Grant’s Pass Residents Survey
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 inspection 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

LIST TRAFFIC
Congestion
Traffic moving too fast
The effectiveness of traffic signals
The lack of sidewalks
Safety of bicycle lanes
Enforcement of traffic laws
ENDLIST

LIST FACTORS
close to schools
close to stores & shopping areas
with high vehicle and pedestrian use
that are in the worst condition
ENDLIST

Q: HELLO
T: Hello. My name is ____ and I am calling from the Oregon Survey Research Laboratory on behalf of the City of Grants Pass. The City has asked us to call and interview residents of Grants Pass age 18 and older to get your opinion on a number of local issues. I want to assure you I am not selling a thing and that this survey is completely voluntary and anonymous. The interview will only take about 10 minutes. Do you have any questions about the interview before we begin?

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

1 --> TO CONTINUE
CTRL+END --> TO RESCHEDULE

I'm ______ calling back from the Oregon Survey Research Lab to finish an interview for the City of Grants Pass that we began earlier.

Q: HELLO1
T: Are you a resident of Grants Pass?

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

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER
I: key 1-2, 7-9
skipto NOQAL2 2

Q: INVOLVE
T:
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 -> NOQAL
2 NO

7 REFUSED
8 DON'T KNOW
Thank you. First, I'm going to read you a list of city services. I'd like to know if you have used each service in the past 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

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 80 GREEN
Key 1,2,7-9
IF (ans > 1) ENDMEMB

For that city service, how would you rate the customer service you received from city employees using a scale from one to five, where one is poor and five is excellent?

PROBE: The customer service element is

1 POOR
2 FAIR
3 NEUTRAL
4 GOOD
5 EXCELLENT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER
I:
SHOW ROSTEXT 6 20 80 GREEN
Key 1-5,7-9
IF (ans > 1) ENDMEMB

Why was it unsatisfactory?
Now I am going to read you a list of departments. Please tell me how you would rate the overall quality of the department using a one to five scale where one means poor and five means excellent.

PRESS 1 TO CONTINUE

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

1 POOR
2 FAIR
3 NEUTRAL
4 GOOD
5 EXCELLENT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

Why was it poor?

Now I am going to read you a list of types of government. Considering the amount of money you currently pay, please tell me how often you feel you are getting your money's
worth from each type, using a one to five scale where one
means never and five means always.

PRESS 1 TO CONTINUE
I:
  cmdi RecNum "RecordNumber"
  key 1

Q:TAX
T:
(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  SOMETIMES
4  OFTEN
5  ALWAYS

7  REFUSED
8  DON'T KNOW
9  NO ANSWER
I:
FOR GOVT
SHOW LISTEXT 4 40 50 GREEN
Key 1-5, 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 meeting on city issues?

1  YES
2  NO

7  REFUSED
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: CITYRATE
T:
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
2  FAIR
3  NEUTRAL (NEITHER GOOD NOR BAD)
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  IF VOLUNTEERED: TOO MUCH INFO

7  REFUSED
8  DON'T KNOW
9  NO ANSWER
I:
Key 1-3, 7-9

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:READ4
T:
I will now read you a list of traffic and transportation issues in Grants Pass. Please tell me how important each of the following issues are to you - very important, moderately important, slightly important, or not at all important. For these questions, please think of roads other than 6th and 7th streets.

PRESS 1 TO CONTINUE
I:
key 1

Q:TRANS
T:
How important is

PROBE: On a 1 to 4 scale where 1 is very important and 4 is not at all important.

1 VERY IMPORTANT
2 MODERATELY IMPORTANT
3 SLIGHTLY IMPORTANT
4 NOT AT ALL IMPORTANT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER
I:
FOR TRAFFIC
SHOW LISTEXT 1 30 70 GREEN
Key 1-4, 7-9
ENDFOR

Q:READ5
T:
Grants Pass plans to complete many repairs and improvements to roads and sidewalks. For each of the following road and sidewalk areas, please tell me if it is very important, moderately important,
slightly important, or not at all important that the area be repaired or improved immediately.

PRESS 1 TO CONTINUE
I:
key 1

Q:PROJECTS
T:
How important are repairs and improvements on roads and sidewalks

PROBE: On a 1 to 4 scale where 1 is very important and 4 is not at all important.

1 VERY IMPORTANT
2 MODERATELY IMPORTANT
3 SLIGHTLY IMPORTANT
4 NOT AT ALL IMPORTANT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER
I:
FOR FACTORS
SHOW LISTEXT 2 1 70 GREEN
Key 1-4, 7-9
ENDFOR

Q:FUNDS
T:
The city of Grants Pass is considering construction of a 4th Bridge over the Rogue River. Which of the following sources do you think funding should come from for that project?

1 City wide tax levy
2 Tolls on the bridge
3 A city tax on automobile accessories
4 County wide tax
5 Special 4th Bridge District tax levy
6 No source - Don't build it

7 REFUSED
8 DON'T KNOW
9 NO ANSWER
I:
Key 1-9

Q:ROADS
T:
Off the top of your head, if you could put any two roads in Grants Pass first on a list for widening, repairing or adding sidewalks, what two roads would you choose?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW
Q: LIVEABLE
T:
Now 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
2 FAIR
3 NEUTRAL (NEITHER GOOD NOR BAD)
4 GOOD
5 EXCELLENT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I: Key 1-5, 7-9

Q: SAFE
T:
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?

1 NOT AT ALL SAFE
2
3
4
5 VERY SAFE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I: Key 1-5, 7-9

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

1 SAFER
2 ABOUT THE SAME
3 LESS SAFE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I: Key 1-3, 7-9

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

1  TOO FAST
2  ABOUT RIGHT
3  TOO SLOWLY

7  REFUSED
8  DON'T KNOW
9  NO ANSWER
I:
Key 1-3, 7-9

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: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:RESIDE
T:
Finally, 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 TO 12 MONTHS
96 = 96 OR MORE

97  REFUSED
98  DON'T KNOW
99  NO ANSWER
I:
um 0 99 2 0 20 10

Q:OWNRENT
T:
Do you rent or own your principle residence?
PROBE: Your principle residence.

1  RENT
2  OWN

7  REFUSED
8  DON'T KNOW
9  NO ANSWER
I:
Key 1,2, 7-9

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

1  YES
2  NO

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:
um 0 99 2 0 20 10
IF (ANS > 82)
IF (ANS < 97) REASK
ENDIF

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:
um 1 999 3 0 20 10
CPL
DISPOS = 26
ENDQUEST

Q:NOQAL2
T:
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).

KEY 1 TO DISQUALIFY
I:
Key 1
DISPOS = 22
ENDQUEST

Q:NOQAL
T:
I'm sorry we can only interview registered voters who are not involved with the city council, city boards, committees or commissions. I'm sorry to have bothered you. Thanks.

KEY 1 TO DISQUALIFY
I:
Key 1
DISPOS = 22
ENDQUEST