



# Civic Satisfaction & Performance Survey 2025

October 2025



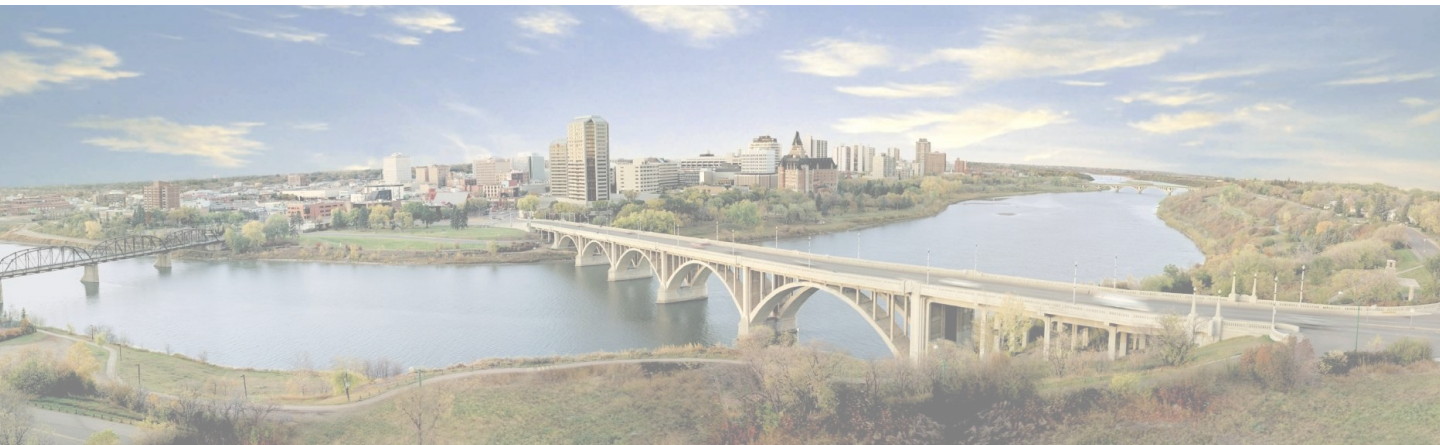
# Table of Contents

Background.....	3
Interpreting this Report.....	5
Executive Summary .....	9
Methodology.....	13
<b>Detailed Findings.....</b>	<b>16</b>
Overall Satisfaction and Quality of Life.....	17
City Services.....	27
Housing and Homelessness.....	30
Crime and Safety.....	37
Operating Budget.....	41
Communications and Customer Service.....	44
Digital Experience .....	55
Volunteering.....	58
Public Engagement.....	61
Strategic Goals: Performance Indicators.....	64
Demographics.....	73
Appendix.....	78
Demographic Breakouts.....	79
Survey Instrument and 2025 Updates.....	140



# Background

---





# Background

The City of Saskatoon commissioned a Civic Satisfaction & Performance survey to gain insights on the City of Saskatoon's performance, as well as residents' experiences and impressions related to quality of life, satisfaction, important issues, and the value of programs and services received within the city.

The results of the survey are intended to compare to baseline performance data, inform decisions related to initiatives and actions for strategic priorities, budget decisions, and service delivery decisions related to communications, engagement and customer service.

Additionally, the 2025 survey will continue to help identify key trends and emerging priorities to aid the City's continuing goal of service excellence.

The primary objectives of the survey were to gauge the following:

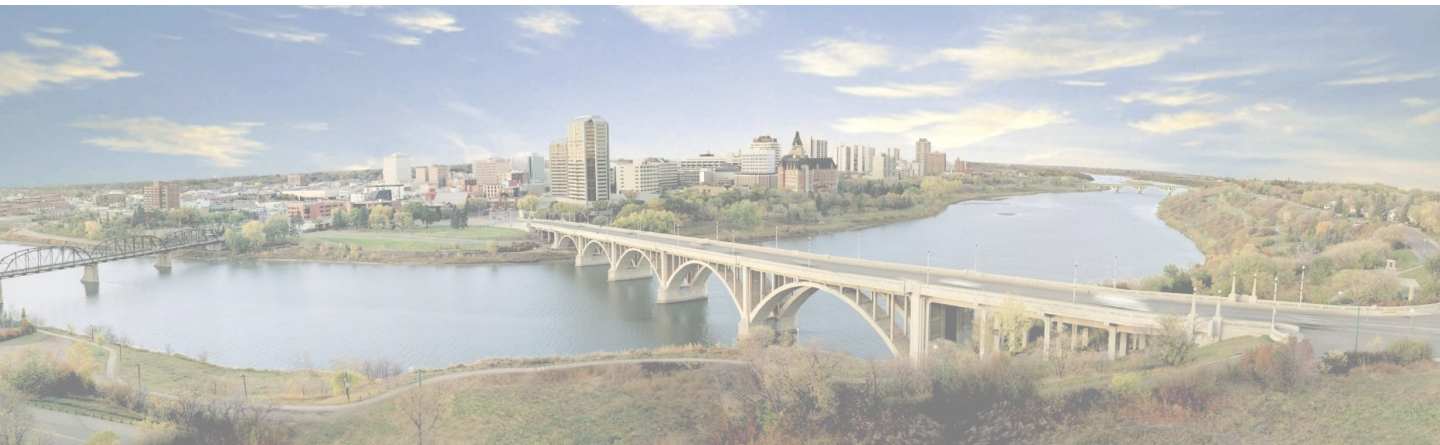
- Perceptions of quality of life in Saskatoon and the direction the City of Saskatoon is heading;
- Perceptions of satisfaction and value with services provided by the City;
- The most important issues facing our city
- Perceptions on Housing and Homelessness, and Crime and Safety;
- Preferences for balancing the budget;
- Satisfaction with and preferences for receiving City information and communications;
- Experience and impression of public engagement;
- Preference, experience, and impressions of customer service;
- Volunteering in the community; and,
- Performance indicators related to the City's strategic goals.

In 2025, a total of 398 Saskatoon residents aged 18 and older were surveyed using online panels, capturing their perspectives and insights, which are highlighted throughout this report, and provide insight into the City of Saskatoon's performance, residents' experiences and impressions related to quality of life, satisfaction, important issues, and the value of programs and services received.

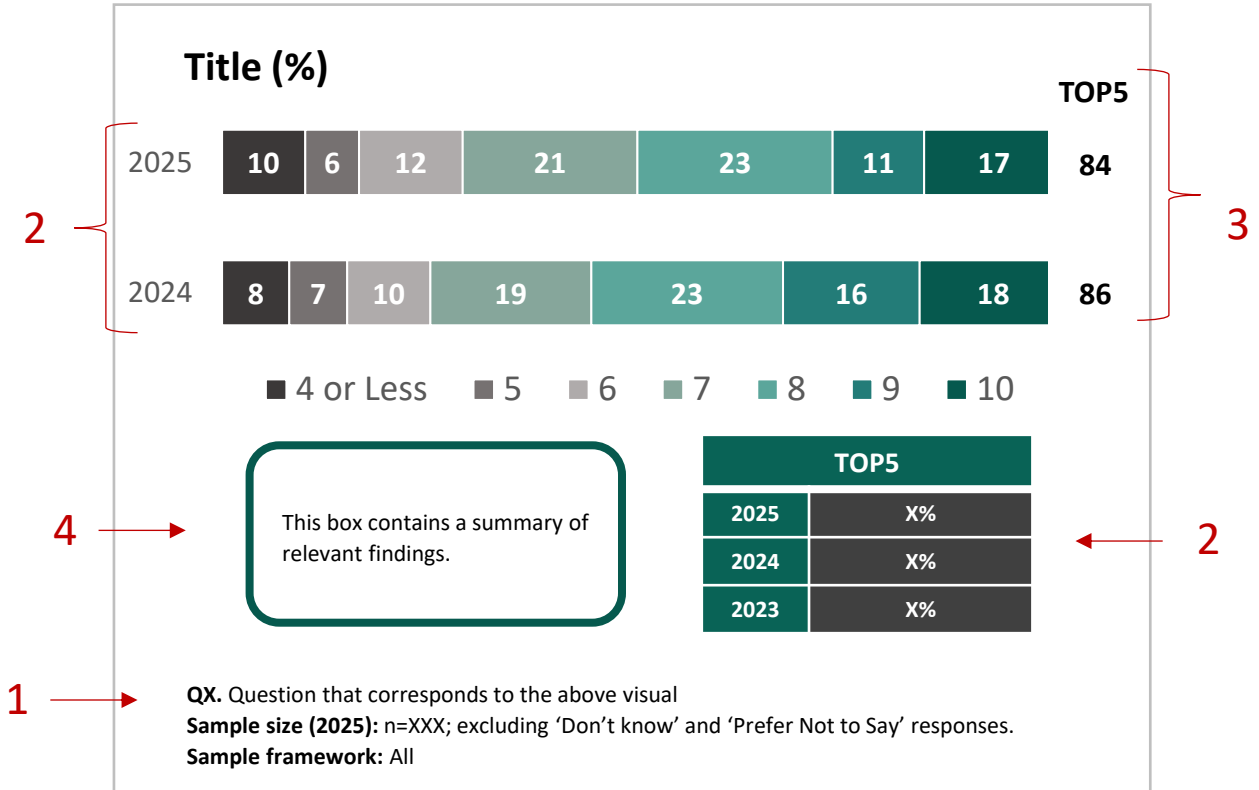


# Interpreting the Report

---



# Interpreting the Report



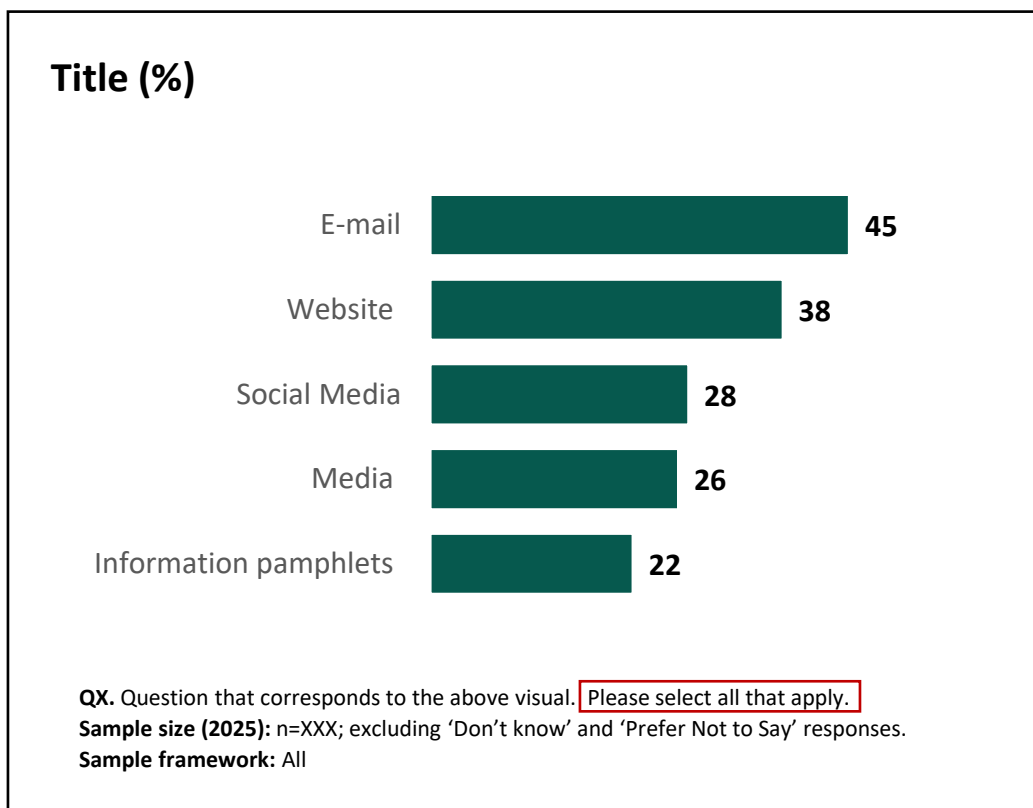
**1. Footnotes:** Whenever data is visualized throughout the report, there will be a footnote on that page with additional information regarding the data presented. The footnote will include the question, the sample size for the question (e.g., n=sample size) and any exclusions, as well as the sample framework (e.g., if the question was only asked to a subset of respondents).

**2. Trending:** Throughout the report, there are comparisons between 2025 results and previous years, where applicable. All sections referring to 2021 are only including the online panel results and excluding telephone and online self-selected results.

**3. Top/Bottom Scores:** Where applicable, the collected TOPX positive and BTMX negative responses may be included throughout the report. In the example above, the TOP5 score is shown, which is the collected total of responses 6 through 10.

**4. Findings:** Throughout the report, a summary of relevant findings are included on the corresponding pages in green boxes.

# Interpreting the Report



**Multi-response:** In some cases, more than one answer option is applicable to a respondent. Multiple response questions allow respondents to select more than one answer category for a question.

For questions that allow for multiple responses (e.g., “How do you prefer to receive information about City of Saskatoon programs or services? Please select all that apply.”), it is important to note that the percentages typically add to over 100%. This is because the total number of answers selected for a question can be greater than the total number of respondents who answered the question.



# Interpreting the Report

## Title

	2017	2018	2021	2023	2024	2025	1 Average	2 Difference from 2024
Answer option	9%	11%	13%	13%	12%	15%	12%	+3 percentage points
Answer option	9%	9%	23%	19%	19%	23%	17%	+4 percentage points
Answer option	4%	7%	6%	7%	11%	8%	7%	-3 percentage points

## Historical Trends

Throughout the report, tables like the one above are included to visualize the difference in responses over a greater period of time.

**1. Overall Average:** The averages of responses for all years shown in the table is highlighted in grey. These averages are included to visualize how 2025's data compares to the overall average for each answer option. As these averages are based on a larger number of data points, they account for variations in resident responses year over year and are a better representation of residents' overall thoughts and experiences.

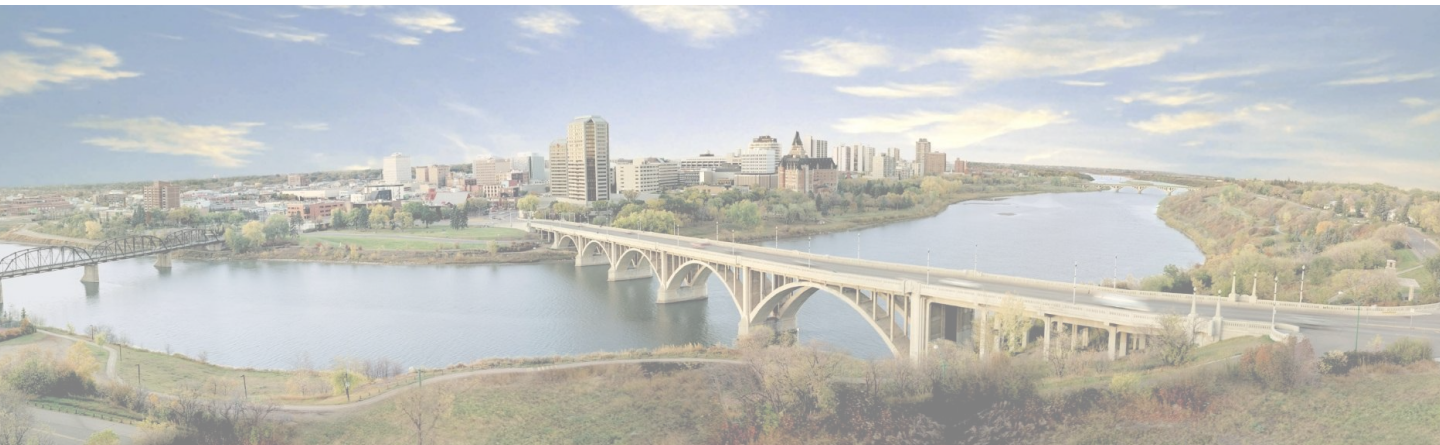
**2. Difference from 2024:** For each answer option, the difference in averages between 2024 and 2025 is populated in the far-right column. Increases in scores are highlighted in green, while decreases in scores are highlighted in orange. The colours are for illustrative purposes only, and do not identify statistical significances.





# Executive Summary

---





# Executive Summary

The results of the 2025 Civic Satisfaction & Performance survey show that residents are overall satisfied with life in Saskatoon (TOP5: 82%). The majority of residents (TOP2: 68%) say the quality of life in Saskatoon is good or very good, and more than half (TOP2: 55%) say their quality of life in Saskatoon over the past three years has stayed the same or gotten better. When asked what actions, if any, the City of Saskatoon could take to improve the quality of life in the city, close to half of residents (46%) suggested addressing homelessness and affordable housing, while a quarter (25%) suggested improving public safety and reducing crime. Similarly, when residents were asked to identify, in their opinion, the single most important issue facing the City of Saskatoon, more than one-third (35%) identified homelessness / poverty, while 1 in 5 (21%) identified crime and public safety concerns, making these the two most commonly identified issues. *(Slides 18, 21, 22, 23, 25)*

When evaluating the services provided by the City, the majority of residents (TOP5: 80%) are satisfied with the quality of services provided by the City of Saskatoon and feel they receive good or very good value from the services provided (TOP2: 79%). As in previous years, when asked which approach they would prefer the City to use when balancing the City's operating budget, 31% say they would prefer a combination of property tax and user fee increases. *(Slides 28, 29, 42)*

In 2025, additional questions were added to further explore the area of Housing and Homelessness. Within the past 12 months, more than two-thirds of residents (68%) said they made significant lifestyle changes to reduce spending, while about 3 in 10 residents said they had lost housing or were at serious risk of losing housing (29%). When asked about the City's role in supporting affordable housing, nearly 3 in 4 residents (71%) said that the City should do more, and a similar proportion of residents agreed that the City should allocate more resources to increase the overall supply of housing (TOP2: 73%). *(Slides 31, 32, 33)*

Unsurprisingly, nearly 4 in 5 residents (TOP2: 78%) agreed that the City should allocate more resources to address homelessness, with a similar proportion of residents (TOP2: 79%) agreeing that the City should support the homelessness initiatives of other levels of government and service providers. When sheltering outdoors is the only available option, about three-quarters of residents (TOP2: 74%) agreed that the City should provide more support for individuals sheltering outdoors. *(Slides 32, 34)*

Two-thirds of residents (TOP2: 66%) agreed that the City should conduct public education about homelessness and how residents can help (TOP2: 66%), while a similar proportion of residents (NET: 63%) would be willing to pay an amount each month to support initiatives that address homelessness in Saskatoon. Of these residents, \$5 to \$9 per month (31%) was the most commonly selected amount that residents would be willing to pay. *(Slides 34, 35)*

# Executive Summary (con't)

Similar to Housing and Homelessness, additional questions were also added in 2025 to further explore the area of Crime and Safety. More than 4 in 5 residents (BTM2: 82%) describe the level of crime within the City of Saskatoon as “high”, however, nearly 3 in 5 residents (TOP2: 58%) feel safe in the city, and 7 in 10 (TOP5: 70%) think that a family member or colleague would say they feel safe living in Saskatoon. *(Slides 38, 65)*

When residents were asked to rank up to 3 factors that influence their perception of crime levels in Saskatoon, two-thirds (65%) included visible signs of crime, with 3 in 10 residents (29%) identifying visible signs of crime as the greatest influence on their perception of crime levels in the city. News reports or media coverage influences about half (49%) of residents’ crime level perceptions, but has the greatest influence on fewer than 1 in 5 residents (15%). *(Slide 39)*

When residents were asked to rank up to 3 factors impacting their feelings of safety within the city, 3 in 5 residents (59%) identified drugs and drug-related incidents as a safety issue that they are concerned about, with 1 in 4 residents (25%) identifying drugs and drug-related incidents as their greatest concern. More than 2 in 5 residents (43%) identified assaults, violence, and robbery as a concern, while fewer than 1 in 5 residents (17%) identified this issue as their greatest concern. *(Slide 39)*

When it comes to feelings of safety within their neighbourhood, nearly 4 in 5 residents (TOP2: 77%) feel somewhat or very safe. Of the nearly 1 in 4 residents (BTM2: 23%) that said they do not feel safe within their neighbourhood, more than 2 in 5 (46%) identified increased enforcement of laws by police as a way to improve safety in their neighbourhood, while more police patrols in their neighbourhood (44%) and provisions for people to be safely housed (36%) were the second and third most common improvements included in residents' rankings. About 3 in 10 residents (29%) ranked increased enforcement of laws by police as the improvement that would most improve safety within their neighbourhood. *(Slide 40)*

More than 2 in 5 residents (44%) say they have contacted the City of Saskatoon or one of its employees at least once within the past 12 months. Of these residents, more than two-thirds (TOP2: 67%) agreed that overall, they received good service. The majority of residents that contacted the city within the past 12 months agreed that city staff were professional and courteous (TOP2: 77%), and that City staff were knowledgeable and understood what the resident needed (TOP2: 72%). While nearly 2 in 5 residents (36%) had no suggestions for improving their City of Saskatoon contact experience in the future, 1 in 4 residents (26%) suggested faster response, follow-up and resolution, while fewer than 1 in 5 residents (16%) suggested reducing phone wait times and making it easier to reach staff. *(Slides 51, 53, 54)*

# Executive Summary (con't)

Two-thirds of residents (TOP2: 67%) are satisfied with the City's efforts to communicate information about its services, programs and plans. As in previous years, e-mail (39%) remains the most commonly preferred method of receiving information about City of Saskatoon programs and services. Of residents that have used the City's online services (54%), the majority (TOP2: 87%) say the City effectively provides services online. *(Slides 46, 49, 56)*

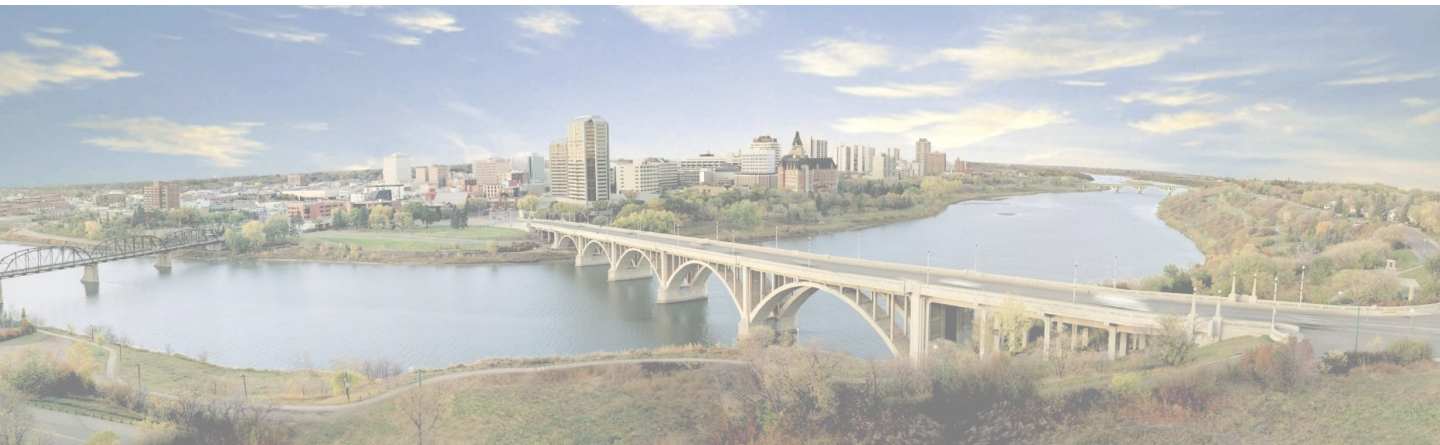
When asked which public engagement activities residents had participated in within the past 12 months, nearly 3 in 5 residents (58%) had viewed an Engage webpage created by the City of Saskatoon, while almost half (48%) had completed an online survey about a current city initiative. Regarding residents' preferences for the method of providing feedback on city projects, nearly 3 in 5 residents (57%) would prefer email, while about half (52%) would prefer to provide feedback through an online or paper survey. When asked about their opinion on the public engagement activities they participated in, over 2 in 3 residents (TOP2: 68%) said that they were given the information they needed to participate meaningfully, while a similar proportion of residents said that they had the opportunity to share their thoughts, ideas, and perspective (TOP2: 68%). *(Slides 62, 63)*

Generally, most of the City's key performance indicators received positive levels of agreement from residents. The performance indicator that the largest proportion of residents agreed with is that the City of Saskatoon provides residents a mix of recreation, sport and cultural facilities year-round (TOP2: 86%). Of residents that contacted the City of Saskatoon or one of its employees within the past 12 months (44%), 45% (TOP2) agreed that the City is an open and transparent government, marking a 5 percentage point increase from 2024 (TOP2: 40%). Looking ahead, about 1 in 3 residents (34%) say that the City is on the right path towards making downtown an appealing destination, while a similar proportion of residents (33%) say the City is on the right path towards making downtown an appealing place to live. *(Slides 66, 51, 69, 72)*



# Methodology

---





# Methodology

## Online Sampling

For this online study, panelists were selected at random from the Forum Fuzion™ and partner panels. All panelists who were residents of Saskatoon were provided with a link to access the survey online.

Utilizing multiple partner panels and recruitment methodologies helps eliminate bias and ensures that the panel composition is as representative as possible. However, online panel research has limitations that can affect the generalizability of the findings, such as self-selection bias, as participants who voluntarily join online panels may not accurately represent the broader population. Additionally, the lack of control over the survey environment means that participants may complete surveys in varied contexts and with different levels of attention, potentially impacting the consistency and quality of the data collected. Lastly, online panels may experience panel conditioning, where frequent participants become overly familiar with survey formats, potentially influencing their responses.

Despite these limitations, online panel research remains a valuable tool for gathering insights quickly and cost-effectively from a diverse and geographically dispersed target audience.

## Comparisons to Previous Results

The 2018 survey moved from using 4-point scales to using 5- or 10-point scales to allow respondents the ability to provide more nuance to their answers. Data from years prior to 2018 were trended using a model where the neutral option was included in the TOP score, where applicable.

Since the implementation of the updated survey in 2018, changes to the Civic Satisfaction & Performance survey year over year have typically been minimal to allow for historical comparisons and insight into resident satisfaction over time. In 2025, the City of Saskatoon added a number of new survey questions, particularly regarding housing and homelessness, crime and safety, public engagement, and customer service, to ensure the survey continues to capture residents' thoughts on areas of focus within the city.

Additionally, it is worth noting that while the 2021 wave involved a random digit dial telephone and online panel survey, the 2023, 2024, and 2025 surveys were exclusively conducted via online panel. As a result, the report will present a comparison between the online panel results from 2021 (or earlier), 2023, 2024, and 2025 where applicable. Telephone and online open-link results from 2021 (or earlier) are excluded from this report.



# Methodology

<b>Fieldwork dates</b>	July 11 <sup>th</sup> – September 2 <sup>nd</sup> , 2025
<b>Method</b>	Computer Assisted Web Interviewing (CAWI)
<b>Criteria for Participation</b>	Residents within the City of Saskatoon who are 18 years of age and older
<b>Sample Size</b>	N=398
<b>Average Length</b>	16 minutes
<b>Margin of Error*</b>	± 4.91%, 19 times out of 20

Top 2 (TOP2) and bottom 2 (BTM2) reference the collected TOP2 positive and BTM2 negative responses, where applicable. For example, a TOP2 grouping referred to as “satisfied” may be the combined result of “very satisfied” and “somewhat satisfied,” where a grouping of “not satisfied” (BTM2) may be the combined result of “not very satisfied” and “not at all satisfied.”

Due to rounding, numbers presented throughout this report may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%. Similar logic applies to TOP2 and BTM2 groupings.

Analysis may exclude “don’t know” or “prefer not to say” responses.

CAWI results throughout this report have been statistically weighted by age and gender to ensure that the sample reflects the target population according to 2021 Census data.

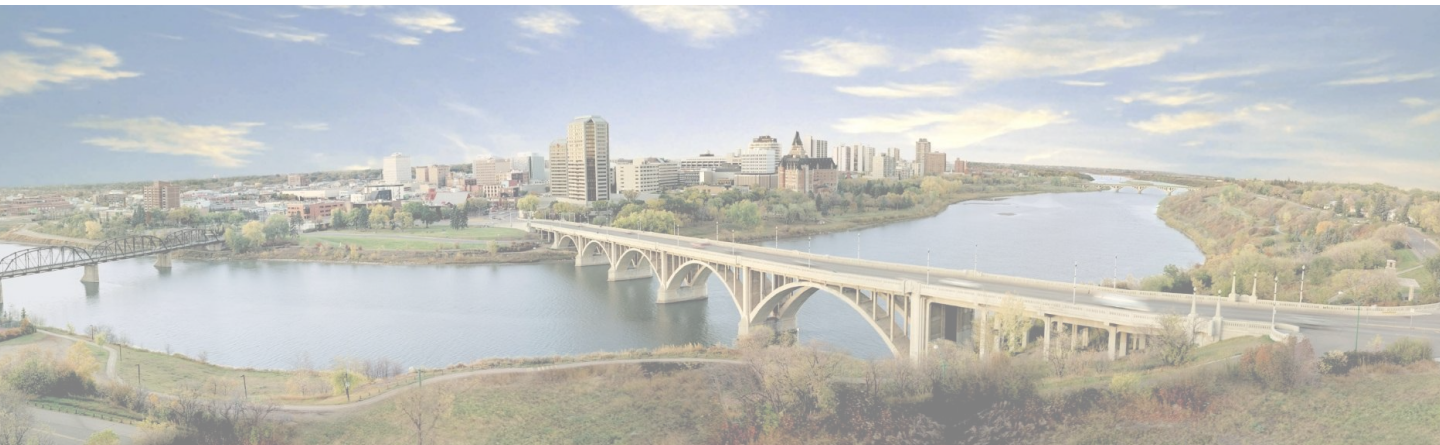
\*This is a representative sample. However, since panelists are recruited from a wide variety of sources, a true margin of error cannot be calculated. For comparison purposes, a probability sample of 398 respondents would have a margin of error of 4.91%, 19 times out of 20.





# Detailed Findings

---



# Overall Satisfaction and Quality of Life - Key Findings



The vast majority of residents indicated that they are satisfied with living in Saskatoon (TOP5: 82%).

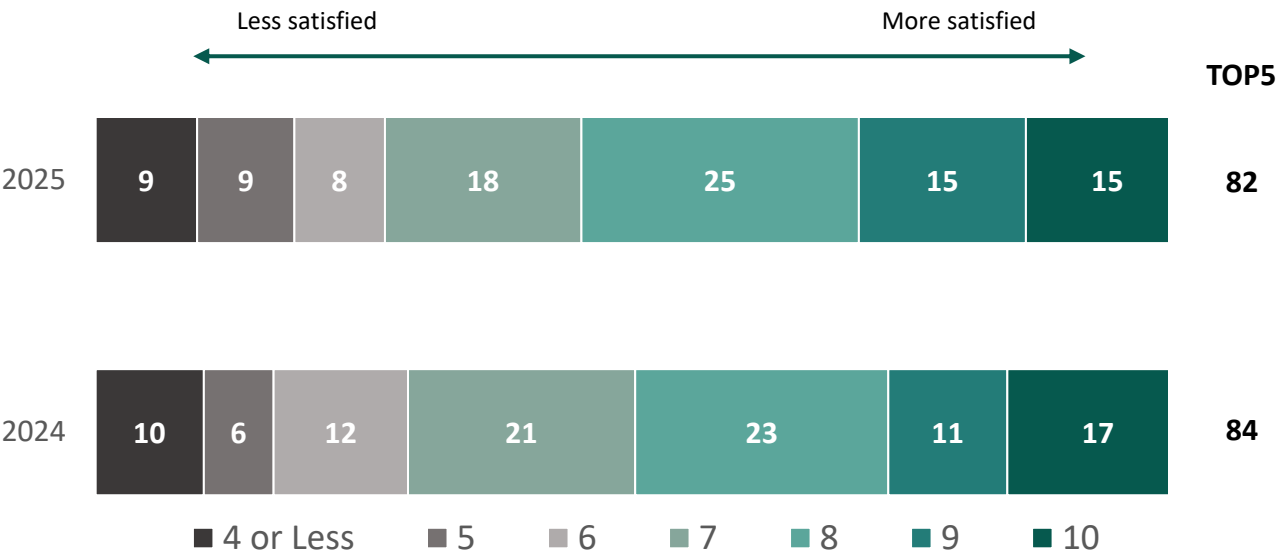
Most residents (TOP2: 68%) indicated the quality of life in Saskatoon is good or very good, which is relatively consistent compared to 2024 (TOP2: 72%).

Additionally, about half (TOP2: 55%) of residents said their quality of life over the past three years in Saskatoon has stayed the same or gotten better. Consistent with 2024, 1 in 3 residents (32%) are considered Promoters and are likely to recommend Saskatoon as a place to live.

When asked what the single most important issue is facing the City of Saskatoon, residents most commonly said homelessness / unhoused / shelters / poverty (35%), followed by crime / public safety / policing / violence / theft (21%). When asked what actions, if any, residents thought the City of Saskatoon could take to improve the quality of life in Saskatoon, the top two most common actions identified by residents were addressing homelessness / affordable housing (46%) and improving public safety / reducing crime (25%).

# Overall Satisfaction and Quality of Life

## Overall Satisfaction with Living in Saskatoon (%)



Residents were asked to rate their satisfaction with living in the City of Saskatoon using a scale from 1 (not satisfied at all) to 10 (very satisfied). Over 4 in 5 residents (TOP5: 82%) are satisfied with living in the city, consistent with residents' satisfaction levels in 2024 (TOP5: 84%).

TOP5 (%)	
2025	82
2024	84
2023	86
2021	85
2018	85
Average	84

**Q1a.** Overall, how satisfied are you with living in the City of Saskatoon? Please use a number from 1 to 10, where 1 is not satisfied at all, and 10 is very satisfied.

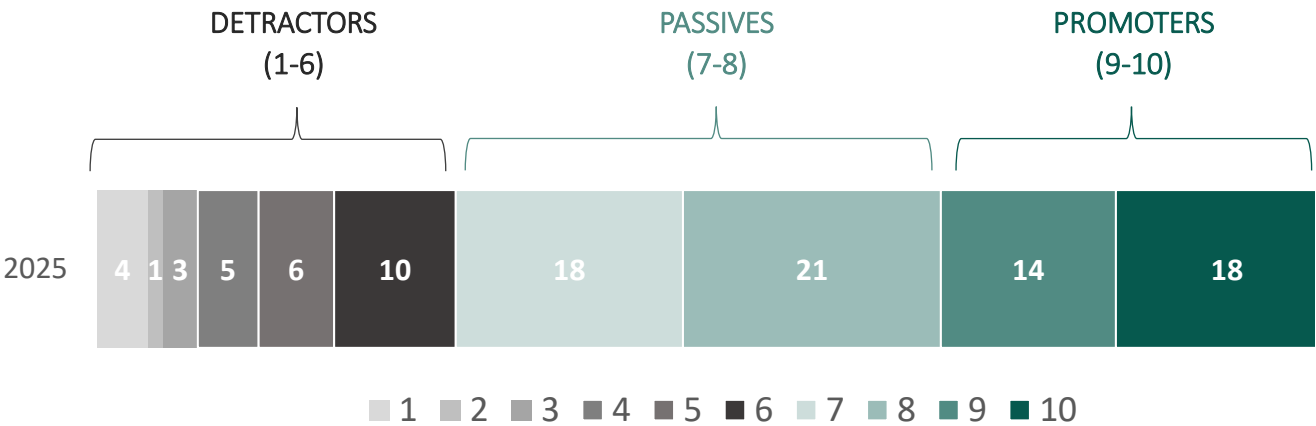
**Sample size (2025):** n=395; excluding 'Not sure' responses

**Sample framework:** All

# Overall Satisfaction and Quality of Life



## Likelihood to Recommend Saskatoon as a Place to Live (%)



A Net Promoter Score (NPS) assesses loyalty. The NPS was measured by asking residents to rate their likelihood of recommending Saskatoon as a place to live, on a scale from 1 to 10, with 1 being not at all likely and 10 being very likely. Based on the score provided, respondents were classified as Promoters, Passives, or Detractors of Saskatoon.

- Respondents who gave a rating of 9 or 10 are considered promoters and are likely to speak positively about Saskatoon if asked.
- Respondents who gave a rating of 7 or 8 are considered passives. These individuals are not unsatisfied, nor are they overly satisfied. They are comfortable and would not be as likely to promote the city as Promoters, but are unlikely to speak poorly of Saskatoon, either.
- Respondents who gave a rating of 6 or below are considered detractors and are expected to be much less likely to speak favourably about Saskatoon.

NPS is calculated by subtracting the detractors from the promoters, which provides a net score of the proportion of residents promoting Saskatoon.

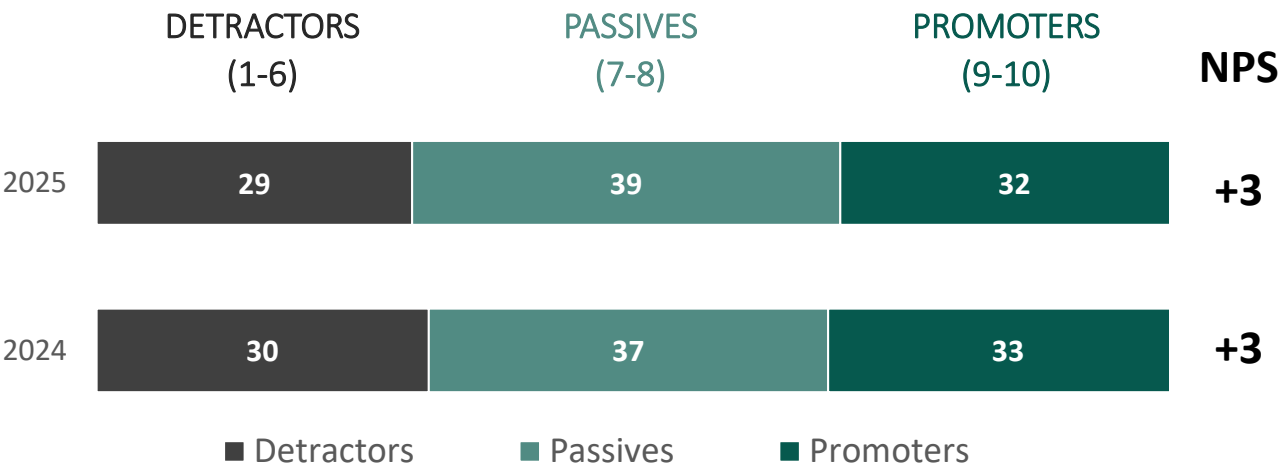
**Q1b.** How likely would you be to recommend Saskatoon as a place to live? Please use a number from 1 to 10, where 1 is not at all likely, and 10 is very likely.

**Sample size (2025):** n=392; excluding 'Not sure' responses

**Sample framework:** All

# Overall Satisfaction and Quality of Life

## Likelihood to Recommend Saskatoon as a Place to Live (%)



Net Promoter Score =  $32 - 29 = +3$

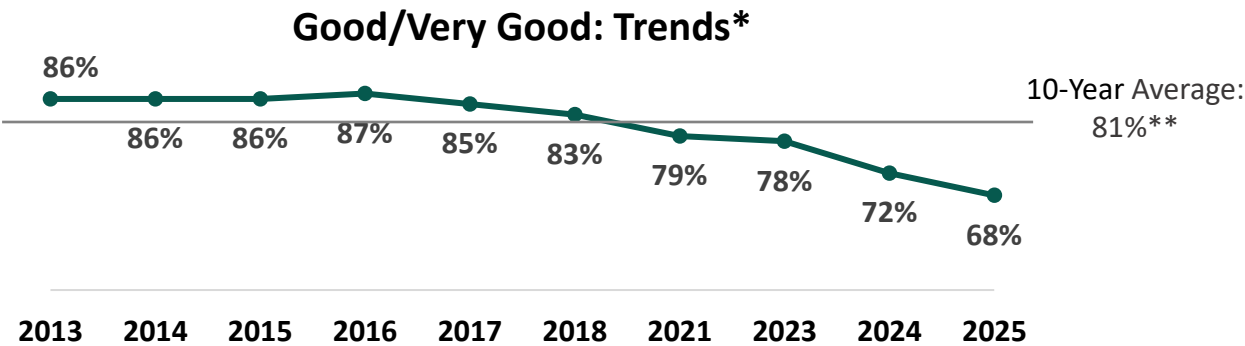
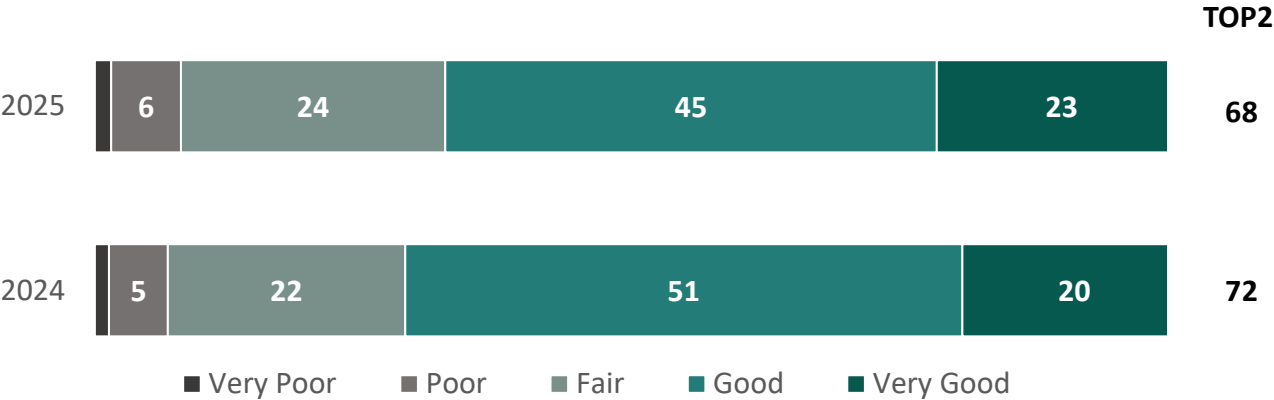
NPS	
2025	+3
2024	+3
2023	+14
2021	+12
2018	+8

About 1 in 3 residents (TOP2: 32%) are considered Promoters and are likely to recommend Saskatoon as a place to live, while less than 1 in 3 residents (BTM2: 29%) are Detractors. Nearly 2 in 5 residents (NET 7-8: 39%) are considered Passives. The NPS score for 2025 is +3, the same as in 2024. While unchanged, it remains positive overall.

**Q1b.** How likely would you be to recommend Saskatoon as a place to live? Please use a number from 1 to 10, where 1 is not at all likely, and 10 is very likely.  
**Sample size (2025):** n=392; excluding 'Not sure' responses  
**Sample framework:** All

# Overall Satisfaction and Quality of Life

## Quality of Life (%)



About 7 in 10 residents (TOP2: 68%) said that the quality of life in Saskatoon is good or very good, and remained relatively consistent compared to 2024 (TOP2: 72%).

When looking at the quality-of-life over a longer period of time, Saskatoon has seen a gradual decline year over year, with 2025’s score (TOP2: 68%) being 13 percentage points lower than the 2013-2025 average score of 81% (TOP2).

**Q1c.** How would you rate the quality of life in Saskatoon?

**Sample size (2025):** n=393; excluding ‘Not sure’ responses

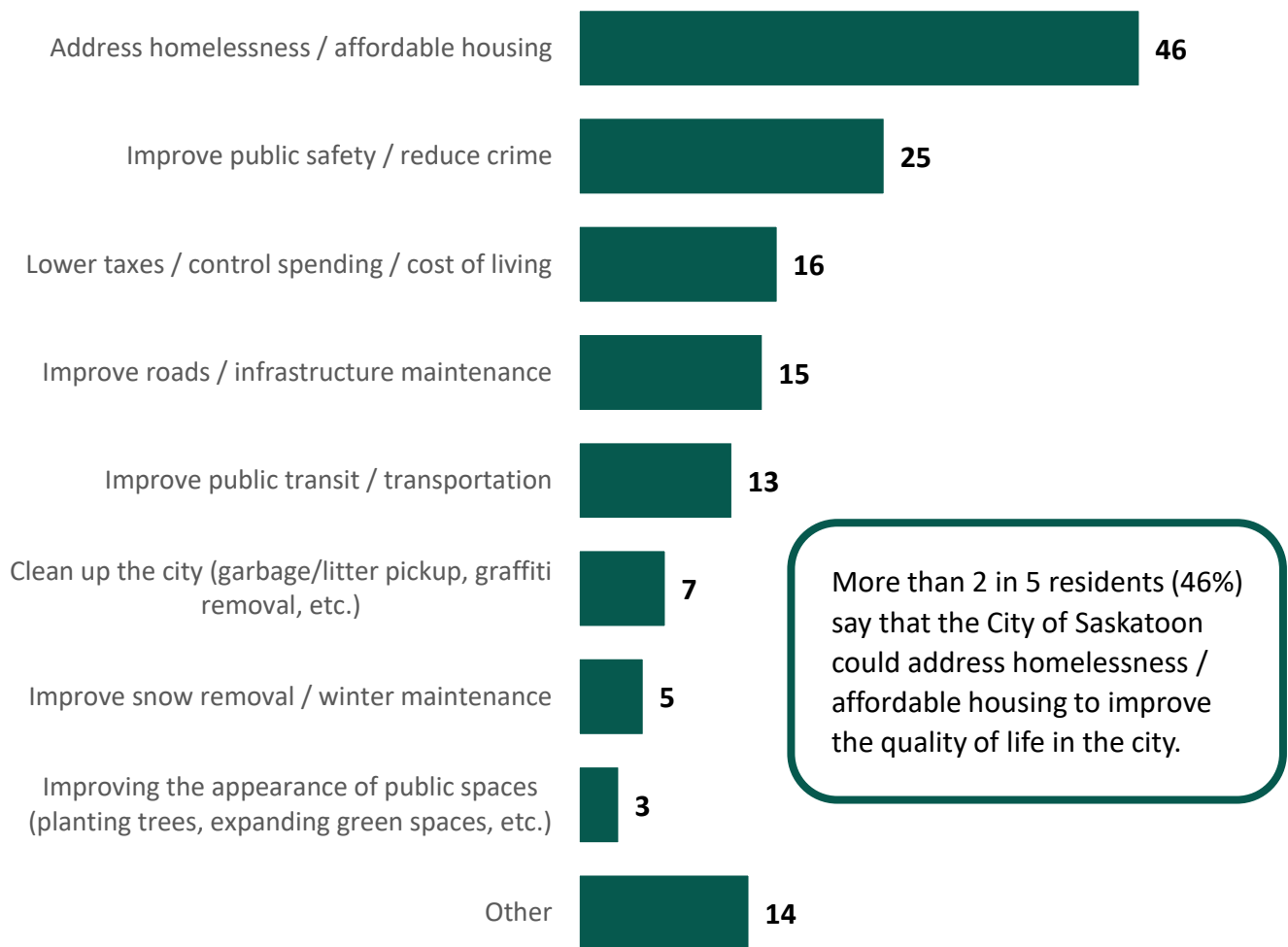
**Sample framework:** All

\*The 2018 survey moved from using 4-point scales to 5- or 10-point scales to allow respondents the ability to provide more nuance to their answers. Data from years prior to 2018 were trended using a model where the neutral option was included in the TOP score.

\*\*Survey data is not available for 2019, 2020, or 2022.

# Overall Satisfaction and Quality of Life

## Quality of Life Improvement (%)



**Q1e.** What actions, if any, do you think the City of Saskatoon could take to improve the quality of life in Saskatoon?

**Sample size (2025):** n=288; excluding 'Not sure' and 'Prefer Not to Say' responses

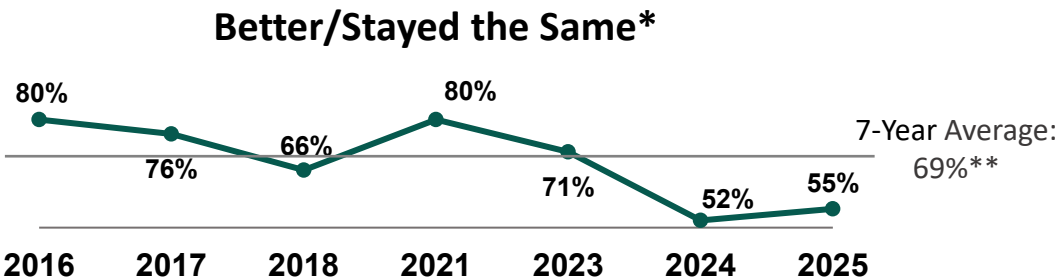
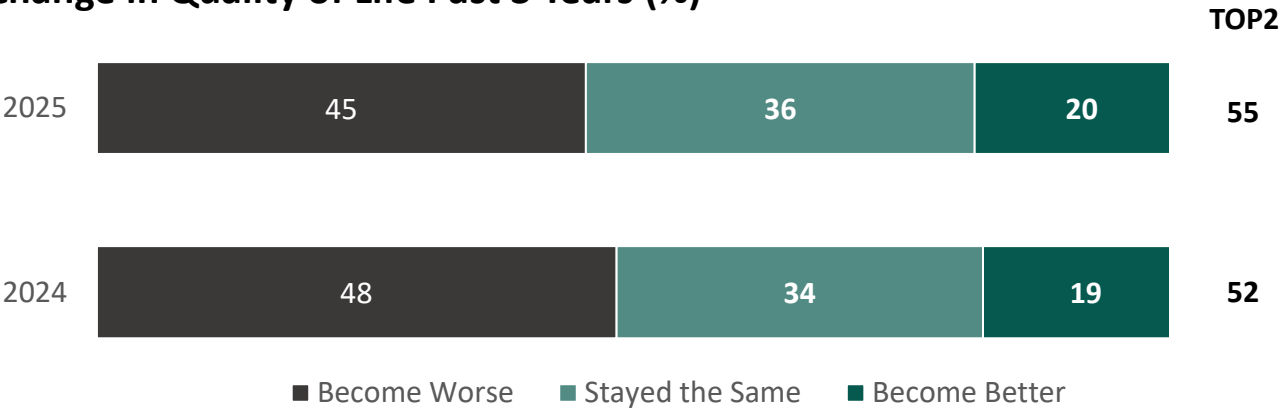
**Sample framework:** Respondents who rated the quality in life in Saskatoon

\*New question in 2025



# Overall Satisfaction and Quality of Life

## Change in Quality of Life Past 3 Years (%)



More than half of residents (TOP2: 55%) said the quality of life in Saskatoon has either stayed the same or become better over the past three years. While the 2025 TOP2 score (55%) is 14 percentage points below the 2016-2025 average score of 69% (TOP2), the 2025 TOP2 score is 3 percentage points higher than the 2024 score (TOP2: 52%), meaning that residents’ opinions on the quality of life in the city has remained relatively stable year-over-year.

**Q1d.** In your opinion, over the past three years, has the quality of life in Saskatoon...

**Sample size (2025):** n=383 excluding ‘Not sure’ responses

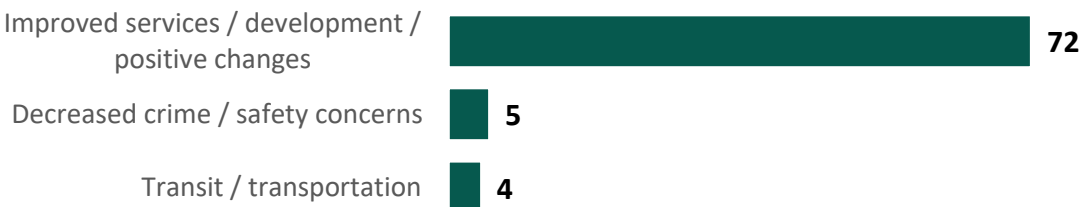
**Sample framework:** All

\*The 2018 survey moved from using 4-point scales to 5- or 10-point scales to allow respondents the ability to provide more nuance to their answers. Data from years prior to 2018 were trended using a model where the neutral option was included in the TOP score.

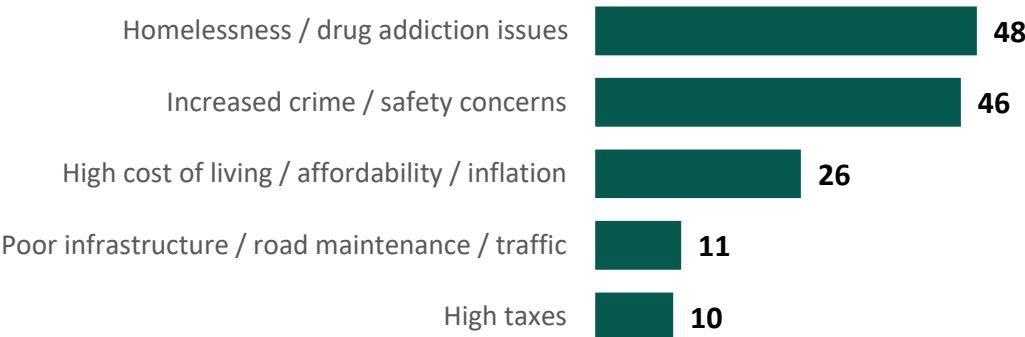
\*\*Survey data is not available for 2019, 2020, or 2022.

# Overall Satisfaction and Quality of Life

## Reasons for Changes in Quality of Life – Become Better (%)



## Reasons for Changes in Quality of Life – Become Worse (%)



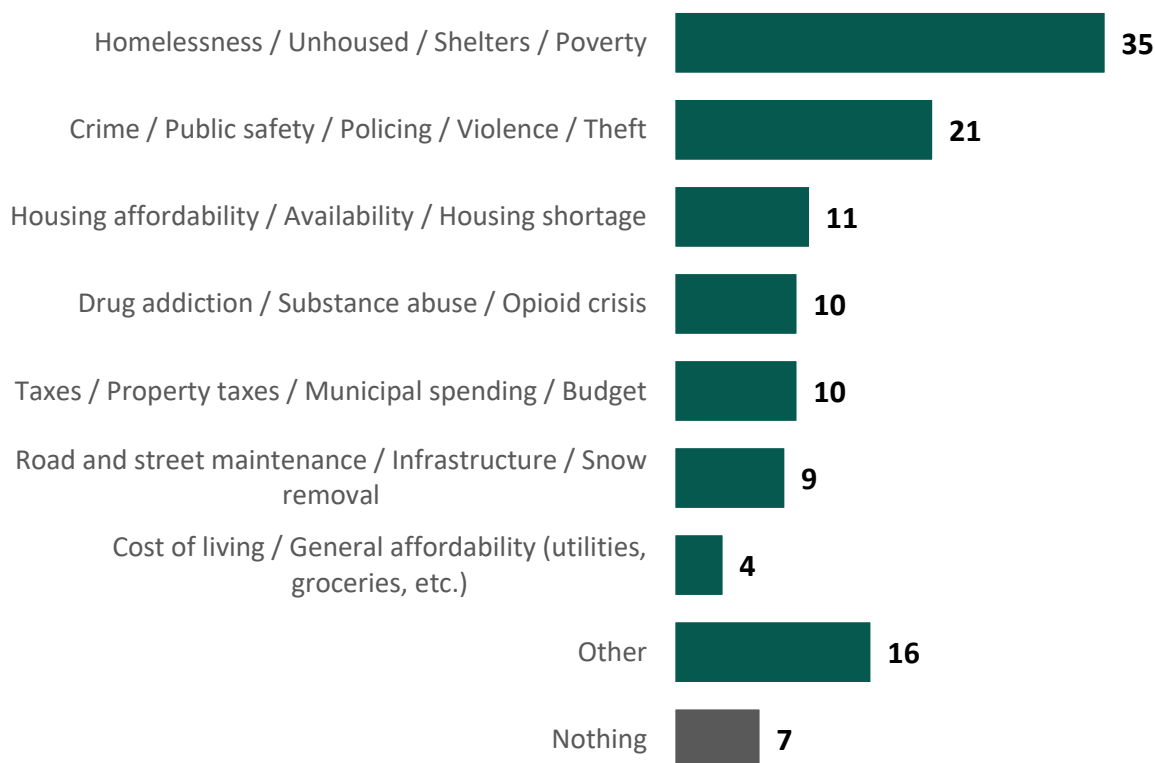
Of residents who said their quality of life within the city has become better (20%), nearly three-quarters (72%) said the change was a result of improved services, development, or other positive changes within the city.

In contrast, of the 45% of residents that said their quality of life within the city has become worse, nearly half attribute this change to homelessness / drug addiction issues (48%) or increased crime / safety concerns (46%).

**Q1f.** Why do you think the quality of life has become worse/become better?  
**Sample size (2025):** Become Better: n=56 / Become Worse: n=150, excluding 'Not sure' and 'Prefer Not to Say' responses. Visuals exclude 'Other'.  
**Sample framework:** Respondents who said the quality of life in Saskatoon has become worse/better  
\*New question in 2025

# Overall Satisfaction and Quality of Life

## Important Issues Facing the City of Saskatoon – Most Important Issue (%)



More than 1 in 3 residents say that homelessness / unhoused / shelters / poverty (35%) is, in their opinion, the single most important issue facing the City of Saskatoon.

**Q3.** In your opinion, what is the single most important issue facing the City of Saskatoon? That is, the one issue you feel should receive the greatest attention?

**Sample size (2025):** n=322; excluding 'Not sure' responses

**Sample framework:** All

# Overall Satisfaction and Quality of Life



## Important Issues Facing the City of Saskatoon

Similar to 2024 (23%), issues related to homelessness (35%) remains the most important issue reported by residents, with about 1 in 3 residents naming it their top issue facing the city in 2025.

The second-most important issue identified by residents is crime/public safety/policing (21%), while the third-most important issue identified by residents is housing (11%), meaning the top three most important issues identified by residents remains unchanged from 2024.

2018	2021	2023	2024	2025
Public safety/crime/policing (17%)	COVID-19 (16%)	Homelessness (19%)	Homelessness (23%)	Homelessness (35%)
Taxes (13%)	Public safety/crime/policing (10%)	Crime/Public Safety/Policing (15%)	Crime/Public Safety/Policing (21%)	Crime/Public Safety/Policing (21%)
Infrastructure (8%)	Taxes/too high (9%)	Roads/Sidewalk maintenance (8%)	Housing (8%)	Housing (11%)

**Q3.** In your opinion, what is the single most important issue facing the City of Saskatoon? That is, the one issue you feel should receive the greatest attention?

**Sample size (2025):** n=322; excluding 'Not sure' responses

**Sample framework:** All

# City Services - Key Findings

When it comes to City of Saskatoon services, 4 in 5 residents (TOP5: 80%) said they are satisfied with the quality of services provided by the City of Saskatoon, a slight increase from 2024 (TOP5: 75%).

Nearly 4 in 5 residents (TOP2: 79%) said they receive good or very good value from the services provided by the City of Saskatoon, which is comparable year over year (2024 TOP2: 78%).

# City Services

## Overall Satisfaction with Services Provided by the City (%)



4 in 5 residents (TOP5: 80%) are satisfied with the quality of the services provided by the City of Saskatoon, a 5-percentage point increase compared to 2024.

TOP5 (%)	
2025	80
2024	75
2023	80
2021	87
2018	77
Average	80

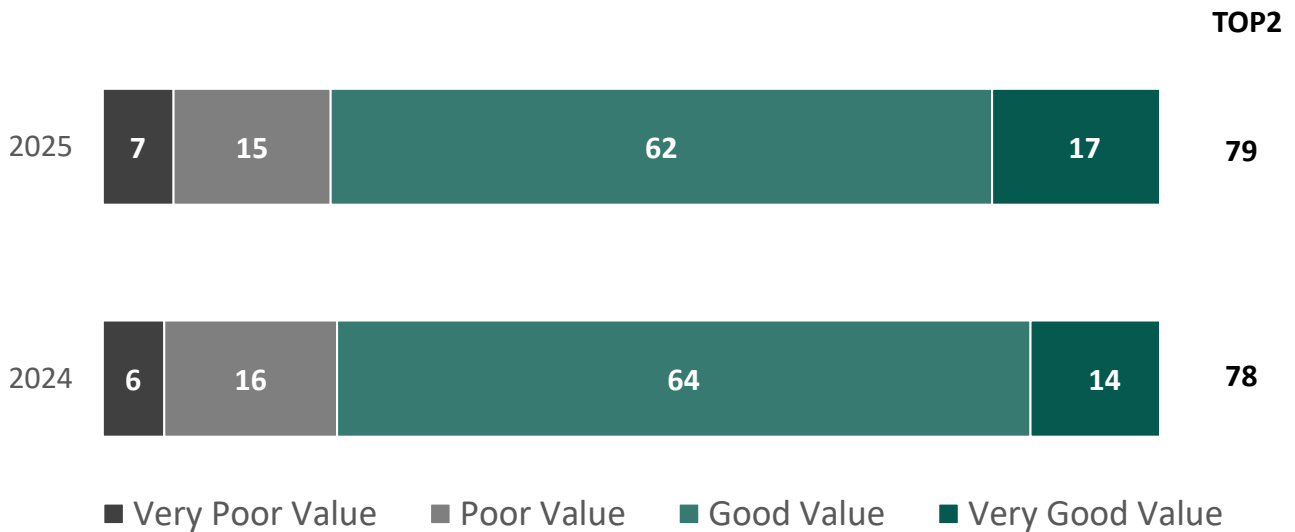
**Q2.** Generally, how satisfied are you with the quality of the services provided by the City of Saskatoon? Please use a number from 1 to 10, where 1 is not at all satisfied, and 10 is very satisfied.

**Sample size (2025):** n=391; excluding 'Not sure' responses

**Sample framework:** All

# City Services

## Rating Value of Services Provided by the City (%)



Almost 4 in 5 residents (TOP2: 79%) said they receive a good or very good value from the services provided by the City of Saskatoon, which is consistent with 2024 results (TOP2: 78%).

TOP2 (%)	
2025	79
2024	78
2023	83
2021	84
2018	74
Average	80

**Q4.** Thinking about the services provided to you by the City of Saskatoon, what value, if any, do you receive from these services?

**Sample size (2025):** n=262; excluding 'Not sure' and 'Neither Good Nor Poor Value' responses

**Sample framework:** All



# Housing and Homelessness

## - Key Findings



In 2025, additional questions were added to further explore the area of Housing and Homelessness.

Within the past 12 months, more than two-thirds of residents (68%) said they made significant lifestyle changes to reduce spending, while about 3 in 10 residents said they had lost housing or were at serious risk of losing housing (29%).

When asked about the City of Saskatoon's role in supporting affordable housing, nearly 3 in 4 residents (71%) said that the City should do more, and a similar proportion of residents agreed that the City of Saskatoon should allocate more resources to increase the overall supply of housing (TOP2: 73%).

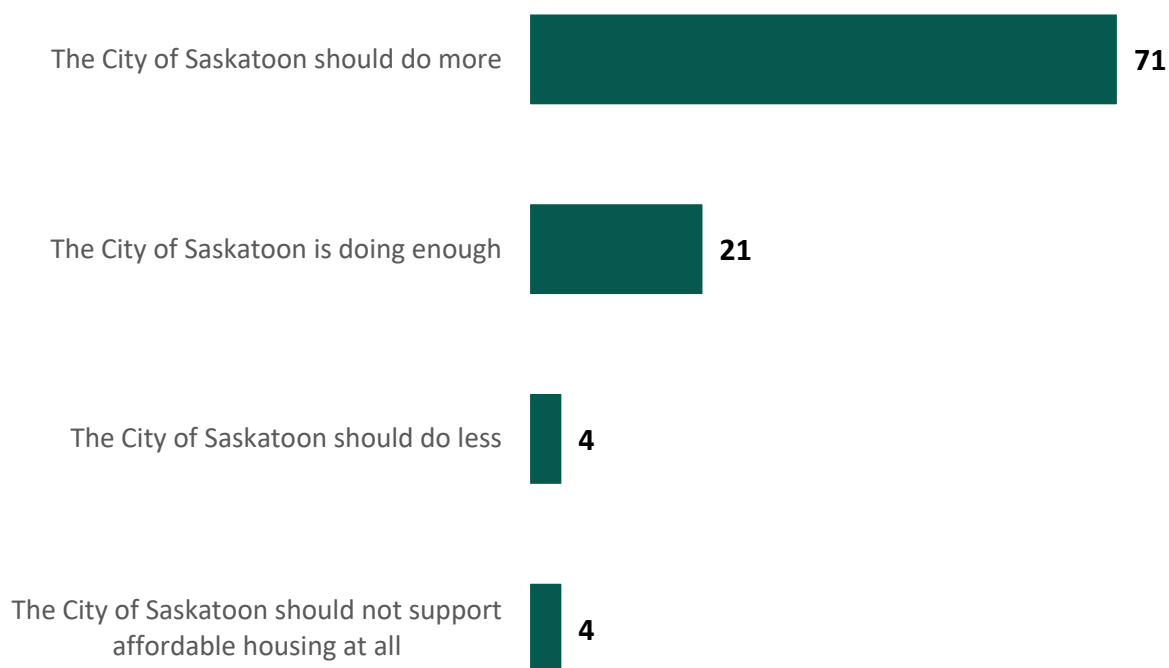
Unsurprisingly, nearly 4 in 5 residents (TOP2: 78%) agreed that the City should allocate more resources to address homelessness, with a similar proportion of residents (TOP2: 79%) agreeing that the City should support the homelessness initiatives of other levels of government and service providers. When sheltering outdoors is the only available option, about three-quarters of residents (TOP2: 74%) agreed that the City should provide more support for individuals sheltering outdoors.

Two-thirds of residents (TOP2: 66%) agreed that the City should conduct public education about homelessness and how residents can help (TOP2: 66%), while a similar proportion of residents (NET: 63%) would be willing to pay an amount each month to support initiatives that address homelessness in Saskatoon. Of these residents, \$5 to \$9 per month (31%) was the most commonly selected amount that residents would be willing to pay.

# Housing and Homelessness



## The City's Role in Supporting Affordable Housing (%)



Nearly 3 in 4 residents (71%) believe that the City of Saskatoon should do more in supporting affordable housing.

**H1.** In your opinion, which of the following best describes the City's role in supporting affordable housing?

**Sample size (2025):** n=365; excluding 'Not sure' responses

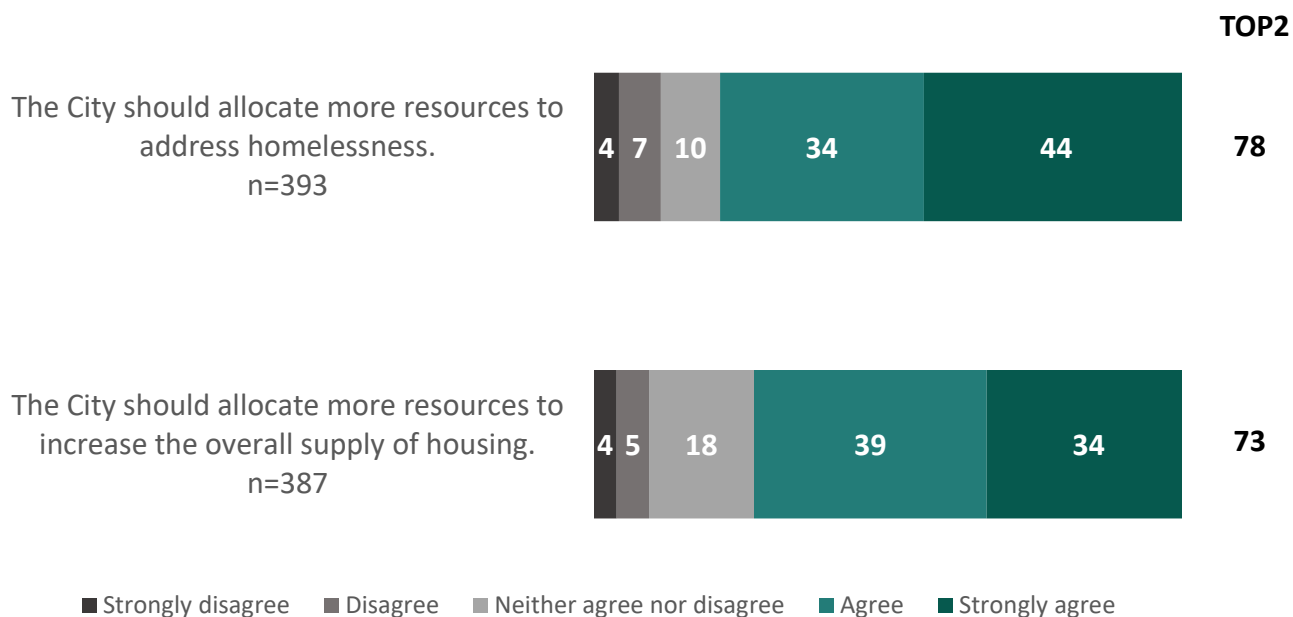
**Sample framework:** All

\*New question in 2025

# Housing and Homelessness



## Allocating Resources for Housing (%)



Nearly 4 in 5 residents (TOP2: 78%) agree that the City should allocate more resources to address homelessness, while nearly 1 in 4 residents (TOP2: 73%) agree that the City should allocate more resources to increase the overall supply of housing.

H2. To what extent do you agree or disagree with the following statements?

**Sample size (2025):** n=varies, shown on chart above; excluding 'Not sure' responses

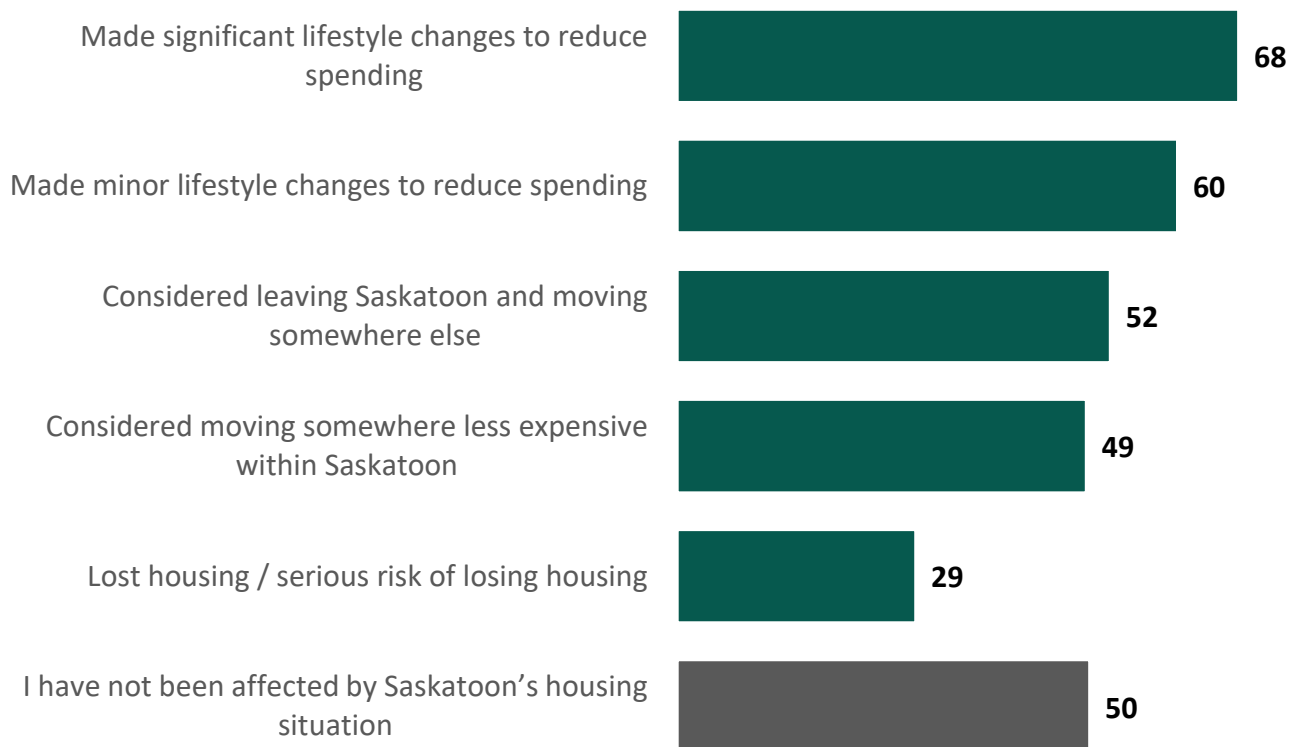
**Sample framework:** All

\*New questions in 2025

# Housing and Homelessness



## Current Housing Situation's Impact on Residents (%)



When asked how the city's housing situation has affected them over the past 12 months, more than two-thirds of residents (68%) said they made significant lifestyle changes to reduce spending, making this the most common impact among residents, while about 3 in 10 residents said they had lost housing or were at serious risk of losing housing (29%). Half of residents (50%) said they have not been affected by the City's housing situation.

**H3.** Year over year, home and rental prices within the City have continued to rise, affecting housing affordability and stability for some residents. Thinking of you personally, in which of the following ways, if any, has the city's housing situation affected you within the past 12 months? Please rank up to 3 options.

**Sample size (2025):** n=251; excluding 'Prefer Not to Say' responses

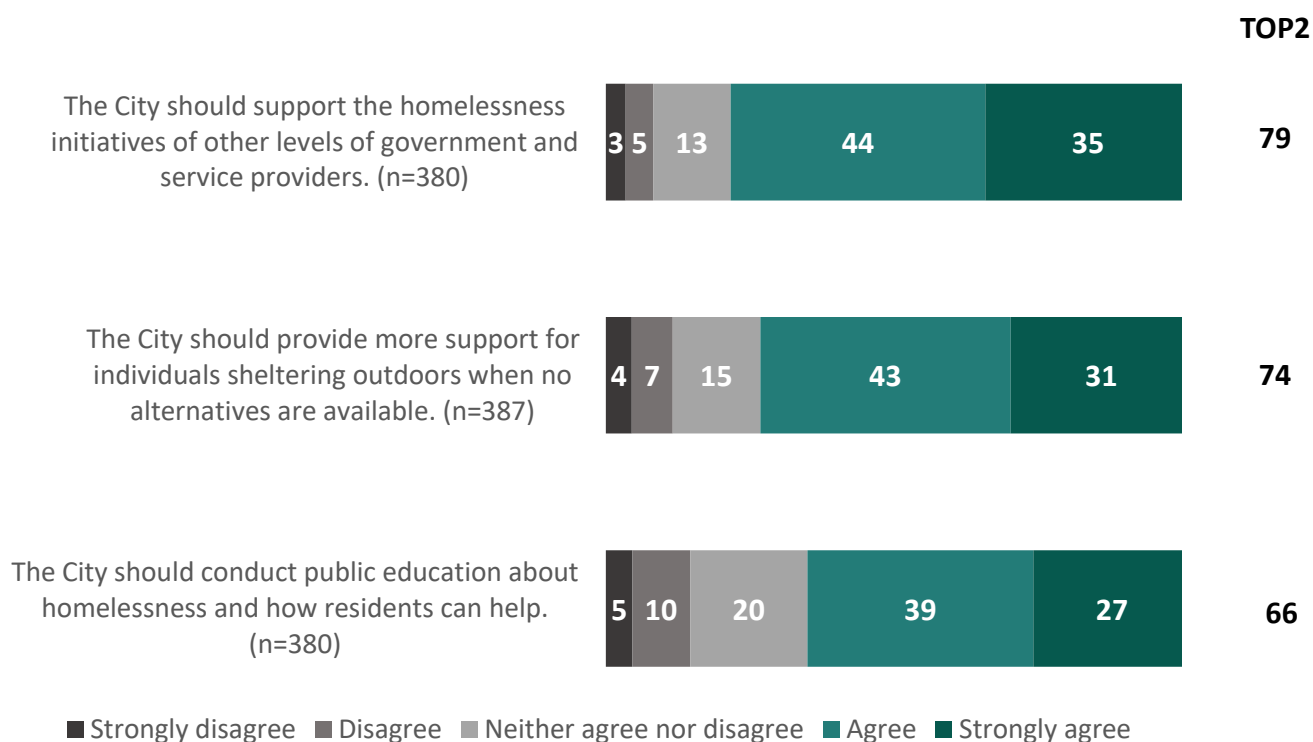
**Sample framework:** All

\*New question in 2025

# Housing and Homelessness



## Saskatoon's Support of Homelessness Initiatives (%)



When asked about government initiatives addressing the housing situation, most respondents expressed strong support for City involvement. About 4 in 5 residents (TOP2: 79%) agree that the City should support the homelessness initiatives of other levels of government and service providers. About 3 in 4 (TOP2: 74%) agree the City should provide more support for individuals sheltering outdoors when no alternatives are available, and two-thirds (TOP2: 66%) agree the City should conduct public education about homelessness and how residents can help.

**H4.** To what extent do you agree or disagree with the following statements:

**Sample size (2025):** n=varies, shown on chart above; excluding 'Not sure' responses

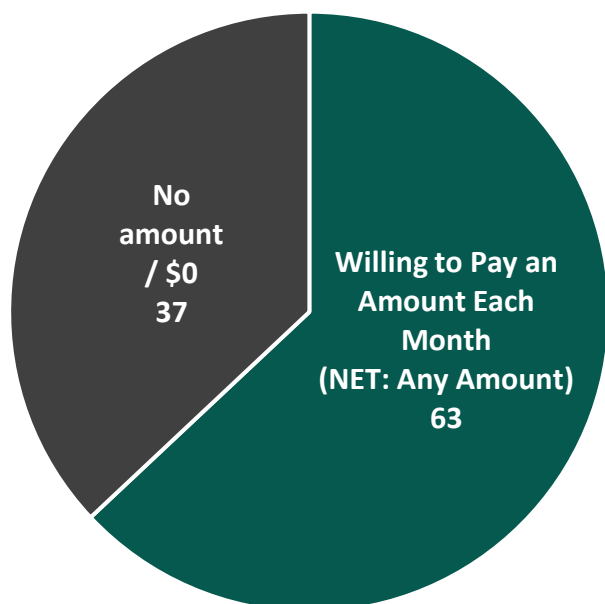
**Sample framework:** All

\*New questions in 2025

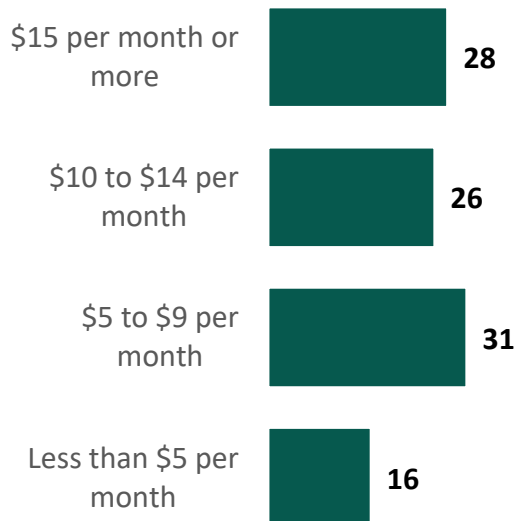
# Housing and Homelessness

## Funding Housing Initiatives

### Monthly Financial Support of Initiatives (%)



### Amount Residents Would be Willing to Pay Each Month (%)



More than 3 in 5 residents (63%) would be willing to pay an amount each month to support initiatives that address homelessness in Saskatoon.

Of these respondents, the plurality would be willing to pay \$5 to \$9 each month (31%), while nearly 3 in 10 residents would be willing to pay \$15 per month or more (28%).

H5. What amount would you be willing to pay each month to support initiatives that address homelessness in Saskatoon?

**Sample size:** n=351; excluding 'Not sure' and 'Other' responses. Amount per month breakout excludes 'No amount / \$0'.

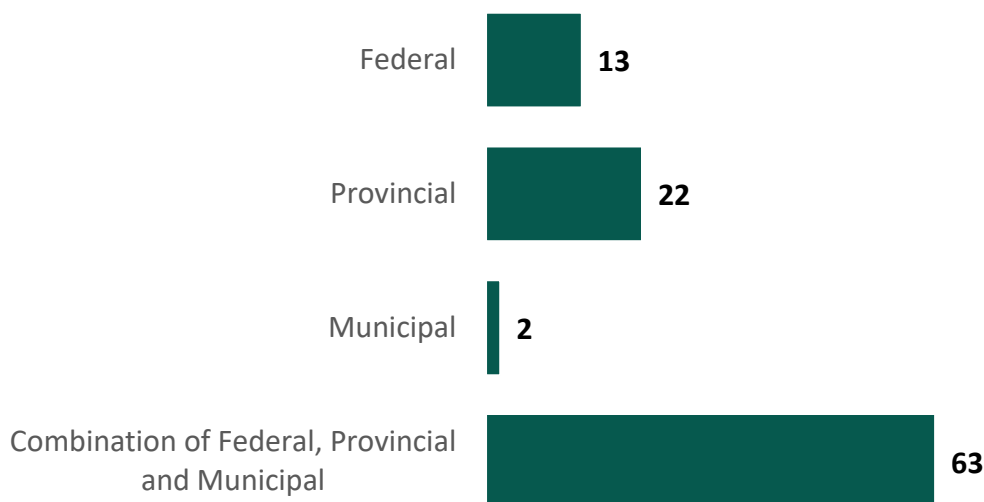
**Sample framework:** All

\*New questions in 2025

# Housing and Homelessness

## Funding Housing Initiatives (%)

### Levels of Government: Primary Responsibility (%)



Over 3 in 5 residents (63%) believe that a combination of federal, provincial, and municipal governments should primarily be responsible for funding homelessness initiatives.

**H6.** Of the following, which level of government do you think should primarily be responsible for funding homelessness initiatives?

**Sample size:** n=359; excluding 'Not sure' responses

**Sample framework:** All

\*New questions in 2025



# Crime and Safety

## - Key Findings



Similar to Housing and Homelessness, additional questions were also added in 2025 to further explore the area of Crime and Safety.

More than 4 in 5 residents (BTM2: 82%) describe the level of crime within the City of Saskatoon as “high”, however, nearly 3 in 5 residents (TOP2: 58%) feel safe in the city and nearly 4 in 5 residents (TOP2: 77%) feel safe in their neighbourhood.

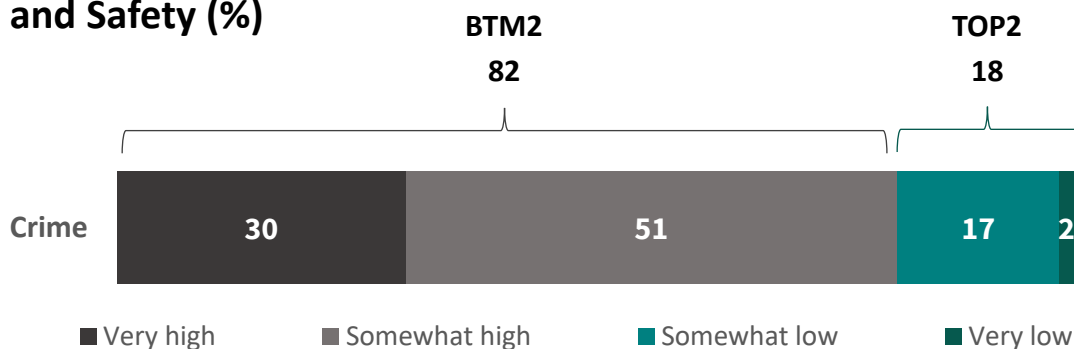
When residents were asked to rank up to 3 factors that influence their perception of crime levels in Saskatoon, two-thirds (65%) included visible signs of crime, with 3 in 10 residents (29%) identifying visible signs of crime as the greatest influence on their perception of crime levels in the city. News reports or media coverage influences about half (49%) of residents’ crime level perceptions, but has the greatest influence on fewer than 1 in 5 residents (15%).

When residents were asked to rank up to 3 factors impacting their feelings of safety within the city, 3 in 5 residents (59%) identified drugs and drug-related incidents as a safety issue that they are concerned about, with 1 in 4 residents (25%) identifying drugs and drug-related incidents as their greatest concern. More than 2 in 5 residents (43%) identified assaults, violence, and robbery as a concern, while fewer than 1 in 5 residents (17%) identified this issue as their greatest concern.

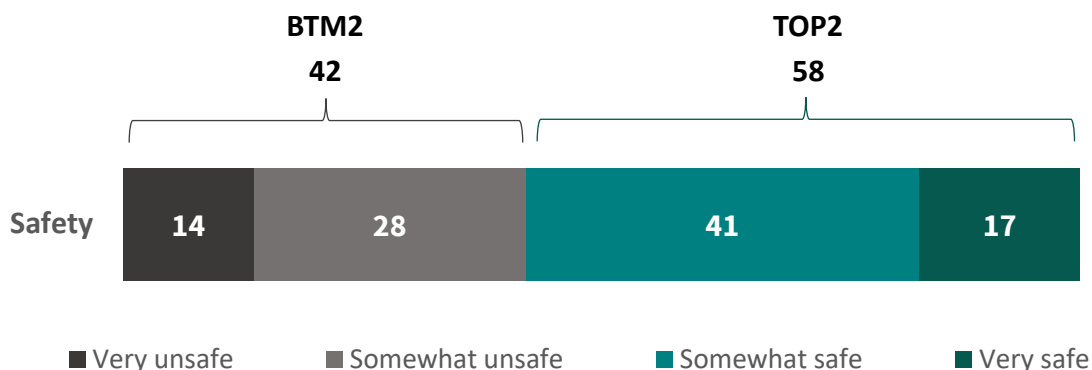
Of the nearly 1 in 4 residents (BTM2: 23%) that said they do not feel safe within their neighbourhood, more than 2 in 5 (46%) identified increased enforcement of laws by police as a way to improve safety in their neighbourhood, with about 3 in 10 residents (29%) saying increased enforcement of laws by police would most improve safety within their neighbourhood.

# Crime and Safety

## Crime and Safety (%)



More than 4 in 5 residents (BTM2: 82%) describe the level of crime within the City of Saskatoon as “high”.



In general, nearly 3 in 5 residents (TOP2: 58%) feel safe within the city.

**C1.** How would you describe the level of crime within the City of Saskatoon as a whole?

**Sample size:** n=370; excluding 'Not sure' responses

**Sample framework:** All

**C2.** In general, within the City of Saskatoon as a whole, how safe do you feel?

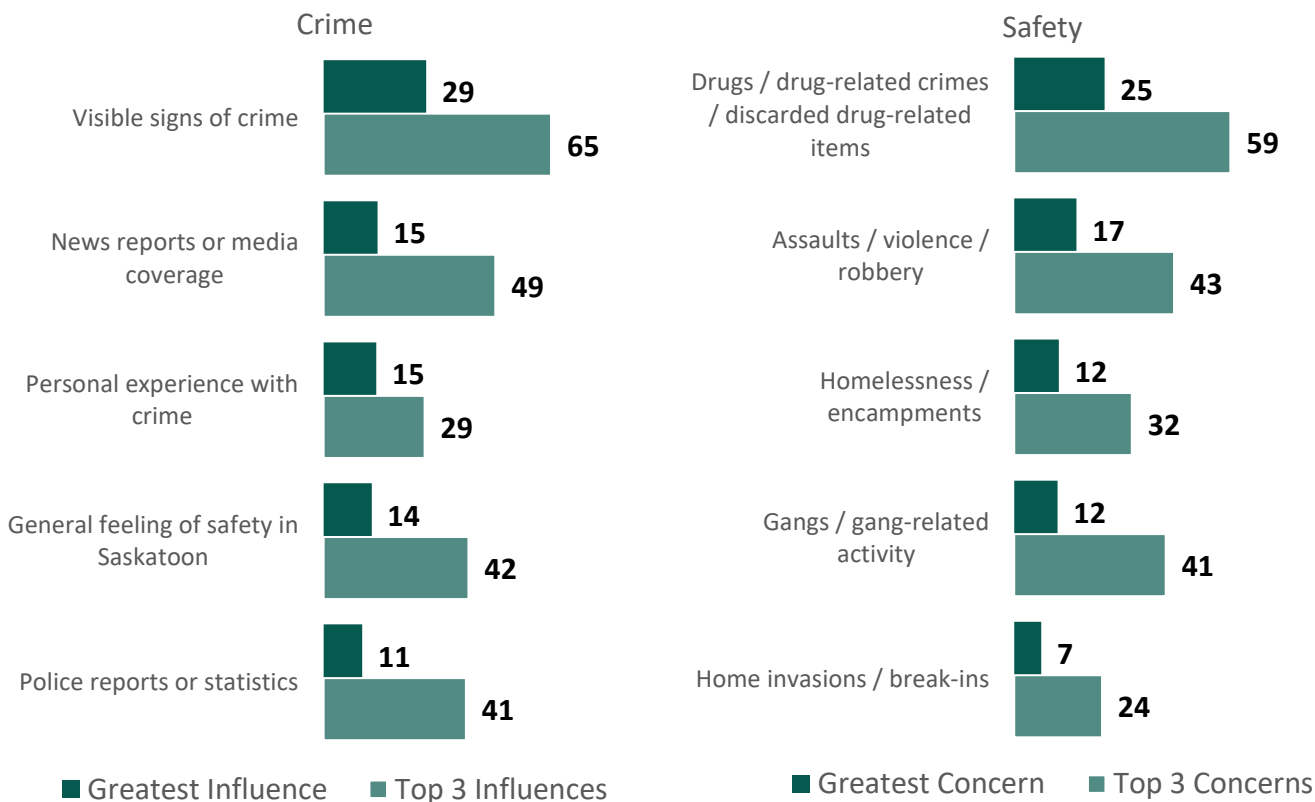
**Sample size:** n=387; excluding 'Not sure' responses

**Sample framework:** All

\*New questions in 2025

# Crime and Safety

## Perception of Crime and Safety in Saskatoon – Top 5 Greatest (%)



When asked to rank up to 3 factors that influence their perception of crime levels in Saskatoon, two-thirds of residents (65%) included visible signs of crime, with 3 in 10 residents (29%) identifying visible signs of crime as the greatest influence on their perception of crime levels.

When asked to do the same for factors impacting residents' feelings of safety, 3 in 5 residents (59%) identified drugs and drug-related incidents as a safety issue that they are concerned about, with 1 in 4 residents (25%) identifying drugs and drug-related incidents as their greatest concern.

**C3.** Which of the following, if any, have the greatest influence on your perception that crime levels in Saskatoon are (insert answer from C1)?

**Sample size:** n=353; excluding 'Not sure' and 'Prefer Not to Say' responses

**Sample framework:** All

**C4.** Thinking about your feelings of safety within the City, which of the following, if any, are you most concerned about?

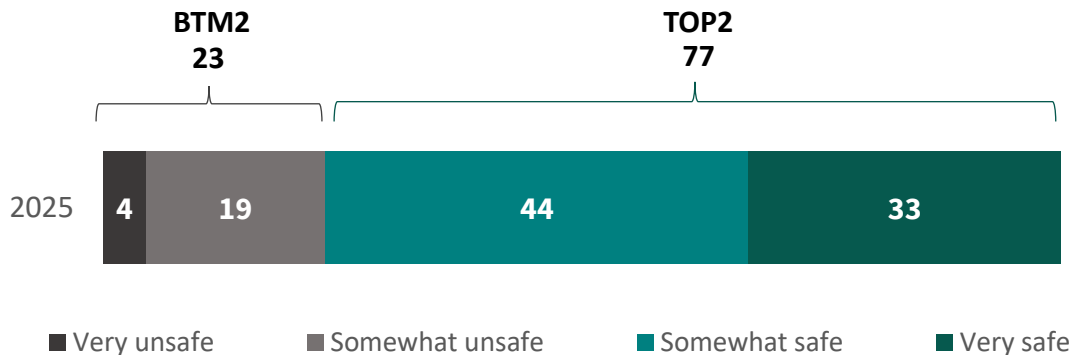
**Sample size:** n=360; excluding 'Not sure' and 'Prefer Not to Say' responses

**Sample framework:** All

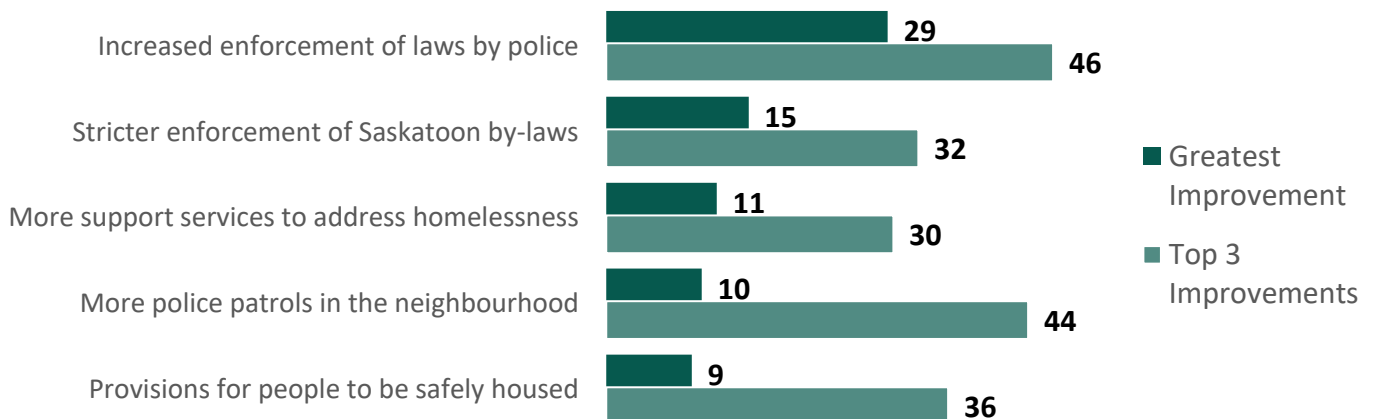
\*New questions in 2025

# Crime and Safety

## Neighbourhood Safety (%)



## Neighbourhood Safety Improvements – Top 5 (%)



Nearly 1 in 4 residents (BTM2: 23%) do not feel safe within their neighbourhood.

Of these residents, when asked to rank ways to improve safety in their neighbourhood, more than 2 in 5 (46%) identified increased enforcement of laws by police, with about 3 in 10 residents (29%) saying increased enforcement of laws by police would most improve safety within their neighbourhood.

**C5.** In general, how safe do you feel within your neighbourhood?

**Sample size:** n=387; excluding 'Not sure' responses

**Sample framework:** All

**C6.** In your opinion, which of the following, if any, would most improve safety within your neighbourhood?

**Sample size:** n=82; excluding 'Not sure' and 'Prefer not to say' responses

**Sample framework:** Respondents who do not feel safe in their neighbourhood

\*New questions in 2025

# Operating Budget - Key Findings

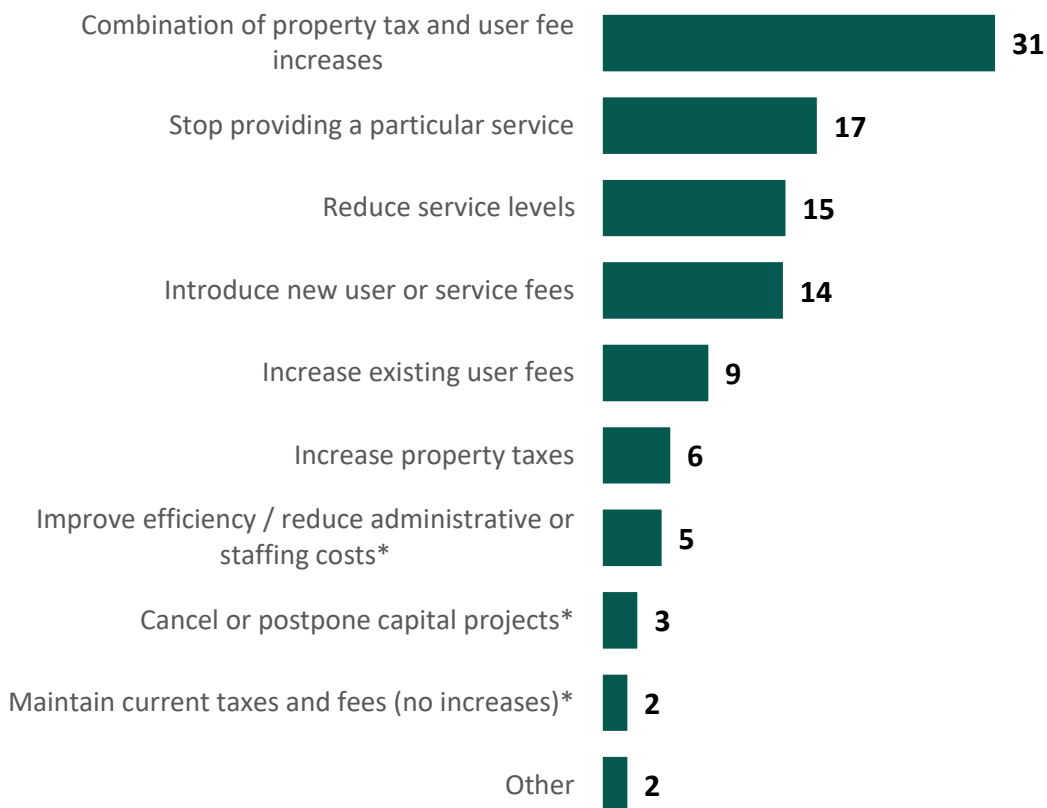


When asked which approach they would prefer the City to use when balancing the City of Saskatoon's operating budget, nearly a third of residents (31%) said they would prefer a combination of property tax and user fee increases. This option topped the list in 2021, 2023, and 2024 as well.

The option to stop providing a particular service (17%) decreased by 6 percentage points compared to 2024 (23%). Additional approaches to balancing the operating budget, such as reducing service levels (15%; no change), introducing new user or service fees (14%; -1 percentage point), increasing existing user fees (9%, -4 percentage points), and increasing property taxes (6%; -2 percentage points) all remained relatively consistent year over year compared to 2024.

# Operating Budget

## Preferred Approaches to Balancing Operating Budget (%)



Similar to 2024 (25%), a combination of property tax and user fee increases remains the top choice among residents (31%) for balancing the City's operating budget.

**Q5.** Occasionally, the City needs to make choices on how to balance its operating budget. Which of the following approaches, if any, would you most prefer?

**Sample size (2025):** n=300; excluding 'Not sure' responses

**Sample framework:** All

\*"Other, please specify" responses provided by residents.

# Operating Budget

## Preferred Approaches to Balancing Operating Budget - Trends

Balancing Method	2016	2017	2018	2021	2023	2024	2025	Average	Difference from 2024
Reduce services	9%	11%	13%	13%	12%	15%	15%	13%	-
Stop providing a service	9%	9%	23%	19%	19%	23%	17%	17%	-6 percentage points
Increase Property Taxes	4%	7%	6%	7%	11%	8%	6%	7%	-2 percentage points
New user or service fee	11%	11%	16%	15%	18%	15%	14%	14%	-1 percentage point
Increase existing user fees	7%	9%	8%	14%	14%	13%	9%	11%	-4 percentage point
Combination of property tax and user fee increases	29%	31%	34%	32%	25%	26%	31%	30%	+5 percentage points

**Q5.** Occasionally, the City needs to make choices on how to balance its operating budget. Which of the following approaches, if any, would you most prefer?

**Sample size (2025):** n=300; excluding 'Not sure' and 'Prefer Not to Say' responses

**Sample framework:** All

# Communications and Customer Service - Key Findings



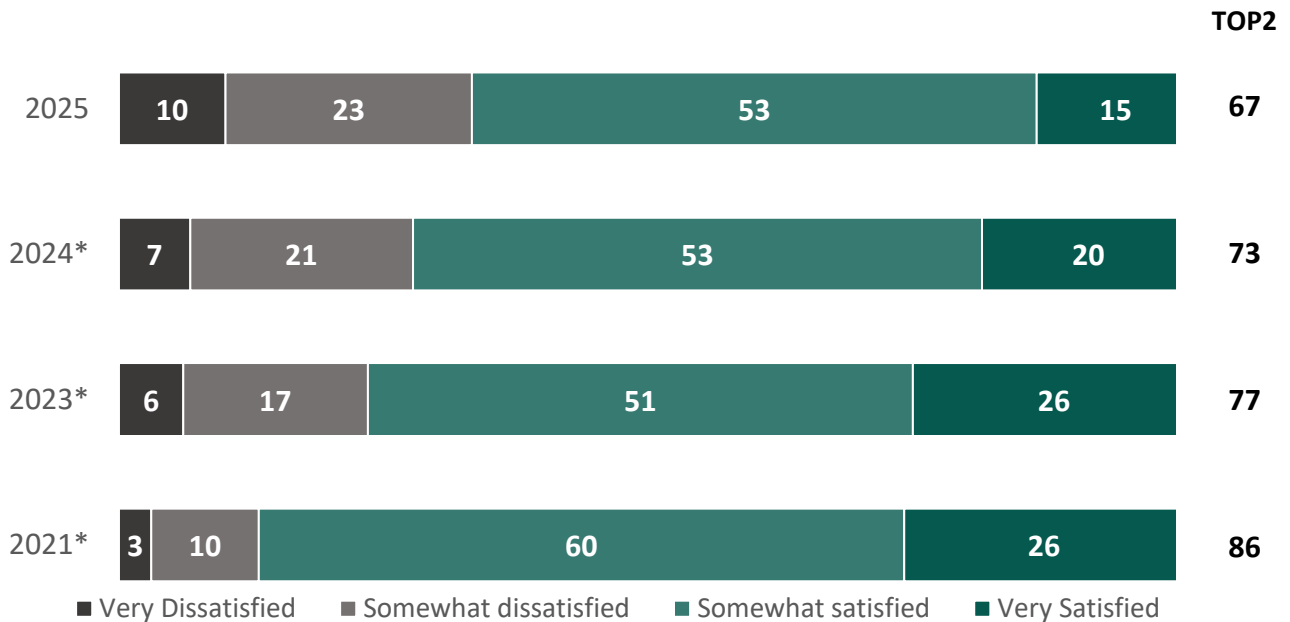
Two-thirds of residents (TOP2: 67%) are satisfied with the City's efforts to communicate information about its services, programs and plans. As in previous years, e-mail (39%) remains the most commonly preferred method of receiving information about City of Saskatoon programs and services.

More than 2 in 5 residents (44%) say they have contacted the City of Saskatoon or one of its employees at least once within the past 12 months. Of these residents, more than two-thirds (TOP2: 67%) agreed that overall, they received good service. The majority of residents that contacted the City within the past 12 months agreed that City staff were professional and courteous (TOP2: 77%), and that City staff were knowledgeable and understood what the resident needed (TOP2: 72%). While nearly 2 in 5 residents (36%) had no suggestions for improving their City contact experience in the future, 1 in 4 residents (26%) suggested faster response, follow-up and resolution, while fewer than 1 in 5 residents (16%) suggested reducing phone wait times and making it easier to reach staff.



# Communications

## Satisfaction with Communication Efforts (%)



2 in 3 residents (TOP2: 67%) said that they were satisfied with the City's efforts to communicate information about its services, programs and plans, a decrease of 6 percentage points compared to 2024\* (TOP2: 73%).

TOP2 (%)	
2025	67
2024*	73
2023*	77
2021*	86
Average	76

**Q6.** Overall, how satisfied are you with the City's efforts to communicate information about its services, programs and plans?

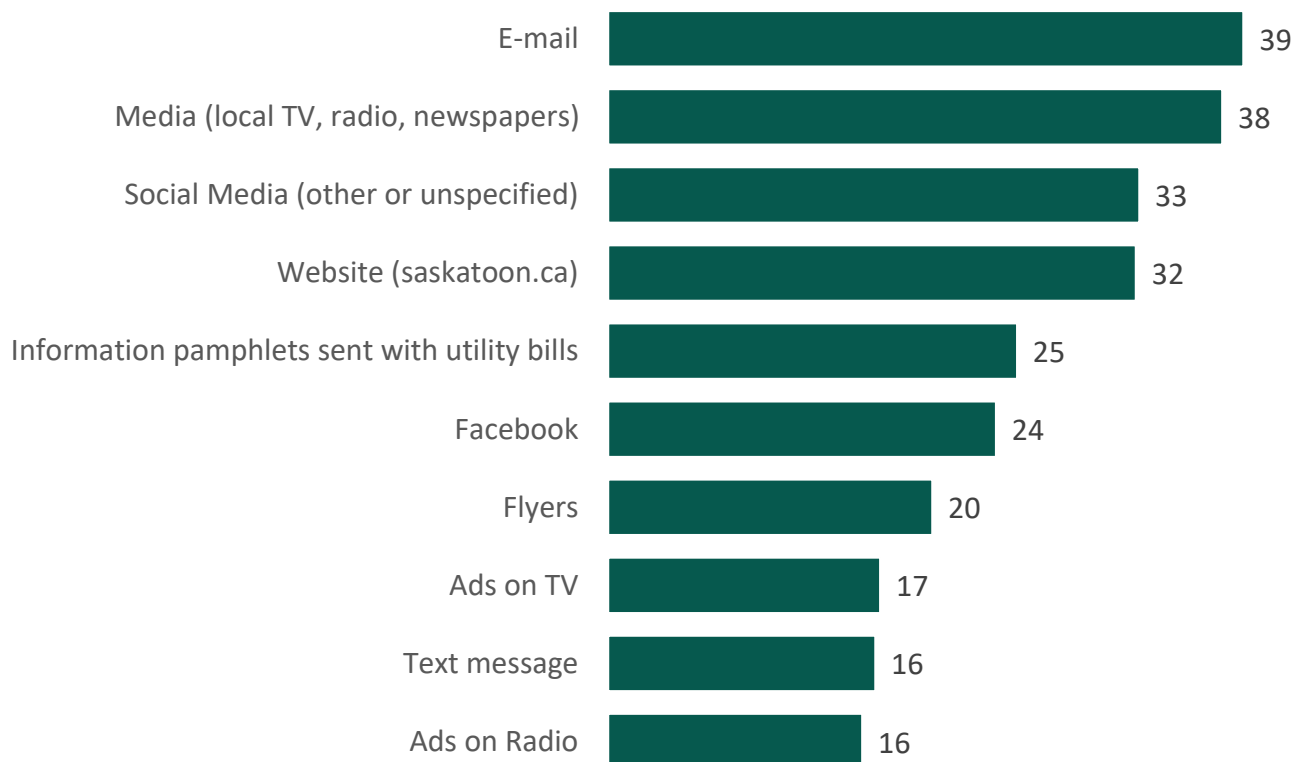
**Sample size (2025):** n=247; excluding 'Not sure' responses

**Sample framework:** All

\*In prior surveys, the question wording was "Overall, how satisfied or dissatisfied are you with the quality of City communications?"

# Communications

## Receiving Information About City Programs / Services: Preferred Communication Methods – Top 10 (%)



While residents still show a preference for utilizing a variety of sources to receive information about the City of Saskatoon programs and services, e-mail (39%) remains the most common preference, with media (local TV, radio, newspapers) as a close second (38%). Social media (33%) is the third-most commonly preferred method of communication.

**Q7.** How do you prefer to receive information about City of Saskatoon programs or services? Please select all that apply.

**Sample size (2025):** n=383; excluding 'Not sure' responses

**Sample framework:** All

# Communications

## Receiving Information About City Programs / Services: Preferred Communication Methods - Trends (Digital Sources)

	2016	2017	2018	2021	2023	2024	2025	Average	Difference from 2024
City of Saskatoon website	65%	59%	44%	36%	32%	38%	32%	44%	-6 percentage points
Email	46%	45%	49%	39%	37%	45%	39%	43%	-6 percentage points
Facebook	34%	35%	32%	20%	23%	19%	24%	27%	+5 percentage points
Twitter/X	12%	13%	11%	9%	11%	6%	8%	10%	+2 percentage points
Online community forums	12%	10%	7%	10%	10%	8%	12%	10%	+4 percentage points
YouTube	4%	7%	3%	9%	12%	8%	13%	8%	+5 percentage points
City blog	8%	9%	7%	10%	11%	7%	7%	8%	-
Mobile app	17%	17%	13%	13%	12%	15%	15%	15%	-
Text messages	14%	12%	15%	17%	16%	19%	16%	16%	-3 percentage points

**Q7.** How do you prefer to receive information about City of Saskatoon programs or services? Please select all that apply.

**Sample size (2025):** n=383; excluding 'Not sure' responses

**Sample framework:** All

# Communications

## Receiving Information About City Programs / Services: Preferred Communication Methods - Trends (Traditional Sources)

	2016	2017	2018	2021	2023	2024	2025	Average	Difference from 2024
Flyers	26%	22%	14%	16%	19%	20%	20%	20%	-
The Media	42%	41%	39%	36%	34%	26%	38%	37%	+12 percentage points
Ads on TV	23%	20%	10%	15%	19%	14%	17%	17%	+3 percentage points
Ads on radio	27%	26%	19%	20%	16%	17%	16%	20%	-1 percentage point
Telephone	4%	3%	2%	7%	8%	8%	8%	6%	-
Billboards	19%	18%	14%	11%	13%	12%	14%	14%	+2 percentage points
Posters	13%	10%	7%	7%	10%	8%	10%	9%	+2 percentage points
Public Meetings	14%	14%	14%	12%	13%	13%	14%	13%	+1 percentage point
In person	6%	5%	4%	7%	9%	10%	10%	7%	-
Information pamphlets sent with utility bills*	34%	34%	22%	18%	27%	22%	25%	26%	+3 percentage points

Q7. How do you prefer to receive information about City of Saskatoon programs or services? Please select all that apply.

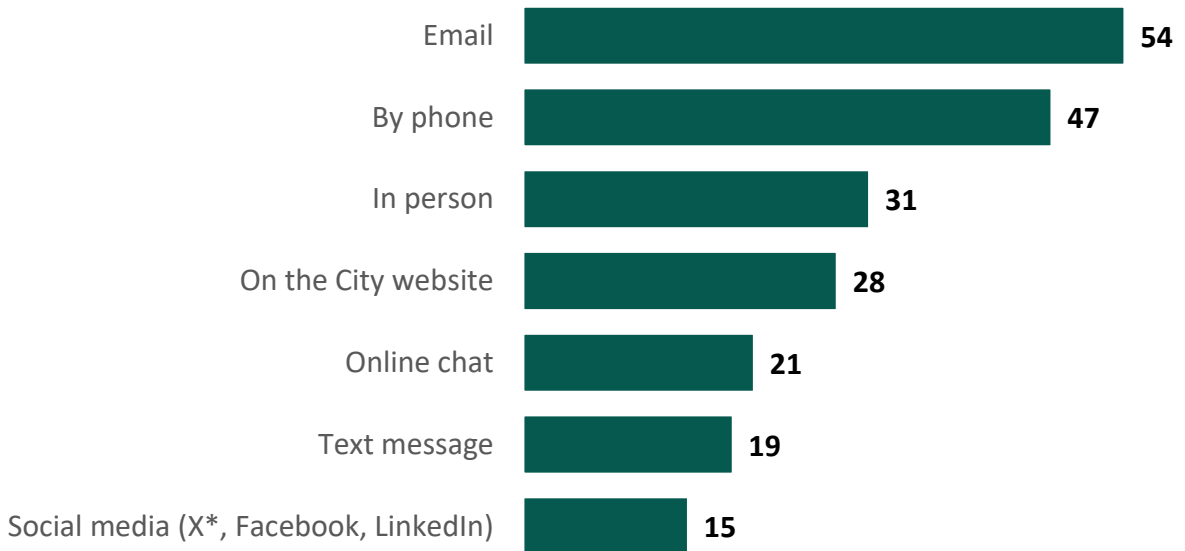
Sample size (2025): n=383; excluding 'Not sure' responses

Sample framework: All

\*"Information flyers" prior to 2023

# Communications

## Preferred Method of Contacting the City (%)



Over half of residents (54%) prefer to contact the City of Saskatoon by email, followed by phone (47%).

The least preferred methods to contact City of Saskatoon are:

- Text message (19%)
- Social media (X\*, Facebook, LinkedIn) (15%)

The least preferred methods to contact the City of Saskatoon are consistent with 2024, with text message seeing an increase of 1 percentage point (2024: 18%) and social media seeing an increase of 8 percentage points (2024: 7%).

*\*Formerly known as Twitter*

**Q8.** Generally, how would you prefer to contact the City of Saskatoon? Please select all that apply.

**Sample size (2025):** n=380; excluding 'Not sure' responses

**Sample framework:** All

# Communications

## Methods of Contact – Trends

	2016	2017	2018	2021	2023	2024	2025	Average	Difference from 2024
By phone	60%	57%	51%	46%	46%	54%	47%	52%	-7 percentage points
Email	45%	46%	63%	49%	48%	52%	54%	51%	+2 percentage points
In person	30%	23%	20%	20%	26%	28%	31%	25%	+3 percentage points
On the City website	45%	41%	38%	32%	31%	28%	28%	35%	-
Online chat	16%	17%	18%	21%	25%	23%	21%	20%	-2 percentage points
Social media	7%	11%	13%	15%	20%	7%	15%	13%	+8 percentage points
Text message	6%	7%	12%	16%	20%	18%	19%	14%	+1 percentage point

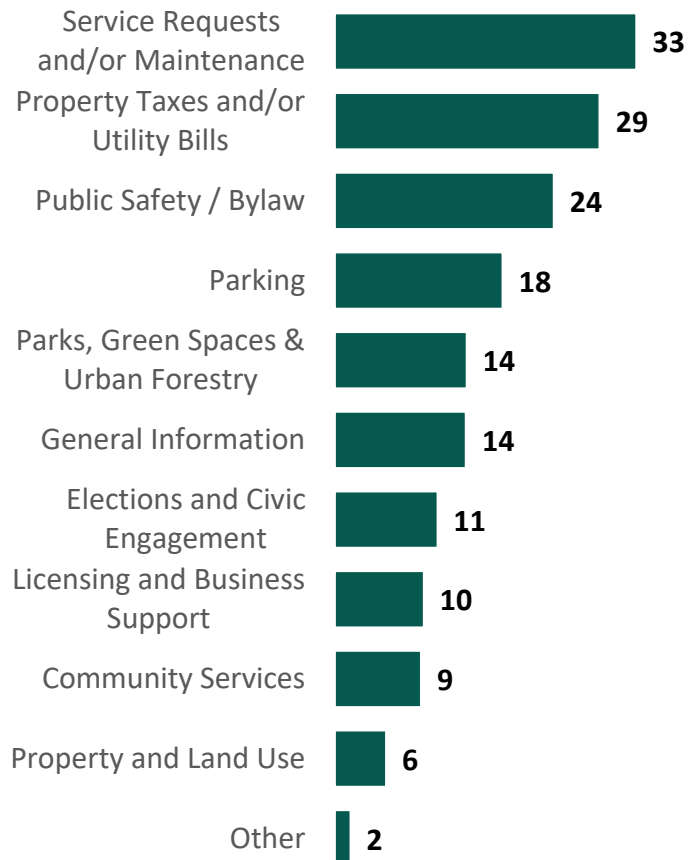
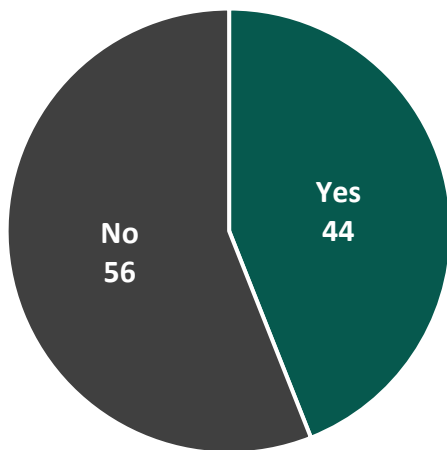
**Q8.** Generally, how would you prefer to contact the City of Saskatoon? Please select all that apply.

**Sample size (2025):** n=380; excluding 'Not sure' responses

**Sample framework:** All

# Customer Service

**Contacted City (%)**



Over two in five residents (44%) contacted the City of Saskatoon or one of its employees at least once within the past 12 months, most commonly for service requests and/or maintenance (33%).

In past survey waves, residents were asked if they had contacted the City of Saskatoon or one of its employees for a business-related reason—in 2024, 25% of residents said they had contacted the City for a business-related reason.

**Q9.** In the past twelve months, have you contacted the City of Saskatoon or one of its employees?

**Sample size:** n=375; excluding 'Prefer Not to Say' responses

**Sample framework:** All

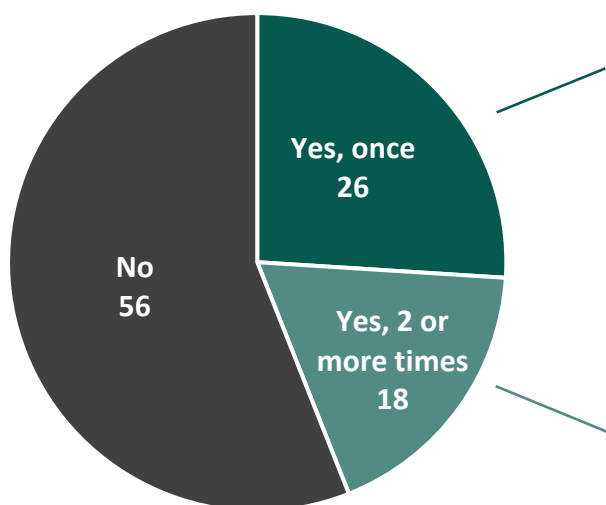
**Q9A.** In the past 12 months, why did you contact the City of Saskatoon or one of its employees? Select all that apply.

**Sample size:** n=164; excluding 'Not sure' responses

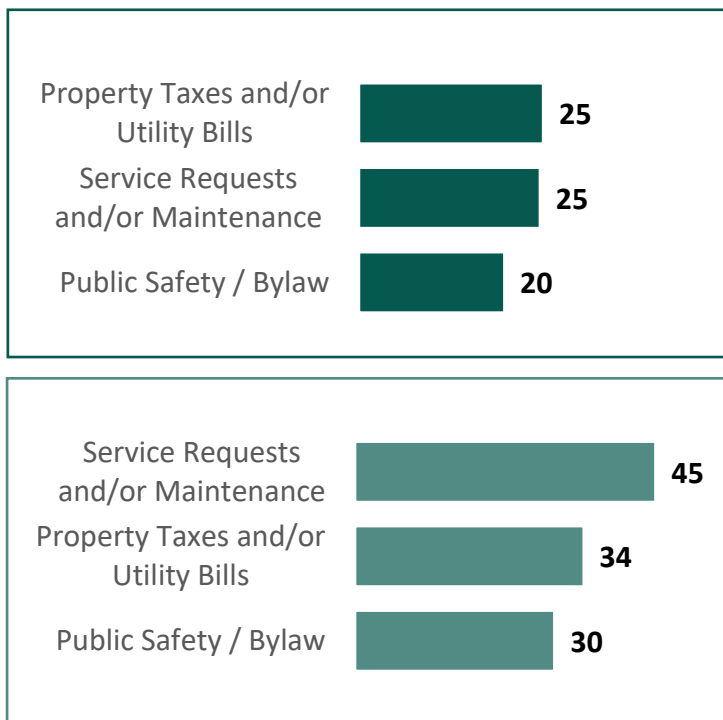
**Sample framework:** Respondents who have contacted the City of Saskatoon or one of its employees in the past 12 months

# Customer Service

**Contacted City (%)**



**Reason for Contact – Top 3 (%)**



Within the past 12 months, about a quarter of residents (26%) contacted the City of Saskatoon or one of its employees once, while nearly 1 in 5 (18%) contacted the City 2 or more times.

The top 3 reasons for contact are consistent whether a resident contacted the City once or multiple times.

**Q9.** In the past twelve months, have you contacted the City of Saskatoon or one of its employees?

**Sample size:** n=375; excluding 'Prefer Not to Say' responses

**Sample framework:** All

**Q9A.** In the past 12 months, why did you contact the City of Saskatoon or one of its employees? Select all that apply.

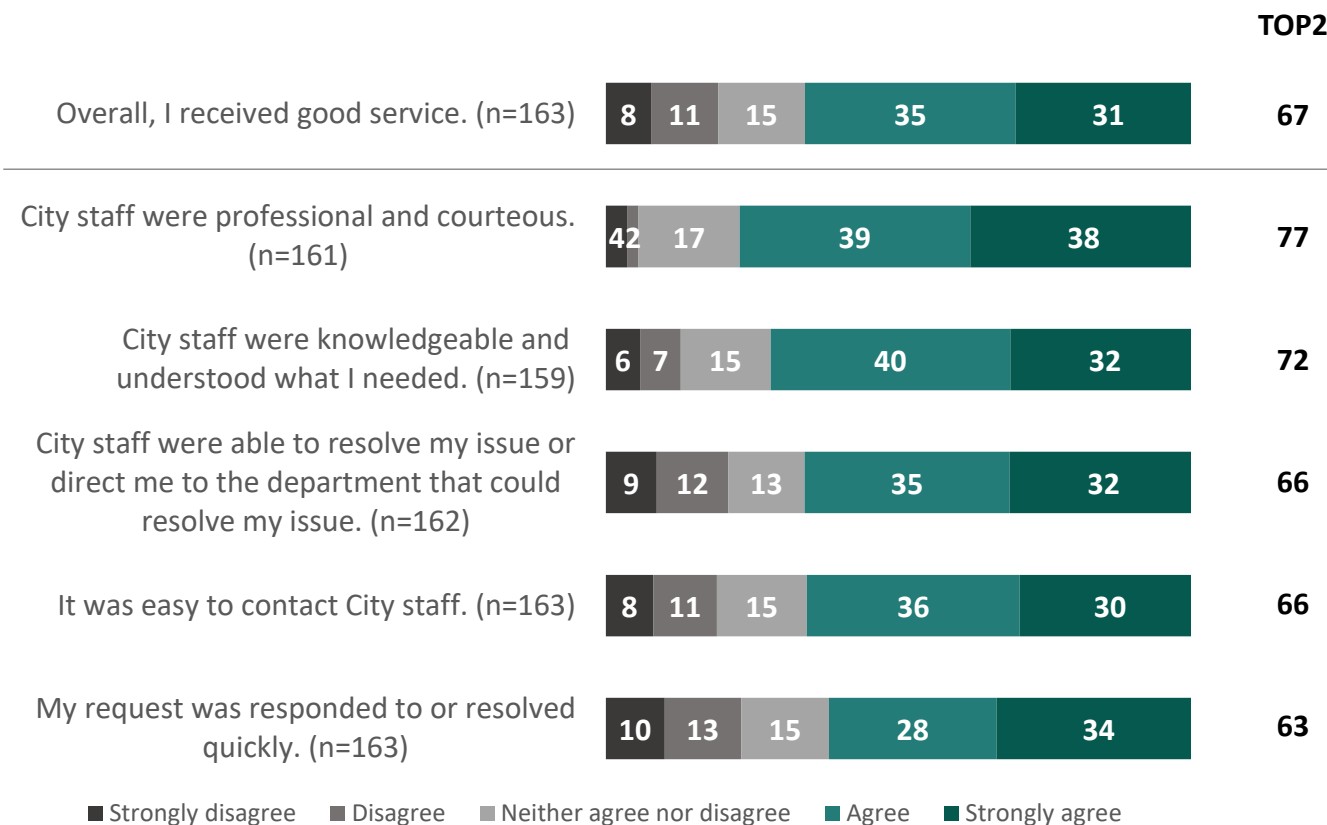
**Sample size:** Contacted once: n=98 / Contacted 2 or more times: n=67; excluding 'Not sure' responses

**Sample framework:** Respondents who have contacted the City of Saskatoon or one of its employees in the past 12 months



# Customer Service

## Experience with Recent Contact with City (%)



Overall, two-thirds of residents (TOP2: 67%) agree that they received good service on their most recent contact with the City of Saskatoon. Most residents also reported positive experiences with both City staff knowledge and demeanor (TOP2: 72-77%) and the service provided (TOP2: 63-66%). In 2024, 54% of residents who contacted the City of Saskatoon for a business-related reason said City staff were easy to reach when needed, while only 47% said that the City of Saskatoon responded quickly to requests or concerns.

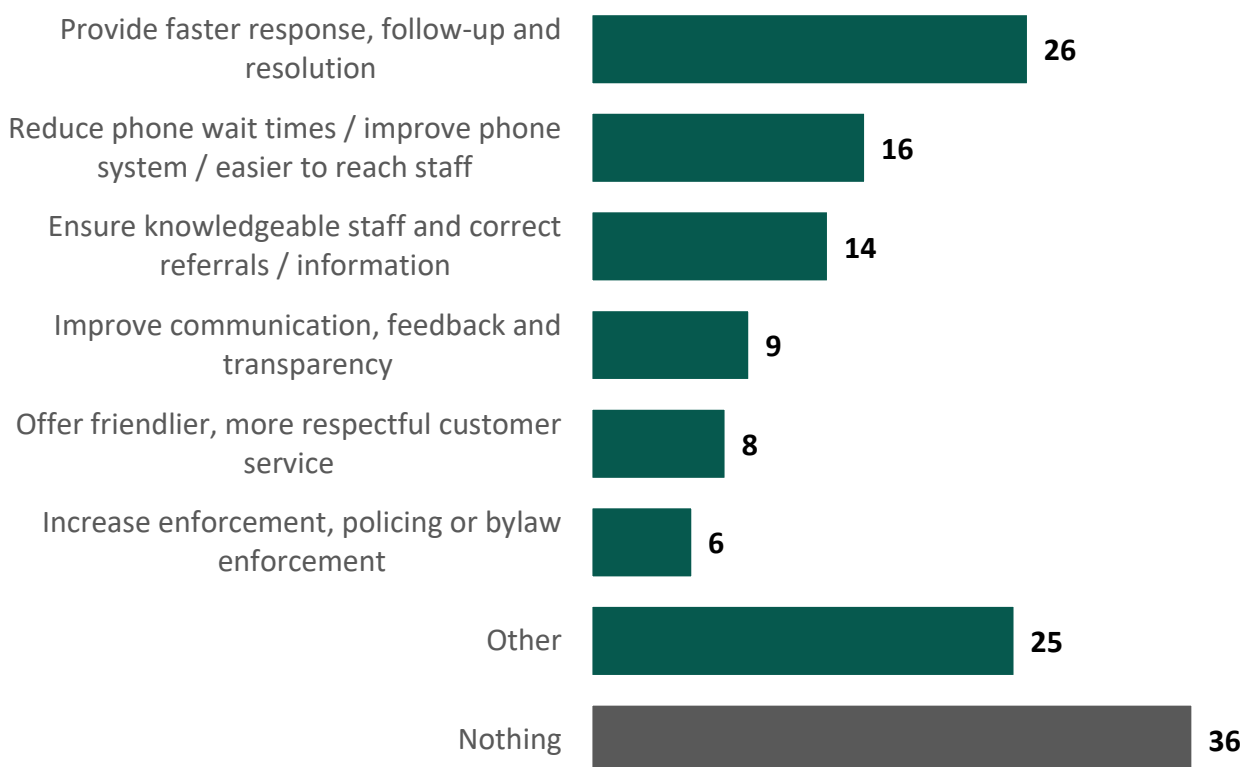
**Q15.** Based on your most recent contact with the City of Saskatoon, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** n=varies, shown on chart; excluding 'Not sure' responses

**Sample framework:** Respondents who have contacted the City of Saskatoon or one of its employees in the past 12 months

# Customer Service

## Improving City Interaction Experience (%)



About 1 in 4 residents (26%) mentioned that faster response times, follow-up, and resolution of issues would most improve their experience when contacting the City.

**Q16.** What, if anything, could the City do to improve your experience next time?

**Sample size (2025):** n=66; excluding 'Not sure' responses

**Sample framework:** Respondents who have contacted the City of Saskatoon or one of its employees

# Digital Experience - Key Findings

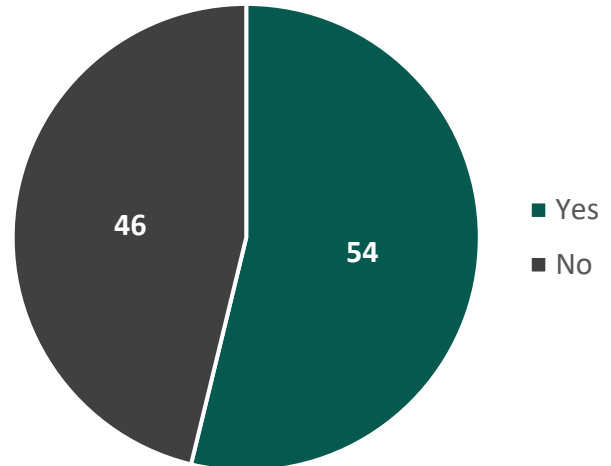


Of residents that have used the City's online services (54%), the majority (TOP2: 87%) say the City effectively provides services online, a slight increase from 2024 (TOP2: 82%).

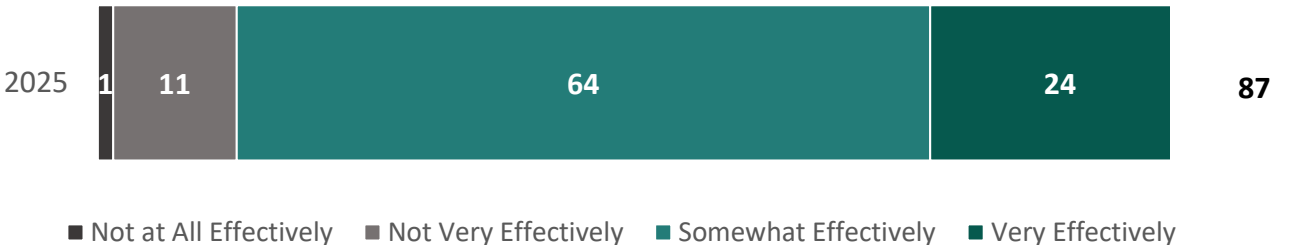
# Digital Experience

## Use of Services Offered Online (%)

Over half of residents (54%) said that they have used the services the City of Saskatoon offers online, which is consistent with 2024 (57%).



## Effectiveness of Providing Services Online (%)



Nearly 9 in 10 residents (TOP2: 87%) said that the City effectively provides services online, a slight decrease from 2024 (TOP2: 82%).

**Q11a.** Have you ever used any of the services the City of Saskatoon offers online?

**Sample size (2025):** n=398

**Sample framework:** All

**Q11b.** In your opinion, how effectively, if at all, does the City of Saskatoon provide services online?

**Sample size (2025):** n=206; excluding 'Not sure' responses

**Sample framework:** Respondents that have used any of the services the City of Saskatoon offers online

# Digital Experience

## Use of Services Offered Online – Trends (%)

Used Services	
2025	54
2024	57
2023	61
2021	59
2018	82
Average	63

**Q11a.** Have you ever used any of the services the City of Saskatoon offers online?

**Sample size (2025):** n=398

**Sample framework:** All

## Effectiveness of Providing Services Online – Trends (%)

TOP2	
2025	87
2024	82
2023	88
2021	90
2018	88
Average	87

**Q11b.** In your opinion, how effectively, if at all, does the City of Saskatoon provide services online?

**Sample size (2025):** n=206; excluding 'Not sure' responses

**Sample framework:** Respondents have used any of the services the City of Saskatoon offers online

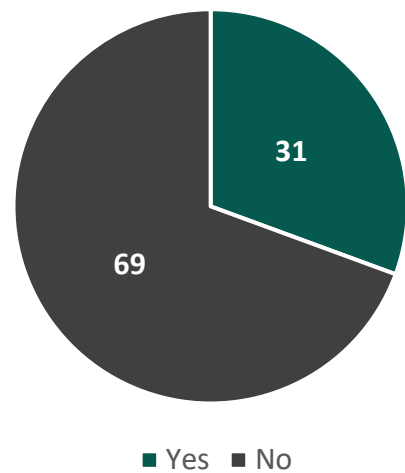
# Volunteering - Key Findings

Similar to 2024 (31%), fewer than a third (31%) of residents said they volunteer in their community. Compared to 2024, there has been an increase in the proportions of residents that volunteer less than 5 hours per month (39%, +6 percentage points compared to 2024) and more than 15 hours per month (17%, +8 percentage points compared to 2024).



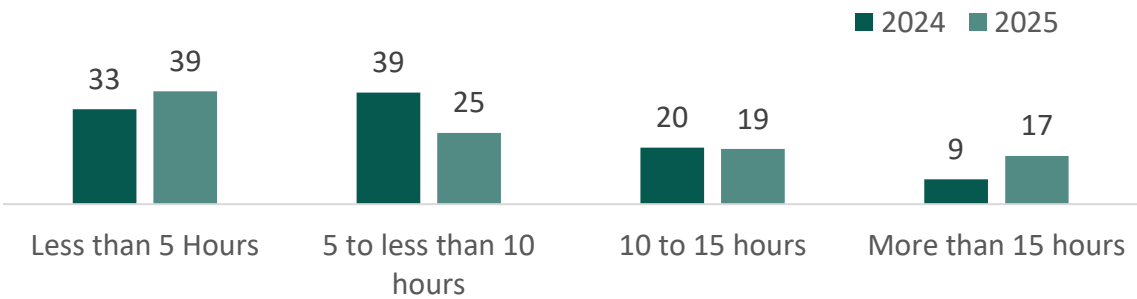
# Volunteering

## Volunteering in the Community (%)



Volunteering (% yes)	
2025	31
2024	31
2023	36
2021	32
2018	48
Average	36

## Number of Hours Volunteered Per Month (%)



As in 2024, nearly a third of residents (31%) indicated that they volunteer in their community. Of the residents who volunteer in their community, about 2 in 5 (39%) volunteer less than 5 hours per month, whereas 1 in 4 (25%) spend 5 to less than 10 hours per month volunteering.

**Q10a.** Do you volunteer in the community? An example could be at a hospital, as a youth sports coach, or at a local shelter. (Top)  
**Sample size (2025):** n=367; excluding 'Prefer Not to Say' responses  
**Sample framework:** All  
**Q10b.** In an average month, how many hours do you volunteer? (Bottom)  
**Sample size (2025):** n=109; excluding 'Prefer Not to Say' responses  
**Sample framework:** Volunteers in community

# Volunteering

## Number of Hours Volunteered Per Month (%) - Trends

	2017	2018	2021	2023	2024	2025	Average	Difference from 2024
Less than 5 hours/month	49%	31%	29%	21%	33%	39%	34%	+6 percentage points
More than 5 hours, but less than 10 hours/month	31%	33%	35%	46%	39%	25%	35%	-14 percentage points
Between 10-15 hours/month	11%	23%	23%	26%	20%	19%	20%	-1 percentage point
More than 15 hours/month	9%	13%	13%	7%	9%	17%	11%	+8 percentage points

Compared to 2024, there has been an increase in residents who volunteer less than 5 hours per month (+6 percentage points) or more than 15 hours per month (+8 percentage points), while there has been a decline in residents who volunteer between 5 and 15 hours per month (NET: -15 percentage points).

**Q10b.** In an average month, how many hours do you volunteer? (Bottom)

**Sample size (2025):** n=109; excluding 'Prefer Not to Say' responses. 2017, 2018, and 2021 values also exclude "None".

**Sample framework:** Volunteers in community



# Public Engagement - Key Findings



When asked which public engagement activities residents had participated in within the past 12 months, nearly 3 in 5 residents (58%) had viewed an Engage webpage created by the City of Saskatoon, while almost half (48%) had completed an online survey about a current city initiative.

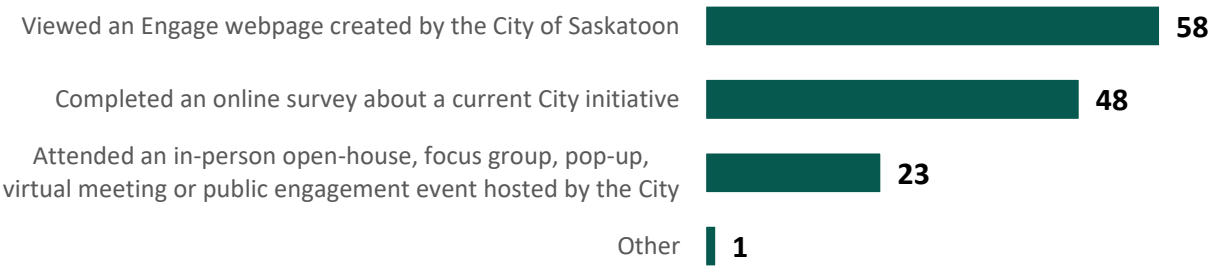
Regarding residents' preferences for the method of providing feedback on City of Saskatoon projects, nearly 3 in 5 residents (57%) would prefer email, while about half (52%) would prefer to provide feedback through an online or paper survey.

When asked about their opinion on the public engagement activities they participated in, over 2 in 3 residents (TOP2: 68%) said that they were given the information they needed to participate meaningfully, while a similar proportion of residents said that they had the opportunity to share their thoughts, ideas, and perspective (TOP2: 68%).



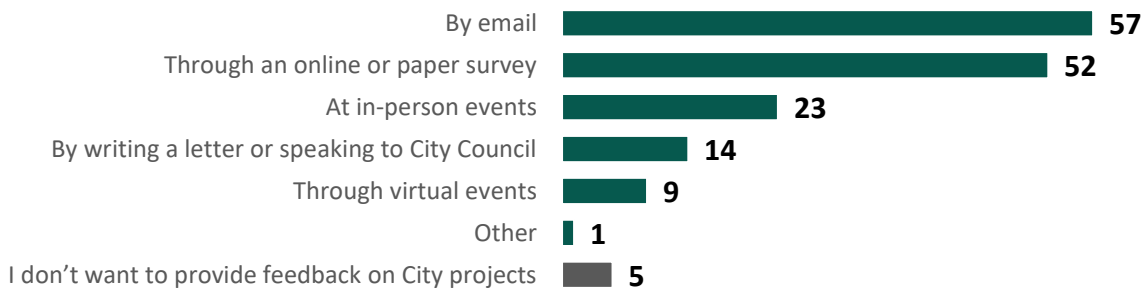
# Public Engagement

## Participating in Public Engagement Activities (%)



Nearly 3 in 5 residents (58%) have viewed an Engage webpage created by the City of Saskatoon, while almost half (48%) have completed an online survey about a current city initiative in the past 12 months.

## Participating in Public Engagement Activities (%)



Nearly 3 in 5 residents (57%) would prefer to provide feedback on City projects by email, while about half (52%) would prefer to provide feedback through an online or paper survey.

**Q17.** In the past 12 months, which of the following public engagement activities, if any, have you participated in? Select all that apply.  
**Sample size:** n=184; excluding 'None' and 'Not sure' responses  
**Sample framework:** All

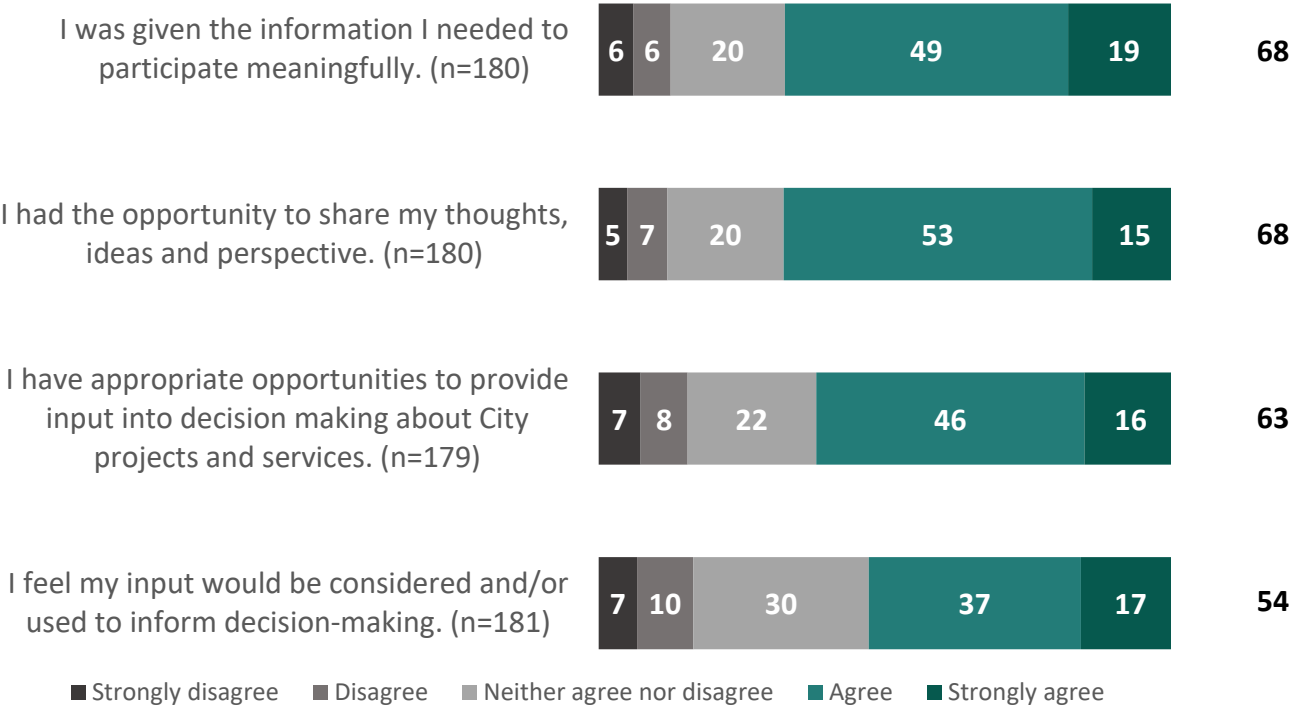
**Q19.** How would you prefer to provide feedback on City projects?  
**Sample size:** n=374; excluding 'Not sure' responses  
**Sample framework:** All

\*New questions in 2025

# Public Engagement

## Perception on Public Engagement Activities (%)

TOP2



When asked about their opinion on the public engagement activities they participated in, over 2 in 3 residents (TOP2: 68%) mentioned that they were given the information they needed to participate meaningfully, while a similar proportion of residents agreed that they had the opportunity to share their thoughts, ideas, and perspective (TOP2: 68%).

In 2024, about half of residents (TOP2: 53%\*) said that the City does enough to get the public’s input on the decisions it makes, and that the City communicates how it will use public input to help make its decisions well (TOP2: 51%\*\*).

**Q18.** Thinking about public engagement activities that you participated in within the City of Saskatoon in the past 12 months, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** n=varies, shown on chart; excluding ‘Not sure’ responses

**Sample framework:** Respondents who have participated in public engagement activities

\*Q10e. Do you think the City does enough, or not, to get the public’s input on the decisions it makes? / \*\* Q10d. In your opinion, how well does the City communicate how it will use public input to help make its decisions? | **Sample framework:** All

# Strategic Goals: Performance Indicators - Key Findings



The City of Saskatoon received favourable responses in the following area:

- A. Providing a mix of recreation, sport and cultural facilities year-round (TOP2: 86%).

The City of Saskatoon received satisfactory responses in the following areas:

- A. A family member or colleague feeling safe living in Saskatoon (TOP2: 70%).
- B. Saskatoon is an inclusive and welcoming city to all (TOP2: 68%).
- C. Saskatoon does a good job preserving natural resources and protecting the environment (TOP2: 67%).
- D. Effectiveness of balancing growth in the city (TOP2: 65%).
- E. The City of Saskatoon is investing in a mix of transportation options for moving around (TOP2: 53%).

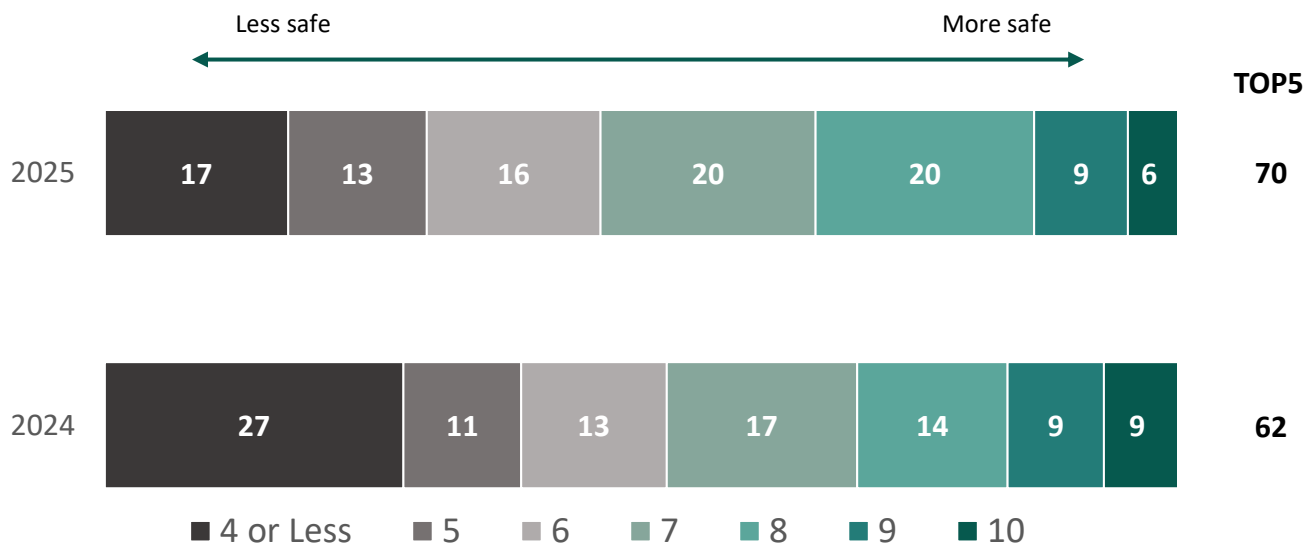
Less than half of residents feel that:

- A. The City of Saskatoon is an open and transparent government (TOP2: 45%).

Additionally, 1 in 3 residents (34%) feel that the City of Saskatoon is on the right path towards making downtown an appealing destination (+5 percentage points from 2024). Similarly, 1 in 3 residents (33%) feel that the City of Saskatoon is on the right path toward making downtown an appealing place to live (+4 percentage points from 2024).

# Strategic Goals

## Level of Safety (%)



7 in 10 residents (TOP5: 70%) indicated they thought a family member or colleague would say they feel safe living in Saskatoon (+8 percentage points from 2024 - TOP5: 62%).

TOP5 (%)	
2025	70
2024	62
2023	73
2021	78
2018	67
Average	70

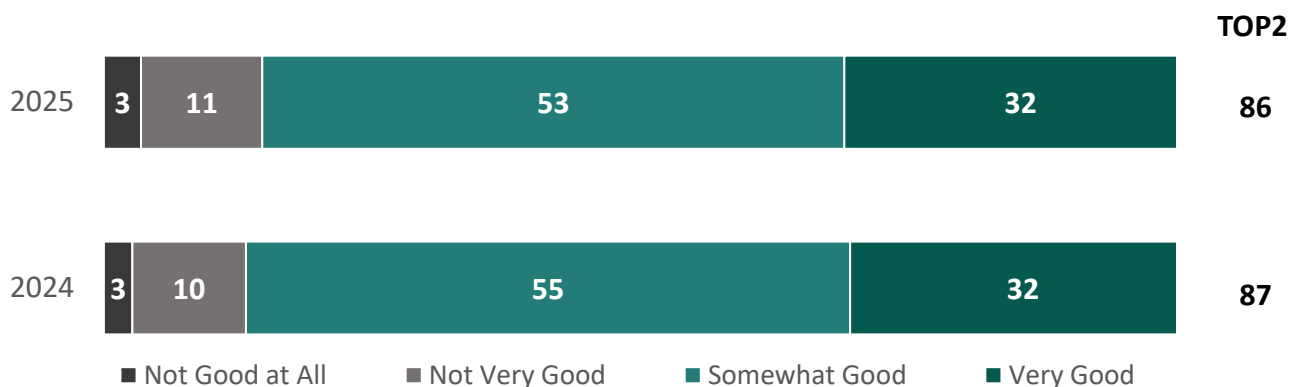
**Q12a.** If you were to ask a family member, or colleague, how safe they feel living in Saskatoon, how do you think they would answer? Please use a number from 1 to 10, where 1 is not safe at all, and 10 is very safe. \*[TOP5 = 6-10, BOTTOM5 = 1-5]

**Sample size (2025):** n=387; excluding 'Not sure' responses

**Sample framework:** All

# Strategic Goals

## City's Ability to Provide Recreational Activities/Facilities (%)



Nearly 9 in 10 residents (TOP2: 86%) said the City has been doing good providing a mix of recreation, sport, and cultural facilities year-round. This is comparable to 2024 (TOP2: 87%).

TOP2 (%)	
2025	86
2024	87
2023	90
2021	72
2018	91
Average	85

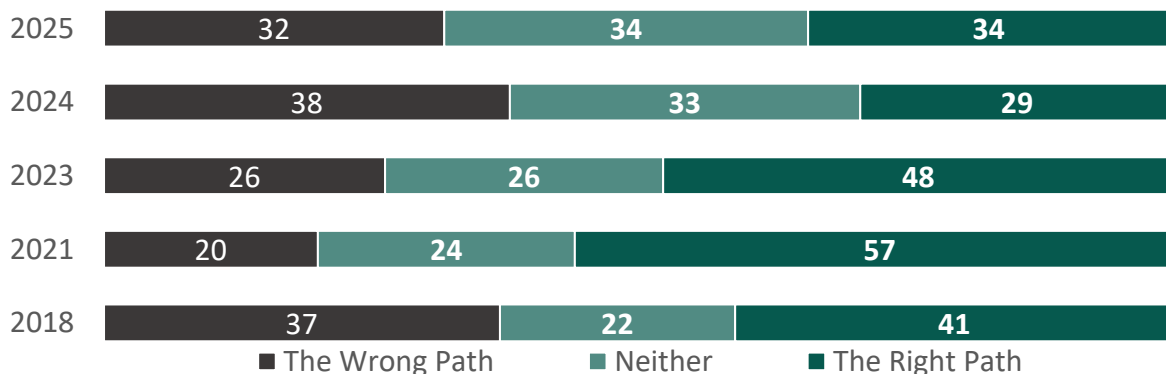
**Q12b.** How has the City been doing with providing a mix of recreation, sport and cultural facilities year-round?

**Sample size (2025):** n=340; excluding 'Not sure' responses

**Sample framework:** All

# Strategic Goals

## Opinion of City's Approach to Making Downtown an Appealing Destination (%)

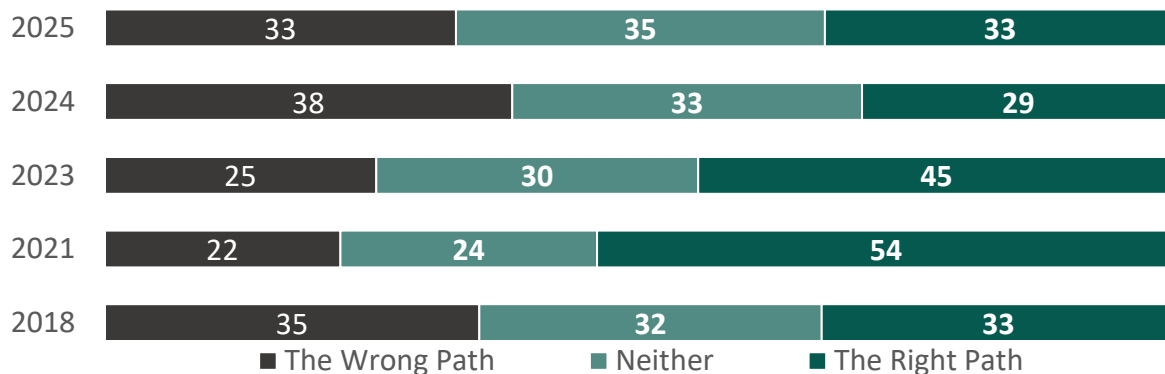


**Q13a.** In your opinion, is the City of Saskatoon on the right path or the wrong path toward making downtown an appealing destination?

**Sample size (2025):** n=345; excluding 'Not sure' responses

**Sample framework:** All

## Opinion of City's Approach to Making Downtown an Appealing Place to Live (%)



**Q13b.** In your opinion, is the City of Saskatoon on the right path or the wrong path toward making downtown an appealing place to live?

**Sample size (2025):** n=335; excluding 'Not sure' responses

**Sample framework:** All

# Strategic Goals

## Opinion of City's Approach to Making Downtown an Appealing Destination (%) - Trends

The Right Path (%)	
2025	34
2024	29
2023	48
2021	57
2018	41
Average	42

**Q13a.** In your opinion, is the City of Saskatoon on the right path or the wrong path toward making downtown an appealing destination?

**Sample size (2025):** n=345; excluding 'Not sure' responses

**Sample framework:** All

## Opinion of City's Approach to Making Downtown an Appealing Place to Live (%) - Trends

The Right Path (%)	
2025	33
2024	29
2023	45
2021	54
2018	33
Average	39

**Q13b.** In your opinion, is the City of Saskatoon on the right path or the wrong path toward making downtown an appealing place to live?

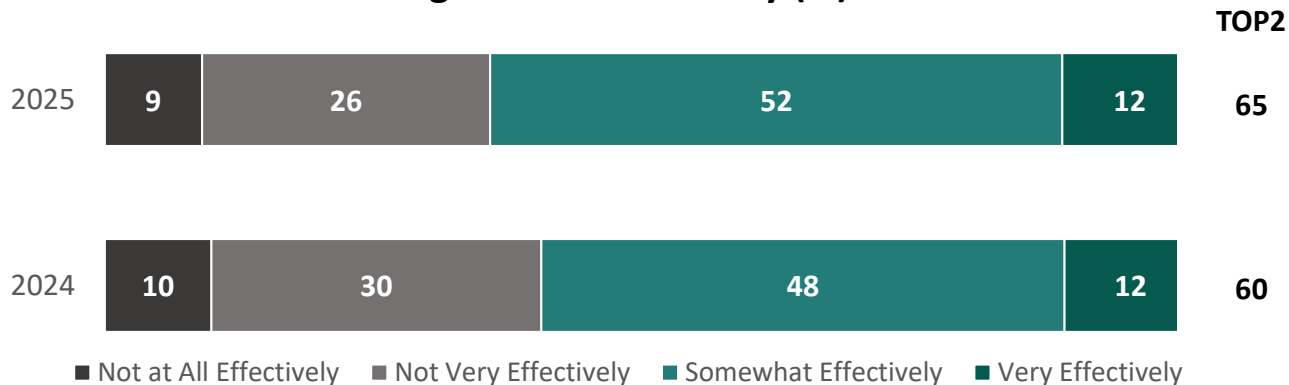
**Sample size (2025):** n=335; excluding 'Not sure' responses

**Sample framework:** All



# Strategic Goals

## Effectiveness of Balancing Growth in the City (%)



**Q13c.** In your opinion, how effectively, if at all, is the City of Saskatoon balancing growth throughout the city?

**Sample size (2025):** n=357; excluding 'Not sure' responses (Bottom)

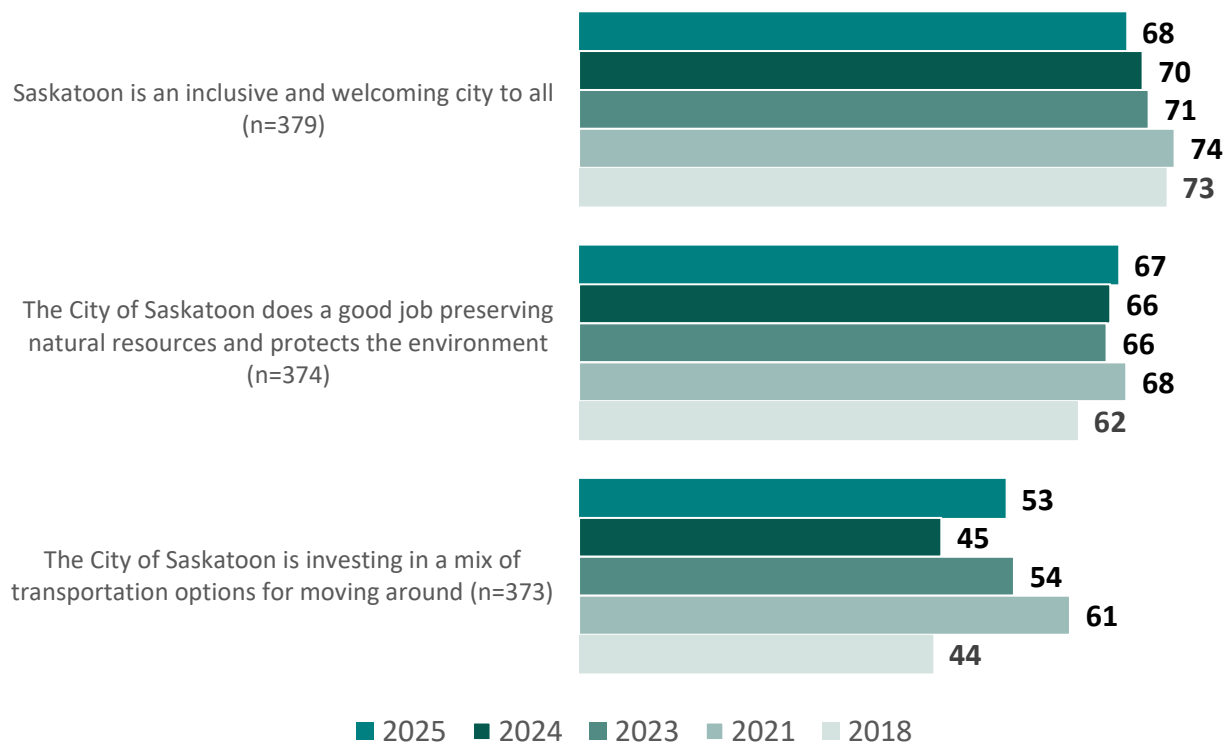
**Sample framework:** All

About 2 in 3 residents (TOP2: 65%) said the City of Saskatoon is effectively balancing growth throughout the City, a 5 percentage point increase from 2024 (TOP2: 60%).

TOP2 (%)	
2025	65
2024	60
2023	74
2021	78
2018	52
Average	66

# Strategic Goals

## Strategic Goals – TOP2 (%)



Overall, the City of Saskatoon continues to be seen as an inclusive and welcoming city to all (TOP2: 68%). Compared to 2024, residents' level of agreement regarding the preservation of natural resources and protection of the environment has remained consistent (TOP2: 67%, +1 percentage point from 2024), while investing in a mix of transportation options to move around the city saw an 8 percentage point increase (TOP2: 53%) from 2024.

**Q14.** Please indicate to what extent you agree or disagree with the following statements:

**Sample size (2025):** n=varies, shown on chart; excluding 'Not sure' responses

**Sample framework:** All

# Strategic Goals

## Strategic Goals (TOP2 %) – Trends

	2018	2021	2023	2024	2025	Average	Difference from 2024
<b>Saskatoon is an inclusive and welcoming city to all</b>	73%	74%	71%	70%	68%	71%	-2 percentage points
<b>The City of Saskatoon does a good job preserving natural resources and protects the environment</b>	62%	68%	66%	66%	67%	66%	+1 percentage point
<b>The City of Saskatoon is investing in a mix of transportation options for moving around</b>	44%	61%	54%	45%	53%	51%	+8 percentage points

Compared to 2024, the proportion of residents that agree that the City of Saskatoon is an inclusive and welcoming city to all (-2 percentage points) and that the City of Saskatoon does a good job of preserving natural resources and protects the environment (+1 percentage point) has remained steady, while the proportion of residents that agree that the City of Saskatoon is investing in a mix of transportation options for moving around has increased by 8 percentage points.

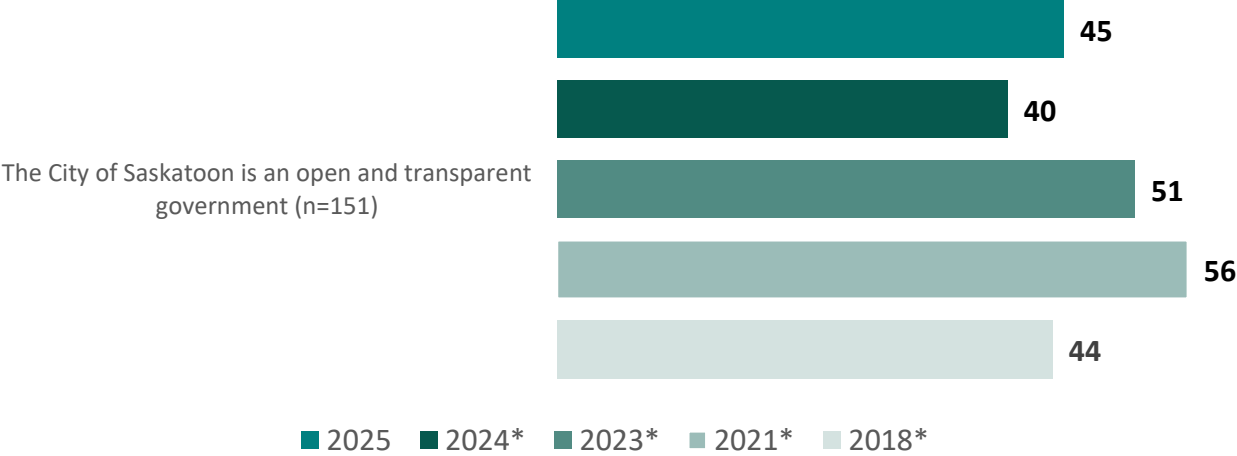
**Q14.** Please indicate to what extent you agree or disagree with the following statements:

**Sample size (2025):** n=varies, shown on chart; excluding 'Not sure' responses

**Sample framework:** All

# Strategic Goals: Government Transparency

## Open & Transparent Government – TOP2 (%)



Residents who have contacted the City of Saskatoon were asked whether they agree or disagree that the City is an open and transparent government. Over 2 in 5 residents (TOP2: 45%) agreed with this statement, a 5 percentage point increase from 2024\* (TOP2: 40%).

TOP2 (%)	
2025	45
2024*	40
2023*	51
2021*	56
2018*	44
Average	47

Q14. Please indicate to what extent you agree or disagree with the following statements:

Sample size (2025): n=varies, shown on chart; excluding 'Not sure' responses

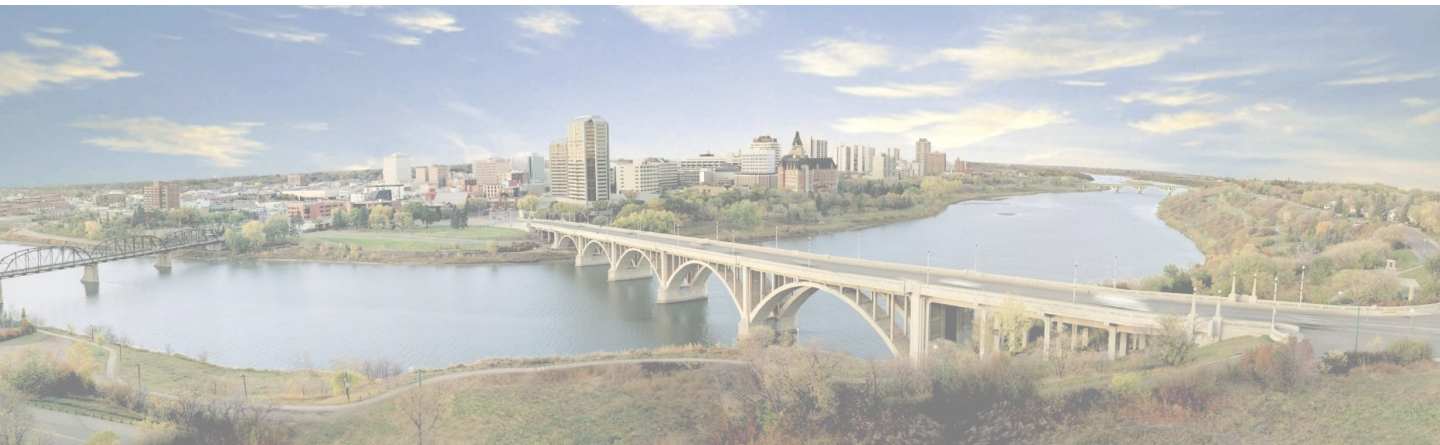
Sample framework: Respondents who have contacted the City of Saskatoon

\*In previous waves, this question was asked to respondents who had contacted the City of Saskatoon for a business-related reason



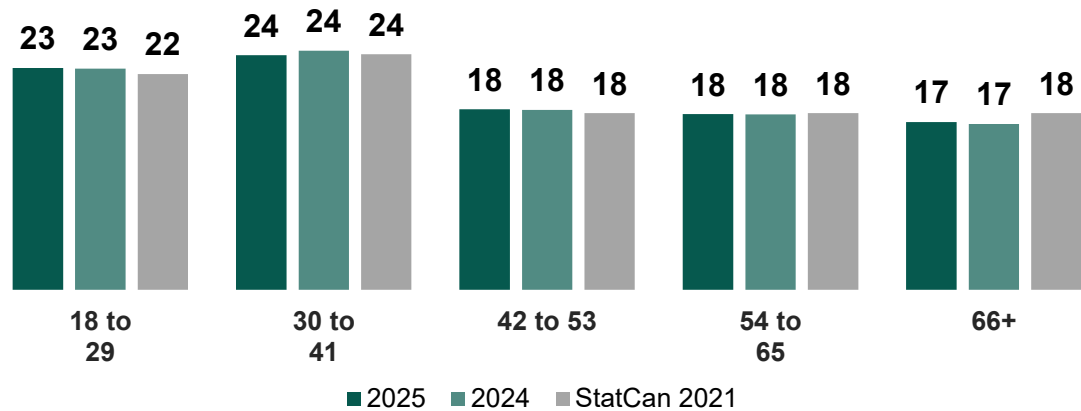
# Demographics

---

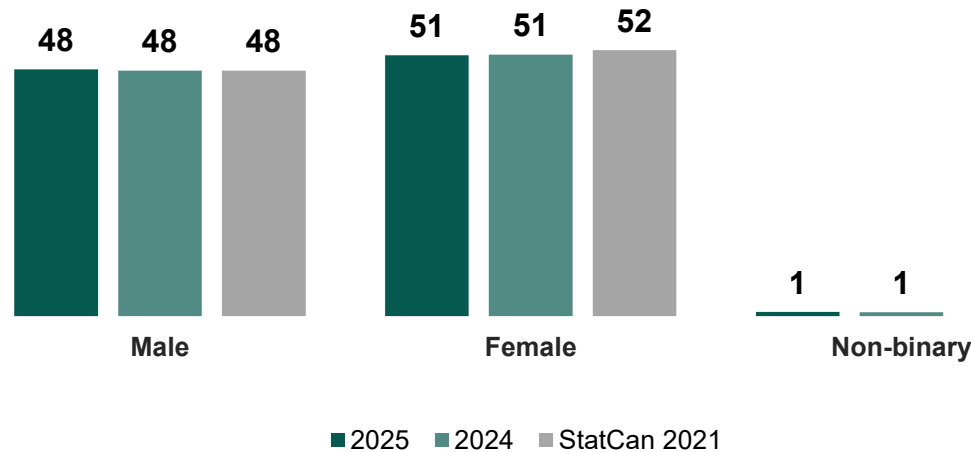


# Demographics

Age\* (%)



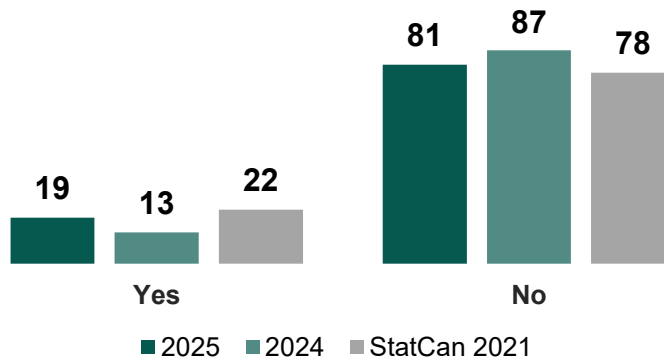
Gender\* (%)



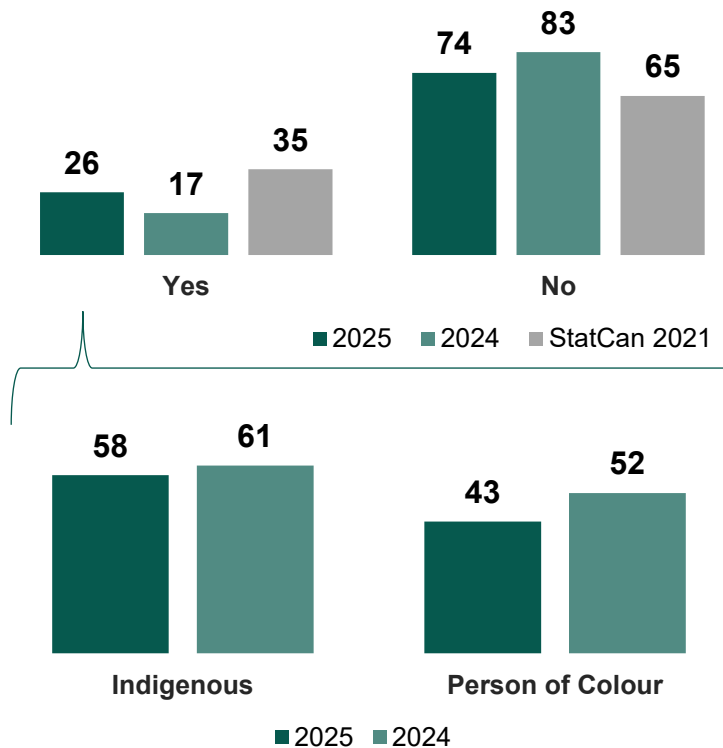
\*Visuals exclude 'prefer not to say' responses

# Demographics

## Identifies as a Person with Disability\* (%)



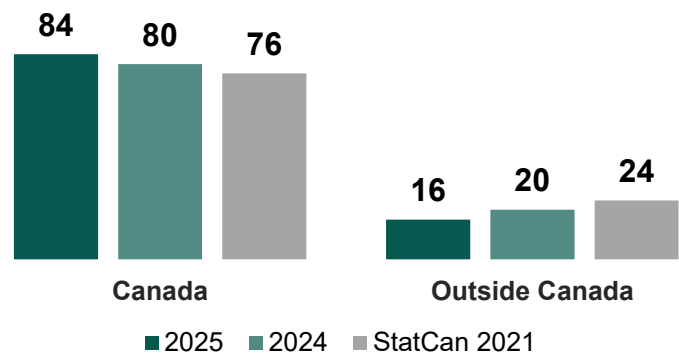
## Identifies as Indigenous or Person of Colour\* (%)



\*Visuals exclude 'prefer not to say' responses

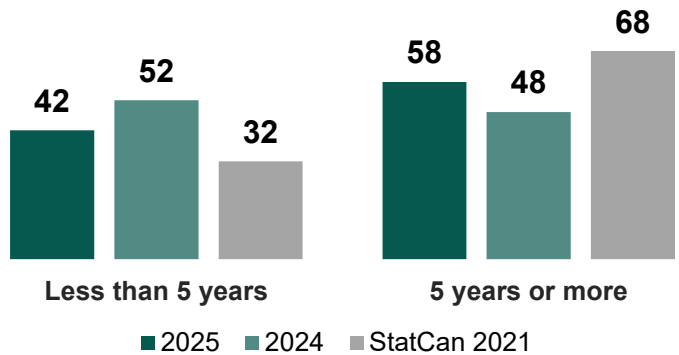
# Demographics

## Country Born\* (%)

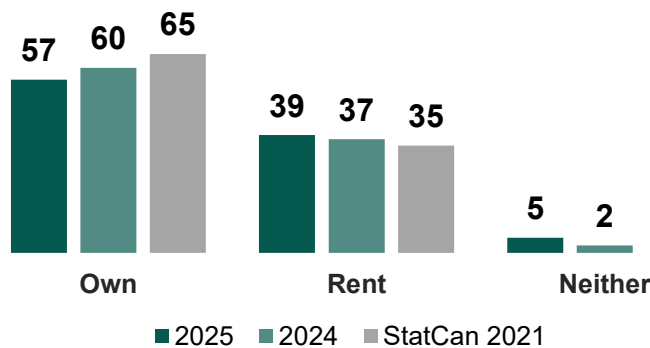


## Years Lived in Canada\* (%)

*Sample Framework: Respondents who were not born in Canada*



## Housing\* (%)

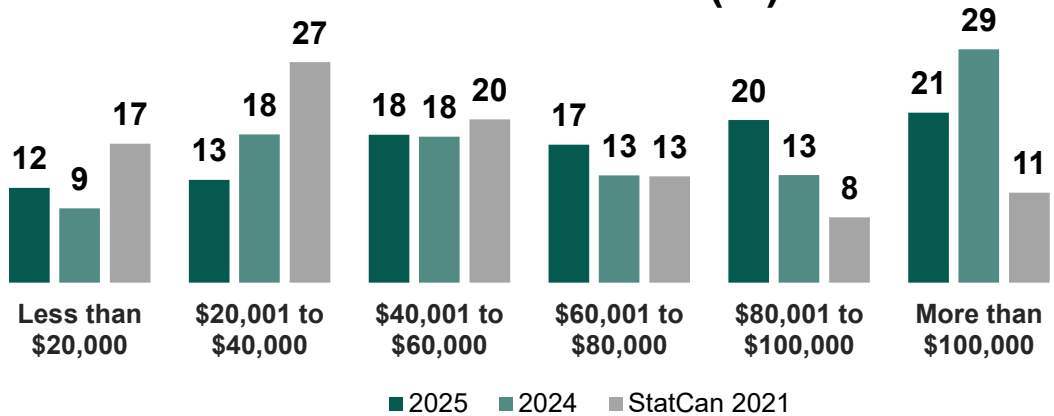


*\*Visuals exclude 'prefer not to say' responses*

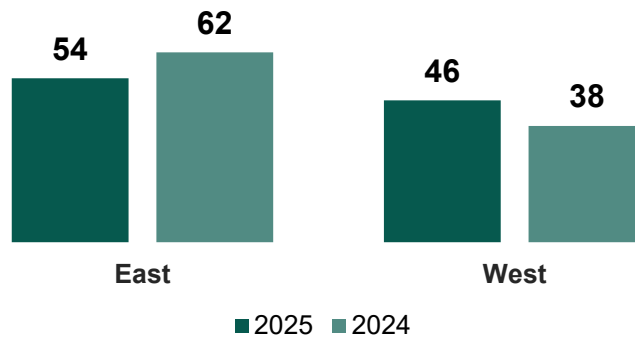


# Demographics

## Household Income\* (%)



## Side of River Residing\* (%)



\*Visuals exclude 'prefer not to say' responses



# Appendix

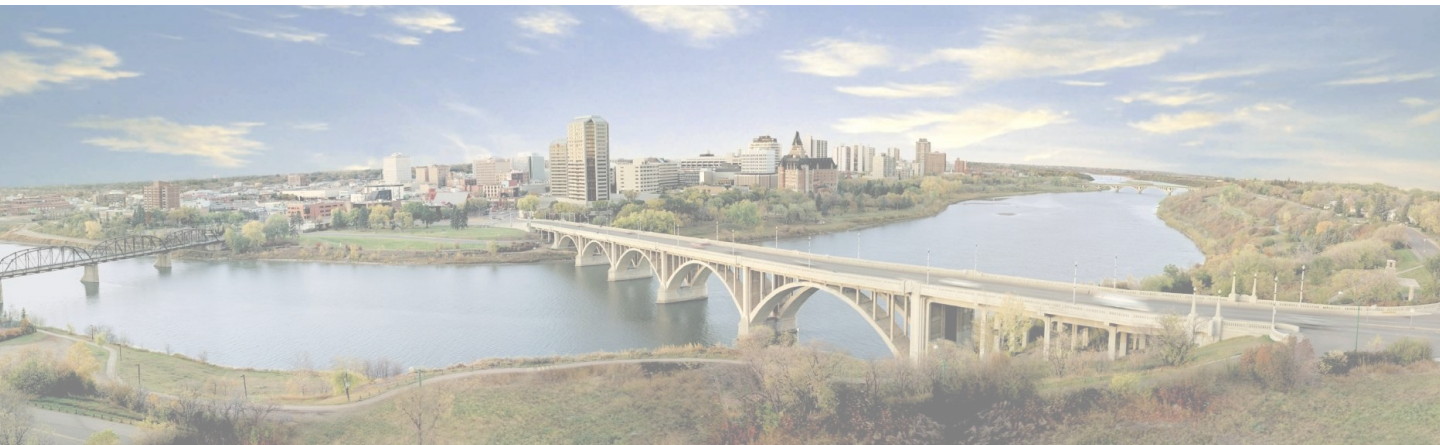
---





# Demographic Breakouts

---



# Interpreting this Report

**Title (%)**

**1**

		Age					Household Income				
	Total	18-29	30-41	42-53	54-65	66+	<\$40K	\$40K- <\$60K	\$60K- <\$80K	\$80K- <\$100K	\$100K +
<b>2</b> →		<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	<b>S</b>
<b>n=</b>	807	183	196	147	144	134	203	132	99	99	215
<b>Top 2 (%)</b>	28	32	21	29	17	41	33	27	23	19	29
		<b>I</b>		<b>I</b>	<b>3</b>	<b>GI</b>	<b>R</b>				<b>R</b>
<b>Bottom 2 (%)</b>	2	0	3	3	3	2	3	4	4	1	1
			<b>F</b>	<b>F</b>	<b>F</b>						

**1a**

**QX.** Question that corresponds to the above visual  
**Sample size (2024):** n=XXX; excluding 'Don't know' and 'Prefer Not to Say' responses.  
**Sample framework:** All

**Demographic Breakouts:** The appendix contains the demographic breakout tables for each question. These tables identify if any demographic groups are significantly more likely than another group to feel or think a certain way, according to the results of the survey.

1. Demographic groups and subgroups are contained in the columns of each table, while the answer options (1a) are populated in the rows.
2. Each segment is denoted with letters (e.g., A, B, C, etc.). In the table above, "F" corresponds to respondents aged 18-29. The table shows that there were n=183 respondents in this category, 32% had responses in the Top 2 category and 0% had responses in the Bottom 2 category.
3. If a letter appears under the response of a certain segment, this indicates that the response of that segment is statistically significant compared to the response of the segment in the corresponding letter's column. For example, in the table above, respondents aged 66+ (denoted with "GI") are significantly more likely to have responses in the Top 2 category, than those aged 30-41 (column G) and 54-65 (column I).

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

# Overall Satisfaction and Quality of Life



## Overall Satisfaction with Living in Saskatoon – Demographic Breakouts

		Age					Household Income					Gender		River Side	
	Total	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
n=	395	89	94	72	70	68	86	66	62	73	76	190	198	197	172
Top 3 (%)	56	48	60	59	47	65	42	72	49	61	60	64	49	61	50
								OQ		O	O	D		U	
Bottom 3 (%)	5	6	4	5	5	6	8	3	6	1	5	4	5	6	4
							R								
Top 2 (%)	30	30	32	34	26	29	31	30	28	31	33	37	25	36	27
												D			
Bottom 2 (%)	2	2	2	4	4	-	4	1	4	1	1	1	3	2	2

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q1A.** Overall, how satisfied are you with living in the City of Saskatoon? Please use a number from 1 to 10, where 1 is not satisfied at all, and 10 is very satisfied.

**Sample size (2025):** n=395; excluding 'Don't know' and 'Prefer Not to Say' responses

**Sample framework:** All

# Overall Satisfaction and Quality of Life

## Quality of Life – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	393	89	94	71	70	66	85	66	61	73	76	189	197	195	172
Very good (%)	23	16	19	31	26	26	23	24	15	20	36	30	16	27	22
				F							QR	D			
Good (%)	45	40	48	37	45	56	33	49	40	59	38	41	49	48	40
						H				OQS					
Fair (%)	24	38	21	24	22	12	29	22	36	14	22	25	24	19	29
		GHIJ					R		R						T
Poor (%)	6	6	9	7	4	6	13	4	6	6	4	4	9	5	8
							PS						C		
Very poor (%)	2	-	3	2	3	-	2	1	3	1	-	<1	2	1	1

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q1C. How would you rate the quality of life in Saskatoon?

Sample size (2025): n=393; excluding 'Don't know' and 'Prefer Not to Say' responses

Sample framework: All

# Overall Satisfaction and Quality of Life

## Improving Quality of Life in the City of Saskatoon – Demographic Breakouts

		Age					Household Income					Gender		River Side	
	Total	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
n=	288	49	67	57	60	53	44	45	56	59	63	144	140	145	123
Address homelessness / affordable housing (%)	46	45	57	41	51	33	48	37	47	47	50	38	54	44	52
			J										C		
Improve public safety / reduce crime (%)	25	14	20	30	33	27	19	22	26	25	34	19	31	23	27
				F	F								C		
Improve roads/ infrastructure maintenance (%)	15	15	16	8	17	19	16	16	13	9	18	17	13	13	18
Improve public transit / transportation (%)	13	20	20	12	9	2	9	20	11	12	13	13	13	14	13
		J	J	J											

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q1E. What actions, if any, do you think the City of Saskatoon could take to improve the quality of life in Saskatoon?

Sample size (2025): n= 288 excluding 'Not sure' and 'Prefer Not to Say' responses. Visual excludes "Other".

Sample framework: Residents who rated the quality of life in the City of Saskatoon in Q1C

# Overall Satisfaction and Quality of Life



## Change in Quality of Life Past 3 Years – Demographic Breakouts

		Age					Household Income					Gender		River Side	
	Total	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
n=	383	87	90	71	68	65	82	66	59	70	76	186	190	193	166
Become better (%)	20	31	28	24	5	4	23	20	17	22	18	26	14	20	22
		IJ	IJ	IJ								D			
Stayed the same (%)	36	29	36	37	37	41	31	41	34	35	39	43	29	36	37
												D			
Become worse (%)	45	40	36	38	58	55	45	39	49	43	43	32	57	45	41
					FGH	G							C		

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q1D. In your opinion, over the past three years, has the quality of life in Saskatoon...

Sample size (2025): n= 383 excluding 'Not sure' and 'Prefer Not to Say' responses

Sample framework: All



# Overall Satisfaction and Quality of Life



## Improving Quality of Life in the City of Saskatoon – Demographic Breakouts

		Age					Household Income					Gender		River Side	
	Total	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
n=	288	49	67	57	60	53	44	45	56	59	63	144	140	145	123
Lower taxes / control spending / cost of living (%)	16	12	4	15	17	32	12	10	18	17	15	14	16	13	19
				G	G	FGH									
Improve snow removal / winter maintenance (%)	5	2	6	2	11	4	2	4	5	3	11	5	5	7	5
					H						O				
Clean up the city (%)	7	7	3	3	11	12	6	0	8	10	11	5	9	8	6
									P	P	P				
Improving the appearance of public spaces (%)	3	2	3	7	1	3	2	2	5	3	4	2	5	3	4

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q1E. What actions, if any, do you think the City of Saskatoon could take to improve the quality of life in Saskatoon?

Sample size (2025): n= 288 excluding 'Not sure' and 'Prefer Not to Say' responses. Visual excludes "Other".

Sample framework: Residents who rated the quality of life in the City of Saskatoon in Q1C

# City Services

## Overall Satisfaction with Services Provided by the City – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	391	89	93	70	69	68	86	65	62	72	75	190	195	195	171
Top 3 (%)	43	40	42	52	35	48	37	47	42	45	47	49	38	47	42
				I								D			
Top 2 (%)	18	16	18	27	11	19	24	15	18	21	16	22	15	18	20
				I											
Bottom 3 (%)	7	4	5	6	7	11	8	6	10	3	5	6	6	5	6
Bottom 2 (%)	4	3	3	4	4	6	3	3	7	1	5	3	4	3	3

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q2.** Generally, how satisfied are you with the quality of the services provided by the City of Saskatoon? Please use a number from 1 to 10, where 1 is not at all satisfied, and 10 is very satisfied.

**Sample size (2025):** n=391; excluding 'Don't know', and 'Prefer Not to Say' responses

**Sample framework:** All

# City Services

## Rating Value of Services Provided by the City – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	262	57	64	50	50	40	52	48	36	51	58	137	120	135	110
Top 2 (%)	79	89	88	82	67	63	81	66	82	92	81	82	77	85	78
		I	I							P					
Bottom 2 (%)	21	11	12	18	33	37	19	34	18	8	19	18	23	15	22
					FG			R							
Very good value (%)	17	18	21	20	4	25	20	15	12	20	21	19	15	15	22
		I	I	I											
Good value (%)	62	71	67	62	63	38	62	51	71	71	60	63	61	70	56
														U	
Poor value (%)	15	7	9	15	28	18	13	21	10	6	15	14	15	12	16
					FG			R							
Very poor value (%)	7	4	3	3	5	19	5	13	7	3	4	4	8	3	6

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q4. Thinking about the services provided to you by the City of Saskatoon, what value, if any, do you receive from these services?

Sample size (2025): n=262; excluding 'Don't know', Neither Good Nor Poor Value' and 'Prefer Not to Say' responses

Sample framework: All

# Housing and Homelessness



## The City's Role in Affordable Housing – Demographic Breakouts

		Age					Household Income					Gender		River Side	
	Total	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
n=	365	88	88	69	63	56	81	61	61	69	70	177	182	183	165
The City of Saskatoon is doing enough (%)	21	16	22	21	19	31	21	19	18	24	24	27	16	25	18
The City of Saskatoon should do more (%)	71	77	74	74	69	53	73	73	71	72	63	64	77	69	73
The City of Saskatoon should do less (%)	4	6	2	3	7	5	5	2	5	2	8	4	5	4	4
The City of Saskatoon should not support affordable housing at all (%)	4	2	2	2	5	11	1	6	6	1	5	6	2	2	5

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

H1. In your opinion, which of the following best describes the City's role in supporting affordable housing?

Sample size (2025): n= 365 excluding 'Not sure' responses

Sample framework: All

# Housing and Homelessness

## Housing and Homelessness – Demographic Breakout

**Statement: “The City should allocate more resources to increase the overall supply of housing.”**

		Age					Household Income					Gender		River Side	
	Total	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
n=	387	88	93	72	67	65	85	66	62	70	74	186	193	193	170
Top 2 (%)	73	78	80	80	70	53	70	76	70	83	74	77	70	72	76
		J	J	J											
Bottom 2 (%)	9	8	5	7	14	16	8	7	10	7	10	10	9	8	11
Strongly Agree (%)	34	43	48	36	26	9	42	36	29	38	30	31	37	31	38
		IJ	IJ	J	J										
Somewhat Agree (%)	39	35	32	44	44	44	29	40	41	45	44	47	32	41	37
										O	O	D			
Neither agree nor disagree (%)	18	14	16	13	16	31	21	18	20	10	16	13	22	20	14
						FH							C		
Somewhat disagree (%)	5	4	2	5	7	11	5	3	7	4	4	6	5	4	7
Strongly disagree (%)	4	3	3	2	7	5	3	3	3	3	6	4	3	3	4

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**H2.** Please indicate to what extent you agree or disagree with the following statements:

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

**Sample framework:** All

# Housing and Homelessness

## Housing and Homelessness – Demographic Breakout

Statement: “The City should allocate more resources to address homelessness.”

		Age					Household Income					Gender		River Side	
	Total	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
n=	393	88	94	72	71	66	86	65	62	73	75	189	198	196	172
Top 2 (%)	78	83	82	90	74	61	81	79	80	79	81	81	76	78	80
		J	J	IJ											
Bottom 2 (%)	12	9	6	2	19	24	9	7	12	12	12	13	10	12	12
					GH	FGH									
Strongly Agree (%)	44	49	56	52	39	20	45	44	47	51	38	42	47	43	45
		J	IJ	J	J										
Somewhat Agree (%)	34	33	27	38	34	40	36	35	33	28	42	39	30	35	35
Neither agree nor disagree (%)	10	8	11	8	7	16	10	13	8	9	8	6	13	10	8
													C		
Somewhat disagree (%)	7	8	2	1	11	18	7	2	11	11	3	8	7	8	7
					GH	GH			P	P					
Strongly disagree (%)	4	2	4	1	8	6	2	5	1	1	8	4	3	3	5
					H						R				

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

H2. Please indicate to what extent you agree or disagree with the following statements:

Sample size (2025): varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

Sample framework: All

# Housing and Homelessness



## Housing Situation: Impact on Residents – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	251	61	68	53	39	29	58	48	43	48	39	119	127	119	119
Lost housing / serious risk of losing housing (%)	29	35	28	32	22	22	37	32	32	25	17	35	22	25	35
Made significant lifestyle changes to reduce spending (%)	68	67	71	69	70	56	70	70	66	69	64	68	67	68	68
Made minor lifestyle changes to reduce spending (%)	60	52	58	69	57	70	53	65	41	73	72	65	57	58	60
Considered moving somewhere less expensive within Saskatoon (%)	49	58	48	50	55	24	49	44	63	50	43	53	46	51	49

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**H3.** Year over year, home and rental prices within the City have continued to rise, affecting housing affordability and stability for some residents. Thinking of you personally, in which of the following ways, if any, has the city's housing situation affected you within the past 12 months? Please rank up to 3 options.

Sample size (2025): n=251

Sample framework: All

# Housing and Homelessness



## Housing Situation: Impact on Residents – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	251	61	68	53	39	29	58	48	43	48	39	119	127	119	119
Considered leaving Saskatoon and moving somewhere else (%)	52	58	58	43	48	50	42	65	55	47	58	47	56	55	48
								O							
I have not been affected by Saskatoon's housing situation (%)	50	40	31	31	82	109	44	24	44	46	88	52	48	60	40
					FGH		P		P	P	OPQR			U	

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**H3.** Year over year, home and rental prices within the City have continued to rise, affecting housing affordability and stability for some residents. Thinking of you personally, in which of the following ways, if any, has the city's housing situation affected you within the past 12 months? Please rank up to 3 options.

Sample size (2025): n=251

Sample framework: All



# Housing and Homelessness

## Housing and Homelessness – Demographic Breakout

**Statement: “The City should support the homelessness initiatives of other levels of government and service providers.”**

		Age					Household Income					Gender		River Side	
	Total	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
n=	380	87	89	71	70	62	80	62	61	73	76	185	189	192	171
Top 2 (%)	79	85	84	80	78	63	81	79	72	85	82	82	76	80	82
		J	J	J											
Bottom 2 (%)	8	6	4	5	11	17	9	7	9	6	9	9	7	8	8
						G									
Strongly Agree (%)	35	39	48	37	28	17	44	29	34	41	33	36	33	35	38
		J	IJ	J											
Somewhat Agree (%)	44	46	36	43	50	45	37	50	38	44	48	45	43	45	44
Neither agree nor disagree (%)	13	9	12	15	11	21	10	14	18	9	9	9	17	12	10
													C		
Somewhat disagree (%)	5	4	1	5	6	10	8	-	6	6	3	5	5	5	4
							P			P					
Strongly disagree (%)	3	2	3	1	5	7	1	7	3	0	7	4	2	3	3
											R				

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**H4.** Please indicate to what extent you agree or disagree with the following statements:

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

**Sample framework:** All

# Housing and Homelessness

## Housing and Homelessness – Demographic Breakout

**Statement: “The City should provide more support for individuals sheltering outdoors when no alternatives are available.”**

		Age					Household Income					Gender		River Side	
	Total	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
n=	387	89	92	71	68	66	84	66	62	71	74	187	194	194	169
Top 2 (%)	74	86	82	76	59	58	78	68	73	76	73	79	69	78	74
		IJ	IJ	IJ								D			
Bottom 2 (%)	11	4	6	9	22	20	9	9	15	9	14	11	11	10	12
					FGH	FG									
Strongly Agree (%)	31	36	48	29	24	10	36	26	35	30	33	31	31	29	35
		J	HIJ	J	J										
Somewhat Agree (%)	43	50	34	47	35	48	42	42	38	46	40	49	38	49	38
		G										D			
Neither agree nor disagree (%)	15	9	13	16	18	22	13	23	12	15	13	9	20	12	14
													C		
Somewhat disagree (%)	7	3	3	7	11	14	7	5	12	7	4	6	8	6	8
					F	FG									
Strongly disagree (%)	4	2	2	2	11	7	2	4	3	2	10	5	3	4	4
					FGH						OR				

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**H4.** Please indicate to what extent you agree or disagree with the following statements:

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

**Sample framework:** All

# Housing and Homelessness



## Housing and Homelessness – Demographic Breakout

**Statement: “The City should conduct public education about homelessness and how residents can help.”**

		Age					Household Income					Gender		River Side	
	Total	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
n=	380	87	91	71	69	62	82	62	62	71	73	185	190	193	166
Top 2 (%)	66	76	74	68	56	47	72	68	64	71	55	72	59	68	68
		IJ	IJ	J			S			S		D			
Bottom 2 (%)	14	6	10	11	21	28	10	14	18	12	20	11	17	11	16
					F	FGH									
Strongly Agree (%)	27	36	36	24	14	18	38	28	29	21	25	29	24	26	29
		IJ	IJ				R								
Somewhat Agree (%)	39	40	38	44	42	29	34	40	35	50	30	43	35	42	39
										S					
Neither agree nor disagree (%)	20	18	16	20	22	26	18	18	18	17	25	17	24	21	16
Somewhat disagree (%)	10	4	6	8	12	21	7	6	14	10	11	6	13	8	12
						FG							C		
Strongly disagree (%)	5	2	4	3	9	7	3	8	3	1	8	5	4	4	4
											R				

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**H4.** Please indicate to what extent you agree or disagree with the following statements:

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

**Sample framework:** All

# Housing and Homelessness

## Monthly Financial Support of Initiatives by Residents – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	351	82	83	63	65	56	72	62	55	66	68	177	170	173	155
\$15 per month or more (%)	17	24	19	18	16	6	16	8	22	27	20	20	14	15	22
		J	J	J					P	P	P				
\$10 to \$14 per month (%)	16	23	15	19	13	8	12	25	12	18	18	20	11	18	15
		J										D			
\$5 to \$9 per month (%)	19	29	21	16	17	7	21	26	18	14	21	22	16	20	20
		J	J												
Less than \$5 per month (%)	10	6	18	8	5	10	8	14	9	9	9	9	11	11	8
			FI												
No amount / \$0 (%)	36	16	25	36	48	69	40	28	38	27	33	27	46	35	33
				F	FG	FGHI							C		

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

H5. What amount would you be willing to pay each month to support initiatives that address homelessness (such as public washrooms or shelters) in Saskatoon?

Sample size (2025): n=351

Sample framework: All

# Housing and Homelessness



## Primary Responsibility: Levels of Government – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	359	80	83	69	66	60	73	62	58	71	72	176	178	183	156
Federal (%)	13	7	12	10	16	24	5	22	10	11	14	12	14	12	11
						F		O							
Provincial (%)	22	30	23	21	20	13	25	20	19	19	29	27	17	24	21
		J										D			
Municipal (%)	2	3	3	1	-	3	3	-	-	6	-	3	2	1	4
Combination of Federal, Provincial and Municipal (%)	63	60	63	68	64	60	67	59	71	64	56	58	67	63	64

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

H6. Of the following, which level of government do you think should primarily be responsible for funding homelessness initiatives?

Sample size (2025): n=359

Sample framework: All

# Crime and Safety

## Crime Levels in the City – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	370	87	88	70	67	58	82	63	60	64	74	177	187	182	164
Top 2 (%)	18	28	20	19	10	12	25	29	13	11	15	27	11	21	17
		IJ					R	QR				D			
Bottom 2 (%)	82	72	80	81	90	88	75	71	87	89	85	73	89	79	83
					F	F			P	OP			C		
Very low (%)	2	2	2	3	-	-	1	1	2	3	-	2	1	1	2
Somewhat low (%)	17	26	18	15	10	12	24	27	11	8	15	25	9	20	14
		IJ					QR	QR				D			
Somewhat high (%)	51	47	47	49	64	55	46	40	57	59	54	54	50	55	51
					FG					P					
Very high (%)	30	25	33	32	27	33	29	31	30	30	31	19	39	24	32
													C		

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

C1. How would you describe the level of crime within the City of Saskatoon as a whole?

Sample size (2025): n=370; excluding 'Not sure' responses

Sample framework: All

# Crime and Safety

## Feelings of Safety in the City – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	387	89	90	70	71	66	84	65	62	71	75	186	195	196	168
Top 2 (%)	58	58	59	61	56	56	53	61	50	54	69	68	49	63	55
											OQ	D			
Bottom 2 (%)	42	42	41	39	44	44	47	39	50	46	31	32	51	37	45
							S		S				C		
Very safe (%)	17	21	19	16	12	14	21	16	9	18	23	21	13	22	13
							Q				Q			U	
Somewhat safe (%)	41	36	39	45	45	42	31	45	42	37	45	47	36	40	43
												D			
Somewhat unsafe (%)	28	33	22	29	33	24	29	24	34	30	24	21	35	28	28
													C		
Very unsafe (%)	14	10	19	10	10	20	18	15	15	16	8	11	17	9	16

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

C2. In general, within the City of Saskatoon as a whole, how safe do you feel?

Sample size (2025): n=387; excluding 'Not sure' responses

Sample framework: All

# Crime and Safety

## Influences on Perception of Crime Levels – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	353	72	86	66	69	59	73	60	59	67	71	166	182	179	151
Personal experience with crime (%)	29	37	29	30	23	26	40	35	32	21	22	29	29	25	34
News reports or media coverage (%)	49	43	43	50	57	58	39	41	52	49	66	49	51	56	43
Social media discussions / posts (%)	23	29	30	31	11	9	22	25	20	23	24	25	21	21	24
Conversations with friends, family, or neighbours (%)	40	40	42	42	41	36	48	35	43	45	30	44	37	38	41

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**C3.** Which of the following, if any, have the greatest influence on your perception that crime levels in Saskatoon are [C3]? Please rank up to 3 options.

**Sample size (2025):** n=353; excluding 'Not sure' and 'None' responses. Visual excludes 'Other'

**Sample framework:** All



# Crime and Safety

## Influences on Perception of Crime Levels – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	353	72	86	66	69	59	73	60	59	67	71	166	182	179	151
Visible signs of crime (%)	65	53	61	60	71	84	55	70	59	73	62	59	71	65	64
					F	FGH				O			C		
Police reports or statistics (%)	41	47	35	40	42	41	33	32	39	50	48	45	37	47	35
														U	
General feeling of safety in Saskatoon (%)	42	37	48	37	41	43	47	52	46	27	39	40	42	37	48
							R	R	R						

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**C3.** Which of the following, if any, have the greatest influence on your perception that crime levels in Saskatoon are [C3]? Please rank up to 3 options.

**Sample size (2025):** n=353; excluding 'Not sure' and 'None' responses. Visual excludes 'Other'

**Sample framework:** All

# Crime and Safety

## Concerns Affecting Feelings of Safety – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	360	76	86	67	71	59	75	61	60	68	70	172	183	182	154
Drugs / drug-related crimes / discarded drug-related items (%)	59	57	60	57	59	60	58	57	72	51	59	57	60	59	58
									R						
Homelessness / encampments (%)	32	33	30	29	44	24	33	28	34	35	30	35	29	32	33
					J										
Begging / panhandling (%)	18	13	14	19	23	19	11	21	22	13	19	17	18	16	17
Home invasions / break-ins (%)	24	20	28	33	22	16	23	13	25	33	26	29	20	23	25
				J						P					
Property crime (%)	27	18	25	17	34	48	24	42	18	21	33	26	29	29	25
					FH	FGH		OQR			Q				

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**C4.** Thinking about your feelings of safety within the City, which of the following, if any, are you most concerned about? Please rank up to 3 options.

**Sample size (2025):** n=360; excluding 'Not sure', 'None', and 'Prefer not to say' responses. Visual excludes 'Other'

**Sample framework:** All

# Crime and Safety

## Concerns Affecting Feelings of Safety – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	360	76	86	67	71	59	75	61	60	68	70	172	183	182	154
Assaults / violence / robbery (%)	43	48	39	52	39	39	46	31	50	45	37	40	47	47	43
									P						
Vehicle theft / vehicle break-ins (%)	23	28	28	18	18	19	12	30	17	27	30	23	23	22	22
								O		O	O				
Traffic safety / impaired driving (%)	19	19	26	15	15	19	20	21	17	20	15	19	18	19	21
Gangs / gang-related activity (%)	41	38	39	47	39	43	49	45	34	37	43	40	41	41	41
Arson / intentional fires (%)	6	13	2	5	1	7	4	7	-	11	7	5	6	4	7
		GI													

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**C4.** Thinking about your feelings of safety within the City, which of the following, if any, are you most concerned about? Please rank up to 3 options.

**Sample size (2025):** n=360; excluding 'Not sure', 'None', and 'Prefer not to say' responses. Visual excludes 'Other'

**Sample framework:** All

# Crime and Safety

## Feelings of Safety in Residents' Neighbourhoods – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	387	88	92	72	71	63	87	61	61	71	75	189	193	198	169
Top 2 (%)	77	75	82	78	79	71	69	74	71	78	86	80	76	86	69
											OQ			U	
Bottom 2 (%)	23	25	18	22	21	29	31	26	29	22	14	20	24	14	31
							S		S						T
Very safe (%)	33	31	46	27	25	32	32	27	28	37	46	39	27	44	22
			HI								PQ	D		U	
Somewhat safe (%)	44	44	36	51	54	39	37	47	43	41	40	41	48	42	47
				G	G										
Somewhat unsafe (%)	19	23	11	19	14	28	23	23	19	20	14	17	20	12	24
						G									T
Very unsafe (%)	4	3	7	3	7	2	7	3	10	3	-	4	5	2	7
															T

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

C5. In general, how safe do you feel within your neighbourhood?

Sample size (2025): n=387; excluding 'Not sure' responses

Sample framework: All

# Crime and Safety

## Improving Safety in Neighbourhoods where Residents feel Unsafe – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	82	19	16	15	14	18	24	15	17	14	10	34	43	26	46
Increased enforcement of laws by police (%)	46	28	38	40	53	77	29	55	41	66	65	52	47	40	49
More police patrols in the neighbourhood (%)	44	6	55	63	46	52	50	30	31	33	84	36	51	53	37
Improved safety signage (%)	9	15	14	-	14	-	5	18	7	8	8	18	2	8	11
Better lighting and surveillance within the neighbourhood (%)	24	34	18	37	24	10	30	23	29	7	32	21	27	34	24
More support services to address homelessness (%)	30	45	43	32	26	5	37	23	37	32	17	31	32	18	39

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**C6.** In your opinion, which of the following, if any, would most improve safety within your neighbourhood? Please rank up to 3 options.

**Sample size (2025):** n=82; excluding 'Not sure' and 'None' responses. Visual excludes 'Other'

**Sample framework:** Respondents who feel somewhat or very unsafe in their neighbourhood

# Crime and Safety

## Improving Safety in Neighbourhoods where Residents feel Unsafe – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	82	19	16	15	14	18	24	15	17	14	10	34	43	26	46
Provisions for people to be safely housed (%)	36	74	39	24	20	10	38	17	55	47	8	41	30	24	46
Neighbourhood Watch programs (%)	23	20	14	35	34	11	35	21	13	7	32	27	18	40	16
Cleaner parks and public spaces (%)	11	13	13	11	-	19	11	16	-	32	0	13	9	9	14
Regular clean-up of discarded syringes (%)	24	30	25	21	20	26	16	43	36	13	16	17	31	9	26
Stricter enforcement of Saskatoon by-laws (%)	32	34	18	33	6	66	17	55	46	35	16	30	35	42	27

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**C6.** In your opinion, which of the following, if any, would most improve safety within your neighbourhood? Please rank up to 3 options.

**Sample size (2025):** n=82; excluding 'Not sure' and 'None' responses. Visual excludes 'Other'

**Sample framework:** Respondents who feel somewhat or very unsafe in their neighbourhood

# Operating Budget

## Preferred Approaches to Balancing Operating Budget – Demographic Breakout

	Total	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
n=	300	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Stop providing a particular service (%)	17	14	22	11	12	26	20	22	15	14	10	14	22	13	17
Reduce service levels (%)	15	14	9	15	21	16	13	16	22	10	14	13	18	14	17
Increase property taxes (%)	6	7	7	6	4	2	8	-	4	12	4	7	4	7	5
Increase existing user fees (%)	9	12	8	10	6	6	10	12	2	9	11	9	8	9	9
Introduce new user or service fees (%)	14	17	17	20	9	8	11	10	15	15	18	16	13	17	13
Combination of property tax and user fee increases (%)	31	31	36	31	31	26	31	32	34	31	37	36	26	31	34

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q5. Occasionally, the City needs to make choices on how to balance its operating budget. Which of the following approaches, if any, would you most prefer?

Sample size (2025): n=300; excluding 'Not sure' and 'Prefer Not to Say' responses. Visual excludes "Other"

Sample framework: All

# Communications

## Satisfaction with Quality of Communications – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	368	84	85	68	64	66	75	64	60	66	73	184	180	183	161
Top 2 (%)	67	67	74	75	64	54	69	57	68	64	81	71	64	72	65
			J	J							PR				
Bottom 2 (%)	33	33	26	25	36	46	31	43	32	36	19	29	36	28	35
						GH		S		S					
Very satisfied (%)	15	13	15	19	13	14	17	14	12	13	19	16	13	17	13
Somewhat satisfied (%)	53	54	59	56	52	40	52	43	56	50	61	54	51	55	52
			J								P				
Somewhat dissatisfied (%)	23	26	15	19	27	27	19	28	23	28	13	20	25	21	25
										S					
Very dissatisfied (%)	10	7	10	6	9	19	12	16	9	9	6	9	11	7	10
						H									

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q6. Overall, how satisfied or dissatisfied are you with the quality of City communications?

Sample size (2025): n=368; excluding 'Not sure' and 'Prefer Not to Say' responses

Sample framework: All



# Communications

## Preferred Communication Methods – Demographic Breakout

	Total	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
n=	383	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Ads on TV (%)	17	89	89	71	67	65	79	65	61	73	76	185	193	192	168
		19	18	12	10	24	14	14	14	23	15	20	14	16	18
Ads on Radio (%)	16	18	21	15	9	12	11	21	15	18	12	16	15	14	17
Billboards (%)	14	11	20	17	7	13	14	15	15	12	12	15	13	14	13
City Blog (%)	7	11	8	5	5	4	6	3	13	3	3	5	9	7	7
									PRS						
E-mail (%)	39	25	35	36	53	53	30	42	33	40	47	38	39	45	33
					FGH	F					O			U	
Facebook (%)	24	22	36	29	20	9	24	25	26	28	20	22	25	21	28
		J	FIJ	J											
Information pamphlets sent with utility bills (%)	25	12	19	21	30	48	15	33	33	24	24	21	28	25	23
					F	FGH		O	O						
In Person (%)	10	9	9	7	7	20	7	22	13	7	4	10	9	6	9
						HI		ORS							
Flyers (%)	20	11	24	16	10	41	30	23	23	15	13	19	21	20	19
			FI			FGHI	RS								
Media (local TV, radio, newspaper) (%)	38	27	36	31	53	48	37	35	36	41	34	39	36	38	38
					FGH	F									

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q7. How do you prefer to receive information about City of Saskatoon programs or services? Please select all that apply.

Sample size (2025): n=383; excluding 'Don't know' and 'Prefer Not to Say' responses

Sample framework: All

# Communications

## Preferred Communication Methods – Demographic Breakout

	Total	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
n=	383	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Mobile app (%)	15	89	89	71	67	65	79	65	61	73	76	185	193	192	168
Online community forum (%)	12	11	17	18	16	11	11	11	18	13	22	16	14	15	14
Posters (%)	10	14	12	11	10	14	18	13	16	6	8	12	11	10	17
Public meetings (%)	14	10	18	8	4	10	7	17	14	10	5	9	12	12	9
Signage (%)	11	11	14	10	12	23	4	19	13	17	17	15	12	15	12
Social Media (%)	33	5	16	12	12	9	4	10	11	14	15	12	10	14	9
Telephone (%)	8	33	44	33	22	26	27	38	31	32	33	29	37	33	31
Text messages (%)	16	9	5	10	6	10	1	15	3	15	3	8	8	7	7
Twitter/X (%)	8							OQS		OQS					
Website (%) (Saskatoon.ca)	32	18	15	12	17	20	15	35	8	12	15	15	18	16	14
		9	13	12	5	1	8	7	11	11	8	12	4	11	7
		J	J	J								D			
		23	37	31	44	29	31	34	38	27	36	29	37	37	28
			F		F										

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q7. How do you prefer to receive information about City of Saskatoon programs or services? Please select all that apply.

Sample size (2025): n=383; excluding 'Don't know' and 'Prefer Not to Say' responses

Sample framework: All

# Communications

## Preferred Communication Methods – Demographic Breakout

	Total	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
n=	383	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
YouTube (%)	13	89	89	71	67	65	79	65	61	73	76	185	193	192	168
		15	17	19	11	3	8	16	17	17	13	19	8	17	11
Instagram (%)	14														
		J	J	J								D			
LinkedIn (%)	3	21	17	16	10	3	10	10	22	16	15	14	14	16	13
		J	J	J											
LinkedIn (%)	3	4	2	5	3	0	2	2	3	1	7	2	3	4	2
				J											

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q7. How do you prefer to receive information about City of Saskatoon programs or services? Please select all that apply.

Sample size (2025): n=383; excluding 'Don't know' and 'Prefer Not to Say' responses

Sample framework: All

# Communications

## Preferred Method of Contacting the City – Demographic Breakout

	Total	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
n=	380	86	87	70	69	68	81	64	61	71	74	184	192	191	167
On the City website (%)	28	27	36	28	25	22	27	24	34	32	24	24	32	30	28
Online chat (%)	21	23	29	27	11	11	18	25	22	15	24	19	22	21	22
Social Media (%)	15	18	24	23	6	0	12	11	20	18	16	19	11	18	11
Email (%)	54	44	61	57	62	47	42	62	55	61	55	51	56	56	50
Text message (%)	19	22	27	14	19	9	16	28	17	11	21	17	20	16	22
By phone (%)	47	38	47	47	45	60	52	44	42	51	41	42	51	51	42
In person (%)	31	31	30	22	30	43	35	33	30	33	26	33	28	30	32

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q8. Generally, how would you prefer to contact the City of Saskatoon? Please select all that apply.

Sample size (2025): n=380; excluding 'Not sure' and 'Prefer Not to Say' responses

Sample framework: All

# Communications

## Contacted City – Demographic Breakout

	Total	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
n=	375	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Yes - I contacted the City once (%)	26	81	91	72	71	60	84	58	60	73	76	186	185	191	170
		24	28	25	18	38	21	30	24	24	30	24	28	30	21
						I								U	
Yes - I contacted the City 2 or more times (%)	18	9	17	21	20	26	19	8	31	19	14	19	16	19	18
				F		F			PS						
No (%)	56	67	55	54	62	36	60	62	45	58	56	56	55	51	61
		J	J	J	J										

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q9. In the past 12 months, have you contacted the City of Saskatoon or one of its employees?

Sample size (2025): n=375; excluding 'Prefer Not to Say' responses

Sample framework: All

# Communications

## Contacted City: Reasons for Contact – Demographic Breakout

	Total	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
n=	164	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Service Requests and/or Maintenance (%)	33	30	24	32	51	32	19	24	48	26	37	33	32	36	30
Parks, Green Spaces & Urban Forestry (%)	14	22	21	10	11	7	15	5	16	14	19	19	10	16	13
Property Taxes and/or Utility Bills (%)	29	17	22	43	32	30	44	25	30	20	27	33	24	21	41
Parking (%)	18	18	16	17	32	12	13	25	20	31	10	17	20	14	24

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q9A.** In the past 12 months, why did you contact the City of Saskatoon or one of its employees? Select all that apply.

**Sample size (2025):** n=164; excluding 'Prefer Not to Say' responses

**Sample framework:** Residents who contacted the City of Saskatoon or one of its employees in the past 12 months

# Communications

## Contacted City: Reasons for Contact – Demographic Breakout

	Total	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
n=	164	27	41	33	27	37	32	22	33	31	33	80	82	93	66
Property and Land Use (%)	6	4	10	6	-	6	3	-	9	3	9	8	2	6	6
Public Safety / Bylaw (%)	24	16	31	23	4	37	19	30	29	33	21	27	20	22	26
Community Services (%)	9	13	17	9	4	3	13	18	6	7	9	10	9	9	11
Elections and Civic Engagement (%)	11	24	10	3	7	14	7	20	17	13	7	16	6	9	13
												D			

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q9A.** In the past 12 months, why did you contact the City of Saskatoon or one of its employees? Select all that apply.

**Sample size (2025):** n=164; excluding 'Prefer Not to Say' responses

**Sample framework:** Residents who contacted the City of Saskatoon or one of its employees in the past 12 months

# Communications

## Contacted City: Reasons for Contact – Demographic Breakout

	Total	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
n=	164	27	41	33	27	37	32	22	33	31	33	80	82	93	66
Licensing and Business Support (%)	10	18	5	8	7	12	14	-	3	14	9	9	11	9	11
General Information (%)	14	25	24	6	11	6	3	20	19	12	21	15	13	9	21
			H												

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q9A.** In the past 12 months, why did you contact the City of Saskatoon or one of its employees? Select all that apply.

**Sample size (2025):** n=164; excluding 'Prefer Not to Say' responses

**Sample framework:** Residents who contacted the City of Saskatoon or one of its employees in the past 12 months



# Customer Service

## Experience with Recent Contact with City – Demographic Breakout

Statement: “Overall, I received good service.”

	Total	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
n=	163	26	39	33	27	39	31	22	33	31	33	81	80	92	65
Top 2 (%)	67	64	76	74	61	56	65	55	73	58	84	66	69	73	61
Bottom 2 (%)	19	19	14	13	18	29	22	29	16	19	10	16	21	17	17
Strongly Agree (%)	31	30	25	37	34	31	24	10	40	30	48	32	31	33	32
Somewhat Agree (%)	35	34	51	37	28	25	40	44	33	28	36	34	38	40	29
Neither agree nor disagree (%)	15	16	10	13	20	15	13	16	11	23	6	18	10	10	22
Somewhat disagree (%)	11	10	9	6	12	18	12	26	13	6	3	12	11	6	14
Strongly disagree (%)	8	10	4	7	7	11	10	3	3	13	7	4	10	10	3

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q15.** Based on your most recent contact with the City of Saskatoon, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

**Sample framework:** Respondents who have contacted the City of Saskatoon or one of its employees in the past 12 months

# Customer Service

## Experience with Recent Contact with City – Demographic Breakout

Statement: “City staff were professional and courteous.”

		Age					Household Income					Gender		River Side	
	Total	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
n=	161	26	37	33	27	39	30	22	33	31	31	80	79	92	64
Top 2 (%)	77	64	88	80	83	69	71	62	82	68	94	77	77	81	75
Bottom 2 (%)	6	4	2	6	8	8	3	4	7	13	0	4	6	5	5
Strongly Agree (%)	38	32	33	39	44	42	35	6	42	27	75	41	36	41	37
Somewhat Agree (%)	39	33	55	41	38	26	35	56	40	41	19	36	41	40	37
Neither agree nor disagree (%)	17	31	10	15	10	23	27	34	12	19	6	19	16	14	21
Somewhat disagree (%)	2	-	-	6	4	-	-	4	3	3	-	4	-	-	5
Strongly disagree (%)	4	4	2	-	4	8	3	-	3	10	-	-	6	5	-

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q15.** Based on your most recent contact with the City of Saskatoon, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

**Sample framework:** Respondents who have contacted the City of Saskatoon or one of its employees in the past 12 months

# Customer Service

## Experience with Recent Contact with City – Demographic Breakout

Statement: “City staff were knowledgeable and understood what I needed.”

		Age					Household Income					Gender		River Side	
	Total	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
n=	159	24	38	33	27	38	29	22	33	31	32	79	79	90	64
Top 2 (%)	72	74	73	82	71	63	70	55	82	60	88	73	72	76	70
Bottom 2 (%)	13	16	14	10	10	13	18	14	6	20	6	9	16	15	9
Strongly Agree (%)	32	32	17	47	35	31	30	10	34	30	54	33	32	33	33
Somewhat Agree (%)	40	42	56	35	36	31	40	45	48	30	34	41	40	43	37
Neither agree nor disagree (%)	15	10	13	8	19	24	12	31	12	20	6	18	13	10	20
Somewhat disagree (%)	7	12	7	8	3	5	7	14	3	10	3	9	5	5	9
Strongly disagree (%)	6	4	7	2	7	8	11	-	3	10	3	-	10	9	-

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q15. Based on your most recent contact with the City of Saskatoon, to what extent do you agree or disagree with the following statements?

Sample size (2025): varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

Sample framework: Respondents who have contacted the City of Saskatoon or one of its employees in the past 12 months

# Customer Service

## Experience with Recent Contact with City – Demographic Breakout

**Statement: “City staff were able to resolve my issue or direct me to the department that could resolve my issue.”**

		Age					Household Income					Gender		River Side	
	Total	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
<b>n=</b>	<b>162</b>	<b>26</b>	<b>39</b>	<b>33</b>	<b>27</b>	<b>37</b>	<b>30</b>	<b>22</b>	<b>33</b>	<b>31</b>	<b>33</b>	<b>80</b>	<b>80</b>	<b>91</b>	<b>65</b>
<b>Top 2 (%)</b>	<b>66</b>	44	66	82	75	61	46	62	74	61	80	61	72	66	68
<b>Bottom 2 (%)</b>	<b>21</b>	20	17	15	18	33	27	13	19	31	14	22	19	21	18
<b>Strongly Agree (%)</b>	<b>32</b>	34	25	41	31	29	34	16	29	27	53	27	37	31	33
<b>Somewhat Agree (%)</b>	<b>35</b>	10	41	41	44	32	12	45	46	35	27	34	35	35	34
<b>Neither agree nor disagree (%)</b>	<b>13</b>	36	17	3	6	6	28	25	7	7	7	17	9	13	14
<b>Somewhat disagree (%)</b>	<b>12</b>	5	9	8	12	25	8	10	16	17	10	16	9	9	15
<b>Strongly disagree (%)</b>	<b>9</b>	15	7	7	7	8	18	3	3	15	3	6	10	12	3

**Legend:**

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q15.** Based on your most recent contact with the City of Saskatoon, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

**Sample framework:** Respondents who have contacted the City of Saskatoon or one of its employees in the past 12 months

# Customer Service

## Experience with Recent Contact with City – Demographic Breakout

Statement: “It was easy to contact City staff.”

	Total	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
n=	163	25	40	33	27	39	31	22	33	31	32	81	79	92	65
Top 2 (%)	66	76	69	69	69	52	60	41	71	78	84	70	63	74	58
Bottom 2 (%)	19	19	11	17	14	30	18	37	17	9	7	16	21	10	26
Strongly Agree (%)	30	29	18	39	35	34	28	6	35	31	52	32	29	33	30
Somewhat Agree (%)	36	47	52	30	34	18	32	35	36	47	32	37	34	41	28
Neither agree nor disagree (%)	15	6	19	13	17	17	21	22	11	13	10	14	16	15	16
Somewhat disagree (%)	11	10	5	13	3	20	6	33	11	3	-	10	11	4	18
Strongly disagree (%)	8	9	6	4	11	10	12	4	7	6	7	5	10	7	8

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q15.** Based on your most recent contact with the City of Saskatoon, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

**Sample framework:** Respondents who have contacted the City of Saskatoon or one of its employees in the past 12 months

# Customer Service

## Experience with Recent Contact with City – Demographic Breakout

Statement: “My request was responded to or resolved quickly.”

	Total	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
n=	163	26	40	32	27	39	31	22	33	30	33	81	80	93	65
Top 2 (%)	63	49	72	74	61	52	54	61	62	57	82	61	66	67	60
Bottom 2 (%)	23	20	11	19	23	40	30	18	21	29	10	24	19	21	21
Strongly Agree (%)	34	41	29	41	30	33	33	20	39	34	45	32	37	37	33
Somewhat Agree (%)	28	8	43	33	32	19	21	41	23	23	37	29	28	30	26
Neither agree nor disagree (%)	15	30	16	7	16	8	16	21	16	14	9	15	15	12	19
Somewhat disagree (%)	13	15	5	14	15	18	13	13	15	15	3	15	11	12	12
Strongly disagree (%)	10	5	6	5	8	22	17	5	6	14	7	10	8	9	10

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q15.** Based on your most recent contact with the City of Saskatoon, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

**Sample framework:** Respondents who have contacted the City of Saskatoon or one of its employees in the past 12 months

# Digital Experience

## Use of Services Offered Online – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	18-29	30-41	42-53	54-65	66+	<\$40K	\$40K - <\$60K	\$60K - <\$80K	\$80K - <\$100K	\$100K+	Male	Female	East	West
n=	398	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Yes (%)	54	89	94	73	71	68	88	66	62	73	76	190	200	199	172
No (%)	46	46	62	56	55	49	39	47	61	62	71	52	55	57	52
			F						O	O	OP				
		54	38	44	45	51	61	53	39	38	29	48	45	43	48
		G					QRS	S							

Q11a. Have you ever used any of the services the City of Saskatoon offers online?

Sample size (2025): n=398; excluding 'Not sure' and 'Prefer Not to Say' responses

Sample framework: All

## Effectiveness of Providing Services Online – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	18-29	30-41	42-53	54-65	66+	<\$40K	\$40K - <\$60K	\$60K - <\$80K	\$80K - <\$100K	\$100K+	Male	Female	East	West
n=	206	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Top 2 (%)	87	41	58	39	36	32	33	29	38	44	52	95	108	110	87
Bottom 2 (%)	13	90	89	88	97	69	89	70	92	87	92	85	89	93	86
Very effectively (%)	24	10	11	12	3	31	11	30	8	13	8	15	11	7	14
Somewhat effectively (%)	64	22	37	28	13	9	14	14	19	30	34	21	26	25	25
Not very effectively (%)	11		I								O				
Not at all effectively (%)	1	68	52	59	84	60	75	55	73	58	58	63	64	69	61
					GH										
		10	11	11	3	24	9	23	8	13	8	15	8	7	13
		0	0	2	0	7	2	8	0	0	0	0	3	0	1

Q11b. In your opinion, how effectively, if at all, does the City of Saskatoon provide services online?

Sample size (2025): n=206; excluding 'Not sure' and 'Prefer Not to Say' responses

Sample framework: Respondents have used any of the services the City of Saskatoon offers online

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

# Volunteering

## Volunteering in the Community – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	367	83	84	68	68	63	80	55	62	69	75	184	180	188	163
Yes (%)	31	37	30	32	27	27	28	19	35	32	40	34	28	35	26
											P				
No (%)	69	63	70	68	73	73	72	81	65	68	60	66	72	65	74
								S							

**Q10a.** Do you volunteer in the community? An example could be at a hospital, as a youth sports coach, or at a local shelter.

**Sample size (2025):** n=367; excluding 'Prefer Not to Say' responses

**Sample framework:** All

## Number of Hours Volunteered Per Month – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	109	29	25	21	18	16	21	9	22	22	30	60	49	64	42
Less than 5 hours (%)	39	47	43	33	46	19	66	69	28	39	20	43	35	46	30
More than 5 hours, but less than 10 hours (%)	25	23	26	12	23	46	15	-	18	22	47	20	31	20	32
Between 10 and 15 hours (%)	19	25	23	3	14	30	19	31	17	14	20	11	30	16	22
													C		
More than 15 hours (%)	17	5	8	52	17	5	-	-	37	26	12	26	5	18	16
												D			

**Q10b.** In an average month, how many hours do you volunteer?

**Sample size (2025):** n=109; excluding 'Prefer Not to Say' responses

**Sample framework:** Residents who volunteers in the community

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter



# Public Engagement

## Participation in Engagement Activities – Demographic Breakout

	Total	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
n=	184	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Completed an online survey about a current City initiative (%)	48	35	39	44	69	73	54	48	44	36	58	46	53	49	45
Attended an in-person open-house, focus group, pop-up, virtual meeting or public engagement event hosted by the City (%)	23	27	28	12	25	17	14	20	26	34	21	29	14	29	15
Viewed an Engage webpage created by the City of Saskatoon (%)	58	66	56	73	46	43	48	66	62	64	49	58	61	51	71

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q17. In the past 12 months, which of the following public engagement activities, if any, have you participated in? Select all that apply.

Sample size (2025): n=184; excluding 'None' and 'Not sure' responses. Visual excludes 'Other'

Sample framework: Residents who volunteers in the community

# Public Engagement

## Providing Feedback on City Projects – Demographic Breakout

	Total	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
n=	374	F	G	H	I	J	O	P	Q	R	S	C	D	T	U
At in-person events (%)	23	87	87	69	67	64	79	66	61	68	75	186	183	189	165
		20	26	16	20	34	22	37	16	26	21	26	20	18	25
Through an online or paper survey (%)	52					H		Q							
		52	48	54	48	61	39	54	55	57	56	46	59	57	49
Through virtual events (%)	9									O	O		C		
		9	10	9	10	8	6	10	7	7	12	9	9	10	8
By email (%)	57														
		51	64	47	64	58	52	52	61	62	60	56	58	60	57
By writing a letter or speaking to City Council (%)	14		H		H										
		17	11	17	15	8	10	14	18	12	12	13	13	13	14
I don't want to provide feedback on City projects (%)	5														
		4	8	5	4	5	14	3	4	1	2	5	5	5	5
							PQRS								

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q19. How would you prefer to provide feedback on City projects?

Sample size (2025): n=374; excluding 'Not sure' responses. Visual excludes 'Other'

Sample framework: All

# Public Engagement

## Experience Participating in Public Engagement Activities – Demographic Breakout

Statement: “I was given the information I needed to participate meaningfully.”

		Age					Household Income					Gender		River Side	
	Total	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
n=	180	41	52	34	29	24	35	27	33	36	41	104	75	96	78
Top 2 (%)	68	74	75	70	71	37	59	61	68	74	82	73	62	73	65
Bottom 2 (%)	12	6	13	5	6	40	9	19	12	13	7	9	14	11	12
Strongly Agree (%)	19	30	19	24	14	0	15	8	12	21	37	19	20	22	17
Somewhat Agree (%)	49	44	55	45	58	37	44	53	57	53	45	54	43	51	48
Neither agree nor disagree (%)	20	20	12	25	22	23	33	20	20	13	11	17	23	17	23
Somewhat disagree (%)	6	3	7	5	3	17	5	6	9	6	2	4	10	8	5
Strongly disagree (%)	6	3	6	0	3	23	3	12	3	7	5	6	4	2	7

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q18.** Thinking about public engagement activities that you participated in within the City of Saskatoon in the past 12 months, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ responses

**Sample framework:** Respondents who have participated in public engagement activities

# Public Engagement

## Experience Participating in Public Engagement Activities – Demographic Breakout

Statement: “I had the opportunity to share my thoughts, ideas and perspective.”

		Age					Household Income					Gender		River Side	
	Total	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
n=	180	43	52	33	28	24	36	28	33	34	40	104	73	95	79
Top 2 (%)	68	72	72	73	67	45	54	60	72	71	82	74	61	70	68
Bottom 2 (%)	12	9	15	3	7	29	10	6	12	13	11	9	14	12	11
			H												
Strongly Agree (%)	15	23	13	20	11	-	3	11	16	21	23	14	16	17	13
											O				
Somewhat Agree (%)	53	48	59	53	56	45	51	49	56	50	59	60	46	53	55
Neither agree nor disagree (%)	20	19	14	25	26	25	36	34	16	16	7	17	25	18	20
							S								
Somewhat disagree (%)	7	2	9	3	3	22	10	6	12	7	-	3	11	8	6
													C		
Strongly disagree (%)	5	6	6	-	4	8	-	-	-	6	11	6	2	4	6

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q18.** Thinking about public engagement activities that you participated in within the City of Saskatoon in the past 12 months, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ responses

**Sample framework:** Respondents who have participated in public engagement activities

# Public Engagement

## Experience Participating in Public Engagement Activities – Demographic Breakout

Statement: “I have appropriate opportunities to provide input into decision making about City projects and services.”

		Age					Household Income					Gender		River Side	
	Total	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
n=	179	40	51	34	29	24	36	28	33	35	39	104	73	96	76
Top 2 (%)	63	57	70	70	67	41	56	45	73	69	77	69	55	65	62
Bottom 2 (%)	15	13	11	7	10	48	8	26	11	20	7	11	19	13	15
Strongly Agree (%)	16	32	17	13	11	0	10	12	20	17	24	16	17	19	15
Somewhat Agree (%)	46	24	53	56	57	41	46	33	52	53	53	53	38	46	47
Neither agree nor disagree (%)	22	30	19	24	23	11	36	29	17	10	16	20	26	22	23
Somewhat disagree (%)	8	6	7	7	7	18	8	14	8	9	2	4	12	11	5
Strongly disagree (%)	7	7	4	0	3	30	0	12	2	11	5	7	7	2	10

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q18.** Thinking about public engagement activities that you participated in within the City of Saskatoon in the past 12 months, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ responses

**Sample framework:** Respondents who have participated in public engagement activities

# Public Engagement

## Experience Participating in Public Engagement Activities – Demographic Breakout

Statement: “I feel my input would be considered and/or used to inform decision-making.”

		Age					Household Income					Gender		River Side	
	Total	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
n=	181	42	52	34	29	24	36	27	33	35	41	105	73	95	80
Top 2 (%)	54	54	65	66	47	20	48	58	58	55	55	58	49	57	51
Bottom 2 (%)	16	17	9	14	12	38	8	25	17	10	17	12	21	10	20
Strongly Agree (%)	17	17	19	29	15		3	16	24	19	24	20	14	20	15
Somewhat Agree (%)	37	37	46	36	32	20	45	42	34	36	30	38	35	37	36
Neither agree nor disagree (%)	30	29	26	20	41	41	44	18	25	35	29	30	30	33	28
Somewhat disagree (%)	10	14	5	10	9	12	8	10	8	6	10	7	13	10	10
Strongly disagree (%)	7	3	4	4	3	26	-	15	9	4	6	4	7	1	10
															T

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q18.** Thinking about public engagement activities that you participated in within the City of Saskatoon in the past 12 months, to what extent do you agree or disagree with the following statements?

**Sample size (2025):** varies, shown on chart; excluding ‘Not sure’ responses

**Sample framework:** Respondents who have participated in public engagement activities

# Strategic Goals

## Level of Safety – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	387	89	92	70	69	65	85	64	61	71	76	188	195	193	170
Top 5 (%)	70	75	70	72	69	64	66	70	63	74	77	74	67	78	66
Bottom 5 (%)	30	25	30	28	31	36	34	30	37	26	23	26	33	22	34
Top 3 (%)	35	36	38	33	31	35	32	40	29	36	41	45	26	40	32
Bottom 3 (%)	10	5	7	15	9	18	11	19	9	6	7	7	13	5	12
Top 2 (%)	14	15	23	13	8	11	17	14	11	15	17	20	10	18	12
Bottom 2 (%)	5	3	5	4	3	12	4	17	3	1	1	1	8	3	3
								OQRS					C		

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q12a.** If you were to ask a family member, or colleague, how safe they feel living in Saskatoon, how do you think they would answer?  
Please use a number from 1 to 10, where 1 is not safe at all, and 10 is very safe. \*[TOP5 = 6-10, BOTTOM5 = 1-5]

**Sample size (2025):** n=387; excluding 'Don't know' and 'Prefer Not to Say' responses

**Sample framework:** All

# Strategic Goals

## Rating City on Ability to Provide Recreational Activities/Facilities – Demographic Breakout

	Total	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
n=	340	85	80	63	61	50	70	63	53	63	67	173	162	172	147
Top 2 (%)	86	81	89	88	91	77	82	79	88	92	88	85	87	89	88
Bottom 2 (%)	14	19	11	12	9	23	18	21	12	8	12	15	13	11	12
Very good (%)	32	26	25	38	38	40	35	30	31	35	34	30	35	33	36
Somewhat good (%)	53	54	64	50	54	37	47	50	57	57	54	55	52	56	52
Not very good (%)	11	11	9	9	5	23	13	17	12	7	9	11	11	7	11
Not good at all (%)	3	8	1	3	4	0	5	4	0	1	2	5	1	4	2

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q12b.** How has the City been doing with providing a mix of recreation, sport and cultural facilities year-round?

**Sample size (2025):** n=340; excluding 'Not sure' and 'Prefer Not to Say' responses

**Sample framework:** All



# Strategic Goals

## Opinion of City's Approach to Making Downtown an Appealing Destination – Demographic Breakout

	Total	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
n=	345	86	80	67	60	52	70	59	58	64	73	174	167	165	158
The right path (%)	34	29	48	40	25	23	37	36	26	33	37	40	28	39	32
			FIJ									D			
Neither the right path nor the wrong path (%)	34	44	38	28	32	24	42	37	32	34	30	32	37	32	38
		HJ													
The wrong path (%)	32	27	14	32	43	53	21	27	43	33	34	28	35	29	30
		G		G	G	FGH			O						

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q13a.** In your opinion, is the City of Saskatoon on the right path or the wrong path toward making downtown an appealing destination?

**Sample size (2025):** n=345; excluding 'Not sure' and 'Prefer Not to Say' responses

**Sample framework:** All

# Strategic Goals

## Opinion of City's Approach to Making Downtown an Appealing Place to Live – Demographic Breakout

		Age					Household Income					Gender		River Side	
	Total	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
n=	335	86	82	64	52	50	69	60	55	58	69	168	161	166	149
The right path (%)	33	28	40	46	25	21	37	30	25	36	35	38	28	38	29
			J	FIJ											
Neither the right path nor the wrong path (%)	35	43	33	26	34	33	33	37	34	32	32	40	29	34	38
		H										D			
The wrong path (%)	33	29	27	28	41	46	29	33	41	31	33	22	43	28	33
						G							C		

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q13b.** We'd also like to know if you think the City of Saskatoon is on the right path, or the wrong path toward making downtown an appealing place to live?

**Sample size (2025):** n= 335; excluding 'Not sure' and 'Prefer Not to Say' responses;

**Sample framework:** All

# Strategic Goals

## Effectiveness of Balancing Growth in the City – Demographic Breakout

	Total	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
n=	357	86	83	69	65	53	76	64	59	63	72	183	168	177	158
Top 2 (%)	65	64	66	67	67	59	66	67	59	72	66	71	60	75	58
Bottom 2 (%)	35	36	34	33	33	41	34	33	41	28	34	29	40	25	42
Very effectively (%)	12	14	17	15	3	9	13	11	15	11	12	14	10	16	9
Somewhat effectively (%)	52	50	48	53	63	50	53	56	43	61	54	57	50	59	49
Not very effectively (%)	26	31	26	23	23	25	25	22	28	23	25	25	27	19	33
Not effectively at all (%)	9	5	8	9	10	15	8	11	14	5	9	5	13	6	9

### Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

**Q13c.** In your opinion, how effectively, if at all, is the City of Saskatoon balancing growth throughout the city?

**Sample size (2025):** n=357; excluding 'Not sure' and 'Prefer Not to Say' responses (Bottom)

**Sample framework:** All

# Strategic Goals

## Strategic Goals – Demographic Breakout

Statement: “Saskatoon is an inclusive welcoming city to all”

		Age					Household Income					Gender		River Side	
	Total	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
n=	379	87	93	68	67	62	83	63	59	71	72	187	187	194	164
Top 2 (%)	68	66	69	74	69	65	62	66	67	70	80	76	62	73	68
Bottom 2 (%)	13	15	13	9	15	12	14	16	19	12	10	11	15	12	11
Strongly Agree (%)	24	19	22	36	22	24	26	26	23	27	27	29	20	27	22
Somewhat Agree (%)	44	47	47	38	47	42	36	40	44	42	54	47	42	46	45
Neither agree nor disagree (%)	18	19	18	17	16	23	24	19	14	18	10	13	23	15	21
Somewhat disagree (%)	9	12	6	9	12	3	9	7	16	9	8	9	8	9	9
Strongly disagree (%)	4	3	7	0	3	9	5	9	3	3	2	2	6	3	2

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q14. Please indicate to what extent you agree or disagree with the following statements:

Sample size (2025): varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

Sample framework: All

# Strategic Goals

## Strategic Goals – Demographic Breakout

**Statement: “The City of Saskatoon does a good job preserving natural resources and protects the environment”**

		Age					Household Income					Gender		River Side	
	Total	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
n=	374	88	88	70	63	63	81	63	58	70	71	185	182	188	165
Top 2 (%)	67	68	66	73	69	58	61	63	62	79	76	73	62	71	67
Bottom 2 (%)	12	16	8	11	9	14	17	17	13	11	1	8	14	10	12
Strongly Agree (%)	22	23	26	24	19	17	28	21	12	23	29	24	21	23	23
Somewhat Agree (%)	45	45	40	50	49	41	33	42	50	55	47	49	42	48	44
Neither agree nor disagree (%)	21	16	26	16	22	27	22	20	25	10	23	19	24	19	21
Somewhat disagree (%)	9	15	6	7	4	11	15	12	9	8	1	6	11	8	10
Strongly disagree (%)	3	1	2	4	5	4	2	5	4	3	-	2	3	2	2

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q14. Please indicate to what extent you agree or disagree with the following statements:

Sample size (2025): varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

Sample framework: All

# Strategic Goals

## Strategic Goals – Demographic Breakout

Statement: “The City of Saskatoon is investing in a mix of transportation options for moving around”

		Age					Household Income					Gender		River Side	
	Total	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
n=	373	87	89	69	63	65	79	63	58	69	73	183	185	189	162
Top 2 (%)	53	51	55	54	56	48	49	58	46	56	60	58	48	52	56
Bottom 2 (%)	21	22	23	25	17	18	26	16	26	23	18	19	23	19	22
Strongly Agree (%)	16	16	19	17	11	14	19	17	10	13	22	20	12	11	23
Somewhat Agree (%)	37	34	36	36	45	35	30	40	35	43	38	38	36	41	33
Neither agree nor disagree (%)	26	27	22	21	27	33	26	26	28	21	21	23	28	29	21
Somewhat disagree (%)	14	16	17	17	8	10	16	7	19	16	16	14	14	14	15
Strongly disagree (%)	7	6	6	8	9	8	10	9	7	7		5	9	5	7

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q14. Please indicate to what extent you agree or disagree with the following statements:

Sample size (2025): varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

Sample framework: All

# Strategic Goals

## Customer Service – Demographic Breakout

Statement: “The City of Saskatoon is an open and transparent government”

		Age					Household Income					Gender		River Side	
	Total	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
n=	151	25	37	29	25	36	29	21	30	28	32	79	70	86	61
Top 2 (%)	45	53	50	62	35	25	41	42	39	56	59	49	40	46	44
Bottom 2 (%)	23	21	16	20	27	31	25	23	18	31	11	20	24	19	24
Strongly agree (%)	19	33	21	22	8	11	13	11	21	24	28	23	15	18	21
Somewhat agree (%)	26	20	29	41	27	14	28	31	17	32	30	27	26	28	23
Neither agree nor disagree (%)	33	26	34	18	39	44	34	35	43	13	30	31	36	35	32
Somewhat disagree (%)	11	17	13	14	8	5	14	7	6	23	4	14	8	11	13
Strongly disagree (%)	12	4	3	6	19	25	11	16	12	8	6	5	16	9	11
													C		

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q14. Please indicate to what extent you agree or disagree with the following statements:

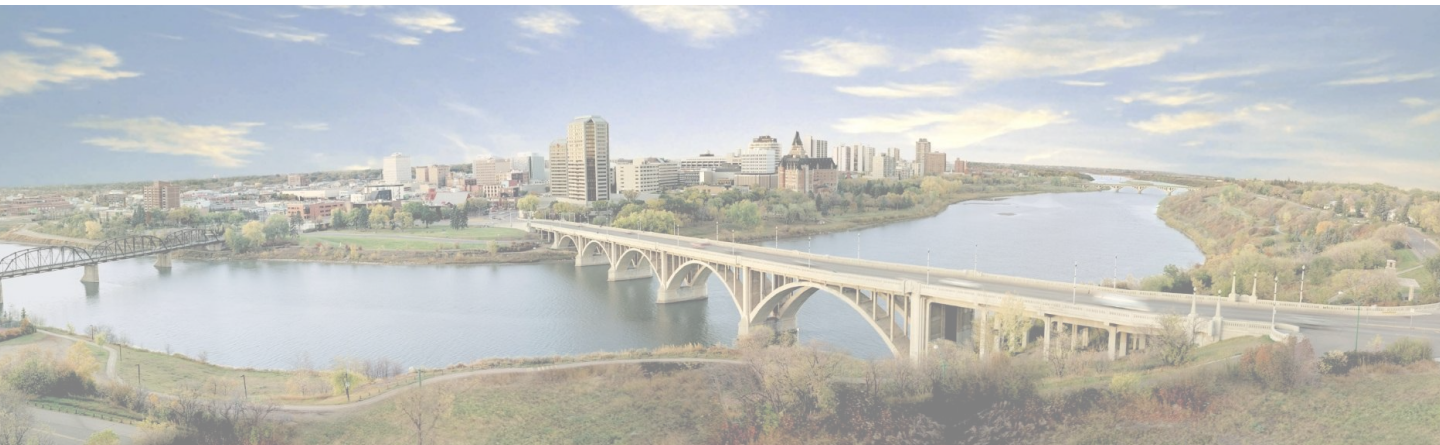
Sample size (2025): varies, shown on chart; excluding ‘Not sure’ and ‘Prefer Not to Say’ responses

Sample framework: Respondents who have contacted the City of Saskatoon



# Survey Instrument and 2025 Updates

---





# Survey Instrument and 2025 Updates



## INTRODUCTION

Hello! Thank you for agreeing to participate in this 10-minute survey conducted by Forum Research on behalf of the City of Saskatoon.

The City has commissioned Forum Research to undertake two community surveys as a part of its continuing commitment to provide the best possible quality of life and services for residents. This second of two surveys helps us to identify priority areas, areas where we can continue to improve, as well as the public's preferences on our wide variety of amenities and businesses.

Please know that any personal information will remain confidential. Please click below to continue.

**S1.** Are you 18 years of age or older?

☐ Yes

☐ No

**S2.** Are you, or is anyone in your household, currently employed by the City of Saskatoon?

☐ Yes

☐ No

**S3.** Do you currently live in Saskatoon?

☐ Yes

☐ No



# Survey Instrument and 2025 Updates

## SATISFACTION/QUALITY OF LIFE

**Q1a.** Overall, how satisfied are you with living in the City of Saskatoon?

Please use a number from 1 to 10, where 1 is not at all satisfied, and 10 is very satisfied.

1	2	3	4	5	6	7	8	9	10	Not sure
Not at all					Very					
Satisfied					Satisfied					

**Q1b.** How likely would you be to recommend Saskatoon as a place to live?

Please use a number from 1 to 10, where 1 is not at all likely, and 10 is very likely.

1	2	3	4	5	6	7	8	9	10	Not sure
Not at all					Very					
Likely					Likely					

**Q1c.** How would you rate the quality of life in Saskatoon?

- ☐ Very poor
- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Very Good
- ☐ Not sure



# Survey Instrument and 2025 Updates

**Q1e. [NEW FOR 2025] [ASK IF Q1c ≠ Not sure]** What actions, if any, do you think the City of Saskatoon could take to improve the quality of life in Saskatoon?

[OPEN]

- ☐ Not sure
- ☐ Prefer not to say

**Q1d.** In your opinion, over the past three years, has the quality of life in Saskatoon...

- ☐ Become worse
- ☐ Stayed the same
- ☐ Become better
- ☐ Not sure

**Q1f. [NEW FOR 2025] [ASK IF Q1d=become better or become worse]** Why do you think the quality of life has [IF Q1d=become better: become better / IF Q1d=become worse: become worse]?

[OPEN]

- ☐ Not sure
- ☐ Prefer not to say

**Q2.** Generally, how satisfied are you with the quality of the services provided by the City of Saskatoon?

1	2	3	4	5	6	7	8	9	10	Not sure
---	---	---	---	---	---	---	---	---	----	----------

Not at all

Very

Satisfied

Satisfied

# Survey Instrument and 2025 Updates



## IMPORTANT ISSUE

**Q3.** In your opinion, what is the single most important issue facing the City of Saskatoon? That is, the one issue you feel should receive the greatest attention?

[OPEN]

- ☐ Nothing
- ☐ Not sure

## 2025 HOT TOPIC QUESTIONS

### HOUSING & HOMELESSNESS

**[NEW FOR 2025]** While affordable housing is primarily a provincial responsibility, the City of Saskatoon also plays a role. The Province provides rent supplements, shelters, and public housing. The City contributes by making development regulations more flexible, requiring a portion of new housing to be affordable, and supporting non-profit housing providers.

**H1. [NEW FOR 2025]** In your opinion, which of the following best describes the City's role in supporting affordable housing?

- ☐ The City of Saskatoon should do more
- ☐ The City of Saskatoon is doing enough
- ☐ The City of Saskatoon should do less
- ☐ The City of Saskatoon should not support affordable housing at all
- ☐ Not sure

# Survey Instrument and 2025 Updates



**H2. [NEW FOR 2025]** To what extent do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not sure
a. The City should allocate more resources to increase the overall supply of housing.						
b. The City should allocate more resources to address homelessness.						

**H3. [NEW FOR 2025]** Year over year, home and rental prices within the City have continued to rise, affecting housing affordability and stability for some residents.

Thinking of you personally, in which of the following ways, if any, has the city's housing situation affected you within the past 12 months? Please rank up to 3 options.

- ☐ Lost housing / serious risk of losing housing
- ☐ Made significant lifestyle changes to reduce spending
- ☐ Made minor lifestyle changes to reduce spending
- ☐ Considered moving somewhere less expensive within Saskatoon
- ☐ Considered leaving Saskatoon and moving somewhere else
- ☐ I have not been affected by Saskatoon's housing situation (i.e., no changes to housing, spending, lifestyle, etc.)
- ☐ Prefer not to say

# Survey Instrument and 2025 Updates



**H4. [NEW FOR 2025]** To what extent do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not sure
a. The City should support the homelessness initiatives of other levels of government and service providers.						
b. The City should provide more support for individuals sheltering outdoors when no alternatives are available.						
c. The City should conduct public education about homelessness and how residents can help.						

# Survey Instrument and 2025 Updates



**H5. [NEW FOR 2025]** What amount would you be willing to pay each month to support initiatives that address homelessness (such as public washrooms or shelters) in Saskatoon?

- ☐ \$15 per month or more
- ☐ \$10 to \$14 per month
- ☐ \$5 to \$9 per month
- ☐ Less than \$5 per month
- ☐ Other
- ☐ No amount / \$0
- ☐ Not sure

**H6. [NEW FOR 2025]** Of the following, which level of government do you think should primarily be responsible for funding homelessness initiatives?

- ☐ Federal
- ☐ Provincial
- ☐ Municipal
- ☐ Combination of Federal, Provincial and Municipal
- ☐ Not sure

# Survey Instrument and 2025 Updates



**C1. [NEW FOR 2025]** How would you describe the level of crime within the City of Saskatoon as a whole?

- ☐ Very high
- ☐ Somewhat high
- ☐ Somewhat low
- ☐ Very low
- ☐ Not sure

**C2. [NEW FOR 2025]** In general, within the City of Saskatoon as a whole, how safe do you feel?

- ☐ Very unsafe
- ☐ Somewhat unsafe
- ☐ Somewhat safe
- ☐ Very safe
- ☐ Not sure

**C3. [NEW FOR 2025]** Which of the following, if any, have the greatest influence on your perception that crime levels in Saskatoon are [insert selected for in C1]? Please rank up to 3 options.

- ☐ Personal experience with crime
- ☐ News reports or media coverage
- ☐ Social media discussions/posts
- ☐ Conversations with friends, family, or neighbours
- ☐ Visible signs of crime (i.e., vandalism, loitering)
- ☐ Police reports or statistics
- ☐ General feeling of safety in Saskatoon
- ☐ Other (please specify)
- ☐ None Not sure



# Survey Instrument and 2025 Updates



**C4. [NEW FOR 2025]** Thinking about your feelings of safety within the City, which of the following, if any, are you most concerned about? Please rank up to 3 options.

- ☐ Drugs / drug-related crimes / discarded drug-related items (i.e., needles, etc.)
- ☐ Homelessness / encampments
- ☐ Begging / panhandling
- ☐ Home invasions / break-ins
- ☐ Property crime (including vandalism/graffiti)
- ☐ Assaults / violence / robbery
- ☐ Vehicle theft / vehicle break-ins
- ☐ Traffic safety / impaired driving
- ☐ Gangs / gang-related activity
- ☐ Arson / intentional fires
- ☐ Other (please specify)
- ☐ None
- ☐ Not sure

**C5. [NEW FOR 2025]** In general, how safe do you feel within your neighbourhood?

- ☐ Very unsafe
- ☐ Somewhat unsafe
- ☐ Somewhat safe
- ☐ Very safe
- ☐ Not sure



# Survey Instrument and 2025 Updates

**C6. [NEW FOR 2025] [ASK IF C5=very or somewhat unsafe]** In your opinion, which of the following, if any, would most improve safety within your neighbourhood? Please rank up to 3 options.

- ☐ Increased enforcement of laws by police
- ☐ More police patrols in the neighbourhood
- ☐ Improved safety signage (i.e., school zones, speed limits, etc.)
- ☐ Better lighting and surveillance within the neighbourhood
- ☐ More support services to address homelessness
- ☐ Provisions for people to be safely housed
- ☐ Neighbourhood Watch programs
- ☐ Cleaner parks and public spaces
- ☐ Regular clean-up of discarded syringes
- ☐ Stricter enforcement of Saskatoon by-laws
- ☐ Other (please specify)
- ☐ None
- ☐ Not sure

**Q12a.** If you were to ask a family member, or colleague, how safe they feel living in Saskatoon, how do you think they would answer?

Please use a number from 1 to 10, where 1 is not safe at all, and 10 is very safe.

1	2	3	4	5	6	7	8	9	10	Not sure
Not at all										Very
Safe										Safe

# Survey Instrument and 2025 Updates



## VALUE

**Q4.** Thinking about the services provided to you by the City of Saskatoon, what value, if any, do you receive from these services?

- ☐ Very poor value
- ☐ Poor value
- ☐ Neither a good value nor a poor value
- ☐ Good value
- ☐ Very good value
- ☐ Not sure

## PAYING FOR SERVICES / TAXES

**Q5.** Occasionally, the City needs to make choices on how to balance its operating budget. Which of the following approaches, if any, would you most prefer?

- ☐ Stop providing a particular service
- ☐ Reduce service levels
- ☐ Increase property taxes
- ☐ Increase existing user fees
- ☐ Introduce new user or service fees
- ☐ Combination of property tax and user fee increases
- ☐ Other (please specify)
- ☐ Not sure

# Survey Instrument and 2025 Updates



## COMMUNICATIONS

**Q6.** Overall, how satisfied are you with the City's efforts to communicate information about its services, programs and plans?\*

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ Not sure

**Q7.** How do you prefer to receive information about City of Saskatoon programs or services? Please select all that apply.

- |   |   |
|---|---|
| <input type="checkbox"/> Ads on TV  | <input type="checkbox"/> Posters                |
| <input type="checkbox"/> Ads on Radio                                     | <input type="checkbox"/> Public meetings        |
| <input type="checkbox"/> Billboards                                       | <input type="checkbox"/> Signage                |
| <input type="checkbox"/> City blog  | <input type="checkbox"/> Social Media           |
| <input type="checkbox"/> E-mail   | <input type="checkbox"/> Telephone              |
| <input type="checkbox"/> Facebook   | <input type="checkbox"/> Text message           |
| <input type="checkbox"/> Information pamphlets sent<br>with utility bills | <input type="checkbox"/> Twitter/X              |
| <input type="checkbox"/> In person  | <input type="checkbox"/> Website (saskatoon.ca) |
| <input type="checkbox"/> Flyer  | <input type="checkbox"/> YouTube                |
| <input type="checkbox"/> Media (local TV, radio, newspapers)              | <input type="checkbox"/> Instagram              |
| <input type="checkbox"/> Mobile app                                       | <input type="checkbox"/> LinkedIn               |
| <input type="checkbox"/> Online community forum                           | <input type="checkbox"/> Not sure               |

\*In 2024, Q6 asked "Overall, how satisfied or dissatisfied are you with the quality of City communications?" and was updated in 2025.

# Survey Instrument and 2025 Updates



## CUSTOMER EXPERIENCE/SERVICE

**Q8.** Generally, how would you prefer to contact the City of Saskatoon? Please select any that apply.

- ☐ On the City website
- ☐ Online chat
- ☐ Social media (Twitter/X, Facebook, LinkedIn)
- ☐ Email
- ☐ Text message
- ☐ By phone
- ☐ In person
- ☐ Not sure

**Q9.** In the past 12 months, have you contacted the City of Saskatoon or one of its employees?\*

- ☐ Yes – I contacted the City once [CONTINUE TO Q9A]
- ☐ Yes – I contacted the City 2 or more times [CONTINUE TO Q9A]\*\*
- ☐ No – I did not contact the City [SKIP TO Q11A]
- ☐ Prefer not to say [SKIP TO Q11A]

\*The 2024 survey asked respondents if they had contacted the City for a business-related reason.

\*\*New answer option for 2025.

# Survey Instrument and 2025 Updates



**Q9A. [NEW FOR 2025] [ASK IF Q9=yes]** In the past 12 months, why did you contact the City of Saskatoon or one of its employees? Select all that apply.

- ☐ Service Requests and/or Maintenance (i.e., reporting road or sidewalk issues, garbage or recycling issues, water or sewer concerns, power outages, etc.)
- ☐ Parks, Green Spaces & Urban Forestry (i.e., park maintenance and clean-up, tree planting or removal, playground equipment issues, trail/pathway maintenance, etc.)
- ☐ Property Taxes and/or Utility Bills
- ☐ Parking (i.e. parking tickets, parking permits)
- ☐ Property and Land Use (i.e., Building or renovation permits, zoning inquiries, land purchases, etc.)
- ☐ Public Safety / Bylaw (i.e., bylaw complaints, traffic concerns, traffic lights and signage, animal control, etc.)
- ☐ Community Services (i.e., program registration, cultural service inquiries, facility bookings, etc.)
- ☐ Elections and Civic Engagement (i.e., voting information, public meetings and council meetings, civic election information, etc.)
- ☐ Licensing and Business Support (i.e., Business licenses, event or vendor permits, etc.)
- ☐ General Information (i.e., contact details and office hours, careers at the City of Saskatoon)
- ☐ Other
- ☐ Not sure

# Survey Instrument and 2025 Updates



**Q15. [NEW FOR 2025]** Based on your most recent contact with the City of Saskatoon, to what extent do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not sure
a. My request was responded to or resolved quickly.						
b. City staff were professional and courteous.						
c. City staff were knowledgeable and understood what I needed.						
d. City staff were able to resolve my issue or direct me to the department that could resolve my issue.						
e. It was easy to contact City staff.						
f. Overall, I received good service						

# Survey Instrument and 2025 Updates



**Q16. [NEW FOR 2025]** What, if anything, could the City do to improve your experience next time?

[OPEN]

- ☐ Nothing
- ☐ Not sure

## DIGITAL EXPERIENCE/IT

**Q11a.** Have you ever used any of the services the City of Saskatoon offers online?

- ☐ Yes
- ☐ No [Skip to Q17]

**Q11b. [Ask if Q11a = yes]** In your opinion, how effectively, if at all, does the City of Saskatoon provide services online?

- ☐ Not at all effectively
- ☐ Not very effectively
- ☐ Somewhat effectively
- ☐ Very effectively
- ☐ Not sure

## COMMUNITY/PUBLIC ENGAGEMENT

**Q17. [NEW FOR 2025]** In the past 12 months, which of the following public engagement activities, if any, have you participated in? Select all that apply.

- ☐ Completed an online survey about a current City initiative
- ☐ Attended an in-person open-house, focus group, pop-up, virtual meeting or public engagement event hosted by the City
- ☐ Viewed an Engage webpage created by the City of Saskatoon
- ☐ Other (please specify)
- ☐ None [SKIP TO Q19]
- ☐ Not sure [SKIP TO Q19]



# Survey Instrument and 2025 Updates



**Q18. [NEW FOR 2025] [ASK IF Q17=participated in an engagement activity]** Thinking about public engagement activities that you participated in within the City of Saskatoon in the past 12 months, to what extent do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not sure
a. I was given the information I needed to participate meaningfully.						
b. I had the opportunity to share my thoughts, ideas and perspective.						
c. I have appropriate opportunities to provide input into decision making about City projects and services.						
d. I feel my input would be considered and/or used to inform decision-making.						

# Survey Instrument and 2025 Updates



**Q19. [NEW FOR 2025]** How would you prefer to provide feedback on City projects?

- ☐ At in-person events
- ☐ Through an online or paper survey
- ☐ Through virtual events
- ☐ By email
- ☐ By writing a letter or speaking to City Council
- ☐ Other (please specify)
- ☐ I don't want to provide feedback on City projects
- ☐ Not sure

**Q10a.** Do you volunteer in the community? An example could be at a hospital, as a youth sports coach, or at a local shelter.

- ☐ Yes
- ☐ No [Skip 10b]
- ☐ Prefer not to say

**Q10b.** [ASK IF Q10a=yes] In an average month, how many hours do you volunteer?

- ☐ Less than 5 hours
- ☐ More than 5 hours, but less than 10 hours
- ☐ Between 10 hours and 15 hours
- ☐ More than 15 hours
- ☐ Prefer not to say

# Survey Instrument and 2025 Updates



## RECREATION

**Q12b.** How has the City been doing with providing a mix of recreation, sport and cultural facilities year-round?

- ☐ Not good at all
- ☐ Not very good
- ☐ Somewhat good
- ☐ Very good
- ☐ Not sure

## MOBILITY AND GROWTH

**Q13a.** In your opinion, is the City of Saskatoon on the right path or the wrong path toward making downtown an appealing destination?

- ☐ The wrong path
- ☐ Neither the right path nor the wrong path
- ☐ The right path
- ☐ Not sure

**Q13b.** We'd also like to know if you think the City of Saskatoon is on the right path, or the wrong path toward making downtown an appealing place to live?

- ☐ The wrong path
- ☐ Neither the right path nor the wrong path
- ☐ The right path
- ☐ Not sure

# Survey Instrument and 2025 Updates



**Q13c.** In your opinion, how effectively, if at all, is the City of Saskatoon balancing growth throughout the city?

- ☐ Not effectively at all
- ☐ Not very effectively
- ☐ Somewhat effectively
- ☐ Very effectively
- ☐ Not sure

## OTHER

**Q14.** Please indicate to what extent you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not sure
a. Saskatoon is an inclusive welcoming city to all						
b. The City does a good job preserving natural resources and protects the environment						
c. The City is investing in a mix of transportation options for moving around						
g. [If Q9=contacted the City] The City is an open and transparent government						

# Survey Instrument and 2025 Updates



## DEMOGRAPHICS

The City of Saskatoon collects a variety of demographics in an effort to collect survey responses that reflects the composition of Saskatoon's population and understand the diversity and inclusion. No individual personal information will be shared.

### D1. What is your gender identity?

- ☐ Man
- ☐ Woman
- ☐ Non-binary
- ☐ Not listed (please specify)
- ☐ Prefer not to say

### D2. Which of the following categories best describes your current age?

- ☐ 18 to 29
- ☐ 30 to 41
- ☐ 42 to 53
- ☐ 54 to 65
- ☐ 66-77
- ☐ 78-89
- ☐ 90+
- ☐ Prefer not to say

### D4. Do you identify as a person with a disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

# Survey Instrument and 2025 Updates



**D5a.** Do you identify as Indigenous or as a person of colour?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

**D5b. [ASK IF D5A = yes]** People living in Canada come from many different backgrounds. How would you describe your ethnic background?

- ☐ South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
- ☐ Chinese
- ☐ Black
- ☐ Filipino
- ☐ Latin American
- ☐ Arab
- ☐ Southeast Asian (including Vietnamese, Cambodian, Laotian, Thai, etc.)
- ☐ West Asian (Afghan, Iranian)
- ☐ Korean
- ☐ Japanese
- ☐ Indigenous (First Nation, Métis, Inuit etc.)
- ☐ Other (please specify)
- ☐ Prefer not to say

# Survey Instrument and 2025 Updates



**D6.** In what country were you born?

- ☐ Canada [skip to D7]
- ☐ Outside of Canada, Please specify: [ask D6b]
- ☐ Prefer not to say

**D6b.** How long have you been living in Canada?

- ☐ Less than 5 years
- ☐ 5 years to less than 10 years
- ☐ 10 to less than 20 years
- ☐ 20 years or more
- ☐ Prefer not to say

**D7.** Do you rent or own your accommodations?

- ☐ Own
- ☐ Rent
- ☐ Neither
- ☐ Prefer not to say

**D8.** Which of the following categories best describes the total income for your household before taxes and other deductions in 2024?

- |   |   |
|---|---|
| <input type="checkbox"/> Less than \$20,000   | <input type="checkbox"/> \$80,001 to \$100,000  |
| <input type="checkbox"/> \$20,001 to \$40,000 | <input type="checkbox"/> \$100,001 to \$250,000 |
| <input type="checkbox"/> \$40,001 to \$60,000 | <input type="checkbox"/> More than \$250,000    |
| <input type="checkbox"/> \$60,001 to \$80,000 | <input type="checkbox"/> Prefer not to say      |

# Survey Instrument and 2025 Updates



**D9.** On which side of the river do you live?

- ☐ East [Go to D10b]
- ☐ West [Go to D10a]
- ☐ Prefer not to say [finish survey]

**D10a.** In which neighbourhood do you live?

**West side of River:**

- |  |   |
|--|---|
| <input type="checkbox"/> Airport Business Area       | <input type="checkbox"/> Mount Royal        |
| <input type="checkbox"/> Blairmore Development Area  | <input type="checkbox"/> North Park         |
| <input type="checkbox"/> Blairmore Urban Centre      | <input type="checkbox"/> Pacific Heights    |
| <input type="checkbox"/> Caswell Hill                | <input type="checkbox"/> Parkridge          |
| <input type="checkbox"/> City Park                   | <input type="checkbox"/> Pleasant Hill      |
| <input type="checkbox"/> Confederation Park          | <input type="checkbox"/> Richmond Heights   |
| <input type="checkbox"/> Confederation Urban Centre. | <input type="checkbox"/> River Heights      |
| <input type="checkbox"/> Downtown                    | <input type="checkbox"/> Riversdale         |
| <input type="checkbox"/> Dundonald                   | <input type="checkbox"/> Silverwood Heights |
| <input type="checkbox"/> Elk Point                   | <input type="checkbox"/> Westmount          |
| <input type="checkbox"/> Fairhaven                   | <input type="checkbox"/> West Industrial    |
| <input type="checkbox"/> Hampton Village             | <input type="checkbox"/> Westview           |
| <input type="checkbox"/> Holiday Park                | <input type="checkbox"/> Not sure           |
| <input type="checkbox"/> Hudson Bay Park             | <input type="checkbox"/> Prefer not to say  |
| <input type="checkbox"/> Kelsey-Woodlawn             |   |
| <input type="checkbox"/> Kensington                  |   |
| <input type="checkbox"/> King George                 |   |
| <input type="checkbox"/> Lawson Heights              |   |
| <input type="checkbox"/> Lawson Heights Urban Centre |   |
| <input type="checkbox"/> Massey Place                |   |
| <input type="checkbox"/> Mayfair                     |   |
| <input type="checkbox"/> Meadowgreen                 |   |
| <input type="checkbox"/> Montgomery Place            |   |

**D10b.** East side of River:

Adelaide/Churchill  
Arbor Creek



# Survey Instrument and 2025 Updates



**D9.** On which side of the river do you live?

- ☐ East [Go to D10b]
- ☐ West [Go to D10a]
- ☐ Prefer not to say [finish survey]

**D10b. East side of River:**

- |  |   |
|--|---|
| <input type="checkbox"/> Adelaide/Churchill        | <input type="checkbox"/> Nutana                                     |
| <input type="checkbox"/> Arbor Creek               | <input type="checkbox"/> Nutana Park                                |
| <input type="checkbox"/> Aspen Ridge               | <input type="checkbox"/> Nutana Urban Centre                        |
| <input type="checkbox"/> Avalon                    | <input type="checkbox"/> Queen Elizabeth                            |
| <input type="checkbox"/> Brevoort Park             | <input type="checkbox"/> Rosewood                                   |
| <input type="checkbox"/> Briarwood                 | <input type="checkbox"/> Silverspring                               |
| <input type="checkbox"/> Brighton                  | <input type="checkbox"/> Stonebridge                                |
| <input type="checkbox"/> Buena Vista               | <input type="checkbox"/> Sutherland                                 |
| <input type="checkbox"/> College Park              | <input type="checkbox"/> The Willows                                |
| <input type="checkbox"/> College Park East         | <input type="checkbox"/> University Heights Development Area        |
| <input type="checkbox"/> Eastview                  | <input type="checkbox"/> University Heights Urban Centre            |
| <input type="checkbox"/> Erindale                  | <input type="checkbox"/> University of Saskatchewan Management Area |
| <input type="checkbox"/> Evergreen                 | <input type="checkbox"/> U of S Lands – South Management Area       |
| <input type="checkbox"/> Exhibition                | <input type="checkbox"/> Varsity View                               |
| <input type="checkbox"/> Forest Grove              | <input type="checkbox"/> Wildwood                                   |
| <input type="checkbox"/> Greystone Heights         | <input type="checkbox"/> Willowgrove                                |
| <input type="checkbox"/> Grosvenor Park            | <input type="checkbox"/> Not sure                                   |
| <input type="checkbox"/> Haultain                  | <input type="checkbox"/> Prefer not to say                          |
| <input type="checkbox"/> Holliston                 |   |
| <input type="checkbox"/> Holmwood Development Area |   |
| <input type="checkbox"/> Lakeridge                 |   |
| <input type="checkbox"/> Lakeview                  |   |
| <input type="checkbox"/> Lakewood Urban Centre     |   |

**[Complete]** On behalf of the City of Saskatoon, thank you for completing our survey. Your opinions will support the City's continuing efforts to make Saskatoon a great place to live, work and play.

# Survey Instrument and 2025 Updates



## Questions Removed in 2025

The following questions related to customer service and public engagement were asked to respondents in the 2024 survey wave, but were replaced with upgraded versions in the 2025 survey that provide greater insight into residents' experiences and opinions:

- **Q10c.** In your opinion, how good is the City of Saskatoon at providing meaningful opportunities for you to participate in engagement activities such as workshops, open houses, and/or online surveys?
- **Q10d.** In your opinion, how well does the City communicate how it will use public input to help make its decisions?
- **Q10e.** Do you think the City does more than enough, just enough or not enough at all, to get the public's input on the decisions it makes?
- **Q14.** Please indicate to what extent you agree or disagree with the following statements:
- **Q14D. [If Q9=contacted the City\*]** The City responds quickly to requests or concerns
- **Q14E. [If Q9=contacted the City\*]** City staff are easy to reach when needed
- **Q14F. [If Q9=contacted the City\*]** The City makes customer service a priority
- **Q14H. [If Q9=contacted the City\*]** City staff provide consistent and reliable information

\*The 2024 survey asked respondents if they had contacted the City for a **business-related** reason.