



2024 Mobility Pavement Quality Survey

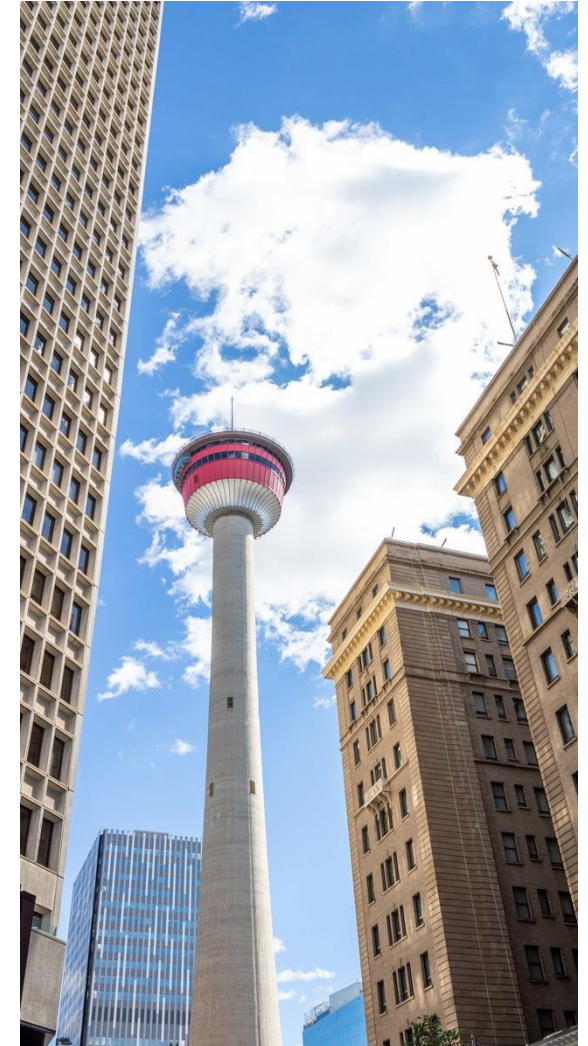
Full Report

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Background and methodology

Background

The Mobility Service Design (MSD) team wanted to understand Calgarian perceptions of current roadway surface conditions and expectations for future levels of service. The MSD partnered with the Corporate Research Team (CRT) to run an online panel survey that gathered perceptions of roadway surface conditions, whether The City should focus on improving them, acceptable levels of service, and to test sensitivity towards a small tax increase as a funding option to improve conditions.

Methodology

An online survey was conducted with Citizens' View panellists (soon to be re-named to Panel of Calgarians). Citizens' View is an online panel that encourages Calgarians to participate in shaping City of Calgary programs and services through surveys, discussions, and engagement activities.

On August 6, the survey was sent out to 323 panellists as a 'soft launch'. The survey was then fully launched on August 12 and was sent to 4,000 panelists. Among the 2,735 who came to the survey site, 1,720 panellists completed the survey by August 21. The average time to complete the survey was 16 minutes.

The following findings are not considered statistically representative of all Calgarians. **The results should be regarded as directional and should not be projected to the larger population** without research with a representative sample of Calgarians.

Some charts and tables do not add to 100% due to rounding.



Key findings

Key findings

Less than one-half of respondents are satisfied with roadway surface conditions in Calgary, and the vast majority feel that improving them should be a priority for The City

- Satisfaction levels with main roads, neighbourhood roads and collector roads* are on par with one another, with less than one-half of respondents being satisfied with each (46%, 46% and 45%, respectively).
 - Top reasons for dissatisfaction with main and neighbourhood roadways: number of potholes (76% and 73%, respectively), size of potholes (62% and 56%) and uneven road surfaces (53% and 60%).
- Around nine-in-ten respondents agree The City should prioritize improving the surface conditions of roadways when making budget decisions (88%), and that improving surface conditions of main roadways (93%) and collector roadways (88%) should be a priority.
 - Around eight-in-ten (82%) agree improving neighbourhood roadway surface conditions should be a priority for The City.

Respondent preferences are, on average, for 65% of roads to be in 'good' condition

- Around nine-in-ten (88%) agree that road surface conditions should be improved, and among these respondents, the average minimum acceptable level of service is 65% of roads being in good condition.
- Further, when presented with different scenarios for roadway condition levels of service, scenario 3 (60% good condition, 28% fair condition and 12% poor condition) received the highest acceptability rating (75%), followed by scenario 4 (70% good, 15% fair, 15% poor; 69% rating acceptable).
 - Only 29% found scenario 1 acceptable (38% good, 36% fair, 26% poor) and 40% found scenario 2 acceptable (48% good, 26% fair, 26% poor).

*Connect smaller neighbourhood roads to main roads

Key findings (continued)

While the majority agree The City should accommodate additional funding needed to improve roadway surface conditions within the existing City budget, around one-half would be supportive of a small increase to their property tax bill to improve conditions

- More than eight-in-ten (83%) respondents agree The City should accommodate any additional funding required to improve surface conditions of roadways within the existing City budget.
- Around one-half (46%) agree they would be supportive of a small property tax increase (e.g. no more than a 1% increase to their property tax bill) if it were dedicated to improving Calgary's roadway surface conditions.
- Those that agreed roadway surface conditions should be improved (88%) were presented with different scenarios for property tax increases for different levels of service. In each scenario, the highest presented level of service (60% of roadway surfaces in 'good' condition, 28% in 'fair' condition and 12% in 'poor' condition) was most preferred.
- To achieve this level of service, a \$3/month increase was preferred by 67% of respondents, a \$4/month increase was preferred by 59%, and a \$5/month increase was preferred by 52%.
- Respondents were presented with one additional low-cost scenario, with annual property tax increases between \$3 and \$6 per year. As with the previous scenarios, the highest level of service was most preferred, with two-thirds (64%) preferring this at an annual cost of \$6 per year.



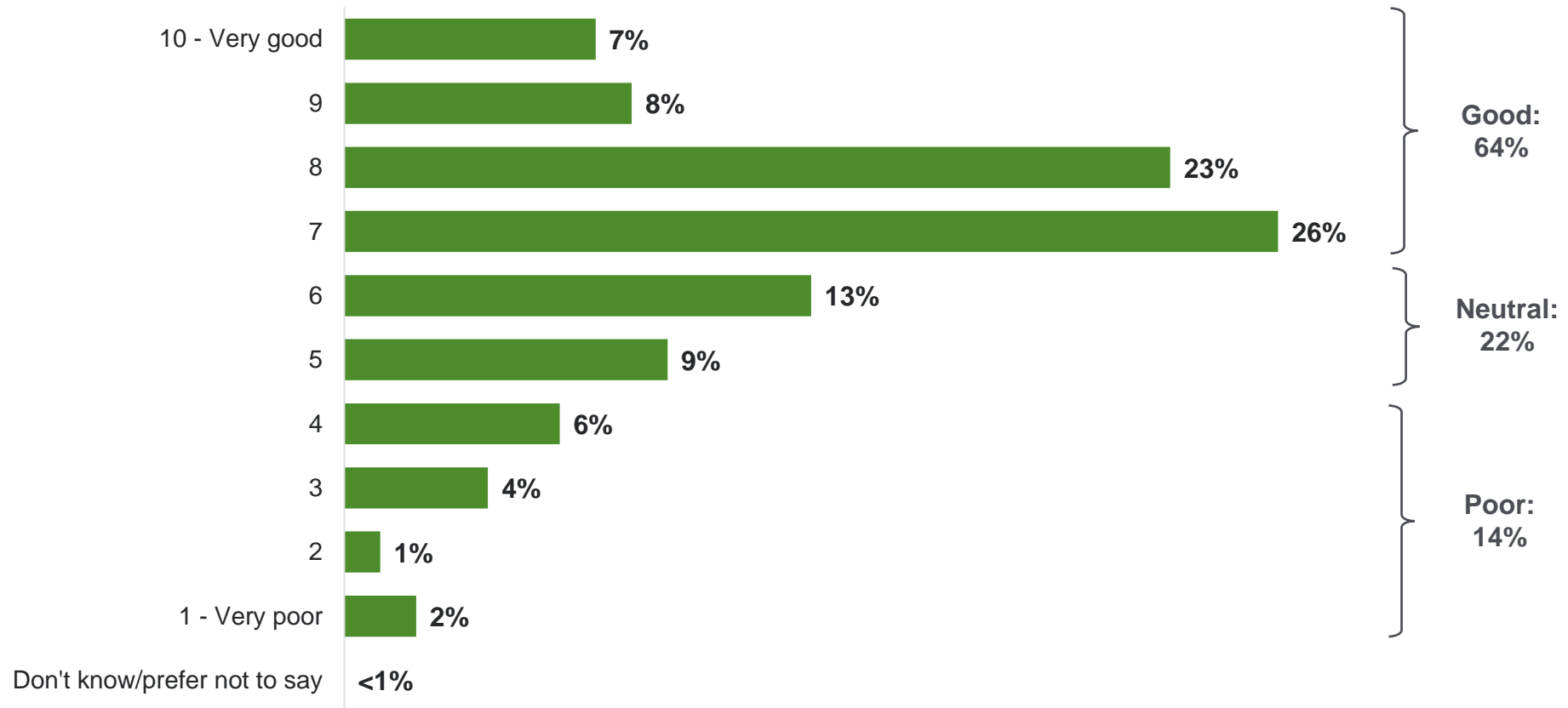
Detailed findings



Quality of life in Calgary

Overall quality of life

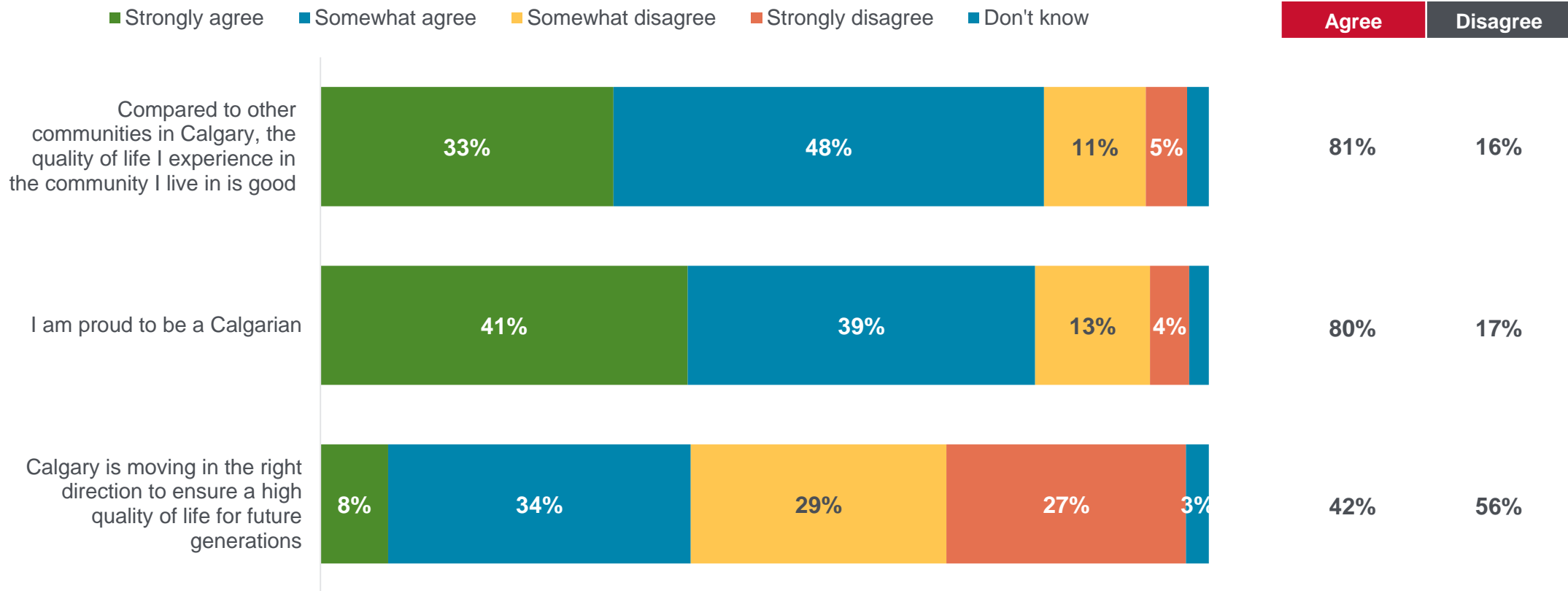
Nearly two-thirds (64%) of respondents rate the quality of life in Calgary as 'good'. A minority rate the quality of life as 'poor' (14%) or 'neutral' (22%).



Q. How would you rate the overall quality of life in the city of Calgary today?
Base: Valid respondents (n=1,720)

Perceptions of life in Calgary

Eight-in-ten agree that the quality of life they experience in their community is good (81%) and that they are proud to be a Calgarian (80%). There is less agreement about Calgary's future, with just over four-in-ten (42%) agreeing that Calgary is moving in the right direction to ensure a high quality of life for future generations.



Q. Next, please rate your agreement or disagreement with each of the following statements about life in Calgary
Base: Valid respondents (n=1,720)

Labels <3% not shown

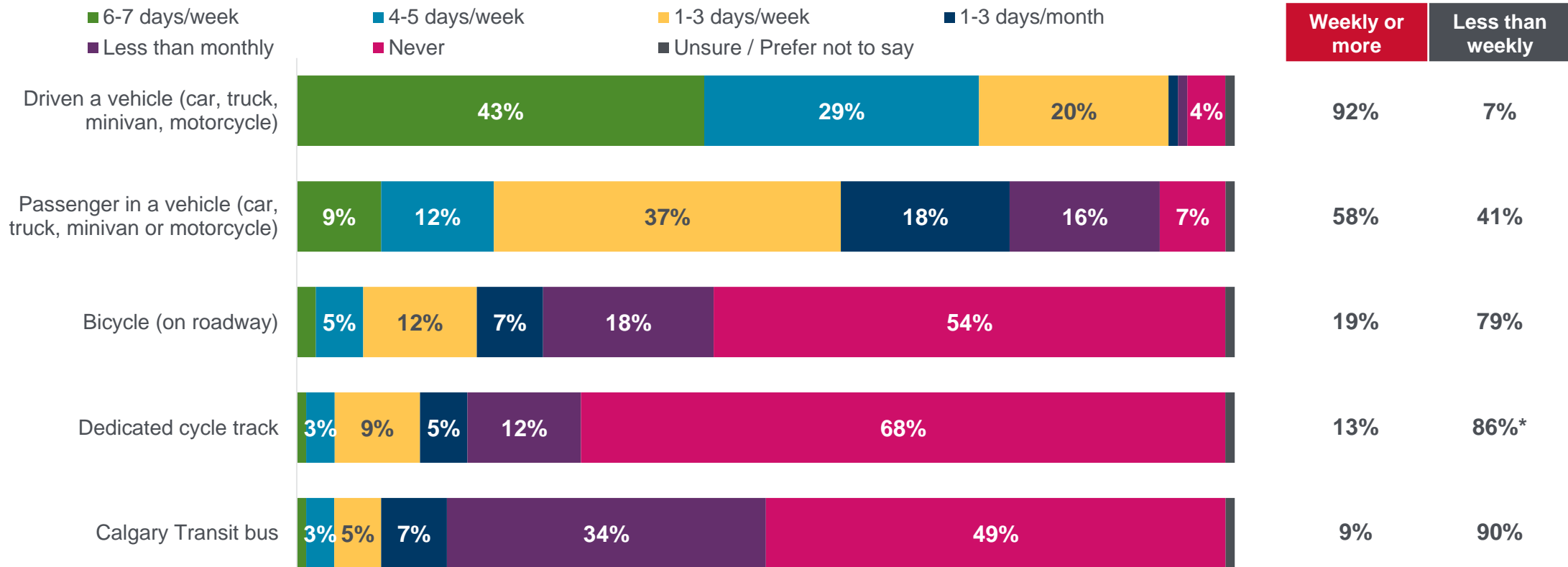


Perceptions of road surface conditions



Modes of transportation in Calgary

Vehicles such as cars, trucks, minivans or motorcycles are the most popular form of transport for respondents, with the vast majority (92%) driving in Calgary weekly or more (43% doing so six or seven days per week). Nearly six-in-ten (58%) ride as a passenger in a vehicle at least weekly. Two-in-ten (19%) ride a bicycle on a roadway at least weekly and 13% do so on a dedicated cycle track. A slim minority (9%) take a Calgary Transit bus weekly or more.



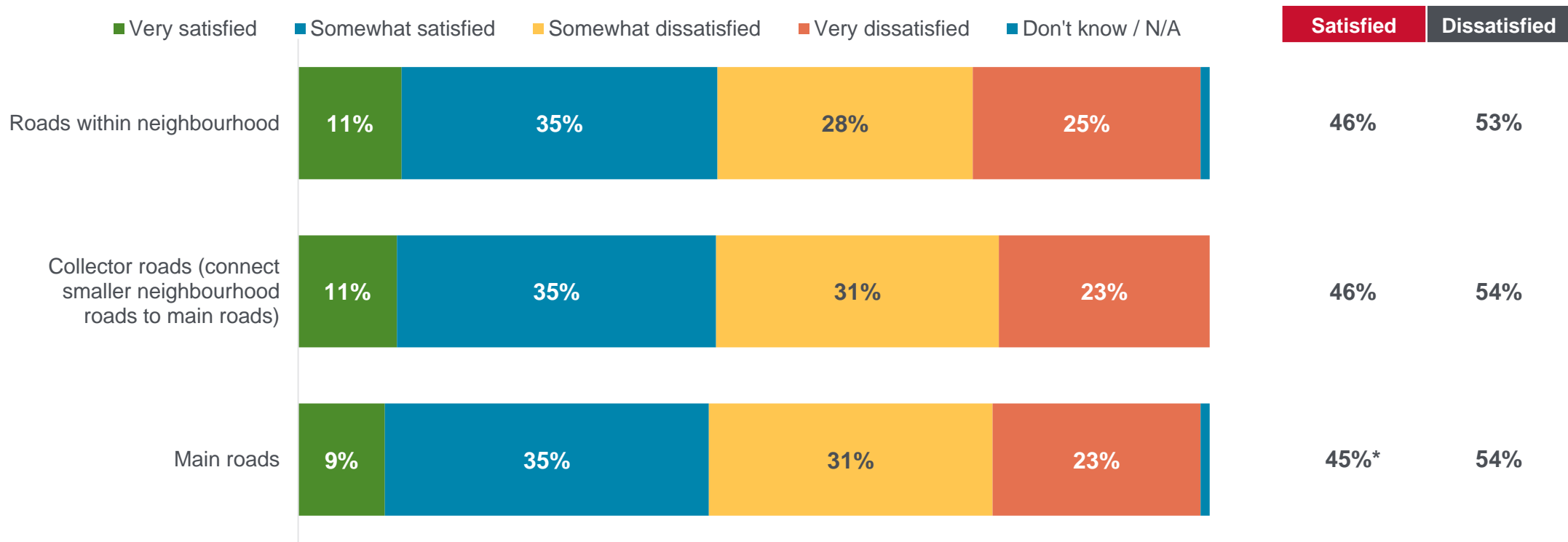
Q. Thinking about the last 12 months and the trips you have taken within Calgary, please indicate how often you have done each of the following
 Base: Valid respondents (n=1,720)

Labels <3% not shown

*Rounding

Satisfaction with roadway surface conditions

Less than one-half of respondents are satisfied with roadway surface conditions in Calgary, with ratings being consistent across categories of roads. Neighbourhood and collector roads each received a 'satisfied' rating by 46% of respondents, and the same proportion (45%) are satisfied with surface conditions of main roads (such as Memorial Drive, Glenmore Trail, Barlow Trail, Macleod Trail, and Country Hills Boulevard).



Q. Thinking about the roadways you regularly travel on, please rate how satisfied or dissatisfied you are with the following
Base: Valid respondents (n=1,720)

*Rounding

Satisfaction with roadway surface conditions: subgroup differences

Subgroups more likely to be **dissatisfied** with road surface conditions include:

- Those rating the overall quality of life in Calgary as 'poor'
 - Main roads: 88% dissatisfied vs. 50% who rate the quality of life in Calgary as 'good'
 - Collector roads: 85% vs. 41%
 - Neighbourhood roads: 84% vs. 42%
- Those who drive a vehicle in Calgary 6-7 times per week
 - Main roads: 61% dissatisfied vs. 41% to 50% who drive between 1 and 5 days per week and 39% that never do
 - Collector roads: 60% vs. 47% to 53% who drive between 1 and 5 days per week and 44% that never do
 - Neighbourhood roads: 59% vs. 49% to 53% who drive between 2 and 5 days per week and 51% that never do
- Those living in northeast or southeast Calgary
 - Main roads: 59% in the northeast and 64% in the southeast vs. 43% in the northwest and 54% in the southwest
 - Collector roads: 55% in the northeast and 61% in the southeast vs. 46% in the northwest
 - Neighbourhood roads: 61% in the northeast and 60% in the southeast vs. 48% in the northwest

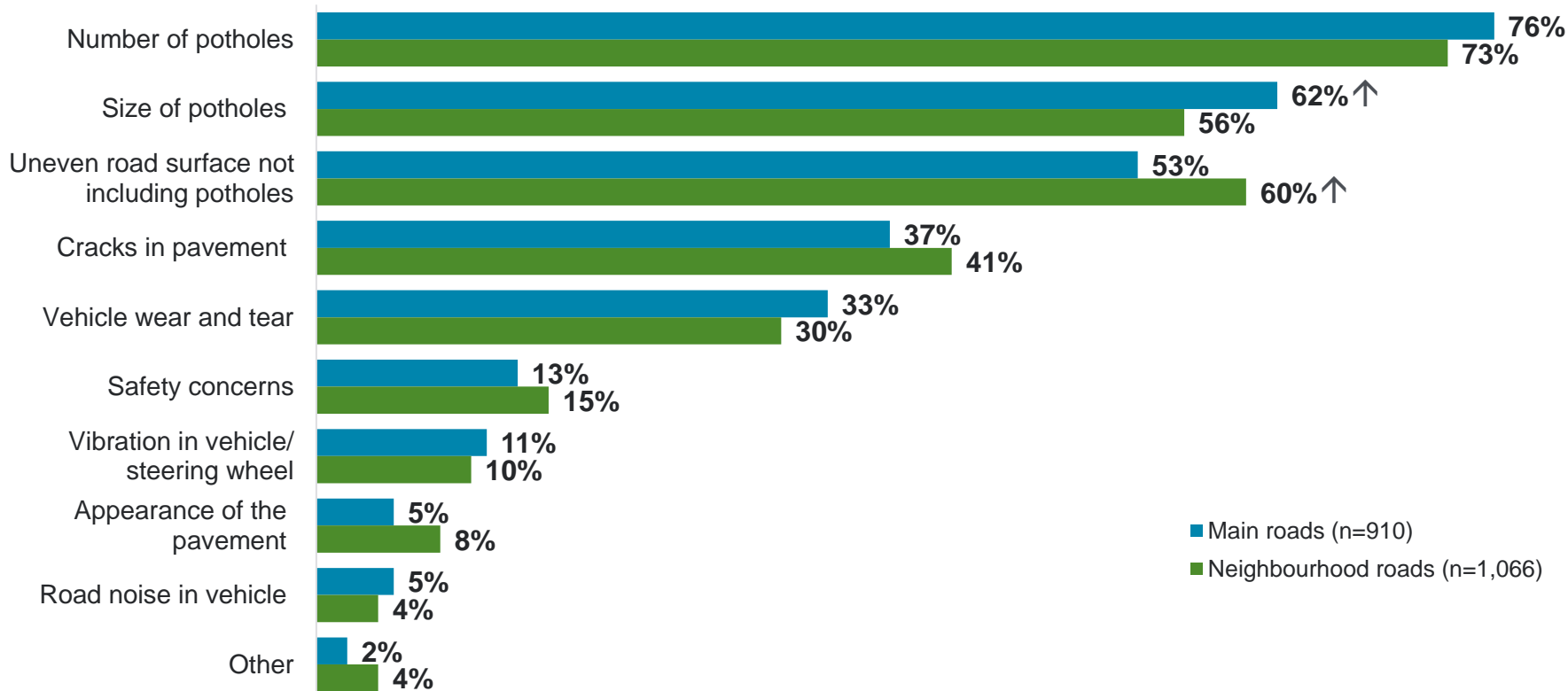
Additionally, younger Calgarians (aged 18-44) are less likely to be **dissatisfied** with road surface conditions compared to some older age categories:

- Main roads: 46% aged 18-44 vs. 56% aged 45-54, 61% aged 55-64 and 50% aged 65+
- Collector roads: 47% aged 18-44 vs. 56% aged 55-64
- Neighbourhood roads: 49% aged 18-44 vs. 60% aged 55-64

Q. Thinking about the roadways you regularly travel on, please rate how satisfied or dissatisfied you are with the following
Base: Valid respondents (bases vary by subgroup)

Reasons for dissatisfaction with roadways

Those dissatisfied with roadway surface conditions were asked to indicate the top three reasons why. Number of potholes was the top reason for both main and neighbourhood roads (76% and 73%), followed by size of potholes (62% and 56%) and uneven road surfaces (not including potholes, 53% and 60%).



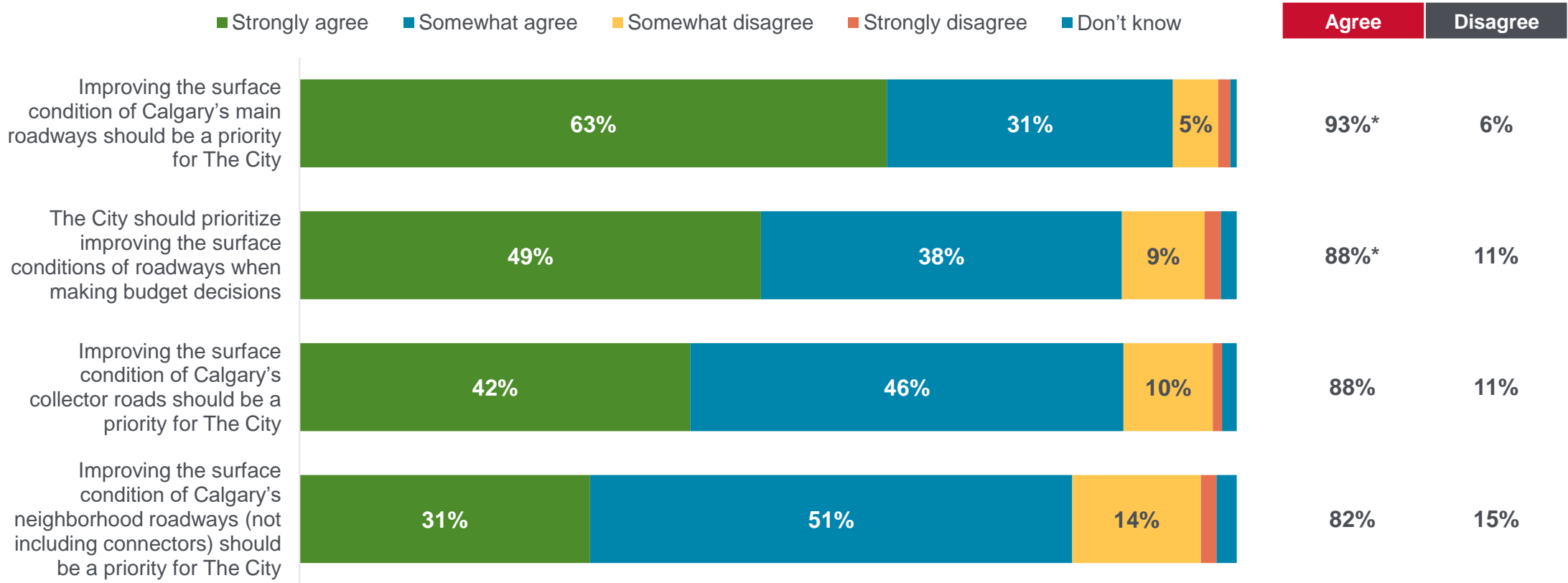
Q. You indicated that you are dissatisfied with roadway surface conditions [of main roadways / in your neighbourhood (collector or other)]. Below is a list of items that are commonly identified as reasons for dissatisfaction with surface conditions. Please select the top three items that informed your response. Please be reminded that your responses should be specific to the condition of the pavement only.
 Base: Dissatisfied with the quality of neighbourhood or main roadways (bases vary)

↑ Statistically higher than other roadway type

Multiple responses allowed

Priorities for improving roadway surface conditions

The vast majority (88%) agree The City should prioritize improving surface conditions of roadways when making budget decisions. For different categories of roads, 93% agreed that improving main roadways should be a priority, 88% agreed collector roads should be a priority, and 82% agreed neighbourhood roads should be a priority.

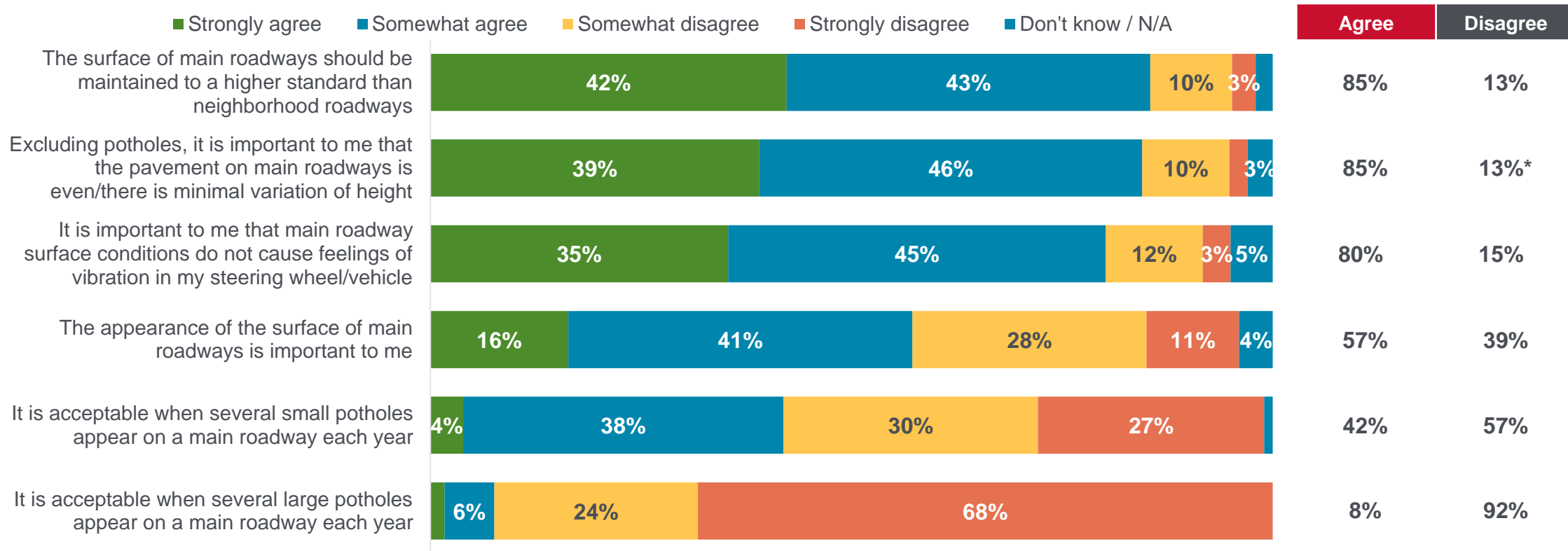


Q. Please rate your level of agreement or disagreement with the following statements:
Base: Valid respondents (n=1,720)

*Rounding

Expectations for main roadways

Respondents were asked to rate their agreement with a series of statements about their expectations for main roadway surface conditions. The majority agree that main roadways should be maintained to a higher standard than neighbourhood roadways, and that pavement should be even or have minimal height variation (both 85%). A further majority (80%) agree it's important that surface conditions don't cause feelings of vibration in their steering wheel or vehicle, however, less agree the appearance of main roadways is important (57%). While four-in-ten (42%) agree it is acceptable when several small potholes appear on main roadways each year, only 8% agree regarding large potholes.



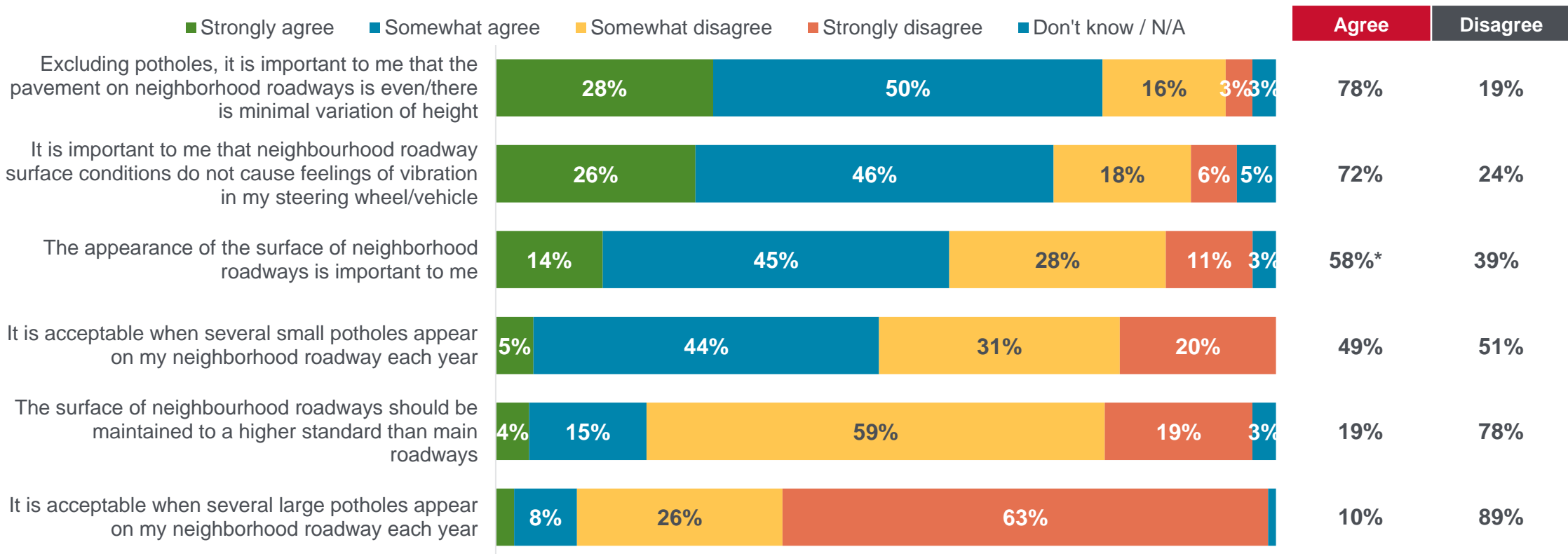
Q. Thinking about the roadways in your neighborhood, please indicate your level of agreement or disagreement with each of the following:

Base: Valid respondents (n=1,720)

*Rounding

Expectations for neighbourhood roadways

Around two-in-ten feel the surface of neighbourhood roadways should be maintained to a higher standard than main roadways. Slightly lower than main roadway ratings (see page 16), nearly four-fifths (78%) agree that pavement should be even or have minimal height variation, and 72% agree it's important that conditions don't cause feelings of vibration in their steering wheel or vehicle. Comparable to main roadway ratings, nearly six-in-ten (58%) agree the appearance of neighbourhood roadway surfaces is important to them. One-half (49%) agree it is acceptable when several small potholes appear on their neighbourhood roadway each year, however only 10% agree for large potholes.



Q. Thinking about the main roadways you travel on in Calgary (not including Deerfoot and Stoney Trail), please indicate your level of agreement or disagreement with each of the following:
Base: Valid respondents (n=1,720)

*Rounding

Summary: expectations for roadways (main vs. neighbourhood roads)

<i>% agree (strongly + somewhat)</i>	Main roadways	Neighbourhood roadways
The surface of main roadways should be maintained to a higher standard than neighborhood roadways	85%	n/a
The surface of neighbourhood roadways should be maintained to a higher standard than main roadways	n/a	19%
Excluding potholes, it is important to me that the pavement on [main / neighbourhood] roadways is even/there is minimal variation of height	85% ↑	78%
It is important to me that [main / neighbourhood] roadway surface conditions do not cause feelings of vibration in my steering wheel/vehicle	80% ↑	72%
The appearance of the surface of [main / neighbourhood] roadways is important to me	57%	58%
It is acceptable when several small potholes appear on a [main / neighbourhood] roadway each year	42%	49% ↑
It is acceptable when several large potholes appear on a [main / neighbourhood] roadway each year	8%	10%

Thinking about the roadways in your neighborhood, please indicate your level of agreement or disagreement with each of the following / Thinking about the main roadways you travel on in Calgary (not including Deerfoot and Stoney Trail), please indicate your level of agreement or disagreement with each of the following:

Base: All respondents that rated each scenario (n=1,720)

↑ Statistically higher than other roadway type






Roadway surface condition scenarios

Roadway surface condition scenarios

Respondents were asked to rate the acceptability of four example scenarios of levels of service for road surface conditions. Before being presented with these scenarios they were shown the following preamble and definitions and examples of roadway surface conditions:

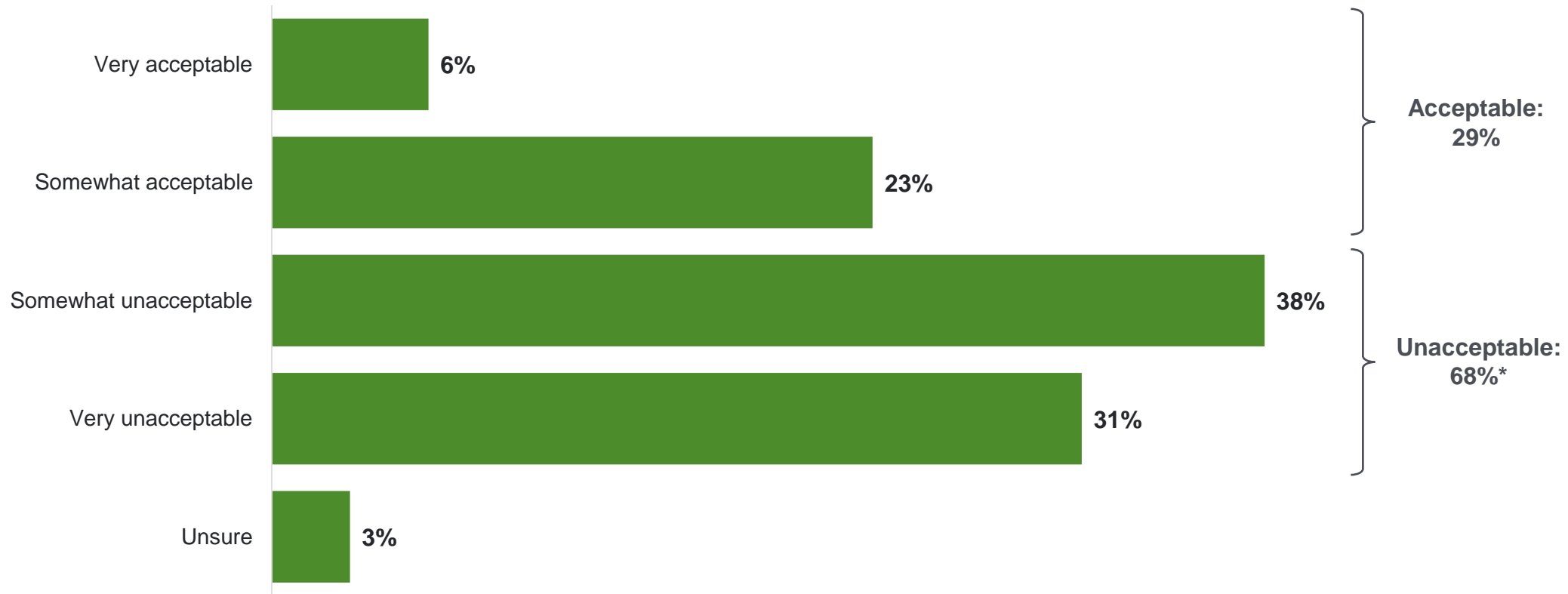
The City of Calgary is responsible for maintaining over 1700 kilometers of roadways in Calgary. Pavement is regularly inspected and assigned a condition rating (explained below). This information helps The City prioritize and plan annual pavement/roadway surface repairs and preventative maintenance activities within the assigned budget.

Classification	User experience	Example image
<p>Good Condition</p> <p>Typically these roads have smooth driving surfaces and no visible defects.</p>	<p>When traveling on roads in good condition:</p> <ul style="list-style-type: none"> - Your ride feels smooth with no bumpy or uneven sections - There are very few potholes - There are no feelings of vibration or increased road noise 	
<p>Fair Condition</p> <p>Roadway may have some visible defects such as cracks and patches and driving surface may be uneven in certain areas including things like rutting and potholes.</p>	<p>When traveling on roads in fair condition:</p> <ul style="list-style-type: none"> - Certain sections will feel bumpy or uneven - There will be a few potholes of varying sizes - You may notice minor vibration in your seat or steering wheel and a slight increase in road noise 	
<p>Poor Condition</p> <p>Roadway will have several visible defects and driving surface will be uneven along the entire stretch of roadway.</p>	<p>When traveling on roads in poor condition:</p> <ul style="list-style-type: none"> - The entire length of the roadway will feel bumpy or uneven - There may be frequent large potholes - You will likely notice vibration in your seat or steering wheel and a significant increase in road noise 	

Scenario 1

38% Good condition | 36% Fair condition | 26% Poor condition

Three-in-ten (29%) respondents rated the levels of service in scenario 1 (38% of roads in 'good' condition, 36% in 'fair' condition, and 26% in 'poor' condition) as acceptable, with only 6% finding them 'very' acceptable. Nearly seven-in-ten (68%) rated this scenario as unacceptable.



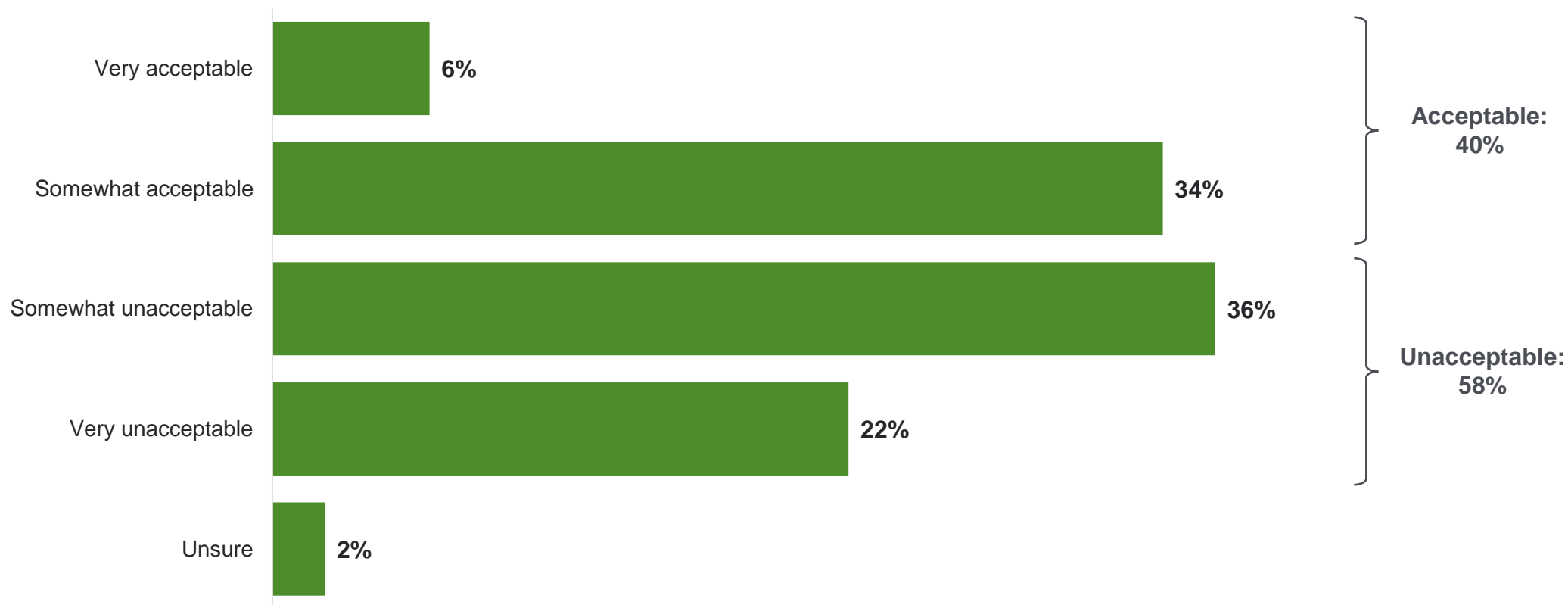
Q. Please rate how acceptable or unacceptable the road conditions are in this scenario (38% in Good condition, 36% in Fair condition, and 26% in Poor condition)
Base: Valid respondents (n=1,720)

*Rounding

Scenario 2

48% Good condition | 26% Fair condition | 26% Poor condition

Respondents that didn't rate scenario 1 'very' acceptable were asked to rate the acceptability of scenario 2 (48% of roads in 'good' condition, 26% in 'fair' condition, and 26% in 'poor' condition). Four-in-ten (40%) rated these conditions as acceptable, with only 6% finding them 'very' acceptable. Nearly six-in-ten (58%) rated this scenario as unacceptable.



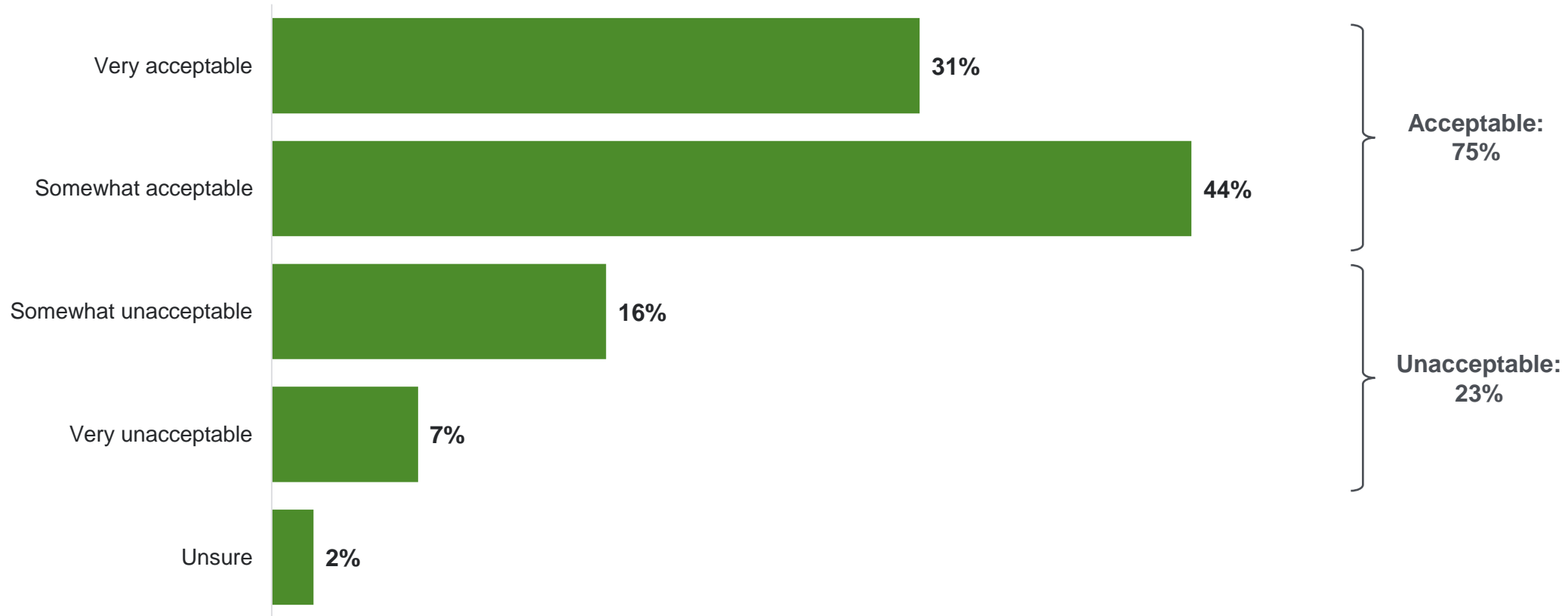
Q. Please rate how acceptable or unacceptable the road conditions are in this scenario (48% in Good condition, 26% in Fair condition, and 26% in Poor condition)

Base: Respondents that did not find Scenario 1 conditions 'very acceptable' (n=1,617)

Scenario 3

60% Good condition | 28% Fair condition | 12% Poor condition

Of those that didn't find scenarios 1 and 2 'very' acceptable, three-quarters (75%) rated scenario 3 (60% of roads in 'good' condition, 28% in 'fair' condition, and 12% in 'poor' condition) as acceptable, with three-in-ten (31%) finding it 'very' acceptable. Nearly one-quarter (23%) rated this scenario as unacceptable.



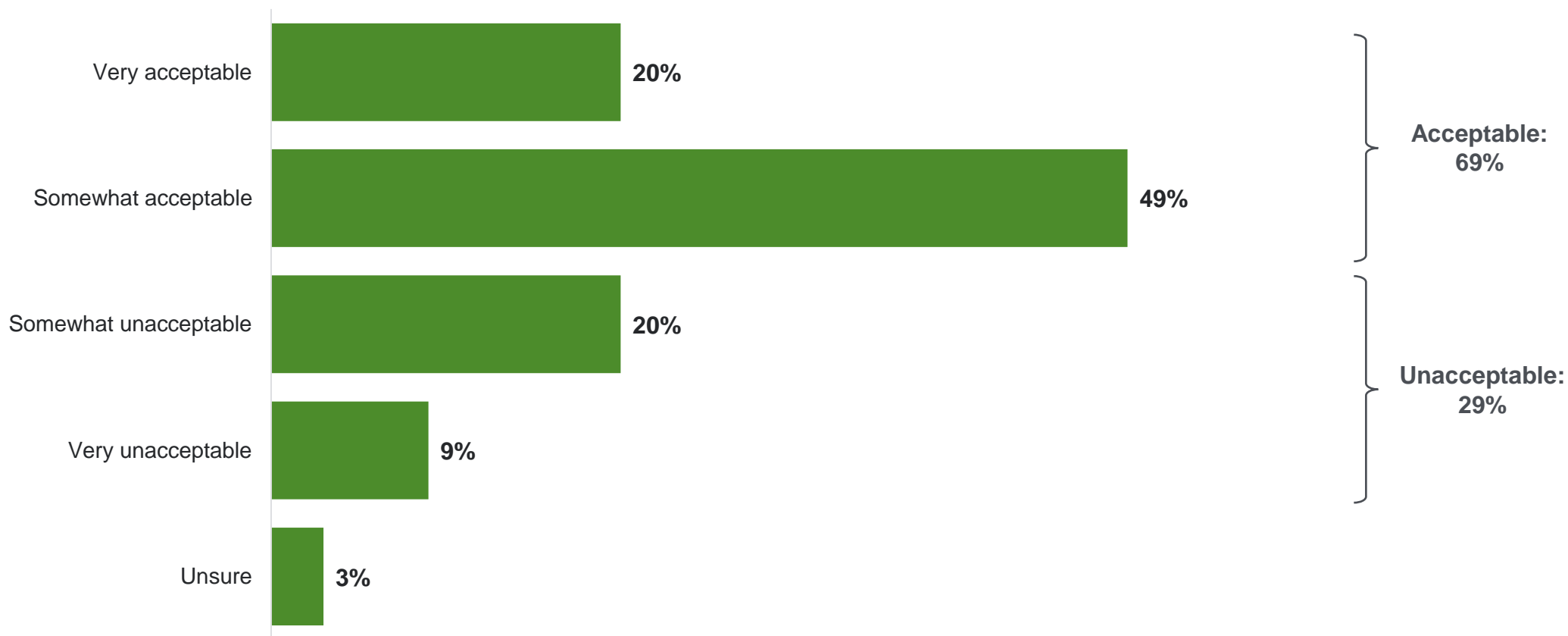
Q. Please rate how acceptable or unacceptable the road conditions are in this scenario (48% in Good condition, 26% in Fair condition, and 26% in Poor condition)

Base: Respondents that did not find Scenario 2 conditions 'very acceptable' (n=1,525)

Scenario 4

70% Good condition | 15% Fair condition | 15% Poor condition

Respondents that had not rated scenarios 1 through 3 as 'very' acceptable were asked to rate one more scenario (70% of roads in 'good' condition, 15% in 'fair' condition, and 15% in 'poor' condition). Seven-in-ten (69%) rated this scenario as acceptable, while three-in-ten (29%) rated it unacceptable.



Q. Please rate how acceptable or unacceptable the road conditions are in this scenario (48% in Good condition, 26% in Fair condition, and 26% in Poor condition)

Base: Respondents that did not find Scenario 3 conditions 'very acceptable' (n=1,047)

Summary: level of acceptability of road surface condition scenarios

Of the four scenarios presented, scenario 3 received the highest ratings (75% finding acceptable), while scenario 1 received the lowest ratings (29% finding acceptable, 68% finding unacceptable).

Scenario:	Acceptable (very + somewhat)	Unacceptable (very + somewhat)
1: 38% Good, 36% Fair, 26% Poor (n=1,720)	29%	68%
2: 48% Good, 26% Fair, 26% Poor (n=1,617)	40%	58%
3: 60% Good, 28% Fair, 12% Poor (n=1,525)	75%	23%
4: 70% Good, 15% Fair, 15% Poor (n=1,047)	69%	29%

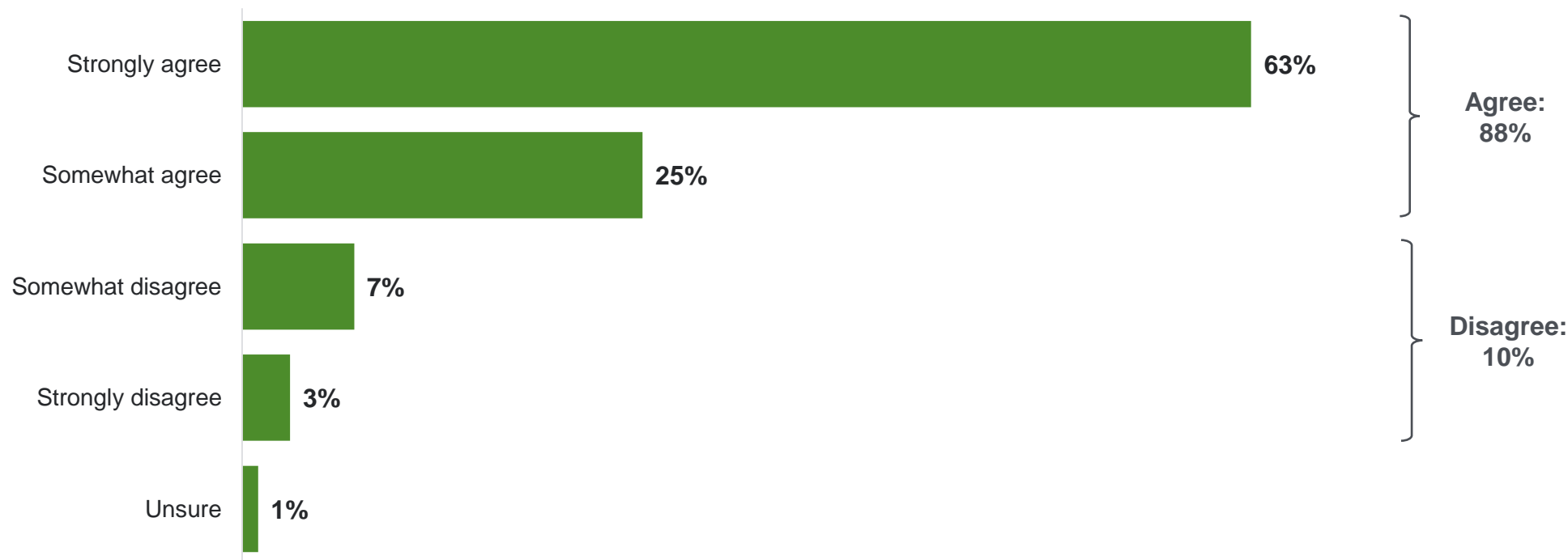
Base: Respondents that rated each scenario (bases vary)

Agreement that road surface conditions should be improved

Overall, nearly nine-in-ten (88%) agree that the percentage of roadways in good condition should be increased, with 63% 'strongly' agreeing.

Subgroups more likely to agree that road surface conditions should be improved include:

- Those living in northwest Calgary (93% vs. 85% in the northeast, 89% in the southeast and 89% in the southwest)
- Those born outside Canada (92% vs. % born in Canada)

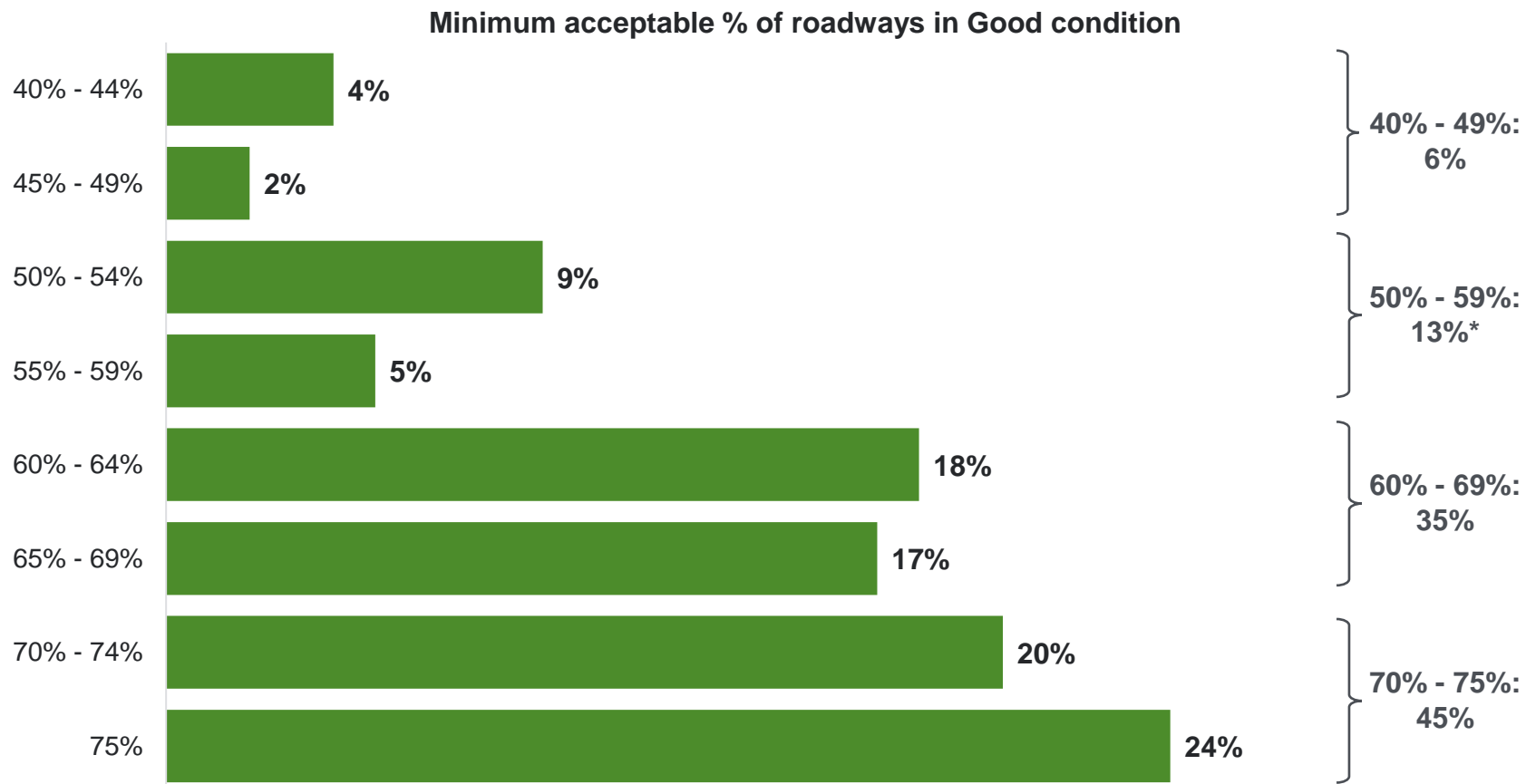


Q. Over the last 10 years the surface conditions of Calgary's roadways have deteriorated significantly due to budget reductions and deferral of preventative maintenance due to underfunding. As of this year, 38% of our roadways are classified as being in 'good' condition, 36% are in 'fair' condition and 26% are in 'poor' condition. Please indicate your level of agreement or disagreement that the percentage of roadways in good condition should be increased.

Base: Valid respondents (n=1,720)

Minimum acceptable level of service

Respondents that felt roadway conditions should be improved were asked to indicate the minimum percentage of roadways in good condition they would find acceptable, between a range of 40% and 75%. The average level of acceptability indicated was 65%, with just over one-third (35%) selecting a percentage between 60% and 69%, and 45% selecting a percentage between 70% and 75%.



Average**:
65%

Q. Using the slider, please indicate the minimum percentage of roadways in good condition you would find acceptable [**Slider range: 40% - 75%]
Base: Somewhat or strongly agreed that road surface conditions should be improved (n=1,543)

*Rounding



Funding for improvements

Support for funding to improve road surface conditions: preamble

Respondents were asked to rate their agreement with two statements regarding funding to improve road surface conditions. Before being presented with these statements they were shown the following preamble:

Improving the Condition of Roadway Surfaces

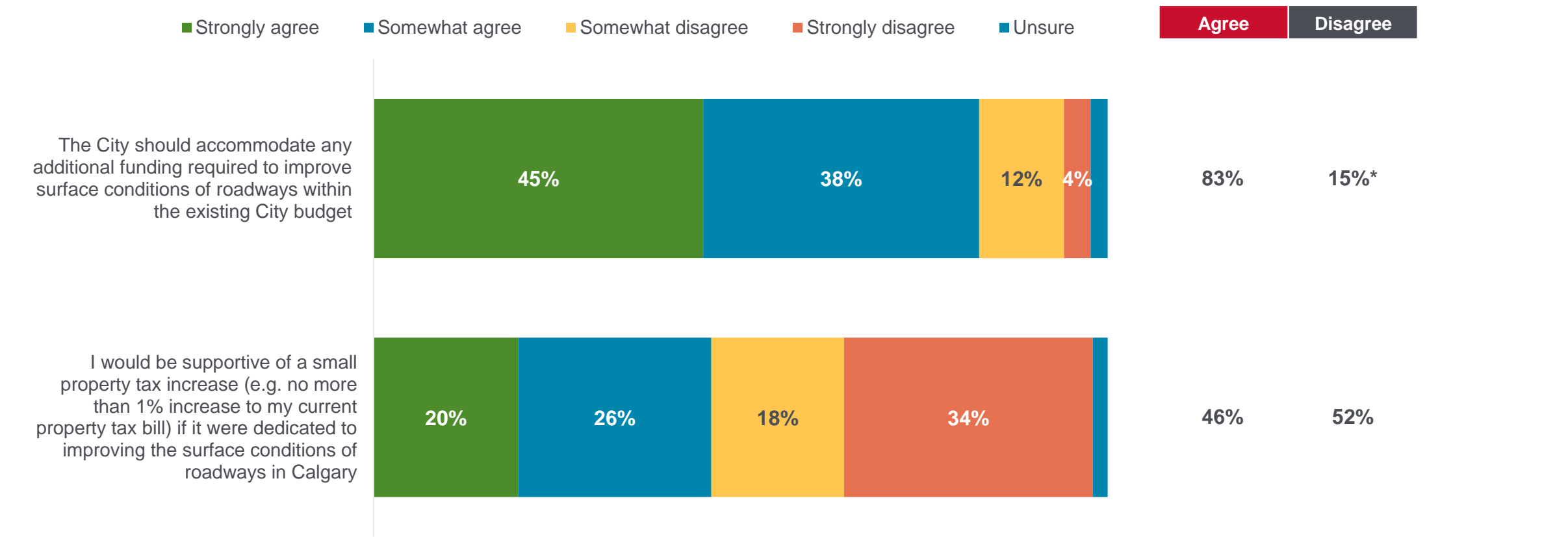
To increase the percentage of roadways in good condition the annual budget for the paving program, which includes surface repairs and preventative maintenance, would need to be increased.

It is important to note that municipal property tax dollars are only one of the funding sources The City uses, and that the required increase could be achieved through a combination of sources, including:

- A modest increase to annual property taxes
- Revenue from user/permit/licensing fees
- Use of reserve funds
- Reallocation of existing budgets
- Deferral of work or service level reductions in other areas of service

Support for funding to improve road surface conditions

More than eight-in-ten (83%) respondents agree The City should accommodate any additional funding required to improve surface conditions of roadways within the existing City budget. Around one-half (46%) agree they would be supportive of a small property tax increase (e.g. no more than a 1% increase to their current property tax bill) if it were dedicated to improving Calgary’s roadway surface conditions.



Q. Knowing that funding can come from a variety of sources, please rate your level of agreement or disagreement with the following statements
Base: Valid respondents (n=1,720)

*Rounding

Support for funding to improve road surface conditions: subgroup differences

Subgroups more likely to **disagree** they would be supportive of a small property tax increase (e.g. no more than 1% increase to their current property tax bill) if it were dedicated to improving the surface conditions of roadways in Calgary include:

- Those living in southeast Calgary (59% vs. 49% in the northeast and 48% in the northwest)
- Those that drive on roadways in Calgary 6-7 times per week (58% vs. 51% that drive 2-3 times per week and 49% that drive 1 day per week)

Additionally, respondents aged 55-64 are more likely to **agree** The City should accommodate any additional funding required to improve surface conditions of roadways within the existing City budget (90% vs. 81% aged 18-44, 84% aged 45-54 and 82% aged 65+).

Q. Knowing that funding can come from a variety of sources, please rate your level of agreement or disagreement with the following statements
Base: Valid respondents (bases vary by subgroup)

Property tax increase sensitivity analysis

Willingness to pay for different levels of service

Those that agreed roadway surface conditions should be improved were presented with different scenarios for property tax increases for different levels of service. In each scenario, the highest presented level of service (60% of roadway surfaces in 'good' condition, 28% in 'fair' condition and 12% in 'poor' condition) was most preferred. To achieve this level of service, a \$3/month increase was preferred by 67% of respondents, a \$4/month increase was preferred by 59%, and a \$5/month increase was preferred by 52%.

Low cost scenario	Most Preferred	Least Preferred
60% Good, 28% Fair, 12% Poor Estimated cost: \$3/month or \$36/year	67%	25%
48% Good, 26% Fair, 26% Poor Estimated cost: \$2/month or \$24/year	14%	7%
40% Good, 24% Fair, 36% Poor Estimated cost: \$1/month or \$12/year	19%	68%
Mid cost scenario	Most Preferred	Least Preferred
60% Good, 28% Fair, 12% Poor Estimated cost: \$4/month or \$48/year	59%	30%
48% Good, 26% Fair, 26% Poor Estimated cost: \$3/month or \$36/year	18%	5%
40% Good, 24% Fair, 36% Poor Estimated cost: \$2/month or \$24/year	22%	65%
High cost scenario	Most Preferred	Least Preferred
60% Good, 28% Fair, 12% Poor Estimated cost: \$5/month or \$60/year	52%	35%
48% Good, 26% Fair, 26% Poor Estimated cost: \$4/month or \$48/year	21%	6%
40% Good, 24% Fair, 36% Poor Estimated cost: \$3/month or \$36/year	27%	59%

Q. Knowing that the increased funding would not come entirely from a property tax increase, please select your most and least preferred options:

Base: Somewhat or strongly agreed that road surface conditions should be improved (n=1,543)

Property tax increase sensitivity analysis

Lowest property tax burden scenario

Respondents were presented with one additional low-cost scenario, with annual property tax increases between \$3 and \$6 per year. As with the previous scenarios (detailed on page 30), the highest level of service was most preferred, with two-thirds (64%) preferring this at an annual cost of \$6 per year.

Lowest cost scenario	Most Preferred	Least Preferred
60% Good, 28% Fair, 12% Poor Estimated cost: \$6/year	64%	27%
48% Good, 26% Fair, 26% Poor Estimated cost: \$4/year	16%	5%
40% Good, 24% Fair, 36% Poor Estimated cost: \$3/year	20%	68%

Q. We have one last scenario we could like your feedback on, where the least amount of funding would come from property tax dollars. Please note: the \$ amounts in this scenario are annual costs. As a reminder, these are example scenarios only. Decisions regarding future roadway service levels and associated funding sources have not been made. Knowing that the increased funding would not come entirely from a property tax increase, please select your most and least preferred options

Base: Somewhat or strongly agreed that road surface conditions should be improved (n=1,543)



Respondent profile

Respondent profile

Quadrant	
Northwest	32%
Southwest	32%
Northeast	11%
Southeast	25%
Prefer not to answer	1%

Gender	
Woman	44%
Man	50%
Non-binary	1%
Prefer to self-describe	<1%
Prefer not to answer	5%

Age	
18 to 24	1%
25 to 34	3%
35 to 44	10%
45 to 54	14%
55 to 64	24%
65 to 74	32%
65 or older	14%
Prefer not to answer	3%

Household makeup	
Children in household	10%
Seniors in household	34%

Equity Deserving Communities	
Born outside Canada	13%
Have a disability	9%
Racialized or visible minority	7%
Caregiver for a child, senior or person with disability in household	6%
2SLGBTQIA+	4%
Indigenous (including First Nations, Métis or Inuit)	3%
New Canadian (arrived within last 5 years)	1%

Base: Valid respondents (n=1,720, unless otherwise specified)



Contact

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 The City of Calgary
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