

A wide-angle photograph of the Calgary skyline at dusk. Numerous skyscrapers are illuminated with warm yellow and orange lights, contrasting with the deep blue twilight sky. The buildings vary in height and architectural style, with some featuring glass facades that reflect the sky.

2023-2026 One Calgary Service Plans and Budgets

Service Value Dimensions Survey

Citizens' View Research Report | February 25, 2022

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Background and Objectives



Background and Objectives

In supporting the service-based view of our multi-year plans and budgets for 2023-2026, The One Calgary Service Plans and Budgets program team wishes to leverage citizen insights to gain a better understanding of Calgarians' perspectives around service value dimensions and the perception of value from what they are getting for their tax dollars from The City.

Towards this, the Corporate Research Team conducted research to help guide and inform the decisions on service plans and budgets for 2023-2026, as was done in preparation for last cycle.

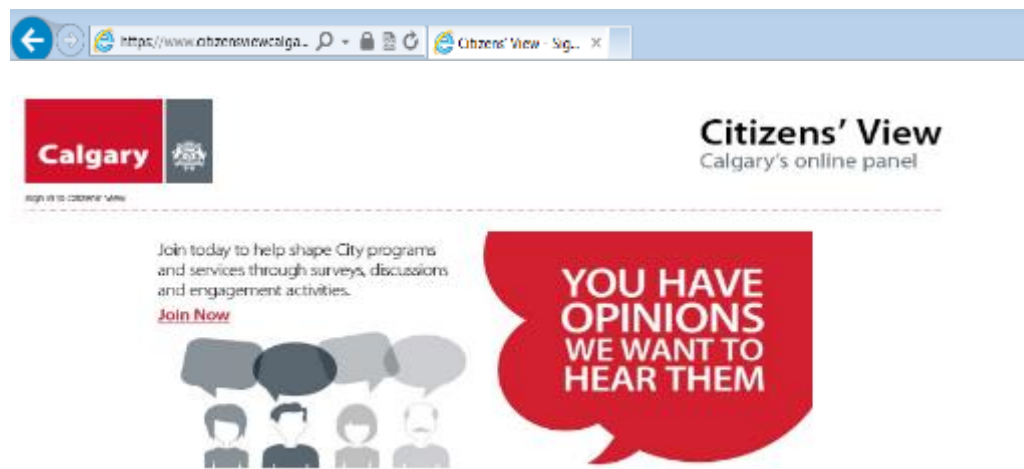
This report details the research results of a survey conducted with Calgarians via the Citizens' View Panel to better understand citizen perspectives and priorities for service value dimensions of external-facing One Calgary service lines.

This report is organized alphabetically by Service.



Methodology

- I. **Citizens' View** is an online panel that encourages citizens to participate in shaping City of Calgary programs and services through surveys, discussions and engagement activities.
- II. The Service Value Dimensions survey was fielded between January 13th and January 24th, 2022, to 1,952 panelists. A total of 755 panelists completed the survey.
- III. The following findings may not be statistically representative of all Calgarians. Given the makeup of panelists currently on the Citizens' View panel, findings should be regarded as directional and should not be projected to the larger population without additional research with a representative sample of Calgarians.



Report Overview



Note on Ranking Dimensions

In the 2018 version of this survey respondents were asked to:

- 1) Evaluate the importance of each service value dimension on a scale from “very important” to “not important at all;” and then,
- 2) Rank each service value characteristics in order of importance.

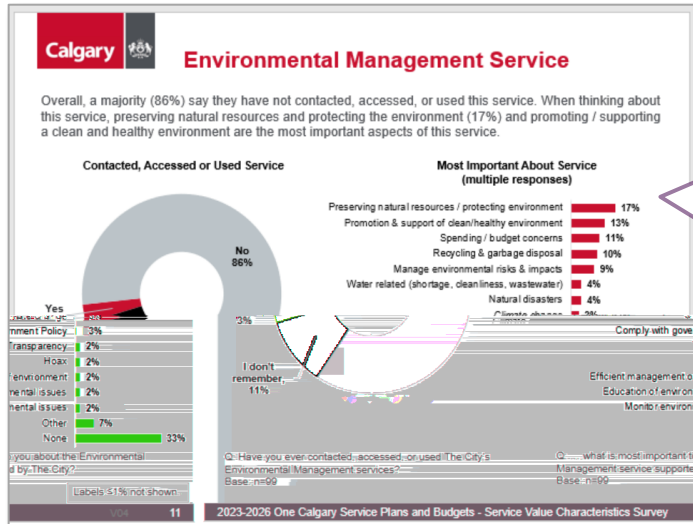
As we learned, ranking provided a greater depth of insight into each service value characteristic and allowed us to better understand how these services were seen by Calgarians relative to other characteristics.

As a result respondents were asked only to rank characteristics in order of importance for the 2022 updated survey. Ranking results shown are for the overall position of the characteristic in ranking against others.

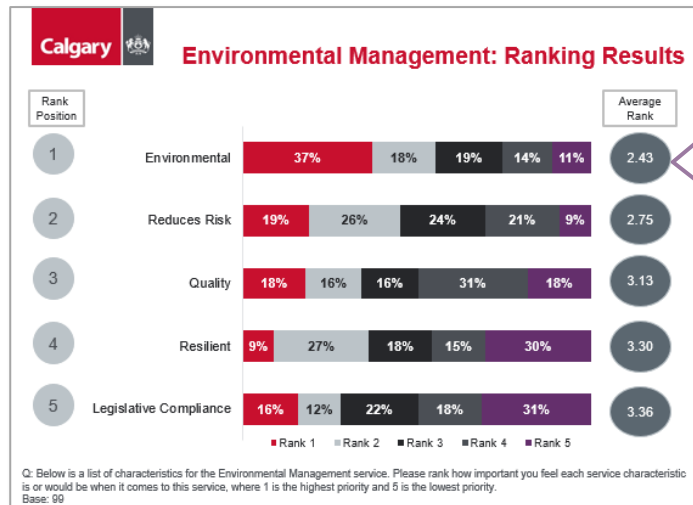
However, for 2022 this ranking was also augmented by a question asking respondents what they valued most about that service on an open-ended basis. Asking what respondents value about a service on an open-ended basis gives us a more fulsome, top-of-mind understanding of residents’ perceptions of a service, service delivery, how that service is communicated by The City, and what the service should be doing to meet their expectations.

Please note: this report also includes ranking results from the 2018 Service Value Dimensions survey for reference. In some cases, the dimensions from 2018 have changed or have been updated in 2022.

Reading open-ended responses and rankings



Survey respondents were asked on an open-ended basis what they value most about a service. This open-ended question was asked before residents saw the list of characteristics for a particular service and asked to rank them. The purpose of the open-ended question was to gain a better understanding of what residents value most about a service, top-of-mind.

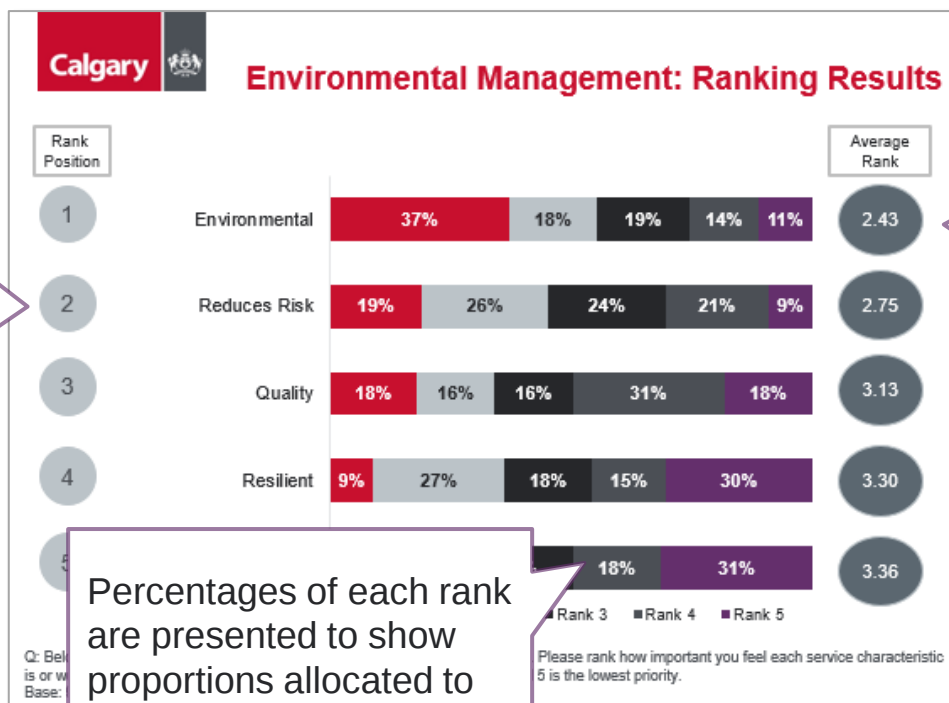


After being asked on an open-ended basis what they value most about a service, respondents were then asked to rank pre-established service value dimensions in order of importance. In some cases there is a difference between what respondents say they value in the open-end compared to the dimensions they were presented with to rank. Any differences between open-end responses and dimension definitions may underscore a need for more or clearer information in service definitions or clarity of dimensions.

How to read the service dimension rankings

This report details research results of the One Calgary survey conducted with Calgarians via the Citizens' View Panel. The purpose of the survey is to better understand citizen perspectives and priorities for service value dimensions. Each service selects and defines their own service value dimensions, and service value dimension definitions are not consistent from service to service. Definitions of all dimensions presented in the survey can be found within each service section in this report.

The survey asked participants to rank service value dimensions in order of importance. Rankings are presented as 1, 2, 3, 4, etc., depending on the number of service value dimensions.



Percentages of each rank are presented to show proportions allocated to each given score.

Average rank scores are also reported in order to give more nuanced context of how each dimension was scored as whole.

Detailed Findings: Services and Service Dimensions



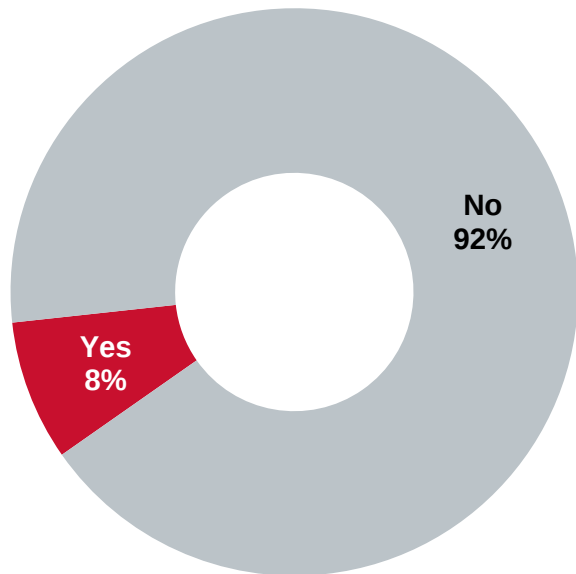


Affordable Housing

Affordable Housing

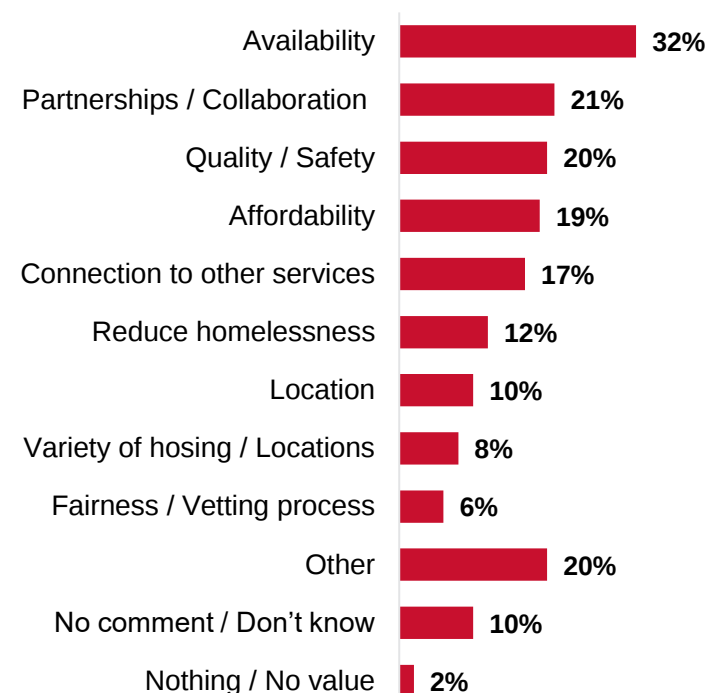
Overall, a majority (92%) of respondents have not contacted, accessed, or used this service. On an open-ended basis, respondents cite availability (32%), partnering with other organizations (21%), quality / safety (20%), and affordability (19%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Affordable Housing services?
Base: n=131

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Affordable Housing services provided by The City?
Base: n=131

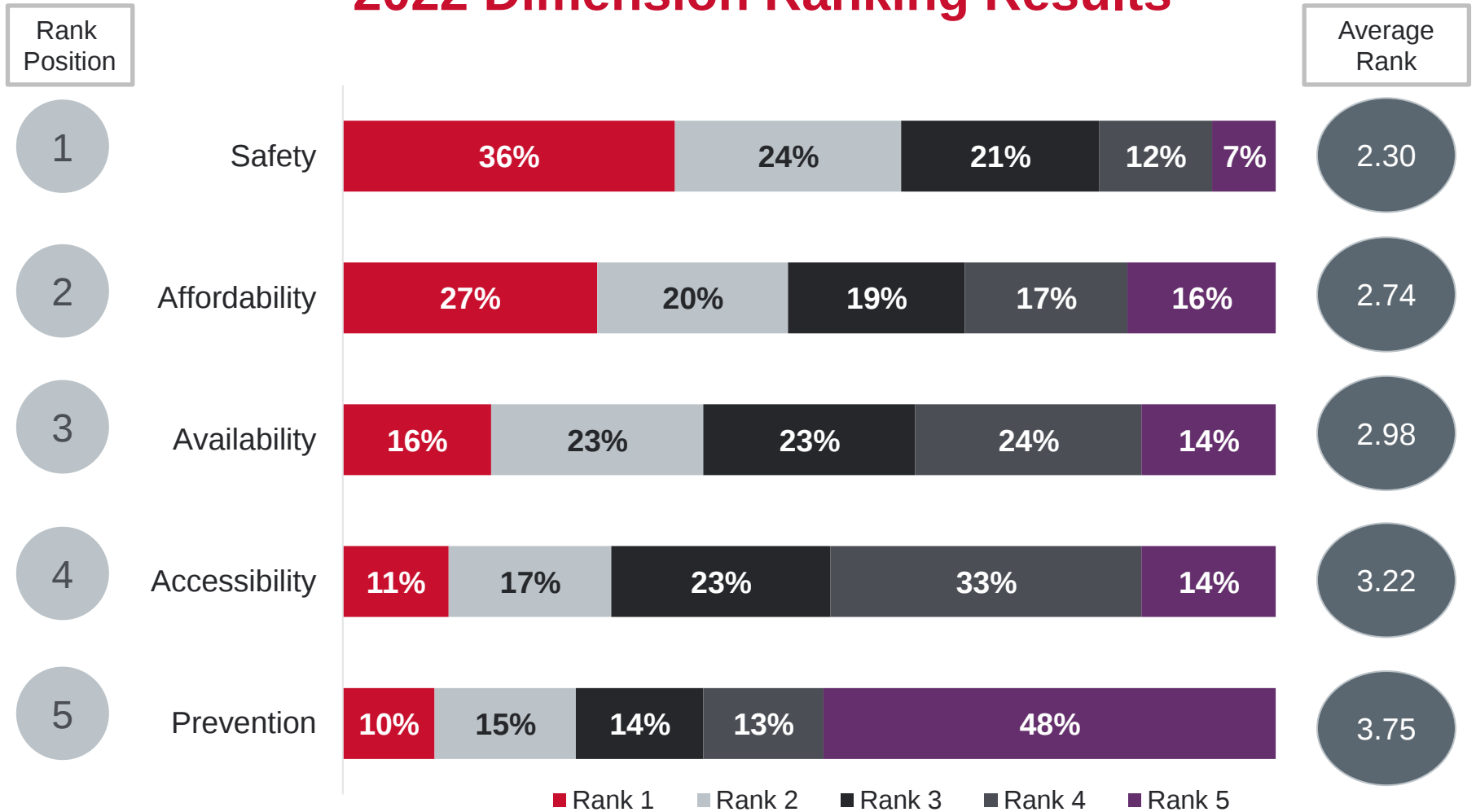
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Affordable Housing

The City's Affordable Housing service provides housing options for low-income citizens. The service improves outcomes for individuals and families by transforming the housing system through stakeholder collaboration and contributing to increase the non-market housing supply by using every municipal lever to fund, develop, enable, partner and leverage.

Affordability	Public, private, non-profit partners, and The City builds new affordable homes for low and moderate income Calgarians.
Safety	City-owned affordable housing is safe, secure and well maintained.
Availability	The City partners to provide incentives and scales up non-profits to build new affordable homes faster and easier.
Prevention	The City enables and facilitates partnerships to support affordable housing residents to achieve their highest potential.
Accessibility	The City and partners collaborate on housing programs and services that support tenants and are clear and easy to find.

Affordable Housing 2022 Dimension Ranking Results



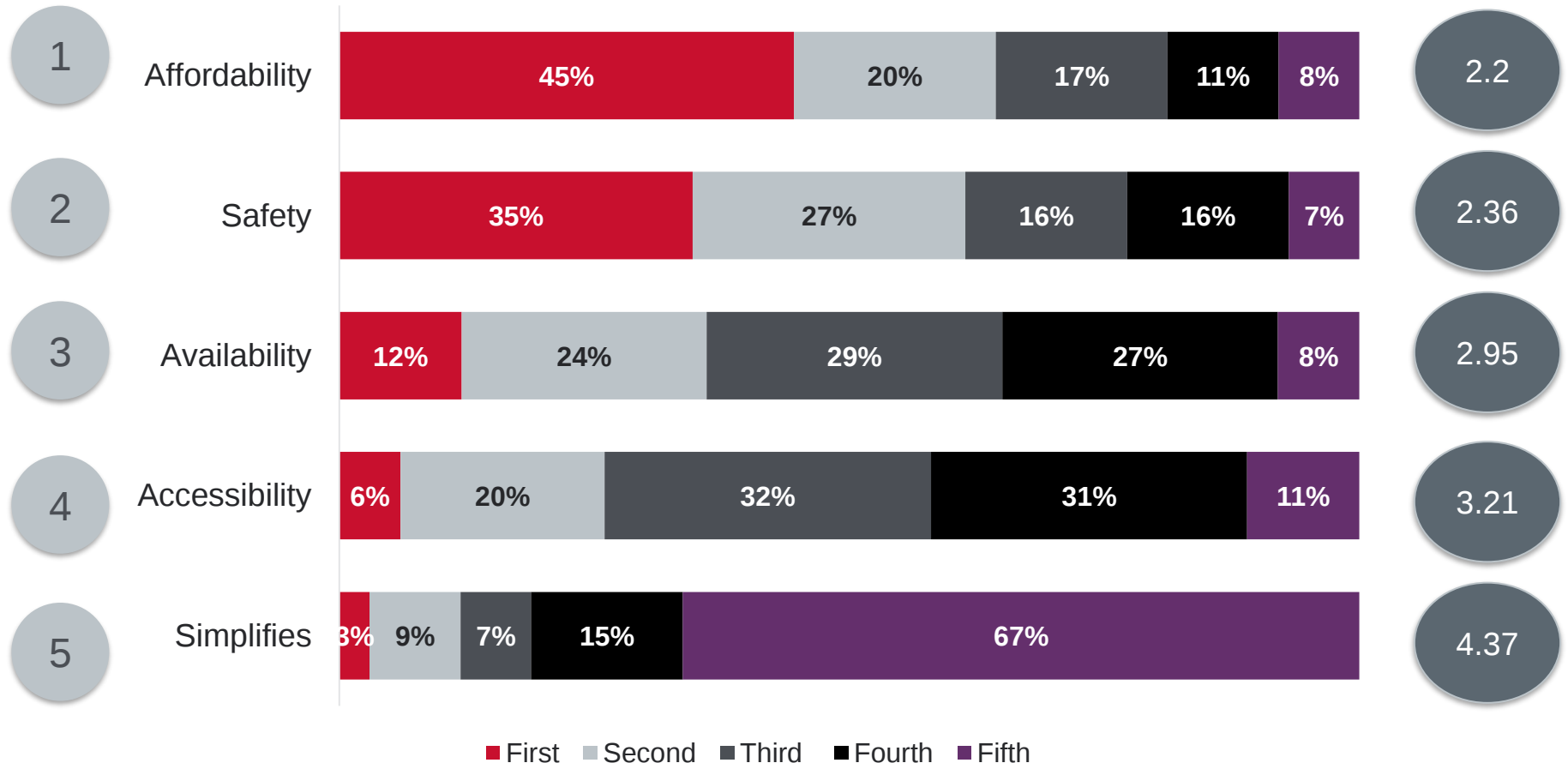
Q: Below is a list of characteristics for Affordable Housing services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=131

Affordable Housing 2018 Dimension Ranking Results

Rank
Position

Average
Rank



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=138

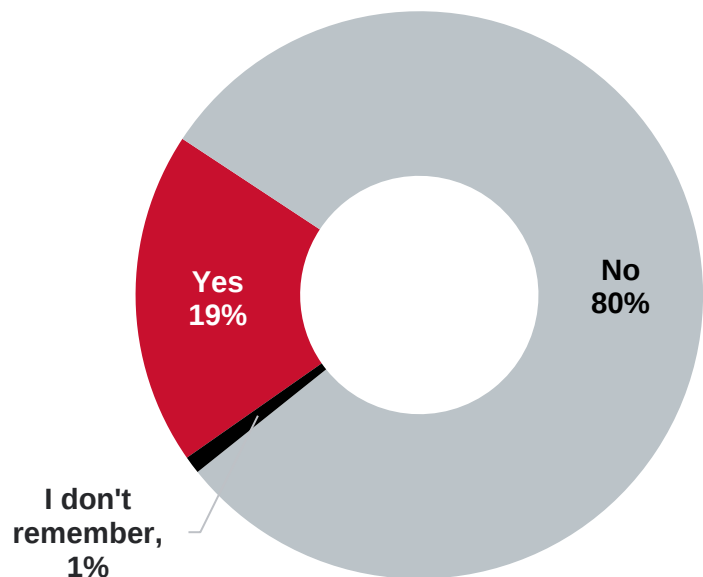


Appeals and Tribunals

Appeals and Tribunals

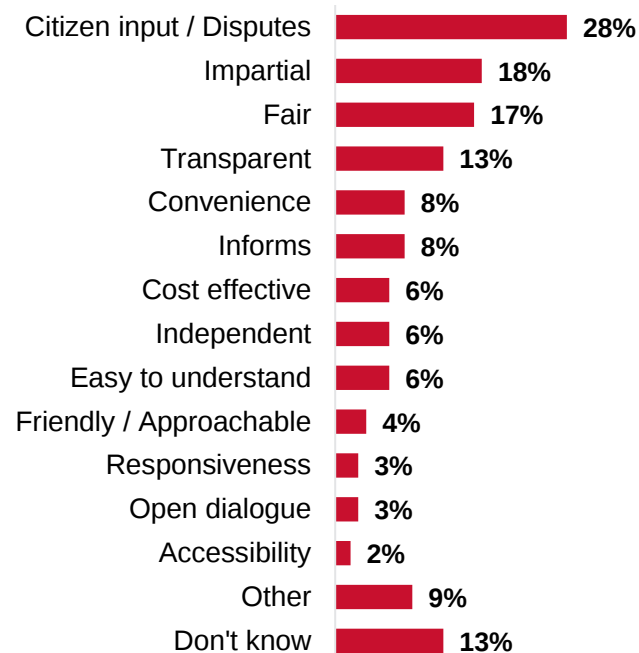
Overall, a majority (80%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite managing citizen input / disputes (28%), being impartial (18%), fairness (17%), and transparency (13%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Appeals and Tribunals services?
Base: n=108

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Appeals and Tribunals services provided by The City?
Base: n=108

Labels ≤1% not shown.

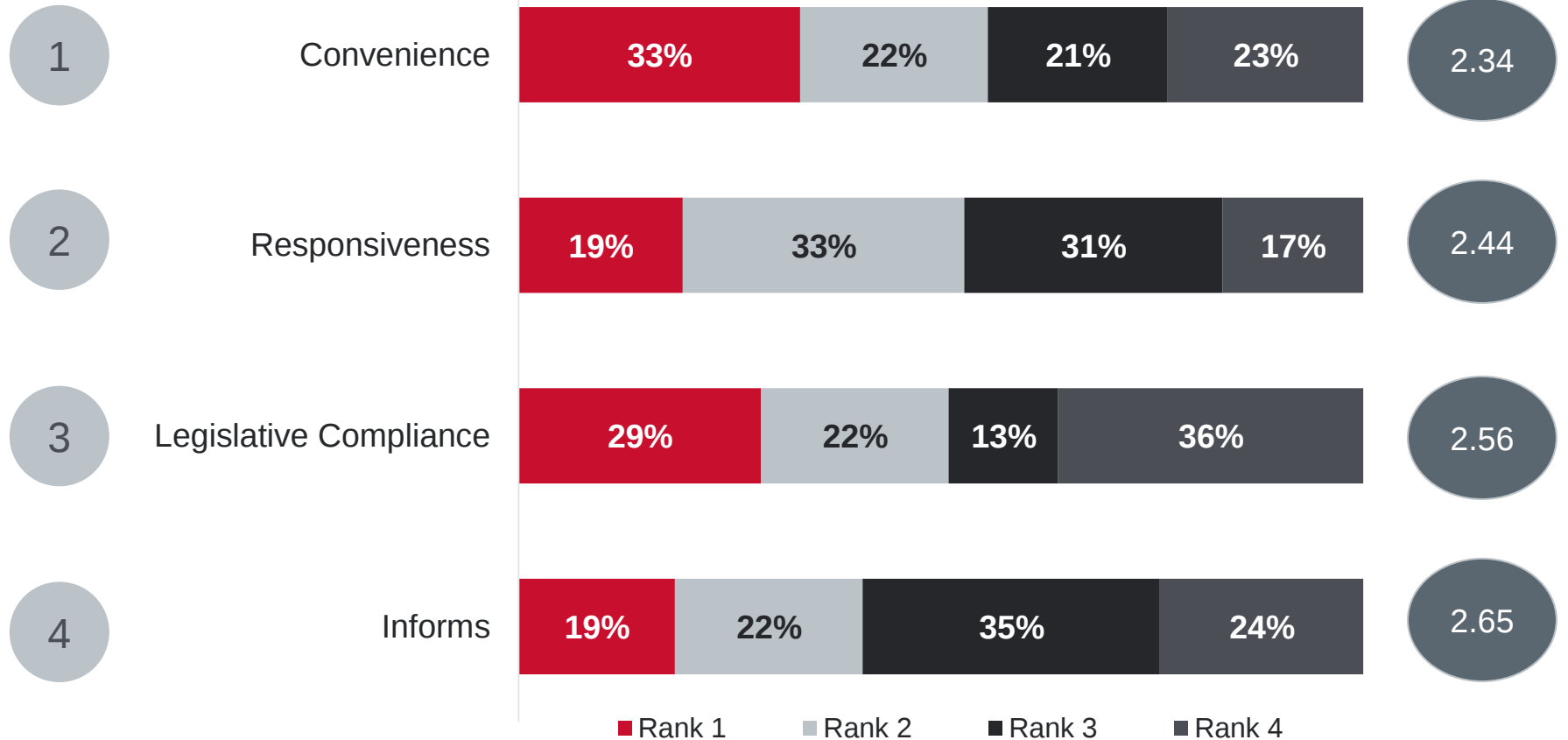
Appeals and Tribunals

The City's Appeals and Tribunals service provides an impartial process for citizens to challenge property and business assessments, decisions of the development and subdivision authorities, and certain other decisions made by The City of Calgary.

Responsiveness	Tribunals' decisions are rendered and published in timely fashion.
Convenience	Prospective complainants/appellants can file an appeal easily, when they want, and through the channel most convenient for them.
Legislative Compliance	Hearing processes comply with statutory requirements and the principles of natural justice and procedural fairness.
Informs	Information about tribunals' processes, procedures and decisions are readily available.

Appeals and Tribunals

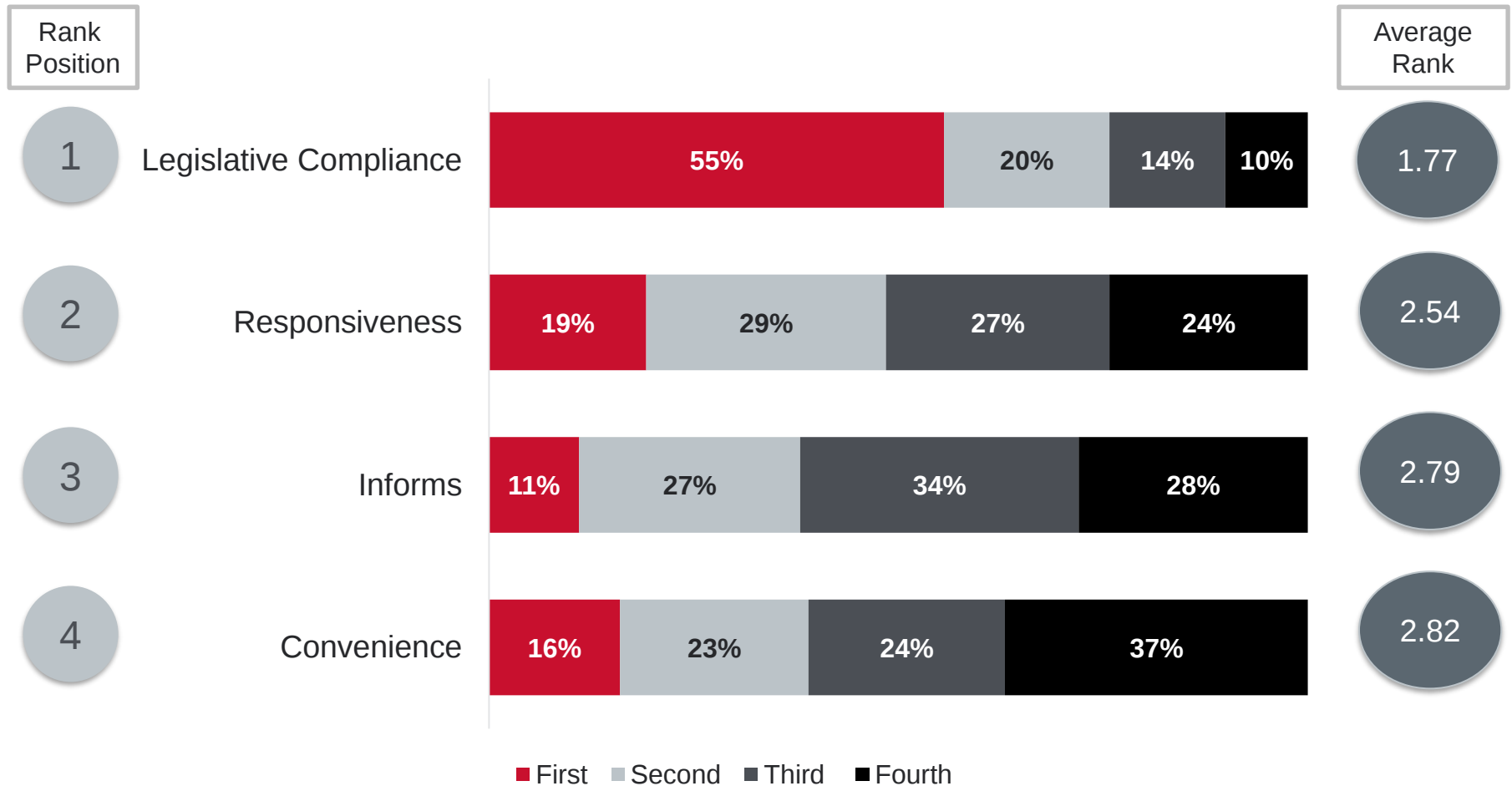
2022 Dimension Ranking Results

Rank
PositionAverage
Rank

Q: Below is a list of characteristics for Affordable Housing services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=108

Appeals and Tribunals 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=146

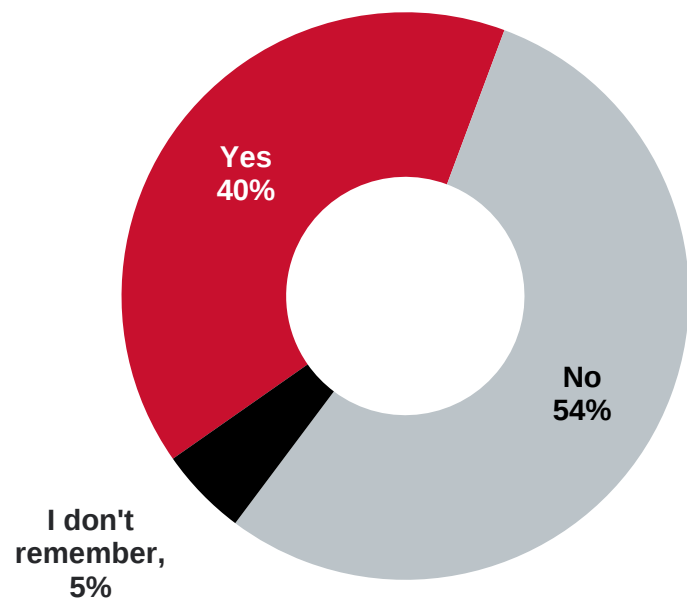


Arts and Culture

Arts and Culture

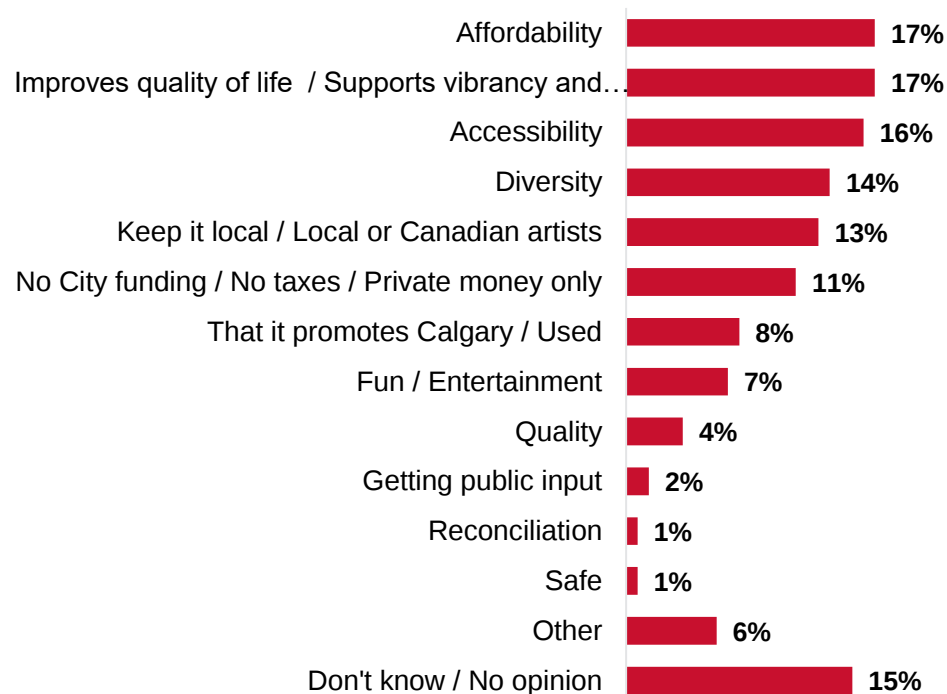
Overall, two-fifths (40%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, affordability (17%), improving quality of life (17%), and accessibility (16%) are cited as the most important elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Arts and Culture services?
Base: n=131

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Arts and Culture services provided by The City?
Base: n=131

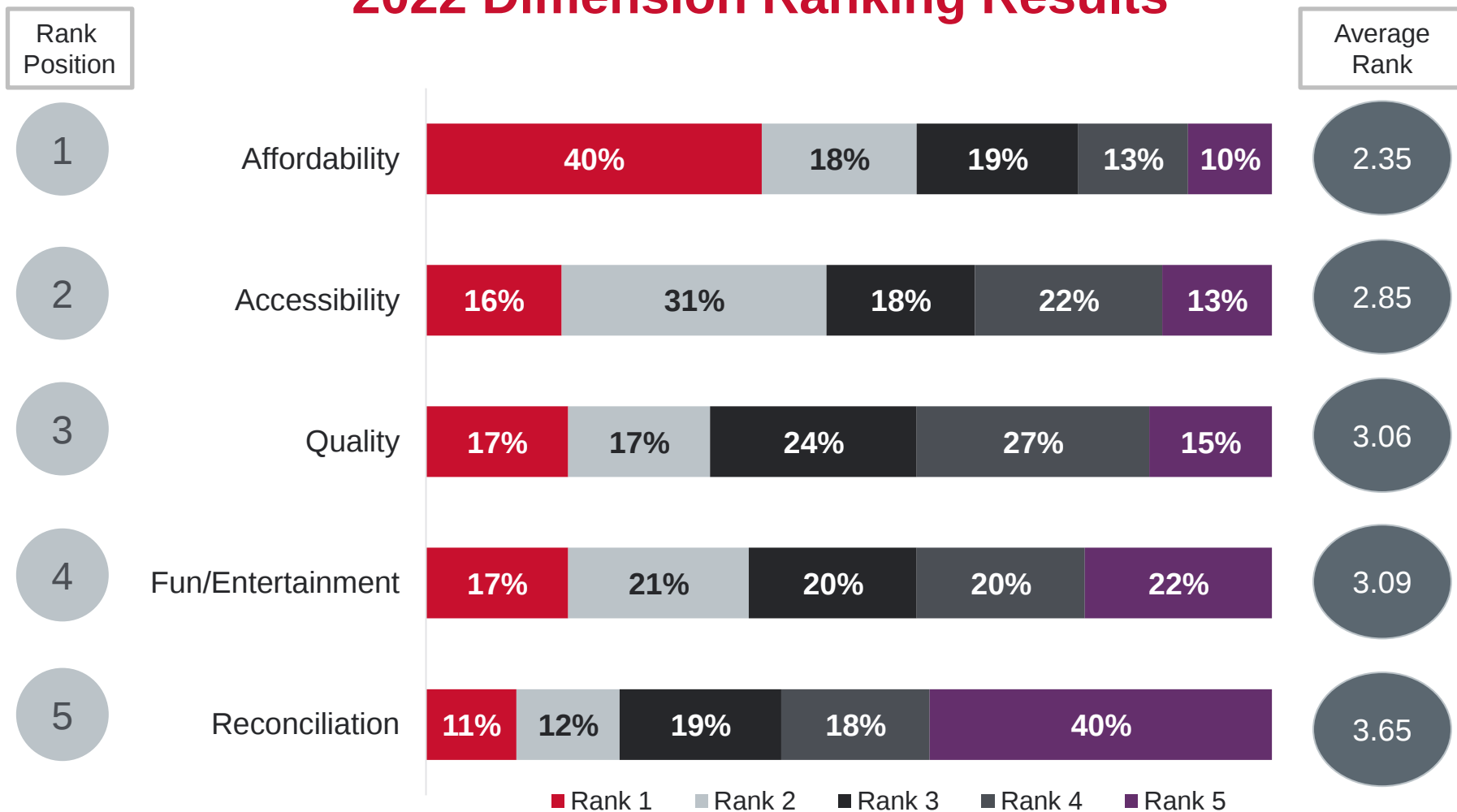
Arts and Culture

The City's Arts and Culture services supported by The City provide arts and culture experiences to Calgarians and visitors by supporting the production and delivery of festivals and events; commissioning, acquiring and maintaining public art; and planning for publicly accessible art and cultural spaces and facilities.

Affordability	Arts and culture opportunities that are available to Calgarians of all income levels.
Quality	Arts and cultural programs, activities and services that address and evolve to the needs of customers and communities.
Accessibility	Arts and culture activities that are easily accessible, inclusive, convenient and welcoming to Calgarians.
Fun / Entertainment	A range of arts and culture opportunities that inspire Calgarians to enjoy creative lives.
Reconciliation	Indigenous culture is recognized as a part of arts and culture opportunities.

Arts and Culture

2022 Dimension Ranking Results

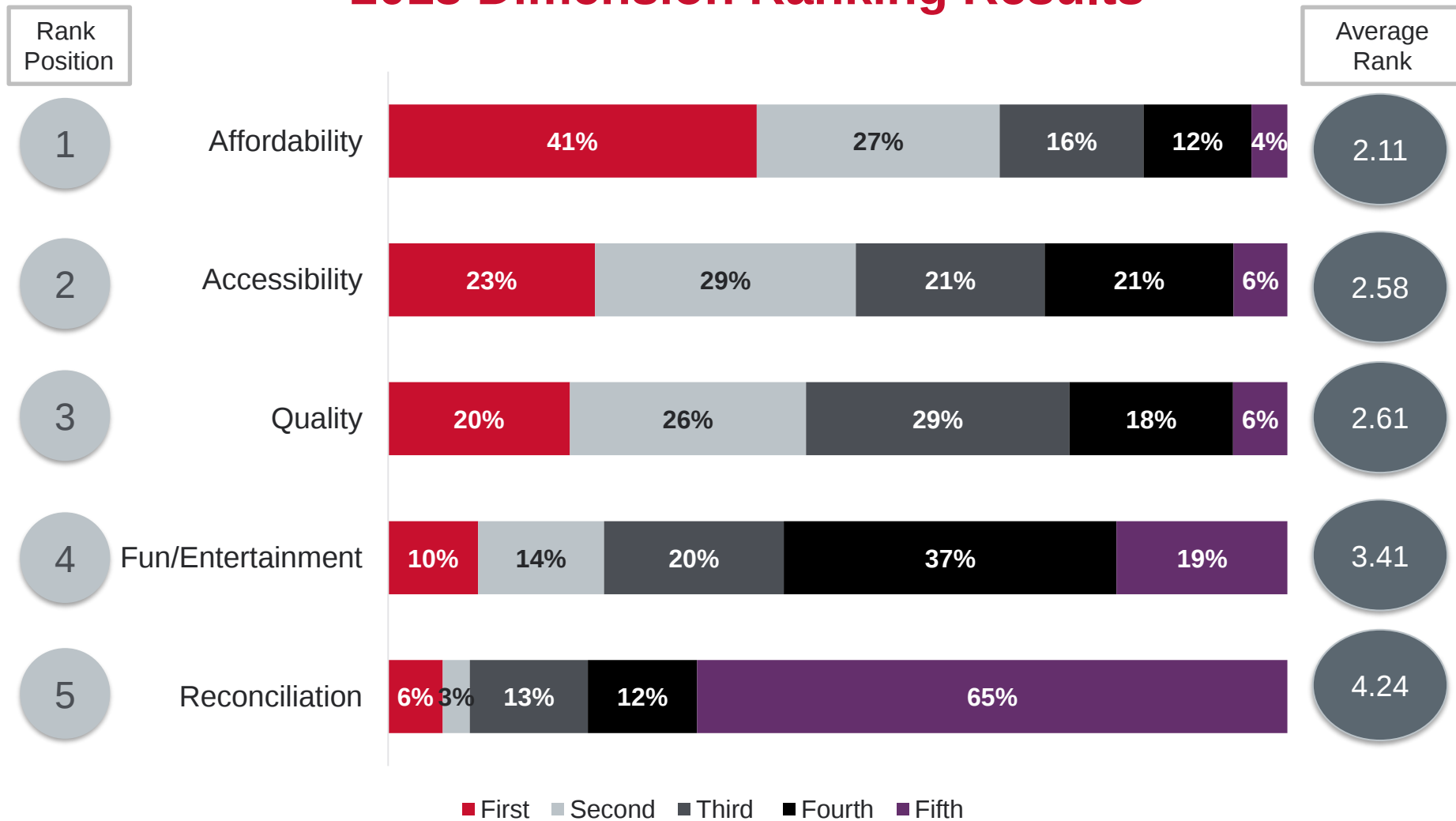


Q: Below is a list of characteristics for Arts and Culture services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=131

Arts and Culture

2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=138

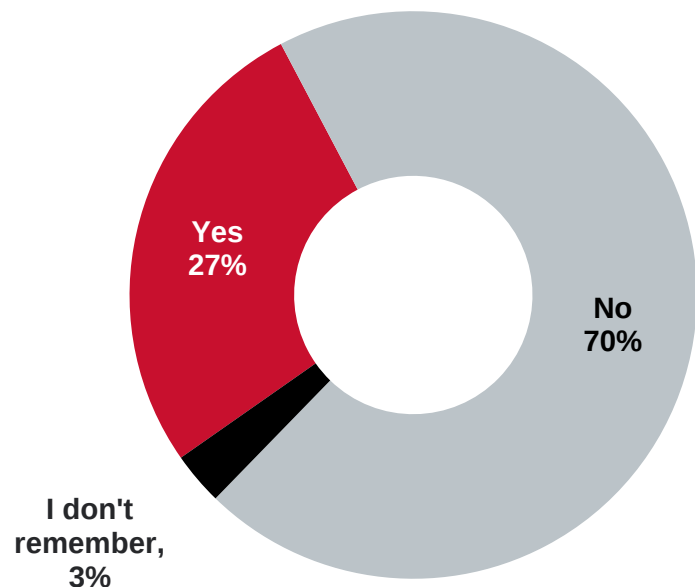


Building Safety

Building Safety

Overall, most (70%) survey respondents have not contacted, accessed, or used this service in the past. On an open-ended basis, safety (40%), legislative compliance (21%), and prevention (18%) are the most important elements of this service cited by respondents.

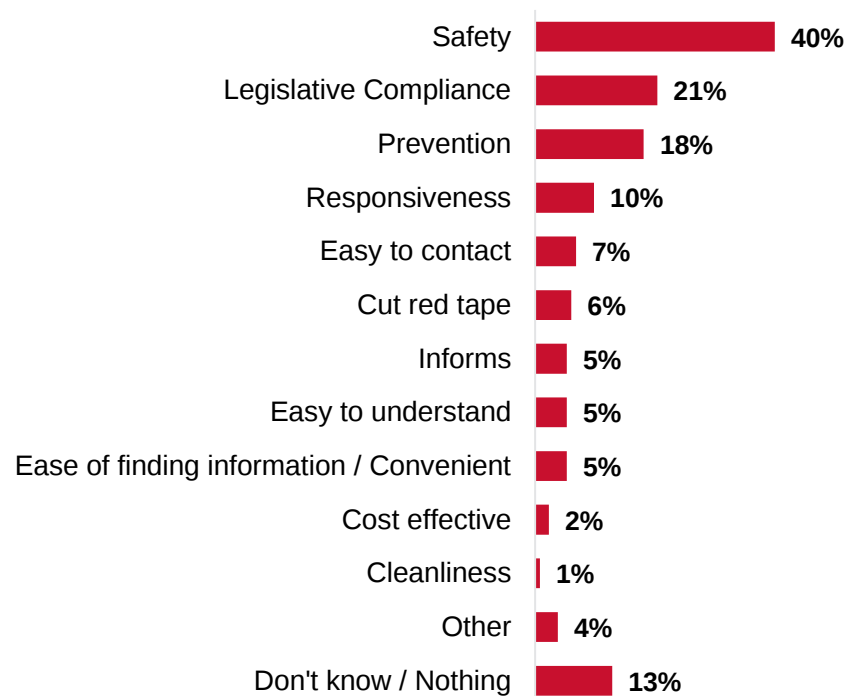
Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Building Safety services?

Base: n=131

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Building Safety services provided by The City?

Base: n=131

Building Safety

The City's Building Safety service provides Calgarians with the assurance that the buildings they live, work, and play in, are safe. This service reviews building plans submitted to ensure compliance with provincial and national safety codes prior to issuing a permit, then follows up with site inspections to ensure construction also complies. The service responds to building and construction site safety concerns reported by first responders, citizens, and partner agencies providing guidance and direction to ensure a safe resolution.

Responsiveness	Provide timely responses to permit applications, performing required inspections, and emergency situations.
Legislative Compliance	Ensure safety standards are met by reviewing plans and inspecting construction according to the Safety Codes Act.
Informs	Provide customers guidance on requirements regarding public safety, energy codes, accessibility, and construction safety.
Prevention	Prevent public safety incidents from occurring through education, and awareness with industry partners and customers.
Safety	Respond to public site safety and building concerns, review plans and inspect construction to ensure safety.

Building Safety

2022 Dimension Ranking Results

Rank
PositionAverage
Rank

1

Safety

28%

38%

17%

8%

8%

2.31

2

Responsiveness

25%

18%

27%

20%

10%

2.71

3

Legislative Compliance

24%

21%

15%

19%

22%

2.95

4

Informs

11%

11%

20%

31%

27%

3.51

5

Prevention

11%

12%

22%

21%

33%

3.52

■ Rank 1

■ Rank 2

■ Rank 3

■ Rank 4

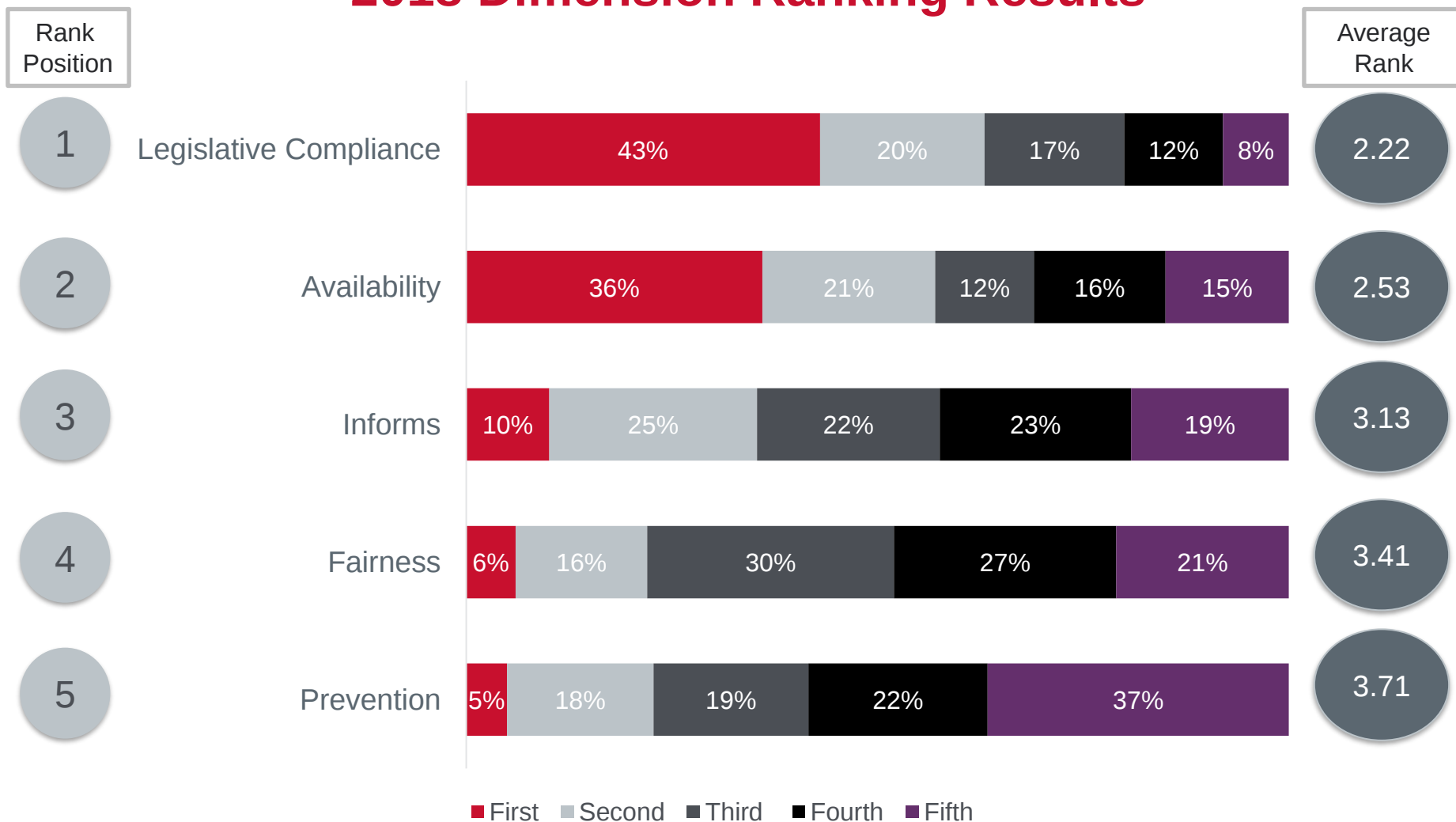
■ Rank 5

Q: Below is a list of characteristics for Building Safety services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=131

Building Approvals

2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=135

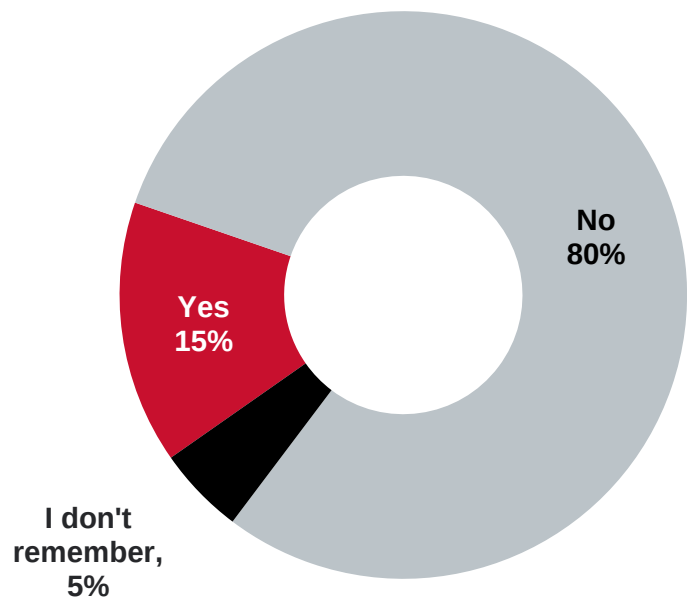


Business Licensing

Business Licensing

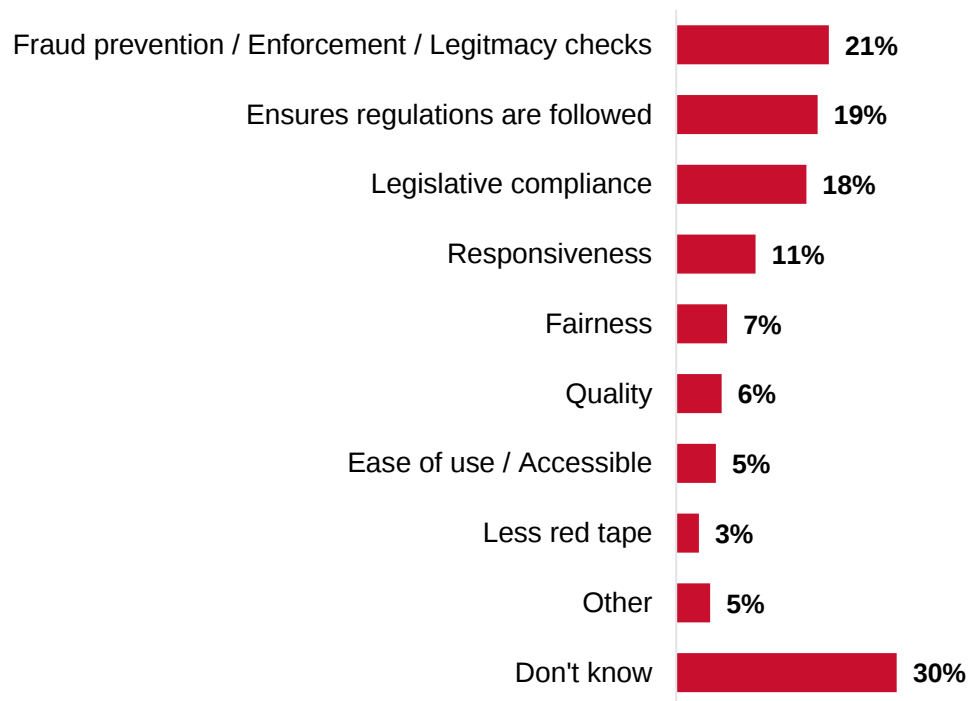
Overall, a majority (80%) of survey respondents have not contacted, accessed, or used this service in the past. On an open-ended basis, fraud prevention / enforcement (21%), ensuring regulations are followed (19%), and legislative compliance (18%) are key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Business Licensing services?
Base: n=131

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Business Licensing services provided by The City?
Base: n=131

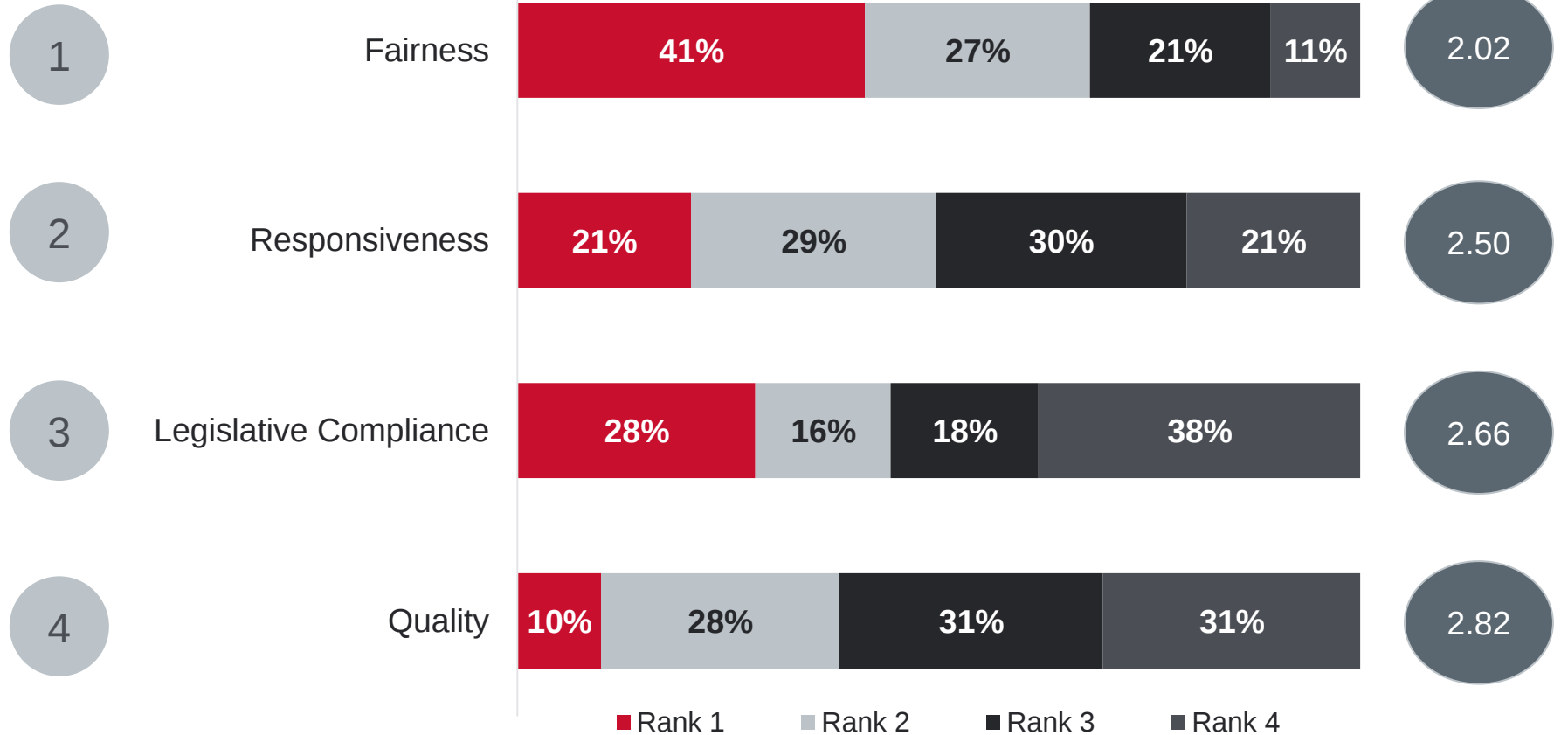
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Business Licensing

The City's Business Licensing service at The City oversees 40 types of businesses that do not fall under any other regulations, ensuring citizens' expectations for safe and ethical businesses are met. Business Licence peace officers play a key role in the service by investigating business operations to ensure compliance of bylaws and provincial statutes.

Responsiveness	Business license is issued within a reasonable timeframe.
Quality	Business owners are satisfied with the licensing service. This includes clear and easily accessible information, and consistent decisions on applications.
Fairness	Enforcement is transparent, fair, consistent and delivered by competent Business License Peace Officers. Peace Officers provide quality customer service, demonstrating professionalism, courtesy, responsiveness and knowledge.
Legislative Compliance	Investigations and inspections ensure businesses comply with legislation and the licensing bylaws that apply to them.

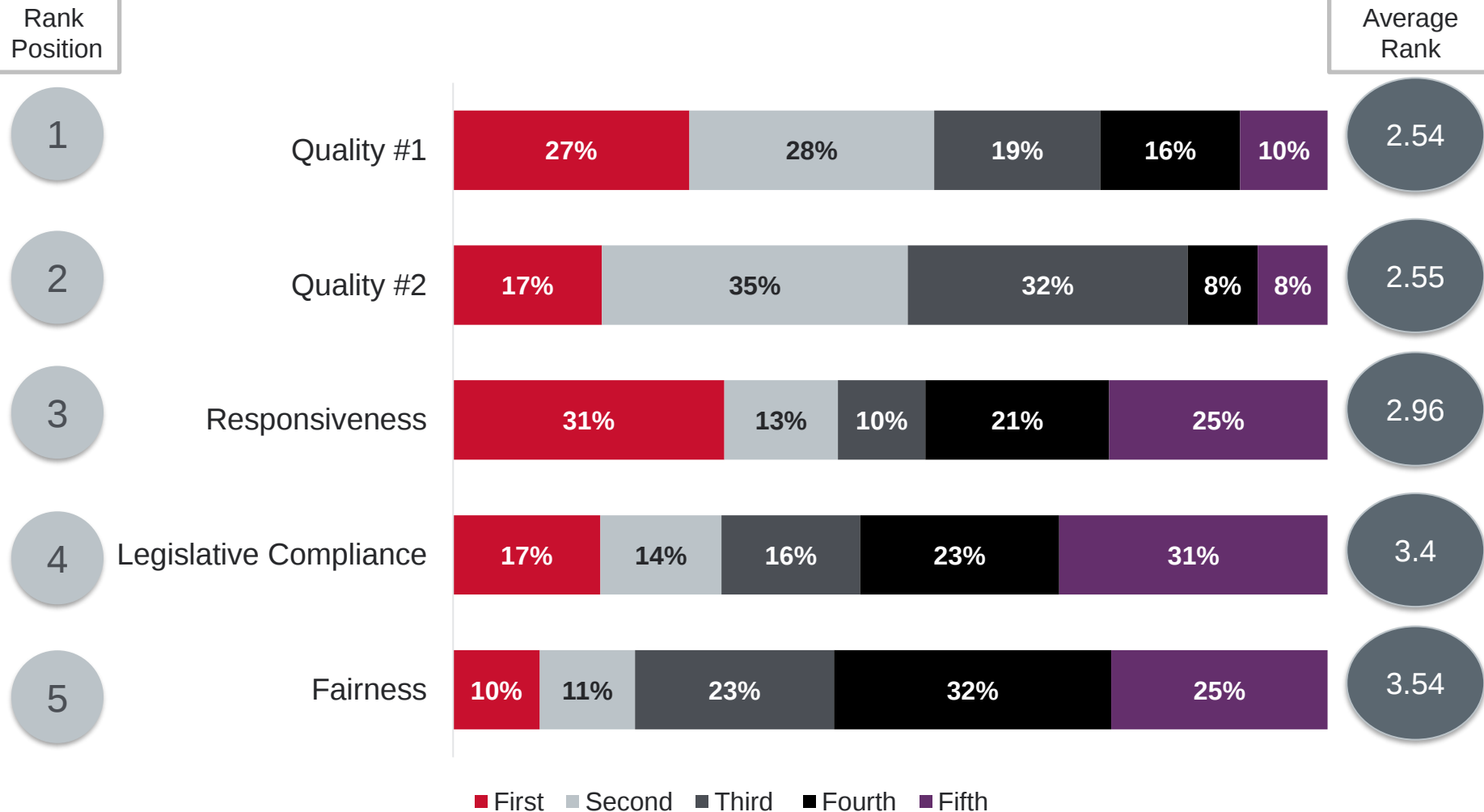
Business Licensing 2022 Dimension Ranking Results

Rank
PositionAverage
Rank

Q: Below is a list of characteristics for Business Licensing services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=131

Building Licensing 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=132

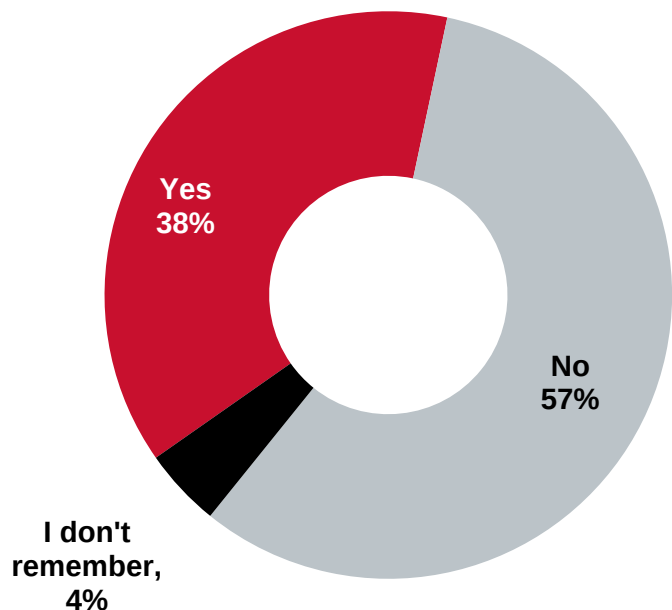


Bylaw Education and Compliance

Bylaw Education and Compliance

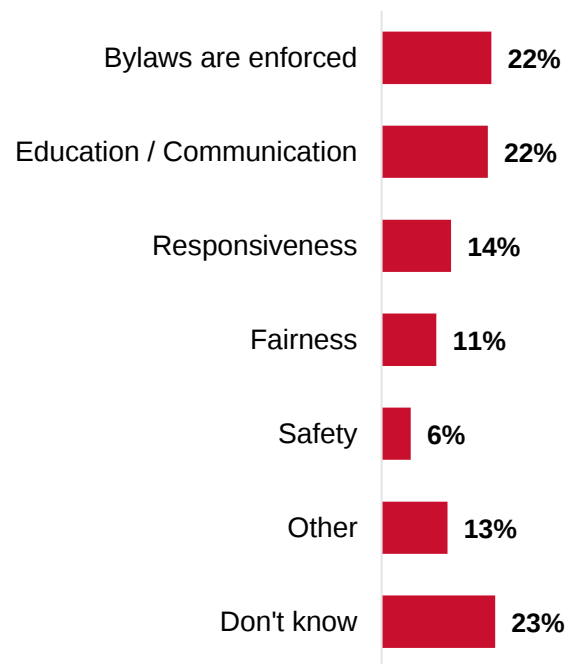
Overall, almost two-fifths (38%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, enforcing bylaws (22%), education/communication (22%), and responsiveness (14%) are cited as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Bylaw Education and Compliance services?
Base: n=134

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Bylaw Education and Compliance services provided by The City?
Base: n=134

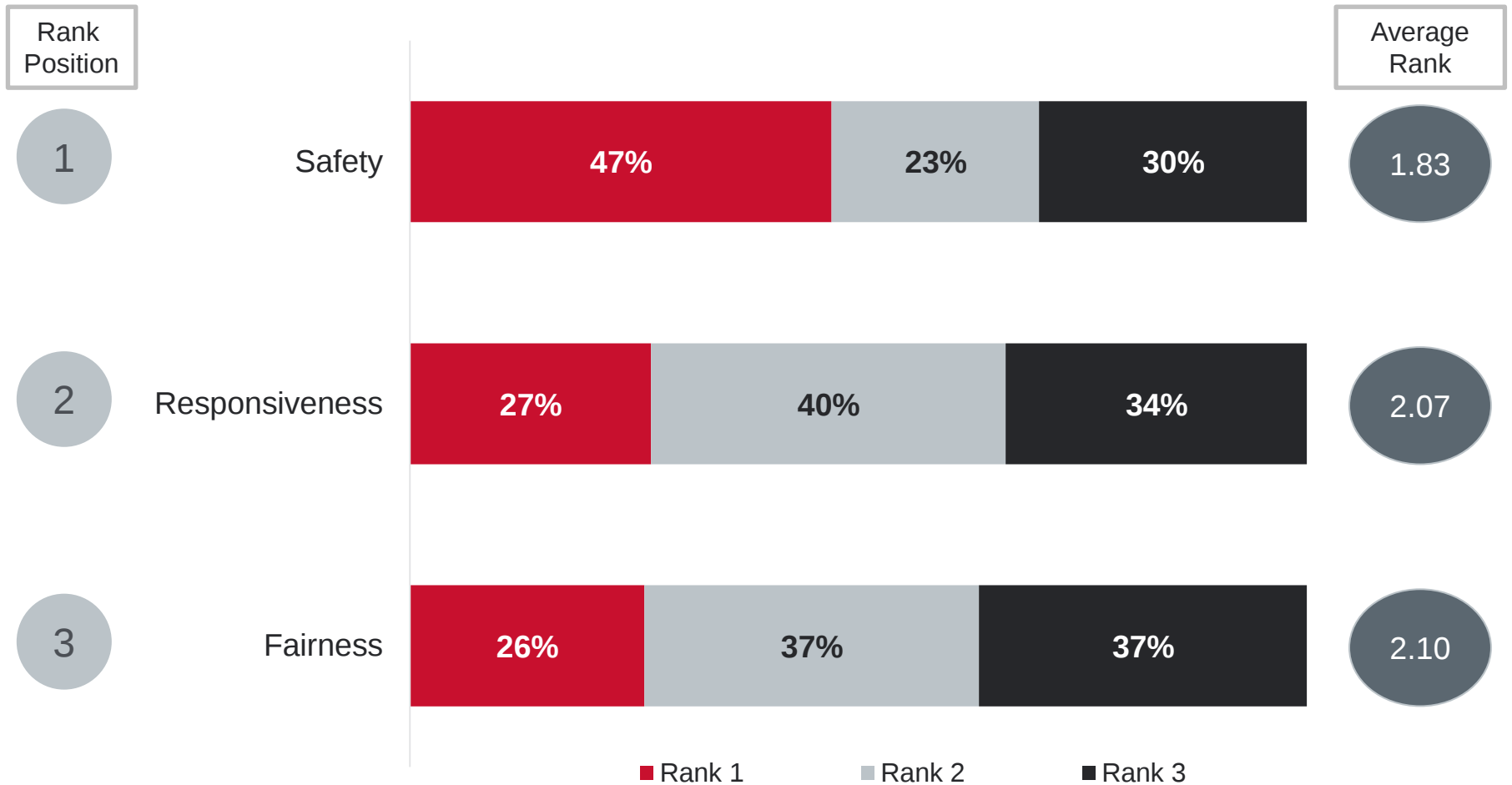
Labels ≤1% not shown.

Bylaw Education and Compliance

The City's Bylaw Education and Compliance service develops and maintains community standards in Calgary to promote healthy and safe communities and help citizens live in harmony with neighbours. The service includes enforcement of municipal bylaws, provincial statutes and bylaw education that encourage compliance.

Responsiveness	Citizen complaints and bylaw issues are responded to and resolved in a timely manner.
Safety	Citizens feel safe and protected in their communities.
Fairness	Bylaw enforcement service is transparent, fair and consistent, and delivered by competent Community Peace Officers.

Bylaw Education and Compliance 2022 Dimension Ranking Results

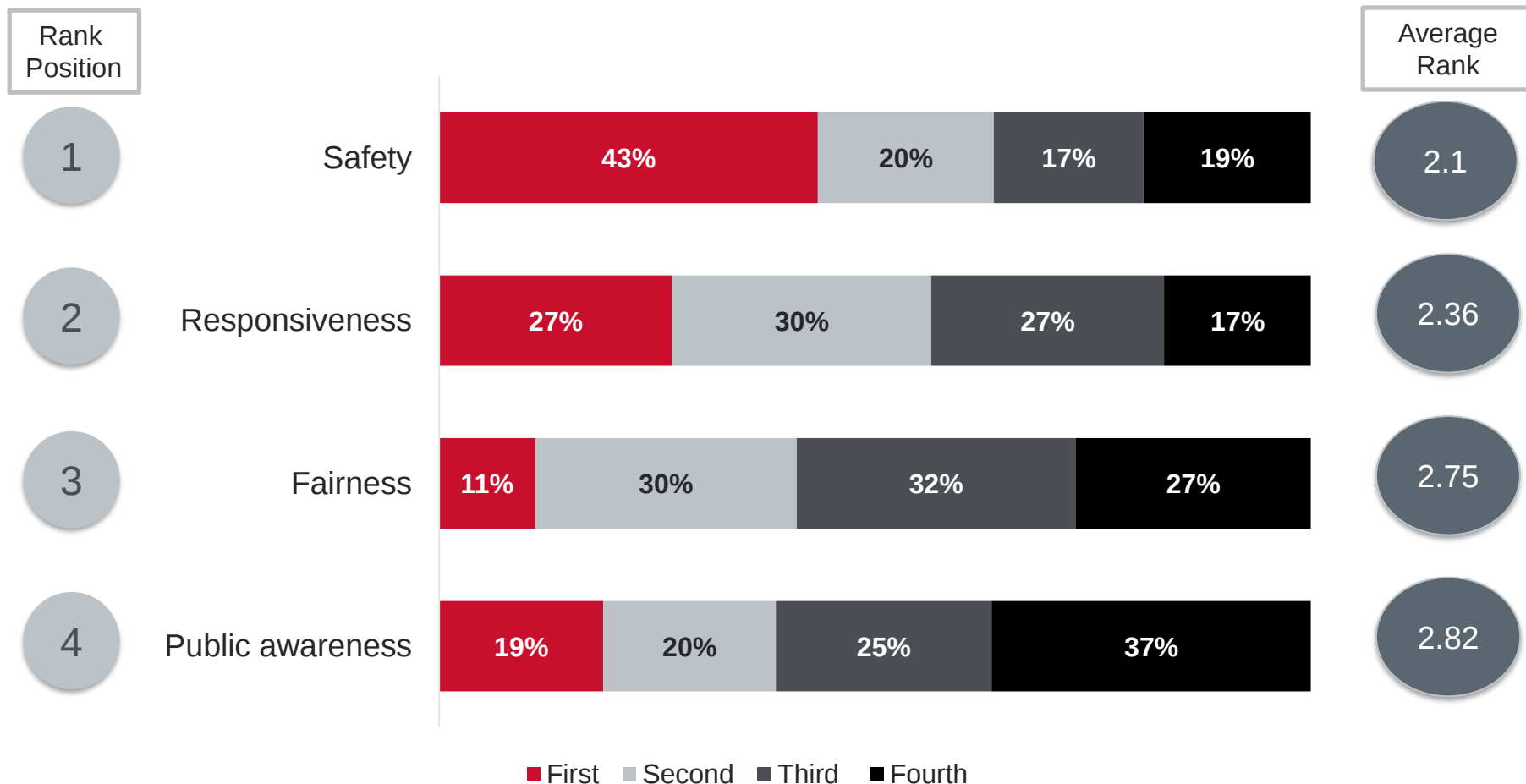


Q: Below is a list of characteristics for The City's Bylaw Education and Compliance service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 3 is the lowest priority.

Base: n=134

Bylaw Education and Compliance

2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=166

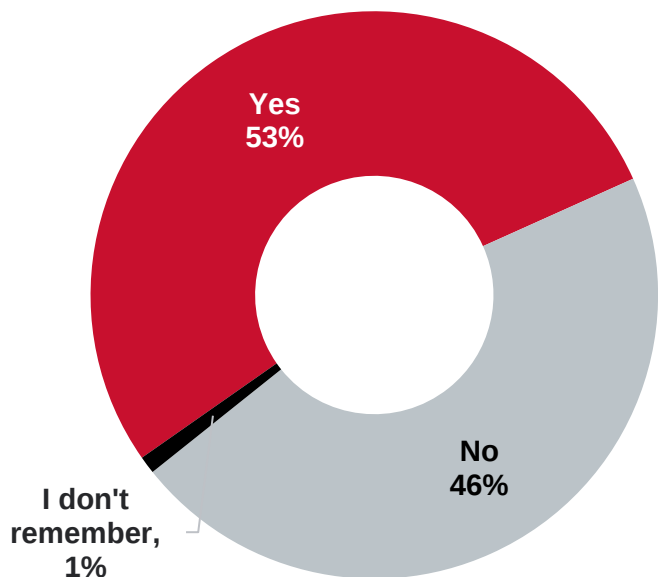


Calgary 9-1-1

Calgary 9-1-1

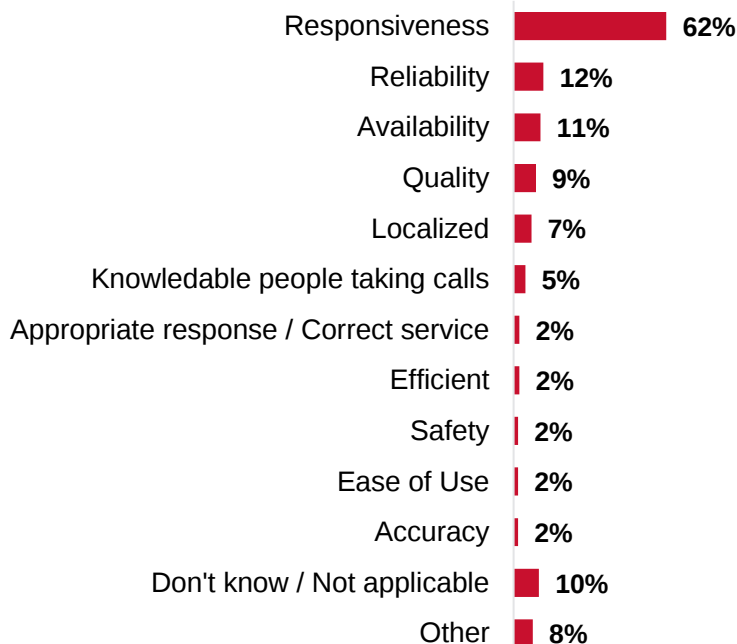
Overall, about one-half (53%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite responsiveness (62%), reliability (12%), and availability (11%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Calgary 9-1-1 services?
Base: n=164

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Calgary 9-1-1 services provided by The City?
Base: n=164

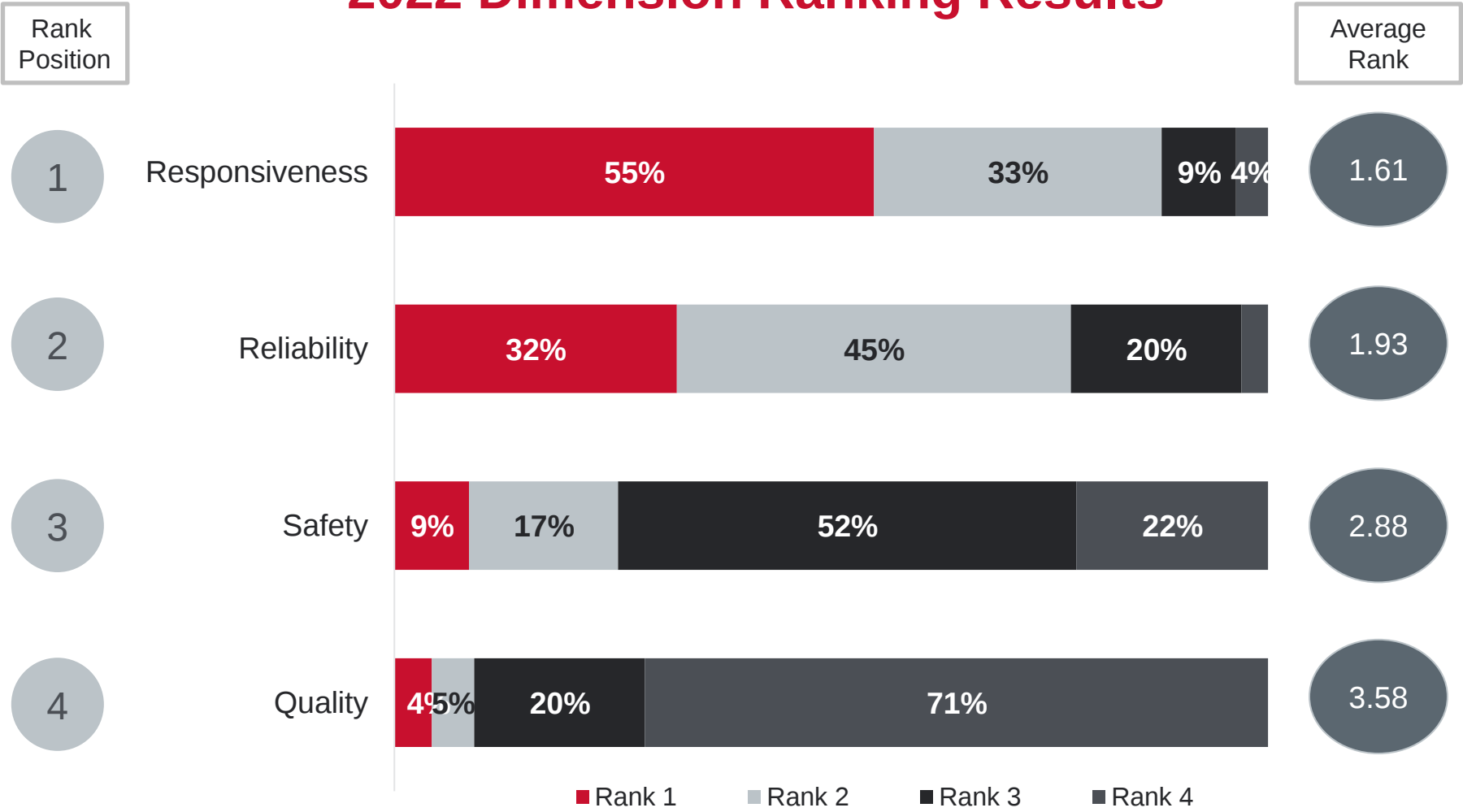
Labels ≤1% not shown.

Calgary 9-1-1

The City's Calgary 9-1-1 service connects citizens with the emergency services they require by evaluating and dispatching 9-1-1 and non-emergency calls from within Calgary and for client agencies located outside of Calgary.

Reliability	Citizens can depend on 9-1-1 in their time of need.
Responsiveness	9-1-1 calls are answered quickly and first responders are notified in a timely manner.
Quality	Courteous and professional support is provided.
Safety	Appropriate response is identified and accurate information is provided to first responders.

Calgary 9-1-1 2022 Dimension Ranking Results



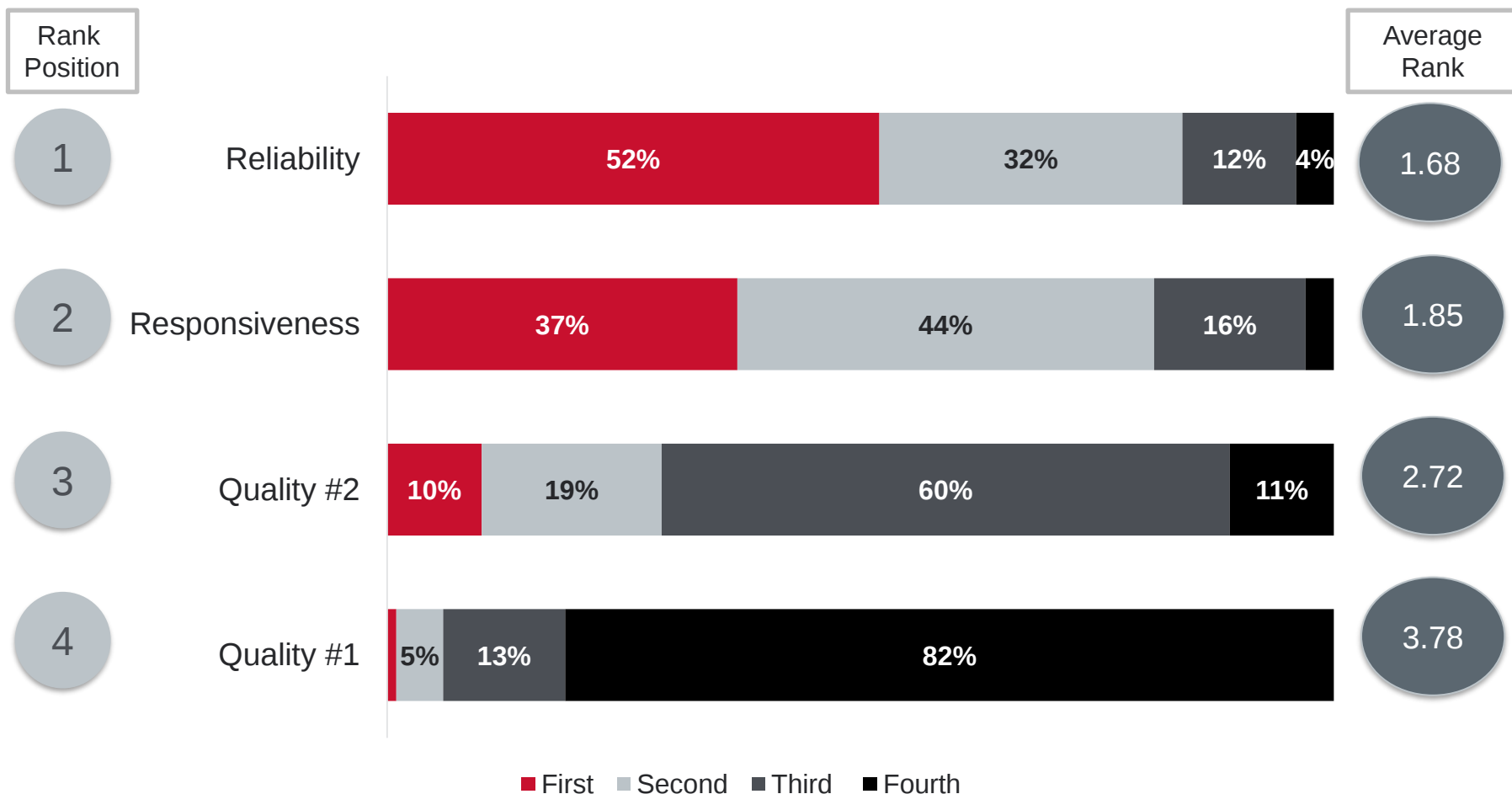
Q: Below is a list of characteristics for Calgary 9-1-1 services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=164

Labels ≤3% not shown.



Calgary 9-1-1 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=190

Labels ≤3% not shown.

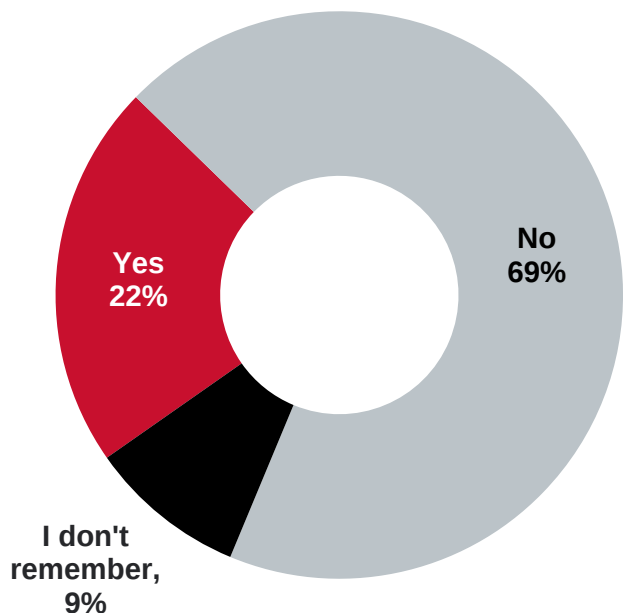


Citizen Engagement and Insights

Citizen Engagement and Insights

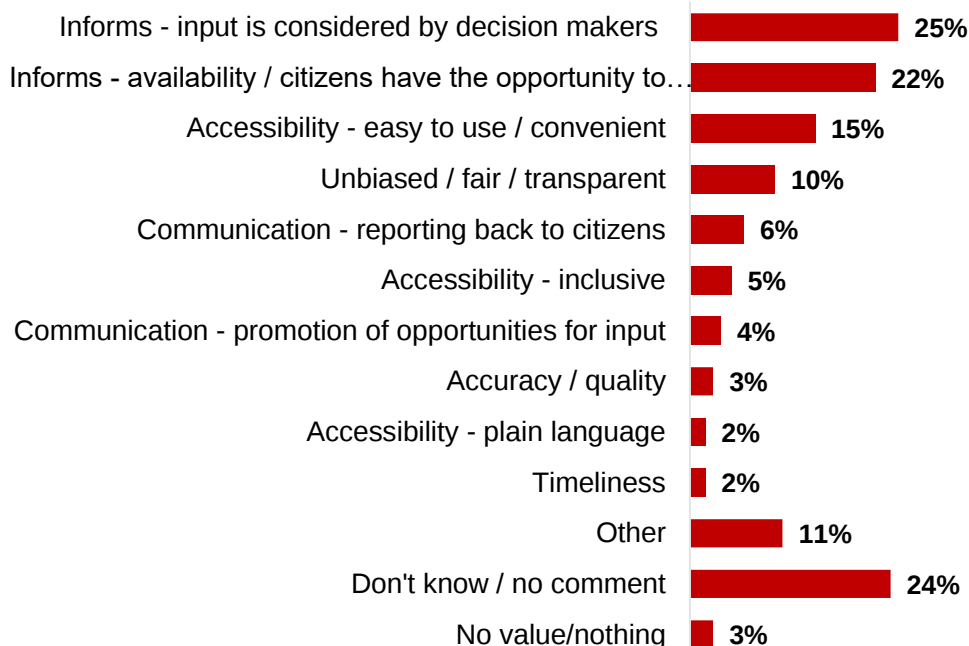
Overall, seven-in-ten (69%) survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite the service informing (48%), being accessible (21%), and communication (10%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Citizen Engagement and Insights services?
Base: n=108

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Citizen Engagement and Insights services provided by The City?
Base: n=108

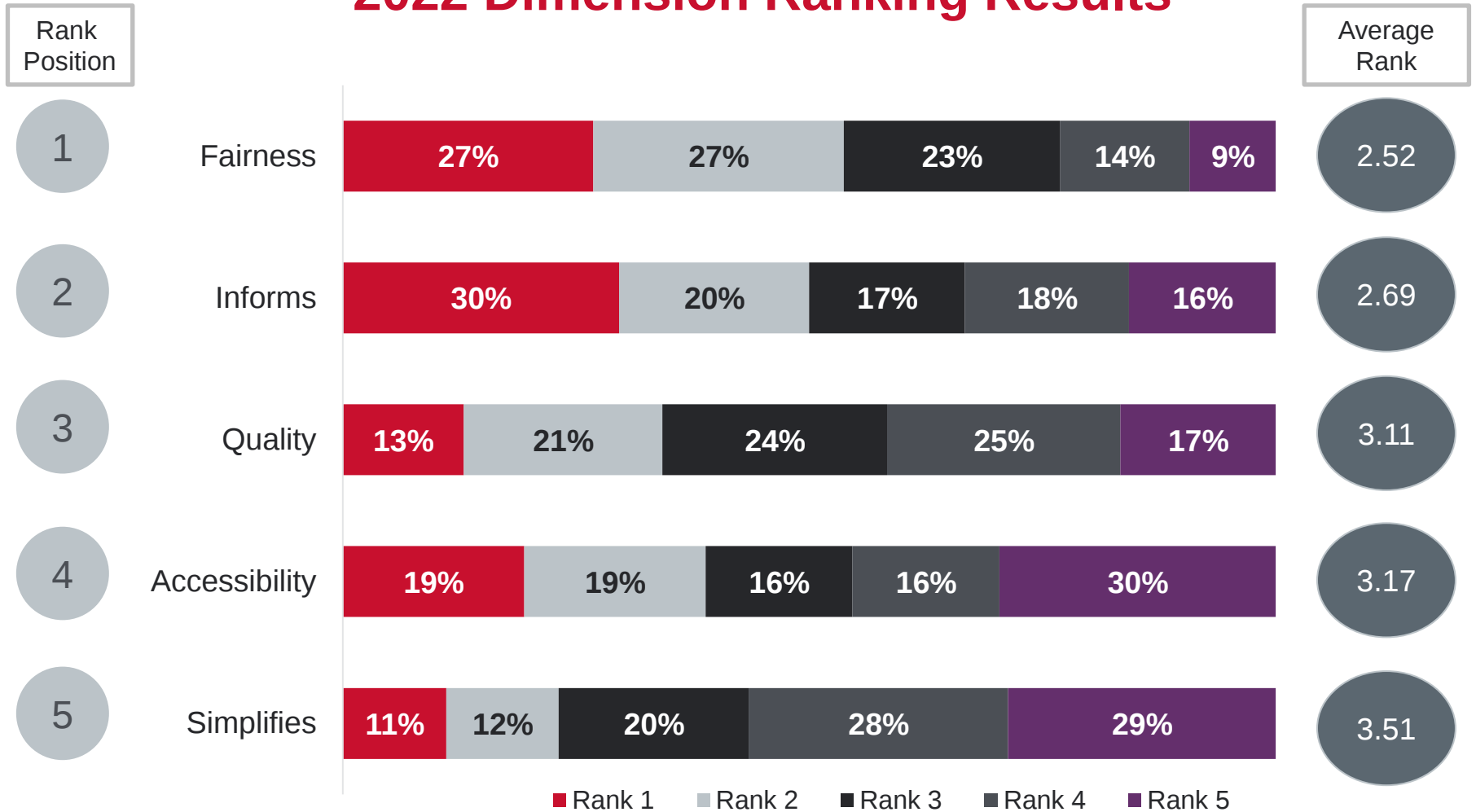
Labels ≤1% not shown.

Citizen Engagement and Insights

The City's Citizen Engagement and Insights service plans and executes safe, fair and accessible opportunities for citizens and stakeholders to provide input on City programs and services, and overall quality of life in Calgary.

Fairness	Provides an unbiased representation of the range of voices on a range of topics.
Accessibility	Engagement activities are thoughtfully planned to mitigate potential social, economic, geographic or other barriers.
Quality	Achieves a high degree of quality in the planning, execution, analysis, and reporting of engagement and research.
Informs	Provides reliable information about citizens' perspectives and aspirations so decisions are aligned to the public good.
Simplifies	Reduces complexity and simplifies data into a cohesive and aligned narrative that can be shared and understood.

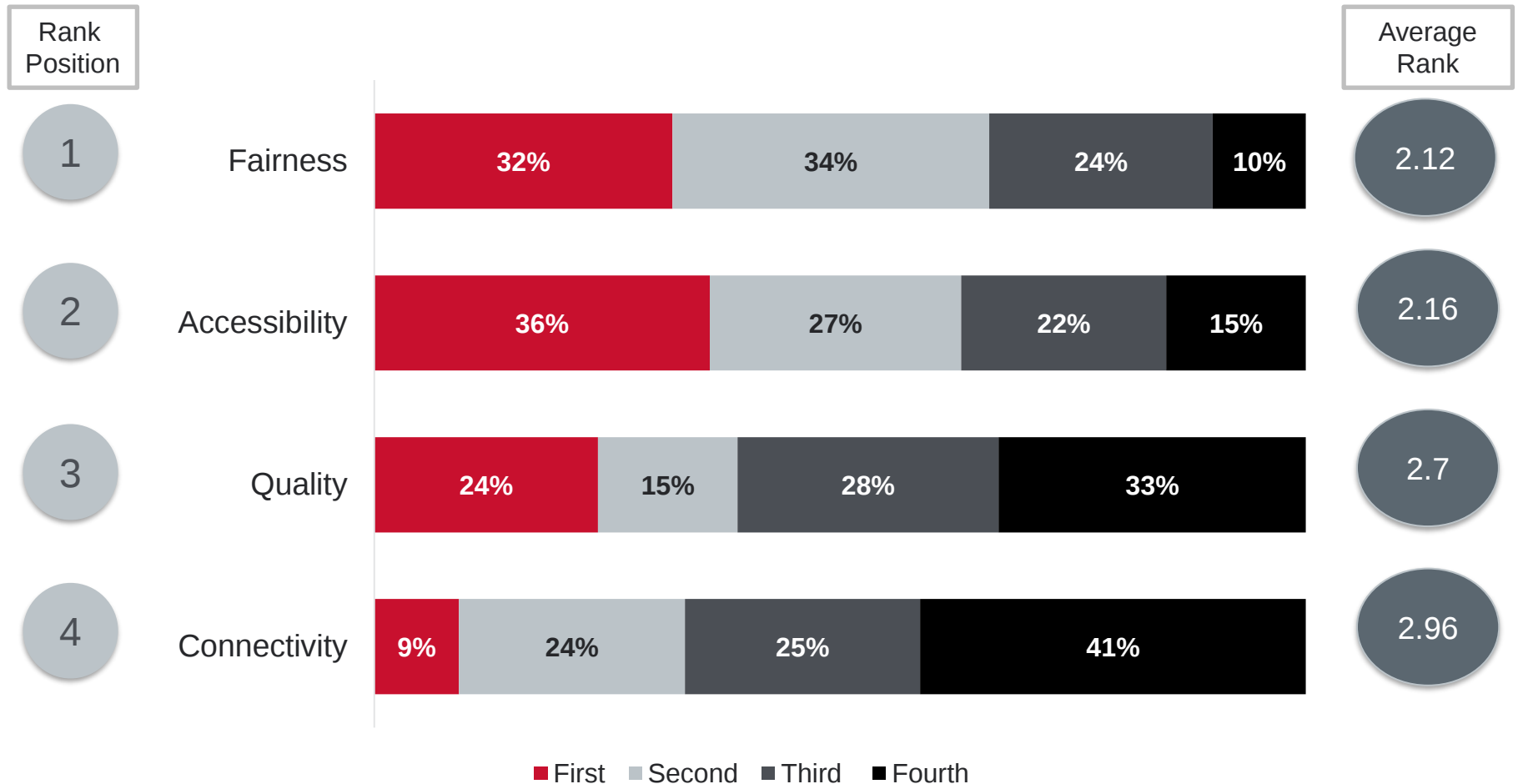
Citizen Engagement and Insights 2022 Dimension Ranking Results



Q: Below is a list of characteristics for Citizen Engagement and Insights services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=108

Corporate Citizen Engagement 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=148

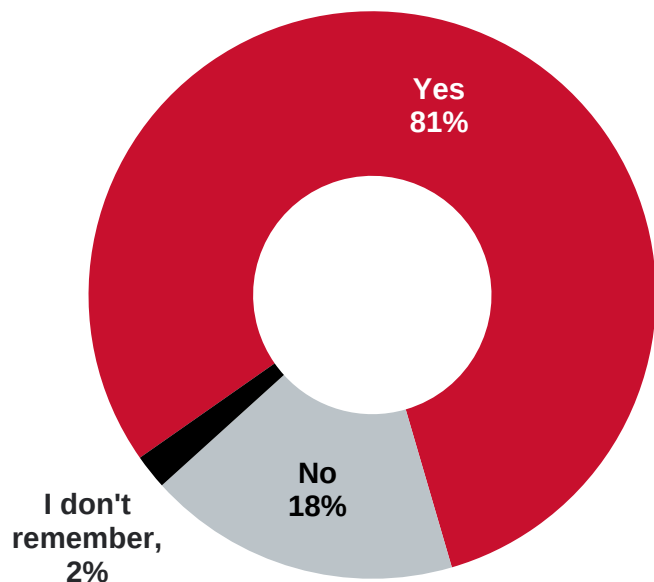


Citizen Information and Services

Citizen Information and Services

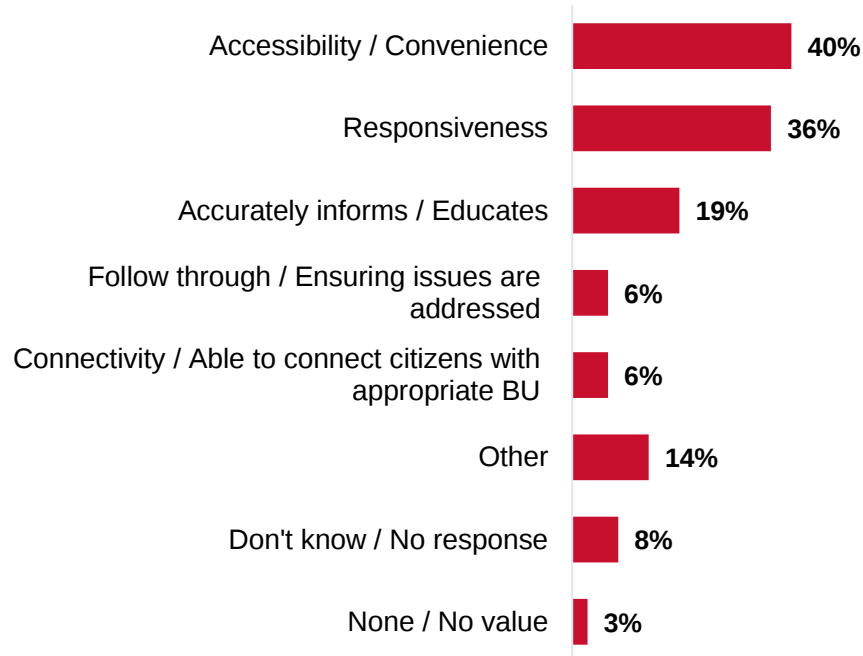
Overall, a majority (81%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite accessibility / convenience (40%), responsiveness (36%), and accurately informs (19%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Citizen Information and Services?
Base: n=108

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Citizen Information and Services provided by The City?
Base: n=108

Labels ≤1% not shown.

Citizen Information and Services

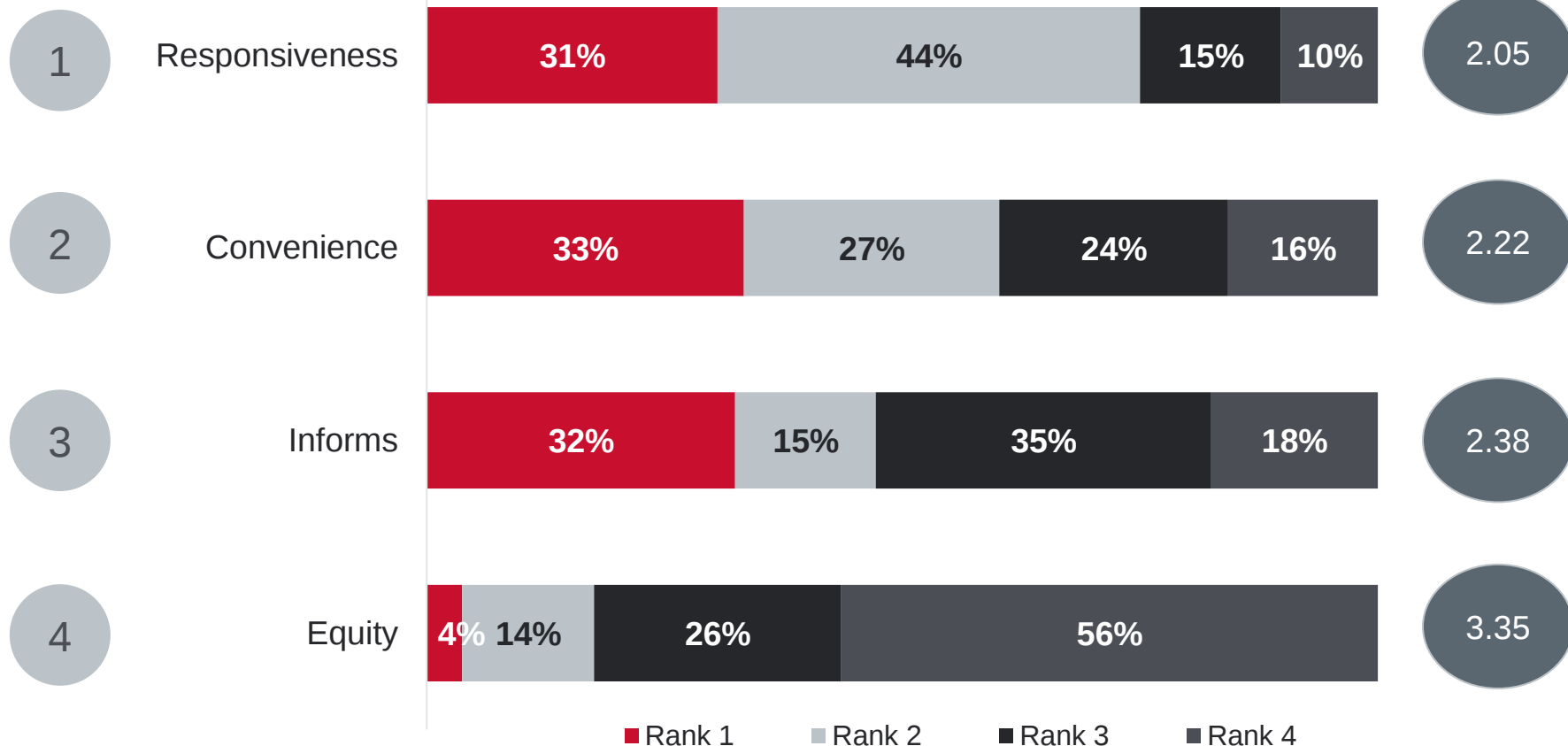
The City's Citizen Information and Services provides two-way information and services for Calgary citizens, businesses and visitors through The City's primary contact channels: 311 and the calgary.ca website. Through day-to-day information, interactions and transactions, this service gathers valuable customer and citizen feedback to help The City prioritize, develop and modify services to better meet the needs of citizens and customers.

Informs	Reliable and trustworthy information about The City.
Convenience	Easy access to City information and services in channels of choice/variety of channels.
Equity	Tailored information and service options based on specific needs.
Responsiveness	Timely responses to requests for information and/or issues that have been reported.

Citizen Information and Services 2022 Dimension Ranking Results

Rank
Position

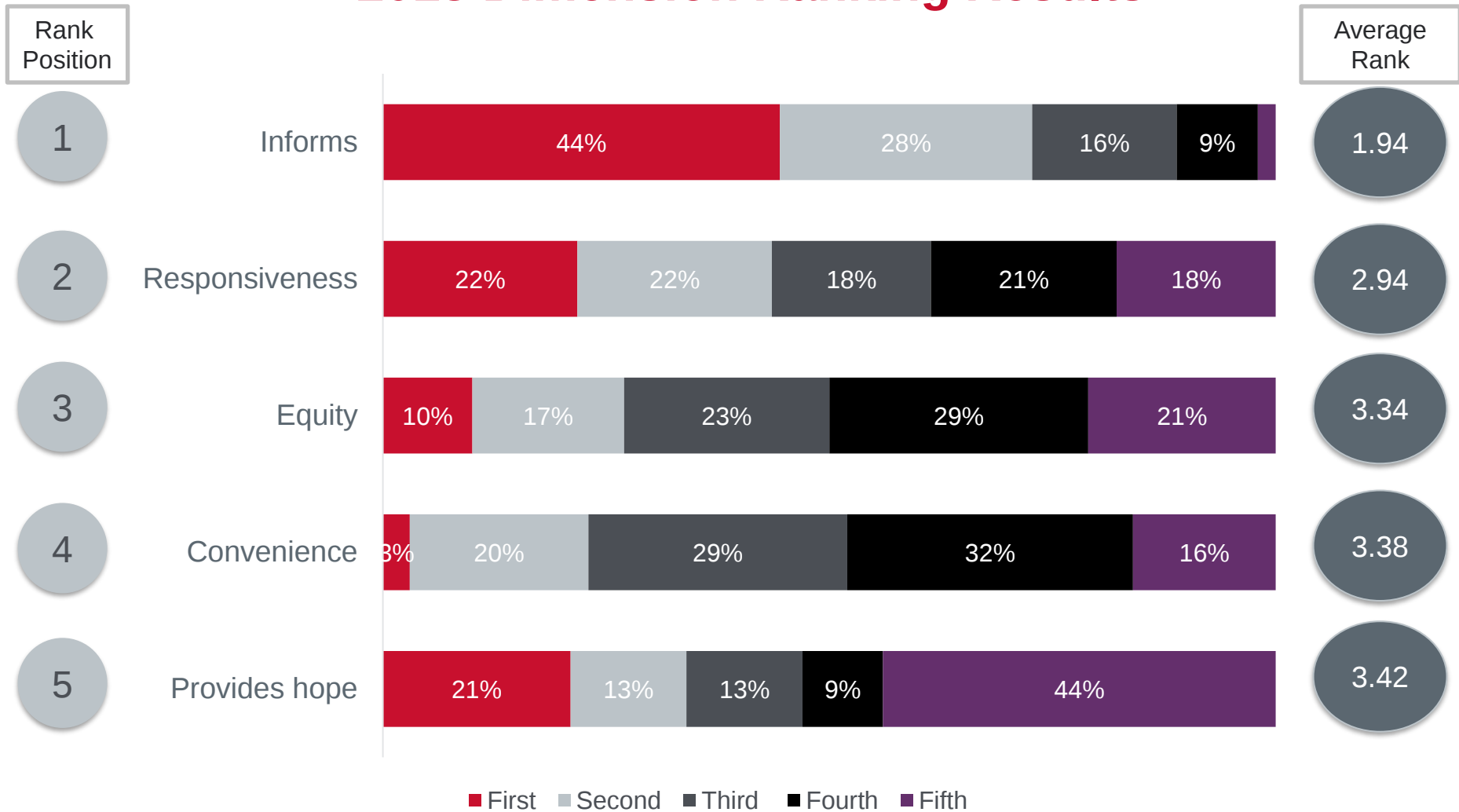
Average
Rank



Q: Below is a list of characteristics for Citizen Information and Services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=108

Corporate Citizen Relationship Management 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=151

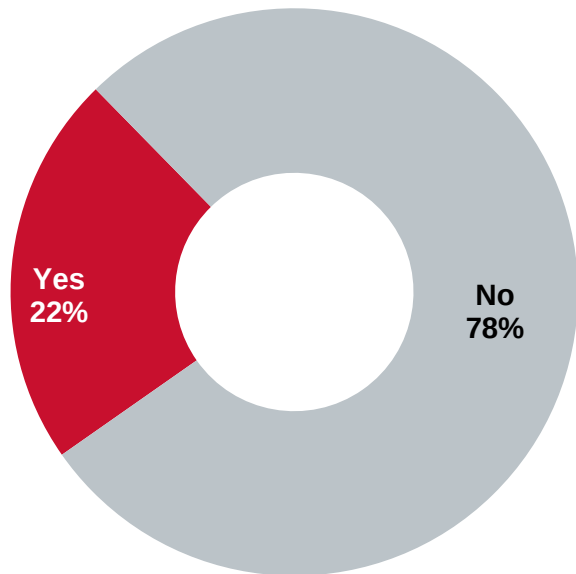


City Cemeteries

City Cemeteries

Overall, about four-fifths (78%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite maintenance (29%), availability (22%), and quality (19%) as key elements of this service.

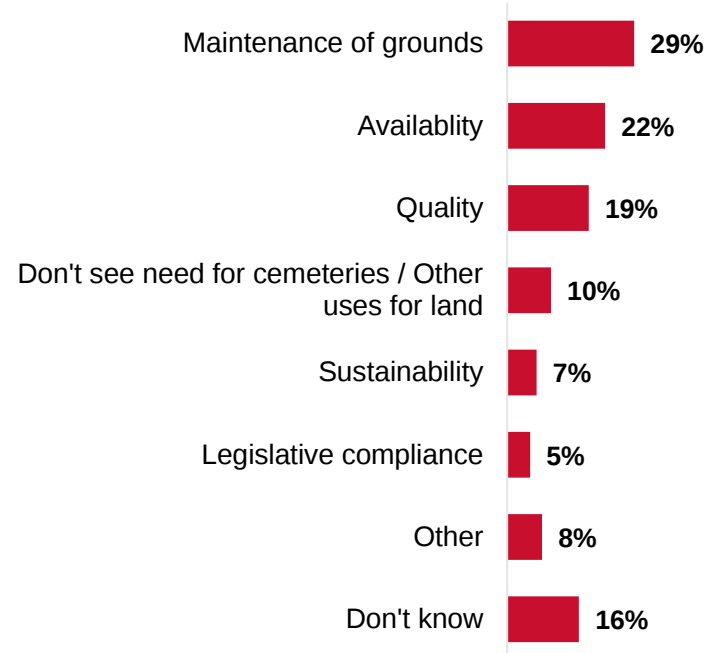
Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used City Cemeteries services?

Base: n=134

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about City Cemeteries services provided by The City?

Base: n=134

Labels ≤1% not shown.

City Cemeteries

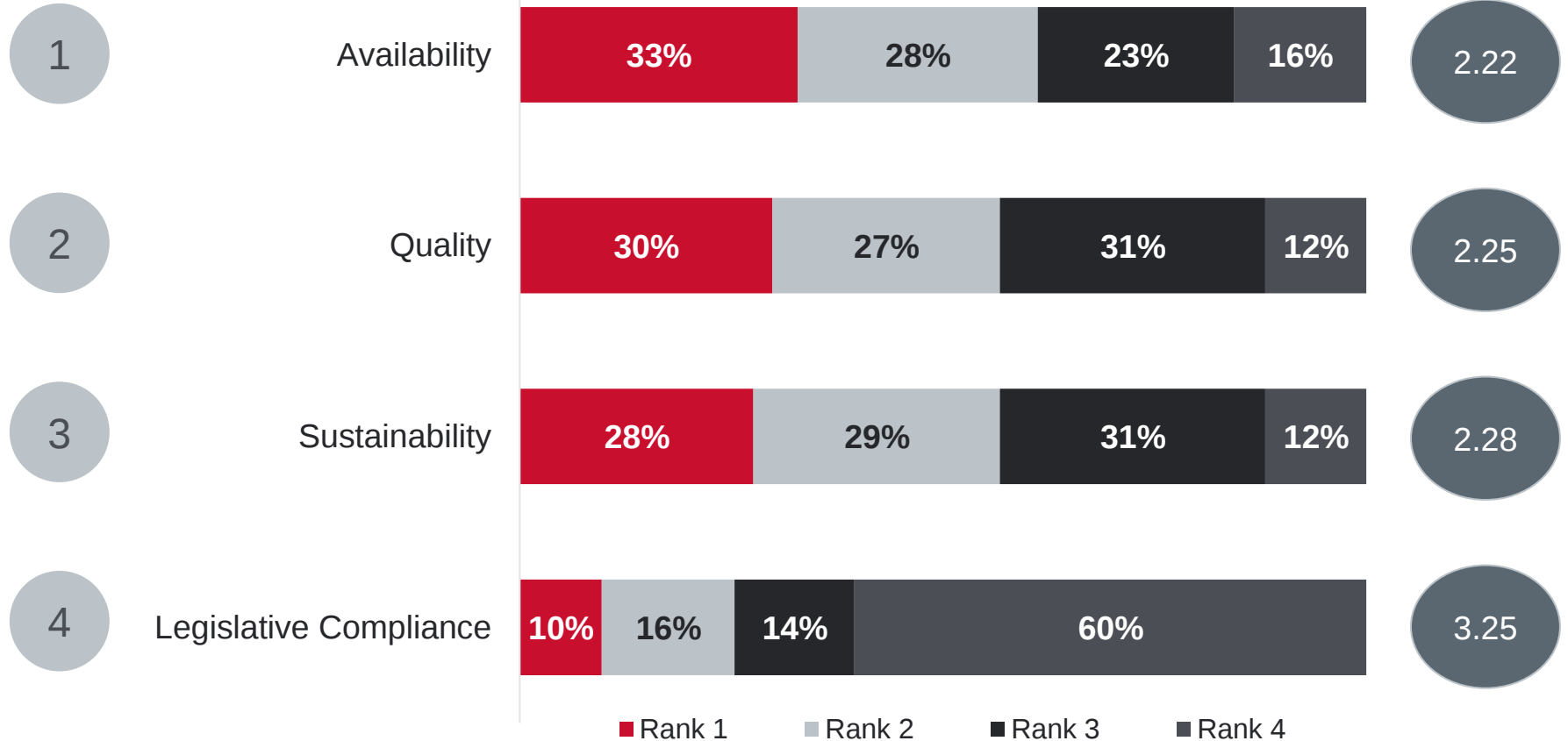
The City Cemeteries service maintains public cemeteries and provides affordable burial and memorial services.

Quality	City cemeteries provide a dignified service for the respectful interment and memorialization of loved ones.
Availability	Access to a range of affordable cemetery space alternatives is a public expectation and public health need.
Sustainability	Cemetery operations are well-managed for long-term feasibility.
Legislative Compliance	The City of Calgary provides cemetery services in compliance with the provincial Cemeteries Act.

City Cemeteries 2022 Dimension Ranking Results

Rank
Position

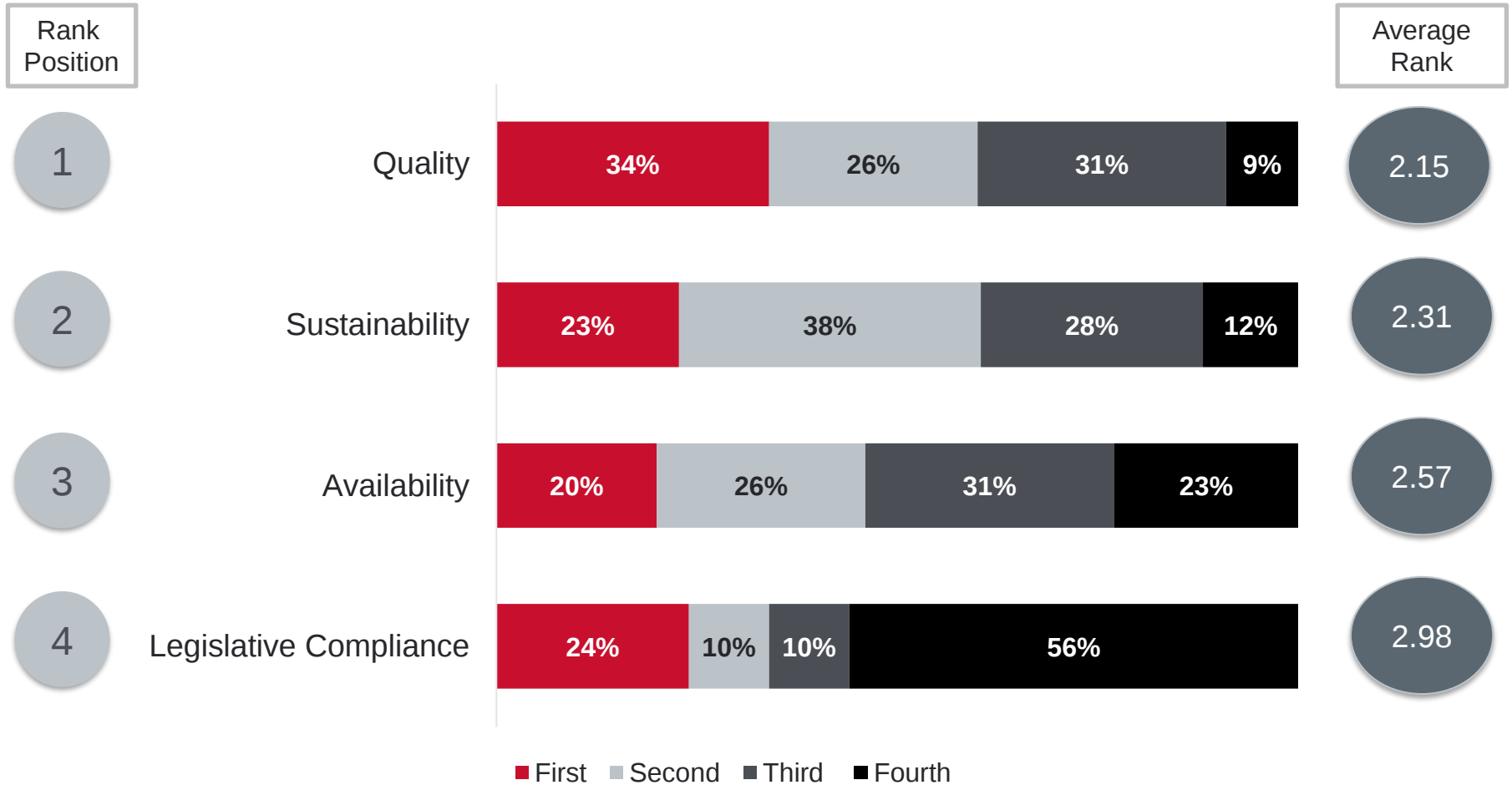
Average
Rank



Q: Below is a list of characteristics for the City Cemeteries service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 4 is the lowest priority.

Base: n=134

City Cemeteries 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=160

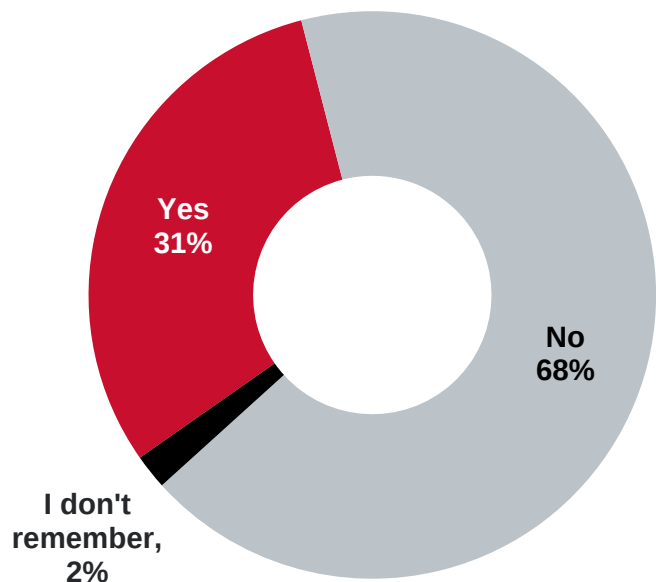


City Planning and Policy

City Planning and Policy

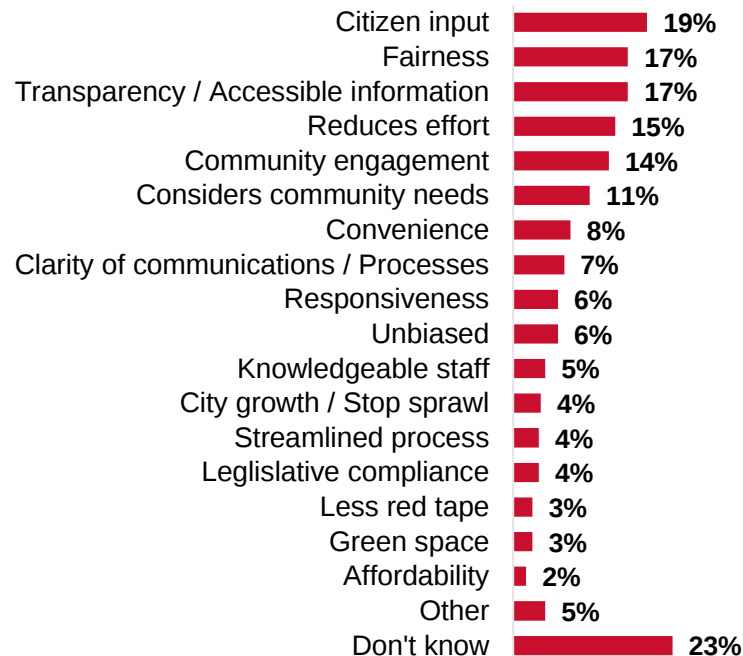
Overall, almost seven-in-ten (68%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite citizen input (19%), fairness (17%), and transparency (17%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Planning and Policy services?
Base: n=108

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about City Planning and Policy services provided by The City?
Base: n=108

Labels ≤1% not shown.

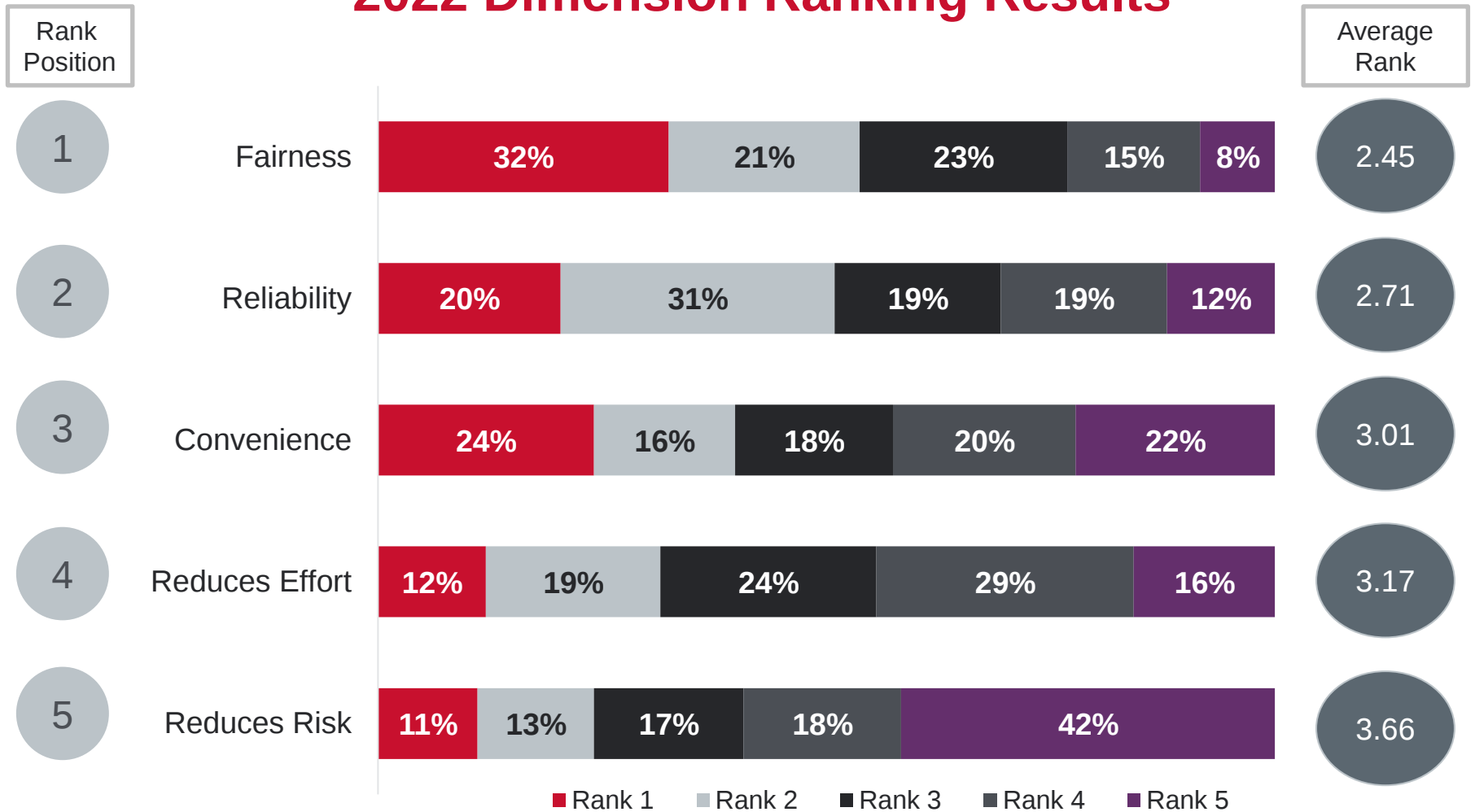
City Planning and Policy

The City's Planning and Policy service provides specialized planning expertise to guide and enable growth and change in Calgary. The goal of the growth and change is to build a city of attractive communities that meet the various lifestyle choices of our diverse citizens and employment areas that support continued economic prosperity in Calgary. This service engages with communities and the development industry to develop the long-range vision for the city and the detailed growth plans that reflect the goals of individual neighbourhoods.

Reliability	Citizens and investors want to know that requirements in plans will be upheld and not abandoned arbitrarily.
Convenience	Applicants want plans and rules to be easy to find and understand.
Fairness	All stakeholders want to be fairly represented in plans through participation in engagement events and policy creation.
Reduces Effort	Communities want meaningful engagement, developers want simple processes, Council wants effortless experiences for all.
Reduces Risk	Council wants plans and policies that reduce Calgary's financial risk and the risk of impeding our economic growth.

City Planning and Policy

2022 Dimension Ranking Results

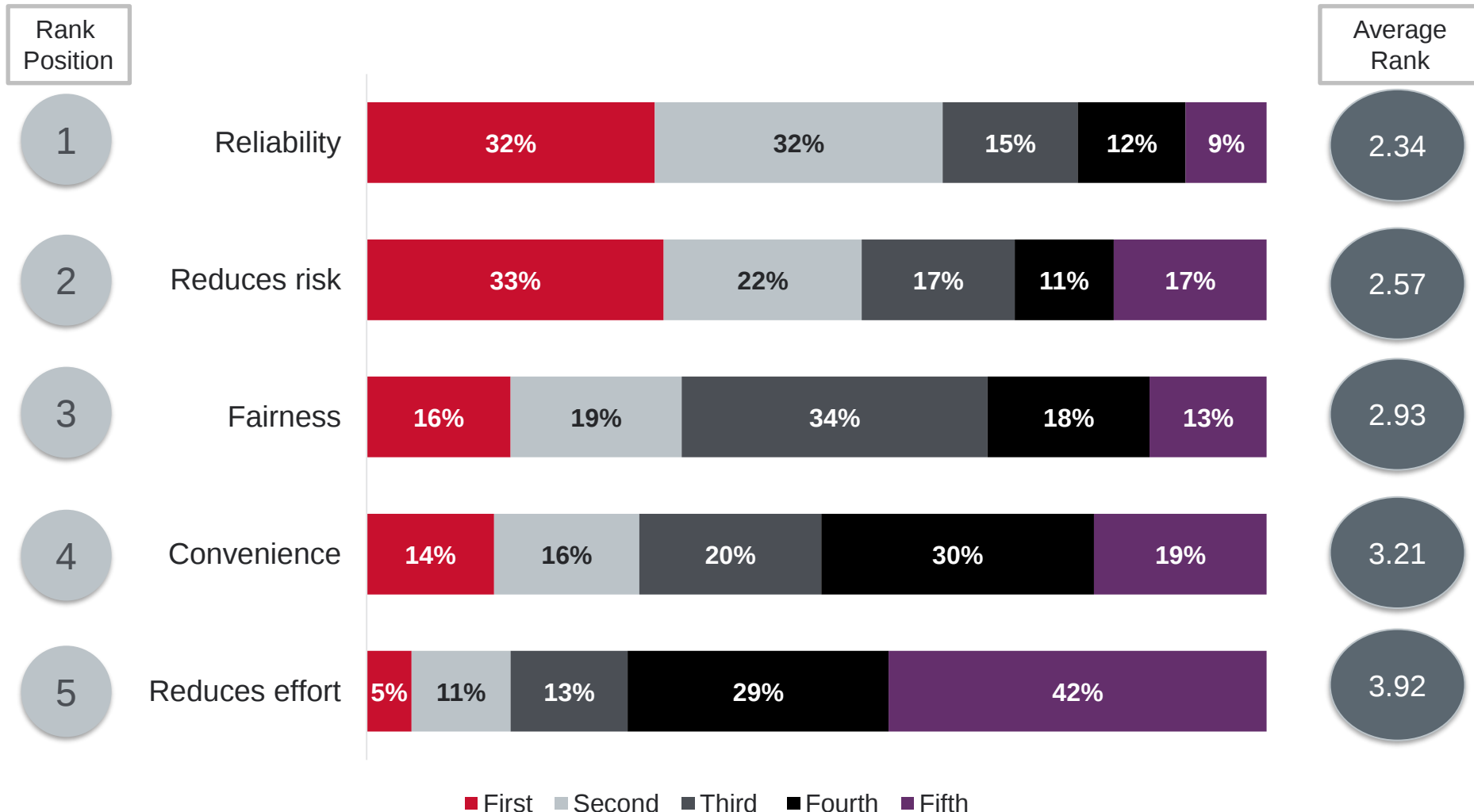


Q: Below is a list of characteristics for Citizen Engagement and Insights services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=108

City Planning and Policy

2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=151

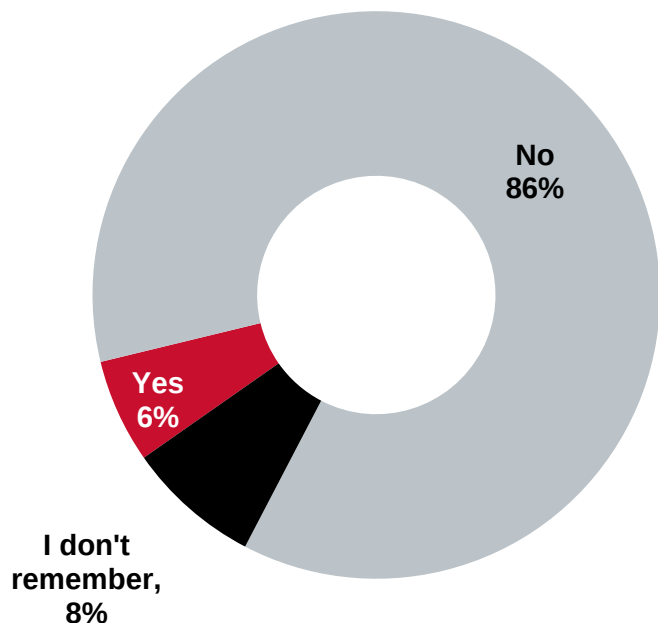


Community Strategies

Community Strategies

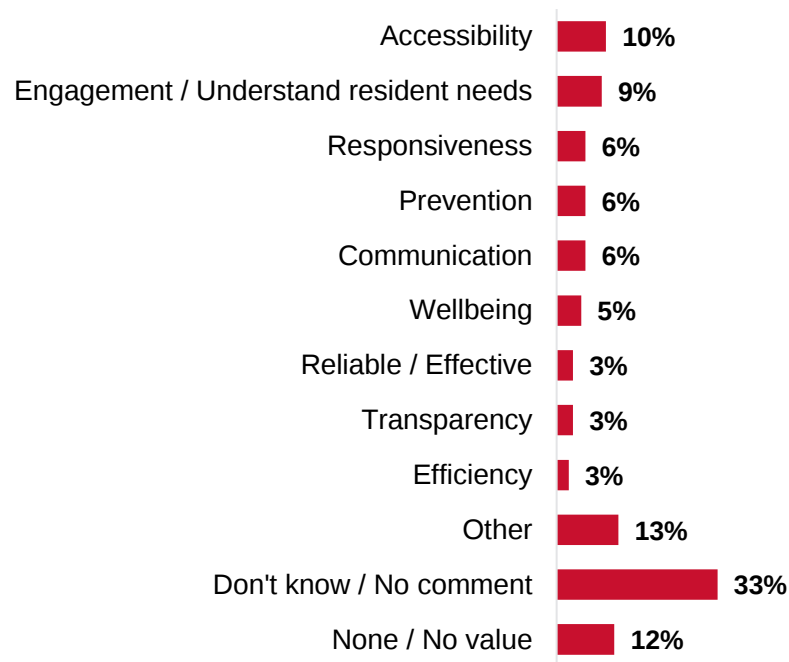
Overall, a majority (86%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite accessibility (10%) and public engagement (9%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Community Strategies services?
Base: n=118

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Community Strategies services provided by The City?
Base: n=118

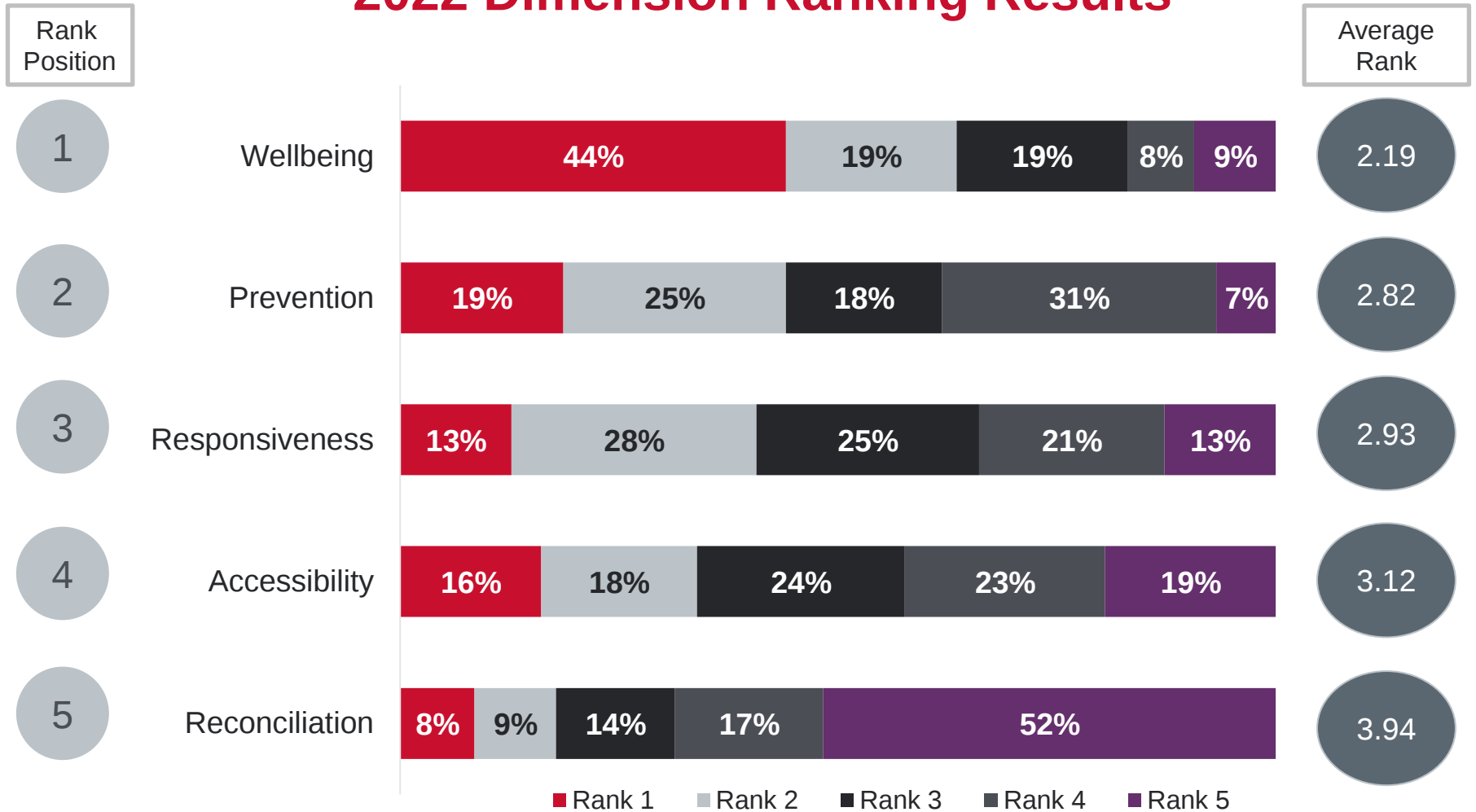
Labels ≤1% not shown.

Community Strategies

The City's Community Strategies service at The City creates policies and strategies that are used by City departments, community partners, non-profit social service providers, industry and the public to advance common goals and vision around social wellbeing.

Responsiveness	Respond to social issues to advance social wellbeing and quality of life results for Calgarians.
Prevention	Act to prevent social issues and strengthen social wellbeing.
Wellbeing	Develop plans, strategies and policies to address the needs of Calgarians.
Accessibility	Create plans, strategies and policies to remove barriers to participation in civic life.
Reconciliation	Develop and implement strategies and policies to advance truth and reconciliation outcomes.

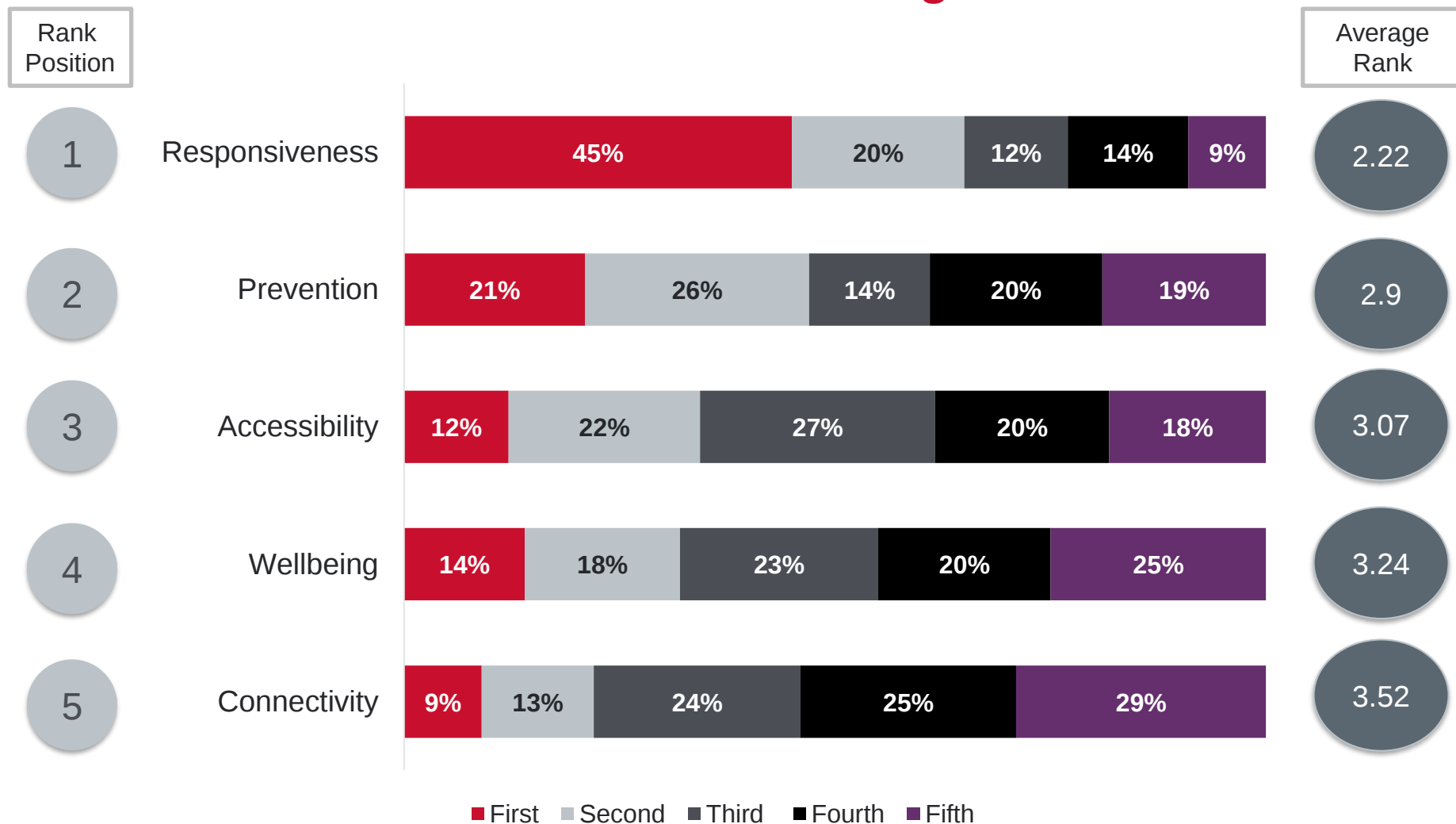
Community Strategies 2022 Dimension Ranking Results



Q: Below is a list of characteristics for Community Strategies services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=118

Community Strategies 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=139

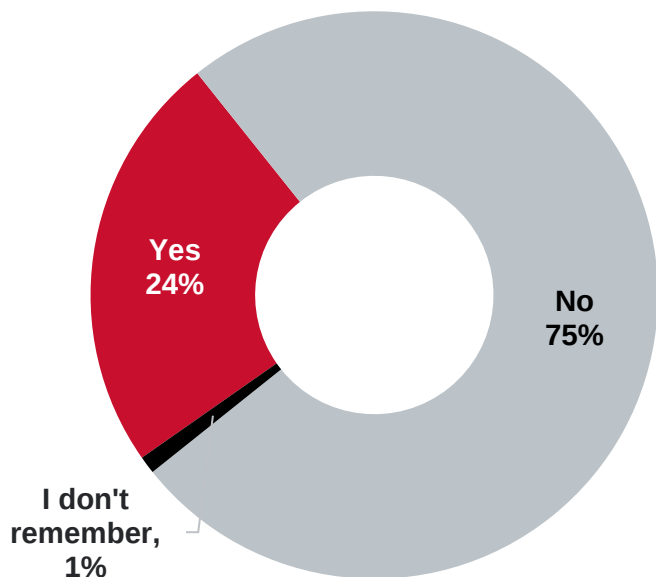


Development Approvals

Development Approvals

Overall, three-quarters (75%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite quality (20%), fairness (19%), and responsiveness (16%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Development Approvals services?
Base: n=108

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about City Development Approvals services provided by The City?
Base: n=108

Labels ≤1% not shown.

Development Approvals

The City's Development Approvals service reviews and approves all land development proposals to enable development and redevelopment within the city. This service works towards maintaining Calgary as a great place to invest in land development and redevelopment while ensuring those investments contribute to building a vibrant city.

Legislative Compliance	Various governing legislation, bylaws and policy are adhered to.
Responsiveness	Commitments made to customers around timelines are met.
Quality	Decisions are based on a competent analysis of all contributing factors and developments result in a positive community impact.
Convenience	Customers and stakeholders have convenient options to access information, understand the process and make an application.
Fairness	Decisions are made without bias or preconception.

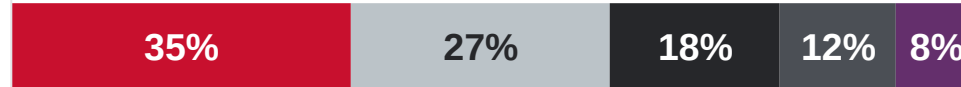
Development Approvals

2022 Dimension Ranking Results

Rank
PositionAverage
Rank

1

Fairness



2.31

2

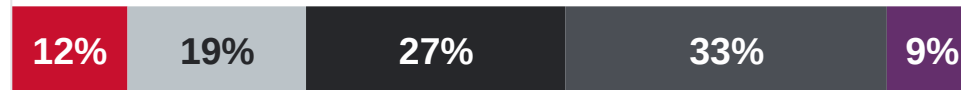
Quality



2.51

3

Responsiveness



3.09

4

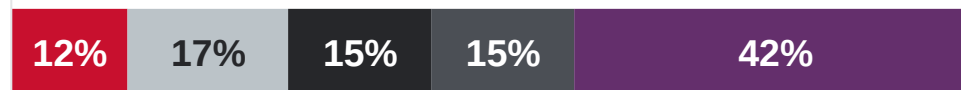
Convenience



3.51

5

Legislative Compliance



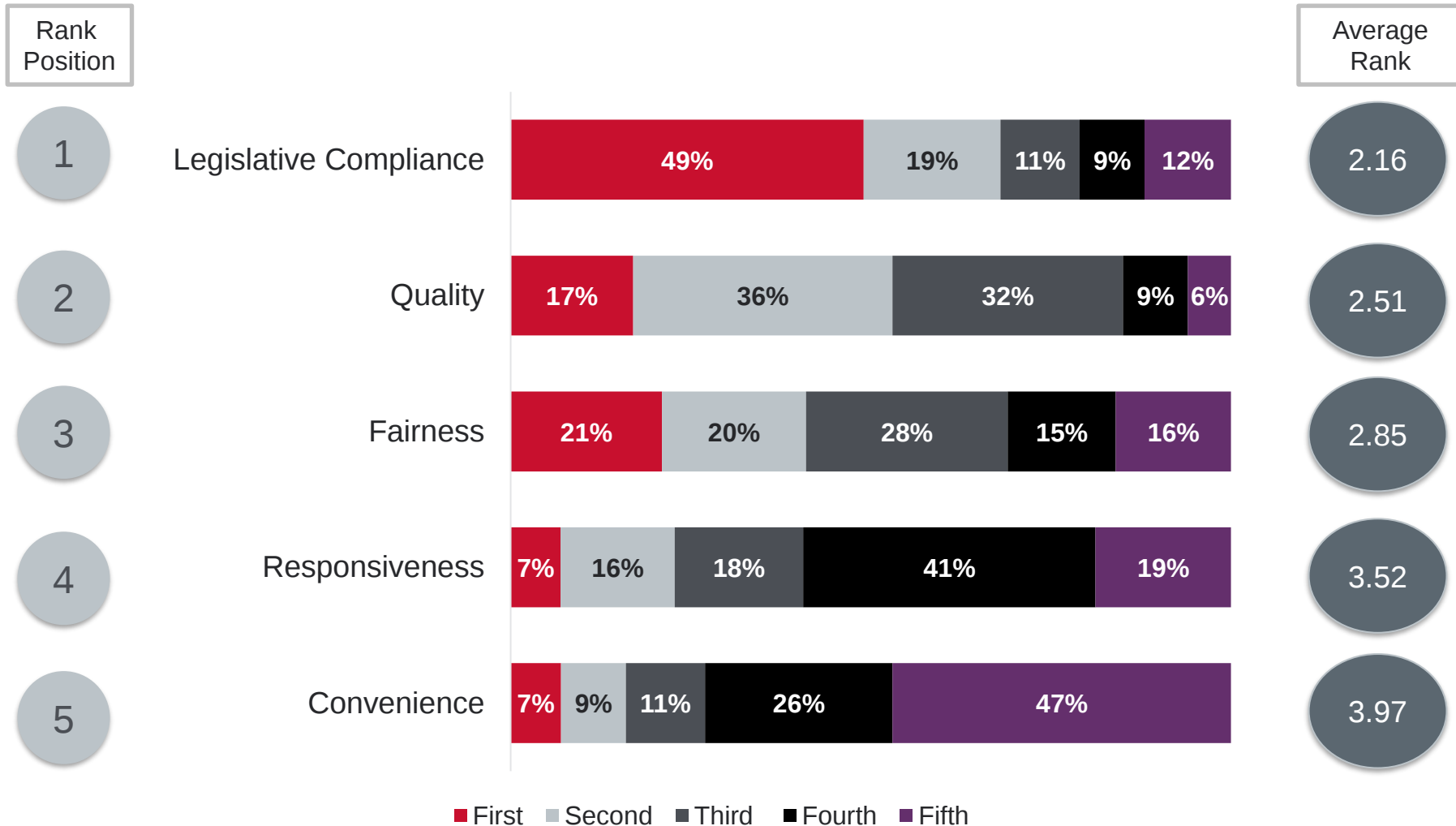
3.57

■ Rank 1 ■ Rank 2 ■ Rank 3 ■ Rank 4 ■ Rank 5

Q: Below is a list of characteristics for Citizen Engagement and Insights services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=108

Development Approvals 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=149

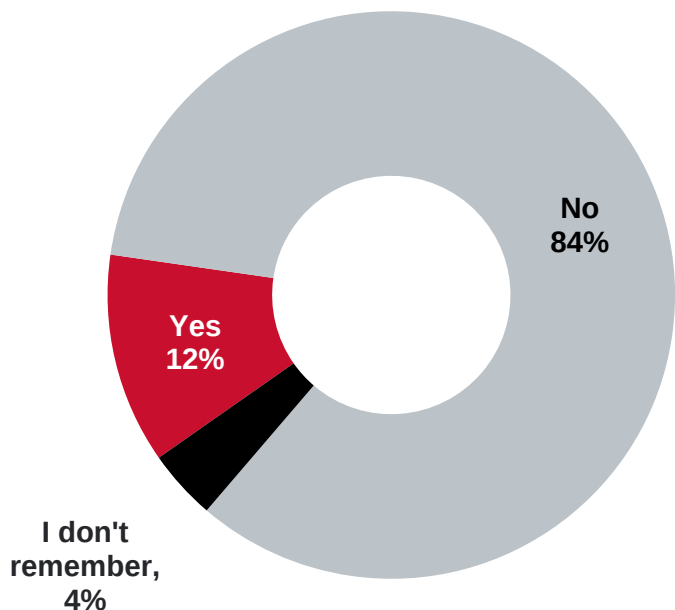


Economic Development and Tourism

Economic Development and Tourism

Overall, a majority (84%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis seeing better promotions / marketing for Calgary as a tourist destination (31%), attractiveness (24%), and sustainability (18%) are key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Economic Development and Tourism services?
Base: n=131

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Economic Development and Tourism services provided by The City?
Base: n=131

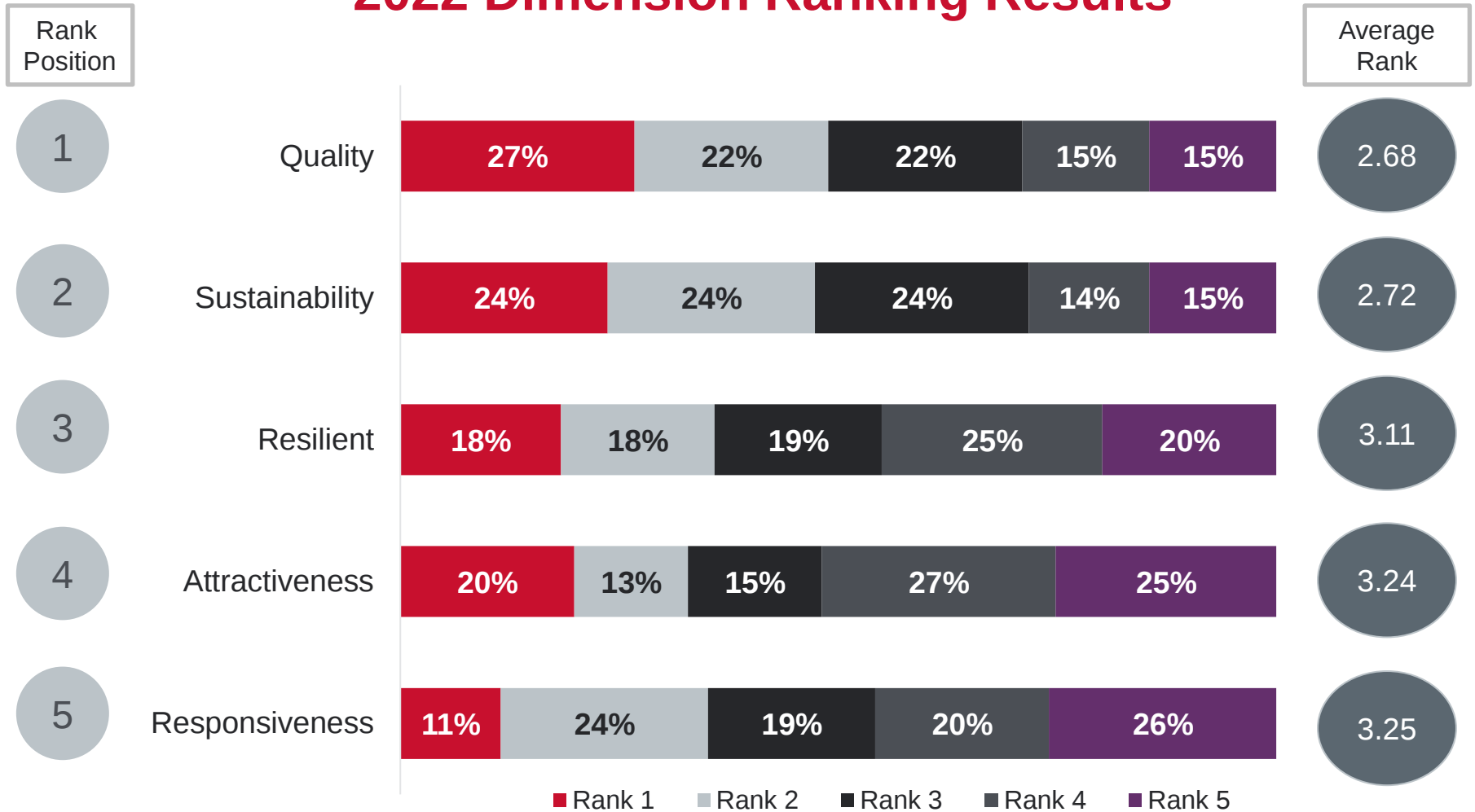
Labels ≤1% not shown.

Economic Development and Tourism

The City's Economic Development and Tourism service supports a diversified and resilient economy including a vibrant centre city, encourages employment growth, helps build Calgary's global reputation, encourages business investment, and supports entrepreneurship and innovation. Through this service, tourism and convention centre strategies attract businesses and visitors to Calgary, and Calgarians and visitors have access to world-class attractions.

Attractiveness	Tourism attractions are world-class and offer attractive opportunities for Calgarians and visitors.
Sustainability	Service supports an economy with diverse industries and opportunities for entrepreneurs and businesses of all sizes.
Resilient	Service supports Calgary and Calgarians to withstand and recover from shocks and stressors that disrupt our economy.
Quality	High-quality services and programs attract visitors, business travellers, conventions and businesses.
Responsiveness	Responsive to changes in economic conditions and adapts quickly when needed.

Economic Development and Tourism 2022 Dimension Ranking Results



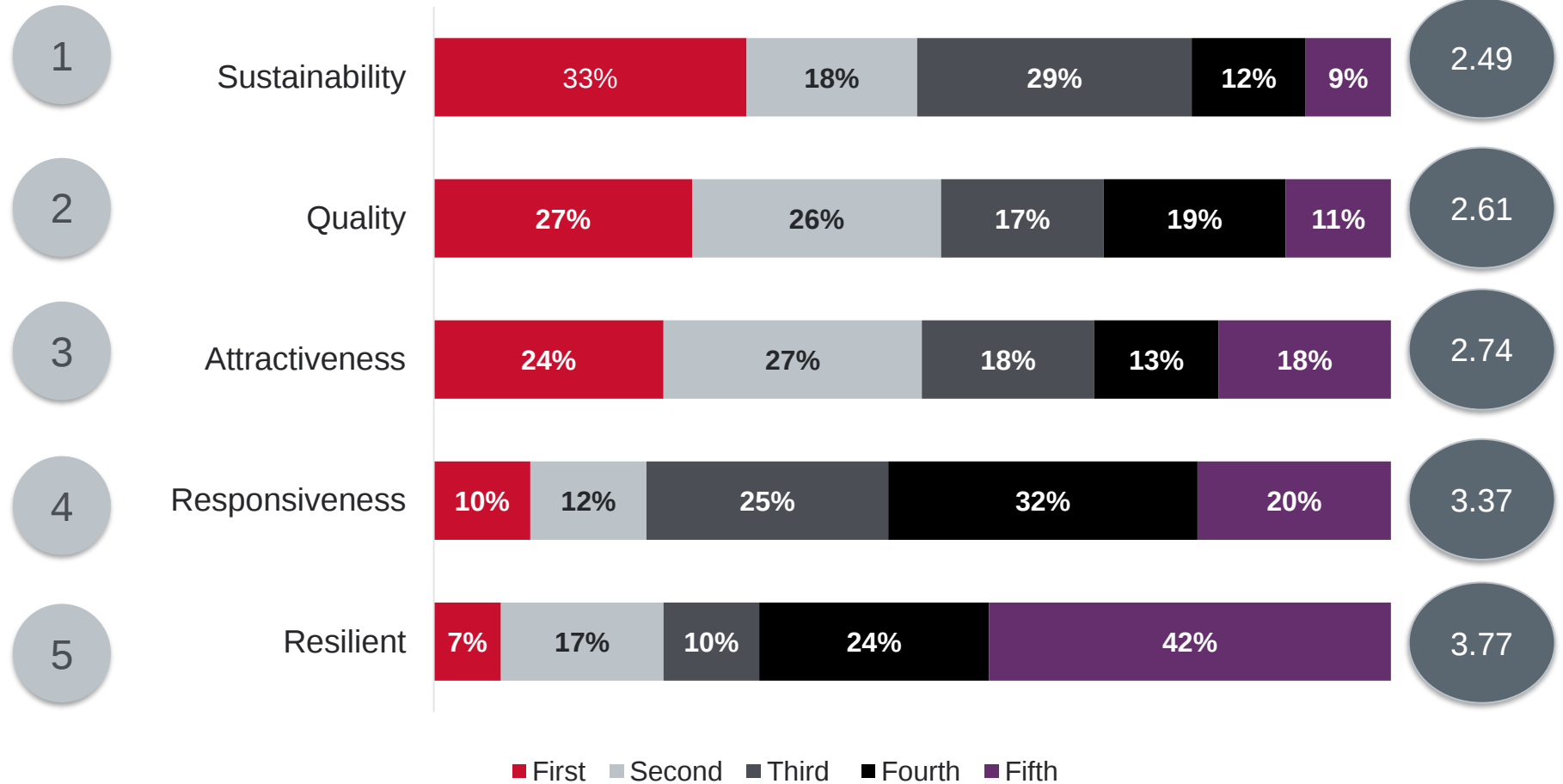
Q: Below is a list of characteristics for Economic Development and Tourism services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=131

Economic Development and Tourism 2018 Dimension Ranking Results

Rank
Position

Average
Rank



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=138

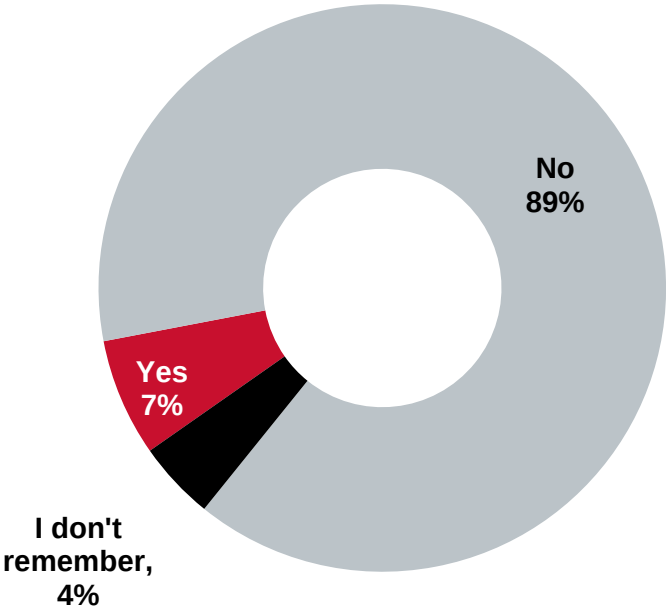


Emergency Management and Business Continuity

Emergency Management and Business Continuity

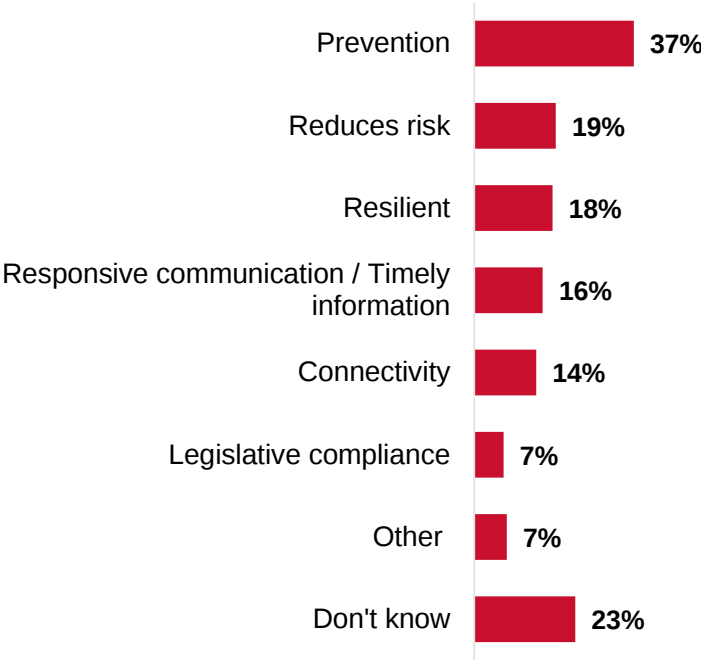
Overall, a majority (89%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite prevention (37%), reduces risk (19%) and resilience (18%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Emergency Management and Business Continuity services?
Base: n=134

Most Important About Service (multiple responses)



Q: ... what is most important to you about Emergency Management and Business Continuity services provided by The City?
Base: n=134

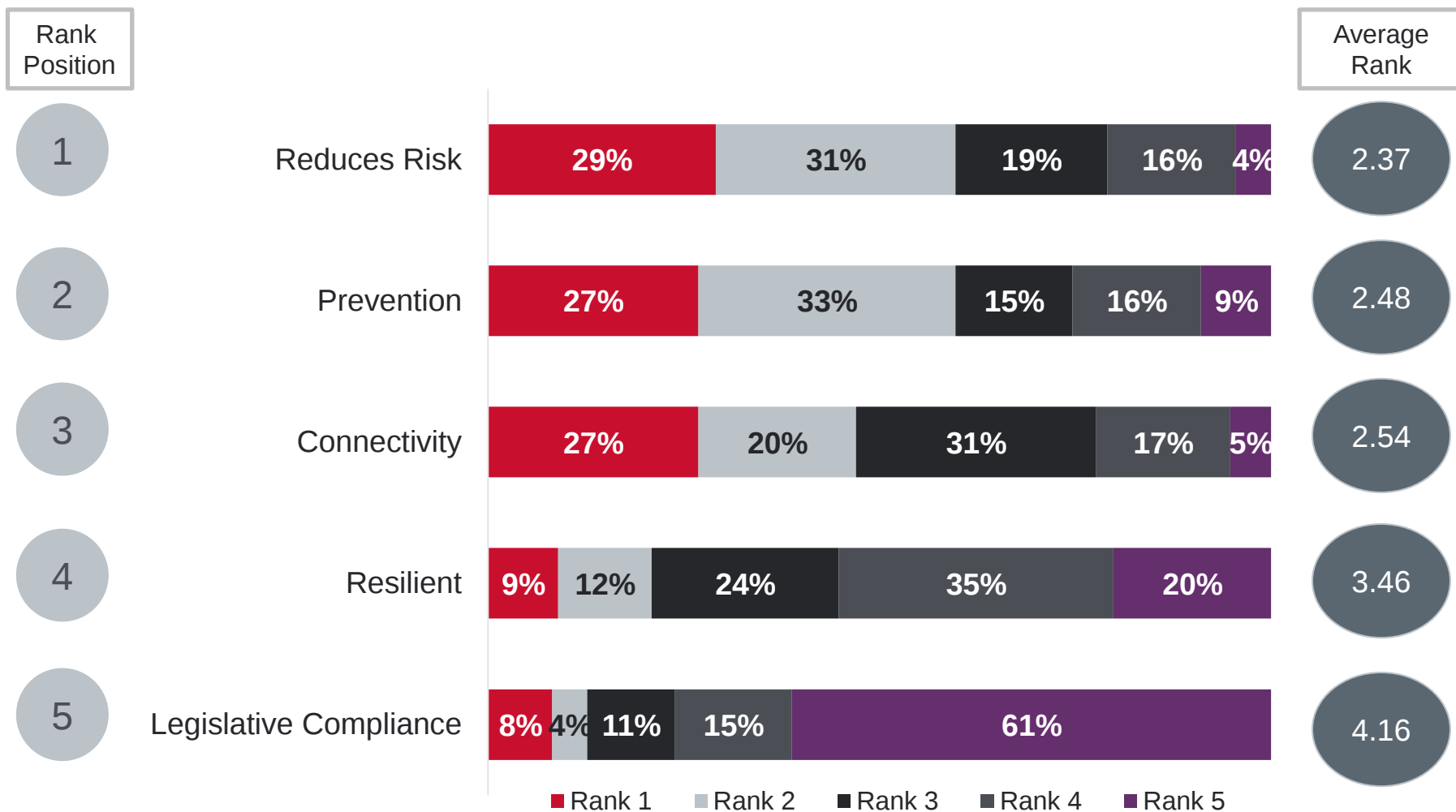
Labels ≤1% not shown.

Emergency Management and Business Continuity

The City's Emergency Management and Business Continuity service at The City ensures preparedness for and recovery from emergencies, disasters and business disruptions. Coordinating the efforts of The City, businesses, non-profit groups, government agencies and citizens, we help the city withstand emergencies. We oversee business continuity planning in The City to support the delivery of essential services during and after an emergency. We support regional and national disaster response with Canada Task Force 2, Alberta's disaster response team.

Prevention	Everyone is prepared to respond to and recover from major emergencies.
Reduces Risk	The City takes action to prevent or reduce hazards and risks.
Resilient	Calgary quickly bounces back from the effect of major emergencies.
Connectivity	The right people with the right skills and resources help respond to and recover from major emergencies.
Legislative Compliance	The City meets the requirements to have an emergency management agency as set out by the Province of Alberta's Emergency Management Act.

Emergency Management and Business Continuity 2022 Dimension Ranking Results

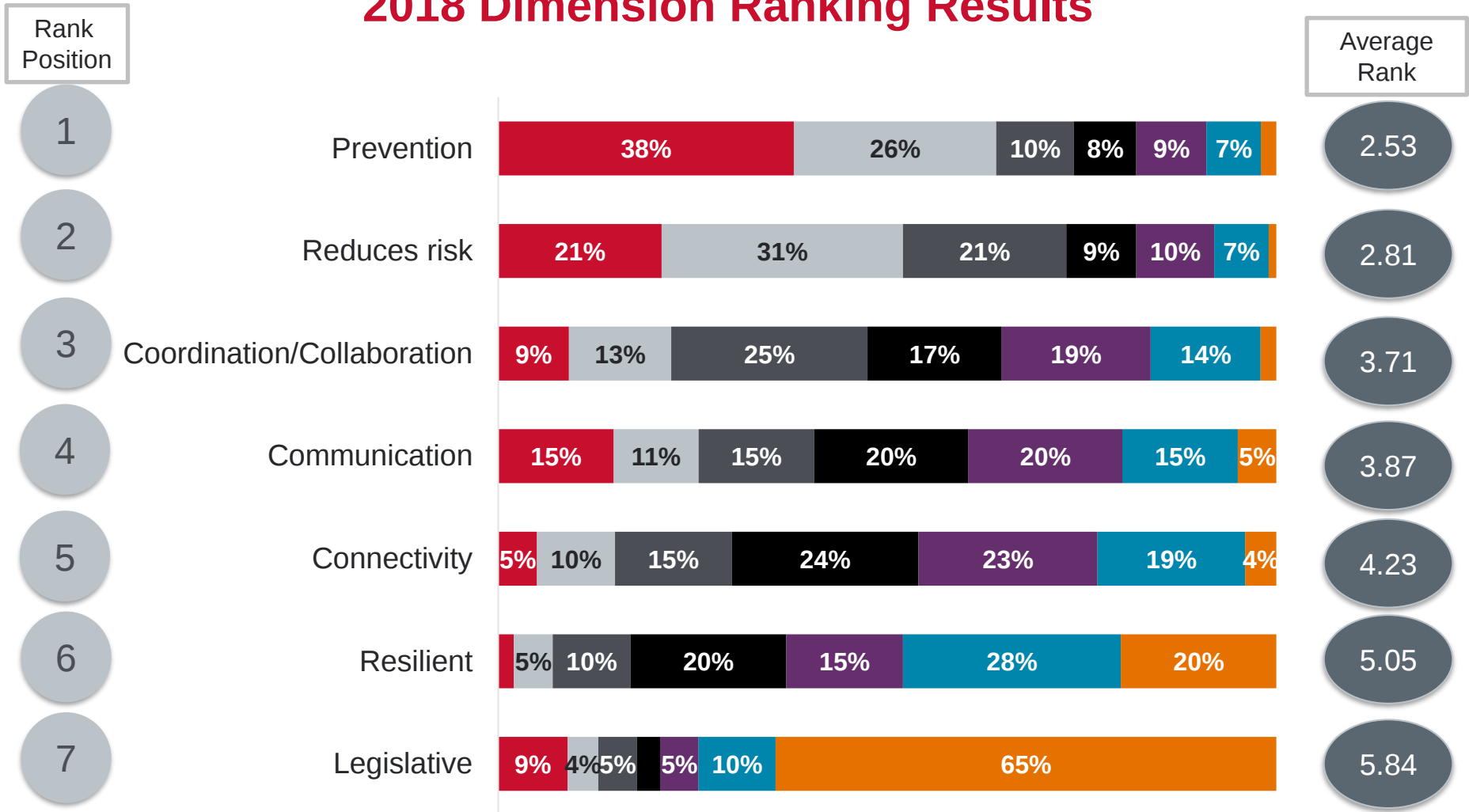


Q: Below is a list of characteristics for The City's Emergency Management and Business Continuity service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=134



Emergency Management and Business Continuity 2018 Dimension Ranking Results



■ First ■ Second ■ Third ■ Fourth ■ Fifth ■ Sixth ■ Seventh

Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=164

Labels ≤3% not shown.

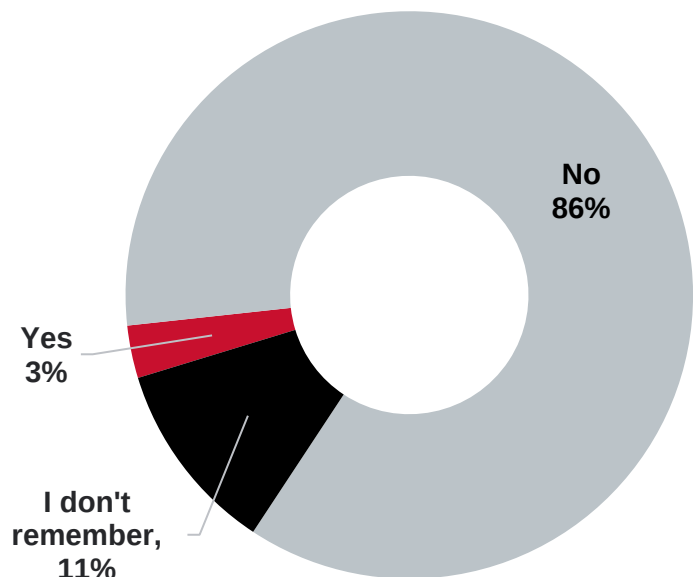


Environmental Management

Environmental Management

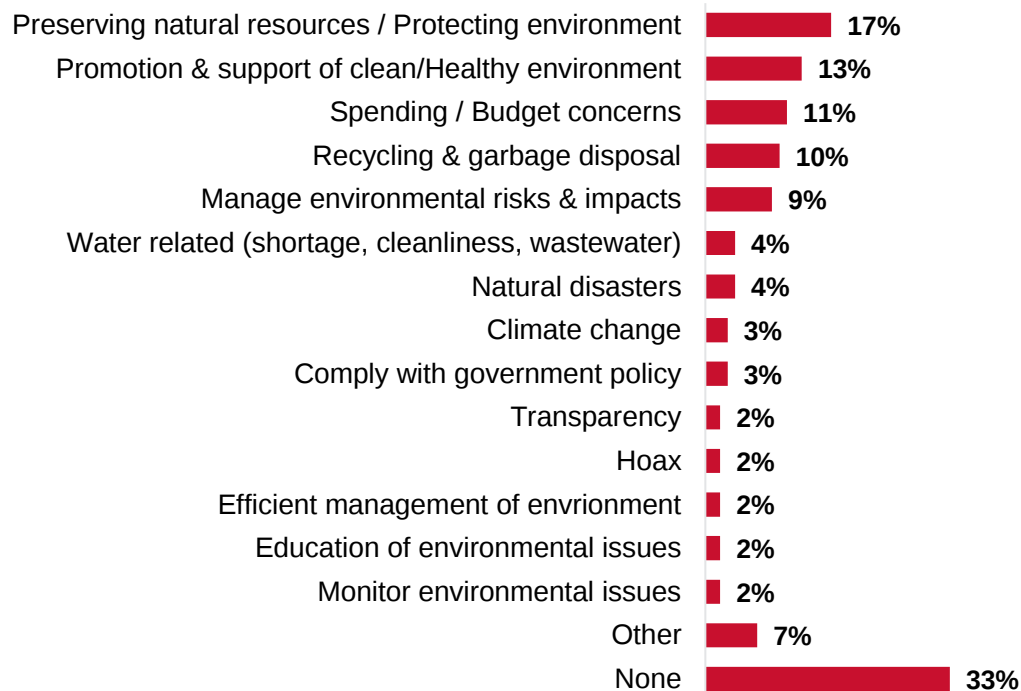
Overall, a majority (86%) say they have not contacted, accessed, or used this service. When thinking about this service, preserving natural resources and protecting the environment (17%) and promoting / supporting a clean and healthy environment (13%) are cited as the most important aspects of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Environmental Management services?
Base: n=99

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about the Environmental Management service supported by The City?
Base: n=99

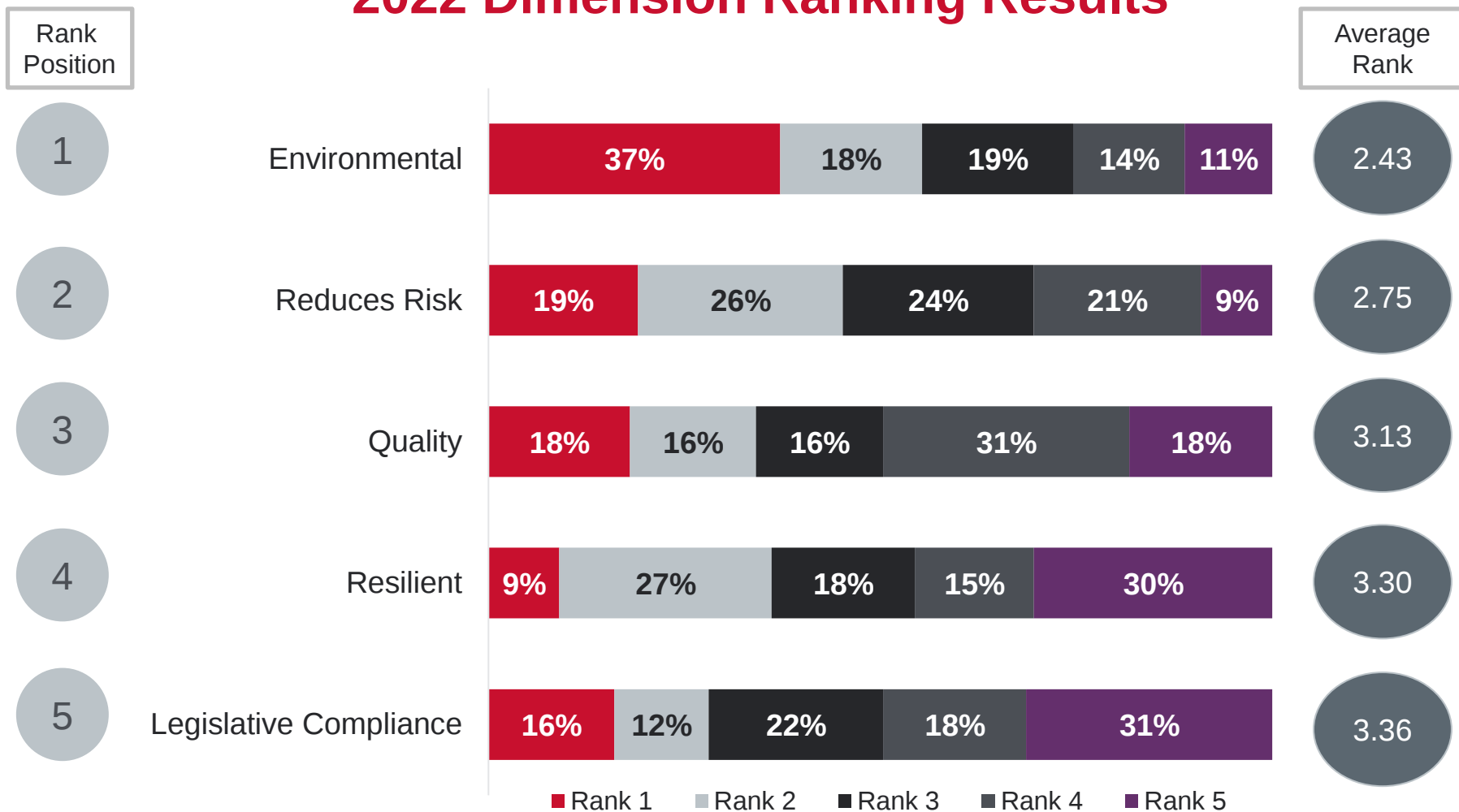
Labels ≤1% not shown.

Environmental Management

The City's Environmental Management service provides corporate-wide leadership and support to City of Calgary services to manage environmental issues, risks, opportunities and trends associated with the delivery of public services.

Environmental	We help to conserve, protect and enhance the environment.
Legislative Compliance	We help The City comply with municipal, provincial and federal environmental legislation.
Reduces Risk	We work to reduce risks related to impacts on the environment, The City, citizens and industrial, commercial, and institutional sector (ICI) sector.
Resilient	We help The City and citizens to adapt and grow no matter what environmental chronic stresses and acute shocks occur.
Quality	We deliver consistent, high quality environmental management solutions in alignment with customer needs.

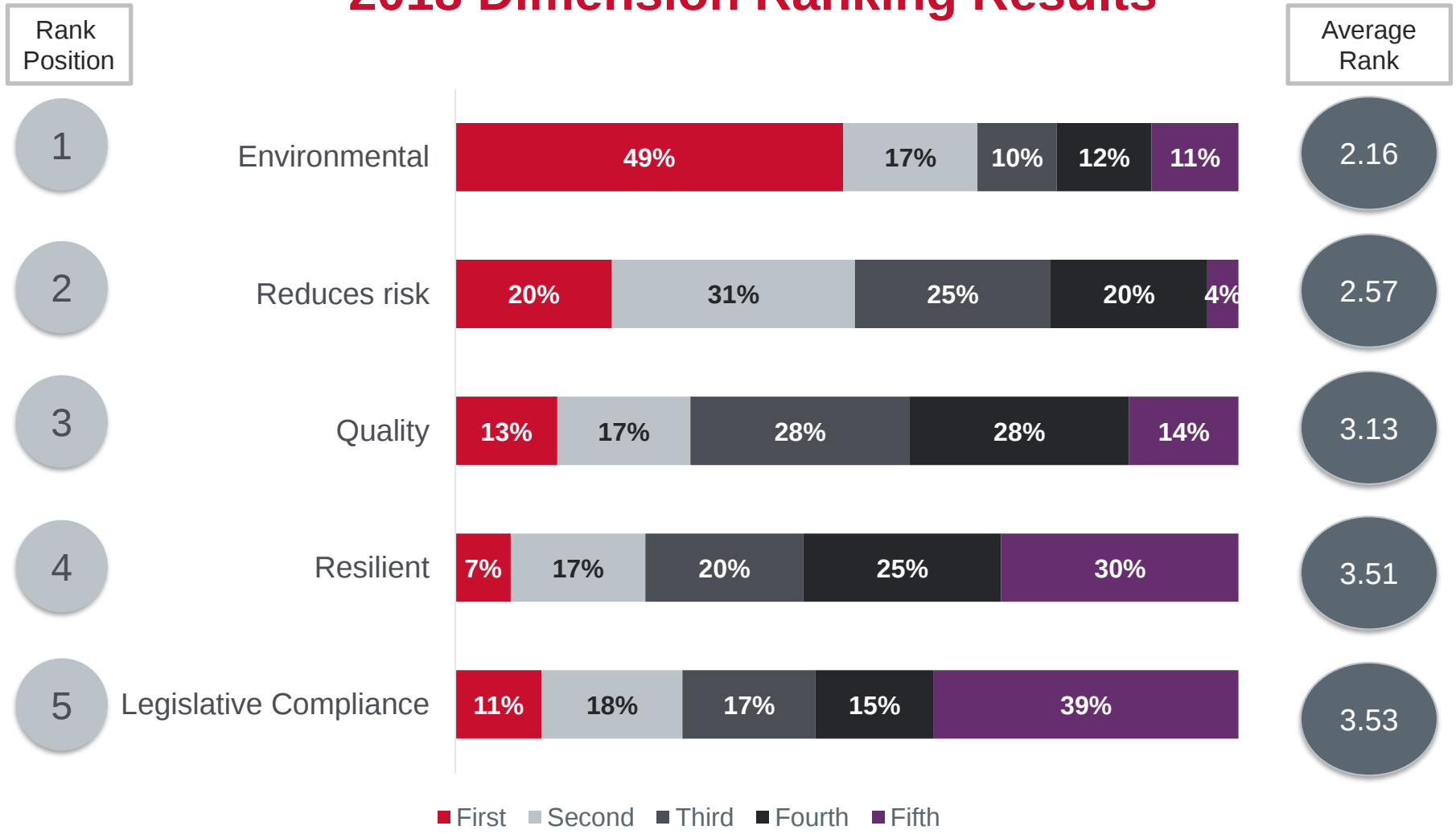
Environmental Management 2022 Dimension Ranking Results



Q: Below is a list of characteristics for the Environmental Management service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=99

Environmental Management 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=166

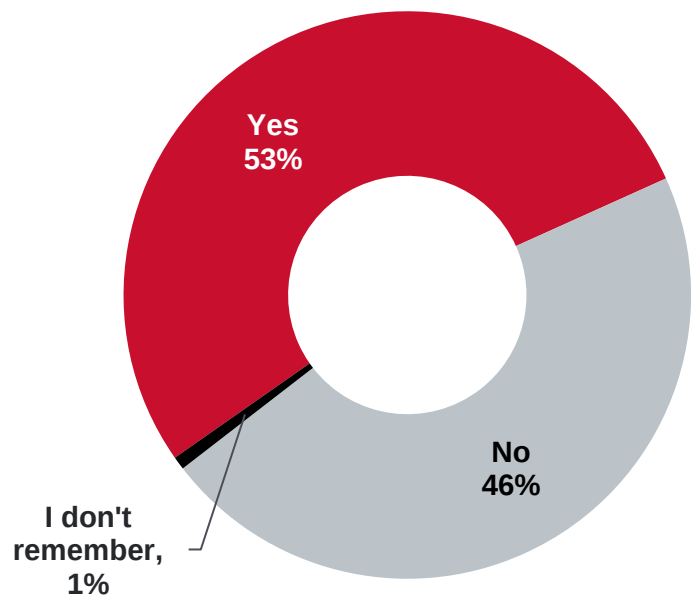


Fire and Emergency Response

Fire and Emergency Response

Overall, about one-half (53%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite responsiveness (63%), availability (24%), and reliability (20%) as key elements of this service.

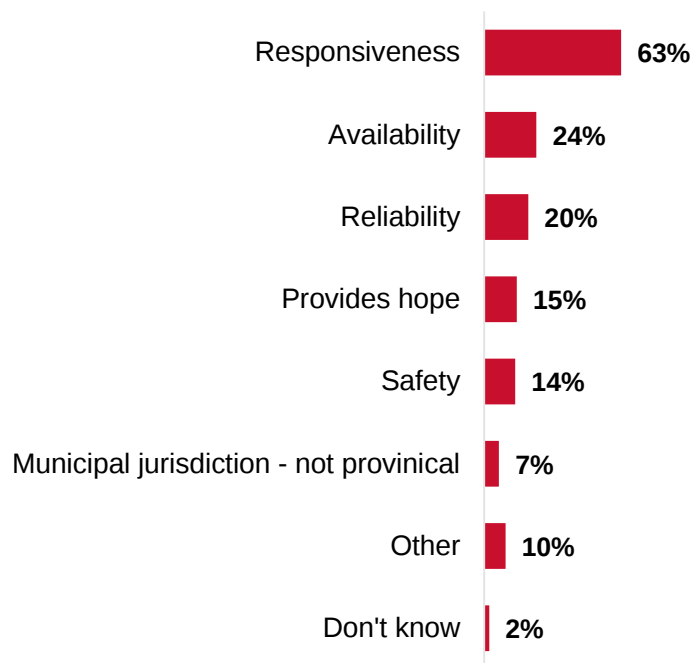
Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Fire and Emergency Response services?

Base: n=134

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Fire and Emergency Response services provided by The City?

Base: n=134

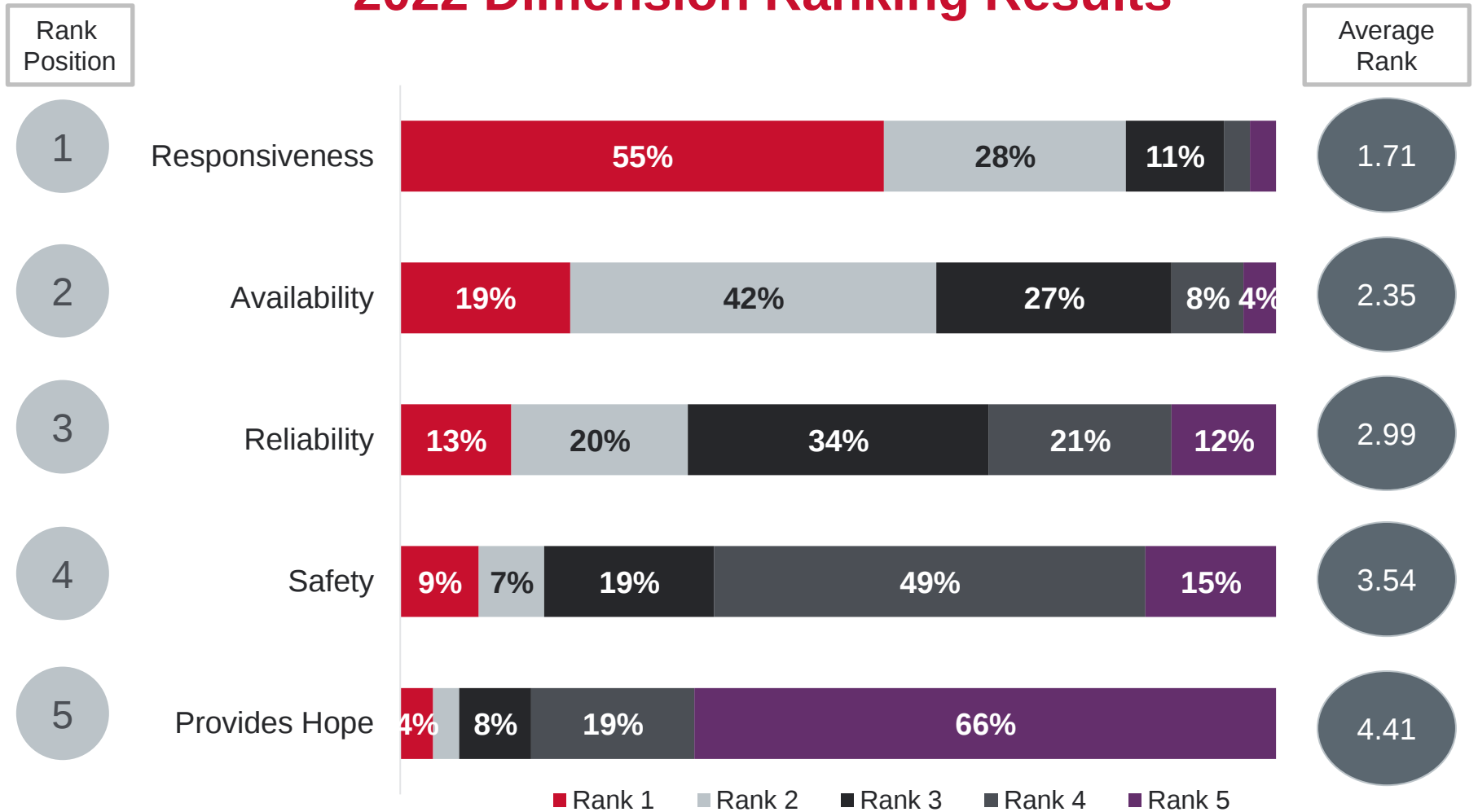
Labels ≤1% not shown.

Fire and Emergency Response

The City's Fire and Emergency Response service encompasses responding to fire and fire-related incidents, critical medical interventions, motor vehicle collisions, hazardous conditions, specialized technical rescues including water rescues, calls for public service assistance, and need for community risk reduction through fire prevention activities.

Responsiveness	We will respond to your call for service promptly.
Availability	We will be ready with the right equipment, staffed by competent, polite and caring people.
Reliability	Effective incident response program, plans and incident command system are in place to manage all-hazard incidents.
Provides Hope	We will stay with you until we have done everything we can to help with your emergency.
Safety	We will do everything we can to keep you and your family safe, and feel safe, both inside and beyond your home.

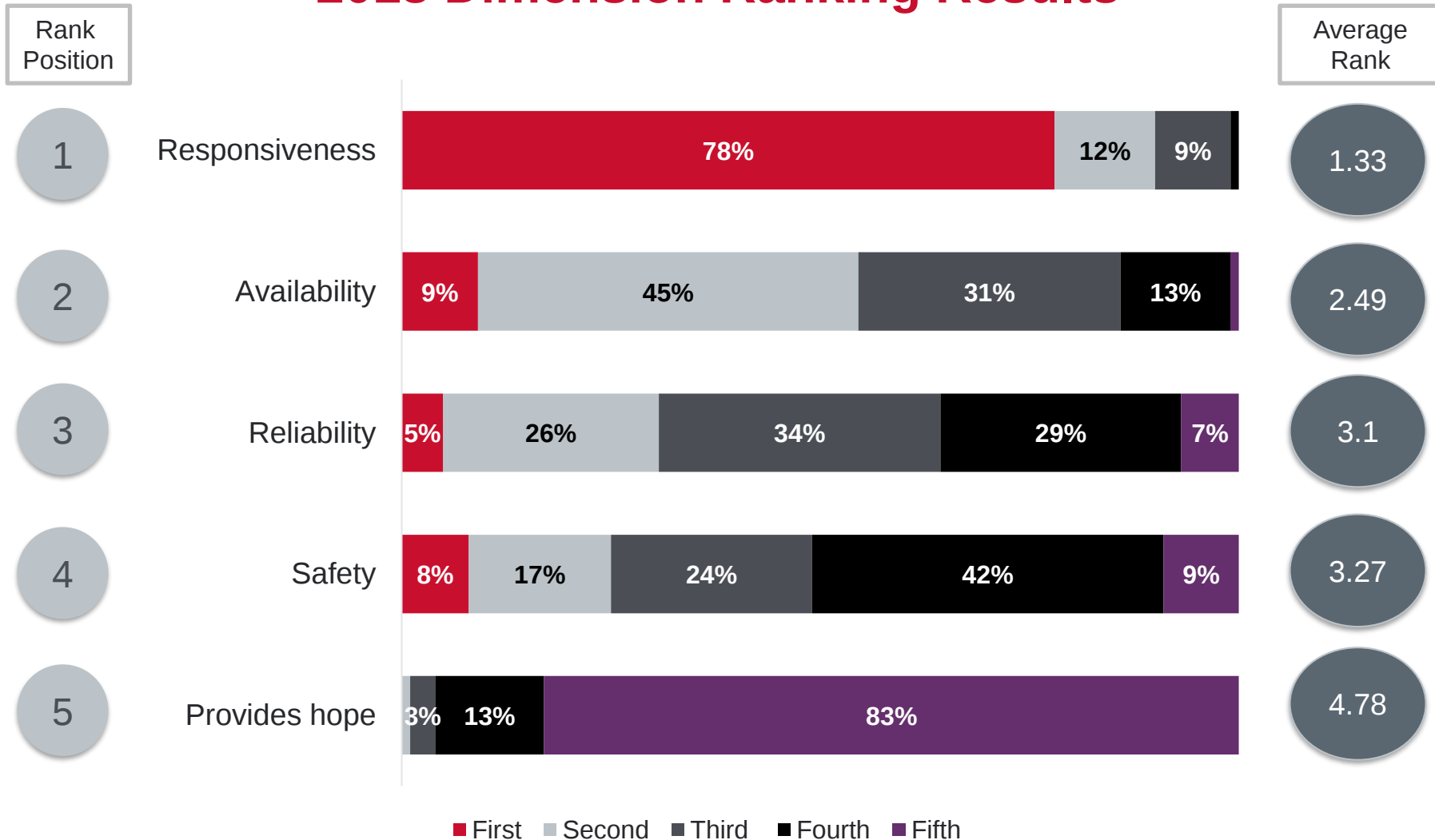
Fire and Emergency Response 2022 Dimension Ranking Results



Q: Below is a list of characteristics for The City's Fire and Emergency Response service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority. Base: n=134

Labels ≤3% not shown.

Fire and Emergency Response 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=165

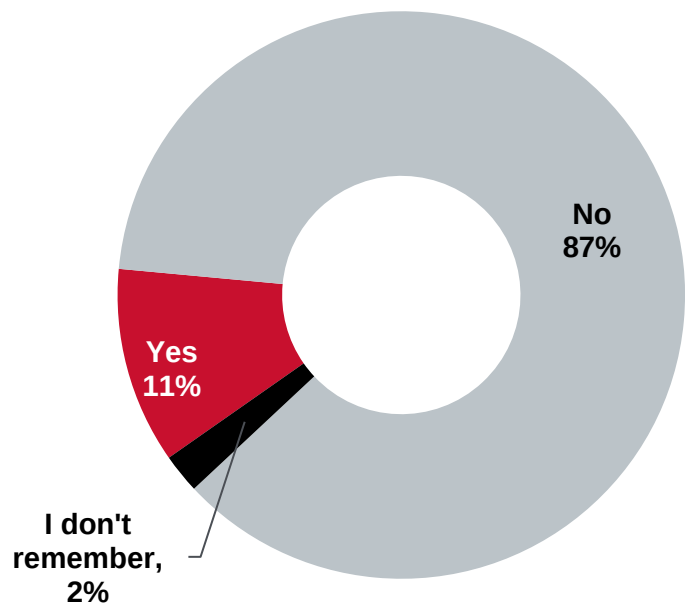


Fire Inspection and Enforcement

Fire Inspection and Enforcement

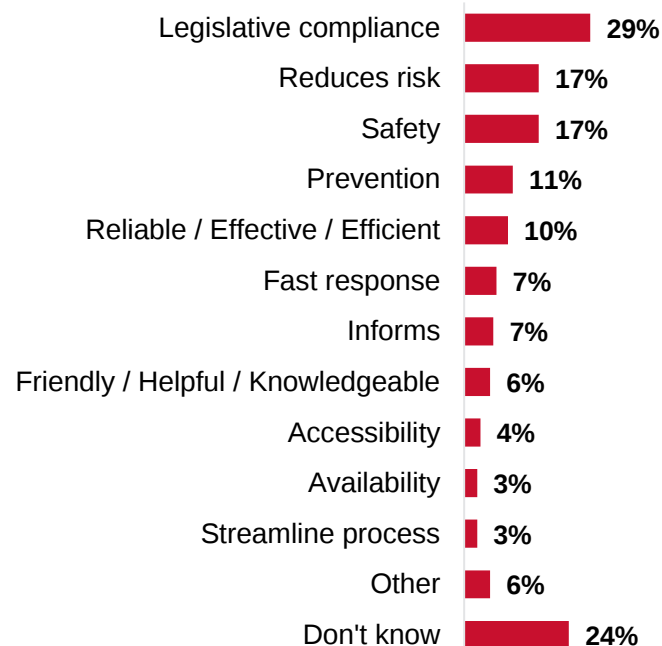
Overall, a majority (87%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite legislative compliance (29%), reducing risk (17%), and safety (17%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Fire Inspection and Enforcement services?
Base: n=134

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Fire Inspection and Enforcement services provided by The City?
Base: n=134

Labels ≤1% not shown.

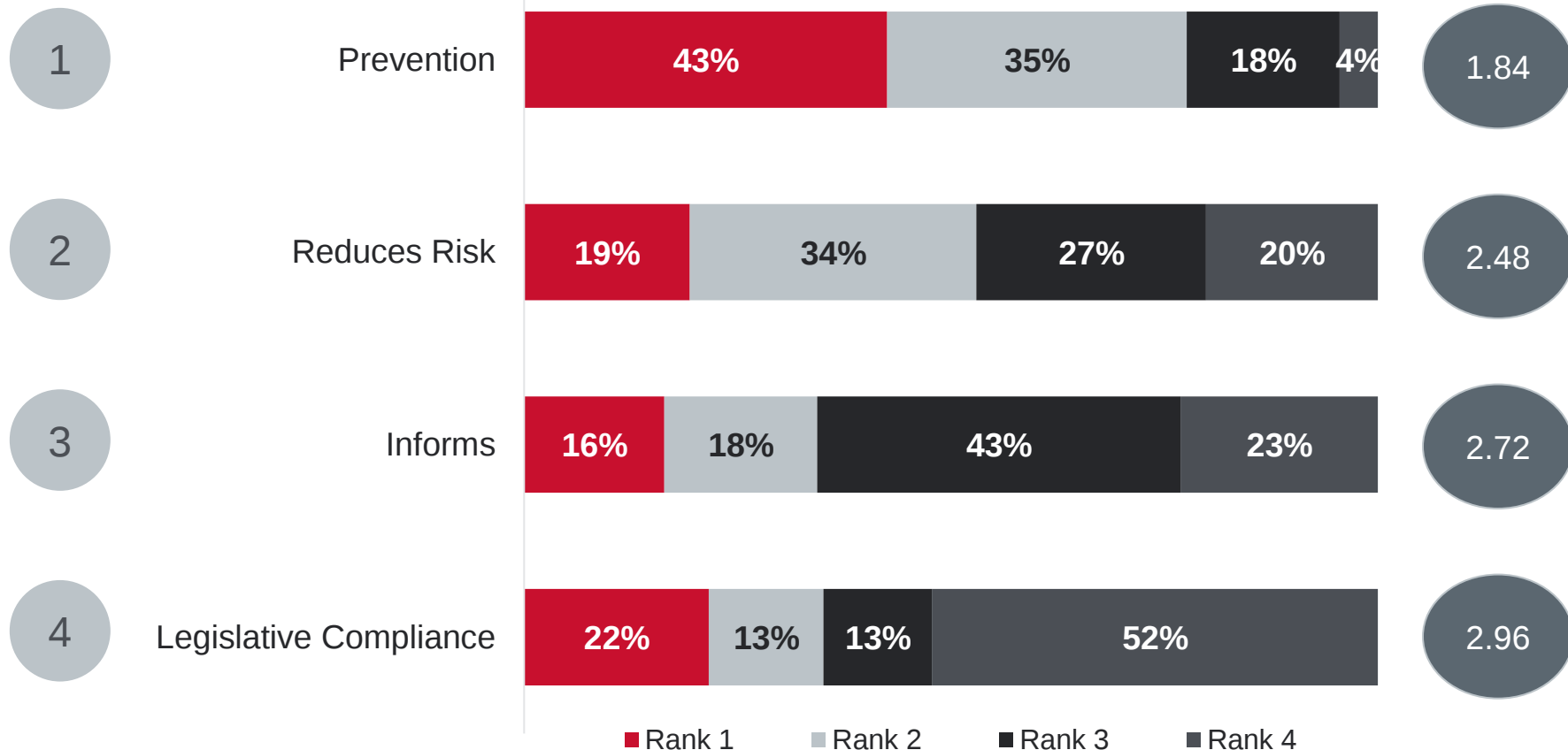
Fire Inspection and Enforcement

The City's Fire Inspection and Enforcement service provides fire inspections of commercial, industrial and assembly structures, fire code consultation and related technical services to enhance public safety, compliance with legislation, minimize fire-related risks, and protect lives, property and the environment.

Prevention	We will help you reduce the chance of fires and other life safety incidents from happening both inside and beyond your home and your property.
Reduces Risk	We will do everything we can to keep you and your family safe, and feel safe, both inside and beyond your home.
Informs	We will provide you with the information you need so that you are aware of fire and life safety risks that may affect you, your family and your property.
Legislative Compliance	We will help ensure that your occupancy complies with Fire Safety Codes and Standards.

Fire Inspection and Enforcement 2022 Dimension Ranking Results

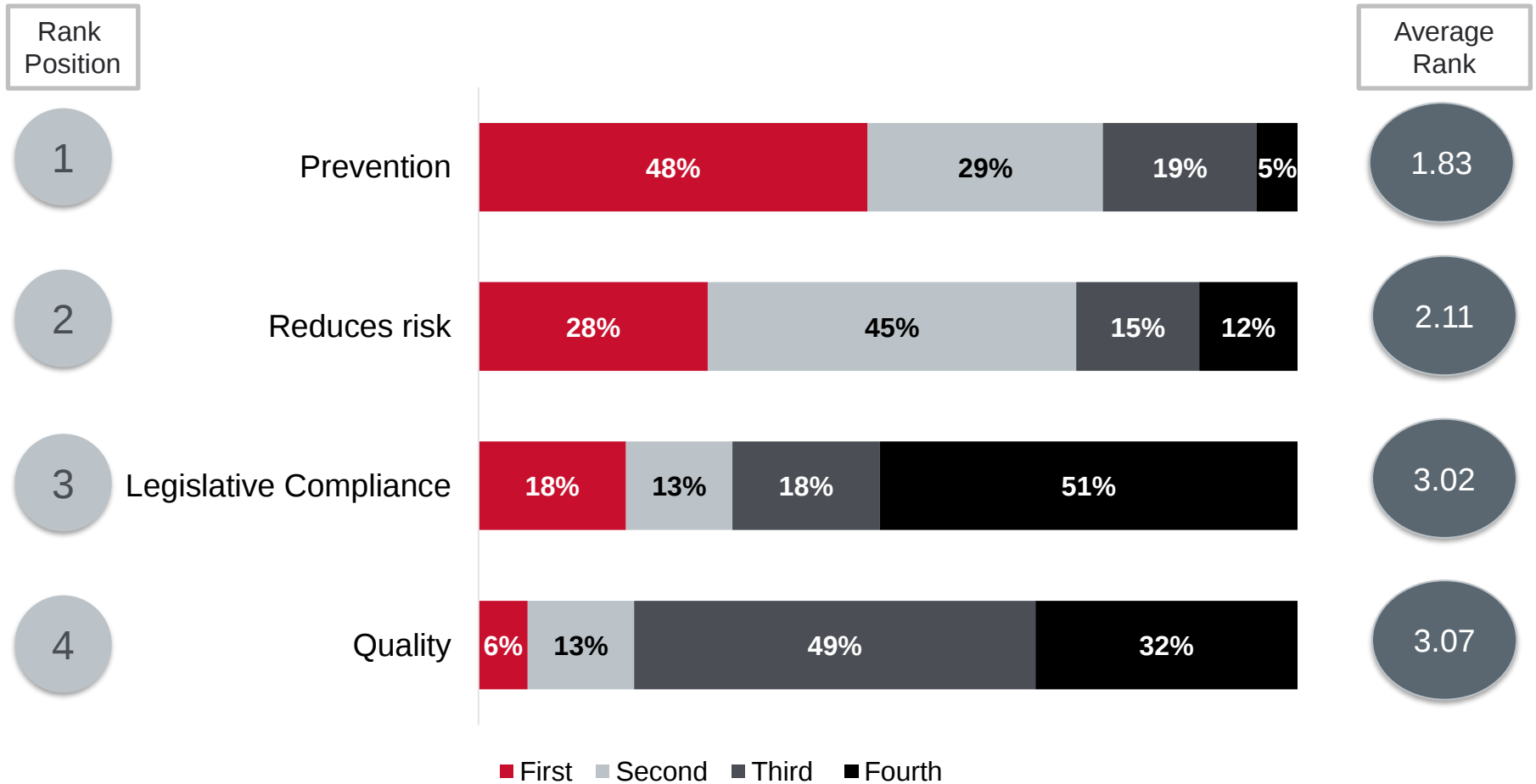
Rank
Position

Average
Rank


Q: Below is a list of characteristics for the Fire Inspection and Enforcement service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 4 is the lowest priority.

Base: n=134

Fire Inspection and Enforcement 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=164

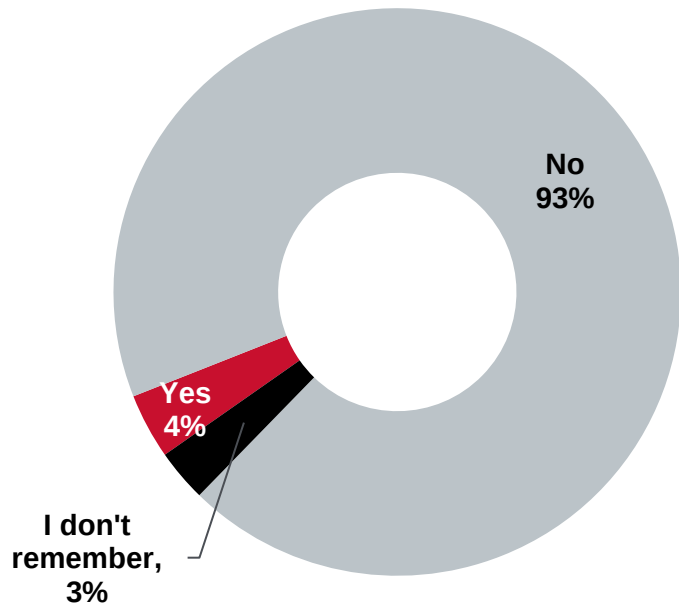


Fire Safety Education

Fire Safety Education

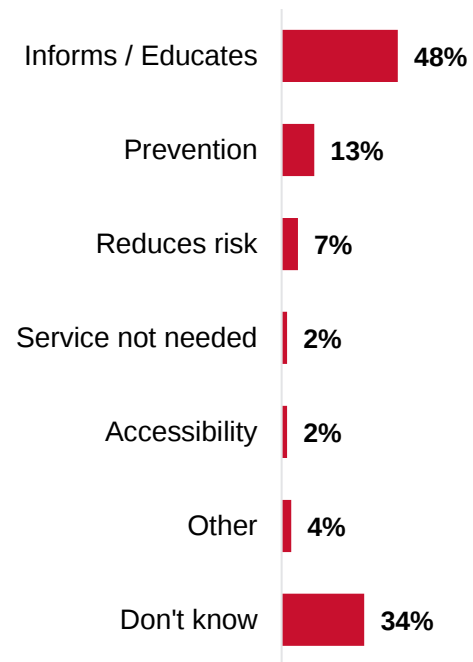
Overall, a majority (93%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite informs/educates (48%), prevention (13%), and reducing risk (7%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Fire Safety Education services?
Base: n=134

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Fire Safety Education services provided by The City?
Base: n=134

Labels ≤1% not shown.

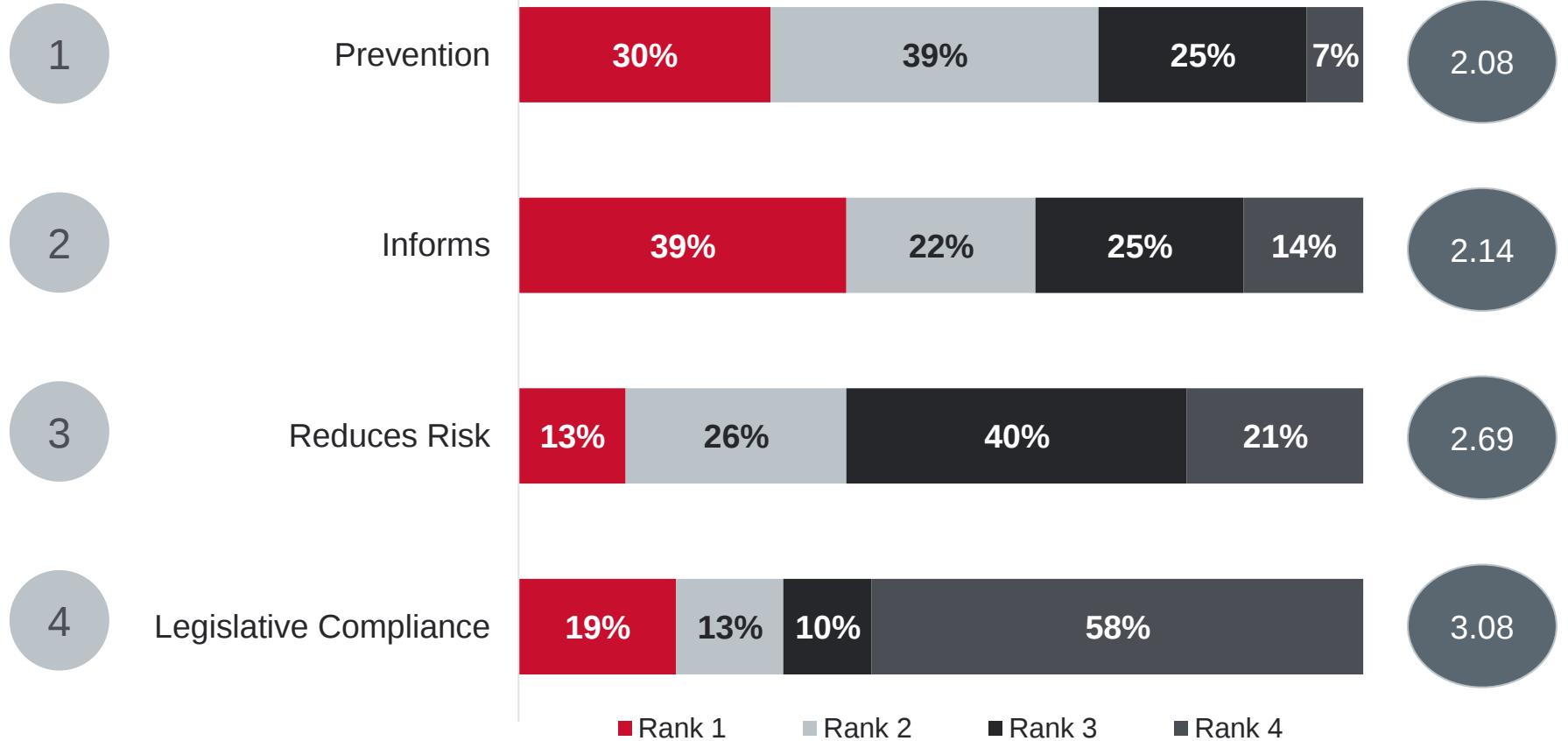
Fire Safety Education

The City's Fire Safety Education service provides fire and life safety education to prevent fires and reduce risk to citizens, property and the environment.

Prevention	We will help you reduce the chance of fires and other life safety incidents from happening both inside and beyond your home and your property.
Reduces Risk	We will do everything we can to keep you and your family safe, and feel safe, both inside and beyond your home.
Informs	We will provide you with the information you need so that you are aware of fire and life safety risks that may affect you, your family and your property.
Legislative Compliance	We will help ensure that your occupancy complies with Fire Safety Codes and Standards.

Fire Safety Education

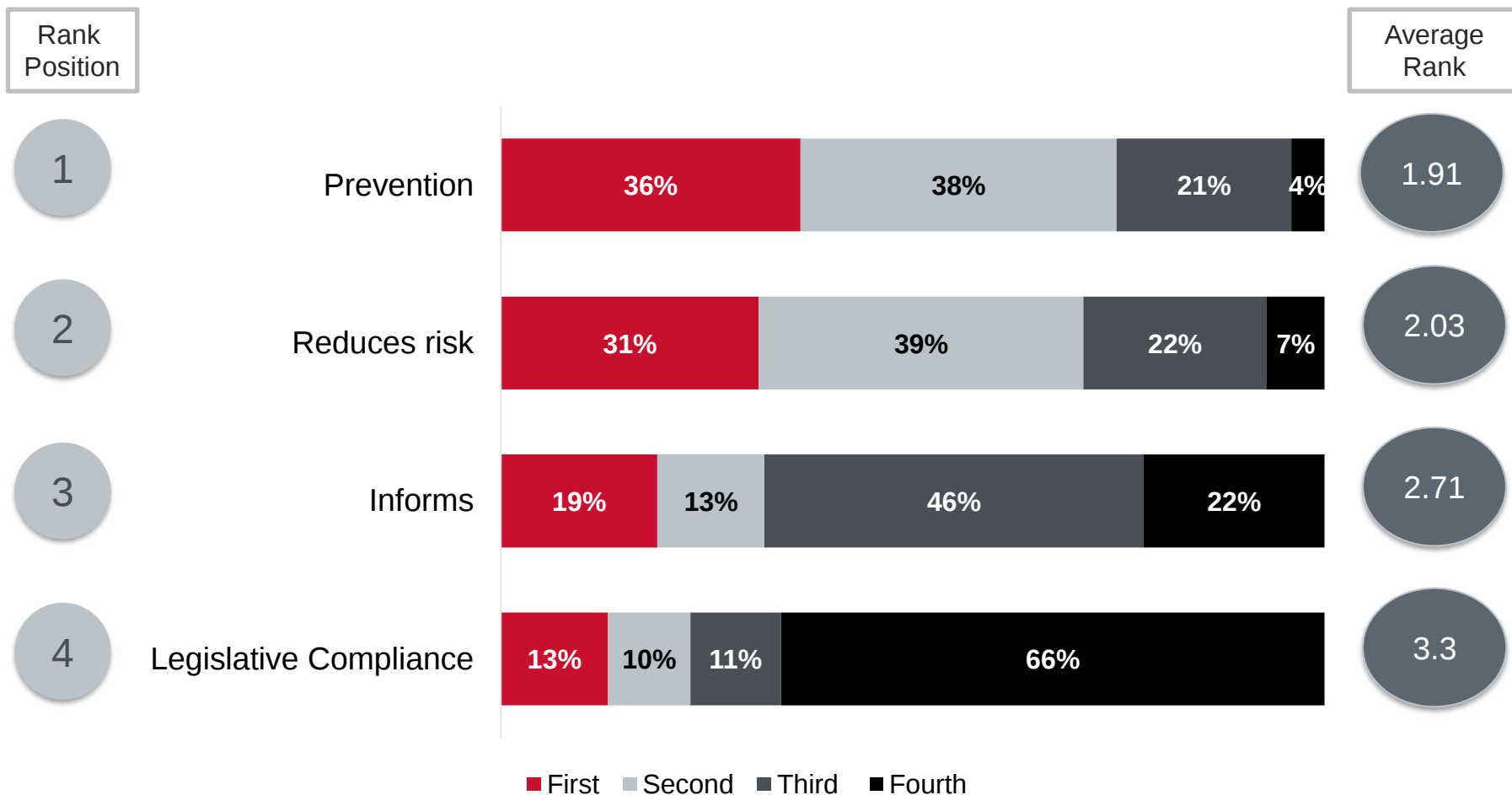
2022 Dimension Ranking Results

Rank
PositionAverage
Rank

Q: Below is a list of characteristics for the Fire Safety Education service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 4 is the lowest priority.

Base: n=134

Fire Safety Education 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=162

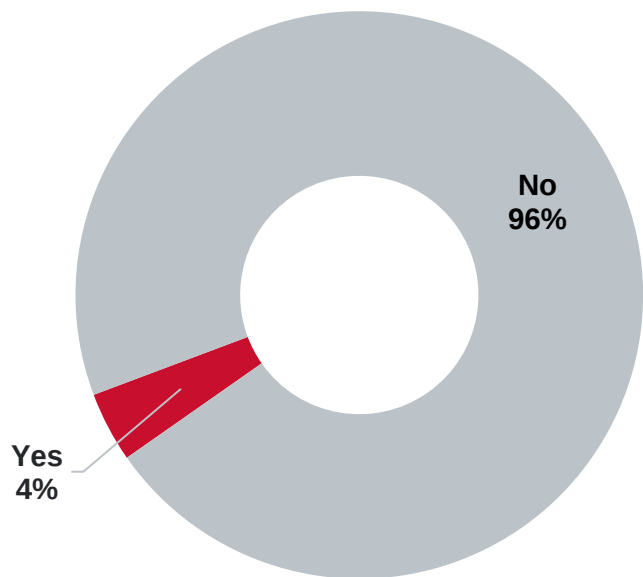


Land Development and Sales

Land Development and Sales

Overall, a large majority (96%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite strategic purchasing (12%), being reasonable / fair (9%), and avoiding sprawl (8%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Land Development and Sales services?
Base: n=131

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Land Development and Sales services provided by The City?
Base: n=131

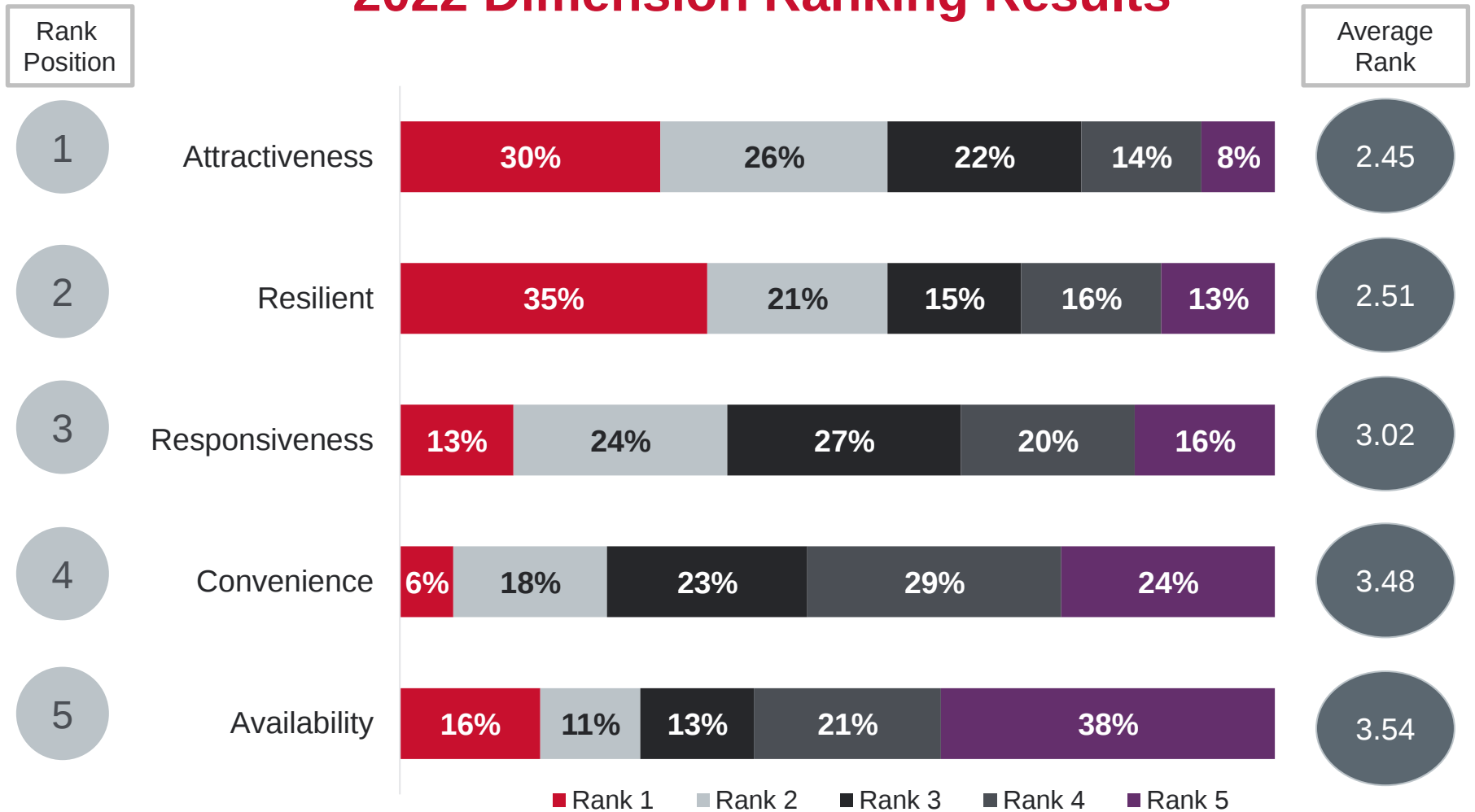
Labels ≤1% not shown.

Land Development and Sales

The City's Land Development and Sales service supports the development and sale of industrial lands with the purpose of economic diversification, optimizing value and maximizing the financial return on City-owned land under City stewardship.

Attractiveness	Serviced City-owned land sold at fair market value; land parcel characteristics align with customer's business needs.
Availability	Consistent supply of serviced land available for sale.
Responsiveness	Real estate transactions are completed in a timely manner and customer inquiries are responded to quickly.
Resilient	Our diverse land portfolio enables us to withstand and respond to market fluctuations in land sales and to sustain our direct role in promoting local economic development and diversification for Calgary.
Convenience	Serviced land ready for building construction and supported by a team of sales, engineering and planning experts.

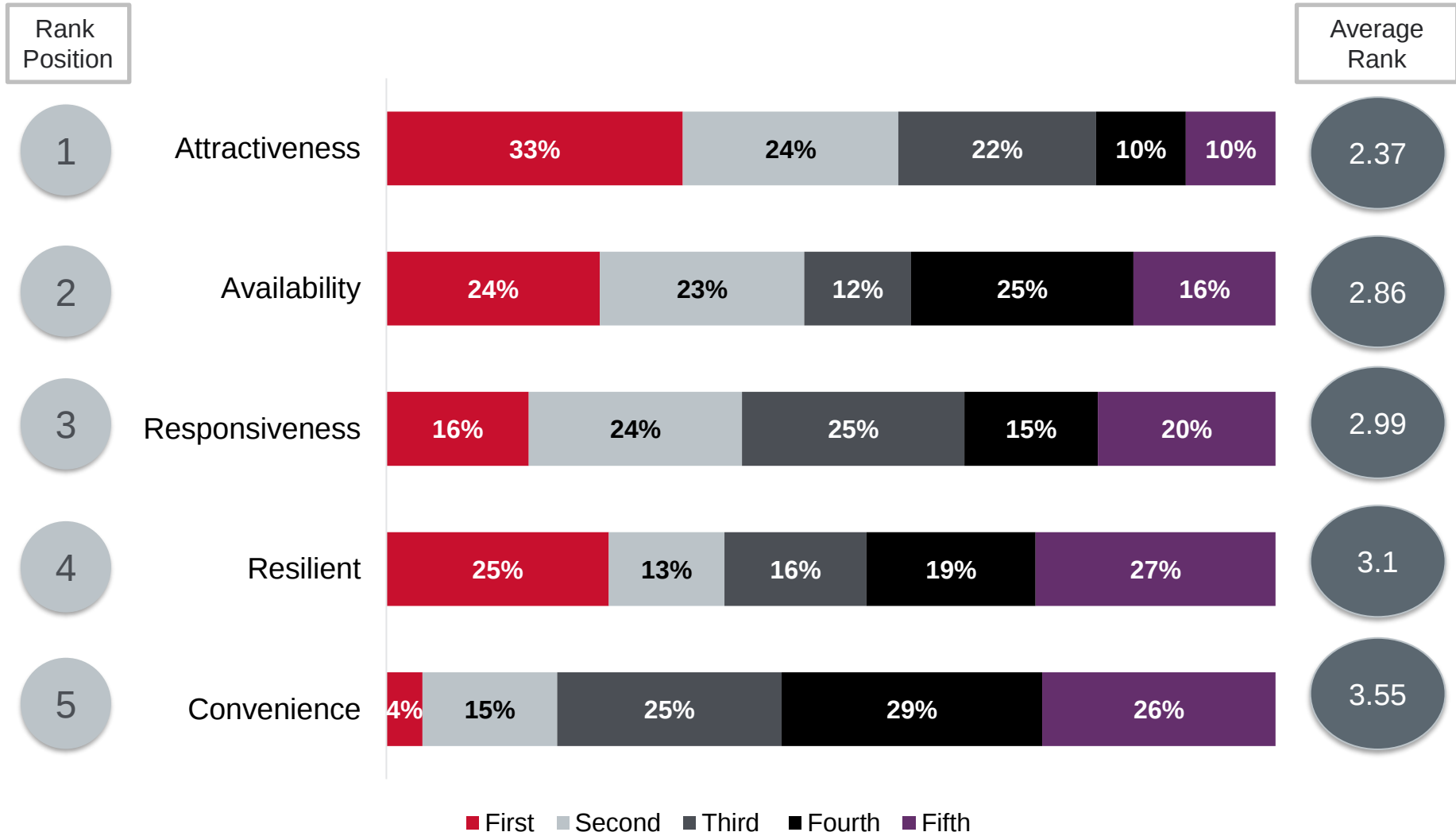
Land Development and Sales 2022 Dimension Ranking Results



Q: Below is a list of characteristics for Land Development Sales services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=131

Land Development and Sales 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=134

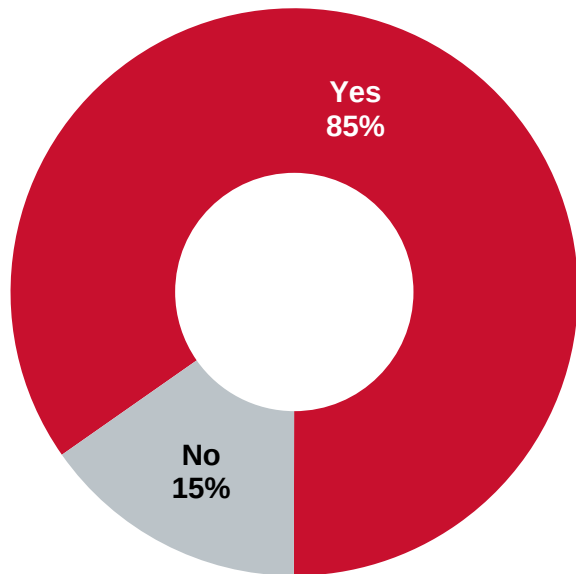


Library Services

Library Services

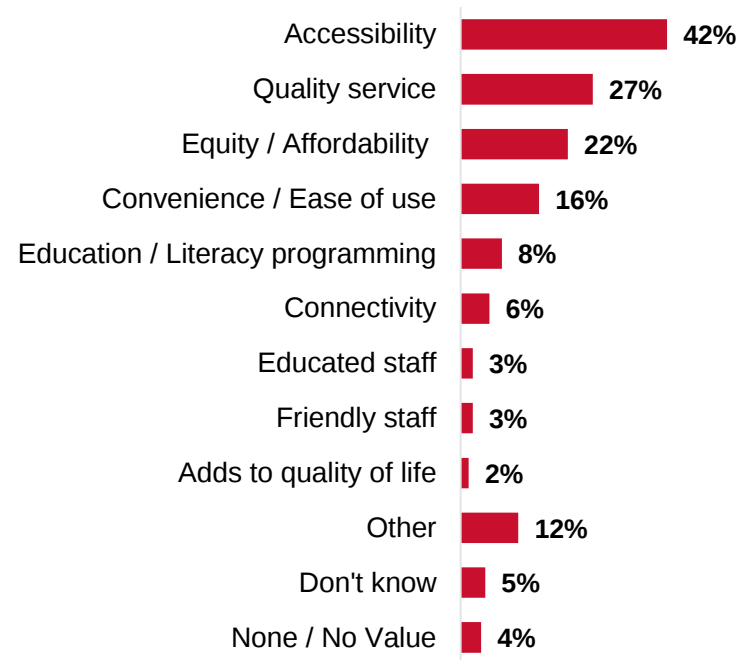
Overall, a majority (85%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite accessibility (42%) quality (27%), equity (22%), and convenience (16%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Library Services?
Base: n=118

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Library Services provided by The City?
Base: n=118

Labels ≤1% not shown.

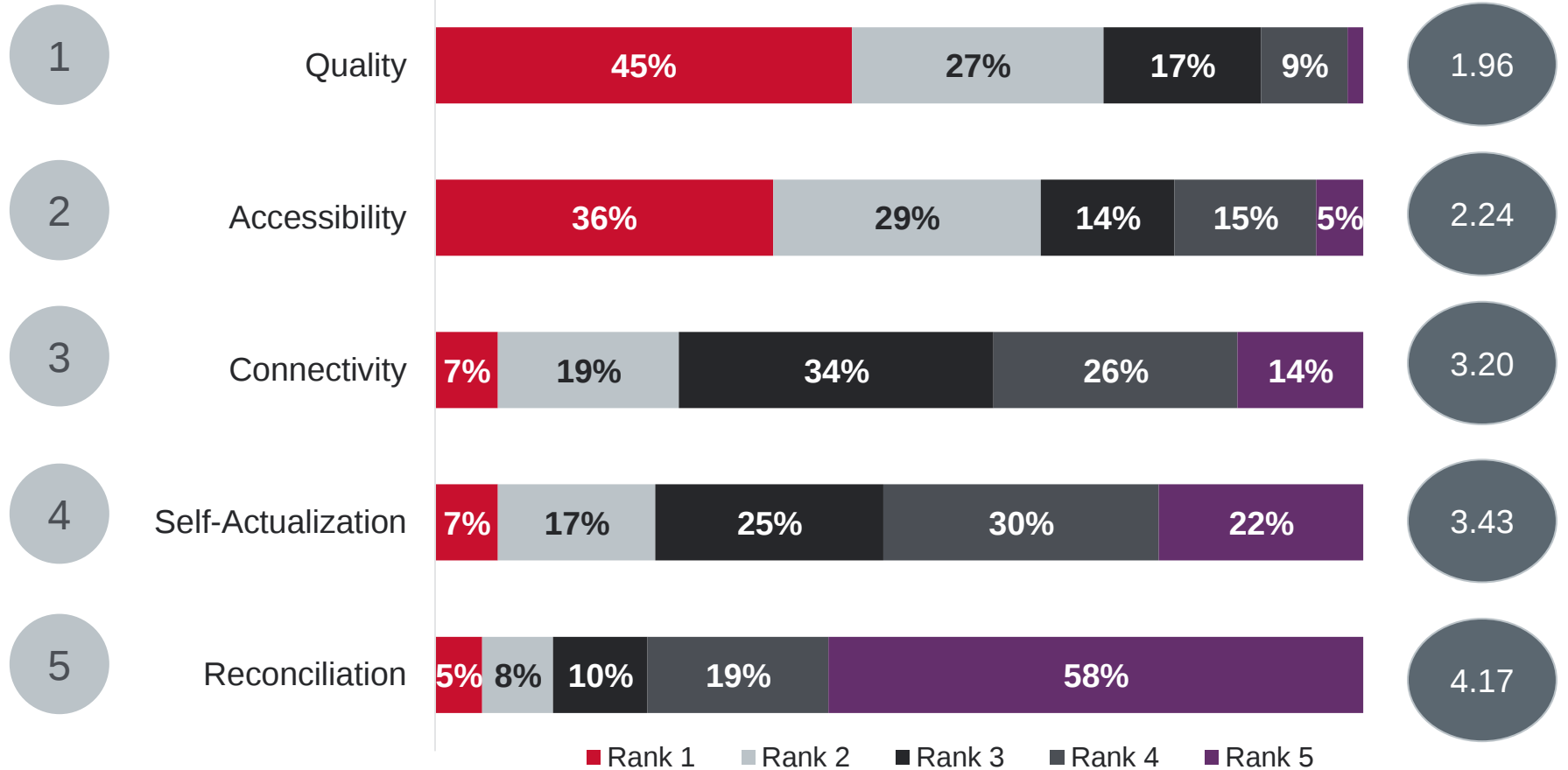
Library Services

The City's Library Services support Calgary's libraries.

Accessibility	Reduce financial, social, geographic and physical barriers that affect access to Library services and programs.
Connectivity	Connect customer groups with others, their community, or to other resources and services they may need.
Quality	Provide high-quality Library programs and services that are timely and relevant to customer groups.
Reconciliation	Library programs and services include a shared understanding between Indigenous and non-Indigenous customer groups.
Self-Actualization	Providing Library programs and services that create a sense of personal accomplishment or improvement.

Library Services

2022 Dimension Ranking Results

Rank
PositionAverage
Rank

Q: Below is a list of characteristics for Library Services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=118

Labels ≤3% not shown.

Library Services

2018 Dimension Ranking Results

Rank
PositionAverage
Rank

1

Accessibility

56%

25%

13%

3%

1.67

2

Availability

26%

33%

21%

15%

6%

2.45

3

Convenience

7%

19%

34%

23%

16%

3.19

4

Self-Transcendence

7%

17%

20%

42%

14%

3.39

5

Reconciliation

4%

7%

10%

17%

62%

4.26

■ First ■ Second ■ Third ■ Fourth ■ Fifth

Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=164

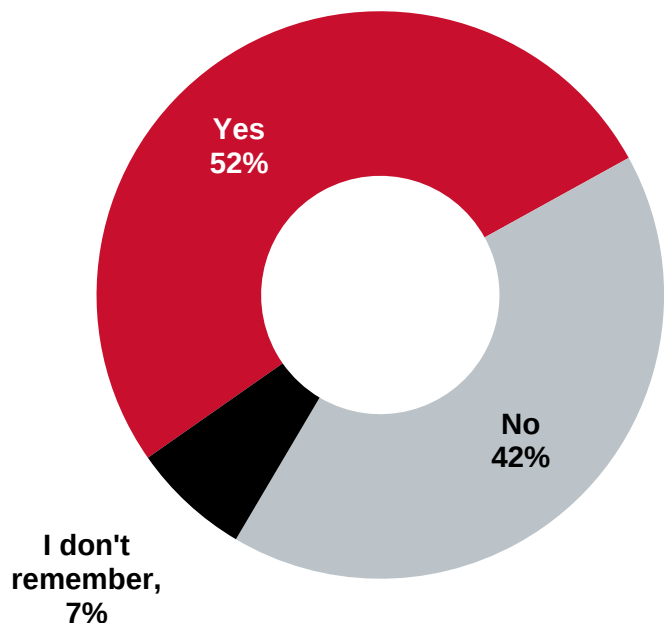


Municipal Elections

Municipal Elections

Overall, one-half (52%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite transparency (42%), accessibility (20%), informs (17%) and accuracy (15%) as key elements of this service.

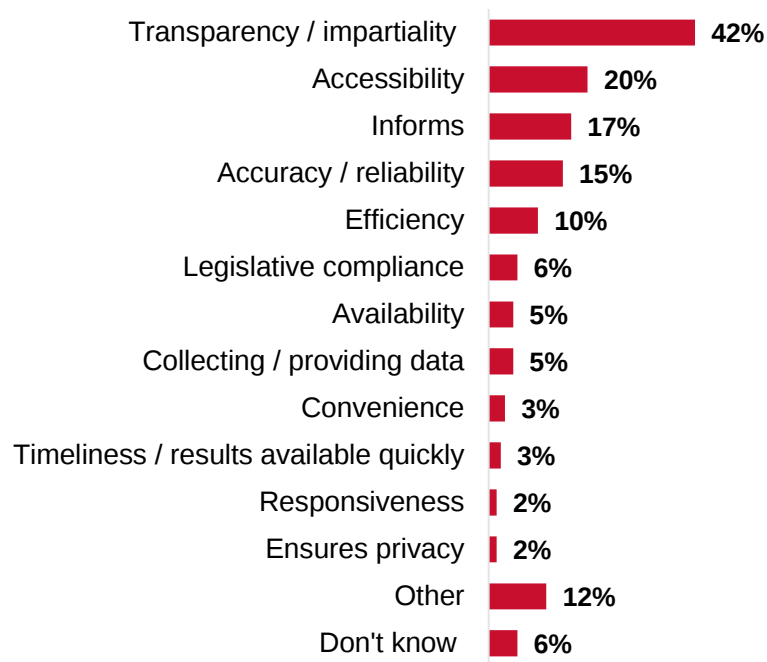
Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Municipal Elections services?

Base: n=118

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about the Municipal Elections service provided by The City?

Base: n=118

Labels ≤1% not shown.

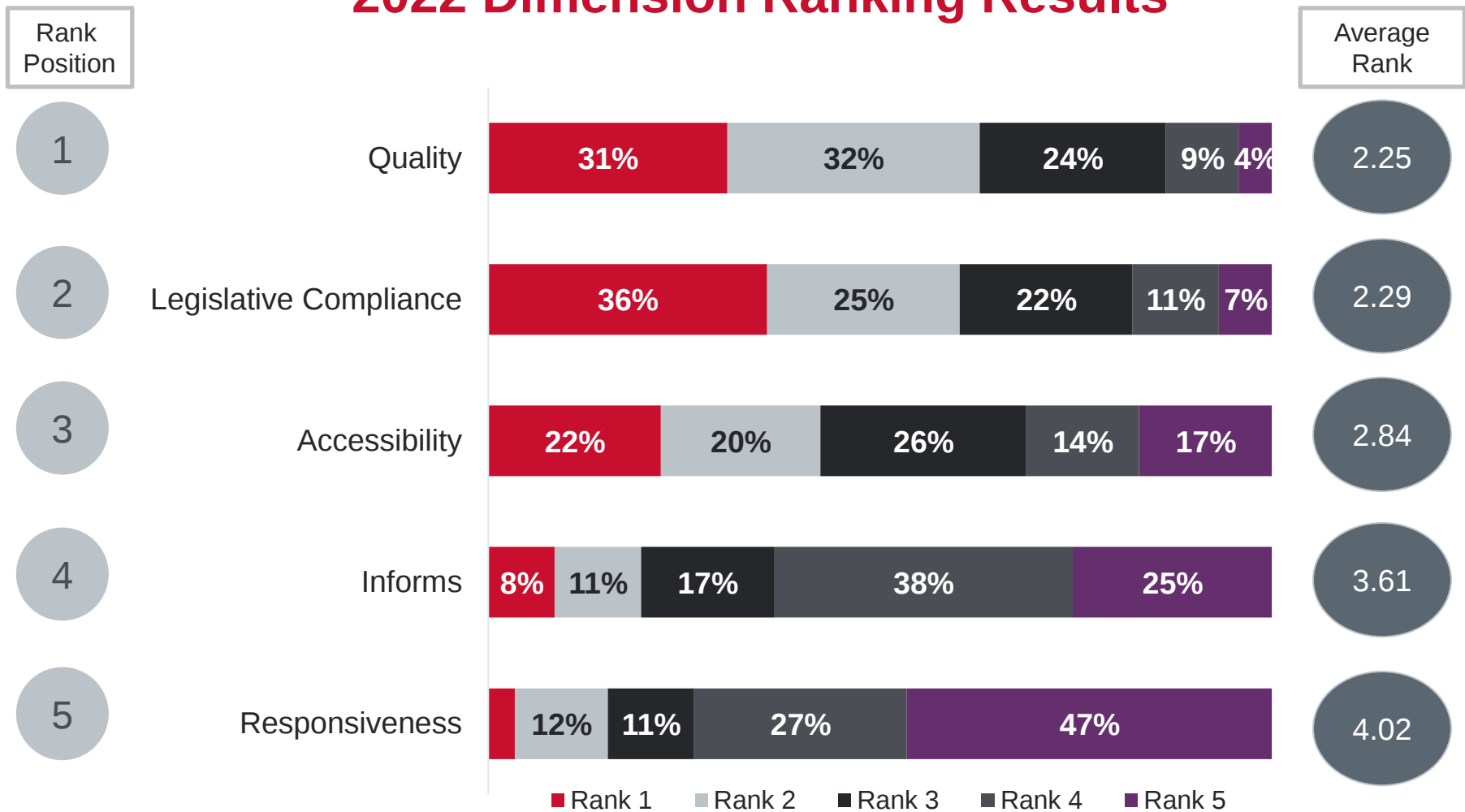
Municipal Elections

The City's Municipal Elections service conducts elections in a manner trusted by the public to elect candidates to office and allows all eligible electors to cast a ballot. This service also administers the municipal census and validates petitions.

Accessibility	Locations and methods of casting a ballot are physically accessible.
Quality	The votes are counted accurately, and the voter experience is satisfactory.
Informs	The electoral process is open to observers and scrutineers.
Responsiveness	The results of each election are available promptly.
Legislative Compliance	The election was carried out in a manner that followed all legislation and regulation.

Municipal Elections

2022 Dimension Ranking Results



Q: Below is a list of characteristics for The City's Municipal Elections service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

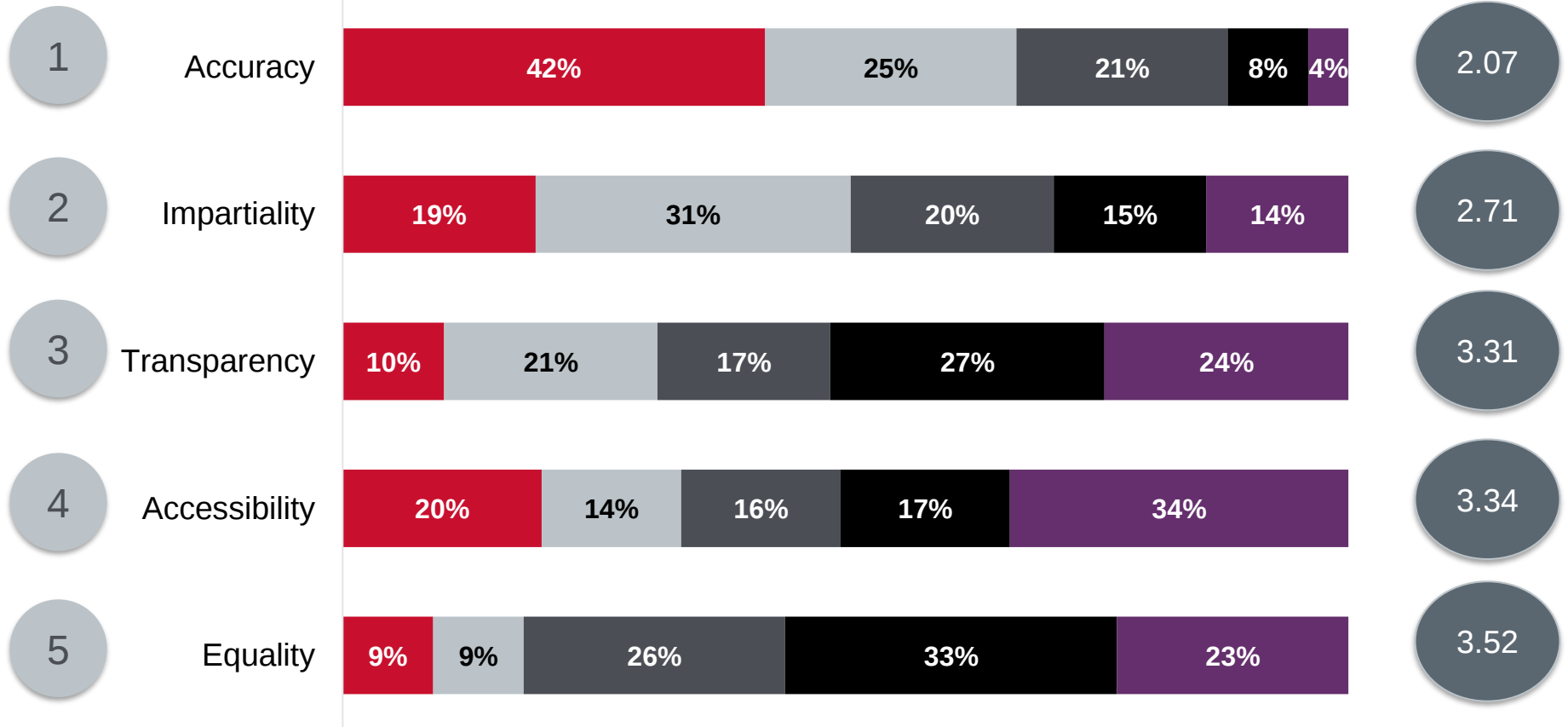
Base: n=118

Labels ≤3% not shown.

Municipal Elections 2018 Dimension Ranking Results

Rank
Position

Average
Rank



■ First ■ Second ■ Third ■ Fourth ■ Fifth

Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=145

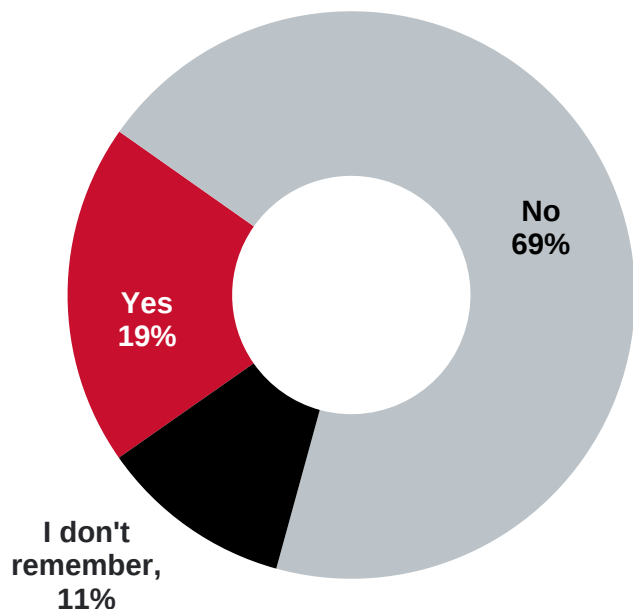


Neighbourhood Supports

Neighbourhood Supports

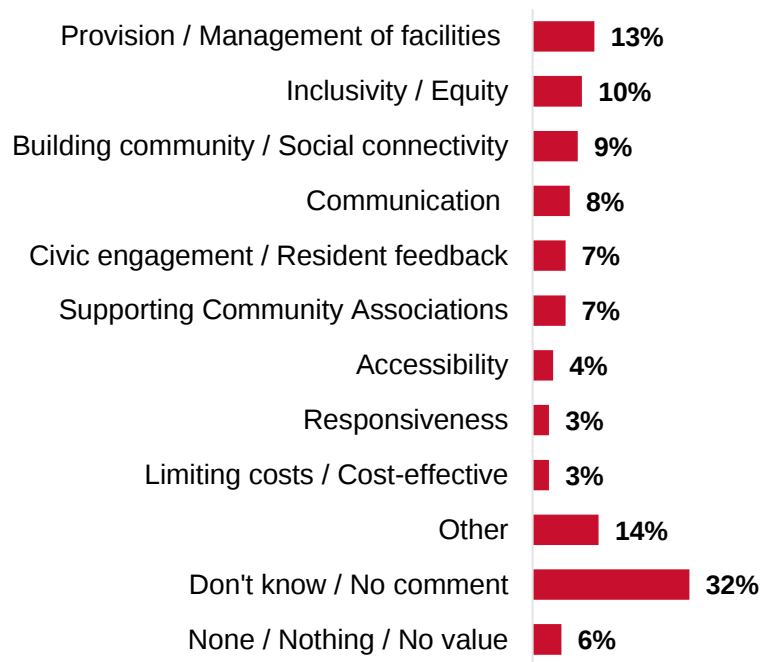
Overall, one-fifth (19%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite provision / management of facilities (13%), inclusivity (10%), and building a sense of community (9%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Neighbourhood Supports service?
Base: n=118

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Neighbourhood Supports services provided by The City?
Base: n=118

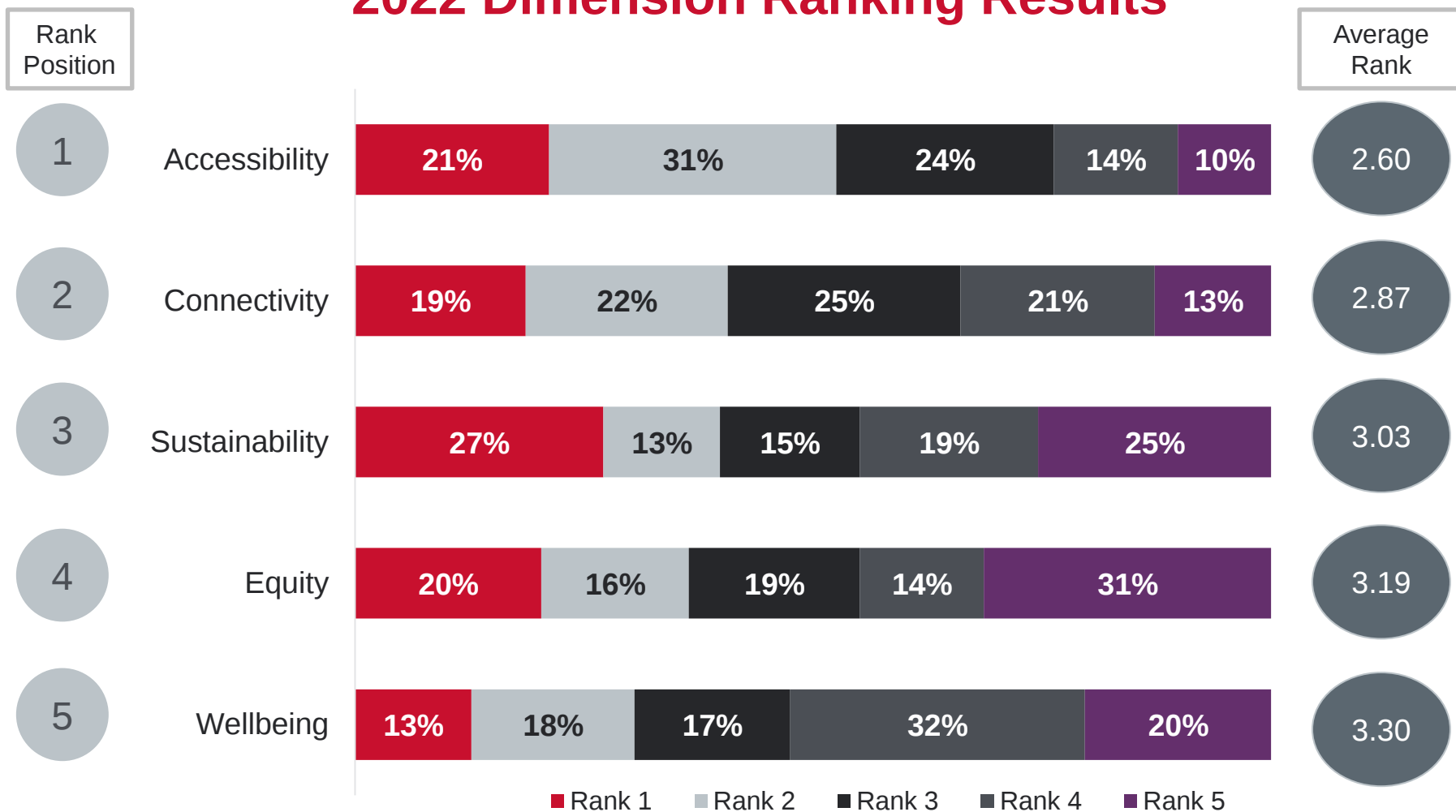
Labels ≤1% not shown.

Neighbourhood Supports

The City's Neighbourhood Supports service builds the capacity of Calgarians in neighbourhoods by working with residents and other community stakeholders to foster social inclusion, economic participation and an increased sense of belonging. We support community groups operating on City-owned land, including contributing funding for capital maintenance of community facilities and amenities to ensure that all residents have a variety of public spaces in which to create and develop social connections with their neighbours.

Connectivity	Work with residents and community stakeholders to address social issues and connect them to City resources.
Accessibility	Remove barriers to participation for residents and assist community groups in being more accessible.
Equity	Distribute programs and services to priority neighbourhoods to better support vulnerable populations.
Sustainability	Bring resources to Community Associations (CAs) and Social Recreation Groups (SRGs) that improve the sustainability of their contribution to their neighbourhoods.
Wellbeing	Support initiatives that strengthen the capacity of individuals and community groups to withstand stresses and shocks.

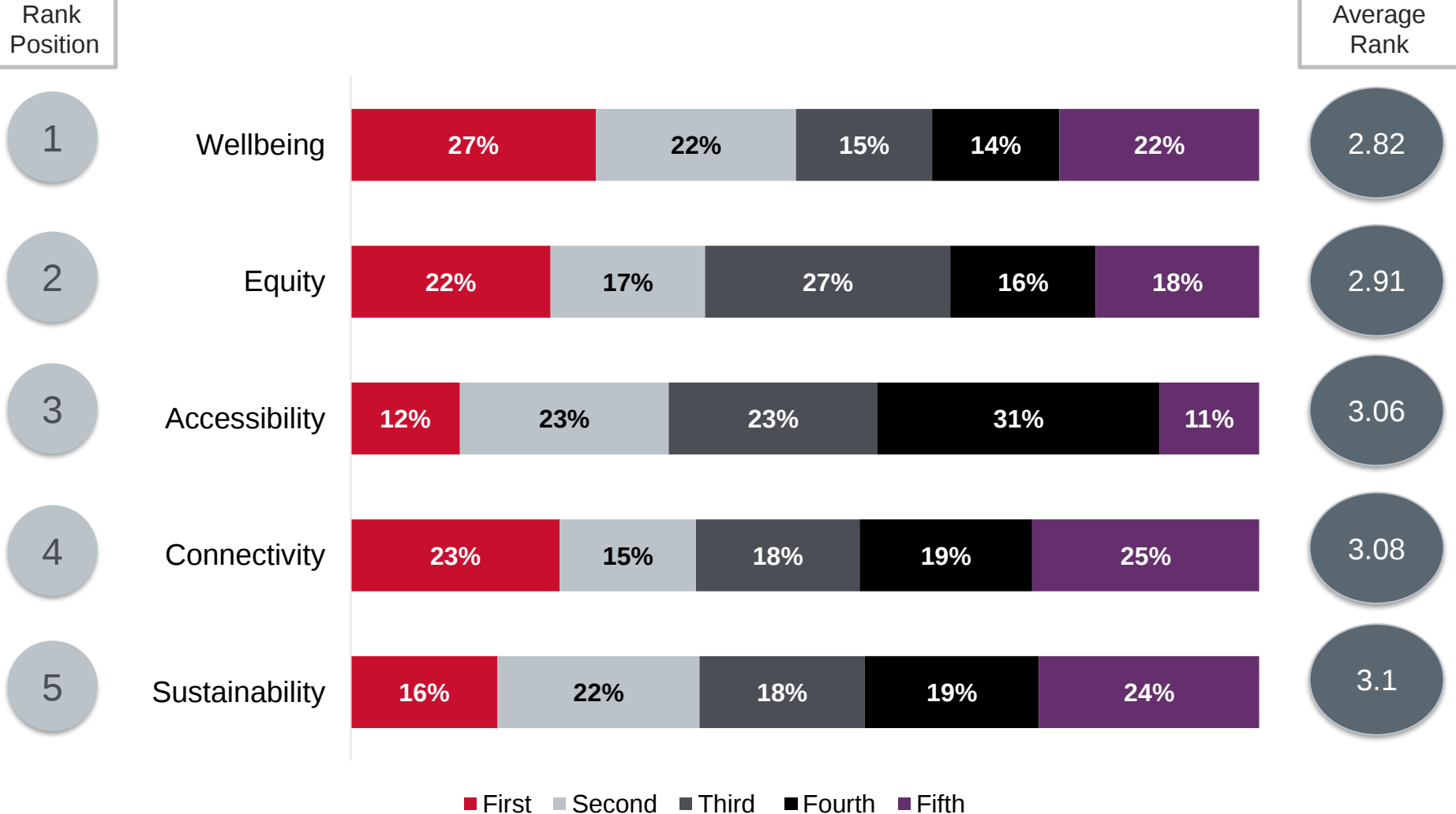
Neighbourhood Supports 2022 Dimension Ranking Results



Q: Below is a list of characteristics for the Neighbourhood Supports service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=118

Neighbourhood Supports 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=165

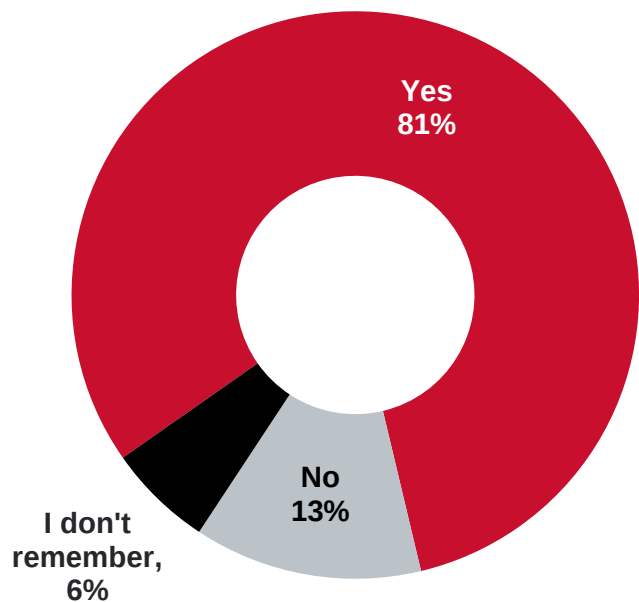


Parking

Parking

Overall, four-fifths (81%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite reasonable rates (31%), convenience (28%), and accessibility (25%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Parking services?
Base: n=164

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Parking services provided by The City?
Base: n=164

Labels ≤1% not shown.

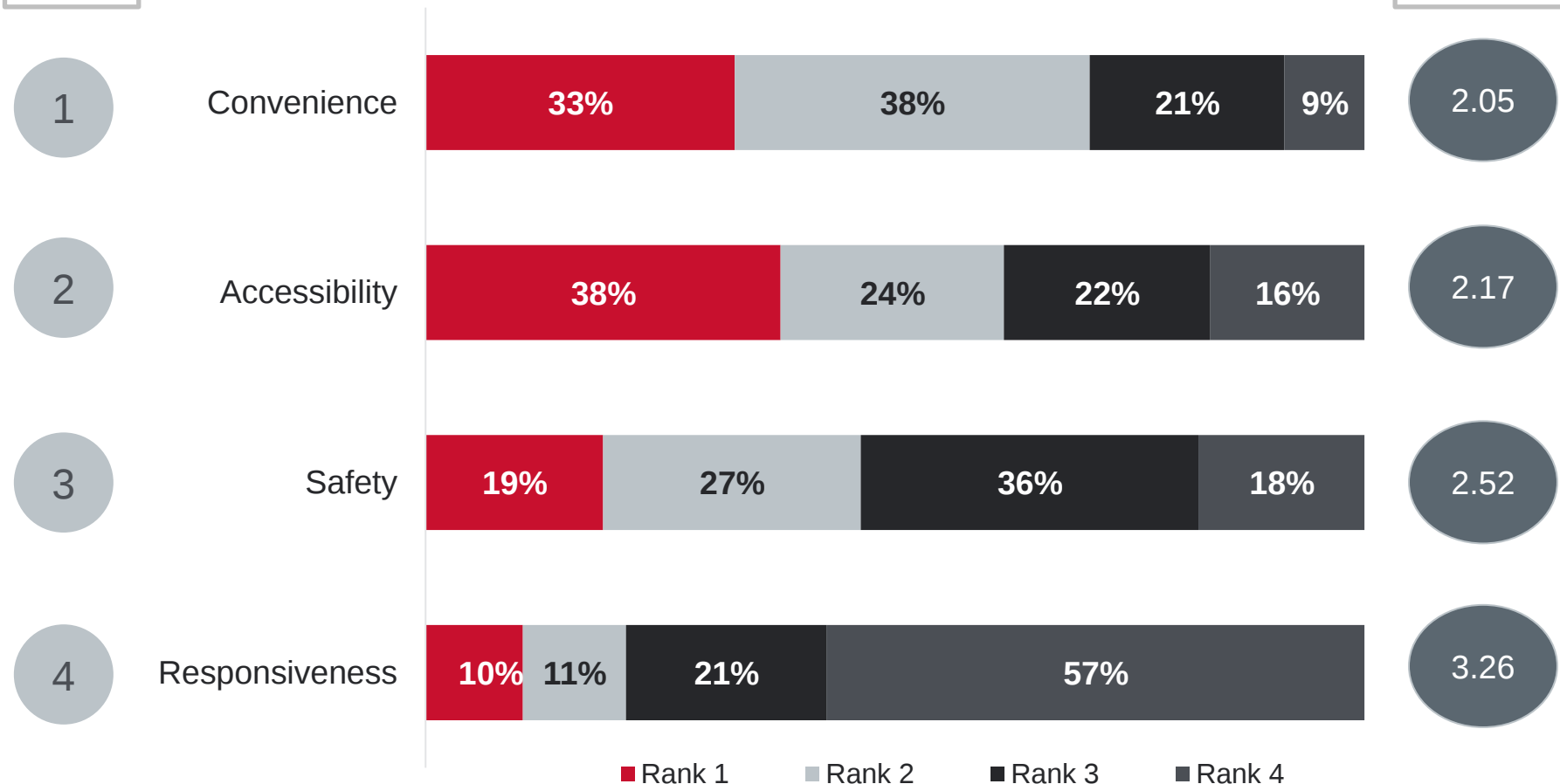
Parking

The City's Parking service manages municipal parking resources and facilitates movement and access to businesses, services and homes for the benefit of Calgarians. This is achieved by providing paid on-street and off-street parking, the enforcement of The City's parking policies and bylaws, administration of permitted parking, and space management for special events.

Safety	Parking restrictions and enforcement support safety on roadways.
Convenience	Systems and signage make it easy to find and pay for parking when and where it is needed.
Accessibility	A sufficient amount of reasonably priced parking is provided for users with a variety of needs.
Responsiveness	Parking bylaws are enforced in a timely manner to support compliance.

Parking

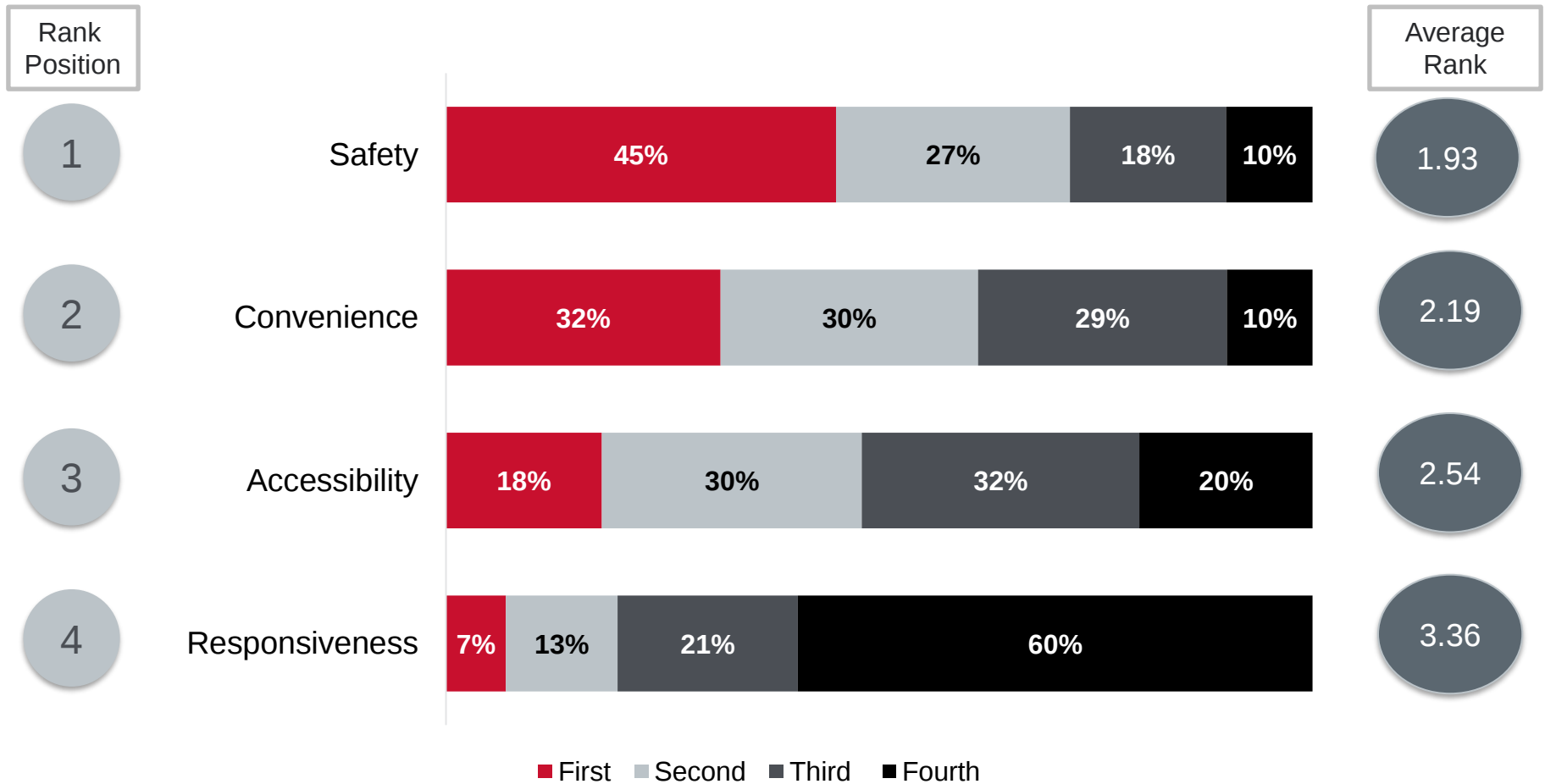
2022 Dimension Ranking Results

Rank
PositionAverage
Rank

Q: Below is a list of characteristics for Records Management, Access and Privacy services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=164

Parking 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=191

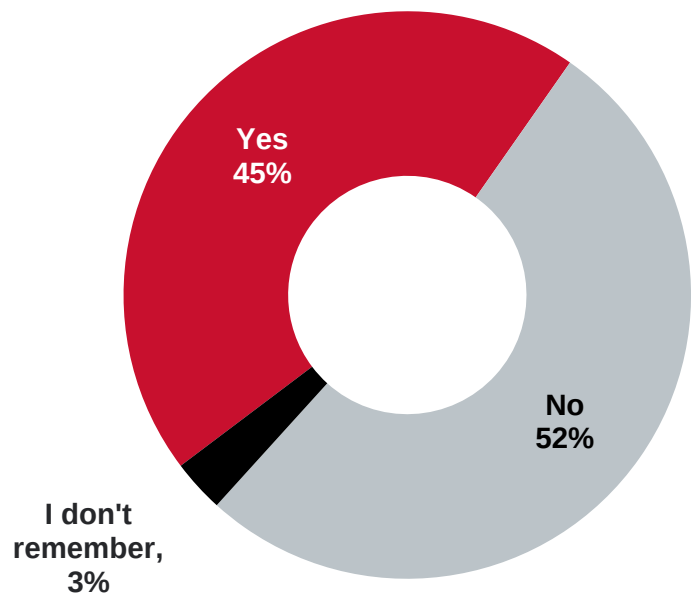


Parks and Open Spaces

Parks and Open Spaces

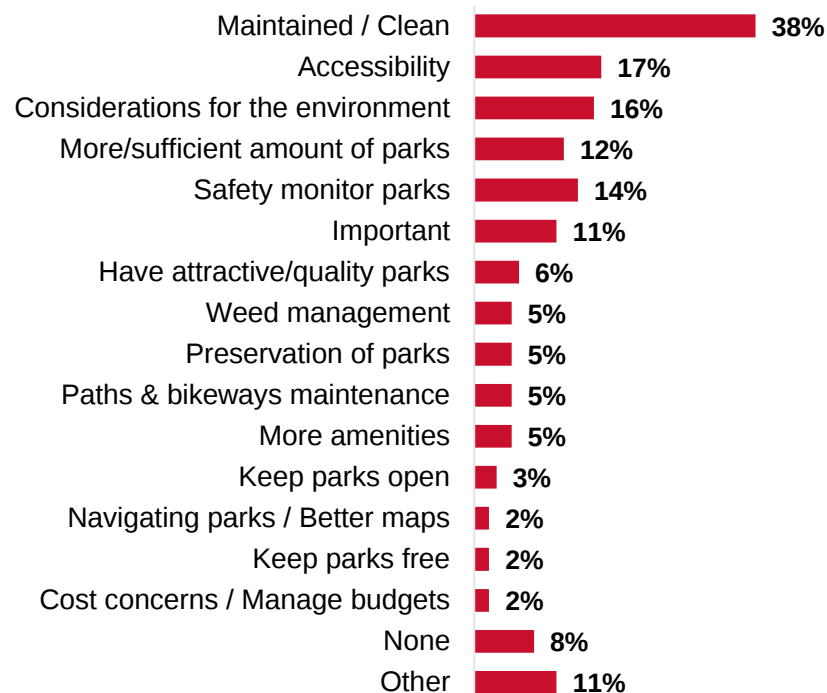
Overall, less than one-half (45%) of respondents say they have ever used the Parks and Open Spaces service. Keeping parks and opens spaced maintained and clean (38%), accessible (17%) and having considerations for the environment (16%) are seen as most important elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Parks and Open Spaces services?
Base: n=99

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about the Parks and Open Spaces service supported by The City?
Base: n=99

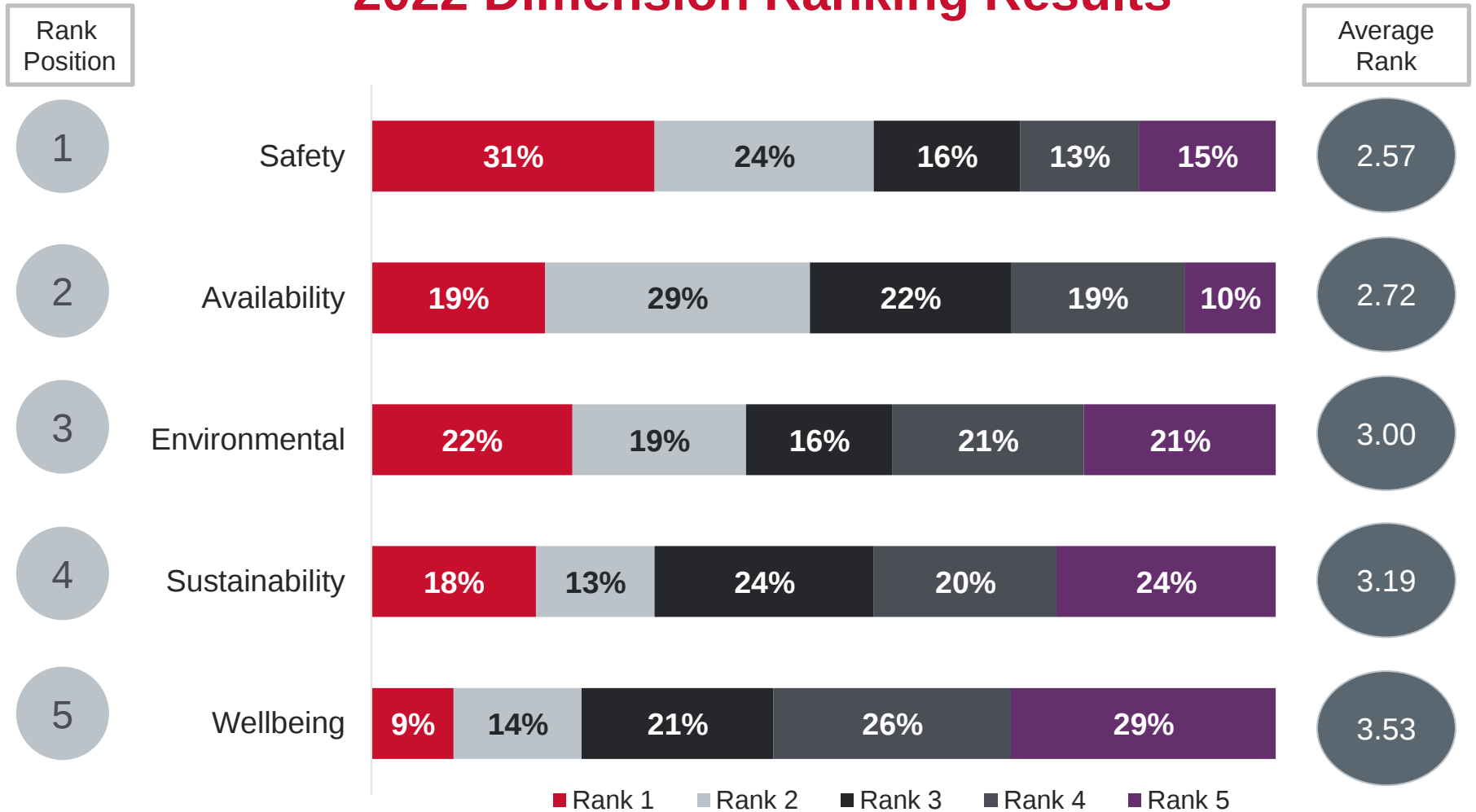
Labels ≤1% not shown.

Parks and Open Spaces

The City's Parks and Open Spaces service plans, builds, preserves and maintains public parks and open spaces.

Wellbeing	Year-round opportunities for social interaction, community vitality, nature appreciation and leisure activities.
Availability	Neighbourhood parks are readily accessible to all communities.
Safety	Parks and open spaces are safe.
Sustainability	Our natural environment is conserved through stewardship, planning and management contributing to urban resilience.
Environment	We recognize that healthy ecosystems are essential to our personal, community, and economic wellbeing.

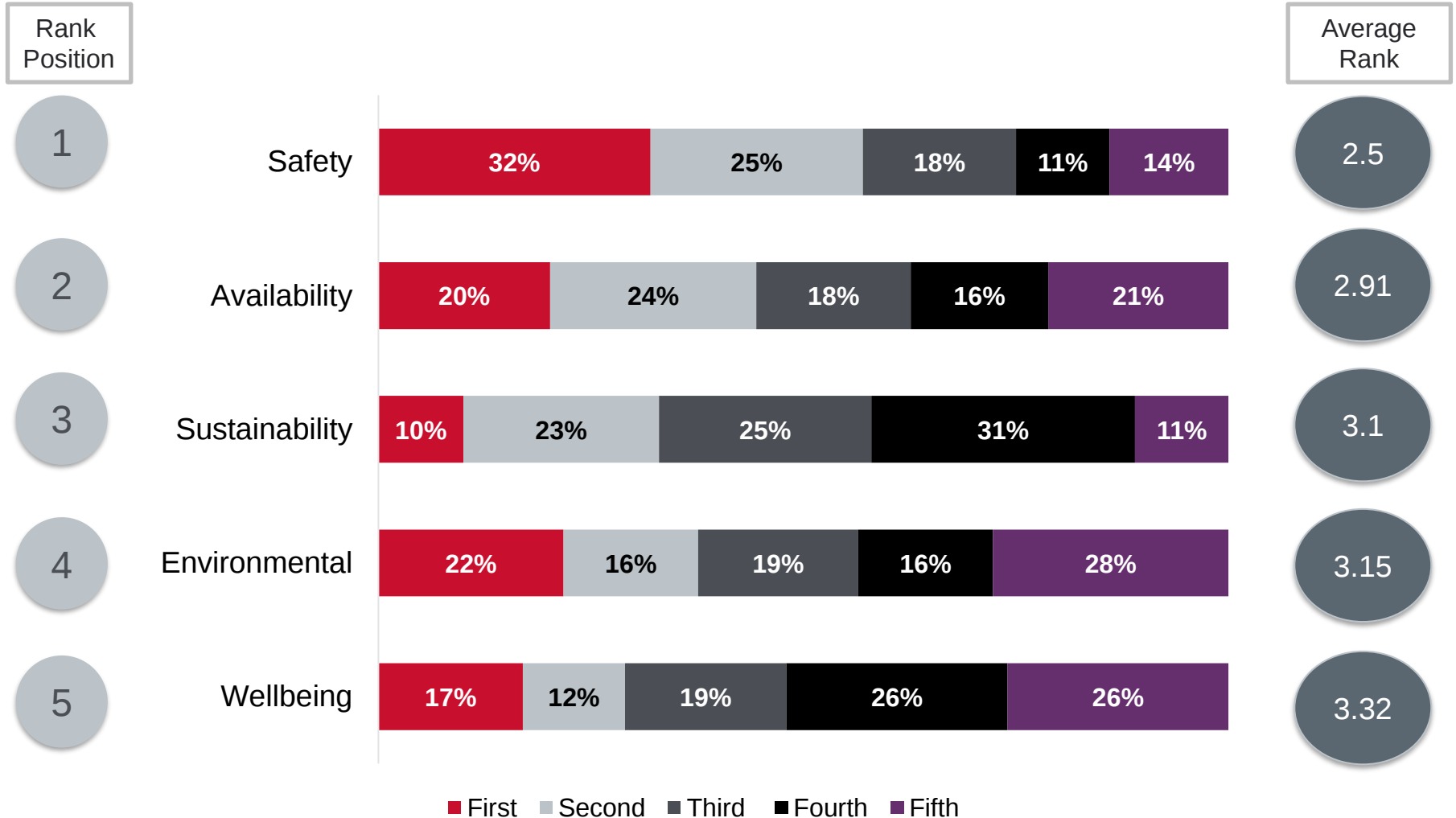
Parks and Open Spaces 2022 Dimension Ranking Results



Q: Below is a list of characteristics for the Parks and Open Spaces service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=99

Parks and Open Spaces 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=168

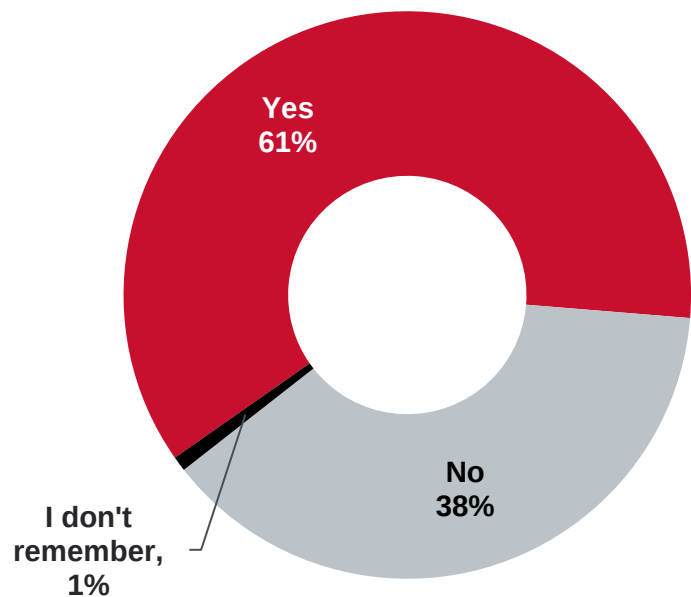


Pet Ownership and Licensing

Pet Ownership and Licensing

Overall, three-fifths (61%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite enforcement (25%), caring / welfare of animals (17%), and availability of services (13%) as key elements of this service.

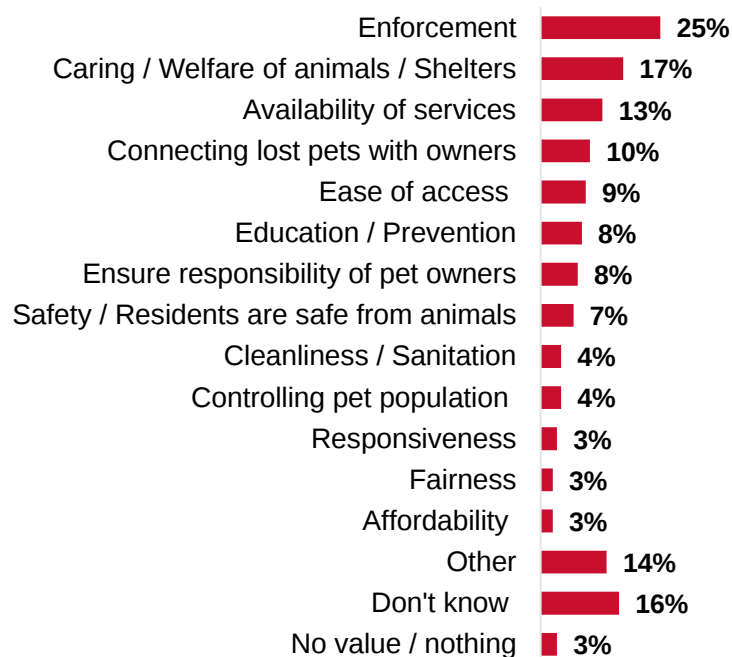
Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Pet Ownership and Licensing service?

Base: n=118

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Pet Ownership and Licensing services provided by The City?

Base: n=118

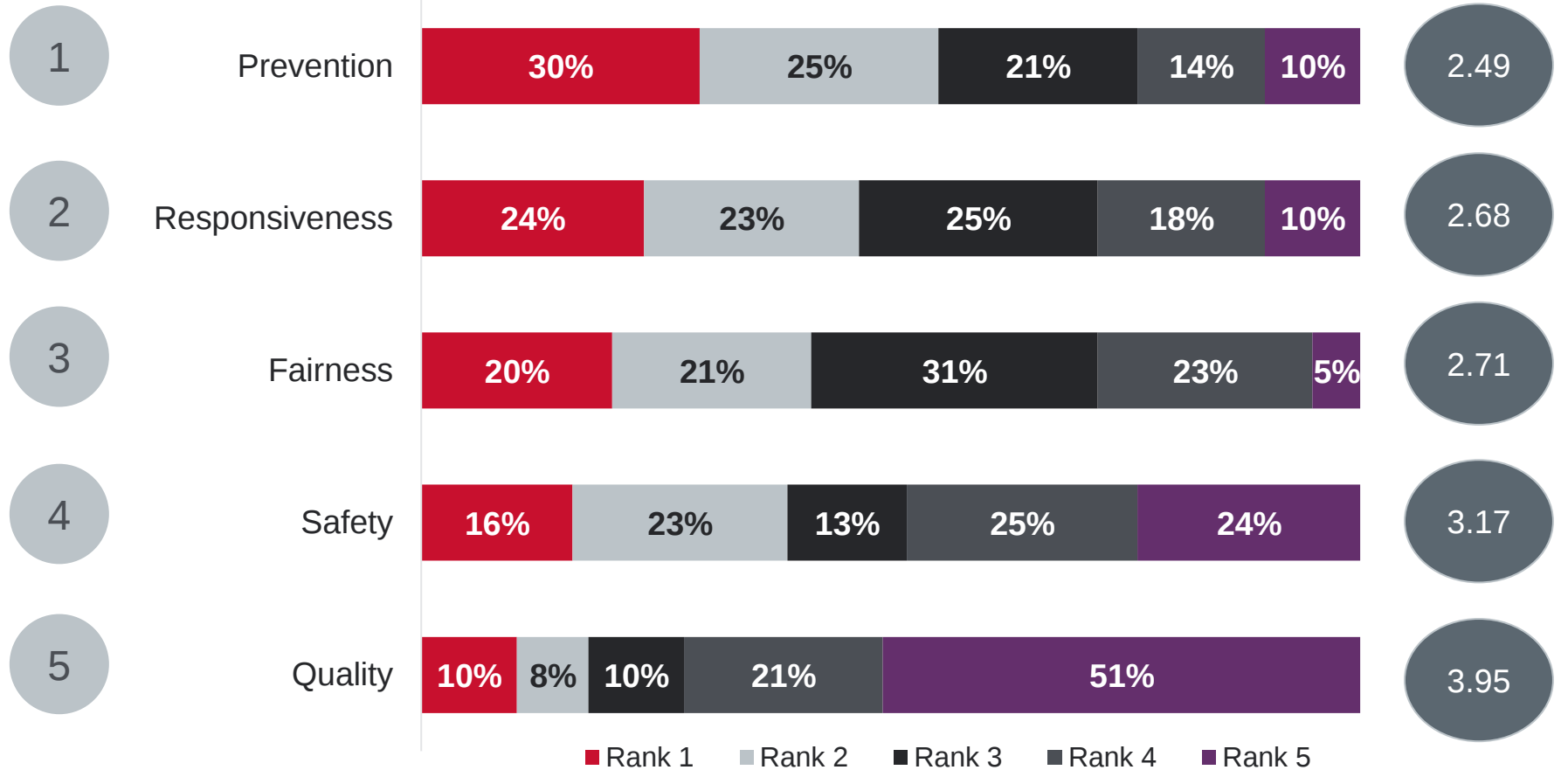
Labels ≤1% not shown.

Pet Ownership and Licensing

The City's Pet Ownership and Licensing provides citizen education on responsible pet ownership and regulates owners under the Responsible Pet Ownership Bylaw (RPO). Licensing and shelter services are directed to dogs and cats to ensure recovered animals are cared for and reunited with owners or adopted into new homes.

Safety	Citizens feel that cats, dogs, owners and neighbours live together in safety and harmony.
Responsiveness	Citizen complaints and responsible pet ownership issues are responded to and resolved in a timely manner.
Fairness	Bylaw enforcement service is transparent, fair and consistent, and delivered by competent animal control officers.
Quality	Customers receive licensing service that satisfy their needs.
Prevention	Citizens understand Responsible Pet Ownership Bylaw standards and the importance of being a responsible pet owner.

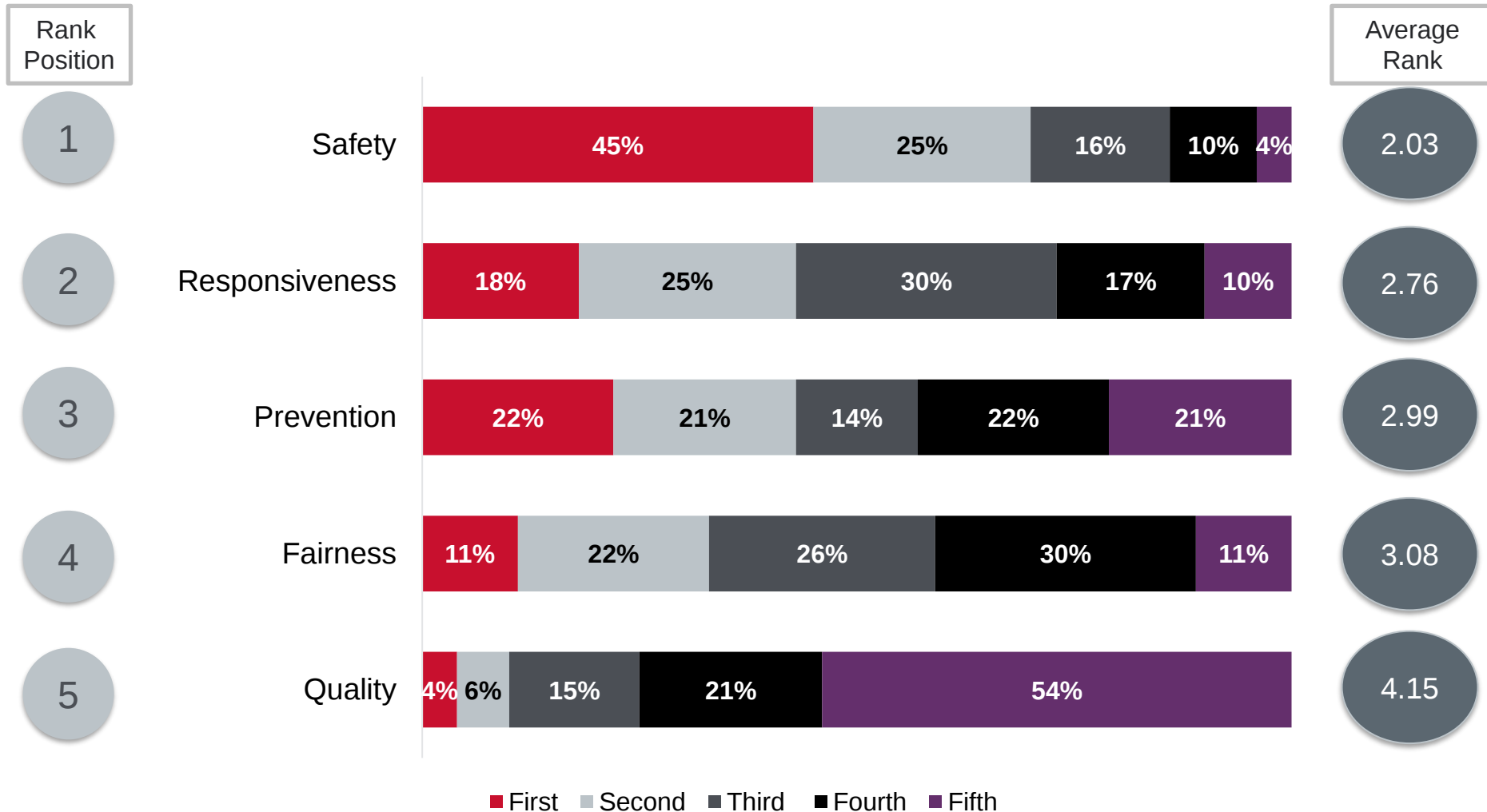
Pet Ownership and Licensing 2022 Dimension Ranking Results

Rank
PositionAverage
Rank

Q: Below is a list of characteristics for the Pet Ownership and Licensing service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=118

Pet Ownership and Licensing 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=161

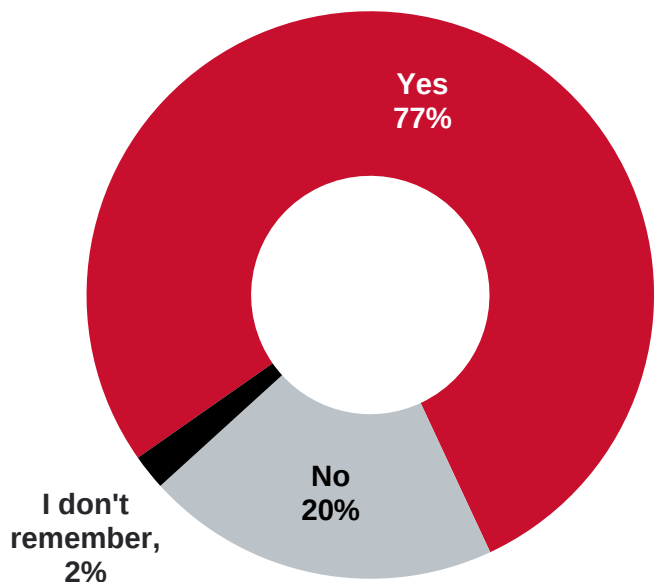


Police Services

Police Services

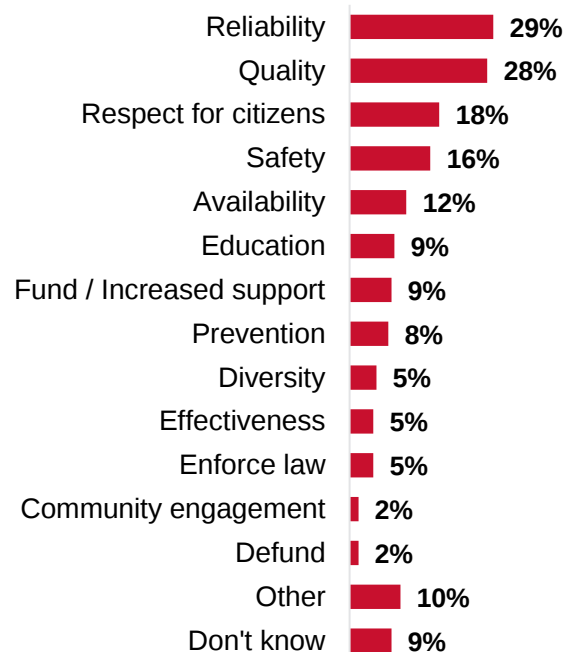
Overall, about four-fifths (77%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite reliability (29%), quality (28%), and respect for citizens (18%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Police Services?
Base: n=164

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Police Services provided by The City?
Base: n=164

Labels ≤1% not shown.

Police Services

The City's Calgary Police Service (CPS) strives to create a community that is safe, diverse, inclusive and inspired. Working in partnership with our communities, we provide police services such as crime prevention and education initiatives, early intervention programs, law enforcement and criminal investigations.

Safety	Citizens feel safe in their communities and on the roads.
Prevention	Assist the community to identify and address the root causes of crime and disorder.
Reliability	Calls for service are responded to in a timely matter.
Quality	Be professional in all our citizen interactions and in the execution of our duties.

Police Services

2022 Dimension Ranking Results

Rank
PositionAverage
Rank

1

Reliability

40%

29%

21%

10%

2.01

2

Safety

29%

32%

21%

18%

2.27

3

Quality

16%

21%

30%

33%

2.80

4

Prevention

15%

18%

29%

39%

2.92

■ Rank 1

■ Rank 2

■ Rank 3

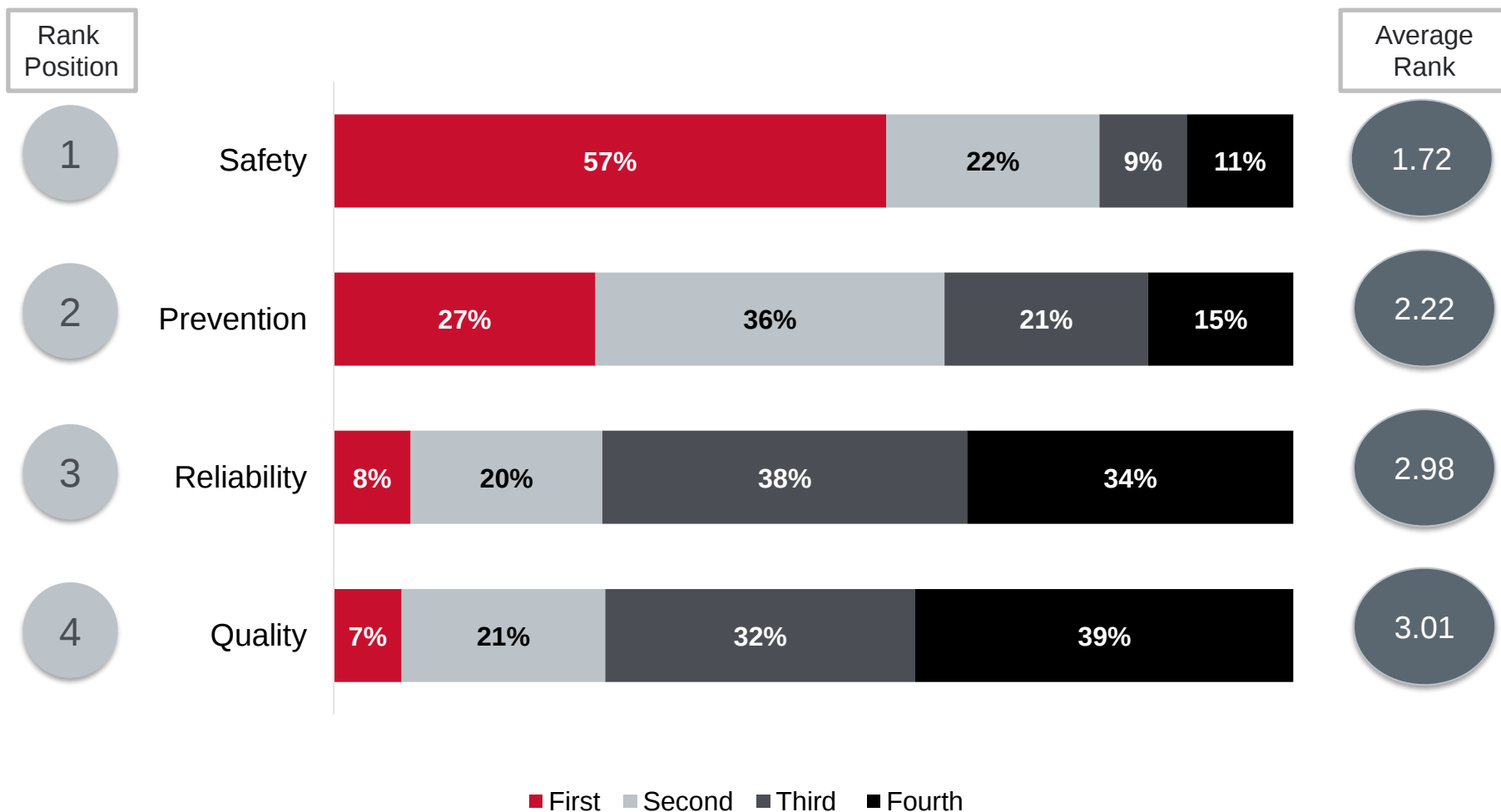
■ Rank 4

Q: Below is a list of characteristics for Police Services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=164

Labels ≤3% not shown.

Police Services 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=190

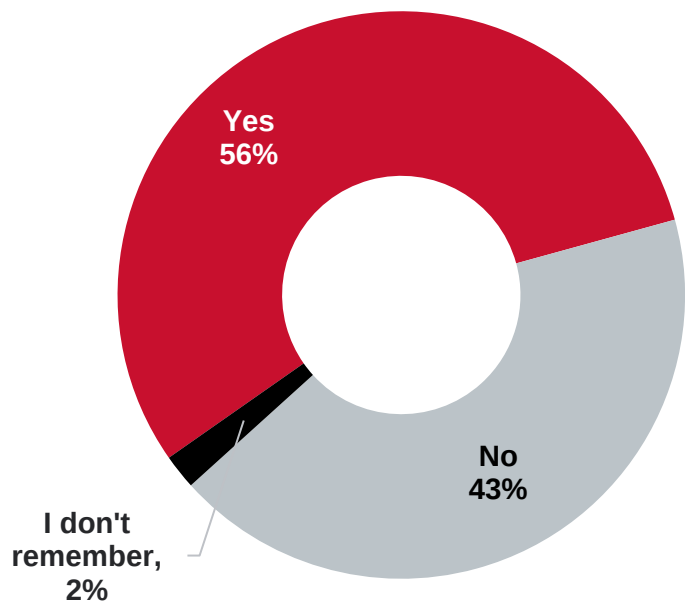


Property Assessment

Property Assessment

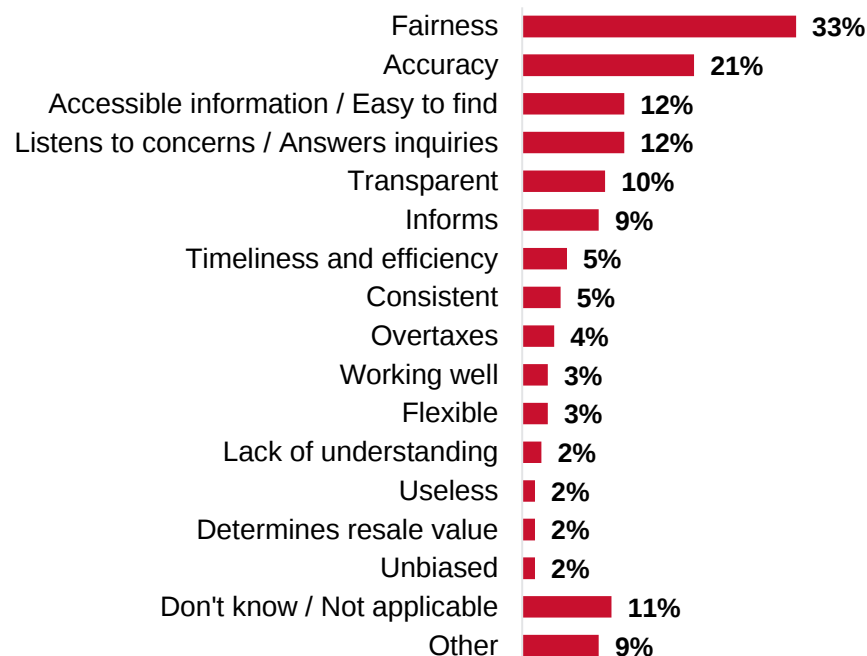
Overall, more than one-half (56%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite fairness (33%), accuracy (21%), accessible information (12%), and listens to concerns (12%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Property Assessment services?
Base: n=131

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Property Assessment services provided by The City?
Base: n=131

Labels ≤1% not shown.

Property Assessment

The City's Property Assessment service assesses properties within the corporate limits of the city of Calgary as a mechanism to fairly and equitably allocate property taxes.

Legislative Compliance	Valuations meet all quality standards, pass all required audits, and are prepared and issued in accordance with the Municipal Government Act.
Quality	Valuations are accurate and equitable when originally mailed to property owners.
Fairness	Properties with the same characteristics are assessed in the same manner using mass appraisal.
Reduces Risk	The assessment base remains within tolerances throughout the year and strategies are used to minimize complaint impacts.
Informs	Knowledgeable staff can answer questions from property owners.

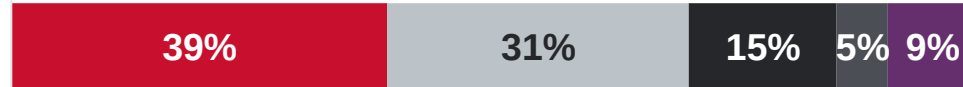
Property Assessment 2022 Dimension Ranking Results

Rank
Position

Average
Rank

1

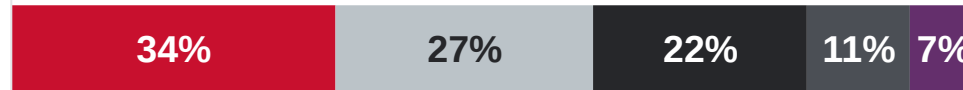
Fairness



2.15

2

Quality



2.31

3

Informs



3.36

4

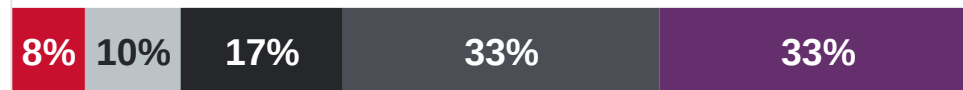
Legislative Compliance



3.46

5

Reduces Risk



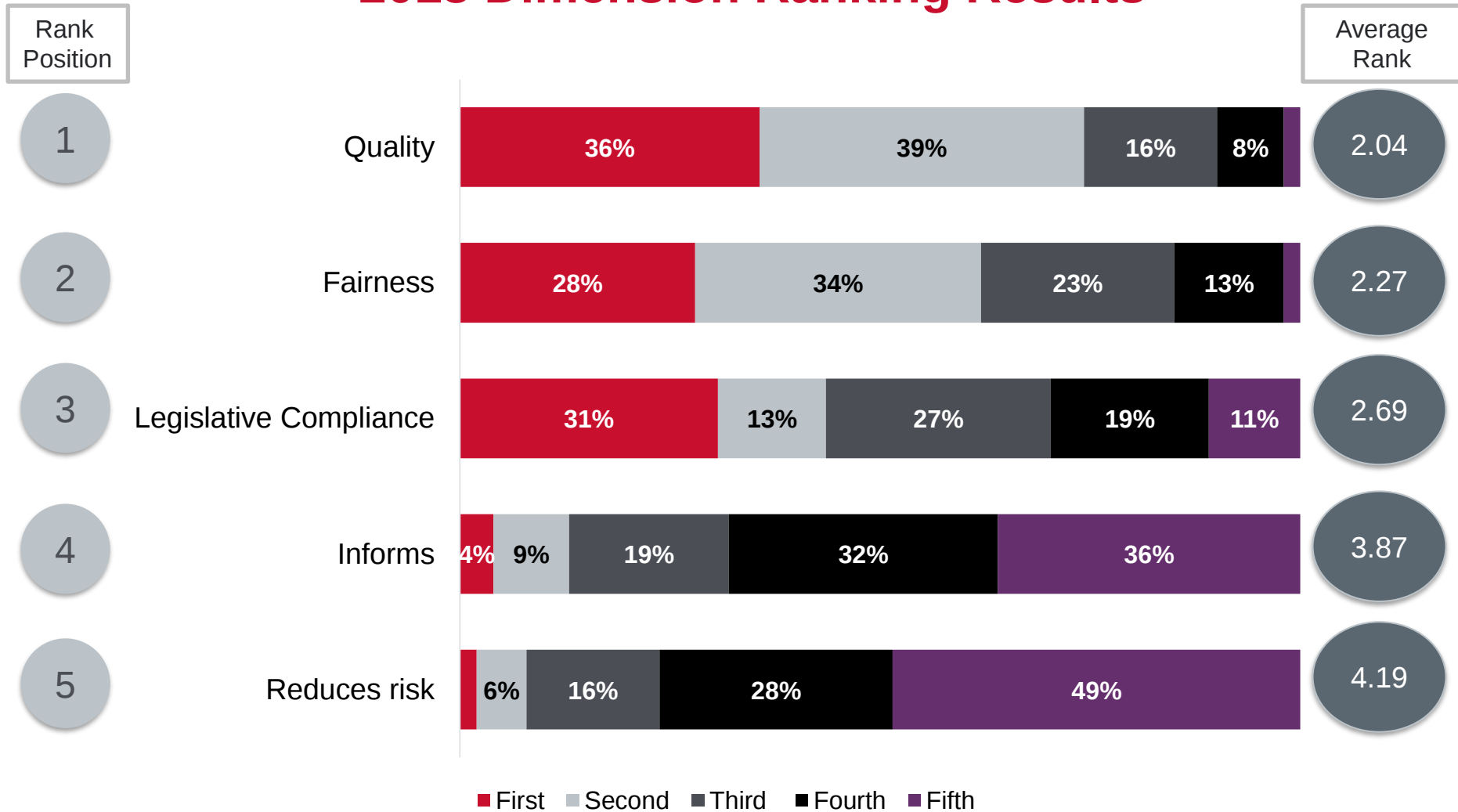
3.73

■ Rank 1 ■ Rank 2 ■ Rank 3 ■ Rank 4 ■ Rank 5

Q: Below is a list of characteristics for Property Assessment services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=131

Property Assessment 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=140

Labels ≤3% not shown.

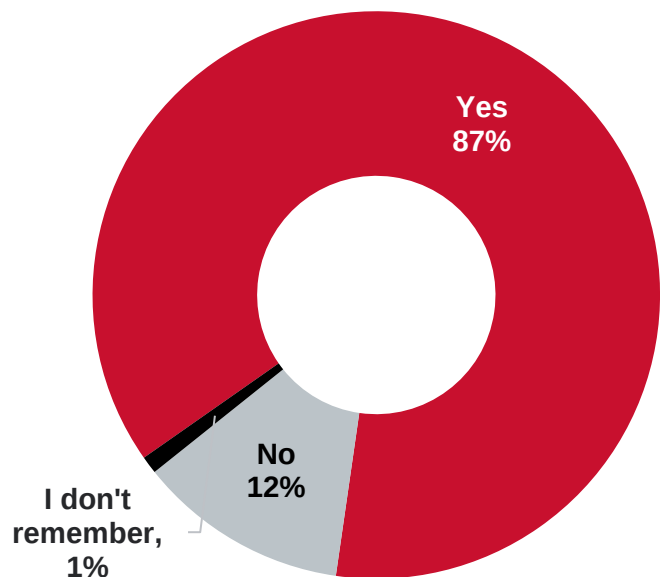


Public Transit

Public Transit

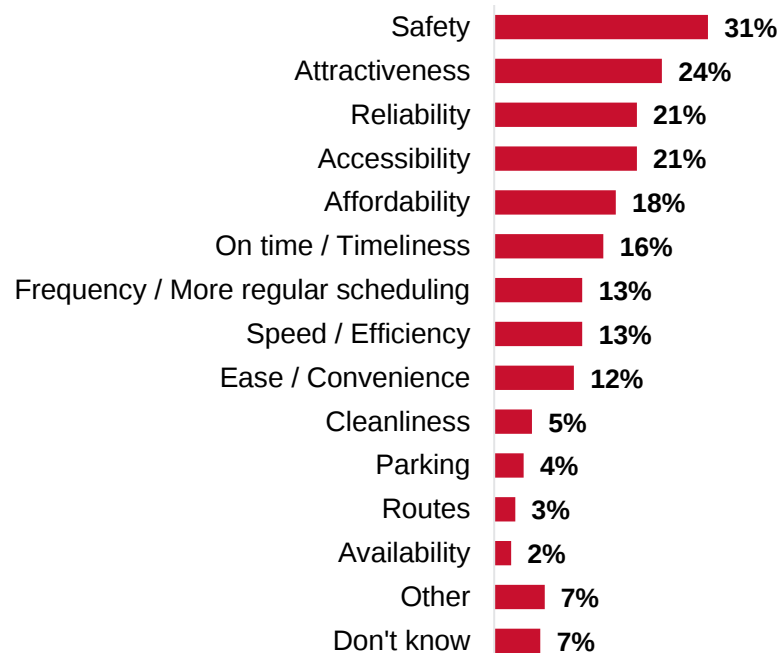
Overall, a majority (87%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite safety (31%), attractiveness (24%), reliability (21%), and accessibility (21%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Public Transit services?
Base: n=164

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Public Transit services provided by The City?
Base: n=164

Labels ≤1% not shown.

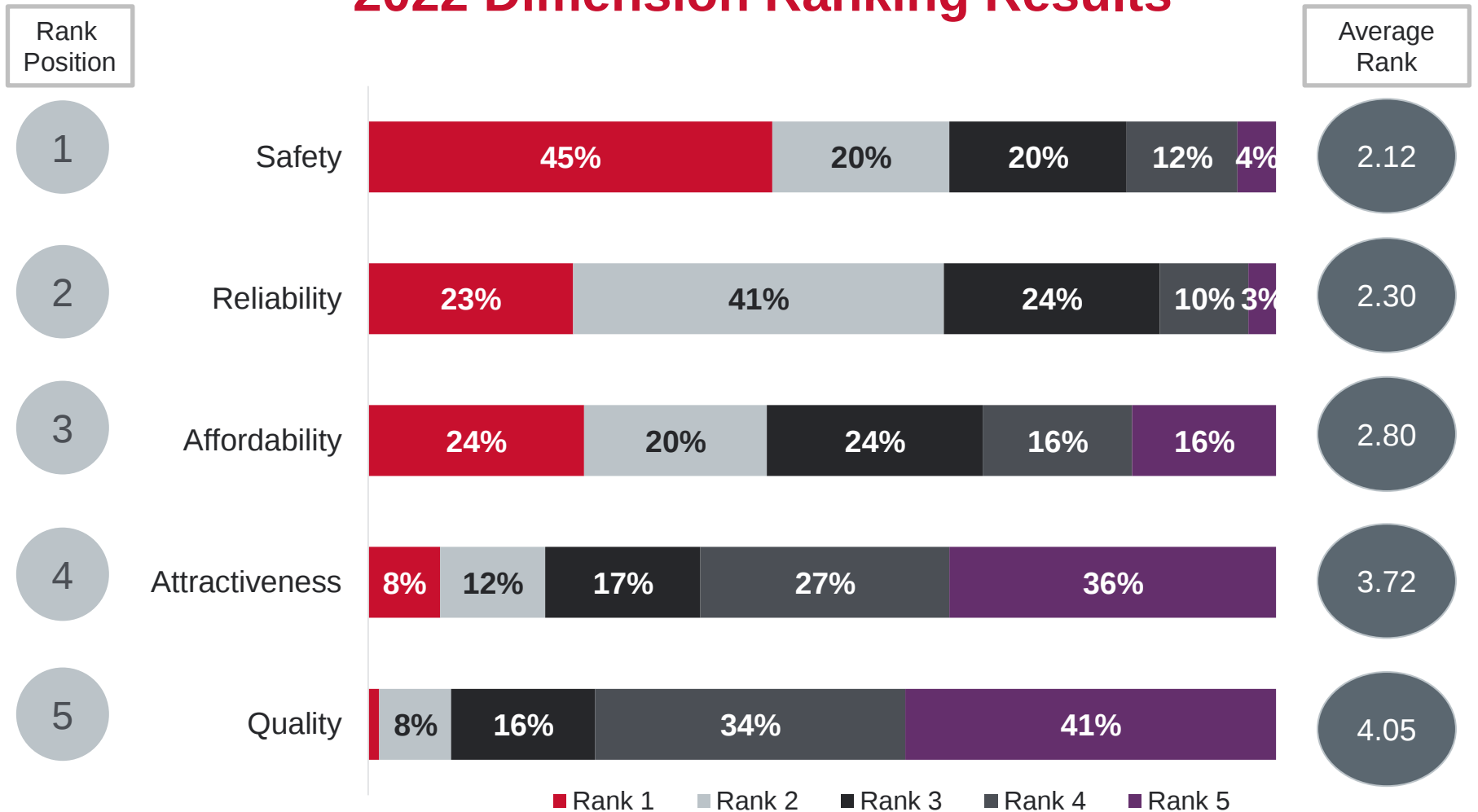
Public Transit

The City's Public Transit service provides a network of train and bus transportation for citizens and visitors to Calgary to get from place to place safely, reliably and affordably. The service includes rapid transit service by bus and CTrain, local bus routes and a support system that keeps customers safe, comfortable and informed.

Safety	Provide a safe environment for our customers and employees.
Reliability	Provide a predictable and consistent transit service that customers can rely on.
Affordability	Provide affordable transit service to customers including required support to vulnerable Calgarians.
Quality	Provide clear and consistent communication to customers.
Attractiveness	Provide convenient, accessible transit service that is easy to use for customers. Provide clean travel environment to our customers and employees.

Public Transit

2022 Dimension Ranking Results



Q: Below is a list of characteristics for Public Transit services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=164

Labels ≤3% not shown.

Public Transit 2018 Dimension Ranking Results

Rank
Position

Average
Rank

1

Safety



1.53

2

Reliability



1.79

3

Informs



3.56

4

Quality



3.89

5

Attractiveness



4.29

■ First ■ Second ■ Third ■ Fourth ■ Fifth

Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=189

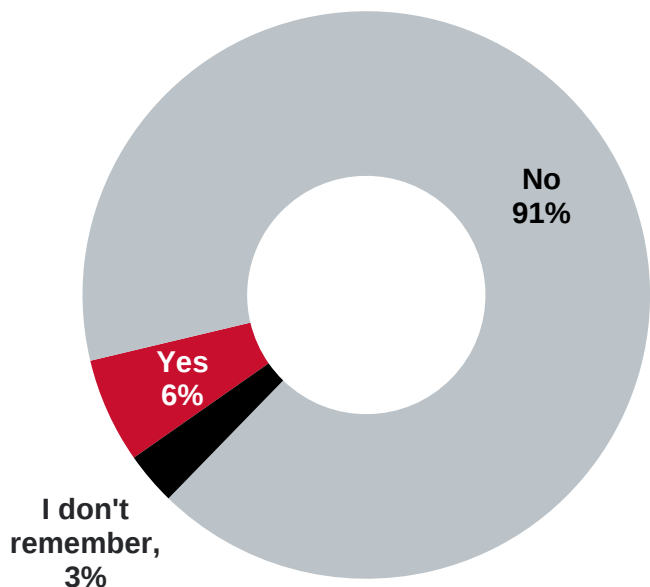


Records Management, Access and Privacy

Records Management, Access and Privacy

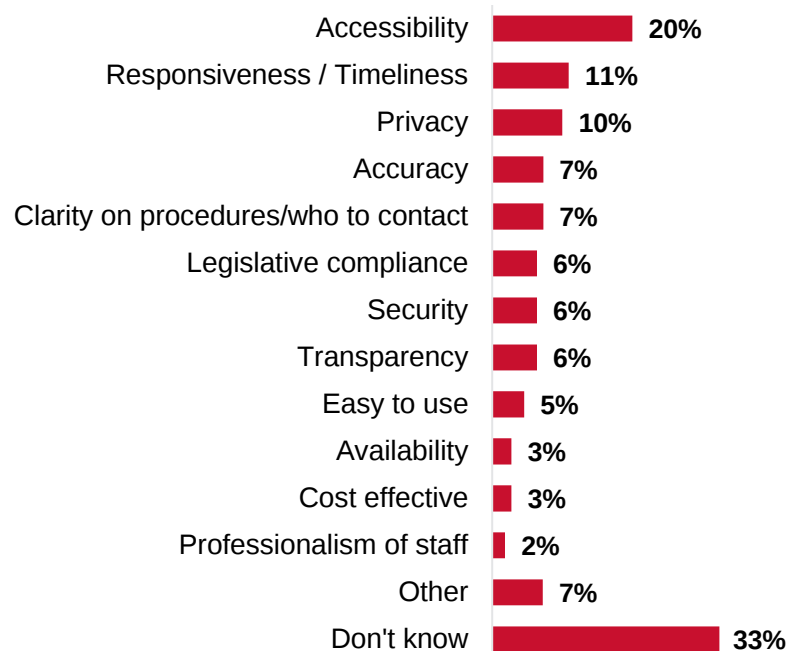
Overall, a large majority (91%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite accessibility (20%), responsiveness / timeliness (11%), and privacy (10%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Records Management, Access and Privacy services?
Base: n=108

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Records Management, Access and Privacy services provided by The City?
Base: n=108

Labels ≤1% not shown.

Records Management, Access and Privacy

The City's Records Management, Access and Privacy service provides the framework and tools for the effective management, protection, preservation and release of records by the Corporation.

Availability	City employees are able to locate, provide, protect and preserve records in order to meet requirements.
Informs	The City releases information in accordance with legislation and engages in proactive disclosure where appropriate.
Reliability	Employees and the public can rely on the expertise of staff in matters of privacy, records and information access.
Legislative Compliance	Employees comply with the legislation, regulation and policies governing records management, access and privacy.

Records Management, Access and Privacy 2022 Dimension Ranking Results

Rank
PositionAverage
Rank

1

Reliability

25%

43%

25%

7%

2.15

2

Availability

35%

29%

18%

19%

2.19

3

Legislative Compliance

26%

18%

21%

35%

2.66

4

Informs

14%

11%

36%

39%

3.00

Rank 1

Rank 2

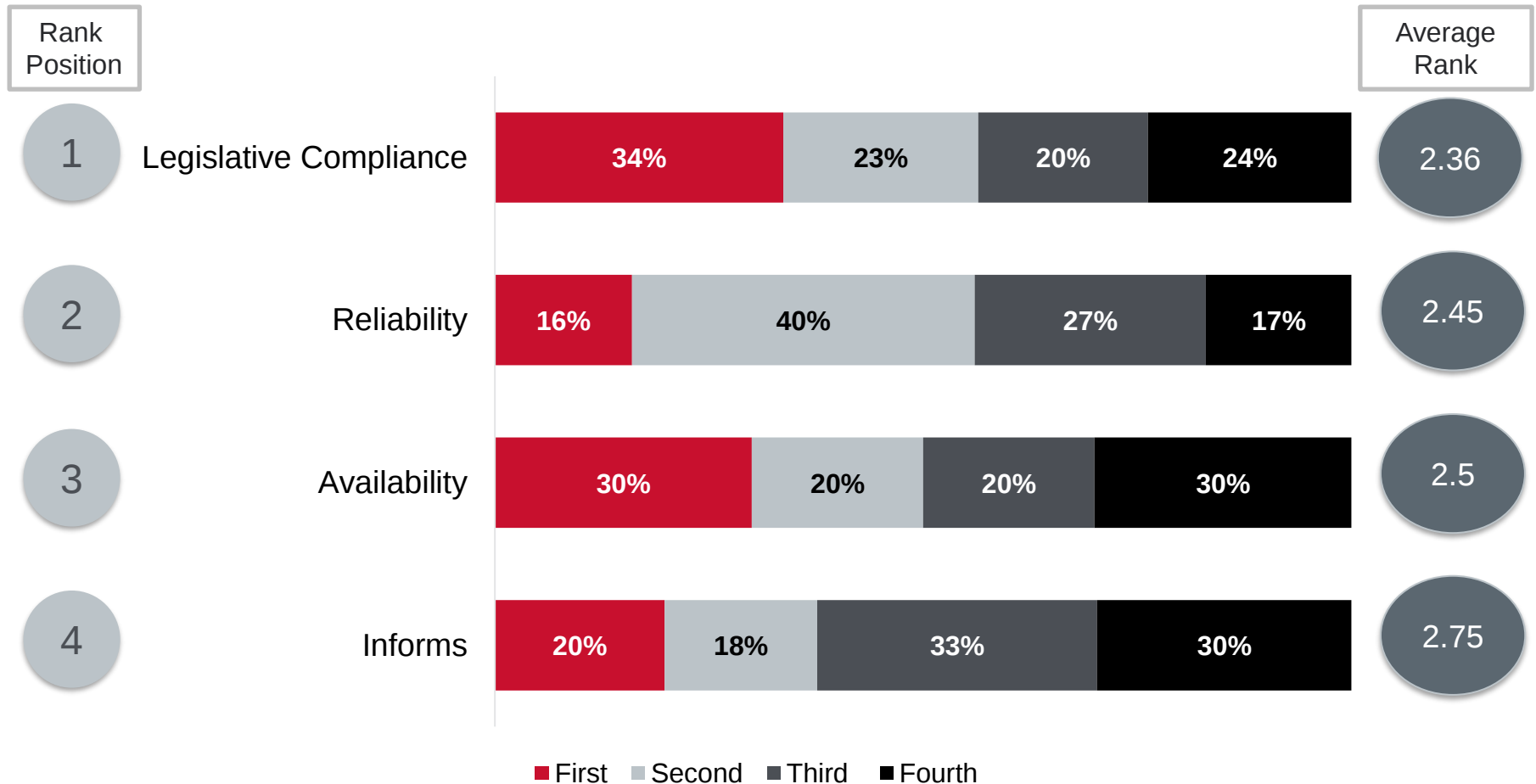
Rank 3

Rank 4

Q: Below is a list of characteristics for Records Management, Access and Privacy services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=108

Records Management, Access and Privacy 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base" n=148

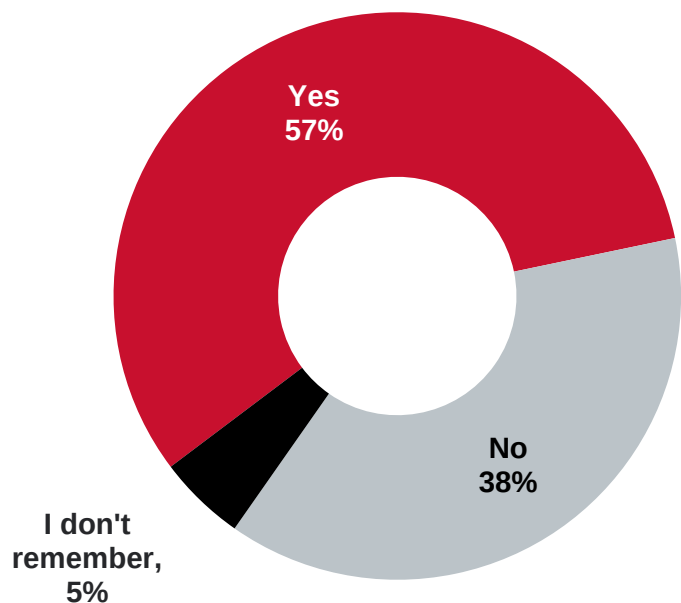


Recreation Opportunities

Recreation Opportunities

Overall, almost three-fifths (57%) say they have contacted, accessed, or used this service. When asked on an open-ended basis, accessibility / availability (43%) and affordability (32%) are the most important aspects of the service.

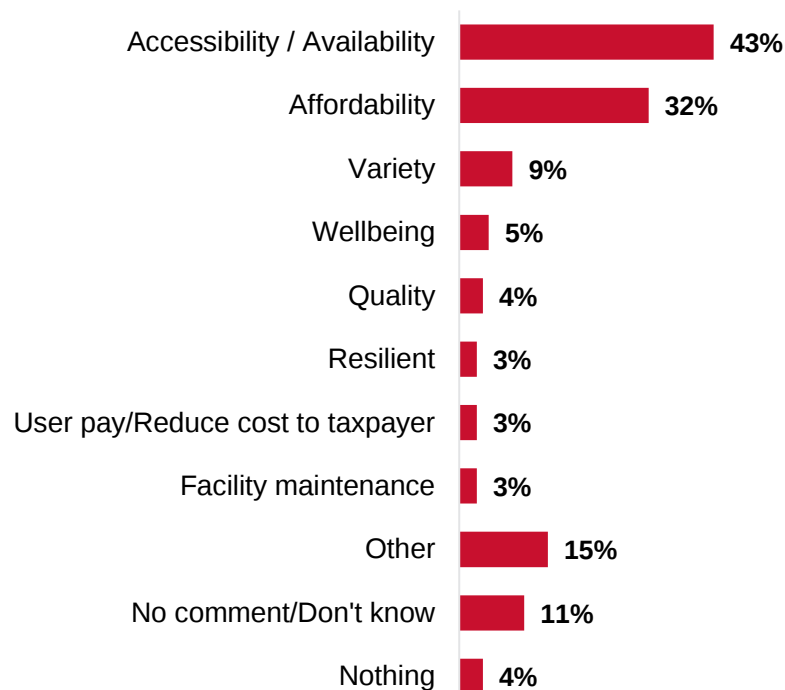
Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Recreation Opportunities services?

Base: n=99

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about the Recreation Opportunities service supported by The City?

Base: n=99

Labels ≤1% not shown.

Recreation Opportunities

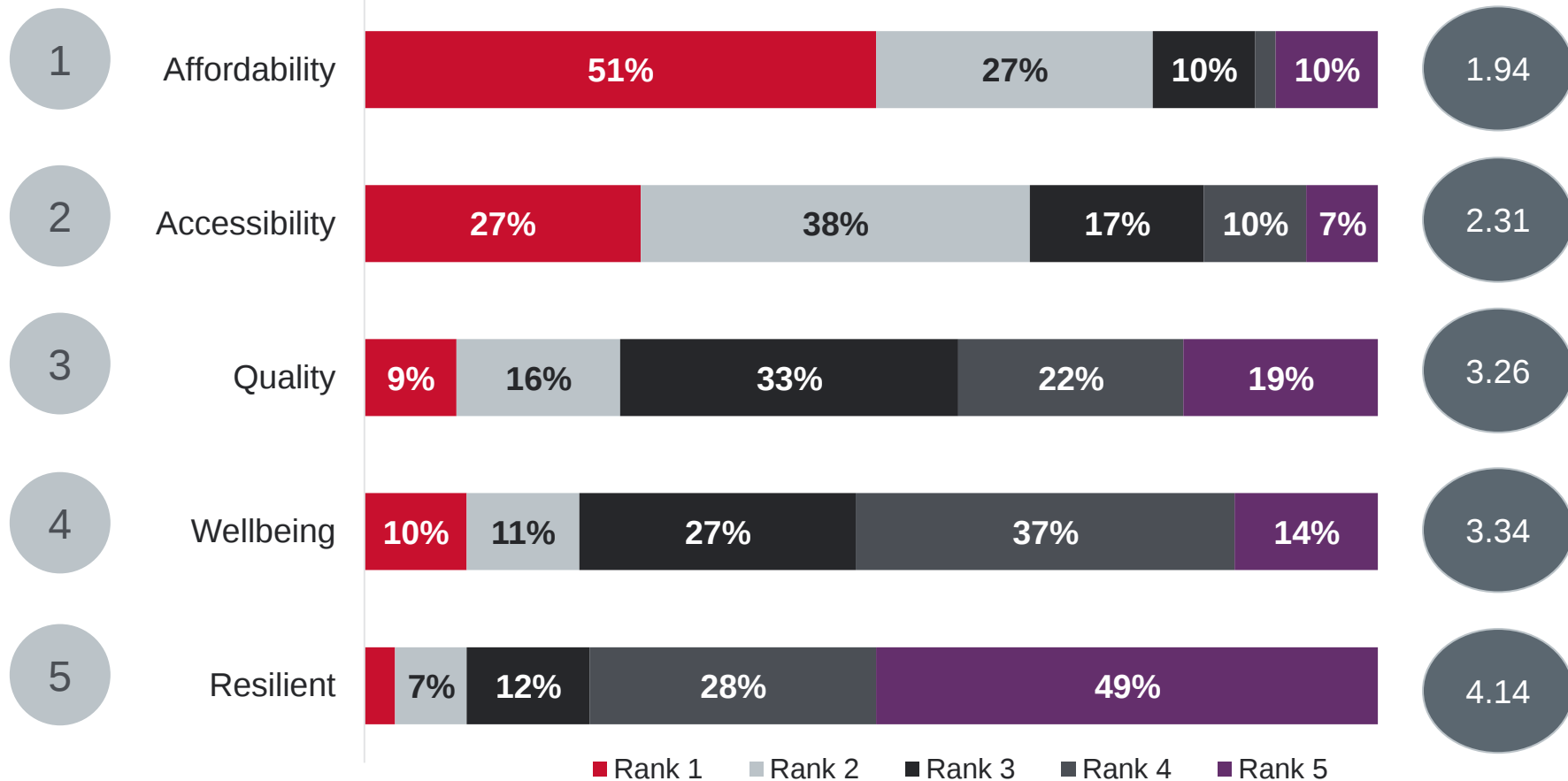
The City's Recreation Opportunities service provides opportunities for citizens to participate in a variety of recreation, sport and leisure activities through programs, drop-in activities, rentals and bookings at City and Partner-operated facilities.

Affordability	Recreation opportunities that are available to Calgarians of all income levels.
Quality	Recreation activities and services that are of a high standard and adapt over time.
Wellbeing	Recreation opportunities that inspire Calgarians to be socially connected, physically active and emotionally healthy.
Accessibility	Recreation opportunities that are easily accessible, inclusive, convenient, and welcoming to all Calgarians.
Resilient	Community and social strength built by creating opportunities for interpersonal relationships and connections.

Recreation Opportunities 2022 Dimension Ranking Results

Rank
Position

Average
Rank

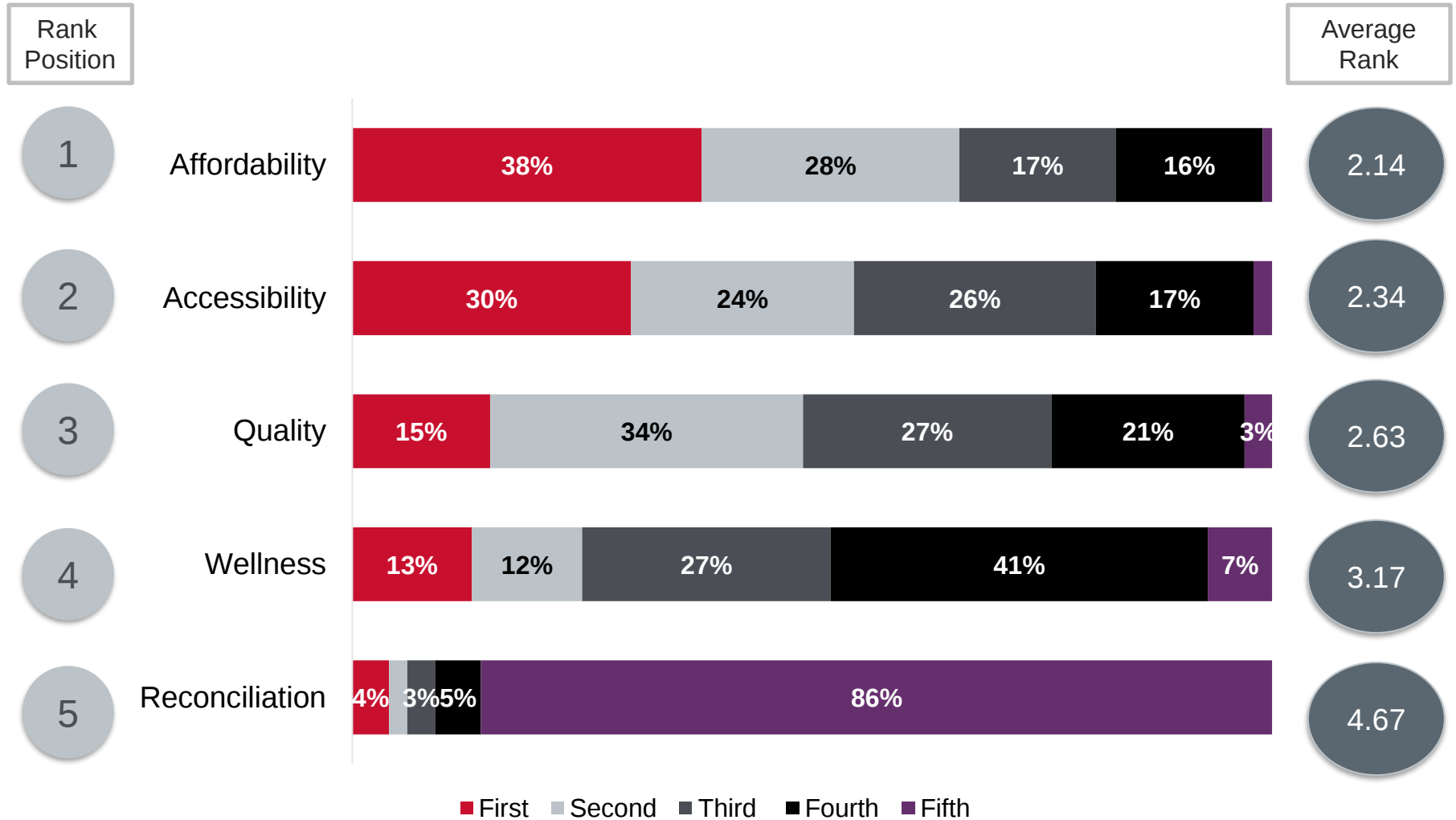


Q: Below is a list of characteristics for the Recreation Opportunities service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=99

Labels ≤3% not shown.

Recreation Opportunities 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=169

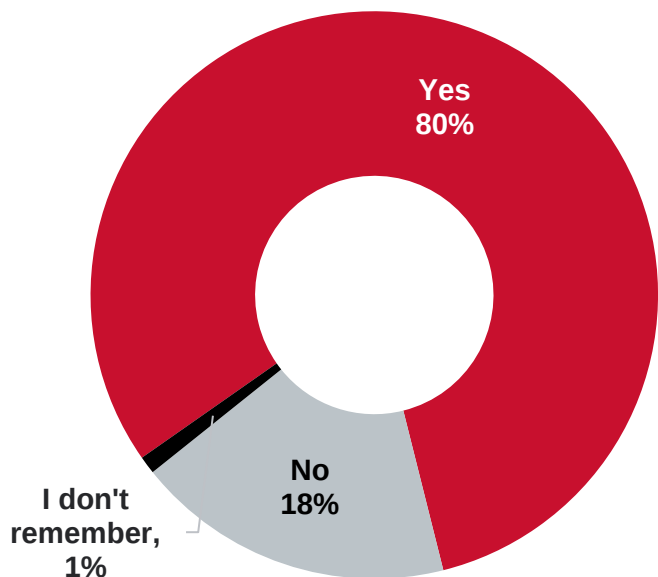


Sidewalks and Pathways

Sidewalks and Pathways

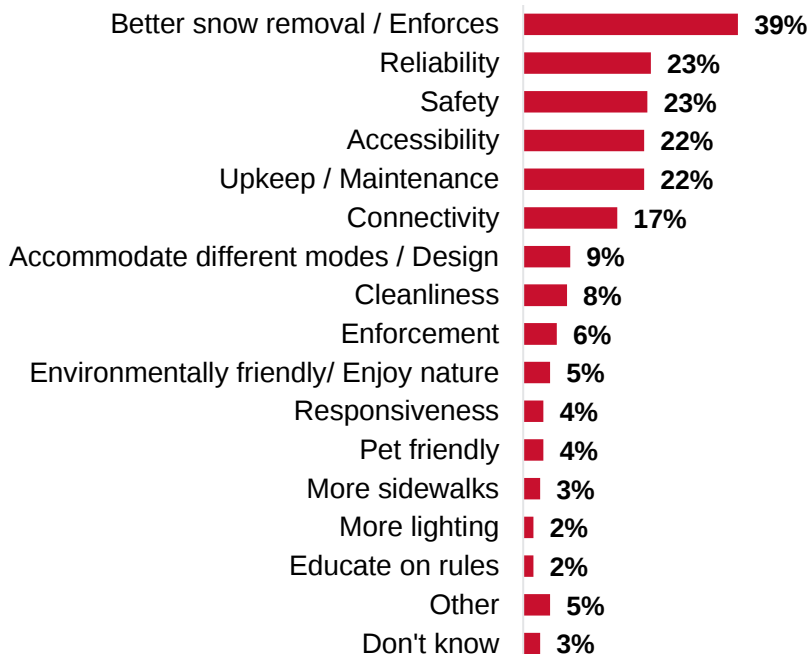
Overall, a majority (80%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite better snow removal practices (39%), reliability (23%), safety (23%), accessibility (22%) and upkeep / maintenance (22%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Sidewalks and Pathways services?
Base: n=164

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Sidewalks and Pathways services provided by The City?
Base: n=164

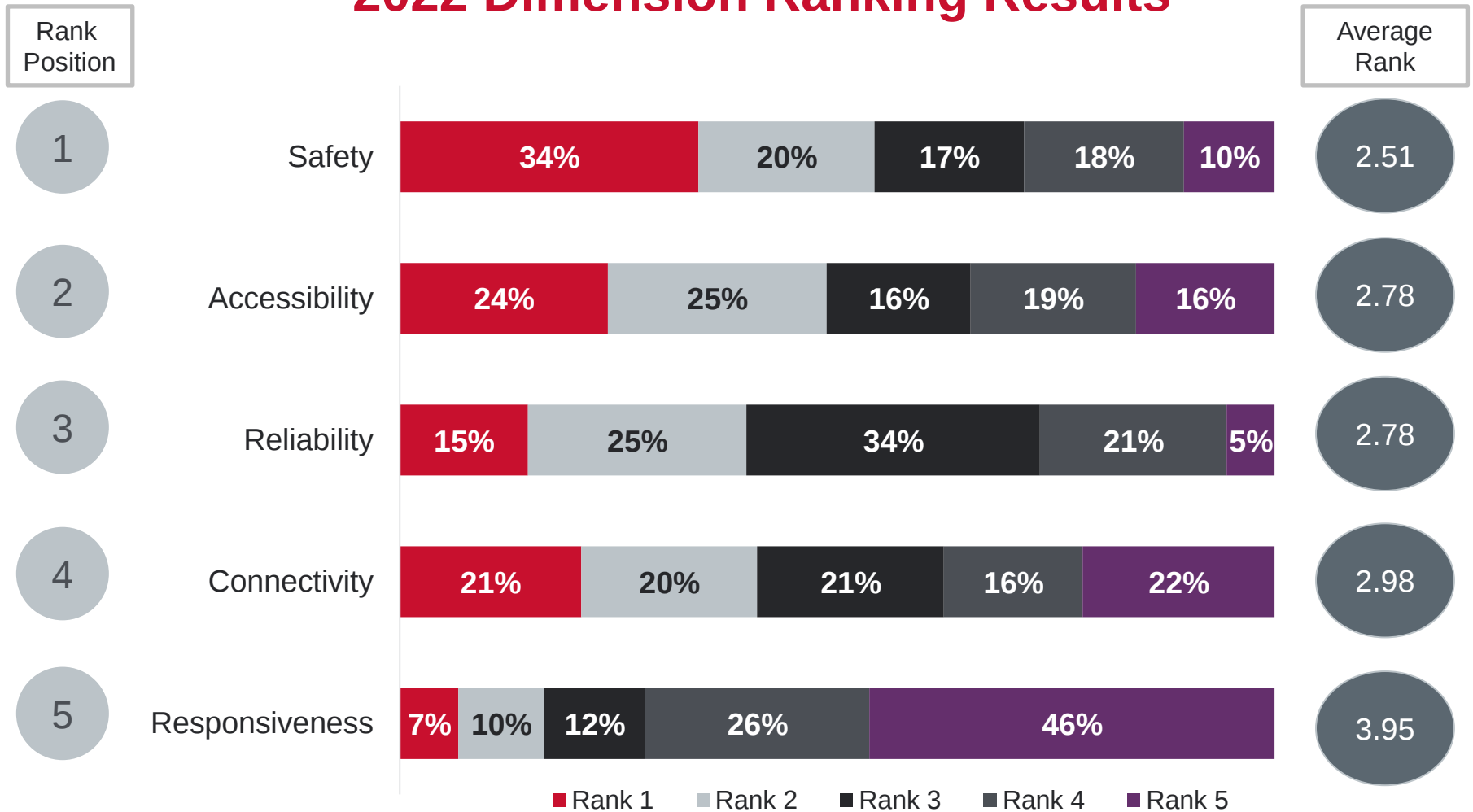
Labels ≤1% not shown.

Sidewalks and Pathways

The City's Sidewalks and Pathways service plans, designs, builds and maintains the active transportation network of sidewalks, pathways and trails that people use to get around Calgary every day.

Safety	The customer is or perceives themselves to be protected from danger, risk or injury.
Accessibility	Sidewalks and pathways are designed for use by everyone.
Connectivity	People are able to reach their destination using sidewalks, and pathways.
Responsiveness	Projects respond to the needs of the community. The City responds to service requests in a timely manner.
Reliability	Infrastructure is in good repair and meets the changing needs and expectations of users.

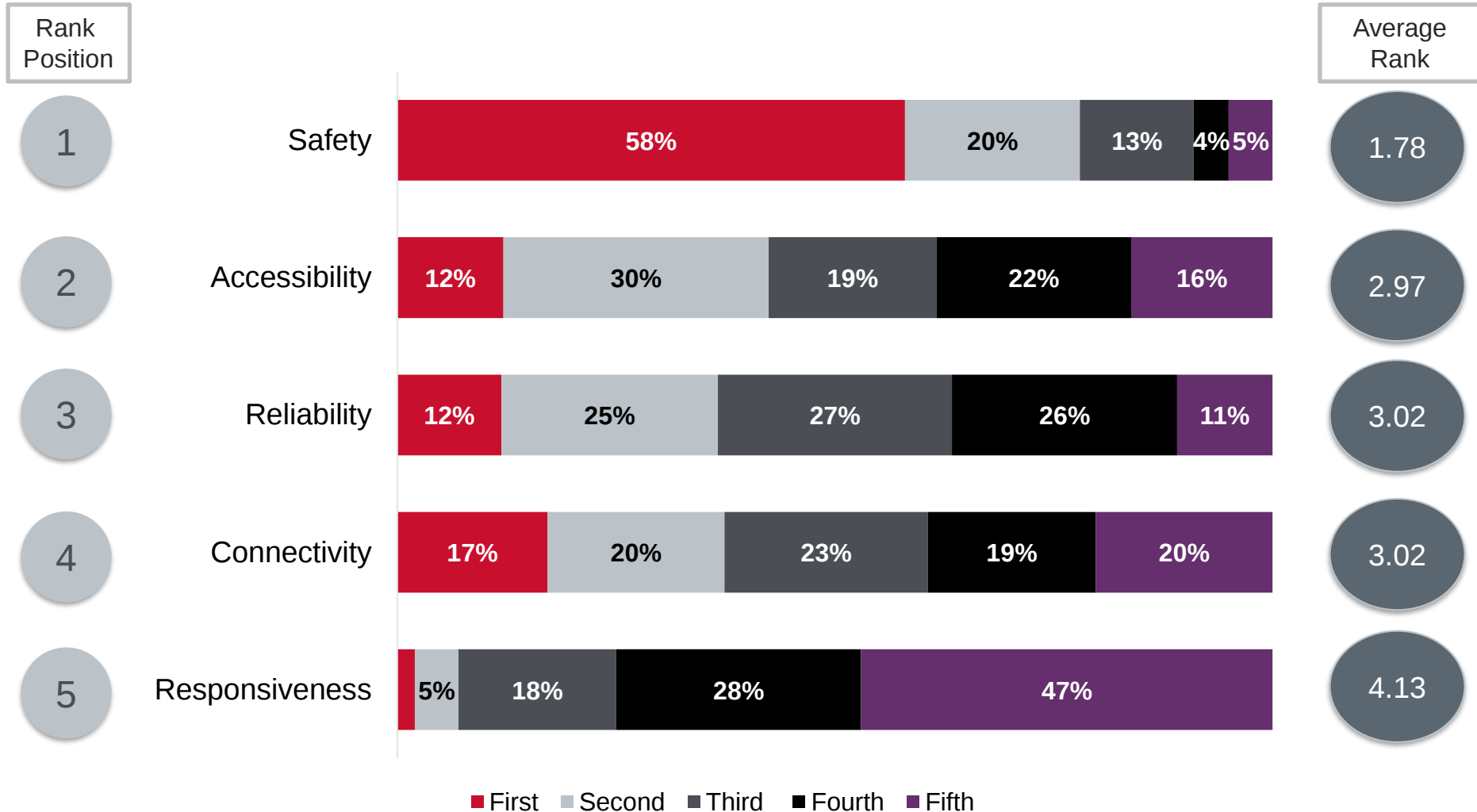
Sidewalks and Pathways 2022 Dimension Ranking Results



Q: Below is a list of characteristics for Sidewalks and Pathways services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=164

Sidewalks and Pathways 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n = 192)

Labels ≤3% not shown.

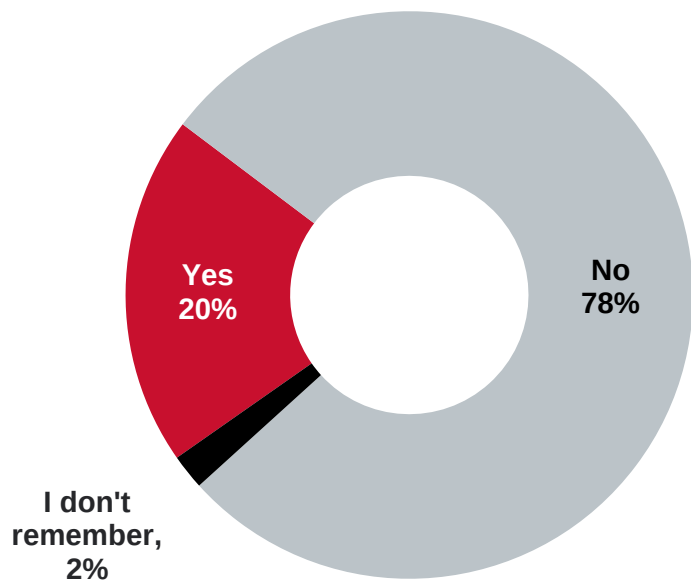


Social Programs

Social Programs

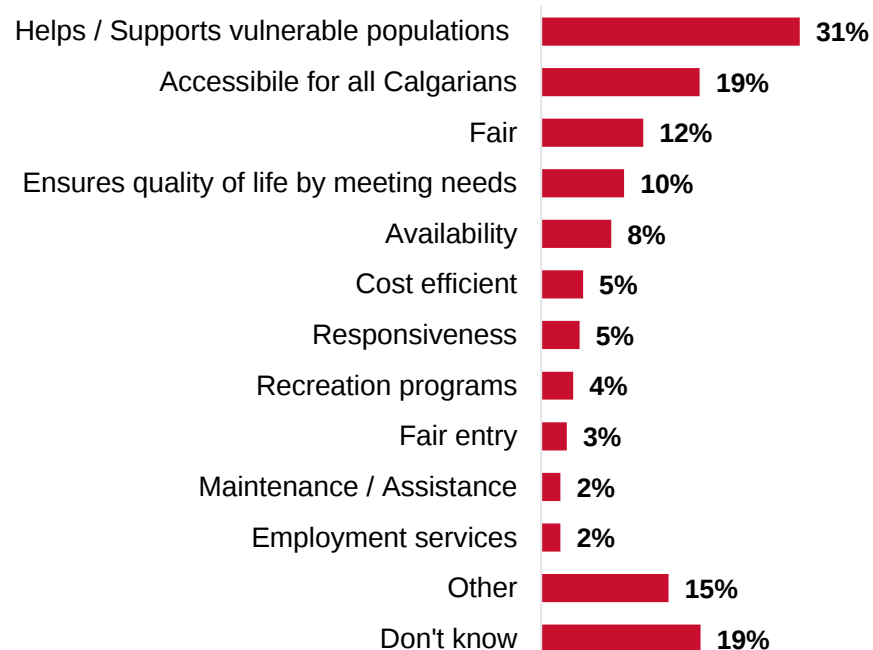
Overall, a majority (78%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite helping and supporting vulnerable populations (31%), accessibility (19%), fairness (12%), and ensuring quality of life (10%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Social Programs services?
Base: n=131

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Social Programs services provided by The City?
Base: n=131

Labels ≤1% not shown.

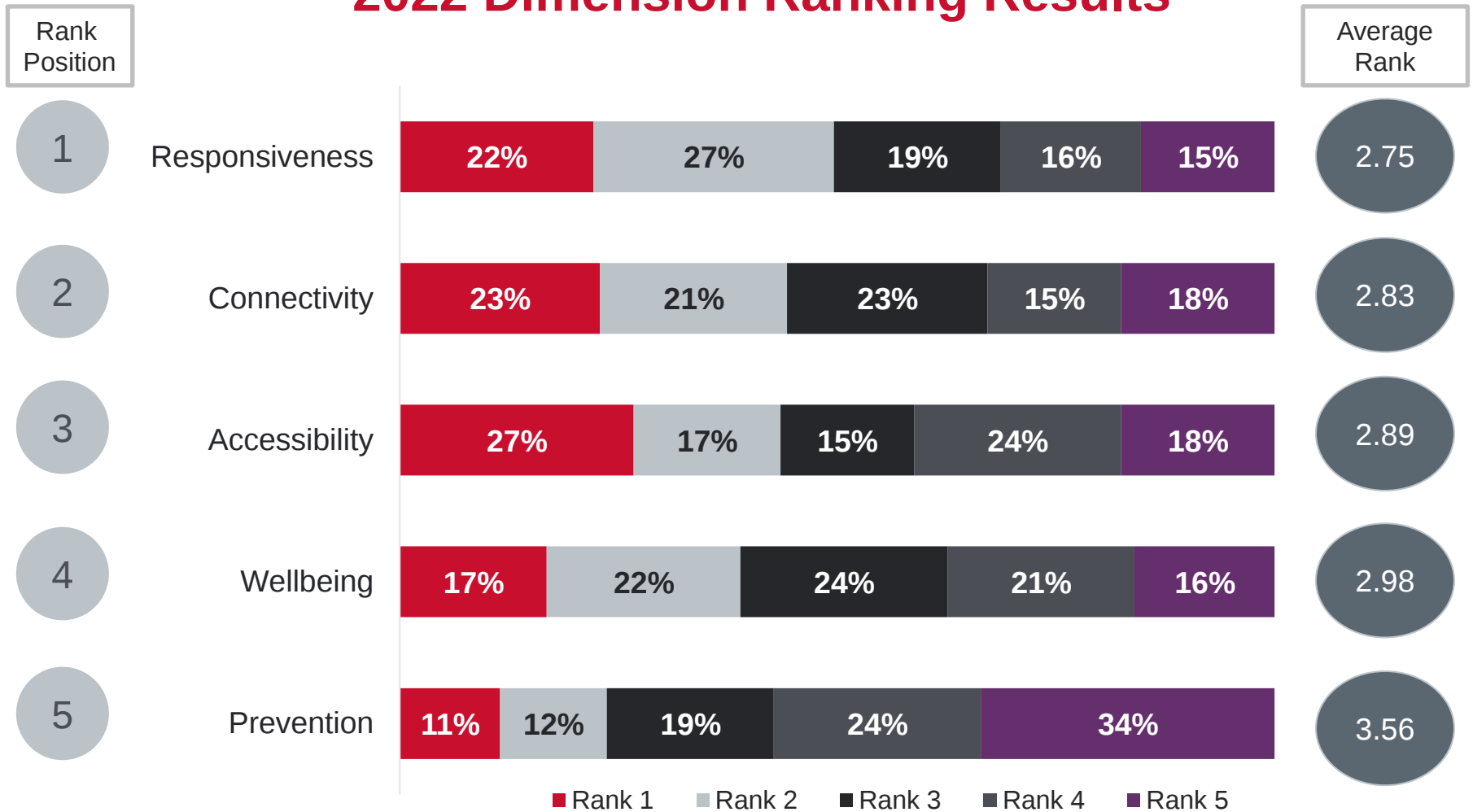
Social Programs

The City's Social Programs service provides access to programs and services that give Calgarians the skills to build resiliency and capacity. This service offers social recreational programming for children and youth; career planning and employment support for youth; youth justice services; and seniors home maintenance services. In addition, Social Programs administers the Fair Entry Program and funds preventive social services provided by non-profit partners. These programs and services provide Calgarians with the supports they need to thrive.

Accessibility	Reduces barriers for Calgarians to participate in civic life.
Prevention	Provides programs and services that build resiliency and capacity by increasing protective factors and reducing risk factors.
Responsiveness	Provides programs and services to Calgarians in a timely manner in accordance with their needs.
Wellbeing	Designs and delivers programs and services that meet the needs of Calgarians and the community.
Connectivity	Connects Calgarians to the programs and services that increase their opportunities to thrive.

Social Programs

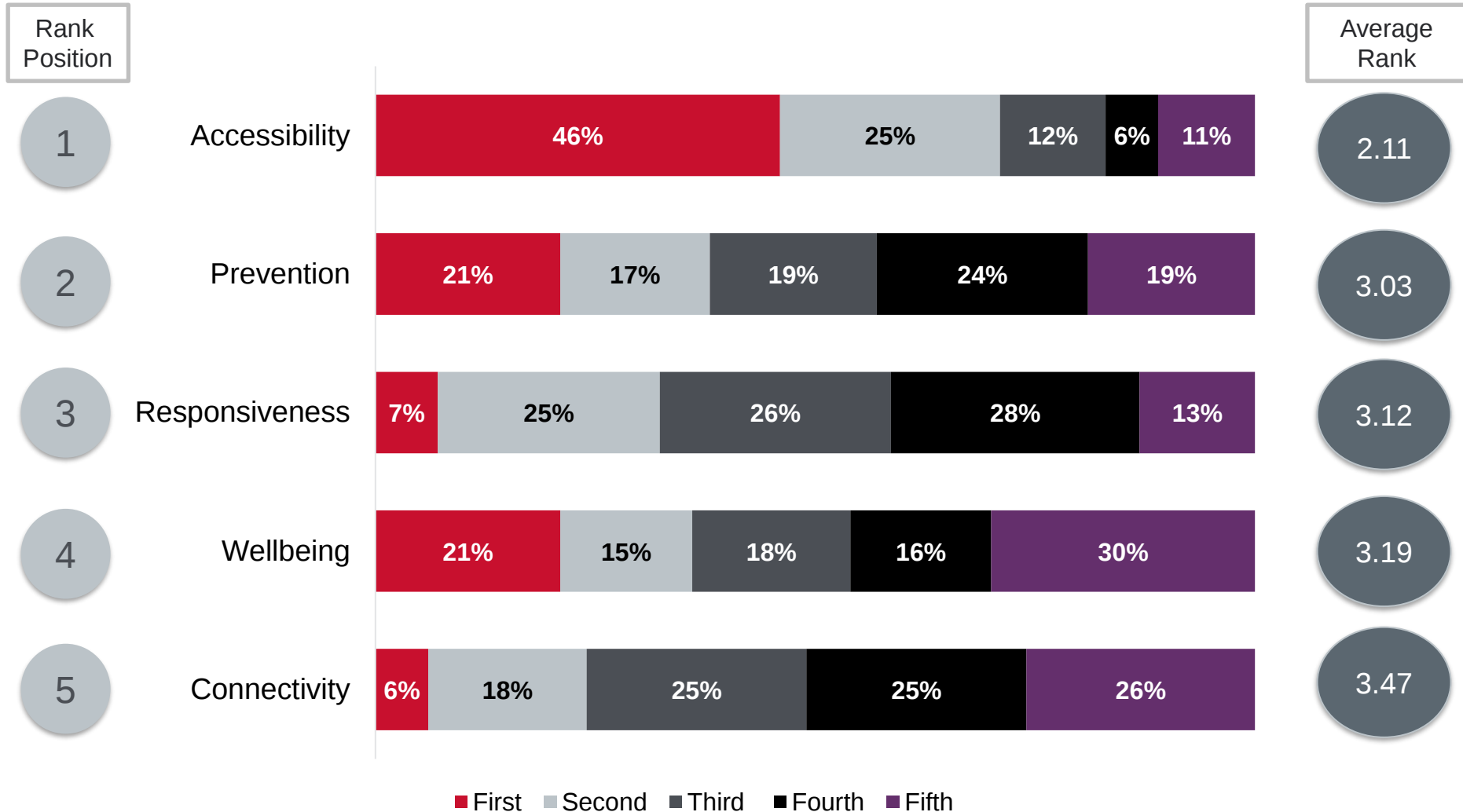
2022 Dimension Ranking Results



Q: Below is a list of characteristics for Social Programs services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=131

Social Programs 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=136

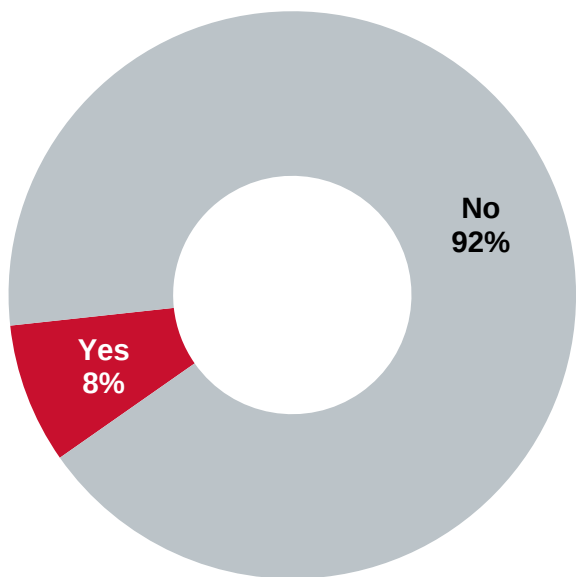


Specialized Transit

Specialized Transit

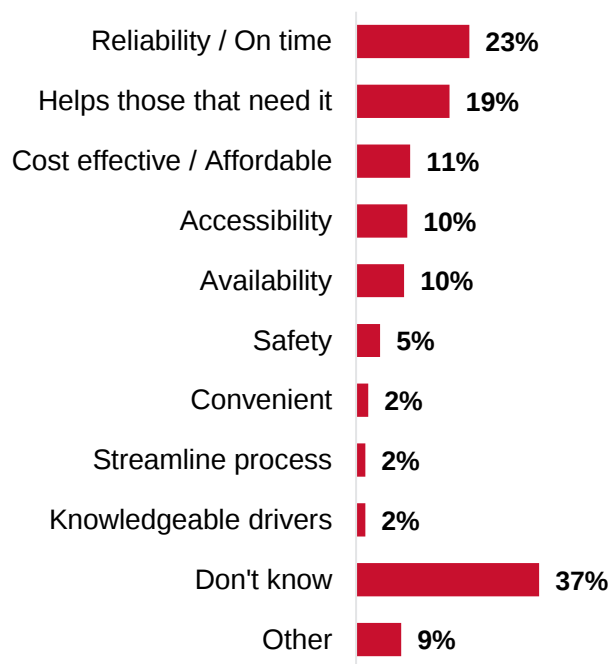
Overall, a majority (92%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite reliability (23%), helping those that need the service (19%), and affordability (11%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Specialized Transit services?
Base: n=164

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Specialized Transit services provided by The City?
Base: n=164

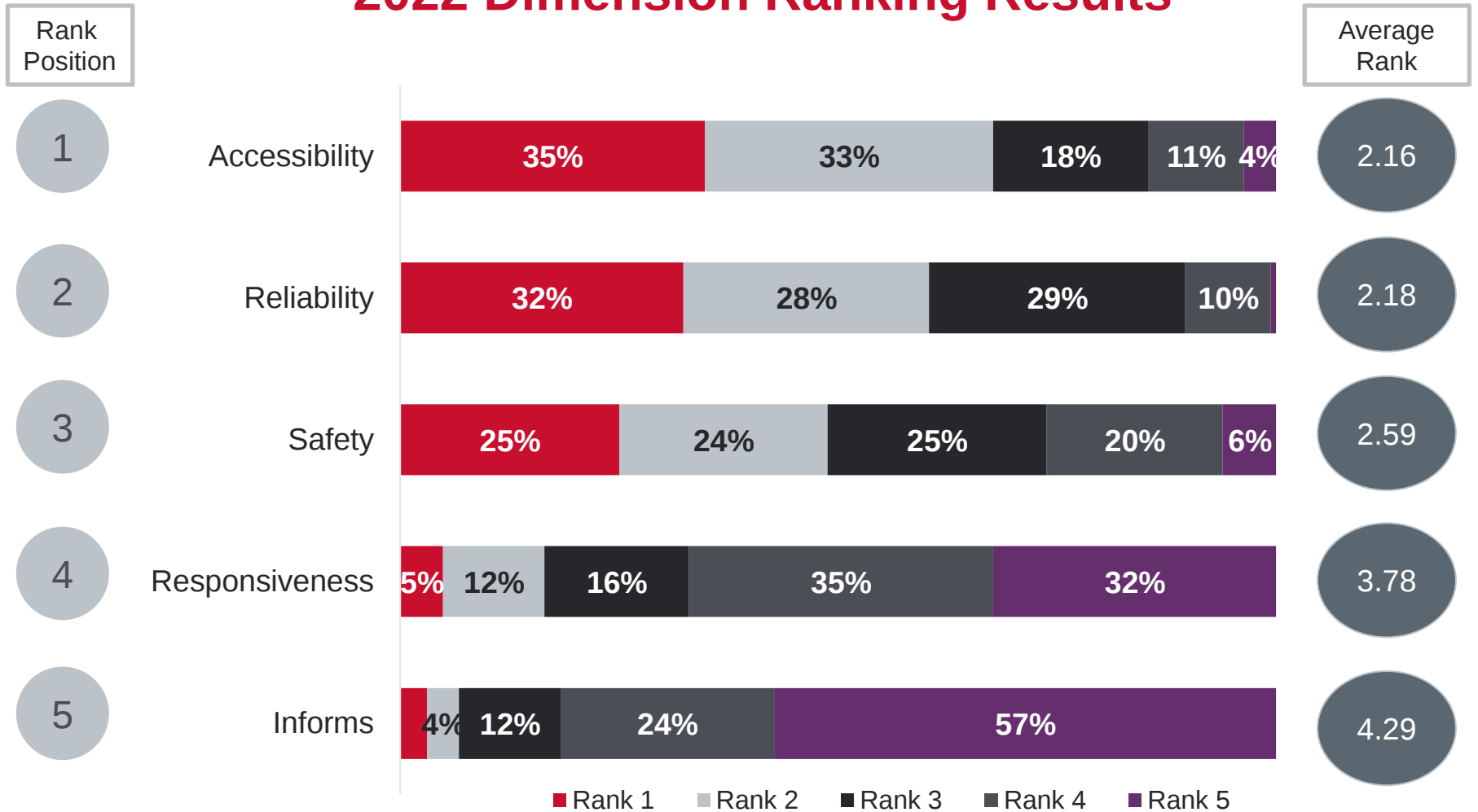
Labels ≤1% not shown.

Specialized Transit

The City's Specialized Transit provides transportation through specialized buses, vans and taxis for Calgarians with disabilities to move from place to place safely, reliably and affordably.

Safety	Provide a safe environment for our customers and employees.
Reliability	Provide a predictable and consistent transit service that customers can rely on.
Responsiveness	Greet the customers with a smile, pleasant tone of voice and right attitude to help them.
Informs	Provide clear and consistent communication to customers using various channels.
Accessibility	Provide convenient, accessible transit service that is easy to use for customers. Provide clean travel environment to our customers and employees.

Specialized Transit 2022 Dimension Ranking Results

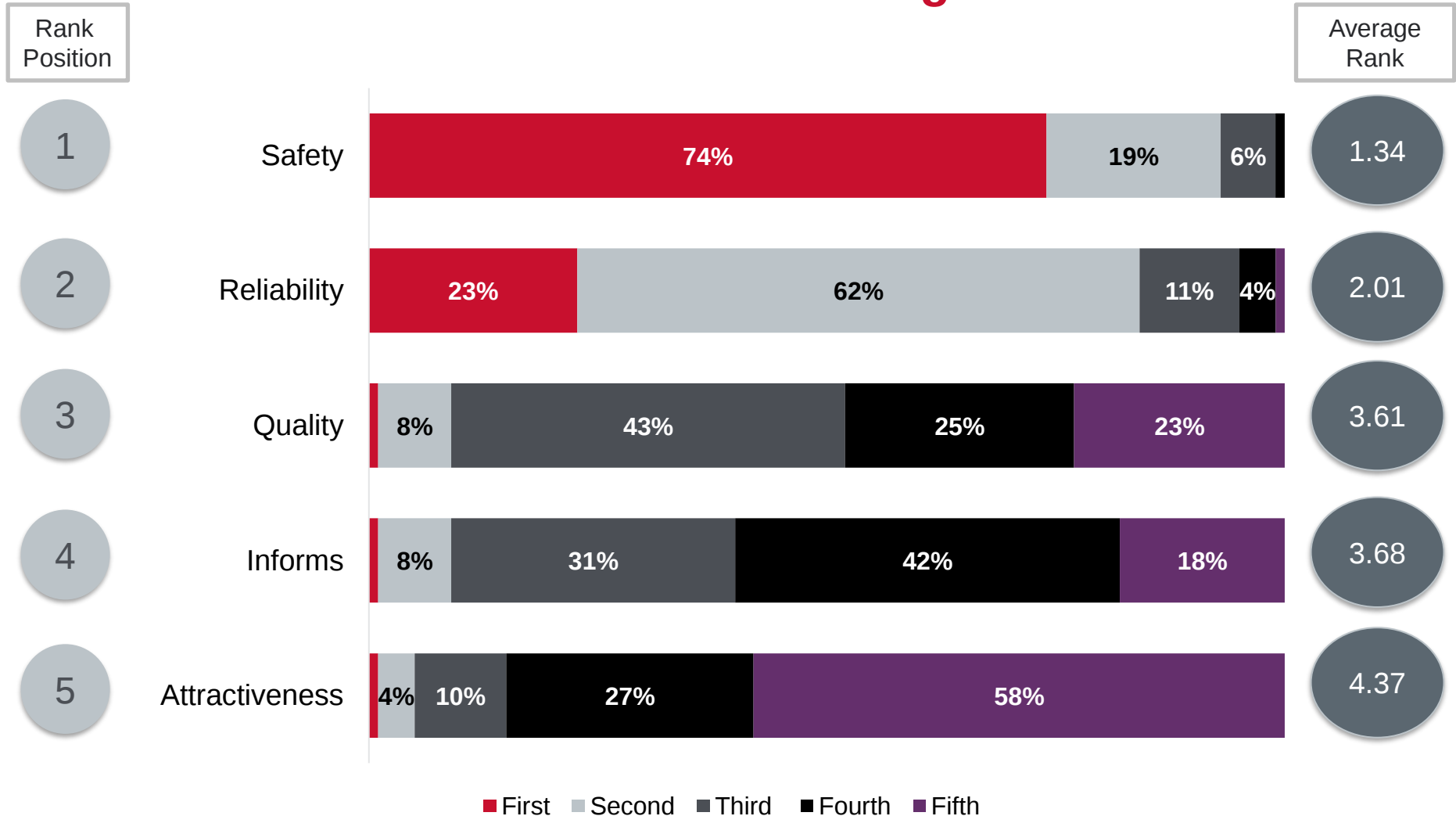


Q: Below is a list of characteristics for Specialized Transit services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=164

Labels ≤3% not shown.

Specialized Transit 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=172

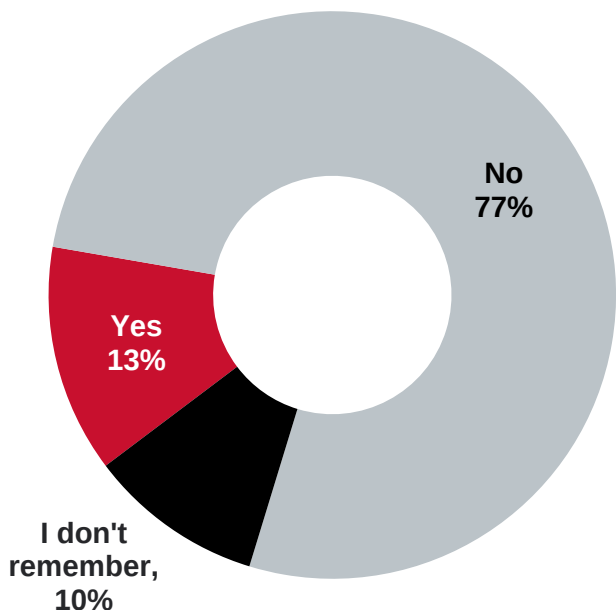


Stormwater Management

Stormwater Management

Overall, a small number (13%) of respondents have contacted, accessed or used this service. Reducing risk (35%), environmental management (29%) and fostering resilience (21%) are most important elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Stormwater Management services?

Base: n=99

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Stormwater Services provided by The City?

Base: n=99

Labels ≤1% not shown.

Stormwater Management

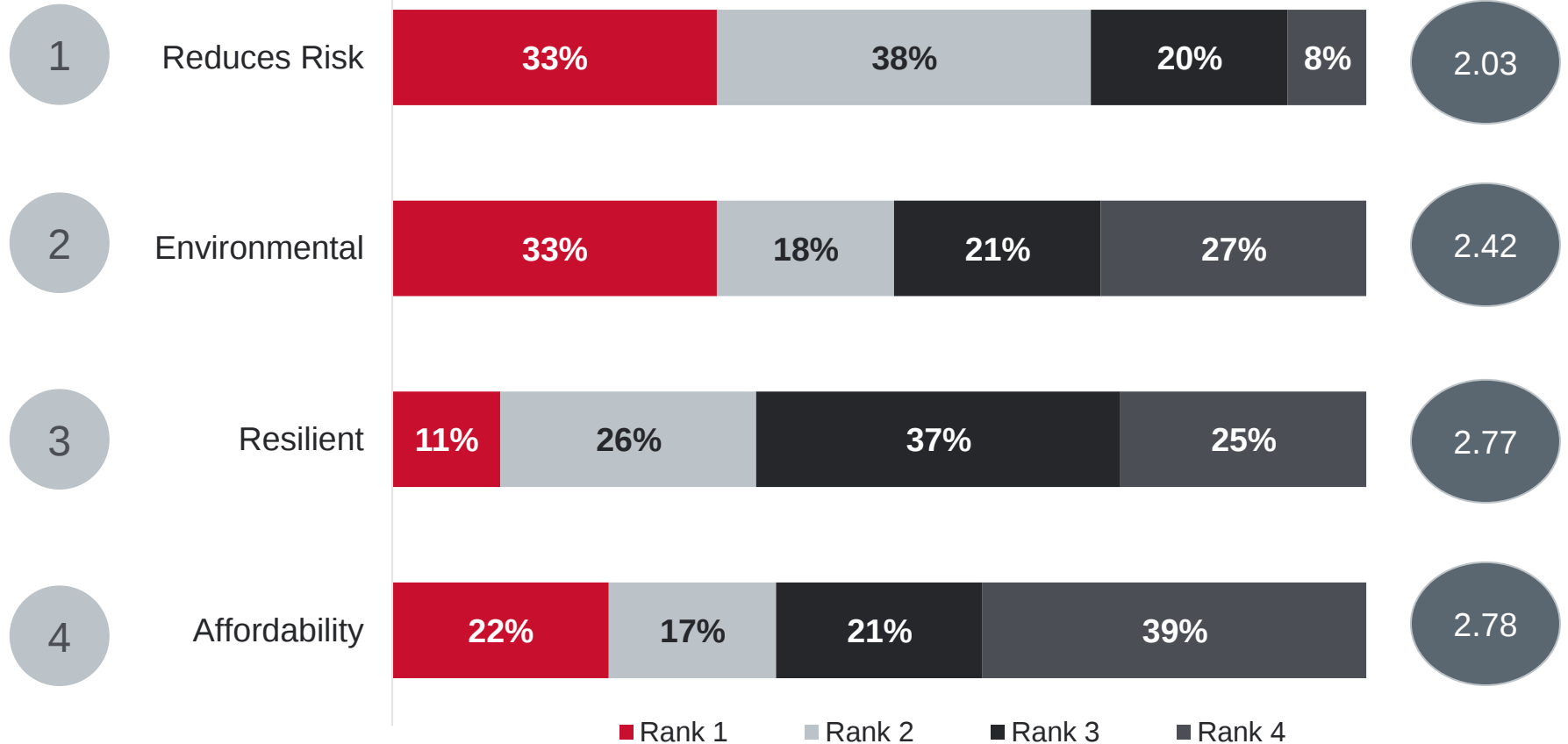
The City's Stormwater Management service collects and manages water from rain or snow/ice melt by moving it into the nearest river or creek through storm drains, pipes and ponds. To ensure Calgarians are prepared for flooding, we work with the community and other orders of government. We monitor the river to determine water quality and quantity, assess river bank health, and we are involved in land use and development issues that can impact our water quality and flood risk.

Reduces Risk	The City works to reduce flooding from rain and snow melt that impacts homes, businesses and the community.
Resilient	Calgary is prepared for flooding and recovers quickly.
Environmental	The City works to keep our rivers and surrounding natural areas healthy by reducing the impact of urban activities and development.
Affordability	The City provides quality stormwater management services that are cost efficient.

Stormwater Management 2022 Dimension Ranking Results

Rank
Position

Average
Rank



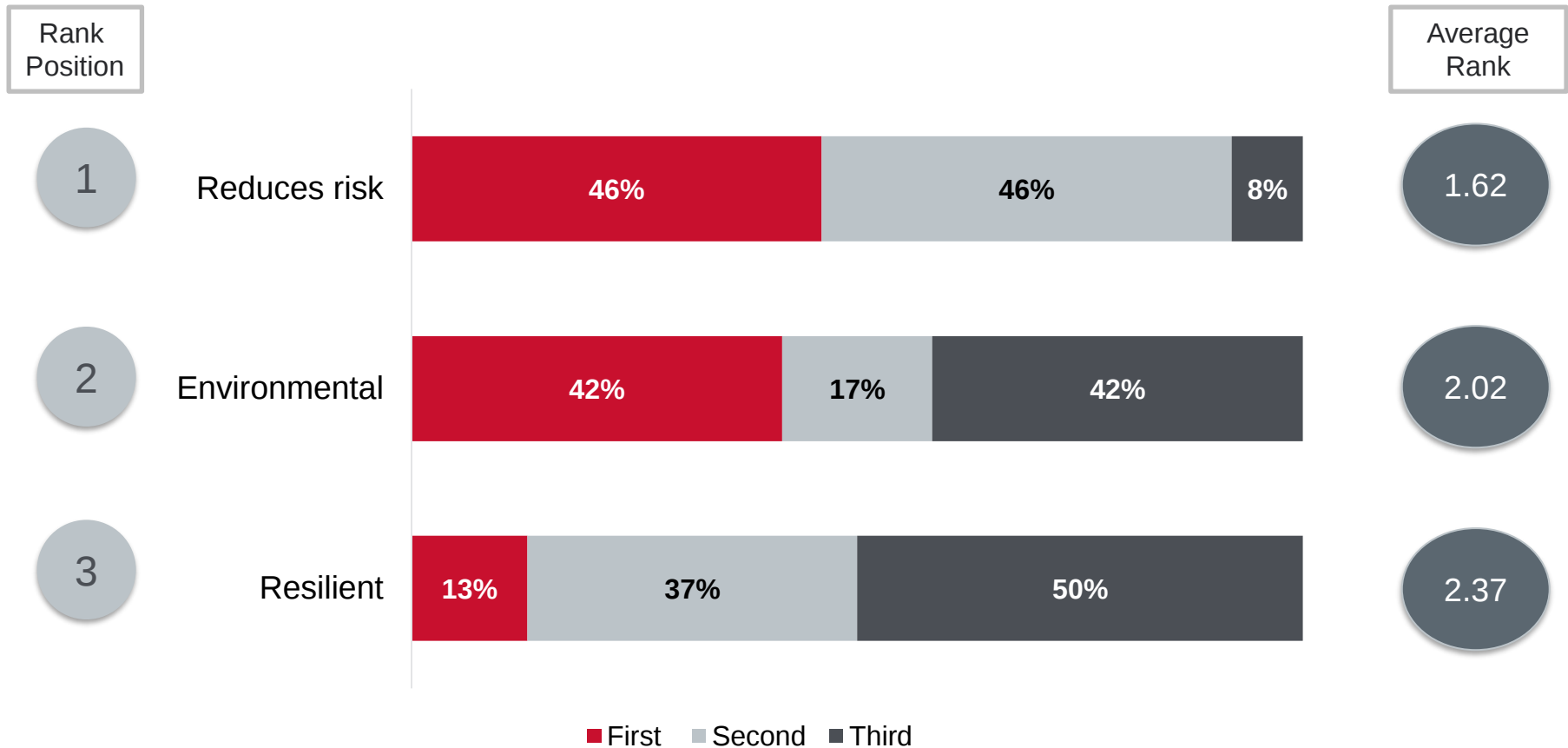
Q: Below is a list of characteristics for the Stormwater Management service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=99

Labels ≤3% not shown.

Stormwater Management

2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

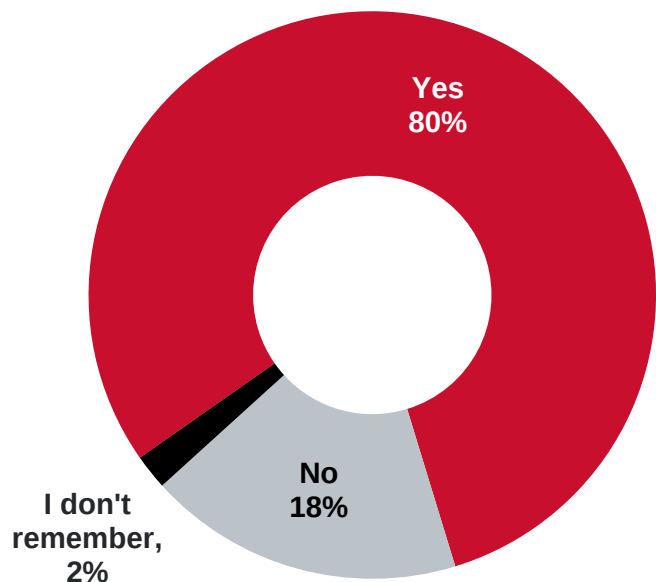
Base: n=166



Streets

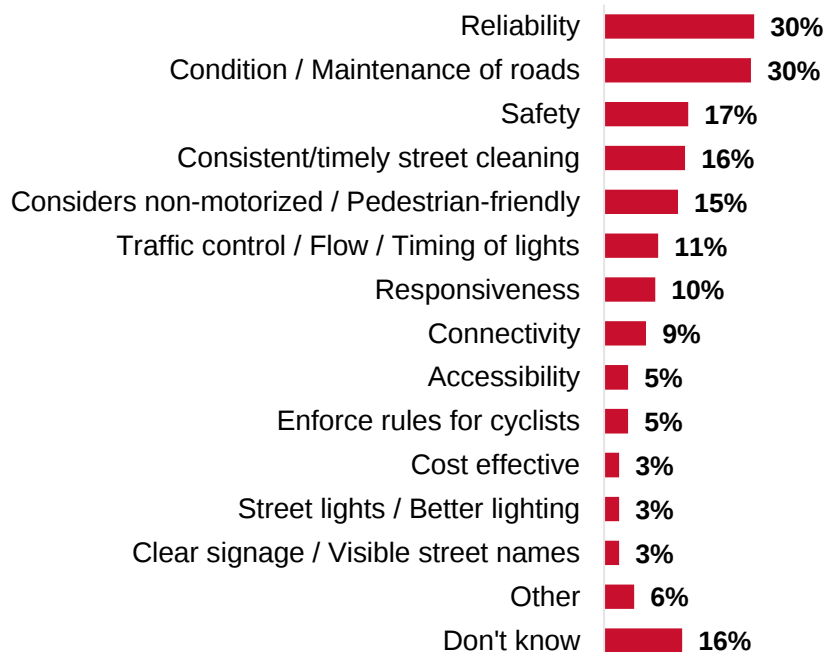
Overall, a majority (80%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite reliability (30%), maintenance (30%), safety (17%), and consistent / timely street cleaning (16%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Streets services?
Base: n=164

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Streets services provided by The City?
Base: n=164

Labels ≤1% not shown.

Streets

The City's Streets service connects places and allows for the movement of people, goods and services throughout Calgary. People and businesses drive, cycle and ride throughout Calgary every day to commute to and from work or school, for social or recreational activities, and to move goods and services.

Safety	The customer is and perceives themselves to be protected from danger, risk or injury.
Accessibility	Streets are designed for use by everyone.
Connectivity	People are able to reach their destination using streets.
Responsiveness	Projects respond to the needs of the community. The City responds to service requests in a timely manner.
Reliability	Infrastructure is in good repair and meets the changing needs and expectations of users.

Streets

2022 Dimension Ranking Results

Rank
PositionAverage
Rank

1

Reliability

34%

24%

21%

17%

4%

2.32

2

Safety

30%

24%

18%

18%

10%

2.55

3

Connectivity

18%

19%

18%

24%

21%

3.11

4

Accessibility

11%

16%

23%

23%

27%

3.38

5

Responsiveness

7%

16%

21%

18%

38%

3.64

■ Rank 1

■ Rank 2

■ Rank 3

■ Rank 4

■ Rank 5

Q: Below is a list of characteristics for Streets services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=164

Streets

2018 Dimension Ranking Results

Rank
Position

Average
Rank

1

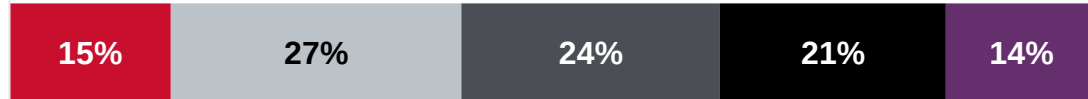
Safety



1.72

2

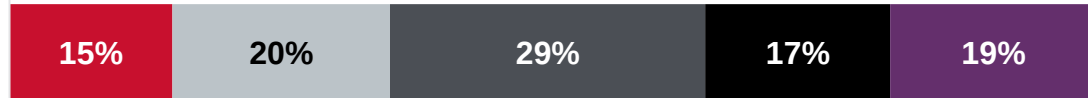
Reliability



2.95

3

Connectivity



3.05

4

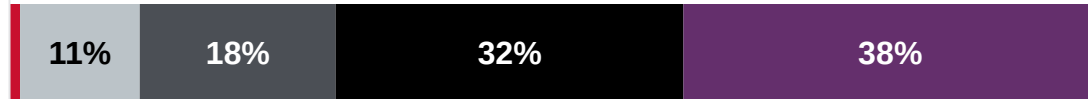
Accessibility



3.28

5

Responsiveness



3.95

■ First ■ Second ■ Third ■ Fourth ■ Fifth

Q: Please rank the service values based on their importance, where 1 is the most important.

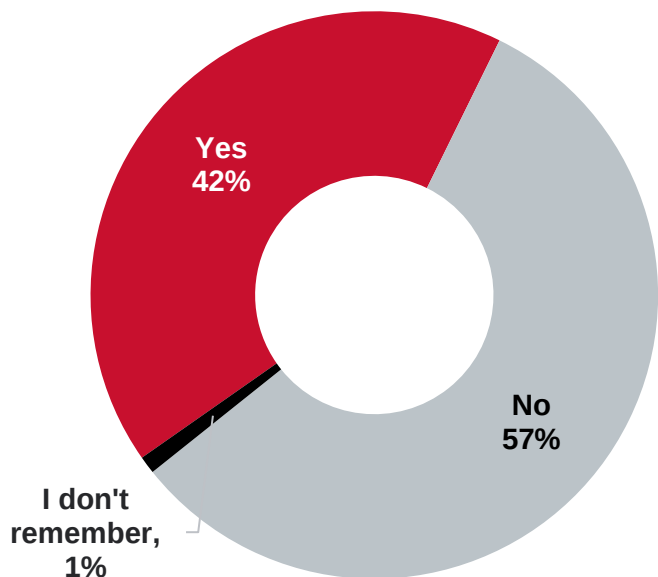
Base: n=191



Taxation

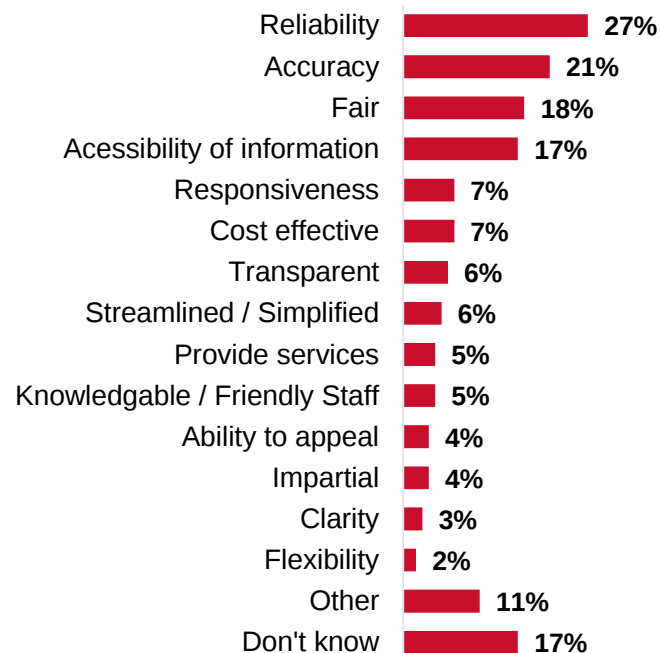
Overall, almost three-fifths (57%) of survey respondents have not contacted, accessed, or used this service. On an open-ended basis, most cite reliability (27%), accuracy (21%), fairness (18%), and accessibility of information (17%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Taxation services?
Base: n=108

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Taxation services provided by The City?
Base: n=108

Labels ≤1% not shown.

Taxation

The City's Taxation service supported by The City of Calgary ensures property taxes are properly billed and collected, and that customers receive timely and accurate information on property tax matters.

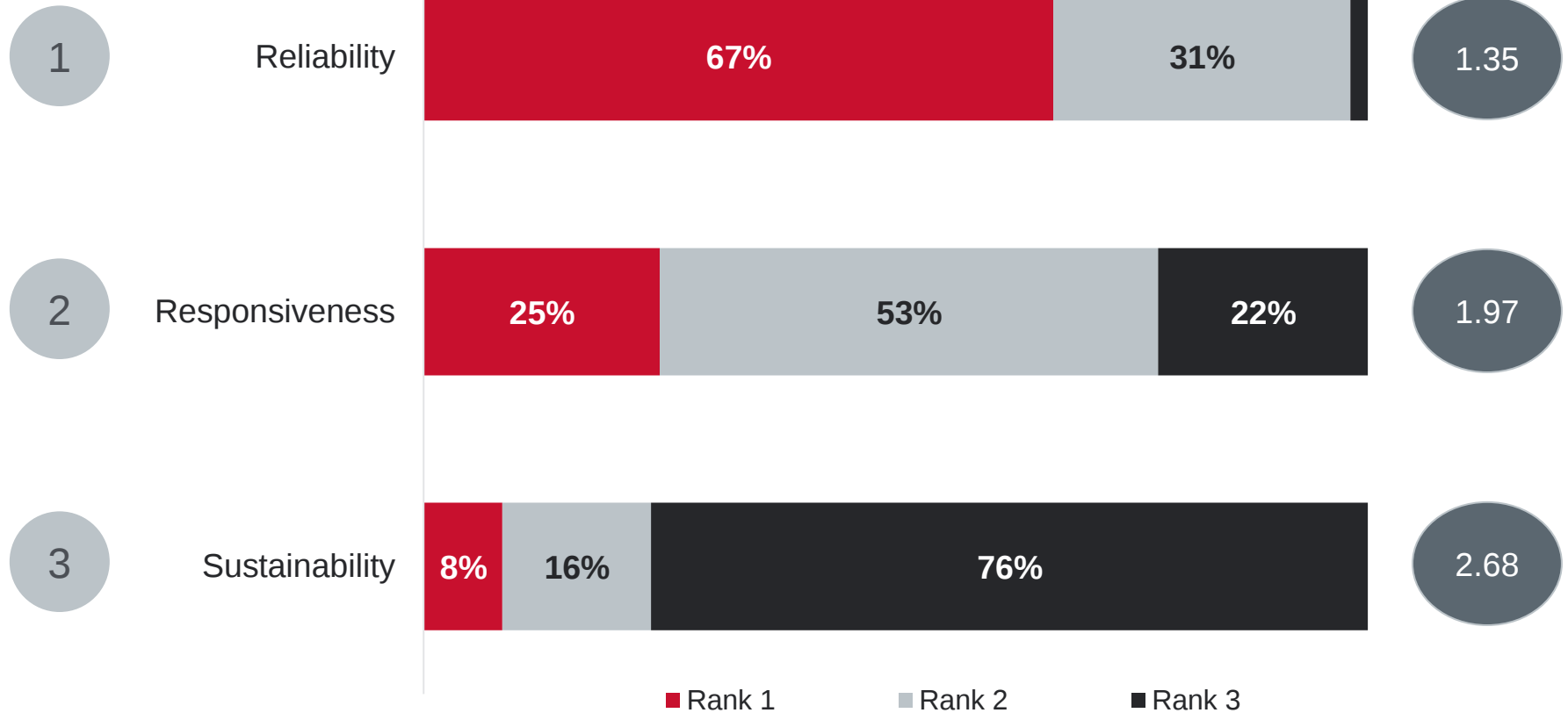
Sustainability	Tax bill payments are received in a timely manner.
Reliability	Tax bills are timely and accurate.
Responsiveness	Tax bill inquiries are resolved in a timely manner.

Taxation

2022 Dimension Ranking Results

Rank
Position

Average
Rank



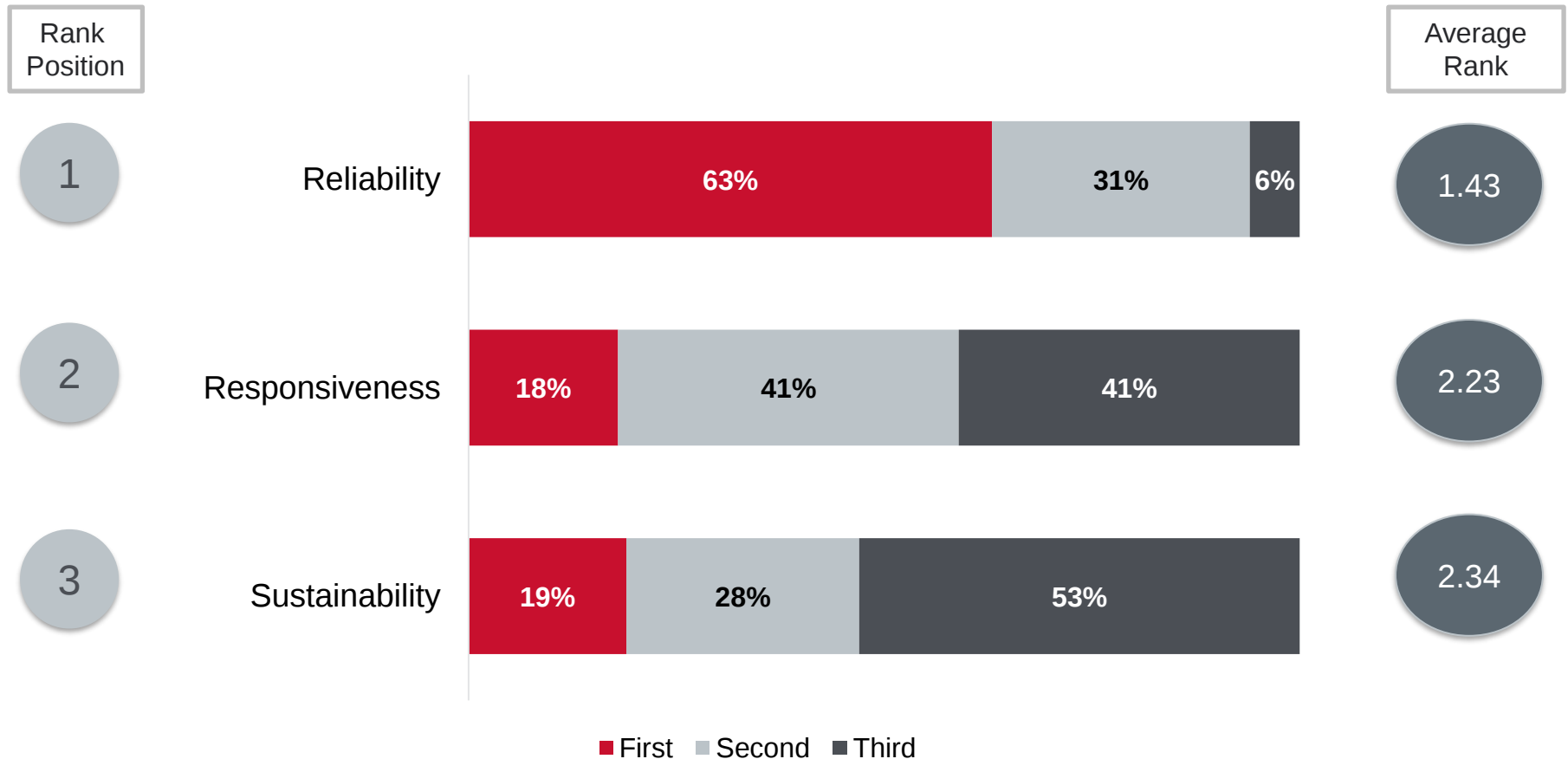
Q: Below is a list of characteristics for Taxation services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=108

Labels ≤3% not shown.

Taxation

2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=148

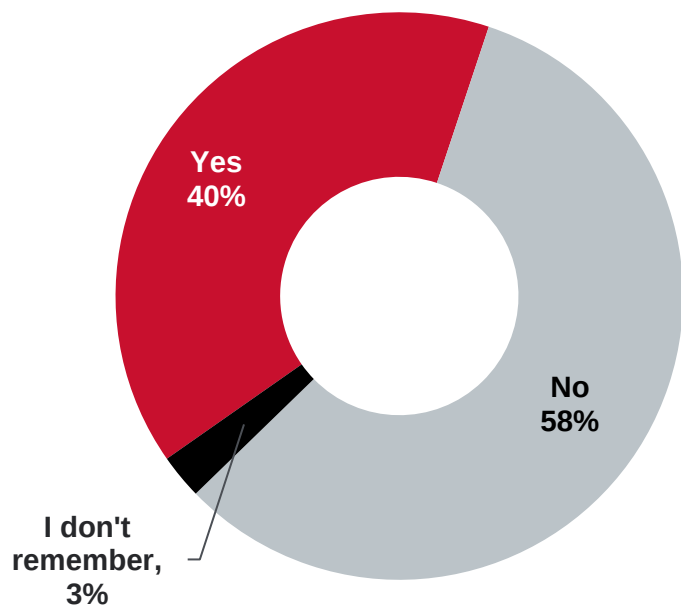


Taxi, Limousine and Vehicles-for-Hire

Taxi, Limousine and Vehicles-for-Hire

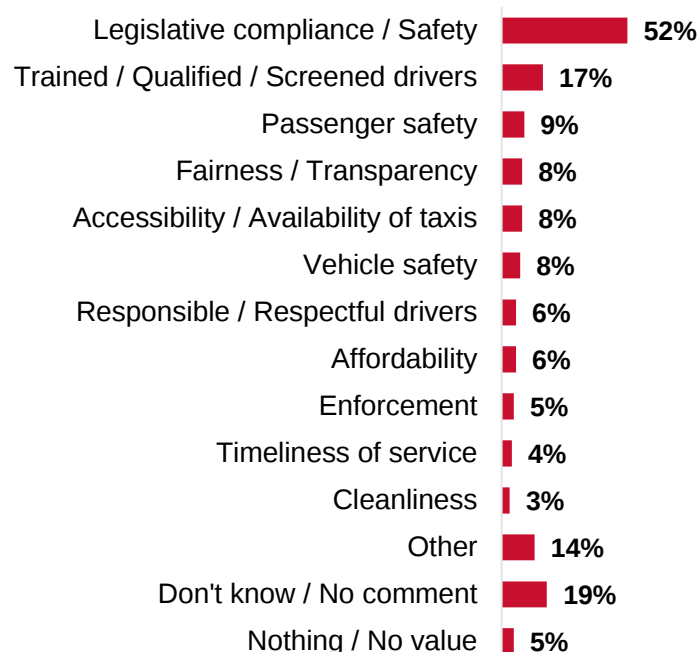
Overall, two-fifths (40%) of survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite legislative compliance and safety (52%), trained / qualified drivers (17%), and passenger safety (9%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Taxi, Limousine and Vehicles-for-Hire service?
Base: n=118

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Taxi, Limousine and Vehicles-for-Hire services provided by The City?
Base: n=118

Labels ≤1% not shown.

Taxi, Limousine and Vehicles-for-Hire

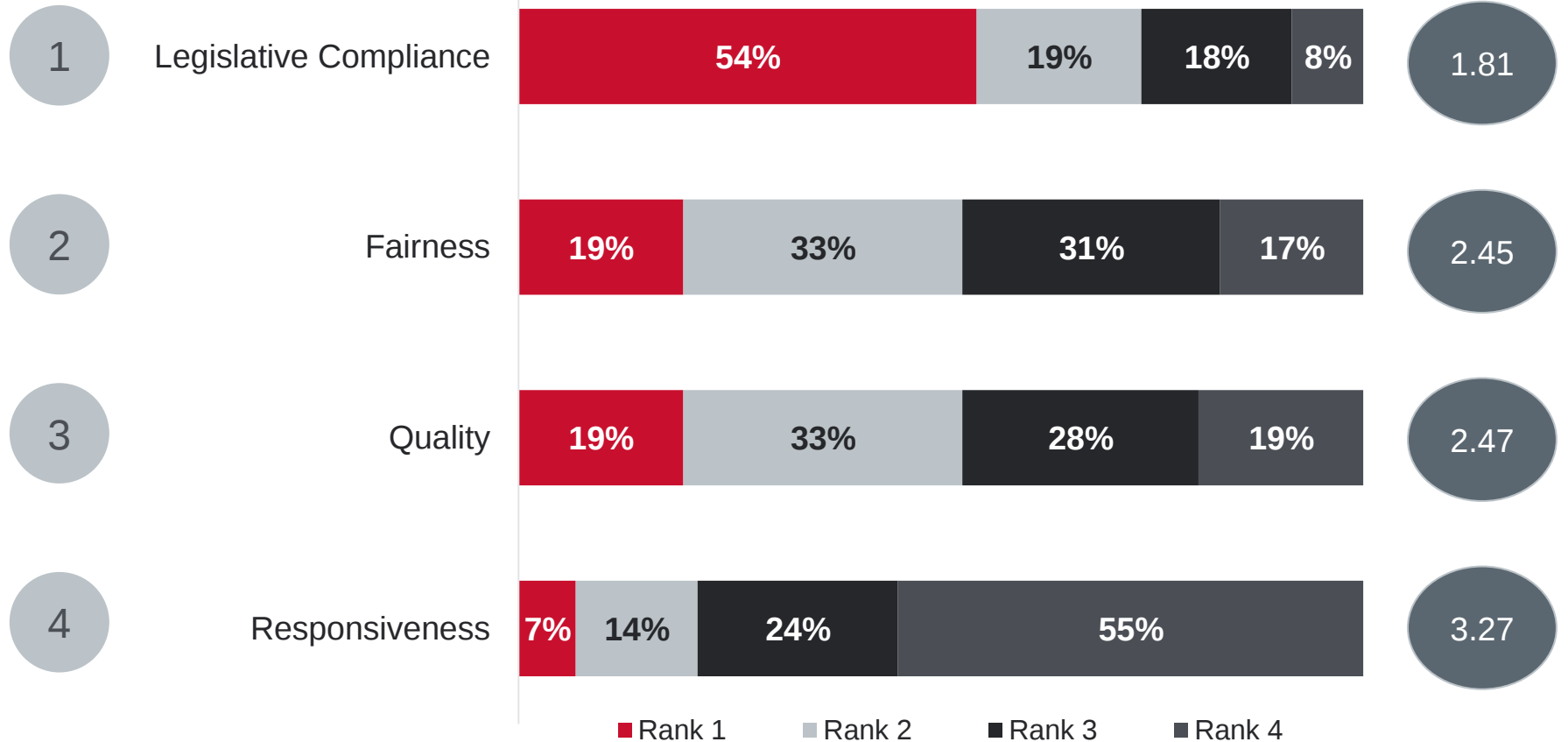
The City's Taxi, Limousine and Vehicles-for-Hire service regulates drivers, vehicles and companies in the livery industry according to the requirements of the Livery Transport Bylaw. The service ensures drivers have the right qualifications and proper mechanically inspected vehicles, so passengers can have a safe ride.

Responsiveness	Timeliness – Livery licences are issued within a reasonable timeframe.
Quality	Drivers and companies are satisfied with the licensing service. This includes clear and easily accessible information and consistent decisions on applications.
Fairness	Livery enforcement is transparent, fair and delivered by competent peace officers.
Legislative Compliance	Assurance – Investigations and inspections ensure driver and company compliance with the Livery Transport Bylaw.

Taxi, Limousine and Vehicles-for-Hire 2022 Dimension Ranking Results

Rank
Position

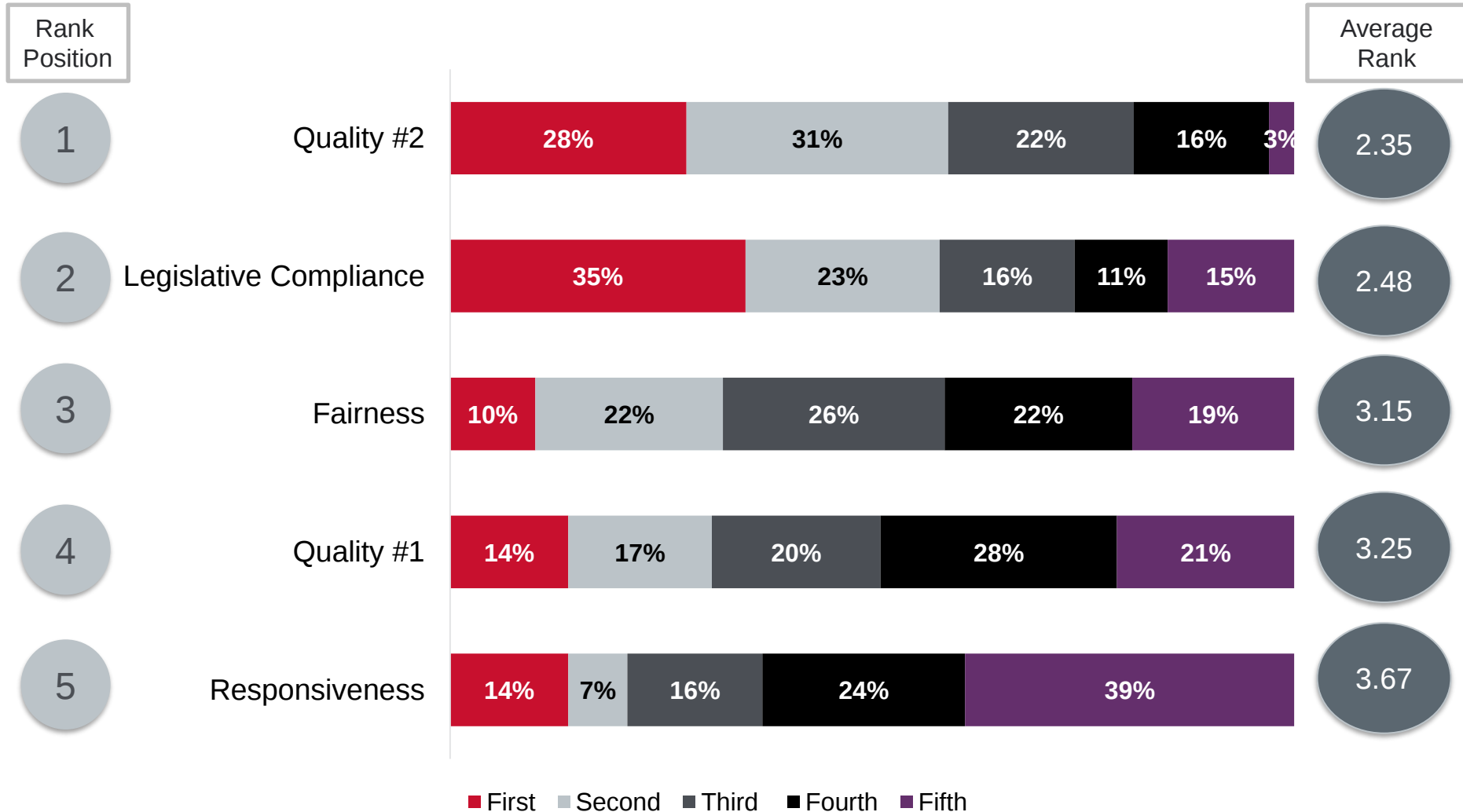
Average
Rank



Q: Below is a list of characteristics for The City's Taxi, Limousine and Vehicles-for-Hire service. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 4 is the lowest priority.

Base: n=118

Taxi, Limousine and Vehicles-for-Hire: 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=174

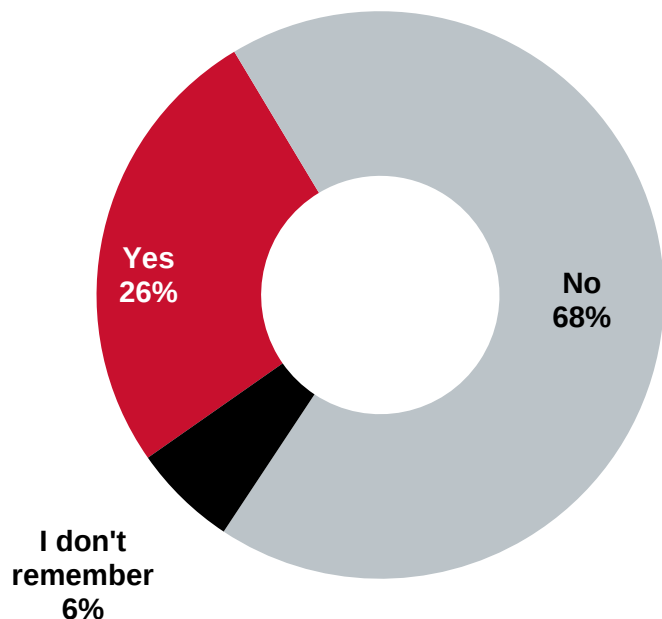


Urban Forestry

Urban Forestry

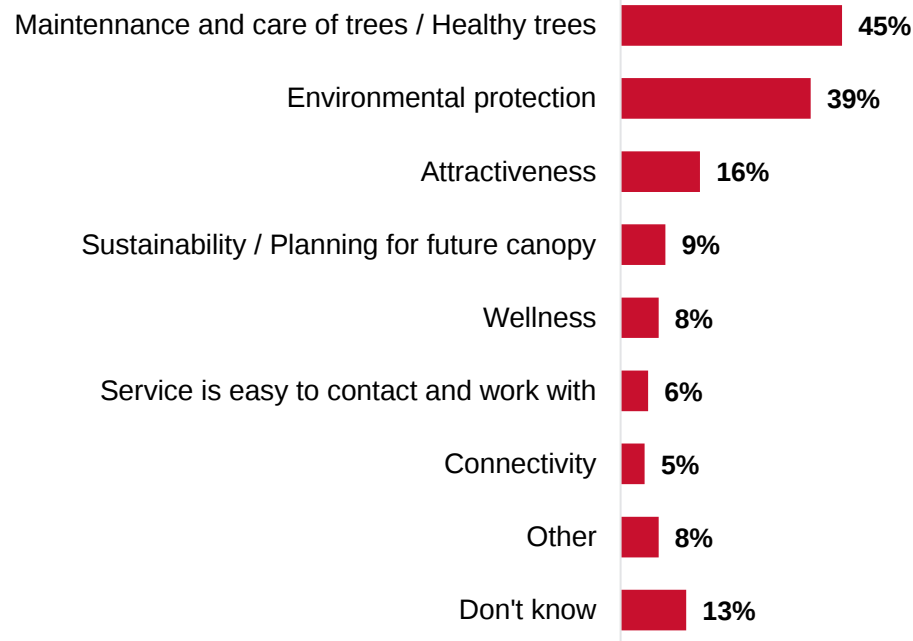
Overall, about seven-in-ten (68%) survey respondents have contacted, accessed, or used this service. On an open-ended basis, most cite maintenance (45%), environmental (39%), and attractiveness (16%) as key elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Urban Forestry services?
Base: n=134

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Urban Forestry services provided by The City?
Base: n=134

Labels ≤1% not shown.

Urban Forestry

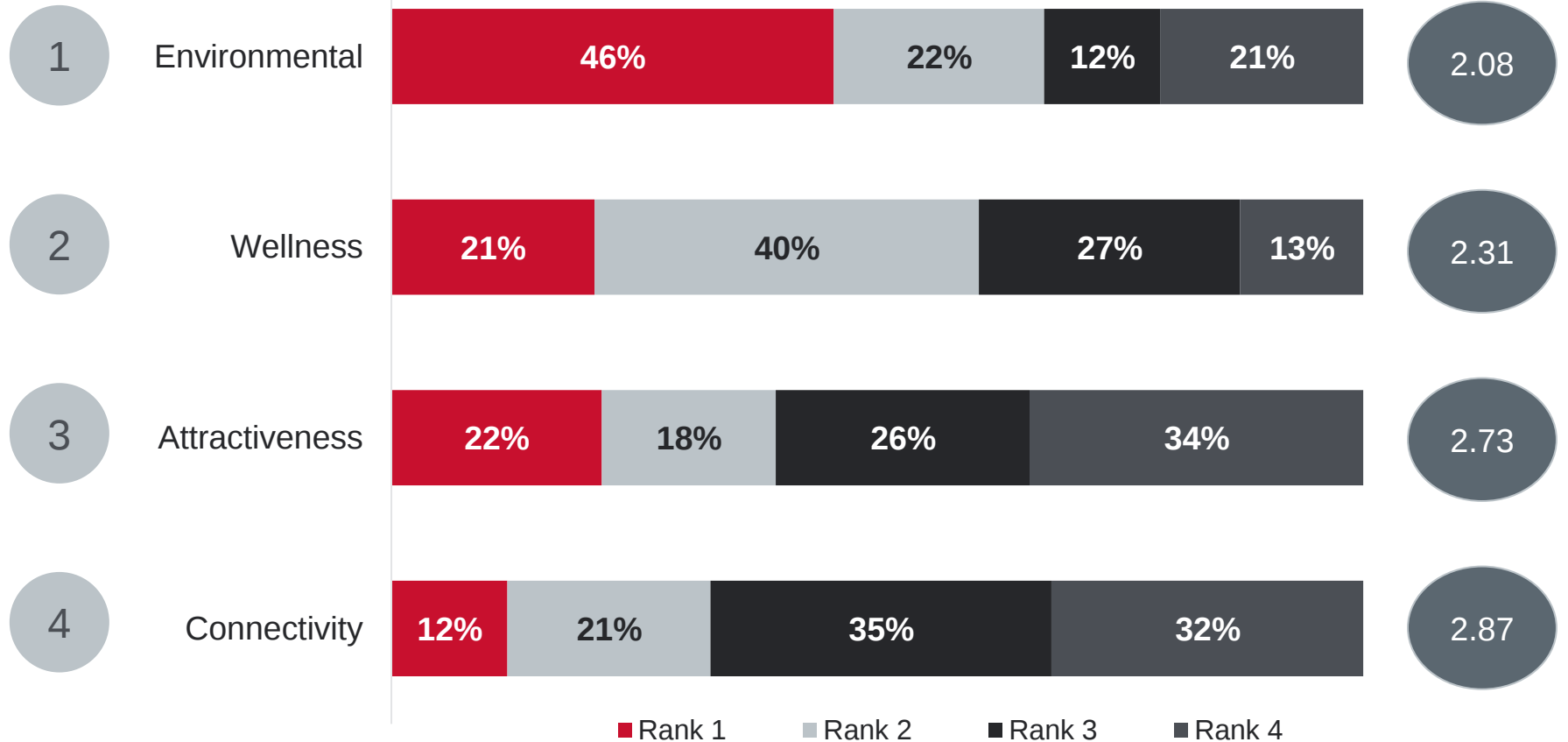
The City's Urban Forestry service plants, maintains and protects public trees.

Environmental	The urban forest contributes to Calgary's biodiversity and long-term environmental wellbeing.
Wellness	Trees provide stress-reducing natural spaces, which have been shown to improve health and wellness.
Attractiveness	Well-treed communities demonstrate increased property values and aesthetics.
Connectivity	Trees enhance walkability through shade and by providing a multi-sensory user experience.

Urban Forestry 2022 Dimension Ranking Results

Rank
Position

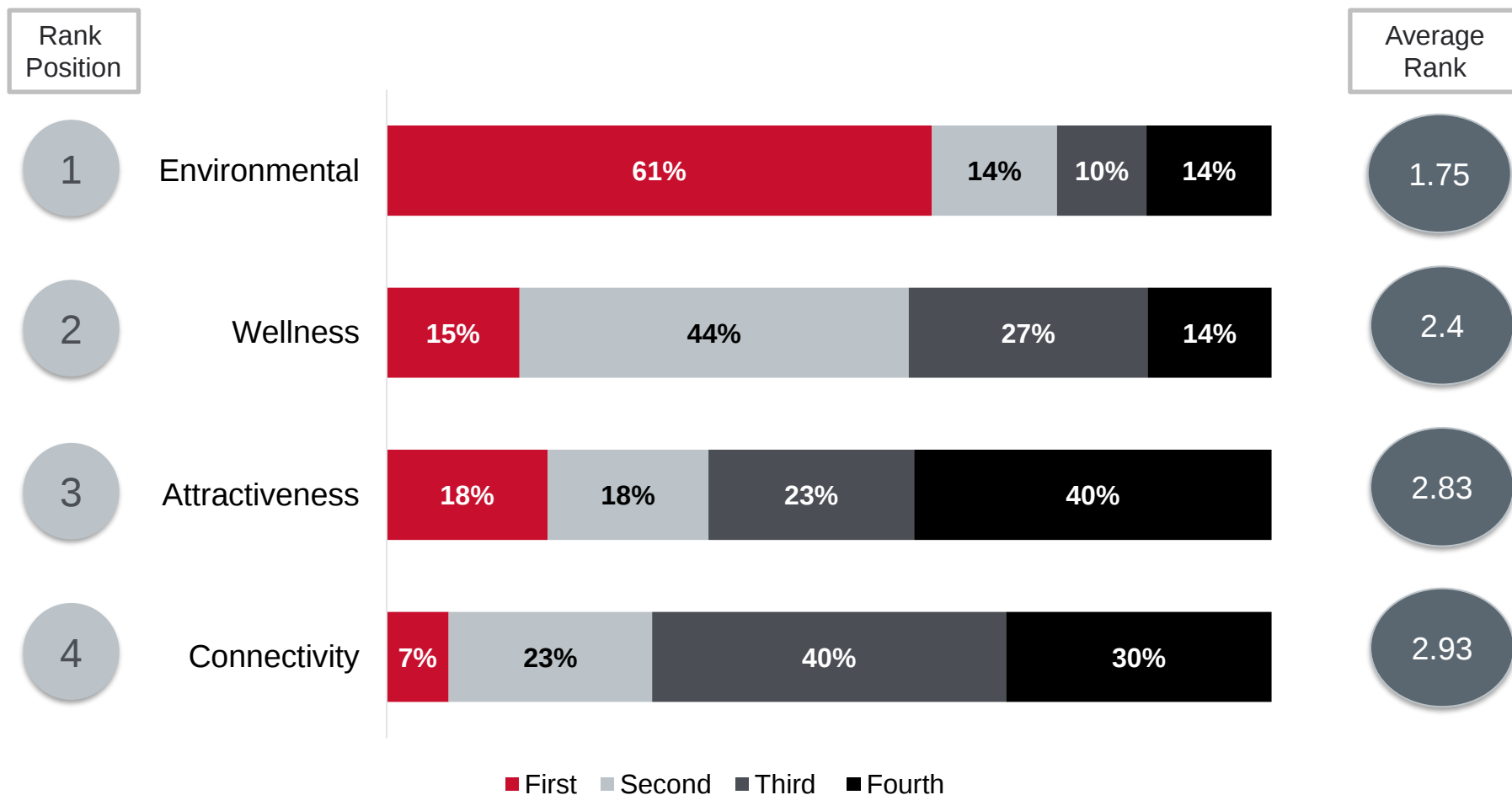
Average
Rank



Q: Below is a list of characteristics for Urban Forestry services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 4 is the lowest priority.

Base: n=134

Urban Forestry 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=166

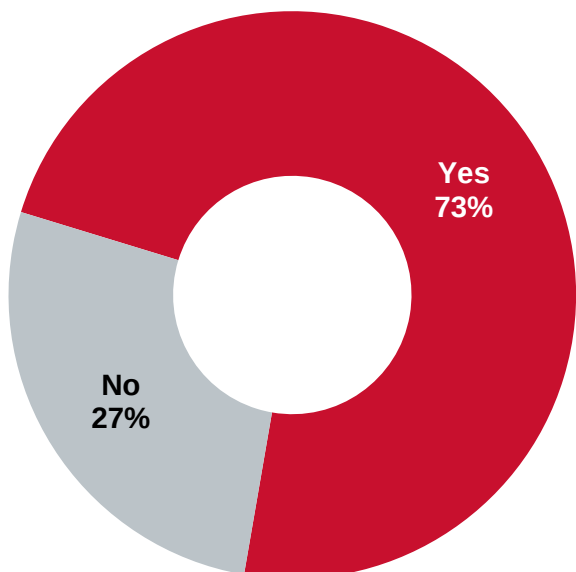


Waste and Recycling

Waste and Recycling

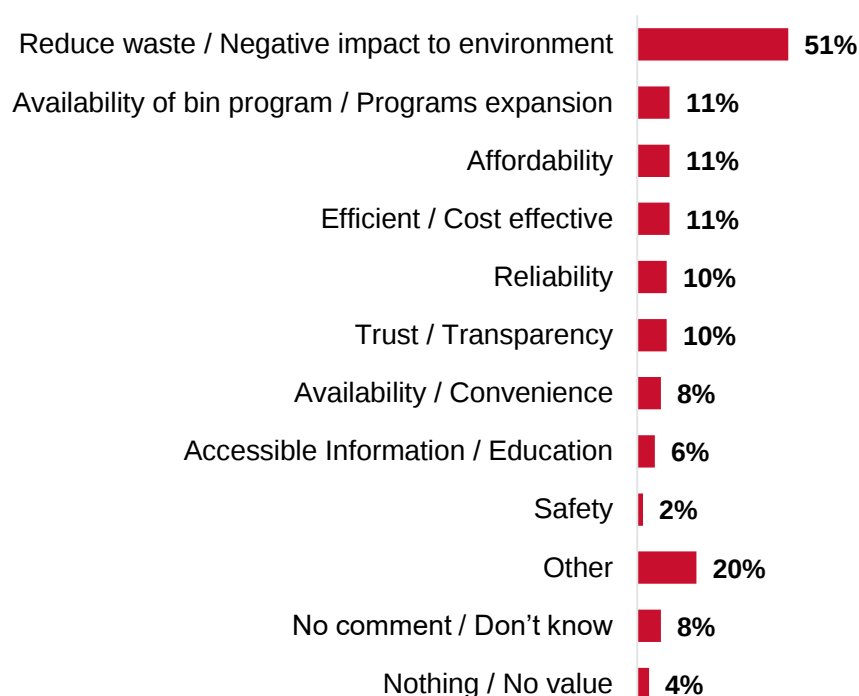
Overall, about three-quarters (73%) have contacted, accessed, or used this service. On an open-ended basis, reducing waste and negative impacts to the environment (51%) is seen as the most important element of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Waste and Recycling services?
Base: n=99

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Waste and Recycling Services provided by The City?
Base: n=99

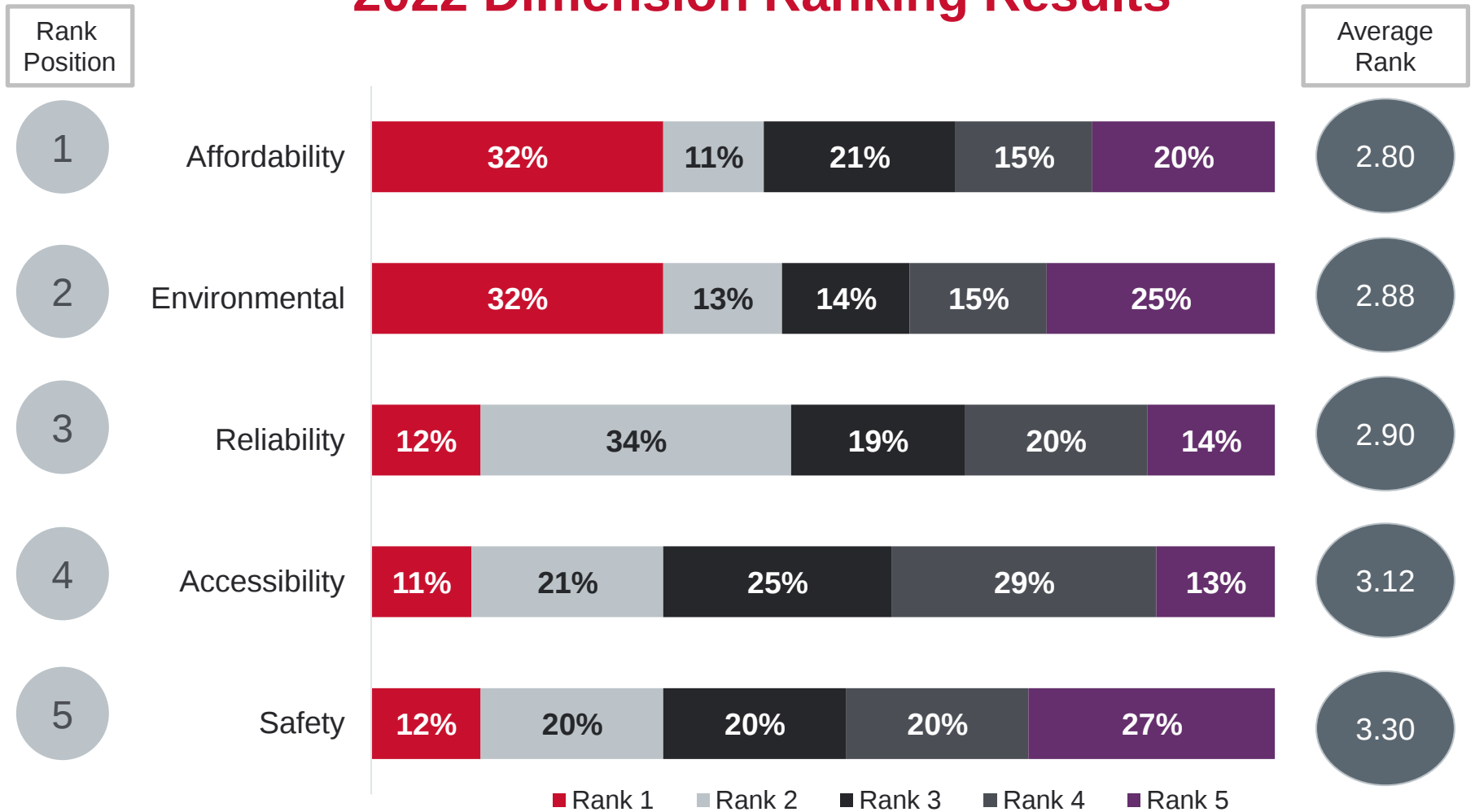
Labels ≤1% not shown.

Waste and Recycling

The City's Waste and Recycling service collects waste, manages landfills, operates waste diversion programs and facilities for waste generators and haulers in Calgary and the region.

Environmental	Calgarians act on waste reduction and diversion. We meet all regulations to protect health, safety and the environment.
Affordability	Rates and user fees are transparent and fair.
Accessibility	I can find the information I need to properly dispose of garbage, recyclables, food, yard and household hazardous waste.
Reliability	Schedules for services and access to facilities is reliable and my questions are answered in a timely manner.
Safety	All waste and recycling activities are performed safely. Everyone is safe at City work sites and facilities.

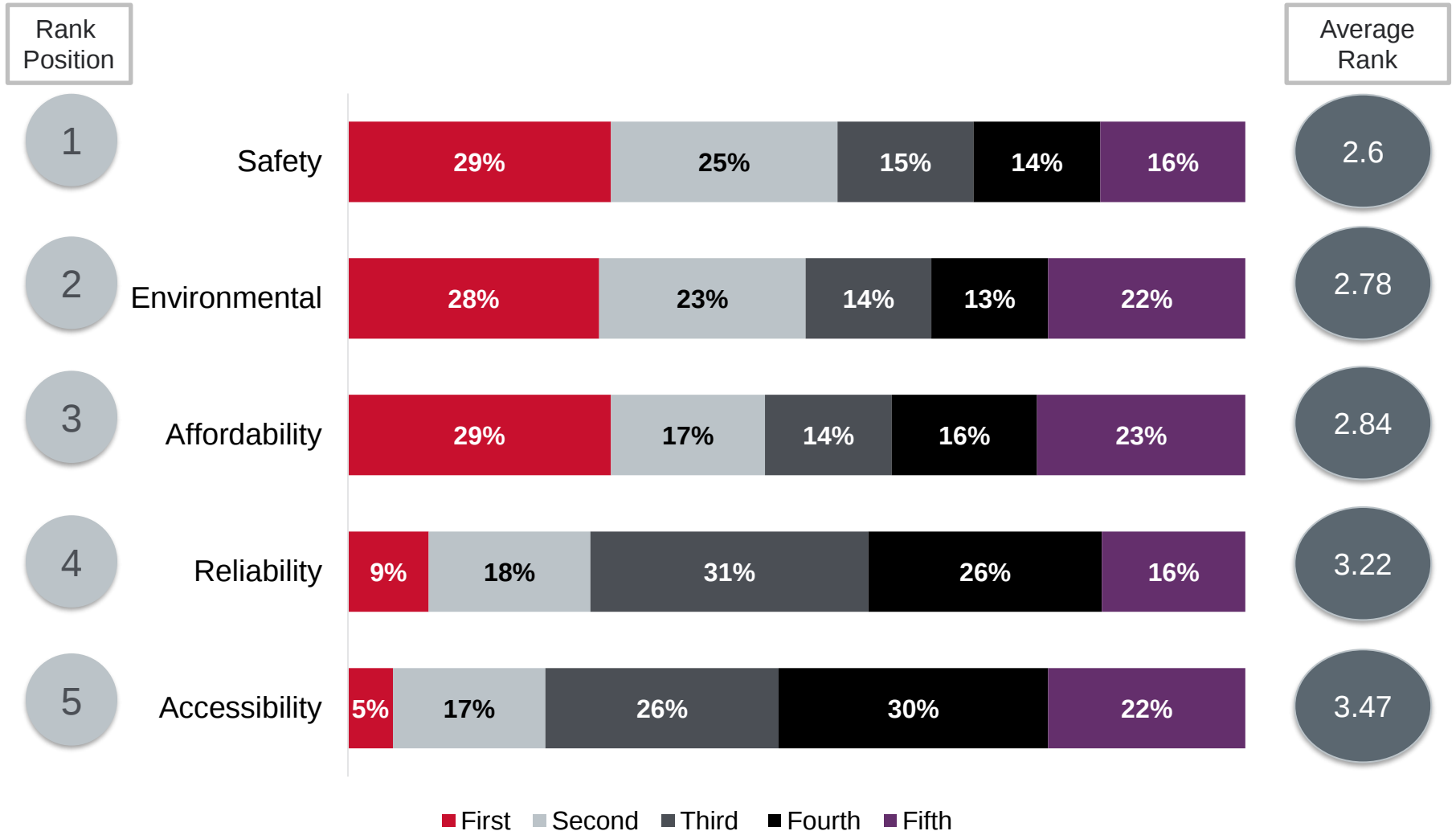
Waste and Recycling 2022 Dimension Ranking Results



Q: Below is a list of characteristics for Waste and Recycling services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=99

Waste and Recycling 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=169

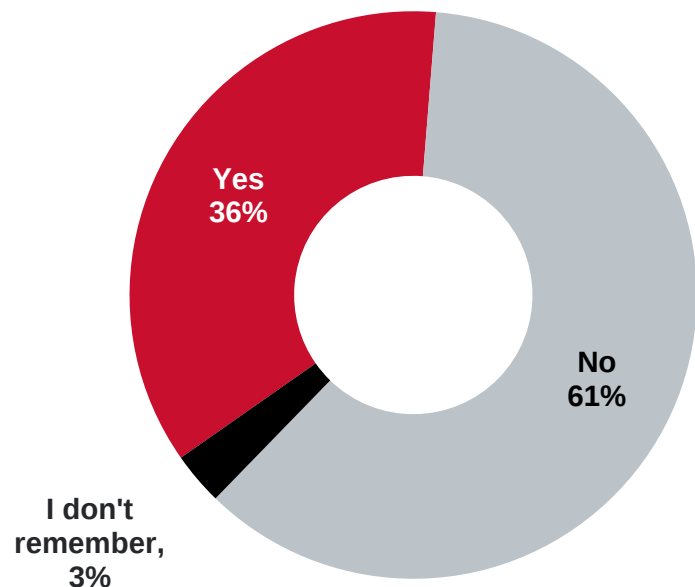


Wastewater Collection and Treatment

Wastewater Collection and Treatment

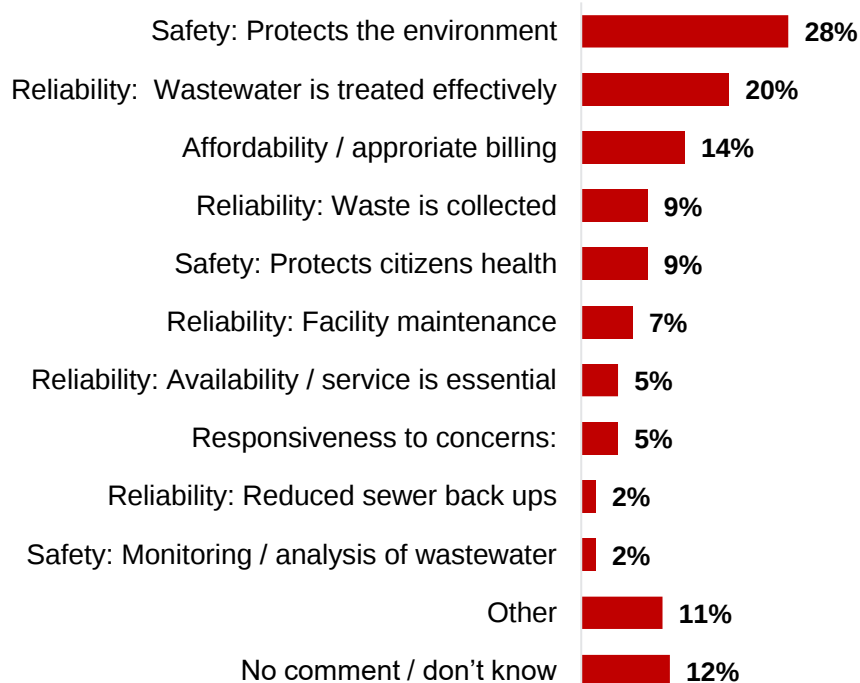
Overall, over one-third (36%) of respondents have contacted, accessed, or used this service. On an open-ended basis, reliability (44%) and safety (39%) are the most important elements of this service.

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Wastewater Collection and Treatment services?
Base: n=99

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Wastewater Collection and Treatment services provided by The City?
Base: n=99

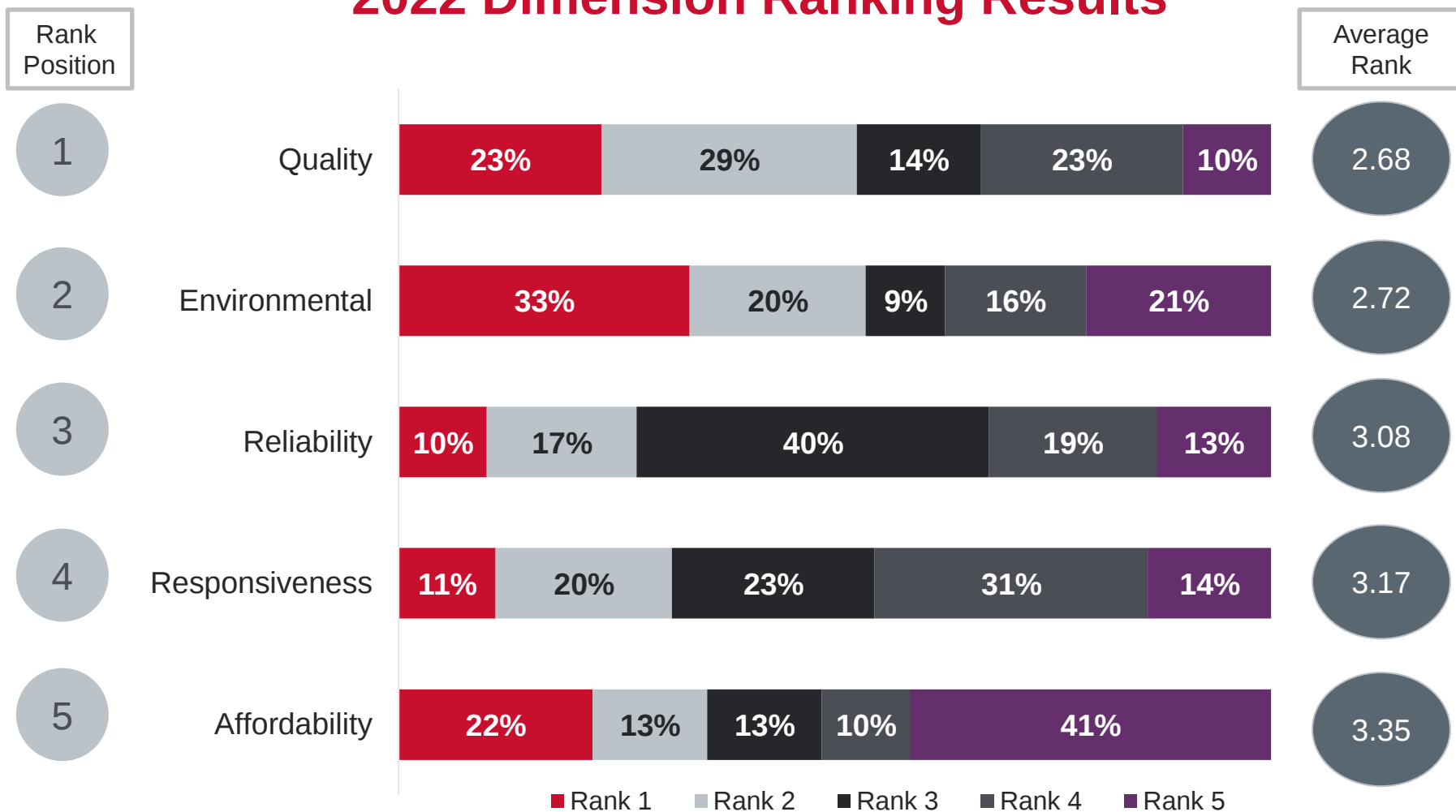
Labels ≤1% not shown.

Wastewater Collection and Treatment

The City's Wastewater Collection and Treatment service collects water from toilets, sinks and drains, treats it, and returns it to the river. This service protects public health and our rivers by ensuring the necessary investments are made in treatment plants, pipes and people to keep pace with the needs of a growing population.

Reliability	The City works to reduce sanitary sewer backups in homes, businesses and the community.
Environmental	The City manages wastewater from toilets, sinks and drains in a way that protects the environment and public health.
Responsiveness	The City responds quickly to a sanitary sewer backup in homes, businesses and the community.
Quality	The City protects public health for Calgarians and other river users through wastewater treatment.
Affordability	The City provides quality wastewater services that are cost efficient.

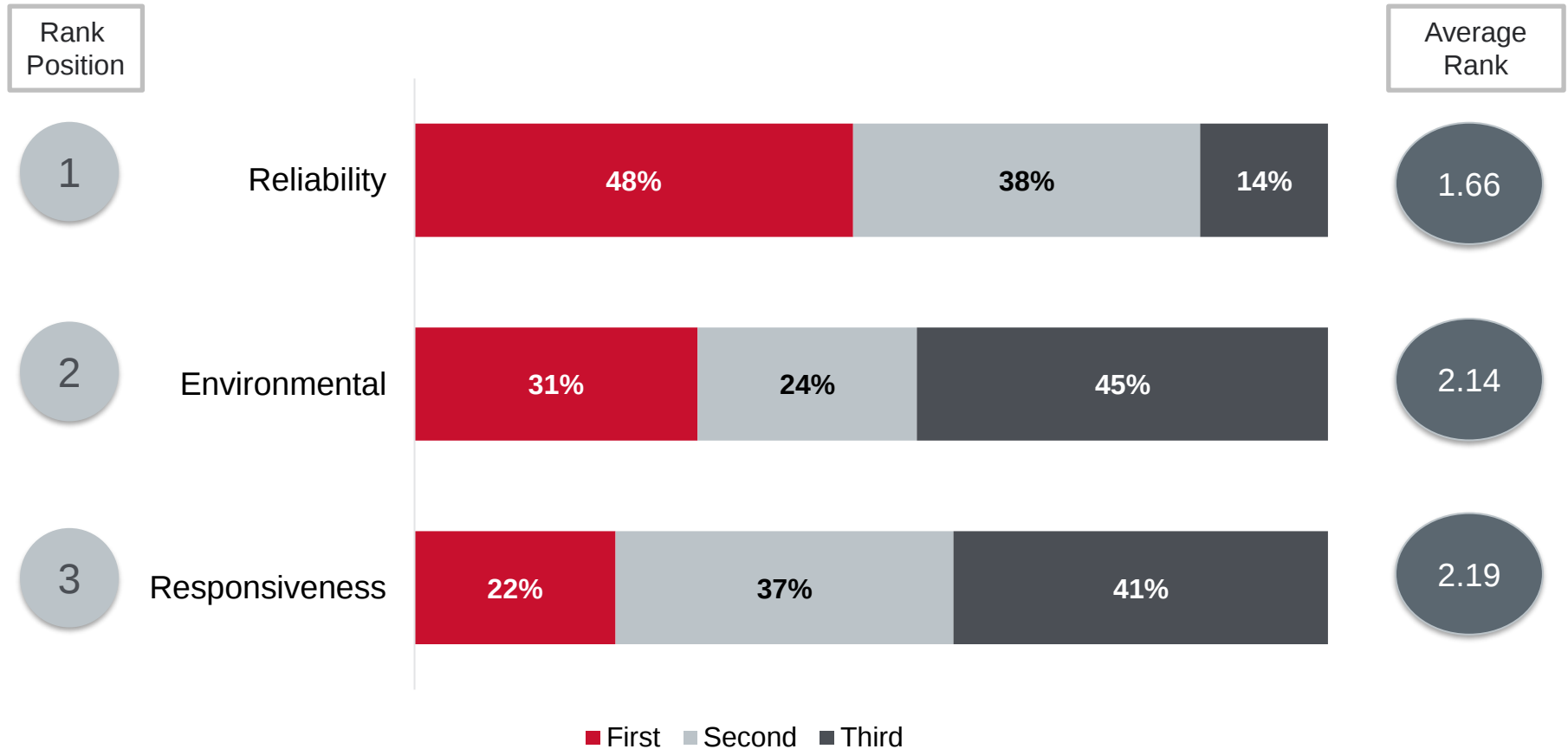
Wastewater Collection and Treatment 2022 Dimension Ranking Results



Q: Below is a list of characteristics for Wastewater Collection and Treatment services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=99

Wastewater Collection and Treatment 2018 Dimension Ranking Results



Q: Please rank the service values based on their importance, where 1 is the most important.
Base: n=169

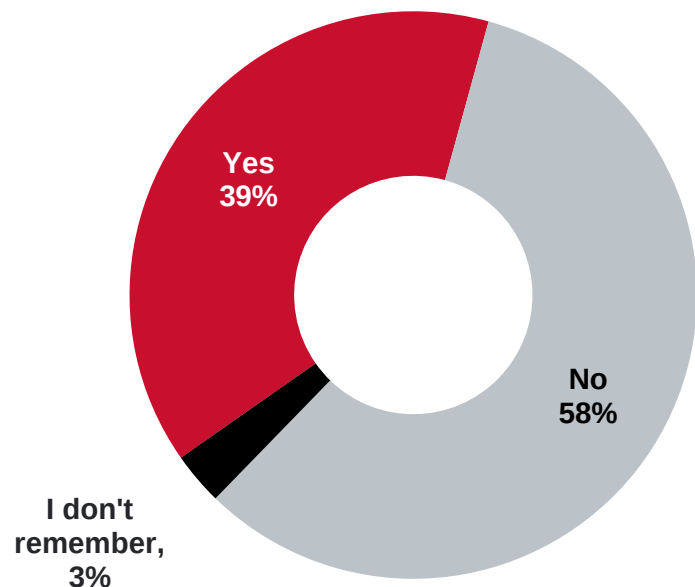


Water Treatment and Supply

Water Treatment and Supply

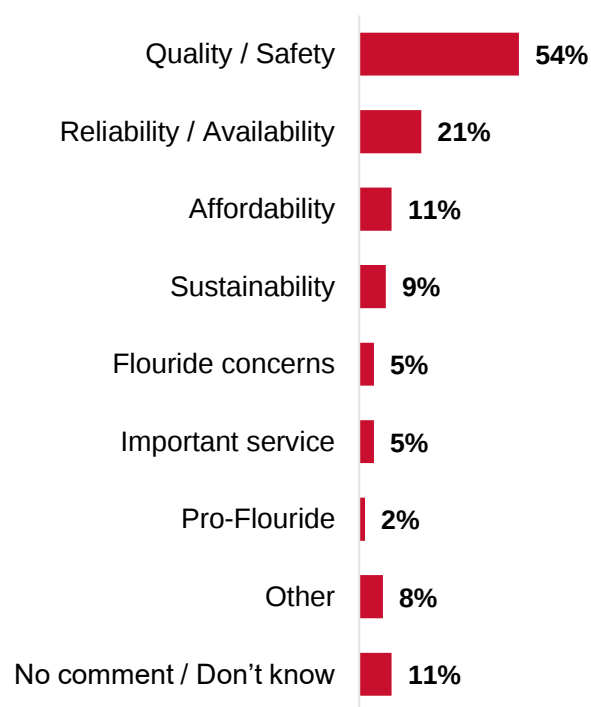
Overall, two-fifths (39%) of respondents have contacted, accessed, or used this service. On an open-ended basis, quality / safety (54%) are the most important elements of this service, followed by reliability / availability (21%).

Contacted, Accessed or Used Service



Q: Have you ever contacted, accessed, or used The City's Water Treatment and Supply services?
Base: n=99

**Most Important About Service
(multiple responses)**



Q: ... what is most important to you about Water Treatment and Supply services provided by The City?
Base: n=99

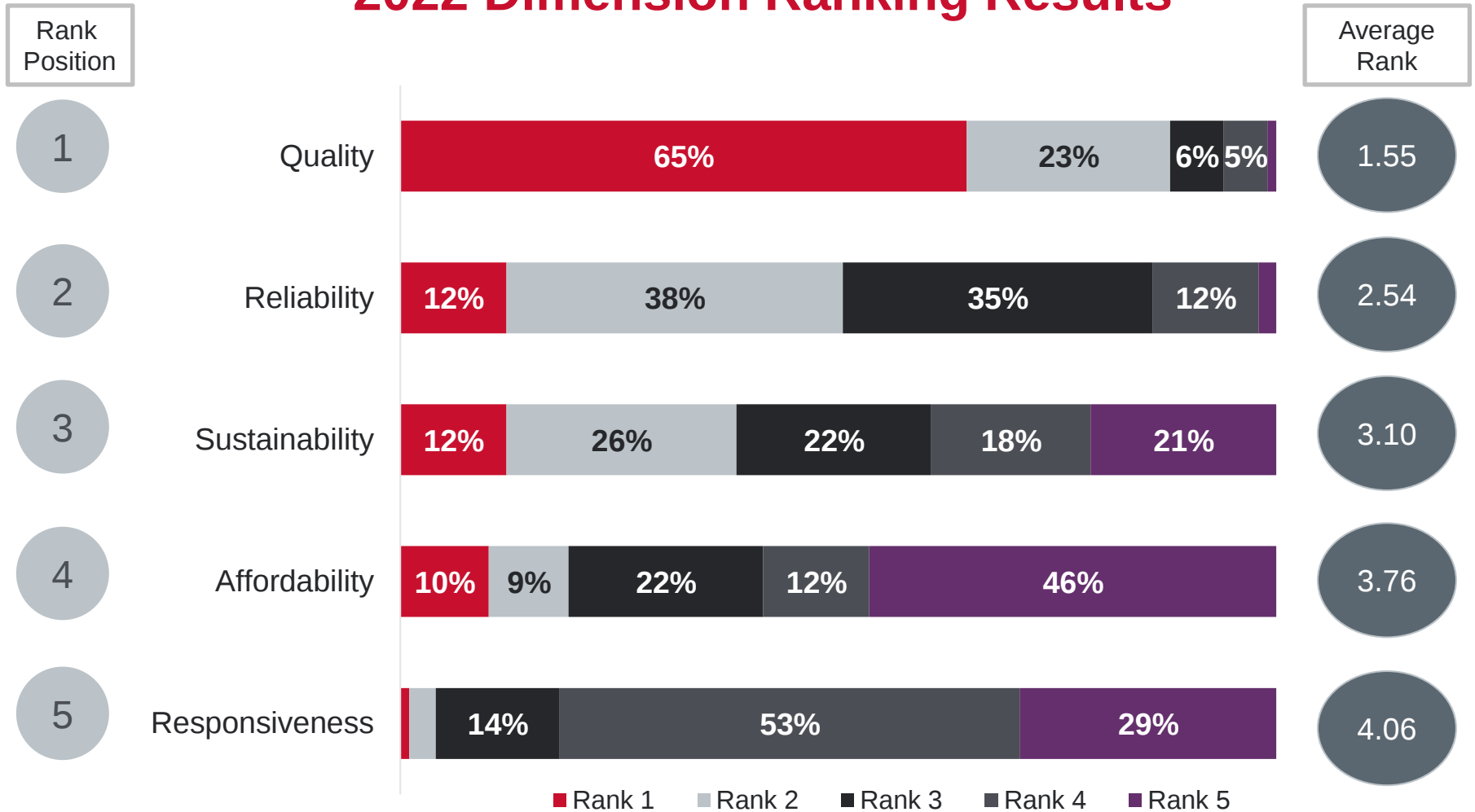
Labels ≤1% not shown.

Water Treatment and Supply

The City's Water Treatment and Supply service treats and delivers water to customers, ensuring reliability and availability. It protects public health and ensures long-term sustainability of water resources.

Quality	Drinking water is high quality and safe to drink.
Sustainability	The City works to protect the water supply.
Reliability	Drinking water is available easily and with few disruptions.
Responsiveness	The City restores water service quickly.
Affordability	The City provides quality water services that are cost efficient.

Water Treatment and Supply 2022 Dimension Ranking Results



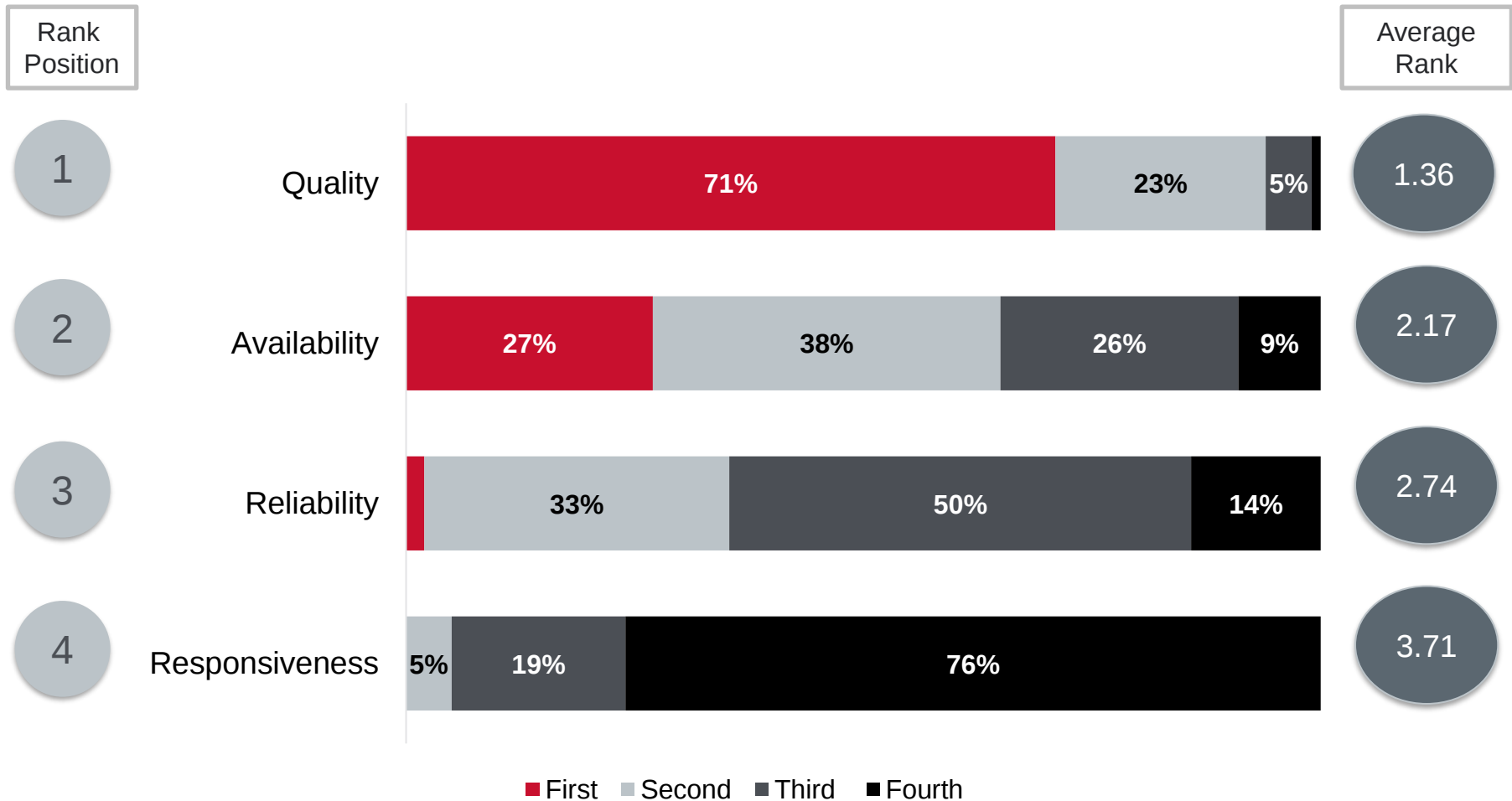
Q: Below is a list of characteristics for Water Treatment and Supply services. Please rank how important you feel each service characteristic is or would be when it comes to this service, where 1 is the highest priority and 5 is the lowest priority.

Base: n=99

Labels ≤3% not shown.

Water Treatment and Supply

2018 Dimension Ranking Results



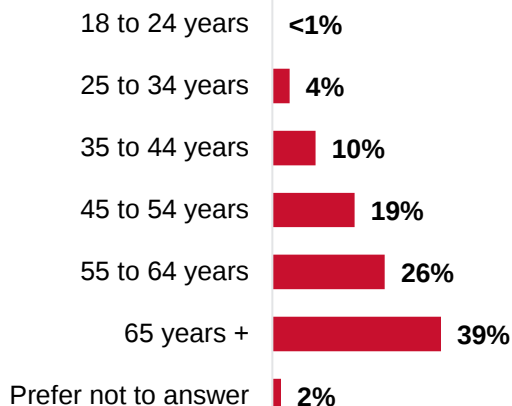
Q: Please rank the service values based on their importance, where 1 is the most important.

Base: n=169

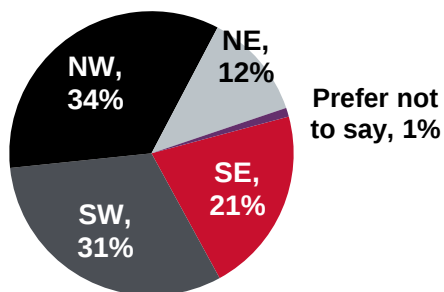


Demographics

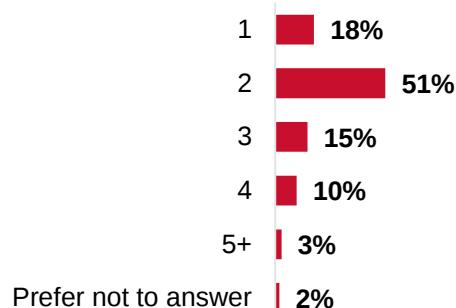
AGE



QUADRANT



PEOPLE IN HOUSEHOLD



CHILDREN IN HOUSEHOLD

Yes	15%
No	82%
Prefer not to answer	3%

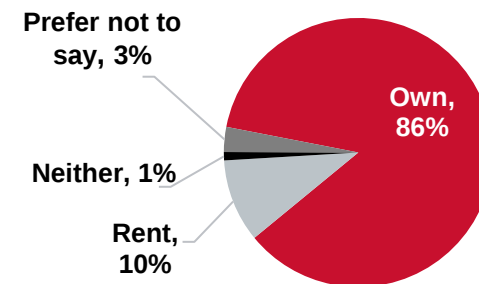
SENIOR IN HOUSEHOLD

Yes	46%
No	51%
Prefer not to answer	3%

DISABILITY IN HOUSEHOLD

Yes	19%
No	77%
Prefer not to answer	4%

RENT OR OWN



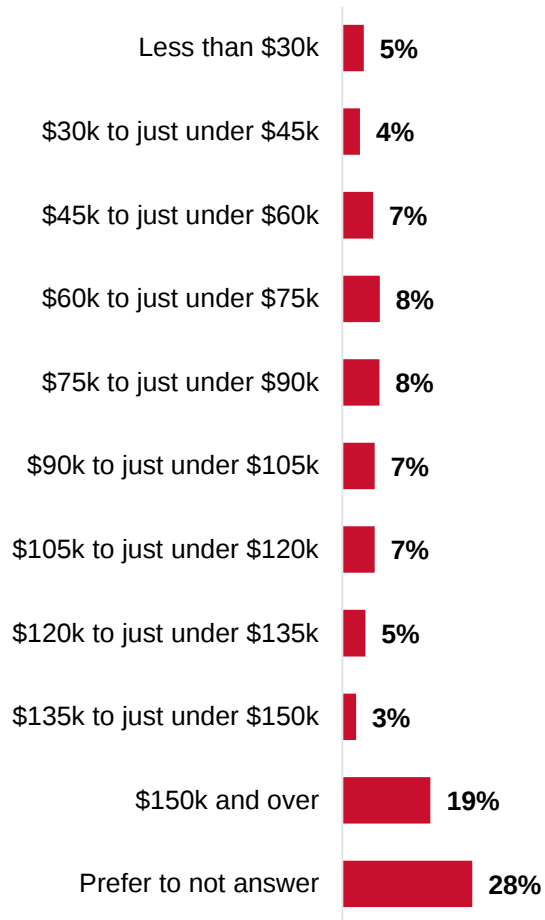
RESIDENCE TYPE

Single detached house	68%
Duplex, triplex or fourplex	7%
Townhouse or rowhouse	7%
Apartment or condominium	16%
Prefer not to answer	2%

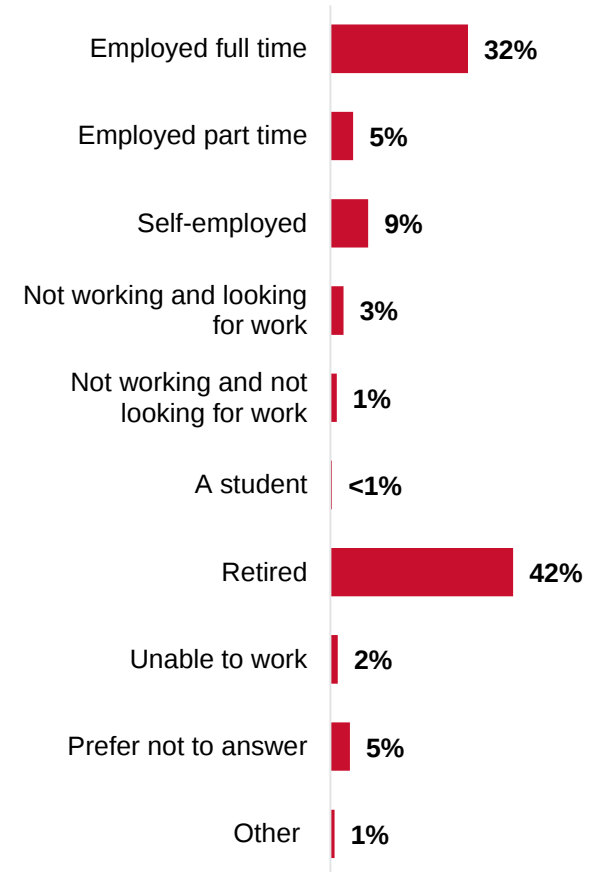
Base: all respondents (n=754)

Demographics

ANNUAL HOUSEHOLD INCOME



EMPLOYMENT STATUS



Base: all respondents (n=754)

Contact

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