

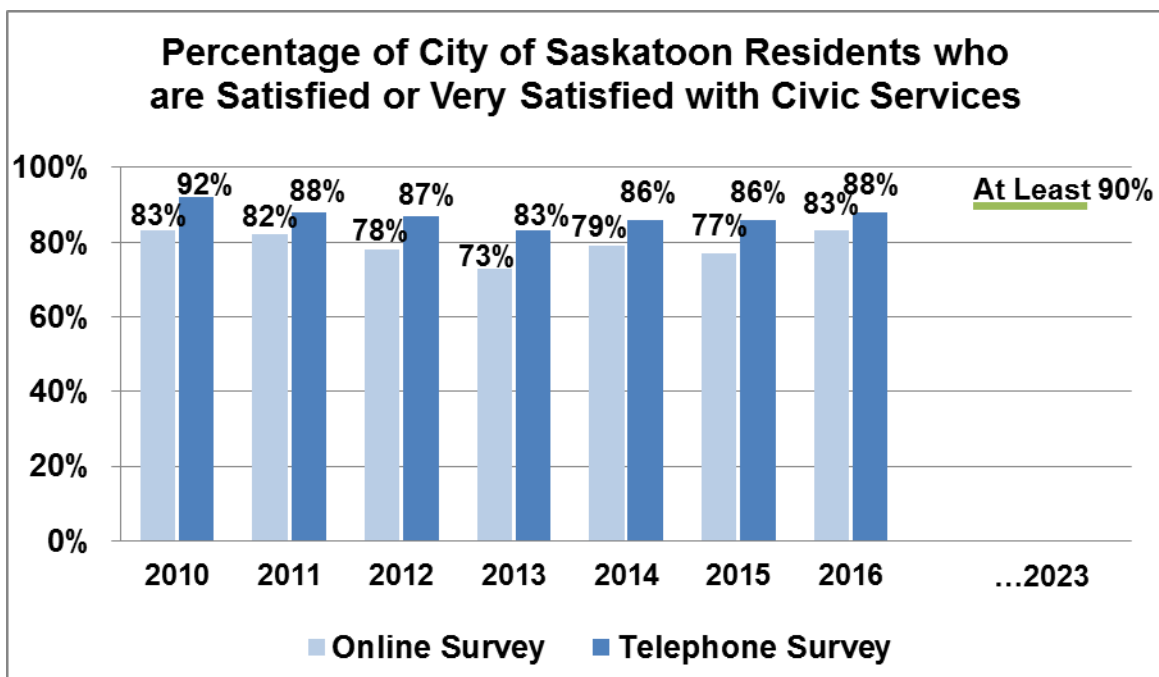
Citizen Satisfaction with Civic Services

Target: Citizen satisfaction with civic services of 90% or more

Description: “Citizen satisfaction with civic services of 90% or more” is a target for satisfaction for overall civic services and is measured through the *City of Saskatoon Annual Civic Services Survey*. The survey asks, “Generally speaking, how satisfied are you with the overall level of services provided by the City of Saskatoon?”

How are we doing?

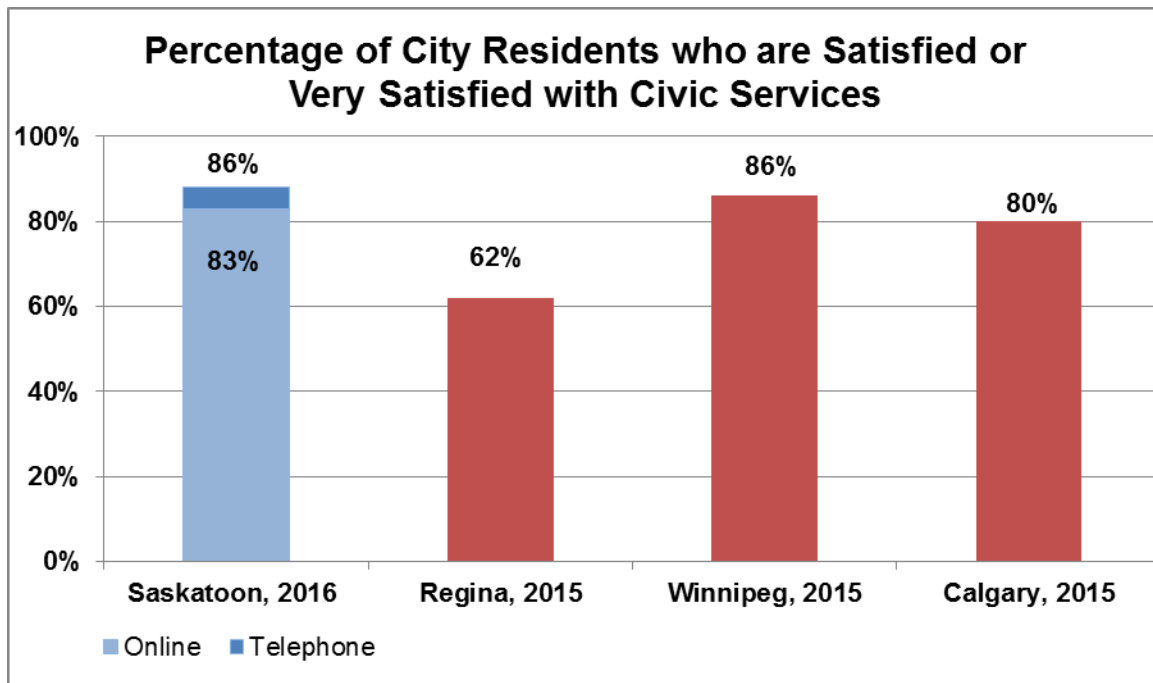
In 2016, 88% of 500 telephone respondents and 83% of 803 online respondents said they were satisfied or very satisfied with the level of civic services. Average satisfaction has improved slightly over the last two years.



Source: *City of Saskatoon Annual Civic Services Survey*

How are other cities doing?

Surveys indicate that people in Saskatoon are more satisfied with their civic services than people in Regina and Calgary.



Sources: *The City of Saskatoon Annual Civic Services Survey (2015)* and surveys conducted adapted to comparable format: *The City of Regina Citizen Satisfaction Survey Results (2015)*; *The City of Winnipeg Citizen's Perspective 2015 Citizen Survey*; *The City of Calgary 2015 Citizen Satisfaction Survey*.

What do we need to do to achieve this target?

- Define service levels and the funding needed for service level options. City Council will approve the level of service to be provided.
- Allocate resources to civic services based on approved service levels.
- Implement Service Saskatoon to track contacts from citizens and provide timely and appropriate responses.

What are the benefits of achieving the target?

- Approved levels of service will provide more clarity around the services that citizens can expect to receive.
- Resources will be focused on achieving approved service levels in areas of importance to citizens.

What are the risks?

- Unexpected events such as extreme weather may impact the allocation of City resources.
- Changes in growth could impact anticipated revenues needed to fund services to meet citizen expectations.