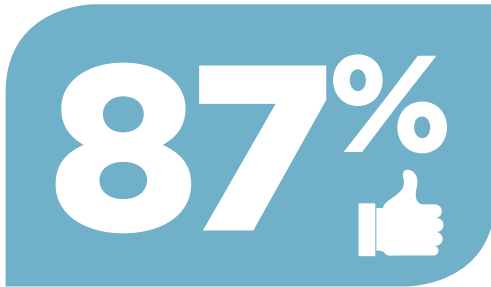


2018 RESULTS

CITIZEN SATISFACTION & PERFORMANCE SURVEY

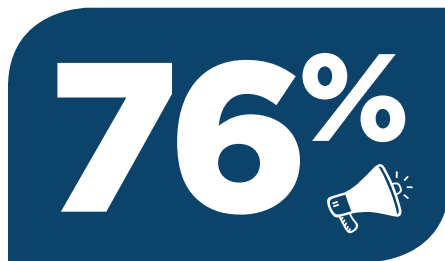


Quality of Life & Satisfaction

87% of respondents say that they are satisfied with living in Saskatoon. **84%** of respondents rate the quality of life in Saskatoon as good or very good.

Quality & Value of Services

82% agreed that they are satisfied with the quality of services provided by the City of Saskatoon. **82%** say they receive very good or good value from the services provided by the City.

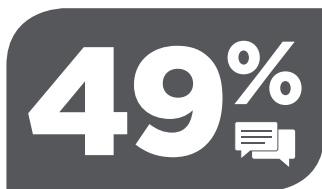
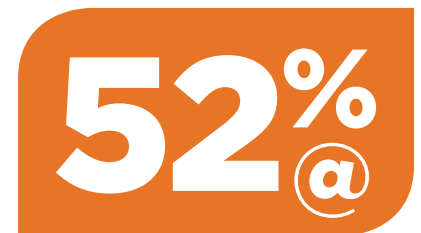


Communications

76% of respondents are satisfied with the quality of City communications.

Customer Service/Contact the City

52% agree the City provides good customer service averaged across five categories. **62%** of respondents preferred contacting the City by telephone, followed by email **48%**.



Community Engagement and Volunteering

49% of respondents say the City does enough to get the public's input on decisions. **40%** of participants say that they volunteer in their community.

Balancing the Budget

35% participants prefer a combination of both property tax and user fee increases to balance the budget.



CONTINUED ON OTHER SIDE

These are the average percentages taken from Telephone and Online Panels.

2018 RESULTS

CITIZEN SATISFACTION & PERFORMANCE SURVEY

Strategic Goal Performance Indicators

92%



agreed that the City is effectively providing a good mix of recreation, sport & cultural facilities year round.

agreed that the City is effectively providing online services.

90%



80%



feel Saskatoon is an inclusive and welcoming city.

reported that a friend or colleague would feel safe living in Saskatoon.

73%



69%



feel the City does a good job preserving natural resources and protecting the environment.

feel the City is effectively balancing growth throughout the City.

65%



50%



feel the City is investing in a mix of transportation options for moving around.

47% feel the City is making downtown an appealing destination.
38% feel the City is making downtown an appealing place to live.

47%



These are the average percentages taken from Telephone and Online Panels.