

2004

State of the Community Report



Business Survey Results:
Advanced Analyses

Prepared for:

Corporate Strategy & Policy Analysis Section
Office of the CAO
The City of Greater Sudbury

By:



January 2004

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E x e c u t i v e S u m m a r y

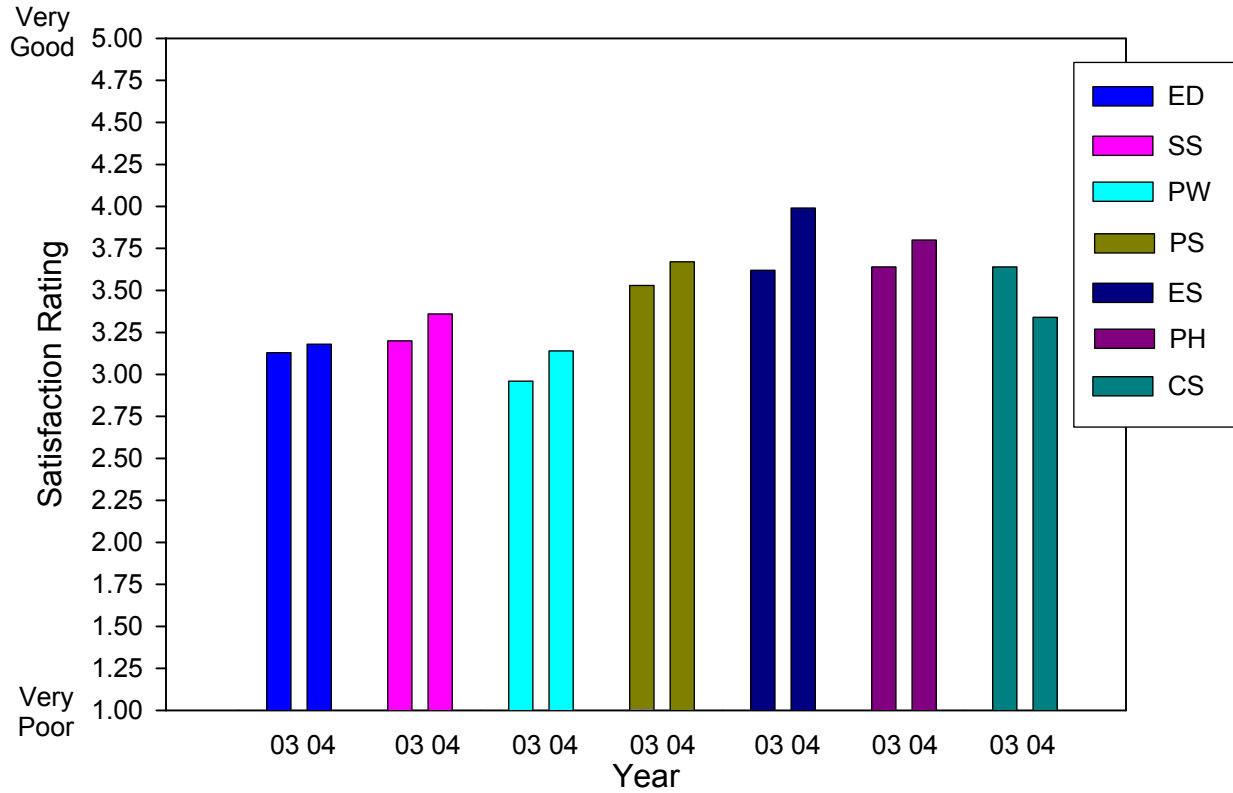
- Satisfaction was highest for Emergency Services and lowest for Public Works and Economic Development.
- Satisfaction ratings increased or remained constant from last year to this year, except in the area of Citizen Services where there was a decrease.
- Whereas all services were rated as important, Emergency Services was rated as most important and Social Services as least important.
- The largest gap was in Public Works and the smallest gap was in Citizen Services.
- The pattern just described did, however, depend on year. The gaps were smaller this year, relative to last year, in all areas except Citizen Services (where the gap increased).
- Whereas everyone agreed that maintenance of the current infrastructure should take precedence, there was less agreement this year, relative to last year.

S a t i s f a c t i o n & I m p o r t a n c e a s a F u n c t i o n o f C i t y S e r v i c e s

In order to assess differences in level of satisfaction and importance among the city services, analyses of variance were conducted on the satisfaction and importance ratings for the 7 services. We also tested for changes over time. The 2003 and 2004 data were included in these analyses.

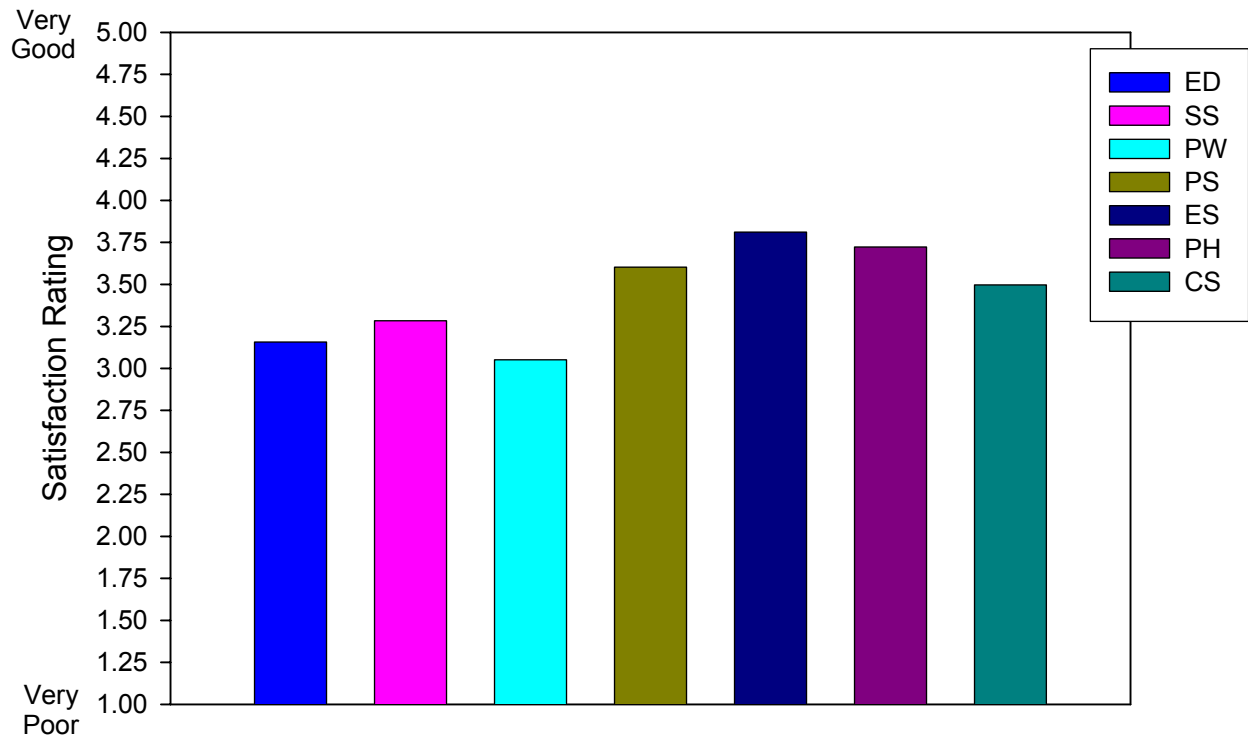
Throughout this report, only statistically significant effects are presented. All effects are significant at the $p < .05$ level (unless otherwise noted). This means that there are less than 5 chances in 100 that a reported effect does not reflect a true effect. In the case of an effect that occurs at the $p < .0001$ level, there is less than 1 chance in 10000 that the reported effect does not reflect a true effect. Fisher's Adjusted Least Significant Difference tests were used to follow up all statistically significant effects, in order to test for statistically significant differences among ratings. All differences were significant at the $p < .05$ level (unless otherwise noted).

Satisfaction with Services as a Function of Year and Service



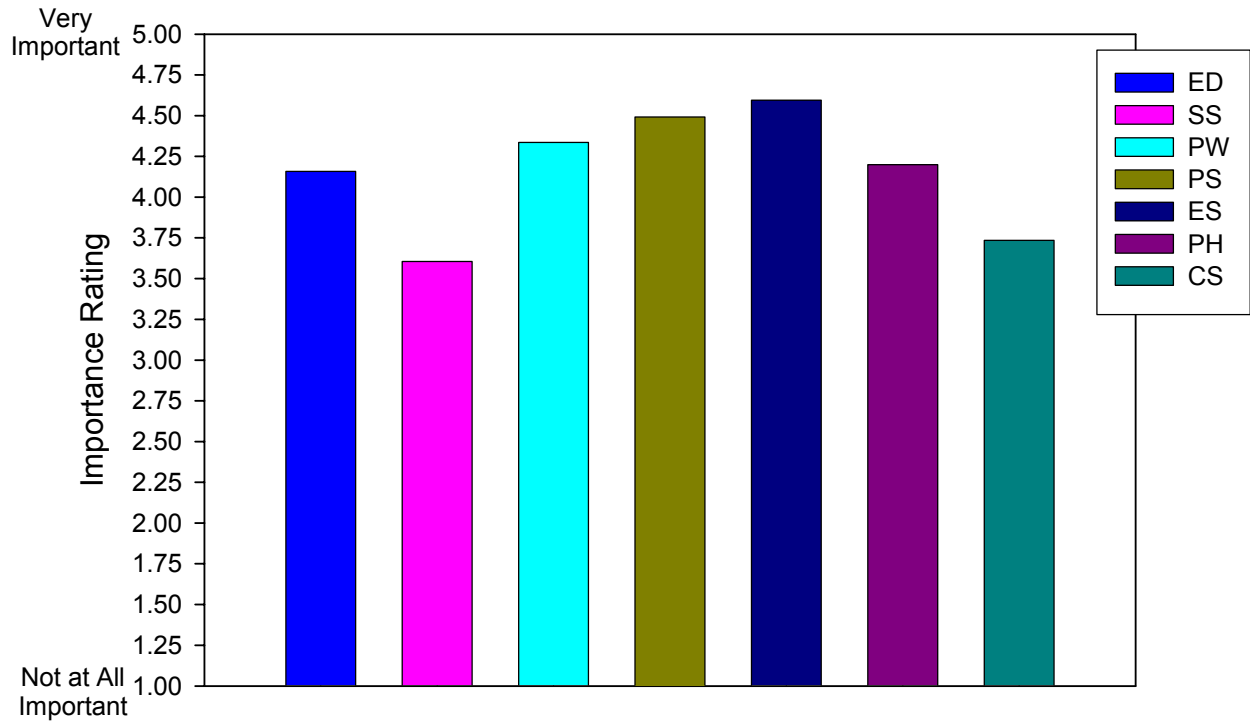
Satisfaction was highest for Emergency Services and lowest for Public Works and Economic Development. Note that satisfaction ratings increased or remained constant from last year to this year, except in the area of Citizen Services where there was a decrease.

Satisfaction with Services as a Function of Service



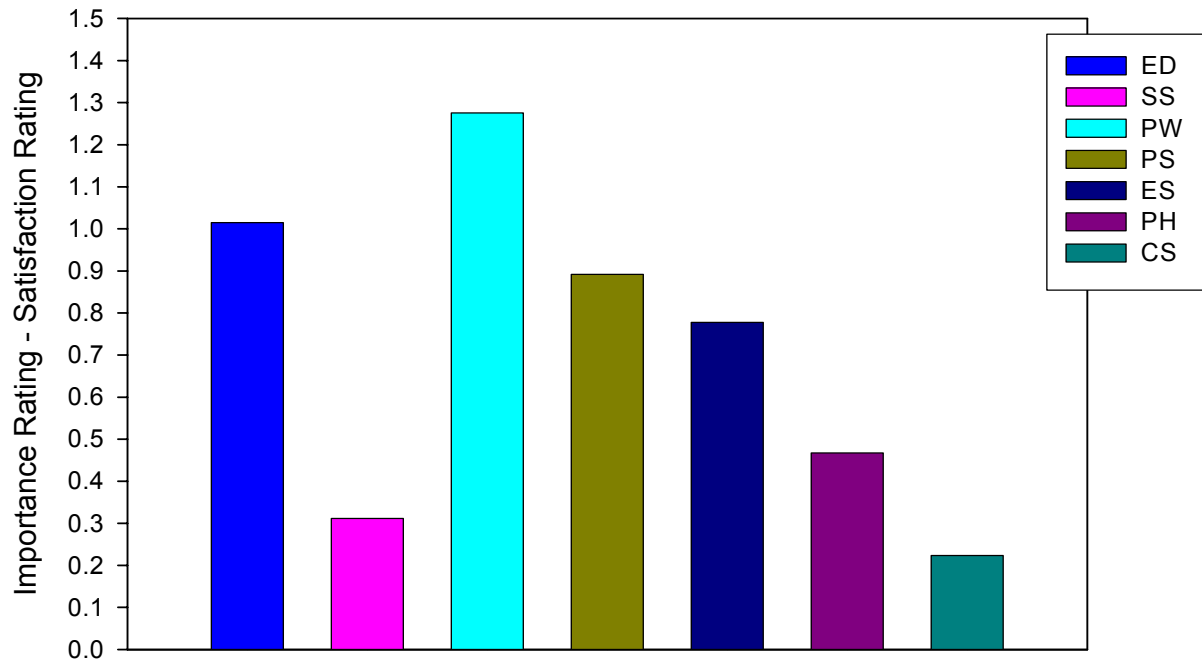
People were most satisfied with Emergency Services and were least satisfied with Public Works.

Importance of Services as a Function of Service



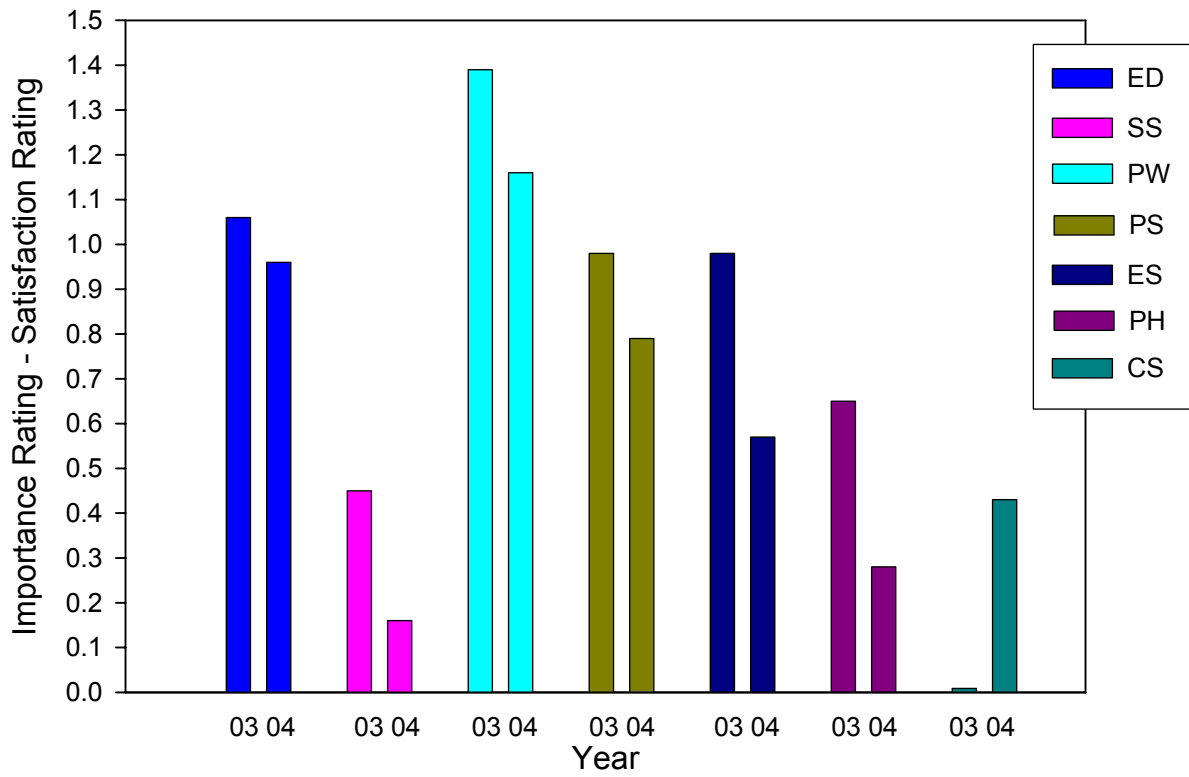
Whereas all services were rated as important, Emergency Services was rated as most important and Social Services as least important.

Gaps in Services as a Function of Service



The largest gap was in Public Works and the smallest gap was in Citizen Services.

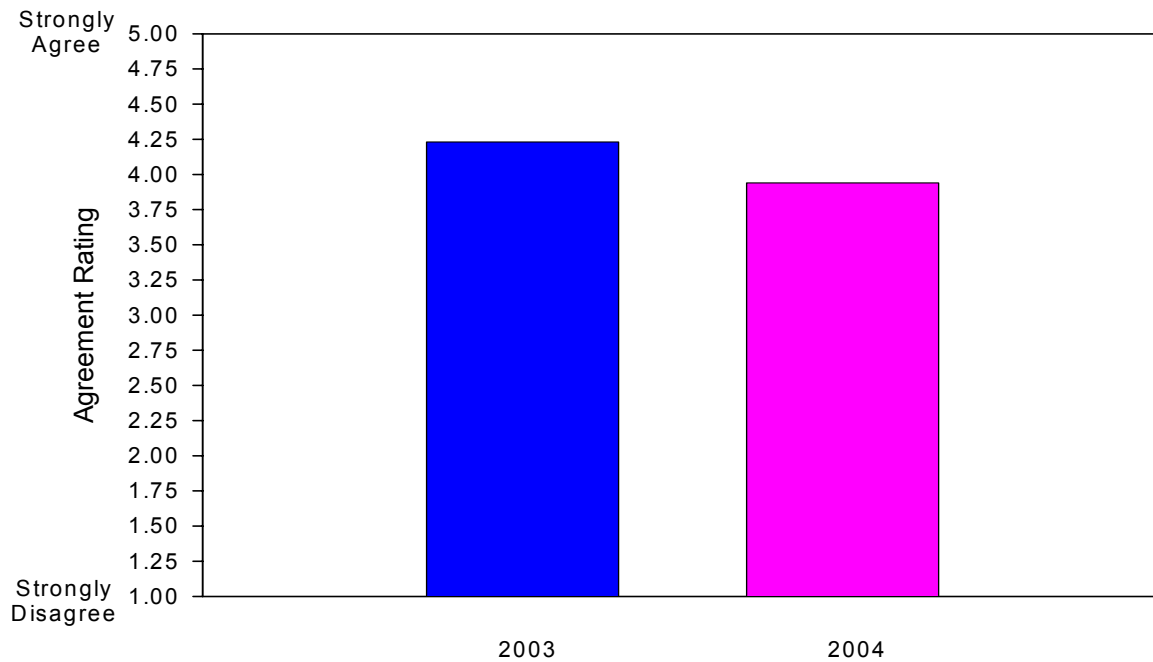
Gaps in Services as a Function of Year and Service



The pattern just described did, however, depend on year. The gaps were smaller this year, relative to last year, in all areas except Citizen Services (where the gap increased).

Other Issues

Rather than Building New Facilities or Roads, the City Should Invest in Maintaining and Improving Existing Facilities and Roads



Whereas everyone agreed that maintenance of the current infrastructure should take precedence, there was less agreement this year, relative to last year.