



MEDIA RELEASE

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GRAND JUNCTION CONDUCTS 2024 COMMUNITY SATISFACTION SURVEY

GRAND JUNCTION, Colo. June 10, 2024 – The City of Grand Junction recently distributed a customer satisfaction survey to a random sampling of 5,000 city residents in order to better understand sentiments towards city services and gather ideas for future planning.

“Community input is a critical component of creating plans for the future of Grand Junction,” stated Interim City Manager Andrea Phillips. “The results of the survey help city staff create a roadmap for things we can improve, how we can grow responsibly as a city, and what additional services our community might need.”

The survey has begun arriving in the mailboxes of city residents this week and responses will provide statistically valid results. The survey is conducted every two years and the results are shared with Grand Junction City Council in the fall.

The survey was last conducted in 2022 and was updated to include questions about initiatives added since the 2018 survey included housing and homelessness. A survey was not conducted in 2020 due to the pandemic. Comparative data from subsequent surveys is shared when the report is presented to council.

RRC Associates is the consulting firm conducting the survey and the firm has been compiling custom data and providing strategic insights since 1983. The survey was mailed to a random sample of 5,000 residents within city limits. In order to ensure representation by a diverse audience, the cover letter included with the survey was translated into Spanish with an option to go online to complete the Spanish language survey.

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