

Project overview

Every four years, The City creates service plans and budgets to deliver on what's important to Calgarians. These documents provide the roadmap for how we deliver services to citizens and the financial plan to support our actions. As we are in the last year of the One Calgary 2019-2022 Service Plans and Budgets, work is underway to create the 2023-2026 Service Plans and Budgets.

In addition to this, **user fees** and appetite for risk are also considered when developing Service Plans and Budgets. **City Administration recommends prices for each user fee to Council as part of the process and in alignment with the policy.** Risk is about dealing with uncertainty, which we all do daily by making decisions. When The City takes a risk by trying a new initiative, there can be positive or negative financial impacts, it can slow down or speed up getting a service to you or impact the accessibility of our services.

Engagement overview

From February 2 to March 7, 2022, City Administration asked you about the 2023-2026 Service Plans and Budgets to understand what you value most in our services. Feedback was collected online through the [Engage Portal](#), City social media channels and through the Talking City initiative. We asked you to rank what you value most within each of the 42 services to help inform our planning and budgeting for the next four years and tell us why you picked the top value. In addition, we asked your thoughts on **user fees** and how supportive you are of The City trying new initiatives. The total number of people (contributors) who participated by providing feedback through the Engage Portal was 1,052. In addition, there were 7,530 people who visited the site to learn about the servicing planning and budget process. **There were 192 contributors with 196 contributions specific to User Fees.**

Promotional channels we used to inform you of the engagement were:

- Social media promotions on Facebook, Twitter, Instagram, YouTube, TikTok and WeChat
- Media partnerships and earned media coverage
- Digital banner advertisements (English, Traditional and Simplified Chinese, Arabic, Spanish and Punjabi)
- Spotify promotions
- Ethnic radio on Red FM (Punjabi/Hindi), Fairchild (Mandarin/Cantonese) and Windspeaker (English/Blackfoot/Stony Nakoda)
- Ethnic Print (Sing Tao, Canadian Chinese Times, South Asian Post, Filipino Journal, CN Dreams, Punjabi Akhbaar)
- Email newsletters
- Civic partner and community newsletters
- Program signage in every ward of the city

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:



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- **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 – User Fees

We asked your thoughts on user fees and what factors should be considered when determining how and when they are applied.

Question 2. If you paid more in fees for services like water, transit or recreation, but Calgarians pay less through property tax, how would that impact your quality of life?

Question 3. If you paid less in fees for services like water, transit or recreation, but Calgarians pay more through property tax, how would that impact your quality of life? **Question 4.** In thinking of all Calgarians and visitors to Calgary, what else should we consider when setting user fees?

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What we heard

Below are frequent general themes you identified for User Fees.

Question 2. If you paid more in fees for services like water, transit or recreation, but Calgarians pay less through property tax, how would that impact your quality of life?

Lower income Calgarians would be negatively impacted because they may have less money for other necessities and ultimately use less services.

Calgarians would be impacted positively because they would save money on property tax and not share costs for what they don't use.



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Question 3. If you paid less in fees for services like water, transit or recreation, but Calgarians pay more through property tax, how would that impact your quality of life?

There would be a negative impact of higher property tax, including the ability to afford to own property and to share in the costs of services not used.

Calgarians would be impacted positively because it would lower the costs of services and some services would be more accessible and attract users.

Question 4. In thinking of all Calgarians and visitors to Calgary, what else should we consider when setting user fees?

Ensure there is service equity and affordability for lower-income Calgarians is important.

Consider a higher user fee for visitors.

Preference to not increase taxes or user fees and to reduce costs.

For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.

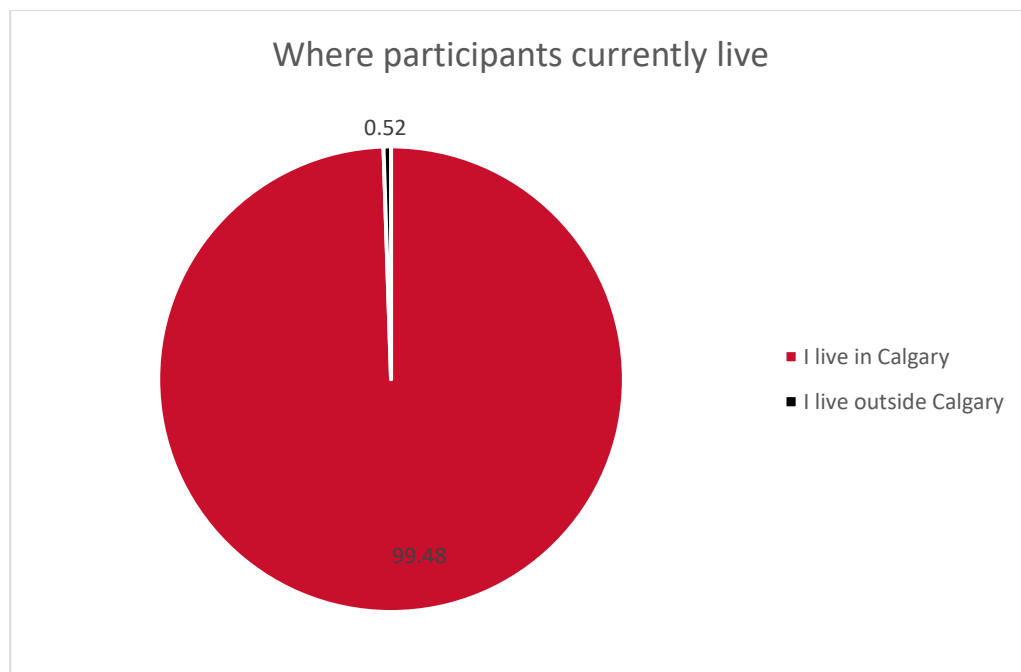
Next steps

City service teams will review and consider the input. The perspectives The City received from engagement is one factor to help service teams to understand what values Calgarians value most in City services. This allows us to shape our four-year Service Plans and Budgets to better meet those values. Service teams have the opportunity to consider participant perspectives in their proposed 2023-2026 Service Plans and Budgets to reflect the values of engagement participants.

There will be more opportunities to provide feedback to City Administration and Council in the summer and fall. Final decisions on Service Plans and Budgets will be made by City Council in November 2022.

Summary of Input – User Fees

Question 1.



Question 2. If you paid more in fees for services like water, transit or recreation, but Calgarians pay less through property tax, how would that impact your quality of life?

Most Frequent Themes	Sample Quotes
Lower income Calgarians would be negatively impacted because they may have less money for other necessities and ultimately use less services.	<p>“Won’t those fees simply hurt the lower income people who likely don’t even pay property tax”</p> <p>“I would have a tighter budget: since I am not a property owner, there would be no perceived benefit to me as I would not be saving any money-only spending more for the public services that I depend on”</p>
Calgarians would be impacted positively because they would save money on property tax and not share costs for what they don’t use.	<p>“This would improve my quality of life, since I would pay for what I am using when I use it, not what others are using”</p> <p>“It would allow me to have more control over where my money goes”</p>

Question 3. If you paid less in fees for services like water, transit or recreation, but Calgarians pay more through property tax, how would that impact your quality of life?

Most Frequent Themes	Sample Quotes
There would be a negative impact of higher property tax, including the ability to afford to own property and to share in the costs of services not used.	<p>"Added stress. Decreased quality of life as would increase amount paid for services I don't use"</p> <p>"if I want to use a service then I will pay for it, but for me to pay for services I will never use, is lacking in common sense. Pay as you go lower my taxes"</p>
Calgarians would be impacted positively because it would lower the costs of services and some services would be more accessible and attract users.	<p>"Positive impact. Would use transit more and try more recreation"</p> <p>"Things are more accessible for the people who can't afford them"</p> <p>"This would encourage use of public spaces and services"</p>

Question 4. In thinking of all Calgarians and visitors to Calgary, what else should we consider when setting user fees?

Most Frequent Themes	Sample Quotes
Ensure there is service equity and affordability for lower-income Calgarians is important.	<p>"Making sure our population with fewer financial resources still have easy access to things like transit and recreation. It benefits our entire community"</p> <p>"The city needs to take into consideration that higher fees restrict access to lower income citizens"</p> <p>"Affordability - Calgary and its amenities shouldn't just be for the rich"</p>
Consider a higher user fee for visitors.	<p>"User fees for non-local users should be higher than for locals. Do not need to be significantly so, but transit and recreational fees for tourists and visitors should be a net gain to the city without being prohibitive to visit"</p> <p>"There should be a discount for people who have a Calgary address"</p> <p>"If the service pertaining to the fee is subsidized by taxes, out-of-towners should pay more"</p>
Preference to not increase taxes or user fees and to reduce costs.	<p>"Consider reducing your own overhead and costs so there are no fees or tax increases"</p> <p>"Are user fees really required or can the City scale back some of the programs it offers to free up revenue to prevent an increase of user fees"</p> <p>"Reduce expenses rather than look at ways to continue to increase revenue"</p>



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Verbatim

Verbatim comments presented here include all feedback, suggestions, comments and messages that were collected online through the engagement described in this report. All input has been reviewed and provided to Project Teams to be considered in decision making for the project.

Any personal identifying information has been removed from the verbatim comments presented here. Comments or portions of comments that contain profanity, or that are not in compliance with the [City's Respectful Workplace Policy](#) or [Online Tool Moderation Practice](#), have also been removed from participant submissions.

Wherever possible the remainder of the submissions remains. No other edits to the feedback have been made, and the verbatim comments are as received. As a result, some of the content in this verbatim record may still be considered offensive or distasteful to some readers.

2.If you paid more in fees for services like water, transit or recreation, but Calgarians pay less through property tax, how would that impact your quality of life?

I agree with this approach and it would lessen my financial load.

I pay the same for service only picked up twice a month as I did for service picked up once a week...I can barely afford recreation fees now, as the subsidy is only available to those without an education. There are too many free programs given to the NE area. What about the south?

My quality of life would decrease.

Overly broad question as to be meaningless

Better

I prefer to control my costs for fees (I cannot control property taxes) so I prefer worrying more about and controlling fees.

This isn't equitable. Charging more on fees will only mean fees continue to rise, making those service less accessible

Im not sure I think we need to invest into mental health and treatment for it and eating disorders there is no help in Calgary

I guess I could choose to cut back. But once you raise property tax you never lower the rates.

potentially neutral impact, but do not trust that property taxes wouldn't increase.

I would not use transit and would use less recreation.



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Fees should be kept reasonable so that they are not a barrier to low income Calgarians. However I don't understand why instead of charging a fee, residential parking permits were eliminated for all buildings over 4 stories.

"User pay is a fairer way to tax people. But I have doubts the actually property tax would decrease. The history shows we bring in more and more user fees, but at the same time the property taxes have more than doubled in the last decade.

So although this is a better way to go , user fees, will we really see lower property taxes. Not seeing the reduction of taxes will negatively impact quality of life for all"

All of those items are very important so there needs to be a balance. As a senior all expenses have to be balanced for our quality of life.

positively. Property tax has escalated over the last 20 years even when it should have been reduced. it's an absolute cash grab for the city

The City needs to hold the line on revenue and expenditures. Shifting revenue increases from property tax to fees or visa versa, is a classic shell game! In the past 15 years or more The City's spending has been out of control... almost doubling IN EXCESS of population and inflation increases. Focus on CORE services and cut WAY back on social re-engineering efforts!

I would be able to stay in my home. My property taxes are too high - homeowners need a break on increases for a few years.

No more fees

I would go out less and drink less water. I would drive more. Calgary already has a worse transit system than many Metropolitan cities. There's better transit in Mexico. I don't see how raising prices on already expensive bus fares helps us become a more accessible city.

I think the transit is far too much when you have to walk through drug abducted people in a train station when you get off the train this is also a safety issue. And for someone working part time have to pay \$112.00is way too much loke me

We should NOT have extra fees for water and utilities. Most other cities do not have these and yet their property taxes are no higher than Calgary. So why does Calgary continue to have these?

It wouldn't. Calgary should operate on a user pay basis, instead of burdening homeowners.

"First: Water is a basic necessity for life. User fees for water denies equal access to the fundamental right to this clean, healthy, essential necessity.

You cannot, nor should you ever, equate water as in a category like recreation which is not essential but optional.



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Second: Transit riders are generally persons of more limited financial means who cannot afford to pay increased fees. Tight personal budgets mean having to cut back or do without in other critical areas. No surplus \$\$."

it would be more costly

I rent so more on water, transit and recreation would mean less for food or other activities. House owners have investments like Thiers house - I don't.

None. Property taxes are not an issue. The condo fees are the true problem in this city when it comes to lack of affordability.

I would feel sad that we, as a city, are pushing costs onto people who can afford it less or blocking access to the services that make Calgary great.

positive

Better for me but worst for the average Calgarian.. so I wouldn't support it

As property tax is a fixed cost and the other services except water are variable, it would improve my quality of life as I am I control.

It would be better

It would be beneficial for us. If people require services they should pay for the use of them.

Higher tax is higher tax. I support user fees for non-essential services (transit, recreation), but all utilities (water, power, heat) and city fees are high enough. Time to REDUCE fees.

As seniors trying to age in place rising costs for utilities are killing us! Property taxes are also a huge burden since as seniors we need so little from city hall. We use minimal garbage why should we pay what younger families pay with much larger loads

Control expenses...pay for use, keep taxes down.

Very little

Improve

It would, probably, leave more money in my pocket and encourage me to watch my consumption.

I'm indifferent to this change for myself/household

This would benefit me - with a growing family it allows me to choose which services to consume while keeping my home costs more manageable.



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I think in today economic climate all costs should be examined for any savings

You paid the best financial people and accounting people in town, that is their job. Let them use their brain.

Wouldn't make a difference for me.

It wouldnt

Would be fine in paying more transit and recreational activities as those are optional services that you can choose to pay for u like property tax. As well, the majority of people using transit services aren't paying property taxes, therefore why should tax payers be penalized for services they may not even be usi gr

It would cost me more as a renter. It gives more privilege to those who already have more than most through home ownership. Because I can't afford to own, I'd be pushed further away from that goal because everything else would be more expensive.

"Water is already expensive because it is tied to sewer fees.

Transit fees can go up.

Recreation fees can be collected through a 1 percent tax on hotel accommodation.

Property taxes need to go down... the emphasis should be on keeping people able to afford to keep their homes and consume water.

The inflation caused by Liberal and NDP policies is making life rapidly unaffordable.

Poor decisions made regarding electricity generation... now electric bills and natural gas bills are skyrocketing"

This would improve my status. Property tax is so high already its stretches' my monthly budget

I would use those services less. Water is already very expensive. Please dont increase it.

This would hurt those who are low income and can't own a home ... the most vulnerable among us. Also, before you look at user fees you should cut your salaries (lead by example) and perks and reign in your spending. In the last 8 years I have not seen city council once tighten their belt, you just keep asking Calgarian to tighten ours by hiking taxes. Taxes go up and services that these taxes are to pay for go down. (Snow removal, road maintenance...)

If the city would cut spending on non essential projects and social engineering then I would have more money in my pocket by reducing property taxes. I'm all for user fees as long as the city cuts waste.

It would have a positive impact. I'm happy to pay for services I use.

I already pay about 60% of my bill in service fees and if any more were added I would move out of the city.



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Depends on how much of the services are used...I use more transit so I would want lower transit, over other services

It's the less-wealthy Calgarians who are most impacted by service fees for transit, water, and city sponsored recreation. Wealthy Calgarians don't use transit or city sponsored recreation. Think about the impact ACROSS income demographics

Might not make a huge difference. Hard to tell without numbers attached to the idea.

You're considering service fees for water after you voted to spend more \$ on fluoride and said the effect was minimal? Service fees based on usage would be nice. STOP increasing admin fees while claiming to be focused on environmental issues. I can use next to no water and still have huge admin fees.

It would result in less usage of recreation and transit due to consistently increasing fees

I would like to see more fees for services such as transit and recreation but less for water and electricity as that is a necessity. Property tax has been significantly rising in the suburbs for several years yet we have seen little investment from the city out here. It seems much capital investment is going towards East Village and not the suburbs which is very frustrating. The city has not built and operated a rink or swimming pool in the suburbs since probably the 1980s.

No much. We need a sales tax.

It would be bad. I already struggle paying my utilities including water.

It would improve it. People that use services should pay more for them and people who don't use them should not have to subsidize them to any great degree.

I rent. This kinda balances as costing me more regardless.

Water administration costs are too high. It's a bulky business that should be made leaner. I would not want to turn our society into a user-funded model - there are societal benefits to these resources.

Drastically impact in negative way.

I could live with that.

I pay too much of both as it is! What do you mean less property taxes?! You guys up the value of my home annually then raise the taxes every other.

it would make me leave the city

Improve it. As a single resident why am I paying the same property tax as my neighbour who has five people living in their home. I do not use transit so why should I pay for it.

This is a terrible idea. user fees only punish the poor. Property taxes should be scaled to income.



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I am not generally a public transit user, but am a recreation user. Paying less for property taxes, in my opinion gives more margin for discretionary spending.

Guess I'm paying no matter what. I need water and I have to pay tax. So double edged sword.

It wouldn't affect my quality of life at all, and I would prefer user fees in some cases to blanket collection of funds through property tax. For example, transit user fees should be subsidized by the City to discourage use of cars and that would save the city in the long run. But water fees should be based on usage.

Would probably me personally financially. I don't use transit or city recreation often. I don't like the idea of paying more for water, feels like a human right that should be kept as cheap as possible.

"It would allow me to have more control

Over where my money goes."

Positive impact as I nor my family use transit or recreational facilities

I am ok with an increase for services such as recreation however, water is a staple of life and should not be included in any talk of an increase in fees for service. If we had an adequate transit system in the City, an increase in fees for that service would not be required as more people would be using the system, hence higher revenue.

I dont think you can raise those fees enough to cover a substantial amount of lowering property taxes. So no change.

I would pay more in utilities while my landlord reaps the savings at no benefit to me.

Property taxes are something I have no control over. I do have a choice how much water I use, whether or not I take transit, and what recreational services I use.

It wouldn't but would be more fair to all Calgarians

One bill for ALL taxes get rid of user fee

"Water - we already pay enough. Property taxes - we pay way too much

Recreation - could be increased as there are plenty of free recreation opportunities for those who cannot pay more

Generally - focus in cost savings over revenue generation. Every dollar saved is a dollar more on the bottom line. The city wastes incredible amounts of money"

I'd like to see less of both. You should be looking for efficiencies in your operations and cutting red tape and overhead. The answer isn't always to spend more. Learn and live with some fiscal responsibility!



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Positively. City council needs to manage budget better.

It would allow me to do less things that have user fees

Quality of life will decrease

My monthly bills would increase. The quality of life is not an appropriate gauge.

The impact would be hard on low income people, especially those who who rent

Fees for optional services don't impact daily life as people can prioritize what they choose to participate in. Water is not optional and should be affordable for all Calgary residents. Recreation is optional.

That would improve it, depending on what the user fees were for. I think that increased user fees for things with positive externalities, like active transport or recreation is a bad idea. For things related to scarce public goods or negative externalities, like parking permits, garbage collection, etc. could be improved with user fees.

Prefer not to have fees for various services. Don't cloud the issue of property tax by moving those costs into other 'buckets'.

Negatively.

Depends on how it is structured. If it's a wash then it doesn't effect. If it cost more in total then that sucks as everything is so expensive as is.

My quality of life would decrease slightly- I don't pay property tax but do pay for transit, etc

Transit goes up yearly. Never use your recreation. Water is a basic human need, really.

New communities should pay all capital and incremental operating costs of delivering city services. Property taxes should fully fund the basics with all other 'services' being user pay.

"I believe that as a whole, the community is able to better support public services. As long as the money spent sees value back to the community.

If fees for services did go up, and property taxes went down, I would probably end up paying a little more, as I have two boys heavily involved in sports that are held at city run facilities. I would make sacrifices else where in my budget to ensure that these services are not reduced for my boys."

Fees or tax...one person/businesses/city expenses is another's income...makes no difference

No impact



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We would be able to adjust our lifestyle to choose services we wish to pay more for.

I would prefer lower property taxes but also would prefer fees for services like water, transit or recreation no increase either.

Very Negatively. Can not. Shouldn't need to.

It would reduce our annual expenses.

Corrupt survey to say we would like to pay more for one reason or other.

I think no more fees anywhere should be required. If transit can't support itself, why is it there? Why do city recreational facilities pay better and have more benefits than community facilities? Maybe it's time for the city to review what municipal government should be focused on.

Shifting fees to individual users seems to make essential or highly valuable communal goods less accessible. We should encourage transit use by making it high-quality and cheap for users, thus reducing traffic, parking, and environmental problems. Fees for recreation / parks would discourage physical activity and health. Fees for something as essential as water seems like a regressive tax on the poor. Overall this change would negatively impact my life and engagement with these services.

Negatively.

Improve. I don't use much water. I don't use transit or recreation facilities.

You can't lump together water, transit and recreation! Water is a necessity used and needed by everyone. This is a ridiculous question.

Charge extra for nonessential items. Charging extra for water, sewer, garbage and recycling is the same as increasing taxes.

Anything that reduces property tax I am for.

Adversely, I rent.

The more I pay for a service each time I use it, the less I would use it. Transferring fees from tax to things like transit would make life worse - I would treat those services as potentially too expensive for what they are (like transit currently)

I think that option would deter me from using transit and/or city owned recreation facilities to offset the other cost increases as I have a choice. If I didn't have another choice besides transit, I would be impacted by that.

Poorly. Water is already the most expensive bill by far.

It would probably give our household extra money to spend as we only use city utilities.



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Positively. Water, transit are necessary services-the city could not function without them. Recreation is a nice to have. The majority (>90%) of tax payers do not use recreation facilities- should be paid for through user fees only. No tax dollars. Water is a necessity of life and definitely should be provided through tax dollars. It is time to focus the budget on core needs. Significantly decrease budgets for nice to haves, social programs, affordable housing. Private sector, charities should.

It would mean less services for my family but better than higher taxes

Bad. This is giving rich people a break and making poor pay more.

The City of Calgary has a spending problem. From bloated salaries, double pensions and golden hand shakes, the people of Calgary can't pay you more for your pet projects.

Water. Seriously anyway what difference does it we still pay

It wouldn't

Can have some control over where I spend my money. Improving mental well being and decrease in frustration with city spending

Negative impact, not everyone pays property taxes! Please stop folding to whiney homeowners who already pay low taxes!

This would not benefit me

We pay far too much in fees for utilities! Transit is far too expensive! I'm retired now but when I worked downtown 2 days a week, it was only a little more expensive to drive and pay for parking than it was to pay for train parking and then tickets!

I am a renter and I don't pay property tax, so it wouldn't benefit me. I would be fine paying more for those things though, if there was an expansion of the low income programs that allow citizens living under the poverty line to pay reduced prices for those things. In the interest of the environment it would be good to encourage transit use and increased rates could become a barrier.

It would increase my quality of life, I pay for what I use

I would prefer to pay lower taxes and pay separately for services I use.

More for transit or recreation would be fine, not water.

We're already over charged IMO!

The impact is the same no matter which is raised as I use transit daily on top of my property taxes I pay monthly



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How about using our taxes effectively enough so we don't have to pay out the nose for anything?

It wouldn't. I don't pat water, transit fees or participate in recreational activities that require a fee

I agree that property taxes should enable a lesser fee

I would reduce my use of the services as much as possible. Therefore, reducing my choices to enjoy the city

The cost of living is going up way too fast. My wages have been frozen for 6 years even though my workload and responsibilities have increased. The City has done a good job holding costs and fees. However, the lowest tax rate has not paid off. The shift in water and wastewater to higher fixed service charges lower volume charges have punished conservation-minded customers. Property tax should be for the community good, both have to be managed with the customers' ability to pay in mind.

Reduce urban sprawling to reduce the increase in any user fee and/or tax. Does not make sense when the city growth will be much reduced as we transition to low carbon economy.

Improve

The property tax metric is a false economy. We already enjoy an extremely low tax burden compared to other cities; user fees are only a barrier to enjoyment of services. Build an accessible, well-connected city with quality-of-life amenities & let ratepayers shoulder a few bucks more a year. Investment will follow.

Service fees suck as 30% goes to fee collection

it would decrease my quality of life -- not all of Calgarians work for 'oil and gas' and many of us are struggling to get by financially. Higher fees for things like transit would be hard for many of us to manage.

"Wow. I don't envy you having to decide between this... property tax is expensive. But, I feel the cost of things like WATER(vital) and Transit (vital for many!) to lower income families would be devastating.

I think it's more important to protect the financial security of our elderly, low income families, and disabled neighbors. I'd say keep property tax, save on water, transit and especially cultural and fitness center's."

Tax and city utilities are already too high. I own my house, as far as I'm concerned, property tax is theft.

Please reconsider how you've asked this question. Household costs like water and trash removal are a separate category to transit and recreation. Fees for household costs I believe should be charged according to cost causation. This helps people understand and control their cost of living. Services like transit are different, and do need to be supported by taxes with a small user fee component.

"Are the user fees being increased going to go back into those services? I.e if I pay more for transit, will there be transit improvements? Likely not.



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If I pay more to access city recreation facilities will you consider investing in your own infrastructure instead of continuing to invest in (failing) partnerships with the YMCA - and subsidizing those facilities at a higher per capita rate to boot! Likely not.

CoC will still raise user fees, as always, and my quality of life will deteriorate."

We need a more balanced user pay system. They use it, they pay for it. Why am I paying for someone else use of services?

I would not wish to pay more for Water and Sewer because they already pay a substantial subsidy to support property taxes. The payments are based on a fictitious notion that The City rather than the ratepayers is an equity owner. The only equity in the systems has been contributed by ratepayers.

make it worse, i already cant afford those things. why would i want them more expensive?

Wont those fees simply hurt the lower income people who likely dont even pay property tax? Bad idea, no thanks

I would be more likely to drive, and less likely to use city recreation facilities. This would increase traffic in the city, and reduce the number of people enjoying city facilities.

It depends on the increase - but a small increase would be OK. The trade off, especially for transit would be worth it (I use the train about biweekly, don't really use bus)

I think that would be more fair for those that don't use the city's transit and recreation facilities, like me.

Water is a right, how can you keep upping the charges for water. Cadbury gets it for free. We do not use recreation or transit, so up the charges all you want, please lower my taxes. No arena I will never get to go.

I am not a homeowner so this would impact me negatively

No impact

It would be better for me as I rarely use the services that have fees so would like to pay less property taxes and have larger fees.

I'd love it - make the choice mine and I can spend or save as I like. Its more fiscally responsible to move in this direction for some things.

I would have a tighter budget: since I am not a property owner, there would be no perceived benefit to me as I would not be saving any money-only spending more for the public services that I depend on.

Negative impact. I could not then afford transit or recreation. I rent so I do not pay property tax directly.

Basic services are already far to expensive for what the city provides.



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These three things are very different. Water should be a basic service, as it's needed by everyone. Transit should be highly subsidized (or free) to meet many of Calgary's goals, and to bring more equity into the city. Recreation is already expensive where we can afford to live, as it's run by a not for profit and not on the City fee structure, so we can't afford to use it. Most of the cheaper, City run rec centres are in communities who can afford to pay more. It's so inequitable right now.

Works for me. I don't use transit or recreation (I go to private gyms when I can). I'd probably pay a bit more for water on net but overall, I'd be ahead.

My quality of life would decline if transit became more reliant on user fees. We already see the effects of this feedback loop; service frequency declines so ridership declines so frequency declines etc...

I am already trying to reduce the water usage in our household and have been doing that for a long time now. I have little control if my spouse wastes water, especially on the grass if it has recently rained. If you decided to impose fees for use of tennis courts, for example, that would impact me. I am highly disappointed at the moves to malign the City golf courses.

I use these services but I also own property so it might balance out

I paid more in gas

Improve it.

Find cost savings. I'm tired of the coercion present with this question.

Pay for service is good - my quality of life would be unchanged and I might reduce usage of items that are expensive - eg reduce water usage, generate less waste, etc - but affordability is an issue for some - need to protect them but ensure they realise there is a cost - subsidize ?

Greatly. The costs are constantly rising and we are getting services cut.

Negatively. Reduce fees and increase taxes on those that can afford it.

I would rather it come out of property tax

Positive; Pay for what you use. Why should single home owners pay the same as a home with a family of five

I HATE user fees. Spread the cost of services like water, transit or recreation via taxes.

Negatively. Water, transit and rec are critical components to a quality life. Increased user fees simply punish low income earners. I gross \$150,000 per year and would be happy to see marginal increase in property taxes to support keeping user fees low. Or indexing user fees to last years taxable income.



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I think it would make those services cost more overall and would be disadvantageous to many. I like the idea of paying a little bit in my property taxes to ensure accessibility to all.

There is only 1 taxpayer, federally, provincially, and municipally Calgary Council needs to recognize this and stop adding user fees, and higher taxes. Even penny you take from us lowers our standard of living.

Ni more fees , cut the mayor virtue signaling projects

My life would improve

It would be better, since I'm a Calgarian.

As a homeowner, this approach should be neutral towards my bottom line. I am generally in favour of user pay systems vs. everyone-pays systems, aka socialism. But there MUST be a reduction in property taxes to offset the revenue gained through new user fees. Otherwise, the user fees amount to a stealth tax and we end up with run-away taxation and gov't spending.

It would impact my life because I access services frequently and that would either increase my cost there or put me in a situation to not access those services.

Lower Taxes they are getting too high and have been for the last 10 years.

This would improve my quality of life, since I would pay for what I am using when I use it, not what others are using. Ultimately the reality of lowering of property taxes will be short lived and will quickly be raised again, because the City cannot control themselves in spending like drunken sailors. Reign in the spending. It is easy to spend other people's money.

3. If you paid less in fees for services like water, transit or recreation, but Calgarians pay more through property tax, how would that impact your quality of life?

I do not agree with this model as it would cost me more.

I have a small budget for all services and taxes. The City needs to cut some salaries, check on the generous bonuses paid, plus the clerk who was paid for 2 years, and never came to work...What gives?

My quality of life would increase.

Overly broad question as to be meaningless

Negatively

I prefer to control my costs for fees (I cannot control property taxes) so I prefer worrying more about and controlling fees, not taxes



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Better idea - although if council stopped approving new communities, we wouldn't have to subsidize services in areas we don't need new housing

WE NEED TO HAVE RESOURCES FOR MENTALLY ILL

You asked that question already.

potentially neutral.

I would consider transit and would access many more recreational opportunities

I would likely have to consider moving from Calgary eventually due to the high property tax rate and it's ever increasing levels.

See my response to Q2.

No.

As utility fees are not for discretionary items (we can't live without electricity and water) should be property tax supported.

I'd be at risk for having to sell my house because my taxes are already very high.

We do not have low taxes calgary aldermen are liars

The city is addicted to its 11.11% MCAF fees on utilities and this assessment is not in market with other cities, towns and municipalities. This should be a regulated GRA process and added to the MGA so the COC has to justify why it is 11.11%, what is the basis for this rate?

Not very much now. But when I was a single mom renting (not too long ago) it would have made a huge difference to me.

Now you are still taking money from people that are struggling from this pandemic. The city the provincial and the federal government has taxed the hell out of the citizens of the country maybe cut the politicians wages. How about stop wasting our money

It would cost me more of my income to subsidize users of services and facilities that I do not use.

"Calgary needs to rethink and restructure the entire tax assessment system. I don't have the financial means to ""match"" the improvements some others do in renovations to their homes that increase the sales value. Yet my taxes are assessed based on someone else's good fortune of a high sales \$\$ as properties of supposedly ""comparable"" values. This is erroneous both in thinking and actual fact.

Fix the broken system before adding to the tax burden with more user fees or less services."



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feel bad for tax payers

That'd suit me fine but I'm sure people would complain.

Areas of the city with low to no density (such as the outer perimeter communities of Tuscany, Nolan Hill, McKenzie Towne, etc.) should have to bear the brunt of costs associated with service and infrastructure extensions. Innovative ways to look at property taxes should be studied vs. charging those based on the value of their home. It is more expensive to service a single detached community in Sorocco than it is higher density inner city communities. Taxes should reflect this.

Greater freedom to take advantage of city services we love, knowing they are well funded.

negative

Not better for me..

It would impact my quality of life in a negative manner as it would make me feel I do not have control. I would feel more helpless.

Quality of life would decrease

On a fixed income and increased tax means we can't afford to use the services we want.

A tax is a tax. Cut the expansion of services the city should NOT be providing. Inflation is absurd and increasing taxes (again) is not sustainable for the most residents.

For a real Age In Place Strategy to work all the costs need to be reduced. The City, the Province and Ottawa need to work together to bring down all costs for seniors older than 75 and provide good in-home health services

Control expenses at all levels and regardless of expenses, keep taxes low you are losing the tax base to bedroom communities

Very little

Financial hardship

Less money for me in the end.

Depending on how much property taxes are increased I'm open to this. I can reduce my household costs by conserving water and choosing free alternatives to recreation but I cannot choose to pay less than my full property taxes.

It wouldn't in any profound way.

I think in today economic climate all costs should be examined for any savings



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We pay high for city technician and engineers let them maximized cost and profit let them used their brain.

Wouldn't make a difference for me.

It wouldn't

It would allow me to save more towards owning a home. This would improve my quality of life.

No. This is the wrong path.

This would devastate my home and cut into our Grocery bill causing us to have less food to eat

I rent, so property taxes don't directly affect. But feel it would even the costs more easily.

Many who own homes are ready to leave this city. Property taxes go up every year (for at least the last 10) and services go down. Maintaining a home is expensive and taxes are worse. Again, before you do this tighten your own belts. Lead by example!

If the city would also cut wasteful spending then perhaps it would be ok. But I think they would spend the money anyway and collect through user fees and taxes rather than work towards a sustainable budget.

Negatively. Property taxes are already too high. In fact I sold a rents property primarily because the rapid increase in property tax made it an unattractive business venture.

When is enough fees and taxes enough. How about trying to do with less instead of an increase in everything ever year or should I just sign all my pension over to the city.

Previously mentioned, would rather higher fees for service once transit came down more south then property tax

Property should be proportional - the rate should increase with the property assessment so people with 4,000+ sq ft mansions pay a higher rate than those scraping by in 1,000 sq ft

See above

Pay for usage. Give rebates to families earning less than \$x/year. Stop adding to property taxes. Property owners simply increase their rent. Or add to properties whose market value is over \$1M.

It would be better as fees are spread out over a larger amount of people so less impactful

We don't really have a need to use transportation and city recreation infrastructure is almost nonexistent around here therefore we use private recreation such as YMCA/Cardell/Airdrie. However fees for water services would affect our quality of life as well as our goal of creating a greener urban canopy

Keep transit accessible and affordable. Low income passes, etc. I will pay more to offset these costs.



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It would be bad. We are already taxed enough and get awful services, why pay more for the awful service?

It would make it worse as I do not use transit or recreation. Transit fees should cover the full cost of the transit system, not property taxes. Same with recreation.

I rent. This kinda balances as costing me more regardless.

It would increase, as it would help more people and support equity. Isn't equity a priority for Council?

Drastically impact in a negative way.

Under the current assessment process, I pay way too much in property taxes. I would not want my property taxes to go up to pay less for fees.

Again, 90% of our Enmax bill is fees! Half dozen of one, six of the other... Just work on lower fees and taxes! You can start by having city workers and politicians taking a pay cut!

i would leave

This will only encourage wasted water and higher taxes will not encourage people to use transit - has anyone on this survey tried using the CTrain after 10pm - it's a risk dealing with gangs, drug users, and homeless people who harass for money - so how does lower fees for use help those issues

This would be ideal.

I would likely not like to see this. Higher costs related to administration tightens my ability to access services.

Same answer. I pay on both ends living in the city

It wouldn't affect my quality of life -- I will pay one way or the other.

Would cost me \$\$

It does not allow me any choice.

Negative impact as I nor my family use transit or recreational facilities

Council keeps flipping tax increases from commercial to residential and back again. Property taxes are always the easy out for council. Maybe review programs such as public art and freeze those programs to alleviate any increases to any service. Services are required for a City, programs are not.

No change other than paying more in taxes.

I would directly pay less and my rent might go up to compensate for the increase in property tax. (This is the better option for renters, in my opinion)



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I think fees for recreation depend on what is covered. Some, such as swimming pools, are activities that one can choose whether or not to do. If however, recreation includes parks, I would feel differently. I think parks provide much needed green space and benefit people mentally and in some cases physically. Trees, plants, etc. also benefit the environment as well as wild life. Care needs to be taken in looking after our green spaces.

It wouldn't but it would be less fair to all Calgarians

One bill only

Absolutely not!! You have increased property taxes so much over the past many years and it's getting unaffordable. What about retired people that own a home and their taxes go up and up but they have no income. Get your [removed] together!!

See above

Don't raise taxes. Enough

I would be able to plan and take advantage of the lower fees

Quality of life will decrease

Water usage, existing LRT should be paid through fees. Maintaining existing capital infrastructure such as parks, pools, arenas, baseball diamonds etc etc etc should be maintained through taxes.

It wouldn't

Property tax is completely out of control. This needs to be reduced. Far too many can't afford the taxes and a slap in the face when we pay full price for black and green bin service yet black bin service was cut in half with no reduction in cost. Same for green bin part of the year. Do we pay the drivers to sit at home? Fuel isn't being burnt, so why is the city so greedy? Right double pensions, I forgot

That would improve it, depending on what the user fees were for. I think that increased user fees for things with positive externalities, like active transport or recreation is a bad idea. For things related to scarce public goods or negative externalities, like parking permits, garbage collection, etc. could be improved with user fees.

I would have less money to spend on recreation in the city - less visits to restaurants, pubs, theater etc.

Not ideal but impacts access for more who may not be able to afford services.

Dido

It would slightly increase



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Higher property taxes simply encourages politicians and city staff to spend more in a never ending cycle. Enough.

As reversed from above, the reduced fees would most likely outweigh the increased tax cost. A few extra bucks would be helpful.

Increase accessibility for those that can't afford to own a house. I am very much for increasing taxes to decrease user fees

Fees or tax...one person/businesses/city expenses is another's income...makes no difference

No impact if the same \$

Property taxes aren't flexible when trying to find more money in our family budget.

No more hikes to property taxes. City council needs to find ways to spend tax payer dollars more responsibly. Ways to do that would be to stop giving themselves big annual wage increases and wasting tax payer dollars on dumb things like the idea of sending \$100,000 to Quebec to fight a court case that has nothing to do with Calgarians. Calgary City Council - stay in your own lane.

Very negatively. Can not. Shouldn't have to pay more.

Negatively

Corrupt survey to say we would like to pay more for one reason or other.

Is the city operating facilities economically?

"I am fine paying higher property tax as long as there are proportional improvements in the quality of Calgary services. I would love to use transit more, but the cost of two transit tickets is barely competitive with Uber for me to get downtown. Currently, the poor connectivity between my desired regions of the city, long duration of ride times, and unreliability of arrival times lead to me rarely using transit.

Recreation like parks should remain accessible to all Calgarians."

Negatively.

Negatively. My property taxes should pay for general infrastructure only. Roads and maintenance, water, sewer, garbage. Police, fire dept. Etc.

You can't lump together water, transit and recreation! Water is a necessity used and needed by everyone. This is a ridiculous question.

Reduce property taxes across the board. The taxes charged to businesses are extremely excessive and counterproductive



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Significantly. Reduce property taxes.

Why should those who have worked hard to buy a home be responsible for supporting others in their recreation and transit? As a senior it is difficult enough without increasing my property tax.

Much Better. There is a price to ownership.

Meh. I'd get over it.

My overall spending would go up due to increase in property taxes

Also poorly, but less poorly. Why on earth would you need more money to provide the same service in a dying economy?

At the current housing bubble driving up property assessment, it would push our household to look at our household expenses.

Negatively. Don't make Calgarians pay for recreation for an extremely small percentage of users. No tax dollars to recreation. Improve transit efficiency, safety, cleanliness before raising fees. This city has the worst transit in Canada and Australia. Transit fees should be based on use. Fees based on distance traveled. Many cities have this type of system. There are many places in the budget where costs could be decreased significantly to avoid increased taxes or incr. fees for core services

This is unacceptable. Nenshi already screwed us all in our taxes

Much better.

It would be ok.

No increases in taxes or fees. We've had enough

I'd be upset. We pay so much for property taxes

Added stress. Decreased quality of life as would increase amount paid for services I don't use

Improved. User fees disproportionately impact lower income folks!

This works better for me personally

We need to increase property taxes! My mother was paying more for a small bungalow in Regina than we were paying for a 4 level split in Southwood! We are now living in McKenzie Lake in a condo and we still aren't paying as much as she paid 15 years ago!!!

That would possibly benefit me (I am a renter), however it's possible my rent would go up to compensate. I would be concerned about my fellow citizens that are low income and higher property taxes would be out of



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their capacity to pay. Perhaps wealthy Calgarians could pay more and those with lower incomes could get an exemption? Some people have houses that have appreciated more than their income has increased.

It would lower it, less in my pocket and anyhow more into things that I do not use!

My taxes are already 23% of my income so there's no money left to pay for these services. Paying more for taxes means I do without other things

We already pay exorbitant amounts of property taxes.

I'd move!

The impact is the same no matter which is raised as I use transit daily on top of my property taxes I pay monthly

How about using our taxes effectively enough so we don't have to pay out the nose for anything?

Aren't we already? This question doesn't make sense. As well Calgarians are already paying through the nose!

I would use the services more as I would be able to enjoy all that is offered

Water would not be in this example your website says they get no tax support!!! there is only one person paying the tax and fees and it is the same person. Where you have failed is on the free riders - people from outside the city that make money in Calgary and use the services in Calgary without paying for them. They freeload on our infrastructure and service while paying lower property tax in the small towns/cities around Calgary. Fix the provincial and federal funding problem first.

Reduce urban sprawling to reduce the increase in any user fee and/or tax. Does not make sense when the city growth will be much reduced as we transition to a low carbon economy.

Negatively impact, taxes are way too high as the city keeps increasing the property value (\$80,000 in two years is ridiculous)

Simpler and easier but lots would [removed]

It would make owning a home more difficult. It's already difficult (we're trying to get out of the rent cycle ourselves).

Same as above.

This would encourage use of public spaces and services. Please note though that water is a very different category to transit and recreation.



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I will never pay less, the city will continue to ask for more money per user and property tax really only affects those who can afford to buy a home in this city that is becoming increasingly less and less affordable.

I can't afford to pay more taxes and get less for it.

I can't envision a situation where The City would reduce the rates for Water and Sewer. Over the years we have seen massive increases in Sewer rates and since the increases were across the board, we now have a situation in which the fixed charge for Sewer being greater than Water. Since the fixed charge for Water includes the cost of the meter, the maintenance thereof and billing, what is left to be allocated to Sewer? Technically one can argue that the fixed charge for sewer should be zero.

make it better. things are more accessible for the people who cant afford them. if you can afford a house, you can afford taxes.

How about the city focuses on better spending? Maybe show a little more fiscal conservatism or retrain? It is my belief that the city has and continues be inefficient in its spending

It would make no difference to my life and I don't think the trade off (services being cut, reduction in quality) would be worth it.

This would negatively impact my quality of life.

Terribly I am on a fixed budget with retirement and everything is going up in great leaps and bounds, if I want to use a service then I will pay for it, but for me to pay for services I will never use, is lacking in common sense. Pay as you go lower my taxes.

I am not a homeowner so this would impact me positively

No impact.

Not great. Would rather have greater user fees and less property taxes.

I'd feel like all the effort I put in saving on water and energy use would be for naught. This is very anti-climate action and bad governance.

I would have more financial flexibility: allowing me the opportunity to increase my use of public services.

Positive impact. Would use transit more and try more recreation.

It would significantly improve my life.

For water and transit, it would level up those who need it most. For recreation, it would make the cost even more inequitable across the city - there are already communities that are discouraged from being healthy because they can't afford the fees that are charged by the rec centres that are not run by the city. The fees



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should be the same across all the rec centres. For now, only the low income (subsidized) or high income can afford them.

That would negatively impact my quality of life. I already pay 50% of operating plus 100% of capital for city services through taxes and I don't use transit or recreation and water should be 100% paid by user fees. If I can use water without paying 'per cubic meter' then why do I have a water meter?

I would gladly pay more in taxes to make services more accessible, particularly for transit. If transit service were decoupled from the farebox it would be better positioned to weather the current environment.

Our costs would likely ramp up a lot so we might have to cut back on other things.

I use these services but I also own property so it might balance out

I pay less transit

I don't use many city services besides the necessity, so this would impact my finances adversely.

Negative impact on my life. You are taxing me to the point where I can no longer afford to stay living in my house

No benefit - do not increase property taxes that are already significant - CHALLENGE WHY 35% goes to the Province - too high especially when they misuse it AND we also pay provincial taxes on income

It's always more in one sense or another but I guess I'd rather see the service fees instead of hiking property taxes.

I can absorb this.

I would prefer this option

Negative; as previous

I HATE user fees. Spread the cost of services like water, transit or recreation via taxes.

Positively - property taxes are (I assume) easier to index. No one needs a \$5 million dollar house to live a quality life, everyone NEEDS water, transit and recreational opportunities to live a quality life. Similar logic to - if you build your house in a flood plane you should NOT receive public funding/bailouts when it... floods.

I think overall it would cost less in the long run because if we all pay a little on our property tax the little things can stay affordable. I don't agree with the idea of only paying for what we use. That is how we lose facilities and services which we may not use now but would in the future and how can we do that if it no longer exists? I think it benefits everyone in the long run if we all pay a little for everything rather than have high access fees to each.

"Why ask the same question worded differently?"



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There is only 1 taxpayer, federally, provincially, and municipally Calgary Council needs to recognize this and stop adding user fees, and higher taxes. Even penny you take from us lowers our standard of living."

My life would be more expensive

It would be awesome. We would all get better service and pay (in aggregate) less.

If services such as water, transit, recreation are funded from the public purse (ie: property taxes), then there is no incentive for consumers to ration their use of water, and no feedback to the city about how much consumers are really willing to pay for transit and recreation services.

Property tax is based on where you live, the size of you house. I am completely content living in house that is within my means, I don't need the status of living in a large home. Large homes are bad for your environment.

This would lower and worsen my quality of life, since I would pay for what others are using rather than for what I am using when I use it. Ultimately the reality of raising of property taxes will be the easy path again, because the City cannot control themselves in spending like drunken sailors. Reign in the spending. It is easy to spend other people's money.

4. In thinking of all Calgarians and visitors to Calgary, what else should we consider when setting user fees?

User fees should be lowered so that all families can enjoy recreation. The Free Days in the NE Leisure Centre should be available to all pools and arenas. This is true discrimination as the folks there are so subsidized already by my taxes.

The city provides great services for locals and visitors.

Stop spending on nice-to-have pet projects like inclusive playgrounds

Cost recovery and ensuring those is bedroom communities are paying for what they use

Data, Data

PLEASE INVEST IN MENTAL HEALTH CARE AND IN PARTICULAR EATING DISORDER INPATIENT HELP THERE IS CURRENTLY NONE

Place tolls on Calgary roads that are used by a significant number of persons living in Airdrie, Cochrane, Strathmore, Okotoks High River and all MDs and Counties. They buy homes out there but don't pay taxes or user fees to The City of Calgary.



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The focus on which bucket to a lot spending (i.e. property taxes versus user fees) should not distract from trying to lower overall spending.

If recreation is inexpensive, that is a considerable draw for visitors. Our family would do day trips to other cities if they had cheap recreation.

There should be one level for Calgarians, and a higher one for visitors. I have seen this in many other cities and should be used here.

When it comes to costs of property tax, water and user fees the main payers are Calgarians so they should be the ones who are top of mind for most fees. Parking fees are different as anyone living here or visiting here is impacted. It's my understanding that Calgary has some of the highest fees in the country for that which is crazy. We need to be competitive with other Canadian cities.

People should pay for the services they want and not have the city automatically assume all Calgarian enjoy their facilities and use property tax income to support lower fees. Pay for play.

STOP with seeking added revenue. You have a spending problem not a revenue problem.

Sliding scale for those of lower incomes. Someone who takes the train and makes a 6 figure income can afford to pay more to ride the train than someone with fewer resources.

No more damned fees

Owning a home is an expensive privilege. Affordable water, transit, and recreation make our city more accessible and a more desirable place to live. Next let's talk about affordable childcare and subsidizing the yellow bus!

Every city provided service or facility should be self supported through user fees. That way those who do not use them are not subsidizing others.

there is no area code on bus stops call in number

Better arguments for why property taxes goes up with inflation and other demands. Consideration of who's income is most vulnerable not rich people with loud voices complaining of property taxes. Consider taxing churches or other non taxable real estate. Consider other forms of income for municipal government that's not tax payer dependent ...

Balance is key. Making sure attractions are financially accessible to residents and visitors alike are important, while making sure that minimum standards for upkeep are met. It is a challenge I certainly appreciate, but overall would say the City does a good job with at the moment.

Fees are stupid. If visitors don't pay fees they spend the money at nearby businesses which is a better benefit for all Calgarians.



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The low income families

It should be user pays. If you choose to do something then you should pay the cost, not the tax payer.

Fiscal responsibility

Calgarians shouldn't have to supplement services used by visitors.

Set fees for 'optional' things - entertainment, art, etc. Lower fees on essentials.

Anything where we have a choice please. 90% of the population wants to age in place but only 25% believe they can. Many seniors are being forced to go into LTC when there should be valid community based options. Much could be done with improving volunteer engagement

Control expenses, keep fees low, users will quit using if too high.

Residents should pay less.

Locals get better rates

Don't charge fees to see our own country: build that into taxes. It irks me to pay a "park" fees, for example, to visit Banff or Kananaskis (I know these are not municipal). "I have to pay to see my own country." For man-made things and services, go ahead and charge user fees.

For transit fees, maybe non residents should pay slightly more for monthly passes and monthly parking spots at LRT stations? There are a lot of people in communities outside Calgary that commute into Calgary to use transit. While I'm fine with them using transit I don't think it's fair for my property taxes to go up so they can pay less.

Single use fees should be higher versus repeat user fees (passes/memberships); as it allows visitors and those who are single users to ease a bit of the financial burden for the city at large.

Charge a modest premium for non resident use

How can you attract visitors when all fees are high. Don't you think you must give first, lower the fees, people will come people will pay if they are happy.

User fees affect almost all Calgarians, many who may not be able to afford an increase in any fees.

Things that are targeted for families need to take into account low income families. We need to ensure they have access

Visitors should have to pay more. And for major holidays fees such as transit should be reduced or free to reduce traffic and ensure everyone gets home safe



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Fees should be increased for those services that are typically used by those who already have more like rentals, but those who don't have more like those who have to use transit rather than owning a vehicle, should be lowered.

Pay per use on black and green bin collection. No fees for blue bin collection.

Parking downtown should be all city parking. No private 3rd parties, so that the city can recoup fees easier.

Again don't start here. Start with your own salaries, do we need as many city employees as we have?, where are we wasting money.... I'd like to see info on that BEFORE you ask for more from Calgarian. As more people leave the city, the less people there are to pay taxes and the less money you will have. Start actually caring about the people you serve rather than those who helped finance your election or are relatives.

They should reflect actual costs. Wasteful spending also needs to be cut at the same time otherwise it will just mean less Money overall in taxpayers pockets

Lower them to attract more visitors

User fees should be higher for services that not all Calgarians are able to access - can the average Calgarians afford to attend a Flames game?! Or a theatre performance? Or the Science Center (no way our family of five could go)

Making sure our population with fewer financial resources still have easy access to things like transit and recreation. It benefits our entire community.

Rather than user fees, run the city the way fiscally responsible individuals run household finances. REDUCE expenses rather than look at ways to continue to increase revenue.

Calgarians should get preferred rates. We live here we pay taxes.

I think instead of user fees for visitors we should be looking at cutting administrative costs at City Hall. Maybe draw a line in the sand and no longer offer pensions after a certain hiring date and instead do RRSP contributions. The city needs to cut back spending night find more creative ways to Rob citizens and our tourism industry

More fees for optional services - ie. NOT water, transit

"Lowering your spending.

Improving the quality of the services with the budget you already have.

Stop wasting our money on pet projects"



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If the service pertaining to the fee is subsidized by taxes, out-of-towners should pay more. If user fees cover the full cost, same price for everyone.

Transit is a popular method of travel for young people like university students and also for staff. The university is a large employer. Raising transit fees is not good environmental sense.

Tourism tax - modest tax to go to transit and other City partners.

NO INCREASES TO PROPERTY TAXES OR USER FEES. You need to figure out how to better manage the money eh you've got.

Out if towners should pay for transit parking at LRT stations. Especially with all the WFH and the multitude of out of town businesses they shop at as opposed to shopping in Calgary.

A new Stadium sure would be nice...

nothing

Increase fines for speeding. The City could make millions by enforcing speed limits just on Deerfoot alone. 10 kms over the posted limit is \$500. Revenues would fund Police and reduce accidents and insurance rates. Also ticket all vehicles that exceed sound thresholds. \$1000 for disturbing the peace with loud mufflers. These are user fees that should be enforced

tourists can pay user fees.

Tourism dollars help to offset costs.

Residents pay less

It might not be relevant during Covid when people are working from home, but once workers return to downtown, a vehicle congestion charge for non-residents would recoup some of the cost of infrastructure wear and tear by people from Airdrie, Okotoks, Chestermere, and Cochrane etc.

I don't mind having higher fees for certain things as there are many visitors to our city using these services who live in surrounding communities. Maybe a two tier system for fees for home addresses inside city and outside of city?

That they are reasonable.

Majority of cost to run should be recovered in user fees (75-90%) although a portion should be covered by the general taxpayer to ensure there is free or discounted access for low income individuals/families.

Are user fees really required or can the City scale back some of the programs it offers to free up revenue to prevent an increase of user fees.

Good question, one I do not have a snarky answer for.



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Ending the mask mandates.

Higher fees might discourage some visitors, but the possibility of them visiting the facility is not very high. The city needs to take into consideration that higher fees restrict access to lower income citizens. Another point of view though is that I do not wish to subsidize programs unless they can be proven to provide benefits to all. For example some recreational facilities might reduce youth/gang violence.

The more directly the fee is targetted to the service provided the better!

Only have fees for optional services ie pools, golf but garbage is a required service and should be on tax bill again one bill

Using the user fees efficiently and not wasting money - then you don't have to increase fees!!

The already alarming cost of living increases over the last few years.

Common sense. Quit thinking of citizens as bank machines for this council

High fees combined with lower income and abrupt inflation spells civil unrest

The City has been selling off its public spaces to private developers. They must stop this and keep them maintain them adequately

I won't use Calgary as our go to for restaurants, recreation or shopping if costs become higher for non residents. A great portion of businesses income comes from out of town.

Low income people who rely more on public transit and recreation

Affordability

I think that increased user fees for things with positive externalities, like active transport or recreation is a bad idea. For things related to scarce public goods or negative externalities, like parking permits, garbage collection, etc. could be improved with user fees.

Consider what these fees are in other cities eg.parking is way too expensive in Calgary. We want to encourage visitors, then charge them fees which are in line with other cities, and scaled down to the size of our city ie.not what they charge in Toronto, New York etc.

Provide discounts to fees for Calgarians compared to the fees paid by visitors

Given the empty office towers, we know the economy may be improved over 5 years ago but it is not recovered... fees must reflect that.

Average wages for people. And what they can afford. But raising taxes and fees should result in higher overall wages



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Transit needs to be more affordable to Calgarians and visitors alike

You need to start charging kids for things.

User pay.

"User fees at facilities and services are not supportive of multi day tickets or passes. Transit needs more options for people who only would ride on weekends, or during the week. A 24 hr pass, 3 day pass or weekend pass may increase ridership. Non residents here for a weekend or other trip should be encouraged and welcome to visit with great options for payment at facilities."

If you want your garbage picked up more than once every two weeks...pay a fee

The impact on the disadvantaged

Nothing. Why is it that this council continues to look for ways to increase taxes/fees rather than finding ways to cut costs.

Consider reducing your own overhead and costs so there are no fees or tax increases. It's like making me decide which punishment I prefer because you are bad at your jobs. Cut your own budgets. You have plenty of my money already. Use your brains to solve the problem.

User fees should be higher in outlying suburban areas.

If city could offer services more economically by not being directly involved using higher pays and benefits. Maybe consider more privatization and community involvement. Taxes go up but services do not seem to increase. Higher residential concentration higher tax rates per square foot. But a lot higher costs and more spending on unessential items

Community involvement operating recreational facilities and parks.

"I would be okay with fees for single-day events like Lilac Festival. Fees should be increased on activities with negative effects for neighbors, such as barking dogs or loud car / motorcycle engines."

Driving into the downtown core, tax it, and use that money to subsidize transit.

Eliminate 90 percent of all user fees

Something every Calgarian will use.

Necessity versus optional - lower user fees for services that are a necessity

User fees for non essential services

Reduce fees, provide services in a cost effective manner.



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Consider giving Calgarians a discount.

Base the fees on socio-economic factors, no fees for the poor and work up. IE sliding scale. [removed]

You've destroyed the transit system by cranking up fees, then reducing service due to tumbling revenue. Then the homeless addicts move in and do crack in the train.

The alternate options for Calgarians impacted. For example, transit increases may impact lower income families disproportionately.

The amount of money wasted in administration. Do more with less... like every other company in the city right now.

Research into clientele and primary users of those services, their household finances, and where can those who are struggling be supported in accessing the benefits of such services. That data can be useful in proving to the rest of Calgarians on why fees were set the way they were.

Recreation facilities should rely on user fees solely to operated. Users who are not Calgarians should pay a non-resident user fee.

Higher tax on alcohol and weed, in casinos

Who needs the services and how to make them more equitable.

I can't think of anything right now. I assume we set fees for groups using our parks for big public events...ie. Folk Festival (whenever that returns to normal).

Making lives for Calgarians easier, and not constantly increasing taxes.

Don't raise user fees or taxes

Keep it low. City is taking in the money.

Have money and program set aside for Calgarians that need assistance. Keep programs for kids accessible for all

Keeping transit fares (specifically) low, if we're serious about growing as a city.

Transit pay rates should change depending on the length of one's trip (like Vancouver)

Make fees as low as possible and make residential property taxes closer to Edmonton's rates!

There needs to be a more innovative solution to providing necessary services than raising prices or raising taxes. A barter system? A work for use system? Centralized costs? Sliding scale based on income?

Be careful not to make everything fee for service



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Cyclists should have to pay yearly license fee (this was required decades ago in Calgary) for having a bike on the roadways as bike lanes have cost taxpayers a fortune for something a small percentage uses. The cost is not justified in a city with only five good months of cycling weather.

Why no try to reduce city expenses!!

Keep them affordable. We are paying far too much for what we get

collect enough money to keep the city running.

We already pay taxes, it should be going into everything to do with the city instead of paying extra because our politicians are greedy.

It's there value in the service? Are the fees reflective of the value? Is the fee fair and inclusive?

A two tier fee, one for citizens one for visitors

Tax for the public good, fees for direct users within a reasonable amount. Increase users like the library with no direct billing when the social argument is there. Calgary is a regional hub so funding should be from Province, feds and other municipalities to balance out the free riders. We see Montreal and Toronto getting a lot more money per capita than Calgary from the Federal government

No more user fee which is a tax in disguise. Consider lobbying the province to implement a provincial sales tax.

They can pay higher fees

Quality of life is the #1 thing that companies assess when deciding to set up a campus somewhere. A livable city is not only its own reward, it pays off economically through increased corporate investment & a tax base that's attracted here by being a place that the best & brightest want to be.

What private facilities charge so we charge some what similar so we can afford to maintain the facility over time.

affordability. Calgary and it's amenities shouldn't just be for the rich.

Higher daily rate. Heavily discounted season pass. Like the zoo! It's a smart model!

"assign costs for water, trash removal, and other household services by cost causation. IE recoup w fees. It's easier for ppl to manage their cost of living if costs are predictably assigned to what caused them.

Consider transit separate to items like household costs. Cost of transit by car is already rolled into tax base. (Roads, maintenance, etc). It's unfair therefore to place the cost of public transit entirely on user fees. To do so encourages overuse of cars and underuse of public transit."

There should be a rate for locals and a rate for visitors.



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Fees should reflect the true cost and not include a subsidy to the mill rate.

Introduce congestion pricing for cars in downtown:

<https://www.smartcitiesdive.com/ex/sustainablecitiescollective/five-cities-congestion-pricing/28437/>.

is it fair.

Fees should be aimed at keeping recreation facilities full but not over crowded. If facilities aren't full then prices are too high.

I know that transit is always controversial- but it needs and deserves investment! I am also a big fan of increased programs and "beautification". I thi k they make the city worth living in.

User fees should not be supplemented by taxes.

People come to the city knowing what the attractions are and our prices are in line with most attractions let them pay they expect to that is why they come.

Comparison to peer cities and spending power

Chestemere and Airdire residents.

Parking prices are too low and in too few areas. \$1/hour is insanely cheap for the amount of infrastructure needed to provide this service. Please increase parking fees.

I'm not sure of the best wording....but household/family sizes? As an individual, I have so much more flexibility than, for example, a parent and their four kids. They probably use and need the same services as me, but may have far less financial flexibility than myself. Ensuring that public services are easily accessible for the next generation of Calgarians/potential future Calgarians (youth) seems important in helping to build a city for tomorrow.

We need more Genesis Centres that are truly community gathering spaces in the less affluent areas of Calgary. For visitors and residents we need to improve or replace aged facilities as Village Leisure Centre. We need to change facilities to what people are interested in now, rather than a few are interested in / participate in from the past.

If you can show proof of a current Calgary address, you should get a cheaper rate, same as Travel Alberta does. We're subsidizing services for people who live in the bedroom communities.

There should be a discount for people who have a Calgary address.

Consider equity - is efficient movement through the city only for those who can afford cars or afford inner-city homes? Are swimming lessons only there for the people who can afford the fees?



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People value our parks and recreation spaces. Please support them and don't cover them with buildings & concrete. Some people can't afford endless fee increases. COVID-19 has altered our lives forever. Endless changes and bad news will hurt our citizens.

Whether those services are necessary or discretionary- water and transport are essential but some recreation is discretionary - its important that all community members can afford access to recreation but it is less critical. Also water t a house is more of a necessity than water to say commercial services.

Thanks man

Remove the free fair zone for the ctrain.

Stop user fees and lower taxes!

Protect low income residents while ensuring they pay something - difficult as it is effectively 'means testing'. Visitors can afford to pay - they pay for services in other Provinces and countries - good to get visitors as they spend \$ here but no need to subsidize them - Just ensure the City is a good place to visit.

Creates barriers of entry

Do fees prevent or hinder accessibility?

Non vaccinated people should pay a fee for accessing health care. I cease speeding fines ten fold... more revenue for the City and insurance rates would be reduced for all as accidents would reduce. Increase Fines to all cars and motorcycles that exceed noise pollution limits.

For services paid for by Calgary taxpayers that can be accessed by "visitors", make all show photo identification and let Calgarians enter free and visitors pay.

User fees for non-local users should be higher than for locals. Do not need to be significantly so, but transit and recreational fees for tourists and visitors should be a net gain to the city without being prohibitive to visit.

Life is pretty tough right now for a lot of people and having affordable or free access to things are what keep our communities going in these harder times. I like the idea of looking out for one another. People complain about paying taxes until the services they pay for start going away or costing more money. Please keep accessibility to all, not just the affluent.

There is only 1 taxpayer, federally, provincially, and municipally Calgary Council needs to recognize this and stop adding user fees, and higher taxes. Even penny you take from us lowers our standard of living.

No increases to wages

If the fees are too high the activity will be skipped altogether



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Transit should be 100% free. Recreation should be lower cost, imho. I'm willing to pay higher taxes to make transit free.

Users - whether local or visitor, wealthy or poor - should pay for the services that they consume. Property owners are not money trees and should not be called upon to subsidize consumers of city services.

Fees that change behaviour to help the environment, such as garbage tax.

City of Calgary people that live here work here pay taxes should get 50% off user fees

Set user fees as a "fee-for-service" on an as needed basis. For instance, if I choose to use my blue bin for 12 weeks per year, then only charge me for 12 weeks of bin charges. Why should I pay for the other 40 weeks when I have no need for this service?