

Administration's Corporate Performance Scorecard

To deliver on Council's direction over the next four years, Administration is committed to:

- Sustain a cooperative and meaningful relationship with Council.
- Foster a safe and respectful workplace for all employees.
- Continue to promote a progressive public service culture through One City, One Voice.
- Focus attention on planning and building a resilient city, including flood mitigation and climate change.
- Enhance service to our customers and communities, including citizens and businesses.
- Further strengthen the Corporation's financial position.

The following measures show Administration's progress in delivering on the above commitments:

	Measure	2014	2015	2016	2017	2018
Vision	Calgary is a great place to make a life	85%	84%	82%	81%**	83%†
	Calgary is a great place to make a living	86%	80%	65%	68%**	71%
	On the right track to being a better city 10 years from now	89%	88%	86%	82%**	84%
Strategy	I am confident that The City will work together with local businesses and other levels of government to find the best solutions to help our city through this economic downturn	NA	NA	82%	79%	73%
	How much do you trust or distrust The City of Calgary?	NA	NA	NA	62%**	60%
	I trust The City of Calgary to make the right decisions when it comes to building projects like roads, public transportation and local facilities	NA	NA	NA	70%	66%
	The City of Calgary's credit rating	AA+	AA+	AA+	AA+	AA+
	I am proud to work at The City of Calgary	75%	87%	87%	85%	84%
	I trust my direct supervisor	NA	73%	74%	72%	73%
	I am supported to speak up about unsafe conditions	NA	NA	81%	80%	81%
	Senior management clearly communicates The City's goals and objectives	NA	52%	53%	49%	51%
Value	Overall satisfaction with level and quality of City services and programs	79%	80%	79%	73%**	77%
	Satisfaction with the overall level and quality of customer service	78%	80%	80%	78%*	78%
	The City does a good job of providing citizens with information about how their property tax dollars are invested in various City services	67%	65%	63%	60%**	60%

*Fall: August-September 2017

**Late fall: November 2017

† Fall 2018