2026 Communications & Engagement Survey Overview

Survey overview

Participation

230 valid submissions: 184 electronic and 46 paper.

222 identified as residents; 3 as businesses; 5 did not specify.

Distribution and timing

Invitations used City communication channels and a household mailing.

Electronic invitations preceded the mailing by approximately one week.

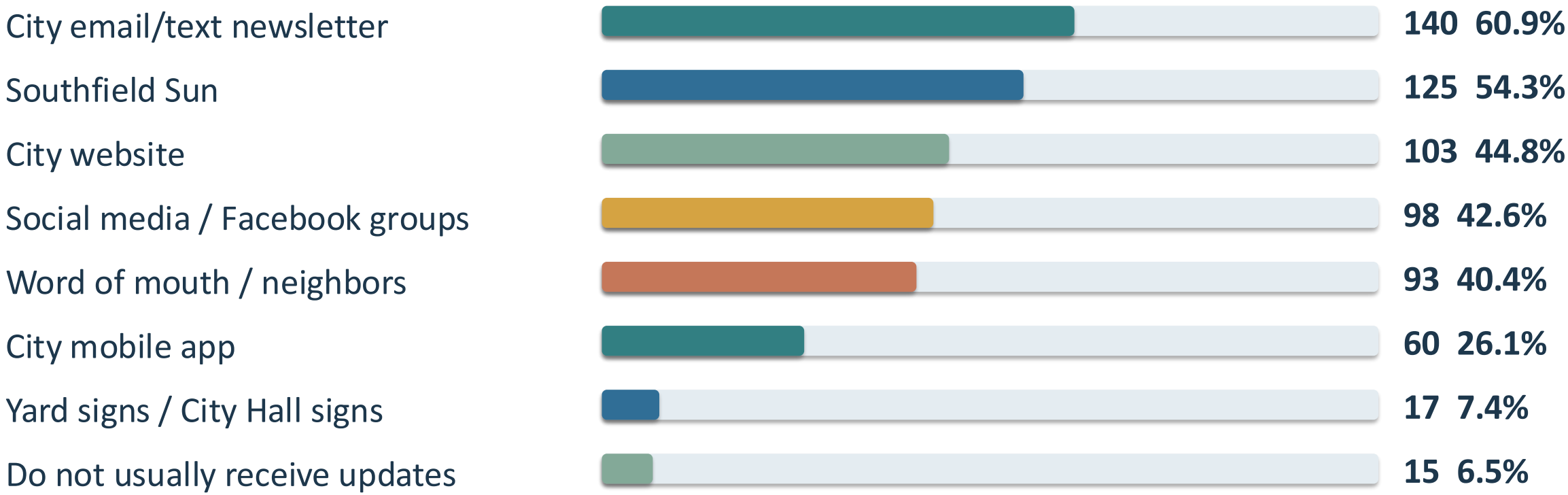
How to interpret the results

Voluntary participation; findings describe respondents, not a random sample.

Percentages use 230 submissions; nonresponses are shown separately.

Q1, Q3, Q4 and Q5 allow multiple selections. Business participation was limited.

Q1 | Current sources of City information



Multiple selections allowed; percentages use 230 submissions.

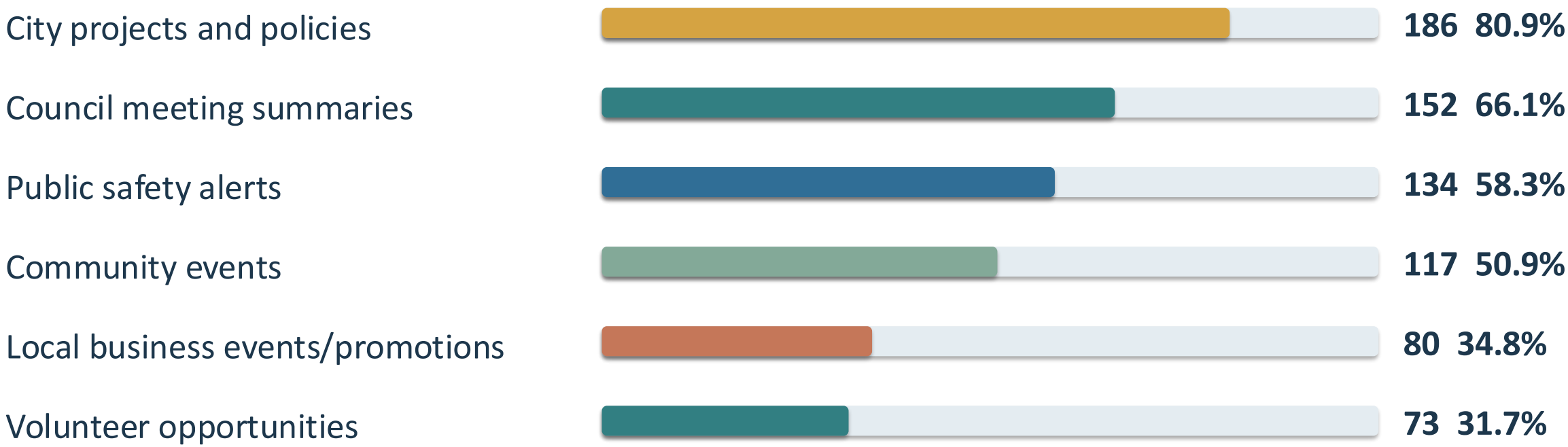
City information reaches respondents through several channels; no single source serves everyone.

Q2 | Satisfaction with City communications

Rating	Count	%
1 — Very satisfied	43	18.7%
2 — Satisfied	58	25.2%
3 — Neutral	56	24.3%
4 — Dissatisfied	43	18.7%
5 — Very dissatisfied	27	11.7%
No response	3	1.3%

Satisfaction exceeds dissatisfaction, but responses are mixed, with a substantial neutral group, and just over 30% dissatisfied.

Q3 | Information residents want



Multiple selections allowed; percentages use 230 submissions.

City projects, policies, and Council summaries are leading information priorities.

Q4 | Preferred ways to receive updates

STANDARD CHOICES | SELECT ALL THAT APPLY

Email and/or text alerts	200	87.0%
City website / mobile app	100	43.5%
Social media	60	26.1%

ADDITIONAL WRITE-INS | GROUPED BY REQUEST

- Printed / mailed newsletters and general mailings
- Written notices delivered for important changes or disruptions
- Newspaper / flyers; urgent phone calls; website improvements; public forums

34 respondents provided additional Q4 text; categories can overlap.

Write-ins reveal meaningful interest in printed and direct physical communications.

Q5 | Preferred engagement opportunities



Multiple selections allowed; 6 selected no standard choice.

Respondents selected both online and in-person ways to participate.

Q6 | Interest in community engagement

Rating	Count	%
1 — Very interested	29	12.6%
2 — Interested	67	29.1%
3 — Neutral	82	35.7%
4 — Not interested	30	13.0%
5 — Not at all interested	19	8.3%
No response	3	1.3%

Interest exceeds disinterest, but more than one-third selected the neutral rating.

Written Responses: Highlights & Themes

Comments in Q7 and across “Other” fields add context to the survey choices.

TIMELINESS & EXPLANATION	Residents asked for earlier notice of important changes and clearer explanations of City decisions, impacts, and next steps.
REACH & CHANNEL CHOICE	Email and text received praise, while others requested mailed newsletters, physical notices, and communication beyond social media.
USEFUL, ACCESSIBLE INFORMATION	Respondents sought more substantive Council and project updates, less repetition, and easier ways to locate timely information.
QUESTIONS & PARTICIPATION	Comments called for opportunities to ask questions, offer input, and engage directly with City officials; others appreciated existing outreach.

Themes overlap and reflect both positive experiences and concerns; they are not ranked frequency counts.

Information Priorities

Respondents want City communications to explain decisions—not merely announce activities.

Projects, policies, and Council actions are leading priorities. Written comments ask for information that helps people understand what is changing and why.

SURVEY EVIDENCE

186 respondents (80.9%) selected City projects and policies.

152 (66.1%) selected Council meeting summaries.

IN THEIR WORDS

"I think a synopsis of city council sessions are very useful…" — ONLINE-008

"Include City business in email newsletter - drop the repetitive filler notices." — E33

"Publish items that affect residents on website as a need-to-know point of reference." — E43

Channels & Reach

Email and text are the leading preference, but effective reach requires more than one channel.

Some respondents value the City's digital messages. Others seek printed communications or notices that arrive without requiring them to check a website or social media.

SURVEY EVIDENCE

200 (87.0%) prefer email/text; 140 (60.9%) report it as a current source.

68 prefer email/text without naming it as a current source; the reason is unknown.

IN THEIR WORDS

"Not just Facebook. A lot of residents do not have Facebook." — ONLINE-009

"Mail residents who aren't tech savvy their communication." — ONLINE-040

"The text newsletter is an improvement for me." — ONLINE-050

Communication Quality

Good communication requires timely notice, understandable explanations, and a chance to ask questions.

Ratings are mixed. Comments describe distinct needs: learning about changes early, understanding decisions, and receiving responses to questions.

SURVEY EVIDENCE

101 (43.9%) satisfied; 56 (24.3%) neutral; 70 (30.4%) dissatisfied.

Paper respondents reported more dissatisfaction (20/45) than electronic respondents (50/182); this does not establish a cause.

IN THEIR WORDS

"Notify sooner and more often." — ONLINE-039

"Consistent & timely communication… and accurate information!" — E09

"Explain decisions more clearly. Allow questions" — ONLINE-001

Participation & Coverage

Respondents favor multiple ways to participate; the survey says little about business needs.

Interest spans convenient online surveys and in-person conversations. Community events and civic dialogue should be recognized as different kinds of participation.

SURVEY EVIDENCE

141 (61.3%) selected online surveys; 134 (58.3%) community events.

121 (52.6%) selected forums; 110 (47.8%) neighborhood meetings. Only 3 respondents identified as businesses.

IN THEIR WORDS

"Have more town halls where people can ask questions of the city administrators and council members" — ONLINE-163

"Allow residents to provide opinion or even vote on important policies or projects via website or app." — ONLINE-017

"This survey is a great idea." — ONLINE-117

What's Next?

The survey provides a solid framework for the Committee's continuing review of City communications.

Continue data gathering	Review additional information about existing City communication practices, channels, and reach.
Listen to more perspectives	Use interviews and other outreach to better understand resident and business communication needs.
Develop recommendations	Draw on the survey, additional evidence, and Committee members' observations and experiences to formulate recommendations.

Today's presentation shares survey findings; it does not present Committee recommendations.