



*Where Life is Sweet*

Mayor and Members of the City Council  
**STAFF REPORT**  
 For the Meeting of September 11, 2023

**Title/Subject**

Community Survey Report

**Summary and Background**

- During the first six months of 2023, 398 people responded to the satisfaction survey administered by ZenCity. Down from 518 in the last survey period.
- Highlights of this report include the following:
  - Overall satisfaction with life in Hermiston is up 13% over the last half year.
  - Comparison of Top Areas

	Jan – Jun 2022	Jul – Dec 2022	Jan – June 2023
Quality of Parks/Rec Amenities	47%	43%	52%
Quality of Waste and Recycling Services	43%	34%	48%
Sense of Community Among Residents	42%	33%	41%
Acceptance of Residents of all Backgrounds	42%	40%	48%
Ease of Getting Around by Foot	Below 10%	41%	53%
Access to Quality Education	39%	40%	48%

- Sampling of Free Responses – Page 23
- Rotating Section – Page 25

**Tie-In to Council Goals**

4.2 Evaluate communication tools to improve connection with the community.

**Fiscal Information**

N/A

**Alternatives and Recommendation**

Alternatives

N/A

Recommended Action/Motion

N/A

**Submitted By:**

Byron D. Smith