



Where Life is Sweet

Mayor and Members of the City Council
STAFF REPORT
For the Meeting of August 24, 2026

Title/Subject

Community Survey Report

Summary and Background

- This survey has been administered online by ZenCity since 2022.
 - It is administered twice a year.
- During the first six months of 2026, 412 people responded to the satisfaction survey administered by ZenCity. Up slightly from last survey period (404).
- Three overarching questions related to quality of life.
 - How is the overall quality of life in Hermiston? (page 5)
 - How likely are you to recommend Hermiston as a place to live? (page 8)
 - How likely are you to be living in Hermiston 5 years from now? (page 8)
- Then a series of fifteen Community Characteristics.
 - Acceptance of residents of all backgrounds
 - Sense of overall safety
 - Access to quality health care services
 - Quality of parks and recreational amenities
 - Ease of getting around by foot or bicycle
 - Sense of community among residents
 - Access to quality education
 - Quality of waste and recycling services
 - Overall cleanliness and maintenance
 - Overall quality of services provided by Hermiston
 - Availability of jobs that pay a living wage
 - Ease of getting around by public transportation
 - Ability of residents to give input to the Hermiston government
 - Availability of a variety of art and cultural events
 - Availability of affordable housing
- Focus Areas (with follow-up questions)
- Benchmarking
- Free-text Responses
 - What is the #1 thing you think the Hermiston Government does well?
 - What is the #1 thing you think the Hermiston Government could do to improve its services?

- Rotating Survey Section
 - How satisfied are you with the recreation and health and wellness facilities available in Hermiston? (page 34)
 - When thinking about Hermiston's public pool, which of the following are your top priorities? (page 35)
 - Do you feel Hermiston is growing in the right direction?
 - Which aspect of Hermiston's recent growth do you appreciate the most?
 - Which of the following challenges related to Hermiston's growth concern you the most?

Tie-In to Council Goals

4.1 Develop a communication and engagement plan identifying goals and metrics.

This tool has been used as a part of our communication and engagement plan.

Fiscal Information

N/A

Alternatives and Recommendation

Information Only

Submitted By:

Byron D. Smith