

2012 CITY OF GRANTS PASS SURVEY

TOPLINE RESULTS

***Topline results include the text of each question, the response categories, and the number and percent of responses in each category.*

***All questions include categories for Refused (7 or 97), Don't Know (8 or 98) and No Answer (9 or 99).*

HELLO Hello. My name is _____ and I am calling on behalf of the City of Grants Pass. The City has asked us to interview residents (of Grants Pass) age 18 and older to get your opinions on a number of local issues. I want to assure you that I am not selling a thing and that this survey is completely voluntary and anonymous. The interview takes about 10 minutes (and I'd like to begin now).

PROBE: Is there another adult in the household who I could talk to?

I'm _____ calling back to finish an interview for the City of Grants Pass that we began earlier.

HELLO1 Are you a resident in the City of Grants Pass?

PROBE: Residents are eligible to register to vote in Grants Pass city elections (like for the mayor).

PROBE: Is there a resident of Grants Pass that I could talk to?

- 1 YES
- 2 NO (disqualified)
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

INVOLVE Thank you for your cooperation. Is there anyone currently living in your household who is employed by the city of Grants Pass, serves on the City Council, or is an appointed member on other City Boards, Committees, or Commissions?

- 1 YES (disqualified)
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

READ2 Thank you. Please tell me how you would rate the overall quality of the following departments using a one to five scale where one means poor and five means excellent.

DEPTS1 First, how would you rate parks maintenance?

PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.

PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD1)	6	1.5%
2 FAIR	10	2.5%
3 NEUTRAL	56	14%
4 GOOD	149	37.25%
5 EXCELLENT	134	33.5%
7 REF/ 8 DK/ 9 NA	45	11.25%
	<u>400</u>	<u>100%</u>

YBAD1 (Why was/Why is) it poor?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS2 How would you rate police services?

PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.

PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1 go to YBAD2)	32	8%
2 FAIR	34	8.5%
3 NEUTRAL	66	16.5%
4 GOOD	108	27%
5 EXCELLENT	123	30.75%
7 REF/ 8 DK/ 9 NA	37	9.25%
	<u>400</u>	<u>100%</u>

YBAD2 (Why was/Why is) it poor?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS3 How would you rate street maintenance?

PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.

PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD3)	18	4.5%
2 FAIR	31	7.75%
3 NEUTRAL	85	21.25%
4 GOOD	174	43.5%
5 EXCELLENT	84	21%
7 REF/ 8 DK/ 9 NA	8	2%
	<u>400</u>	<u>100%</u>

YBAD3 (Why was/Why is) it poor?
 OPEN-ENDED, TYPE EXACT RESPONSE BELOW
 PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS4 How would you rate (city) planning services?
 PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.
 PROBE: How would you rate it even if you haven't had contact with the planning department?

1 POOR (if 1, go to YBAD4)	37	9.25%
2 FAIR	38	9.5%
3 NEUTRAL	95	23.75%
4 GOOD	65	16.25%
5 EXCELLENT	21	5.25%
7 REF/ 8 DK/ 9 NA	<u>144</u>	<u>36%</u>
	400	100%

YBAD4 (Why was/Why is) it poor?
 OPEN-ENDED, TYPE EXACT RESPONSE BELOW
 PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS5 How would you rate city water services?
 PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.
 PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD5)	13	3.25%
2 FAIR	14	3.5%
3 NEUTRAL	54	13.5%
4 GOOD	131	32.75%
5 EXCELLENT	97	24.25%
7 REF/ 8 DK/ 9 NA	<u>91</u>	<u>22.75%</u>
	400	100%

YBAD5 (Why was/Why is) it poor?
 OPEN-ENDED, TYPE EXACT RESPONSE BELOW
 PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS6 How would you rate the leaf collection program?
 PROBE: When the city collects leaves from neighborhoods or curbsides.
 PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD6)	5	1.25%
2 FAIR	14	3.5%
3 NEUTRAL	42	10.5%
4 GOOD	106	26.5%

5 EXCELLENT	123	30.75%
7 REF/ 8 DK/ 9 NA	<u>110</u>	<u>27.5%</u>
	400	100%

YBAD6 (Why was/Why is) it poor?
 OPEN-ENDED, TYPE EXACT RESPONSE BELOW
 PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT.

DEPTS8 How would you rate fire and emergency services?
 PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.
 PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD8)	3	.75%
2 FAIR	8	2%
3 NEUTRAL	23	5.75%
4 GOOD	123	30.75%
5 EXCELLENT	193	48.25%
7 REF/ 8 DK/ 9 NA	<u>50</u>	<u>12.5%</u>
	400	100%

YBAD8 (Why was/Why is) it poor?
 OPEN-ENDED, TYPE EXACT RESPONSE BELOW
 PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS9 How would you rate street sweeping?
 PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.
 PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD9)	19	4.75%
2 FAIR	18	4.5%
3 NEUTRAL	72	18%
4 GOOD	158	39.5%
5 EXCELLENT	92	23%
7 REF/ 8 DK/ 9 NA	<u>41</u>	<u>10.25%</u>
	400	100%

YBAD9 (Why was/Why is) it poor?
 OPEN-ENDED, TYPE EXACT RESPONSE BELOW
 PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS10 How would you rate building inspection services?
 PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.
 PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD10)	13	3.25%
2 FAIR	27	6.75%

3 NEUTRAL	80	20%
4 GOOD	63	15.75%
5 EXCELLENT	30	7.5%
7 REF/ 8 DK/ 9 NA	<u>187</u>	<u>46.75%</u>
	400	100%

YBAD10 (Why was/Why is) it poor?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS11 How would you rate sewer services?

PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.

PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD11)	2	.5%
2 FAIR	9	2.25%
3 NEUTRAL	68	17%
4 GOOD	126	31.5%
5 EXCELLENT	102	25.5%
7 REF/ 8 DK/ 9 NA	<u>93</u>	<u>23.25%</u>
	400	100%

YBAD11 (Why was/Why is) it poor?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS12 How would you rate the recycling program?

PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.

PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD12)	11	2.75%
2 FAIR	17	4.25%
3 NEUTRAL	33	8.25%
4 GOOD	125	31.25%
5 EXCELLENT	181	45.25%
7 REF/ 8 DK/ 9 NA	<u>33</u>	<u>8.25%</u>
	400	100%

YBAD12 Why was/Why is) it poor?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS13 How would you rate the code enforcement program?

PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.

PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD12)	18	4.5%
2 FAIR	21	5.25%
3 NEUTRAL	83	20.75%
4 GOOD	60	15%
5 EXCELLENT	23	5.75%
7 REF/ 8 DK/ 9 NA	<u>195</u>	<u>48.75%</u>
	400	100%

YBAD13 Why was/Why is) it poor?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

DEPTS7 Finally, how would you rate the recreation programs?

PROBE: On a 1 to 5 scale where 1 is poor and 5 is excellent.

PROBE: How would you rate it even if you haven't had contact with that department?

1 POOR (if 1, go to YBAD7)	10	2.5%
2 FAIR	23	5.75%
3 NEUTRAL	54	13.5%
4 GOOD	136	34%
5 EXCELLENT	99	24.75%
7 REF/ 8 DK/ 9 NA	<u>78</u>	<u>19.5%</u>
	400	100%

YBAD7 (Why was/Why is) it poor?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

REC1 Are there recreational services that the City does not currently provide that you would like to see?

1 YES (if 1 go to REC2)	118	29.5%
2 NO	244	61%
7 REF/ 8 DK/ 9 NA	<u>38</u>	<u>9.5%</u>
	400	100%

REC2 What additional recreational services would you like?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PARK1 Do you think the City should develop new parks with soccer fields?

INTERVIEWER NOTE IF ASKED: ON THIS QUESTION THE CITY IS ONLY CONCERNED WITH WHAT YOU THINK ABOUT PARKS WITH SOCCER FIELDS, THE CITY HAS OTHER PARK PLANS AS WELL

1 YES (if 1 go to PARK2)	130	32.5%
2 NO	222	55.5%
7 REF/ 8 DK/ 9 NA	<u>48</u>	<u>12%</u>
	400	100%

PARK2 Where would you like the new parks with soccer fields to be?
OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PARTICIP Now I would like to ask you some questions about public information and involvement. First, do you believe the city provides adequate opportunities for people to participate in and influence decisions made by the city?

1 YES	219	54.75%
2 NO	118	29.5%
7 REF/ 8 DK/ 9 NA	<u>63</u>	<u>15.75%</u>
	400	100%

COUNCIL In the past 12 months, have you attended a city council meeting or a meeting of the Planning Commission, Budget Committee or other public meeting on city issues?

1 YES	70	17.5%
2 NO	330	82.5%
7 REF/ 8 DK/ 9 NA	<u>0</u>	<u>0%</u>
	400	100%

VOLUNTER (In the past 12 months), have you volunteered your time on projects or activities to help make Grants Pass a better place to live?

1 YES	148	37%
2 NO	252	63%
7 REF/ 8 DK/ 9 NA	<u>0</u>	<u>0%</u>
	400	100%

CITYRATE Using a 1 to 5 scale where one is poor and five is excellent, how would you rate the City's efforts to keep you informed about city issues?

1 POOR	20	5%
2 FAIR	31	7.75%
3 NEUTRAL (NEITHER GOOD NOR BAD)	126	31.5%
4 GOOD	123	30.75%
5 EXCELLENT	78	19.5%
7 REF/ 8 DK/ 9 NA	22	5.5%
	<u>400</u>	100%

NEEDINFO Are your needs for information about the activities and operation of the city currently being met?

1 YES	276	69%
2 NO	88	22%
3 (IF VOLUNTEERED) TOO MUCH INFO	1	.25%
7 REF/ 8 DK/ 9 NA	35	8.75%
	<u>400</u>	100%

HOWINFO Now I'm going to read you a list of eight different ways the city tries to keep people informed. Please tell me which of these you find useful for keeping up with city issues and activities.

PROBE FROM LIST – SELECT ALL THAT APPLY

1 CITY OF GRANTS PASS NEWSLETTER	201	50.25%
2 NEWSPAPER ADS	225	56.25%
3 NEWSPAPER ARTICLES	262	65.5%
4 CITY OF GRANTS PASS WEBSITE	129	32.25%
5 RADIO NEWS	177	44.25%
6 TELEVISION NEWS	266	66.5%
7 PUBLIC MEETINGS	134	33.5%
8 TELEVISED COUNCIL MEETINGS	122	30.5%

NEWSL1 The current City newsletter is delivered with utility bills every other month. How often do you read the newsletter? Do you read the newsletter always, often, sometimes or never?

1 ALWAYS	133	33.25%
2 OFTEN	46	11.5%
3 SOMETIMES	89	22.25%
4 NEVER	114	28.5%
7 REF/ 8 DK/ 9 NA	18	4.5%
	<u>400</u>	100%

WEBSITE The current city website provides access to City news and information. How often do you access the City website? Do you use the website daily, often, sometimes or never?

1 DAILY	2	.5%
2 OFTEN	28	7%
3 SOMETIMES	106	26.5%
4 NEVER	262	65.5%
7 REF/ 8 DK/ 9 NA	<u>2</u>	<u>.5%</u>
	400	100%

LIBRARY1 Now I would like to ask you a few questions about current City issues. Should the City provide resources to help fund Library services?

INTERVIEWER NOTE IF ASKED: THE CITY CURRENTLY PROVIDES \$10,000 A YEAR TO THE COUNTY LIBRARY, AND THESE RESOURCES WOULD BE IN ADDITION TO THAT AMOUNT.

1 YES	291	72.75%
2 NO	80	20%
7 REF/ 8 DK/ 9 NA	<u>29</u>	<u>7.25%</u>
	400	100%

LIBRARY2 Would you support the creation of a new County library district with it's own tax base?

1 YES	225	56.25%
2 NO	130	32.5%
7 REF/ 8 DK/ 9 NA	<u>45</u>	<u>11.25%</u>
	400	100%

MEDICAL The City currently sends fire personnel and equipment on medical emergencies. Do you think this service is beneficial to its citizens?

1 YES	320	80%
2 NO	56	14%
7 REF/ 8 DK/ 9 NA	<u>24</u>	<u>6%</u>
	400	100%

REDLIGHT Do you think the City should use "Red-light" cameras as a tool for enforcing traffic regulations?

1 YES	210	52.5%
2 NO	167	41.75%
7 REF/ 8 DK/ 9 NA	<u>23</u>	<u>5.75%</u>
	400	100%

LIVEABLE Thank you again for your help, we are almost done with the survey. I will ask you a few general questions about Grants Pass. On a scale of one to five where one is poor and five is excellent, how would you rate Grants Pass as a place to live today?

PROBE: One is poor and five is excellent.

1 POOR	11	2.75%
2 FAIR	20	5%
3 NEUTRAL (NEITHER GOOD NOR BAD)	51	12.75%
4 GOOD	119	29.75%
5 EXCELLENT	196	49%
7 REF/ 8 DK/ 9 NA	<u>3</u>	<u>.75%</u>
	400	100%

SAFE Using a scale from one to five where one is not at all safe and five is very safe, how safe do you feel living in Grants Pass?

PROBE: One is not at all safe and five is very safe.

1 NOT AT ALL SAFE	17	4.25%
2 NOT VERY SAFE	39	9.75%
3 NEUTRAL (NEITHER SAFE NOR NOT SAFE)	80	20%
4 SOMEWHAT SAFE	134	33.5%
5 VERY SAFE	125	31.25%
7 REF/ 8 DK/ 9 NA	<u>5</u>	<u>1.25%</u>
	400	100%

COMPARE Compared to other parts of the city, is your neighborhood safer, about the same, or less safe (than others are)?

1 SAFER	193	48.25%
2 ABOUT THE SAME	150	37.5%
3 LESS SAFE	46	11.5%
7 REF/ 8 DK/ 9 NA	<u>11</u>	<u>2.75%</u>
	400	100%

GROWTH Do you believe Grants Pass is growing too fast, at about the right pace, or too slowly?

1 TOO FAST	133	33.25%
2 ABOUT RIGHT	208	52%
3 TOO SLOWLY	37	9.25%
7 REF/ 8 DK/ 9 NA	<u>22</u>	<u>5.5%</u>
	400	100%

CHANGE What is one thing you would like to change about Grants Pass (to make living there more enjoyable)?

OPEN ENDED, TYPE EXACT RESPONSE BELOW

PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

ENJOY What do you particularly enjoy about living in Grants Pass?
PROBE: What one thing do you enjoy most about Grants Pass?
OPEN ENDED, TYPE EXACT RESPONSE BELOW
PLEASE SEE NARRATIVE RESPONSES SECTION OF THIS REPORT

RESIDE Now, we'll finish up with a few questions about yourself. How many years have you lived in Grants Pass?

1 0-5 YEARS	61	15.25%
2 6-10 YEARS	46	11.5%
3 11-20 YEARS	86	21.5%
4 21 YEARS OR MORE	203	50.75%
7 REF/ 8 DK/ 9 NA	4	1%
	400	100%

OWNRENT Do you rent or own your principal residence?
PROBE: Your principal residence.

1 RENT	120	30%
2 OWN	280	70%
7 REF/ 8 DK/ 9 NA	0	0%
	400	100%

VOTE Are you a registered voter in the city of Grants Pass?

1 YES	351	87.75%
2 NO	49	12.25%
7 REF/ 8 DK/ 9 NA	0	0%
	400	100%

SEX (I know this sounds silly/ I am required to ask) Are you male or female?

1 MALE	132	33%
2 FEMALE	268	67%
7 REF/ 8 DK/ 9 NA	0	0%
	400	100%

AGE In what year were you born?

18 TO 34 YEARS	27	6.75%
35 TO 44 YEARS	22	5.5%
45 TO 54 YEARS	51	12.75%
55 TO 64 YEARS	86	21.5%
65 YEARS OR OLDER	205	51.25%
7 REF/ 8 DK/ 9 NA	9	2.25%
	400	100%

HOOD1 (And finally) Do you live in the NE, NW, SE or SW section of town?

1 NORTH EAST	61	15.25%
2 NORTH WEST	104	26%
3 SOUTH EAST	82	20.5%
4 SOUTH WEST	153	38.25%
7 REF/ 8 DK/ 9 NA	0	0%
	<u>400</u>	<u>100%</u>

END1 Thank-you very much for taking the time to answer these important questions about Grants Pass. Your comments have been valuable. Do you have anything else you'd like to add? Have a nice (day/evening).

NOQUAL1 I'm sorry, we can only interview residents of Grants Pass who are 18 years of age or older. I'm sorry to have bothered you. Have a nice (day/evening).

NOQUAL2 I'm sorry we can only interview residents who are not involved with the city council, city boards, committees or commissions. I'm sorry to have bothered you. Thanks.