns,' which is statistically lower than 72% in both Fall 2021 and Spring 2021.
- Citizen ratings have held firm on each of the following:
  - Two-thirds (65%) of Calgarians are 'confident that The City of Calgary is working to improve how it includes citizen input into important decisions,' on par with 66% in Fall 2021, but statistically lower than 69% in Spring 2021.
  - More than six-in-ten (63%) agree that 'The City uses input from Calgarians in decision-making about City projects/services,' which is on par with 65% in both Fall 2021 and Spring 2021.
  - Six-in-ten (60%) agree that 'The City allows citizens to have meaningful input into decision-making,' which is on par with to 62% in Fall 2021 and 63% in Spring 2021.
  - Six-in-ten (60%) agree that 'Calgarians have enough opportunities to provide input into decision-making about City projects and services,' which is on par with 61% in Spring 2021 (not asked in Fall 2021).

# Perceptions of Service Delivery



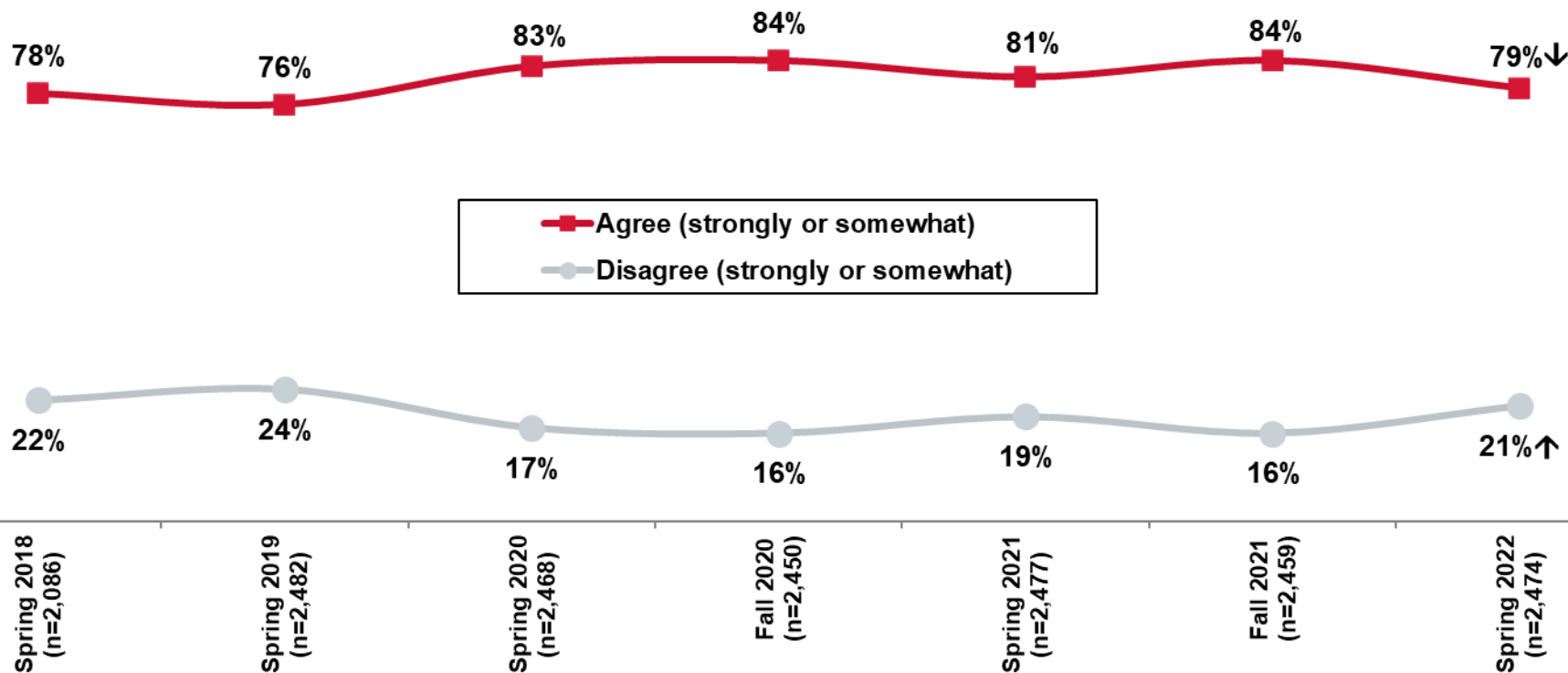
\*Rounding

↑Statistically higher than prior wave  
↓Statistically lower than prior wave

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

# Tracking | Meeting Customer Service Expectations

The City of Calgary meets my customer service expectations<sup>+</sup>



<sup>+</sup>Not asked in Fall 2018 or Fall 2019 and not asked prior to Spring 2018

↑Statistically higher than Fall 2021

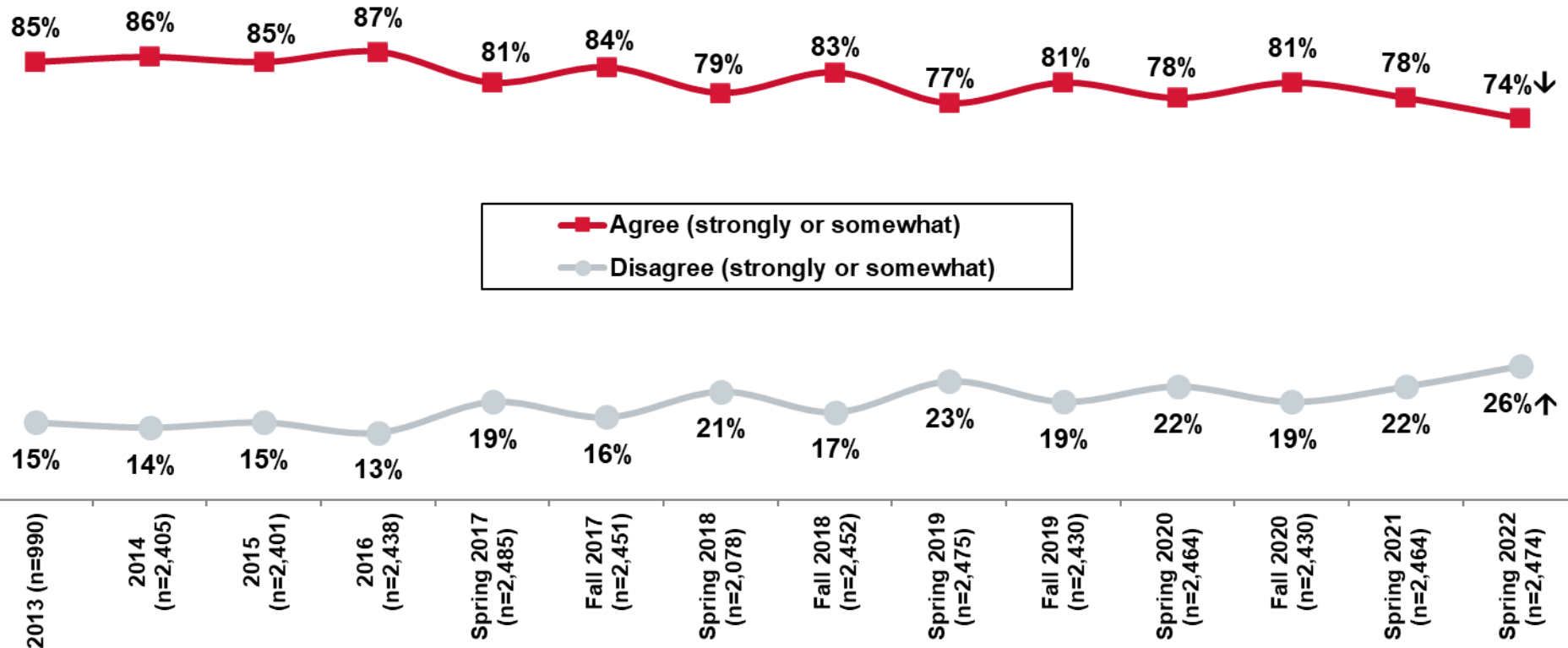
↓Statistically lower than Fall 2021

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

Base: Valid respondents

# Tracking | Quality of Customer Service

The quality of customer service from The City is consistently high\*



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

Base: Valid respondents

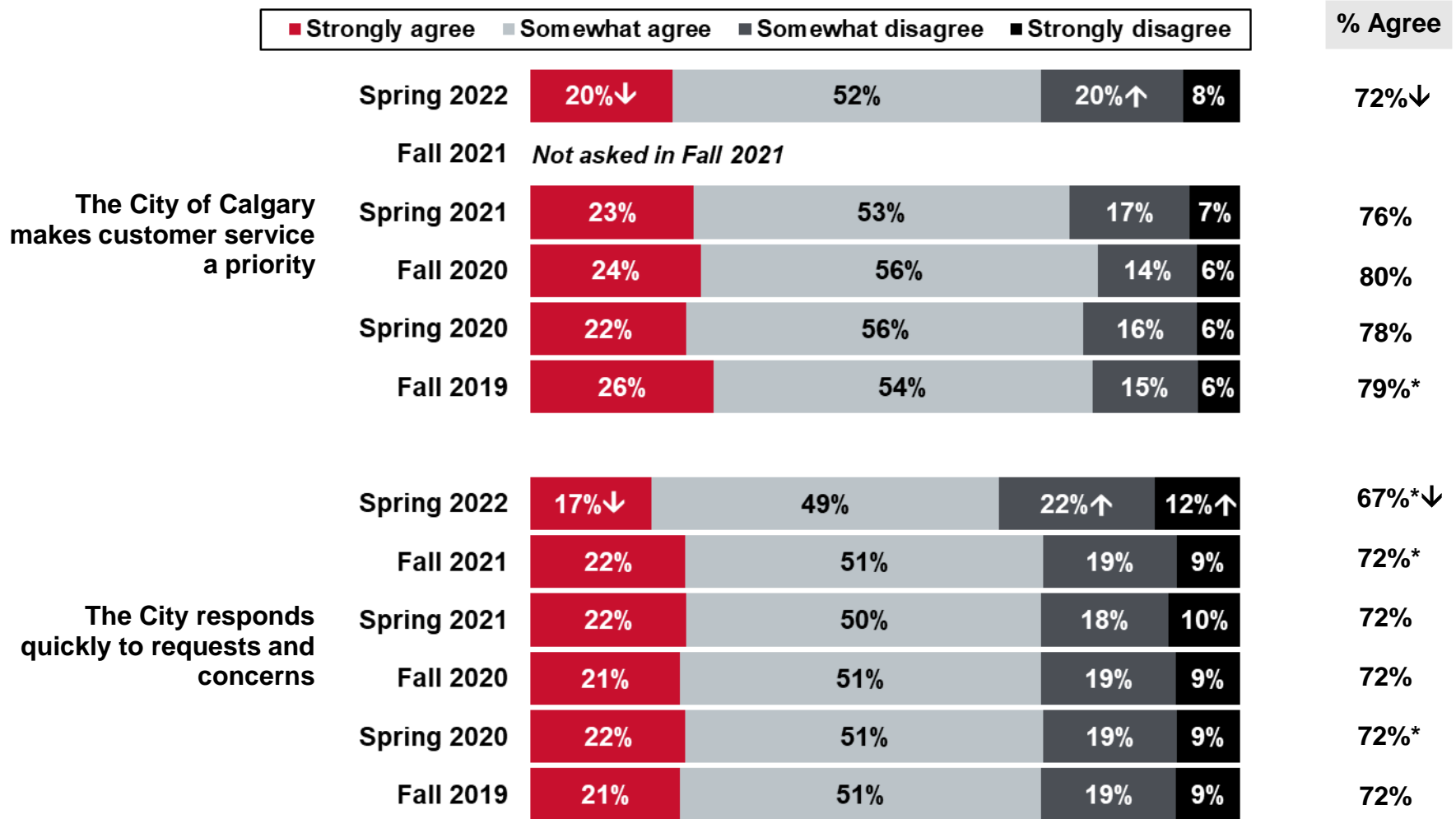
\*Not asked in Fall 2021

↑Statistically higher than Spring 2021

↓Statistically lower than Spring 2021



# Perceptions of Service Delivery (continued)



\*Rounding

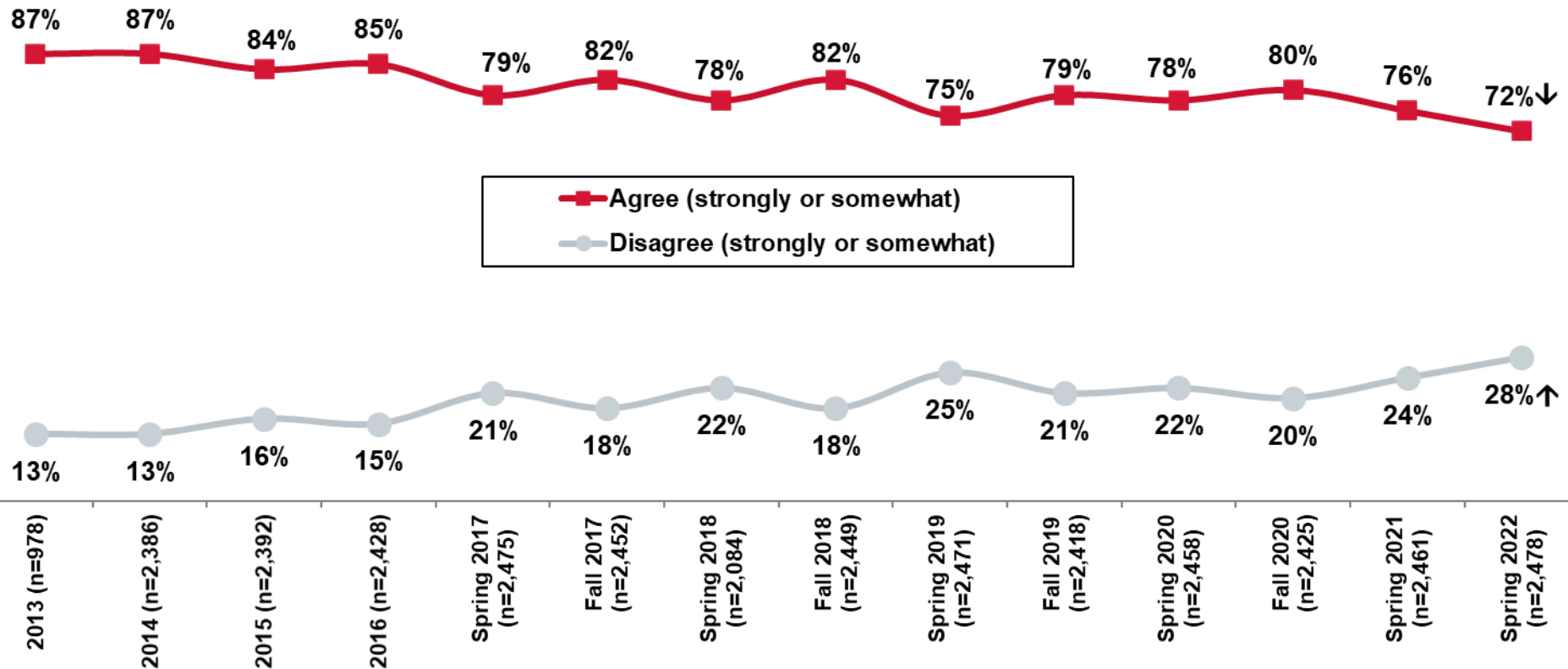
↑Statistically higher than prior wave  
↓Statistically lower than prior wave

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



# Tracking | Making Customer Service a Priority

The City of Calgary makes customer service a priority\*



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

Base: Valid respondents

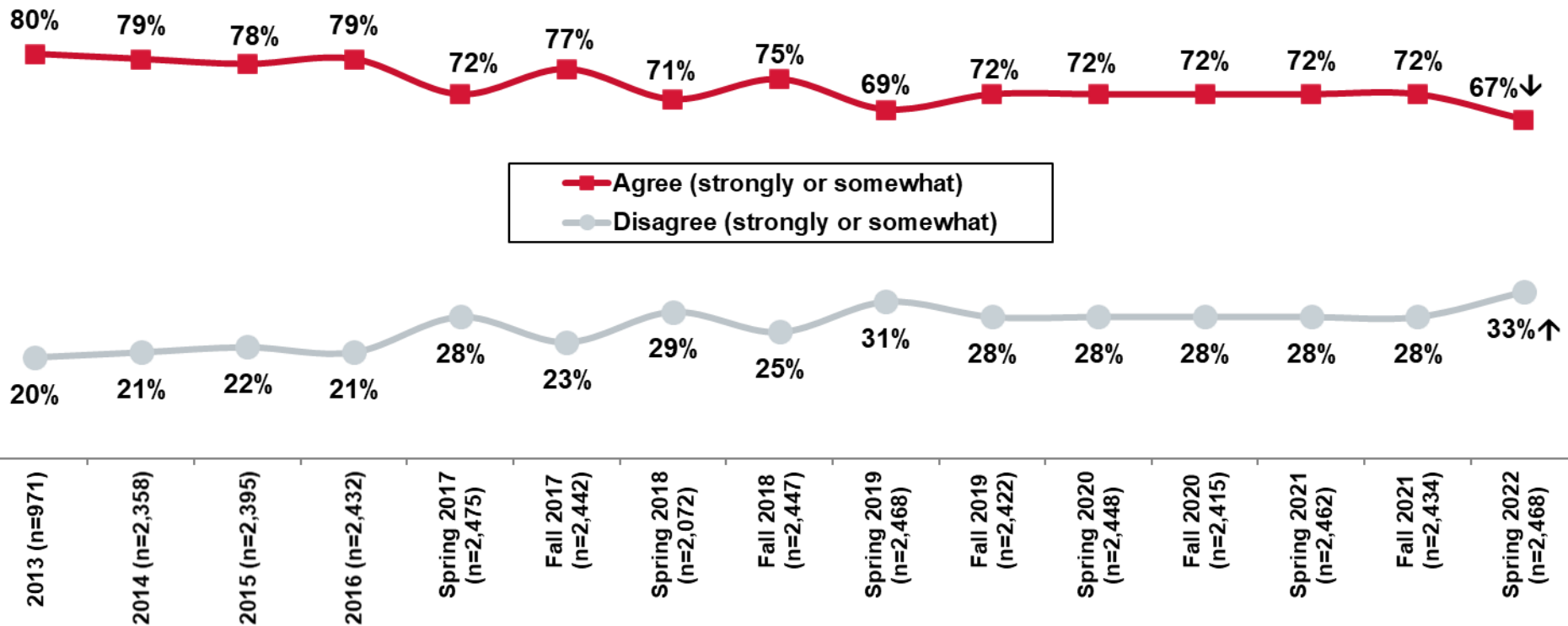
\*Not asked in Fall 2021

↑Statistically higher than Spring 2021

↓Statistically lower than Spring 2021

# Tracking | Customer Service Responsiveness

The City responds quickly to requests and concerns



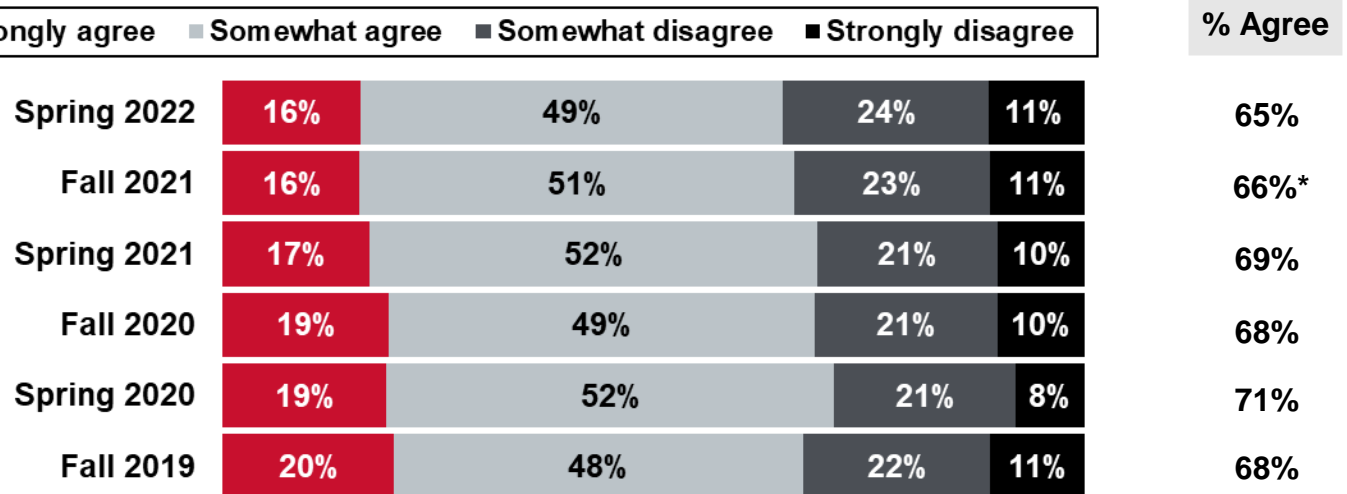
Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City?

Base: Valid respondents

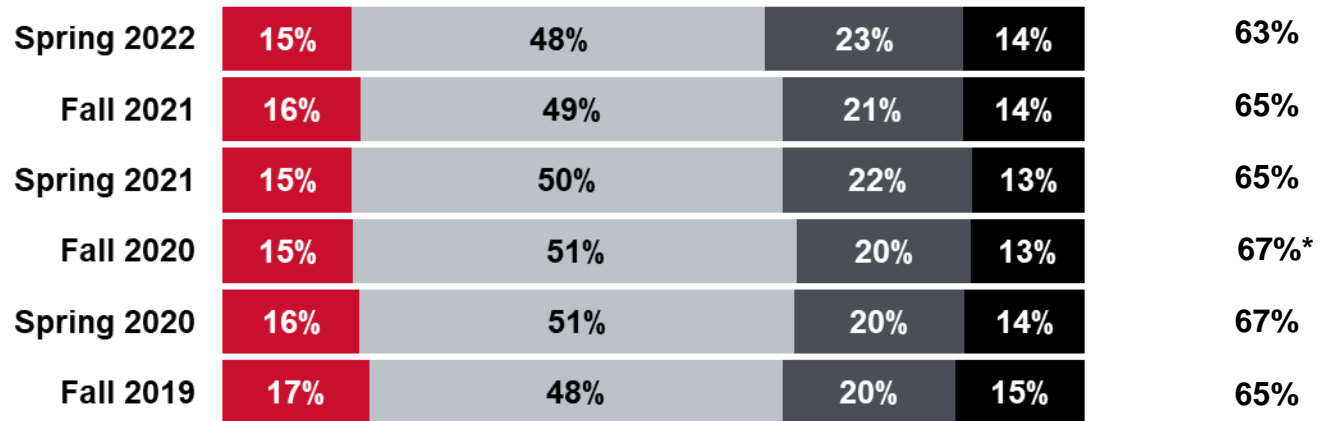
↑ Statistically higher than Fall 2021  
↓ Statistically lower than Fall 2021

# Perceptions of Citizen Input

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



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



\*Rounding

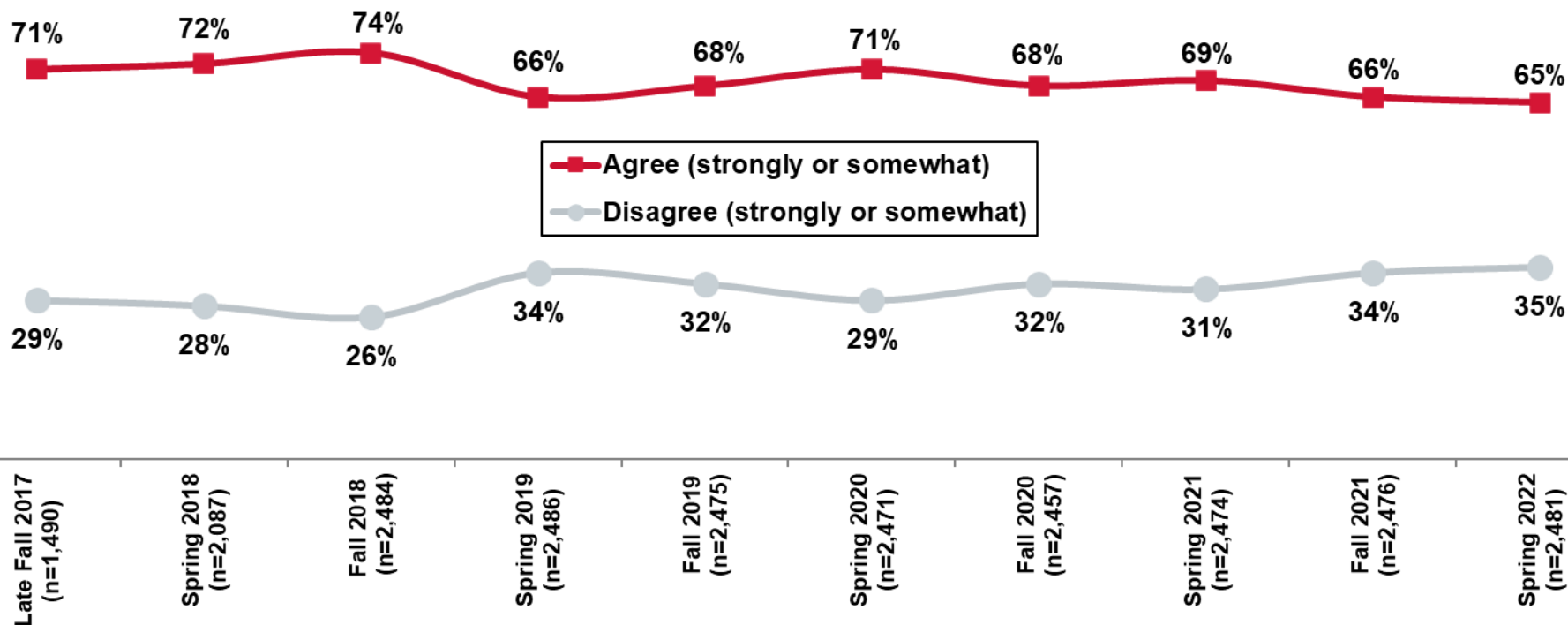
↑ Statistically higher than Fall 2021  
↓ Statistically lower than Fall 2021

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

Base: Valid respondents

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

I am confident that The City of Calgary is working to improve how it includes citizen input into important decisions<sup>+</sup>

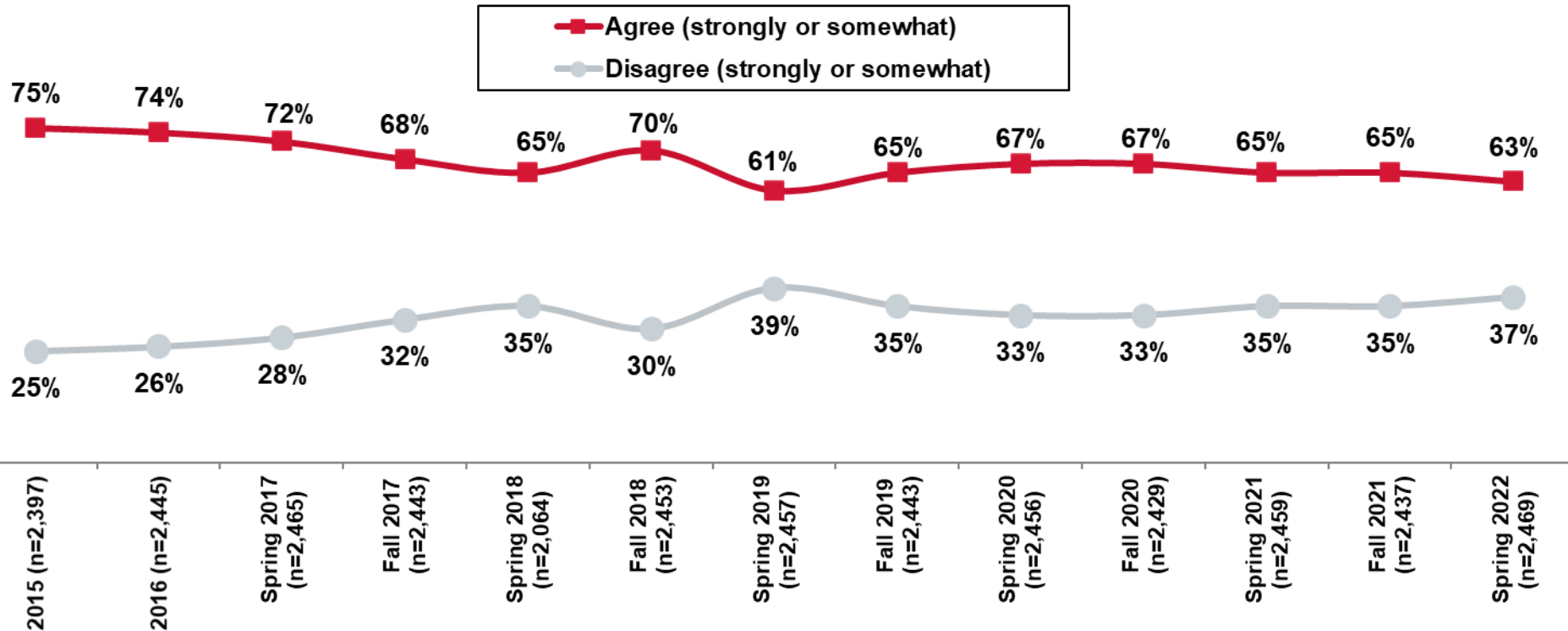


Please tell me whether you agree or disagree with each of the following statements?  
Base: Valid respondents (Bases vary)

<sup>+</sup>Question introduced in an additional survey in Late Fall 2017

# Tracking Use of Citizen Input in Decision-Making

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

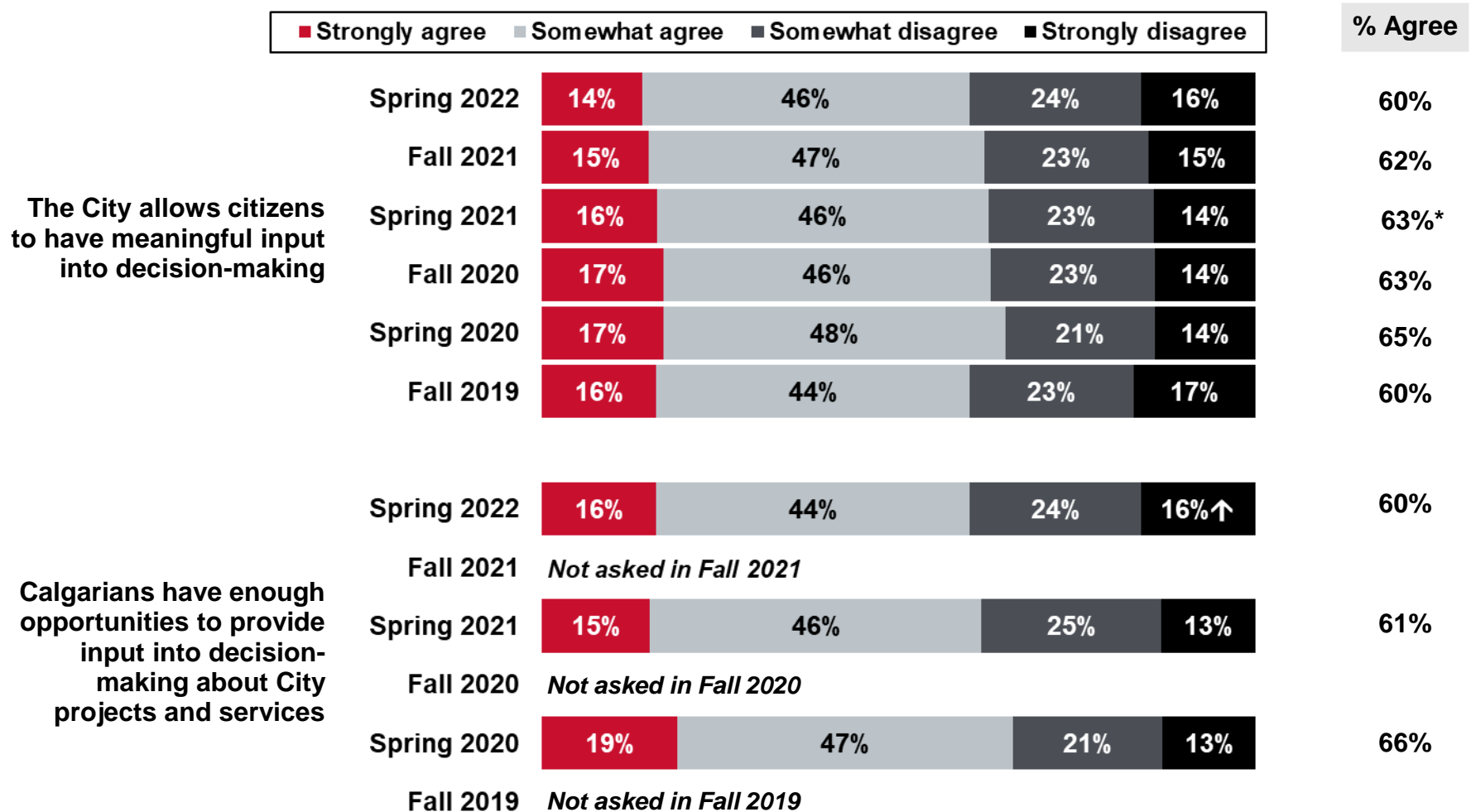


*Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City?*

Base: Valid respondents

\*Not asked prior to 2015

# Perceptions of Citizen Input (continued)



\*Rounding

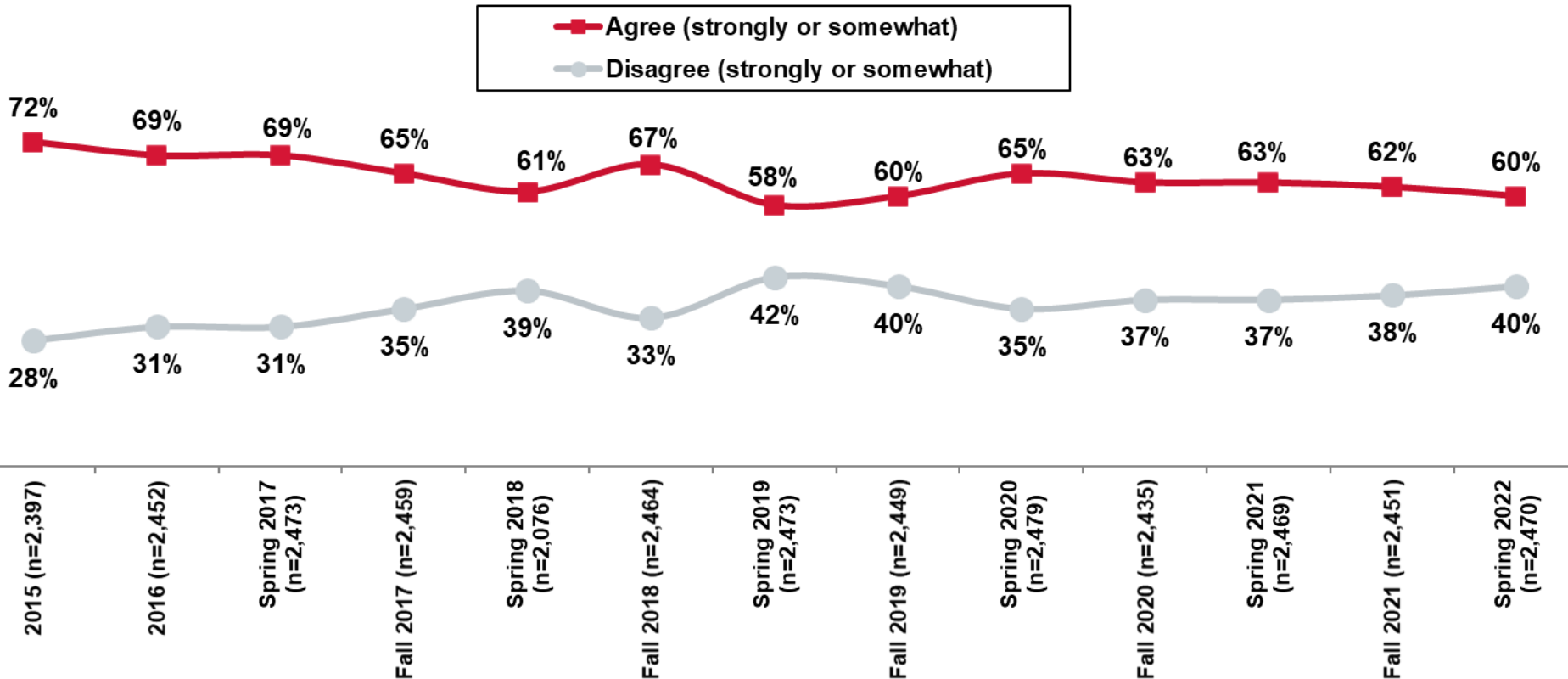
↑Statistically higher than Spring 2021  
↓Statistically lower than Spring 2021

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



# Tracking | Allowing Citizens to Have Meaningful Input

The City allows citizens to have meaningful input into decision-making<sup>+</sup>



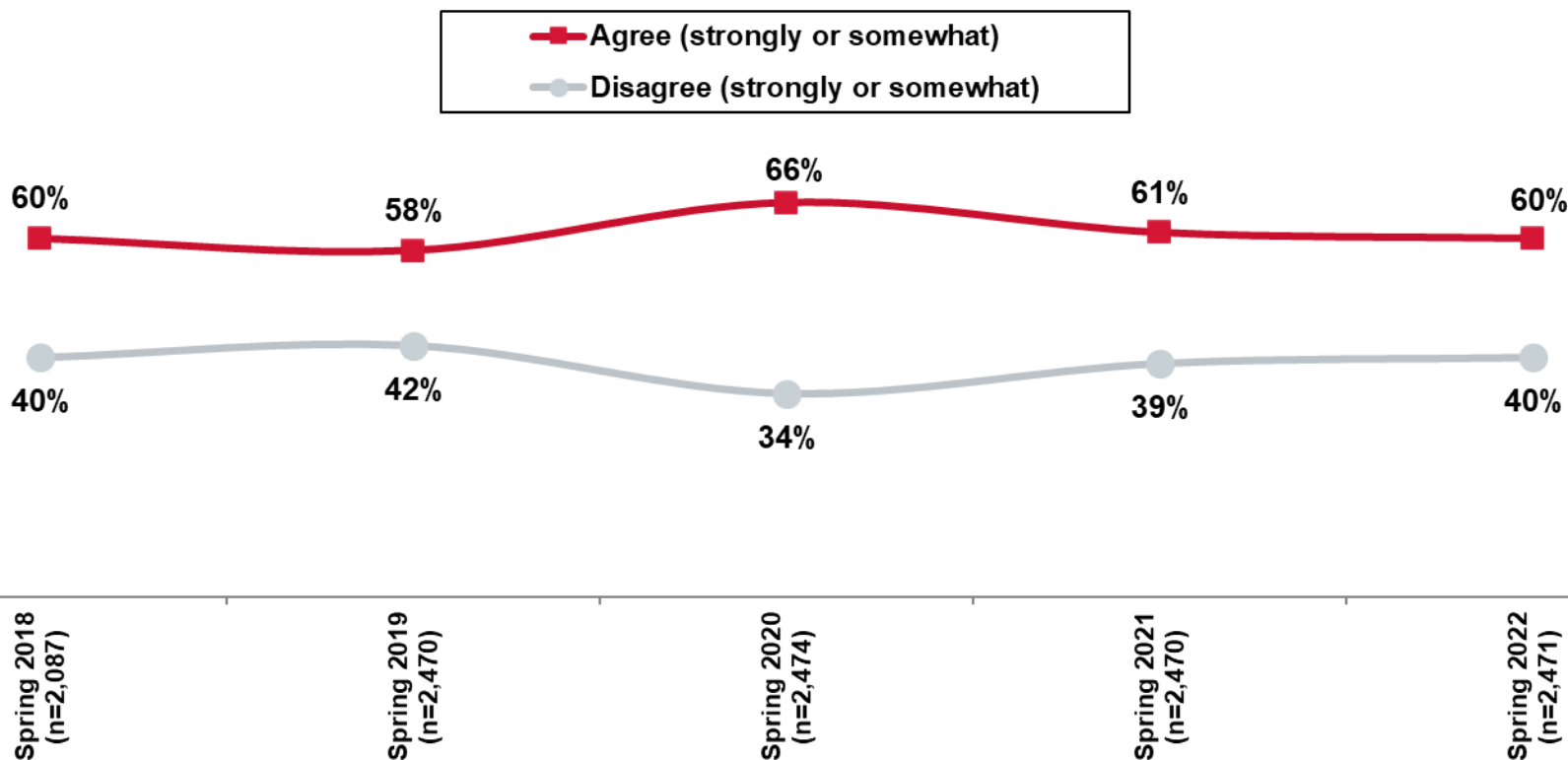
*Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City?*

Base: Valid respondents

<sup>+</sup>Not asked prior to 2015

# Tracking | Enough Opportunities for Input

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



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

Base: Valid respondents

\*Not asked prior to Spring 2018/Not asked in Fall survey waves



## Communication at The City



## SUMMARY OF FINDINGS

# Communication at The City

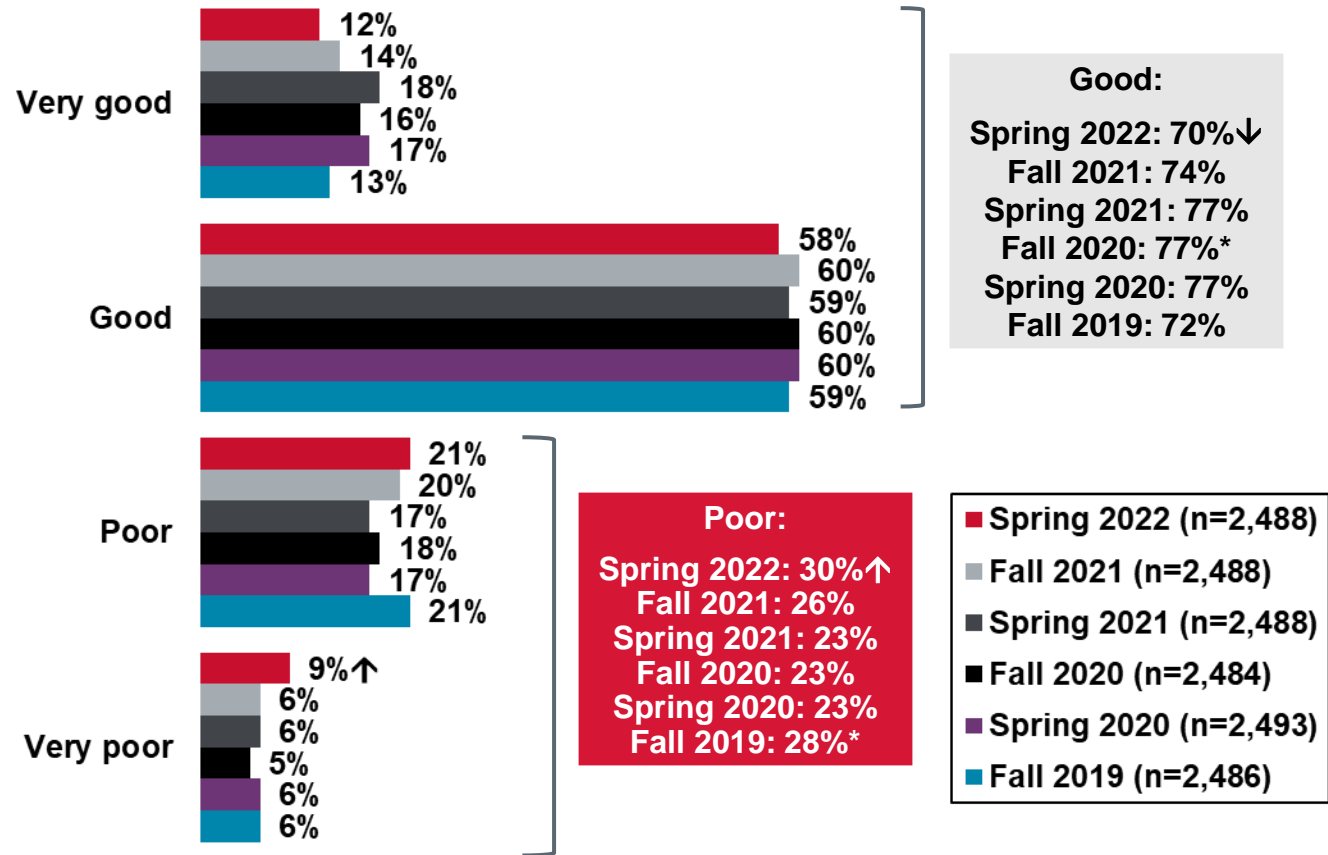
---

**Seven-in-ten  
Calgarians rate  
The City's  
performance in  
communicating  
with citizens as  
'good.'**

---

- Seven-in-ten (70%) Calgarians rate The City's performance in communicating with citizens about services, programs, policies and plans as 'good' or 'very good,' which is statistically lower than 74% in Fall 2021 and 77% in Spring 2021.
  - In Spring 2022, 12% of Calgarians rate The City's communications about services, programs, policies and plans as 'very' good which is on par with 14% in Fall 2021 though statistically lower than 18% in Spring 2021.
  - A further 58% of Calgarians rate The City's communications about services, programs, policies and plans as 'good' which is on par with 60% in Fall 2021 and 59% in Spring 2021.
- Further, 8% of Calgarians said they would find it helpful to receive information about The City of Calgary's programs and services in a language other than English, on par with the results from Spring 2021 (9%).
  - These citizens would most prefer communications in Spanish (15%), Chinese (14%), Punjabi (10%), French (10%), Tagalog (10%) and Arabic (6%).

# Overall Communications at The City



\*Rounding

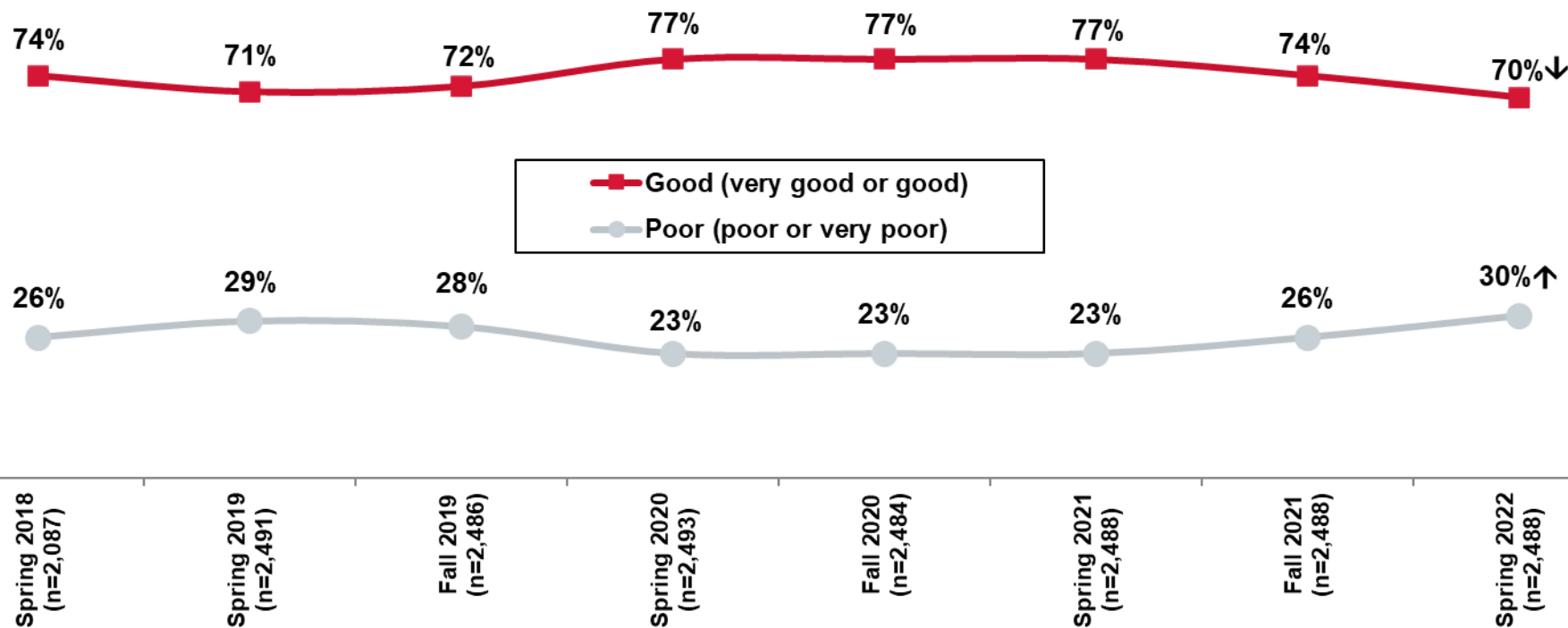
Overall, how would you rate The City of Calgary in terms of how well it communicates with citizens about its services, programs, policies and plans in the past 6 months?

Base: Valid respondents

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

# Tracking | Overall Communication at The City

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



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

↑Statistically higher than Fall 2021

↓Statistically lower than Fall 2021

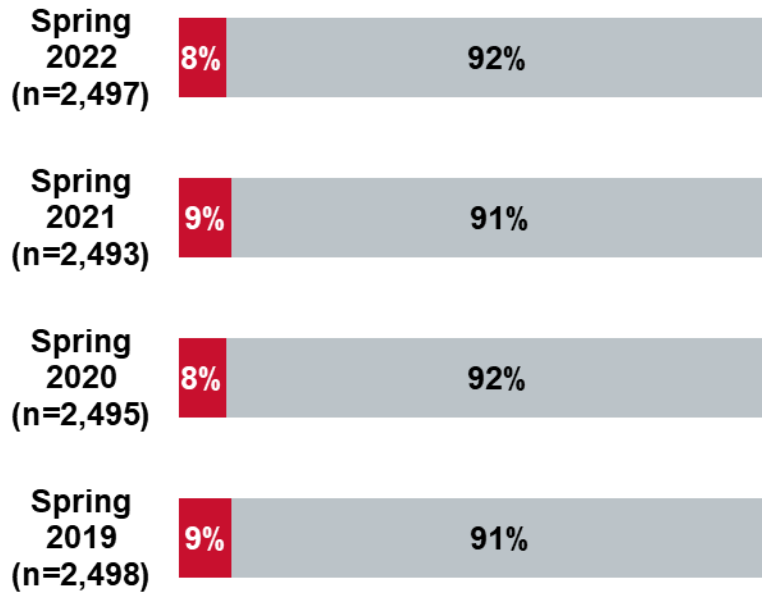
Overall, how would you rate The City of Calgary in terms of how well it communicates with citizens about its services, programs, policies and plans in the past 6 months?

Base: Valid respondents



# In-Language Communication

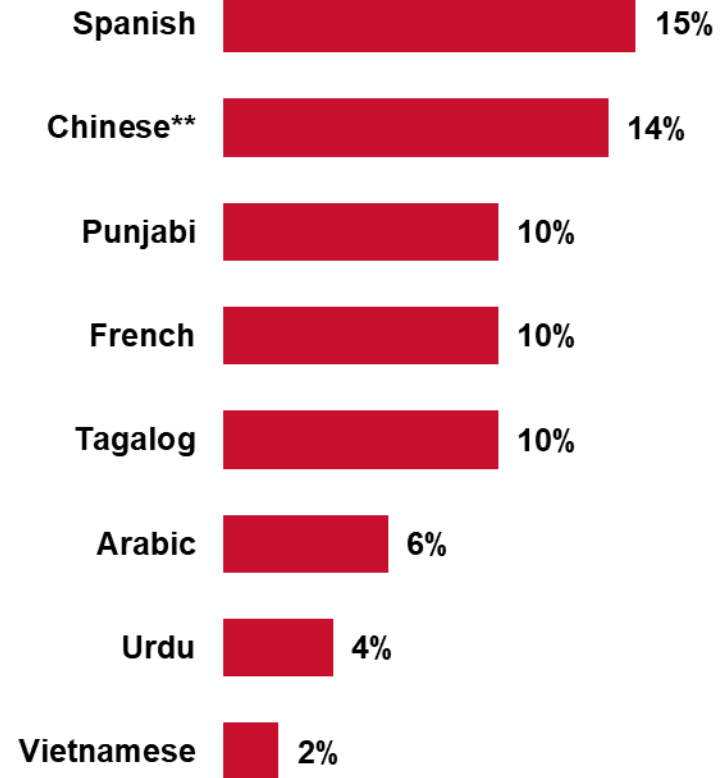
## % Prefer In-Language Communication<sup>+</sup>



■ Yes ■ No

Yes

## Language Preferred



Only languages with 2% or more of total mentions are shown.

<sup>+</sup>Not asked prior to Spring 2019

<sup>\*\*</sup>Includes mentions of Chinese, Cantonese and Mandarin

*And what language would you prefer?*  
Base: Valid respondents (Spring 2022 n=158)

*Would it be helpful to you or anyone in your household to receive information about The City of Calgary's programs and services in a language other than English?*

Base: Valid respondents



## City Reputation and Performance



## SUMMARY OF FINDINGS

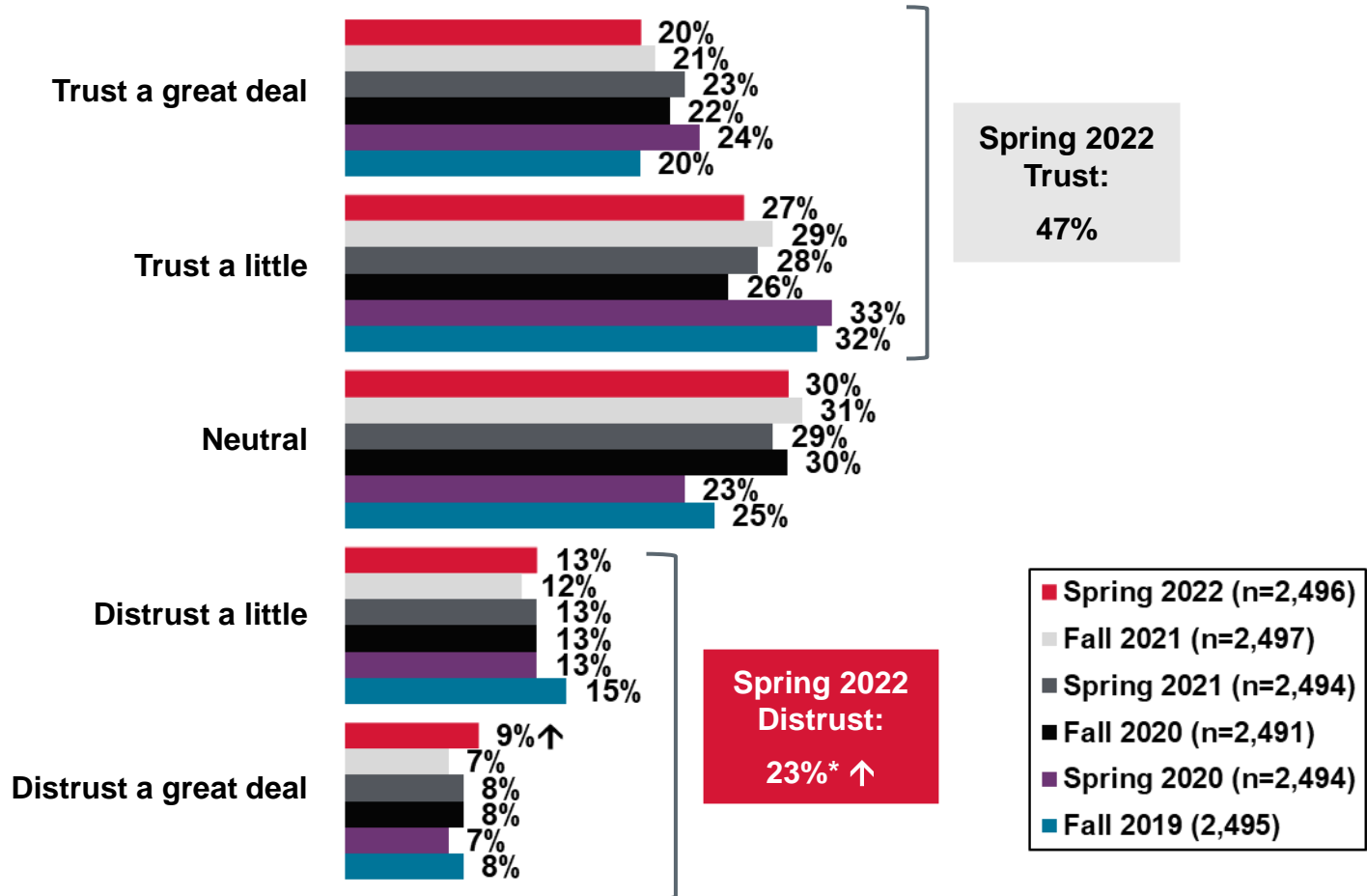
# City Reputation and Performance

**Trust in The City and satisfaction with how our City is being run are stable compared to Fall 2021.**

**Compared to Fall 2021, statistically more residents 'strongly agree' with the statement that City Council and Administration work collaboratively to make the best possible decisions for the future of Calgary.**

- Calgarians' overall trust in The City has remained stable, with 47% saying they trust The City either 'a great deal' or 'a little,' which is on par with 50% in both Fall 2021 and Spring 2021. However, distrust ('a great deal,' or 'a little') of The City at 23% is statistically higher than 20% in Fall 2021, though it is on par with 21% with Spring 2021.
- Nearly three-quarters (74%) of Calgarians agree that they 'understand the roles and responsibilities of City Council compared to those of City Administration,' which is statistically increased from 71% in Fall 2021, but on par with 75% in Spring 2021.
- Seven-in-ten (70%) citizens are satisfied with how The City of Calgary, including Council and Administration, are going about running our City, which is on par with 72% both in Fall 2021 and Spring 2021.
  - In comparison, 77% of Calgarians are satisfied with how City Administration (excluding City Council) is performing, which is on par with 78% in Fall 2021 and 79% in Spring 2021.
  - In Spring 2022, just over six-in-ten (61%) Calgarians are satisfied with how City Council is going about running our City, on par with 60% in Fall 2021 and with 61% in Spring 2021.
- Two-thirds (67%) agree that 'The City of Calgary practices open and accessible government,' which is statistically decreased from 71% in Fall 2021, but on par with 69% in Spring 2021.
- In addition, 67% of citizens agree that 'City Council and Administration work collaboratively to make the best possible decisions for the future of Calgary,' on par with 66% in Fall 2021 and 68% in Spring 2021.
  - However, in Spring 2022, 17% of Calgarians 'strongly agree' with the statement that 'City Council and Administration work collaboratively to make the best possible decisions for the future of Calgary,' which is statistically higher than 14% in Fall 2021 and on par with 16% in Spring 2021.
- A small majority (56%) of Calgarians agree that 'The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians,' which is on par with 58% in Fall 2021 and 57% in Spring 2021.
  - 12% of Calgarians 'strongly agree' with the statement that 'The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians,' which is statistically higher than 10% in Fall 2021 and on par with 12% in Spring 2021.

# Trust in The City of Calgary



\*Rounding

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

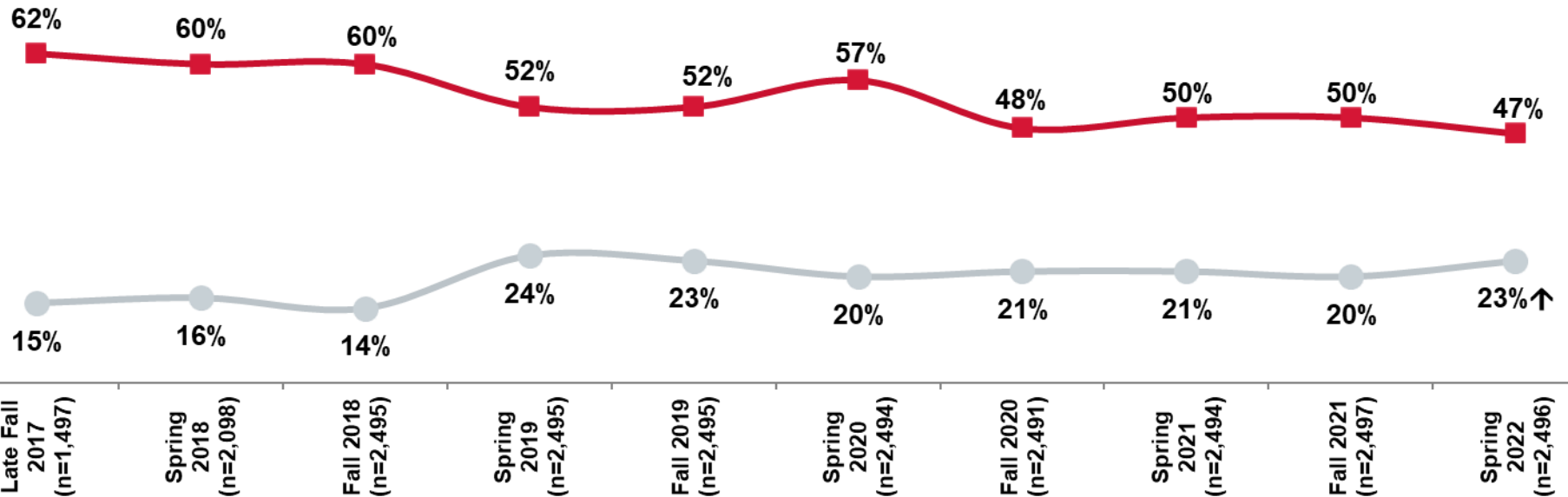
*Taking into account all of the things which you think are important, how much do you trust or distrust The City of Calgary?*

Base: Valid respondents

# Tracking I Trust in The City of Calgary

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

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



\*Question introduced in an additional survey in Late Fall 2017

Neutral ratings are not shown

↑Statistically higher than Fall 2021

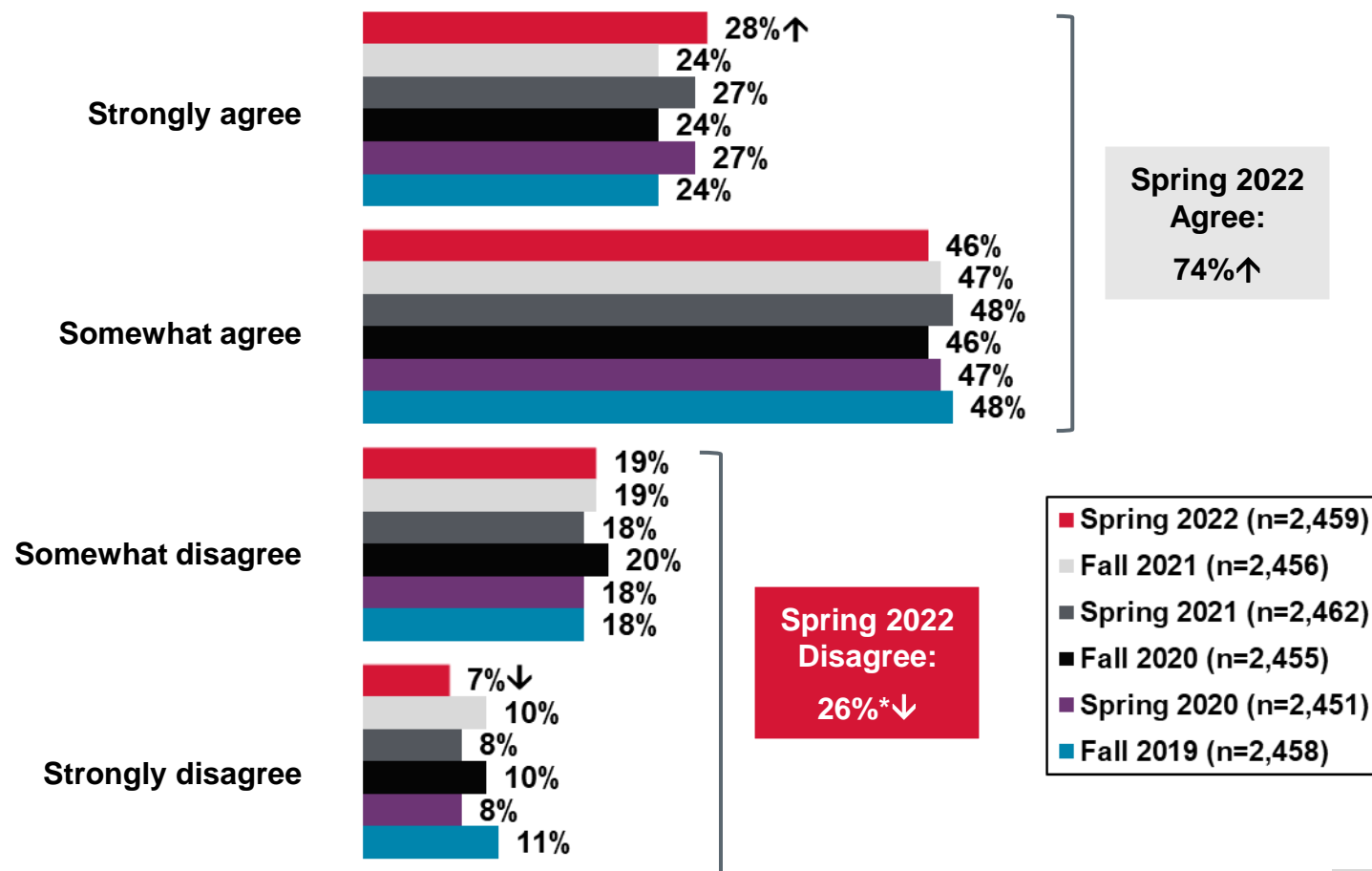
↓Statistically lower than Fall 2021

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

Base: Valid respondents

# Understanding of Municipal Roles

I understand the roles and responsibilities of City Council compared to those of City Administration



\*Rounding

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

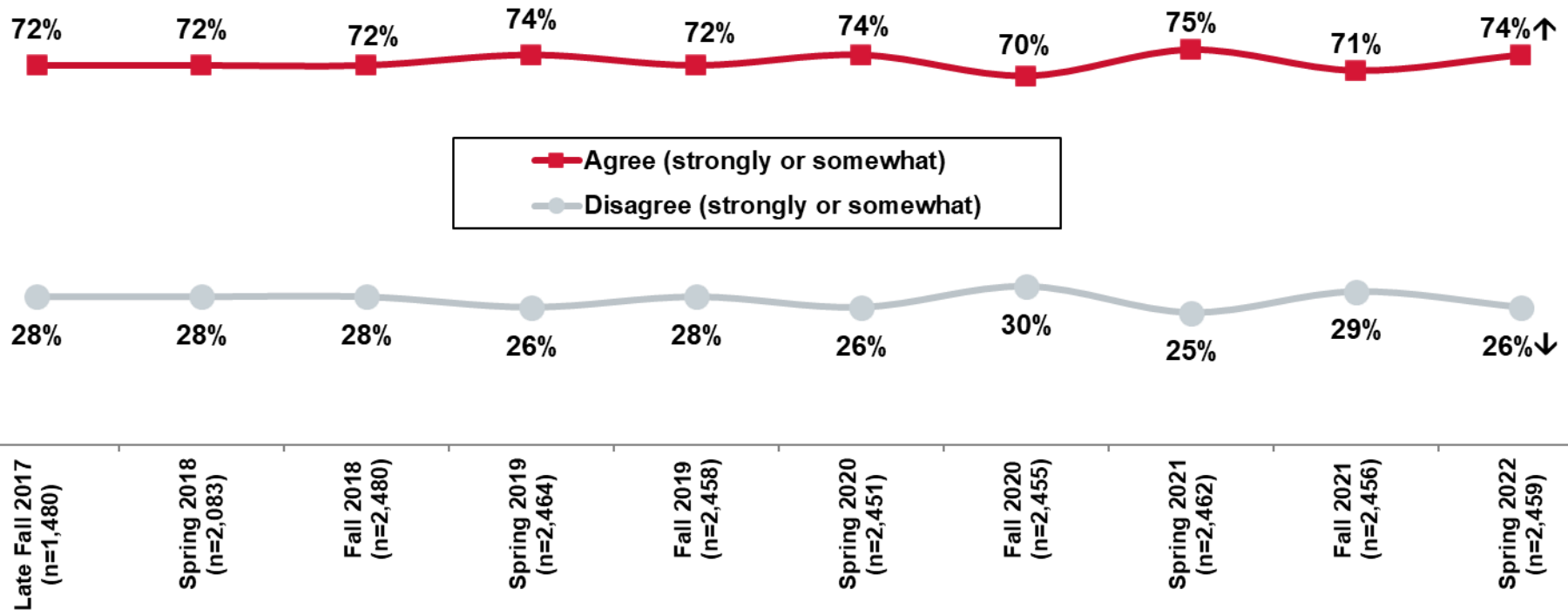
*Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.*

Base: Valid respondents



# Tracking I Understand of Municipal Roles

I understand the roles and responsibilities of City Council compared to those of City Administration<sup>+</sup>



<sup>+</sup>Question introduced in an additional survey in Late Fall 2017

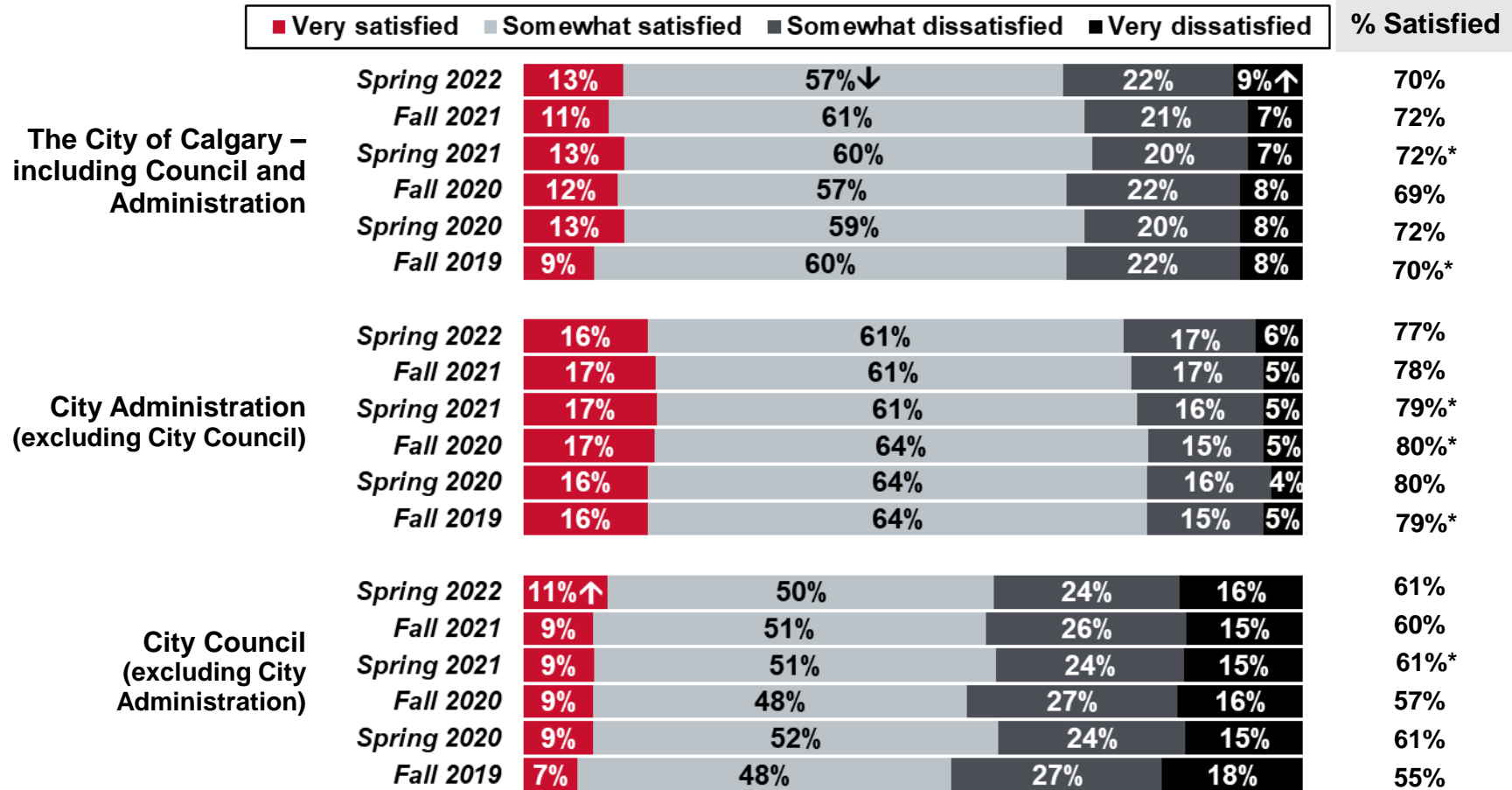
↑Statistically higher than Fall 2021  
↓Statistically lower than Fall 2021

*Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.*

Base: Valid respondents

# Perceptions About City Performance

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



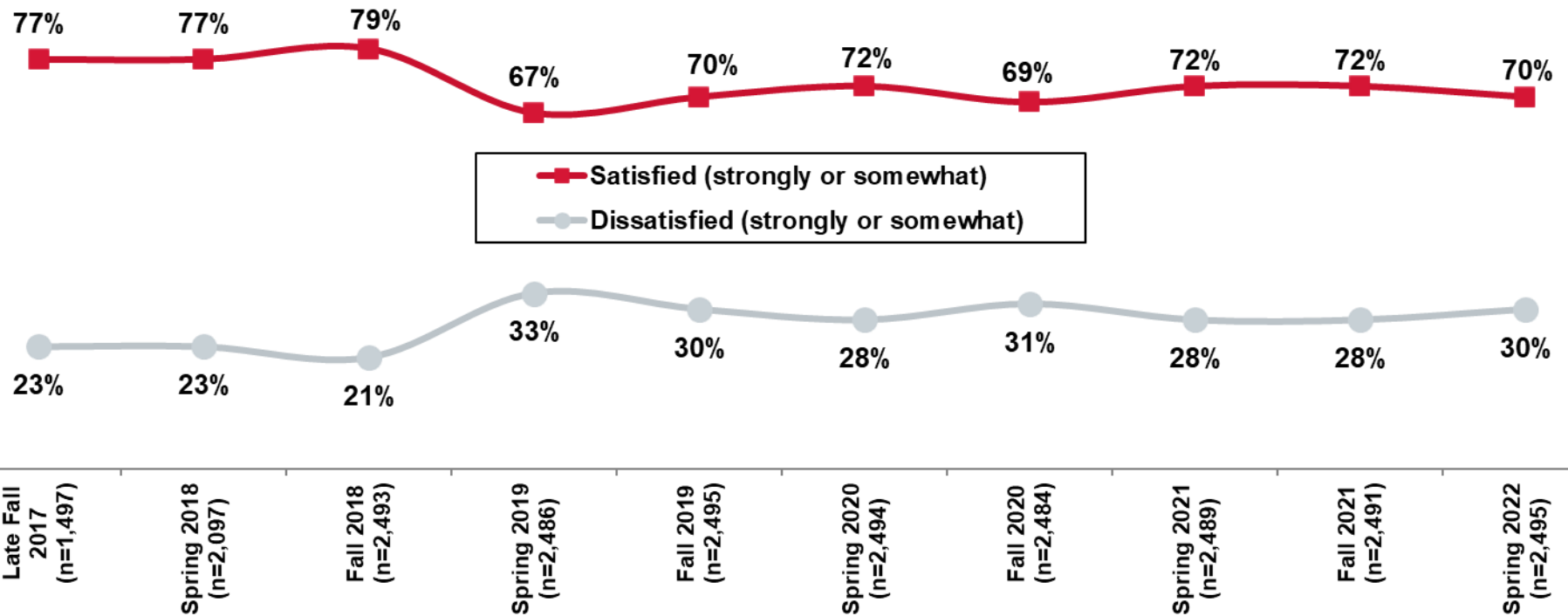
Taking everything into account, how satisfied or dissatisfied are you with the way  
[INSERT] is going about running our City?  
Base: Valid respondents (Bases vary)

\*Rounding

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

# Tracking | City of Calgary Performance

How satisfied or dissatisfied are you with the way The City of Calgary, including Council and Administration as a whole – is going about running our city?+

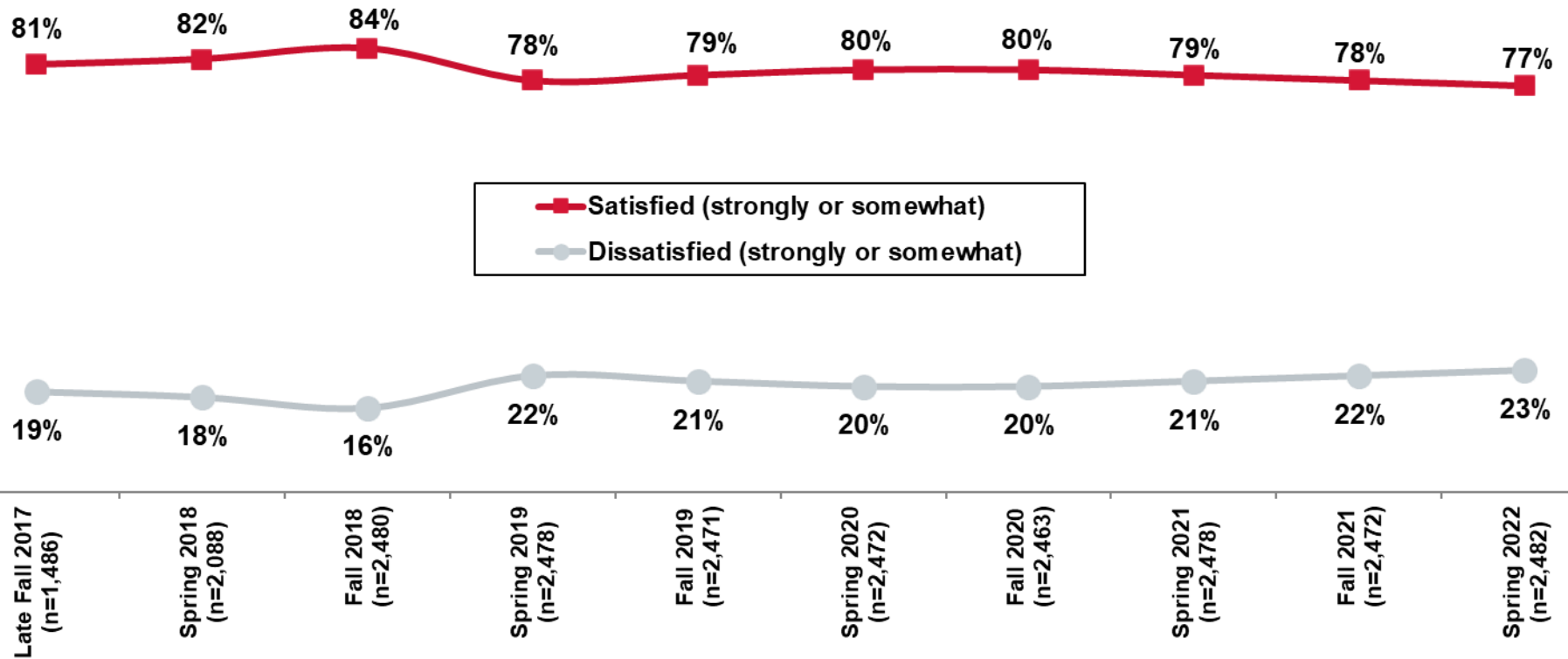


*Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary, including Council and Administration as a whole - is going about running our City?*  
Base: Valid respondents

+Question introduced in an additional survey in Late Fall 2017

# Tracking | Performance of City Administration

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

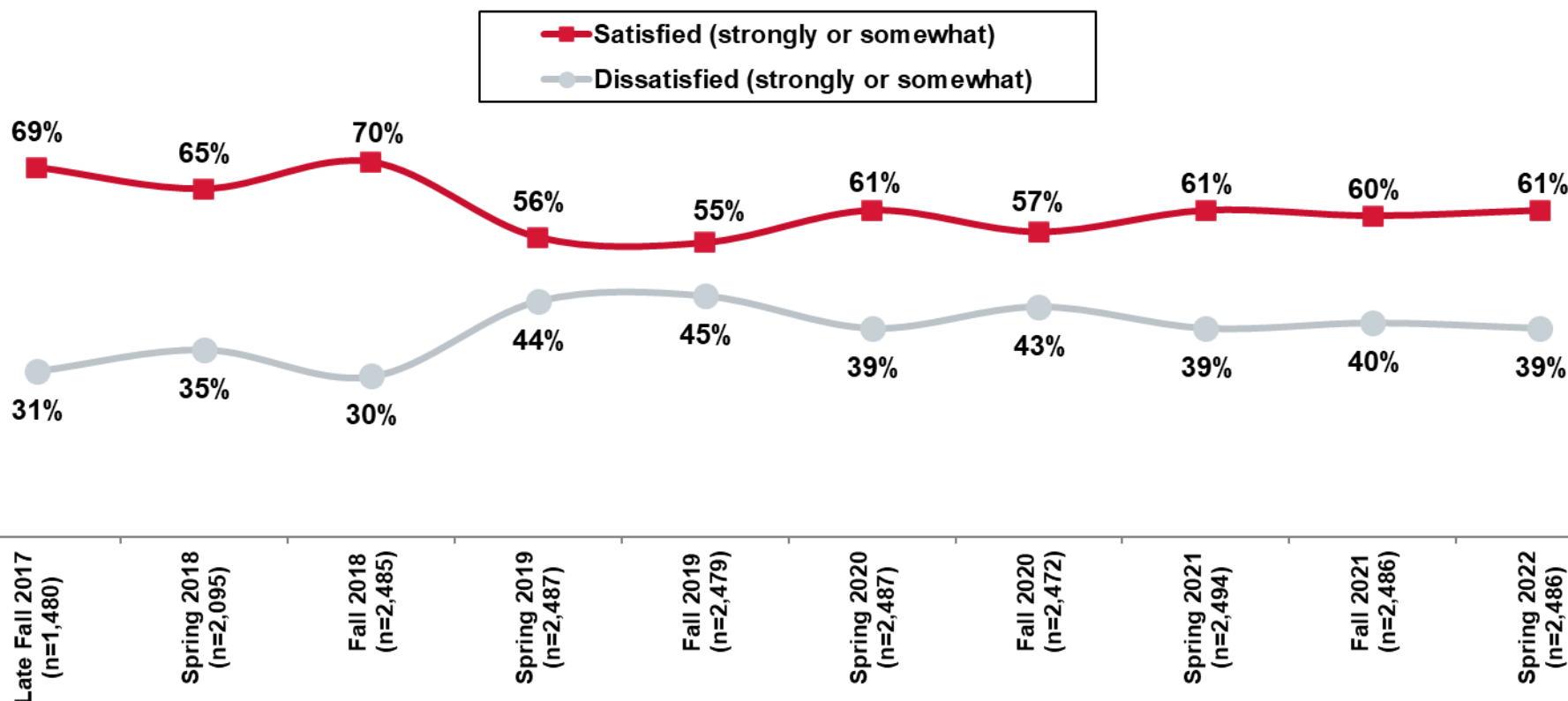


Thinking of Calgary's City Administration, EXCLUDING Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?  
Base: Valid respondents

+Question introduced in an additional survey in Late Fall 2017

# Tracking | Performance of City Council

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



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

Base: Valid respondents

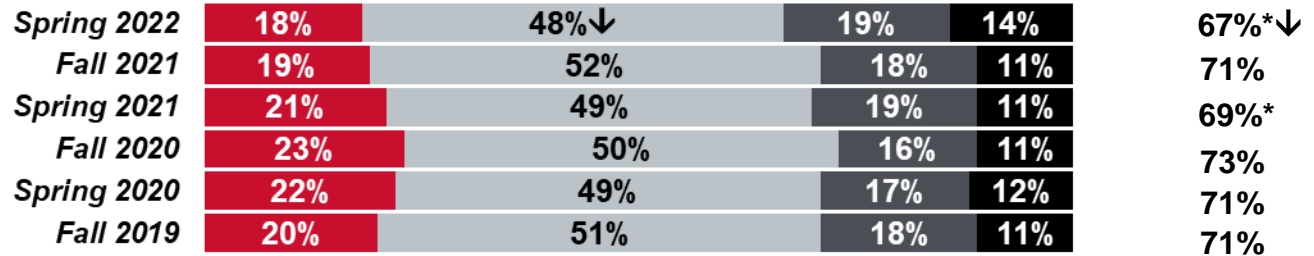
\*Question introduced in an additional survey in Late Fall 2017

# Attitudes Regarding The City

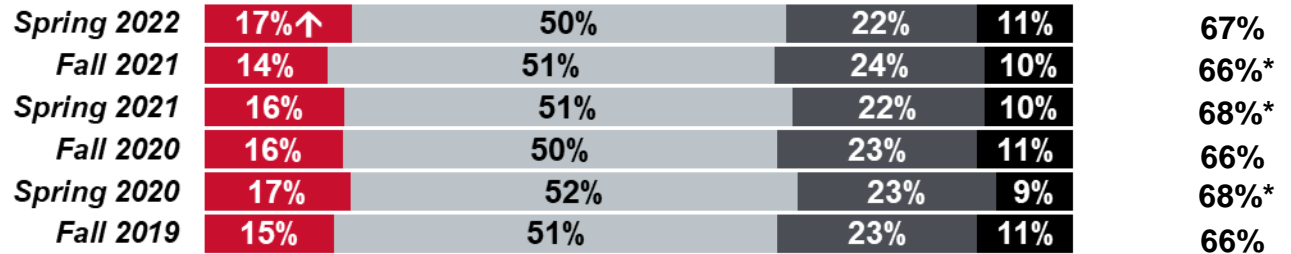
■ Strongly agree  
 ■ Somewhat agree  
 ■ Somewhat disagree  
 ■ Strongly disagree

% Agree

The City of Calgary practices open and accessible government



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



The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians\*



\*Rounding

\*Not asked prior to Spring 2021

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

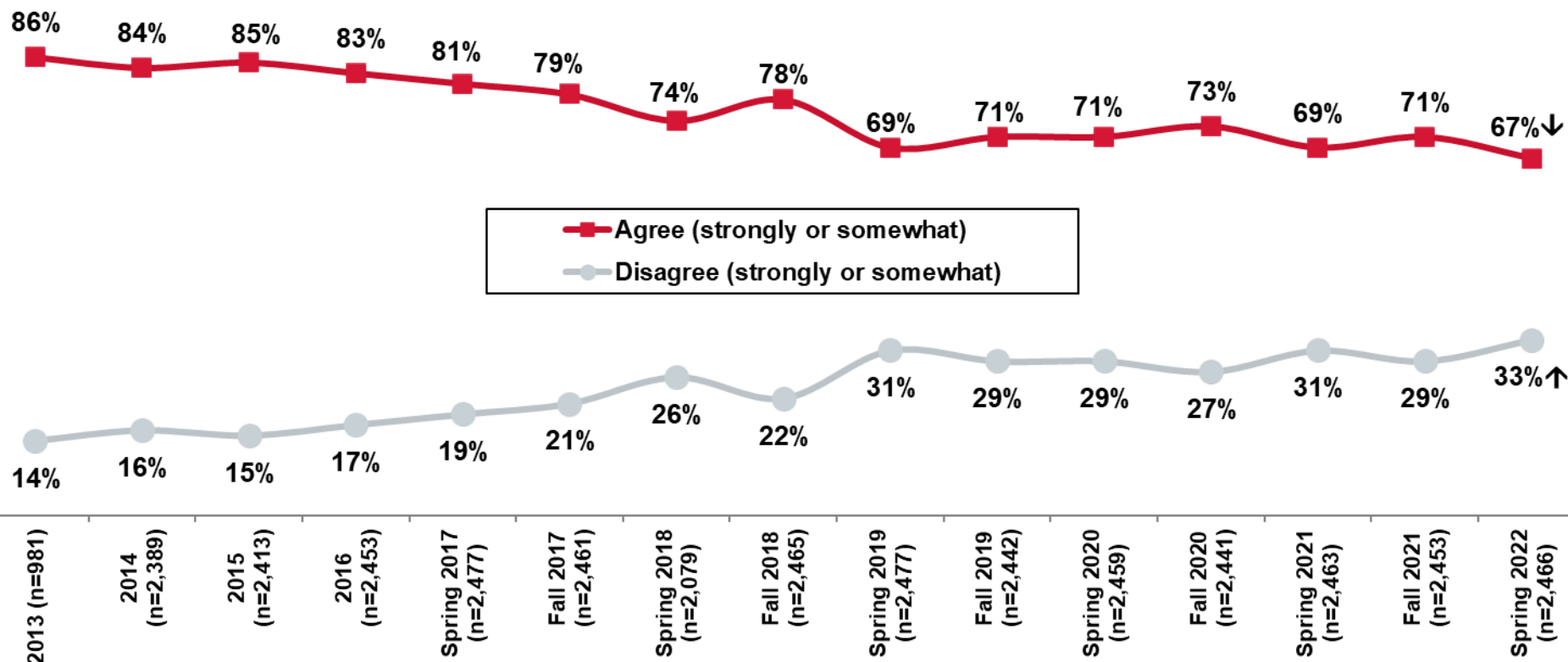
Please tell me whether you agree or disagree with each of the following statements?

Base: Valid respondents (Bases vary)



# Tracking | Open and Accessible Government

The City of Calgary practices open and accessible government



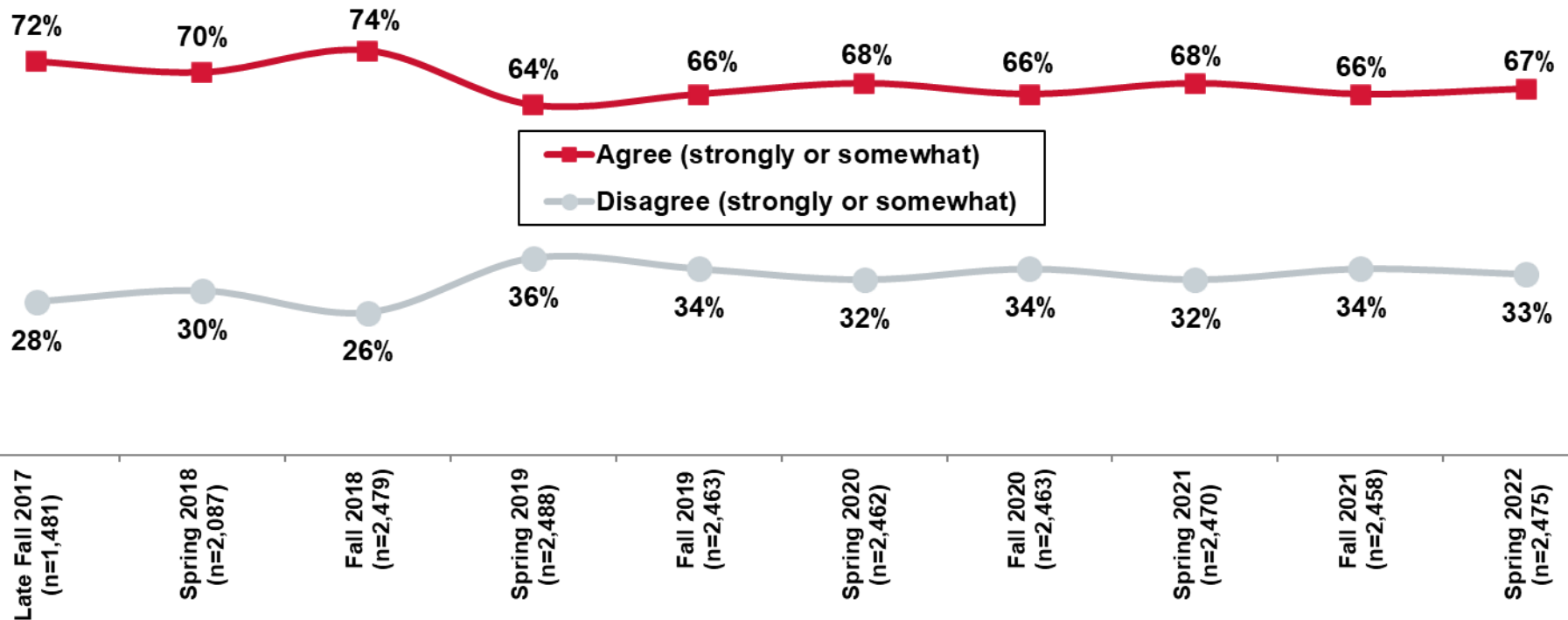
*Thinking about your personal dealings with The City of Calgary, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about The City?*

Base: Valid respondents

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

# Tracking I City Council and City Administration Work Collaboratively

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



Please tell me whether you agree or disagree with each of the following statements?  
Base: Valid respondents

<sup>+</sup>Question introduced in an additional survey in Late Fall 2017



## The City and the Environment



## SUMMARY OF FINDINGS

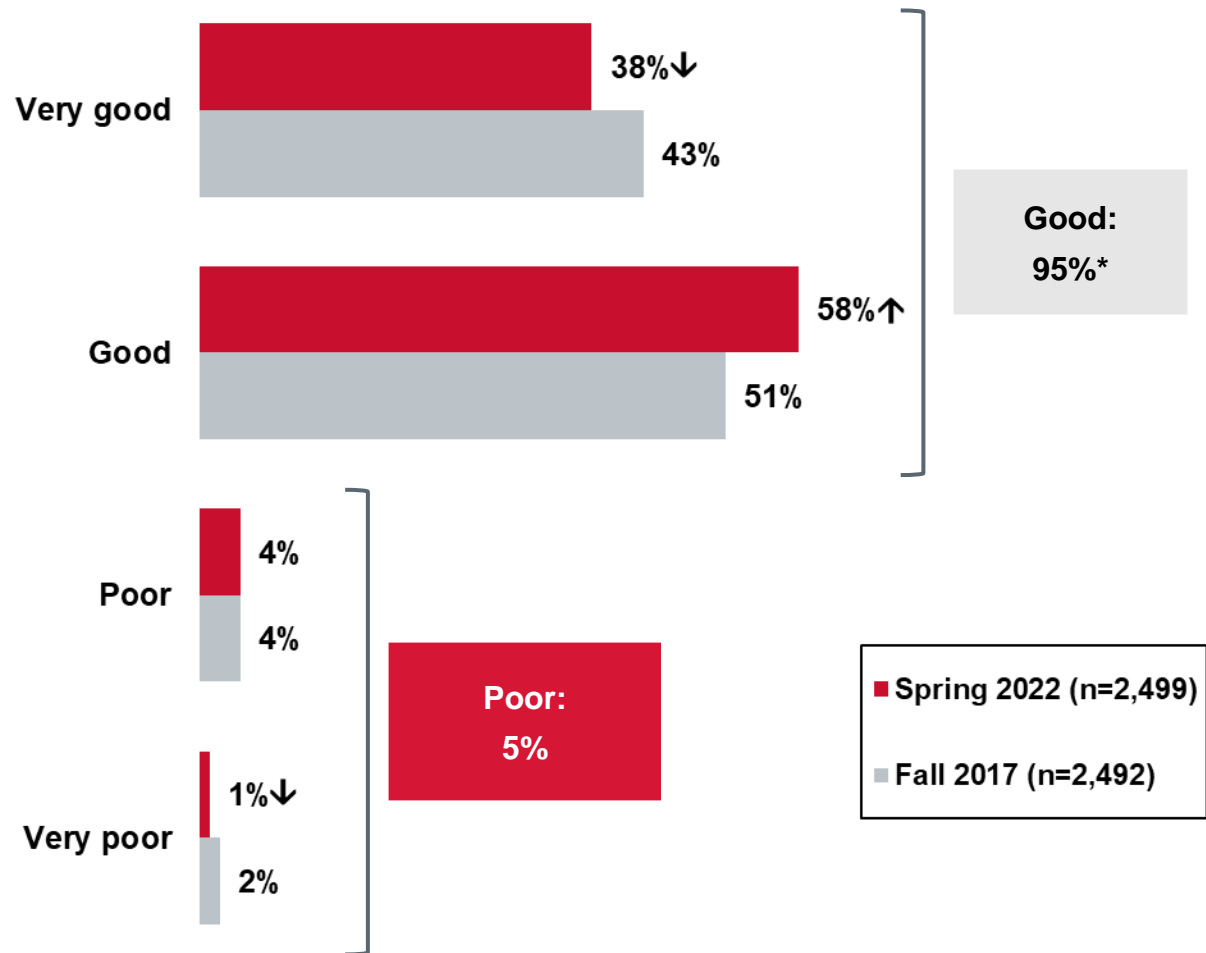
# The City and the Environment

**While nearly all Calgarians rate Calgary's overall environment as 'good' or 'very good,' compared to Fall 2017, there is a notable shift from 'very good' to 'good.'**

**Ratings of The City's environmental performance have statistically declined since Fall 2017.**

- Questions related to the environment were asked for the first time since Fall 2017. The vast majority (95%) of Calgarians rate the overall state of Calgary's environment such as air, water and land quality in The City as either 'very good' or 'good,' which is on par with 94% in Fall 2017.
  - However, in Spring 2022, 38% rate the environment as 'very good,' which is statistically lower than 43% in Fall 2017. Meanwhile, 58% rate the environment at 'good,' up statistically from 51% in Fall 2017.
- Perceptions of The City's performance related to the environment has statistically worsened compared to Fall 2017.
  - More than eight-in-ten (84%) Calgarians are satisfied with 'The job The City of Calgary is currently doing to protect the environment' which is statistically lower than 91% in Fall 2017.
  - About three-quarters (76%) of Calgarians are satisfied with 'The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact,' which is statistically lower than 89% in Fall 2017.

# Overall State of Calgary's Environment



\*Rounding

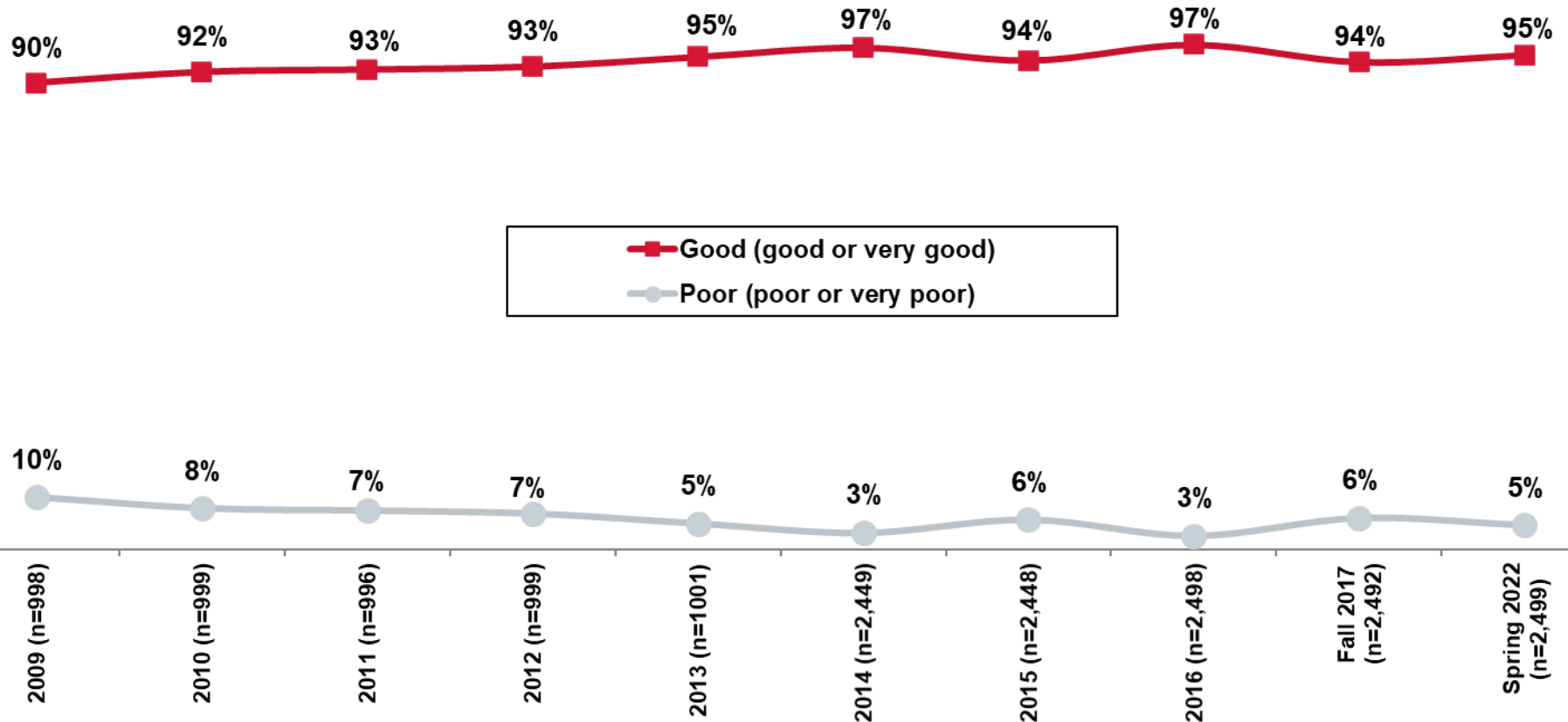
\*Question not asked in Spring 2017 or Spring 2018 through Fall 2021

↑ Statistically higher than Fall 2017  
↓ Statistically higher than Fall 2017

*Thinking about things such as air, water and land quality in The City, how would you rate the overall state of Calgary's environment today?\**

Base: Valid respondents

How would you rate the overall state of Calgary's environment today?+

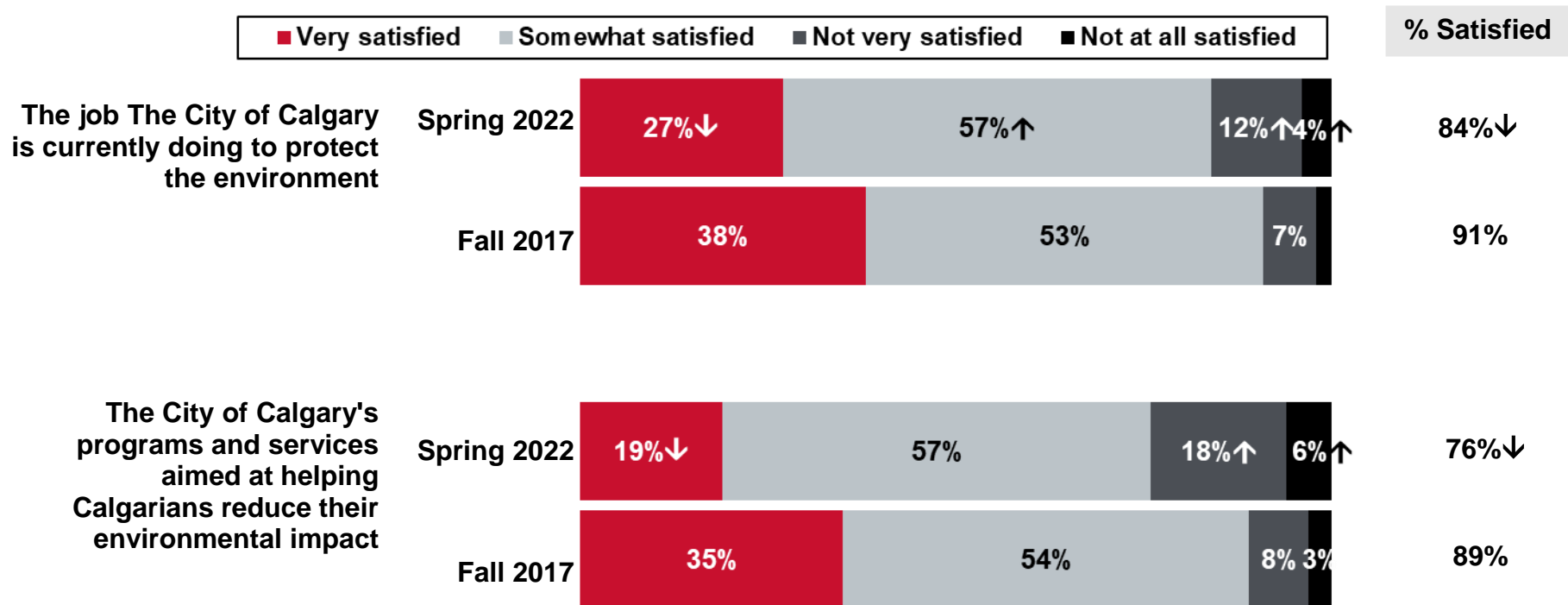


*Thinking about things such as air, water and land quality in The City, how would you rate the overall state of Calgary's environment today?*  
Base: Valid respondents

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



# Satisfaction with City of Calgary Environmental Initiatives



\*Rounding

Data labels of <3% not shown

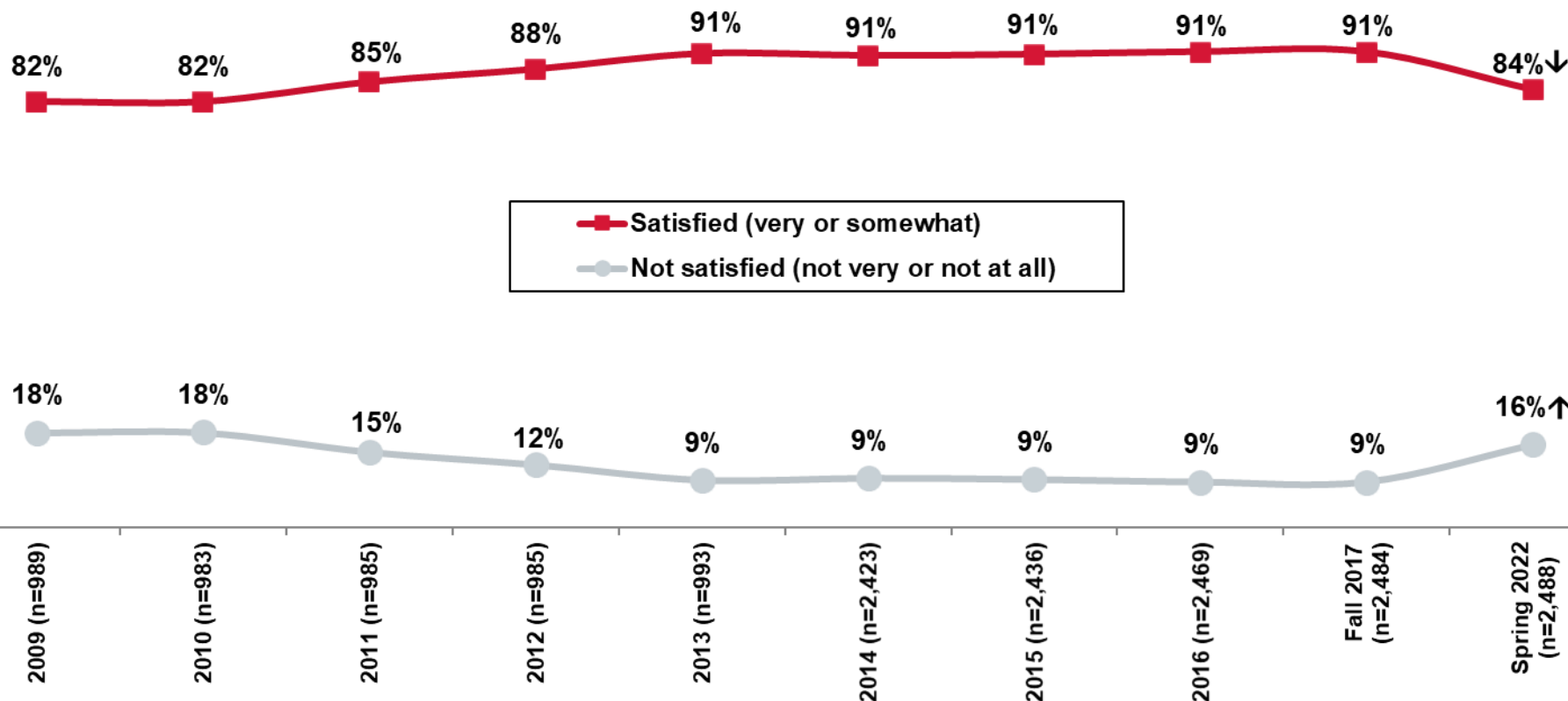
\*Question not asked in Spring 2017 or Spring 2018 through Fall 2021

↑ Statistically higher than Fall 2017  
↓ Statistically higher than Fall 2017

*How satisfied are you with.....?*  
Base: Valid respondents (Bases vary)

# Tracking I Satisfaction with The City of Calgary in Protecting the Environment

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



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

↑Statistically higher than Fall 2017  
↓ Statistically higher than Fall 2017

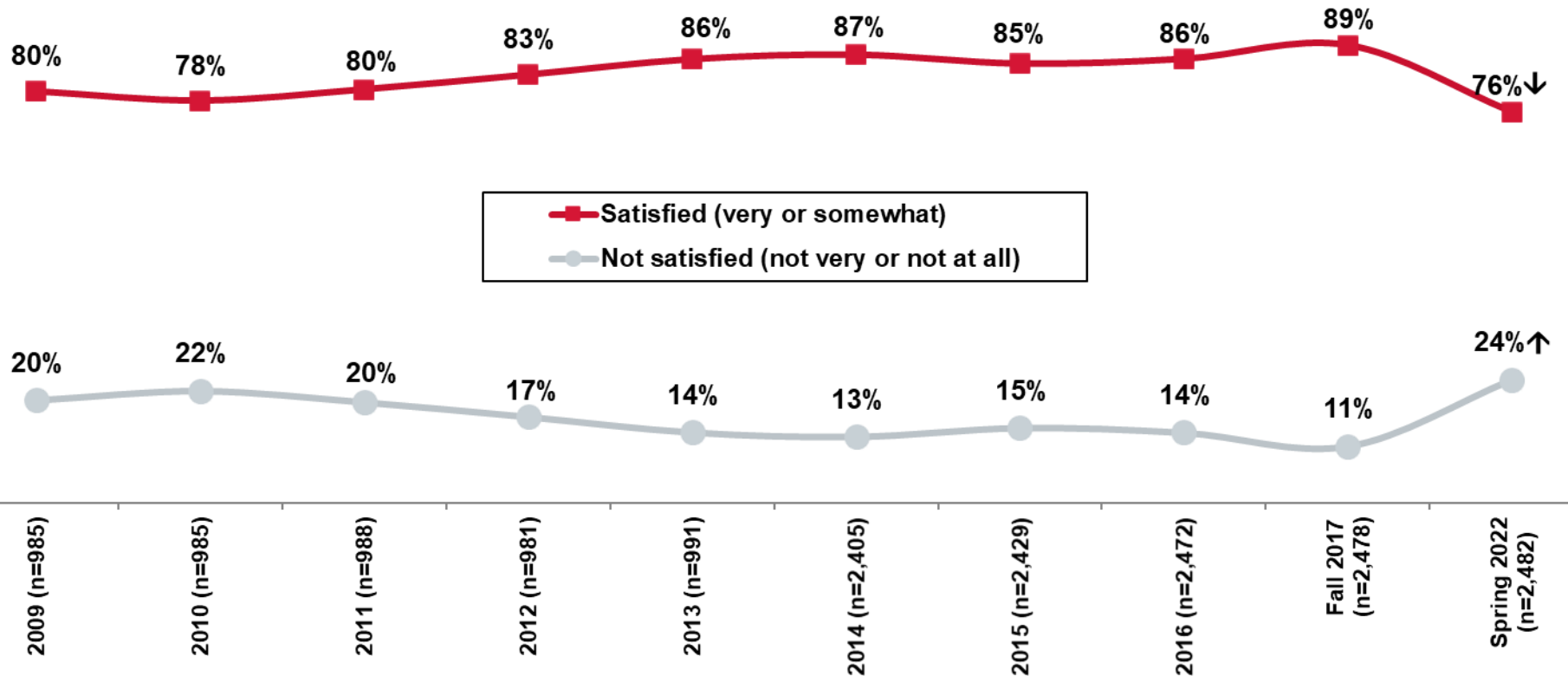
How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Base: Valid respondents



# Tracking | Satisfaction with The City of Calgary in Reducing Impact to the Environment

How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?\*



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

↑ Statistically higher than Fall 2017  
↓ Statistically higher than Fall 2017

How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?  
Base: Valid respondents



## Respondent Profile



# Respondent Profile

## Gender

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

## Quadrant

| Southwest | 30% |
|-----------|-----|
| Southeast | 23% |
| Northwest | 29% |
| Northeast | 18% |

## Age

|             | City Wide   |
|-------------|-------------|
| 18 to 24    | 8%          |
| 25 to 34    | 22%         |
| 35 to 44    | 18%         |
| 45 to 54    | 20%         |
| 55 to 64    | 14%         |
| 65 or older | 17%         |
| <b>Mean</b> | <b>46.4</b> |

## Household Income

| Less than \$30,000      | 7%  |
|-------------------------|-----|
| \$30,000 to <\$45,000   | 7%  |
| \$45,000 to <\$60,000   | 9%  |
| \$60,000 to <\$75,000   | 8%  |
| \$75,000 to <\$90,000   | 7%  |
| \$90,000 to <\$105,000  | 12% |
| \$105,000 to <\$120,000 | 9%  |
| \$120,000 to <\$150,000 | 12% |
| \$150,000 to <\$200,000 | 15% |
| \$200,000+              | 14% |

Base: Valid respondents (Bases vary)

## Type of Dwelling

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

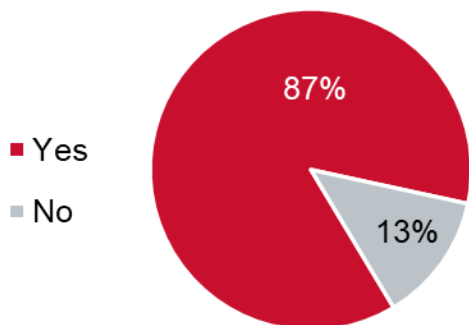
## Children and Seniors in Household

| Yes - Children | 32% |
|----------------|-----|
| Yes - Seniors  | 28% |

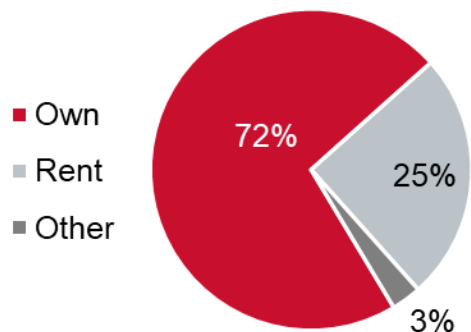
## Household Size

| 1           | 16%        |
|-------------|------------|
| 2           | 32%        |
| 3           | 17%        |
| 4           | 20%        |
| 5 or more   | 14%        |
| <b>Mean</b> | <b>3.0</b> |

## Responsible for Property Taxes



## Own or Rent



## Tenure in Calgary

| Less than 5 years        | 7%          |
|--------------------------|-------------|
| 5 to less than 10 years  | 9%          |
| 10 to less than 15 years | 9%          |
| 15 to less than 20 years | 10%         |
| 20 to less than 30 years | 25%         |
| 30 to less than 40 years | 16%         |
| 40 or more               | 24%         |
| <b>Mean</b>              | <b>26.8</b> |

Base: Valid respondents (Bases vary)



## Born in Canada

| Yes | 72% |
|-----|-----|
| No  | 28% |

## Age Left Country of Birth

Base: Not born in Canada (n=656)

|              |     |
|--------------|-----|
| Less than 18 | 42% |
| 18 to 49     | 57% |
| 50 or older  | 1%  |
| No response  | -   |

## Date of Arrival in Canada

Base: Not born in Canada (n=656)

|                            |     |
|----------------------------|-----|
| Within the past five years | 13% |
| More than five years ago   | 87% |

## Disability in Household

| Yes - myself                  | 9%  |
|-------------------------------|-----|
| Yes - someone in my household | 9%  |
| No                            | 82% |

## Racialized

| Yes                     | 26% |
|-------------------------|-----|
| No                      | 73% |
| Prefer to self-describe | 1%  |

## LGBTQ2S Community

| Yes | 7%  |
|-----|-----|
| No  | 93% |

Base: Valid respondents (Bases vary)

# Respondent Profile (continued)

## Indigenous Identity

| Yes - First Nations           | 1%  |
|-------------------------------|-----|
| Yes - Metis                   | 2%  |
| Yes - Inuit                   | <1% |
| Yes - Prefer to self-describe | <1% |
| Other                         | <1% |
| No                            | 96% |

## Language Spoken at Home<sup>^</sup>

|           | City Wide |
|-----------|-----------|
| English   | 88%       |
| Chinese** | 2%        |
| French    | 2%        |
| Punjabi   | 2%        |
| Spanish   | 2%        |
| Arabic    | 1%        |
| Hindi     | 1%        |
| Tagalog   | 1%        |
| Urdu      | 1%        |

\*\*Includes mentions of Chinese, Cantonese and Mandarin

<sup>^</sup>Multiple responses allowed

Base: Valid respondents (Bases vary)

# Respondent Profile (continued)

## Education

|  | City Wide |
|--|-----------|
| Did not complete high school or equivalent                                   | 2%        |
| Completed high school or equivalent  | 17%       |
| Completed a Registered Apprenticeship or other trades certificate or diploma | 8%        |
| Completed a college or other non-university certificate or diploma           | 20%       |
| Completed a university certificate, diploma or degree                        | 53%       |

## Employment Status<sup>^</sup>

|  | City Wide |
|--|-----------|
| Full time employed or self employed              | 58%       |
| Part time employed or self-employed              | 12%       |
| Retired  | 17%       |
| Looking after home and/or family                 | 3%        |
| Unable to work because of sickness or disability | 3%        |
| Unemployed                                       | 4%        |
| Doing unpaid or voluntary work                   | 1%        |
| Student  | 6%        |
| Other  | <1%       |

<sup>^</sup>Multiple responses allowed

Base: Valid respondents (Bases vary)

## Respondent Profile (continued)

### Business Owner/operator

**Among those in the workforce  
(n=1,541 valid respondents)**

|                            |     |
|----------------------------|-----|
| Own and operate a business | 17% |
| Own a business             | 3%  |
| Operate a business         | 2%  |
| No                         | 78% |



## Appendix | Glossary of Service Descriptions



# Services Asked in the 2022 Spring Pulse Survey

**Please note:** In the shift to a service-based view of The City's multi-year plans and budgets for 2019-2022, some services were redefined by the service area responsible for that service. The service names for the 2020, 2021 and 2022 Spring Pulse Surveys align with One Calgary Service Lines. As such, importance / satisfaction / invest results for certain services are not trackable to versions prior to Spring Pulse Survey 2020. In addition, the services tested in the Spring Pulse Survey do not align with those services tested in the Fall Citizen Satisfaction Survey.

Some service names have been truncated in the report for ease of reporting. What follows is a glossary of all services asked in the survey organized by service name, service definition, how it appears in the report, and how it has been asked since Spring 2020 vs. how it was asked in Spring 2019.

**Please note:** In the interests of survey length and applicability of service, not every service is reflected in this survey.

In the survey itself, 44 services were divided by Block A, Block B and Block C. Each block was rotated from respondent to respondent to ensure a representative mix of responses for each service. This was to ease the length of time a survey may take for a respondent.

## Block A

- Parking and enforcement
- Public transit including bus and C-Train service
- Specialized transit services like Transit Access
- Sidewalks and pathways including building and repairing
- Streets, including traffic operations, building, maintenance, snow removal and on-street bikeways
- Regulation of taxis, limousines and vehicles-for-hire
- Bylaw education and compliance services that develop, maintain and enforce municipal bylaws in Calgary
- City planning and policy services that provide land use policies, guidelines and regulations
- Development approvals, services that review and approve all land development proposals
- Pet ownership and licensing
- Municipal elections
- Property tax management
- Real estate, that handles City transactions for sustainable land management
- Library services
- Neighbourhood supports, providing support for organizations and residents to make their neighbourhood a better place to live, work and play

## Block B

- Calgary 9-1-1
- City cemeteries
- Emergency management and business continuity services, including emergency management and disaster planning and response
- Calgary Fire Department emergency response
- Fire inspection and enforcement
- Fire safety education
- Police services
- Appeals and tribunals, to appeal decisions made by The City
- Records management, access and privacy services that support FOIP inquiries and requests
- Building approval services and inspections
- Business licensing
- Recreation opportunities
- Citizen engagement and research
- 311 and Web
- City communications

## Block C

- Stormwater management
- Urban forestry – that is, the planting, maintenance and protection of public trees
- Waste and Recycling Services
- Wastewater collection and treatment
- Water treatment and supply, including the availability and supply of clean, safe drinking water
- Affordable housing for low-income Calgarians
- Arts and culture, including festivals
- Community strategy services that advance social wellbeing for all Calgarians
- Economic development and tourism, services that coordinate initiatives managed by independent City partner organizations
- Land development and sales services that support business community growth through the development of industrial land
- Property assessment
- Social programs for individuals such as seniors or youth
- Environmental management services that manage environmental issues, risks and opportunities
- Parks and open spaces



# Glossary of Service Descriptions

| Service                               | Service Description  | How it was asked in the survey  | How it appears in the report                               | How it was asked in Spring 2019  |
|---------------------------------------|--|---|--|--|
| <b>Affordable Housing</b>             | Affordable Housing service provides safe and affordable homes for lower-income Calgarians.                                   | Affordable housing for low-income Calgarians  | Affordable housing for low-income Calgarians               | Affordable housing for low-income Calgarians   |
| <b>Appeals and Tribunals</b>          | Appeals and Tribunals service provides an impartial way to challenge City assessment, development, subdivision, etc.         | Appeals and tribunals to appeal decisions made by The City  | Appeals and tribunals to appeal decisions made by The City | Not asked in 2019  |
| <b>Arts and Culture</b>               | Arts and culture service creates vibrant community-based public art and cultural opportunities.                              | Arts and culture, including festivals   | Arts and culture, including festivals                      | Arts and culture, including festivals  |
| <b>Building Safety</b>                | Building Safety service includes review and issue of permits, inspection of construction projects, and site safety concerns. | Building approval services and inspections  | Building approval services and inspections                 | Building approval services and inspections   |
| <b>Business Licensing</b>             | Business Licensing service grants licenses and inspects business operations ensuring safety and compliance.                  | Business licensing  | Business licensing   | Business licensing   |
| <b>Bylaw Education and Compliance</b> | Bylaw Education and Compliance service maintains community standards for safe, healthy and harmonious neighbourhoods.        | Bylaw education and compliance services that develop, maintain and enforce municipal bylaws in Calgary <sup>+</sup> | Bylaw education and compliance                             | Bylaw education and compliance services that develop, maintain and enforce community standards and municipal bylaws in Calgary |

<sup>+</sup>Wording slightly changed following Spring 2019

# Glossary of Service Descriptions (continued)

| Service                                | Service Description  | How it was asked in the survey  | How it appears in the report      | How it was asked in Spring 2019  |
|--|--|---|-----------------------------------|--|
| <b>Calgary 9-1-1</b>                   | Calgary 9-1-1 service responds connects callers with emergency services.   | Calgary 9-1-1   | Calgary 9-1-1                     | Calgary 9-1-1  |
| <b>Citizen Engagement and Insights</b> | Citizen Engagement and Insights provides safe, accessible feedback and participation in our government.                        | Citizen engagement and research   | Citizen engagement and research   | Corporate citizen engagement services to give opportunities for citizens to provide input into City decision-making.<br><b>Not comparable with subsequent waves.</b> |
| <b>Citizen Information Services</b>    | Citizen Information Services provide public information and City service delivery support.                                     | 311 and web   | 311 and web                       | Multiple Services.<br><b>Not comparable with subsequent waves.</b>   |
| <b>City Cemeteries</b>                 | City Cemeteries service includes burial options and perpetual care services, mandated by provincial Cemeteries Act.            | City cemeteries   | City cemeteries                   | City cemeteries  |
| <b>City Planning and Policy</b>        | City Planning and Policy service creates policies, guides and plans for homes, businesses, community and industry development. | City planning and policy services that provide land use policies, guidelines and regulations <sup>+</sup> | City planning and policy services | City planning and policy services that provide land use policies, guidelines and land use bylaw regulations  |

<sup>+</sup>Wording slightly changed following Spring 2019

# Glossary of Service Descriptions (continued)

| Service   | Service Description  | How it was asked in the survey  | How it appears in the report                 | How it was asked in Spring 2019   |
|---|--|---|--|---|
| <b>Community Strategies</b>                         | Community Strategies service includes planning and policies that support all Calgarians' social well-being.                                      | Community strategy services that advance social wellbeing for all Calgarians  | Community strategy services                  | Community strategy services that advance social wellbeing for all Calgarians  |
| <b>Development Approvals</b>                        | Development Approvals service reviews and approves development plans for regulations, legislation and bylaws.                                    | Development approvals, services that review and approve all land development proposals  | Development approvals                        | Development approvals, services that review and approve all land development proposals                                  |
| <b>Economic Development and Tourism</b>             | Economic Development and Tourism service builds Calgary's economy, global reputation and encourages entrepreneurs.                               | Economic development and tourism, services that coordinate initiatives managed by independent City partner organizations+             | Economic development and tourism             | Services that coordinate economic development and tourism initiatives managed by independent City partner organizations |
| <b>Emergency Management and Business Continuity</b> | Emergency Management and Business Continuity service includes preparation and response to major emergencies, disasters and business disruptions. | Emergency management and business continuity services, including emergency management and disaster planning and response <sup>+</sup> | Emergency management and business continuity | Emergency management and business continuity services, including emergency management and disaster planning             |

<sup>+</sup>Wording slightly changed following Spring 2019

# Glossary of Service Descriptions (continued)

| Service                                | Service Description  | How it was asked in the survey  | How it appears in the report               | How it was asked in Spring 2019   |
|--|--|---|--|---|
| <b>Environmental Management</b>        | Environmental Management service addresses environmental issues, risks, opportunities and trends.                                    | Environmental management services that manage environmental issues, risks and opportunities                           | Environmental management services          | Environmental management services that manage environmental issues, risks and opportunities                           |
| <b>Fire and Emergency Response</b>     | Fire and emergency response service responds to fires, emergencies, accidents, hazards and specialized rescues.                      | Calgary Fire Department emergency response  | Calgary Fire Department emergency response | Calgary Fire Department emergency response  |
| <b>Fire Inspection and Enforcement</b> | Fire Inspection and Enforcement service ensures fire code compliance, reduces fire risk and protects life, property and environment. | Fire inspection and enforcement   | Fire inspection and enforcement            | Fire inspection and enforcement   |
| <b>Fire Safety Education</b>           | Fire Safety Education service provides fire and life safety education and prevention to create a safer Calgary.                      | Fire safety education   | Fire safety education                      | Fire safety education   |
| <b>Land Development and Sales</b>      | Land Development and Sales service supports development and sales of City-owned land.  | Land development and sales services that support business community growth through the development of industrial land | Land development and sales                 | Land development and sales services that support business community growth through the development of industrial land |

# Glossary of Service Descriptions (continued)

| Service                       | Service Description  | How it was asked in the survey   | How it appears in the report   | How it was asked in Spring 2019   |
|-------------------------------|--|--|--|---|
| <b>Library Services</b>       | Library Services include loaning of books and materials, learning, discussion and community programs.  | Library services   | Library services   | Library services  |
| <b>Municipal Elections</b>    | Municipal Elections service enables citizens to vote through a fair, transparent and balanced process. | Municipal elections  | Municipal elections  | Municipal elections   |
| <b>Neighbourhood Supports</b> | Neighbourhood Supports service fosters social inclusion, participation and a sense of belonging.       | Neighbourhood supports, providing support for organizations and residents to make their neighbourhood a better place to live, work and play <sup>+</sup> | Neighbourhood supports to make their neighbourhood a better place to live, work and play | Neighbourhood supports, providing support in neighbourhoods for organizations and residents to make their community a better place to live, work and play |
| <b>Parking</b>                | Parking service includes public parking and enforcement of Calgary's parking policies and bylaws.      | Parking and enforcement  | Parking and enforcement  | Parking and enforcement   |
| <b>Parks and Open Spaces</b>  | Parks and Open Spaces service manages Calgary's parks, urban green spaces and natural areas.           | Parks and open spaces  | Parks and open spaces  | Parks and open spaces   |

<sup>+</sup>Wording slightly changed following Spring 2019

# Glossary of Service Descriptions (continued)

| Service                                       | Service Description  | How it was asked in the survey   | How it appears in the report   | How it was asked in Spring 2019                  |
|---|--|--|--|--|
| <b>Pet Ownership and Licensing</b>            | Pet Ownership and Licensing service regulates animal-related services and ensures responsible pet ownership.                       | Pet ownership and licensing  | Pet ownership and licensing  | Pet ownership and licensing                      |
| <b>Police Services</b>                        | Police Services include crime prevention and education, law enforcement and criminal investigations.                               | Police services <sup>+</sup>   | Police services  | Calgary Police Services                          |
| <b>Property Assessment</b>                    | Property Assessment service prepares property value assessments to distribute local taxes.   | Property assessment  | Property assessment  | Property assessment                              |
| <b>Public Transit</b>                         | Public Transit service provides safe, effective, reliable and affordable public transportation.                                    | Public transit including bus and C-Train service   | Public transit including bus and C-Train service                           | Public transit including bus and C-Train service |
| <b>Real Estate</b>                            | Real estate handles all City real estate transactions for sustainable land management.   | Real estate that handles City transactions for sustainable land management               | Real estate that handles City transactions for sustainable land management | Not asked in 2019                                |
| <b>Records Management, Access and Privacy</b> | Records Management, Access and Privacy service provides structure and tools to manage, protect, preserve and release City records. | Records management, access and privacy services that support FOIP inquiries and requests | Records management access and privacy services that support FOIP           | Not asked in 2019                                |

<sup>+</sup>Wording slightly changed following Spring 2019



# Glossary of Service Descriptions (continued)

| Service                                       | Service Description  | How it was asked in the survey                           | How it appears in the report                             | How it was asked in Spring 2019                                    |
|---|--|--|--|--|
| <b>Recreation Opportunities</b>               | Recreation opportunities service includes providing recreation, sports and leisure and registered programs for a healthy Calgary.              | Recreation opportunities                                 | Recreation opportunities                                 | Multiple Services.<br><b>Not comparable with subsequent waves.</b> |
| <b>Sidewalks and Pathways</b>                 | Sidewalks and Pathways service plans, designs, builds and maintains sidewalks and pathways to keep citizens moving.                            | Sidewalks and pathways including building and repairing  | Sidewalks and pathways including building and repairing  | Sidewalks and pathways including building and repairing            |
| <b>Social Programs</b>                        | Social Programs service in communities supports, protects and enriches Calgarians' lives.  | Social programs for individuals such as seniors or youth | Social programs for individuals such as seniors or youth | Social programs for individuals such as seniors or youth           |
| <b>Specialized Transit</b>                    | Specialized Transit service provides safe, reliable and affordable transport for differently abled Calgarians.                                 | Specialized transit services like Transit Access         | Specialized transit services like Transit Access         | Specialized transit services like Transit Access                   |
| <b>Stormwater Management</b>                  | Stormwater Management service collects and manages rain and snow/ice melt.   | Stormwater management                                    | Stormwater management                                    | Stormwater management  |
| <b>Strategic Marketing and Communications</b> | Strategic Marketing and Communications service provides consulting, strategy development and delivery of communications and marketing tactics. | City communications                                      | City communications                                      | Not asked in 2019  |

# Glossary of Service Descriptions (continued)

| Service                                       | Service Description  | How it was asked in the survey  | How it appears in the report   | How it was asked in Spring 2019  |
|---|--|---|--|--|
| <b>Streets</b>                                | Streets service builds and maintains Calgary streets and keeps citizens safe with reliable roads.                          | Streets, including traffic operations, building, maintenance, snow removal and on-street bikeways | Streets - traffic operations, building, maintenance, snow removal and on-street bikeways | Multiple Services.<br><b>Not comparable with subsequent waves.</b>                 |
| <b>Taxation</b>                               | Taxation service ensures property taxes are correctly billed and collected.  | Property tax management   | Property tax management  | Property tax management  |
| <b>Taxi, Limousines and Vehicles-for-Hire</b> | Taxi, Limousine and Vehicles-for-Hire service regulates drivers, vehicles and companies to ensure a safe ride.             | Regulation of taxis, limousines and vehicles-for-hire <sup>+</sup>                                | Regulation of taxis, limousines and vehicles-for-hire                                    | Taxi, limousine and vehicles-for-hire  |
| <b>Urban Forestry</b>                         | Urban Forestry service plants, prunes and protects Calgary's trees for green, sustainable city.                            | Urban forestry – that is, the planting, maintenance and protection of public trees                | Urban forestry   | Urban forestry – that is, the planting, maintenance and protection of public trees |
| <b>Waste and Recycling Services</b>           | Waste and Recycling service collects and manages waste, landfills, recycling and composting programs.                      | Waste and recycling services  | Waste and recycling services   | Multiple Services.<br><b>Not comparable with subsequent waves.</b>                 |
| <b>Wastewater Collection and Treatment</b>    | Wastewater Collection and Treatment collects water from toilets, sinks and drains, treats it, and returns it to the river. | Wastewater collection and treatment   | Wastewater collection and treatment  | Wastewater collection and treatment  |

<sup>+</sup>Wording slightly changed following Spring 2019

# Glossary of Service Descriptions (continued)

| Service                           | Service Description   | How it was asked in the survey  | How it appears in the report                                     | How it was asked in Spring 2019   |
|-----------------------------------|---|---|--|---|
| <b>Water Treatment and Supply</b> | Water Treatment and Supply service includes treatment and delivery of clean drinking water and sustainability management. | Water treatment and supply, including the availability and supply of clean, safe drinking water | Water treatment and supply, including clean, safe drinking water | Water treatment and supply, including the availability and supply of clean, safe drinking water |

**Note:** Downtown Revitalization and Social Media were asked prior to Spring 2020, but are no longer included as they are not One Calgary Service Lines.

**Services Description Source:** Calgary.ca Property Tax Breakdown Service descriptions

## Contact

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