

## City Services Survey is Online April 8-15



Update - the data collection for the Online Community Attitudes Survey started at midnight April 15, 2013. The survey is now closed. The information below has been left available in case there are other questions about the ways the survey was conducted and the data.

An online Community Attitudes Survey is available to residents between April 8 -15, 2013 and takes a short eight to ten minutes to complete. Your individual responses are confidential and your time and input is appreciated.

The survey results will tell the City of Lake Oswego Council and managers what Lake Oswego residents think of the City, City services and current issues of importance to the City Council. The input is important and will help set priorities and refine services.

The City has embarked on three separate efforts to collect input:

- A statistically valid phone survey was completed April 1 to April 7.
- From April 8 through the 15<sup>th</sup>, the survey is online, allowing all residents (over the age of 16) to weigh in on city services and issues. The opportunity to complete the survey was put online at the City website and also shared through City social media channels and networks.
- Also from April 8 to 15, the survey was sent to 13,000 email addresses of Lake Oswego residents. These emails had a unique link, allowing the survey to be filled out once from that link. Email databases used were those for people who had signed up for City updates and services.

The phone, email and online data will be reviewed separately. The data sets will both be used and compared in order to convey to the City Council how residents feel and also see how responses compare/differ in the statistically valid phone survey, email and online responses. Survey results will be presented to the City Council in May.

The City, with the assistance of a Portland firm, CFM, developed a survey instrument based on a review of past Community Attitudes Surveys as well as new questions to inform the City Council as they make budgetary and policy decisions. The survey data is being collected by Survey Sampling Inc in Provo Utah, a subcontractor to CFM.

Please direct questions to Public Affairs Manager [Christine Kirk](#) at 503-635-0285. To review previous surveys please go to [www.ci.oswego.or.us/publicaffairs/community-attitudes-survey](http://www.ci.oswego.or.us/publicaffairs/community-attitudes-survey). This is the first survey that has been offered through email or online. The last Survey was completed in 2010.

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Thank you in advance for your participation.

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