



Service Plans and Budgets 2019-2022

What we Heard Report

May 11, 2018

Project overview

The services The City provides each day to citizens contribute both towards the Council Priorities and the overall quality of life for Calgarians. The City of Calgary is currently working on the 2019-2022 Service Plans and Budgets. Calgarians, City Council and City staff are creating our future direction and finding the right balance between investing in quality public service and keeping tax rates affordable. We are working together to deliver on the services you value in your community. Service Plans and Budgets stem from Council Priorities which reflect over forty lines of service.

Engagement overview

From April 2 to 22, 2018 City Administration asked you about the 2019-2022 Service Plans and Budgets. The online feedback form on calgary.ca/yourservices and 3-1-1 were used to collect your feedback. We asked you to rank what you value most within each of our services to help inform our planning and budgeting for the next 4 years.

The total number of responses received to the 2019-2022 Service Plans and Budgets survey was 11,346. The number of responses received for each of the Council priorities and the general question are included below.

- A Prosperous City – 3,295 survey responses were received
- A City of Safe and Inspiring Neighbourhoods – 2,677 survey responses were received
- A Well-run City – 1,222 survey responses were received
- A Healthy and Green City – 1,961 survey responses were received
- A City that Moves – 1,779 survey responses were received
- General Question - 412 survey responses were received

Demographic information that was collected through online engagement was used to target our promotional materials.

- Promotional channels we used to inform you of the engagement were:
 - Report to Calgarians (:30 second TV segment on: CTV, CBC, OMNI and Cineplex theatres)
 - Bold signs (placed in NE, NW, SW, SE quadrants of the city)
 - Digital display unit advertisements (located in various City of Calgary facilities, internal & external facing)
 - Print (English & translated into five languages for: Cad Chinese Times, Punjabi National, Le Franco, Trend Weekly, Oriental Weekly, Sing Tao Weekend, Pakpost West, Punjabi Akhbaar, Filipino Post)
 - Transit TV (train platform and digital displays)
 - Social media advertisements on: Facebook (English & Chinese), Twitter, Instagram, WeChat
 - Digital banner advertisements (English and Simplified & Traditional Chinese)
 - Calgary.ca advertisement



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- Email newsletter (existing Action Plan subscriber list)

In alignment with City Council's [Engage Policy](#), all engagement efforts, including this project are defined as: *Purposeful dialogue between The City and citizens and stakeholders to gather meaningful information to influence decision making.*

As a result, all engagement aligns with the following principles:

- **Citizen-centric:** focusing on hearing the needs and voices of both directly impacted and indirectly impacted citizens
- **Accountable:** upholding the commitments that The City makes to its citizens and stakeholders by demonstrating that the results and outcomes of the engagement processes are consistent with the approved plans for engagement
- **Inclusive:** making best efforts to reach, involve, and hear from those who are impacted directly or indirectly
- **Committed:** allocating sufficient time and resources for effective engagement of citizens and stakeholders
- **Responsive:** acknowledging citizen and stakeholder concerns
- **Transparent:** providing clear and complete information around decision processes, procedures and constraints.

For more information about engagement at the City of Calgary, please visit: engage.calgary.ca.

What we asked

You were asked to help City administration understand what you value about City services. The survey page was divided into five sections within each Council Priority. Within each section was a series of services that belong in that Council priority. For each service a list of values was presented. You were asked to rank those values in the order that is most important to you. There was also the option to share why this was important after ranking each service. There was also a general open ended question asking: is there anything else that The City needs to be aware of as Service Plans and Budgets are developed?

What we heard

Below are the key themes you identified across Council priorities, service lines and the general question. For a more detailed exploration of themes identified by service line please see the [Summary of Input](#) section.

- Efficient operations and processes to ensure getting the most value for tax dollars
- Safety for families, children and individuals was identified as important to ensuring inclusive, vibrant and strong communities for all Calgarians. Many participants were concerned about undesirable behaviour, such as loitering, drug use, criminal activities and lighting



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- Focus on raising awareness and education and preventative programs and services
- Ensure that rules, processes and bylaws are applied in a consistent, fair and transparent way
- Focus on programs and services that are affordable, inclusive and accessible for all Calgarians
- Improve snow and ice control efficiency, responsiveness and funding to allow for accessible and safe roads, sidewalks and parking throughout the city
- Engage with and listen to Calgarians in a meaningful way on various projects, services and programs. Provide more information about the decision making process; share what feedback was heard and what feedback was used in the decision

For a detailed summary of the input that was provided please visit the following sections:

- **Council priority – A Prosperous City**
 - [Affordable Housing](#)
 - [Arts and Culture](#)
 - [Building Approvals](#)
 - [Business Licensing](#)
 - [Land Development and Sales](#)
 - [Community Strategies](#)
 - [Property Assessment](#)
 - [Social Programs](#)
 - [Economic Development and Tourism](#)
- **Council priority – A City of Safe and Inspiring Neighbourhoods**
 - [Emergency Management and Business Continuity](#)
 - [Bylaw Education and Compliance](#)
 - [City Planning and Policy](#)
 - [City Cemeteries](#)
 - [Calgary 9-1-1](#)
 - [Development Approvals](#)
 - [Fire and Emergency Response](#)
 - [Fire Inspection and Enforcement](#)
 - [Fire Safety Education](#)
 - [Library Services](#)
 - [Neighbourhood Supports](#)
 - [Pet Ownership and Licensing](#)
 - [Police Services](#)
- **Council priority – A Well-run City**
 - [Taxation](#)
 - [Records Management, Access and Privacy](#)
 - [Municipal Elections](#)
 - [Appeals and Tribunals](#)
 - [Corporate Citizen Engagement](#)



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- [Corporate Citizen Relationship Management](#)
- [Data Analytics and Info Management](#)
- **[Council priority – A Healthy and Green City](#)**
 - [Environmental Management](#)
 - [Parks and Open Spaces](#)
 - [Recreation Opportunities](#)
 - [Stormwater Management](#)
 - [Urban Forestry](#)
 - [Waste and Recycling](#)
 - [Wastewater Collection and Treatment](#)
 - [Water Treatment and Supply](#)
- **[Council priority – A City that Moves](#)**
 - [Parking](#)
 - [Public Transit](#)
 - [Sidewalks and Pathways](#)
 - [Specialized Transit](#)
 - [Streets](#)
 - [Taxi, Limousine and Vehicles-for-hire](#)
- **[General Question](#)**

All verbatim comments can be found by using the links below and in separate documents on the [Engage](#) (<https://engage.calgary.ca/yourservices>), and [project page](#) (calgary.ca/yourservices).

- [A Prosperous City](#)
- [A City of Safe and Inspiring Neighbourhoods](#)
- [A Well-run City](#)
- [A Healthy and Green City](#)
- [A City that Moves](#)
- [General Question](#)

Next steps

This report will be shared at the Strategic Meeting of Council on May 16, 2018. Your feedback along with best practices, including research, 3-1-1 data and Action Plan 2015-2018 will be used to make recommendations regarding the Service Plans and Budgets for preview by City Council and Calgarians in September 2018. You are invited to attend the Public Hearing in September or watch the live [webcast](#).

We will continue to explore opportunities to share information with you regarding this project throughout Summer 2018. Visit calgary.ca/yourservices and for updates of how the information you shared is being used to shape the 2019-2022 Service Plans and Budgets. In November 2018 City Council will be discussing and approving the 2019-2022 Service Plans and Budgets. You are invited to attend the November deliberations or watch the live [webcast](#).



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Summary of Input

Council Priority – A Prosperous City

Below you will find each of the services The City provides under the Council priority A Prosperous City. For City Council a prosperous City means that Calgary continues to grow as a magnet for talent, a place where there is opportunity for all, and strives to be the best place in Canada to start and grow a business.

Your priorities regarding your values for each service along with the key themes identified regarding why you picked your top values is included below.

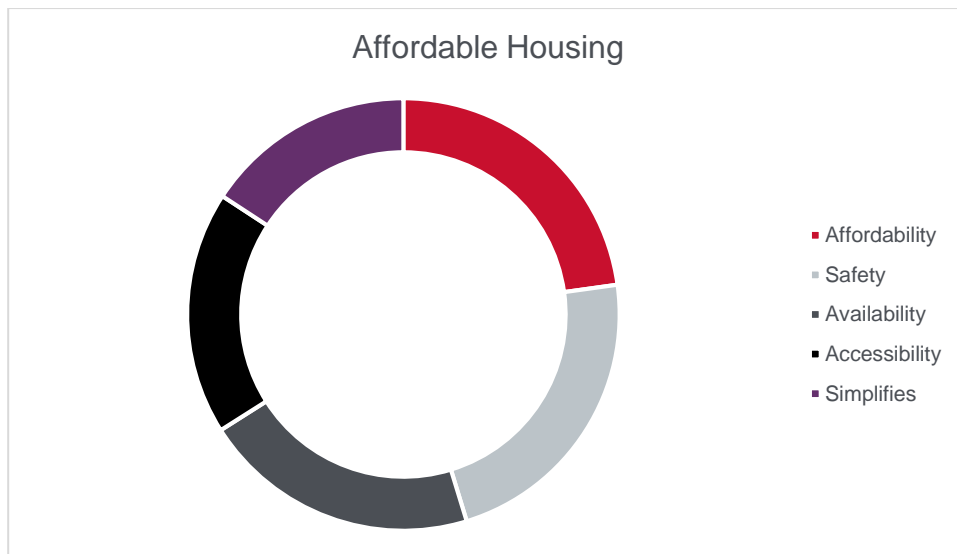


Affordable Housing

The graphic below indicates the weighted ranking of how you rated the following values related to Affordable Housing. This service provides housing options for low-income citizens.

Descriptions of the values you were asked to rank for this service are below:

- Affordability – The City builds new affordable homes that are accessible to low and moderate income Calgarians
- Safety – City owned affordable housing programs that are clear and easy to find by housing agencies
- Accessibility – The City has housing programs that are clear and easy to find by housing agencies and Calgarians
- Availability – The City provides incentives to the non-profit housing sector to support building new affordable homes faster and easier
- Simplifies – The City brings people together to drive positive changes in affordable housing



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Affordability
2. Safety
3. Availability
4. Accessibility
5. Simplifies



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Following are the key themes identified regarding your values for Affordable Housing.

- More available and affordable housing should be available throughout a variety of areas in the City
- Safety for families, children, individuals and the community where affordable housing is located
- Well maintained affordable housing that aligns with the character of the neighbourhood and that is functional and liveable
- Affordable housing makes our communities affordable, inclusive and accessible for all
- Affordable housing should be a shared financial responsibility of The City and the Province



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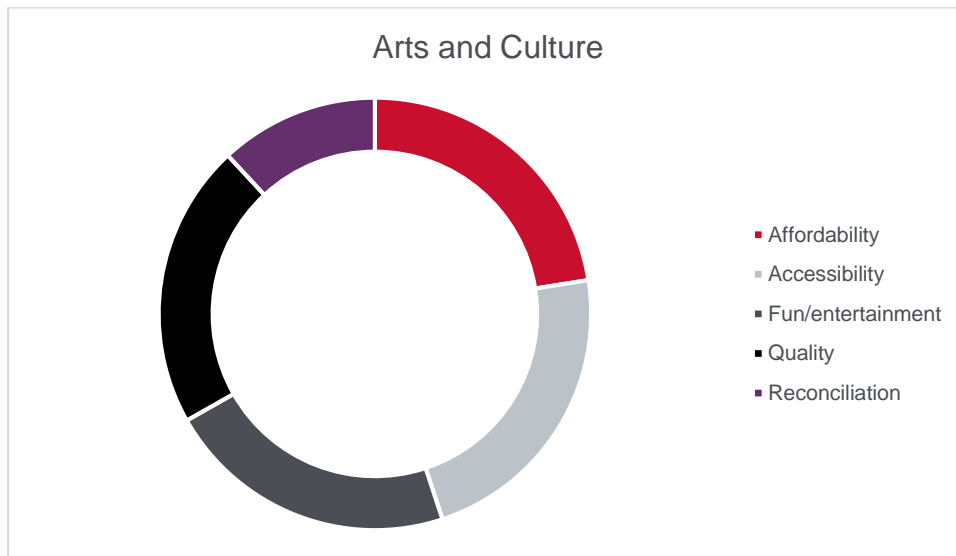
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Arts and Culture

The graphic below indicates the weighted ranking of how you rated the following values related to Arts and Culture. This service provides arts and culture experiences to Calgarians and visitors.

Descriptions of the values you were asked to rank for this service are below:

- Accessibility – Arts and culture activities in Calgary are easy to find, is inclusive, convenient and welcoming to all Calgarians
- Affordability – Arts and culture activities in Calgary are affordable
- Quality – Arts and culture programs, activities, and services are of high quality and adapt over time
- Fun/entertainment – Arts and culture programs, activities and services are enjoyable and allow me to lead a creative life
- Reconciliation – Indigenous culture is included in art and culture programs, activities and services



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Affordability
2. Accessibility
3. Fun/entertainment
4. Quality
5. Reconciliation



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Following are the key themes identified regarding your values for Arts and Culture.

- Programs and activities should be affordable, inclusive and accessible for all and available across the entire city
- Art installations and programs should be more meaningful, higher quality and should be more thoughtful about our culture and heritage
- Arts and culture is important to the quality of life in the city
- Arts and cultural events and opportunities create a fun and vibrant city that will attract world class attention and tourism.



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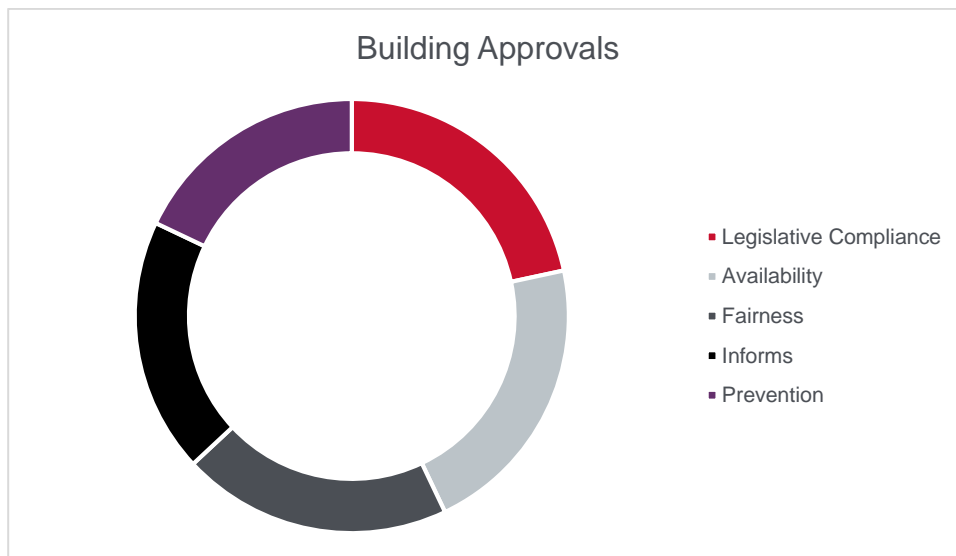
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Building Approvals

The graphic below indicates the weighted ranking of how you rated the following values related to Building Approvals. This service reviews and makes decisions about applications for buildings. The decisions are based on compliance with policies, bylaws and building codes.

Descriptions of the values you were asked to rank for this service are below:

- Availability – Inspections are done in a reasonable amount of time
- Legislative compliance – The review and approval of applications and inspections meet the minimum requirements set by the building, safety, energy code acts, and land use
- Informs – Inspectors give me information about anything related to the construction permit process for all buildings that doesn't meet the minimum requirements
- Prevention – The City takes a proactive role in prevention by enforcing regulation and having education for industry and schools
- Fairness – The City enforces various regulations where owners are not complying with Provincial and Municipal requirements



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Legislative Compliance
2. Availability
3. Fairness
4. Informs



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5. Prevention

Following are the key themes identified regarding your values for Building Approvals.

- Ensure compliance and enforcement of the building approval process
- Simplify and streamline the planning and building approval processes
- Ensure compliance to safety standards and implement timely inspections and maintenance programs
- Provide more information to raise education and awareness



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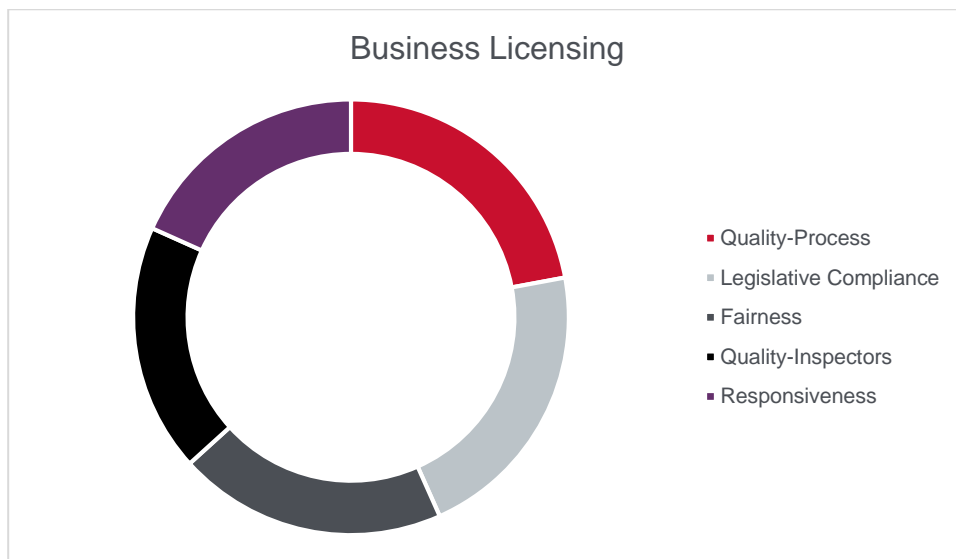
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Business Licensing

The graphic below indicates the weighted ranking of how you rated the following values related to Business Licensing. This service provides and enforces business licenses.

Descriptions of the values you were asked to rank for this service are below:

- Responsiveness – Business license is issued within a reasonable timeframe
- Quality-Process – Business license information is easy to find and the decisions made on applications are consistent
- Quality-Inspectors – Inspectors are knowledgeable and professional
- Legislative compliance – The City investigates and inspects businesses to make sure they follow the rules
- Fairness – Enforcement of business licensing is clear, fair and consistent. It is done by skilled Peace Officers



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Quality-Process
2. Legislative Compliance
3. Fairness
4. Quality-Inspectors
5. Responsiveness



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What we Heard Report
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Following are the key themes identified regarding your values for Business Licensing.

- Ensure compliance and implement enforcement of the business license process
- Ensure that rules for business licenses are applied in a consistent and fair way
- Simplify and streamline the planning and approval processes



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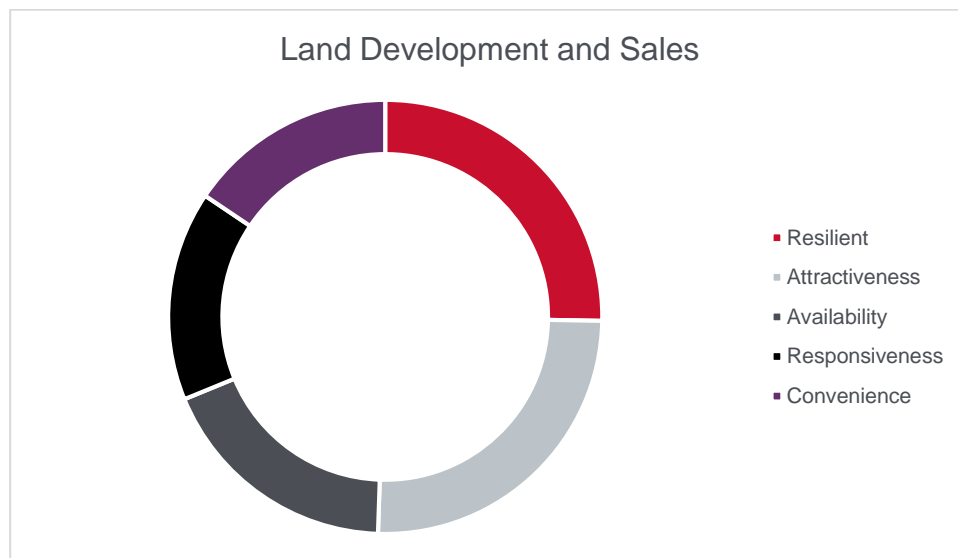
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Land Development & Sales

The graphic below indicates the weighted ranking of how you rated the following values related to Land Development & Sales. This service supports business community growth through the development of industrial land.

Descriptions of the values you were asked to rank for this service are below:

- Availability – There is a consistent supply of serviced land for sale
- Responsiveness – Real estate sales are done quickly and my questions are answered
- Attractiveness – Serviced city-owned land is sold at fair market value
- Convenience – Serviced land prepared and ready for construction
- Resilient – The City’s land portfolio is strong and it supports economic development



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Resilient
2. Attractiveness
3. Availability
4. Responsiveness
5. Convenience



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Following are the key themes identified regarding your values for Land Development and Sales.

- Balance between land development opportunities and community priorities
- Ensure that rules for land development and sales are applied in a consistent and fair way
- Provide more information to raise education and awareness



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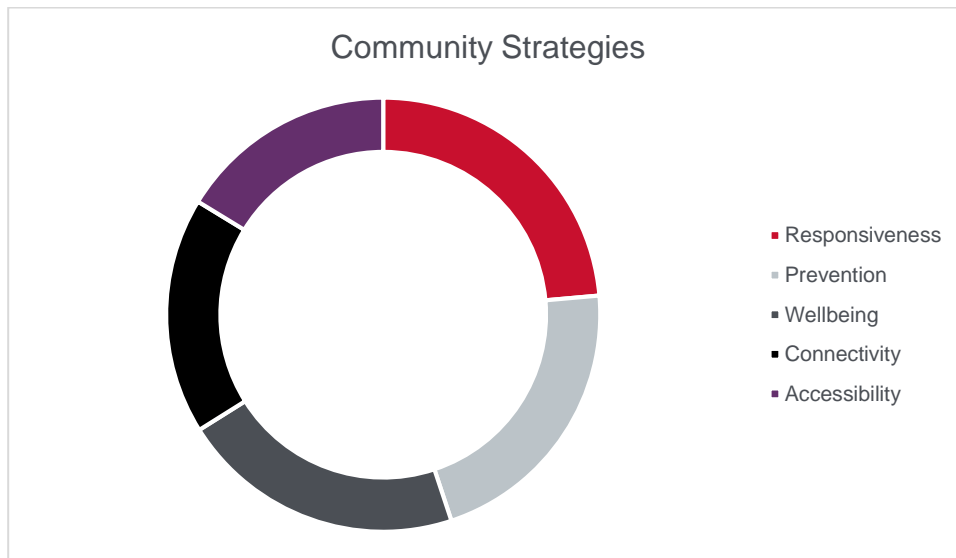
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Community Strategies

The graphic below indicates the weighted ranking of how you rated the following values related to Community Strategies. This service creates policies to advance common goals and vision around social wellbeing.

Descriptions of the values you were asked to rank for this service are below:

- Responsiveness – The City is responsive to community issues and works on making life better for all Calgarians
- Prevention – The City supports citizen’s social wellbeing by preventing social and community issues
- Connectivity – The City works together with organizations to build connection
- Accessibility – The City supports everyone to belong
- Wellbeing – The City address the needs of all Calgarians



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Responsiveness
2. Prevention
3. Wellbeing
4. Connectivity
5. Accessibility



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What we Heard Report
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Following are the key themes identified regarding your values for Community Strategies.

- Ensure inclusive, vibrant and strong communities that provide a sense of belonging for all Calgarians
- Engage with and listen to Calgarians in a meaningful way in order to ensure decisions are made that align with what the community wants and needs
- Ensure programs and services are accessible for all and available across the entire city
- Focus on prevention programs and services



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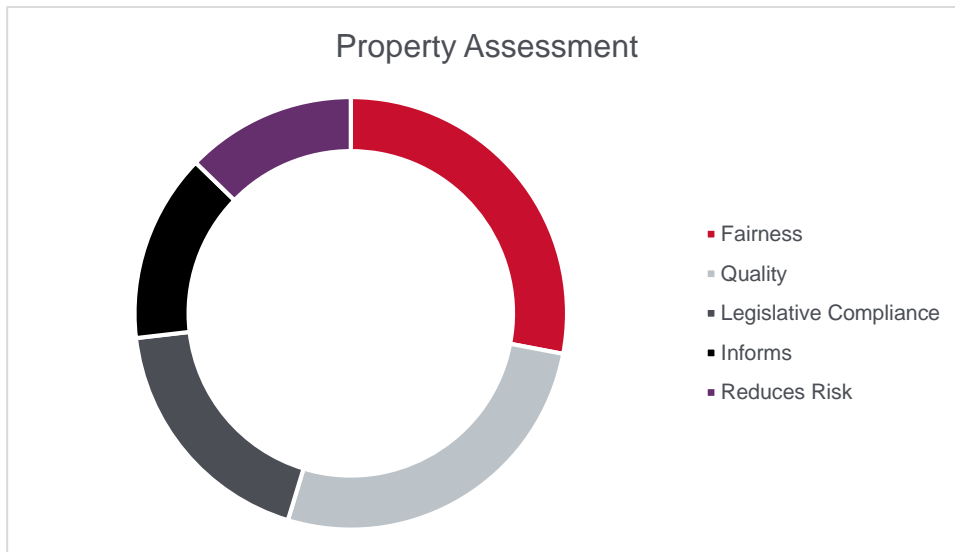
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Property Assessment

The graphic below indicates the weighted ranking of how you rated the following values related to Property Assessment. This service prepares property value assessments in order to distribute local taxes.

Descriptions of the values you were asked to rank for this service are below:

- Legislative compliance – Property assessments meet all standards set by the government
- Quality – My property assessment is accurate when I get it
- Fairness – Like properties are assessed in the same way
- Reduced risk – The City reduces risks to tax revenues
- Informs – My questions are answered by knowledgeable City staff



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Fairness
2. Quality
3. Legislative Compliance
4. Informs
5. Reduces Risk



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Following are the key themes identified regarding your values for Property Assessment.

- Implement property assessments and taxes more consistently with other valuation systems
- Ensure that property assessments are applied in a consistent and fair way
- Provide more information to raise education and awareness



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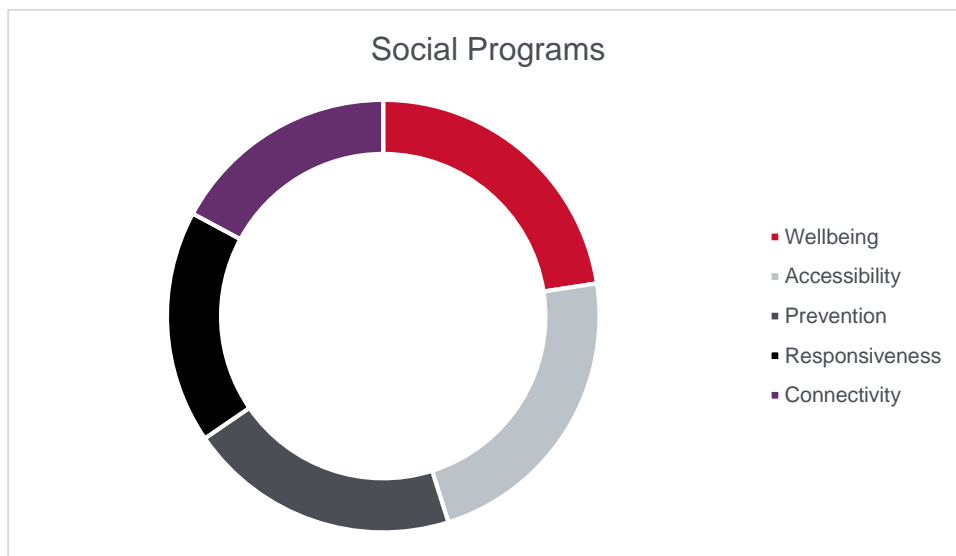
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Social Programs

The graphic below indicates the weighted ranking of how you rated the following values related to Social Programs. This service provides programs which offer support for social conditions in the Calgary community.

Descriptions of the values you were asked to rank for this service are below:

- Accessibility – Social programs are accessible
- Connectivity – I can get social programs that connect me to the resources I need to thrive
- Responsiveness – The social programs I access meet my needs
- Prevention – I can get the social programs to assist me in difficult situations
- Wellbeing – The City offers programs and services that meet the needs of Calgarians



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1. Wellbeing
2. Accessibility
3. Prevention
4. Responsiveness
5. Connectivity



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Following are the key themes identified regarding your values for Social Programs.

- Increase relevant programs and services that are accessible for all
- Provide more information to raise education and awareness
- Social programs should be a shared financial responsibility of The City and the Government of Alberta
- Focus on prevention programs and services



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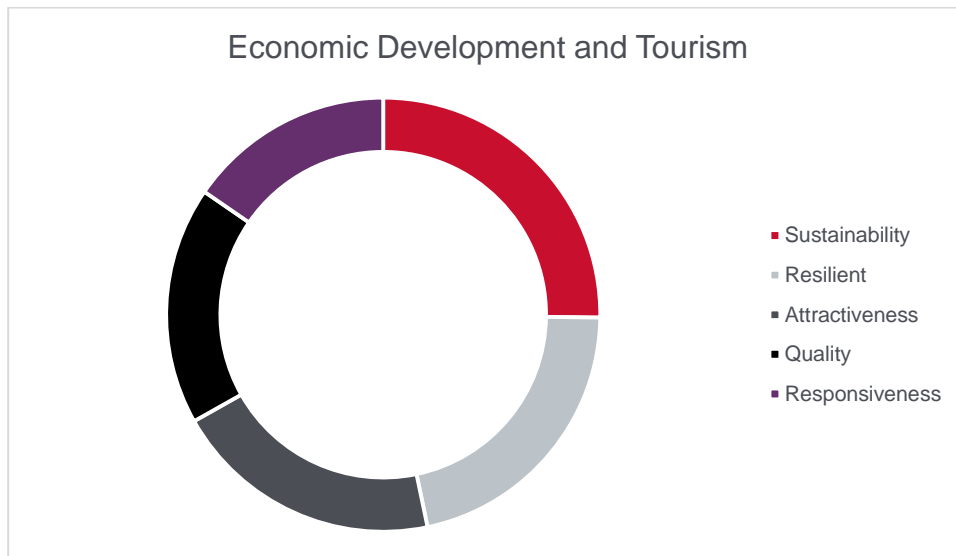
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Economic Development & Tourism

The graphic below indicates the weighted ranking of how you rated the following values related to Economic Development and Tourism. This service coordinates economic development and tourism.

Descriptions of the values you were asked to rank for this service are below:

- Attractiveness – Calgary has attractions that are high quality and fun for Calgarians and visitors
- Quality – Economic development efforts and Calgary tourism marketing are high quality
- Sustainability – Economic development and tourism support the local economy for current and future generations
- Responsiveness – Economic development and tourism reacts to changes in the economy
- Resilient – Economic development and tourism services help Calgary and Calgarians cope and recover from things that disrupt our economy



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Sustainability
2. Resilient
3. Attractiveness
4. Quality
5. Responsiveness



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Following are the key themes identified regarding your values for Economic Development and Tourism.

- Focus on more versatile, resilient and sustainable economic development
- Increase the diversity of economic development and tourism events and opportunities
- Support community and local economic development
- Attractions and cultural events create a fun and vibrant city that will attract world class attention and tourism



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Council Priority – A City of Safe and Inspiring Neighbourhoods

Below you will find each of the services The City provides under the Council priority A City of Safe and Inspiring Neighbourhoods. For City Council this means that every Calgarian lives in a safe, mixed and inclusive neighbourhood, and has the right and opportunity to participate in civic life. All neighbourhoods are desirable and have equitable public investments.

Your priorities regarding your values for each service along with the key themes identified regarding why you picked your top values is included below.



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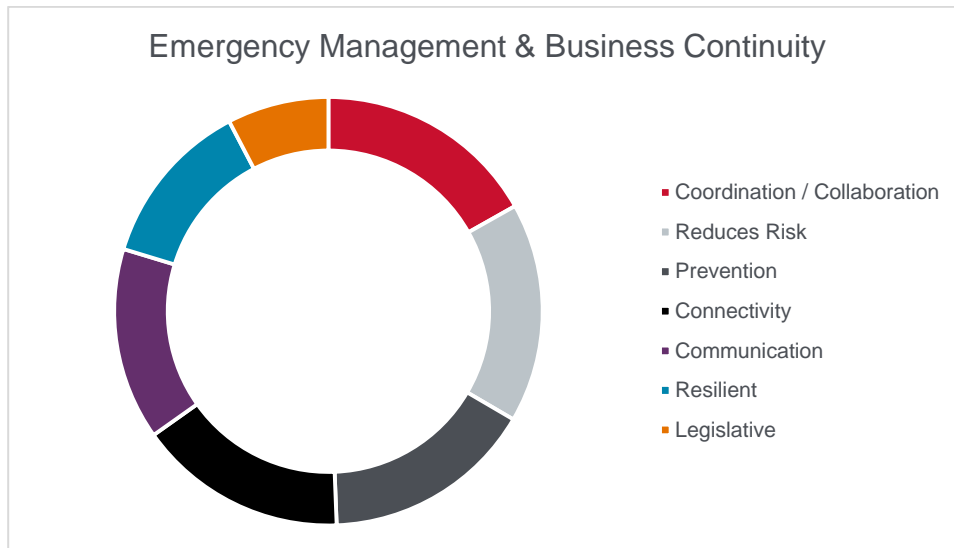
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Emergency Management and Business Continuity

The graphic below indicates the weighted ranking of how you rated the following values related to Emergency Management and Business Continuity. This service coordinates and supports stakeholders to prepare, respond and recover from disasters and emergencies in Calgary.

Descriptions of the values you were asked to rank for this service are below:

- Prevention – Everyone is prepared to respond to and recover from major emergencies
- Reduce risk – The City takes action to prevent or reduce hazards and risks
- Resilient – Calgary bounces back from the effects of a major emergency quickly
- Connectivity – the right people with the right skills help respond to and recover from emergencies
- Coordination/collaboration – The City has the experts and resources needed to be ready to respond to major emergencies
- Communication – The City gives the information I need to be ready for emergencies
- Legislative – The City meets the requirements in having an emergency management agency as required by the Province of Alberta’s Emergency Management Act



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Coordination / Collaboration
2. Reduces Risk
3. Prevention
4. Connectivity



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5. Communication
6. Resilient
7. Legislative

Following are the key themes identified regarding your values for Emergency Management and Business Continuity.

- The City and citizens should work together to prepare for emergencies
- Focus on prevention and mitigating risks



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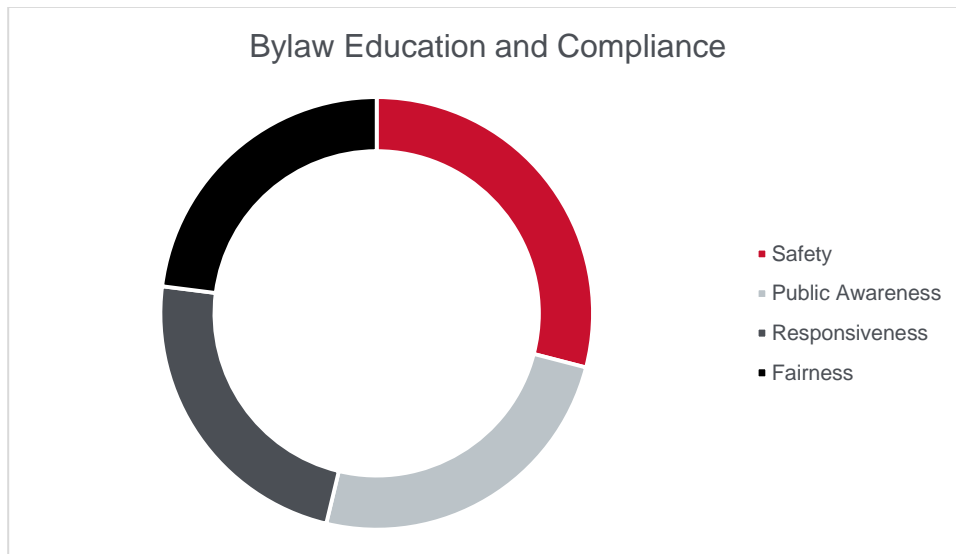
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Bylaw Education and Compliance

The graphic below indicates the weighted ranking of how you rated the following values related to Bylaw Education and Compliance. This service ensures bylaw compliance through enforcement and education.

Descriptions of the values you were asked to rank for this service are below:

- Responsiveness – My complaints and bylaw issues are answered and fixed quickly
- Safety – I feel safe and protected in my community
- Fairness – Bylaw enforcement is clear, fair and consistent. Bylaw education is conducted by skilled Peace Officers
- Public Awareness – Calgarians understand bylaws and the importance of being a good neighbour



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Safety
2. Public Awareness
3. Responsiveness
4. Fairness



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Following are the key themes identified regarding your values for Bylaw Education and Compliance.

- Provide more information to raise education and awareness
- Ensure a sense of safety in communities
- Ensure that bylaws are applied in a consistent and fair way
- Increase responsiveness to bylaw complaints



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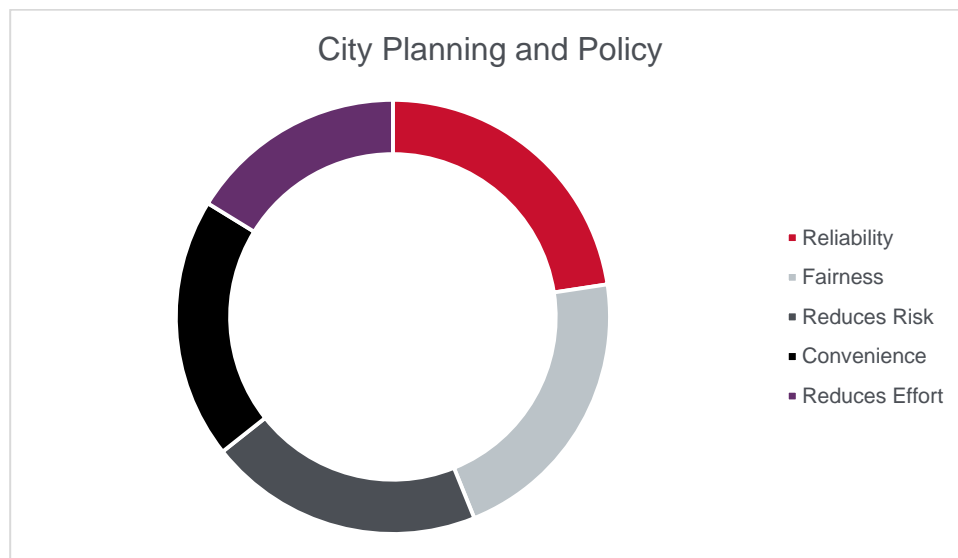
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City Planning and Policy

The graphic below indicates the weighted ranking of how you rated the following values related to City Planning and Policy. This service creates policies to guide development or re-development.

Descriptions of the values you were asked to rank for this service are below:

- Reliability – What is set out in City plans is followed in the future
- Convenience – City plans and rules are easy to find and understand
- Fairness – My interests and ideas are reflected in City plans
- Reduces effort – It doesn't take a lot of effort for me to participate in City planning and approvals
- Reduces risk – City plans and policies limit financial risk to The City and don't block economic growth



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Reliability
2. Fairness
3. Reduces Risk
4. Convenience
5. Reduces Effort



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Following are the key themes identified regarding your values for City Planning and Policy.

- Engage with and listen to Calgarians in a meaningful way that is transparent and uses plain language
- Ensure a fair and transparent process is in place
- Maintain consistency with implementation of existing plans



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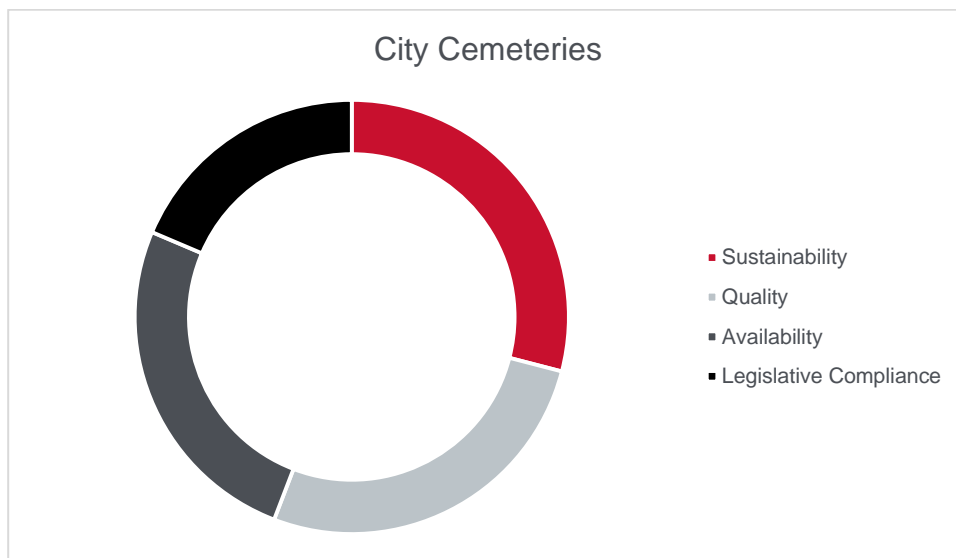
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City Cemeteries

The graphic below indicates the weighted ranking of how you rated the following values related to City Cemeteries. This service maintains public cemeteries, and provides affordable burial and memorial services.

Descriptions of the values you were asked to rank for this service are below:

- Quality –City cemeteries provide a dignified service for the respectful interment and memorialisation by families of loved ones
- Availability – I have access to a range of affordable cemetery space types
- Sustainability – City cemeteries are well-managed for the long-term
- Legislative Compliance – city cemeteries follow legislation



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Sustainability
2. Quality
3. Availability
4. Legislative Compliance

Following are the key themes identified regarding your values for City Cemeteries.

- Provide well-maintained spaces
- Ensure sustainable interment options across the city



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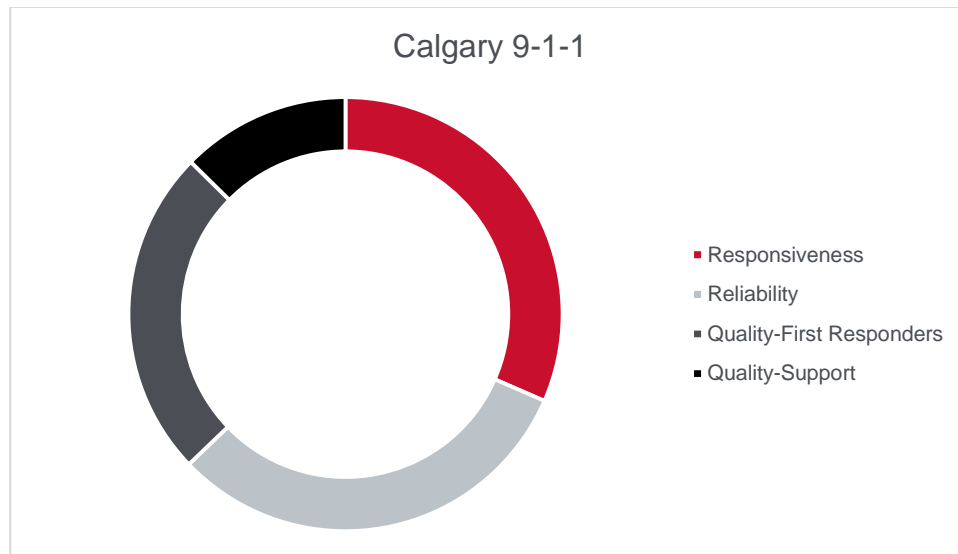
What we Heard Report
May 11, 2018

Calgary 9-1-1

The graphic below indicates the weighted ranking of how you rated the following values related to Calgary 9-1-1. This service responds to emergency calls and sends emergency responders.

Descriptions of the values you were asked to rank for this service are below:

- Reliability – I can depend on 9-1-1 in my time of need
- Responsiveness - 9-1-1 calls are answered quickly
- Quality-Support – I get courteous and professional support every time I call for help
- Quality-First-Responders – First responders (Police, EMS, and Fire) have the right information to respond appropriately



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Responsiveness
2. Reliability
3. Quality-First Responders
4. Quality-Support

Following are the key themes identified regarding your values for Calgary 9-1-1.

- Provide effective responsiveness and maintain reliability
- Ensuring correct information, addresses and problems are identified so appropriate services can be dispatched



Service Plans and Budgets 2019-2022

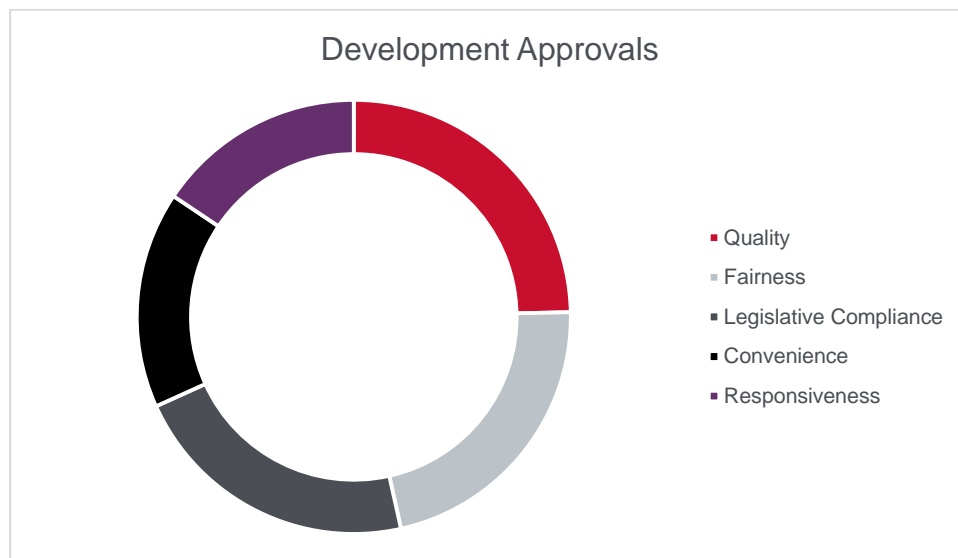
What we Heard Report
May 11, 2018

Development Approvals

The graphic below indicates the weighted ranking of how you rated the following values related to Development Approvals. This service reviews and approves all land development proposals to ensure they meet regulatory requirements.

Descriptions of the values you were asked to rank for this service are below:

- Legislative Compliance – Legislations, bylaws and policy are followed
- Responsiveness – Timeline commitments are met
- Quality – Decisions are made by analysing relevant factors
- Convenience - Information, processes and applications are easy to access
- Fairness – Decisions are fair



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Quality
2. Fairness
3. Legislative Compliance
4. Convenience
5. Responsiveness



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Development Approvals.

- Ensure that rules for development approvals are applied in a consistent, fair and transparent way
- Engage with and listen to Calgarians in a meaningful way in order to balance between development opportunities and community priorities



Service Plans and Budgets 2019-2022

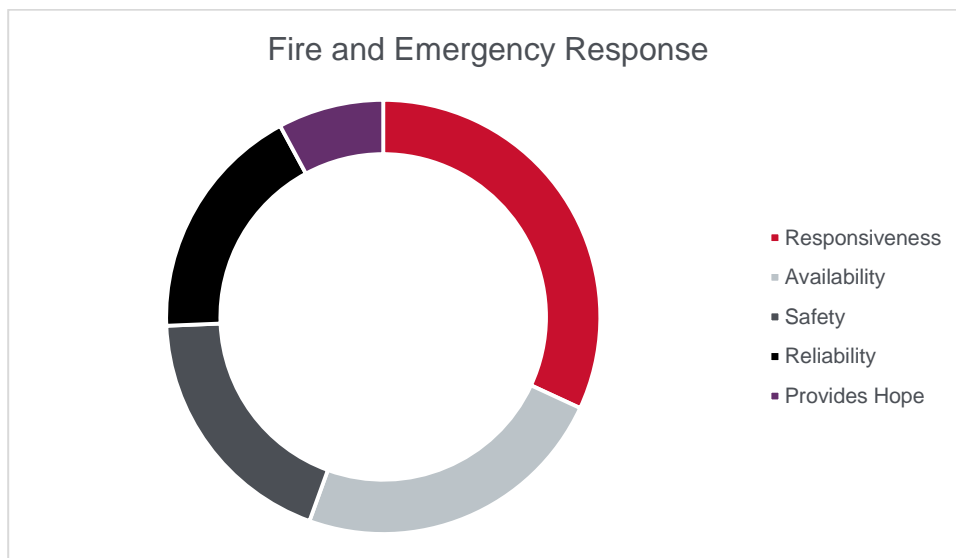
What we Heard Report
May 11, 2018

Fire and Emergency Response

The graphic below indicates the weighted ranking of how you rated the following values related to Fire and Emergency Response. This service provides emergency response support for fires, medical incidents, accidents and hazardous material incidents.

Descriptions of the values you were asked to rank for this service are below:

- Responsiveness - Emergency calls are responded to quickly
- Availability – Fire fighter come with the right equipment. They are competent, polite and caring
- Reliability – There are programs, plans and systems in place to manage all hazards
- Provides Hope – Fire fighters stay with me until my emergency is done
- Safety – fire fighters do whatever they can to keep me and my family safe



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Responsiveness
2. Availability
3. Safety
4. Reliability
5. Provides Hope



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Fire and Emergency Response.

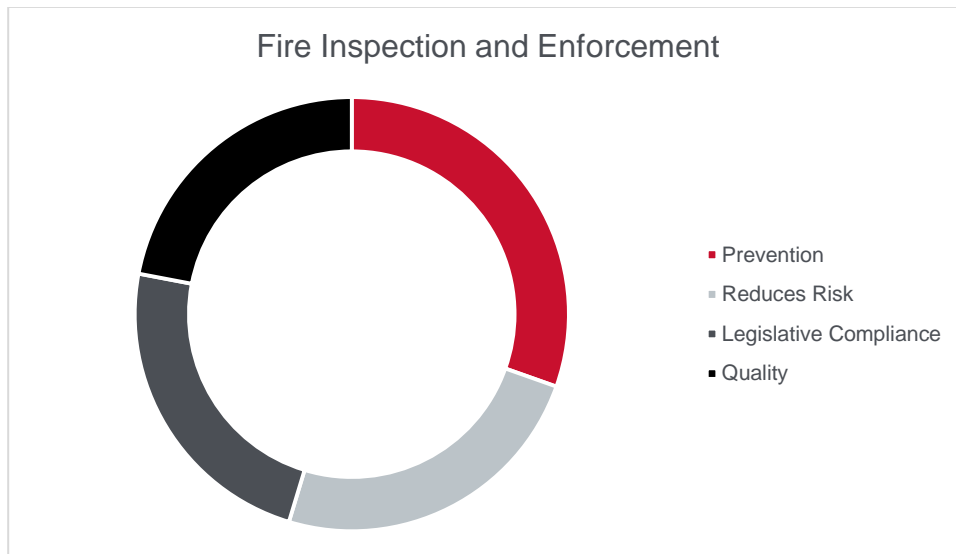
- Provide effective responsiveness and maintain reliability
- Provide sufficient and well-trained emergency responders in order to ensure public safety

Fire Inspection and Enforcement

The graphic below indicates the weighted ranking of how you rated the following values related to Fire Inspection and Enforcement. This service helps businesses comply with fire safety regulations.

Descriptions of the values you were asked to rank for this service are below:

- Legislative compliance – Fire helps me comply with Fire Safety Codes and Standards
- Prevention – There are programs that keep me safe and minimize damage from fires and other dangers
- Reduces risk – Fire does whatever it can to keep me and my family safe
- Quality – Fire inspections and investigations are done well. I can access these reports



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Prevention
2. Reduces Risk
3. Legislative Compliance
4. Quality

Following are the key themes identified regarding your values for Fire Inspection and Enforcement.

- Provide more information to raise education and awareness
- Focus on prevention programs and services



Service Plans and Budgets 2019-2022

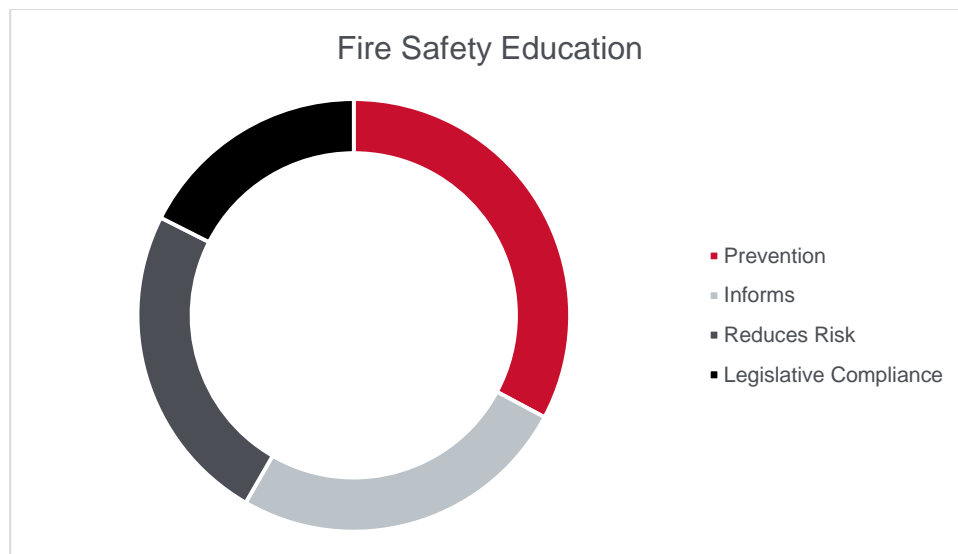
What we Heard Report
May 11, 2018

Fire Safety Education

The graphic below indicates the weighted ranking of how you rated the following values related to Fire Safety Education. This service provides fire safety education.

Descriptions of the values you were asked to rank for this service are below:

- Informs – I can get information about fire and life safety risks that affect me, my family and my property
- Prevention – There are services for me that reduce fires and risks to me and my property
- Reduces risk – Fire does whatever it can to keep me and my family safe
- Legislative compliance – Fire helps me follow the Fire Safety Codes and Standards



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Prevention
2. Informs
3. Reduces Risk
4. Legislative Compliance

Following are the key themes identified regarding your values for Fire Safety Education.

- Provide more information to raise education and awareness
- Focus on prevention programs and services



Service Plans and Budgets 2019-2022

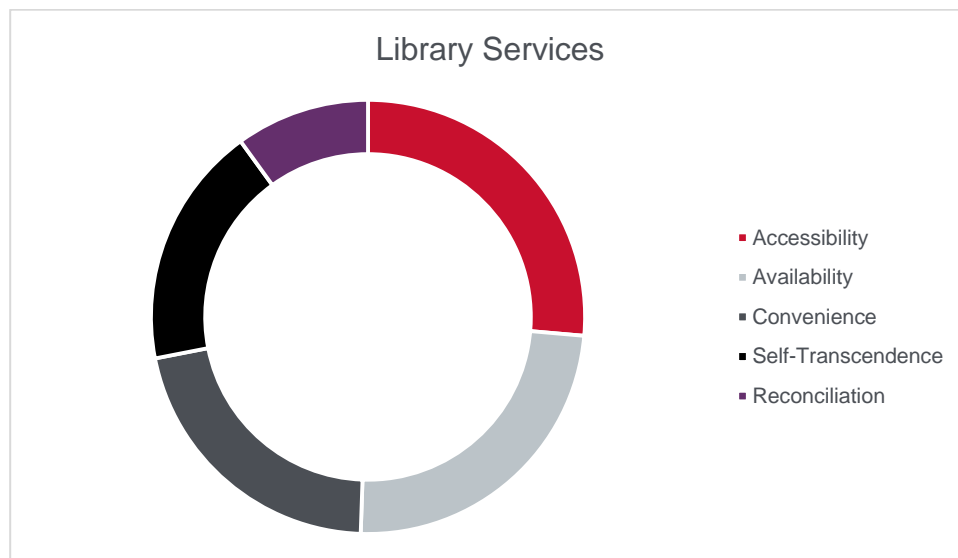
What we Heard Report
May 11, 2018

Library Services

The graphic below indicates the weighted ranking of how you rated the following values related to Library Services. This service supports Calgary libraries.

Descriptions of the values you were asked to rank for this service are below:

- Accessibility – At the Library, Calgarians can access information, resources, and technology regardless of social, geographic and physical barriers
- Availability – I have a public library in my community, or nearby
- Convenience – It is convenient to use my Library
- Self-Transcendence – Libraries are easy to access for everyone
- Reconciliation – Libraries are a welcoming, supportive and inclusive for Indigenous cultures



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Accessibility
2. Availability
3. Convenience
4. Self-Transcendence
5. Reconciliation



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Library Services.

- Libraries should be inclusive, accessible for all and available across the entire city
- Libraries ensure inclusive, vibrant and strong communities that provide a sense of belonging for all Calgarians



Service Plans and Budgets 2019-2022

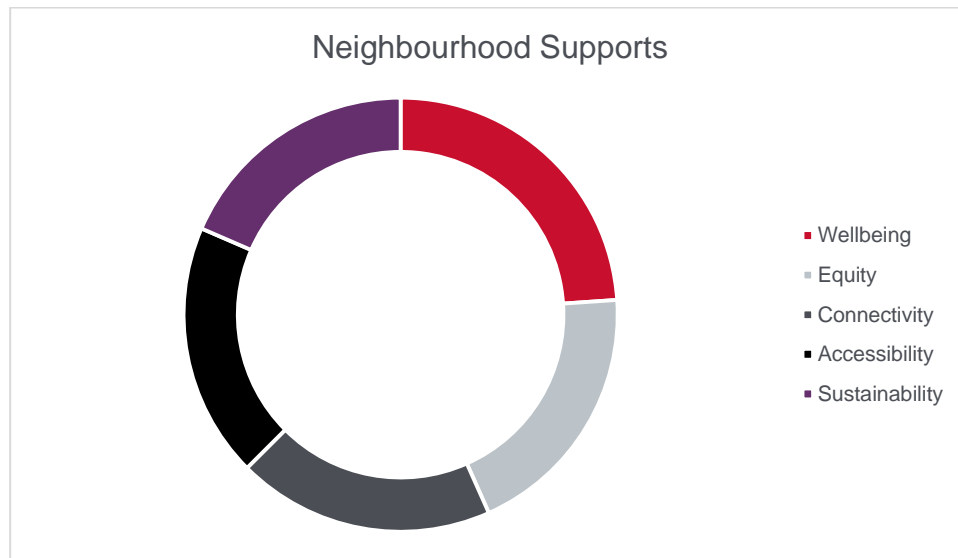
What we Heard Report
May 11, 2018

Neighbourhood Supports

The graphic below indicates the weighted ranking of how you rated the following values related to Neighbourhood Supports. This service supports creating stronger neighbourhood communities.

Descriptions of the values you were asked to rank for this service are below:

- Connectivity – The City works with Calgarians and community organizations to address social issues
- Accessibility – The City offers programs that bring residents together and supports community organizations in doing the same
- Equity – Everyone is included and can participate
- Sustainability – There are resources to help residents contribute to their neighbourhood
- Wellbeing – There is support for residents to make their community a better place to live, work, and play



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Wellbeing
2. Equity
3. Connectivity
4. Accessibility
5. Sustainability



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Neighbourhood Supports.

- Ensure inclusive, vibrant and strong communities that provide a sense of belonging for all Calgarians
- Programs and activities should be affordable, inclusive and accessible for all and available across the entire city

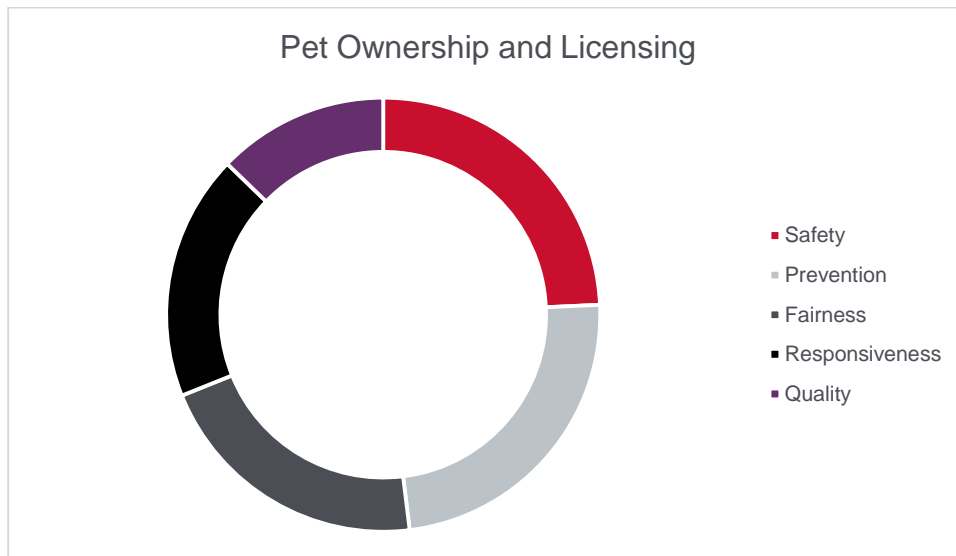


Pet Ownership and Licensing

The graphic below indicates the weighted ranking of how you rated the following values related to Pet Ownership and Licensing. This service issues pet licenses. It supports animal control, sheltering and adoption.

Descriptions of the values you were asked to rank for this service are below:

- Safety – Cats, dogs, owners, and neighbours live together safely
- Responsiveness – Bylaw complaints about pets are resolved quickly
- Fairness – Bylaw enforcement is clear, fair and consistent. Bylaw education is conducted by skilled Peace Officers
- Quality – Pet licensing meets my needs
- Prevention – There is understanding of responsible pet ownership



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Safety
2. Prevention
3. Fairness
4. Responsiveness
5. Quality



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Pet Ownership and Licensing.

- Ensure compliance and enforcement
- Provide more information to raise education and awareness



Service Plans and Budgets 2019-2022

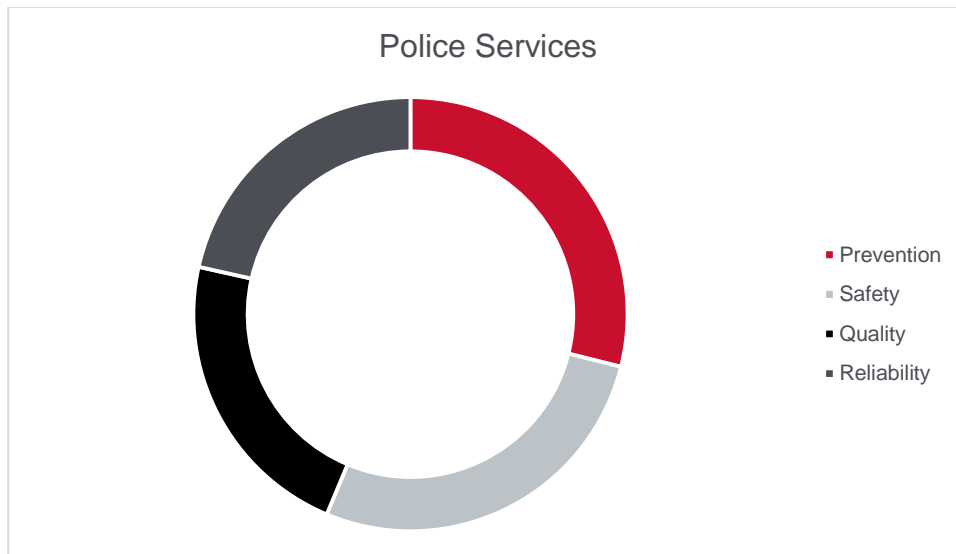
What we Heard Report
May 11, 2018

Police Services

The graphic below indicates the weighted ranking of how you rated the following values related to Police Services. This service provides police services including crime prevention and education, law enforcement and investigations.

Descriptions of the values you were asked to rank for this service are below:

- Safety – Communities are safe, diverse and inclusive
- Prevention – Crime is prevented and reduced
- Quality – Police officers are professional
- Reliability – The Police answers my calls well and works to keep good relationships with Calgarians



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Prevention
2. Safety
3. Quality
4. Reliability

Following are the key themes identified regarding your values for Police Services.

- Provide sufficient and well-trained emergency responders in order to ensure public safety
- Focus on prevention programs and services



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Council Priority – A Well-Run City

Below you will find each of the services The City provides under the Council priority A Well-Run City. For City Council this means that Calgary has a modern and efficient municipal government that is focused on resilience and continuous improvement to make life better every day for Calgarians by learning from citizens, partners, and others.

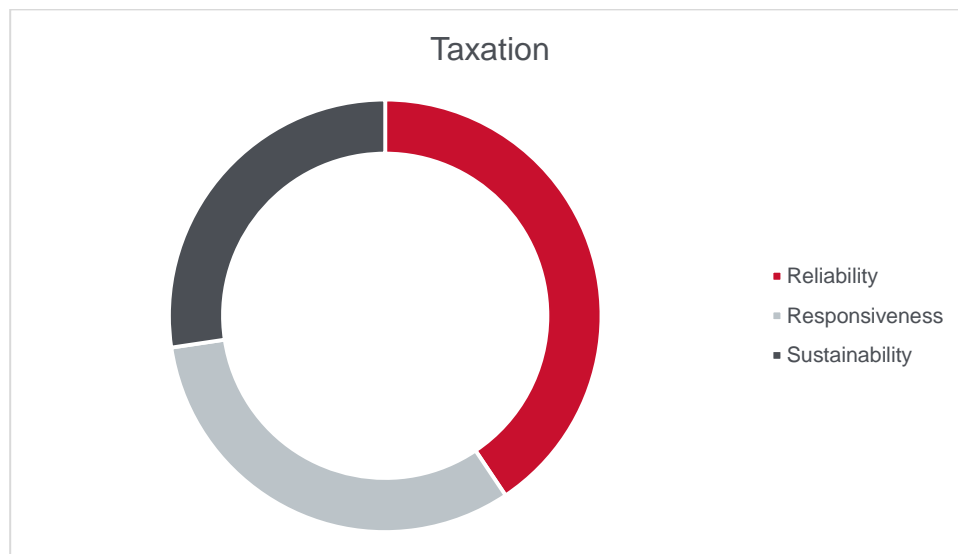
Your priorities regarding your values for each service along with the key themes identified regarding why you picked your top values is included below.

Taxation

The graphic below indicates the weighted ranking of how you rated the following values related to Taxation. This service ensures property taxes are billed and collected properly.

Descriptions of the values you were asked to rank for this service are below:

- Sustainability – The City gets tax payment sin a timely manner
- Reliability – I get my tax bill quickly and it is correct
- Responsiveness – My questions about my taxes are answered quickly



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Reliability
2. Responsiveness
3. Sustainability

Following are the key themes identified regarding your values for Taxation.

- Review taxation process to balance increases with which services are required
- Keep taxes low, in line with inflation
- Efficient operations and processes to ensure getting the most value for tax dollars



Service Plans and Budgets 2019-2022

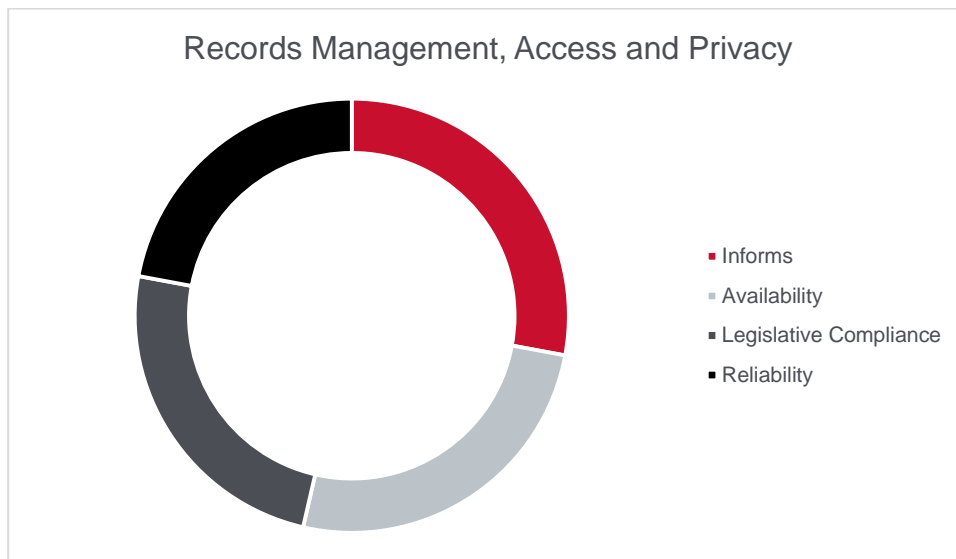
What we Heard Report
May 11, 2018

Records Management, Access and Privacy

The graphic below indicates the weighted ranking of how you rated the following values related to Records Management, Access and Privacy. This service manages, protects, and preserves City records and documents. This service also manages privacy and access.

Descriptions of the values you were asked to rank for this service are below:

- Availability – City records are accessible
- Informs – The City shares information
- Reliability – City staff are knowledgeable about privacy and information access, policies and practices
- Legislative Compliance – City staff follow records management, information access and privacy policies



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Informs
2. Availability
3. Legislative Compliance
4. Reliability



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Records Management, Access and Privacy.

- Access to records ensures transparent government processes
- Improved processes to ensure efficient and consistent response to requests for information



Service Plans and Budgets 2019-2022

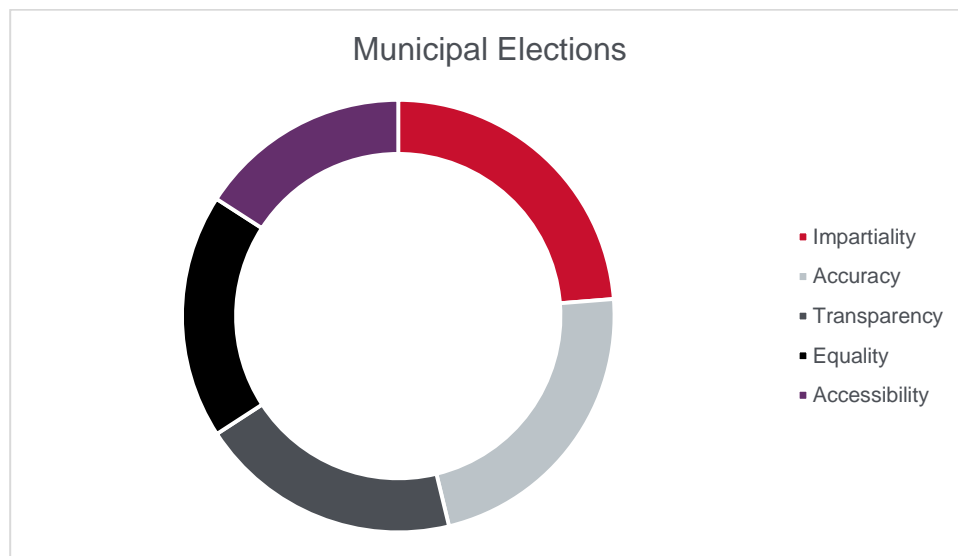
What we Heard Report
May 11, 2018

Municipal Elections

The graphic below indicates the weighted ranking of how you rated the following values related to Municipal Elections. This service enables citizens to vote for Mayor, Councillors, School Board Trustees, and questions on a ballot.

Descriptions of the values you were asked to rank for this service are below:

- Accessibility – Voting is physically accessible
- Accuracy – Votes are counted correctly
- Impartiality – The elections process is fair
- Equality – All votes and voters are treated equally
- Transparency – Elections are open to all



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Impartiality
2. Accuracy
3. Transparency
4. Equality
5. Accessibility



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Municipal Elections.

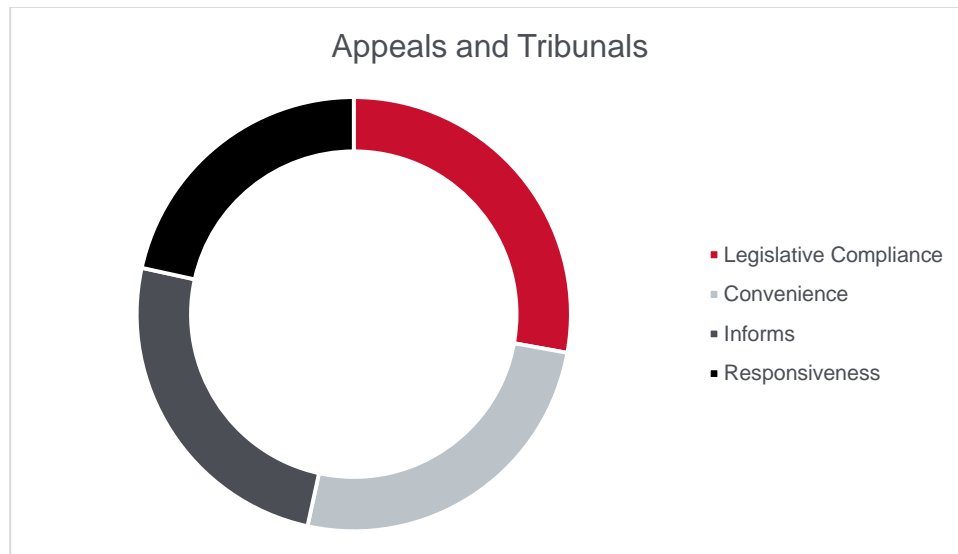
- Ensure a consistent, accurate and transparent process
- Introduce online voting technology for convenience and accessibility for voters
- Provide an accessible and inclusive process for all

Appeals and Tribunals

The graphic below indicates the weighted ranking of how you rated the following values related to Appeals and Tribunals. This service provides an impartial process for citizens to challenge certain decisions made by The City of Calgary.

Descriptions of the values you were asked to rank for this service are below:

- Responsiveness – The Tribunals’ decisions are shared with the public quickly
- Convenience – I can easily file an appeal in a way that works best for me
- Legislative Compliance – Hearings are fair and meet all legal rules
- Informs – Information about the tribunals’ processes and decisions are easy to find



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Legislative Compliance
2. Convenience
3. Informs
4. Responsiveness

Following are the key themes identified regarding your values for Appeals and Tribunals.

- Ensure that rules are applied in a consistent and fair way
- Provide more information to raise education and awareness



Service Plans and Budgets 2019-2022

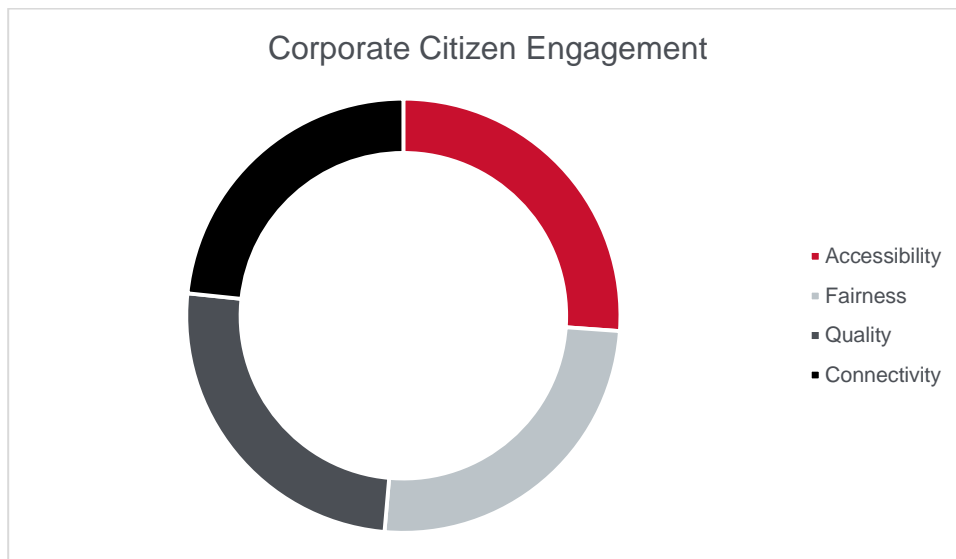
What we Heard Report
May 11, 2018

Corporate Citizen Engagement

The graphic below indicates the weighted ranking of how you rated the following values related to Corporate Citizen Engagement. This service provides fair and accessible opportunities for citizens to provide input.

Descriptions of the values you were asked to rank for this service are below:

- Fairness – All ideas and voices of those who participated are captured in the public engagement process
- Accessibility – All residents can participate in public engagement regardless of social, economic, or any other barriers
- Connectivity – Public engagement connects residents, business, and other groups with the government that services all of us
- Quality – I can see how my input was used in decision-making, City programs and services



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Accessibility
2. Fairness
3. Quality
4. Connectivity



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Corporate Citizen Engagement.

- Ensure engagement opportunities are meaningful and engagement results are used and reported
- Engagement opportunities should be inclusive and accessible for all



Service Plans and Budgets 2019-2022

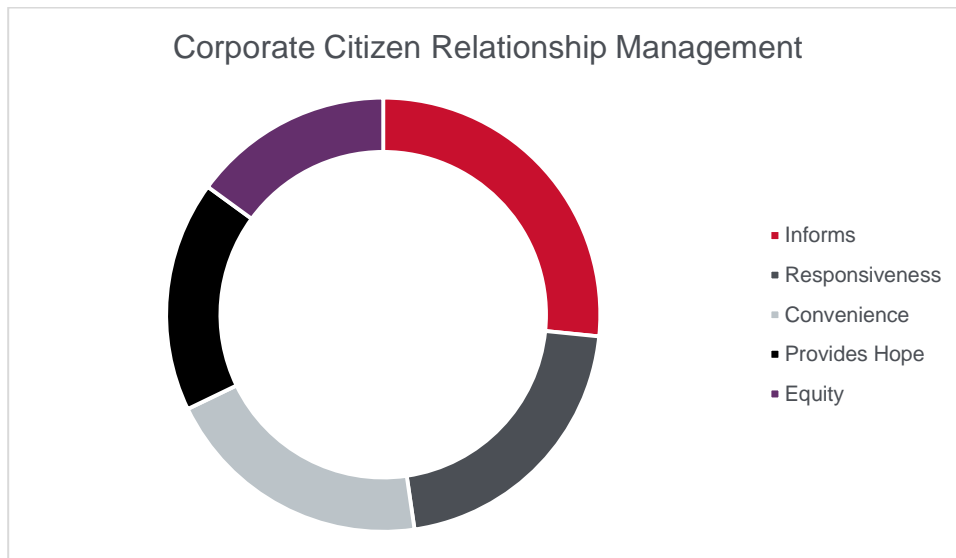
What we Heard Report
May 11, 2018

Corporate Citizen Relationship Management

The graphic below indicates the weighted ranking of how you rated the following values related to Corporate Citizen Relationship Management. This service strengthens the relationship between the Corporation and its citizens and employees.

Descriptions of the values you were asked to rank for this service are below:

- Provides Hope – The City has a vision and direction
- Informs – I have access to reliable and trustworthy information about The City programs and services
- Convenience – I have easy access to City information and services in a way that works for me
- Equity – I have access to information and services based on my needs
- Responsiveness – The City responds quickly when I ask for information or report an issue



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Informs
2. Responsiveness
3. Convenience
4. Provides Hope
5. Equity



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Corporate Citizen Relationship Management.

- Provide more information to raise education and awareness



Service Plans and Budgets 2019-2022

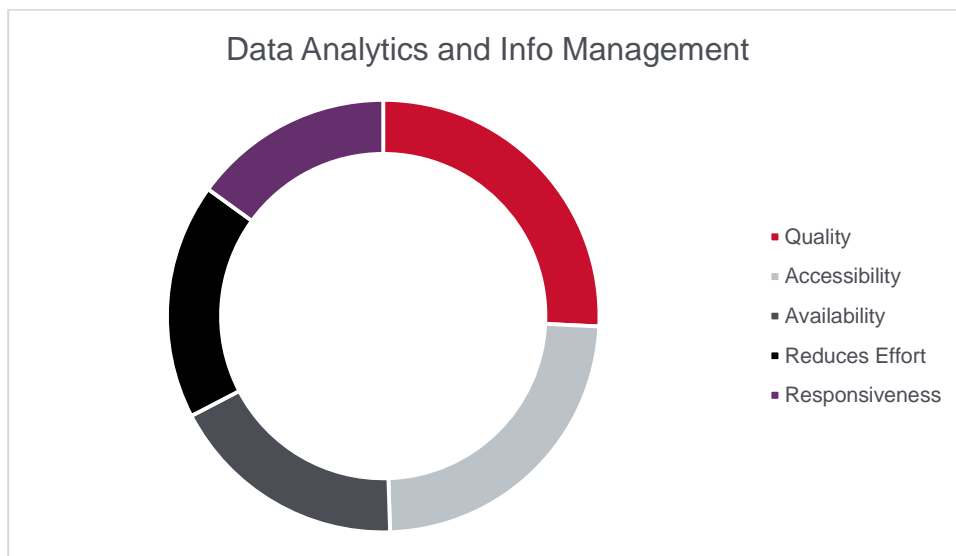
What we Heard Report
May 11, 2018

Data Analytics and Info Management

The graphic below indicates the weighted ranking of how you rated the following values related to Data Analytics and Info Management. This service provides citizens and employees with an innovation and data hub for the City.

Descriptions of the values you were asked to rank for this service are below:

- Accessibility – I have access to data and information
- Availability – City data and information and location of information is available 24/7
- Quality – City open data and information is correct and up to date
- Responsiveness – Requests for City data and information are responded to quickly
- Reduces effort – The City analyses data to create information and gets value from City investments



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Quality
2. Accessibility
3. Availability
4. Reduces Effort
5. Responsiveness



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Data Analytics and Info Management.

- Ensure quality data collection and use in decision making
- Provide efficient and organized access to data for all



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Council Priority – A Healthy and Green City

Below you will find each of the services The City provides under the Council priority A Healthy and Green City. For City Council this means that Calgary is a leader in caring about the health of the environment and promotes resilient neighbourhoods where residents connect with one another and can live active, healthy lifestyles.

Your priorities regarding your values for each service along with the key themes identified regarding why you picked your top values is included below.

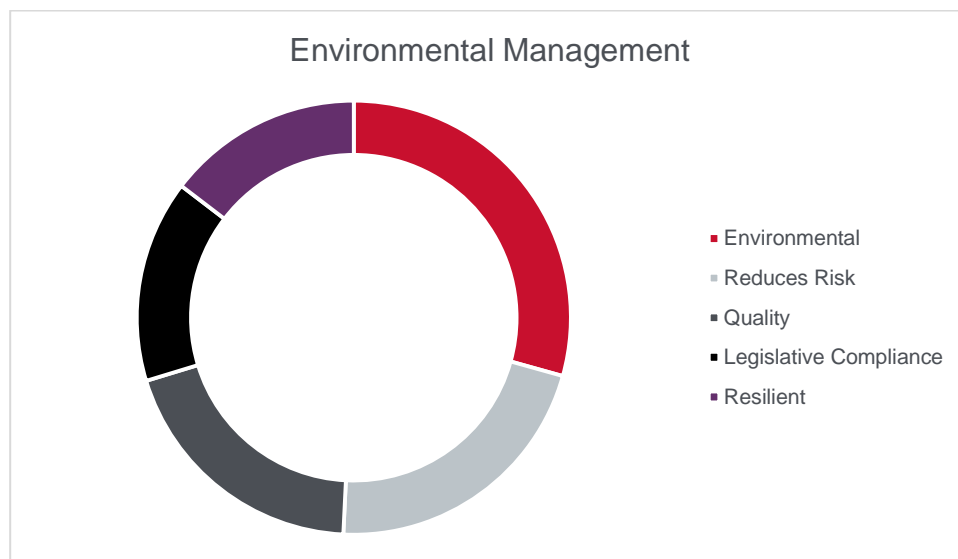


Environmental Management

The graphic below indicates the weighted ranking of how you rated the following values related to Environmental Management. This service provides leadership and support in managing environmental issues, risks, opportunities, and trends associated with the delivery of public services. This service provides climate change programs to The City, citizens, and industry.

Descriptions of the values you were asked to rank for this service are below:

- Environmental – The City takes actions to conserve, protect and enhance the environment
- Legislative Compliance – The City follows, provincial and federal environmental legislation
- Reduce risk – The City takes action to prevent or reduce environmental risks
- Resilient – The City has services that help me make it through any environmental events
- Quality – The City delivers high quality environmental management



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Environmental
2. Reduces Risk
3. Quality
4. Legislative Compliance
5. Resilient



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Environmental Management.

- Focus on conservation and protection of our natural environment
- Protect our natural green spaces, wildlife and water sources
- Take a proactive approach to long-term environmental protection plans
- Reduce our environmental and carbon footprint



Service Plans and Budgets 2019-2022

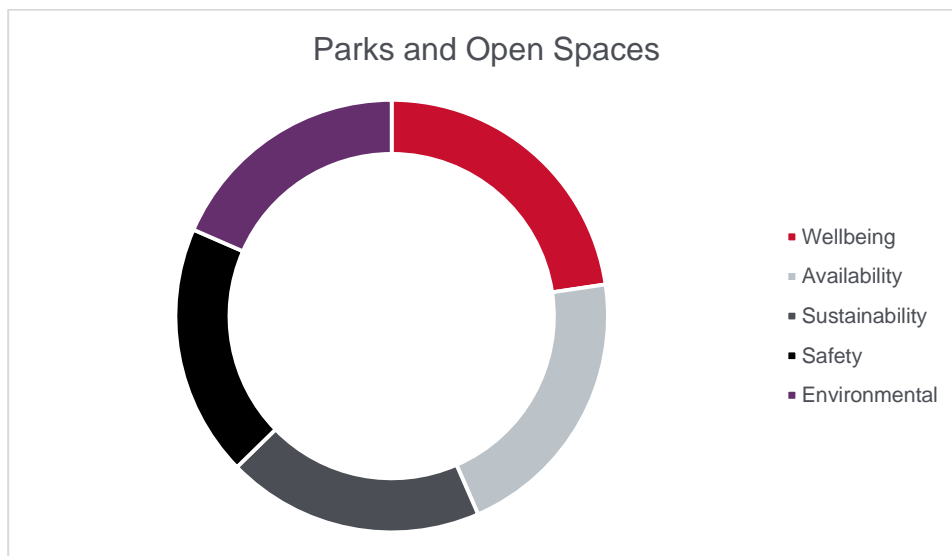
What we Heard Report
May 11, 2018

Parks and Open Spaces

The graphic below indicates the weighted ranking of how you rated the following values related to Parks and Open Spaces. This service plans, builds, preserves and maintains public parks and open spaces.

Descriptions of the values you were asked to rank for this service are below:

- Wellbeing – I can go to parks and open spaces all year to be in nature, be with my friends and family, and do fun, active, educational and cultural activities
- Availability – I have parks in my community
- Safety – Parks and open spaces are safe
- Sustainability – The City protects Calgary’s natural environment and contributes to urban resilience
- Environmental – The City protect Calgary ecosystems



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Wellbeing
2. Availability
3. Sustainability
4. Safety
5. Environmental



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Parks and Open Spaces.

- Protect our natural environment, green spaces and urban wildlife
- Parks and open spaces support physical, mental health and overall wellbeing
- Focus on well maintained, accessible parks and open greenspaces for all



Service Plans and Budgets 2019-2022

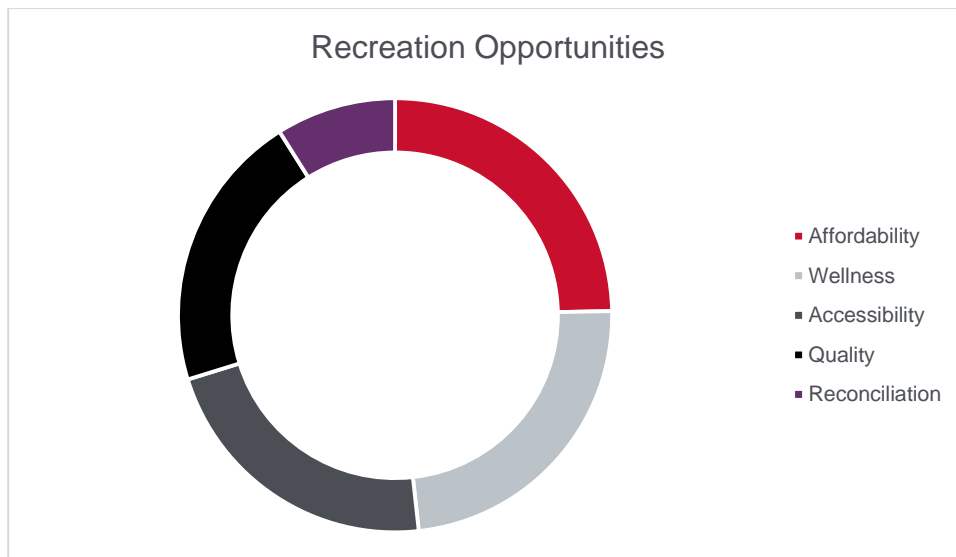
What we Heard Report
May 11, 2018

Recreation Opportunities

The graphic below indicates the weighted ranking of how you rated the following values related to Recreation Opportunities. This service provides a variety of recreation, sport and leisure activities.

Descriptions of the values you were asked to rank for this service are below:

- Accessibility – I can access recreation easily. It is inclusive, convenient, and welcoming to all Calgarians
- Affordability – The City has recreation for Calgarians of all income levels
- Quality – The City has recreation activities and services that are of a high standard and adapt over time
- Wellness – The City has services, places and spaces that allow me, my family and my community to be healthy and active
- Reconciliation – The City includes Indigenous cultural expression in the design and delivery of recreation



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Affordability
2. Wellness
3. Accessibility
4. Quality
5. Reconciliation



Service Plans and Budgets 2019-2022

What we Heard Report
May 11, 2018

Following are the key themes identified regarding your values for Recreation Opportunities.

- Programs and activities should be affordable, inclusive, accessible for all and available across the entire city
- Provide a variety of affordable indoor and outdoor facilities throughout the City that are upgraded and well maintained
- Recreation opportunities support physical, mental health and overall wellbeing



Service Plans and Budgets 2019-2022

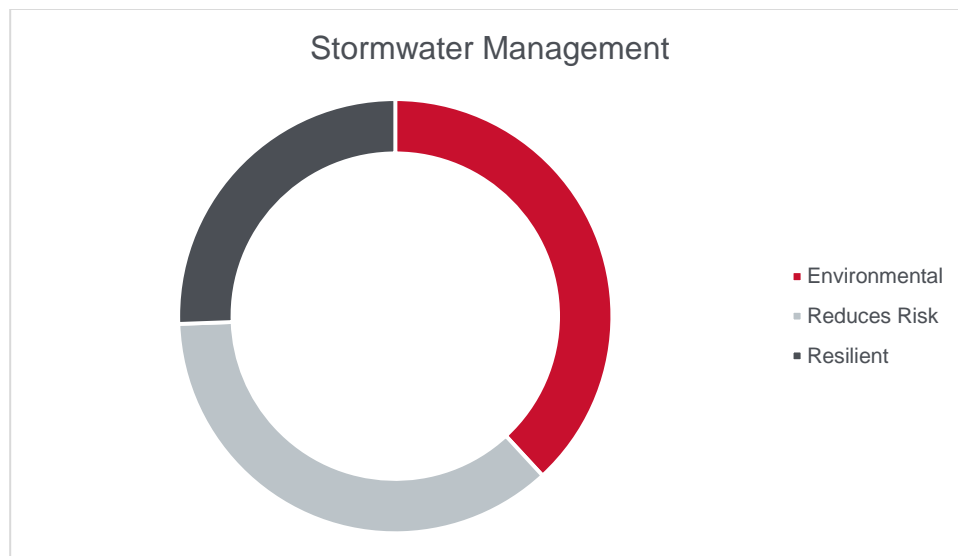
What we Heard Report
May 11, 2018

Stormwater Management

The graphic below indicates the weighted ranking of how you rated the following values related to Stormwater Management. This service collects and controls stormwater and minimizes impact on the rivers.

Descriptions of the values you were asked to rank for this service are below:

- 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 development



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Environmental
2. Reduces Risk
3. Resilient

Following are the key themes identified regarding your values for Stormwater Management.

- Better clearing of the drainage system to prevent blockage and flooding
- Protect natural areas, greenspaces, wildlife and water sources
- Protect our natural areas, rivers and water sources to keep them sustainable

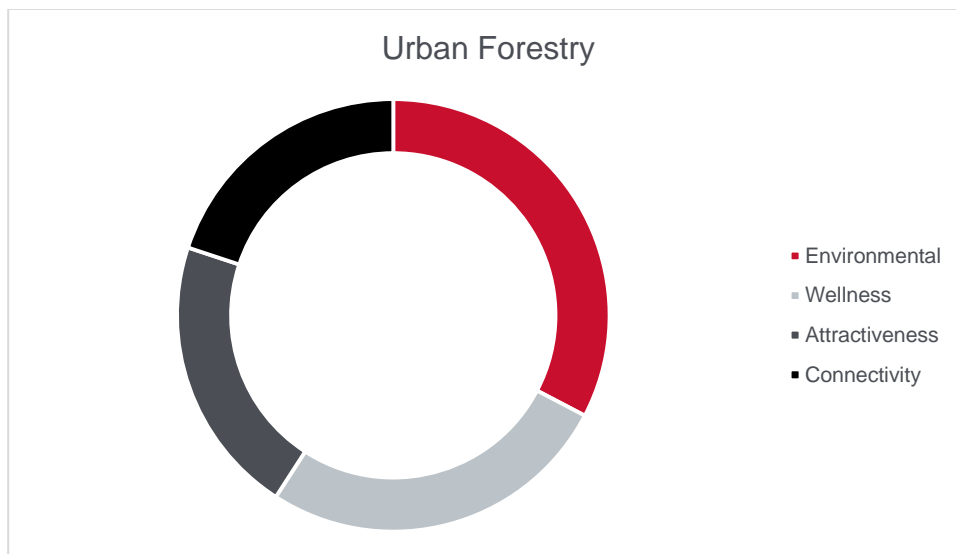


Urban Forestry

The graphic below indicates the weighted ranking of how you rated the following values related to Urban Forestry. This service plants, maintains and protects public trees.

Descriptions of the values you were asked to rank for this service are below:

- Environmental – The City protect Calgary’s forest
- Connectivity – Calgary has trees for their shade and because they make my walks more enjoyable
- Wellness – Calgary has forests for the food effects they have on my health
- Attractiveness – There are tress in my community for their beauty and the effects they have on my property values



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Environmental
2. Wellness
3. Attractiveness
4. Connectivity

Following are the key themes identified regarding your values for Urban Forestry.

- *No comments were received.*



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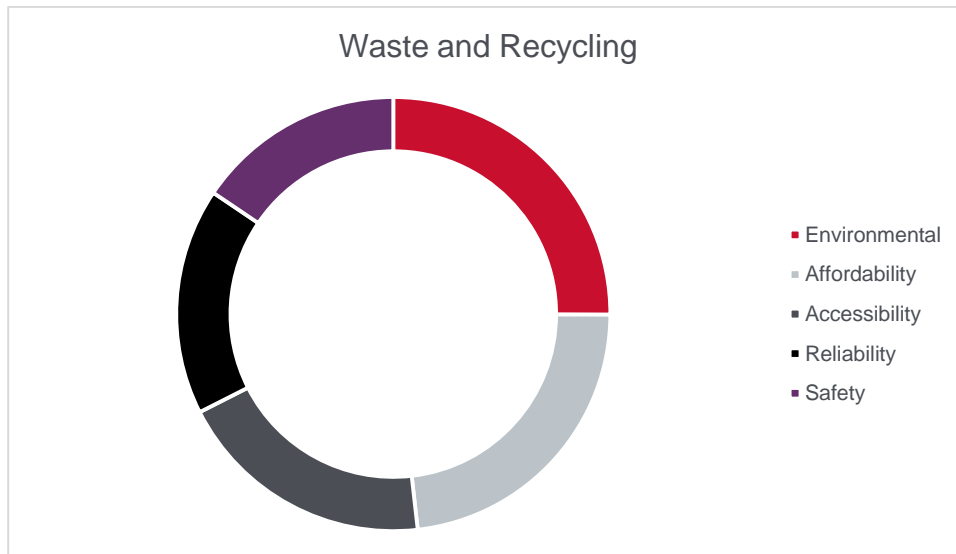
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Waste and Recycling

The graphic below indicates the weighted ranking of how you rated the following values related to Waste and Recycling. This service includes waste collection, management of landfills and operation of waste diversion programs to protect public health and the environment.

Descriptions of the values you were asked to rank for this service are below:

- Safety – All waste & recycling activities are performed safely. Everyone is safe at City work sites and facilities
- Reliability – Schedules for services and access to facilities is reliable and my questions are answered in a timely manner
- Environmental – Calgarians do their part in waste reduction and diversion. Waste and recycling in Calgary meets regulatory requirements to protect public health, safety and the environment
- Accessibility – The City gives me the information I need to know how to properly dispose of materials (garbage, recyclable, food and yard waste, household hazardous waste)
- Affordability – Rate and user fees are transparent and fair



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Environmental
2. Affordability
3. Accessibility
4. Reliability



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5. Safety

Following are the key themes identified regarding your values for Waste and Recycling.

- Review the cost model of pick-up service based on usage, frequency and season
- Improve recycling, waste, compost programs and pick-up schedule
- Promote conservation and recycling to protect the environment
- Provide more information to raise education and awareness

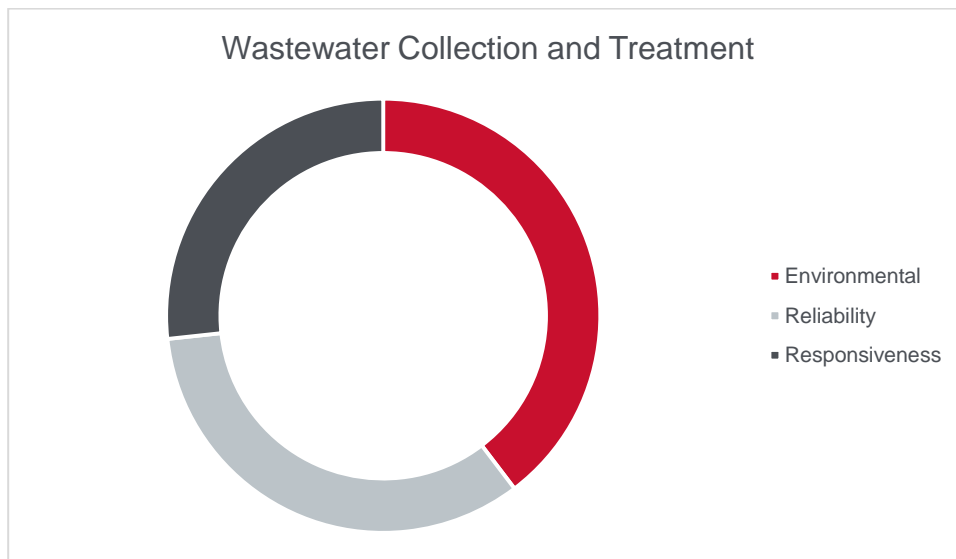


Wastewater Collection and Treatment

The graphic below indicates the weighted ranking of how you rated the following values related to Wastewater Collection and Treatment. This service collects and treats sewage. It protects public health, property and the environment.

Descriptions of the values you were asked to rank for this service are below:

- 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
- Responsiveness – The City responds quickly to a sanitary sewer backup in homes, business and the community



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Environmental
2. Reliability
3. Responsiveness



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Following are the key themes identified regarding your values for Wastewater Collection and Treatment.

- Promote conservation, reuse and recycling to protect the environment
- Review cost and efficiency of wastewater collection and treatment
- Take a proactive approach to long-term environmental protection plans



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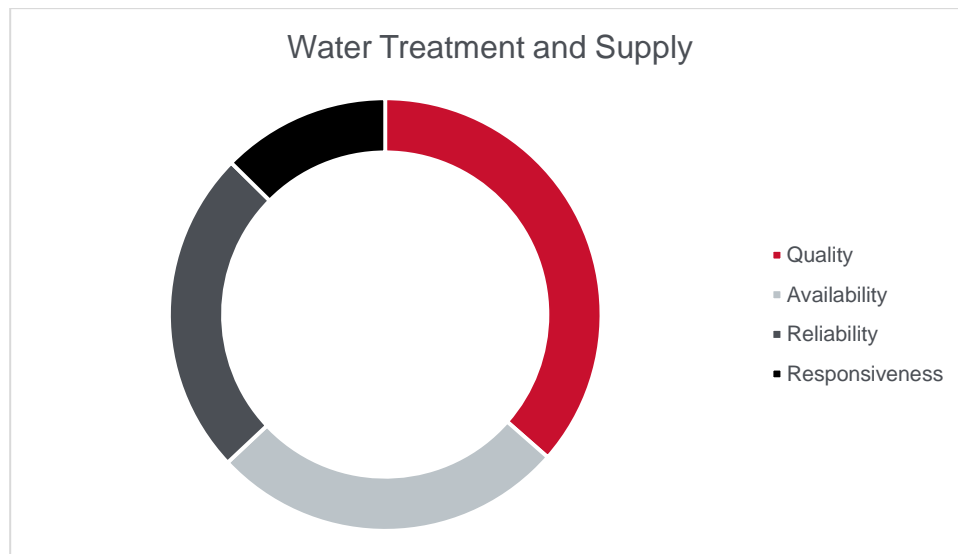
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Water Treatment and Supply

The graphic below indicates the weighted ranking of how you rated the following values related to Water Treatment and Supply. This service manages the water supply.

Descriptions of the values you were asked to rank for this service are below:

- Availability – Drinking water is available when I need it
- Quality – Drinking water is of high quality and safe to drink
- Reliability – The City works to protect the water supply
- Responsiveness – The City responds quickly to any delays to my water service



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Quality
2. Availability
3. Reliability
4. Responsiveness

Following are the key themes identified regarding your values for Water Treatment and Supply.

- Maintain good quality, safe and reliable drinking water
- Promote conservation and reuse of water to protect the environment



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Council Priority – A City That Moves

Below you will find each of the services The City provides under the Council priority A City That Moves. For City Council this means that Calgary's transportation network offers a variety of convenient, affordable, accessible and efficient transportation choices. It supports the safe and quick movement of people and goods throughout the city, and provides services enabling Calgarians and businesses to benefit from connectivity within the city, throughout the region, and around the globe.

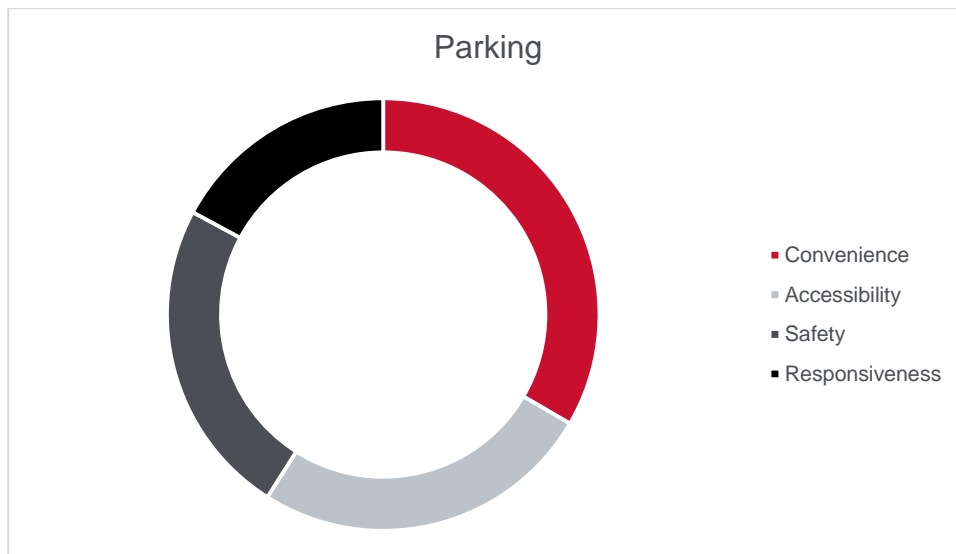
Your priorities regarding your values for each service along with the key themes identified regarding why you picked your top values is included below.

Parking

The graphic below indicates the weighted ranking of how you rated the following values related to Parking. This service manages Calgary parking lots and spaces and enforces parking regulations.

Descriptions of the values you were asked to rank for this service are below:

- Safety – Parking restrictions for safer mobility
- Convenience – Parking systems and signage are easy to use
- Accessibility – Parking is provided for users with a variety of needs
- Responsiveness – Parking bylaws are enforced in a timely manner



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Convenience
2. Accessibility
3. Safety
4. Responsiveness

Following are the key themes identified regarding your values for Parking.

- Provide more available and accessible parking throughout the city, in particular downtown, around LRT stations and in close proximity to schools
- Reduce parking fees and provide more affordable parking
- Ensure compliance and enforcement



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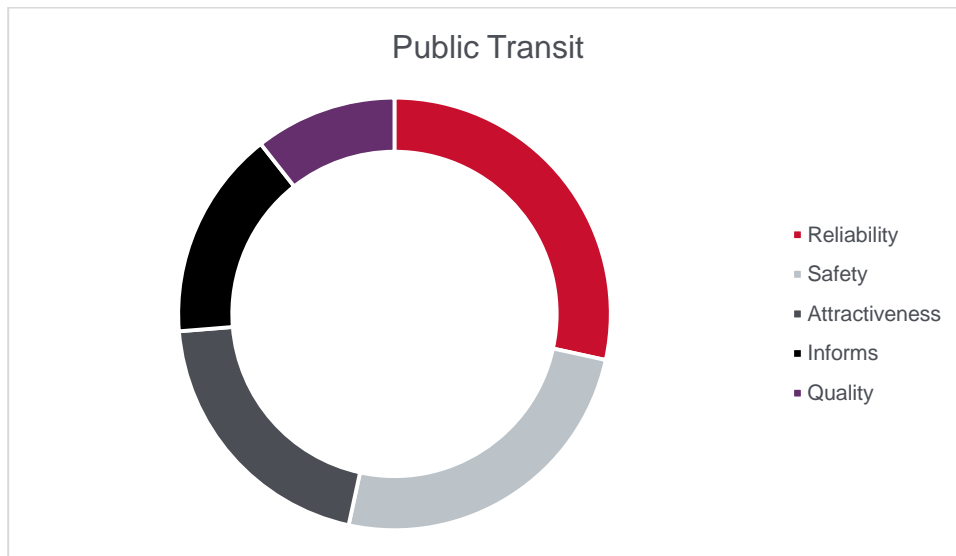
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Public Transit

The graphic below indicates the weighted ranking of how you rated the following values related to Public Transit. This service provides train and bus transportation for citizens to help them get from place to place safely, reliably, affordably and easily.

Descriptions of the values you were asked to rank for this service are below:

- Safety – Public transit is safe
- Reliability – Public transit is reliable
- Quality – Transit staff greet me with a smile, pleasant tone of voice and the right attitude when I need help
- Informs – information is clear and consistent
- Attractiveness – Transit is convenient, easy to use and clean



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Reliability
2. Safety
3. Attractiveness
4. Informs
5. Quality



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Following are the key themes identified regarding your values for Public Transit.

- Provide more frequent, available, reliable and convenient public transit
- Provide safe public transportation and increase security measures around stations and stops (e.g. Wi-Fi and cell service along line and in tunnels, alert systems for hard of hearing, emergency systems and mobile apps for tickets).
- Improve transit service and frequency of public transit in newer communities
- Public transit should be affordable and accessible for all

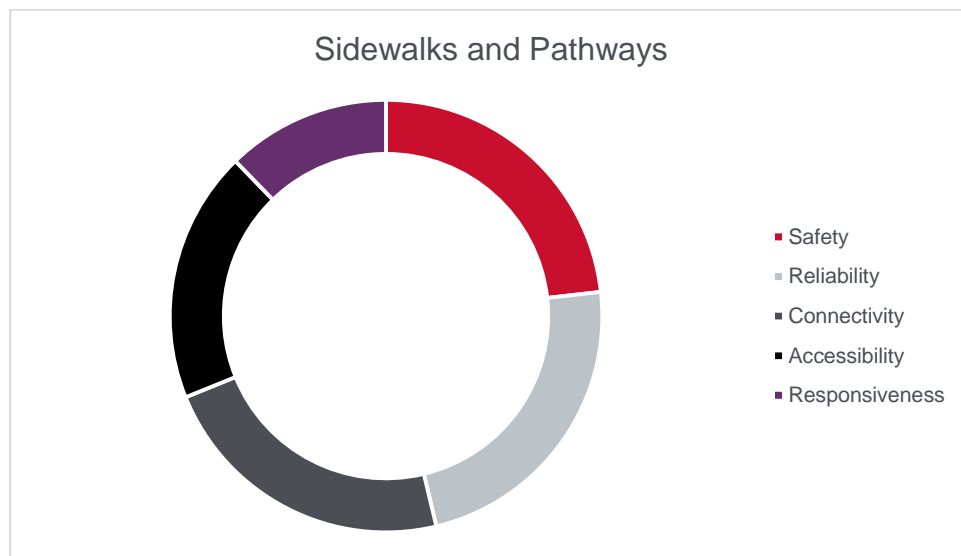


Sidewalks and Pathways

The graphic below indicates the weighted ranking of how you rated the following values related to Sidewalks and Pathways. This service provides a network of sidewalks, pathways and trails enabling citizens to travel throughout Calgary.

Descriptions of the values you were asked to rank for this service are below:

- Safety – I feel safe using sidewalks and pathways
- Accessibility – Everyone can use sidewalks and pathways
- Connectivity – I am able to reach my destination using streets, sidewalks and pathways
- Responsiveness – The City responds to service request in a timely manner
- Reliability – Sidewalks and pathways are in good shape



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Safety
2. Reliability
3. Connectivity
4. Accessibility
5. Responsiveness



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Following are the key themes identified regarding your values for Sidewalks and Pathways.

- Improve maintenance, snow clearing and remove obstructions to sidewalks, pathways and crosswalks to ensure safe and accessible use.
- Prioritize snow and ice control along sidewalks and pathways to maintain accessibility and safe use through the winter months
- Provide more connected and convenient sidewalks and pathways in all areas of city



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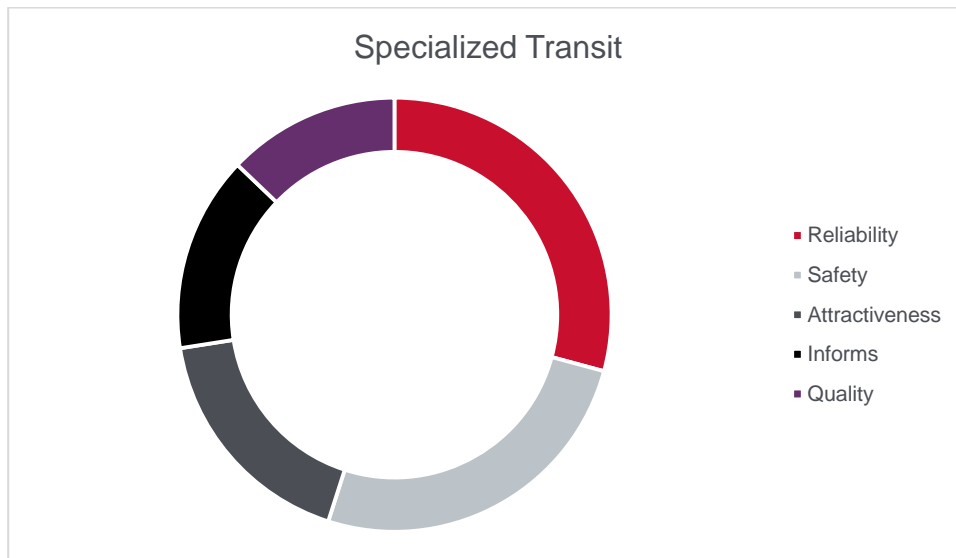
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Specialized Transit

The graphic below indicates the weighted ranking of how you rated the following values related to Specialized Transit. This service provides specialized transportation (specialized buses, vans and taxis) for citizens with disabilities to help them move from place to place safely, reliably, affordably and easily.

Descriptions of the values you were asked to rank for this service are below:

- Safety – I am safe when on transit
- Reliability – I can get transit when needed
- Quality – Transit staff greet me with a smile, pleasant tone of voice and the right attitude when I need help
- Informs – Information is clear and consistent
- Attractiveness - Transit is convenient, easy to use and clean



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Reliability
2. Safety
3. Attractiveness
4. Informs
5. Quality



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Following are the key themes identified regarding your values for Specialized Transit.

- Provide more frequent, available, reliable, affordable and convenient specialized transit



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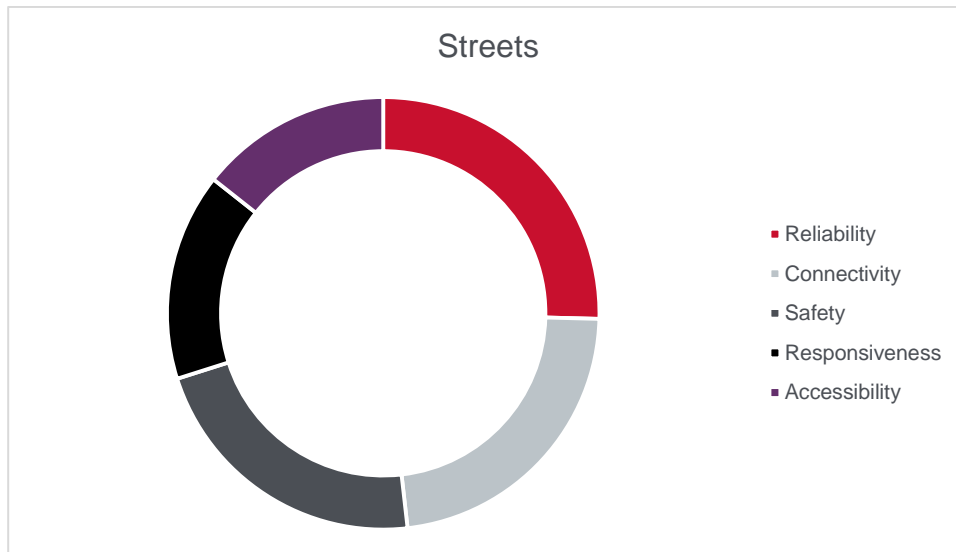
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Streets

The graphic below indicates the weighted ranking of how you rated the following values related to Streets. This service provides roads that enable citizens to travel throughout Calgary.

Descriptions of the values you were asked to rank for this service are below:

- Safety – I feel safe using the streets in Calgary
- Accessibility – Everyone can use the streets in Calgary
- Connectivity – I can get to where I am going by using Calgary’s streets, sidewalks, and pathways
- Responsiveness – The City responds to service requests in a timely manner
- Reliability – Calgary streets are in good shape



The chart above is one way to show you the results from engagement. This same information is provided in this list in the order that you ranked the values for this service. Sharing the results in a different format helps us improve inclusiveness.

1. Reliability
2. Connectivity
3. Safety
4. Responsiveness
5. Accessibility



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Following are the key themes identified regarding your values for Streets.

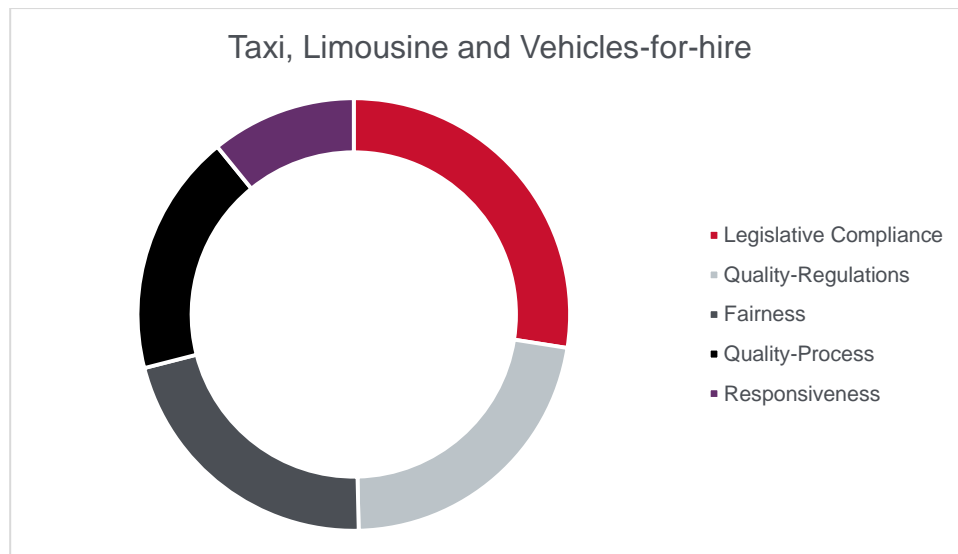
- Improve street rehabilitation, especially pot hole repair throughout the city
- Ensure snow and ice control is provided on all streets across the city
- Implement active transportation across the city to accommodate people who walk, bike and take transit
- Improve maintenance, snow clearing and remove obstructions to sidewalks, to ensure safe and accessible use

Taxi, Limousine & Vehicles-for-hire

The graphic below indicates the weighted ranking of how you rated the following values related to Taxi, Limousine & Vehicles-for-hire. This service ensures taxi and vehicle-for-hire bylaw compliance through enforcement and education.

Descriptions of the values you were asked to rank for this service are below:

- Responsiveness – Licenses are issued within a reasonable timeframe.
- Quality-Process – Drivers and companies are satisfied with the licensing service. The information is clear and easy to find, and decisions on applications are consistent
- Quality-Regulations – Regulations are enforced with professionalism and courtesy, and staff are responsive and knowledgeable
- Legislative compliance – The City does investigations and inspections to make sure drivers and companies meet regulations
- Fairness - Enforcement is transparent, fair and consistently delivered by inspectors



The chart above is one way to show you the results from engagement. This same information is provided in this list in response to questions from the Council Priority – A Healthy and Green City. Sharing the results in a different format helps us improve inclusiveness.

1. Legislative Compliance
2. Quality-Regulations
3. Fairness
4. Quality-Process
5. Responsiveness



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What we Heard Report
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Following are the key themes identified regarding your values for Taxi, Limousine & Vehicles-for-hire.

- Ensure that rules and regulations for taxis, limousines and vehicles-for-hire are applied in a consistent and fair way
- Provide more opportunities for ride sharing, Car2go and Uber
- Ensure compliance and enforcement



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General Question

Below you will find the key themes that were identified regarding anything else that The City needs to be aware of as Service Plans and Budgets are developed.

- Improve snow and ice control efficiency, responsiveness and funding to allow for accessible and safe roads, sidewalks and parking throughout the city
- Lack of support for hosting the Olympics due to the high cost; funding should be spent on more important services and infrastructure that would benefit more Calgarians
- Improve and maintain infrastructure such as roads, interchanges, water system and transit.
- Improve and maintain recycling, waste and compost programs and pick-up schedule (e.g. less frequent green bin pick-ups and more frequent garbage and recycling pick-up)
- Improve and maintain safety for transit users, communities, greenspace users and drivers
- Enhance transit service and frequency throughout the city, especially in newer communities