

2021 Citizen Satisfaction & Performance Survey

2021 RESULTS

88%

Quality & Value of Services

88% agreed that they are satisfied with the quality of services provided by the City of Saskatoon. **86%** say they receive very good or good value from the services provided by the City.

87%

Quality of Life & Satisfaction

87% of respondents say that they are satisfied with living in Saskatoon. **81%** of respondents rate the quality of life in Saskatoon as good or very good.

84%

Communications

84% of respondents are satisfied with the quality of City communications.

77%

Public Engagement

77% of respondents say the City provides meaningful opportunities to participate in engagement activities. **67%** of respondents say the City does enough to get the public's input on decisions. **65%** of respondents say the City communicates how it will use public input to help make decisions.

64%

Customer Service/Contact the City

64% agree the City provides good customer service averaged across five categories. **55%** of respondents preferred contacting the City by telephone, followed by email **45%**.

34%

Balancing the Budget

34% participants prefer a combination of both property tax and user fee increases to balance the budget.

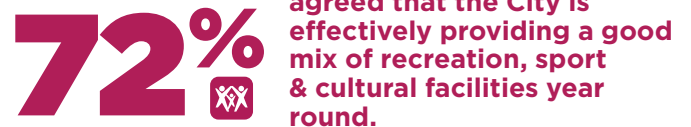
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These are the average percentages taken from Telephone and Online Panels.

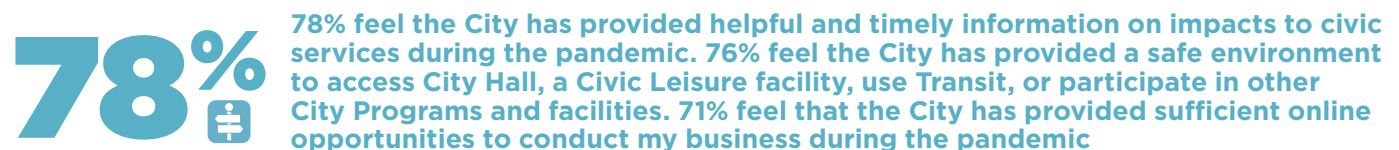
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Strategic Goal Performance Indicators



Handling of COVID Pandemic



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