



# **2025 Spring Survey of Calgarians**

**Final report**

**Spring Survey of Calgarians**

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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 for the total sample of  $n=2,500$  is  $\pm 2.0$  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

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.

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.

## 2025 Spring highlights

- 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.
- 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.
- 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.
- 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.
- 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.

- 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.
- 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.
- 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.
- 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.

- 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.
- 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.
- 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.
- 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.
- 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.

# Quality of life

## Summary of findings

### **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.

## Detailed results from the 'Quality of life' section

### Tracking the overall quality of life in Calgary

**Question:** 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?

Percentage rating as Good (7 to 10) on a 10-point scale:

- Spring 2023: 78%
- Fall 2023: 76%
- Spring 2024: 71%
- Fall 2024: 66%
- Spring 2025: 74% (significantly increased compared to fall 2024)

## Tracking the perceived change in the quality of life

**Question:** Do you feel that the quality of life in the city of Calgary in the past three years has improved, stayed the same or worsened?

Percentage of those who said worsened:

- Spring 2023: 49%
- Fall 2023: 59%
- Spring 2024: 62%
- Fall 2024: 64%
- Spring 2025: 57% (significantly decreased compared to fall 2024)

## Tracking that Calgary is a great place to make a life

**Question:** 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.

Percentage rating as Agree (7-10) on a 10-point scale.

**Statement 1: Calgary is a great place to make a life.**

- Spring 2023: 78%
- Fall 2023: 75%
- Spring 2024: 69%
- Fall 2024: 70%
- Spring 2025: 72%

**Statement 2: Calgary is a great place to make a living.**

- Spring 2023: 73%
- Fall 2023: 70%
- Spring 2024: 63%
- Fall 2024: 63%
- Spring 2025: 66%

**Statement 3: The City of Calgary municipal government fosters a city that is inclusive and accepting of all.**

- Spring 2023: 69%
- Fall 2023: 67%
- Spring 2024: 62%
- Fall 2024: 68%
- Spring 2025: 67%

**Statement 4: Calgary is moving in the right direction to ensure a high quality of life for future generations.**

- Spring 2023: 51%
- Fall 2023: 38%
- Spring 2024: 38%

- Fall 2024: 38%
- Spring 2025: 41%

**Statement 5: The City of Calgary municipal government strives to create a city that is equally accessible for all Calgarians, no matter their physical ability.**

All waves were conducted in spring.

- Spring 2021: 67%
- Spring 2022: 63%
- Spring 2023: 60%
- Spring 2024: 54%
- Spring 2025: 58% (significantly increased compared to spring 2024)

**Statement 6: The City of Calgary delivers programs and services that remove barriers to participation for Calgarians who need it the most.**

- Spring 2023: 53%
- Fall 2023: 48%
- Spring 2024: 46%
- Fall 2024: 46%
- Spring 2025: 50% (significantly increased compared to fall 2024)

## Tracking that Calgary is on the right track to be a better city

**Question:** 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?

Percentage rating as Agree (strongly agree and somewhat agree).

- Spring 2023: 77%
- Fall 2023: 70%
- Spring 2024: 65%
- Fall 2024: 61%
- Spring 2025: 68% (significantly increased compared to fall 2024)

# Issue agenda

## Summary of findings

### **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 snow removal (7%, up from 3% 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 sit 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 continues 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).

## Detailed results of the 'Issue agenda' section

### Tracking the most important issue facing Calgary

**Question:** 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?

The following section includes the current top five first mentions only.

#### Issue 1: Infrastructure, traffic and roads

- Spring 2023: 26%
- Fall 2023: 17%
- Spring 2024: 18%
- Fall 2024: 22%

- Spring 2025: 19% (significantly decreased compared to fall 2024)

## Issue 2: Homelessness, poverty and affordable housing

- Spring 2023: 11%
- Fall 2023: 23%
- Spring 2024: 17%
- Fall 2024: 11%
- Spring 2025: 9%

## Issue 3: Crime, safety and policing

- Spring 2023: 16%
- Fall 2023: 17%
- Spring 2024: 13%
- Fall 2024: 9%
- Spring 2025: 12% (significantly increased compared to fall 2024)

## Issue 4: Transit

- Spring 2023: 12%
- Fall 2023: 8%
- Spring 2024: 10%



- Fall 2024: 8%
- Spring 2025: 7%

#### Issue 5: Growth and Planning

- Spring 2023: 4%
- Fall 2023: 4%
- Spring 2024: 7%
- Fall 2024: 7%
- Spring 2025: 8%

# Safety

## Summary of findings

**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.

## Detailed results of the 'Safety' section

### Tracking the overall perceived safety of the city of Calgary

**Question:** Thinking about your general impressions and things you have read, seen or heard, how safe or unsafe do you think Calgary is overall?

Previous waves were conducted in the fall only.

Percentage rating as Safe (very safe and reasonably safe).

- Fall 2021: 85%
- Fall 2022: 77%
- Fall 2023: 69%
- Fall 2024: 75%
- Spring 2025: 75%

## Addressing safety issues in Calgary

**Question:** 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?

This is a new question in Spring 2025.

Ratings:

- Strongly agree: 15%
- Somewhat agree: 55%
- Somewhat disagree: 21%
- Strongly disagree: 9%

## Downtown safety issues

**Question:** 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?

Previous waves were conducted in the fall only, beginning in 2023.

Percentage rating as Agree (strongly agree and somewhat agree).

- Fall 2023: 94%
- Fall 2024: 94%
- Spring 2025: 94%

# **Satisfaction with City programs and services**

## **Summary of findings of the 'Satisfaction with City services and programs' section**

**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 the following:
  - 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 the following:
  - 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 of the ‘Investment Priorities’ section**

**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 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 of the 'Importance versus satisfaction analysis' section.**

### **Primary Strengths: Services that are 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 (more than 82%) and importance (more than 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)

## **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)

## **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. Seven 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).

## **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).

## Tracking satisfaction with City services and programs

**Question:** 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?

Percentage rating as Satisfied (7 to 10) on a 10-point scale:

- Spring 2023: 67%
- Fall 2023: 69%
- Spring 2024: 63%
- Fall 2024: 63%
- Spring 2025: 61%

# Taxation

## Summary of findings

**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%).

## Detailed results from the 'Taxation' section

### Tracking the perceived value of property taxes

**Question:** 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.

Percentage rating as Good value (7 to 10) on a 10-point scale:

- Spring 2023: 52%
- Fall 2023: 50%
- Spring 2024: 44%
- Fall 2024: 43%
- Spring 2025: 46%

### Tracking balancing taxation and service delivery

**Question:** 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?

Percentage choosing 'Increase taxes at or beyond the current inflation rate to maintain or expand services':

- Spring 2023: 55%

- Fall 2023: 45%
- Spring 2024: 48%
- Fall 2024: 46%
- Spring 2025: 52% (significantly increased compared to fall 2024)

Percentage choosing 'Cut services to maintain current tax level or reduce current taxes':

- Spring 2023: 39%
- Fall 2023: 45%
- Spring 2024: 46%
- Fall 2024: 45%
- Spring 2025: 41% (significantly decreased compared to fall 2024)

# Service delivery and input from Calgarians

## Summary of findings

**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%).

## **Detailed results of the ‘Service delivery and input from Calgarians’ section**

### **Tracking attitudes regarding customer service**

**Question:** 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 statement.

Percentage rating as Agree (strongly agree or somewhat agree).

#### **Statement 1: The City of Calgary meets my customer service expectations.**

- Spring 2023: 78%
- Fall 2023: 73%
- Spring 2024: 73%
- Fall 2024: 70%
- Spring 2025: 74% (significantly increased compared to fall 2024)

#### **Statement 2: The quality of customer service from The City is consistently high.**

Question conducted only in spring starting in 2021.

- Spring 2021: 78%
- Spring 2022: 74%

- Spring 2023: 72%
- Spring 2024: 71%
- Spring 2025: 70%

**Statement 3: The City of Calgary makes customer service a priority.**

Question conducted only in spring starting in 2021.

- Spring 2021: 76%
- Spring 2022: 72%
- Spring 2023: 71%
- Spring 2024: 68%
- Spring 2025: 69%

**Statement 4: The City responds quickly to requests and concerns.**

- Spring 2023: 65%
- Fall 2023: 61%
- Spring 2024: 63%
- Fall 2024: 62%
- Spring 2025: 65% (significantly increased compared to fall 2024)

**Statement 5: I am confident that The City of Calgary is working to improve how it includes Calgarians' input into important decisions.**

- Spring 2023: 68%
- Fall 2023: 59%
- Spring 2024: 57%
- Fall 2024: 53%
- Spring 2025: 61% (significantly increased compared to fall 2024)

**Statement 6: The City uses input from Calgarians in decision making about City projects and services.**

- Spring 2023: 65%
- Fall 2023: 54%
- Spring 2024: 58%
- Fall 2024: 50%
- Spring 2025: 55% (significantly increased compared to fall 2024)

**Statement 7: Calgarians have enough opportunities to provide input into decision making about City projects and services.**

- Spring 2023: 63%
- Fall 2023: 52%
- Spring 2024: 56%
- Fall 2024: 50%
- Spring 2025: 57% (significantly increased compared to fall 2024)

**Statement 8: The City allows Calgarians to have meaningful input into decision making.**

- Spring 2023: 62%
- Fall 2023: 51%
- Spring 2024: 53%
- Fall 2024: 49%
- Spring 2025: 54% (significantly increased compared to fall 2024)

# Information from The City

## Summary of findings

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

- New measures 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.

## Detailed results of the 'Information from The City' section

**Question:** To what extent do you agree or disagree with the following statements?

Percentage rating as Agree (strongly agree or somewhat agree):

Information is easy to understand: 79%

Information is trustworthy: 74%

Information is timely: 73%

# City reputation and performance

## Summary of findings

### **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.

## Detailed results of the 'City reputation and performance' section

### Tracking trust in The City of Calgary

**Question:** Considering all the things you think are important, how much do you trust or distrust The City of Calgary?

Percentage rating as Trust (Trust a great deal or trust a little):

- Spring 2023: 48%
- Fall 2023: 46%
- Spring 2024: 38%
- Fall 2024: 41%
- Spring 2025: 52% (significantly increased compared to fall 2024)

### Tracking understanding of municipal roles

**Question:** 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.

Question is conducted only in spring starting in 2023.

Percentage rating as Agree (strongly agree or somewhat agree):

- Spring 2023: 74%
- Spring 2024: 72%
- Spring 2025: 75%



## Tracking the performance of The City of Calgary

**Question:** 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?

Percentage rating as Satisfied (very satisfied or somewhat satisfied):

- Spring 2023: 71%
- Fall 2023: 62%
- Spring 2024: 59%
- Fall 2024: 53%
- Spring 2025: 63% (significantly increased compared to fall 2024)

## Tracking the performance of City Administration

**Question:** 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?

Percentage rating as Satisfied (very satisfied or somewhat satisfied):

- Spring 2023: 77%
- Fall 2023: 69%
- Spring 2024: 71%
- Fall 2024: 63%
- Spring 2025: 70% (significantly increased compared to fall 2024)

## Tracking the performance of City Council

**Question:** 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?

Percentage rating as Satisfied (very satisfied or somewhat satisfied):

- Spring 2023: 60%
- Fall 2023: 55%
- Spring 2024: 49%
- Fall 2024: 46%
- Spring 2025: 52% (significantly increased compared to fall 2024)

## Tracking measures about the City of Calgary

**Question:** 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 the following statement.

Percentage rating as Agree (strongly agree or somewhat agree):

**Statement 1: The City of Calgary practices open and accessible government.**

- Spring 2023: 70%
- Fall 2023: 62%
- Spring 2024: 61%
- Fall 2024: 56%
- Spring 2025: 64% (significantly increased compared to fall 2024)

**Statement 2: I believe that City Council and City Administration work collaboratively to make the best possible decisions for the future of Calgary.**

- Spring 2023: 69%
- Fall 2023: 59%
- Spring 2024: 58%
- Fall 2024: 54%
- Spring 2025: 61% (significantly increased compared to fall 2024)

**Statement 3: The City of Calgary manages its spending in a responsible way that reflects the needs and priorities of Calgarians.**

Percentage ratings as Agree (strongly agree or somewhat agree):

- Spring 2023: 58%
- Fall 2023: 51%
- Spring 2024: 48%
- Fall 2024: 45%
- Spring 2025: 52% (significantly increased compared to fall 2024)

## **Government competence**

The following questions are new to the 2025 Spring Survey.

**Question 1:** To what extent do you agree or disagree with the following statement? The City has the expertise to make the right decisions about important issues facing Calgary.

Strongly agree: 20%

Somewhat agree: 47%

Somewhat disagree: 20%

Strongly disagree: 13%

**Question 2:** To what extent do you agree or disagree with the following statement? The City focuses on the things that are important to me.

Strongly agree: 11%

Somewhat agree: 43%

Somewhat disagree: 27%

Strongly disagree: 18%

## **Government beneficence**

The following questions are new to the 2025 Spring Survey.

**Question 1:** To what extent do you agree or disagree with the following statement? The City's decisions are focused on the needs of Calgarians.

Strongly agree: 17%

Somewhat agree: 45%

Somewhat disagree: 24%

Strongly disagree: 14%

**Question 2:** To what extent do you agree or disagree with the following statement? The City of Calgary is accountable for its actions.

Strongly agree: 21%

Somewhat agree: 38%

Somewhat disagree: 22%

Strongly disagree: 18%

## Government integrity

The following questions are new to the 2025 Spring Survey.

**Question 1:** To what extent do you agree or disagree with the following statement? The City can be relied on to do what it says it will do.

Strongly agree: 15%

Somewhat agree: 46%

Somewhat disagree: 25%

Strongly disagree: 15%

**Question 2:** To what extent do you agree or disagree with the following statement? The City is transparent in its decision-making.

Strongly agree: 13%

Somewhat agree: 42%

Somewhat disagree: 28%

Strongly disagree: 17%

# The City and the environment

## Summary of findings

**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.

## Detailed results of ‘The City and the environment’ section

### Tracking the overall state of Calgary’s environment

**Question:** 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?

Question is conducted only in spring since 2022.

Percentage ratings as Good (very good or good).

- Spring 2022: 95%
- Spring 2023: 94%
- Spring 2024: 92%
- Spring 2025: 91%

### Tracking satisfaction with The City protecting the environment

**Question:** How satisfied are you with the job The City of Calgary is currently doing to protect the environment?

Percentage rating as Satisfied (very satisfied or somewhat satisfied).

- Spring 2022: 84%

- Fall 2022: 78%
- Spring 2023: 84%
- Spring 2024: 81%
- Spring 2025: 84% (significantly increased compared to spring 2024)

## **Tracking satisfaction with The City helping Calgarians reduce environmental impact**

**Question:** How satisfied are you with The City of Calgary's programs and services aimed at helping Calgarians reduce their environmental impact?

Question is conducted only in spring since 2022.

Percentage rating as Satisfied (very satisfied or somewhat satisfied).

- Spring 2022: 76%
- Spring 2023: 78%
- Spring 2024: 71%
- Spring 2025: 78% (significantly increased compared to spring 2024)

## **Tracking Calgarians attitudes regarding the question The City should do more to fight climate change**

The following question was added to the 2024 Spring Survey.

**Question:** To what extent do you agree or disagree that The City of Calgary municipal government should do more in the fight against climate change?

Percentage ratings as Agree (strongly agree or somewhat agree).



- Spring 2024: 62%
- Spring 2025: 63%

# Transit

## Summary of findings

### 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%).

## Detailed results of 'Transit' section

### Transit is easy to use

The following questions is new to the 2025 Spring Survey.

**Question:** To what extent do you agree or disagree with the following statement:

Calgary Transit is easy to use.

- Strongly agree: 34%
- Somewhat agree: 44%

- Somewhat disagree: 15%
- Strongly disagree: 7%

## **Transit network is well connected**

The following questions is new to the 2025 Spring Survey.

**Question:** To what extent do you agree or disagree with the following statement:  
Calgary Transit's network gets Calgarians where they need to go.

- Strongly agree: 21%
- Somewhat agree: 49%
- Somewhat disagree: 20%
- Strongly disagree: 10%

## **Attitudes regarding the Green Line LRT**

**Question 1:** To what extent do you agree or disagree with the following statement? The Green Line LRT will be an important addition to Calgary's transportation network.

Question is conducted only in spring starting in 2021.

Percentage rating as Agree (strongly agree or somewhat agree).

- Spring 2021: 89%
- Spring 2022: 90%
- Spring 2023: 91%
- Spring 2024: 89%
- Spring 2025: 86% (significantly decreased compared to spring 2024)

**Question 2:** To what extent do you agree or disagree with the following statement? The Green Line LRT will enable all Calgarians to better connect with people, places and services.

Question is conducted only in spring starting in 2021.

Percentage ratings shown as Agree (strongly agree or somewhat agree).

- Spring 2021: 91%
- Spring 2022: 91%
- Spring 2023: 92%
- Spring 2024: 86%
- Spring 2025: 83% (significantly decreased compared to spring 2024)

# Housing

## Summary of findings

### 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.

## Detailed results of 'Housing' section

### Calgarians have access to adequate housing

**Question:** To what extent do you agree or disagree with each of these statements:  
Calgarians have access to adequate housing that meets their needs.

Wording was slightly different each wave – “all Calgarians” was used instead of “Calgarians” in fall 2023 and “market housing” was used instead of “adequate housing” in fall 2024.

Percentage rating as Agree (strongly agree or somewhat agree).

- Fall 2023: 30%
- Fall 2024: 31%
- Spring 2025: 35% (significantly increased compared to fall 2024)

## **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**

Children in household: 33%

Seniors in household: 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 or certificate: 8%

College or non-university diploma or certificate: 19%

University degree or diploma or certificate: 55%

## **Employment status**

(multiple responses allowed for this question)

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: less than 1%

## **Business owner or operator**

Base: Those in workforce (n=1,430)

Own and operate a business: 16%

Own a business: 3%

Operate a business: 1%

Do not own or operate a business: 79%

## **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 years

## **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**

(multiple responses allowed for this question)

Yes – myself: 12%

Yes – someone in my household: 14%

No: 78%

## **Indigenous identity**

(multiple responses allowed for this question)

Yes – First Nations: 2%

Yes – Metis: 3%

Yes – Inuit: less than 1%

Yes – Prefer to self-describe: 0%

Other: less than 1%

No: 96%

## **Racialized**

Yes: 24%

No: 75%

Prefer to self-describe: 1%

## **2SLGBTQIA+**

Yes: 8%

No: 91%

Refused or prefer to not answer: 1%

## **Ethnicity**

(multiple responses allowed for this question)

Canadian or 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 or South American or Caribbean: 3%

Aboriginal or First Nations or Metis or Inuit: 2%

Multiracial or mixed origin: 1%

Other: 10%

Not stated: less than 1%

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