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In control: City Council

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Title: 2017 Residential Satisfaction Survey

Ward(s): All Wards
 Councilor(s): All Councilors
 Neighborhood(s): All Neighborhoods

Sponsors:

Indexes:

Code sections:

Attachments: 1. City of Salem Community Survey Report, December 2017

| Date | Ver. | Action By | Action | Result |
|-----------|------|--------------|--------------------|--------|
| 1/16/2018 | 1 | City Council | received and filed | |

TO: Mayor and City Council

FROM: Steve Powers, City Manager

SUBJECT:

2017 Residential Satisfaction Survey

Ward(s): All Wards
 Councilor(s): All Councilors
 Neighborhood(s): All Neighborhoods

ISSUE:

Results of the 2017 Residential Satisfaction Survey.

RECOMMENDATION:

Information only.

SUMMARY AND BACKGROUND:

As an input to the strategic planning process, the City conducted a statistically valid sampling of

Salem residents.

FACTS AND FINDINGS:

The December 2017 Resident Satisfaction Survey, conducted by DHM and attached (Attachment 1), is one of several data sources that will be considered at the City Council's January 16, 2018 Work Session. This statistically valid poll was conducted from December 7 to December 13 and again on December 19, 2017. The survey was administered in both Spanish and English, and captured responses from 457 residents via phone-both cell and land lines. The purpose of the survey was to assess residents' satisfaction with City services and their values related to development.

The December 2016 survey results were used to help develop initial priorities for the Strategic Plan and serve as a baseline measurement for resident perceptions on how the City is performing. To track changes in opinion, the 2017 survey benchmarked several questions from the 2016 survey and previous surveys.

Courtney Knox Busch
Strategic Initiatives Manager

Attachments:

1. City of Salem Community Priorities, DHM Research - December 2017