

# CITY CONNECTION

## Tell Us What You Think

The City of Stillwater is participating in the National Citizens Survey and 1,200 randomly selected households in the City will be asked to participate. Post cards giving advance notice to the 1,200 participants were mailed on January 22, 2007. The first wave of surveys will be mailed on January 29<sup>th</sup> and the second wave will be mailed on February 5<sup>th</sup>. A final report of the survey findings will be presented to the City in April.

What is the National Citizens Survey? The National Research Center, Inc. (NRC) is a leading research firm specializing in performance measurement and evaluation of local governments, foundations and not-for-profit human service agencies throughout the United States. In 2001, NRC partnered with the [International City/County Management Association](#) (ICMA) to create [The National Citizen Survey™](#) (The NCS™), a uniform survey tool used by widely diverse local jurisdictions across the U.S. to assess resident satisfaction with community amenities and government service provision. Over 350 communities throughout the country participate in the NCS. The survey is comprehensive and covers a wide range of City services and local policies.

Why does Stillwater or any city want to participate in such a survey? It is really very simple and can be summarized in one statement. *The first and last measure of good government is citizen satisfaction.* The survey is designed to help City government better understand what citizens think about their local government services and programs. It is a lot like a report card. If the City is getting good grades in a certain area, we need to keep doing what we are doing. If we get a not so good grade in other areas, we need to take a very close look at what we can do differently to help citizens be better satisfied. It will also let us see how we “stack up” as compared to the other 350 cities participating in the survey.

Your input and opinion is extremely important. If you are one of the 1,200 households selected by the National Research Center, we encourage you to take the time to participate. Your answers will help the Stillwater City Commission make decisions that affect our community. The survey form is clear and easy to complete, and participation is completely anonymous.

*City Connection is brought to you by the City of Stillwater as a public service to provide regular information about City services and to respond to general questions asked by the public about their local government. Today's information is provided by the City Manager's Office. For further information, please contact Patti Osmus at 405-742.8209 or by email at [posmus@stillwater.org](mailto:posmus@stillwater.org).*