

# CIVIC SATISFACTION & PERFORMANCE

When completed, please return to:  
[communications@saskatoon.ca](mailto:communications@saskatoon.ca)  
or

City of Saskatoon c/o Communications  
222 3rd Avenue North  
Saskatoon, SK S7K 0J5

## QUESTIONNAIRE

Q1. Are you 18 years of age or older?

☐ Yes

☐ No

Q2. Are you, or is anyone in your household, currently employed by the City of Saskatoon?

☐ Yes

☐ No

Q3. In which of the following municipalities do you currently live?

☐ Corman Park

☐ Dalmeny

☐ Osler

☐ Saskatoon

☐ None of the above

Q4. 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	Don't Know	Prefer not to say
Not at all Satisfied					Very Satisfied						

Q5. How likely would you be to recommend Saskatoon as a place to live to a friend or colleague?

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	Don't Know	Prefer not to say
Not at all Satisfied					Very Satisfied						

Q6. How would you rate the quality of life in Saskatoon?

☐ Very poor

☐ Poor

☐ Fair

☐ Good

☐ Very Good

☐ Don't know

☐ Prefer not to say

Q7. In your opinion, over the past three years, has the quality of life in Saskatoon...

- ☐ Become worse
- ☐ Stayed the same
- ☐ Become better
- ☐ Don't know
- ☐ Prefer not to say

Q8. 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.

1	2	3	4	5	6	7	8	9	10	Don't Know	Prefer not to say
Not at all Satisfied					Very Satisfied						

Q9. 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?

- ☐ Cannabis/legalization of cannabis/cannabis stores
- ☐ Cost of living
- ☐ Development/sustainable development
- ☐ Downtown development
- ☐ Enticing new businesses or attractions to Saskatoon
- ☐ Environment/enhanced green spaces
- ☐ Housing/cost of housing
- ☐ Jobs/more local jobs
- ☐ Infrastructure
- ☐ Online services/more online services
- ☐ Population growth/sustainable growth
- ☐ Public safety/crime/policing
- ☐ Public services
- ☐ Public transit
- ☐ Recreational facilities
- ☐ Recreational programs
- ☐ Ride sharing/Uber/Lyft/more options to move instead of cars and transit
- ☐ Road construction/need more roads
- ☐ Road safety
- ☐ Taxes/too high
- ☐ Traffic/traffic congestion
- ☐ Other: Please specify
- ☐ Nothing
- ☐ Don't know/unsure
- ☐ Prefer not to say

Q10. 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
- ☐ Don't know
- ☐ Prefer not to say

Q11. 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
- ☐ Don't know/Prefer not to say
- ☐ Prefer not to say

Q12. Overall, how satisfied or dissatisfied are you with the quality of City communications?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ Don't know
- ☐ Prefer not to say

Q13. How do you prefer to receive information about City of Saskatoon programs or services?  
(Check all that apply)

- ☐ Ads on TV
- ☐ Ads on Radio
- ☐ Billboards
- ☐ City blog
- ☐ E-mail
- ☐ Facebook
- ☐ Information pamphlets sent with utility bills
- ☐ In person
- ☐ Flyers
- ☐ Media (local TV, radio, newspapers)
- ☐ Mobile app
- ☐ Online community forum
- ☐ Posters
- ☐ Public meetings
- ☐ Signage
- ☐ Telephone
- ☐ Text message
- ☐ Twitter
- ☐ Website (saskatoon.ca)
- ☐ Youtube
- ☐ Do not know
- ☐ Prefer not to say

Q14. 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, Facebook, LinkedIn)
- ☐ Email
- ☐ Text message
- ☐ By phone
- ☐ In person
- ☐ Not sure
- ☐ Prefer not to say

Q15. In the past twelve months, have you contacted the City of Saskatoon or one of its employees for a business-related reason?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Q16. 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
- ☐ Prefer not to say

Q17. 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

Q18. In your opinion, how good, or not, is the City of Saskatoon at offering meaningful opportunities for its residents to participate?

- ☐ Not good at all
- ☐ Not very good
- ☐ Somewhat good
- ☐ Very Good
- ☐ Don't know
- ☐ Prefer not to say

Q19. Do you think the City does enough, or not, to get the public's input on the decisions it makes?

- ☐ Not at all enough
- ☐ Enough
- ☐ More than enough
- ☐ Don't know
- ☐ Prefer not to say

Q20. Have you ever used any of the services the City of Saskatoon offers online?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Q21. 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
- ☐ Don't know
- ☐ Prefer not to say

Q22.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	Don't Know	Prefer not to say
Not at all Safe										Very Safe	

Q23.Generally, how is the City 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
- ☐Prefer not to say

Q24.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
- ☐Don't know
- ☐Prefer not to say

Q25.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
- ☐Don't know
- ☐Prefer not to say

Q26.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
- ☐Don't know
- ☐Prefer not to say

Q27. Saskatoon is an inclusive welcoming city to all (Quality of Life)

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Somewhat disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Somewhat Agree	<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to say
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Q28. The City of Saskatoon does a good job preserving natural resources and protects the environment (Environmental Leadership)

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Somewhat disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Somewhat Agree	<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to say
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Q29. The City of Saskatoon is investing in a mix of transportation options for moving around (Moving Around)

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Somewhat disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Somewhat Agree	<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to say
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Q30. The City responds quickly to requests or concerns (Continuous Improvement/Customer Service)

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Somewhat disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Somewhat Agree	<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to say
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Q31. City staff are easy to reach when needed (Continuous Improvement/Customer Service)

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Somewhat disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Somewhat Agree	<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to say
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Q32. The City of Saskatoon makes customer service a priority (Continuous Improvement/Customer Service)

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Somewhat disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Somewhat Agree	<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to say
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Q33. The City of Saskatoon is an open and transparent government (Continuous Improvement/Customer Service)

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Somewhat disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Somewhat Agree	<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to say
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Q34.City staff provide consistent and reliable information (Continuous Improvement/Customer Service)

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Somewhat disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Somewhat Agree	<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to say
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Q35.Which of the following categories best describes your current age?

- ☐ 18 to 29
- ☐ 30 to 41
- ☐ 42 to 53
- ☐ 54 to 65
- ☐ Older than 65
- ☐ Prefer not to say

Q36.Do you rent or own your accommodations?

- ☐ Own
- ☐ Rent
- ☐ Neither
- ☐ Refused

Q37. In which neighbourhood do you live?

**West side of River:**

- ☐ Airport Business Area
- ☐ Blairmore Development Area
- ☐ Blairmore S.C.
- ☐ Caswell Hill
- ☐ Downtown (previously known as the Central Business District)
- ☐ City Park
- ☐ Confed S.C.
- ☐ Confederation Park
- ☐ Dundonald
- ☐ Elk Point
- ☐ Fairhaven
- ☐ Hampton Village
- ☐ Holiday Park
- ☐ Hudson Bay Park
- ☐ Kelsey Woodlawn
- ☐ Kensington
- ☐ King George
- ☐ Lawson Heights
- ☐ Lawson Heights S.C.
- ☐ Massey Place
- ☐ Mayfair
- ☐ Meadowgreen
- ☐ Montgomery Place
- ☐ Mount Royal
- ☐ North Park
- ☐ Pacific Heights
- ☐ Parkridge
- ☐ Pleasant Hill
- ☐ Richmond Heights
- ☐ River Heights
- ☐ Riversdale
- ☐ Silverwood Heights
- ☐ Westmount
- ☐ West Industrial
- ☐ Westview
- ☐ Don't know

**East side of River:**

- ☐ Adelaide Churchill
- ☐ Arbor Creek
- ☐ Aspen Ridge
- ☐ Avalon
- ☐ Brevoort Park
- ☐ Briarwood
- ☐ Brighton
- ☐ Buena Vista
- ☐ College Park
- ☐ College Park East
- ☐ Eastview
- ☐ Erindale
- ☐ Evergreen
- ☐ Exhibition
- ☐ Forest Grove
- ☐ Greystone Heights
- ☐ Grosvenor Park
- ☐ Haultain
- ☐ Holliston
- ☐ Holmwood Development Area 904
- ☐ Lakeridge
- ☐ Lakeview
- ☐ Lakewood S.C.
- ☐ Nutana
- ☐ Nutana Park
- ☐ Nutana S.C.
- ☐ Queen Elizabeth
- ☐ S.E. Development Area 901
- ☐ Silverspring
- ☐ Stonebridge
- ☐ Sutherland
- ☐ University Heights Development Area
- ☐ University Heights S.C.
- ☐ University of Saskatchewan Management Area
- ☐ U of S Lands East Management Area 718
- ☐ U of S Lands – South Management Area 716
- ☐ Varsity View
- ☐ Wildwood
- ☐ Willowgrove
- ☐ (The) Willows
- ☐ Rosewood
- ☐ Don't know

Q38. On which side of the river do you live?

- ☐ East
- ☐ West
- ☐ Refused
- ☐ Prefer not to say

Q39. What is your annual household income before taxes?

- ☐ Less than \$20,000
- ☐ \$20,001 to \$40,000
- ☐ \$40,001 to \$60,000
- ☐ \$60,001 to \$80,000
- ☐ \$80,001 to \$100,000
- ☐ \$100,001 to \$250,000
- ☐ More than \$250,000
- ☐ Prefer not to say

Q40. The City of Saskatoon wants to hear your ideas about how to become more efficient or to find savings.

Do you have a suggestion on finding efficiencies or savings, that doesn't include reducing or eliminating an existing service or services?

- ☐ Yes
- ☐ No

Q41. Please describe your idea on how the City of Saskatoon can become more efficient, or find savings, but please keep in mind your idea should not include reducing or eliminating an existing service or services.

- ☐
- ☐ My idea involves reducing or eliminating a service
- ☐ Prefer not to say

Q42. As far as you know, has your suggestion been tried elsewhere, and, if so, in what town, region, or country was it tried?

- ☐ It was tried in...
- ☐ Not sure if it was tried elsewhere
- ☐ It hasn't been tried elsewhere

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.