

2023 Civic Services Performance, Priorities and Preferences Survey

2023 RESULTS

PERFORMANCE



Transportation & Utilities

The top three services where respondents reported highest satisfaction are:

- **reliability of electrical services*** (8.7)
- **quality of drinking water** (8.3)
- **speed of water main breaks repairs** (7.6)

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



Community & Public Services

Respondents were most satisfied with:

- **fire protection** (8.1)
- **maintenance of city parks** (7.7)
- **police services** (7.6)



Waste Management

Respondents were satisfied with:

- **garbage collection** (8.0)
- **recycling collection** (8.0)
- **landfill services** (7.6)



Recreation & Culture

Respondents were most satisfied with:

- **indoor leisure centres** (7.9)
- **outdoor sports fields** (7.9)
- **indoor ice rinks** (7.9)
- **recreation programs and services** (7.9)

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

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SERVICE PRIORITIES



Key Weaknesses (Improve)

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



Key Strengths (Maintain)

- Quality of Drinking Water
- Reliability of electrical services*
- Fire Protection
- Garbage Collection
- Speed of water main break repairs
- Maintenance of city parks

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

PREFERENCES FOR SERVICE LEVELS



More Services

- The top three services where residents would like the City to provide more service include:
 - Affordable Housing **(60%)**
 - Road Maintenance **(58%)**
 - Snow & Ice Management **(55%)**