

2021 Civic Services Performance, Priorities and Preferences Survey

2021 RESULTS

PERFORMANCE



Transportation & Utilities

The top three services where respondents reported highest satisfaction are:

- **reliability of electrical services*** (8.4)
- **quality of drinking water** (8.3)
- **speed of water main breaks repairs** (7.5)

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



Community & Public Services

Respondents were most satisfied with:

- **fire protection** (8.1)
- **maintenance of city parks** (7.6)
- **police services** (7.5)



Waste Management

Respondents were satisfied with:

- **garbage collection** (8.0)
- **recycling collection** (7.8)
- **landfill services** (7.4)



Recreation & Culture

Respondents were most satisfied with:

- **indoor leisure centres** (7.8)
- **outdoor sports fields** (7.8)
- **padding pools and spray parks** (7.7)

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

2021 Civic Services Performance, Priorities and Preferences Survey

2021 RESULTS

SERVICE PRIORITIES



Key Weaknesses (Improve)

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



Key Strengths (Maintain)

- Quality of drinking water
- Reliability of electrical services*
- Fire protection
- Police services **(T only)**
- Garbage collection
- Speed of water main breaks repairs **(OP only)**
- Recycling
- Maintenance of city parks

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

PREFERENCES FOR SERVICE LEVELS



More Services

- The top three services where residents would like the City to provide more service include:
 - Affordable Housing **(62%)**
 - Road Maintenance **(55%)**
 - Snow & Ice Management **(48%)**

IMPACT OF COVID-19

In 2021, residents were asked to share how the COVID-19 closure of services impacted their satisfaction ratings. **60%** of respondents reported that COVID-19 had it had **some level of influence on their ratings**.

These results were taken from an average of Telephone and Online Panels.