



City of Grand Island

Tuesday, April 12, 2011

Council Session

Item C3

Presentation of Citizen Survey Results

The results are in for the City of Grand Island's first comprehensive citizen survey. An overview of results are being presented to the City Council. The survey measured the opinions of residents on local government services and community characteristics.

The City utilized The National Citizen Survey (NCS) to administer the survey. The NCS is a statistically valid survey offered by the National Research Center in collaboration with the International City/County Management Association.

Twelve-hundred randomly selected households were asked to complete the survey and the City received a 38 percent return rate. This strong return rate assures that the results are a good reflection of the community as a whole.

The results of the survey will be used in a variety of ways, giving both immediate and long-term benefits to the City. The survey was a tool for citizens to communicate and share satisfaction levels directly with City elected officials and employees. The information gained from the survey identified City strengths and areas of improvement which will help management know where to focus efforts of monitoring and enhancing processes and systems within operations. In addition, the City will use the survey data during the Program Prioritization budget process as part of the development of the 2011-2012 Budget.

Citizens will be able to access a link on the City's website, www.grand-island.com/citizensurvey, to get background information on the survey, the full report of results and benchmarks, a highlight summary, along with a copy of the City Council presentation. This information will become available by noon on Tuesday, April 12.

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