

BACKGROUND:

2018 CIVIC SERVICES PERFORMANCE, PRIORITIES AND PREFERENCES SURVEY



METHODOLOGY

TELEPHONE (T) Nov. 16 - Dec. 16, 2018	ONLINE PANEL (OP) Nov. 16 - Dec. 16, 2018
A telephone survey was conducted by Forum Research with 504 randomly selected residents 18 years of age and older. Both landline and cell phone samples were collected using random digit dialing (cell phones made up about 26%). The margin of error is $\pm 4.37\%$, 19 times out of 20.	An online survey was conducted with 800 randomly selected residents , using Forum Research's Forum Poll™ Online Panel Database. The panel uses a purely random recruiting method that ensures sampling integrity. The panelists are then selected at random from the panel to complete surveys online. The margin of error is: $\pm 3.46\%$, 19 times out of 20.

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

PERFORMANCE

City residents were asked to rate services provided by the City on a **10-point scale**. **Overall satisfaction remains the same or higher since 2017 for almost all 29 civic services.** These results are bundled below.

Transportation & Utilities

- The top three services where participants reported highest satisfaction are: **reliability of electrical services*** (T: 8.7, OP: 8.9), **quality of drinking water** (T: 8.4, OP: 8.6), and **speed of water main breaks repairs** (T: 7.5, OP: 7.4).
- There were significant increases in satisfaction for **traffic management, reliability of electrical services** and **public transit**.
- The three lowest-rated services were: **maintenance of back lanes** (T: 5.6, OP: 5.7), **parking services** (T and OP: 6.1), and **snow & ice road maintenance** (T: 6.1, OP: 6.0).



Community & Public Services

- Participants were most satisfied with **fire protection** (T and OP: 8.4), **maintenance of city parks** (T: 7.9, OP: 7.7), **police services** (T: 7.7, OP: 7.6), and **maintenance of city trees** (T: 7.6, OP: 7.4). They were less satisfied with planning for **growth and development** (T: 6.1, OP: 6.4), and **bylaw enforcement** (T: 6.7, OP: 6.3).
- The most significant increases in satisfaction were for **mosquito control** and **police services**.

Waste Management

- Respondents were satisfied with **garbage collection** (T and OP: 7.6), followed by **recycling collection** (T: 7.3, OP: 7.4) and **landfill services** (T: 7.2, OP: 7.1).

Recreation & Culture

- All of the recreation and culture services were highly rated (**7.3+**). Respondents were most satisfied with **indoor leisure centres** (T and OP: 8.0), **outdoor sports fields** (T: 7.8, OP: 7.9) and, **paddling pools and spray parks** (T and OP: 7.7).
- Satisfaction significantly increased for all services compared to 2017, with **indoor ice rinks** showing the largest improvement.



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).
- All key strengths and the majority of key weaknesses have remained the same since 2015. There are two new key weaknesses in 2018: the accessibility of infrastructure for people with disabilities (new wording in 2018) and public transit (OP only).

Key Weaknesses (Priorities for Service Improvement)

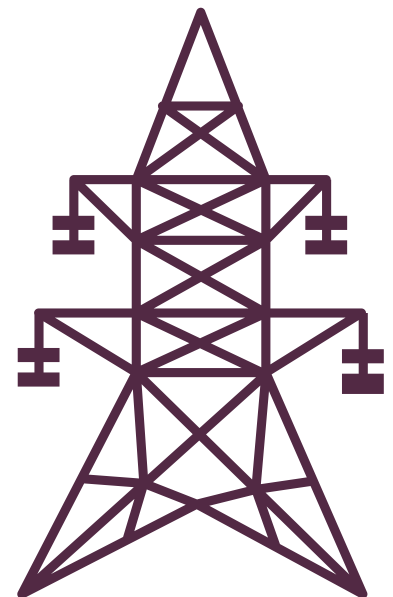
- Maintenance of major roadways and freeways
- Snow & ice road maintenance
- Traffic management
- Street maintenance in your neighbourhood
- Accessibility of infrastructure for people with disabilities
- Planning for growth and development
- Public Transit (OP only)



Key Strengths (Priorities for Maintaining Service)

- 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

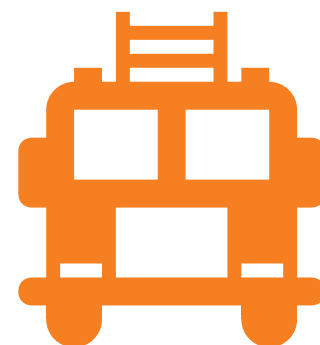
More Services

- The top five services where residents would like the City to provide more service include:
 - Road Maintenance (**T: 59%, OP: 61%**)
 - Affordable Housing (**T: 54%, OP: 55%**)
 - Snow & Ice Management (**T: 46%, OP: 52%**)
 - Transit (**T: 40%, OP: 41%**)
 - Planning & Growth (**T: 38%, OP: 35%**)
- The following services had the most significant increase in requests for more service as compared to 2017:
 - Garbage Collection & Waste Reduction Programs and Services
 - Community Grants
 - Snow & Ice Management



Same Services

- Of the 12 services listed, a large percentage 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 (**T: 86%, OP: 88%**)
 - Parks Maintenance (**T: 86%, OP: 81%**)
 - Recreational & Cultural Programs (**T and OP: 71%**)



Less Services

- In comparison to 2017, the proportion of residents who indicated they would like the City to provide less service has decreased or stayed the same for almost all of the services. However, Telephone respondents had a 1% and 2% increase, when compared to 2017, for less service related to transit and affordable housing, respectively.

PUBLIC ENGAGEMENT

Participating in Public Engagement

- The vast majority of respondents believe that the City of Saskatoon is very good or somewhat good (**T: 87%, OP: 79%**) 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. (**T: 68%, OP: 55%**)