

Calgary



2025 Spring Survey of Calgarians

Final report

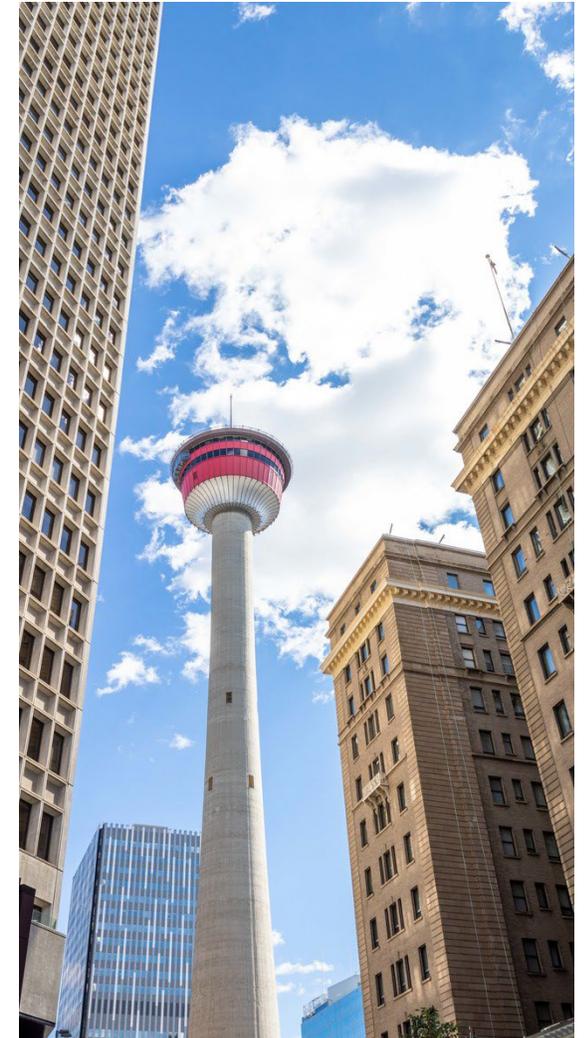
April 2025

Prepared by:



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Methodology

The telephone survey was conducted by Ipsos Public Affairs from February 27, 2025 to March 24, 2025 with 2,500 Calgarians, via telephone survey. The average time to complete the survey was 29 minutes.

The survey was conducted using numbers from both cell phones (60%) and landlines (40%) to obtain a random and statistically-representative sample of Calgarians.

The margin of error (MOE) for the total sample of n=2,500 is ± 2.0 percentage points, 19 times out of 20.

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and quadrant of the general population aged 18 and older.

Data were weighted based on the 2019 Municipal and 2021 Federal Census data for age, gender and quadrant to ensure composition reflects that of the actual Calgary population aged 18 or older. Although the results are weighted, the sample size shown for each question represents the number of actual respondents (i.e. unweighted n).

Interpreting results

Interpreting results

When assessing City programs and services, each respondent is asked to rate about one-fifth of the 50 programs and services evaluated. The programs and services evaluated are randomly assigned.

Results are compared, where possible, with those of the Fall Survey of Calgarians (formerly the Fall Citizen Satisfaction Survey) and the Spring Survey of Calgarians (formerly the Spring Pulse Survey).

- Statistically significant changes from fall 2024 to spring 2025 or from spring 2024 to spring 2025 are noted
- ↑ indicates number is significantly higher than fall 2024/spring 2024
- ↓ indicates number is significantly lower than fall 2024/spring 2024
- Given the time of year in which each survey is conducted and the potential seasonal differences, care should be taken when comparing the findings of the 2025 Spring Survey of Calgarians to those of the 2024 Fall Survey of Calgarians.

Some bar charts in this report do not add to 100% due to rounding.

The 2006 to 2016 iterations of the survey were conducted annually in the Fall. Starting in 2017, the survey has been conducted twice annually, with a spring and a fall wave.

- Following the municipal election in 2017, a late fall survey wave was conducted using a truncated version of the survey.

2025 Spring highlights (1 of 3)

1. Calgarians continue to hold a positive view of their quality of life in the city, with nearly three-quarters rating it as 'good.' Calgary maintains its appeal as a place to live and work. Specifically, nearly three-quarters of Calgarians view Calgary as a great place to make a life and two-thirds agree it is a great place to make a living. Despite these positive opinions, more than half still feel there has been a decline in overall quality of life over the past three years.
2. When considering Calgary's future, Calgarians show growing confidence in the short-term. Around two-thirds believe the city is moving in the right direction to be a better city over the next decade, an increase from recent waves. This optimism does not fully extend to the long-term though, as fewer than half agree that Calgary is on the right path to ensure a high quality of life for future generations.
3. The City of Calgary has seen a statistical increase in public trust since fall and spring 2024. Around one-half of Calgarians now say they trust The City. Improvements are also seen in perceptions of The City performance. More than three-fifths of Calgarians are satisfied with the overall performance of The City, including Council and Administration. When evaluated separately, seven-in-ten Calgarians are satisfied with the performance of City Administration and about half of Calgarians are satisfied with City Council performance. Council performance has improved since fall 2024.
4. Perceptions of The City have improved across other measures since fall 2024. Nearly two-thirds of Calgarians believe The City practices open and accessible government. Three-fifths agree City Council and Administration work collaboratively to make the best decisions for Calgary's future. More than half feel The City manages its spending responsibly.
5. New measures introduced in spring 2025 to assess government competence, beneficence, and integrity show some positive perceptions. Two-thirds of Calgarians have confidence in The City's expertise to address important issues and believe The City focuses on residents' needs. Meanwhile, three-fifths agree that The City can be relied upon to do what it says it will do, and around one-half believing The City is transparent in its decision-making processes.
6. City services continue to meet Calgarians' expectations, with three-fifths saying that they are satisfied with the overall level and quality of services and programs provided. Many individual services receive high marks, with the vast majority of services achieving satisfaction ratings from 80% or more Calgarians. Social services and municipal elections have seen improvements in satisfaction, while water services and wastewater collection and treatment have experienced declines.
7. Perceptions of value for tax dollars show improvement over fall 2024, though opinions remain divided. Nearly half of Calgarians now rate the value they receive from property tax dollars as 'good.' When considering the balance of taxation and service delivery, Calgarians show a slight preference for increasing taxes to maintain or expand services. Just over half of Calgarians favour this approach, compared to just under half who prefer cutting services to maintain or reduce taxes.



2025 Spring highlights (2 of 3)

8. Calgarians continue to identify infrastructure, homelessness, and crime as key priorities for local leaders. While these issues maintain their top positions, there have been slight shifts since fall 2024. Infrastructure concerns have seen a small decrease, while mentions of homelessness and crime have both increased marginally. More noteworthy changes are seen in other areas, with mentions of the economy and environmental issues decreasing. Conversely, recreation has gained more prominence among Calgarians' concerns this wave.
9. Housing accessibility remains a concern for many Calgarians, though perceptions have slightly improved since fall 2024. Only one-third of residents agree that Calgarians have access to adequate housing. Support for The City taking action about housing remains high, with nearly three-quarters favouring more investment in affordable housing for low-income Calgarians.
10. Perceptions of safety in Calgary remain largely positive. Three-quarters of Calgarians consider the city 'safe' overall, a view that has held steady since fall 2024. A new measure introduced this wave shows that seven-in-ten Calgarians feel The City is doing a good job of addressing safety issues in Calgary. Downtown safety continues to be a priority, with over nine-in-ten Calgarians believing that The City should be doing more to address safety issues the area.
11. Public transit is viewed positively by a majority of Calgarians. Nearly four-fifths of Calgarians agree that Calgary Transit is easy to use, and seven-in-ten believe the transit network gets Calgarians where they need to go. The Green Line LRT project continues to have strong support, though enthusiasm has softened slightly since spring 2024. Further, more than four-fifths of Calgarians still view the Green Line as an important addition to the city's transportation network that will enhance connectivity.
12. Calgarians' views on environmental issues are generally favourable. More than nine-in-ten Calgarians consider the overall state of the city's environment to be 'good' and more than four-fifths are satisfied with The City's efforts to protect the environment. When it comes to climate change, nearly two-thirds of Calgarians believe The City should take a more active role in addressing this issue.
13. More than two-thirds believe climate change is affecting their daily quality of life, and a similar proportion expect to be personally impacted by climate change in their lifetime. Only a minority consider climate change impacts to be overblown.
14. The City's communication efforts are well-received by most Calgarians. More than Four-fifths of Calgarians find information from The City easy to understand, and nearly three-quarters consider this information trustworthy and timely. When it comes to customer service, nearly two-thirds of Calgarians are satisfied with the overall quality provided by The City. A similar proportion agree that The City meets their customer service expectations.



2025 Spring highlights (3 of 3)

Quality of life

Good quality of life



Calgary is a great place to make a life



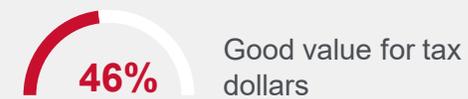
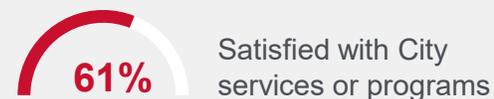
Calgary is on the right track to be a better city in 10 years



Calgary is a great place to make a living



Value for taxes and satisfaction with services and programs



Issue agenda (top 3)



City performance and reputation



↑/↓ Statistically higher/lower than fall 2024



Quality of life

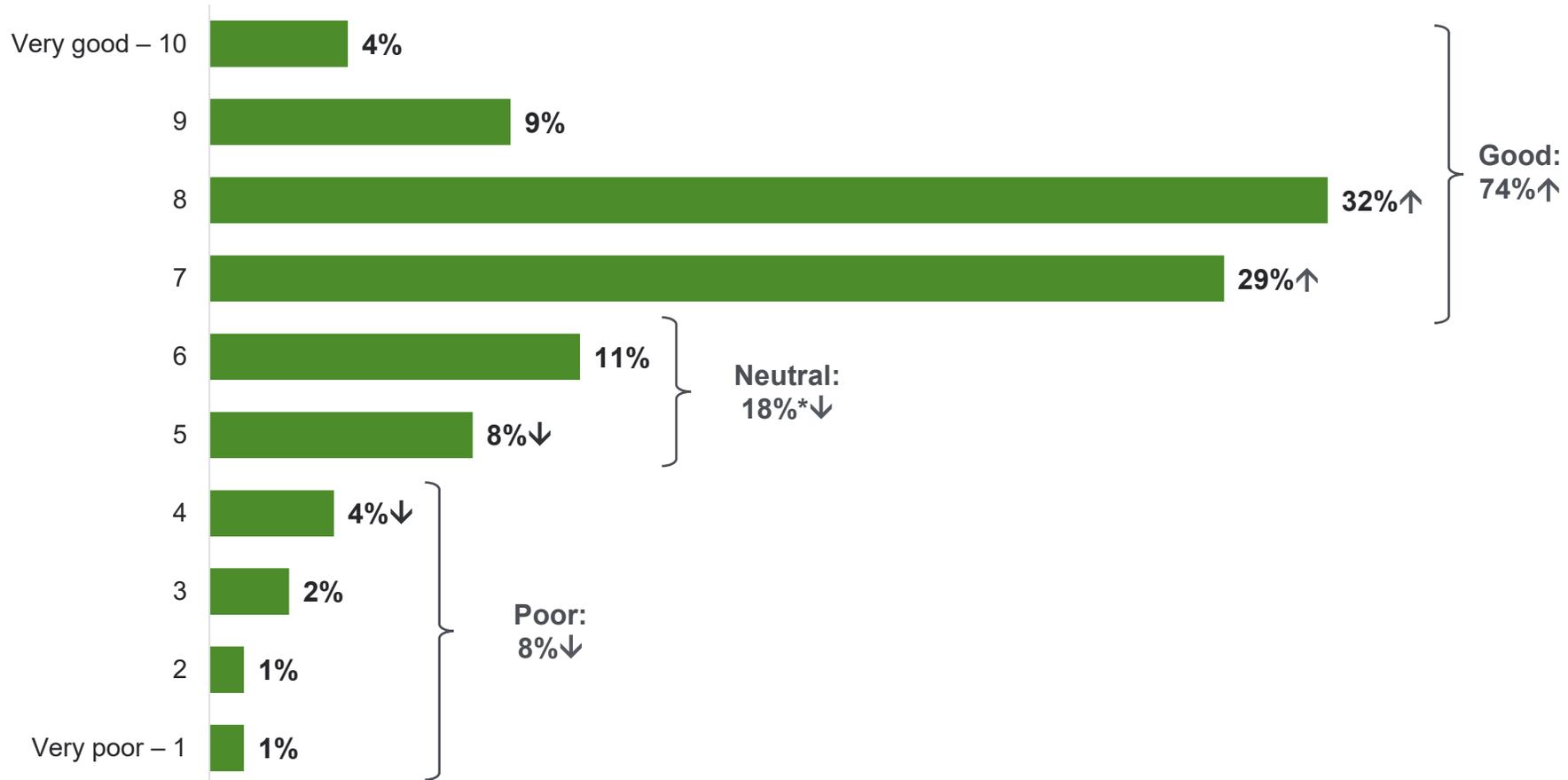
Summary of findings: Quality of life

Calgarians view their current quality of life positively, but some have hesitation about the future.

- Calgarians' perception of the quality of life shows improvement compared to recent waves. Three-quarters (74%) of Calgarians rate their overall quality of life in the city as 'good.' This is a statistical improvement from both fall 2024 (66%) and spring 2024 (71%).
- Calgary continues to be viewed favourably as a place to live and work. Around seven-in-ten (72%) agree that Calgary is a great place to make a life, while two-thirds (66%) believe it is a great place to make a living. These perceptions are consistent with fall 2024 and spring 2024.
- When thinking about how the quality of life has changed over the past three years, many Calgarians feel that there has been a decline. More than half (57%) feel that the quality of life in Calgary has 'worsened' in this time; however, fewer Calgarians say that the quality of life has 'worsened' compared to fall 2024 (64%) and spring 2024 (62%). Instead, there is an increase of those who say the quality of life has 'stayed the same' (33%) compared to fall 2024 (27%).
- Optimism about Calgary's future has increased, with more than two-thirds (68%) believing the city is on the right track to be a better place in 10 years. This is an improvement from fall 2024 (61%) and spring 2024 (65%).
- Perceptions of inclusivity remain positive, with two-thirds (67%) of Calgarians agreeing that The City fosters a city that is inclusive and accepting. This perception has held relatively steady compared to fall 2024 (68%) but is statistically higher than spring 2024 (62%).
- Long-term outlook remains more tempered. Fewer than half (41%) of Calgarians agree that the city is moving in the right direction to ensure a high quality of life for future generations, consistent with both fall 2024 (38%) and spring 2024 (38%).
- Accessibility initiatives by The City are viewed more favourably. In spring 2025, nearly three-fifths (58%) agree that The City of Calgary strives to create a city that is equally accessible for all, up from spring 2024 (54%). Meanwhile, one-half (50%) agree The City delivers programs and services that remove barriers to participation for Calgarians who need it the most, up from fall 2024 and spring 2024 (46%).
- These results suggest that while Calgarians are generally satisfied with their current quality of life and are increasingly optimistic about the near future, there are persistent concerns about longer-term trends and prospects. The City may need to address these concerns to improve long-term confidence in Calgary's direction.



Overall quality of life in Calgary



Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?
 Base: Valid respondents (n=2,498)

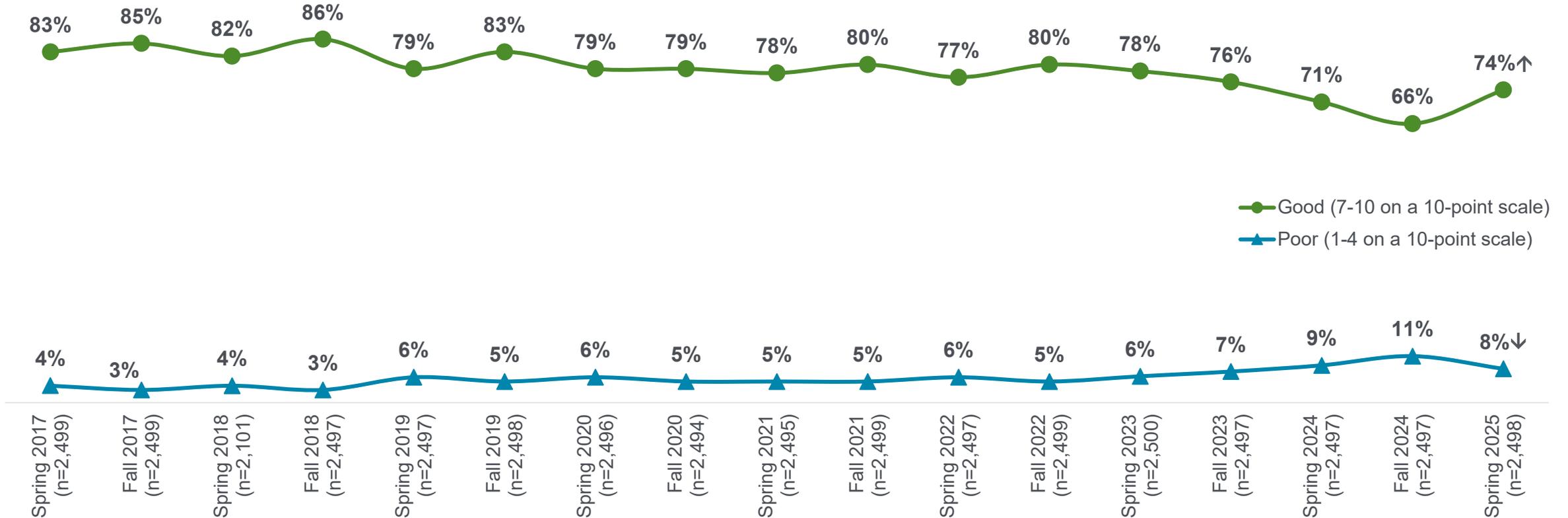
*Rounding

↑/↓ Statistically higher/lower than fall 2024



Tracking – Overall quality of life

Overall quality of life in the city of Calgary today



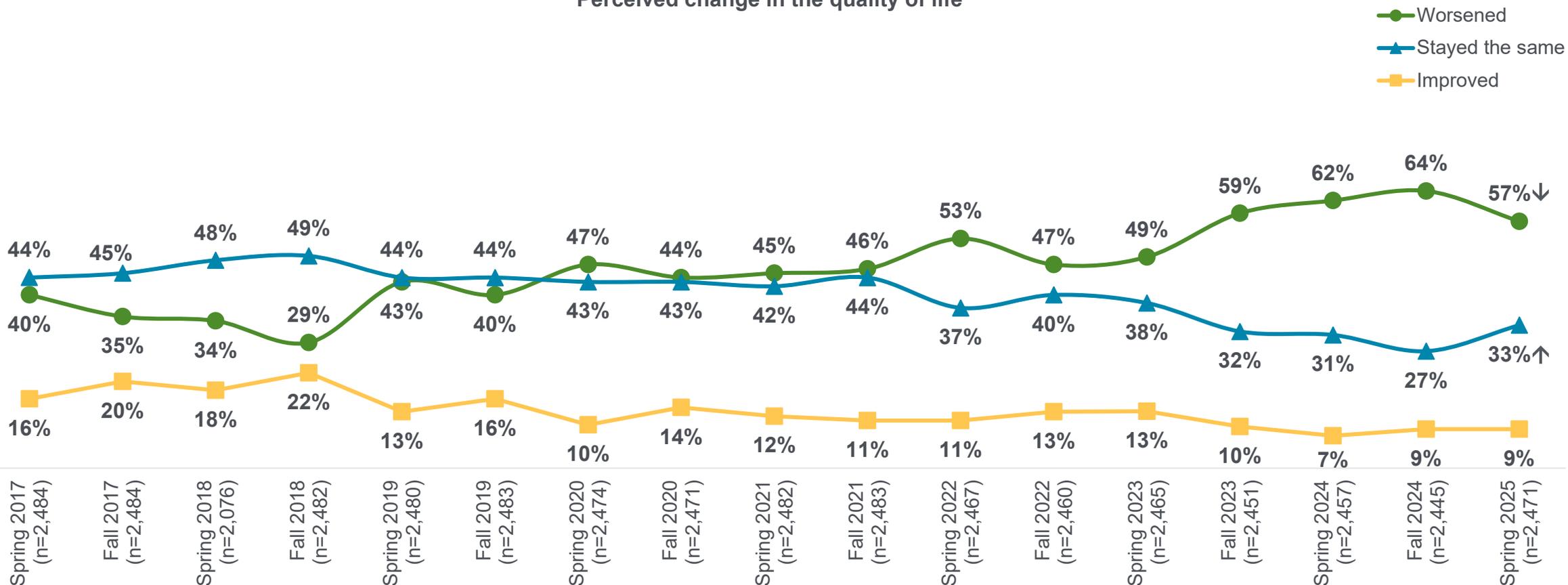
Q. On a scale of 1 to 10 where 1 is very poor and 10 is very good, how would you rate the overall quality of life in the city of Calgary today?
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Tracking – Perceived change in the quality of life

Perceived change in the quality of life



Q. Do you feel that the quality of life in the city of Calgary in the past three years has ...?
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024

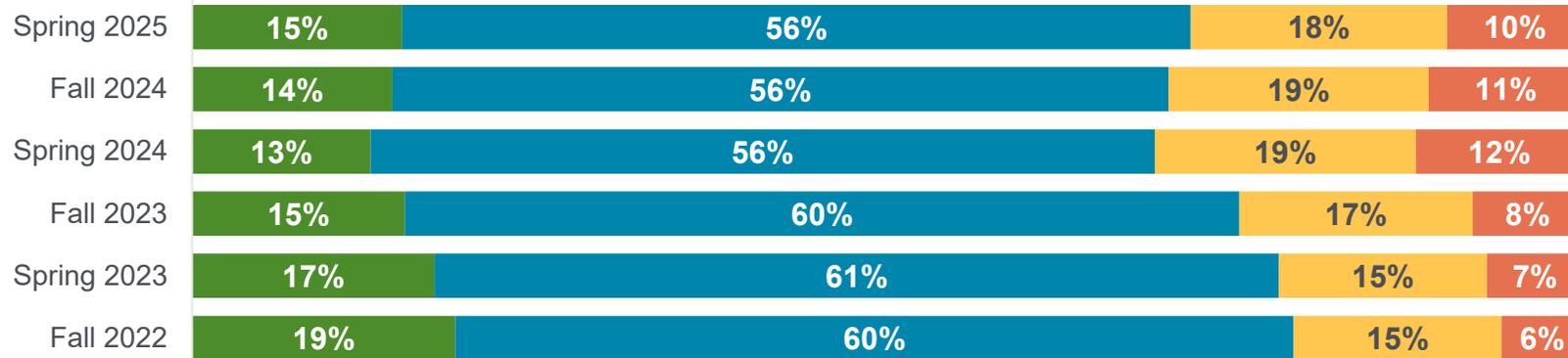


Make a life and make a living

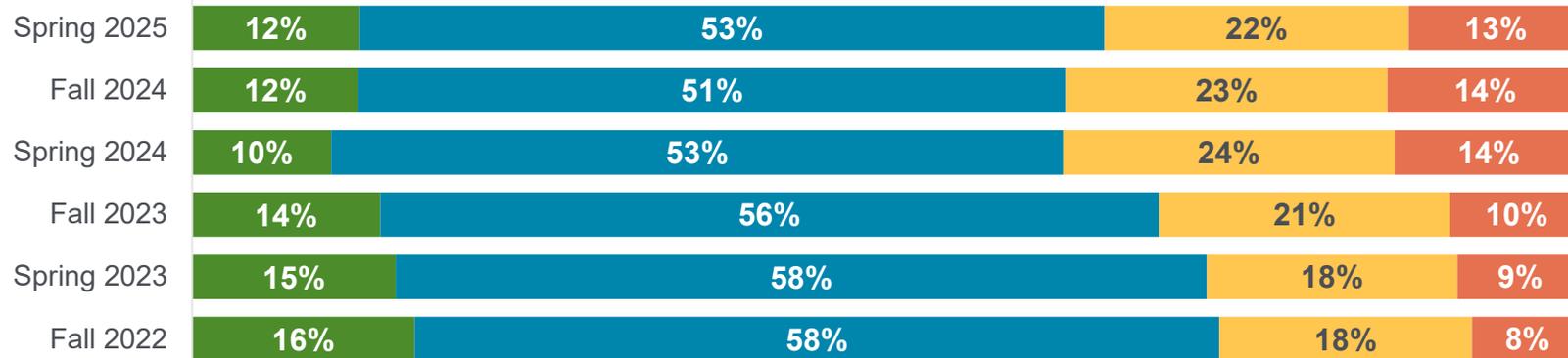
■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)

Agree
(10, 9, 8 or 7 out of 10)

Calgary is a great place to make a life



Calgary is a great place to make a living



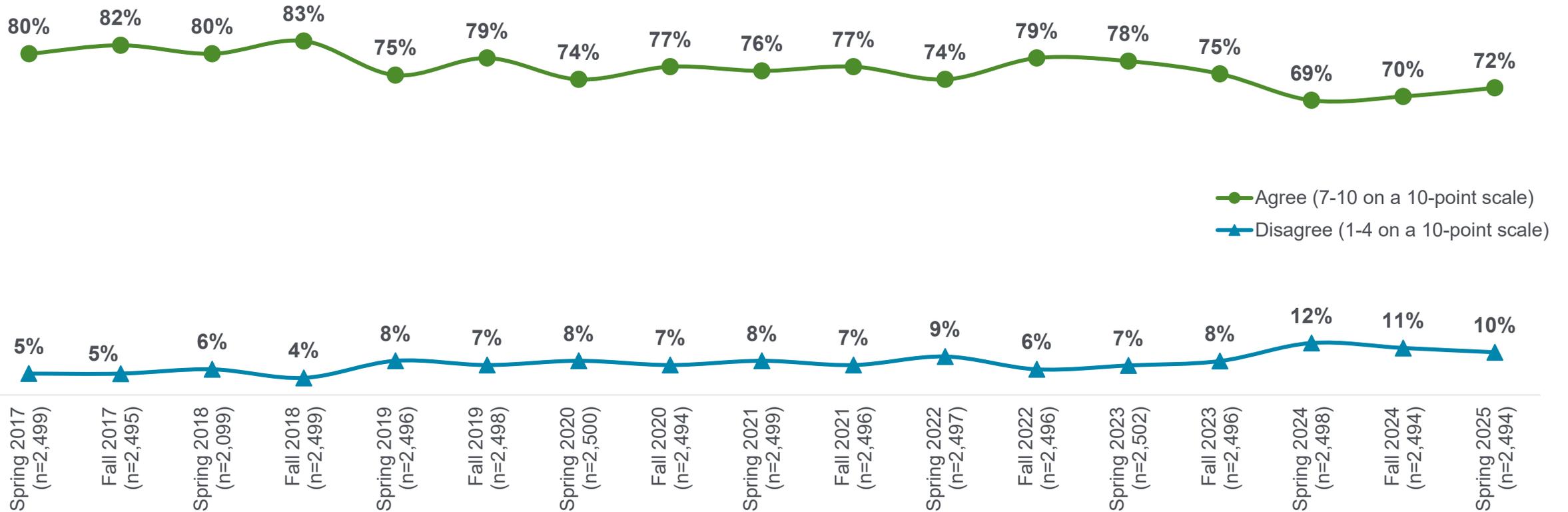
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
Base: Valid respondents (bases vary)

*Rounding



Tracking – Make a life

Calgary is a great place to make a life



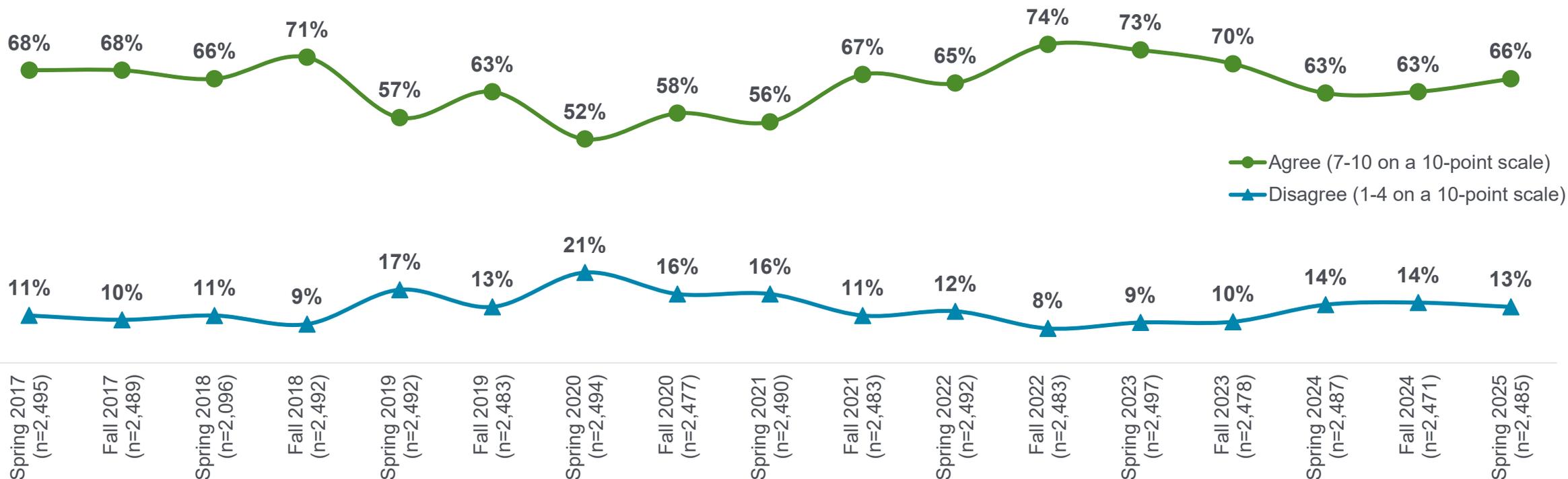
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents



Tracking – Make a living

Calgary is a great place to make a living



Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.

Base: Valid respondents

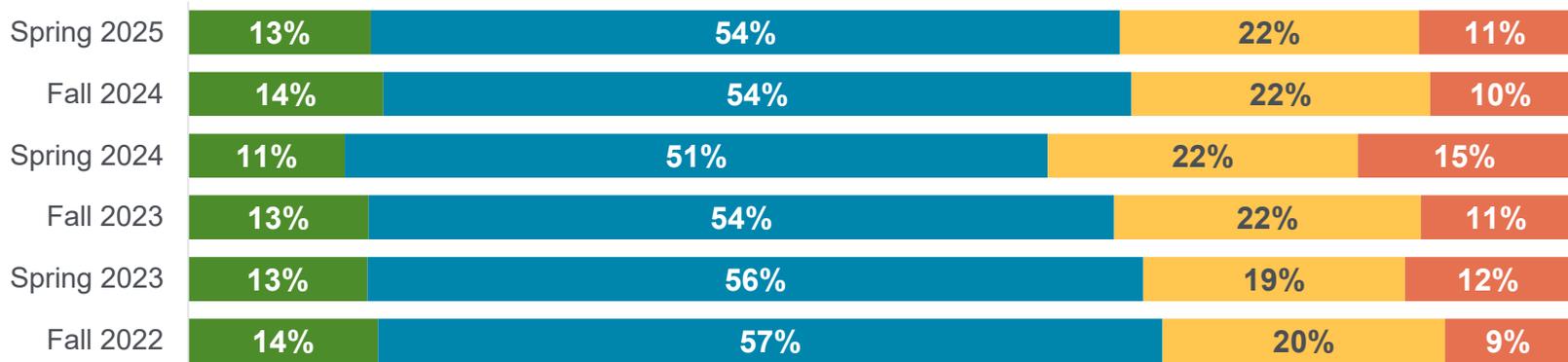


Inclusivity and future direction

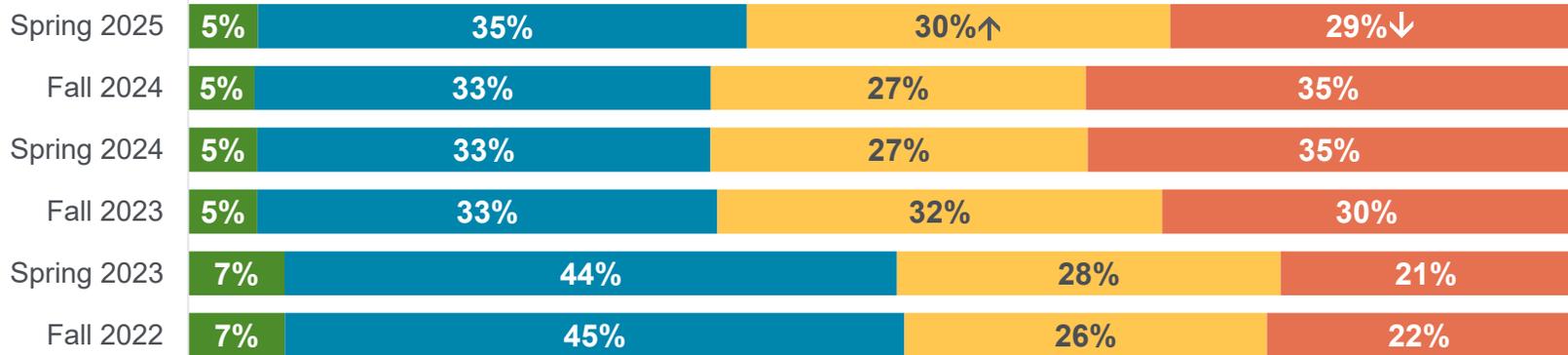
■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)

Agree
(10, 9, 8 or 7 out of 10)

The City of Calgary municipal government fosters a city that is inclusive and accepting of all



Calgary is moving in the right direction to ensure a high quality of life for future generations



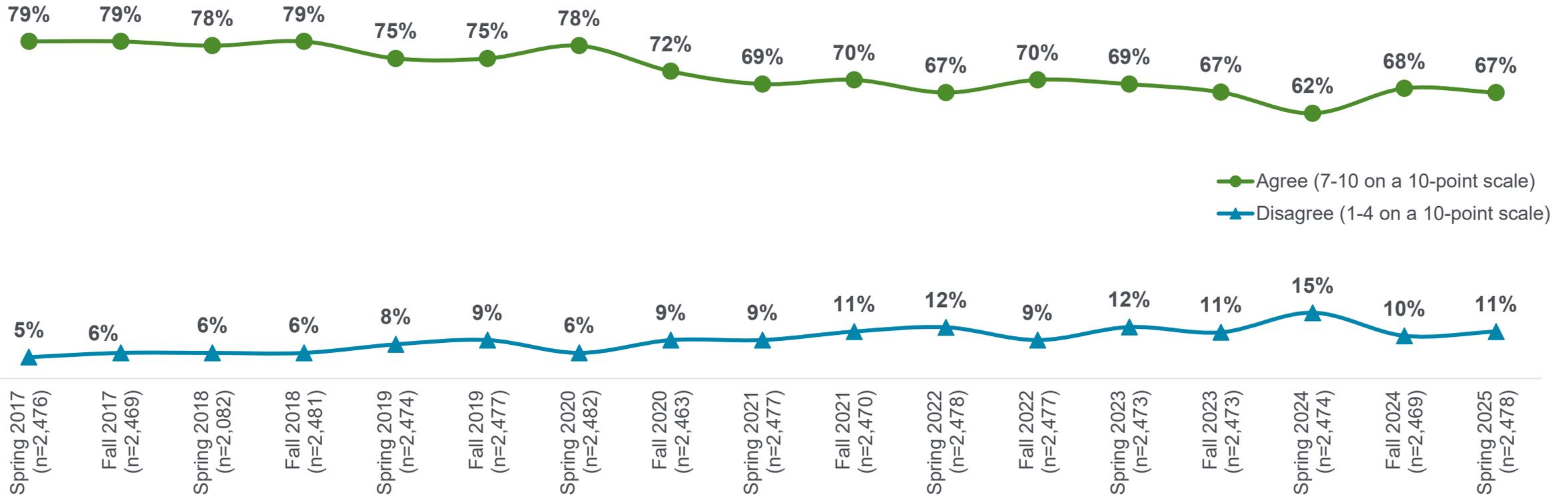
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
Base: Valid respondents (bases vary)

*Rounding
↑/↓ Statistically higher/lower than fall 2024



Tracking – Inclusivity

The City of Calgary municipal government fosters a city that is inclusive and accepting of all

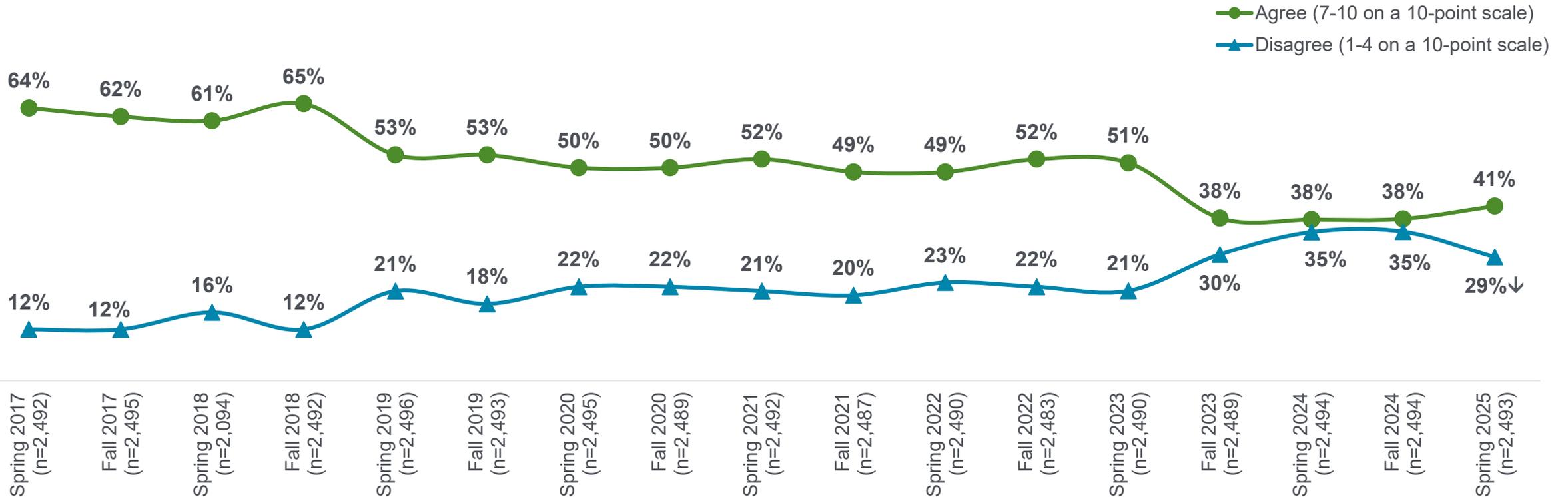


Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
 Base: Valid respondents



Tracking – The future direction of Calgary

Calgary is moving in the right direction to ensure a high quality of life for future generations



Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024

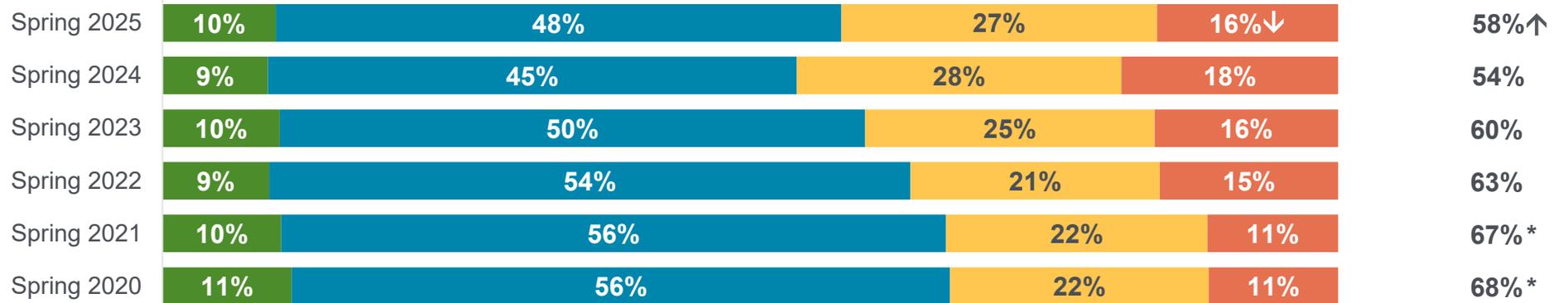


Accessibility

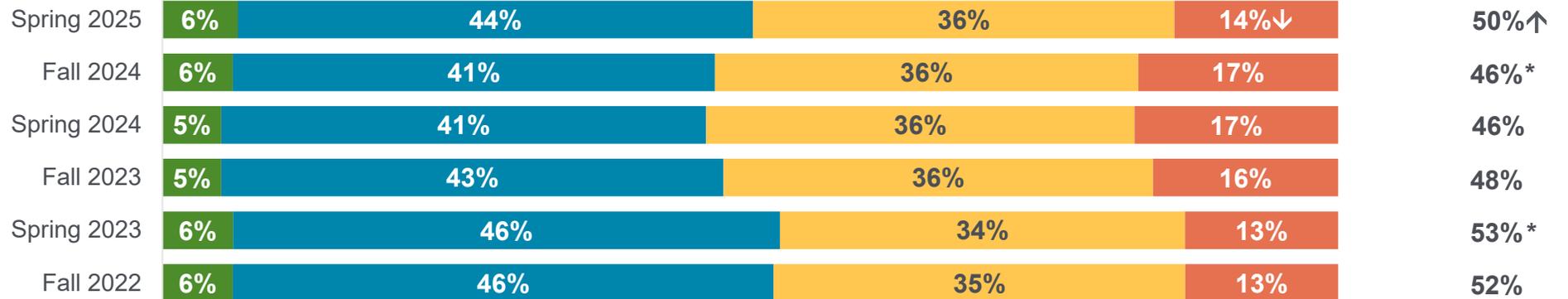
■ Completely Agree (10)
 ■ Agree (9, 8 or 7)
 ■ Neutral (6 or 5)
 ■ Disagree (4, 3, 2 or 1)

Agree
 (10, 9, 8 or 7 out of 10)

The City of Calgary municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability+



The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most



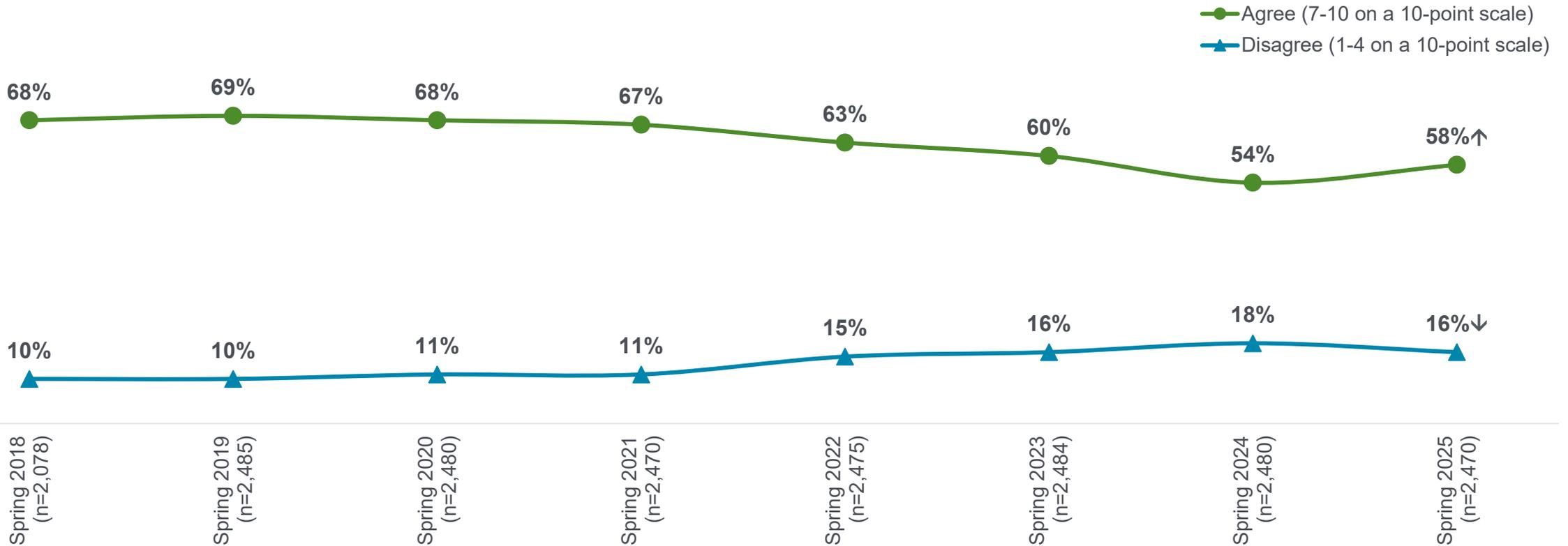
Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
 Base: Valid respondents (bases vary)

+All waves conducted in spring
 *Rounding
 ↑/↓ Statistically higher/lower than previous wave



Tracking – Strives to create a city that is equally accessible for all

The City of Calgary municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability



Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
Base: Valid respondents

↑/↓ Statistically higher/lower than spring 2024



Tracking – Delivers programs and services that remove barriers to participate

The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most

● Agree (7-10 on a 10-point scale)
▲ Disagree (1-4 on a 10-point scale)

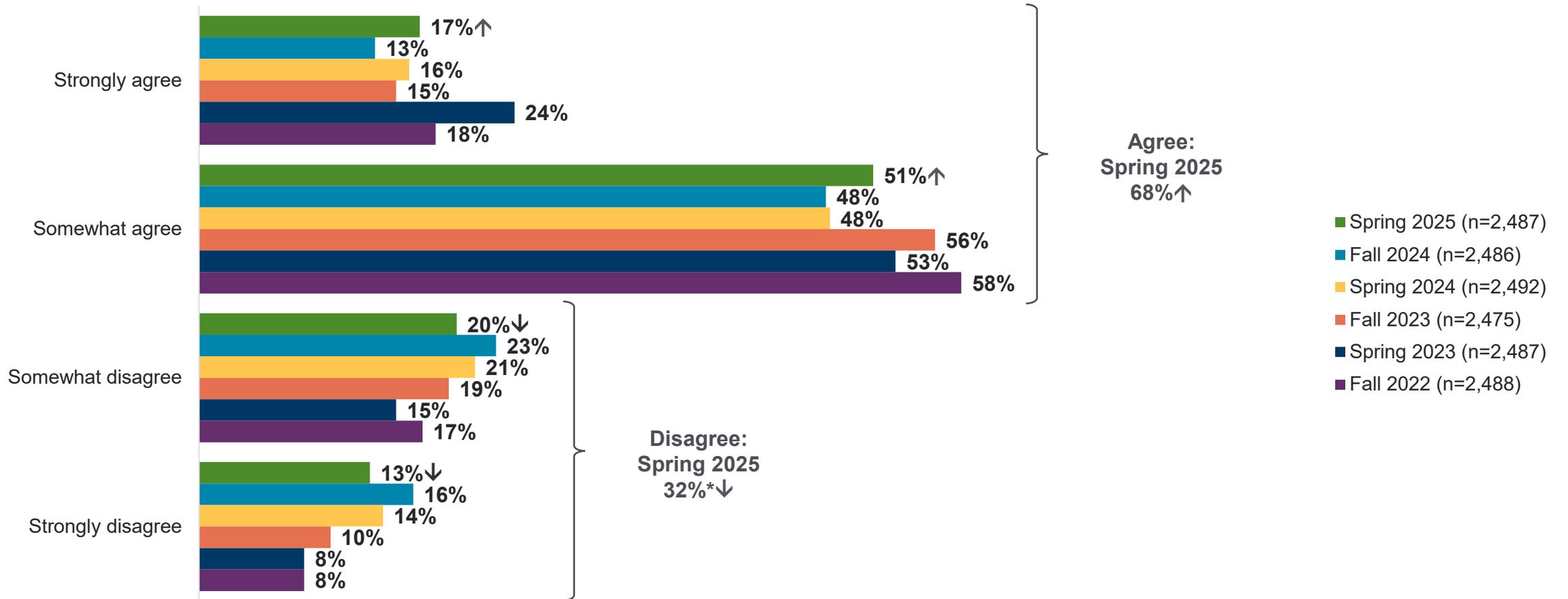


Q. Next, I'm going to read you a series of statements that some people have said about life in Calgary. Please indicate if you agree or disagree with each using a scale from 1 to 10, where 1 is completely disagree and 10 is completely agree.
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



On the right track to be a better city



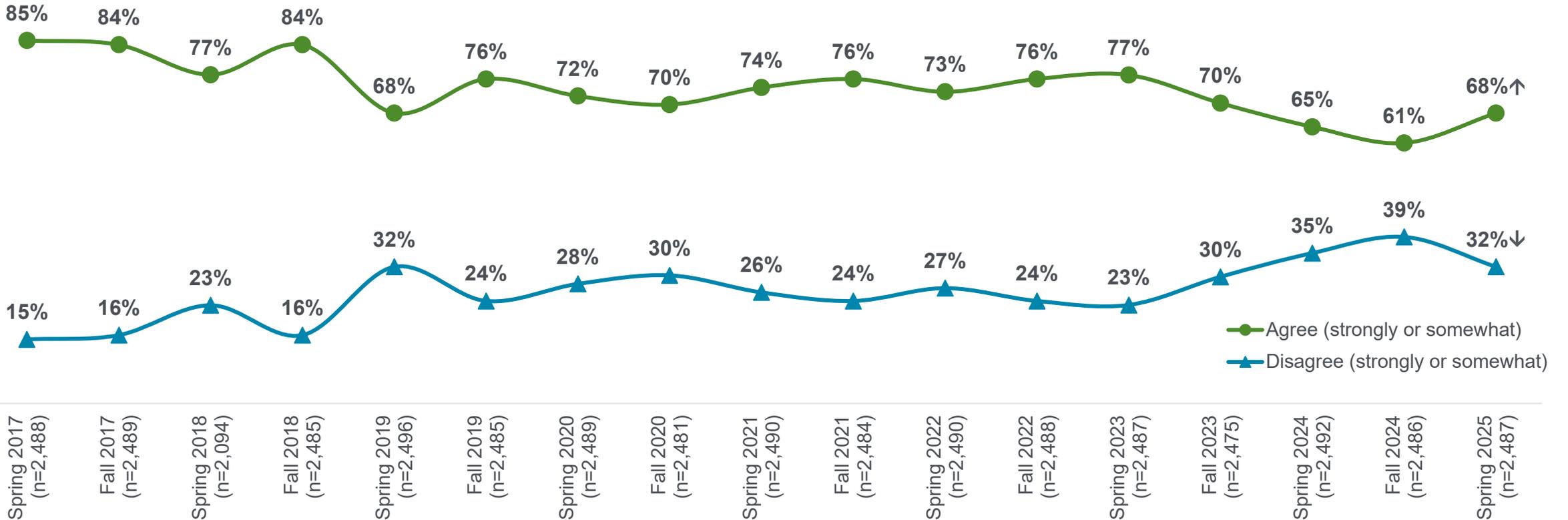
Q. There are challenges facing The City of Calgary today, but also success stories. Do you agree or disagree that: Calgary is on the right track to be a better city 10 years from now.
 Base: Valid respondents

*Rounding
 ↑/↓ Statistically higher/lower than fall 2024



Tracking – On the right track to be a better city

Calgary is on the right track to be a better city 10 years from now



Q. There are challenges facing The City of Calgary today, but also success stories. Do you agree or disagree that: Calgary is on the right track to be a better city 10 years from now.
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Issue agenda

Summary of findings: Issue agenda

Infrastructure, homelessness, and crime remain top concerns for Calgarians, with slight shifts in priorities.

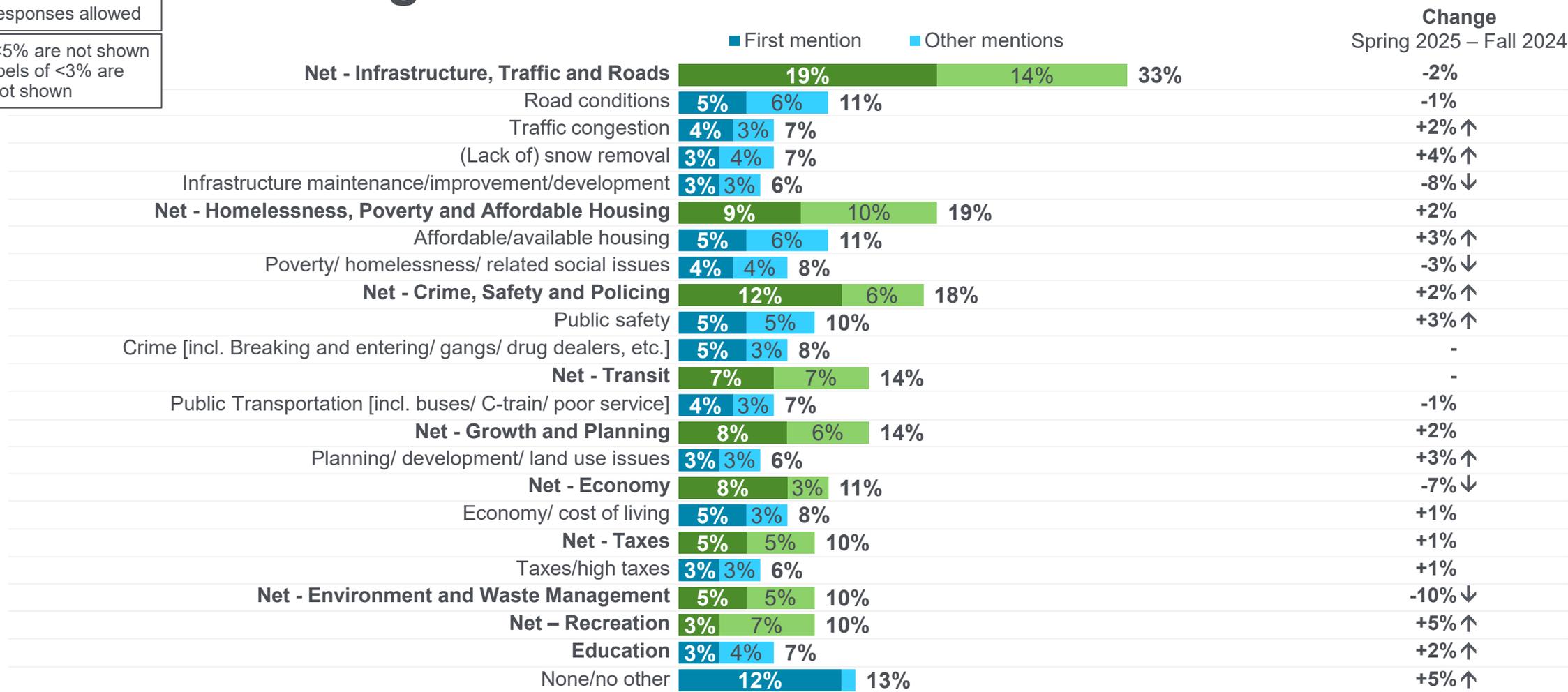
- Calgarians continue to identify a variety of items that they hope local leaders will address, with some issues gaining prominence while others recede. The top three issues needing attention have remained the same since 2023.
- 'Infrastructure, traffic and roads' remains the most frequently mentioned issue, with one-third (33%) of Calgarians identifying it as a top concern. While overall mentions have remained stable with fall 2024 (35%), there is an increase from spring 2024 (29%). There has been increased focus on traffic congestion (7%, up from 5% in fall 2024) and less on infrastructure maintenance (6%, down from 14% in fall 2024).
- 'Homelessness, poverty and affordable housing' continues to be the second most cited issue, mentioned by nearly one-fifth (19%) of Calgarians. This is consistent with fall 2024 (17%), but down from spring 2024 (24%). There has been a slight increase in concerns about affordable housing (11%, up from 8% in fall 2024), offset by fewer mentions of social issues (8%, down from 11% in fall 2024).
- 'Crime, safety and policing' rounds out the top three on the issue agenda again, mentioned by just under one-fifth (18%) of Calgarians. This is a slight increase from fall 2024 (16%) and a statistical decrease from spring 2024 (22%). Notably, there is an increase in mentions of public safety (10%, up from 7% in fall 2024) in general while mentions of other crime and safety matters are consistent with fall 2024.
- Growth and planning sits at 14%, consistent with fall 2024 (12%), but up from spring 2024 (10%). Mentions of planning, development and land use has increased statistically (6%) up from fall 2024 (3%). Transit continue to be identified as an issue with 14% mentioning it this wave, identical to fall 2024 but down from spring 2024 (17%).
- Economic mentions have seen a shift. Overall mentions of the economy have decreased to 11% from fall 2024 (18%) and spring 2024 (16%).
- Environment and waste management concerns show a significant decrease this wave to 10%, down from fall 2024 (20%), yet is still higher than spring 2024 (6%). In contrast, mentions of recreation have gained prominence (10%) doubling from fall 2024 (5%), but identical to spring 2024 (10%).
- Education mentions have also increased this spring (7%) which is up from fall 2024 and spring 2024 (5% for both waves).



Issue agenda

Multiple responses allowed

Mentions <5% are not shown
Data labels of <3% are not shown



Note: A “Net” is a combination of 2 or more mentions that cover a specific theme.

Q. In your view, as a resident of the city of Calgary, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Valid respondents (n=2,456)

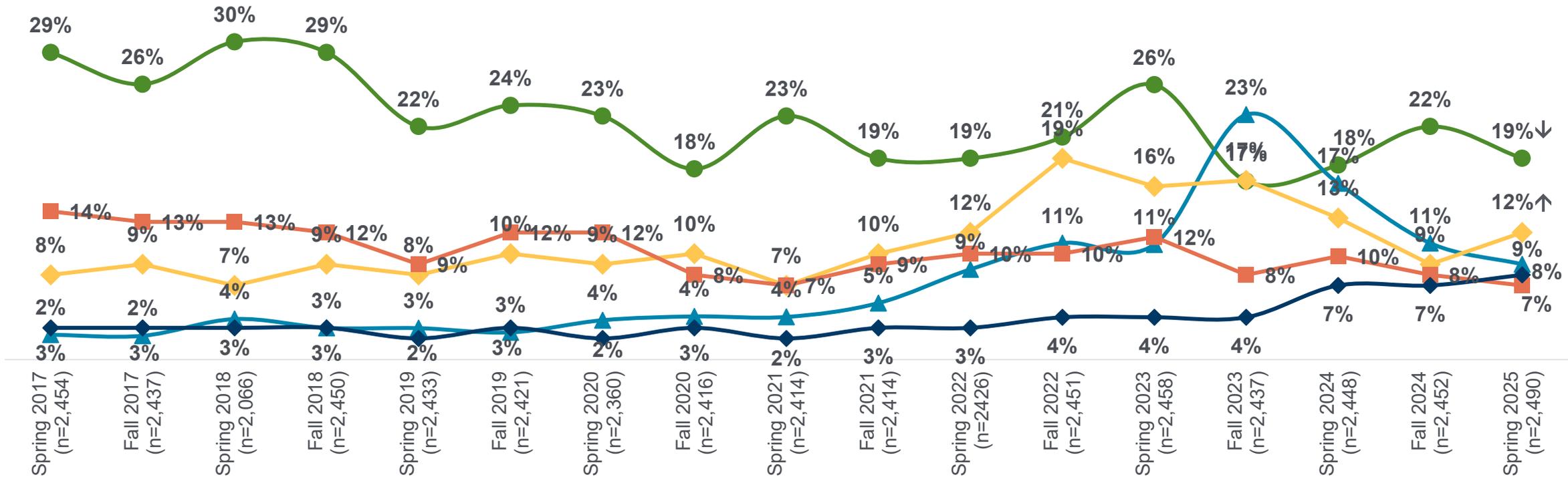
↑/↓ Statistically higher/lower than fall 2024



Tracking – Most important issue facing Calgary

Current top 5 – First mention only

- Infrastructure, traffic and roads
- ▲ Homelessness, poverty and affordable housing
- ◆ Crime, safety and policing
- Transit
- ◆ Growth & Planning



Q. In your view, as a resident of the city of Calgary, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your local leaders?
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Safety

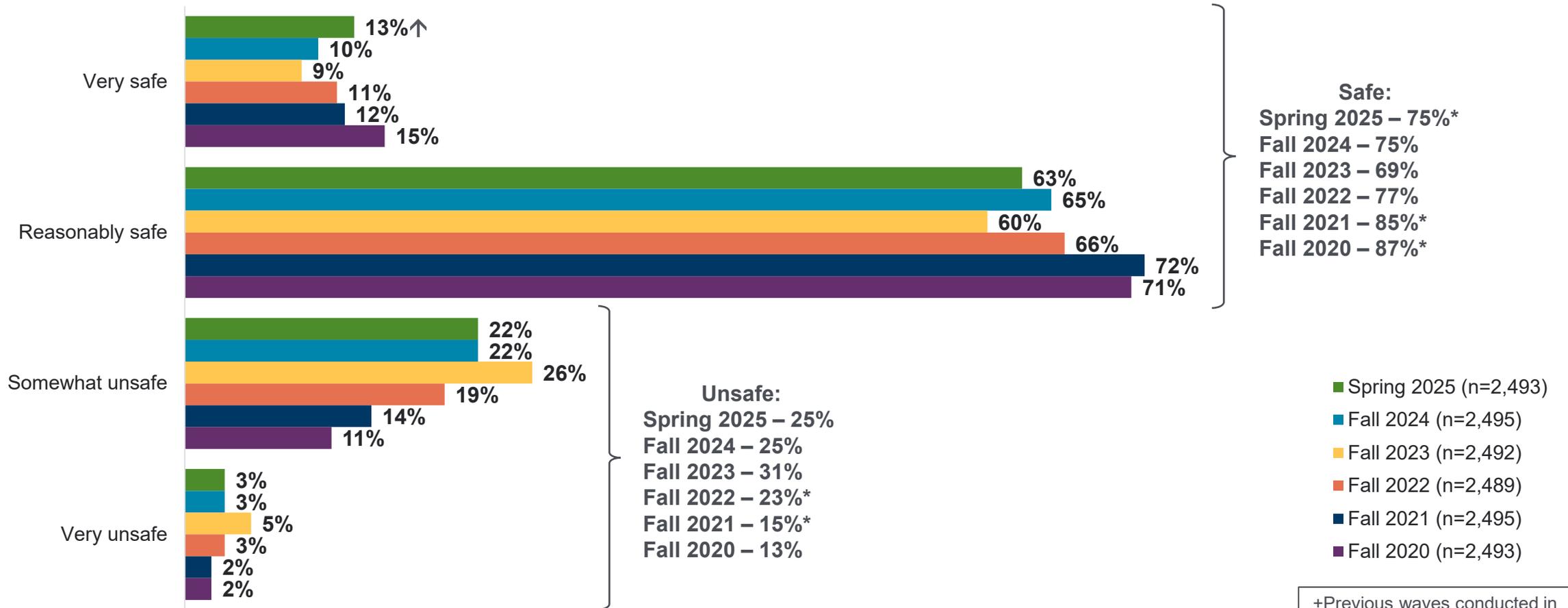
Summary of findings: Safety

Overall safety perceptions in Calgary remain strong. Most Calgarians approve of The City's efforts to address safety issues. Nearly all Calgarians feel The City needs to focus more on safety in the downtown area.

- Overall safety perceptions in Calgary have strengthened since fall 2024. Three-quarters (75%) of Calgarians now view the city as safe, statistically unchanged from fall 2024 (75%) but an improvement over fall 2023 (69%).
- The majority of Calgarians (70%) believe The City is doing a good job addressing safety issues overall, a new measure introduced in spring 2025.
- Downtown safety continues to be a key priority for Calgarians. The vast majority (94%) agree that The City should be doing more to address safety issues in Calgary's downtown, unchanged from both fall 2024 and fall 2023. This persistent high level of agreement indicates that downtown safety remains a top priority for Calgarians.



Overall perceived safety of the city of Calgary

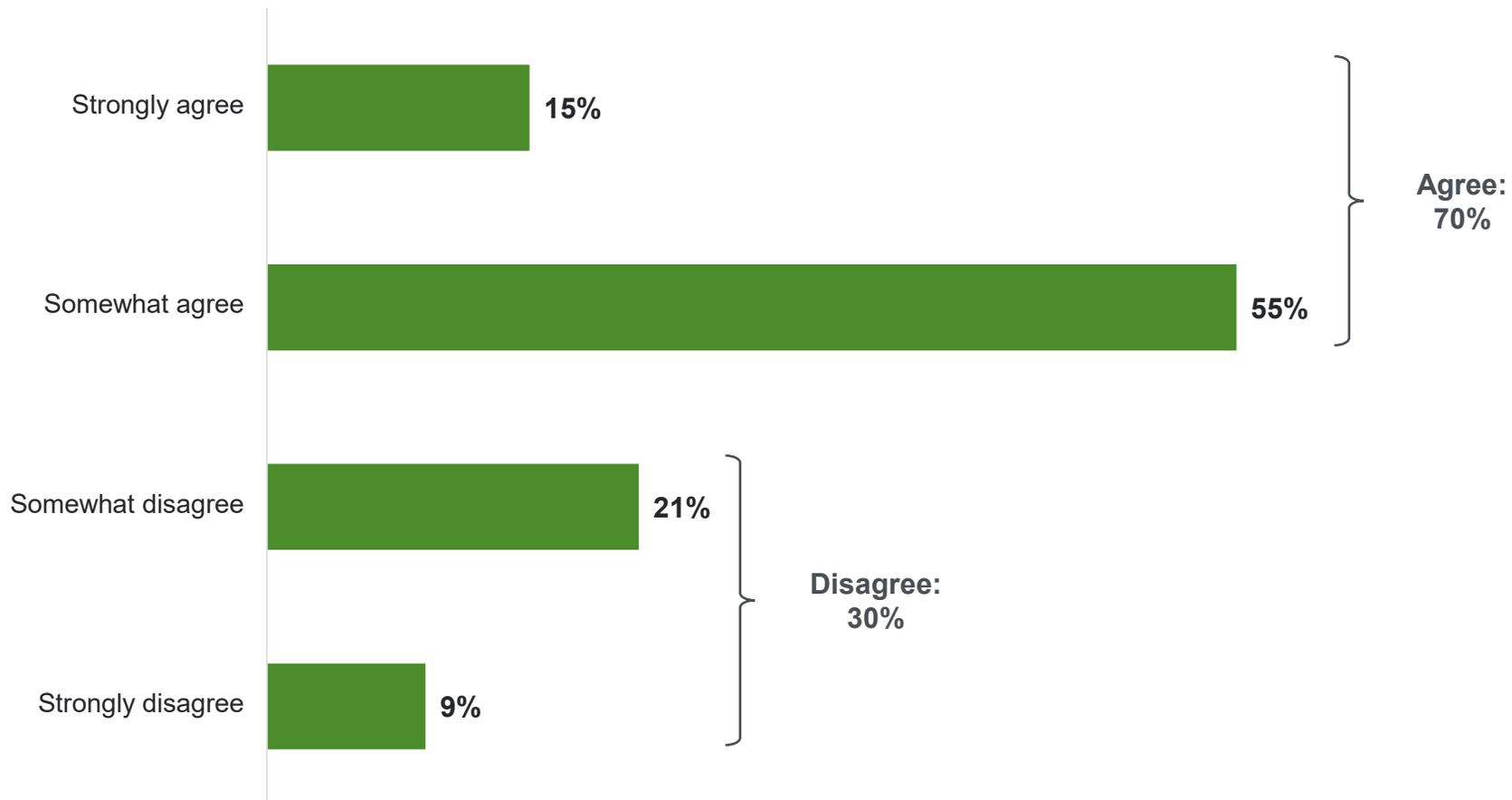


Q. Thinking about your general impressions and things you have read, seen or heard, how safe or unsafe do you think Calgary is overall?
 Base: Valid respondents

+Previous waves conducted in the fall only
 *Rounding
 ↑/↓ Statistically higher/lower than fall 2024



Addressing safety issues in Calgary



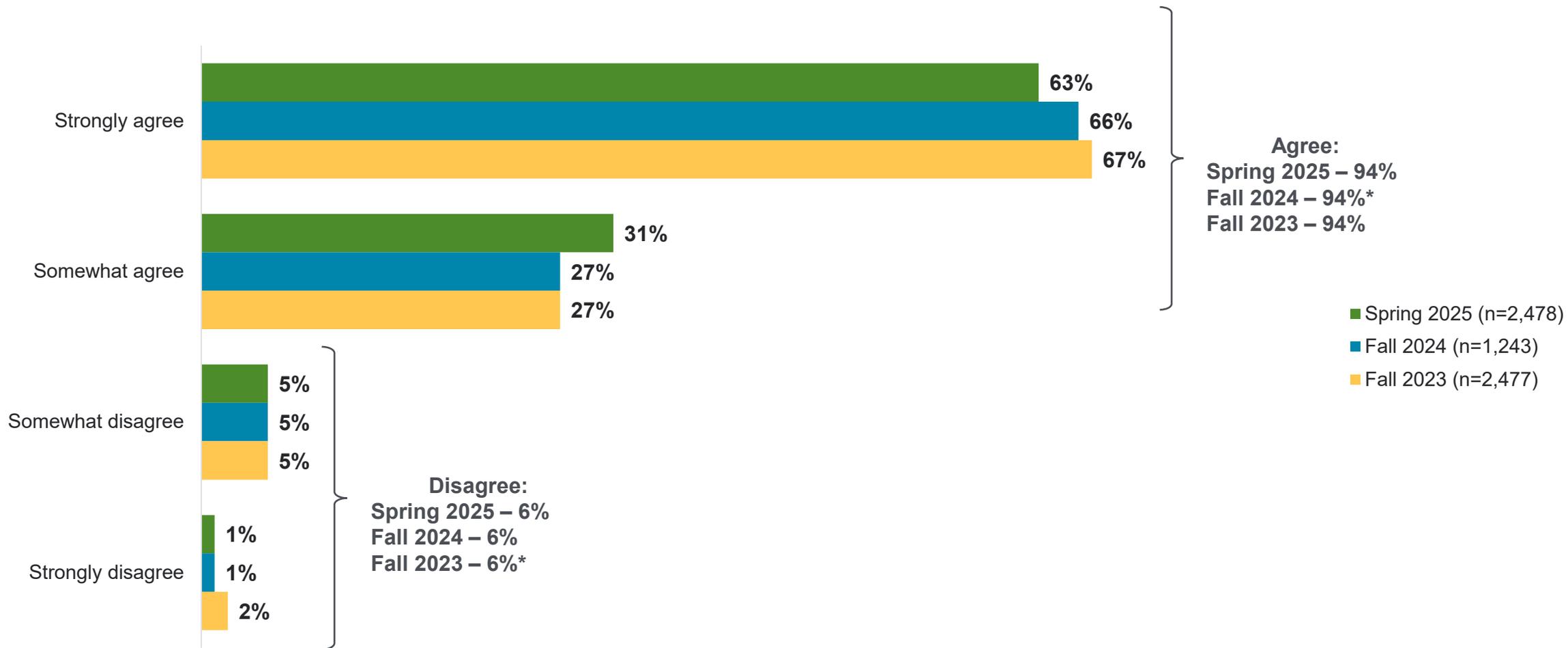
Q. To what extent do you agree or disagree that The City of Calgary is doing a good job of addressing safety issues in Calgary. Is that strongly or somewhat?+

Base: Valid respondents (n= 2,487)

+New question Spring 2025



Downtown safety issues



Q. And to what extent do you agree or disagree with each of these statements: The City should be doing more to address safety issues in Calgary's downtown.
 Base: Valid respondents

*Rounding
 ↑/↓ Statistically higher/lower than fall 2024



City programs and services

Summary of findings: Satisfaction with City services and programs

The City continues to meet Calgarians' expectations, with many services and programs achieving high satisfaction ratings.

- Satisfaction with the overall level and quality of services and programs offered by The City has remained consistent over the past few waves. Three-fifths (61%) of Calgarians are satisfied, on par with spring 2024 and fall 2024 (63% for both waves).
- Many services continue to receive strong satisfaction scores. Overall, 80% or more Calgarians are satisfied with 36 out of the 50 services. Even more favourable, 90% or more Calgarians are satisfied with 13 out of the 50 services.
- Services receiving these highest satisfaction ratings (above 90%) include:
 - Calgary Fire Department emergency response (96%)
 - Fire inspection and enforcement (96%)
 - Library services (94%)
 - City cemeteries (94%)
 - Residential Black Cart garbage collection (92%)
 - Residential Blue Cart recycling (92%)
 - 311 service (92%)
 - Residential Green Cart composting (91%)
 - Calgary 9-1-1 (91%)
 - Wastewater collection and treatment (91%)

Services receiving the lowest satisfaction ratings (under 70%) include:

- Property assessment (69%)
- Downtown revitalization (68%)
- City planning and policy services (68%)
- Public transit including bus and CTrain service (64%)
- Affordable housing for low-income Calgarians (42%)
- Notable improvements in satisfaction are seen for Social services for individuals such as seniors or youth (80%, up from 74% in spring 2024), Municipal elections (82%, up from 74% in spring 2024), and not quite statistically significant City communications sees a 5 point increase this wave (83%, up from 78% in spring 2024).
- Some services experienced statistical declines in satisfaction, including water treatment and supply (84%, down from 94% in spring 2024) and wastewater collection and treatment is down significantly (91%, down from 95% in spring 2024).

Summary of findings: Investment Priorities

Calgarians prioritize investment in affordable housing and public transit, with shifting preferences across various city services. Some areas see increased demand for investment, while only one shows declining interest.

- The top five areas where Calgarians believe The City should invest more include:
 - Affordable housing for low-income Calgarians (71%)
 - Public transit including bus and CTrain service (70%)
 - Social services for individuals such as seniors or youth (61%)
 - Water treatment and supply, including availability and supply of clean, safe drinking water (61%)
 - Streets - traffic operations building maintenance and on-street bikeways (57%)

- The call for 'more' investment has increased in six areas compared to spring 2024:
 - Water treatment and supply, including availability and supply of clean, safe drinking water (61%, an increase of 18 percentage points)
 - Streets - traffic operations building maintenance and on-street bikeways (57%, up 9 percentage points)
 - Sidewalks and pathways including building and repairing (53%, up 11 percentage points)
 - Emergency management and business continuity (51%, up 12 percentage points)
 - City planning and policy services (41%, up 10 percentage points)
 - Wastewater collection and treatment (35%, up 7 percentage points)

- Requests for 'more' investment have decreased in for only one areas compared to spring 2024:
 - Social services for individuals such as seniors or youth (61%, down 7 percentage points)

Summary of findings: Importance vs. satisfaction analysis

Primary Strengths: Services exceeding expectations in both importance and satisfaction

Primary Strengths represent services where The City is performing exceptionally well in areas that are highly valued by Calgarians. These services have above-average scores in both satisfaction (>82%) and importance (>90%). Sixteen services fall into this category:

- Calgary Fire Department emergency response (96% satisfaction, 100% importance)
- Water treatment and supply (84% satisfaction, 100% importance)
- Calgary 9-1-1 (91% satisfaction, 99% importance)
- Wastewater collection and treatment (91% satisfaction, 98% importance)
- Residential Green Cart composting (91% satisfaction, 90% importance)
- Parks and open spaces (89% satisfaction, 98% importance)
- Fire inspection and enforcement (96% satisfaction, 97% importance)
- Waste and Recycling Services (90% satisfaction, 97% importance)
- Fire safety education (88% satisfaction, 97% importance)
- Emergency management and business continuity services (86% satisfaction, 97% importance)
- 311 service (92% satisfaction, 95% importance)
- Residential Black Cart garbage collection (92% satisfaction, 95% importance)
- Residential Blue Cart recycling (92% satisfaction, 95% importance)
- Building Safety - approvals and inspections (85% satisfaction, 95% importance)
- Stormwater management (90% satisfaction, 94% importance)
- City communications (83% satisfaction, 95% importance)

Summary of findings: Importance vs. satisfaction analysis (continued)

Secondary Strengths: Services with high satisfaction despite lower importance ratings

Secondary Strengths are services where The City is performing well, even though these services may not be considered as important by all Calgarians. Thirteen services fall into this quadrant:

- Library services (94% satisfaction, 89% importance)
- City cemeteries (94% satisfaction, 70% importance)
- Pet ownership and licensing (90% satisfaction, 79% importance)
- Records management access and privacy (88% satisfaction, 88% importance)
- Business licensing (87% satisfaction, 83% importance)
- Economic development and tourism services (87% satisfaction, 82% importance)
- City operated recreation facilities (86% satisfaction, 89% importance)
- Specialized transit services like Transit Access (86% satisfaction, 87% importance)
- Arts and culture, including festivals (86% satisfaction, 79% importance)
- Environmental management services (85% satisfaction, 87% importance)
- Regulation of taxis, limousines and vehicles-for-hire (85% satisfaction, 67% importance)
- City of Calgary website (85% satisfaction, 83% importance)
- Appeals and tribunals (83% satisfaction, 81% importance)

Summary of findings: Importance vs. satisfaction analysis (continued)

Primary Opportunities: Key areas for improvement with high importance but lower satisfaction

Primary Opportunities represent key areas for improvement where The City could focus its efforts. These services are regarded as highly important by Calgarians but currently have below-average satisfaction scores. Ten services fall into this quadrant:

- Snow clearing (73% satisfaction, 99% importance)
- Streets including traffic operations, building maintenance, snow removal and on-street bikeways (70% satisfaction, 94% importance)
- Public transit including bus and CTrain service (64% satisfaction, 93% importance)
- Development approvals services that review and approve all land development proposals (72% satisfaction, 91% importance)
- Property assessment (69% satisfaction, 91% importance)
- Affordable housing for low-income Calgarians (42% satisfaction, 91% importance)
- City planning and policy services that provide land use policies, guidelines and regulations (68% satisfaction, 90% importance)
- Municipal elections (82% satisfaction, 95% importance)
- Sidewalks and pathways (80% satisfaction, 97% importance)
- Social services (80% satisfaction, 97% importance)

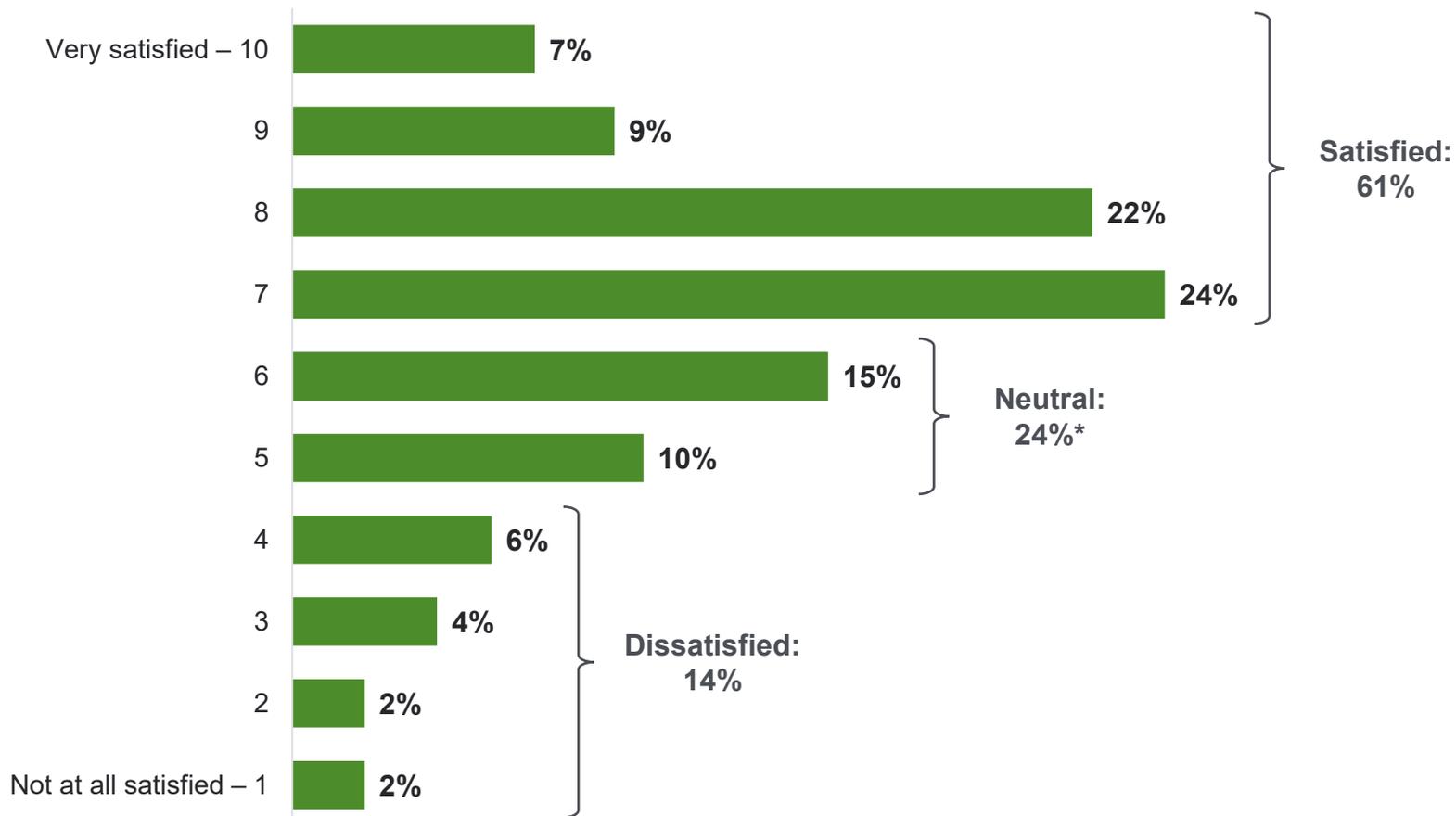
Secondary Opportunities: Areas for improvement with lower importance and satisfaction

Secondary Opportunities are areas where The City could make improvements, albeit these services are considered relatively less important to Calgarians. Six services fall into this quadrant:

- Land development and sales services (81% satisfaction, 87% importance)
- Real estate that handles City transactions for sustainable land management (76% satisfaction, 86% importance)
- Citizen engagement and research (78% satisfaction, 85% importance)
- Community strategy services that advance social wellbeing for all Calgarians (79% satisfaction, 84% importance)
- Downtown revitalization (68% satisfaction, 83% importance)
- Parking and enforcement (72% satisfaction, 73% importance)



Satisfaction with the overall level and quality of City services and programs



Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?

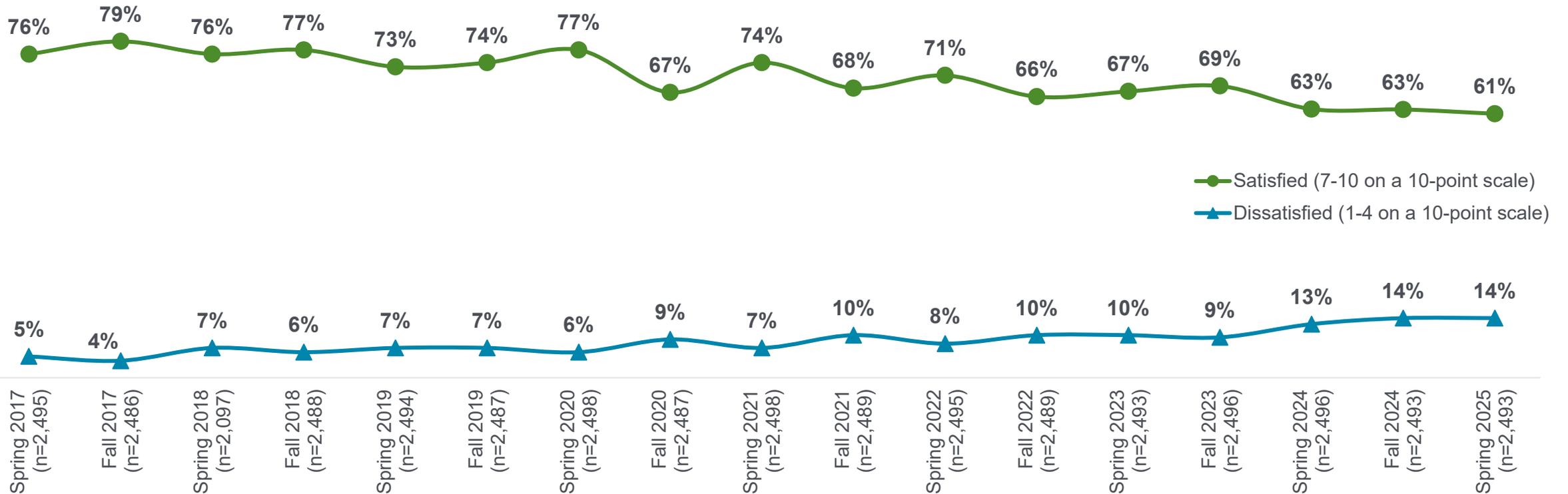
Base: Valid respondents (n=2,493)

*Rounding



Tracking – Satisfaction with City services and programs

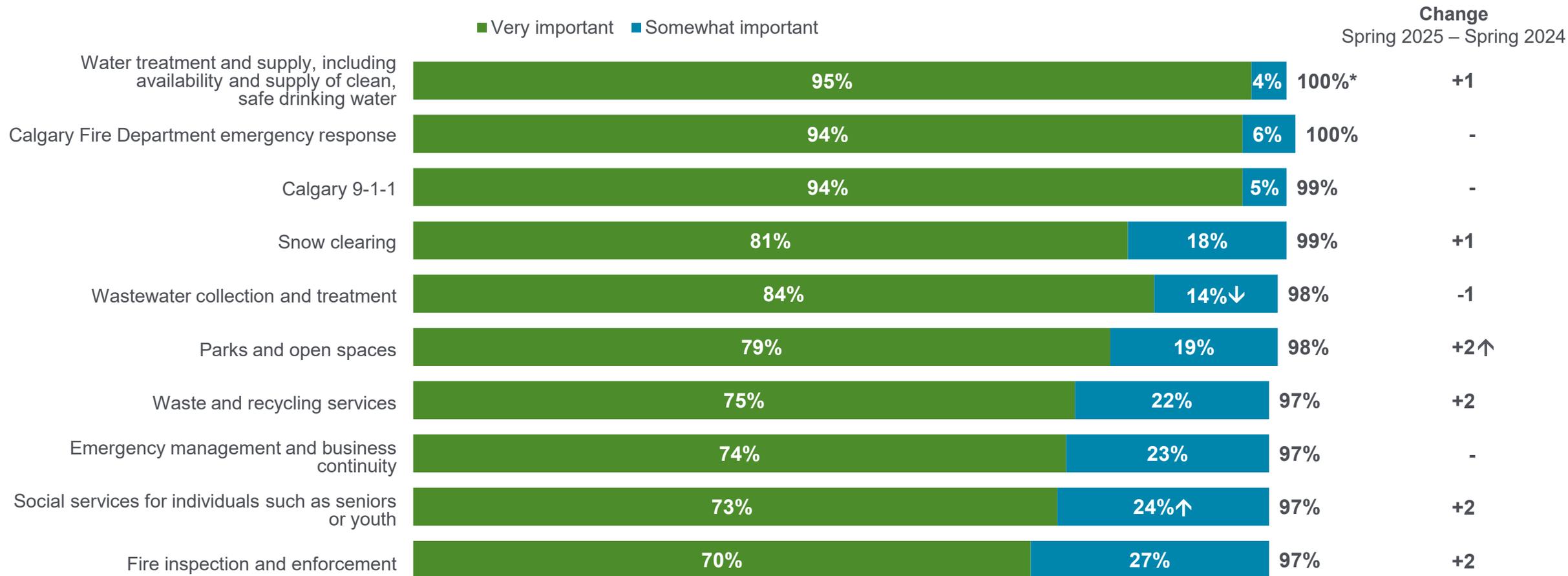
Satisfaction with overall level and quality of services and programs provided by The City of Calgary



Q. On a scale of 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied are you with the overall level and quality of services and programs provided by The City of Calgary?
 Base: Valid respondents



Importance of City programs and services

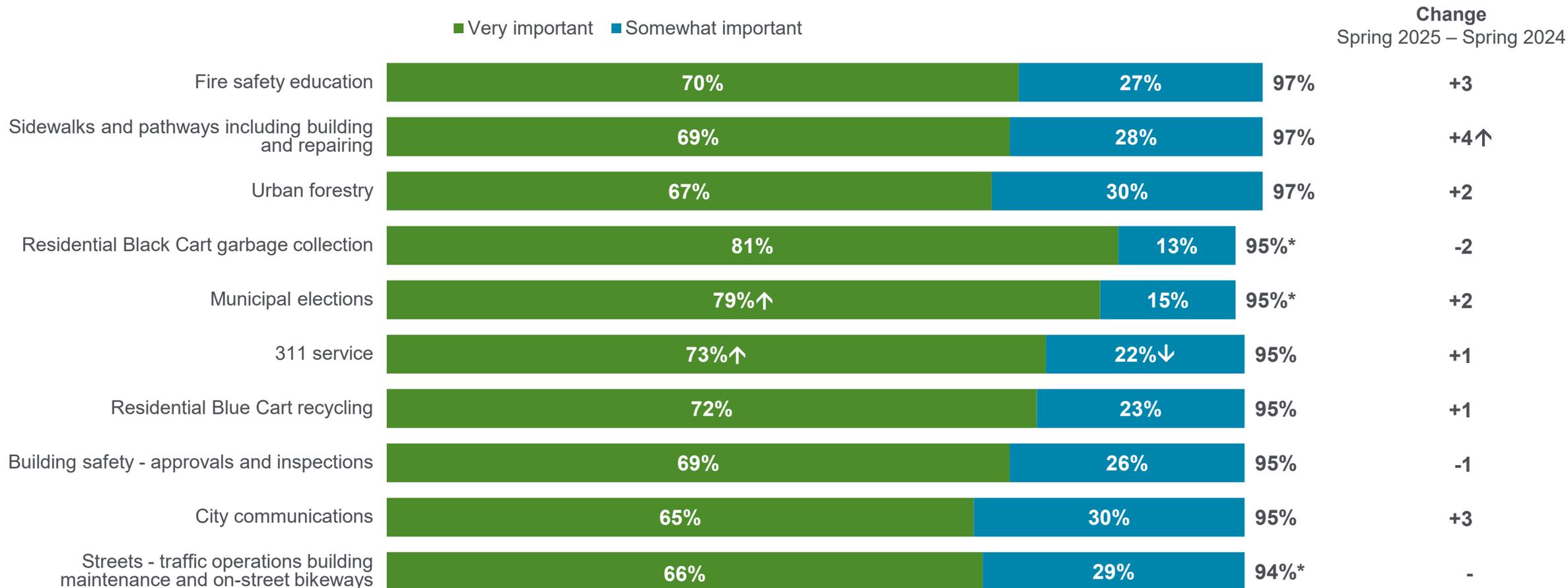


Q. Now I have a list of programs and services provided by The City. Would you say this is very important, somewhat important, not very important or not at all important?
 Base: Valid respondents (bases vary)

*Rounding
 ↑/↓ Statistically higher/lower than spring 2024



Importance of City programs and services (continued)

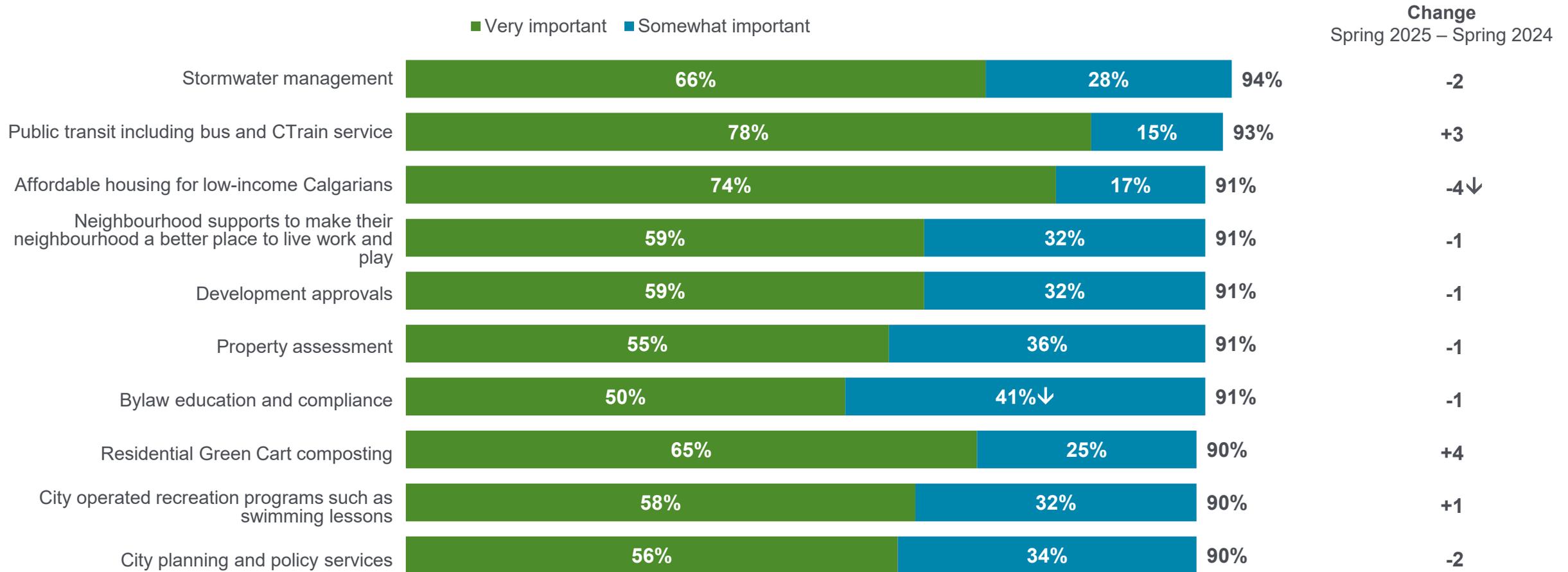


Q. Now I have a list of programs and services provided by The City. Would you say this is very important, somewhat important, not very important or not at all important?
 Base: Valid respondents (bases vary)

*Rounding
 ↑/↓ Statistically higher/lower than spring 2024



Importance of City programs and services (continued)

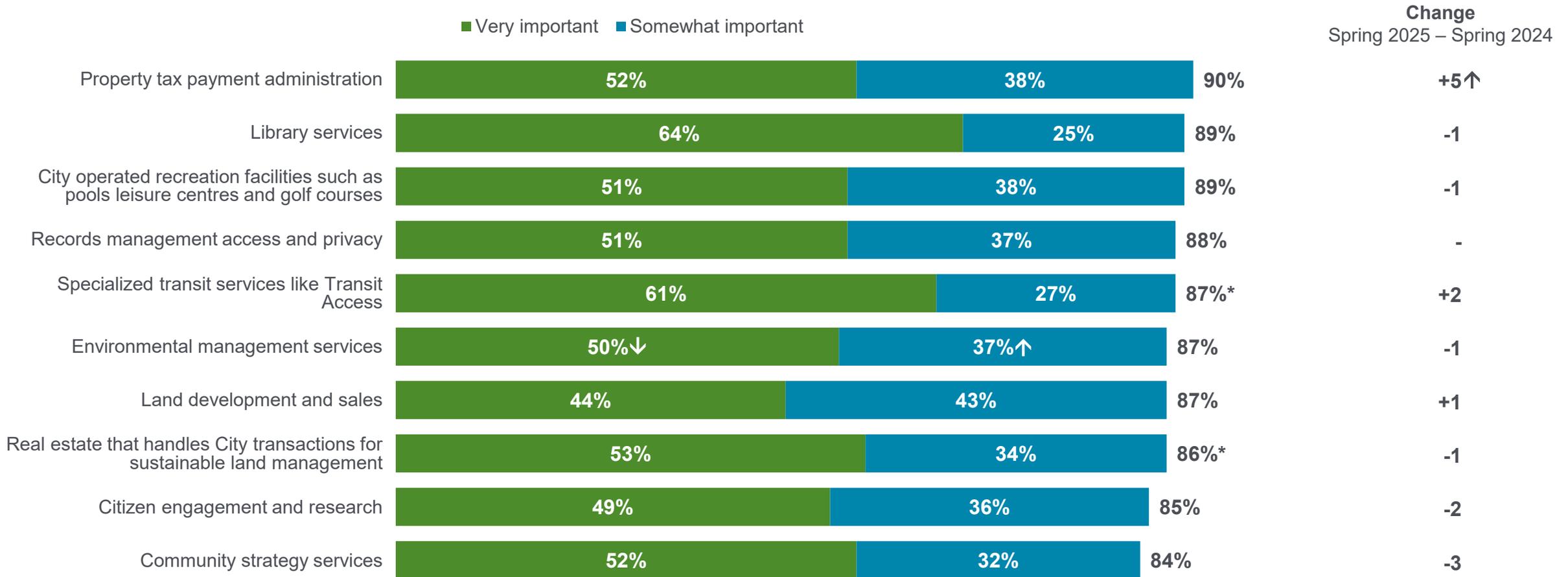


Q. Now I have a list of programs and services provided by The City. Would you say this is very important, somewhat important, not very important or not at all important?
 Base: Valid respondents (bases vary)

↑/↓ Statistically higher/lower than spring 2024



Importance of City programs and services (continued)



Q. Now I have a list of programs and services provided by The City. Would you say this is very important, somewhat important, not very important or not at all important?
 Base: Valid respondents (bases vary)

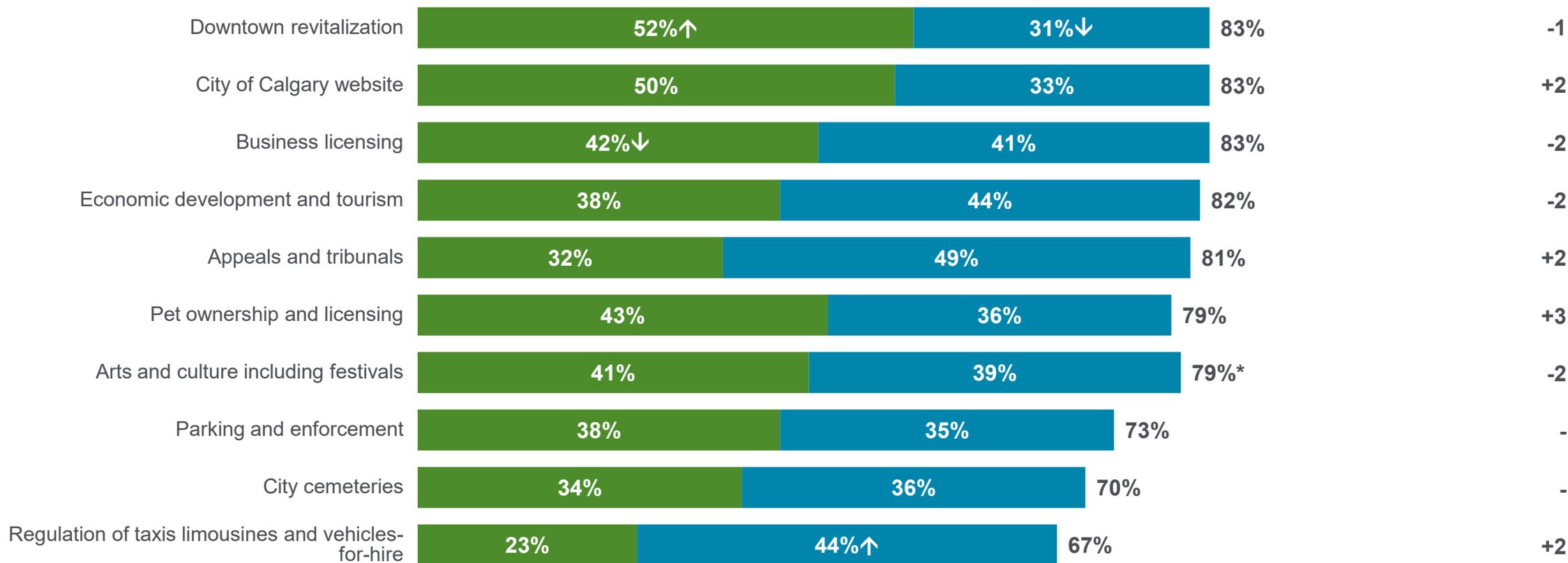
*Rounding
 ↑/↓ Statistically higher/lower than spring 2024



Importance of City programs and services (continued)

■ Very important ■ Somewhat important

Change
Spring 2025 – Spring 2024



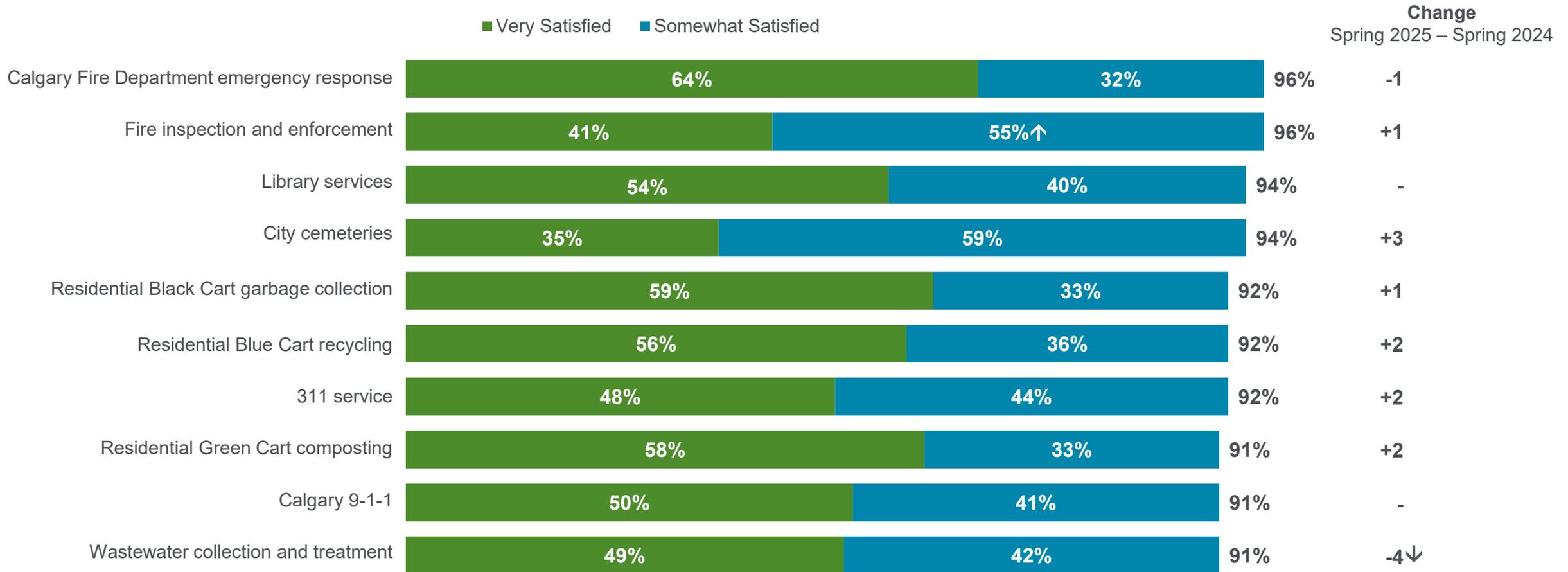
Q. Now I have a list of programs and services provided by The City. Would you say this is very important, somewhat important, not very important or not at all important?
Base: Valid respondents (bases vary)

*Rounding

↑/↓ Statistically higher/lower than spring 2024



Satisfaction with City programs and services

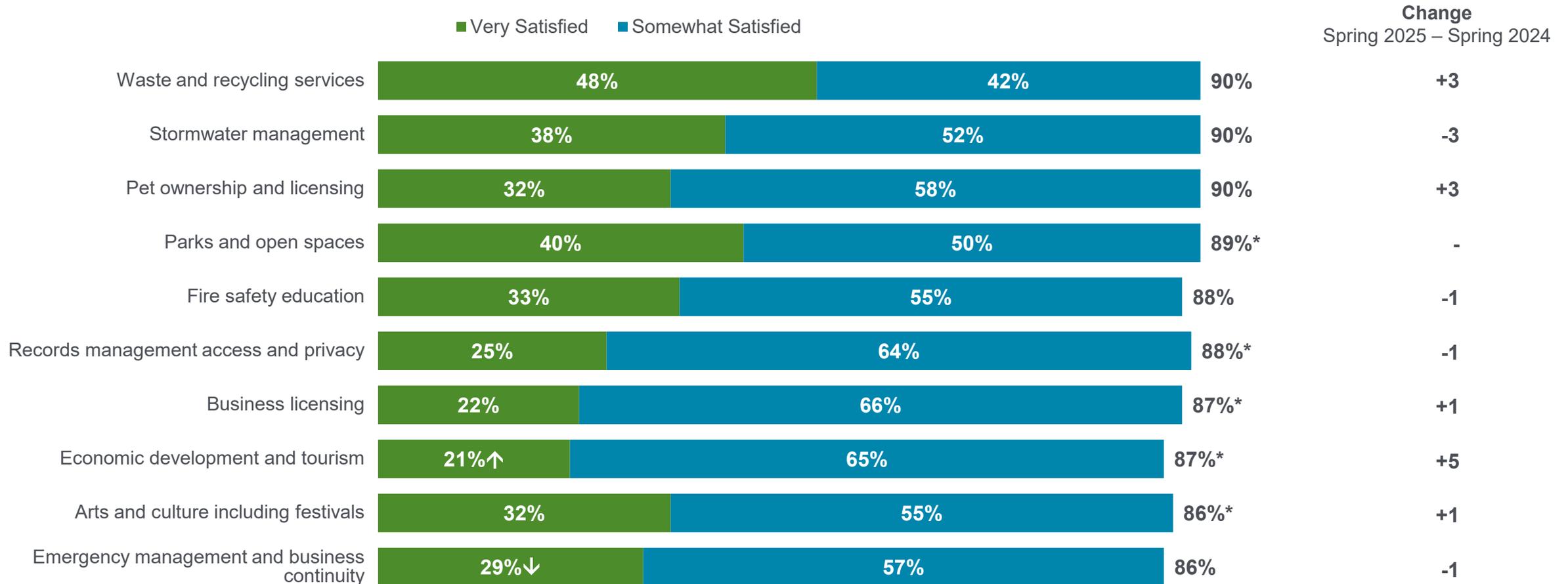


Q. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing this service?
 Base: Valid respondents (bases vary)

↑/↓ Statistically higher/lower than spring 2024



Satisfaction with City programs and services (continued)

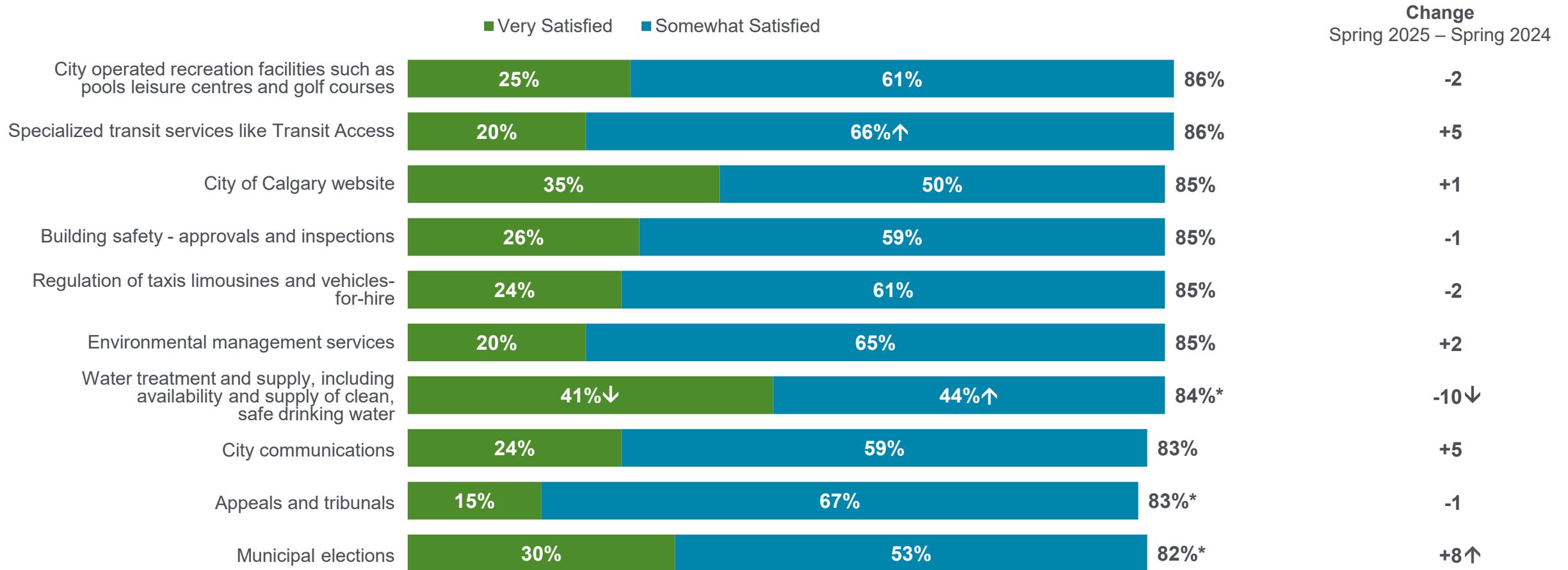


*Rounding
 ↑/↓ Statistically higher/lower than spring 2024

Q. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing this service?
 Base: Valid respondents (bases vary)



Satisfaction with City programs and services (continued)

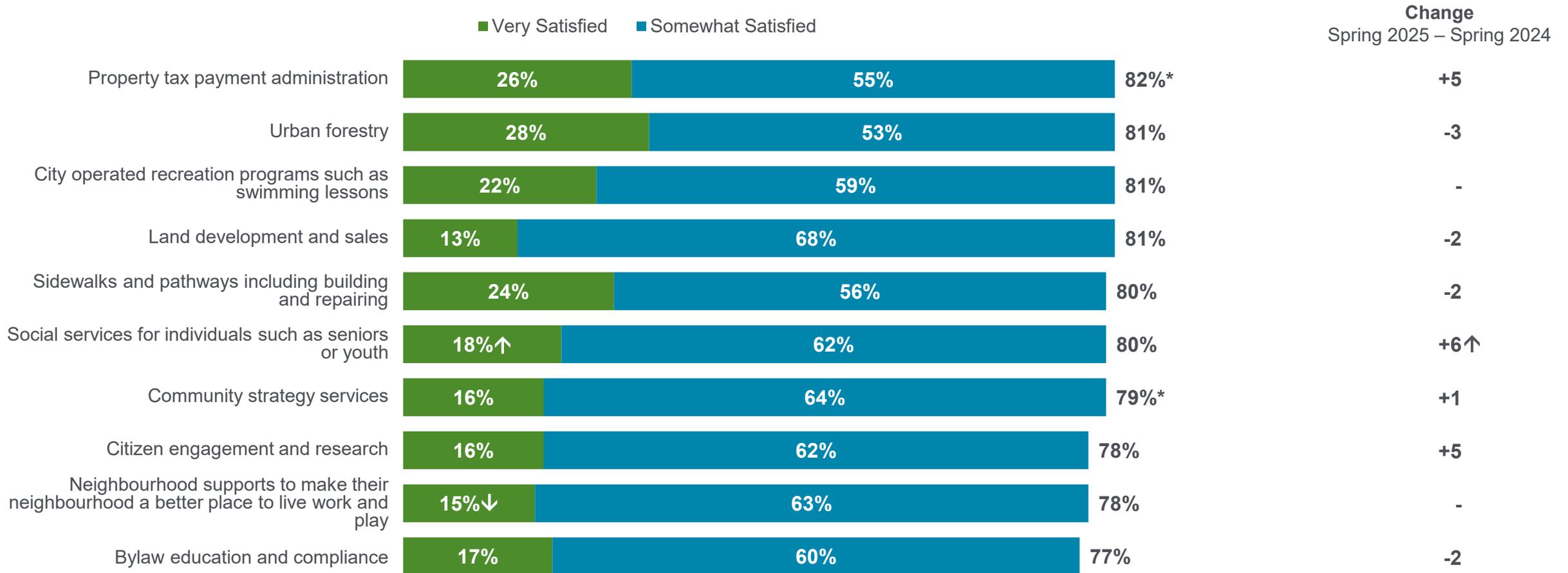


*Rounding
 ↑/↓ Statistically higher/lower than spring 2024

Q. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing this service?
 Base: Valid respondents (bases vary)



Satisfaction with City programs and services (continued)

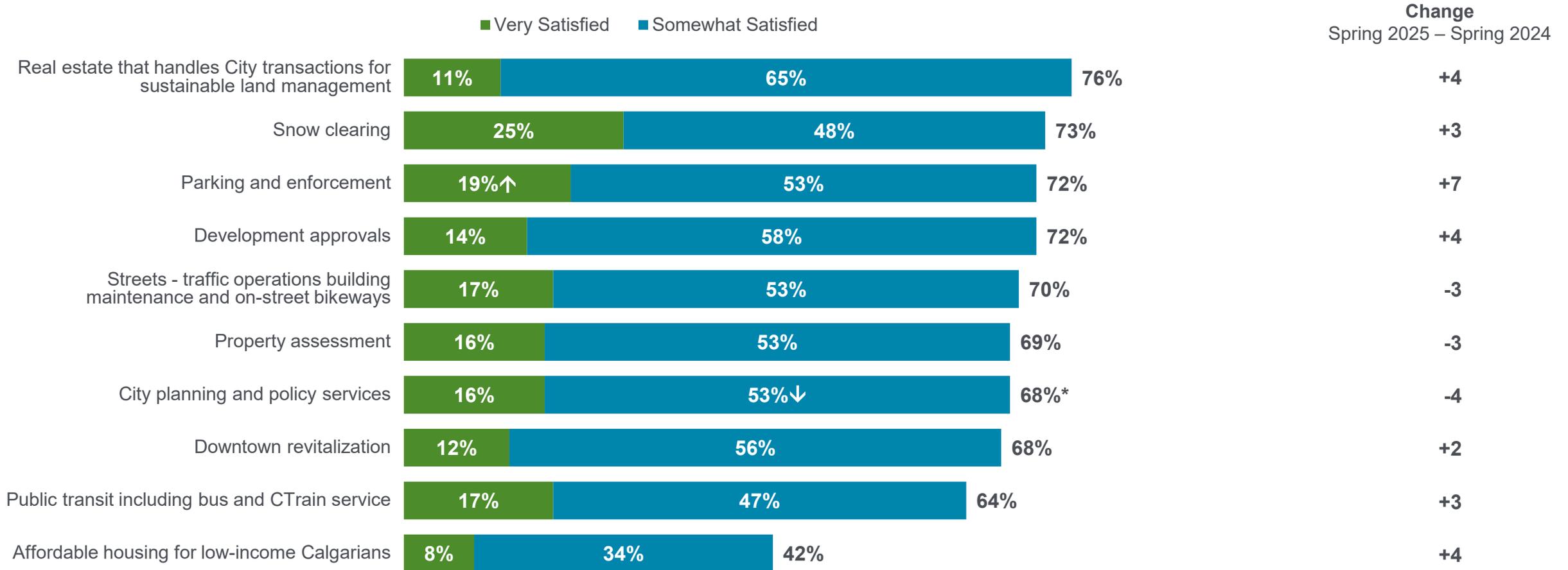


*Rounding
 ↑/↓ Statistically higher/lower than spring 2024

Q. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing this service?
 Base: Valid respondents (bases vary)



Satisfaction with City programs and services (continued)

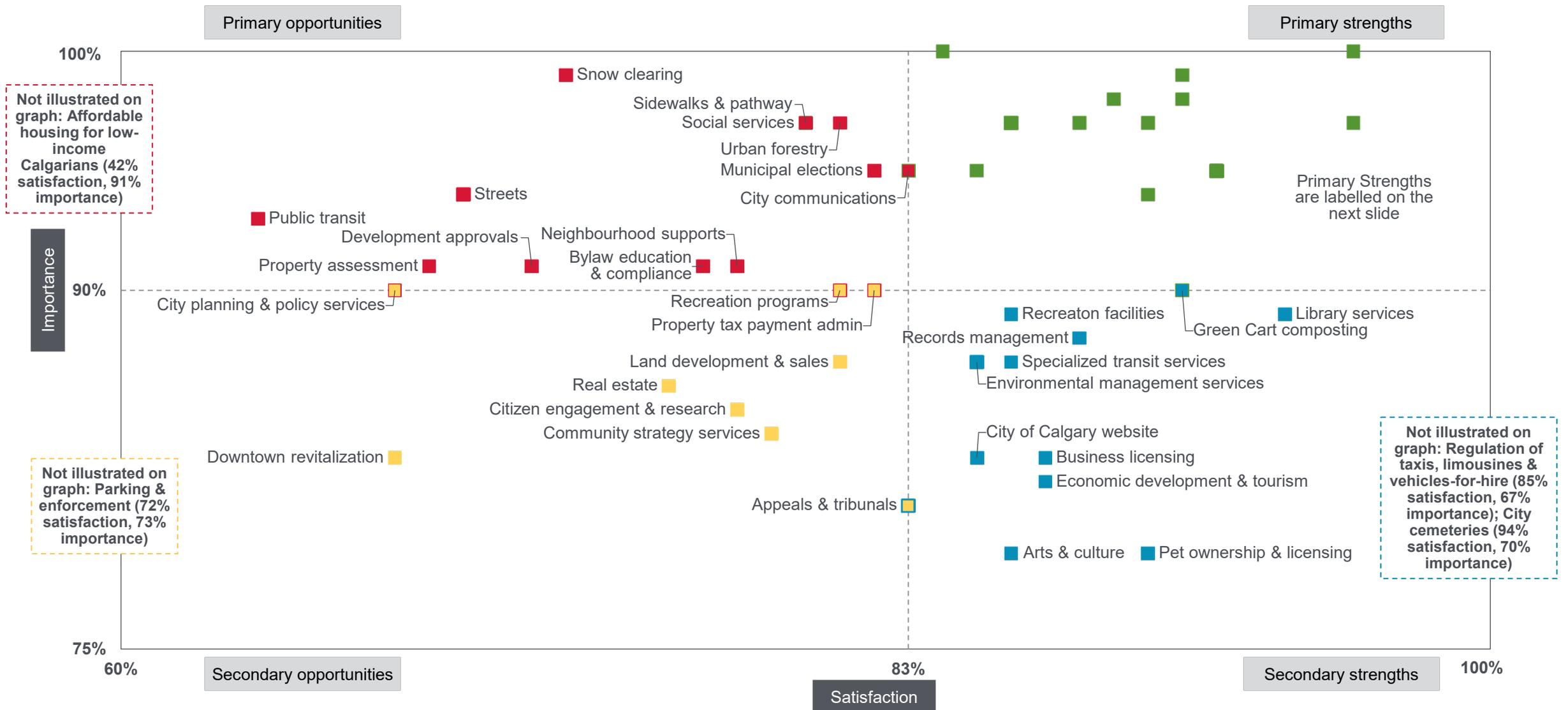


Q. And, are you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the job The City is doing at providing this service?
Base: Valid respondents (bases vary)

*Rounding
↑/↓ Statistically higher/lower than spring 2024

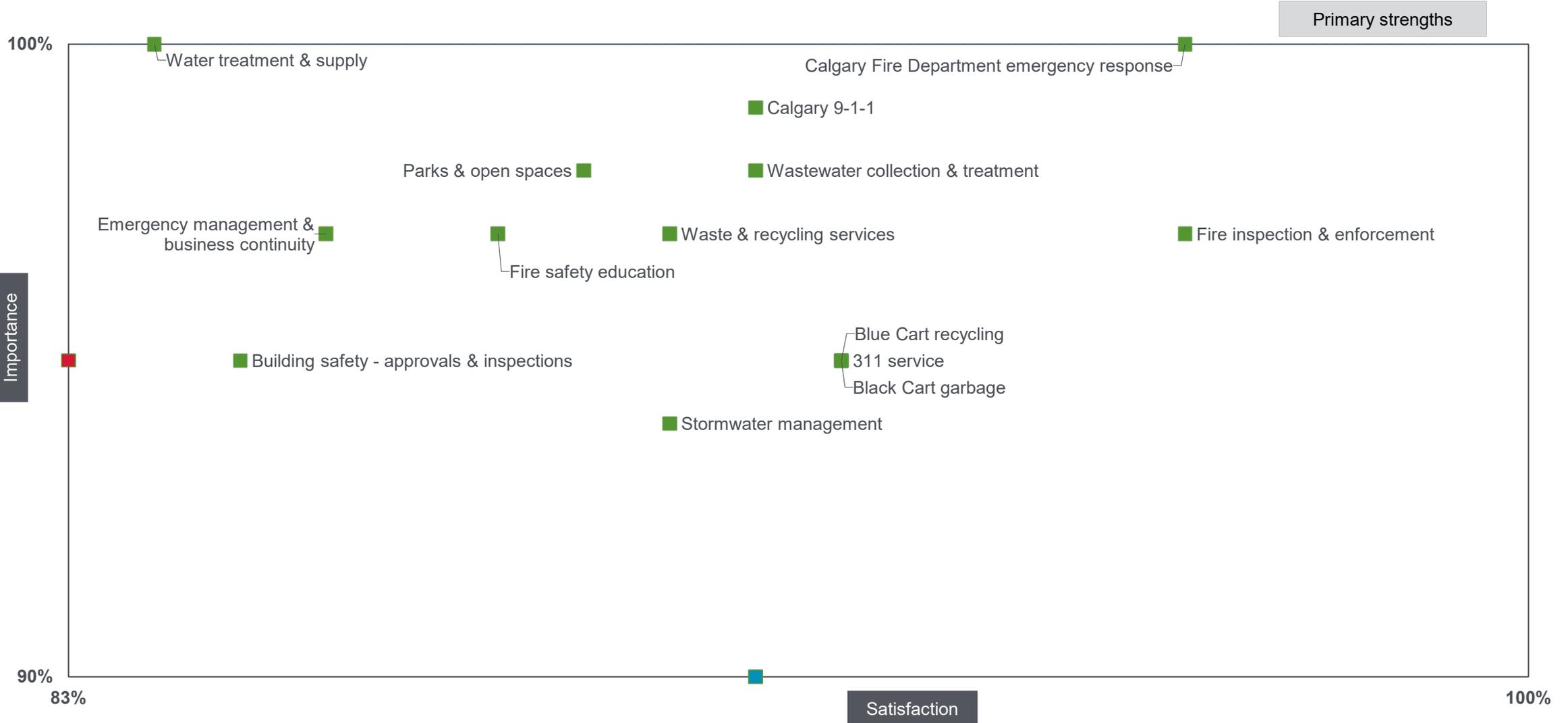


Importance vs. satisfaction grid



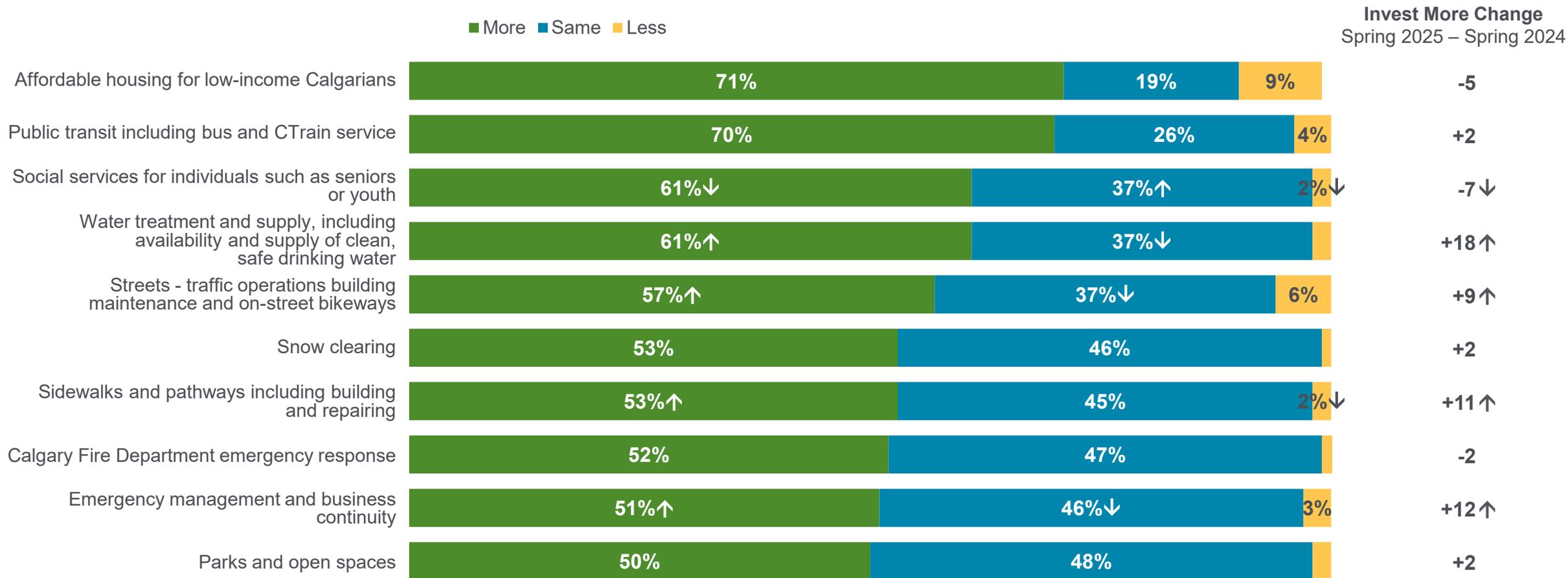


Importance vs. satisfaction grid (continued)





Investment in City programs and services

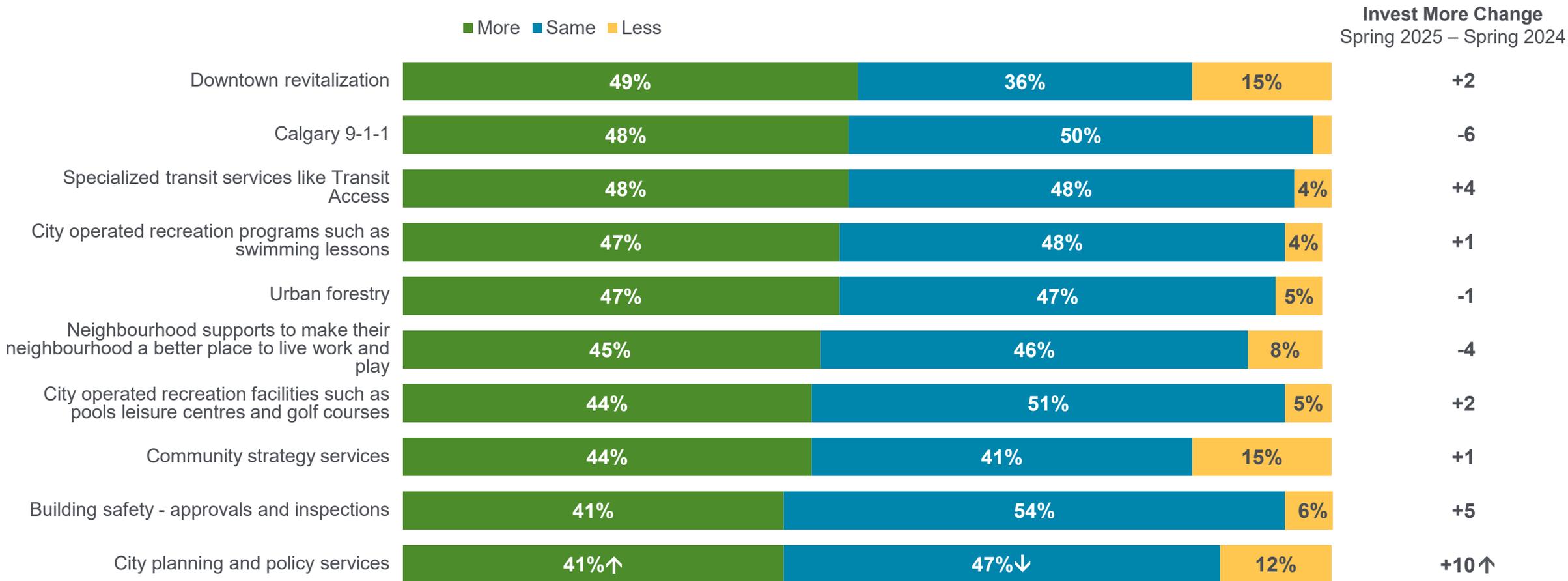


Q. Do you think The City should invest more, less or the same amount on this service?
 Base: Valid respondents (bases vary)

Data labels <3% are not shown
 ↑/↓ Statistically higher/lower than spring 2024



Investment in City programs and services (continued)

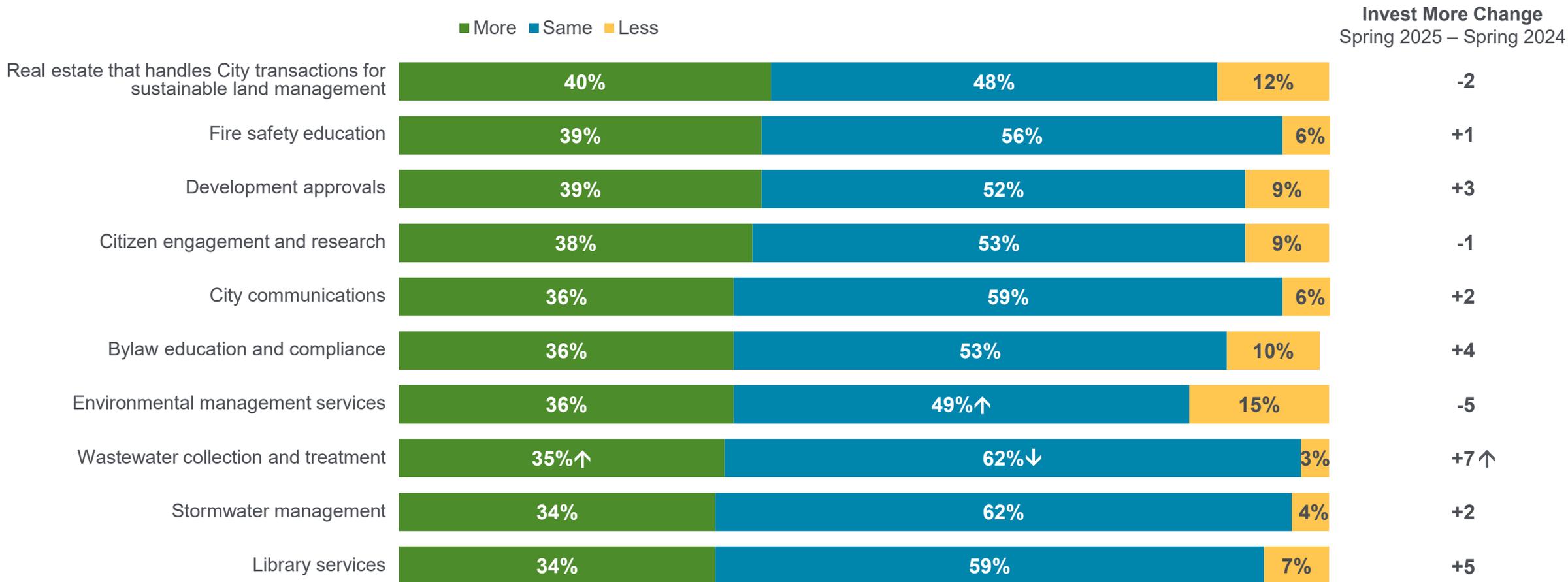


Q. Do you think The City should invest more, less or the same amount on this service?
 Base: Valid respondents (bases vary)

Data labels <3% are not shown
 ↑/↓ Statistically higher/lower than spring 2024



Investment in City programs and services (continued)

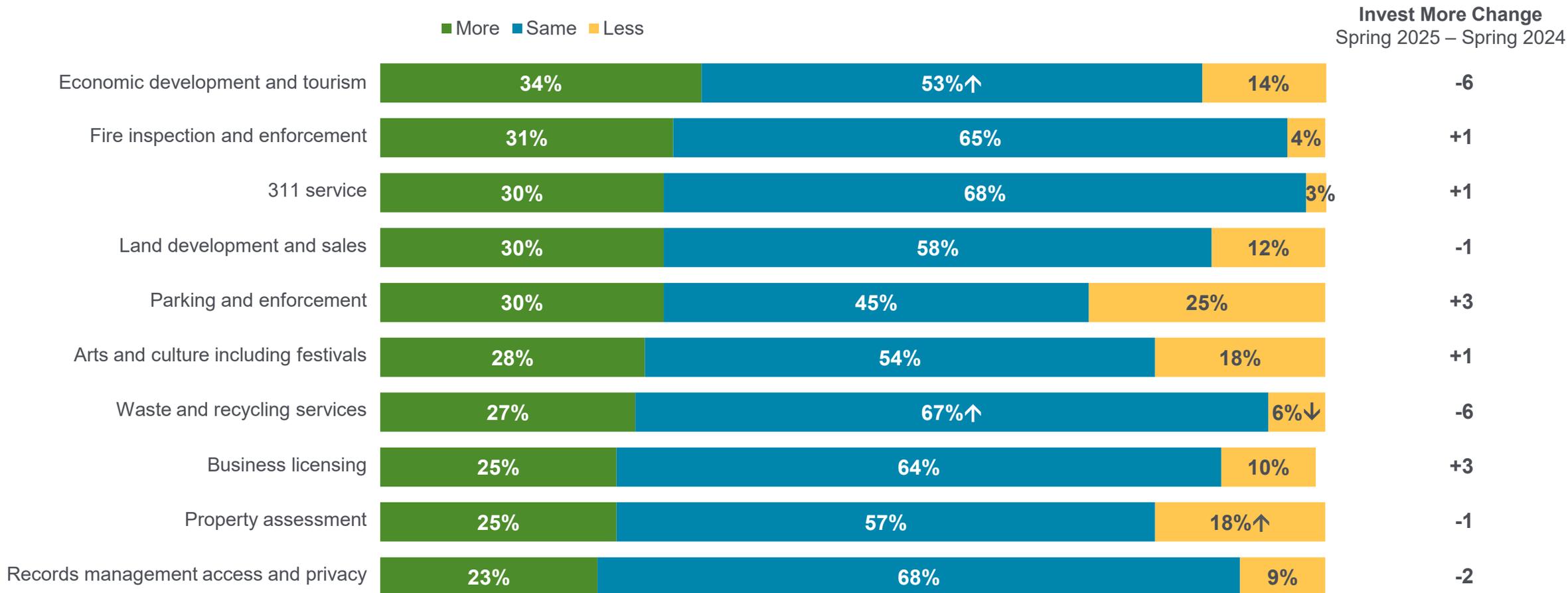


Q. Do you think The City should invest more, less or the same amount on this service?
 Base: Valid respondents (bases vary)

↑/↓ Statistically higher/lower than spring 2024



Investment in City programs and services (continued)



Q. Do you think The City should invest more, less or the same amount on this service?
 Base: Valid respondents (bases vary)

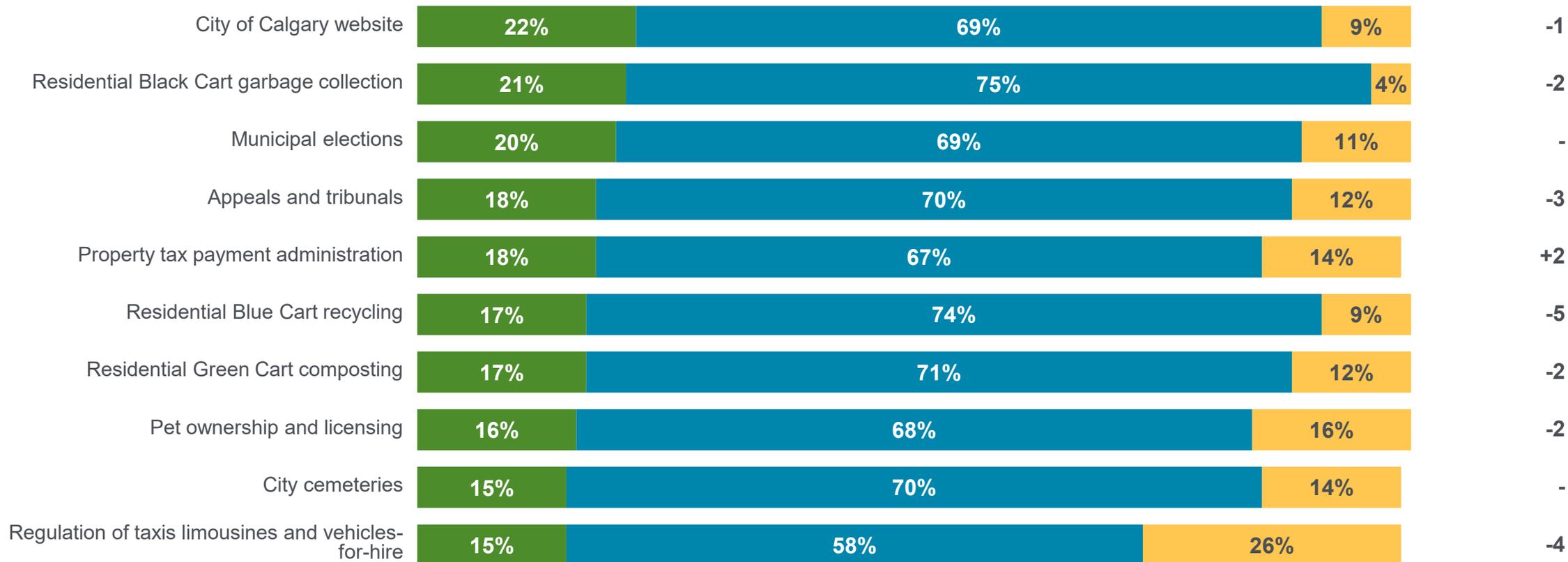
↑/↓ Statistically higher/lower than spring 2024



Investment in City programs and services (continued)

More Same Less

Invest More Change
Spring 2025 – Spring 2024



Q. Do you think The City should invest more, less or the same amount on this service?
Base: Valid respondents (bases vary)



Taxation

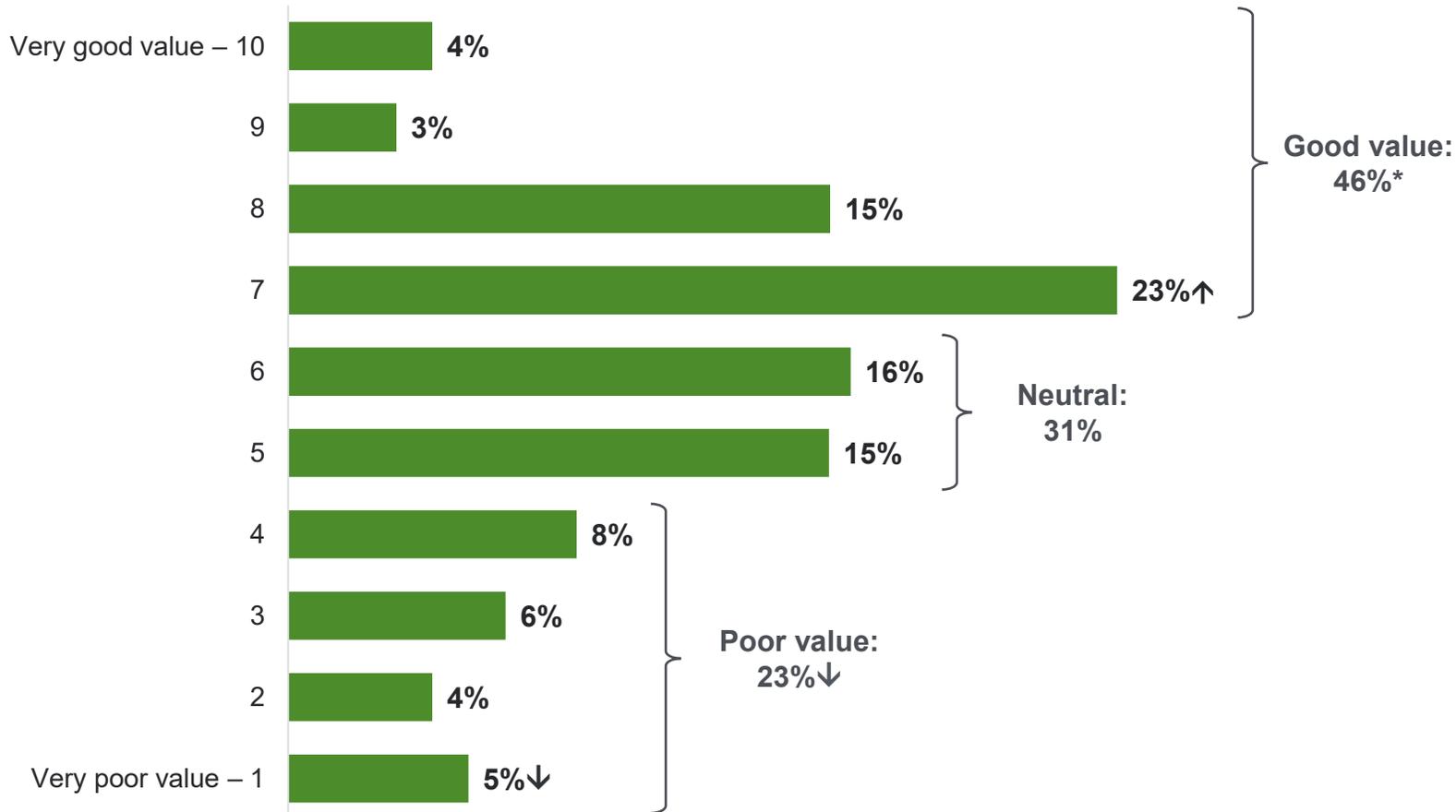
Summary of findings: Taxation

Calgarians' perceptions of the value they receive for property taxes show improvement. There is an increased preference for maintaining or expanding services through tax increases in Spring 2025.

- The perceived value of property taxes has seen an improvement in spring 2025. Around one-half of Calgarians (46%) feel they receive good value for their property tax dollars, consistent with fall 2024 (43%) and spring 2024 (44%). Correspondingly, there has been a significant decline in those perceiving poor value this wave (23% vs. 28% in fall 2024).
- When it comes to balancing taxation and service delivery, Calgarians show an increased preference for maintaining or expanding services through tax increases. More than half (52%) prefer tax increases to maintain or expand services, a statistical increase from fall 2024 (46%) and spring 2024 (48%).
 - Breaking this down further, fewer than one-in-ten (9%) support increasing taxes beyond current inflation rates to expand services, consistent with fall 2024 (7%). A much larger proportion (44%) prefer increasing taxes at current inflation rates to maintain services at current levels, showing a statistical increase from fall 2024 (39%).
- Conversely, around two-fifths (41%) of Calgarians prefer cutting services to maintain or reduce taxes, a statistical decrease from fall 2024 (45%) and spring 2024 (46%). This is nearly evenly split between those who prefer cutting services to maintain current tax levels (21%) and those who prefer cutting services to reduce taxes (19%).



Perceived value of property taxes

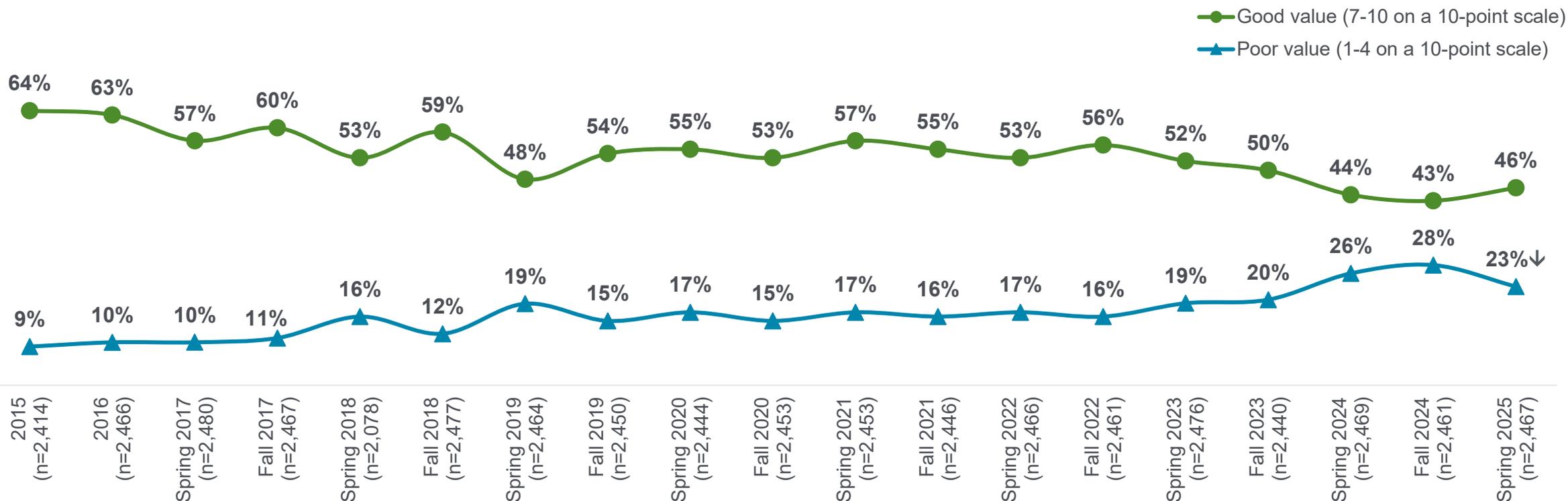


Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where 1 is very poor value and 10 is very good value.
 Base: Valid respondents (n=2,467)

*Rounding
 ↑/↓ Statistically higher/lower than fall 2024



Tracking – Perceived value of property taxes



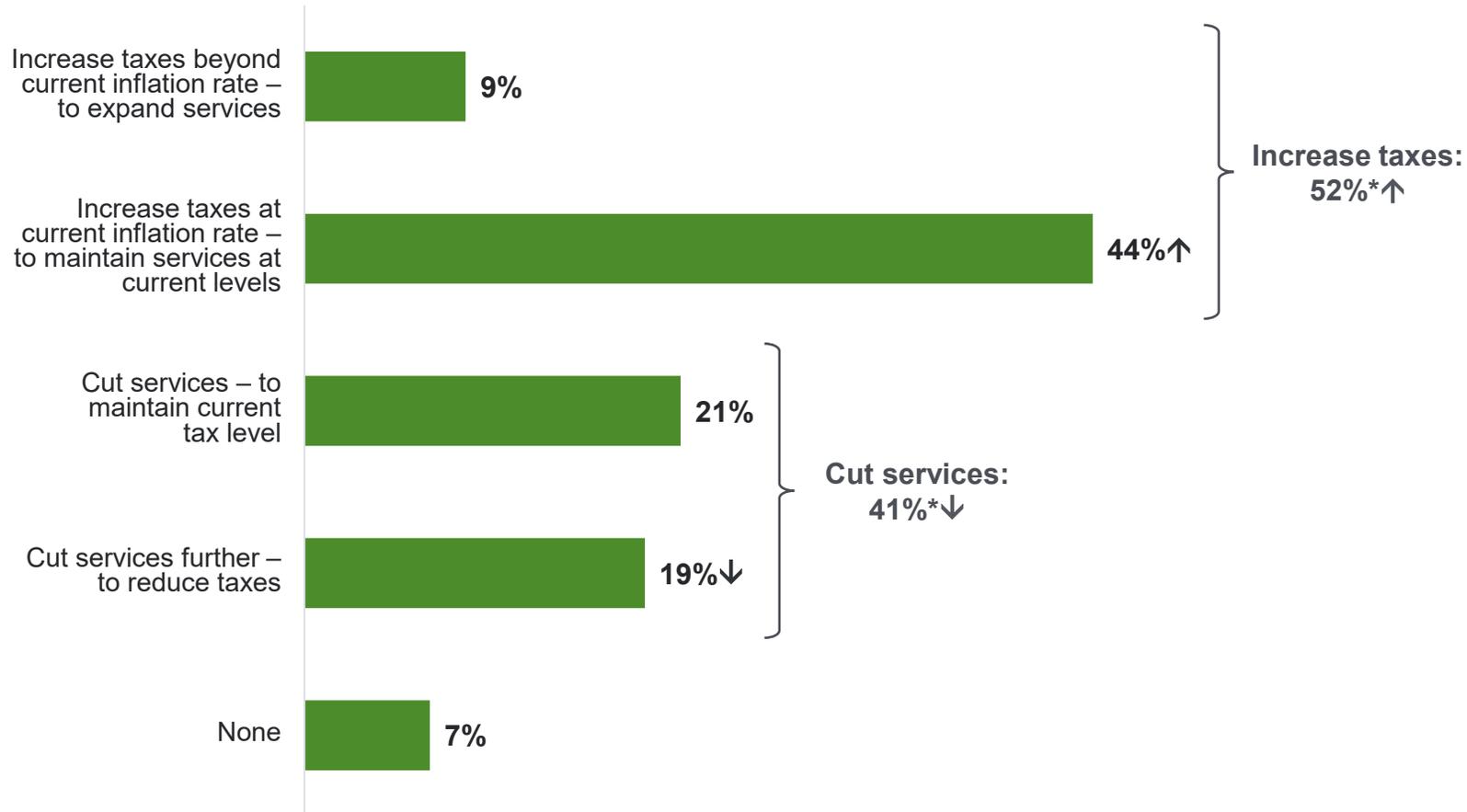
Q. Property tax dollars are divided between The City and the Province. Approximately two-thirds of residential property tax payment goes to The City to fund municipal services. Considering the services provided by The City, please rate the value you feel you receive from your municipal property tax dollars using a scale of 1 to 10 where 1 is very poor value and 10 is very good value.

Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Balancing taxation and service delivery levels



Q. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

Base: Valid respondents (n=2,465)

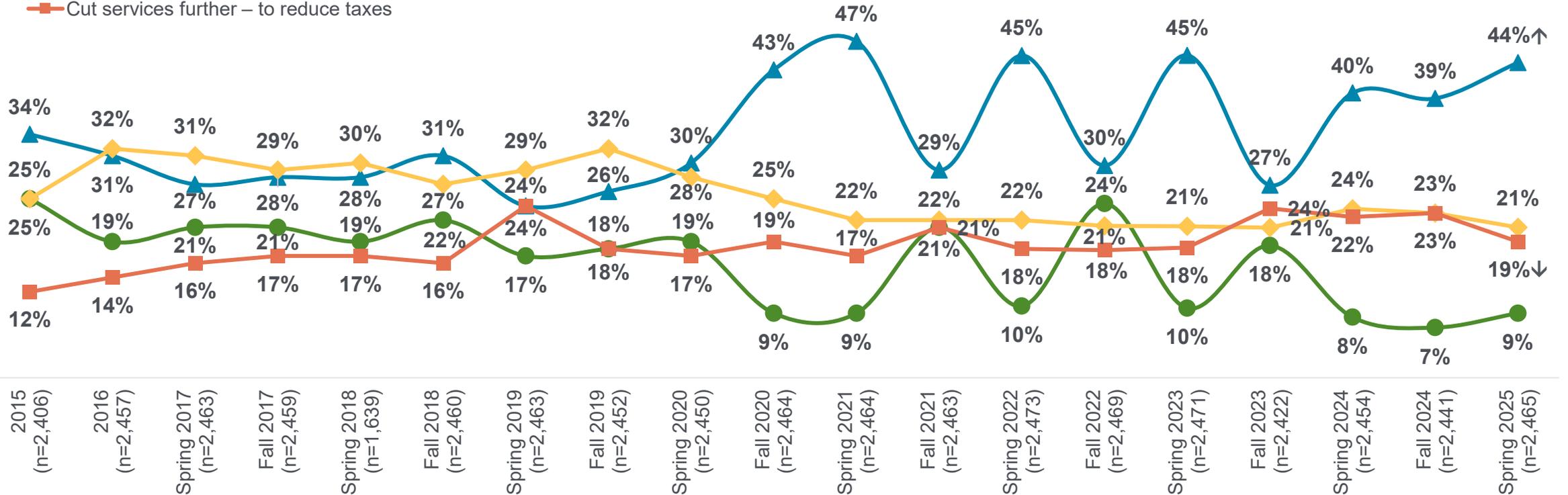
*Rounding

↑/↓ Statistically higher/lower than fall 2024



Tracking – Balancing taxation and service delivery

- Increase taxes beyond current inflation rate – to expand services
- ▲ Increase taxes at current inflation rate – to maintain services at current levels
- ◆ Cut services – to maintain current tax level
- Cut services further – to reduce taxes



Q. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

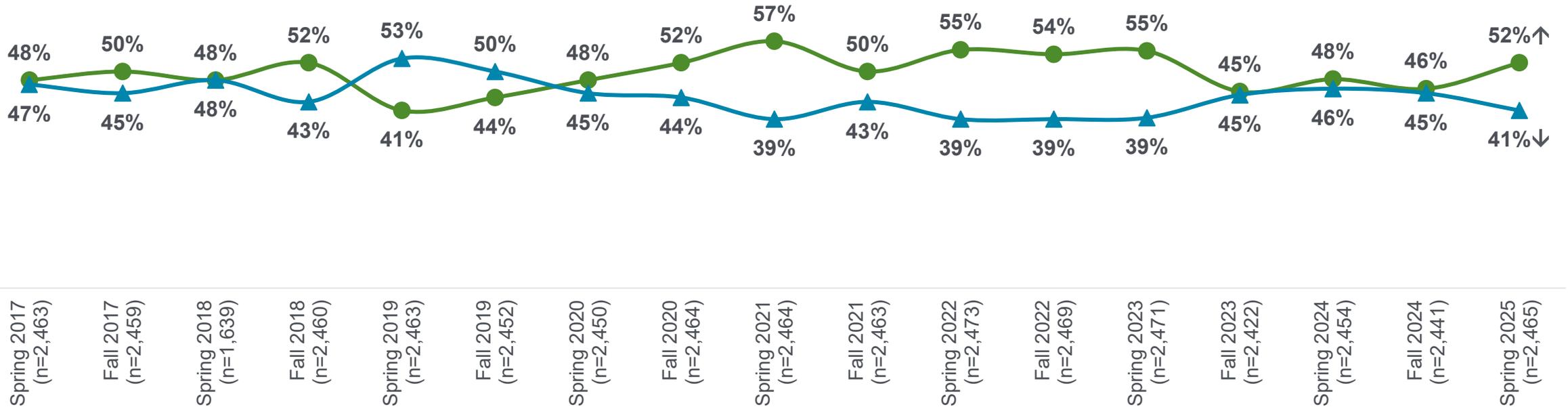
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Tracking – Increase taxes vs. cut services

● Increase taxes at or beyond current inflation rate – to maintain or expand services
 ▲ Cut services – to maintain current or reduce tax level



Q. Municipal property taxes are the primary way to pay for services and programs provided by The City of Calgary. Due to the increased cost of maintaining current service levels and infrastructure, The City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like The City to pursue?

Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Service delivery and input from Calgarians

Summary of findings: Service delivery and input from Calgarians

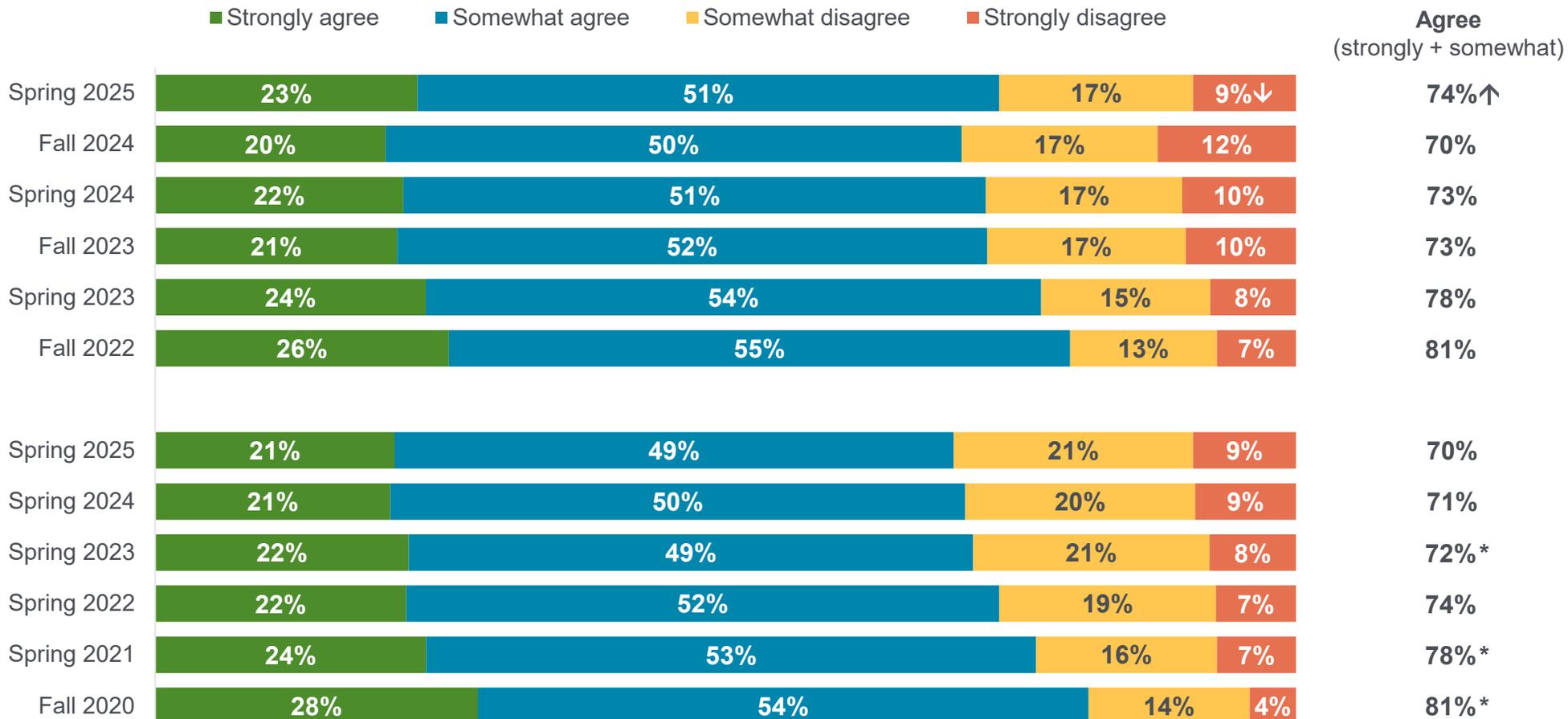
Calgarians' satisfaction with City customer service has improved and their opinions of public input are also trending positively.

- Three-quarters (74%) of Calgarians agree that The City meets their customer service expectations, a statistical increase from fall 2024 (70%) and consistent with spring 2024 (73%). The quality of customer service is also viewed positively, with Calgarians agreeing the quality of service is consistently high (70%), on par with spring 2024 (71%) and spring 2023 (72%).
- Seven-in-ten Calgarians (69%) recognize that The City makes customer service a priority, similar to spring 2024 (68%) and spring 2023 (71%).
- Responsiveness to requests shows improvement, with a majority of Calgarians agreeing that The City responds quickly to requests and concerns (65%), higher than fall 2024 (62%) and on par with spring 2024 (63%).
- Perceptions of The City's efforts to incorporate public input have strengthened. Three-fifths (61%) believe The City is working to improve how it includes Calgarians' input into important decisions, an increase from fall 2024 (53%) and spring 2024 (57%).
- More than half of Calgarians (55%) feel The City uses their input in decision making about projects and services, higher than fall 2024 (50%) and moving closer to spring 2024 (58%). Similarly, Calgarians agree The City allows for meaningful input into decision making (54%), an improvement from fall 2024 (49%) and returning to what was seen in spring 2024 (53%).
- Nearly three-fifths of Calgarians (57%) agree they have enough opportunities to provide input on City projects and services, a significant increase from fall 2024 (50%) and consistent with spring 2024 (56%).



Attitudes regarding customer service

The City of Calgary meets my customer service expectations



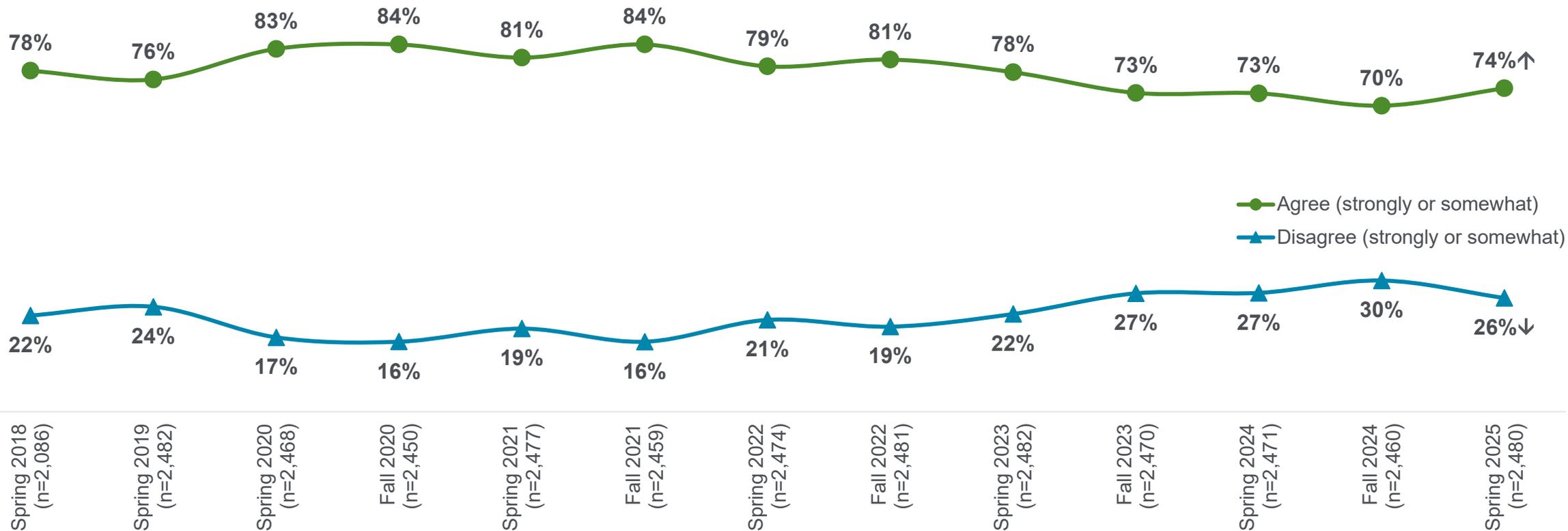
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
 Base: Valid respondents (bases vary)

+Spring wave only as of 2021
 *Rounding
 ↑/↓ Statistically higher/lower than fall 2024



Tracking – Meeting customer service expectations

The City of Calgary meets my customer service expectations



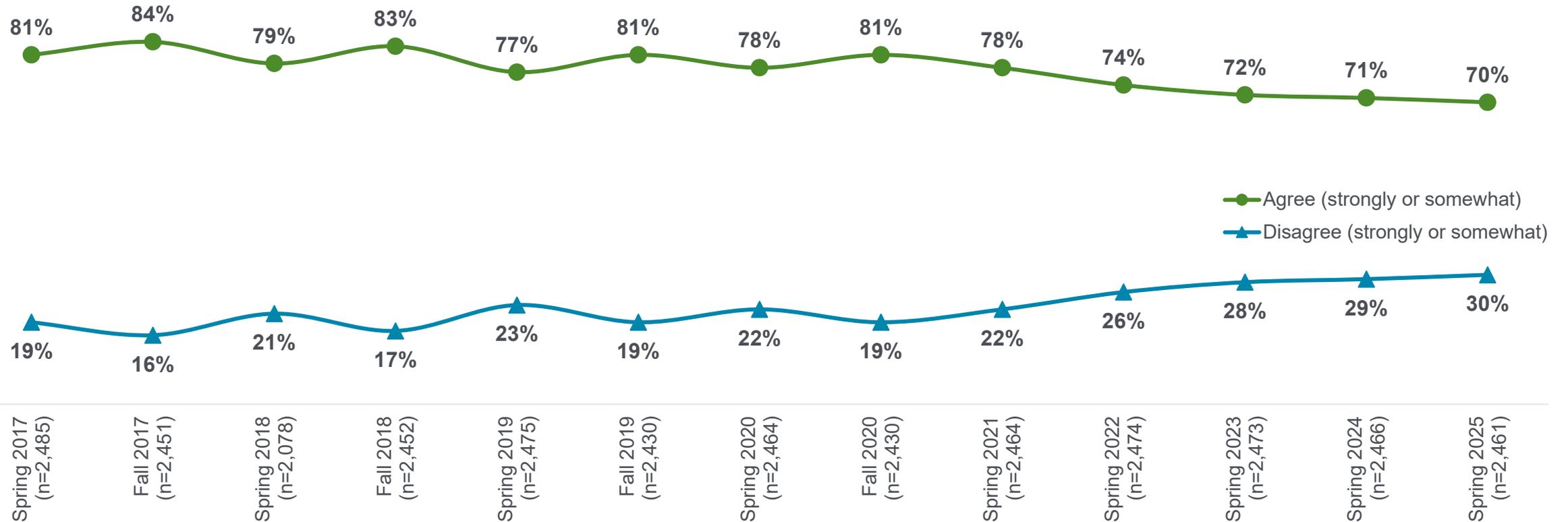
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Tracking – Quality of customer service

The quality of customer service from The City is consistently high

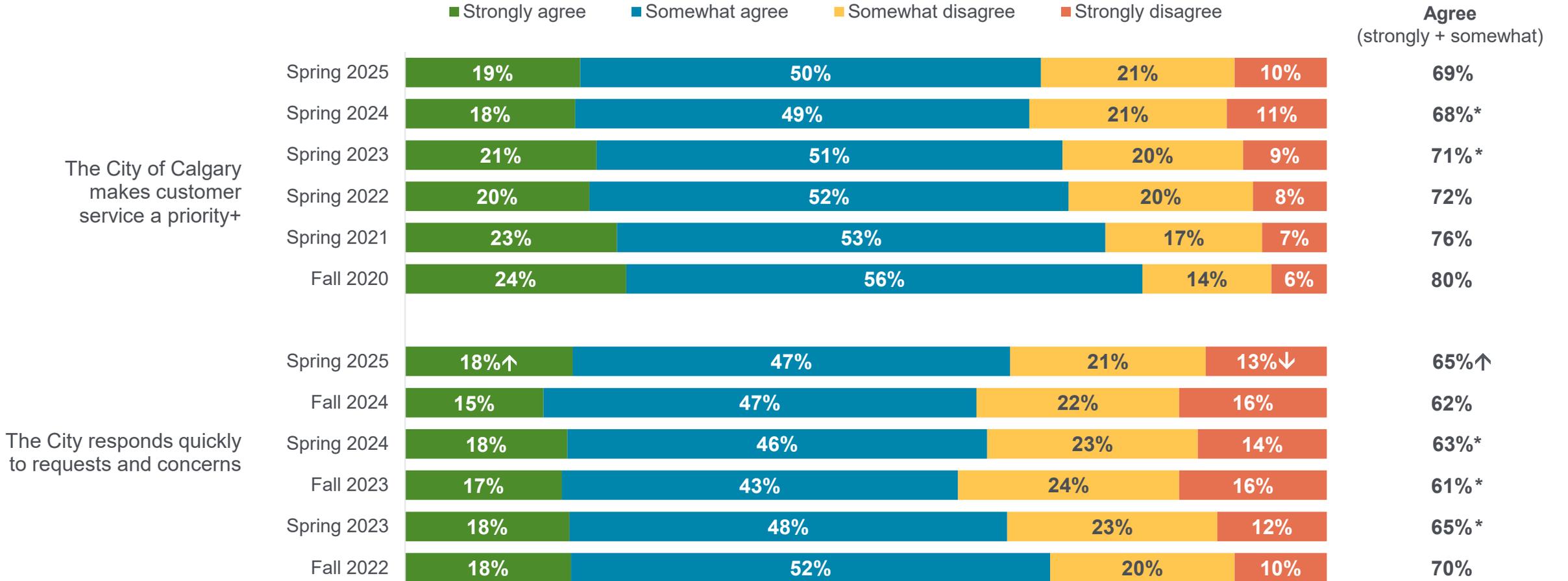


Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
Base: Valid respondents

Conducted only in spring beginning in 2021



Attitudes regarding customer service (continued)



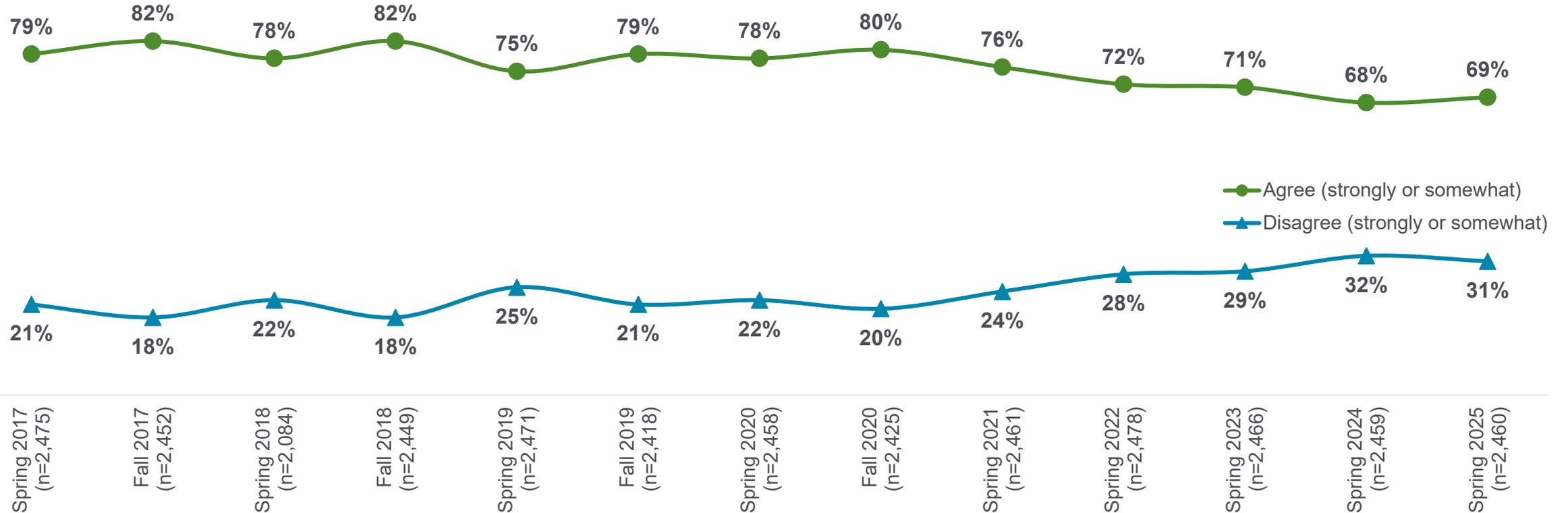
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
 Base: Valid respondents (bases vary)

+Spring wave only as of 2021
 *Rounding
 ↑/↓ Statistically higher/lower than spring 2024



Tracking – Making customer service a priority

The City of Calgary makes customer service a priority



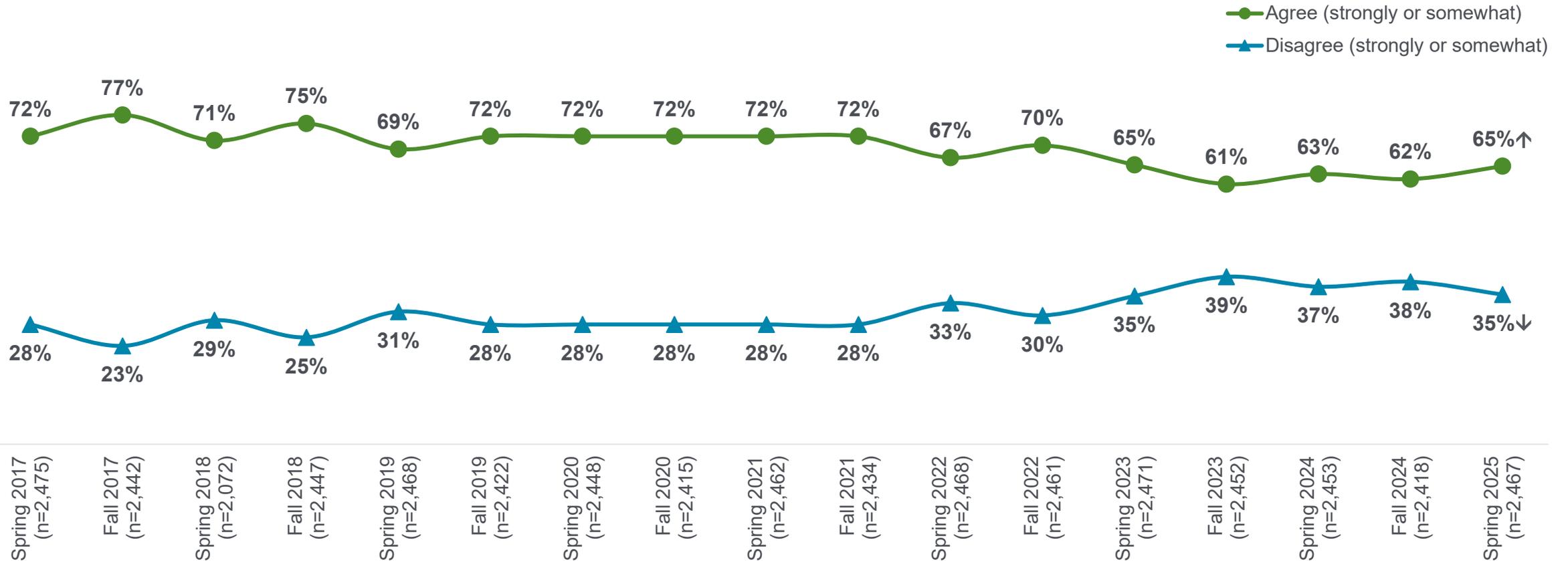
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
 Base: Valid respondents

Conducted only in spring beginning in 2021



Tracking – Customer service responsiveness

The City responds quickly to requests and concerns



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
Base: Valid respondents

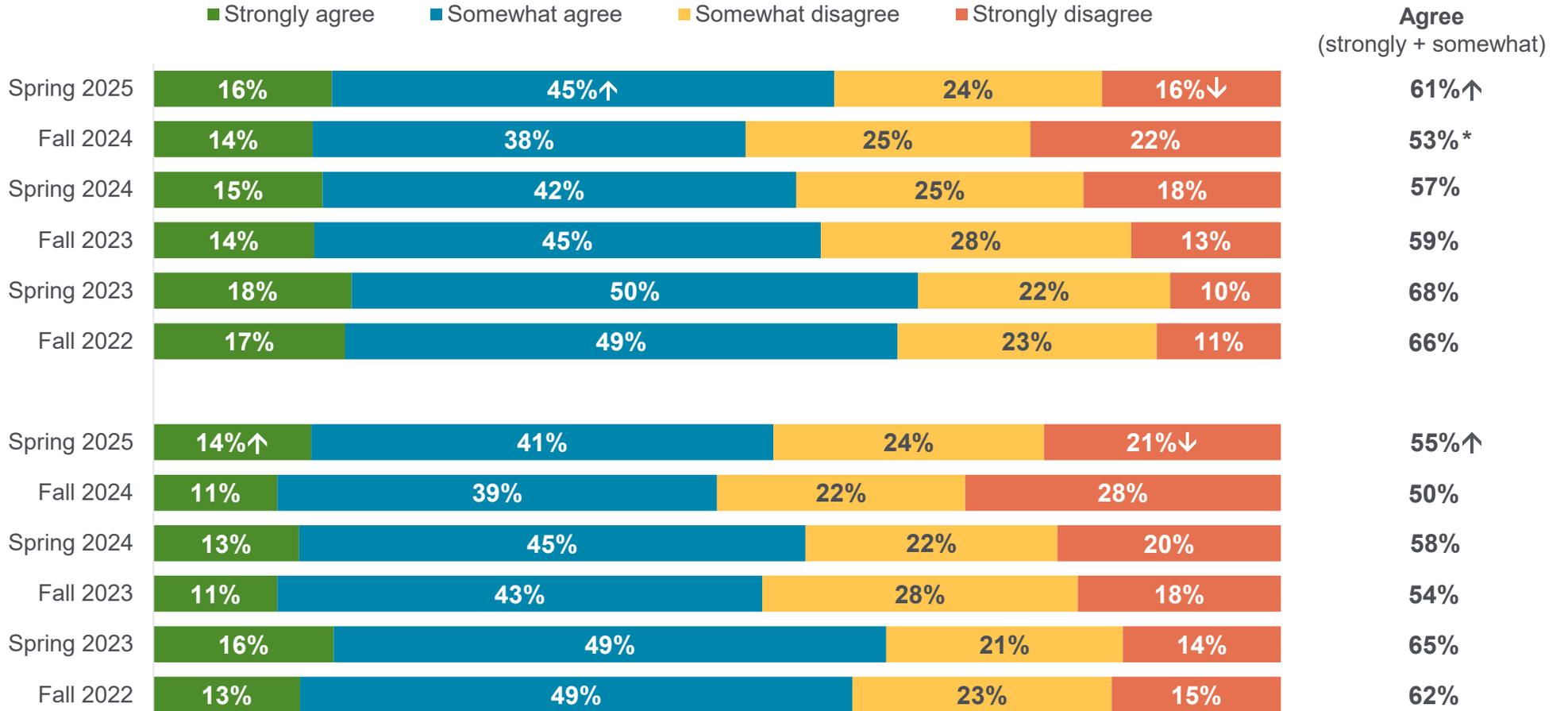
↑/↓ Statistically higher/lower than fall 2024



Perceptions of input

I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions

The City uses input from Calgarians in decision making about City projects and services



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.

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Base: Valid respondents (bases vary)

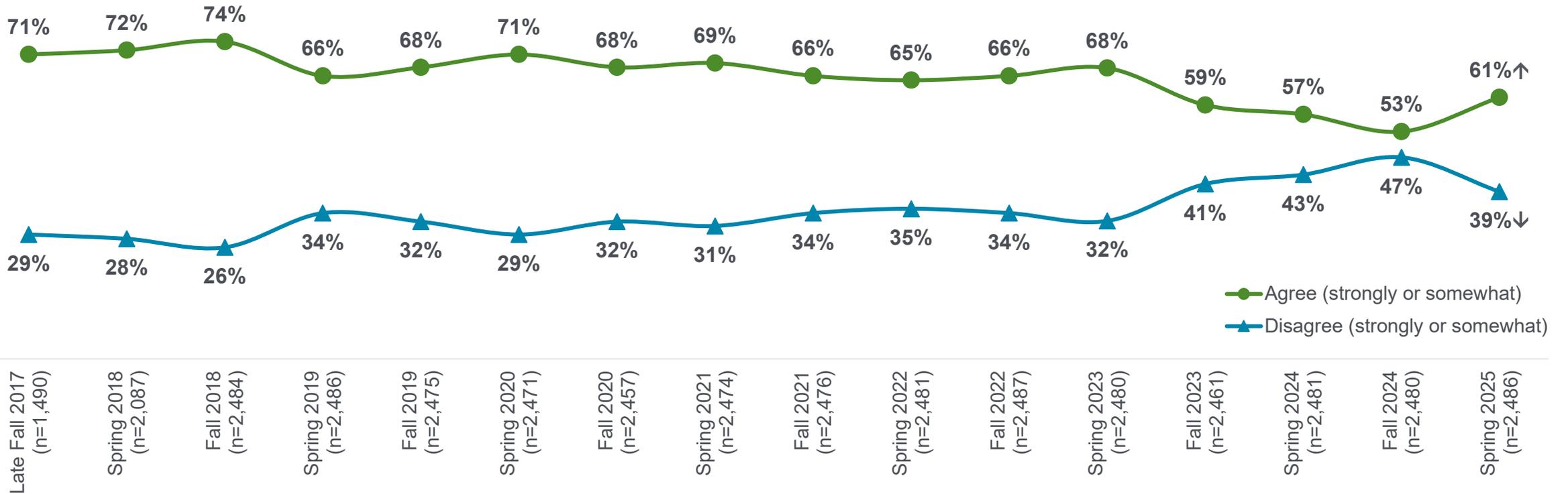
*Rounding

↑/↓ Statistically higher/lower than fall 2024



Tracking – Confidence in integration of Calgarians’ input

I am confident that The City of Calgary is working to improve how it includes Calgarians’ input into important decisions



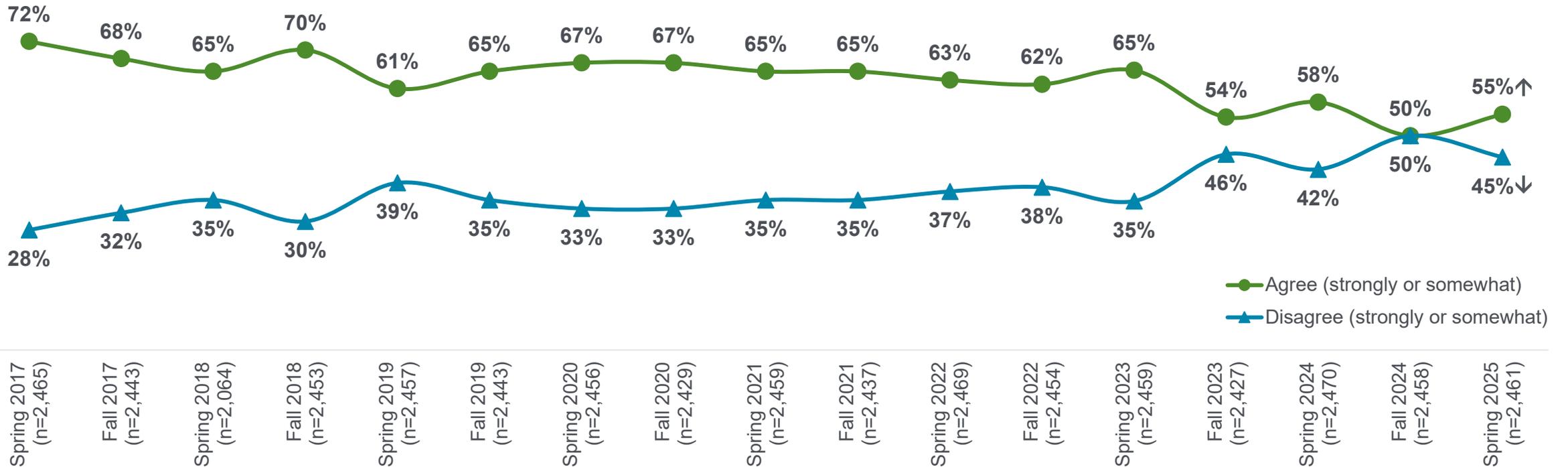
Q. Please tell me if you agree or disagree with each of the following statements.
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Tracking – Use of Calgarians’ input in decision making

The City uses input from Calgarians in decision making about City projects and services



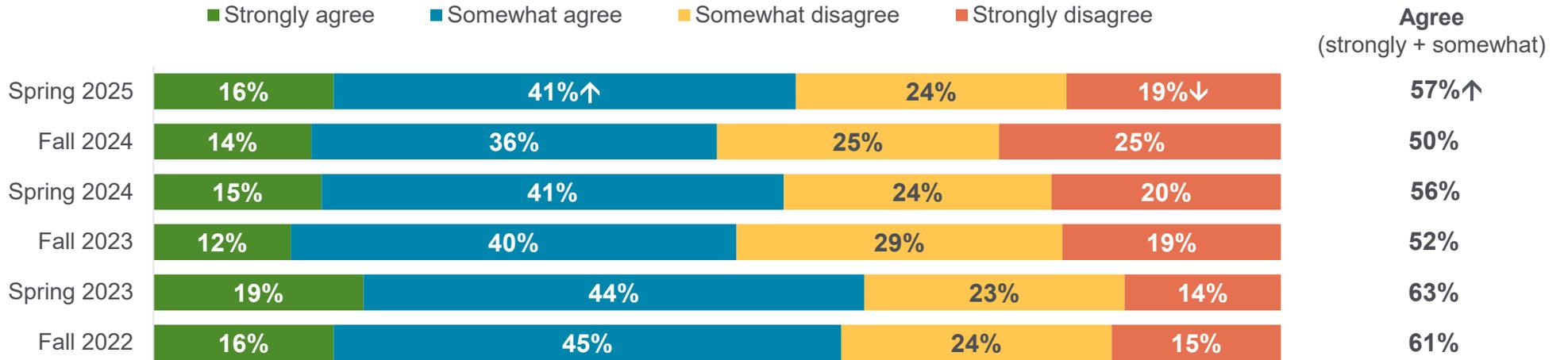
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024

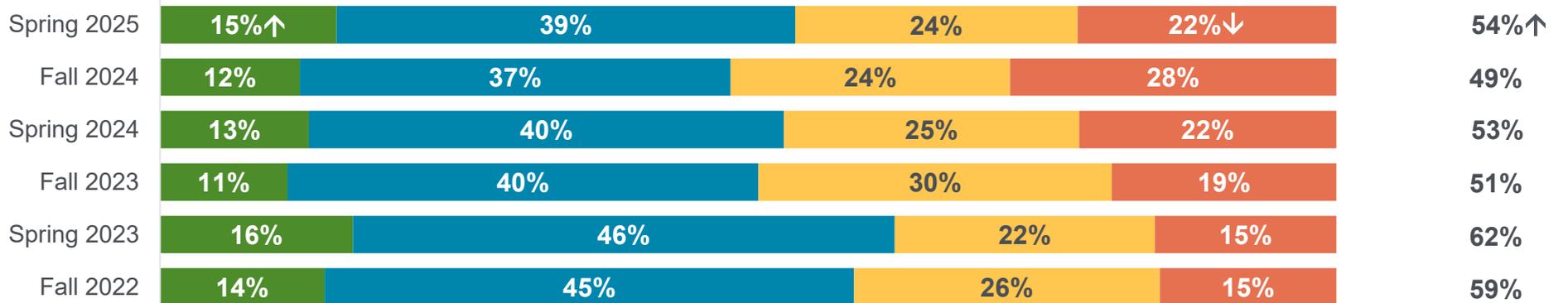


Perceptions of input (continued)

Calgarians have enough opportunities to provide input into decision making about City projects and services



The City allows Calgarians to have meaningful input into decision making



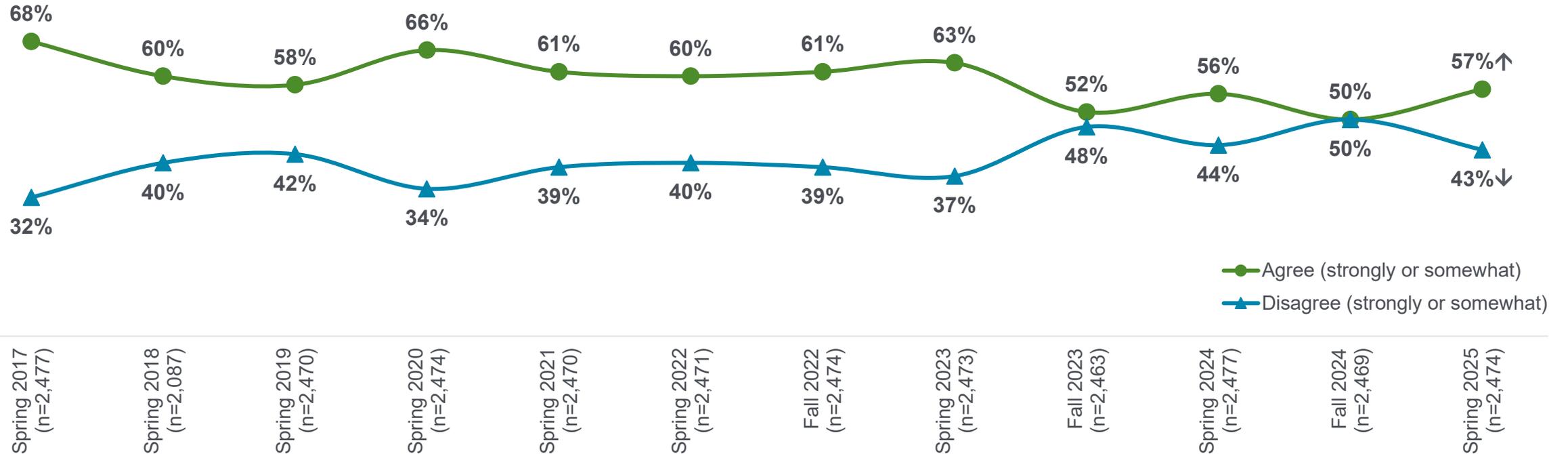
Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
Base: Valid respondents (bases vary)

↑/↓ Statistically higher/lower than fall 2024



Tracking – Enough opportunities for input

Calgarians have enough opportunities to provide input into decision making about City projects and services



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
Base: Valid respondents

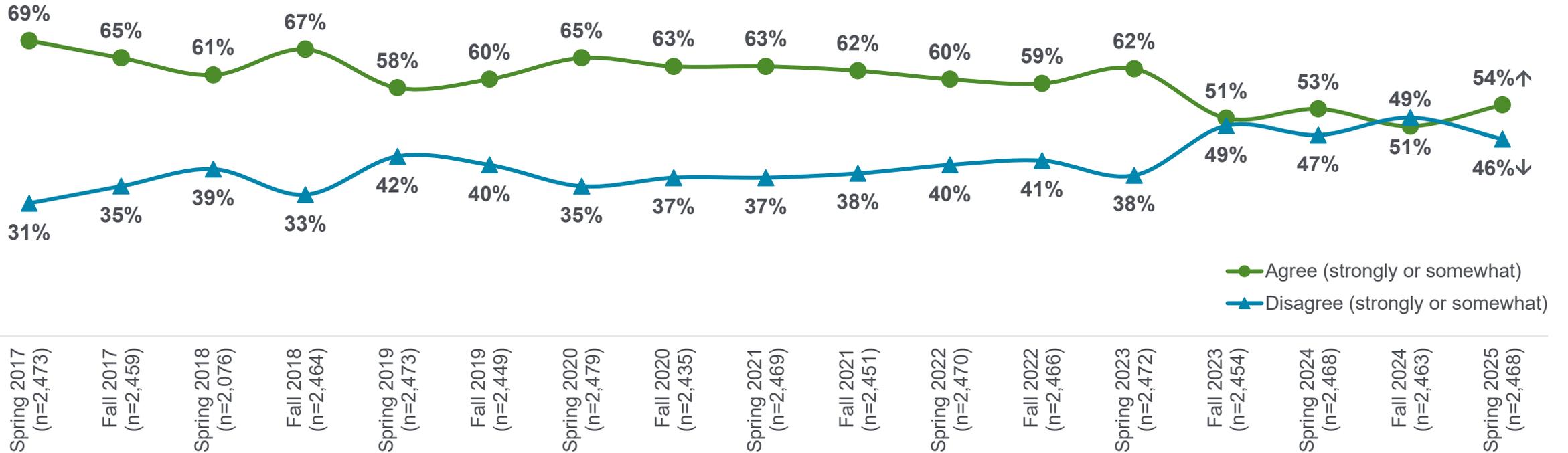
Not asked prior to spring 2017/Not asked in fall waves prior to 2022

↑/↓ Statistically higher/lower than fall 2024



Tracking – Allowing Calgarians to have meaningful input

The City allows Calgarians to have meaningful input into decision making



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Information from The City

Summary of findings: Information from The City

The majority of Calgarians find the information provided by The City to be easy to understand, trustworthy, and timely.

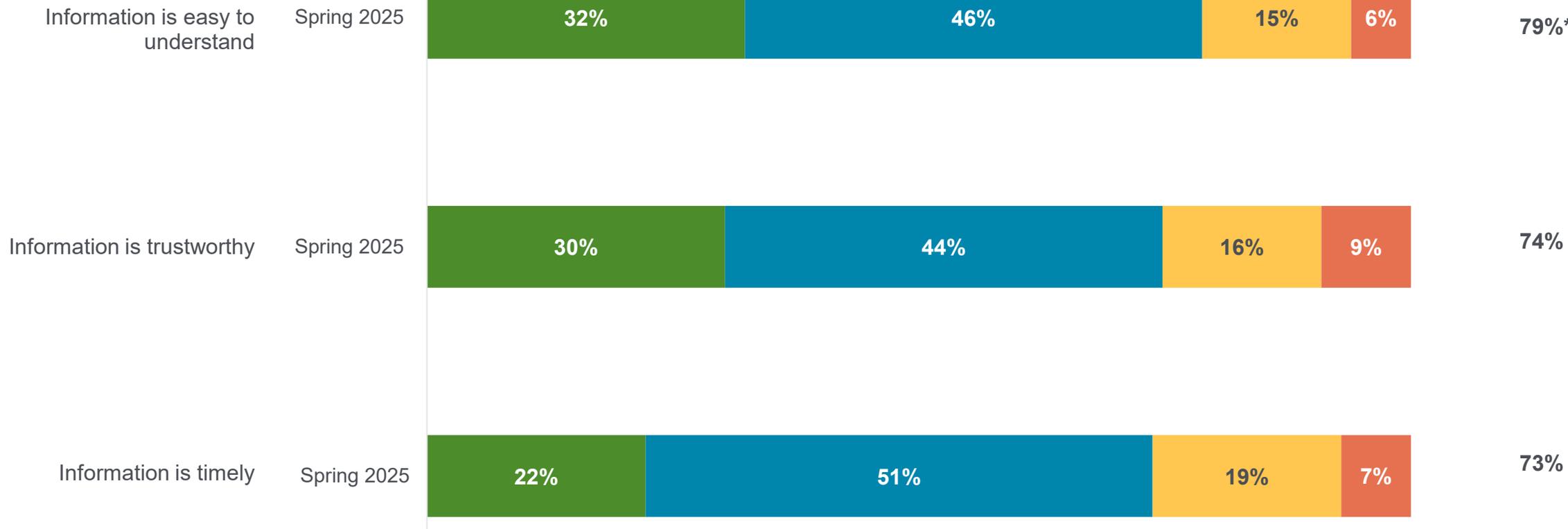
- New measures to the study introduced in spring 2025 paint a positive picture of how Calgarians perceive communication from The City.
- Nearly four-fifths (79%) of Calgarians agree that information from The City is easy to understand.
- Three-quarters (74%) believe information from The City is trustworthy.
- A similar proportion (73%) agree that information from The City is timely.



Information received from The City

■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

Agree
(strongly + somewhat)



Q. To what extent do you agree or disagree with the following statements.
Base: Valid respondents (bases vary)

+New questions added spring 2025

*Rounding



City reputation and performance

Summary of findings: City reputation and performance

Trust in The City of Calgary and satisfaction with its performance show significant improvement.

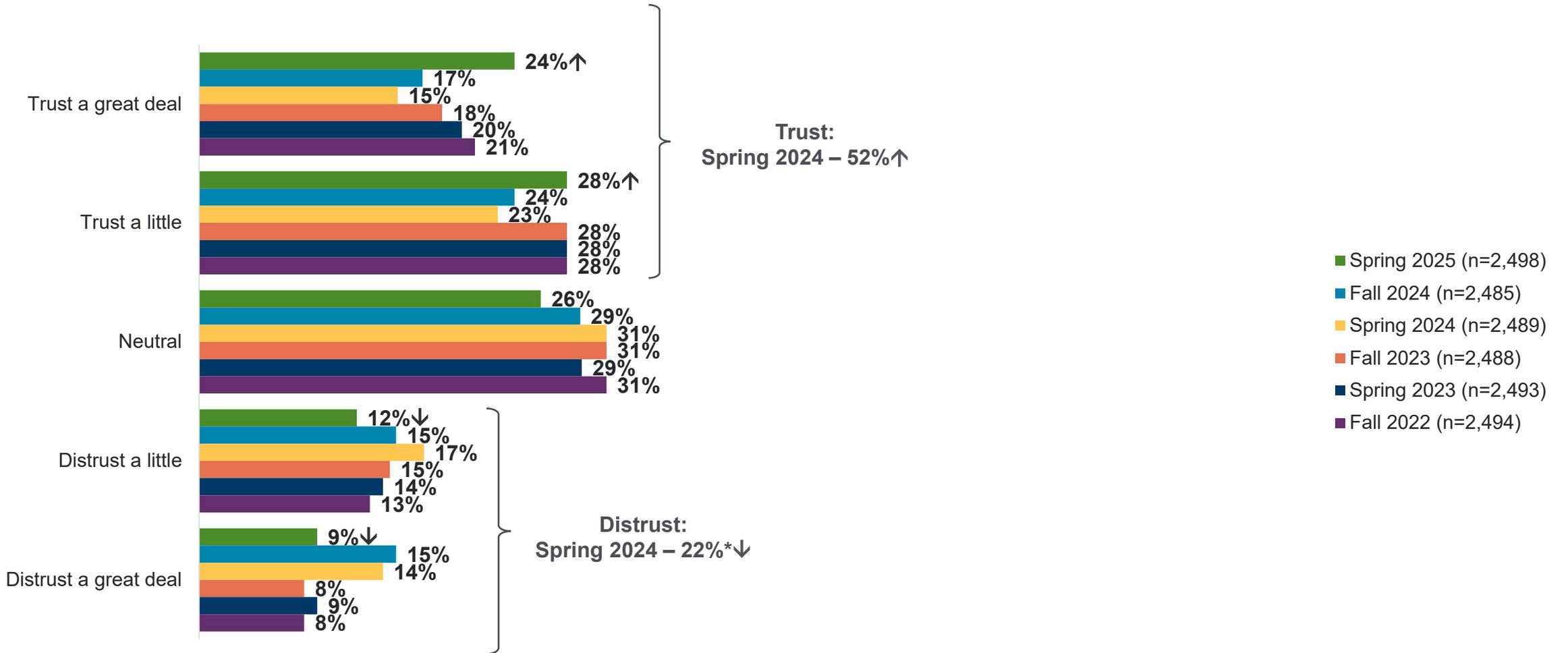
- Trust in the municipal government has seen a significant increase since fall 2024. More than half (52%) of Calgarians now say they have trust in The City of Calgary, up from lows seen in fall 2024 (41%) and spring 2024 (38%). Correspondingly, 'distrust' in The City is down statistically to 22%, which is lower than fall 2024 (30%) and spring 2024 (32%).
- Similarly, spring 2025 shows higher satisfaction with the way the city is being run. More than three-fifths (63%) of Calgarians are satisfied with the overall performance of The City, including Council and Administration, an increase from fall 2024 (53%) and spring 2024 (59%).
- Seven-in-ten Calgarians (70%) are satisfied with the performance of the City Administration on its own, up from fall 2024 (63%) and consistent with spring 2024 (71%). About half of Calgarians (52%) are satisfied with City Council performance on its own, which has improved from both fall 2024 (46%) and spring 2024 (49%).
- Three-quarters (75%) of Calgarians understand the roles and responsibilities of City Council compared to those of City Administration, consistent with spring 2024 (72%).
- Other measures show improvement over fall and spring 2024 as well. Nearly two-thirds (64%) of Calgarians believe The City practices open and accessible government, up from fall 2024 (56%) and spring 2024 (61%). Three-fifths (61%) agree City Council and Administration work collaboratively to make the best decisions for Calgary's future, an increase from fall 2024 (54%) and spring 2024 (58%).
- Further, more than half (52%) of Calgarians feel The City manages its spending responsibly, up from fall 2024 (45%) and spring 2024 (48%).

Many Calgarians show confidence in The City's expertise, but they have more mixed opinions on its focus and accountability.

- New questions introduced in spring 2025 to evaluate government competence, beneficence, and integrity show that Calgarians have broadly positive perceptions.
- Two-thirds (67%) believe that The City has the expertise to make sound decisions on important issues. Although, there appears to be a gap between this confidence and the perception of whether The City focuses on matters that Calgarians consider important, with only around one-half (55%) feeling The City focuses on things important to them.
- When it comes to The City's decision-making and accountability, opinions are closer aligned. Nearly two-thirds (63%) of Calgarians feel that The City's decisions are focused on their needs, while three-fifths (59%) believe that The City is truly accountable for its actions.
- Government integrity measures show moderately positive results. Three-fifths (60%) of Calgarians agree that The City can be relied on to do what it says it will do, while more than half (55%) agree that The City is transparent in its decision-making.



Trust in The City of Calgary



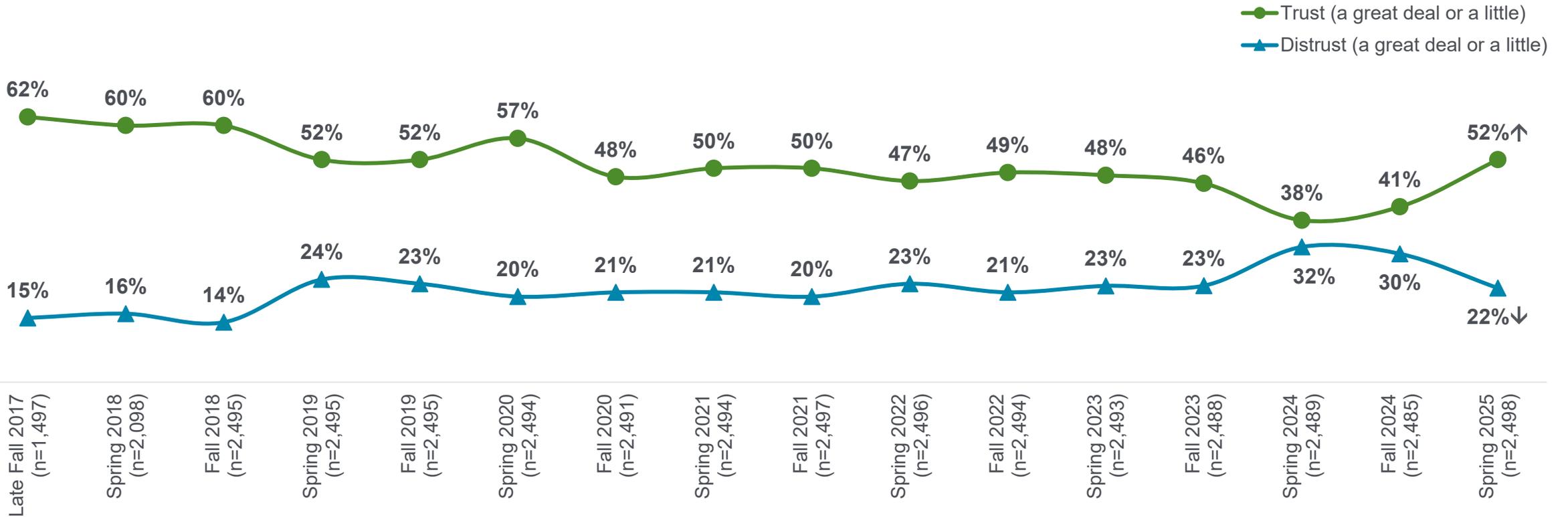
Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?
Base: Valid respondents

*Rounding
↑/↓ Statistically higher/lower than fall 2024



Tracking – Trust in The City of Calgary

Trust/distrust The City of Calgary

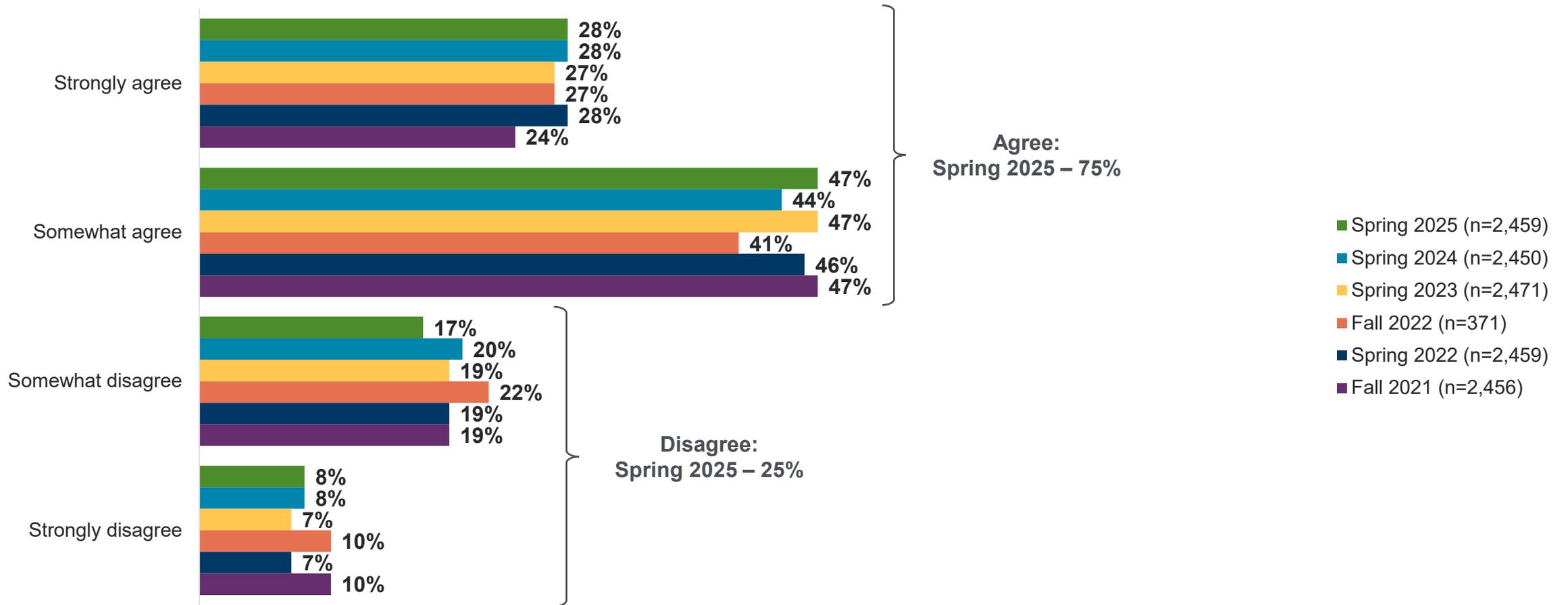


Q. Considering all the things you think are important, how much do you trust or distrust The City of Calgary?
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Understanding of municipal roles



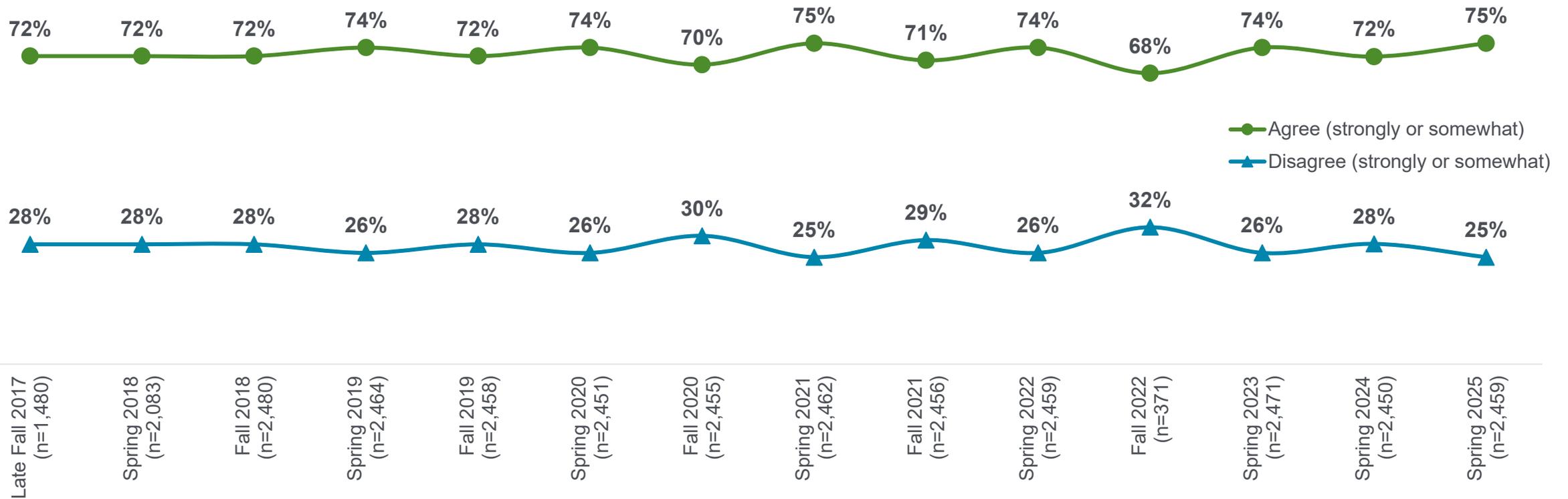
Q. Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.+
Base: Valid respondents

+ Not asked in fall 2024 and fall 2023



Tracking – Understanding of municipal roles

I understand the roles and responsibilities of City Council compared to those of City Administration



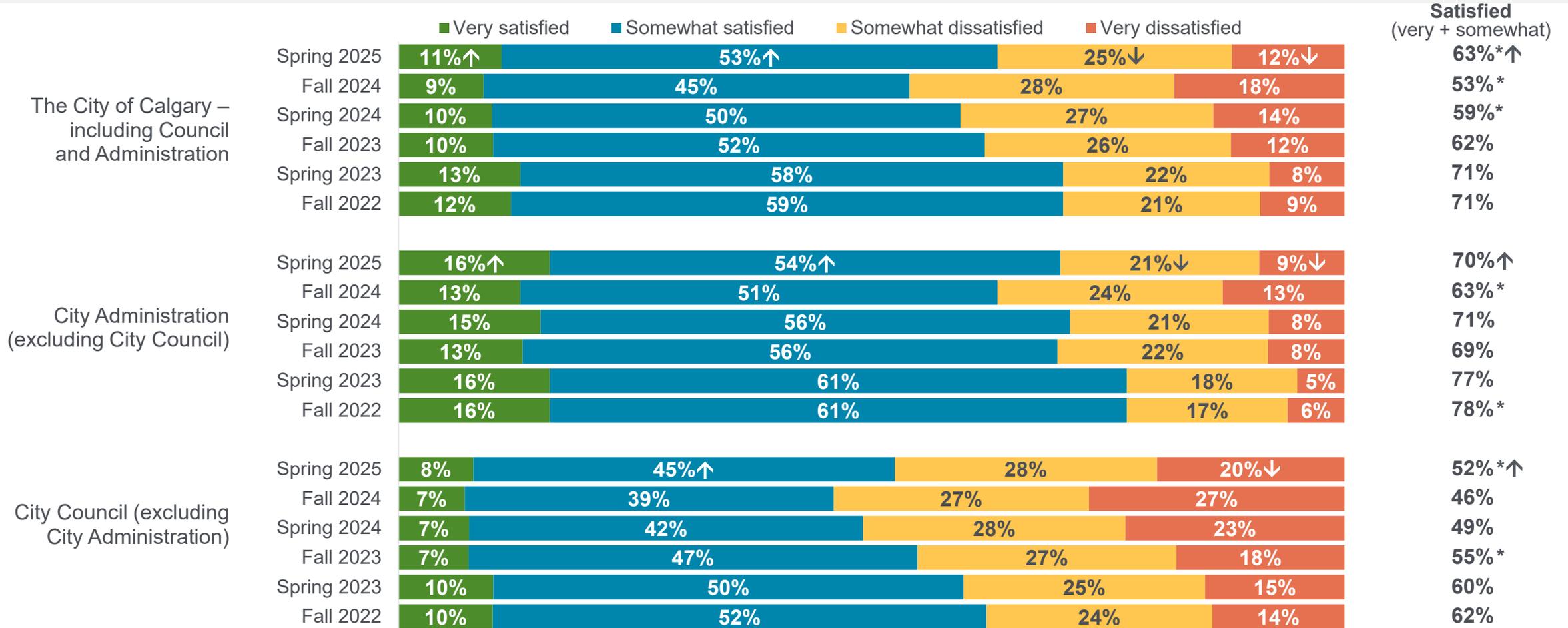
Q. Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I understand the roles and responsibilities of City Council compared to those of City Administration.
Base: Valid respondents

Conducted only in spring beginning in 2022



Perceptions about City performance

As you may know, **City Council** is made up of elected officials who are the legislative body that govern The City. While **City Administration** is made up of non-elected employees at The City who are responsible for the management and running of local services. In other words, public servants who administer services, facilities, safety and infrastructure for communities.



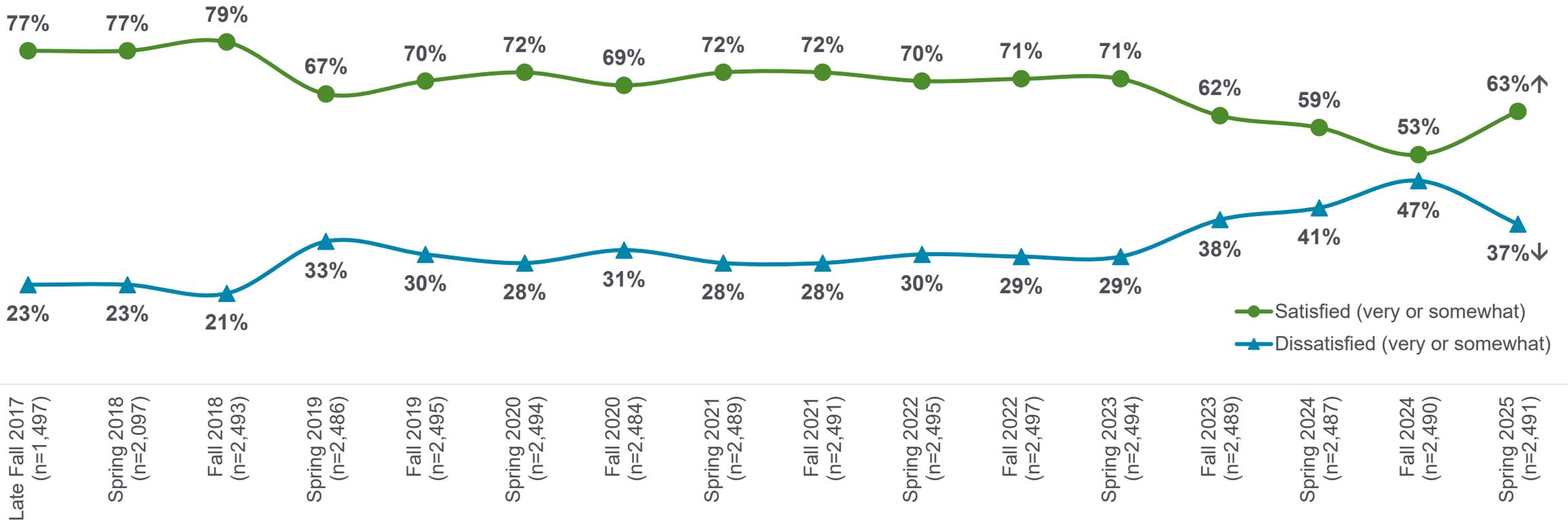
Q. Taking everything into account, how satisfied or dissatisfied are you with the way [INSERT] is going about running our city?
 Q. Thinking about Calgary's City Administration, excluding Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?
 Base: Valid respondents (bases vary)

*Rounding
 ↑/↓ Statistically higher/lower than fall 2024



Tracking – City of Calgary performance

Satisfaction with the way The City of Calgary – including Council and Administration as a whole – is running our city



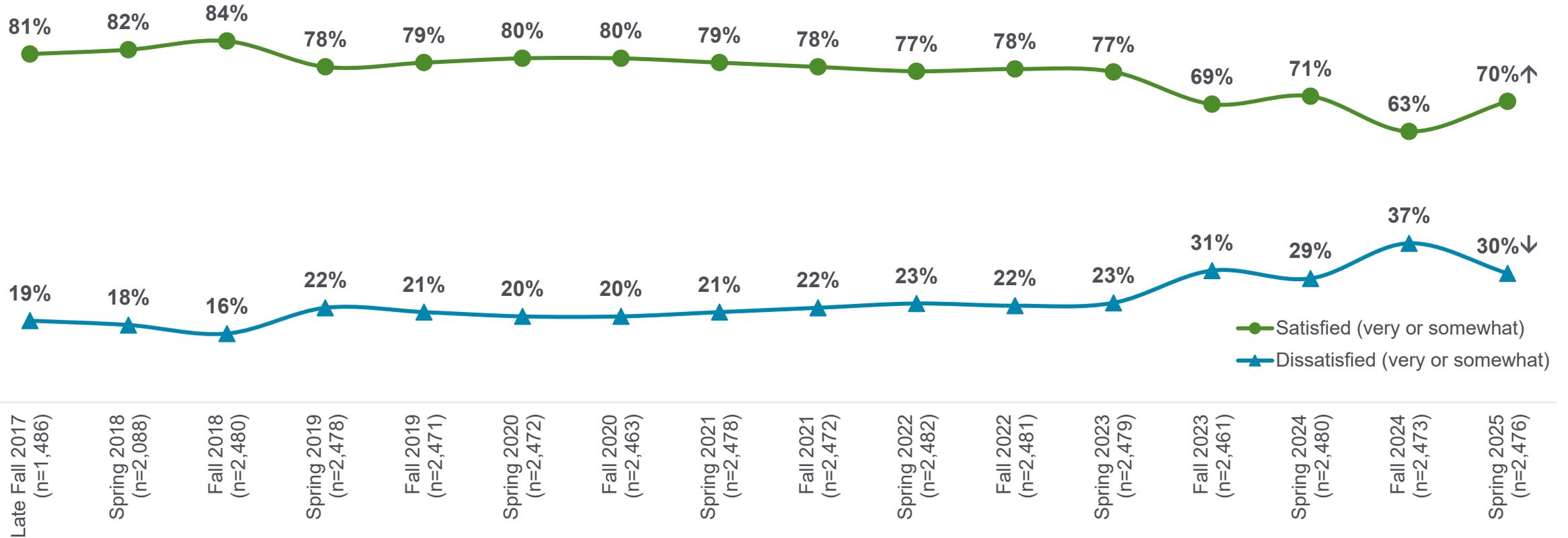
Q. Taking everything into account, how satisfied or dissatisfied are you with the way The City of Calgary – including Council and City Administration as a whole – is going about running our City? Are you...?
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Tracking – Performance of City Administration

Satisfaction with the way Calgary’s City Administration, excluding Council, is running our city



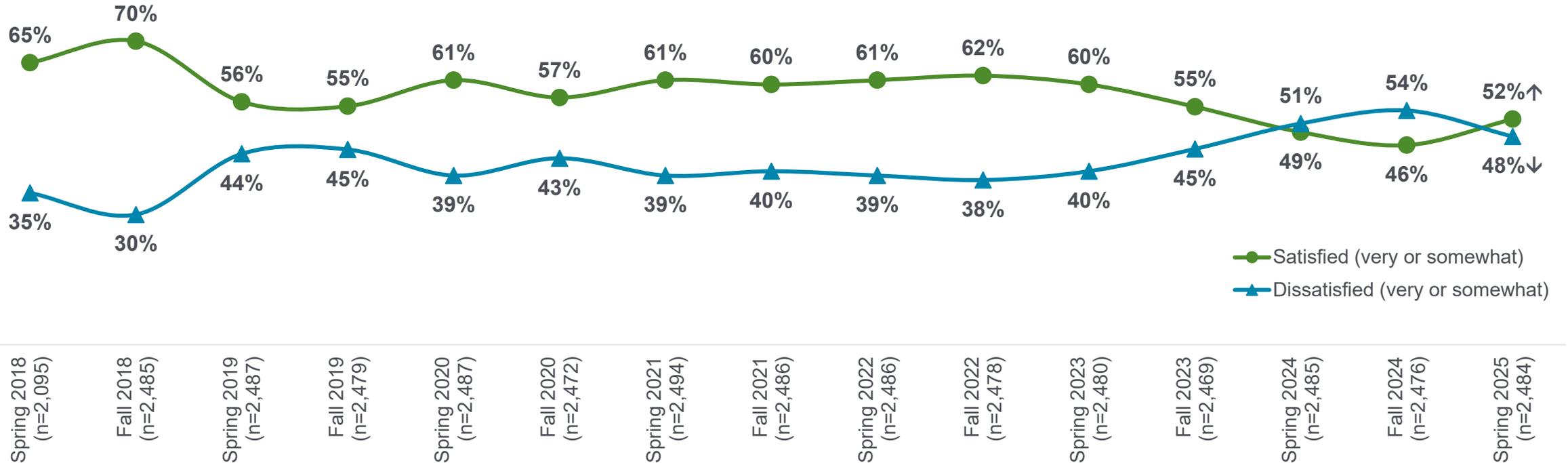
Q. Thinking about Calgary’s City Administration, excluding Council, how satisfied or dissatisfied are you with the way City Administration is going about running our City?
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Tracking – Performance of City Council

Satisfaction with the way Calgary’s City Council, excluding City Administration, is running our city



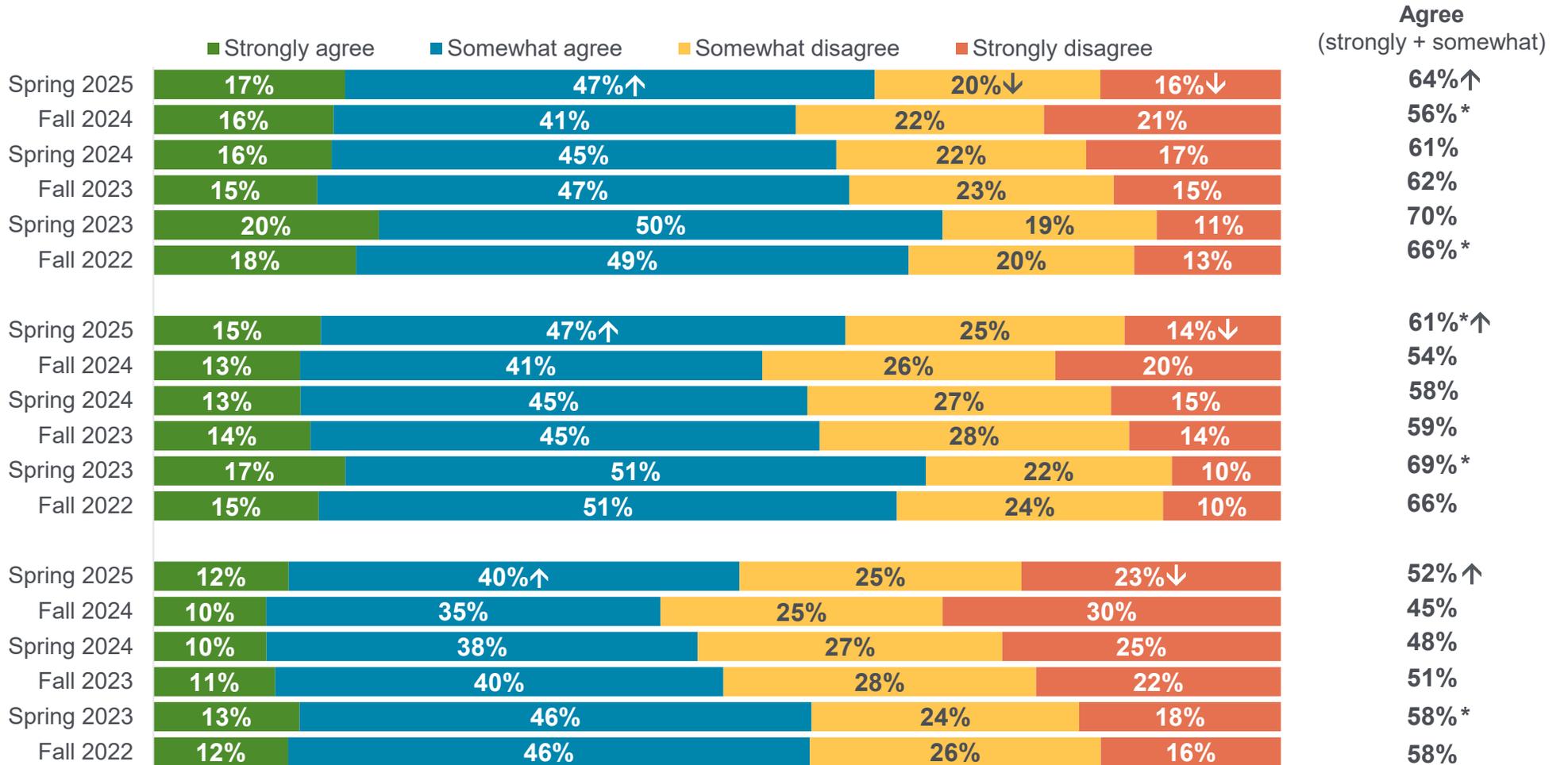
Q. Thinking about Calgary’s City Council, excluding City Administration, how satisfied or dissatisfied are you with the way City Council is going about running our City?
 Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Attitudes regarding The City

The City of Calgary practices open and accessible government



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.

Q. Please tell me if you agree or disagree with each of the following statements.

Base: Valid respondents (bases vary)

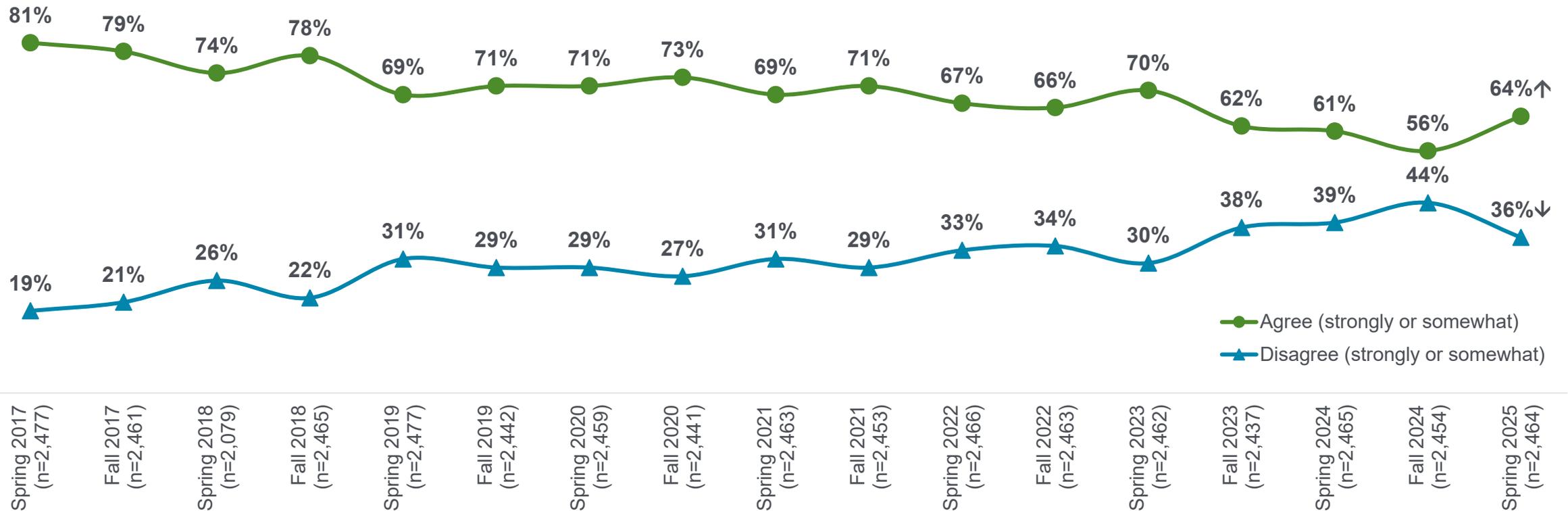
*Rounding

↑/↓ Statistically higher/lower than fall 2024



Tracking – Open and accessible government

The City of Calgary practices open and accessible government



Q. Thinking about your dealings with The City of Calgary, your general impressions and things you may have read, seen or heard, please tell me if you agree or disagree with each of the following statements.

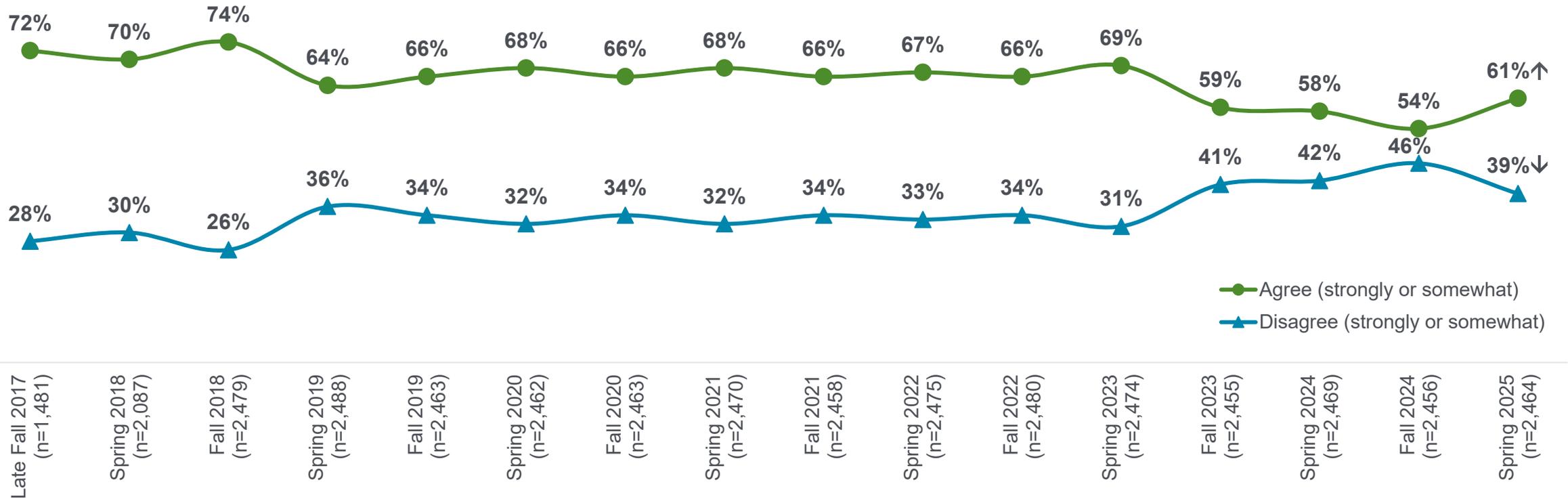
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Tracking – City Council and City Administration work collaboratively

I believe that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary



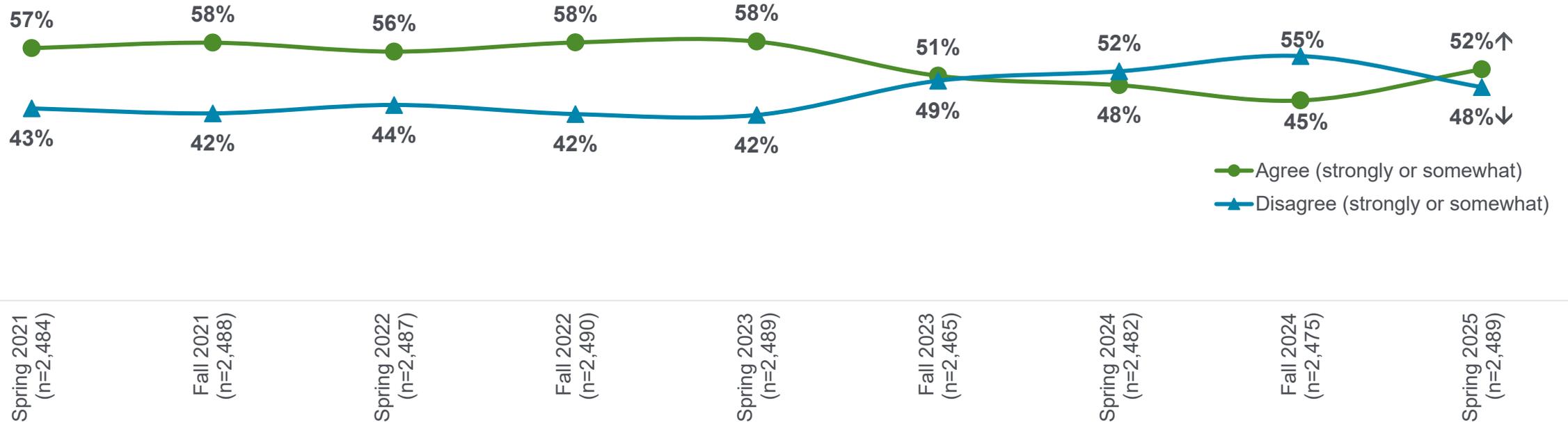
Q. Please tell me if you agree or disagree with each of the following statements.
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Tracking – The City manages its spending in a responsible way

The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians



Q. Please tell me if you agree or disagree with each of the following statements.
Base: Valid respondents

↑/↓ Statistically higher/lower than fall 2024



Government competence

■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

Agree
(strongly + somewhat)

The City has the expertise to make the right decisions about important issues facing Calgary

Spring 2025



67%

The City focuses on the things that are important to me

Spring 2025



55%*

Q. And to what extent do you agree or disagree with each of these statements.
Base: Valid respondents (bases vary)

+New questions added spring 2025

*Rounding



Government beneficence

■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

Agree
(strongly + somewhat)

The City's decisions are focused on the needs of Calgarians

Spring 2025



63%*

The City of Calgary is accountable for its actions

Spring 2025



59%

Q. And to what extent do you agree or disagree with each of these statements.
Base: Valid respondents (bases vary)

+New questions added spring 2025

*Rounding



Government integrity

■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

Agree
(strongly + somewhat)

The City can be relied on to do what it says it will do

Spring 2025



60%*

The City is transparent in its decision-making

Spring 2025



55%

Q. And to what extent do you agree or disagree with each of these statements.
Base: Valid respondents (bases vary)

+New questions added spring 2025

*Rounding



The City and the environment

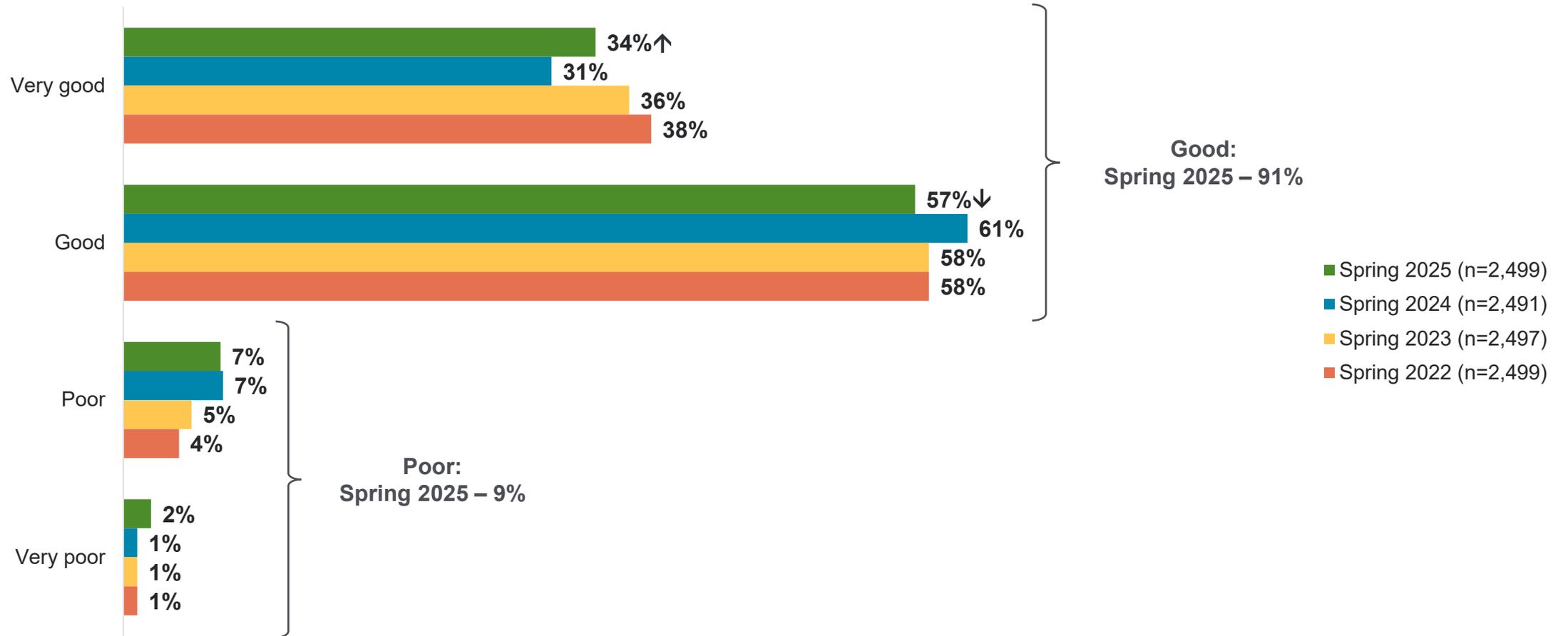
Summary of findings: The City and the environment

The current state of Calgary's environment is rated positively, with growing appreciation for The City's environmental initiatives. Support for climate action remains steady, with most Calgarians acknowledging its local impact.

- The overall state of Calgary's environment is rated as 'good' by the vast majority of Calgarians (91%), a sentiment that remains unchanged from spring 2024 (92%).
- Satisfaction with The City's environmental protection efforts has seen an uptick. More than four-fifths of Calgarians (84%) are satisfied with the job The City is doing to protect the environment, a statistical improvement from spring 2024 (81%).
- The City's programs and services aimed at helping Calgarians reduce their environmental impact are well-received. Nearly four-fifths (78%) are satisfied with these initiatives, a statistical increase from spring 2024 (71%).
- Views on climate change action remain steady. More than three-fifths of Calgarians (63%) believe The City should do more to fight climate change, a figure that holds steady from spring 2024 (62%).
- Perceptions of climate change impacts are consistent with previous findings. More than two-thirds (69%) of Calgarians believe climate change is affecting Calgarians' quality of life daily and that it will harm them personally in their lifetime (68%). Both of these figures are consistent with spring 2024 (66% and 67%, respectively).
- Meanwhile, less than two-fifths (37%) of Calgarians believe that the effects of climate change are overblown and will not have much impact on our lives, unchanged from spring 2024.



Overall state of Calgary's environment



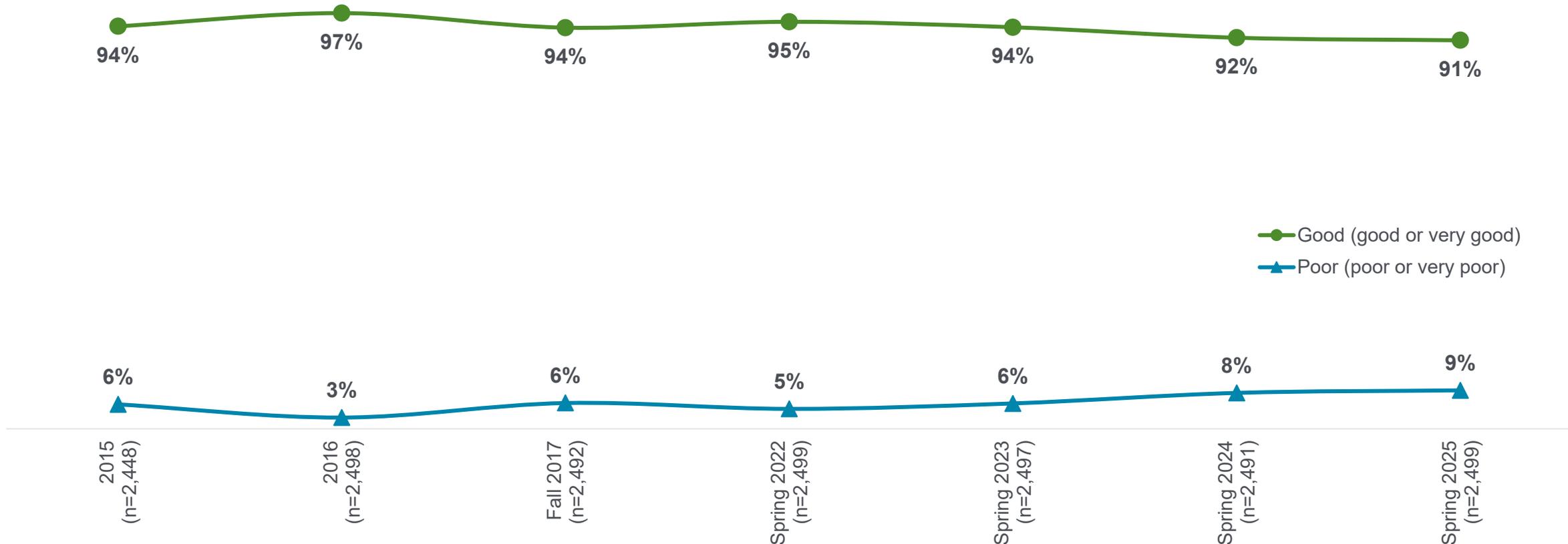
Q. Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?
 Base: Valid respondents

All waves conducted in spring
 ↑/↓ Statistically higher/lower than spring 2024



Tracking – Overall state of Calgary’s environment

Overall state of Calgary’s environment today

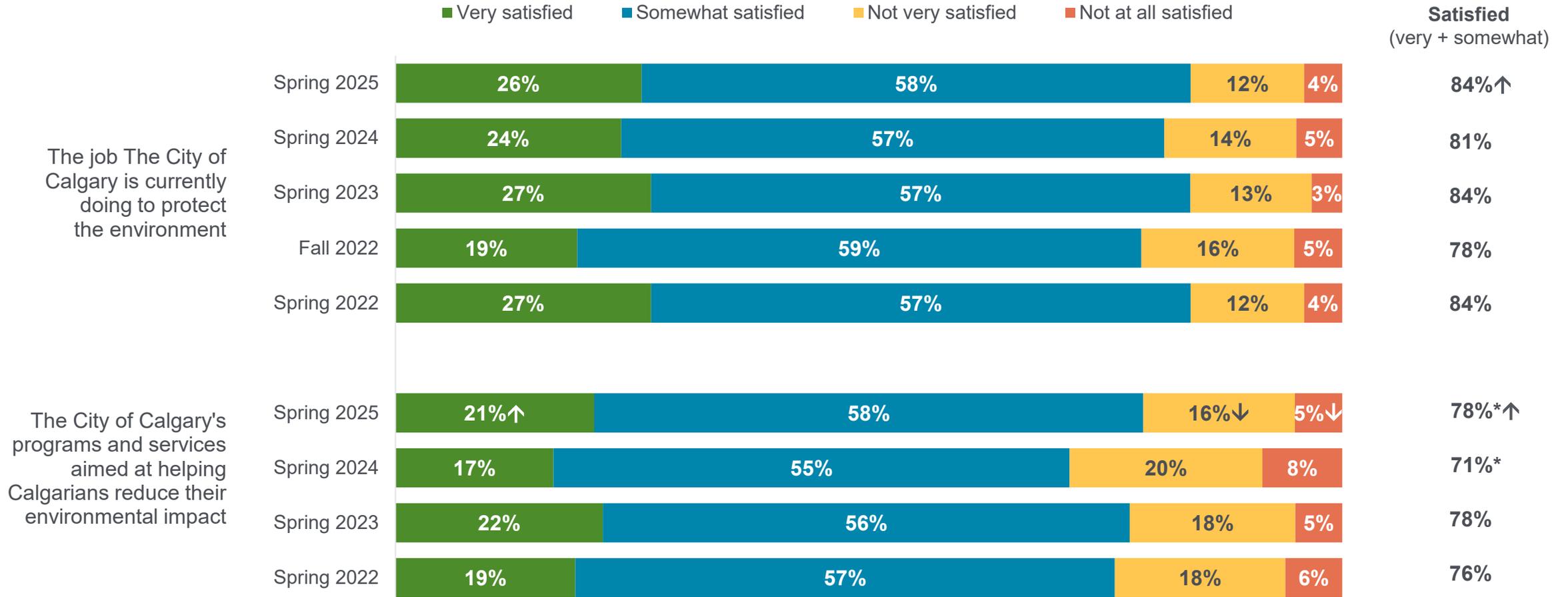


Q. Thinking about things such as air, water and land quality in the city, how would you rate the overall state of Calgary's environment today?
 Base: Valid respondents

All waves conducted in spring



Satisfaction with City of Calgary environmental initiatives



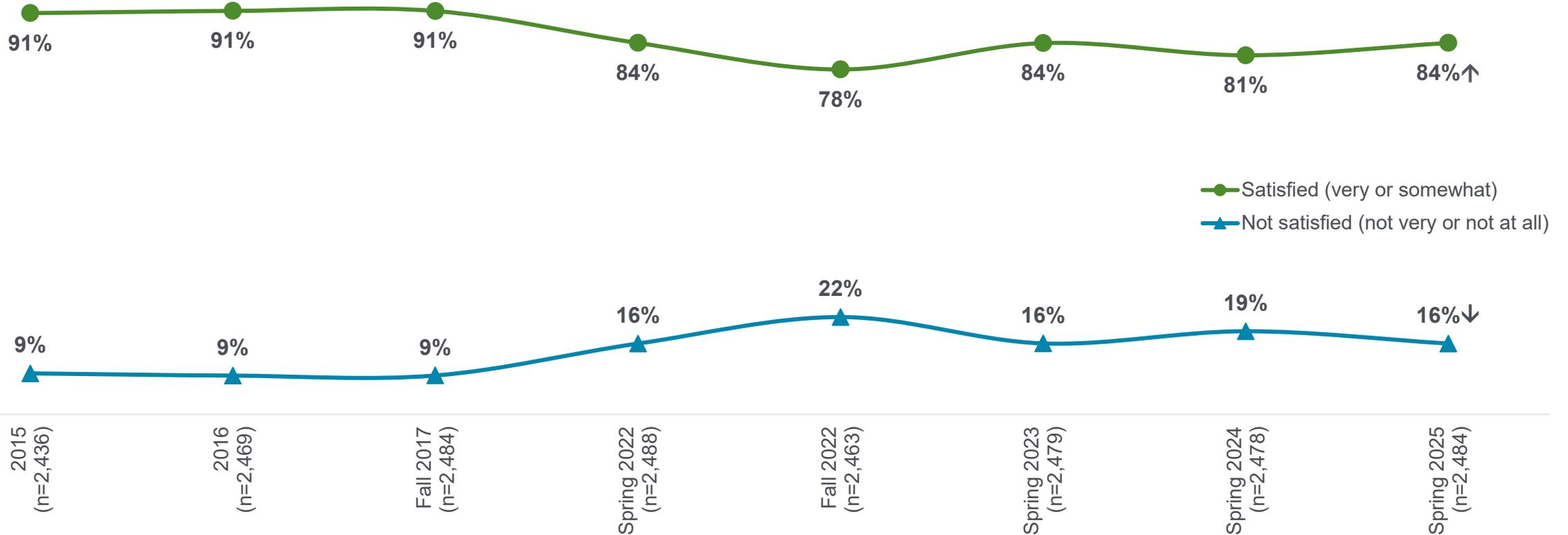
Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?
 Q. How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?
 Base: Valid respondents (bases vary)

*Rounding
 ↑/↓ Statistically higher/lower than spring 2024



Tracking – Satisfaction with The City in protecting the environment

Satisfaction with the job The City of Calgary is currently doing to protect the environment



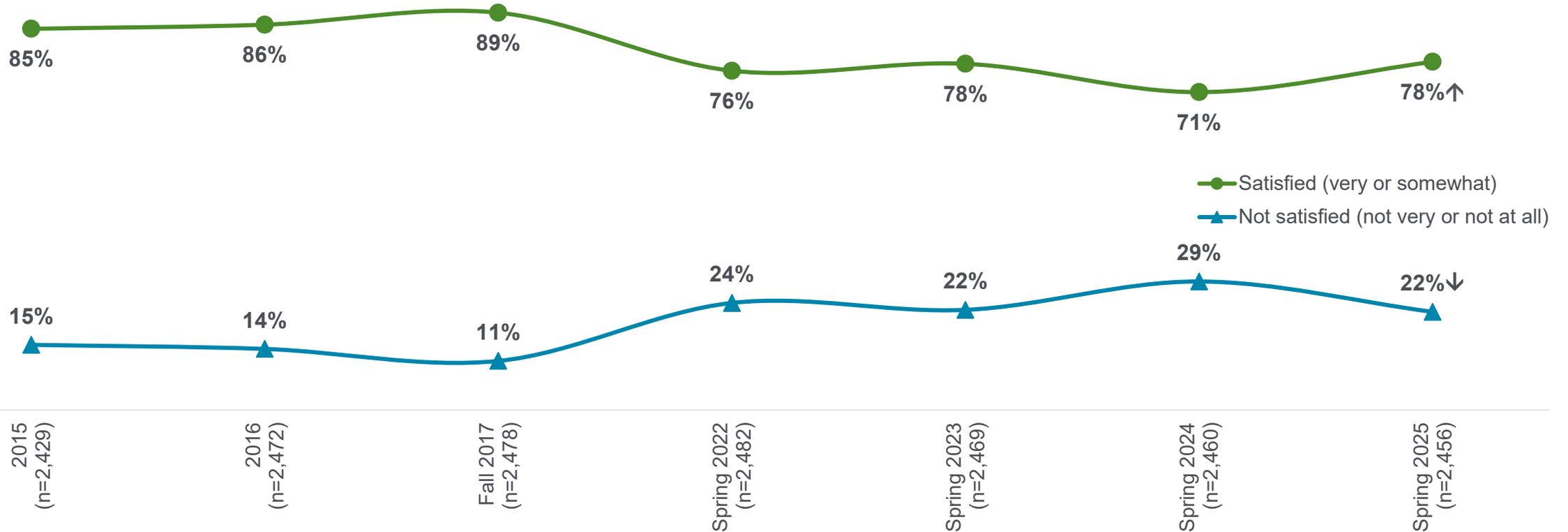
Q. How satisfied are you with the job The City of Calgary is currently doing to protect the environment?
 Base: Valid respondents

↑/↓ Statistically higher/lower than spring 2024



Tracking – Satisfaction with The City helping Calgarians reduce environmental impact

Satisfaction with The City of Calgary’s programs and services aimed at helping Calgarians reduce their environmental impact

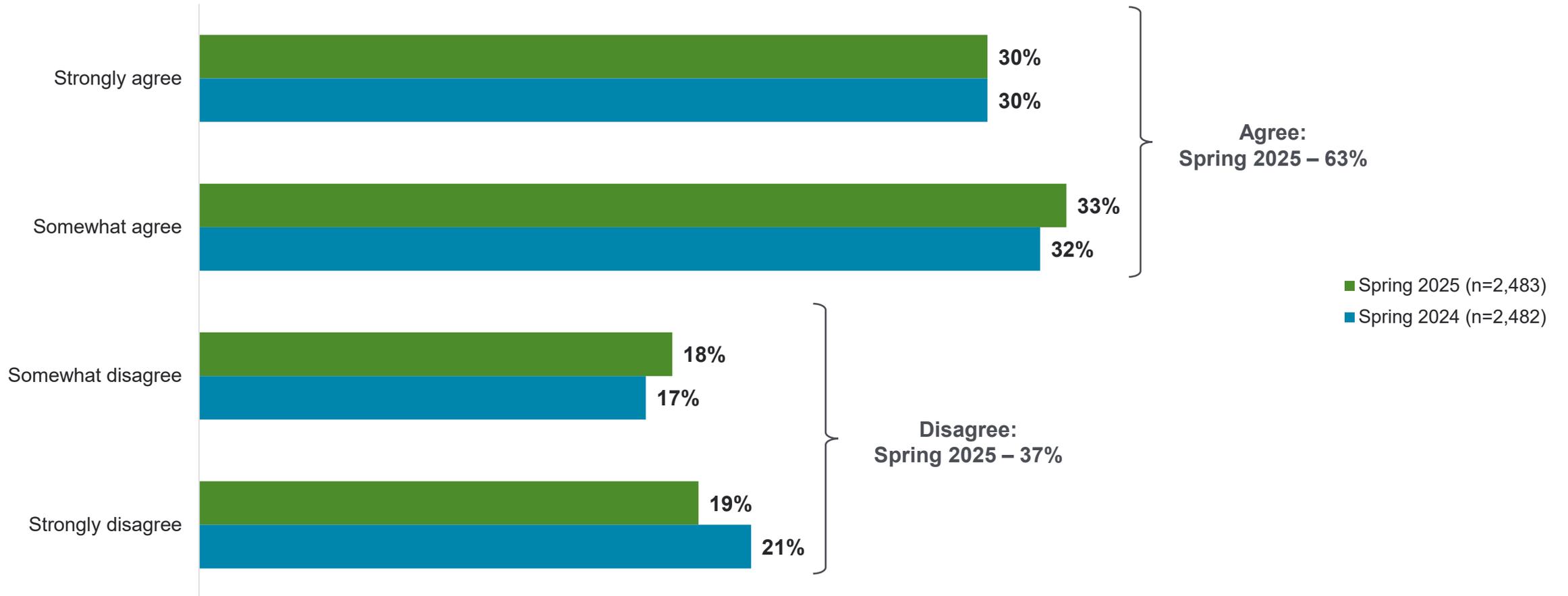


Q. How satisfied are you with The City of Calgary’s programs and services aimed at helping Calgarians reduce their environmental impact?
 Base: Valid respondents

↑/↓ Statistically higher/lower than spring 2024



The City should do more to fight climate change

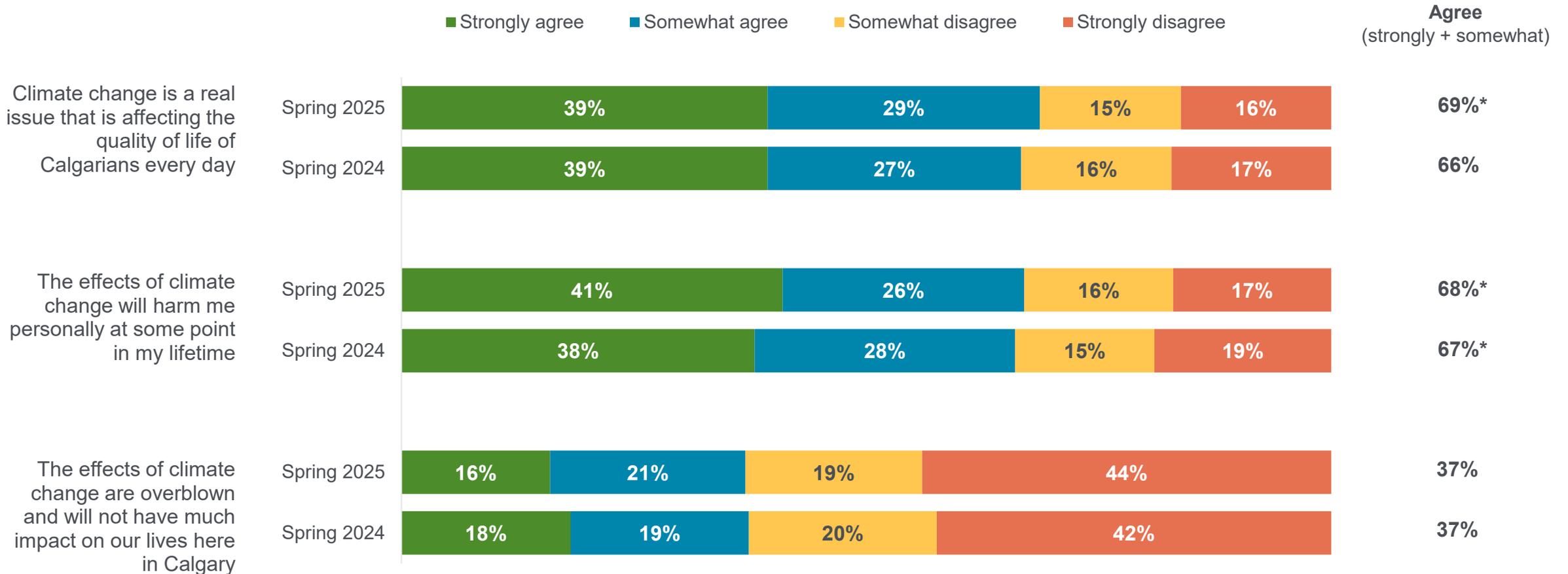


Q. To what extent do you agree or disagree that The City of Calgary municipal government should do more in the fight against climate change?
 Base: Valid respondents

Question added Spring 2024



Agreement with climate change statements



Q. I am going to read you a few statements, and I would like you to tell me the extent to which you agree or disagree with each one.
 Base: Valid respondents (bases vary)

Questions added Spring 2024
 *Rounding



Transit

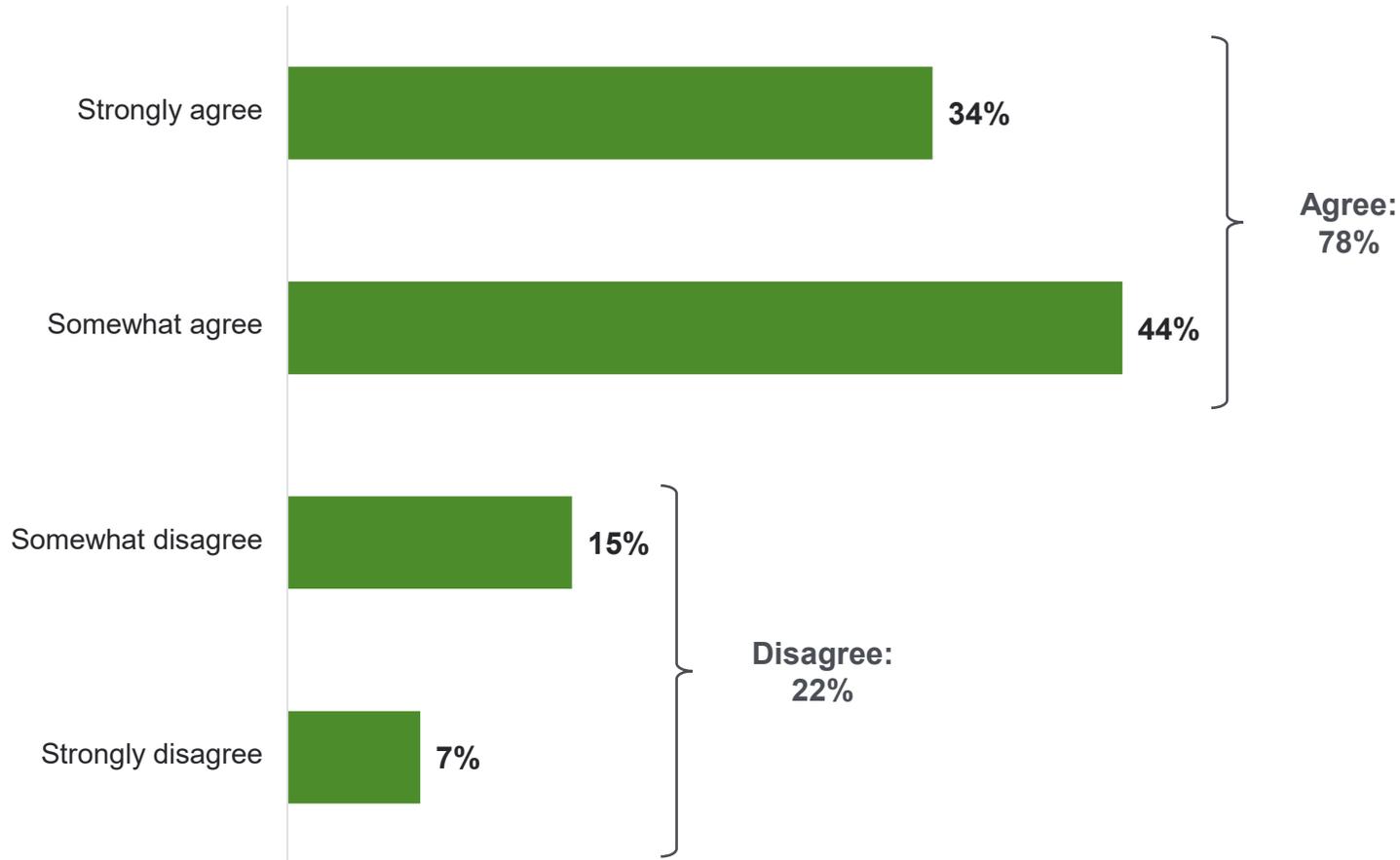
Summary of findings: Transit

Calgarians generally view public transit positively and support the Green Line project.

- More than three-quarters (78%) of Calgarians agree that Calgary Transit is easy to use.
- Relatively fewer (70%) Calgarians agree that Calgary Transit's network gets Calgarians where they need to go.
- Support for the Green Line LRT project remains high, though it has decreased slightly. Nearly nine-in-ten (86%) agree the Green Line will be an important addition to Calgary's transportation network, statistically lower than spring 2024 (89%).
- Similarly, 83% believe the Green Line LRT will enable Calgarians to better connect with people, places and services, a statistical decrease from spring 2024 (86%).



Transit is easy to use

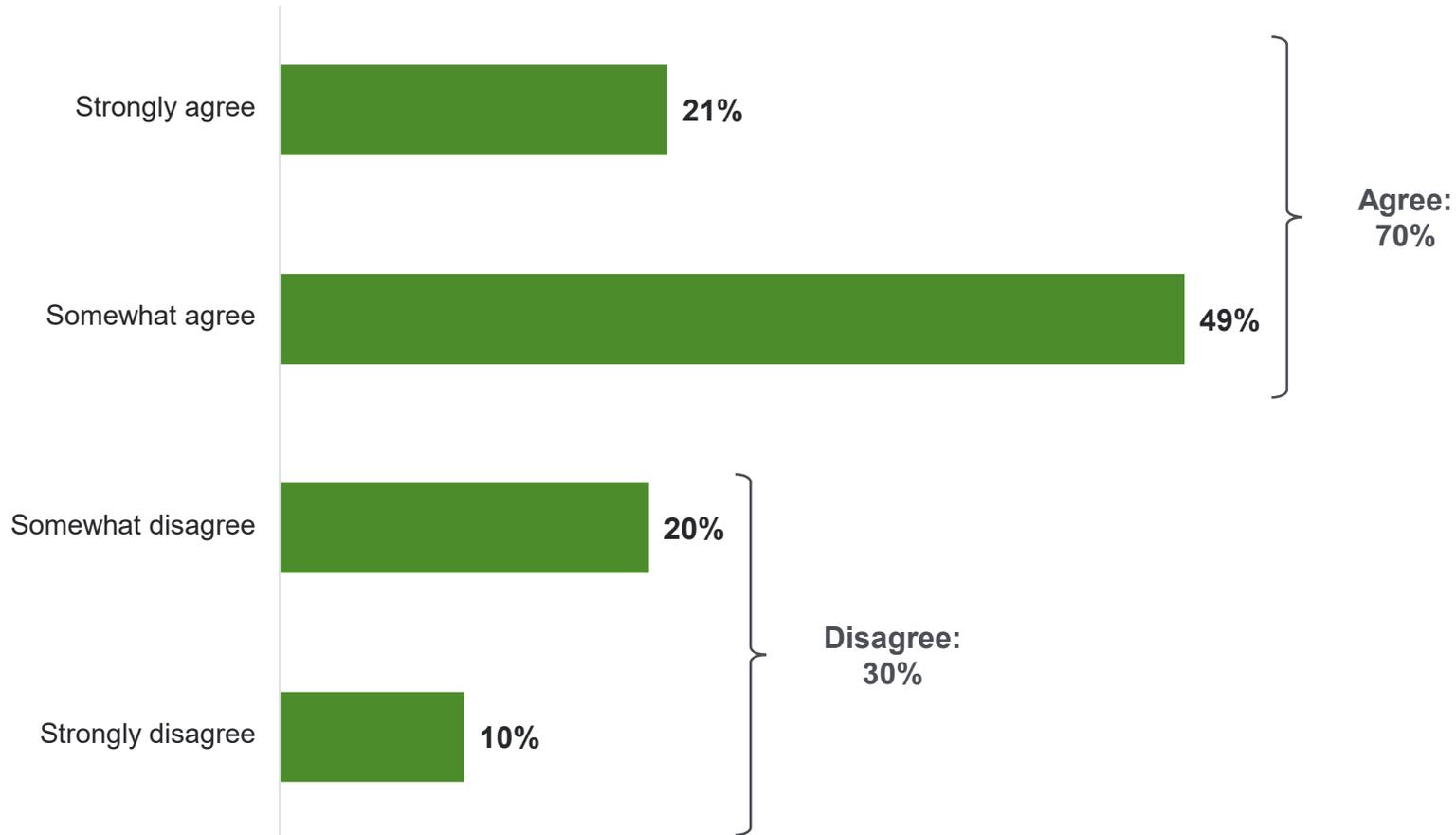


Q. And to what extent do you agree or disagree with each of these statements: Calgary Transit is easy to use.
 Base: Valid respondents (n=2,447)

+New question Spring 2025



Transit network is well connected



Q. And to what extent do you agree or disagree with each of these statements: Calgary Transit's network gets Calgarians where they need to go+
 Base: Valid respondents (n=2,468)

+New question Spring 2025

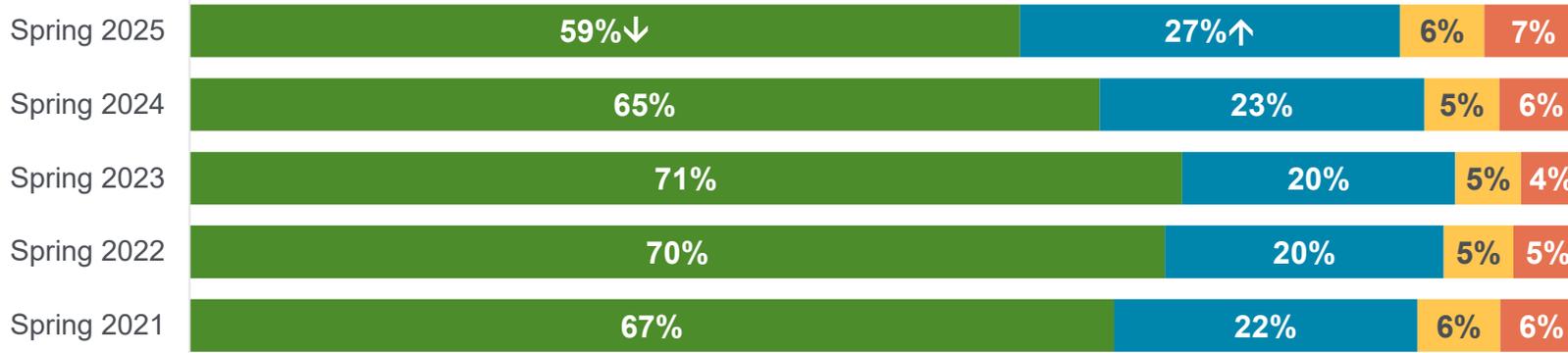


Attitudes regarding the Green Line LRT

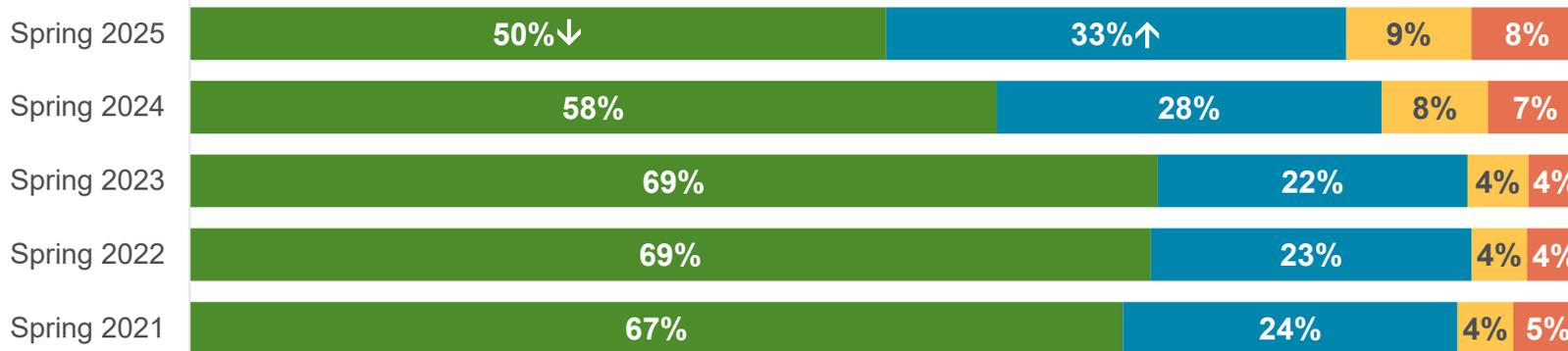
■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

Agree
(strongly + somewhat)

The Green Line LRT will be an important addition to Calgary's transportation network



The Green Line LRT will enable all Calgarians to better connect with people, places and services



*Rounding

↑/↓ Statistically higher/lower than spring 2024

Q. And to what extent do you agree or disagree with the following statements:
Base: Valid respondents (bases vary)



Housing

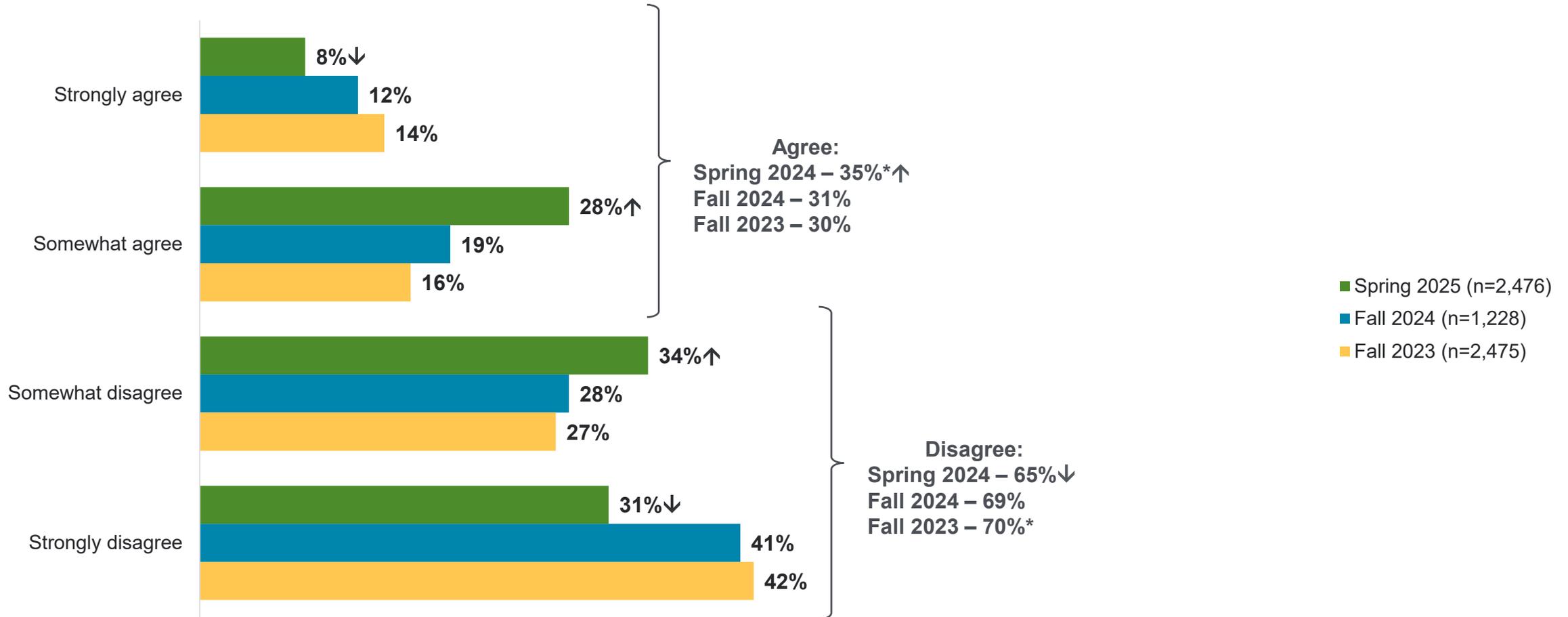
Summary of findings: Housing

Housing presents an opportunity for improvement.

- Housing accessibility remains a concern for many Calgarians. Although there's been a slight improvement, only about one-third (35%) of Calgarians believe that Calgarians have access to adequate housing that meets their needs, up from fall 2024 (31%). This suggests that housing continues to be a critical issue requiring attention from city officials.



Calgarians have access to adequate housing



Q. And to what extent do you agree or disagree with each of these statements: Calgarians have access to adequate housing that meets their needs+ (wording slightly different each wave – “all Calgarians” in Fall 2023 and “market housing” in fall 2024)
 Base: Valid respondents (n=2,476)

*Rounding
 ↑/↓ Statistically higher/lower than fall 2024



Respondent profile



Respondent profile

Gender	
Female	51%
Male	48%
Other	2%

Age	
18 to 24	9%
25 to 34	20%
35 to 44	17%
45 to 54	20%
55 to 64	11%
65 or older	22%
MEAN	46.7

Children or seniors in household	
Yes – children	33%
Yes – seniors	34%

Income	
Less than \$60,000	18%
\$60,000 to just under \$120,000	34%
\$120,000 to just under \$200,000	26%
\$200,000 and over	21%

Education	
Less than high school	3%
High school or equivalent	16%
Apprenticeship or trades diploma/certificate	8%
College or non-university diploma/certificate	19%
University degree/diploma/certificate	55%

Employment status [^]	
Full time employed or self employed	55%
Part time employed or self-employed	11%
Retired	21%
Looking after home and/or family	2%
Unable to work because of sickness or disability	2%
Unemployed	4%
Doing unpaid or voluntary work	1%
Student	6%
Other	<1%

Business owner/operator Base: In workforce (n=1,430)	
Own and operate a business	16%
Own a business	3%
Operate a business	1%
No	79%

Base: Valid respondents (bases vary)

[^] Multiple responses allowed



Respondent profile (continued)

Quadrant	
Southwest	29%
Southeast	23%
Northwest	29%
Northeast	19%

Responsible for property taxes or rent	
Yes	84%
No	16%

Own or rent	
Own	72%
Rent	24%
Other	3%

Household size	
1	14%
2	32%
3	18%
4	20%
5 or more	15%
MEAN	3.1

Tenure in Calgary	
Less than 5 years	9%
5 to less than 10 years	6%
10 to less than 15 years	8%
15 to less than 20 years	10%
20 to less than 30 years	24%
30 to less than 40 years	14%
40 or more	29%
MEAN	28.7

Base: Valid respondents (bases vary)



Respondent profile (continued)

Born in Canada	
Yes	71%
No	29%

Date of arrival in Canada Base: Not born in Canada (n=663)	
Within the past 5 years	24%
More than 5 years ago	76%

Disability in household [^]	
Yes – myself	12%
Yes – someone in my household	14%
No	78%

Indigenous identity [^]	
Yes – First Nations	2%
Yes – Metis	3%
Yes – Inuit	<1%
Yes – Prefer to self-describe	-
Other	<1%
No	96%

Racialized	
Yes	24%
No	75%
Prefer to self-describe	1%

2SLGBTQIA+	
Yes	8%
No	91%
Refused/Prefer to not answer	1%

Ethnicity [^]	
Canadian/French Canadian	27%
American	1%
British	17%
Western European	14%
Southern or Eastern European	12%
South Asian	8%
East or Southeast Asian	10%
West Asian or Middle Eastern	2%
African	3%
Central/South American or Caribbean	3%
Aboriginal/First Nations/Metis/Inuit	2%
Multiracial/mixed origin	1%
Other	10%
Not stated	<1%

Base: Valid respondents (bases vary)

[^] Multiple responses allowed



Appendix – glossary of service descriptions

Services asked in the 2025 Spring Survey of Calgarians

Prior to 2020, City programs and services evaluated in the Spring Survey of Calgarians (formerly the Spring Pulse) matched those evaluated in the Fall Survey of Calgarians (formerly the Citizen Satisfaction Survey). However, in the shift to a service-based view of The City's multi-year service plans and budgets, the Spring Survey of Calgarians has included services that align with City of Calgary Service Lines since 2020.

In Spring 2024, the following City program and service names were refined and can no longer be compared to historical spring results:

- Property tax payment administration
- Streets, including traffic operations, building, maintenance, and on-street bikeways

Also in Spring 2024, additional services were added to fill gaps created by services removed from the Fall 2023 Survey of Calgarians. These services do not have a comparable measure from Spring 2023:

- Residential Black Cart garbage collection
- Residential Blue Cart recycling
- Residential Green Cart composting
- Downtown revitalization
- Snow clearing
- City of Calgary website
- 311 service
- City operated recreation programs such as swimming lessons
- City operated recreation facilities such as pools, leisure centres, and golf courses

Services asked in the 2025 Spring Survey of Calgarians (continued)

Please note: In the interests of survey length and applicability of service, not every service is reflected in this survey.

In the survey itself, 50 services and programs were divided by Block A, Block B and Block C, Blok D and Block E. Each block was rotated from respondent to respondent to ensure a representative mix of responses for each service. This was to ease the length of time a survey may take for a respondent.

Block A

- Calgary Fire Department emergency response
- Fire inspection & enforcement
- Fire safety education
- Calgary 9-1-1
- Emergency management & business continuity services, including emergency management and disaster planning and response
- Bylaw education & compliance services that develop, maintain, and enforce municipal bylaws in Calgary
- Appeals and tribunals
- Records management, access & privacy
- Regulation of taxis, limousines & vehicles-for-hire

Block B

- Environmental management services that manage environmental issues, risks, and opportunities
- Water treatment and supply, including the availability and supply of clean, safe drinking water
- Stormwater management
- Wastewater collection & treatment
- Waste and Recycling Services
- Residential Black Cart garbage collection
- Residential Blue Cart recycling
- Residential Green Cart composting
- Parks & open spaces
- Urban forestry – that is, the planting, maintenance and protection of public trees

Block C

- City planning & policy services that provide land use policies, guidelines, and regulations
- Real estate, that handles City transactions for sustainable land management
- Land development & sales services that support business community growth through the development of industrial land
- Development approvals, services that review and approve all land development proposals
- Building Safety - approvals and inspections
- Business licensing
- Property assessment
- Property tax payment administration
- Downtown revitalization

Services asked in the 2025 Spring Survey of Calgarians (continued)

Block D

- Streets, including traffic operations, building, maintenance, and on-street bikeways
- Sidewalks & pathways including building and repairing
- Snow clearing
- Parking and enforcement
- Public transit including bus and C-Train service
- Specialized transit services like Transit Access
- Economic development & tourism, services that coordinate initiatives managed by independent City partner organizations
- Municipal elections
- Citizen engagement and research
- City of Calgary website
- 311 service
- City communications

Block E

- Community strategy services that advance social wellbeing for all Calgarians
- Neighbourhood supports, providing support for organizations and residents to make their neighbourhood a better place to live, work and play
- Social services for individuals such as seniors or youth
- Pet ownership & licensing
- Affordable housing for low-income Calgarians
- City operated recreation programs such as swimming lessons
- City operated recreation facilities such as pools, leisure centres, and golf courses
- Arts & culture, including festivals
- Library services
- City cemeteries



Contact

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