



2026 Spring Survey of Calgarians

Final report

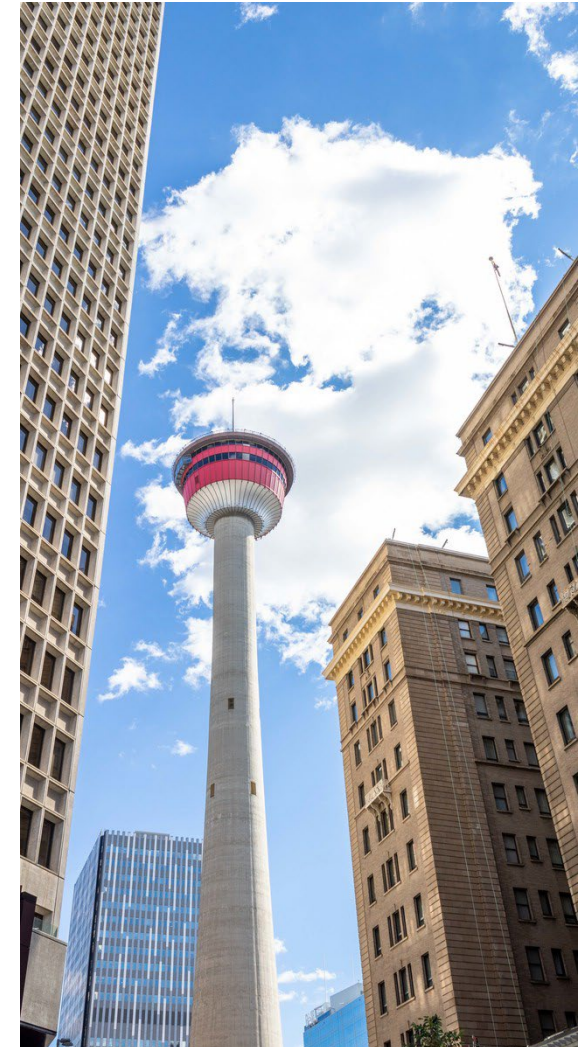
April 2026

Prepared by:



Table of contents

Methodology	3
Interpreting results	4
2026 Spring highlights	5
Detailed findings	
Quality of life	8
Calgarians' priorities	16
Satisfaction with City services	20
Usage of City services	25
Service results (alphabetical)	28
Taxation	119
Customer service	123
Trust and transparency	129
Respondent profile	134
Appendix	137



Methodology

The telephone survey was conducted by Ipsos Public Affairs from February 17, 2026 to March 16, 2026 with 2,500 Calgarians, via telephone survey. The average time to complete the survey was 29 minutes.

The survey was conducted using numbers from both cell phones (70%) and landlines (30%) to obtain a random and statistically-representative sample of Calgarians.

The margin of error (MOE) for the total sample of n=2,500 is ± 2.0 percentage points, 19 times out of 20.

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and ward of the general population aged 18 and older.

Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and ward to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, the sample size shown for each question represents the number of actual respondents (i.e. unweighted n).

Service Evaluation

This study evaluated 15 City programs and services. All respondents first answered questions about their usage of and satisfaction with each of the 15 services.

In addition to overall satisfaction, Calgarians were asked about their satisfaction with 15 City services. To reduce survey burden, each respondent was assigned three or four services to evaluate rather than all 15. Services were randomly assigned regardless of whether the respondent had used them, capturing both perception among non-users and actual experience among users. Details of how services were worded in the survey and referenced in this report is available in the appendix.

At the onset of the survey, it was anticipated that some City services would have low usage, although the extent was not known. For example, services such as Fire Services and Housing Services were expected to have relatively few users. To ensure a sufficient sample of users for each service, we implemented a tiered assignment approach that prioritized users until minimum thresholds were met. This intentionally oversampled users relative to the general population. We then applied weighting based on actual usage rates to ensure the final results accurately reflect the true distribution of users and non-users for each service.

The margin of error (MOE) for service-specific sample ranges from ± 4.0 to 4.5 percentage points, 19 times out of 20, given the smaller sample size for questions regarding service experience, time and quality.

Interpreting results

Interpreting results

- Due to significant changes in the questionnaire design for the 2026 Spring Survey of Calgarians, direct comparisons with previous survey waves are limited. Service-specific satisfaction ratings cannot be compared to previous surveys as these are new or significantly modified questions.
- Tracking data from previous surveys is only available for core measures that remained consistent, including overall quality of life, perceptions about Calgary as a place to make a life and living, and overall satisfaction with City services and programs. These results are compared with those of the Fall Survey of Calgarians (formerly the Fall Citizen Satisfaction Survey) and the Spring Survey of Calgarians (formerly the Spring Pulse Survey) and statistically significant changes from fall 2025 to spring 2026 or from spring 2025 to spring 2026 are noted:
 - ↑ indicates number is significantly higher than fall 2025/spring 2025
 - ↓ indicates number is significantly lower than fall 2025/spring 2025
- Some bar charts in this report do not add to 100% due to rounding.

2026 Spring highlights (1 of 3)

1. Calgarians' **positive view of their quality of life** remains strong over time, with more than three-quarters rating it as 'good', a statistical improvement from last fall when about seven-in-ten said the same. Perceptions of Calgary as a place to live and work are also strong. Three-quarters of Calgarians say it is a great place to make a life. Around two-thirds say it is a great place to make a living.
2. There is some **cautious optimism about Calgary's future**. Around one-half of Calgarians believe the city is on the right track to be a better place over the next decade.
3. When asked what priorities Calgarians would like local leaders to address, **'infrastructure, traffic, and roads'** ranks at the top of the list. Nearly two-fifths now identify it as a top issue, consistent with fall 2025, though growing worries about infrastructure maintenance and snow removal are noted. **'Crime, safety, and policing'** continues as the second most pressing priority, consistent with fall 2025. **'Growth and planning'** and **'transit'** round out the top priorities, with public transportation concerns seeing a small uptick even as the overall ranking for 'transit' holds steady.
4. Trust in The City of Calgary is mixed, with around **one-half of Calgarians now saying they trust their municipal government**. Engagement and openness measures sit slightly lower. Under one-half agree they have enough opportunities to contribute to decision-making. Also, just under one-half agree The City practices open and accessible government.
5. Calgarians hold **mixed views on The City's customer service**. More than one-half of Calgarians say The City meets their customer service expectations and three-fifths agree The City's quality of customer service is consistently high. However, results are relatively lower on other measures. Around one-half agree The City prioritizes customer service and The City responds quickly to requests and concerns.
6. Around one-half of Calgarians say they receive good value for their property tax dollars. One-fifth say they receive poor value for their taxes. When it comes to the balance between taxes and services, more than one-half of Calgarians say they would **rather see taxes increase than see service declines**, though most in this group only want to pay enough in added taxes to **maintain current service levels rather than expand them**. On the other hand, fewer than two-fifths would rather see service cuts over any increases in taxes.
7. Around **three-fifths of Calgarians are satisfied with the overall level and quality of services and programs offered by The City**. This is consistent with spring 2025, but a statistical decline from around two-thirds in fall 2025. More specifically, Calgarians were asked to evaluate 15 City services, with each service randomly assigned regardless of usage. This allows for comparison between those whose opinions are based on perception and those whose opinions are based on experience.
8. For five City services, **75% or more of Calgarians say they are satisfied**. Nine-in-ten Calgarians say they are satisfied with **Fire Services**. Nearly four-fifths say they are satisfied with **Waste and Recycling Services** and **Parks**. Three-quarters say they are satisfied with **Community & Culture Services** and **Emergency Management Services**. Of note, Fire Services and Emergency Management Services have low usage, and as such Calgarians base their ratings on the perception that these services will be there when needed, rather than direct experience.

2026 Spring highlights (2 of 3)

9. For six City services, **between 50% and 74% of Calgarians say they are satisfied**. Seven-in-ten Calgarians are satisfied with **311 Services, Recreation Services, and Police Services**. More than one-half of Calgarians are satisfied with **Bylaw Services**, while satisfaction with **Business Licensing & Support Services** and **Water Services** sit closer to the halfway mark.
10. For four City services, **fewer than 50% of Calgarians say they are satisfied: Transit Services, Planning & Development Services, Roads, and Housing Services**. Two of these services, **plus Water Services, stand out as high-impact priorities due to their combination of widespread use and low satisfaction**. Roads is used by all Calgarians, yet only two-fifths say they are satisfied. Transit Services is used by two-thirds of Calgarians, yet fewer than half say they are satisfied. Water Services is essential to every household, yet only around one-half say they are satisfied. Planning & Development Services and Housing Services see lower usage, and so they are not deemed to be high-impact priorities but still need attention.
11. For some City services, **satisfaction differs between users and non-users**. A higher proportion of users are satisfied with Parks (13-point lead), Business Licensing & Support Services (12-point lead), Community & Culture Services (12-point lead), and 311 Services (6-point lead). However, Police Services, Bylaw Services, and Transit Services show the opposite result, where perception outpaces actual experience. Users of these services report lower satisfaction than non-users (12-point gap for Police Services, 7-point gap for Bylaw Services, and 5-point gap for Transit Services).
12. For **Housing Services, and Planning & Development Services, satisfaction is similar between users and non-users** and that might point to challenges with both perception and actual delivery due to their lower satisfaction ratings. For **Fire Services, Emergency Management Services, and Recreation Services**, satisfaction levels are also similar between users and non-users, though these services maintain strong overall satisfaction.
13. *Calgarians were asked to evaluate City services across three themes: Experience, Quality, and Timeliness. Each theme includes three or four measures that assess different aspects of service delivery.* Of the four **Experience** measures, two perform well and two need attention from The City. **Calgarians consistently agree that City services are easy to access and enhance their quality of life**. Despite performing well across most services, relatively lower scores were seen for having no concerns when using or accessing Transit Services and Housing Services. Planning & Development Services, Business Licensing Services, and Housing Services receive particularly low marks on effective communication.
14. Of the three **Quality** measures, one performs well and two need attention from The City. **Calgarians agree that most City services are reliable**. Attention is needed on maintenance and management and on consistently delivering good quality, with Housing Services and Roads receiving particularly low marks in these areas. These two services also bring down the overall average for reliable as well.
15. **Timeliness** measures **need the most attention of the three themes**. Of the four Timeliness measures, one performs well and three could be improved. **Calgarians agree that services will be available when needed**. Service interruptions receive lower marks, particularly for Water Services, Transit Services, and Roads. Quick communication of issues also scores lower. **The weakest measure across nearly all services is whether concerns would be addressed in a timely manner**. Even top-tier services score lower here relative to their other measures. Focus is needed for Housing Services, Roads, Planning & Development Services, Transit Services, Business Licensing & Support Services, Bylaw Services, Parks, and Recreation Services.



2026 Spring highlights (3 of 3)

Quality of life

Good quality of life



Calgary is a great place to make a life



Calgary is a great place to make a living



Calgary is on the right track to be a better city in 10 years



Value for taxes and satisfaction with services and programs



Satisfied with City services or programs



Good value for tax dollars

Issue agenda (top 3)



39%

Infrastructure, traffic and roads



21%

Crime, safety and policing



15%

Growth and planning

City performance and reputation



49%

Agree The City practices open and accessible government



60%

Quality of customer service from The City is consistently high



54%

Trust The City of Calgary

↑/↓ Statistically higher/lower than fall 2025



Quality of life

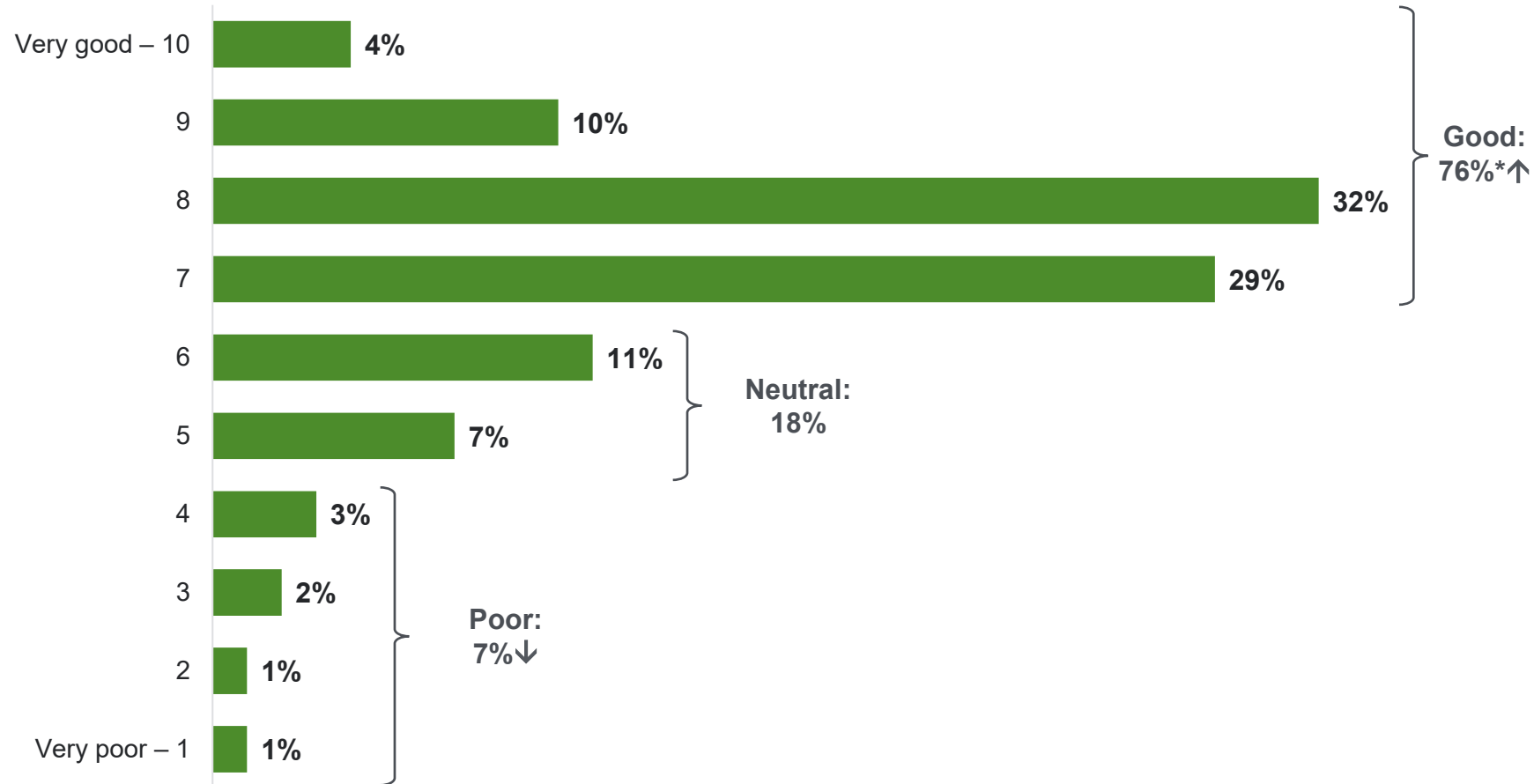
Summary of findings: Quality of life

Calgarians are optimistic about their city today, but they are less confident about its future. Strong majorities say they are satisfied with their quality of life and view the city as an attractive place to both live and work. More than half believe better days lie ahead in the coming decade.

- Calgarians' positive perception of their quality of life remains strong. Three-quarters (76%) of Calgarians rate their overall quality of life in the city as 'good', a statistical increase from fall 2025 (71%) and consistent with spring 2025 (74%).
- Calgary continues to be highly regarded by residents as a great city to live and work. Three-quarters (74%) of Calgarians agree that Calgary is a great place to make a life, holding steady with fall 2025 (73%) and spring 2025 (72%). Similarly, around two-thirds (68%) believe Calgary is a great place to make a living, consistent with fall 2025 (68%) and up statistically from spring 2025 (66%).
- When it comes to Calgary's future, around one-half (54%) agree the city is on the right track to be a better place in 10 years, while three-in-ten (30%) are neutral and fewer than one-fifth (16%) disagree that the city is on the right track.



Overall quality of life in Calgary



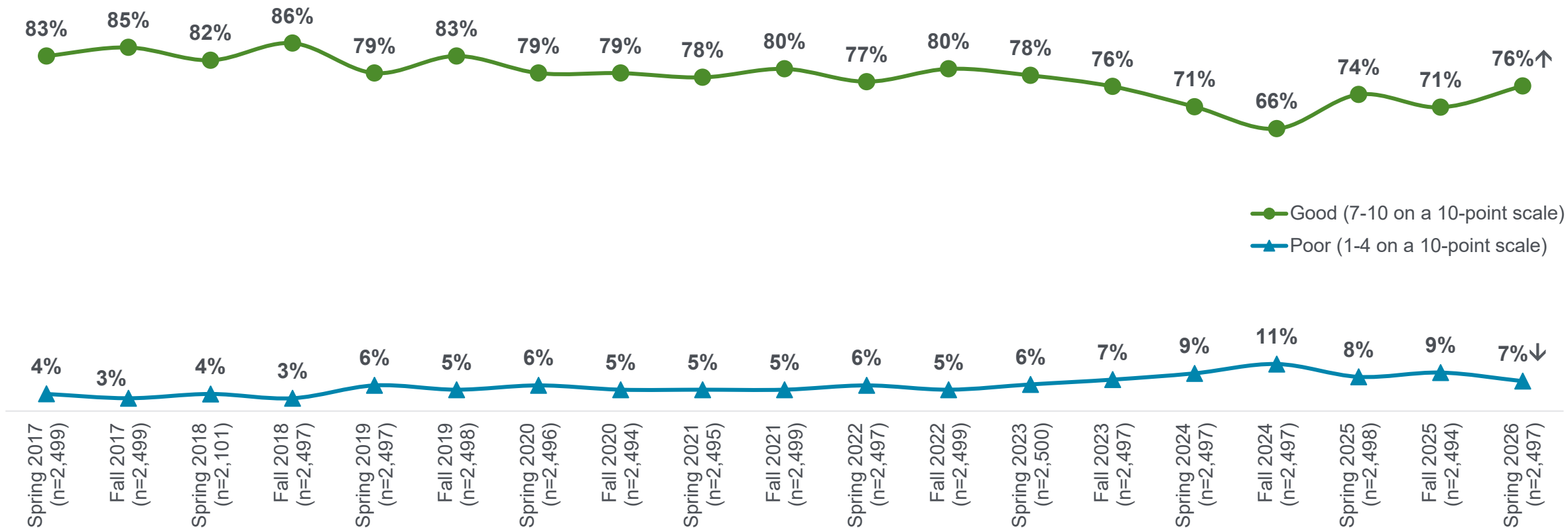
Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?
 Base: Valid respondents (n=2,497)

*Rounding
 ↑/↓ Statistically higher/lower than fall 2025



Tracking – Overall quality of life

Overall quality of life in the city of Calgary today

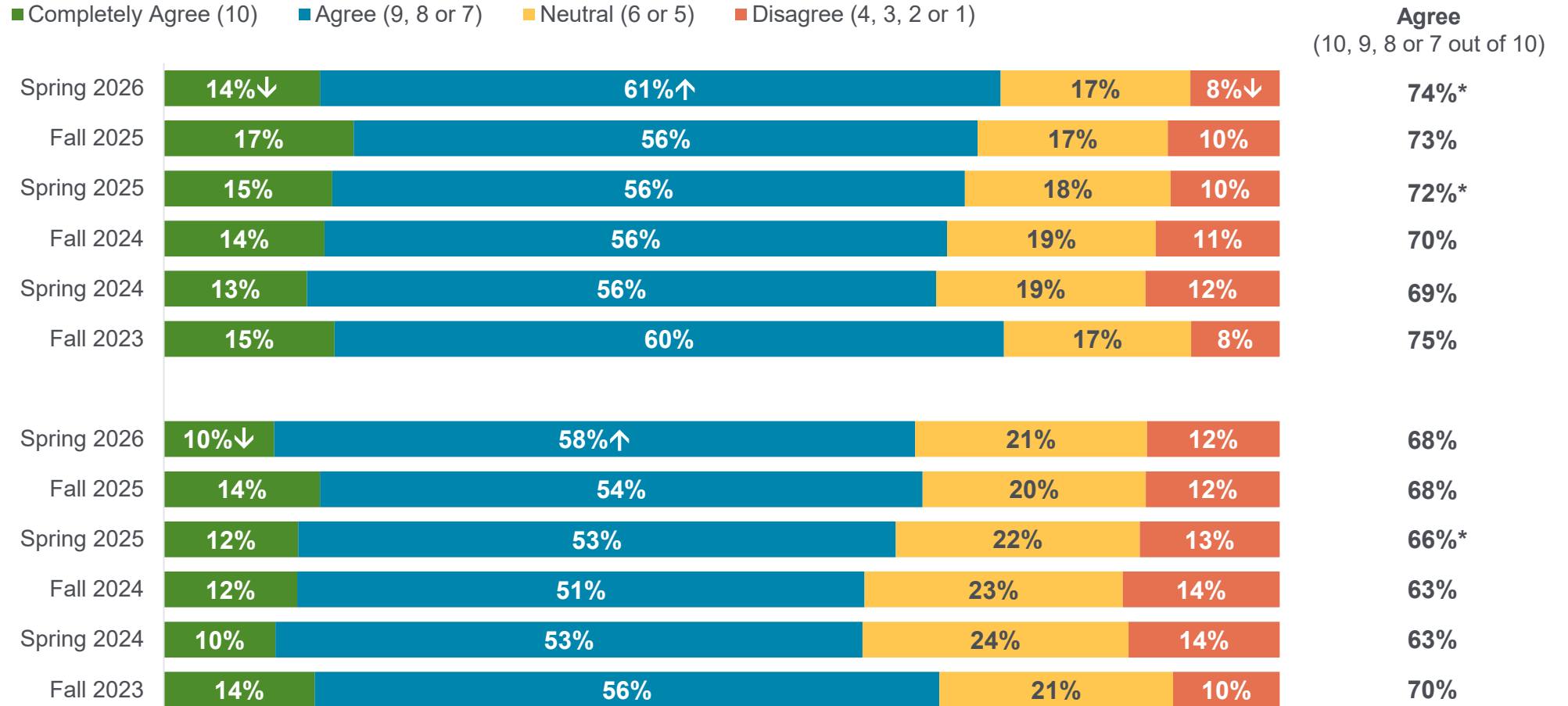


Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2025



Make a life and make a living



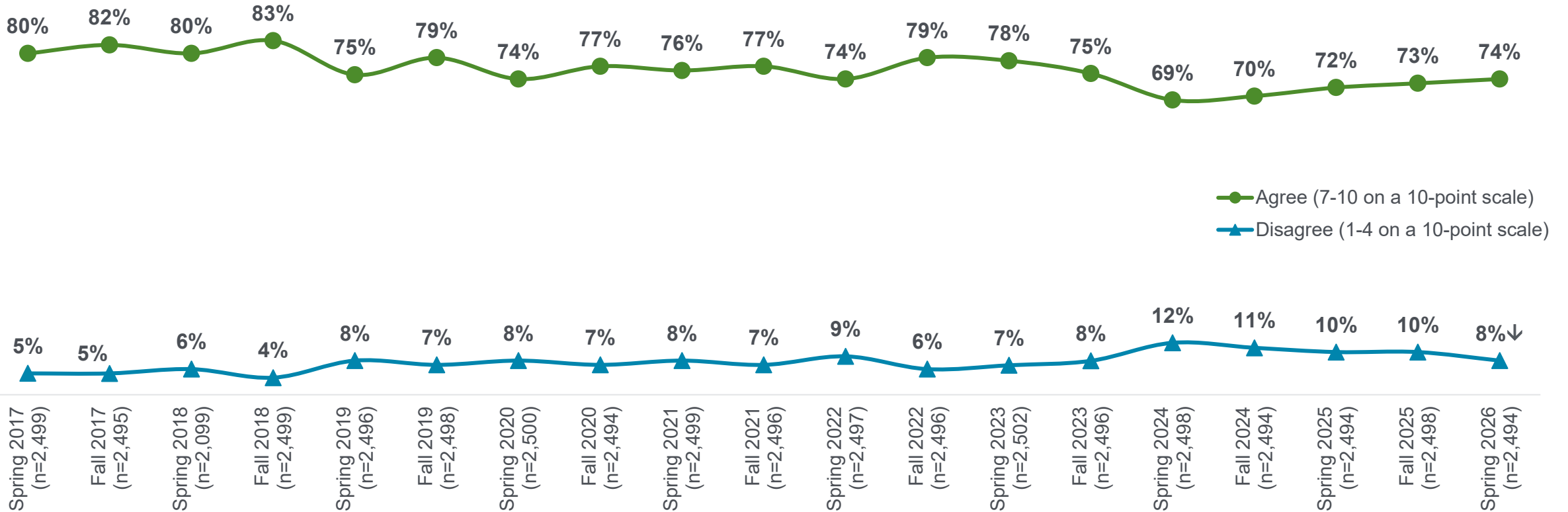
Q. Next, are three statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
Base: Valid respondents (bases vary)

*Rounding
↑/↓ Statistically higher/lower than fall 2025



Tracking – Make a life

Calgary is a great place to make a life



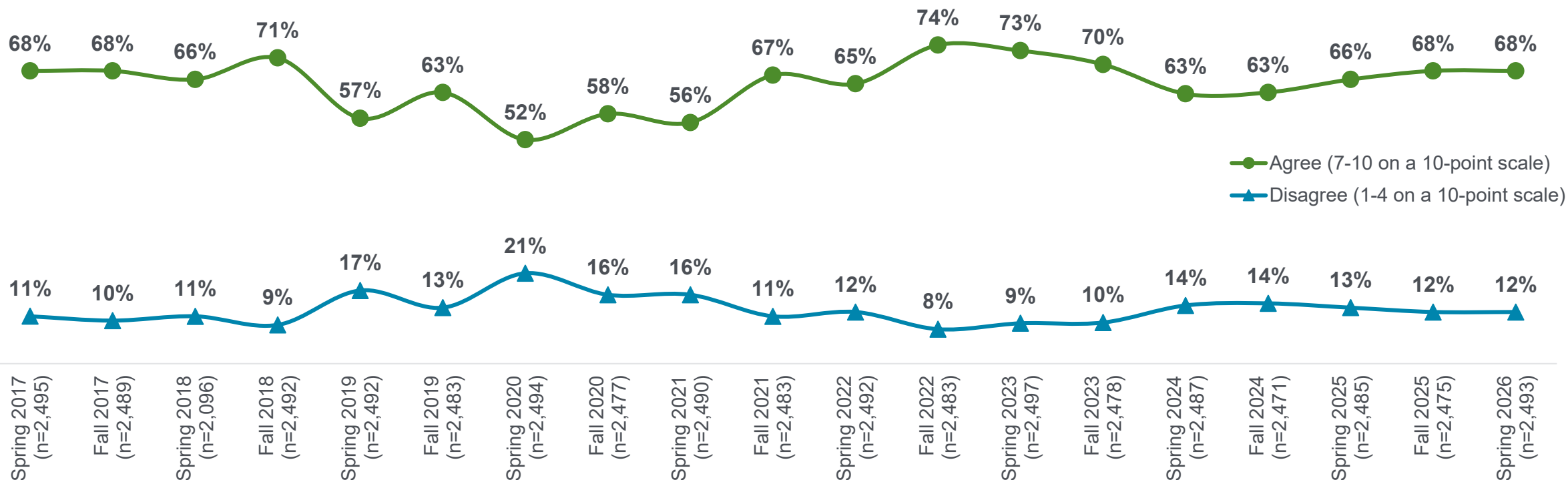
Q. Next, are three statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2025



Tracking – Make a living

Calgary is a great place to make a living

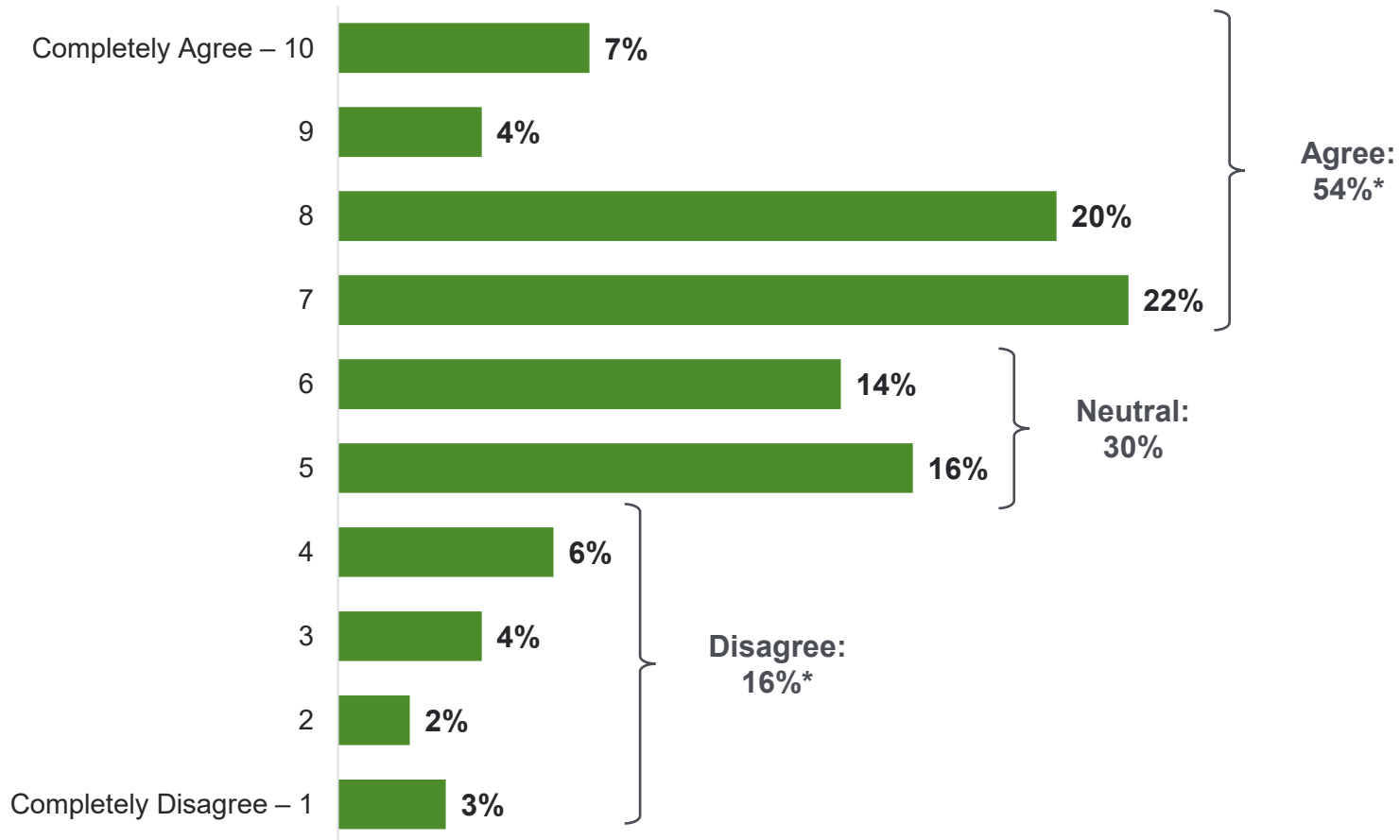


Q. Next, are three statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents



On the right track to be a better city



Q. Next, are three statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree: Calgary is on the right track to be a better city 10 years from now
 Base: Valid respondents (n=2,493)

*Rounding



Calgarians' priorities

Summary of findings: Calgarians' priorities

When asked what top priorities they would like local leaders to address, 'infrastructure, traffic, and roads' leads the list for Calgarians, followed by 'crime, safety, and policing'. 'Growth and planning' and 'transit' round out the top issues. This wave, 'water supply and infrastructure' returns to the list of priorities.

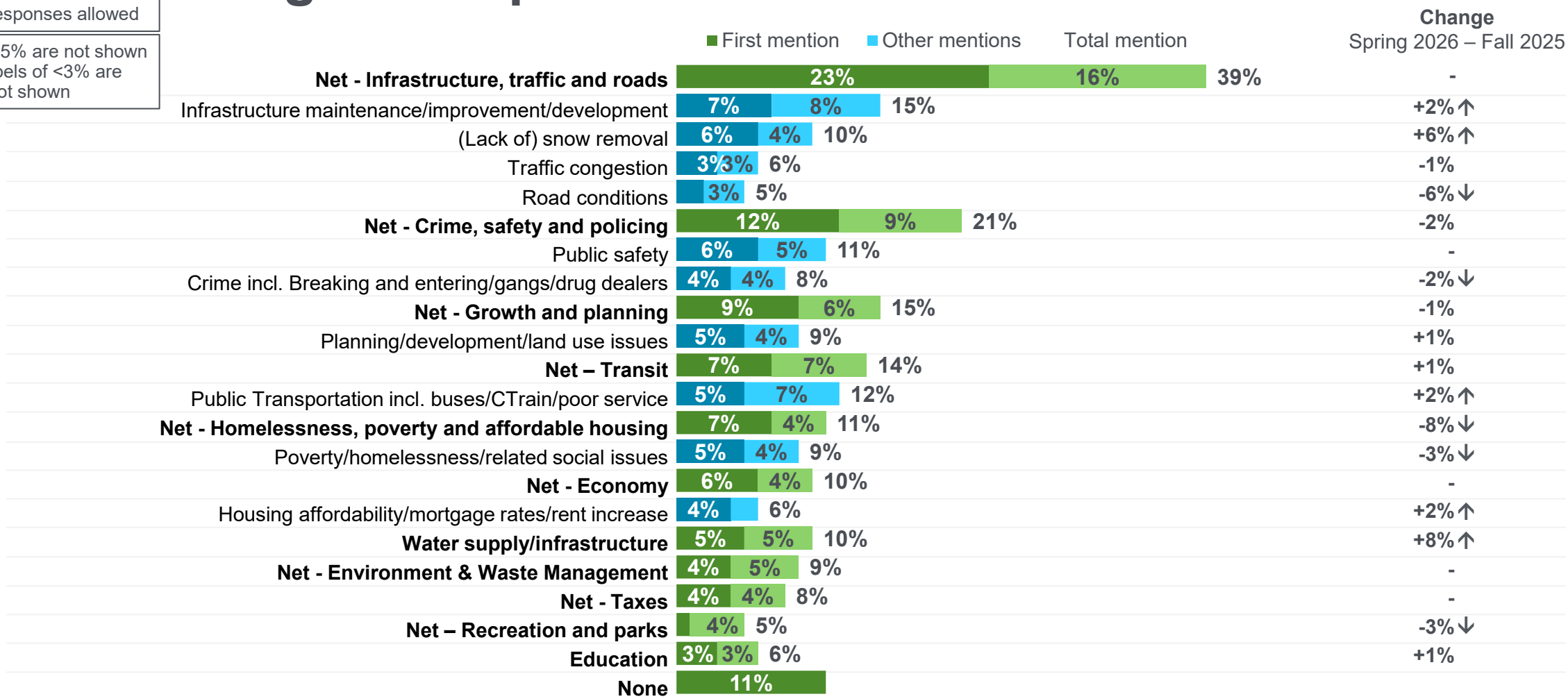
- 'Infrastructure, traffic and roads' remains the most frequently mentioned issue, with nearly two-fifths (39%) of Calgarians identifying it as a top concern, unchanged from fall 2025. Within this category, infrastructure maintenance has increased modestly (15%, up 2 points), while road conditions have decreased significantly (5%, down 6 points). Snow removal sees a seasonal increase as a priority (10%, up 6 points).
- 'Crime, safety and policing' continues as the second most cited issue, mentioned by one-fifth (21%) of Calgarians, consistent with fall 2025. Public safety mentions remain stable (11%, unchanged), while specific crime concerns have decreased (8%, down 2 points).
- 'Growth and planning' sits at 15%, consistent with fall 2025, with planning, development and land use mentions also on par with last fall (9%).
- 'Transit' holds at 14%, consistent with the fall, though public transportation mentions show an increase (12%, up 2 points).
- 'Homelessness, poverty and affordable housing' has seen a significant decrease to 11%, down 8 points from fall 2025. Mentions of poverty and related social issues have declined (9%, down 3 points).
- 'Water supply and infrastructure' has surfaced again as a priority this wave (10%, up 8 points from fall 2025),
- Other priorities show consistency with fall 2025. These include 'Economy' (10%), 'Environment and waste management' (9%), 'Taxes' (8%), 'Education' (6%). Meanwhile, mentions of 'Recreation' have decreased (5%, down 3 points).



Calgarians' priorities

Multiple responses allowed

Mentions <5% are not shown
Data labels of <3% are not shown



Note: A “Net” is a combination of 2 or more mentions that cover a specific theme.

Q. In your view, as a resident of the city of Calgary, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

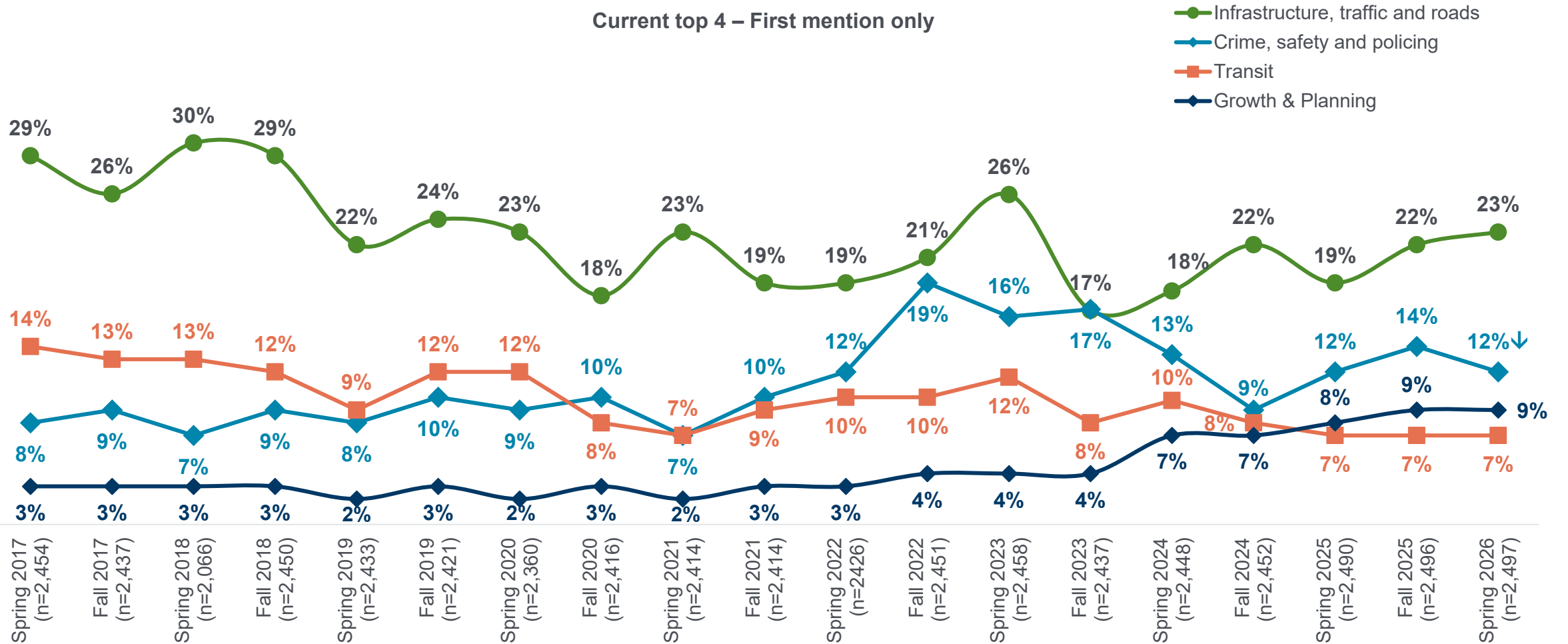
Base: Valid respondents (n=2,497)

↑/↓ Statistically higher/lower than fall 2025



Tracking – Most important issue facing Calgary

Current top 4 – First mention only



Q. In your view, as a resident of the city of Calgary, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your local leaders?
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2025



Satisfaction with City services

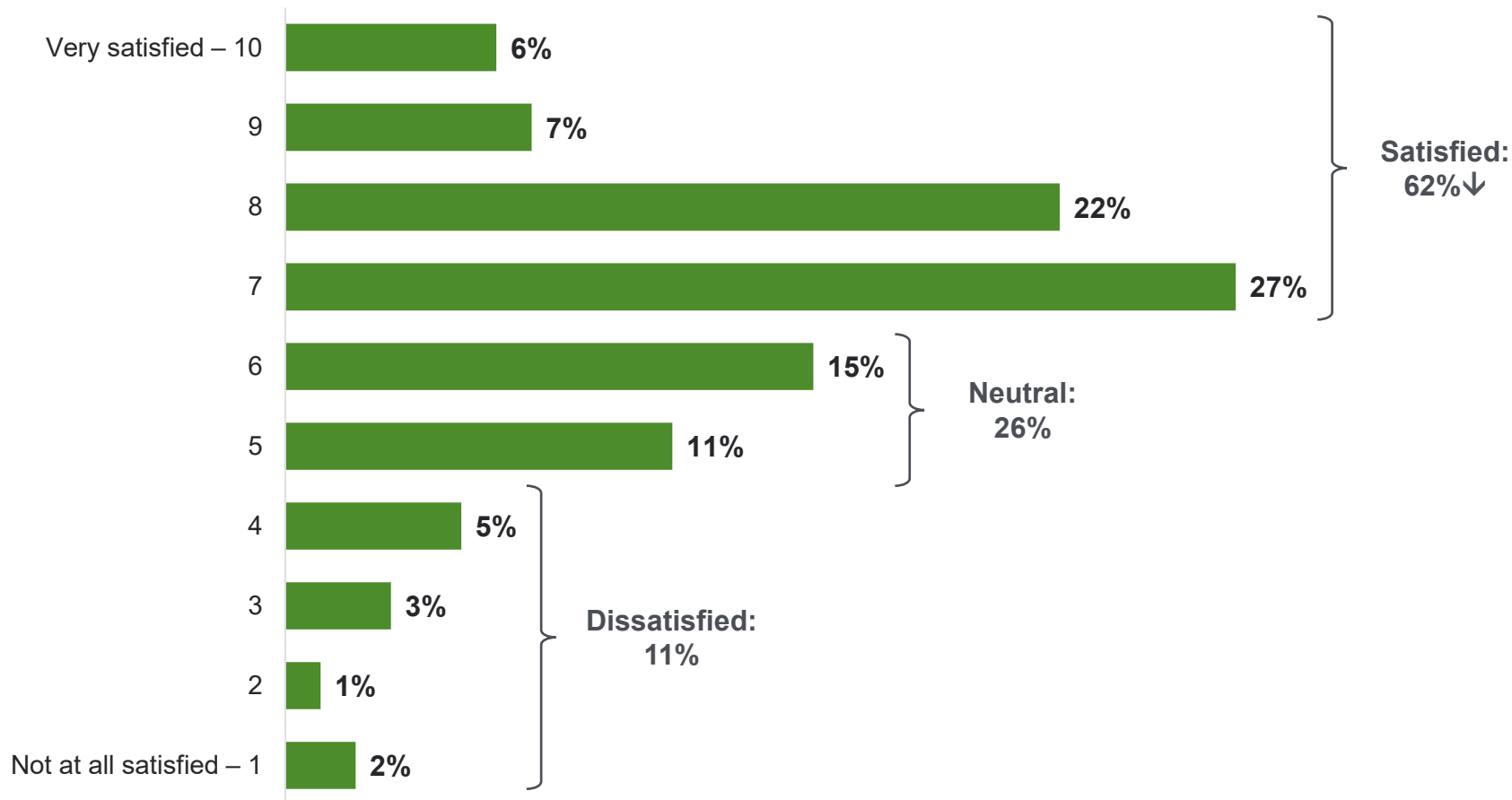
Summary of findings: Satisfaction with City services

Most Calgarians say they are satisfied with Fire Services, making it The City's top-rated service. Many Calgarians are also satisfied with Waste and Recycling Services, Parks, Emergency Management Services and Community & Culture Services. In contrast, fewer Calgarians are satisfied with Housing Services, Roads, Planning & Development Services, and Transit Services. There is a substantial difference between The City's highest and lowest-scoring services.

- Satisfaction with the overall level and quality of services and programs offered by The City remains consistent with one year ago, with around three-fifths (62%) of Calgarians saying that they are satisfied, similar to spring 2025 (61%), although this is a statistical decline from fall 2025 (67%).
- Calgarians were asked to evaluate 15 City services, and satisfaction levels vary substantially, with some services earning near-universal approval while others fall well below the halfway mark. All respondents evaluated each service based on their perceptions, whether or not they had used the service in the past 12 months. A comparison of satisfaction between users and non-users is detailed in the appendix.
- Services earning the **strongest satisfaction** ratings (75% and above) include:
 - Fire Services (90%)
 - Waste and Recycling Services (78%)
 - Parks (77%)
 - Emergency Management Services (75%)
 - Community & Culture Services (75%)
- Services showing **favourable performance** (50% to 74% satisfaction):
 - 311 Services (71%)
 - Recreation Services (71%)
 - Police Services (69%)
 - Bylaw Services (57%)
 - Business Licensing & Support (53%)
 - Water Services (51%)
- Services earning the **lowest satisfaction** ratings (below 50%) include:
 - Transit Services (46%)
 - Planning & Development Services (46%)
 - Roads (40%)
 - Housing Services (27%)



Satisfaction with the overall level and quality of City services and programs



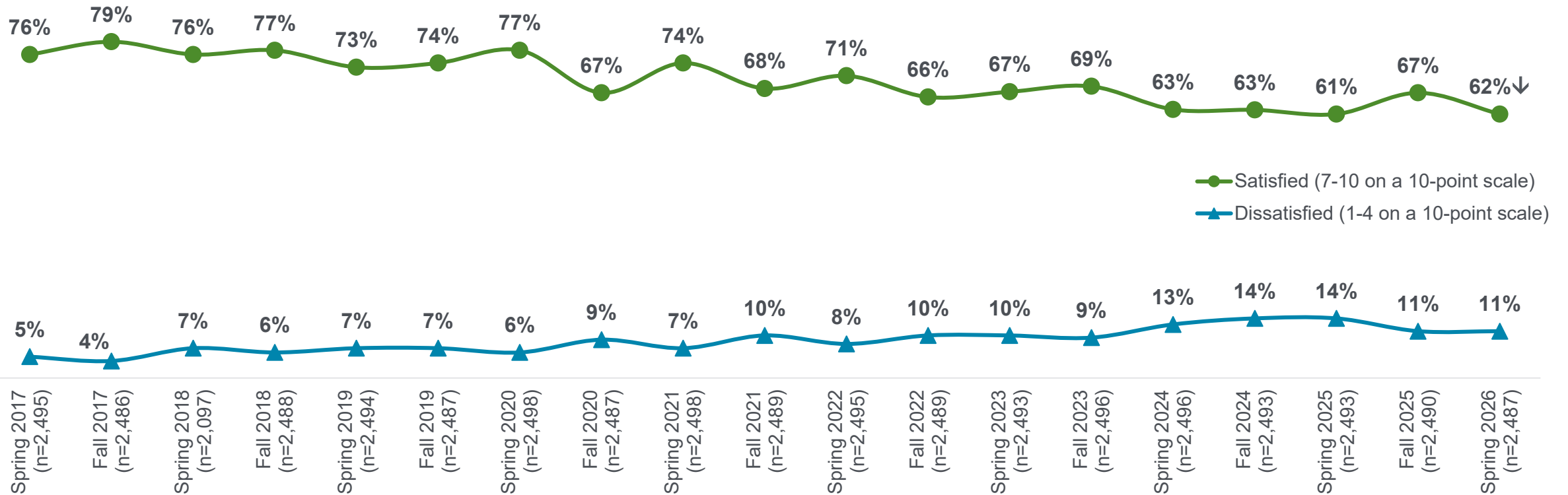
Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
 Base: Valid respondents (n=2,487)

↑/↓ Statistically higher/lower than fall 2025



Tracking – Satisfaction with City services and programs

Satisfaction with overall level and quality of services and programs provided by The City of Calgary

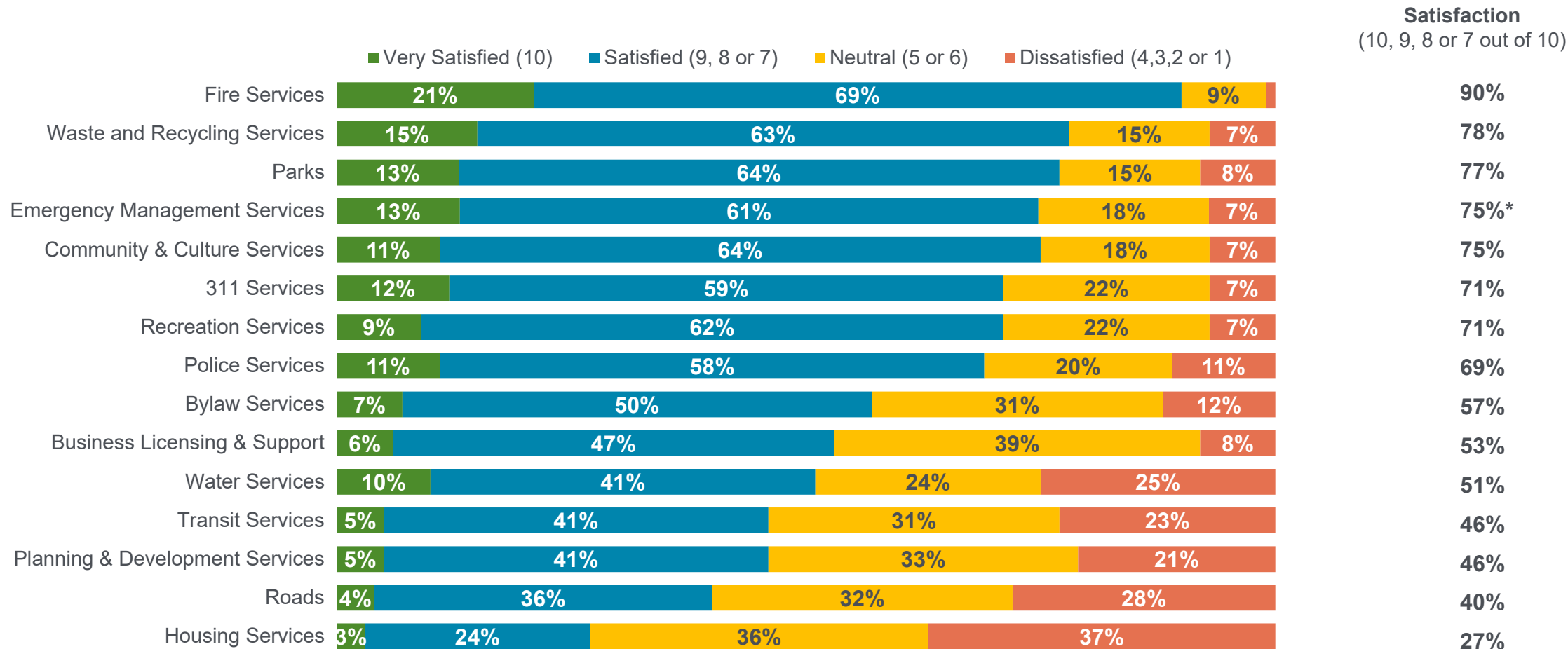


Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2025



Satisfaction with City services



Q. Now I have a list of programs and services provided by The City. For each, I am going to ask you a couple of questions. When responding, consider what you have heard, read, seen, or personally experienced. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing [SERVICES]? Note: Question asked of users and non-users of services.
Base: Valid respondents (bases vary)

Data labels <3% are not shown

*Rounding



Usage of City services

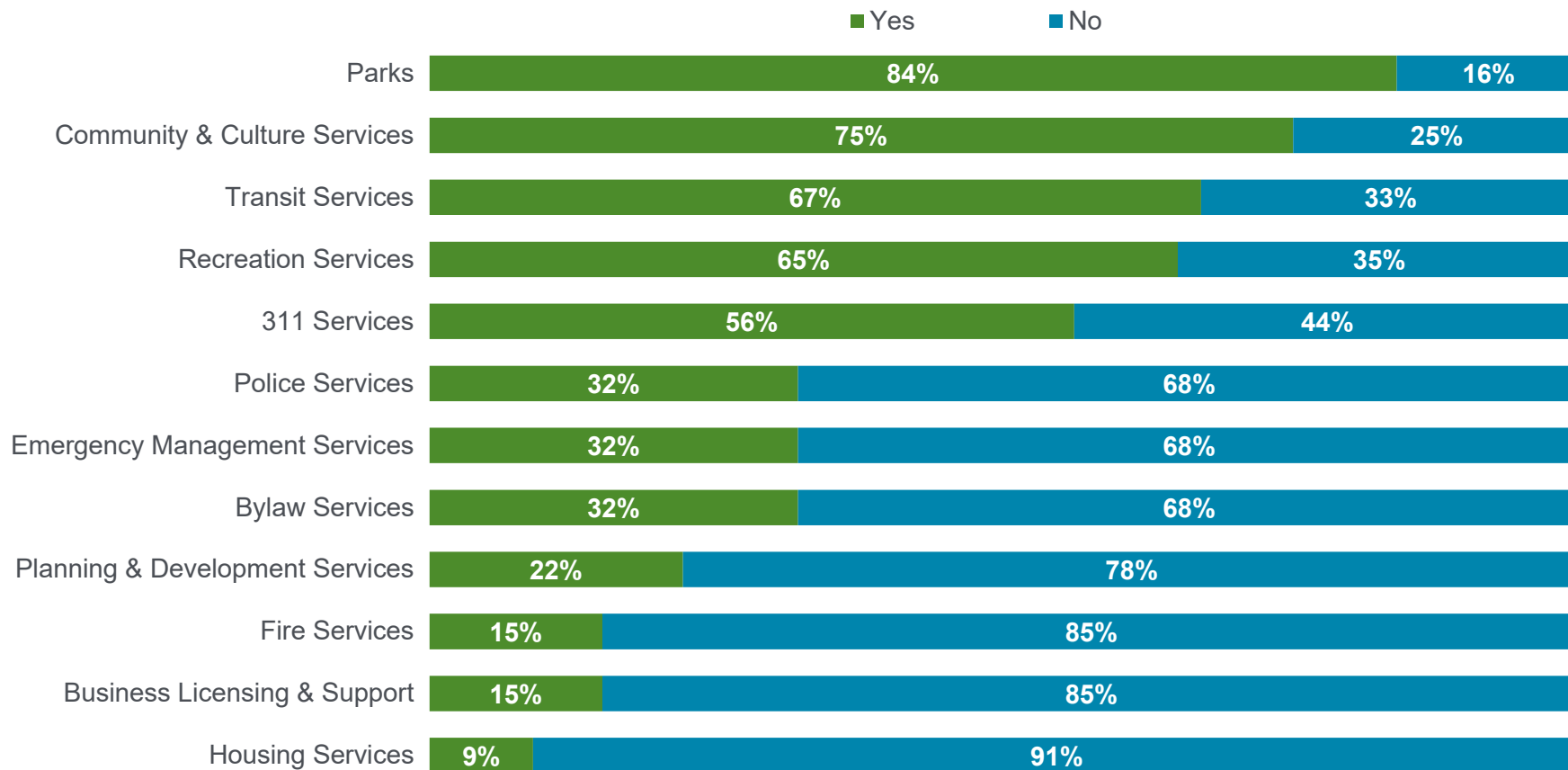
Summary of findings: Usage of City services

City services see widely varying levels of usage, from universal services such as Roads, Waste & Recycling Services, and Water Services used by all Calgarians to services used by fewer than one-fifth such as Fire Services, Business Licensing & Support Services, and Housing Services.

- Before answering questions on usage and satisfaction, respondents were read a fuller description of each of the 15 City services to provide context and specific examples of what each service entails. It is important to note that all usage data is self-reported and reflects the respondent's own perception and interpretation of the service, based on the description provided, and their understanding of what it means to have 'used or accessed' that service within the past year.
- Services with the **highest usage** rates (65% and above) include:
 - Parks (84%)
 - Community & Culture Services (75%)
 - Transit Services (67%)
 - Recreation Services (65%)
- A middle tier of services sees **moderate usage** (30% to 60%)
 - 311 Services (56%)
 - Police Services (32%)
 - Emergency Management Services (32%)
 - Bylaw Services (32%)
- Services with more **limited usage** (under 25%) include:
 - Planning & Development Services (22%)
 - Fire Services (15%)
 - Business Licensing & Support Services (15%)
 - Housing Services (9%)
- Three services in the survey were designated as “**universal**” and were recorded as having 100% usage without asking respondents about their usage.
 - Roads
 - Waste and Recycling Services
 - Water Services



Used or accessed City services



Note: Three services in the survey (Roads, Waste and Recycling Services, and Water Services) were designated as “universal” and were recorded as having 100% usage without asking respondents about their usage.

Q. And, have you used or accessed [SERVICES] in the past 12 months?
 Base: Valid respondents (bases vary)



Service results

Summary of findings: 311 Services

Calgary's 311 service is a well-used and well-regarded resource. More than half of Calgarians have used the service in the past year, and strong majorities praise its reliability, accessibility, and quality. However, some Calgarians are uncertain about how quickly their concerns would be resolved once reported.

- More than one-half (56%) of Calgarians have used 311 Services in the past 12 months. Around seven-in-ten (71%) Calgarians are satisfied with 311 Services, with 12% rating their satisfaction with 311 Services as 10 out of 10. Satisfaction is statistically higher among users than non-users of 311 Services (73% among users vs. 67% among non-users).

Experience Perceptions

- Three-quarters (76%) of Calgarians have no, or would have no, concerns when using or accessing these services. Agreement is consistent between users (78%) and non-users of the service (72%).
- Three-quarters (74%) agree that these services are or would be easy to use or access. Although the gap appears wide, there is no statistical difference between users (79%) and non-users (68%).
- More than three-fifths (63%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (72%) than non-users (51%).
- More than one-half (57%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (60%) and non-users (54%).

Timeliness Perceptions

- Three-quarters (74%) of Calgarians agree that these services will be available when, or should, they need them. Results are consistent between users (77%) and non-users of the service (70%).
- Seven-in-ten (70%) Calgarians agree that this service has not been interrupted in the past year, statistically higher among users (76%) than non-users (61%).
- Three-fifths (60%) agree that The City is quick to communicate issues and updates about these services, consistent between users (60%) and non-users (59%).
- Around one-half (51%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (49%) and non-users (52%).

Quality Perceptions

- Nearly three-quarters (73%) of Calgarians agree that these services are, or would be, reliable. This is consistent between service users (74%) and non-users (71%).
- Seven-in-ten (69%) Calgarians agree that The City consistently delivers good quality for these services, consistent between users (71%) and non-users (67%).
- Around two-thirds (68%) of Calgarians agree that these services are well maintained and managed, consistent between users (69%) and non-users (66%).



311 Services - Highlights

56%
Have used or
accessed
311 Services



71%
Are satisfied with
311 Services



Experience

No concerns when using or accessing these services



Easy to use or access



Enhances my quality of life



The City effectively communicates about these services



Timeliness

Available when needed



Services have not been interrupted in the past year



The City is quick to communicate issues and updates



Concerns addressed in timely manner



Quality

Services are reliable



The City consistently delivers good quality for these services



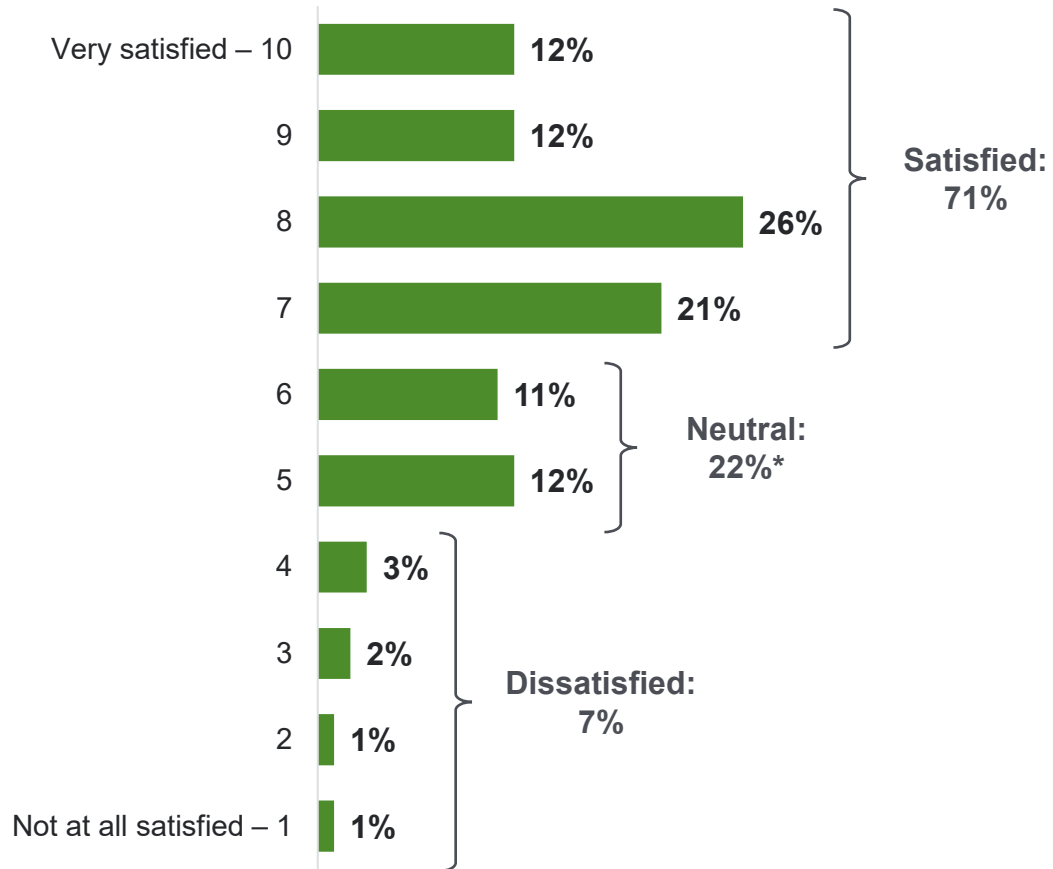
Well maintained and managed



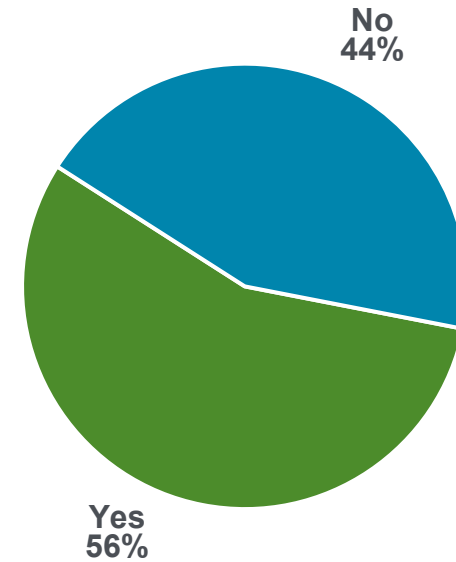


311 Services

Satisfied with service



Have used or accessed service



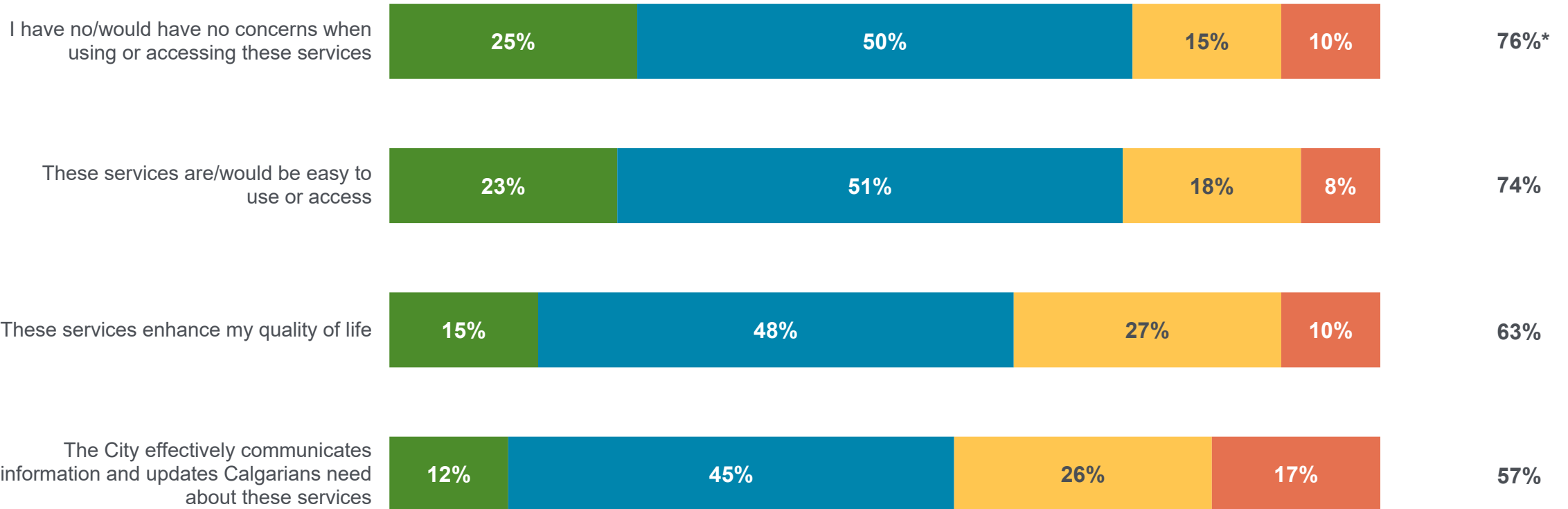
Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing 311 Services?
 Q. And, have you used or accessed 311 Services in the past 12 months?
 Base: Valid respondents (bases vary)

*Rounding



311 Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



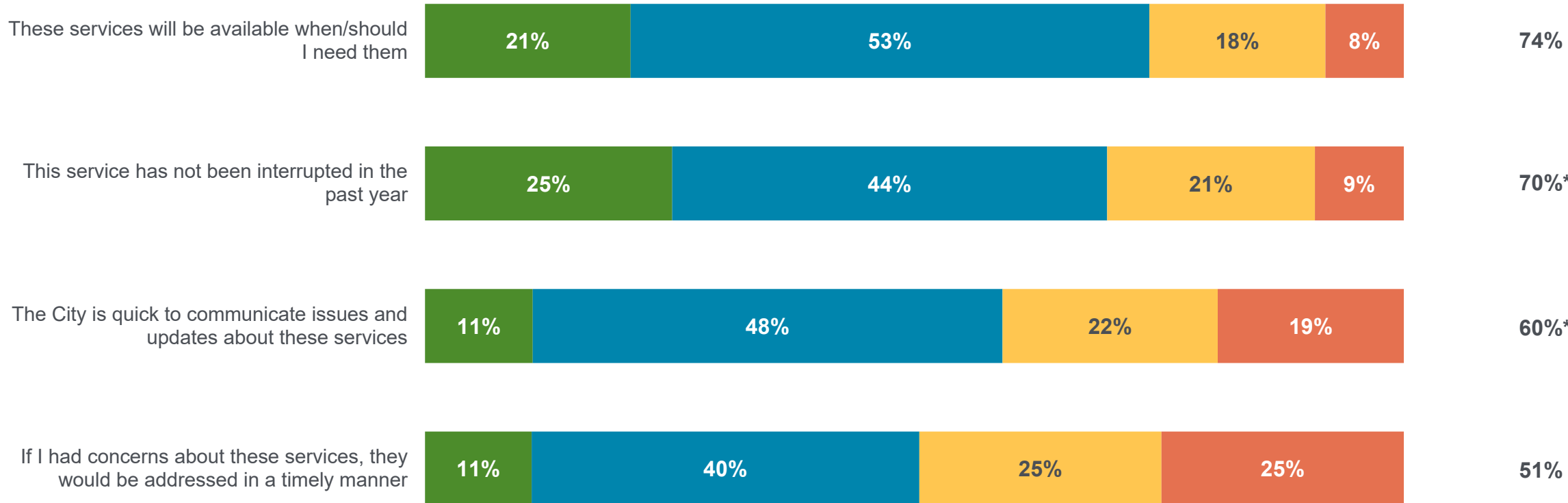
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about 311 Services?
 Base: Valid respondents (bases vary)

*Rounding



311 Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about 311 Services?

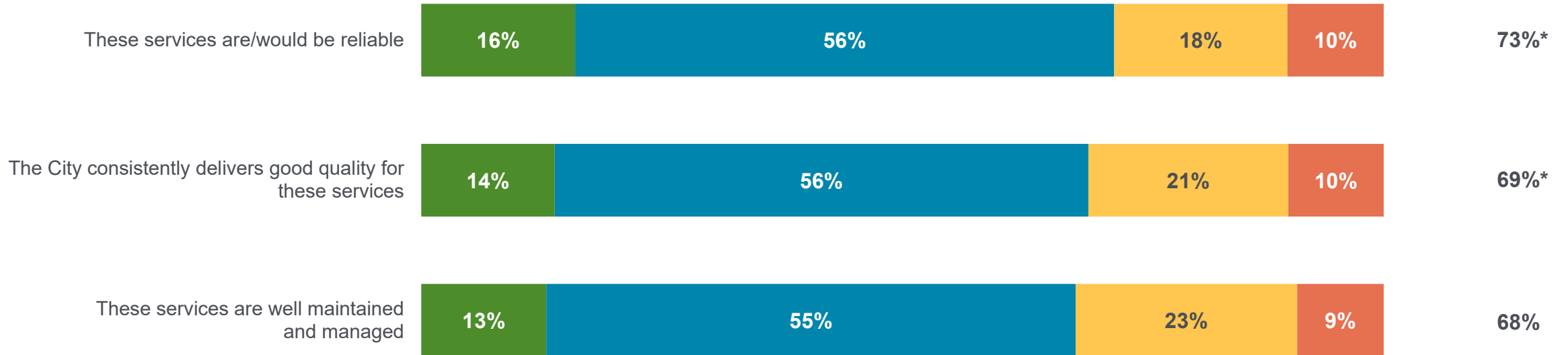
Base: Valid respondents (bases vary)

*Rounding



311 Services - Quality

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about 311 Services?
 Base: Valid respondents (bases vary)

*Rounding

Summary of findings: Business Licensing & Support

Calgary's Business Licensing & Support Services sees limited usage, with fewer than one-fifth of Calgarians having used it in the past year. Overall satisfaction sits at about half, but users report notably higher satisfaction than non-users. Availability earns the strongest marks, while timeliness of responses needs the most attention.

- Fewer than one-fifth (15%) of Calgarians have used Business Licensing & Support Services in the past 12 months. Around one-half (53%) of Calgarians are satisfied with Business Licensing & Support, with 6% rating their satisfaction with Business Licensing & Support Services as 10 out of 10. Satisfaction is statistically higher among users than non-users of Business Licensing & Support Services (63% among users vs. 51% among non-users).

Experience Perceptions

- Nearly three-fifths (59%) of Calgarians have no, or would have no, concerns when using or accessing these services. Agreement is consistent between users (63%) and non-users of the service (58%).
- Around one-half (54%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (62%) and non-users (53%).
- One-half (50%) of Calgarians agree that these services enhance their quality of life, consistent between users (57%) and non-users (48%).
- Nearly one-half (48%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (52%) and non-users (48%).

Timeliness Perceptions

- Nearly two-thirds (64%) of Calgarians agree that these services will be available when, or should, they need them. Agreement is consistent between users (70%) and non-users (63%).
- One-half (50%) agree that this service has not been interrupted in the past year, statistically higher among users (69%) than non-users (46%).
- Nearly one-half (48%) agree that The City is quick to communicate issues and updates about these services, consistent between users (57%) and non-users (46%).
- Around one-half (45%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (55%) and non-users (44%).

Quality Perceptions

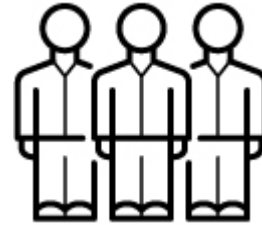
- Nearly three-fifths (58%) of Calgarians agree that these services are, or would be, reliable. Agreement is consistent between users (66%) and non-users (56%).
- Around one-half (51%) of Calgarians agree that these services are well maintained and managed, statistically higher among users (63%) than non-users (49%).
- One-half (50%) of Calgarians agree that The City consistently delivers good quality for these services, consistent between users (58%) and non-users (49%).



Business Licensing & Support - Highlights

15%

Have used or accessed Business Licensing & Support



53%

Are satisfied with Business Licensing & Support



Experience



No concerns when using or accessing these services



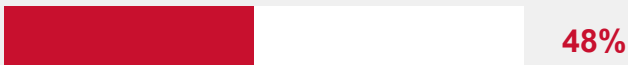
Easy to use or access



Enhances my quality of life



The City effectively communicates about these services



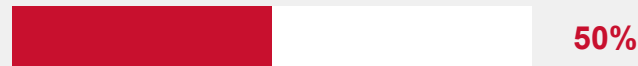
Timeliness



Available when needed



Services have not been interrupted in the past year



The City is quick to communicate issues and updates



Concerns addressed in timely manner



Quality



Services are reliable



Well maintained and managed

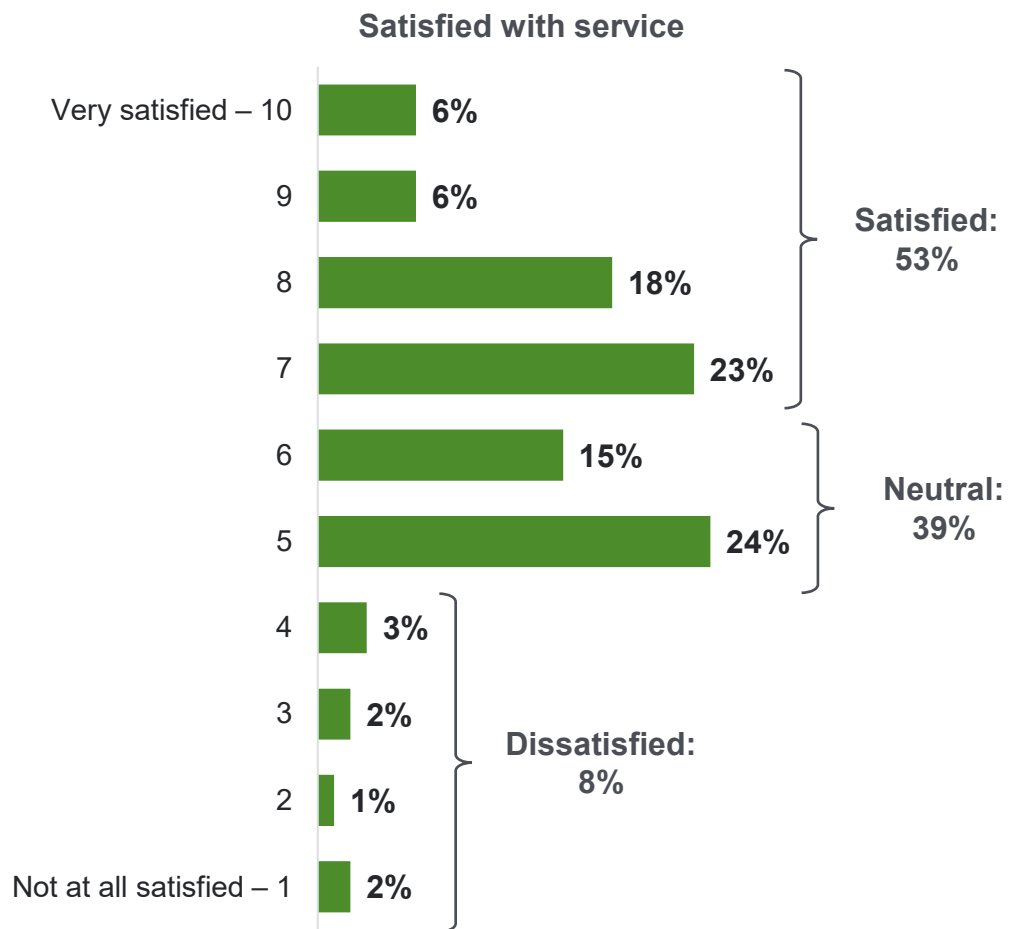


The City consistently delivers good quality for these services

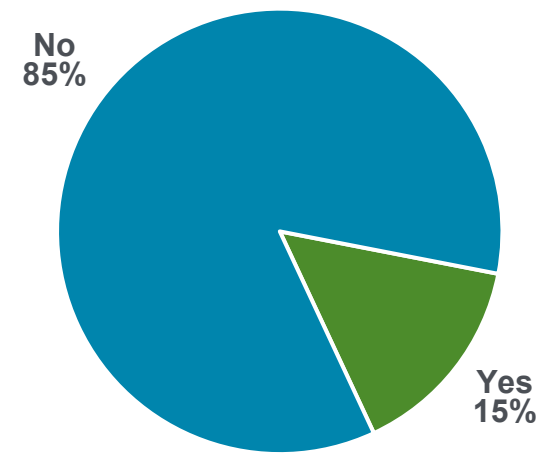




Business Licensing & Support Services



Have used or accessed service



Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Business Licensing & Support Services?

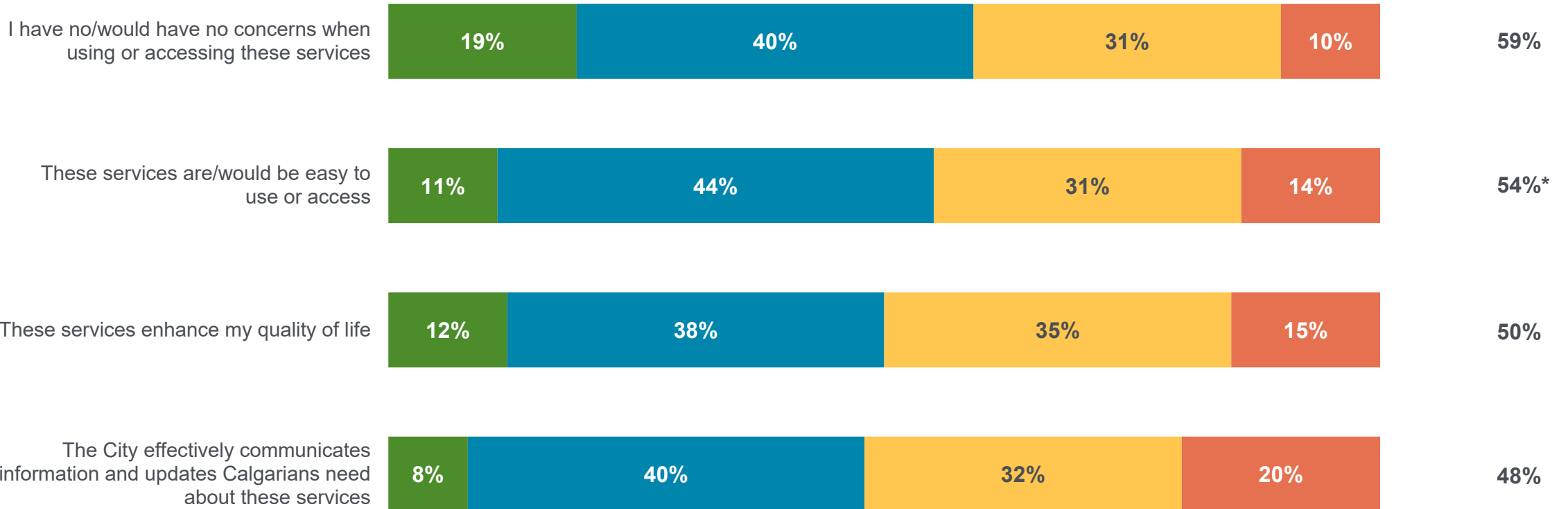
Q. And, have you used or accessed Business Licensing & Support Services in the past 12 months?

Base: Valid respondents (bases vary)



Business Licensing & Support - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



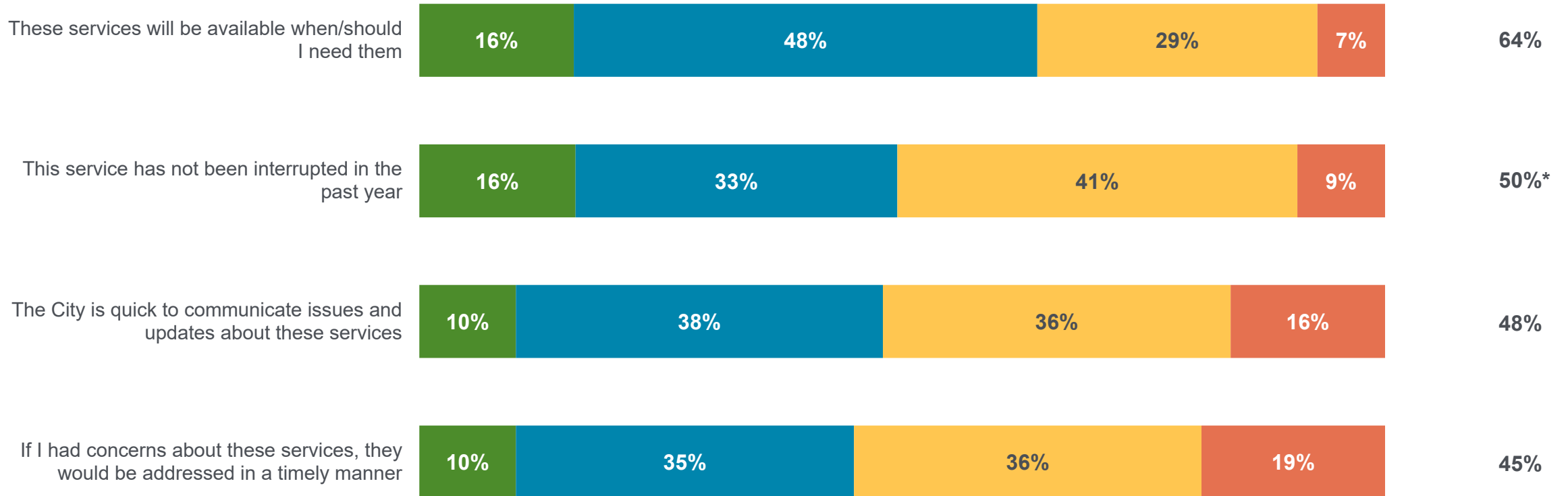
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Business Licensing & Support?
 Base: Valid respondents (bases vary)

*Rounding



Business Licensing & Support- Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

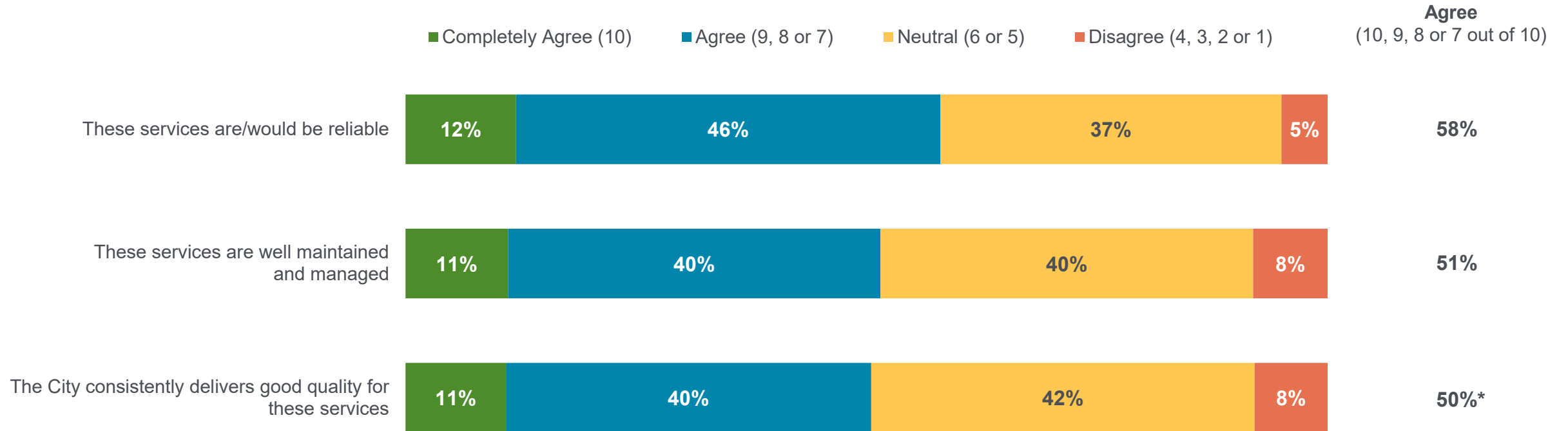


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Business Licensing & Support?
 Base: Valid respondents (bases vary)

*Rounding



Business Licensing & Support - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Business Licensing & Support?
 Base: Valid respondents (bases vary)

*Rounding

Summary of findings: Bylaw Services

About one-third of Calgarians have interacted with Bylaw Services over the past year. Most Calgarians find the service accessible and believe it will be there when needed. However, satisfaction among actual users falls below that of the general public. Users and non-users generally feel the same about all but one measure. Users are less likely to agree The City effectively communicates about these services.

- One-third (32%) of Calgarians have used Bylaw Services in the past 12 months. More than one-half (57%) of Calgarians are satisfied with Bylaw Services, with 7% rating their satisfaction with Bylaw Services as 10 out of 10. Satisfaction is statistically lower among users than non-users of Bylaw Services (53% among users vs. 60% among non-users).

Experience Perceptions

- Seven-in-ten (70%) Calgarians have no, or would have no, concerns using or accessing these services, consistent between users (68%) and non-users (72%).
- Two-thirds (67%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (67%) and non-users (66%).
- Nearly two-thirds (62%) of Calgarians agree that these services enhance their quality of life, consistent between users (58%) and non-users (63%).
- More than one-half (55%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, statistically lower among users (46%) than non-users (60%).

Timeliness Perceptions

- Seven-in-ten (71%) Calgarians agree that these services will be available when, or should, they need them, consistent between users (67%) and non-users (73%).
- Three-fifths (60%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (63%) and non-users (59%).
- Over one-half (57%) agree that The City is quick to communicate issues and updates about these services, consistent between users (52%) and non-users (59%).
- Around one-half (52%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (46%) and non-users (55%).

Quality Perceptions

- Two-thirds (67%) of Calgarians agree that these services are, or would be, reliable, consistent between users (61%) and non-users (70%).
- Around three-fifths (61%) of Calgarians agree that these services are well maintained and managed, consistent between users (56%) and non-users (63%).
- More than one-half (56%) agree that The City consistently delivers good quality for these services, consistent between users (54%) and non-users (56%).



Bylaw Services - Highlights

32%
Have used or accessed Bylaw Services



57%
Are satisfied with Bylaw Services



Experience



No concerns when using or accessing these services



Easy to use or access



Enhances my quality of life



The City effectively communicates about these services



Timeliness



Available when needed



Services have not been interrupted in the past year



The City is quick to communicate issues and updates



Concerns addressed in timely manner



Quality



Services are reliable



Well maintained and managed



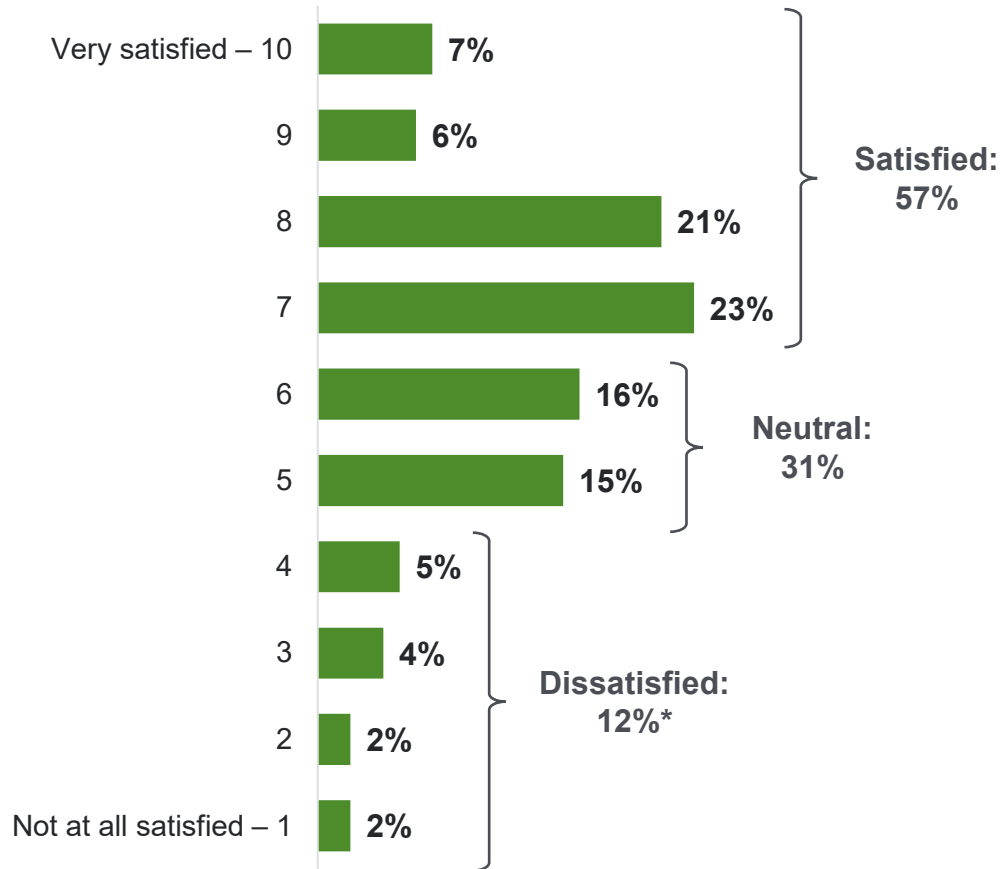
The City consistently delivers good quality for these services



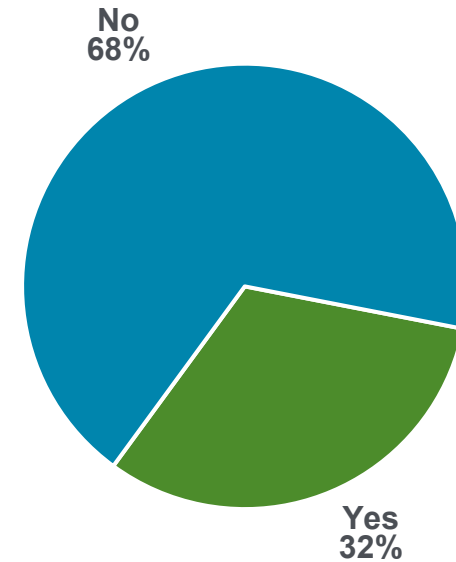


Bylaw Services

Satisfied with service



Have used or accessed service



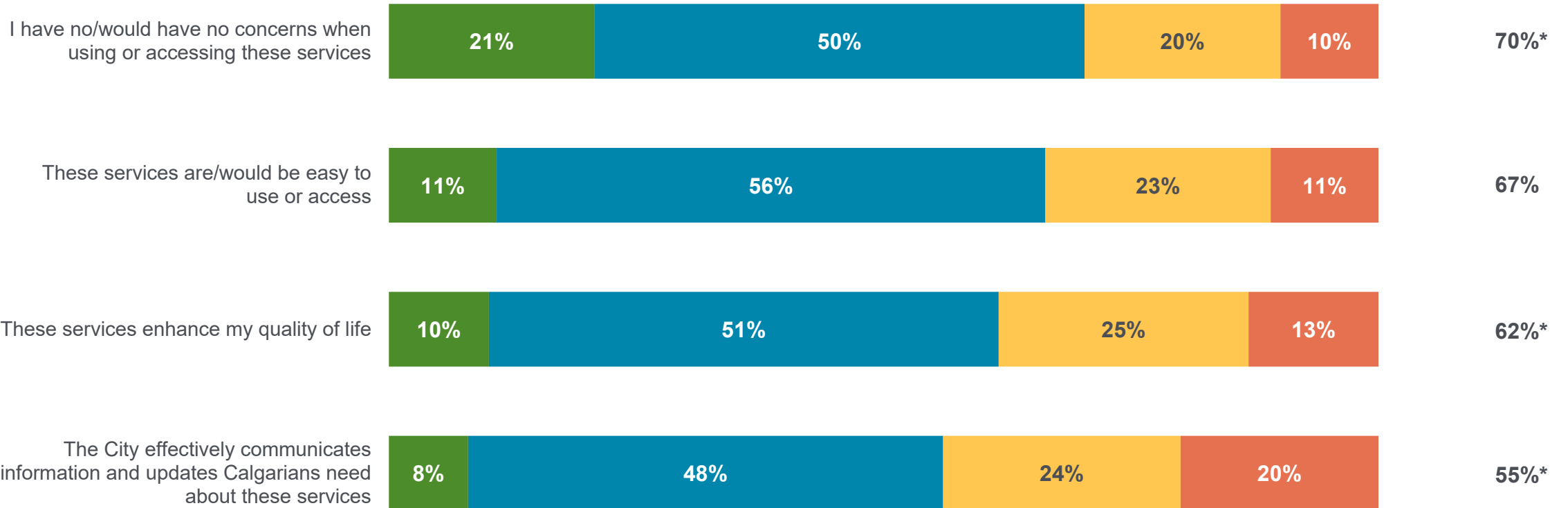
Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Bylaw Services?
 Q. And, have you used or accessed Bylaw Services in the past 12 months?
 Base: Valid respondents (bases vary)

*Rounding



Bylaw Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Bylaw Services?

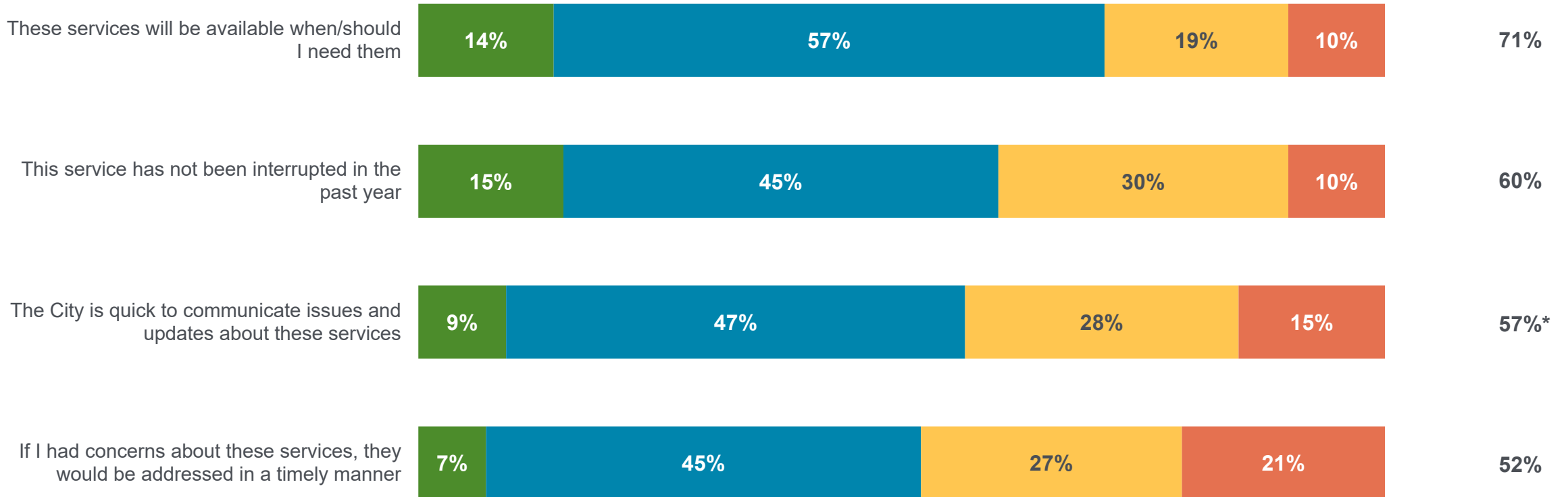
Base: Valid respondents (bases vary)

*Rounding



Bylaw Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

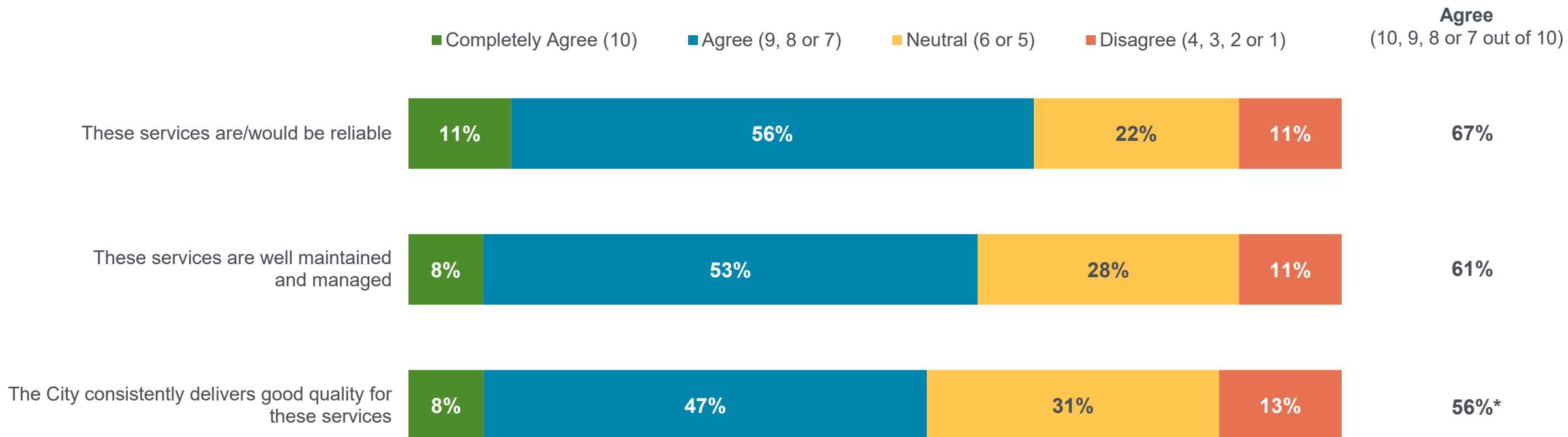


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Bylaw Services?
 Base: Valid respondents (bases vary)

*Rounding



Bylaw Services - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Bylaw Services?

Base: Valid respondents (bases vary)

*Rounding

Summary of findings: Community & Culture Services

Community & Culture Services stands among Calgary's most widely used and highly rated services. Many Calgarians have used these services in the past year, and an equal proportion say they are satisfied. This makes it one of the few services where usage and approval are closely aligned. Most Calgarians agree that Community & Culture Services is easy to access and reliable. Many agree it delivers good quality. Timely resolution of concerns scores lowest among the measures evaluated.

- Three-quarters (75%) of Calgarians have used Community & Culture Services in the past 12 months. An equal proportion (75%) of Calgarians are satisfied with Community & Culture Services, with 11% rating their satisfaction with Community & Culture Services as 10 out of 10. Satisfaction is statistically higher among users than non-users of Community & Culture Services (78% among users vs. 66% among non-users).

Experience Perceptions

- Around four-fifths (82%) of Calgarians agree these services are or would be easy to use or access, statistically higher among users (85%) than non-users (72%).
- Four-fifths (80%) have no, or would have no, concerns using or accessing these services, statistically higher among users (84%) than non-users (68%).
- Three-quarters (74%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (79%) than non-users (59%).
- Three-fifths (61%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (62%) and non-users (57%).

Timeliness Perceptions

- Three-quarters (74%) of Calgarians agree these services will be available when, or should, they need them. Agreement is statistically higher among users (78%) than non-users (64%).
- Seven-in-ten (70%) Calgarians agree that this service has not been interrupted in the past year, consistent between users (70%) and non-users (69%).
- Around three-fifths (62%) of Calgarians agree that The City is quick to communicate issues and updates about these services, consistent between users (63%) and non-users (58%).
- Around one-half (53%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (53%) and non-users (52%).

Quality Perceptions

- Four-fifths (81%) of Calgarians agree that these services are, or would be, reliable, statistically higher among users (84%) than non-users (71%).
- Nearly four-fifths (78%) agree that The City consistently delivers good quality for these services, consistent between users (80%) and non-users (70%).
- Around three-quarters (77%) of Calgarians agree that these services are well maintained and managed, consistent between users (79%) and non-users (72%).



Community & Culture Services - Highlights

75%
Have used or accessed
Community &
Culture Services



75%
Are satisfied with
Community &
Culture Services



Experience



Easy to use or access



No concerns when using or accessing these services



Enhances my quality of life



The City effectively communicates about these services



Timeliness



Available when needed



Services have not been interrupted in the past year



The City is quick to communicate issues and updates



Concerns addressed in timely manner



Quality



Services are reliable



The City consistently delivers good quality for these services

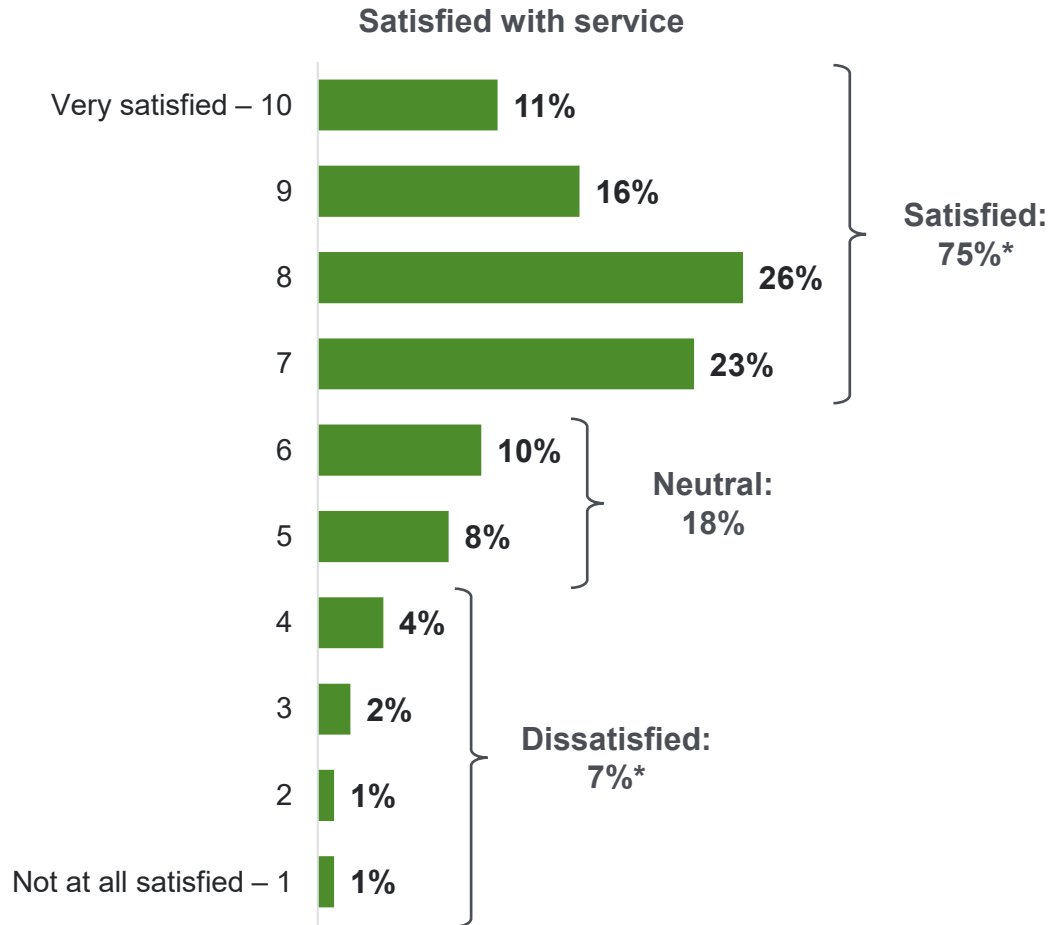


Well maintained and managed

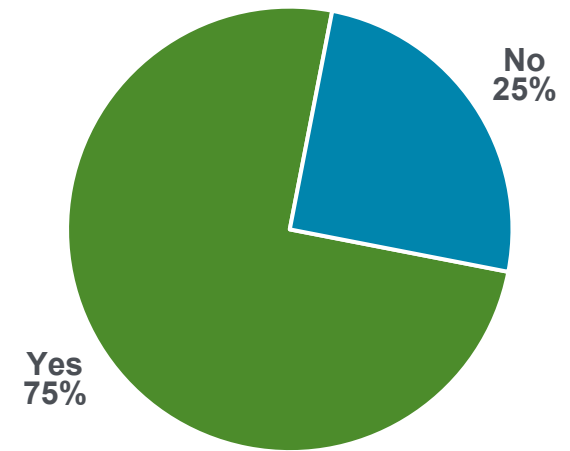




Community & Culture Services



Have used or accessed service



Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Community & Culture Services, including festivals, events and libraries as well as social programs such as Fair Entry?

Q. And, have you used or accessed Community & Culture Services, including festivals, events and libraries as well as social programs such as Fair Entry, in the past 12 months?

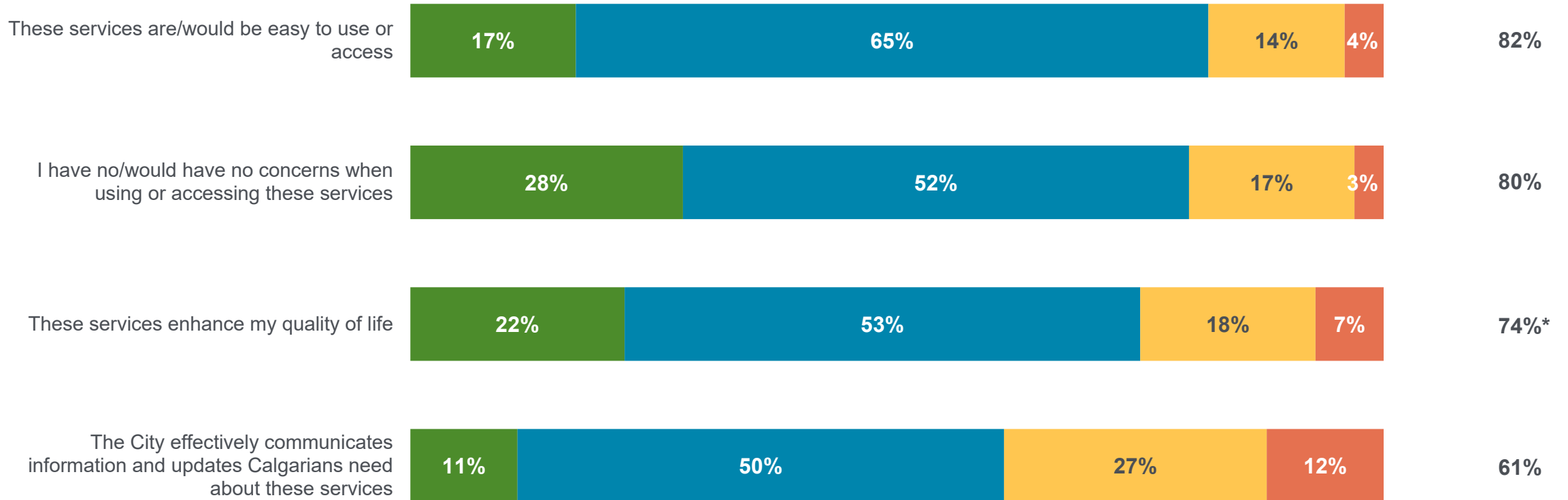
Base: Valid respondents (bases vary)

*Rounding



Community & Culture Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



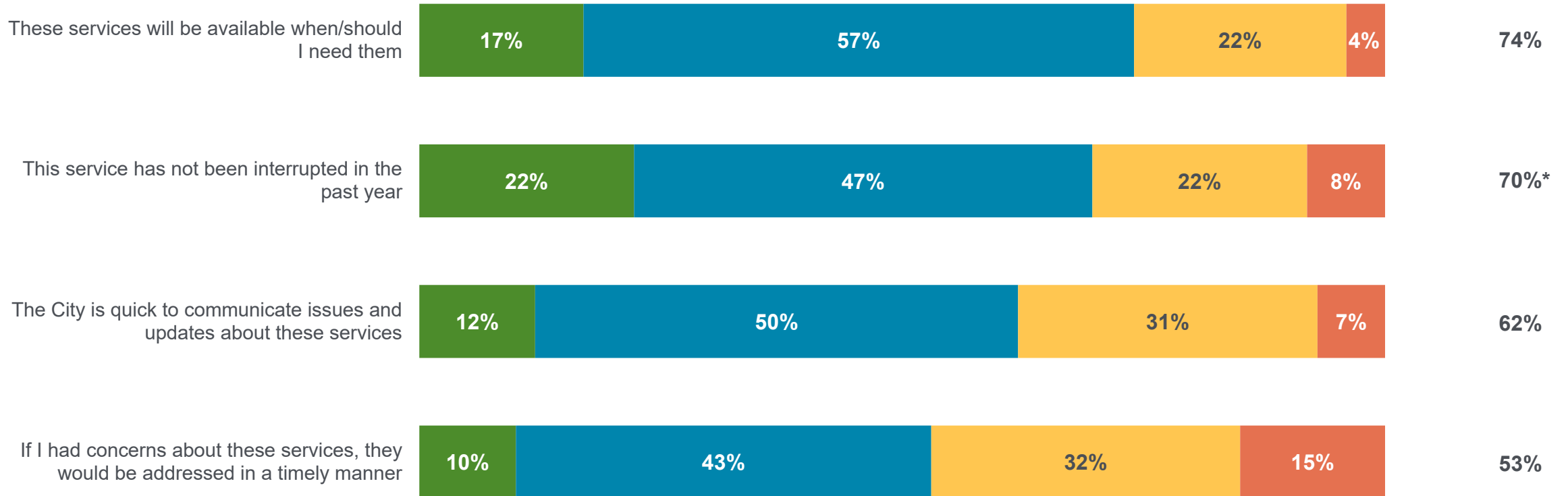
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Community & Culture Services, including festivals, events and libraries as well as social programs such as Fair Entry?
 Base: Valid respondents (bases vary)

*Rounding



Community & Culture Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

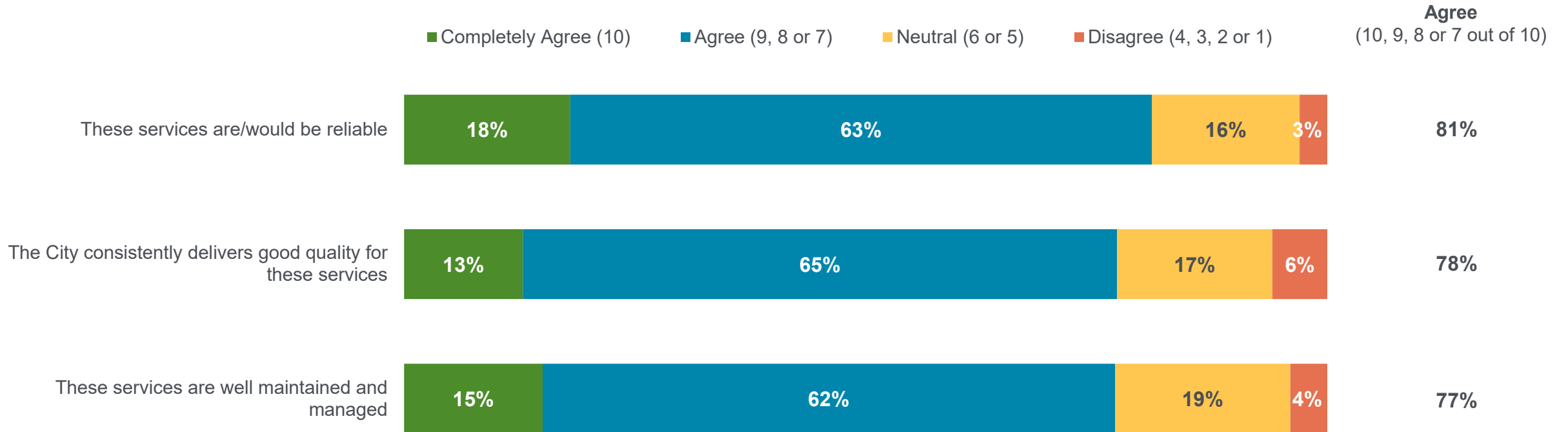


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Community & Culture Services, including festivals, events and libraries as well as social programs such as Fair Entry?
 Base: Valid respondents (bases vary)

*Rounding



Community & Culture Services - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Community & Culture Services, including festivals, events and libraries as well as social programs such as Fair Entry?
 Base: Valid respondents (bases vary)

Summary of findings: Emergency Management Services

Emergency Management Services earns strong evaluations from Calgarians. Many Calgarians say they are satisfied with Emergency Management Service, and most agree the service is accessible, reliable, and available when needed. However, only about one-third have used Emergency Management Services in the past year. With most Calgarians having not used the service, satisfaction is largely based on the promise that Emergency Services will be there when needed rather than direct experience. Timely resolution of concerns emerges as the area with the most room for improvement.

- One-third (32%) of Calgarians have used Emergency Management Services in the past 12 months. Three-quarters (75%) of Calgarians are satisfied with Emergency Management Services, with 13% rating their satisfaction with Emergency Management Services as 10 out of 10. Satisfaction is similar between users and non-users of Emergency Management Services (72% among users and 76% among non-users).

Experience Perceptions

- Four-fifths (80%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (84%) and non-users (77%).
- Four-fifths (79%) have no, or would have no, concerns when using or accessing these services, consistent between users (77%) and non-users (80%).
- Around three-quarters (77%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (84%) than non-users (74%).
- Two-thirds (67%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, identical between users (67%) and non-users (67%).

Timeliness Perceptions

- Nearly four-fifths (78%) of Calgarians agree these services will be available when, or should, they need them, identical between users (78%) and non-users (78%).
- Around seven-in-ten (72%) Calgarians agree that this service has not been interrupted in the past year, consistent between users (69%) and non-users (73%).
- Nearly two-thirds (63%) agree that The City is quick to communicate issues and updates about these services, consistent between users (69%) and non-users (61%).
- More than one-half (56%) agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (53%) and non-users (57%).

Quality Perceptions

- Four-fifths (79%) of Calgarians agree that these services are, or would be, reliable, consistent between users (77%) and non-users (80%).
- Seven-in-ten (70%) Calgarians agree that The City consistently delivers good quality for these services, consistent between users (74%) and non-users (68%).
- Around two-thirds (68%) of Calgarians agree that these services are well maintained and managed, consistent between users (70%) and non-users (68%).



Emergency Management Services - Highlights

32%
Have used or accessed
Emergency
Management Services



75%
Are satisfied with
Emergency
Management
Services



Experience



Easy to use or access



No concerns when using or
accessing these services



Enhances my quality of life



The City effectively communicates
about these services



Timeliness



Available when needed



Services have not been interrupted
in the past year



The City is quick to communicate
issues and updates



Concerns addressed in
timely manner



Quality



Services are reliable



The City consistently delivers good
quality for these services



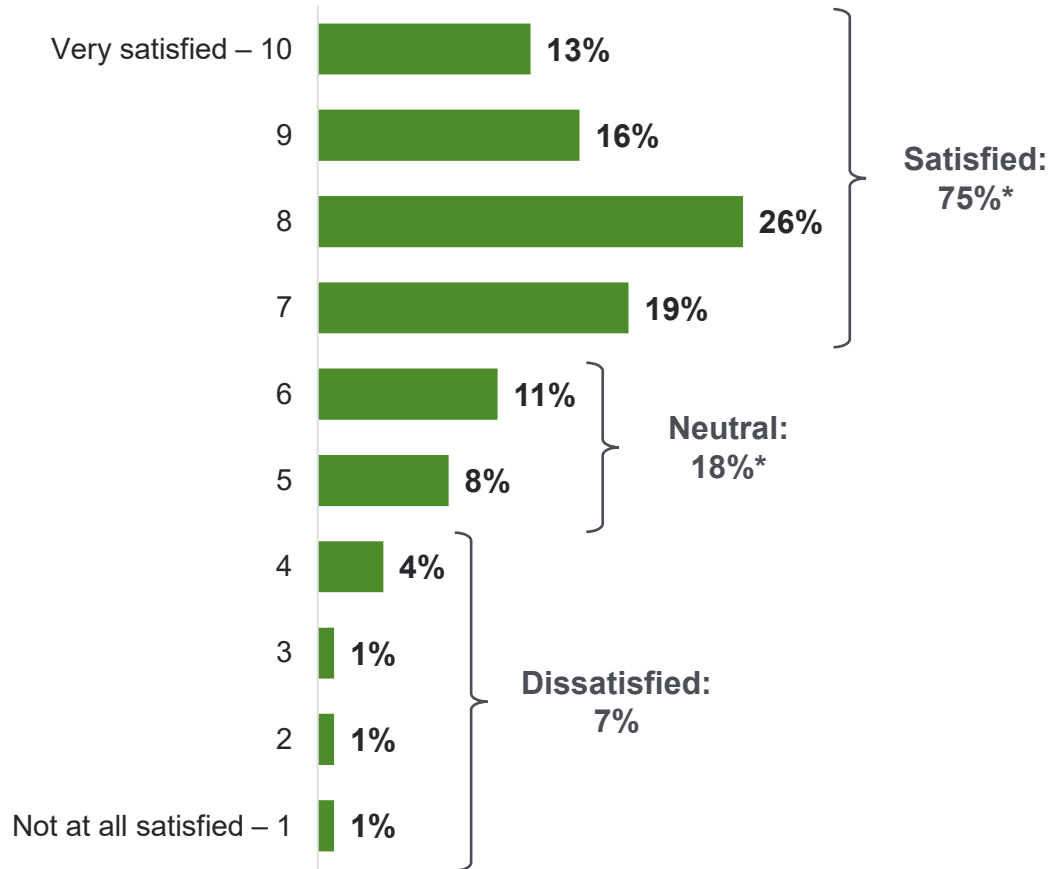
Well maintained and managed



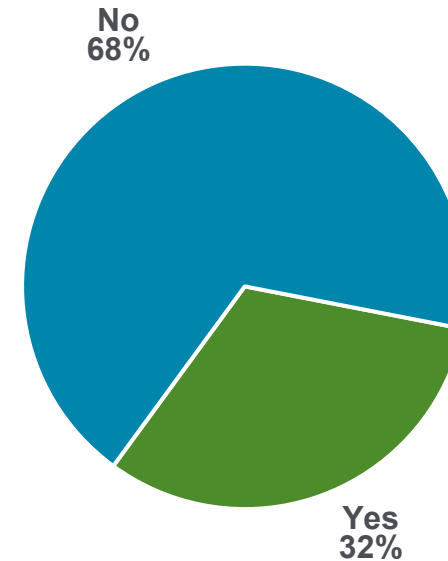


Emergency Management Services

Satisfied with service



Have used or accessed service



Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Emergency Management Services, such as Calgary 9-1-1 and disaster preparedness and response?

Q. And, have you used or accessed Emergency Management Services, such as Calgary 9-1-1 and disaster preparedness and response, in the past 12 months?

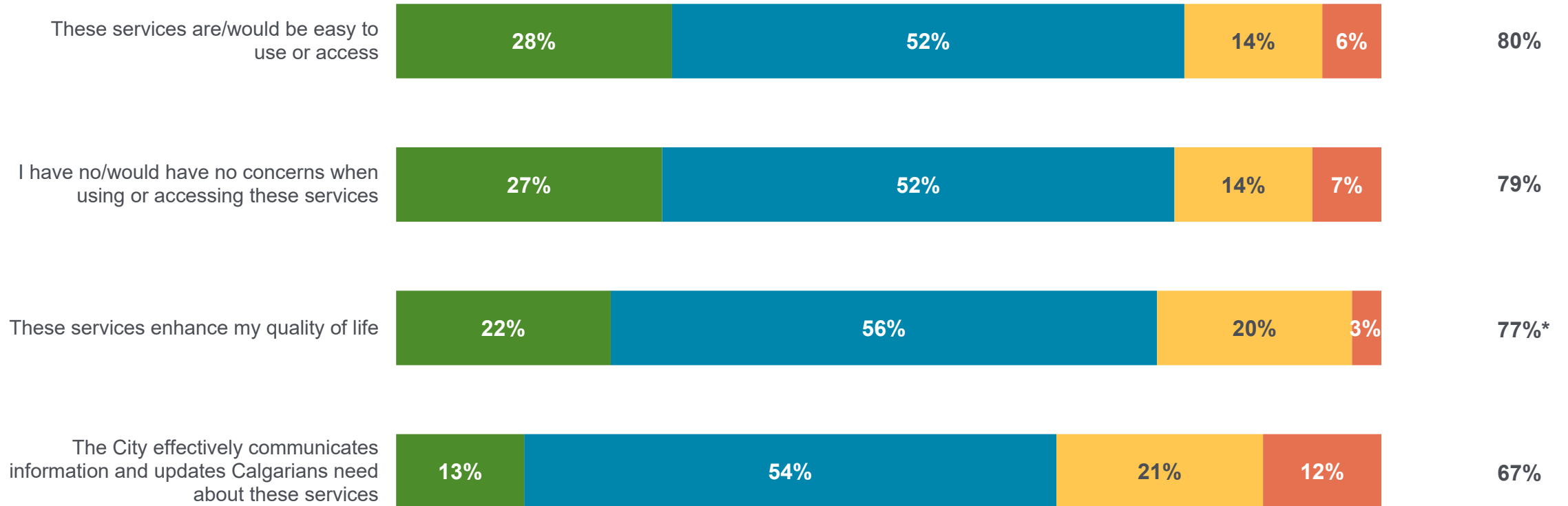
Base: Valid respondents (bases vary)

*Rounding



Emergency Management Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



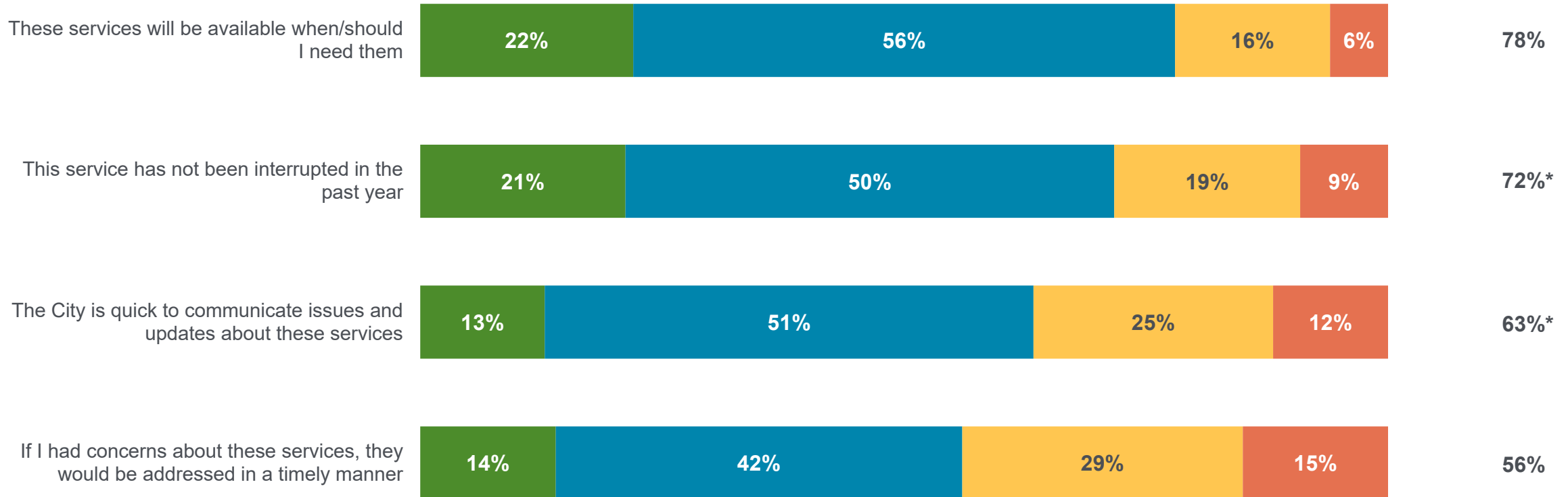
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Emergency Management Services, such as Calgary 9-1-1 and disaster preparedness and response?
 Base: Valid respondents (bases vary)

*Rounding



Emergency Management Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

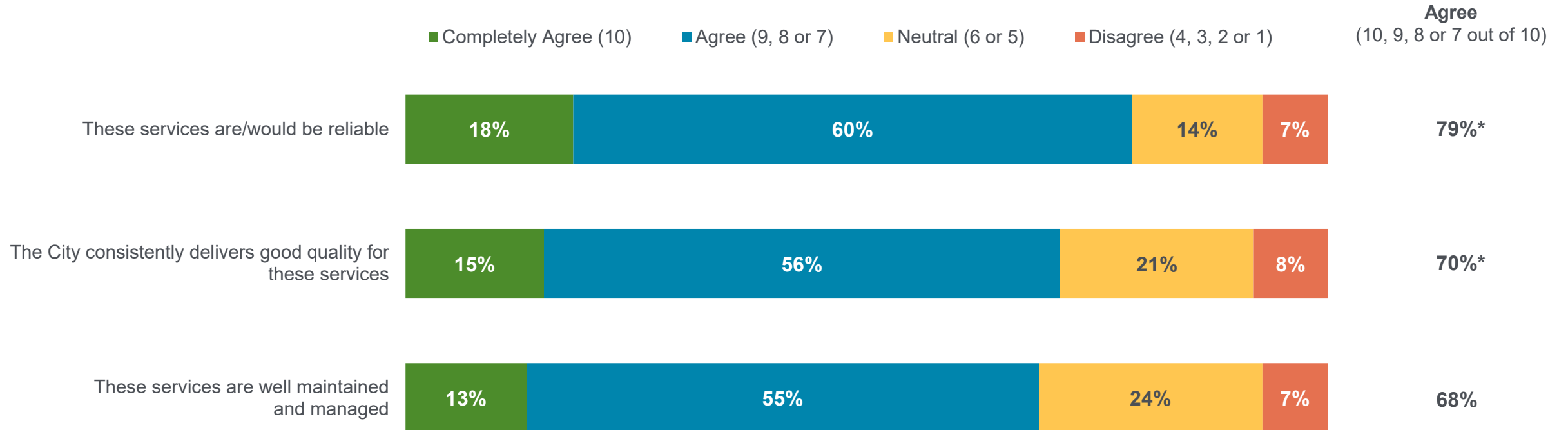


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Emergency Management Services, such as Calgary 9-1-1 and disaster preparedness and response?
 Base: Valid respondents (bases vary)

*Rounding



Emergency Management Services - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Emergency Management Services, such as Calgary 9-1-1 and disaster preparedness and response?
 Base: Valid respondents (bases vary)

*Rounding

Summary of findings: Fire Services

Fire Services earns near-universal satisfaction from Calgarians. Most say they are satisfied, and similar proportions agree the service is easy to access, reliable, and ready when needed. Few have used Fire Services in the past year, so most base their evaluation on confidence in the service rather than firsthand experience. Communication is the area where the service receives relatively lower marks.

- Fewer than one-fifth (15%) of Calgarians have used Fire Services in the past 12 months. Nine-in-ten (90%) Calgarians are satisfied with Fire Services, with 21% rating their satisfaction as 10 out of 10. Satisfaction is similar between users and non-users of Fire Services (89% among users and 90% among non-users).

Experience Perceptions

- Nine-in-ten (91%) Calgarians agree that these services are or would be easy to use or access, identical between users (91%) and non-users (91%).
- Nine-in-ten (89%) have no, or would have no, concerns when using or accessing these services, consistent between users (91%) and non-users (88%).
- Nearly nine-in-ten (88%) Calgarians agree that these services enhance their quality of life, consistent between users (89%) and non-users (88%).
- Two-thirds (67%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (72%) and non-users (66%).

Timeliness Perceptions

- Around nine-in-ten (92%) Calgarians agree these services will be available when, or should, they need them, consistent between users (94%) and non-users (92%).
- More than four-fifths (84%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (84%) and non-users (84%).
- Around seven-in-ten (72%) Calgarians agree that The City is quick to communicate issues and updates about these services, consistent between users (72%) and non-users (73%).
- Seven-in-ten (70%) Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (73%) and non-users (69%).

Quality Perceptions

- Nine-in-ten (91%) Calgarians agree that these services are, or would be, reliable, consistent between users (96%) and non-users (90%).
- Nearly nine-in-ten (89%) Calgarians agree that The City consistently delivers good quality for these services, consistent between users (90%) and non-users (88%).
- More than four-fifths (86%) of Calgarians agree that these services are well maintained and managed, statistically higher among users (95%) than non-users (84%).



Fire Services - Highlights

15%
Have used or
accessed
Fire Services



90%
Are satisfied with
Fire Services



Experience



Easy to use or access



No concerns when using or accessing
these services



Enhances my quality of life



The City effectively communicates
about these services



Timeliness



Available when needed



Services have not been interrupted
in the past year



The City is quick to communicate
issues and updates



Concerns addressed in
timely manner



Quality



Services are reliable



The City consistently delivers good
quality for these services



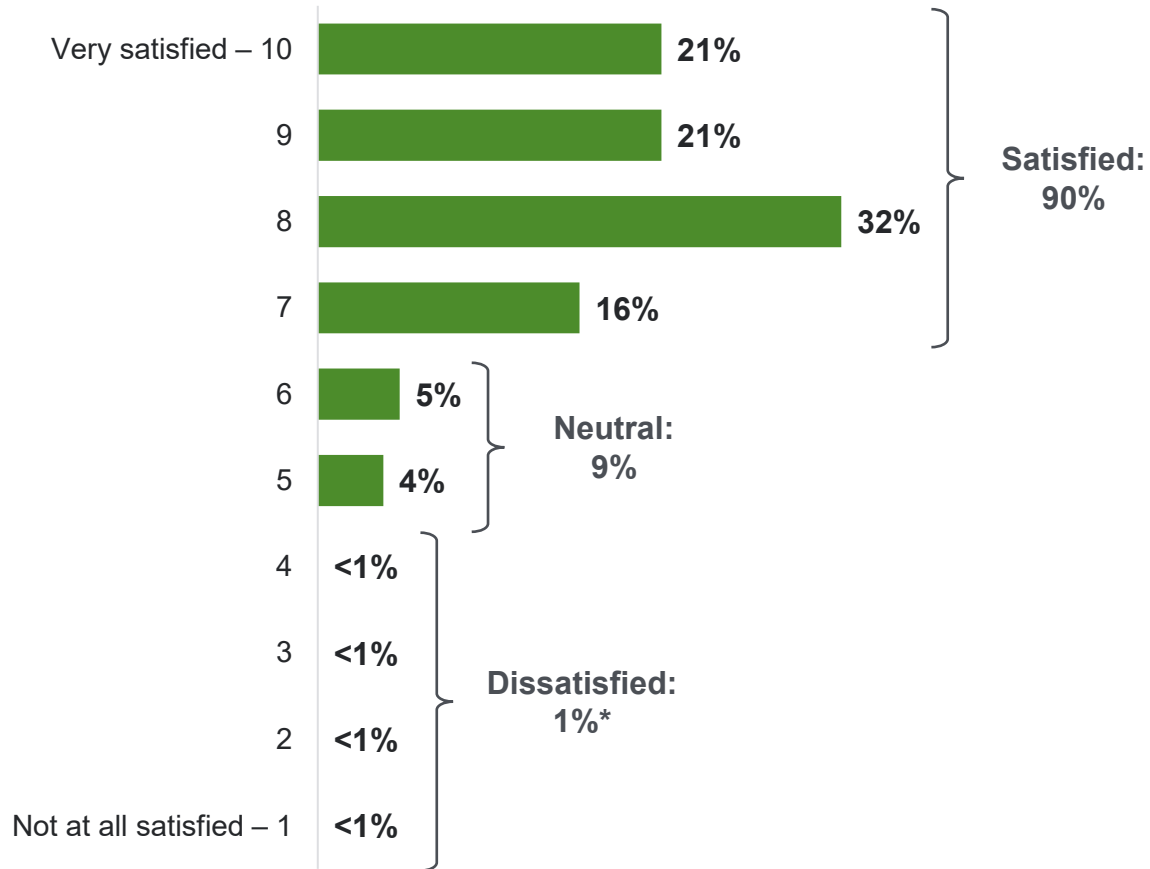
Well maintained and managed



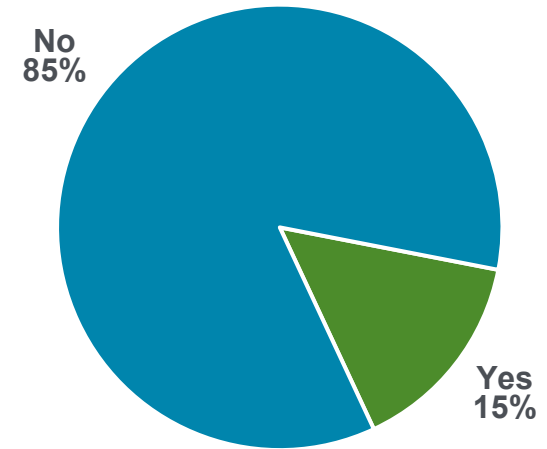


Fire Services

Satisfied with service



Have used or accessed service



Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Fire Services?

Q. And, have you used or accessed Fire Services in the past 12 months?

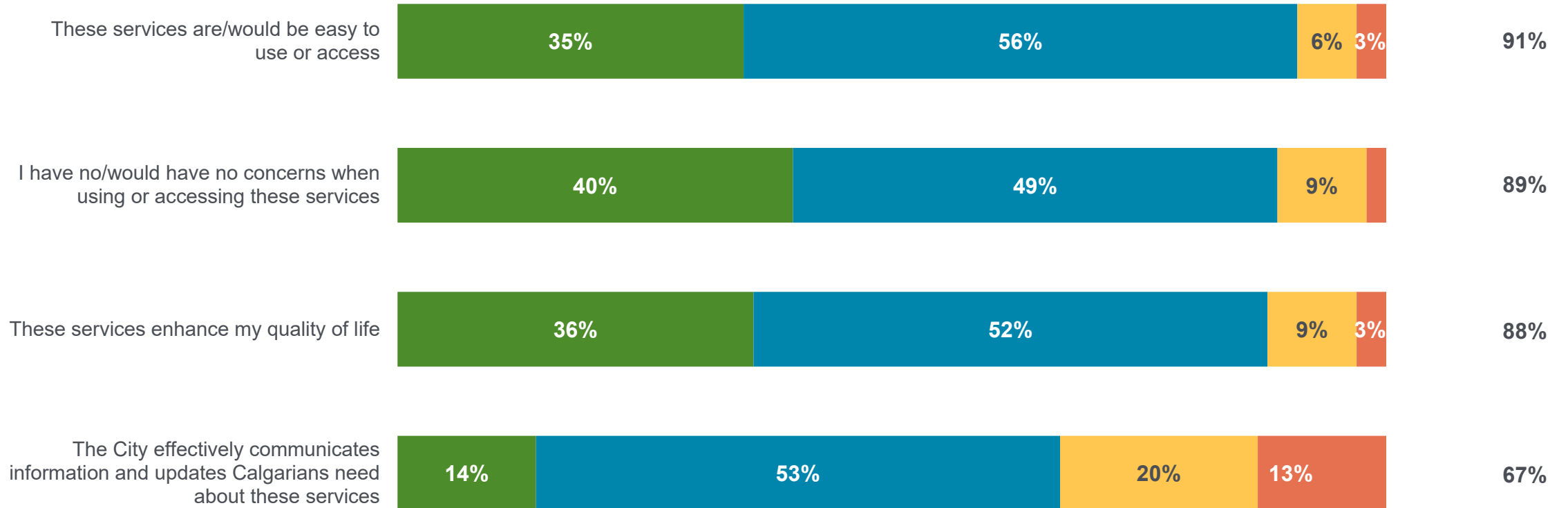
Base: Valid respondents (bases vary)

*Rounding



Fire Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Fire Services?

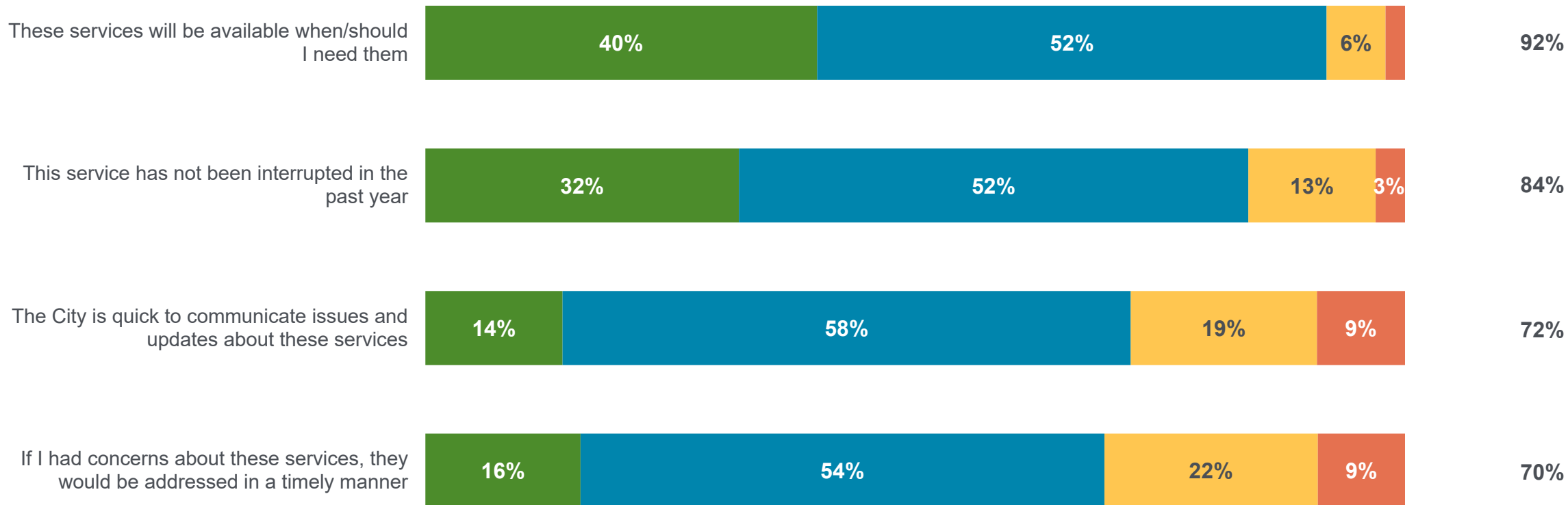
Base: Valid respondents (bases vary)

Data labels <3% are not shown



Fire Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Fire Services?

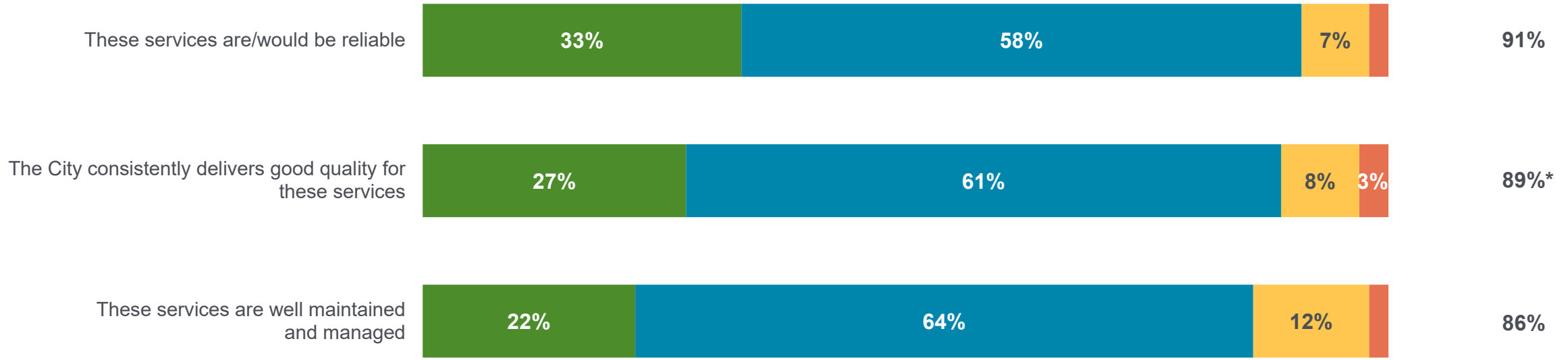
Base: Valid respondents (bases vary)

Data labels <3% are not shown



Fire Services - Quality

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Fire Services?
 Base: Valid respondents (bases vary)

Data labels <3% are not shown
 *Rounding

Summary of findings: Housing Services

Housing Services presents the clearest opportunity for improvement among the services evaluated. Satisfaction sits well below any other service, and few Calgarians agree on measures of accessibility, quality, or responsiveness. Few Calgarians have engaged with Housing Services in the past year. With users and non-users reporting similarly low ratings across the board, Housing Services faces challenges with both perception and delivery. While ratings are low overall, users who have used Housing Services are somewhat more positive on maintenance and management.

- One-in-ten (9%) Calgarians have used Housing Services in the past 12 months. Around one-quarter (27%) of Calgarians are satisfied with Housing Services, with only 3% rating their satisfaction with Housing Services as 10 out of 10. Satisfaction is similar between users and non-users of Housing Services (29% among users and 27% among non-users).

Experience Perceptions

- Around two-fifths (43%) of Calgarians agree that these services enhance their quality of life, consistent between users (53%) and non-users (42%).
- Around two-fifths (42%) have no, or would have no, concerns when using or accessing these services, consistent between users (43%) and non-users (42%).
- Two-fifths (40%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (37%) and non-users (40%).
- Nearly two-fifths (38%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (46%) and non-users (37%).

Timeliness Perceptions

- Around two-fifths (43%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (52%) and non-users (42%).
- More than one-third (37%) agree that these services will be available when, or should, they need them, consistent between users (43%) and non-users (36%).
- Around one-third (36%) agree The City is quick to communicate issues and updates about these services, nearly identical between users (37%) and non-users (36%).
- One-third (33%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (36%) and non-users (33%).

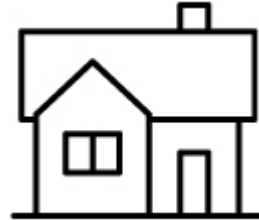
Quality Perceptions

- Around two-fifths (41%) of Calgarians agree that these services are, or would be, reliable, consistent between users (46%) and non-users (40%).
- More than one-third (37%) of Calgarians agree that The City consistently delivers good quality for these services, consistent between users (44%) and non-users (36%).
- One-third (33%) of Calgarians agree that these services are well maintained and managed, statistically higher among users (45%) than non-users (31%).



Housing Services - Highlights

9%
Have used or
accessed
Housing Services



27%
Are satisfied with
Housing Services



Experience



Enhances my quality of life



No concerns when using or accessing these services



The City effectively communicates about these services



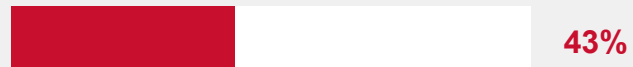
Easy to use or access



Timeliness



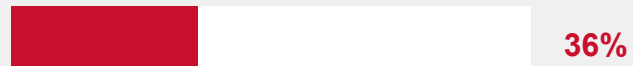
Services have not been interrupted in the past year



Available when needed



The City is quick to communicate issues and updates



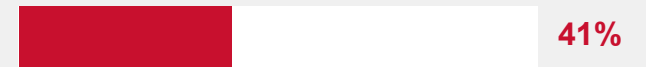
Concerns addressed in timely manner



Quality



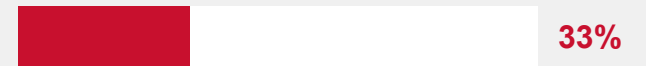
Services are reliable



The City consistently delivers good quality for these services



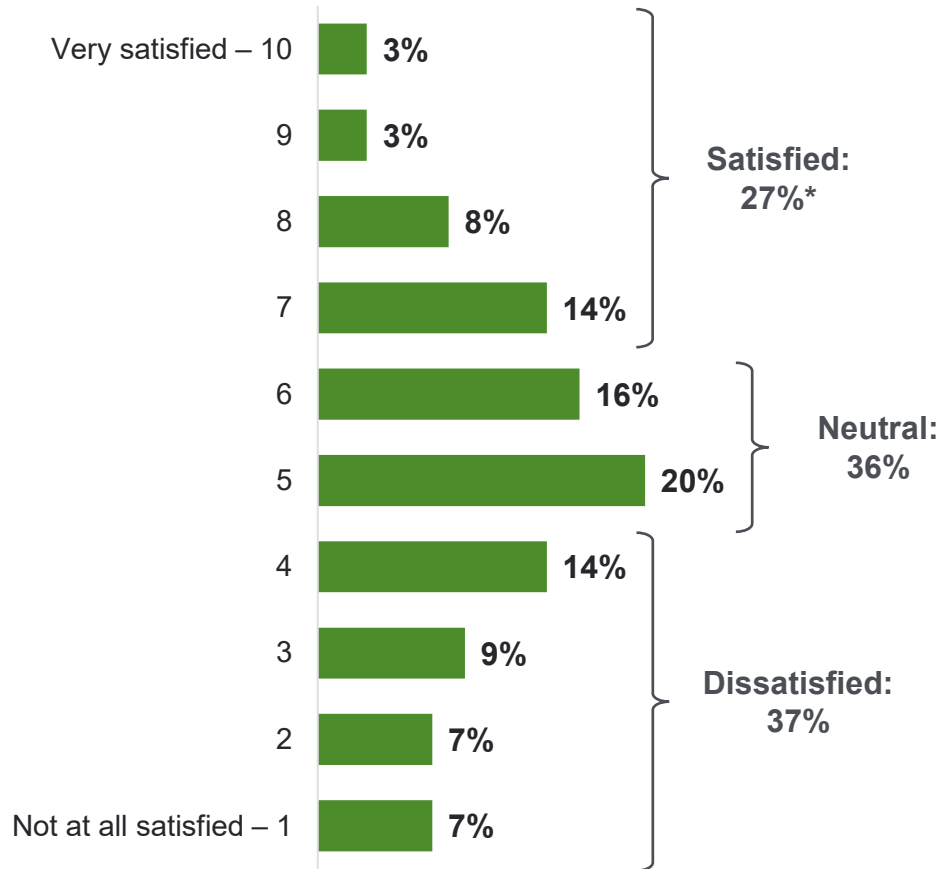
Well maintained and managed



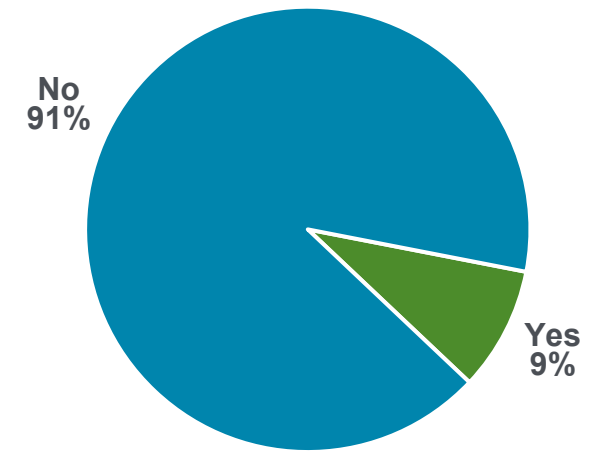


Housing Services

Satisfied with service



Have used or accessed service



Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Housing Services, such as affordable housing for low income Calgarians?

Q. And, have you used or accessed Housing Services, such as affordable housing for low income Calgarians, in the past 12 months?

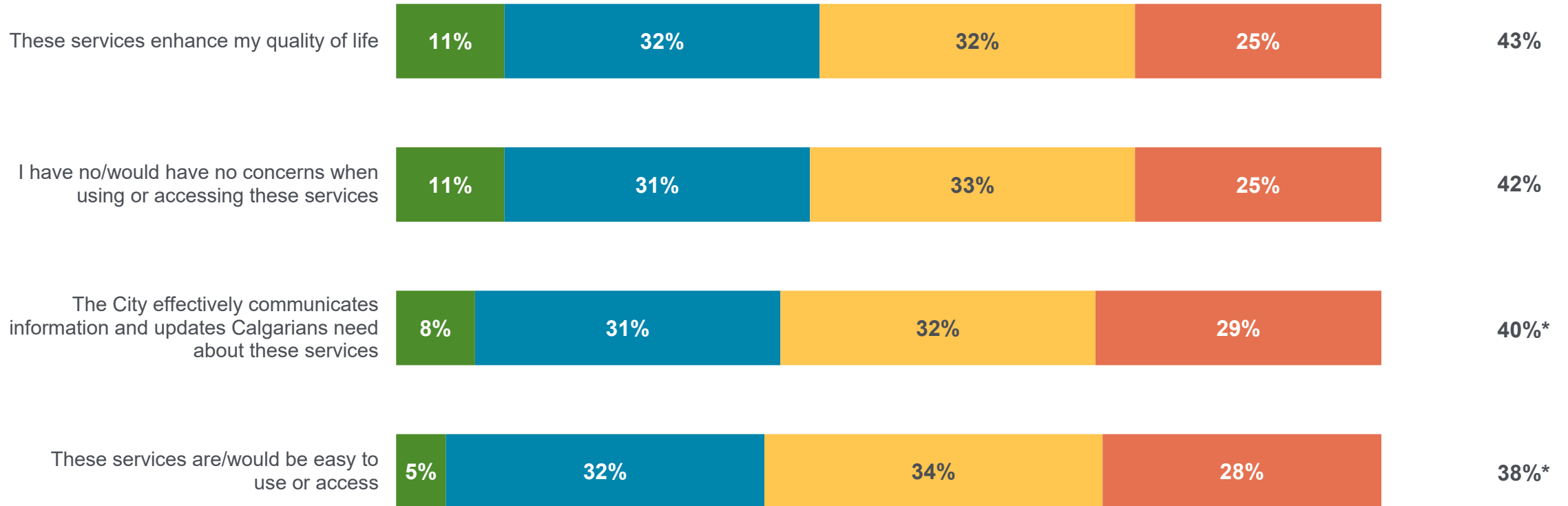
Base: Valid respondents (bases vary)

*Rounding



Housing Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



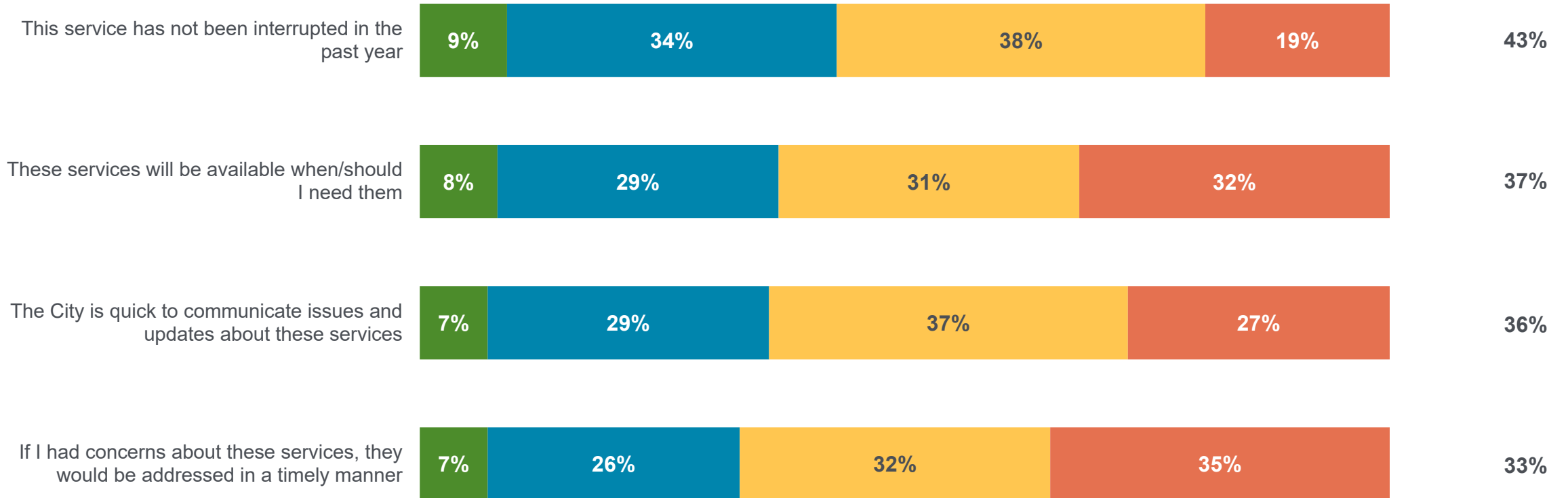
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Housing Services, such as affordable housing for low income Calgarians?
 Base: Valid respondents (bases vary)

*Rounding



Housing Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

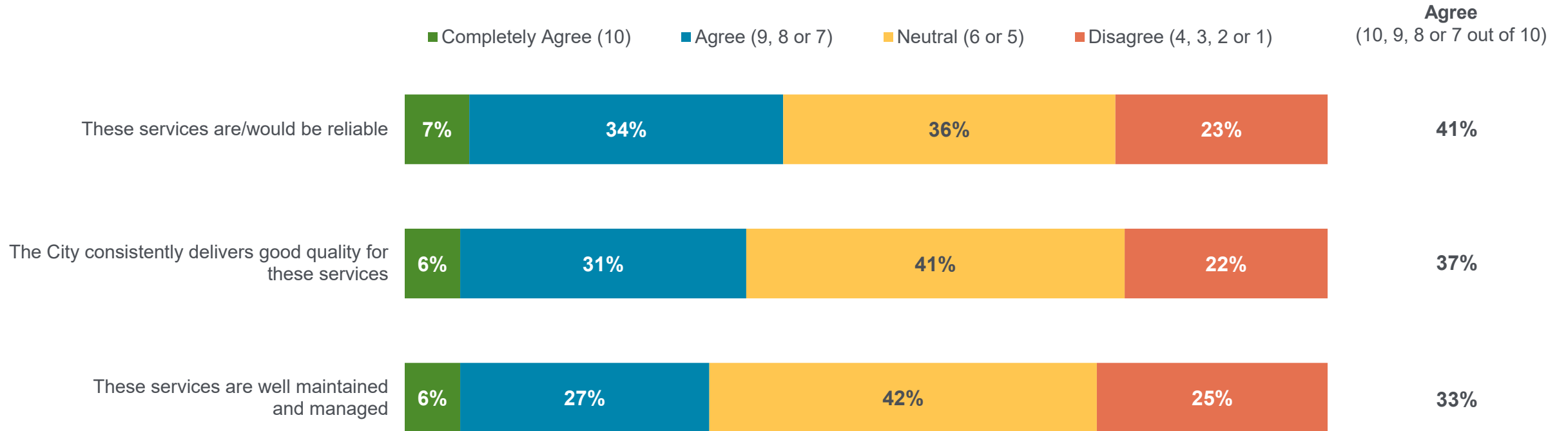


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Housing Services, such as affordable housing for low income Calgarians?

Base: Valid respondents (bases vary)



Housing Services - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Housing Services, such as affordable housing for low income Calgarians?
 Base: Valid respondents (bases vary)

Summary of findings: Parks

Most Calgarians have used Parks Services in the past year, and users are notably more satisfied than non-users. This pattern holds true across nearly every measure of experience, quality, and timeliness. Parks earn strong marks for enhancing quality of life, accessibility, and reliability. Speed of communication and timely resolution of concerns are the areas with the most room for growth.

- More than four-fifths (84%) of Calgarians have used Parks in the past 12 months. Around three-quarters (77%) of Calgarians are satisfied with Parks, with 13% rating their satisfaction with Parks as 10 out of 10. Satisfaction is statistically higher among users than non-users of Parks Services (79% among users vs. 66% among non-users).

Experience Perceptions

- More than four-fifths (87%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (91%) than non-users (65%).
- More than four-fifths (86%) of Calgarians agree that these services are or would be easy to use or access, statistically higher among users (90%) than non-users (70%).
- More than four-fifths (82%) of Calgarians have no, or would have no, concerns when using or accessing these services, statistically higher among users (85%) than non-users (65%).
- Nearly two-thirds (65%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, statistically higher among users (69%) than non-users (43%).

Timeliness Perceptions

- More than four-fifths (83%) of Calgarians agree that these services will be available when, or should, they need them, statistically higher among users (86%) than non-users (70%).
- Three-quarters (75%) of Calgarians agree that this service has not been interrupted in the past year, statistically higher among users (78%) than non-users (57%).
- Nearly two-thirds (64%) of Calgarians agree that The City is quick to communicate issues and updates about these services, statistically higher among users (67%) than non-users (50%).
- Around one-half (54%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, nearly identical between users (54%) and non-users (55%).

Quality Perceptions

- More than four-fifths (85%) of Calgarians agree that these services are, or would be, reliable, statistically higher among users (88%) than non-users (72%).
- Four-fifths (81%) agree The City consistently delivers good quality for these services. Agreement is consistent between users (82%) and non-users (74%).
- Four-fifths (79%) agree these services are well maintained and managed. Although the gap is wide, agreement is consistent between users (81%) and non-users (70%).



Parks - Highlights

84%
Have used or
accessed
Parks



77%
Are satisfied with
Parks



Experience



Enhances my quality of life



Easy to use or access



No concerns when using or accessing these services



The City effectively communicates about these services



Timeliness



Available when needed



Services have not been interrupted in the past year



The City is quick to communicate issues and updates



Concerns addressed in timely manner



Quality



Services are reliable



The City consistently delivers good quality for these services



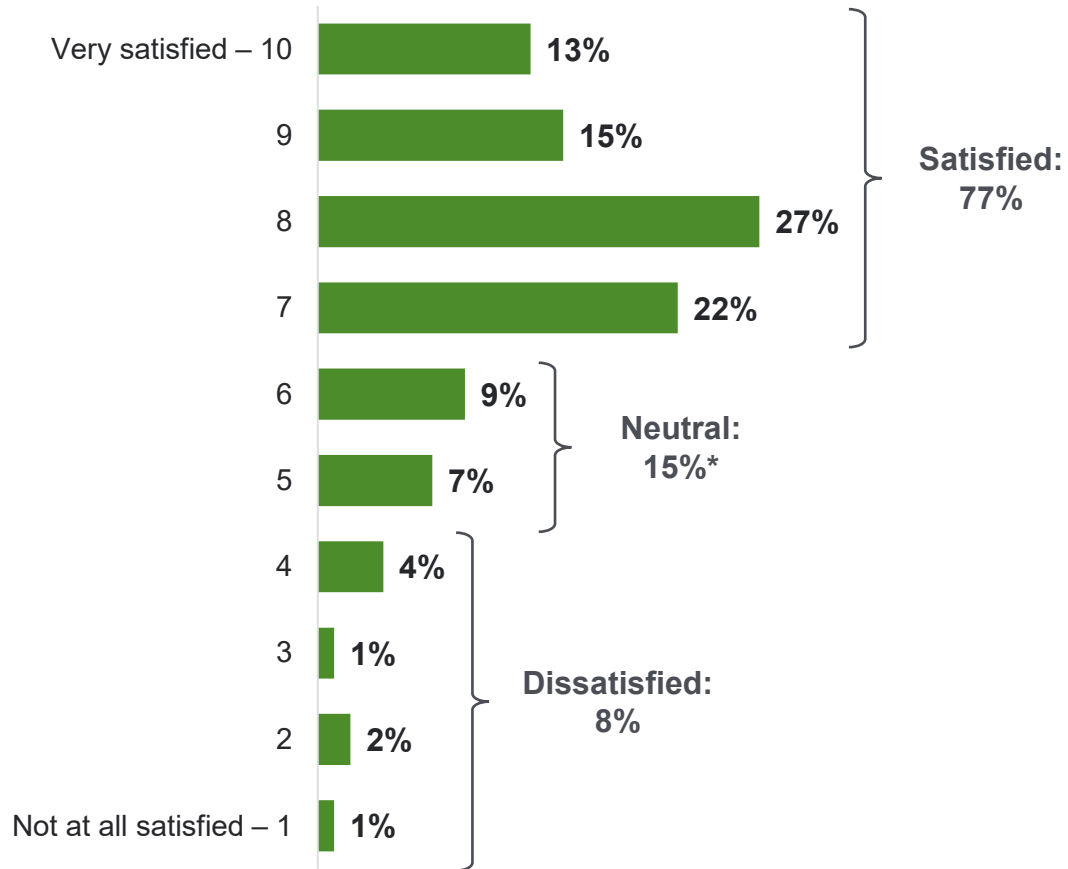
Well maintained and managed



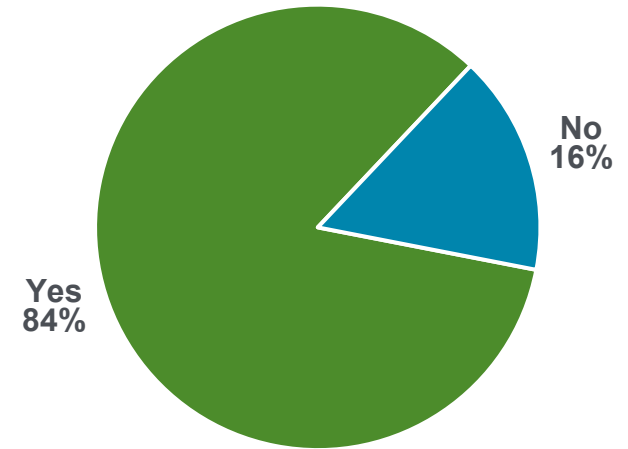


Parks

Satisfied with service



Have used or accessed service



Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Parks?

Q. And, have you used or accessed Parks in the past 12 months?

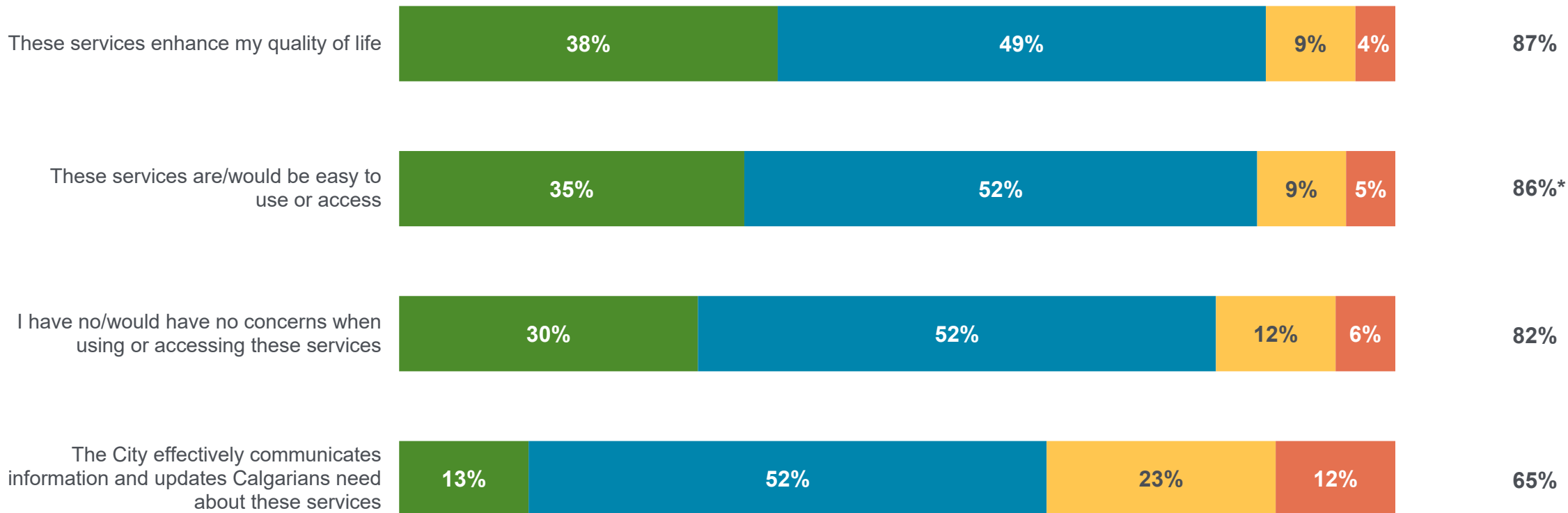
Base: Valid respondents (bases vary)

*Rounding



Parks - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Parks?

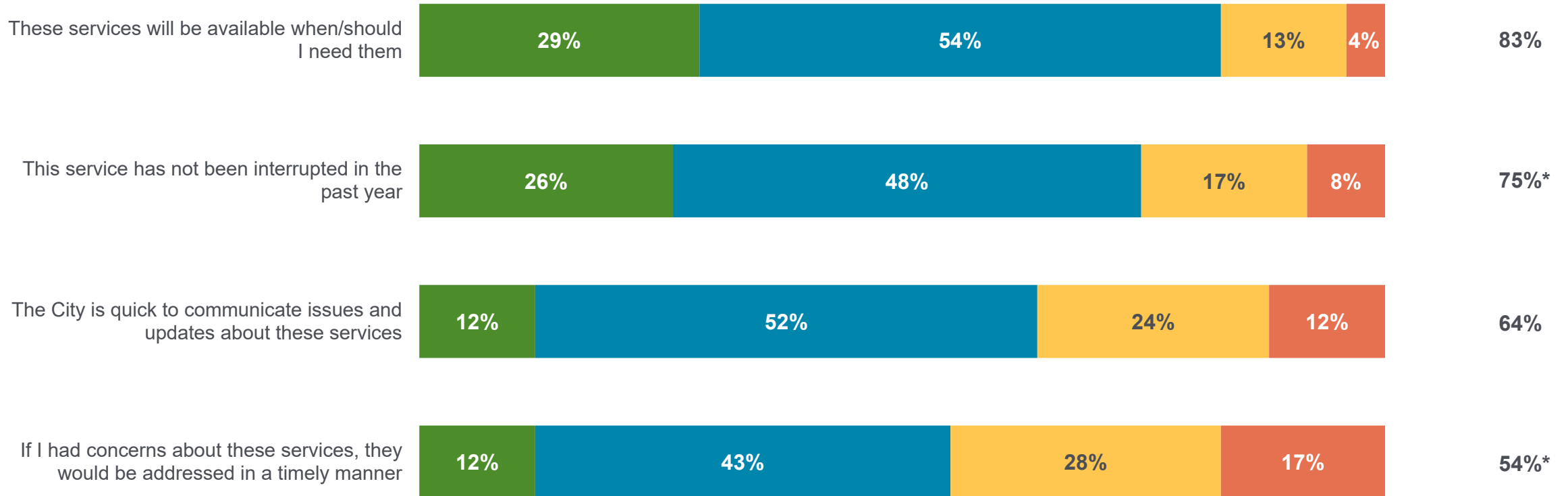
Base: Valid respondents (bases vary)

*Rounding



Parks - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



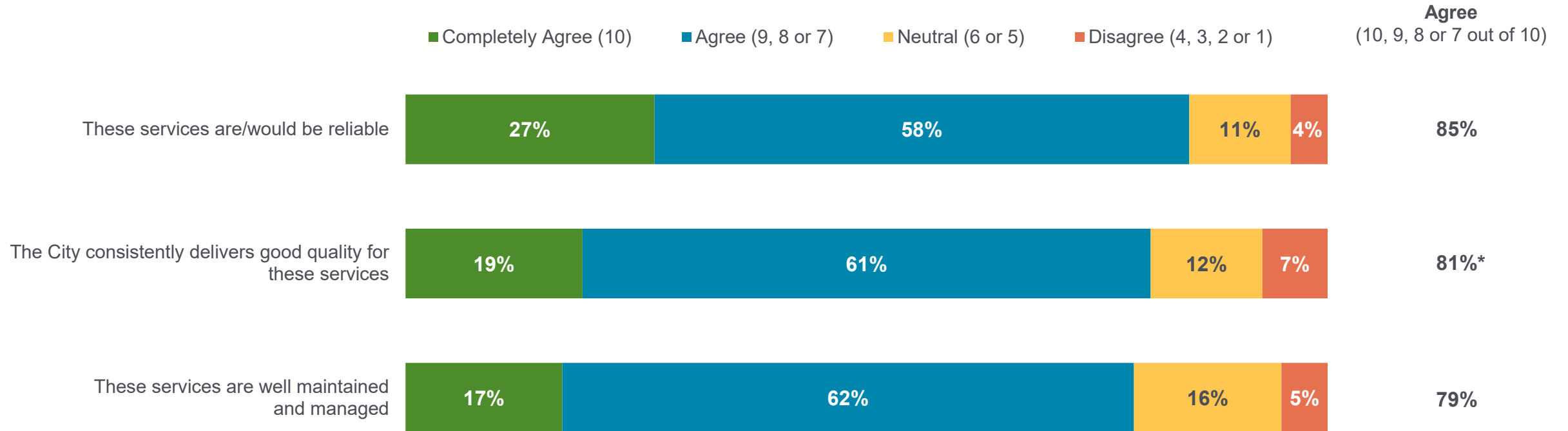
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Parks?

Base: Valid respondents (bases vary)

*Rounding



Parks - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Parks?

Base: Valid respondents (bases vary)

*Rounding

Summary of findings: Planning & Development Services

Planning & Development Services is among The City's lowest-rated offerings. A sizable minority say they are satisfied. Users and non-users report similar satisfaction, meaning the service faces challenges with both perception and delivery. Few Calgarians have engaged with the service in the past year. Communication and timely resolution of concerns score lowest among the measures evaluated.

- Around one-fifth (22%) of Calgarians have used Planning & Development Services in the past 12 months. Around one-half (46%) of Calgarians are satisfied with Planning & Development Services, with 5% rating their satisfaction with Planning & Development Services as 10 out of 10. Satisfaction levels are similar between users and non-users of Planning & Development Services (44% among users and 46% among non-users).

Experience Perceptions

- Around one-half (54%) of Calgarians have no, or would have no, concerns when using or accessing these services, consistent between users (53%) and non-users (54%).
- Around one-half (54%) of Calgarians agree that these services enhance their quality of life, consistent between users (53%) and non-users (54%).
- One-half (50%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (52%) and non-users (49%).
- Around two-fifths (42%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (36%) and non-users (44%).

Timeliness Perceptions

- Around three-fifths (62%) of Calgarians agree these services will be available when, or should, they need them, consistent between users (60%) and non-users (62%).
- Nearly three-fifths (58%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (63%) and non-users (56%).
- Around one-half (46%) of Calgarians agree that The City is quick to communicate issues and updates about these services, consistent between users (43%) and non-users (47%).
- Two-fifths (40%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (41%) and non-users (40%).

Quality Perceptions

- More than one-half (55%) of Calgarians agree that these services are, or would be, reliable, consistent between users (58%) and non-users (54%).
- More than one-half (55%) of Calgarians agree that The City consistently delivers good quality for these services, consistent between users (50%) and non-users (57%).
- Around one-half (53%) of Calgarians agree that these services are well maintained and managed, identical between users (53%) and non-users (53%).



Planning & Development Services - Highlights

22%

Have used or accessed Planning & Development Services



46%

Are satisfied with Planning & Development Services



Experience

No concerns when using or accessing these services



Enhances my quality of life



Easy to use or access



The City effectively communicates about these services



Timeliness

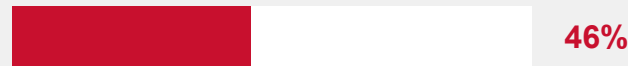
Available when needed



Services have not been interrupted in the past year



The City is quick to communicate issues and updates



Concerns addressed in timely manner



Quality

Services are reliable



The City consistently delivers good quality for these services

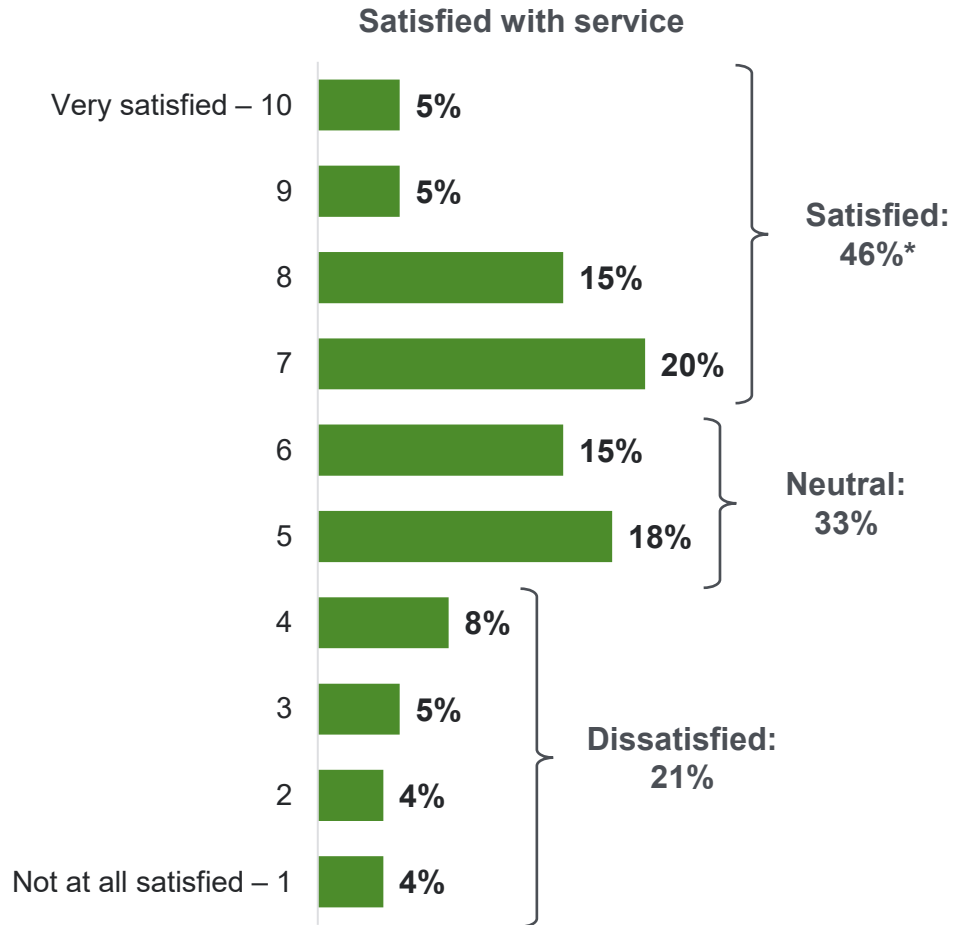


Well maintained and managed

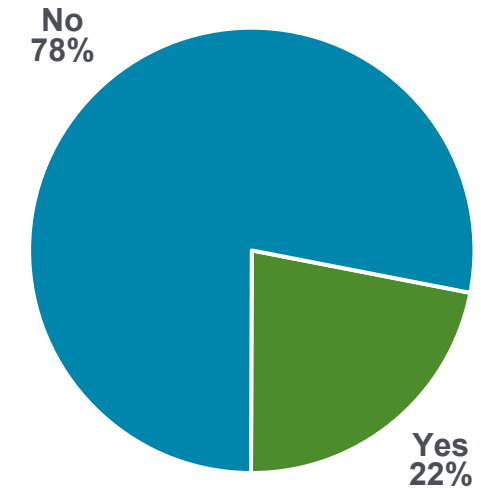




Planning & Development Services



Have used or accessed service



Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Planning & Development Services, including building inspections and permits?

Q. And, have you used or accessed Planning & Development Services, including building inspections and permits, in the past 12 months?

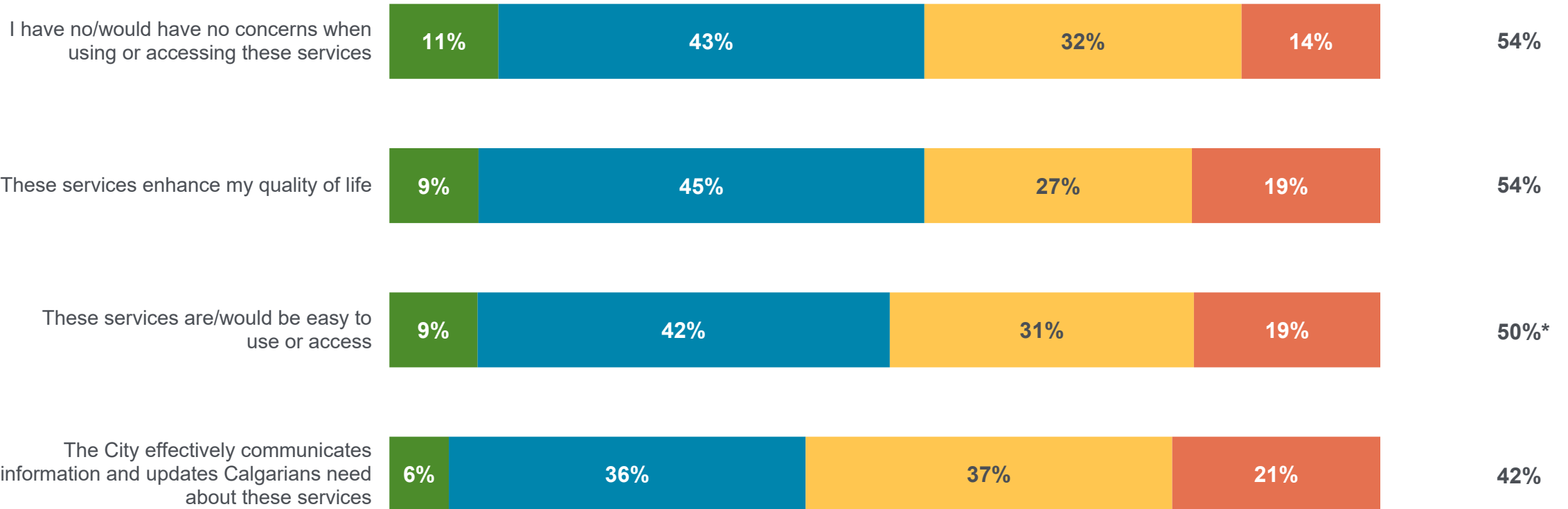
Base: Valid respondents (bases vary)

*Rounding



Planning & Development Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



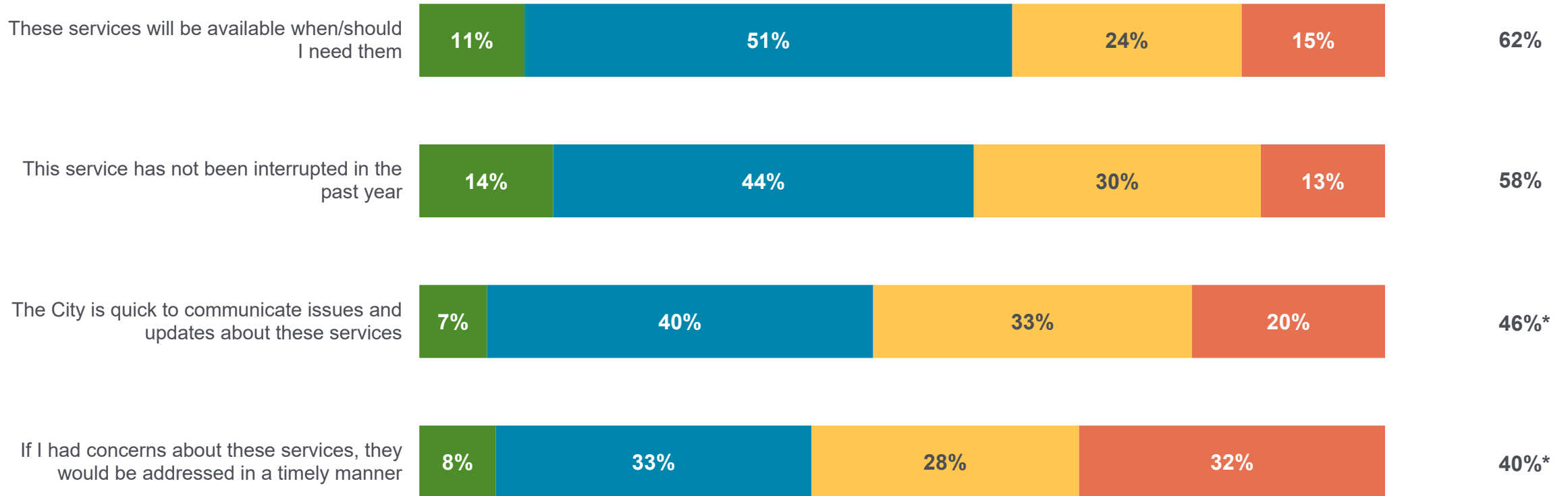
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Planning & Development Services, including building inspections and permits?
 Base: Valid respondents (bases vary)

*Rounding



Planning & Development Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

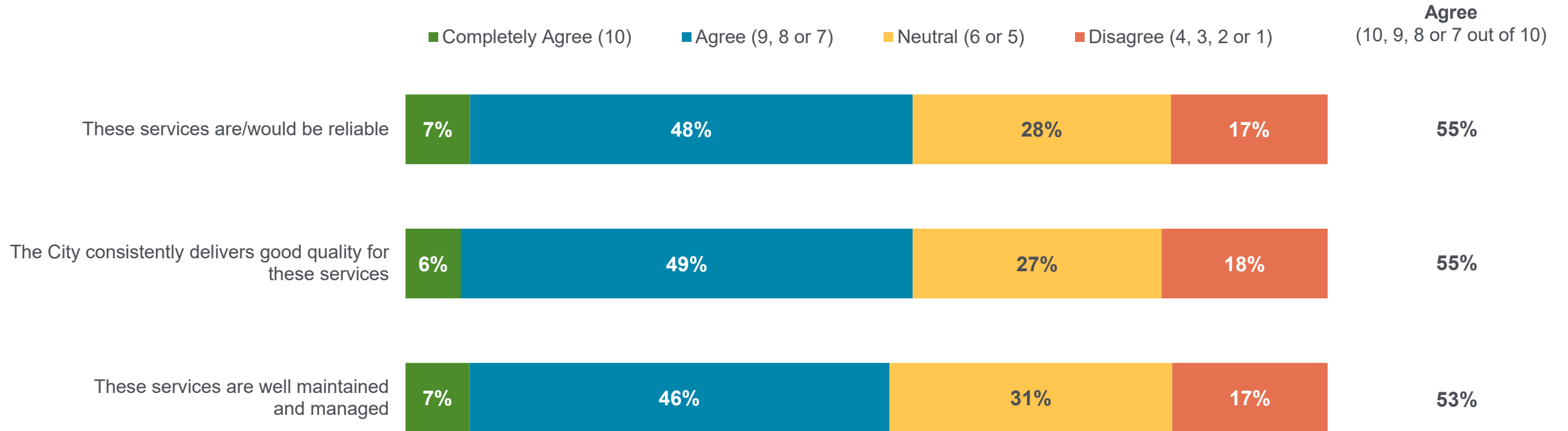


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Planning & Development Services, including building inspections and permits?
 Base: Valid respondents (bases vary)

*Rounding



Planning & Development Services - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Planning & Development Services, including building inspections and permits?

Base: Valid respondents (bases vary)

Summary of findings: Police Services

Police Services shows an unusual pattern among Calgary's municipal offerings, with users reporting lower satisfaction than non-users. The gap extends beyond overall satisfaction to measures of reliability, quality, and timely responsiveness. While general perceptions of Police Services are solid, the actual experience of engaging with the service is not meeting expectations for some users.

- One-third (32%) of Calgarians have used Police Services in the past 12 months. Around seven-in-ten (69%) Calgarians are satisfied with Police Services, with 11% rating their satisfaction with Police Services as 10 out of 10. Satisfaction is statistically lower among users than non-users of Police Services (61% among users vs. 73% among non-users).

Experience Perceptions

- Around four-fifths (82%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (76%) and non-users (84%).
- Nearly four-fifths (78%) of Calgarians have no, or would have no, concerns when using or accessing these services, statistically lower among users (67%) than non-users (84%).
- Nearly three-quarters (74%) of Calgarians agree that these services enhance their quality of life, consistent between users (74%) and non-users (75%).
- Around seven-in-ten (69%) Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (66%) and non-users (71%).

Timeliness Perceptions

- Four-fifths (79%) of Calgarians agree that these services will be available when, or should, they need them, consistent between users (73%) and non-users (81%).
- Three-quarters (76%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (72%) and non-users (79%).
- Two-thirds (66%) agree that The City is quick to communicate issues and updates about these services, consistent between users (65%) and non-users (67%).
- Nearly three-fifths (59%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, statistically lower among users (51%) than non-users (63%).

Quality Perceptions

- Around three-quarters (77%) of Calgarians agree that these services are, or would be, reliable, statistically lower among users (66%) than non-users (83%).
- Nearly three-quarters (73%) of Calgarians agree that these services are well maintained and managed, statistically lower among users (64%) than non-users (77%).
- Around seven-in-ten (71%) Calgarians agree that The City consistently delivers good quality for these services, statistically lower among users (62%) than non-users (76%).



Police Services - Highlights

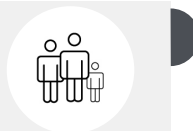
32%
Have used or
accessed
Police Services



69%
Are satisfied with
Police Services



Experience



Easy to use or access



No concerns when using or accessing
these services



Enhances my quality of life



The City effectively communicates
about these services



Timeliness



Available when needed



Services have not been interrupted
in the past year



The City is quick to communicate
issues and updates



Concerns addressed in
timely manner



Quality



Services are reliable



Well maintained and managed



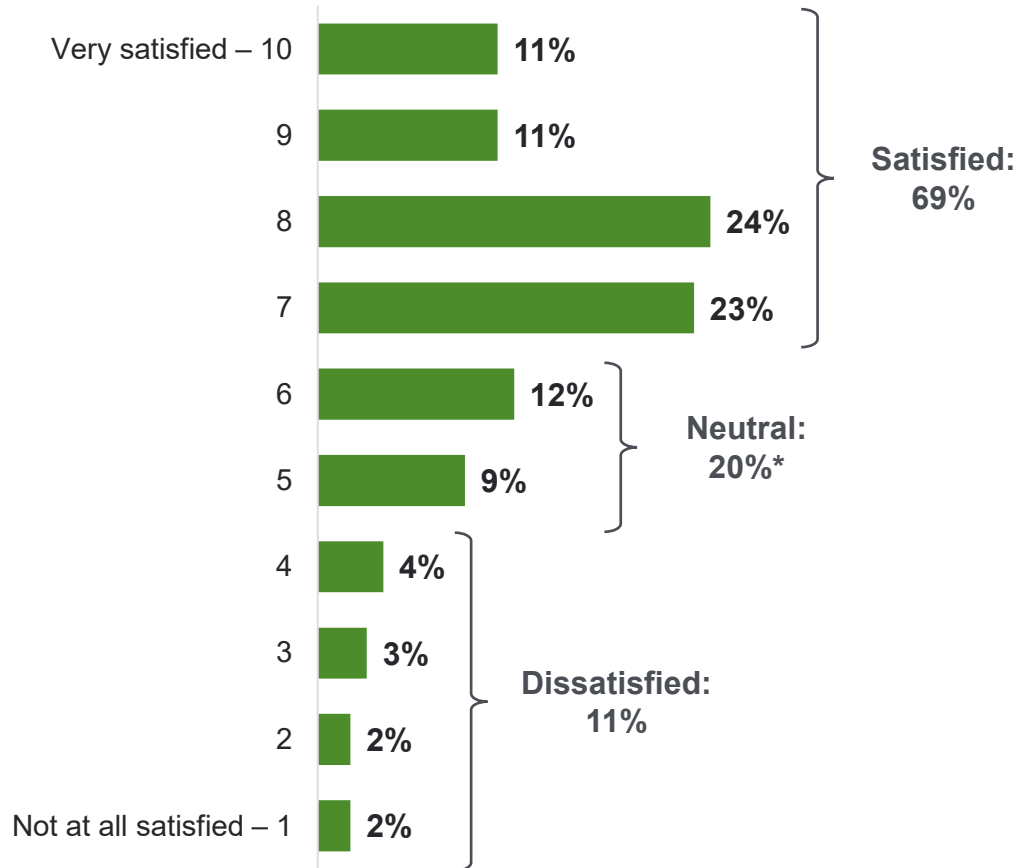
The City consistently delivers good
quality for these services



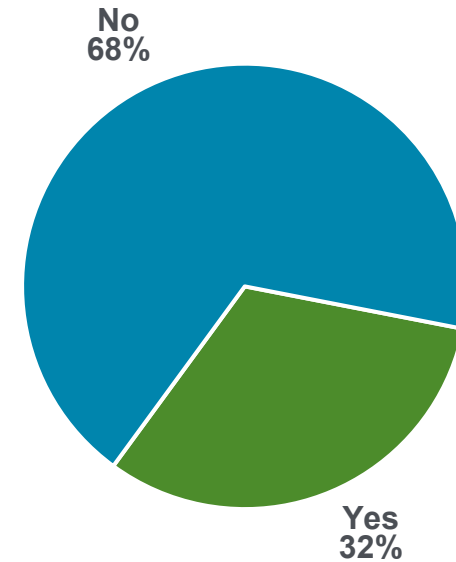


Police Services

Satisfied with service



Have used or accessed service



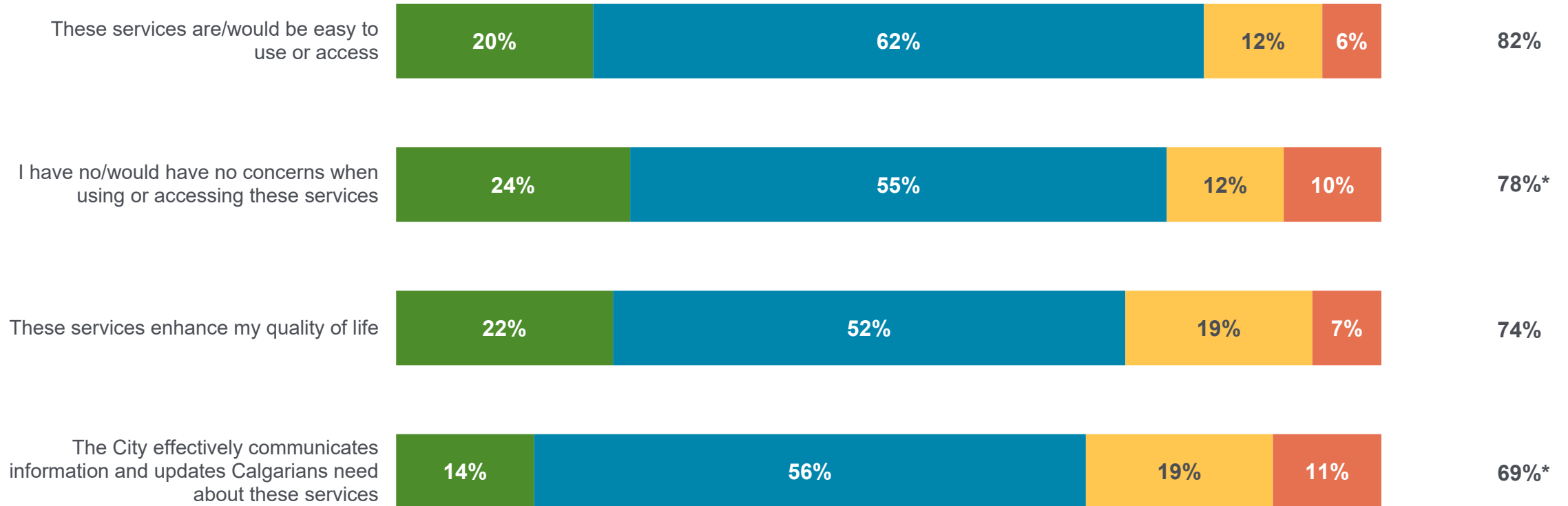
Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Police Services?
 Q. And, have you used or accessed Police Services in the past 12 months?
 Base: Valid respondents (bases vary)

*Rounding



Police Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



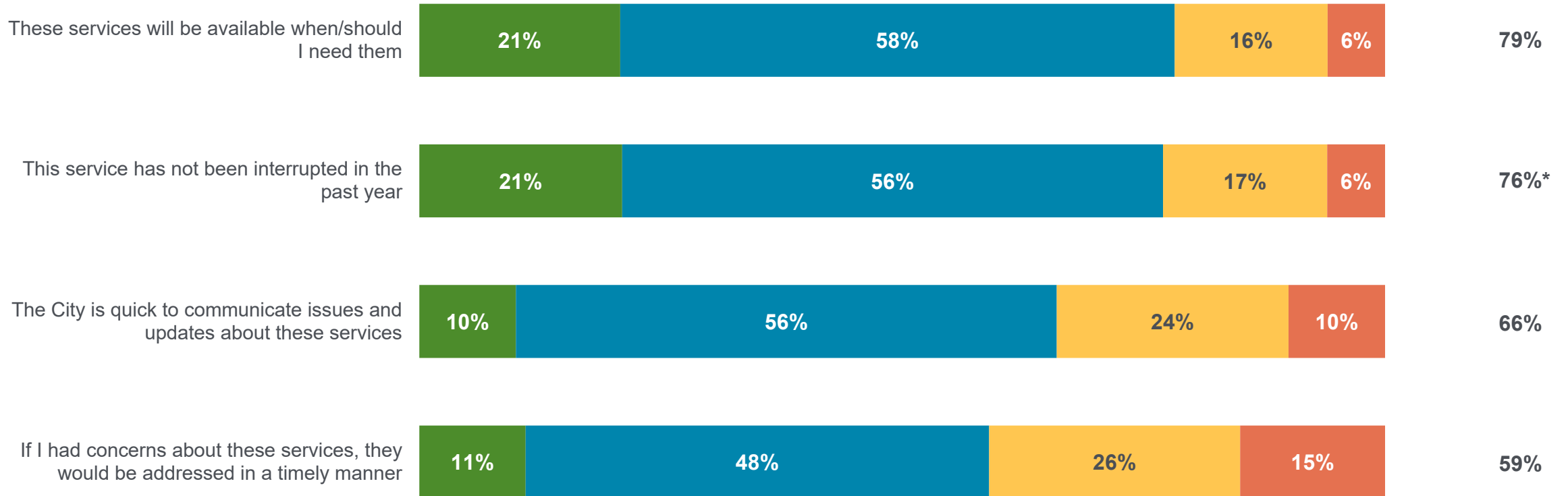
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Police Services?
 Base: Valid respondents (bases vary)

*Rounding



Police Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

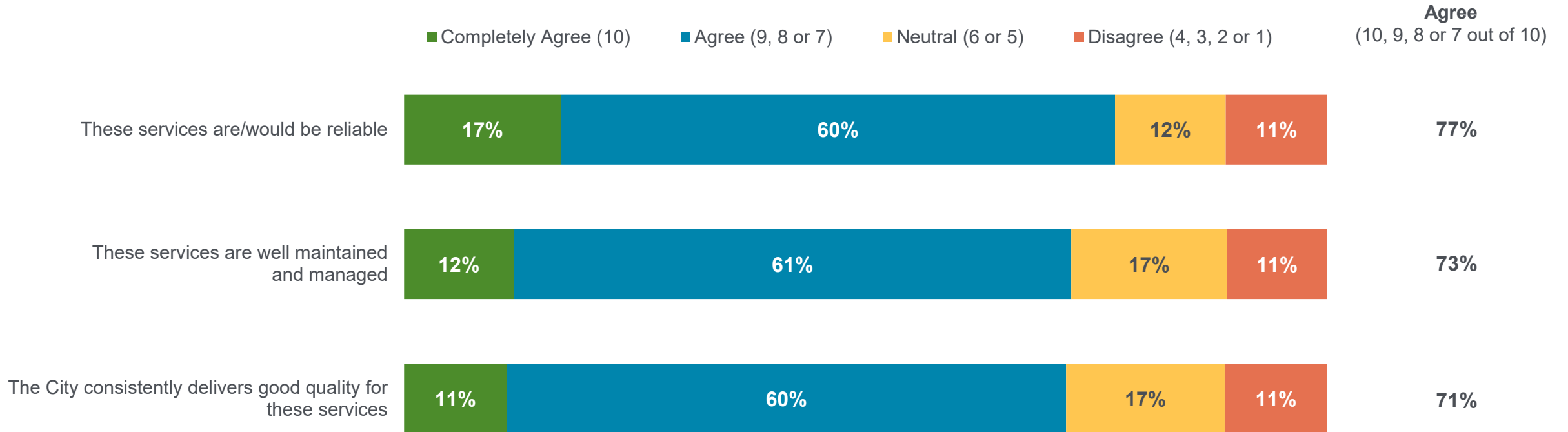


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Police Services?
 Base: Valid respondents (bases vary)

*Rounding



Police Services - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Police Services?

Base: Valid respondents (bases vary)

Summary of findings: Recreation Services

Many Calgarians say they are satisfied with Recreation Services, and satisfaction is similar between users and non-users. However, users are notably more positive on several experience measures. Users report significantly higher agreement that these services enhance their quality of life and are easy to access. Most Calgarians agree Recreation Services is reliable. Many agree it is well maintained and consistently delivers good quality.

- Nearly two-thirds (65%) of Calgarians have used Recreation Services in the past 12 months. Around seven-in-ten (71%) Calgarians are satisfied with Recreation Services, with 9% rating their satisfaction with Recreation Services as 10 out of 10. Satisfaction is similar between users and non-users of Recreation Services (72% among users and 70% among non-users).

Experience Perceptions

- More than four-fifths (83%) of Calgarians agree that these services enhance their quality of life, statistically higher among users (91%) than non-users (66%).
- More than four-fifths (82%) have no, or would have no, concerns when using or accessing these services, consistent between users (85%) and non-users (77%).
- Three-quarters (76%) of Calgarians agree that these services are or would be easy to use or access, statistically higher among users (80%) than non-users (67%).
- Nearly two-thirds (62%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, statistically higher among users (66%) than non-users (53%).

Timeliness Perceptions

- Nearly three-quarters (73%) of Calgarians agree these services will be available when, or should, they need them. Agreement is consistent between users (74%) and non-users (71%).
- Nearly two-thirds (65%) agree that The City is quick to communicate issues and updates about these services, consistent between users (67%) and non-users (59%).
- Nearly two-thirds (64%) of Calgarians agree that this service has not been interrupted in the past year, consistent between users (65%) and non-users (63%).
- More than one-half (56%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner, consistent between users (57%) and non-users (53%).

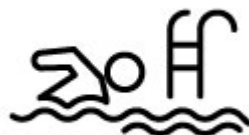
Quality Perceptions

- More than four-fifths (82%) of Calgarians agree that these services are, or would be, reliable, consistent between users (85%) and non-users (77%).
- Three-quarters (76%) of Calgarians agree that these services are well maintained and managed, consistent between users (78%) and non-users (72%).
- Three-quarters (76%) of Calgarians agree that The City consistently delivers good quality for these services, consistent between users (78%) and non-users (70%).



Recreation Services - Highlights

65%
Have used or accessed Recreation Services



71%
Are satisfied with Recreation Services



Experience



Enhances my quality of life



No concerns when using or accessing these services



Easy to use or access



The City effectively communicates about these services



Timeliness



Available when needed



The City is quick to communicate issues and updates



Services have not been interrupted in the past year



Concerns addressed in timely manner



Quality



Services are reliable



The City consistently delivers good quality for these services

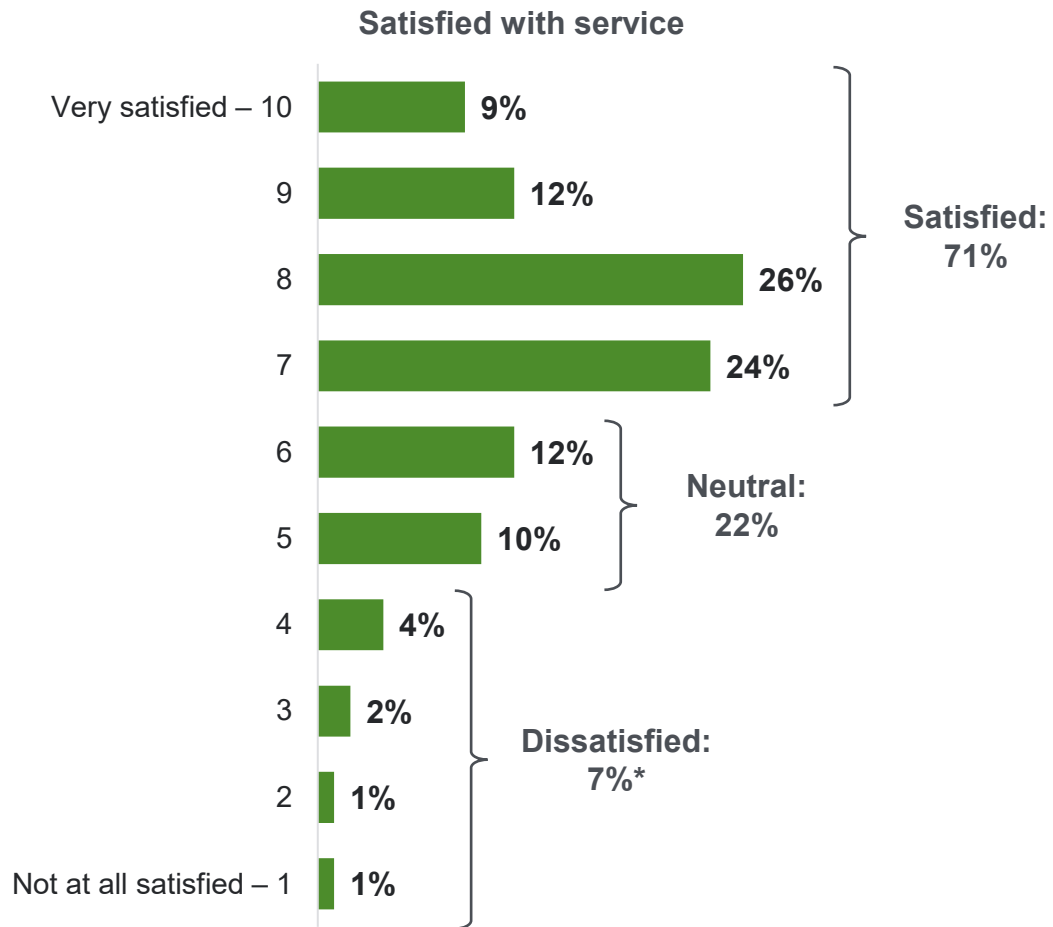


Well maintained and managed

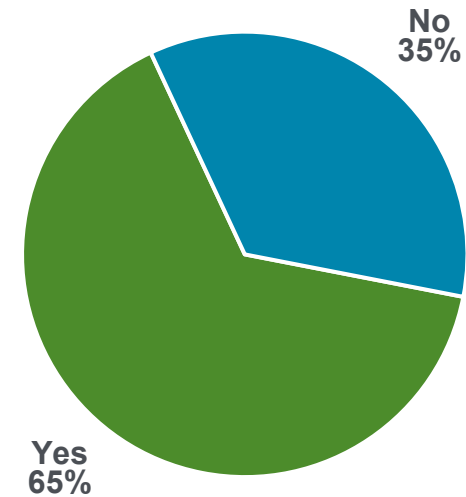




Recreation Services



Have used or accessed service



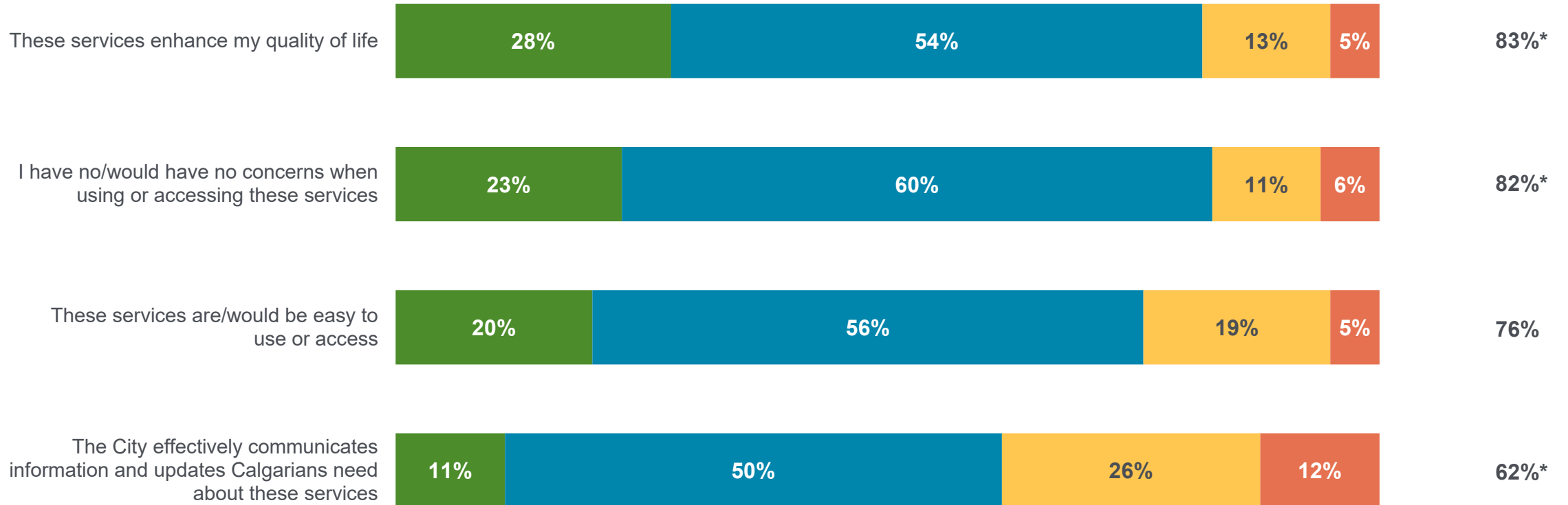
Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Recreation Services?
 Q. And, have you used or accessed Recreation Services in the past 12 months?
 Base: Valid respondents (bases vary)

*Rounding



Recreation Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



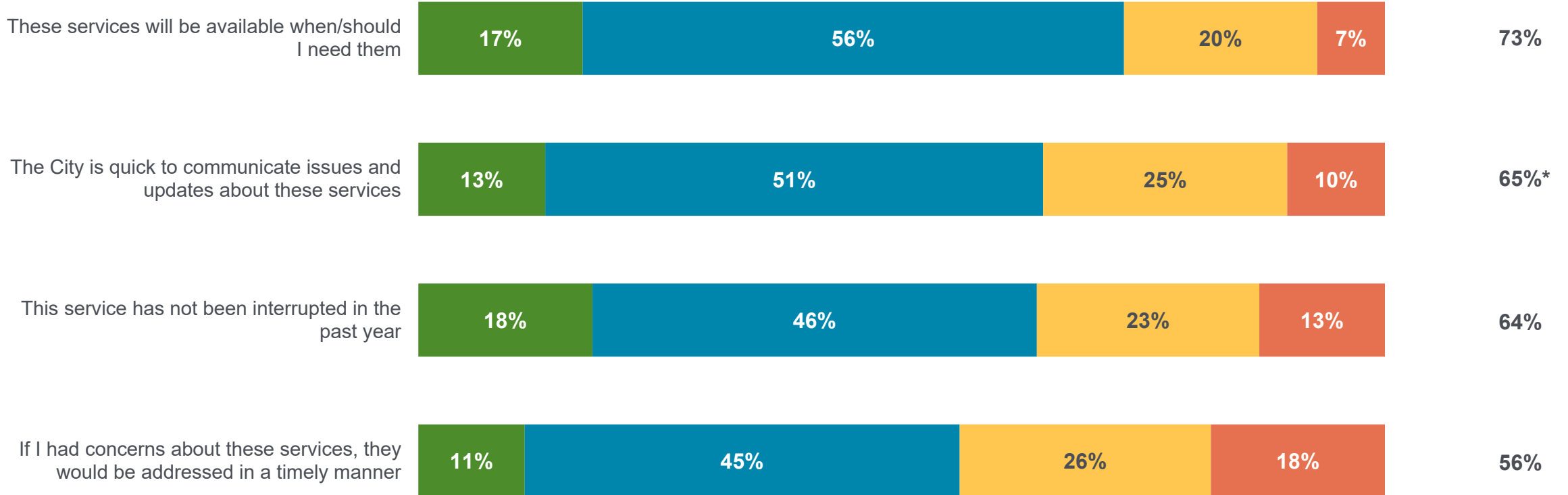
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Recreation Services?
 Base: Valid respondents (bases vary)

*Rounding



Recreation Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

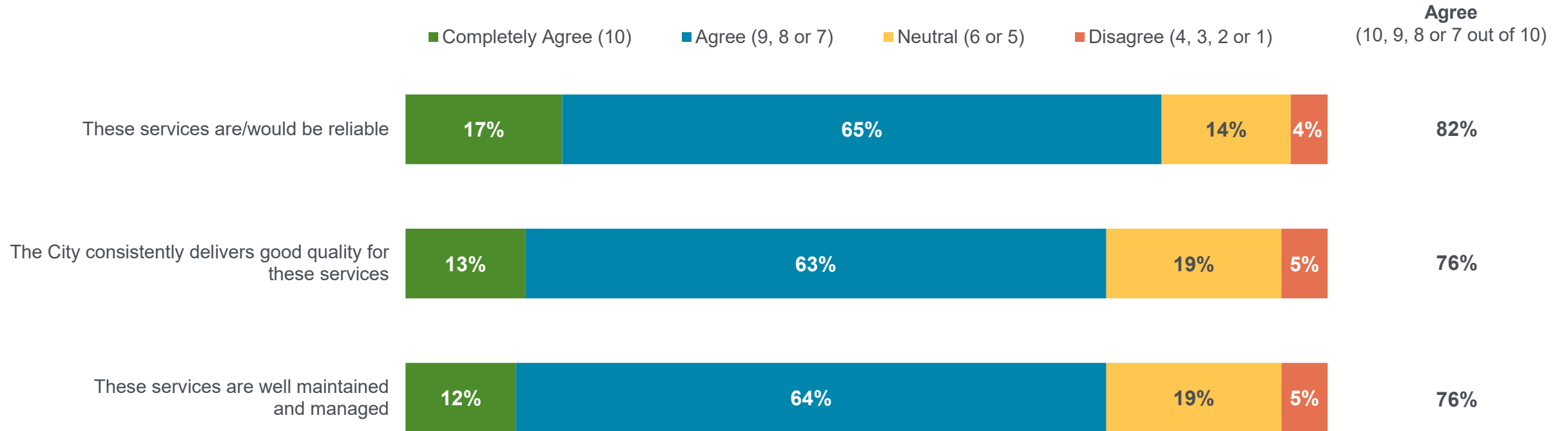


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Recreation Services?
 Base: Valid respondents (bases vary)

*Rounding



Recreation Services - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Recreation Services?
 Base: Valid respondents (bases vary)

Summary of findings: Roads

Roads is a City service every Calgarian uses, yet it sits near the bottom of satisfaction rankings, with only a minority saying they are satisfied. Many Calgarians agree that Roads enhance their quality of life and are easy to access. However, agreement is lower on quality and maintenance measures. Timeliness concerns also score low. Only a minority agree that road service has gone uninterrupted over the past year. Roads has the lowest agreement of any City service that concerns would be addressed promptly.

Roads was designated as a universal service in the survey, as all Calgarians have used Roads in the past 12 months. Two-fifths (40%) of Calgarians are satisfied with Roads, with only 4% rating their satisfaction with Roads as 10 out of 10.

Experience Perceptions

- Two-thirds (66%) of Calgarians agree that these services enhance their quality of life.
- Nearly two-thirds (64%) of Calgarians agree that these services are easy to use or access.
- Nearly three-fifths (59%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services.
- More than one-half (56%) of Calgarians have no concerns when using or accessing these services.

Timeliness Perceptions

- More than one-half (55%) of Calgarians agree that The City is quick to communicate issues and updates about these services.
- Around one-half (54%) of Calgarians agree that these services will be available when they need them.
- More than two-fifths (44%) of Calgarians agree that this service has not been interrupted in the past year.
- More than one-third (36%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner.

Quality Perceptions

- Around one-half (53%) of Calgarians agree that these services are reliable.
- Around one-half (47%) agree that The City consistently delivers good quality for these services.
- More than two-fifths (43%) of Calgarians agree that these services are well maintained and managed.



Roads - Highlights

100%
Have used or
accessed
Roads
(a universal service)



40%
Are satisfied with
Roads



Experience



Enhances my quality of life



Easy to use or access



The City effectively communicates
about these services



No concerns when using or accessing
these services



Timeliness



The City is quick to communicate
issues and updates



Available when needed



Services have not been interrupted
in the past year



Concerns addressed in
timely manner



Quality



Services are reliable



The City consistently delivers good
quality for these services

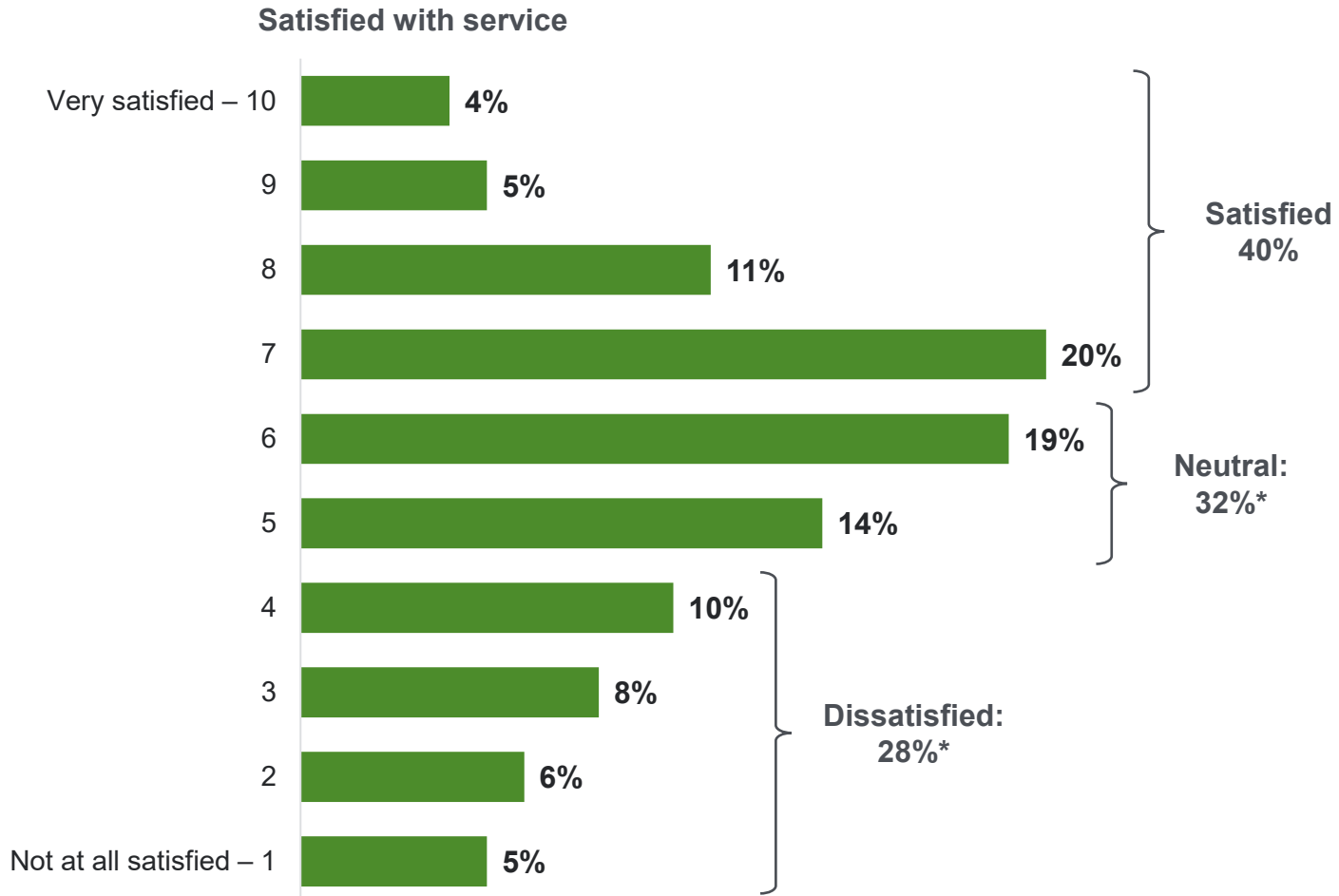


Well maintained and managed





Roads



Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Roads?
 Base: Valid respondents (n=2,498)

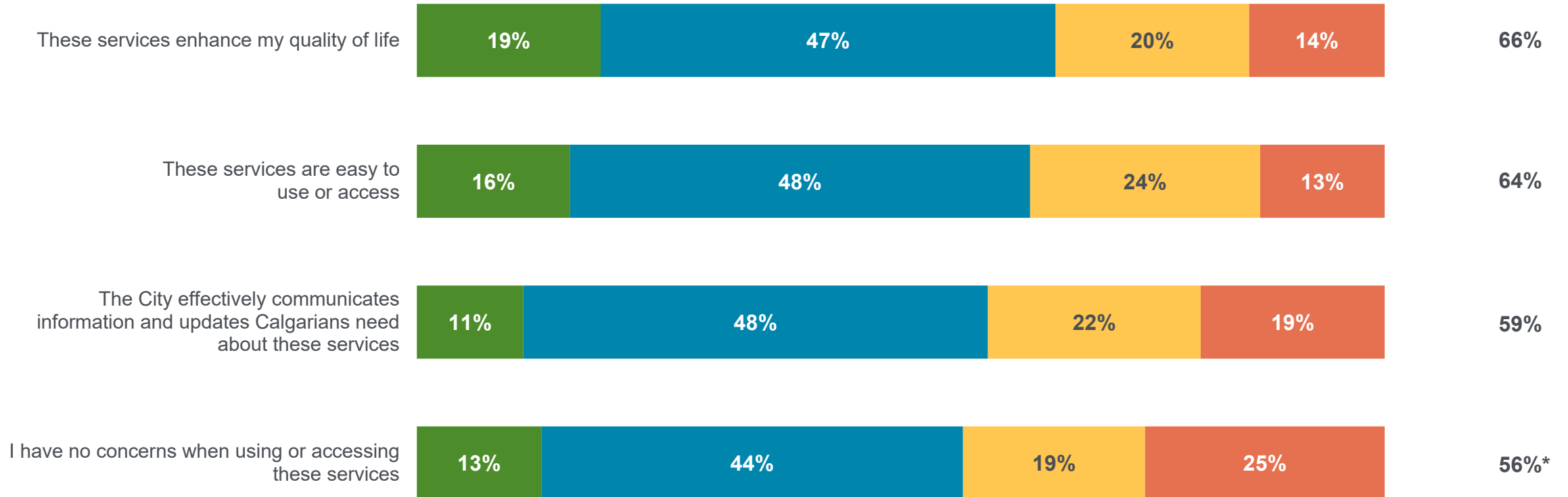
Universal service - All respondents treated as 'Users'

*Rounding



Roads - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Roads?

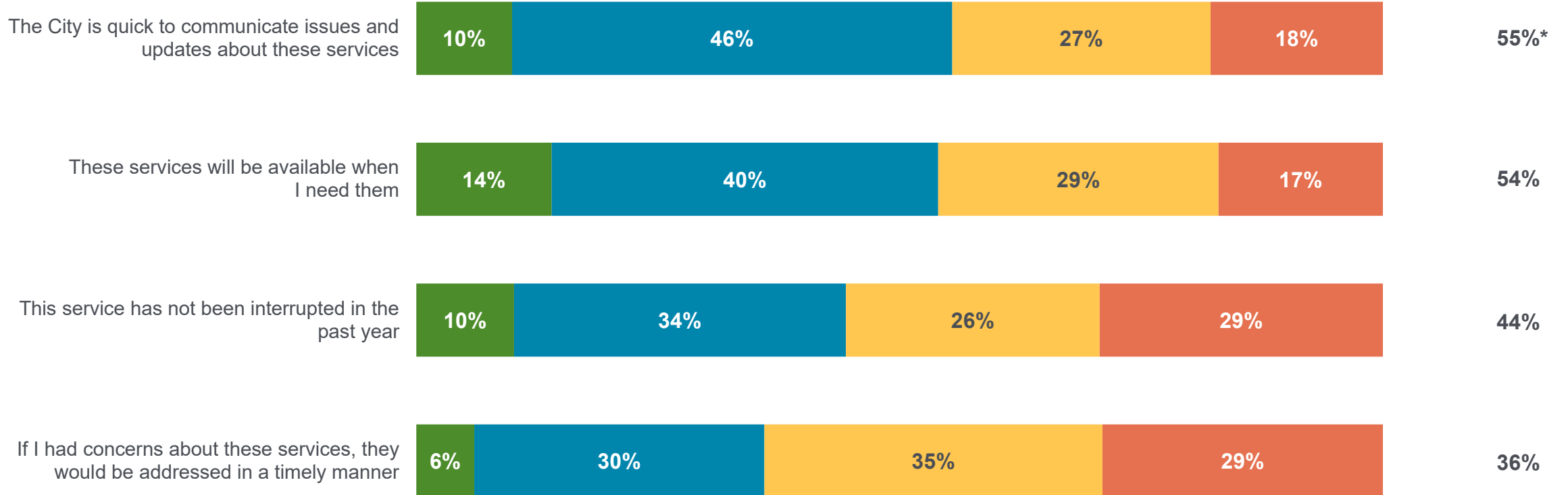
Base: Valid respondents (bases vary)

*Rounding



Roads - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Roads?

Base: Valid respondents (bases vary)

*Rounding



Roads - Quality

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

These services are reliable



53%*

The City consistently delivers good quality for these services



47%*

These services are well maintained and managed



43%*

Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Roads?

Base: Valid respondents (bases vary)

*Rounding

Summary of findings: Transit Services

Transit Services is one of the most widely used City services, with two-thirds of Calgarians having used the services in the past year. However, only around half say they are satisfied with Transit Services, placing it among The City's lowest-rated services. Users and non-users share similar views on all Experience and Quality aspects as well as most Timeliness measures, with one exception where users are less sure that concerns are addressed promptly.

Two-thirds (67%) of Calgarians have used Transit Services in the past 12 months. Around one-half (46%) of Calgarians are satisfied with Transit Services, with 5% rating their satisfaction with Transit Services as 10 out of 10. Satisfaction is statistically lower among users than non-users of Transit Services (44% among users vs. 49% among non-users).

Experience Perceptions

- Two-thirds (67%) of Calgarians agree that these services are or would be easy to use or access, consistent between users (66%) and non-users (71%).
- Nearly two-thirds (63%) of Calgarians agree that these services enhance their quality of life, consistent between users (66%) and non-users (54%).
- More than one-half (57%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services, consistent between users (57%) and non-users (55%).
- Around two-fifths (41%) have no, or would have no, concerns when using or accessing these services, consistent between users (40%) and non-users (43%).

Timeliness Perceptions

- Nearly two-thirds (62%) of Calgarians agree these services will be available when, or should, they need them, consistent between users (62%) and non-users (64%).
- Nearly three-fifths (58%) agree The City is quick to communicate issues and updates about these services, consistent between users (57%) and non-users (61%).
- Around two-fifths (42%) agree that if they had concerns about these services, they would be addressed in a timely manner, statistically lower among users (38%) than non-users (51%).
- Around two-fifths (41%) agree that this service has not been interrupted in the past year, consistent between users (39%) and non-users (46%).

Quality Perceptions

- More than one-half (55%) of Calgarians agree that these services are, or would be, reliable, consistent between users (53%) and non-users (60%).
- More than one-half (55%) of Calgarians agree that these services are well maintained and managed, consistent between users (54%) and non-users (58%).
- Around one-half (51%) agree that The City consistently delivers good quality for these services, consistent between users (52%) and non-users (49%).



Transit Services - Highlights

67%
Have used or accessed
Transit Services



46%
Are satisfied with
Transit Services



Experience



Easy to use or access



Enhances my quality of life



The City effectively communicates about these services



No concerns when using or accessing these services



Timeliness



Available when needed



The City is quick to communicate issues and updates



Concerns addressed in timely manner



Services have not been interrupted in the past year



Quality



Services are reliable



Well maintained and managed

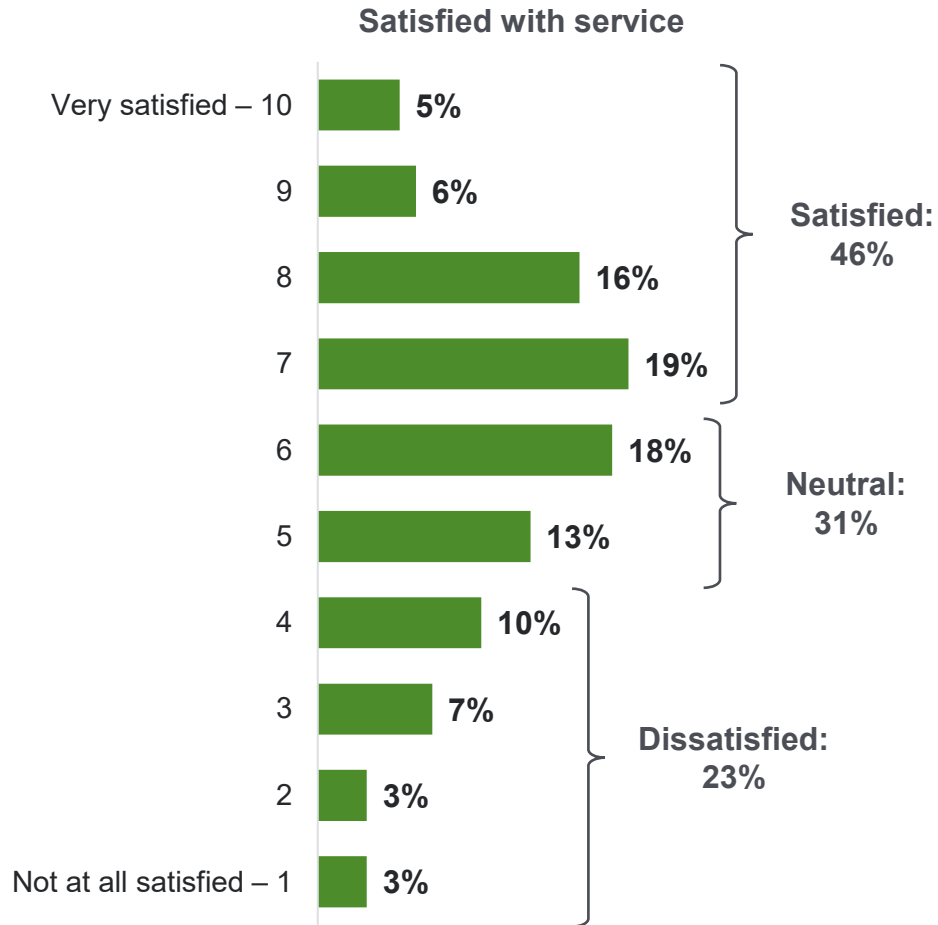


The City consistently delivers good quality for these services

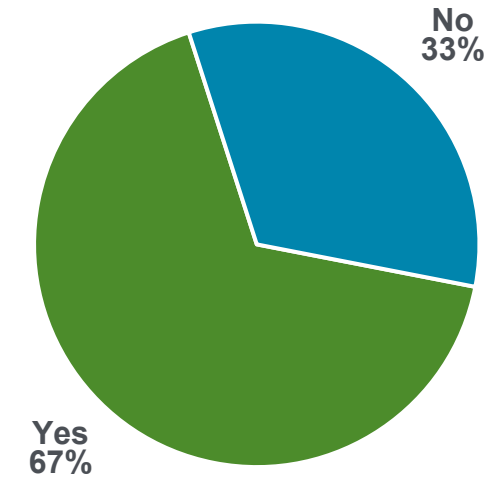




Transit Services



Have used or accessed service



Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Transit Services?

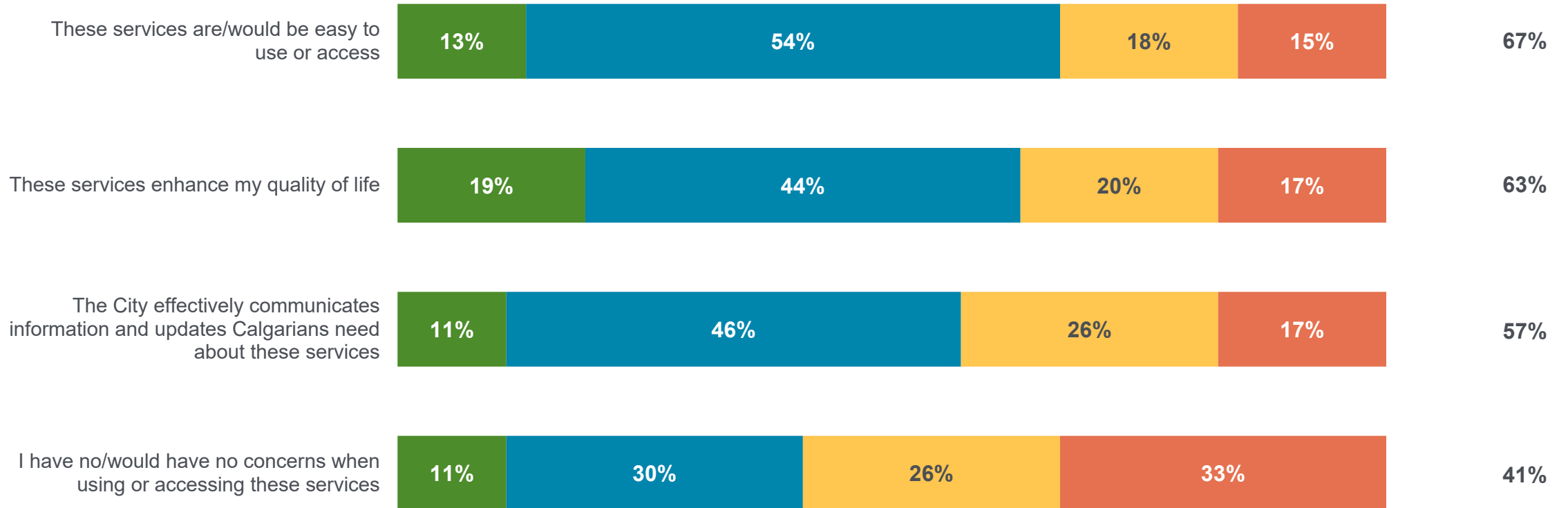
Q. And, have you used or accessed Transit Services in the past 12 months?

Base: Valid respondents (bases vary)



Transit Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

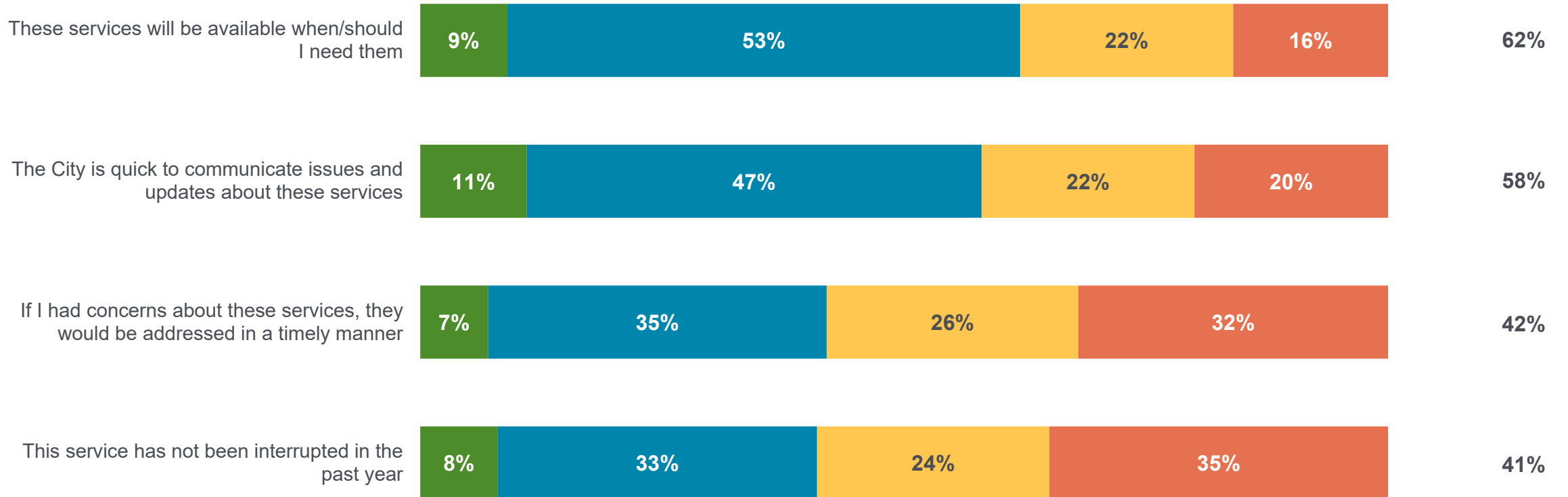


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Transit Services?
 Base: Valid respondents (bases vary)



Transit Services - Timeliness

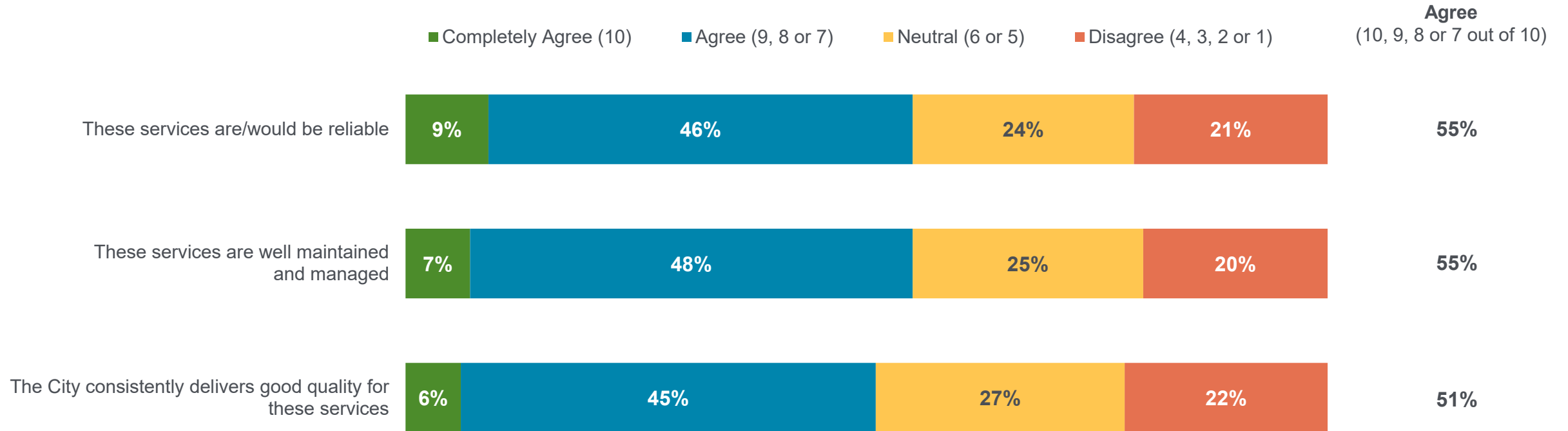
■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Transit Services?
 Base: Valid respondents (bases vary)



Transit Services - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Transit Services?

Base: Valid respondents (bases vary)

Summary of findings: Waste and Recycling Services

Waste & Recycling Services ranks among Calgary's top performers. Many Calgarians say they are satisfied. Most agree the service enhances their quality of life, is reliable, and is easy to access. Timely resolution of concerns scores relatively lower, though still with many in agreement.

- Waste and Recycling Services was designated as a universal service in the survey, as all Calgarians have used Waste and Recycling Services in the past 12 months. Nearly four-fifths (78%) of Calgarians are satisfied with Waste and Recycling Services, with 15% rating their satisfaction as 10 out of 10.

Experience Perceptions

- Nearly nine-in-ten (87%) Calgarians agree that these services enhance their quality of life.
- More than four-fifths (86%) of Calgarians agree that these services are easy to use or access.
- More than four-fifths (84%) have no, or would have no, concerns when using or accessing these services.
- Three-quarters (75%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services.

Timeliness Perceptions

- More than four-fifths (83%) of Calgarians agree that these services will be available when they need them.
- Four-fifths (79%) of Calgarians agree that this service has not been interrupted in the past year.
- Nearly three-quarters (73%) of Calgarians agree that The City is quick to communicate issues and updates about these services.
- Seven-in-ten (70%) Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner.

Quality Perceptions

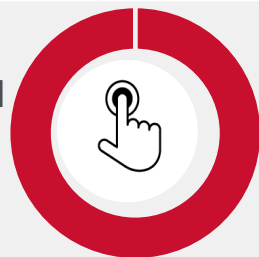
- Nearly nine-in-ten (87%) Calgarians agree that these services are reliable.
- More than four-fifths (84%) of Calgarians agree that The City consistently delivers good quality for these services.
- More than four-fifths (83%) agree that these services are well maintained and managed.



Waste and Recycling Services - Highlights

100%

Have used or accessed
Waste and Recycling
Services
(a universal service)

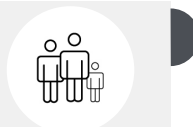


78%

Are satisfied with
Waste and Recycling
Services



Experience



Enhances my quality of life



Easy to use or access



No concerns when using or accessing
these services



The City effectively communicates
about these services



Timeliness



Available when needed



Services have not been interrupted
in the past year



The City is quick to communicate
issues and updates



Concerns addressed in
timely manner



Quality



Services are reliable



The City consistently delivers good
quality for these services

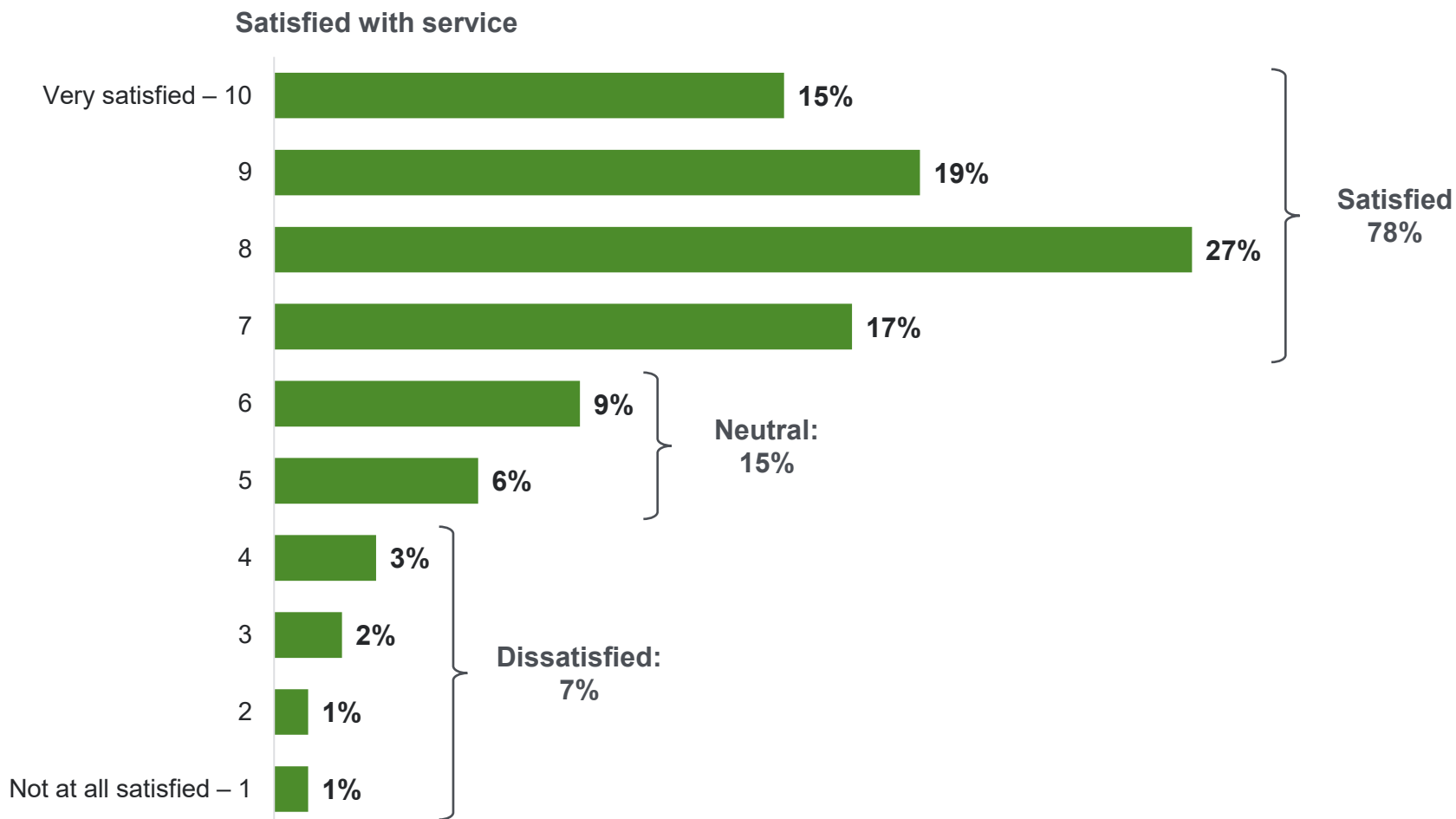


Well maintained and managed





Waste and Recycling Services

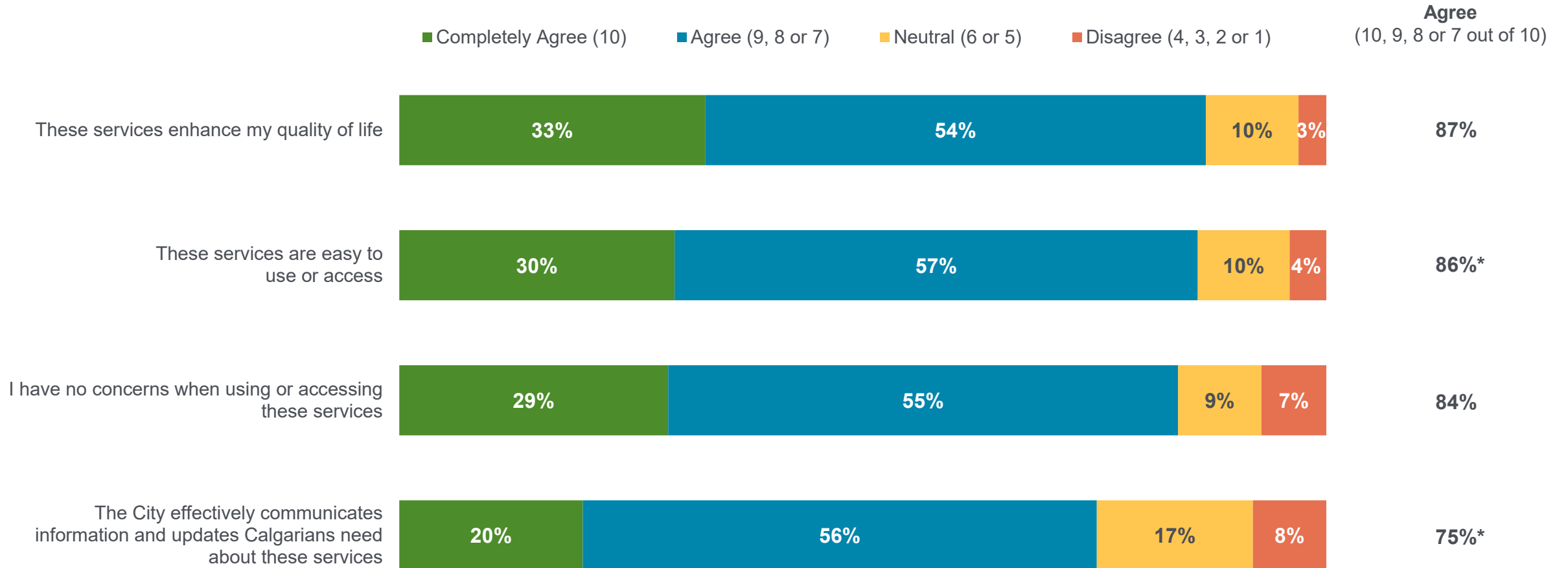


Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Waste Management Services?
 Base: Valid respondents (2,482)

Universal service - All respondents treated as 'Users'



Waste and Recycling Services - Experience



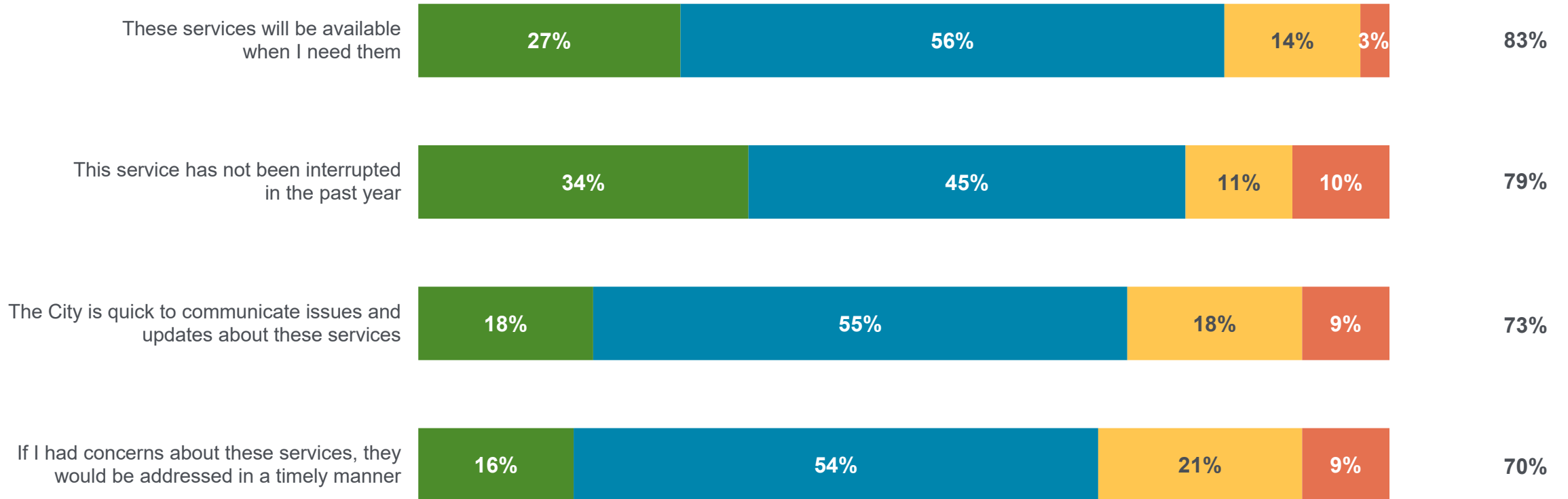
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Waste Management Services?
 Base: Valid respondents (bases vary)

*Rounding



Waste and Recycling Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

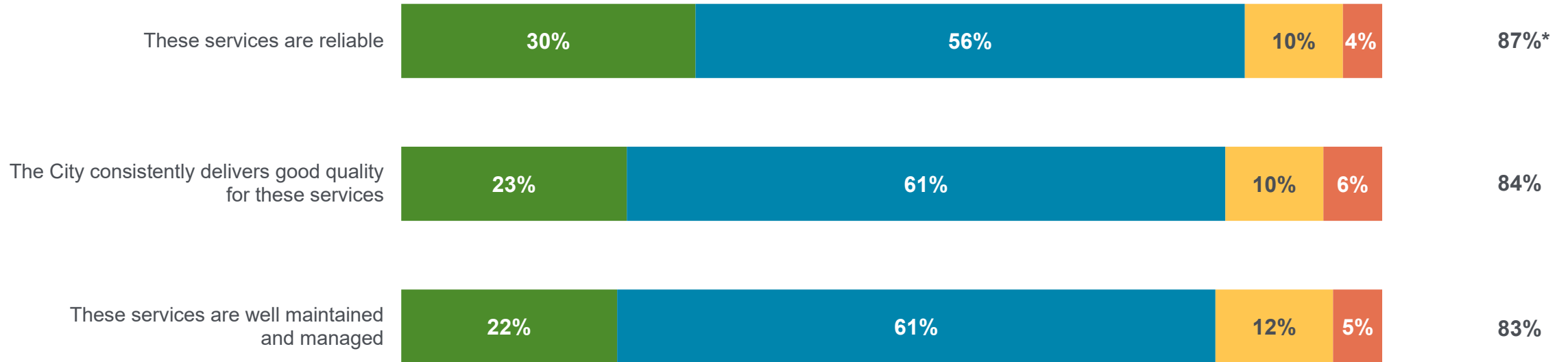


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Waste Management Services?
 Base: Valid respondents (bases vary)



Waste and Recycling Services - Quality

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Waste Management Services?
 Base: Valid respondents (bases vary)

*Rounding

Summary of findings: Water Services

There is a striking contrast when it comes to Water Services as more than four-fifths of Calgarians agree the service enhances their quality of life, yet only about half saying they are satisfied with the services, a gap likely influenced by the Bearspaw feeder main issues. Only one-third of Calgarians agree that water service has gone uninterrupted over the past year, the lowest rating on this measure among all City services.

- Water Services was designated as a universal service in the survey, as all Calgarians have used Water Services in the past 12 months. Around one-half (51%) of Calgarians are satisfied with Water Services, with 10% rating their satisfaction with Water Services as 10 out of 10.

Experience Perceptions

- More than four-fifths (85%) of Calgarians agree that these services enhance their quality of life.
- Three-quarters (76%) of Calgarians agree that these services are easy to use or access.
- Nearly three-quarters (74%) of Calgarians agree that The City effectively communicates information and updates Calgarians need about these services.
- Around three-fifths (61%) of Calgarians have no concerns when using or accessing these services.

Timeliness Perceptions

- Nearly three-quarters (73%) of Calgarians agree that The City is quick to communicate issues and updates about these services.
- Three-fifths (60%) of Calgarians agree that these services will be available when they need them.
- Around one-half (49%) of Calgarians agree that if they had concerns about these services, they would be addressed in a timely manner.
- One-third (32%) of Calgarians agree that this service has not been interrupted in the past year.

Quality Perceptions

- Three-fifths (60%) of Calgarians agree that The City consistently delivers good quality for these services.
- Around one-half (54%) of Calgarians agree that these services are reliable.
- Two-fifths (40%) of Calgarians agree that these services are well maintained and managed.



Water Services - Highlights

100%
Have used or accessed
Water Services
(a universal service)



51%
Are satisfied with
Water Services



Experience



Enhances my quality of life



Easy to use or access



The City effectively communicates about these services



No concerns when using or accessing these services



Timeliness



The City is quick to communicate issues and updates



Available when needed



Concerns addressed in timely manner



Services have not been interrupted in the past year



Quality



The City consistently delivers good quality for these services



Services are reliable

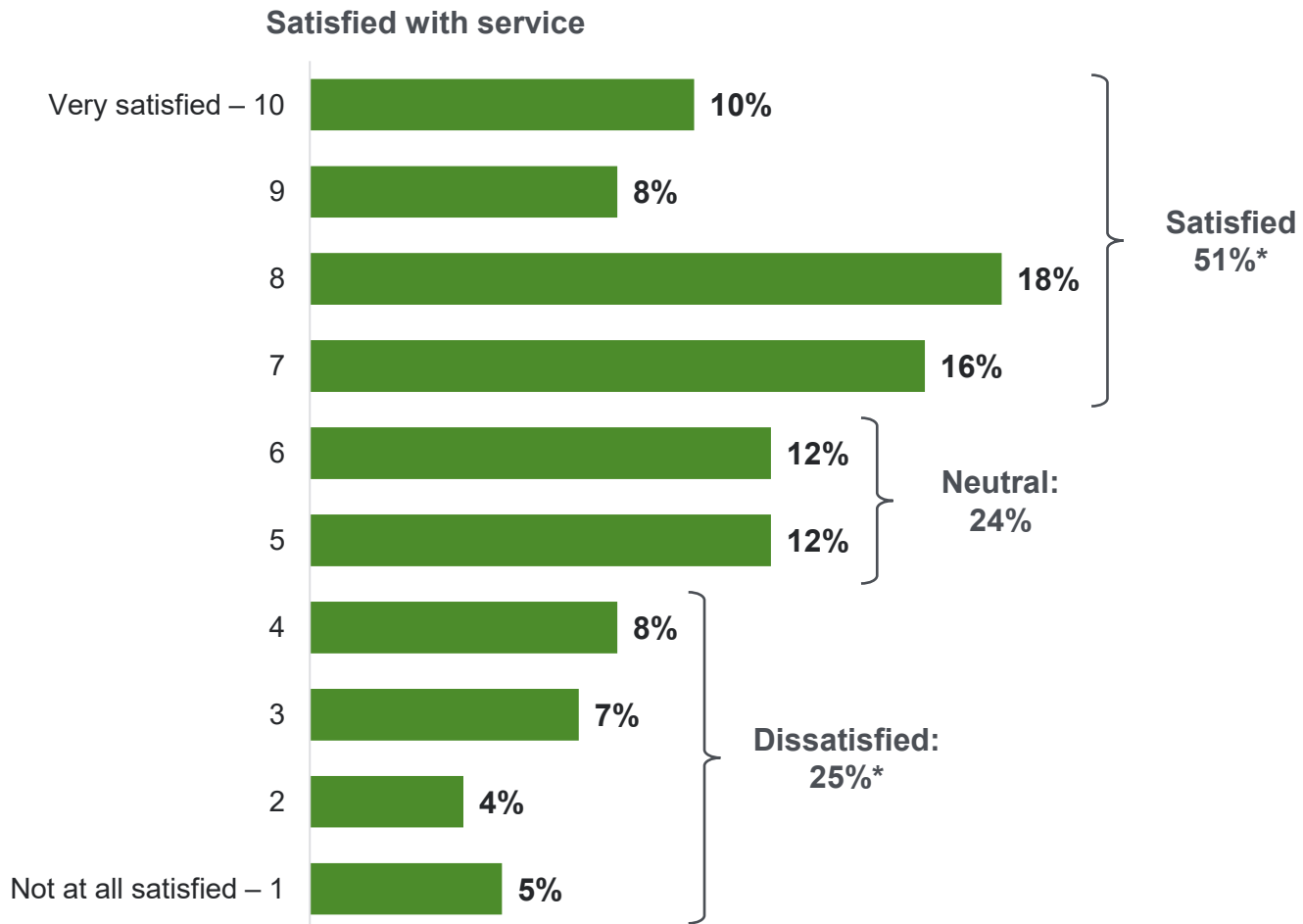


Well maintained and managed





Water Services



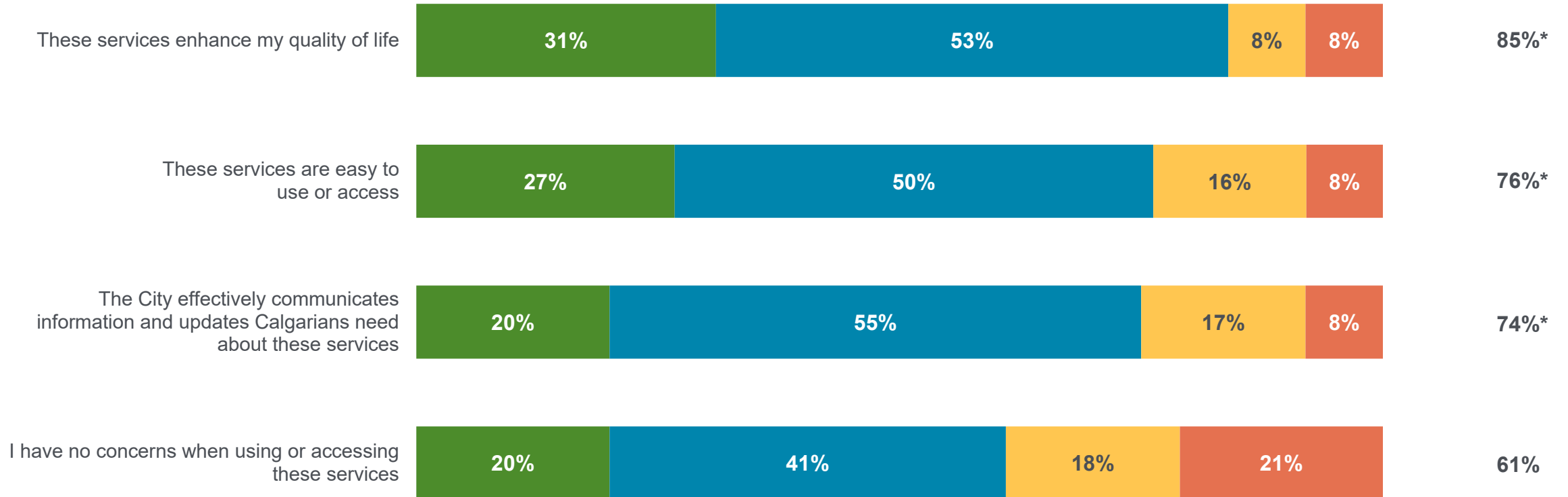
Q. On that same scale of 1 to 10, to what extent are you satisfied with the job The City is doing at providing Water Services?
 Base: Valid respondents (n=2,496)

Universal service - All respondents treated as 'Users'
 *Rounding



Water Services - Experience

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)



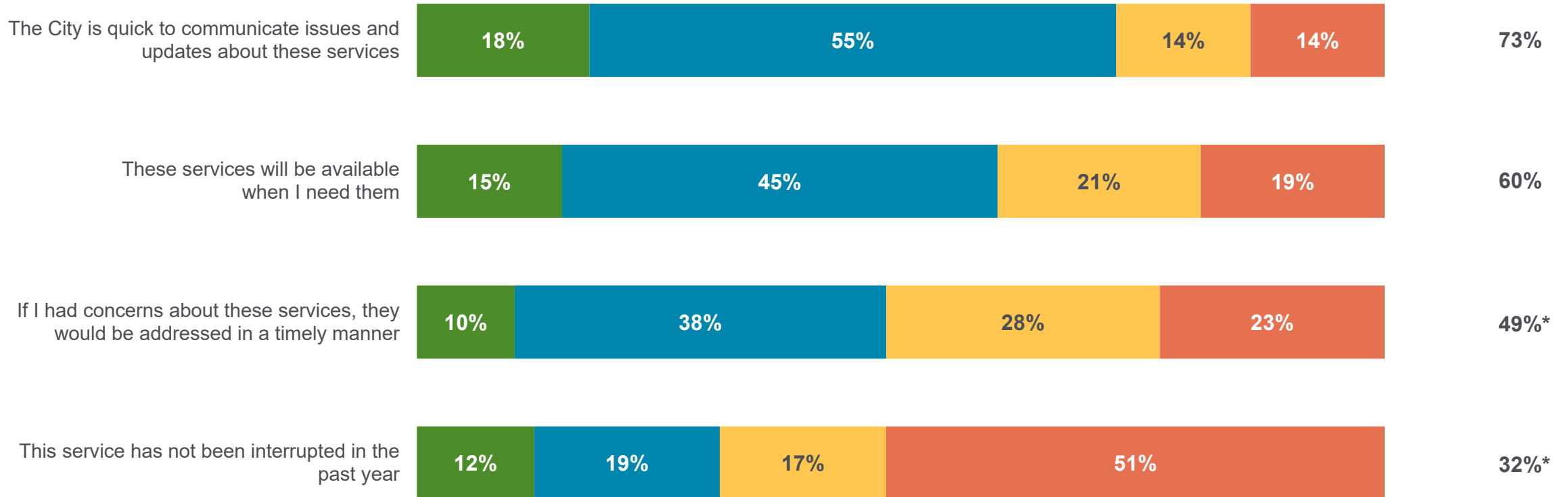
Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Water Services?
 Base: Valid respondents (bases vary)

*Rounding



Water Services - Timeliness

■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)
 Agree (10, 9, 8 or 7 out of 10)

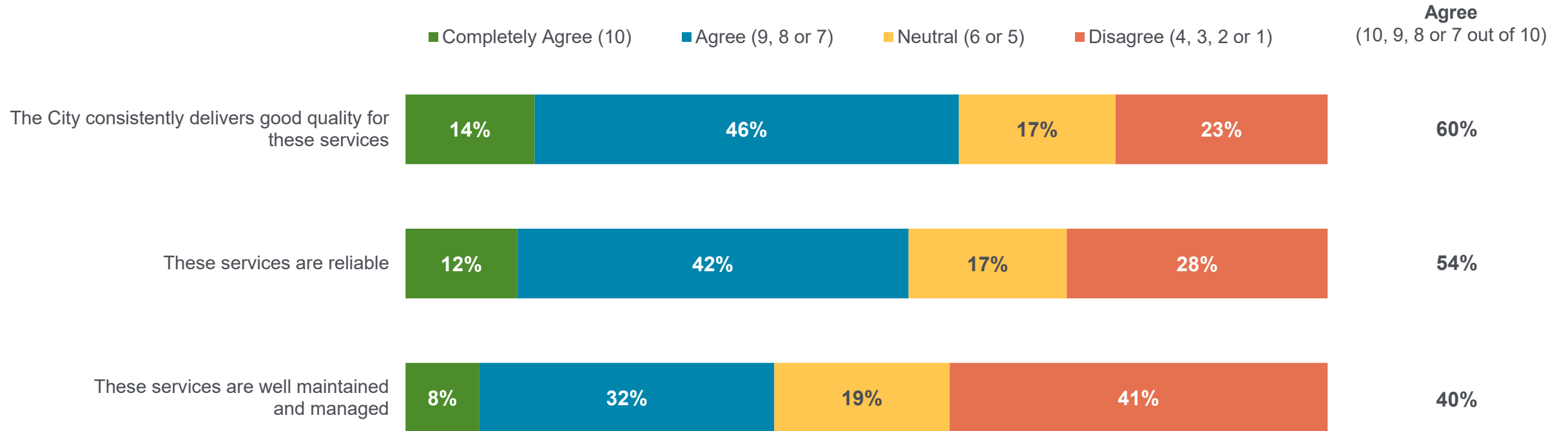


Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Water Services?
 Base: Valid respondents (bases vary)

*Rounding



Water Services - Quality



Q. On a scale of 1 to 10 where “1” is “completely disagree” and “10” is “completely agree”, to what extent do you agree with the following statements about Water Services?

Base: Valid respondents (bases vary)



Taxation

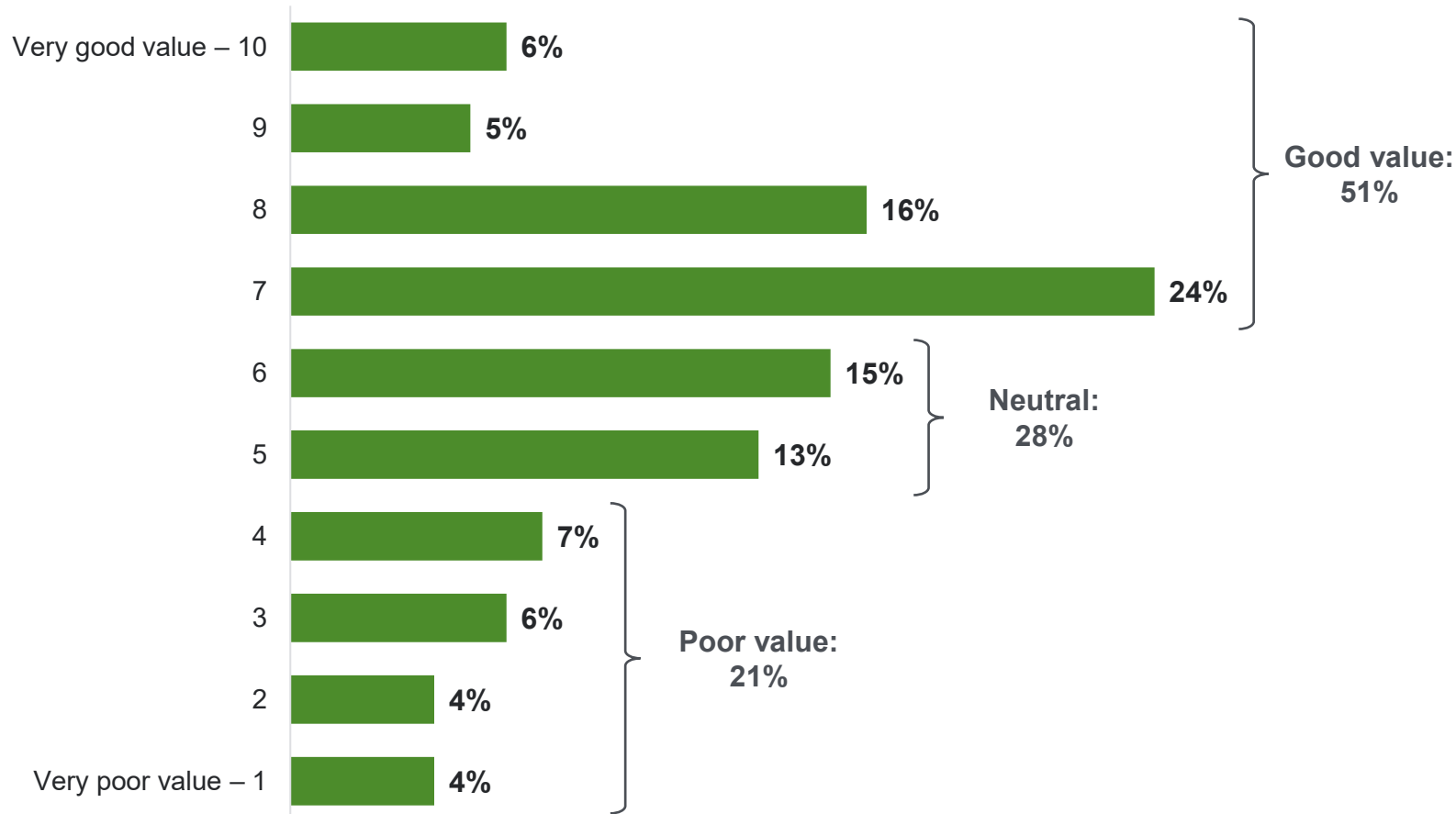
Summary of findings: Taxation

Calgarians are divided on whether they receive good value for their property tax dollars. Around one-half of Calgarians say they receive good value. When it comes to the balance between taxes and services, more than half say they would rather see taxes increase than watch services decline, though most in this group only want to pay enough to maintain current service levels rather than expand them.

- One-half of Calgarians (51%) feel they receive good value for their property tax dollars. Meanwhile, one-fifth (21%) perceive poor value, with around one-quarter (28%) neutral.
- When it comes to the balance between taxation and service delivery, Calgarians show a preference for the maintenance or expansion of services through tax increases, with more than half (57%) favouring tax increases.
 - More specifically, around one-in-ten (12%) favour increasing taxes beyond current inflation rates to expand services.
 - A much larger proportion, around one-half (45%), favour increasing taxes at current inflation rates to maintain services at current levels.
- Conversely, fewer than two-fifths (37%) of Calgarians prefer cutting services to maintain or reduce taxes. This is divided almost evenly between those who favour cutting services to maintain current tax levels (18%) and those who prefer cutting services to reduce taxes (19%).



Perceived value of property taxes

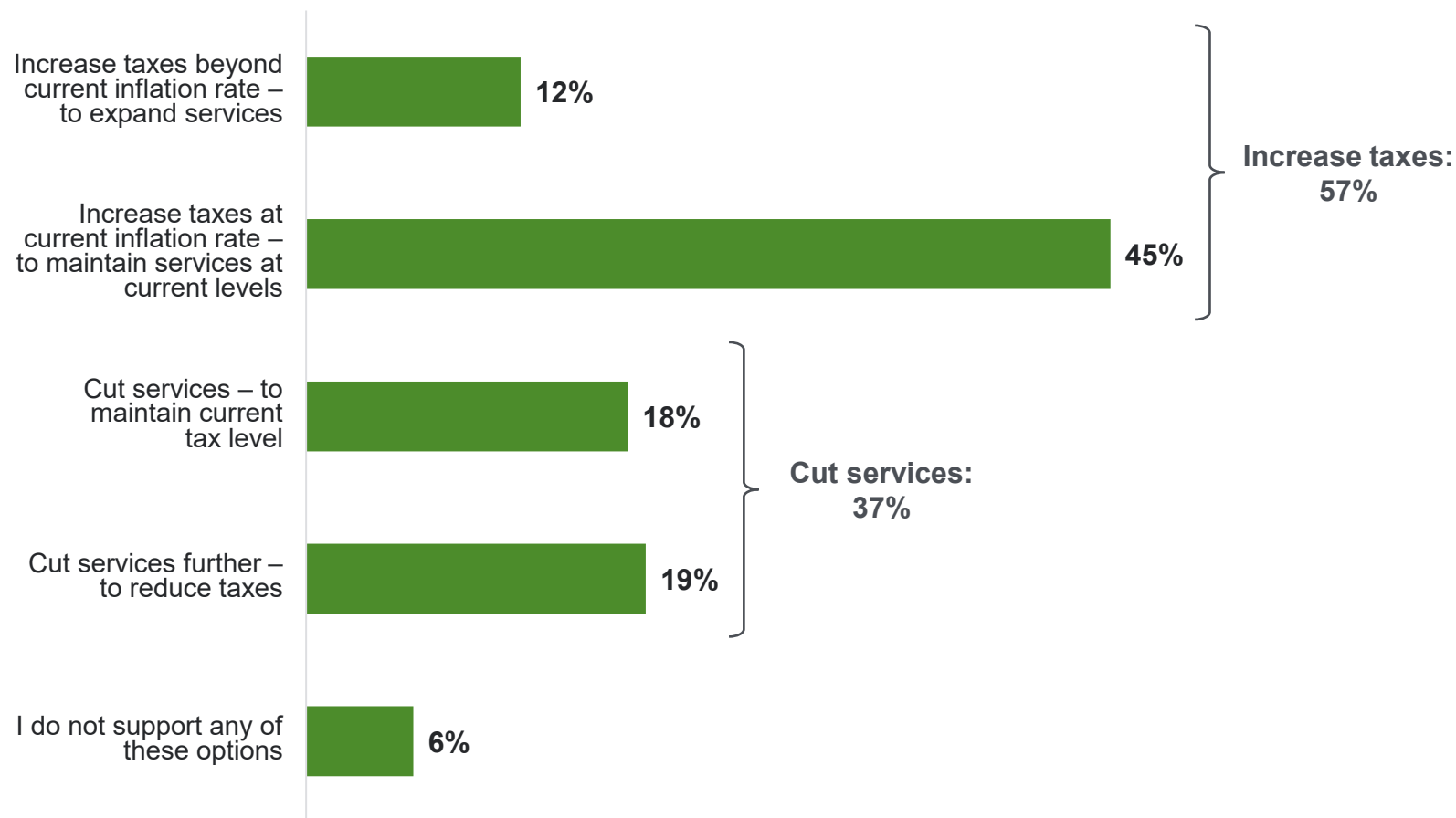


Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where 1 is very poor value and 10 is very good value.

Base: Valid respondents (n=2,461)



Balancing taxation and service delivery levels



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

Base: Valid respondents (n=2,474)



Customer service

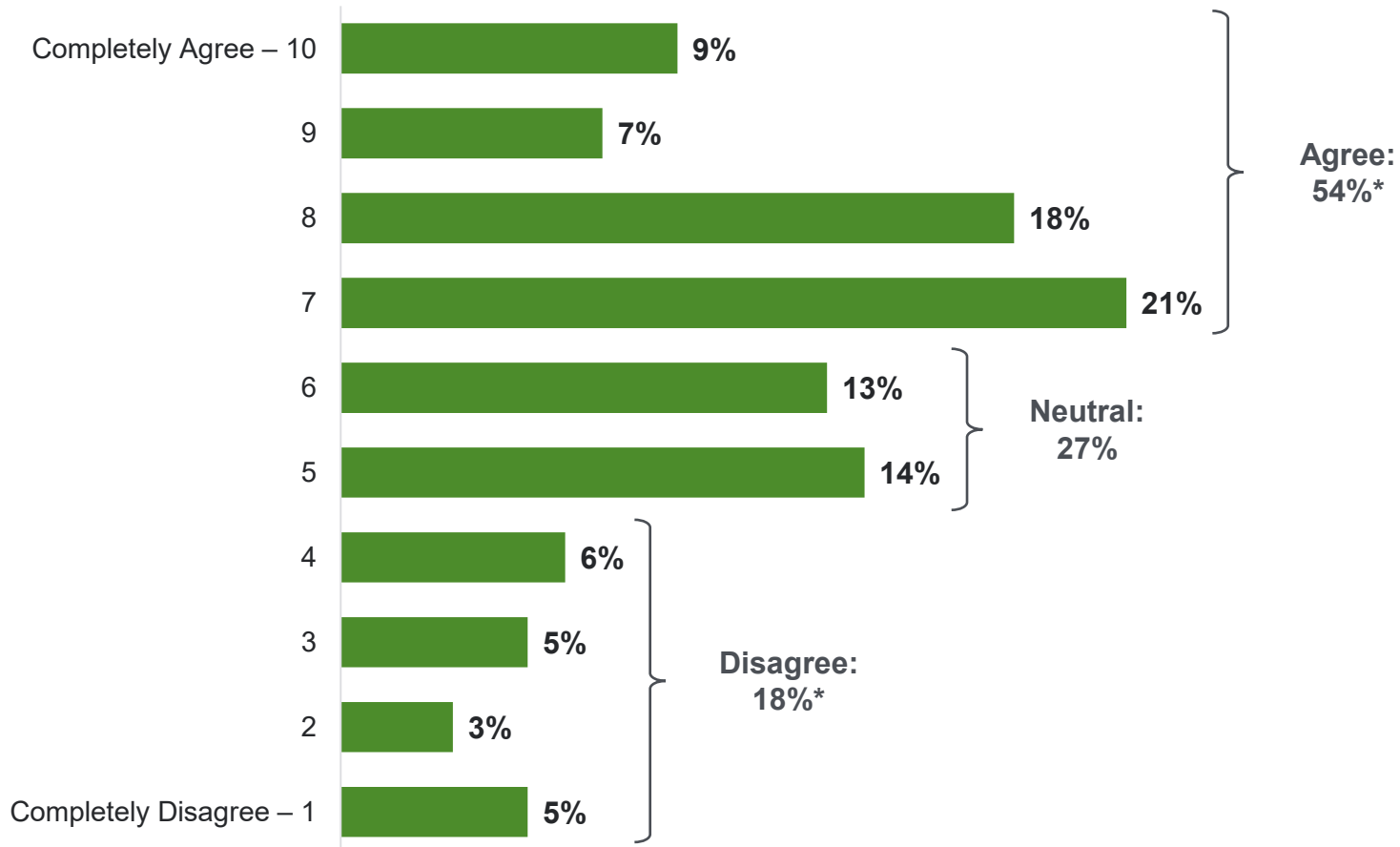
Summary of findings: Customer service

There is a gap in Calgarians' perceptions of The City's customer service. A small majority agree their expectations for customer service are met, and a higher proportion say quality is consistently high. However, results are lower for other measures. Fewer Calgarians believe The City prioritizes customer service or responds quickly to requests and concerns.

- More than one-half (54%) of Calgarians believe that The City meets their customer service expectations.
- A higher proportion (60%) of Calgarians agree that The City's quality of customer service is consistently high.
- Opinions are divided on the importance of customer service, with one-half (50%) of Calgarians agreeing The City prioritizes customer service, and a similar proportion (49%) agreeing that The City responds quickly to requests and concerns.



Meets customer service expectations

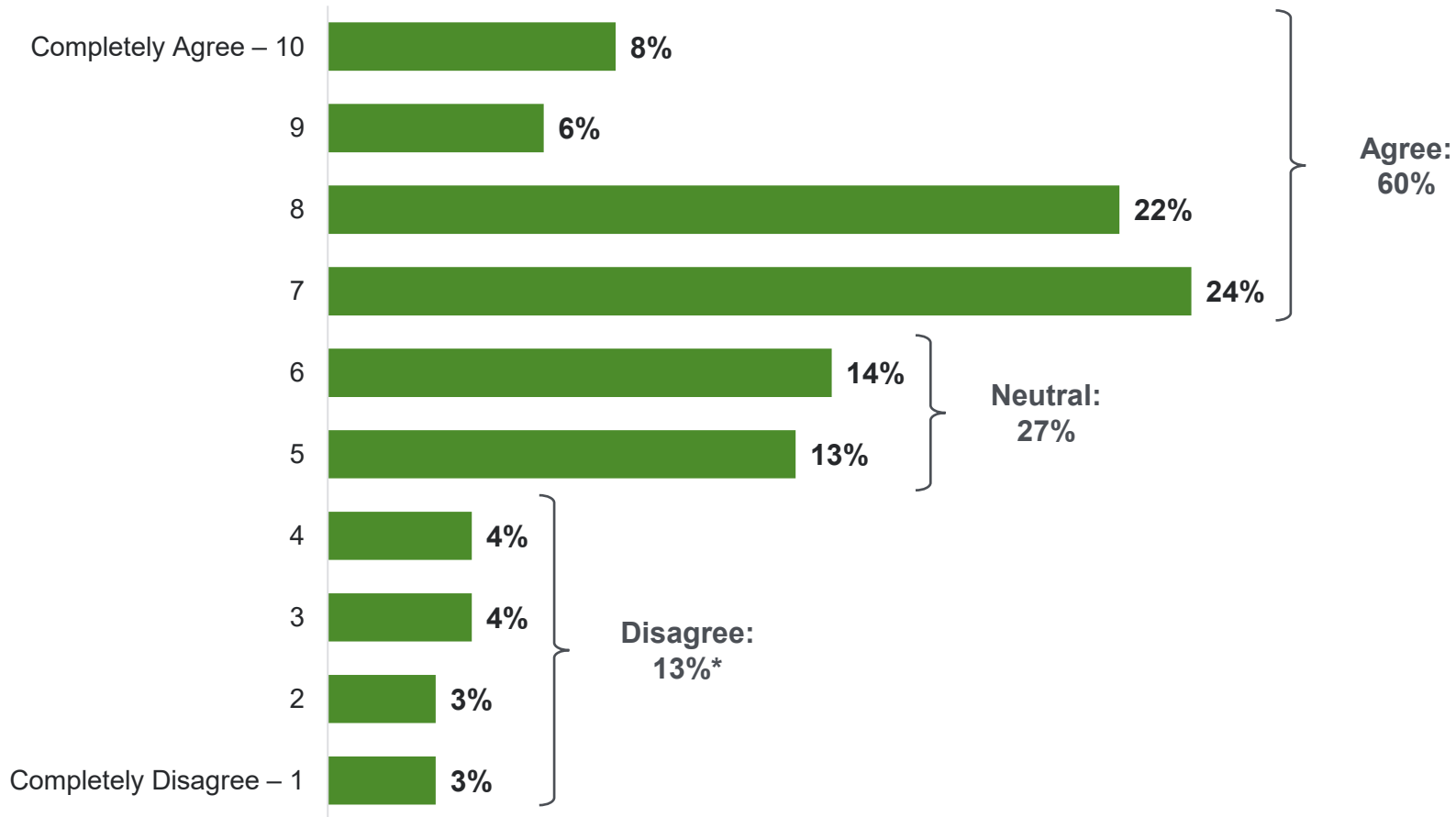


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The City of Calgary meets my customer service expectations
 Base: Valid respondents (n= 2,469)

*Rounding



Quality of customer service

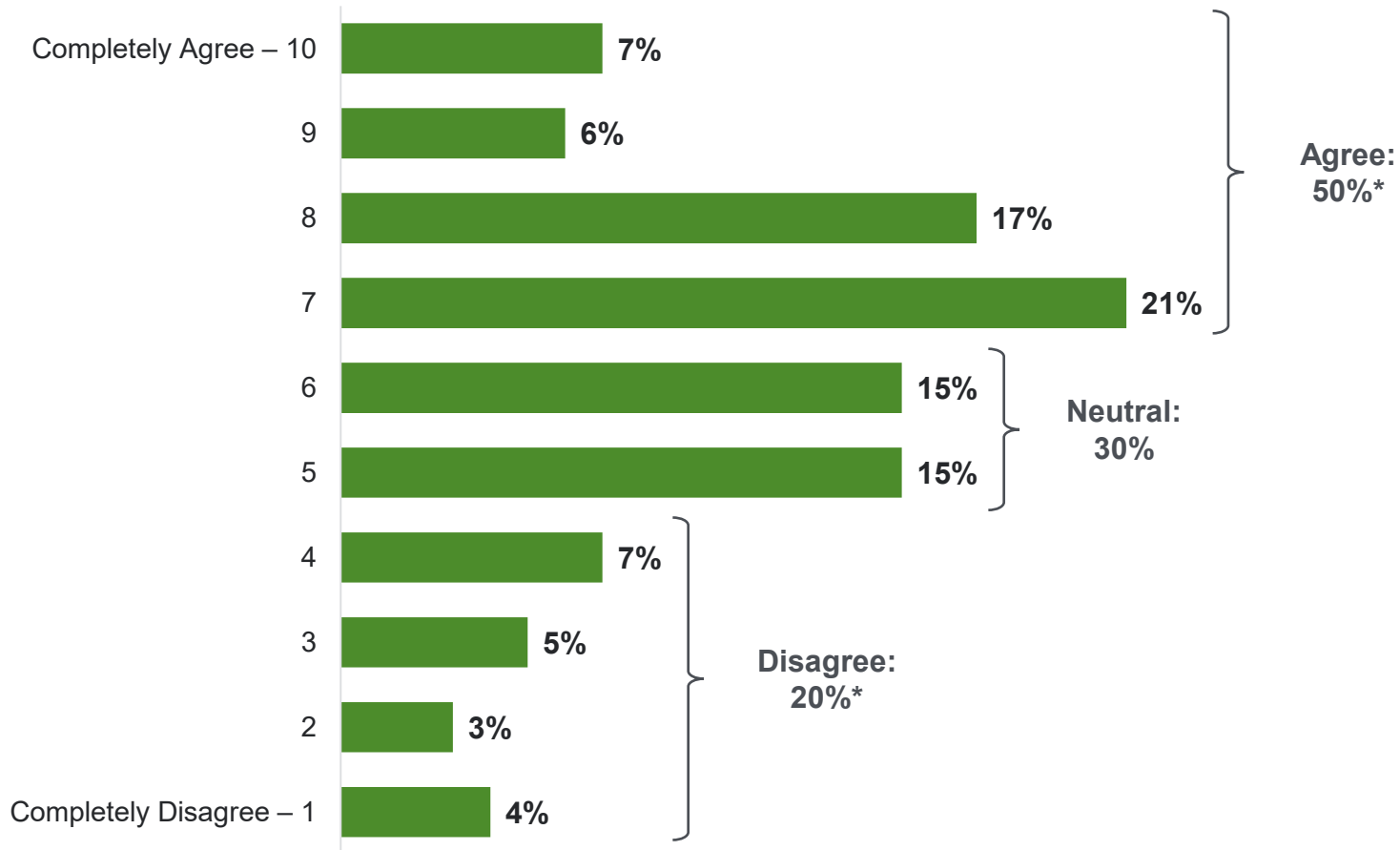


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The quality of customer service from The City is consistently high
 Base: Valid respondents (n= 2,470)

*Rounding



Makes customer service a priority

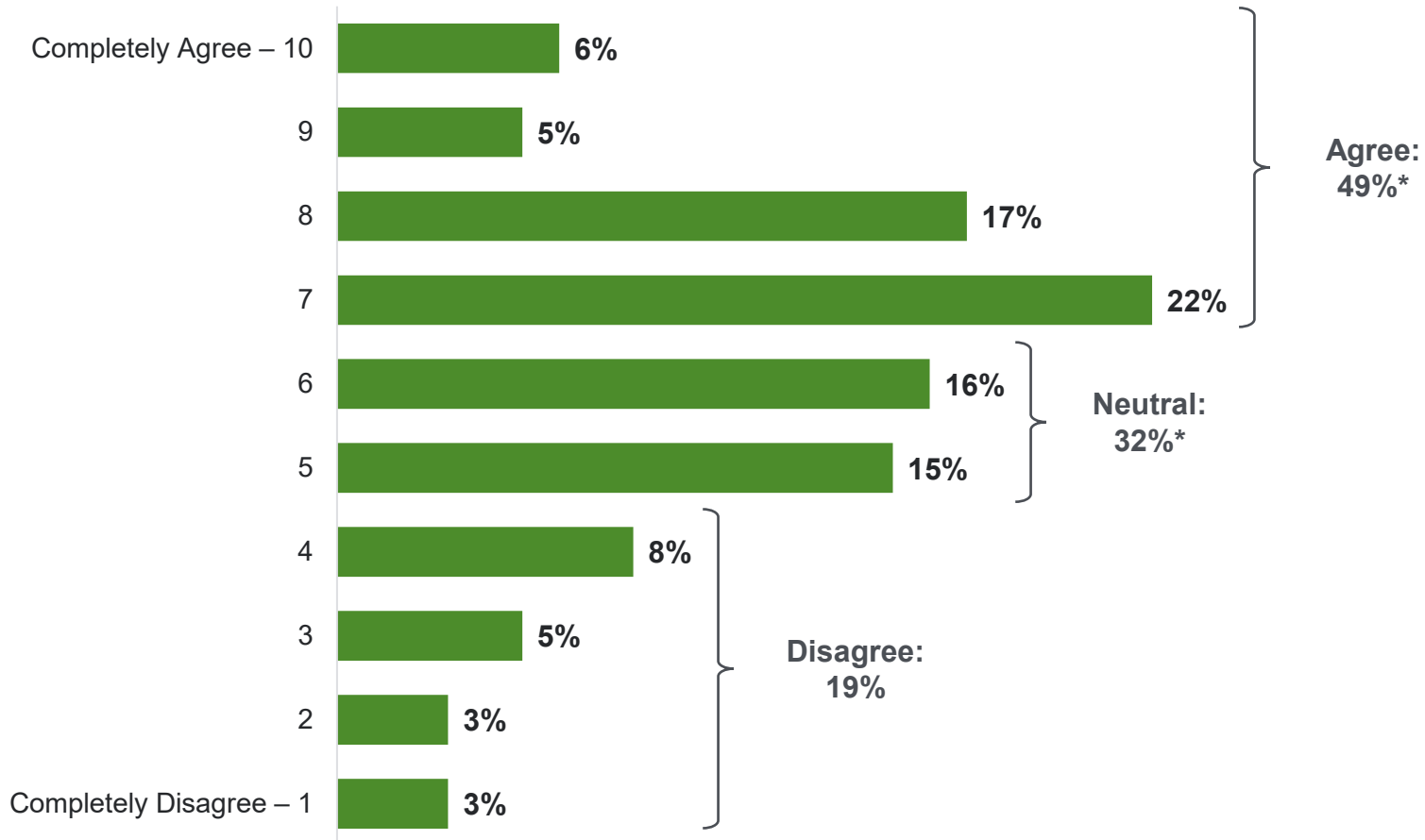


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The City of Calgary makes customer service a priority
 Base: Valid respondents (n= 2,462)

*Rounding



Quickly responds to requests and concerns



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The City responds quickly to requests and concerns
 Base: Valid respondents (n= 2,464)

*Rounding



Trust and transparency

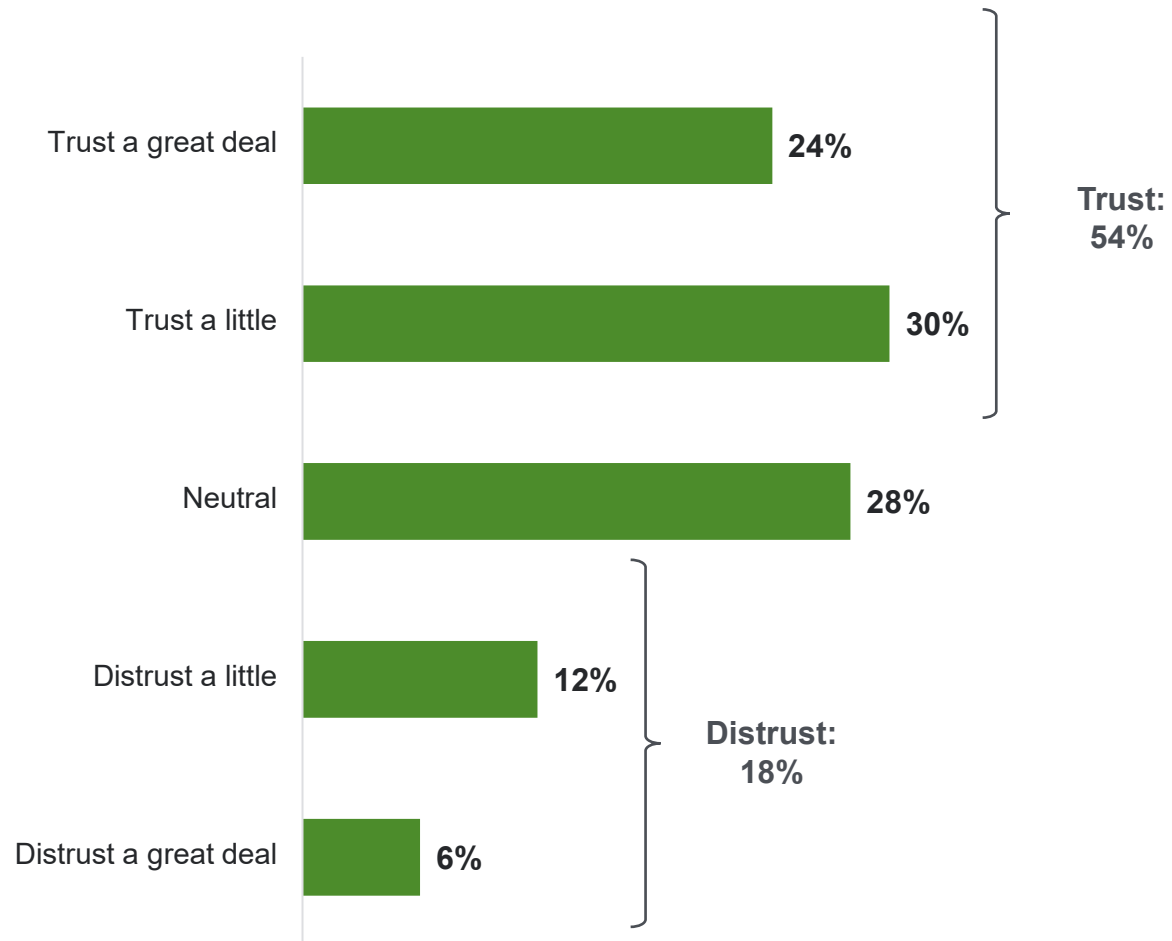
Summary of findings: Trust and transparency

A small majority of Calgarians say they trust The City of Calgary. Engagement and transparency measures sit lower. Fewer than half agree they have enough opportunities to contribute to decisions or that The City practices open and accessible government.

- More than half (54%) of Calgarians now say that they have trust in The City of Calgary. *Although the results of this question are not directly comparable to past years due to questionnaire design changes, it does appear that this wave's results are a directional improvement from fall 2025 (47%) and a recovery from fall 2024 (41%) and spring 2025 (38%) when trust was at a notable low.*
- When it comes to providing input, more than two-fifths (44%) of Calgarians agree they have enough opportunities to contribute to decision-making about City projects and services.
- However, Calgarians are also split on whether The City practices open and accessible government, with just under one-half (49%) agreeing that it does.



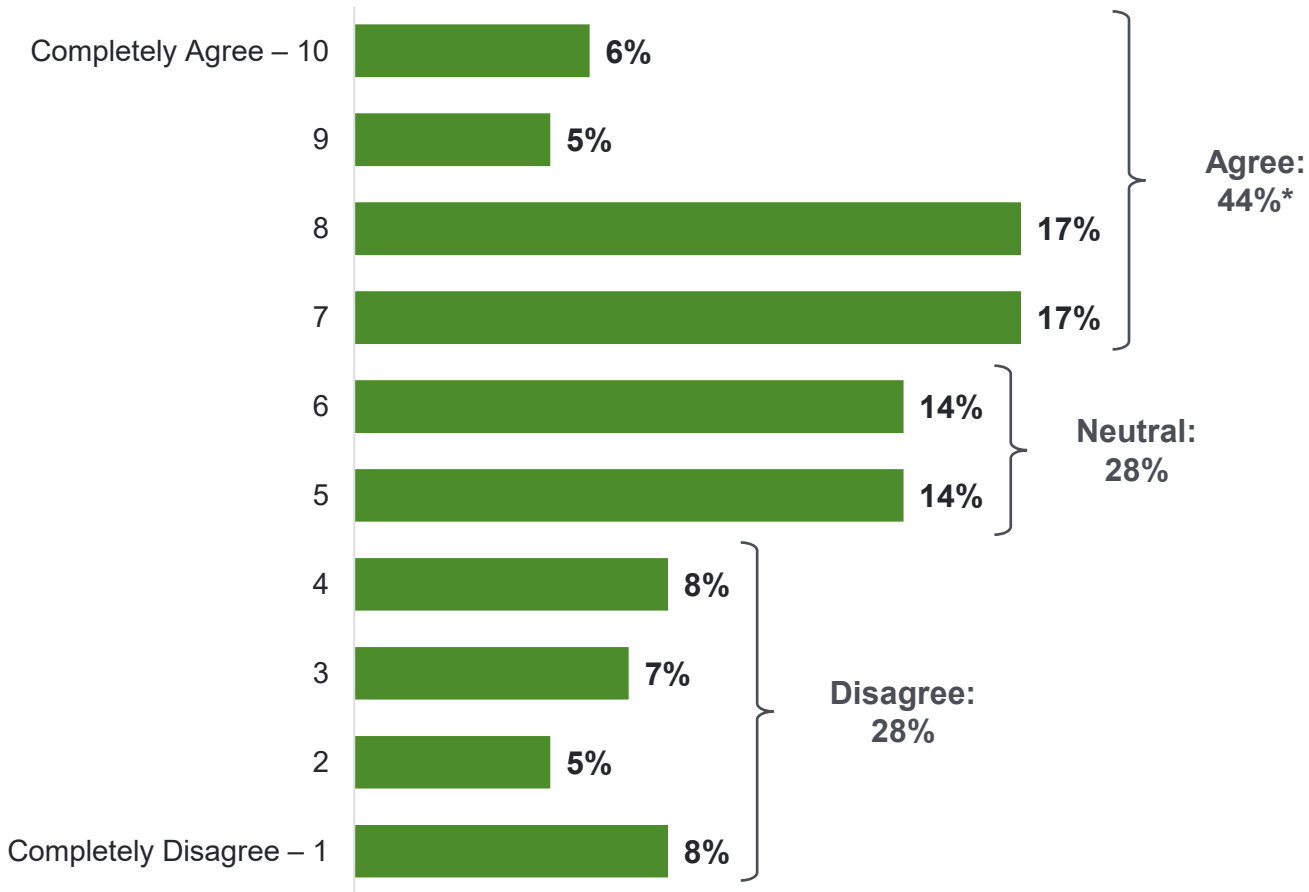
Trust in The City of Calgary



Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?
 Base: Valid respondents (n=2,485)



Enough opportunities to provide input



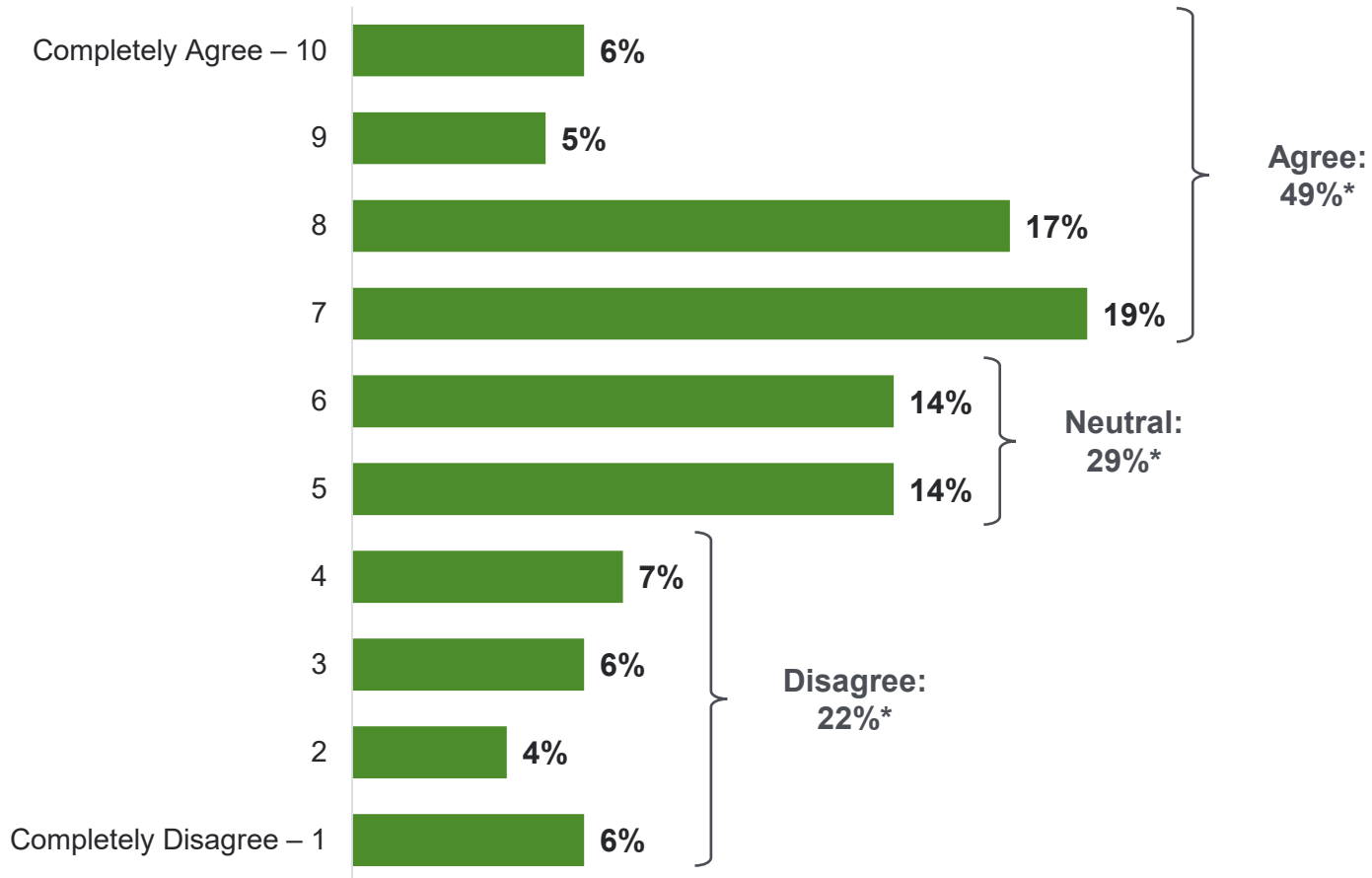
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: Calgarians have enough opportunities to provide input into decision-making about City projects and services

Base: Valid respondents (n= 2,480)

*Rounding



Open and accessible government



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements: The City of Calgary practices open and accessible government
 Base: Valid respondents (n= 2,483)

*Rounding



Respondent profile



Respondent profile

Gender	
Female	51%
Male	49%
Non-binary	<1%
Transgender	<1%
Refused/prefer not to say	<1%

Age	
18 to 24	9%
25 to 34	20%
35 to 44	18%
45 to 54	20%
55 to 64	10%
65 or older	23%
MEAN	47.9

Quadrant	
Southwest	30%
Southeast	23%
Northwest	28%
Northeast	19%

Income	
Less than \$60,000	21%
\$60,000 to just under \$120,000	36%
\$120,000 to just under \$200,000	24%
\$200,000 and over	19%

Education	
Less than high school	2%
High school or equivalent	20%
Apprenticeship or trades diploma/certificate	7%
College or non-university diploma/certificate	19%
University degree/diploma/certificate	53%

Children in household	
Yes	33%
No	67%

Employment status [^]	
Full time employed or self employed	50%
Part time employed or self-employed	13%
Retired	21%
Looking after home and/or family	3%
Unable to work because of sickness or disability	3%
Unemployed	5%
Doing unpaid or voluntary work	1%
Student	6%
Other	<1%

Business owner/operator Base: In workforce (n=1,392)	
Own and operate a business	17%
Own a business	3%
Operate a business	2%
No	78%

Base: Valid respondents (bases vary)

[^] Multiple responses allowed



Respondent profile (continued)

Own or rent	
Own	70%
Rent	27%
Living with parents	2%
Other	<1%

Type of home	
Single detached house	64%
Duplex, triplex or fourplex	10%
Townhouse or rowhouse	9%
Apartment or apartment-style condominium	16%
Another type of multi-unit complex	2%
Other	1%

Racialized	
Yes	29%
No	71%
Other	<1%

Tenure in Calgary	
Less than 5 years	10%
5 to less than 10 years	6%
10 to less than 15 years	9%
15 to less than 20 years	11%
20 to less than 30 years	21%
30 to less than 40 years	15%
40 or more	28%
MEAN	28.4

Household size	
1	16%
2	31%
3	19%
4	19%
5 or more	14%
MEAN	3.1

Indigenous identity [^]	
Yes – First Nations	2%
Yes – Métis	3%
Yes – Inuit	<1%
Other	<1%
No	95%

Disability in household [^]	
Yes – myself	13%
Yes – someone in my household	12%
No	77%

2SLGBTQIA+	
Yes	8%
No	91%
Refused/Prefer to not answer	<1%

Born in Canada	
Yes	68%
No	32%

Base: Valid respondents (bases vary)

[^] Multiple responses allowed



Appendix



Appendix 1

Satisfaction with services – users and non-users

	Total	Users of Service	Non-Users of Service
311 Services	71%	73%↑	67%↓
Business Licensing & Support	53%	63%↑	51%↓
Bylaw Services	57%	53%↓	60%↑
Community & Culture Services	75%	78%↑	66%↓
Emergency Management Services	75%	72%	76%
Fire Services	90%	89%	90%
Housing Services	27%	29%	27%
Parks	77%	79%↑	66%↓
Planning & Development Services	46%	44%	46%
Police Services	69%	61%↓	73%↑
Recreation Services	71%	72%	70%
Roads*	40%	40%	-
Transit Services	46%	44%↓	49%↑
Waste and Recycling Services*	78%	78%	-
Water Services*	51%	51%	-

↑/↓ Statistically higher/lower than other group

*Universal service - All respondents treated as 'Users'



Appendix 2

Agreement about 311 Services

	Agreement about 311 Services	Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access	74%	79%	68%
	These services enhance my quality of life	63%	72%↑	51%↓
	I have no, or would have no, concerns when using or accessing these services	76%	78%	72%
	The City effectively communicates information and updates Calgarians need about these services	57%	60%	54%
Quality	These services are, or would be, reliable	73%	74%	71%
	The City consistently delivers good quality for these services	69%	71%	67%
	These services are well maintained and managed	68%	69%	66%
Timeliness	These services will be available when, or should, I need them	74%	77%	70%
	This service has not been interrupted in the past year	70%	76%↑	61%↓
	The City is quick to communicate issues and updates about these services	60%	60%	59%
	If I had concerns about these services, they would be addressed in a timely manner	51%	49%	52%

↑/↓ Statistically higher/lower than other group



Appendix 2

Agreement about Business Licensing & Support

		Agreement about Business Licensing & Support	Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access	54%	62%	53%	
	These services enhance my quality of life	50%	57%	48%	
	I have no, or would have no, concerns when using or accessing these services	59%	63%	58%	
	The City effectively communicates information and updates Calgarians need about these services	48%	52%	48%	
Quality	These services are, or would be, reliable	58%	66%	56%	
	The City consistently delivers good quality for these services	50%	58%	49%	
	These services are well maintained and managed	51%	63%↑	49%↓	
Timeliness	These services will be available when, or should, I need them	64%	70%	63%	
	This service has not been interrupted in the past year	50%	69%↑	46%↓	
	The City is quick to communicate issues and updates about these services	48%	57%	46%	
	If I had concerns about these services, they would be addressed in a timely manner	45%	55%	44%	

↑/↓ Statistically higher/lower than other group



Appendix 2

Agreement about Bylaw Services

		Agreement about Bylaw Services	Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access		67%	67%	66%
	These services enhance my quality of life		62%	58%	63%
	I have no, or would have no, concerns when using or accessing these services		70%	68%	72%
	The City effectively communicates information and updates Calgarians need about these services		55%	46%↓	60%↑
Quality	These services are, or would be, reliable		67%	61%	70%
	The City consistently delivers good quality for these services		56%	54%	56%
	These services are well maintained and managed		61%	56%	63%
Timeliness	These services will be available when, or should, I need them		71%	67%	73%
	This service has not been interrupted in the past year		60%	63%	59%
	The City is quick to communicate issues and updates about these services		57%	52%	59%
	If I had concerns about these services, they would be addressed in a timely manner		52%	46%	55%

↑/↓ Statistically higher/lower than other group



Appendix 2

Agreement about Community & Culture Services

		Agreement about Community & Culture Services	Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access	82%	85%↑	72%↓	
	These services enhance my quality of life	74%	79%↑	59%↓	
	I have no, or would have no, concerns when using or accessing these services	80%	84%↑	68%↓	
	The City effectively communicates information and updates Calgarians need about these services	61%	62%	57%	
Quality	These services are, or would be, reliable	81%	84%↑	71%↓	
	The City consistently delivers good quality for these services	78%	80%	70%	
	These services are well maintained and managed	77%	79%	72%	
Timeliness	These services will be available when, or should, I need them	74%	78%↑	64%↓	
	This service has not been interrupted in the past year	70%	70%	69%	
	The City is quick to communicate issues and updates about these services	62%	63%	58%	
	If I had concerns about these services, they would be addressed in a timely manner	53%	53%	52%	

↑/↓ Statistically higher/lower than other group



Appendix 2 Agreement about Emergency Management Services

		Agreement about Emergency Management services	Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access	80%	84%	77%	
	These services enhance my quality of life	77%	84%↑	74%↓	
	I have no, or would have no, concerns when using or accessing these services	79%	77%	80%	
	The City effectively communicates information and updates Calgarians need about these services	67%	67%	67%	
Quality	These services are, or would be, reliable	79%	77%	80%	
	The City consistently delivers good quality for these services	70%	74%	68%	
	These services are well maintained and managed	68%	70%	68%	
Timeliness	These services will be available when, or should, I need them	78%	78%	78%	
	This service has not been interrupted in the past year	72%	69%	73%	
	The City is quick to communicate issues and updates about these services	63%	69%	61%	
	If I had concerns about these services, they would be addressed in a timely manner	56%	53%	57%	

↑/↓ Statistically higher/lower than other group



Appendix 2

Agreement about Fire Services

		Agreement about Fire Services	Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access	91%	91%	91%	
	These services enhance my quality of life	88%	89%	88%	
	I have no, or would have no, concerns when using or accessing these services	89%	91%	88%	
	The City effectively communicates information and updates Calgarians need about these services	67%	72%	66%	
Quality	These services are, or would be, reliable	91%	96%	90%	
	The City consistently delivers good quality for these services	89%	90%	88%	
	These services are well maintained and managed	86%	95%↑	84%↓	
Timeliness	These services will be available when, or should, I need them	92%	94%	92%	
	This service has not been interrupted in the past year	84%	84%	84%	
	The City is quick to communicate issues and updates about these services	72%	72%	73%	
	If I had concerns about these services, they would be addressed in a timely manner	70%	73%	69%	

↑/↓ Statistically higher/lower than other group



Appendix 2

Agreement about Housing Services

		Agreement about Housing Services	Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access		38%	46%	37%
	These services enhance my quality of life		43%	53%	42%
	I have no, or would have no, concerns when using or accessing these services		42%	43%	42%
	The City effectively communicates information and updates Calgarians need about these services		40%	37%	40%
Quality	These services are, or would be, reliable		41%	46%	40%
	The City consistently delivers good quality for these services		37%	44%	36%
	These services are well maintained and managed		33%	45%↑	31%↓
Timeliness	These services will be available when, or should, I need them		37%	43%	36%
	This service has not been interrupted in the past year		43%	52%	42%
	The City is quick to communicate issues and updates about these services		36%	37%	36%
	If I had concerns about these services, they would be addressed in a timely manner		33%	36%	33%

↑/↓ Statistically higher/lower than other group



Appendix 2

Agreement about Parks

Agreement about Parks		Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access	86%	90%↑	70%↓
	These services enhance my quality of life	87%	91%↑	65%↓
	I have no, or would have no, concerns when using or accessing these services	82%	85%↑	65%↓
	The City effectively communicates information and updates Calgarians need about these services	65%	69%↑	43%↓
Quality	These services are, or would be, reliable	85%	88%↑	72%↓
	The City consistently delivers good quality for these services	81%	82%	74%
	These services are well maintained and managed	79%	81%	70%
Timeliness	These services will be available when, or should, I need them	83%	86%↑	70%↓
	This service has not been interrupted in the past year	75%	78%↑	57%↓
	The City is quick to communicate issues and updates about these services	64%	67%↑	50%↓
	If I had concerns about these services, they would be addressed in a timely manner	54%	54%	55%

↑/↓ Statistically higher/lower than other group



Appendix 2 Agreement about Planning & Development Services

		Agreement about Planning & Development Services	Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access	50%	52%	49%	
	These services enhance my quality of life	54%	53%	54%	
	I have no, or would have no, concerns when using or accessing these services	54%	53%	54%	
	The City effectively communicates information and updates Calgarians need about these services	42%	36%	44%	
Quality	These services are, or would be, reliable	55%	58%	54%	
	The City consistently delivers good quality for these services	55%	50%	57%	
	These services are well maintained and managed	53%	53%	53%	
Timeliness	These services will be available when, or should, I need them	62%	60%	62%	
	This service has not been interrupted in the past year	58%	63%	56%	
	The City is quick to communicate issues and updates about these services	46%	43%	47%	
	If I had concerns about these services, they would be addressed in a timely manner	40%	41%	40%	



Appendix 2

Agreement about Police services

		Agreement about Police services	Total	Users	Non-Users
Experience	These services are, or would be easy to use or access	82%	76%	84%	
	These services enhance my quality of life	74%	74%	75%	
	I have no, or would have no, concerns when using or accessing these services	78%	67%↓	84%↑	
	The City effectively communicates information and updates Calgarians need about these services	69%	66%	71%	
Quality	These services are, or would be, reliable	77%	66%↓	83%↑	
	The City consistently delivers good quality for these services	71%	62%↓	76%↑	
	These services are well maintained and managed	73%	64%↓	77%↑	
Timeliness	These services will be available when, or should, I need them	79%	73%	81%	
	This service has not been interrupted in the past year	76%	72%	79%	
	The City is quick to communicate issues and updates about these services	66%	65%	67%	
	If I had concerns about these services, they would be addressed in a timely manner	59%	51%↓	63%↑	

↑/↓ Statistically higher/lower than other group



Appendix 2

Agreement about Recreation Services

Agreement about Recreation Services		Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access	76%	80%↑	67%↓
	These services enhance my quality of life	83%	91%↑	66%↓
	I have no, or would have no, concerns when using or accessing these services	82%	85%	77%
	The City effectively communicates information and updates Calgarians need about these services	62%	66%↑	53%↓
Quality	These services are, or would be, reliable	82%	85%	77%
	The City consistently delivers good quality for these services	76%	78%	70%
	These services are well maintained and managed	76%	78%	72%
Timeliness	These services will be available when, or should, I need them	73%	74%	71%
	This service has not been interrupted in the past year	64%	65%	63%
	The City is quick to communicate issues and updates about these services	65%	67%	59%
	If I had concerns about these services, they would be addressed in a timely manner	56%	57%	53%

↑/↓ Statistically higher/lower than other group



Appendix 2

Agreement about Transit Services

		Agreement about Transit Services	Total	Users	Non-Users
Experience	These services are, or would be, easy to use or access		67%	66%	71%
	These services enhance my quality of life		63%	66%	54%
	I have no, or would have no, concerns when using or accessing these services		41%	40%	43%
	The City effectively communicates information and updates Calgarians need about these services		57%	57%	55%
Quality	These services are, or would be, reliable		55%	53%	60%
	The City consistently delivers good quality for these services		51%	52%	49%
	These services are well maintained and managed		55%	54%	58%
Timeliness	These services will be available when, or should, I need them		62%	62%	64%
	This service has not been interrupted in the past year		41%	39%	46%
	The City is quick to communicate issues and updates about these services		58%	57%	61%
	If I had concerns about these services, they would be addressed in a timely manner		42%	38%↓	51%↑

↑/↓ Statistically higher/lower than other group



Appendix 2

Agreement about universal services

	Agreement about universal services	Roads*	Waste and Recycling*	Water Services*
Experience	These services are easy to use or access	64%	86%	76%
	These services enhance my quality of life	66%	87%	85%
	I have no concerns when using or accessing these services	56%	84%	61%
	The City effectively communicates information and updates Calgarians need about these services	59%	75%	74%
Quality	These services are reliable	53%	87%	54%
	The City consistently delivers good quality for these services	47%	84%	60%
	These services are well maintained and managed	43%	83%	40%
Timeliness	These services will be available when I need them	54%	83%	60%
	This service has not been interrupted in the past year	44%	79%	32%
	The City is quick to communicate issues and updates about these services	55%	73%	73%
	If I had concerns about these services, they would be addressed in a timely manner	36%	70%	49%

*Universal service - All respondents treated as 'users'



Appendix 3

Glossary of service descriptions

Service Name	How it appears in the report	How it was asked in the survey	Additional information provided to respondents upon request
311	311 Services	311 Services	Call centre, service application
Business & Local Economy	Business Licensing & Support	Business Licensing & Support	Obtain/renew business license, business experience program
Bylaw	Bylaw Services	Bylaw Services	Bylaw education and enforcement, pet/vehicle licensing
Community & Culture	Community & Culture Services	Community & Culture Services, including festivals, events and libraries as well as social programs such as Fair Entry	Festivals, events, libraries, social programs, Fair Entry, neighbourhood grants)
Development & Building	Planning & Development Services	Planning & Development Services including building inspections and permits	Building inspections, building permits, residential and commercial developments



Appendix 3

Glossary of service descriptions (continued)

Service Name	How it appears in the report	How it was asked in the survey	Additional information provided to respondents upon request
Emergency Management	Emergency Management Services	Emergency Management Services, such as Calgary 911 and disaster preparedness and response	Calgary 9-1-1, community preparedness, disaster response, service continuity
Fire	Fire Services	Fire Services	Emergency fire response, safety education, inspections and enforcement
Housing	Housing Services	Housing Services, such as affordable housing for low-income Calgarians	Provide affordable housing for low-income Calgarians, improving access to homes, government advocacy
Parks & Urban Forestry	Parks	Parks	Developing and maintaining park spaces, parks and open spaces, tree planting/inspections
Police	Police Services	Police Services	Emergency response, community protection and program support/education



Appendix 3

Glossary of service descriptions (continued)

Service Name	How it appears in the report	How it was asked in the survey	Additional information provided to respondents upon request
Recreation	Recreation Services	Recreation Services	Leisure centres and arenas, swim lessons, recreation programs, day camps, youth leadership
Roads & Pathways	Roads	Roads	Snow and ice clearing, pothole and pavement repair, traffic management, street cleaning
Transit	Transit Services	Transit Services	Bus trips, train trips, route updates, train line expansion, specialized transit
Waste & Recycling	Waste & Recycling Services	Waste Management Services	Garbage pick up, recycling pick up, landfills, green bin and composting
Water Utilities	Water Services	Water Services	Clean drinking water, wastewater collection and treatment, delivering infrastructure



Contact

311 & Insights
The City of Calgary
Research@Calgary.ca