

## BACKGROUND:

# 2023 Civic Services Performance, Priorities and Preferences Survey

ONLINE PANEL



## METHODOLOGY

### ONLINE PANEL (OP)

June 7 - June 28, 2023

An online survey was conducted with **848 randomly selected residents**, using Forum Research's Forum Poll™ Online Panel Database. 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:  $\pm 3.36\%$ , 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.

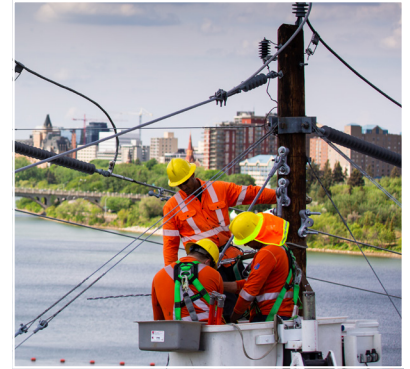
# 2023 CIVIC SERVICES KEY FINDINGS

## PERFORMANCE

City residents were asked to rate services provided by the City on a **10-point scale**. **Overall satisfaction remains the same or higher since 2021 for many of the 29 civic services.** These results are bundled below.

### Transportation & Utilities

- The top three services where participants reported highest satisfaction are: **reliability of electrical services\* (8.7)**, **quality of drinking water (8.3)**, and **speed of water main breaks repairs (7.6)**.
- Nearly all services experienced an increase in satisfaction with more significant increases in the **reliability of electrical services, accessibility of infrastructure for people with disabilities and maintenance of back lanes.**
- Only two services experienced small decreases in satisfaction since 2021 including **maintenance of major roadways and freeways** and **snow & ice road maintenance.**



### Community & Public Services

- Participants were most satisfied with **fire protection (8.1)**, **maintenance of city parks (7.7)** and **police services (7.6)**.
- Nearly all services experienced an increase in satisfaction with more significant increases in **fire protection, police services and bylaw enforcement.**
- Only two services experienced small decreases in satisfaction since 2021 including **planning for growth and development** and **mosquito control.**



### Waste Management

- Respondents were satisfied with **garbage collection (8.0)** and **recycling collection (8.0)**, followed by **landfill services (7.6)**.
- There were increases in all three areas reaching the **highest satisfaction level seen since 2015.**



### Recreation & Culture

- All of the recreation and culture services were highly rated (**7.6+**). Respondents were most satisfied with **indoor leisure centres (7.9)**, **outdoor sports fields (7.9)**, **recreation programs and services (7.9)** and **indoor rinks (7.9)**.
- Satisfaction increased since 2021 for all recreation and culture services with the **most significant increase for indoor ice rinks.**

## 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 and the majority of key weaknesses have remained relatively the same since 2015.

### Key Weaknesses (Priorities for Service Improvement)

- 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 (Priorities for Maintaining Service)

- Quality of drinking water
- Reliability of electrical services\*
- Fire protection
- Police services
- Garbage collection
- Speed of water main breaks 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%)**
- The following services had the most significant increase in requests for more service as compared to 2021:
  - Police **(increase of 10 percentage points)**
  - Fire **(increase of 8 percentage points)**
  - Traffic Management **(increase of 7 percentage points)**
  - Planning & Growth **(increase of 5 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 three areas with the highest number of respondents requesting that the service level stay the same were:
  - Parks Maintenance **(58%)**
  - Garbage Collection & Waste Reduction Programs and Services **(57%)**
  - Fire **(57%)**
  - Recreation & Culture Programs **(51%)**
  - Traffic Management **(50%)**



### Less Services

- To a much smaller degree respondents indicated they would like the City to provide less service for:
  - Community Grants **(19%)**
  - Planning & Growth **(17%)**
  - Recreation & Cultural Programs **(16%)**

