



Park Maintenance Level of Service

IP2026-0032

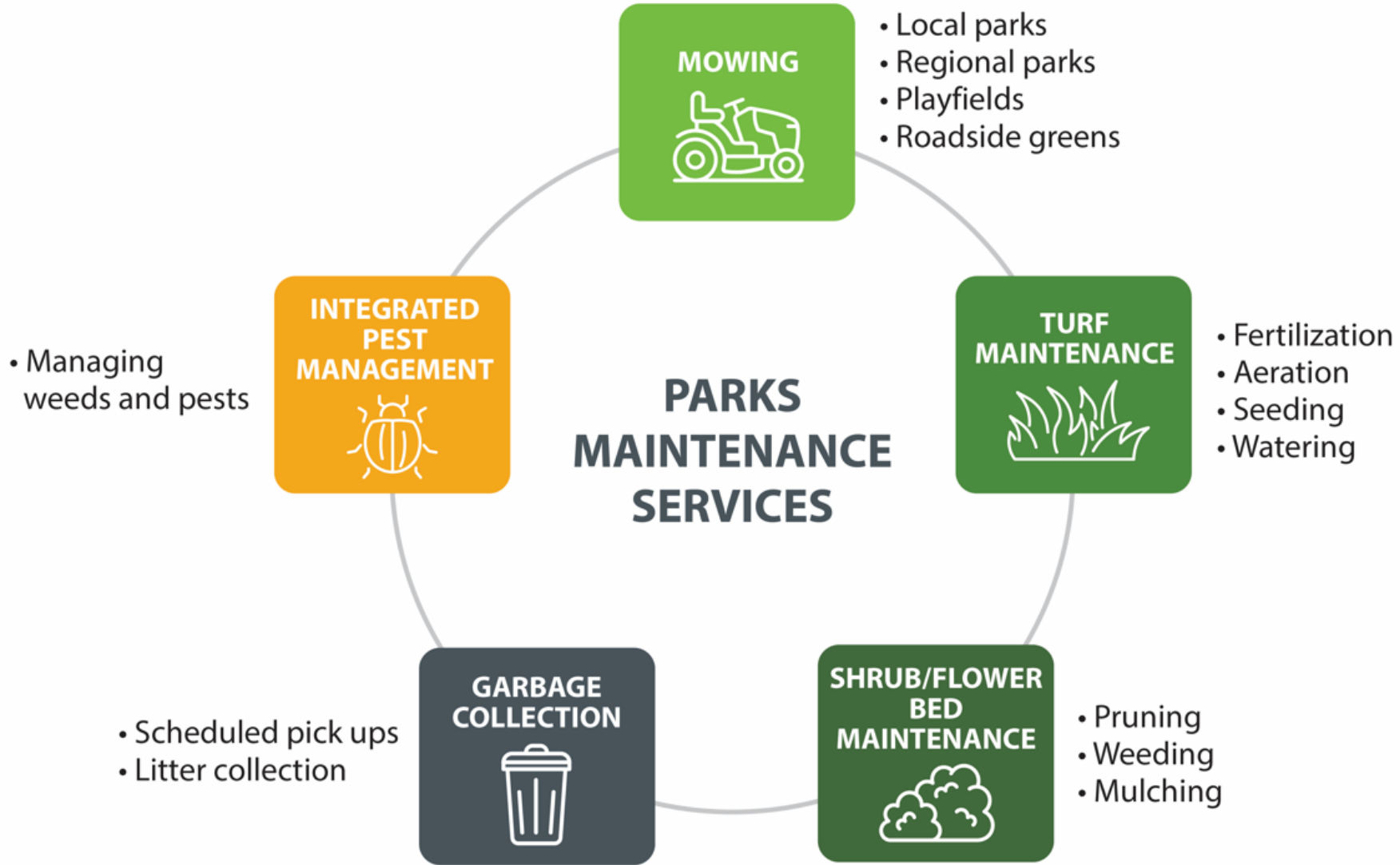
2026 March 11

That the Infrastructure and Planning Committee recommend that Council:

1. Direct Administration to implement the **Option 4** service level for parks maintenance of Calgary's actively maintained parks, to **meet at minimum Customer Level of Service (CLOS) ratings** previously endorsed by Council (*Connect: Calgary's Parks Plan*), where regional parks are rated at least 'Good' and local parks are rated at least 'Fair'; and
2. Direct Administration to consider the required operating investments needed to enable this level of service for parks maintenance in the prioritization of investments for the 2027-2030 Business Plans and Budgets.



Parks Maintenance Services



Calgarians value parks and support ongoing investment in maintenance:

2025 Corporate Spring Survey of Calgarians:

98% of Calgarians value parks and open spaces.

4% decline in satisfaction in parks and open spaces.

2025 Annual 'Pulse On Parks' Survey:

Most important to improve park spaces - Maintenance, cleanliness and landscaping

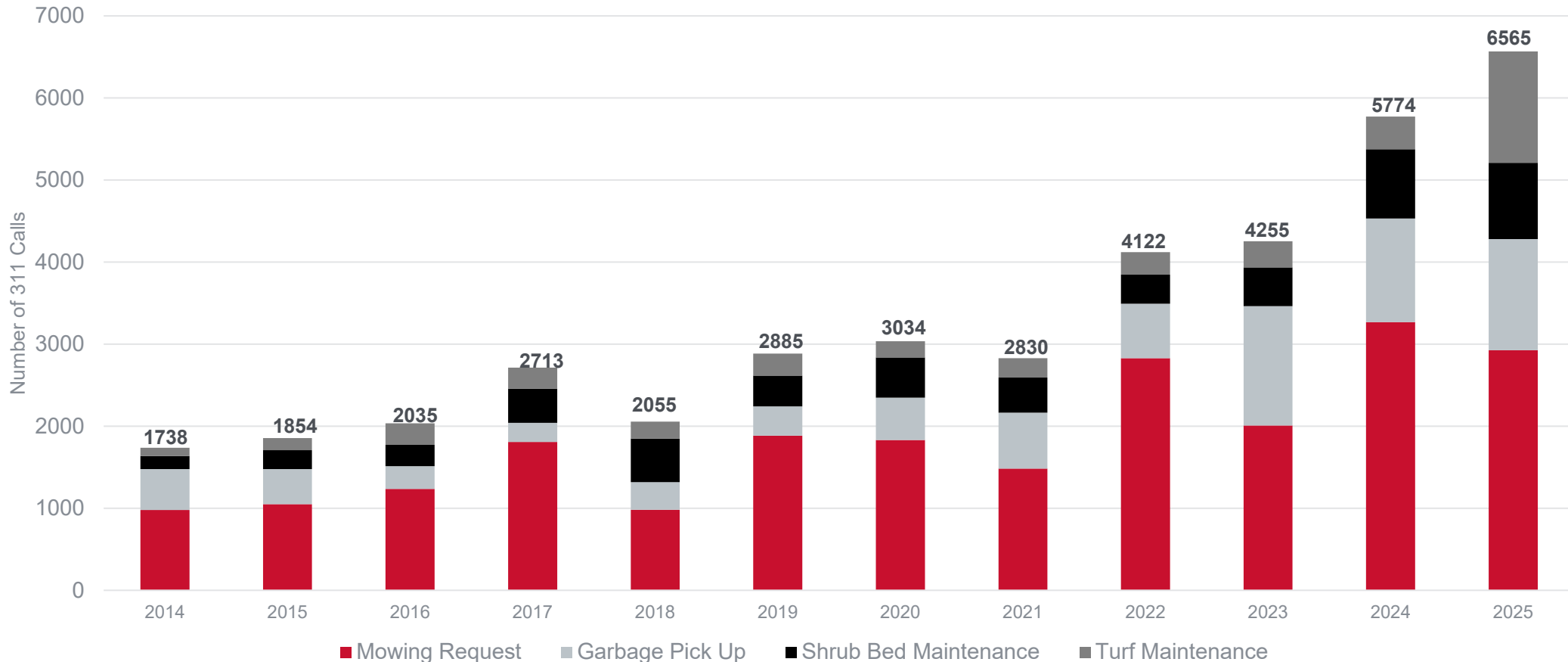
*2025 Pulse on Parks survey: Margin of Error \pm 4.36 percentage point, 19 times out of 20



Increased Public Concern: 311 Calls

Calgarians' 311 Service Request (SR) calls have increased nearly 4x, comparing 2025 (6,565) to 2014 (1,738).

311 Service Request Calls Related To Park Maintenance: 2014 to 2025

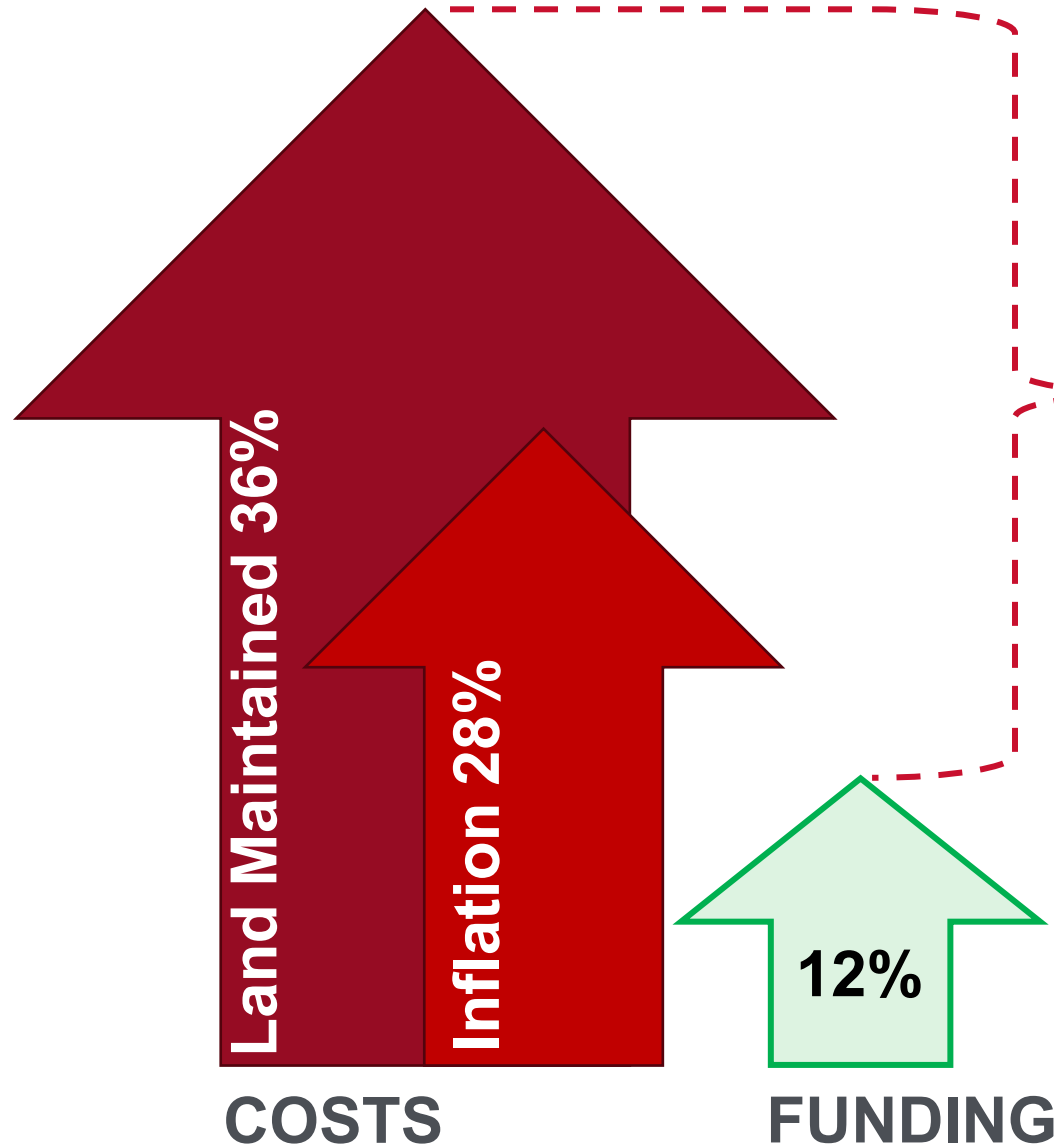


(Note: 311 SR types displayed represent the suite of services associated with park maintenance.)

CONNECT: Calgary's Parks Plan



- 20-year plan to guide development and management of parks in Calgary, approved by Council in May 2025.
- Operational actions established Customer Level of Service (CLOS) ratings of 'Good' for regional parks and 'Fair' for local parks.

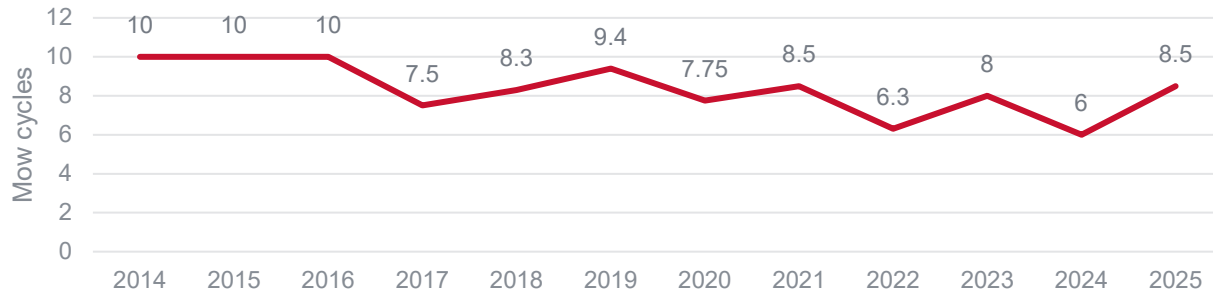


Funding per hectare has steadily declined, despite increasing service demands.



Less Funding = Reduced Service Levels

Annual Average Mow Cycles - Local Parks

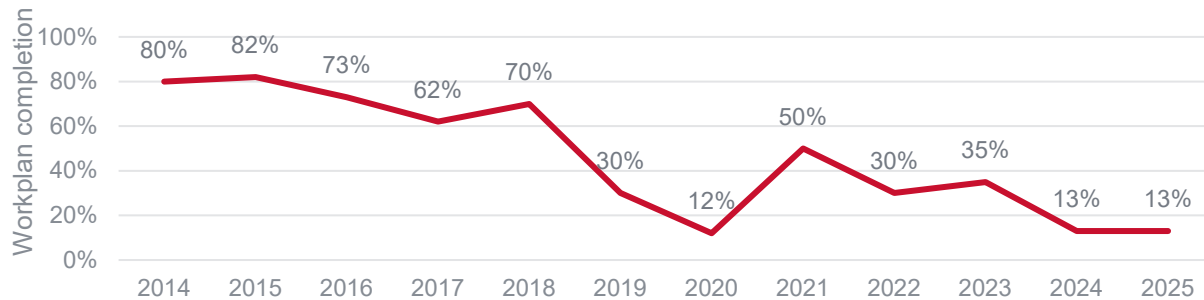


Avg 10 mow cycles 2014



Avg 8.5 mow cycles 2025

Annual Turf Maintenance

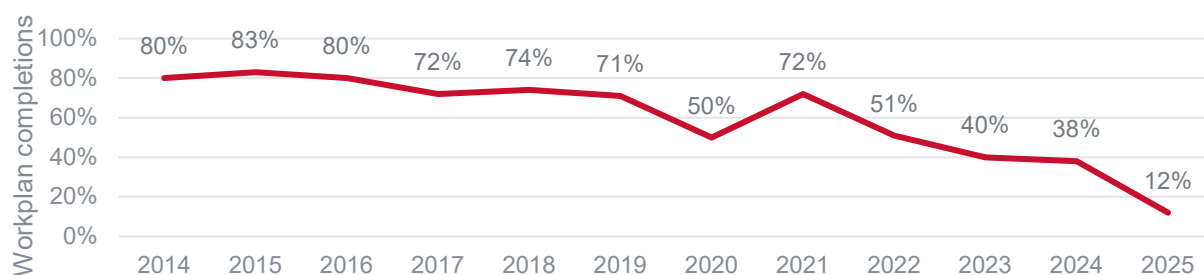


Once every 2 years 2014



Once every 9 years 2025

Annual Shrub Bed Maintenance



Once every 2 years 2014



Once every 8 years 2025



Customer Level of Service (Customer Experience)

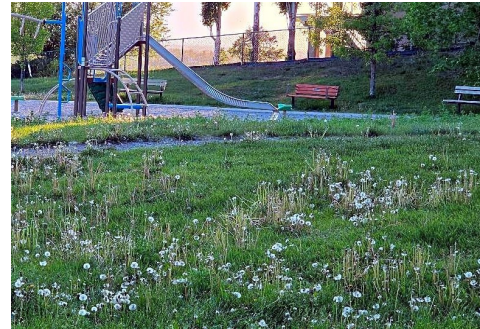
Turf Maintenance

Garbage Collection

Mowing

Shrub Maintenance

POOR



2025
Local
Parks
CLOS
Rating

FAIR



GOOD



2025
Regional
Parks
CLOS
Rating

Service Levels Tailored to Park Type

Example:
Mowing

LOCAL

Smaller, local parks are mowed up to **10 times** per growing season.

REGIONAL

Larger green spaces with more amenities are mowed up to **20 times** per growing season.

PLAYFIELDS

Community soccer fields and ball diamonds are mowed up to **20 times** per growing season.

Over 40 regional parks

ROADSIDE GREENS

SHOULDER CUT
Grass is cut shorter on the shoulders to improve sight lines for drivers and prevent overgrowth.

Next to major roadways, roadside greens are mowed up to **four times** per growing season.

Nearly 1,000 playfields

Nearly 800 hectares



Achieving Recommended Level of Service

Further investment needed to meet Calgarians' service level expectations in 2027-2030 budget cycle

LEVEL OF SERVICE INVESTMENT	OPTION 1 (Current Service Level)	OPTION 2	OPTION 3	OPTION 4
PLAYFIELD CLOS	POOR	FAIR	GOOD	VERY GOOD
REGIONAL PARK CLOS	GOOD	GOOD	GOOD	VERY GOOD
LOCAL PARK CLOS	POOR	POOR/FAIR	FAIR	GOOD
MOWING	up to 19 cycles playfields up to 15 cycles regional up to 8.5 cycles local up to 4 roadside greens	up to 20 cycles playfields up to 20 cycles regional up to 10 cycles local up to 4 roadside greens	up to 20 cycles playfields up to 20 cycles regional up to 12 cycles local up to 5 roadside greens	up to 22 cycles playfields up to 22 cycles regional up to 14 cycles local up to 6 roadside greens Internal fleet and resource readiness during peak seasons
TURF MAINTENANCE	All turf maintained in 9 year cycle	All turf maintained in 2 year cycle	All turf maintained in 1 year cycle	Enhanced maintenance of all turf in 1 year cycle
SHRUB BED MAINTENANCE	Maintained once per 8 year cycle	Maintained up to once per 5 year cycle	Maintained up to once per 3 year cycle	Maintained up to once per 2 year cycle
GARBAGE COLLECTION	80% of the established prioritized collection, optimized within the constraints of the current budget.	Increased waste collection in high-use areas.	Collection frequency increased up to 50% in identified hotspot communities.	Collection frequency increased up to 50% city wide with additional internal resources for peak seasonal times
EXPECTED CITIZEN SATISFACTION	<85%	<90%	<95%	<98%
ANNUAL FUNDING REQUIRED	\$33M	\$39M	\$43M	\$47M

* All investment options will comply with current City water policies around irrigation and watering.

**ADMINISTRATION'S
RECOMMENDATION**

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