

BACKGROUND:

2021 Civic Services Performance, Priorities and Preferences Survey

SELF-SELECTED



SELF-SELECTED PARTICIPATION

June 23 - August 2, 2021

In addition to the randomly-selected telephone and online panel surveys, a survey link was hosted on the City of Saskatoon's website that allowed all residents to participate. The link was open to anyone who wished to offer their insights. The link and request for feedback was advertised widely, and 442 residents of Saskatoon participated in this open process.

The sample size from the self-selected survey was significant and therefore the results are considered reliable but are not representative of the population due to the non-random approach. It is worth noting that self-selected participants also tend to offer lower ratings on scale questions.

How we will use the results

The purpose of the survey is to develop baseline performance data, and identify trends, opportunities and issues of importance. The City of Saskatoon will use the results to inform decisions related to strategic priorities, budgeting, and service delivery, as well as to highlight opportunities for continuous improvement.

2021 CIVIC SERVICES KEY FINDINGS

CITY SERVICES: PERFORMANCE

City residents were asked to rate services provided by the City on a **10-point scale**.

Transportation & Utilities

- The top three services where participants reported highest satisfaction are: reliability of electrical services* **(8.8)**, quality of drinking water **(8.5)**, and speed of water main breaks repairs **(7.0)**.
- The three lowest-rated services were: maintenance of back lanes **(4.9)**, sidewalk maintenance in your neighbourhood **(4.9)**, and street maintenance in your neighbourhood **(5.1)**.



Community & Public Services

- Participants were most satisfied with fire protection **(8.2)**, police services **(6.8)**, maintenance of city parks **(6.5)**, and maintenance of city trees **(6.3)**.
- The lowest areas of satisfaction were planning for growth and development **(4.9)** and bylaw enforcement **(4.9)**.



Waste Management

- Respondents were satisfied with garbage collection **(7.8)**, followed by recycling collection **(7.3)**, and landfill services **(6.8)**. All three areas were rated higher when compared to 2018.

Recreation & Culture

- All of the recreation and culture services were highly rated **(7.0+)**. Respondents were most satisfied with indoor leisure centres **(7.5)**, outdoor swimming pools **(7.4)**, outdoor sports fields **(7.4)**, and paddling pools and spray parks **(7.4)**.



SERVICE PRIORITIES

Respondents were also asked to rate the priority of 12 services. The combination of satisfaction and priorities were used to determine key weaknesses (high priority, low satisfaction), and key strengths (high priority, high satisfaction).

Key Weaknesses (Priorities for Service Improvements)

- Snow & ice road maintenance
- Maintenance of major roadways and freeways
- Street maintenance in your neighbourhood
- Traffic management
- Planning for growth and development
- Accessibility of infrastructure for people with disabilities



Key Strengths (Priorities for Maintaining Service)

- Quality of drinking water
- Reliability of electrical services*
- Fire protection
- Police services
- Speed of water main breaks repairs
- Garbage collection
- Recycling collection

* Reliability of electrical services' is reported for Saskatoon Light & Power customers only.



Impact of COVID-19

Residents were asked to share how the COVID-19 closures of services impacted their satisfaction ratings. Overall, respondents reported that COVID-19 had minimal influence on their ratings, with a quarter (**27%**) saying it had **some level of influence**.



PREFERENCES FOR SERVICE LEVELS

More Services

- The top five most selected services in which respondents requested more service were:
 - Road Maintenance **(61%)**
 - Snow & Ice Management **(59%)**
 - Affordable Housing **(50%)**
 - Police **(42%)**
 - Traffic Management **(38%)**



Same Services

- For many of the services listed, the majority of participants indicated that they would like to see the service remain the same. The three areas with the highest number of respondents requesting that the service level stay the same were:
 - Fire **(80%)**
 - Recreation & Cultural Programs **(68%)**
 - Parks Maintenance **(64%)**



Less Services

- The top five most selected responses for less service were:
 - Community Grants **(26%)**
 - Transit **(21%)**
 - Affordable Housing **(21%)**
 - Planning & Growth, Police, and Recreation & Culture Programs **(13%)**

