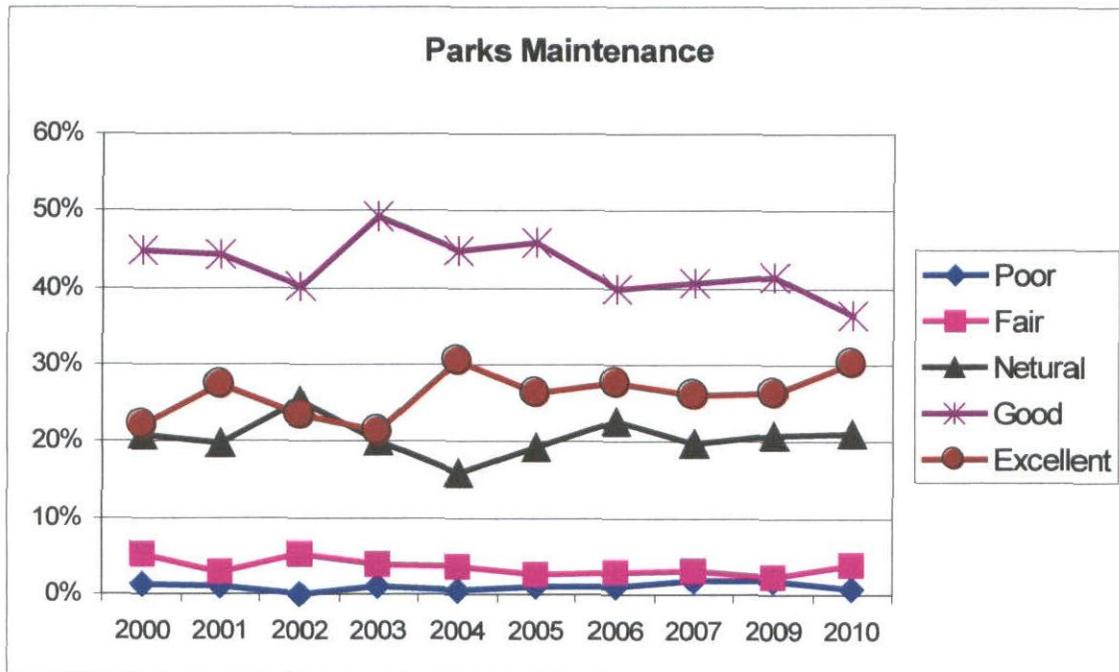
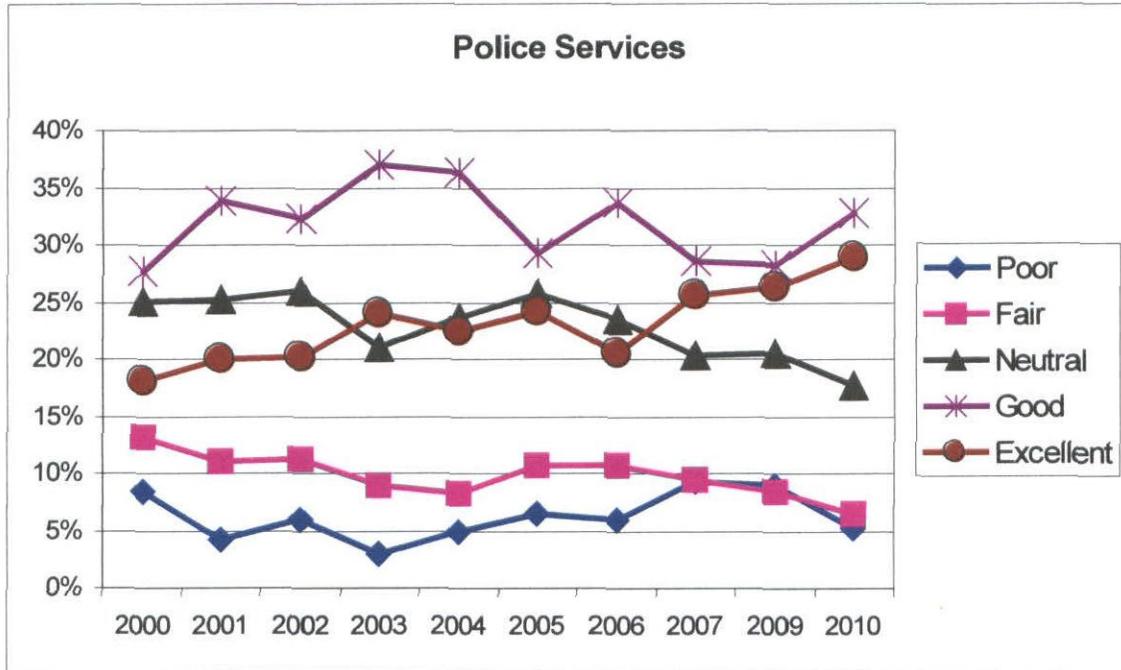
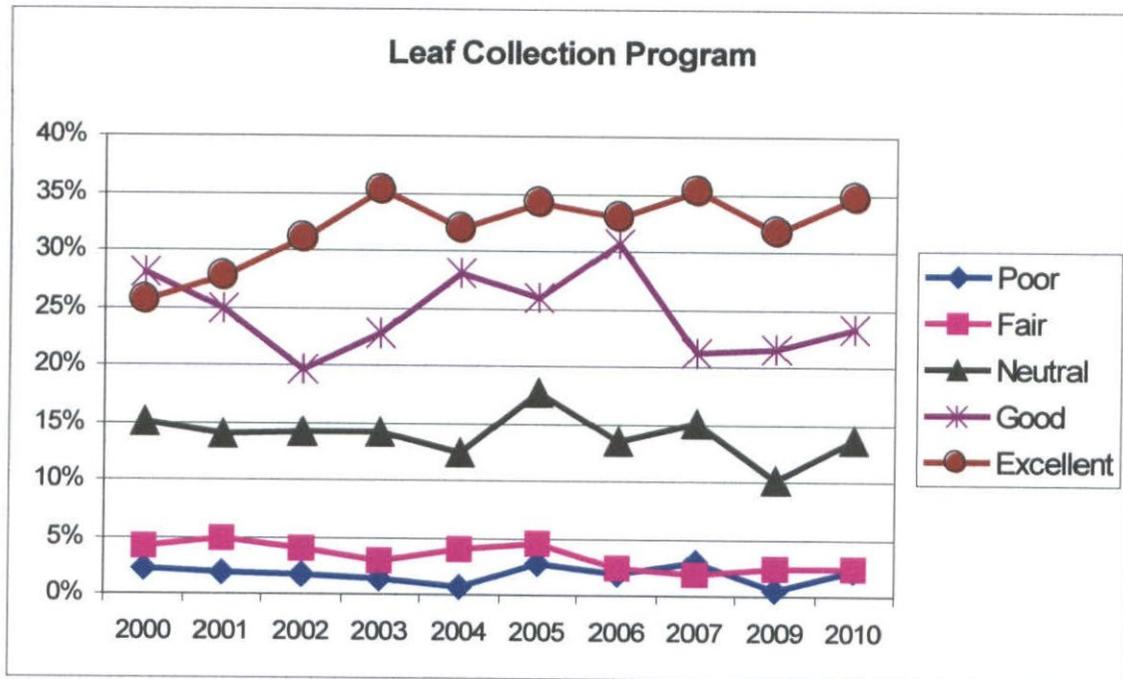
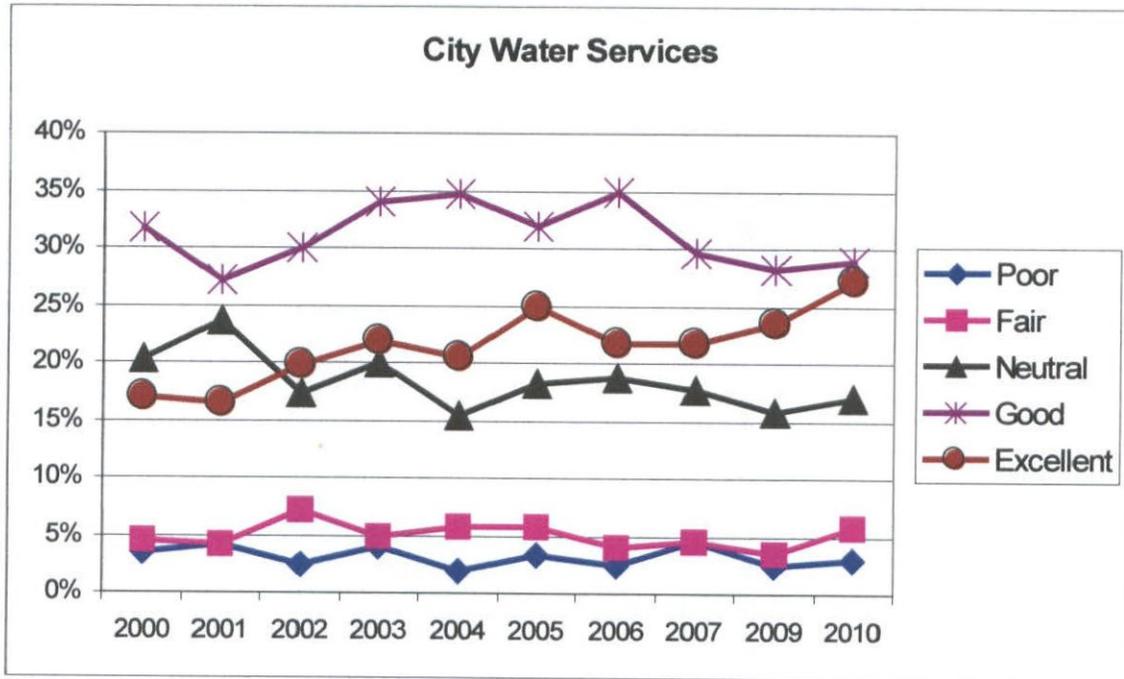
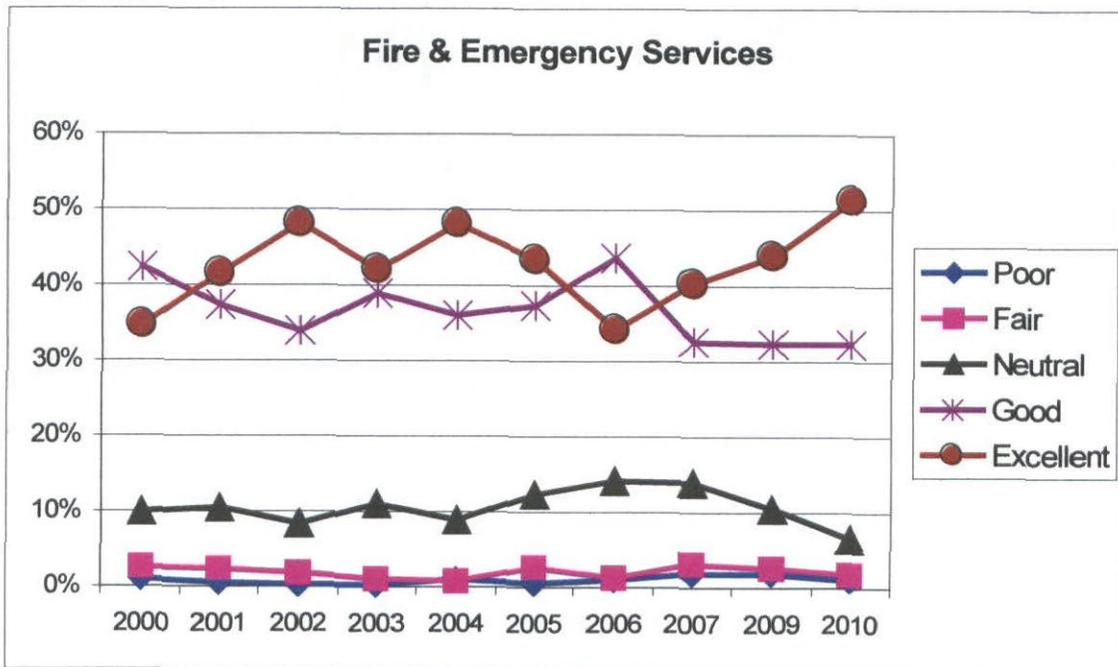
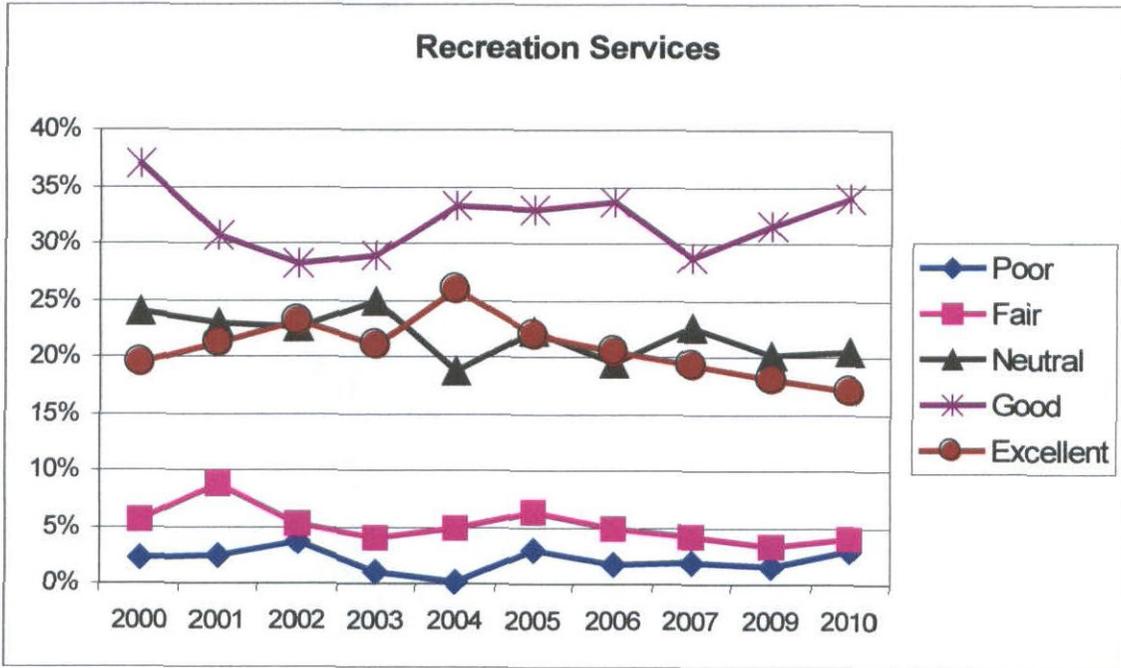


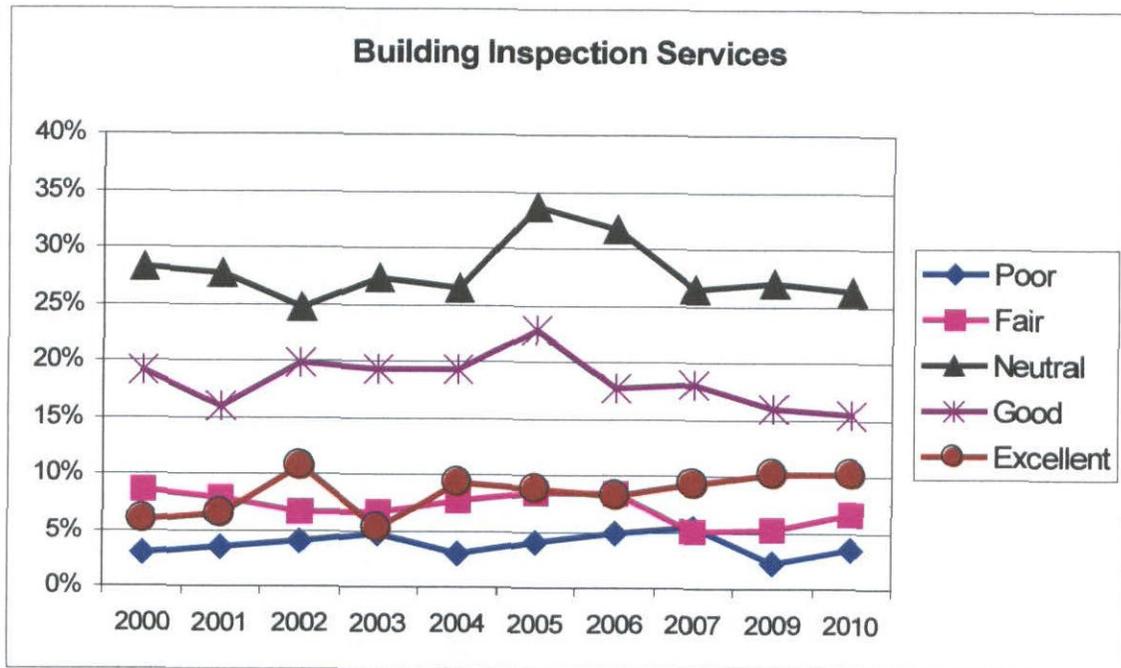
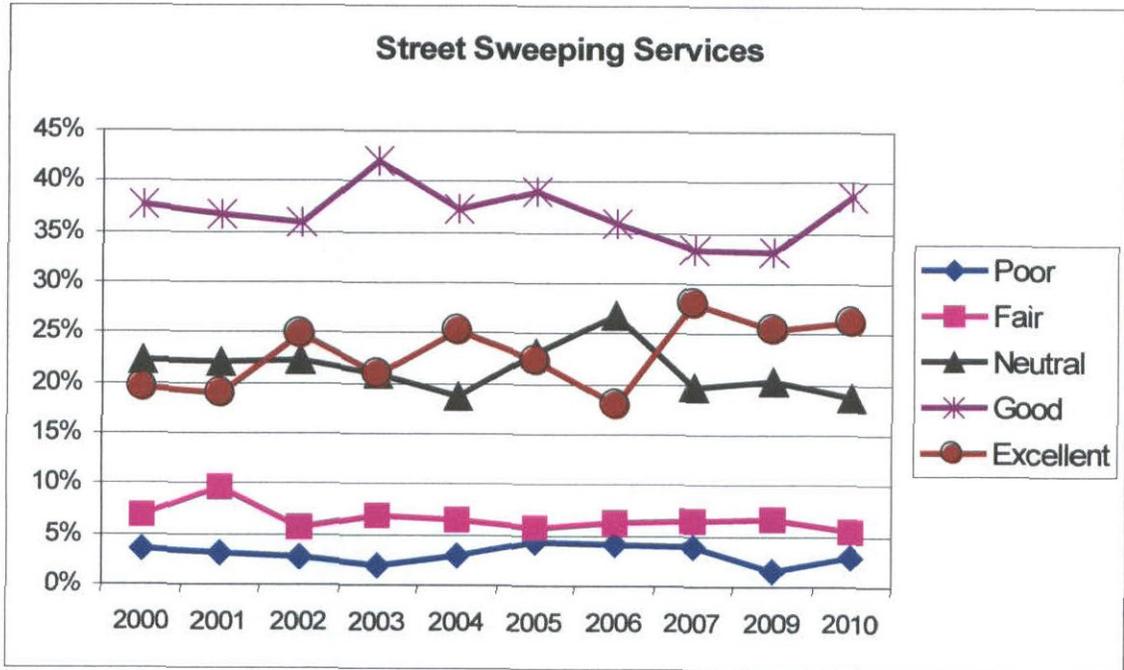
2010 CITY OF GRANTS PASS SURVEY

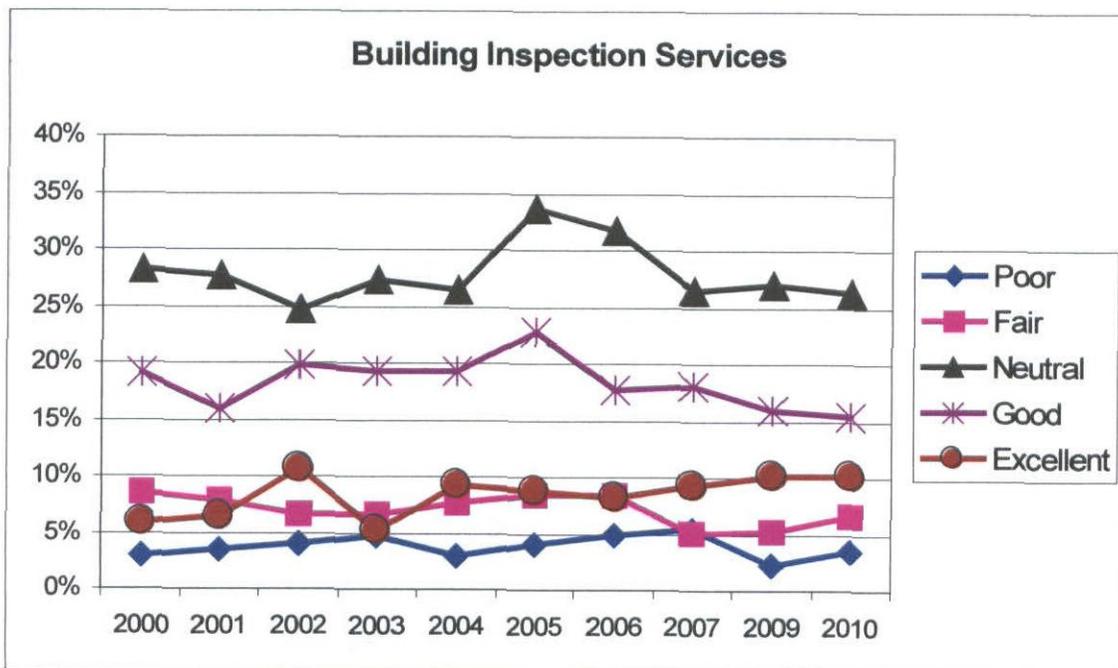
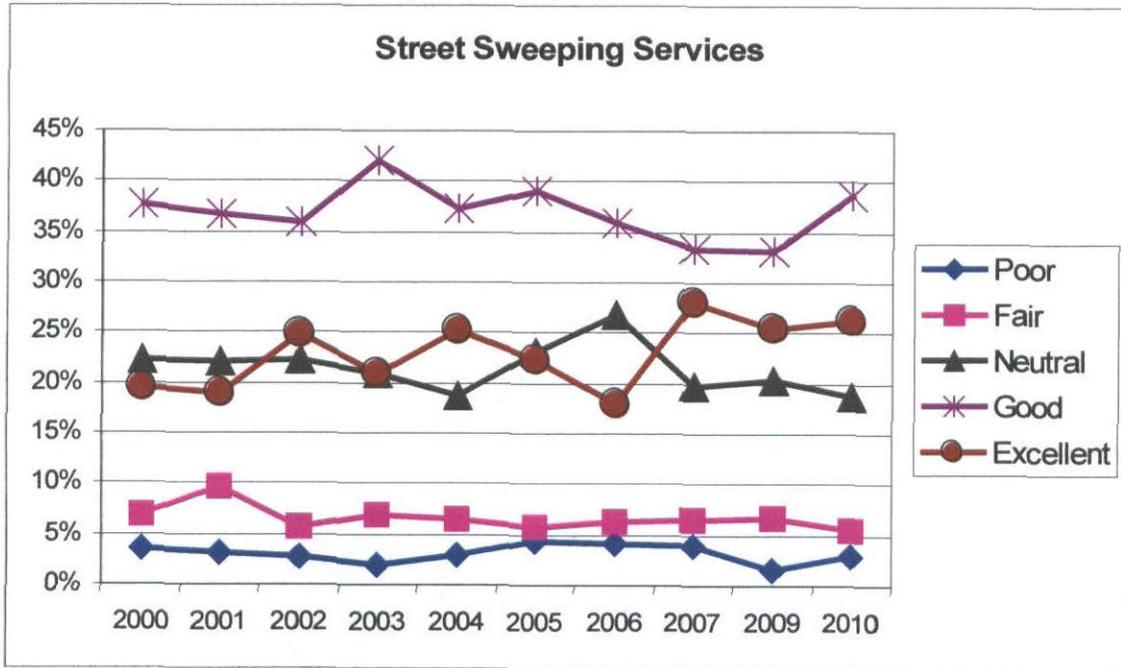
ANNUAL TRENDS

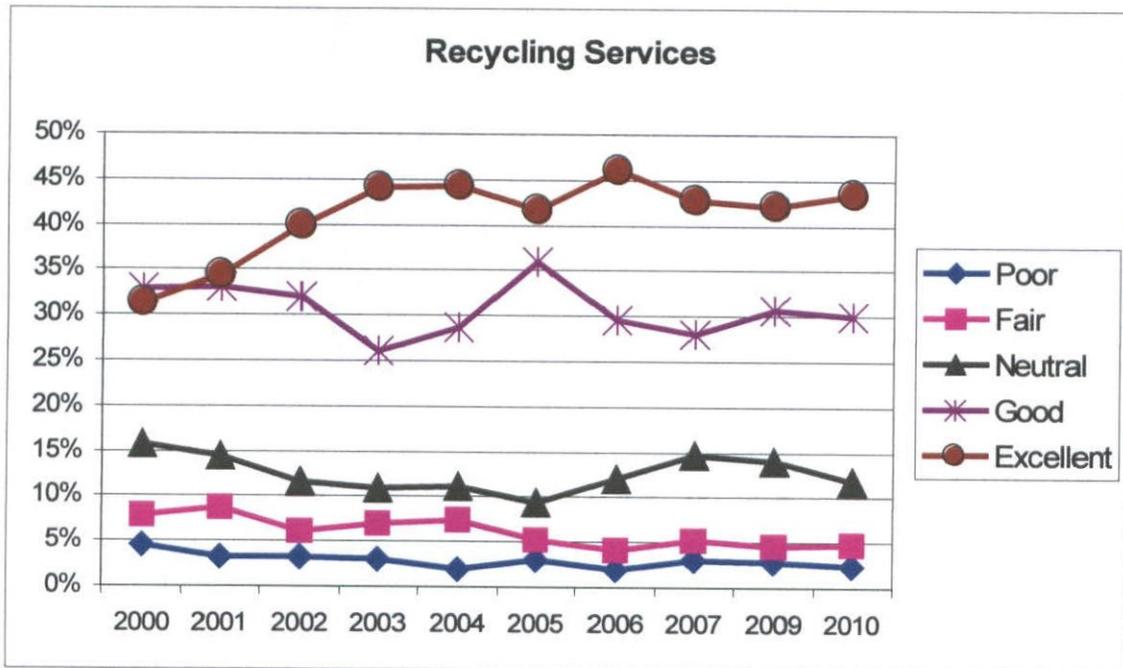
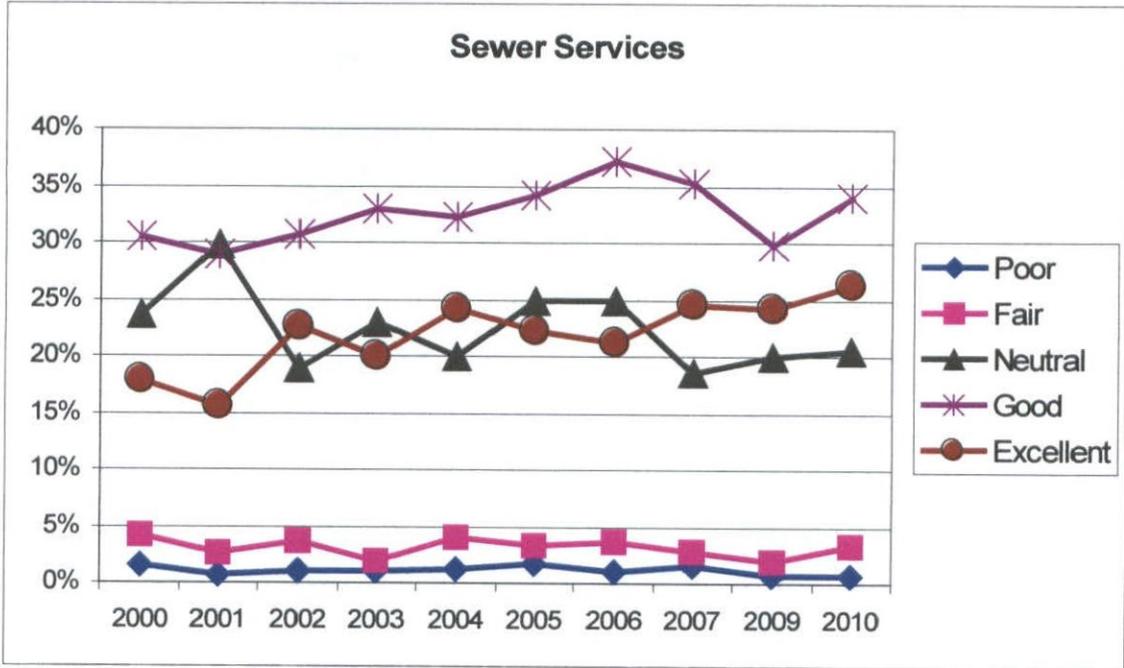


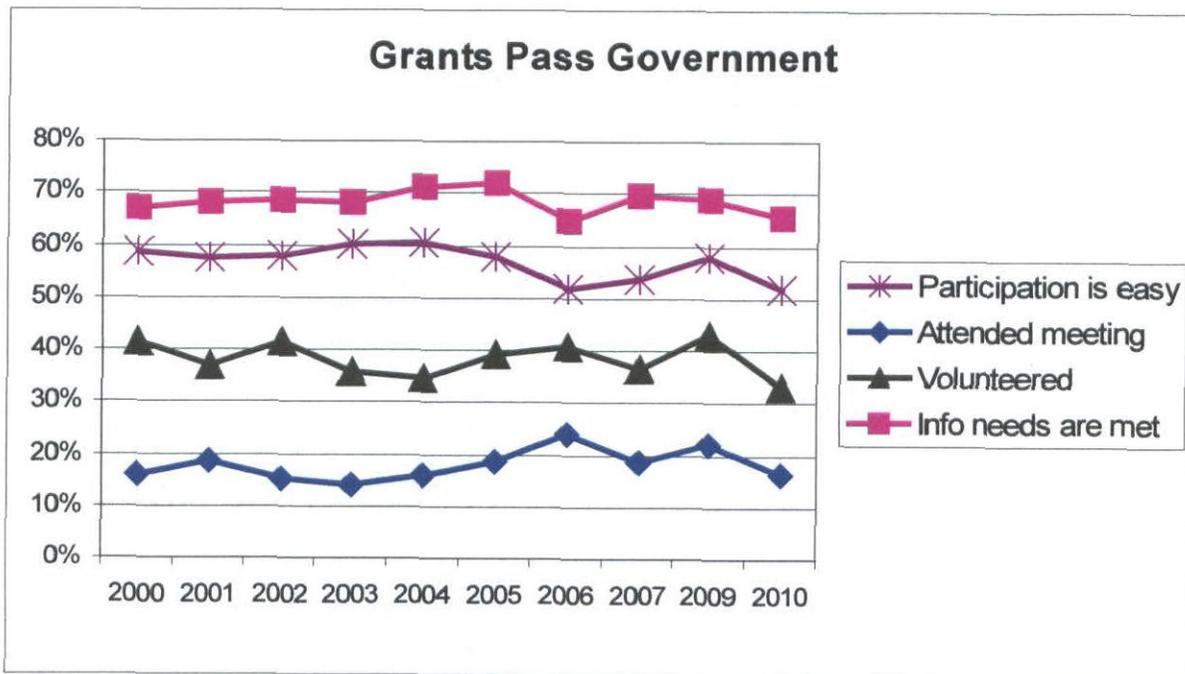
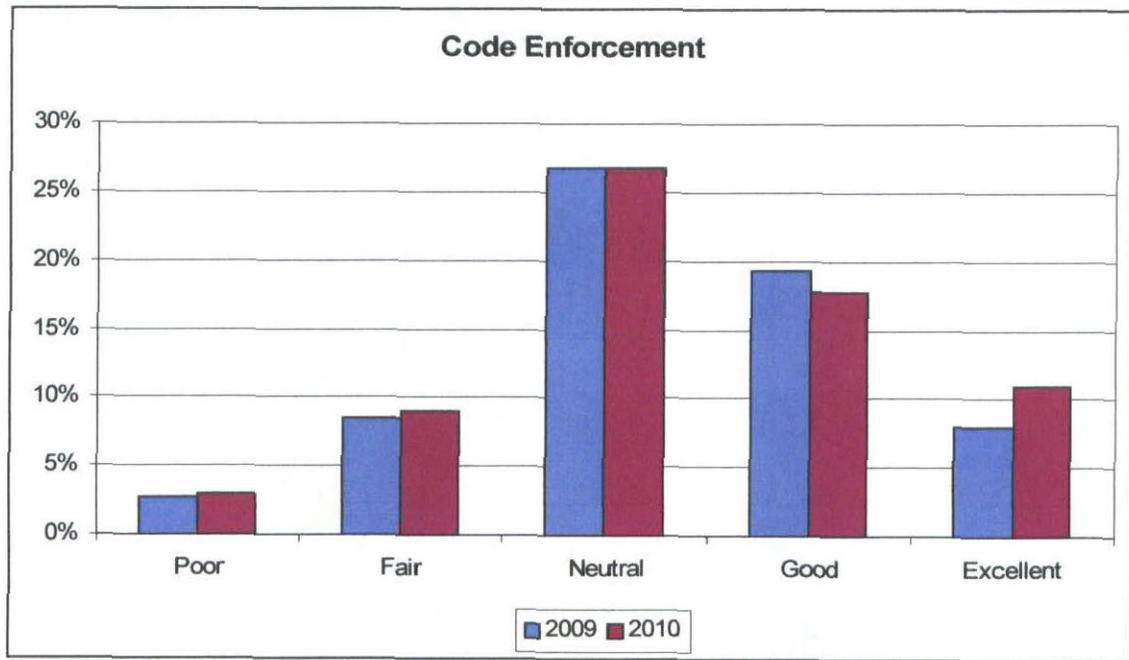


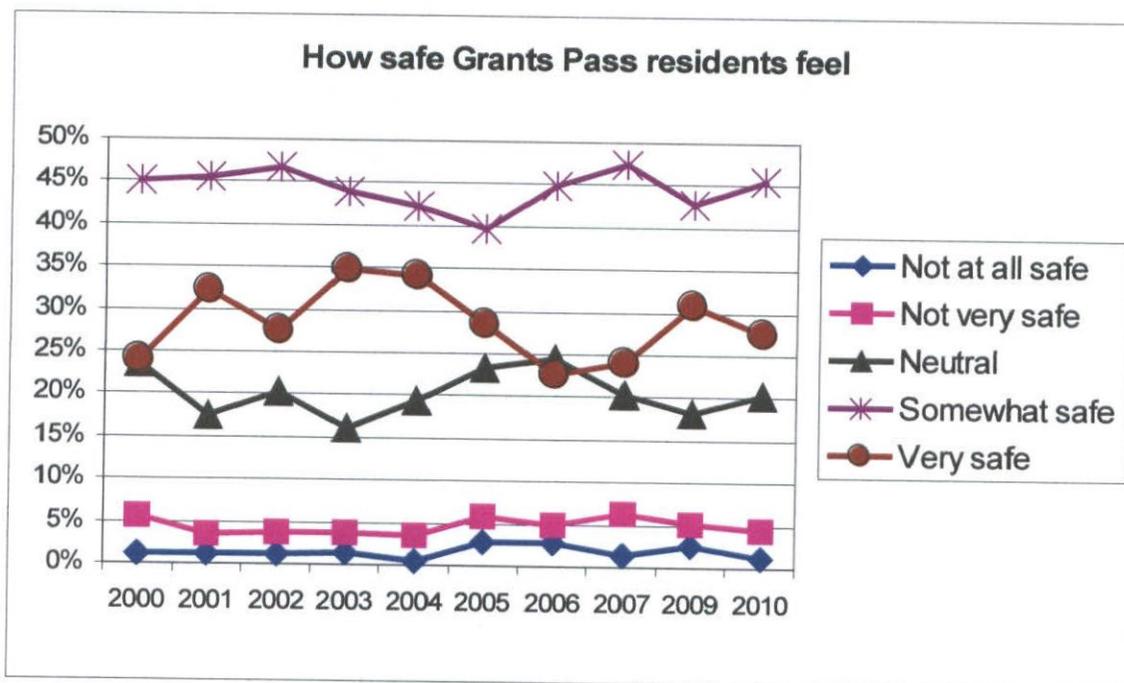
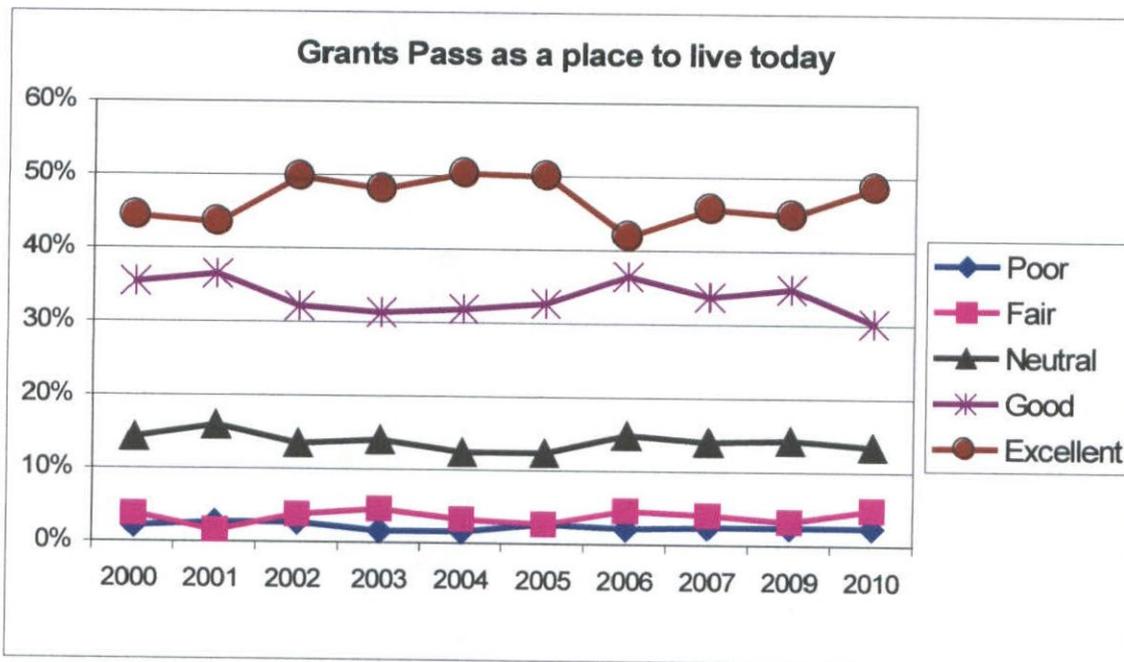


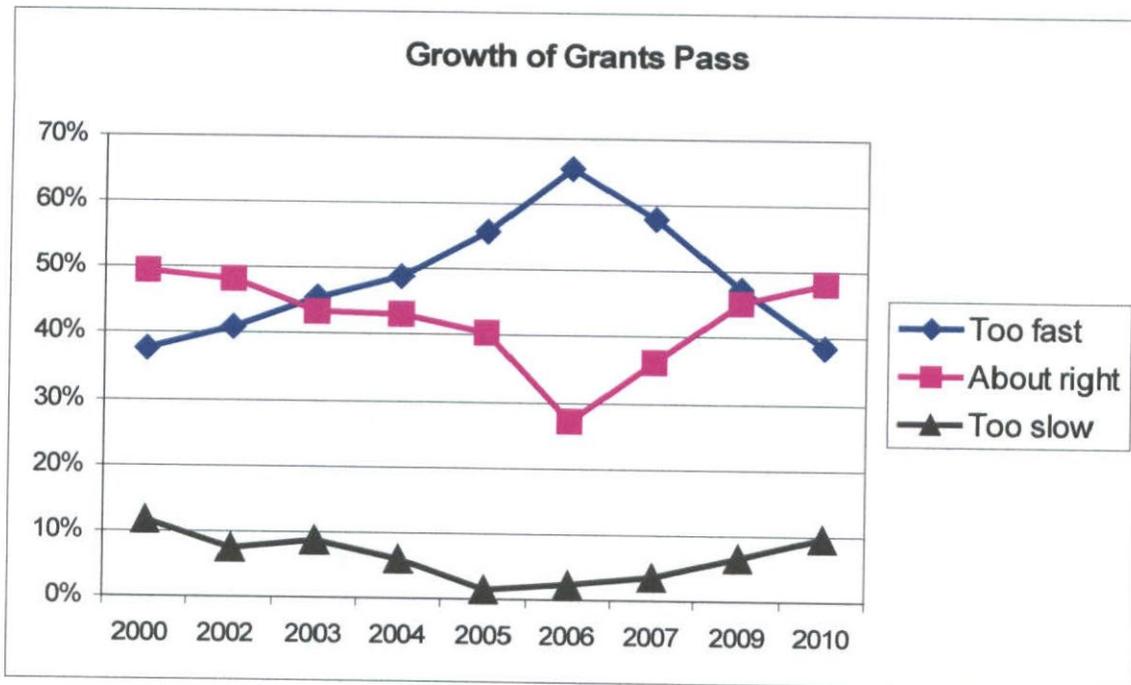
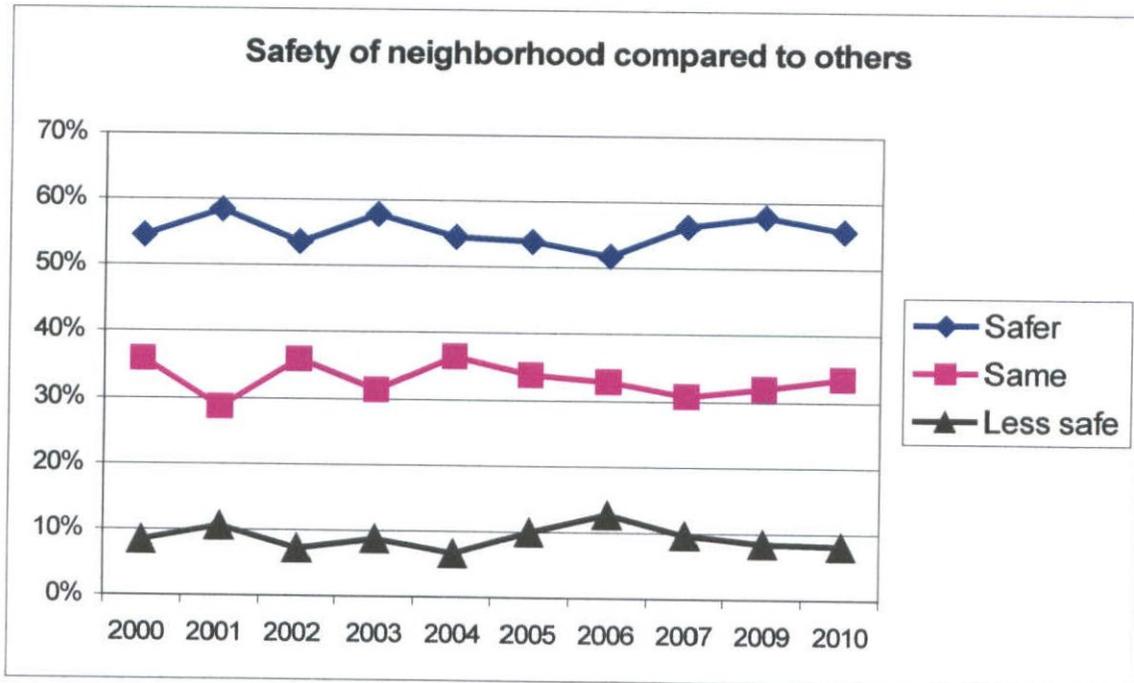






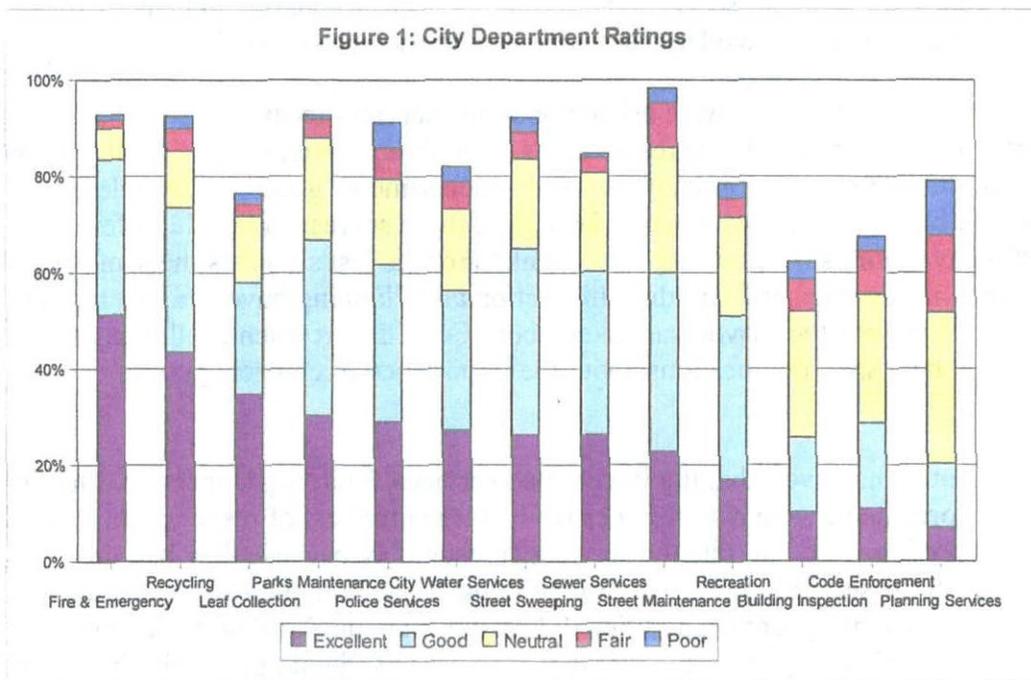






Even among the 10 highly rated services, eight City services (parks maintenance, police services, street maintenance, city water, leaf collection, recreation programs, street sweeping, and sewer) also had large numbers of respondents (27% - 43%) who could not give a rating or gave a neutral rating, depending on the service.

It is also important to note that Grants Pass services rarely received a large number of “poor” ratings. With the exception of Planning Services as previously discussed, the ratings of “poor” range from 5% to less than 1%. However, when a respondent did give a rating of “poor” for any city service, they were then asked to explain why they thought that service was “poor.” Most commonly, the comments reflect personal interactions the respondent had with the service in question, or a belief that city government is inefficient. However, there are quite a number of specific comments on Police services and the low priority given to property crimes or difficulty in getting service. In addition, the comments about the Planning Department speak specifically to the reason planning is rated poorly by so many respondents. Almost all comments about the Planning Department are about the respondent’s difficulties in obtaining services and permits, or their concerns with city growth. For more detail see the Narrative Responses section of the report. See Figure 1 for departmental ratings.



For most of the thirteen services, there were significant differences in how they were rated based on the characteristics of the respondent. The most significant differences were based on age and length of residence in Grants Pass. Both young respondents, under age 34, and respondents aged 65 or older more generally gave higher ratings than the respondents in their middle years. Higher ratings were also given by respondents who had lived in Grants Pass for 21 years or more. Additionally, women were slightly more likely to give higher ratings for services. See Banner Tables 1-13 for examples.