

Calgary



EC2023-0731
City Manager's Quarterly Report – Q2 2023 Presentation
2023 July 18

Recommendation

That Executive Committee recommends that Council receive this report and presentation for the corporate record.

Better Every Day – Attachment 2



**All sport, all heart:
Sport Calgary connects
Calgarians**



**Siksika youth find life
pathways through sport**



**Waves of freedom:
Disabled sailing
navigates the tides of
growth**



**No rest for the wicket: A
century later, cricket
continues to make a hit
in Calgary**

Read the full edition for more stories, videos, and information

Top Five Drivers of Value for Tax Dollars

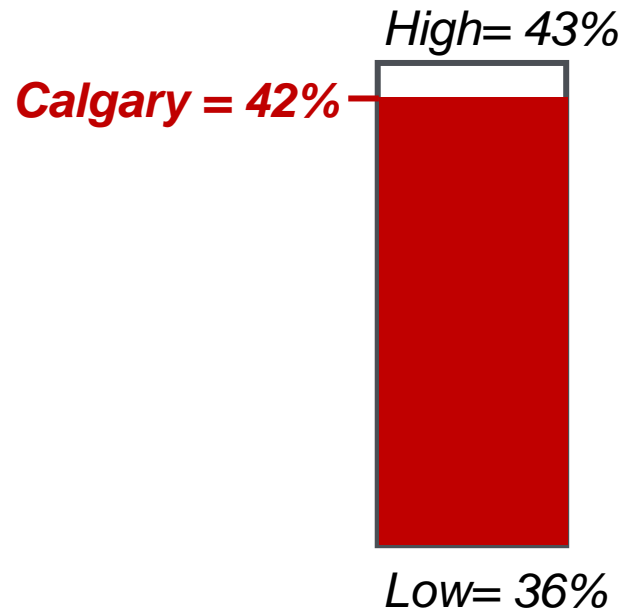


1	Satisfaction with services and programs provided by The City
2	Satisfaction with how The City as a whole is running our city
3	Overall quality of life in Calgary
4	The City manages its spending in a responsible way
5	Trust in The City

Source: 2023 Spring Survey



Value for Tax Dollars: 2023 Benchmarking



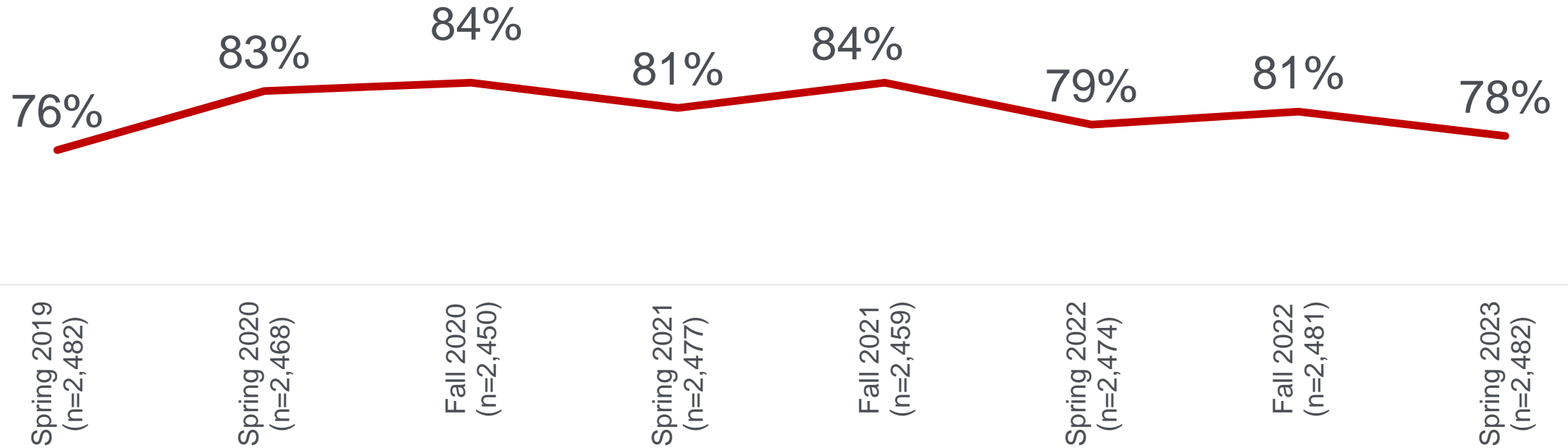
I receive good value from The City of [INSERT CITY] for my municipal property tax dollars

Source: Corporate Research fielded a series of survey questions in five cities: Vancouver, Calgary, Edmonton, Toronto, and Montreal between June 12 and June 16, 2023.



Customer Service

The City meets my customer service expectations
(strongly + somewhat agree)

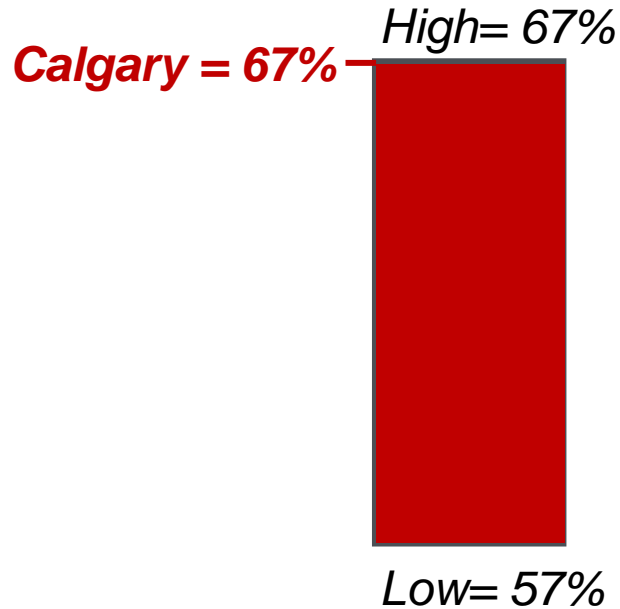


Q: Please tell me if you agree or disagree with each of the following statements: The City of Calgary meets my customer service expectations.

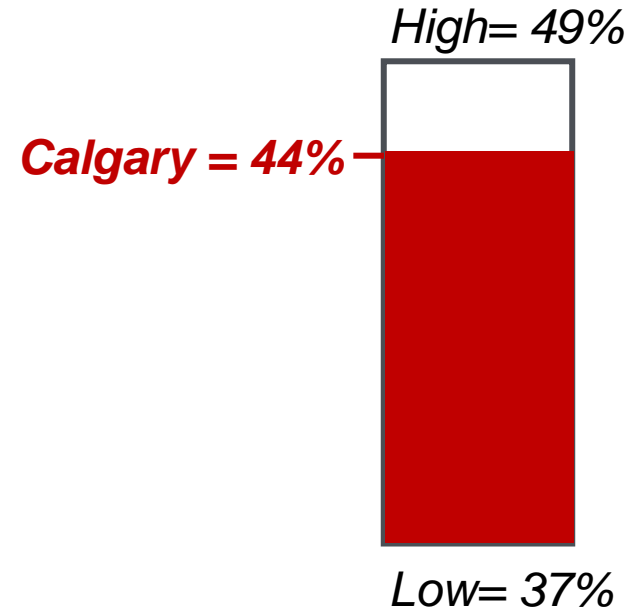
Source: 2023 Spring Survey



Customer Satisfaction: 2023 Benchmarking



I am satisfied with the overall quality of programs and services offered by The City of [INSERT CITY]



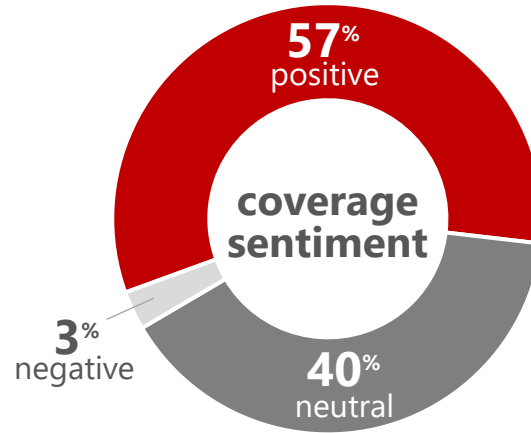
I am satisfied with the way [INSERT CITY]'s municipal government, including Council and Administration, is going about running our city.

Source: Corporate Research fielded a series of survey questions in five cities: Vancouver, Calgary, Edmonton, Toronto, and Montreal between June 12 and June 16, 2023.




SW Boil Water Advisory

Proactive planning, messaging, and templates streamlined process and informed Calgarians.



 **4000+**
311 calls mitigated with scripted messaging

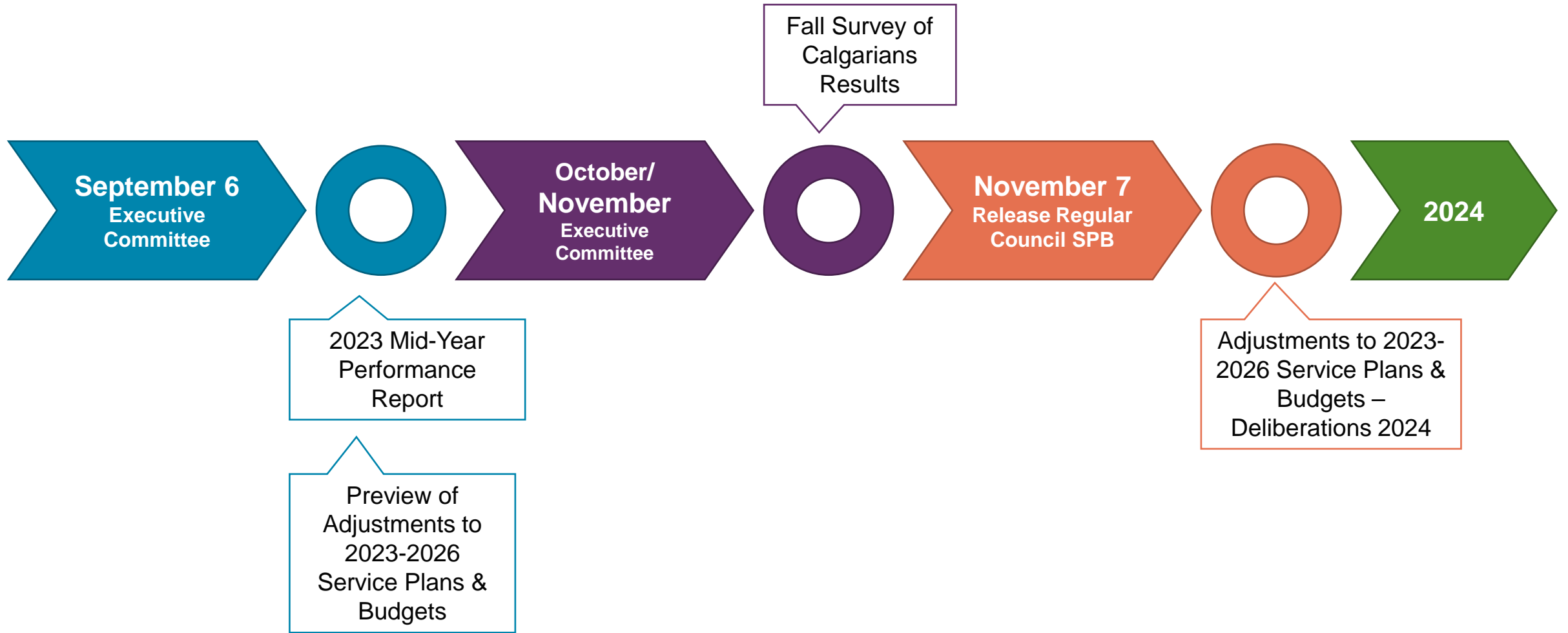
 **92%**
web users found info on boil water advisory

185,000+ social media impressions

Sources: Boil Water Advisory for Silverado, Yorkville and Belmont Media Summary, Brandwatch social media management tool, 311 analytics, Adobe Analytics



Value for Service - What's Coming





Additional Information

Attachment 3	Headcount and Full Time Equivalents
Attachment 4	Reports to Committee and Council: July to December 2023
Attachment 5	Council Motions April to July 2023
Attachment 6	Notices of Motion 2023
Attachment 7	Administrative Inquiries 2023

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