



**CITY COUNCIL WORK SESSION  
JUNE 3, 2013  
6:00 P.M.  
NEWBERG PUBLIC SAFETY BUILDING  
401 EAST THIRD STREET**

WORK SESSIONS ARE INTENDED FOR DISCUSSION. NO ACTION WILL BE TAKEN ON THE AGENDA ITEMS AND NO DECISIONS WILL BE MADE. NO ORAL OR WRITTEN TESTIMONY WILL BE HEARD OR RECEIVED FROM THE PUBLIC.

**I. CALL MEETING TO ORDER**

**II. ROLL CALL**

**III. REVIEW OF COUNCIL AGENDA AND MEETING**

1. Review of citizen survey questions and process.
2. View Design Star video from the American Planning Association National Conference Awards.

**IV. COUNCIL HOUSEKEEPING ITEMS**

**V. ADJOURNMENT**

**ACCOMMODATION OF PHYSICAL IMPAIRMENTS:**

*In order to accommodate persons with physical impairments, please notify the City Recorder's Office of any special physical accommodations you may need as far in advance of the meeting as possible and no later than 48 business hours prior to the meeting. To request these arrangements, please contact the city recorder at (503) 537-1283. For TTY service please dial 711.*

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# MEMORANDUM

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**To:** Mayor and City Council  
**From:** Daniel Danicic, City Manager  
**RE:** Draft Community Survey Questions  
**Date:** June 3, 2013

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For our discussion in the June 3<sup>rd</sup> work session, here is information related to the survey to be sent out.

## Conducting the Survey

1. Pre-notification
  - a. Press Release
  - b. Utility Bill Stuffer
  - c. Website
  - d. Facebook (Council & Library)
  - e. Chamber Newsletter
  - f. School District e-blast
2. Mail survey to a random sampling of 1,200 households
3. Each survey has unique numeric identifier not tied to recipient
4. Response
  - a. Return mail envelope
  - b. Website

Here are proposed survey questions cobbled together from a number of surveys used by other cities. The answers should be used to inform your goal setting process this September.

The questions are arranged in five major categories.

- Quality of life
- Quality of Services
- Local Government
- Communication
- Demographics

## **QUALITY OF LIFE**

### **Rate the following aspects of quality of life in Newberg**

Excellent; Good; Fair; Poor; Don't Know

1. Newberg is a nice place to live
2. Your neighborhood as a place to live
3. Newberg as a place to raise children
4. Newberg as a place to work
5. Newberg as a place to retire
6. The overall quality of life in Newberg
  
7. If you could change one thing about Newberg, what would it be? (Text Box)

## **CITY SERVICES**

### **Rate Satisfaction with City Provided Services**

Excellent; Good; Fair; Poor; Don't Know

1. Police Services
2. Traffic Enforcement
3. 911 Dispatch Center
4. Emergency Medical Services (Ambulance)
5. Fire Services
6. Library Services
7. Municipal Court
8. Code Enforcement (signs, abandoned cars, etc)
9. Street Repair
10. Street Cleaning
11. Drinking Water
12. Utility Billing
13. Sewer Services
14. Storm Drainage
15. Animal Control
16. Building Inspection
17. Land Use Planning and Zoning
18. Economic Development

**Rate the Priority for funding city services**

1=low priority; 5= high priority

1. Police Services
2. Traffic Enforcement
3. 911 Dispatch Center
4. Emergency Medical Services (Ambulance)
5. Fire Services
6. Library Services
7. Municipal Court
8. Code Enforcement (signs, abandoned cars, etc)
9. Street Repair
10. Street Cleaning
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17. Land Use Planning and Zoning
18. Economic Development

**City desires to address funding shortfall. Specify funding actions you would support**

- Reduce Service Levels
- Raise User Fees
- Raise taxes
- Not Sure

1. Police Services
2. 911 Dispatch Center
3. Emergency Medical Services (Ambulance)
4. Firefighting Services
5. Library Services
6. Municipal Court
7. Code Enforcement
8. Street Maintenance
9. Street Sweeping
10. Drinking Water
11. Sewer Services
12. Animal Control
13. Building Inspection
14. Land Use Planning and Zoning

## **GOVERNMENT PERFORMANCE**

### **Rate the following categories of Newberg government performance**

Excellent; good; fair; poor; don't know

1. Value of services for taxes paid
2. Overall direction the Newberg is taking
3. Newberg government welcomes citizen's involvement
4. Newberg government listens to citizens

### **What is your impression of employees of Newberg in your most recent contact?**

Excellent; good; fair; poor; don't know

1. Knowledge
2. Responsiveness
3. Courtesy
4. Overall Impression
5. What has been your most positive and or negative experience? (Text Box)

## **COMMUNICATION**

In what way would you like to receive information from the city?  
(Pick your top two methods)

1. Email
2. Facebook
3. Twitter
4. Phone Calls
5. Text Message
6. Newsletters
7. Meet-and-greet events
8. Other

## **DEMOGRAPHICS**

1. How long have you lived in Newberg?  
Less than a year; 1-5; 6-10; more than 10
2. Do you own or rent your residence  
Own; Rent
3. Do you work inside Newberg?  
Yes; No – outside city; Unemployed; Retired
4. What is your age Group  
18-24; 25-34; 35-44; 45-54; 55-64; 65 or over
5. Family Income  
\$25K or less; \$25K-\$50K; \$50K-\$100K; Over \$100K
6. Marital Status  
single; married/living with partner; widowed/separated/divorced
7. Gender
8. Ethnic Group