

2023 Fall Research Results

C2023-1104

2023 October 17

CITY OF CALGARY
RECEIVED
IN COUNCIL CHAMBER

OCT 17 2023
ITEM: 12.2.3 C2023-1104
CONFIDENTIAL Distrib - Revised Attach 1
CITY CLERK'S DEPARTMENT



Previous Council Direction

- Adapt and evolve the research program to provide relevant and actionable insights
- Inform Council's result areas:
 - Public safety
 - Climate
 - Social equity
 - Modernizing government

Recommendation

That Council receive this report in advance of 2023 Budget Adjustments for discussion and the corporate record.

Highlights: Calgarians are...

Feeling multiple pressures and challenges



Uncertain about the future



Expressing similar concerns as other Canadians; doing better overall



Seeing value in service and investment





Highlights

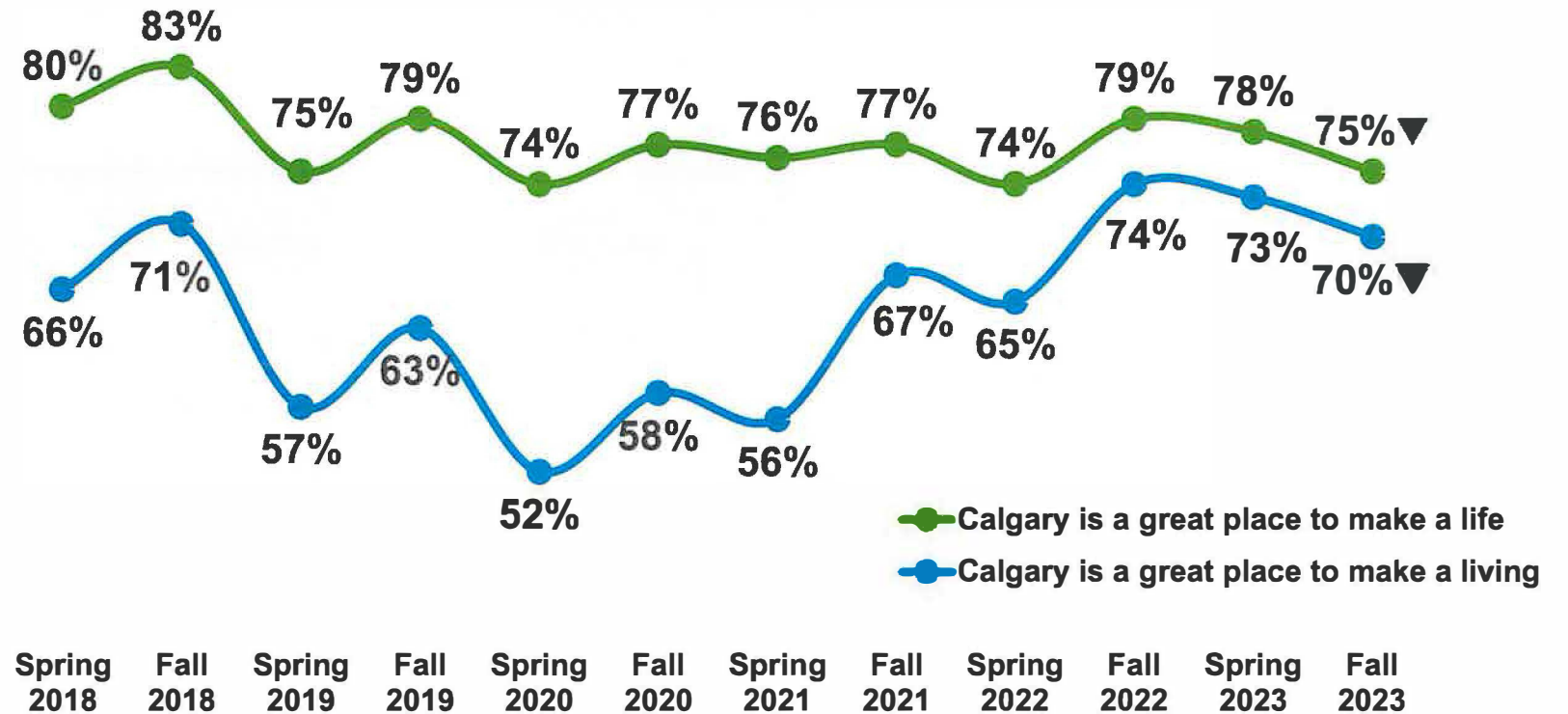
Overall quality of life benchmark*



Calgary 78%
Municipal norm 68% (▼7%)






% Agree quality of life is 'good'

Calgary is a great place to make a life / living (% Agree)



* 2023 Municipal Benchmarking Survey

Most important issues for Calgarians

		Change 2022-2023
	31% Homelessness, poverty, and affordable housing	+15%▲
	28% Infrastructure, traffic and roads	-3%▼
	27% Crime, safety and policing	+0%
	15% Transit	-3%▼
	11% Economy	+1%



Perceptions of housing and affordability



Housing Affordability

94%

Housing affordability is an issue, with 72% rating it as a significant issue*



Affordable Housing

88%

Affordable housing is an issue, with 66% rating it as a significant issue*



Public Safety

56%

% Agree

Overall Calgary is **safe** for residents and visitors*

Municipal norm:

54%

46%

% Agree

Crime in my neighbourhood during the past three years has **increased**

35%

% Agree

Overall, **public transit** in Calgary is safe for all users*

Municipal norm:

48%

94%

% Agree

The City should be **doing more** to address safety issues in Calgary's downtown

40%

% Agree

The City of Calgary municipal government is doing a good job of **addressing safety issues** in Calgary*

Municipal norm:

42%

* 2023 Municipal Benchmarking Survey



Climate

80%

% Agree

The quality of Calgary's environment (air, water and land) is good*

(▼ 8%)

71%

% Agree

I am concerned about climate change*

70%

% Agree

The City of Calgary offers sufficient transportation alternatives to travelling by personal vehicle

47%

% Agree

The City has programs and services aimed at helping Calgarians reduce their environmental impact

(▼ 4%)

67%

% Agree

Calgary Transit is making a sufficient effort to reduce their environmental impact**



Social Equity

69%

% Agree

The City of Calgary is taking steps to **address racism***

(▼ 6%)

67%

% Agree

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

48%

% Agree

The City of Calgary delivers programs and services that **remove barriers** to participation for Calgarians who need it most

(▼ 4%)

47%

% Agree

Calgary is **safe for all** residents and visitors, regardless of things like ethnicity, race, religion, income, or sexual identity

(▼ 4%)



Modernizing Government

61%

% Agree

The City of Calgary is **responsive** to the needs and expectations of Calgarians

42%

% Agree

The City works to continuously **modernize** and update the programs and services it provides to Calgarians in a valuable way*

40%

% Agree

I believe The City is **innovative and forward-thinking** in how it provides programs and services to Calgarians*

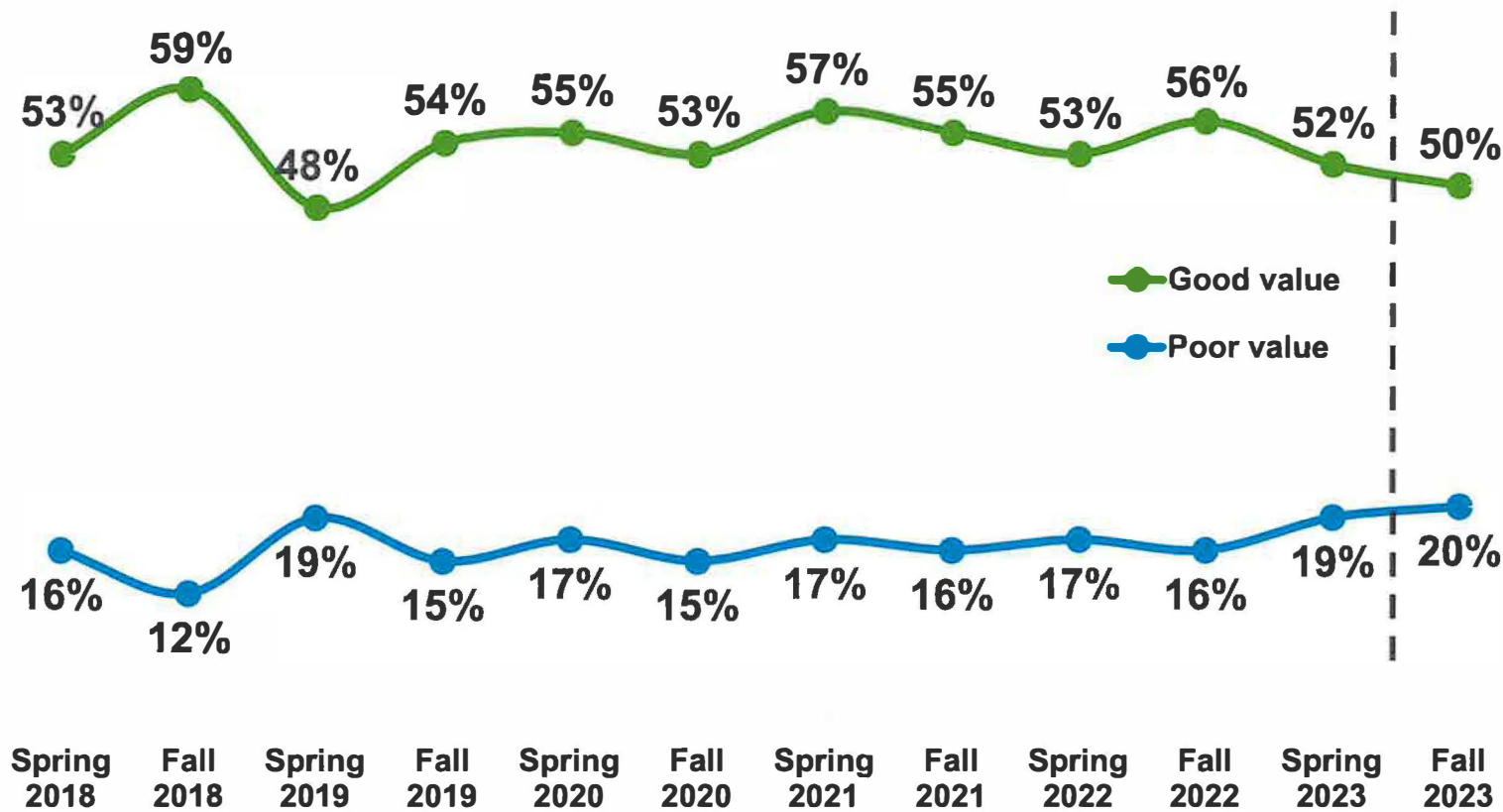
56%

% Agree

The City supports climate-friendly and sustainable housing development*

Value for taxes

Perceived value of taxes



Value of tax dollars benchmark*

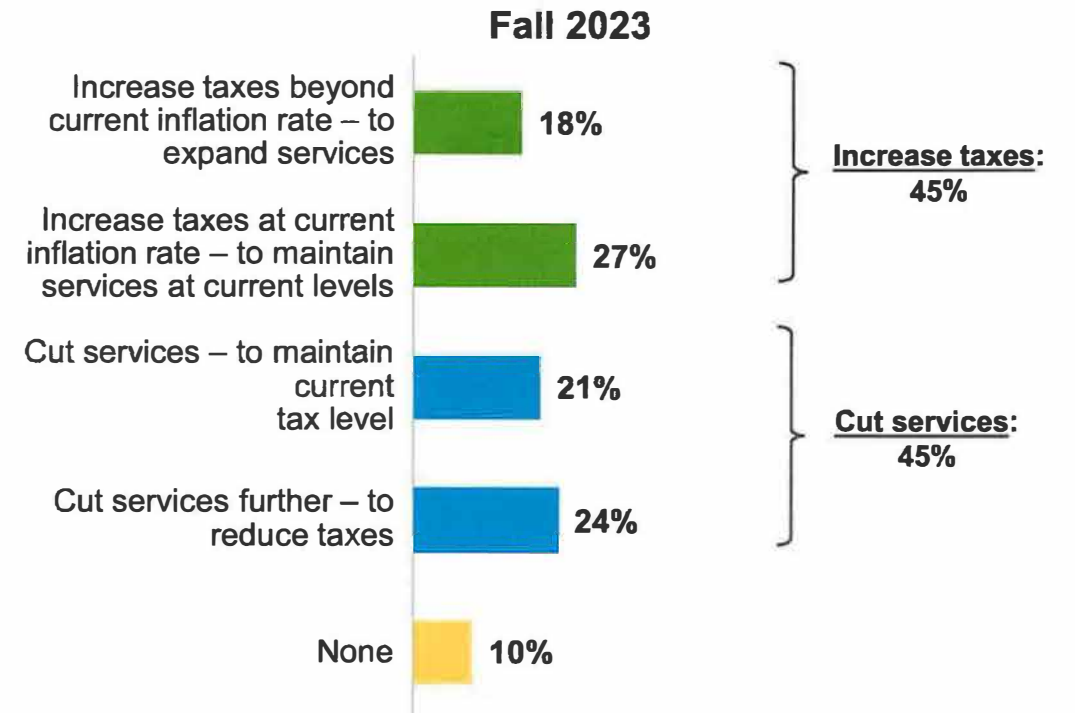
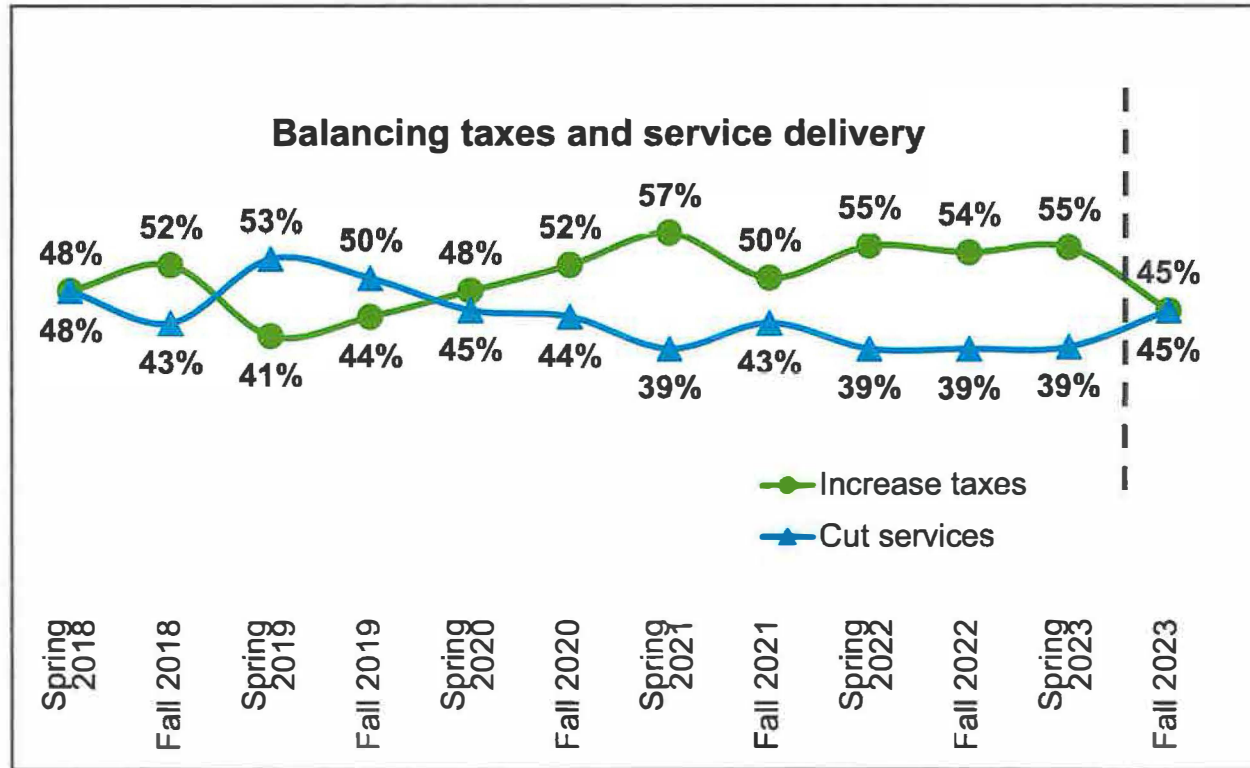


Calgary 42% (▼ 4%)
Municipal norm 40% (▼ 4%)

% Agree
 value for tax dollars is
 'good'



Balancing taxes





City performance

Satisfaction with services benchmark*



% Agree

44%

Satisfied with the way The City of Calgary's municipal government, including Council and Administration, is going about running our city*

Municipal norm:
41%

Calgary 67% (▼ 4%)
Municipal norm 61% (▼ 6%)

46%

I 'trust' The City of Calgary municipal government*

Municipal norm:
47%

'Satisfied' with City programs and services

42% (▼ 4%)

The City of Calgary practices open and accessible government*

Municipal norm:
42% (▼ 6%)



Future outlook

% Agree

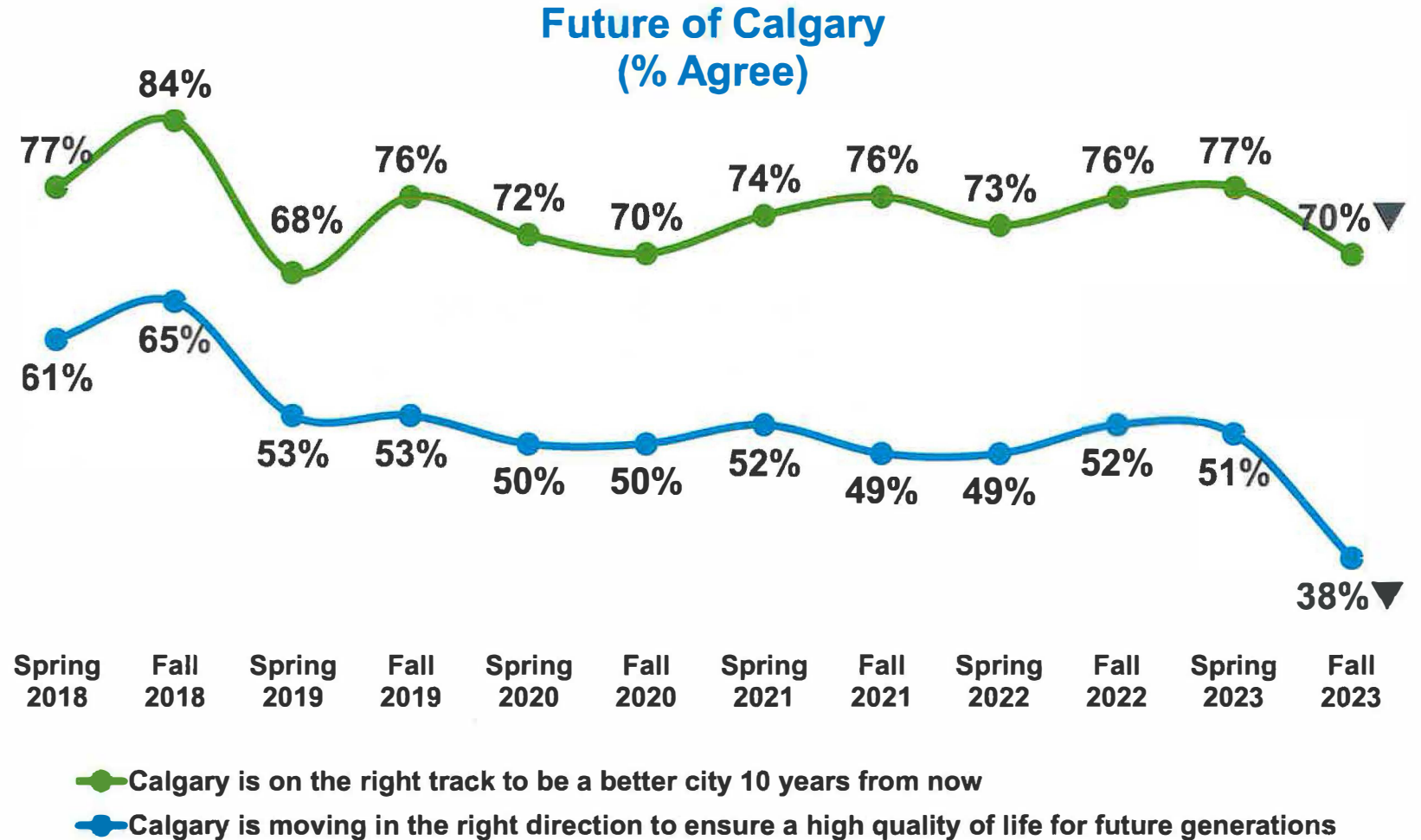
17%

Economy in Calgary will be stronger in the next six months*

(▼ 10%)

59%

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



Recommendations

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Reports found at: [Calgary.ca/CitizenSatisfaction](https://calgary.ca/CitizenSatisfaction)

For further information, please contact:

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