



Civic Services Survey: Performance, Priorities and Preferences 2021

Telephone and Online Panel

September 2021





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Purpose

In 2021 the City of Saskatoon completed another wave of their Civic Service Survey to continue gaining insights on residents' experience and impressions related to the quality of transportation and utilities services, community and public services, waste management services, recreation and culture services, the priorities of services rated, and preferences on the level of civic services provided (more, less, or about the same).

The results of the Performance, Priorities and Preferences survey are intended to help inform decisions related to initiatives and actions for strategic priorities, budget decisions, and service delivery decisions.

Additionally, the survey will help identify key trends and issues of importance to aid the City's continuing goal of service excellence.

The primary objectives of the survey were to gauge the following:

- Perceptions of quality of services provided by the City
 - Transportation & Utilities Services
 - Community & Public Services
 - Waste Management Services
 - Recreation & Culture Services
- Priorities of services
- Preferences on level of civic services for 12 categories

Executive Summary

In 2018, the City of Saskatoon reviewed the 2017 Civic Services Survey and developed a more comprehensive process to collect input from residents. The review process resulted in the creation of two separate surveys: a Civic Satisfaction & Performance survey, and a Civic Services Survey: Performance, Priorities & Preferences. These two surveys were fielded again in 2021, and this report discusses the findings from the Civic Services survey.

The Civic Services survey was first implemented in November 2018. In 2018, there were small changes from the previous years to improve the data, ask new questions, and be more inclusive by offering a link on the City of Saskatoon's website for the general public to participate. In the current 2021 wave, minimal changes were made to ensure the data can be trended. There were no major changes to the survey other than including a question on the impact of COVID-19, removing the community engagement questions, and asking the service priorities section to all instead of those with average or below average service satisfaction.

The results of the telephone and online-panel respondents are the subject of this report. The results from self-selected respondents are provided in a separate report. There are some significant differences related to the telephone and online-panel results as compared to self-selected participants. Specifically, the results of the telephone and online-panel are reliable and representative of the population due to the random selection process. The methodology and consistency of many questions also allows for trending and comparisons to previous years.

Consistent with previous years, 500 telephone and 801 online-panel surveys were conducted with residents of Saskatoon who were 18 years of age and older. The results of the telephone and online-panel respondents are highlighted in the following pages and provide insights on the City of Saskatoon's services and priorities.

Please note that changes from previous years for telephone results within the margin of error of +/- 2.25% and online panel results within a +/-2.86% are not statistically significant. As a result, the information in the report will note that there was no change from the previous year.

Executive Summary



City Services

Transportation & Utilities

The top services that telephone respondents are most satisfied with are:

1. Reliability of electrical services – 8.8 (only asked to those who use Saskatoon Light and Power)
2. Quality of drinking water – 8.5
3. Speed of water main breaks repairs – 7.5

The top services that online-panel respondents are most satisfied with are:

1. Quality of drinking water – 8.1
2. Reliability of electrical services – 8.0 (only asked to those who use Saskatoon Light and Power)
3. Speed of water main breaks repairs – 7.4

The top 3 services among both samples are consistent with 2018 results; all services remained the same or saw an increase in their satisfaction ranking when compared to 2018. For telephone respondents, the following services saw a decrease: maintenance of major roadways and freeways in the city (-0.3) and accessibility of infrastructure for people with disabilities (-0.2). For online-panel respondents the following services saw a decrease: reliability of electrical services (-0.9) and quality of drinking water (-0.5).

Community and Public Services

The top services that telephone respondents are most satisfied with are:

1. Fire protection – 8.5
2. Maintenance of city parks – 7.7
3. Police services – 7.7

The top services that online-panel respondents are most satisfied with are:

1. Fire protection – 7.7
2. Maintenance of city parks – 7.4
3. Maintenance of trees – 7.2
4. Police services – 7.2

Telephone respondents reported similar satisfaction scores compared to 2018, staying within +/- 0.3. Online-panel respondents saw the largest increase (+0.7) for planning for growth and development services, and the largest decrease (-0.7) with fire protection services.

Executive Summary



City Services

Waste Management

Both telephone and online-panel respondents are most satisfied with garbage collection (telephone = 8.2; online-panel = 7.7), followed by recycling collection (telephone = 7.9; online-panel = 7.7) and landfill services (telephone = 7.4; online-panel = 7.3). All waste management services saw an increase in satisfaction compared to 2018 (+0.1 to 0.6). Overall, respondents are satisfied with their waste management services.

Recreation & Culture

The top services that telephone respondents are most satisfied with are:

1. Indoor leisure centres – 8.0
2. Outdoor sports fields – 7.9
3. Paddling pools and spray parks – 7.8

The top services that online-panel respondents are most satisfied with are:

1. Outdoor sports fields – 7.7
2. Indoor leisure centres – 7.6
3. Recreation programs and services – 7.6

Overall, satisfaction with recreation and culture services is high, with all services scoring 7.0 or higher. Telephone respondents saw an increase in satisfaction for most services compared to 2018. However, online-panel respondents saw a decrease in satisfaction for all services (-0.1 to -0.4).

Impact of COVID-19

In 2021, residents were asked to share how the COVID-19 closure of services impacted their satisfaction ratings. This was a new question to help measure the impact of COVID-19. Overall, respondents reported that COVID-19 had influenced their rating, with 55% of telephone respondents and 64% of online-panel respondents (TOP3) saying it had some level of influence.



Executive Summary

City Services

The majority of residents indicated they would like the City to provide **more** service for:

- Affordable Housing (telephone = 62%; online-panel = 61%)
- Road Maintenance (telephone = 54%; online-panel = 56%)
- Snow & Ice Management (only online-panel = 51%)

The plurality of residents indicated they would like the City to provide **less** service for:

- Community Grants (telephone = 11%; online-panel = 13%)
- Police (telephone = 8%; online-panel = 17%)
- Recreation and Cultural Programs (telephone = 7%; online-panel = 13%)

Respondents indicated they would like the service to stay about the same for most services.

Spending Priorities

The satisfaction and priorities questions were used to determine key weaknesses (high priority, low satisfaction), and key strengths (high priority, high satisfaction), highlighted below:

Telephone - Key Weaknesses:

- Snow & ice road maintenance
- Maintenance of major roadways and freeways
- Accessibility of infrastructure for people with disabilities
- Street maintenance in neighbourhood
- Traffic management
- Planning for growth and development

Telephone - Key Strengths:

- Quality of drinking water
- Reliability of electrical services
- Fire protection
- Police services
- Garbage collection
- Recycling collection
- Maintenance of city parks

Online-panel - Key Weaknesses:

- Snow & ice road maintenance
- Maintenance of major roadways and freeways
- Traffic management
- Planning for growth and development
- Accessibility of infrastructure for people with disabilities

Online-panel - Key Strengths:

- Quality of drinking water
- Fire protection
- Reliability of electrical services
- Speed of water main breaks repairs
- Garbage collection
- Recycling collection
- Maintenance of city parks



Methodology

Research was conducted via a live agent computer-assisted-telephone-interviewing (CATI) or computer assisted web interviewing (CAWI) methodologies amongst randomly selected residents of Saskatoon. For telephone interviewing, numbers were generated from a phone list which includes Saskatoon landlines and cell phones to conduct a “pure random digital dial” from the combined list. Cell phone has increased in usage this wave of research with 65% of the CATI sample being contacted from a cell phone, increasing from 26% in 2018.

Online Sampling For this online study, Forum Poll™ Online Panel Database was used. The panel has been built using Random-Digit Dialing (RDD) to recruit panelists – a purely random recruiting method that ensures sampling integrity. The panelists are then selected at random from the panel to complete surveys online, ensuring the accuracy of your online research results every time. The link to access the survey was used to access panel members who are Saskatoon residents. Additionally, the link was posted on the City of Saskatoon’s website. Therefore, the analysis of the data was segregated by the method, specifically the responses from the link on the City of Saskatoon website were labelled as “Self-Selected”, while the responses from panel members were labelled as “Online – Panel.” The “Self-Selected” responses are included in a separate report. For consistency, only “Online – Panel” responses were compared to the 2017 Online responses.

2021 Changes to the Survey

In 2021, the city engagement questions were removed from this survey but included in the 2021 Civic Satisfaction Survey, and an impact of COVID-19 question was added. The priorities section was also updated since 2018, with the sample framework updating from respondents who gave below or average satisfaction scores to all respondents.

Fieldwork dates	June 23 rd – August 2 nd 2021
Method	Computer Assisted Telephone Interviewing (CATI/Telephone), Computer Assisted Web Interviewing (CAWI/Online)
Criteria for Participation	Residents within the City of Saskatoon who are 18 years of age and older
Sample Size	500 CATI/Telephone 801 CAWI – Panel/Online-panel
Average Length	11 minutes
Margin of Error	Telephone: ± 3.63%, 19 times out of 20 Online: ± 2.86%, 19 times out of 20

Interpreting this Report



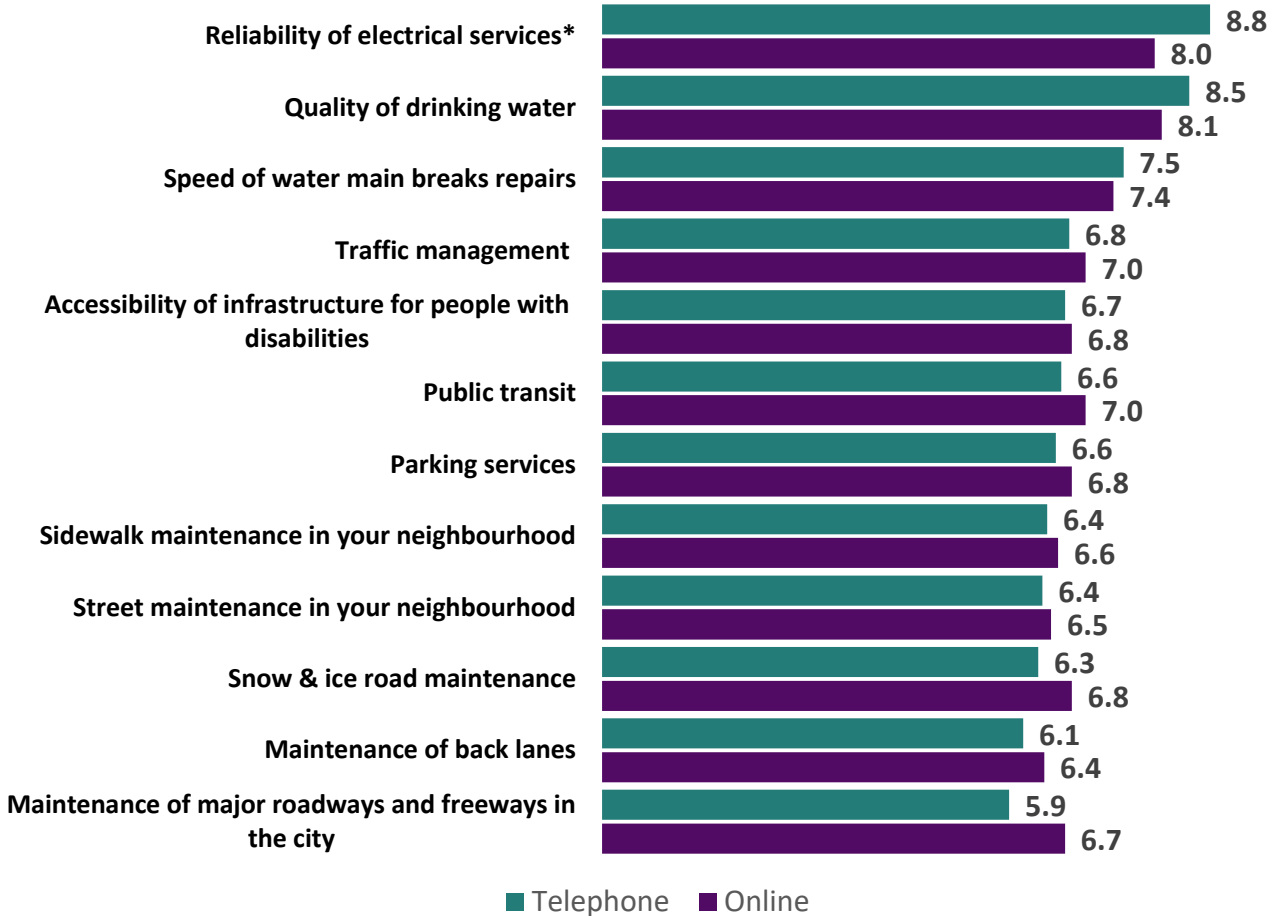
What is a “Top Box” and “Bottom Box” Score?

The top box score is a research-wide accepted practice and is the best way to understand a measure when using a 4- or 5-point scale. It is simply the net percentage of the highest categories on the rating scale. For example, if the scale is: Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, and Very Dissatisfied, then the combined number of respondents who answered either ‘Very Satisfied’ or ‘Somewhat Satisfied’ would be reported as the top 2 box score. Conversely, the bottom box score is the net percentage of respondents of the lowest categories of the rating scale. Using the same example, the combined number of respondents who answer ‘Somewhat Dissatisfied’ or ‘Very Dissatisfied’ would be grouped together to represent the bottom 2 box score.

Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%.

Detailed Findings

Transportation & Utilities (Means)



Q1-12. I am going to read you a list of transportation and utilities services that the City of Saskatoon provides its residents. I would like you to rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: Telephone n = 141-496, Online-panel n = 284-800; excluding 'Don't know' and 'Prefer Not to Say' responses.

Sample framework: *'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.

City residents were asked to rate services provided by the City on a 10-point scale. The reliability of electrical services, quality of drinking water, and speed of water main breaks repairs remain the top services where residents are the most satisfied, consistent with 2018 results.

Detailed Findings

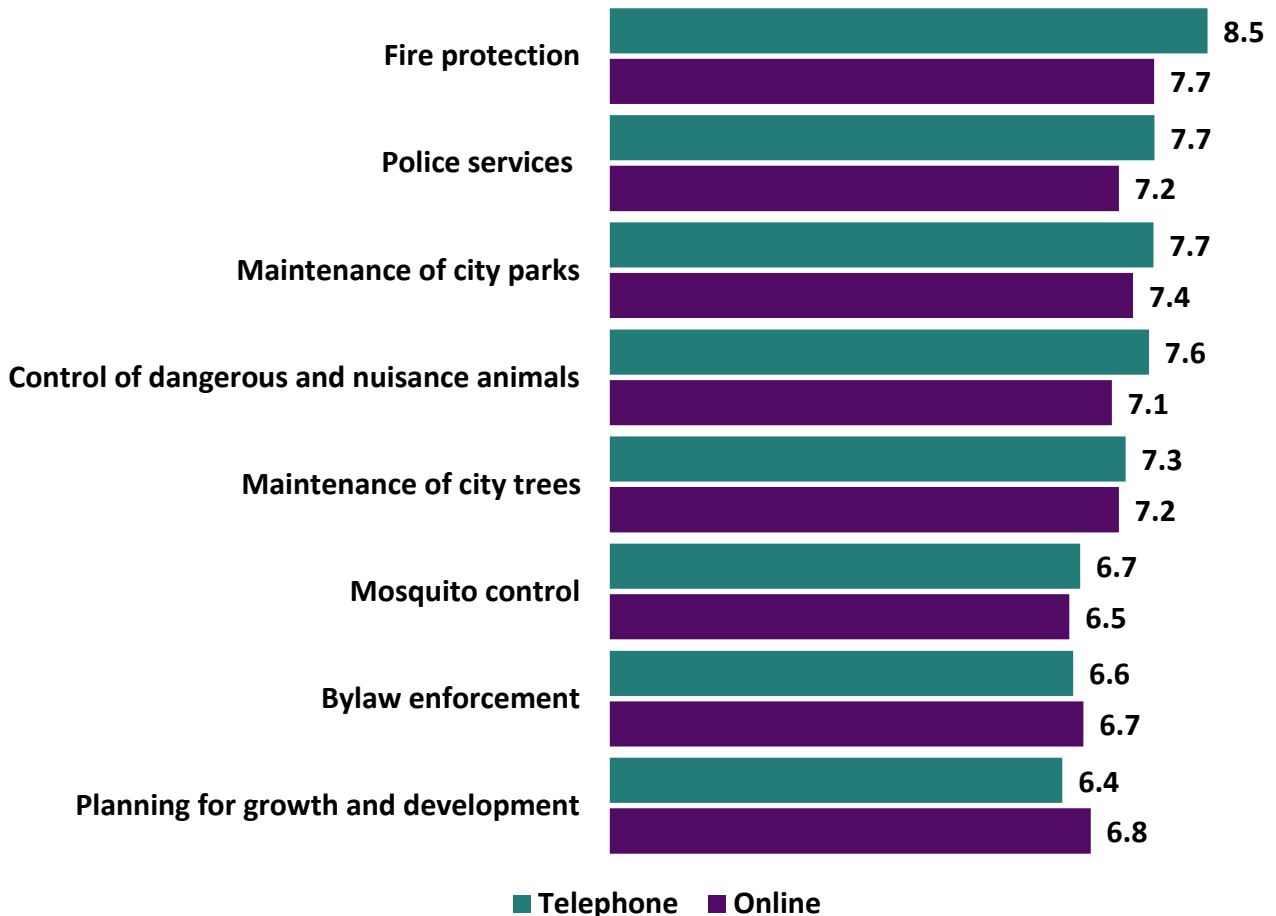
Transportation & Utilities (Means)

	Telephone						Online					
	2015	2016	2017	2018	2021	Difference from 2018	2015	2016	2017	2018	2021	Difference from 2018
Reliability of electrical services	7.8	8.0	7.8	8.7	8.8	+0.1	7.8	7.9	8.0	8.9	8.0	-0.9
Quality of drinking water	8.4	8.3	8.3	8.4	8.5	+0.1	8.3	8.1	8.3	8.6	8.1	-0.5
Speed of water main breaks repairs	6.8	6.8	6.9	7.5	7.5	-	6.7	6.7	7.0	7.4	7.4	-
Maintenance of major roadways and freeways in the city	5.1	5.6	5.9	6.2	5.9	-0.3	4.8	5.3	5.8	6.1	6.7	+0.6
Street maintenance in your neighbourhood	5.2	5.8	5.8	6.2	6.4	+0.2	4.9	5.2	5.7	5.9	6.5	+0.6
Sidewalk maintenance in your neighbourhood	5.6	6.1	5.8	6.2	6.4	+0.2	5.5	5.6	5.9	5.9	6.6	+0.7
Maintenance of back lanes	5.2	5.6	5.4	5.6	6.1	+0.5	4.7	5.0	5.3	5.7	6.4	+0.7
Snow & ice road maintenance	5.0	5.6	5.7	6.1	6.3	+0.2	5.2	5.5	5.8	6.0	6.8	+0.8
Traffic management	5.5	5.7	5.6	6.6	6.8	+0.2	4.9	5.3	5.5	6.5	7.0	+0.5
Parking services	5.2	5.2	5.4	6.1	6.6	+0.5	4.9	4.9	5.4	6.1	6.8	+0.7
Accessibility of infrastructure for people with disabilities	-	6.7	6.4	6.9	6.7	-0.2	-	6.4	6.3	6.8	6.8	-
Public transit	5.7	5.7	5.7	6.4	6.6	+0.2	5.1	5.2	5.4	6.3	7.0	+0.7

Most services received the same or higher satisfaction scores, continuing the growth seen in 2018. For telephone respondents, maintenance of major roadways and freeways and accessibility of infrastructure for people with disabilities saw a slight decrease in satisfaction compared to 2018. For online-panel respondents, reliability of electrical services and quality of drinking water saw a decrease in satisfaction when compared to 2018. Online-panel respondents reported greater positive changes in satisfaction than telephone respondents but saw a noticeable decrease in electrical services (-0.9%) and quality of drinking water (-0.5%).

Detailed Findings

Community & Public Services (Means)



Q13-20. I am going to read you a list of community and public services that the City of Saskatoon provides its residents. I would like you to rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: Telephone n = 432-489, Online-panel n = 707-786; excluding 'Don't know' and 'Prefer Not to Say' responses.

Sample framework: All respondents.

Overall, City residents are most satisfied with fire protection, police services, and maintenance of city parks, while planning for growth and development was the lowest ranked community and public service (also ranked lowest in 2018). Online-panel respondents also ranked maintenance of city trees as a top community and public service, and ranked bylaw enforcement the lowest.

Detailed Findings

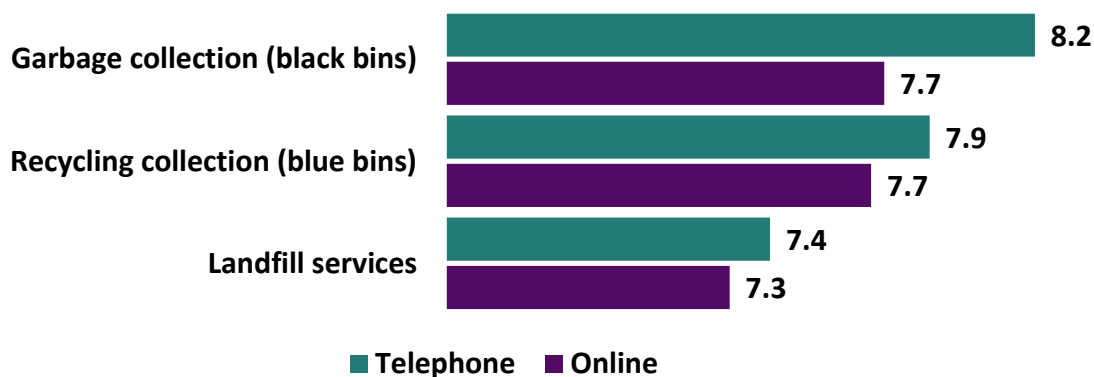
Community & Public Services (Means)

	Telephone						Online					
	2015	2016	2017	2018	2021	Difference from 2018	2015	2016	2017	2018	2021	Difference from 2018
Bylaw enforcement	6.2	6.4	6.2	6.7	6.6	-0.1	5.8	6.0	6.0	6.3	6.7	+0.4
Planning for growth and development	5.6	6.0	5.8	6.4	6.4	-	5.2	5.9	5.7	6.1	6.8	+0.7
Mosquito control	5.7	6.3	5.8	6.7	6.7	-	5.8	5.8	5.7	6.4	6.5	+0.1
Control of dangerous and nuisance animals	7.0	7.1	6.9	7.6	7.6	-	7.0	6.7	6.8	7.1	7.1	-
Maintenance of city trees	-	-	-	7.6	7.3	-0.3	-	-	-	7.4	7.2	-0.2
Maintenance of city parks	-	-	-	7.9	7.7	-0.2	-	-	-	7.7	7.4	-0.3
Fire protection	8.2	7.9	8.0	8.4	8.5	+0.1	7.9	7.9	8.0	8.4	7.7	-0.7
Police services	7.4	7.2	7.2	7.7	7.7	-	7.0	6.6	6.7	7.6	7.2	-0.4

Satisfaction with most services remained the same or saw a slight decrease in 2021 compared to 2018. Telephone respondents only reported a slight increase of +0.1 for fire protection, while online-panel respondents saw increases in satisfaction for planning for growth and development (+0.7), bylaw enforcement (+0.4), and mosquito control (+0.1).

Detailed Findings

Waste Management (Means)



Q21-23. I am going to read you a list of waste management services that the City of Saskatoon provides its residents. I would like you to rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: Telephone n=396-484, Online-panel n = 654-790; excluding 'Don't know' and 'Prefer Not to Say' responses.

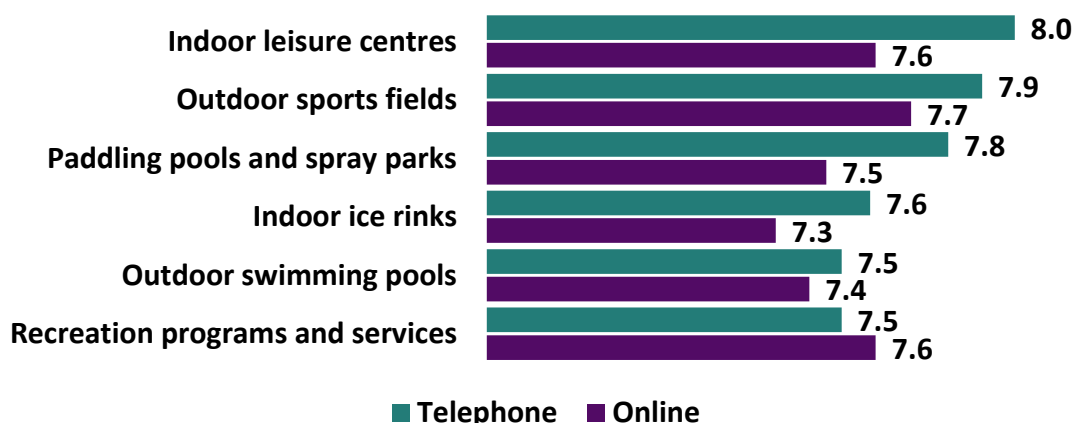
Sample framework: All respondents.

	Telephone						Online					
	2015	2016	2017	2018	2021	Difference from 2018	2015	2016	2017	2018	2021	Difference from 2018
Garbage collection	7.7	7.8	7.7	7.6	8.2	+0.6	7.4	7.4	7.6	7.6	7.7	+0.1
Recycling collection	7.3	7.6	7.4	7.3	7.9	+0.6	7.0	7.4	7.4	7.4	7.7	+0.3
Landfill services	6.7	6.7	6.6	7.2	7.4	+0.2	6.7	6.7	6.9	7.1	7.3	+0.2

City residents are satisfied with their waste management services. Compared to 2018, there was an increase in all services for both telephone respondents and online-panel respondents, reaching the highest satisfaction level seen in the past five years.

Detailed Findings

Recreation and Culture (Means)



Q24-29. I am going to read you a list of recreation and culture services that the City of Saskatoon provides its residents. I would like you to rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: Telephone n=361-450, Online-panel n = 605-694; excluding 'Don't know' and 'Prefer Not to Say' responses.

Sample framework: All respondents.

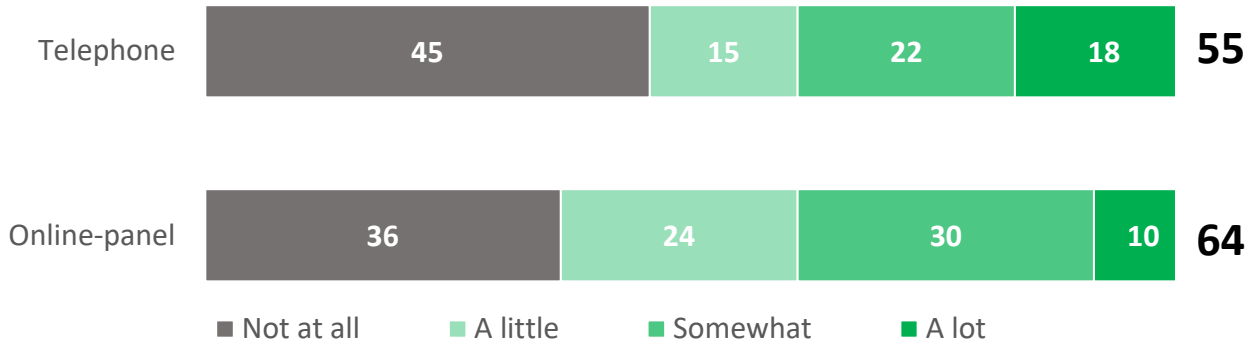
	Telephone						Online					
	2015	2016	2017	2018	2021	Difference from 2018	2015	2016	2017	2018	2021	Difference from 2018
Indoor ice rinks	6.7	6.4	6.4	7.4	7.6	+0.2	6.9	6.5	6.6	7.5	7.3	-0.2
Outdoor swimming pools	6.8	6.8	6.7	7.3	7.5	+0.2	6.9	6.8	7.1	7.5	7.4	-0.1
Paddling pools and spray parks	7.2	7.2	7.0	7.7	7.8	+0.1	7.1	7.1	7.2	7.7	7.5	-0.2
Indoor leisure centres	7.4	7.4	7.3	8.0	8.0	-	7.2	7.2	7.3	8.0	7.6	-0.4
Outdoor sports fields	-	-	-	7.8	7.9	+0.1	-	-	-	7.9	7.7	-0.2
Recreation programs and services	7.0	7.0	7.0	7.6	7.5	-0.1	7.0	6.8	6.9	7.7	7.6	-0.1

Overall, satisfaction levels are high for all recreation and culture services. The services where residents are most satisfied are indoor leisure centres and outdoor sports fields. However, online-panel respondents saw a decrease for all services, while telephone respondents remained consistent (seeing slight increases, decreases, or remaining the same).

Detailed Findings

Impact of COVID-19 on Service Rating (%)

TOP3



Q30. The City of Saskatoon’s delivery of recreation and culture services were impacted by public health orders related to COVID-19, including temporary closures of facilities like rinks, pools, and leisure centres, as well as limitations on indoor and outdoor gathering sizes. How much did this influence your rating of how well the City of Saskatoon is doing in these services?

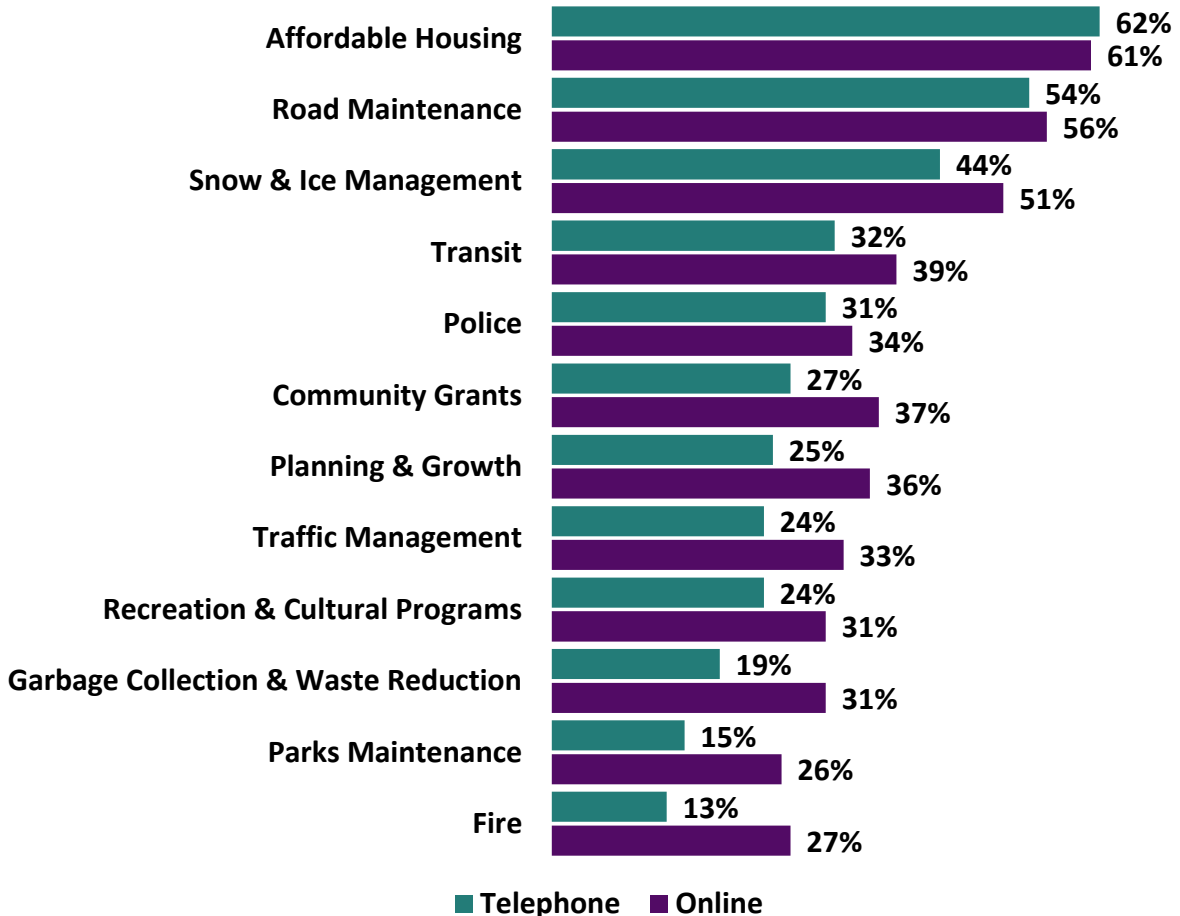
Sample size: Telephone n = 485, Online-panel n = 781; excluding ‘Don’t know’ and ‘Prefer Not to Say’ responses.

Sample framework: All respondents.

In 2021, residents were asked to share how the COVID-19 closure of services impacted their satisfaction ratings. This was a new question to help measure the impact of COVID-19. Overall, respondents reported that COVID-19 had influenced their rating, with 55% of telephone respondents and 64% of online-panel respondents (TOP3) saying it had some level of influence.

Detailed Findings

Preferences on Level of Civic Services – More Service



Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.

Sample size: Telephone n = 466-496, Online-panel n = 713-775; excluding 'Don't know' and 'Prefer Not to Say' responses.

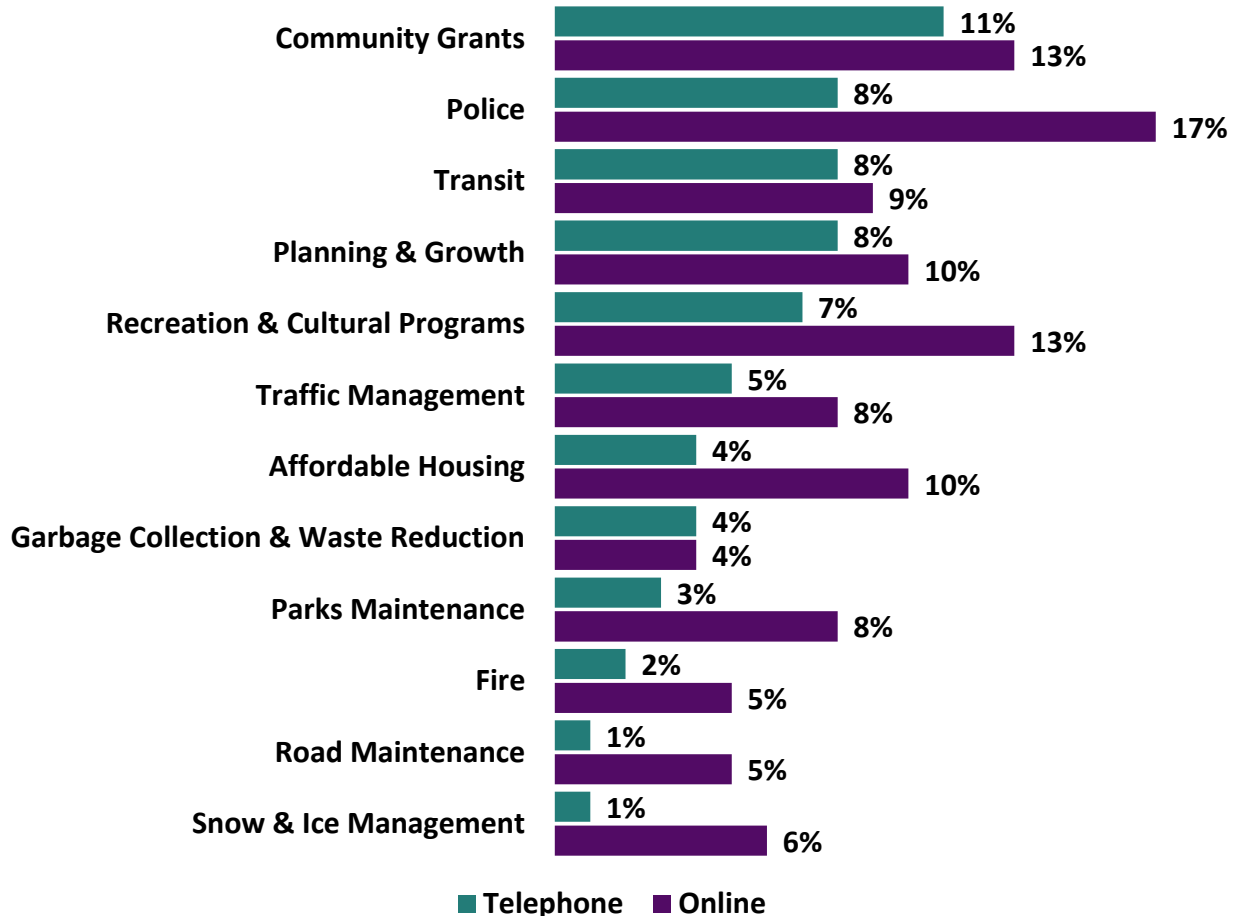
Sample framework: All respondents.

The majority of residents indicated they would like the City to provide more service for:

- Affordable Housing (telephone = 62%; online-panel = 61%)
- Road Maintenance (telephone = 54%; online-panel = 56%)
- Snow & Ice Management (telephone = 44%; online-panel = 51%)

Detailed Findings

Preferences on Level of Civic Services – Less Service



Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.

Sample size: Telephone n = 466-496, Online-panel n = 713-775; excluding 'Don't know' and 'Prefer Not to Say' responses.

Sample framework: All respondents.

The plurality of residents indicated they would like the City to provide less service for:

- Community Grants (telephone = 11%; online-panel = 13%)
- Police (telephone = 8%; online-panel = 17%)
- Transit (telephone = 8%; online-panel = 9%)
- Planning & Growth (telephone = 8%; online-panel = 10%)
- Recreation & Cultural Programs (telephone = 7%; online-panel = 13%)

Detailed Findings

Preferences on Level of Civic Services

	Telephone			Online		
	More	Less	Same	More	Less	Same
Road Maintenance	54%	1%	45%	56%	5%	39%
Snow & Ice Management	44%	1%	55%	51%	6%	43%
Traffic Management	24%	5%	71%	33%	8%	58%
Police	31%	8%	62%	34%	17%	50%
Fire	13%	2%	85%	27%	5%	68%
Transit	32%	8%	61%	39%	9%	52%
Planning & Growth	25%	8%	67%	36%	10%	55%
Community Grants	27%	11%	63%	37%	13%	50%
Affordable Housing	62%	4%	34%	61%	10%	29%
Garbage Collection & Waste Reduction Programs and Services	19%	4%	77%	31%	4%	65%
Parks Maintenance	15%	3%	82%	26%	8%	66%
Recreation & Cultural Programs	24%	7%	68%	31%	13%	56%

Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.

Sample size: Telephone n = 466-496, Online-panel n = 713-775; excluding 'Don't know' and 'Prefer Not to Say' responses.

Sample framework: All respondents.

Residents indicated they would like the service to stay about the same for many services. However, both telephone and online-panel respondents indicated a preference for more service for affordable housing (telephone = 62%, online-panel = 61%), and road maintenance (telephone = 54%, online-panel = 56%). Additionally, online-panel respondents also indicated they would like more service for snow & ice management (online-panel = 51%).

Detailed Findings

Preferences on Level of Civic Services – More Service

	Telephone					Online				
	2016	2017	2018	2021	Difference from 2018	2016	2017	2018	2021	Difference from 2018
Road Maintenance	70%	58%	59%	54%	-5%	70%	55%	61%	56%	-5%
Snow & Ice Management	46%	41%	46%	44%	-2%	49%	39%	52%	51%	-1%
Traffic Management	44%	39%	33%	24%	-9%	46%	38%	40%	33%	-7%
Police	33%	29%	31%	31%	-	41%	37%	36%	34%	-2%
Fire	13%	10%	12%	13%	+1%	15%	10%	10%	27%	+17%
Transit	43%	35%	40%	32%	-8%	45%	37%	41%	39%	-2%
Planning & Growth	38%	33%	38%	25%	-13%	35%	29%	35%	36%	+1%
Community Grants	20%	20%	28%	27%	-1%	21%	16%	23%	37%	+14%
Affordable Housing	54%	54%	54%	62%	+8%	53%	45%	55%	61%	+6%
Garbage Collection & Waste Reduction	14%	14%	30%	19%	-11%	17%	11%	28%	31%	+3%
Parks Maintenance	13%	11%	11%	15%	+4%	13%	11%	15%	26%	+11%
Recreation & Cultural Programs	23%	19%	21%	24%	+3%	22%	14%	21%	31%	+10%

Telephone respondents saw increases in preference for more service in affordable housing (+8%), parks maintenance (+4%), and recreation and cultural programs (+3%). However, they saw major decreases in preference for more service in planning and growth (-13%) and garbage collection and waste reduction (-11%). Online respondents saw major increases in preference for more service in fire services (+17%) and community grants (+14%), and the greatest decreases in preference for more service in traffic management (-7%) and road maintenance (-5%).

Detailed Findings

Preferences on Level of Civic Services – Less Service

	Telephone					Online				
	2016	2017	2018	2021	Difference from 2018	2016	2017	2018	2021	Difference from 2018
Road Maintenance	2%	1%	1%	1%	-	2%	2%	2%	5%	+3%
Snow & Ice Management	2%	3%	3%	1%	-2%	2%	4%	2%	6%	+4%
Traffic Management	3%	4%	4%	5%	+1%	4%	5%	4%	8%	+4%
Police	7%	5%	4%	8%	+4%	8%	6%	5%	17%	+12%
Fire	2%	3%	2%	2%	-	3%	3%	2%	5%	+3%
Transit	5%	7%	8%	8%	-	6%	9%	8%	9%	+1%
Planning & Growth	8%	10%	7%	8%	+1%	11%	17%	10%	10%	-
Community Grants	13%	15%	11%	11%	-	21%	25%	18%	13%	-5%
Affordable Housing	8%	7%	9%	4%	-5%	9%	11%	10%	10%	-
Garbage Collection & Waste Reduction	5%	5%	5%	4%	-1%	4%	7%	7%	4%	-3%
Parks Maintenance	5%	6%	3%	3%	-	7%	13%	5%	8%	+3%
Recreation & Cultural Programs	11%	10%	8%	7%	-1%	9%	16%	8%	13%	+5%

Telephone respondents' preference for less service remained consistent with 2018, where the preference has remained the same or saw minimal changes in most services. The largest increase in preference for less service was in police (+4%), while the largest decrease was in affordable housing (-5%). Online respondents saw increases in preference for less service in almost all services. The only exceptions were for planning and growth and affordable housing, which remained the same, and community grants (-5%) and garbage collection and waste reduction (-3%), which saw a decrease in preference for less service. Online respondents reported the largest increase in preference for less service in police (+12%).

Detailed Findings

Mapping of Priorities & Satisfaction

A quadrant analysis was conducted to determine services that are considered key strengths and key weaknesses based on 2021 data. Telephone and online-panel responses were analyzed separately on two graphs. The satisfaction and priorities were used to determine key weaknesses (high priority, low satisfaction), and key strengths (high priority, high satisfaction).

Key Weaknesses: Services where respondents had low satisfaction scores and high priority scores. These services are considered opportunities to improve overall satisfaction.

Key Strengths: Services where respondents had high satisfaction scores and high priority scores. These services should be monitored to support continued high levels of satisfaction.

Below is a summary of the key weaknesses and strengths from the 2021 results. The following slides include the quadrant analysis. Key strengths were consistent for both telephone and online-panel respondents, while weaknesses varied slightly.

Key Weaknesses		Key Strengths	
telephone	Online	telephone	Online
Snow & ice road maintenance	Snow & ice road maintenance	Quality of drinking water	Quality of drinking water
Maintenance of major roadways and freeways	Maintenance of major roadways and freeways	Reliability of electrical services*	Fire protection
Accessibility of infrastructure for people with disabilities	Traffic Management	Fire protection	Reliability of electrical services*
Street maintenance in neighbourhood	Planning for growth and development	Police services	Speed of water main breaks repairs
Traffic Management	Accessibility of infrastructure for people with disabilities	Garbage collection	Garbage collection
Planning for growth and development	-	Recycling collection	Recycling collection
-	-	Maintenance of city parks	Maintenance of city parks

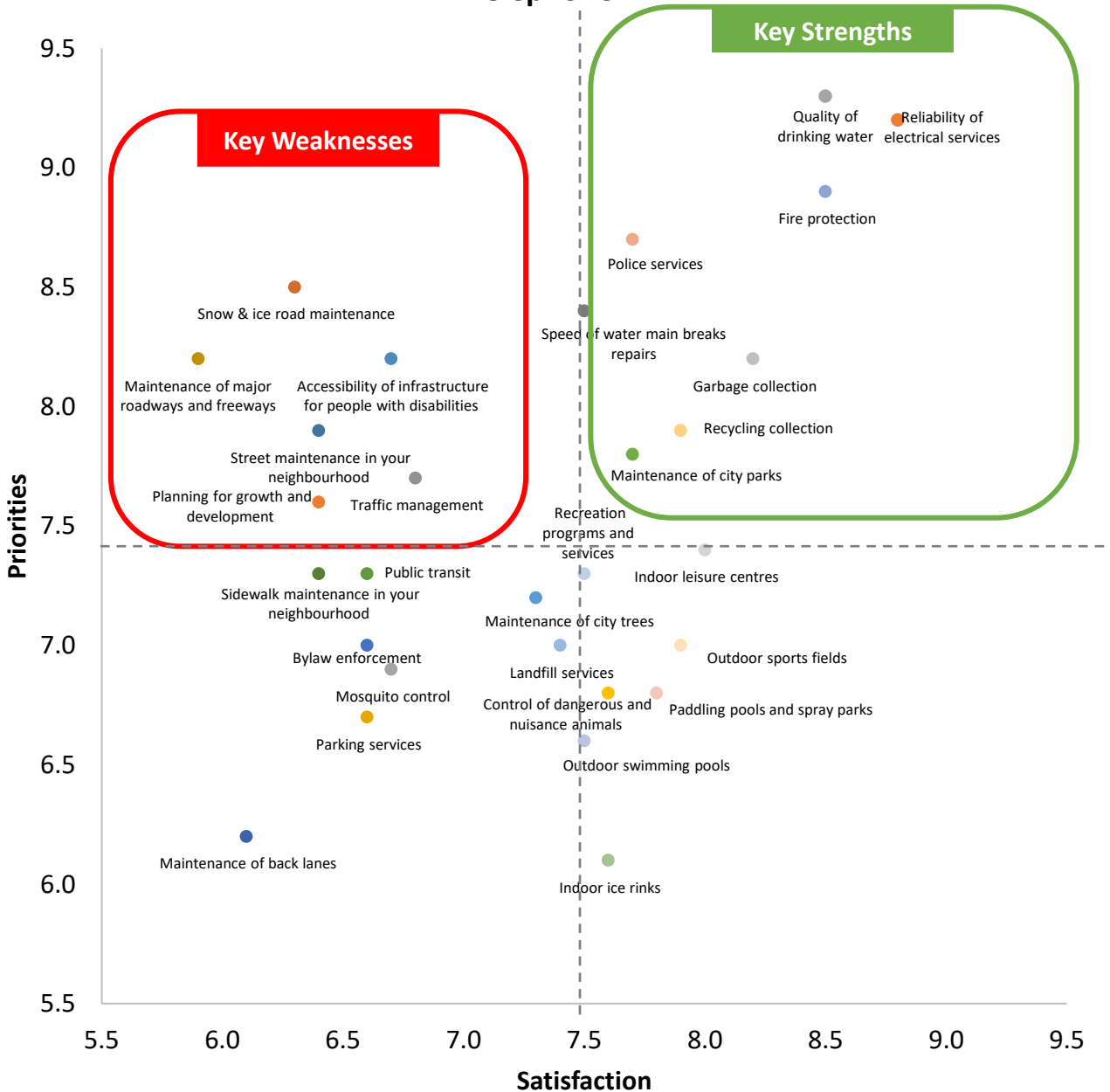
*Reported for Saskatoon Light and Power customers only.

Note: Comparisons to 2018 results could not be made due to the change in the sample framework (question was asked to total sample instead of those who rated average or below average).

Detailed Findings

Service Strengths and Weaknesses

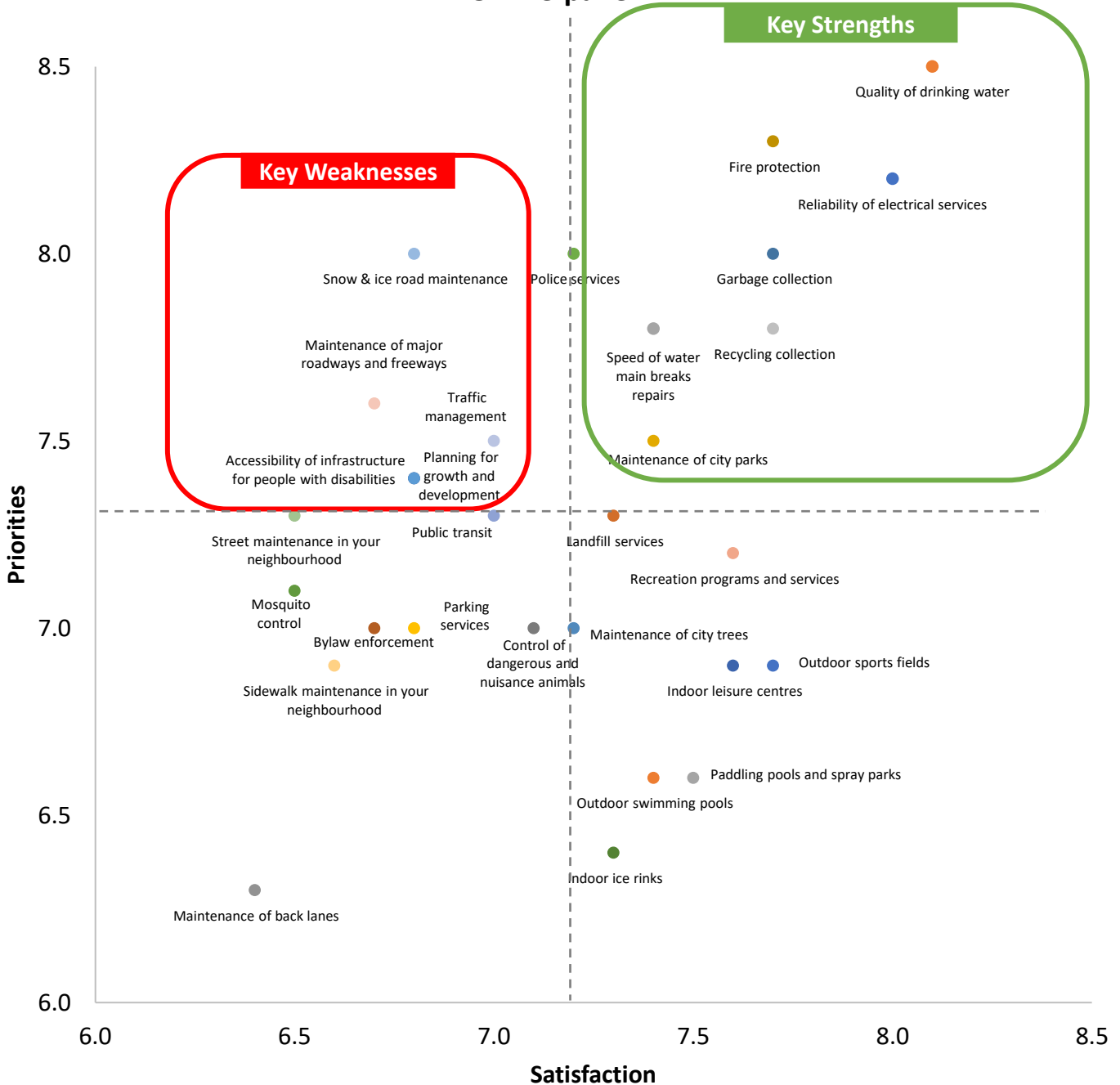
Telephone



Detailed Findings

Service Strengths and Weaknesses

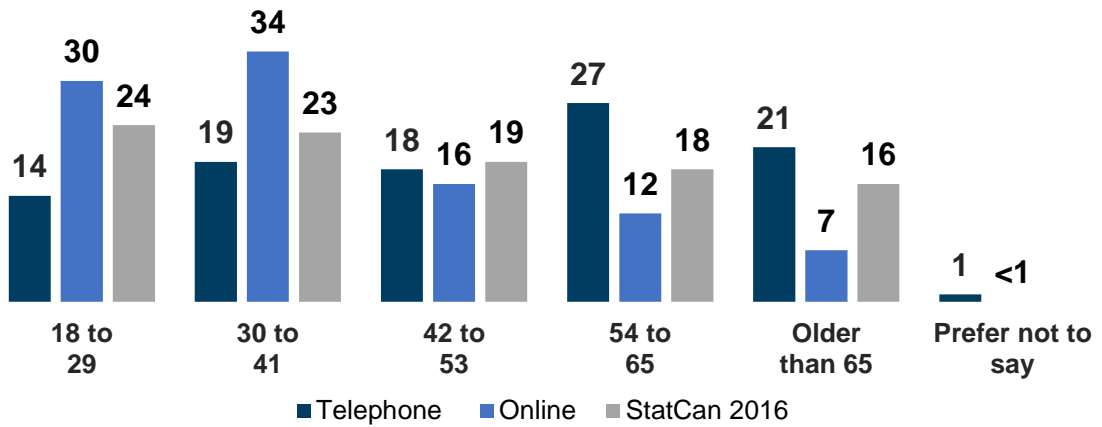
Online-panel



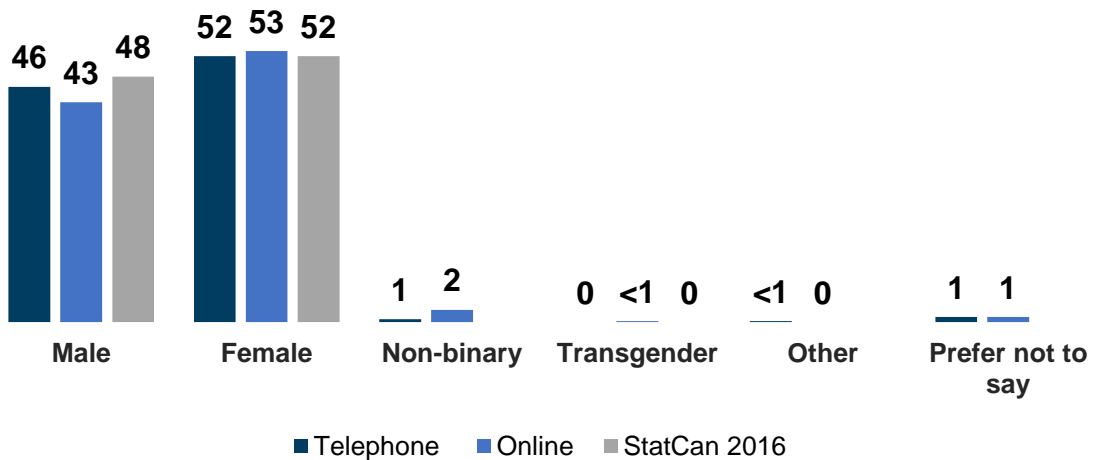


Demographics

Age (%)

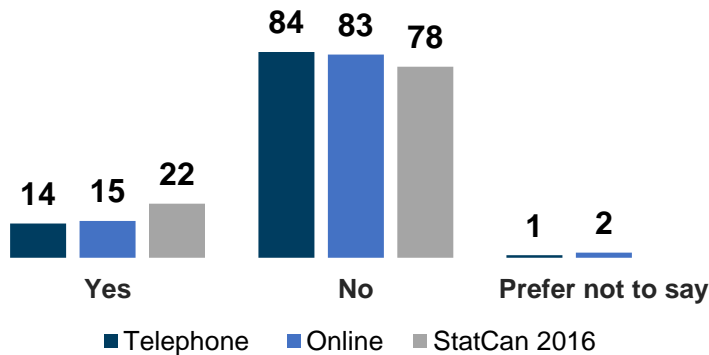


Gender (%)

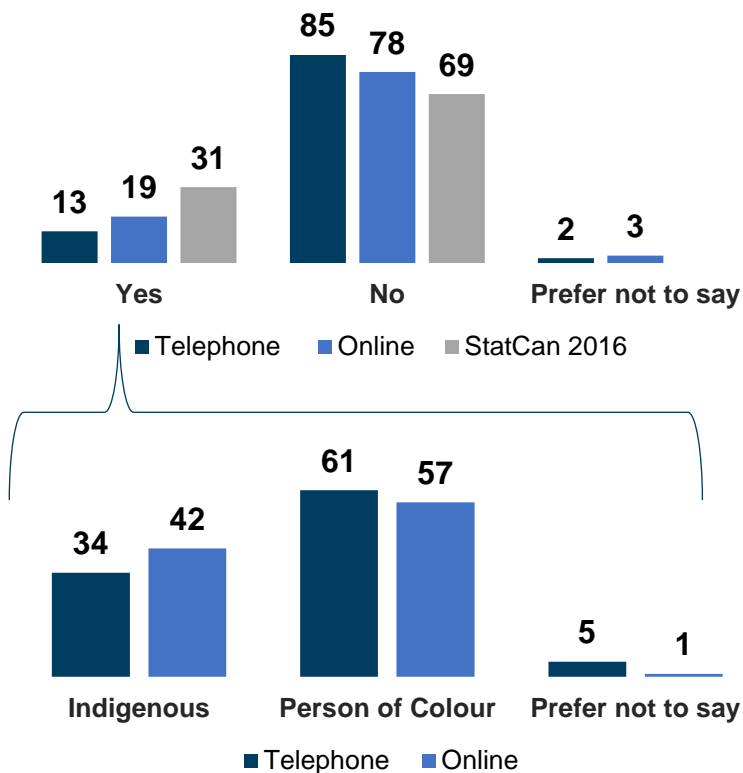


Demographics

Identifies as a Person with Disability (%)



Identifies as Indigenous or Person of Colour (%)

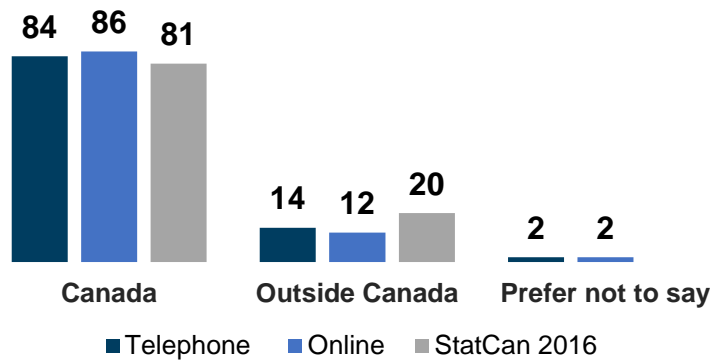


Telephone and Online Panel Respondents

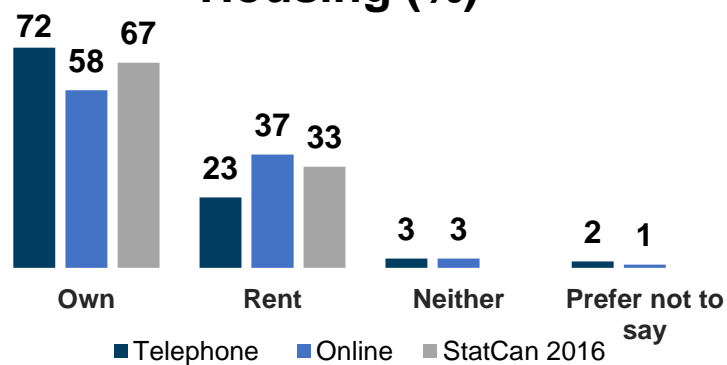
Demographics



Country Born (%)

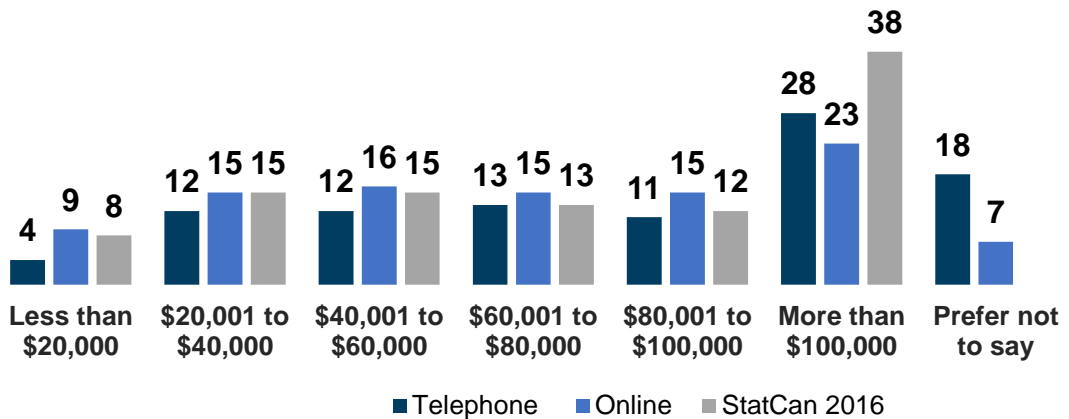


Housing (%)

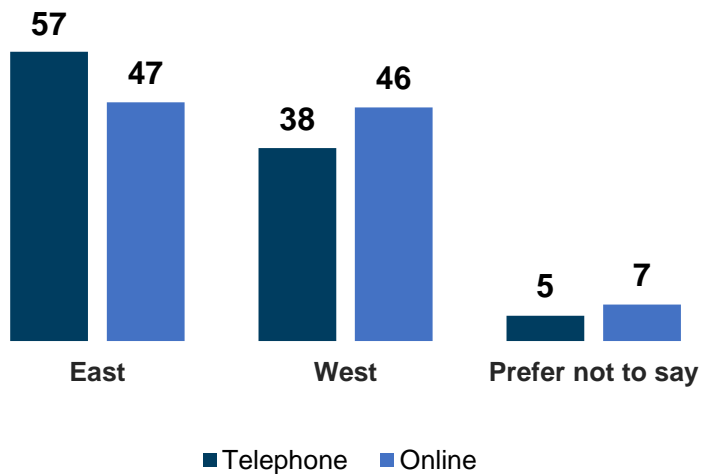


Demographics

Household Income (%)



Side of River Residing (%)



Appendix



Detailed Descriptions of Civic Services

Road Maintenance - This includes roads, bridges, overpasses, sidewalks, back lanes and pathways, traffic noise sound walls, and street sweeping.

Snow & Ice Management - This includes snow clearing, snow removal, sanding and salting, and snow fencing.

Traffic Management – This includes traffic lights and signs, road design, durable pavement markings, etc.

Police – This includes protecting the rights of people and property, enforcement of laws, prevention of crime, etc.

Fire – This includes response to emergencies involving fire, medical emergencies, entrapment of persons, fire prevention and property maintenance inspection.

Transit – This includes providing public transportation as an option to move around and accessible transit services for persons with special needs.

Planning & Growth - This includes planning for land use and zoning, planning for new neighbourhoods and improving existing neighbourhoods.

Community Grants - This includes providing financial assistance to a variety of sport, recreation, culture and social-serving community groups including community associations.

Affordable Housing – This includes programs designed to increase the supply of affordable housing and rental housing.

Garbage Collection & Waste Reduction programs and services – This includes collecting waste, development and management of the recycling and composting programs and household hazardous waste.

Parks Maintenance - This includes maintaining our parks, outdoor sportfields, park pathways, cross country ski trails, flower pot program, urban forestry, etc.

Recreation & Cultural Programs – This includes City-operated indoor and outdoor recreation and sport facilities.



Civic Services Survey: Performance, Priorities and Preferences 2021

Self Selected Online

September 2021



City of
Saskatoon



FORUM
RESEARCH INC.



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Purpose

In 2021 the City of Saskatoon completed another wave of their Civic Service Survey to continue gaining insights on residents' experience and impressions related to the quality of transportation and utilities services, community and public services, waste management services, recreation and culture services, the priorities of services, and preferences on the level of civic services provided (more, less, or about the same).

The results of the Performance, Priorities and Preferences survey are intended to help inform decisions related to initiatives and actions for strategic priorities, budget decisions, and service delivery decisions.

Additionally, the survey will help identify key trends and issues of importance to aid the City's continuing goal of service excellence.

The primary objectives of the survey were to gauge the following:

- Perceptions of quality of services provided by the City
 - Transportation & Utilities Services
 - Community & Public Services
 - Waste Management Services
 - Recreation & Culture Services
- Priorities of services
- Preferences on level of civic services for 12 categories

Executive Summary

In 2018, the City of Saskatoon reviewed the 2017 Civic Services Survey and developed a more comprehensive process to collect input from residents. The review process resulted in the creation of two separate surveys: a Civic Satisfaction & Performance survey, and a Civic Services Survey: Performance, Priorities & Preferences. These two surveys were fielded again in 2021, and this report discusses the findings from the Civic Services survey.

The Civic Services survey was first implemented in November 2018. In 2018, there were small changes from the previous years to improve the data, ask new questions, and be more inclusive by offering a link on the City of Saskatoon's website for the general public to participate. In the current 2021 wave, minimal changes were made to ensure the data can be trended. There were no major changes to the survey other than including a question on the impact of COVID-19, removing the community engagement questions, and asking the service priorities section to all instead of those with average

In 2021, a total of 442 self-selected Saskatoon residents who were 18 years of age and older completed the survey, compared to 590 in 2018. The results are highlighted in the following pages and provide insights on the City of Saskatoon's services and priorities.

Executive Summary



City Services

Transportation & Utilities

The top services where Online – Self-Selected respondents are most satisfied are:

1. Reliability of electrical services – 8.8 (only asked to those who use Saskatoon Light and Power)
2. Quality of drinking water – 8.5
3. Speed of water main breaks repairs – 7.0

The top 3 services are consistent with 2018 results, but almost all services remained the same or saw a decrease in their satisfaction ranking when compared to 2018 (-0.1 to -0.9). The only service that saw an increase when compared to 2018 was public transit (+0.3).

Community and Public Services

The top services where Online – Self-Selected respondents are most satisfied are:

1. Fire Protection – 8.2
2. Police Services – 6.8
3. Maintenance of City Parks – 6.5

Overall, satisfaction with community and public services is an area for improvement, with only one service scoring above 7/10 (Fire protection). All services saw a decrease in satisfaction compared to 2018 (-0.3 to -1.1).

Waste Management

Online – Self-Selected respondents are most satisfied with garbage collection (7.8), followed by recycling collection (7.3) and landfill services (6.8). All waste management services saw an increase in satisfaction compared to 2018 (+0.1 to +0.4). Overall, respondents are satisfied with their waste management services.

Recreation & Culture

The top services where Online – Self-Selected respondents are most satisfied are:

1. Indoor Leisure Centres – 7.5
2. Outdoor sports fields – 7.4
3. Paddling pools and spray parks – 7.4
4. Outdoor swimming pools – 7.4

Overall, satisfaction with recreation and culture services were high, with all services scoring 7.0 or higher. However, no service saw an improvement in satisfaction compared to 2018; indoor ice rinks and outdoor swimming pool services remained the same. All other services had a small decrease compared to 2018 (-0.2 to -0.4).

Executive Summary

City Services

The majority of residents indicated they would like the City to provide **more** service for:

- Road Maintenance (61%)
- Snow & Ice Management (59%)
- Affordable Housing (50%)

Residents indicated they would like the City to provide **less** service for:

- Community Grants (26%)
- Transit (21%)
- Affordable Housing (21%)

Online – Self-Selected respondents indicated they would like the service to stay about the same for most services.

Impact of COVID-19

In 2021, residents were asked to share how the COVID-19 closure of services impacted their satisfaction ratings. Overall, respondents reported that COVID-19 had minimal influence on their ratings with a quarter (27%) saying it had some level of influence.

Spending Priorities

The satisfaction and priorities questions were used to determine key weaknesses (high priority, low satisfaction), and key strengths (high priority, high satisfaction), highlighted below:

Key Weaknesses:

- Snow & ice road maintenance
- Maintenance of major roadways and freeways
- Street maintenance in your neighbourhood
- Traffic management
- Planning for growth and development
- Accessibility of infrastructure for people with disabilities

Key Strengths:

- Quality of drinking water
- Reliability of electrical services
- Fire protection
- Police services
- Speed of water main breaks repairs
- Garbage collection
- Recycling collection

Self-Selected Online
Respondents

Methodology

Research was conducted via respondents self-selecting an open link and opting in to fill out.

2021 Changes to the Survey

In 2021, the city engagement questions were removed and included in the Civic Satisfaction 2021 survey, and an impact of COVID-19 question was added. The priorities section was also updated since 2018, with the sample framework updating from respondents who gave below or average satisfaction scores to all respondents.

Fieldwork dates	June 23 rd – August 2 nd 2021
Method	Computer-Assisted Web Interviewing (CAWI/Online) via an online link hosted on the City's website
Criteria for Participation	Residents within the City of Saskatoon who are 18 years of age and older
Sample Size	442
Average Length	8 minutes
Margin of Error	Online – Self-Selected: \pm 3.86%, 19 times out of 20

Interpreting this Report



What is a “Top Box” and “Bottom Box” Score?

The top box score is a research-wide accepted practice and is the best way to understand a measure when using a 4- or 5-point scale. It is simply the net percentage of the highest categories on the rating scale. For example, if the scale is: Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, and Very Dissatisfied, then the combined number of respondents who answered either ‘Very Satisfied’ or ‘Somewhat Satisfied’ would be reported as the top 2 box score. Conversely, the bottom box score is the net percentage of respondents of the lowest categories of the rating scale. Using the same example, the combined number of respondents who answer ‘Somewhat Dissatisfied’ or ‘Very Dissatisfied’ would be grouped together to represent the bottom 2 box score.

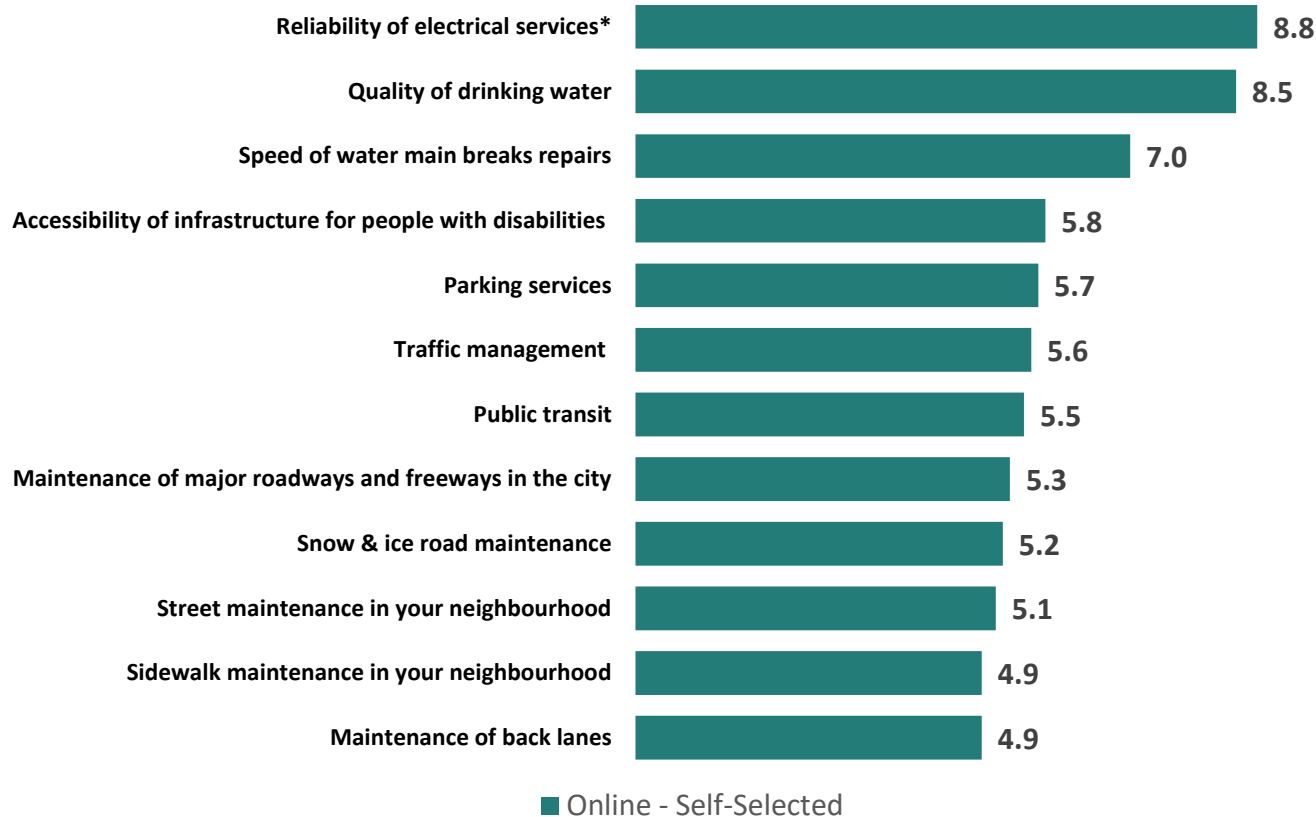
Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%.

Online Sampling

For this online study, the link to access the survey was posted on the City of Saskatoon’s website. Therefore, the responses from the link on the City of Saskatoon website were labelled as “Self-Selected” and the data is not representative of the City as a whole, since the sampling method was non-random/self-selected. While data from self-selected respondents is not indicative of Saskatoon as a whole, the sample size is not insignificant. A considerable portion of residents chose to participate, and the invitation was broadcast widely, giving many in the City an opportunity to share their views. Where possible, the data from this year’s survey is trended with 2018.

Detailed Findings

Transportation & Utilities (Means)



Q1-12. I am going to read you a list of transportation and utilities services that the City of Saskatoon provides its residents. I would like you to rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: n = 191-442; excluding 'Don't know' and 'Prefer Not to Say' responses.

Sample framework: *'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.

City residents were asked to rate services provided by the City on a 10-point scale. The reliability of electrical services, quality of drinking water, and speed of water main breaks repairs remain the top services where residents are the most satisfied, consistent with 2018 results.

Detailed Findings

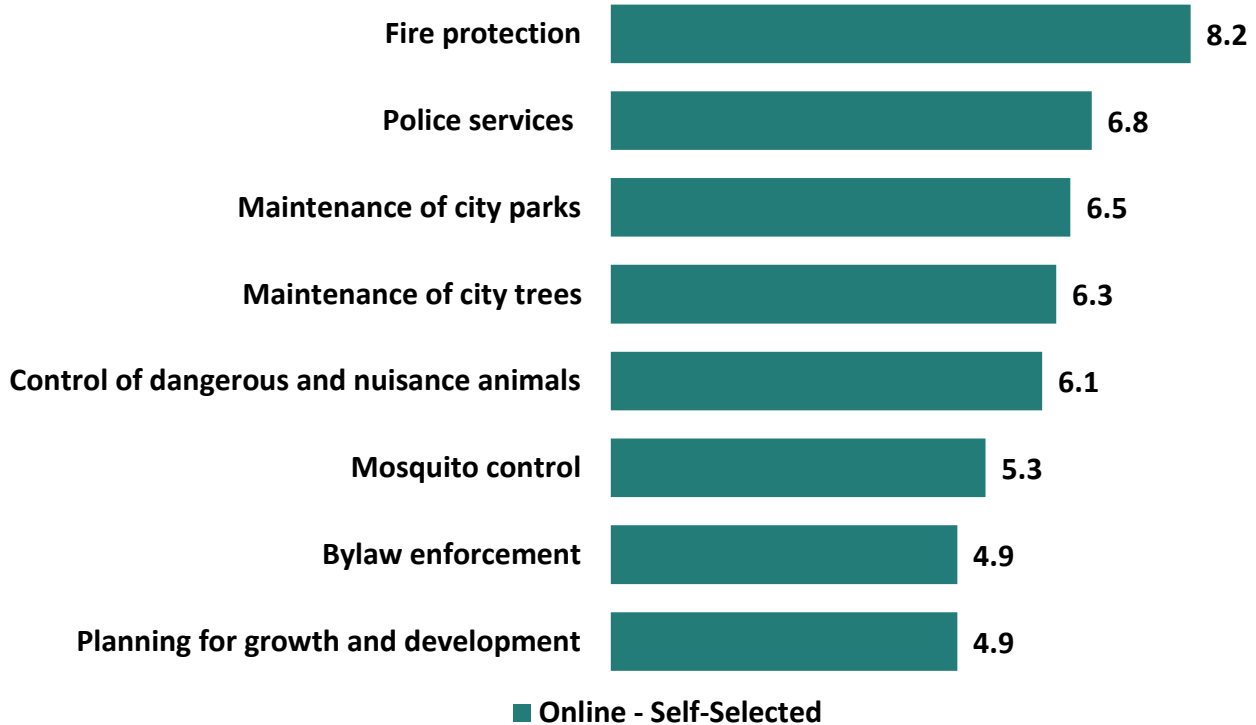
Transportation & Utilities (Means)

	Online – Self-Selected		
	2018	2021	Difference from 2018
Reliability of electrical services	9.0	8.8	-0.2
Quality of drinking water	8.7	8.5	-0.2
Speed of water main breaks repairs	7.3	7.0	-0.3
Maintenance of major roadways and freeways in the city	6.2	5.3	-0.9
Street maintenance in your neighbourhood	5.3	5.1	-0.2
Sidewalk maintenance in your neighbourhood	5.0	4.9	-0.1
Maintenance of back lanes	4.9	4.9	-
Snow & ice road maintenance	5.7	5.2	-0.5
Traffic management	5.7	5.6	-0.1
Parking services	5.7	5.7	-
Accessibility of infrastructure for people with disabilities	5.9	5.8	-0.1
Public transit	5.2	5.5	+0.3

Most services received the same or lower satisfaction scores. However, respondents reported a slight increase in satisfaction for public transit (+0.3%). Respondents reported the largest decrease in satisfaction for maintenance of major roadways and freeways in the city (-0.9%).

Detailed Findings

Community & Public Services (Means)



Q13-20. I am going to read you a list of community and public services that the City of Saskatoon provides its residents. I would like you to rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: n = 293-424; excluding 'Don't know' and 'Prefer Not to Say' responses.

Sample framework: All respondents.

Overall, City residents are most satisfied with fire protection, police services and maintenance of city parks (consistent with 2018 results), while planning for growth and development and bylaw enforcement are the lowest ranked community and public service (also ranked lowest in 2018). Compared to 2018, overall satisfaction scores for community and public services are performing below average.

Detailed Findings

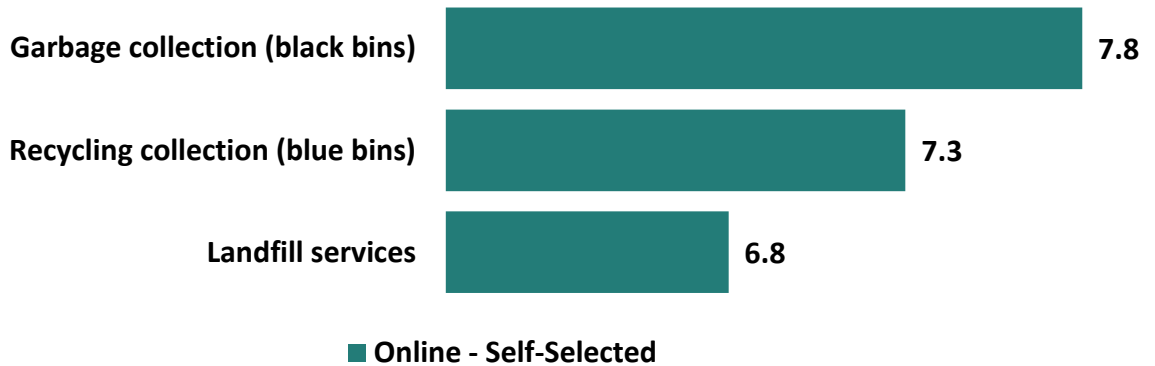
Community & Public Services (Means)

	Online – Self-Selected		
	2018	2021	Difference from 2018
Bylaw enforcement	5.5	4.9	-0.6
Planning for growth and development	5.4	4.9	-0.5
Mosquito control	6.4	5.3	-1.1
Control of dangerous and nuisance animals	6.8	6.1	-0.7
Maintenance of city trees	7.0	6.3	-0.7
Maintenance of city parks	7.5	6.5	-1.0
Fire protection	8.5	8.2	-0.3
Police services	7.1	6.8	-0.3

Satisfaction with all community and public services decreased compared to 2018. Mosquito control saw the largest decrease in satisfaction (-1.1), followed by control of dangerous and nuisance animals (-0.7), and maintenance of city trees (-0.7).

Detailed Findings

Waste Management (Means)



Q21-23. I am going to read you a list of waste management services that the City of Saskatoon provides its residents. I would like you to rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: n=297-426; excluding 'Don't know' and 'Prefer Not to Say' responses.

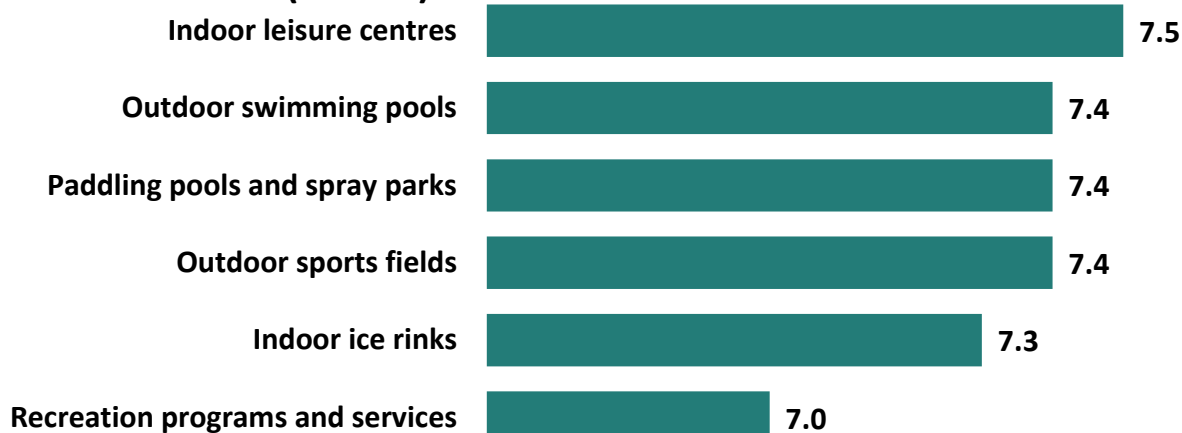
Sample framework: All respondents.

	Online – Self-Selected		
	2018	2021	Difference from 2018
Garbage collection	7.4	7.8	+0.4
Recycling collection	7.1	7.3	+0.2
Landfill services	6.7	6.8	+0.1

Online – Self-selected respondents are satisfied with their waste management services, seeing an increase in satisfaction for all services compared to 2018. Landfill Services is an area of improvement for Online – Self-Selected respondents.

Detailed Findings

Recreation and Culture (Means)



■ Online - Self-Selected

Q24-29. I am going to read you a list of recreation and culture services that the City of Saskatoon provides its residents. I would like you to rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: n=173-322; excluding 'Don't know' and 'Prefer Not to Say' responses.

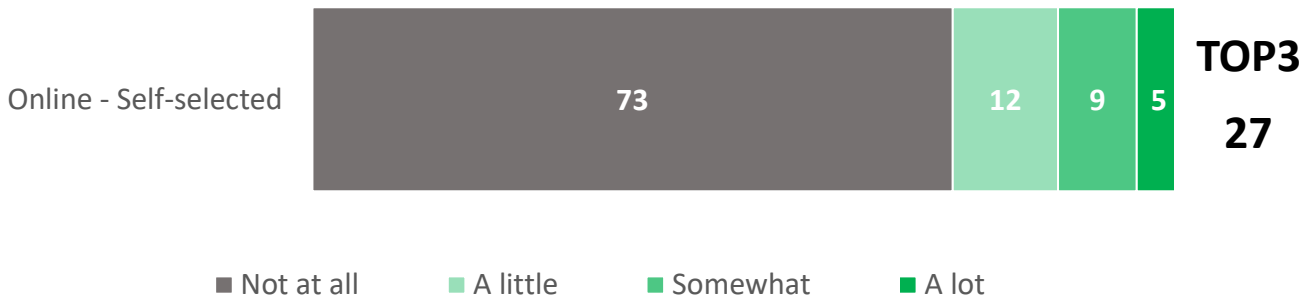
Sample framework: All respondents.

	Online – Self-Selected		
	2018	2021	Difference from 2018
Indoor ice rinks	7.3	7.3	-
Outdoor swimming pools	7.4	7.4	-
Paddling pools and spray parks	7.6	7.4	-0.2
Indoor leisure centres	7.8	7.5	-0.3
Outdoor sports fields	7.8	7.4	-0.4
Recreation programs and services	7.3	7.0	-0.3

Overall, satisfaction levels are high for all recreation and culture services. However, Online – Self-Selected respondents reported a decrease in satisfaction for almost all recreation and culture services. The service where residents are most satisfied is indoor leisure centres.

Detailed Findings

Impact of COVID-19 on Service Rating (%)



Q30. The City of Saskatoon’s delivery of recreation and culture services were impacted by public health orders related to COVID-19, including temporary closures of facilities like rinks, pools, and leisure centres, as well as limitations on indoor and outdoor gathering sizes. How much did this influence your rating of how well the City of Saskatoon is doing in these services?

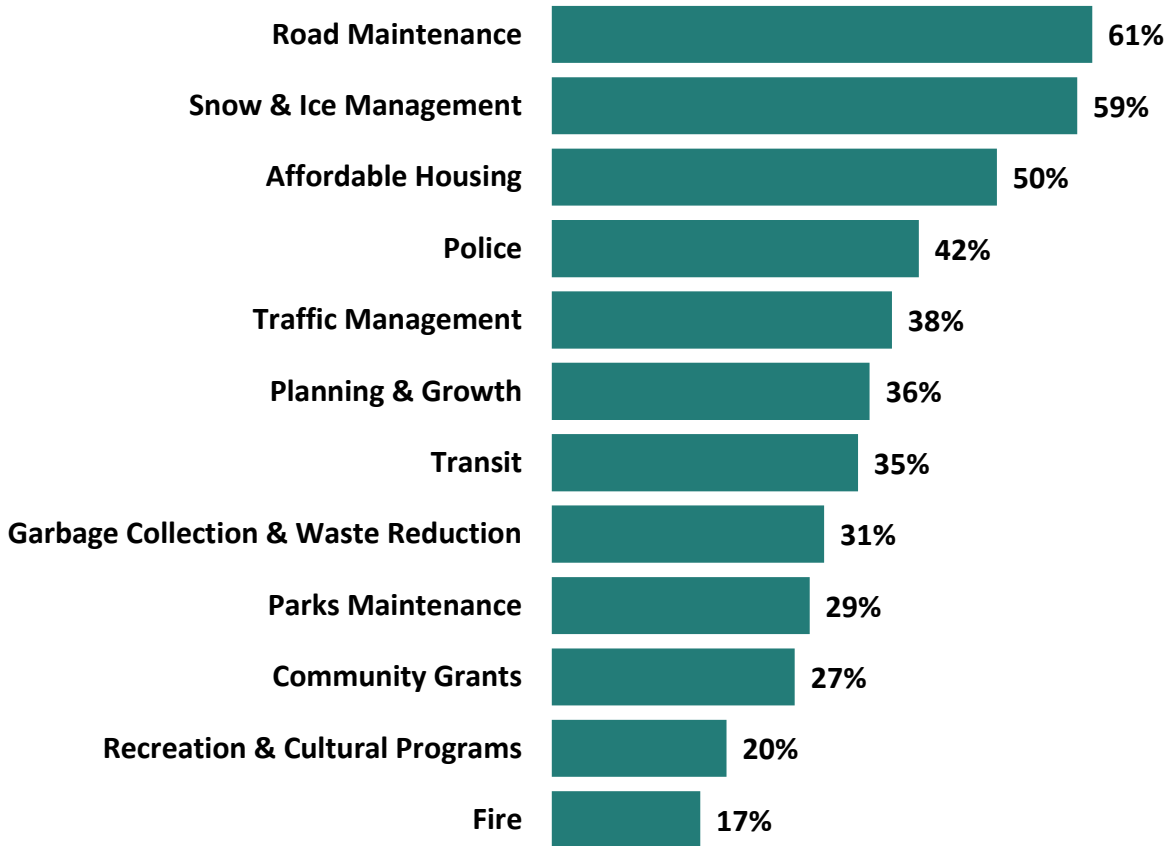
Sample size: n = 433; excluding ‘Don’t know’ and ‘Prefer Not to Say’ responses.

Sample framework: All respondents.

In 2021, Residents were asked to share how the COVID-19 closures of services impacted their satisfaction ratings. This is a new question to help measure the impact of COVID-19. Overall, respondents reported that COVID-19 had minimal influence on their ratings, with a quarter (TOP3: 27%) saying it had some level of influence.

Detailed Findings

Preferences on Level of Civic Services – More Service



■ Online - Self-Selected

Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.

Sample size: n = 382-440; excluding 'Don't know' and 'Prefer Not to Say' responses.

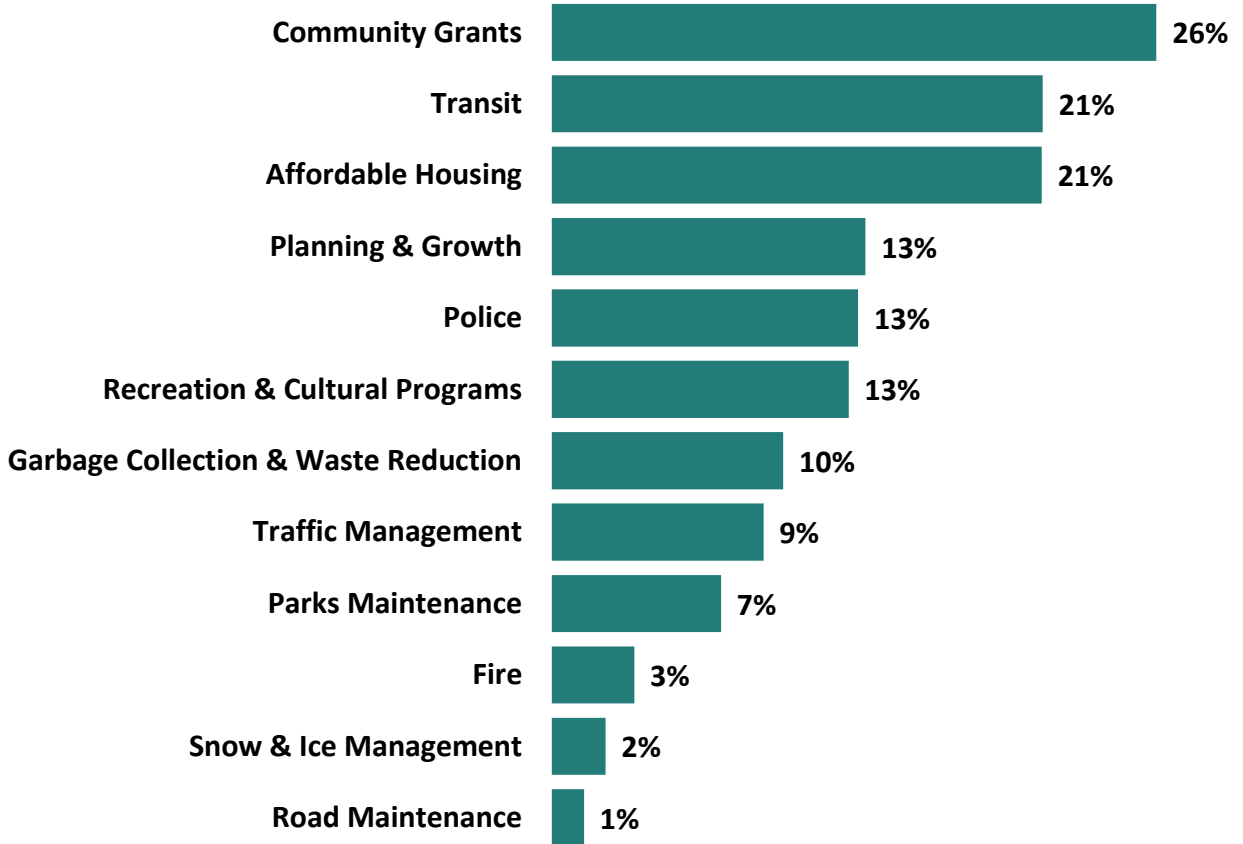
Sample framework: All respondents.

The majority of residents indicated they would like the City to provide more service for:

- Road Maintenance (61%)
- Snow & Ice Management (59%)
- Affordable housing (50%)

Detailed Findings

Preferences on Level of Civic Services – Less Service



■ Online - Self-Selected

Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.

Sample size: n = 382-440; excluding 'Don't know' and 'Prefer Not to Say' responses.

Sample framework: All respondents.

The plurality of residents indicated they would like the City to provide less service for:

- Community Grants (26%)
- Transit (21%)
- Affordable Housing (21%)

Detailed Findings

Preferences on Level of Civic Services

	Online – Self-Selected		
	More	Less	Same
Road Maintenance	61%	1%	38%
Snow & Ice Management	59%	2%	38%
Traffic Management	38%	9%	53%
Police	42%	13%	45%
Fire	17%	3%	80%
Transit	35%	21%	45%
Planning & Growth	36%	13%	51%
Community Grants	27%	26%	47%
Affordable Housing	50%	21%	29%
Garbage Collection & Waste Reduction Programs and Services	31%	10%	59%
Parks Maintenance	29%	7%	64%
Recreation & Cultural Programs	20%	13%	68%

Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.

Sample size: n = 382-440; excluding 'Don't know' and 'Prefer Not to Say' responses.

Sample framework: All respondents.

Online – Self-Selected respondents indicated they would like the service to stay about the same for most services. However, respondents indicated a preference for more service for road maintenance (61%), snow & ice management (59%), and affordable housing (50%).

Detailed Findings



Preferences on Level of Civic Services – More Service

	Online – Self-Selected		
	2018	2021	Difference from 2018
Road Maintenance	61%	61%	-
Snow & Ice Management	50%	59%	+9%
Traffic Management	47%	38%	-9%
Police	38%	42%	+4%
Fire	9%	17%	+8%
Transit	51%	35%	-16%
Planning & Growth	46%	36%	-10%
Community Grants	23%	27%	+4%
Affordable Housing	49%	50%	+1%
Garbage Collection & Waste Reduction	36%	31%	-5%
Parks Maintenance	19%	29%	+10%
Recreation & Cultural Programs	23%	20%	-3%

Online – Self-Selected respondents saw the highest increase in preference for more service for parks maintenance (+10%), snow and ice management (+9%), and fire (+8%). However, they saw major decreases in preference for more service for traffic management (-9%), planning and growth (-10%) and transit (-16%).

Detailed Findings

Preferences on Level of Civic Services – Less Service

	Online – Self-Selected		
	2018	2021	Difference from 2018
Road Maintenance	1%	1%	-
Snow & Ice Management	2%	2%	-
Traffic Management	6%	9%	+3%
Police	7%	13%	+6%
Fire	4%	3%	-1%
Transit	11%	21%	+10%
Planning & Growth	10%	13%	+3%
Community Grants	22%	26%	+4%
Affordable Housing	14%	21%	+7%
Garbage Collection & Waste Reduction	8%	10%	+2%
Parks Maintenance	7%	7%	-
Recreation & Cultural Programs	11%	13%	+2%

Online – Self-Selected respondents saw increases in preference for less service for almost all services except for road maintenance, snow and ice management, and parks maintenance, which remained the same, and fire services which saw a decrease (-0.1%). Online respondents reported the largest increase in preference for less service for transit (+10%).



Detailed Findings

Mapping of Priorities & Satisfaction

A quadrant analysis was conducted to determine the key strengths and key weaknesses based on 2021 data. The satisfaction and priorities were used to determine key weaknesses (high priority, low satisfaction), and key strengths (high priority, high satisfaction).

Key Weaknesses: Services where respondents had low satisfaction scores and high priority scores. These services are considered opportunities to improve overall satisfaction.

Key Strengths: Services where respondents had high satisfaction scores and high priority scores. These services should be monitored to support continued high levels of satisfaction.

Below is a summary of the key weaknesses and strengths from the 2021 results. The following slides include the quadrant analysis:

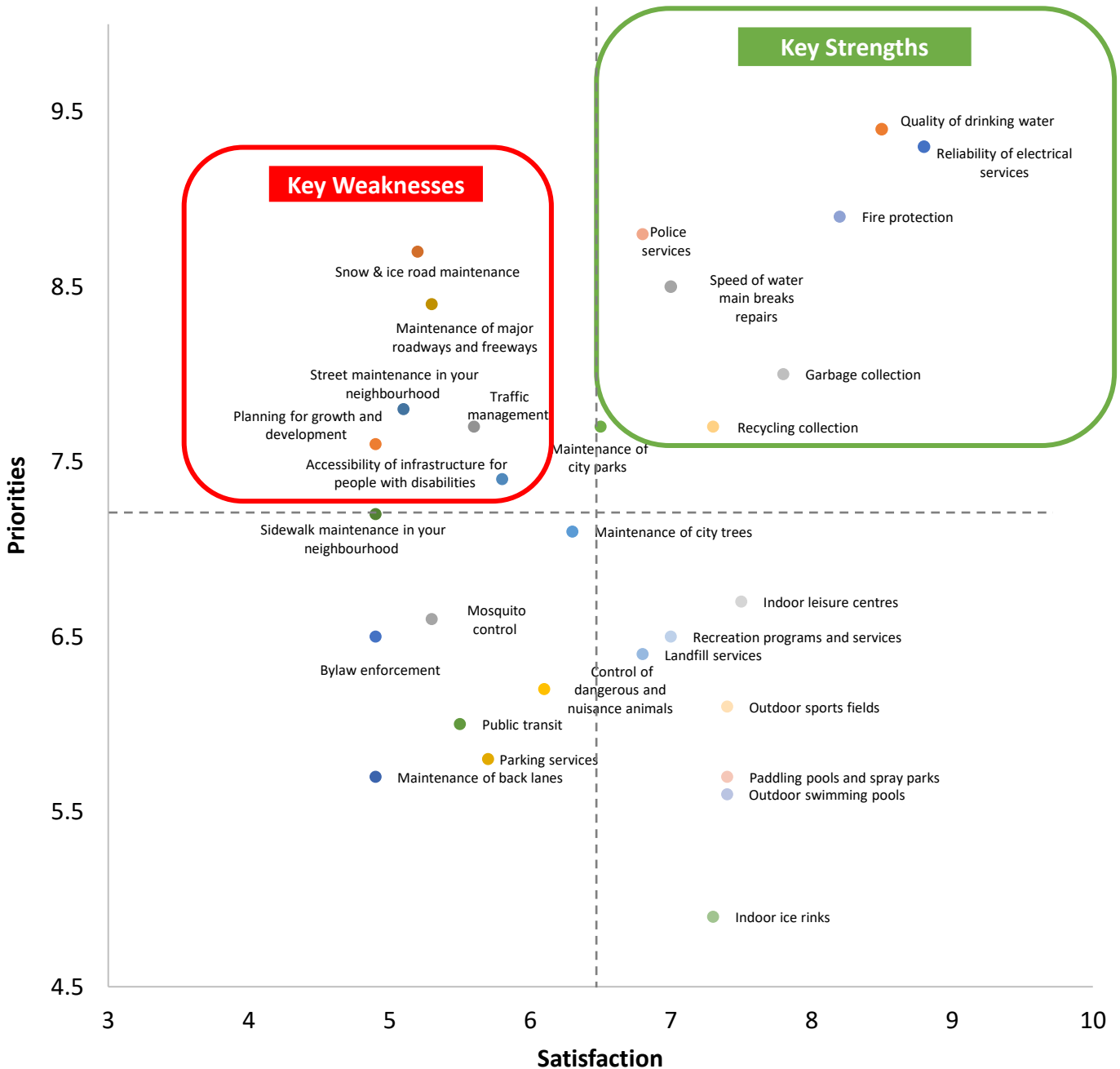
Online – Self-Selected	
Key Weaknesses	Key Strengths
Snow & ice road maintenance	Quality of drinking water
Maintenance of major roadways and freeways	Reliability of electrical services*
Street maintenance in your neighbourhood	Fire protection
Traffic Management	Police services
Planning for growth and development	Speed of water main breaks repairs
Accessibility of infrastructure for people with disabilities	Garbage collection
-	Recycling collection

*Reported for Saskatoon Light and Power customers only.

Note: Comparisons to 2018 results could not be made due to the change in the sample framework (question was asked to total sample instead of those who rated average or below average).

Detailed Findings

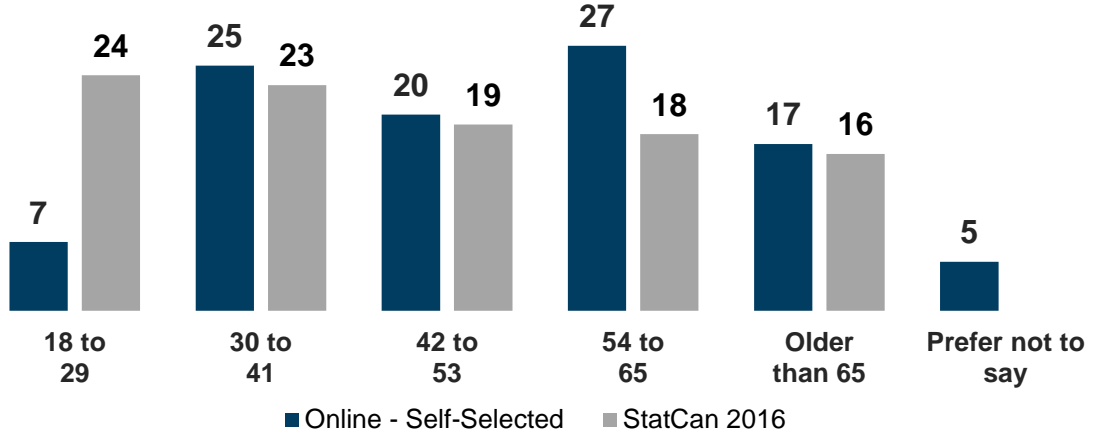
Service Strengths and Weaknesses Online Panel



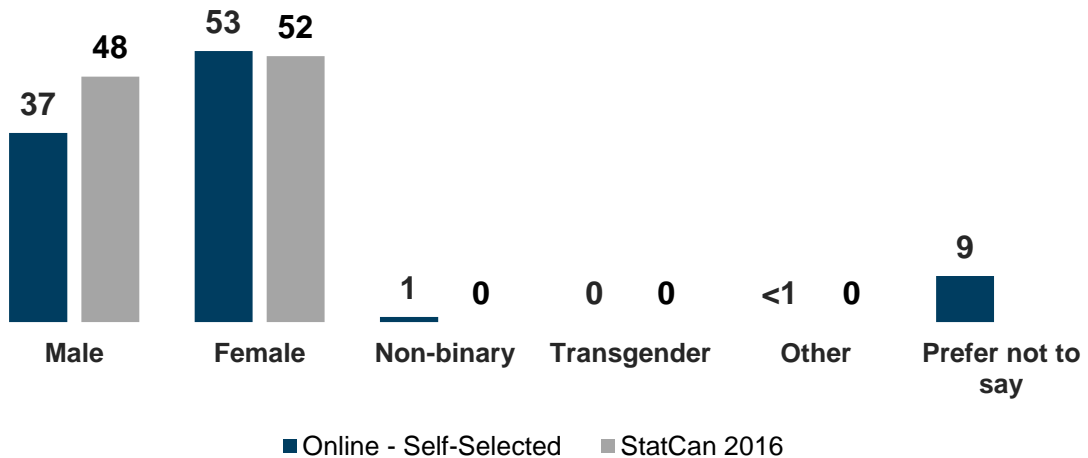
Self-Selected Online Respondents

Demographics

Age (%)

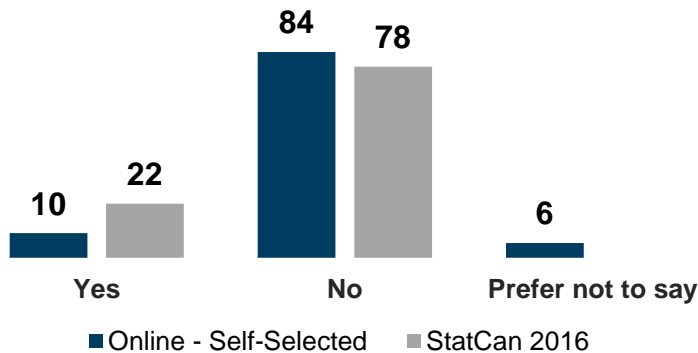


Gender (%)

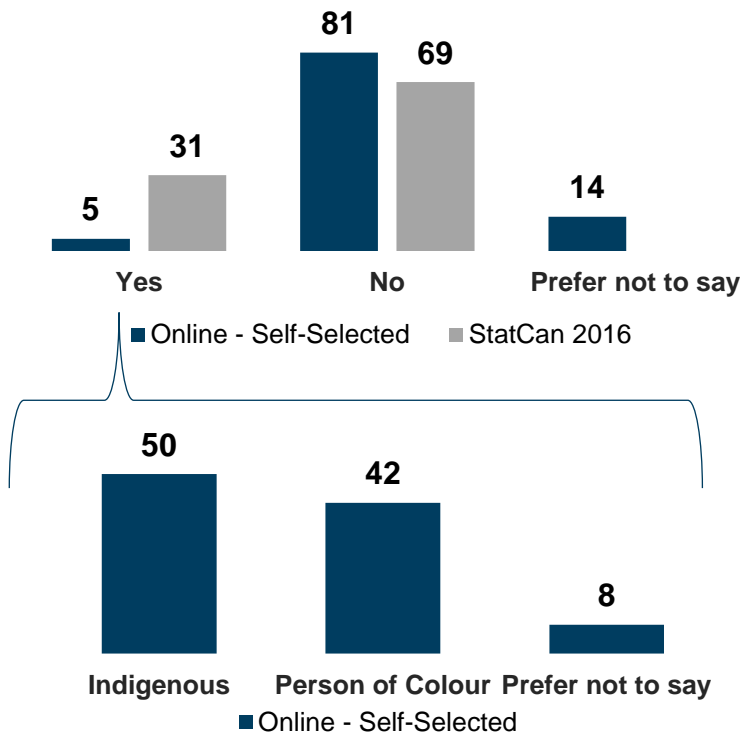


Demographics

Identifies as a Person with Disability (%)



Identifies as Indigenous or Person of Colour (%)



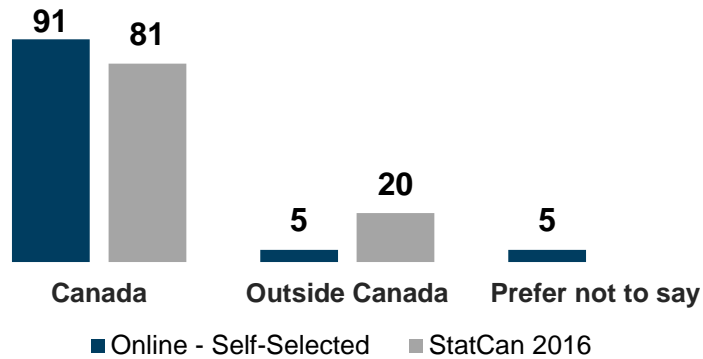
Self-Selected Online Respondents

24

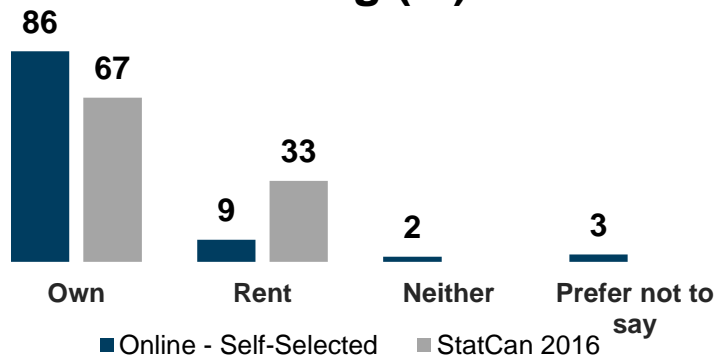
Demographics



Country Born (%)

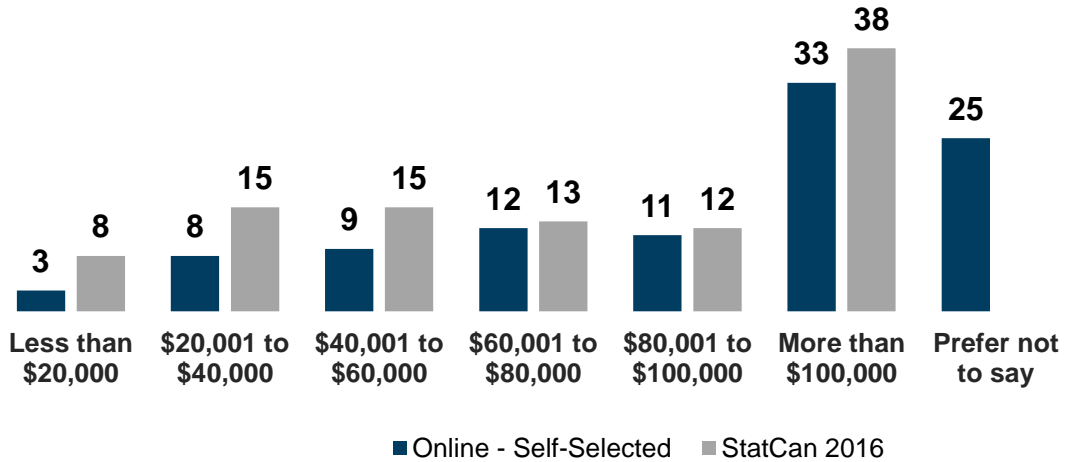


Housing (%)

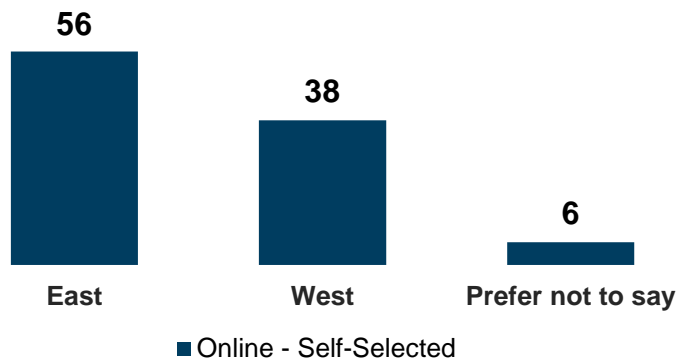


Demographics

Household Income (%)



Side of River Residing (%)



Appendix



Detailed Descriptions of Civic Services

Road Maintenance - This includes roads, bridges, overpasses, sidewalks, back lanes and pathways, traffic noise sound walls, and street sweeping.

Snow & Ice Management - This includes snow clearing, snow removal, sanding and salting, and snow fencing.

Traffic Management – This includes traffic lights and signs, road design, durable pavement markings, etc.

Police – This includes protecting the rights of people and property, enforcement of laws, prevention of crime, etc.

Fire – This includes response to emergencies involving fire, medical emergencies, entrapment of persons, fire prevention and property maintenance inspection.

Transit – This includes providing public transportation as an option to move around and accessible transit services for persons with special needs.

Planning & Growth - This includes planning for land use and zoning, planning for new neighbourhoods and improving existing neighbourhoods.

Community Grants - This includes providing financial assistance to a variety of sport, recreation, culture and social-serving community groups including community associations.

Affordable Housing – This includes programs designed to increase the supply of affordable housing and rental housing.

Garbage Collection & Waste Reduction programs and services – This includes collecting waste, development and management of the recycling and composting programs and household hazardous waste.

Parks Maintenance - This includes maintaining parks, outdoor sportfields, park pathways, cross country ski trails, flower pot program, urban forestry, etc.

Recreation & Cultural Programs – This includes our City-operated indoor and outdoor recreation and sport facilities.