



2022 City of Camas Community Survey Findings Report

Presented to the City of Camas,
Washington

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ETC
INSTITUTE

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Executive Summary

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Purpose

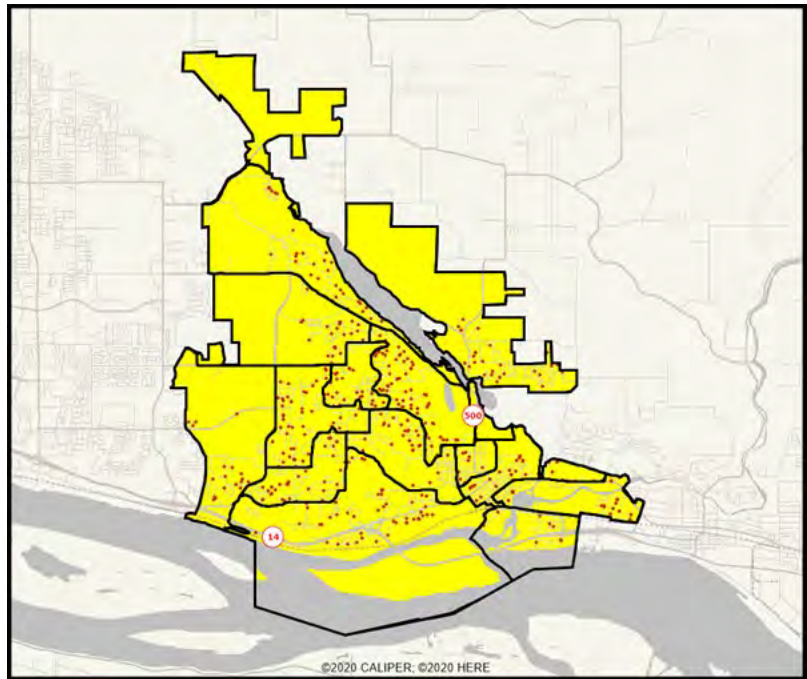
ETC Institute administered a community survey to residents of the City of Camas between November 2022 and January 2023. The purpose of the survey was to help the City of Camas identify whether residents are satisfied with the services the City provides. The results of this survey will influence dozens of decisions that will be made about the City's future. Responses will also help the City Council gauge the success of its efforts to carry out the community's vision for the City and to address the many opportunities and challenges facing the community. This is the third community survey ETC Institute has administered for the City of Camas; the previous surveys were conducted in 2019 and 2017.

Methodology

The six-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Camas. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Ten days after the surveys were mailed, ETC Institute sent e-mails to the households that received the survey to encourage participation. The e-mails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Camas from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. The goal was met, with a total of 447 residents completing the survey. The overall results for the sample of 447 households have a precision of at least +/-4.6% at the 95% level of confidence. The map to the right shows the location of all survey respondents.



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The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Camas with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- an executive summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- benchmarking data that show how the results for Camas compare to other communities
- Importance-Satisfaction analysis to determine priority actions for the City to address
- tables that show the results of the random sample for each question on the survey
- a copy of the survey instrument

Overall Perceptions of the City

Three-fourths (75%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City. Seventy-eight percent (78%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall feeling of safety in the city, and 87% were “very satisfied” or “satisfied” with the overall quality of life in the city.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of the City’s garbage services (86%), quality of the City’s public library services (86%), fire, emergency medical, and ambulance services (80%), and quality of city parks, trails, and open space (80%).

Based on the sum of their top three choices, the City services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of city streets, 2) effectiveness of economic development efforts, and 3) quality of city parks, trails, and open space.

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Satisfaction with Specific City Services

Parks and Recreation. The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quantity of city trails (76%), the appearance and maintenance of existing parks (74%), the quality of seasonal special events (73%), and the quality of facilities in city parks (69%).

Based on the sum of their top two choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) the appearance and maintenance of existing parks and 2) the quality of facilities in city parks.

Public Safety. The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of local fire protection and rescue services (81%), how quickly fire and rescue personnel respond to emergencies (78%), and the quality of local ambulance service (76%). The aspect of public safety services that respondents were least satisfied with was parking enforcement services (57%).

Based on the sum of their top two choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) the city’s overall efforts to prevent crime and 2) the visibility of police in the community.

City Communication. The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about City programs and services (51%) and the City’s efforts to keep residents informed (47%).

Based on the sum of their top two choices, the communication items that residents thought should receive the most emphasis over the next two years were: 1) the City’s efforts to keep residents informed and 2) level of public involvement in decision making.

Street Maintenance. The highest levels of satisfaction with street maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the adequacy of City street lighting (66%), the maintenance of major city streets (63%), and snow removal on major City streets (59%).

Based on the sum of their top two choices, the street maintenance services that residents thought should receive the most emphasis over the next two years were: 1) the maintenance of major city streets and 2) the maintenance of neighborhood streets.

Code Enforcement. The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing codes designed to protect public safety and health (44%) and enforcing the mowing and trimming of grass and weeds (38%).

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Based on the sum of their top two choices, the code enforcement services that residents thought should receive the most emphasis over the next two years were: 1) enforcing the cleanup of litter and debris and 2) enforcing codes designed to protect public safety and health.

Public Library. The highest levels of satisfaction with the public library, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the selection of resources available (83%) and digital resources available online (74%).

Based on the sum of their top two choices, the public library services that residents thought should receive the most emphasis over the next two years were: 1) the selection of resources available and 2) events for children.

Additional Findings

Customer Service. Forty-nine percent (49%) of respondents indicated they have called, sent an e-mail, or visited the City with a question, problem, or complaint during the past year. Fifty-two percent (52%) of respondents indicated they contacted the Municipal Services department, 17% contacted Financial Services/Utility Billing, and 17% contacted the police. More than three-fourths (77%) indicated it was either “very easy” or “somewhat easy” to contact the person they needed to reach; 22% of respondents found it “difficult” or “very difficult” to contact the person they needed to reach.

- Respondents who had called, sent an e-mail, or visited the City with a question, problem, or complaint during the past year were asked to indicate how often the employees they contacted displayed four different behaviors. Based upon the combined percentage of “always” and “usually” responses among residents *who had an opinion*, the most frequently displayed behavior was being courteous and polite (95%).

Land Development. Respondents were asked to indicate how fast or slow the City’s current pace of development is in ten different areas. The items for which respondents felt the development pace was too fast include: townhomes or row houses, large lots and large homes, and apartments. The items for which respondents felt the development pace was too slow include: employment opportunities, housing options for the aging population, and technology and other industry.

Tax Increases. Respondents were asked to identify one new community amenity that could be provided by the City. These items can be found as an Appendix to this report. Sixty-two percent (62%) of respondents indicated they would be willing to pay more in taxes or fees to support the community amenity they suggested, 28% would not support a new community amenity, and 10% did not provide a response.

Service Expansion. Seventy-one percent (71%) of respondents, *who had an opinion*, indicated the maintenance of infrastructure should be “much higher” or a “little higher.” Thirty-two percent (32%) indicated they would be willing to pay more in taxes or fees to support increased service levels.

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How the City of Camas Compares to Other Communities Nationally

Satisfaction ratings for the City of Camas **rated above the U.S. average in 32 of the 40 areas** that were assessed. The City of Camas rated significantly higher than the U.S. average (difference of 5% or more) in 23 of these areas. Listed below are the comparisons between the City of Camas and the U.S. average:

Service	Camas	U.S.	Difference	Category
Quality of customer service you receive	76%	41%	35%	Major Categories of City Services
Quality of the City's garbage services	86%	57%	29%	Major Categories of City Services
Quality of city parks/trails/open space	80%	51%	29%	Major Categories of City Services
Quality of services provided by the City	75%	51%	24%	Perceptions of the City
Quality of city water utilities	77%	54%	23%	Major Categories of City Services
Quality of the City's public library services	86%	66%	20%	Major Categories of City Services
Quality of police services	75%	55%	20%	Major Categories of City Services
Overall image of the City	75%	55%	20%	Perceptions of the City
Quality of city sewer services	73%	55%	18%	Major Categories of City Services
Quality of the City's parks & recreation programs	68%	51%	17%	Major Categories of City Services
Maintenance of city streets	57%	41%	16%	Major Categories of City Services
City's overall efforts to prevent crime	65%	50%	15%	Public Safety
Effectiveness of communication with the public	52%	38%	14%	Major Categories of City Services
Value you receive for your city tax dollars & fees	48%	34%	14%	Perceptions of the City
How quickly police respond to emergencies	71%	58%	13%	Public Safety
Visibility of police in the community	68%	55%	13%	Public Safety
Maintenance of major City streets	63%	51%	12%	Street Maintenance
Enforcement of city codes & ordinances	52%	42%	10%	Major Categories of City Services
Overall feeling of safety in the City	78%	68%	10%	Perceptions of the City
Condition of sidewalks in the City	55%	48%	7%	Street Maintenance
Enforcement of local traffic laws	58%	51%	7%	Public Safety
Adequacy of City street lighting	66%	60%	6%	Street Maintenance
How quickly fire & rescue personnel respond	78%	73%	5%	Public Safety
Quality of local ambulance service	76%	72%	4%	Public Safety
How quickly ambulance personnel respond	74%	70%	4%	Public Safety
Maintenance of streets in your neighborhood	55%	51%	4%	Street Maintenance
City's social media	44%	40%	4%	Communication
Quality of local fire protection & rescue services	81%	78%	3%	Public Safety
Availability of information on services & programs	51%	48%	3%	Communication
Quality of the City's website	46%	43%	3%	Communication
City's efforts to keep you informed	47%	44%	3%	Communication
Effectiveness of storm water runoff management	53%	51%	2%	Major Categories of City Services
Snow removal on major City streets	59%	60%	-1%	Street Maintenance
On-street bicycle infrastructure	40%	43%	-3%	Street Maintenance
Level of public involvement in decision-making	30%	34%	-4%	Communication
Timeliness of information provided by City	37%	44%	-7%	Communication
How well the City is managing growth/development	32%	40%	-8%	Perceptions of the City
Enforcing the mowing & trimming of grass & weeds	38%	47%	-9%	Code Enforcement
Enforcing sign regulation	35%	47%	-12%	Code Enforcement
Enforcing the cleanup of litter & debris	33%	46%	-13%	Code Enforcement

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How the City of Camas Compares to Other Communities Regionally

Satisfaction ratings for the City of Camas **rated above the average for communities in the Northwest Region in 32 of the 40 areas** that were assessed. The City of Camas rated significantly higher than this average (difference of 5% or more) in 24 of these areas. Listed below are the comparisons between the City of Camas and the average for communities in the Northwest Region:

Service	Camas	Northwest Region	Difference	Category
Quality of customer service you receive	76%	41%	35%	Major Categories of City Services
Quality of city parks/trails/open space	80%	50%	30%	Major Categories of City Services
Quality of services provided by the City	75%	45%	30%	Perceptions of the City
Overall image of the City	75%	53%	22%	Perceptions of the City
Quality of the City's public library services	86%	66%	20%	Major Categories of City Services
Quality of the City's parks & recreation programs	68%	50%	18%	Major Categories of City Services
Quality of the City's garbage services	86%	70%	16%	Major Categories of City Services
Enforcement of city codes & ordinances	52%	36%	16%	Major Categories of City Services
Quality of police services	75%	60%	15%	Major Categories of City Services
City's overall efforts to prevent crime	65%	50%	15%	Public Safety
Overall feeling of safety in the City	78%	64%	14%	Perceptions of the City
Maintenance of major City streets	63%	49%	14%	Street Maintenance
Quality of city sewer services	73%	61%	12%	Major Categories of City Services
Value you receive for your city tax dollars & fees	48%	36%	12%	Perceptions of the City
Visibility of police in the community	68%	56%	12%	Public Safety
Quality of city water utilities	77%	66%	11%	Major Categories of City Services
Effectiveness of communication with the public	52%	42%	10%	Major Categories of City Services
Availability of information on services & programs	51%	41%	10%	Communication
Enforcement of local traffic laws	58%	49%	9%	Public Safety
City's efforts to keep you informed	47%	38%	9%	Communication
Snow removal on major City streets	59%	51%	8%	Street Maintenance
Quality of the City's website	46%	39%	7%	Communication
Adequacy of City street lighting	66%	60%	6%	Street Maintenance
Maintenance of city streets	57%	52%	5%	Major Categories of City Services
Maintenance of streets in your neighborhood	55%	51%	4%	Street Maintenance
City's social media	44%	40%	4%	Communication
How well the City is managing growth/development	32%	29%	3%	Perceptions of the City
Condition of sidewalks in the City	55%	52%	3%	Street Maintenance
Effectiveness of storm water runoff management	53%	51%	2%	Major Categories of City Services
How quickly police respond to emergencies	71%	69%	2%	Public Safety
Timeliness of information provided by City	37%	35%	2%	Communication
Level of public involvement in decision-making	30%	28%	2%	Communication
On-street bicycle infrastructure	40%	42%	-2%	Street Maintenance
Quality of local ambulance service	76%	80%	-4%	Public Safety
Quality of local fire protection & rescue services	81%	86%	-5%	Public Safety
How quickly fire & rescue personnel respond	78%	86%	-8%	Public Safety
How quickly ambulance personnel respond	74%	82%	-8%	Public Safety
Enforcing sign regulation	35%	45%	-10%	Code Enforcement
Enforcing the cleanup of litter & debris	33%	44%	-11%	Code Enforcement
Enforcing the mowing & trimming of grass & weeds	38%	51%	-13%	Code Enforcement

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years to raise the City's overall satisfaction rating are listed below:

- Effectiveness of economic development efforts (I-S Rating = 0.2332)
- Maintenance of city streets (I-S Rating = 0.1943)
- Effectiveness of communication with the public (I-S Ratings = 0.1455)

The table on the following page shows the Importance-Satisfaction rating for all 14 major categories of City services that were rated.

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2022 Importance-Satisfaction Rating City of Camas Major Categories of City Services

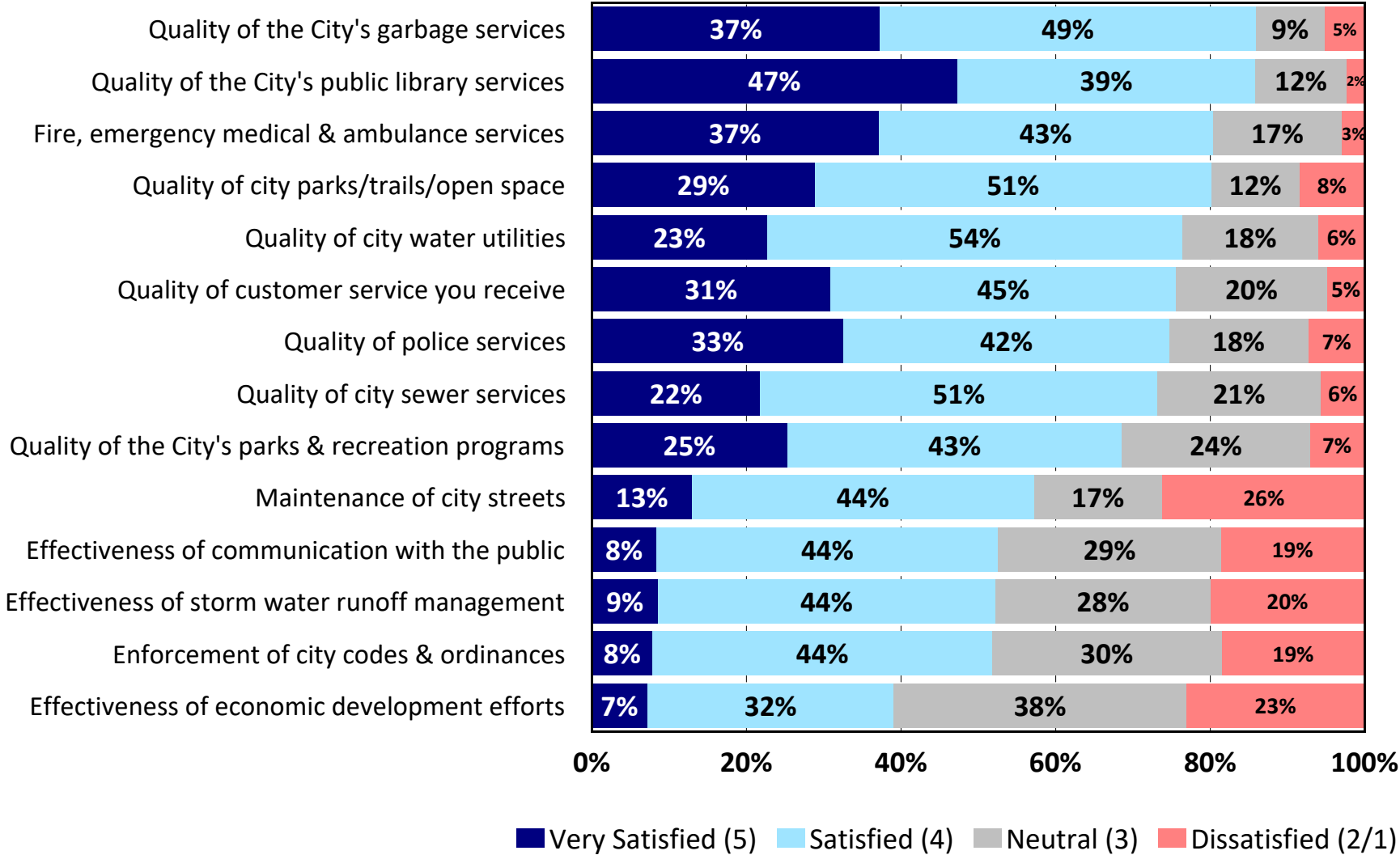
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Effectiveness of economic development efforts	38%	2	39%	14	0.2332	1
High Priority (IS .10-.20)						
Maintenance of city streets	45%	1	57%	10	0.1943	2
Effectiveness of communication with the public	31%	4	53%	11	0.1455	3
Medium Priority (IS <.10)						
Enforcement of city codes & ordinances	20%	6	52%	13	0.0974	4
Effectiveness of storm water runoff management	17%	9	52%	12	0.0803	5
Quality of city parks/trails/open space	34%	3	80%	4	0.0667	6
Quality of police services	26%	5	75%	7	0.0665	7
Quality of the City's parks & recreation programs	17%	8	69%	9	0.0537	8
Fire, emergency medical & ambulance services	20%	7	80%	3	0.0386	9
Quality of city water utilities	9%	10	76%	5	0.0217	10
Quality of customer service you receive	6%	13	76%	6	0.0137	11
Quality of city sewer services	4%	14	73%	8	0.0107	12
Quality of the City's public library services	7%	11	86%	2	0.0092	13
Quality of the City's garbage services	6%	12	86%	1	0.0085	14



Charts and Graphs

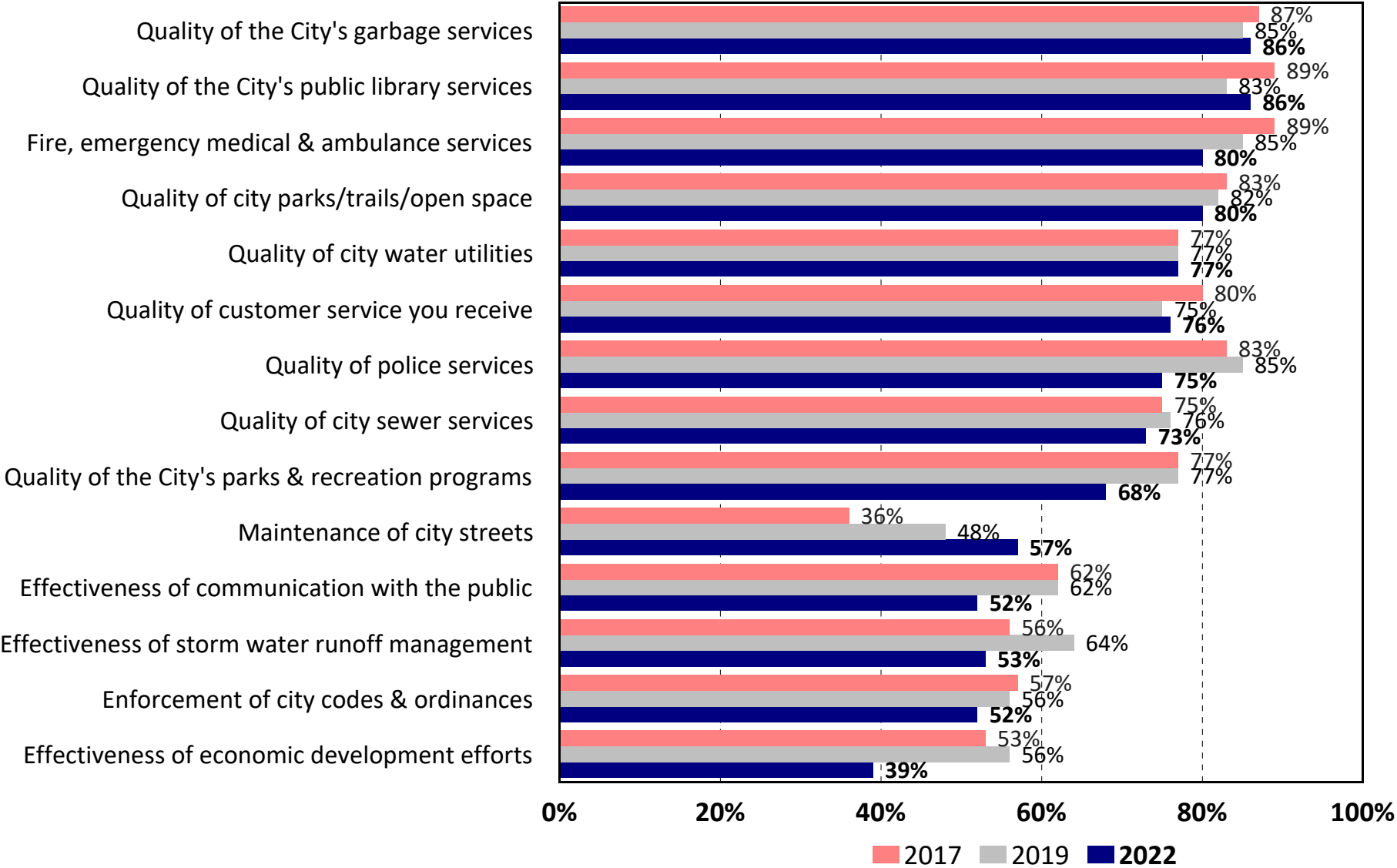
Q1. Overall Satisfaction with City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



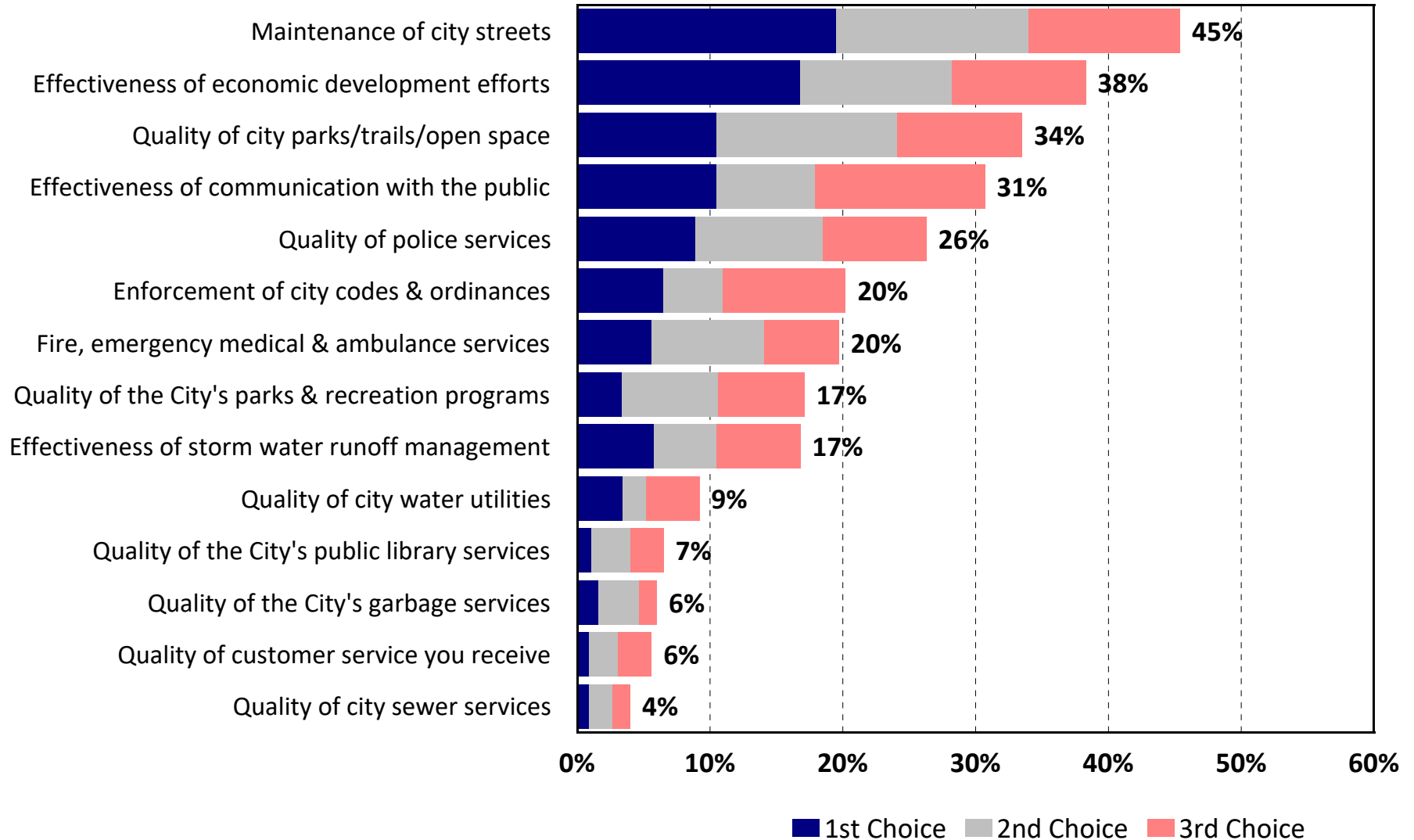
TRENDS: Overall Satisfaction with City Services by Major Category - 2017 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



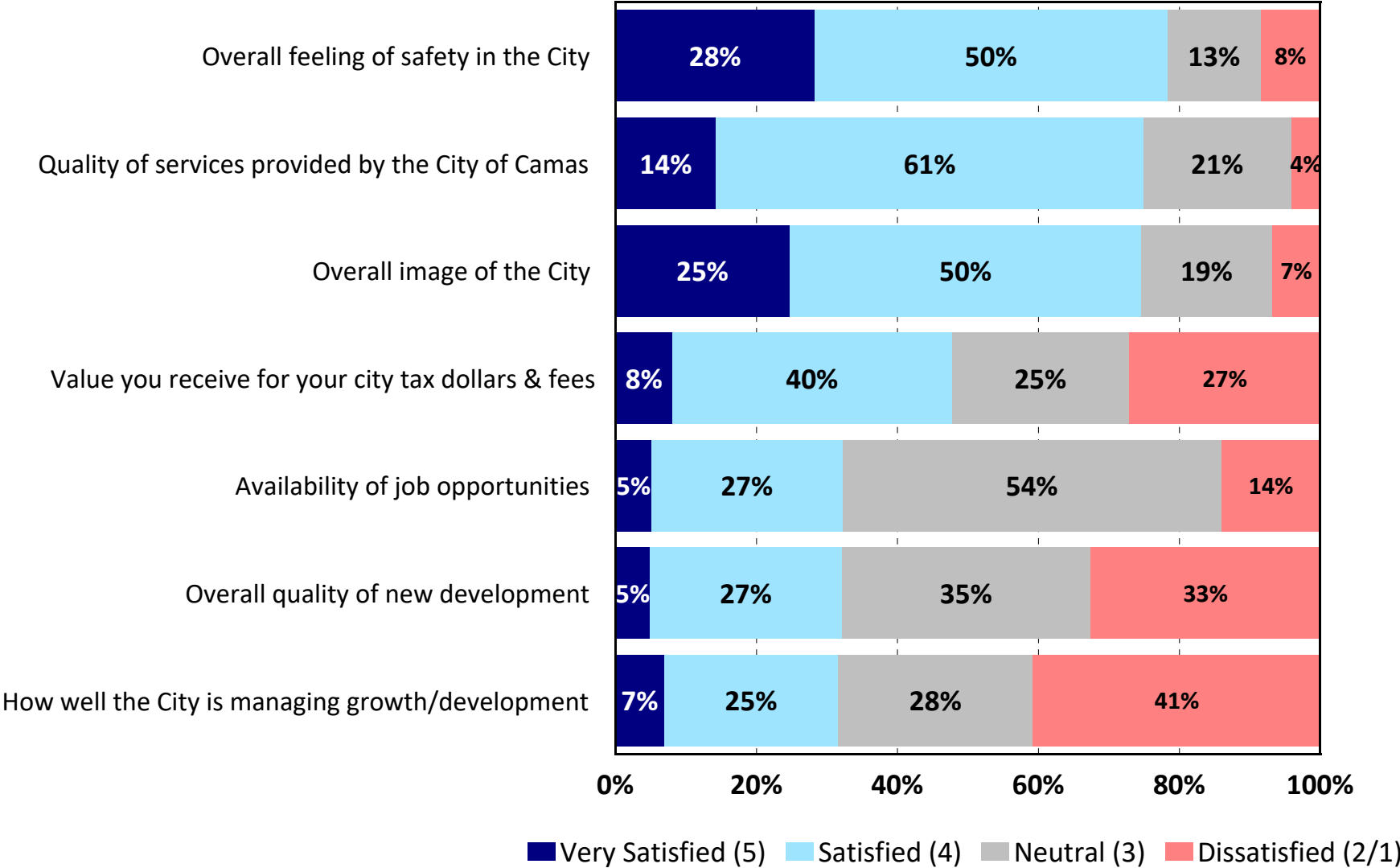
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



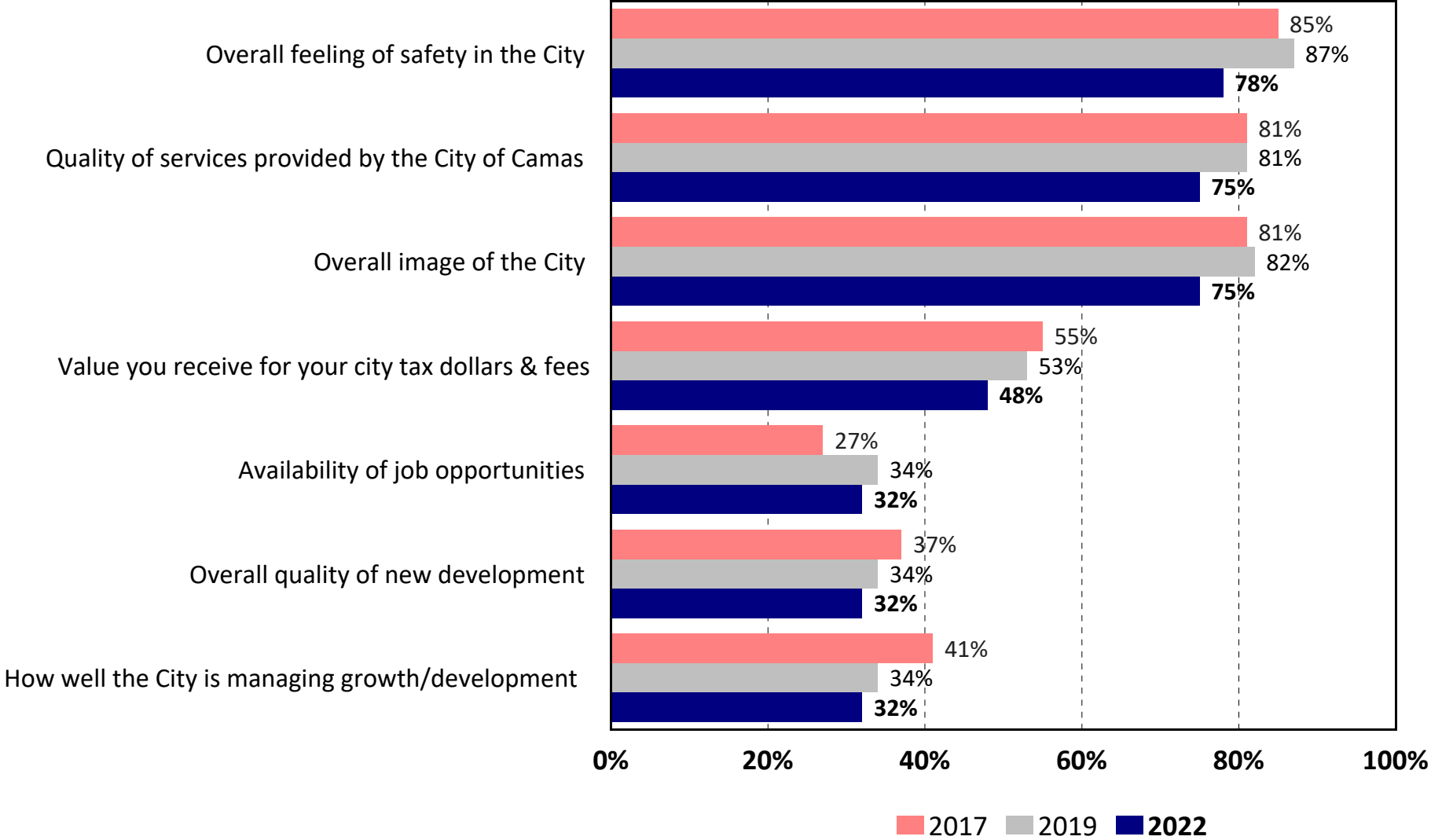
Q3. Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



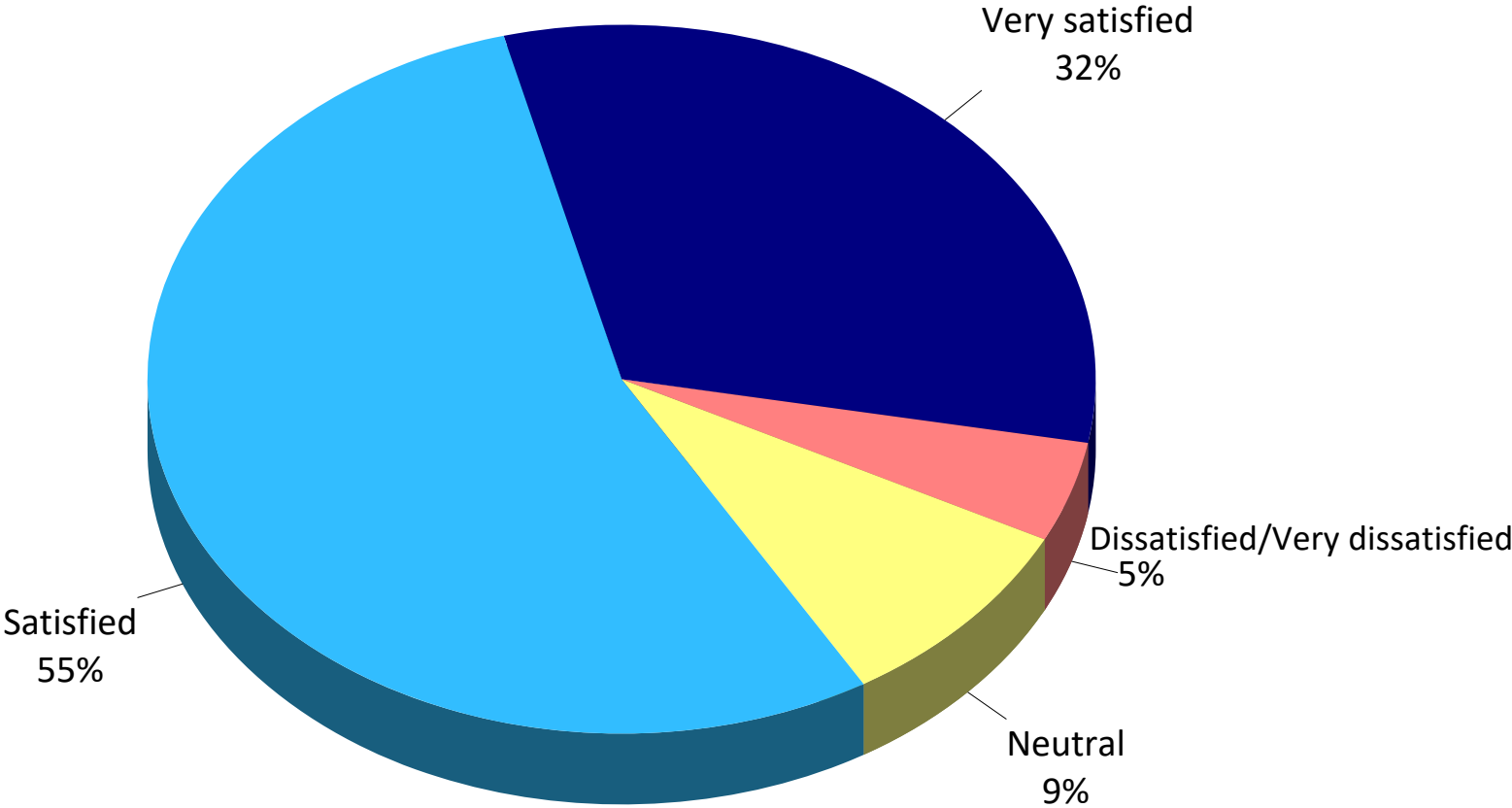
TRENDS: Satisfaction with Items That Influence Perceptions of the City - 2017 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Q4. How satisfied are you with the overall quality of life in the City of Camas?

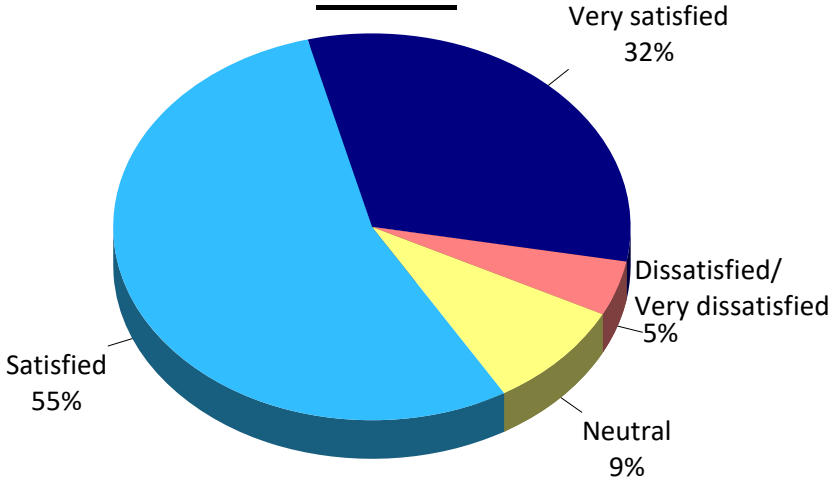
by percentage of respondents (excluding "don't know")



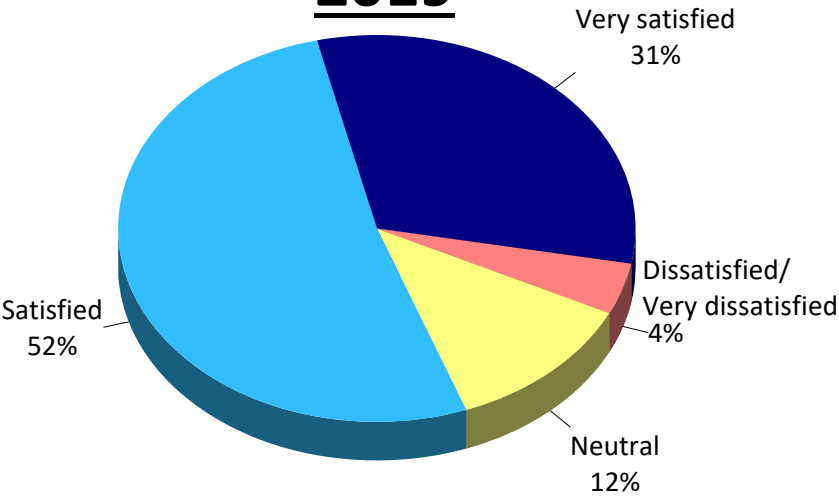
TRENDS: How satisfied are you with the overall quality of life in the City of Camas? 2017 to 2022

by percentage of respondents (excluding "don't know")

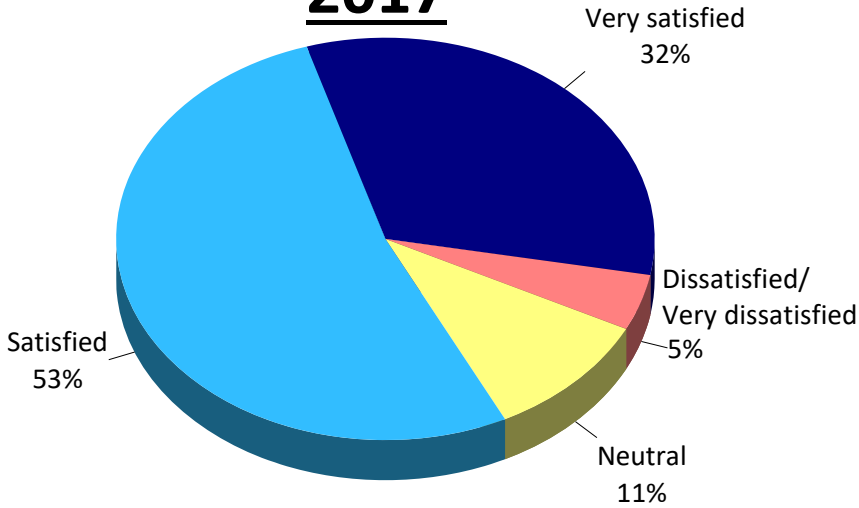
2022



2019

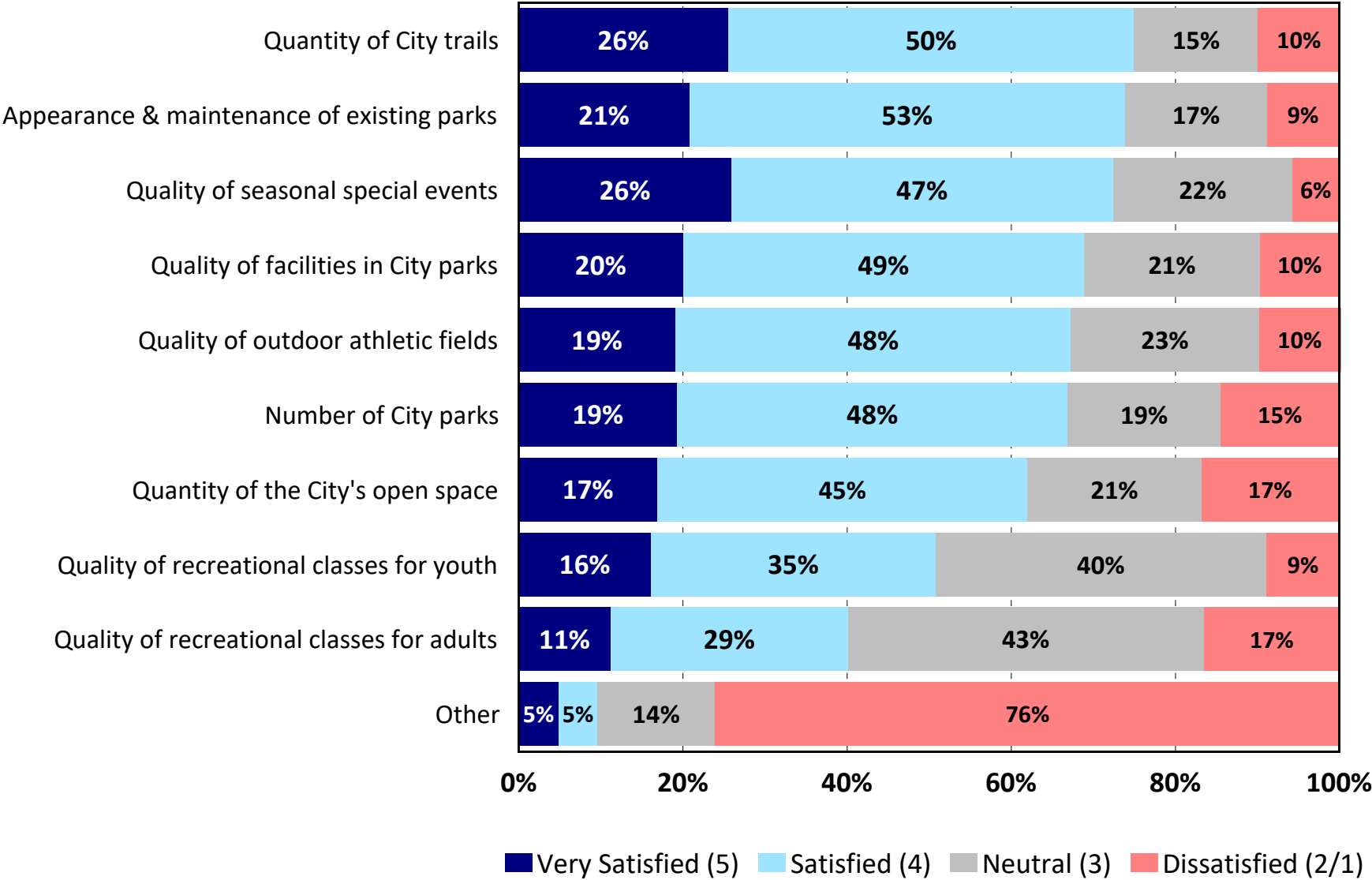


2017



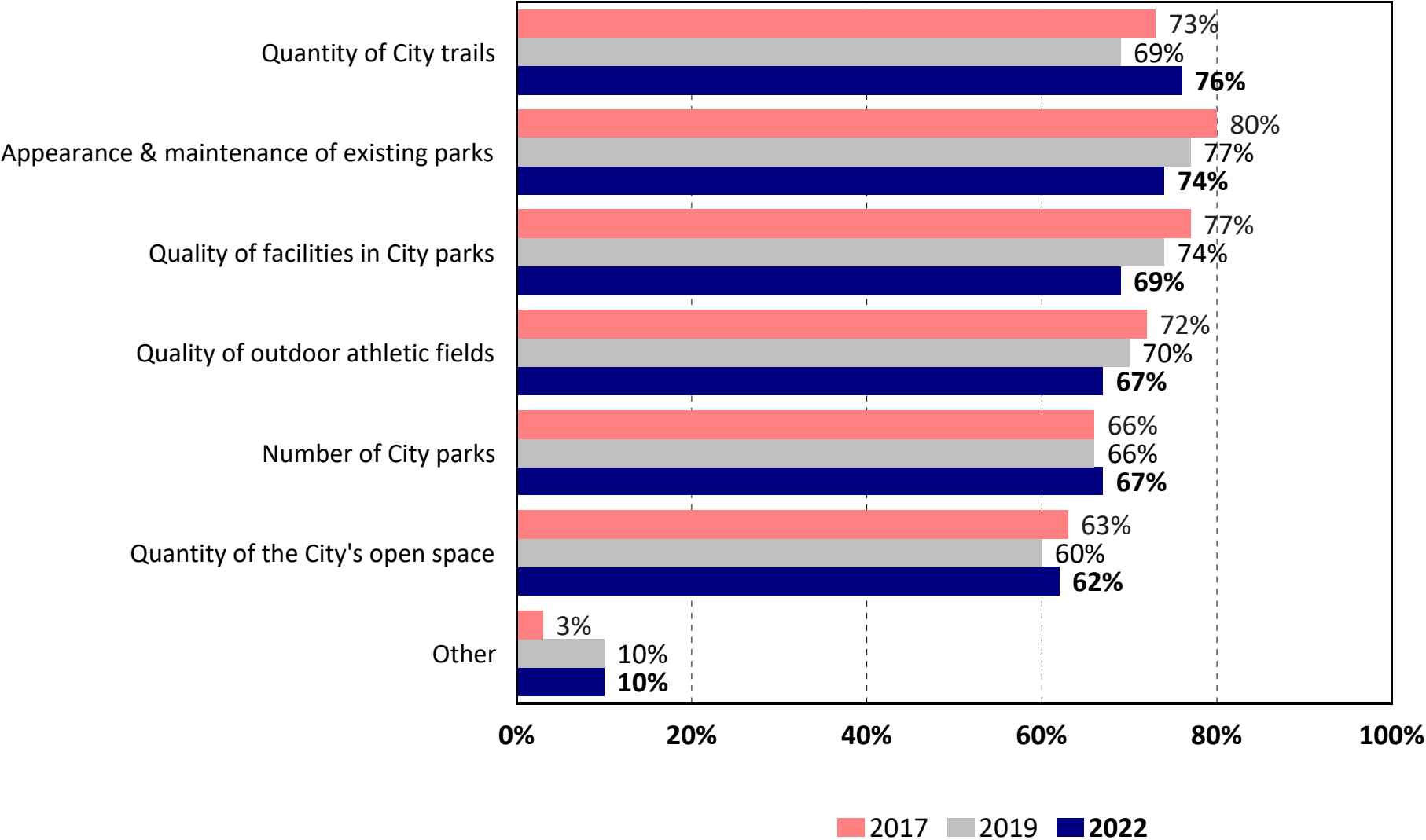
Q5. Satisfaction with Parks and Recreation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



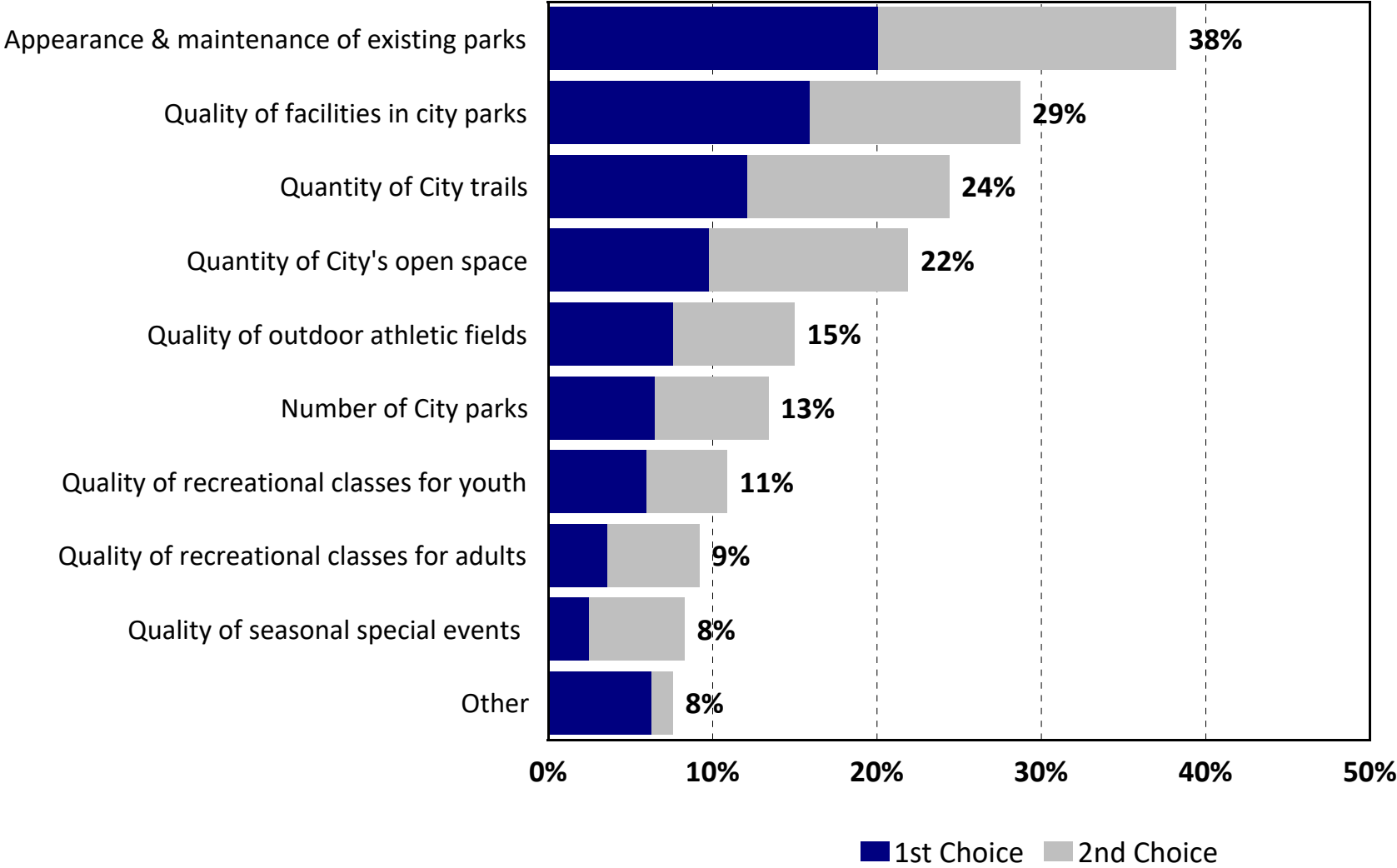
TRENDS: Satisfaction with Parks and Recreation 2017 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



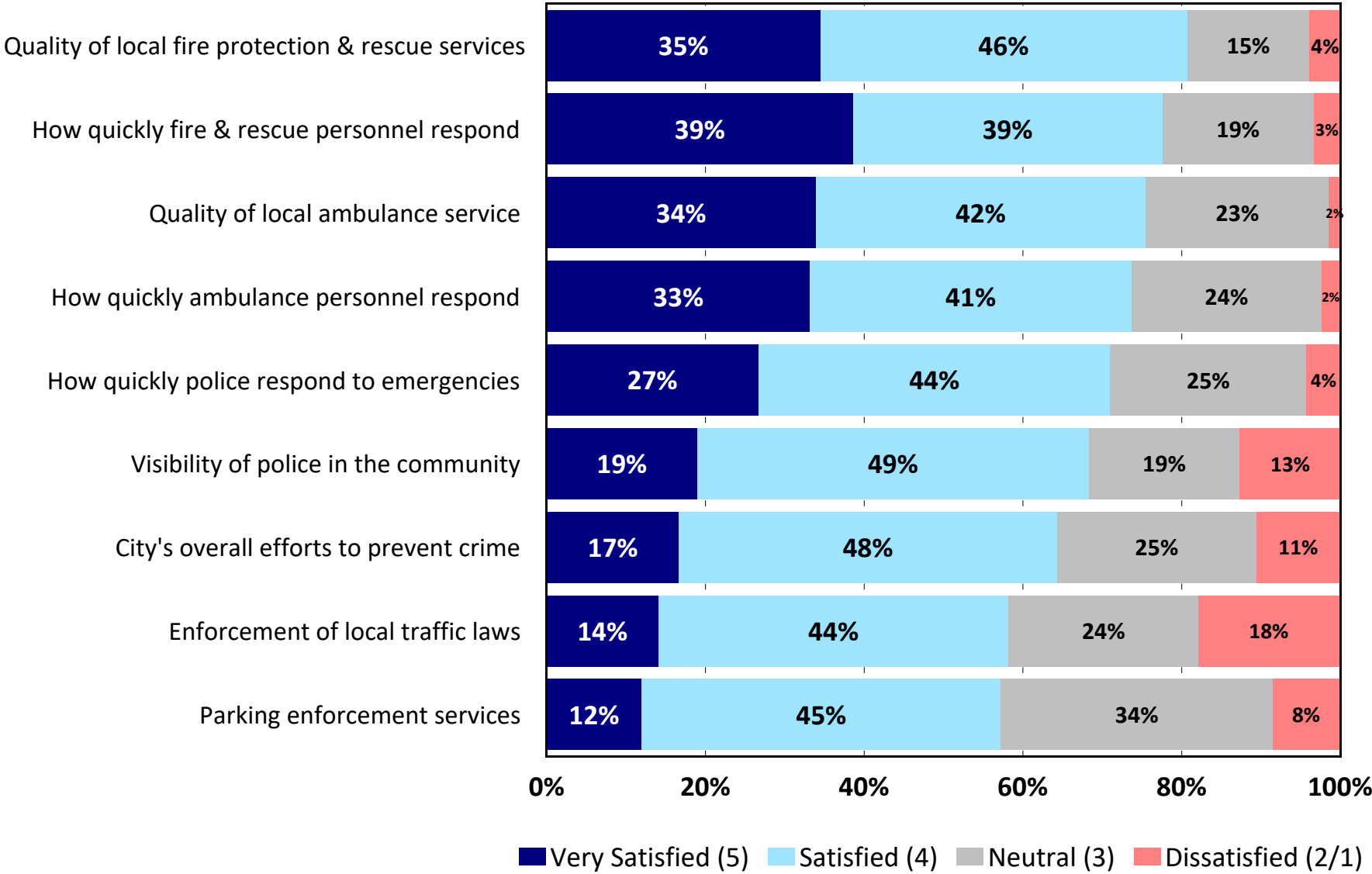
Q6. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



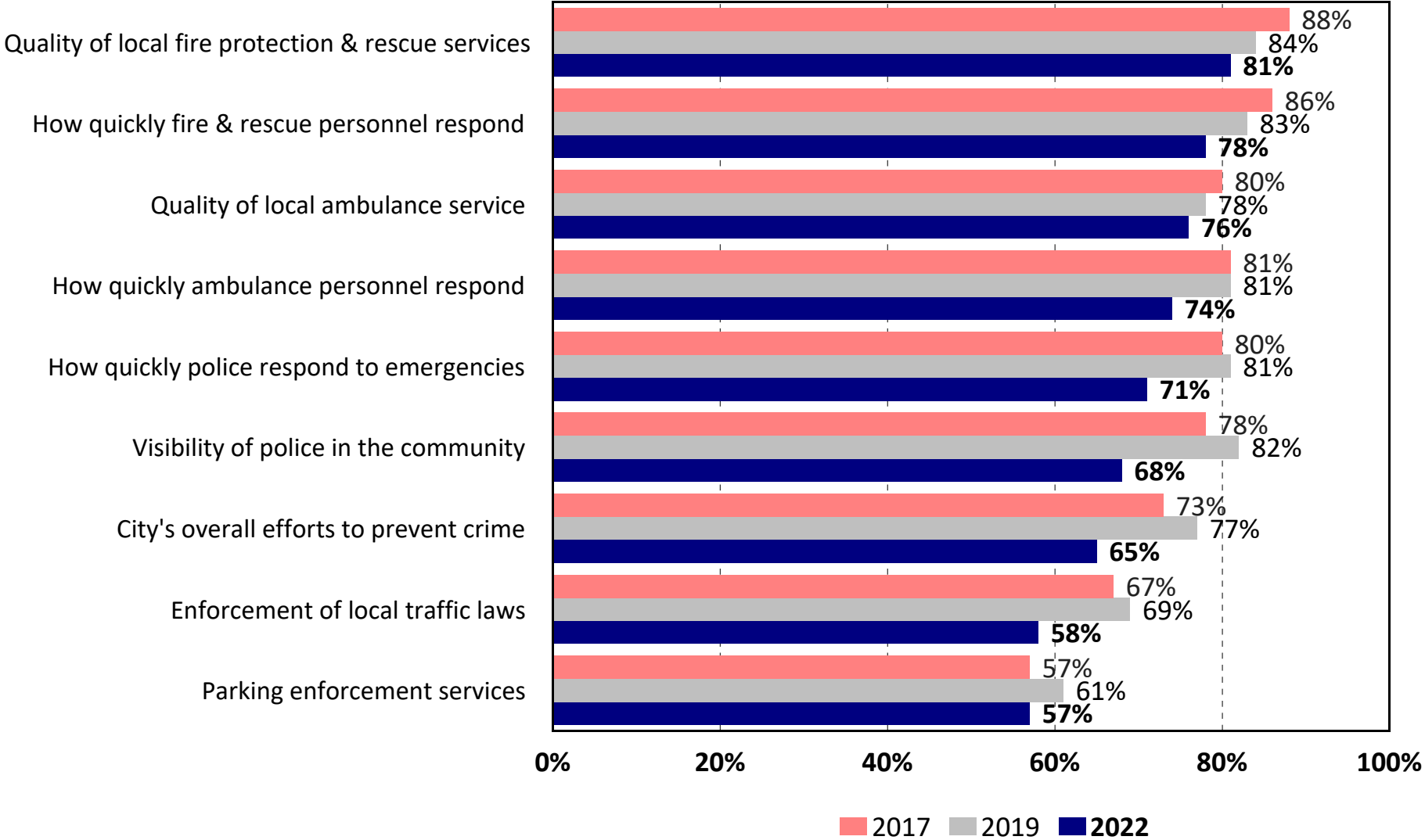
Q7. Satisfaction with Public Safety Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



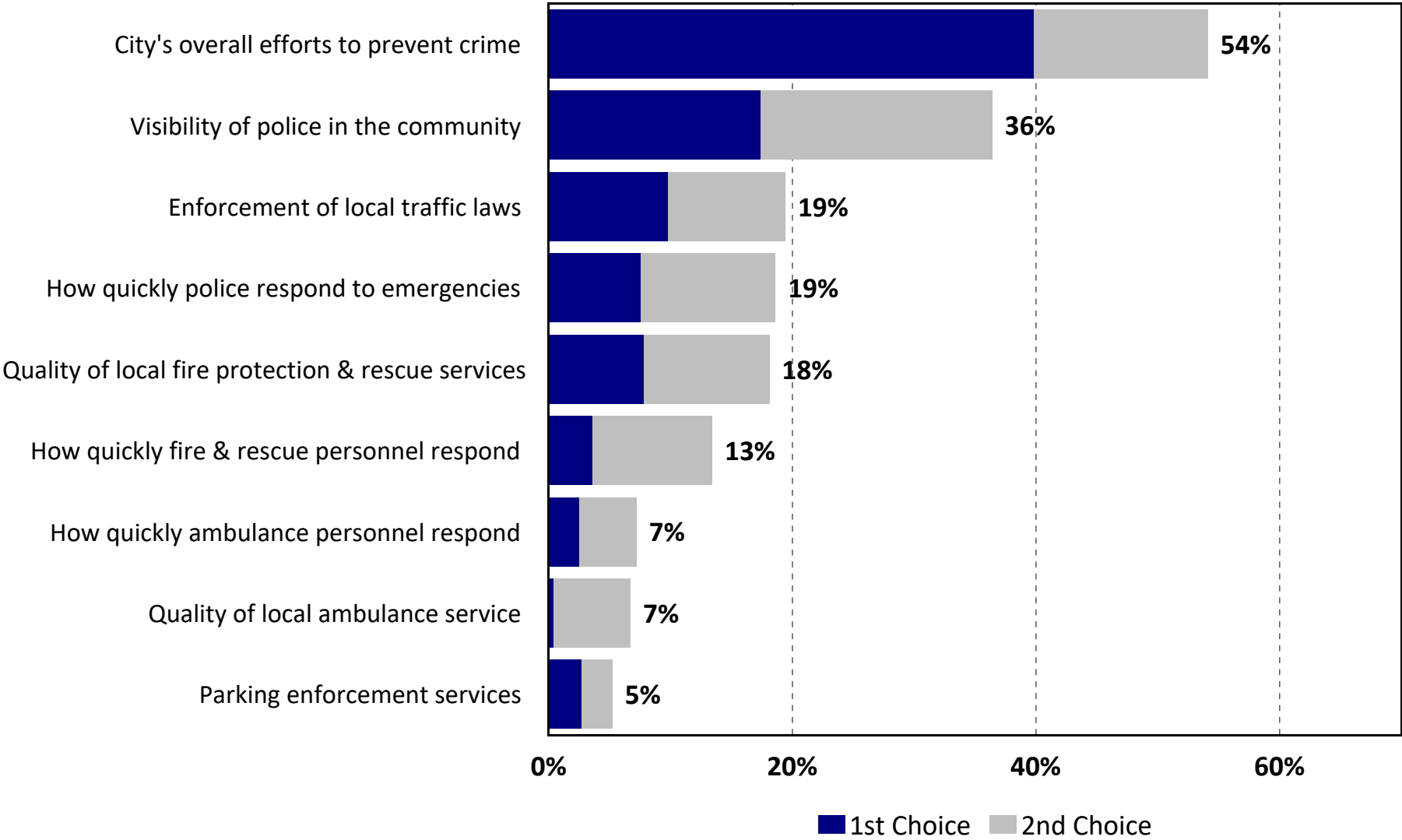
TRENDS: Satisfaction with Public Safety Services 2017 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



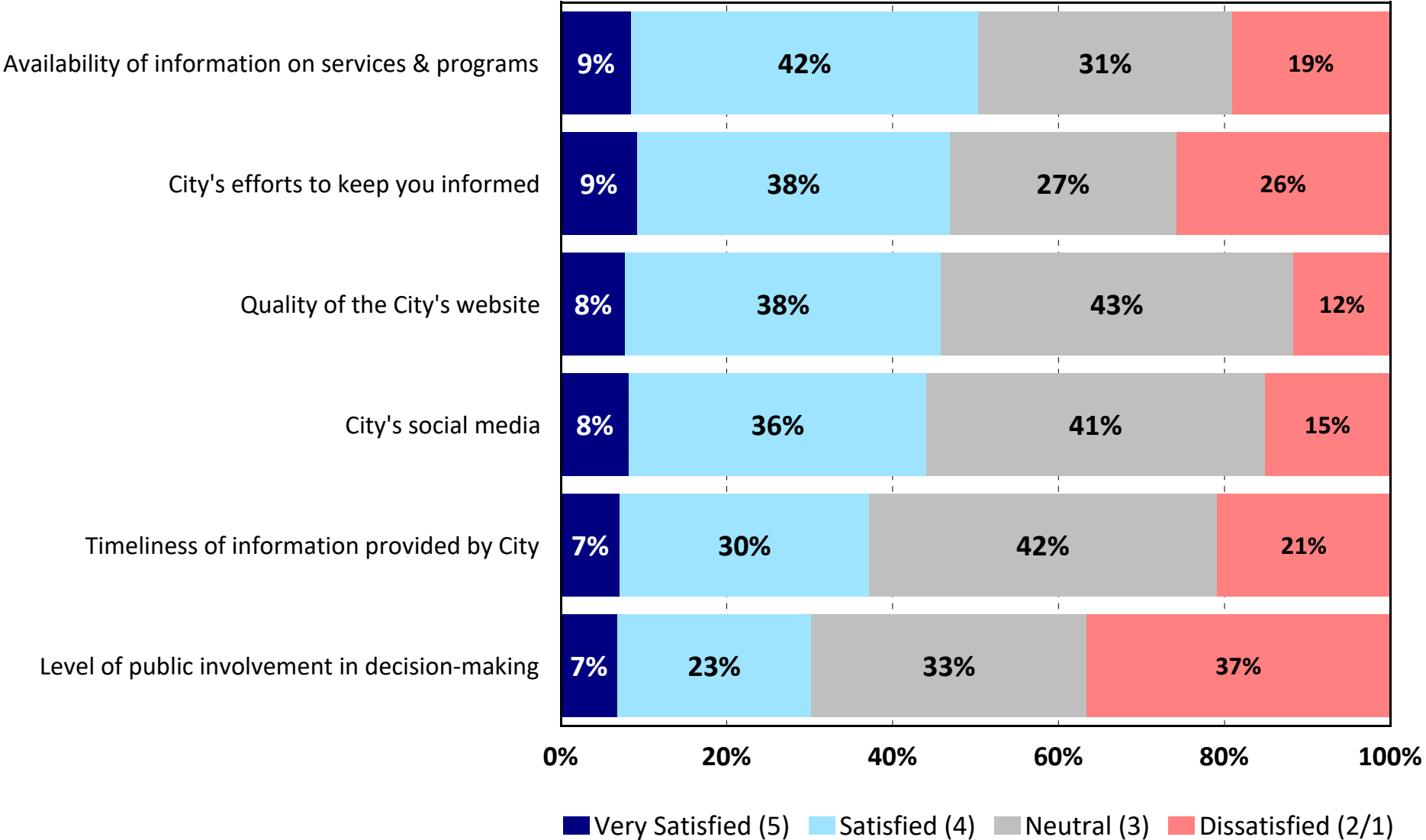
Q8. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



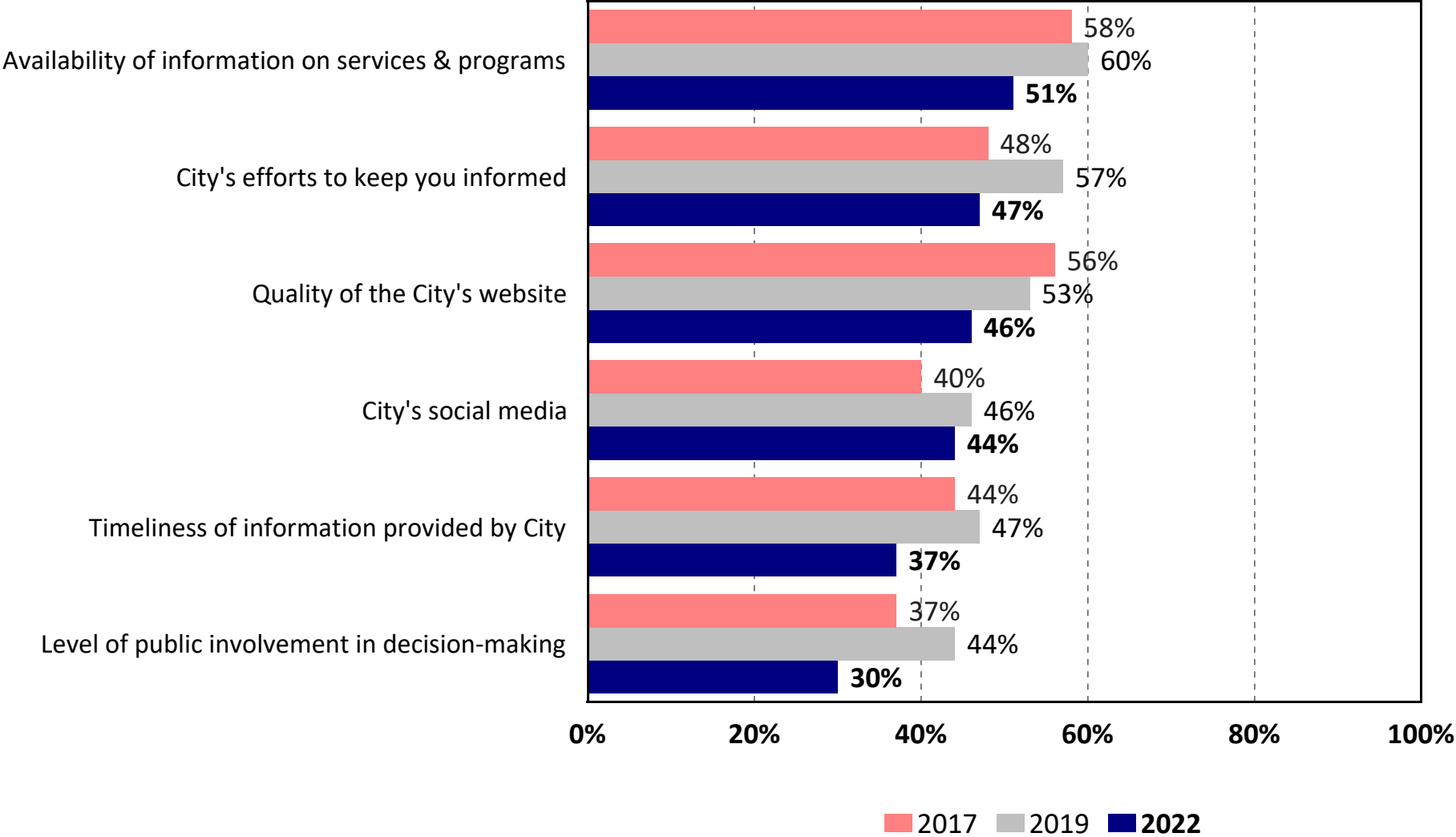
Q9. Satisfaction with City Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



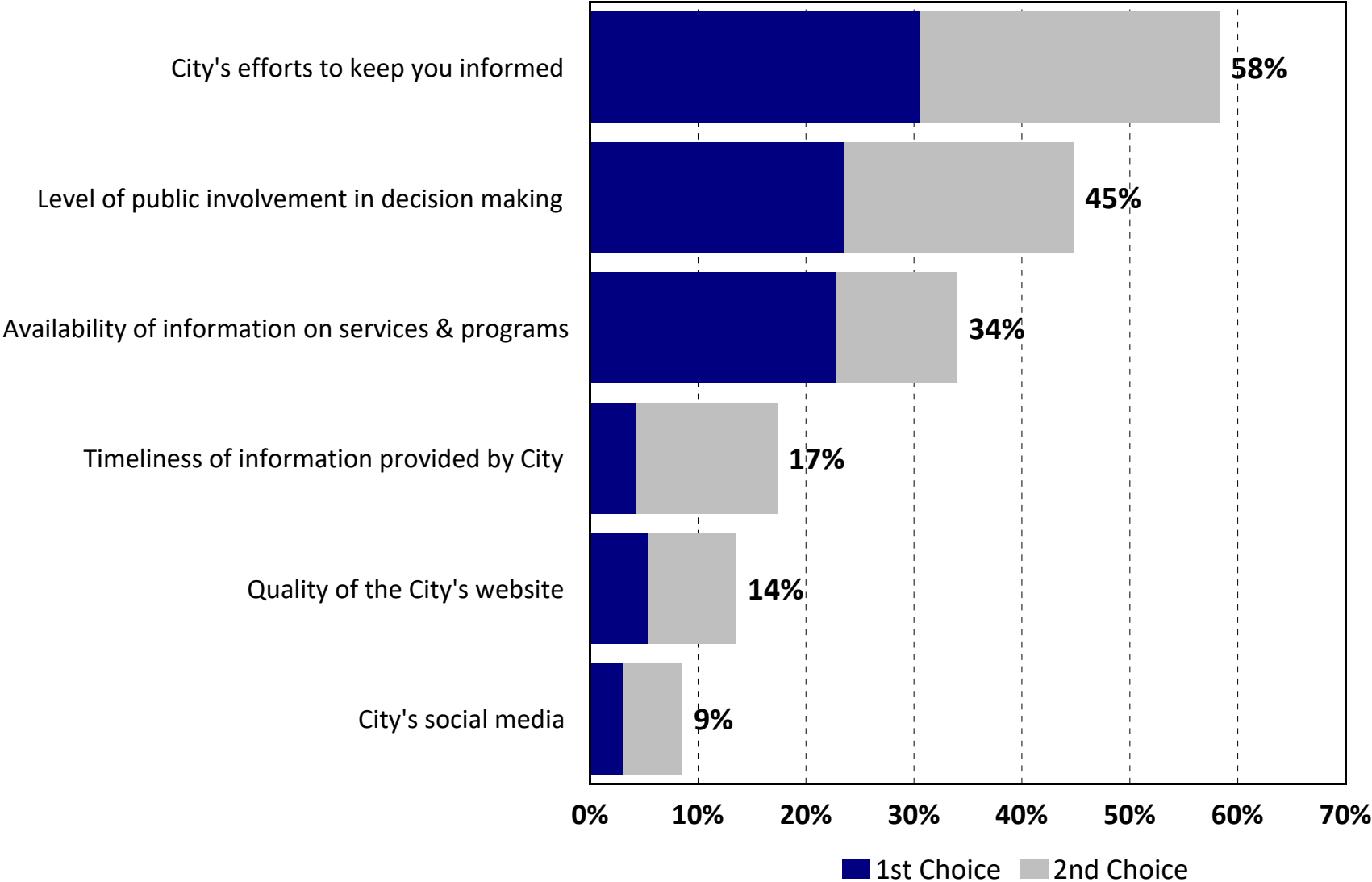
TRENDS: Satisfaction with City Communication 2017 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



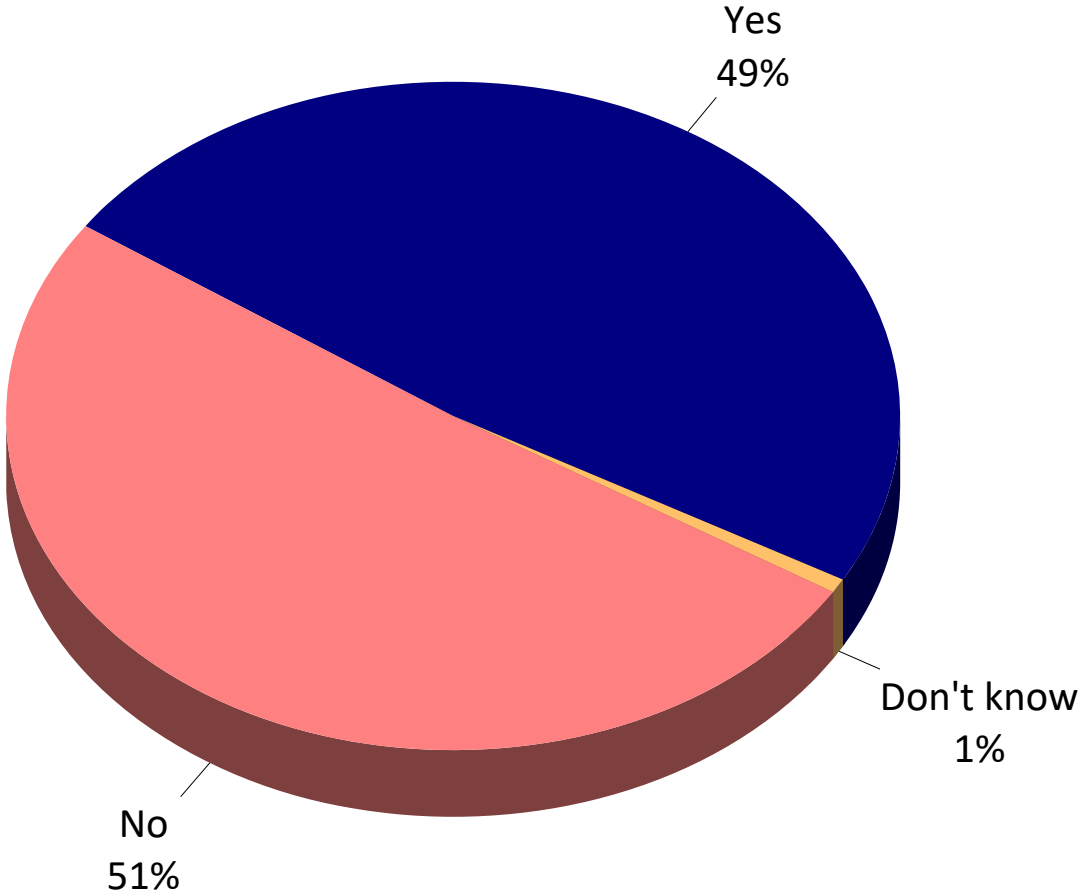
Q10. City Communication Items That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Q11. Have you called, sent e-mail to, or visited the City with a question, problem, or complaint during the past year?

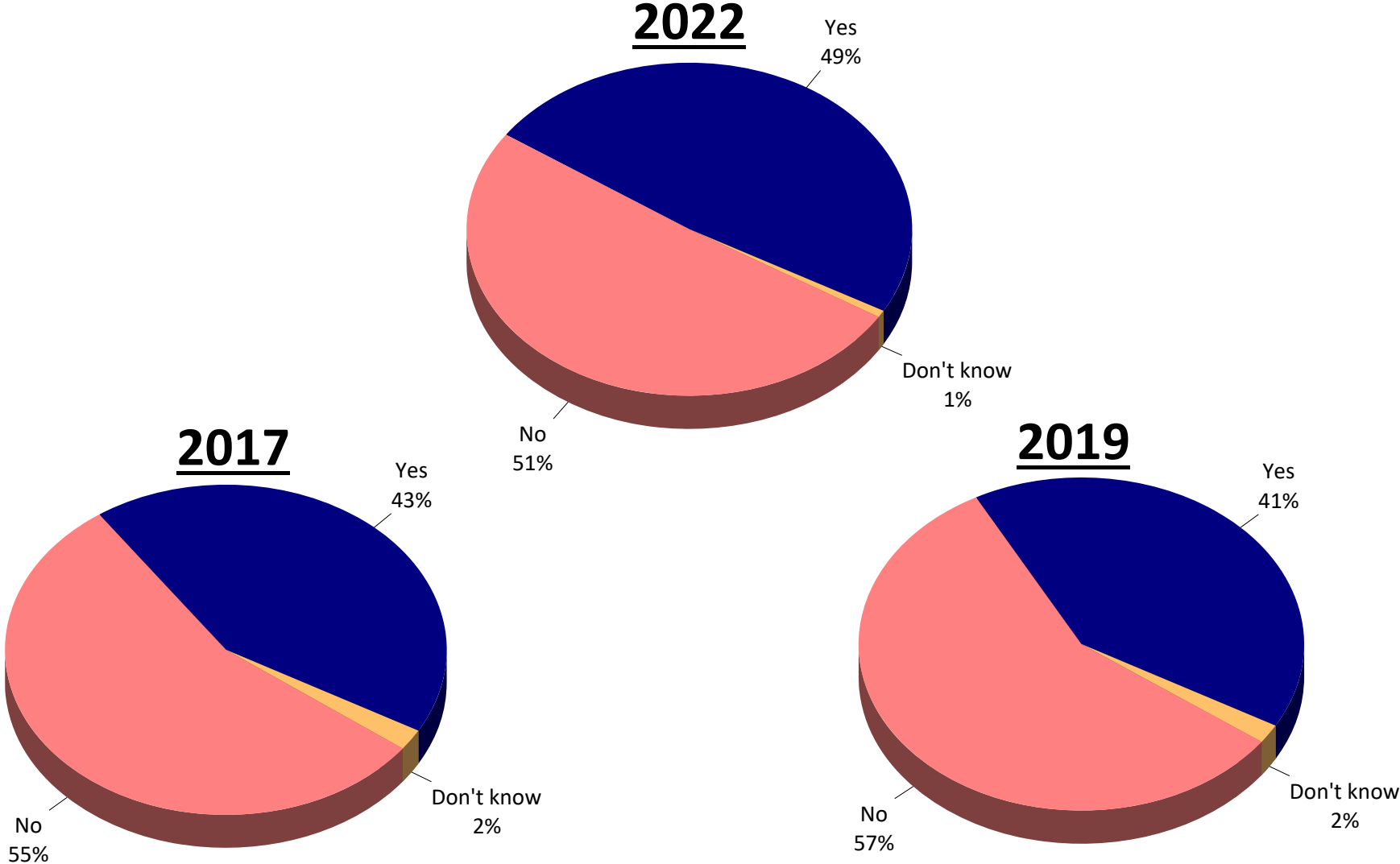
by percentage of respondents



TRENDS: Have you called, sent e-mail to, or visited the City with a question, problem, or complaint during the past year?

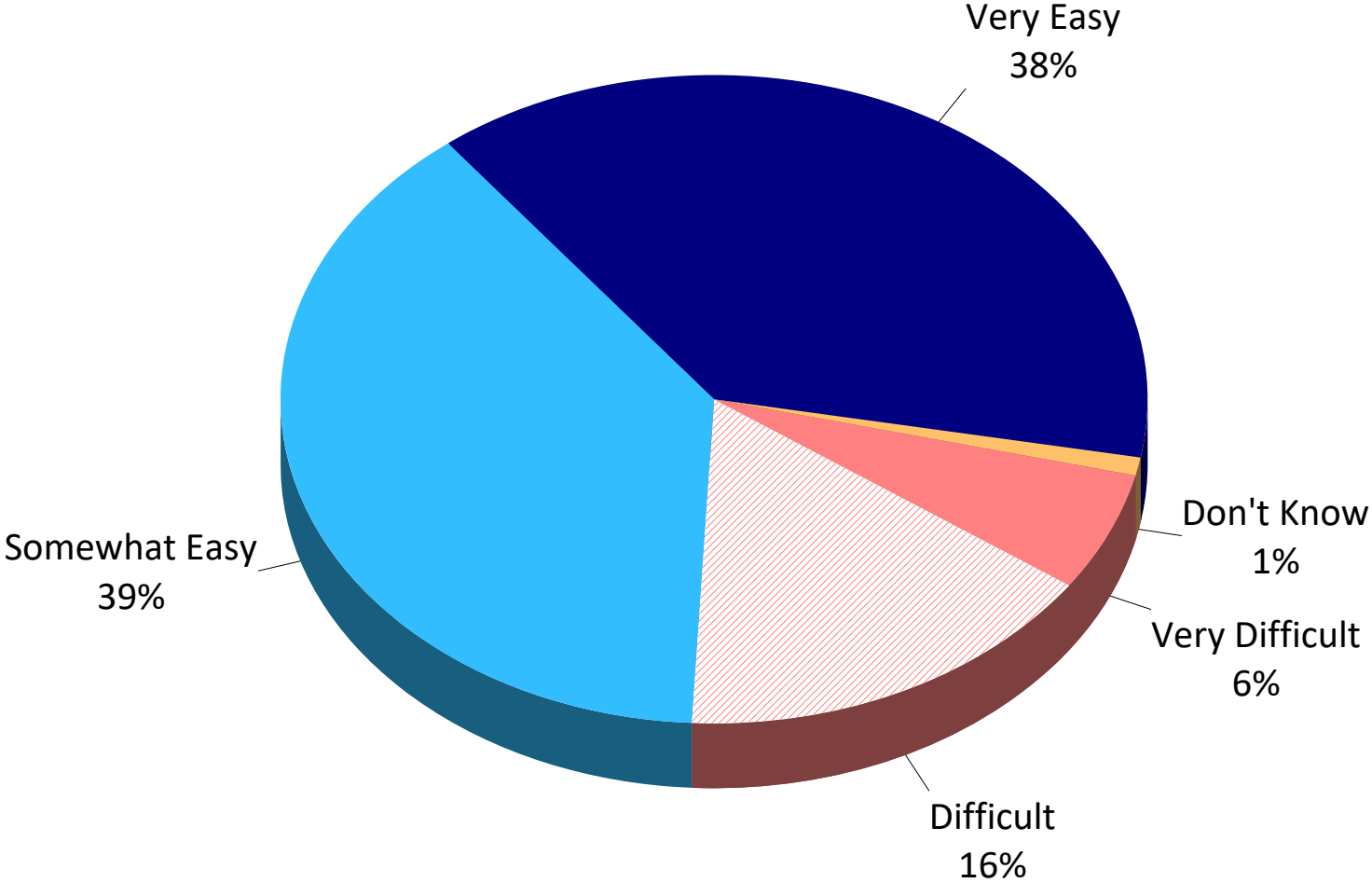
2017 to 2022

by percentage of respondents



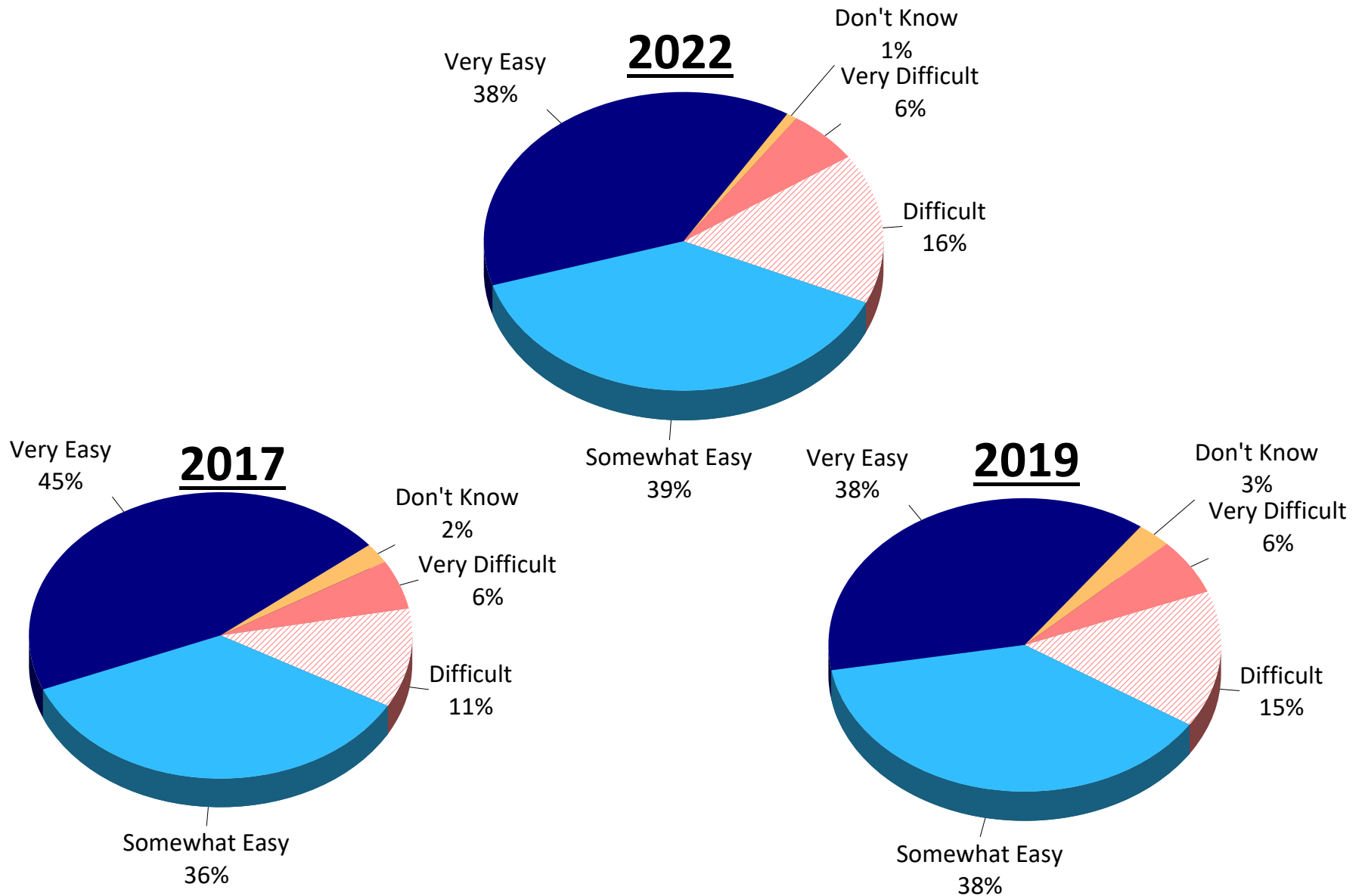
Q11a. How easy was it to contact the person you needed to reach?

by percentage of respondents who have contacted the City in the past year



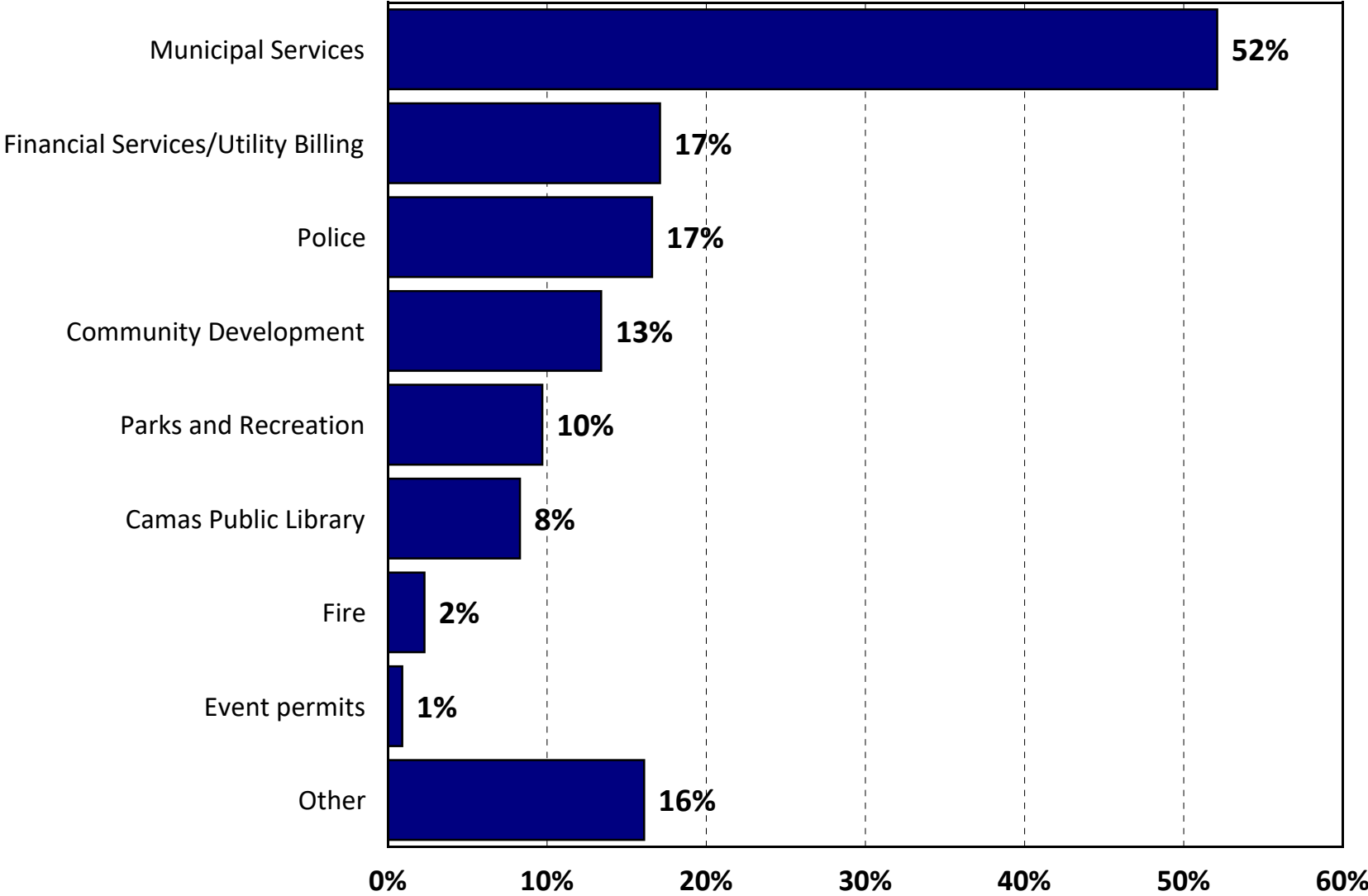
TRENDS: How easy was it to contact the person you needed to reach? 2017 to 2022

by percentage of respondents who have contacted the City in the past year



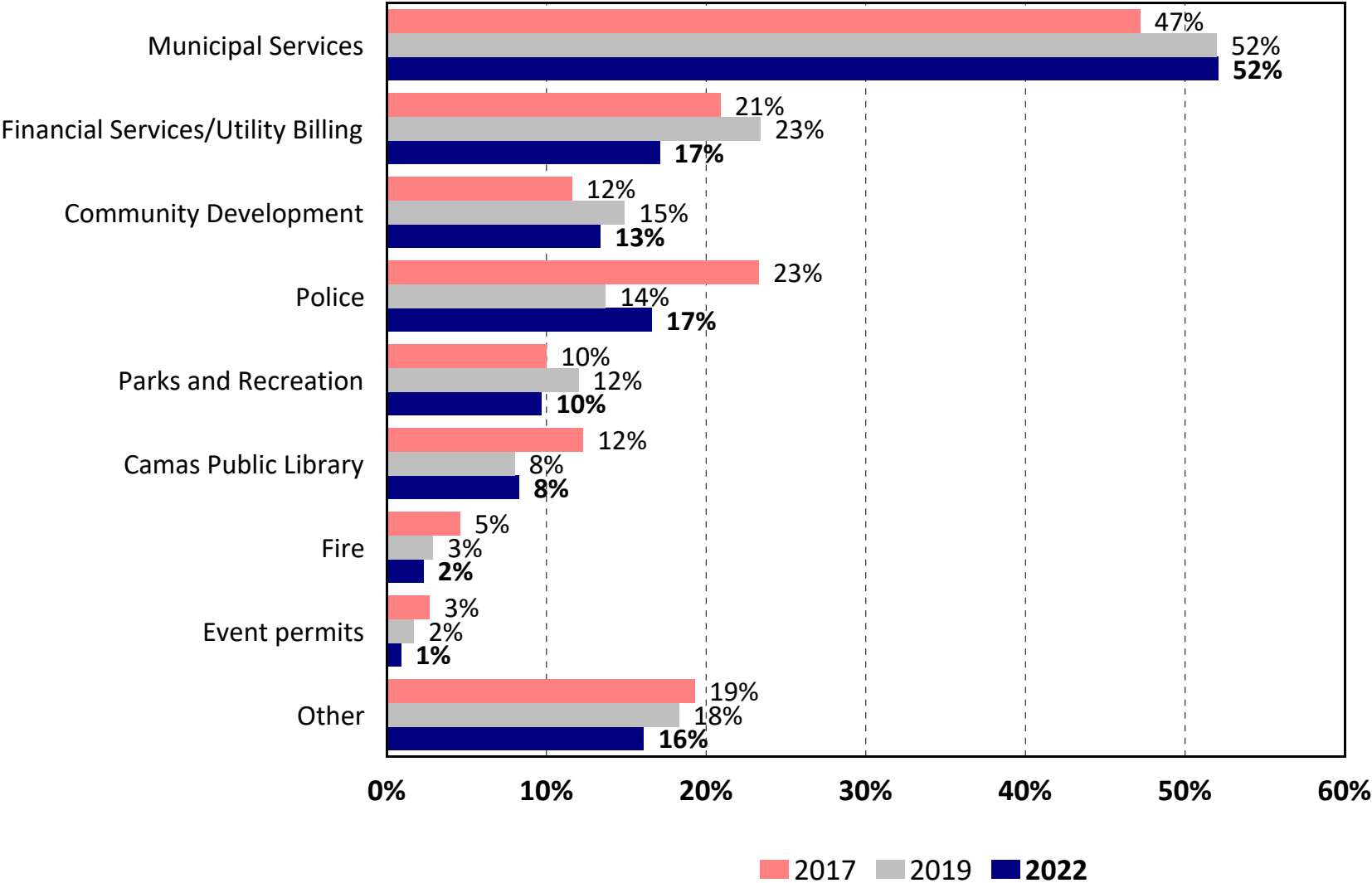
Q11b. What department did you contact?

by percentage of respondents who have contacted the City in the past year (multiple choices could be made)



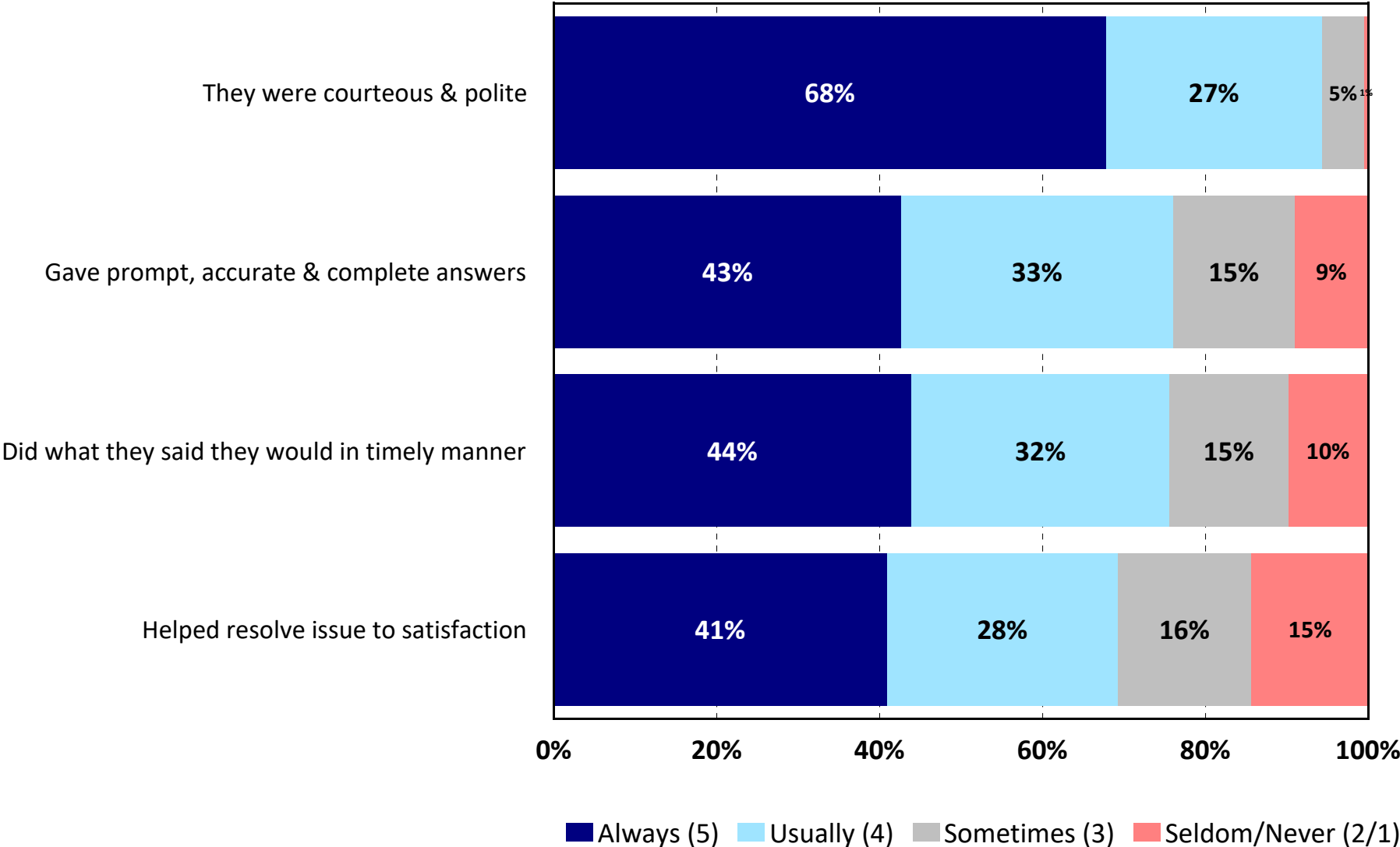
TRENDS: What department did you contact? 2017 to 2022

by percentage of respondents who have contacted the City in the past year (multiple choices could be made)



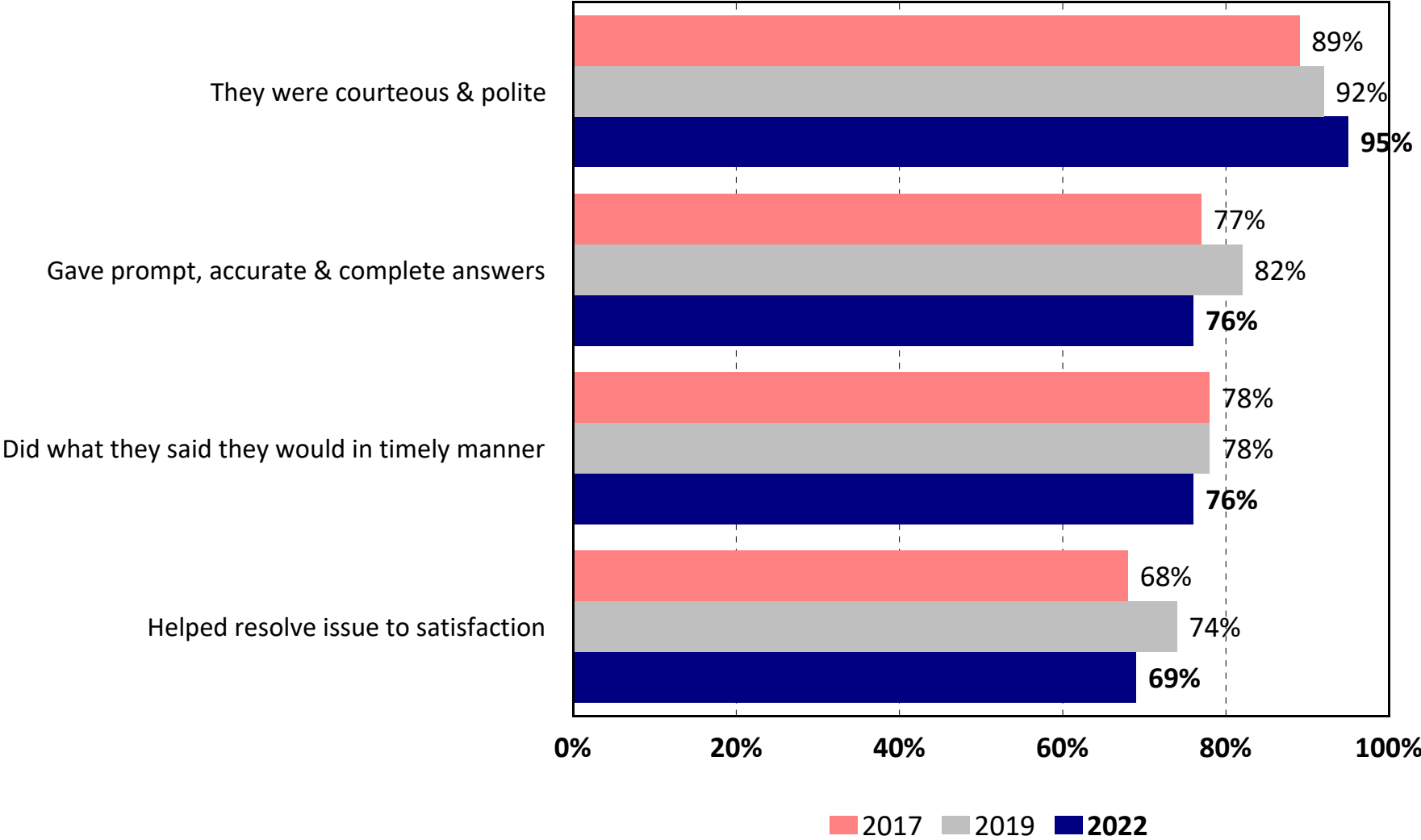
Q11c. How Often Employees Displayed Various Behaviors

by percentage of respondents who have contacted the City in the past year and rated the item as a 1 to 5 on a 5-point scale
(excluding "don't know")



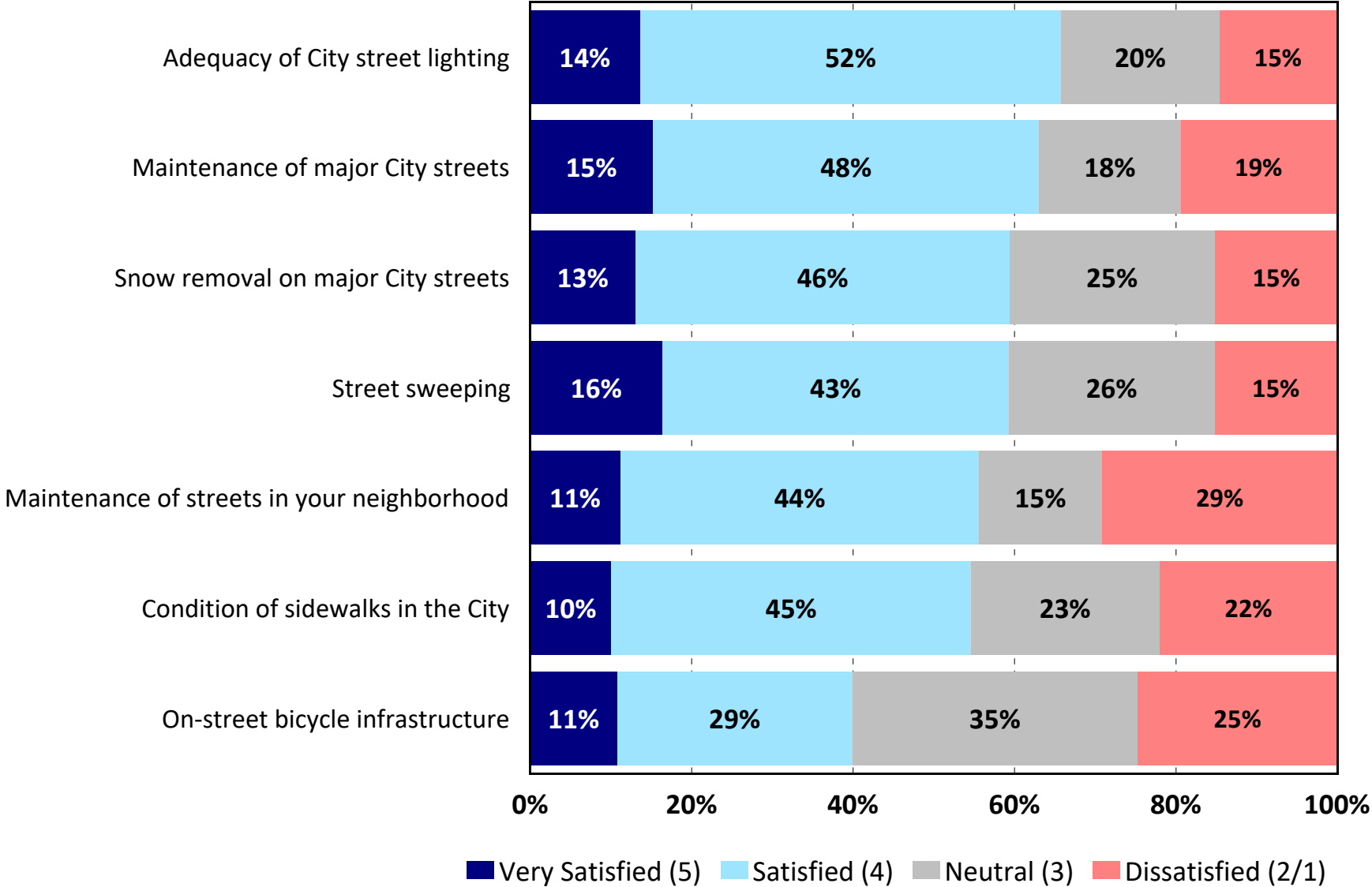
TRENDS: How Often Employees Displayed Various Behaviors - 2017 to 2022

by percentage of respondents who have contacted the City in the past year and rated the item as a 4 or 5 on a 5-point scale
(excluding “don't know”)



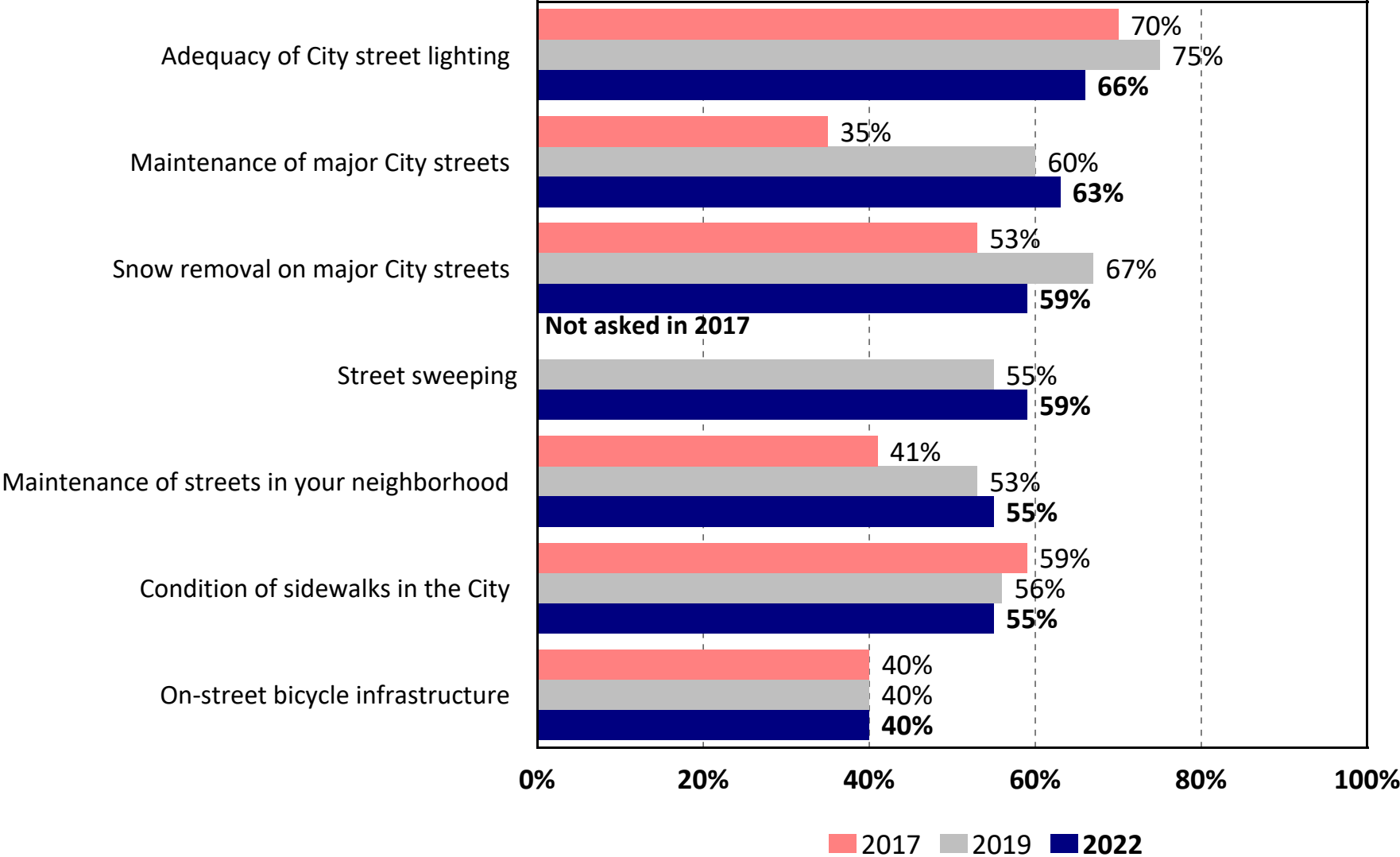
Q12. Satisfaction with Street Maintenance

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



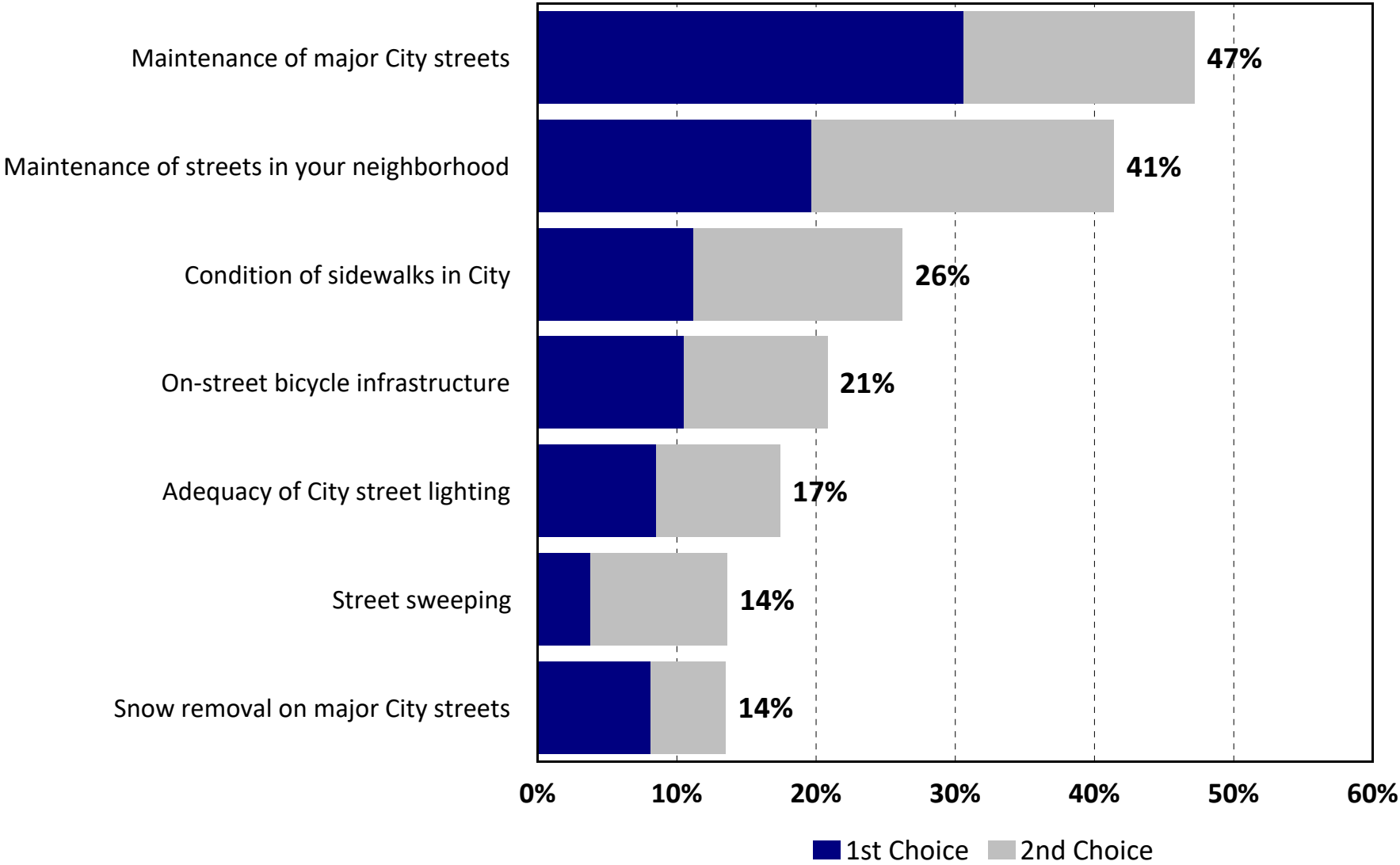
TRENDS: Satisfaction with Street Maintenance 2017 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



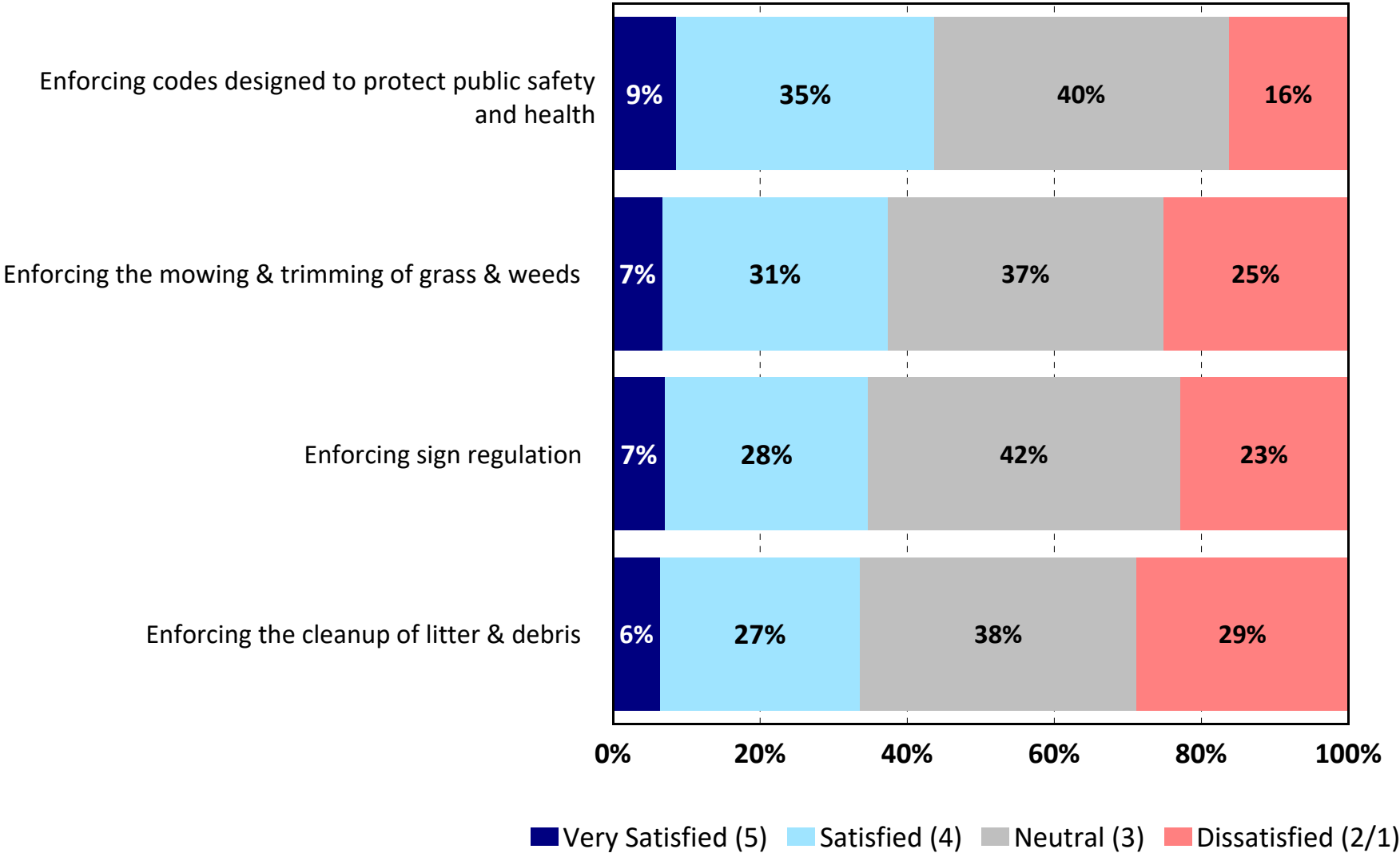
Q13. Street Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Q14. Satisfaction with Code Enforcement

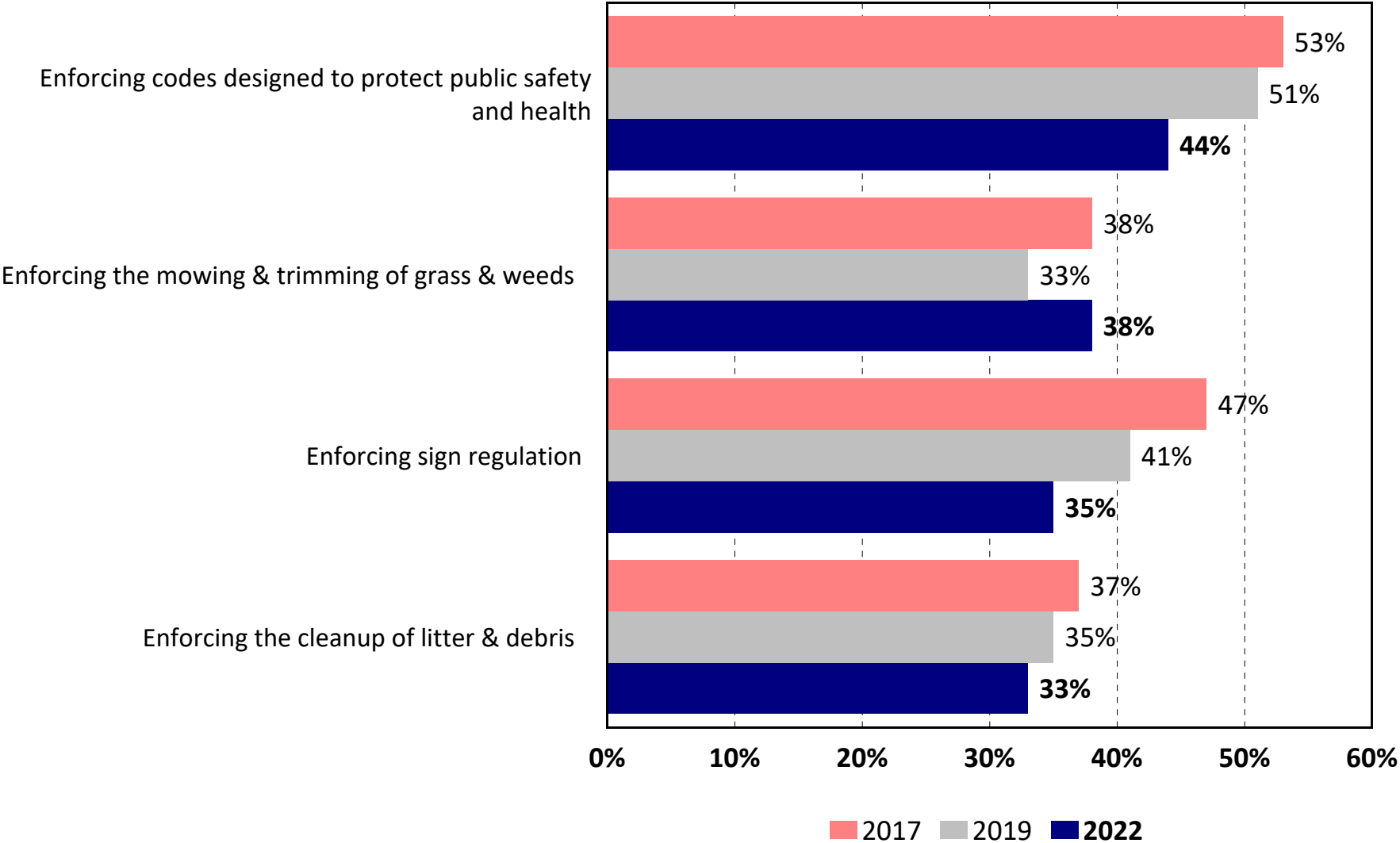
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



TRENDS: Satisfaction with Code Enforcement

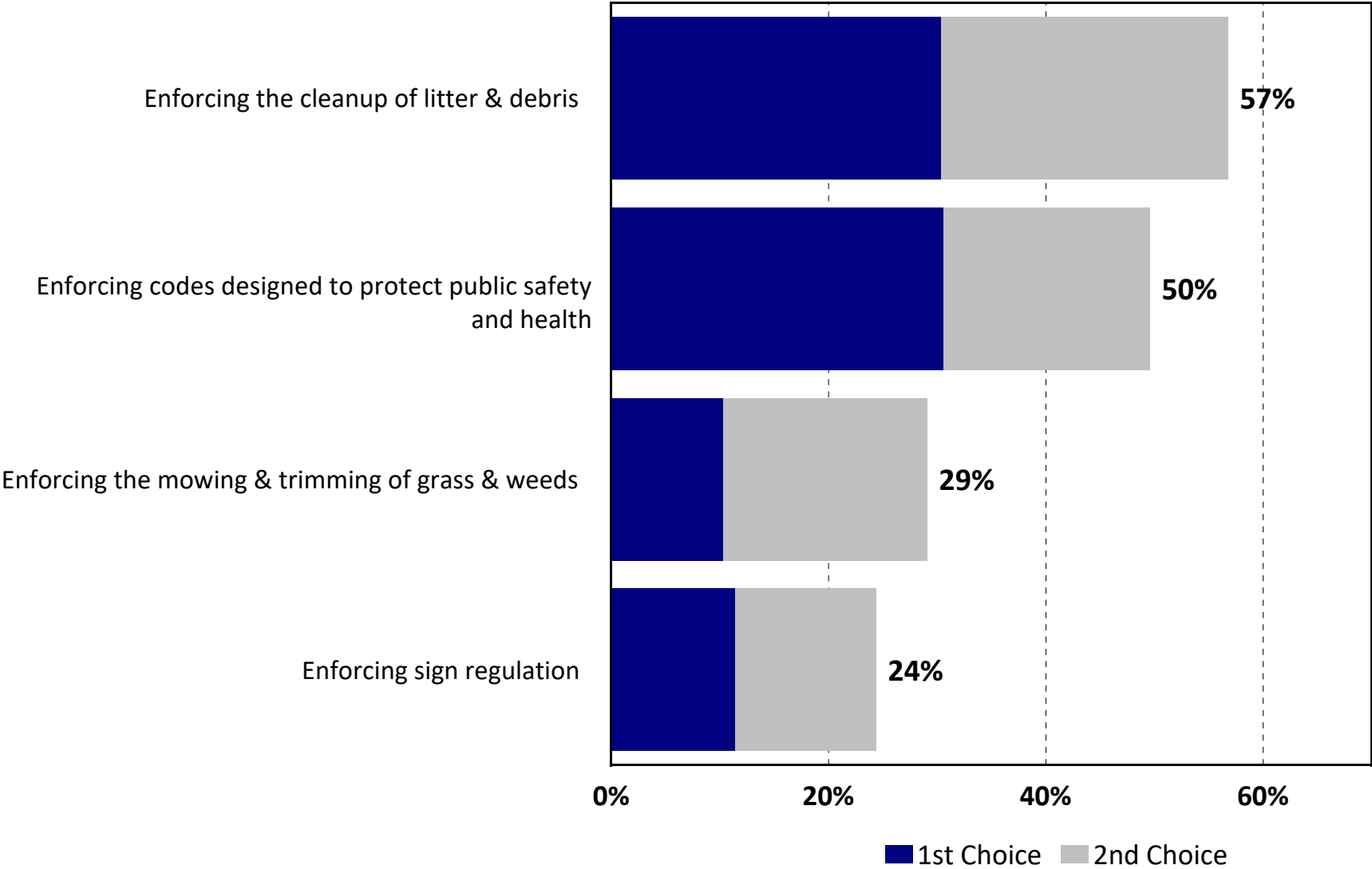
2017 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



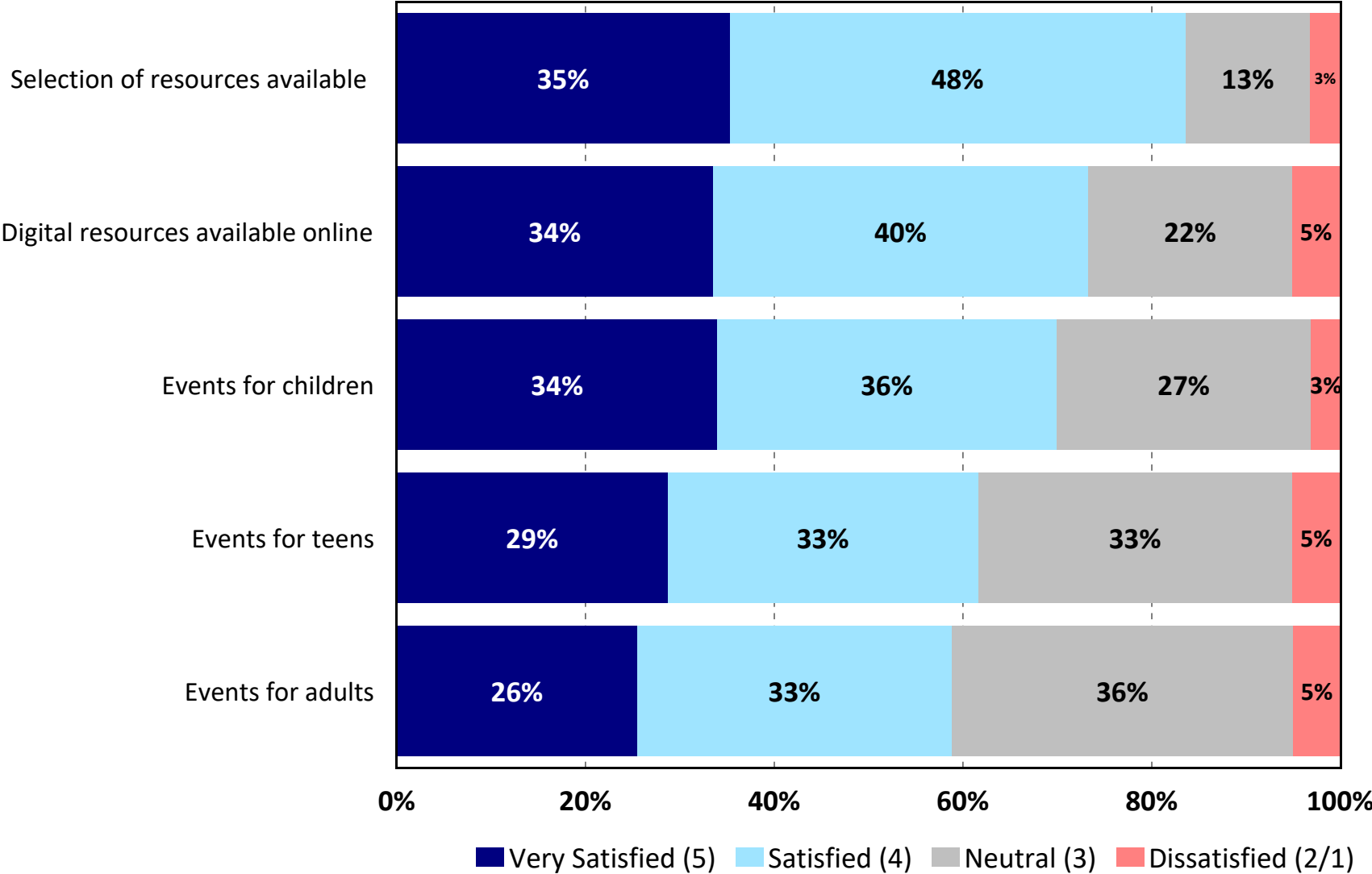
Q15. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



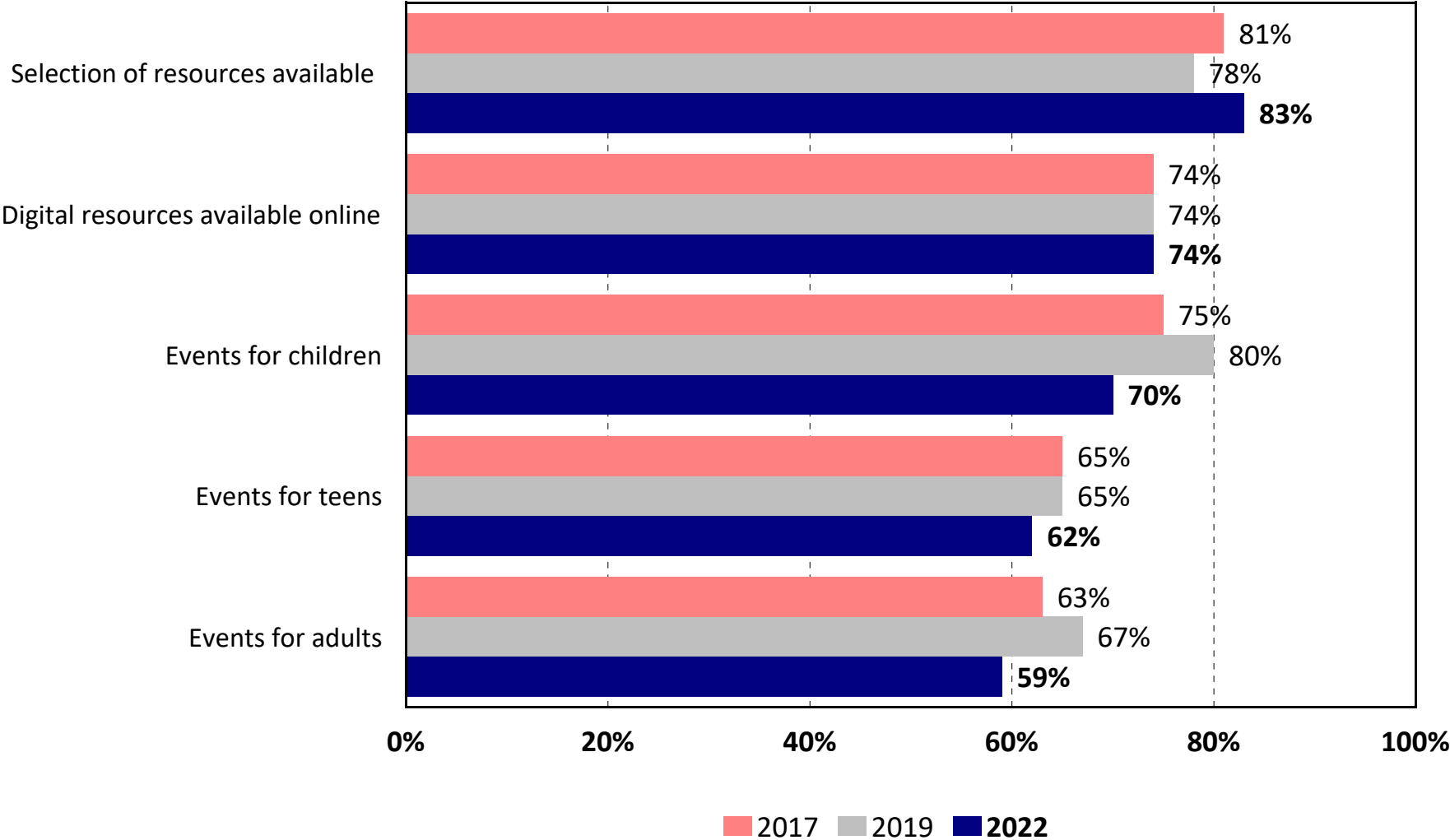
Q16. Satisfaction with Public Library Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



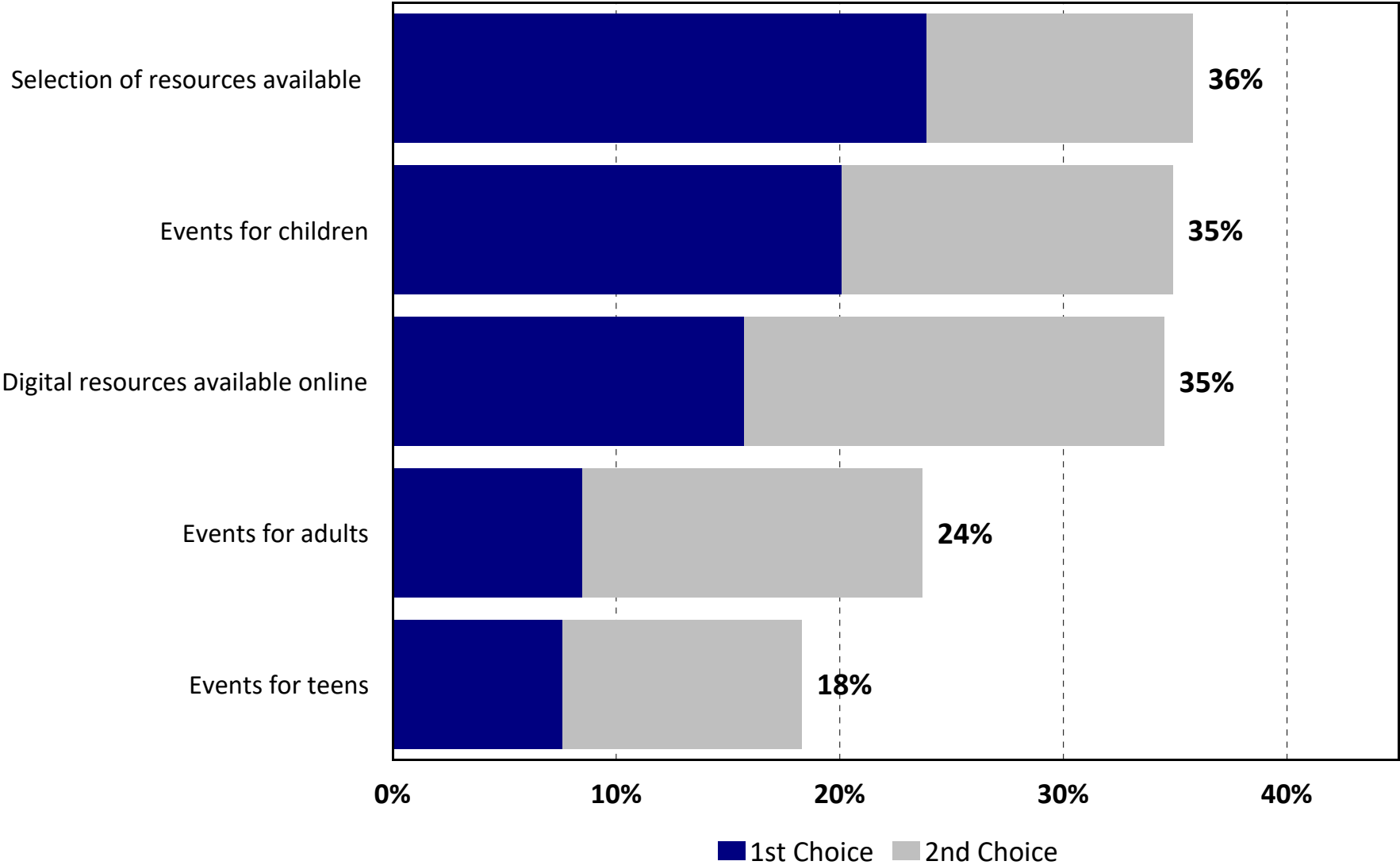
TRENDS: Satisfaction with Public Library Services 2017 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



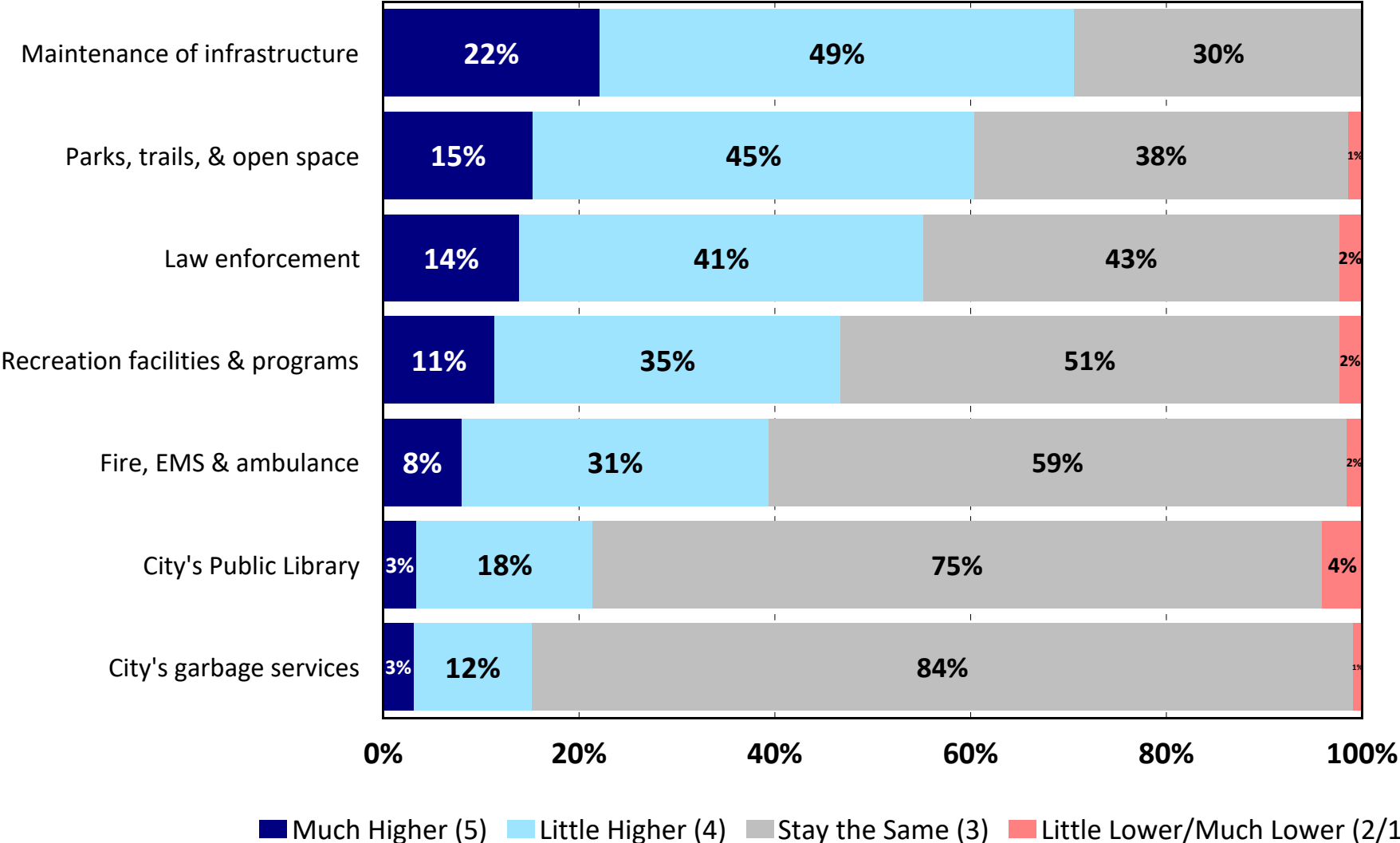
Q17. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



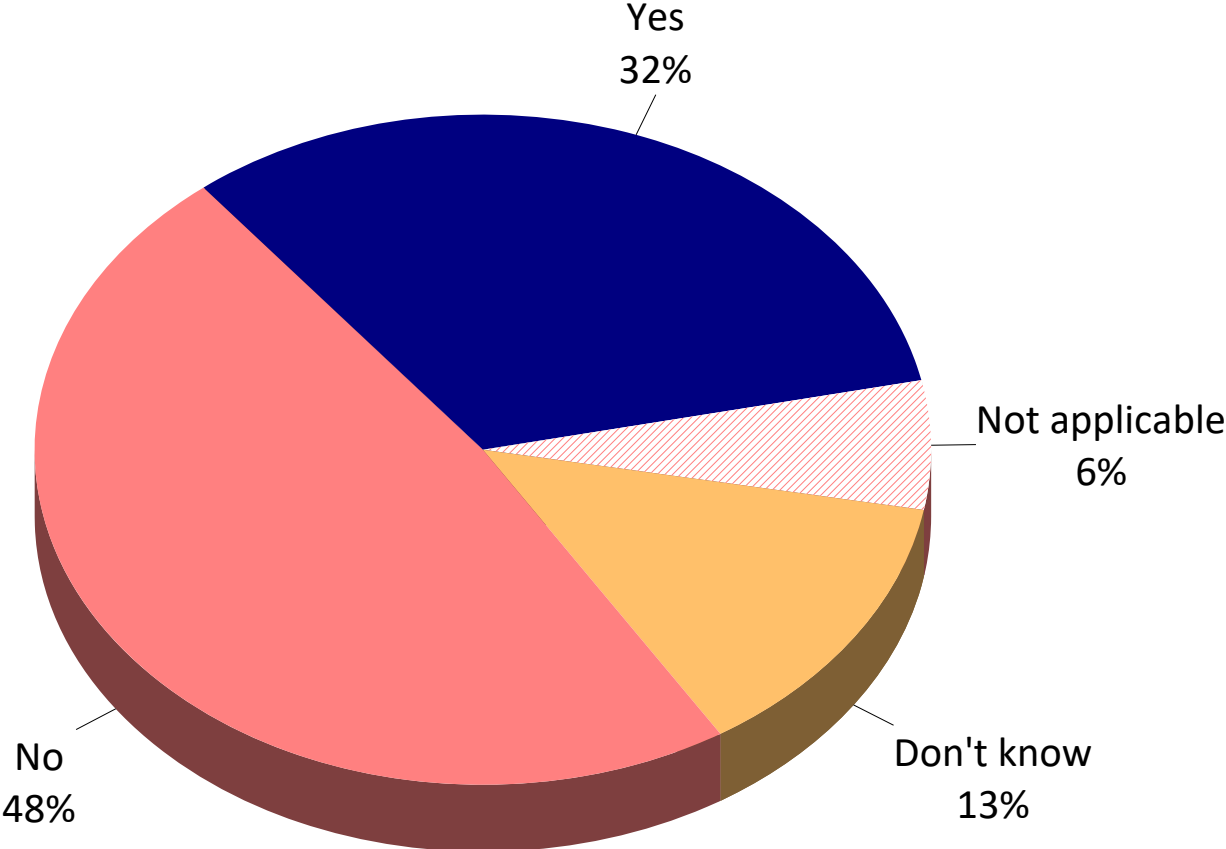
Q18. How Level of Service Provided by the City Should Change

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



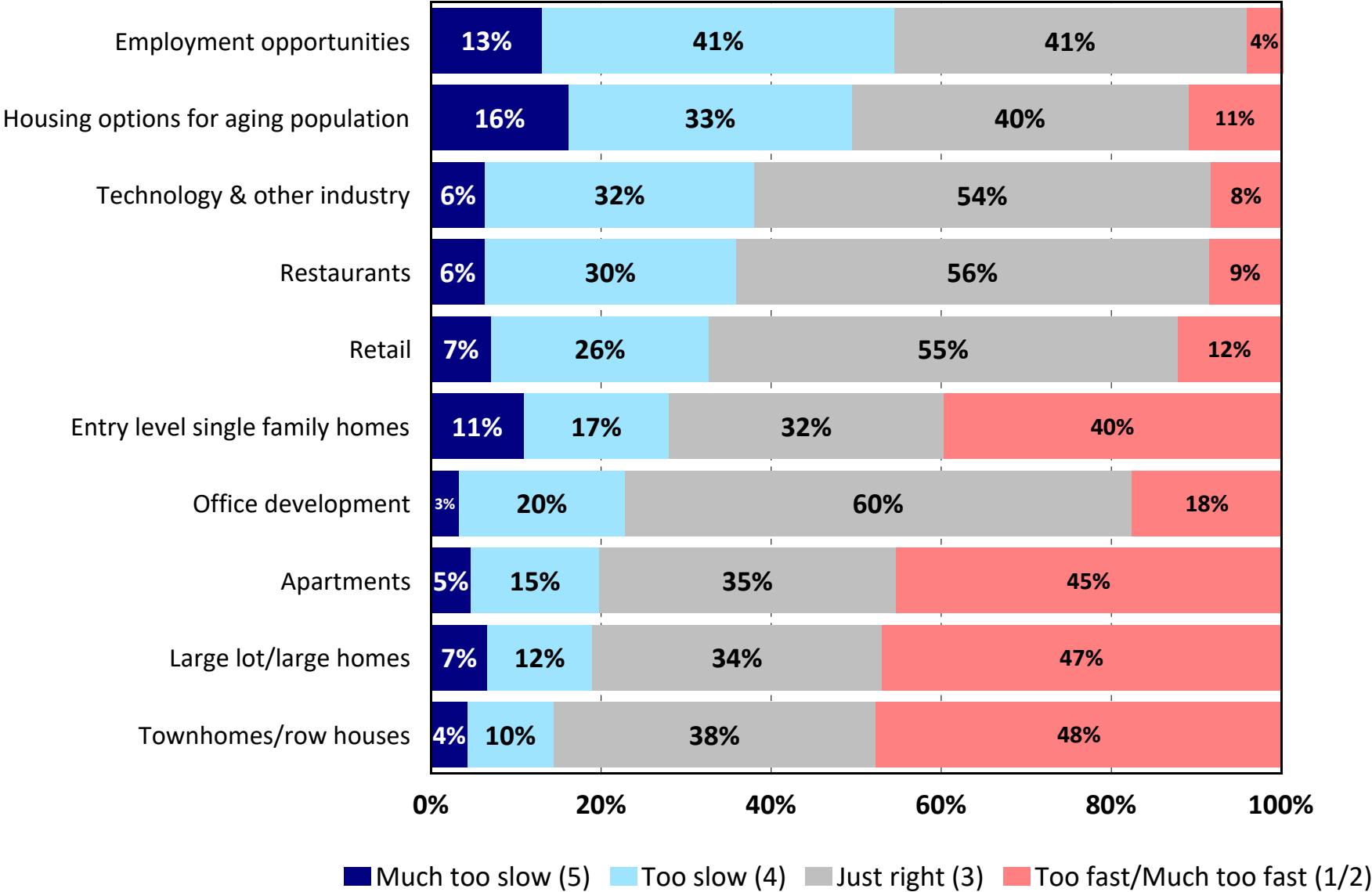
Q19. Willingness to pay more in taxes or fees to support an increase in service level?

by percentage of respondents



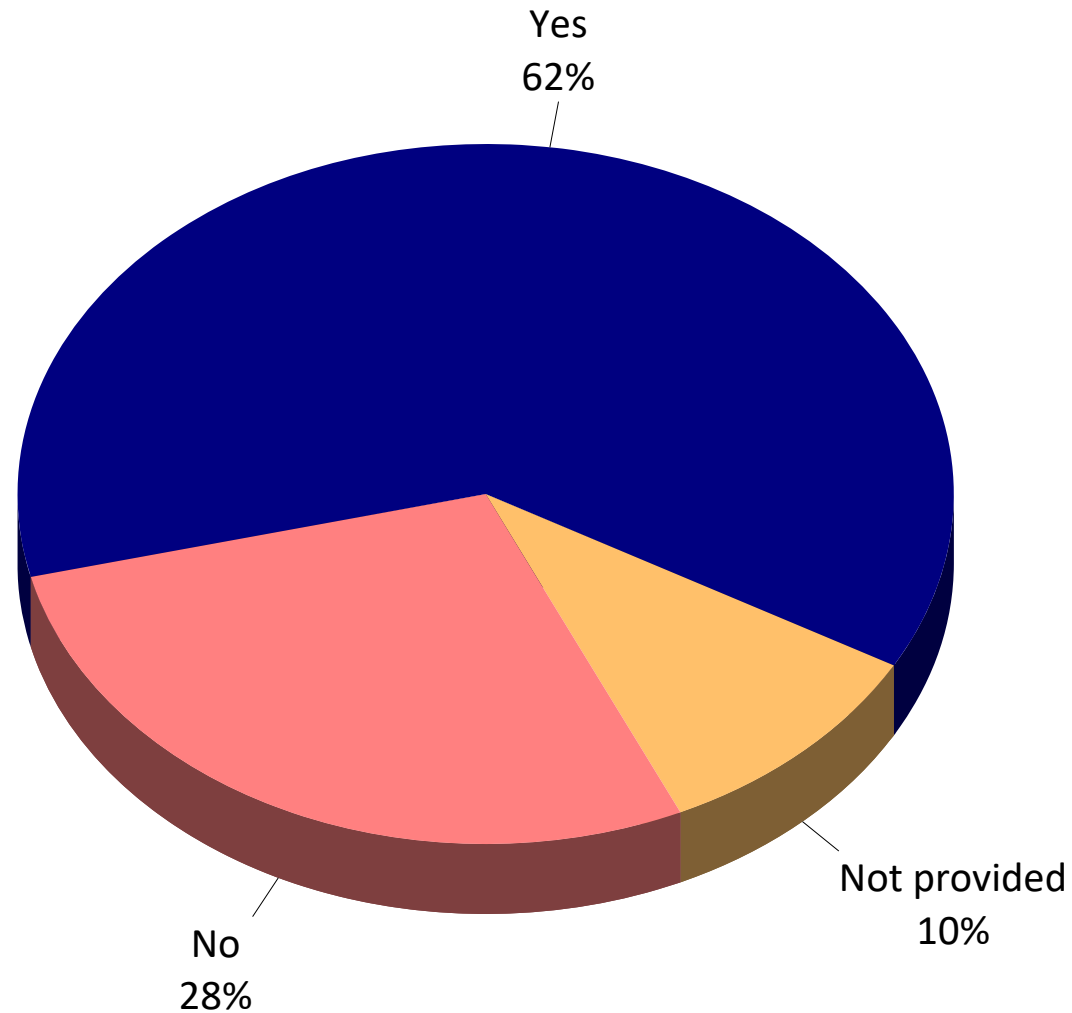
Q20. Current Pace of Development in Various Areas

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



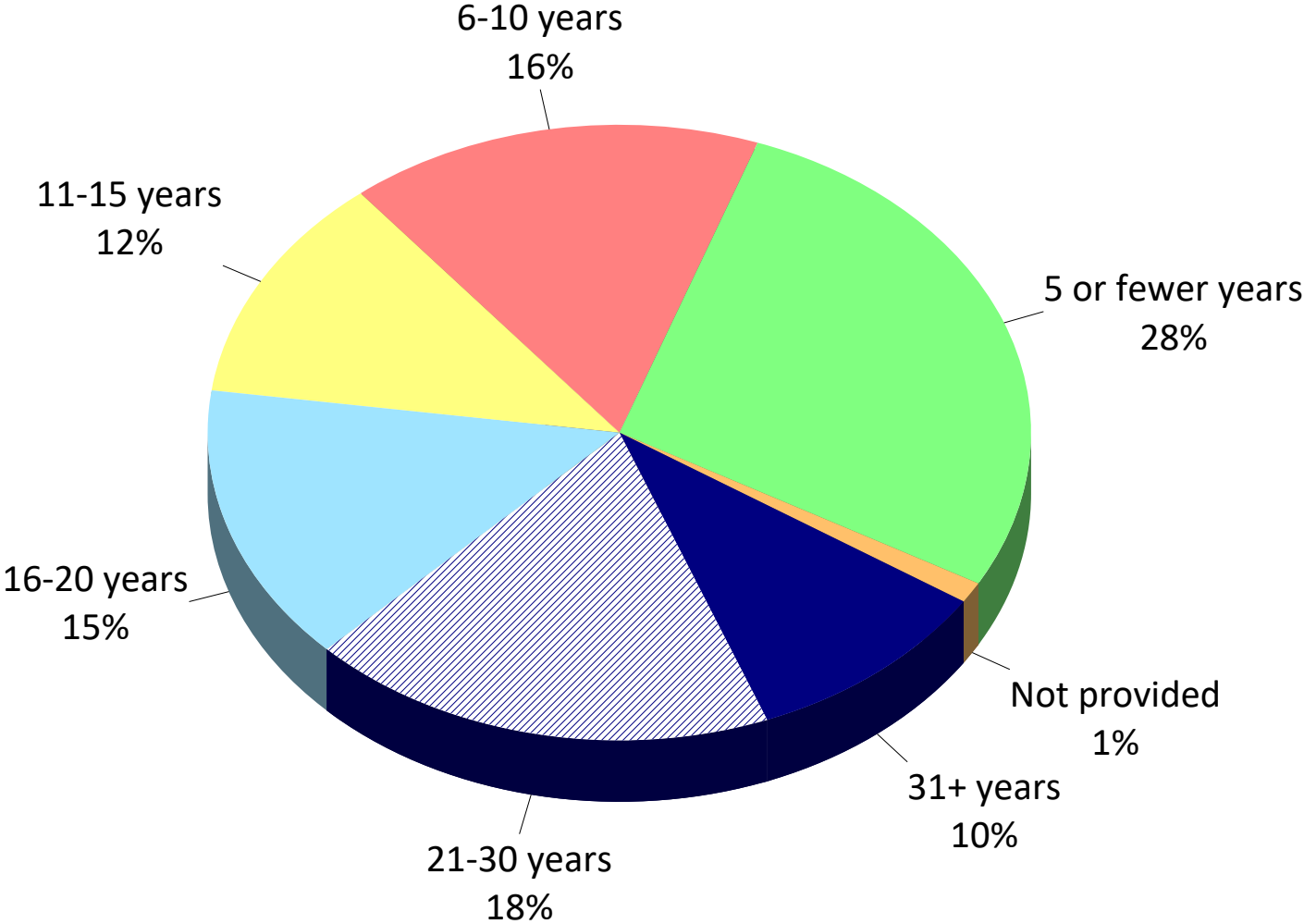
Q21a. Would you be willing to pay more in taxes or fees to support this new community amenity?

by percentage of respondents who provided a response to Question 21



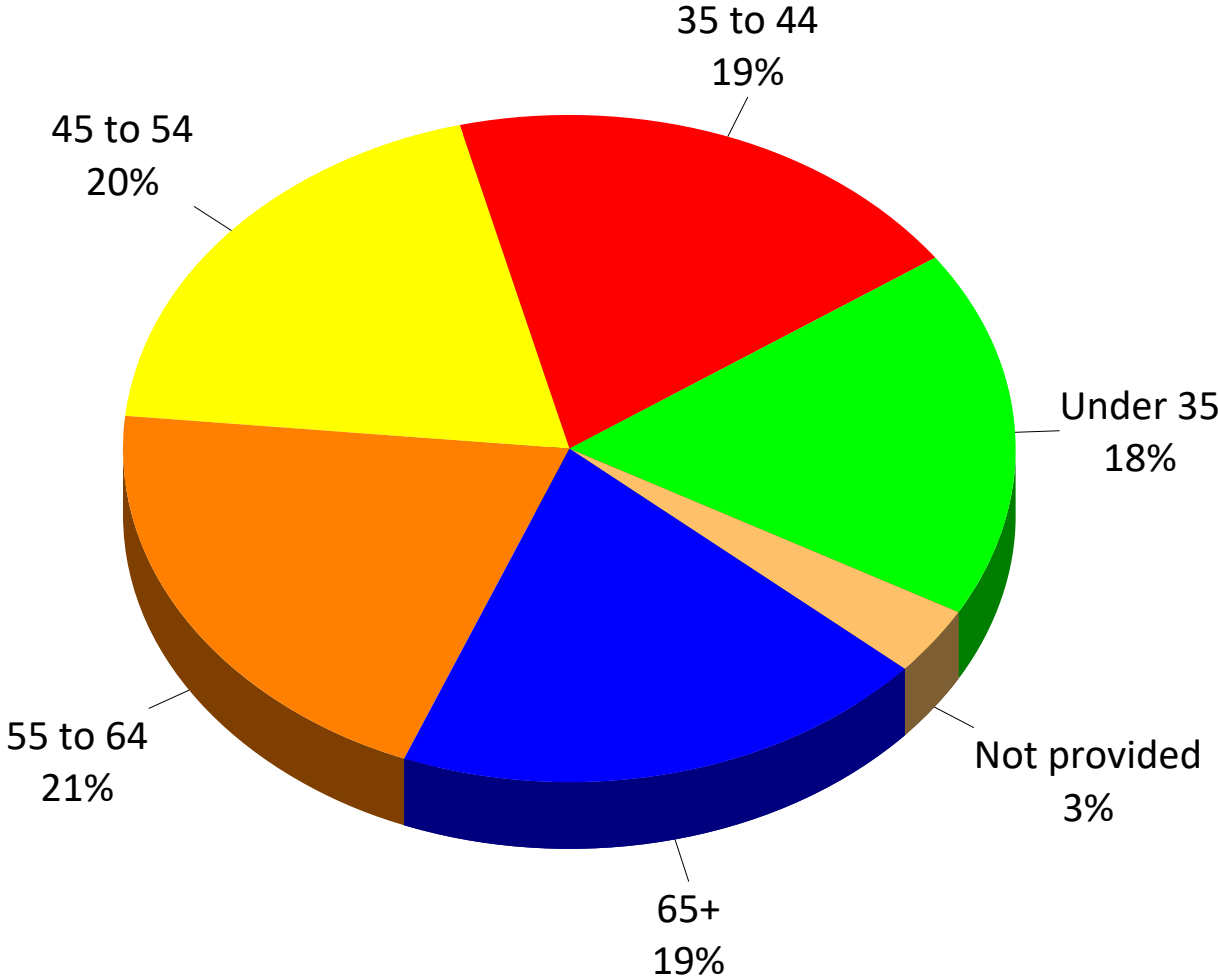
Q22. Demographics: How many years have you lived in Camas?

by percentage of respondents



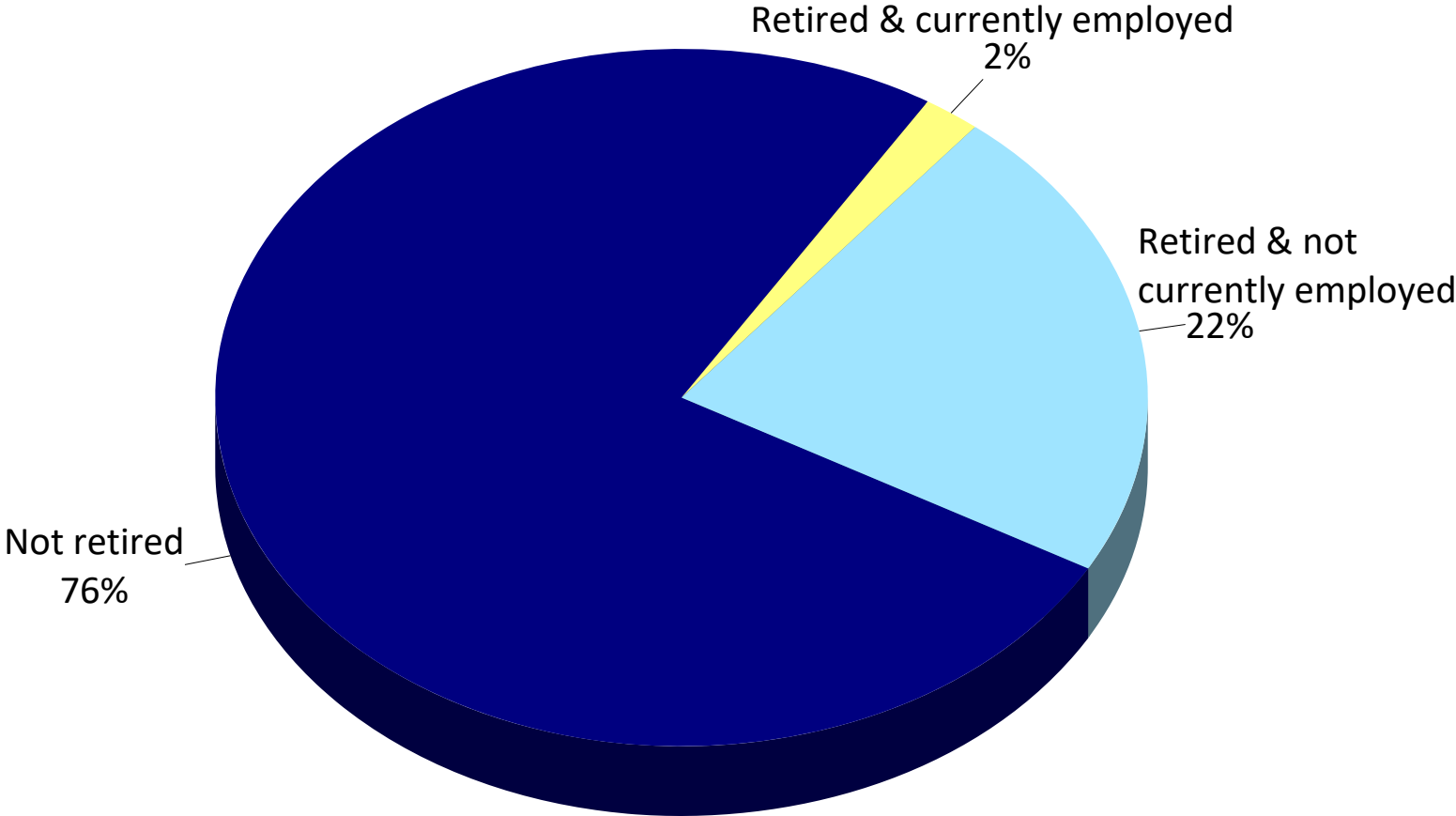
Q23. Demographics: What is your age?

by percentage of respondents



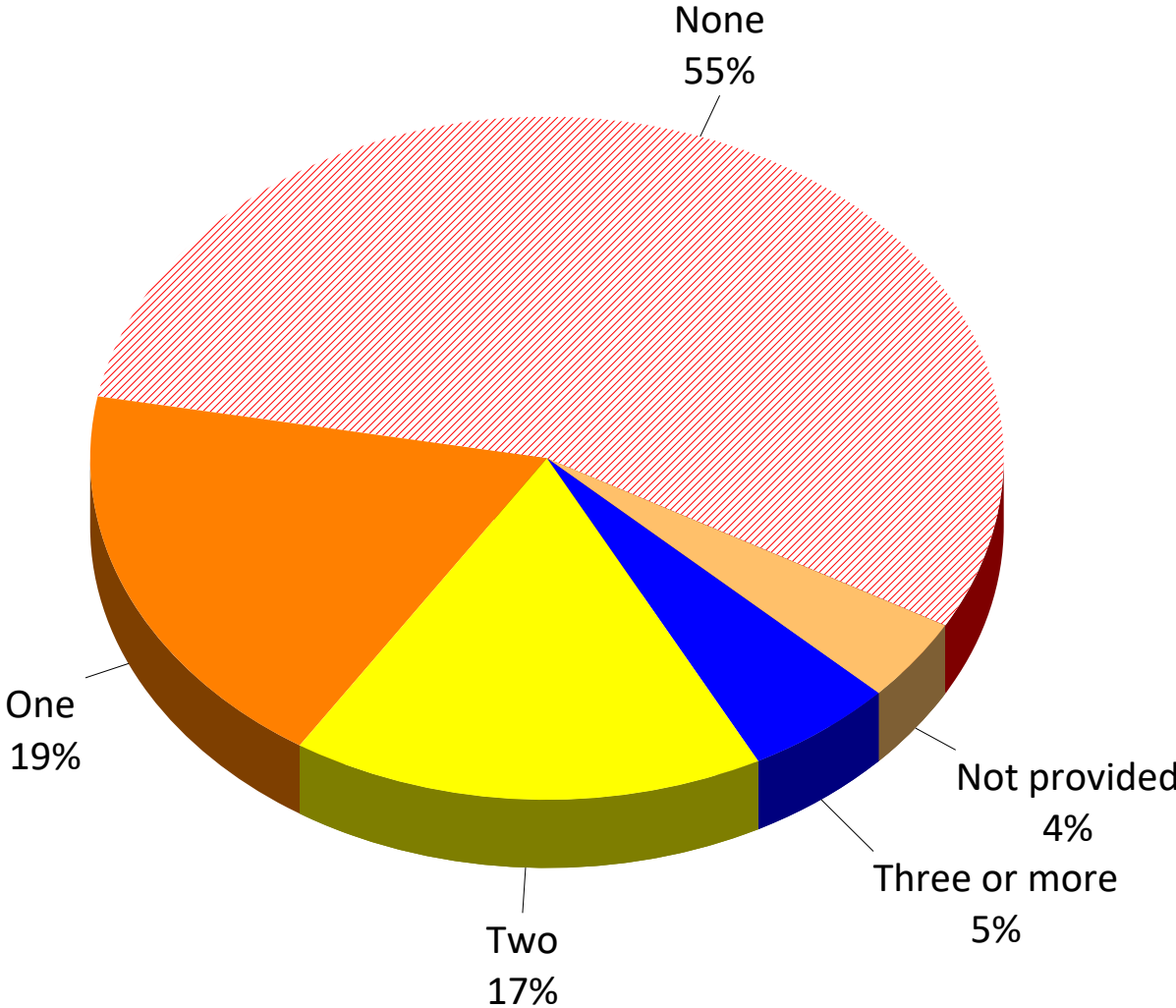
Q24. Demographics: Employment Status

by percentage of respondents (excluding "not provided")



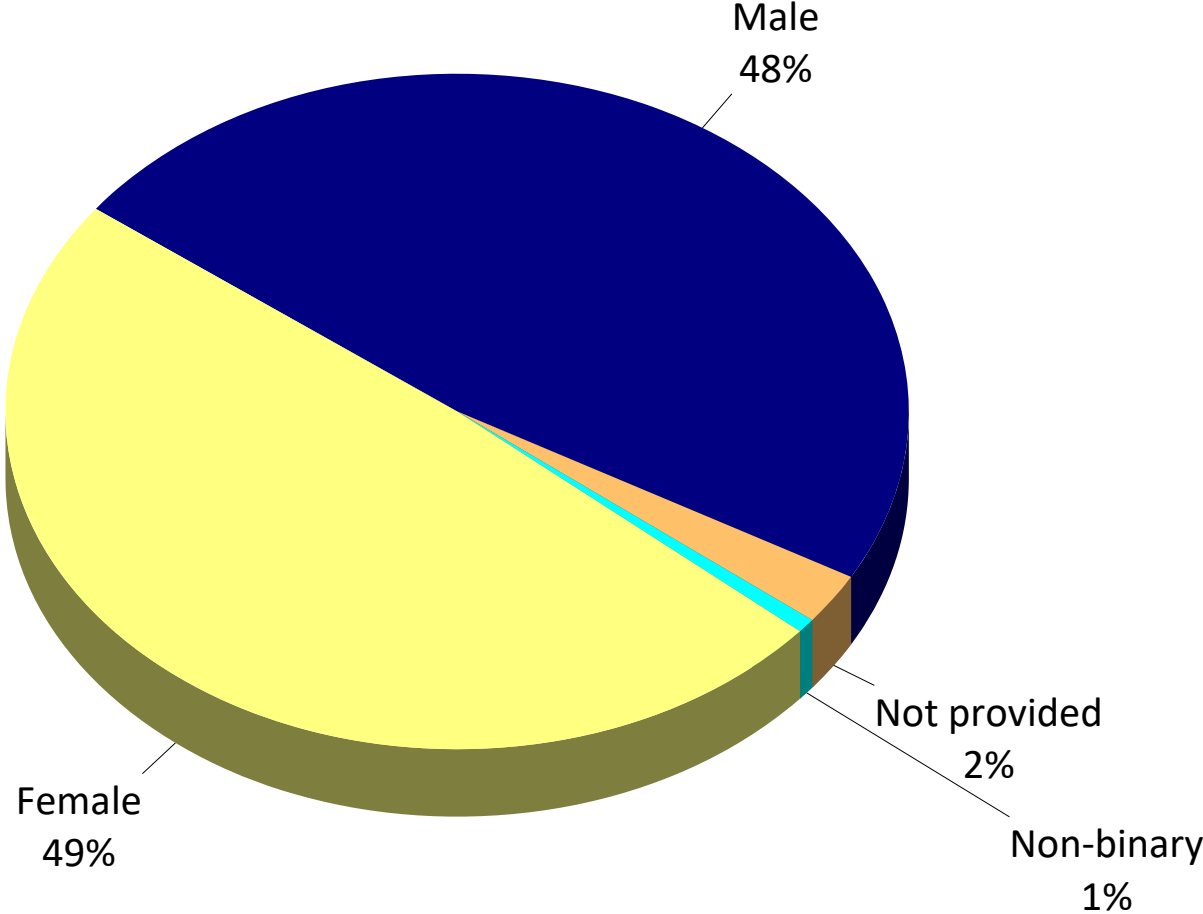
Q25. Demographics: How many children under age 18 live in your household?

by percentage of respondents



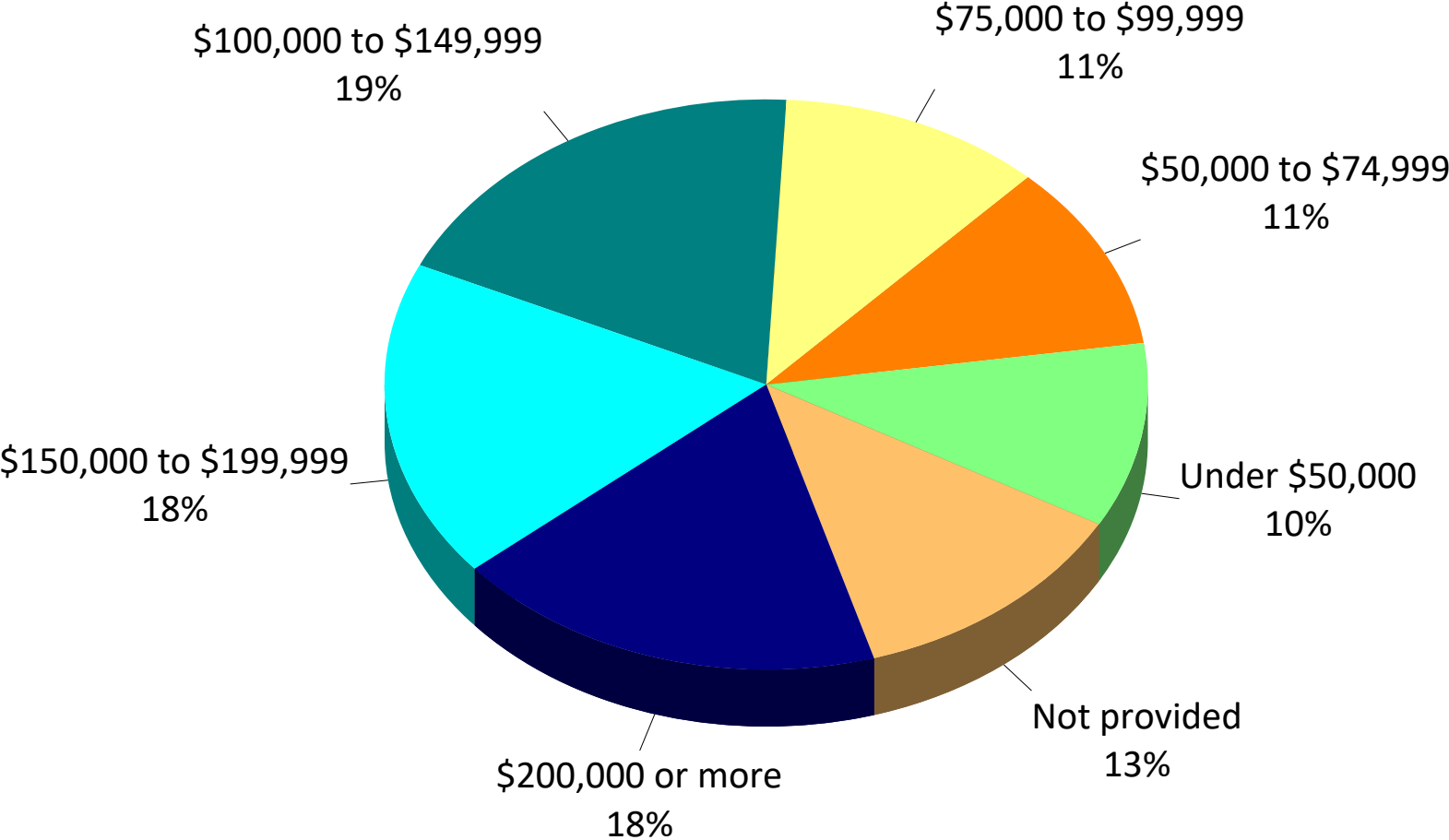
Q26. Demographics: Gender

by percentage of respondents



Q27. Demographics: Total Annual Household Income

by percentage of respondents





2 Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*[®] program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2021 to a random sample of more than 9,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the fall of 2021 to a random sample of residents living in the Northwest Region of the United States. The Northwest Region includes the states of Washington, Oregon, Idaho, and Montana.

The charts on the following pages show how the results for the City of Camas compare to the national average and the Northwest regional average. The blue bar shows the results for the City of Camas, the red bar shows the average for the Northwest Region, and the yellow bar shows the national average.

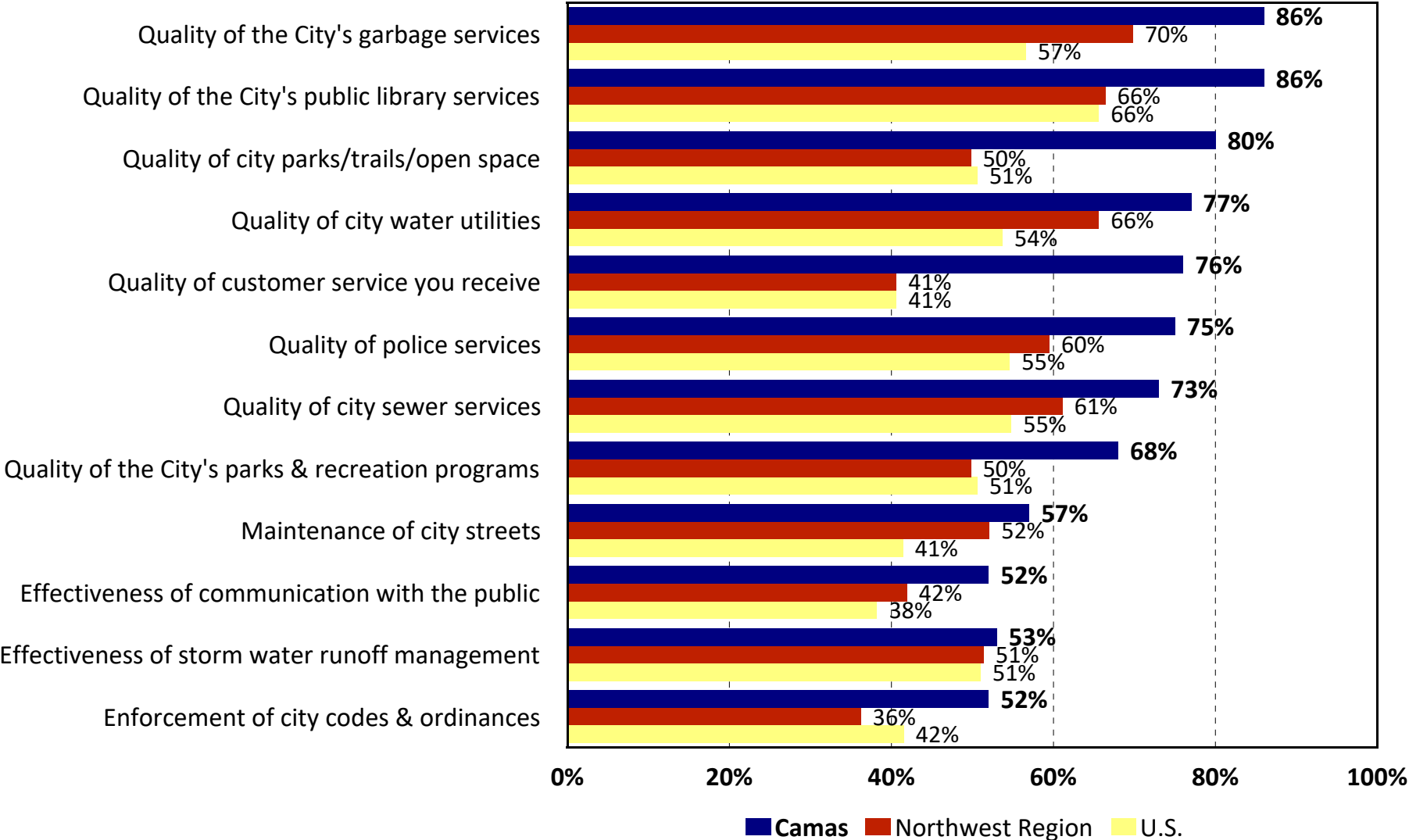
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Camas, Washington is not authorized without written consent from ETC Institute.

Satisfaction with Major Categories of Service

Camas vs. Northwest Region vs. the U.S.

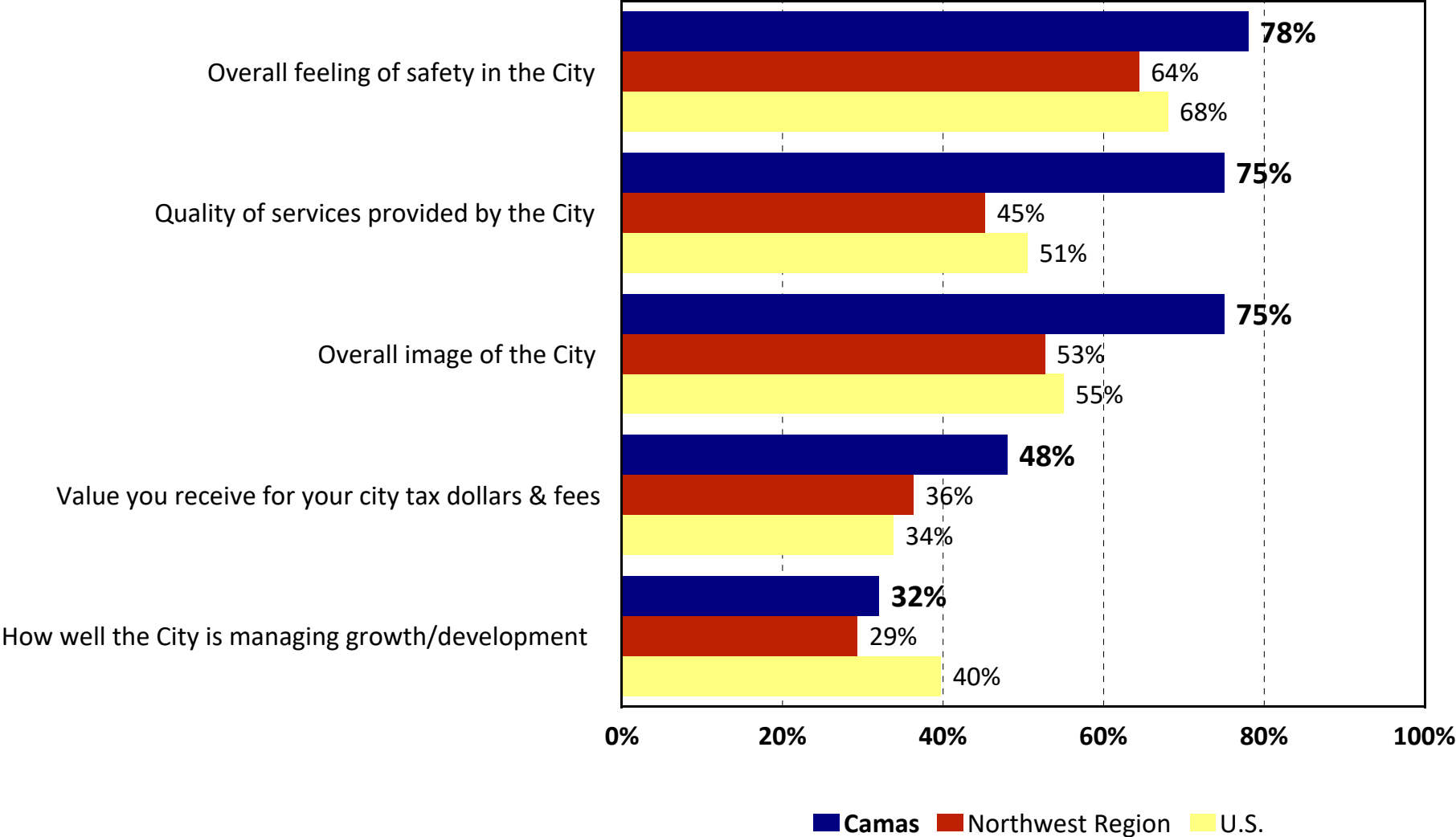
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Perceptions of the City

Camas vs. Northwest Region vs. the U.S.

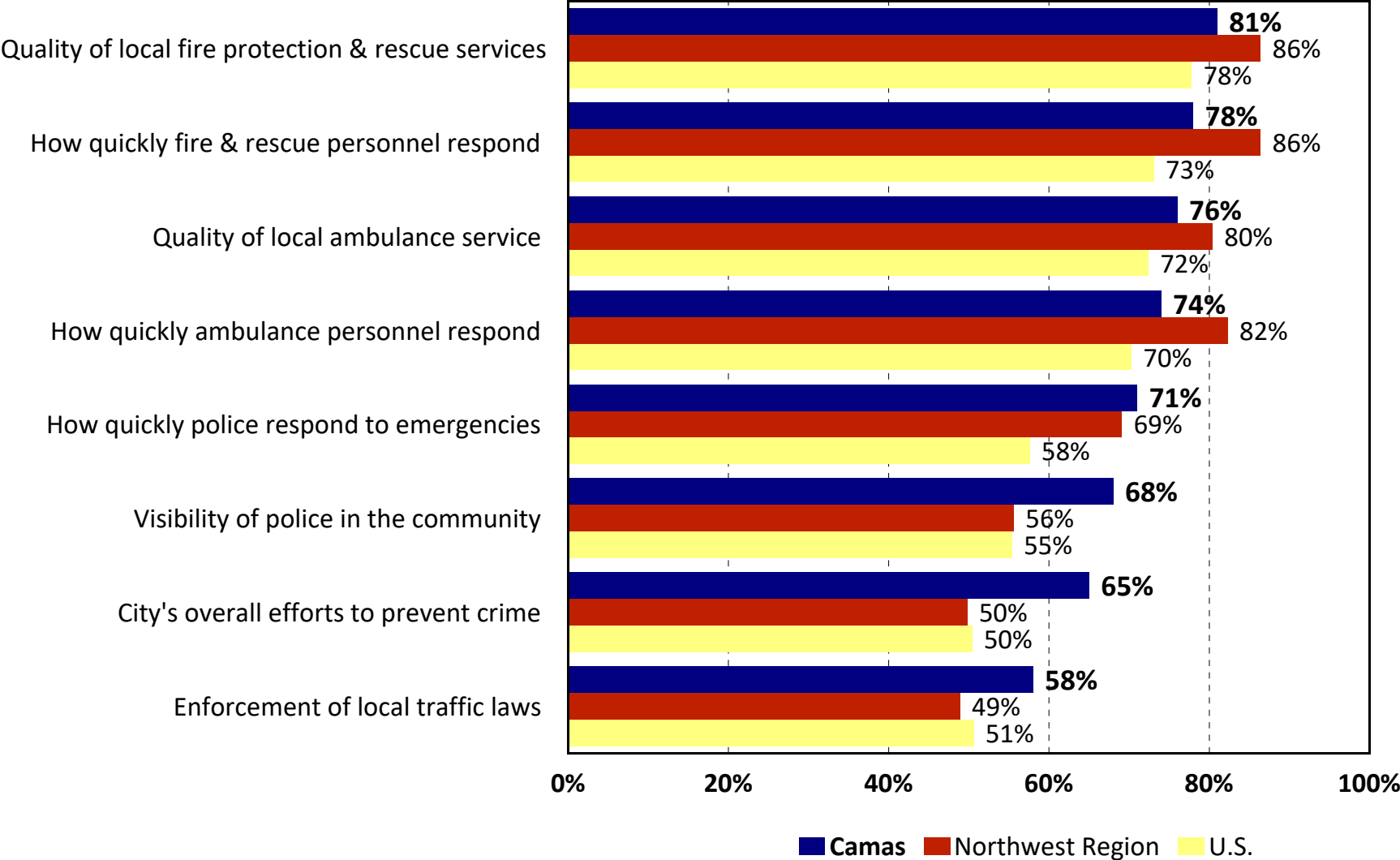
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety

Camas vs. Northwest Region vs. the U.S.

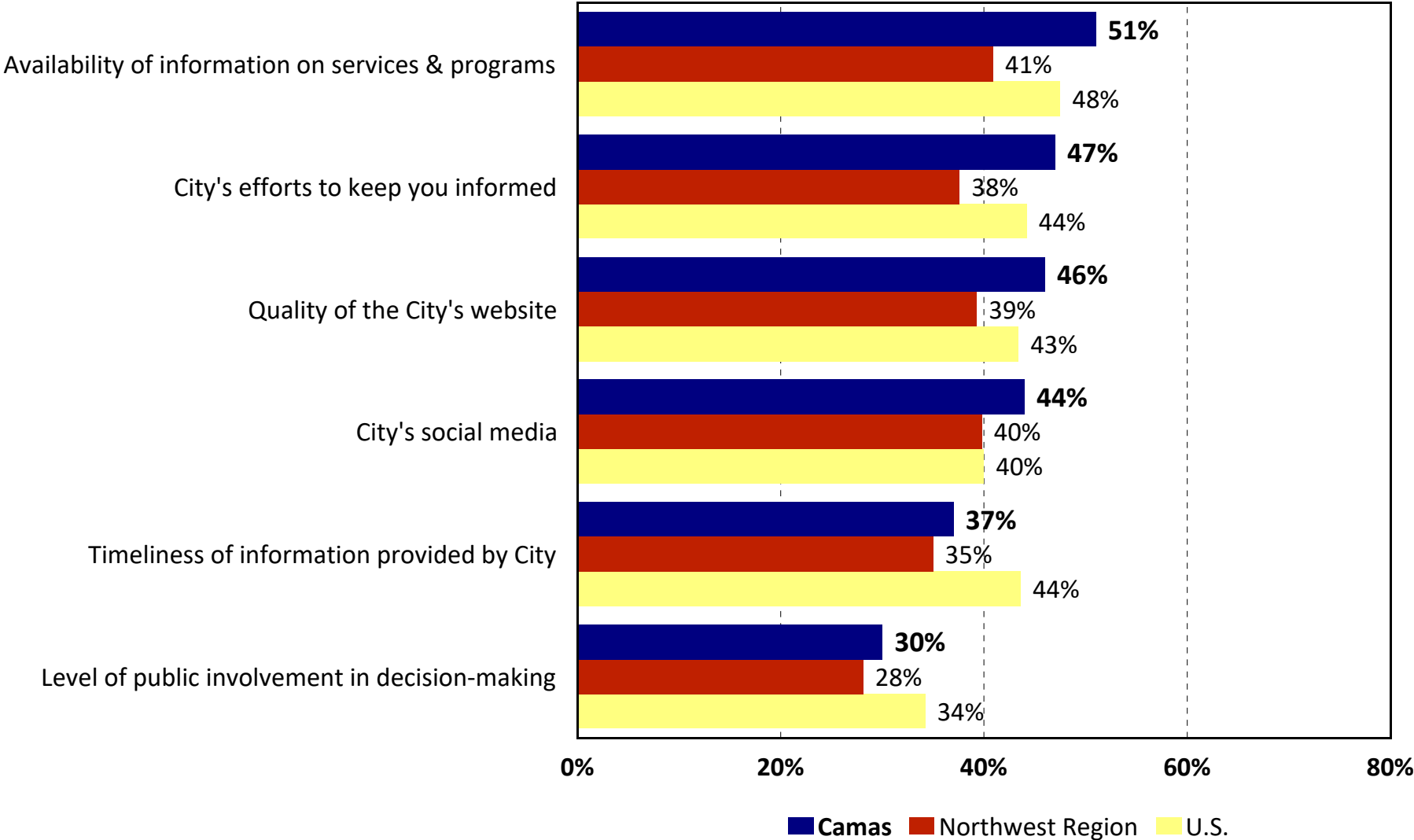
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

Camas vs. Northwest Region vs. the U.S.

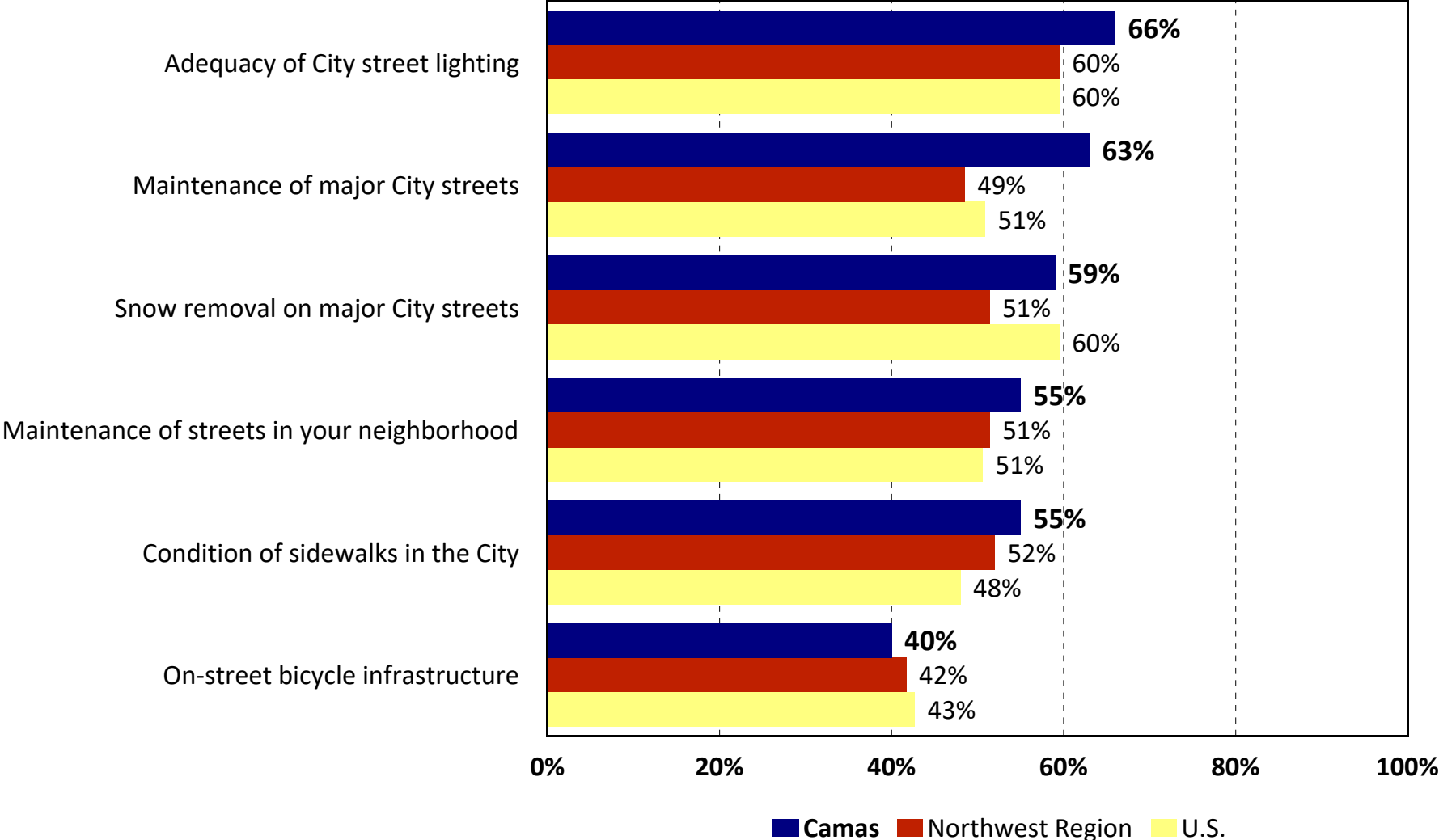
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Street Maintenance

Camas vs. Northwest Region vs. the U.S.

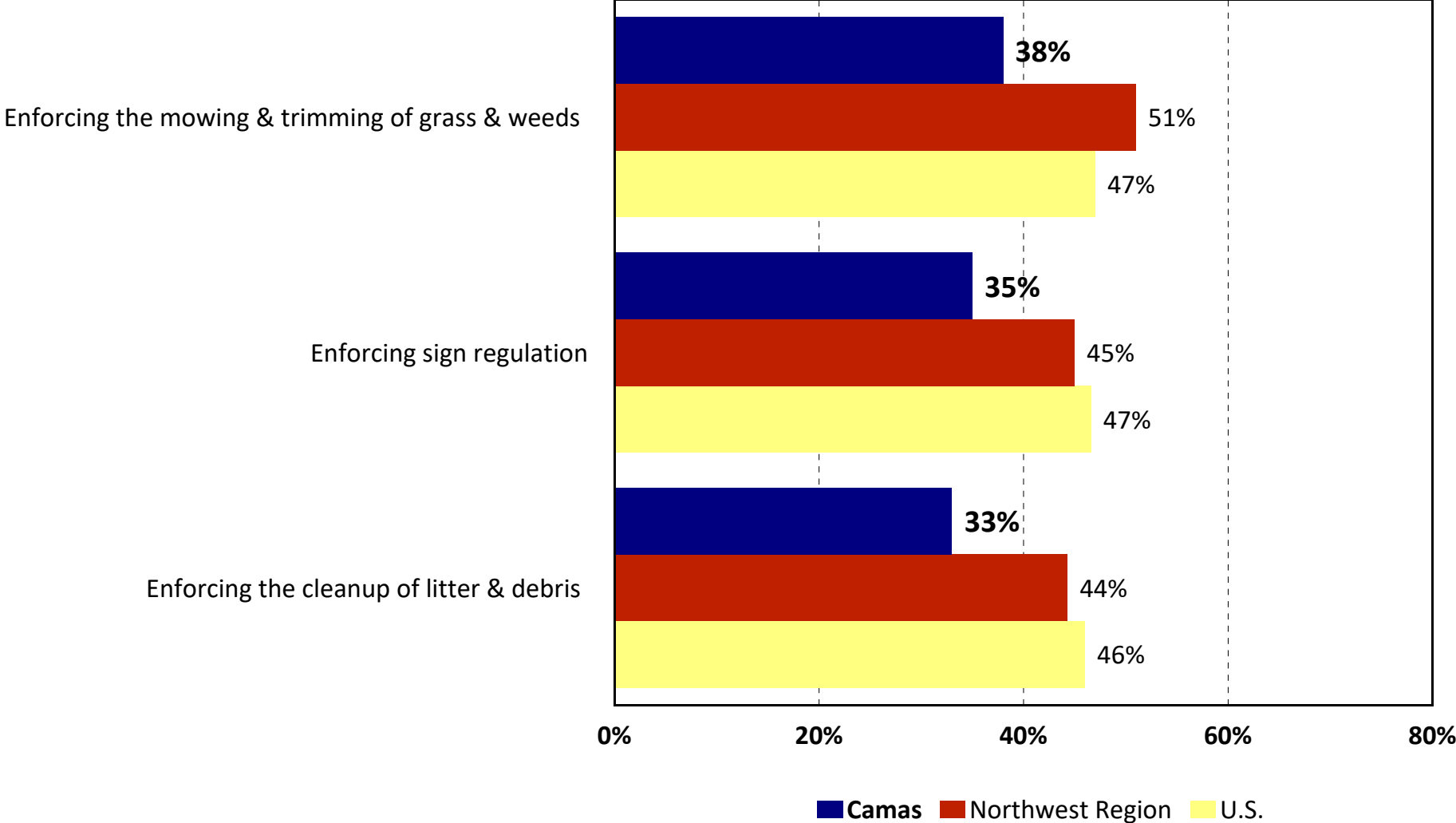
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Code Enforcement

Camas vs. Northwest Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



A graphic consisting of a white circle with a dark blue outline containing the number '3', followed by a dark blue horizontal bar containing the text 'Importance-Satisfaction Analysis' in white.

3 **Importance-Satisfaction Analysis**

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second and third most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the categories of City services that were most important to emphasize over the next two years. More than one-third (38.3%) of the respondent households selected "*effectiveness of economic development efforts*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 39.1% of respondents surveyed rated "*effectiveness of economic development efforts*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 38.3% was multiplied by 60.9% (1-0.391). This calculation yielded an I-S rating of 0.2332, which ranked first out of fourteen categories of City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Camas are provided on the following pages.

2022 Importance-Satisfaction Rating

City of Camas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Effectiveness of economic development efforts	38%	2	39%	14	0.2332	1
High Priority (IS .10-.20)						
Maintenance of city streets	45%	1	57%	10	0.1943	2
Effectiveness of communication with the public	31%	4	53%	11	0.1455	3
Medium Priority (IS <.10)						
Enforcement of city codes & ordinances	20%	6	52%	13	0.0974	4
Effectiveness of storm water runoff management	17%	9	52%	12	0.0803	5
Quality of city parks/trails/open space	34%	3	80%	4	0.0667	6
Quality of police services	26%	5	75%	7	0.0665	7
Quality of the City's parks & recreation programs	17%	8	69%	9	0.0537	8
Fire, emergency medical & ambulance services	20%	7	80%	3	0.0386	9
Quality of city water utilities	9%	10	76%	5	0.0217	10
Quality of customer service you receive	6%	13	76%	6	0.0137	11
Quality of city sewer services	4%	14	73%	8	0.0107	12
Quality of the City's public library services	7%	11	86%	2	0.0092	13
Quality of the City's garbage services	6%	12	86%	1	0.0085	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Camas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Appearance & maintenance of existing parks	38%	1	74%	2	0.0997	1
Quality of facilities in City parks	29%	2	69%	4	0.0893	2
Quantity of the City's open space	22%	4	62%	7	0.0832	3
Quantity of City trails	24%	3	75%	1	0.0610	4
Quality of recreational classes for adults	9%	8	40%	9	0.0551	5
Quality of recreational classes for youth	11%	7	51%	8	0.0536	6
Quality of outdoor athletic fields	15%	5	67%	5	0.0491	7
Number of City parks	13%	6	67%	6	0.0444	8
Quality of seasonal special events	8%	9	72%	3	0.0229	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Camas

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City's overall efforts to prevent crime	54%	1	64%	7	0.1931	1
Visibility of police in the community	36%	2	68%	6	0.1154	2
Medium Priority (IS <.10)						
Enforcement of local traffic laws	19%	3	58%	8	0.0811	3
How quickly police respond to emergencies	19%	4	71%	5	0.0539	4
Quality of local fire protection & rescue services	18%	5	81%	1	0.0349	5
How quickly fire & rescue personnel respond	13%	6	78%	2	0.0300	6
Parking enforcement services	5%	9	57%	9	0.0223	7
How quickly ambulance personnel respond	7%	7	74%	4	0.0189	8
Quality of local ambulance service	7%	8	76%	3	0.0164	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Camas

City Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Level of public involvement in decision-making	45%	2	30%	6	0.3127	1
City's efforts to keep you informed	58%	1	47%	2	0.3096	2
<u>High Priority (IS .10-.20)</u>						
Availability of information on services & programs	34%	3	50%	1	0.1690	3
Timeliness of information provided by City	17%	4	37%	5	0.1086	4
<u>Medium Priority (IS <.10)</u>						
Quality of the City's website	14%	5	46%	3	0.0732	5
City's social media	9%	6	44%	4	0.0475	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Camas

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of streets in your neighborhood	41%	2	56%	5	0.1838	1
Maintenance of major City streets	47%	1	63%	2	0.1742	2
On-street bicycle infrastructure	21%	4	40%	7	0.1250	3
Condition of sidewalks in the City	26%	3	55%	6	0.1189	4
Medium Priority (IS <.10)						
Adequacy of City street lighting	17%	5	66%	1	0.0595	5
Street sweeping	14%	6	59%	4	0.0554	6
Snow removal on major City streets	14%	7	59%	3	0.0548	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Camas

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcing the cleanup of litter & debris	57%	1	34%	4	0.3772	1
Enforcing codes designed to protect public safety and health	50%	2	44%	1	0.2792	2
High Priority (IS .10-.20)						
Enforcing the mowing & trimming of grass & weeds	29%	3	37%	2	0.1822	3
Enforcing sign regulation	24%	4	35%	3	0.1593	4

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Camas

Library

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Events for children	35%	2	70%	3	0.1050	1
Medium Priority (IS <.10)						
Events for adults	24%	4	59%	5	0.0976	2
Digital resources available online	35%	3	73%	2	0.0921	3
Events for teens	18%	5	62%	4	0.0703	4
Selection of resources available	36%	1	84%	1	0.0587	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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4

Tabular Data

Q1. Major categories of services provided by the City of Camas are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall effectiveness of City communication with the public	7.8%	41.2%	26.8%	13.9%	3.4%	6.9%
Q1-2. Overall effectiveness of City economic development efforts	6.3%	27.7%	32.9%	15.7%	4.5%	13.0%
Q1-3. Overall effectiveness of City management of storm water runoff	7.4%	37.4%	23.9%	10.3%	6.7%	14.3%
Q1-4. Overall enforcement of City codes & ordinances	6.9%	38.7%	26.2%	10.5%	5.8%	11.9%
Q1-5. Overall maintenance of City streets	13.0%	44.1%	16.6%	19.9%	6.3%	0.2%
Q1-6. Overall quality of City parks/trails/open space	28.6%	50.8%	11.4%	7.2%	1.1%	0.9%
Q1-7. Overall quality of City sewer services	20.4%	48.1%	19.7%	4.7%	0.7%	6.5%
Q1-8. Overall quality of City water utilities	21.9%	51.9%	17.0%	3.8%	2.0%	3.4%
Q1-9. Overall quality of customer service you receive from City employees	26.6%	38.5%	16.8%	4.3%	0.0%	13.9%
Q1-10. Overall quality of fire, emergency medical & ambulance services	29.5%	34.5%	13.2%	2.2%	0.2%	20.4%
Q1-11. Overall quality of police services	29.1%	37.6%	16.1%	3.8%	2.7%	10.7%
Q1-12. Overall quality of City's garbage services	36.7%	47.9%	8.7%	4.5%	0.7%	1.6%
Q1-13. Overall quality of City's parks & recreation programs	21.7%	37.1%	20.8%	4.9%	1.1%	14.3%
Q1-14. Overall quality of City's public library services	41.8%	34.0%	10.5%	1.6%	0.4%	11.6%

WITHOUT "DON'T KNOW"

Q1. Major categories of services provided by the City of Camas are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall effectiveness of City communication with the public	8.4%	44.2%	28.8%	14.9%	3.6%
Q1-2. Overall effectiveness of City economic development efforts	7.2%	31.9%	37.8%	18.0%	5.1%
Q1-3. Overall effectiveness of City management of storm water runoff	8.6%	43.6%	27.9%	12.0%	7.8%
Q1-4. Overall enforcement of City codes & ordinances	7.9%	43.9%	29.7%	11.9%	6.6%
Q1-5. Overall maintenance of City streets	13.0%	44.2%	16.6%	20.0%	6.3%
Q1-6. Overall quality of City parks/trails/open space	28.9%	51.2%	11.5%	7.2%	1.1%
Q1-7. Overall quality of City sewer services	21.8%	51.4%	21.1%	5.0%	0.7%
Q1-8. Overall quality of City water utilities	22.7%	53.7%	17.6%	3.9%	2.1%
Q1-9. Overall quality of customer service you receive from City employees	30.9%	44.7%	19.5%	4.9%	0.0%
Q1-10. Overall quality of fire, emergency medical & ambulance services	37.1%	43.3%	16.6%	2.8%	0.3%
Q1-11. Overall quality of police services	32.6%	42.1%	18.0%	4.3%	3.0%
Q1-12. Overall quality of City's garbage services	37.3%	48.6%	8.9%	4.5%	0.7%
Q1-13. Overall quality of City's parks & recreation programs	25.3%	43.3%	24.3%	5.7%	1.3%
Q1-14. Overall quality of City's public library services	47.3%	38.5%	11.9%	1.8%	0.5%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City communication with the public	47	10.5 %
Overall effectiveness of City economic development efforts	75	16.8 %
Overall effectiveness of City management of storm water runoff	26	5.8 %
Overall enforcement of City codes & ordinances	29	6.5 %
Overall maintenance of City streets	87	19.5 %
Overall quality of City parks/trails/open space	47	10.5 %
Overall quality of City sewer services	4	0.9 %
Overall quality of City water utilities	15	3.4 %
Overall quality of customer service you receive from City employees	4	0.9 %
Overall quality of fire, emergency medical & ambulance services	25	5.6 %
Overall quality of police services	40	8.9 %
Overall quality of City's garbage services	7	1.6 %
Overall quality of City's parks & recreation programs	15	3.4 %
Overall quality of City's public library services	5	1.1 %
<u>None chosen</u>	<u>21</u>	<u>4.7 %</u>
Total	447	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City communication with the public	33	7.4 %
Overall effectiveness of City economic development efforts	51	11.4 %
Overall effectiveness of City management of storm water runoff	21	4.7 %
Overall enforcement of City codes & ordinances	20	4.5 %
Overall maintenance of City streets	65	14.5 %
Overall quality of City parks/trails/open space	61	13.6 %
Overall quality of City sewer services	8	1.8 %
Overall quality of City water utilities	8	1.8 %
Overall quality of customer service you receive from City employees	10	2.2 %
Overall quality of fire, emergency medical & ambulance services	38	8.5 %
Overall quality of police services	43	9.6 %
Overall quality of City's garbage services	14	3.1 %
Overall quality of City's parks & recreation programs	32	7.2 %
Overall quality of City's public library services	13	2.9 %
<u>None chosen</u>	<u>30</u>	<u>6.7 %</u>
Total	447	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City communication with the public	57	12.8 %
Overall effectiveness of City economic development efforts	45	10.1 %
Overall effectiveness of City management of storm water runoff	28	6.3 %
Overall enforcement of City codes & ordinances	41	9.2 %
Overall maintenance of City streets	51	11.4 %
Overall quality of City parks/trails/open space	42	9.4 %
Overall quality of City sewer services	6	1.3 %
Overall quality of City water utilities	18	4.0 %
Overall quality of customer service you receive from City employees	11	2.5 %
Overall quality of fire, emergency medical & ambulance services	25	5.6 %
Overall quality of police services	35	7.8 %
Overall quality of City's garbage services	6	1.3 %
Overall quality of City's parks & recreation programs	29	6.5 %
Overall quality of City's public library services	11	2.5 %
None chosen	42	9.4 %
Total	447	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City communication with the public	137	30.6 %
Overall effectiveness of City economic development efforts	171	38.3 %
Overall effectiveness of City management of storm water runoff	75	16.8 %
Overall enforcement of City codes & ordinances	90	20.1 %
Overall maintenance of City streets	203	45.4 %
Overall quality of City parks/trails/open space	150	33.6 %
Overall quality of City sewer services	18	4.0 %
Overall quality of City water utilities	41	9.2 %
Overall quality of customer service you receive from City employees	25	5.6 %
Overall quality of fire, emergency medical & ambulance services	88	19.7 %
Overall quality of police services	118	26.4 %
Overall quality of City's garbage services	27	6.0 %
Overall quality of City's parks & recreation programs	76	17.0 %
Overall quality of City's public library services	29	6.5 %
None chosen	21	4.7 %
Total	1269	

Q3. Several items that may influence your perception of the City of Camas are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Camas	13.9%	58.8%	20.4%	4.0%	0.0%	2.9%
Q3-2. Overall value that you receive for your City tax dollars & fees	7.8%	38.3%	24.4%	21.3%	4.9%	3.4%
Q3-3. Overall image of City	24.4%	49.2%	18.3%	5.8%	0.9%	1.3%
Q3-4. How well City is managing growth & development	6.5%	23.3%	26.0%	23.3%	15.2%	5.8%
Q3-5. Overall feeling of safety in City	28.0%	49.4%	13.2%	7.2%	1.1%	1.1%
Q3-6. Availability of job opportunities	3.4%	17.7%	35.1%	7.4%	1.8%	34.7%
Q3-7. Overall quality of new development	4.5%	24.6%	32.0%	20.1%	9.4%	9.4%

WITHOUT "DON'T KNOW"

Q3. Several items that may influence your perception of the City of Camas are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Camas	14.3%	60.6%	21.0%	4.1%	0.0%
Q3-2. Overall value that you receive for your City tax dollars & fees	8.1%	39.6%	25.2%	22.0%	5.1%
Q3-3. Overall image of City	24.7%	49.9%	18.6%	5.9%	0.9%
Q3-4. How well City is managing growth & development	6.9%	24.7%	27.6%	24.7%	16.2%
Q3-5. Overall feeling of safety in City	28.3%	50.0%	13.3%	7.2%	1.1%
Q3-6. Availability of job opportunities	5.1%	27.1%	53.8%	11.3%	2.7%
Q3-7. Overall quality of new development	4.9%	27.2%	35.3%	22.2%	10.4%

Q4. How satisfied are you with the overall quality of life in the City of Camas?

Q4. How satisfied are you with overall quality of life in City of Camas	Number	Percent
Very satisfied	138	30.9 %
Satisfied	238	53.2 %
Neutral	40	8.9 %
Dissatisfied	19	4.3 %
Very dissatisfied	1	0.2 %
Don't know	11	2.5 %
Total	447	100.0 %

WITHOUT "DON'T KNOW"

Q4. How satisfied are you with the overall quality of life in the City of Camas? (without "don't know")

Q4. How satisfied are you with overall quality of life in City of Camas	Number	Percent
Very satisfied	138	31.7 %
Satisfied	238	54.6 %
Neutral	40	9.2 %
Dissatisfied	19	4.4 %
Very dissatisfied	1	0.2 %
Total	436	100.0 %

Q5. For each of the parks and recreation items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Quality of facilities such as picnic shelters & playgrounds in City parks	18.8%	46.1%	20.1%	7.4%	1.8%	5.8%
Q5-2. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	15.7%	39.6%	18.8%	6.0%	2.0%	17.9%
Q5-3. Appearance & maintenance of existing City parks	20.1%	51.5%	16.8%	6.7%	1.8%	3.1%
Q5-4. Number of City parks	18.6%	45.6%	17.9%	11.4%	2.5%	4.0%
Q5-5. Quantity of City trails	24.2%	47.0%	14.3%	8.7%	0.7%	5.1%
Q5-6. Quantity of City's open space	15.9%	42.3%	19.9%	11.9%	3.8%	6.3%
Q5-7. Quality of recreational classes for youth	8.9%	19.2%	22.4%	4.0%	0.9%	44.5%
Q5-8. Quality of recreational classes for adults	6.3%	16.1%	24.2%	7.6%	1.6%	44.3%
Q5-9. Quality of seasonal special events (i.e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	21.7%	38.9%	18.3%	4.0%	0.7%	16.3%
Q5-10. Other	4.7%	4.7%	14.0%	32.6%	41.9%	2.3%

WITHOUT "DON'T KNOW"

Q5. For each of the parks and recreation items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Quality of facilities such as picnic shelters & playgrounds in City parks	20.0%	48.9%	21.4%	7.8%	1.9%
Q5-2. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	19.1%	48.2%	22.9%	7.4%	2.5%
Q5-3. Appearance & maintenance of existing City parks	20.8%	53.1%	17.3%	6.9%	1.8%
Q5-4. Number of City parks	19.3%	47.6%	18.6%	11.9%	2.6%
Q5-5. Quantity of City trails	25.5%	49.5%	15.1%	9.2%	0.7%
Q5-6. Quantity of City's open space	16.9%	45.1%	21.2%	12.6%	4.1%
Q5-7. Quality of recreational classes for youth	16.1%	34.7%	40.3%	7.3%	1.6%
Q5-8. Quality of recreational classes for adults	11.2%	28.9%	43.4%	13.7%	2.8%
Q5-9. Quality of seasonal special events (i.e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	25.9%	46.5%	21.9%	4.8%	0.8%
Q5-10. Other	4.8%	4.8%	14.3%	33.3%	42.9%

Q5-10. Other

- 1. Management of & education about invasive plants on public and private properties, e.g. English ivy, English holly, scotch broom, shiny geranium. I'm sure if you asked for volunteers in the neighborhood to help remove invasives, you would get a good response. English ivy is taking over the city, crowding out native species and pulling down trees, and your only response is minimal support for a tiny volunteer group (Camas Ivy League).
- 2. Minimal sustainability efforts. e.g. no incentives for solar PV, green (living) roofs, residential rain gardens/bioswales (capture stormwater), reducing lawn and thus water use, encourage planting of native plants instead of exotics, walkable neighborhoods (i.e. not car-dependent), reduce use of fossil fuels, etc.
- Accessibility
- Camas Downtown events.
- Can improve on Christmas events and downtown displays.
- Classes/recreation for seniors with disabilities.
- Condition of the lake water.
- Crown park needs upgrades.
- Dog park is needed.
- Expand green spaces.
- Expansion of roads, ingress and egress not concurrent with building of new apartment complexes and subdivisions. Some of our streets on Prune Hill have become congested and potentially dangerous during "rush hours."
- Far, far too much development. (E.g.: north shore Lacamas Lake.) Green spaces & wildlife habitat disappearing at an alarming rate. Trees & vegetation decimated. Far too many new overpriced apartments and single family homes taking away the natural beauty and livability of the city, many without infrastructure to support it. Please prioritize livability for humans and animals over greedy developers and city coffers. Police, fire, EMT's are heroes and must be supported by city leaders. Hiring is likely very difficult now, but hopefully that will change and Camas will have the level of training and staffing these men and women deserve as they work to keep us safe.
- Forest management
- Good restrooms at Crown Park.
- GP trail
- Homeless living in public parks.
- Lacamas Lake water Quality. Enforcement of Lacamas Shores Biofilter. Maintenance of Lacamas /Heritage trail after storms
- Lack of bike lanes
Lack of sidewalks
Lack of an indoor aquatics center
- Maintenance of existing trails.
- Most parks in Camas city limits are not updated with play equipment, and most are not accessible for all children. If Crown Park does get updated as planned that would be great.
- Need a centrally located, affordable, accessible swimming pool.
- Need a pool.
- Need for a city park with a splash pad.
- Need more dog parks.
- Neighbors and community are great
- No pool
- Please have more events that aren't focused around holidays. So many people have so many beliefs that more fun events that aren't around holidays would be appreciated. Also we want our POOL back at Crown Park!! Just build a new one just like the old one and we will be happy!!!

Q5-10. Other

- Pool
- POOL! Put it back in the park just like it was!
- Pool/Aquatic Center/YMCA
- Quality and care of Lacamas Lake. There is no reason something hasn't been done to make the water cleaner and the dredging done to remove garbage and dangerous logs/debris. Tired of the passing the buck game. Just do it.
- Quality of City Trails.
- Quality of the Mill Ditch Trail is low. It is a unique heritage and functional trail that is derelict.
- Recreational programs
- Swimming beach at the lake.
- Teen programming. Senior programming.
- The city of Camas has no BMX or mountain bike park.
- The lake! Please make the cleaning of the lake a priority! It will only get worse if nothing is done. It's why I wanted to move here and now most of the summer it is closed due to contamination. So sad
- The recreational fields available for sports is incredibly behind as far as maintenance and usability in winter months. A lot of cities Camas's size seem to have an abundance of turf year round facilities for most sports activities. Camas needs to catch up quickly as it feels like the importance from the City is to develop land and make as much money as possible in future tax revenue and not to foster citizen health and well being long term through recreational activities like sport and youth outdoor development.
- Too many dogs unleashed.
- WE NEED A POOL-KIDS IN CAMAS ARE NOT GETTING AN OPPORTUNITY TO LEARN TO SWIM--HUGE EQUITY GAP
- We still can't get a crown park pool replacement!!
- While we love the vast and diverse trail system within the City, at times the maintenance of the trails is lacking. Downed trees, overgrown blackberry vines, etc. More maintenance would be desirable.
- Would love an outdoor or indoor pool!
Would love more adult education classes.

Q6. Which TWO parks and recreation items listed in Question 5 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities such as picnic shelters & playgrounds in City parks	71	15.9 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	34	7.6 %
Appearance & maintenance of existing City parks	90	20.1 %
Number of City parks	29	6.5 %
Quantity of City trails	54	12.1 %
Quantity of City's open space	44	9.8 %
Quality of recreational classes for youth	27	6.0 %
Quality of recreational classes for adults	16	3.6 %
Quality of seasonal special events (i.e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	11	2.5 %
Other	28	6.3 %
None chosen	43	9.6 %
Total	447	100.0 %

Q6. Which TWO parks and recreation items listed in Question 5 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities such as picnic shelters & playgrounds in City parks	57	12.8 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	33	7.4 %
Appearance & maintenance of existing City parks	81	18.1 %
Number of City parks	31	6.9 %
Quantity of City trails	55	12.3 %
Quantity of City's open space	54	12.1 %
Quality of recreational classes for youth	22	4.9 %
Quality of recreational classes for adults	25	5.6 %
Quality of seasonal special events (i.e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	26	5.8 %
Other	6	1.3 %
None chosen	57	12.8 %
Total	447	100.0 %

SUM OF TOP 2 CHOICES**Q6. Which TWO parks and recreation items listed in Question 5 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)**

<u>Q6. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities such as picnic shelters & playgrounds in City parks	128	28.6 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	67	15.0 %
Appearance & maintenance of existing City parks	171	38.3 %
Number of City parks	60	13.4 %
Quantity of City trails	109	24.4 %
Quantity of City's open space	98	21.9 %
Quality of recreational classes for youth	49	11.0 %
Quality of recreational classes for adults	41	9.2 %
Quality of seasonal special events (i.e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	37	8.3 %
Other	34	7.6 %
<u>None chosen</u>	<u>43</u>	<u>9.6 %</u>
Total	837	

Q7. For each of the public safety items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Visibility of police in the community	18.3%	47.7%	18.3%	8.9%	3.4%	3.4%
Q7-2. City's overall efforts to prevent crime	14.8%	42.1%	22.1%	6.9%	2.5%	11.6%
Q7-3. Enforcement of local traffic laws	13.0%	40.5%	21.9%	9.6%	6.7%	8.3%
Q7-4. Parking enforcement services	9.8%	37.1%	28.2%	3.8%	3.1%	17.9%
Q7-5. How quickly police respond to emergencies	17.7%	29.3%	16.3%	2.0%	0.9%	33.8%
Q7-6. Overall quality of local fire protection & rescue services	27.1%	36.2%	12.1%	2.5%	0.7%	21.5%
Q7-7. How quickly fire & rescue personnel respond to emergencies	25.5%	25.7%	12.5%	1.8%	0.4%	34.0%
Q7-8. Quality of local ambulance service	19.5%	23.9%	13.2%	0.9%	0.0%	42.5%
Q7-9. How quickly ambulance personnel respond to emergencies	18.3%	22.4%	13.2%	1.3%	0.0%	44.7%

WITHOUT "DON'T KNOW"

Q7. For each of the public safety items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Visibility of police in the community	19.0%	49.3%	19.0%	9.3%	3.5%
Q7-2. City's overall efforts to prevent crime	16.7%	47.6%	25.1%	7.8%	2.8%
Q7-3. Enforcement of local traffic laws	14.1%	44.1%	23.9%	10.5%	7.3%
Q7-4. Parking enforcement services	12.0%	45.2%	34.3%	4.6%	3.8%
Q7-5. How quickly police respond to emergencies	26.7%	44.3%	24.7%	3.0%	1.4%
Q7-6. Overall quality of local fire protection & rescue services	34.5%	46.2%	15.4%	3.1%	0.9%
Q7-7. How quickly fire & rescue personnel respond to emergencies	38.6%	39.0%	19.0%	2.7%	0.7%
Q7-8. Quality of local ambulance service	33.9%	41.6%	23.0%	1.6%	0.0%
Q7-9. How quickly ambulance personnel respond to emergencies	33.2%	40.5%	23.9%	2.4%	0.0%

Q8. Which TWO public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

Q8. Top choice	Number	Percent
Visibility of police in the community	78	17.4 %
City's overall efforts to prevent crime	178	39.8 %
Enforcement of local traffic laws	44	9.8 %
Parking enforcement services	12	2.7 %
How quickly police respond to emergencies	34	7.6 %
Overall quality of local fire protection & rescue services	35	7.8 %
How quickly fire & rescue personnel respond to emergencies	16	3.6 %
Quality of local ambulance service	2	0.4 %
How quickly ambulance personnel respond to emergencies	11	2.5 %
None chosen	37	8.3 %
Total	447	100.0 %

Q8. Which TWO public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

Q8. 2nd choice	Number	Percent
Visibility of police in the community	85	19.0 %
City's overall efforts to prevent crime	64	14.3 %
Enforcement of local traffic laws	43	9.6 %
Parking enforcement services	11	2.5 %
How quickly police respond to emergencies	49	11.0 %
Overall quality of local fire protection & rescue services	46	10.3 %
How quickly fire & rescue personnel respond to emergencies	44	9.8 %
Quality of local ambulance service	28	6.3 %
How quickly ambulance personnel respond to emergencies	21	4.7 %
None chosen	56	12.5 %
Total	447	100.0 %

SUM OF TOP 2 CHOICES

Q8. Which TWO public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)

Q8. Sum of top 2 choices	Number	Percent
Visibility of police in the community	163	36.5 %
City's overall efforts to prevent crime	242	54.1 %
Enforcement of local traffic laws	87	19.5 %
Parking enforcement services	23	5.1 %
How quickly police respond to emergencies	83	18.6 %
Overall quality of local fire protection & rescue services	81	18.1 %
How quickly fire & rescue personnel respond to emergencies	60	13.4 %
Quality of local ambulance service	30	6.7 %
How quickly ambulance personnel respond to emergencies	32	7.2 %
None chosen	37	8.3 %
Total	838	

Q9. For each of the communication items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of information about City programs & services	7.8%	38.5%	28.2%	15.7%	1.8%	8.1%
Q9-2. City efforts to keep you informed about local issues	8.7%	35.6%	25.7%	18.1%	6.3%	5.6%
Q9-3. Overall quality of City's website	6.5%	31.8%	35.6%	8.5%	1.3%	16.3%
Q9-4. Level of public involvement in decision making	5.8%	19.9%	28.2%	21.7%	9.4%	15.0%
Q9-5. Timeliness of information provided by City	6.0%	25.7%	35.8%	12.5%	5.4%	14.5%
Q9-6. City's social media (Facebook, Nextdoor, Engage Camas, etc.)	5.6%	24.4%	27.7%	7.2%	3.1%	32.0%

WITHOUT "DON'T KNOW"

Q9. For each of the communication items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of information about City programs & services	8.5%	41.8%	30.7%	17.0%	1.9%
Q9-2. City efforts to keep you informed about local issues	9.2%	37.7%	27.3%	19.2%	6.6%
Q9-3. Overall quality of City's website	7.8%	38.0%	42.5%	10.2%	1.6%
Q9-4. Level of public involvement in decision making	6.8%	23.4%	33.2%	25.5%	11.1%
Q9-5. Timeliness of information provided by City	7.1%	30.1%	41.9%	14.7%	6.3%
Q9-6. City's social media (Facebook, Nextdoor, Engage Camas, etc.)	8.2%	35.9%	40.8%	10.5%	4.6%

Q10. Which TWO communication items listed in Question 9 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	102	22.8 %
City efforts to keep you informed about local issues	137	30.6 %
Overall quality of City's website	24	5.4 %
Level of public involvement in decision making	105	23.5 %
Timeliness of information provided by City	19	4.3 %
City's social media (Facebook, Nextdoor, Engage Camas, etc.)	14	3.1 %
None chosen	46	10.3 %
Total	447	100.0 %

Q10. Which TWO communication items listed in Question 9 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	50	11.2 %
City efforts to keep you informed about local issues	124	27.7 %
Overall quality of City's website	36	8.1 %
Level of public involvement in decision making	95	21.3 %
Timeliness of information provided by City	58	13.0 %
City's social media (Facebook, Nextdoor, Engage Camas, etc.)	24	5.4 %
None chosen	60	13.4 %
Total	447	100.0 %

SUM OF TOP 2 CHOICES

Q10. Which TWO communication items listed in Question 9 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)

<u>Q10. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	152	34.0 %
City efforts to keep you informed about local issues	261	58.4 %
Overall quality of City's website	60	13.4 %
Level of public involvement in decision making	200	44.7 %
Timeliness of information provided by City	77	17.2 %
City's social media (Facebook, Nextdoor, Engage Camas, etc.)	38	8.5 %
None chosen	46	10.3 %
Total	834	

Q11. Have you called, sent email to, or visited the City with a question, problem, or complaint during the past year?

Q11. Have you called, sent email to, or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	217	48.5 %
No	227	50.8 %
Don't Know	3	0.7 %
Total	447	100.0 %

WITHOUT "DON'T KNOW"**Q11. Have you called, sent email to, or visited the City with a question, problem, or complaint during the past year? (without "don't know")**

Q11. Have you called, sent email to, or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	217	48.9 %
No	227	51.1 %
Total	444	100.0 %

Q11a. How easy was it to contact the person you needed to reach?

Q11a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	83	38.2 %
Somewhat easy	84	38.7 %
Difficult	35	16.1 %
Very difficult	13	6.0 %
Don't know	2	0.9 %
Total	217	100.0 %

WITHOUT "DON'T KNOW"**Q11a. How easy was it to contact the person you needed to reach? (without "don't know")**

Q11a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	83	38.6 %
Somewhat easy	84	39.1 %
Difficult	35	16.3 %
Very difficult	13	6.0 %
Total	215	100.0 %

Q11b. What department did you contact?

<u>Q11b. What department did you contact</u>	<u>Number</u>	<u>Percent</u>
Police	36	16.6 %
Fire	5	2.3 %
Community Development	29	13.4 %
Parks & Recreation	21	9.7 %
Camas Public Library	18	8.3 %
Event Permits	2	0.9 %
Financial Services/Utility Billing	37	17.1 %
Municipal Services (streets/water/sewer/solid waste)	113	52.1 %
Other	35	16.1 %
Total	296	

Q11b-9. Other

<u>Q11b-9. Other</u>	<u>Number</u>	<u>Percent</u>
Code enforcement	5	14.3 %
City Council	3	8.6 %
Building department	2	5.7 %
Mayor	2	5.7 %
HR	1	2.9 %
Enforcing neighborhood landscaping maintenance	1	2.9 %
Contacted City regarding sidewalk repair	1	2.9 %
Remodeling permits	1	2.9 %
Street light issue	1	2.9 %
Street lights	1	2.9 %
To remove dangerous trees	1	2.9 %
Public works-roads	1	2.9 %
Many times	1	2.9 %
Animal licensing	1	2.9 %
Street maintenance for overgrowth of vegetation and removal	1	2.9 %
Open manhole next to sidewalk	1	2.9 %
Neighbor has noisy and smelly goats, rooster and chickens	1	2.9 %
Problems with neighboring trees	1	2.9 %
Calling into all departments for a specific person is very difficult	1	2.9 %
Permit office	1	2.9 %
Various	1	2.9 %
Non-emergency line	1	2.9 %
Wetlands	1	2.9 %
Zoning	1	2.9 %
Engineering	1	2.9 %
Planning	1	2.9 %
Animal control	1	2.9 %
Total	35	100.0 %

Q11c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never."

(N=217)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q11c-1. They were courteous & polite	65.9%	25.8%	5.1%	0.5%	0.0%	2.8%
Q11c-2. They gave prompt, accurate, & complete answers to questions	41.9%	32.7%	14.7%	7.4%	1.4%	1.8%
Q11c-3. They did what they said they would do in a timely manner	41.5%	30.0%	13.8%	6.5%	2.8%	5.5%
Q11c-4. They helped you resolve an issue to your satisfaction	39.2%	27.2%	15.7%	7.8%	6.0%	4.1%

WITHOUT "DON'T KNOW"

Q11c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=217)

	Always	Usually	Sometimes	Seldom	Never
Q11c-1. They were courteous & polite	67.8%	26.5%	5.2%	0.5%	0.0%
Q11c-2. They gave prompt, accurate, & complete answers to questions	42.7%	33.3%	15.0%	7.5%	1.4%
Q11c-3. They did what they said they would do in a timely manner	43.9%	31.7%	14.6%	6.8%	2.9%
Q11c-4. They helped you resolve an issue to your satisfaction	40.9%	28.4%	16.3%	8.2%	6.3%

Q12. For each of the street maintenance items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of major City streets	14.8%	46.5%	17.0%	15.0%	3.8%	2.9%
Q12-2. Maintenance of streets in your neighborhood	10.7%	42.7%	14.8%	20.4%	7.6%	3.8%
Q12-3. Snow removal on major City streets	11.9%	42.1%	23.0%	11.2%	2.7%	9.2%
Q12-4. Adequacy of City street lighting	13.2%	50.6%	19.0%	12.3%	1.8%	3.1%
Q12-5. Condition of sidewalks in City	9.6%	42.5%	22.4%	17.4%	3.6%	4.5%
Q12-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	9.2%	24.8%	30.2%	17.2%	3.8%	14.8%
Q12-7. Street sweeping	15.0%	39.1%	23.3%	9.4%	4.5%	8.7%

WITHOUT "DON'T KNOW"

Q12. For each of the street maintenance items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of major City streets	15.2%	47.9%	17.5%	15.4%	3.9%
Q12-2. Maintenance of streets in your neighborhood	11.2%	44.4%	15.3%	21.2%	7.9%
Q12-3. Snow removal on major City streets	13.1%	46.3%	25.4%	12.3%	3.0%
Q12-4. Adequacy of City street lighting	13.6%	52.2%	19.6%	12.7%	1.8%
Q12-5. Condition of sidewalks in City	10.1%	44.5%	23.4%	18.3%	3.7%
Q12-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	10.8%	29.1%	35.4%	20.2%	4.5%
Q12-7. Street sweeping	16.4%	42.9%	25.5%	10.3%	4.9%

Q13. Which TWO street related items listed in Question 12 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

Q13. Top choice	Number	Percent
Maintenance of major City streets	137	30.6 %
Maintenance of streets in your neighborhood	88	19.7 %
Snow removal on major City streets	36	8.1 %
Adequacy of City street lighting	38	8.5 %
Condition of sidewalks in City	50	11.2 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	47	10.5 %
Street sweeping	17	3.8 %
None chosen	34	7.6 %
Total	447	100.0 %

Q13. Which TWO street related items listed in Question 12 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

Q13. 2nd choice	Number	Percent
Maintenance of major City streets	74	16.6 %
Maintenance of streets in your neighborhood	97	21.7 %
Snow removal on major City streets	24	5.4 %
Adequacy of City street lighting	40	8.9 %
Condition of sidewalks in City	67	15.0 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	46	10.3 %
Street sweeping	44	9.8 %
None chosen	55	12.3 %
Total	447	100.0 %

SUM OF TOP 2 CHOICES

Q13. Which TWO street related items listed in Question 12 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)

Q13. Sum of top 2 choices	Number	Percent
Maintenance of major City streets	211	47.2 %
Maintenance of streets in your neighborhood	185	41.4 %
Snow removal on major City streets	60	13.4 %
Adequacy of City street lighting	78	17.4 %
Condition of sidewalks in City	117	26.2 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	93	20.8 %
Street sweeping	61	13.6 %
None chosen	34	7.6 %
Total	839	

Q14. For each of the code enforcement items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Enforcing cleanup of litter & debris on private property	4.7%	19.9%	27.5%	14.8%	6.3%	26.8%
Q14-2. Enforcing mowing & trimming of grass & weeds on private property	4.9%	22.4%	27.3%	12.5%	5.8%	27.1%
Q14-3. Enforcing codes designed to protect public safety & health	6.3%	25.5%	29.1%	7.2%	4.7%	27.3%
Q14-4. Enforcing sign regulation	5.1%	19.9%	30.6%	10.7%	5.8%	27.7%

WITHOUT "DON'T KNOW"

Q14. For each of the code enforcement items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Enforcing cleanup of litter & debris on private property	6.4%	27.2%	37.6%	20.2%	8.6%
Q14-2. Enforcing mowing & trimming of grass & weeds on private property	6.7%	30.7%	37.4%	17.2%	8.0%
Q14-3. Enforcing codes designed to protect public safety & health	8.6%	35.1%	40.0%	9.8%	6.5%
Q14-4. Enforcing sign regulation	7.1%	27.6%	42.4%	14.9%	8.0%

Q15. Which TWO code enforcement items listed in Question 14 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of litter & debris on private property	136	30.4 %
Enforcing mowing & trimming of grass & weeds on private property	46	10.3 %
Enforcing codes designed to protect public safety & health	137	30.6 %
Enforcing sign regulation	51	11.4 %
None chosen	77	17.2 %
Total	447	100.0 %

Q15. Which TWO code enforcement items listed in Question 14 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of litter & debris on private property	118	26.4 %
Enforcing mowing & trimming of grass & weeds on private property	84	18.8 %
Enforcing codes designed to protect public safety & health	85	19.0 %
Enforcing sign regulation	58	13.0 %
None chosen	102	22.8 %
Total	447	100.0 %

SUM OF TOP 2 CHOICES

Q15. Which TWO code enforcement items listed in Question 14 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)

<u>Q15. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of litter & debris on private property	254	56.8 %
Enforcing mowing & trimming of grass & weeds on private property	130	29.1 %
Enforcing codes designed to protect public safety & health	222	49.7 %
Enforcing sign regulation	109	24.4 %
None chosen	77	17.2 %
Total	792	

Q16. Satisfaction with Public Library Services. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Selection of resources available at the public library	27.5%	37.6%	10.3%	2.2%	0.2%	22.1%
Q16-2. Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	23.9%	28.4%	15.4%	3.1%	0.4%	28.6%
Q16-3. Events for adults (informational, literary, participatory, entertainment, etc.)	16.1%	21.0%	22.8%	2.9%	0.2%	36.9%
Q16-4. Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	15.2%	17.4%	17.7%	1.6%	1.1%	47.0%
Q16-5. Events for children (early literacy development, storytimes, summer reading program, etc.)	19.7%	20.8%	15.7%	1.1%	0.7%	42.1%

WITHOUT "DON'T KNOW"

Q16. Satisfaction with Public Library Services. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Selection of resources available at the public library	35.3%	48.3%	13.2%	2.9%	0.3%
Q16-2. Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	33.5%	39.8%	21.6%	4.4%	0.6%
Q16-3. Events for adults (informational, literary, participatory, entertainment, etc.)	25.5%	33.3%	36.2%	4.6%	0.4%
Q16-4. Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	28.7%	32.9%	33.3%	3.0%	2.1%
Q16-5. Events for children (early literacy development, storytimes, summer reading program, etc.)	34.0%	35.9%	27.0%	1.9%	1.2%

Q17. Which TWO public library items listed in Question 16 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

Q17. Top choice	Number	Percent
Selection of resources available at the public library	107	23.9 %
Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	70	15.7 %
Events for adults (informational, literary, participatory, entertainment, etc.)	38	8.5 %
Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	34	7.6 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	90	20.1 %
None chosen	108	24.2 %
Total	447	100.0 %

Q17. Which TWO public library items listed in Question 16 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

Q17. 2nd choice	Number	Percent
Selection of resources available at the public library	53	11.9 %
Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	84	18.8 %
Events for adults (informational, literary, participatory, entertainment, etc.)	68	15.2 %
Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	48	10.7 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	66	14.8 %
None chosen	128	28.6 %
Total	447	100.0 %

SUM OF TOP 2 CHOICES

Q17. Which TWO public library items listed in Question 16 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)

Q17. Sum of top 2 choices	Number	Percent
Selection of resources available at the public library	160	35.8 %
Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	154	34.5 %
Events for adults (informational, literary, participatory, entertainment, etc.)	106	23.7 %
Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	82	18.3 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	156	34.9 %
None chosen	108	24.2 %
Total	766	

Q18. Expectations for Services. Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower," please indicate how the level of service provided by the City should change in each of the areas listed below.

(N=447)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower	Don't know
Q18-1. Law enforcement	12.5%	37.1%	38.3%	1.6%	0.4%	10.1%
Q18-2. Fire, EMS, & ambulance	6.7%	26.4%	49.7%	0.9%	0.4%	15.9%
Q18-3. Parks, trails, & open space	14.3%	42.3%	35.8%	0.7%	0.7%	6.3%
Q18-4. Recreation facilities & programs	10.3%	31.8%	45.9%	1.6%	0.4%	10.1%
Q18-5. Maintenance of infrastructure (streets, sidewalks)	20.8%	45.6%	27.7%	0.0%	0.0%	5.8%
Q18-6. City's public library	2.9%	15.7%	64.7%	1.8%	1.8%	13.2%
Q18-7. City's garbage services	2.9%	11.4%	79.2%	0.9%	0.0%	5.6%

WITHOUT "DON'T KNOW"

Q18. Expectations for Services. Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower," please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

(N=447)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower
Q18-1. Law enforcement	13.9%	41.3%	42.5%	1.7%	0.5%
Q18-2. Fire, EMS, & ambulance	8.0%	31.4%	59.0%	1.1%	0.5%
Q18-3. Parks, trails, & open space	15.3%	45.1%	38.2%	0.7%	0.7%
Q18-4. Recreation facilities & programs	11.4%	35.3%	51.0%	1.7%	0.5%
Q18-5. Maintenance of infrastructure (streets, sidewalks)	22.1%	48.5%	29.5%	0.0%	0.0%
Q18-6. City's public library	3.4%	18.0%	74.5%	2.1%	2.1%
Q18-7. City's garbage services	3.1%	12.1%	83.9%	0.9%	0.0%

Q19. Would you be willing to pay more in taxes or fees to support an increase in the service level?

Q19. Would you be willing to pay more in taxes or fees to support an increase in service level	Number	Percent
Not applicable-I do not think any levels of service need to be higher	27	6.0 %
Yes-I would be willing to pay more in taxes & fees	145	32.4 %
No-I would not be willing to pay more in taxes & fees	215	48.1 %
Don't know	60	13.4 %
Total	447	100.0 %

WITHOUT "DON'T KNOW"

Q19. Would you be willing to pay more in taxes or fees to support an increase in the service level? (without "don't know")

Q19. Would you be willing to pay more in taxes or fees to support an increase in service level	Number	Percent
Not applicable-I do not think any levels of service need to be higher	27	7.0 %
Yes-I would be willing to pay more in taxes & fees	145	37.5 %
No-I would not be willing to pay more in taxes & fees	215	55.6 %
Total	387	100.0 %

Q20. Land Development. Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.

(N=447)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q20-1. Employment opportunities	3.8%	19.9%	22.1%	2.0%	2.5%	49.7%
Q20-2. Office development	1.3%	7.4%	33.6%	6.3%	3.6%	47.9%
Q20-3. Retail	4.9%	18.3%	49.0%	6.7%	2.9%	18.1%
Q20-4. Restaurants	6.5%	29.8%	46.5%	4.3%	0.7%	12.3%
Q20-5. Technology & other industry	4.5%	21.0%	35.6%	3.6%	1.3%	34.0%
Q20-6. Housing options for aging population	16.3%	28.2%	19.5%	2.9%	2.2%	30.9%
Q20-7. Apartments	5.4%	13.4%	26.2%	18.6%	16.8%	19.7%
Q20-8. Townhomes/row houses	3.8%	14.1%	29.1%	17.4%	15.9%	19.7%
Q20-9. Entry-level single-family homes	13.2%	26.4%	25.7%	10.7%	8.9%	15.0%
Q20-10. Large lot/large homes	3.6%	11.4%	30.9%	18.3%	17.7%	18.1%

WITHOUT "DON'T KNOW"

Q20. Land Development. Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas. (without "don't know")

(N=447)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q20-1. Employment opportunities	7.6%	39.6%	44.0%	4.0%	4.9%
Q20-2. Office development	2.6%	14.2%	64.4%	12.0%	6.9%
Q20-3. Retail	6.0%	22.4%	59.8%	8.2%	3.6%
Q20-4. Restaurants	7.4%	33.9%	53.1%	4.8%	0.8%
Q20-5. Technology & other industry	6.8%	31.9%	53.9%	5.4%	2.0%
Q20-6. Housing options for aging population	23.6%	40.8%	28.2%	4.2%	3.2%
Q20-7. Apartments	6.7%	16.7%	32.6%	23.1%	20.9%
Q20-8. Townhomes/row houses	4.7%	17.5%	36.2%	21.7%	19.8%
Q20-9. Entry-level single-family homes	15.5%	31.1%	30.3%	12.6%	10.5%
Q20-10. Large lot/large homes	4.4%	13.9%	37.7%	22.4%	21.6%

Q21a. Would you be willing to pay more in taxes or fees to support this new community amenity?

Q21a. Would you be willing to pay more in taxes or fees to support this new community amenity	Number	Percent
Yes	163	61.7 %
No	74	28.0 %
Not provided	27	10.2 %
Total	264	100.0 %

WITHOUT "NOT PROVIDED"

Q21a. Would you be willing to pay more in taxes or fees to support this new community amenity? (without "not provided")

Q21a. Would you be willing to pay more in taxes or fees to support this new community amenity	Number	Percent
Yes	163	68.8 %
No	74	31.2 %
Total	237	100.0 %

Q22. Approximately how many years have you lived in Camas?

Q22. How many years have you lived in Camas	Number	Percent
0-5	124	27.7 %
6-10	72	16.1 %
11-15	54	12.1 %
16-20	65	14.5 %
21-30	82	18.3 %
31+	45	10.1 %
Not provided	5	1.1 %
Total	447	100.0 %

WITHOUT "NOT PROVIDED"**Q22. Approximately how many years have you lived in Camas? (without "not provided")**

Q22. How many years have you lived in Camas	Number	Percent
0-5	124	28.1 %
6-10	72	16.3 %
11-15	54	12.2 %
16-20	65	14.7 %
21-30	82	18.6 %
31+	45	10.2 %
Total	442	100.0 %

Q23. What is your age?

Q23. Your age	Number	Percent
18-34	79	17.7 %
35-44	86	19.2 %
45-54	88	19.7 %
55-64	92	20.6 %
65+	87	19.5 %
Not provided	15	3.4 %
Total	447	100.0 %

WITHOUT "NOT PROVIDED"**Q23. What is your age? (without "not provided")**

Q23. Your age	Number	Percent
18-34	79	18.3 %
35-44	86	19.9 %
45-54	88	20.4 %
55-64	92	21.3 %
65+	87	20.1 %
Total	432	100.0 %

Q24. Which of the following BEST describes your employment status?

Q24. What best describes your employment status	Number	Percent
I am retired & not currently employed	99	22.1 %
I am retired & currently employed	9	2.0 %
I am not retired	337	75.4 %
Not provided	2	0.4 %
Total	447	100.0 %

WITHOUT "NOT PROVIDED"

Q24. Which of the following BEST describes your employment status? (without "not provided")

Q24. What best describes your employment status	Number	Percent
I am retired & not currently employed	99	22.2 %
I am retired & currently employed	9	2.0 %
I am not retired	337	75.7 %
Total	445	100.0 %

Q25. How many children under age 18 live in your household?

Q25. How many children under 18 live in your household	Number	Percent
0	247	55.3 %
1	84	18.8 %
2	74	16.6 %
3+	24	5.4 %
Not provided	18	4.0 %
Total	447	100.0 %

WITHOUT "NOT PROVIDED"

Q25. How many children under age 18 live in your household? (without "not provided")

Q25. How many children under 18 live in your household	Number	Percent
0	247	57.6 %
1	84	19.6 %
2	74	17.2 %
3+	24	5.6 %
Total	429	100.0 %

Q26. What is your gender?

Q26. Your gender	Number	Percent
Male	214	47.9 %
Female	219	49.0 %
Non-binary	3	0.7 %
Not provided	11	2.5 %
Total	447	100.0 %

WITHOUT "NOT PROVIDED"**Q26. What is your gender? (without "not provided")**

Q26. Your gender	Number	Percent
Male	214	49.1 %
Female	219	50.2 %
Non-binary	3	0.7 %
Total	436	100.0 %

Q27. Would you say your total annual household income is:

Q27. Your total annual household income	Number	Percent
Under \$50K	46	10.3 %
\$50K to \$74,999	48	10.7 %
\$75K to \$99,999	50	11.2 %
\$100K to \$149,999	85	19.0 %
\$150K to \$199,999	80	17.9 %
\$200K+	82	18.3 %
Not provided	56	12.5 %
Total	447	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Would you say your total annual household income is: (without "not provided")**

Q27. Your total annual household income	Number	Percent
Under \$50K	46	11.8 %
\$50K to \$74,999	48	12.3 %
\$75K to \$99,999	50	12.8 %
\$100K to \$149,999	85	21.7 %
\$150K to \$199,999	80	20.5 %
\$200K+	82	21.0 %
Total	391	100.0 %

A graphic consisting of a white circle with a dark blue border containing the number '5', followed by a dark blue horizontal bar containing the text 'Survey Instrument' in white.

5 **Survey Instrument**



November 2022

Dear Camas Resident,

Your input on the enclosed survey is extremely important. We believe it is crucial to ask our residents whether or not they are satisfied with the services we provide. To ensure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

Your household was one of a limited number selected at random to receive this survey and your participation is necessary to make the survey a success.

We greatly appreciate your time. We realize that this survey takes some time to complete, but every question is essential. The time you invest in this survey will influence dozens of decisions that will be made about the City's future. Your responses will also help the City Council gauge the success of its efforts to carry out the community's vision for the City of Camas and to address the many opportunities and challenges facing our community.

Please return your survey, or complete it online, sometime during the next week. We have selected ETC Institute to administer this survey. Your responses will remain confidential. Please return your survey in the enclosed postage-paid envelope to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061; or go to camascitizensurvey.org to complete the survey online.

If you have any questions, please contact Bryan Rachal with the City of Camas at (360) 817-7035 or brachal@cityofcamas.us. Thanks again for taking the time to let your voice be heard.

Sincerely,

A handwritten signature in blue ink that reads "Steve Hogan". The signature is written in a cursive style.

Steve Hogan
Mayor



2022 City of Camas Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to citizen concerns. If you have questions, please call us at 360-834-6864 or email us at administration@cityofcamas.us.

In questions 1 and 2 we are asking your satisfaction level for individual department or primary services, and then to tell us what areas you believe need the most emphasis as we move forward. This information is important as we develop future budgets and work plans. Later in the survey, we are asking more detailed questions about department or primary services to give us feedback on how we are doing in the various services we provide.

1. Major categories of services provided by the City of Camas are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall effectiveness of city communication with the public	5	4	3	2	1	9
02. Overall effectiveness of city economic development efforts	5	4	3	2	1	9
03. Overall effectiveness of city management of storm water runoff	5	4	3	2	1	9
04. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
05. Overall maintenance of city streets	5	4	3	2	1	9
06. Overall quality of city parks/trails/open space	5	4	3	2	1	9
07. Overall quality of city sewer services	5	4	3	2	1	9
08. Overall quality of city water utilities	5	4	3	2	1	9
09. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
10. Overall quality of fire, emergency medical and ambulance services	5	4	3	2	1	9
11. Overall quality of police services	5	4	3	2	1	9
12. Overall quality of the City's garbage services	5	4	3	2	1	9
13. Overall quality of the City's parks and recreation programs	5	4	3	2	1	9
14. Overall quality of the City's public library services	5	4	3	2	1	9

2. Which THREE of the above items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 1 above.]

1st: ____ 2nd: ____ 3rd: ____

3. Several items that may influence your perception of the City of Camas are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of services provided by the City of Camas	5	4	3	2	1	9
02. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
03. Overall image of the City	5	4	3	2	1	9
04. How well the City is managing growth and development	5	4	3	2	1	9
05. Overall feeling of safety in the City	5	4	3	2	1	9
06. Availability of job opportunities	5	4	3	2	1	9
07. Overall quality of new development	5	4	3	2	1	9

4. How satisfied are you with the overall quality of life in the City of Camas?

____(5) Very satisfied ____ (3) Neutral ____ (1) Very dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied ____ (9) Don't know

5. For each of the parks and recreation items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
PARKS AND RECREATION							
01.	Quality of facilities such as picnic shelters and playgrounds in City parks	5	4	3	2	1	9
02.	Quality of outdoor athletic fields (e.g., baseball, soccer, and football)	5	4	3	2	1	9
03.	Appearance and maintenance of existing City parks	5	4	3	2	1	9
04.	Number of City parks	5	4	3	2	1	9
05.	Quantity of City trails	5	4	3	2	1	9
06.	Quantity of the City's open space	5	4	3	2	1	9
07.	Quality of recreational classes for youth	5	4	3	2	1	9
08.	Quality of recreational classes for adults	5	4	3	2	1	9
09.	Quality of seasonal special events (i.e., spring Egg Scramble, summer movies and concerts in the park, fall Pumpkin Party, and winter Hometown Holiday)	5	4	3	2	1	9
10.	Other: _____	5	4	3	2	1	9

6. Which TWO parks and recreation items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 5 above.]

1st: ____ 2nd: ____

7. For each of the public safety items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
PUBLIC SAFETY							
01.	The visibility of police in the community	5	4	3	2	1	9
02.	The City's overall efforts to prevent crime	5	4	3	2	1	9
03.	Enforcement of local traffic laws	5	4	3	2	1	9
04.	Parking enforcement services	5	4	3	2	1	9
05.	How quickly police respond to emergencies	5	4	3	2	1	9
06.	Overall quality of local fire protection and rescue services	5	4	3	2	1	9
07.	How quickly fire and rescue personnel respond to emergencies	5	4	3	2	1	9
08.	Quality of local ambulance service	5	4	3	2	1	9
09.	How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9

8. Which TWO public safety items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 7 above.]

1st: ____ 2nd: ____

9. For each of the communication items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
COMMUNICATION							
01.	The availability of information about city programs and services	5	4	3	2	1	9
02.	City efforts to keep you informed about local issues	5	4	3	2	1	9
03.	Overall quality of the City's website	5	4	3	2	1	9
04.	The level of public involvement in decision making	5	4	3	2	1	9
05.	Timeliness of information provided by the City	5	4	3	2	1	9
06.	City's social media (Facebook, Nextdoor, Engage Camas, etc.)	5	4	3	2	1	9

10. Which TWO communication items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 9 above.]

1st: _____ 2nd: _____

11. Have you called, sent E-mail to, or visited the City with a question, problem, or complaint during the past year?

- ____(1) Yes [Answer Questions 11a-c.]
- ____(2) No [Skip to Question 12.]
- ____(9) Don't Know [Skip to Question 12.]

11a. How easy was it to contact the person you needed to reach?

- ____(4) Very easy ____ (2) Difficult ____ (9) Don't know
- ____(3) Somewhat easy ____ (1) Very difficult

11b. What department did you contact? [Check all that apply.]

- ____(1) Police ____ (6) Event permits
- ____(2) Fire ____ (7) Financial Services/Utility Billing
- ____(3) Community Development ____ (8) Municipal Services (streets/water/sewer/solid waste)
- ____(4) Parks and Recreation ____ (9) Other: _____
- ____(5) Camas Public Library

11c. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never."

Frequency that:		Always	Usually	Sometimes	Seldom	Never	Don't Know
01.	They were courteous and polite	5	4	3	2	1	9
02.	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
03.	They did what they said they would do in a timely manner	5	4	3	2	1	9
04.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

12. For each of the street maintenance items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
STREETS							
01.	Maintenance of major city streets	5	4	3	2	1	9
02.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
03.	Snow removal on major city streets	5	4	3	2	1	9
04.	Adequacy of city street lighting	5	4	3	2	1	9
05.	Condition of sidewalks in the City	5	4	3	2	1	9
06.	On-street bicycle infrastructure (bike lanes/signs/arrows)	5	4	3	2	1	9
07.	Street sweeping	5	4	3	2	1	9

13. Which TWO street related items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 12 above.]

1st: _____ 2nd: _____

14. For each of the code enforcement items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
CODE ENFORCEMENT							
01.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
02.	Enforcing the mowing and trimming of grass and weeds on private property	5	4	3	2	1	9
03.	Enforcing codes designed to protect public safety and health	5	4	3	2	1	9
04.	Enforcing sign regulation	5	4	3	2	1	9

15. Which TWO code enforcement items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 14 above.]

1st: _____ 2nd: _____

16. Satisfaction with Public Library Services. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
PUBLIC LIBRARY							
01.	Selection of resources available at the public library	5	4	3	2	1	9
02.	Digital resources available online with library card (eBooks and eAudio, movies, music, databases, etc.)	5	4	3	2	1	9
03.	Events for adults (informational, literary, participatory, entertainment, etc.)	5	4	3	2	1	9
04.	Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	5	4	3	2	1	9
05.	Events for children (early literacy development, storytimes, summer reading program, etc.)	5	4	3	2	1	9

17. Which TWO public library items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Question 16 above.]

1st: _____ 2nd: _____

18. **Expectations for Services.** Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower," please indicate how the level of service provided by the City should change in each of the areas listed below.

How should the level of service provided by the City in the following areas change:	Should Be Much Higher	Should Be a Little Higher	Should Stay the Same	Should Be a Little Lower	Should Be Much Lower	Don't Know
01. Law enforcement	5	4	3	2	1	9
02. Fire, EMS, and ambulance	5	4	3	2	1	9
03. Parks, trails, and open space	5	4	3	2	1	9
04. Recreation facilities and programs	5	4	3	2	1	9
05. Maintenance of infrastructure (streets, sidewalks)	5	4	3	2	1	9
06. City's Public Library	5	4	3	2	1	9
07. City's garbage services	5	4	3	2	1	9

19. **Would you be willing to pay more in taxes or fees to support an increase in the service level?**

___(1) Not applicable - I do not think any levels of service need to be higher
 ___(2) Yes - I would be willing to pay more in taxes and fees
 ___(3) No - I would not be willing to pay more in taxes and fees
 ___(9) Don't know

20. **Land Development.** Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.

Growth Management	Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast	Don't Know
01. Employment opportunities	5	4	3	2	1	9
02. Office development	5	4	3	2	1	9
03. Retail	5	4	3	2	1	9
04. Restaurants	5	4	3	2	1	9
05. Technology and other industry	5	4	3	2	1	9
06. Housing options for aging population	5	4	3	2	1	9
07. Apartments	5	4	3	2	1	9
08. Townhomes/row houses	5	4	3	2	1	9
09. Entry-level single-family homes	5	4	3	2	1	9
10. Large lot/large homes	5	4	3	2	1	9

21. **Community amenities provided by the City can enhance the quality of life in Camas. If you could identify ONE new community amenity that could be provided by the City, what would it be?**

- 21a. *[If you listed something in Question 21.]* **Would you be willing to pay more in taxes or fees to support this new community amenity?**

___(1) Yes ___(2) No

22. **Approximately how many years have you lived in Camas?** _____ years

23. **What is your age?** _____ years

24. **Which of the following BEST describes your employment status?**

___(1) I am retired and not currently employed
 ___(2) I am retired and currently employed
 ___(3) I am not retired

25. How many children under age 18 live in your household? _____ children

26. What is your gender?

____(1) Male ____ (2) Female ____ (3) Non-binary ____ (4) Prefer not to answer

27. Would you say your total annual household income is:

____ (1) Under \$50,000 ____ (3) \$75,000 to \$99,999 ____ (5) \$150,000 to \$199,999
____ (2) \$50,000 to \$74,999 ____ (4) \$100,000 to \$149,999 ____ (6) \$200,000 or more

28. Would you be willing to participate in future surveys sponsored by the City of Camas?

____ (1) Yes *[Please answer Q28a.]* ____ (2) No

28a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank You.