

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

CATI ON

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

t14:

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

I:

Key 1

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

9 NO ANSWER

I:

Key 1,2, 7-9

skipto NOQAL 1

qal Noqal

Q:READ1

T:

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

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 80 GREEN

Key 1,2, 7-9

IF (ans > 1) ENDMEMB

Q:RATE

T:

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

Q:YBAD1

T:

Why was it unsatisfactory?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

SHOW ROSTEXT 2 1 80 GREEN

opn 13 5 22 60 m n

Q:READ2

T:

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

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 contact with that department?

1 POOR

2 FAIR

3 NEUTRAL

4 GOOD

5 EXCELLENT

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

SHOW ROSTEXT 1 20 50 GREEN

Key 1-5, 7-9

IF (ans > 1) ENDMEMB

Q:YBAD2

T:

Why was it poor?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

SHOW ROSTEXT 2 1 50 GREEN

opn 13 5 22 60 m n

Q:READ3

T:

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

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: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

I:
opn 13 5 22 60 m n

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:

num 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:

num 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:

num 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