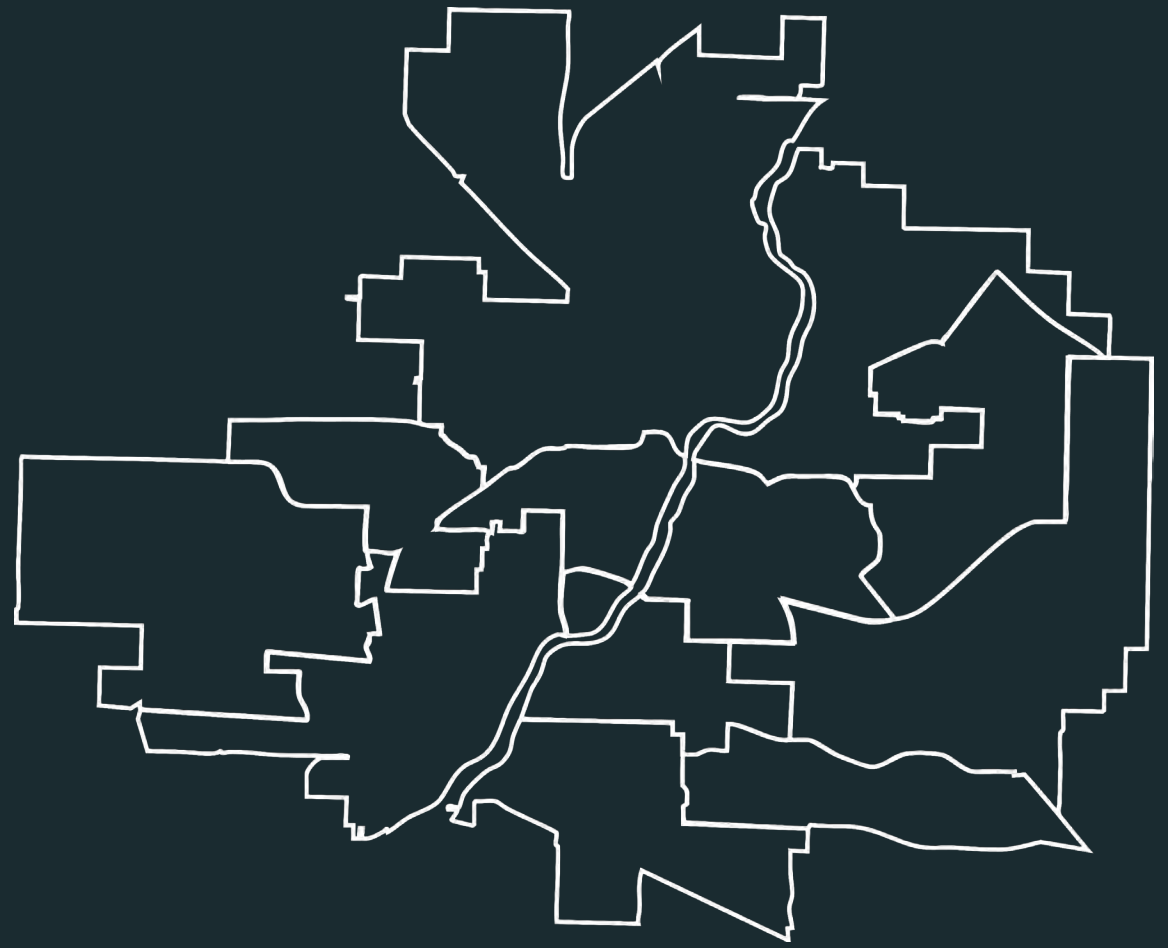
Civic Performance and Priorities Survey

Detailed Report

2026



City of Saskatoon

Research Objectives & Methodology

The City of Saskatoon commissioned Insightrix to measure how residents rate their quality of life and services delivered by the City. The Results are intended to guide and inform service planning, budget deliberations, and potential investment priorities.

The questionnaire was developed in collaboration with the City of Saskatoon. Core research topics include quality of life perceptions, priority issues facing Saskatoon, satisfaction with core services, desired future service priorities, budget trade-offs, and governance issues.

807
Saskatoon residents aged 18+ completed the survey

10
wards with flexible quotas for citywide coverage

June
Fieldwork via the SaskWatch research panel from June 8 to 25, 2026.

data interpretation, weighting & precision

Most questions use a 5-point scale and are reported as mean scores (for example, quality of life is rated 3.6 out of 5). “Not sure” and “Don’t know” responses are excluded, so the base varies by question and is shown with each result. A small number of questions, such as the most pressing issue, are reported as percentages. Respondents were drawn from the SaskWatch Research® online panel, and results are weighted by age, gender and Ward to reflect Saskatoon’s adult population.

Because the panel is opt-in rather than a random sample, a margin of sampling error does not strictly apply. For comparison only, a random sample of 800 would carry a margin of error of ±3.5 percentage points for a percentage and ±0.07 for a mean score on a 5-point scale, 19 times out of 20. At the ward level (about 80 respondents each), the comparable figure is ±0.2 on a mean score. Figures would be wider for questions with smaller bases.

comparisons

Statistically significant demographic variances are marked ▲ / ▼. This means there is less than a 5% chance the results would have occurred by chance. Due to low sample sizes for Ward cross tabulations, statistical testing is not reported, and data should be interpreted as directional.

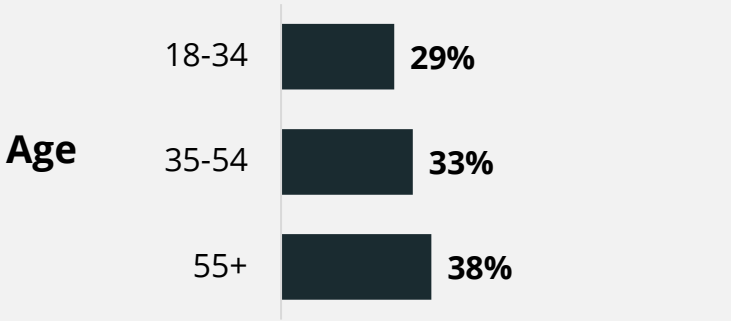
open-ended coding

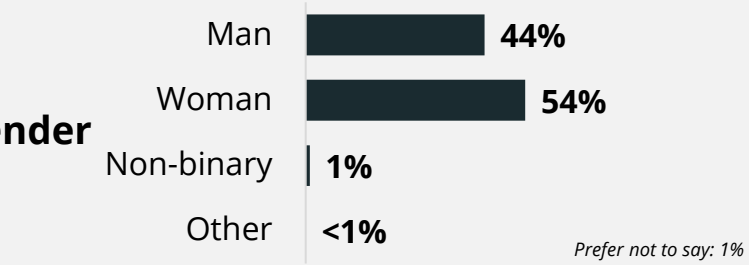
Residents described issues and desired actions in their own words. Responses are coded into themes; multiple mentions are possible and themes may sum to more than 100%.

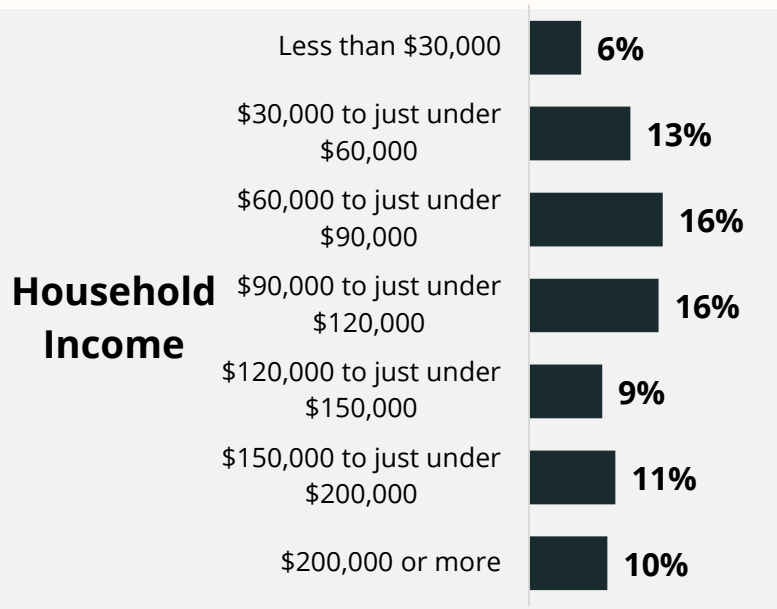
survey completion time

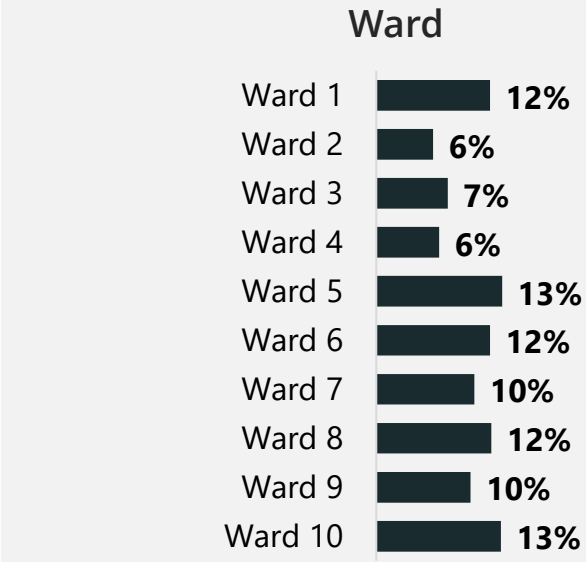
The average response time for completing the survey is 8 minutes 13 seconds (median response time is 6 minutes 32 seconds).

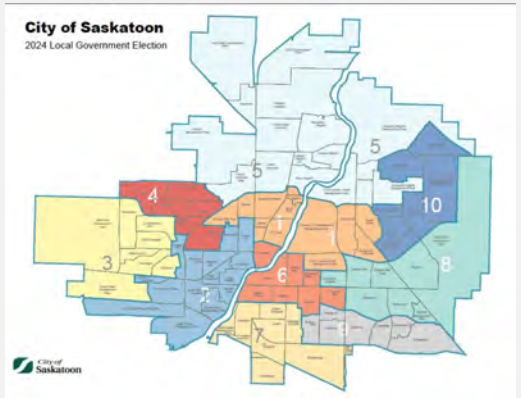
Respondent Profile









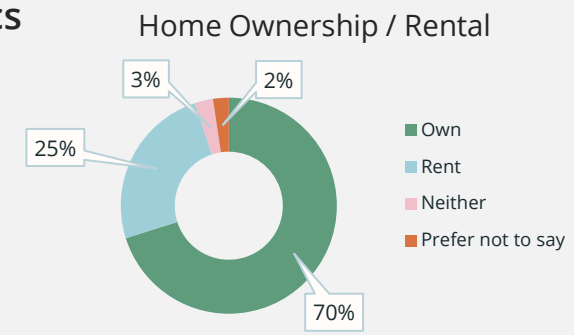


Respondent Demographics

Employed by City of Saskatoon (someone in household): 5% (n=37)

Self-identified as:

- A person with a disability: 11%
- A newcomer or immigrant to Canada (within 5 years): 5%
- An Indigenous person: 8%
- A visible minority: 6%



Base: All respondents n= 807 (unweighted).

- Housing and concerns about the unhoused population dominate as the top issue facing Saskatoon, followed by crime and safety, addictions, and cost-of-living pressures.
- Quality of life remains a relative strength, but perceptions of declining quality of life exist among some residents.
- Trust in the City of Saskatoon is moderate.
- Overall satisfaction with core services ranges from high to moderate. Fire and emergency services are clear strengths, followed by parks, utilities, waste services, and recreation facilities. Road maintenance, public transit, traffic management, and planning have comparatively weaker satisfaction.
- Perceived value for City taxes and fees is moderate. Transportation infrastructure is the top priority for increased service. Residents emphasize road maintenance, traffic management, snow clearing, and public transit.
- Respondents do not share a common preferred strategy for balancing the budget. Combining tax and user-fee increases and discontinuing a service attract the most support among the tested approaches, but uncertainty about approaches to address the issue remains prevalent.
- Trust, governance, and reputation satisfaction is mixed. Information provided by the City is viewed positively for being easy to understand while satisfaction with providing timely and trustworthy information is moderate. Providing input into decision making represents a somewhat weaker area.
- Customer service is a relative strength within the City's broader relationship with residents.

01

Strategic Alignment

Priority issues

Quality of life perceptions

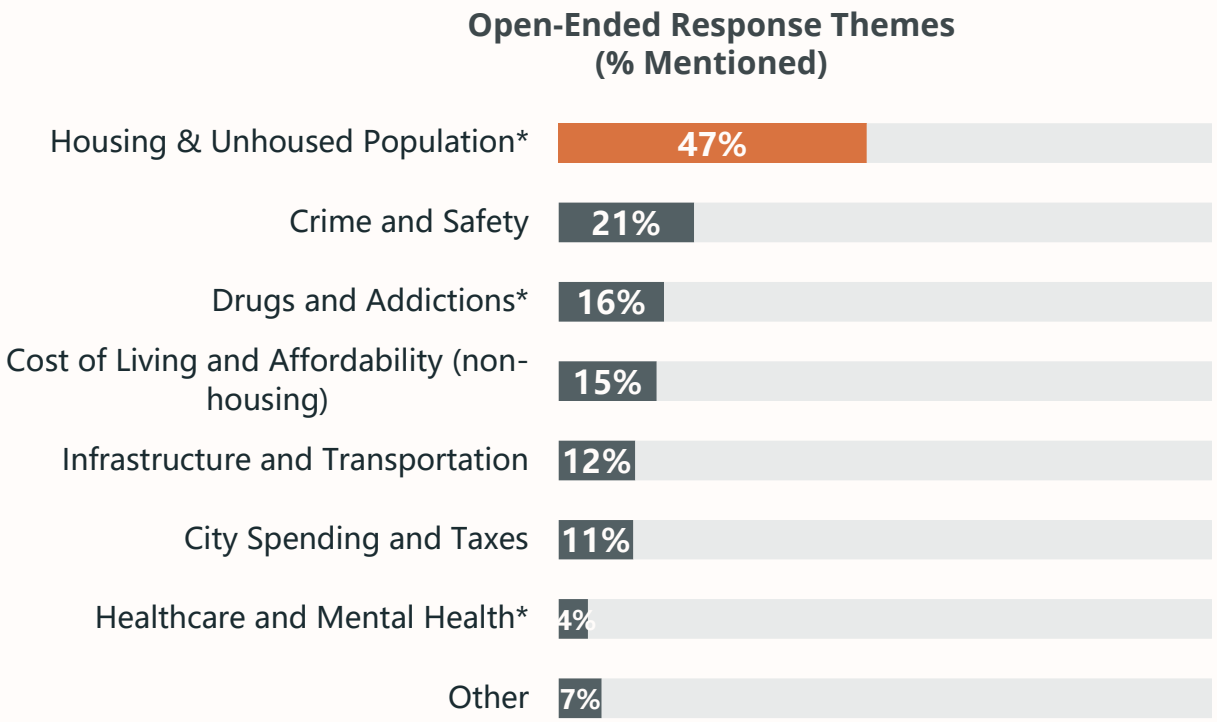
Actions to Improve Quality of Life

Core service satisfaction

Governance and Transparency

Most Important Issue Facing Saskatoon

Concerns about housing and the unhoused population leads as the most important issue facing Saskatoon, followed by crime and safety, addictions, and cost-of-living pressures.



Note: This is an open-ended survey question. Responses reflect issues identified as important to the quality of life in the community, regardless of which level of government is primarily responsible. Topics marked with an asterisk (*) are largely under provincial or federal jurisdiction.

> *Influx of new residents that current infrastructure can't manage. Not enough homes, clinics, schools, and healthcare.*

> *The unhoused / support for those with addiction and mental health concerns that leave them less able to maintain employment and housing.*

> *Overusing our emergency system - police, ambulance, fire department - due to drug overdoses.*

> *Affordable basic needs like housing, food, and clothing.*

> *Safety. Not only downtown but the whole city is no longer safe. Petty crime was allowed to get out of control and that leads to bigger issues.*

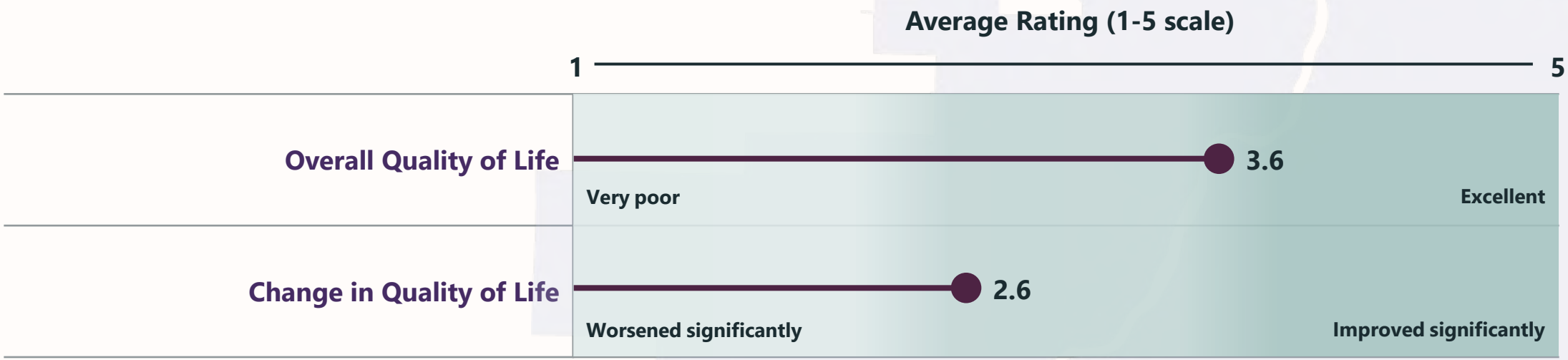
> *Dealing with potholes. Our taxes have skyrocketed but I'm not seeing any improvement. I don't remember the streets being in worse shape.*

> *The cost of living and how expensive it is to move out [of parent's home]. Most people in my generation have realized we'll probably never own a home.*

Q7. And thinking more broadly, what is the single most important issue facing the City of Saskatoon today? (Open-ended question) Base: All respondents excluding "Not sure / no comment", n=762 (data are weighted).

Quality of Life Perceptions

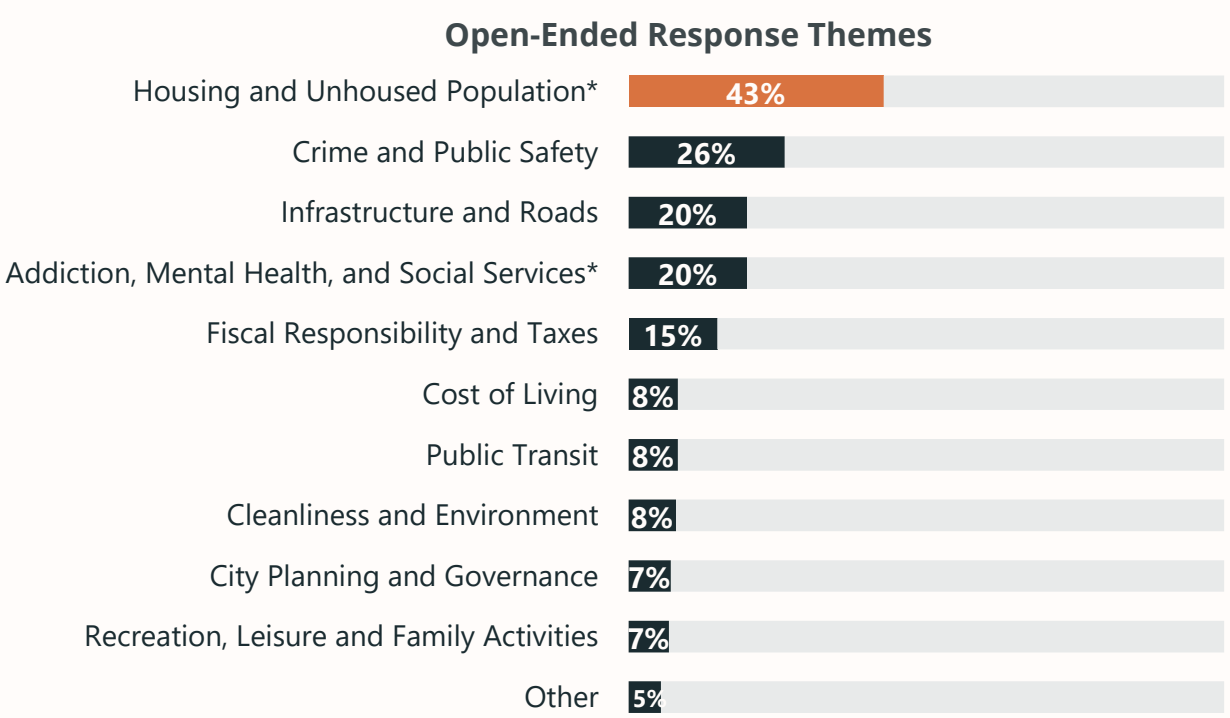
Quality of life perceptions among residents are largely positive. However, perceptions about changes in quality of life over the past three years are somewhat less positive.



Q4. How would you rate the overall quality of life in Saskatoon today? Base: All respondents excluding "Not sure", n=801 (data are weighted).
Q5. In your opinion, over the past three years, has the quality of life in Saskatoon... Base: All respondents excluding "Not sure", n=785 (data are weighted).

Actions to Improve Quality of Life

Suggestions for improving quality of life in Saskatoon align with top-mentioned issues facing the city. Housing and the unhoused population top the list, followed by crime and public safety, infrastructure and roads, and addictions / mental health concerns. Fiscal responsibility is also a common theme.



Note: This is an open-ended survey question. Responses reflect suggestions to improve the quality of life in Saskatoon, but not all suggestions listed are within the responsibility of a municipal government. Topics marked with an asterisk (*) are largely under provincial or federal jurisdiction.

> *Safety and homelessness is the number one issue. I don't pretend to know the solution to the problem. But I think services for the homeless is important.*

> *If more people were adequately housed and fed, there would be a lower need for security and policing, which comes as its own cost.*

> *Increase the amount of low-income housing in the city. Improve the quality of low-income housing in the city, repair and refurbish the older housing.*

> *Increase the police budget to curb crime. So many bike thefts and theft in stores. It's not safe to take the bus in some parts of the city.*

> *A better bus system and road clearing and maintenance.*

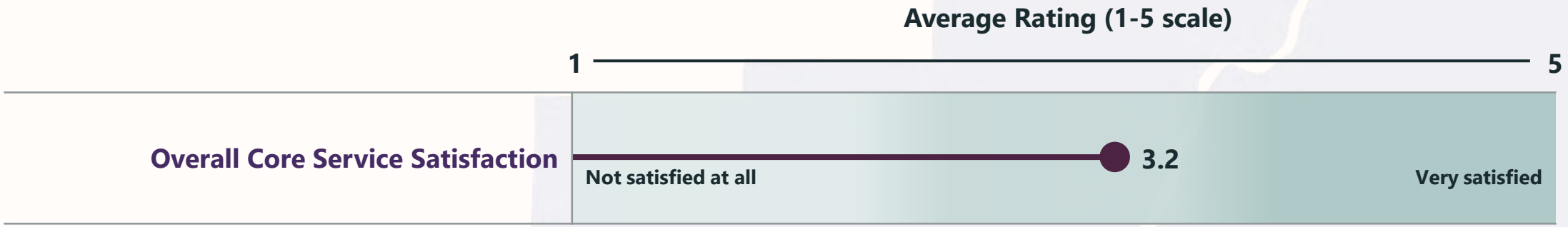
> *Infrastructure. The roads are often quite bad, whether it's snow or potholes. The solutions are so temporary. Our street often is undrivable for days in the winter.*

> *Help keep taxes down by being more responsible with spending. Help those less fortunate. Crack down on crime.*

Q6. In your opinion, what one action, if any, could the City take to improve the quality of life in Saskatoon? (Open-ended question) Base: All respondents excluding "Not sure / no comment", n=739 (data are weighted).

Core Service Overall Satisfaction

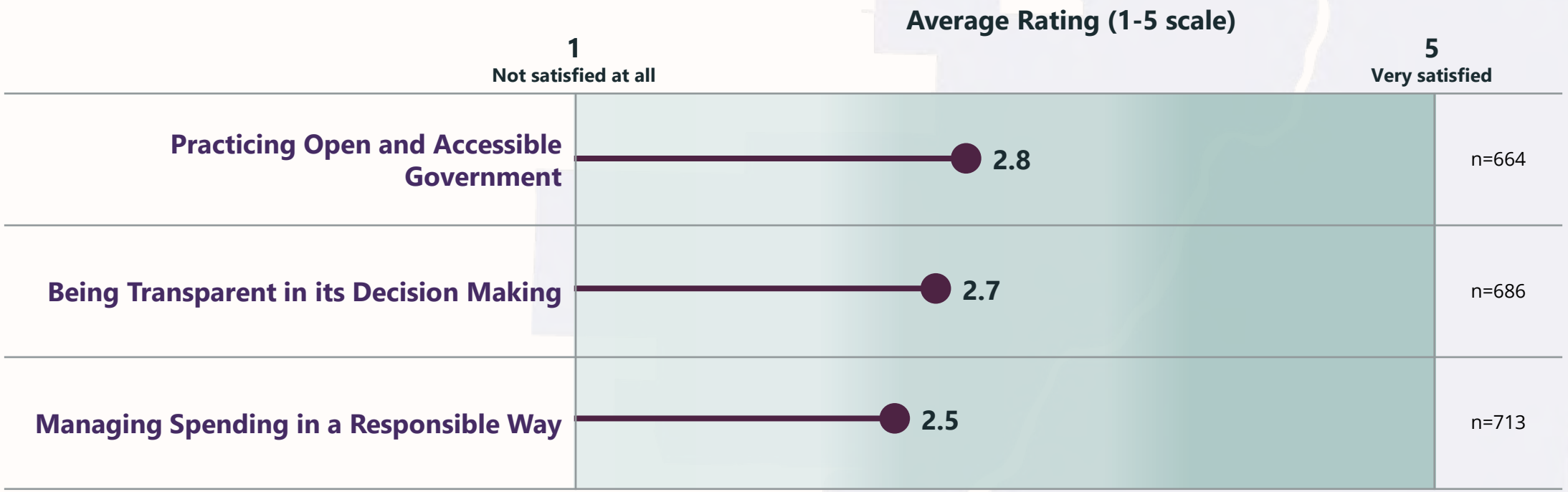
Overall satisfaction with core services provided by the City of Saskatoon is moderate.



Q9. Generally, how satisfied are you with the overall quality of services provided by the City? Base: All respondents excluding "Not sure", n=796 (data are weighted).

Governance and Transparency Satisfaction

Satisfaction with practicing open and accessible government and transparent decision making are modest. Ratings are comparatively soft for managing spending in a responsible way.



Q14. How satisfied are you with the City of Saskatoon on each of the following? Base: All respondents excluding "Not sure", n=664-713 (data are weighted).

Budget & Service Preferences

Core Service Satisfaction

Value perceptions

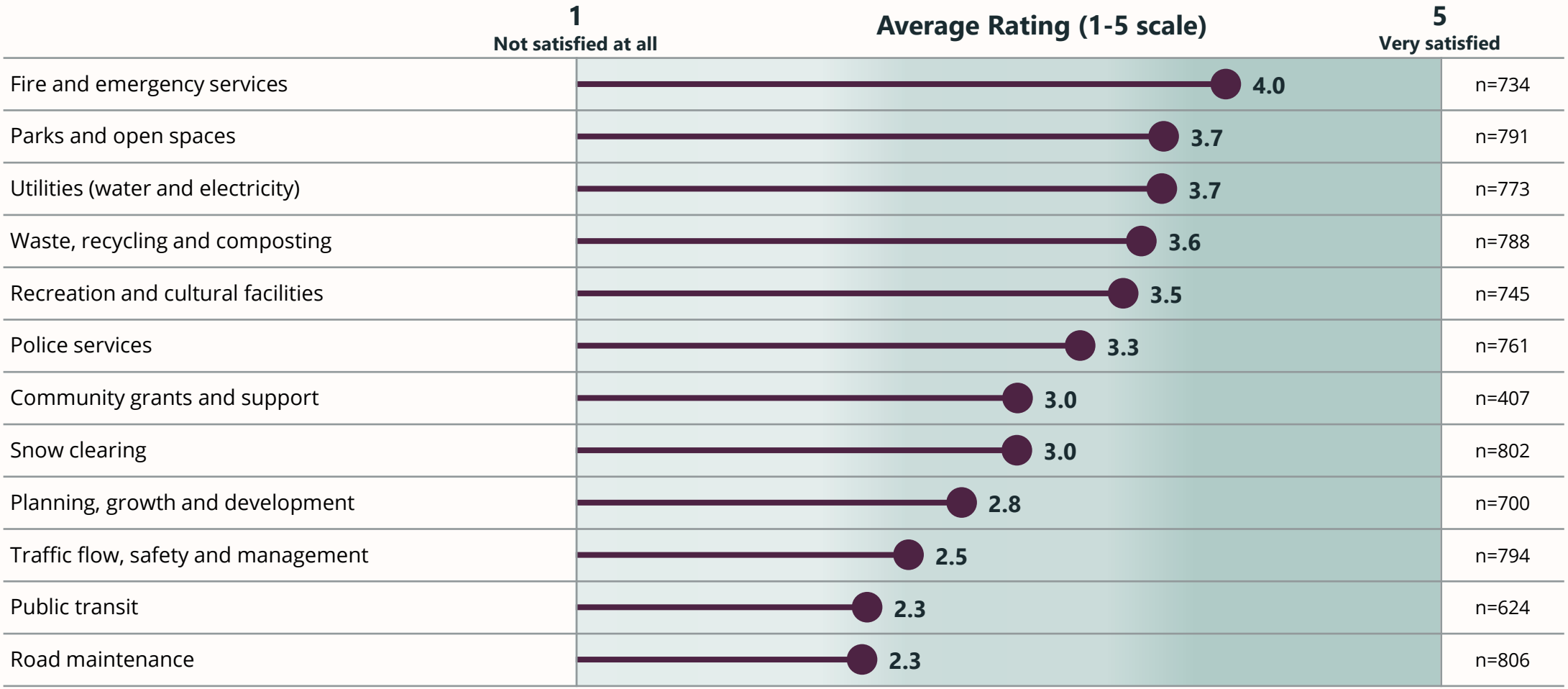
Future service priorities

Budget strategy

02

Core Service Satisfaction

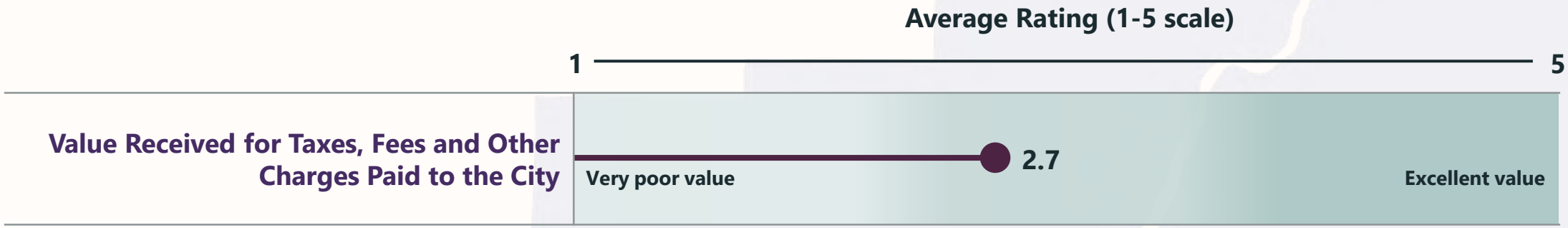
Overall satisfaction with core services ranges from high to moderate. Fire and emergency services are clear strengths, followed by parks, utilities, waste services, and recreation facilities. Road maintenance, public transit, traffic management, and planning receive weaker satisfaction.



Q10. How satisfied are you with the City's delivery of the following core services? Base: All respondents excluding "Not sure", n=407-806 (data are weighted).

Value Perceptions

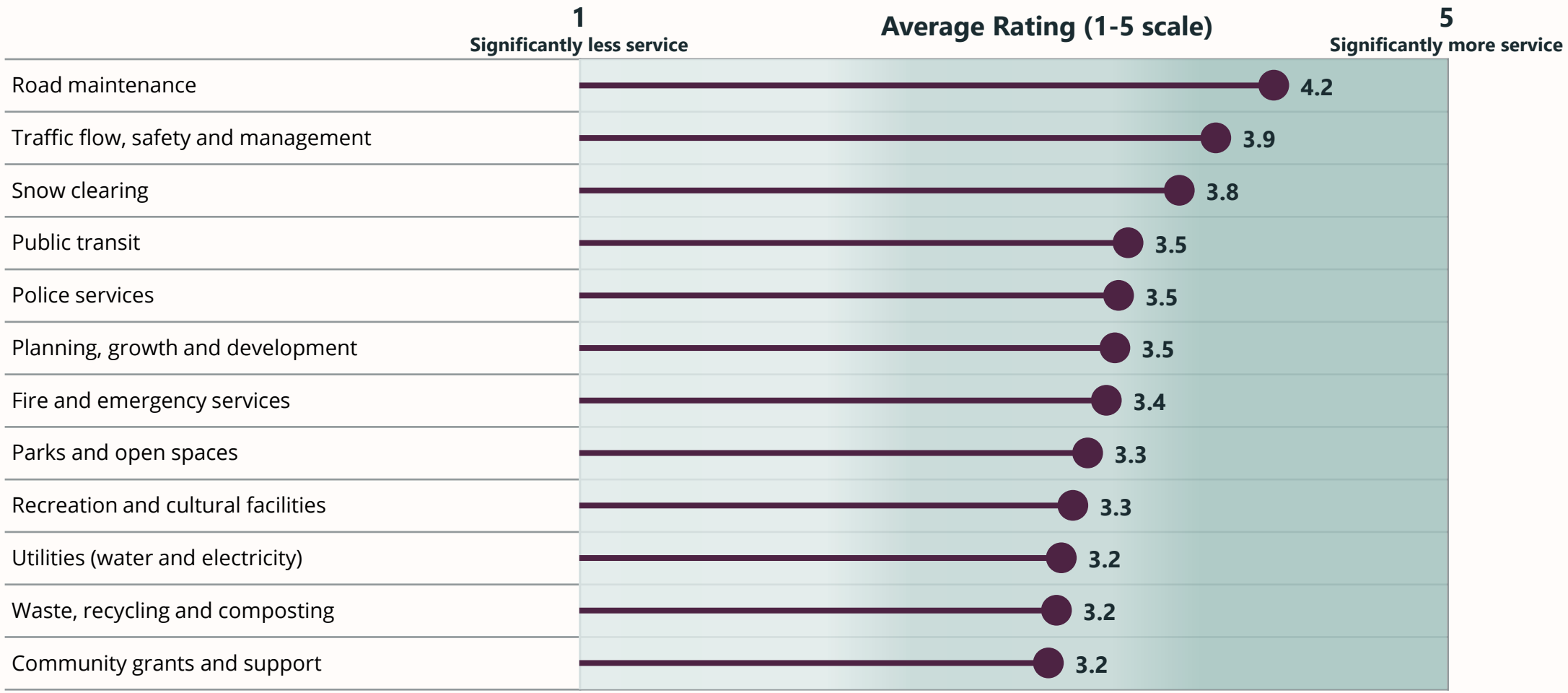
Perceptions of value received for the taxes, fees and other charges paid to the City are moderate.



Q11. Thinking about these City services, how would you rate the value you receive for the taxes, fees and other charges you pay to the City? Base: All respondents excluding "Not sure", n=777 (data are weighted).

Future Service Provision

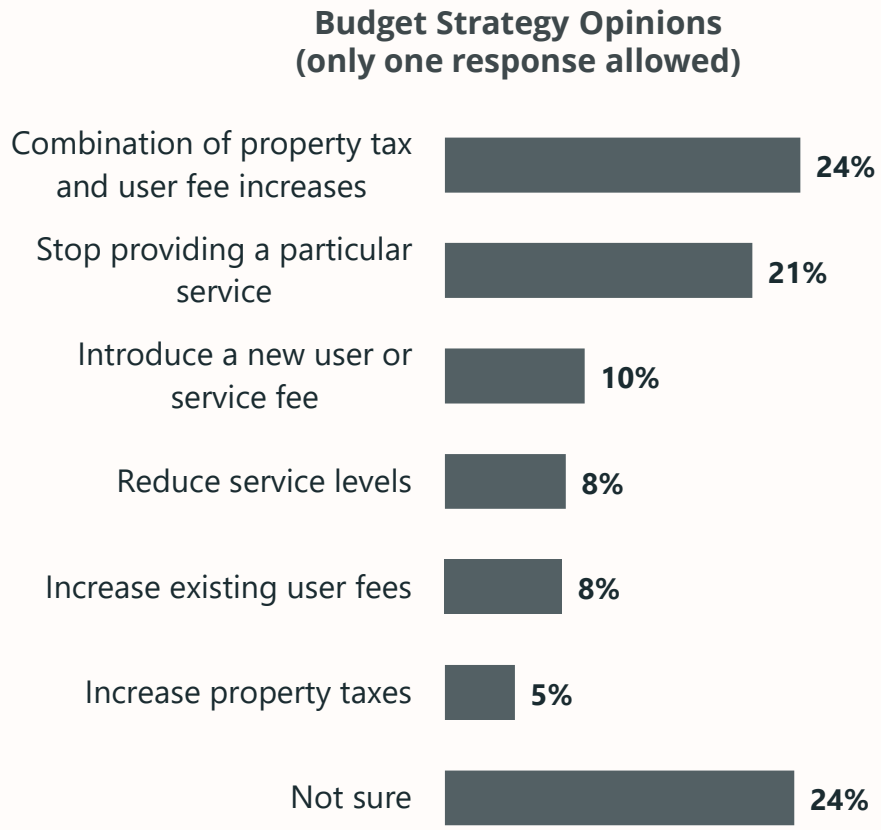
Road maintenance emerges as the top priority among residents for increasing City services. Investment in traffic flow, safety and management, and snow clearing are also among the top three priority areas.



Q12. Knowing that there's a cost to everything, in the future, would you like the City to provide more service, less service, or the same level of service for each of the following? Base: All respondents, n=807 (data are weighted).

Budget Strategy

Residents are divided on how the City should balance its budget. Combining tax and fee increases and discontinuing particular services receive the strongest support, while many residents remain uncertain.



Q13. If the City must balance the budget, which strategy do you prefer? Base: All respondents, n=807 (data are weighted).

Reputation & Performance

Trust in the City of Saskatoon

Information

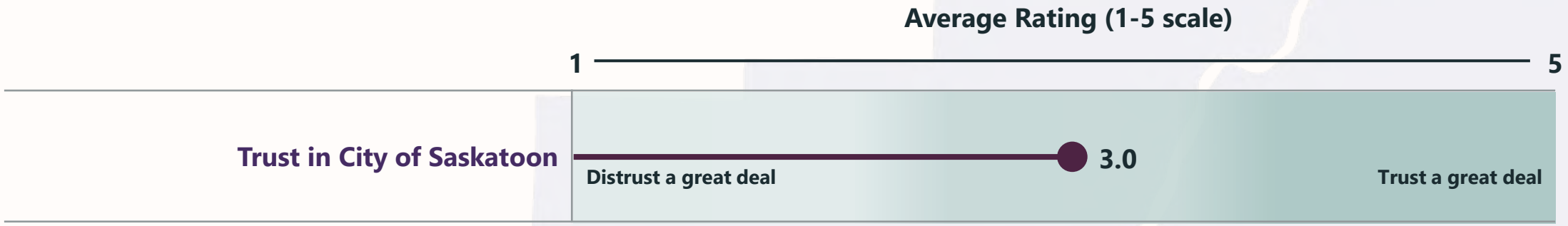
Input into Decision Making

Service Performance

03

Trust in the City of Saskatoon

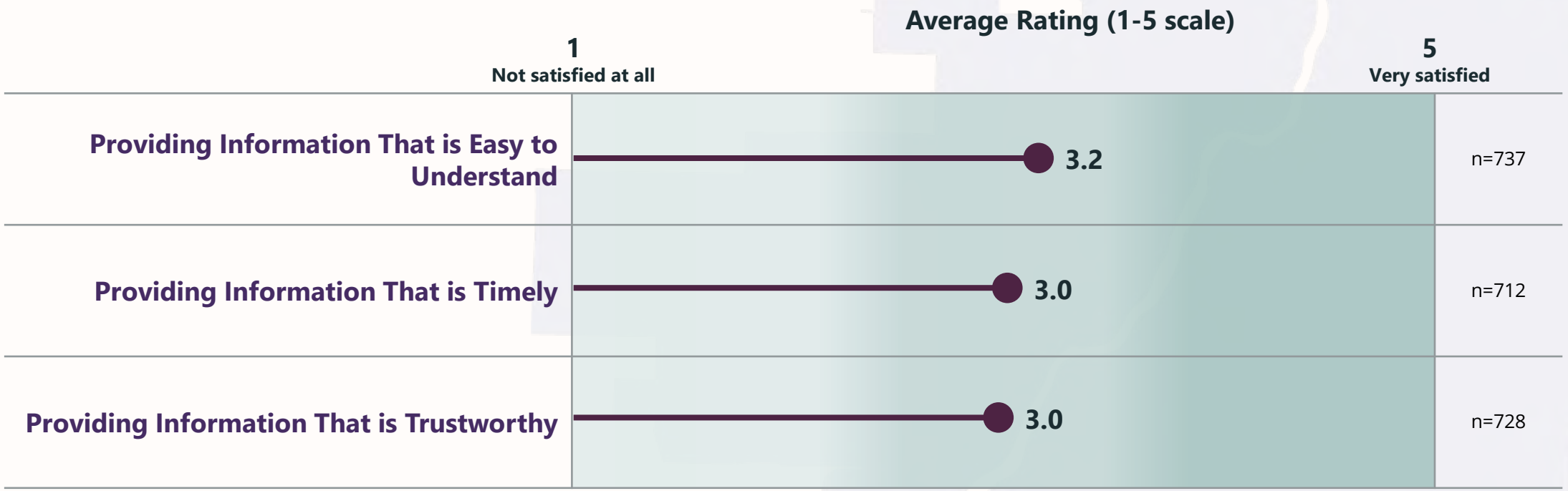
Trust in the City of Saskatoon is moderate.



Q8. Considering all the things you think are important, how much do you trust or distrust the City of Saskatoon? Base: All respondents excluding "Not sure", n=775 (data are weighted).

Information Satisfaction

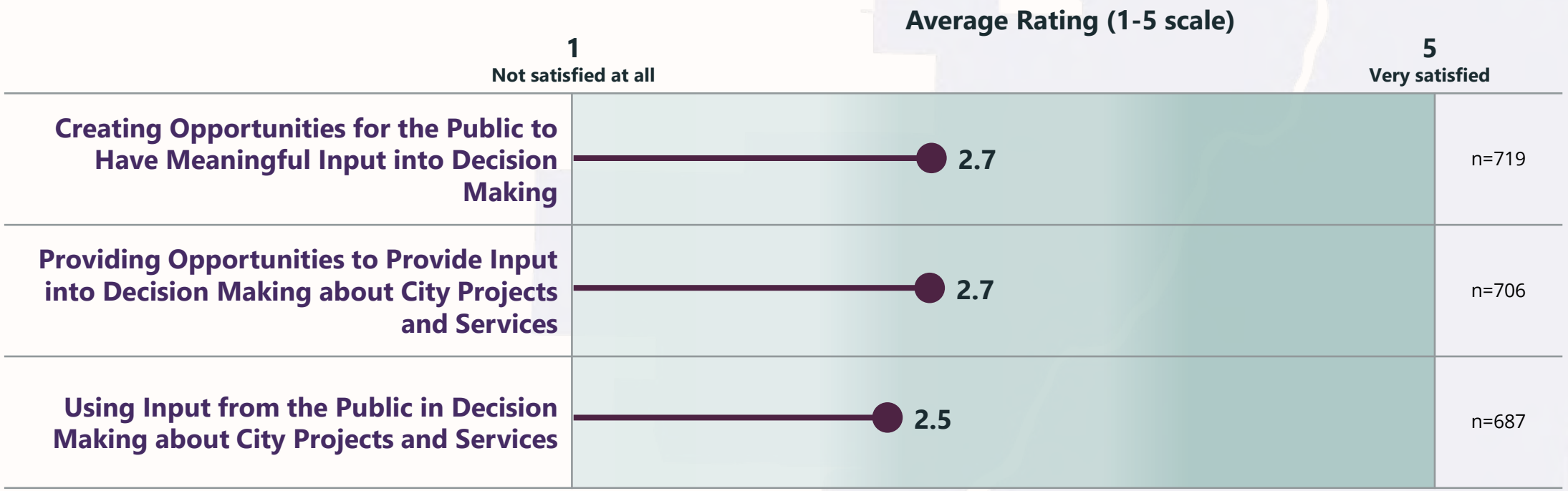
Satisfaction with information provided by the City of Saskatoon is moderate for being easy to understand, timely and trustworthy.



Q14. How satisfied are you with the City of Saskatoon on each of the following? Base: All respondents excluding "Not sure", n=712-737 (data are weighted).

Decision Making Satisfaction

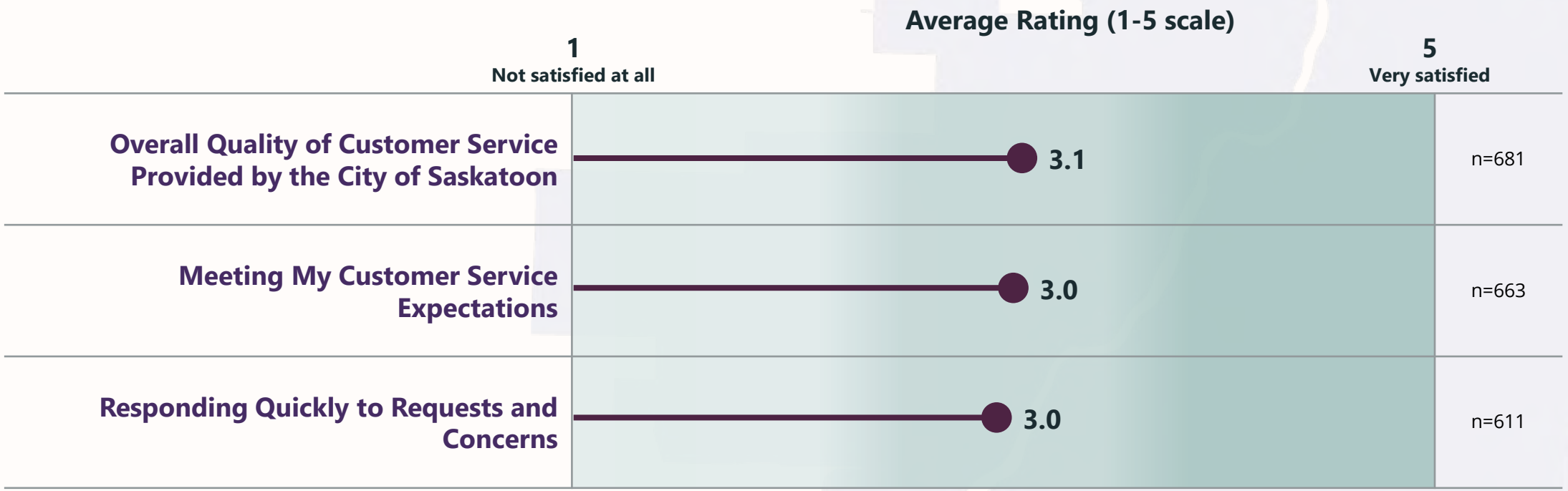
Satisfaction with decision making attributes is modest with use of public input in decision making receiving the softest ratings.



Q14. How satisfied are you with the City of Saskatoon on each of the following? Base: All respondents excluding "Not sure", n=687-719 (data are weighted).

Service Satisfaction

Satisfaction with City of Saskatoon customer service is moderate.



Q14. How satisfied are you with the City of Saskatoon on each of the following? Base: All respondents excluding "Not sure", n=611-681 (data are weighted).

insightrix

Appendix

Detailed Reporting Tables

04

Interpreting Detailed Reporting Tables

This appendix contains demographic comparison tables for each survey question.

Detailed reporting tables identify variances that are statistically significant at the 95% confidence level. This means that there is less than a 5% chance the results would have occurred by chance. Statistically significant demographic variances between demographic groups are marked ▲ / ▼.

Due to low sample sizes for Ward cross tabulations, statistical testing is not reported, and data should be interpreted as directional.

Demographic questions about gender, self-identified minority group status, home ownership, and household income include “Prefer not to say” answer options. As such, demographic breakdowns detailed in this section exclude “Prefer not to say” responses from the sample base size.

Most Important Issue Facing Saskatoon – Ward Variances

Open-Ended Response Themes (% Mentioned)

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
	n=762	n=87	n=45	n=56	n=49	n=101	n=87	n=76	n=90	n=73	n=98
Housing & Unhoused Population	**47%**	55%	46%	53%	38%	45%	59%	45%	47%	47%	38%
Crime and Safety	**21%**	14%	25%	19%	26%	19%	16%	22%	23%	27%	17%
Drugs and Addictions	**16%**	21%	19%	21%	13%	16%	13%	18%	12%	19%	9%
Cost of Living and Affordability	**15%**	16%	6%	9%	15%	21%	12%	27%	14%	18%	11%
Infrastructure and Transportation	**12%**	12%	6%	8%	15%	15%	9%	6%	14%	13%	18%
City Spending and Taxes	**11%**	9%	18%	9%	9%	15%	8%	6%	13%	6%	21%
Healthcare and Mental Health	**4%**	4%	4%	5%	2%	4%	5%	6%	4%	4%	6%
Other	**7%**	8%	6%	2%	9%	5%	5%	9%	6%	7%	10%

Q7. And thinking more broadly, what is the single most important issue facing the City of Saskatoon today? (Open-ended question) Base: All respondents excluding "Not sure / no comment", (data are weighted).

Most Important Issue Facing Saskatoon – Demographic Variances

Open-Ended Response Themes (% Mentioned)

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
	n=762	n=212	n=258	n=292	n=341	n=406	n=136	n=127	n=125	n=156	n=77	n=547	n=179
Housing & Unhoused Population	**47%**	50%	46%	45%	46%	50%	45%	57%	45%	41%	47%	46%	53%
Crime and Safety	**21%**	16%▼	26%▲	20%	19%	23%	14%	29%	25%	21%	18%	23%	17%
Drugs and Addictions	**16%**	19%	15%	15%	15%	18%	20%	10%	15%	20%	18%	14%	20%
Cost of Living and Affordability	**15%**	21%▲	14%	11%▼	13%	17%	17%	14%	13%	15%	10%	13%▼	20%▲
Infrastructure and Transportation	**12%**	13%	11%	11%	14%	10%	10%	7%▼	12%	20%▲	8%	12%	11%
City Spending and Taxes	**11%**	7%▼	9%▼	18%▲	15%▲	6%▼	12%	5%	10%	12%	18%	14%▲	2%▼
Healthcare and Mental Health	**4%**	4%	4%	5%	3%	6%	1%	6%	6%	3%	6%	4%	4%
Other	**7%**	7%	8%	5%	7%	6%	7%	5%	11%	5%	7%	6%	8%

Q7. And thinking more broadly, what is the single most important issue facing the City of Saskatoon today? (Open-ended question) Base: All respondents excluding "Not sure / no comment", (data are weighted).

Overall Quality of Life – Ward & Demographic Variances

Average Rating (scale: 1 very poor – 5 excellent)

Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
n=801	n=94	n=46	n=59	n=52	n=104	n=92	n=81	n=95	n=76	n=102
3.6	3.5	3.4	3.6	3.3	3.8	3.8	3.6	3.8	3.7	3.7

Total	Age			Gender		Income					Home Own / Rent Status	
	18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
n=801	n=230	n=266	n=305	n=357	n=428	n=150	n=133	n=129	n=158	n=78	n=564	n=197
3.6	3.6	3.5▼	3.7▲	3.6	3.6	3.4▼	3.6	3.7▲	3.7	3.8	3.7	3.6

Q4. How would you rate the overall quality of life in Saskatoon today? Base: All respondents excluding "Not sure", (data are weighted).

Change in Quality of Life – Ward & Demographic Variances

Average Rating (scale: 1 worsened significantly – 5 improved significantly)

Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
n=785	n=90	n=46	n=59	n=50	n=101	n=91	n=79	n=94	n=75	n=100
2.6	2.6	2.2	2.5	2.5	2.7	2.8	2.5	2.7	2.7	2.7

Total	Age			Gender		Income					Home Own / Rent Status	
	18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
n=785	n=220	n=266	n=299	n=353	n=416	n=147	n=132	n=127	n=156	n=76	n=557	n=190
2.6	2.7▲	2.5▼	2.6	2.6	2.6	2.6	2.6	2.6	2.6	2.6	2.6▼	2.8▲

Q5. In your opinion, over the past three years, has the quality of life in Saskatoon… Base: All respondents excluding "Not sure", (data are weighted).

Actions to Improve Quality of Life – Ward Variances

Open-Ended Response Themes (% Mentioned)

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
	n=739	n=87	n=42	n=55	n=49	n=99	n=83	n=74	n=82	n=72	n=96
Housing and Unhoused Population	**43%**	44%	50%	59%	35%	47%	43%	37%	44%	39%	30%
Crime and Public Safety	**26%**	29%	27%	23%	33%	28%	28%	22%	23%	29%	19%
Infrastructure and Roads	**20%**	15%	16%	13%	19%	19%	12%	24%	26%	22%	33%
Addiction, Mental Health, and Social Services	**20%**	29%	35%	25%	19%	18%	23%	15%	12%	16%	8%
Fiscal Responsibility and Taxes	**15%**	17%	17%	13%	16%	21%	10%	21%	11%	10%	13%
Cost of Living	**8%**	10%	7%	9%	7%	7%	11%	11%	5%	10%	5%
Public Transit	**8%**	9%	16%	2%	8%	7%	9%	3%	9%	11%	9%
Cleanliness and Environment	**8%**	6%	21%	3%	4%	9%	3%	10%	8%	8%	8%
City Planning and Governance	**7%**	6%	6%	2%	11%	7%	7%	4%	9%	8%	10%
Recreation, Leisure and Family Activities	**7%**	6%	6%	0%	4%	5%	6%	12%	9%	6%	13%
Other	**5%**	12%	7%	2%	0%	4%	4%	7%	9%	1%	9%

Q6. In your opinion, what one action, if any, could the City take to improve the quality of life in Saskatoon? (Open-ended question) Base: All respondents excluding "Not sure / no comment", (data are weighted).

Actions to Improve Quality of Life – Demographic Variances

Open-Ended Response Themes (% Mentioned)

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
	n=739	n=209	n=246	n=284	n=331	n=392	n=137	n=122	n=118	n=150	n=73	n=529	n=170
Housing and Unhoused Population	**43%**	42%	42%	44%	37%▼	50%▲	41%	49%	43%	41%	41%	43%	43%
Crime and Public Safety	**26%**	15%▼	33%▲	30%▲	27%	26%	21%	31%	25%	27%	37%	29%▲	21%▼
Infrastructure and Roads	**20%**	24%	18%	18%	23%▲	16%▼	15%	24%	21%	22%	23%	18%	21%
Addiction, Mental Health, and Social Services	**20%**	22%	20%	17%	16%	21%	19%	22%	18%	19%	26%	19%	21%
Fiscal Responsibility and Taxes	**15%**	8%▼	19%▲	18%▲	21%▲	9%▼	12%	9%	16%	16%	22%	19%▲	5%▼
Cost of Living	**8%**	11%	8%	6%	5%▼	11%▲	12%	6%	8%	7%	4%	6%▼	15%▲
Public Transit	**8%**	15%▲	6%▼	4%▼	7%	8%	16%▲	10%	4%	8%	0%▼	5%▼	13%▲
Cleanliness and Environment	**8%**	13%▲	4%▼	8%	6%	9%	10%	11%	7%	7%	4%	7%	7%
City Planning and Governance	**7%**	6%	8%	7%	8%	6%	4%	5%	13%	7%	6%	9%▲	3%▼
Recreation, Leisure and Family Activities	**7%**	9%	7%	5%	7%	7%	6%	8%	8%	7%	6%	6%	10%
Other	**5%**	9%▲	5%	3%▼	4%	5%	13%▲	3%▼	3%	4%	5%	3%▼	10%▲

Q6. In your opinion, what one action, if any, could the City take to improve the quality of life in Saskatoon? (Open-ended question) Base: All respondents excluding "Not sure / no comment", (data are weighted).

Core Service Overall Satisfaction – Ward & Demographic Variances

Average Rating (scale: 1 not satisfied at all – 5 very satisfied)

Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
n=796	n=91	n=47	n=59	n=52	n=104	n=91	n=81	n=94	n=76	n=101
3.2	3.1	3.0	3.3	3.0	3.3	3.4	3.2	3.4	3.4	3.1

Total	Age			Gender		Income					Home Own / Rent Status	
	18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
n=796	n=226	n=266	n=304	n=354	n=426	n=152	n=132	n=129	n=159	n=78	n=562	n=195
3.2	3.2	3.2	3.2	3.2	3.2	3.1	3.3	3.3	3.2	3.2	3.2	3.3

Q9. Generally, how satisfied are you with the overall quality of services provided by the City? Base: All respondents excluding "Not sure", (data are weighted).

Governance and Transparency Satisfaction – Ward & Demographic Variances

Average Rating (scale: 1 not satisfied at all – 5 very satisfied)

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
Practicing open and accessible government	n=664	n=77	n=41	n=51	n=38	n=86	n=75	n=67	n=82	n=67	n=80
	2.8	2.4	2.8	2.8	2.8	3.1	2.9	3.0	2.9	2.6	2.9
Being transparent in its decision making	n=686	n=78	n=42	n=52	n=42	n=90	n=74	n=74	n=84	n=64	n=86
	2.7	2.4	2.6	2.4	2.7	2.9	2.9	2.9	2.9	2.5	2.7
Managing spending in a responsible way	n=713	n=84	n=39	n=53	n=44	n=94	n=80	n=71	n=85	n=68	n=95
	2.5	2.2	2.5	2.1	2.5	2.9	2.5	2.7	2.7	2.3	2.5

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
Practicing open and accessible government	n=664	n=176	n=222	n=266	n=315	n=333	n=124	n=106	n=111	n=137	n=67	n=481	n=151
	2.8	3.0▲	2.7▼	2.8	2.8▼	2.9▲	2.8	2.8	3.0	2.8	2.8	2.8▼	3.0▲
Being transparent in its decision making	n=686	n=177	n=235	n=274	n=322	n=348	n=123	n=116	n=111	n=143	n=74	n=500	n=153
	2.7	3.0▲	2.5▼	2.6▼	2.6	2.8	2.7	2.6	2.8	2.7	2.7	2.6▼	2.9▲
Managing spending in a responsible way	n=713	n=192	n=243	n=278	n=335	n=364	n=130	n=117	n=120	n=142	n=76	n=518	n=162
	2.5	2.7	2.4	2.4	2.4▼	2.6▲	2.6	2.4	2.7	2.4	2.5	2.5	2.7

Q14. How satisfied are you with the City of Saskatoon on each of the following? Base: All respondents excluding "Not sure", (data are weighted).

Core Service Satisfaction – Ward Variances

Average Rating (scale: 1 not satisfied at all – 5 very satisfied)

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
Fire and emergency services	n=734	n=87	n=45	n=58	n=46	n=92	n=82	n=73	n=84	n=72	n=95
	4.0	3.9	3.9	4.1	3.6	4.0	4.0	4.0	4.1	4.2	4.0
Parks and open spaces	n=791	n=93	n=47	n=58	n=51	n=102	n=90	n=81	n=93	n=76	n=100
	3.7	3.6	3.7	3.6	3.7	3.8	3.8	3.8	3.8	3.9	3.6
Utilities (water and electricity)	n=773	n=91	n=47	n=57	n=49	n=98	n=86	n=77	n=90	n=78	n=100
	3.7	3.7	3.3	3.6	3.4	4.0	3.8	3.9	3.9	3.9	3.6
Waste, recycling and composting	n=788	n=94	n=47	n=57	n=51	n=102	n=90	n=78	n=92	n=77	n=100
	3.6	3.6	3.6	3.7	3.4	3.6	3.8	3.7	3.7	3.7	3.4
Recreation and cultural facilities	n=745	n=87	n=44	n=55	n=49	n=94	n=89	n=72	n=89	n=73	n=93
	3.5	3.4	3.4	3.7	3.4	3.7	3.5	3.5	3.6	3.6	3.5
Police services	n=761	n=89	n=45	n=59	n=48	n=97	n=89	n=76	n=89	n=72	n=97
	3.3	3.1	3.0	3.6	3.3	3.4	3.1	3.5	3.5	3.5	3.4

Q10. How satisfied are you with the City's delivery of the following core services? Base: All respondents excluding "Not sure", (data are weighted).

Core Service Satisfaction – Ward Variances cont'd.

Average Rating (scale: 1 not satisfied at all – 5 very satisfied)

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
Community grants and support	n=407	n=55	n=22	n=30	n=23	n=50	n=47	n=37	n=54	n=39	n=50
	3.0	3.1	2.6	3.0	3.0	3.2	3.1	3.2	3.1	3.3	2.9
Snow clearing	n=802	n=92	n=46	n=59	n=52	n=104	n=93	n=80	n=95	n=78	n=103
	3.0	3.1	2.8	3.0	2.9	3.2	3.1	3.3	3.1	3.1	3.0
Planning, growth and development	n=700	n=81	n=42	n=52	n=45	n=93	n=78	n=64	n=80	n=69	n=96
	2.8	2.7	2.7	2.9	2.5	2.9	3.1	2.7	2.9	2.9	2.6
Traffic flow, safety and management	n=794	n=94	n=47	n=59	n=51	n=103	n=88	n=79	n=93	n=78	n=102
	2.5	2.7	2.3	2.5	2.2	2.6	2.8	2.8	2.6	2.8	2.2
Public transit	n=624	n=73	n=38	n=50	n=41	n=71	n=77	n=66	n=74	n=59	n=75
	2.3	2.2	2.1	2.4	2.2	2.2	2.4	2.5	2.4	2.5	2.4
Road maintenance	n=806	n=94	n=47	n=59	n=52	n=104	n=93	n=81	n=95	n=78	n=103
	2.3	2.2	2.1	2.4	2.0	2.2	2.6	2.4	2.4	2.6	2.3

Q10. How satisfied are you with the City's delivery of the following core services? Base: All respondents excluding "Not sure", (data are weighted).

Core Service Satisfaction – Demographic Variances

Average Rating (scale: 1 not satisfied at all – 5 very satisfied)

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
Fire and emergency services	n=734	n=198	n=244	n=292	n=330	n=389	n=139	n=122	n=119	n=141	n=74	n=527	n=178
	4.0	3.8▼	4.0	4.2▲	4.1▲	3.9▼	3.9	4.0	4.0	4.1	4.2	4.1▲	3.9▼
Parks and open spaces	n=791	n=228	n=265	n=298	n=350	n=425	n=150	n=128	n=127	n=159	n=78	n=557	n=195
	3.7	3.7	3.8	3.7	3.7	3.7	3.6	3.7	3.7	3.7	3.9	3.7	3.7
Utilities (water and electricity)	n=773	n=217	n=261	n=295	n=349	n=409	n=143	n=129	n=129	n=154	n=78	n=551	n=186
	3.7	3.6▼	3.8▼	3.7▲	3.8	3.7	3.6	3.7	3.6	3.8	3.8	3.7	3.7
Waste, recycling and composting	n=788	n=222	n=265	n=301	n=352	n=420	n=149	n=130	n=127	n=156	n=77	n=559	n=190
	3.6	3.7	3.6	3.6	3.6	3.7	3.7	3.6	3.7	3.6	3.6	3.6	3.6
Recreation and cultural facilities	n=745	n=209	n=247	n=289	n=334	n=395	n=142	n=122	n=122	n=143	n=75	n=529	n=181
	3.5	3.4	3.5	3.6	3.5	3.6	3.4	3.6	3.6	3.6	3.5	3.6	3.5
Police services	n=761	n=209	n=258	n=294	n=347	n=399	n=140	n=128	n=124	n=152	n=76	n=544	n=181
	3.3	3.1	3.2	3.7	3.4	3.4	3.2	3.4	3.3	3.4	3.4	3.5▲	3.2▼

Q10. How satisfied are you with the City's delivery of the following core services? Base: All respondents excluding "Not sure", (data are weighted).

Core Service Satisfaction – Demographic Variances cont'd.

Average Rating (scale: 1 not satisfied at all – 5 very satisfied)

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
Community grants and support	n=407	n=136	n=129	n=142	n=174	n=219	n=95	n=72	n=65	n=66	n=34	n=264	n=120
	3.0	3.1	3.1	2.9	3.0	3.2	3.0	3.0	3.1	3.1	3.2	3.1	3.1
Snow clearing	n=802	n=229	n=268	n=305	n=356	n=430	n=151	n=131	n=129	n=159	n=78	n=565	n=196
	3.0	3.0	3.1	3.1	3.0▼	3.2▲	2.8▼	3.1	3.1	3.1	3.3▲	3.1	2.9
Planning, growth and development	n=700	n=200	n=243	n=257	n=323	n=363	n=127	n=113	n=117	n=148	n=74	n=505	n=159
	2.8	2.9	2.7	2.8	2.7▼	2.9▲	2.9	2.7	2.8	2.7	2.8	2.7▼	3.0▲
Traffic flow, safety and management	n=794	n=228	n=266	n=300	n=353	n=425	n=150	n=133	n=129	n=157	n=78	n=558	n=195
	2.5	2.6	2.4	2.6	2.5▼	2.6▲	2.7	2.6	2.6	2.3	2.4	2.5	2.6
Public transit	n=624	n=203	n=205	n=216	n=279	n=330	n=127	n=103	n=98	n=121	n=58	n=417	n=171
	2.3	2.3	2.3	2.4	2.4	2.3	2.5	2.4	2.3	2.2	2.2	2.3▼	2.6▲
Road maintenance	n=806	n=230	n=269	n=307	n=359	n=431	n=152	n=133	n=129	n=159	n=78	n=566	n=199
	2.3	2.2	2.3	2.4	2.3	2.4	2.2	2.4	2.3	2.3	2.4	2.4	2.3

Q10. How satisfied are you with the City's delivery of the following core services? Base: All respondents excluding "Not sure", (data are weighted).

Value Perceptions – Ward & Demographic Variances

Average Rating (scale: 1 very poor value – 5 excellent value)

Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
n=777	n=88	n=47	n=57	n=51	n=104	n=87	n=76	n=90	n=76	n=101
2.7	2.8	2.6	2.4	2.5	2.8	2.9	2.8	2.9	2.9	2.6

Total	Age			Gender		Income					Home Own / Rent Status	
	18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
n=777	n=211	n=263	n=303	n=351	n=410	n=139	n=129	n=128	n=156	n=78	n=562	n=178
2.7	2.8	2.6	2.8	2.6	2.8	2.8	2.7	2.8	2.7	2.7	2.7▼	2.9▲

Q11. Thinking about these City services, how would you rate the value you receive for the taxes, fees and other charges you pay to the City? Base: All respondents excluding "Not sure", (data are weighted).

Future Service Provision – Ward Variances

Average Rating (scale: 1 significantly less service – 5 significantly more service)

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
	n=807	n=94	n=47	n=59	n=52	n=104	n=94	n=81	n=95	n=78	n=103
Road maintenance	**4.2**	4.2	4.3	4.1	4.3	4.3	4.0	4.2	4.2	4.2	4.2
Traffic flow, safety and management	**3.9**	3.8	3.9	4.0	4.1	3.8	3.8	3.9	3.9	3.9	4.3
Snow clearing	**3.8**	3.7	3.8	3.9	3.9	3.7	3.7	3.7	3.8	3.8	3.8
Public transit	**3.5**	3.7	3.6	3.4	3.6	3.4	3.8	3.6	3.5	3.4	3.4
Police services	**3.5**	3.4	3.7	3.7	3.6	3.5	3.4	3.3	3.4	3.4	3.4
Planning, growth and development	**3.5**	3.4	3.4	3.5	3.5	3.3	3.5	3.6	3.5	3.4	3.7
Fire and emergency services	**3.4**	3.4	3.3	3.6	3.5	3.4	3.4	3.4	3.5	3.3	3.5
Parks and open spaces	**3.3**	3.4	3.4	3.4	3.2	3.3	3.3	3.4	3.4	3.3	3.4
Recreation and cultural facilities	**3.3**	3.3	3.3	3.2	3.2	3.2	3.4	3.4	3.3	3.2	3.2
Utilities (water and electricity)	**3.2**	3.3	3.1	3.3	3.4	3.1	3.2	3.2	3.3	3.2	3.3
Waste, recycling and composting	**3.2**	3.2	3.3	3.2	3.2	3.1	3.3	3.2	3.2	3.2	3.2
Community grants and support	**3.2**	3.2	3.3	3.2	3.1	3.1	3.3	3.3	3.0	3.1	3.1

Q12. Knowing that there's a cost to everything, in the future, would you like the City to provide more service, less service, or the same level of service for each of the following? Base: All respondents, (data are weighted).

Future Service Provision – Demographic Variances

Average Rating (scale: 1 significantly less service – 5 significantly more service)

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
	n=807	n=231	n=269	n=307	n=359	n=432	n=153	n=133	n=129	n=159	n=78	n=566	n=200
Road maintenance	**4.2**	4.3	4.2	4.2	4.2	4.2	4.3	4.2	4.2	4.2	4.2	4.2	4.3
Traffic flow, safety and management	**3.9**	4.0	4.0	3.9	4.0	3.9	4.0	3.8	3.9	4.1	3.9	3.9	3.9
Snow clearing	**3.8**	3.8	3.7	3.8	3.8	3.8	4.0	3.7	3.7	3.8	3.6	3.7▼	4.0▲
Public transit	**3.5**	3.9▲	3.4▼	3.3▼	3.4▼	3.6▲	3.9	3.5	3.6	3.4	3.2	3.4▼	3.9▲
Police services	**3.5**	3.1▼	3.6▲	3.7▲	3.4▼	3.6▲	3.5	3.5	3.4	3.4	3.4	3.5	3.5
Planning, growth and development	**3.5**	3.5	3.4	3.4	3.4	3.5	3.4	3.5	3.6	3.5	3.5	3.5	3.5
Fire and emergency services	**3.4**	3.4	3.4	3.5	3.3▼	3.5▲	3.5	3.3	3.4	3.5	3.3	3.4	3.5
Parks and open spaces	**3.3**	3.5▲	3.3▼	3.2▼	3.3▼	3.4▲	3.5	3.2	3.3	3.3	3.3	3.3▼	3.5▲
Recreation and cultural facilities	**3.3**	3.5▲	3.3	3.1▼	3.2▼	3.4▲	3.4	3.1	3.4	3.2	3.3	3.2▼	3.5▲
Utilities (water and electricity)	**3.2**	3.3▲	3.2▼	3.2	3.2	3.3	3.3	3.2	3.2	3.1	3.1	3.2▼	3.3▲
Waste, recycling and composting	**3.2**	3.3▲	3.1▼	3.2▼	3.1▼	3.3▲	3.3	3.1	3.1	3.2	3.1	3.2▼	3.3▲
Community grants and support	**3.2**	3.5▲	3.1▼	3.0▼	2.9▼	3.4▲	3.4	3.0	3.2	3.1	2.9	3.0▼	3.5▲

Q12. Knowing that there's a cost to everything, in the future, would you like the City to provide more service, less service, or the same level of service for each of the following? Base: All respondents, (data are weighted).

Budget Strategy – Ward Variances

% Selected

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
	n=807	n=94	n=47	n=59	n=52	n=104	n=94	n=81	n=95	n=78	n=103
Combination of property tax and user fee increases	**24%**	25%	17%	22%	24%	17%	35%	30%	23%	28%	22%
Stop providing a particular service	**21%**	16%	22%	23%	20%	21%	14%	25%	22%	21%	26%
Introduce a new user or service fee	**10%**	11%	11%	4%	9%	14%	6%	10%	7%	9%	16%
Reduce service levels	**8%**	9%	9%	13%	8%	6%	6%	5%	13%	11%	4%
Increase existing user fees	**8%**	1%	9%	5%	7%	8%	14%	9%	5%	13%	8%
Increase property taxes	**5%**	6%	4%	1%	6%	6%	7%	3%	6%	5%	2%
Not sure	**24%**	32%	28%	32%	28%	27%	18%	18%	23%	13%	21%

Q13. If the City must balance the budget, which strategy do you prefer? Base: All respondents, (data are weighted).

Budget Strategy – Demographic Variances

% Selected

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
	n=807	n=231	n=269	n=307	n=359	n=432	n=153	n=133	n=129	n=159	n=78	n=566	n=200
Combination of property tax and user fee increases	**24%**	21%	29%	23%	25%	24%	16%▼	28%	31%▲	26%	31%	26%	21%
Stop providing a particular service	**21%**	24%	19%	20%	23%	18%	18%	17%	21%	22%	26%	22%	20%
Introduce a new user or service fee	**10%**	11%	8%	10%	10%	9%	12%	9%	12%	10%	8%	11%	8%
Reduce service levels	**8%**	7%	10%	8%	10%▲	6%▼	5%	13%	7%	11%	11%	9%	7%
Increase existing user fees	**8%**	6%	8%	10%	8%	9%	5%	5%	9%	9%	10%	9%	6%
Increase property taxes	**5%**	4%	3%	7%	6%	4%	4%	6%	9%	5%	0%	5%	5%
Not sure	**24%**	27%	22%	23%	18%▼	30%▲	40%▲	23%	12%▼	17%▼	14%▼	18%▼	33%▲

Q13. If the City must balance the budget, which strategy do you prefer? Base: All respondents, (data are weighted).

Trust in the City of Saskatoon – Ward & Demographic Variances

Average Rating (scale: 1 distrust a great deal – 5 trust a great deal)

Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
n=775	n=90	n=47	n=54	n=46	n=101	n=92	n=78	n=93	n=75	n=99
3.0	3.0	2.7	3.2	2.7	3.0	3.3	3.2	3.1	3.1	2.9

Total	Age			Gender		Income					Home Own / Rent Status	
	18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
n=775	n=217	n=259	n=299	n=346	n=414	n=141	n=129	n=126	n=157	n=78	n=550	n=188
3.0	3.1	3.0	3.0	3.0	3.1	3.0	3.1	3.1	3.1	3.1	3.0	3.2

Q8. Considering all the things you think are important, how much do you trust or distrust the City of Saskatoon? Base: All respondents excluding "Not sure", (data are weighted).

Information Satisfaction – Ward & Demographic Variances

Average Rating (scale: 1 not satisfied at all – 5 very satisfied)

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
Providing information that is easy to understand	n=737	n=88	n=45	n=54	n=41	n=94	n=86	n=74	n=90	n=75	n=90
	3.2	3.1	3.0	3.2	2.9	3.2	3.5	3.3	3.2	3.3	2.9
Providing information that is timely	n=712	n=84	n=45	n=55	n=39	n=90	n=81	n=71	n=90	n=70	n=87
	3.0	3.1	2.9	3.1	2.8	3.0	3.3	3.0	3.0	3.1	2.7
Providing information that is trustworthy	n=728	n=84	n=44	n=51	n=45	n=94	n=82	n=75	n=90	n=72	n=91
	3.0	3.1	2.6	2.8	2.7	3.0	3.3	3.1	3.2	3.1	2.8

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
Providing information that is easy to understand	n=737	n=209	n=241	n=287	n=334	n=387	n=138	n=120	n=124	n=146	n=74	n=531	n=171
	3.2	3.4▲	3.1▼	3.0▼	3.1▼	3.3▲	3.2	3.0▼	3.5▲	3.1	3.1	3.1	3.3
Providing information that is timely	n=712	n=201	n=234	n=277	n=324	n=372	n=138	n=115	n=119	n=142	n=71	n=512	n=167
	3.0	3.3▲	2.9▼	2.9▼	2.9▼	3.1▲	3.1	3.0	3.2	2.9	3.0	3.0▼	3.2▲
Providing information that is trustworthy	n=728	n=201	n=242	n=285	n=335	n=377	n=134	n=122	n=121	n=143	n=74	n=523	n=169
	3.0	3.3▲	2.9▼	2.8▼	2.9	3.0	3.0	3.0	3.2	3.0	3.0	2.9▼	3.2▲

Q14. How satisfied are you with the City of Saskatoon on each of the following? Base: All respondents excluding "Not sure", (data are weighted).

Decision Making Satisfaction – Ward & Demographic Variances

Average Rating (scale: 1 not satisfied at all – 5 very satisfied)

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
Creating opportunities for the public to have meaningful input into decision making	n=719	n=86	n=45	n=55	n=45	n=90	n=86	n=72	n=86	n=69	n=85
	2.7	2.6	2.6	2.6	2.6	2.8	2.9	2.5	2.8	2.8	2.5
Providing opportunities to provide input into decision making about City projects and services	n=706	n=81	n=44	n=54	n=44	n=92	n=78	n=73	n=84	n=66	n=90
	2.7	2.5	2.4	2.6	2.5	2.8	2.9	2.7	2.9	2.6	2.6
Using input from the public in decision making about City projects and services	n=687	n=81	n=44	n=53	n=42	n=85	n=79	n=66	n=84	n=68	n=85
	2.5	2.4	2.2	2.5	2.2	2.3	2.7	2.6	2.7	2.7	2.3

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
Creating opportunities for the public to have meaningful input into decision making	n=719	n=198	n=246	n=275	n=328	n=375	n=135	n=114	n=121	n=141	n=74	n=517	n=171
	2.7	2.8▲	2.6	2.6▼	2.7	2.7	2.5	2.6	2.9	2.8	2.7	2.7	2.7
Providing opportunities to provide input into decision making about City projects and services	n=706	n=193	n=243	n=270	n=319	n=371	n=132	n=115	n=120	n=141	n=72	n=511	n=162
	2.7	2.8	2.7	2.5	2.7	2.6	2.4	2.6	2.9	2.8	2.7	2.7	2.7
Using input from the public in decision making about City projects and services	n=687	n=189	n=235	n=263	n=311	n=361	n=126	n=115	n=114	n=133	n=75	n=493	n=160
	2.5	2.6▲	2.5	2.3▼	2.4	2.5	2.4	2.4	2.6	2.5	2.3	2.4▼	2.7▲

Q14. How satisfied are you with the City of Saskatoon on each of the following? Base: All respondents excluding "Not sure", (data are weighted).

Service Satisfaction – Ward & Demographic Variances

Average Rating (scale: 1 not satisfied at all – 5 very satisfied)

	Total	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10
Overall quality of customer service provided by the City of Saskatoon	n=681	n=77	n=43	n=51	n=45	n=83	n=84	n=66	n=81	n=65	n=86
	3.1	3.0	2.7	3.2	2.9	3.2	3.3	3.2	3.2	3.2	2.9
Meeting my customer service expectations	n=663	n=73	n=44	n=48	n=43	n=82	n=83	n=62	n=81	n=68	n=79
	3.0	3.0	2.7	3.1	2.9	3.0	3.3	3.2	3.3	3.1	2.7
Responding quickly to requests and concerns	n=611	n=72	n=43	n=45	n=38	n=70	n=76	n=58	n=74	n=61	n=74
	3.0	2.9	2.8	2.9	2.7	2.9	3.2	3.0	3.2	3.2	2.8

	Total	Age			Gender		Income					Home Own / Rent Status	
		18-34	35-54	55+	Man	Woman	<$60K	$60K to <$90K	$90K to <$120K	$120K to <$200K	$200K+	Own	Rent
Overall quality of customer service provided by the City of Saskatoon	n=681	n=182	n=224	n=275	n=310	n=356	n=124	n=118	n=109	n=135	n=68	n=488	n=161
	3.1	3.2	3.1	3.0	3.1	3.2	2.9	3.1	3.3	3.1	3.2	3.1	3.1
Meeting my customer service expectations	n=663	n=174	n=219	n=270	n=298	n=350	n=124	n=118	n=103	n=128	n=66	n=481	n=154
	3.0	3.2	3.0	3.0	3.0▼	3.2▲	2.9	3.1	3.2	3.0	3.1	3.1	3.1
Responding quickly to requests and concerns	n=611	n=175	n=203	n=233	n=277	n=321	n=121	n=108	n=98	n=121	n=59	n=436	n=147
	3.0	3.1	2.9	2.9	3.0	3.0	2.7	3.0	3.2	3.0	3.1	3.0	3.0

Q14. How satisfied are you with the City of Saskatoon on each of the following? Base: All respondents excluding "Not sure", (data are weighted).