

**2004**  
**State of the Community Survey Results**  
**Prepared for**  
**The Corporate Strategy and Policy Office of**  
**the CAO**



**Robert C. Sinclair, Ph.D.**

**Paul A Seccaspina, Ph.D.**

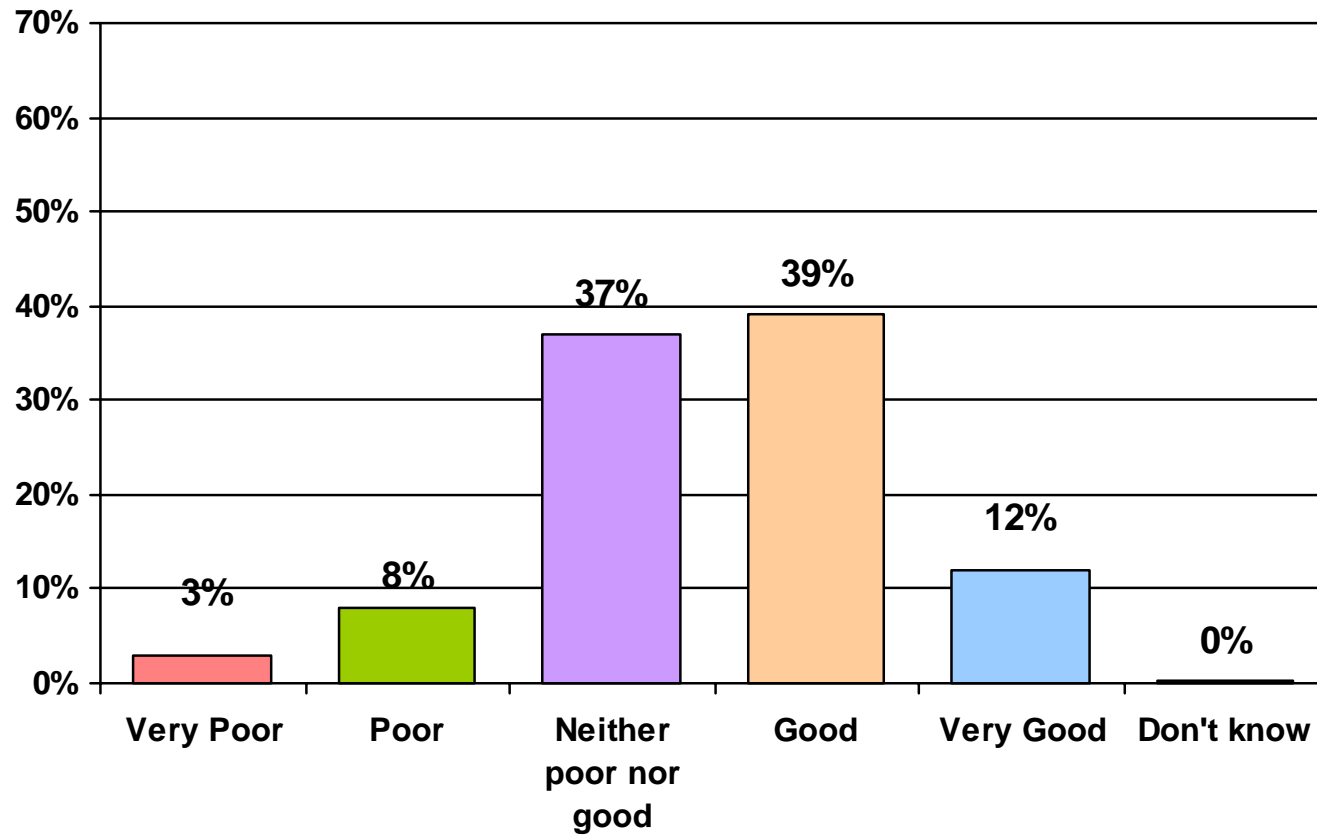
# Methodology & Logistics

- Random Sample Survey
- 1200 residences

# Rationale for Survey Research

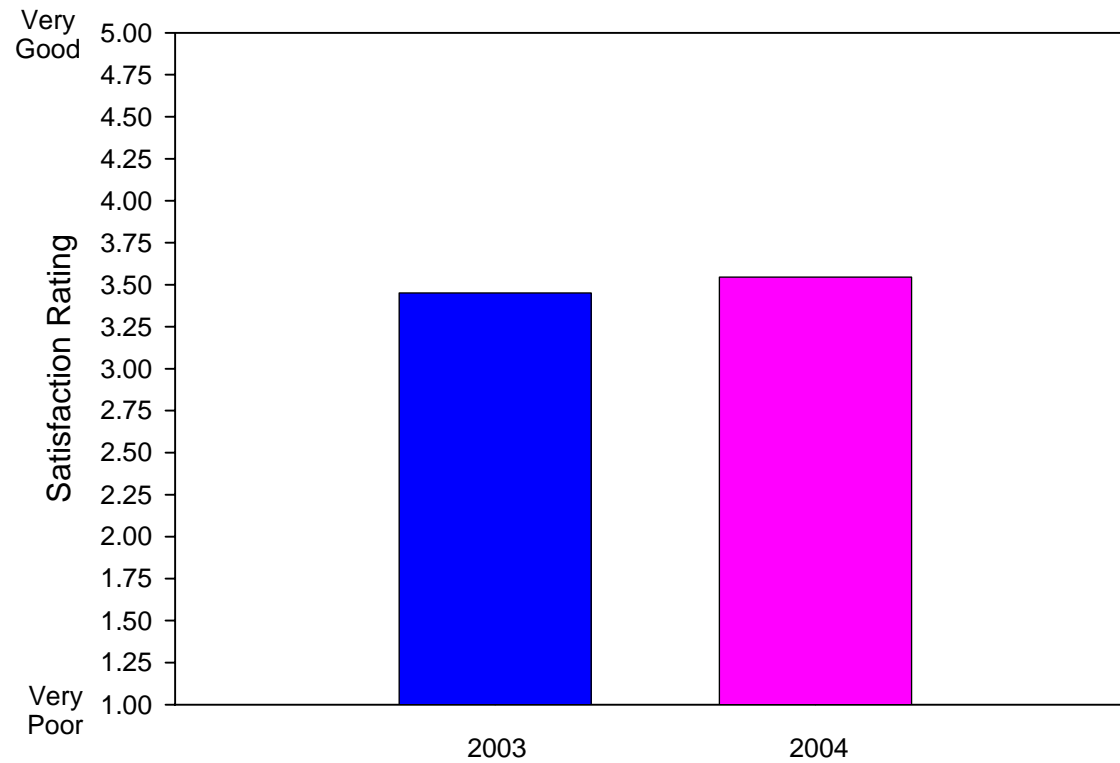
- Informational Benefits
- Importance of Public Opinion / Community Involvement
- Internal Benchmarking
- Development of Action Plan
- Performance Management

# Quality of Life



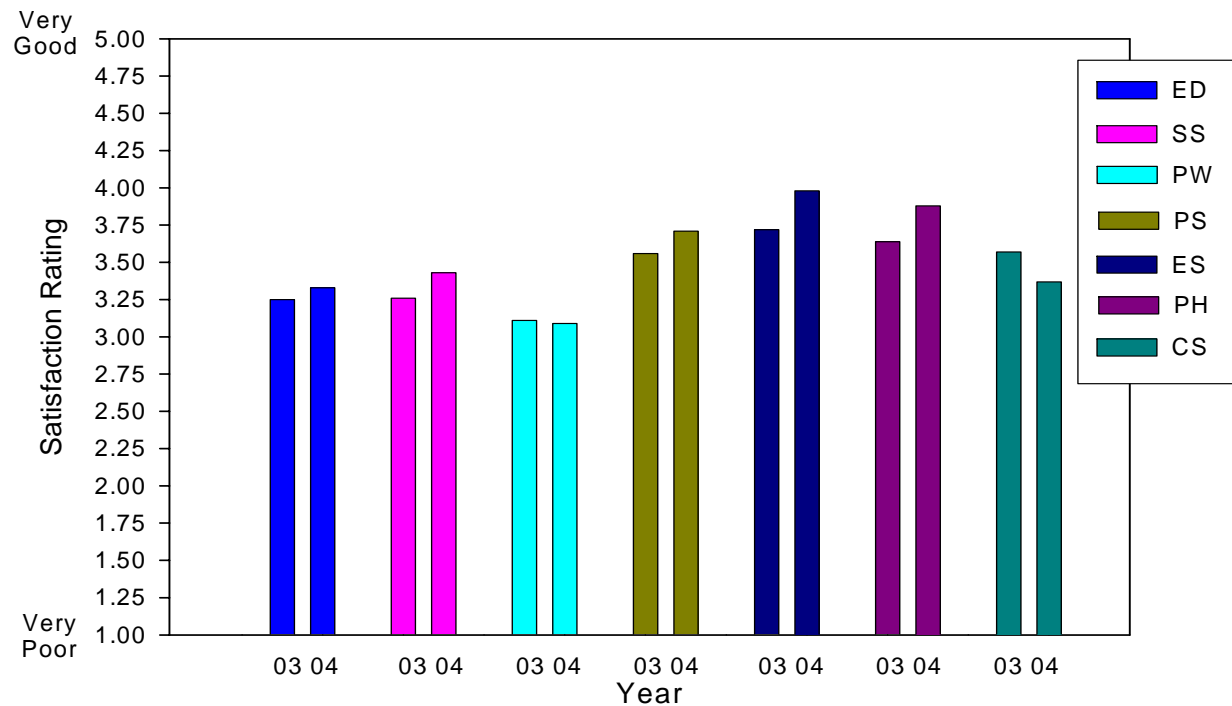
# Satisfaction –Services as a Function of Year

Satisfaction with Services as a Function of Year



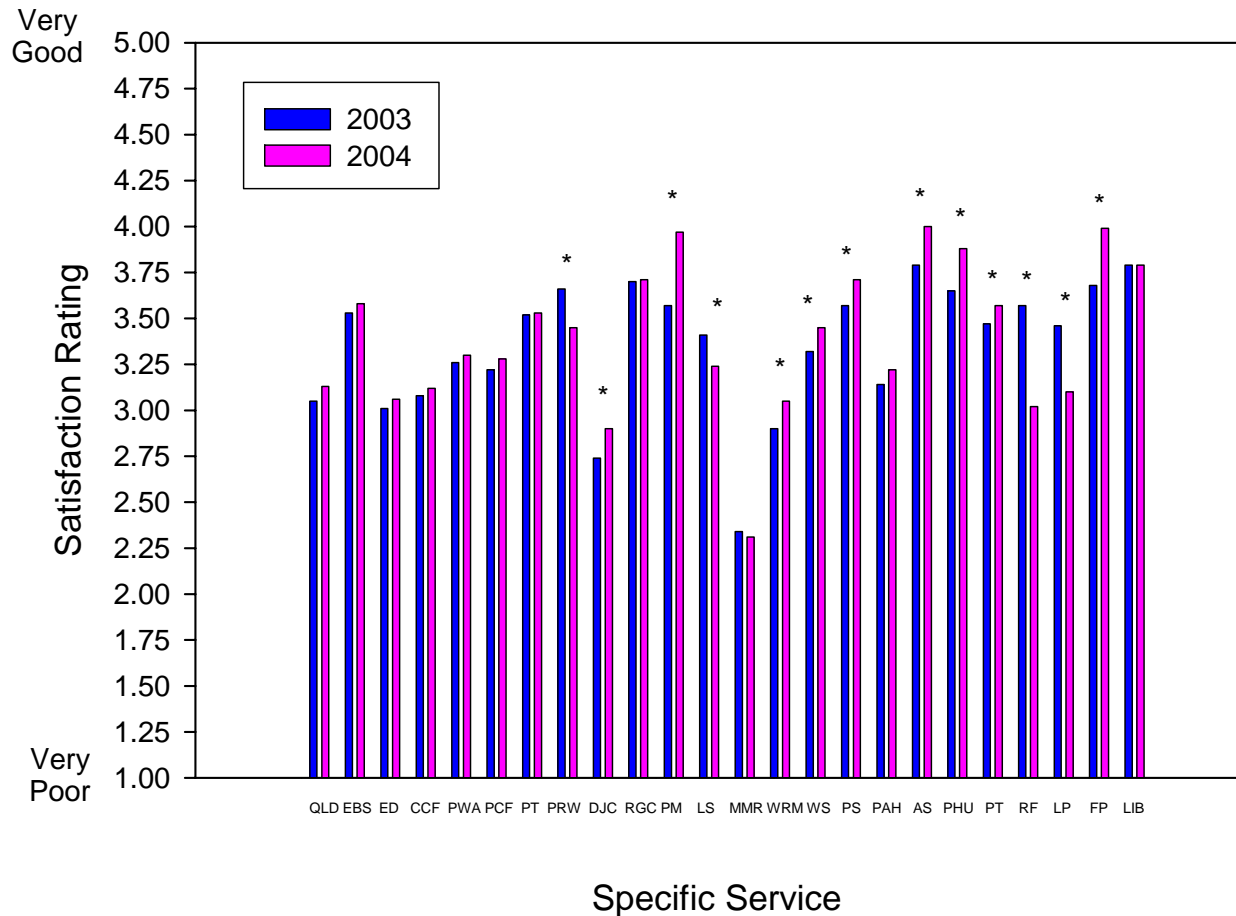
# Satisfaction – Services as a Function of Year and Service

Satisfaction with Services as a Function of Year and Service



# Changes in Satisfaction as a Function of Specific Service-related Questions

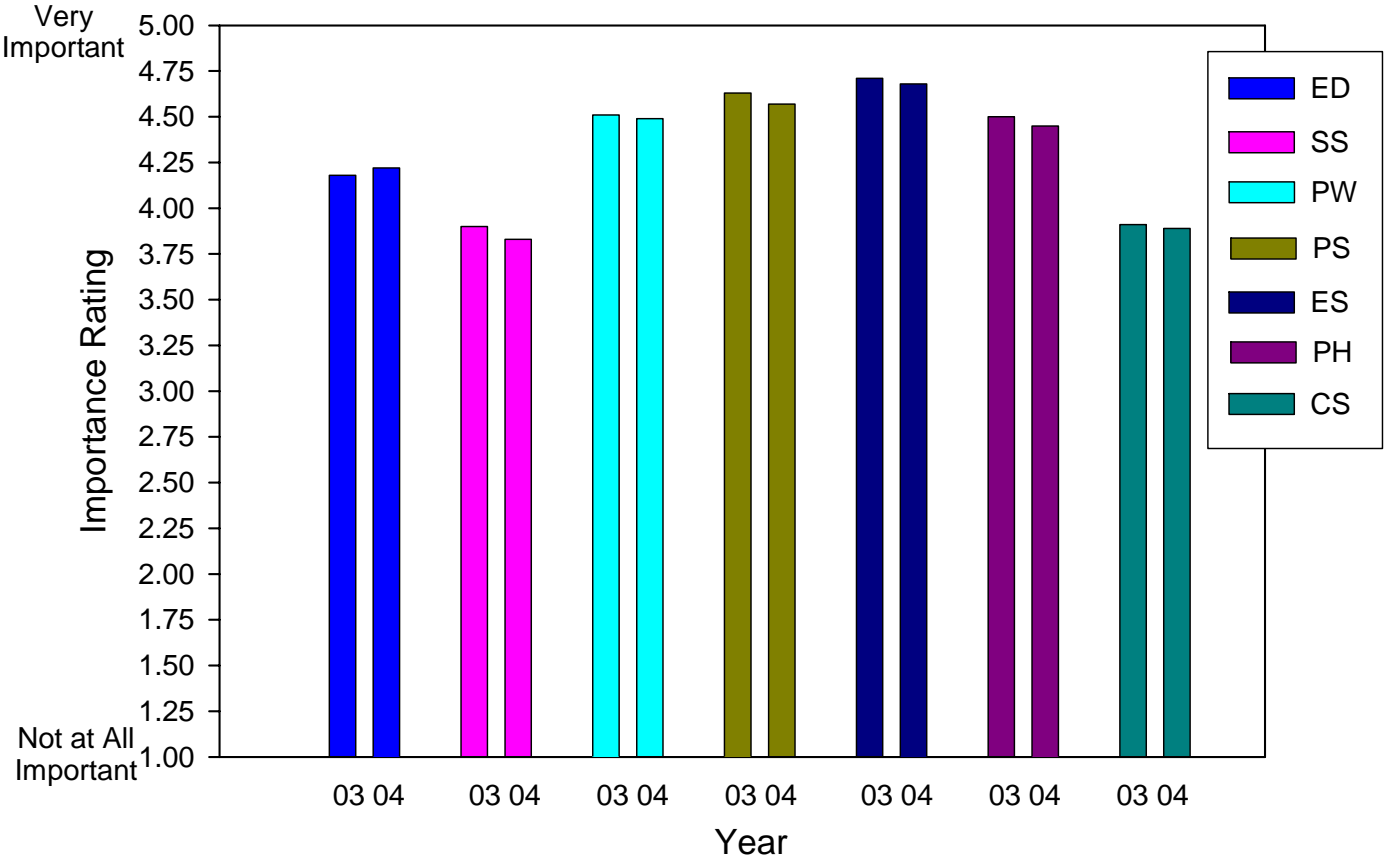
Satisfaction Ratings of Specific Services as a Function of Year:  
Residential



\*'s indicate services that differ significantly from 2003 to 2004

# Importance – Services as a Function of Year and Service

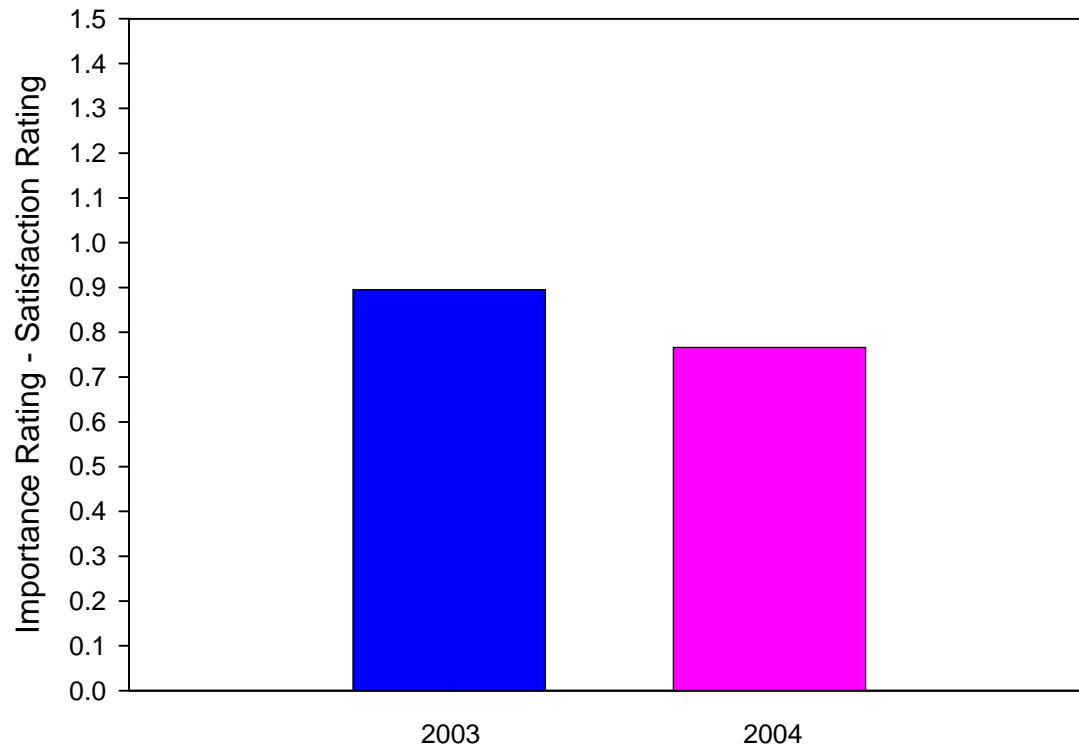
Importance of Services as a Function of Year and Service





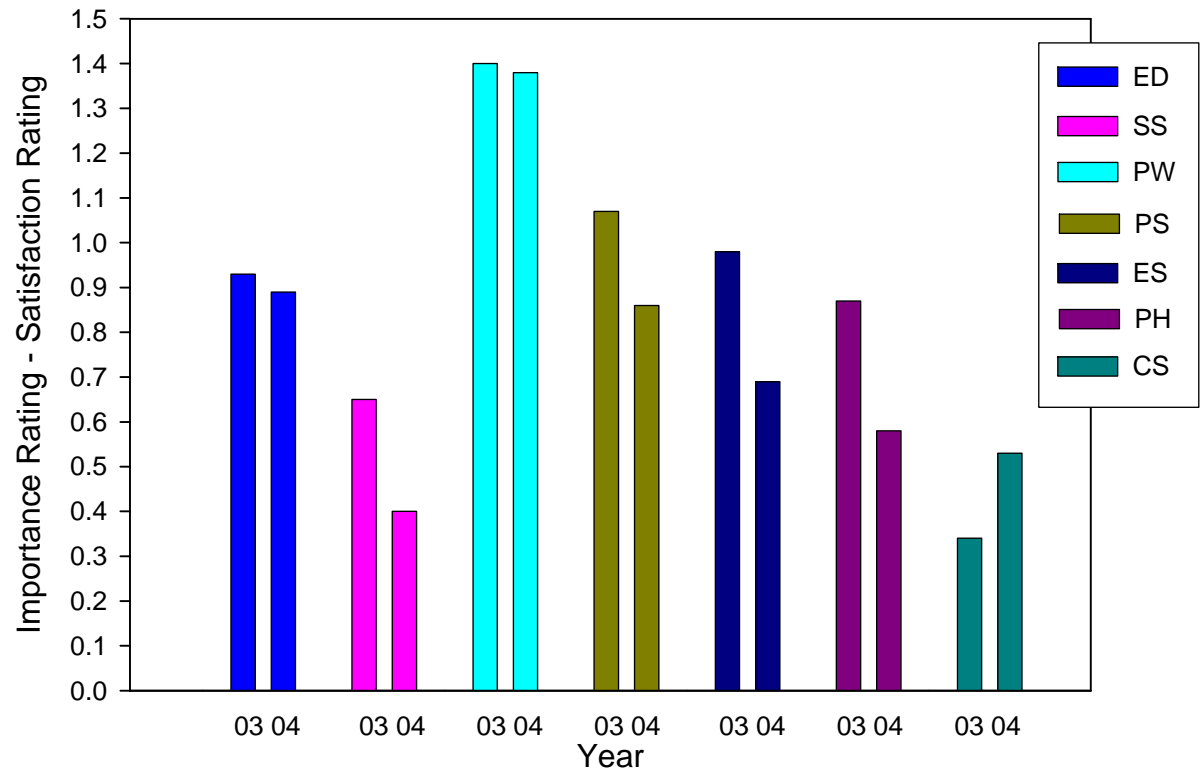
# Gaps in Services as a Function of Year

Gaps in Services as a Function of Year



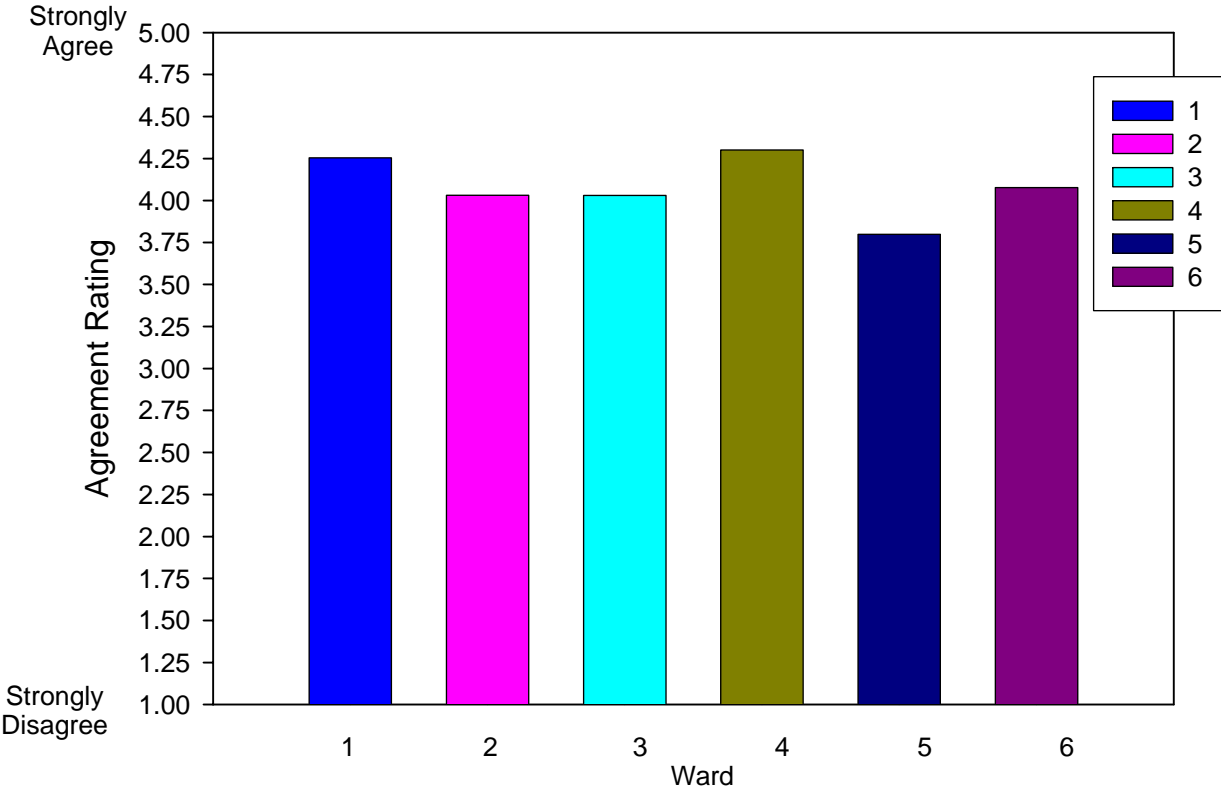
# Gaps in Services as a Function of Year and Service

Gaps in Services as a Function of Year and Service



# Reopening Closed Facilities as a Function of Ward

The City Should Reopen Facilities that were Closed Last Year as a Function of Ward



# Conclusion

- Overall, there has been an improvement in results over the previous survey period

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