



## NOTICE OF PUBLIC MEETING

### HUMAN RELATIONS COMMISSION

City Hall Municipal Court Room

333 Broadalbin Street SW

Tuesday, June 23, 2009

7:00 p.m.

## AGENDA

### 1. CALL TO ORDER

### 2. ROLL CALL

### 3. APPROVAL OF MINUTES

➤ May 26, 2009. [Pages 1-3]

Action: \_\_\_\_\_

### 4. SCHEDULED BUSINESS

a. Business from the Public

b. Community Conversation Subcommittee proposal. [Pages 4-30]

(Greenman/Whitley)

Action: \_\_\_\_\_

### 5. BUSINESS FROM THE COMMISSION

### 6. NEXT MEETING DATE: *Tuesday, July 28, 2009*

### 7. ADJOURNMENT

*City of Albany Web site: [www.cityofalbany.net](http://www.cityofalbany.net)*

*The location of the meeting/hearing is accessible to the disabled. If you need special accommodations to attend or participate, please notify the Human Resources Department in advance by calling (541) 917-7500.*



APPROVED: \_\_\_\_\_

HUMAN RELATIONS COMMISSION

City Hall Calapooia Room

Tuesday, May 26, 2009

7:00 p.m.

MINUTES

Commissioners present: Jeffery Evans, Marian Anderson, Jodi Nelson, Nancy Greenman, Margaret Martinez, Kim Whitley

Commissioners absent: None.

Staff present: Wes Hare, City Manager; Marilyn Smith, PIO/Management Assistant

Others present: None.

CALL TO ORDER

Chair Jeffery Evans called the meeting to order at 7:00 p.m.

APPROVAL OF MINUTES

April 14, 2009

MOTION: Nancy Greenman moved to approve the minutes; Jodi Nelson seconded. Approved 6-0.

SCHEDULED BUSINESS

Business from the Public

None.

Debrief of Annual Report to the City Council

Evans said that he would have liked to have more of the Commissioners in attendance at the City Council meeting. Nelson said that the City Councilors didn't like the report in general. She said that the Councilors had some questions and made some accusations that the HRC wanted to discriminate against people in preferential hiring. Greenman said that there seemed to be confusion regarding hiring quotas and affirmative action. Greenman said that the HRC was scolded for overstepping its charge. Evans said that the Councilors had said that the HRC is doing a disservice to the APD by bringing up police profiling. Margaret Martinez said that she was unable to attend the meeting, but from what she read in the newspaper, it's her impression that the Councilors were afraid of the HRC and not understanding what they are doing.

City Manager Wes Hare said that some of what this group was hearing at the Council meeting may have come from a time before the HRC was formed. He mentioned that this Commission wasn't created unanimously. Hare said that part of the issue may have been due to the disproportionate amount of attention given to the police profiling issue in the report. Evans said that he doesn't know if a profiling issue exists in Albany, but there may be the question of it occurring within the minority population. Evans said that by ignoring the issue, it will likely become an issue sooner or later. Evans said that this Commission is made up of volunteers and that the group took a less than clear mandate and tried to define it as best as possible by following the lead of the citizens. Evans said that for the group to find its way, we needed to walk a fine line. Evans said that he was disappointed with how the City Council meeting went and was considering resigning from the Commission. Evans said that if we are to move forward as a diverse community, we need to cover these issues. He said that City hiring is mirroring what the population is made up of now, but he has noticed the Russian population dwindling and wondered why. Evans said that it appears Albany is "whiter" than other communities in the area, and the question is why. He thinks that the attitude of some of the Councilors could be the explanation as to why. Kim Whitley asked if there were any directives from the Councilors? Evans said no. Hare said that even though it was a difficult meeting for the HRC, Evans handled it very well. Hare mentioned that the Mayor thanked the Commission for their work

and report, and Jim Delapoer reiterated that the HRC can cover whatever they would like to cover and bring those issues before the Councilor's with their suggestions.

Greenman said that the harshest part of things tends to be what remains the clearest. In reality, maybe it was the case that the City Council as a whole was somewhat startled at what the report contained and wanted to move on from the discussion. She said that didn't mean the City Council doesn't support the HRC. Evans said that he felt the Councilors could have called him to ask questions about the report prior to the meeting. If there was an issue with the report, it could have been resolved before the meeting. Whitley said that we can look at this positively. There was an article in the newspaper about the report which means the HRC received publicity. The more citizens that know that this group exists, the better it is for the HRC. Evans said that he is taking time away from his own personal schedule to be a volunteer on this Commission. Nelson said that it felt like an ambush to her. Nelson said that she didn't expect what was said at the Council meeting and that she thought the Councilors would just ask a few questions. She said that it would have been nice to have the full HRC at the meeting. Evans said that the HRC was politicized that night.

Greenman said that what she heard was that the Councilors, in general, want this group to be bringing people together. She said that we should find ways to bring diverse groups of people together and also identify what may keep them apart. Greenman said that she thinks it is possible to do both. Greenman said that we should reflect on this and try to look at this in a positive way. Evans said that he feels sometimes you need to take issues head-on. He doesn't know if there is profiling in this community but feels the issue should at least be looked at; this will do justice for citizens and will also exonerate our police officers if there is truly no profiling.

Whitley suggested inviting the Mayor to attend an HRC meeting to clarify her vision for the group. Evans said that he is not conflicted about what we should be doing. He said that there will always be controversy when there are differences between people. Evans said that he would like to work with the Chief regarding the profiling issue. He is willing to ask the questions necessary to get to the bottom of an issue. He doesn't know how this Commission can fulfill its purpose if it can't ask questions. He wondered if asking a question such as "How are you doing?" would be considered investigating and that he thought that would be absurd. He thinks the HRC did the appropriate thing with the police profiling issue. Anderson said that she feels that there haven't been any clear objectives given. Evans said that the only mandate is that the group isn't to investigate. Nelson said that she felt that the group has spent a lot of time learning what we should be doing and feels good about that. She knows of two minority families in Albany who are leaving town. One family was spit on at a park in Albany. The family tried contacting their City Councilor by mail and phone but received no response from that Councilor. She said that she is ready to face the difficult issues. Nelson said that the collaboration the group has done has been great, and the educational pieces the group has sponsored have gone well. Nelson feels that the HRC is on the right path. Evans said that he appreciates the support from staff, but he feels nothing the group would have said would have been well received because there are members of the Council who don't want this group to exist.

Wes said that there was no direction from the Councilors about disbanding the group. He said that the work of the HRC is still continuing and the group is doing good things. Martinez said that the group should keep going and be productive.

Evans asked where the Commission should go from here. Martinez said that we should contact the Police Chief and have a talk. She said that profiling isn't just about race but also age, etc. Evans asked if we want to be proactive or reactive. Greenman said that we can find middle ground. She said that she was saddened by Jodi's story of the two families. She knows that there are people in this community that would do something like that, but there are also many people in this community that are supportive and want to be a more diverse community. If people come to us with issues, we should look at those issues and tell the Councilors what is going on in the community. This group can be useful to work to create an environment where people from minority groups feel welcome in this community. Hare said that the group can suggest actions to take to the Council. Martinez said that people may not know where to go when there is an issue; the HRC needs to work at getting the public to know we are available to help them.

Evans asked how bold the HRC should be. He asked if the HRC should look for possible issues and seek out people who will have answers. He asked if we should just wait for people to come to us? Whitley said that we want to stay on middle ground. As individuals, we may hear issues come up in the community like Jodi's story, and we can discuss those at our meetings. She said that government is a very slow moving machine and that HRC is still a pretty new group. She said that we have given a report to the Council and we are still here. She suggested the HRC be patient and raise awareness to

who we are. Whitley said that if this group becomes too political, then the HRC may not be around for much longer. Evans suggested holding a few HRC meetings outside of City Hall. Whitley thought this is a great idea and suggested holding a meeting at the Library or local churches or community centers. Greenman asked if there is money available to provide interpreter services at these meetings if needed. Wes said that we could provide them. Evans asked about a specific survey on the City Web site. Marilyn said that would be possible. Greenman said that if we are going to do a survey on the Web, it would be good to include a schedule of where we will be meeting. Whitley said that she would like to be able to gather information at these meetings. Greenman said that the HRC should formulate a statement as to why we are going to meet in places within the community. Greenman said that it will be good if people are able to share their experiences. Evans wants to be in a position that if people come to the group with questions, he wants to be able to help them and ask questions.

Greenman said that asking the question "What makes Albany a welcoming community and what makes you feel unwelcome here?" will generate comments and that will be a good thing. Nelson suggested having one meeting in each Ward. Evans asked if we could provide refreshments at these meetings. Wes said that could be done.

Greenman said that she would be glad to be on a subcommittee to create a proposal to where we are meeting and why we are meeting. Whitley volunteered to be a part of the subcommittee. Whitley asked Marilyn if she could look into similar surveys that could be used as a template. She said that the plan should include some ideas for distribution of the survey as well. Nelson asked if it would be helpful if we pull together a bulleted list for the councilors to see what we have been doing for the last couple of years. Marilyn said that the City Council gets the monthly minutes of this committee's meeting.

Greenman said thank you to Evans for his graciousness at the City Council meeting.

#### BUSINESS FROM THE COMMISSION

#### NEXT MEETING DATE

Tuesday, June 23, 2009, 7:00 p.m., in the Willamette Room.

#### ADJOURNMENT

The meeting adjourned at 8:25 p.m.

Respectfully submitted,

Diana Eilers  
Administrative Assistant I

Reviewed by,

Wes Hare  
City Manager

**Draft Proposal of the Community Conversation Subcommittee  
of the Human Relations Commission  
For Discussion at the 6.23.09 Meeting**

**I. Proposal:** To fulfill our mandate "*to promote harmonious relations among the citizens of Albany [by recommending] programs, activities, ordinances, expenditures, and other appropriate governmental activities which will serve the goal of maintaining respectful interactions within our community*" by initiating a positive, inclusive and respectful community-wide dialogue about Albany's welcoming environment.

Through the strategies described below, we will invite Albany residents to tell us what makes the city a welcoming place and what might be keeping them from feeling welcome. We'll use that information to recommend activities that draw upon Albany's welcoming qualities and simultaneously address the barriers some residents experience to enjoying those good qualities.

We believe that these activities will demonstrate that we are "*committed to the philosophy of inclusion, equal opportunity, and fair treatment for all residents of Albany,*" as the ordinance requires.

**A. Proposed Outreach & Inclusion Strategies:**

**1. Holding our meetings in various parts of the city** (possibly in each Ward) in places in which residents are likely to feel at ease and willing to share their thoughts and experiences. Devoting the meeting agendas to public business; to wit discussion of what makes Albany welcoming and what barriers residents have experienced to feeling welcome. **The meetings themselves are intended to fulfill our mandate by providing a welcoming and inclusive environment for neighbors to come together and talk frankly, openly and safely.**

**Note on accessibility:** At our May meeting we agreed that physical and linguistic accessibility were givens for all meeting locations. The city will be able to provide interpretation to make the meetings also linguistically accessible (at least for Spanish-speaking residents). As to physical locations, suggestions included schools; the library, as well as churches that hold Spanish-language services.

**a). Upcoming Meetings Proposed Timetable.**

Suppose we plan to start in August so we have time to plan:

August 25: Ward 1

September 29: Ward 2

October 27: Ward 3

**Additional consideration:** A fourth meeting , probably in Ward 3, that is specifically dedicated as a Spanish language meeting. All meetings would have interpretation capacity, but this one would include amplified interpretation of all discussion – including ours.

**2. The other major strategy we considered was preceding the meetings with a survey whose purposes would be:**

- to gather this same information (welcoming/unwelcoming) in a different format; and
- to inform the agendas for the meetings (that is, we'd use the information to shape the discussion at the meetings).

Since our meeting, the **City Council has approved a random-selection 2000 household community survey**. It would be most useful for us to review the memo and draft survey prior to our HRC June 23<sup>rd</sup> discussion. Certain questions in this survey are relevant to our proposal, (the beginning ones, for sure), and the survey includes demographic information that would allow results to be correlated to race/ethnicity. The memo provides a good framework and also some interesting data about how Albany residents access information.

*Will this survey be sufficient for our purposes a) in scope of questions and b) in scope of distribution and return?* These are questions we should discuss at the next meeting. (The survey memo discusses them – and includes the info that 82% of Albany households have internet access!) Perhaps it would be helpful to guide this discussion to ask, specifically, do we anticipate a return on the survey that would be representative of Albany's Spanish-speaking population (monolingual? Bilingual?)

Marilyn S. has sent a request to the League of Oregon Cities; city of Corvallis; and her professional organization, 3CMA (City-County Communications and Marketing Association) asking for sample surveys from cities that may have conducted them on this subject matter. We can use them for guidance as to how/whether the city survey could/should be expanded.

**B. Next Steps (\* denotes what we hope to accomplish at the June 23 HRC meeting):**

1. Reach agreement on Proposal language (i.e. project abstract or statement of purpose) that defines the project and its direct relationship to our mandate. That is, *what we could say to a friend, neighbor or acquaintance to describe what we're doing and why; why it's appropriate for the HRC to undertake, and what we hope to get from it.* \*
2. Set a tentative timetable for the meetings to be held for this purpose. \*
3. Develop a set of focus questions we'd use for generating discussion at the meeting – and also for publicizing the meeting (i.e., *How has Albany welcomed you and your family? How could it be more welcoming and inclusive? etc.*)
  - a. Review the survey approved by the City Council and the cover memo.\*
  - b. Determine how we will be able to use the city survey data as part of this process. \*
  - c. Decide whether additional questions/data is needed to inform this HRC project.\*

4. Define specific tasks that will need follow up, including:
  - a). Meeting logistics
  - b). Focus Questions Development
  - c). Publicity plan development

## MEETING ROOMS IN THE ALBANY AREA

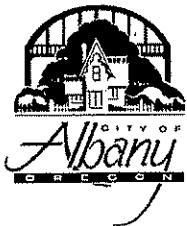
<b>Company</b>	<b>Rooms</b>	<b>Capacity</b>	<b>Charge Fee?</b>	<b>Fee for Nonprofits?</b>
Abby's Legendary Pizza 3033 Santiam Highway SE 928-9311	Back room, not private	35-40	No, if bar or food used	No, if bar or food used
Albany Boys & Girls Club 1215 Hill Street SE 926-6666	Meeting Room	40	\$25/hour	Yes
Albany, City of 333 Broadalbin Street SW 704-2307	Various rooms	Various capacities	Nonprofits only	No
Albany Downtown Library 302 Ferry Street SW 917-7588	Meeting Room	20	Non-selling public only	No
Albany Main Library 2450 14 <sup>th</sup> Avenue SE 917-7590	Meeting Room	Undivided 157 West half: 75 East half: 82	Non-selling public only	No
Albany Senior Center 489 Water Street NW 917-7760	Various rooms	Various capacities	Yes	Yes
Allied Waste 1214 Montgomery Street SE 928-2551	Room with full kitchen	50	Nonprofits only	No
Alterra Villas of Courtyard 1929 Grand Prairie Road 928-9536	Willamette Room Meeting Room (Alcohol/Smoke Free)	100 40	Yes	Yes

<b>Company</b>	<b>Rooms</b>	<b>Capacity</b>	<b>Charge Fee?</b>	<b>Fee for Nonprofits?</b>
American Legion - Albany Post 10 1215 Pacific Boulevard SE 926-0127	Meeting Room Meeting Room (Bar/Kitchen available)	100 200	Yes	Yes
American Red Cross 3388 Pacific Boulevard SW 926-1543	Class Room	12-20	Yes	Yes
Central Willamette Credit Union 7101 Supra Drive SW 918-7430	Various rooms	Various capacities	Yes	No
Children's Farm Home 4455 NE Highway 20 758-5953	Meeting Room Sanctuary	30 94 at tables	Yes	Yes
China One Buffet 2732 Pacific Boulevard SE 928-1810	Area not private	30	No, if bar or food used	No, if bar or food used
Ciddici's Pizza 133 Fifth Avenue SE 928-2536	Meeting Room	200	No, if bar or food used	No, if bar or food used
Comfort Suites 100 Opal Court NE 928-2053	Various capacities	Various capacities	Yes	Yes
Elmer's Pancake & Steak House 2802 Santiam Highway SE 928-4227	Banquet Room	60	Yes	Yes
Flinn's Building 222 First Avenue SW 928-9333	Large room Lobby & other areas	200-600 Varies	Yes	Yes

<b>Company</b>	<b>Rooms</b>	<b>Capacity</b>	<b>Charge Fee?</b>	<b>Fee for Nonprofits?</b>
Holiday Inn Express 105 Opal Court NE 928-8820	3 Rooms	15-175	Yes	Yes
Izzy's 2115 Pacific Boulevard SW 926-2277	Area not closed off from restaurant	Seats 64	Buffet price	Buffet price
La Quinta Inn & Suites 251 Airport Road 928-0921	Meeting Room	20-65	Yes	Yes
La Sierra Taqueria 2025 Santiam Highway SE 926-8101	Meeting Room	20	No, if bar or food used	No, if bar or food used
Lee's Wok 2845 Santiam Highway SE 928-9908	Not private	30-40	No, if bar or food used	No, if bar or food used
Linn-Benton Community College 6500 Pacific Boulevard SW 917-4385	Various rooms	Various capacities	Yes	Yes
Linn County Fair & Expo 3700 Knox Butte Road 926-4314	Various rooms RV Hook-ups available	Various capacities	Yes	Yes
Loafers Steak House 222 Washington Street SW 926-0174	Upstairs Back room	20 20	No, if bar or food used	No, if bar or food used
Los Dos Amigos 1402 Pacific Boulevard SE 928-5363	Small room Large room	20 30-40	No, if bar or food used	No, if bar or food used

<b>Company</b>	<b>Rooms</b>	<b>Capacity</b>	<b>Charge Fee?</b>	<b>Fee for Nonprofits?</b>
Los Dos Amigos 2133 Santiam Highway SE 928-4820	Not private	20	No, if bar or food used	No, if bar or food used
Los Tequila 2525 Santiam Highway SE 791-3966	Meeting Room	25	No, if bar or food used	No, if bar or food used
Lum Yuen Restaurant 1236 Price Road 928-8866	Various rooms	Various capacities	Yes	Yes
Northwest Natural 7150 Supra Drive SW 926-4253, ext. 8283	Possibly in the future			
Novak's Hungarian Restaurant 2306 Heritage Way SE 967-9488	Banquet Room Banquet Room	30 60	No, if bar or food used	No, if bar or food used
Phoenix Inn Suites 3410 Spicer Road SE 926-5696	Various rooms	Various capacities	Yes	Yes
Ping's Garden 1206 Ninth Avenue SE 967-7367	Meeting Room	50	No, if bar or food used	No, if bar or food used
Pizza Hut 2215 14 <sup>th</sup> Avenue SE 926-1643	Meeting Room	50	Yes	Yes
Pizza King 231 Lyon Street SE 926-9468	Meeting Room	30-35	No, if bar or food used	No, if bar or food used

<b>Company</b>	<b>Rooms</b>	<b>Capacity</b>	<b>Charge Fee?</b>	<b>Fee for Nonprofits?</b>
Pop's Branding Iron 901 Pacific Boulevard SE 926-5755	Meeting Room	80	No, if bar or food used	No, if bar or food used
Ray's Food Place 621 Hickory Street NW 791-1713	Community Room No outside food to be brought in	20-25	No	No
Wyatt's Eatery 211 First Avenue NW 917-3727	Banquet Room upstairs Bar/food available	45	No, if bar or food used	No, if bar or food used
Yaquina Bay Restaurant 325 Airport Road NE 967-8420	Meeting Room Small Meeting Room	50 20	No, if bar or food used	No, if bar or food used
YMCA 3311 Pacific Boulevard SW 926-4488	Various rooms	Various capacities	Yes	Yes



TO: Albany City Council  
VIA: Wes Hare, City Manager  
FROM: Bob Woods, Management Systems Director *BW*  
DATE: May 18, 2009, for the May 27, 2009, City Council Meeting  
SUBJECT: Albany Residents' Survey  
  
RELATES TO STRATEGIC PLAN THEME: • Effective Government

Action Requested:

The City Council's approval of a proposed survey to gather resident satisfaction information about the City of Albany.

Discussion:

As part of our ongoing performance measurement efforts, gathering information from our residents is of high importance. The International City-County Management Association (ICMA) and most benchmarking programs all have customer satisfaction measurements as a critical component of their national benchmarking efforts. ICMA has operation-specific satisfaction measures that they request in the data we provide as part of our participation. To date, we have not been able to provide most of those requested satisfaction measures.

For customer satisfaction surveys to be most helpful, they should be reasonably consistent over time. By consistently asking the same questions over many years, we can seek to discover if residents' perceptions are changing in a measurable and statistically significant way.

The last survey conducted by the City in 2008 was a "likely voters" survey where the random sample was taken from only those persons registered to vote, not all residents of the city. The survey contained some questions in relation to service satisfaction but did not attempt to make specific measurements across the wide variety of services and functions performed by the City. As a result, it does not provide a cross section of operational measurements that are required in comparing ourselves to other governments across the nation.

ICMA provides the ability to gather this information through the *National Citizen Survey*, which surveys households in the target jurisdiction. This survey is run by ICMA as a standardized data-gathering tool that jurisdictions may utilize. However, such use does entail a price.

The ICMA approach has a base price of \$9,900, which sends the standard survey to 1,200 randomly selected households. Additional options are available; and many would be highly desired if Albany were to participate. They include a demographic crosstab report (\$900); geographic crosstab report (\$1,100); an expanded mailing to 3,000 households (\$7,000); a Spanish language option (\$1,450); telephone collection with a guaranteed 400 responses (\$6,000); and other options. It is easy to see that even a few options could result in a cost of \$12,000 to \$25,000 or more.

Given the economic constraints that face the City, staff investigated the option of conducting a survey directly by the City as a less costly but feasible option.

The 2008 survey mailed out to 2,500 voters consisted of 24 general interest questions returning 24 data points, along with five demographic questions returning five data points, and a final free-form question to allow respondents to say what they want. The total cost paid to the survey provider was \$9,714.61.

The proposed survey developed by staff contains 18 general interest questions returning 108 data points, along with 17 demographic/geographic questions returning an additional 21 data points. The survey is based on the same information contained in the ICMA *National Citizen Survey*.

In any survey there is a desire to collect data that can be considered reasonably accurate. With roughly 19,750 households in Albany, a sample size of 400 respondents would yield a +/- 4.85 percent confidence interval (uncertainty) with a confidence level of 95 percent, the kind of confidence that the ICMA survey would provide. In layman's terms, we would be 95 percent confident that the data from our sample is within +/- 4.85 percent of what we would find if we surveyed all 19,750 households in Albany. This is considered high accuracy and what is generally used in survey research data.

The larger the respondent size, the smaller the uncertainty. At the same 95 percent confidence level, 1,000 responses would reduce the uncertainty to +/- 3.02 percent.

Telephone surveys generally have the highest cost due to the active participation of operators collecting information. Generally, responses are collected within a short period of time varying with the number of operators employed to complete the survey. With ICMA, this approach guarantees a minimum completion rate of 400 surveys which insures an acceptable response level. Information is directly input into computer systems by the operator. The cost to participate would be at least \$15,900, depending on other options. Staff does not propose to perform a telephone survey ourselves due to the costs that would be associated with overtime to perform any such survey in the evening hours and the availability and costs involved in training staff to be survey takers.

Traditional mail surveys have a lesser cost than telephone surveys. Mail surveys are slower than other approaches due to the time involved in mailing, responding, and return mailing. Response rates can be low which requires a much greater effort to secure an adequate response. ICMA uses a three-step process starting with a postcard notification to all 1,200 households, followed by two mailings of the survey instrument to each selected household, to insure that enough completed surveys are returned to meet the +/- 5 percent confidence interval. Data entry is then done upon return of the forms. The minimum cost would then be \$9,900 with no other options specified.

If the City were to perform a mail survey ourselves, we would move towards an outsourced postcard notification mailing to 2,000 randomly selected Albany households at a cost of approximately \$950. This would be followed up by a single mailing of the survey with stamped return envelopes. The estimated cost for outsourced survey printing and first-class mailing and prepaid return envelope is approximately \$4,500. A second follow-up mailing as ICMA does would entail an additional \$4,500 in cost. The total cost with only a single survey mailing is estimated to be \$5,400.

Albany Residents' Survey

Page 3

May 18, 2009

Some additional cost would also be incurred for those residents who might request a Spanish language version of the survey which would be prepared in-house by photocopy. City staff would need to be diverted to perform data entry on all returned surveys (estimated 400 to 800) which is not included in the cost.

Internet-based Web surveys are of low cost and can have a higher response rate than either mail or telephone surveys, according to published academic studies. The 2008 Albany likely voter survey by Advanced Marketing Research, Inc., had 828 responses and indicated that 82 percent of Albany respondents had Internet access, which is a very significant level of penetration. In addition, Web surveys have a capability to randomize the presentation of items within a question which lowers a potential bias inherent in paper surveys where the order is fixed for all respondents.

The City already utilizes an on-line survey site, Survey Monkey of Portland, for internal service measurements and other data gathering. The fixed cost of \$300 per year allows the City to run an unlimited number of surveys with an unlimited number of respondents. Survey Monkey attests that they meet accessibility requirements for people with disabilities as "*the only on-line survey application that is Section 508 Certified. We ensure that by using our standard survey designs, your survey will meet all current US Federal Section 508 certification guidelines.*"

Most Web surveys use e-mail lists of customers where an e-mail with a survey link is sent to the random sample. This ease and immediacy of access is why Web surveys typically have high response rates. However, the City has not been collecting e-mail addresses of residents on a systematic basis. In addition, a segment of our residents may rarely have any contact with the City where an e-mail address could be secured.

To ensure a broad base of participation, the City would utilize a hybrid approach using aspects of mail survey systems with Web data collection.

The proposed approach would be a postcard mailing to 2,000 randomly selected household addresses within the city limits. This would encompass a cross section of the community and not be limited to likely voters as was the 2008 survey. A follow-up postcard would then be sent as a reminder to encourage participation. The postcards would provide a special Web address, which will not be easily accessible by the general public, and a password to enter the survey. The Web site would have options for either English or Spanish versions of the survey. We would also provide for people to request a paper survey if they have no Internet access, or if they simply prefer that approach.

The cost of this approach using outsourced printing and first-class postcard mailing is estimated to be about \$1,900 for a standard postcard to \$2,600 for an oversized postcard. Increasing the count to 3,000 households would result in a price of about \$2,400 (standard postcard). The printing and processing costs for each 50 paper surveys requested would be estimated at approximately \$110 by way of in-house photocopying and first-class mailing with a postage-paid return envelope. City staff would process paper requests as part of ongoing duties. While not estimated, the staff cost would be substantially less than if the pure mailing approach described previously were to be used where staff had to do all data entry.

There are options in the Web survey site to prevent a computer address from being used more than once, which significantly reduces the likelihood of multiple responses from a single source.

Albany Residents' Survey

Page 4

May 18, 2009

In addition, the survey uses SSL encryption so that all Web participants receive the same type of security and privacy protection commonly found with on-line banking and payments.

The advantages in the Web approach include:

- Low-cost and expected higher response rates than a mail survey
- Randomization to reduce bias in response selection
- Lower staff impact
- Easier to accommodate multiple languages

The risks inherent in this approach as compared to the standard mailing approach include:

- Sharing of the Web address and password with others
- Hacking of the site for purposes of duplicate entry or data corruption

We recognize that some increased risk does exist. What we cannot do is quantify the difference in risk between the two approaches. However, increased response rates also serve to improve reliability of results, which works to mitigate overall risk.

Staff did not budget the cost for the ICMA survey in the current year nor was it included in the proposed budget for next year due to the fiscal issues the City faces. That means that either a locally administered mail or Web-based survey is our most practical approach at this time. The attached survey was closely based on the information contained in the ICMA *National Citizens Survey*. In addition, the City has been able to utilize internal resources to prepare a Spanish language version of the survey at no additional cost.

The City also seeks to collect basic demographic information that can be used to compare our responses against the last available demographic estimates for the City which are Census projections reflecting 2005-2007. What we will not be able to do is employ sophisticated weighting adjustments on the demographic data to estimate "corrections" to the data received which a professional polling firm with extensive experience could bring to bear.

All surveys have an inherent risk within them that the data we see may not be truly representative of the community. The 2008 survey performed by Advanced Marketing Research Inc., for the City explicitly recognized this potential by including the following disclaimer:

*"Analysis of data using statistical methods assumes a randomly generated sample. The data gathered in this mail-out survey may or may not reflect the opinions/responses of a randomly generated sample, but for purposes of analyzing the data and using statistical formulas, the data will be treated as if it had been randomly generated."*

What staff can do with this survey is gather information we do not currently have and use the data gathered in both our national benchmarking reporting and to help identify issues that may need to be addressed.

As is often the case, cost is the determining issue. The mail based approach at approximately \$5,400 costs significantly more and impacts staff resources needed to perform the survey more than does the Web-based approach at about \$1,900. For those reasons, staff proposes the Web survey approach.

Albany Residents' Survey

Page 5

May 18, 2009

One way to verify the information we collect, regardless of approach, would be to participate in the standardized ICMA survey as soon as financially able and compare those results to the results we gather.

No single survey approach presents a perfect solution. Staff believes that collection of satisfaction data from our customers, the residents of Albany, is an important task that needs to be pursued. Whatever data collected will be viewed as a starting point; a series of observations that need to be strengthened with regular measurements in the future.

Budget Impact:

No additional resources are requested for the Web survey approach. Existing appropriation authority would be used to cover expected costs.

BW:de  
Attachment

*U:\Administrative Services\City Manager's Office\City Survey for May 27 CC Meeting.doc*

# DRAFT Albany Residents Satisfaction Survey

## **1. Welcome to the Albany Residents Community Survey!**

This survey is sponsored by the City of Albany as a way to find out what you, a resident of Albany, think about the city and the services you receive.

If you do not live in the city of Albany, we appreciate your interest but ask that you not fill out this survey. This particular survey, much like other citizen surveys conducted nationally, is specifically configured for people who live within the city limits.

This survey will probably take you about 15 minutes to complete. There are a total of 35 questions, but many of the questions have lists of items within them that we'd like you to respond to. You are free to skip over any questions or items that you choose not to answer.

We ask that only one adult (18 or older) from a household complete this survey. PLEASE ONLY FILL OUT THE SURVEY ONCE.

This is an anonymous survey. You will not be asked any specific questions designed to identify you. Because it is up to you to access this survey, we will not receive any e-mail addresses or ask you for yours. This survey uses SSL encryption through a secure site, much the same as when you deal with on-line shopping or payments. Of course, there is no charge involved of any kind for participating in this survey.

However, you will be asked some questions about your household at the end so that we can better evaluate the overall answers received from the survey and the demographics of those who chose to respond.

We sincerely thank you for participating in this survey. The information you provide will help your elected officials and city staff work to provide better services to you and your family.

# DRAFT Albany Residents Satisfaction Survey

## 2. How Do You View Albany?

Please tell us what you think of Albany as a place to live by answering the following questions:

### 1. Please let us know how strongly you agree or disagree with the following comments about Albany:

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Albany has an inviting appearance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a strong sense of community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city is kept clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People of various races and ethnic backgrounds are welcome in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air quality is good.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall environmental quality is good.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Albany has a good reputation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 2. Please let us know how strongly you agree or disagree with the following comments about events and activities in Albany:

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
There are good opportunities to attend cultural events such as fairs, concerts, or plays.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are good recreational opportunities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality education is available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are many social events and activities to attend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to find activities of a spiritual or religious nature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to get involved in community issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are good volunteer opportunities available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# DRAFT Albany Residents Satisfaction Survey

## 3. Please let us know how much you agree or disagree with the following questions regarding getting around Albany:

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
It is easy to drive around town.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to bike around town.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is convenient to take the bus around town.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to walk around town.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to get around in a wheelchair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are plenty of paths and walking trails available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 4. Please let us know how strongly you agree or disagree with the following comments about services and business in Albany:

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
There is a good variety of shopping available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping opportunities are easy to access.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality service-related and other businesses are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a wide variety of housing available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New development that occurs is of high quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable quality child care is available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable non-emergency health care is available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable housing of good quality is available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality food is available and affordable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 5. Please let us know how strongly you agree or disagree with the following statements about living in Albany:

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
I would recommend Albany as a good place to live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I plan to live here for the next five years or more.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# DRAFT Albany Residents Satisfaction Survey

## 3. Community Issues

We'd like you to rate how you feel about some issues that are common in many communities.

### 6. Tell us about how safe you feel in the community:

	Very Unsafe	Unsafe	No Feeling Either Way	Safe	Very Safe
In the downtown area during the day?	<input type="radio"/>				
In the downtown area at night?	<input type="radio"/>				
At major shopping areas during the day?	<input type="radio"/>				
At major shopping areas at night?	<input type="radio"/>				
In parks during the day?	<input type="radio"/>				
In parks at night?	<input type="radio"/>				
During the day in your neighborhood?	<input type="radio"/>				
At night in your neighborhood?	<input type="radio"/>				
How safe do you feel from violent crimes such as assault, robbery, rape, and other similar situations?	<input type="radio"/>				
How safe do you feel from property crimes like burglary and theft?	<input type="radio"/>				
How safe do you feel from identity theft?	<input type="radio"/>				
How safe do you feel from things like toxic waste or other environmental hazards?	<input type="radio"/>				

### 7. Were you or a member of your immediate family living with you a victim of crime within the last year?

- Yes  
 No

### 8. If you answered YES above, was the crime reported to the police?

- Yes  
 No

# DRAFT Albany Residents Satisfaction Survey

## 9. We would like to ask you about some of the services or activities you may have been involved with in the past year, and how often?

	Never	Once or Twice a Year	3 to 10 Times a Year	11 to 26 Times a Year	More than 26 Times a Year
Volunteered your time to an activity or group.	<input type="radio"/>				
Participated in a city recreation program.	<input type="radio"/>				
Used the Albany City Library.	<input type="radio"/>				
Went to an Albany city park.	<input type="radio"/>				
Rode on the ATS bus system, including the LOOP.	<input type="radio"/>				
Used the Senior Center.	<input type="radio"/>				
Watched the City Council on TV or the Web.	<input type="radio"/>				
Read the City Bridges newsletter.	<input type="radio"/>				
Visited the CityofAlbany.Net Web site.	<input type="radio"/>				
Participated in a group or club located in Albany.	<input type="radio"/>				
Attended a religious or spiritual service in Albany.	<input type="radio"/>				
Helped a friend or neighbor.	<input type="radio"/>				
How often do you talk to neighbors within 15 to 20 houses of where you live?	<input type="radio"/>				

## 10. How big of a problem does Albany have with:

	No Problem	A Small Problem	A Medium Problem	A Serious Problem
Run-down buildings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overgrown vacant lots.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Abandoned or junk vehicles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trashy yards.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# DRAFT Albany Residents Satisfaction Survey

## 4. City Services

Please tell us below how you rate the following community services:

### 11. Please rate the QUALITY of the following public safety and enforcement services that are provided by the CITY OF ALBANY:

	Poor	Below Average	Average	Good	Excellent	Don't Know/No Answer
Emergency Paramedic and Ambulance Services	<input type="radio"/>					
Fire Emergency Response	<input type="radio"/>					
Public Education Programs for Fire Prevention and Safety	<input type="radio"/>					
Police Emergency Response	<input type="radio"/>					
Crime Prevention	<input type="radio"/>					
Traffic Enforcement	<input type="radio"/>					
Code Enforcement (such as abandoned vehicles, weed abatement, dangerous buildings, etc.)	<input type="radio"/>					
Emergency Preparedness	<input type="radio"/>					
Animal Control	<input type="radio"/>					

### 12. Please rate the QUALITY of the following cultural and recreational services that are provided by the CITY OF ALBANY:

	Poor	Below Average	Average	Good	Excellent	Don't Know/No Answer
City Parks	<input type="radio"/>					
Recreation Programs or Classes	<input type="radio"/>					
Festivals or Special Events	<input type="radio"/>					
Senior Services	<input type="radio"/>					
Youth Services	<input type="radio"/>					
Public Libraries	<input type="radio"/>					
Aquatic Programs	<input type="radio"/>					

# DRAFT Albany Residents Satisfaction Survey

**13. Please rate the QUALITY of the following infrastructure and environmental services that are provided by the CITY OF ALBANY:**

	Poor	Below Average	Average	Good	Excellent	Don't Know/No Answer
Street Repairs	<input type="radio"/>					
Street Cleaning	<input type="radio"/>					
Leaf Removal	<input type="radio"/>					
Street Lighting	<input type="radio"/>					
Snow/Ice Response	<input type="radio"/>					
Traffic Signal Timing	<input type="radio"/>					
Storm Drainage	<input type="radio"/>					
Sewer System	<input type="radio"/>					
Drinking Water	<input type="radio"/>					
Building Permitting	<input type="radio"/>					
Land Use, Planning, & Zoning	<input type="radio"/>					
Economic Development	<input type="radio"/>					
Natural Resources Preservation/Management	<input type="radio"/>					
Bus Services	<input type="radio"/>					

**14. Have you had a business contact with a City of Albany employee within the last year either in person, by phone, or by e-mail?**

- Yes
- No

**15. If you had contact in the last year with an employee of the City of Albany, how would you rate the last contact you had in the following ways:**

	Poor	Below Average	Average	Good	Excellent	Not Apply / No Answer
Professionalism	<input type="radio"/>					
Quickness of Response	<input type="radio"/>					
Knowledge	<input type="radio"/>					
Courtesy	<input type="radio"/>					
Overall Response	<input type="radio"/>					

**16. Overall how do you think the City of Albany is doing in relation to:**

	Poor	Below Average	Average	Good	Excellent	Not Apply / No Answer
Listening to the citizens.	<input type="radio"/>					
Encouraging citizen involvement.	<input type="radio"/>					
The value of services provided for the taxes/fees paid.	<input type="radio"/>					
The overall direction that Albany is heading.	<input type="radio"/>					

# DRAFT Albany Residents Satisfaction Survey

**17. Please provide your rating of the QUALITY of community services provided by others:**

	Poor	Below Average	Average	Good	Excellent	Not Apply / No Answer
Garbage Collection	<input type="radio"/>					
Recycling	<input type="radio"/>					
Yard Waste Pick Up	<input type="radio"/>					
Electric Power	<input type="radio"/>					
Natural Gas	<input type="radio"/>					
Hospital Services	<input type="radio"/>					
Public Schools	<input type="radio"/>					

**18. Overall, how would you rate the QUALITY of services provided by:**

	Poor	Below Average	Average	Good	Excellent	Not Apply / No Answer
The City of Albany	<input type="radio"/>					
Linn or Benton County	<input type="radio"/>					
The State of Oregon	<input type="radio"/>					
The Federal Government	<input type="radio"/>					

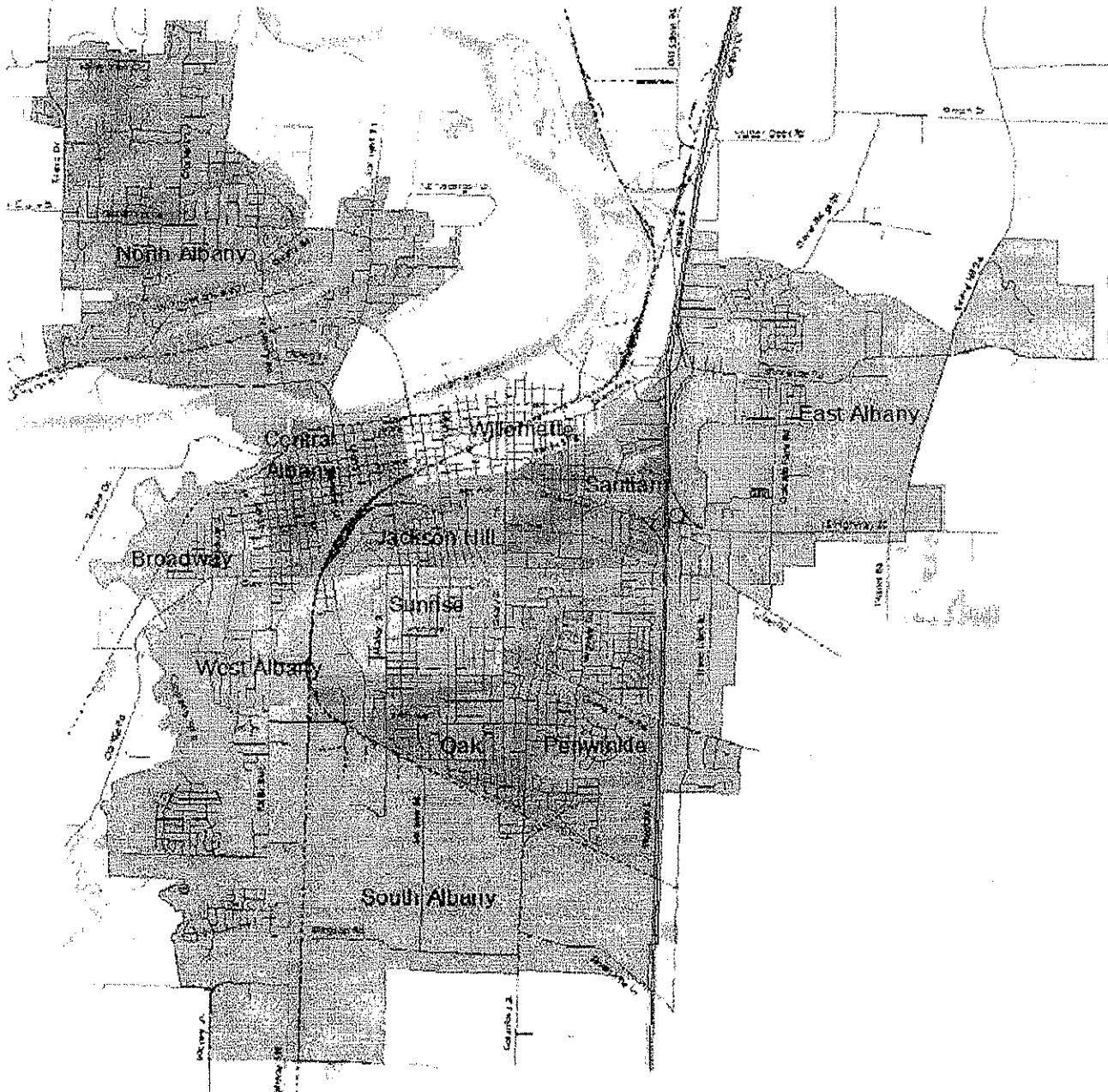
# DRAFT Albany Residents Satisfaction Survey

## 5. You and Your Household

We would like to gather some demographic information about you and your household.

Please remember that your responses are ANONYMOUS.

### City Neighborhoods - Find your neighborhood for the question that follows:



# DRAFT Albany Residents Satisfaction Survey

**19. I live in the following neighborhood:**

- |                                      |                                    |                                    |
|--------------------------------------|------------------------------------|------------------------------------|
| <input type="radio"/> North Albany   | <input type="radio"/> East Albany  | <input type="radio"/> West Albany  |
| <input type="radio"/> Broadway       | <input type="radio"/> Santiam      | <input type="radio"/> Oak          |
| <input type="radio"/> Central Albany | <input type="radio"/> Sunrise      | <input type="radio"/> Periwinkle   |
| <input type="radio"/> Willamette     | <input type="radio"/> Jackson Hill | <input type="radio"/> South Albany |

**20. I have lived in Albany:**

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="radio"/> Less than 2 years | <input type="radio"/> 6 to 10 years  | <input type="radio"/> More than 20 years |
| <input type="radio"/> 2 to 5 years      | <input type="radio"/> 11 to 20 years |  |

**21. The kind of place I live in is:**

- |  |   |                                   |
|--|---|-----------------------------------|
| <input type="radio"/> Homeless/Shelter/Vehicle     | <input type="radio"/> Attached House (duplex, triplex, townhouse etc.)      | <input type="radio"/> Mobile Home |
| <input type="radio"/> Single-Family Detached House | <input type="radio"/> Apartment or Condominium Complex<br>(2 or more units) | <input type="radio"/> Other       |

**22. My monthly housing cost (including rent, mortgage, property tax, insurance, association fees, but NOT utilities):**

- |   |  |  |
|---|--|--|
| <input type="radio"/> \$300 per month or less | <input type="radio"/> \$600 to \$999 a month     | <input type="radio"/> \$1,500 to \$2,499 a month |
| <input type="radio"/> \$301 to \$599 a month  | <input type="radio"/> \$1,000 to \$1,499 a month | <input type="radio"/> \$2,500 a month or more    |

**23. Does your household have a working smoke detector installed?**

- |                           |
|---------------------------|
| <input type="radio"/> Yes |
| <input type="radio"/> No  |

**24. How many people 17 years of age or under live with you?****25. Are you or any other member of your household 65 or over?**

- |                           |
|---------------------------|
| <input type="radio"/> Yes |
| <input type="radio"/> No  |

**26. My current employment status is:**

- |  |  |
|--|--|
| <input type="radio"/> Not employed       | <input type="radio"/> Employed full-time |
| <input type="radio"/> Employed part-time | <input type="radio"/> Retired            |

# DRAFT Albany Residents Satisfaction Survey

## 27. If employed, do you commute to work:

- From Albany to another city/area
- Within Albany
- Work at home

## 28. If you commute to work, how many days per week do you use the following methods to make your commute:

	0	1	2	3	4	5	6	7
Motorized Vehicle by Myself	<input type="radio"/>							
Motorized Vehicle with other Children or Adults	<input type="radio"/>							
Bus, Rail, or other Public Transportation	<input type="radio"/>							
Walking	<input type="radio"/>							
Bicycle	<input type="radio"/>							

## 29. Do you consider yourself to be Spanish, Hispanic or Latino?

- Yes
- No

## 30. What is your race? You may choose more than one answer if it applies.

- American Indian or Alaskan Native
- White
- Asian, Pacific Islander, or Asian Indian
- Other
- Black or African American

## 31. What is your total household income from all sources, before taxes:

- Less than \$25,000
- \$50,000 to \$99,999
- \$150,000 or over
- \$25,000 to \$49,999
- \$100,000 to \$149,000

## 32. Which age category do you fit in:

- 18 to 24 years
- 45 to 54 years
- 75 years or older
- 25 to 34 years
- 55 to 64 years
- 35 to 44 years
- 65 to 74 years

## 33. What is your sex?

- Female
- Male

## DRAFT Albany Residents Satisfaction Survey

**34. Are you registered to vote?**

- Yes
- No

**35. Did you vote in the last November election?**

- Yes
- No

## Hyde, Laura

---

**From:** Smith, Marilyn  
**Sent:** Friday, June 12, 2009 3:42 PM  
**To:** 'NANCY A GREENMAN'  
**Cc:** kwhitley@samhealth.org; cjevansaipc@evans-ilc.net; Hyde, Laura; Eilers, Diana  
**Subject:** RE: Materials for Discussion of Community Meetings Project at 6.23.09 Human Relations Commission Meeting

Hello, Nancy,

We can provide copies of both the cover memo and the survey; they are already online in the City Council packet from May 27.

I have received one response to my query in Oregon about surveys for underrepresented populations; the query was posted nationwide just this afternoon in the latest 3CMA e-newsletter:

### **Underrepresented Population Survey**

*Marilyn Smith, Public Information Officer, City of Albany, Oregon writes:*

"Our Human Relations Commission would like to conduct a survey of individuals in underrepresented populations to find out how they feel about life in Albany - about public services, educational institutions, employment, cultural opportunities, intercultural relations, and so on. They want to find out about any concerns or problems that may be affecting an individual or group's feeling of belonging and inclusion. Do you know of any surveys that have been conducted in other cities that address these issues? We'd like to borrow or adapt one for our use. On behalf of the Commission, I appreciate any help you can offer."

The one response I have had was from the National Research Center, which runs the National Citizen Survey on which our current one is based. I spoke with Shannon Hadley on June 2; she has experience in this area. She said that underrepresented groups are hard to target and hard to get to respond to surveys. She recommends two options for getting meaningful information from those groups:

1. **Focus groups.** She suggested enlisting the faith community and other non-profits who have contact with underrepresented populations to identify up to a dozen people to participate in each of three focus groups. "It's important to go out and find the people who are not finding you," she said, "and it's important to bring the results back to the community – here's what we heard, here's how we are responding." She said you need buy-in from the faith community in particular; it is important to have their participation and their stamp of approval on the process. She recommends a cash incentive for participants (\$50 per person) and food at each group meeting.
2. **Key informant interviews.** No incentives required, just conversations to elicit meaningful experiences from the groups you are interested in reaching. Key informants can be identified by neutral experts in the groups that they serve. Ten individuals should be enough for a representative sample.

We do have a list of accessible meeting rooms and can provide that also. The Main Library is in Ward III, and a good Ward II choice would be the Boys & Girls Club. St. Mary's Church might be a good choice in Ward I. Schools are available when they are in session and those would be a good choice in any ward, though they may charge a space rental fee.

Enjoy the weekend.  
Marilyn

---

**From:** NANCY A GREENMAN [mailto:greenmann791@msn.com]  
**Sent:** Friday, June 12, 2009 12:40 PM  
**To:** Smith, Marilyn

**Cc:** kwhitley@samhealth.org; cjevansaipc@evans-ilc.net

**Subject:** Materials for Discussion of Community Meetings Project at 6.23.09 Human Relations Commission Meeting

Hi Marilyn:

As assigned, Kim and I have prepared a proposal for what we're calling the "Community Conversation" project. In order to be ready for the discussion, we need a few pieces of information. Ideally, we'd like to include the following, along with our attached proposal, in the June 23rd meeting materials sent out to Commission members in advance of the meeting.

1. Copies of the community survey approved at the May 27 City Council Meeting.
2. Copies of the cover memo that went with the survey.
3. Any survey examples you receive in response to your inquiries (I know you'll do that anyway, but figured it belonged on the list).
4. A list of accessible meeting locations that we could consider in each of the 3 wards (*We believe you have this already, we're NOT asking you to put it together if you don't. If there isn't such a list already let us know and we'll create possibilities to begin the discussion.*)

Let us know if you have any questions (ditto for Jeffrey). Thanks in advance for your assistance.

Nancy & Kim