



2019-20 Community Survey

Frequently Asked Questions

1) What is the City's community survey about?

A total of 750 randomly sample households – 150 from each Councilmanic District – across Tacoma will have the opportunity to identify which services and community issues they feel are important, which service areas have improved over time, and which service areas could improve in the future.

2) When will this community survey take place?

The community survey will be conducted from Nov. 4, 2018 – Nov. 22, 2019.

3) Who is administering this community survey for the City?

The community survey will be administered by MDB Insight, a firm that will deliver the findings the City needs to assess its performance in major service areas, better understand community members' perceptions of these service areas, and define the community's current priorities, which in turn will aid ongoing planning and improvement processes.

4) What information will the City get?

Besides compiling valuable insight into community perceptions about City services, the community survey will also capture general demographic information including age (but *not* date of birth), gender, race, annual family income, monthly housing costs, and whether ones residence is rented or owned. While specific residential addresses will not be provided to the City of Tacoma as part of the dataset and report, general location information at the Councilmanic District level will be used to help in an analysis of differences in service levels. The community survey will *not* ask for one's social security number or banking/credit card information.

5) How will this community survey be administered?

Delivered in English and in Tacoma's five primarily-used languages other than English – which are Spanish, Russian, Vietnamese, Korean and Khmer – the community survey will be conducted through calls from the telephone number (866) 415-0012 to randomly sampled Tacoma landlines and cellphone numbers. Those called can choose to take the community survey at that time, or schedule a later time to speak to an interviewer in their preferred language. If a call is missed, no messages will be left, but another call back may be received at a later time. Alternatively, those called can also choose to complete the community survey online in their preferred language.

6) What about people who are on the National Do Not Call Registry?

This type of survey is exempt from the rules surrounding the National Do Not Call Registry. MDB Insight will also maintain its own list of individuals who do not wish to participate.

7) Where can I find more information?

[More information about the community survey, including community survey data from previous years, is available on the City's website](#) or by contacting Jared Eyer from the City's Office of Management and Budget at jeyer@cityoftacoma.org and (253) 594-7954.