

FREQUENTLY ASKED QUESTIONS – NATIONAL CITIZEN SURVEY

Do I have to provide any personal identifiable information to take the survey?

The survey will not ask for any personally identifiable information. All responses will remain anonymous. Your personal information is never shared with anyone, not even your local government.

What is Polco? Why isn't this polling done by the local government?

Polco provides the City with an affordable independent survey option with standardized questions that eliminate the potential for local bias. This survey has been used in more than 350 jurisdictions across 46 states resulting in survey data that the City can use for benchmarking purposes.

How did you get my address?

The City is asking for participation by all addresses within the City's incorporated limits. All city addresses are available from the post office.

I received your invitation to take the survey, and while I own the property that it was sent to, I don't live there. What should I do?

The resident of the property should complete the survey.

I did not receive a postcard or I have lost my post card with instructions on how to take the survey.

City residents may visit the City's website and select the National Community Survey link for instructions.

I do not have the ability to take the survey online. Are paper surveys available?

Any resident may come to City Hall and receive assistance in taking the survey. A limited number of paper surveys are available at City Hall.

What is the purpose of requesting the person who most recently had a birthday complete the survey?

We would like to choose in an unbiased way a person within each household to complete the survey. This way we ensure the results are representative of our community as a whole. While it may seem a bit strange, using the "birthday method" is a simple way to select an adult from within each household without permitting bias in our results.

I am the person in my household who most recently had a birthday, but I am not very informed about the issues covered in the survey. Can I give the survey to someone else in my household who is more informed?

We would prefer that you complete the survey. The "birthday method" described in the letter creates the most representative sample of our jurisdiction. You'll be surprised at how much you can contribute.

Can more than one person in the household fill out the survey?

No.

What will be done with the results?

The City wants to know your opinion regarding about the quality and use of local government services, livability of the City, and other questions that allow us to measure past performance and to aid in strategic planning efforts. The City will also be able to compare its results to other peer cities.