

2004

State of the Community Report



Residential 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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Executive Summary

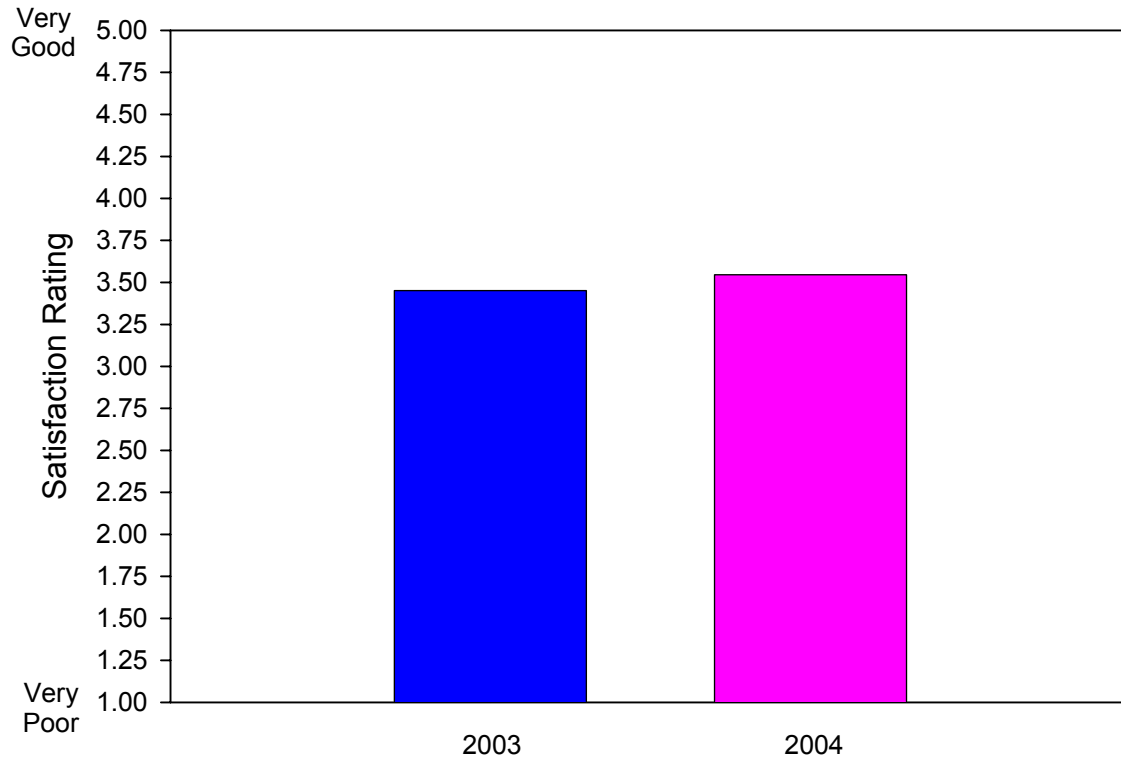
- In general, people were more satisfied with services this year, relative to last year.
- People in Ward 6 were most satisfied with services and people in Ward 4 were least satisfied.
- The general public was most satisfied with Emergency Services and least satisfied with Public Works. Note that there were more positive evaluations this year (relative to last year) in all areas except Public Works and Citizen Services.
- Whereas everyone saw services as important, people in Ward 4 rated services as most important and people in Ward 1 rated services as least important.
- Whereas all services were seen as important, Emergency Services were rated as most important and Social Services and Citizen Services were rated as least important. Note that, aside from Economic Development, there were small decreases in importance ratings from last year.
- There was a significant decrease in the size of gaps in service from last year to this year.
- The largest gaps in service were reported in Ward 4 and the smallest gaps were reported in Ward 6.
- The largest gap was in Public Works and the smallest gap was in Citizen Services.
- However, the pattern just reported did depend on year. Note that gaps either remained constant or decreased from last year to this year in all areas, except Citizen Services where the gap increased in 2004.
- People are more confident in the economic future of the community this year, relative to last year.
- People reported being more satisfied with the range of city services this year, relative to last year.
- People reported being less satisfied with contact with the city this year, relative to last year.
- Whereas most people disagreed that services should be reduced to hold the line on taxes, there was less disagreement this year, relative to last year.
- People agreed more this year that users should pay for the costs of services, 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 and as a function of Ward. The 2003 and 2004 data were included in these analyses.

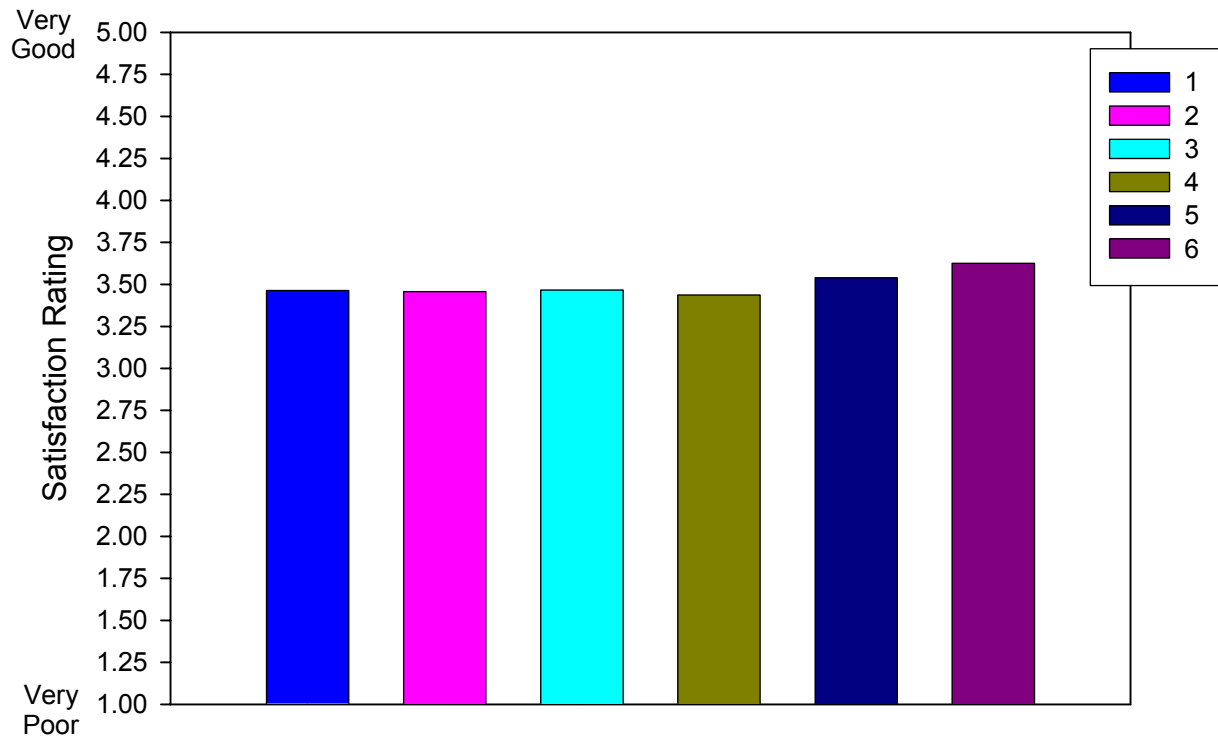
Throughout this report, only statistically significant effects are presented. All effects are significant at the $p < .05$ level (unless otherwise noted). This means that there are less than 5 chances in 100 that a reported effect does not reflect a true effect. In the case of an effect that occurs at 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



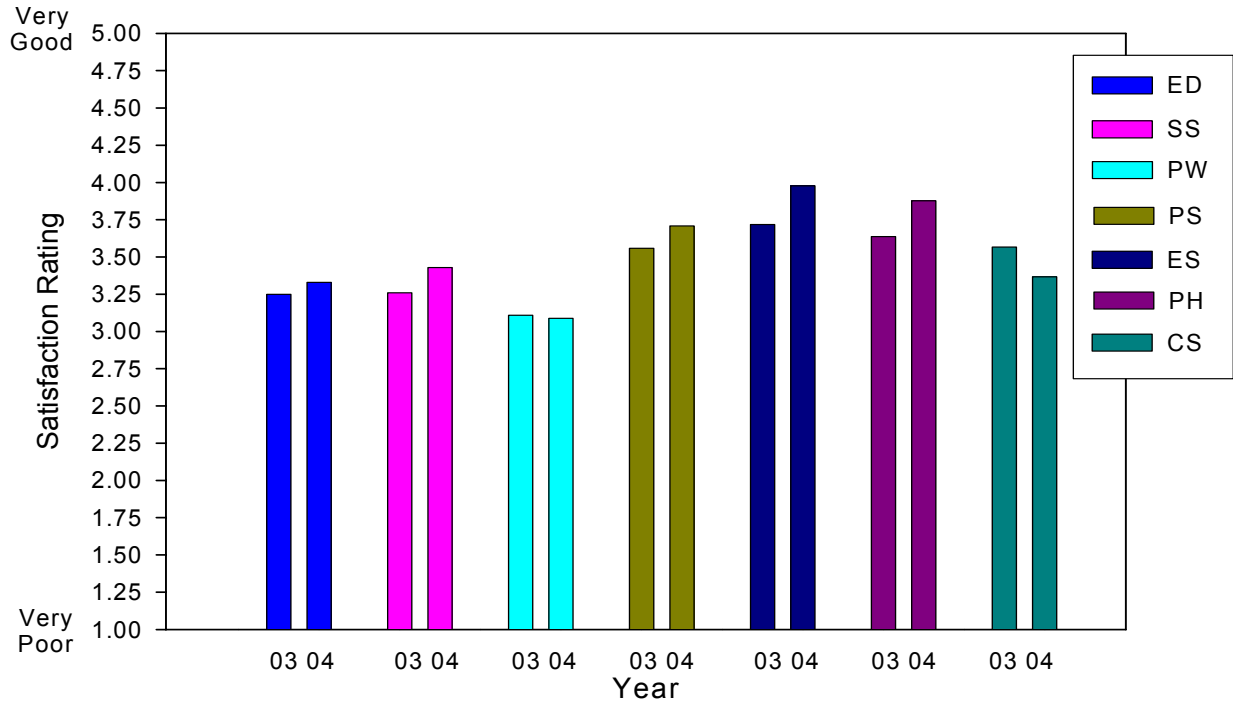
In general, people were more satisfied with services this year, relative to last year.

Satisfaction with Services as a Function of Ward



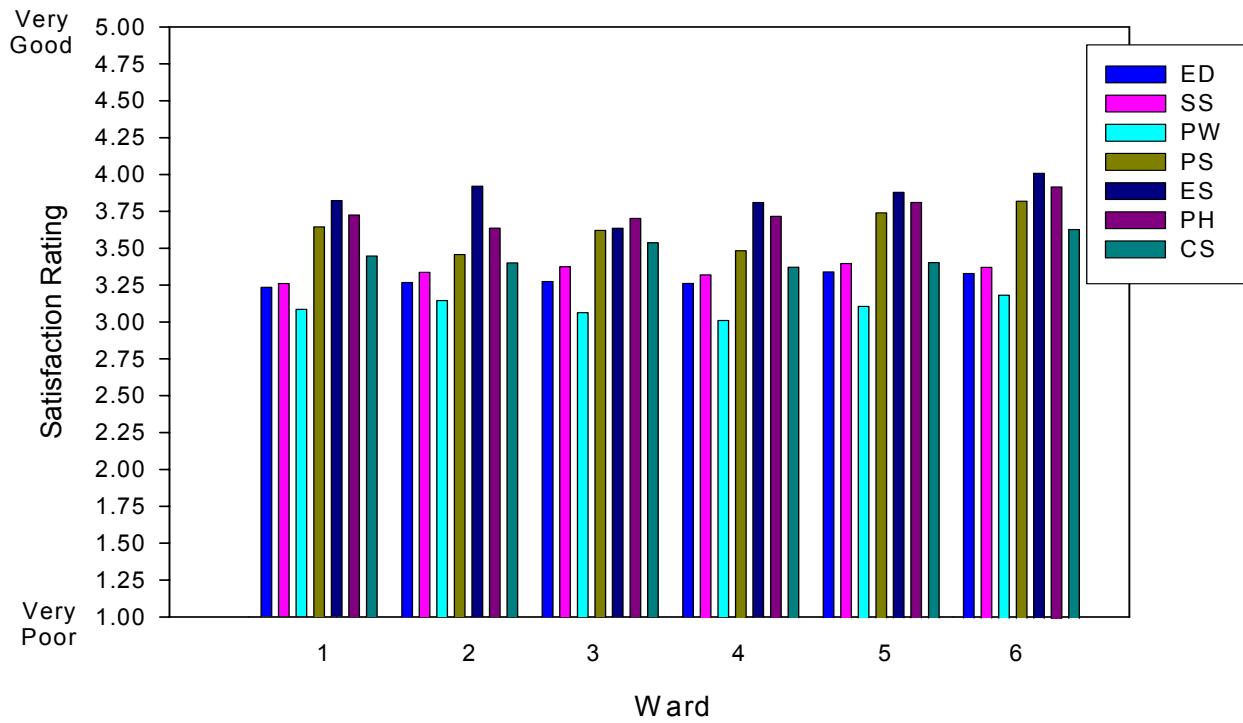
People in Ward 6 were most satisfied with services and people in Ward 4 were least satisfied.

Satisfaction with Services as a Function of Year and Service



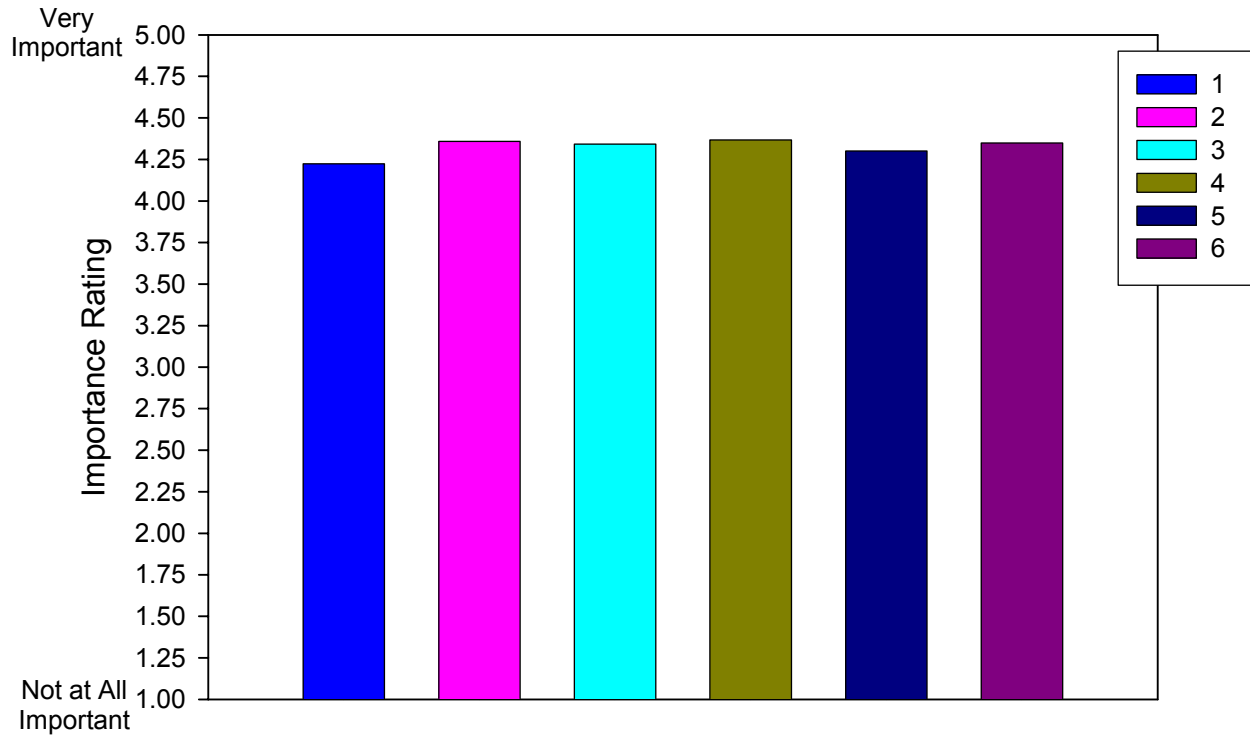
The general public was most satisfied with Emergency Services and least satisfied with Public Works. Note that there were more positive evaluations this year (relative to last year) in all areas except Public Works and Citizen Services.

Satisfaction with Services as a Function of Ward and Service



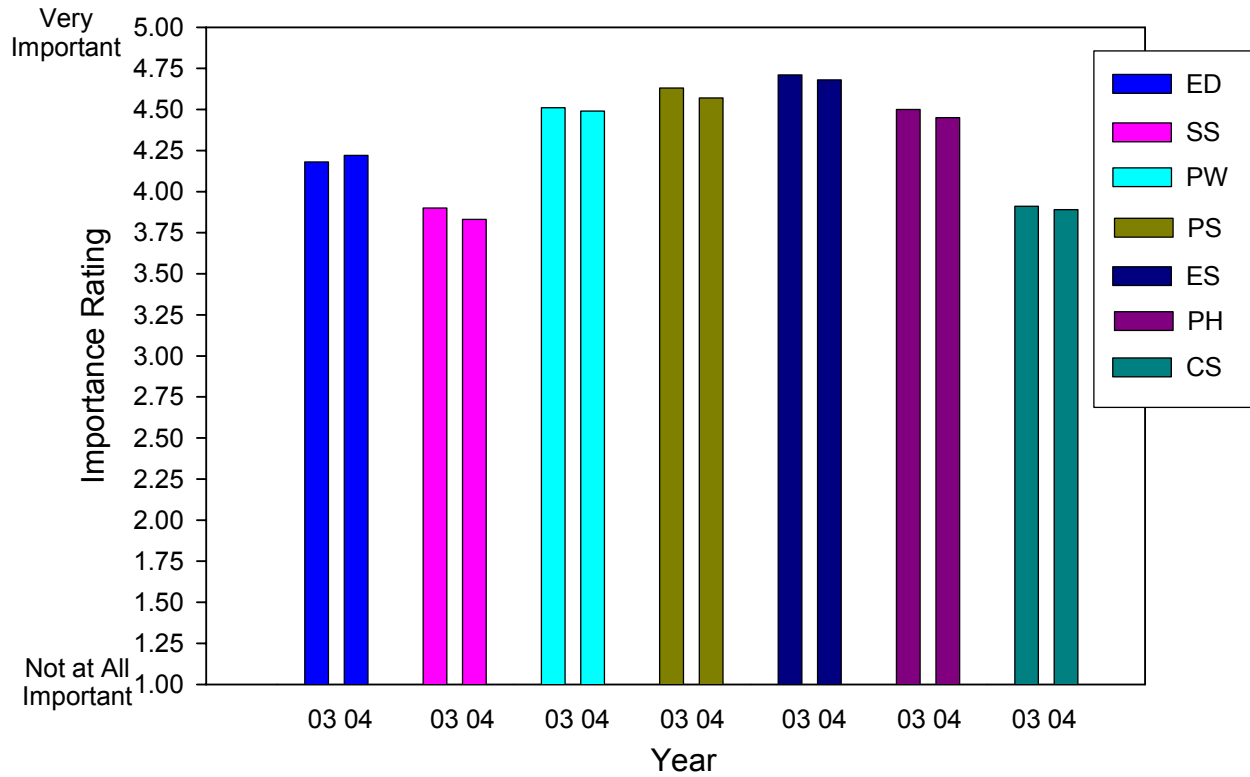
Satisfaction ratings were dependent upon Ward. That is, the pattern of ratings of the different services varied across Wards.

Importance of Services as a Function of Ward



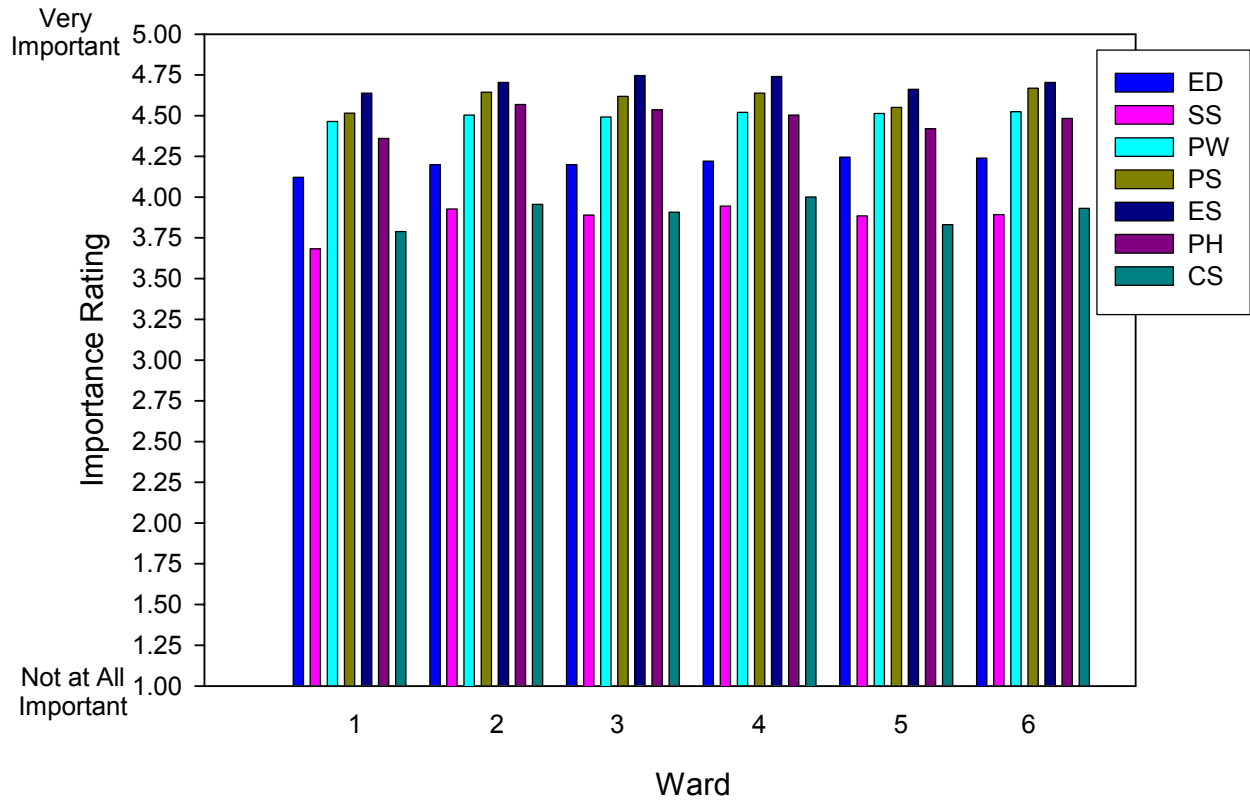
Whereas everyone saw services as important, people in Ward 4 rated services as most important and people in Ward 1 rated services as least important.

Importance of Services as a Function of Year and Service



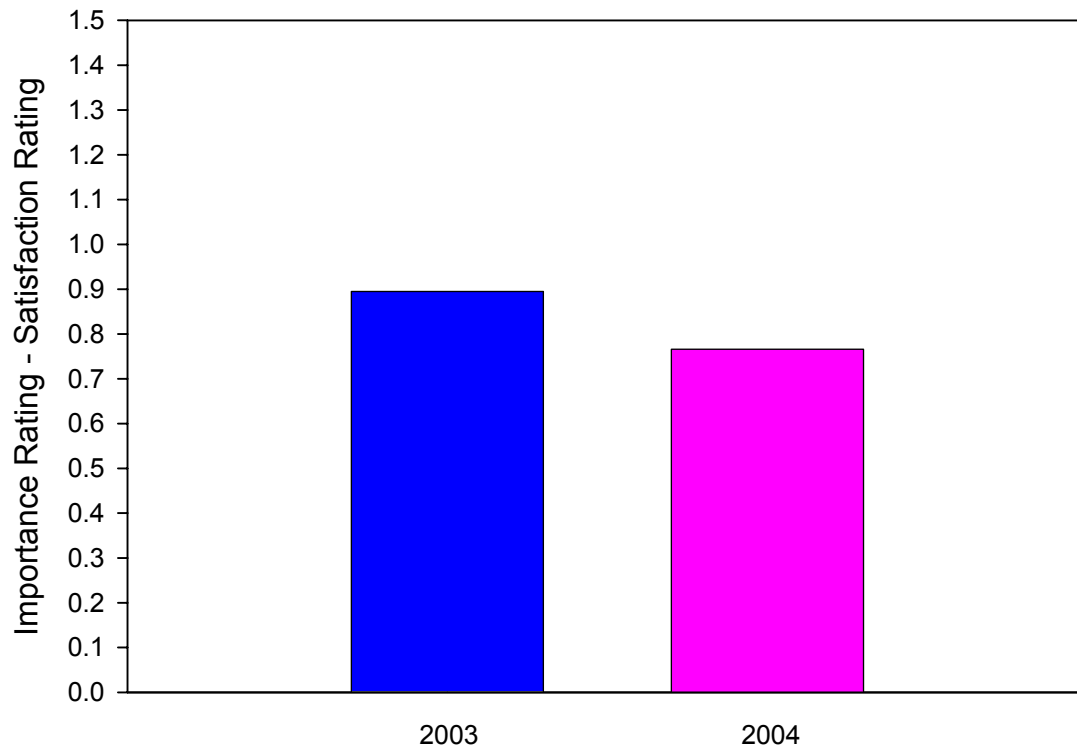
Whereas all services were seen as important, Emergency Services were rated as most important and Social Services and Citizen Services were rated as least important. Note that, aside from Economic Development, there were small decreases in importance ratings from last year.

Importance of Services as a Function of Ward and Service



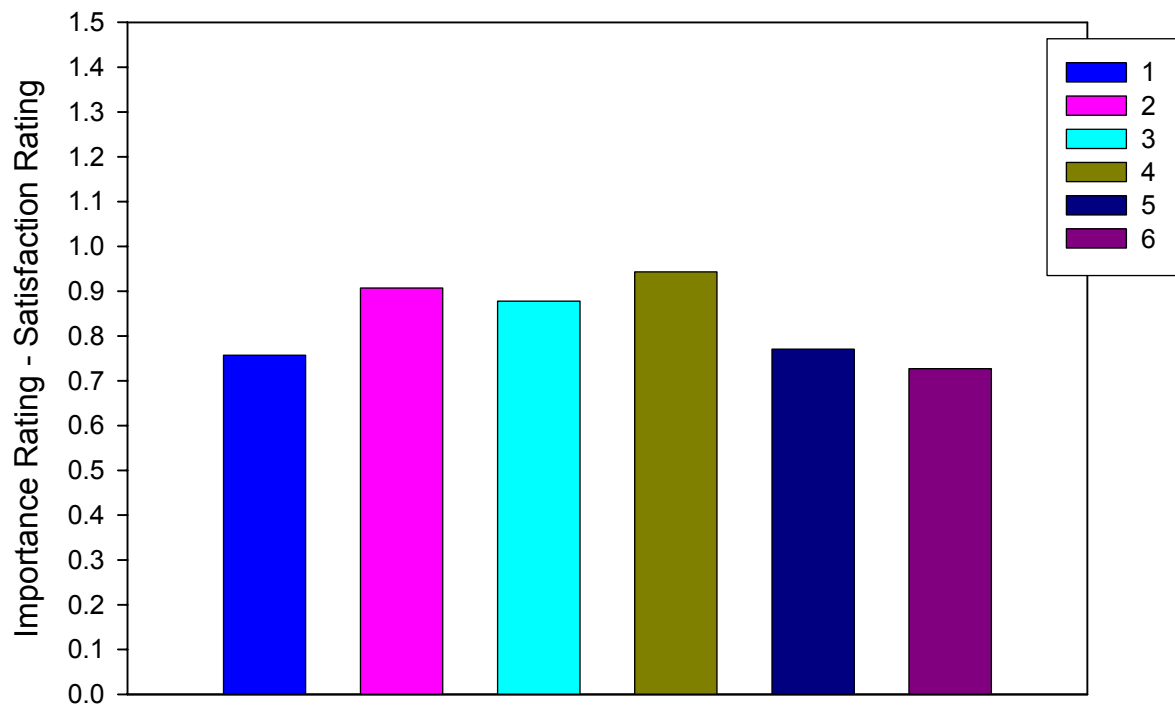
Importance ratings were dependent upon Ward. That is, the pattern of ratings of the different services varied across Wards.

Gaps in Services as a Function of Year



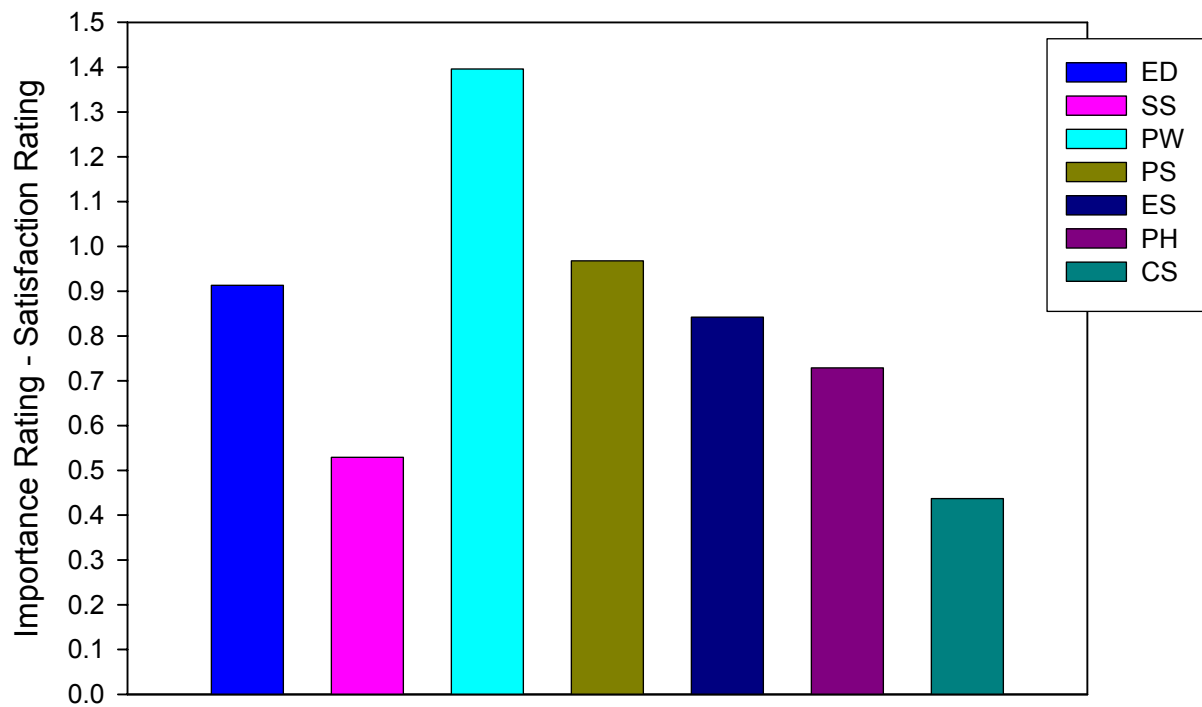
There was a significant decrease in the size of gaps in service from last year to this year.

Gaps in Services as a Function of Ward



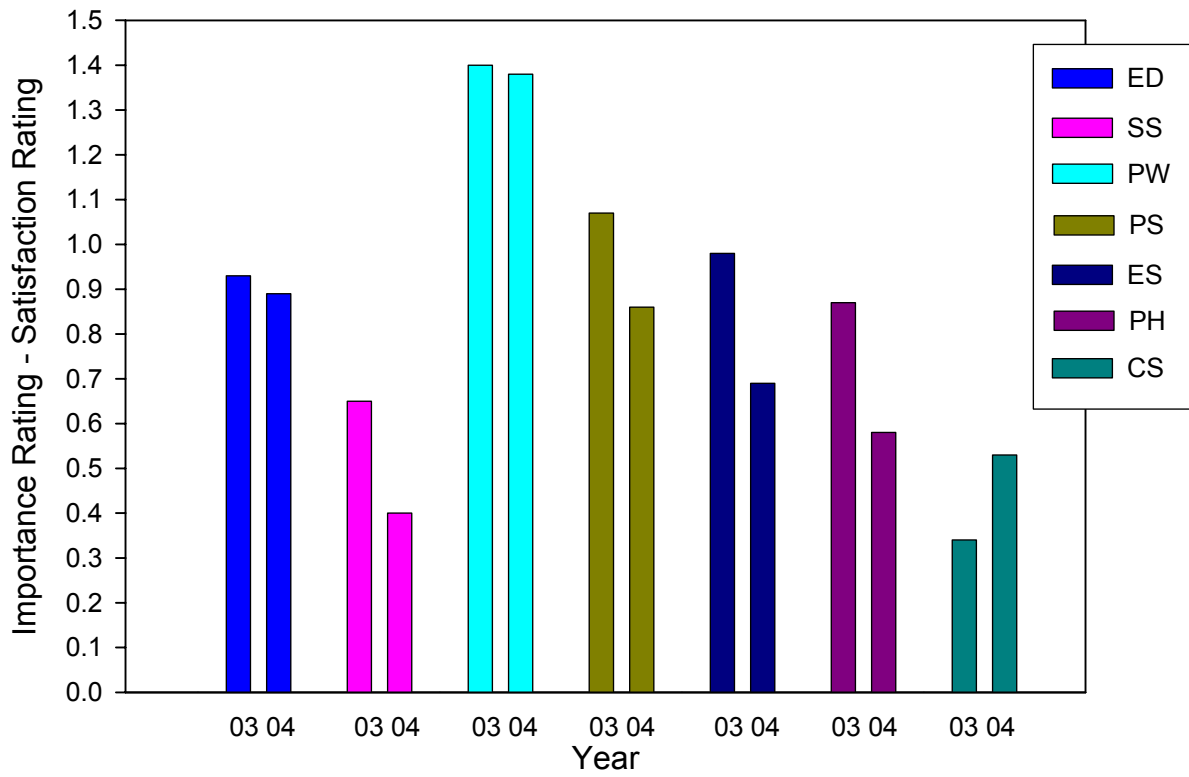
The largest gaps in service were reported in Ward 4 and the smallest gaps were reported in Ward 6.

Gaps in Services as a Function of Service



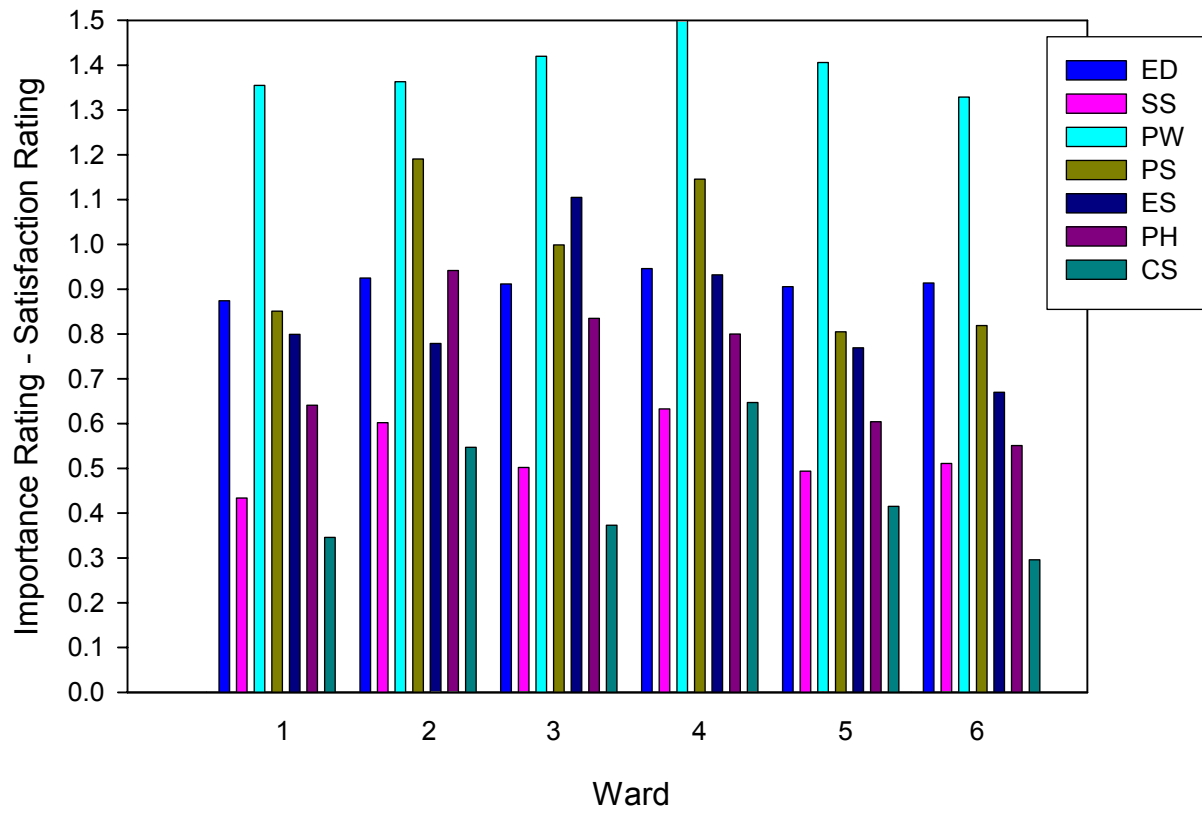
The largest gap was in Public Works and the smallest gap was in Citizen Services.

Gaps in Services as a Function of Year and Service



However, the pattern just reported did depend on year. Note that gaps either remained constant or decreased from last year to this year in all areas, except Citizen Services where the gap increased in 2004.

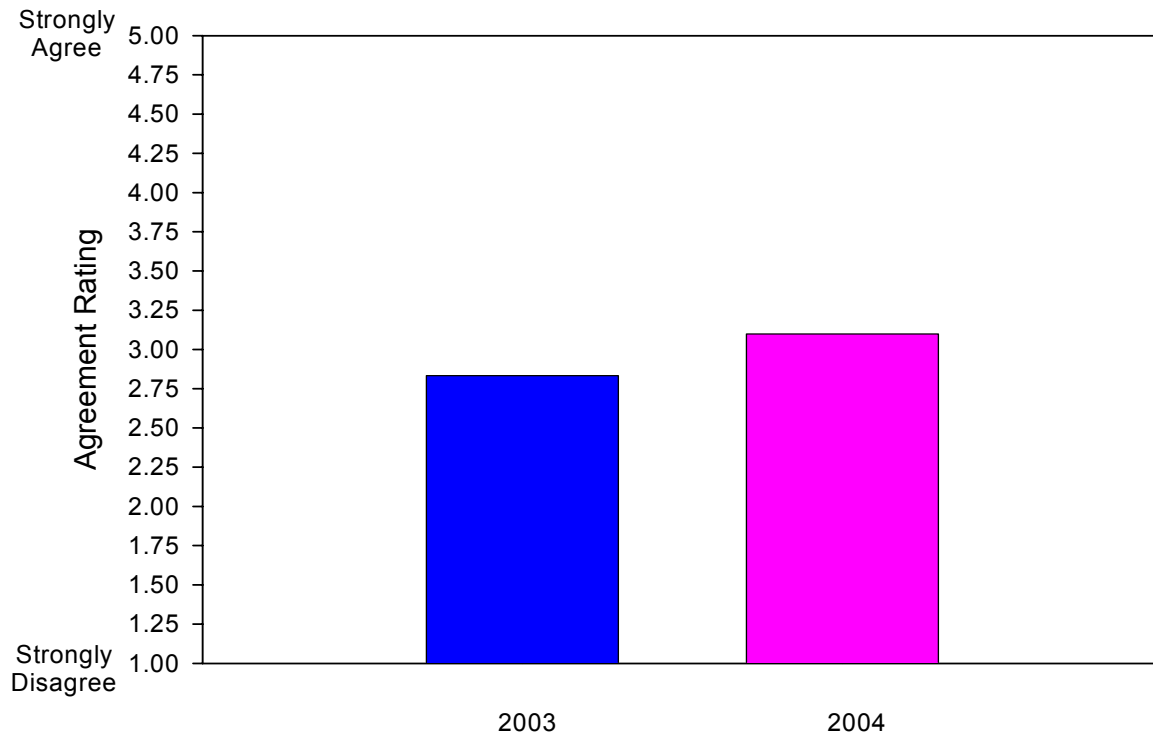
Gaps in Services as a Function of Ward and Service



The pattern of gaps in services depended on Ward.

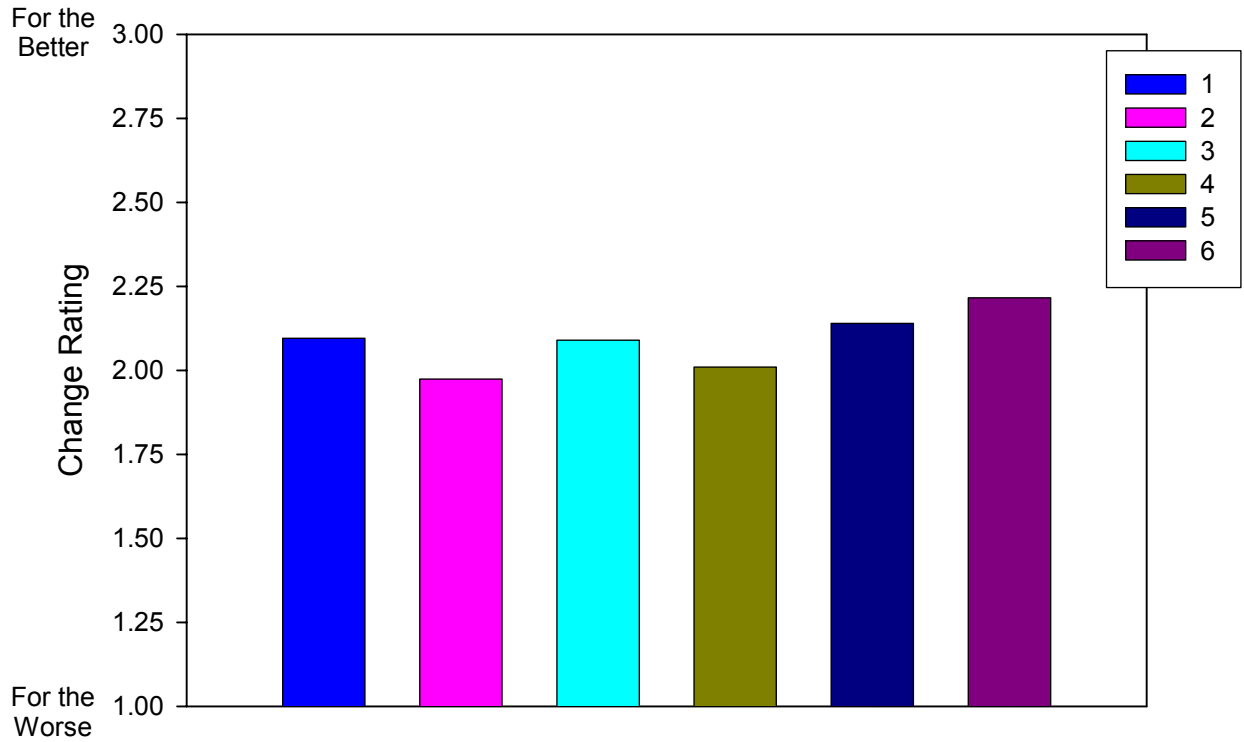
Other Issues

I am Confident in the Economic Future of Our Community



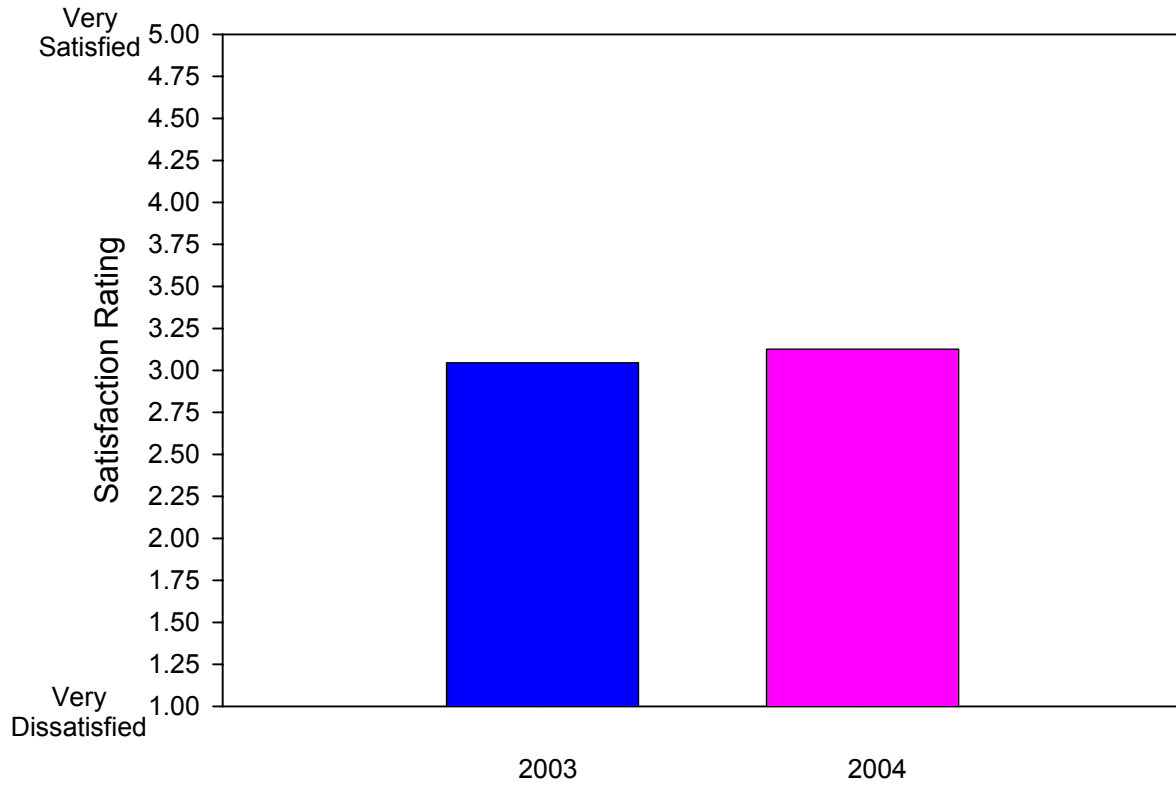
People are more confident in the economic future of the community this year, relative to last year.

Overall, the City is Changing as a Function of Ward



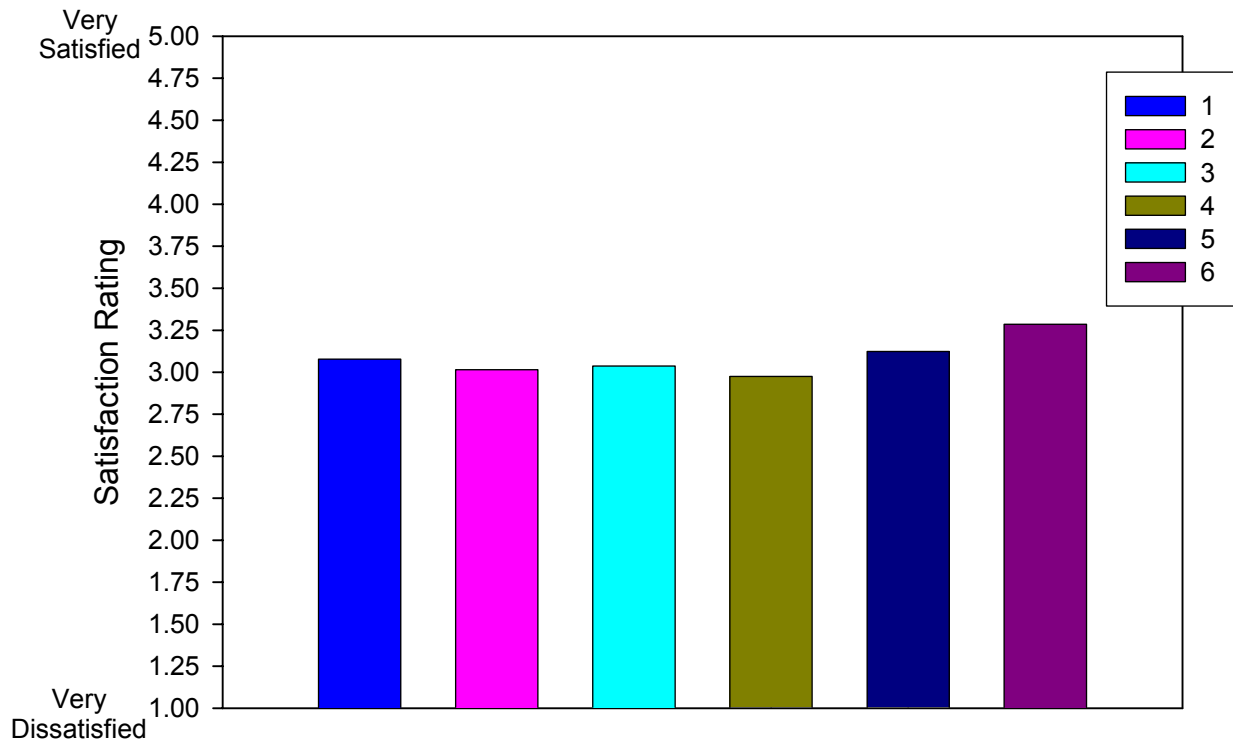
Whereas most people saw the city as remaining fairly unchanged, people in Ward 6 saw it as changing most positively and people in Ward 2 saw it changing most negatively.

Satisfaction with Range of City Services



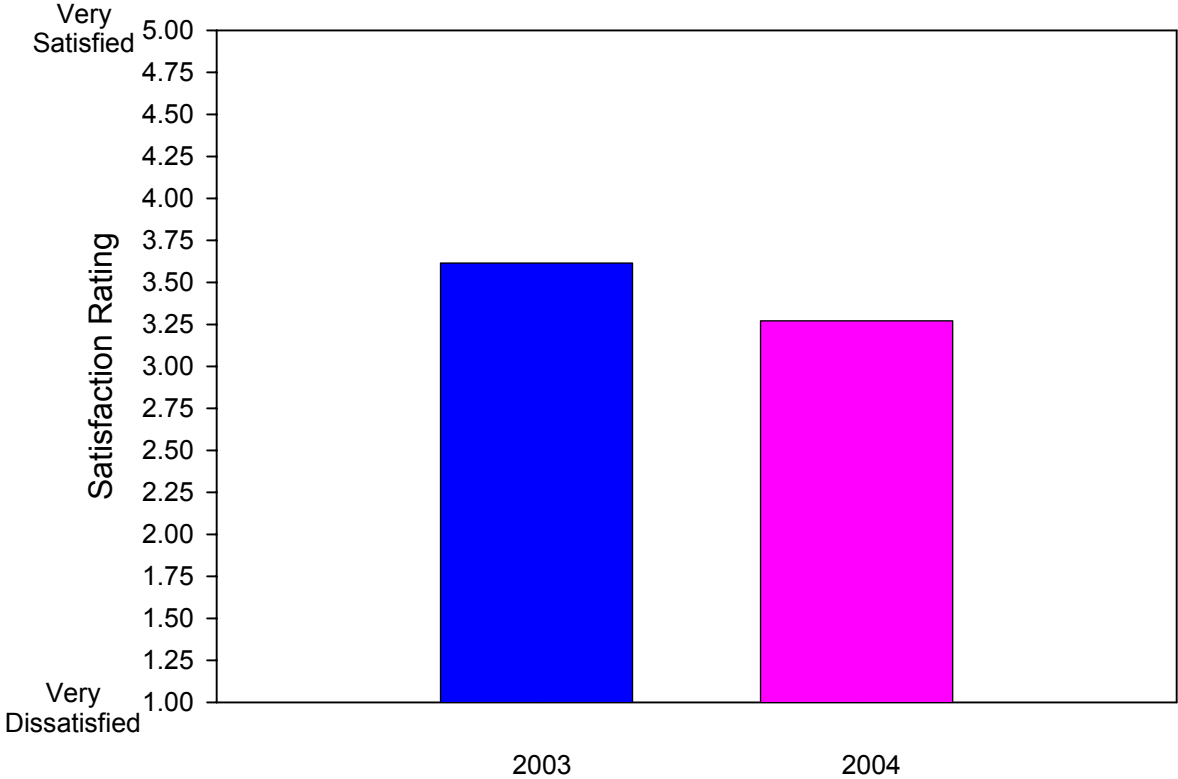
People reported being more satisfied with the range of city services this year, relative to last year.

Satisfaction with Range of City Services as a Function of Ward



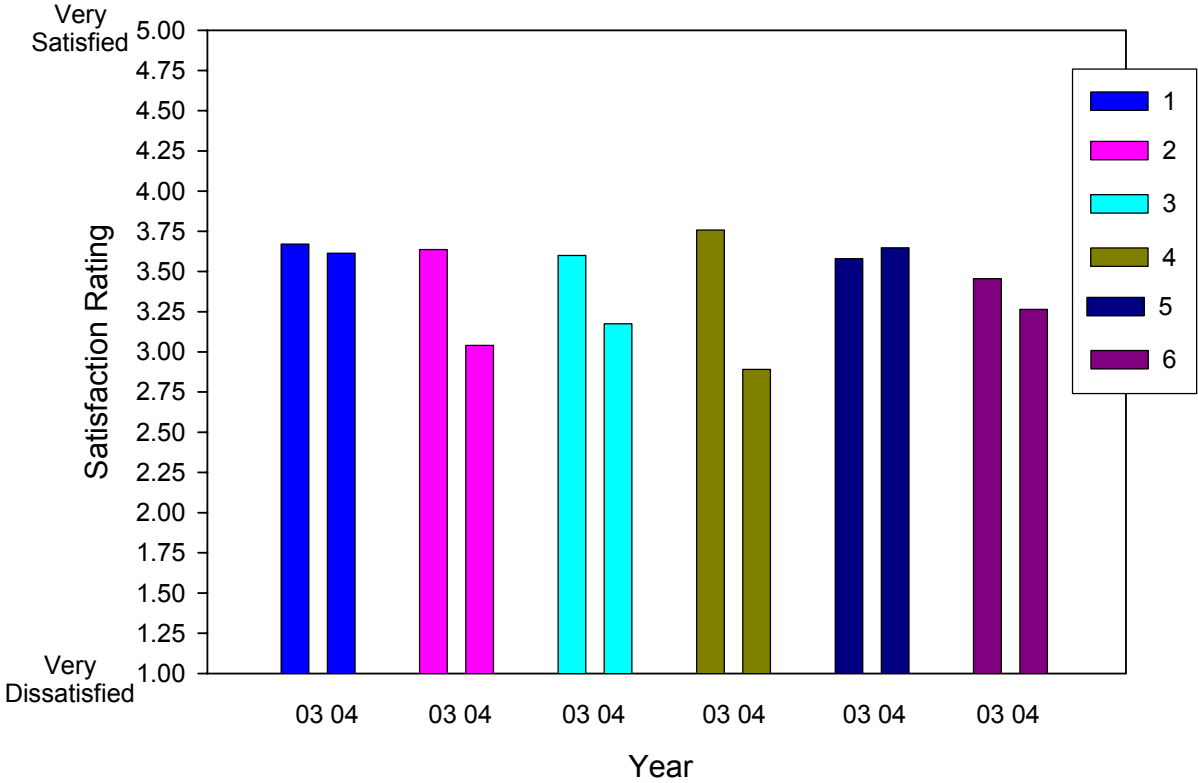
People in Ward 6 were most satisfied with the range of city services and people in Ward 4 were least satisfied.

Satisfaction with Contact with the City



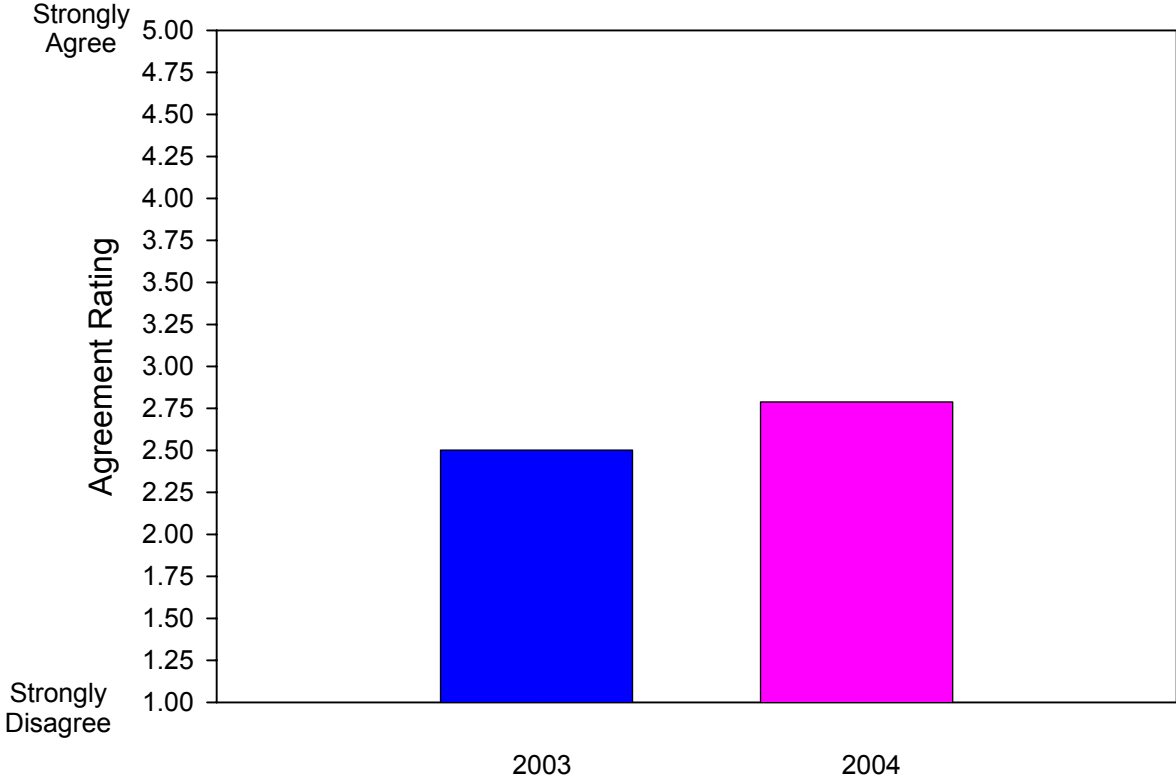
People reported being less satisfied with contact with the city this year, relative to last year.

Satisfaction with Contact with the City as a Function of Ward and Year



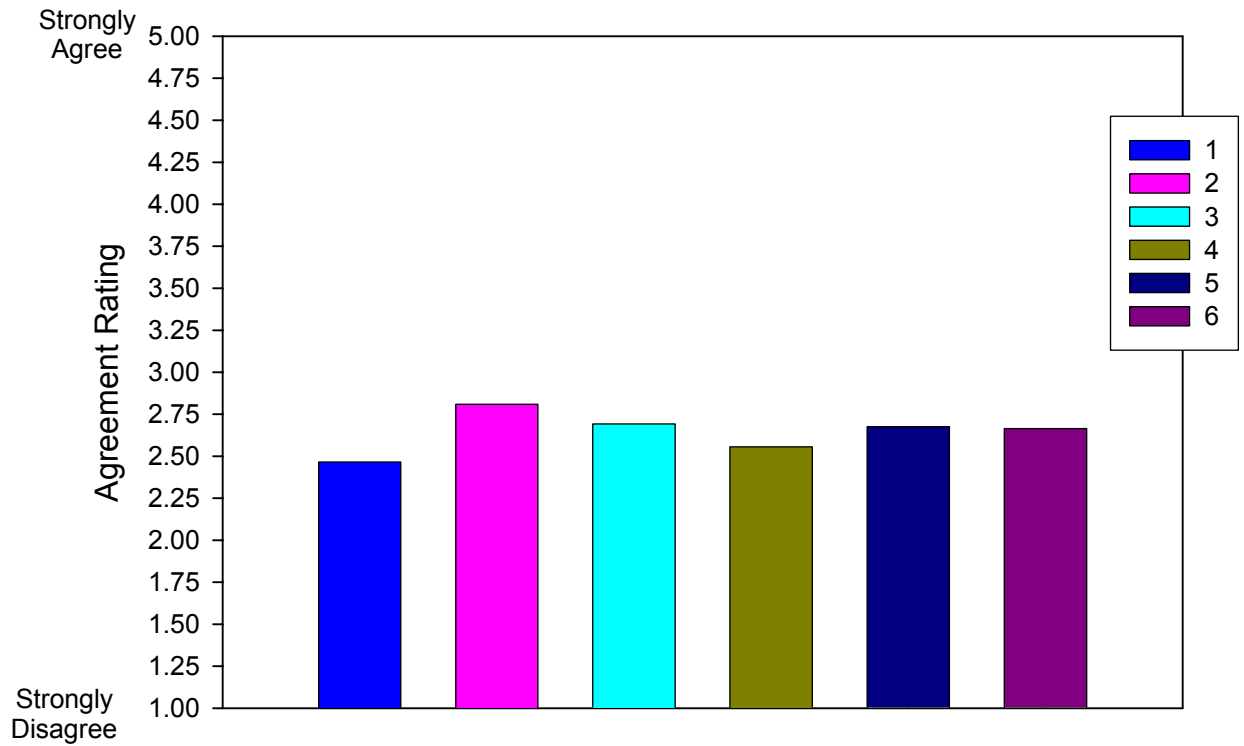
This difference depended upon Ward with Wards 2, 3, and 4 showing the largest decrease over time.

Reduce Services to Hold the Line on Taxes



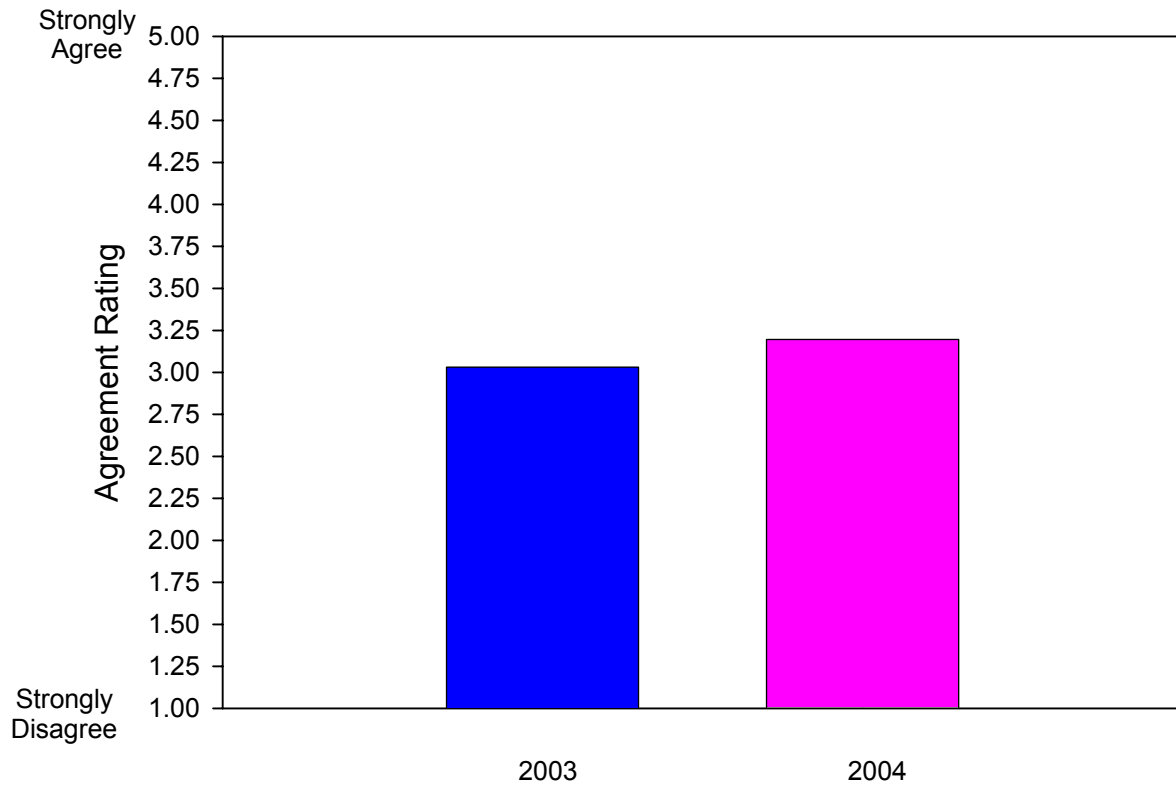
Whereas most people disagreed that services should be reduced to hold the line on taxes, there was less disagreement this year, relative to last year.

Reduce Services to Hold the Line on Taxes as a Function of Ward



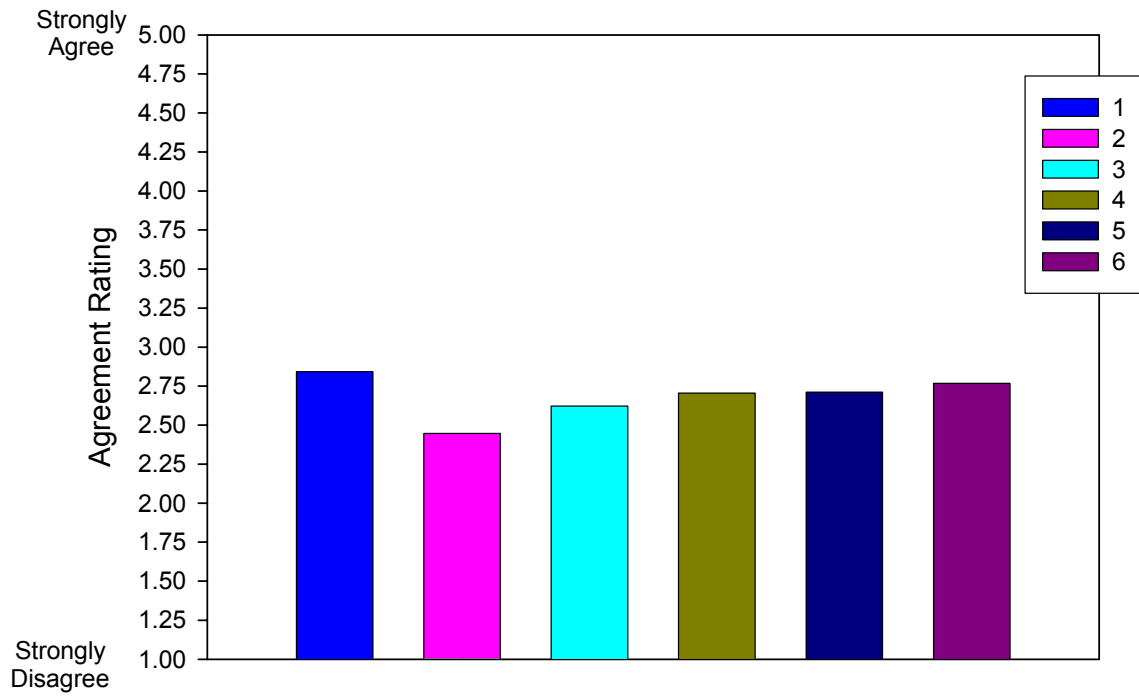
Whereas most people disagreed that services should be reduced to hold the line on taxes, there was least disagreement in Ward 2 and most disagreement in Ward 1.

Direct Users Should Pay for the Cost of Municipal Services



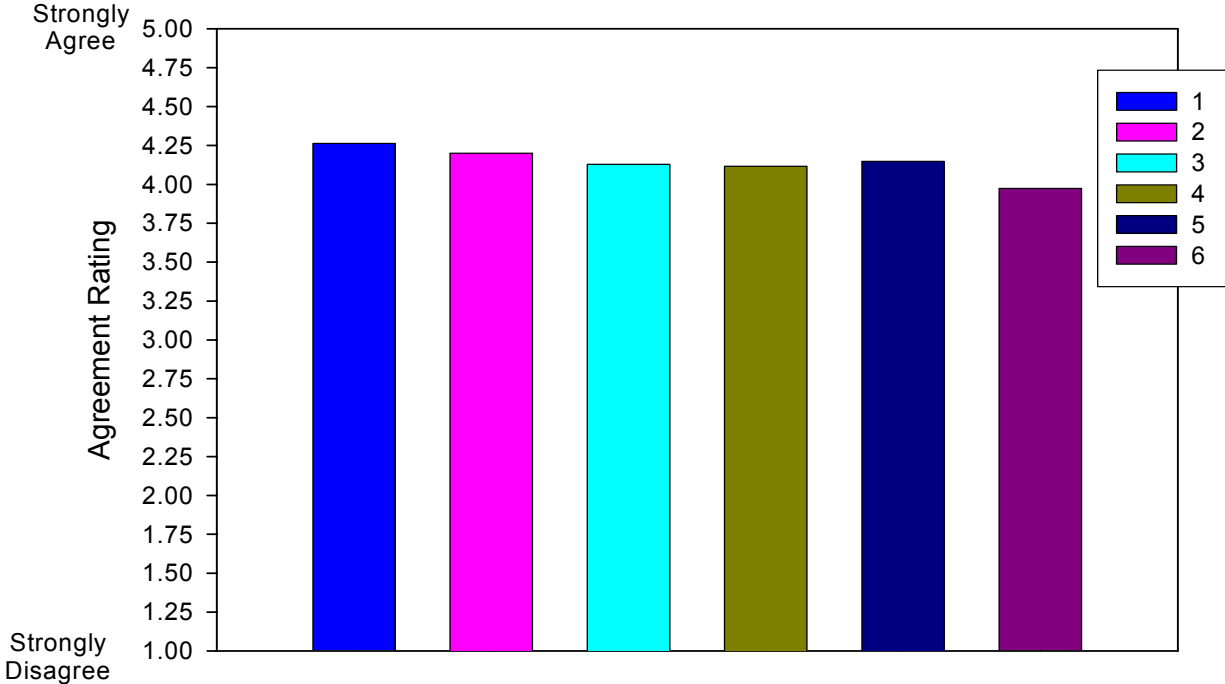
People agreed more this year that users should pay for the costs of services, relative to last year.

Maintain Current Level of Services and Increase Taxes as a Function of Ward



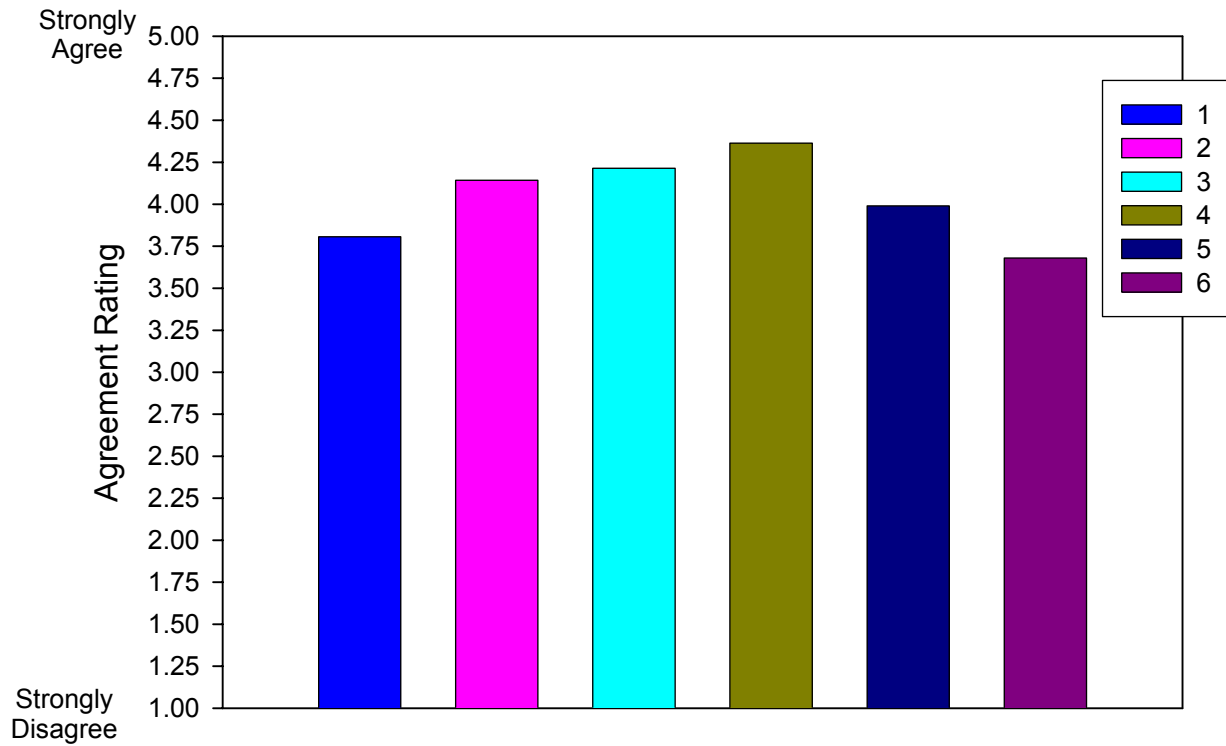
People from Ward 1 disagreed least and people from Ward 2 disagreed most that taxes should increase to maintain current levels of service.

Rather Than Building New Facilities or Roads, the City Should Invest in Maintaining Current Facilities and Roads as a Function of Ward



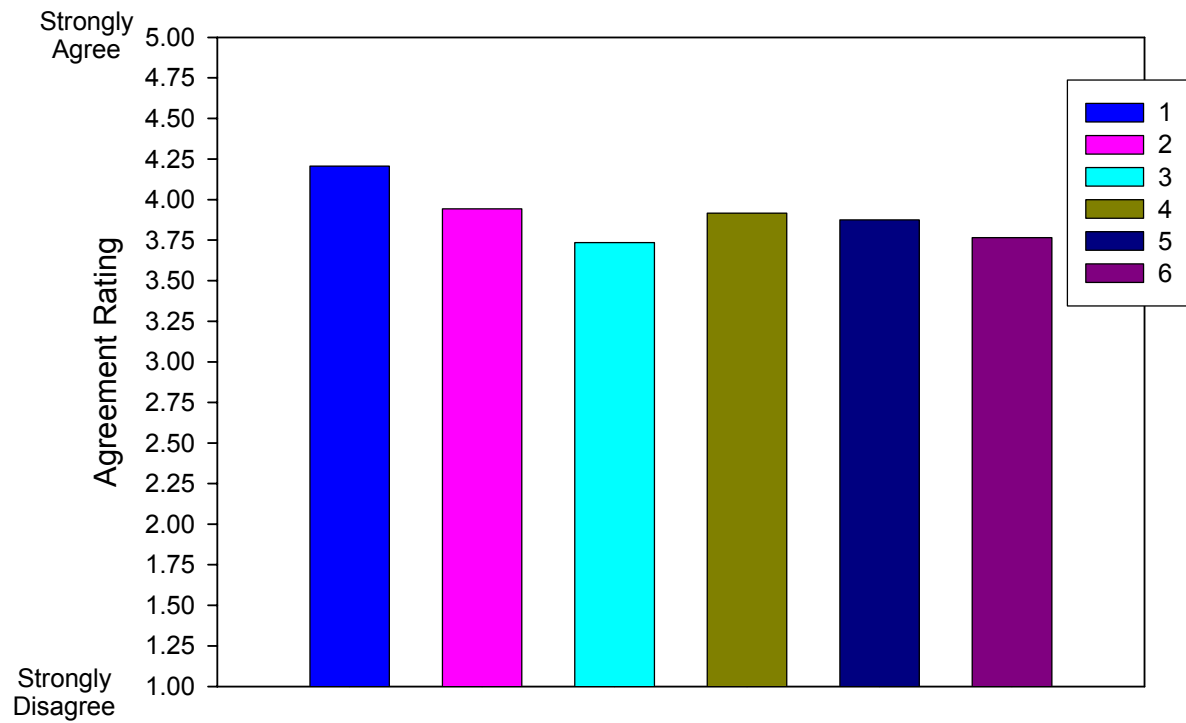
Whereas everyone agreed, people in Ward 1 agreed most and people in Ward 6 agreed least that the city should invest in maintaining current infrastructure, rather than building new facilities and roads.

Polling Stations are Conveniently Located as a Function of Ward



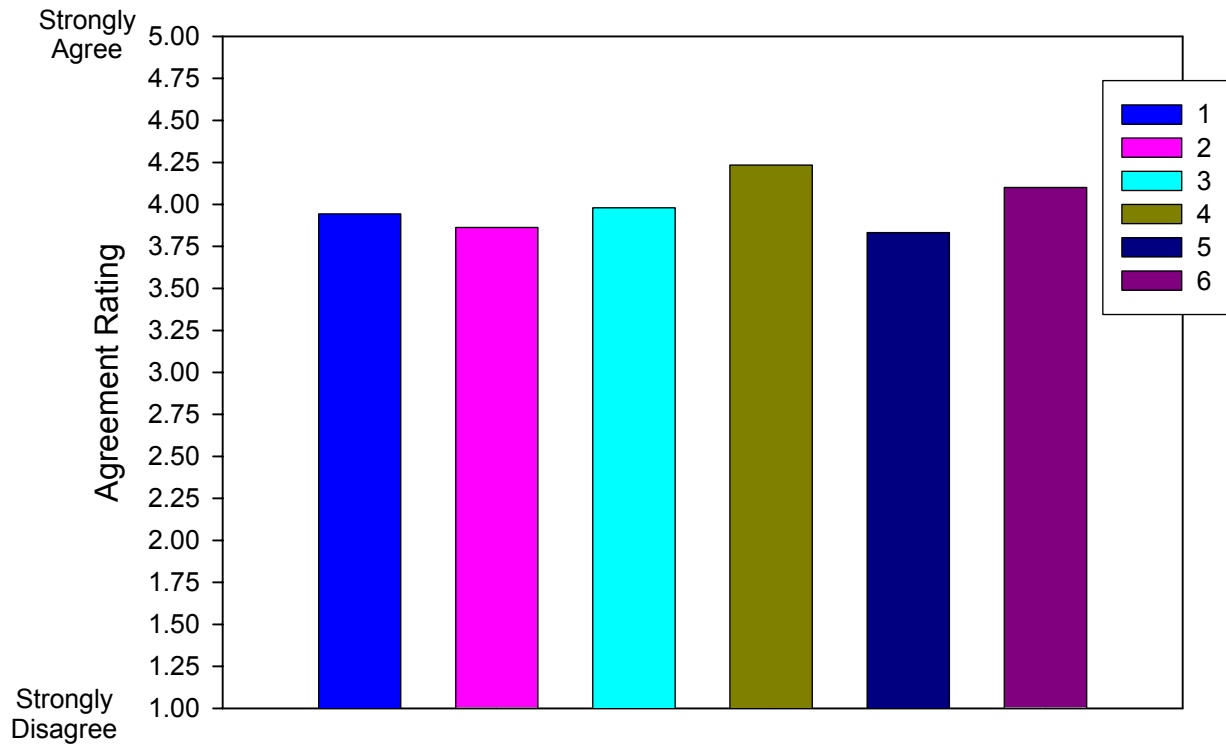
Whereas everyone agreed that polling stations are conveniently located, people in Ward 4 agreed most and people in Ward 6 agreed least.

Store Owners Should Regulate Their Own Hours as a Function of Ward



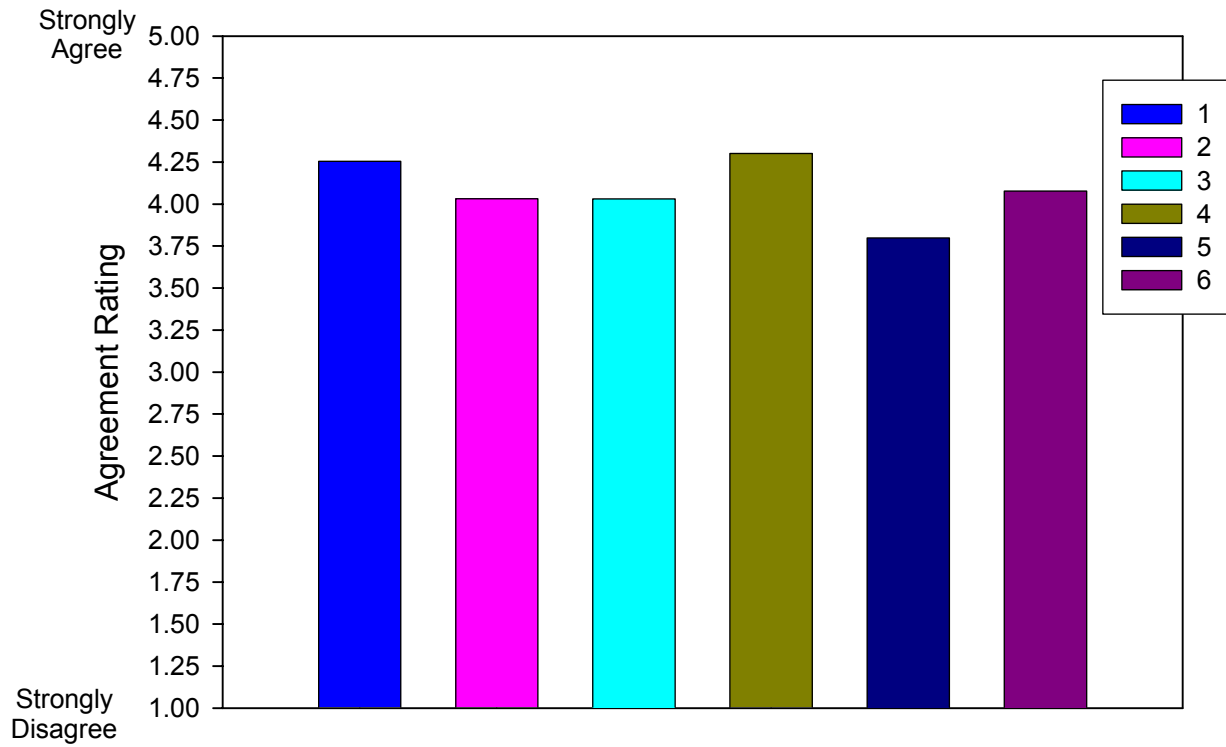
Whereas everyone agreed that store owners should regulate their own hours, people in Ward 1 agreed most and people in Ward 3 agreed least.

The City Should Reopen Adanac Ski Hill as a Function of Ward



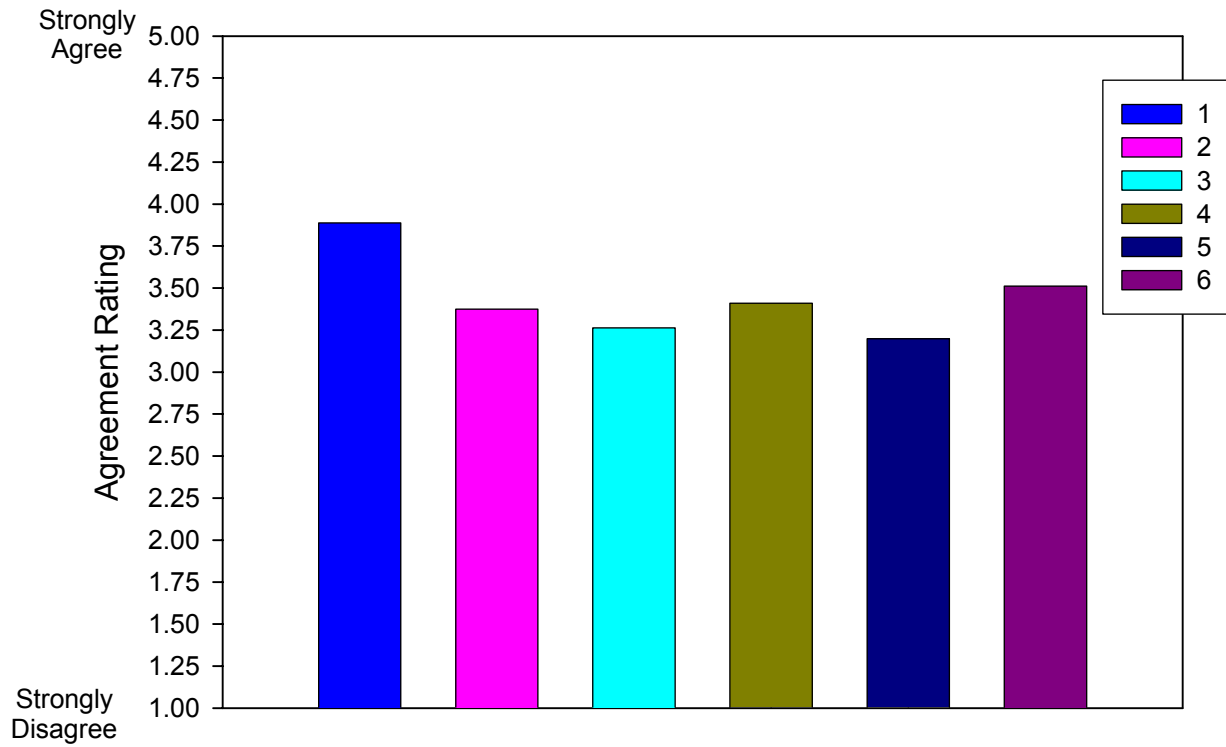
Whereas everyone agreed that the city should reopen Adanac Ski Hill, people from Ward 4 agreed most and people from Ward 5 agreed least.

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



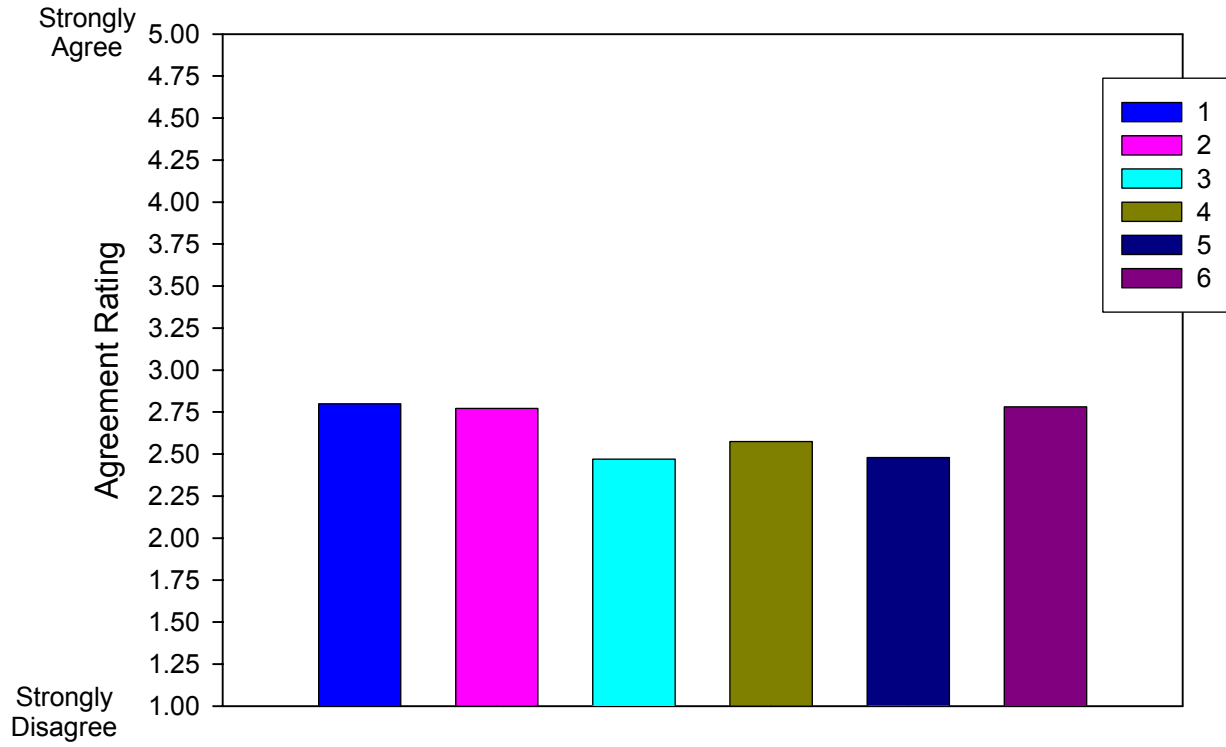
Whereas everyone agreed that the city should reopen closed facilities, people from Ward 4 agreed most and people from Ward 5 agreed least.

I Would be Willing to Pay User Fees to Keep the Dow Pool and Lively Ski Hill Open as a Function of Ward



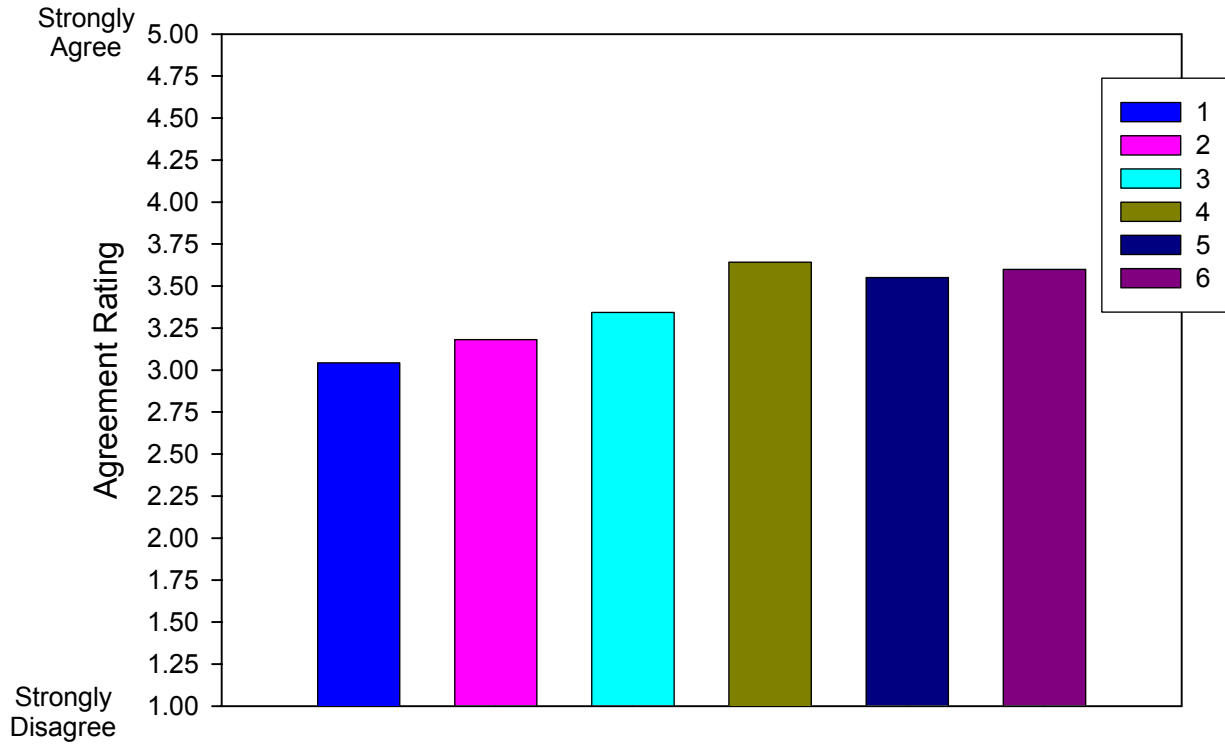
People from Ward 1 agreed most and people from Ward 5 agreed least that they would be willing to pay user fees to keep the Dow Pool and Lively Ski Hill open.

I Would Participate in Fund Raising to Keep the Dow Pool and Lively Ski Hill Open as a Function of Ward



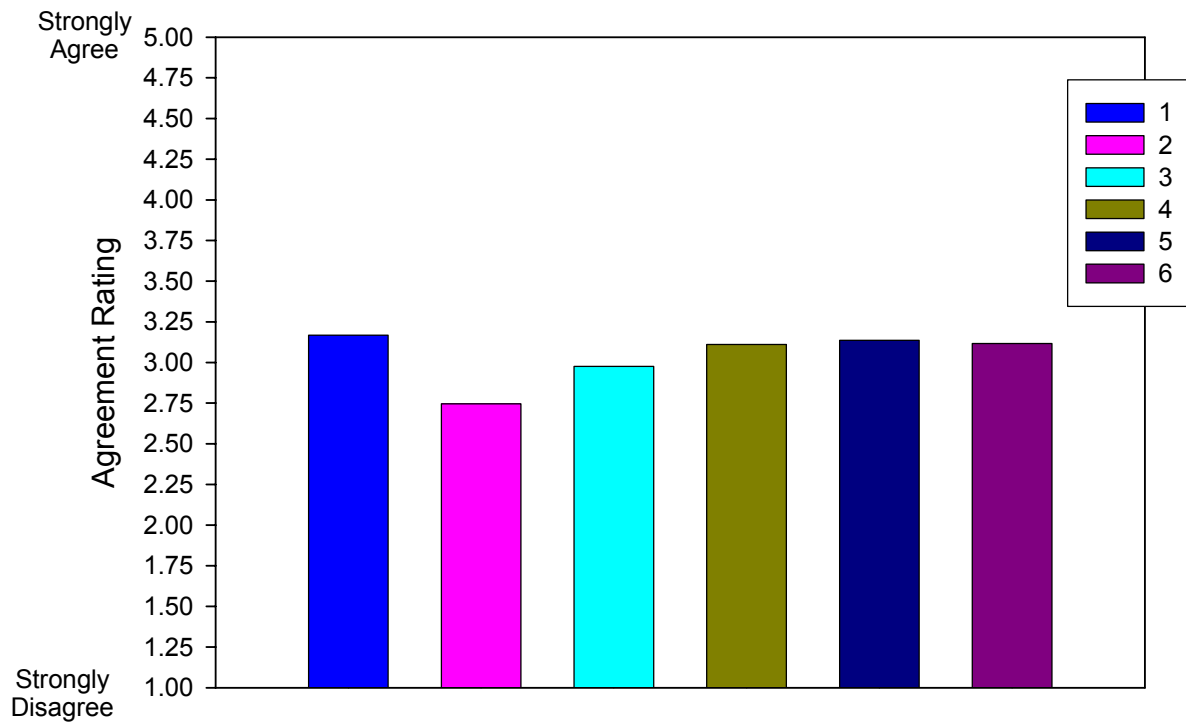
People from Ward 6 disagreed least and people from Ward 6 disagreed most that they would participate in fund raising to keep the Dow Pool and Lively Ski Hill open.

A Bicycle Path Should be Developed in the Minnow Lake Area as a Function of Ward



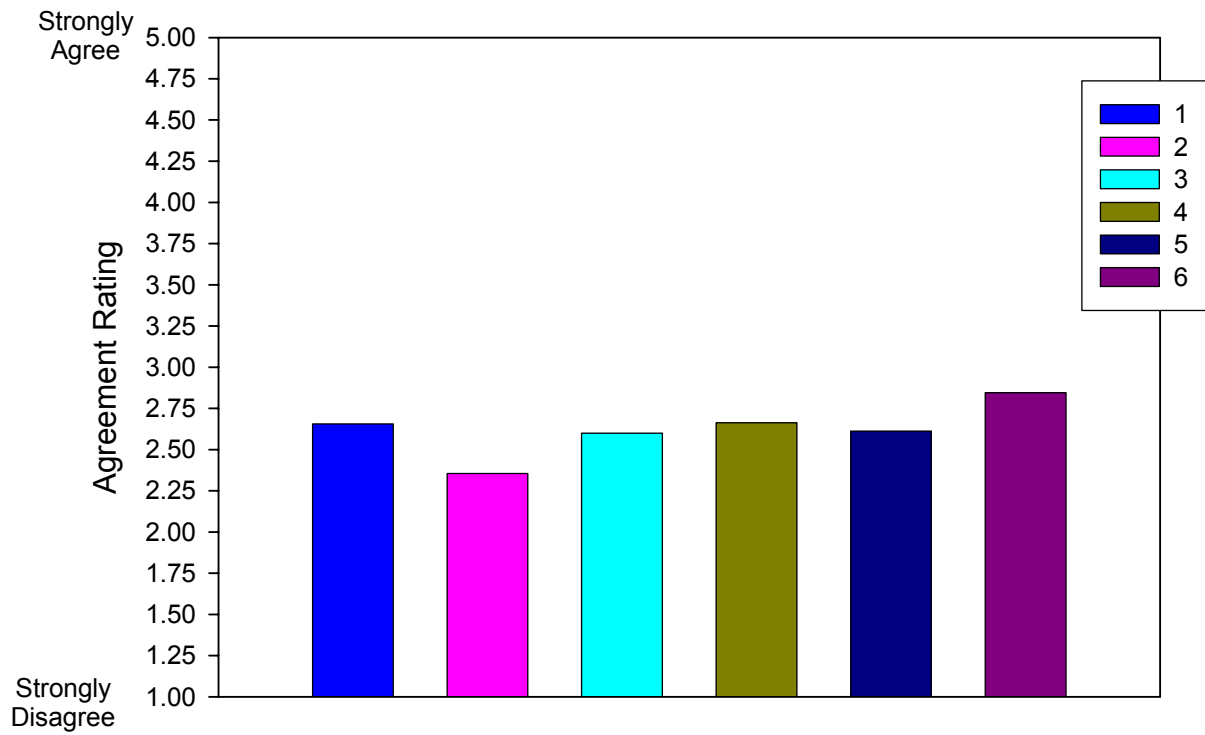
People from Ward 4 agreed most and people from Ward 1 agreed least that a bicycle path should be developed in the Minnow Lake area.

I Would be Willing to Pay More Taxes in Order to Improve Infrastructure and to Reopen Facilities as a Function of Ward



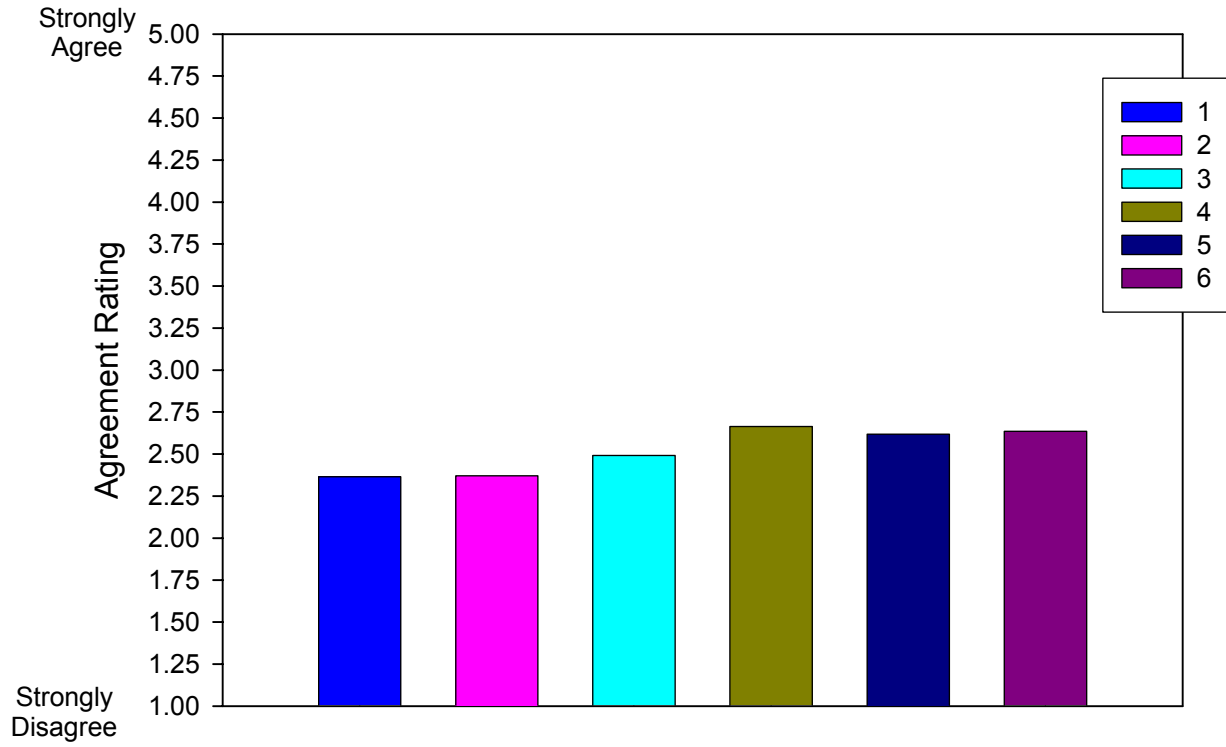
Whereas most people were neutral on the issue, people from Ward 1 agreed most and people from Ward 2 disagreed most that they would be willing to pay more taxes to improve infrastructure and reopen facilities.

I Would Support a Specific Tax Levy (e.g., 3%) for Road Maintenance as a Function of Ward



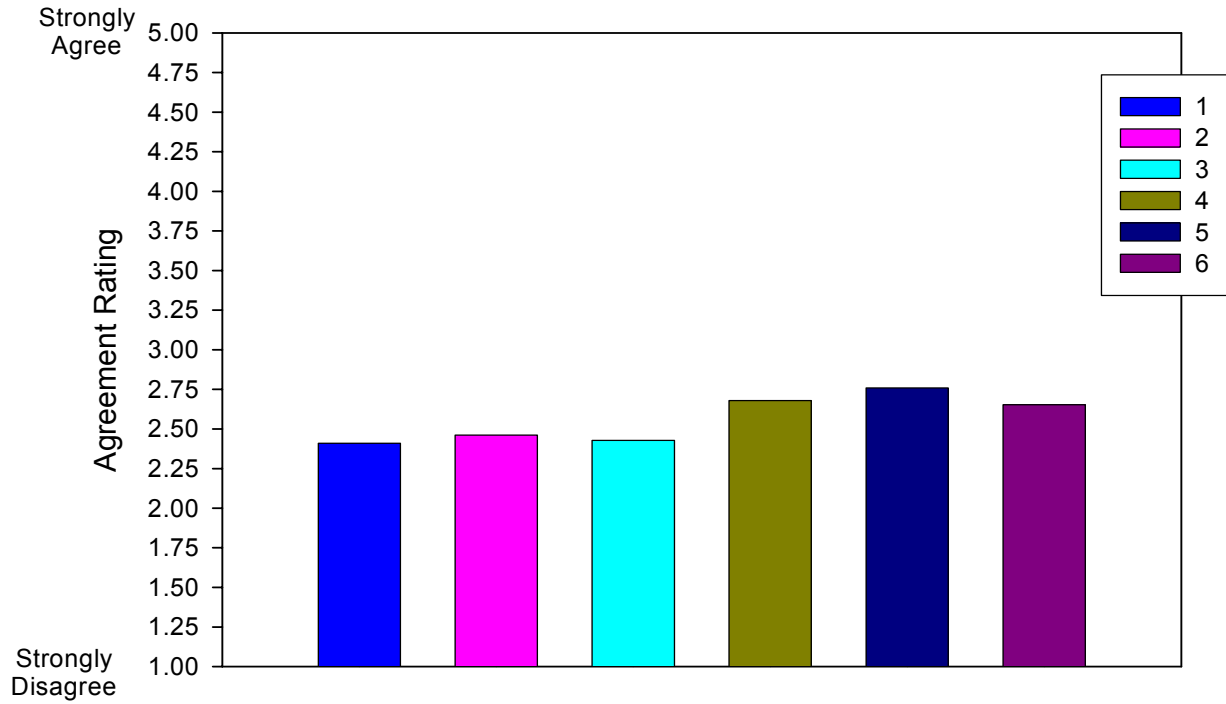
People from Ward 2 disagreed most and people from Ward 6 disagreed least that they would support a tax levy for road maintenance.

I Feel that I can Participate in and Contribute to the Way the City Develops its Budget as a Function of Ward



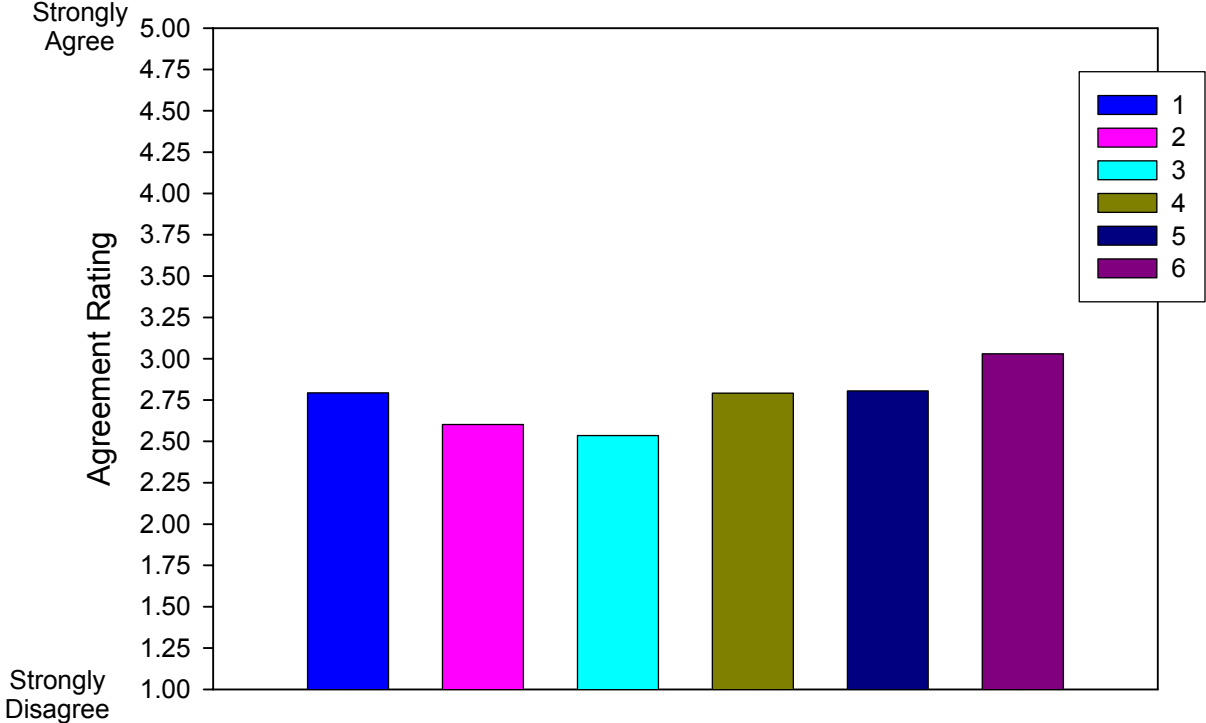
People from Ward 1 disagreed most and people from Ward 4 disagreed least that they can contribute in the way the city develops its budget.

City Hall Provides Me with Enough Information and Opportunities for Me to be Involved in the Decision-making Process as a Function of Ward



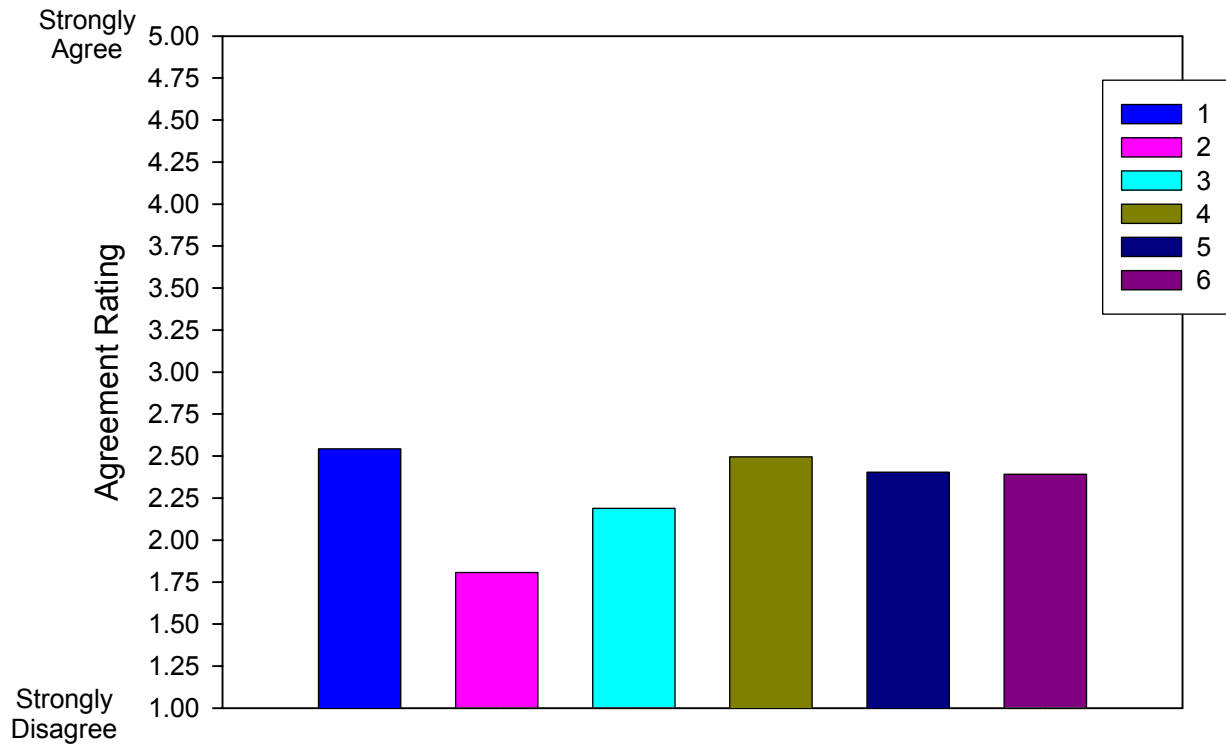
People from Ward 1 disagreed most and people from Ward 5 disagreed least that the city provides enough information and opportunities for them to be involved in the decision-making process (i.e., budget process).

I Get Good Value for My Municipal Tax Dollars as a Function of Ward



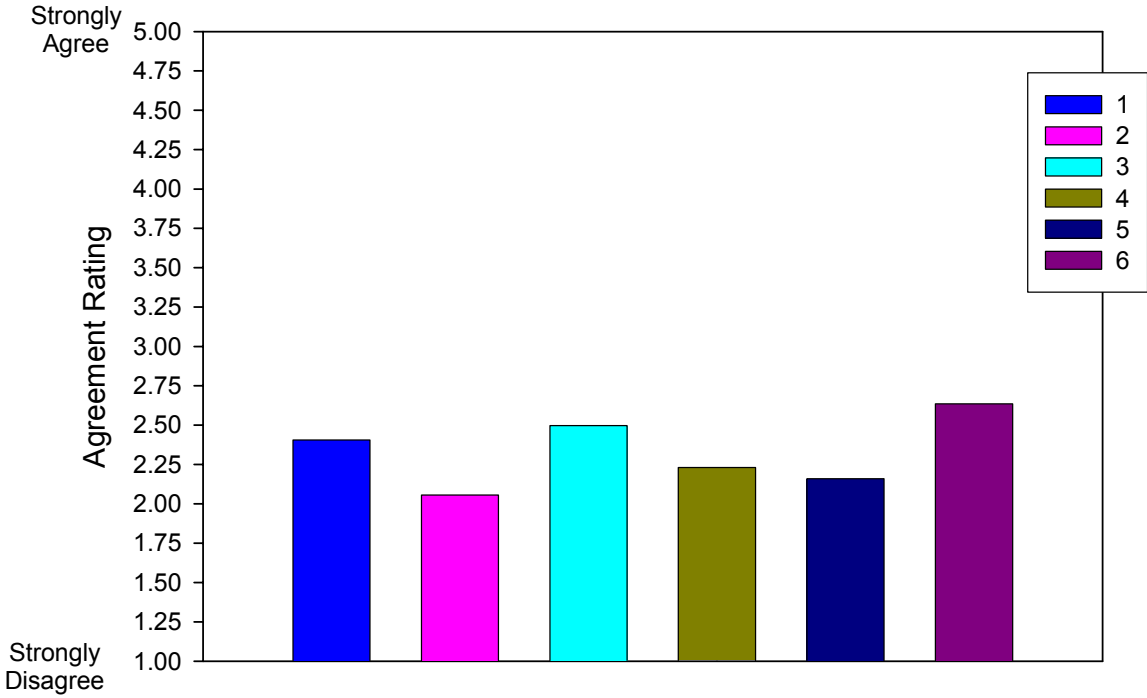
People from Ward 3 disagreed most and people from Ward 6 disagreed least that they receive good value for their municipal tax dollars.

A Casino Should be Developed in the Downtown Core of the City as a Function of Ward



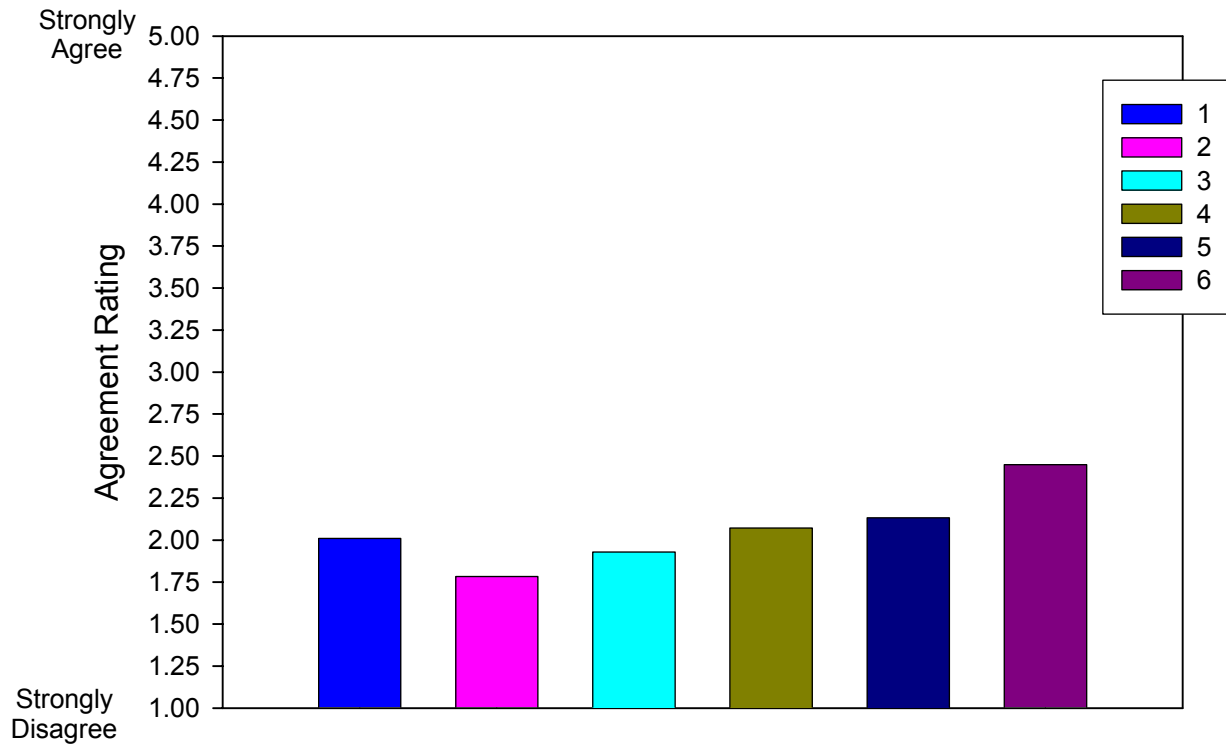
Whereas everyone disagreed that a casino should be developed in the downtown core, people from Ward 2 disagreed most and people from Ward 1 disagreed least.

Some Older Arenas Should be Closed so that a New Multiplex Sports Facility Can be Build as a Function of Ward



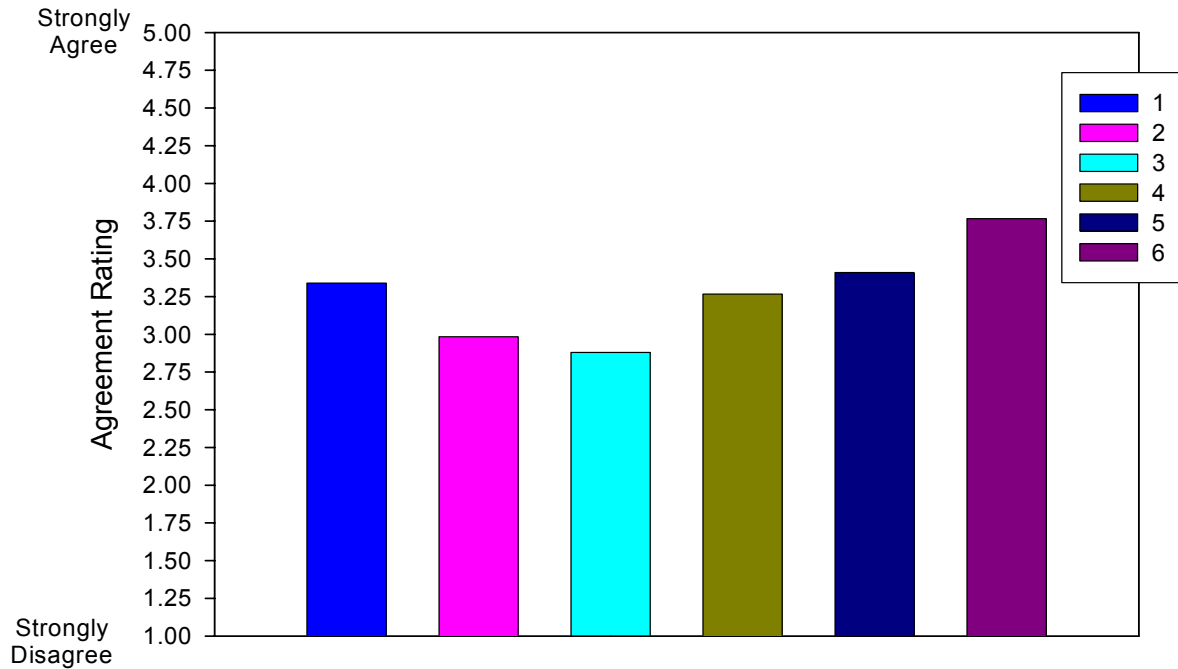
Whereas everyone disagreed with the idea that we close older arenas in order to build a new multiplex sports facility, people from Ward 2 disagreed most and people from Ward 6 disagreed least.

Our Community is Better Off Today than Before Amalgamation as a Function of Ward



Whereas everyone disagreed that the community is better off now than before amalgamation, people from Ward 2 disagreed most and people from Ward 6 disagreed least.

People Living in Areas of the City Who Receive Lower Levels of Fire and Transit Service Pay Lower Taxes for These Services Relative to People Who Live in Areas with Higher Levels of Service. If People Want These Services Improved in Their Area, They Should Pay Higher Taxes as a Function of Ward



Whereas people were relatively neutral regarding the issue of increased taxes for areas wanting increased fire and transit services, people from Ward 3 disagreed most and people from Ward 6 agreed most.