

Results: Communications Methods and Preferences

Official Activity - This survey was sent on behalf of the City of South Lake Tahoe to the FlashVote community for South Lake Tahoe.

194

Responses

158 of 252 initially invited (63%)
36 others

Response Medium

Response Time (...)

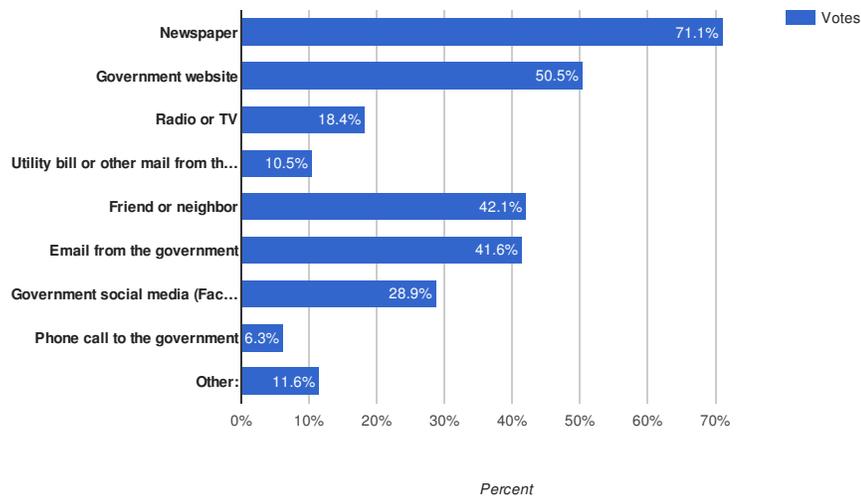
Started:
Apr 13, 2016 2:26pm

Ended:
Apr 15, 2016 2:17pm

Advisory Groups:
South Lake Tahoe - All

Q1

In the last 12 months, which of the following, if any, have you used to get information about the City of South Lake Tahoe government? (190 responses)



Options	Votes (190)
Newspaper	71.1% (135)
Government website	50.5% (96)
Radio or TV	18.4% (35)
Utility bill or other mail from the government	10.5% (20)
Friend or neighbor	42.1% (80)
Email from the government	41.6% (79)
Government social media (Facebook, Twitter, etc.)	28.9% (55)
Phone call to the government	6.3% (12)
Other:	11.6% (22)



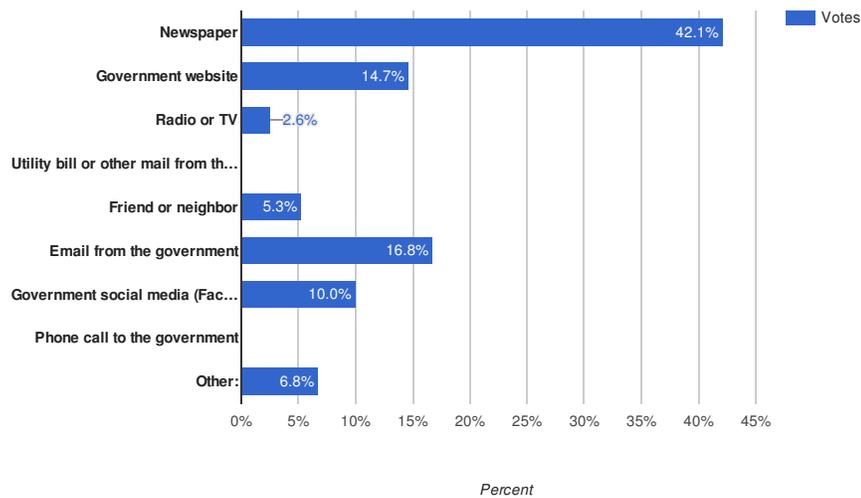
Unfiltered responses

Lake Tahoe news

online news. south tahoe now
None of the Above
City officials and staff as guest speakers or attending community events
On line newspaper
On line news, South Tahoe Now
City Officials
SLT News websites
newspaper includes electronic newspapers
Newspaper on line
Council meeting
Public meetings/workshops/open houses type forums
Friend that works for government
Online News Source
Online news
on line sources
"Watch Council Meetings & View Agendas" on the South Lake Tahoe city web site!
News website
our neighborhood voters group
Non governmental social media
Online news - Laketahoenews.net

Q2

Which ONE of the following do you rely on THE MOST to get information about the City of South Lake Tahoe government? (190 responses)



Options	Votes (190)
Newspaper	42.1% (80)
Government website	14.7% (28)
Radio or TV	2.6% (5)
Utility bill or other mail from the government	0% (0)
Friend or neighbor	5.3% (10)
Email from the government	16.8% (32)
Government social media (Facebook, Twitter, etc.)	10.0% (19)
Phone call to the government	0% (0)
Other:	6.8% (13)

Unfiltered responses

- south tahoe now. online news
- online news site
- One is not sufficient must rely on multiple sources
- Social media including from newspaper accounts (Tribune, STNow, LTNews.net)
- SLT News websites
- Chamber of commerce
- Tahoe Chamber Government Affairs Committee
- Lake Tahoe News blog
- Online news
- Lake tahoe news site
- City Council member
- Online news - Laketahoenews.net
- Online website

Q3

What, if anything, could the City of South Lake Tahoe do differently to do a better job of giving you the information you want and need? (101 responses)



Unfiltered responses

- Email
- I think the City does all it can with the resources it has available.
- emails
- N/A
- not sure
- Upgrade the City's website and make it easier to search out information.
- More social media and infographics
- Council meetings at time when the average professional can attend.
- Agenda items on social media prior to meetings.
- I'm satisfied
- Share newsletters at grocery stores.
- Do not remove public comment from public view during meetings.
- Social Media posts
- Develop a residential email data base
- Shorter press releases that don't require me clicking away from email to find out all the details.
- I would love short updates about what issues will be discussed at the City Council meetings before they happen. The website is hard to navigate. I find the most success getting info from the email blasts - though many people I know aren't on these email lists or don't know about them.
- more consistent emails and social media blasts.
- Please keep sending the notes via the email list distributions - they take us to the relevant info in a timely manner. Also please keep new info easy to see on the South Lake Tahoe City website.
- Its fine getting emails or text messages.
- A "hot topics" summary weekly that is SHORT and bullet pointed with links to additional information might be nice to get weekly.

Although content in the newspapers is already pretty good, I'd love to see more information regularly printed about upcoming meetings, programs, and information in the papers. Perhaps a weekly column so there is a predictable resource?

Television

I think they are doing a good job.

I get what I need, thanks!

TELL ME THE TRUTH PERHAPS?

Have city council meetings in the evening and not at the airport

Have meetings when its convenient for the community, not at 9am Be more open, It appears that you all seem to be above the rest of this community

I think I need to go to the website more often to read the council minutes. They are there, but I need to access them. Maybe a reminder sent after each council meeting would job my memory!

Televise the question and answer portions of their meetings. This should have NEVER been discontinued.

Not sure, but more accessibility on website (better searches, more FAQ's) comes to mind...

Email me when interesting topics are on the agenda.

Is there a real-time way to include community members who cannot attend community meetings? Perhaps set up a system in which there questions and comments in the form of texts can be read at the actual meetings and what is happening at the meetings can be viewed via Skype or the like?

We could be updated periodically through email maybe as to what they are working on.

I have no complaints. I stay updated and i do my own research on line

I liked getting the email newsletters, but too often they were regarding something I did not care about. Maybe refining the delivery options would be good. You could also use the CalTrans digital signs for more important things. Nobody cares how many minutes it is to Sac. It also does not need to be an Amber Alert to be news worthy.

Have a weekly artikel in the newspaper.

Summary emails.

A suggestion would be to dissolve the City and let the County take it back.

Emails or social network

Provide presentation materials on their web for all materials produced for possible approval

I signed up for the emails blasts after I had missed a meeting that I had wanted to attend but hadn't seen or received any information about. Until a friend said 'sign up for the email blasts' I knew nothing about them. So perhaps a way of encouraging locals to sign up for the emails? The easiest thing is a link from a social media website and encouraging other groups in town (that may have a larger group of followers) to promote sign ups.

Gettng the information on an e-mail strand when it is urgent and well as more flyers around town.

Important updates should be sent email and posted on news websites

1) snail-mail to our mailbox (includes residential tenants whose landlords might have an out-of-town address); 2) more announcements / articles in the local newspaper; 3) more navigable, user-friendly government website with high transparency.

weekly or bi-monthly updates of council activity, and highlights of each branch(police/recreation/etc) accomplishments/status of projects

Email subscription newsletters

emergency notices via txt msg

Continue to give access to the media sources on the South Shore, including electronic and print newspapers.

The email notices are sufficient

lower the TOT tax!

Social media updates, weekly column in newspaper

Email

Submit weekly newspaper articles.

I think the city is doing an excellent job of engaging the community. The only thing that I can think of as an additional service would be an interactive map of the city (including county neighborhoods) that shows present and future projects like new bike paths or redevelopment. For many of us, having a map of where things are happening would be extremely interesting and helpful.

Easier to find information on the website. If the city could rovide infographics/fact sheets about projects/programs to capture key takeaways from an open house, city council meeting, etc. Infographics are easy to read and have a much higher chance of sharing the information via social media to one's followers.

Social media infographics for things like water usage (public vs commercial), electrical usage by hour to show demand, budget dollars and where they come from (tax dollar sources, grant donors, bonds, etc.) and get spent (schools, roads, police, fire, etc.) These things help people understand resources on a community scale. It would be interesting to see when controlled burns are in effect, when/where firewood can be collected, when elections are held.. You have a direct line into the eyes of the community. Making them more educated on local issues would be very straightforward.

Group emails by subject area and have links at the end of the email to previous emails/announcements on the same subject. I know this is vague, but I sometimes get overwhelmed with the number of emails and I can't always tell the subject from the headline so I have to open the email.

Not sure

email me :-)

Bullet the information with unbiased pros and cons. It really doesn't seem to matter what we think..I remember going to a meeting and a city member said that " we sometimes know better than you and it doesn't matter what u think"

bi-weekly e-mail blasts - Not sure if you have it, if you do sign me up

Please continue to send email communication. Thank you. Wayne Hernandez

Advertising the times of the council meetings on tv!
PLEASE do televise public comments
Set up a blog like the school district. It is chatty, direct, and timely.
GET BETTER CELL TOWERS AND USE TODAY'S TECHNOLOGY MORE. WHEN WE HAVE CROWDED WEEKENDS WE CAN'T EVEN USE OUR CELL PHONES.
Not that I can think of right now.
Not sure
No, I appreciate that our city is keeping up with technology and is able to provide ways to give us information through websites, emails and phone alerts.
Need a truly complete community calendar online.
I think there is plenty of information available for those who seek it out.
Possibly have a designated place in the paper where you find updates, vs having to look through the entire paper. What would be great would be a bi-monthly update - where things are at, feedback received, meetings, etc. I think a regular column should be designated for this BIG project
Better promotion of its own communication channels. I don't think many people know about all the channels available. Also put out issues oriented information not just when a meeting is being held. A regular newsletter from the mayor outlining key issues facing the city. (see Sun Valley Idaho's mayor) Promote its own you tube channel, Buy advertising in local papers with a focused message.
More social media...facebook posts & twitter posts.
Reverse their "Soviet" style of secrecy at their city council meetings.... stop being so anxious to give Nevada foreign aid, by funding a private airport and pushing for the LOOP road.
Keep this city internet web site available for continuous on demand viewing of city council meetings using the city site option: "Watch Council Meetings & View Agendas"!
I think the City does a good job of communicating to it's citizens.
easy to understand newsletters and ads
I read the online Lake Tahoe News.
The recent action by the City of South Lake Tahoe's council, to eliminate televising the public comments before the official agenda is commenced, shows utter disregard for the citizens of South Lake Tahoe.
Website front page news could use a little more text about each article. The headlines don't always tell me enough for me to decide if the information concerns me.
Report good news and all news . We are a resort town so many things never actually make it to the paper that are totally news worthy for fear of less tourism.
Make city council meetings at a time when more people are able to attend
More than just meeting notices, share council meeting topics, important votes make the calendar more accessible - do FB invites for meetings, etc on social media and email.
Actually they do a great job getting information out to the city.
Send more notices via email for those who sign up. Publish more on-line and through on-line newspapers.
Better coverage in the newspaper.
I really enjoy getting the monthly newsletter e-mails sent to me.
Nothing. Tracy does a great job!
Newsletrr
Better use of e-mail and texting
Newsletters to residences, active social media
It'd be nice if we had a daily paper!!
More in the Tribune
Holding council meetings in town or somewhere that is accessible without a car; and occasional council meetings after 5pm so people who are lucky enough to find full-time, professional employment in South Lake can attend.
The City of SLT emails, and regular news release updates on its webpage have been critical to my ability to stay at all informed of City government. With the crash of local newspapers, I think that kind of proactive outreach is necessary, but wary that many residents who might pick up a paper will never look at SLT emails. Facebook and Twitter are also important. It would be great to hear more local stories of substance, or at least announcements on 93.9. Could there be a 15 minute segment on Howie's morning rush devoted to local news? I don't know anyone that tunes into am radio.
more public outreach
keep the live streaming going....obviously thats a direct link to the community, and although you may not like alot of what is being said its still your job/duty to listen, you asked for your positionremember
Put the council meetings back on TV without censored sections
no

Q4
 Any other comments or suggestions regarding communications from the City of South Lake Tahoe?
 (70 responses)

knowagenda live better people frontinput meeting email

information need like city communicate always work
 make job public good best info active
 place use council tahoe news
 website lake keep post transparent really listening

Unfiltered responses

I always find the City people pleasant, respectful and responsive.
emailing
The newspaper is the best place to communicate to me.
None
nope.
No
None
Same as the last answer
No
Priority: a better website. Emphasis on the resident and why others should live and work here.
No
The PIO honestly does a fantastic job!
May want to post notices when important meetings or info is needing to be communicated to the public (in public places).
No
I wish the city meetings where "input" is requested were really honestly done with the purpose of listening to, really hearing and considering, the input given. I am tired of feeling like there is no point in trying to be heard here, that all the city is doing is crossing off the required "get input" and then going ahead with it's own already decided agenda.
no
no
not at this time
PROFESSIONAL TRANSPARENT OFFICIALS WITHOUT A PERSONAL AGENDA. (Yeah right)
Put major issues on the agenda (plastic bag ban) and not slip them in there when people aren't there to protest.
NO.
Stay transparent!!!!!!!
Not really
G
Besides the Tribune, there really isn't much news that I know about.
Use Lake Tahoe News Net as another notification source
Website needs up dating;)
RECYCLE, damnit!
you need a public vehicle to keep city activities in front of the public - updates of projects; proposals for new projects - also good way to get city's position in front of people before opinions formed; council activity -- be pro-active and get in front of the rumors.
I don't really know how to get info from the city. Physical mailight be a good way to get started then direct people to the Internet or ask them to sign up for an email newsletter
Councilpersons need to provide background interviews to explain their votes. The issues are much more complex than sound bites and a good interview can explore the complexities.
No
No
I like the use of Flashvote. Excellent tool.
More information on the successes of the city. Let's tout the positive changes that have been made.
It would be nice if the City collaborated more with EIDo County, the LTBMU, the schools and other entities to help with communication.
I like the "push" of information to my email, rather than having to go "fetch." However, it would make it easier to know what the email is about if the subject line were more descriptive.
I get texts from 467-86 which apparently is from CSLT - good communication source
I like flash vote. Not sure why Wendy David stopped viewing of public comments.
keep up the good work
none
do not take the feed off the city council meetings when citizens speak at the beginning of the meeting. This council should resign now.
PLEASE allow public comments to bd televised, after all it's only 3 minutes per speaker!!!!
Be very transparent.

THANKS FOR YOUR EFFORTS ON MAKING SOUTH LAKE TAHOE A GREAT PLACE TO LIVE.
no
No
no
Make the council agenda easier to read.
Continue to be OPEN to local inputs - we live here, raise families here, work and pay taxes here - we live among the chaos and feel our prospective is very valuable
See previous.
I don't live in the city, so not sure how you determine who gets the info. I'm in the county, but feel that what happens in the city definitely affects me .
I can get random information using newspapers and radio, but the city web site with on demand viewing is the best!
Cease and desist of employing "Soviet psychology" to attack Conner. She's is already political and economic toast. It makes you guys look worse.
I think the City Council meetings should be televised in their entirety.
Information regarding Good garbage behavior (anti-bear) should be included in utility bills for Renter's! Garbage bills usually only go to the owners, who may be renting out their property! People new to Tahoe do Not KNOW about good garbage behavior, and always seem to invite bears into the neighborhood. Snow Removal & winter parking rules should also be included.
Yes, don't be scared of transparency with the citizens with regards to communications. November is close and we are listening. The silence is roaring.
More facebook posts please
Lef's see get actual offices up in Tahoe like in placerville and run this town like a town and not like Vail. Colorado cause we aren't Vail Colorado
Tracy does a great job sending them out - maybe a weekly blast with all the things happening in the nest week on Monday or Friday...
REPAVE SAN FRANCISCO AVENUE
Monthly summary of activities, accomplishments, and works in progress would be helpful.
Respond to questions and comments when contacted. Be honest and transparent.
Stay away from the negativity of Lake Tahoe News website. That is not news, just opinion. South Tahoe Now is a great source for news.
It's pretty good, but could improve
Keep up the email announcements, releases! Thank you!
Instead of asking that question maybe a better one is how can the community members better communicate with the city council.....concentrate on listening instead of talking
I appreciate the job Tracy is doing communicating about the activity the city is envolved with
no