



City of Grand Island

Tuesday, November 23, 2010

Council Session

Item C1

Presentation of National Citizen Survey

Enhanced communication with the public should always be an objective of City government, and the City of Grand Island continues to pursue that objective through measures such as the new website and the citizen relationship management system that was added to our website.

Soliciting feedback from the public is critical, but difficult to do in a practical and comprehensive way. For a couple of years, an effort has been underway to identify a tool and a process to conduct a survey of citizens to obtain feedback on the performance of City programs as well as with attitudes on strengths and weakness of the community. We have recently completed a research and review process that has resulted in the selection of the National Citizen Survey (NCS) as the process to use to launch this program. The NCS is affiliated with the International City/County Management Association, and it provides an affordable and scientific approach.

The information obtained from the survey will be useful in many areas, including program performance measurement and the budget. Assistant to the City Administrator, Shannon Oster, will present an overview of the National Citizen Survey.

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