

Assessing Service Gaps, User Satisfaction, and Space Utilization at 140 Elmwood Community Organization in North Bay: A Community-Informed Evaluation

Background

The 140 Elmwood Community Organization in North Bay provides accessible spaces and community-focused services, fostering connections, social engagement, and overall well-being in the Elmwood neighborhood (140 Elmwood Community Organization, n.d.). To better meet evolving community needs, this project assesses gaps between current services and desired outcomes by evaluating service effectiveness, accessibility, relevance, user satisfaction, and space utilization. Insights from this study will inform strategies to enhance service delivery, improve community engagement, and optimize the use of organizational spaces.

Research Objectives

1. To assess the current services provided and identify gaps relative to community needs and best practices.
2. To measure satisfaction levels among community members, partners, and service users.
3. To evaluate the utilization rate and patterns of physical spaces within the organization.
4. To develop actionable recommendations for improving service delivery, user experience, and space optimization.

Methodology: Mixed-Methods Approach

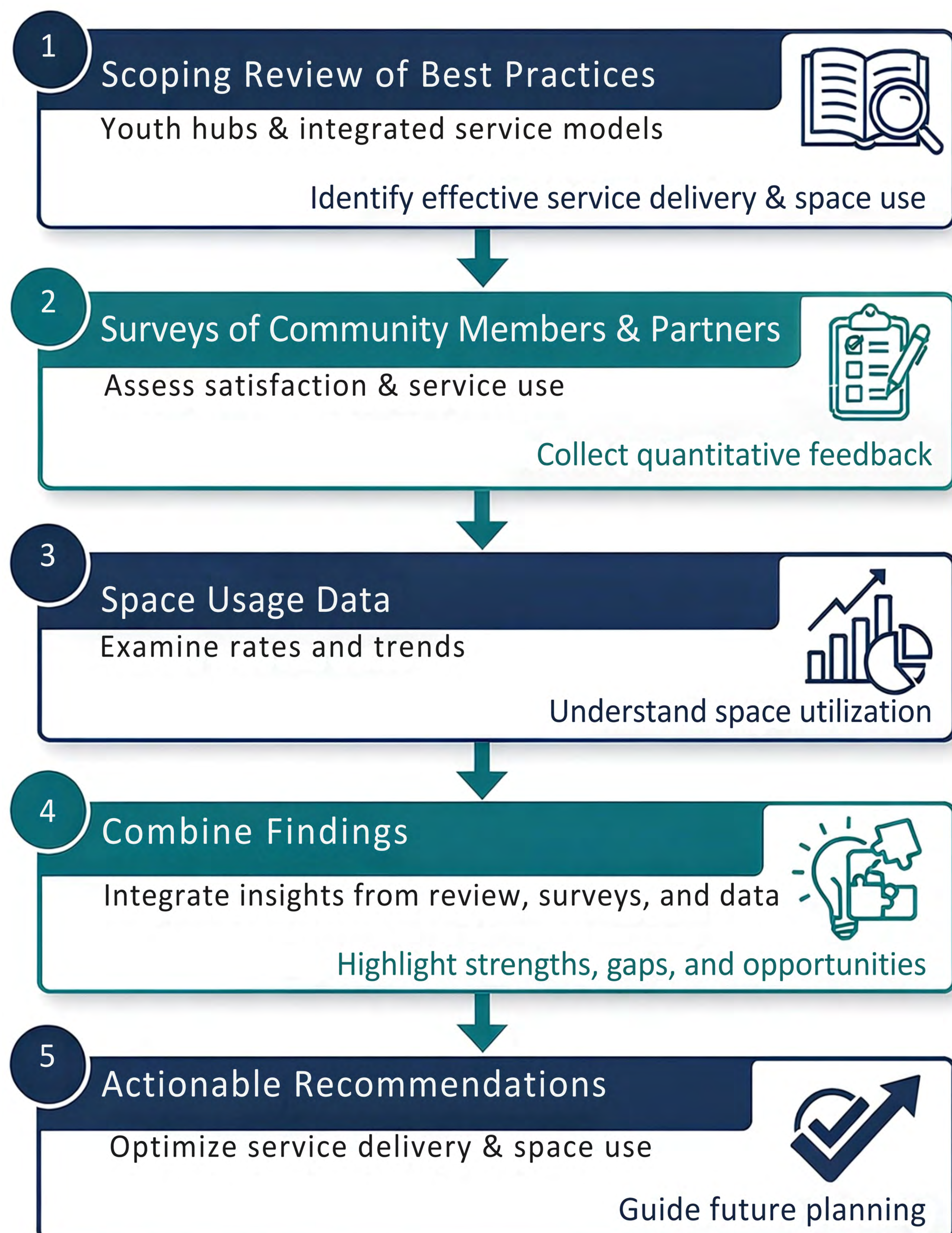


Figure 1 illustrating the mixed-methods research process, including a scoping review of best practices, survey and administrative data collection, and triangulation of findings to evaluate service delivery and space utilization.



Figure 2 shows participants at the Tuesday morning line dancing program (January–March 2026), a community-led recreational activity supported by The City of North Bay, fostering social connection, wellness, and community engagement.

Source: Image retrieved from the official Facebook page of 140 Elmwood Community Organization and used for academic purposes only.

Anticipated Outcome

- Identification of key service gaps and unmet community needs.
- Data-driven insights into space utilization rates and inefficiencies.
- Benchmarking results comparing current practices with leading community models.
- Clear understanding of satisfaction levels across different user groups.
- Practical, evidence-based recommendations to enhance service delivery, increase engagement, and optimize the use of space.
- A strategic framework to guide future planning and continuous improvement efforts.

Acknowledgments

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Reference

140 Elmwood Community Organization. (n.d.). About us. Retrieved March 30, 2026, from <https://www.140elmwood.ca>