



CIVIC PARTNERS

Civic partners' services and programs seen as **important** in making Calgary a great place to live and visit:

96%



Recreation Opportunity

96%



Parks & Open Spaces

95%



Economic Development

"This means having quality programs and services that are transparent and are making a difference in the society. It means investing in services that will effect citizens directly." *

51% Say **continue** funding civic partners at current levels

\$ 25% Say **reduce** funding to civic partners

COST RECOVERY

64% • Prefer **increases in fees** where customers pay a larger proportion for a service and a smaller proportion through property tax.

25% • Prefer **decreases in fees** where customers pay a smaller proportion for a service and a larger proportion through property tax.

"I'd rather user fees be raised instead of my taxes so I can choose whether I can afford user fees or not." *

TRANSIT PARKING MANAGEMENT

55% Support fees for unreserved parking stalls at C-train stations or bus terminals for increased security and lot maintenance



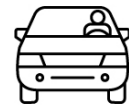
Amount **willing to pay** to park per day at a C-train station or bus terminal:

56% Less than \$5



29% \$5 to less than \$10

62% Of those who've ever used free Transit parking find a spot **every or almost every time**



"I'm fully in support of charging for C-train parking, especially because a lot of people who use the park and ride are living outside the city." *



Highlights at a Glance: Research & Engagement

DIGITAL SERVICE ENABLEMENT

Used the following for a **service request or information** in the past 12 months:





66% Calgary.ca
45% Called 311
14% 311 App

42%
 aware/heard of
 myID

Didn't use Calgary.ca or 311 App in past 12 months but **aware** they can be used for service requests or information:

57% Calgary.ca **32%** 311 App

"Not harder for me, but for the vulnerable population who may not have access, computers or other barriers." *

Are or would be **comfortable** using:

75%
 Would be comfortable receiving their **assessment notice online**

Online enrollment for recreation programs **86%**
 Digital recreation guide **86%**
 311 online **83%**
 311 App **79%**

FIRE RESPONSE TIME

73% Won't accept 30 second slower response CFD response time in exchange for annual property tax reduction



99% CFD emergency response is **important**
97% **Satisfied** with CFD emergency response
98% **Invest** same amount or more

"Saving that amount of money is not an acceptable trade off for increasing risk to the city. Do not increase response times." *

CHATBOTS



77% Comfortable **22%** Uncomfortable
 ... **with using chatbot technology** to receive information about common citizen inquiries

