



2017:

Citizen Satisfaction Survey

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

Quality of Life in Calgary

85% rate their quality of life as **good**

82% agree Calgary is a **great place to make a life**

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

85% are **proud** to live in their neighbourhood

81% perceive their neighbourhood as **safe**

TOP 3 MOST IMPORTANT (CITY) ISSUES FACING CALGARY COMMUNITIES

35% Infrastructure, traffic and roads

19% Transit

13% Crime, safety and policing

AREAS TO IMPROVE QUALITY OF LIFE

24% Transportation

21% Government

20% Recreation and community services



City Programs and Services

79% are **satisfied** with the level and quality of City programs and services



94% are satisfied with the **quality of drinking water**



94% are satisfied with Calgary's **parks, playgrounds and other open spaces**



93% are satisfied with **residential blue cart recycling**



92% are satisfied with **community services such as support for community associations and not for profit groups**



91% are satisfied with The City's **environmental performance**



89% are satisfied with **social services for individuals such as seniors or youth**



85% are satisfied with **roads and infrastructure**

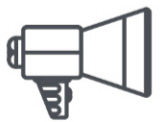


83% are satisfied with **land use planning**



82% are satisfied with **Calgary Transit**

Contact with The City



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



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

HOW CALGARIANS CONNECT WITH THE CITY:



54% Call 311



23% Via the internet, for example at a website



8% Visit a City office or facility

AREAS TO WATCH:

KEY ISSUES

"Infrastructure, traffic and roads" remains in the top position on the 2017 issue agenda, "transit" continues to hold second place, and "crime, safety and policing" remains as the third most important issue for Calgarians.

QUALITY OF LIFE

Although perceptions about the quality of life in Calgary remain strong, some quality of life metrics have declined.

VALUE OF PROPERTY TAX DOLLARS

The perceived value of property tax dollars sees a slight drop from previous years; importantly, Calgarians continue to remain divided on increasing taxes or cutting services.

COMMUNITY CONNECTION

On the whole, Calgarians continue to believe that Calgary is great place to make a life, and report they are "proud to be Calgarian" and "proud to live in their neighbourhoods." A majority believe that the municipal government "fosters a city that is inclusive and accepting of all." Notably, however, the percentage of those who believe Calgary is "on the right track to being a better city" dropped slightly.

CALGARY'S FUTURE

While still emerging from an economic downturn, Calgarians as a whole remain resilient. A number of City surveys, including the 2017 Citizen Satisfaction Survey, report that people still have a generally optimistic view about their overall quality of life. However, optimism about the quality of life for future generations is slightly lower than last year.