

CUSTOMER SATISFACTION SURVEY RESULTS

City of Madras 2016

Survey Background

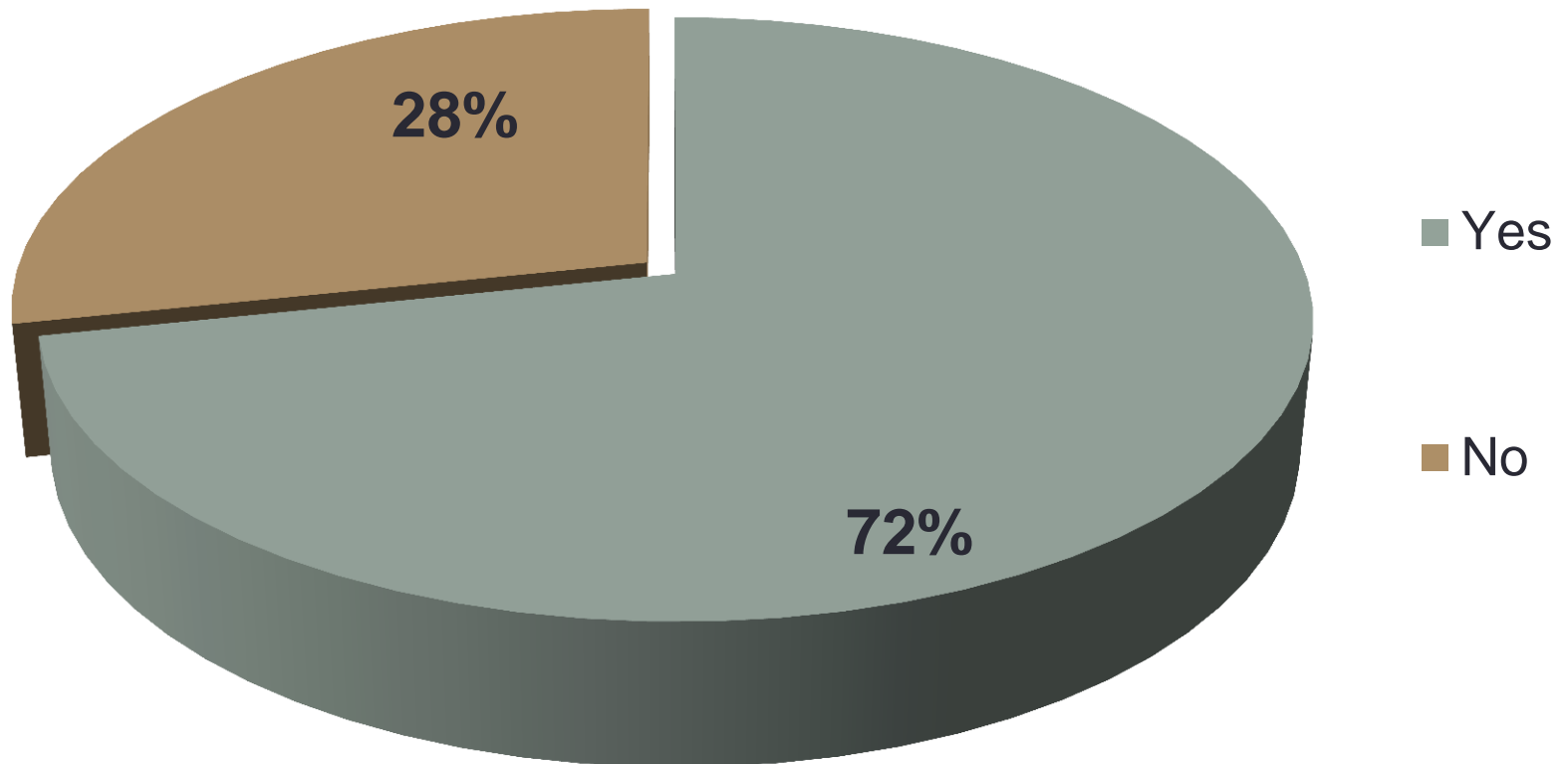
- Initiated by Annual Strategic Plan FY 2015-16: “analyze citizen feedback for opportunities to improve customer service satisfaction.”
- Generated questions and designed survey formats
- Survey data was collected during the month of June 2016
- \$50 credit toward City utility service drawing for participants

Survey Assumptions

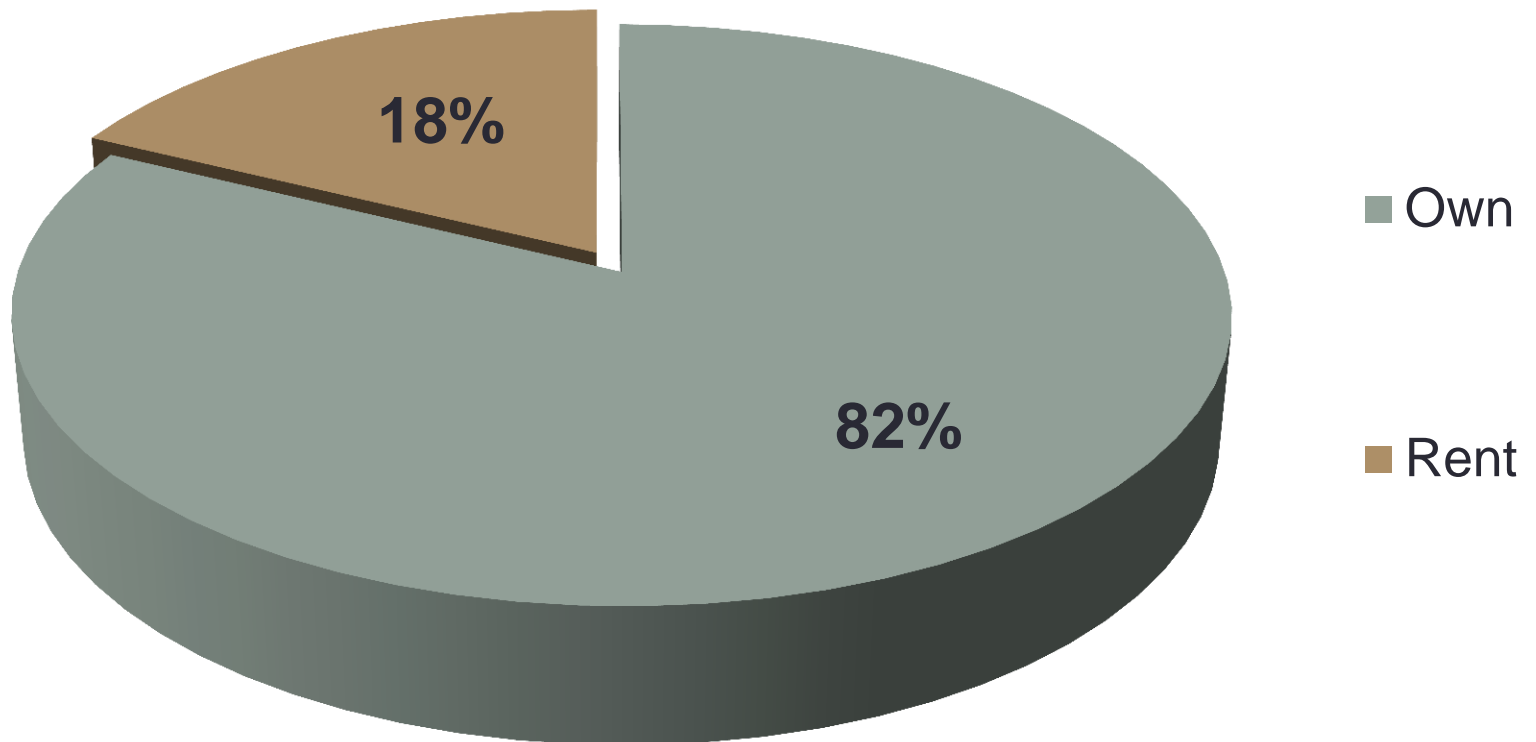
- Survey data collection
- Survey results
 - Outliers
 - Sample populations
 - Raw data vs. summary data
- A “neutral” answer reflects two responses:
 - 1) A participant that has not interacted with that City service/department, but chose not to leave the question blank.
 - 2) Simply did not have an opinion either way
 - It neither helps nor hinders the data.

PARTICIPANT DEMOGRAPHICS

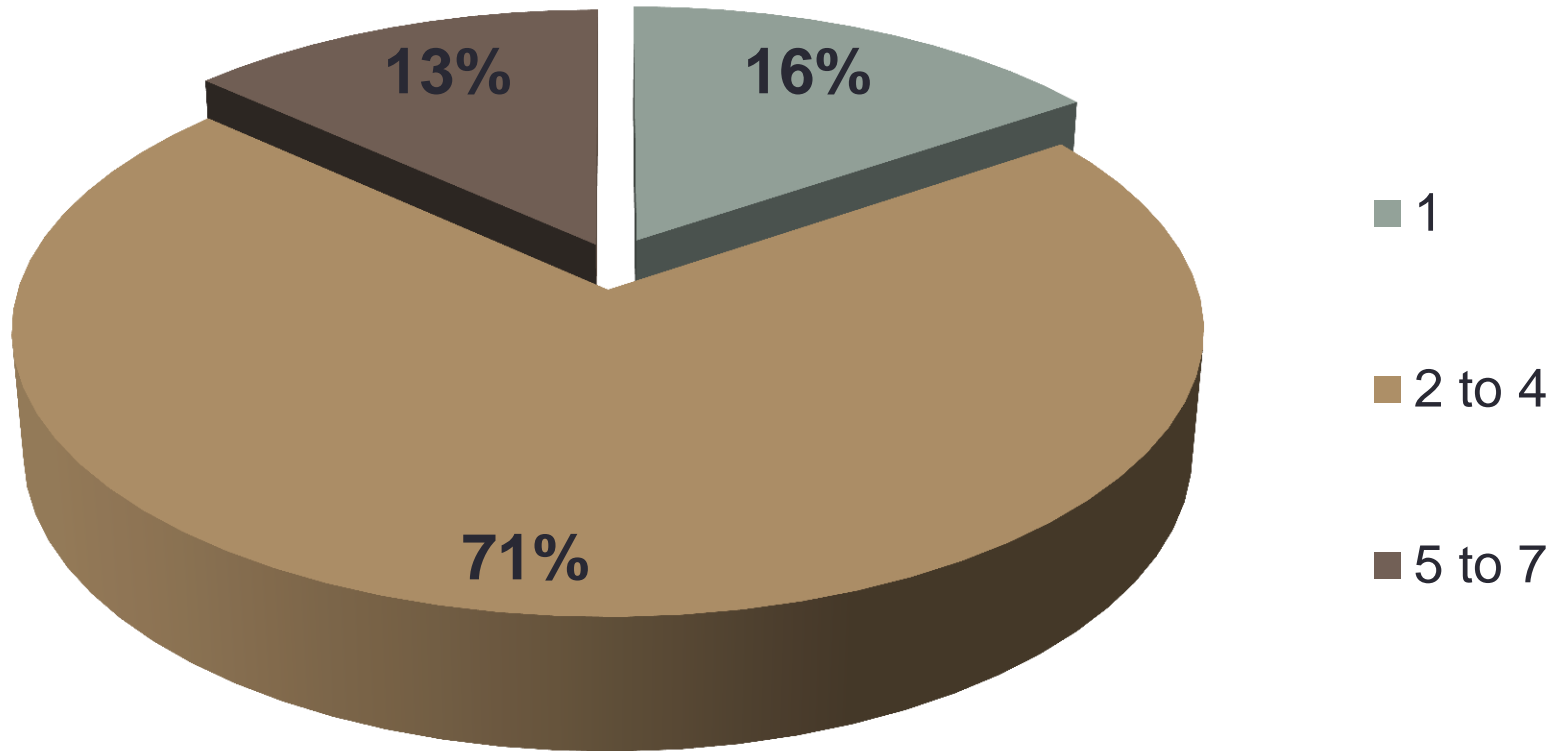
Do you live within Madras City limits?



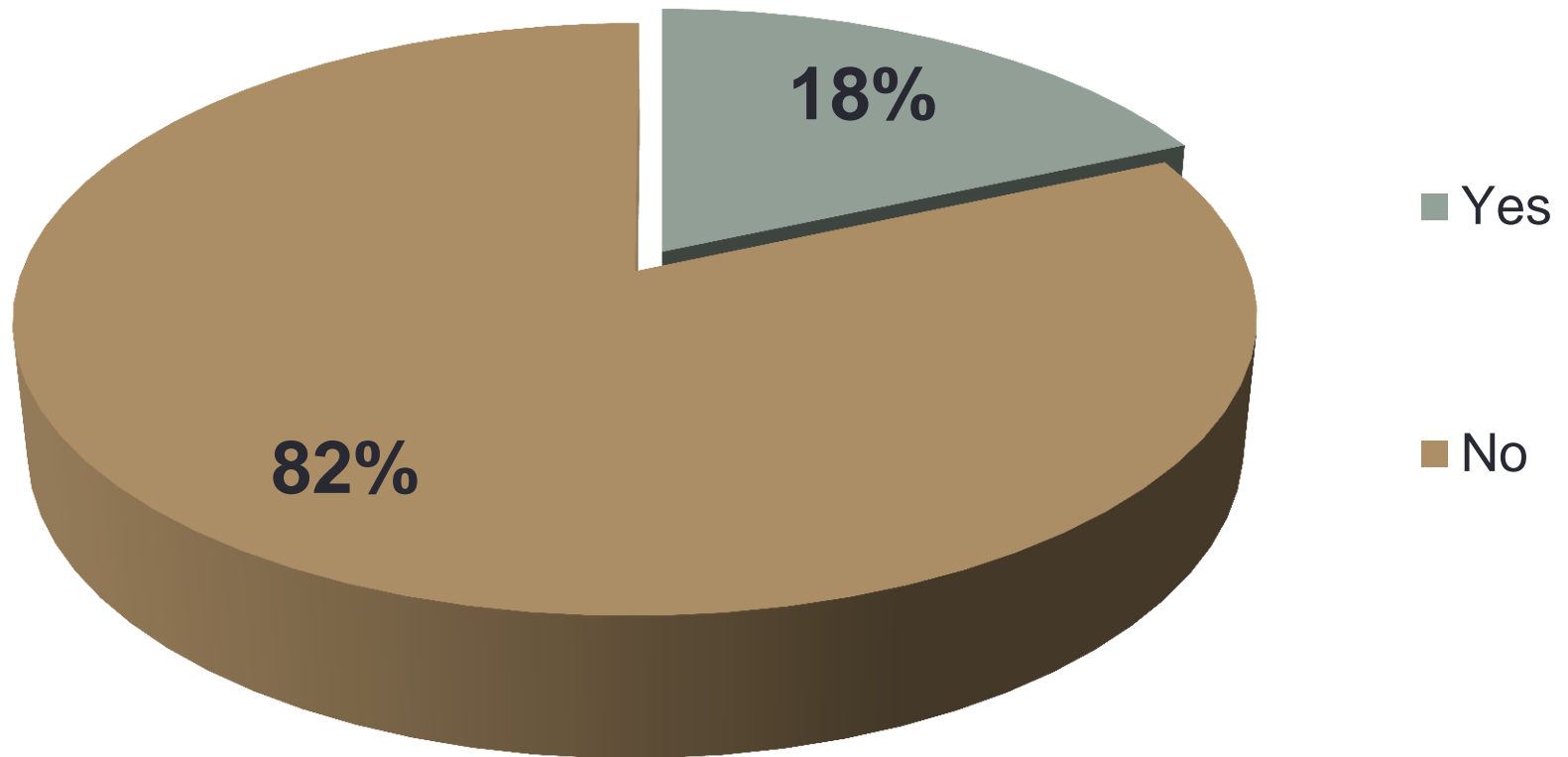
Do you own or rent?



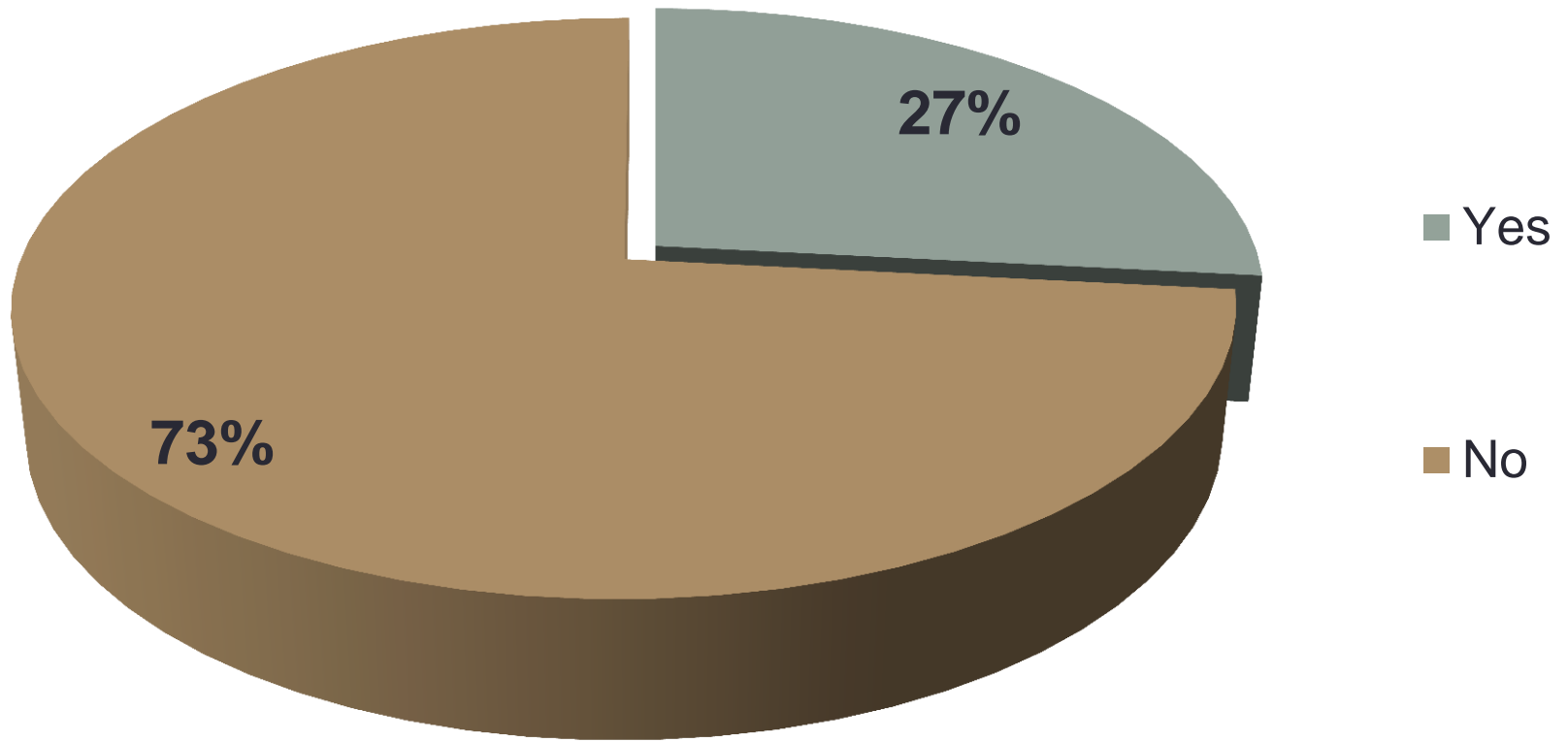
Household Size



Do you operate a business in Madras?

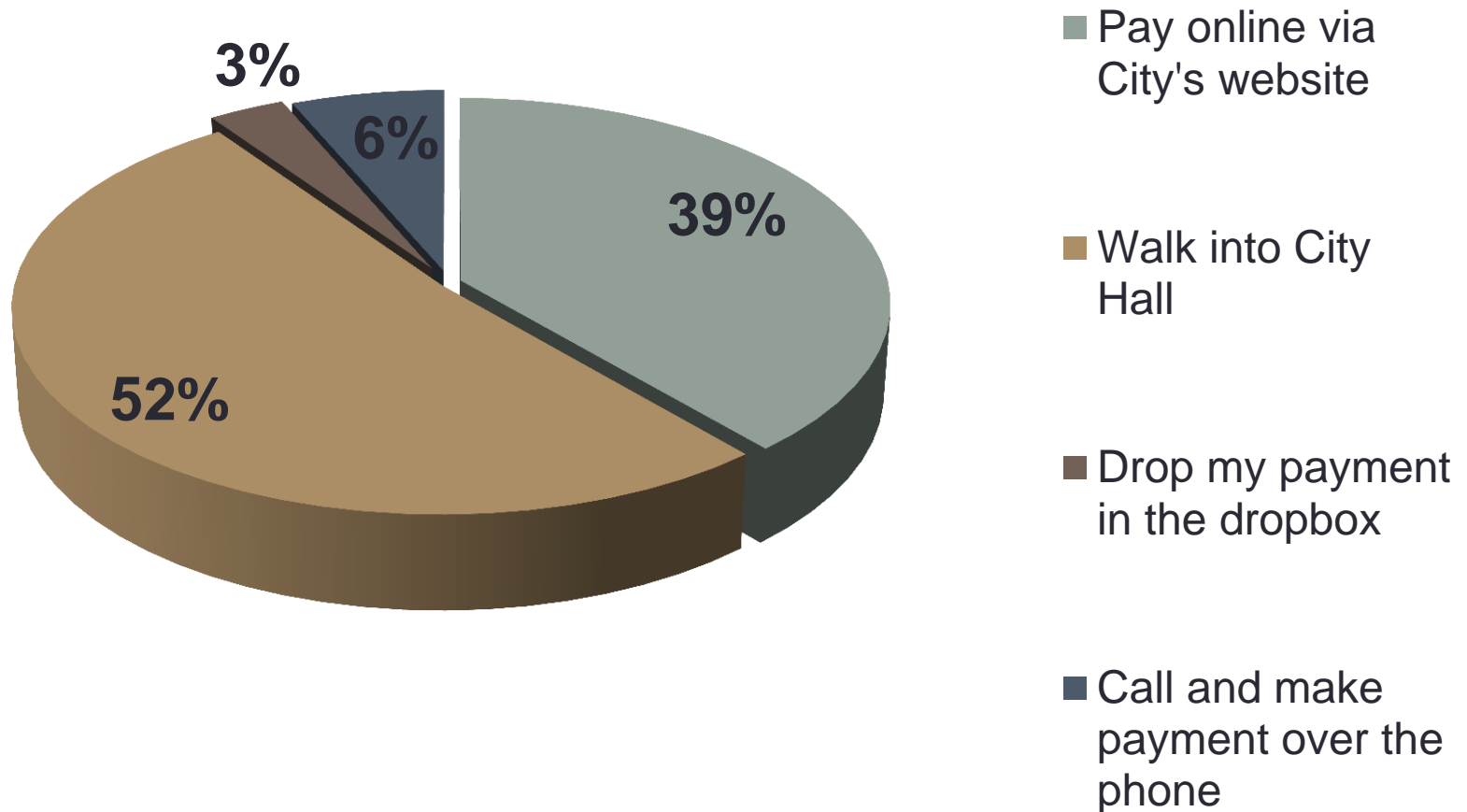


Do you have children in the 509-J District?

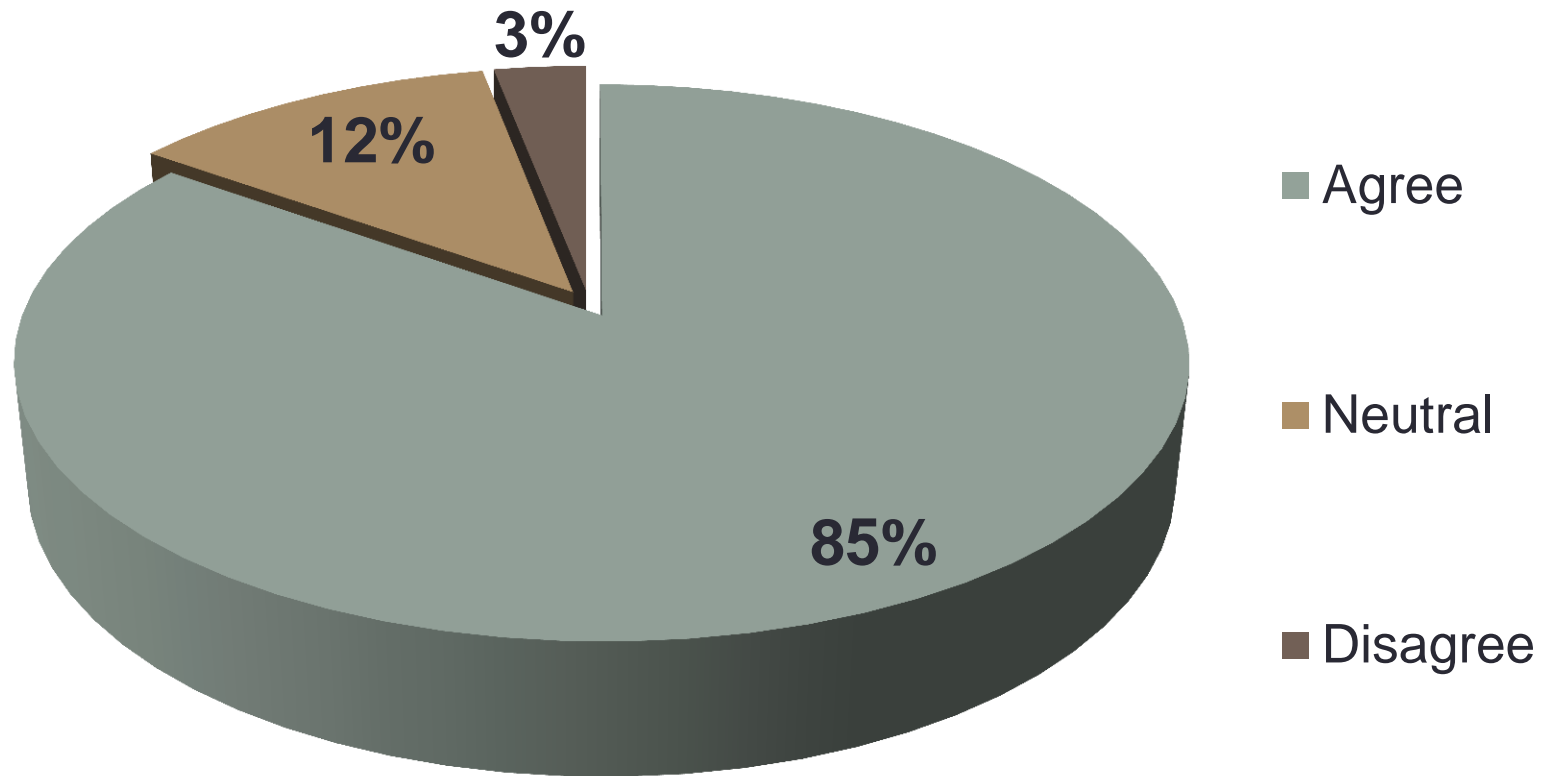


CITY HALL ADMINISTRATION

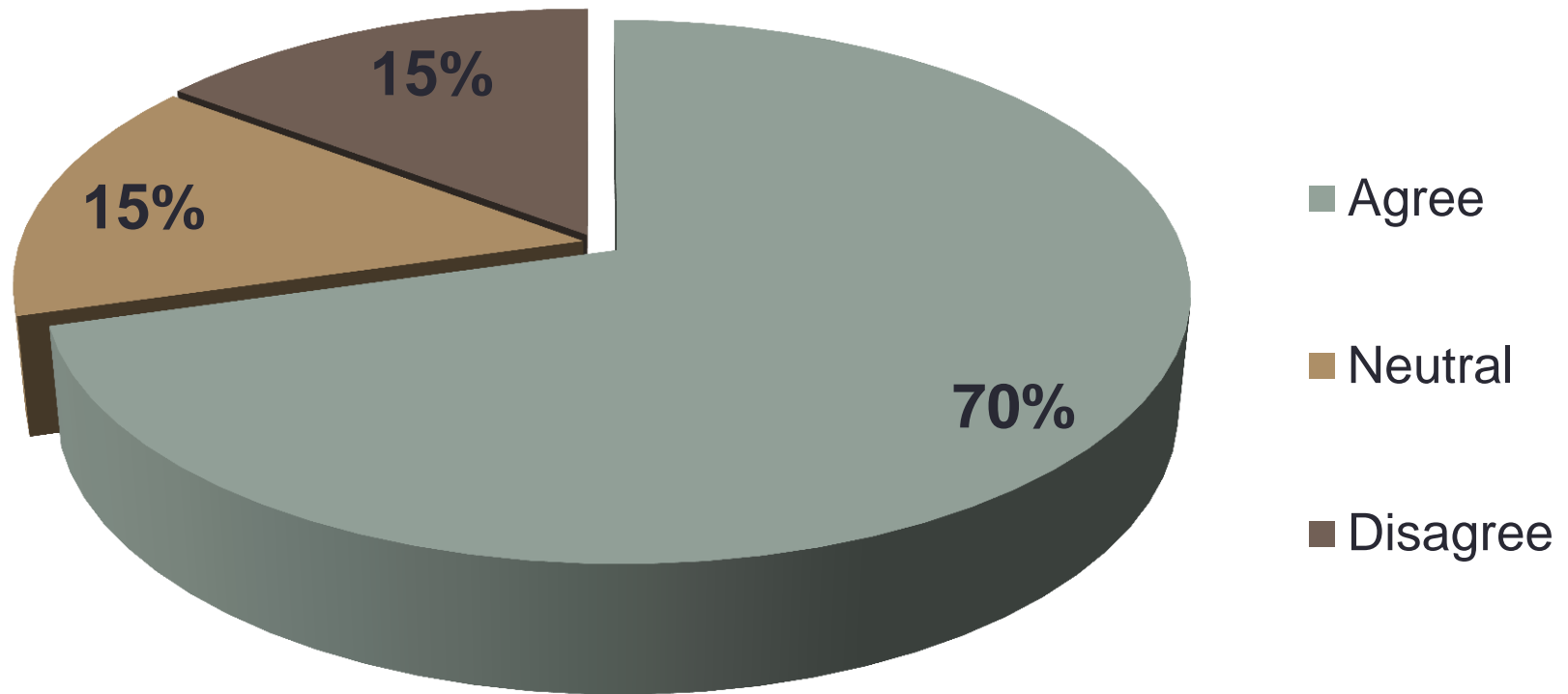
Typical City utility payment method



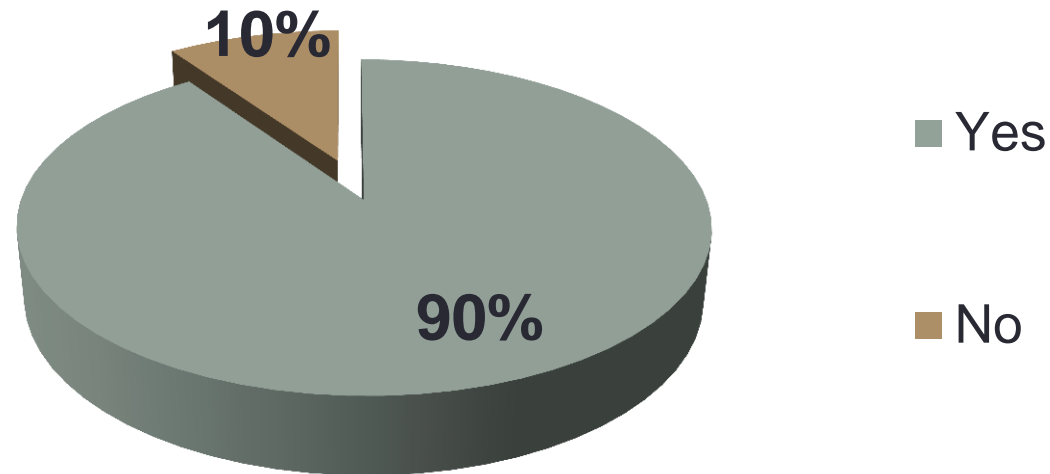
The City Hall staff are able to assist me with utility billing questions.



I understand how my monthly sewer and/or water bill is calculated.

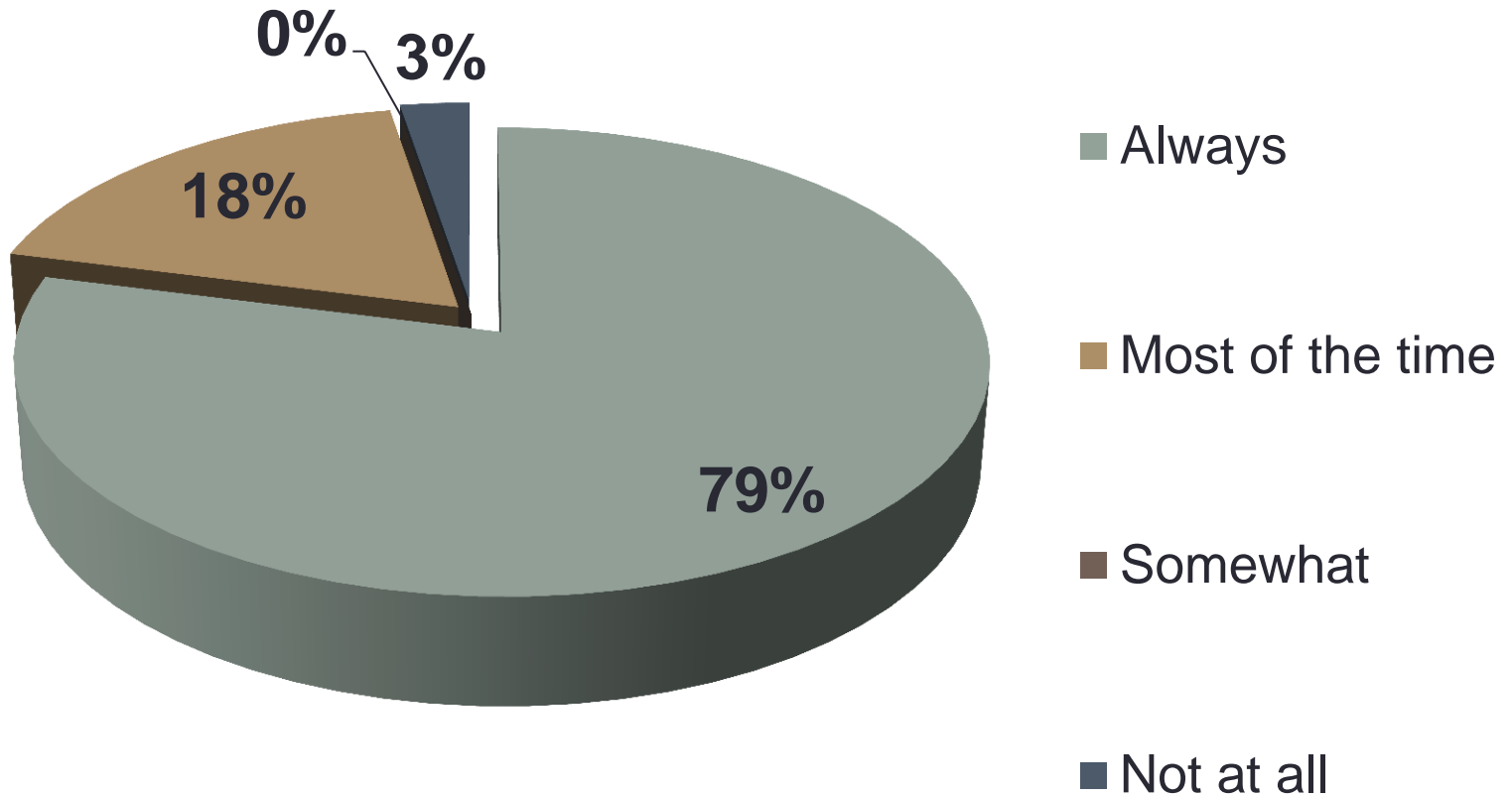


Does the City inform you of utility rate changes in an effective manner?

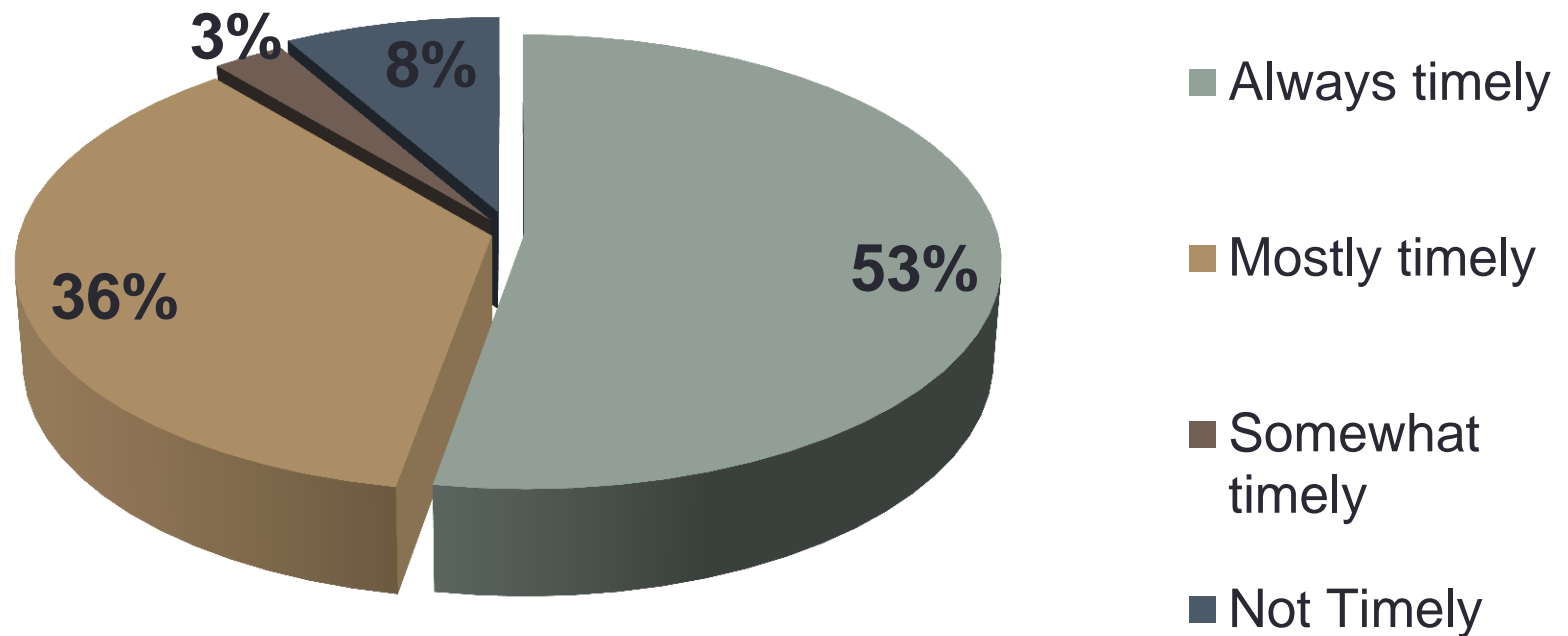


If you answered no to the prior question, how can we better educate you on utility rate changes? None.

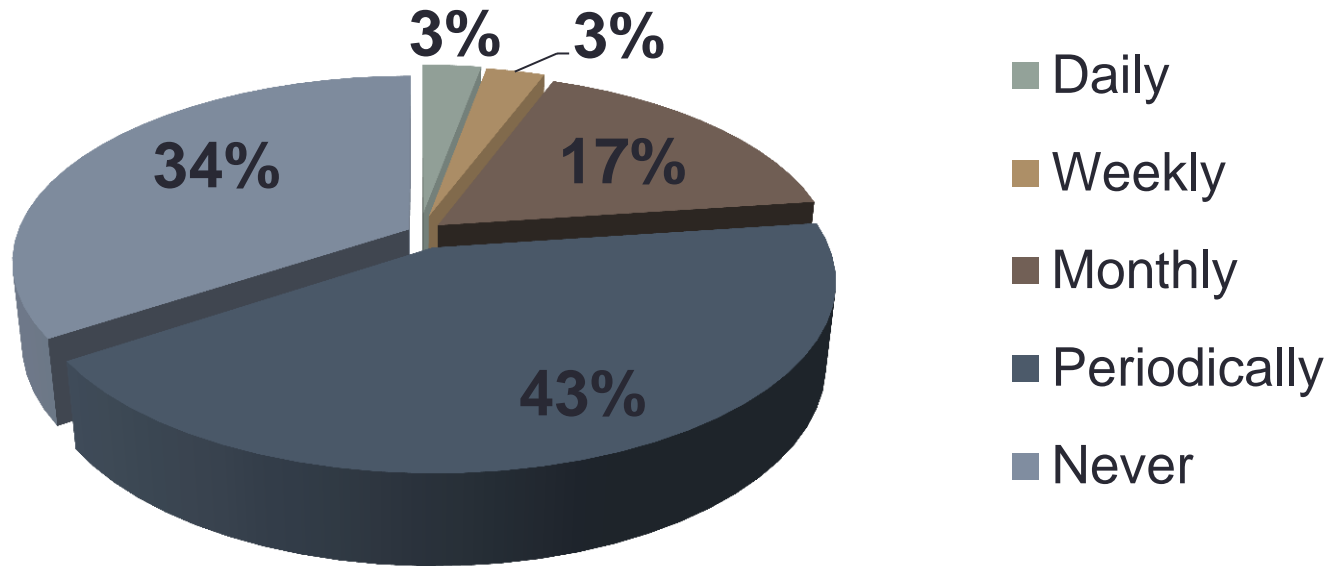
Overall friendliness and approachability of City staff.



Overall timeliness when doing business with the City.



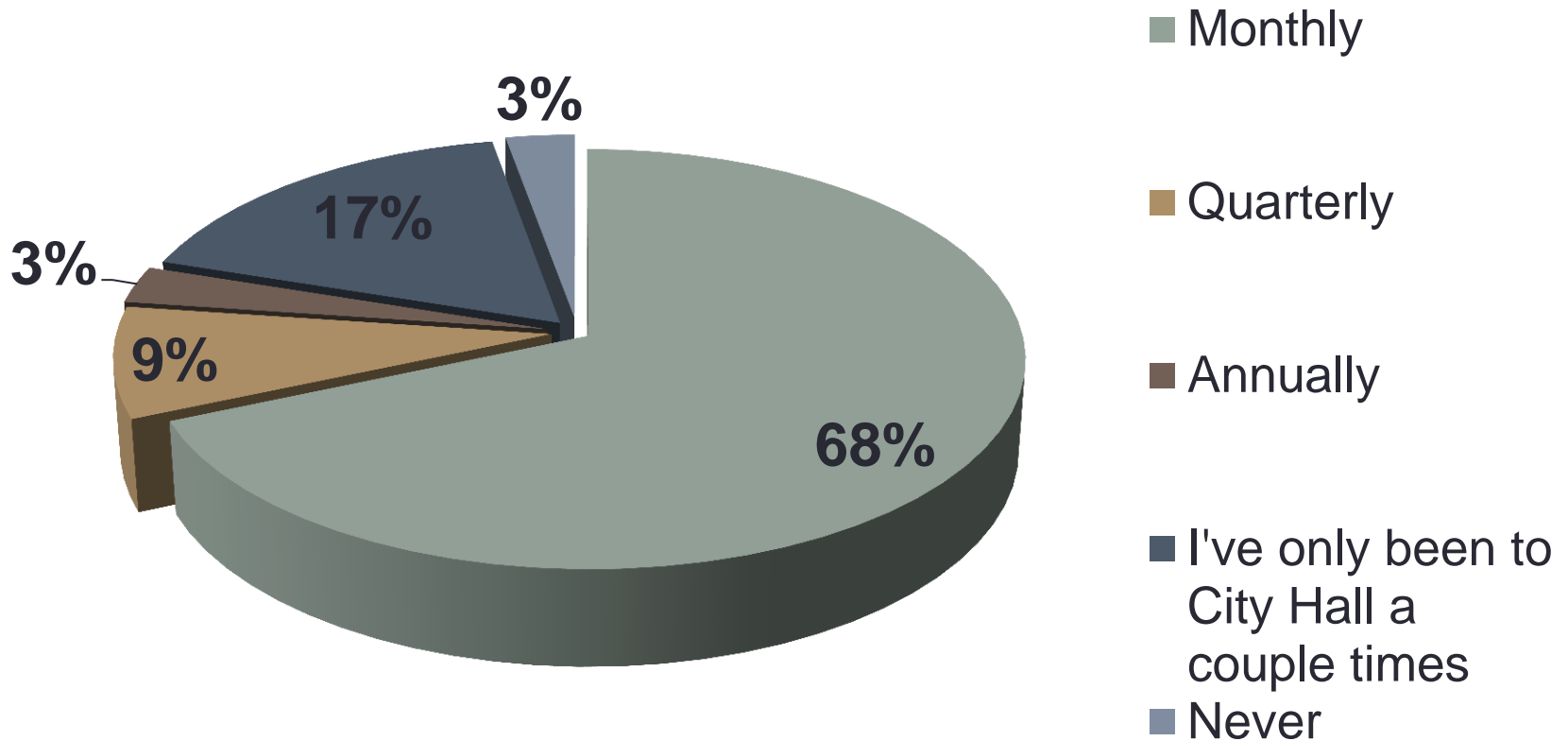
How frequently do you visit the City's website?



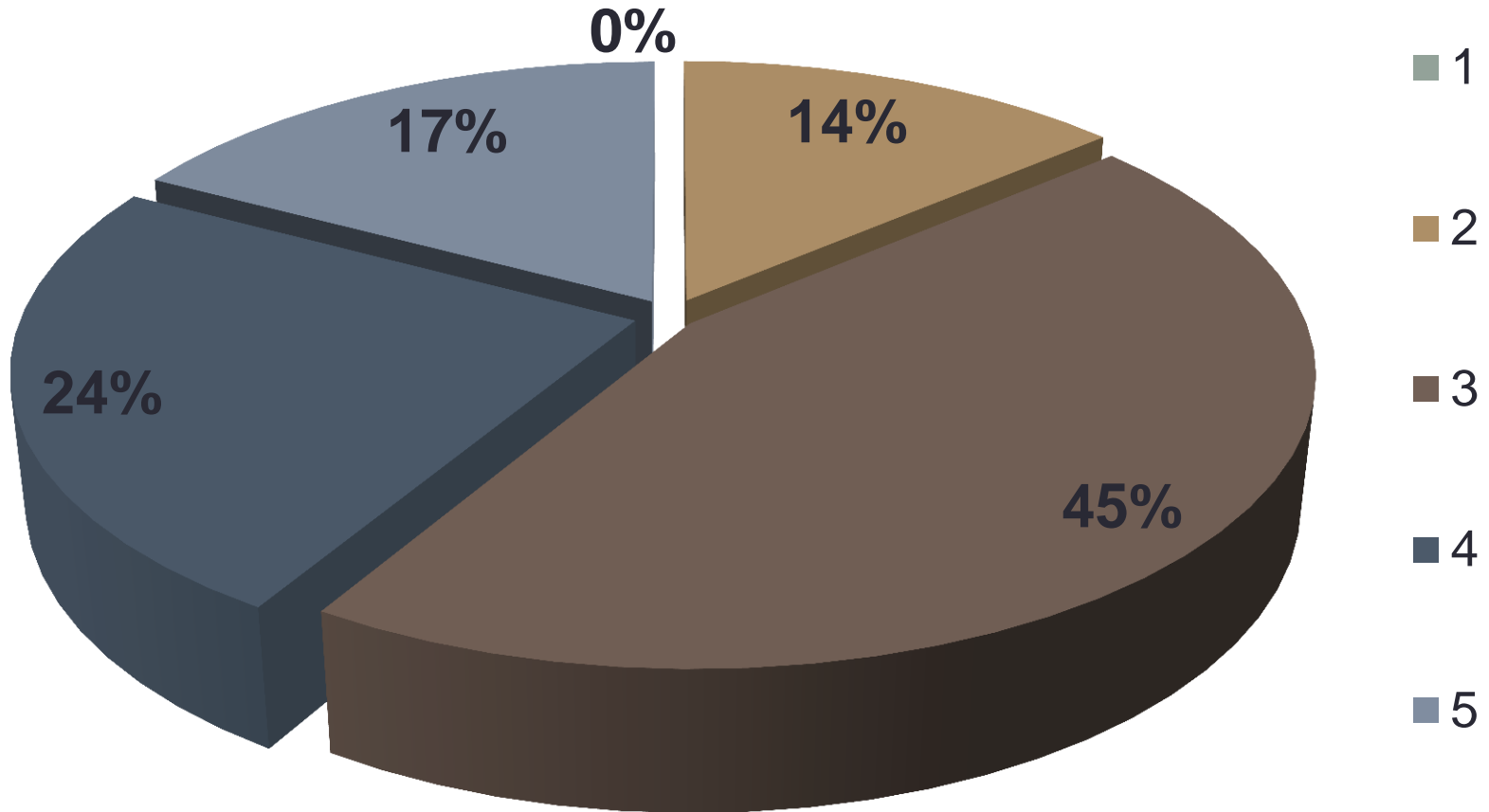
What additional information, if any, would you find helpful to include on the City's website?

- 1) Keep documents even in draft form on the website and available to see progress
- 2) Use the calendar/events page for community events as well

How often people visit City Hall

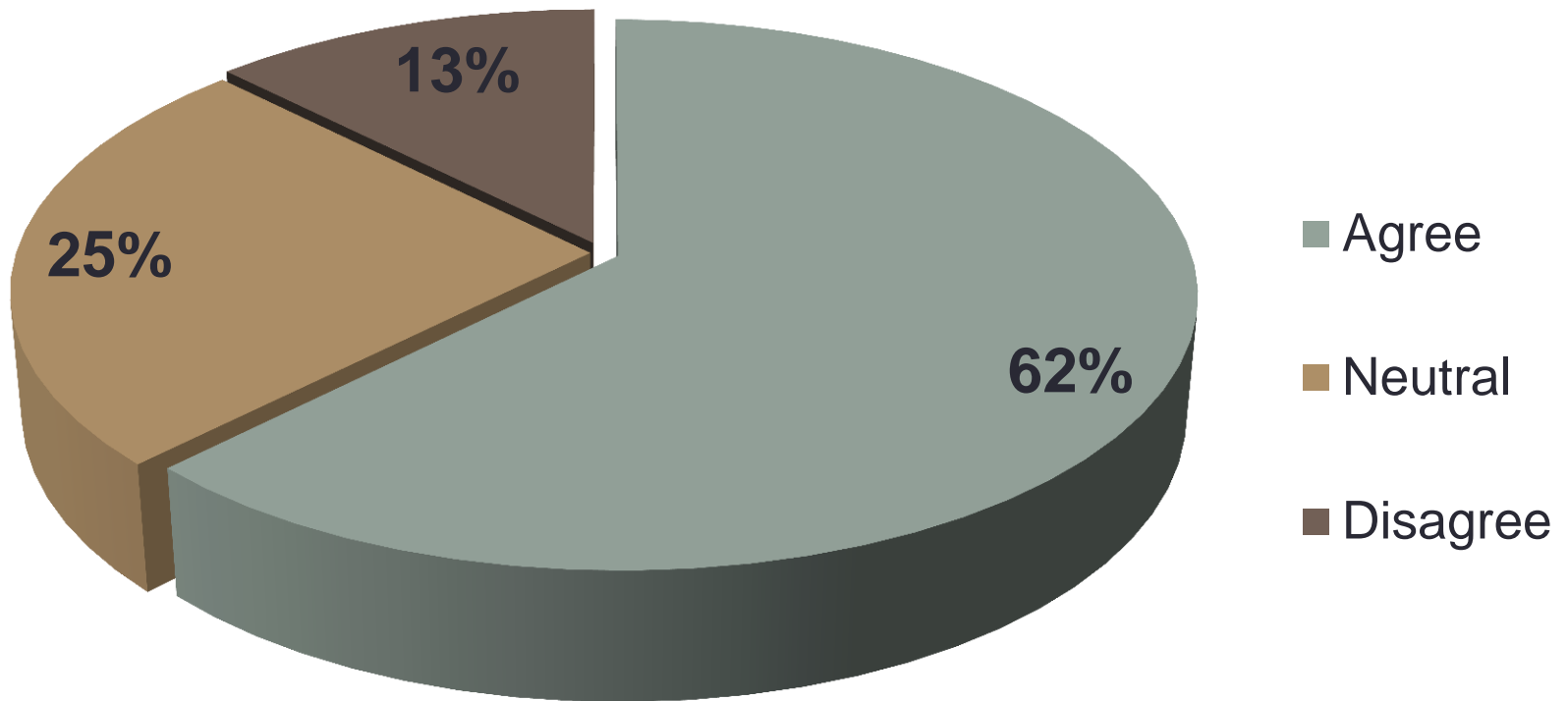


Rate 1 to 5: How easy it is to locate info on the City's website

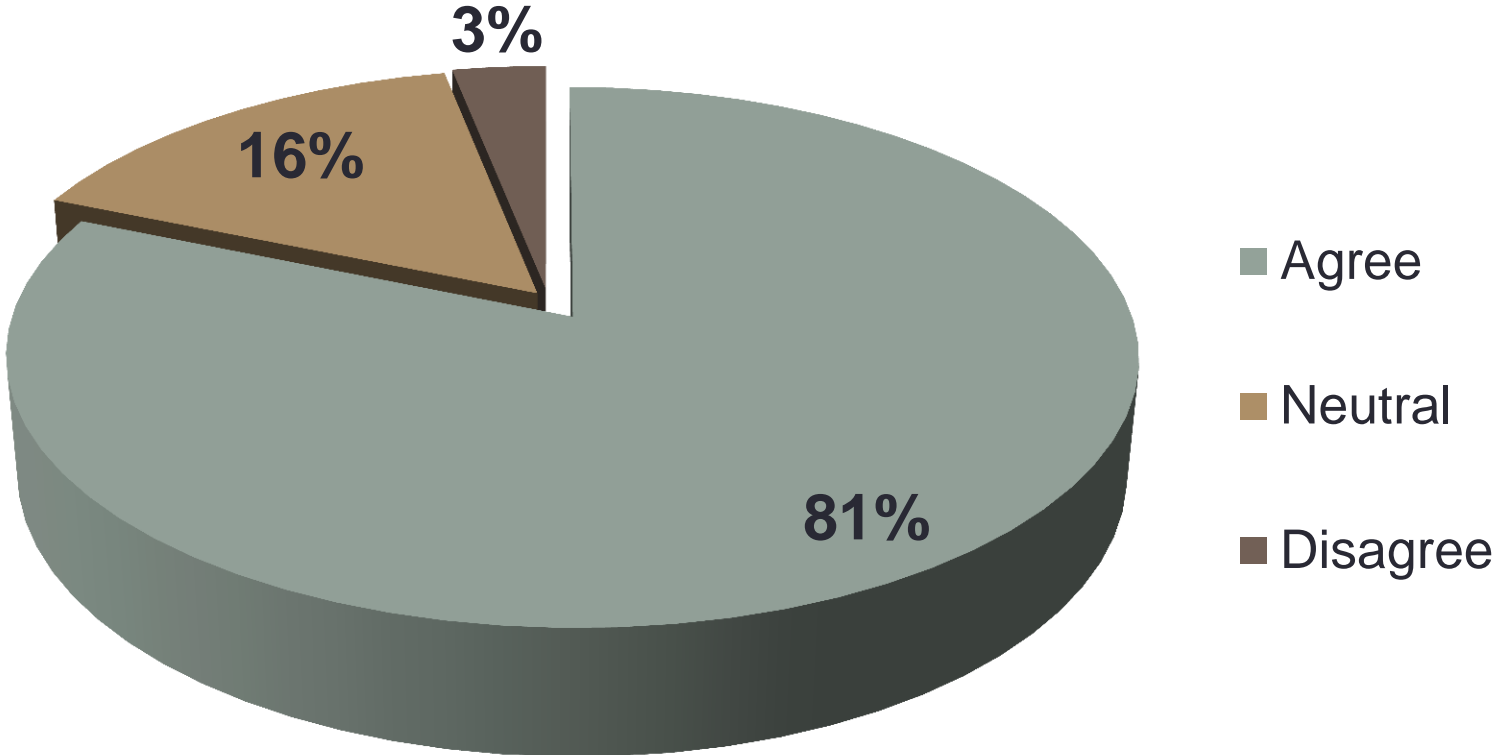


PUBLIC WORKS

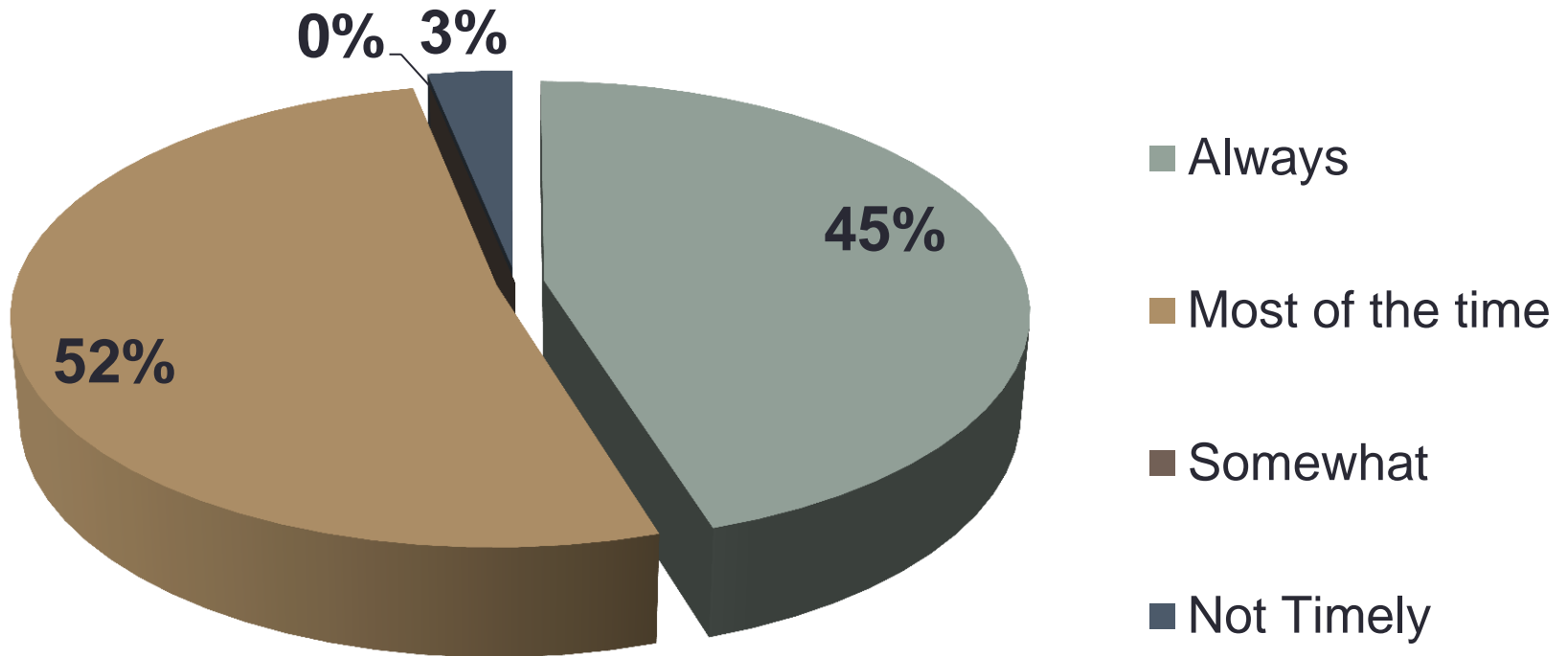
The PW Staff is courteous & helpful.



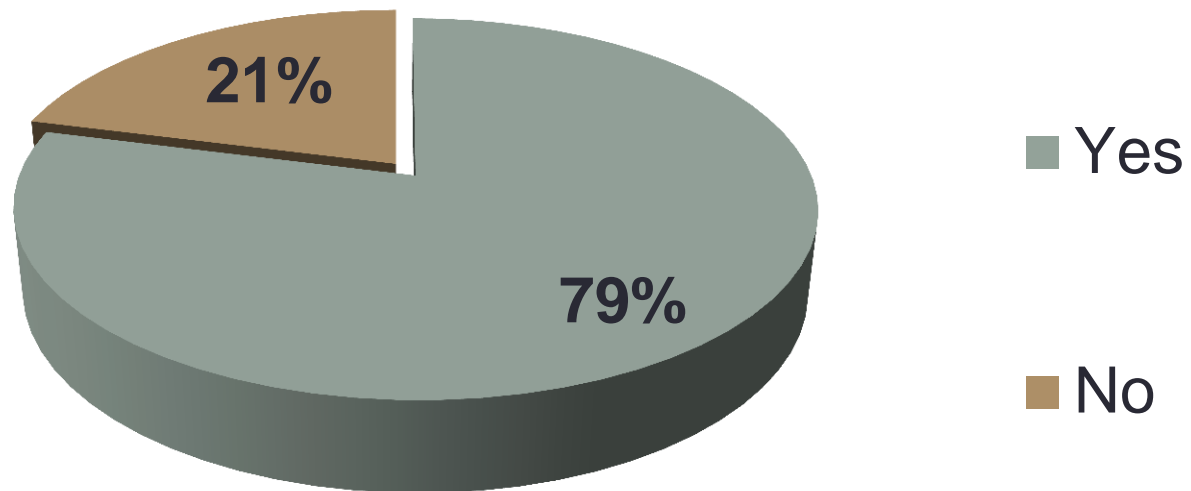
The PW Staff is attentive to my concerns.



The PW Dept. is timely addressing raised concerns.



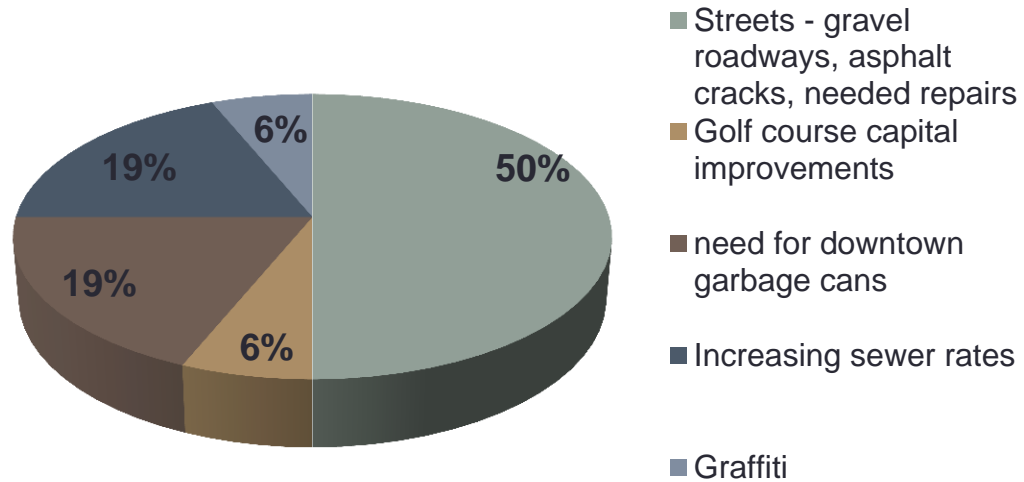
Do the City parks cleanliness meet expectations?



If the City parks do not meet your expectations, how can we improve?

- 1) People not cleaning up after their pets
- 2) Need garbage cans and pet clean up stations
- 3) Bathroom improvements/upgrades

Regarding Public Works, as a citizen, what is your biggest concern?



Are there areas of town that you believe need more lighting? If so, which areas specifically?

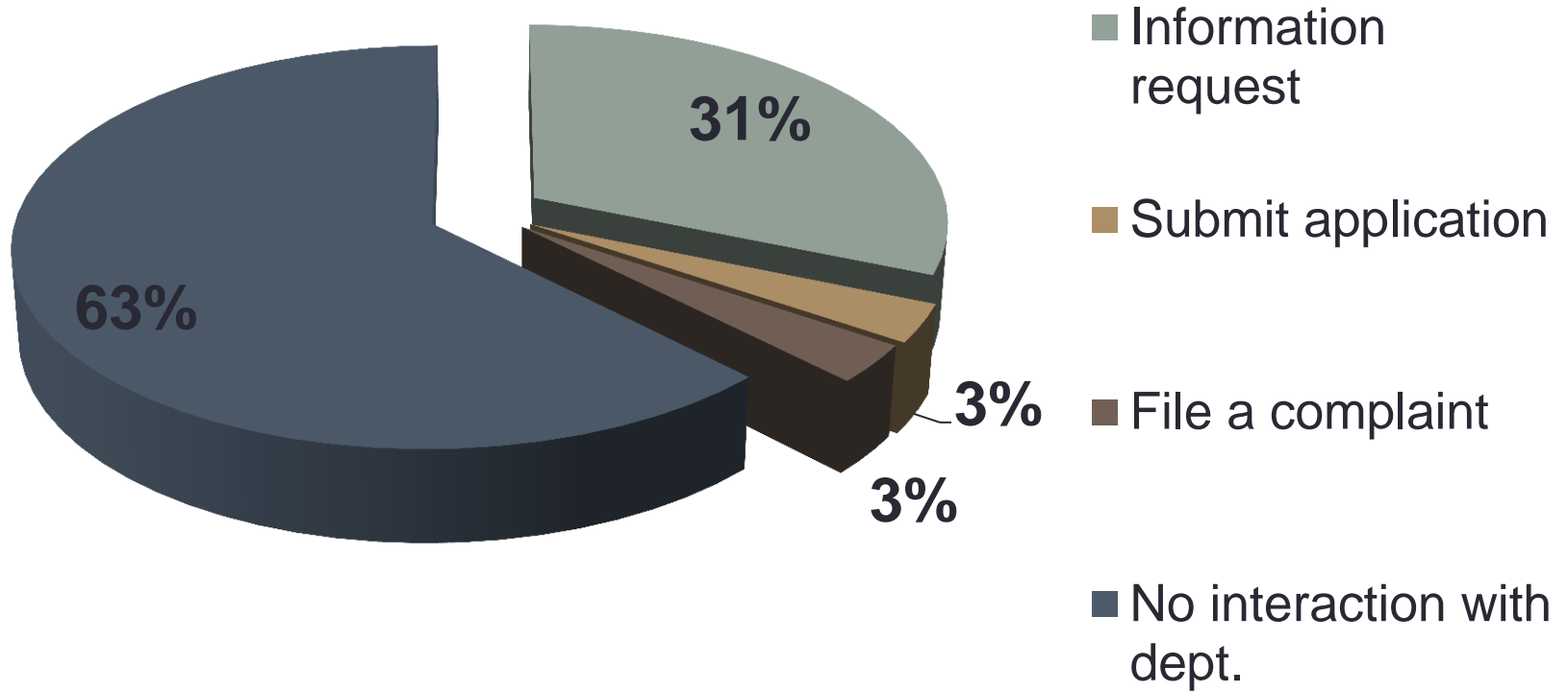
- 1) 4th and 5th between downtown corridor
- 2) Around Strawberry Heights
- 3) Wade Street
- 4) Northern commercial corridor
- 5) Grizzly Road
- 6) Down J street, Madison St, along McTaggart and 10th Street
- 7) Area parks
- 8) 8th Street
- 9) Madison Street

Do you feel there is adequate downtown parking? If not, what would help improve parking?

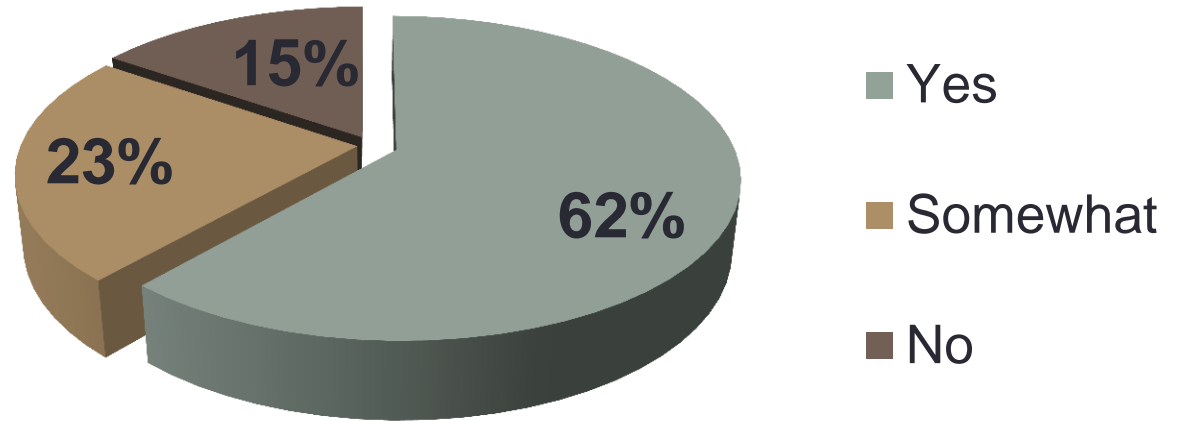
- 1) Turn the TS&S lot into a nice parking lot area for the Saturday market and when there is large events in the park.
- 2) Encourage more walking
- 3) There are a couple of large lots for sale (it seems like forever) -- they could be made available for parking. Wouldn't it be nice to have a walking downtown?
- 4) I have never had an issue with parking downtown.
- 5) No, increase police presence on main streets so parking on roadside safer. No one obeys speed limit through town.
- 6) Ask downtown business owners and their employees to keep street front parking for customers.

COMMUNITY DEVELOPMENT

Are your questions answered clearly by CDD?



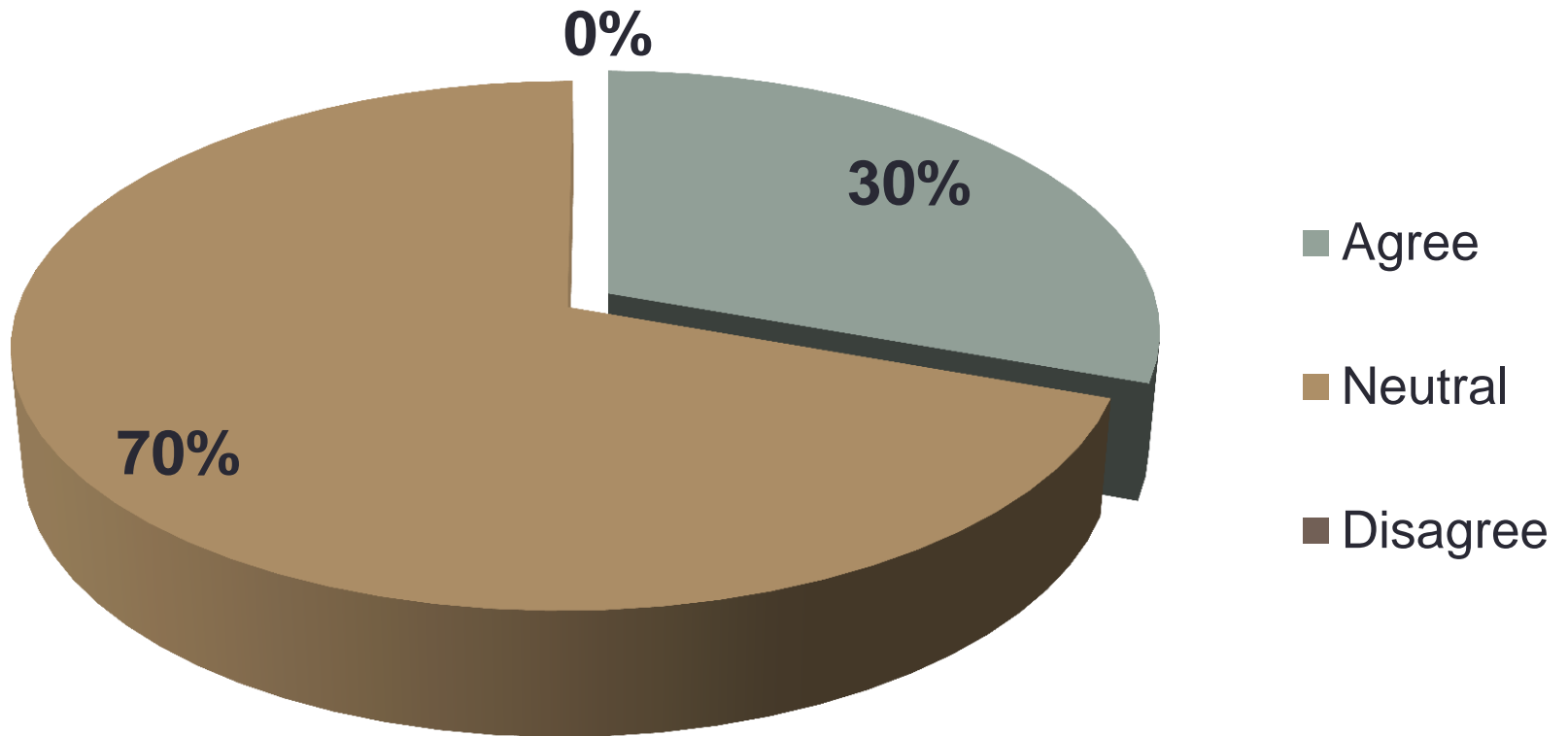
Are your questions answered clearly by the CDD?



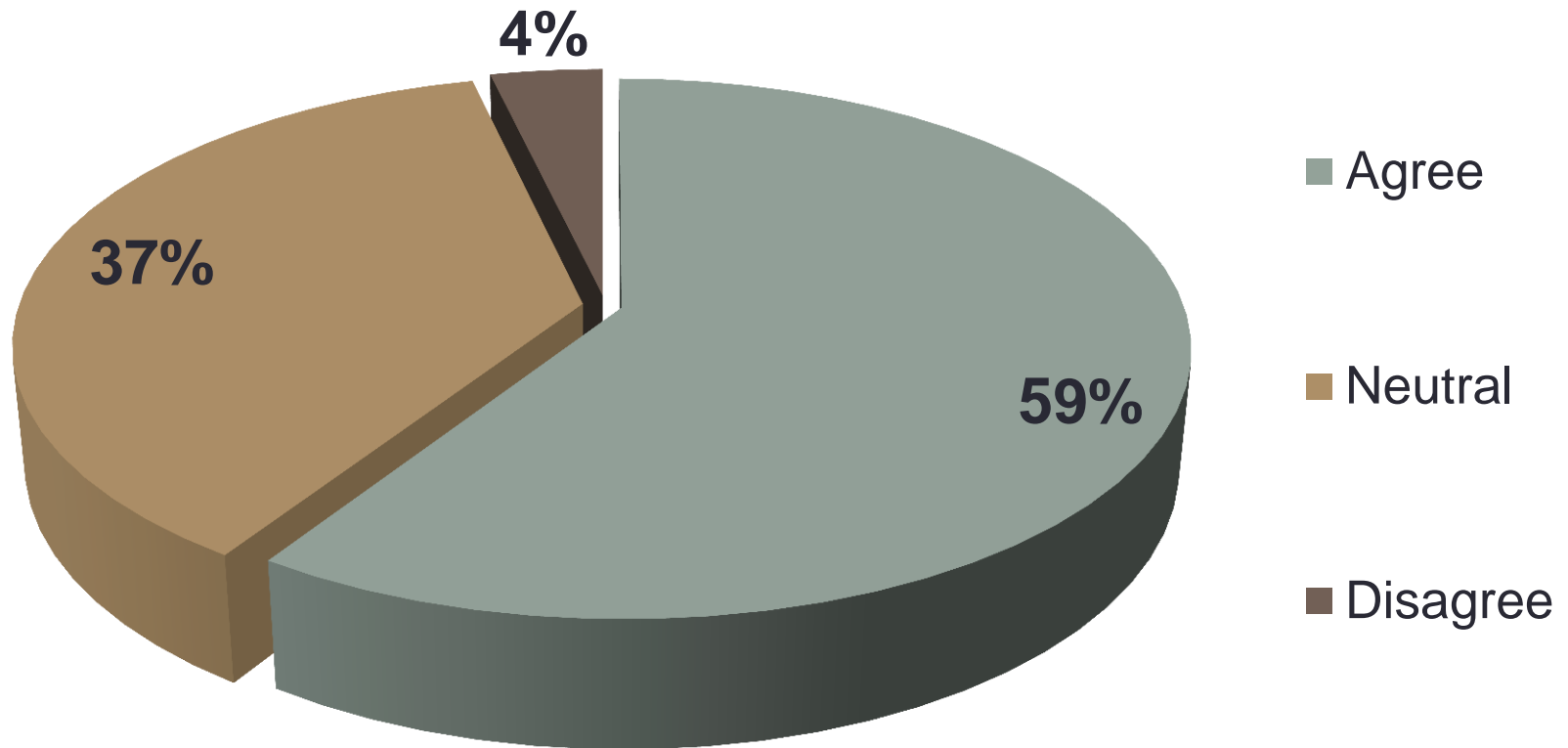
If no, then why?

- 1) Trouble reaching by phone or just is unavailable when physically going to the office.
- 2) Questions were somewhat answered, but mostly lip service
- 3) Madras is too restrictive on their standards they set forth and don't enforce rules they have.

I found the information I needed on the CDD webpages

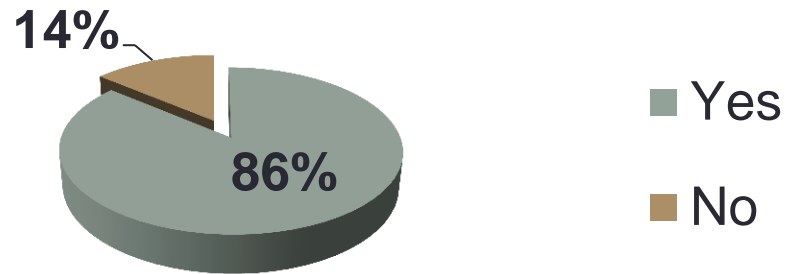


CDD staff demonstrates a high level of professionalism.



POLICE DEPARTMENT

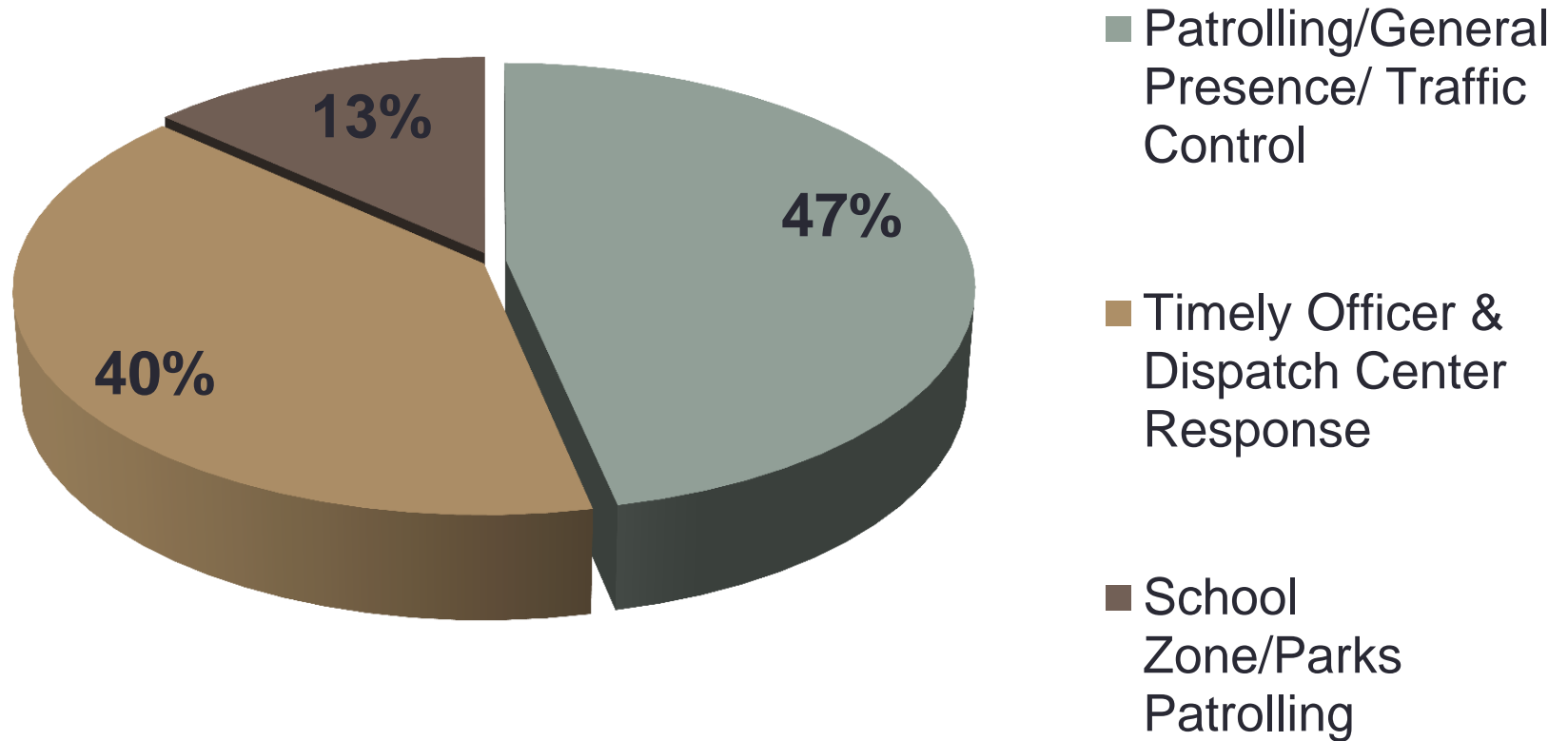
Do you feel safe in your neighborhood and in Madras?



Reasons why not:

- 1) I live in an area that seems to attract a lot of undesirable neighbors
- 2) Not in The Pines or Strawberry Heights Subdivisions
- 3) Too much speeding on city streets. Not enough police presence around parks.
- 4) We moved here from the Portland area, which is becoming more and more unsafe. We feel much safer here, even though bad things happen.
- 5) Strange foot traffic/intoxicated/transient population
- 6) No, lack of police presence allows criminals to take advantage regardless if it's day or night

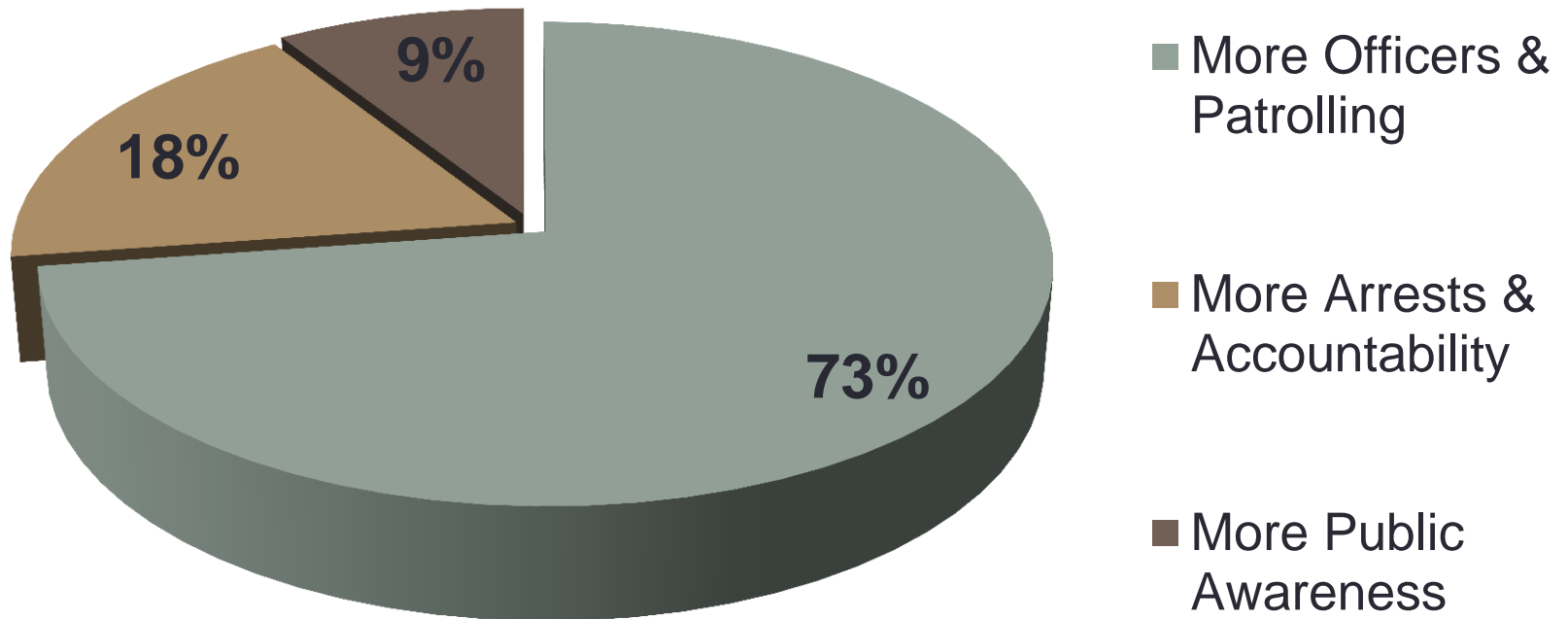
What police service is most important?



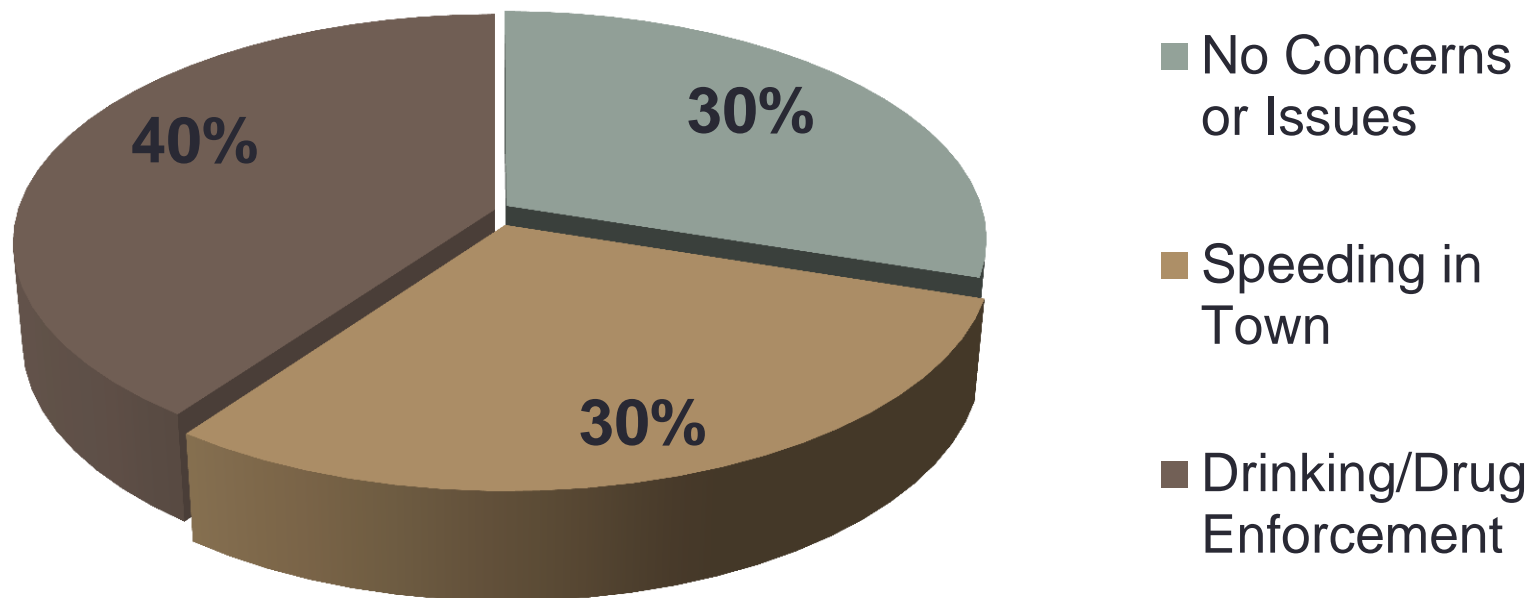
New programs or services to implement at the Madras PD

- 1) Give out Atta Boy tickets to people/kids acknowledging wearing bike helmets.
- 2) Over-all the City is doing a good job.
- 3) More video surveillance of parks.
- 4) It would be great if the police department did regular school assemblies and was a real part of elementary education.
- 5) Mentorship/citizen involvement program

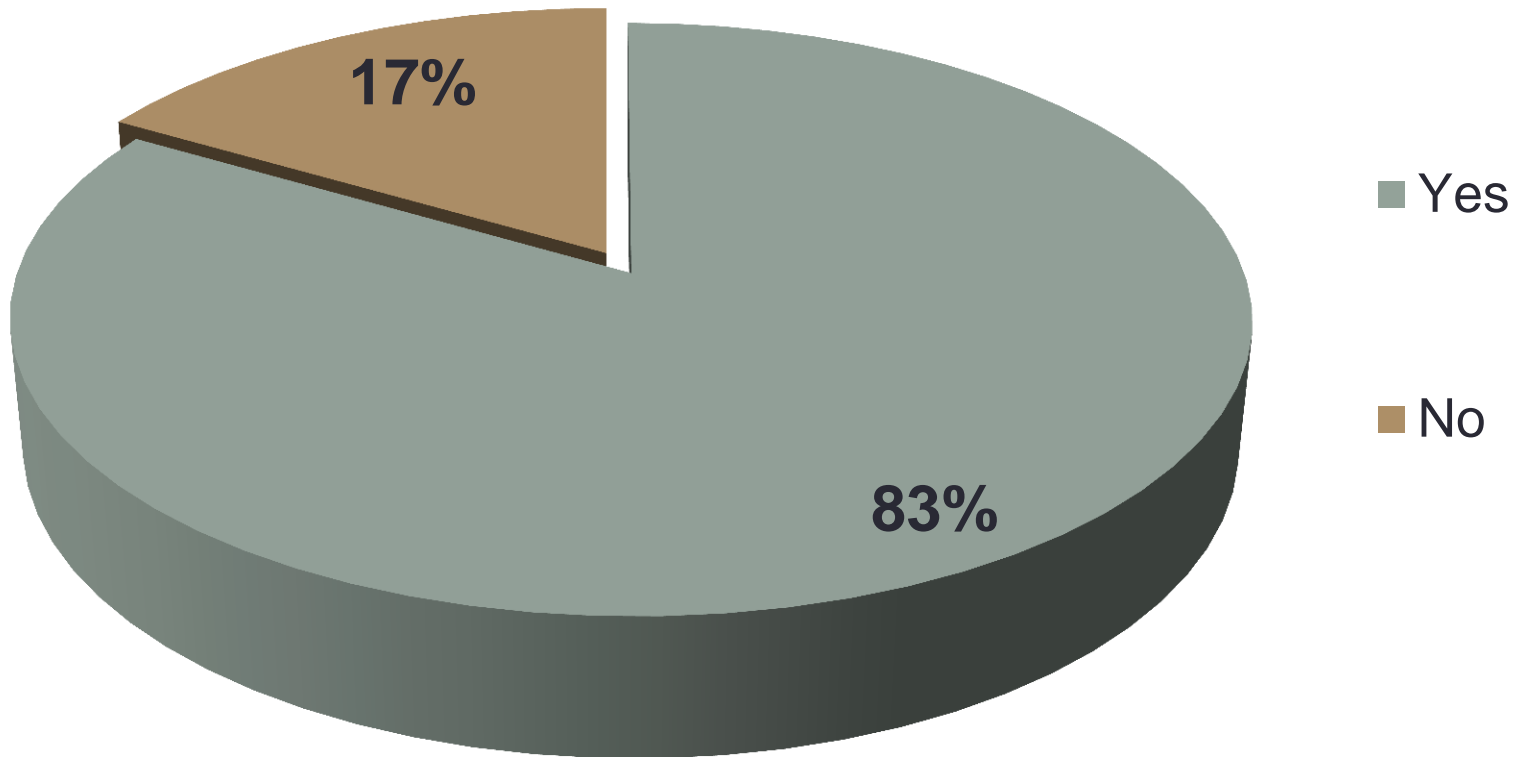
What could be done to decrease crime in Madras?



Are you aware of a community concern or issue you believe would improve with more attention by the Madras PD?



Overall Satisfaction of Service Provided by Madras PD

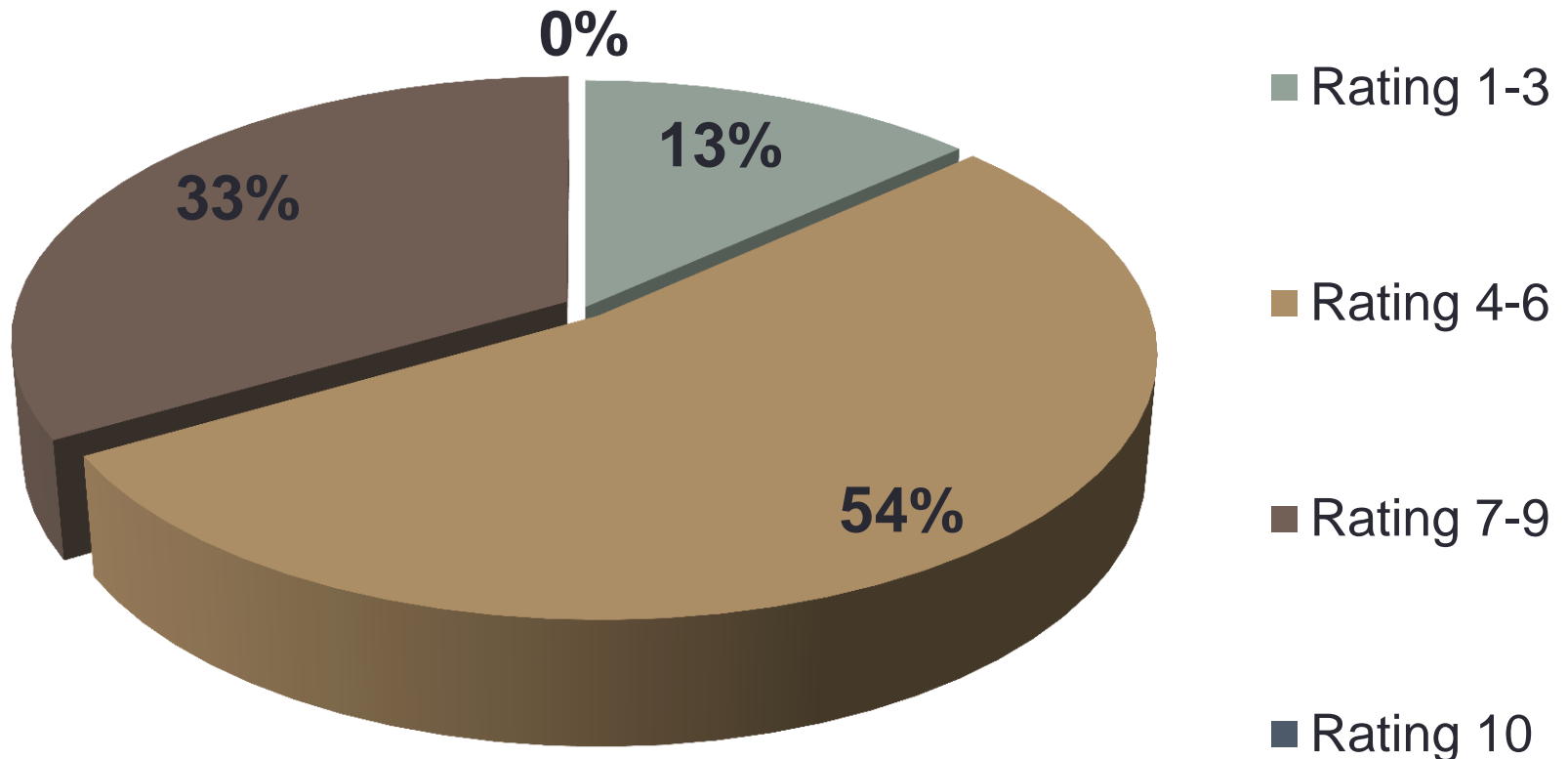


Suggestions to improve the Madras Police Department?

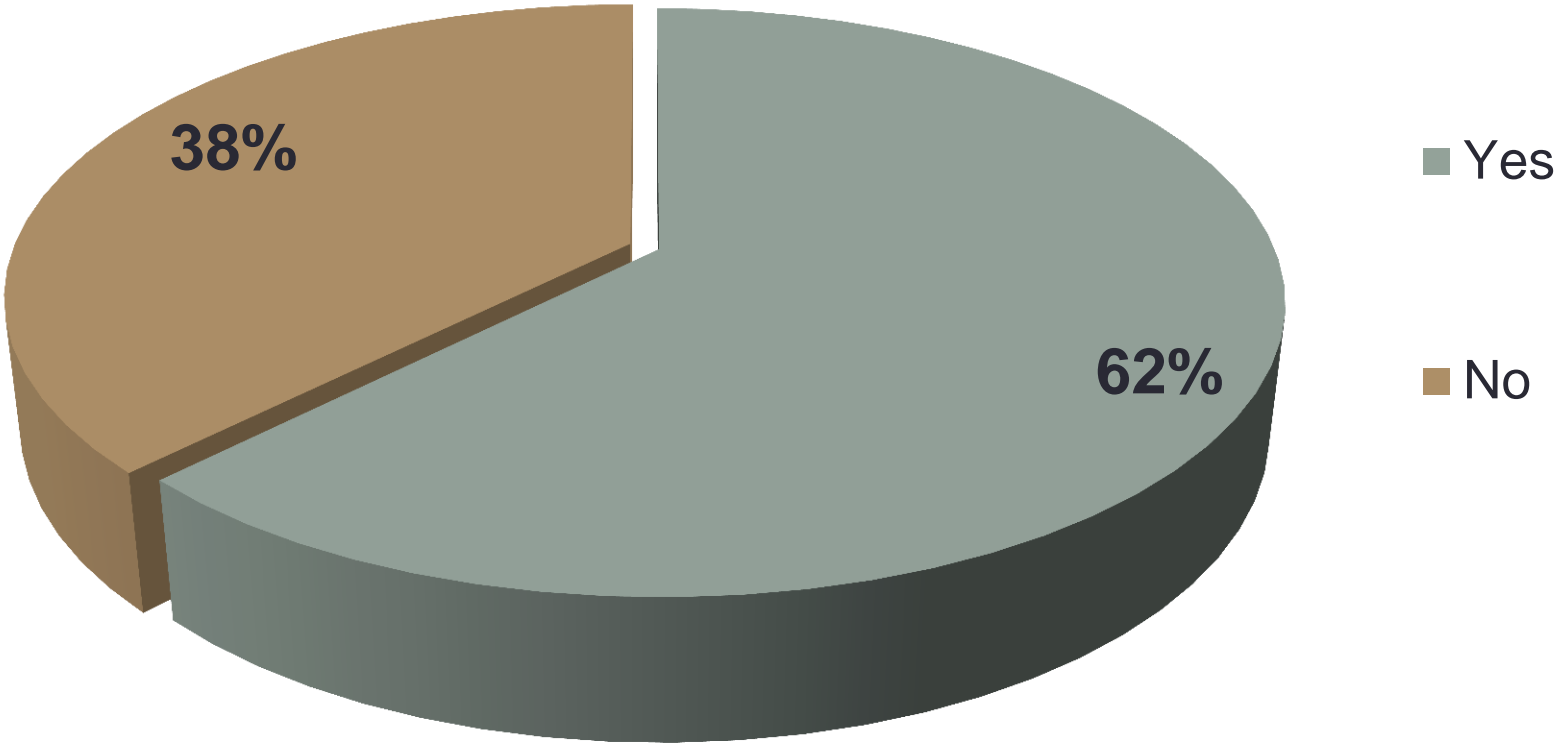
- 1) More Officers
- 2) More patrolling through neighborhoods

CITY'S TRANSPORTATION SYSTEM

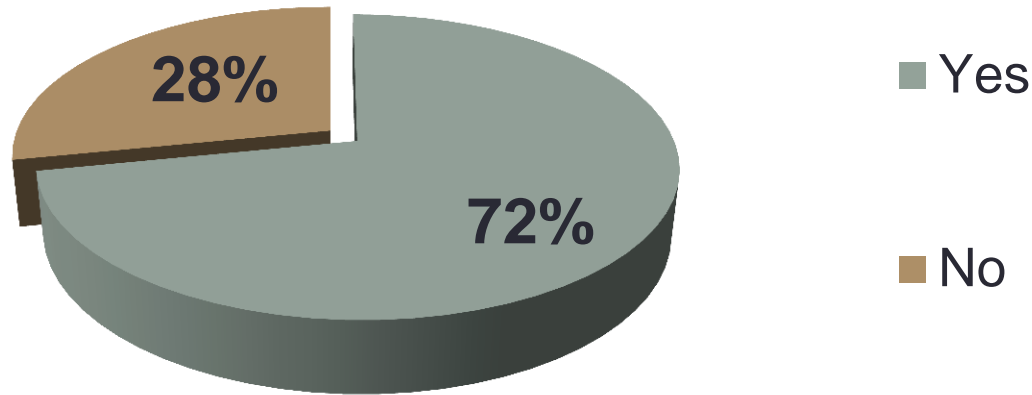
Rate the City's streets system



Willingness to support funding initiative for street maintenance & improvement



Support for a 5 cent gas tax



- 1) **No** - We need better businesses and more things to do for the families and kids in our community way more than we need nicer streets! We NEED a kids center or family center that is open to the community.
- 2) **No** - travelers will gas up in Sandy to bypass gassing up in Madras so they can make it to Redmond with cheaper gas.
- 3) **No** - How about not allowing employees to take city vehicles to commute to & from work in and redirect savings from gas to street repairs?

- 1) **Yes** - The streets are terrible, they need attention.
- 2) **Yes** - It needs to be sold as and passed on as an user fee. But it needs to be Central Oregon wide for it to work correctly.
- 3) **Yes** - We have to many folks passing through Madras not to collect on gas tax.
- 4) **Yes** - If I was sure the tax was going directly to street repair, yes.
- 5) **Yes** - Funding for street paving/maintenance has to come from somewhere
- 6) **Yes** - It would make it far more fair for all who use the roads, not just Madras residents.
- 7) **Yes** - Small increase is fine.
- 8) **Yes** - Existing money needs to remain for streets committed today and I want zero dollars going towards central service fees or building funds. Purchase materials only. Not more city employees. Pave the streets.

Is there another cost/fee structure you would consider or propose the City imposing to generate revenue to raise the funding necessary to maintain and improve the City's local street system?

- 1) Don't spend as much on legal or outside consultant costs and direct those dollars to actual work that the citizens can physically see.
- 2) I would not like to see taxes added to our sewer or other city bills.
- 3) Get the school kids involved in fundraisers, clean up days, beautification projects.
- 4) Use room tax at local hotels/motels
- 5) General fund
- 6) No work within your means like us private citizens have to do