

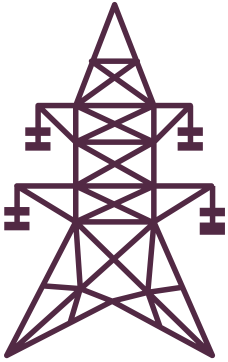


2018 RESULTS



CIVIC SERVICES PERFORMANCE, PRIORITIES AND PREFERENCES SURVEY

PERFORMANCE



Transportation & Utilities

The top three services where respondents reported highest satisfaction are:

- **reliability of electrical services*** (8.8)
- **quality of drinking water** (8.5)
- **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** (8.4)
- **maintenance of city parks** (7.8)
- **police services** (7.7)



Waste Management

Respondents were satisfied with:

- **garbage collection** (7.6)
- **recycling collection** (7.4)
- **landfill services** (7.2)

Recreation & Culture

Respondents were most satisfied with:

- **indoor leisure centres** (8.0)
- **outdoor sports fields** (7.9)
- **paddling pools and spray parks** (7.7)



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



2018 RESULTS



CIVIC SERVICES

PERFORMANCE, PRIORITIES AND PREFERENCES SURVEY

SERVICE PRIORITIES

Key Weaknesses (Improve)

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

Key Strengths (Maintain)

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

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

PREFERENCES FOR SERVICE LEVELS

More Services

- The top five services where residents would like the City to provide more service include:
 - Road Maintenance **(60%)**
 - Affordable Housing **(55%)**
 - Snow & Ice Management **(49%)**
 - Transit **(41%)**
 - Planning & Growth **(37%)**



PUBLIC ENGAGEMENT

Participating in Public Engagement

- The vast majority of respondents believe that the City of Saskatoon is very good or somewhat good **(83%)** 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, the majority of respondents believe that the City of Saskatoon is doing very well or somewhat well. **(62%)**

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