

## The City of Grants Pass, Oregon Citizen Survey



### **Objective**

The City of Grants Pass, Oregon conducted a citizen survey to assess the opinion of its citizens of the services the City provides. With the exception of 2008 and 2011, the City has been conducting this survey annually since 1998. The desired outcome is to pinpoint where improvements are needed as well as determining if the services currently being provided are considered appropriate.

### **Approach**

The survey was conducted utilizing Computer Assisted Telephone Interviewing, and was offered in both Spanish and English, over an approximately three week period. A total of 2,749 records were contacted and offered the opportunity to participate in the survey. The average survey length was 10 minutes and consisted of two qualifying questions and 40 questions about City services, public involvement and information, living in Grants Pass, and demographic questions.

### **Outcome**

A total of 392 completed surveys were collected. NuStats delivered a final technical report to the client of the survey results. Both tabular and graphical data results were included. Graphical results were displayed in ranking charts, pie charts, bar graphs, trending charts, and comparison charts, which separated the data collected into two groups (rated the City unfavorably as a place to live and rated the City favorably as a place to live) and compared the findings for specific City services.

### **NuStats, LLC**

4115 Freidrich Ln.  
Building L, Suite 200  
Austin, Texas 78744  
www.nustats.com  
Phone: 512.306.9065  
Fax: 512.306.9077  
email: sales@nustats.com