

Civic Services Survey: Performance, Priorities and Preferences 2023

June 2023



City of
Saskatoon



FORUM
RESEARCH INC.



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Purpose

In 2023, the City of Saskatoon completed another wave of its Civic Services Survey: Performance, Priorities and Preferences 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 2023, 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 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. In the current 2023 wave, there were no major changes to the survey other than the removal of the COVID-19 pandemic question, however it is worth noting that while the 2021 wave involved a random digit dial telephone and online panel survey, the 2023 survey was exclusively conducted via online panel for data collection. As a result, the report will present a comparison between the online panel results from 2021 and 2023, where applicable.

This wave, 848 surveys were conducted with residents of Saskatoon who were 18 years of age and older. The results of the respondents 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 that respondents are most satisfied with are:

1. Reliability of electrical services – 8.7 (*only asked to those who use Saskatoon Light and Power)
2. Quality of drinking water – 8.3
3. Speed of water main breaks repairs – 7.6

The top three services remained consistent with the 2021 results, and nearly all services showed an improved satisfaction ranking compared to the previous year. The reliability of electrical services* witnessed the most substantial increase from 2021 (+0.7), followed by improved accessibility of infrastructure for people with disabilities (+0.5), and the maintenance of back lanes (+0.4). However, there were two service categories that experienced a decrease: maintenance of major roadways and freeways in the city (-0.2) and snow and ice road maintenance (-0.1).

Community and Public Services

The top services that respondents are most satisfied with are:

1. Fire protection – 8.1
2. Maintenance of city parks – 7.7
3. Police services – 7.6

Nearly all community and public services saw an increase from 2021. Bylaw enforcement (+0.4), fire protection (+0.4), and police services (+0.4) experienced the greatest increase. However, there were two categories that experienced a decrease: mosquito control (-0.3) and planning for development and growth (-0.1).

Executive Summary



City Services

Waste Management

Satisfaction for all waste management services saw an increase compared to 2021 (+0.3). Garbage collection, recycling collection, and landfill services each saw an increase of 0.3 percentage points from 2021. The 2023 rating of waste management services has reached the highest levels of satisfaction since these survey questions were first asked in 2015.

Recreation & Culture

Respondents had similarly high satisfaction levels for all recreation and culture services:

1. Indoor leisure centres – 7.9
2. Outdoor sports fields – 7.9
3. Recreation programs and services – 7.9
4. Indoor ice rinks – 7.9
5. Paddling pools and spray parks – 7.8
6. Outdoor swimming pools – 7.6

Indoor ice rinks experienced the greatest increase in rating (+0.6), followed by paddling pools and spray parks (+0.3), indoor leisure centres (+0.3), and recreation programs and services (+0.3).

Executive Summary

City Services

More than half of residents indicated they would like the City to provide **more** service for:

- Affordable Housing (60%)
- Road Maintenance (58%)
- Snow & Ice Management (55%)

The top services that residents indicated they would like the City to provide **less** service for are:

- Community Grants (19%)
- Planning and growth (17%)
- Recreation and Cultural Programs (16%)

Respondents indicated they would like the service to stay the same for park maintenance (58%), garbage collection and waste reduction programs and services (57%), fire services (57%), recreation and cultural programs (51%), and traffic management (50%).

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 Strengths:

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

Key Weaknesses:

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



Methodology

Research was conducted using computer assisted web interviewing (CAWI) methodologies amongst randomly-selected residents of Saskatoon in a panel database.

Online Sampling

For this online study, panelists were selected at random from the panel to complete surveys online, ensuring the accuracy of online research results. Panel members who are residents of Saskatoon were provided with a link to access the survey online.

2023 Changes to the Survey

In 2023, the impact of COVID-19 pandemic questions were removed. The decision was due to the lockdowns and restrictions associated with the pandemic being lifted. Additionally, data collection was done exclusively via online panel.

Comparisons to Previous Results

While previous waves of research involved a random digit dial telephone, online panel, and an open-link self-selected survey, the 2023 survey was exclusively conducted via online panel for data collection. As a result, the report will present comparisons only between online panel methodology results between 2023 and earlier years, if applicable.

Fieldwork dates	June 7 th – June 28 th , 2023
Method	Computer Assisted Web Interviewing (CAWI)
Criteria for Participation	Residents within the City of Saskatoon who are 18 years of age and older
Sample Size	848
Average Length	13 minutes
Margin of Error	± 3.36%, 19 times out of 20

Interpreting this Report



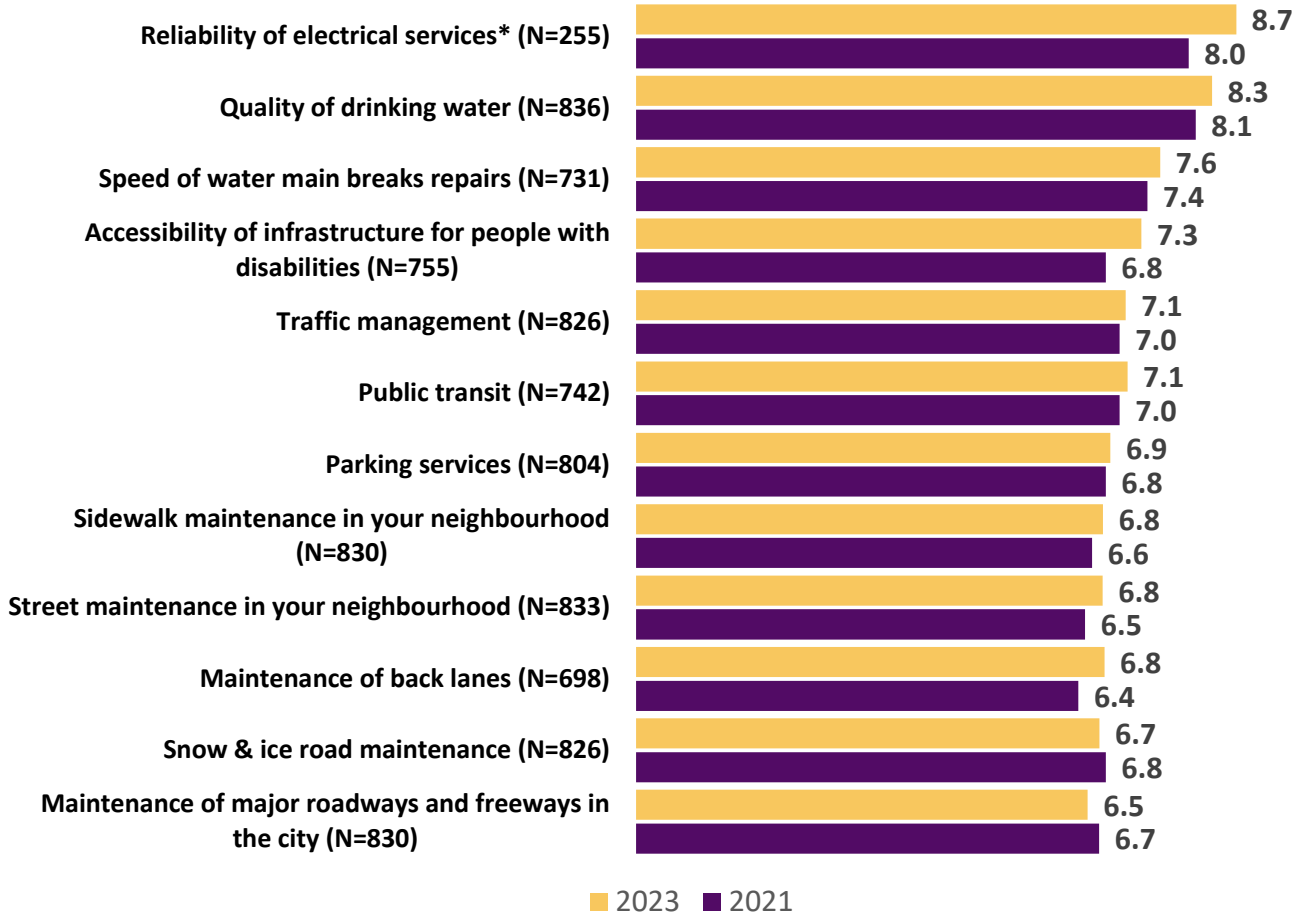
Demographic Table Breakout

85%	Denotes the percentage which is significantly higher than the segment with the corresponding letter. Each segment is denoted with letters (e.g., A, B, C, etc.). If the letter "A" appears under the response of a certain segment, this indicates that the response of that segment is significantly higher than the response of the segment denoted with the letter "A".
B	

Please note that statistical differences have been indicated where they exist.

Detailed Findings

Transportation & Utilities (Means)



Q1-12. Please rate how well the City of Saskatoon is doing in the transportation and utilities services:

Sample size: varies; shown on chart; excluding 'Don't know' 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, where 1 is very dissatisfied and 10 is very satisfied. 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 2021 results.

Detailed Findings

Transportation & Utilities (Means)

	2015	2016	2017	2018	2021	2023	Average	Difference from 2021
Reliability of electrical services*	7.8	7.9	8.0	8.9	8.0	8.7	8.2	+0.7
Quality of drinking water	8.3	8.1	8.3	8.6	8.1	8.3	8.3	+0.2
Speed of water main breaks repairs	6.7	6.7	7.0	7.4	7.4	7.6	7.1	+0.2
Accessibility of infrastructure for people with disabilities	-	6.4	6.3	6.8	6.8	7.3	6.7	+0.5
Traffic management	4.9	5.3	5.5	6.5	7.0	7.1	6.1	+0.1
Public transit	5.1	5.2	5.4	6.3	7.0	7.1	6.0	+0.1
Parking services	4.9	4.9	5.4	6.1	6.8	6.9	5.8	+0.1
Sidewalk maintenance in your neighbourhood	5.5	5.6	5.9	5.9	6.6	6.8	6.1	+0.2
Street maintenance in your neighbourhood	4.9	5.2	5.7	5.9	6.5	6.8	5.8	+0.3
Maintenance of back lanes	4.7	5.0	5.3	5.7	6.4	6.8	5.7	+0.4
Snow & ice road maintenance	5.2	5.5	5.8	6.0	6.8	6.7	6.0	-0.1
Maintenance of major roadways and freeways in the city	4.8	5.3	5.8	6.1	6.7	6.5	5.9	-0.2

Nearly all services received a higher satisfaction score, continuing the growth seen in 2021. The reliability of electrical services* experienced the greatest increase from 2021 (+0.7), followed by accessibility of infrastructure for people with disabilities (+0.5), and the maintenance of back lanes (+0.4). The City of Saskatoon saw a decrease in two categories; the maintenance of major roadways and free ways in the city (-0.2) and the snow and ice road maintenance (-0.1).

***Please note this options was only asked to respondents who are Saskatoon Light and Power customers.*

Detailed Findings

Transportation & Utilities – Demographic Breakout Table - Means

	Mean	Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<\$40K	>\$40K - \$60K	>\$60K - \$80K	>\$80K - \$100K	\$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Reliability of electrical services* (N=255)	8.7	33	62	46	64	50	42	35	48	50	56	130	124	150	101
		8.3	8.6	8.7	8.6	9.1	8.7	8.9	8.3	8.8	8.9	8.8	8.6	8.7	8.7
						F									
Quality of drinking water (N=836)	8.3	175	233	143	159	123	161	127	159	173	160	395	432	460	346
		8.0	8.5	8.1	8.4	8.8	7.7	8.3	8.2	8.9	8.6	8.4	8.3	8.5	8.1
			FH			FHI		O		OPQ	OQ				U
Speed of water main breaks repairs (N=731)	7.6	153	219	131	135	90	138	107	149	158	137	362	362	401	303
		7.5	8.0	7.4	7.1	7.7	7.7	7.4	7.3	8.5	7.3	7.8	7.5	7.9	7.2
			FHI			I				OPQS		D			U
Maintenance of major roadways and freeways in the city (N=830)	6.5	172	231	144	159	121	162	125	157	170	163	393	428	457	344
		6.5	7.5	6.6	5.7	6.0	6.4	6.3	6.5	8.0	5.9	6.8	6.3	6.8	6.2
			I	FHIJ	IJ					S	OPQS		D		U
Street maintenance in your neighbourhood (N=833)	6.8	173	230	145	158	124	164	125	158	168	163	392	432	462	340
		6.8	7.6	6.7	6.1	6.0	6.7	6.5	6.9	8.0	6.0	6.9	6.6	7.0	6.5
			IJ	FHIJ	IJ		S		S	OPQS					U
Sidewalk maintenance in your neighbourhood (N=830)	6.8	175	230	142	158	122	164	124	157	169	163	391	430	461	339
		6.9	7.6	6.6	6.0	6.0	6.7	6.9	6.8	7.9	6.0	6.9	6.7	7.0	6.4
			IJ	FHIJ	IJ		S	S	S	OPQS					U

Legend:

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The example show that a letter denotes significantly higher score than the segment with the corresponding letter

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Q1-12. Please rate how well the City of Saskatoon is doing in the transportation and utilities services:

Sample size: varies; shown on chart; excluding 'Don't know' 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.

Detailed Findings

Transportation & Utilities – Demographic Breakout Table - Means

	Mean	Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<\$40K	>\$40K - \$60K	>\$60K - \$80K	>\$80K - \$100K	>\$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Maintenance of back lanes (N=698)	6.8	157	219	132	112	75	138	105	133	158	127	339	352	383	293
		6.6	7.6	6.7	6.2	6.0	6.1	6.4	7.1	8.2	6.3	7.2	6.4	7.0	6.5
			FHIJ							OPS	OPQS		D		U
Snow & ice road maintenance (N=826)	6.7	169	229	144	158	124	159	125	154	170	163	393	426	457	340
		6.7	7.6	6.8	5.9	6.2	6.4	6.6	6.6	8.0	6.1	7.0	6.5	6.9	6.5
			I	FHIJ	IJ					S	OPQS		D		
Traffic management (N=826)	7.1	176	229	144	153	121	164	122	156	169	162	392	425	454	341
		7.2	8.0	7.0	6.2	6.5	7.0	7.0	7.3	8.1	6.4	7.4	6.8	7.3	6.8
			IJ	FHIJ	I					S	OPQS		D		U
Parking services (N=804)	6.9	175	229	140	148	109	154	122	153	170	155	379	417	440	333
		7.0	7.6	6.8	6.2	6.3	6.6	6.7	6.9	8.0	6.4	7.2	6.6	7.1	6.6
			IJ	FHIJ						S	OPQS		D		U
Accessibility of infrastructure for people with disabilities (N=755)	7.3	165	228	130	129	100	150	115	144	167	135	363	383	418	311
		7.2	7.8	7.2	6.8	7.2	7.1	7.0	7.3	8.3	6.9	7.8	7.0	7.5	7.1
				FHIJ							OPQS		D		U
Public transit (N=742)	7.1	172	223	130	129	85	147	112	143	163	139	356	378	414	301
		7.2	7.8	7.0	6.3	6.5	7.4	6.8	7.0	8.2	6.2	7.5	6.8	7.3	6.9
			I	FHIJ	I			S		S	OPQS		D		

Legend:

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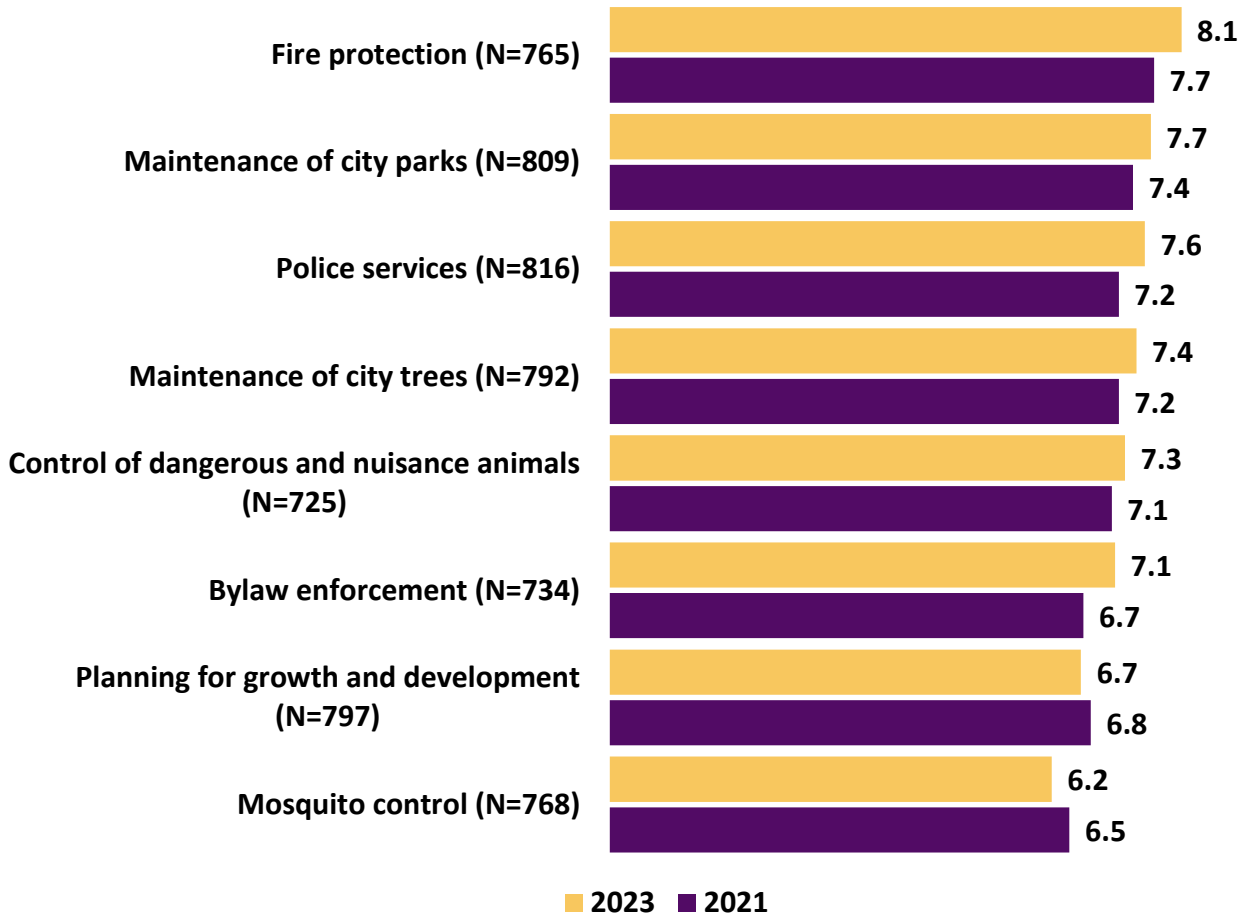
Q1-12. Please rate how well the City of Saskatoon is doing in the transportation and utilities services:

Sample size: varies; shown on chart; excluding 'Don't know' 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.

Detailed Findings

Community & Public Services (Means)



Q13-20. The following are a list of community and public services that the City of Saskatoon provides its residents. Please 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: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

Overall, City residents are most satisfied with fire protection, maintenance of city parks, and police services, while mosquito control was the lowest ranked community and public service. Mosquito control was also the lowest ranked in 2021.

Detailed Findings

Community & Public Services (Means)

	2015	2016	2017	2018	2021	2023	Average	Difference from 2021
Fire protection	7.9	7.9	8.0	8.4	7.7	8.1	8.0	+0.4
Maintenance of city parks	-	-	-	7.7	7.4	7.7	7.6	+0.3
Police services	7.0	6.6	6.7	7.6	7.2	7.6	7.1	+0.4
Maintenance of city trees	-	-	-	7.4	7.2	7.4	7.3	+0.2
Control of dangerous and nuisance animals	7.0	6.7	6.8	7.1	7.1	7.3	7.0	+0.2
Bylaw enforcement	5.8	6.0	6.0	6.3	6.7	7.1	6.3	+0.4
Planning for growth and development	5.2	5.9	5.7	6.1	6.8	6.7	6.1	-0.1
Mosquito control	5.8	5.8	5.7	6.4	6.5	6.2	6.1	-0.3

Satisfaction with most community and public services saw an increase in 2023 from 2021. By law enforcement (+0.4) saw the greatest improvement, along with fire protection (+0.4) and police services (+0.4). The two services that saw a decrease were mosquito control services (-0.3) and planning for growth and development (-0.1).

Detailed Findings

Community & Public Services – Demographic Breakout Table - Means

	Mean	Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<\$40K	>\$40K - \$60K	>\$60K - \$80K	>\$80K - \$100K	\$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Bylaw enforcement (N=734)	7.1	157	227	134	127	87	137	105	150	165	136	361	365	406	303
		7.2	8.0	7.1	6.3	6.2	6.8	6.9	7.4	8.3	6.4	7.3	7.0	7.3	7.0
		IJ	FHIJ	IJ					OS	OPQS					
Planning for growth and development (N=797)	6.7	166	231	140	149	108	147	118	152	170	157	380	408	432	334
		7.2	7.5	6.7	5.5	5.7	6.5	6.5	6.7	7.9	6.1	6.9	6.4	6.9	6.4
		IJ	HIJ	IJ					S	OPQS		D		U	
Mosquito control (N=768)	6.2	163	228	130	141	103	141	117	148	170	146	375	384	418	323
		6.0	7.2	6.5	5.2	5.6	5.9	6.0	6.4	7.7	5.5	6.6	5.9	6.5	6.0
		I	FHIJ	IJ					S	OPQS		D		U	
Control of dangerous and nuisance animals (N=725)	7.3	163	220	130	121	88	134	113	144	161	135	354	362	391	308
		7.4	8.0	7.2	6.4	6.7	7.0	7.4	7.1	8.4	6.7	7.4	7.2	7.5	7.1
		IJ	FHIJ	I				S		OPQS					
Maintenance of city trees (N=792)	7.4	162	231	139	147	110	152	118	150	168	156	380	404	437	327
		7.5	8.1	7.3	6.9	6.9	7.5	7.1	7.7	8.3	7.0	7.6	7.3	7.6	7.4
		IJ	FHIJ						PS	OPQS					
Maintenance of city parks (N=809)	7.7	168	232	140	152	114	152	124	153	172	159	384	417	445	333
		7.7	8.0	7.7	7.2	7.4	7.8	7.6	7.7	8.3	7.1	7.7	7.6	7.8	7.5
		I	IJ				S		S	OPQS				U	
Fire protection (N=765)	8.1	152	226	133	139	113	145	115	145	166	146	373	385	421	318
		7.8	8.3	8.0	7.9	8.5	8.0	7.9	8.1	8.6	7.8	8.2	8.0	8.2	7.9
			FI			FHI				OPQS				U	
Police services (N=816)	7.6	166	231	142	152	122	154	126	154	168	160	389	419	452	337
		7.5	7.8	7.5	7.1	8.0	7.1	7.3	7.7	8.5	7.3	7.7	7.5	7.7	7.4
			I			FI			O	OPQS				U	

Legend:

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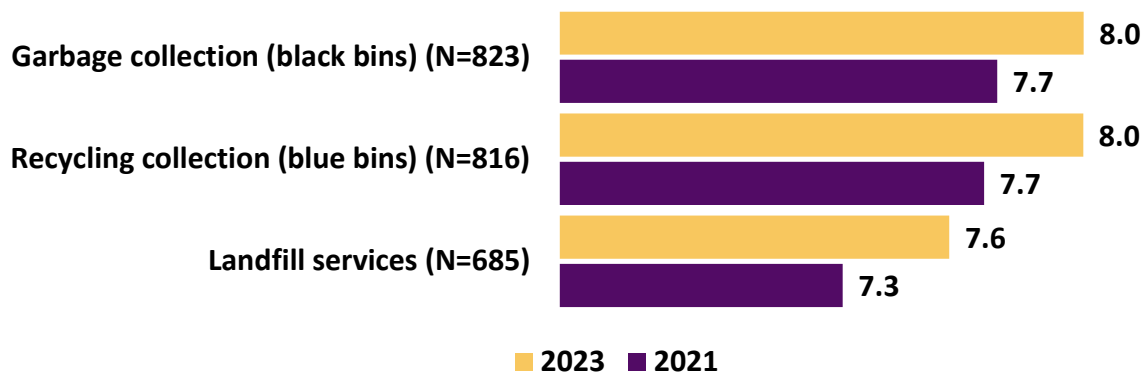
Q13-20. The following are a list of community and public services that the City of Saskatoon provides its residents. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

Detailed Findings

Waste Management (Means)



Q21-23. The following are a list of waste management services that the City of Saskatoon provides its residents. Please 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: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

	2015	2016	2017	2018	2021	2023	Average	Difference from 2021
Garbage collection	7.4	7.4	7.6	7.6	7.7	8.0	7.6	+0.3
Recycling collection	7.0	7.4	7.4	7.4	7.7	8.0	7.5	+0.3
Landfill services	6.7	6.7	6.9	7.1	7.3	7.6	7.1	+0.3

City residents are satisfied with their waste management services. Compared to 2021, there was an increase in all categories, reaching the highest satisfaction levels seen since 2015.

Detailed Findings

Waste Management – Demographic Breakout Table - Means

	Mean	Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<\$40K	>\$40K - \$60K	>\$60K - \$80K	>\$80K - \$100K	>\$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Garbage collection (black bin) (N=823)	8.0	157	227	134	127	87	137	105	150	165	136	392	424	455	337
		7.9	8.4	7.7	7.6	8.3	7.9	7.7	7.9	8.7	7.9	8.0	8.0	8.1	7.8
			FHI			HI				OPQS				U	
Recycling collection (blue bins) (N=816)	8.0	172	230	142	154	115	157	119	151	174	160	391	419	449	336
		8.1	8.1	7.7	7.7	8.2	8.0	8.0	7.8	8.4	7.7	7.9	8.1	8.1	7.8
			I							QS				U	
Landfill services (N=685)	7.6	152	220	126	117	67	126	96	140	159	130	341	337	380	280
		7.9	8.1	7.4	6.8	7.4	7.4	7.6	7.7	8.3	7.1	7.6	7.6	7.7	7.5
		I	HIJ	I					S	OPQS					

Legend:

8.0	The example show that a letter denotes significantly higher score than the segment with the corresponding letter
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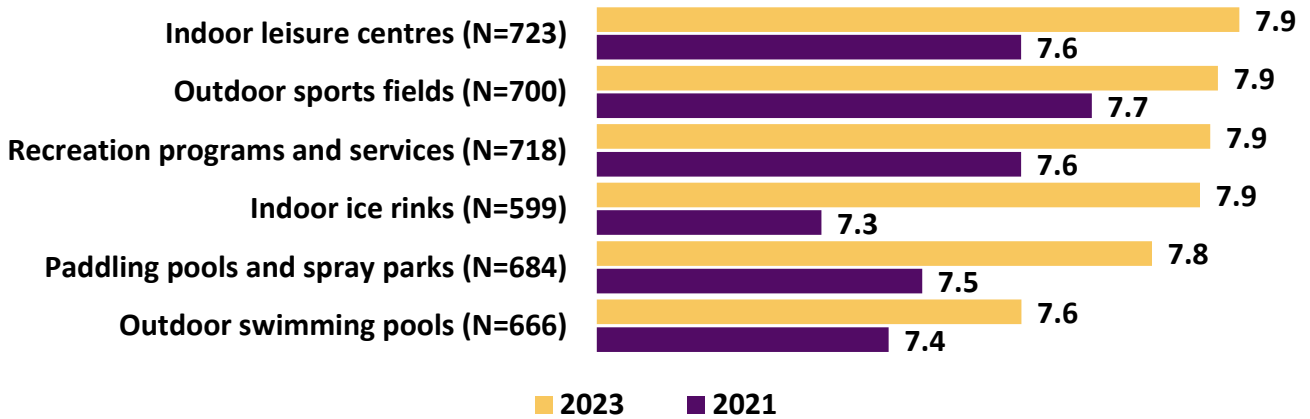
Q21-23. The following are a list of waste management services that the City of Saskatoon provides its residents. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

Detailed Findings

Recreation and Culture (Means)



Q24-29. The following is a list of recreation and culture services that the City of Saskatoon provides its residents. Please 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: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

	2015	2016	2017	2018	2021	2023	Average	Difference from 2021
Indoor leisure centres	7.2	7.2	7.3	8.0	7.6	7.9	7.5	+0.3
Outdoor sports fields	-	-	-	7.9	7.7	7.9	7.8	+0.2
Recreation programs and services	7.0	6.8	6.9	7.7	7.6	7.9	7.3	+0.3
Indoor ice rinks	6.9	6.5	6.6	7.5	7.3	7.9	7.1	+0.6
Paddling pools and spray parks	7.1	7.1	7.2	7.7	7.5	7.8	7.4	+0.3
Outdoor swimming pools	6.9	6.8	7.1	7.5	7.4	7.6	7.2	+0.2

Overall, satisfaction levels are high for all recreation and culture services. While all categories experienced an increase, indoor ice rinks experienced the greatest difference from 2021 (+0.6).

Detailed Findings

Recreation and Culture – Demographic Breakout Table - Means

	Mean	Age					Household Demographic					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<\$40K	>\$40K - \$60K	>\$60K - \$80K	>\$80K - \$100K	>\$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Indoor ice rinks (N=599)	7.9	139	199	117	91	50	92	94	129	145	112	307	285	333	245
		7.6	8.3	7.7	7.4	7.8	7.2	7.9	7.9	8.5	7.6	7.9	7.8	8.1	7.6
			FHI					O	O	OPQS				U	
Outdoor swimming pool (N=666)	7.6	151	221	124	107	60	115	105	139	153	125	326	332	360	283
		7.4	8.0	7.4	7.4	7.6	7.5	7.2	7.3	8.6	7.3	7.7	7.6	7.6	7.6
			FHI							OPQS					
Paddling pools and spray parks (N=684)	7.8	152	218	128	116	68	121	106	144	152	133	336	341	376	283
		7.6	8.1	7.6	7.6	7.9	7.7	7.5	7.6	8.6	7.4	7.9	7.7	8.0	7.6
			FHI							OPQS				U	
Indoor leisure centres (N=723)	7.9	172	231	144	159	121	161	225	132	119	83	348	367	401	296
		7.9	8.2	7.8	7.6	7.8	7.7	7.7	8.0	8.5	7.6	8.0	7.9	8.0	7.9
			HIJ							OPQS					
Outdoor sports fields (N=700)	7.9	160	218	125	114	80	126	106	137	158	140	353	339	392	281
		7.8	8.2	7.7	7.6	7.9	7.8	7.7	7.8	8.5	7.6	7.9	7.9	8.0	7.7
			FHI							OPQS				U	
Recreation programs and services (N=718)	7.9	160	224	128	120	83	132	110	143	159	134	341	369	397	294
		7.8	8.2	8.0	7.3	7.7	7.4	7.6	8.0	8.7	7.5	8.0	7.8	7.9	7.8
			FIJ	I					OS	OPQS					

Legend:

8.0

Letter denotes significantly higher score than the segment with the corresponding letter

C

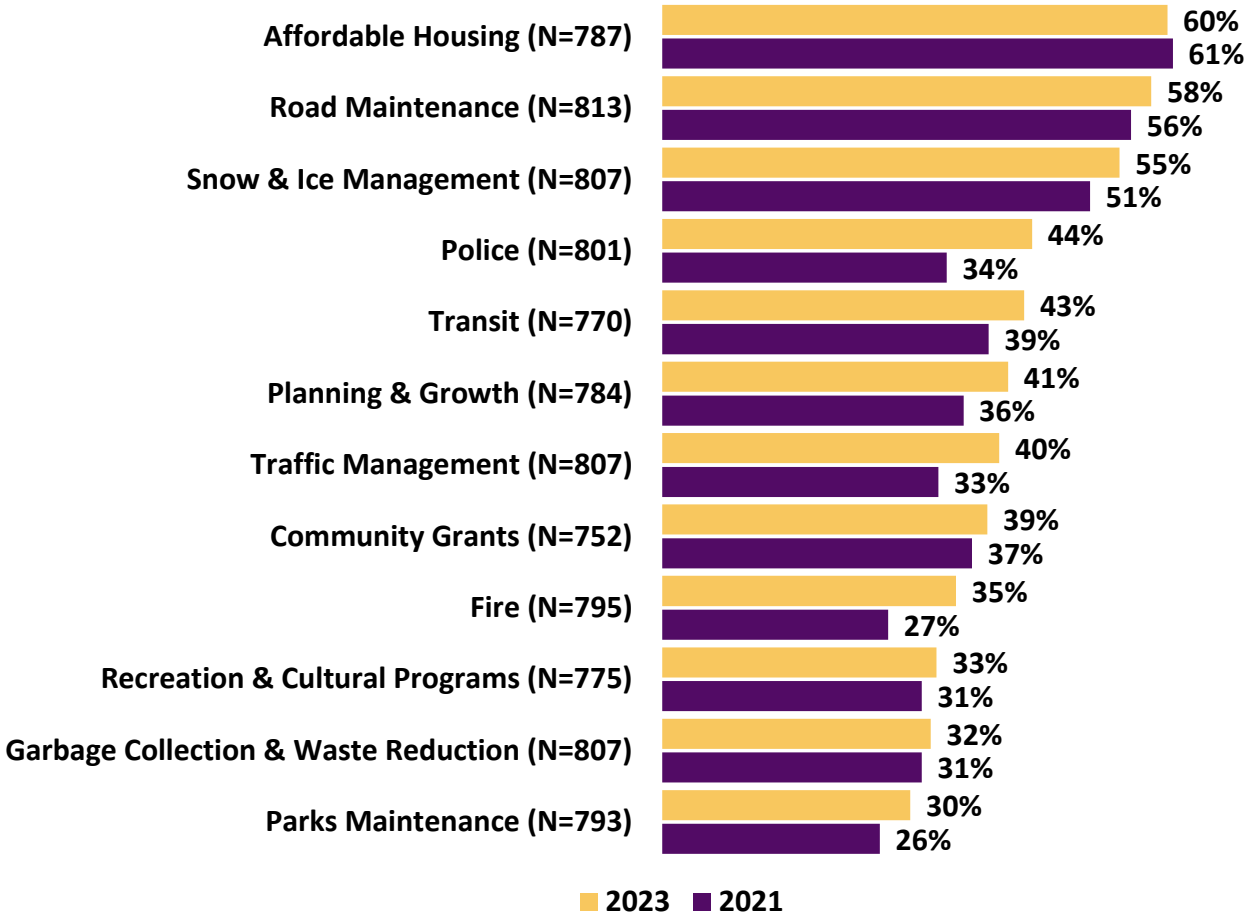
Q24-29. The following is a list of recreation and culture services that the City of Saskatoon provides its residents. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.

Sample size: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

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: varies; shown on chart; excluding 'Don't know' responses.

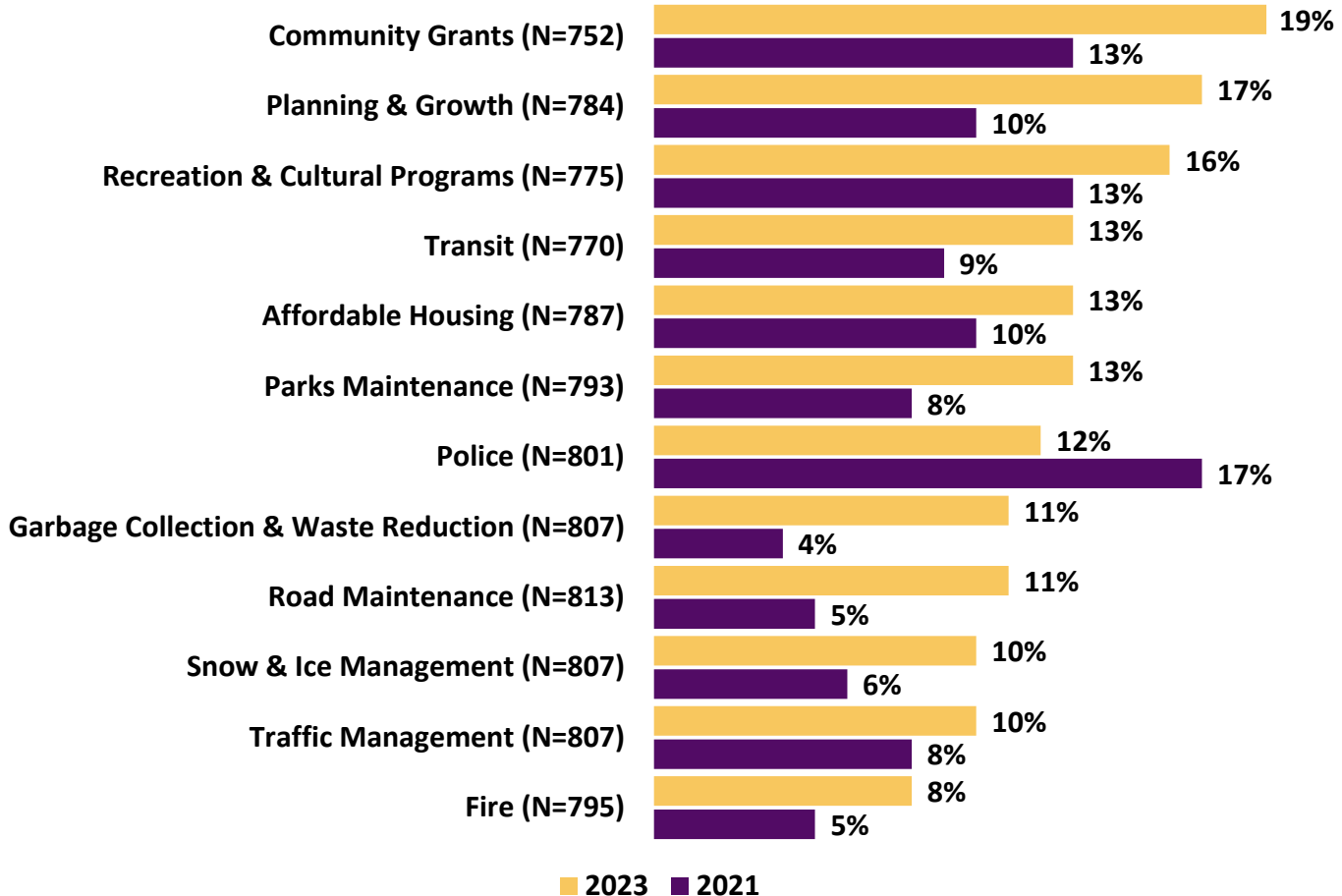
Sample framework: All respondents.

The services most commonly indicated for a preference for more service were:

- Affordable Housing (60%; -1 percentage point from 2021)
- Road Maintenance (58%; +2 percentage point from 2021)
- Snow & Ice Management (55%; +4 percentage point from 2021)
- Police (44%; +10 percentage point from 2021)
- Transit (43%; +4 percentage point from 2021)

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: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

The services most commonly indicated for a preference of less service were:

- Community Grants (19%; +6 percentage points from 2021)
- Planning & Growth (17%; +7 percentage points from 2021)
- Recreation & Cultural Programs (16%; +3 percentage points from 2021)
- Transit (13%; +4 percentage points from 2021)
- Affordable housing (13%; +3 percentage points from 2021)
- Park maintenance (13%; +5 percentage points from 2021)

Detailed Findings

Preferences on Level of Civic Services

	More	Same	Less
Road Maintenance (N=813)	58%	30%	11%
Snow & Ice Management (N=807)	55%	35%	10%
Traffic Management (N=807)	40%	50%	10%
Police (N=801)	44%	44%	12%
Fire (N=795)	35%	57%	8%
Transit (N=770)	43%	44%	13%
Planning & Growth (N=784)	41%	41%	17%
Community Grants (N=752)	39%	42%	19%
Affordable Housing (N=787)	60%	27%	13%
Garbage Collection & Waste Reduction Programs and Services (N=807)	32%	57%	11%
Parks Maintenance (N=793)	30%	58%	13%
Recreation & Cultural Programs (N=775)	33%	51%	16%

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: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

Nearly half of the services offered were favoured to remain unchanged, including parks maintenance (58%), garbage and waste reduction programs and services (57%), fire services (57%), recreation and cultural programs (51%), and traffic management (50%). Conversely, respondents expressed a desire for increased services in specific areas, such as affordable housing (60%), road maintenance (58%), and snow and ice management (55%). Community grants (19%), planning and growth (17%), and recreation and cultural programs (16%) stood out as the services with the highest proportion of respondents indicating a preference for reduced levels of service.

Detailed Findings

Preferences on Level of Civic Services – Demographic Breakout Table

		Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<\$40K	>\$40K - \$60K	>\$60K - \$80K	>\$80K - \$100K	>\$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Road Maintenance (N=813)		171	225	144	152	118	156	124	151	166	161	380	424	447	335
	More	61%	59%	54%	57%	62%	65%	53%	50%	60%	63%	56%	61%	60%	58%
	Less	13%	15%	17%	6%	2%	6%	19%	16%	11%	9%	13%	10%	12%	10%
	Same	26%	26%	28%	38%	36%	29%	27%	34%	29%	27%	31%	29%	28%	32%
Snow & Ice Management (N=807)		171	219	142	155	117	155	120	152	163	161	375	423	447	330
	More	54%	59%	49%	55%	55%	57%	48%	49%	56%	58%	50%	59%	59%	50%
	Less	13%	11%	12%	10%	2%	6%	12%	15%	13%	8%	13%	7%	10%	10%
	Same	32%	31%	39%	35%	44%	37%	41%	36%	31%	34%	36%	34%	31%	40%
Traffic Management (N=807)		172	221	141	151	119	155	121	149	167	159	372	426	442	334
	More	49%	51%	37%	31%	24%	41%	34%	38%	49%	43%	40%	40%	43%	36%
	Less	9%	10%	10%	9%	8%	5%	13%	14%	11%	6%	12%	8%	10%	9%
	Same	42%	39%	53%	60%	69%	54%	53%	48%	41%	52%	7%	3%	47%	55%
Police (N=801)		165	223	143	151	116	151	118	155	168	157	380	412	439	332
	More	39%	46%	41%	49%	47%	53%	38%	37%	48%	43%	38%	50%	44%	45%
	Less	16%	17%	10%	9%	2%	53%	37%	37%	48%	43%	14%	9%	12%	11%
	Same	45%	38%	49%	42%	52%	38%	51%	47%	39%	46%	48%	40%	44%	44%

Legend:

60% The example show that a letter denotes significantly higher percentage than the segment with the corresponding letter

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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: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

Detailed Findings

Preferences on Level of Civic Services – Demographic Breakout Table

		Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<\$40K	>\$40K - \$60K	>\$60K - \$80K	>\$80K - \$100K	\$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Fire (N=795)		166	216	140	151	119	149	119	141	171	159	370	416	436	331
	More	32%	50%	35%	26%	25%	40%	38%	27%	44%	28%	32%	38%	36%	35%
			FHIJ				Q S			Q S					
	Less	11%	9%	10%	9%	0	4%	8%	17%	8%	7%	11%	6%	7%	9%
	Same	57%	42%	55%	65%	75%	56%	55%	55%	49%	65%	57%	56%	57%	56%
Transit (N=770)		174	217	132	140	104	148	122	149	158	146	360	401	421	319
	More	47%	52%	41%	39%	27%	52%	42%	38%	51%	34%	36%	50%	47%	38%
		J	HIJ	J	J		Q S			Q S			C	U	
	Less	12%	12%	14%	16%	7%	6%	11%	22%	13%	12%	17%	8%	10%	16%
	Same	41%	36%	45%	45%	65%	42%	47%	40%	36%	54%	48%	42%	43%	47%
Planning & Growth (N=784)		167	221	137	146	110	147	121	148	168	152	370	405	431	323
	More	46%	54%	36%	29%	33%	48%	34%	39%	46%	39%	41%	42%	42%	39%
		I J	HIJ				P			P					
	Less	17%	11%	22%	23%	13%	12%	21%	29%	15%	9%	17%	17%	16%	19%
	Same	37%	34%	42%	48%	55%	39%	45%	32%	38%	52%	42%	41%	42%	41%
Community Grants (N=752)		160	222	139	132	96	145	117	145	162	142	356	387	410	313
	More	50%	53%	37%	20%	16%	50%	38%	34%	47%	28%	36%	41%	41%	36%
		HIJ	HIJ	I J			PQS			Q S					
	Less	13%	14%	18%	30%	26%	12%	21%	24%	15%	23%	23%	16%	19%	19%
	Same	37%	32%	45%	50%	58%	37%	42%	41%	38%	49%	41%	43%	39%	44%
			G	F G	FGH					O					

Legend:

60% The example show that a letter denotes significantly higher percentage than the segment with the corresponding letter

C

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: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

Detailed Findings

Preferences on Level of Civic Services – Demographic Breakout Table

		Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<\$40K	>\$40K - \$60K	>\$60K - \$80K	>\$80K - \$100K	>\$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Affordable Housing (N=787)		169	218	140	146	111	152	122	147	166	149	365	413	426	331
	More	67%	65%	51%	59%	55%	78%	61%	45%	60%	54%	51%	68%	62%	58%
		H	J	H			PQRS	Q		Q			C		
	Less	11%	11%	14%	18%	10%	9%	12%	20%	14%	11%	16%	10%	13%	12%
	Same	21%	24%	36%	23%	35%	14%	26%	35%	26%	34%	33%	22%	25%	29%
				FGI		FGI		O	O	O	O	D			
Garbage Collection & Waste Reduction programs and services (N=807)		173	225	142	150	114	155	118	151	171	160	378	421	444	333
	More	38%	45%	35%	19%	11%	36%	30%	34%	42%	23%	30%	33%	36%	27%
		I	J	I	J		S		S	PS				U	
	Less	8%	13%	10%	13%	10%	8%	7%	17%	13%	13%	15%	8%	10%	12%
	Same	54%	42%	55%	67%	79%	56%	64%	48%	45%	64%	55%	59%	54%	61%
		G		G	FGH	FGHI		QR			QR				T
Park Maintenance (N=793)		166	224	140	147	113	149	117	146	167	161	369	415	437	325
	More	36%	46%	26%	16%	10%	32%	21%	27%	49%	24%	29%	30%	30%	30%
		HIJ	FHIJ	J			P			OPQS					
	Less	15%	14%	14%	12%	5%	8%	17%	18%	16%	7%	16%	10%	12%	13%
	Same	15%	14%	14%	12%	5%	60%	62%	55%	35%	70%	55%	60%	58%	58%
				FG	FG	FGHI	R	R	R		QR				
Recreation & Cultural Programs (N=775)		169	224	138	140	101	147	114	149	165	154	372	394	426	321
	More	41%	45%	32%	21%	10%	41%	27%	33%	42%	22%	29%	36%	35%	30%
		I	J	HIJ	I	J	PS		S	PS			C		
	Less	12%	17%	14%	25%	13%	8%	15%	19%	23%	16%	20%	13%	16%	17%
	Same	47%	39%	54%	54%	77%	51%	58%	48%	35%	62%	51%	51%	49%	53%
				G	G	FGHI	R	R	R		OQR				

Legend:

60% The example show that a letter denotes significantly higher percentage than the segment with the corresponding letter

C

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: varies; shown on chart; excluding 'Don't know' responses.

Sample framework: All respondents.

Detailed Findings



Preferences on Level of Civic Services – More Service

	2016	2017	2018	2021	2023	Average	Difference from 2021
Road Maintenance	70%	55%	61%	56%	58%	60%	+2 percentage points
Snow & Ice Management	49%	39%	52%	51%	55%	49%	+4 percentage points
Traffic Management	46%	38%	40%	33%	40%	39%	+7 percentage points
Police	41%	37%	36%	34%	44%	38%	+10 percentage points
Fire	15%	10%	10%	27%	35%	19%	+8 percentage points
Transit	45%	37%	41%	39%	43%	41%	+2 percentage points
Planning & Growth	35%	29%	35%	36%	41%	35%	+5 percentage points

Detailed Findings



Preferences on Level of Civic Services – More Service

	2016	2017	2018	2021	2023	Average	Difference from 2021
Community Grants	21%	16%	23%	37%	39%	27%	+2 percentage points
Affordable Housing	53%	45%	55%	61%	60%	55%	-1 percentage points
Garbage Collection & Waste Reduction	17%	11%	28%	31%	32%	24%	+1 percentage points
Parks Maintenance	13%	11%	15%	26%	30%	19%	+4 percentage points
Recreation & Cultural Programs	22%	14%	21%	31%	33%	24%	+2 percentage points

Detailed Findings



Preferences on Level of Civic Services – Less Service

	2016	2017	2018	2021	2023	Average	Difference from 2021
Road Maintenance	2%	2%	2%	5%	11%	4%	+6 percentage points
Snow & Ice Management	2%	4%	2%	6%	10%	5%	+4 percentage points
Traffic Management	4%	5%	4%	8%	10%	6%	+2 percentage points
Police	8%	6%	5%	17%	12%	10%	-5 percentage points
Fire	3%	3%	2%	5%	8%	4%	+3 percentage points
Transit	6%	9%	8%	9%	13%	9%	+4 percentage points
Planning & Growth	11%	17%	10%	10%	17%	13%	+7 percentage points

Detailed Findings



Preferences on Level of Civic Services – Less Service

	2016	2017	2018	2021	2023	Average	Difference from 2021
Community Grants	21%	25%	18%	13%	19%	19%	+6 percentage points
Affordable Housing	9%	11%	10%	10%	13%	11%	+3 percentage points
Garbage Collection & Waste Reduction	4%	7%	7%	4%	11%	7%	+7 percentage points
Parks Maintenance	7%	13%	5%	8%	13%	9%	+5 percentage points
Recreation & Cultural Programs	9%	16%	8%	13%	16%	12%	+3 percentage points



Detailed Findings

Mapping of Priorities & Satisfaction

A quadrant analysis was conducted to determine services that are considered key strengths and key weaknesses based on 2023 data. The satisfaction and priorities were used to determine key weaknesses (high priority, low satisfaction), and key strengths (high priority, high satisfaction). Satisfaction scores are plotted horizontally (along the X-axis) and they represent the mean satisfaction scores of each service (out of 10). The priority scores are plotted vertically (along the Y-axis) and they represent the mean priority scores of each service (out of 10). Thresholds are established by finding the average satisfaction and priority score. Note that since the satisfaction and priority scores change for each survey based on responses, the threshold used to create the four quadrants are also subject to change.

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.

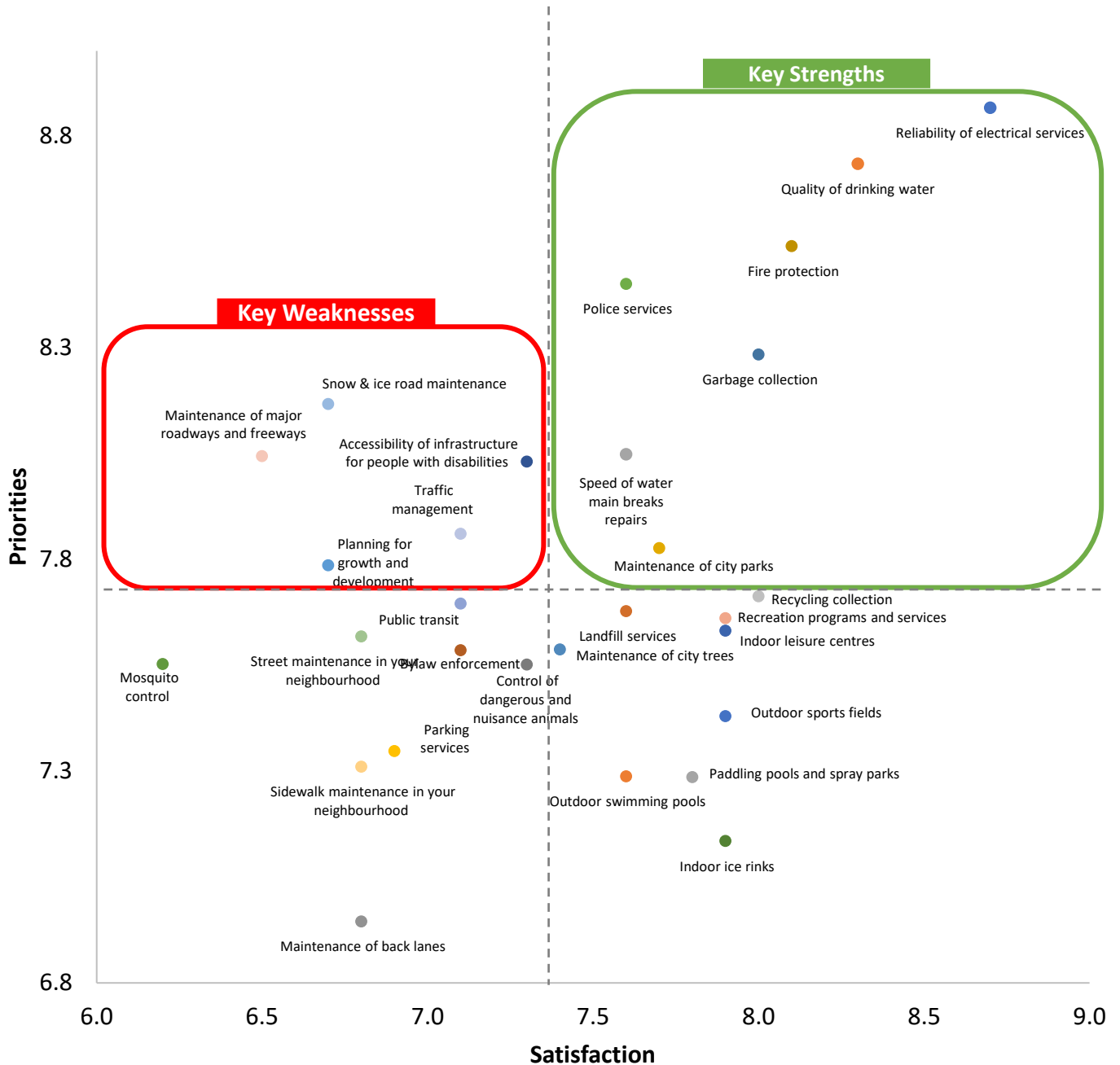
Below is a summary of the key weaknesses and strengths from the 2023 results. The following slides include the quadrant analysis.

Key Weaknesses		Key Strengths	
2023	2021	2023	2021
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	Fire protection	Fire protection
Traffic Management	Traffic Management	Reliability of electrical services*	Reliability of electrical services*
Planning for growth and development	Planning for growth and development	Speed of water main breaks repairs	Speed of water main breaks repairs
Accessibility of infrastructure for people with disabilities	Accessibility of infrastructure for people with disabilities	Garbage collection	Garbage collection
-	-	Police services	Recycling collection
-	-	Maintenance of city parks	Maintenance of city parks

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

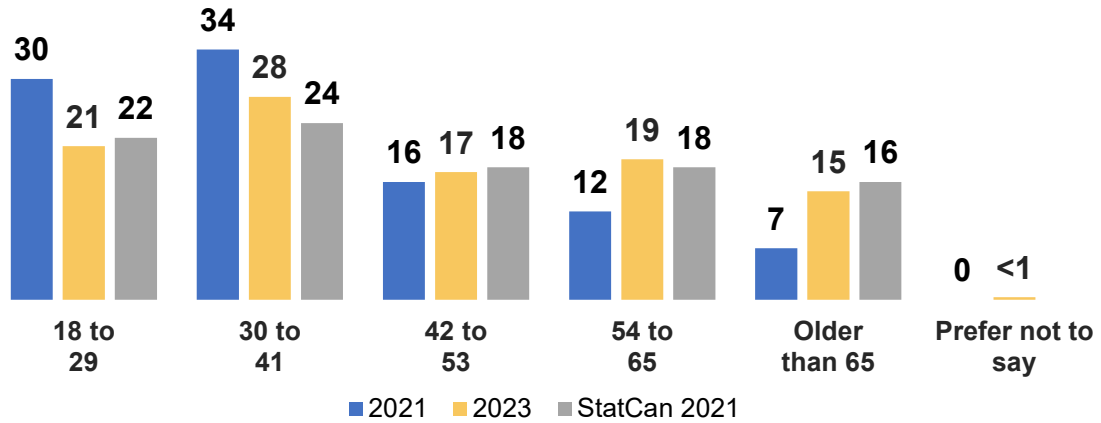
Detailed Findings

Service Strengths and Weaknesses 2023 Results

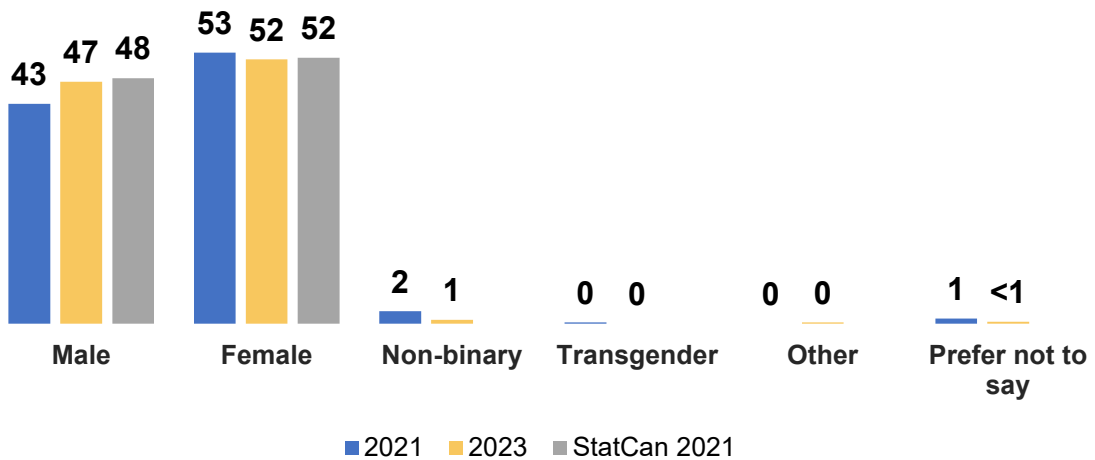


Demographics

Age (%)

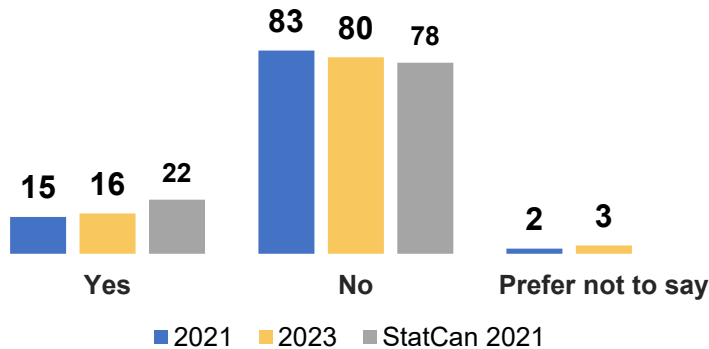


Gender (%)

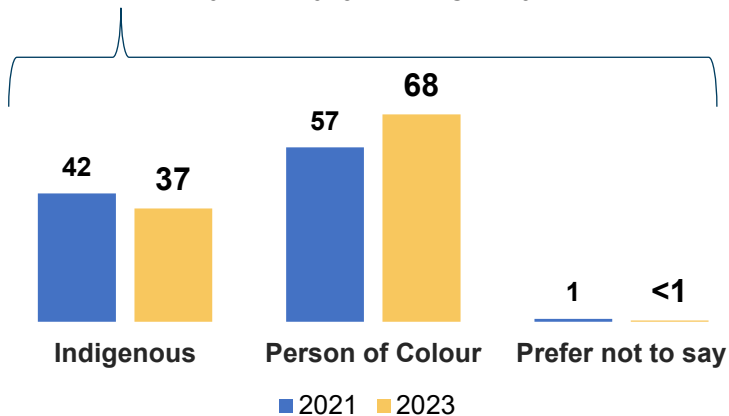
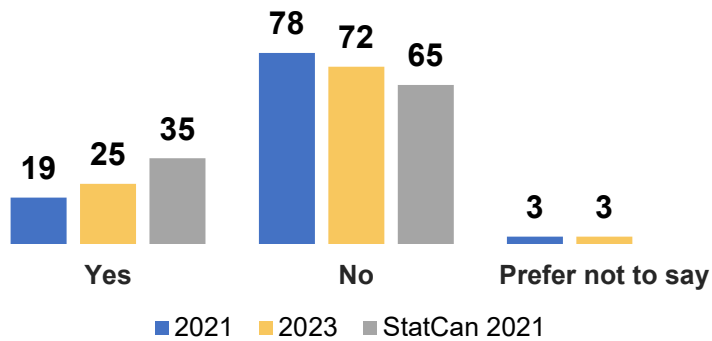


Demographics

Identifies as a Person with Disability (%)

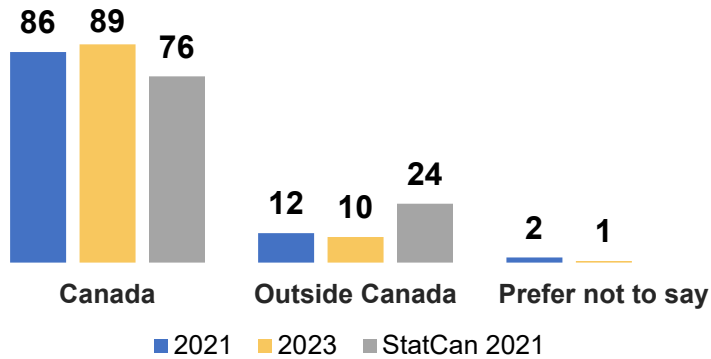


Identifies as Indigenous or Person of Colour (%)



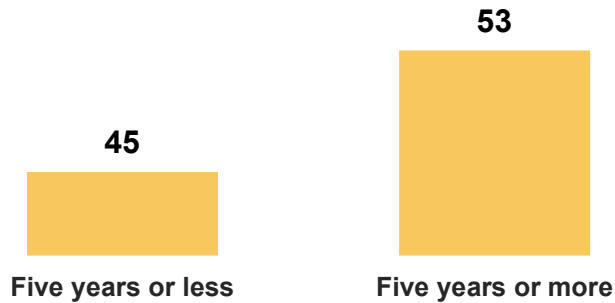
Demographics

Country Born (%)

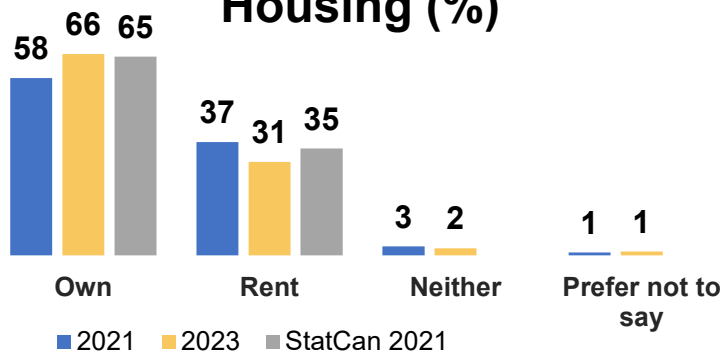


Years Lived in Canada (%)

*Respondents who were not born in Canada

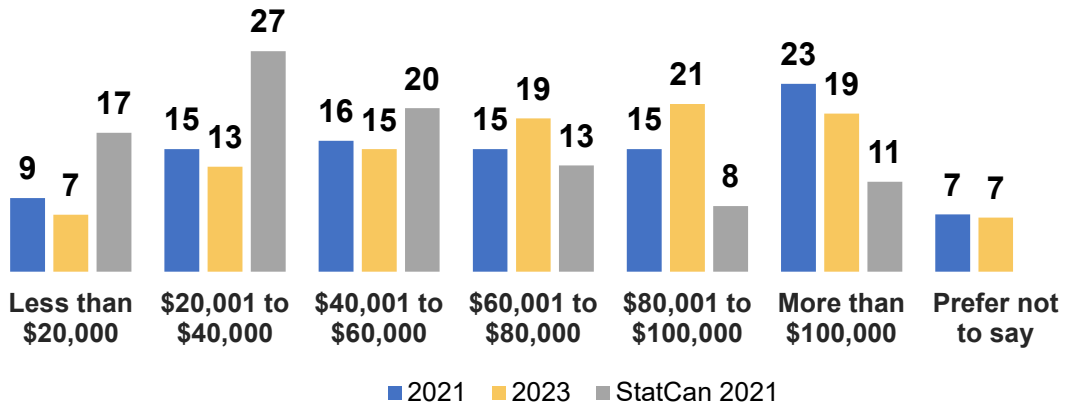


Housing (%)

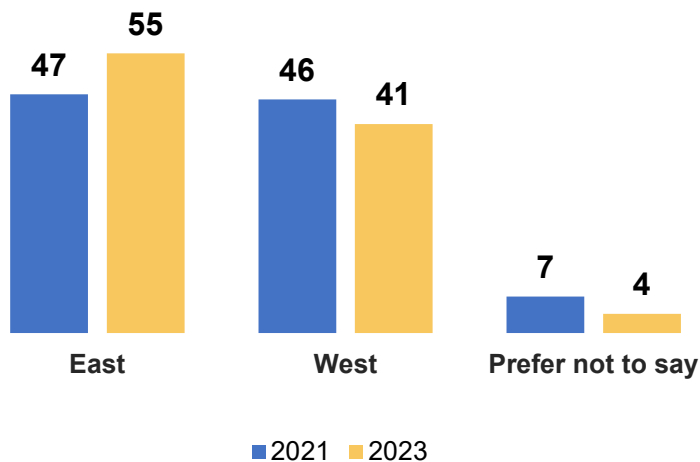


Demographics

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.