

CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS

Study Session Worksheet

Presentation Date: 3/20/12 **Approx Start Time:** 11:15 **Approx Length:** 30 min.

Presentation Title: Citizen Survey Final Report

Department: Public and Government Affairs

Presenters: Gary Schmidt

Other Invitees: Rebecca Ball, DHM Research

WHAT ACTION ARE YOU REQUESTING FROM THE BOARD?

None—this is an informational report.

EXECUTIVE SUMMARY:

Public and Government Affairs, under the direction of the Board of Commissioners, commissioned a community survey in order to:

- Monitor citizen perceptions of priority issues in the County.
- Measure citizen perceptions of the County's performance.
- Evaluate citizen's satisfaction with departmental responsiveness and communications effectiveness.

The final report of the telephone survey is attached and will be presented for discussion. Feedback and analysis from the online survey will also be presented for discussion.

FINANCIAL IMPLICATIONS (current year and ongoing):

The total one-time cost for the 2012 survey was \$25,000. The survey was budgeted in the current fiscal year budget.

LEGAL/POLICY REQUIREMENTS:

N/A

PUBLIC/GOVERNMENTAL PARTICIPATION:

Public and Government Affairs will distribute copies of the final report to citizens, staff, the media, post on social media and the county webpage, and highlight in Citizen News and through other communications methods.

OPTIONS:

N/A

RECOMMENDATION:

N/A

ATTACHMENTS:

The final report of the community survey is attached.

