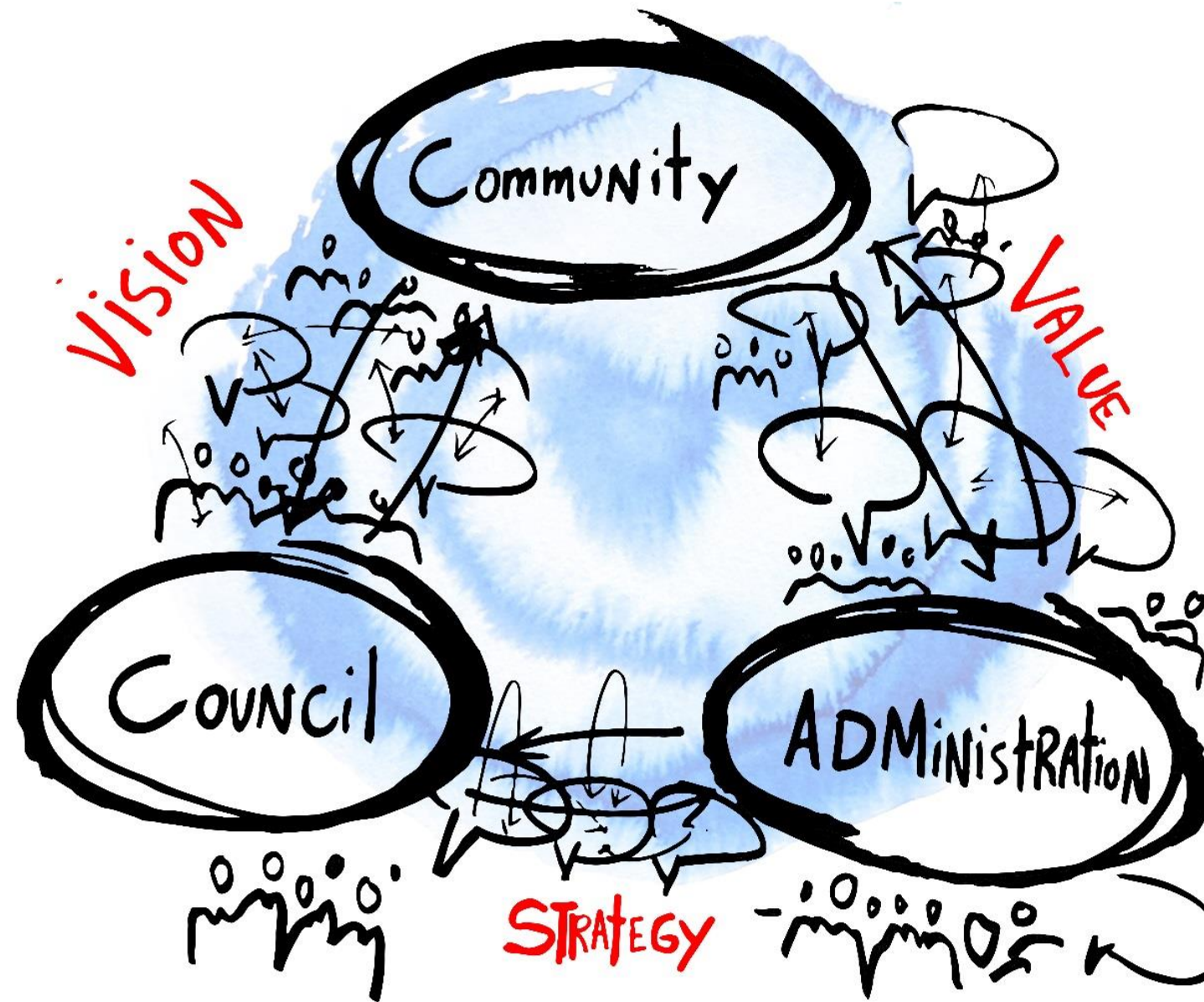


Three Conversations, One Calgary

Working together as One for Calgary: The City of Calgary works with many partners to make life better for Calgarians every day. To do this, The City focuses on three important conversations to determine our **vision**, the **strategy** to support that vision, and results that provide service **value** to Calgarians.

1. The conversation between our Community and Council in support of the long-term vision for Calgary.



3. The conversation between Administration and the Community focused on the value The City provides for citizens.

2. The conversation between Council and Administration (The City of Calgary) around the strategy to deliver on this long-term vision.

Informing the next four years: What we heard from Calgarians

2019-2022 Service Plans and Budgets: An important part of determining our focus for the next four years and in preparing our plans and budgets is gathering citizen input from the Community’s conversations with Council, and Administration’s conversations with the Community.

Between Community and Council Supporting *vision*, informing *strategy*

Between Community and Administration Informing *Service Plans and Budgets*, ensuring service *value*

Dec. 2017 Council considered what they heard on the campaign trail to help shape their directives to Administration for 2019-2022.

March 2018 Approximately **1,000** points of data gathered from Calgarians pertaining to specific lines of service over the past two years. These responses were reviewed and considered to gain a deeper understanding of Calgarian’s perspectives on service and value.

Some themes Council heard

- “High levels of transportation service are key.”
- “We need to make good choices on growth management.”
- “We need to address local crime in our communities and ensure our streets are safe for everyone.”
- “We need a clear picture on how property taxes are used at The City. What services do people get when they pay those taxes?”
- “Our neighbourhoods are safe, mixed and inclusive.”
- “We have to be a city of complete communities, for people of all ages, wages and stages.”

April 2018 **12,211** pieces of input gathered from Calgarians. Citizens were asked what they valued most about The City’s external services. **11,346** responses were received through this online engagement. Additionally, members of The City’s Citizen’s View Online Panel were asked the same question and **865** Calgarians responded.

May 2018 **135** small, medium and large businesses across Calgary responded to a survey through our Business Panel. Respondents were asked what they valued most about City services they use to get the business perspective on service and value.

Sept. 2018 Citizens will provide strategic feedback on service plan previews. This input will be considered by Council as they provide feedback to Administration.

June 2018 Partnered with the Resilience Program to ask underrepresented groups like **City Hall School** and the **Immigrant Community groups** what they valued most about City services.

Nov. 2018 Citizens will provide feedback on the service plans and budgets. This input will be considered by Council as they deliberate on the final service plans and budgets.

These inputs help shape The City of Calgary’s next four years, ensuring a strong focus on Calgarians and the services they value.