2026 Civic Performance and Priorities Survey Instrument
City of Saskatoon

1. Which area of Saskatoon do you live in?

   [dropdown neighbourhood list]
   Do not live in Saskatoon [thank and terminate]

2. How old are you?

   Under 18 [thank and terminate]
   18-24
   25-34
   35-44
   45-54
   55-64
   65+

3. What is your gender?

   Man
   Woman
   Non-binary
   Other:_____[not required]
   Prefer not to say

STRATEGIC ALIGNMENT

4. How would you rate the overall quality of life in Saskatoon today?

   1 – very poor
   …
   5 – excellent
   Not sure

5. In your opinion, over the past three years, has the quality of life in Saskatoon…

   1 – worsened significantly
   …
   5 – improved significantly
   Not sure

6. In your opinion, what one action, if any, could the City take to improve the quality of life in Saskatoon?

   [Textbox]
   Not sure

7. And thinking more broadly, what is the single most important issue facing the City of Saskatoon today?

   [Textbox]
   Not sure

8. Considering all the things you think are important, how much do you trust or distrust the City of Saskatoon?

   1 – distrust a great deal
   …
   5 – trust a great deal
   Not sure

9. Generally, how satisfied are you with the overall quality of services provided by the City?

   1 – not satisfied at all
   …
   5 – very satisfied
   Not sure

BUDGET AND SERVICE PREFERENCES

10. How satisfied are you with the City's delivery of the following core services?

    [randomize]
    Community grants and support
    Fire and emergency services
    Parks and open spaces
    Planning, growth and development
    Police services
    Public transit
    Recreation and cultural facilities
    Road maintenance
    Snow clearing
    Traffic flow, safety and management
    Utilities (water and electricity)
    Waste, recycling and composting

    1 – not satisfied at all
    …
    5 – very satisfied
    Not sure

11. 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?

    1 – very poor value
    …
    5 – excellent value
    Not sure

12. 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? [insert list from Q10, randomize]

    1 – significantly less service
    2
    3 – same level of service
    4
    5 - significantly more service

13. If the City must balance the budget, which strategy do you prefer? (Single select)

[randomize]
Stop providing a particular service
Reduce service levels
Increase property taxes
Increase existing user fees
Introduce a new user or service fee
Combination of property tax and user fee increases
Not sure [exclusive]

REPUTATION AND PERFORMANCE

For this next set of questions, please think about your dealings with the City of Saskatoon, your general impressions and things you may have read, seen or heard.

14. How satisfied are you with the City of Saskatoon on each of the following?

[Do not randomize order of sections. Randomize order of statements within each section.]

Governance and Transparency
Practicing open and accessible government
Being transparent in its decision making
Managing spending in a responsible way

Information
Providing information that is easy to understand
Providing information that is trustworthy
Providing information that is timely

Decision Making
Providing opportunities to provide input into decision making about City projects and services
Using input from the public in decision making about City projects and services
Creating opportunities for the public to have meaningful input into decision making

Service Performance
Overall quality of customer service provided by the City of Saskatoon
Meeting my customer service expectations
Responding quickly to requests and concerns

1 – not at all satisfied
…
5 – very satisfied
Not sure

DEMOGRAPHICS

15. Are you, or is anyone in your household, currently employed by the City of Saskatoon?

    Yes
    No

16. Do you identify as… (Select all that apply)

    A person with a disability
    A newcomer or immigrant to Canada
    An Indigenous person (First Nations, Métis, Inuit)
    A visible minority:_____ [optional]
    None of the above
    Prefer not to say

17. Do you own or rent your home?

    Own
    Rent
    Neither
    Prefer not to say

18. What is your annual household income before taxes and deductions?

Less than $30,000
$30,000 to just under $60,000
$60,000 to just under $90,000
$90,000 to just under $120,000
$120,000 to just under $150,000
$150,000 to just under $200,000
$200,000 or more
Prefer not to say