

2024 Civic Services Performance, Priorities and Preferences Survey

2024 RESULTS

PERFORMANCE



Transportation & Utilities

Respondents were most satisfied with:

- **reliability of electrical services*** (8.8)
- **quality of drinking water** (8.2)
- **speed of water main breaks repairs** (7.5)

* Reliability of electrical services' is reported for Saskatoon Light & Power customers only.



Community & Public Services

Respondents were most satisfied with:

- **fire protection** (7.9)
- **maintenance of city parks** (7.3)
- **maintenance of city trees** (7.1)
- **police services** (7.0)



Waste Management

Respondents were most satisfied with:

- **recycling collection - blue bins** (7.6)
- **garbage collection - black bins** (7.6)
- **compost collection - green bins** (7.3)
- **landfill services** (7.2)



Recreation & Culture

Respondents were most satisfied with:

- **outdoor sports fields** (7.7)
- **indoor leisure centres** (7.5)
- **recreation programs and services** (7.4)

City residents were asked to rate services provided by the City on a **10-point scale**.

2024 Civic Services Performance, Priorities and Preferences Survey

2024 RESULTS

SERVICE PRIORITIES



Key Strengths (Maintain)

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

* Reliability of electrical services' is reported for Saskatoon Light & Power customers only.



Key Weaknesses (Improve)

- Police Services

PREFERENCES FOR SERVICE LEVELS



More Services

- The top three services where residents would like the City to provide more service include:
 - Affordable Housing **(70%)**
 - Road Maintenance **(66%)**
 - Snow & Ice Management **(57%)**
 - Police **(51%)**

BACKGROUND:

2024 Civic Services Performance, Priorities and Preferences Survey



METHODOLOGY

ONLINE PANEL (OP)

June 4 - June 24, 2024

An online survey was conducted with **812 randomly selected residents within Saskatoon** who are 18 years of age and older, using the Forum Fuzion™ and partner panels. The panel uses a purely random recruiting method that ensures sampling integrity. The panelists are then selected at random from the panel to complete surveys online.

The margin of error is: $\pm 3.43\%$, 19 times out of 20.

How we will use the results

The purpose of the survey is to develop baseline performance data and identify trends, opportunities and issues of importance. The City of Saskatoon will use the results to inform decisions related to strategic priorities, budgeting, and service delivery, as well as to highlight opportunities for continuous improvement.

2024 CIVIC SERVICES KEY FINDINGS

PERFORMANCE

City residents were asked to rate services provided by the City on a 10-point scale. Overall, resident satisfaction with the services provided by the City of Saskatoon remains consistent year over year. These results are shared below.

Transportation & Utilities

- The top three services where participants reported highest satisfaction are: **reliability of electrical services* (8.8)**, **quality of drinking water (8.2)**, and **speed of water main breaks repairs (7.5)**.
- **Street maintenance in resident neighbourhoods (5.8)** and the **maintenance of back lanes (5.8)** saw the largest changes year over year, with a decrease of 1 point each compared to 2023.

* Reliability of electrical services' is reported for Saskatoon Light & Power customers only.



Community & Public Services

- Participants were most satisfied with **fire protection (7.9)**, **maintenance of city parks (7.3)** and **maintenance of city trees (7.1)**.
- Satisfaction with each community and public service remained relatively consistent year over year compared to 2023.
- The services with the most noticeable decreases in satisfaction were **police services (7.0)** and **bylaw enforcement (6.5)**, which each saw a 0.6 point decrease compared to 2023.



Waste Management

- Respondents were satisfied with **recycling collection - blue bins (7.6)** and **garbage collection - black bins (7.6)** followed by **compost collection - green bins (7.3)**.
- City residents remain relatively satisfied with their waste management services year over year.



Recreation & Culture

- Satisfaction levels remain relatively high for all recreation and culture services. Respondents were most satisfied with **outdoor sports fields (7.7)**, **indoor leisure centres (7.5)** and **recreation programs and services (7.4)**.

SERVICE PRIORITIES

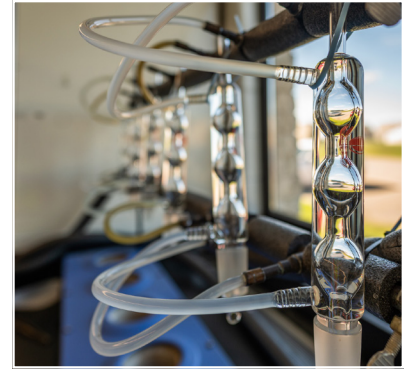
Respondents were also asked to rate the priority of 12 services. The combination of satisfaction and priorities were used to determine key weaknesses (high priority, low satisfaction), and key strengths (high priority, high satisfaction).

All key strengths have remained relatively the same since 2015.

Key Strengths (Priorities for Maintaining Service)

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

* Reliability of electrical services' is reported for Saskatoon Light & Power customers only.



Key Weaknesses (Priorities for Service Improvement)

- Police Services



PREFERENCES FOR SERVICE LEVELS

More Services

- The top three services where residents would like the City to provide more service include:
 - Affordable Housing **(70%)**
 - Road Maintenance **(66%)**
 - Snow & Ice Management **(57%)**
- The following services had the most significant **increase** in requests for more service as compared to 2023:
 - Affordable Housing **(increase of 10 percentage points)**
 - Road Maintenance **(increase of 8 percentage points)**
 - Police **(increase of 7 percentage points)**



Same Services

- Of the 12 services listed, a large percentage of participants indicated that they would like to see the service remain the same. The areas with the highest number of respondents requesting that the service level stay the same were:
 - Fire **(69%)**
 - Parks Maintenance **(64%)**
 - Garbage Collection & Waste Reduction Programs and Services **(64%)**
 - Recreation & Cultural Programs **(58%)**
 - Traffic Management **(57%)**



Less Services

- To a smaller degree, respondents indicated they would like the City to provide less service for :
 - Community Grants **(15%)**
 - Planning & Growth **(10%)**
 - Recreation & Cultural Programs **(10%)**
 - Affordable Housing **(10%)**

