



# Municipal Benchmarking: **Calgary**

September 2024



In an effort to better understand how Calgary compares to other large municipalities across Canada when it comes to certain performance measures and indicators, Corporate Research fielded a series of questions in five cities: Vancouver, Calgary, Edmonton, Toronto, and Montreal. Questions were fielded on Leger Marketing's national omnibus panel survey between **August 30 and September 3, 2024**. Although the sample size was n=500 for each city, this also included each Census Metropolitan Area. The size and populations of these areas varies considerably. For the purposes of this report, only "city proper" results have been reported. In an effort to normalize comparisons as much as possible, sample sizes have been rebased to compensate for differences from city to city.

Questions posed in each city addressed quality of life, perception of value for taxes, satisfaction with programs and services, and others:

*Please tell us the extent to which you agree or disagree with each of the following statements about The City of [INSERT CITY]?*

*Overall, my city is safe for all residents and visitors*

*Crime in my neighbourhood has increased in the last 3 years*

*My city's municipal government should do more in the fight against climate change*

*My city's municipal government delivers programs and services that remove barriers to participation for residents who need it the most.*

*The current economic situation in my city is good*

*My city's municipal government is taking appropriate measures to assist in my city's economic recovery*

*I am satisfied with the way my city's municipal government, including Council and Administration, is going about running our city.*

*The overall quality of life in my city is good*

*I am satisfied with the overall quality of programs and services offered by my city's municipal government*

*I receive good value from my city's municipal government for my municipal property tax dollars*

*I am satisfied with my city's programs and services aimed at helping residents reduce their environmental impact*

*Taking into account all of the things that are important, I trust my municipal government*

*Residents of my city have enough opportunities to provide input into decision-making about City project and services*

*I am satisfied with the overall quality of information and communications from my municipal government*

*My municipal government manages its spending in a responsible way that reflects the needs and priorities of all residents*

*My city is on track to be a better city 10 years from now*

*My municipal government practices open and accessible government*

*My municipal government fosters a city that is inclusive and accepting of all*

*I am satisfied with the overall quality of customer service provided by my municipal government*

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

*Increase taxes beyond current inflation rate - to expand services*

*Increase taxes at current inflation rate - to maintain services at current levels*

*Cut services - to maintain current tax level*

*Cut services further - to reduce taxes*



Questions asked on Leger's national online omnibus survey in 5 cities between **August 30 and September 3, 2024**: Vancouver, Calgary, Edmonton, Toronto, and Montreal. **Calgary not included in overall Municipal Norm calculation below.**

Although the survey sample size was n=500 for each city, this also included each Census Metropolitan Area. The size and populations of these areas varies considerably from city to city. For the purposes of this report, only "city proper" results have been reported. In an effort to normalize comparisons as much as possible, sample sizes have been rebased to compensate for differences from city to city and allow for direct comparisons.

***Please tell us the extent to which you agree or disagree with each of the following statements about your city.***  
*Very + somewhat agree shown.*

	<b>CALGARY (n=452)</b>	<b>MUNICIPAL NORM</b>
Overall, my city is safe for all residents and visitors	64%	56%
My city's municipal government should do more in the fight against climate change	52%	60%
My city's municipal government delivers programs and services that remove barriers to participation for residents who need it the most.	42%	41%
The current economic situation in my city is good	36%	33%
My city's municipal government is taking appropriate measures to assist in my city's economic recovery	40%	36%
I am satisfied with the way my city's municipal government, including Council and Administration, is going about running our city.	30%	36%
The overall quality of life in my city is good	65%	63%
I am satisfied with the overall quality of programs and services offered by my city's municipal government	48%	46%
I receive good value from my city's municipal government for my municipal property tax dollars	29%	31%
I am satisfied with my city's programs and services aimed at helping residents reduce their environmental impact	44%	45%
Taking into account all of the things that are important, I trust my municipal government	40%	44%

Indicates measure on par or above normative score.



*Please tell us the extent to which you agree or disagree with each of the following statements about your city.  
Very + somewhat agree shown.*

	CALGARY (n=452)	MUNICIPAL NORM
Residents of my city have enough opportunities to provide input into decision-making about City projects and services	36%	37%
I am satisfied with the overall quality of information and communications from my municipal government	42%	44%
My municipal government manages its spending in a responsible way that reflects the needs and priorities of all residents	28%	30%
My city is on track to be a better city 10 years from now	38%	34%
My municipal government practices open and accessible government	37%	40%
My municipal government fosters a city that is inclusive and accepting of all	65%	58%
I am satisfied with the overall quality of customer service provided by my municipal government	38%	42%
Crime in my neighbourhood has <b>increased</b> in the last 3 years	51%	63%

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

Increase taxes beyond current inflation rate - to expand services	7%	10%
Increase taxes at current inflation rate - to maintain services at current levels	33%	40%
Cut services - to maintain current tax level	33%	25%
Cut services further - to reduce taxes	27%	26%

Indicates measure on par or better than the normative score.