



Citizen Satisfaction Survey

140 South Third Street | Central Point, OR 97502 | (541).664.3321 | www.centralpointoregon.gov

This questionnaire is designed to help gauge satisfaction of citizens living within the City of Central Point incorporated area. The questionnaire should be completed by an adult, preferably the homeowner or head of household. The information you provide will inform the City of Central Point of your priorities for the development and implementation of policies through the budget process. We ask that you please take a few minutes to complete this questionnaire.

General Satisfaction & Community Values

1. How long have you lived inside the Central Point incorporated area? _____

2. What do you enjoy most about living in Central Point?

- Quiet Neighborhoods Scenery & Environment Small Town Feel
 Safety Schools Parks & Recreation
 Other: _____

3. Please rate how satisfied you are with the City of Central Point regarding the following services and conditions? (“0” = not at all satisfied and “10” = extremely satisfied.)

	0	1	2	3	4	5	6	7	8	9	10
Times & dates of City events	<input type="checkbox"/>										
Accessibility to Council Members	<input type="checkbox"/>										
The City's level of communication with its citizens	<input type="checkbox"/>										
Traffic congestion	<input type="checkbox"/>										
Road/street conditions	<input type="checkbox"/>										
Accessibility of forms and/or applications the city provides/requires	<input type="checkbox"/>										

4. Please indicate which of the following value(s) are most important to your quality of life as a resident in the City of Central Point:

- Safe Neighborhoods & Parks Quality Education Accessible Hospital/Healthcare
 Local Employment Opportunities Family Oriented Community Accountable City Leaders
 Financially Balanced Government Other: _____

Please rate the importance of the following areas the City of Central Point a great place to live, work and play for people of all ages. (“0” = not at all important and “10” = extremely important.)

	0	1	2	3	4	5	6	7	8	9	10
Outdoor spaces and buildings (Availability of safe & accessible facilities)	<input type="checkbox"/>										
Transportation (Safe, efficient, and affordable modes of private & public transit)	<input type="checkbox"/>										
Housing (Range of housing options and the ability to age-in-place)	<input type="checkbox"/>										
Social Participation (Access to leisure & cultural activities, social & civic engagement with all ages)	<input type="checkbox"/>										
Respect & Social Inclusion (Availability of programs that promote ethnic and cultural diversity, as well as multigenerational interaction & dialogue)	<input type="checkbox"/>										
Civic Participation & Employment (Paid work & volunteer opportunities, and opportunities to engage in community decision-making process)	<input type="checkbox"/>										
Communication & Information (Access to information & technology to stay connected with community, friends, family)	<input type="checkbox"/>										
Community Support & Health Services (Access to health clinics and programs that promote wellness & active living)	<input type="checkbox"/>										
Other: _____	<input type="checkbox"/>										

Community Development

5. On a scale of 0 to 10 (0 = “not at all important” and 10 = “Extremely Important”), how important is Central Point’s downtown to the overall image and development of the City?

 0 1 2 3 4 5 6 7 8 9 10

6. On a scale of 0 to 10 (0 = “not at all important” and 10 = “extremely important”), how important is it for the City to continue to support local business development through programs such as Destination Business Training, a training program for independent business owners that teaches businesses on how to attract customers from outside of the city?

 0 1 2 3 4 5 6 7 8 9 10

7. Where would you like to see Central Point revitalization efforts focused? Please prioritize in terms of a 1, 2, and 3 where 1 is the most important, 2 is the second most important, and 3 is the third most important.

_____ East Pine Street & Interchange Planning (East of 10th Street)
 _____ The Highway 99 Corridor
 _____ The Pine Street Corridor (the downtown core from Front to 6th Street)

City Departments

8. How many times have you used Parks & Recreation facilities or services offered by the city's Parks & Recreation Division in the last 12-months (i.e. Parks, Recreation Classes, Senior Center)? _____

a. How would you rate your overall satisfaction with Parks & Recreation facilities and services, on a scale of 0-10 (0 = "very unsatisfied" and 10 = "very satisfied")?

0
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10

9. Pending funding availability, what parks and recreation amenities would you like included in the community?

- Year Round Swimming Pool
 Additional Water Spray Park
 Basketball Gymnasium
 Dog Park
 Recreation Classrooms
 New Little League Fields
 Additional Community Trails
 Other: _____
 Other: _____

10. How many times have you attended Community Sponsored Events in the last 12-months? _____

a. How would you rate your overall satisfaction with the Community Sponsored Events (attended) on a scale of 0-10 (0 = "very unsatisfied" and 10 = "very satisfied")?

	0	1	2	3	4	5	6	7	8	9	10
Friday Night Festivals	<input type="checkbox"/>										
Battle of the Bones (B.O.B.)	<input type="checkbox"/>										
4 th of July Parade	<input type="checkbox"/>										
Bike Fair	<input type="checkbox"/>										
Community Christmas	<input type="checkbox"/>										
Recreate Guide Classes	<input type="checkbox"/>										

11. In recent budget cycles, the City of Central Point has appropriated funds to support community events (Rodeo, Fourth of July, Oregon Quarter Horse and other equestrian events) held at the Jackson County Expo. What level of support would you like the City to offer the Jackson County Expo in the future?

- More funding
 Maintain current funding
 Less funding
 Don't Know

12. How would you rate your overall satisfaction with the Police Department in the areas of professionalism and approachability, on a scale of 0-10 (0 = "very unsatisfied" and 10 = "very satisfied")?

Professionalism

0
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10

Approachability

0 1 2 3 4 5 6 7 8 9 10

a. How would you rate your overall sense of safety living in the City of Central Point on a scale of 0 to 10 (0=very unsafe and 10= very safe)? Circle one:

0 1 2 3 4 5 6 7 8 9 10

13. The City’s long-term financial plan indicates that parks/recreation, and public safety will require a monthly fee of \$1 to maintain current service levels and at least \$2 to increase service levels. Please indicate the likelihood that you would support a \$0, \$1 and \$2 fee on a scale of 1-10 (0 = “not at all likely” and 10 = “very likely”).

Parks Facilities and Maintenance, Including Repair and Replacement Of Playground Equipment

Circle the number that best reflects your answer.

\$0 Monthly Fee (Decrease Service Level)	0	1	2	3	4	5	6	7	8	9	10
\$1 Monthly Fee (Maintain Service Level)	0	1	2	3	4	5	6	7	8	9	10
\$2 Monthly Fee (Increase Service Level)	0	1	2	3	4	5	6	7	8	9	10

Recreation Programs, Including City Sponsored Events

Circle the number that best reflects your answer.

\$0 Monthly Fee (Decrease Service Level)	0	1	2	3	4	5	6	7	8	9	10
\$1 Monthly Fee (Maintain Service Level)	0	1	2	3	4	5	6	7	8	9	10
\$2 Monthly Fee (Increase Service Level)	0	1	2	3	4	5	6	7	8	9	10

Public Safety/Police Protection

Circle the number that best reflects your answer.

\$0 Monthly Fee (Decrease Service Level)	0	1	2	3	4	5	6	7	8	9	10
\$1 Monthly Fee (Maintain Service Level)	0	1	2	3	4	5	6	7	8	9	10
\$2 Monthly Fee (Increase Service Level)	0	1	2	3	4	5	6	7	8	9	10

14. In your opinion, what should be the top three spending priorities for Central Point’s local government programs? Please prioritize in terms of a 1, 2, and 3 where 1 is the most important, 2 is the next most important, and 3 is the third most important.

- | | | |
|--|--|---|
| <input type="checkbox"/> Street Improvements | <input type="checkbox"/> Road Maintenance | <input type="checkbox"/> Police Services |
| <input type="checkbox"/> Parks Facilities | <input type="checkbox"/> Recreation Programs | <input type="checkbox"/> Economic Development |
| <input type="checkbox"/> HR/Personnel | <input type="checkbox"/> Other: _____ | |

15. How many times have you attended city meetings that are sponsored by the city in the last 12-months? _____

If you entered "0", skip to question #17.

- a. How would you rate your overall satisfaction with the meetings sponsored by the city you've attended, on a scale of 0-10 (0 = "very unsatisfied" and 10 = "very satisfied")

0 1 2 3 4 5 6 7 8 9 10

- b. Why did you give that rating? _____

Outreach

17. Please rate on a scale of 0 to 10 (0= not at all important and 10=very important) the importance for the City of Central Point to expand its outreach efforts.

0 1 2 3 4 5 6 7 8 9 10

18. What information sources are important for the City of Central Point to focus on in their outreach efforts?

19. How many times have you read the City's newsletter in the past 12 months? _____

Skip to Question 20, if you entered "0"

- a. Please rate on a scale from 0 to 10 (0=not at all useful and 10=very useful), how useful do you find the newsletter?

0 1 2 3 4 5 6 7 8 9 10

20. How many times have you used the City's website in the past 12 months? _____

Skip to Question 20, if you entered "0"

- a. Please rate how informative the City of Central Point's website was on a scale from 0-10, (0 = "not useful" and 10 = "very useful").

0 1 2 3 4 5 6 7 8 9 10

21. What sources of information do you generally utilize to learn about what is happening in the City of Central Point?

- | | | |
|--|--|---|
| <input type="checkbox"/> Word of Mouth | <input type="checkbox"/> City Newsletter | <input type="checkbox"/> City Website |
| <input type="checkbox"/> Recreate Activity Guide | <input type="checkbox"/> Local Newspaper | <input type="checkbox"/> Business Organizations |
| <input type="checkbox"/> Local Television Channels | <input type="checkbox"/> City Staff | <input type="checkbox"/> Social Media (i.e. Facebook) |
| <input type="checkbox"/> Other: _____ | | |

22. When seeking information about the City of Central Point, what sources do you consider to be the most trustworthy in terms of accuracy and relevance of the information?

- | | | |
|--|---|--|
| <input type="checkbox"/> City Newsletter | <input type="checkbox"/> Media (newspaper, radio, TV) | <input type="checkbox"/> Central Point Elected Officials |
| <input type="checkbox"/> Neighbors/Residents | <input type="checkbox"/> Central Point Staff | <input type="checkbox"/> Business Owners |
| <input type="checkbox"/> Business owners | <input type="checkbox"/> City Website | <input type="checkbox"/> Social Media (i.e. Facebook) |
| <input type="checkbox"/> Other: _____ | | |

Tell Us About You

23. Please indicate your employment status:

- Working Full-Time
 Retired

- Working Part-Time
 Decline

- Not Working

24. What is your occupation? _____

25. Do you own or rent your home?

- Own

- Rent

- Decline

26. In what year were you born? _____

27. Please indicate your highest education Level:

- High School Diploma/GED
 Master's Degree (MA/MS)

- Associates Degree (AA/AS)
 Doctor's Degree (Ph.D.)

- Bachelor's Degree (BA/BS)
 Decline

28. What is your gender?

- Decline

- Female

- Male

Thank you for taking the time to provide this information.