

2024 Civic Satisfaction & Performance Survey

2024 RESULTS

84%

Quality of Life & Satisfaction

84% of respondents say that they are satisfied with living in Saskatoon. **72%** of respondents rate the quality of life in Saskatoon as good or very good.

78%

Quality & Value of Services

78% say they receive very good or good value from the services provided by the City. **75%** agreed that they are satisfied with the quality of services provided by the City of Saskatoon.

73%

Communications

73% of respondents are satisfied with the quality of City communications.

70%

Public Engagement

70% of respondents say the City provides meaningful opportunities to participate in engagement activities. **53%** of respondents say the City does enough to get the public's input on decisions. **51%** of respondents say the City communicates how it will use public input to help make decisions.

54%

Customer Service/Contact the City

54% agree that City staff are reachable when needed and **52%** agree the City provides consistent and reliable information. **54%** of respondents preferred contacting the City by telephone, followed by email **52%**.

26%

Balancing the Budget

26% of participants prefer a combination of both property tax and user fee increases to balance the budget. **23%** prefer to stop providing a particular service and **15%** prefer to reduce service levels or to introduce a new user fee or service.

CONTINUED ON OTHER SIDE

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Strategic Goal Performance Indicators

87%



agreed that the City is effectively providing a good mix of recreation, sport & cultural facilities year round.

70%



feel Saskatoon is an inclusive and welcoming city.

82%



agreed that the City is effectively providing online services.

66%



feel the City does a good job preserving natural resources and protecting the environment.

60%



feel the City is effectively balancing growth throughout the City.

45%



feel the City is investing in a mix of transportation options for moving around.

62%



reported that a friend or colleague would feel safe living in Saskatoon.

29%



feel the City is making downtown an appealing destination and an appealing place to live.