



2018: Citizen Satisfaction Survey

The City of Calgary uses the Citizen Satisfaction Survey to understand the needs and perceptions of Calgarians and identify areas for improvement.

Quality of Life in Calgary

86% rate their quality of life as **good**

83% agree Calgary is a **great place to make a life**

84% agree we are on track to **becoming a better city**

86% are **proud** to live in their neighbourhood

82% perceive their neighbourhood as **safe**

TOP 3 MOST IMPORTANT (CITY) ISSUES FACING CALGARY COMMUNITIES

40% Infrastructure, traffic and roads

16% Transit

14% Crime, safety and policing

AREAS THE CITY CAN DEVELOP TO IMPROVE QUALITY OF LIFE

27% Transportation

21% Recreation and community services

20% Homelessness, poverty and affordable housing



City Programs and Services

77% are **satisfied** with the level and quality of City programs and services

95% are satisfied with the **quality of drinking water**

91% are satisfied with **residential blue cart recycling**

84% are satisfied with **land use planning**

95% are satisfied with Calgary's **parks, playgrounds and other open spaces**

90% are satisfied with **spring road cleaning**

82% are satisfied with **roads and infrastructure**

93% satisfied with **City operated recreation programs** such as swimming lessons

88% are satisfied with **social services for individuals** such as seniors or youth

81% are satisfied with **Calgary Transit**

Contact with The City



51% say they receive **'just the right amount'** of information from The City

47% say they receive **'too little'** information

HOW CALGARIANS CONNECT WITH THE CITY:

53% Call 311

23% Via the internet, for example at a website

9% Visit a City office or facility

AREAS TO WATCH:

KEY ISSUES

As in previous years, "Infrastructure, traffic and roads" remains a key area on the 2018 issue agenda, while "transit" continues to hold second place. For 2018, "Crime, safety and policing" remains the third most important issue for Calgarians.

QUALITY OF LIFE

Perceptions about quality of life in Calgary remain strong, and some metrics have increased in the past year. A majority also agree "Calgary is moving in the right direction to ensure a high quality of life for future generations."

VALUE OF PROPERTY TAX DOLLARS

The perceived value of property tax dollars sees a slight increase from our last survey; further, just over one-half of Calgarians support tax increases to maintain or expand services. Importantly, Calgarians' interest in knowing how their tax dollars are invested remains high.

COMMUNITY CONNECTION

Most Calgarians agree that Calgary is a "great place to make a life," while a similar proportion agree Calgary is "on the right track to being a better city." Notably, more than three-quarters of Calgarians agree that our municipal government "fosters a city that is inclusive and accepting of all."