



**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

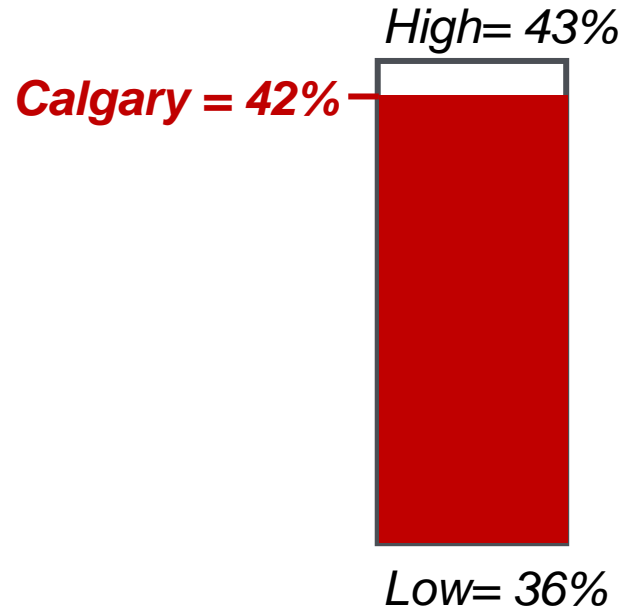


1	Satisfaction with services and programs provided by The City
2	Satisfaction with how The City as a whole is running our city
3	Overall quality of life in Calgary
4	The City manages its spending in a responsible way
5	Trust in The City

*Source: 2023 Spring Survey*



# Value for Tax Dollars: 2023 Benchmarking



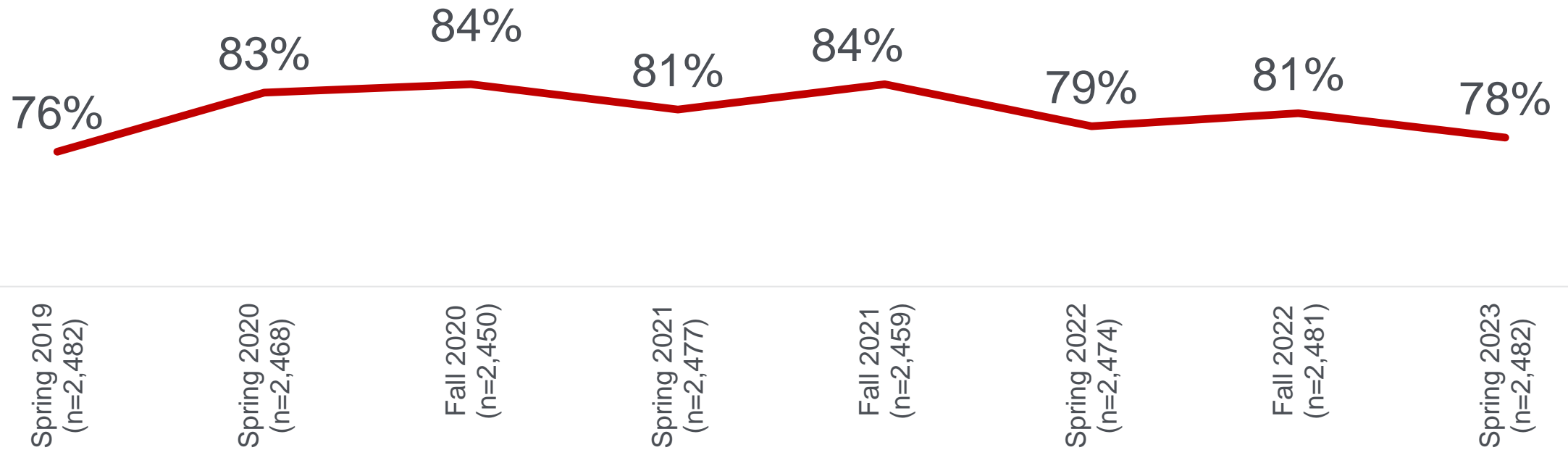
I receive good value from The City of [INSERT CITY] for my municipal property tax dollars

*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)

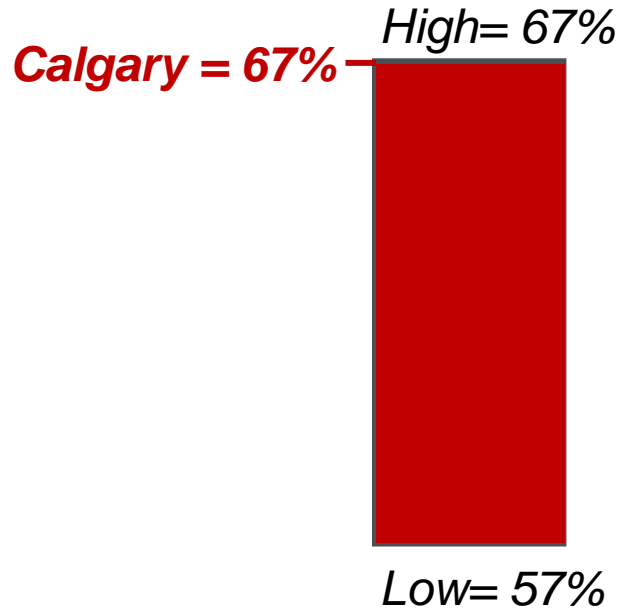


*Q: Please tell me if you agree or disagree with each of the following statements: The City of Calgary meets my customer service expectations.*

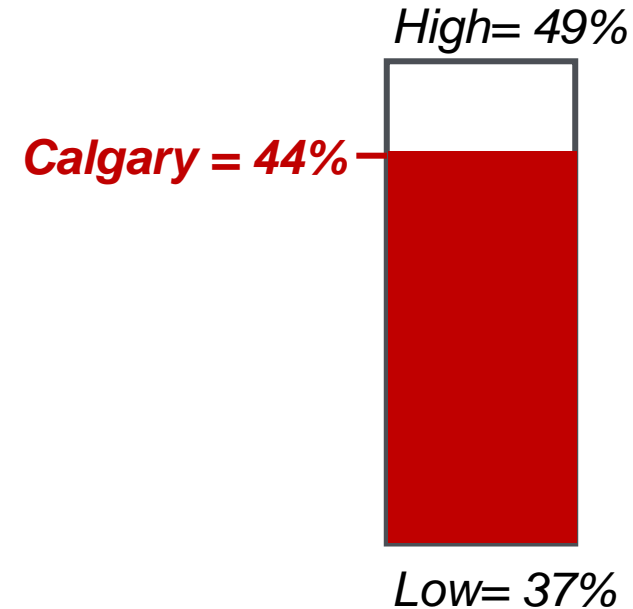
Source: 2023 Spring Survey



# Customer Satisfaction: 2023 Benchmarking



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



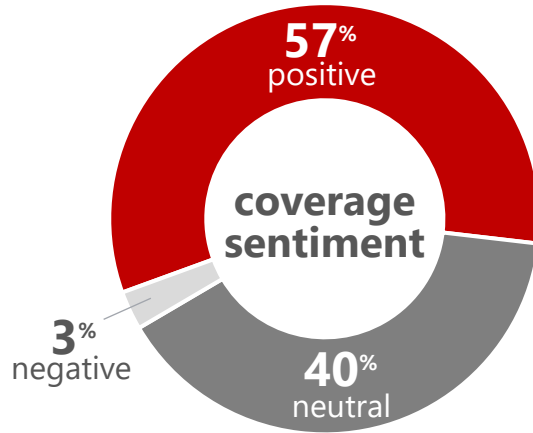
I am satisfied with the way [INSERT CITY]'s municipal government, including Council and Administration, is going about running our city.

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

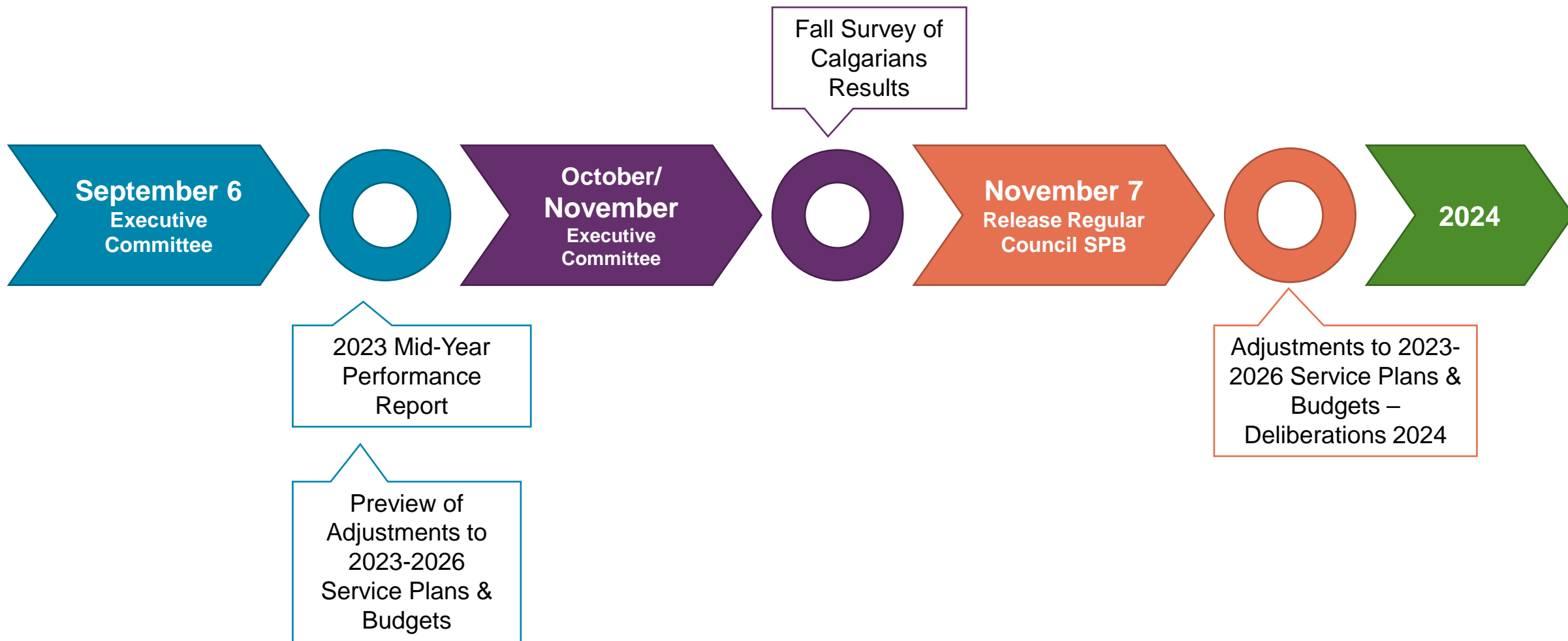
**185,000+** social media  
**impressions**

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

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

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