

  
**Budget04**  
Towards Tomorrow Together \* Vers l'avenir ensemble

State of the  
Community Report

**Residential  
Survey Results**

**Prepared for:**  
Corporate Strategy & Policy Analysis Section  
Office of the CAO  
The City of Greater Sudbury

**By:**  
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# Annual Community and Business Surveys

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# *Annual Community and Business Surveys*

- 1200 Citizens - over 18, make household expenditure decisions
- 100 Business owners/managers
- First two weeks of December 2003
- Bilingual
- Full presentation By OracleResearch staff before Priorities Committee

# Top of Mind Issues

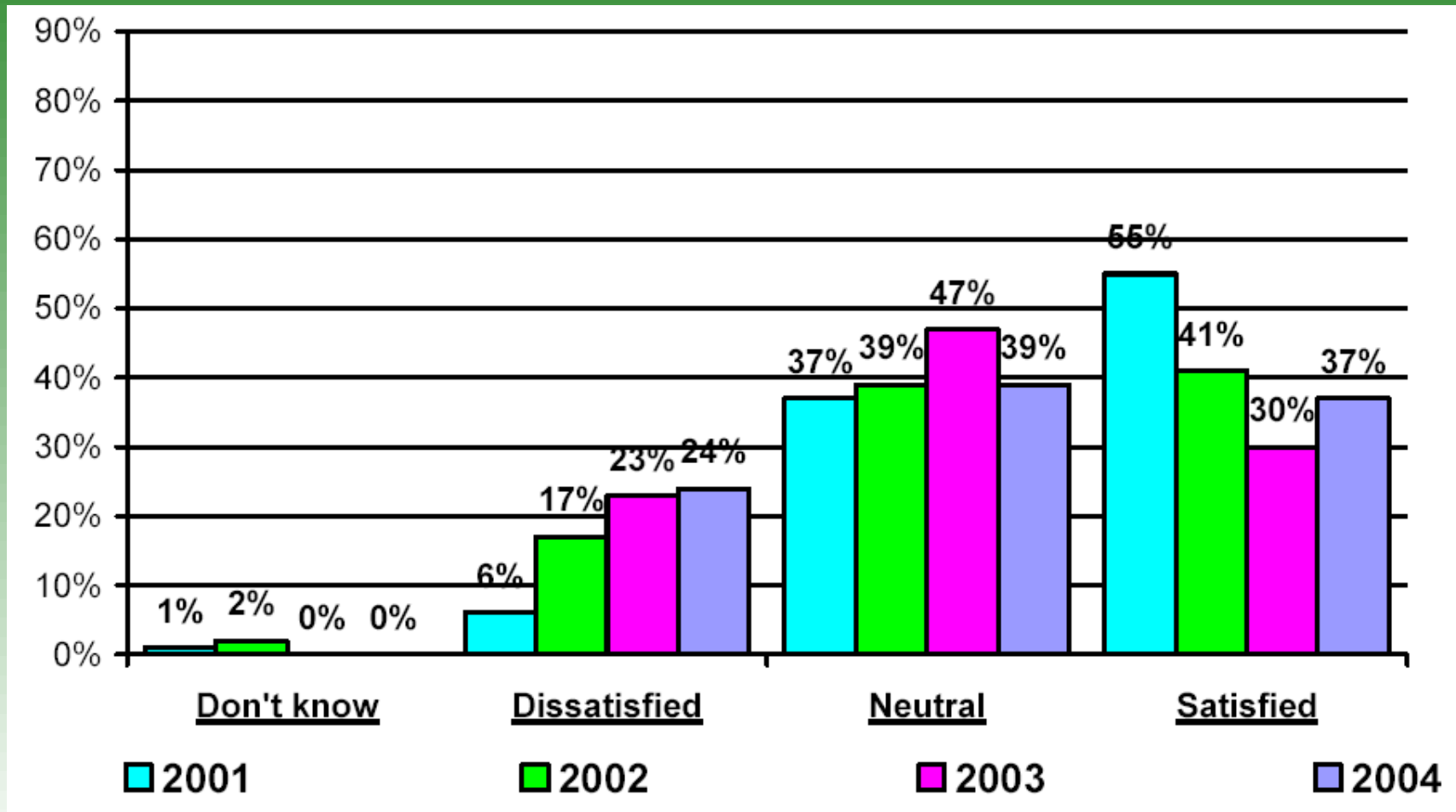
## Residential

2004	
Roads	31%
Taxes	15%
Jobs / Employment / Unemployment	12%
Health care	11%
Economy	4%
Budget	3%

## Business

2004	
Taxes	17%
Roads	15%
Health care	6%
Job creation	5%
Amalgamation	4%
Economy	3%

# Citizens Overall Satisfaction with All Municipal Services



# *Citizens Increase in Satisfaction By Service*

<b>Rating Services</b>	<b>2001 Positive</b>	<b>2002 Positive</b>	<b>2003 Positive</b>	<b>2004 Positive</b>	<b>2003/2004 Change +/-%</b>
PIONEER MANOR	36%	39%	47%	63%	16%
FIRE PROTECTION	63%	75%	61%	73%	12%
PUBLIC HEALTH UNIT SERVICES	47%	57%	57%	67%	10%
WINTER ROAD MAINTENANCE	40%	40%	33%	40%	7%
AMBULANCE SERVICES	49%	64%	66%	71%	5%

# *Citizen Decrease in Satisfaction by Service*

<b>Rating Services</b>	<b>2001 Positive</b>	<b>2002 Positive</b>	<b>2003 Positive</b>	<b>2004 Positive</b>	<b>2003/2004 Change +/-%</b>
RECREATIONAL FACILITIES	51%	60%	55%	31%	<b>-24%</b>
LEISURE PROGRAMS	47%	50%	47%	32%	<b>-15%</b>
PROMOTING THE REDUCTION OF WASTE (3 R'S)	41%	51%	59%	50%	<b>-9%</b>
LANDFILL SITES	30%	39%	42%	36%	<b>-6%</b>
CHILD CARE FUNDING	22%	28%	25%	23%	<b>-2%</b>

# Citizens Most Important Services

<b>Importance of Services</b>	<b>2001 Priority</b>	<b>2002 Priority</b>	<b>2003 Priority</b>	<b>2004 Priority</b>	<b>Percent Change +/-%</b>
FIRE PROTECTION	73%	95%	96%	96%	0%
MAINTENANCE OF MAIN ROADS	79%	91%	96%	95%	-1%
WINTER ROAD MAINTENANCE	83%	91%	95%	94%	-1%
AMBULANCE SERVICES	78%	94%	94%	93%	-1%
POLICING	77%	89%	93%	92%	-1%

# Citizens Least Important Services

<b>Importance of Services</b>	<b>2001 Priority</b>	<b>2002 Priority</b>	<b>2003 Priority</b>	<b>2004 Priority</b>	<b>Percent Change +/-%</b>
PUBLIC TRANSIT	63%	70%	66%	66%	0%
CHILD CARE FUNDING	53%	64%	63%	59%	+4%
LEISURE PROGRAMS	63%	58%	59%	58%	-1%
PROVIDING WELFARE ASSISTANCE	63%	46%	48%	49%	+1%
PROVIDING QUALITY OF LAND DEVELOPMENT	46%	47%	42%	44%	+2%

# Budget Related Questions

	2002	2003	2004
Rather than building new facilities or roads, the City should invest in maintaining and improving existing facilities and roads	78%	79%	76%
Where appropriate the direct users of City services should pay for the cost of providing those services	36%	37%	40%
The City should reduce service levels by whatever is needed in order to hold the line on taxes	25%	23%	30%
The City should maintain current levels of service and increase taxes up to 5%	37%	32%	27%