

### Content Descriptions for Civic Services Surveys

Below are content descriptions for the City of Saskatoon's bi-annual civic services surveys.

#### Civic Satisfaction & Performance Survey

- Perceptions of quality of life in Saskatoon and the direction the City of Saskatoon is heading;
- Perceptions of satisfaction and expectations with the overall delivery of City services;
- Improvement priorities for the delivery of City services;
- Perceptions on spending preferences for the delivery of City services;
- What citizens believe is the most important issue facing the City;
- Perceived value of civic services;
- Preferences for balancing the budget;
- Performance indicators related to the 7 strategic goals;
- Satisfaction and preference for receiving City information and communications;
- Experience and impression of community engagement;
- Preference, experience and impressions of customer service; and
- Volunteering in the community.

#### Civic Services Survey: Performance, Priorities & Preferences

- Performance on 29 services that the City of Saskatoon provides to residents;
- Identify high priorities for those services where performance was evaluated as medium to low;
- Gather additional opinions related to community engagement; and
- Identify preferences on level of civic services in 12 categories.