

## **For Information Only**

### **2018 Citizen Survey Results**

Presented To:	City Council
Presented:	Tuesday, Aug 14, 2018
Report Date	Wednesday, Jul 25, 2018
Type:	Correspondence for Information Only

#### **Resolution**

For Information Only

#### **Relationship to the Strategic Plan / Health Impact Assessment**

In their 2015-2018 Strategic Plan, Council called for a citizen satisfaction survey to be conducted in 2016 and again 2018. The attached report provides the survey results, in line with Council's strategic pillar, "Responsive, Fiscally Prudent Open Governance".

#### **Report Summary**

In their 2015-2018 Strategic Plan Greater Together, City Council outlined the need for a citizen satisfaction survey to be conducted in 2016, and again in 2018. The City contracted Metroline Research Incorporated, a national marketing firm, to conduct both surveys. The purpose of the survey was to measure citizen perceptions and attitudes regarding the services provided by the City of Greater Sudbury and general levels of satisfaction with local quality of life. This report provides an overview of the 2018 survey results.

#### **Financial Implications**

There are no financial implications associated with this report.

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## Background

In its 2015-2018 Strategic Plan *Greater Together*, City Council outlined the need for a citizen satisfaction survey to be conducted in 2016, and again in 2018.

The City contracted Metroline Research Incorporated, a national marketing firm, to conduct both surveys. The purpose of the survey was to measure citizen perceptions and attitudes regarding the services provided by the City of Greater Sudbury and general levels of satisfaction with local quality of life.

In 2016 and again in 2018, Metroline completed 1,200 interviews by telephone, both cell and landline. The survey was available in both official languages, with questions developed from a best practice review of similar surveys in other municipalities, Council's strategic goals and priorities, and Metroline's recommendations.

The same questions were asked in both 2016 and 2018 to ensure comparability. Because of methodological challenges, results from the online version of the survey are available but are reported separately from the summary provided here. Controls over online survey responses did not prevent multiple responses from the same individuals nor ensure the responses reflect a representative sample of the whole community. Therefore, online survey responses are not statistically valid.

The citizen survey generally sought to better understand:

- ◆ Issues that are most important to residents;
- ◆ Residents' opinion about the quality of life in Greater Sudbury;
- ◆ Residents' opinions about municipal services and programs; and
- ◆ Residents' general sense of the future of Greater Sudbury.

Metroline compiled the results of the Citizen Survey. Its full report, as well as the comments made by residents in the open-ended question for both the telephone and online surveys, are attached to this report as appendices. The comments have been reviewed by the Clerk's Office for compliance with the *Municipal Freedom of Information and Protection of Privacy Act*.

Three appendices are included with this report:

- ◆ Full survey findings report from Metroline;
- ◆ Verbatim responses to the open-ended questions – telephone survey; and
- ◆ Verbatim responses to the open-ended questions – online survey.

## Key Findings of the Report

As in the 2016 survey, responses suggest there is a wide range of levels of understanding of and satisfaction with municipal programs and services. Efforts to inform residents about municipal services, service levels and costs remain important and will continue to evolve.

Metroline has provided a summary of the attached report. Those highlights are below for ease of access to information.

### General Overview

Note that these findings reflect only the telephone survey responses.

Generally speaking, Greater Sudbury residents are satisfied with the quality of life they enjoy: 92% of respondents say their quality of life is fairly good to excellent. Only 8% of residents surveyed are unhappy with their quality of life. Residents cite the local environment (availability of green space, water, beaches, etc.) as well as the community as a whole as significant factors in their overall satisfaction with the quality of life.

The issue top of mind for residents, both in the 2016 survey and in the 2018 survey, is the condition of municipal roads:

Just over one quarter (28%) of respondents are satisfied (somewhat or very) with the overall level and quality of service received from the City. In Metroline's view, this overall satisfaction level is significantly influenced by opinions about municipal road conditions.

## Municipal Affairs

- ◆ Possibly owing to being closer to the election, slightly more residents in the 2018 survey told us they were “not very” or “not” knowledgeable about municipal affairs (34% in 2018 compared to 29% in 2016).
- ◆ This was met by a similar drop in those saying they are “fairly” or “very” knowledgeable (28% in 2018 compared to 35% in 2016).
- ◆ We see a slight decline in the likelihood to vote from 82% in 2016 to 77% in 2018.
- ◆ Those who were not likely to vote indicated there was currently not much that would motivate them – they told us they were simply not interested or they were not informed enough.

## Issues/Perceptions

- ◆ By a wide margin, the top issue for almost 4 in 5 Sudbury residents are road conditions, expressed in the top three by 78% of residents. This is higher than the 70% who expressed the concern in 2016. This includes current road conditions and construction, new road planning and construction.
- ◆ On a somewhat similar track to roads, the second mentioned item is infrastructure (33%).
- ◆ Level of taxes, value received for taxes, and what taxes are spent on rounded out the top three items, reported by 30% of residents – the same as 2016.
- ◆ The Large Projects are infrequently mentioned as part of the survey responses.

## Future Direction

- ◆ Fifty-eight percent of residents feel the quality of life in their community is ‘excellent’ (15%) or ‘very’ good (43%). This is statistically similar to the 60% score obtained in the 2016 survey. 34% of residents scored the quality of life as ‘fair’. Just under 1 in 10 residents (8%) scored their quality of life as ‘fair’ (5%) or ‘poor’ (3%).

- ◆ 29% of residents feel the City has been 'getting better' over the past two years, compared to 19% who feel it has been getting 'worse'.
- ◆ Residents are about evenly split regarding their feelings about the City moving in the right direction to ensure a high quality of life for future generations. Just over one-third (34%) of residents agree the City is moving in the right direction, a similar number (35%) neither agree or disagree, and 31% disagree. The percentage of residents who agree has improved slightly over the 2016 survey (34% vs. 31%) however as that falls within the margin of error it is still a similar sentiment.
- ◆ In total, 23% of residents "strongly" (5%) or "somewhat" (18%) agree they receive good value for their tax dollars. The remaining 77% disagree they receive good value for their tax dollars.

## Services

- ◆ Just over one quarter of residents in this survey (28%) are satisfied with the level and quality of service they receive, with 5% being 'very' satisfied and 23% being 'somewhat' satisfied.
- ◆ Out of a list of 23 services listed for residents, the ones that scored highest in importance were Fire and Paramedic Services (92%), Road Maintenance (92%), and Police Services (87%).
- ◆ Resident satisfaction with Fire and Paramedic Services (83%) and Police Services (73%) shows there is some opportunity to improve satisfaction but the levels fall within Metroline's expected range.
- ◆ Satisfaction for Road Maintenance (7%) is low and there is a significant gap in resident perception. Indeed, out of the list of 23 services, although Roads ranked at the top of the list in importance, the satisfaction score was the lowest.

## Communications

- ◆ The City of Greater Sudbury website is often used as a resource for information about Greater Sudbury programs and services. It was the number one mention for both the 2018 and 2016 survey. In 2018, 41% of residents mentioned it as their primary source of municipal information.

- ◆ Local television and local newspapers continue to be a resource as well, in particular for residents 55 years and older.
- ◆ Social media is mentioned much more often for those under 45 years. As an example, using the City of Greater Sudbury Facebook page is mentioned by 13% of residents overall, but by 21% of those 18-34 years, and 25% of those 35-44 years.
- ◆ The primary piece of information that residents want relates to knowing about events happening in the community (36%).
- ◆ After that, the information relates to their taxes and what plans the City has for the future.
- ◆ Information about Road repair and construction is also important, at 23%.

## Customer Service

- ◆ Just less than half of residents we spoke with (45%) say they had need of some kind of customer service contact with the City of Greater Sudbury over the past year.
- ◆ A significant majority of the Customer Service contact over the past year was via telephone to the 311 Call Centre (60%). Just over one third (36%) had contact directly with a staff person via telephone or email
- ◆ Most residents are satisfied with the customer service they received. Overall 81% of residents who had some kind of customer service contact were very (54%) or somewhat (27%) satisfied with the service they received. This is statistically similar to the 2016 survey, where 78% of residents were satisfied. Nineteen percent were not satisfied in 2018 with the customer service they received.

## Conclusion

Overall levels of satisfaction are consistent with those from 2016; however, road quality and “planning for the future” remain issues of concern for residents. The comments provided by respondents clearly suggest a link between overall satisfaction and negative perception of municipal roads infrastructure.

Conversely, residents are generally satisfied with their quality of life in Greater Sudbury. This suggests that the things that make Sudbury unique (for example, the diverse natural environment) continue to be draws for residents.

Greater Sudbury Council committed to conducting citizen satisfaction surveys in 2016 and again in 2018. It is important to remember that the citizen survey captures opinions at a specific point in time. While it is useful for supporting assessments of the corporation's, and the community's, performance, it is not a prediction of opinion at any future point.

The citizen survey is one way to support both administrative and political decision-making. Staff have been developing, and continue to develop, more and more robust methods for proactively engaging residents about their views regarding municipal services. From the corporation's online engagement platform, "Over to You", to establishing a revised mandate for all Community Action Networks and the development of a corporate customer service strategy, significant work is underway to not only build understanding of residents' needs, but also to support trust and confidence in the corporation's service efforts.



City of Greater Sudbury

## ***2018 Citizen Satisfaction Survey***

A quantitative survey with residents of Greater Sudbury



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## Our Perspective

By and large, residents of Sudbury are satisfied with the direction of the city and their quality of life. 92% of residents say their quality of life in Sudbury is fairly good to excellent. They appreciate the natural environment in and around Sudbury, the sense of community they feel, and they have plenty to keep them occupied.

- *"It is great to be a northerner. Sudbury has all the good things in life. Clean water, clean air, access to the wilderness, low crime levels. Now being retired, my CPP, OAS and company pension is more than enough to live comfortably in the Great White North..."*
- *"We have more and more diversity in activities and entertainment, lots of opportunity older growth in most sectors and a new wave of community leaders who are helping to change the landscape of our future..."*
- *"Family oriented community. Nice/fairly safe neighborhoods. Access to many lakes and walking trails, cross country skiing trails, snowmobile trails..."*
- *"Éducation, vie des viellards, gouvernement municipal cherche le développement d'entreprise pour donner des emplois aux citoyens de Sudbury..."*

There is a group of residents (8%) who are not happy with their quality of life, who see room for improvement in their lives and their community.

Whether satisfied with their quality of life or not, the most pressing issue in the minds of Sudbury residents for the past two surveys has been the condition of the roads. It ranked in the top three services in terms of importance (beside Fire & Paramedics and Police Services), but while residents are relatively satisfied with the Fire and Police services they receive, by far road conditions rank lowest in satisfaction out of 23 services we talked with residents about. Indeed, those who are not satisfied with the quality of life in Sudbury mention road conditions most often when discussing why they are not satisfied.

Just over a quarter of residents in this survey (28%) are satisfied with the overall level and quality of service they receive from the City, with 5% being 'very' satisfied and 23% being 'somewhat' satisfied. Based on the research and the level of concern about roads, we feel the overall score is impacted significantly because of this.

- *"The road network makes it difficult to get to places. More interconnection of neighborhoods should be planned for future developments to allow for better traffic flow should a major road be closed. In addition, the roads are filled with potholes decreasing ride quality and increasing vehicle maintenance costs..."*
- *"Il serait bien de trouver des solutions plus à long terme pour certaines choses telles les routes. L'utilisation de matériaux recyclables par exemple. La revitalisation du centre-ville..."*
- *"The roads are horrible, which create issues for the drivers who have to pay to fix their vehicles. The bus system is also horrible, which forces people to get vehicles. Before I bought my vehicle, I never travelled on Sundays because of the sad Sunday bus service..."*
- *"Roads and infrastructure are crumbling throughout the city, rising costs of car maintenance with lack of public transportation alternatives for surrounding area (Capreol, Valley East, Lively, etc), overspending on patchwork repairs with little to poor result..."*

Other concerns/issues for residents relate to business diversity to combat losses or changes in the mining industry, then both the appearance and the perceived safety of the downtown.

- *"Relied too much on one or two large employers for too long. Monies from those employers now present a smaller share of local economics, both in terms of profits belonging locally and number of employees. This leaves locals feeling lost and without direction..."*
- *"Sudbury has been deemed the happiest City in Canada before and has an amazing quality of life for those who love the outdoors. However, the roads are known to be horrible year after year and jobs are uncertain, largely based on the mining industry. Also, less important, stores close very early, with only Shoppers Drug Mart open late. This retains quality of life for retail workers, but it would still be beneficial to have a few more stores open late..."*
- *"There is lots to do as a family, but downtown is pretty scary. I know there are issues with mental health and addiction everywhere but downtown is where these people seem to get services and congregate. So, despite having activities to do there, we do not go because of this..."*

## A. Summary of Findings

The City of Greater Sudbury had a need to conduct a survey with residents related to their perceptions and attitudes towards the services provided by the City.

Metroline Research Group was chosen as the supplier for the 2016 and 2018 survey, each of 1,200 Greater Sudbury residents, conducted via telephone survey with randomly selected households across all wards.

As added opportunity for public engagement, Metroline prepared and hosted an online survey, made available through the City website for residents not reached for the telephone survey.

The survey was offered in both official languages.

This survey provides feedback to the City of Greater Sudbury about the programs and services they provide and the focus areas/priorities.

Key findings of the 2018 survey include:

### Municipal Affairs

- Possibly owing to being closer to the election, slightly more residents in the 2018 survey told us they were “not very” or “not” knowledgeable about municipal affairs (34% in 2018 compared to 29% in 2016).
- This was met by a similar drop in those saying they are “fairly” or “very” knowledgeable (28% in 2018 compared to 35% in 2016).
- We see a slight decline in the likelihood to vote from 82% in 2016 to 77% in 2018
- Those who were not likely to vote indicated there was currently not much that would motivate them – they told us they were simply not interested or they were not informed enough.

### Issues/Perceptions

- By a wide margin, the top issue for almost 4 in 5 Sudbury residents are road conditions, expressed in the top three by 78% of residents. This is higher than the 70% who expressed the concern in 2016. This includes current road conditions and construction, new road planning and construction.
- On a somewhat similar track to roads, the second mentioned item is infrastructure (33%).
- Level of taxes, value received for taxes, and what taxes are spent on rounded out the top three items, reported by 30% of residents – the same as 2016.

### Future Direction

- 58% of residents feel the quality of life in their community is ‘excellent’ (15%) or ‘very’ good (43%). This is statistically similar to the 60% score obtained in the 2016 survey. 34% of residents scored the quality of life as ‘fair’. Just under 1 in 10 residents (8%) scored their quality of life as ‘fair’ (5%) or ‘poor’ (3%).
- 29% of residents feel the City has been ‘getting better’ over the past two years, compared to 19% who feel it has been getting ‘worse’.

- Residents are about evenly split regarding their feelings about the City moving in the right direction to ensure a high quality of life for future generations. Just over one-third (34%) of residents agree the City is moving in the right direction, a similar number (35%) neither agree or disagree, and 31% disagree. The percentage of residents who agree has improved slightly over the 2016 survey (34% vs. 31%) however as that falls within the margin of error it is still a similar sentiment.
- In total, 23% of residents “strongly” (5%) or “somewhat” (18%) agree they receive good value for their tax dollars. The remaining 77% disagree they receive good value for their tax dollars.

### Services

- Just over a quarter of residents in this survey (28%) are satisfied with the level and quality of service they receive, with 5% being ‘very’ satisfied and 23% being ‘somewhat’ satisfied.
- Out of a list of 23 services listed for residents, the ones that scored highest in importance were Fire and Paramedic Services (92%), Road Maintenance (92%), and Police Services (87%).
- Resident satisfaction with Fire and Paramedic Services (83%) and Police Services (73%) shows there is some opportunity to improve satisfaction but fall within a range we expected and have seen before.
- Satisfaction for Road Maintenance (7%) is very low and there is a significant gap in resident perception. Indeed, out of the list of 23 services, although Roads ranked at the top of the list in importance, the satisfaction score was the lowest score received.

### Communications

- The City of Greater Sudbury website is often used as a resource for information about Greater Sudbury programs and services. It was the number one mention for both the 2018 and 2016 survey. 41% of residents told us they use it.
- Local television and local newspapers continue to be a resource as well, in particular for residents 55 years and older.
- Social media is mentioned much more often for those under 45 years. As an example, using the City of Greater Sudbury Facebook page is mentioned by 13% of residents overall, but by 21% of those 18-34 years, and 25% of those 35-44 years.
- The primary piece of information that residents want relates to knowing about events happening in the community (36%).
- After that, the information relates to their taxes and what plans the City has for the future.
- Information about Road repair and construction is also important, at 23%.

### Customer Service

- Just less than half of residents we spoke with (45%) say they had need of some kind of customer service contact with the City of Greater Sudbury over the past year.
- A significant majority of the Customer Service contact over the past year was via telephone to the 311 Call Centre (60%). Just over one-third (36%) had contact directly with a staff person via telephone or email
- Most residents are satisfied with the customer service they received. Overall 81% of residents who had some kind of Customer Service contact were very (54%) or somewhat (27%) satisfied with the service they received. This is statistically similar to the 2016 survey, where 78% of residents were satisfied. 19% were not satisfied in 2018.



## **B. Project Background**

The City of Greater Sudbury has conducted Citizen Satisfaction surveys in the past, the last one was conducted in 2016 with slightly different objectives and different questions. Metroline Research Group was contracted to conduct the survey in 2018 and 2016.

Metroline worked with the City of Greater Sudbury to design the survey for 2016, and revisions for 2018.

Metroline conducted 1,200 telephone surveys with randomly selected households in Greater Sudbury. This included residential landlines and mobile exchanges. In addition, a further 1,050 surveys were completed using an online survey that residents could access through the City website. (Results of the online survey are detailed in Appendix A).

The primary objective of this research is to measure citizen perceptions and attitudes regarding the services provided by the City of Greater Sudbury.

This report outlines the results for the 2018 Citizen Satisfaction Survey. Respondent opinions may take into consideration not only their own experiences, but also their perceptions or what they may have seen, heard, or read about in terms of the services investigated.

## **C. Research Methodology**

### Project Initiation and Questionnaire Design

The Metroline Project Manager discussed revisions of the 2018 survey with the City of Greater Sudbury Project Manager. The objectives and work plan followed a similar path used in 2016.

When the final survey was approved, Metroline conducted a pre-test with 19 residents via telephone to ensure understanding and test the survey length.

Metroline purchased a random sample of directory listed telephone numbers for Greater Sudbury from a professional sample provider. We then supplemented the sample with randomly generated numbers from within cellular exchanges. In the end, 23% of surveys in the telephone sample were completed via mobile devices.

### Survey Population and Data Collection

Between April 14 and May 16, 2018, 1,200 telephone surveys were completed.

At the overall level, the results of this survey can be considered accurate to within +/-2.8%, 19 times out of 20 (95% Confidence Interval). It is important to note that within sub-groups, the sample is smaller, and the margin of error will increase accordingly.

After the telephone survey was launched, Metroline prepared a version of the survey for residents to complete online, and provided the link to Greater Sudbury. The City was responsible for promotion of the survey. The survey link was posted on the Greater Sudbury website. In the end, 1,050 residents completed the survey online. Due to the self-

selecting nature of online surveys, the results cannot be combined with the random telephone, statistically representative survey, and as such have been reported separately.

Our sampling software randomly generated households to call from within the sample frame (listed numbers and mobile numbers). Calling took place 7 days a week, between the hours of 1pm and 9pm on weekdays, and between 10am and 3pm on weekends.

After an initial non-contact, we returned to the number at least 3 more times (at various times of day and day of week) before substitution.

To qualify for this study, respondents were:

- Male or female head of household
- 18 years and older
- residents of Greater Sudbury

Before working on this project, interviewers received a thorough briefing including conducting practice interviews with supervisory staff. All calling took place in our supervised, monitored call centre, and at minimum 10% of interviews conducted by an interviewer were validated.

*Summary of Call Attempts*

This table details the record of call attempts for the study.

A review of the 2018 study shows that just under 29,000 call attempts were required, partially this is as a result of the introduction of mobile sample. There is less control over location, respondents can be more likely to refuse if they do not have unlimited minutes or are not in a suitable location, and they can be less likely to answer the call.

23% of the surveys were completed using the mobile sample (approx. 1 in 4 surveys completed).

This table reflects contact attempts for unique households. The actual number of dials (due to repeated no contact) for this study was just over 64,000.

Final Call Attempts	Calls
Completed Interviews	1200
Busy/No Answer	12213
Respondent Unavailable/callback	319
Refusals	4,901
Not In Service	8,577
Language Barrier (not English/French)	211
Not Sudbury resident	162
Disqualified/Quota Full	609
Total Dials	28192



### Data Analysis and Project Documentation

After all telephone interviews were completed and verified, and the online survey was closed, the Metroline Project Manager reviewed the results of open-ended questions to develop a code list.

Our internal data processing team worked on preparing data tables and coding the open-ended responses.

Data tables were prepared to a standard set of cross-tabulation banners, and included statistical testing (primarily z-test and u-tests) to understand statistically significant differences between sub-groups.

As with any survey of the general population, not all populations can be reached. The homeless, residents of hospitals, long-term care facilities, and prisons are not represented in the survey sample.

A copy of the survey used in this research can be found as Appendix B.

## D. Notes On Reading This Report

This report primarily reports the findings of the statistically valid, random telephone survey.

Due to the self-selected nature of the online survey, the results are not projectable to the population. Where the learning from the online survey differs significantly to the telephone survey, the results have been included. In particular, as we cannot probe or ensure responses to open-ended questions in an online methodology, many residents chose not to provide an answer to these questions unless indicated otherwise. The results of the online survey are detailed in Appendix A.

Where statistically significant and relevant, differences between specific sub-groups in the telephone survey are mentioned in the analysis (for example, gender, age group, perceived knowledge of Municipal Affairs, etc.).

While sophisticated procedures and professional staff have been used to collect and analyze the information presented in this report, it must be remembered that surveys are *not* predictions. They are designed to measure opinion within identifiable statistical limits of accuracy at specific points in time. This survey is in no way a prediction of opinion or behaviour at any future point in time.

## 2.0 Municipal Affairs

### 2.1 Perceived Level of Knowledge

*How knowledgeable would you say you are about municipal affairs?*

(Full sample)

Possibly owing to being closer to the election, slightly more residents in the 2018 survey told us they were “not very” or “not” knowledgeable about municipal affairs (34% in 2018 compared to 29% in 2016).

This was met by a similar drop in those saying they are “fairly” or “very” knowledgeable (28% in 2018 compared to 35% in 2016).

	2018	2016
	Telephone (n=1,200)	Telephone (n=1,200)
Not knowledgeable	16%	11%
Not very knowledgeable	18%	18%
Somewhat knowledgeable	38%	36%
Fairly knowledgeable	18%	24%
Very knowledgeable	10%	11%

#### Statistical Differences

- *Gender* - Males (37%) more likely to say they are knowledgeable than females (21%).
- *Age* – those 45 years and older are more likely to say they are very knowledgeable (33%) than those 18-44 years (17%)
- *Future Direction* – Those who say Sudbury has gotten worse in the past 2 years (42%) more likely to score 4 or 5 than those who say it has gotten better (26%).
- *Quality of Life* – Those who say the quality of life is poor are more likely to say they are knowledgeable (41%) than those who are neutral (27%) and those who say the quality of life is good (26%)

## 2.2 Likelihood to Vote

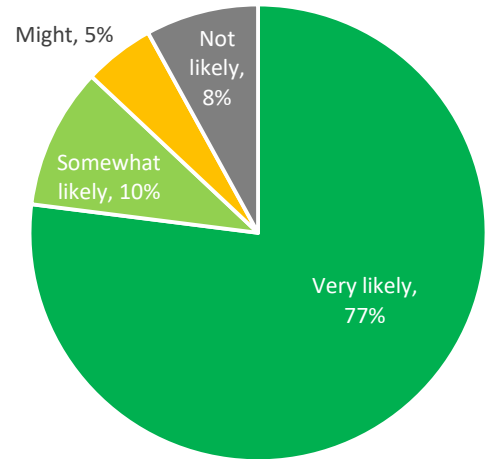
*How likely are you to vote in the next municipal election in Greater Sudbury, to be held in 2018?*  
(Full Sample)

With this type of question, it is typical that we see residents report their likelihood to vote higher than what actually happens.

In the 2014 Greater Sudbury municipal election, voter turnout was just over 51%, significantly lower than the intended behaviour expressed for 2018.

We see a slight decline in the likelihood to vote in 2018, from 82% to 77%. However, this is still considerably higher than the reality in the 2014 election.

Much of the difference can be attributed to those who told us they have little or no knowledge about Municipal Affairs. In 2016, even among that group 86% felt they would be very likely to vote in the next municipal election. In the 2018 survey, while more people told us they are not knowledgeable, only 60% said they would be very likely to vote.



Answered "very" likely	2018	2016
Base	(n=1,200)	(n=1,200)
Overall	77%	82%
18-34	61%	70%
35-44	69%	80%
45-54	83%	83%
55+	82%	88%
Knowledgeable municipal affairs	90%	92%
Not knowledgeable	60%	86%

## 2.3 Improving Likelihood to Vote

*What would make you more likely to vote in the next municipal election in 2018?*

(Asked of those who say they may not or are not likely to vote)

Residents who indicated they “may” vote in the next municipal election in 2018, or who are “not” likely to vote, were asked what could be done to make them more likely to vote. This question was open-ended – no response options were provided and responses were self-reported.

This applied to just over 1 in 10 residents (13%).

Among this group, there was currently not much that would motivate them – they told us they were simply not interested or they were not informed enough.

	2018	2016
<i>Rank Order by 2018 Top Mentions (Unaided)</i>	(n=159)	(n=128)
Nothing – not interested	18%	14%
Don’t know	15%	11%
Be more aware/informed	14%	18%
A candidate I like/support	11%	23%
Nothing – not a citizen/not eligible	9%	7%
Candidates I feel I can trust	8%	8%
Nothing – my vote does not matter	5%	6%
Better hours/options for voting	4%	3%
Better hours/options for voting	4%	3%
Other	4%	-
A topic I am interested in or support	3%	6%
Nothing – sick/shut in/old	2%	3%
I always vote	2%	-
Nothing - Won’t be living here by then	2%	3%

### 3.0 Issues/Perceptions

#### 3.1 Top issues

What do you think are the top three topics or issues affecting Greater Sudbury today?

(Full sample)

By a wide margin, the top issue for almost 4 in 5 Sudbury residents are road conditions, expressed in the top three by 78% of residents. This is higher than the 70% who expressed the concern in 2016.

This includes current road conditions and construction, new road planning and construction.

Roads were ranked as the third most important issue 2009.<sup>1</sup>

On a somewhat similar track to roads, the second mentioned item is infrastructure.

Level of taxes, value received for taxes, and what taxes are spent on rounded out the top three items, reported by 30% of residents – the same as 2016.

The topic or issue mentioned by 1 in 5 residents in 2009 was jobs/job creation. It remains a top five concern in 2018.

	2018	2016
<i>Rank Order by 2018 Top Mentions (Unaided, no responses provided)</i>	Telephone (n=1,200)	Telephone (n=1,200)
Roads (maintenance/construction)	78%	70%
Infrastructure (maintenance/construction)	33%	23%
Taxes/high taxes/budget	30%	30%
Healthcare – wait times/lack of doctors/hospital concerns	21%	14%
Job creation/development/unemployment	18%	13%
New arena/Event Centre/Convention Centre/Casino	16%	15%
Council/Leadership concerns (Indecisive, scandals, poor management)	12%	6%
Quality of life	9%	5%
Business development/new businesses	8%	4%
Homelessness/Poverty/Housing	4%	4%
Public transit (coverage, hours, cost)	4%	4%
Leisure/Recreation/Outdoor parks/greenspace	4%	3%
Council – Overspending, wasted dollars, etc.	3%	3%
Downtown revitalization	3%	2%
Education – Schools/school closures	2%	8%
Waste Management/Garbage Collection	2%	5%
Senior Services	2%	-
Social Services	2%	-
Mining Industry	1%	-
Cost of utilities	1%	7%
Snow removal (Time of day, decisions)	1%	5%
Outlying areas being neglected/under-funded	1%	3%
Economy/Economic Diversification	1%	3%
Police enforcement/Presence/Crime	1%	2%
Arts & Culture/Place des Arts	1%	2%
Council – Accountability/Transparency/Communication	1%	2%
Gas Price	1%	-
Drug Use/Safe Injection	1%	-
Childcare/Childcare Expenses	1%	-
Parking	1%	-
Emergency Services	1%	-
Active Transportation (walking/cycling)	-	2%

<sup>1</sup> The 2009 survey asked the question in a different way, asking only for top mention unlike 2016 which asked for top three.

Statistical Differences

- *Roads*
  - *Quality of Life* - Those who said the quality of life is poor are more likely (85%) to mention roads as a top issue than those who score the quality of life as good (74%)
  - *Value for Tax Dollars* - Those who say that they get poor value for their tax dollars more likely (80%) to mention roads than those who say they get good value for their tax dollars (72%)
- *Taxes*
  - Males (34%) more likely to mention than females (27%)
  - *Future Direction* – Those who say Sudbury has changed for the worse in the past two years are more likely to mention (39%) compared to those who say it has gotten better (26%)
  - *Value for Tax Dollars* - Those who disagree they are receiving good value for their tax dollars more likely to mention (35%) than those neutral (23%) and those who agree they are receiving good value (29%)

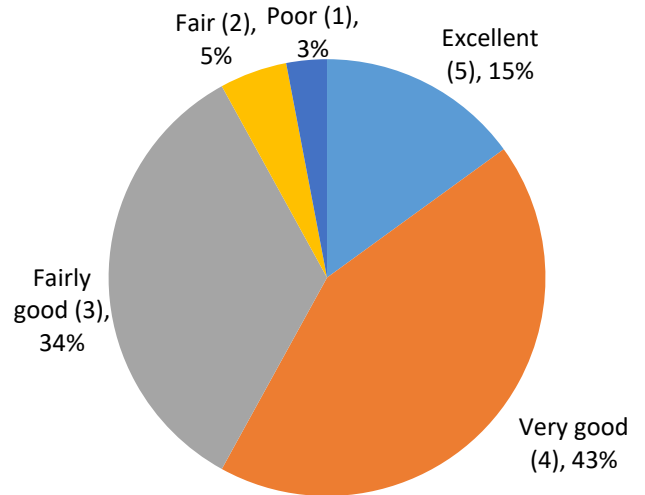
### 3.2 Quality of Life

*How would you rate the overall quality of life in the community?*  
(Full Sample)

58% of residents feel the quality of life in their community is 'excellent' (15%) or 'very good' (43%). This is statistically similar to the 60% score obtained in the 2016 survey.

34% of residents scored the quality of life as 'fair'.

Just under 1 in 10 residents (8%) scored their quality of life as 'fair' (5%) or 'poor' (3%). They were more likely to have indicated other directional variables as well – they feel the City has 'gotten worse' over the past 2 years, are less likely to feel the City is heading in the right direction, and more likely to say they do not receive good value for their tax dollars.



#### Statistical Differences

- **Age** – The older the resident, the more likely they are to say 'excellent' (5 out of 5). Those 65+ years (21%) were most likely to mention compared to 11% of those 18-34 years.
- **Future Direction** – Those who say Greater Sudbury has gotten better over the past 2 years are more likely to say their quality of life is excellent or very good (scored 4 or 5) at 70%, compared to say Greater Sudbury has gotten worse, where 39% of that group agree the quality of life is excellent or very good.
- **Moving in right direction** – Those who agree are most likely to say their quality of life is excellent or very good (76%) compared to those who say good (59%) and those who say fair or poor (37%).
- **Value for tax dollars** – Those who agree they are getting good value for their tax dollars are most likely to agree (78%) compared to those who are neutral (66%) and those who disagree they are getting good value (42%).

Quality of Life Rating	Excellent/Good (4,5)	Good (3)	Fair/Poor (1,2)	Don't know
2018	58%	34%	8%	--
2016	60%	31%	9%	--
2009	57%	29%	12%	2%
2004	51%	37%	11%	1%

Over the past three surveys where this question has been asked, the proportion of residents scoring the quality of life as "excellent" or "good" has not changed much (between 57% and 60%).

This score is slightly higher than the 2004 study.

### 3.3 Quality of Life

Why do you think the Quality of Life in Greater Sudbury is...?  
(Full Sample)

Rank order by 2018 Top Mentions (Unaided, no responses provided) Telephone sample, n=1,200	2018	2018	2018	2016
	Overall	Quality of Life Excellent/Good	Quality of Life Fair/Poor	Overall
Environment – Nature/Greenspace/Water/Beaches, etc.	23%	31%	10%	14%
Great community/great people	19%	26%	8%	9%
Roads – construction/maintenance	16%	9%	27%	7%
Lots of things to do	15%	23%	4%	11%
It's good/no complaints/like it here (unspecified)	14%	13%	4%	30%
Needs more recreational activities	7%	3%	12%	2%
Safe/Feel safe here	6%	10%	1%	7%
High taxes/budgets	5%	2%	10%	3%
Poor services provided by city	4%	2%	9%	-
Have good community/social services	4%	7%	1%	5%
Unemployment rate	4%	1%	9%	4%
Council – Leadership concerns	4%	1%	9%	2%
Infrastructure – needs maintenance/improving	4%	--	9%	2%
Public transit	4%	2%	7%	2%
Lack of healthcare	4%	2%	8%	-
Poverty/Homelessness	3%	1%	6%	3%
Good amount of jobs	3%	6%	--	2%
Cost of living	3%	1%	7%	2%
Good education	3%	5%	1%	-
Affordable cost of living	3%	4%	--	-
Good healthcare	3%	3%	2%	-
Need more senior services	2%	1%	4%	-
Downtown revitalization	2%	1%	3%	1%
More stores	2%	2%	3%	-
Drug use	2%	--	4%	-
It's not good/unhappy (unspecified)	1%	1%	1%	4%
Outlying areas being neglected/under-funded	1%	--	2%	2%
Active Transportation (walking/cycling)	1%	1%	3%	1%
Crime rate increasing/lack of policing	1%	1%	2%	-
Snow removal needs to be improved	1%	--	2%	-
Poor parking	1%	<1%	<1%	-
New arena/Event Centre/Convention Centre/Casino	-	--	--	2%
Has everything you need	-			5%



Generally speaking, there were some significant differences between those who feel their quality of life in Greater Sudbury is “Excellent” or “Good”, and those who feel it is “fair” or “poor”.

Those who said Excellent or Good described how much they like the natural environment in and around Sudbury – Nature, Greenspace, Parks, Trails, Water, etc. (31%), how much the sense of community/people matter to them (26%) and how they can find plenty of things to do (23%).

A primary concern of those who feel the quality of life is fair or poor is road conditions, mentioned by 16% of residents overall, but more than 1 in 4 (27%) of those who feel the quality of life is fair or poor. Also of concern are wanting more recreational activities (12%) and a concern over high taxes (10%).

#### Excellent/Good

*“The crime rate is low, the climate is beautiful and we have all the facilities we need without going the big city...”*

*“Access to a lot of things, festivals, jazz, northern lights, arena events, beautiful park downtown...”*

*“The city has great programs and services and it is a community where people care about one another...”*

*“A lot of community spirit, geography of our area is very good - ability to enjoy outdoor activities, lakes, fishing, outdoors...”*

*“City hall has done good job in maintaining the appearance/looks of the city, the surrounding with an excellent health care system it is terrific to live in Sudbury...”*

*“I live in Lively. It's very child friendly, very community-based. We have a ski hill, arena, playgrounds etc. And it isn't too busy. Safety for the kids...”*

*“Sudbury initiates and invites investment opportunity for diverse businesses like the film industry, art and clean energy. It is a vibrant city that I am happy to be a part of...”*

#### Fair/Poor

*“They've turned the smaller communities around the city of greater Sudbury into nothing. They just call us the City of Greater Sudbury so they can get our tax money but they haven't made anything any better for us. It was a lot better before!”*

*“The city does not spend tax dollars correctly. The tax dollars need to be used wisely. The quality of roads are poor and then the city spends a lot of money to fix the poor roads. They need to complete task effectively the first time...”*

*“The roads, downtown and infrastructure need improving. Poor parking facilities downtown. Hard to participate in services with poor infrastructure...”*

## 4.0 Future Direction

### 4.1 Change in Greater Sudbury

*Overall, in the past two years, would you say that the City of Greater Sudbury is getting better, getting worse, or not changing at all?*  
(Full Sample)

Residents are more optimistic than not about the direction the City of Greater Sudbury is heading in, although they are less optimistic than the survey conducted in 2016.

29% of residents feel the City has been 'getting better' over the past two years, compared to 19% who feel it has been getting 'worse'.

The Future Direction score calculates the difference between these two results, and in the telephone survey the gap is +10.

	2018 (n=1,200)	2016 (n=1,200)
Changed for the better	29%	38%
Changed for the worse	19%	13%
Not changed at all	52%	47%
Refused/Don't know	1%	2%

This is not as strong as the 2016 study, where the gap was +25, but is still more than the 2009 study, where the Future Direction score gap was +6.

The overall scores for the last three times this question was asked is:

- 2018 – gap is +10 (29% better, 19% worse)
- 2016 – gap is +25 (38% better, 13% worse)
- 2009 – gap is +6 (36% better, 30% worse)

#### Statistical Differences

- *Gender* - Males (22%) more likely than females (16%) to say it is changing for the worse.
- *Time in Sudbury* – Those who have lived their entire life in Sudbury are more likely to say things have changed for the worse (25%) than those who came as a child (17%) or as an adult (10%).
- *Municipal Affairs* - Those who perceive their knowledge about municipal affairs is highest are most likely (28%) to say that Greater Sudbury is changing for the worse, compared to those who have some knowledge (19%) and those who have little to no perceived knowledge (11%).
- *Quality of Life* - As expected, those who say the quality of life in Greater Sudbury is good are most likely to say things are changing for the better (35%). Those who feel quality of life is poor are significantly more likely to say Greater Sudbury is changing for the worse (49%).
- *Moving in the Right Direction* – Also not surprisingly, those who agree that the City of Greater Sudbury is moving in the right direction are most likely to say that things have changed for the better (51%), compared to those who were neutral (24%) and those who disagree (10%).

## 4.2 The right direction

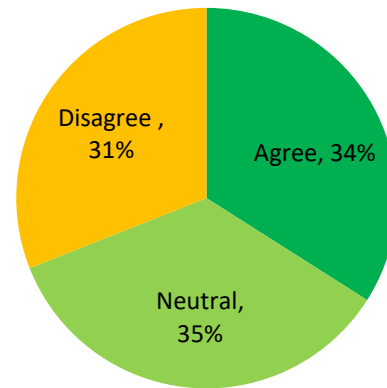
*How much do you agree or disagree the City is moving in the right direction to ensure a high quality of life for future generations?*

(Full Sample)

Residents are about evenly split regarding their feelings about the City moving in the right direction to ensure a high quality of life for future generations.

Just over one-third (34%) of residents agree the City is moving in the right direction, a similar number (35%) neither agree or disagree, and 31% disagree.

The percentage of residents who agree has improved slightly over the 2016 survey (34% vs. 31%) however as that falls within the margin of error it is still a similar sentiment.



### Statistical Differences

- *Age* – Younger residents were more likely to be neutral, with those 18-34 years (46%) and 35-44 years (40%) being more likely to say they didn't agree or disagree than those 45 years and over.
- *Future Direction* - Those who agree the City is getting better (62%) more likely to agree than those who say it is getting worse (8%).
- *Quality of Life* - Those who say the Quality of Life is good are more likely to agree (44%) than those who are neutral (22%) or poor (9%).
- *Value for Tax Dollars* - Those who agree residents get good value for tax dollars are more likely to agree (70%) than those who are neutral (34%) or those who disagree (17%).

### 4.3 Value for tax dollars

*Considering all the services provided by the City, how much do you agree or disagree we receive good value for our tax dollars?*

(Full Sample)

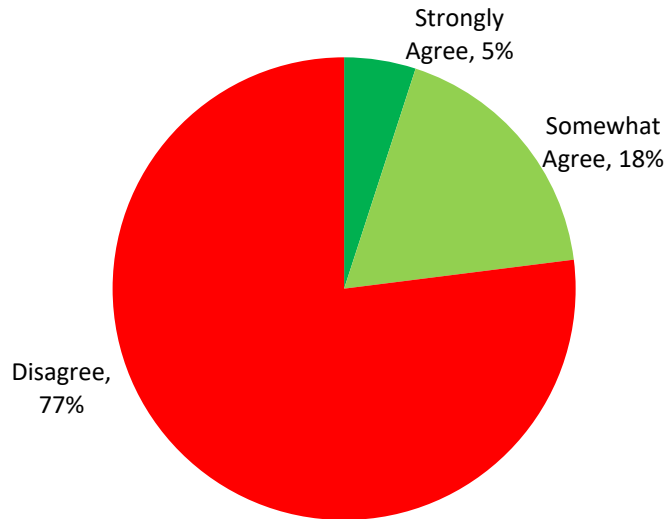
A significant number of residents do not agree they receive good value for their tax dollars.

In total, 23% of residents “strongly” (5%) or “somewhat” (18%) agree they receive good value.

The remaining 77% disagree they receive good value for their tax dollars.

About half (49%) of residents ‘somewhat’ (27%) or ‘strongly’ (22%) disagree with the statement, while 30% are in more of a neutral camp, scoring their agreement as a 3 out of 5.

This score is very similar to the 2016 study, where 21% agreed they are getting good value for their tax dollars.



#### Statistical Differences

- *Municipal Knowledge*- Those who feel they are ‘very’ knowledgeable about municipal affairs are more likely to disagree they receive good value for their tax dollars (50%) compared to those who are ‘somewhat’ (48%) or ‘not’ knowledgeable (43%).
- *Future Direction* - Those who agree the City is getting worse are more likely to disagree (72%) than those who feel the City is getting better (33%).
- *Quality of Life* - Those who feel the quality of life in Greater Sudbury is ‘poor’ are most likely to disagree with this statement (83%) compared to those who feel they are ‘neutral’ (62%) and those who feel the quality of life is good (35%).
- *Right Direction* - Those who do not feel the City is moving in the right direction are also the most likely to disagree with this statement (60%) compared to those who agree the City is moving in the right direction (23%).

## 5.0 Services

### 5.1 Overall Satisfaction

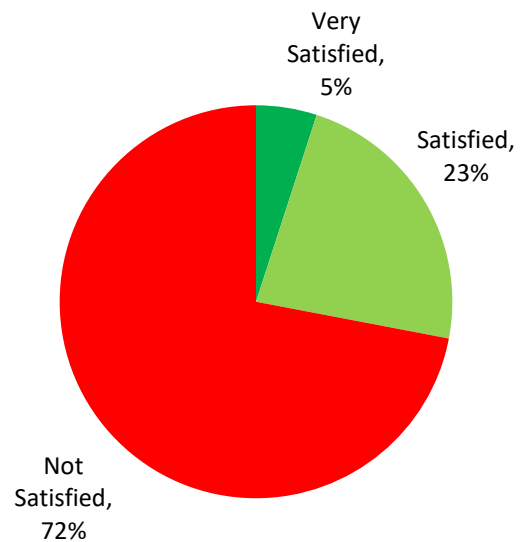
*How satisfied are you with the overall level and quality of services provided by the City of Greater Sudbury?*

(Full Sample)

Just over a quarter of residents in this survey (28%) are satisfied with the level and quality of service they receive, with 5% being 'very' satisfied and 23% being 'somewhat' satisfied.

Statistically this score is similar to 2016, although the percentage of residents 'not' satisfied has increased a few points to 72% in 2018, from 69% in 2016.

Perhaps not surprisingly, residents who feel the city has gotten 'better' over the past 2 years, is heading in the right direction, and provides value for tax dollars are much more likely to say 'very' or 'somewhat' satisfied.



## 5.2 Service Importance/Performance

Residents were read an extensive list of services that residents of Greater Sudbury receive. The list of services is almost identical to the 2016 survey, with one small change. The “311 Call Centre” was listed as “Citizen Service Centres and 311” in 2016.

First, residents were asked the importance of each service on a scale of 1-5, where ‘1’ meant “Not Important at all”, and ‘5’ meant “Very Important”. In the table below you can see what percent of residents agreed the service is important (in other words, scored 4 or 5). As an example, Fire and Paramedic Services were ranked most important by residents. 92% of those interviewed agreed the service was important scoring it a 4 or a 5.

Next, residents were read or shown the same list of services a second time and asked to rate their satisfaction with each one. In this case, they were using a 5-point Satisfaction scale, where ‘1’ means they were “Not Satisfied at all” and a ‘5’ if they were “Very Satisfied”. As with the importance, the table below illustrates what percentage of residents were satisfied with each service (Scoring 4 or 5).

To illustrate what areas have the greatest perceived disconnect or need, we have added the gap between importance and satisfaction. Then we created a four quadrant chart that uses the importance and performance scores to create a picture of the gap between importance and satisfaction.

For example 92% of residents say that Fire and Paramedic services are important, and 83% indicate they are satisfied with the service. This is an important service and residents seem to feel that for the most part the City is meeting expectations, with a gap of 9.

This contrasts quite strongly with Road Maintenance. In this case, 92% of residents agree the service is important, however only 7% are satisfied, a gap of 85. Satisfaction with Road Maintenance (7%) is very low. Indeed, out of the list of 23 services, although Roads ranked at the top of the list in importance, the satisfaction score was by a wide margin the lowest score received.

The three other areas with a significant gap between importance and satisfaction is Planning for the Future of Greater Sudbury with a gap of 47, Programs and Services for Seniors with a gap of 43, and Homelessness Initiatives with a gap of 43.

Roads and Planning for the Future had the largest gaps in the 2016 survey as well.

Areas with the smallest gaps tended to score near the bottom of the importance scale. The three lowest gap scores came from Libraries and Museums with a gap of three, Cemeteries with a gap of two, and the 311 Call Centre, which had no gap.

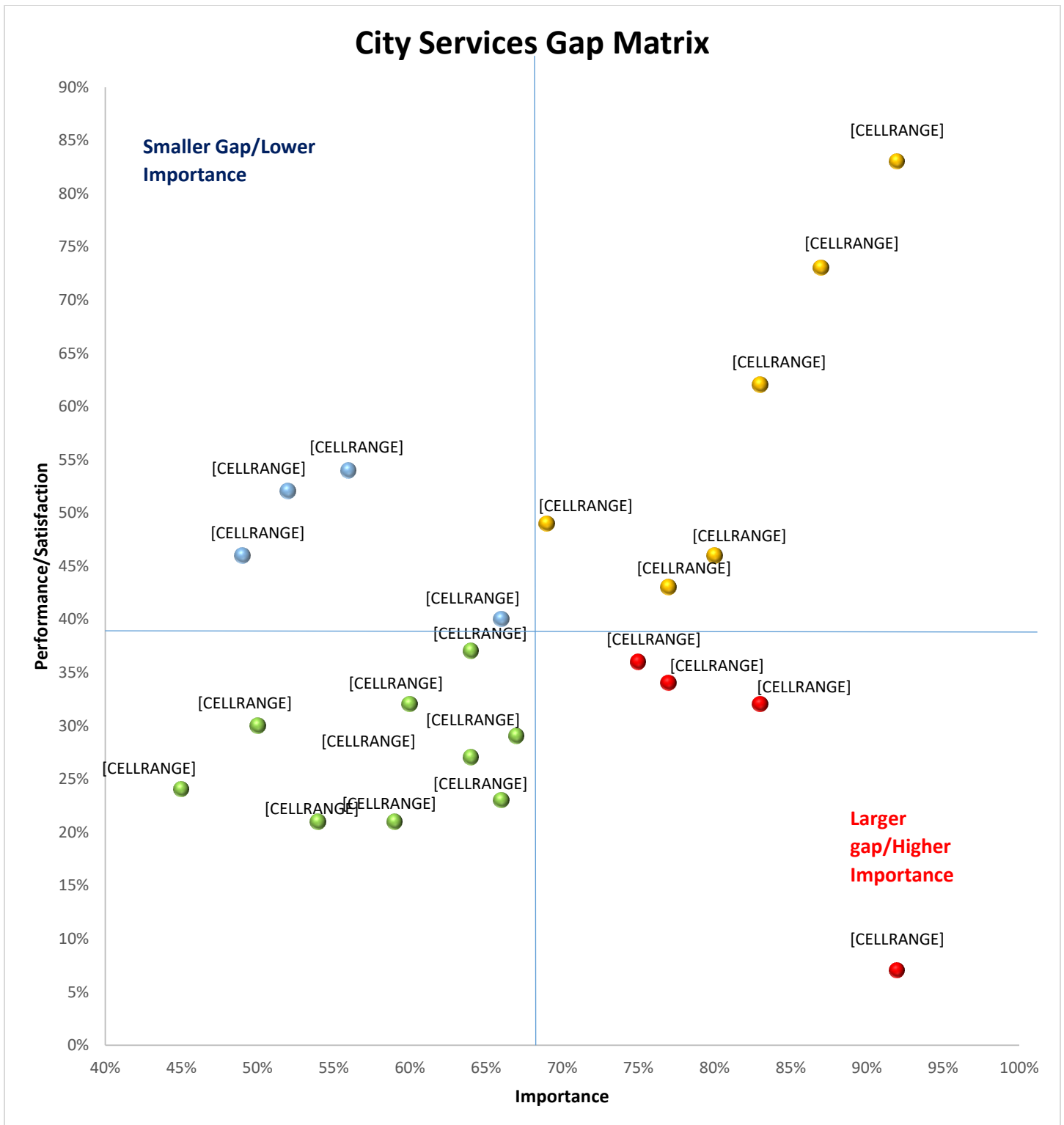
Understanding the gaps is a good tool for staff and council to help quantify and understand what residents are feeling.

Rank order by 2018 importance (scoring 4 or 5)	2018			2016		
	Telephone (n=1,200)			Telephone (n=1,200)		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Fire and Paramedic Services	92%	83%	9	90%	81%	9
<b>Road Maintenance</b>	<b>92%</b>	<b>7%</b>	<b>85</b>	81%	12%	69
Police Services	87%	73%	14	81%	67%	14
Garbage, recycling and organics collection	83%	62%	21	77%	56%	21
<b>Planning for the future of Greater Sudbury</b>	<b>83%</b>	<b>32%</b>	<b>51</b>	76%	29%	47
Water and wastewater services	80%	46%	34	77%	43%	30
Recreation facilities, including parks, pools, playgrounds, arenas, etc.	77%	43%	34	76%	41%	35
<b>Programs and services for seniors</b>	<b>77%</b>	<b>34%</b>	<b>43</b>	68%	38%	30
Children's services	75%	36%	39	70%	37%	33
Quality and quantity of walking, hiking and cycling opportunities	69%	49%	20	67%	46%	21
Economic diversification	67%	29%	38	56%	24%	32
Promoting tourism	66%	40%	26	60%	37%	23
<b>Homelessness Initiatives</b>	<b>66%</b>	<b>23%</b>	<b>43</b>	60%	22%	38
Pioneer Manor (long-term care facility)	64%	37%	27	60%	40%	20
Housing and Social Services	64%	27%	37	56%	26%	30
Public Transit	60%	32%	28	56%	30%	26
Land Use Planning	59%	21%	38	48%	20%	28
Libraries and Museums	56%	54%	2	56%	49%	7
Downtown revitalization	54%	21%	33	47%	26%	21
311 Call Centre <sup>2</sup>	52%	52%	0	54%	50%	4
Funding for Arts and Culture	50%	30%	20	45%	27%	18
Cemeteries	49%	46%	3	46%	45%	1
Building permits and inspections	45%	24%	21	41%	22%	19

In virtually all cases, residents who agree with the importance and satisfaction for any/all of these statements were more likely to say they were more satisfied with the various services provided to residents:

- *Future Direction* - Those who agree that the City has gotten 'better' over the past 2 years
- *Quality of Life* - Those who agree their quality of life is 'excellent' or 'good'
- *Moving in the right direction* - Those who agree the City is moving in the right direction
- *Good value for tax dollars* - Those who agree they receive good value for their tax dollars

<sup>2</sup> In 2016, this service was labelled "Citizen Service Centres and 311".



Quadrants were defined using the average importance and performance scores for the 23 categories under study in this research. Areas to the right of the vertical line are above the average for importance, and above the horizontal line are above the average for performance. Categories in the bottom right quadrant (higher than average importance, lower than average performance) are the areas with the largest gap (between importance and satisfaction) identified by residents.



This question has been asked over the past four studies, in 2018, 2016, 2009 and 2004. Many areas have been asked consistently over the years, while some have been added or removed.

As we look to compare changes over time with those areas that have remained in the study, it is important we look at relative differences by ranking rather than simply percentage differences. (It is possible that many differences will fall within the margin of error for the question, and can also be influenced by top media stories or events happening at the time of the research fieldwork.) Additionally, if wording changes are made to the survey, the numbers can shift more dramatically (see Building permits and inspections in the table below).

Looking at rankings, we can see that the top three issues in the City of Greater Sudbury have remained the same over the past four surveys (14 years). Fire and Paramedic Services, Road Maintenance, and Police Services are the most important services to residents.

The next three items have remained relatively constant as well (Garbage, Recycling and Organics, Water and Wastewater, and Planning for the Future).

Rank order by <b>importance</b> in 2018 (scoring 4 or 5)	Comparing rankings							
	Rank	2018	Rank	2016	Rank	2009	Rank	2004
Fire and Paramedic Services	1	92%	1	90%	1	92%	1	95%
Road Maintenance	2	92%	2	81%	2	92%	2	95%
Police Services	3	87%	3	81%	3	90%	3	92%
Garbage, recycling and organics collection	4	83%	5	77%	6	81%		--
Planning for the future of Greater Sudbury	5	83%	6	76%	5	85%	4	92%
Water and wastewater services	6	80%	4	77%	4	86%	5	87%
Recreation facilities, including parks, pools, playgrounds, arenas, etc.	7	77%	7	76%	11	72%	9	72%
Programs and services for seniors	8	77%	9	68%	9	75%		--
Children's services (Previously child care funding)	9	75%	8	70%	15	60%	13	59%
Quality and quantity of walking, hiking and cycling opportunities	10	69%	10	67%		--		--
Economic diversification	11	67%	15	56%		--		--
Homelessness Initiatives	12	66%	13	60%		--		--
Promoting tourism	13	66%	11	60%	10	73%	6	81%
Pioneer Manor (long-term care facility)	14	64%	12	60%	8	77%	8	80%
Housing and Social Services (Previously Affordable Housing)	15	64%	16	56%	13	68%	11	67%
Public Transit	16	60%	14	56%	12	72%	12	66%
Land Use Planning	17	59%	19	48%	16	57%	14	44%
Libraries and Museums (Previously Libraries)	18	56%	17	56%	14	67%	10	71%
Downtown revitalization	19	54%	20	47%	17	51%		--
311 Call Centre (Citizen Service Centres and 311)	20	52%	18	54%		--		--
Funding for Arts and Culture	21	50%	22	45%	18	41%		--
Cemeteries	22	49%	21	46%		--		--
Building permits and inspections (Previously Ensuring Building Safety)	23	45%	23	41%	7	79%	7	81%

The table below compares the performance/satisfaction across the three studies, and applies a similar approach to looking at results by rankings.

Residents ranked their performance/satisfaction with the top three items from 2018 similarly to those 2016, 2009 and 2004 (Fire and Paramedic Services, Police Services, Garbage, recycling and organics).

Road Maintenance ranked second in terms of importance. However, on satisfaction with the service it consistently ranks last. The satisfaction score for 2018 is the lowest recorded.

Rank order by <b>performance</b> in 2018 (scoring 4 or 5)	Comparing rankings							
	Rank	2018	Rank	2016	Rank	2009	Rank	2004
Fire and Paramedic Services	1	83%	1	81%	1	75%	1	73%
Police Services	2	73%	2	67%	3	62%	2	64%
Garbage, recycling and organics collection	3	62%	3	56%	2	74%		--
Libraries and Museums (Previously Libraries)	4	54%	6	49%	4	59%	3	63%
311 Call Centre (Citizen Service Centres and 311)	5	52%	5	50%		--		--
Quality and quantity of walking, hiking and cycling opportunities	6	49%	7	46%		--		--
Water and wastewater services	7	46%	4	43%	5	51%	7	50%
Cemeteries	8	46%	8	45%		--		--
Recreation facilities, including parks, pools, playgrounds, arenas, etc.	9	43%	9	41%	9	40%	9	31%
Promoting tourism	10	40%	13	37%	8	42%	6	51%
Pioneer Manor (long-term care facility)	11	37%	10	40%	6	44%	4	63%
Children's services (Previously child care funding)	12	36%	12	37%	14	26%	14	23%
Programs and services for seniors	13	34%	11	38%	10	35%		--
Public Transit	14	32%	14	30%	7	44%	5	53%
Planning for the future of Greater Sudbury	15	32%	15	29%	11	32%	8	39%
Funding for Arts and Culture	16	30%	16	27%	12	31%		--
Housing and Social Services (Previously Affordable Housing)	17	27%	17	26%	17	24%	11	27%
Economic diversification	18	29%	19	24%		--		--
Building permits and inspections (Previously Ensuring Building Safety)	19	24%	21	22%	15	25%	12	24%
Homelessness Initiatives	20	23%	20	22%		--		--
Downtown revitalization	21	21%	18	26%	13	27%		--
Land Use Planning	22	21%	22	20%	16	25%	13	24%
Road Maintenance	23	7%	23	12%	18	17%	10	29%

## 6.0 Communications

### 6.1 Information Sources

*Where do you usually get your information about the City of Greater Sudbury programs?*  
(Full Sample)

The City of Greater Sudbury website is often used as a resource for information about Greater Sudbury programs and services. It was the number one mention for both the 2018 and 2016 survey. 41% of residents told us they use it.

Local television and local newspapers continue to be a resource as well, in particular for residents 55 years and older.

Social media is mentioned much more often for those under 45 years. As an example, using the City of Greater Sudbury Facebook page is mentioned by 13% of residents overall, but by 21% of those 18-34 years, and 25% of those 35-44 years.

	2018	2016
<i>Rank order by 2018 Top Mentions (Unaided)</i>	Telephone (n=1,200)	Telephone (n=1,200)
Website – City of Greater Sudbury	41%	37%
Television	37%	30%
Newspaper – Sudbury Star	32%	25%
Newspaper – Northern Life	27%	21%
Word of mouth/friends/neighbours/co-workers	24%	19%
Websites – Other	22%	11%
Radio	21%	15%
Facebook – City of Greater Sudbury	13%	7%
Mailings/flyers delivered to your home	9%	15%
Facebook – Other	8%	4%
At city facilities/centres/rinks	6%	8%
Twitter – City of Greater Sudbury	4%	3%
311 Service	2%	4%
Leisure Guide	1%	2%
Twitter – Other	1%	2%
Newspaper – Le Voyageur	1%	1%
City council meetings	--	1%

This question was asked in 2009, but using a different list and methodology, whereby only the top mention was recorded.

The more detailed results in 2018 and 2016 were collapsed to align with the 2009 categories, so any differences can be seen.

In 2009, Flyers delivered by mail and newspapers were the top two listed items, with websites being ranked fifth. This changed in 2016, and continues to decline into single digits for 2018. Websites (City of Greater Sudbury and others) are used most often, but in addition there were mentions of also using Facebook and Twitter online.

Rank order by 2018 mentions	Comparing Rankings					
	Rank	2018	Rank	2016	Rank	2009 **
Websites (combined)	1	50%	1	43%	5	10%
Newspapers (combined)	2	44%	2	36%	2	21%
Television	3	37%	3	30%	4	14%
Word of mouth	4	24%	4	19%		--
Radio	5	21%	6	15%	6	10%
Facebook (combined)	6	16%	8	10%		--
Flyers/mail	7	9%	5	15%	1	29%
City facilities/centres/rinks	8	6%	7	8%		--
311 Service	9	2%	9	4%		--
Twitter (combined)	10	4%	10	4%		--
Leisure Guide	11	1%	11	2%		--
City Council meetings		--	12	1%		--
Email		--		--	3	15%
All media available		--		--	7	3%
Town hall meetings/forums		--		--	8	1%
Don't know		--		--		3%

\*\*\* NOTE: In 2009, the question was asked as first mention only, hence the difference in scores

## 6.2 Information Needs

*What information do you most want to receive from the City?*  
(Full Sample)

The top three answers from the surveys in 2018 and 2016 are the same.

The primary piece of information that residents want relates to knowing about events happening in the community (36%).

After that, the information relates to their taxes and what plans the City has for the future.

Information about Road repair and construction is also important, at 23%.

A somewhat similar question was asked in 2009. Due to a different methodology we cannot directly

compare the questions, however the top three answers from 2009 share the same sentiment as the 2016 study (Tax spending/financial reports, Budgets/Budgetary reports, and Future plans/goals/capital projects).

<i>Rank order by Top Mentions (Unaided)</i>	2018 (n=1,200)	2016 (n=1,200)
Community events	36%	25%
Future plans/goals/capital projects	27%	25%
Information about taxes	23%	26%
Roads/repair/construction	22%	23%
Budget/budget items	18%	16%
Feedback about city council meetings/decisions	17%	21%
Infrastructure improvements	16%	12%
Information/funding/changes to municipal services	14%	26%
Economic Development	12%	10%
Already informed enough	2%	6%
Progress reports/Updates/Newsletter	2%	2%
Recreation programs	2%	2%
Good news/improvement for a change	1%	5%
Information about environment – water/wildlife	1%	--
City clean up	--	5%
Don't know/None	11%	8%

## 7.0 Customer Service

### 7.1 Contact in Past year

*Have you had any customer service contact with City staff in the past year?*

(Full Sample)

Just less than half of residents interviewed (45%) say they had need of some kind of customer service contact with the City of Greater Sudbury over the past year. This is a little lower than the 2016 study (50%), but comparable.

Reviewing the statistical differences, the group more likely to have contact are those who feel they are more informed about municipal affairs, feel the quality of life in Sudbury is poor, and do not feel the City is moving in the right direction. This could be because they are more engaged citizens who are looking/hoping for things to change, or because their life situation is such they are in need of, or are looking for, more support.

#### Statistical Differences – Telephone Survey

- *Kids* – Those with kids (53%) more likely than those without (42%)
- *Municipal Affairs Knowledge* – Those who say they are ‘very’ knowledgeable were most likely to have had contact (57%) compared to those with ‘some’ knowledge (45%) and those who feel they are ‘not’ knowledgeable (36%).
- *Quality of Life* – Those who feel that the quality of life in Sudbury is ‘Poor’ are more likely to have had contact (57%) than those who are neutral (45%) or who feel it is good (44%)
- *Moving in right direction* – Those who disagree the City is moving in the right direction are more likely to have had contact in the past year (54%) than those who agree (40%) or who are neutral (43%).

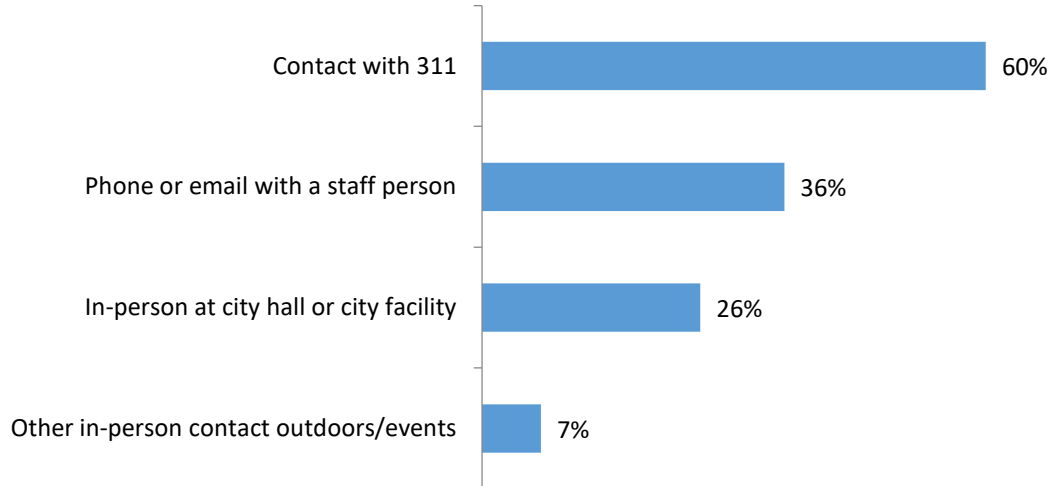
## 7.2 Type of Customer Service Contact

*What kind of customer service contact did you have?*<sup>3</sup>  
(Asked of those who had contact, n=544)

A significant majority of the Customer Service contact over the past year was via telephone to the 311 Call Centre. (60%).

Just over one-third (36%) had contact directly with a staff person via telephone or email.

This question was modified since the 2016 survey and as a result cannot be directly compared.



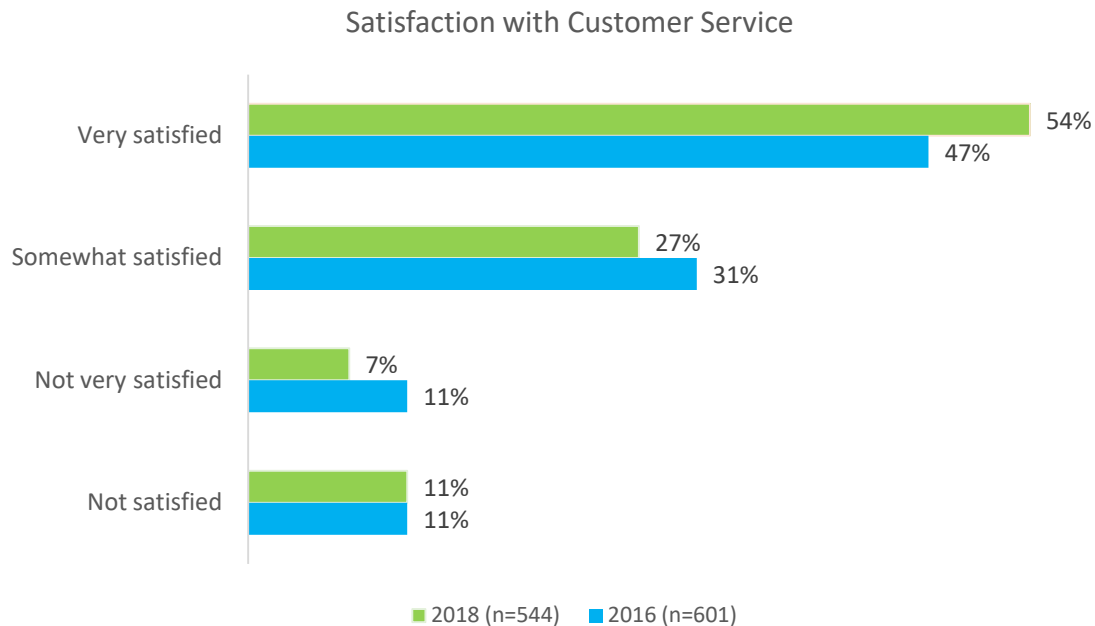
### Statistical Differences – Telephone Survey, those who had customer service contact

- 311 service (60% contacted in this manner)
  - Women (65%) were more likely to contact by 311 than men (54%)
  - Those 35-44 years (75%) and 18-34 years (61%) were more likely than those 45 years and older (55%)
  - Those with kids (67%) more likely to contact by 311 than those without (57%)
- By phone or email with a staff person
  - Those 65 years and older (57%) more likely than all other age groups (sliding scale of reduced likelihood by age grouping downwards to those 18-34 years (27%))
  - Those who consider themselves 'very' knowledgeable about municipal affairs (45%) more likely to contact a staff person directly than those who are 'somewhat' knowledgeable (32%) or 'not' knowledgeable (30%)

<sup>3</sup> NOTE: Residents may have had more than one type of contact, or multiple contacts for the same issue or reason, so totals do not add to 100%

### 7.3 Satisfaction with Customer Service

*How satisfied are you with the customer service you received?*  
(Asked of those who had contact)



Most residents are satisfied with the customer service they received. Overall 81% of residents who had some kind of Customer Service contact were very (54%) or somewhat (27%) satisfied with the service they received. This is statistically similar to the 2016 survey, where 78% of residents were satisfied.

19% were not satisfied in 2018.



## 7.4 Reasons for not being satisfied with Customer Service

*Why were you not satisfied with the customer service you received?*

(Asked of those who were not satisfied with their customer service contact)

(NOTE: New question added in 2018)

New for this survey, we asked those not very/not satisfied with the service they received why they felt that way.

Primarily the lack of satisfaction seems to have stemmed from not getting the help or resolution they desired when they made the contact.

Secondarily, it was felt the process either took too long (17%) or they didn't get a reply (18%).

<i>Not satisfied with contact (n=102)</i>	2018
Didn't do anything/didn't help	42%
Didn't respond	18%
Process too slow/took too long	17%
Poor attitude/service from CSR	7%
No email response	4%
Didn't know/not qualified to answer my question	4%
Policies/rules are unclear or difficult	4%
Couldn't find the right department to help me	3%
Don't know	3%

Less than 1 in 10 (7%) of those who were not satisfied told us the staff member who took their call or email was to blame, due to their perception of poor service or a poor attitude.

## 8.0 Sample Description

### 8.1 Ward

Wards were determined from the postal codes residents provided. The City provided GIS data that determined what ward a postal code was part of.

Ward	Percentage (Rounded)	Ward	Percentage (Rounded)
1	9%	7	7%
2	11%	8	6%
3	5%	9	5%
4	7%	10	16%
5	8%	11	9%
6	12%	12	6%

### 8.2 Demographics

	Percentage (Rounded)
<b>Gender</b>	
Male	43%
Female	57%
Other	--
<b>Age</b>	
18-34 years	16%
35-44 years	18%
45-54 years	28%
55-64 years	19%
65+ years	20%
<b>Children at home</b>	
Yes	22%
No	78%
<b>Time in Sudbury</b>	
Born here	50%
Moved here as a child	15%
Moved here as an adult	35%

## **Appendix A – Online survey**

## APPENDIX A – Results of Online Survey

This appendix outlines the results of the online survey. Please note this survey asked the same questions of residents as the telephone survey. However, because of the methodology, we cannot determine if it is statistically representative of the population.

These results provide further information and resident sentiment for council and staff. The results should not be combined with the random telephone survey, and any policy decisions that are made as a result of this research should be based on the telephone survey.

When doing online surveys, we find that more often the people who complete the survey tend to be the more engaged resident – more interested in municipal affairs or who are more aware in general.

### 2.0 Municipal Affairs

#### 2.1 Perceived Level of Knowledge

*How knowledgeable would you say you are about municipal affairs?*

(Full sample)

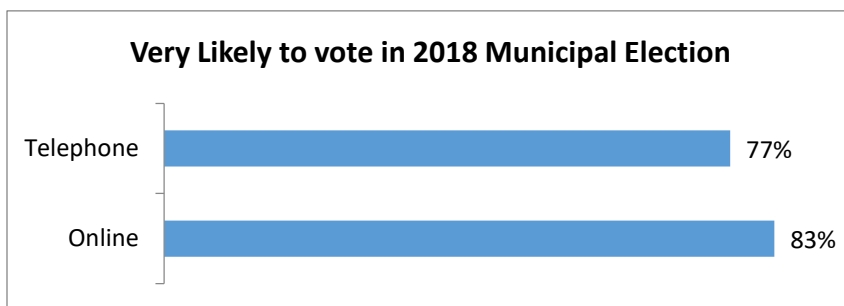
This question illustrates what we have found in the past. In the online survey, significantly more residents indicate they are knowledgeable than the telephone survey (52% online vs. 28% telephone), and a smaller number say they are not knowledgeable (16% online vs. 34% telephone).

	Telephone (n=1,200)	Online (n=1,049)
Not knowledgeable	16%	4%
Not very knowledgeable	18%	12%
Somewhat knowledgeable	38%	32%
Fairly knowledgeable	18%	35%
Very knowledgeable	10%	17%
Don't know/refused	<1%	1%

#### 2.2 Likelihood to Vote

*How likely are you to vote in the next municipal election in Greater Sudbury, to be held in 2018?*

(Full Sample)



As with the telephone survey, the likelihood to vote is likely higher than reality. 83% of residents in the online survey say they are likely to vote in the next municipal election.

## 2.3 Improving Likelihood to Vote

*What would make you more likely to vote in the next municipal election in 2018?*

(Asked of those who say they may not or are not likely to vote)

Residents who indicated they “may” vote in the next municipal election in 2018, or who are “not” likely to vote, were asked what could be done to make them more likely to vote.

This applied to less than 1 in 10 residents in the online survey (8%).

The online respondents who are not likely to vote would need to get more informed, and/or connect with a candidate they like or support.

<i>Rank Order by Telephone Survey</i>	Telephone (n=159)	Online (n=79)
Nothing – not interested	18%	3%
Don’t know	15%	8%
Be more aware/informed	14%	20%
A candidate I like/support	11%	20%
Nothing – not a citizen/not eligible	9%	6%
Candidates I feel I can trust	8%	11%
Nothing – my vote does not matter	5%	3%
Better hours/options for voting	4%	11%
Other	4%	3%
A topic I am interested in or support	3%	8%
Nothing – sick/shut in/old	2%	1%
I always vote	2%	2%
Nothing - Won’t be living here by then	2%	1%

### 3.0 Issues/Perceptions

#### 3.1 Top issues

What do you think are the top three topics or issues affecting Greater Sudbury today?

(Full sample)

Rank Order by Telephone Survey (Top Mentions)	Telephone (n=1,200)	Online (n=1,049)
Roads (maintenance/construction)	78%	74%
Infrastructure (maintenance/construction)	33%	34%
Taxes/high taxes/budget	30%	36%
Healthcare – wait times/lack of doctors/hospital concerns	21%	38%
Job creation/development/unemployment	18%	31%
New arena/Event Centre/Convention Centre/Casino	16%	1%
Council/Leadership concerns (Indecisive, scandals, poor management)	12%	19%
Quality of life	9%	28%
Business development/new businesses	8%	36%
Homelessness/Poverty/Housing	4%	1%
Public transit (coverage, hours, cost)	4%	--
Leisure/Recreation/Outdoor parks/greenspace	4%	3%
Council – Overspending, wasted dollars, etc.	3%	1%
Downtown revitalization	3%	1%
Education – Schools/school closures	2%	<1%
Waste Management/Garbage Collection	2%	<1%
Senior Services	2%	<1%
Social Services	2%	<1%
Mining Industry	1%	5%
Cost of utilities	1%	<1%
Snow removal (Time of day, decisions)	1%	--
Outlying areas being neglected/under-funded	1%	--
Economy/Economic Diversification	1%	<1%
Police enforcement/Presence/Crime	1%	<1%
Arts & Culture/Place des Arts	1%	--
Council – Accountability/Transparency/Communication	1%	<1%
Gas Price	1%	<1%
Drug Use/Safe Injection	1%	<1%
Childcare/Childcare Expenses	1%	<1%
Parking	1%	--
Emergency Services	1%	<1%
Active Transportation (walking/cycling)	--	--

### 3.2 Quality of Life

*How would you rate the overall quality of life in the community?*

(Full Sample)

This is lower in the online survey, where one-third (33%) feel the quality of life is 'excellent' (4%) or 'very good' (29%).

The number of residents who expressed the quality of life in their community being 'fair' or 'poor' is higher than the telephone survey, with 20% in the online survey expressing concern about quality of life with that lower score (1 or 2).

	Telephone (n=1,200)	Online (n=1,049)
Excellent (5)	15%	4%
Very good (4)	43%	29%
Good (3)	34%	47%
Fair (2)	5%	16%
Poor (1)	3%	4%

### 3.3 Quality of Life

*Why do you think the Quality of Life in Greater Sudbury is...?*

(Full Sample)

Road conditions was the top mention in the online survey, where about 1 in 5 people (19%).

The natural environment in and around Greater Sudbury (Nature/Greenspace/Water/Beaches) was also a top mention for the online survey (13%).

Third mention, and three times as often as the telephone survey, was concerns over City council/leadership. (13%)

The other top mentions in the online survey include a need for more recreational activities (12%), and high taxes/budgets (10%).

Rank order by Telephone Survey (Top Mentions)	Telephone (n=1,200)	Online (n=1,049)
Environment – Nature/Greenspace/Water/Beaches, etc.	23%	13%
Great community/great people	19%	4%
Roads – construction/maintenance	16%	19%
Lots of things to do	15%	9%
It's good/no complaints/like it here (unspecified)	14%	3%
Needs more recreational activities	7%	12%
Safe/Feel safe here	6%	2%
High taxes/budgets	5%	10%
Poor services provided by city	4%	4%
Have good community/social services	4%	2%
Unemployment rate	4%	6%
Council – Leadership concerns	4%	13%
Infrastructure – needs maintenance/improving	4%	4%
Public transit	4%	8%
Lack of healthcare	4%	9%
Poverty/Homelessness	3%	4%
Good amount of jobs	3%	1%
Cost of living	3%	9%
Good education	3%	2%
Affordable cost of living	3%	2%
Good healthcare	3%	2%
Need more senior services	2%	4%
Downtown revitalization	2%	7%
More stores	2%	3%
Drug use	2%	4%
It's not good/unhappy (unspecified)	1%	1%
Outlying areas being neglected/under-funded	1%	3%
Active Transportation (walking/cycling)	1%	7%
Crime rate increasing/lack of policing	1%	3%
Snow removal needs to be improved	1%	2%
Poor parking	1%	1%
New arena/Event Centre/Convention Centre/Casino	--	--
Has everything you need	--	--



## 4.0 Future Direction

### 4.1 Change in Greater Sudbury

*Overall, in the past two years, would you say that the City of Greater Sudbury is getting better, getting worse, or not changing at all?*

(Full Sample)

Residents who answered the online survey are not quite as happy with the direction as those in the telephone survey. 19% of these residents feel the City has been 'getting better' over the past two years, compared to 35% who feel it has been getting 'worse' – a Future Direction score of -10.

Like the telephone survey, this has dropped since the 2016 survey, where the score was +10.

	Telephone (n=1,200)	Online (n=1,049)
Future Direction (better vs. worse)	+10	-16
Changing for the better	29%	19%
Changing for the worse	19%	35%
Not changing at all	52%	39%
Don't know/refused	1%	7%

## 4.2 The right direction

*How much do you agree or disagree the City is moving in the right direction to ensure a high quality of life for future generations?*

(Full Sample)

Residents in the online survey feel about the same about the City heading in the right direction. 34% agree, and 68% disagree.

	Telephone (n=1,200)	Online (n=1,049)
Strongly agree(5)	9%	5%
Somewhat agree (4)	25%	27%
Disagree (1-3)	66%	68%

## 4.3 Value for tax dollars

*Considering all the services provided by the City, how much do you agree or disagree we receive good value for our tax dollars?*

(Full Sample)

Residents in the online survey feel similar to the telephone survey on value for tax dollars as well, if not slightly more strongly that they do not get value for their tax dollars. 18% feel they get value, 82% feel they do not.

	Telephone (n=1,200)	Online (n=1,049)
Strongly agree(5)	5%	2%
Somewhat agree (4)	18%	16%
Disagree (1-3)	77%	82%

## 5.0 Services

### 5.1 Overall Satisfaction

*How satisfied are you with the overall level and quality of services provided by the City of Greater Sudbury?*

(Full Sample)

Residents are remarkably consistent on this question regardless how they completed the survey. Overall 25% are satisfied with services (compared with 28% in the telephone survey) and 74% are not, with 1% saying they didn't know.

	Telephone (n=1,200)	Online (n=1,049)
Very satisfied (5)	5%	4%
Somewhat satisfied (4)	23%	21%
Not satisfied (1-3)	72%	74%
Don't know/refused	--	1%

## 5.2 Service Importance/Performance

Rank order by importance (scoring 4 or 5) for telephone sample	Telephone			Online		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Fire and Paramedic Services	92%	83%	9	82%	68%	14
Road Maintenance	<b>92%</b>	<b>7%</b>	<b>85</b>	84%	11%	<b>73</b>
Police Services	87%	73%	14	75%	59%	16
Garbage, recycling and organics collection	83%	62%	21	76%	52%	24
Planning for the future of Greater Sudbury	<b>83%</b>	<b>32%</b>	<b>51</b>	82%	21%	61
Water and wastewater services	80%	46%	34	77%	45%	32
Recreation facilities, including parks, pools, playgrounds, arenas, etc.	77%	43%	34	76%	38%	38
Programs and services for seniors	<b>77%</b>	<b>34%</b>	<b>43</b>	66%	25%	41
Children's services	75%	36%	39	67%	30%	37
Quality and quantity of walking, hiking and cycling opportunities	69%	49%	20	66%	42%	24
Economic diversification	67%	29%	38	62%	20%	42
Promoting tourism	66%	40%	26	59%	28%	31
Homelessness Initiatives	<b>66%</b>	<b>23%</b>	<b>43</b>	59%	22%	37
Pioneer Manor (long-term care facility)	64%	37%	27	59%	30%	29
Housing and Social Services	64%	27%	37	55%	23%	32
Public Transit	60%	32%	28	63%	25%	38
Land Use Planning	59%	21%	38	52%	17%	35
Libraries and Museums	56%	54%	2	53%	46%	7
Downtown revitalization	54%	21%	33	52%	21%	31
311 Call Centre <sup>4</sup>	52%	52%	0	42%	44%	2
Funding for Arts and Culture	50%	30%	20	47%	25%	22
Cemeteries	49%	46%	3	35%	40%	5
Building permits and inspections	45%	24%	21	40%	18%	22

<sup>4</sup> In 2016, this service was labelled "Citizen Service Centres and 311".

## 6.0 Communications

### 6.1 Information Sources

*Where do you usually get your information about the City of Greater Sudbury programs?*

(Full Sample)

In the online survey, residents provided their own answers that could not be probed further.

Additionally, the list of choices was printed on the screen, so it was easier to read that list and select items.

Their answers differ somewhat from the telephone survey as a result, in that a significantly higher percentage are getting information from virtually all sources.

The City website was still the highest mention source.

<i>Rank order by Telephone Survey (Top Mentions)</i>	Telephone (n=1,200)	Online (n=1,049)
Website – City of Greater Sudbury	41%	60%
Television	37%	41%
Newspaper – Sudbury Star	32%	47%
Newspaper – Northern Life	27%	57%
Word of mouth/friends/neighbours/co-workers	24%	57%
Websites – Other	22%	19%
Radio	21%	56%
Facebook – City of Greater Sudbury	13%	46%
Mailings/flyers delivered to your home	9%	18%
Facebook – Other	8%	33%
At city facilities/centres/rinks	6%	18%
Twitter – City of Greater Sudbury	4%	9%
311 Service	2%	--
Leisure Guide	1%	--
Twitter – Other	1%	5%
Newspaper – Le Voyageur	1%	5%

## 6.2 Information Needs

*What information do you most want to receive from the City?*

(Full Sample)

Without the ability for our interviewers to probe, residents were less likely to provide an answer.

And, like the previous question the list of items was on the screen that residents could review and check off.

Information about roads was top of the list. 4 out of 5 people mentioned it.

<i>Rank order by Telephone Survey (Top Mentions)</i>	Telephone (n=1,200)	Online (n=1,049)
Community events	36%	64%
Future plans/goals/capital projects	27%	75%
Information about taxes	23%	60%
Roads/repair/construction	22%	80%
Budget/budget items	18%	45%
Feedback about city council meetings/decisions	17%	51%
Infrastructure improvements	16%	57%
Information/funding/changes to municipal services	14%	53%
Economic Development	12%	42%
Already informed enough	2%	<1%
Progress reports/Updates/Newsletter	2%	1%
Recreation programs	2%	--
Good news/improvement for a change	1%	<1%
Information about environment – water/wildlife	1%	<1%
City clean up	--	--
Don't know/None	11%	4%

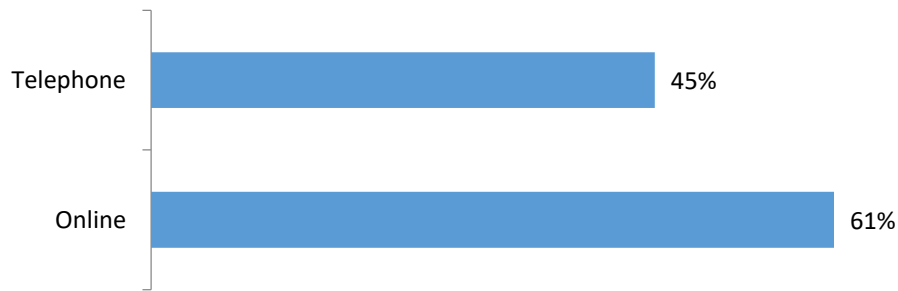
## 7.0 Customer Service

### 7.1 Contact in Past year

*Have you had any customer service contact with City staff in the past year?*

(Full Sample)

**Customer Service Contact Past Year**

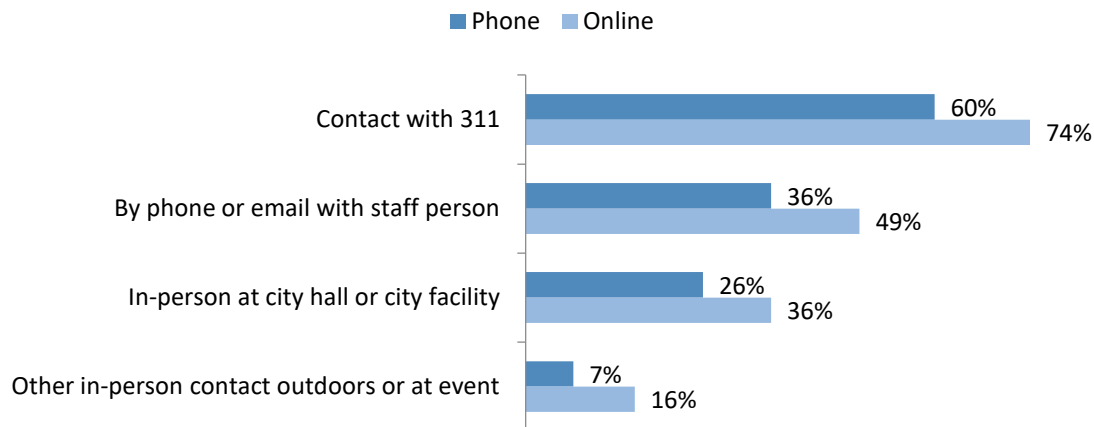


### 7.2 Type of Customer Service Contact

*What kind of customer service contact did you have?<sup>5</sup>*

(Asked of those who had contact)

**Type of Contact**



<sup>5</sup> NOTE: Residents may have had more than one type of contact, or multiple contacts for the same issue or reason, so totals do not add to 100%

### 7.3 Satisfaction with Customer Service

*How satisfied are you with the customer service you received?*

(Asked of those who had contact)

In the online survey, 79% of residents were either 'very' satisfied (42%) or 'somewhat' satisfied (37%). Very similar to the telephone survey.

	Telephone (n=601)	Online (n=639)
Very satisfied	47%	42%
Somewhat satisfied	31%	37%
Not very satisfied	11%	12%
Not satisfied at all	11%	9%

### 7.4 Reasons for not being satisfied with Customer Service

*Why were you not satisfied with the customer service you received?*

(Asked of those who were not satisfied with their customer service contact)

(NOTE: New question added in 2018)

<i>Not satisfied with contact (n=132)</i>	Telephone (n=102)	Online (n=132)
Didn't do anything/didn't help	42%	28%
Didn't respond	18%	11%
Process too slow/took too long	17%	9%
Poor attitude/service from CSR	7%	22%
No email response	4%	3%
Didn't know/not qualified to answer my question	4%	17%
Policies/rules are unclear or difficult	4%	4%
Couldn't find the right department to help me	3%	5%
Don't know	3%	4%

## 8.0 Sample Description

### 8.1 Demographics

	Telephone	Online
	Percentage (Rounded)	Percentage (Rounded)
<b>Gender</b>		
Male	43%	35%
Female	57%	64%
Other	--	<1%
<b>Age</b>		
18-34 years	16%	24%
35-44 years	18%	20%
45-54 years	28%	20%
55-64 years	19%	21%
65+ years	20%	14%
<b>Children at home</b>		
Yes	22%	31%
No	78%	69%
<b>Time in Sudbury</b>		
Born here	50%	56%
Moved here as a child	15%	14%
Moved here as an adult	35%	30%



[Appendix B – Survey](#)

## Greater Sudbury Citizen Satisfaction Survey

What language will be used to complete this survey/Quelle langue voulez-vous utiliser pour compléter cette enquête?

- ☐ English  
☐ French

Good..., my name is..., of the Metroline Research Group, a national marketing research company. We are calling today on behalf of the City of Greater Sudbury, to ask an adult in your household to complete a survey about various aspects of living in Greater Sudbury.

Your voice and opinions are important, so that the City can better understand the needs of residents and better meet your expectations in delivering high quality services. We would like to take you through a survey that will last about 10-12 minutes, and I assure you I have nothing to sell.

Do you have the time now, or can I arrange a better time to call you back?  
ARRANGE CALLBACK IF NEEDED

**INTERVIEWER:** If respondent asks to verify the survey, you can tell them to call Eliza Bennett, Manager of Communications at the City of Greater Sudbury, telephone 705-674-4455, ext. 4507.

S1 First, can you confirm that you presently live in the City of Greater Sudbury and that you are 18 years or older?

- ☐ Yes  
☐ No

S2 Are you...?

- ☐ Male  
☐ Female  
☐ Other

S3 Which of the following age groups do you fall into?

- ☐ 17 years or younger
- ☐ 18-19 years
- ☐ 20-24 years
- ☐ 25-34 years
- ☐ 35-44 years
- ☐ 45-54 years
- ☐ 55-64 years
- ☐ 65 years and over
- ☐ DO NOT READ: Refused

Q11 Using a scale of 1-5, where '1' means you are "Not Knowledgeable At All", and '5' means you are "Very knowledgeable", how knowledgeable would you say you are about municipal affairs in the City of Greater Sudbury?

- |                       |                       |                       |                       |                       |                            |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------|
| 1 - Not               | 2                     | 3                     | 4                     | 5 - Very              | DO NOT READ:<br>Don't know |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      |

Q12 How likely are you to vote in the 2018 municipal election in Greater Sudbury?

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Might or might not
- ☐ Not very likely
- ☐ Not likely at all

Q13 What would make you more likely to vote in this municipal election?

Q14 What do you think are the **top three** topics or issues affecting Greater Sudbury today?  
INTERVIEWER: Click up to three responses. DO NOT READ LIST, BUT CLARIFY AS NEEDED, DON'T KNOW IS NOT AN OPTION.

- ☐ Job creation/development
- ☐ Business development/diversity/attracting new businesses
- ☐ Quality of Life
- ☐ Infrastructure
- ☐ Roads (maintenance/construction)
- ☐ Health care
- ☐ Leadership/government
- ☐ Mining industry
- ☐ Taxes/high taxes/tax increases
- ☐ Other (click here then specify below)

Q21 Using a scale where '1' is "Very Poor" and '5' is "Very Good", how would you rate the overall quality of life in the community?

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 - Very Poor         | 2                     | 3                     | 4                     | 5 - Very Good         |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q22 Why do you think the Quality of Life in Greater Sudbury is...? (Answer code from Q21 = {Q21}) ACCEPT FIRST MENTION ONLY.

Q23 Overall, in the past two years, would you say that the City of Greater Sudbury has...?

- ☐ ...changed for the better
- ☐ ...changed for the worse
- ☐ ...not changed at all
- ☐ DO NOT READ: Don't know

Q24 Using a 5-point scale where '1' is "Strongly Disagree", and '5' is "Strongly Agree", how would you rate the following statements?

- |   | Strongly Disagree     | Somewhat Disagree     | Neither agree or disagree | Somewhat Agree        | Strongly Agree        |
|---|-----------------------|-----------------------|---------------------------|-----------------------|-----------------------|
| The City is moving in the right direction to ensure a high quality of life for future generations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> |
| Considering all the services provided by the City, we receive good value for our tax dollars      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> |

Q31 Please tell me how satisfied you are with the overall level and quality of services provided by the City of Greater Sudbury? Use a scale of 1 to 5, where '1' is "Not Satisfied At All", and '5' is "Very Satisfied".

1 - Not	2	3	4	5 - Very	DO NOT READ: Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32 I'm going to read you a list of several services provided to residents. For each one, please rate their importance to you using a 5-point scale again, where '1' means "Not Important At All", and '5' means "Very Important".

	1 - Not	2	3	4	5 - Very	DO NOT READ: Don't know
Land Use Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building permits and inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic diversification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning for the future of Greater Sudbury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting tourism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funding for Arts and Culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown revitalization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation facilities, including parks, pools, playgrounds, arenas, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality and quantity of walking, hiking and cycling opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage, recycling and organics collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire and paramedic services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries and Museums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pioneer Manor (long-term care facility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing and Social Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water and wastewater services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
311 call centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness Initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Programs and services for seniors ☐ ☐ ☐ ☐ ☐ ☐

Q33 I'm going to read that list again, and you can tell me how satisfied are you with each one. Use a 5-point scale, where '1' means "Not Satisfied At All", and '5' means "Very Satisfied".

	1 - Not	2	3	4	5 - Very	DO NOT READ: Don't know
Land Use Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building permits and inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic diversification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning for the future of Greater Sudbury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting tourism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funding for Arts and Culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown revitalization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation facilities, including parks, pools, playgrounds, arenas, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality and quantity of walking, hiking and cycling opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage, recycling and organics collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire and paramedic services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries and Museums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pioneer Manor (long-term care facility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing and Social Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water and wastewater services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
311 call centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness Initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs and services for seniors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q41 Where do you usually get your information about the City of Greater Sudbury programs, services, or initiatives? DO NOT READ LIST. ACCEPT ALL RESPONSES.

- ☐ Newspaper - Northern Life
- ☐ Newspaper - Sudbury Star
- ☐ Newspaper - Le Voyageur
- ☐ Radio
- ☐ Television
- ☐ Website - City of Greater Sudbury
- ☐ Website(s) - Other
- ☐ Facebook - City of Greater Sudbury
- ☐ Facebook - Other
- ☐ Twitter - City of Greater Sudbury
- ☐ Twitter - Other
- ☐ At city facilities/centres/rinks
- ☐ Mailings/flyers delivered to your home
- ☐ Word of mouth
- ☐ Don't know
- ☐ Other (click here then specify)

Q42 What information do you most want to receive from the City? DO NOT READ LIST. ACCEPT ALL RESPONSES.

- ☐ Information about taxes/tax spending/financial reports
- ☐ Community events
- ☐ Budgets/budget items
- ☐ Future plans/goals/capital projects
- ☐ Feedback about city council meetings/decisions
- ☐ Economic development
- ☐ Information/funding/changes to municipal services
- ☐ Tax information/tax changes
- ☐ Infrastructure improvements
- ☐ Roads/repair/construction
- ☐ Infrastructure
- ☐ Don't know
- ☐ Other (click here then specify below)

Q51 Have you had any customer service contact with City staff in the past year?

- ☐ Yes  
☐ No/Don't know

Q52 What kind of customer service contact did you have?

- ☐ Contact with 311  
☐ By phone or email with a staff person  
☐ In person at city hall or city facility  
☐ Other in-person contact outdoors or at an event  
☐ DO NOT READ: Don't know/don't remember

Q53 How satisfied are you with the customer service you received? Would you say you are...?

- ☐ ...very satisfied  
☐ ...somewhat satisfied  
☐ ...not very satisfied  
☐ ...not satisfied at all

Q54 Why were you not satisfied with the customer service you received?

These last few questions will allow us to classify your answers with others who complete the survey. They will not be used to identify you.

Q61 What is your postal code?

Q62 WARD (From sample platform)

Q63 Do you have any children living at home with you under the age of 18 years?

- ☐ Yes  
☐ No

Q64 How long have you lived in Sudbury?

- ☐ I was born here  
☐ I moved here as a child  
☐ I moved here as an adult



Q71 What other comments, if any, would you like to pass along to the City of Greater Sudbury?

Thank you for taking the time to do this survey. Your responses will be tabulated with others we are speaking with and shared with the City of Greater Sudbury staff and council.

**What other comments, if any, would you like to pass along...**

Lack of vision and professionalism by city council. Example is Elliot Lake and their proposed entertainment centre (working with Samsung) - Sudbury's entertainment centre will cost tax payers millions.

every time we set out to go somewhere we need to factor in we may end up at the mechanics with expenses of \$1,500 per shot money that can be better spent on other meaningful and gratifying items. I won't even invite anyone down south to Sudbury because we are a joke. As a career I've travelled to all Northern cities and Sudbury being the hub of the North it's frankly embarrassing that we can't get this right. On the weekend a city crew showed up to do the intersection of Southview and Kelly Lk Rd. I was able to kick the substance out of the holes with my shoes. They put the filler into the hole, left a mound that cars can hopefully pound down instead, I was watching the content stick to the tires and pull the compound away with them. Seriously this is frankly just brain dead work and supervision. Total waste of time and tax money. Also the "claims" process is a joke too, you hire someone to stamp denied on the claim over and over again and 98% of the claims are ignored. People are weaving on the road to avoid the holes and someone will be killed and that someone can be a member of your family so just remember that. #2 Recent bus grant I believe was \$11 million over 10 yrs, give it back because no matter how much money we get to improve our bus services and buses, the roads will eat into this money in no time. Fix the roads and save the wear and tear on our bus fleet. #3.Taxes - how do we rank compared to other cities with similar geography and population? Frankly I personally pay \$400 monthly. What I don't want my hard earned tax money to support is citizen babysitting services. If you want to start a family, be accountable to support them. I had to pay a private babysitter for my son and did so without crying with the bleeding hearts of our country. We are forgetting to remember the hard working people of this city who continue to get less and less for their tax bearing contributions and watch their hard work going to the bleeding hearts who feel all their self made problems are everyone elses' to take care of. Keep giving to everyone because the pot will run dry when we retire and there's less and less tax revenue to splurge with. Don't get me wrong, i'm not painting everyone with the same brush, there are those who need our help, but we need to draw the line. For example mental illness. It's become everyone's excuse for not dealing with reality which is people die and people get sick. Deal with it. #4 Garbage pick up - how about placing the bins the same way you find them rather than tossing them on the road. I've gone for walks on garbage day and i'm constantly picking up working people's garbages that have been thrown missing the yard and rolling back on to the road. I understand these service people would like to get home early, but you have a job to do, you chose to work in this field, have some respect in what you do. #5 Yard Mtce - driving around the city there are many homes who disrespect the land and start a garbage dump on their property. Give those who maintain their yards a break on taxes. Think of an incentive to the citizens to keep Sudbury beautiful. Summer flowers - save your money and purchase the cheapest flowers for 99cents instead of paying thousands for local growers. We have two months maybe 3 if we are lucky. We can still have colour with much cheaper flowers. #6 Sunshine list. There's a lot of people who think they should be making comparison wages to larger cities like Toronto. Newsflash we aren't Toronto. We don't thankfully have shootings every day. What do these people do to earn these increases/wages? Who does their performance appraisals? Do people think they should get a raise because they've worked for 30 years? No you get raises because of a increase span of responsibilities, more value you bring to the role, more education, not because of tenure. #7Health care - hearing that someone had to be placed in a washroom because there were no beds speaks for itself. If you can't manage the hospital then get out and find someone who can. I always say the best way to learn is go to a well managed hospital and shadow the team to learn and apply. Always ask the frontline workers for input. People

**What other comments, if any, would you like to pass along...**

frustrating that they do not acknowledge constituents complaints. Living near the Caruso club - we are up against illegal parkers on a weekly basis. Whittaker Street in the West End only allows parking on one side. Have you ever tried to drive down a street that only accommodates parking on one side while people are double parked? It's SO dangerous. There are families, children and pets in this neighbourhood that are all at risk. Why is this not enforced? Why do we have to BEG the Bylaw department to look at it? How can we believe in the 'leaders' when they don't address legitimate issues? 2. - TRANSPARENCY - Completely lacking with regards to the arena. When I asked my councillor for detailed information - he wouldn't give it to me unless I called him. How is that feasible for someone who has a full time job to drop everything and CALL when he most likely has a generic, written response he can provide? Also, why are SOME councillors spreading false and misleading information on their Facebook pages? Really? This should have been brought to a referendum as it's the biggest waste of taxpayer dollars EVER that no one will use. If you need more examples on how building an event centre outside of the downtown core literally ruins the infrastructure of it, please refer to the cities of Ottawa or Buffalo, NY. Both have done HUGE disservices to their downtown cores by putting their stadiums in the middle of nowhere, with literally nothing near it. Employees at hotels in Buffalo, NY literally LAUGH at the fact that their stadium is 20 minutes from the downtown core. The parking (while ample) is so backed up it can take HOURS to get into the lots. There are NO restaurants, hotels or shopping within walking distance of the arena AT ALL. Why would people go there? How can they spend money when there's nothing to spend it on? This is exactly what will happen in Sudbury. By comparison, I ask that you review the city of Cleveland, OH. This city is incredibly progressive and Sudbury could learn a lot from it. The city has 3 (yes, can you believe it?) MAJOR sporting arenas all in the downtown core. The businesses in the downtown are ALL thriving, tourism is at an all time high. Cleveland has sports teams, concerts, conferences and events people actually want to see (and can do so easily) with ample hotels, parking, restaurants, shopping and a CASINO all in a 10 minute WALK radius! Can you believe that good urban-planning and NO urban sprawl will bring people and money to a city? How amazing is that? 3. - CARELESSNESS - Can you imagine putting out your garbage every Thursday morning, only to come home after a long day of work to find your garbage bin in the middle of the road? They are so careless, throwing it and letting it lands where it will. The thing is, garbage bins are people's property and should be respected as such. Although \$20 isn't much to replace a broken or lost bin, it's the principle of the matter. I can't come into work and throw my papers wherever they land when I'm finished with them, so why is it acceptable for the waste management team to do so? I understand this is a minor issue, but it is SO disrespectful. 4. - BETTER ALLOCATION OF FUNDS - Obviously, the blatant example of this is the Arena, but I'd prefer to focus on the allocation of funds at Pioneer Manor. I understand that this facility is grossly understaffed and underfunded but WHY is the funding being used on trivial things like a brand new, beautiful lobby instead of being put towards bettering the rooms that our dear senior residents occupy? Wouldn't a fresh coat of paint in the older wing at the facility or new, modern hospital beds be a MUCH better way to allocate funds? The fish tank in the main lobby is stunning, but why not put something like that in the common areas where the residents and families ACTUALLY spend time? Why are we making this place APPEAR to look wonderful until you actually get inside? This city needs to focus on continuing decent care for our senior citizens. They are OUR responsibility and we cannot fail them. 5. - FAILING INFRASTRUCTURE - Remember the urban sprawl I mentioned before? Because of that, most citizens in this city have vehicles - cars, trucks, SUVs, vans

## What other comments, if any, would you like to pass along...

1. Back in the late 60's both Paris Street and Regent Streets were put into the South end. The 3 foot band of pavement between the curb and the sidewalk was designated a bicycle zone and were marked accordingly, even listed as bicycle paths under the city bylaws. However, in the 50 years since these roads went in, the signs designating these medians were removed. Also telephone poles were placed squarely in the middle of these egresses. It was a lack of city engineering oversight. Since their creation, all has been forgotten. 2. Roadwork is not lasting 5 years. The methods of road construction have the curb-side drains sinking by 3 inches and the same thing happening to manhole covers. The quality of the pavement used is such that it washes away in water, cracks much too easily, and yields pot holes long before they reach a twenty year life-cycle. 3. A city transit bus shelter was removed from the corner of Walford Road and Paris street in the early 2000's during reconstruction of the road, sidewalks and curbs. I saw the road company use a fork lift attachment on a pay-loader to literally scoop up the entire bus shelter, sidewalk and all and set it down on the back property parking lot of the hospital, off of Walford road. What does this bus shelter cost to replace? Once removed, this transfer point has become very dangerous in the cold of winter. Bus patrons must stand in the wind and risk injury due to the cold, and this tragic set back has existed now for 15 plus years. People and students at the University fought for that shelter at that transfer point. Clearly in a day and age where environmentalists are screaming about global warming, and insisting people use public transportation alternatives, there has been a costly oversight and lack of representation. 4. A Casino is being placed into the city of Sudbury against the wishes of the general public. It's a non sequitur decision that our cities representatives have made and it's going to get them voted out of office. Why? They believe that they did not require the permission of the citizens to undertake this project.

311 call system is a joke replace it

A full, huge change is needed. We need to expect better quality work and work load. I see too much time wasted as wheels spinning. Too much behind the desk decisions rather than front line. Those in upper management positions need to do the work of others to see and understand the true issues of day to day.

A new casino is a bad idea.

Accountability.

After living elsewhere in On for 27 years. We moved back in 2008 and are so disappointed in this city. There is such a lack of foresight here. City caters to businesses for almighty tax dollars. In the 10 years we've been back it seems to be getting worse. You need to value what land we have here and quit giving it over to business development and taking away valuable natural spaces like the latest Minnow Lake development no I am not living in Minnow Lake. Always seem to be making such short sighted decisions without involving the citizens. So very disappointed in Sudbury. I used to defend it but no longer.

All I ever hear from people visiting Sudbury is how bad our roads are. Arena, arena arena. That is all this city seems to talk about. People who drive talk about the roads. All that money for an arena could probably fix most of the roads in Sudbury.

Allow daycare facilities to manage disabled kids under the age of 18. My child is 12- this is the cutoff age. However mentally my child is 7. I have to pay someone \$20 per hour to watch my child so I can work and I make \$23 an hour. How is this justified???

Allow Uber and Lyft to operate in the city.

<b>What other comments, if any, would you like to pass along...</b>
am discussted with the way city council spends tax dollars.the kingsway development project is nonsense,the owner of a hockey teqm wants a new arena, so we build him one basically for free, with my tax dollars.it makes no sense that we constantly loose money on city owned operations, ie. the sudbury arena. perhaps if the city properly negotiated unionised contracts and not over pay staff, then mabey this pathetic community would have the resources to repair roads. most people who work for a living dont care about arts and culture so stop bailing them out. anew facility for this garbage, makes me sिक. they want it let them pay for it.
Amélioration des routes!!!
Approve and loans for brewers loft!
As a citizen of Walden , I am appalled at the lack of plowing and road maintenance. As MR 55 is used as an alternate when Hwy 17 is closed, the condition of the road is horrible. Also, in our neighbourhood, wd are lucky if we see a snowplow 48 hours after a snowfall. How would firefighters or EMS services get to us if they can't get through thr snow?
As a Levack resident...leave our arena, pool, community centre, school etc alone...they should never be up for closure. There is more and more young families moving here due to the ridiculous pricing of houses in Sudbury as well as all the services we have to offer. Also stop blowing every sidewalk in Levack. It is unesseary and a waste of tax payer money. Our roads are very wide...if plowed properly people can walk along the road which most people do as I have observed all winter that most people still walk on road and not sidewalk. Also our community has many seniors and they have to do their driveway not only once but twice which is hard on them. I think the business area and school area sidewalks be plowed as they were before but not every side read etc. In Levack. Also I have noticed a lot of damage to our sidewalks from the plowing machine. The machine doesn't even fit on our sidewalks. Our sidewalks are not the regular size sidewalk. Also aloof damage to people's lawns and retaining walls. I think the sidewalk plowing should be reassessed.
As a new resident, I am excited to be a part of this city. Thank you for creating this survey!
As a senior I find that parking lots are more well maintained than sidewalks. Also it is dangerous to walk in winter on the streets with sidewalks on only one side of the roads.
As soon as my husband retires from Glencore we are moving out of Sudbury before the taxes skyrocket. We are not intrested in being part of a 100million dollar loan.
be open to change and open to how things can be done better
Be transparent, invest intelligently. Support seniors, but don't build our city around caring for them forever. That isn't sustainable.
Being an active person within not only my ward but my community I am very excited for the future of this city. First and foremost with the new events center going in the New Sudbury area will bring a lot to this community. With the assortment of jobs that this will bring it will also boost our economy. Also with the city trying to revitalize the downtown I believe will help our city. However the city must do a better job with road repair. It embarrassing the work that is done to our roads.
Better access to 311 on weekends.
Better and more frequent communication please
Better priorities need to be set and executed.
Better transit times, cheaper fair

<b>What other comments, if any, would you like to pass along...</b>
Big commercial haulers should have a tax applied to their business to help cover the cost of road repairs. Also, the city needs to build/repair the roads properly in the first place...there is zero reason why we have craters in our roads each spring. The contractors aren't digging deep enough, compacting enough, using the right materials. Look in to the new reusable plastic roads.
Build a proper city please and acknowledge when evolving the city everyone that currently lives here and those who may want to move here...
Build the arena downtown. []
Build the casino on the Kingsway! Stay away from downtown this city needs a fresh start
build the kingsway entertainment complex!
Businesses need to be reigned in from monopolies. [] There is no incentive to be competitive. The Kingsway casino/hotel/arena is a complete travesty. It is a waste of capital, city funding and effort. This project should have been shut down long ago by the Counsellors and Mayor. Contracts for road maintenance and snow clearing are poor. The quality of material and work on city roads is poor. I am curious for an explanation as to why the Bypass/Hwy 17 asphalt is in great shape and a street within the city is full of potholes and disrepair? Are the contractors not following proper building protocols or using poor materials?
But for City Hall and City Council, this is a great City. The citizens are engaged and should not be ignored. Learn and practice the meaning of "Customer Service".
Can we just get some genuine concern regarding Sudbury staying up to date regarding mainstream global interest. It seems like this community lags. We don't have to re-invent the wheel here.
Cancel the KED. Arenas on the fringe don't work anywhere. We need to learn from the lessons of other municipalities and avoid repeating their mistakes. This is lunacy. Also, focus on density. Stop building at the edge of town and intensify near the core. Again, like they do in other cities. And find ways to keep and attract young people and immigrants.
Casino = bad. Downtown arena = good. More citizen engagement in future planning for City - and then stick with your plan!
Casino-----leave the damn thing where it is, would rather drive to azilda then the [] kingsway
change in attitude and policy no new businesses fewer taxes asphalt analysis.....are we getting quality
Change your bus service soon, summers coming!
Citizen input was missed in the current Arena decision made in June 2017. This is a critical mistake that will affect Sudbury and the downtown for decades. It went against so much that had been developed for future direction for Sudbury and is deeply saddening to see this direction being followed by City Staff and Council. I am not interested in an arena located on the Kingsway and not interested in participating in future events located there. Also do not want to pay for it, so City Council should be looking at payment options outside of taxing residents as residents were not consulted in this decision. This has been a sad year for downtown. Council wanted a done deal - no matter what.

**What other comments, if any, would you like to pass along...**

City can be a wonderful place to live but it lacks cleanliness. It is sad to see the garbage littered throughout the streets, houses that are unkept and not properly or adequately maintained. It is not simply a lack of funds, anyone can clean up their property or spend time to pick up garbage around where they reside. I am really upset with the lack of enforcement of by-laws and all of the people within the city's employment that are all on the "sunshine list" and yet nothing is done. We elect people in the various wards to represent the people in their districts, however, it would appear that the City staff runs the City and not vice versa. So why have people elected to represent us when they really have no say in how the City works or spends the tax payers' money. I was born and raised in Sudbury and am very fond of it, however, the general state of the City as I drive around is deplorable especially in the older sections of town. The City does not do enough to force people to fix their properties. Or I dare say that if anyone in the Moonglow area were to let their properties go I'm sure the City would force them to fix it up but the other parts of the City are left to be neglected. Just like the downtown core, once a very important part of the City now just a ruin of people panhandling for money, garbage throughout. Its very sad to see this happen.

City council needs to get on board with better prioritizing infrastructure projects. Debt is not always bad if done so wisely. Sometimes the cost of not doing needed capital repairs is more costly than borrowing long term to complete the work. City needs a better reserve/reserve fund policy and a plan to replenish when they are used.

City Council should use a democratic process and evidence/reports that are at their disposal to make decisions about the arena and casino debate.

City needs to deal with basic responsibilities of infrastructure, roads, water and transportation. We cannot afford to be the 'owner' of luxury projects like concert venues, convention centers or art galleries - these should have funding from private investors or benefactors, exclusively. This is quickly becoming a crumbling city I can no longer afford to live in.

City needs to embrace change and consider changing the way it manages it's funds. Too much money wasted moving employees around rather than hiring temps. The city needs to take better hold of its contracts ie. Cap funds payable to roads workers who often are found wasting \$\$\$ not completing work efficiently, the city should put out the maximum payable rather than allow contractors to bud. Either the job can be done for that cost or find someone else willing to do it for that price. City is often gouged on its road maintenance contracts. City needs to take a clear stance on future development issues that take into consideration growth and younger generations needs including employment strategies.

City needs to get over amalgamation and not make issues Sudbury vs outlying areas and quit bailing out arts. If theatres , art gallery symphony etc cannot make it financially then let fold. These services are not municipal responsibility. DO not purchase old schools when other municipal infrastructure needs repair.. Fix existing buildings and ensure accessible first.

City staff are excellent and services good. Political leadership is very weak.

Clean up downtown. As a business owner I am tired of seeing the level of drugs that have taken over. People do not want to travel from other sections of this city to witness spun out drug addicts and seeing needles everywhere. It is getting from bad to worse with the addition of all the methadone clinics.

<b>What other comments, if any, would you like to pass along...</b>
Concentration on senior services I believe would be good. As well, we need more bike / walking trails like they have in North Bay which might help promote a healthier lifestyle. We should try and figure out how to get more doctors and specialists in this area so we aren't waiting weeks to see a family doctor or months to see a specialist.
Concerned about city poor protection of our lakes and drinking water. City does not take the advice of of lakes and water professional advice to protect water and lakes
Condition of many properties around Sudbury is terrible. Downtown post office has been under construction since the it was built. Fix it or tear it down. Too many thugs and druggies downtown. I will never go there. Time to get out the bulldozers and clean this place up.
Consider offering the Universal Income that is being tested in 3 other cities. Lived here my whole life and have witnessed so many people go downhill and welfare cannot help or do but not enough to help them get them back on their feet. Not everyone abuses the system and needs the help that is being offered. I go downtown every once in awhile and see a lot of homeless people bagging for money because of bad times, sometimes I'll sit and listen to their stories, it is very heart wrenching. Universal Income that is being tested, I am sure would help the Greater City of Sudbury Residents. I would rather see my taxes help others instead of in the pockets of City counselors
Continue to encourage new economic opportunities in order for the city to grow. Maintain high standards with contractors who are chosen by the city, and maintain openness and transparency to all citizens. Encourage people friendly staff when dealing with the public.
Continue to pursue downtown development, it will promote business diversification, local talent, density and more taxes over a smaller maintenance environment. It will further attract city dwellers to live in the city.
Council and mayor need to think of the greater city and make sudbury Affordable and accessible.people in levack etc.. can't afford city of Sudbury. Tipping fees and additional expenses are not improving services like buses etc. And roads cost car repair
Council has to find a way to make Sudbury appealing to business. It's great that the medical community is catching up to southern Ontario however, Sudbury pales in comparison to so many southern cities. Find a solution, make Sudbury great again. It truly is depressing to be in a city with so much potential lose sight of that.
Council is a joke and they have no idea of the real issues and the whole city is coerced by people with money... ie if a construction company does not do the job in the contract they should be going after these companies for compensation...but wait they have money and control the city so that won't happen.
Council needs to be more decisive. There's too much money being spent on consultants and too much back and forth once a decision has been made. In particular, I speak about the Kingsway entertainment district. This is an excellent idea and will bring much needed dollars to Sudbury's economy. I understand the concerns with regards to gambling addiction but these dollars have been going to Orillia and SSM for too long. And parking in Sudbury is horrendous and expensive. I agree that the downtown needs to be revitalized but we need to address the other problems downtown (homelessness etc...).
Council should listen to taxpayers and not just rush into making decisions that will make certain citizens wealthy at the expense of others and their are to many city employees making 6 figure salaries they do not deserve
Councillor Kirwan [] needs to go.
Councillor Kirwin [] should be taken to task []



<b>What other comments, if any, would you like to pass along...</b>
Councillor's need to get there head out []. Planning needs to be better, Roads need to be cleared of snow in a better way - make a new plan, service bus routes, plow sidewalks especially in school areas first.. By law needs to give people tickets, instead of telling them don't do that
Councillors need to start make decisions based off information that is given to them by the hired experts and city staff.
Create a city that our children want to stay in, create more safe bike lanes that allow us to get to work. Do better on road maintenance the pot holes are increasing every year. I can't drive down any road with out fear of hitting a big hole that will damage my vehicle. Create an urban downtown space that will draw in walking traffic. Our older youth are looking for trendy places to enjoy. Expand Adanac to an all year round facility. So many great spaces that we are not utilizing to there full potential. I believe we are moving in the right direction but there are still many more improvements needed.
cut down on speeding drivers
Deciding to stay in Sudbury and try to make a positive difference is a harder and harder decision to make every day. The lack of commitment to bettering the downtown, coupled with the general incompetency of City Council has resulted in a situation where positive change, and thus hope, is nonexistent. I believe Sudbury could be an amazing place for a young person like me to live. But quite simply it's not. Nor will it be for a long time without drastic changes take place in the mindsets of decision makers within the city.
Des infrastructures, les équipements récréatifs pour la pratique du loisir, infrastructure pour la tenue d'évènements culturels, les bibliothèques, les parcs tous des choses nécessaire pour une qualité de vie a n'importe quel age.
Did not vote bigger the year [] the retail people out of a Boxing Day holiday. Bigger [] pissed away a lot of money listening to the Azilda pound haters. Do yourself a favor bigger, don't run again. []
Difficult to answer previous questions...I moved here as a child, but as a young, married adult I moved to Timmins for 35 years. We moved back to Sudbury three years ago.
dismissal of city managers suspicious []
Ditch the casino.
Do a better job with snow removal and road maintenace and don't drag road repair projects out all summer
Do not build an event centre on the Kingsway.
Do not build arena in the far end of Sudbury incurring millions in debt...population base cannot support....downtown needs to be revitalized
Do snow plowing with blade that leaves driveways open Get people to clean up garbage on front of businesses and place extra tax on coffee shops which should end drive throughs
Doing a reasonable, but not outstanding job.
Don't let that downtown redevelopment group bully council. They are a small noisy group whohave theit oen interests in mind not the cities. Forge ahead with the true north project.
DONT APPROVE THE CASINO.

<b>What other comments, if any, would you like to pass along...</b>
Don't build the arena on the Kingsway. Invest in our downtown. Listen to the EXPERTS--the architects, the city planners, those experts that have spoken up from other major cities. This is probably the most important decision for our future.
Don't build the kingsway entertainment district. It's a terrible idea. You are doing more harm than good. As a young professional in this city, this project is a determining factor as to whether I will settle down here or not. I don't want to be part of a city that does not listen to professionals and instead to heavy pocketed investors.
Don't let minority voices that have money and power rule the roost with their self interest.
Don't really care much on most subjects in this survey. I care about key city functions. Would ethical policing. Decent access to emergency medical care. Cut wasteful spending on items like fire departments which provide almost no value anymore seeing how insurance companies do not really give discounts based on fire ratings as it has proven to be meaningless. Also the city needs to get it's head out of its [] and fix problems such as lack of true leadership, city employees calling citizens names in social media. Also are you kidding me? A union [] against a citizen and a elected official. God you guys let our city become a low rate circus, it's not even comical. Shame on this city, I only live here because I work here.
downtown you know there are problems fix them, [] drug addictions right next to bus terminal, if you want people to go downtown then get a backbone and fix what's keeping people away I live downtown and would never shop there because I'm tired of dodging shady characters. There's a main post office but no parking, and the few shops that are in the mall are not worth visiting a []store that's super expensive it's literally not worth the hassle. Downtown should be the place to go not to avoid
Driving on the city and surrounding areas roads and they need more then a bandaid
[], I will make it an election issue on why there was so much silence on part of Council regarding the cuts to Provincial transfers since 2014. Council need to stand up for more infrastructure funding for EXISTING services by the Federal and provincial Government. We will most likely have new Provincial and Federal governments and partisanship will have its price for taxpayers.
Entertainment centre on the Kingsway will hurt Sudbury taxpayers for decades. It will fail. Revitalize the downtown core if you want to attract the youth. Older people rarely move away. the youth will if there is no downtown core. Move the entertainment centre to downtown
Extra hotel fee discourages tourism. This many school boards leaves our taxes too high. We cannot afford the Kingsway project I will consider leaving Sudbury after 20 years when I retire due to high taxes. We needed this format to voice opinions on the arena decision
Faites des décisions qui vont mener à une ville vive et culturelle. Il n'est jamais trop tard de revoir des décisions.
Feel as though Downtown needs much help with revitalization and becoming more family friendly. There are incredible local businesses here that are not being supported by city council decisions. From the sale of the General Hospital for private condo (which is in a sad state now) that could have been a beautiful stretch of restaurants and shops at the waterfront, to the decision to move an arena which is currently not even being sold to capacity for most events for a bigger more expensive arena only accessed by the most gridlocked thoroughfare in the city. There are numerous opportunities to improve upon the city's core, banning booting of cars in private lots, expanding parking with parking structure, opening up particular streets to pedestrian only traffic in summer months. I feel more needs to be done to nutre the heart of our city.

**What other comments, if any, would you like to pass along...**

Fermez les loopholes pour les compagnies minières; qu'elles paient leur juste valeur d'impôts. J'apprécie énormément la patinoire sur le lac Ramsey.

Find internal technology and process improvements to streamline staff processes so they can do more value added work and services. Conduct value add assessments to reduce unnecessary city processes and red tape. Have a Council that is forward thinking. I voted for the current Mayor but was very regretful of that decision after the arena/entertainment centre council meeting and fiasco. He was desperately trying [] to find a loop hole to avoid following Council vote and public input. We need more private business and innovative 'yes' thinkers and doers on Council and on staff. We need progress, not red tape, barriers and red tape.

fix our city's number one problem....ROADS

## Fix our roads ! Clean up the downtown core !

Fix our roads! You can't encourage tourism without fixing our damned roads! Pay more attention to outlying areas because we can play a huge role in attracting tourists. Take trucking companies to task for some of the damage to our roads and their horrible driving. Broken windshields 3 or 4 times a year is far too costly for the average family. There are potholes on every road in this city and Highway 144 is an absolute joke! We pay property taxes in Onaping and do NOT get half the services Sudbury gets. Pay attention to the outlying areas because if I had a choice, I would cancel the whole amalgamation. We had much better service before amalgamation. Get a new company to plow and maintain our roads in winter. []. The cemetery in Dowling is poorly maintained with lots of graves that have no grass on them at all. I have lived in the same house for my entire life and my parents moved here in the 1950's. I would much prefer to separate from the so-called Greater City of Sudbury and go back to the Town of Onaping Falls. That was something to be proud of.

FIX OUR ROADS, THEY ARE A DISGRACE! THE LACK OF ROAD LINES FOR THE MAJORITY OF THE YEAR IS ALSO A MAJOR SAFETY ISSUE. I AM TIRED OF HEARING HOW OUR CLIMATE AND USE OF SALT/SAND ERODES THE LINES. IF THAT IS THE CASE EITHER USE A BETTER QUALITY OF PAINT OR REDO THEM AT LEAST TWICE A YEAR.

## Fix roads and terminate useless staff [1]

Fix the busing please!

Fix the damn roads , and stop raising the taxes that we can barely afford. Yes you all are getting paid more than you deserve

[illegible]

Fix the fire dept My kids don't live here because there is no jobs for them [] listen to the workers below they know what has been done to this city since amalgamation 🗣️👤👤👤👤👤

## Fix the fn roads

Fix the god damn roads!!!!

## Fix the potholes properly

## Fix the roads

## Fix the roads

## FIX THE ROADS

<b>What other comments, if any, would you like to pass along...</b>
Fix the roads and paint the lines on the road so you know what lane you are in....by the way...water based paint will not last one an oil based product! Pot holes are so bad so much damage is done to our cars. When you report a bad pot hole it takes forever for them to be fixed. When the crew is out, they seem to patch small pot holes and leave the bigger ones to do more damage.
fix the roads and the transit system. It's time.
Fix the roads House the homeless Help the addicts Fuck zulich
Fix the roads please
fix the roads right the first time - they are horrendous! and causing a great deal of damage to our vehicles
Fix the roads so that they last and do it in an environment friendly way.... the technology is out there. Set up a program to help shut ins.
Fix the roads Support the arts Stop listening to [ ] NIMBY old fashioned ways and ideas Build the Kingsway Entertainment District ASAP Do what the people actually want and not what you think is best
Fix the roads!
FIX the roads!
Fix the roads!
Fix the roads!
Fix the roads! It's dangerous!!
Fix the roads!!!!!!
Fix the roads, get rid of the drunks, get residents to clean up and renovate, clean the city, and THEN, you just might get visitors to come to Sudbury. Tourists complain that there are no good restaurants, Sudbury is dirty, the roads are bad and that there is a lot of panhandling.
Fix the roads, provide better transit for outlying communities, support organizations who are trying to help our outlying communities.
Fix the roads. What an embarrassment to have visitors come through our city and travel our roads. Patching research is required to obtain the best quality. Whatever is being used now is junk
Fix the roads. Fix the downtown. Expand the airport - customs, extended runway, control tower
Fix the roads...and not the same ones!
Fix the roads.paint the lines orange on our city streets
Fix the transit routes so more people can utilize this service and add more taxi licenses to deter drinking & driving.
Fix the transit. Stop acting like we live in the 50s.
fix your roads - they are hazardess to the safety of your citizens who pay good hard earned money to drive to work - and to be smashed into a pot hole and ruin a rim - AND the city will not compensate - you are threatening the lives of people by havng such discusting roads.
Fix yourself first, whoever you are.. Then we can all fix everything together.
Fixing roads should be a priority
Focus on downtown revitalization and that includes development of housing options. A vibrant downtown needs people living there. Also, improve the book collections at the libraries. They remove books that are more than 5 years old. The South End library is a joke in terms of books - there are hardly any there.

<b>What other comments, if any, would you like to pass along...</b>
Focus on our community members through health care, living arrangements, finances (taxes, water/hydro/gas bills) and put present businesses in the spot light for growth.
Focus on revitalizing the downtown before trying to build up other areas of the city.
Follow through with the all aspects of the Kingsway entertainment project, which will benifit the longevity of our city, while doing due diligence regarding environmental aspects. Look at new ways to revitalize the downtown, find solutions to the parking problems and find new ways to attract people to the core. Quality road maintenance and repair has to be a priority, looking at new technologies and long term solutions rather than the "save money today but we pay tomorrow" short sightedness. The money needs to come from eliminating waste in all government spending and not raising Tax's. The mining sector should be paying more Tax's to pay for their use and destruction of our roads.
For healthy citizens, I feel that our natural environment should be our most important concern. Our health depends on the air we breathe, the water we drink, the food we eat, regular physical activity, etc. We need to put more thought and practice into protecting our water sources (for example, getting motorized boats. off Ramsey Lake), clean air, protecting our wildlife and our vegetation, etc. What could be more important than our health and our natural environment?
For the love of all that is holy ....fix more potholes!
For the love of all that is holy just build the damn arena on the Kingsway. So sick of people who lost the debate trying to get it backtracked downtown.
For the love of God and all that is holy, please don't do construction on both the Kingsway and LaSalle at the same time ever again please!
For the most part i love living here. But never before have i spent so much money....that i dont have to repair and maintain my vehicle. I find snow removal to be overall very good but road maintenance is extremely poor. I live downtown. We dont need an arena there but some other focus is needed. Arts/culture/convention centre?? I have only seen police on foot or on bikes twice downown in my 3 years here. I work and walk a lot downtown and would appreciate more police presence. I think it would be better for businesses and would create better relationships (i am not a business owner).
forget the new arena and art centre...get the roads fixed properly!
From first, second and third hand experience - the City is getting taken advantage of on capital works road construction contracts. Overpriced change orders, quality of materials, specifications not being followed, etc .. LOOK INTO IT.
Front line workers are underappreciated
Funded day care would allow more people to work.
Garbage pickup..i personally have no issues with going down to the 2 bag limit but I feel for people with families very difficult. I do not agree with the times to put the garbage out. As an elderly person it is a difficult time at 5 am. Also what difference does it make if your garbage is sitting in the yard or on the street. The animals do not care
Gas prices are climbing and are much cheaper 30-45 minutes from here. Gas prices at times are .20 cents lower than here in Sudbury.
Gas the Zulich casino project...it will cause more social problems/serious issues than it is worth!!!!

<b>What other comments, if any, would you like to pass along...</b>
get it together and hire competent staff from Sudbury that sole focus is not on Urban Planning! We can never shrink sudbury, but pay for the services! GET IT!
Get moving with the new arena on the Kingsway and the ancillary projects. That will be a huge boost to Sudbury. The "downtown" advocates are quite tiresome .... I would have been one of them at one time, but once the city allowed the box stores to be built on the Kingsway, that and regional government marked the end of being able to talk about a real downtown Sudbury. I think the city is headed in the right direction by locating the new arts/culture centres downtown. But definitely not the arena. I am all for a casino even though i seldom gamble. But I do like the occasional night out to play the slots and it is a good place to take visitors. It would be nice to be able to take friends from out of town out for a change. The roads are always an issue but not the biggest issue in the city - increase your revenue and then spend more on infrastructure. It seems to me that the roads have largely been put in a sub standard way. I
Get on with building the arena/entertainment project. So much time has been wasted. Don't spend another summer stalling the project; our building season is so short.
Get rid of Glenn Thibeault
get the help for seniors at home, and better road maintenance
Get things done!
Get this entertainment district built.
Get those roads up to par i work out of town and small towns without any paving companies have better roads than us that's pretty terrible you people in charge should be ashamed of yourselves I'm paying money into something and get nothing out of it you people just keep taking our money and have not remorse
Get you head out if [] and start making Sudbury a better place and fix the road
GET YOUR ACT TOGETHER
Get your act together Quit living in the past Fix the dam roads
Get your act together. This city looks like a [] hole, the roads are cow paths, there's no job creation. Stop fighting to save a downtown not worth saving. Stop trying to run everything, especially what should be private business. Provide the services my taxes are supposed to provide: water, sewers, snow removal, roads, infrastructure. Stop the rot in city hall; []. I've lived here all my life, but I'm looking to leave; there's no future here, and it's not a place conducive to retire in. Today I got trapped between my car and a snow bank trying to get to a downtown business. Never mind trying to force everything to be downtown when you can't even clean the snow off the sidewalks/curbs. Frankly, I'm done with this place.
Give cyclists and pedestrians the same rights as road users, clear sidewalks and cycling paths year round, stop doing friends favours, connect with the university for help-it's full of experts.
go back to being the city of sudbury and end this failed amalgamation.

<b>What other comments, if any, would you like to pass along...</b>
Go door to door and do these things. Be transparent and imparcial. Stop being a "old people" club who pretend to know wht you are talking about. Include the youth, include the indigenous, include the people from the downtown who NEED mental health care. This town has many circles with many leaders who can contribute in 45 minutes more than [] "council members" ever could. Stop paying criminals like [], etc. And vet your contractors because they are all stealing from you. Trust me. I was one.
Good job!
Good job.
good luck
Government needs to work as one and not have their agendas
Greater Sudbury consists of many amalgamated communities. I live in one of the outlying communities, and feel we do not get the same services and/ or benefits the people living in the core of the city receive.
Greater Sudbury has so much to offer in terms of nature, scenic trails, etc. Most people enjoy walking around Ramsey Lake. Why not have scenic trails with vendors at various locations, it would attract a lot of people stuck in concrete jungles. There is so many homeless, or financially-strapped, desperate people living here; there's really not much to do for the financially-disadvantage population; let's make education tuition-free in CGS as most people I meet do not read at all. Also, if we had more scenic trails, we could create jobs for vendors/employees. We have such a beautiful city with so much potential. When I moved here, I felt I had entered a time-warp ...I left Sudbury when I was a young adult, and returned to take care of Mom, but seriously, if it wasn't because of this, I wouldn't be here. There's a feeling of hopelessness here. BUT, we can change this and soon enough too! Let's do it!
Grwat decision on the Kingsway project. I can finally see some growth amd activity diversity.
Happy with city Council for approving the development of the Kingsway Entertainment District! ☺
Have a more open door policy to business..encourage businesses to invest and open its doors here in Sudbury.. alleviate red tape. This is the number one complaint from entrepreneurs. We need to encourage business not discourage them.. increase in businesses increase your tax base and therefore more money going into roads
have better control over the plows in the winter, I've personally seen a plow pass on my road, Madison Avenue, when the road was dry and clear, This has happened more than once! cost of repairs, a percentage, of our roads should be absorbed by the companies the city hires, since they abuse them! Listen to your city employees who work on the streets, they have the knowledge and experience on many ideas to efficiently run our city. Tell the citizens to send photos of projects they may have to improve our city. With everyone with cell phones, abuse of anyone employed by the city (private companies included), should be encouraged to report and a follow up on how the city has rectified the problem. This would show that the city listens and cares.
Having dealt with the city building codes, the City of Greater Sudbury needs to change and update their building code policies to be more in tune with modern technology, new materials available in our local stores, more open to different building techniques. Too old school and too rigid! I am very happy about the new animal shelter -- thank you!

<b>What other comments, if any, would you like to pass along...</b>
Healthcare, leisure, education and children services are very important to our household. Keeping property taxes down while having adequate services are a want for us. We don't care for pricey casinos. Having less fire and paramedical services that would cost tax payers more is ridiculous. Thank you for voting against fire medics and the optimisation plan. We need more medics and less firemen. Let's try to look at being LEAN with tax payers dollars. I can also say that road maintenance in the city is awful and really needs to be improved. We do live in the north and have bad winters but we all need to get to work safe. Also, I have had many bad customer service experiences in the past. Mostly when it has to do with my property and when I was building my home. These staff members need to remember that their clients are tax payers that pay their salary. I feel that pioneer manner shouldn't be owned by the city. Tax payers shouldn't be on the hook for this home and it can be managed and owned privately. We need 24 hour health clinics and after hour xray, ultrasound and blood labs to alleviate hospital crowding and emergency dept wait times. Need more safe bike routes and trails for kids. We need to take care of our residents instead of trying to appeal to people outside of our city.
Help our city stay strong and unique in its northern way. Stop or jobs bleeding to the South.
Hey the arena and casino built on the kingsway
Hospital needs huge improvement in staffing and patient care and emergency wait times. Money should be spent improving services rather than cutting services while paying obscene wages to CEO and other executives. Affordable Senior and Low Income Housing need major upgrades and improved availability. housing .
How about fixing pre existing issues before investing in future endeavours.
I don't know anyone in my community who did a survey on the ferachrome smelter.
I am a full supporter of TNS and the Casino project going on the Kingsway. I'm angry that the downtown BIA receives money from the municipality and is going against councils decision on the above and costing us money to fight it. I believe the association should no longer receive funding. I also think the downtown projects will be nothing but a waste of money considering both theatres we already have are in financial straits.
I am enjoying how much effort has been put into "beautifying " the city. Great work.
I am extremely concerned about our health and wellness with the proposed chromite smelter. The events centre on the Kingsway is a mistake. We need to be moving forward with community building projects. Planning further sprawl and taking an uneducated and unqualified risk to our health and the safety of our water does not support community values and will not improve our city. This year has been a complete disaster!
I am generally happy with the operations of the City. There are continuing challenges with maintaining our infrastructure with the current taxation rates. I am disappointed in recent decisions by Council that seemingly ignore the advice of City Staff and hired professionals as to how to develop our City. I don't think that these decisions have been in the best interest of the economic and social health of the City and that they have been determined based on public opinion. If we are spending City tax dollars on hiring professionals (both as City employees and consultants) we should be valuing their input in these decisions. The City appears to be swayed by the desires of developers and is disregarding planning documents that were developed in the best interest of our City. These practices are not appealing to professionals that have moved to the City and will impact their decisions to stay in Sudbury and continue their careers.



<b>What other comments, if any, would you like to pass along...</b>
I am happy that decisions have been made by Council that will affect Sudbury long-term (arena/events centre, library/art gallery, Elgin Greenway). We need a vision for the City to keep people here and bring new Investments. However, there is a major crisis with drug use, especially opioids, and we need to protect citizens with a safe injection site. The death counts are too high.
I am in favour of the new events Center .
I am not happy with traffic calming on Attlee! Very, very dangerous. The street lights that you are changing are really bright and I have lost a lot of lighting in my driveway. The lights on your police cars are also very dangerous. They are way to bright and blind you when driving up or passing them. The way snow removal was handled this winter was horrible. Lasalle was the worst I have ever seen it. Stop giving services to contractors! This administration is only guided by money and influence. Attlee is good example. You are making it very hard to stay in this city.
I am really disappointed for moving to this city. Very inefficient municipal services. Decisions are made without long term implications. Road infrastructure is at its worst. Where do my taxes go? Nothing is being done for the betterment of the people. snow ploughs are not on the roads when you need it.
I am really disappointed with the decision to support the Kingsway development and no longer have an arena downtown.
I am sick and tired of putting so much money into repairing my vehicles because of the way our roads are. Also the way people drive on our side streets I can't even let my kids play in our front yard and that is so disappointing as we have asked for speed limit reduction or speedbumps put in to slow people down. I have been passed on my street as I slow down for all the potholes and they get impatient. This issue needs to be resolved
I am tired of the friction at city council and fed up with the bias lobby for the downtown.
I am very disappointed in the recent decisions made by council concerning the movement of the arena and the building of a casino. The casino will not be good for the community in numerous ways, outlined by many learned folks with knowledge of impacts etc. Then you decide to put a gambling facility beside an arena - there's definitely something wrong with this thinking. Council has ignored their own planning and economic revitalization plans to accommodate a private developer, and spending Hugh dollars on projects that will define our community for years to come. Very sad state of affairs.
I am very dissatisfied that the city changed their policy on overdue property tax payments. Notice should have been sent out to those in arrears or to everyone that the policy had changed about how long you can be in arrears before other actions were taken, instead of receiving a notice to this effect with very little notice to scramble to get things paid. The notice is of a threatening nature and confusing and not well put together. I am sure a lot of people were very panicked who assumed nothing had changed and that they had till the end of the year to make a payment again prior years as before...
I am very dissatisfied with my council representative
I am very happy that the city councilors and mayor voted to put the True North Strong Project on the Kingsway. Now please, ignore the nay-sayers and get this thing built! It will do sooooo much good for our city! New jobs, more tourism. And please, do something about the roads. The pot holes are awful.

What other comments, if any, would you like to pass along...
I am very unimpressed with the decision to build a new event centre on the outskirts of town. With our population aging and declining and our tax base declining, we should be creating a more dense city with improved public transit rather than encouraging urban sprawl. We will be paying for an empty monstrosity for the rest of my life in increased property taxes in addition to increasing infrastructure maintenance and repairs.
I am worried about the long-term health of Ramsey Lake and the quality of our drinking water.
I and many others await the next municipal election with bated breath. This council has created the largest political mess ever seen in this community. City hall is absent of leadership and we are all paying the price.
I appreciate the effort the City of Sudbury is making to gather information from citizens. More connection with lower income people's, the elderly, homeless and those with disabilities is needed. They seldom if ever have a voice in city processes.
I appreciate the great customer service. Council should continue to develop long term strategies for sustainability as a city and spend less time debating operations. Continue to react quality staff and take decisive actions to remove those who are underperforming. Improve the work culture at City Hall ( I do not work at the city but have had lots of contact with staff over the years). Continue to make the tough decisions to move this city forward. Reduce the amount of red tape to get things done...create a culture of openness towards development, new business, business expansion etc. Streamline processes for quick decision making even if some citizens want to drag out the process. This is a great city I. Which to live,work and play! Good luck!
I appreciate the outreach the city has been making lately and like the trend towards a greener, more public transit focused and walkable city.
I asked a department to improve the looks of the city by painting the bridge a low cost repair and was refused. I asked for flowers to be at the two entrances to the bridge and was told to find the money. I can believe the lack of pride in these city employees.
I believe it is a mistake to move the arena from the downtown.
I believe our city should be moving in a direction that encourages young people to stay. Certain decisions by council seem to move against that, and those that move towards it are framed as a consolation prize and are not being moved forward at the same rate as the projects that move against millennial interests. Sudbury should be following ALL of its official plans (including the Downtown Master Plan, though city staff made it clear that they had no intention of doing so at a recent planning meeting). Sudbury should be following best practices, those that encourage densification over sprawl, sustainable transit over increased roadways, and those that encourage economic diversification. Revitalizing our downtown core is part of building a community that can compete with major cities. Our city should be focusing its efforts on densification, in an aim to create a city that more efficiently uses taxpayer dollars in infrastructure maintenance. Not a lot the city has done this year gives me the impression that they hold the same values as me, and I fear that we will lose young professionals at a higher rate than we have in the past as a result of the decisions made by this city council. Making a bad decision because of peer pressure does not negate this council and city staff of the ownership of the negative repercussions of that decision.
I believe that the city of Greater Sudbury seems to forget that the out lying areas such as Rayside Balfour, Valley East, Nickel Centre, Onaping Falls and Walden are apart of this city but the services seem to be given to all but these areas and these areas to be serviced poorly by contractors the city uses.

**What other comments, if any, would you like to pass along...**

I came to Sudbury in 2015 to work for the Provincial Government. However, I don't think I'll stay much longer. I live within walking distance of downtown but unfortunately that has turned out not to be an advantage. The downtown is in a deteriorating state. Real investments need to be made. Public spaces are poor or lacking altogether. It's embarrassing to bring an out-of-town visitor on a drive or walk through downtown. This is the first thing visitors, including visiting businesspersons, want to see. North Bay is doing much much better with its downtown. So is Sault Ste. Marie. Sudbury has fallen way behind. Business attraction nowadays means attracting talent. White-collar talent. Talented workers in the Millennial generation are looking for urban life but Sudbury has little to offer them. It's time to make serious investments (\$) in the downtown. Just look at what other cities in Ontario have achieved in the last decade. Many have transformed their downtowns. See Windsor, for example. Even North Bay is getting on the right track. Sudbury has no clue. Sad.

I do not believe that the city wants or will benefit from a casino. I also believe that by moving a centre for entertainment, i.e., the arena out from the downtown, the city is undoing or making less effective all its efforts to improve the downtown. The city needs less development of semi-disposable big box architecture on green field sites and more revitalisation of what we already have. This may require a change in the citizens' attitudes before there can or will be a change in municipal policies

I do not like the fact that everything is getting moved to the Sudbury region when the the outskirts get everything taken away.. Before we became the Greater City of Sudbury things were much more affordable and streets were clean by 6:00am and the streets were cleaned up to the curb and not 3 to 4 feet away like they are now..

I do not like the fact that we may be on the hook financially for the new events centre. I feel it should have been an individual vote rather than by councillor. When I took a risk to start my own business, I held the financial risks personally and continue to do so. I feel the roads are terrible! It seems we were not given value for the materials or installation please don't tell me it's weather related. Look at the highway coming into town from 69 south. What is the difference in pavement? You can feel the second you arrive here.

I do not support the decision to allow the casino, nor do I support building a new arena. I do support using this money to create safe cycling infrastructure, not just paint on the sides of our main roads. I will be voting in a manner that reflects these opinions.

I don't have confidence in the transparency and unbiased actions of municipal gov't. It feels like there is a lot of backroom dealing and special interests are protected. I don't have any specific knowledge of this yet feel that way from diff discussions w colleagues, friends in the community.

The city needs to concentrate on our real issues. New Arenas and gambling centres are not what we need. These only concern a small part of the city. I've never been to a wolves game and from the surveys I've read there fewer fans now than there ever was. We need to concentrate on infrastructure and roads with our tax dollars or at least distribute the money more evenly. Such as a soccer centre instead of an arena or you could have combined both the indoor soccer center and the arena together which would have benefited most of our youth.. not just the hockey youth.

I dont believe you capture what middle class people are needing or feeling . I sense that pushing a casino or arts centre means more than fixing roads or having appropriate staffing level for police or care for the elderly I hope more middle class people will fill this out

What other comments, if any, would you like to pass along...
I don't like this city. I wish I had never moved here. The roads are horrible, taxes are very high for a northern city. There's not much to do unless you like hockey, but then again, the arenas are very run down. Need more splash pads for the kids -Azilda The lake front is disgusting. Goose [] everywhere at Whitewater lake and no shade. Very poor service at 311 for booking RV at the park also. I've also been to building services for permits. What a joke, got the run around. Took 6 months to actually get my permit. NOT IMPRESSED! The City needs to ramp up the customer service and treat the tax payers with more respect. I'd look at upper management, there's way too many of them making poor decisions.
I don't think that fire and paramedic services should be lumped together. Fires happen very seldom and career firefighters are way over-paid to sleep, eat, exercise and get into the media. Medical emergencies happen in MUCH higher numbers. Paramedics are VERY busy pretty much every minute of their work day and deliver excellent care. I would rather have two ratings in this area. Police were not included and they are also part of emergency services. Not fair to make satisfaction with paramedics look like it's satisfaction with fire. Not impressed with the attitude and behaviour of our "professional" firefighters.
I feel it is unfair and incorrect for council memvers to use social platforms such as Facebook groups to promote their personal interests and not the needs of citizens. I also feel that council members should be held accountable for the witch hunts they create on the platforms that target people who disagree with them and speak out against them in a respectful manner.
I feel that the 'city of greater Sudbury' often forgets us who make it 'greater'. We are good to collect tax dollars from but those dollars are rarely spent here in our Wards!
I feel very strongly that the arena should stay downtown and a decision to re-locate it to the Kingsway will create a divide among Sudbury citizens, lower he quality of life for many who live downtown and may not be able to get to a new arena location. The current location of the arena is within the heart of Sudbury and gives the downtown a small-town feeling and sense of community. I would hate to see the lower-income community members, who I am used to seeing walk to the arena, no longer be able to attend games and events. Secondly, I believe many downtown business will lose money, taking away from the revitalization of downtown and the great restaurants there. Beer vendors at the new arena would undoubtedly lose sales since nobody could walk home and taxi rides would be farther for most. Lastly, I do not think that a large entertainment centre will receive the attention that some Sudburians hope for. Revitalizing downtown should be the focus, instead of taking from it. As somebody born and raised in the GTA, I know that crowds will not be headed to Sudbury to go to a casino and to see a wolves game. People are drawn to Sudbury for the environmental features, and stay for the sense of community.
I find that the activities of the mayor,staff and councilors are not always transparent in their dealings. City of Sudbury deserves beter
I find the city is "very dirty". Everywhere you go there is litter. The downtown core is not kept up to par and find that the business owners do not keep their front area very clean. It is not presentable and all outdated. Parking downtown is way too much so I don't normally shop in the downtown core. I find the city is not welcoming. Ward 12 should be kept more cleaner. The city should spend more time caring about things that concern the people and not just think that an Arts Centre, etc., and revitalizing the downtown core will make this place a better city.....it won't.

What other comments, if any, would you like to pass along...
I fully support the new Kingsway casino and the chromite smelter in Coniston (where I live). I think that the second road in to Laurentian University should be revisited - it is very necessary, especially since people can now ski at kivi park. I would like to see roads fixed in a more permanent manner. I do not think that downtown revitalization is worth pouring money in to. And I am very dissatisfied with water and wastewater costs.
I got married at City Hall last fall and the process, from the completion of paperwork to the actual ceremony went very well. The staff were very helpful and pleasant. On the other hand we had to call the city using 311 to express our concerns about the sidewalk clearing outside our house in March and the person on the line was very defensive like we were blaming her for the ice on the sidewalk.
I hate the site picked for the arena. Why did you not consider placing by Frood Road near Terry Fox Complex. Or just north of Notre Dame and Lasalle. The city keeps picking locations for things like the hospital in places that are already congested with no parking. Why not make things more central to Greater Sudbury instead of always on the outskirts of the city.
I have 2 great concerns 1. Taxes are simply too high. I would like to see significant vigilance when spending. 2. I have been greatly disappointed by the failure to protect Ramsey Lake and our drinking water. I understand that there are considerable factors to take into account but there are some simple measures that would help - NO motor vehicles - cars, trucks allowed on the lake and no ice fishing huts on the lake. This lake provides our drinking water. There are plenty of lakes in the area to fish in - Ramsey doesn't have to be one of them.
I have a serious concern about sex trade workers and the lack of regulation of their industry. Seeing as they are self-employed workers I feel there is a need to set up areas where they can pursue their career with safety and public awareness of this specific location. This way the workers are able to work without infringing on the quality of neighbourhoods and their residents. I believe the sex trade industry, now legal, needs to be regulated by the city as it would any other small business; zoning, hours of operation, taxation.
I have an issue with composting. Potato bags, flour bags and sugar bags have to be put into compostable bags. Some of these bags are so large that no other compostable products can be put into the bag. I think that these bags could be put into the green bin without the compostable bag. In the end a lot of the bags get torn up in the truck and the paper bags would be mixed in with the compostable material.
I have been a highly engaged citizen. The Junction project proposed for downtown shows that you can engage us. You did not for the casino. You failed.
I have called and asked to have my water tested a couple of times and each time the chlorine is either not there or very low. I live very close to the water facility but am the end of the line on a dead end street. So, I would like to be able to run my water continuously. This way we do not have to get the city up here opening the hydrant and running it for a week at a time..always checking on it etc..The bus service really needs help. It should not take someone leaving Coniston 3 or more hours to get to Garson. We should have service - if not the city bus - some service to the mine sites in Sudbury and surrounding mine sites, they did this in Kincardine, On. It was particularly good on stormy days. It would cut down on traffic, save gas and probably lives. The other item I feel strongly about is the ferrochrome plant. 300 jobs is not worth ruining our ecosystem further than it already is. We are just starting to get Coniston back in half decent shape. Please attend the information session taking place in Coniston on April 28th. I feel the city should have attended the talk held at The Lexington Hotel. It was 'very' informative.

**What other comments, if any, would you like to pass along...**

I have friends that work at the city. Because of them I know that they work hard and the city is conscious of giving us good service for our dollars. They have a LSO made me aware of the many issues the city deals with daily. I also have heard from many sources that the mayor is protecting needed cost cutting in our fire services. There should be more on call and less full wage time waiting for emergency calls it is common knowledge that fire fighters make good money to live at the fire hall and be ready for an emergency. I have also heard that building permits and inspections is cumbersome and slows construction and development. Also that red tape and high taxes have deterred incoming business. I've heard great things from users of pioneer manor. We could be more aggressive about environmental issues. More sorting of garbage and restrict garbage output further. No casino in our city and rebuilding our downtown would be my vote.

I have increasingly found the lack of leadership and deterioration of infrastructure such as roads and bridges appalling in Sudbury. I also am skeptical that there will be any change in Sudbury in the coming years or even Generations. For this reason I'm not necessarily planning on staying here as I get older. I think there is far too much nepotism going on in the city leading to poor workmanship in many of the city's projects such as roads again. Rather than taking these shoddy companies to task we simply pay to have it redone. I am also skeptical that we do very much to attract immigrants and minorities to Sudbury region. Rather than being a destination for families or even artists we are bypassed for the likes of North Bay. While we have what I would call world-class venues such as Bell Park and science North we have far too many of the 1% controlling areas such as the south end where nothing has been significantly improved in almost literally decades. Tax rates in some of the outlying areas are ridiculously high considering the tremendous lack of services such as on a house I just built recently. Fees charged by the city simply to get building permits Etc are ridiculous. Once again for all of these various reasons I don't necessarily see myself remaining in Sudbury.

I have lived in many cities throughout Canada, both urban and rural and I have never encountered such terrible roads and dangerous drivers in all my life. There is very little Police presence on the roads and drivers feel they can get away with their aggressive driving habits. This has impacted how I feel about living here and know that I won't make Sudbury a long term stay.

I have lived in southern ontario and Ottawa and was mortified upon returning to sudbury with the conditions of the roads. By far the worse I have experienced in the province. The taxes are making it impossible to retire here. The cost of living in this city is far to high for what is offered in return.

I have no pride in our city. It is an eye sore. It is visually unappealing. There is too much riff raff down town. We do nothing to draw unique store fronts and we only support big box stores and chain restaurants. We have no exciting events or venues. Our roads are continually falling apart and yet we continue to hire the same company to build them. We have an over paid fire services department that gets paid by tax dollars then charges motorists insure for attending collisions even when they're not required thus driving up our vehicle insurance rates for no reason other than " it's their policy to go to every collision" we have no leadership. All our councillors spend more time arguing then accomplishing projects. I can easily see why our young citizens move out of this city.

I have seen a lot of growth in this city and am very happy about it. Especially the community. I would suggest more family programs and businesses as I do find it lacks in certain areas for younger ones especially during the winter.

<b>What other comments, if any, would you like to pass along...</b>
I have to say so far, I'm liking the majority of this council. It's been a long long time coming to have a council that seems to want better this city and have made good decisions so far with taking over the pound contract and going forward with the casino/arena on the Kingsway. Way to go team. Most of you have my vote, a few won't.
I hope that the City will consider allowing backyard chickens for homeowners.
I hope the new council will choose not to relocate our community arena after the appeal. This is one of the reason we relocated uptown because we can walk everywhere and to the arena for events. Also I would appreciate if the media could stop labelling our street Kathleen like one of the worst in the city. We have good neighbors since 2006 but people who make public statements/videos that don't live here..."they don't think of that when talking about downtown and uptown". It's all in a state of mind! For example most human trafficking is done online these days or with a cell phones, in restaurants, hotels, bars etc. Throughout the year my family and I can count many times when we see our street sign in the media. []. FYI sex workers are not just on Kathleen street. I believe speaking about an issue in general and positive reinforcement goes a long way!
I just moved back after being away for several years. I'm very aware of the poor road conditions: haven't come across anything this bad anywhere else in the province. I miss the charming, walkable downtowns and arts communities I've experienced in other towns (north bay, orillia, midland, coldwater).
I know it's a hard job but keep at it! You're doing great!
I know that medical spending is under provincial jurisdiction, but I am so very concerned with job closures at our hospital. I am concerned regarding the potential serious health repercussions of a chromite smelter/refinery in Coniston. I am concerned about the poor quality of our roads. We need to find a DIFFERENT method of paving, as clearly the current method does not work long term.
I know you have only so much money to work with. Arts and science carters to the more wealthy people. I want to see more done for the the underprivileged families. Especially for the children and homeless. There must be somehow to help them more.
I live in an area with no water or sewers, yet pay high taxes. Road maintenance is terrible. Stop putting the cold pack in the holes for the cars to kick out 10 minutes later! What a waste of money. When a road is resurfaced, dig deep enough so that the new surface stays for more than 1 year.
I live in Copper Cliff and I would like to bring up the fact that, there needs to be something more for older teens then just the kids here in Copper Cliff to hang out at. Like for example, The Tennis Courts can be turned into a Skateboarding park. We do not have great roads to play around in also for road hockey as well. I think Copper Cliff would benefit from this. Thank you for taking the time to read this.
I lived in Toronto when we elected Rob Ford and I have never been more disappointed in a municipal decision than when Sudbury council gave up caring and agreed to build the event centre by the dump. This city has made so many positive changes and really sabotaged it's own trend towards success by even entertaining a vote to move the event centre out of downtown. The decision ignored so many objective facts, plenty of intelligent opinions and the failures of so many other cities with underused suburban arenas. I love the existing arena and would rather have it downtown with all its imperfections and the traffic it brings to local business than see the Wolves move to the Kingsway and never be able to walk to a game again. Can't we take care of the people in Capreol without aiming to make their quality of car-bound life the average/assumed experience?!

**What other comments, if any, would you like to pass along...**

I love living in Sudbury. Yes it is a very spread out city and I get that we have out lying areas that are apart of who we are. I have an issue of where the new arena is being built. Yes go for the casino, hotels and whatever but please leave the arena in the downtown area. I love how the areana is able to support local businesses and give a grassroots atmosphere. Studies have shown a facitlity like what is being talke about struggles when it is located on the Out skirts of a town. Ottawa has experienced this and they are looking at relocating the the down town area again. Some times that which looks cheap in the long run is more expensive. So disappointed in this council for once again not looking at the big picture and purchasing the "fish oil". Do like the Soo did. Tear down where the area was, build new and put the casino downtown, or leave it where it is. []. J please

I love my home town and really get upset when people complain about Sudbury constantly for stupidities .It is really hard to please everyone.We do really need better roads.Im in Minow Lake and alll can say is wow at this time it s way too rough on our cars...

I love Sudbury but I am seriously condidering leaving for a more progressive city. Name me one city that doesn't invest in their downtown? What this council has done by ignoring good evidence and moving our arena out of our core will be it's biggest mistake and I am not sure I want to stick around to see it. Fooled by a big marketing campaign I'm ashamed to see how easily our council and city staff []. The whole situation fills me with shame. WE ARE BUILDING OUR ARENA BESIDE A STINKING DUMP!!! We will be laughed at and mocked. Watch the downtown become more over run with poverty and sadness and watch the rich get richer and now they are spared having to see those lesser than them suffering now that they no longer have a reason to go downtown. We should be living within our means and fixing what we have our current roads our current buildings. I'd prefer the 100 million go to roads then something we already have and didn't need improving. Oh and Lynne Reynolds ignores her constituents as I'm sure other councillors do so what not put technology to good use and do more surveys like this and have regular polls to ask citizens what they really want and act on those results. There are so many people who Ice talked to that are in favor of the KED but thinking will be built BESIDE Costco. Dont believe that it is beside the city dump and think that private enterprise us paying a good share for it. So much misinformation. Start clarifying the facts for the citizens in the form as polls and surveys like this and you will get to know what we really want.

I love Sudbury iver all and chose to stay here aand build my life . I am frustrated by the fight to save downtown when downtowns are dead all over the place let's move on with the times. I mean make it safe but ii can't bring it back to what it was the world is changing .our roads are a safety issue not to mention an embarrassment and the taxes we pay are certainly not reflected in the services we receive, especiallynfoemtrisenof usnwhonarent in seer and water etc also I do believe in arts and culture but dribbling money here and there isn't going to help and I'm not sure it really makes it accessible to everyone it's still very elitist

I love Sudbury, it has a lot to offer.Have little confidence in city hall.

I love this city. We need to welcome change and i prove our city. I am excited for the new development on the kingsway. I am also excited for the new ideas for downtown. We need to clean up the buildings that are an eye sore and develop something where our less fortunate citizens can live and have a decent life. We need to take care of them. Just because some have low income, shouldnt mean they live in disgusting housing.



What other comments, if any, would you like to pass along...
I really think we need whole new representation at the table. More concern for the citizens who gave them the opportunity. Taxed to death, yet worst infrastrucure we have ever had. Removed seniors services by changing the age definition ... YET putting forward the pretense of supporting seniors health and ability to stay in their own homes.
I really tired of listening to council bicker about the new entertainment center. I am for this entertainment center. Also I feel that if it didn't leak out through the media about the site in Coniston for the ferrochrome plant, the citizens of Coniston and area would have never know. Coniston is a beautiful green town, after years of barren rock. Would love for my children and grandchildren to live in this wonderful town.
I sometimes watch the council meetings, I feel as though the councillors are generally good hearted, but, have very little authority to do anything. Its embarrassing watching sometimes, and how the overall process of consultants being engaged to present 500k reports, when the city easily could have gotten the same quality work by engaging people on line and having some people sheppard the processes. as well open feedback online all the time would be very helpful to the city.
I strongly think that the Kukagami Lake area should be released from the City of Greater Sudbury. Paying "City" taxes for the non-services received is terrible and not at all fair. Trying to follow local bylaws clearly written for city-proper living is very difficult and also again, not fair, for those us of living or cottaging in that rural area.
I submitted a neighborhood petition about road and traffic conditions on Boyce St. last year and I haven't recieved any responses or action. Since we are approaching spring, I contacted 311 and had the petition reissued to the appropriate people. Traffic conditions and high speeds are an issue since the panoramic apartments have added many new buildings and hundreds of residents. Boyce street has a lot of pedfestrian traffic and no where for them to walk but on the street.
I suffered a concussion four years ago and I still have symptoms. Driving or riding in a vehicle in Sudbury can bring on headaches. I can drive on area highways and outside of the city with no problems. As soon as I'm in the city, the bumping around cases headaches any time of the year. Good road maintenance is not just about car damage and annoyance, it's about health. I'm sure people with arthritis and back pain could say the same.
I think all of the planning for the new Kingsway Entertainment District as well as the downtown arts and cultural hub are very exciting for our city. I truly hope that these plans will come to fruition. Our city councilor is Mike Jakubo. I am so very pleased to be in his ward. Mike is so engaged with our community. He keeps us appraised of important matters via his facebook page and is very quick to respond to any requests/concerns. We are lucky to have him at the helm.
I think all the groups that are for city growth should put their cumulative efforts into having the tracks relocated from downtown and the 52 acres be developed. There is significant costs to do so, but the pay back over the next 25 years will be substantial between the sale of the property, permit fees and property taxes. Not to mention 25 years of construction work.
I think garbage collection is something that needs to be looked into. Asking people to put out garbage before a fixed time is not going to control bears. Far better to give a better idea of the pick up time on their street. Do more to encourage/educate/enforce recycling & composting, and to stop illegal dumping. Also better bylaw policing for offenders. The bus service is inconvenient as best.

**What other comments, if any, would you like to pass along...**

I think I have given honest answers to questions in the survey but I think TOWN HALL MEETINGS with the Mayor or someone who really cares about what the people that elect them think would be a great start to open dialogue about improving the city and improving communication with all residents young and old and not just a couple of meetings they should be ongoing so that when there is a council meeting whoever is holding these meets would be able to speak to what is most important to the people not just leaving it up to councilors to do this it would also help the councilors out by verifying what they are trying to accomplish.

I think it's shameful and embarrassing the way council has ignored the advice of experts and their own long term plan to promote more sprawl and stretching of our already-crumbling infrastructure. After years of mismanagement and sprawl, it's now time to heed the advice of experts and recommit to smart growth, not pandering to fools who think that pipe dreams can come true. I'm honestly embarrassed by the foolishness of many of our councilors and am greatly disappointed in our city these days. I expect I'll be one of those who leaves, when my children finish high school. They will undoubtedly choose to pursue lives in less backwards cities and I'll do the same. It's a shame, really.

I think that City Council has to come together and agree on things. For years, there has been too much infighting. It would be nice if the Mayor could guide council and get councillors to work together and agree on things.

I think that for our mental and physical health, the city should prioritize trails, arenas, parks, pools, and other recreational spaces.

I think the bigger focus should be on our roads and on our streets. Better quality of asphalt Needs to be invested in order to prolong the life of our roads, and reduce the costs of constant repairs. I think it is also Exceedingly important to find a way to clean and reduce the mess on our streets, I can no longer go for a walk down the street, or a hike in the woods without worrying about needles. I can't imagine being a parent and worrying about playgrounds and parks as well. Sudbury is a beautiful place and a perfect example of the great outdoors that make Canada amazing, but it's an absolute crying shame that exploration is no longer worth it. Growing up in Capreol, we could go for drives to see new places without destroying our car. We could go for hikes through all of the woods and discover new places without being afraid of needles and glass everywhere. I would love to see my home returned to its former glory, especially in Sudbury where it is so much worse. I'd love to see the problems addressed and fixed rather than focusing on having shiny distractions put up.

I think the city is making great strides in improving overall but it does still feel a little slow moving. Also, there seems to be a lack of activities for the younger population or advertisements to those activities especially in the wintertime. On the other end of the spectrum, elderly & disabled services are somewhat lacking and especially education on how to help those in need in those criteria. Sudbury has many services available but it seems to be unable to reach the intended audience, people simply don't know about it.

I think the City of Sudbury needs to remember that there are other towns that make up the City of Greater Sudbury and they should stop only thinking of Sudbury when it comes to spending and bettering.

**What other comments, if any, would you like to pass along...**

I think the city should do an objective review of it's procedures to both improve efficiency and reduce costs. Examples: 1. I have witnessed on multiple occasions the pot hole patrol shovel the fillet material into water saturated holes. During compaction, I can see all the water and filler material flying out of the hole. What is the cost to patch a hole? Because a few days later all the filler material has been broken up and removed from the hole. Are there better solutions that are more cost effective? The current solution seems to be purely cosmetic. 2. I regularly see plows travel up/down my road with their blades lifted. The roads are covered in deep snow, yet the plows lift their blades because they're simply using the road to get to their destination. Wouldn't it be more cost effective to plow the road on the way to the destination? 3. Snow plows typically don't arrive until about 24 hours after a major snowfall event has ended. At this point, local traffic has already compacted all the snow onto the road. When the snow plow does come, it simply glazes the surface of the hard packed snow turning it into ice. The amount of sand dispensed by the plow isn't enough to significantly improve traction. 4. The sidewalk plows do a decent job of keeping the sidewalks clear. The conditions they face are less than ideal. I live in the Gatchell area and regularly bring my kids to the Delki Dozzi playground. The sidewalk running along Marry street is usually plowed, however, there are no entry points onto the sidewalk from any of the cross streets. We have to climb up large snowbanks to gain entry to the sidewalk. This isn't a huge problem for myself or my kids, but this is a huge problem for the aging population in the neighbourhood. I'm sure this is also a problem in other areas of the city. 5. Watching the Lorne Street (MR 55) and Gutcher Avenue work being done was extremely disheartening. My overall impression is that the contractor did not allocate enough resources to complete the job in a timely manor or to specifications. Why were the utility poles on Lorne Street moved twice, and who is paying for the second move? Why were the curbs on Gutcher Ave. poured twice and who is paying for the second time? The asphalt on Gutcher Ave. was paved in November 2016 and is already cracked and heaving. In 2017, the asphalt had to be ground down because it was paved at the wrong elevation. Who's paying for that? During the work on Gutcher Ave., the contractor removed all the asphalt starting fall 2016. During this work, they would dug up and back-filled the road multiple times, once for each infrastructure item being replaced. Is this really the most efficient use of time and resources? Is this normal for all road and infrastructure contracts? I do not feel like Sudbury is getting good value for it's dollars spent on road maintenance. 6. What were the deciding factors for city council voting in favour of the Kingsway location for a new arena? All of the evidence and research I have seen suggests the Downtown location is a much better location. Of all the people I have talked to, none of them support the Kingsway location. Of all the opinions I have read that do support the Kingsway location, the overwhelming majority of them seem to be indifferent to the location and are simply happy that a new arena will be built. I think a serious and objective review of the project, the decision making process (and reasons for the decisions), it's location, ownership, and impact to the downtown core (which we're trying to revitalize) is needed before too much time and money is invested into a very high profile project to be built at a potentially bad location.

I think the current council is a breath of free air. My only criticism would be about the decision to move the casino from Sudbury Downs to the Kingsway project. However, I hope it works out and that the negative fallout can be minimized.

What other comments, if any, would you like to pass along...
I think The location approved for the Casino/Arena I wrong. I admire Dario Zulich and Perry Dellece. They did a great job selling this to a group of inexperienced and uninformed politicians as well as many in the public. This was land they purchased, next to a landfill site, many years ago with to goal of attracting the big box stores there (Home Depot, Costco, Famous Player etc ) who all knew this was a bad location (as council should have) so that did not happen. Those two have been kidded about their stupidity at family dinners/ reunions for years. Not anymore, they eventually found someone more stupid.
I think we do not have enough recreational centers for teemagers. I would like to see facilities such as inside rollerblade , a supervised teen center etc. I am happy to see the new development of casino/arena. I think we needed that extra attraction which will create jobs and promote tourism. I might suggest that at council meetings the public should have more personal voice and talk about our concerns . Too much red tape . Maybe twice a year have a public forum where the citizens talk for themselves .
I think we're moving in the right direction. There is room to improve but I wouldn't want to call anywhere else home. Thank you!!
I want more focus on revitalizing downtown. I think it's a mistake not keeping the Arena downtown.
I was born in Sudbury and moved to Waterloo in my 20s and came back. Waterloo is a similar sized city, but it has lower taxes and utilizes their bus services better and more effieicently. I hope Greater Sudbury actively looks at what other cities are doing well and tries to implement improvements here.
I was very disappointed to see the new event center be relocated to the Kingsway. I feel as though it will not only ruin the growth seen in the downtown but it will not be easily accessible for all residents. I think it may even create a rise in impaired driving because their is no access to public transit near the site and cab fares are currently on the rise in the city of Sudbury. On that note I would also like to add that I think it would be worth considering extending some bus line hours so that buses run till 2:30am on Fridays and Saturdays. This might not only promote a safe way home but it may help bring more business to the bars downtown because it would become more affordable to get home safely.
I will not do business downtown due to [] having an aggressive attitude to who belongs in "her" city so your spending to revitalizing downtown is pointless when you have random people having anger fits like that. Other than that, the city does a good job with recreation. Roads need a bit of work though.

What other comments, if any, would you like to pass along...
<p>I will soon be running out of computer time, therefore making my comments brief. - The number one problem in Greater Sudbury is "ignorance". The level of ignorance and rudeness is unacceptable. Today, inside less than 30 minutes, I witnessed three acts of blatant rudeness. The people here even "look" ignorant - sometimes you deal with people who you think are "mentally challenged" but they are not, they are the "average" citizen. Ignorance breeds ignorance - it causes bad intercommunication, bad relationships, bad health (physical/emotional/mental), obesity, drug/alcohol abuse, bad home life, poverty, and wasted lives. It's very sad that children are not properly guided and will often become adults who will have a poor quality life or waste their precious lives. They in turn will not properly guide their children, and the cycle is repeated. - Box "Quality of Life" should be deleted - too vague - quality of life means something different for different people. - Potholes (dangerous / damages cars - must spend money for repairs). - Long waiting list for nursing homes (just spoke to a resident who waited nine years). I heard a lot of baby boomers say that before they get too old, unable to have lodging in a nursing home, incapacitated, or diagnosed with Alzheimer/dementia they will commit suicide. A lot of these people said that they would not ingest pills or shoot themselves since they may survive the act and become more helpless than before. Since the Sudbury area has many lakes (masses of water) and railway tracks, they plan on drowning themselves or laying on the rails. In the near future, some "employees" will be fishing out bodies from the water and dealing with severed bodies. - Because of construction nature disappearing (this will become a serious problem) - Rocks being "destroyed" - the rocky scenery was what made Sudbury unique and could have played a large part in attracting tourism but it's too late now. - City buses have meshes in the window making it difficult to see. - Bilingualism: at the hospital, etc., hard to get bilingual services (employees/information on paper). Signs not bilingual - example: Rainbow Mall / Services Centre (?) there are three large identical English signs in the window (re parking). How come out of the three there is not a French one (unacceptable)? - Many people with great ideas to make Sudbury "grow" will not offer opinions or work towards that goal since they do not want the city to enlarge since it will cause problems (for example I believe in today's paper citizens are complaining about construction noise). A lot of bright people will never work for the "government"</p>
<p>I wish that in all those years there was no tax hike there had been at least 1% so that it could have been used to properly maintain and fix our roads and infrastructure. Things might not be as bad as they are now.</p>
<p>I wish the City would focus more on and give more funding to local museums, non-profit community centers &amp; libraries (programming &amp; capitol) and work on fixing our roads-they are horrendous.</p>
<p>I wish this council would give as much attention to our roads and services as it does to parks and trails</p>
<p>I would encourage the city, and the city council to take the time to listen to its citizens and take time to review information presented to it. I believe that the arena/casino downtown vs Kingsway location process was too rushed, and decisions regarding this matter not transparent. Which makes me question other decisions by this council.</p>
<p>I would like for things to go back to the way it was before amalgamation. Greater Sudbury is too big to care for every little community. Services are spread too thin.</p>
<p>I would like our police services to be more responsive and accessible. Filling out a complaint online is not accessible to everyone. Police response times are not always the greatest and there seems to be a large barrier between the community members and the police.</p>

<b>What other comments, if any, would you like to pass along...</b>
I would like the city council be able to make decisions without delaying their decisions because of people objecting. You cannot satisfy everyone, so if you decide to allow the construction on the Kingsway it should not be delayed to start the construction. When a person asks a question to his/her counsellor, that counsellor should answer back himself/herself and not pass the message to someone else to answer. If researching the answer it should be done before answering to the person enquiring.
I would like the city to try and support the arts and culture sector more fitfully, to make that part of quality of life more vibrant and diverse. I feel more drawn to cities in the south because of their more vibrant arts and culture scenes.
I would like to live in a city where people who provide public services are friendly, I don't feel that is the case here in Sudbury. Look outside Sudbury to find what works for other cities. For example Vaughan Fire Department has a 99% citizen approval rating, we need better leaders who will do the work to fix our current situation.
I would like to see a flea market type event monthly taking place in the Sudbury arena. I think this would be a great endeavour that would allow young entrepreneurs and vendors to get good exposure, and allow the arena to make some profit by renting spaces out at a reasonable cost. Most people I run this by, think it's a wonderful idea, because it's something unique that would thrive in our demographically diverse population and has something for everyone, not to mention the occasion to go out and enjoy a once a month event.
I would like to see less centralization, more in the outlying areas.
I would like to see more services for the homeless downtown. I know it is a major concern among citizens. It affects businesses in the area. I think a focus on ways we can help those people would help the drug use and crime (car theft) in Sudbury.
I would like to see more thought put towards the young adults (12-17) and children. Chelmsford has this amazing recreational facility for just the young adults where they are supervised but can still have fun and hang out with their peers. It keeps them safe but gives them a sense of independence... my brother was involved with the program and it was amazing.
I would like to see the city be a safer place to live in and a healthier place also.
I would like to see the city of Greater Sudbury help its citizens more when it comes to site plans, fix the roads to last longer than 1 year, work with snowmobile clubs to help increase winter tourism and build the arena where the experts you paid tell you too and that's downtown.
I would like to see the road salt program eliminated.
I would like to speak to someone about my comments about events within the city. []
I would like to see this city get there [] together, and get rid of the big egos. This city belongs to the people not the mayor councillors. This has been the worst I ever seen this city. Shame
I would love to see more opportunities for my children to participate in activities. We are not considered low income there we are not eligible for some activities within the city. I like when I see activities that include all people. Just because we are not low income does not mean we can afford any extra activities for my children. We loved the play ball that was offered.. The skating lessons (although I don't think free skates and helmets needed to be funded), they could have been there to borrow and that way the program could have went for longer.

<b>What other comments, if any, would you like to pass along...</b>
I would really like an explanation on the vote regarding arena locations from the summer of 2017. It's structure made no sense, nor did the way it tied councillors hands. It was poorly handled from start to finish, and is the basis for the division in the community. This council has done nothing to set a course for our community, let alone making a plan (forget about sticking to plans, they toss those out when they become inconvenient), and selling it to Sudburians. This council may represent my single greatest political disappointment to my adult life.
I would recommend great caution in the area of deficits , this province has raised it's debt 1141 % since 1990 ....interest rate hikes of even a small amount will leave us stealing money to pay to service the debt in both our municipality our province and certainly our country.just because you can borrow to spend does not mean you should.....will the legacy be of stealing from future generations in order to have a councillors name placed on the outside of a building ? a little fiscal responsibility is needed
I would seriously like the road maintenance to be looked into regarding the products they are using and consistently repair pot holes on the major routes as this is not being done & creates chaos when driving in the Sudbury area.
I'm not happy with the infrastructure, the lack of \$\$ we put in helping our City be thriving and welcoming to attract young new Families to our Community. Go to North Bay - beautiful Soccer Feilds / comfortable arena and clean waterfront with activities for young children. Go to SSM where they have a beautiful arenas / yes plural with indoor pools. Timmins is hosting their 2nd annual Stars and Thunder Concert that is attracting thousands of people to their City, where they spend \$\$ . C'mon Sudbury get with the times, lets take risks and try to attract people to our City. Let's be able to host multiple soccer tournaments, hockey tournaments, let's have a ski hill that will stay open during a WHOLE season instead of just half the season.
I'm very worried about my job security I have worked at Pioneer Manor [] and have never seen this place so short staffed as now which worries me a lot . I'm getting older and would like to retire there some day. Being short staffed and seeing a lot of overtime worries me a lot .
I'd appreciate more frequent engagement on social media, as this is where I encounter most of my news. I also think a youth council / young adults council where we can provide input on our needs/values/hopes for the city would be a good way to get feedback from the younger generation who relying on transit and hoping to see investment and revitalization in the downtown core - especially as many of us are skilled graduates who are trying to decide whether we should stay in the North or if another community is more suited to our needs.
I'd like to see larger green bins as they are too short for the average height person to easily get to the curb and are also not large enough for the amount of organic material put into them in a week.
I'd really like to see an improved emphasis on traffic rules
If I could.....I would move out of Sudbury. Better bang for my buck almost anywhere else.
If I was given only one choice to make Sudbury a better place is REPAIR THE STREETS. When repairs are done, don't just fill the holes with hot asphalt. Cut the bad section out and repave the whole area or in extreme cases, like Fielding Road, redo the road from one end to the other.
If Sudbury is serious about revitalizing the downtown area, a plan should be put in place that would include the new arena. No one wants to drive to the Kingsway to watch a hockey game/concert
If this keeps up with the Event Centre, Casiuno and Hotel disagreement, we might not have anything

<b>What other comments, if any, would you like to pass along...</b>
IF WE DID NOT HAVE MR. MICHAEL WORKING FOR US WE WOULD BE IN WORST SHAPE THEN WE ARE NOW. AT LEAST HE TRIES TO GT THINGS FIXED FOR US,RETURNS PHONE CALL AND EMAILS AND IF HE DOES NOT HAVE ANSWER WILL TEL YOU HE WILL LOOKINTO IT AND GETS BACK TO. MR Michael works for ward two,wishing we had more on city staff that had his on-site.
If we want to be competitive with cities like Ottawa, Toronto, Barrie we need to step up our game! I moved away for about 10 years and lived in Barrie. Family circumstances brought me back to Sudbury and in all honesty our city is not up to par with other cities, there's nothing to do and we're like 100 yrs behind the times. The ppl at city hall need to step up their game and make sudbury the city hub of the north.
If you are going to use my tax dollars to hire people to give you advice, take the advice and use it for what is in the best interests of the city.
If you take important venues out of you downtown core you kill your downtown. You hav spent a lot of money attempting to revitalize the core and now you are take a vital component away. Rethink your decision
If you truly want to be thought of as a world class city then you need to put your money where your mouth is. We need an arts center, we need to clean up the downtown. Get rid of the transit center (aka drug hub). Make sure that companies that buy property such as the old hospital actually do something with it instead of letting it become the biggest eyesore in the city.
If you want to revitalize downtown, then make it a place people want to go. Parking is such an issue, but more importantly safety. I don't feel safe downtown, especially the bus station. I won't let my kids go downtown. We have changed all of our med appointments to different locations! No need to go there now.
Il nous faut assez souvent prendre la route pour faire des courses ou aller a des rendez-vous mais les routes sont graves! Alors malgre que notre belle ville a beaucoup a offrir, souvent on evite faire une sortie a cause des damages a nos automobiles!
I'm a young professional who moved here for work and find a city with tonnes of potential. Unfortunately, much of that potential is wasted by a city council who make major infrastructure decisions that aren't based in any sort of evidence or understanding of the realities that face modern 21st century cities. I'm strongly considering moving to another urban centre that actually follows its plans (i.e., downtown master plan) instead of ignoring them while pulling the wool over the eyes of citizens, half of which believe they're getting a free arena (monorail anyone?). I'm also frustrated that the city's transportation planners are stuck in another era, and would encourage the City to force them into the 21st century. We don't need to solve all our traffic problems by building roads, especially in a city that is barely growing and whose population is smaller than it was 35 years ago. We don't need to six lane Notre Dame - we need to give Paris Street a road diet and actually build a bike lane or two. And how about planting a few street trees while you're at it?
I'm disappointed with the lack of leadership shown by council with regards to the Arena. The citizens have become extremely polarized on this issue and I feel that it should have been our council and mayor leading all of the city with a great plan . Instead I see cronyism back room deals and a lot of name calling, this is poor leadership.
I'm very disappointed with the council and the Mayor with how they have handled the situation with the "Kingsway Entertainment District". There was clearly interference [] and the council has seemingly turned a blind eye while the project seems to sit idle.
Improve infrastructure, council to stop arguing and get on with improving our city. Need better management.



<b>What other comments, if any, would you like to pass along...</b>
Improve our public transportation and make it more efficient (times, locations, create a better map by expanding various terminals rather than just having one). Create SAFE bike paths (i.e. separate the bikers from cars with barriers like curbs) and expand side walks.
Improve Sudbury Transit as it how I get to work and I am a shift worked so day shift starts bus only starts at 7 15 so I have to take cab to work
Improvement in customer service, be it when we call, snow removal or garbage collection needs to improve. Employees for garbage removal should have more pride in their job and now throw bins across the driveway or road and then leave them there. I thank our city councillors for their excellent job trying to represent us.
In an effort to be more connected with the community I joined the valley east community page unfortunately it's run by Kirwin who won't let it be used as a true community group but as a platform for his extremely repetative political rambling and for him to make money advertising[] . It's extremely annoying and unprofessional. I am disappointed they don't have guidelines to follow he should be a political page to run not a community page.
In favour of the big projects being proposed especially around arts and culture Need for more bike routes, recreation facilities
In the Strategic Plan, one of the initiatives was to revitalize the downtown. But now Counsel has selected to move the Arena outside the City core. A downtown arena would add to revitalization so it's confusing that they would select something against the Strategic Plan. Since they have made this decision, perhaps the Strategic Plan is no longer relevant and therefore should be updated to say that the City no longer believes in Revitalization of the Downtown Area.
In think it's great they are going ahead with the arena and casino. In think it's good for the city. The art gallery and new library is also great. I believe transit has to improve.
Instead of pleasing the few individuals that complain until they receive special treatment. Say NO, and treat all households equally according to a fair and equitable policy. OE use your individual discretionary fund to appease those specific households until you run out of money instead of using my tax dollars to buy these people's silence with thousands of wasteful spending per ACR
Invest in the downtown seriously. The arena needs to be downtown. Hold your contractors more accountable for performance. Contractors need to add more value for the money they get from us. Road construction is a travesty. Our city needs to invest in value stream mapping of the work being done.
Involve young people. They are the future!
Is there any way to enforce child support orders more efficiently than FRO? We should make the Sudbury Police non-emergency phone number more available to the public.
It can always be better. Less arena nonsense please just build it if it's FISCALLY responsible. Let's make a better plan for downtown, please fix the roads with better materials annnnnd let's not be a city in debt.

<b>What other comments, if any, would you like to pass along...</b>
It is very frustrating to see our vehicles being slowly destroyed by the road system or lack of it. Also to see the majority of ,motorists completely disregarding the speed limits . ie 75 kph plus in 60 kph zones. This is dangerous for people like us who actually stay within the speed limits. When you have aggressive drivers who endanger others, it is something that should be addressed at all times and not after a major accident or when someone complains. I'm not sure if the funds from the speeding fines goes back to the community but if it does it probably would fund a designated traffic unit. If there are not the staffing for this, it should be implemented. Criminals drive cars, and need transportation. If the uniform and vehicles are visible then it would act as a deterrent .
It seems terrible to leave a complaint about city staff member, as all other city staff I have encountered have been friendly, polite and helpful
It seems that decisions being made by our municipal government made go against proven facts, I'm not satisfied with council at all. Also, the city needs to take a more active role in the way contracts are awarded. the construction companies doing winter maintenance and road work are raking it in off the backs of the taxpayers and don't seem to be accountable for anything. There's no rhyme or reason to how they operate. Its as if the city gives them a cheque and free reign to do whatever the fuck they want. And thanks for fucking up the arena.
It seems there is a lot of arguing within council and not enough public opinions.
It was better before becoming the City of Greater Sudbury!
It would be nice if survey questions more comment based instead of preset questions.
It would be nice to see some financial analysis of gigantic \$100M projects before we move ahead with them. Explain to people exactly how much their taxes will increase as a result of these initiatives. Explain to people exactly how much we are getting in return for our extensive tax investment in these new initiatives where we build one man an entire facility with our money (\$0 - sounds like a great deal for a Mr. Zulich but not so much for us). Explain to people why we have to spend \$100M on a new arena and facility when we could spend \$60M for a new one, or we could just upgrade what we have!! Also, please ask councilors why we bother getting any sort of report done by experts if we have no intention of following recommendations because our councilors seem to know what's best for us anyways. Why spend the money then? Seems silly to me!
It would be spectacular if the road maintenance could be improved. Our roads are horrendous and it is costing me personally hundreds of dollars every year on preventable repairs to my vehicle, as well as causing a number of safety issues relating to both vehicular traffic as well as pedestrian. I do not feel safe walking along the side of a road without a sidewalk with my child for fear of personal injury.
It's should be more inclusive of the people in outlying communities— we're paying taxes too and are often ignored (roads are horrible, drainage systems such as culverts and ditches don't flow, etc). City run childcare programs (I.e. playgrounds) are not inclusive of people who don't work "city worker hours".
It's getting more and more expensive, everything is going up, look at the price of gas in Sudbury, water and sewer tax, property taxes, hydro etc. That money comes from our wallets, I would like to see it spent wisely, I worked hard for that money. Keep up the good work.
Its great to have the 311 number, but it does no good if messages are left and no one responds.

<b>What other comments, if any, would you like to pass along...</b>
I've never ever seen such lack of snowbank removal as I've witnessed this winter I felt really bad watching seniors climbing snowbanks all winter long ex 65 larch a medical clinic and the front of the Rainbow mall also the City has made a big mistake in allowing a Liquor store a Methadone clinic and a Tim Hortons in the downtown core next to Sudbury Transit I talk to so many people about this and most are scared to go downtown I think the City should get all this rectified soon
I've travelled a lot. As I age I appreciate this city more, but unfortunately I see how social issues are not recognized by the public and city funding is poorly spent. With the consistent scandals that are coming to the public makes it very embarrassing to be politically active
J'aimerais que le centre ville soit une priorité
J'aime vivre a Sudbury. Les gens sont tres bien et amicale.
J'aimerais beaucoup que le flannage de la construction de la nouvelle aréna commence. Les gens qui s'y opposent ont droit à leur opinion, mais cela ne devrait pas couter plus d'argent au restant des gens... C'est une blague le tout... La ville a besoin d'une nouvelle aréna et le centre-ville n'est pas la place... Il est essentiel que le centre-ville soit nettoyé afin que les gens n'aient pas peur d'y aller...
J'aimerais que tous les conseillers municipaux suivent l'exemple du conseiller Robert Kirwan en ayant un site sur Facebook permettant aux citoyens de leur circonscriptions respectives de pouvoir discuter des dossiers municipaux et ainsi avoir une voix, des opinions à présenter.
Je ne serais pas contre une augmentation exceptionnelle (10% +++) pendant quelques années afin qu'on puisse finalement se rattraper en ce qui concerne notre déficit des infrastructures.
Je serais très heureuse si la ville pouvait nettoyer les pistes cyclables sur la Bancroft aussitôt que la neige fonde. Je vis dans le coin Autumnwood, et je fais du vélo au travail jusqu'à l'Université Laurentienne. Et je commence le vélo dès la neige est fondue. Merci!
je suis contre installation centre Bingo dans le ville Sudbury -
Je voudrais que la bibilothèque réponde en français à une correspondance adressée en français et que les noms de nouvelles rues reflètent l'histoire de cette région et les francophones soient bien représentés dans ces noms.
jobs are so important! Let's create more!
Just hope they fix Burton Ave.Washboard street.Almost a dead stop before we reach Humber Court
just keep making sudbury better :)
Just keep the city safe and clean and stop adding extra taxes we will be just fine
Keep and promote the Citizen Service Centres and Libraries as driving downtown to TDS, especially in light of the long construction re-development and parking costs, makes the CSC's a favourable option.
Keep current activities moving forward. i.e. Junction, KED, Maley extension.
Keep going with the Kingsway entertainment complex, it is going to be awesome and by far the best move I have seen this city make
Keep of the great work in promoting Sudbury as the northern destination to be by encouraging location of the ferrochrome plant here and approving zoning for the Kingsway Entertainment District. I know this has been an extremely challenging time for council in defending your actions but this development will be the catalyst to future growth of the city and jobs for many and I strongly believe you've made the right decisions. Well done Council!!

What other comments, if any, would you like to pass along...
keep our house taxes down so seniors can still remain in their homes and not lose their homes by the high taxes... work in keeping seniors healthy and please be transparent about the animal shelter about your surrenders, euthanasian and adoptions, not only show the good pictures, be transparent and be truthful
Keep the arena community center downtown. Fix the roads so that out of towners will return for another visit. It is embarrassing. The roads need to be fixed before any funding can be provided for a 100 million dollar arena that only benefits the developer of a worthless piece of property.
Keep the arena downtown!
keep trying, and keep listening to your citizens. Get green, as green as possible. You've come a long way, let's set the stage for the future and be an example to all northern communities in terms of vision for the future, and transparency in government.
Keep up progress on events center/new arena. Cut fees for businesses to come here to create jobs. Tax the mining companies more to help pay for our infrastructure. Use better quality asphalt and paint for our roads.
Keep up the good fight for transparency and for the people👊
Keep up the good work
Keep up the good work
Keep up the good work but please, please do a better job of maintaining our roads !! Thank you
Keep up the good work on the Kingsway and the library and arts center! More needs to be done for our road repairs and winter maintenance!
Keep up the good work with trying to constantly improve our city. We want it all, but in reality we have to give a little from somewhere to gain a little somewhere else. We definitely do still have room for improvement, especially when it comes to budgeting and where to spend our taxes, but I personally know that there is no way to make everyone happy. I just hope that you analyze every scenario and re-analyze before spending our money, to decrease waste. And to always go middle ground for jobs/contractors. Do the research. If someone is cheap but the work will last a couple years, we should think of spending a bit more to make it last double or triple the time. Thank you for all the hard work you all do keeping our city a happy one.
Keep up the good work, but please make road maintenance (i.e. potholes) and snow removal more of a priority.
Keep up the good work.
Keep up the good work. Lots of wieners you have to deal with.
Keep up with the progressive Kingsway initiatives and please fix the roads
Keep working to make our City Great!!!

What other comments, if any, would you like to pass along...
Keep your Councillors in check. There is so much mis-information being propagated by a few of them. There is absolutely no accountability within the governing municipal system as far as I can see. City needs to fight back mis-information being propagated within it's own confines. Your citizens are confused. Following the KED process, it seems to me like the city hasn't properly followed process or is cutting corners to move ahead at a faster pace on projects. This makes your citizens feel ignored. Implement the downtown master plan as an official document along with the Official Plan. It's been in draft mode for over a decade now. Also, If you take an anchor out of an area, (Arena, Chelmsford Slots) to put it in another location, and you aren't required by law to make an economic impact analysis, does not mean you shouldn't have one. If you care about this city, you would have an analysis regardless seeing as two areas of the city will be affected financially and economically by this development to benefit another area of the city. Take initiative, be fiscally responsible. I don't need to support a city that doesn't listen to logic, statistics or studies, the new generations are very mobile nowadays, give us a reason to stay here. Make Sudbury an attractive city.
Kindly take a walk down Applegrove Street. In the winter and spring the jail dumps its snow and blocks the sidewalk. In the summer there is absolutely no maintenance done to the "lawn" area so it's full of tall grass and weeds. I believe there are plenty of citizens who owe a debt to society who would benefit from some productive physical labour such as wielding a shovel or a broom to help beautify our landscape.
La ville démontre un manque de leadership dans nombreux projets et manifeste aucun leadership/planification à long terme. Par exemple, alors que le député provincial veut financer une bulle de soccer... la ville ne s'implique pas dans le processus pour choisir un site centralisé et adapté... et la ville cherche à taxer des installations sportives à but non lucratif (centre de tennis de Sudbury.) Sans qualité de vie, pourquoi même choisir de rester dans une ville qui offre rien de moins aux citoyens que du pavé craqué et des nids de poule en quantité industrielle... et comme solution, on veut m'offrir une aréna à Coniston et un bingo de luxe.... quelle vision...et cette sale de bingo sera situé à deux pas du dépotoir.....
La Ville du Grand Sudbury devrait faire preuve de davantage de transparence dans ses divers processus, et ce, notamment en consultant davantage la population et en utilisant réellement les résultats desdites consultations ainsi que ceux des études qu'elle mène. Elle devrait également augmenter son offre de services en français en utilisant le principe d'offre active. Dans un autre ordre d'idées, elle devrait enlever plusieurs barrières bureaucratiques à des projets contribuant à la revitalisation du centre-ville.
lack of community resources for mental health is dismal
Le système de compost et le nombre de jardins communautaires devraient être répandus dans toute la ville.
Le titre du sondage est en anglais même dans la section française du sondage. À corriger. Merci d'avoir traduit le sondage et de me permettre de le remplir en français. J'apprécie.
Less drama during council meetings pls
Let the councillors do their job as elected to do so. As an adult who moved to this city ten years ago, I can say that the rest of the North looks at Sudbury as the Capital of Northern Ontario. Let's continue with projects like the Kingsway Development to ensure our city continues to grow and prosper.
Let's get this act together and address the issues that affect us all - primarily proper road maintenance

<b>What other comments, if any, would you like to pass along...</b>
Let's get this Kingsway Entertainment District built! Go Sudbury!!
Let's see a cohesive long term plan. A custom, if you will, of what we can become but with specifics. I agree with the Kingsway location for the arena and casino. The city does not revolve around downtown.
Listen to your community activists, they are the life blood of a caring community. They will not stay if not respected. Listen to the older business Founders who built this city and employee thousands of people. You do not do service to your citizens by allowing their exploitation by casinos and by letting the corruption at city Hall dictate the policy
Little information from city no idea where tax money is being spent dont know where were heading poor leadership other than the god damm arena its a [] tear it down its lived its lived its life..
Look at innovative ways to move this city forward, recognize your majority tax payer base, stop funding consultants to do another study, make decisions on your own that will benefit the majority ( you can't please everyone), fix the damn roads
Look at your roads how are ppl able to get to events etc.
Look into the city services and the people who are in a higher position and abusing that position
Look into why all small businesses are closing in this city and help promote.
Looking forward to changes
Looking forward to the entertainment facility on the Kingsway
Love living here
Lower annual tax rate increases to 2 per cent or under, keep wage increases and benefit increases for city employees to a modest level- under 1.5 percent, don't get carried away with spending exorbitant amounts of money on the Kingsway entertainment centre that will burden future taxpayers for generations.
Lower the damn taxes!!
Major council changes are needed, too much old boys club mentality. We need more accountability with capital expenses and why captial projects continue to be assessed and reassessed over and over again costing additional money in additional studies costing thousands of additional tax dollars.
Make decisions at council, stop deferring decisions. Enforce quakity control on road projects.
Make decisions faster. every issue/plan gets dragged out for years. People HATE this!! By doing this you divide your community for such a long period of time, then we all get sick of it and either become enraged or ignore the situation because we don't want to hear the same thing over and over... Also, define and make processes easier (and perhaps cheaper) for building. For a normal citizen , it is not only expensive..but is like rolling dice to see if you can get a permit. Lastly, i understand that the city is a business but please Remember this is northern ontario and not toronto. We like our space, our outdoor activities> try to help cater to that instead of making it harder to do anything around here.
Make sure the new downtown projects are funded within the existing budget. The Kingsway project had to add the Casino and Hotel to earn revenue to pay for the project. What does the downtown have planned , other than taxpayer's.
Make the community better so that people stop leaving.

<b>What other comments, if any, would you like to pass along...</b>
make the contractors that pave our roads liable for the work they do and they should be paying the cost to have to repair a pot whole or entire road they repaved withing the first few years. They use junk on our roads and we keep paying it with the tax payers dollars with no liabilities for there poor work and product.
Management needs to be thinned out. Top administrators salaries need to by reduced. Police and fire services are going to send this city to the poor house...regular, unionized fire fighter making over \$120,000/yr....ridiculous. Managers taking vehicles home when they are not "on call"....ridiculous. Waste of tax payers \$.
Many people are living from pay check to pay check yet this city does little to finding efficiencies and trying to reel in spending. An increase in taxes over the rate of inflation doesn't add up as many services are tied to a user fee which sees increases of over 7% ( sewer and water rates) The level of waste is unbelievable and if any private corporation would follow this means of running their business they would be broke in less than 6 months. We are not getting value for dollar We are not getting accountability. The bitterness is mostly due to a total lack of accountable oversight in spending public funds. We fail to look at what we did right In the past which garnered public satisfaction and continually throw the baby out with the bath water with our service delivery model
Maybe they should stop focussing on expensive legacy projects and work on strategies to attract people to live in our area. We have a steadily declining population - legacy projects are great if we have the population to support them but it feels like the city is taking on too much too fast and I am concerned that we will have spent all kinds of money and/or taken on all kinds of debt and not have the population base to support it. Slow down, focus on one big project for now, and spend some time determining how to sell Sudbury as a great place to live and raise a family. I also want to say that I am opposed to the construction of a new arena and entertainment centre on the Kingsway - maybe there should have been a referendum and an opportunity for voters to have had a say about where the new arena should go. The site chosen is not accessible to everyone and is contrary to the city revitalization plan. Not impressed.
Mental health and addiction services are under funded. The poorest and hardest to serve population in Sudbury is always the one that suffers. We need to start helping the people who need our help the most. People are dying and suffering because people with power don't care and it's heartbreaking and truly just makes me want to leave this City. While we're by no means the worst, that shouldn't appease anyone and make it so we are comfortable with how the status quo is. CHANGE NEEDS TO COME. People need to be helped
Merci de ce sondage et de nous donner l'occasion de partager nos opinions. Par contre, j'aimerais bien avoir un compte rendu de ces sondages car à toutes les fois que j'ai participé à un sondage, je me sentais comme-ci personnes n'avaient lu ou pris en compte mes commentaires. Les décisions municipales continuaient comme si rien n'avais changé, comme si le sondage était juste pour le fait de dire que "nous avons sondé le public". Je sais qu'il est difficile de plaire à tout le monde, et qu'il est rare que les gens prennent le temps de s'informer correctement des problématiques municipales, mais certainement être transparent et publier plus d'informations ne fait pas de mal.
Minnow Lake needs a library, gym, grocery store, bowling alley, outdoor covered skating rink/walking track, restaurant, French Church and Ikea.
More bylaw enforcement . Garbage, handicap parking zones . More enforcement on speeding past school zones.
More citizen engagement. If the City pays for a study, at least listen to the recommendations.

<b>What other comments, if any, would you like to pass along...</b>
More citizen involvement, less City staff involvement. We didn't vote for staff
More effort needs to be put into downtown. Right now, there are not a lot of reasons to go there
More grants should be provided to smaller businesses with a credible project. Sudbury should be a tech hub with low cost of living and many things to do, we can attract people to live here in clean sustainable jobs.
More interaction when needing help from the city,very annoying having to keep asking why...where is my councillor .? Better service for my tax dollars
More police presence in the Valley.
More re-greening, force business to clean up messy properties. ie, Lockerby Transportation
More support and care needs to be given towards our seniors. Pioneer Manor needs some help with staffing issues.
More transparency
Most roads have huge potholes. Infrastructure and road repairs are my number 1 concern.
Move forward with city growth on the Kingsway . AND work to upgrade the downtown .
Move the methadone clinic away from the downtown area, then perhaps things will get better. More policing of the bus station, too many drugs are being sold on the sidewalk by the bus station on Elm Street. I drive down Elm street daily and see the transactions on a daily basis.
Moving if things don't improve roads hospitals taxes
Moving the arena away from downtown will ruin any chance of having a decent downtown. It didn't work for Ottawa, why would it work here?
[ ] Council members should not be allowed to run Facebook pages in the manner that he does. He asks for feedback and then does not allow others to voice their opinions and blocks people. The debate between the downtown core vs the Kingsway for the new arena was very poorly handled by the mayor and by all involved. The city daycare website is horrible and wait times for childcare are too long. I applied when I was 4 months pregnant and my son barely squeezed into a spot in time.. and not at the location that I wanted the most either. Or even the language that I wanted. My property taxes are way too high for a condo that is one building with several units attached. We don't even have use of the compost green bins. Our roads do not get plowed enough. We need far more senior care. The hospital is overloaded with patients who should be in a nursing home.. not in an ACUTE CARE hospital for emergency/short term treatment.
municipal government is a disgrace. stop wasting money on slimy bussiness people. if they want to build, use their money not mine. stop giving away money to "arts and culture". contrary to your stupid ideas, these are not important to working tax payers. youre not going to give me money when im in trouble , so stop giving my money away to crap we dont need or want. use tax dollars to fix, repair ,maintain, when that is fully complete then mabey bale out groups that are meaningless.
Must invest in more mental health supports, better transit and revitalize the downtown
My driveway culvert is raised quite high,needs to be lowered having trouble getting my car out called to have it inspected and fixed, was told it would cost me 650.00 I'm a senior on pension take it from my property tax I pay too much as it is, not paying any more I will get some sand and fix it myself oh what a wonderful city I live in when I have to pay extra for crossing city property to get into my home



<b>What other comments, if any, would you like to pass along...</b>
My observations for this city: - The number one problem is "ignorance" - it is unacceptable the amount of ignorant and rude people in this city. Ignorance breed ignorance and and ignorance causes all kinds of problems (bad physical/emotional/mental health, bad relationship, bad jobs, draining taxes, etc.) - Too many pot holes - Signs not bilingual (English/French) - example" on the outside windows of the Services Centre (?) at the Rainbow Mall there are
Ne pas oublier les communautés à l'extérieur de la ville de Sudbury
Need better buses if you want people to spend money at local pubs also need to better attract higher paying employers and open the city for business also stop throwing red tape on the kingsway its a good project and it is impotent for the future of this city
Need better people heading the roads department in Sudbury. Can't think of his name but he doesn't impress me.
Need better road development and find ways to use less road salt and go with eco salt for the roads and our vehicles
need better usage of the tax dollar
Need more programs for kids Affordable programs
need more renewable energy projects
Need more senior transportation, affordable living accommodations,
Need road crews out fixing pot holes all night optics values alone. Need to improve things like lamp posts this is the type of thing visitors notice Need to move vagrants to other side of tracks it's scary to walk the streets and now have younger university students downtown. The Salvation Army is in the heart of the down town. Move it please. Encourage people to walk. The out of cold shelter must be moved. I invested in the down town, purchased on larch st, there is so much potential. More policing on foot or bikes. No one will want to send their kids to school with a downtown you can't walk the sidewalks. Salvation Army, particularly, observe it , let's see councillors walk that side of the streets by themselves. Need to get more value from for service, fire services make way too much and do far to little. They are not police or paramedics, find them something to justify wages. Beautify, flowers hanging on lamppoles downtown is right do more. Pave roads with shoulders. Roads are punishing to vehicles, too much cost to maintain. More police presence,, I want to live in a city with reputation of forceful cops I those that don't are misguided. Don't let Sudbury be a haven for criminals and those of low morality. Council should look to build, forget silos and water towers, Kingsway site is the only place for centre, shut down groups who slow progress. You must show who is lobbying for everything let citizens know the real power holder's that will change everything.
Need to create green spaces downtown. Why are you supporting building a place du arts when economic support is not given to existing businesses that are equivalent. Stc houses professional theatre, theatre classes and a rental space for revenue. Theatre Cambrian, Sudbury symphony. All funding has been cut over the years. Then when the city does help them they are accused of bailing them out. Support local. Not always new adventures.
Need to do something about the price hikes and hydro costs.
Need to get better organized for road maintenance and winter maintenance. It's an embarrassment that the roads are so horrible.
Need to make it easier for small local businesses to open .... needs to have more young adult activities
Need to speed the process of making decisions and stop wasting money on useless reports. Ex. New arena

<b>What other comments, if any, would you like to pass along...</b>
Never mind spending money on the downtown spend the money on repairing the roads before you do anything else, I have lived here all my life (73yrs) and I have never seen the roads in such bad shape ever. After the roads are repaired then you can think about spending on other things that are needed in this city. Like senior homes , attracting more Doctors here, more day care centers for the kids and getting the homeless work and and a place to live . And last but not least get rid of amalgamation it did nothing for Sudbury or the towns that they amalgamated. Our streets were all in much better shape then and so was Sudbury.
New Arena location will not succeed...
Nicely worded survey, easy to complete, asked valuable questions
No comment other than the incredibly awful state of our roads. I've lost two hubcaps this spring along. It's beyond acceptable. I truly wonder if road contractors purposely do poor work to ensure they will continually make money. I also wonder if the road situation has anything to do with the mob. There is something not right about what's going on.
No to this casino, arena, racetrack etc etc etc super complex. It is expensive and far from a priority for our city. Wasteful.
No way to rate Animal Services and By-Law Enforcement (poor) what is the long term plan, are we saving money over the private sector provision of this service, or is it costing more, if so how much, when will we find out about this? Council seems to be embarking on projects like Maley Drive and the KED that are not in the long term interests of the City as a whole. While previous councils seemed paralysed or unable to make decisions one way or the other, this council seems interested in making decisions, albeit not always the right ones...
Noise bylaw needs to be enforced.
Not convinced "Greater Sudbury" model is working. I own a water access only camp on Lake Panache & utilize very few services for my high tax dollars paid.
Not sure why fire and paramedic are together. I am pleased with Paramedic services but think our fire services should be audited and investigated. They should remain separate.
Onaping Community Center Needs Maintenance Badly siding falling off and painting ,Better Transportation btw communities, Do not close our Arena, You store Xmas Decorations here but our community never sees any, We have lost so many community services here it all goes to city, would like community mail boxes in our townsites our mail boxes currently 2 km away
Once again I must stress the Importance of road maintenance and the lack thereof in the city of Sudbury. This winter has been exactly the same as in the past - very poor quality of snow removal on side streets and sidewalks. Does the city not respect the needs of their taxpayers. For example, this winter when the snow was removed on my street (Meadowside) they would remove the snow on one half of the road only. The sidewalks were poorly maintained, impossible for a wheelchair to manoeuvre on sidewalks in the winter. Noe that snow is melting, the sidewalk between Hudson and the railway track is under water. Does no one see the need to raise the sidewalk? I must say that Bigger so far has been far from better. I am so frustrated with city councils' hidden agendas and the whole « boys club » Mentality and yet you have no problem collecting taxes - something wrong with this picture. The city has not progressed in the last 20 years. Time to do something about that don't you think.
Only one way to go and it's up as it can't get much worst

<b>What other comments, if any, would you like to pass along...</b>
Other than the disappointment in the timeline for the new arena and the bickering about location, if any Sudbury decisions warranted a referendum this would be the one!!!
Our downtown needs to be Policed and these people cleared out. Vagrancy? Loitering? Still laws as far as i know. There are cameras everywhere and they have to show all the illegal things going on. Hell im grey haired and been asked if id like to buy. Tourists may come once but if they take a walk downtown just once that will be the last time. This is not occasional it is daily! Who thought that a liquor store a Timmies beside a family -youth court and a Methadone clinic all in a circle were a good idea? Ive heard people trying to not tell their young kids oh hes drunk or shes drunk and passed out, passing a person so high they are acting stupid or plain passed out from other DRUGS, not just alcohol. Why are the people in charge ignoring all of this? If it is to gain knowledge of the ones doing illegal things for future arrest it is a severely stupid idea.
Our municipal government has to start realizing that the people of Sudbury can not afford any more tax increases. The people will not be able to live anymore with all the tax hikes. The roads need to be fixed and they have to start getting their heads out of their asses and wake up and smell the coffee. We are done and broke.
Our one hospital is a mess the waiting time in emerge is unacceptable and the procedures just to see a doctor is an embarrassment to this city. Things were a lot better when we had the two hospitals running patients were treated as patients and not just a number.
Our pot hole problem is out of control. The side roads are bad in New Sudbury and the main roads are even worse. I visit the farmers market frequently. It is ridiculous how much vendors are charged to have a booth. We WANT more local farmers with more local fresh food. The high cost of having a spot at the market keeps smaller local farms away. Maybe exceptions can be made for local residents residing in the greater city of sudbury??? Keep out the vendors that are buying food from Toronto Depot and driving it down. It is the same thing we buy from Superstore/Walmart but its fooling people. Wouldn't it be better to have LOCAL farmers delivering LOCAL food to LOCAL residents? And without the added booth/stall cost being passed to the farmer AND residents? Thanks for the consideration.
Our roads are the worst in the province.
Our streets could be paved with gold, if only the police would start fining everyone that are using their cell phones while driving!
Our taxes are insanely high!! Ludicrous, many families have moved away due to this
Outdoor activities need to be a priority for Sudbury. Biking trails and lanes are few and far between. Many streets such as Kelly Lake Road, have no sidewalk. (There are many young men using transit to access employment there and are walking up the middle of the lane in winter. It also is part of the Trans Canada trail) Compared to smaller cities such as North Bay, we have limited concerts and entertainment by more popular bands. Jobs need to be a priority for our young people.
Outside of the condition of the roads I am pretty well satisfied, would like to see more programs for Seniors in the the Valley of the type that are a reason to go out and do something (like crafts) without having to go all the way into the city. Would not even need an instructor as there are enough able to do all crafts and willing to help others learn.
Paramedic services is a resource that has been overlooked and underfunded for years. It's time to invest in the overworked and under appreciated EMS workers and provide better coverage in the outlying areas. Great job on hiking trails. Keep upgrading playgrounds. They are greatly improving. Earlier road/sidewalk sweeping... accessibility issues for those with disabilities as result of gravel on walkways

<b>What other comments, if any, would you like to pass along...</b>
Parking downtown. Senior discount age increased for parking shameful. Get new younger blood in council positions.
Pas pour le moment
Patcjing up roads doesnt work. If you don't fix the road the problem will just come back and the city is wasting more money and patches that don't work than they would by re-paving the road. It's a hassle to have a pothole patched one day only for the same pothole to be back a week later.
Pay attention to what city councillors tell their constituents, especially on public platforms, accountability. Listen to suburbanians, fix our roads, use better methods for winter maintenance. Stop going after lowest bidder, you get what you pay for, which is why we keep having a failing system.
Pay more attention to what the people actually want versus what you people think they need
Pensez aux cyclistes, par exemple: Quand Val Caron était une municipalité séparée, une piste cyclable avait été aménagé sur le côté sud de la rue Main, entre RR80 et Kalmo Beach Road pour que les enfants et les familles puissent se rendre à cette plage en sécurité, toutefois, la portion cyclable ne se rend pas tout à fait à Kalmo Beach Rd - elle arrête à 6 poteaux téléphoniques du virage. Récemment (l'année passée ?) la Ville a refait le pavé dans la section entre la fin de la piste cyclable et Kalmo Beach Rd MAIS N'A PAS CONTINUÉ LA PISTE CYCLABLE. C'était une excellente occasion d'allonger la piste cyclable. L'intersection de la Main et de RR80 est mal illuminée la nuit - c'est dangereux pour piétons et cyclistes. IMO, il devrait y avoir une deuxième lumière sur un haut poteau sur le coin sud-est (près de la BMO). C'est une intersection majeure et elle mérite d'être aussi bien éclairée que l'est le terrain du Esso à côté...
Pioneer Manor needs to hire more employees so patients are cared for properly. Workers have to take on double workloads frequently because they are short staffed so often. Unacceptable & not up to Ministry standards.
Piss test your police officers. I'm sure you'll find the levels of trenbolone in [] alarming as well as half of your police force's use of cocaine quite problematic
Planning of the Kingsway development a priority
Please allow the new Gateways venue on the Kingsway to proceed. We are tired of the rhetoric and looking forward to some progressive steps to improve the profile of this city. Thank you.
Please assist fixing, updating, roofing, putting in a water fountain, painting, changing windows of the Lively ski hill.....it's falling apart a
Please build a 2nd road to access the Laurentian University area. 1 road is not cutting it :)
Please build the arena downtown
Please continue to look ahead and plan for the future.
Please do more for those who are homeless, marginalized or have mental health issues. Offer better care and services to our seniors, they deserve better. Please also do MUCH BETTER with winter snow removal especially on sidewalks so people who walk can do so without injury.
Please do not develop the "Kingsways Entertainment District". Instead please use that money on something else, like infrastructure. Sudbury does not need a new arena, but we do need better roads.

<b>What other comments, if any, would you like to pass along...</b>
please do not sell out the future of the city for dario zulich's pocket. i would like to stay and buy property here but will not do so if the KED goes through as i don't want my tax dollars going to that nonsense
Please do something about jobs, housing and racism.
Please don't make input into optional fields mandatory
Please don't listen to all the folks who complain endlessly and only about roads and parking. There are other pressing matters that will make our city a better place to live, and become a more attractive place to live for young families who might consider moving here.
Please fix the child care registry!
Please fix the roads.
please fix the roads. make it your main issue because everyone in Sudbury is suffering.
Please fix the roads. Repairs to my car are yearly
please fix your roads... it is a hazard and I'm starting to consider speaking to an attorney to see if I can get you to fix my broken car when it is as a result of your unkept streets! I'm surprised no one was killed yet by the swerving to avoid the pot holes... no the pot craters. My friend got stopped by the police for swerving and weaving.... he told them: "have you SEEN the streets??" and they both laughed... but its really not funny.
Please focus on healthy living for all residents, not just high income earners. Middle income carries a heavy burden for services it can rarely afford -- both in terms of finances and free time.
Please focus on revitalizing the downtown, as that is what sets thriving cities apart from ones that are languishing. Cities are very much judged by the vibrancy of the businesses and activities downtown. Removing the arena will harm this city in ways that will haunt this council for generations. I have lived here all my life and I have never been so disappointed in a council decision. Since there seems to be no turning back on this now, I certainly hope that the council redoubles its efforts to create other ways to ensure our downtown keeps growing so that we can continue to build on our attractive city.
Please get rid of the Tim Hortons and LCBO right downtown Please make further efforts to revitalize the Downtown mall and surrounding area, it would be so nice to see the downtown core as somewhere to bring the family to eat and shop and not worry about dirty needles and people fighting in the streets in the middle of the day. Something really needs to be done to make the city an attractive place to come and visit. Continue bringing great music festivals and attractions to bell park and the downtown area. Please take care of our natural resources like out lakes and parks for the future of this city. We have so many lakes in the city limits and surrounding areas we could become a green city and set benchmarks for environmentalism and sustainability. One last thing, please do not cut back on snow removal on our roads and highways, there are so many accidents in the winters. Let's keep it safe.
Please give more consideration to the place you are creating. We are losing youth, plain and simple. The lack of job prospects aside, we have not created an attractive, welcoming enough City to have young professionals choose to reside here. Sure, we cater day in and day out to our aging population, which is certainly important, but if we continue to ignore the needs of young adults in this City we will continue to see a City struggling to tread water.

What other comments, if any, would you like to pass along...
Please help the downtown. Bring back the culture. Open a safe injection site. Improve transit and roads, and make Sudbury more appealing to visit and live in.
Please improve parking access at trailheads for walking trails throughout the city. Not being able to park on the road for extended periods of time limits access to many of these recreational areas. Thank you for investing in bike lanes to allow better, safer commuting along paris and regent street. City Summer camps and day camp programs are excellent in the city. The 311 staff are very helpful in many matters when looking for information. Excellent program It is nice to have access to city pools, but they are dated and would benefit from renovation/updates Road maintenance is an ongoing challenge. Despite the early pothole filling, it seems there are numerous large potholes on the roads again after winter.
Please investigate claims against [] councilman
Please listen to & address the concerns of the citizens of Sudbury who have made this city their home for so many years. They should have the satisfaction of knowing that affordable housing & care is there for them if & or when they need it. There should be more help & financing for HSN & LHIN before facilities downtown where most seniors can't afford to go & can't find anywhere to park & if the do for medical appointments they can't climb the snow banks to put money in the metre. Also, why would you go downtown when it costs \$1:30 for 1/2 hr. to park. when you could go anywhere else & not have trouble finding parking & you don't pay. This is not only my opinion but any senior I know would not go downtown unless necessary for a medical appointment. Parking should be free downtown & at hospitals for seniors.
Please make positive changes. It's not difficult, but seems unpopular with city staff. Progressive ideas are everywhere around you.
Please please do something to improve the state of our streets and roads. They are terrible and a disgrace for the north's largest city. Please increase traffic policing on main streets such as Lasalle Blvd. There needs to be more speed limit signs to remind motorists it is not 80 or 90 km!!! Please keep advance green left turn lights working 24/7 not just at peak times. This will help Improve traffic flow and reduce accidents. Create dedicated transit bus pull off lanes for every bus stop on major arteries to improve traffic flow at peak times.
Please plow frost ave in the winter. Plowing it 3 days after a heavy snow storm us unacceptable. We moved here last year and I have never experienced such poodle maintained streets ever
Please put more focus on revitalizing our downtown infrastructure, work on the sustainability of transportation bytl tackling out inflated gas prices, help this city become more ecologically friendly by providing zero waste initiatives, and work toward incorporating a nursing care outreach team to focus on homeless health as our acute care centre is too small and too far from downtown for their access.
Please put more thought into the environment and our current and future quality of life when making economic and development decisions. Money isn't everything.
Please raise our taxes so real staff resources, real infrastructure projects, and real programs can be properly funded in our community. Show us (and council) how it will be spent and the benefits that would come of it, and just maybe they will do the right thing.
Please reconsider allowing Casino expansion in our community! Casinos drain money from our citizens and increase problem gambling and crime rates in all communities they are a part of.

<b>What other comments, if any, would you like to pass along...</b>
Please re-consider moving the arena out of downtown and building the casino. We have an opportunity to do something special here and stand out. Let's make downtown an entertainment district.
Please redefine the ward structure. Why is part of the Flour Mill included in Ward 5? Why aren't Ward 5 and 6 together? Hire full-time councillors, maybe ward 6 would get decent representation and ward 5 does.
Please rethink the Kingsway Arena and renovate the current arena and build a parking garage downtown. The Kingsway project is a giant white elephant and a colossal waste of money. If this city does not invest in revitalizing downtown, it will continue to stagnate and fail to attract new residents. Revitalizing the downtown core requires leadership with vision, patience and smarts but it will be worth it.
Please review and ensure water prices are in check. It seems like water has been becoming very expensive lately.
Please review your property taxes, lived in various cities and this is one of the highest paid property taxes to date and for what I ask?
Please stop making men made projects just to keep jobs without great results for our roads. Stop putting bandages on our roads versus permanent repairs. If you can't do this, please, reduce the properties taxes of people having to drive on those roads everyday for works, schools, volunteers, and more. Thank you
Please stop pandering to interest groups, such as the downtown business group. This city is so much more than the downtown core. Please do more to support and encourage the outlying communities and their events. And for goodness sake get a handle on road maintenance. Dirt paths are better than our roads.
Please think more about those with less money. I see too much thought being put towards those with more income and less to those who could actually use help right now
Please try to be more proactive and less reactive. By investing a little money in advance we can save a lot of money down the road. I had moved away from Sudbury when I was 24 for a job opportunity in my field, but have recently moved back after 5 years. I am optimistic towards the future of Sudbury even given the awful decisions made recently by council to encourage urban sprawl and lack of support in the downtown core.
Please, do not fund a money pit of an arena on the Kingsway. Use that 100 million elsewhere to fix our roads, and other problems in our city. A casino and an events center will not bring in the revenue needed to make up for the frivolous spending on this project. Ask yourselves; why do young people leave the city? Why do people move to Toronto, Ottawa, etc? How can we attract younger people and make them stay here and create a life and a family? I don't see the City doing these things, or asking these questions. Instead it caves to big business, and people with the deepest pockets. Please make the right changes to the city. Be forward thinking. Do not become an Elliot Lake; a retirement community. Don't become a place where people are dying to leave once they turn 18.
Plz get free activity at bell park when I'm broke I love to go to bell park with the kids. When we get there we see a outdated park, no water park, no tennis, court, no chess table, no ping pong table. I love this city there just a not of work for the middle class that doesnt have money all the time to go out and spend. I don't wanna sound lie I love to complain but last thing half to be the bike trail its dangerous for me and my kids we need a big lane like Toronto where bikes only

**What other comments, if any, would you like to pass along...**

Police costs are way out of control! They now have better salaries than most citizens. Highest tech brand new cruisers, unnecessary expensive systems for the kind of population it serves. A huge wasteful budget that is way out of control! I have called the police station 3 times and written to their staff regarding their new "LED" roof rack lights about their burning holes in our retinas when driving anywhere near them or by them and am continually ignored!! Snow removal in the last 20 years, in spite of another one of your expensive genius ideas to "improve snow removal efficiency", is the worst it has ever been. Did your expensive GPS tracking system take note and do anything about the dozen or so times my own eyeballs witnessed plows going up and down my street when there was no snow to plow with their blades up??!!!! The idiotic notion of spending hundreds of thousands of dollars in wasteful traffic calming by ripping up perfectly good roads, adding bumps, humps, islands (Southview & Atlee) while pinching them in in spots (Atlee), thus creating extremely dangerous situations for cyclists (kids) and motorists is beyond comprehension and extremely irresponsible and shortsighted. All these things ultimately do is destroy our vehicles suspensions and introduce hazards that never existed in the first place! And all of these wasteful stupid ideas were done to slow down a few speeders that speed regardless!!!!

Police service needs to improve. Having a police officer tell me that I need to serve a thief with 'No Trespassing' papers before they can do anything about him scoping our ATVs after the thief stole a boat motor from us is a real kick in the pants. Doesn't put much faith in the police services of this city. Not to mention seeing people break the law while an officer is watching and doing nothing about it makes me feel like they just don't give a shit and that we really aren't safe. Also, own up to your mistakes and, if needed, pay for them rather than force a low income earner to fight in court to get their children's college fund back for the city's mistake.

Policies about dog park creation must be made as well as tighter supervision of how city staff spend city money

Priority Focus should be on maintaining what we have at the present as most people do with their own property. When that's done then new projects should be taken on, otherwise existing services become almost not repairable and end up costing taxpayers huge increases.

Proceed with the legacy projects as was decided in 2017. I for one will be very disappointed if the entertainment district on the Kingsway is changed! I also want to see the chromite plant somewhere in Sudbury.



What other comments, if any, would you like to pass along...
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Proper education is important for our future leaders and citizens. The school's should incorporate different subjects to teach our kids how to cope with the stresses of life. Our local Sudbury Counseling service offers all kinds of wonderful programs such as violence against women and anger management -- i wish i would have been exposed to and learned about this earlier in life. These programs should be taught in our schools to our kids! There are many types of programs available that teach about how to think successfully and adopt change in our life. Our kids are suffering mentally and emotionally and we offer them very little. We are reacting to the problems rather than being proactive by teaching them -- the schools need to add programs that support mental health and wellness to our teenagers when they need it the most. When we condition our brains early enough we can carry these principles with us through life. When I was a young teenager i was exposed to teachings from 'life coaches' such as Tony Robbins which had a huge impact on my mind and how i moved through life growing up and as a adult. I had skills that helped me cope with life when it became really hard because i had an understanding that was not taught to me in school. I was lucky to have this and i believe all schools should be offering this kind of teaching to our young future citizens. It is our responsibility to raise them up well and providing them with the best tools to understand and cope with the challenges of life is something that needs to be done, now at school for free. Not all families can afford counseling services nor are they willing to seek this out for them or their kids. So bring this type of education and support into the schools as regular part of the curriculum for all students as a mandatory credit for graduating high school.

Public engagement tools (such as this survey) need to be conducted at a high level of scrutiny and accountability. Some questions had options listed twice, or the ordering changed between questions asking about similar things (the services questions for example). It's really interesting to participate in different engagement activities and note the inconsistency between them.

Public transit is the worst part about a young person living in this city. In order to get a decent job with decent hours you must have open availability, usually meaning 7am-11pm. Busses not starting until 6:30am, and having extremely awful after 10pm service for busses make it extremely difficult. Spending \$90 a month on a bus pass and getting the route/bus times we get is absolutely absurd compared to other locations in Ontario.

Put fixing the roads at the top of your list please!

Quit arguing over the arena and casino and fix the roads

Quit squabbling about the arena / casino site ... decision has already been made ... move on . Quit wasting time & money

Quit wasting time and money on downtown. Downtown is and has been in decline for many years. It is no longer a retail center. Retail is in decline across the board due to e-commerce. Parking will remain an issue there for ever, and the transit system is not capable financially or physically of helping to get prospective customers in to and out of the area for either entertainment, retail or business in a timely manner as Greater Sudbury such a large and scattered community. The car is king here and will be for the foreseeable future so parking is always paramount.

Quit wasting time on bike lanes and open up new roads that will make driving safer and easier. Also, speed limits are not a suggestion. It's time that the police fine speeding motorists- especially the Kingsway, Falconbridge Road.

<b>What other comments, if any, would you like to pass along...</b>
ran sprawl is making it more ad more difficult to up keep roads and infra structure, you should charge vacancy tax on unreted commercial property. Housing is a big issue it needs either to become affordable or build more social housing. Long term care facilities are really really needed.
Red light cameras!! Will bring in revenue and act as a deterrent for the plethora of people speeding through red lights. I witness this on a weekly basis. Additionally, more walkable areas in the West end/downtown would be great for seniors and the sense of safety while walking. Better lighting would enhance the perception of safety when walking at night. I do appreciate the yellow grip things that are being installed at intersections!
Regarding customer service interactions, I find 311 to be okay, but I've never received a tracking number for any of my requests. They always forward my message to someone appropriate, but that staff person will often not respond in a reasonable amount of time, or in a reasonable way. I once received a response that appeared to have been meant to be an internal communication I was accidentally copied on, and never received a formal response after that. Responses from planning or transportation staff have been snarky or otherwise unhelpful.
Remember the citizens that live on the outskirts of the Greater City of Sudbury; we didn't become the GREATER City until we amalgamated.
Remember the importance of moving forward. The Kingsway Events Centre is just a huge step backward. Especially if you look at ALL the advice we were given and how these centres are failing across the country. Why can't we be a city known for thinking ahead and for being innovative?
Rendre la ville plus sécuritaire pour les cyclistes et offrir plus de pistes cyclables
Repairs the roads. Stop hiring cheap contractor. Make contractors guarantee their work for years and not a season
Research other Municipalities to find out what works for them. There is no reason for taxes to be so high when service quality is so low.
Rethink the arena decision, and make the right choice - downtown. We've spent so much time revitalizing downtown, opening new local businesses, Up Here festival, the farmers market, among so many other initiatives that have made out city better. The arena on the Kingsway will destroy our downtown - now, you tell me, what city has survived without a downtown? None. Make the right choice.
Revisit the Arena/Event Centre. It needs to go downtown to ensure the City thrives.
Revitalize the downtown.
ROAD MAINTENANCE IS TERRIBLE NO PLANNING INVOLVED AND EXPENSIVE THE WAY ITS DONE...ECONOMIC DEVELOPEMENT HAS BROUGHT VERY LITTLE TO HELP THIS CITY AS WRONG PEOPLE ARE HEADING IT UP
Road repair and senior affordable housing
ROAD S.
Roads are a disaster, there is little to no proof or evidence of monies spent "in the city, [for the city]", Transit is still a flop even with ever steadily increases in fares no matter what the people of Sudbury say.
Roads are no very well maintained

<b>What other comments, if any, would you like to pass along...</b>
Roads need major work, it's embarrassing to us as a city!!! Better oversight of road construction and quality needed, work does not last long before it's in disrepair again. More focus on seniors long term care, homelessness and youth programs. The casino is a complete waste of money and resources! Stop urban sprawl !!! Preserve more land and green space, stop building subdivisions in pristine lands and protect our nature please!!
Roads need repair - pot holes are creating driving hazards and vehicle damage. Downtown Sudbury needs a facelift - graffiti needs to be removed - businesses encouraged to make improvements Police budget needs to be controlled - crime is down but policing costs continue to rise - police should focus on policing and let social networks worry about addictions/mental health/homelessness/poverty/ etc Start giving the Kingsway a facelift - get rid of old/abandoned houses - Kingsway will lead to new arena/casino - let's make sure all gateways to the City present as appealing City council - make decisions and move forward; hold city managers accountable for positions they hold -
Roads really need to be fixed. We should demalgamate
Roads should be considered a high priority-this including snow removal and road repair.
Roads staff needs to show pride in their work and act like they're spending their own money. Roads management needs to adopt new techniques and technology and thin out crews that aren't terribly lean or efficient and stop acting like victims of budget cuts from a long time ago. They can do more with what they've got. Their culture of being a victim and refusing to be progressive and modernizing hurts us all.
ROADS! - Why do the roads in Sudbury disintegrate so quickly? Who is responsible for planning and purchasing road construction/maintenance/repairs which fall apart in too short a time? Economically it doesn't make sense. Spend a little more and do it right the first time! LEGACY PROJECTS - This is NOT the time for them. We need to direct tax dollars where they serve the greater population. ECONOMIC DEVELOPMENT/JOB - No apparent focus on long-term employment; minimum wage jobs, entry level [call-centres], are great for students, not so much for supporting families. TAXES - Too high; comparative to affluent communities in southern Ontario - no justification!
Roads!!!!!! Seriously consider ordering on line rather than taking the chance on the roads to drive to a local store .... they are inexcusable
Roads, roads, roads If all else fails go to gravel roads And please buy better paint for the roads!
Running a city is a tough job. You're doing good work.
S.V.P., arrêter de verser de vastes sommes d'argent pour le revêtement du centre-ville. Avant de pouvoir revitaliser cette communauté, vous devez adresser les problèmes sociaux qui y existent: sans-abris, violence, drogues, boisson. Le développement de cet endroit ne sera réalisé avant que les citoyens se sentent en sécurité au centre-ville. Comme femme, je dois vous avouer que ce sens de sécurité n'existe pas au centre-ville.
Serious considerations need to be taken to encourage healthy living in this city... There is so much counter culture to this here
Seriously, fix the roads before my car breaks down due to the potholes
Services have declined in the outlying areas such as Azilda, Coniston, Valley. However property taxes have increased dramatically.
Shame on you for leaving people malnourished, overworked, underpaid, misinformed and under-socialized.
Shame on you. Straighten yourselves out!

What other comments, if any, would you like to pass along...
<p>Shot guns into banks, Knife weilders at the transit terminal, drugs all over, distracted drivers, drunk drivers, dangerous drivers. This feels a like a dangerous city to live in. It seems to be a Suprisingly high number of "From southern ontario" people causing alot of these issues. Meanwhile the buses still can't get me to work on time for an early shift. But on the late shift the buses make me wait 45 minutes to take a half hour bus ride to cover the distance of a 15 minute drive. When I do get on the buses there's people who reek of booze, tobacco and body odour, making half the people on the bus want to vomit. Also, city planners and architects (as well as those working with private industry, new constructions) would benefit from being pedestrians and transit users. A new entertainment center outside of downtown is a good thing. I don't want to get mugged on my way to a Kenny Rodgers concert. A casino, offers no redeeming social values, only a possibility of employment, money, crime, local debt, and additional homeless. Plus it will cannibalize Sudbury downs/slots. Why give steroids to the left leg if the right leg is gangreen. Seems to be lots of housing developments and the 5 laning of two lane second avenue. These are proceeding despite vocal opposition and environmental concerns. (As well as safety and social concerns. ) 5 Lanes directly out side the new water park on 2nd seems dangerous. Additional subdivisions of 200 homes is substantial strain on aged sewers and roads. And yet there are many, many, many abandoned houses and businesses that sit empty. Southridge should be a thriving mall. but it's hallow and empty. At this point, I think we need to worry less about improvements, and concentrate on stability. The road I live on was resurfaced less than 5 years ago, yet has 1" wide cracks running 20 to 30' long in some places. The city culverts are still rising up through the driveways of residents. That resurfacing was not a "stable" effort at infrastructure. It was a waste, and half-@\$sed.</p>
Should not have to comment to get past this question
Since the inauguration of TGCS the outer communitys have suffered in most services.
Small businesses are suffering. I had one for 25 years and finally gave up on the support of City council. I closed. Please support them.
Somehow getting the citizens more interested and involved in our city as a whole would make it easier for everyone.
Something has to be done about garbage at apartments where landlords are not living there ... we have a lot of rentals in our areas and the tenants just do not care about collection of garbage or dog waste. By-laws need to be made stronger and have to be more empowered. Frequent offenders need to be dealt in a more timely fashion. Very frustrating trying to keep our community area clean!
something needs to be done about the roads. Our cars are being destroyed
Something needs to be done to make me safe even taking the transit here
Something really has to be done about the downtown core, it is a disgrace and an embarrassment to Sudbury.
Sortez les maisons de transitions, les services aux sans-abris, les "group homes" pour adolescents en difficulté, et autres services aux délinquants et toxicomanes du centre ville afin d'en faire un milieu où il fait bon vivre pour les familles et autres résidents, et un endroit accueillant pour les visiteurs.
Spend money in roads and infrastructure where it needs to be spent.
Spend the tax money more responsibly
Start considering outlying area more when making decisions. Most services seem to accommodate downtown while outlying areas make due with little to no services. For the amount of taxes City Residents pay, our roads are atrocious. Don't understand why trucking companies and mining industries are not taxed more since they are the major cause of our road conditions. Our tax rates are way too high!!

<b>What other comments, if any, would you like to pass along...</b>
Start suppoting and representing "ALL" the people of Sudbury by making it an affordable and accommodating place to live as opposed to the agenda that the city has been on, for over a generation now, of domination and control and imposing unwritten laws and standards on the citizens and businesses of Sudbury based on personal preferences of a number of city representatives and their constituents.
Start thinking outside the box, give more tax grants to new business, waive development charges and shar them with big business and become a better investor in the city to attract bigger businesses, which I. Turns brings in more tax revenue. Stop putting all our resources into mining and health care it already exists and isn't going anywhere. Put our money into other industries to attract new development so we can stop being a one trick pony. Consider how many resources are cultivated from our city and we have zero manufactures in Sudbury producing any products!!! Go after the manufacturing and intice those businesses to COME TO Sudbury! TAX GRANTS WILL DO THE TRICK AND FREE LAND! Watch how fast they come.
Stop all these make work, legacy projects that are not needed. What we need to focus on is our infrastructure and developing the community and creating good paying, long term jobs that will attract young families to move here or stay. City also needs to overhaul the Emergency Services department. Police and EMS are stretched thin yet Fire gets all the money and staffing. Fire does not need such a big department. It is high time the funding goes to where it is needed. Stop focusing on downtown. It was allowed to die decades ago, it's a dead horse. Focus on something else for a chang.e
Stop expanding and place tougher restriction for development on the urban fringe on greenfield. place priority on in-filling on brownfield - focus on increasing the density for of the city, promote multi-use development, in order to create more dense and vibrant neighbourhood more easily service by public transit, reduce the city's reliance on the automobile. STOP THE KINGSWAY DEVELOPMENT, leave Sudbury arena downtown
Stop fussing about the arena and put it on the Kingsway it's time for a big change and more fun in this city
Stop ignoring the outlying areas. If you're going to say on paper that these areas are part of Greater Sudbury then stop pretending an invisible border exists the second you leave Lorne towards Copper Cliff. Also, stop undermining the efforts of the Ward 2 councillor to exact changes in our community.
Stop investing our tax dollars on saving drug users that clearly dont need it. If they want the help they can seek it through rehab services, not in safe injection stations all over my city.
stop letting these idiot groups bring decisions to the OMB. if the planning department says a project is good to go, that should be the end of it. the "not in my backyard" groups are ruining (or trying to) the planning of the city. change the process for road development and use a more stringent grading system for the asphalt used. how can it be so poor just a few years after going in? what process improvement has been put in place to address this?
Stop making decisions based on minority input ...social media , special interst groups ....major planning decision should be brought to the community as a whole by way of referendums
Stop paying for studies by professionals then don't use the reports and do the opposite. It's such a waste of money.
Stop putting Dalron and Zulich ahead of any other concerns of the community.

<b>What other comments, if any, would you like to pass along...</b>
Stop putting the breaks on everything that comes to our city or wants to come. Never seen so many people complaining about how Sudbury's only growth is restaurants.
Stop red tape on casino move, more money dedicated to fix road destruction, more police presence downtown as I do not go down there at all unless necessary due to homelessness and drug/mental issues centralized
Stop spending money in the downtown.
[ ] tell the councillors to do what's right for the city not what's right for 1 rich guy.
Stop taking away all services and programs in Dowling, we pay taxes .give up in downtown,it's a slum. Give us a real city bus to Dowling,been asking for 20 years now,still nothing. Stop raising our taxes,and giving us nothing fix our pathetic roads,they are a disgrace, and the city should start paying for our repairs to our vehicles. This throwing a bunch of stones in a pothole and a day later it's just laying all over our roads is a joke. Its an embarrassment to this city.
Stop the AUTO business from adding more dealerships on the Kingsway. It's the Trans Canada HWY has anyone given any thought to the view from the ones passing by it looks like you can't get a newer car or truck fast enough to GET OUT OF TOWN! If I was Mayor or Counsellor I would STOP new building permits and businesses from opening on the Kingsway who are selling Vehicles. The Kingsway is gross and needs a FACELIFT! Showcase the shopping, eating GREEN SPACES along the HWY to allow passersby to stay and play and spend money in the city.. not seek a new vehicle and get the hell out of here... I hate the Kingsway! Making Sudbury and all restaurants and businesses DisAbled friendly. Housing, there is a fund a pot of money to help low-income ppl get affordable and ACCESSIBLE housing USE IT! Build new complexes for ppl who are single and disABLED.
Stop the politic, work together get something done, make decisions d'ont spend money on surveys and study make decisions
stop thinking so BACKWARD
Stop trying to block growth and vision for the future. Get started on the Kingsway Entertainment centre!
Stop trying to improve downtown, level it and turn it into a park
Stop trying to please every lobby group and get in control of expenditures
Stop trying to revitalize the downtown area. Enforce composting in every household. Make it easier or mandatory for recycling and composting in apartment buildings. Make necessary changes to roads instead of doing them over and over again. Tear down all those disgusting houses on the Kingsway and make the turning lanes now. Encourage homeowners to keep their properties in good repair like the house on Paris Street that was forced by the city to paint it. Put Astro turf on the other soccer field. Put a water park in at science north. Change the speed limit from 40 at the old hospital and just put in a sign on the curve that says "slow curve". Open up the second road from the University through to Eden Park in LoEllen. Beautify the south end entrance into Sudbury from highway 69.
Stop waisting my tax dollar on social services, trying to revive downtown and fix the roads!

<b>What other comments, if any, would you like to pass along...</b>
Stop wasting money on bids for games we will never get. Fix the roads. Should be the number one priority. Also, the fact that you went over budget with snow removal is a complete joke. The city failed at keeping our roads safe this winter. No plows when we had storms. When the roads were clear the plows were scraping pavement and had sparks flying. What a great use of taxpayer money. Thanks for looking out for the people. Lastly, give up on downtown. It's too far gone to save it. No one goes downtown because it's dirty and full of drunks and drug addicts. []
Stop wasting money on consultants. Make a decision based on facts and live with it. There is more to the city than the downtown or the south end.
Stop wasting money on useless consultants.
Stop wasting our tax dollars on consultants. Consult the taxpayers. That's free.
Stop wasting people's money
Stop wasting tax dollars downtown core No one wants to go down there Repair the roads properly Stop wasting money on pot holes and use the better ashpt
STop with all the studies and just get things done!
Stop with the Kingsway waste of money. This is going to ruin the city and create even more divide. At least put it to a vote with this year election
Stop worrying about your legacy as mayor and council and really pay attention to needs of Sudbury residents....roads...health care...good education...jobs...safety.... wow what a concept...people before egos....
Strict code of conduct for councillors when dealing with the public. Hear them. Don't fight with them. Respect your colleagues and staff.
sudbury a vraiment besoin de diversifier ses services et d'apporter des emplois ici. arrêter de contracter la majeure partie des projets a des firmes externes. l'exode de la jeunesse éduquée qui ne peut pas trouver de boulot permanent et rémunérant ici va se produire...sudbury en sera perdant. buy local. support local. employ local should d be the motto of City council.
Sudbury Animal Control is doing a good job. Agriculture and agricultural land needs to be protected in Greater Sudbury
Sudbury has a lot of potential and being a student at Laurentian and now starting my career it would be nice if more young people stayed to start careers as I notice not too many young people stay. Opportunities for sustainability are huge and being a more outdoor community I would push for more sustainable initiatives and also being that new infrastructure is lacking with any new buildings and really any new projects have sustainability in mind.
Sudbury is a great city...we need to keep it that way. Roads are a huge issue for all who live here and drive our roads daily.
Sudbury is a joke, a bad joke.
Sudbury is more than just the downtown core. Support all events equally. Everyone pays taxes. Quit taking away from the outlying communities. Quality of life should apply to everyone, not just the people from the old city.

What other comments, if any, would you like to pass along...
Sudbury is slowly deteriorating. Council and staff actions and policies are extremely divisive. Money is being squandered on "EGO" projects. Roads have not be properly maintained, re[aired or even replaced. Absolutely no concern about salt contamination of Ramsey Lake and elsewhere. Planning is a complete farce... Fire service is a mess.... Volunteerism is discouraged...Snow and ice banks downtown injure and harm people but the city doesn't care.. We have a real jackpot
Sudbury needs to be brought to 21st century. Many people still find it a very boring city. But fix the roads that needto be fix example Regent st North and VanHorn
Sudbury needs to diversify its economic profile by attracting new large industries that will boost the economy and not just more retail/service industry businesses. The state of downtown needs to be addressed regardless of how loud the people that don't go there yell. Those that do go, or live there are still your citizens and deserve as much attention as any other area regardless of financial status or social class.
SVP faites-nous un beau centre-ville pour les humains et non pas pour leurs voitures.
Take care of Lake ramsey and Lake nephawin
Take care of your long-term/permanent residents and focus on giving us a city we can be proud of, that isn't ridiculously expensive to live in.
Take complaints serious, and pass along in a timely manner, I have called for road service 5 times in a matter of 3 days and found out onpy 2 of the calls were passed on. There are times when the only way to get action from public works is to go through council person.
Take the fluoride out of the water and please please hire new companies with new ways of paving roads! Big waste of money to keep doing what we are doing!
Take these surveys seriously, we want change.
Taking the arena out of downtown is a bad idea considering how badly we need downtown to be revitalized. We need better planning for the city if we want our kids to stay here or if we want to attract more people and students in the future.
Talk to the younger people in the city! Maybe hold meetings every once in a while to get feedback and ideas from us. Even if you don't care it would still be nice to be heard
Tax increases for home owners are out of control, way too high. Tax increases every year that is well above inflation is unacceptable. That shows poor city management and the wrong people in government. You cannot continue to gouge taxpayers/homeowners with yearly huge increases. Our fixed incomes do not go up to support what we are forced to pay more every year. The city government is out of control with how they are doing things. At the end of the day you cannot continue to just say, raise the taxes more to force people to support bad government. People who worked all their lives will end up not being able to live in their own homes and that is a terrible tragedy that has to stop. Time for a complete change in city government... now.



<b>What other comments, if any, would you like to pass along...</b>
Tax payers are not bottomless wallets. It is reckless and imprudent to create additional infrastructure when the current cannot be sustainably maintained. While I do see the need for a new Arena, Library & Art Gallery, my income does not extend to paying for all the new infrastructure now. My personal property tax has substantially increased over the past several years with NO increase in services in my community. The in-person services I do receive when speaking with City staff is, almost without exception, wonderful. They are helpful and courteous. It's not a problem w/ the staffing, it's a problem with the system they need to work under. If an amalgamated City is going to work, remove the silo-style departments. It's very frustrating having to speak with 3 different people in 3 different departments.
Taxes are far too high for the services we receive. City employees are great to work with but often i have to jump through many unless hoops to achieve the result I'm looking for. I bet we could find cost savings in streamlining many processes and services.
taxes come from hard working individuals, who see very little increases in their wages each year. you need to consider this when you are asking them to give this city another 100 out of their pay cheques, the city needs to cut where it can and ensure better services etc for all its citizens. I see this in another branch of gov't we are top heavy which takes tax payers money to pay to many "directors" to many "managers" and leaves very little money for those actually needed to do the job and provide the services etc. required.
Taxes go up, road maintenance is worse every year.
Taxes must be kept low while maintaining a good level of services. Something should also be done so that we can have one or two 24-hour grocery stores. SSM and North Bay are smaller and both have grocery stores that are open around the clock. Additionally, more needs to be done to beautify certain parts of our city. Owners that do not keep clean yards, etc. should be fined after receiving a warning.
taxi service is needed badly in the valley...our roads are in terrible shape
Tear down all the run down old buildings on the Kingsway. Stop making it so hard for new business to come to Sudbury. Create more jobs. Wish our downtown would have been by the lake like all the other cities. Fix our roads. I'm putting off buying a new vehicle because I know it's just going to get damaged from the pot holes. I'm happy that our drinking water is clean and safe. No issues with garbage pick up or the dump. However I wish could have more acceptable recycling products. Timmins has a great garbage and recycling bins system. We could use more police presence in the outskirts communities. I'd like to see an eco-neighborhood built with trails like Connaught Gatineau or Blue Mountain Collingwood.
Thank you for trying to keep the roads passable.
That fire optimization plan was doomed to fail from the onset and we lost many great volunteers, the stuff going on now around the new casino, arena, entertainment district, , including the potential new Smelter "Which should be built in Sudbury< We know Smelters, all the people against it should move out, they are destroying the fabric of progress, they will be the first to complain there are no local jobs to keep my kids close to home, we need these developments, which will produce jobs and tax dollars, as well as bring more money to the city with spin off sales from the tourism and these new ventures
That the arena be located in downtown core as previously indicated in plan, not on the Kingsway location. Very poor decision on city to even entertain this site located next to propose casino. When possible have bike paths included in road updates.
The ageing population needs to be addressed in Sudbury. This will impact taxes and money needed for improvements.

**What other comments, if any, would you like to pass along...**

The arena and casino debate have dominated the news for the past year, and it is tremendously disappointing that Council has elected to support the Kingsway Entertainment project and removing the arena from the downtown. There are few opportunities to build legacy projects, and situating the arena downtown is the logical choice supported by substantial evidence to help revitalize the downtown and inject new economic development opportunities. The Kingsway project will be an albatross to the City and its future generations. Shame on council for ignoring its master plan and the resounding evidence to support downtown projects.

The arena/casino/hotel complex is the brightest idea to come along in 25 years. The downtown arts center is another. We could have saved 10 million dollars and applied it elsewhere instead of wasting it redoing a road that was already in much better shape than the rest of the cities roads (the Big Nickel ByPass) - (and yes, I drove it every day so knew what kind of shape that it was in - total waste of money in that reconstruction). Time for the city to buy some more graders and get the secondary roads into shape. Going into the Walden Animal Clinic the potholes are large enough to sink the Bismarck. This is also on the way to the cemetery. Get rid of the engineers who want to glorify themselves when they build roads. When they redid RR80N, they lifted my driveway 3 feet (after telling me that nothing was going to change at all at the end of my driveway). I had to sell my motorhome and car trailer because I couldn't get them in and out of my driveway. I asked that they cut down the sidewalk so that my vehicles wouldn't bottom out and the reply was that "my Broadway is not going to look like a roller coaster". Thanks a lot. My current 5th wheel and vehicles bottom out also which means that I have to exit/enter my driveway at very slow speeds which means that sooner or later, I'm going to be hit by the idiot drivers that can't slow down to 60 kph (the speed limit). Plus they installed an iron drain in the sidewalk edge which cuts tires if you turn a little too soon into my driveway. I've lost two tires, my mother lost one and a friend also lost one to this abomination. Instead of personal glorification, this engineer should have looked to taxpayer satisfaction. Rant over, but satisfied? Hell No! Especially not when I see driveways further down who have had the sidewalk lowered so that they could enter and exit their properties without problems.

The arena/events center is a huge opportunity for this city. The Kingsway is the wrong spot for it. I resent that council has disregarded its own downtown master plan to fall for the slick sales pitch of a single shyster who just happened to own a piece of land next to the city dump. I especially resent that my tax dollars will be used to pay for this mistake. Urban sprawl will not build a strong community for future generations of Sudburians. This whole thing reeks of shady business dealings.

The bickering about the new arena is disgusting. Most of the citizens of Sudbury want this but some councilors don't care what we want. They are only interested in the downtown. What about the rest of greater Sudbury? Do we not count?

The casino, arena decision to build on the Kingsway was not part of the master plan. It was rejected by most residents. It's important the City remain open and transparent and that all decisions and contracts are awarded fairly. The debt is every increasing and will be passed down to our children.

The city hours of working on the roads etc is 7:00 am to 7:00 pm for noise etc. In case of an emergency, we understand that the hours have to be extended. We live next door to one facility, and the contractors are working sometimes moving sand etc at 12 midnight, moving the equipment back and forth. There is no need for the city to have workers working at 12 midnight or 2:30 am in the morning if it is not necessary -breaking their own laws. Most times it can be done during the day.

What other comments, if any, would you like to pass along...
The City must follow it's master plan and give it a chance to succeed.. The new arena has no business beside a landfill. Where is the leadership? Please correct the course.
The city needs 1 nice ice complex like they have down south. People don't want to find here to tourneys in our old facilities. It's so disappointing to see nice arenas and rev complexes and then come home to our old arenas
The City needs to address the number of people loitering who are soliciting pedestrians whether at the bus station or other areas. It needs to address the issue of homelessness. Hopefully, with the revitalization plans the downtown core will improve. In the past it used to be a vibrant area where people felt safe to walk at night. This has not been the case for many years.
The city needs to change starting from the top to the bottom
The city needs to continue with economic growth like the Kingsway Project. We need to be open for business to develop our tax base. My house taxes are too high. Can't afford anymore increases. The city needs to work within their budget and stop funding arts and culture. This should be self funded. There is no money in the budge at this time. I understand the greater vision for a arts community plan for downtown, but it should not be funded with money that is just not available.
The city needs to do a MUCH better job of eliminating collusion and conflicts of influence between contractors and the city engineers Dept. There is NO WAY that the level of incompetence displayed [] and yet the continual re-awarding of contracts. It's beyond any explanation aside from collusion.
The city needs to invest in more public transportation so that we can decrease our dependency on vehicles. We also need better infrastructure that what we are currently getting. instead of patching potholes everytime why don't we invest in pavement that is better for our roads.
The city needs to make tough decisions to improve the city for the better to ensure that future generations want to stay here. We need to fix our roads and infrastructure to a higher standard that doesn't require perpetual repairing. We need to focus on enticing new industries outside of the scope of mining and mining related technologies to move to Sudbury. There is a growing entertainment industry that could provide a huge influx of money into the economy that should be encouraged more, not just to operate in Sudbury but to also make it their base of operations. Public transit needs to be overhauled, and should be reworked from the ground up rather than applying fixes to something that doesn't seem to be working at it's most efficient.
The city needs to start listening to the younger generations to help try and determine what they need to implement to make them stay..the city has always placed too much on maintaining history or maintaining values from 50 years ago and it's hurting them. The kingsway project is a step in the right direction, the same as the idea to fix the bylaw about operating hours being 24 hour. But now they need additional planning to promote these potential cash and job flows. Leave downtown to become the university center it is already becoming, promote that and the businesses will be successful. But something must be done to clean up the vagrancy that makes people feel unsafe there.
The city needs to work on making this a town where young people can stay and have a family, there's many just b opportunity or services available for young people. The city is also not very accessible for people with disabilities. It has made leaps and bounds in the past few years but we as a community can do better
The City Roads in the Azilda area are terrible and are not maintained

What other comments, if any, would you like to pass along...
The city seems possessed by what I call "tax hysteria". Taxes are the price citizens pay to purchase a livable city. The money we spend, in the name of "economic development" on silliness such as casinos, arenas and tourism is money we could spend to make life better for people who live here. If businesses and developers and the rest of them have good ideas and market good products and opportunities, they will survive without our tax dollars. I'm sick of paying for some developer to build something somewhere that may or may not contribute to the quality of life in the city. Let him sink or swim based on his acumen and his performance at delivery quality things. Use our money to support not-for-profit services that are accessible to all members of the community.
The city should be more receptive to new businesses and innovations - similar to North Bay's model. Public transportation could be provided free to citizens within a range of downtown, freeing up congestion - similar to Calgary.
The city should go after the big mining company's and tax them for the use of the roads, they are the one's that are ruining them by hauling such heavy weight. Build a complete highway around the city, hooking up the 17 bypass to the Maley Dr extension.
The city should poll it's citizen's more often. Ask the taxpayers where they would like their tax dollars spent. Ex. a new casino/multi million dollar entertainment centre....how many tax payers really want this? etc ..
The city should stop expanding outwards and stop building new roads. Priority should be given to maintaining/upgrading/replacing existing infrastructure such as water, sewer, and roads. The Maley extension should not have gone forward as it mainly give private sector businesses (mining companies) a freeway for haulage when that money should have gone towards fixing our roads that are crumbling. Please consult with the MTO and other communities (such as Timmins) who have done asphalt experiments/studies so that we can put down a better, longer lasting road surface. The same holds true for road line paint which lasts only 4 months in many areas; the water-based paint doesn't last so an epoxy based product with road grooving should be looked at seriously.
The current City Council and Mayor should be replaced. In this case "Bigger is not Better". City Council seems to vacillate and make snap judgments without enough input from the tax paying citizens of this city.
The customer service interactions with staff have been pleasant, but you wait a long time because there is not enough staff to meet the demand of services

**What other comments, if any, would you like to pass along...**

encouraged to open up ... the South End, the Coniston corridor, the Chelmsford area ... all of these areas service outlying communities and with quality businesses, visitors and residents will flock to spend their monies in these areas. The downtown core should be used to pull in those with disposable incomes ... good restaurants, cultural events, etc. setting the community's centre as an destination rather than a place where households spend their monies on necessities. The politicians and metro centre leaders need to let the economics change so that household monies are spent throughout the vast region of the city in good shopping hubs and allow those looking for ways to 'treat' themselves have places to go which offer more upscale, cultural and social types of experiences ... and those kinds of places can be found in the City's core of Elm and Durham streets. Quality construction of roads and facilities is a long standing joke in this City. Instead of rewarding long time bidders, award contractors who show initiatives in offering better products and more efficient operations. There should be standards employed that demand bidders meet and surpass criteria which have been proven in other communities ... case in point, Ottawa just pulled a contract from a successful bidder because the roads did not meet the standards required in the tender process. Facilities like Gatchell Pool are nigh unto 50 years old and no money is ever invested in them. We need to stop feeding the managers' quest to leave 'legacy' projects and move into smart decision making. Case in point, the new South End Library has deficiencies which have compromised the ability of children to use the basement bathrooms. Money was wasted trying to remediate an piece of property that had led to the condemnation of the old library ... there was no thought given to putting the library in a better area for public access given that the 'new' Walmart was drawing in shoppers in the local community by the thousands. Stupidity was key to building a new library that has no shelf life and is irrelevant in the scheme of the south end development. We spend too much time batting around the same problem a million times over. Politicians listen to the clamor of people wanting no new arena, no better shopping areas, no casino, no bike paths and more. Our managers ignore land development concepts and run on the seat of their pants rather than developing strategies that will better develop shopping areas, senior residences, recreational initiatives and more. Politicians and managers are killing this city's development because they can't see past their own 'legacy' ideals. We waste money on consultants, false starts and redundant dialog. If just one leader took the reins of this city and invested his/her energies into a project which shoved this community into a leadership role for all of Northern Ontario, Sudbury would excel because its citizenry is rippled with intelligent, invested and interested people who are more than capable of being the backbone of this city's place in Ontario. Finally ... the new council of 2014 did a great job peeling back the layers of nonsense that was happening at City Hall. But many of the people who were encouraged to retire or relocate ended up in consulting positions with the City and so the problems are even more subliminal than before. In order to move forward, this City needs new energies, perspectives and histories in its leadership profile. No new ideas come from the same people. We need to encourage new blood into the council chambers and we need to keep filtering what old ideas come through the back doors. Change is necessary and it's a bitch but it is imperative if this City is to meet its potential. Just 3 years ago, Council refused to open the doors to businesses who wanted extended shopping hours. Council 2014 opened the doors and they came ... and A&J Home Hardware is still here. So is Skakoon Hardware and Evans Hardware and Second Avenue Hardware. Change is good and we need to embrace it and encourage it. We need leaders who are not afraid and will lead.

The downtown is underused and seems unsafe.

The downtown parking is atrocious !!!

The entire entertainment centre has become a bit disconcerting...is it proceeding or not? We need an entertainment venue for concerts and for sporting events. Either proceed with the Kingsway or do feasibility studies to demolish old arena and build it there!! I want to enjoy the venue before I am TOO OLD to do so.

The event centre/arena/casino on the Kingsway is a step in the wrong direction.

<b>What other comments, if any, would you like to pass along...</b>
The fire optimization plan was a circus. I hope that the plan to train firefighters to act like paramedics is abandoned. It makes no sense to pay more for a service that would be half subsidized by the province.
The future is going to require frugal spending. If Sudbury going to survive we need some creative thinking and brave individuals to lead us.
The greatest challenge to Sudbury providing satisfactory programs, services, etc. for all is the vast area that must be provided for. Unfortunately amalgamation has provided a structure that fails to meet the needs of the outer communities of Sudbury such as Valley East.
The handling of the entertainment center was so messy and embarrassing. The people have spoken and it was voted in on the Kingsway. That should be end of the story but new things keep popping up with people fighting it. Please don't like this be a dragged out spectacle. Additionally, the proposed NORONT ring do fire smelter will kill people. The research is out there and I hardly think the economic prosperity it may or may not bring is worth the health and happiness of the citizens of GCS
The hospitals are being used as senior housing. It is disgraceful. My father waited for over 4 months as a Vetran and died in HSN. Unforgivable. He sat in ER for 3 days until he got a room. The whole system is a scam.
The Maley drive extension is going to be great and fixing our roads is a top priority for sure
The mayor is cheap shows in the maintenance of infrastructure, the roads, HORRIBLE, taxes go up and services are not better than 10, 15 years ago. 311 is good for nothing,
the mayor shouldn't fire people because he doesn't like them []
The Mayor's open government commitment is a farce. He should be embarrassed with his performance.
The mismanagement at the city is unconscionable. The mayor has provided little direction and this council is irresponsible. Building controls is out of control and managed by fat cats who only want to protect their fiefdoms. Tell me how a building permit should cost \$17000 to obtain and then have to wait 3 months to get it because all the inspectors are on holidays during the BUILDING season. Tell me that our roads are being well maintained or that there is accountability for the work being done. Tell me the results of this survey will NOT be skewed to produce a favorable view so that nothing has to change. Shame on this city council for NOT putting the concerns of its citizens ahead of its own well being. Change is coming in November!
The money that has been spent on the downtown in attempts to revive it are clearly not working, at what point can we stop throwing our tax dollars away and spend it in areas that require attention (aging infrastructure). It is very apparent that few people want to live/work/recreate downtown as the official plan would seem to support. Growth in the city appears to be in the development of new single family dwellings in subdivisions that are away from the core. We either need to reevaluate the definition of Sudbury's downtown (as someone who lived and grew up in the outskirts town is really Wards 8,10,11,12) or looks at similar cities (Peterborough) and understand how their downtown thrives and is easily accessible and well used.
The next election will "tell" the GCS how we feel. I think there will be changes to council. It appears thst North Bay is taking over to be the city of the north. Quit being unproductive ..band together..YOU ARE ACCOMPLISHING NOTHING... Downtown is gone....it looks like a slum...dirty.. vacancies..drugs...loiterers everywhere... daytime parking--never go downtown...shopping-lol..parking on Elm St...local waterways..ie Vermillion are slowly deteriorating because of inadequate sewage plants...Ramsey Lake is in jeopardy... Let Zuliani proceed..you can't beat a dead horse. You can't beat a dead horse. Do I love this city? I did..but not anymore.

<b>What other comments, if any, would you like to pass along...</b>
The quality of life in Sudbury continues to suffer as the city ignores the long-term vision of previous councils in favour of short-term gain. City business should not move at the speed of business. The speed of business is what led to the Walkerton water crisis. City planning needs to be done right. We can't just declare bankruptcy and walk away if we get it wrong.
The roads are a disgrace and need to be fixed now not later. More affordable housing market so people can afford to buy a home.
The roads are a disgrace, We need more funding for our hospital,
The roads are falling apart. Whatever company was contracted to do the paving in the past has not provided a product that last more than a couple of years in many cases... but I suppose it's a bonanza for auto repair shops!
The roads are poor. Can't drive my motorcycle. I have to hit the hiways
The roads in this city are absolutely atrocious and should become an immediate top priority. Never mind investing in libraries, arts, sports and convention centers. You can't get to those facilities without wrecking your vehicle. Fix the roads. Fix the roads. FIX THE DAMN ROADS!
The roads in this city are playing havoc with my car. Lorne Street is disintegrating and has areas where the asphalt no longer exists. I don't know what is being used but there has to be a better quality of material out there. There has been some positive movement forward with Public Housing and I encourage the city to keep the lines of communication opened between the city and the tenants. Please rethink where you are putting the new arena. The arena is vital to the lively hood of the downtown core and once it is gone so is downtown. Sault Ste. Marie has a beautiful downtown area with the arena located in the middle of it plays a vital role in keeping the area a place you want to go and shop and eat.
The roads, ditches, manholes and culverts are disgusting in my area. The mining haulage trucks are ruining the main roads. There are potholes every where. The roads get only patched up and are wrecked again the following year. All this city is good for is giving excuses. Many city jobs are provided to people to keep them off welfare. The working class provides all the taxes and the mining companies don't contribute their fair tax share and the city politicians don't do Anything about it.
The slowness of any projects getting done is horrible. I miss the GOOD summer concerts.
the state of our roads need to be prioritized in the next budget for major cash infusion - they must be fixed!
The transit routes need to be improved. I have a daughter in university who has to travel via the downtown terminal. There should be hubs in the South End and in New Sudbury. See Toronto, or Calgary, or Saskatoon, or ... I am also concerned about the crime and safety at the downtown terminal, especially since there is a problem with sex-trafficking/human trafficking in the Sudbury region. My daughters do not feel comfortable downtown. There was a man with a knife on the bus and my daughter was petrified. My other daughter has been approached by strangers who made her feel ill at ease. Also, the time it takes for this city to plan anything is ridiculous. By the time everyone is done talking about it a decade has passed! Other cities have facilities for concerts and conventions and it didn't take them a decade to "figure it out"! I will be leaving when I retire.
thecity need to look at the outter area and look for new industry for the area and jobs and health care look at the drug problem andlook at the wait time for help for people
There is a disconnect between our city council and the citizens .

<b>What other comments, if any, would you like to pass along...</b>
There is duplication and wasted time with regard to the building permit process. Too many disjointed processes has the application going to many desks at the City. (I often hear that the City puts up too many roadblocks for businesses.) I appreciate that codes must be adhered to, but I really think there is room to improve the process. A time and process audit would be beneficial.
there is too much nepotism to gain employment at the city. I have applied many times and went in for testing for a job and scored great only to see the job go to [] to a way less qualified applicant because [] a personal relationship with the employee from the city, this is well known around town that this happens as it has been boasted about all of the place. Very unfair hiring practices, I have even tried to set up a meeting with the mayor to discuss only to be never called back or contacted.
There's too many people with extremely outdated views running things in this city. The city is constantly complaining they cannot retain young people, that we're losing young people to the south. That's because the South and any other major city is progressive and doesn't stonewall anyone trying to do something different and "new". As an automotive enthusiast, I shouldn't have to travel 7 hours in any direction just to be entertained. And yet, whenever a drag strip or a track is suggested, people scoff and council members get up in arms over it. I am happy the motorsports park is in the works with the new entertainment complex, but it shouldn't have taken this long to happen. This city is run by people who don't remotely know how to think in a modern way, and it's seriously hurting our city.
They need to clean the downtown and better apartment and housing for people with lower income
They should be allowing lifeguards leave of absences over the summer at the Howard Armstrong Recreation Complex, as there are not enough hours to be distributed to the lifeguard staff to allow them to live off of. Having staff work for 2 hours per week is an unacceptable amount of time to work to be able to keep up with costs of living.
They should quit spending on different lands and use the money for repairing in our Roads.
Think about people, real people who need to live and thrive in this city in all shapes and forms; think about the quality of our built landscape. What do we want our city to look like, do you want a unique place or just another big-box sprawl that gives a sense of placelessness? We cannot afford to maintain what we have now so why are we building more roads and sprawling entertainment areas? Think about the future and how urban intensification is better for everyone. Invest in the downtown; parking is not the problem it is the sense of safety and the disappearing retail/cafe spaces on the ground level. More needs to be done about how we move around in the city (I know transit changes are coming) but too much priority is given to vehicles. Pedestrian and cyclist safety should continue to be improved. We need a better designed recycling bin (our city is windy and on garbage day, blue-boxable items are all over the neighbourhood causing unnecessary littering). We need to encourage more civic pride (it is difficult because of the size and diverse communities that make up our city but we need to do better). I think one project should be to purchase a streetcar for display at a municipal site such as the centre court of Tom Davies Square or Bell Park and explain how important and unique it was that our city had this system in the past. More policies and rules for commercial property owners (built standards that take both function and form (beauty) into account). Examples: Bob's Service Centre is such an eye sore coming into the city as well as the old St. Joseph hospital site (how much longer is that project going to stay stagnant)
Think of the future, not just tomorrow or yesterday. Plan ahead, plan better. Get people who know how to run and grow a city without taxing the residents for things they don't use, want or need. Think of the outer communities not just downtown Sudbury.



<b>What other comments, if any, would you like to pass along...</b>
This city has a lot of potential. I love/hate this city.
This city has a lot of potential. Please don't waste people's time and money
This city is a joke. Don't spend money on stupid decals for the garbage trucks. We know they are garbage trucks when they pick up in front of our house
This city is being held back from great things.
This city is driving me crazy. After years of participating in consultations about our city plan, it's all thrown out because a developer wants to sell us an old dump. I'm considering moving out of here and so is my son and his family. The nastiness that was allowed to occur about this arena decision.... for the first time in my life I want to get out of this hateful city.
This city is going backwards! Move forward with some new initiatives! Fix the roads!!
This is a city of great pride and of history with different cultures. Stop burying it. Move forward now with our core or send it to the dump with the garbage that is collecting in our city. I believe in our city for a strong future and that is why you are there to make it happen. Stop letting all the outside areas take over the life blood of the core.
This last year has really made my civic engagement and participation in municipal politics feel futile. More than half the friends I grew up with in Sudbury have left town because of the small town mentality here. We want economic diversification, downtown development, density intensification, better public transit, more walkability, better environmental sustainability. We do not want more parking, more roads, a casino or more urban sprawl. We want to live in a city that embraces 2018 and doesn't cling to 1978. I'm very much hoping that you will be hiring an ethics commissioner and will invite our Ombudsman back because the way Council has been acting on social media this year is shameful. It's a real embarrassment and will encourage others to leave.
This past year has been the worst year I can remember for Sudbury. Council made bad decisions concerning our new arena and casino and voted to continue our city down the path to failure. Our population isn't growing and we should be focusing on building up what exists, not adding more, removing anchors from one part of town in favour of another and letting the rest suffer. We must focus on our downtown. There was lack of leadership at the top that let the arena debate get nasty and pinned citizens against each. We had council members acting like children on TV and the internet with no recourse whatsoever. There is no consensus on the future of this city. We have no common vision. Council chose to act against all the facts and made an ill-informed decision that we will pay for for the next 60 years. Our young people are leaving Sudbury in droves, but yet council would prefer to focus on the ancient concepts that fly in the face of what the rest of the world is doing. Faith in our council is at the lowest I have ever seen in my life.
This survey is good Hopefully it will bring good results
This survey was not a good survey. The questions were vague, I don't think you will get correct answers to the questions as, are you satisfied? questions are not always the way to answer. I think the tax payers money could have been spent elsewhere. The user fees have been raised far beyond excessive!

<b>What other comments, if any, would you like to pass along...</b>
This winter, the main roads were plowed well. However, I live on a main road and countless nights I watched a line of 3 plow trucks scraping up pavement meanwhile the surrounding side roads near me are barely driveable. The side roads seem to be ignored for over 15 hours after a big snowfall. Plow drivers shouldn't be instructed to plow main roads when theres absolutely nothing on them. Just creating a pot-hole mess for the spring.
time for a change!
Time to move forward with the new arena development on the Kingsway. NO MORE DELAYS!! The City should also consider removing the ward system and look at moving to councillors at large. Currently, we still see councillors thinking about what is good for their ward, not what is good for the entire City. Our taxes are too high! I fear businesses will not look at moving here because of this. Economic Development is not doing a good job of attracting new business to move to Sudbury.
To better consult the youth and the future generation. Look at forward-thinking approaches and vision based on innovation and factual information. Better educational campaign and consultations not just "Are you excited about the future" in regards to the event centre. Please focus more on community engagement and education.
Too many costly new projects on the go with too little maintenance of the current infrastructure
Too many staff whose positions are not needed. This results in added costs for all citizens. Staff in Ontario Works do not have supervisory meetings and some workers impose their personal views on clients, sometimes not providing clients with mandatory benefits. Consider purchasing smaller buses for routes with fewer passengers and include his service for outlying areas. Improve healthcare. Improve parking... consider parking structures.
Too much crime
Too much tax dollars are going to residents that don't work and do not contribute to the system. Property taxes are way too high. Fees tacked onto Hydro and Water/waste water bills are unjustified. Road maintenance and construction companies awarded road maintenance jobs are wasting tax dollars on poor quality of work and length of the jobs.
Too much time is spent planning and paying consultants to do work. Not enough is simply done.
Transit services needs to improve greatly. I have been all over Canada and parts of the U.S. and I am ashamed that I always know when I am home here in Sudbury. I returned from a road trip from the U.S. last week and the only bad roads that I encountered were here in Sudbury... Over 4000km of driving and the worst roads are here...I can just imagine what tourists think of the condition of our roads when they come here.
Trash collection reduction was a mistake.. so much illegal dumping going on
Treat city budget as you would your own. Do not put us too far in debt!!!
Try to get a greater share of mining revenue from the Province.
Try to keep in mind who our pioneers were and what their vision was for Sudbury. Up to now, Sudbury has been managing fairly well in many areas, thanks to these former entrepreneurs and pioneer politicians. Don't turn your backs on them.

What other comments, if any, would you like to pass along...
Une majorité de citoyens ne veulent pas de Casino, mais souhaitent ne pas abîmer leur auto sur les route toutes abîmées. Nous sommes forcées à payer des taxes pour des initiatives qui ne devraient jamais faire partie des priorités d'un conseil de Ville. Ce projet de Casino va enrichir des entrepreneurs et dépanner un gouvernement provincial financièrement incompétent avec l'effet d'appauvrir les familles les plus fragiles de la Ville. Comme le disait Frances Caldarelli, le système de lotterie est une taxe sur les pauvres, J'applaudis ces conseillers qui se sont opposés à ce projet.
Urban sprawl is a big issue, the population is not growing and is aging....we need to stop the sparwl, we can't afford it.
Urban sprawl is a city killer and recent decisions have propagated urban sprawl. Please invest in densification instead of expanding our city and putting more stress on our infrastructure and tax base.
Water is life. It is imperative that protection of local wetlands, creeks, rivers and lakes is a high priority!
We are a very good City, but we could also do much better. Too much negativity I find, and a lot of bickering.
We are fortunate to live in the north and be away from the traffic & congestion of the GTA, however, when taxes and cost of living is higher it negates the benefits. We pay \$5000 a year in taxes and we can't even get our sidewalk plowed in the winter. We are constantly looking at moving out of the city to a smaller community or closer to the GTA in order to be able to either pay less taxes or get more services for the taxes we do pay. The City of Sudbury has a unique opportunity to make Sudbury a really great place to live however, there has been little change in the last decade and now we're seeing increased costs and decreased economic stability
We are in desperate need of shelters for homeless youth and adults and we need a better housing initiative to prevent further homelessness, we also need more bike/hiking and parks to promote health living for sudbarians, lastly we need educational mental health, social services to assist in the everyday lives of sudbarians as there is a major increase in mental health and addictions as well as human trafficking in sudbury.
We are making progress
We are very pleased with the new casino and arena plans, the groups that are against the casino and new arena do not realize that the people who want to gamble will go to other city's to do so therefore taking there money spent to gambling, food and hotel stays will be spent out of our city. This will be a great attraction for our city and will create employemnt
We cannot afford all these big projects!
We do NOT need a casino, we need more parking downtown and focus on downtown regeneration

<b>What other comments, if any, would you like to pass along...</b>
<p>We elected a Council to represent us for 4 years. Why then do we always have the same group of naysayers appearing after every decision that is made? The reason Sudbury is not moving forward is due to the constant verbal diarrhea from this group of dinosaurs. Why is this City running a nursing home? Millions of tax dollars could be saved by putting this albatross in private hands where it should have been all along. Why are our tax dollars supporting a French Culture Centre? This facility will not be useful to over 50 per cent of our citizens. On top of which, the City will be out over \$50,000. annually from the parking lot on Larch Street. This parking lot will be missed as it is in fairly close proximity to the Medical building at 65 Larch St. where it is difficult to park at the best of times, and even worse in winter months. If a building permit is issued for a home under renovation, does an inspector actually come out to inspect what has been done and if the work is in keeping with the permit and conforms to City By-laws? Sudbury Housing should be looking into the deplorable condition of some of their properties, especially those on streets in residential areas. Uncut lawns and junk build-up is a problem.</p>
<p>We had better services when we weren't amalgamated.</p>
<p>We have a short construction period due to the winter months. Better planning for road maintenance needs to be considered. Need to spend more time prioritizing minor road repairs. Although the major roads are in bad shape by always prioritizing them you let the smaller roads deteriorate at an alarming rate. Also need to schedule line painting at better times. This past year both the 4 corners intersection and Paris-Elm intersection had their lines being painted between 7-9AM and 3-5PM right at the busiest times of day. This work should be scheduled for off peak times, as traffic is already a major problem in this city.</p>
<p>We have missed so many opportunities, trying to create all of these little empires, that it overwhelms us, resulting in nothing happening. Why can a small city like North Bay attract industry, shamefully even mining associated industry, away from Sudbury? Take a walk along the waterfront park areas in North Bay, &amp; Sault Ste Marie, both much smaller cities, &amp; its almost embarrassing . I don't think I need to go on.. Lets work together &amp; get something done. Everybody doesn't have to be the boss.</p>
<p>We have too many wards/too many council members, would be better served to have less councillors but make them full time paid positions with complete transparency and more knowledge about politics and accountable for their actions. It is ridiculous how we have so many part time councillors that seem to just worry about their friends and what works for them in particular rather than looking at the bigger picture for the entire city. I am disappointed in the way in which this city is run, seems like a bunch of children in a schoolyard and these people have no background in politics, they seem like retired folks who have nothing better to do...</p>
<p>We must look at our mental health system. In all aspects. The drugs and the mental health issues are not going anywhere. It is making our sixty and downtown deteriorate. We need to have supports in place for these people to try and get them off the system. ALSO, WHT in the WORLD do people in housing get to sit there and collect welfare. they SHOULD HAVE TO prove they have looked for a job, even if it is min wage. This is UNFAIR to all of us busting our butts day in and day out and in the end they get more services than we do. this needs to be looked at. Why don't they have to pass a drug test to get their money?</p>
<p>We need a better transit system and much much better road maintenance. Can't ignore our aging infrastructure any longer. And we NEED free parking downtown so it can be used and enjoyed.3</p>
<p>We need a lot more bike lanes. 4km of "real" bike lanes is not enough</p>
<p>We need better quality roads, the cheapest is not always the best. Stop throwing money away on shoddy constructs.</p>

<b>What other comments, if any, would you like to pass along...</b>
We need change..
We need more senior facilities in Sudbury
We need our roads to be actually fixed. Would be nice if there were actually painted lines on the roads. More turning lanes.
We need to be thinking about how we retain our talented young people, how do we make it attractive for them to stay and build their families and communities. We need to think about what the future holds in terms of jobs, do we have what it takes to inspire tech, research, etc... communities to grow here? We need to spend our money better, years of shit roads usually means shitty contractors, let's go out of town for our bidding processes, to ensure we are getting our monies worth. Basically we need to start thinking better, we need a younger council, who can look past how we've done things in the past, and look forward to the future.
We need to continue the process for the development of the Kingsway Project and Maley Drive. For the future council should consider Barrydowne extention
We need to diversify and rebrand as a city. We're very quickly becoming a city of old miners, and in turn that is driving away future generations.
We need to do the tasks of attracting business, fixing our roads properly and keeping our infrastructure in good order from plants to pipes.
We need to focus on road repair and creation of jobs and business,s and this new arena
We need to insure a quality of life for residents in outlying areas. Community centers and arenas MUST be invested in to be maintained. There must be growth in outlying areas, we have been labelled "no growth areas" and as a consequence have been withering. This must be reversed. Tax incentives must be offered to businesses and other developments that wish to locate in outlying areas.
We need to invest in our future, and not lose track of long term goals for the sake of shinny items and being hoodwinked by good salespeople.
We need to prioritise our downtown core. This is the heart of the city and should be treated as such. It's very disconcerting to see our city council ignoring our city plan and the advice of professional consultants on this matter.
We need to start acting like a big city.
We now have a council who think their job is to spend as much money as possible, There nothing which is open and transparent about the council. Council has done more to divide this city than any other council in the history of the city. Probably the only city where councillors encourages the residents to boycott a business area because some residents disagree with them.
We should do a review of all bylaws put in place as a reactionary solution to squeaky wheels and keep only those that are for the majority..... Additionally, individuals improving their personal properties should be left alone.....building bylaws are great on paper but realistically in many cases, over engineered is happening increasing costs.....
We shouldn't be paying the most for gas , hydro , renting , car insurance we need a brake , I just bought a newer vehicle and there's nothings left of my front end or suspension because the road maintenance isn't done right
We would like more information from our Ward Councillor regarding the way she is voting on our behalf.

**What other comments, if any, would you like to pass along...**

When clearing forested area the city should consider hiring a contractor to relocate affected wildlife. The Maley project as well as the Arena will displace a lot of wildlife that will then in turn find their way into town. Relocating wildlife will give the community a sense of security and will demonstrate that the city cares for its surrounding wildlife.

When I see people crowd sourcing due to medical issues or having to travel for medical issues it really breaks me. When my nephew had to sit in emergency for a week to get help it kills me. When I have to contemplate traveling to southern ontario for diagnosis because the doctors that do work up here are stretched thin it defeats me.

When paving the roads they need to use better quality asphalt. It keeps breaking up easy, furthermore, when they patch pot holes, they need to make sure they are dried out in the winter time, because a week later the pot hole reappears. There needs to be better Transit services on Sundays. Instead of every hour on sundays it should be every half hour on sundays for main arteries like Lasalle, BLVD, Barrydowne and etc. Not only that every transit should have an automatic recording camera in it, and they should have seat belts installed in them as well. Look what happened in Saskatchewan with the bus crash recently. There needs to be quicker response time to plowing the side streets during a Major winter storm, in New Sudbury, A plow should go down the side streets once during a major winter snow store, and or ice storm, and then do a good job when the storm is over. Secondly, our taxes are going up and the quality in my view of the main services have deteriorated substantially compared to 10 years ago, as well the cost of taxes for seniors who live in houses is ridiculous, they are way to high, and they should be paying half the taxes if they are over 55, and retired. That's why many senior citizens are forced to sell there homes.

While we have amazing, smart, helpful people working at the city who know their jobs very well, it would be helpful if there was something in place to help reduce our time spent running from department to department to find answers/documents/information. I would suggest that each department take an inventory of the types of documents they maintain as well as a description of the services they provide. This inventory would not be time consuming to collect as I am talking about document type with a brief explanation as to what it is and not every document in existence. It would be helpful if there were at least a few employees trained in understanding what all the documents pertain to so we could have one department to call upon to find which department would be able to help us find what we need instead of stumbling upon the answer while venting our frustration to a random employee on the elevator. :) If something like this already exists, then it needs to be communicated to all employees and citizens. If it doesn't exist, I have been considering volunteering some of my time to help the City set up something that would be practical and user friendly.

Who cares about the Kingsway, I want an IKEA.

Who wants to stay in a city where our one hospital is facing cutbacks in staff, and services and no one can keep to the budget, our roads are a mess, taxes are unreal, no wonder our children move away for jobs. This city is destined to be the next elliot lake. We need to be able to host events here like dance competitions, bands, etc. Our counsel needs to check out cities down south and then will have an understanding of what is lacking in this city. All we have is shopping.

Why are we funding a Francophone Arts Centre ? SSO, STC and Theatre Cambrian are in financial difficulties. Why can't there facilities be shared ? College Boreal is a well endowed facility. Couldn't it be used for the Francophone Arts Community ? TNO is already at Boreal. What are the attendance figures for TNO ?

<b>What other comments, if any, would you like to pass along...</b>
Why keep filling potholes - It's comical - they pop out and need to be filled again - A few years ago they repaired only a portion of the road - why not complete the whole thing - Is it a matter of money to not complete the job thoroughly? Choosing one pothole over another is subjective - Short term bandaids are not effective
Why? It's not like they would be taken into consideration...for ANYTHING... Our municipal government is a farce. None of the councilors are in it to "help" as they state in their campaign...they are all in it for themselves once they obtain the position. Our roads are in such a state of disrepair it's ridiculous...how do you promote tourism...people who come here can't believe the state of the roads...(part of my job is driving people to and from the place I worked to their homes/jobs). What happened to the paving company that used substandard material in the upgrade to Paris Street years ago? Did they get paid in full? Did they redo the section that the material was used in? I believe every person in a government position should have to post their expenses each and every month for the citizens to see what they are spending OUR money on. That's accountability!
Wish you would stop spending tax money on studies, then not following their recommendations! Community collaboration and involvement is necessary when changing land use ... ie: changing a playground into a dog park with NO communication to the community, just secret deals and pushing it through
Work on the roads!!!! No.1 downfall of living here. 🗑
Work on your acessabiltiy for those with disabilities Offer better services to low income, we arent homeless yet but could very easily be
Work to create positive partnerships with First Nations communities and people. This city is failing to see the opportunity that rests with building relationships and by extension business opportunities with First Nations. There is much explicit and subtl racism in this
Would like the monthly rates for leisure centres reduced for people 60 years and older to seniors rate as there are a lot of people retired at that age.
Would like to see our city grow more healthy and in a happier state. This city needs to make some humbling changes. Put down your egos and do what is best for all? Remember that many people are counting on your good decisions. Not sure what Tondo??? Look at countries like Finland, Iceland
Would like to see the results of this survey published and be advised how the comments are being resolved
Would love more bike lanes instead of driving to work. More jobs for English speakers and educated people. Better trails and things to do other than drink!
Would only vote sizer back if he was my councillor, the rest need to resign over these bad decisions that have cost us especially councillor Montpellier! The man was found guilty of harassment in the workplace, very mishandled, any other workplace he would be fired!
Would prefer to see council getting their act together and work for the residents instead of wasting time bashing each other. The whole fire optimization plan fallout was a huge eye opener, as well as the treatment of 2 respected councillors. Pulling private citizens into the mess was ridiculous. Looking forward to the election!
Yes to density. No to sprawl. Yes to the community event center being in the core of the city (downtown).
You are a terrible mayor Mr Bigger

<b>What other comments, if any, would you like to pass along...</b>
You guys should host more events that gather the Sudbury population (like Canada's day at Bell Park) things like this brings Sudbarians together and people look forward to things like that and it improves the quality of life because it gives people things to look forward to and everyone loves a reason to celebrate.
You have a communications problem. We only hear the bad news, never the good, and this affects the narrative surrounding our community in the papers, and in online discourse. While not the city's fault - because a lot of it has to do with our elected leaders - more could be done to promote the good things happening in our community. This negative narrative has a direct impact on how we feel as citizens, and how our city is perceived in the rest of the province, and Canada. We need to change this. PUBLIC CONSULTATION - get better at it. There's rarely enough warning. The sessions feel more like the city is there to tell you what's going to happen vs. actually having a consultation with the citizens. It needs to be more robust, and more engaging. (I will admit though that I attended one on the future of Lasalle blvd, that had a giant map, and activities for submitting ideas - that was great! - others I've attended, not so much).
You have a tough job. This is a good place to live, but it could be better.
You have both taxes and user fees which are way out of proportion with fiscal realities of a population where over 50% of your people are living pay check to pay check. There is no accountability as there is no follow up on expenditures once they have been done ( ex:roads are refurbished and they do not last ) Moneys are spent without having exhausted existing resources and alternative measures as to attain same results. We do not tap into our existing assets and fail to pro actively maintain our existing infrastructure. We prefer corrective measures as opposed to a proactive approach which in turn cost us dearly. In some cases we put out policies which we want tax payers to abide by but we as a corporation do not adhere to these same standards. No one intheir right mind would run a business in this fashion as they would be broke in no time.
you make to many bad decisions which has hurt our cities name. Failing to see that the water slide park in chelmsford go ahead. Not buying up the old hospital site and taking advantage of making our waterfront a hip place for all to go like in The SOO and North bay .also there are to many city buses running around empty.We had a moto cross track In the valley you shut it down, we need a motor sport park in sudbury to pot us on the map. Wake people the city hasn t move forward much since I came here in 1969.
You need to have a lot more help and services available for Special needs children!
You need to make your money count. Still to much waste. Space to small to elaborate.
You need to manage like a business. Tired of the wasted tax dollars spent on over staffed city departments and non productive employees. I am told by employees that departments are over staffed with unproductive employees. This is an unacceptable practice and should not be tolerated. I work hard for my pay and am tired of paying high taxes for no return. I want to retire in Sudbury I may not be able to afford it.
You need to stop wasting money on big fancy projects like the Maley Drive extension and use the funds to fix the roads we already have that are falling apart! that big fancy 'look what we did' project is useless.
You need to take care of the outside community alot more.
You should have added the Kingsway Entertainment issue on here or asked for input from residents before going ahead with such a huge project! []
You should survey the people who have left, or won't come.



<b>What other comments, if any, would you like to pass along...</b>
Your doing the best you can under the circumstances, your best is enough.
Your roads and maintenance programs are woefully inadequate. When trying to determine an answer in regards to a situation. I have had incomplete/inaccurate information received.
Your roads are horrible because of the methods you use for construction and maintenance. Watching paving when whether is below zero on a major project, explains why roads go to hell so quickly in Sudbury. Where's the inspector?
Your salary is too high for the work you do. Fire those overpaid managers.
You're taxing residents to the breaking point and giving nothing in return. Start focusing on economic diversity and population growth.
Youth at risk - to categorize as young people beginning at the age of 11-16, exploring their independence and looking for engaging positive community participation opportunities - the city should provide programming that focusses on this age group throughout the community and year round. Festivals and events should encourage youth-run programming, young involvement in volunteer opportunities (majority of organizations do not take youth prior to age 14), and is not afterschool programming or care centres for children between 10 and 14.. therefore they become idle and lost, .. and at risk for decline, isolation, exclusion. Where is the programming? Is there anything the city can offer for this age group aside from simply basketball everyday at the Y? My son loves robotics and engineering- he has no interest in basketball at all. Or festivals? volunteer opportunities??

<b>What other comments, if any, would you like to pass along...</b>
1) please have more water parks for the kids for the summer season. 2) fix the roads 3) the city needs a facelift .
2 month to get a recycling bin and it was cracked...roads i don't understand no care taken... the city is not inline
311 call centre should respond to bylaw enforcement.
A lack of cooperation among municipalities. Appreciate the city services
Activities for kids in there own neighborhood
Address the accessibility of people with disabilities in the community. Enforce the by laws and legislation
Address the infrastructure and let people know..follow through on your promise to build to a soccer
All they do is argue amongst themselves, taxed to death, wages not increasing at all, too many taxes. Take away from EMS/Fire which has caused safety issues and even deaths (such as my husband who died because
I am an 81 year old woman please clean the roads in winter time!
am not in support of the new casino arena that is under construction, it will would force people to gamble
Amalgamation did not work and is not helping the outlying communities at all. Something has to be done about that. Services that we (in the outskirts and outlying areas) had before the amalgamation were much better and we had better services, now they are are much worse than they were before. Something should be done about
amalgamation is not working, reconsider it - go back to original model
As senior citizen very satisfied with accessibility to information and services available/out there. Would like to
Be more business and developmentally friendly, be come conscious of how tax money spent.
Be more cost conscious
Be more open with what you are doing... people want open government
Be wise with money/tax money. A lot of money that is going to waste.
Better communication with residents
Better housing for people that need it and keep working on the roads
Better road improvement.
better road service... improve the bus services
Better support community
Biggest problem would be garbage pickup in regards to limit of bags and scheduling
Build a new arena, entertainment facility on Kingsway. Go ahead and build it.
Building permits are joke...they charge too much ... when you ask for information they have no answers at all
Building permits is way out of whack
building Sudbury should start and be priority, by including individuals all the way to communities that have
Please clean the sidewalks better in the winter
Cant think of anything right now, keep improving our city.
Casino should be downtown... please fix the roads
Change 75% of the City Council.
Change the way they fix the roads.
Change the way they look at the city and the workers. Incompetent and lazy workers at the city, hire better
city council... should not be building other roads when the can't maintain the ones we have
City is doing good job just avoid the red tape .
city is short sighted with a lot of small town thinking
City needs to encourage the young
City of Sudbury is the worst city I have lived in.
City should get into new banking and payment systems
City staff took over 72 hours to respond to something I reached out to them about. I would hope that they
clean the roads winter time to reduce accidents.
Clean up the city, spend tax money better, economic situation is not the greatest. Start thinking for the future
Clean up the downtown and fix the roads ! Make city council/staff accountable for their decisions.

<b>What other comments, if any, would you like to pass along...</b>
Concerned about the rampant garbage, used syringes in parks, abandoned shopping carts. There needs to be more accountability for the people littering. City hall counsellors need to better know their wards and finally do
Continue to revitalize downtown, and take care of low income and indigenous people to ensure good quality of
Corruption in the fire department and mayor department should be looked in.
Council should spend more time on preventive maintenance instead of waiting until things get broken down
Councillors should stop fighting, and Sudbury residents fighting - both about the future of the city. Keep picking at each other, people need to be nicer to one another, more civil discourse in government and society. Limits
Counselors more visible
create and paint more bike lane
create more job for the youth to sustain/ support the aging population
create more jobs
Cut my taxes and improve your roads.
De-amalgamate the city.
Disability and accessibility is improving however handicap transit needs improvements in regards to booking
Disagrees with the casino/arena because it will result in everyone being broke and the Sudbury economy won't benefit. There are too many people who are not working and receiving more money from the government than
Disappointed with services provided when you need help (referring to something going on with their yard).
Dissatisfied with the direction of the city, the amount of time they are not diversifying, mining industry there is no tracking of the forms, lack of taxation. The big issue is arenas should be built up. There should be more
Do a better job with the city for long term plans
Do something about our roads - drivers are forced to repair automobiles - it is a form of taxation.
Don't agree will the new Arena and don't agree with the downtown core.... and don't like what they are doing with the homeless... city counselors are that benefit themselves and not the community as whole... no liking
Don't agree with where the city has decided to locate new recreation complex, some things are not as transparent as they should be, more need for homeless situation, transportation system in regards to transit
Don't build arena alongside casino on Kingsway
Don't build the casino and area
Don't build the new arena.
education system need evaluation
Election coming up so I will be sharing my comments then!
Every other city digs down to the ground line and then repave we just pave over
Find a way to fix the roads and stop wasting money thru municipal waste and divert money to where it is
Fix our roads...help the low income people and give the tools to work with
Fix our streets. Make the cities something to be proud. The City should be a place where people want to live.
FIX ROADS
fix roads
fix roads
Fix the damn roads
Fix the damn roads - they are the worst they have been in 50 years. One of, if not the worst, in Canada for
Fix the damn roads.
Fix the Downtown area and Roads
Fix the potholes
Fix the roads
Fix the roads
fix the roads
Fix the roads

What other comments, if any, would you like to pass along...
Fix the roads
Fix the roads
fix the roads
Fix the roads
Fix the roads
Fix the roads
Fix the roads
Fix the roads and the potholes.
Fix the roads in a strategic about it. Public transit needs better hours for out of town services.
Fix the roads please
Fix the roads please!
fix the roads please, please ,please
FIX THE ROADS THAT SEEMS TO BE GETTING WORSE BY THE DAY
FIX THE ROADS WE ARE LOSING THE TIRES AND RIMS.
Fix the roads!
Fix the roads!
Fix the roads!!
fix the roads, it is making me spend money that I need/ I could use.
Fix the roads.
Fix the roads.
Fix the roads.
Fix the roads.
Fix the roads. My brand new car has to be realigned after this winter.
Fix the roads. Try to make it easier with people wanting to start up new businesses and build houses.
Fix the roads. We don't need to focus on arena's, casino's or even landfill issues, these are not necessities! Stop
Fix the Roads... get rid of the old buildings
Fix the Roads... how to get the snow off the roads in a timely fashion...I want to know what's going on with my
Fix the roads... make them more pleasant to drive on... help the homeless to better living
Focus on first principles: general needs of the people. Pay taxes - but it takes 3 days after the snowstorm to
focus on the roads
Food prices are unbearable.
for the future of Sudbury we need to be economically financial and build on jobs
Garbage isn't pickup on time and they don't pick up everything. The taxes are too high for the amount of
Get act together faster
get funding for Sudbury orchestra.
Get off your ass and do your job
Get rid of the red tape
Get serious about transit and cycling infrastructure.
Get the arena on the Kingsway and put a difference focus on downtown. Get some roads done.
Get the roads fixed
Get the roads fixed up!
Get things done, that's good.
Get your shit together - fix the roads, stop hiring bad contractors for roads, get them to do it right the first time.
Go outside Sudbury and look at the ways they do things and learn from them.
Give me services to the outlying areas and stop focusing on the downtown area. Amalgamation did not work.
Giving a tax break to seniors

<b>What other comments, if any, would you like to pass along...</b>
Good job with sticking to your guns with the arena.
Grocery stores to improve.
Group homes are glorified babysitters.
have more cameras in long term homes
Have open mind with the future... make the city more aware of hearing and eye loss residents
He lives on a country road, there is no cleaning, they do it there by themselves. They want to see more secondary roads, more cleaning services. The areas are not clean, and lack of volunteers for fire departments,
He want Better Housing, Cheaper bus passes, cheaper food, cheaper smokes, cheaper rent, cleaner apartments, because the quality of life is so bad here. It is worst because taxes are so high and services provided are poor.
Health care and more care for for the elderly
Healthcare - Because we are a regional hospital, we have a lot of specialists, but we still don't have enough. It
He'd like to know why we have to subsidize a dangerous game of hockey when we're taking the way swings for
Help people with drug problem
Homeless downtown...needs to be helped
hope roads get fixed soon
hospital function needs to evaluated
Hot mix for pot holes is a much better solution compared to cold mix. Spend a little more money for a long term
How could you be so stupid to approve the location for the new arena.
I agree to the building of the Casino.
I am livid about the decision to put the entertainment center on Kingsway, next to the city dump! In order to grow, the city needs a strong core, which would be downtown. We need to revitalize downtown in order to
I did have home improvement program through that greater city of Sudbury and I believe that they should offer
I do like the survey it is a good idea. good job on the new arena being built
I do not want to see a casino here in Sudbury. I would also like revitalization of Downtown.
I don't disagree with the moving with the casino and arena, I would just like to know if they have a contingency plan. Will they be closing down all the outline casinos and arena? If so, the new casino/arena would not be
I don't think that combining the outside regional municipalities into one Sudbury was very beneficial to the people in Sudbury. The city is a bit more run down. Bigger is not always better. Would like the see the
I ENJOY LIVING IN THE CITY, THE CITY HALL ARE DOING A GOOD JOB.
I feel they are going in the right direction with casino, arts center - but roads must be improved
I find that there is not proper housing, services, and transportation for people with special needs and disabilities
I have a lot of hope for the city
I know it's expensive, but you need to fix a lot of side roads especially near the Flower Mill.
I know they are trying to improve service, keep up the work.
I live in Hanmer and there is nowhere to shop. I need to go downtown and that area is hard to navigate--the
I live in Lavack and it is a small town. In the winter the side streets don't get cleans as well and I've been stuck many time in the snow and when it starts to melts and refreeze and driving on that has been causing serious
I love living here, everyone who visits thinks it's terrific
I love the counselors that we have working hard ensuring that the minority is looked after.
I really hope that Sudbury police deal with the drug and alcohol problem/
I think it is important that the city continues to do these services so city counsel can better understand the
I think it is important to diversify the city's money and activities around the outer regions of Sudbury rather just
I think it would be more cost effective to go with volunteer fire fighters and better money spent with taxes.
I think most citizens feel very disconnected from the power that run the city. It makes it frustrating and also leads to political disconnectedness. Politicians are interested in media coverage but do not follow through with

What other comments, if any, would you like to pass along...
I think that the city needs to review a lot of the senior management positions. We have a number of people in key positions who do not know what they are doing. I think that there is a tremendous waste of money because
I think that the city should hurry up with the casino so more young people will have jobs and tourism will increase. Don't worry about destroying downtown to build new building, rather make homes for the homeless
I think that the politicians don't think long term about the life of the city; which is downtown. We need to focus our efforts to create community, foster culture and create business downtown. Downtown is were long term
I think the biggest thing is the complaints with the downtown business association. It's very discouraging. I agree with the decision to move everything form downtown; especially since there is noting being done
I think the city should be more cleaner and more accountability.
I think the website is very poor, the city website needs a lot of improvement; I would rate it the lowest, a zero if I could. Sudbury.com is a newspaper website and tis superior to the city's. I'd like someone it keep it current with city news. Recently there was a hydro down issue or a big issue and there was no indication on the city website that anything was happening. It never changes except to put new committee members names up. Its out of date and hard to navigate. This is the first place people go and should be able to go but right now I wouldn't even promote it. But the 311 service is excellent. About city recreation services for seniors - they're appalling. The city depends on the YMCA and the Y is woefully underserved and the footprint, meaning the pool, is far too small and needs money and attention; and fundraising, for the pool not the Symphony. The arts
I think they to do better planning. It frustrates me that they always leap before they think and they waste a lot of money. It's a very pathetic waste of tax dollars. We don't need sidewalk plows on little streets; it makes
I think we're over spending and not giving it back to the public. i.e.. services - snowplowing.
I understand the city has to grow but would still like the city to take into consideration what the people actually
I want to see more outreach on services and on opportunities like the amount of lakes we should educate people more about the environment. Things people can take control of and help the impact on the
I wish politicians were not so crooked.
I wish they would go ahead with the new casino and arena, there's too much bickering.
I would like for the to not [] to build and fund the arena. No one is going to the arena that is built by Zulich.
I would like prior information about any construction taking place. I received one notice after the construction
I would like some answers regarding building a shed on my property, land coordinator needs improvement. 311
I would like the city to use bigger bins with wheels for garbage and blue box.
I would like the street pipes and man holes updated or looked into so its fixed once and for all. if I call for street problems they are here they are good but it still needs to be fixed. all winter long the streets and sidewalks
I would like to know why the libraries don't have enough books and it is short staffed. As of the city hall it is
I would like to not lose my vehicle in pot holes.
I would like to see some work done with the roads, sidewalks, and infrastructure. They are all in a terrible state and the city is very slow with doing something about it. The speed of the traffic in front of my house is never
I would like to see Sudbury to grow in to a world class city, behind on online services.
I would like to see the city and the citizens of the city better taken care of. They are trying to turn Sudbury into a
I would like to see the city professionally run with fewer and permanent full time counselors like other cities
I would like to see them more organized for i.e.. permits, and staff more informed on their roles and resources.
I would like where I live to be removed from the city limits, as a result property tax increased however do not
I would prefer they take the time to think about the casino being built which I am not in favor of.
I would say that there is quite a bit of corruption and I do think there is a little bit of mismanagement. There are many things that need to be privatized. I think roads are a big priority STOP using cheap asphalt! If they used
I would the city to stand behind the new CEO at the hospital who is trying to make some cost effective changes
if it is possible can the amount of salt that is being on the road be disclosed to ensure an equal amount of
If taxes are taken from people of Sudbury, city should act on what they are doing with the money and show the

<b>What other comments, if any, would you like to pass along...</b>
if there going to spent money on consultants then listen to them.... and listen to the people
I'm not happy with how the city makes decision more towards to entertainment center. Feel city does not listen
Im sure my husband has a lot to say
Improve customer service. There needs to be easier ways to directly contact the city about immediate matters.
improve dog parks
improve the bus service...more available for seniors...improve playground areas for children
Improve the roads.
Improve the water quality, streets and parks clean, clean geese poop. Run city clean and neat and convenient
Improve the bus for public transportation, then more people would be using it.
improve transportation
In the spring, it should be made clear if fires are allowed. Clean up week should be advertised more clearly.
In the Valley the snow is not being removed in the winter, and when the snow ploy comes along it dumps all
Infrastructure is very important
Instead of spending 300,000 dollars to have a company from Toronto survey the for the new arena and then not use those directives. They could have used that money to buy the golden grain building and build the arena
Instead of spending tax payer money on building new infrastructure, fix the old roads, buildings, etc. Other things need maintenance before you building new things with the money. Tax money is not being efficiently.
introduce bylaw enforcement and animal services
It is beautiful up here.
it was a good idea that the city came up with the survey.
it would be nice to have more biking paths. The municipal road 80 has a lot of people speeding, we need a red
It would be nice to see the city grow in population. All the kids are moving away from town b/c there are no
It's A great place to live... never worry about safety... roads are never congested
Just clean up the city and fix the roads
Just want Accountability
Keep arena downtown!
Keep doing the good work
keep doing what you are doing
Keep focus on roads construction/ maintenance, they are in a horrible shape. Arenas should be more and might
Keep going in the direction you are going ... would be nice if you could be going faster.....Please fix the roads
keep it up with the good work
Keep moving forward to make Sudbury a better place
Keep moving forward with building the arena and the entertainment centre.
Keep revitalizing downtown, keep up road repair - don't use cheapest solution. Keep salt water out of Ramby
Keep the lakes clean and repair the roads
KEEP THE TAXES DOWN
keep trying hard, leave arena on the Kingsway
Keep up good work
Keep up good work and keep trying to being in things for the younger generation
keep up the good job
Keep up the good job.
keep up the good work
Keep up the good work.
Keep working on the roads, quick decision on Casinos should be taken, revitalize downtown.
Let us have a vote on things like the Casino
Listen to the residents other than the special interest groups.

<b>What other comments, if any, would you like to pass along...</b>
Little more transparency... the people who are running the city should own up to there mistakes
Living in the active city of Sudbury... now we get half the services we use to...I would be a driving force to get
Look after the roads and schools
Look into getting better animal right laws. They should look into bi-weekly garbage, weekly green bin and
Lower the taxes and the water fees.
Maintain the roads. Safety needed, due to not enough walking areas, sidewalks etc.
Make a decision and see it through; instead of fighting about things. Arguments about the arena; do something
Make a decision on new arena being built, see extension of maley dr., more services for stray animals
Make better use of our tax dollars... our infrastructure is falling apart lets fix it now...things should be put to a
Make it easier for contractors to build and develop and improve the city. The building permits are too
Make sure the roads stay clean too much salt this winter
Make the city more wheelchair accessible. no handicap parking at city hall except for underground and if you
Make up your mind what you are doing about the arena and casino
mayors decision to open government is a farce
Mo other comments.
more funding is required for the housing, health care and job creation departments . mental health care and
more highways to ease the congestion on main streets
More input from taxpayers needed for decisions, need auditor general to look at road maintenance and who is
More of Mr Bigger... we never see him ... no nothing about him
More open, accountable and transparent.
More openness. Knowing more about what the city is doing - planning, administration, what proposals or plans
more policing with allowing four wheelers (ATV) on the roads engendering the children. They need to build
Move the new arena back downtown.
My biggest issue is the cost of rental units and amount of money we receive for ODSP.
My biggest issue is the roads - doesn't matter where you go - there are pot holes everywhere!
my biggest thing is the services---the arena were always an issue as there weren't enough. Kingsway
development is a step forward. We need to look at what other communities are doing to attract people and do
my comment will be my vote
My streets have at least 10 pot holes and in the winter the streets are not being plowed. The prices we pay for
Need improvements on road conditions.
Need more bicycle routes, better roads. Roads are pretty bad in the Spring, hard on the car shocks, they should
Need more cleaning crews around the city
Need to clean up the downtown and fix up the roads. There are lot's of opportunities for downtown but nothing
Need to run council better... the Sudbury name is Fragmented
Need to stop arguing and start getting things done in regards to fixing up the city.
Not happy with what they did with the old general hospital. It should have been remodelled or renovated. Its
NO TO THE CASINO BUILDING.
none. good luck in what they are doing.
Not impressed with the Kingsway for the Casino
Not impressed with where arena was moved to, would like it back downtown. Downtown area really needs to
be more paid attention to, it's the soul of the city, needs to be better taken care of and needs more parking
Not really. I just find that the city tries to do, it seems there's a fight over everything. A lot of people are against
not sure - maybe less focus on ranting, neg politics vs what people need, less celebrity endorsements
NOTHING COMES TO MIND, I HAVE NOTHING BAD TO SAY ABOUT THE CITY.
Work on the roads--this is a high priority.
Number 1-if you cant help healthcare, don't fix roads or anything.



<b>What other comments, if any, would you like to pass along...</b>
One comment that I'd like to say is that they are...there's no indication of any of the regional roads where the
Our infrastructure really needs to be looked at as well as the roads. Believe the city council needs to work
Our property taxes are comprobable to Southern Ontario but do not feel we get the same level of services in
Our roads are the worst I have ever seen in my life and they are embarrassing. Maintenance is shoddy,
Overall the city is trying but need more effort for activities such as organized sports for children and ways to
paint direction on the roads to avoid accidents
Parks and rec - they take down parks and then they want to put them back up. Put them in where they're
needed, not where there are already many that exist. They took away the dock that we had down at the river. It
seems to be because of liability. We have our own volunteer firefighters and they have been looking at cutting
them out. When you live in a small area and you have to wait for emergency services...the community is aging
Pay attention and listen to the people.
Pay attention to the now... work for the future
Pay more attention to roads and hospital care
Please bring down the price of permits.
please clean the street on winter time
Please fix the potholes
Please fix the roads
PLEASE fix the roads it is embarassing and hard to travel. provide a flexible parking at the Health Sciences North
please look into the healthcare / the long care facility by the name YORK EXPENICARE which is really bad, it is
please make the deserving firefighter a full time employees
please recognize the entrepreneurs in the city, remove all road blocks for development, am in favor of the kings
please resolve the issue around building of casino/ arena.
Please take the curb out on St Anns
please work on the roads it is horrible.
Pleased with police and emergency services and not impressed with/feels strongly against city hall workers in
Policing does not seem very effective. The neighbor has been called on for gun related offenses and they have
Pot holes are the main situation that needs fixing.
Pot holes need to be fixed
procrastinating on fixing things, start fixing roads etc.
property tax is too high
Protecting and regulation water traffic, water pollution
PUBLISH THE FINDING OF THE SURVEY
Pull it together...we have a fabulous city and fabulous country stop messing up
Put a little bit more money into the roads and get all those new builders to contribute to the sewage plant.
Put money into roads and water mains
Quit raising our property taxes, and planning to the future - children will not be able to live here because of high
cost of living and high taxes. Not generating and bringing in new businesses, building business away from
Quit wasting tax payers money.
Really need to look at other cities to see what is working other places
Recently, there has been a lot of of focus on the downtown area and as result, the smaller outskirt areas are not
receiving enough attention. I believe there needs to be better recreational services provided, especially the
Road maintenance but a great city and keep up the great work. But fix the roads, please.
Road maintenance needs to be improved. There has been patch work for many years, its time to do something
Road near house is not just a "camp road" people actually live in houses out here and roads really need work
Road repairs; hire a company that knows how to build roads in Northern Ontario. The lines they paint on the
Roads are a mess... do something

<b>What other comments, if any, would you like to pass along...</b>
Roads are a priority, don't waste time fighting over Kingsway development project, development charges too
Roads are horrendous. the downtown area needs to be beautified. The roads should be made more friendly for
Roads are poor, need more money for construction/fix roads
Roads are terrible and the speed limit on regional rd. 15 is not enforced. People go by at 120km/h.
Roads can use a lot of attention. Garbage pick up, throwing blue boxes all over street. A few people needed to
Roads need to fixed
Roads need to be fixed, concentrate on those that need the most fixing.
Roads need to fixed
Send the police officers to mental training to see what is going on in the public.
Seniors affordability and accessibility to city services because of raising the age of eligibility.
[]. W need to fix out other problems before we start building casino!. Tourism isn't well because the price of gas
Services we receive from the city I do not have faith in
Shake it up!
Should get better consultants
should have a strict rule on 'screen box' for garbage disposal.
Situation with Ramsey Lake, how the lake may be dead by 2030. We need to conserve the ecosystem around
special non-for-profit rate for police services
spend more money on roads
Spend more time and resources on housing and feeding on the poor rather than worrying about downtown
Spend more time looking at the programs and parks for children
Spend on infrastructure before arena's and parks. Take care of basics before "other stuff."
Spend our money wisely.
Spend tax money wisely/better
Start doing more for the small towns
start making improvements around the city rather talking about initiatives. In regards to handicap transit and
Start working on road work
Stop catering to downtown
Stop closing a arenas and building new ones
Stop doing these stupid surveys.
Stop planning for the future and start fixing things now. The city seems broken and I'm not sure future plans are going to fix it. On police services - police are doing things they could hire citizens for and thus save money, i.e.. directing traffic. On libraries - Promote school libraries, consider amalgamating public and school libraries. On
Stop raising taxes and fix the potholes
Stop show boating for council meetings on TV ... make Decision.....stop having consultant doing all the work...
Stop spending money foolishly
Stop waking things away from the suburbs and outskirts in terms of services and infrastructure. Too much focus
Stop wasting money, snow removal is horrible and help and put things in the outlying areas such as
Stop worrying so much about revitalizing downtown and put more money into sewage and drainage, and the
strongly disagree with the casino
Sudbury is a great place to live, I wouldn't want to live anywhere else!
Sudbury has no museum for the residence if we have one it might attract more visitors
Sudbury is very nice to live in!
Sudbury should have one common supplier for hydro.
Sudbury symphony should have an access to funding to revitalize the entertainment that they provide.
Surveys questionnaires are long.
take better care of seniors

What other comments, if any, would you like to pass along...
Take better care of the roads.
Take care of roads... and the elderly
Take care of the basics first
Take care of the roads and seniors
tax money spent better/towards fixing roads and waste management
Taxes are high and not enough adequate services for the amount of taxes we pay.
Taxes are too high for market prices
Taxes are too high, the roads are terrible and it seems that everyone on the council is crooked.
Taxes are too high.
taxes too high for seniors on fixed income, not enough jobs for young, public transit not good.
thank you for taking care of my husband that health problems
that there needs to be a change in the transportation system so that its more effective. more investment into
The 311 staff are not always good with communicating the request to the municipal department that would take action. I am concerned about urban sprawl, and the lack of available housing options as well as the amount of effort being put into attracting and maintaining young people in the community. I'm also concerned
The arena is too expensive. Not very central.
The arena should not be put downtown, it will not help the whole city, just a few people. Build a convention center with the arena down town so many people can have access. We call in consistently and nothing is done.
The roads are terrible and destroying cars and people are afraid to drive at night. I think it comes down to the
The as a greater city of Sudbury we are getting better so keep it up
The casino should be flushed down the toilet... the martial used in pavement and purchase materials that have
The Casino will not bring in the people... we need to bring down taxes and make more work for the young
the children services should do there investigation in a proper manner before splitting families
the city does not treat low income families with respect
the city government has to make a decision and keep it or don't make... still waiting to here from my city
The city is doing well but, we need to improve social housing and accept refugees. We don't have a good mix of
The city is great! I have a nurse come to check on me weekly because I have high blood pressure and I am a
The city is not open for business . it puts barriers for investors and numbers of people who wanted to-invest in
The City need to educate themselves on harm reduction. I hope that they will consult the experts on addiction and get a better understanding of what addiction is. The city needs to do consultations on both sides of the
The city needs to aid with housing and real estate in the Sudbury. The prices are extremely expensive and its
The city needs to improve the roads and the sidewalks. Road maintenance is poor!
The city needs to utilize finances correctly. The council members use tax money and hire companies that they have a personal connection with. Council members will hire a friend's company even if it is not the most
The city roads are a big issue.
the city should build affordable housing for the older communities that don't have a lot of money to get by.
The city should build dual roads, connecting outline regions with the city regions.
The city should concentrate more on the roads and repairing them.
the city should take extra care of the seniors/old people as they are increasing in population
The city transit in Naughton only come in an hour and half. There needs to be more frequent transit.
The council now seems to work better than the previous council. A lot more functioning. There need to be better allocation of taxes. The roads are bad and it seems that nothing the city does makes a difference. Maybe
The council needs to listen to needs of the citizens.
The council needs to work together cohesively. Council members are concerned about each ward and not the city of Sudbury as a whole. This is problematic as it does not allow for the city to move forward regarding
The empty building that are not being used should be turned into seniors assisted living facility

<b>What other comments, if any, would you like to pass along...</b>
The fire department wants full time firemen but we can't afford that. The volunteer fire men are doing pretty
the garbage service should offer a pick up option for people who don't have the equipment or car to dump
The government needs to ensure that all promises are kept and that the public is well informed on the decision
The healthcare is accessible and they should continue to put effort towards ensuring the healthcare system
The hire a lot of people to do studies, and they do not listen to what those consultants have to say. Either do
the housing process is being taken advantage of, people who don't deserve it have should be screen enough.
the hydro price is high.
The local government needs to focus on diversifying the economy. They need to create part-time jobs and
The main concerns are the tax rates and the roads.
The methods of reconstruction for the road need to be re-evaluated. No more patchwork.
The one thing I know that a lot of people are angry about is that the Mayor only got his own street paved but he
didn't do any other street. It's all favoritism. The Mayor does not respond to my calls or emails. My Councillor is
the paints on the roads have faded not visible to drivers , it hazardous and dangerous. the traffic signs should be
The parking bylaws need to be improved, no body is following the rules and its very difficult to get by.
the property tax keep going up without us the residence seeing the purpose of the hike, cause our roads are in
the public transit needs more buses , more frequent stops
The quality of the roads that are maintained by the city. The city shouldn't have changes the age gap for seniors
from 55 to 65. If you're trying to promote a more health lifestyle for seniors the discounted rate for gym
The road conditions are terrible, and there is a lot of littering! I would like to know when you have projects and
how much they are costing tax payers; there needs to be better communication between city officials and the
The road conditions are terrible. Tax money should be better allocated there !
The road conditions are the worst I have seen since living here.
The road conditions are dangerous. We need to bring back the business to the city and do more tourism and
The roads conditions need to be fixed.
The roads are awful, it has cracked my windshield and the constructions that is on going is not helping as well
The roads are bad please fix it and maintain it
the roads are filled with pot holes... need more attention
The roads are horrible!
The roads are major concern.
The roads are poor and they need to be fixed. The roads have a lot of potholes and it's dangerous.
The roads are really bad and need repair. They need to be cautious of over building around the lakes and green
The roads are terrible and the repairs are not done in a timely fashions. (two rims on the vehicles are bend).
The roads need a lot of improvement and we should be covered in the the cities water and wastewater
The roads need improvement!
The roads need maintenance. The hospital services are not good and there are not proper home care services
The roads need to be improve med.
The roads need to be updated. The homeless need more programs because they're having a hard time!
The roads on south end on treeveiew and gateway are horrible. The taxes the on water is increasing ways to
The roads should be maintained.
The services have to improve, and the roads have to improve drastically. Park maintenance also has to be kept
The Ski hills were closed and that was a great recreation activity for youth. Public transit needs to be improved. I
the tax is too high for a small city
The taxing in the city is very high and the city council wages are too high and this takes away from the funding
The transit is not very user friendly
the transit more buses, less time for circulation and more staff
The volunteer fire department needs resources and money. Not just volunteers, but paid and trained staff. They

<b>What other comments, if any, would you like to pass along...</b>
the waiting time to nursing home is not acceptable
the water and wastewater prices for services are too high.
The water prices are too expensive. How can I pay I pay more for waste water than clean water . There should
The water prices are too high and the streets are in bad shape.
The water used to be very clean and the smell of chlorine in our water was not as so obvious. The roads used to
The way the ward system works makes it difficult to come together--they do not see the big picture. The make
decisions based on "silo's. " I watch council meetings and their seems to be a lot of under-preparedness when it
Their are a lot of addicts in Sudbury and they need to increase drug programs and mental health programs. They
There needs to be better quality trails for people who have walk. Winter is over, so the roads need to be fixed.
There are a lack of volunteer fire fighters, we need to do better recruiting.
There are going to be refurbishing an old gold mine ( carrying dirt and rocks ) on the roads which cannot contain
that extra weight. It is a safety concern, and there roads need to be upgraded to proper standards before any of
that refurbishing occurs. The paid for the appraisal on the new entertainment facility on Kingsway, taxes paid
there are too many city bylaws... roads are horrible... taxes are too high...the casino keeps dragging on
There is lack of infrastructure to support local businesses. The majority of the city are shift workers but there
are no 24 hour shops, so there are not many services available. Many seniors with disabilities are without public
transit service, I don't think there is enough support for them in housing and social services. The city is currently
there is no pride of ownership and city needs to improve this. Wasting time on rec. centers rather taking care of
There is too much "red tape", every project takes forever to get started or completed. City staff are not able to
There needs to be a proper site for safe needle injection.
There needs to be an easier form of communication between city members and tax payers.
There needs to be more affordable amenities and services provided to seniors, especially as it pertains to home
There needs to be more apartment buildings being made for senior citizens.
There needs to be more initiative for the homeless. Police services are very poor due to lack of resources ( not
enough staff to support everyone's issues). The road maintenance is terrible, Sudbury has some of the worst
roads in Canada (causing problems with cars; not safe to be driving on it. Recreation- I have two teenagers and
There needs to be some bike lanes between cities and there needs to be a sewage plant for Kapreol. The roads
There should be more done to bring younger people into the community.
There should be enough road signs for visitors coming to visit their loved one. There should be marking on two
there should be more senior housing
They are doing a good job
They are doing a great job regardless of what people say
They are doing a great job. The only thing that would make the city better is more hiking, cycling and walking
They are doing an okay job but taxes all around are really high and there aren't many services being provided.
There is a lot of waste in the dollars that are being spent or maybe have them better allocated so that we can
They are making a big mistake of making the Casino... Need to keep lakes cleaner
They are putting a ferrochrome plant close to where I live and it is very bad for the community. We don't need
They are spending too much foolishly - like French arts center.
They don't seem to be too anxious to build anymore senior residence, or condos for seniors. Many seniors want
They have to do something about the gas prices. They should also do more about snow plowing in the winter.
They have to put more money into the infrastructure and the roads. Build more senior residence and affordable
housing for seniors. Build a new venue for hockey team and entertainment to help with tourism. we have to
they need to be more open minded... once a decision is made stick to it
They need to change the layout of downtown such as the terminal, LCBO, and Tim Hortons. Would like to see
They need to do more for the elderly, especially for housing and specific services.
They need to find a way to have more entertainment for children within the city and downtown lacks

<b>What other comments, if any, would you like to pass along...</b>
They need to make more events regarding recycling, there should be more events, love to see downtown
They need to open a new sports complexes and develop more recreational centres throughout the city.
They need to pay attention to arts and culture besides the new arena complex. City should do something about human trafficking and prostitution. Ward Councillor doesn't care about it and neither does city council, should
They need to think to the future - for future generations. Not putting things in place to keep young people here. Economic development is not here for future generations. Why cant we have a vital downtown core -
They need to update programs and policies. The stores during Christmas close way too early and this is an old way of life. We need young council members to introduce new and fresh ideas. We need to stop being
They should act on the projects at hand that need to be done and stop with the consultations. for example the
They should do more for seniors; give them more money to live.
They should inform people more on what they are doing, what they are planning, not just money from
They should look at other areas like southern Ontario's and try and make Sudbury more senior friendly. Prevent
They should re-look at Highway 17.
Things are moving very well with promoting tourism and making it a viable centre in the north. The new
Think more ahead...Board walk and get rid of old hospital
this should have been available in French
Tired of paying taxes.
To invest more into youth for recreation to keep them out of trouble, more parks, more trails, more facilities
To make a place where young people can live too.
To offer more grants to small business
To start thinking beyond four year election periods. There should be long range planning such as 20 year
Try keeping up the good work and do what you say you will do.
Try to fix the roads and clean up the garbage around the city. Need a little more pride in our city.
TRY TO IMPROVE THE ROADS
undo the amalgamation
Unless someone calls and reports a pothole it does not get fixed. There is poor staffing. This shouldn't be the
Up keep Up keep Up keep!
Very disappointed with casino... how they inform people
Volunteer firefighters--they have to make sure we don't end up with less service then we have now. They should make it worth their while. I don't understand why it takes so long to repair the roads. They aren't even
Wake up stop gouging people with building permits... very unfriendly city to do business with
Ward 9 is too big. Fire and Ems services shouldn't be together on surveys. Please leave the ski hill open.
ward council should not be seeking an advice from Toronto, as they are full capable of making decision for
we are losing jobs to north bay because of the permits of housing and business being so expensive and hard to
We can't keep dragging our feet on the arena. Build it already. Things don't get here and all we do is sit and wait. A lot people are saying that we should do what we did back then but we should look into the future and
we don't get a lot of police car / services in the outer part of the time, we would like it if we have more
We have to think about the elderly and future children... we have to think about manufacturing
We just got an outdoor basketball park and its always parked. I think we need more facilities like that, or even a
We need better road improvement in the south end of the city. Pavement instead of dirt roads.
We need more entertainment and cultural events
we need more facilities to cope with the aging population, they need to create more activities for seniors. the
We need more non profit housing for seniors
we need more roads to open/ created for the traffic that is affecting the city because of the economy growth
We need programs for young children, especially handicapped. Focus on outskirts of city, not just city core.
We need safe cross walks

<b>What other comments, if any, would you like to pass along...</b>
We need to attract more younger people and diversify the industry more than just mining.
We need to explore the amalgamation
We need to start supporting our Arts and sports, and look forward to presenting Sudbury as a world class city.
We need to stop putting pineapple on pizza.
we should not have homeless people , Canada is developed country
Welfare office looks down on people and they degrade you for being poor they should get a sensitivity class. the
We've chosen to stay here even though this isn't our city of birth and we've chosen to stay b/c of the quality of services and accessibility to recreation and lakes. We also like that it seems very friendly. I appreciate the
What do they want to do - how can we keep what we have. City council is short sighted.
what to know where the tax spending goes to
When collecting garbage it is not done in effective clean way garbage end up all over the street.
When I've had contact with city planning staff it was unpleasant. Personally, planning staff is bias and that could be problematic as they seem to prefer developers as opposed to citizens. They should be neutral. Not employed
When planning is done there should be follow through. Not sure that happens. I've been part of planning
When they are revitalizing downtown they need to include more parking. The roads really need to improve.
When they clean the streets after winter they did not clean up my street and it looks rugged. (Rutherford and Prestige) When I see city staff outdoors they are always talking on their phones or each other rather paying
When you plan, plan for the long term future. Things that will stick.
Why is there a fee on top of changing address?. Very dissatisfied with the plowing this year roads were very
will like more news about the neighbourhoods around Sudbury.
Winter clean up is done poorly. There needs to be bylaws about motor boats on Ramsey Lake; there is so much damage being done to it's surrounding ecosystem. Many of the apartment building on the West side used to be
Work on the bus transit and the roads, I have a pregnant daughter that finds it hard to travel.
Work on the roads and hospitals
work on the roads, the curbs are horrible for people in wheelchairs. People riding bikes on sidewalks --police
Work on the roads. More hospitals are also needed.
Would like information advertised about services and programs available to people
Would like the city stop being run by a contractor
Would like the roads to be fixed. If I were a tourist coming into this town with roads as is, I would not be
would like the to know the strategies and funding for the next coming years on how the roads will be fixed and
Would like to see a Good Vision for the future
Would like to see more walking trails... and more dog parks
Would like to see the roads in better shape and more attention paid to clearing snow in winters.
Would love free parking downtown as city is focused on revitalizing downtown area however do not accommodate parking times associated with amount of time spent downtown. Would like to see tours
You need to get the highways 537 fixed.
You have to consider the future generation and maintain the natural integrity of Sudbury.
Your headed in the right direction keep going...things are improving at a steady pace