

One Calgary: Telling the service story online

Online strategy

Show value

Citizens are aware of the value and balance of services The City provides.

Be transparent

Provide easy-to-understand information.

Collect feedback

Citizens can easily provide feedback about the budget.



Implementation

Strategy pages

Telling our service value story

Home
Our culture
Our leadership
Our strategy
One Calgary
Our services
Our finances
Plans and Budgets 2019 - 2022

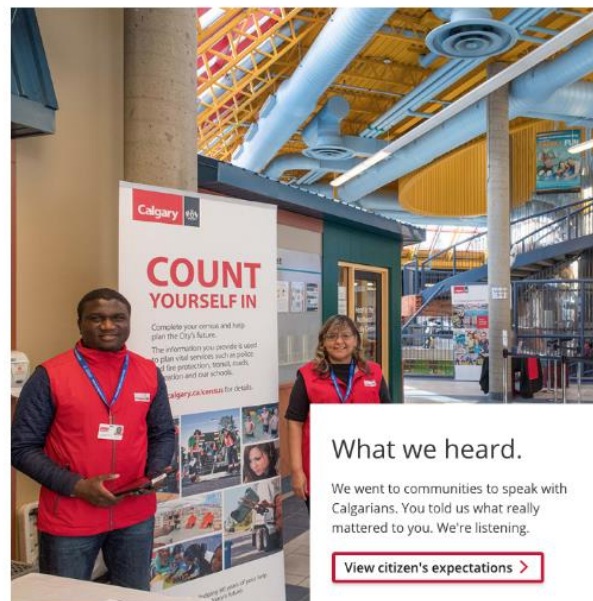


OUR ORGANIZATION

Our strategy

We're working together to make citizens' lives better, every day. We're focusing on what's important to you, improving how we do business, and ensuring we plan for our future to build a strong, resilient Calgary.

“Calgary: a great place to make a living, a great place to make a life”



What we heard.

We went to communities to speak with Calgarians. You told us what really mattered to you. We're listening.

[View citizen's expectations >](#)

Citizen priorities

Priority

Practical examples

“

Making life better, every day.”

Citizens want:

A prosperous city.

We attract talent, have opportunities for all and we're the best place to do business in Canada.

Affordable housing: *we're planning and providing housing options that are accessible and economical to ensure all Calgarians have a home.*

A city of **safe** and **inspiring** neighbourhoods.

We're a safe, mixed and inclusive city with equal public investments in each community.

New community emergency services - *we're building new fire stations to keep our communities safe*

A city that **moves**.

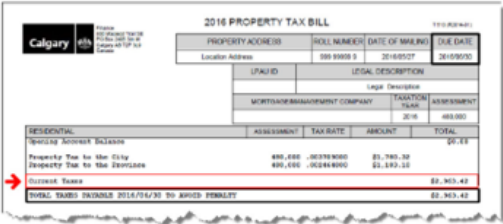
Tax
breakdown
by service
line

Get your tax breakdown

Do you want to know how your property tax dollars are being spent?

Enter your 2019 property taxes below and get a breakdown for how they were used.

You can find your annual property tax on your property bill (mailed out at the end of May) shown as the "Current Taxes" line.



My 2019 property tax amount

\$ 3,000

Calculate >

Provincial property tax	Percentage (%)		Tax amount	Breakdown
Provincial Property Tax ⓘ	38%	<div></div>	\$1170	

Program and services	Percentage (%)		Tax amount	Breakdown
Bylaws and Public Safety ⓘ	22.7%	<div></div>	\$680	Details ^
Transportation ⓘ	15.2%	<div></div>	\$456	Details v
Enabling services ⓘ	9.8%	<div></div>	\$292	Details v
Parks, recreation and culture	6.1%	<div></div>	\$198	Details v
Social programs ⓘ	1.8%	<div></div>	\$58	Details v
Environment ⓘ	1.4%	<div></div>	\$42	Details v
Building, planning ⓘ	1.2%	<div></div>	\$35	Details v

Users enter their property taxes

...your property bill (mailed
...the "Current Taxes" line.

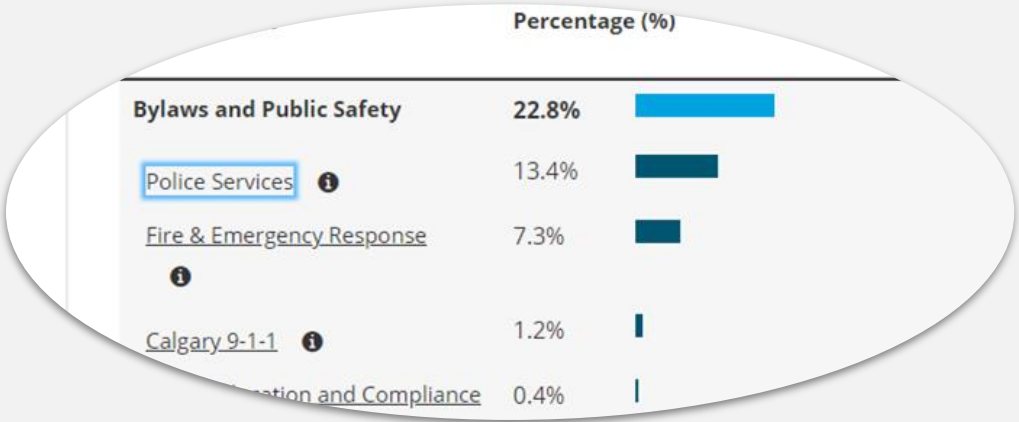
My 2019 property tax amount [Calculate >](#)

Percentage (%)	Tax am
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They can see how much of their tax bill goes to each service

	Percentage (%)		Tax amount
y ⓘ	22.7%	<div></div>	\$680
	15.2%	<div></div>	\$456
	9.8%	<div></div>	\$292

Categories open to reveal service lines



Users can click on a service line to see its budget and related web pages



Service line
pages

Popular
related
web
pages

Service
performance
and cost
information

OUR ORGANIZATION

Home

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Our leadership

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Public Transit

Safe, effective, reliable and affordable public transportation

[Back to Our Services](#)

Service description

Public Transit provides a network of train and bus transportation for citizens and visitors to get from place to place safely, reliably and affordably. We have rapid transit service by bus and C-Train, local bus routes and a support system that keeps customers safe, comfortable and informed.

Most requested services

- [Bus Rapid Transit \(BRT\)](#)
- [Calgary Transit App](#)
- [Careers](#)
- [Fares & Passes](#)

- [Green Line - Map](#)
- [Plan a Trip](#)
- [Schedules & Maps](#)

Service performance

Projected ridership <div>104M</div> <small>in 2018</small>	Customer satisfaction <div>87%</div>	On-time arrival reliability <div>87%</div>
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Service cost

2019 Operating budget (net) <div>\$244M</div>	2019 Capital budget <div>\$299M</div>	Operating cost <div>\$4.10</div>
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Service line pages

Citizen survey summary

Council's direction for the service

Routes and a support system that keeps customers safe, comfortable and informed.

[Calgary Transit App](#)

[Plan a Trip](#)

[Careers](#)

[Schedules & Maps](#)

[Fares & Passes](#)

Service performance

Projected ridership

104M

In 2018

Customer satisfaction

87%

On-time arrival reliability

87%

Service cost

2019 Operating budget
(net)

\$244M

2019 Capital budget

\$299M

Operating cost

\$4.10

per trip

What we heard

You've said you want a public transit system that is safe and secure, accessible for all ages and abilities, reliable and comfortable to use. Reliability and safety of service are your top priorities. We're investing in these to ensure we get you where you need to go, on time, and safely.

2018 Citizen Satisfaction Survey

[View survey result](#)

Council direction

Council has directed that Public Transit be a safe and attractive choice for all Calgarians. We're investing in safety of transit to protect you and our employees. We're also improving our service in existing, new and developing communities and expanding rapid transit routes to make public transit a better option for more Calgarians.

Have feedback about this service?

[Contact 311](#)



Results

2,719

Tax breakdowns
provided

37,332

Service line
page views

89%

Of visitors clicked on
a service page