



DEPARTMENT OF ARTS & HISTORY

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City of Boise 2019 Cultural Survey Frequently Asked Questions

Is the Cultural Survey conducted by the City of Boise?

Yes, in partnership with COMENGAGE.US, a venture launched by Northwest Research Group, LLC (NWRG), which conducts the biennial comprehensive Citizen Survey for the City of Boise.

What is the purpose of this research?

The 2019 Cultural Survey asks questions about general awareness, cultural vibrancy and communication related to the city's cultural opportunities. Answers from the survey will help us better understand how the city can serve you now and in the future.

How do I access the survey to fill in my responses?

Click on this [START THE SURVEY](#) link.

The survey closes December 24, 2019.

Can more than one person in my household participate?

Yes, however each household member can only participate once.

Who is COMENGAGE.US?

COMENGAGE, LLC is a new venture launched by Northwest Research Group, LLC (NWRG)—which conducts the biennial comprehensive Citizen Survey for the City—in 2019 to address the changing research environment. COMENGAGE.US builds upon traditional survey research by combining well-executed resident surveys and ongoing engagement that represents the community at large participating in a range of qualitative or quantitative activities providing a broad-range of in-depth insights into critical topic areas and leading to more informed decisions.

How is COMENGAGE.US randomly selecting participants?

COMENGAGE.US is striving to receive an equal number of responses from the Boise Metropolitan Statistical Area by using a random sample of United State Postal Service addresses. A random set of households in Boise city limits have been selected to participate in this survey in order to create a representative sample. COMENGAGE.US will use this and other information from consumer databases such as your email address, address, phone to reach sampled residents and as follow ups.

How will the City ensure that people whose first language is not English or needing an accommodation are involved?

The City of Boise encourages persons with disabilities and those who require language assistance to participate in its survey. If you anticipate needing an accommodation, please contact Jennifer Yribar at 208-608-7050 or email artsandhistory@cityofboise.org.

To request assistance, you may also dial TTY 1-800-377-3529.

How is my information kept private?

No personal information is shared with the City in any way, and your responses will be kept completely confidential.

COMENGAGE.US has strict data confidentiality and security standards and abides by the CASRO Code of Ethics.

The CASRO Code of Ethics states:

Since individuals who are interviewed are the lifeblood of the survey research industry, it is essential that survey research organizations be responsible for protecting from disclosure to third parties—including clients and members of the public—the identity of individual respondents as well as respondent-identifiable information, unless the respondent expressly requests or permits such disclosure.

Who do I contact if I need more information?

Jennifer Yribar at artsandhistory@cityofboise.org or 208-608-7050.

Who do I contact at COMENGAGE.US if I need more information or if the survey link does not work?

Nathan Wiggin, Research Director at COMENGAGE.US, at nwigg@nwresearchgroup.com or 206-489-2363.

