

**Grant's Pass Residents Survey, 1998
Ci3 Instrument**

CATION

LIST SERVICES

Reserved Park facilities?

Participated in youth or adult recreation programs through the City? Received a traffic ticket from a Grants Pass Police Officer?

Had a non-traffic related contact with a Grants Pass Police Officer?

Had a fire or emergency-related contact with a Grants Pass Firefighter? Contacted Planning, Building or Community Development staff?

Contacted Water or Sewer staff?

Made a telephone inquiry or requested information from other city employees?

Requested assistance on water, sewer, street or drainage problem?

ENDLIST

ROSTER SERVICES USESVC YBAD1

LIST DEPTMNTS

Parks maintenance?

Police services?

Street maintenance?

Planning services?

City water services?

Leaf collection program?

Recreation programs?

Fire & Emergency services?

Street sweeping?

Building services?

Sewer services?

Recycling program?

ENDLIST

ROSTER DEPTMNTS DEPTS YBAD2

LIST GOVT

Federal Government?

State Government?

County Government?

City Government?

School District?

Community College?

Irrigation District?

ENDLIST

Q:HELLO

T:

May I please speak with _____? Hello. My name is _____ and I am calling from the University of Oregon Survey Research Laboratory on behalf of the City of Grants Pass. The City has asked us to interview registered voters in Grants Pass to get opinions on a number of local issues. The interview is completely voluntary and confidential and will only take about 10 minutes. Do you have any questions about the interview before we begin?

(Is there another member of your household who is registered to vote in Grants Pass? May I speak with that person?) --> RE-READ INTRO STATEMENT FOR NEW R

1 TO CONTINUE

2 NO REGISTERED VOTERS IN HOUSEHOLD -> NOT QUALIFIED

t14:

Hello, May I please speak with ____?

I'm ____ calling back from the Oregon Survey Reserach Lab to finish an interview for the city of Grants Pass that we began earlier.

I:

Key 1,2

skipto NOQAL 2

Q:INVOLVE

T:

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-> NOQAL

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER I:

Key 1,2, 7-9 skipto NOQAL 1

Q:LIVEABLE

T:

We will begin by asking a few questions about Grants Pass in general. 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?

ENTER EXACT NUMBER 1-5

1 POOR

2 FAIR

3 NEUTRAL

4 GOOD

5 EXCELLENT

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-5, 7-9

Q:READ1

T:

I'm going to read you a list of city services and I'd like to know whether you or a member of your household have used this service in the last 12 months and if so, how satisfied you were with the quality of customer service (provided by city employees).

PRESS 1 TO CONTINUE

I:
key 1

Q:USESVC

T:

In the past 12 months, have you...

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW

9 NO ANSWER

I:

SHOW ROSTEXT 2 1 76 GREEN Key 1,2, 7-9

IF (ANS = 2) ENDMEMB

Q:RATE

T:

How would you rate the customer service you received from city employees? Would you say you were not at all satisfied, somewhat dissatisfied, neutral, satisfied or very satisfied?

PROBE: When you

- 1 NOT AT ALL SATISFIED
- 2 NOT VERY SATISFIED
- 3 NEUTRAL
- 4 SATISFIED
- 5 VERY SATISFIED

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

SHOW ROSTEXT 5 18 76 GREEN Key 1-5, 7-9

IF (KEY > 1) ENDMEMB

Q:YBAD1

T:

Why was it unsatisfactory?

PROBE: When you OPEN-ENDED

TYPE EXACT RESPONSE BELOW I:

SHOW ROSTEXT 3 18 76 GREEN opn 13 5 22 60 m n

Q:READ2

T:

Now I am going to read you a list of city services. Please tell me how you would rate the overall quality of the services using a one to five scale where one is poor and five means excellent.

PRESS 1 TO CONTINUE

I:

key 1

Q:DEPTS

T:

How would you rate

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

How would you rate it even if you haven't had a need for the service?

- 1 POOR
- 2 FAIR
- 3 NEUTRAL
- 4 GOOD
- 5 EXCELLENT

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

SHOW ROSTEXT 1 20 26 GREEN Key 1-5, 7-9

IF (key > 1) ENDMEMB

Q:YBAD2

T:

Why was it poor?

PROBE:

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

SHOW ROSTEXT 3 8 26 GREEN

opn 13 5 22 60 m n

c: version1

Q:TAX

T:

(Now I am going to read you a list of departments and types of government).

Considering the amount of money you currently pay, do
you feel you are getting your money's worth from the ...

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

FOR GOVT

SHOW LISTEXT 6 1 31 GREEN

Key 1,2, 7-9

ENDFOR

c: version 2

Q:TAX2

T:

(Now I am going to read you a list of departments and types of government).

Using the same scale of one to five where one is poor

and five is excellent, how good a job do you believe the following governments are doing?

- 1 POOR
- 2 FAIR
- 3 NEUTRAL
- 4 GOOD
- 5 EXCELLENT

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

FOR GOVT

SHOW LISTEXT 7 1 31 GREEN

Key 1-5, 7-9
ENDFOR

c: version3

Q:TAX3

T:

(Now I am going to read you a list of departments and types of government).

Considering the amount of money you currently pay,

how often do you feel you are getting your money's worth from the...

PROBE FROM LIST

- 1 NEVER
- 2 RARELY
- 3 SOEMTIMES
- 4 OFTEN
- 5 ALWAYS

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

FOR GOVT

SHOW LISTEXT 6 1 31 GREEN

Key 1-3, 7-9
ENDFOR

Q:PARTICIP

T:

Now I'm going to ask you some questions about public information and involvement.

First, do you believe the city provides adequate opportunities for people to participate and influence decisions made by the city?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

Q:COUNCIL

T:

In the past 12 months, have you...

Attended a city council meeting or a meeting of the Planning Commission Budget Committee or other public meetings on city issues?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW 9 NO ANSWER

I:

Key 1,2, 7-9

Q:VOLUNTER

T:

(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
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

Q:EVENTS

T:

(In the past 12 months, have you)

Attended local school events such as sports, theater, music or other such activities?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1,2, 7-9

Q:ORGANIZE

T:
(In the past 12 months, have you...)

Been a member of any local service clubs or other community organizations in Grants Pass?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1,2, 7-9

Q:CITYRATE

T:
Using the same scale from 1 to 5 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
- 2 FAIR
- 3 NEUTRAL
- 4 GOOD
- 5 EXCELLENT

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER I:

Key 1-5, 7-9

Q:NEEDINFO

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

- 1 YES
- 2 NO
- 3 TOO MUCH INFO- IF VOLUNTEERED

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER I:

Key 1-3, 7-9 skipto HOWINFO 1

Q:NEEDWHAT

T:

What additional information (do you need/would you like)? OPEN-ENDED
TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:HOWINFO

T:

(We are over halfway done with the survey and I want to thank you for your continued cooperation.)

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

- 1 CITY NEWSLETTER
- 2 NEWSPAPER ADS
- 3 NEWSPAPER ARTICLES
- 4 RADIO NEWS
- 5 TELEVISION NEWS
- 6 PUBLIC MEETINGS

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-9

Q:READ3

T:

Transportation has been identified as one of the top priorities through annual surveys of Grants Pass residents. This is partly from new growth in the community and partly from residents who, on average, are driving more. Also a number of streets have been identified as particular problems.

Many transportation improvement projects have been proposed and are being considered. The City of Grants Pass would like your help prioritizing them. Of the following projects, please tell me which one you think should have highest priority.

PRESS 1 TO BEGIN RANKING

I:

Key 1

Q:RANK1

T:

The first three projects are:

PROBE(S): What should be the highest priority?

Spalding runs behind Fred Meyer and Wal-Mart

Highland is also known as Dimmick and it runs south of A Street

- 1 BUILD SPALDING FROM BEACON UP TO THE GRANTS PASS PARKWAY.
- 2 BUILD HIGHLAND AVENUE SOUTH OVER THE RAILROAD TRACKS
- 3 BUILD SAVAGE STREET BETWEEN 10TH AND BEACON AVENUE. 4 REFUSED
- 5 DON'T KNOW
- 6 NO ANSWER

I:
LOC 6 6 1 N
NUM 1 6 1 0 18 3
C: SEL 6 1 1 0 OFF ENTER
SAVE OPTION1

Q:RANK2

T:
Now please choose between these four possible transportation projects.

- 7 WIDEN AND ADD SIDEWALKS TO PORTOLA FROM _____
- 8 WIDEN AND ADD SIDEWALKS ALONG LINCOLN ROAD FROM G STREET
TO THE ALL SPORTS PARK
- 9 WIDEN AND ADD SIDEWALKS ALONG UNION AVENUE FROM WILLIAMS HIGHWAY TO
FAIRGROUNDS ROAD.
- 10 WIDEN AND ADD SIDEWALKS ALONG BEACON AVENUE.
- 11 REFUSED
- 12 DON'T KNOW
- 13 NO ANSWER

I:
LOC 3 7 2 N
NUM 7 13 2 0 18 3
C: SEL 6 1 1 0 OFF ENTER
SAVE OPTION2

Q:RANK3

T:
Now I'll read you another list of 3 more possible projects
located just outside the city. (Which one is most important?)

- 14 WIDEN AND ADD SIDEWALKS ALONG GRANDVIEW AVENUE
- 15 WIDEN AND ADD SIDEWALKS ALONG HARBECK AVENUE
- 16 WIDEN AND ADD SIDEWALKS ALONG FRUITDALE AVENUE 17 REFUSED
- 18 DON'T KNOW
- 19 NO ANSWER

I:
LOC 4 6 1 N
NUM 14 19 2 0 18 3
C: SEL 6 1 1 0 OFF ENTER SAVE OPTION3

Q:RANK4

T:
You ranked:
SHOW RANK1
SHOW RANK2
SHOW RANK3

as being most important. Of your choices, which is most

important to you?

97 REFUSED
98 DON'T KNOW

99 NO ANSWER

I:

```
SHOW RANK1 2 1 2 GREEN SHOW " " 2 3 1 GREEN  
SHOW OPTION1 2 4 75 GREEN SHOW RANK2 3 1 2 GREEN SHOW " " 3 3 1 GREEN  
SHOW OPTION2 3 4 75 GREEN SHOW RANK3 4 1 2 GREEN SHOW " " 4 3 1 GREEN  
SHOW OPTION3 4 4 75 GREEN num 1 99 2 0 20 5  
if (ans > 19)
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if (ans > 97) reask
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endif
```

Q:ROADS

T:

Do you have any other suggestions on roads you think should be a high priority for widening and adding sidewalks?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

```
opn 13 5 22 60 m n
```

Q:WHOPAY

T:

These streets (previously mentioned) are used by residents and are needed for new development. Of the options I will read to

you, please tell me which one is best for funding street improvements.

READ ANSWER CATEGORIES

- 1 ALL COSTS SHOULD BE PAID FOR BY NEW DEVELOPMENT
- 2 MAJORITY SHOULD BE PAID BY NEW DEVELOPMENT
- 3 HALF PAID BY NEW DEVELOPMENT AND HALF BY RESIDENTS
- 4 MAJORITY OF COSTS PAID BY CURRENT RESIDENTS
- 5 ALL COSTS PAID FOR BY CURRENT RESIDENTS

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-5, 7-9

Q:IMPROVE

T:

There are a number of ways current residents might fund roadway improvements. Of the four options I will read to you, please tell me which one you think is most fair to citizens.

READ ANSWER CATEGORIES

- 1 A FEE OF ABOUT \$2 PER MONTH PER HOME
- 2 A PROPERTY TAX OF \$25 PER YEAR PER HOME

3 A LOCAL GAS TAX OF ABOUT 1 CENT PER GALLON 4 A COMBINATION OF THESE METHODS

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1-4, 7-9

Q:WORKON

T:
What do you think is the one most important issue for the Grants Pass City Council to work on over the next 12 months?

OPEN-ENDED
TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:RESIDE

T:
We'll finish up with a few questions about yourself.
How many years have you lived in Grants Pass?

TYPE NUMBER OF YEARS

- 0 = 6 MONTHS OR LESS
- 1 = 7- 12 MONTHS
- 96 = 96 OR MORE

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:
num 1 99 2 0 20 10

Q:OWNRENT

T:
Do you rent or own your principle residence?

- 1 RENT
- 2 OWN

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1,2, 7-9

Q:SEX

T:
(I know this sounds silly/ I'm sorry I have to ask)Are you male or female?

- 1 MALE
- 2 FEMALE

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1,2, 7-9

Q:AGE

T:
In what year were you born? TYPE LAST TWO DIGITS ONLY

00 1900 or Earlier

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:
num 1 99 2 0 20 10

Q:ENJOY

T:
What do you particularly enjoy about living in Grants Pass?

OPEN-ENDED
TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:CHANGE

T:
What one thing would you like to change about Grants Pass to make living there more enjoyable?

OPEN-ENDED
TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:END1

T:
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).
TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:END2

T:
ENTER YOUR INTERVIEWER ID#
GOOD JOB! YOU ARE DONE WITH THIS ONE!

I:

num 1 999 3 0 20 10
CPL
ENDQUEST
DISPOS = 26

Q:NOQAL

T:

I'm sorry we can only interview registered voters who live in Grants Pass. I'm sorry to have bothered you. Have a nice (day/evening).

I:

Key 1

DISPOS = 22