



What is the National Community Survey?

The National Community Survey is a survey administered by Polco. It provides comprehensive feedback to municipalities across the country on an array of community issues including housing affordability, education, civic engagement, and recreational activities. The data collected through the National Community Survey allows the City of San Marcos to compare the services it provides to the hundreds of communities in nearly every state that also conduct the survey.

What is Polco?

Polco is a company based in Wisconsin that specializes in providing integrated community engagement through survey outreach. Polco's researchers use scientific survey methods and demonstrated best practices to ensure survey validity.

Will my responses remain anonymous?

All of the information you provide to Polco remains completely anonymous and confidential. The City of San Marcos cannot identify you through your responses and participating in the survey will not impact your status in any way. For more information on Polco's Privacy Policy, visit <https://info.polco.us/your-privacy>.

What type of questions will the survey ask?

The National Community Survey is designed to be a comprehensive assessment of what it's like to be a member of the San Marcos community. The survey will get your feedback on an array of local issues including quality of life, public safety services, San Marcos' economic health, transportation, utilities, education and arts, natural areas and recreational opportunities, and civic engagement.

Who can take the survey?

The survey is open to everyone in San Marcos, and we encourage all of our residents to participate! Responses will be collected in two phases. First, postcards will be sent to a random representative sample of addresses in San Marcos with instructions requesting that the household member 18 years old or older who most recently celebrated a birthday submit responses. Then, a link to the survey will be activated allowing everyone who did not receive a mailed copy of the survey an opportunity to submit feedback. The surveys offered in both phases are identical. They are also available in Spanish.

How long does it take to respond to the survey?

Responding to the survey is simple and takes less than 15 minutes, on average. It's available in English and Spanish.



City of San Marcos NATIONAL COMMUNITY SURVEY FAQ

How can I access the survey?

A representative sample of San Marcos residents will receive the survey in the mail, which can be filled out and submitted by mail or online. In the second, open participation phase, residents are welcome to complete the survey online at a time that is convenient to them. The online survey can be accessed at <https://polco.us/SMTX>.

I received a survey in the mail. How did you get my address?

Polco sent mail to a representative sample of San Marcos residents. The addresses that received mail were randomly selected from a list of all San Marcos addresses retrieved from the United States Post Office. This service is provided by the Post Office, and the addresses do not include names or other identifying information.

When is the deadline to submit survey responses?

Responses must be submitted no later than Friday, November 4, 2022. Responses will no longer be accepted after that date.

Why is important to respond to the survey?

Every member of our community has unique perspectives and experiences that contribute to the vibrancy of San Marcos' culture. We want to hear from everyone to ensure we build a San Marcos that is reflective of our entire community's needs, values, and desires.

What will the City do with the survey responses?

The City of San Marcos intends to use the results of the National Community Survey to inform policy and decision-making. Your feedback and responses will help us determine how to best allocate resources, including budgets, staffing, and infrastructure.

Will I have an opportunity to see the survey results?

Yes! Our goal is to be open and transparent with the San Marcos community. In early 2023, we expect to receive a detailed, comprehensive report from Polco. The results shared by Polco will be available publicly and the City will provide access information to our community upon receipt.