

BACKGROUND:
**2018 CIVIC SERVICES
PERFORMANCE, PRIORITIES
AND PREFERENCES SURVEY:
SELF-SELECTED**



SELF SELECTED PARTICIPATION

Nov. 16 - Dec. 16, 2018

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 590 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. The information collected will be used as input into the 2020-2021 Multi-Year Budget process.



2018 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***(9.0)**, quality of drinking water **(8.7)**, and speed of water main breaks repairs **(7.3)**.
- The three lowest-rated services were: maintenance of back lanes **(4.9)**, sidewalk maintenance in your neighbourhood **(5.0)**, and maintenance of public transit **(5.2)**.



Community & Public Services

- Participants were most satisfied with fire protection **(8.5)**, maintenance of city parks **(7.5)**, police services **(7.1)**, and maintenance of city trees **(7.0)**.
- The lowest areas of satisfaction were planning for growth and development **(5.4)** and bylaw enforcement **(5.5)**.

Waste Management

- Respondents were satisfied with garbage collection **(7.4)**, followed by recycling collection **(7.1)**, and landfill services **(6.7)**.

Recreation & Culture

- All of the recreation and culture services were highly rated **(7.3+)**. Respondents were most satisfied with indoor leisure centres **(7.8)**, outdoor sports fields **(7.8)**, and paddling pools and spray parks **(7.6)**.



SERVICE PRIORITIES

Respondents who rated a given service as average or below (5 or less) were also asked to rate the priority of that service on a 10-point scale. 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)

- Maintenance of major roadways and freeways
- Snow & ice road maintenance
- Traffic management
- Accessibility of infrastructure for people with disabilities
- Recycling collection
- Police services



Key Strengths (Priorities for Maintaining Service)

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

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



PREFERENCES FOR SERVICE LEVELS

More Services

- The top five most selected services in which respondents requested more service were:
 - Road Maintenance **(61%)**
 - Transit **(51%)**
 - Snow & Ice Management **(50%)**
 - Affordable Housing **(49%)**
 - Traffic Management **(47%)**



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 **(87%)**
 - Parks Maintenance **(75%)**
 - Recreational & Cultural Programs **(66%)**



Less Services

- The top five most selected responses for less service were:
 - Community Grants **(22%)**
 - Affordable Housing **(14%)**
 - Recreation & Cultural Programs **(11%)**
 - Transit **(11%)**
 - Planning & Growth **(10%)**

Participating in Public Engagement

- The vast majority of respondents believe that the City of Saskatoon is very good or somewhat good **(85%)** at providing meaningful opportunities to participate in engagement activities.



How Public Input Is Used

- When it comes to how the City uses public input to help make decisions, a small majority of respondents believe that the City of Saskatoon is doing very well or somewhat well **(53%)**.