



FOR IMMEDIATE RELEASE  
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# San Diego Launches Resident Satisfaction Survey

## INPUT HELPS IMPROVE CITY SERVICES

SAN DIEGO – The City of San Diego launched its second Resident Satisfaction Survey today to help improve public services. This year's effort is a follow up to the initial survey, which was completed in 2015. In order to generate a statistically valid sample size, randomly selected households throughout the City will receive the survey by mail this week. It can be completed online or returned by mail. Participants will be asked to rate a variety of City programs and staff and offer their priorities of public services.

**"I encourage San Diegans to participate and provide us with their feedback," said Mayor Kevin L. Faulconer. "We work hard every day to serve the community, and this survey helps tell us how we're doing and what we can do better."**

Results will be tabulated by ETC Institute, the same company that administered the 2015 questionnaire, and the City expects to have a full report of the findings by summer 2018. City leaders will compare this year's results with the 2015 baseline and recommend process and program improvements accordingly.

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