

2025 Civic Satisfaction & Performance Survey

2025 SNAPSHOT OF RESULTS

87%

Digital Experience

87% agree that the City is effectively providing online services.

82%

Quality of Life & Satisfaction

82% of respondents say they are satisfied with living in Saskatoon.

68% of respondents rate the quality of life in Saskatoon as good or very good.

80%

Quality & Value of Services

80% agreed they are satisfied with the quality of services provided by the City of Saskatoon.

79% say they receive very good or good value from the services provided by the City.

77%

Customer Service/Contact with the City

77% of respondents agreed that City Staff were professional and courteous.

72% agreed staff were knowledgeable and understood what they needed.

67% agreed that overall, they received good service.

68%

Public Engagement

68% of respondents agreed they were given the information needed to participate in meaningful engagement and had the opportunity to share their thoughts and perspectives.

67%

Communications

67% of respondents are satisfied with the efforts of the City to communicate information about its services, programs and plans.

31%

Balancing the Budget

31% of respondents prefer a combination of both property tax and user fee increases to balance the City's budget.

17% prefer to stop providing a particular service.

15% prefer to reduce service levels.

2025 Civic Satisfaction & Performance Survey

2025 SNAPSHOT OF RESULTS

Strategic Goal Performance Indicators



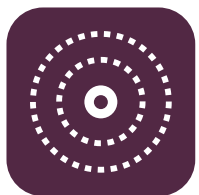
Quality of Life

- 86%** of respondents agreed the City is effectively providing a good mix of recreation, sport & cultural facilities year-round.
 - 70%** reported that a friend or colleague would feel safe living in Saskatoon.
 - 68%** of respondents said Saskatoon is an inclusive and welcoming city.
-



Environmental Leadership

- 67%** said the City does a good job preserving natural resources and protecting the environment.
-



Sustainable Growth

- 65%** agreed the City is effectively balancing growth throughout the city.
 - 34%** of respondents said the City is making downtown an appealing destination.
 - 33%** said the City is making downtown an appealing place to live.
-



Moving Around

- 53%** of respondents said the City is investing in a mix of transportation options for moving around.
-