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.

CONTINUED ON OTHER SIDE

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



2021 Citizen Satisfaction & Performance Survey

2021 RESULTS

Strategic Goal Performance Indicators



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

feel Saskatoon is an inclusive and welcoming city.

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

feel the City is effectively balancing growth throughout the City.

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

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

feel the City is making downtown an appealing place to live.

Handling of COVID Pandemic

78% feel the City has provided helpful and timely information on impacts to civic services during the pandemic. 76% feel the City has provided a safe environment to access City Hall, a Civic Leisure facility, use Transit, or participate in other City Programs and facilities. 71% feel that the City has provided sufficient online opportunities to conduct my business during the pandemic

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

