



2021 Satisfaction with City Programs and Services

By Ward



Calgary Fire Department



Calgary's Pathway System



9-1-1



The Quality of Drinking Water



Calgary's Parks, Playgrounds and Other Open Spaces



Animal Control Services
For stray animals and pet licensing



Residential Blue Cart Recycling



Protection from River Flooding



Residential Green Cart Service

City Wide	99%	94%	94%	93%	93%	93%	93%	93%	92%
Ward 1	98%	99%	94%	92%	94%	86%↓	87%↓	88%	97%
Ward 2	100%	90%	86%↓	91%	97%	95%	95%	94%	85%↓
Ward 3	99%	97%	95%	93%	97%	88%	96%	95%	91%
Ward 4	100%	95%	96%	96%	97%	92%	90%	94%	85%↓
Ward 5	100%	94%	94%	91%	92%	89%	94%	95%	92%
Ward 6	97%	97%	96%	95%	96%	91%	95%	96%	95%
Ward 7	99%	92%	86%↓	95%	93%	95%	91%	94%	93%
Ward 8	95%↓	91%	95%	88%	95%	97%	95%	86%↓	96%
Ward 9	99%	96%	88%↓	97%	96%	93%	92%	91%	94%
Ward 10	100%	90%	97%	91%	90%	94%	94%	94%	92%
Ward 11	97%	96%	96%	97%	92%	97%	89%	91%	90%
Ward 12	99%	93%	95%	94%	91%	97%	99%	95%	96%
Ward 13	99%	88%↓	94%	95%	89%	92%	92%	94%	91%
Ward 14	99%	97%	96%	93%	91%	97%	95%	97%	91%

↑ Statistically higher than City Wide ↓ Statistically lower than City Wide



2021 Satisfaction with City Programs and Services (continued)

By Ward



Spring Road Cleaning



City Operated Recreation FACILITIES
Such as pools, leisure centres & golf courses



Disaster Planning and Response



Residential Garbage Collection Service



311 Service



City Operated Recreation PROGRAMS
Such as swimming lessons



Business Licenses and Inspections



Community Services
Such as support for community associations & not-for profit groups

City Wide	92%	91%	91%	91%	90%	90%	89%	88%
Ward 1	88%	85%	88%	92%	88%	82%↓	87%	89%
Ward 2	96%	98%	94%	93%	95%	87%	88%	90%
Ward 3	93%	90%	93%	97%	94%	91%	94%	93%
Ward 4	89%	93%	84%	88%	85%	92%	90%	90%
Ward 5	92%	90%	86%	90%	90%	90%	92%	89%
Ward 6	94%	91%	93%	90%	94%	87%	86%	93%
Ward 7	89%	90%	96%	93%	87%	97%	95%	87%
Ward 8	88%	91%	89%	93%	91%	93%	95%	91%
Ward 9	93%	91%	90%	88%	93%	85%	85%	81%
Ward 10	86%	93%	91%	86%	90%	88%	87%	80%↓
Ward 11	93%	91%	93%	92%	84%	92%	83%	88%
Ward 12	95%	92%	92%	95%	96%	93%	90%	81%↓
Ward 13	93%	90%	90%	92%	90%	87%	85%	95%
Ward 14	94%	87%	91%	82%↓	89%	90%	87%	94%

↑ Statistically higher than City Wide ↓ Statistically lower than City Wide



2021 Satisfaction with City Programs and Services (continued)

By Ward



Calgary Police Service



City Operated Roads and Infrastructure



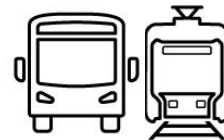
Development and Building Inspections and Permits



Bylaw Services
For things such as noise complaints, fire pits and weeds



Support for Arts and Culture, including festivals



Calgary Transit including bus and CTrain service



City of Calgary Website



Social Services for individuals such as seniors or youth



Transportation Planning

City Wide	88%	85%	85%	85%	84%	84%	83%	82%	81%
Ward 1	90%	85%	87%	81%	82%	82%	81%	87%	85%
Ward 2	88%	79%	78%	86%	82%	84%	80%	83%	85%
Ward 3	94%	89%	86%	87%	82%	85%	84%	83%	85%
Ward 4	91%	80%	88%	80%	88%	84%	80%	83%	79%
Ward 5	82%	89%	88%	84%	87%	91%	78%	79%	90%
Ward 6	91%	86%	82%	84%	88%	88%	93%↑	81%	85%
Ward 7	79%↓	92%	85%	91%	79%	85%	78%	91%	83%
Ward 8	73%↓	82%	80%	75%↓	84%	75%↓	91%	87%	72%
Ward 9	89%	75%↓	86%	82%	77%	84%	76%	79%	84%
Ward 10	93%	87%	91%	87%	83%	91%	80%	81%	83%
Ward 11	91%	89%	81%	90%	89%	78%	83%	76%	73%
Ward 12	95%	89%	84%	91%	88%	83%	84%	74%	80%
Ward 13	89%	86%	90%	84%	82%	93%↑	85%	89%	79%
Ward 14	87%	83%	82%	85%	86%	73%↓	85%	81%	78%

↑ Statistically higher than City Wide ↓ Statistically lower than City Wide



2021 Satisfaction with City Programs and Services (continued)

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Traffic Flow Management



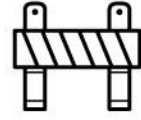
City Land Use Planning



City Growth Management



Property Tax Assessment



Road Maintenance including pothole repairs



Downtown Revitalization



On-Street Bikeways



Snow Removal



Affordable Housing for low-income families

City Wide	77%	75%	75%	72%	70%	69%	68%	68%	63%
Ward 1	83%	69%	80%	69%	76%	76%	56%↓	71%	67%
Ward 2	79%	75%	82%	76%	77%	68%	75%	69%	67%
Ward 3	74%	82%	80%	84%↑	67%	75%	74%	64%	67%
Ward 4	84%	77%	76%	72%	67%	66%	64%	72%	62%
Ward 5	77%	77%	87%↑	76%	68%	70%	81%↑	57%↓	62%
Ward 6	78%	72%	67%	62%	73%	64%	67%	74%	59%
Ward 7	73%	67%	64%↓	64%	85%↑	62%	73%	83%↑	66%
Ward 8	73%	71%	65%	77%	73%	64%	69%	71%	57%
Ward 9	78%	83%	78%	70%	71%	69%	75%	72%	56%
Ward 10	78%	77%	70%	69%	67%	70%	65%	62%	54%
Ward 11	72%	69%	72%	75%	68%	71%	60%	62%	54%
Ward 12	73%	78%	80%	71%	75%	71%	63%	71%	74%
Ward 13	83%	80%	72%	72%	63%	68%	69%	73%	62%
Ward 14	71%	79%	73%	74%	55%↓	72%	67%	54%↓	74%

↑ Statistically higher than City Wide ↓ Statistically lower than City Wide