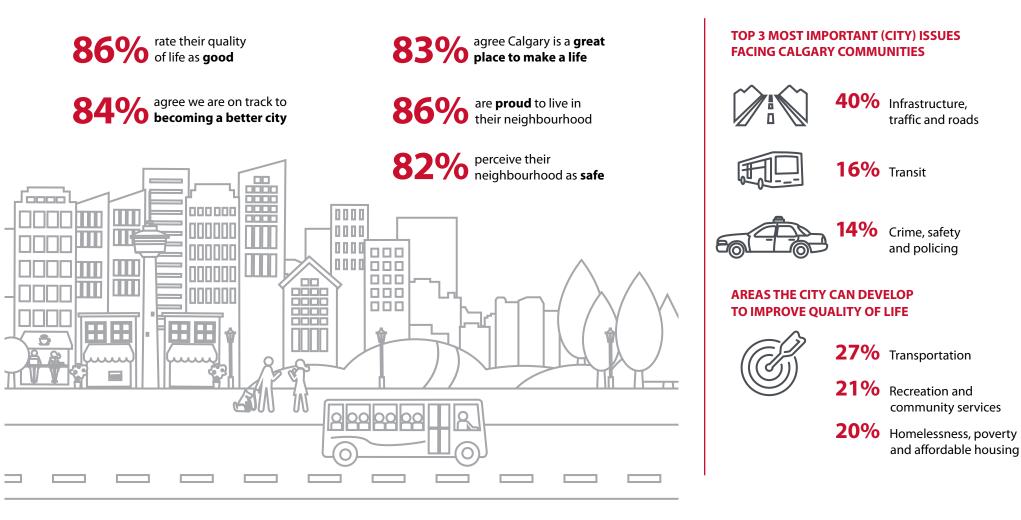


2018:

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



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



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



90% are satisfied with spring road cleaning



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



82% are satisfied with roads and infrastructure



81% are satisfied with Calgary Transit

Contact with The City

51% say they receive

'just the right amount' of

information from The City



HOW CALGARIANS CONNECT WITH THE CITY:







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."

For more information go to calgary.ca/CitSat

47% say they

receive 'too little'

information