

From: [Courtney Knox Busch](#)
To: [Haley Lehman](#); [CityRecorder](#); [citycouncil](#)
Subject: RE: [EXTERNAL]Survey item in the upcoming city council agenda
Date: Monday, February 23, 2026 2:08:07 PM

Good afternoon,

Thank you for writing in. I appreciate you looking into this.

You are correct. The City's September survey we referred to, in what you read, was also done as a random sampling of our community, managed by a polling firm. You can read more about the original Community Satisfaction Survey here:

<https://www.cityofsalem.net/home/showpublisheddocument/28151/638955162999700000>

Could you and I talk further about the survey you participated in from September? I'm at 503-540-2426. I'd love to hear more about the questions you were answering on-line.

Thank you.

Courtney Knox Busch

Assistant City Manager/Director for Strategy and Engagement

City of Salem | Mayor/City Manager's Office

Find us at the Parkway Building, 440 Church Street SE, Suite 400

P.O. Box 14300

Salem, Oregon 97309

cbusch@cityofsalem.net | 503.540.2426

[Facebook](#) | [Twitter](#) | [YouTube](#) | [CityofSalem.net](#)

From: Haley Lehman <hnproctor@gmail.com>
Sent: Friday, February 20, 2026 7:27 PM
To: CityRecorder <CityRecorder@cityofsalem.net>; citycouncil <citycouncil@cityofsalem.net>
Subject: [EXTERNAL]Survey item in the upcoming city council agenda

Hello,

I'd like to comment / ask a question about this item in the upcoming city council agenda:
"In early February 2026 a re-test of resident perceptions of safety and livability..."

I remember filling out the September survey online. When I saw this agenda item, I looked into it, since I didn't hear anything about the more recent February one. I see it was done via phone calls. I'm glad the city is conducting surveys like these, it makes sense. However, it doesn't make sense to me that the September one was really publicized via email and the city's social media, and this one was done via what sounds

like randomized phone calls. It seems a bit like comparing apples to oranges, if you're trying to do a meaningful data comparison from one time period to the other. I know I always ignore phone calls from unknown numbers, and even if I do answer, I am wary of random people asking me to complete a survey, so these are something I usually don't participate in. I'm sure the same is true for a lot of other Salem residents. Is this something that the city council has considered in this process to gather data?

Thanks so much for working to make our city better and safer,
Haley Lehman

CAUTION! This email came from outside the City of Salem. Do not click links or open attachments unless you recognize the sender. For guidance on identifying legitimate senders/emails, please review the IT Intranet Cyber Security Page.