City Communications Survey

2022

City of Pendleton
500 SW Dorion Avenue
Pendleton, OR

Introduction

City of Pendleton Communications Survey

The Pendleton City Council has set improving communications between the Community and the City Council/Mayor's Office/City of Pendleton as one of the primary council goals. In the summer of 2022, the City launched a communications survey designed to help gauge current conditions and guide communication decisions.

Methodology

The City of Pendleton Communications Survey 2022 ("the survey") was conducted via SurveyMonkey, an online-based survey software. Hard copies of the survey were made available at Pendleton City Hall. The survey link was sent out via the City of Pendleton Facebook page, in the City Newsletter, and included in the July insert in Pendleton utility bills, which are mailed to all utility customers. A press release went out to local media on July 1, and the East Oregonian newspaper both ran the press release and had an editorial discussing the survey (see Appendix B).

The survey opened on July 1, 2022 and closed on August 15, 2022. Those who completed the survey before July 31 and provided contact information, either an email address or phone number, were entered into a drawing for one of four $25 gift cards. Of the 284 survey responses received by July 31, 87 percent provided contact information for a chance to win one of the gift cards. Winning numbers were drawn on Aug. 1.

In total, 340 participants took the communications survey with a completion rate of 100%. The survey took participants an average time of 7 minutes 26 seconds to complete with most participants answering all questions. The most-skipped question was Question 14: What would you change on the City of Pendleton website; 135 participants skipped this open-ended question.

Report Format

This report breaks down the information gathered in the City of Pendleton Communications Survey 2022. The survey included 20 questions that fit into five main categories. In this report, these are broken down under the following headings:

- About the Participants: Demographics of the participants, including time spent in Pendleton
- About the Information Sources: Where participants found information about the City of Pendleton
- About Communication: Overall feelings about the City of Pendleton and its communication
- About the Website: Use of the City of Pendleton website
- Suggestions for Improvement: open-ended questions for participants to provide feedback and share stories of communication

This report also includes an executive summary and suggestions for next steps. Full survey questions and answers are included in Appendix A.

Summary

Survey participants felt informed about the City of Pendleton but suggest the city has room for improvement across all communication channels.

More than half (56%) of survey respondents felt well informed or somewhat informed about the City of Pendleton. The same percentage (56%) also felt the City of Pendleton does not share information *often* enough, and slightly more participants (57%) said the city does not share *enough* information.

Participants were most likely to find information about the City of Pendleton on social media, followed by the City of Pendleton website, and then news media. Participants said the City of Pendleton is communicating well through Facebook, newsletters, and press releases, although there is room for improvement. Survey respondents who use social media felt the City's Facebook page is well run, and response to the city's website was mixed.

Overall, participants want the City to share more information and to share information more often. The top categories participants want to hear about are construction, City Council and administrative decisions, emergency preparedness, and economic development. Multiple respondents commented that having this kind of survey was a step in the right direction. Survey participants would like opportunities to interact and provide feedback.

The full survey and responses are included in the Appendix A.

"The city is trying really hard to improve communication which is great, however communication is a 2-way street and the city leadership could definitely improve on their listening skills."
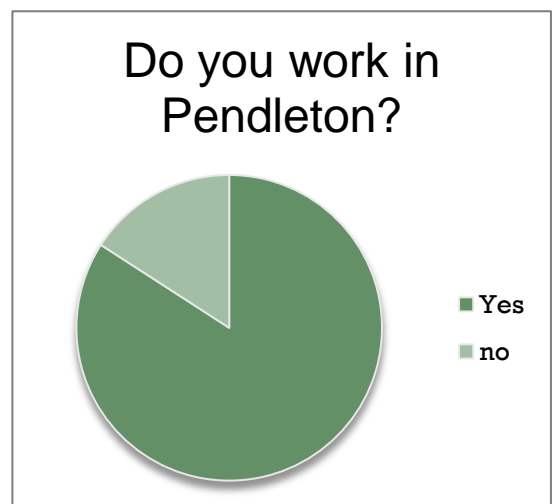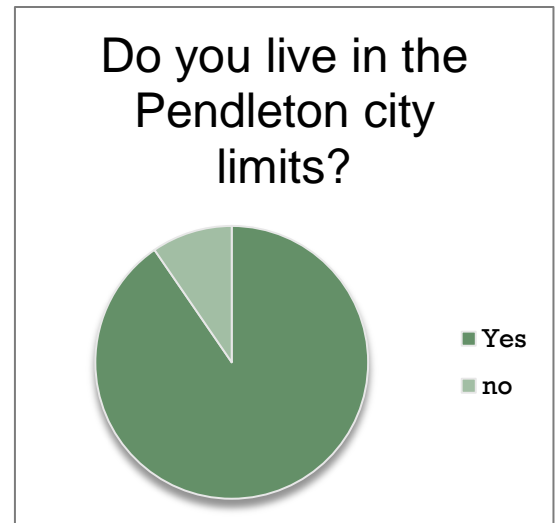
About the Participants

The City of Pendleton Communications Survey received 340 responses.

Of those participants, most (332) provided demographic information on age, number of years in Pendleton and whether they lived/worked within the City. Participants ranged across all age categories, but the majority (56%) of participants were between the ages of 18 and 39. Age categories included Under 18 (1.21%), 18-29 (26.28%), 30-39 (30.21%), 40-49 (18.73%), 50-59 (12/69%), or 60+ (10.27%). Of the participants, 90% lived in the City of Pendleton and 84% worked in the City of Pendleton.

Although the survey respondents included non-residents, new residents, and longtime residents, the largest groups of survey participants were split between newer residents, those who have lived in the City of Pendleton for 1-5 years (23.87%), and longtime residents who have lived in the city for 26 years or more (22.66%).

Longtime Pendleton residents were most likely to feel very informed or not informed at all about the City of Pendleton. Of participants who said they felt well informed about the city, 48.57% had lived in the city of Pendleton 21 years or more. Of those who responded "Not informed at all," 64.29% had lived in the city of Pendleton more than 20 years.
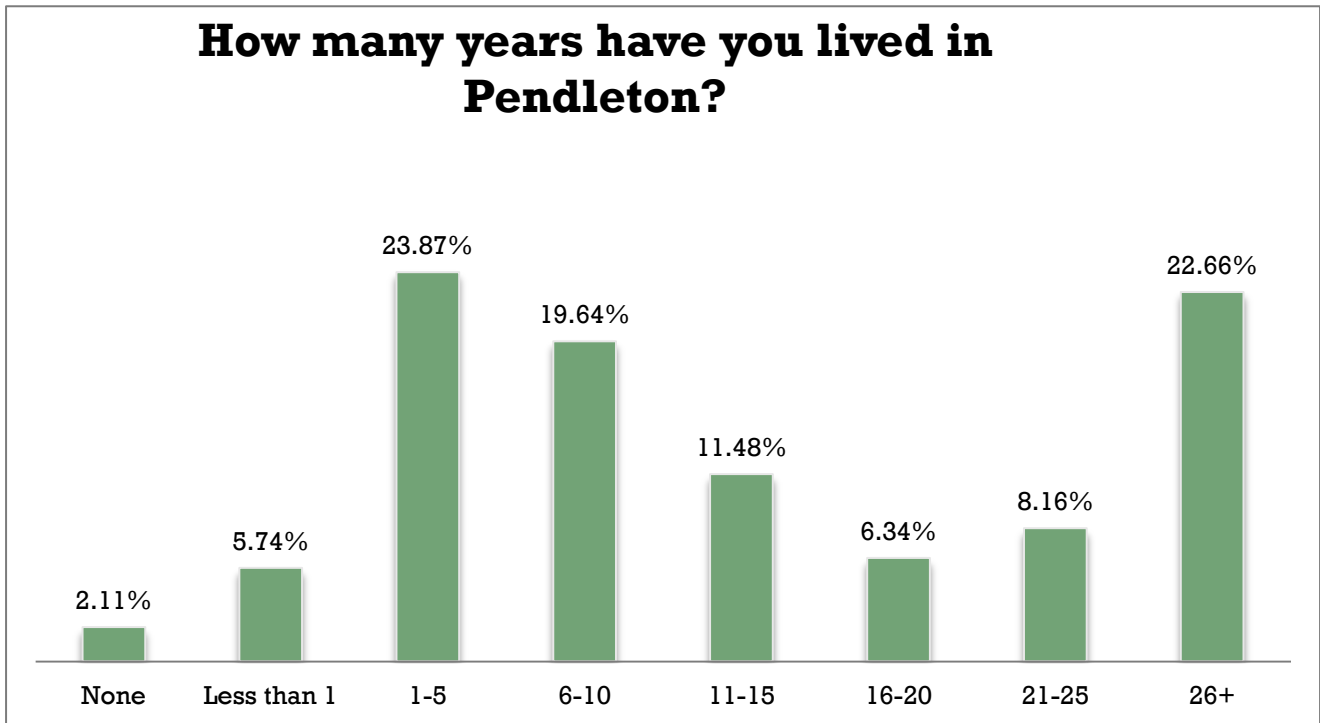
Figure 1: Residential Status

90 percent of survey participants live in the City of Pendleton, and 84% work in Pendleton

How many years have you lived in Pendleton?

23.87%

22.66%

19.64%

11.48%

8.16%

6.34%

5.74%

2.11%

| None | Less than 1 | 1-5 | 6-10 | 11-15 | 16-20 | 21-25 | 26+ |

About the Information Sources

Participants were most likely to find information about the City of Pendleton from Facebook, including pages for City Departments (such as Parks and Recreation or the Pendleton Public Library), the City Facebook page, and community Facebook Groups. One-third of survey respondents found information on the City's Website, but only 15% responded the City Website was the place they used most often to find information.

When asked what information source they used the most often to find information about the City of Pendleton, survey participants responding with the City Facebook page (25%), a department Facebook page (21%), the City website (15%) and Community Facebook Groups (9%). Some participants reported using local print media (8%), Twitter (7%), local online media (6%) and Instagram (2.4%) as the primary source for city information.
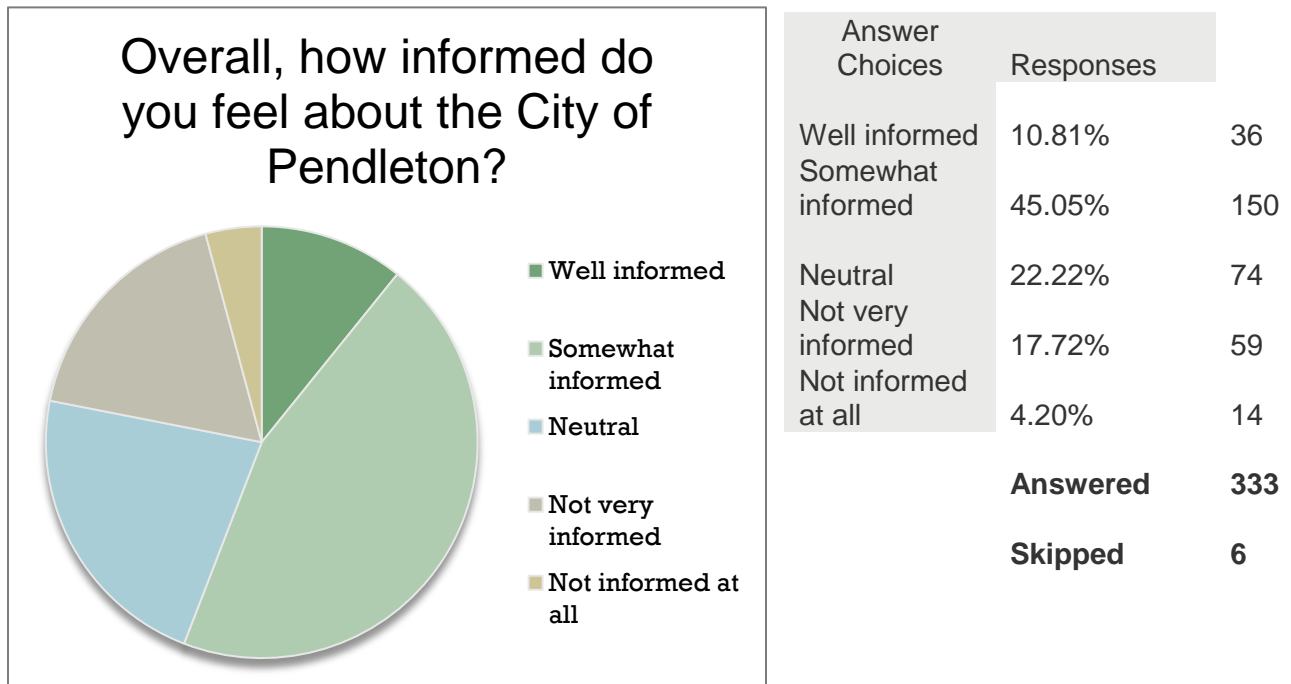
Those who said they felt well informed about the City of Pendleton were the group most likely to find information on the City's website (28.57%). Those who were "somewhat informed" primarily used the City's Facebook age as an information source (30%) .

About Communication

In the question, "Overall, how informed do you feel about the City of Pendleton," more than half of participants felt somewhat informed or well informed about the city. Seventy-four participants (22%) gave a neutral answer to the question, and less than a quarter, 22% felt "not very informed" or "not informed at all."

Figure 3: How informed do you feel about the City of Pendleton

Answer Choices	Responses	
Well informed	10.81%	36
Somewhat informed	45.05%	150
Neutral	22.22%	74
Not very informed	17.72%	59
Not informed at all	4.20%	14
Answered		**333**
Skipped		**6**

Overall, how informed do you feel about the City of Pendleton?

- ■ Well informed
- ■ Somewhat informed
- ■ Neutral
- ■ Not very informed
- ■ Not informed at all

More than 50% of survey respondents felt the city does not share information often enough and that the city does not share enough information when it communicates. Only 5% of respondents thought the city shares too much information.

Participants weighed in on what types of information they would like the city to share. Participants could select as many options as applied from a list that included 16 different topics (*See Figure 4 for full list*) and a space for "Other."

Overall, the most selected topics were Construction (62%), City Council Meetings and Decisions (53%), Emergency Preparedness and Response (52%), Public Safety (52%) and Economic Development (49%).

Figure 4: What types of Information would you like the city of share? Select all that apply

Topic	Percent	Number
Construction (current and upcoming city projects)	62.46%	208
City Council Meetings and Decisions	52.55%	175
Emergency Preparedness and Response (preparation and active response to incidents, such as flooding or weather events)	52.55%	175
Public Safety (Police, Fire, and ambulance services)	51.95%	173
Economic Development	49.25%	164
Code Enforcement	48.65%	162
Parks and Recreation Activities and Classes (including youth and adult programs)	42.64%	142
Public Works Projects (including street, water, and sewer)	42.04%	140
Utility Rates	39.34%	131
Parks and Recreation Projects (such as playground repairs/replacements, park upgrades)	38.44%	128
Library Programs	37.84%	126
New Initiatives	37.84%	126
Aquatic Center	35.74%	119
Finance and Budget	33.63%	112
Zoning Changes	26.43%	88
Other Public Meetings	21.32%	71
Other (please specify)	6.61%	22

Those who checked the box for "Other" could provide specifics. Here are some of those answers:

- Long term plans for running the city

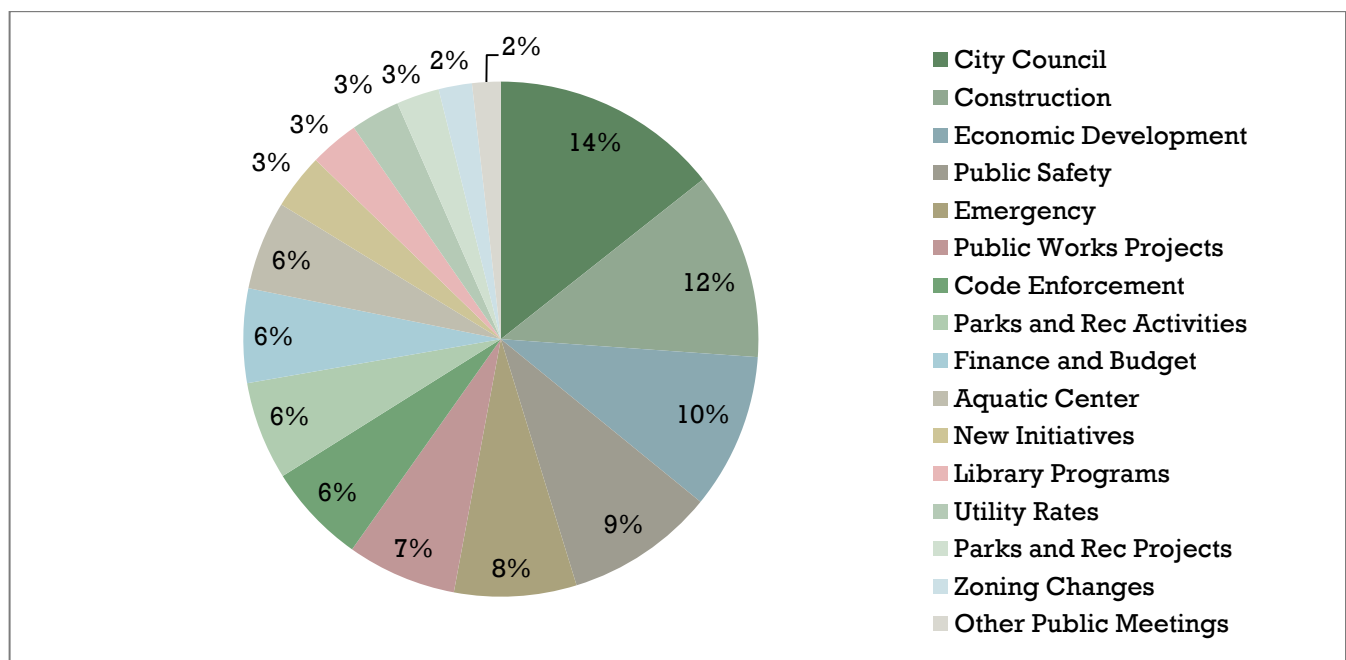- Why are sewer and water rates SO HIGH???

- New building permit approvals, so we'll have an idea about projects being built around town. These used to be reported in the city's monthly newsletter.

- Public safety information such as areas seeing increase in crimes

- Notification to effected businesses that the entrance will be blocked so your clients cannot enter.

- All the above

- Special events

- Explanation of overall strategies and philosophies of city government and economic development

In addition to selecting what topics the city should share, participants were also able to rank the types of information most important to them. Participants chose the three most important categories, marking one as "most important," one as "second most important," and one as "third most important."

Figure 5: Of all the types of information the city shares, please choose the three most important to you (weighted answers)

To calculate the weighted value, topics chosen as "most important" were given a weight of three, topics chosen as "second most important" were given a weight of two, and topics with a weight of "third most important" were given a weight of one. Find the weighted values as percentages in Figure 5.

A comparison of the topic rankings between Question 4 and Question 5 can be found in Figure 6.

Figure 6: Comparison of Topic rankings in Question 4 (What types of information would you like the city to share? Select all that apply) and weight responses to Question 5(Of the types of information the city shares, please choose the three most important to you)

Topics participants want to hear more about	Topics by weighted importance
1. Construction	1. City Council
2. City Council	2. Construction
3. Emergency	3. Economic Development
4. Public Safety	4. Public Safety
5. Economic Development	5. Emergency
6. Code Enforcement	6. Public Works Projects
7. Parks and Rec Activities	7. Code Enforcement
8. Public Works Projects	8. Parks and Rec Activities
9. Utility Rates	9. Finance and Budget
10. Parks and Rec Projects	10. Aquatic Center
11. Library Programs	11. New Initiatives
12. New Initiatives	12. Library Programs
13. Aquatic Center	13. Utility Rates
14. Finance and Budget	14. Parks and Rec Projects
15. Zoning Changes	15. Zoning Changes
16. Other Public Meetings	16. Other Public Meetings

The information from Question 5 aligned closely, but not exactly, with the information participants would like to know more about. City Council Meetings and Decisions was the most answered topic in both the most important and second most important categories, giving it a weighted average of 14%, higher than the weight average of the importance of construction (12%). This suggests that while participants are most

interested in hearing more about construction, information about City Council is slightly more important to participants.

In the survey, Question 15 focuses specifically on information and awareness of City Council meetings and City Council decisions. In that area, almost all participants fell into one of two categories: Yes, but there is room for improvement (44%) or No, I am not aware and would like to learn more (37%). Participants could also answer "Yes, I feel well informed" or "No, but this is not a priority for me."
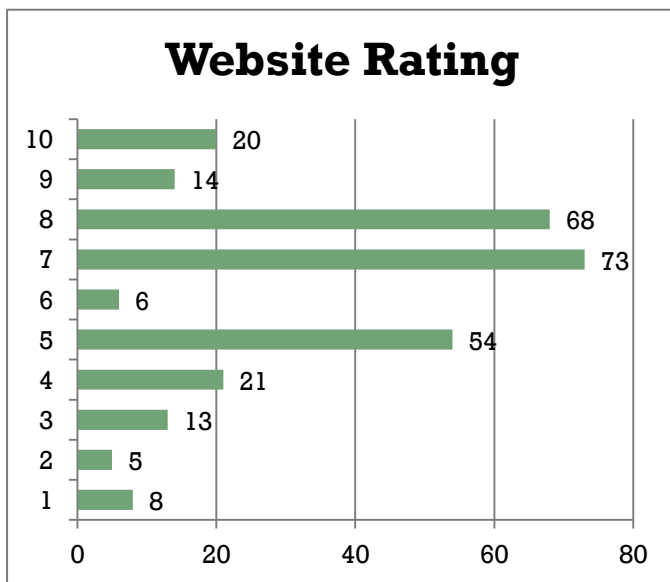
One survey participant commented, "(The City of Pendleton) informs us well on projects, but I seem to hear about it after the fact. I'd like to hear about things that are still being discussed or voted on."

About the Website

Multiple of the questions in the survey focused on the City of Pendleton's website, https://pendleton.or.us/. On a scale of 1 to 10 , survey respondents rated the website an average score of six. Numbers ranged between a rating of 1, the lowest possible rating, and 10, the highest rating. The most common rating was 7, at 26% of the responses, followed by 8, then 5.

Survey participants were split on the effectiveness of the City website. Although 39% of respondents said the website was easy to use, only 34% said they could typically find the information they were looking for. When asked "How well do you agree with the statement, 'I can usually find
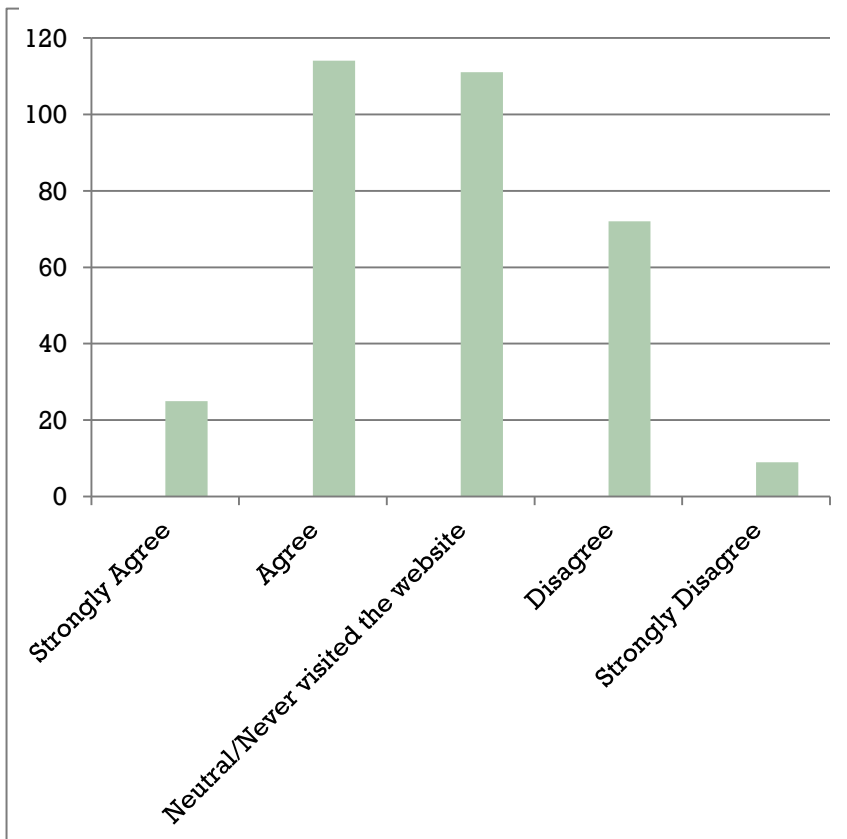
the information I am looking for on the City of Pendleton website," 21.75% of participants disagreed.

There appears to be a correlation between participants who did not feel informed about the City of Pendleton and ability to access information on the City website. Half of participants who responded they did not feel informed about the City of Pendleton also disagreed with the statement "I can usually find the information I need on the City of Pendleton website." Within the participants who did not feel informed at all about the City of Pendleton, only 7% could usually find needed information on the City of Pendleton's website.

This correlation applies across categories of how well informed participants felt. Of those participants who responded that they were "well informed" about the City of Pendleton, 71.41% found information about the City of Pendleton on the City's website. This is compared to only 34% of those who were "somewhat informed" who found information on the City's website, 24% of those who responded neutral, and 22% of those who responded "not very informed." Of those participants who do not feel informed at all, 28% used the City's website to find information.

Figure 8: How well do you agree with the statement, "I can usually find the information I am looking for on the City of Pendleton website," based on your experience?

A conclusion from this could be participants are more likely to feel informed if they can find information on the website.

Although 33 percent of participants said they did find information about the City of Pendleton on the City Website, only 15% used the website as their primary information source, compared to 25% who use the City Facebook page and 21% who primarily use a Department Facebook page.

The most common frequency for visiting the City's website was "a few times per month," followed by once a week. About 21% of respondents visit the website "a few times per year," and in the survey, 51 participants, or 15%, do not regularly visit the City Website.

What would you change on the City of Pendleton website?
- Most recent information pertaining to our city be posted first. Make the search bar more user friendly
- I would love to see some photos of what makes Pendleton awesome and beautiful, right in my face when I first land on the website
- Easier navigation
- More mobile device friendly
- Color and font
- Although much better than it was a few years ago, the website is still static and not engaging

Suggestions for Improvement

Throughout the survey, participants had opportunities to comment on what is going well and what could be improved in City of Pendleton communications. The final survey question gave participants an open-ended opportunity to weigh in on how to improve City Communications. Multiple participants asked for more updates on social media, and multiple people stressed having social media and website pages updated with accurate information.

Another recurring theme throughout the feedback was having opportunities for community members to provide feedback or reach out before decisions are made.

Here are some of the comments:

- I would enjoy better access to city councilors, maybe a regular open forum for discussion, outside of the comment period at Council meetings.
- I think the community would be better serviced if the city leadership would spend less time TALKING about what they think their important projects are and more time LISTENING to the needs of the businesses.
- Transparency and details, especially when things are changing. Folks want to know what's being built, they need to know when service or access is going to be disrupted, and they want to know what events are happening.
- Have regular survey's like this. Maybe have a citizen's advisory counsel, maybe you have one, but it isn't clearly stated. Thank you.

Survey comment:
"Would love to hear more about activities, programs, classes, parks and rec stuff more often. And more formal options for city feedback. Outside of leaving comments on Facebook posts, a real structured options for feedback and q and a would be great"

Many comments referenced city representatives not communicating or an overall negative impression of the city. Positive communication and opening opportunities for engagement could help resolve that issue.

Some feedback was department or location specific, such as the reader board at the Pendleton Convention Center or the Path to Success initiative. The full comments are included in the Appendix.

Multiple survey participants also gave suggestions for improvement the City is already doing; this suggests the City of Pendleton could do more to promote existing programs. For example, multiple respondents said City Council meetings should be available live online, and city meetings are currently streamed online through Zoom.

Next Steps

Overall, the next steps should be to share more information, more often, and to let the community know of initiatives, programs, and meetings already taking place.

In addressing construction, the City is currently working on a projects page that will provide community members some of the information requested. The website committee should evaluate the feedback and update the City of Pendleton website with more current information and easier navigation using the website-specific feedback.

To increase engagement, the City could also consider some sort of Q and A or other feedback solution to actively engage with community members. The City could do more to give interested community members a chance to provide that feedback and interaction.

Repeating the survey at a future date would give information on whether those methods were successful.

"I think the City has information available for people that want it."

Appendix A

Full Survey Responses

1. Do you live in the Pendleton city limits?

Answer Choices	Responses	
Yes	90.42%	302
no	9.58%	32
Answered		**334**
Skipped		**5**

2. Do you work in Pendleton?

Answer Choices	Responses	
Yes	84.13%	281
no	15.87%	53
Answered		**334**
Skipped		**5**

3. Overall, how informed do you feel about the City of Pendleton?

Answer Choices	Responses	
Well informed	10.81%	36
Somewhat informed	45.05%	150
Neutral	22.22%	74
Not very informed	17.72%	59
Not informed at all	4.20%	14
Answered		**333**
Skipped		**6**

4. What types of information would you like the city to share? Select all that apply

What types of information would you like the city to share? Select all that apply

Answer Choices	Responses	
Aquatic Center	35.74%	119
City Council Meetings and Decisions	52.55%	175
Code Enforcement	48.65%	162
Construction (current and upcoming city projects)	62.46%	208
Economic Development	49.25%	164
Emergency Preparedness and Response (preparation and active	52.55%	175
Finance and Budget	33.63%	112
Public Safety (Police, Fire, and ambulance services)	51.95%	173
Library Programs	37.84%	126
New Initiatives	37.84%	126
Other Public Meetings	21.32%	71
Parks and Recreation Projects (such as playground repairs/repla	38.44%	128
Parks and Recreation Activities and Classes (including youth an	42.64%	142
Public Works Projects (including street, water, and sewer)	42.04%	140
Utility Rates	39.34%	131
Zoning Changes	26.43%	88
Other (please specify)	6.61%	22
Answered		**333**
Skipped		**6**

Response Date Other (please specify)

Aug 03 2022 02:36 PM Long term plans for running the city

Jul 31 2022 07:36 PM   Why are sewer and water rates SO HIGH??? Why does the city allow America Westbtours park their gigantic buses on Main Street? The boat people get putt maybe eat and very few pack trinkets back to the bud. Why can't you give people that pay taxes to keep your top heavy staff with jobs. It aggravates me to go to mainstream to shop and I can't find a parking spot because America West bus drivers park anywhere their little hearts desire (EVEN IN FRONT OF THE POST OFFICE)! It6ridiculous to allow this? Who do you think spends more money in Pendleton? America West Tours and their boat people or the PERMANENT RESIDENTS OF OUR COTY!

Jul 24 2022 04:23 PM   New building permit approvals, so we'll have an idea about projects being built around town. These used to be reported in the city's monthly newsletter.

Jul 24 2022 12:54 PM   Public safety information such as areas seeing increase in crimes

Jul 24 2022 12:37 PM   Notification to effected businesses that the entrance will be blocked so your clients cannot enter.

Jul 24 2022 10:50 AM   What events are happening in our city

Jul 19 2022 12:14 PM   All the above

Jul 18 2022 12:02 PM   new businesses

Jul 17 2022 07:28 PM   Special events

Jul 12 2022 06:26 AM   Explanation of overall strategies and philosophies of city government and economic development

Jul 11 2022 03:13 PM   Events

Jul 11 2022 02:50 PM   New businesses

Jul 08 2022 10:52 AM   I want the right to have my opinion heard BEFORE decisions are made. The city makes this almost impossible now.
Jul 08 2022 03:26 AM   upcoming classes and lectures
Jul 07 2022 11:11 PM   Need to inform people somehow besides the E.O Newspaper not all people buys this news paper
Jul 07 2022 04:06 PM   Airport and UAS Range
Jul 06 2022 12:57 PM   Public Transit or Pendleton Transportation Committee
Jul 06 2022 12:12 PM   How citizens can get invovled with the City
Jul 05 2022 04:30 PM   We need more things to do around her. More businesses need to allowed to come to town. Let Pendleton grow
Jul 05 2022 02:11 PM   Planning Commission actions
Jul 05 2022 11:32 AM   Everything
Jul 01 2022 01:13 PM   Transparency on city employees' hiring, firing and resigning

5. Of the types of information the city shares, please choose the three most important to you. Mark one in each column.

Of the types of information the city shares, please choose the three most important to you. Mark one in each column.								
	Most Important		Second Most Important		Third Most Important		Total	Weighted Average
Aquatic Center	37.25%	19	31.37%	16	31.37%	16	51	1.94
City Council Meetings and Decisions	48.72%	57	33.33%	39	17.95%	21	117	1.69
Code Enforcement	29.51%	18	34.43%	21	36.07%	22	61	2.07
Construction (current and upcoming city projects, not including p	31.48%	34	41.67%	45	26.85%	29	108	1.95
Economic Development	30.21%	29	32.29%	31	37.50%	36	96	2.07
Emergency Preparedness and Response	28.57%	22	31.17%	24	40.26%	31	77	2.12
Finance and Budget	46.00%	23	28.00%	14	26.00%	13	50	1.8
Public Safety (Police, Fire, and Ambulance Services)	43.90%	36	26.83%	22	29.27%	24	82	1.85
Library Programs	12.12%	4	51.52%	17	36.36%	12	33	2.24
New Initiatives	22.22%	8	36.11%	13	41.67%	15	36	2.19
Other Public Meetings	20.00%	4	25.00%	5	55.00%	11	20	2.35
Parks and Recreation Projects	25.00%	7	28.57%	8	46.43%	13	28	2.21
Parks and Recreation Classes and Activities	37.93%	22	25.86%	15	36.21%	21	58	1.98
Utility Rates	42.86%	12	21.43%	6	35.71%	10	28	1.93
Public Works Projects (including streets, water, and sewer)	26.87%	18	38.81%	26	34.33%	23	67	2.07
Zoning Changes	33.33%	6	50.00%	9	16.67%	3	18	1.83
							Answered	332
							Skipped	7

6. What do you think about how often the City of Pendleton shares information?

Answer Choices	Responses	
Not often enough	56.40%	185
Just right	36.28%	119
Too often	7.32%	24
Answered		**328**
Skipped		**11**

7. What do you think about how much information the City of Pendleton shares?

Answer Choices	Responses	
Not enough	57.06%	190
Just right	37.84%	126
Too much	5.11%	17
Answered		**333**
Skipped		**6**

8. Where do you find information about the City of Pendleton? Select all that apply

Answer Choices	Responses	
City Website	33.33%	111
City Facebook page	45.35%	151
Department Facebook page	51.05%	170
Community Facebook Groups	33.33%	111
Instagram	13.21%	44
Twitter	17.72%	59
Monthly City Newsletter	15.92%	53
Local print media	28.23%	94
Local online media	26.43%	88
Radio	17.12%	57
From City Staff	10.81%	36
City Council meetings	8.71%	29
Website or Social Media from another Pendleton organization	23.72%	79
Other (please specify)	3.00%	10
Answered		**333**
Skipped		**6**

9. Of the information sources, which one do you use the most often to find information about the City of Pendleton?

Answer Choices	Responses	
City Website	15.32%	51
City Facebook page	24.92%	83
Department Facebook page, such as Pendleton Parks & Recreation, Pendleton Fire Department or the Pendleton Public Library	21.02%	70
Community Facebook Groups	9.01%	30
Instagram	2.40%	8
Twitter	6.91%	23
Monthly City Newsletter	1.80%	6
Local print media	7.81%	26
Local online media	5.71%	19
Radio	1.50%	5
From City Staff	0.90%	3
City Council meetings	0.90%	3
Website or Social Media from another Pendleton organization, such as the Pendleton Chamber of Commerce or Pendleton Downtown Association	1.50%	5
Other (please specify)	0.30%	1
Answered		**333**
Skipped		**6**

10. How often do you visit the City of Pendleton website?

Answer Choices	Responses	
Several times per week	13.55%	45
Once a week	22.59%	75
A few times per month	27.71%	92
A few times per year	20.78%	69
I do not regularly visit the City's website	15.36%	51
Answered		**332**
Skipped		**7**

11.   How well do you agree with the statement "The City of Pendleton website is easy to use," based on your experience?

	Responses	
Strongly agree	4.80%	16
Agree	39.04%	130
Neutral/ Never visited the website	35.44%	118
Disagree	18.02%	60
Strongly disagree	2.70%	9
Total		333
Answered		**333**
Skipped		**6**

12.   How well do you agree with the statement, "I can usually find the information I am looking for on the City of Pendleton website," based on your experience?

	Disagree	
Strongly Agree	7.55%	25
Agree	34.44%	114
Neutral/Never visited the website	33.53%	111
Disagree	21.75%	72
Strongly Disagree	2.72%	9
Answered		**331**
Skipped		**8**

13.   On a scale from 1 to 10, how would you rate the City of Pendleton's website?

Rating	Frequency	Average
1	8	6.440729483
2	5	
3	13	
4	21	
5	54	
6	6	
7	73	
8	68	
9	14	
10	20	
Answered	**329**	
Skipped	**10**	

14. What would you change on the City of Pendleton website?

Response Date   Responses
Aug 11 2022 07:43 PM NOTHING
Aug 11 2022 06:51 PM Most recent information pertaining to our city be posted first. Make the search bar more user friendly.
Aug 11 2022 06:19 PM Reduce invalid information
Aug 11 2022 11:49 AM Nothing
Aug 10 2022 10:58 PM The links to different departments could use some work
Aug 10 2022 09:29 PM Make it easier to search
Aug 10 2022 09:06 PM Clean it up and keep links up to date. Calendar of events kept up to date.
Aug 10 2022 07:34 PM Not sure
Aug 10 2022 04:27 PM More up to date on council meetings
Aug 10 2022 04:23 PM N/a
Aug 10 2022 04:14 PM I would love to see some photos of what makes Pendleton awesome and beautiful, right in my face when I first land on the website
Aug 10 2022 04:13 PM It's alright. It's fine.
Aug 10 2022 03:22 PM None
Aug 10 2022 03:22 PM I think it's pretty good!
Aug 10 2022 02:01 PM Easier to find answers to questions residents might have.
Aug 10 2022 01:45 PM Navigation
Aug 10 2022 01:20 PM None
Aug 10 2022 01:05 PM More push notifications- feels stagnant
Aug 10 2022 12:42 PM The way u can access the information
Aug 10 2022 12:39 PM The ordinances are terrible to find.
Aug 10 2022 12:39 PM More current issues like roads, construction etc
Aug 10 2022 12:29 PM Easier navigation
Aug 10 2022 12:25 PM The entire format
Aug 10 2022 12:24 PM Nothing overall I find it very easy to use
Aug 10 2022 12:23 PM I've never visited the site.
Aug 10 2022 11:53 AM More updates and I've cleaner menus
Aug 10 2022 11:43 AM Don't know
Aug 10 2022 11:36 AM Nothing
Aug 10 2022 11:35 AM N/A
Aug 10 2022 11:34 AM Better organized/more usable news section.
Aug 10 2022 11:28 AM I don't know. I feel like the use of social media would be better than focusing on the website. I don't purposely go to the site for information and I feel most people would see it first and foremost on Facebook before they would go looking on a website specifically.
Aug 10 2022 11:23 AM Not sure
Aug 10 2022 11:16 AM Nothing
Aug 09 2022 01:38 PM Would be nice if the information came to me through radio or announcements instead of me having to go search on the city website.
Aug 04 2022 06:45 PM I'm not sure
Aug 03 2022 02:36 PM Add a method for effectively communicating with City Councilors about the needs of the community. Or at least instructions for the most effective methods of communication with them. For example, there is nothing about contacting the councilors on the "Contact Us" or "Connect" links.
Jul 31 2022 07:36 PM Have someone volunteer to do the website rather than overpaying someone in city hall to do the job.
Jul 29 2022 06:33 PM Na

Jul 27 2022 12:55 PM   Make it easier to find information for specific departments and minutes ect.. Upcoming event and construction notifications

Jul 26 2022 08:42 PM   I haven't visited it often enough to know.

Jul 26 2022 02:11 PM   Nothing

Jul 25 2022 02:03 PM   More local information. For example, we were looking for the time of the start of the fireworks show. Nowhere to be found, even the Chamber site. Not everyone uses Facebook and the EO only publishes three times a week. Why not put local Pendleton information on the Pendleton Web site?

Jul 24 2022 08:23 PM   Navigation is very clumsy unless you know exactly what you are looking for.

Jul 24 2022 05:56 PM   Have more information

Jul 24 2022 04:23 PM   Not sure if currently a problem, but in the past agendas & minutes weren't always timely posted.

Jul 24 2022 12:54 PM   More mobile device friendly.

Jul 24 2022 12:37 PM   Front page, click here to go to this months activities .

Jul 24 2022 12:18 PM   Getting correct information, like contact information for a certain department that rings to a different department.

Jul 24 2022 12:05 PM   Nothing

Jul 24 2022 11:13 AM   Weekly updates

Jul 24 2022 11:11 AM   Update.

Jul 24 2022 10:53 AM   Some of the submissions for a recent grant contest did not go through in the initial pull from that data, so I think it would be good to look into that process and how to make it as efficient as possible.

Jul 24 2022 10:50 AM   More events happening

Jul 24 2022 10:31 AM   More user friendly

Jul 24 2022 10:26 AM   More information regarding citywide crime, and police response to deter it.

Jul 24 2022 10:18 AM   User friendly

Jul 24 2022 10:08 AM   Old outdated information most of the time. Layout is hard to follow

Jul 22 2022 11:15 AM   Make info easier to find. Who would think to go to the finance section to learn about the bus service, for example?

Jul 20 2022 06:58 PM   Never been on it

Jul 20 2022 01:43 PM   Clear instructions for paying water bills-it is hard to navigate-the pay site wants prior payment information which is not always in hand

Jul 20 2022 01:42 PM   Announce What is in Pendleton worthwhile to do except drinking activities

Jul 19 2022 05:17 PM   More friendly

Jul 19 2022 12:14 PM   N/a

Jul 19 2022 07:45 AM   Too much info is better than not enough

Jul 18 2022 08:32 AM   3 clicks or less to get to relevant information. Some information, like job postings, take multiple clicks to get the information.

Jul 17 2022 07:29 PM   It take a bit of looking to find the proper topic.

Jul 17 2022 07:28 PM   More tourist friendly. It would be amazing to have a video breakdown of whats happening each week. Like a quick 5-10 minute update in video form.

Jul 17 2022 10:25 AM   rebuild it from scratch.

Jul 16 2022 12:44 PM   Not familiar

Jul 12 2022 09:02 AM   get input from people outside of city employees of what information they are looking for

Jul 12 2022 06:26 AM   The city websites, including the meetings website, could be easier to navigate to find information; often have to click through multiple layers

Jul 11 2022 03:13 PM   Color and font

Jul 11 2022 02:50 PM   "Although much better than it was a few years ago, the website is still static and not engaging.

A city-wide map that is user interactive
User can click on categories of interest and map dots populate

ie parks, shopping, restaurants, specific types of business like salons, realtors"

Jul 11 2022 10:25 AM   "When following a link for aquatic center from another source, it required me to log in, the login didn't put me back where where I was, and I had to open a new tab and search.
It would be helpful if logging in under this circumstance redirected back to the city page you were last on. "

Jul 10 2022 10:35 AM   More information about economic development and opportunities for housing

Jul 09 2022 08:16 PM   no

Jul 09 2022 01:59 PM   Have important information on a banner. Highlight new and upcoming projects. Be able to clink on those to take you to the information.

Jul 09 2022 01:38 PM   Never been on it

Jul 09 2022 11:51 AM   Menu choices

Jul 09 2022 09:04 AM   nono

Jul 09 2022 09:04 AM   "no

Jul 09 2022 12:32 AM   "not change

Jul 08 2022 11:13 PM   convenient

Jul 08 2022 03:07 PM   Posting meeting agendas and minutes in a timely manner

Jul 08 2022 02:57 PM   Unsure, I realize that's not helpful. I have just looked for things before and either found not the right info or nothing before. Its hard to say *how to improve it

Jul 08 2022 02:26 PM   ?

Jul 08 2022 01:44 PM   Put all info in one place

Jul 08 2022 12:28 PM   Colour

Jul 08 2022 11:52 AM   More prominent FAQ, less static

Jul 08 2022 11:42 AM   More information on activities and construction also emergency

Jul 08 2022 11:32 AM   not sure

Jul 08 2022 11:25 AM   City activities access

Jul 08 2022 10:52 AM   I have no idea - AGAIN, information needs to be PUSHED OUT to citizens. Maybe, if mailing newsletters is too expensive, have them at the library for interested people to pick up once a month. People need to be able to get involved BEFORE decisions. Right now, the city Council seems like it's a fifedom and the mayor does not want any public involvement. It also feels like the mayor gets his cronies into open council positions. I am very unhappy with the quality of decisions made by the Pendleton city Council.

Jul 08 2022 10:30 AM   easier access to info on codes and construction

Jul 08 2022 09:34 AM   no

Jul 08 2022 08:01 AM   NO

Jul 08 2022 06:02 AM   Communication coverage width

Jul 08 2022 06:02 AM   About Human Resources

Jul 08 2022 06:01 AM   Communication coverage width

Jul 08 2022 06:01 AM   About Human Resources

Jul 08 2022 04:17 AM   Typography simple and clean

Jul 08 2022 03:26 AM   keep improving

Jul 08 2022 02:33 AM   Information about the city's economy

Jul 08 2022 02:15 AM   Upgrade their technology

Jul 08 2022 01:22 AM   no

Jul 08 2022 12:51 AM   Strengthen emergency preparedness and response.

Jul 08 2022 12:51 AM   Public places should be maintained in time.

Jul 08 2022 12:51 AM   I'll change the ads on the home page.

Jul 08 2022 12:51 AM   I wish the column had more content.

Jul 08 2022 12:51 AM   I want to improve public safety.

Jul 08 2022 12:51 AM   I want to change the clothing category.

Jul 08 2022 12:37 AM   "Web page layout

Jul 08 2022 12:37 AM   "Some policy announcements

Jul 08 2022 12:37 AM   "Some local notices

Jul 08 2022 12:37 AM   "Policy understanding
Jul 08 2022 12:36 AM   "Current part
Jul 08 2022 12:28 AM   There's nothing to change.
Jul 07 2022 11:08 PM   Make it more colorful
Jul 07 2022 11:08 PM   I will highlight the importance of safety issues
Jul 07 2022 10:54 PM   Site collection and ranking is mainly determined by the site articles and keywords, so a better ranking of the site is best to have better keywords and articles
Jul 07 2022 10:34 PM   "

High-quality content: adhere to the original content at any time is a major content to attract more people's attention, but also the search engine support, under this direction, the enterprise needs to maintain a higher frequency of updates...

Visitor attraction: the main source of visitors is the attraction of the website, generally through the website of the article, so in the construction of the article, need to pay attention to have the authority, at the same time to use more strict data...

Keywords in the domain name layout: often through the domain name for keywords to give publicity, publicity for the enterprise brand is a driving role. It can also help guide visitors to search better. Before making domain name selection... "
Jul 07 2022 09:55 PM   "Where government funds go
Jul 07 2022 09:21 PM   Cultural Diversity Tab
Jul 07 2022 08:34 PM   Nothing to change for the time being
Jul 07 2022 08:32 PM   Education and culture
Jul 07 2022 08:25 PM   No opinion I will research the site.
Jul 07 2022 08:16 PM   Nothing
Jul 07 2022 08:15 PM   Basic code knowledge, needless to say, a site search a lot of, here to say the things of fine tuning. Take the home page for example: Users browse in an F shape, that is, from the top left corner to somewhere else. Then we should adjust some popular click content or links on the home page to the upper left corner as far as possible, so that users can find the content they want to know in the fastest time when browsing the page, which can improve user satisfaction.
Jul 07 2022 06:48 PM   make it automatic to anyone living in Pendleton
Jul 07 2022 05:41 PM   Make searching easier
Jul 07 2022 04:56 PM   I don't know off the top of my head.
Jul 07 2022 04:42 PM   Na
Jul 07 2022 04:06 PM   Needs to be updated to really "well" the city. New photos, videos, easier user experience. Update the news more.
Jul 07 2022 03:30 PM   N/A
Jul 07 2022 03:10 PM   It's a little difficult to navigate in mobile form. Specifically, I have had a hard time getting to some of the library information while using my phone.
Jul 07 2022 02:51 PM   Needs to be more user friendly. Make the information easier to understand.
Jul 07 2022 02:41 PM   Public use, real-time sharing.
Jul 07 2022 02:40 PM   Updated in real time.
Jul 07 2022 02:40 PM   Real-time update, information sharing.
Jul 07 2022 02:40 PM   Convenient communication network foundation.
Jul 07 2022 02:30 PM   I don't understand this
Jul 07 2022 02:20 PM   I'm sorry I don't have any useful suggestions
Jul 07 2022 02:16 PM   Visually, the color can be adjusted. The current color is very uncomfortable
Jul 07 2022 02:10 PM   The level of detail could be upgraded
Jul 07 2022 02:07 PM   economic
Jul 07 2022 01:50 PM   Could be more user friendly

Jul 07 2022 01:44 PM   Aquatic center bus schedule is incorrect which resulted in my children waiting for a bus that wasn't coming!! Schedule says MWF and we were told when we called that the bus runs T/Th. We have not tried again to ride it since that happened. Huge safety issue for younger kids who might not have phones. On an unrelated note I did not know about the mother-son dance this year until it was actually happening, so we didn't get to go.

Jul 07 2022 01:22 PM   Ease of access, it's hard to navigate

Jul 07 2022 01:20 PM   Listing more info

Jul 07 2022 12:50 PM   No idea at this time

Jul 07 2022 12:38 PM   Update it more often please.

Jul 07 2022 12:29 PM   The layout is so cluttered that the latest news is not in the front row

Jul 07 2022 12:13 PM   Make it easier to use

Jul 07 2022 12:12 PM   More user friendly

Jul 07 2022 08:46 AM   It would be great if there were a link that connects all the city websites together instead of having to go to each departments website.

Jul 06 2022 05:12 PM   The search function is somewhat useless unless.

Jul 06 2022 12:57 PM   The Committees section of the website, such as list of members, roles and responsibilities of the committees, post each committee's mission statement. When we had the discussions happening with Uber, it would have been a great time to educate the public about the difference of subsided rides and Leter Bus versus private rides. The importance of a contractor to carry out the subsided rides services.   Also, social media and website to notify/share aspects of the city, ie roads, repairs, ODOT roads, outside contractors, winter or water issues.

Jul 06 2022 12:12 PM   Put more current news on the home page (including city council meetings), with quick links to payments, library and parks/rec

Jul 06 2022 11:51 AM   I didn't know it existed

Jul 06 2022 09:31 AM   Unsure at this time

Jul 05 2022 08:27 PM   Update it, public works plans usually not up to date. See info on media go to website and can't find info or link doesn't work

Jul 05 2022 08:19 PM   Easier to navigate

Jul 05 2022 07:20 PM   Better design

Jul 05 2022 04:32 PM   It's not my go-to for city information. When I have looked, I can't find new information easily.

Jul 05 2022 04:30 PM   Let mote business come to town.Let Pendleton grow,we need more family things to do..

Jul 05 2022 02:50 PM   Never seen it.

Jul 05 2022 02:16 PM   More resources listed to help people.

Jul 05 2022 02:11 PM   More information about issues that committees are addressing, what plans are being worked on, what planning commission is working on and what is being done to grow our beloved Pendleton.

Jul 05 2022 11:32 AM   Nothing at all

Jul 05 2022 10:54 AM   More user friendly, define neighborhoods

Jul 05 2022 02:58 AM   Better user interface. It's cluttered.

Jul 04 2022 09:36 PM   Nothing

Jul 04 2022 05:08 PM   Information that is not BS propaganda spewed by the heads of propaganda from each department.

Jul 04 2022 11:47 AM   Some pages say pending update and have never updated the website

Jul 04 2022 11:23 AM   Layout.

Jul 04 2022 09:56 AM   Have the news at the top

Jul 04 2022 09:41 AM   Comment pages

Jul 04 2022 08:25 AM   Update to a modern format.

Jul 04 2022 07:31 AM   I've never visited it

Jul 04 2022 07:27 AM   Some of the information is buried several layers deep and hard to find. There are also many pages that have severely outdated information.

Jul 04 2022 06:30 AM   not much
Jul 04 2022 06:03 AM   More links to it included in stories online
Jul 04 2022 05:14 AM   unsure
Jul 01 2022 01:13 PM   I'd like more information about staff changes.

15. Do you feel informed about Pendleton City Council meetings and the City Council decisions?

Answer Choices	Responses	
Yes, I feel well informed	12.99%	43
Yes, but there is room for improvement	44.41%	147
No, I am not aware and would like to learn more	37.16%	123
No, but this is not a priority for me.	5.44%	18
	Answered	**331**
	Skipped	**8**

16. In your opinion, what is the City of Pendleton doing well in communications?

Aug 11 2022 11:49 AM   What they can.
Aug 10 2022 10:58 PM   I do like the newsletters, but feel sometimes they are redundant
Aug 10 2022 09:29 PM   Emergency response communications
Aug 10 2022 09:06 PM   Library does a great job.
Aug 10 2022 07:34 PM   Facebook updates
Aug 10 2022 04:27 PM   Parks and recreation
Aug 10 2022 04:13 PM   Trying to provide activities and entertainment for residents
Aug 10 2022 03:22 PM   Regular Facebook updates on current events
Aug 10 2022 03:22 PM   Library and Park & Rec Facebook
Aug 10 2022 02:01 PM   Parks and Rec and the library do well with communications
Aug 10 2022 01:45 PM   Events
Aug 10 2022 01:20 PM   Press releases are good
Aug 10 2022 12:42 PM   Nothing
Aug 10 2022 12:39 PM   Parks and Rec does a great job!
Aug 10 2022 12:39 PM   Na
Aug 10 2022 12:35 PM   Social media
Aug 10 2022 12:29 PM   Trying to get information out and doing this survey
Aug 10 2022 12:25 PM   They try
Aug 10 2022 12:24 PM   Unsure
Aug 10 2022 12:23 PM   N/a
Aug 10 2022 11:53 AM   Newsworthy stories are always updated and informative
Aug 10 2022 11:43 AM   No
Aug 10 2022 11:36 AM   Keeping the community informed of most minor and major projects and activities
Aug 10 2022 11:35 AM   Nothing
Aug 10 2022 11:34 AM   It's usually easy to figure out info that you need without trying too hard.
Aug 10 2022 11:28 AM   We always seem to know more about some event to bring in tourists than the decisions made by the city counsel.
Aug 10 2022 11:23 AM   So so

Aug 10 2022 11:16 AM   Keeping resident informed on important matters

Aug 09 2022 01:38 PM   I don't think they are honest about people being let go from high ranking positions. It's shameful and needs to stop!

Aug 04 2022 06:45 PM   Social media posts.

Aug 03 2022 02:36 PM   CoP leaders do a GREAT job of publicly congratulating themselves on jobs well done on their pet projects around town. However, they fail to realize that most people see this for what it is: blatant propaganda meant to justify unnecessary bureaucracy and expense.

Jul 31 2022 07:36 PM   Having around Up and spending my hard earned taxes on frivolous unneeded activities theater should be paid for by the Round Ip Association.

Jul 29 2022 06:33 PM   na

Jul 29 2022 09:47 AM   They have several outlets set up for communication - coffee hour on the radio, email newsletter, notices in water bill

Jul 27 2022 12:55 PM   I think the main city webpage could be better and that the facebook page is updated more frequently but a lot of people don't use facebook

Jul 26 2022 08:42 PM   The Facebook page includes good information that is important.

Jul 26 2022 02:11 PM   Making sure they are in the newspaper, radio and flyers around town.

Jul 25 2022 02:03 PM   I think they are trying to get information to residents. Some of us oldsters would like to see more of it in the newspaper rather mostly on social media.

Jul 24 2022 08:55 PM   Radio

Jul 24 2022 08:23 PM   Its a work in progress

Jul 24 2022 06:33 PM   Emergency situations

Jul 24 2022 05:56 PM   Reaching out to us about our opinions with things like this survey.

Jul 24 2022 04:23 PM   Overall improved over last couple of years, newsletters generally informative, address relevant material, good tone (balance of positivity & challenges facing community).

Jul 24 2022 12:54 PM   Attempting to keep people in the loop

Jul 24 2022 12:37 PM   Day of activity alerts.

Jul 24 2022 12:18 PM   Nothing really comes to mind.

Jul 24 2022 12:17 PM   Info on social media has increased

Jul 24 2022 12:05 PM   There are plenty of sites available to find current information

Jul 24 2022 11:13 AM   Average

Jul 24 2022 11:11 AM   Telling media about things

Jul 24 2022 10:53 AM   Good relationship with EO, adequate social media pressence

Jul 24 2022 10:50 AM   Sharing some events

Jul 24 2022 10:31 AM   Using social media

Jul 24 2022 10:26 AM   Monthly posts regarding city council meetings

Jul 24 2022 10:18 AM   Ok

Jul 24 2022 10:17 AM   The city's presence on social media is very good compared to the other cities in the county (which I also follow)—especially during the pandemic. I also like the newsletter, and that so many city staff are a part of Rotary.

Jul 24 2022 10:17 AM   Nothing

Jul 24 2022 10:08 AM   Not sure

Jul 22 2022 11:15 AM   When asked, they work hard to get the answers needed.

Jul 20 2022 06:58 PM   Getting news out about upcoming events

Jul 20 2022 01:43 PM   Recent change in the PDC advisory was well explained

Jul 20 2022 01:42 PM   Nothing

Jul 19 2022 05:17 PM   Not taking care of the roads

Jul 19 2022 12:14 PM   Once you establish relationships with people they keep you pretty well informed but if you don't have those it can be very difficult

Jul 19 2022 07:45 AM   Working with CTUIR to build capacity for all

Jul 18 2022 12:02 PM   radio presence

Jul 18 2022 08:32 AM   There is always room to improve, especially the website.
Jul 17 2022 07:29 PM   The website looks good, though not as easy to use as I would like.
Jul 17 2022 07:28 PM   Recent events
Jul 17 2022 10:25 AM   nothing
Jul 16 2022 12:44 PM   Not much
Jul 12 2022 09:02 AM   not as good as they could be
Jul 12 2022 06:26 AM   I like the Coffee Hour radio program
Jul 11 2022 03:13 PM   FB posts
Jul 11 2022 02:50 PM   basic info
Jul 11 2022 10:25 AM   This survey. Posting info about family activities
Jul 10 2022 10:35 AM   Parks and recreation communicates well about activities and schedules
Jul 09 2022 08:16 PM   Message update fast
Jul 09 2022 01:59 PM   It seems to be mostly info from My Columbia Basin. They do a way better job of getting
out the information.
Jul 09 2022 01:38 PM   It sure
Jul 09 2022 11:51 AM   I see they are making improvements in this area. Social media is where people will get
it.
Jul 09 2022 09:04 AM   no
Jul 09 2022 03:41 AM   Not a whole lot. Changes should be posted to website
Jul 09 2022 12:32 AM   municipal environment
Jul 08 2022 11:13 PM   Strengthen the management, establish the rules and regulations, the rapid and healthy
development of communication reporting
Jul 08 2022 02:57 PM   I appreciate the texts and emails about flooding. I do not personally live in a flood zone
but my neighborhood is and even before we moved, being available to help as needed is nice to have a heads
up
Jul 08 2022 02:26 PM   ?
Jul 08 2022 01:44 PM   Nothing. The only way to find out anything is to know someone
Jul 08 2022 12:28 PM   Doing very well
Jul 08 2022 11:52 AM   Frequency and lately improved content
Jul 08 2022 11:42 AM   Construction
Jul 08 2022 11:32 AM   sharing city meetings and decisions
Jul 08 2022 11:25 AM   .
Jul 08 2022 10:52 AM   Nothing! In fact it feels like the opposite – they actively try to suppress important things
going on. I really need to have a section in the local newspaper and/or hardcopy newsletters.
Jul 08 2022 10:30 AM   providing access to city functions
Jul 08 2022 09:34 AM   no
Jul 08 2022 08:13 AM   Everything was very good
Jul 08 2022 06:02 AM   Communication coverage width
Jul 08 2022 04:17 AM   Well informed
Jul 08 2022 03:26 AM   pre meeting agenda
Jul 08 2022 02:33 AM   The signal is good and you don't get disconnected very often
Jul 08 2022 02:33 AM   Communication connections are normal
Jul 08 2022 02:15 AM   Information quickly
Jul 08 2022 02:10 AM   yes
Jul 08 2022 01:22 AM   Fast communication speed
Jul 08 2022 12:51 AM   What I think is done well is fax.
Jul 08 2022 12:51 AM   What I think is doing well is data communication.
Jul 08 2022 12:51 AM   Upgrading cities requires a foothold in communication technology.
Jul 08 2022 12:51 AM   The level of construction has been improved.
Jul 08 2022 12:51 AM   Strengthen the exploration of communication technology.

Jul 08 2022 12:51 AM   I think the thing that did well was the phone.
Jul 08 2022 12:37 AM   timely
Jul 08 2022 12:37 AM   The communication is more comprehensive
Jul 08 2022 12:37 AM   It can better meet everyone's demand for message efficiency
Jul 08 2022 12:37 AM   High efficiency
Jul 08 2022 12:36 AM   Immediacy of updates
Jul 08 2022 12:28 AM   Very well informed.
Jul 08 2022 12:28 AM   The news is very timely.
Jul 08 2022 12:28 AM   The information is very accurate.
Jul 08 2022 12:18 AM   good
Jul 07 2022 11:11 PM   ???
Jul 07 2022 11:08 PM   There's a signal everywhere
Jul 07 2022 11:08 PM   Actively improve
Jul 07 2022 10:54 PM   The development and perfection of communication technology has gone through a very
complicated process, from the beginning of technical insufficiency to high technology content and great
application value, which has brought great changes to people's lives.
Jul 07 2022 10:34 PM   Visitor attraction: the main source of visitors is the attractiveness of the website,
generally through the article on the website, so in the construction of the article, we need to pay attention to the
authority, while using more strict data
Jul 07 2022 09:55 PM   There is no
Jul 07 2022 09:21 PM   Utilizing social media and updated resources to relay pertinent information.
Jul 07 2022 08:34 PM   Relatively comprehensive and reliable
Jul 07 2022 08:32 PM   common
Jul 07 2022 08:25 PM   I am not adequately connected connected
Jul 07 2022 08:16 PM   Putting out info about upcoming meetings.
Jul 07 2022 08:15 PM   Adhere to the rotation training system for publicity officers and the delivery training
system
Jul 07 2022 08:08 PM   Newsletter updated in time
Jul 07 2022 06:48 PM   not much
Jul 07 2022 05:41 PM   It's not
Jul 07 2022 04:56 PM   Posting on social media platforms...I won't pay for the east Oregonian.
Jul 07 2022 04:42 PM   Overall, I think the City of Pendleton does a great job of communicating. Maybe more
info about construction project timelines would be helpful.
Jul 07 2022 04:06 PM   The City of Pendleton departments are doing a nice job of managing their respective
communication channels. The overarching City of Pendleton lacks compared to how the departments are
communicating.
Jul 07 2022 03:44 PM   all needed more sharing
Jul 07 2022 03:30 PM   N/A
Jul 07 2022 03:10 PM   I like the monthly newsletters. I think the City has the information available for people
that want it.
Jul 07 2022 02:51 PM   I don't feel they are communicating well at all
Jul 07 2022 02:43 PM   Important progress has been made in infrastructure development.
Jul 07 2022 02:42 PM   We have a strong capacity for infrastructure development.
Jul 07 2022 02:41 PM   Infrastructure development has been basically improved.
Jul 07 2022 02:41 PM   Communication network is stable, convenient and fast.
Jul 07 2022 02:40 PM   Communication has developed rapidly and the network is stable.
Jul 07 2022 02:30 PM   The elderly are well taken care of
Jul 07 2022 02:24 PM   Font inconspicuous
Jul 07 2022 02:20 PM   I don't have a clue
Jul 07 2022 02:16 PM   Citizens have the right to feedback

Jul 07 2022 02:10 PM   Not so bad
Jul 07 2022 02:07 PM   I don't think there is any particular upside, just like any other city
Jul 07 2022 01:55 PM   Communication network infrastructure has been improved.
Jul 07 2022 01:50 PM   Ok
Jul 07 2022 01:44 PM   Nothing to report here
Jul 07 2022 01:22 PM   The Parks and Rec do a pretty good job on FB
Jul 07 2022 01:20 PM   Parks and rec
Jul 07 2022 12:50 PM   I have no opinion
Jul 07 2022 12:38 PM   It informs us well on projects, but I seem to hear about it after the fact. I'd like to hear
about things that are still being discussed or voted on.
Jul 07 2022 12:29 PM   At the very least, I have to give credit for not being harassed by random phone calls
Jul 07 2022 12:15 PM   pendleton
Jul 07 2022 12:13 PM   Using social media
Jul 07 2022 12:12 PM   Upgrading the lights and the interactive map
Jul 07 2022 08:46 AM   Parks and Rec along with the library uses a variety of media to explain their events.
Jul 06 2022 10:00 PM   Good Enough
Jul 06 2022 05:12 PM   Nothing
Jul 06 2022 12:57 PM   Add more current information to social media posts and keep your website details
updated.
Jul 06 2022 12:12 PM   Posting a little more on Facebook page than it used to.
Jul 06 2022 11:51 AM   I don't know
Jul 06 2022 09:31 AM   Easy to understand
Jul 05 2022 08:27 PM   Variety of sources
Jul 05 2022 08:19 PM   KUMA Coffee Hour
Jul 05 2022 07:20 PM   Not much
Jul 05 2022 04:32 PM   Good information and interviews with local media.
Jul 05 2022 04:30 PM   Not at all
Jul 05 2022 02:16 PM   better than before but always room for improvement.
Jul 05 2022 02:11 PM   Monthly news letter is great, but want more detailed info about what all the committees
are working on.
Jul 05 2022 11:32 AM   Yes
Jul 05 2022 10:54 AM   Not everyone uses social media
Jul 05 2022 02:58 AM   EO does well at reporting.
Jul 04 2022 09:36 PM   Facebook
Jul 04 2022 05:08 PM   First of all this survey is not configured for the actual citizens of pendleton that have to
live with shity decisions made by city oligarchy and spawn of round-up courts and directors past. It is designed
and operated by a group of people who have mismanagement the city into the pile of shit and homeless
disparity that it had become.
Jul 04 2022 11:47 AM   Facebook website is updated
Jul 04 2022 11:23 AM   Parks and rec does a great job.
Jul 04 2022 09:56 AM   There on the radio once or twice a month
Jul 04 2022 09:41 AM   passing questions to other staff that never responds
Jul 04 2022 08:25 AM   Some updates
Jul 04 2022 07:31 AM   .
Jul 04 2022 07:27 AM   During emergencies, I believe the city does a pretty good job of updating the immediate
needs. I have seen though when people respond to the Facebook posts that questions are not responded to
timely or at all.
Jul 04 2022 06:30 AM   council meeting, community events, constructions
Jul 04 2022 06:03 AM   News releases
Jul 04 2022 05:14 AM   unsure

Jul 01 2022 01:13 PM   Making meetings agendas and minutes available.

17.   Do you have a story of a communications experience with the City of Pendleton?

Aug 11 2022 11:49 AM No
Aug 11 2022 11:14 AM No
Aug 10 2022 10:58 PM   No
Aug 10 2022 09:06 PM The aquatic center....we booked a shelter for a mostly adult party and wasn't informed that the big lap pool and the diving boards would be closed during our party. No refunds or discounts and we were forced to hang out in the kiddie pool because of swim lessons. We would have picked a different date had we known.
Aug 10 2022 07:34 PM No
Aug 10 2022 04:23 PM No
Aug 10 2022 04:13 PM There is a lady at the permit office that's always grumpy. She needs training.
Aug 10 2022 03:22 PM No
Aug 10 2022 03:22 PM I am in regular contact with the library
Aug 10 2022 02:01 PM No
Aug 10 2022 01:45 PM No
Aug 10 2022 01:20 PM No
Aug 10 2022 01:05 PM Trying to find the activity guide was rough- also didn't know when it would release a new one
Aug 10 2022 12:42 PM No
Aug 10 2022 12:39 PM No
Aug 10 2022 12:39 PM No
Aug 10 2022 12:24 PM No
Aug 10 2022 12:23 PM N/a
Aug 10 2022 11:53 AM No
Aug 10 2022 11:43 AM No
Aug 10 2022 11:36 AM No
Aug 10 2022 11:34 AM No
Aug 10 2022 11:28 AM When Uber was first trying to get a foothold into the area I didn't understand why exactly we had to have a council meeting to determine if it was okay to allow them compete with our horrible existing cab service. Why did that need to happen at all? How many hardware stores does this town have, did they hold meetings every time a new one came to town to discuss the competition it might bring the existing stores? I would have liked to know more from the city about why that sort of gatekeeping was even necessary to begin with.
Aug 10 2022 11:23 AM No
Aug 10 2022 11:16 AM No
Aug 09 2022 01:38 PM No
Aug 04 2022 06:45 PM No
Aug 03 2022 02:36 PM Yes. Just a few years ago myself and several other people lobbied the city regarding a proposed policy that would negatively and profoundly effect certain businesses in the community. We met with several city leaders over a course of several months, had businesses and citizens write letters stating their particular concerns, and explained all this to the relevant committees and the Council on multiple occasions. However, we were ultimately brushed off by the mayor and city manager as a nuisance and the policy we opposed was put in place anyway.
Jul 31 2022 07:36 PM   Read the paper and vote Rick Rhodes to completely annihilate John Turner in the next mayoral election.
Jul 29 2022 06:33 PM   na

Jul 29 2022 09:47 AM   The city is trying really hard to improve communication which is great, however communication is a 2-way street and the city leadership could definitely improve on their listening skills. They don't "hear" any criticism or questions, they only want to share information about decisions they have already made, regardless of community input.

Jul 27 2022 12:55 PM   no

Jul 26 2022 08:42 PM   No

Jul 26 2022 02:11 PM   No

Jul 25 2022 02:03 PM   no

Jul 24 2022 08:23 PM   Na

Jul 24 2022 06:33 PM   Water runoff levels of McKay this spring

Jul 24 2022 05:56 PM   No

Jul 24 2022 04:23 PM   No.

Jul 24 2022 12:54 PM   No

Jul 24 2022 12:37 PM   Yes, CCS our children building entrances closed down and our clients were sent back to alert us that they could not enter.

Jul 24 2022 12:18 PM   No

Jul 24 2022 12:05 PM   No

Jul 24 2022 11:13 AM   No

Jul 24 2022 11:11 AM   No

Jul 24 2022 10:53 AM   Recently got help sorting out an issue. Charles Denight was a great help getting to the bottom of the problem and finding a solution.

Jul 24 2022 10:50 AM   No

Jul 24 2022 10:31 AM   No

Jul 24 2022 10:26 AM   no

Jul 24 2022 10:18 AM   No

Jul 24 2022 10:17 AM   Turning off my water and not getting any notification

Jul 24 2022 10:17 AM   The city's regular and positive Facebook posts during the pandemic were excellent. They did an excellent job walking a very tricky line.

Jul 24 2022 10:08 AM   How many gallons of drinking water is wasted at the splash pad? Is this a responsible use of drinking water? What is the true cost to the city to run the pad?

Jul 22 2022 11:15 AM   No

Jul 20 2022 06:58 PM   No

Jul 20 2022 01:43 PM   Attempting to pay past due water bill was a headache

Jul 20 2022 01:42 PM   Yes

Jul 19 2022 05:17 PM   No

Jul 19 2022 12:14 PM   No

Jul 19 2022 07:45 AM   Na

Jul 18 2022 12:02 PM   No

Jul 18 2022 08:32 AM   Many. Some have to do with staff bouncing requests for information. Some have to do with no follow-up back to the sender.

Jul 17 2022 07:29 PM   No

Jul 17 2022 07:28 PM   N/A

Jul 17 2022 10:25 AM   no

Jul 16 2022 12:44 PM   No

Jul 12 2022 09:02 AM   Library Holocausts exhibit. Found different dates on signage, print and social media

Jul 12 2022 06:26 AM   I do not feel like city leaders listen enough to the economic needs and desires of the business community. I have multiple experiences with this. The city manager is incompetent on these issues.

Jul 11 2022 03:13 PM   No

Jul 11 2022 02:50 PM   no

Jul 11 2022 10:25 AM   No

Jul 10 2022 10:35 AM   No
Jul 09 2022 08:16 PM   no
Jul 09 2022 01:59 PM   no
Jul 09 2022 01:38 PM   Spoken with the Pendleton Police department on a few minor incidents, they were always very helpful.
Jul 09 2022 11:51 AM   Saw a live FB of the beer fest. The person film need to share more excitement and mentioning people's name as they viewed.
Jul 09 2022 09:04 AM   no
Jul 09 2022 12:32 AM   none
Jul 08 2022 11:13 PM   Yes
Jul 08 2022 02:57 PM   See above
Jul 08 2022 02:26 PM   ?
Jul 08 2022 01:44 PM   Have reported many times about the fire danger. Around Tahoe and Tutuilla and the potential land slide from new homes on Tutuilla which was cut into hillside well above the standard slope.
Jul 08 2022 12:28 PM   Not at all
Jul 08 2022 11:52 AM   No
Jul 08 2022 11:42 AM   No
Jul 08 2022 11:32 AM   no
Jul 08 2022 11:25 AM   .
Jul 08 2022 10:52 AM   Whenever I have a question I called the city managers office. But mainly I find out, after the fact, about decisions are made. :-(
Jul 08 2022 10:30 AM   no
Jul 08 2022 09:34 AM   no
Jul 08 2022 08:13 AM   yes
Jul 08 2022 08:13 AM   no
Jul 08 2022 08:13 AM   no
Jul 08 2022 08:01 AM   NO
Jul 08 2022 06:02 AM   no
Jul 08 2022 04:17 AM   There is no
Jul 08 2022 03:26 AM   Pendleton
Jul 08 2022 02:33 AM   There are often
Jul 08 2022 02:15 AM   yes
Jul 08 2022 02:10 AM   yes
Jul 08 2022 02:10 AM   yes
Jul 08 2022 02:10 AM   yes
Jul 08 2022 12:51 AM   no
Jul 08 2022 12:37 AM   no
Jul 08 2022 12:37 AM   Yes, I have some messages
Jul 08 2022 12:37 AM   Yes, I called the right people
Jul 08 2022 12:36 AM   no
Jul 08 2022 12:18 AM   no
Jul 08 2022 12:18 AM   There are one or two before
Jul 08 2022 12:14 AM   yes
Jul 08 2022 12:14 AM   no
Jul 07 2022 11:11 PM   no
Jul 07 2022 11:08 PM   without
Jul 07 2022 11:08 PM   no
Jul 07 2022 10:54 PM   Listening to the bus station a station reported their station name, looking at the multifarious flashing neon, along the way, I understand the bustling and lonely city blocks, see the brilliant and precipitation of the city blocks.

Jul 07 2022 10:34 PM   Yes, my favorite classic scenic spots can attract me. Every time I visit them with my family, I feel very happy

Jul 07 2022 09:55 PM   Of course I have experience

Jul 07 2022 09:21 PM   No

Jul 07 2022 08:34 PM   no

Jul 07 2022 08:32 PM   yes

Jul 07 2022 08:25 PM   No

Jul 07 2022 08:16 PM   No

Jul 07 2022 08:15 PM   Yes

Jul 07 2022 08:08 PM   No communication experience

Jul 07 2022 06:48 PM   Yes I had my purse stolen out of Safeways, they have a pictureof the purp who is one of the homeless and the police know I will sign a complaint for theft yet nothing has happened.

Jul 07 2022 05:41 PM   No

Jul 07 2022 04:56 PM   Not that I can think of.

Jul 07 2022 04:42 PM   I like how responsive the Parks Dept is. I can always get a quick answer.

Jul 07 2022 04:06 PM   No

Jul 07 2022 03:44 PM   There is a home above mind that is ran down tall weeks and die tree, falling down fence a true fire hazard. I send a email each yr to code person and still a fire hazard.

Jul 07 2022 03:30 PM   N/A

Jul 07 2022 03:10 PM   I really appreciated the information that the City (and specifically the mayor) put out when the Covid regulations for public places started coming out. There was a lot of confusion and it was explained really well.

Jul 07 2022 02:51 PM   No I do not

Jul 07 2022 02:43 PM   NO

Jul 07 2022 02:42 PM   YES

Jul 07 2022 02:42 PM   NO

Jul 07 2022 02:41 PM   yes

Jul 07 2022 02:40 PM   yes

Jul 07 2022 02:40 PM   YES

Jul 07 2022 02:40 PM   NO

Jul 07 2022 02:36 PM   no

Jul 07 2022 02:24 PM   no

Jul 07 2022 02:20 PM   NO

Jul 07 2022 02:16 PM   no

Jul 07 2022 02:10 PM   No

Jul 07 2022 02:07 PM   I'm sorry,I don't have a special story. I'm like most people

Jul 07 2022 01:55 PM   yes

Jul 07 2022 01:50 PM   No

Jul 07 2022 01:44 PM   Yes, see above

Jul 07 2022 01:22 PM   O

Jul 07 2022 01:20 PM   Na

Jul 07 2022 12:50 PM   No

Jul 07 2022 12:38 PM   I feel we should have more information and input about how our tax money is spent on extras like dog parks.

Jul 07 2022 12:29 PM   What do you call communication? Holding signs and protesting loudly outside? All I need to know is what the city does

Jul 07 2022 12:15 PM   pendleton

Jul 07 2022 12:12 PM   No

Jul 07 2022 08:46 AM   No

Jul 06 2022 05:12 PM   The City Manager sometimes doesn't have a clue what his staff is doing. The city's residential solar program was assigned to an intern in the planning department. The city denied responsibility when residents, using the city's approved list of contractors, were left holding the bag when said contractor failed to pay subcontractors. Even though some city officials were aware of the problems, residents were not informed and the city failed to stand behind their program and denied any responsibility for the failure.
Jul 06 2022 12:57 PM   I went to ODOT correspondence to find out why the cones are on Emigrant Street.
Jul 06 2022 11:51 AM   No
Jul 06 2022 09:31 AM   Not at this time
Jul 05 2022 08:27 PM   Donna Biggerstaff does well communicating
Jul 05 2022 08:19 PM   No
Jul 05 2022 07:20 PM   Nope
Jul 05 2022 04:32 PM   No
Jul 05 2022 04:30 PM   None
Jul 05 2022 02:16 PM   no
Jul 05 2022 02:11 PM   Yes, have had many great communications with the City.
Jul 05 2022 11:32 AM   Nope
Jul 05 2022 10:54 AM   Learning about new housing developments before planning commission not enough time to attend
Jul 05 2022 02:58 AM   No
Jul 04 2022 09:36 PM   No
Jul 04 2022 05:08 PM   Yes, being told by the mayor that I do not understand the PERS hole that this dog has dug for itself during a public meeting.
Jul 04 2022 11:47 AM   I would like to see the Council meeting minutes link on the City Facebook page.
Jul 04 2022 11:23 AM   No.
Jul 04 2022 09:56 AM   No
Jul 04 2022 09:41 AM   all my questions about a housing development went unanswered only to be sent to the city attorney
Jul 04 2022 08:25 AM   No
Jul 04 2022 07:31 AM   No
Jul 04 2022 07:27 AM   No
Jul 04 2022 06:30 AM   NA
Jul 04 2022 06:03 AM   No
Jul 04 2022 05:14 AM   no
Jul 01 2022 01:13 PM   Yes. I couldn't find out why the airport manager left.

18.   Do you have any other feedback to help improve City of Pendleton communications?

Aug 11 2022 07:27 PM NO
Aug 11 2022 06:19 PM nothing to say now
Aug 11 2022 11:49 AM No
Aug 10 2022 10:58 PM No
Aug 10 2022 09:29 PM Proactive approach
Aug 10 2022 09:06 PM The pool needs to communicate better about their hours and give discounts if half the pool isn't available.
Aug 10 2022 07:34 PM Keep up the good work!
Aug 10 2022 04:27 PM No
Aug 10 2022 04:23 PM No
Aug 10 2022 04:13 PM Nope
Aug 10 2022 03:22 PM None

Aug 10 2022 03:22 PM I appreciate the effort to improve!

Aug 10 2022 02:01 PM No

Aug 10 2022 01:45 PM No

Aug 10 2022 01:20 PM No

Aug 10 2022 01:05 PM More than a monthly newsletter

Aug 10 2022 12:42 PM To be told about all the construction and road closures I think as a mom that there is not enough information how to get around

Aug 10 2022 12:39 PM No

Aug 10 2022 12:39 PM No

Aug 10 2022 12:24 PM Nope you guys are doing great

Aug 10 2022 12:23 PM No

Aug 10 2022 11:53 AM Would love to hear more about activities, programs, classes, parks and rec stuff more often. And more formal options for city feedback. Outside of leaving comments on Facebook posts, a real structured options for feedback and q and a would be great

Aug 10 2022 11:43 AM Start some form of communication

Aug 10 2022 11:36 AM No

Aug 10 2022 11:34 AM No. But I would like to see the city address the homelessness in the area.

Aug 10 2022 11:23 AM No

Aug 10 2022 11:16 AM No

Aug 09 2022 01:38 PM Be more transparent! Be honest. Take responsibility when it's yours.

Aug 04 2022 06:45 PM No

Aug 03 2022 02:36 PM Yes. Listen more effectively to the needs of community, particularly to the businesses. I feel like the the only types of communication the mayor and the city manager are interested in is propaganda to support their unpopular positions. Several years ago the city hosted some meetings to discuss the street conditions with the community. I attended and very much appreciated the opportunity. However, I was extremely disappointed because mayor and public works director were completely closed to any questions and it quickly became clear that their sole objective was to sell their plan to the community and they were in no way open to any concerns of the community. They were very dismissive and visibly annoyed by several peoples' questions and comments. I have heard that the city wants more input from the community, such as this survey, which I appreciate, however, I find that many people I know are unwilling to make the effort to respond because they know their voices will go mostly unheard. I am noticing that the questions on this survey are about only one direction of information flow, but effective communication goes both ways.

Jul 31 2022 07:36 PM   Get the city council off their dead hind ends and out into the city meeting and greeting fold for breakfast or lunch explaining weekly just exactly what they are doing. There is a lot of smoke and mirrors demonstrated by these folks. Before election they are all braggarts on what, when and where they are going to improve the cit, but after the election they all fly under the radar. Many of those folks are sitting in their seats for recognition rather than WORK which is what I voted for in them however never seem to see the fruition of their labor.

Jul 29 2022 06:33 PM   some older folks don't use social media so there should be an alternative

Jul 29 2022 09:47 AM   Communications would be much improved if the city manager and mayor would actually listen and consider input from community members - allow conversation and debate instead of dismissing or arguing.

Jul 26 2022 08:42 PM   No

Jul 26 2022 02:11 PM   Yes, Use the reader board at the convention center to let people know what's happening!!!

Jul 25 2022 02:03 PM   no

Jul 24 2022 08:23 PM   Na

Jul 24 2022 06:33 PM   More info is better

Jul 24 2022 05:56 PM   Not at the moment.

Jul 24 2022 04:23 PM   One area I'd like to see more activity, and communication about that activity, is efforts to help the houseless & others who struggle. It's clear that this is not only important from a kindness, moral perspective, but also is relayed to economic development.

Jul 24 2022 12:54 PM   Hosting city council and other hearings on Facebook live would be helpful. Making it more accessible to people who can't be there in person

Jul 24 2022 12:37 PM   Prior notice (a week at least) in order to have a plan in place for our clients safety and building security .

Jul 24 2022 12:18 PM   No

Jul 24 2022 12:05 PM   No

Jul 24 2022 10:53 AM   N/a

Jul 24 2022 10:50 AM   No

Jul 24 2022 10:31 AM   No

Jul 24 2022 10:26 AM   no

Jul 24 2022 10:18 AM   Radio, podcast

Jul 24 2022 10:17 AM   I wish that I did. Communication is very tricky these days. Thank you for the work you do trying to figure it out.

Jul 24 2022 10:17 AM   Do better

Jul 22 2022 11:15 AM   The city is already moving in the right direction with the communications manager.

Jul 20 2022 06:58 PM   No

Jul 20 2022 01:43 PM   Go back to payments on the city website

Jul 20 2022 01:42 PM   City staff seems to be an enemy of the people, needs more people skills

Jul 19 2022 05:17 PM   Get better marketing skills - IT base

Jul 19 2022 12:14 PM   Not at this time

Jul 19 2022 07:45 AM   Keep looking for ways to improve…thanks for asking a 'commoner'

Jul 18 2022 12:02 PM   I think an improved website that is kept current would be great

Jul 18 2022 08:32 AM   With a communications coordinator on staff, I look forward to a more organized use of the website and information postings to all social media platforms. City needs to message before public makes assumptions with their comments.

Jul 17 2022 07:29 PM   No

Jul 17 2022 07:28 PM   N/A

Jul 17 2022 10:25 AM   no

Jul 16 2022 12:44 PM   Put out more news about decisions made.

Jul 12 2022 09:02 AM   have more than one set of eyes check information

Jul 12 2022 06:26 AM   I think the community would be better serviced if the city leadership would spend less time TALKING about what they think their important projects are and more time LISTENING to the needs of the businesses. I would enjoy better access to city councilors, maybe a regular open forum for discussion, outside of the comment period at Council meetings.

Jul 11 2022 03:13 PM   The Path to Success was poorly coordinated and communication to the participants was misleading. The City appeared to have already picked out the winners, who by the way, already had businesses in town. Very disappointed.

Jul 11 2022 02:50 PM   in the age of video, podcast, tik toks and shorties why are we not hearing from the city leaders visually? tell us something good. tell us the good the bad and the what are you working on - the real challenges without fear of the next local voting cycle.

Jul 11 2022 10:25 AM   Transparency and details, especially when things are changing. Folks want to know what's being built, they need to know when service or access is going to be disrupted, and they want to know what events are happening.

Jul 10 2022 10:35 AM   No

Jul 09 2022 08:16 PM   no

Jul 09 2022 01:59 PM   Have regular survey's like this. Maybe have a citizen's advisory counsel, maybe you have one, but it isn't clearly stated. Thank you.

Jul 09 2022 01:38 PM   No
Jul 09 2022 11:51 AM   Live city council meetings
Jul 09 2022 09:04 AM   no
Jul 09 2022 12:32 AM   none
Jul 08 2022 11:13 PM   Vigorously training, Ren Xian can select, the quality of the communications team to improve
Jul 08 2022 02:57 PM   Unaware of what improvements could be made. Wait, all the stuff that goes on with council meetings and the various decisions reached. I don't get told about mtgs until they're over and it's usually in a time I can't attend also. What about putting a poll including "other" s a solution on social media or emails like this for people to discuss and opportunities for involvement to be included in the voting process. I know it's not ideal but it would likely be beneficial
Jul 08 2022 02:26 PM   No
Jul 08 2022 01:44 PM   Yes answer people when they have questions and stop sending to someone else
Jul 08 2022 12:28 PM   Not yet
Jul 08 2022 11:52 AM   No
Jul 08 2022 11:42 AM   No
Jul 08 2022 11:32 AM   no
Jul 08 2022 11:25 AM   No
Jul 08 2022 10:52 AM   This isn't about communications, but I would like to see more parks and recreation programs for adults and more diversity programs at the art center. I don't feel like I get much my tax money back except from the use of the library system.
Jul 08 2022 10:30 AM   no
Jul 08 2022 09:32 AM   no
Jul 08 2022 08:01 AM   NO
Jul 08 2022 06:02 AM   Increase edge construction
Jul 08 2022 04:17 AM   No, ALL I care about is having a good life.
Jul 08 2022 03:26 AM   updates on what is happening with abandoned buildings
Jul 08 2022 02:15 AM   City of Pendleton launches communications survey The City of Pendleton is ... a survey to evaluate how the city communicates with residents and visitors.
Jul 08 2022 12:51 AM   no
Jul 08 2022 12:37 AM   The popularity is higher
Jul 08 2022 12:37 AM   Slow connection
Jul 08 2022 12:37 AM   Be responsive
Jul 08 2022 12:36 AM   no
Jul 08 2022 12:28 AM   There are no other comments that require feedback.
Jul 08 2022 12:18 AM   no
Jul 08 2022 12:14 AM   No more for now
Jul 07 2022 11:08 PM   no opinion
Jul 07 2022 11:08 PM   I have no feedback
Jul 07 2022 10:54 PM   The development of communications technology is a long process, but the city is still growing slowly. It can't be rushed or it will lead to disaster. It is doing well enough.
Jul 07 2022 10:34 PM   Keywords layout: keywords are the core of the site to get attractive, visitors are often through keywords to enter the site, if the time to receive information is not expected, then it will let the second blocked entry
Jul 07 2022 09:55 PM   Temporarily no
Jul 07 2022 09:21 PM   communication is key for growth, development and success. Please provide cultural diversity opportunities for communication, not just for the Native American community, but for all communities.
Jul 07 2022 08:34 PM   no
Jul 07 2022 08:32 PM   yes
Jul 07 2022 08:25 PM   Whish I knew more

Jul 07 2022 08:16 PM   Not at this time

Jul 07 2022 08:15 PM   I think more training should be organized

Jul 07 2022 08:08 PM   Not yet.

Jul 07 2022 06:48 PM   We need more court and police news for pendleton

Jul 07 2022 05:41 PM   City council members should not be related to business owners

Jul 07 2022 04:56 PM   I'm sorry I don't.

Jul 07 2022 04:42 PM   Facebook and Radio are great.

Jul 07 2022 04:06 PM   Work closely with departments and what they are doing. Reshare their posts to social media channels. Hire a marketing/communications agency to work cooperatively with the communications specialist.

Jul 07 2022 03:44 PM   not at this time. The city water debt has very help to me when I was dealing with some water leakage of my own. I made sure they know a was grateful for there help

Jul 07 2022 03:30 PM   N/A

Jul 07 2022 03:10 PM   no

Jul 07 2022 02:51 PM   Be more open, honest

Jul 07 2022 02:43 PM   NO

Jul 07 2022 02:41 PM   no

Jul 07 2022 02:20 PM   NO

Jul 07 2022 02:16 PM   sorry

Jul 07 2022 02:10 PM   No

Jul 07 2022 02:07 PM   no

Jul 07 2022 01:50 PM   No

Jul 07 2022 01:44 PM   Post more often on social media and share in community groups about upcoming events and activities. Keep parks and rec website current. It looks good now but last time I visited it was the beginning of summer and it was still advertising winter activities.

Jul 07 2022 01:22 PM   0

Jul 07 2022 01:20 PM   Na

Jul 07 2022 12:50 PM   None at this time

Jul 07 2022 12:38 PM   Perhaps advertising city counsel meetings and elections better.

Jul 07 2022 12:29 PM   I don't think there's anything to tell, you know

Jul 07 2022 12:12 PM   No

Jul 07 2022 08:46 AM   I realize that I can reach out and explore more about Pendleton but unfortunately what the media reports on seems to be negative regarding the city and their decisions.

Jul 06 2022 05:12 PM   This survey is a prime example. I have yet to meet anyone that is even aware of the program. Functional reader board signs strategically placed around town would be a lot more effective than relying on newspapers. The primary problem is the lack of communication skills at the City Manager level, and the City Councils inability to address the situation even though they continually address the issue in his annual performance report.

Jul 06 2022 12:57 PM   Partner with other agencies to share and keep citizens informed of what's happening in and around Pendleton. Use social media and City website.

Jul 06 2022 12:12 PM   Publicize all decisions regarding the use of public funds and make access to the budget more readily available on website. Post on social media (primarily Facebook) reminders of public meeting dates/times, upcoming activities, how the public can get involved -- everything. You cannot post too much information.

Jul 06 2022 11:51 AM   No

Jul 06 2022 09:31 AM   Not at this time

Jul 05 2022 08:27 PM   Up front, promote successes, don't worry about the same sky is fAlling people, Rex, Rohde, no matter what you do they will always be critical.

Jul 05 2022 08:19 PM   More Facebook posts about each department

Jul 05 2022 07:20 PM   Nope, they won't listen

Jul 05 2022 04:32 PM	Not at this time
Jul 05 2022 04:30 PM	Need more businesses
Jul 05 2022 02:16 PM	more assistance programs for those in need.
Jul 05 2022 02:11 PM	Love the improvements that are happening! Tell us more!
Jul 05 2022 10:54 AM	ask the representatives for our city districts to communicate, that is why they were elected
Jul 05 2022 02:58 AM	No
Jul 04 2022 09:36 PM	No
Jul 04 2022 05:08 PM	Actually do something for someone other than the old guard oligarchy in the city. Quit giving free money to shity businesses that add no value to the long term citizens that are stuck in this literal shit hole.
Jul 04 2022 11:47 AM	Council minutes available on line and easy to acess
Jul 04 2022 11:23 AM	No.
Jul 04 2022 09:56 AM	Be on the radio more
Jul 04 2022 09:41 AM	city staff should respond to questions that I have asked instead of being sent to attorney
Jul 04 2022 08:25 AM	No
Jul 04 2022 07:27 AM	I believe that the current platforms are sufficient. They just need to be updated and used.
Jul 04 2022 06:30 AM	I wish it posts information more often on facebook or online social media
Jul 04 2022 06:03 AM	No
Jul 04 2022 05:14 AM	no
Jul 01 2022 01:13 PM	I asked to be on the email meetings notification list, but still am not.

19. Which age category best describes you?

Under 18	1.21%	4
18-29	26.28%	87
30-39	30.21%	100
40-49	18.73%	62
50-59	12.69%	42
60+	10.27%	34
	Answered	**331**
	Skipped	**8**

20. How many years have you lived in Pendleton?

Answer Choices	Responses	
None	2.11%	7
Less than 1	5.74%	19
1-5	23.87%	79
6-10	19.64%	65
11-15	11.48%	38
16-20	6.34%	21
21-25	8.16%	27
26+	22.66%	75
Answered	**331**	
Skipped	**8**	

Our view: Survey could be beneficial to city

East Oregonian editorial, Jul 9, 2022

The Pendleton City Council is on the right path with its devotion to fulfilling its goal to improve communication with the community.

Last week, the city announced it has launched the Pendleton Communications Survey 2022 to help solicit feedback from residents.

Any time elected and appointed officials can gather input from voters it is a good step forward. In the digital world we now live in people and cities can become isolated inside selfmade silos where information is either stunted or slanted.

For government to work effectively several goals must be met on a consistent basis. For one, voters must always keep a keen eye on the decisions made by elected and appointed leaders. Our government works for us. Which means its decisions must be based on constructive feedback from citizens.

There is no shortage of communication in our world now. From social media platforms to bloggers, the number of opinions thrown across the public stage is monumental. The trouble is, all of those voices — those opinions — blend together and become a single, long scream of white noise.

Collecting feedback that is narrowly focused and with an established goal is crucial and the communications survey does that. The key, though, will be the kind of feedback the city receives. Long narratives of political bombast are fine for national television but hardly the ingredients to help a relatively small-town council pave a way forward.

Pendleton residents essentially have a terrific opportunity to give feedback to their elected leaders. In an ideal world, throngs of citizens would attend council meetings and give feedback during the public comment period at each session. The reality, though, is we all live very busy lives and attendance at most city — or even county — public meetings is never robust.

Yet now the city has created an avenue for voters to use to get their input before their elected leaders. Such input, if done in a methodical and civil manner, can go a long way toward helping the city in the future. In the end, our goals should be similar. A nice city that is safe and clean that is welcoming to all.

The city is on the right track with this survey, and we hope it proves to be a successful model for the future