

2023 Citizen Satisfaction & Performance Survey

2023 RESULTS

86%

Quality of Life & Satisfaction

86% of respondents say that they are satisfied with living in Saskatoon. **78%** of respondents rate the quality of life in Saskatoon as good or very good.

83%

Quality & Value of Services

83% say they receive very good or good value from the services provided by the City. **81%** agreed that they are satisfied with the quality of services provided by the City of Saskatoon.

77%

Communications

77% of respondents are satisfied with the quality of City communications.

76%

Public Engagement

76% of respondents say the City provides meaningful opportunities to participate in engagement activities. **62%** of respondents say the City does enough to get the public's input on decisions. **61%** of respondents say the City communicates how it will use public input to help make decisions.

65%

Customer Service/Contact the City

65% agree the City provides consistent and reliable information and **64%** agree that City staff are each when needed. **48%** of respondents preferred contacting the City by emailed, followed telephone **46%**.

25%

Balancing the Budget

25% of participants prefer a combination of both property tax and user fee increases to balance the budget. **19%** prefer to stop providing a particular service and **18%** prefer to introduce a new user fee or service.

CONTINUED ON OTHER SIDE

2023 Citizen Satisfaction & Performance Survey

2023 RESULTS

Strategic Goal Performance Indicators

90%



agreed that the City is effectively providing a good mix of recreation, sport & cultural facilities year round.

71%



feel Saskatoon is an inclusive and welcoming city.

88%



agreed that the City is effectively providing online services.

66%



feel the City does a good job preserving natural resources and protecting the environment.

74%



feel the City is effectively balancing growth throughout the City.

54%



feel the City is investing in a mix of transportation options for moving around.

73%



reported that a friend or colleague would feel safe living in Saskatoon.

48%



feel the City is making downtown an appealing destination.