CITY OF SALEM

Legislation Details (With Text)

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Type:	Informational Report	**Status:**	Filed	
		In control:	City Council	
On agenda:	10/8/2018	**Final action:**	10/8/2018	
Title:	2018 Residential Satisfaction Survey			

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

Sponsors:

Indexes:

Code sections:

Attachments: 1. City of Salem 2018 Survey Report

Date	Ver.	Action By	Action	Result
10/8/2018	1	City Council	received and filed	

TO: Mayor and City Council

FROM: Steve Powers, City Manager

SUBJECT:

2018 Residential Satisfaction Survey

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

ISSUE:

Results of the 2018 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 September 2018 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 November 19, 2018 Work Session as the Council begins to consider priorities for the 2019 City Council Policy Agenda. This statistically valid poll was conducted from September 5 to September 8, 2018. The survey was administered in both Spanish and English, and captured responses from 450 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 growth and funding.

In 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 2018 survey benchmarked several questions from the 2017 and 2016 surveys.

Courtney Knox Busch
Strategic Initiatives Manager

Attachments:
  1. City of Salem 2018 Survey, DHM Research - September 2018