

2016 City of Washougal Community Survey

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Draft Report

Submitted to the City of Washougal, WA

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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Contents

Executive Summary i

Section 1: Charts and Graphs..... 1

Section 2: Geocoded Maps 20

Section 3: Benchmarking Analysis 55

Section 4: Importance-Satisfaction Analysis 61

Section 5: Tabular Data..... 77

Section 6: Survey Instrument..... 121

2016 DirectionFinder[®] Survey

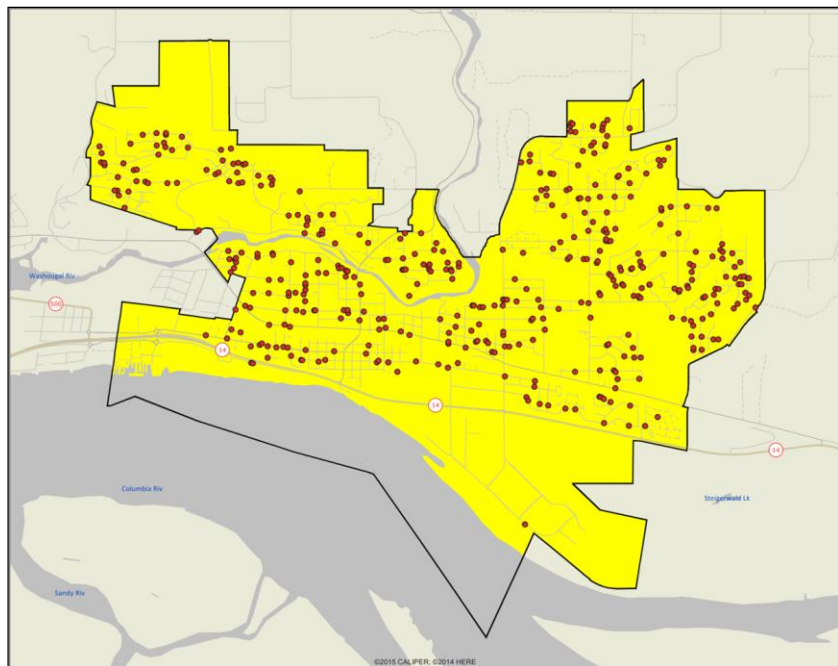
Executive Summary Report

Purpose and Methodology

ETC Institute administered the *DirectionFinder*[®] survey for the City of Washougal during the spring of 2016. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of services. The information gathered from the survey will help the City align its priorities with the needs of residents. This is the second time that Washougal has administered a community survey with ETC Institute; the first survey was conducted in the summer of 2014.

Resident Survey. A seven-page survey was mailed to a random sample of households in the City of Washougal. The survey was accompanied by a cover letter from the Mayor explaining the purpose of the survey, and included a link for giving residents the option to complete the survey online. Of the households that received a survey, 600 completed the survey. The results for the random sample of 600 households have a 95% level of confidence with a precision of at least +/-4%.

In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



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 the City of Washougal with the results from other communities in the *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:

- a summary of the methodology for administering the survey and major findings
- charts and graphs
- GIS maps that show the results of selected questions as maps of the City
- benchmarking data that show how the results for the City of Washougal compare to other cities
- importance-satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument

Major Findings

- **Satisfaction with City Services.** Eighty-two percent (82%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of fire, emergency medical and ambulance services; 73% were satisfied with the quality of police services, 66% were satisfied with the quality of customer service from City employees, and 63% were satisfied with the quality of City parks. Residents were least satisfied with the effectiveness of economic development efforts (31%). *There were no City services that showed significant increases in positive ratings from 2014, and there were **four significant decreases:** maintenance of City streets (-8%), quality of City water utilities (-6%), quality of City sewer services (-4%), and effectiveness of storm water runoff (-4%).*

*Note: changes of 4% or more were statistically significant

- **City Services That Should Receive the Most Emphasis Over the Next 2 Years.** Based on the sum of their top three choices, the services that residents indicated should receive the most emphasis from the City over the next two years were: (1) maintenance of City streets, (2) effectiveness of economic development efforts, and 3) the quality of City parks.
- **Perceptions of the City.** Sixty-six percent (66%) of residents surveyed, *who had an opinion*, indicated that they were satisfied (rating of 4 or 5 on a 5-point scale) with the overall feeling of safety in the City; 61% were satisfied with the overall quality of life in the City, and 55% were satisfied with the quality of services provided by the City. Residents were least satisfied with the availability of job opportunities (16%). *There were **three significant increases** in positive ratings from 2014 with regard to perception: overall image of the City (+6%), availability of job opportunities (+5%), and how well the City is managing growth and development (+4%). There were no significant decreases.*
- **Parks and Recreation.** Fifty-seven percent (57%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the appearance and maintenance of existing City parks. Residents were least satisfied with the number of City parks (45%). *All of the parks and recreation areas showed decreases from 2014; **three decreases were significant:** quality of facilities (-7%), appearance/maintenance of existing City parks (-5%), and number of City parks (-5%).*
- **Public Safety.** Seventy-eight percent (78%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of local fire protection and rescue services; 77% were satisfied with how quickly fire and rescue personnel respond to emergencies, 73% were satisfied with how quickly ambulance personnel respond to emergencies, and 71% were satisfied with the quality of local ambulance services. Residents were least satisfied with parking enforcement services (47%). *There were no significant increases in positive ratings from 2014, and there were **three significant decreases:** visibility of police in the community (-8%), enforcement of local traffic laws (-8%), and parking enforcement services (-6%).*
- **Communication.** Forty percent (40%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of the City's website; 37% were satisfied with the availability of information about City programs and services, and 34% were satisfied with the City's efforts to keep residents informed about local issues. Residents were least satisfied with the level of public involvement in local decision making (21%). *There were **two significant increases** in positive ratings from 2014: overall quality of the City's website (+4%) and the City e-mail information update service (+4%). There were no significant decreases.*

- **Streets.** Fifty-nine percent (59%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with mowing and trimming along streets and other public areas, and 54% were satisfied with the adequacy of City street lighting. Residents were least satisfied with the condition of sidewalks in the City (45%). *There were no significant increases in positive ratings from 2014, and there were **three significant decreases**: adequacy of City street lighting (-7%), maintenance of neighborhood streets (-6%), and maintenance of major City streets (-5%).*
- **Code Enforcement.** Thirty-eight percent (38%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the enforcement of codes designed to protect public safety. Residents were least satisfied with the enforcement of the cleanup of litter and debris (27%). *All of the code enforcement areas showed increases from 2014; **one increase was significant**: enforcement of mowing and trimming of grass and weeds (+5%).*
- **Customer Service.** One-third (33%) of residents surveyed indicated they had contacted the City with a question, problem, or complaint during the past year. Of those, 80% felt it was “very easy” or “somewhat easy” to contact the person they needed to reach. With regard to various behaviors exhibited by City employees, 86% of residents surveyed, *who had an opinion*, indicated that employees were “always” or “usually” courteous and polite, and 68% said the employees “always” or “usually” did what they said they would do in a timely manner.

Other Findings

- 48% of residents surveyed currently get news and information about City programs, services, and events from the Camas-Washougal Post Record.
- Resident were asked what types of land uses they envision in the NW UGA and NE UGA areas of Washougal in the year 2035. Based on the sum of their responses, 43% answered “homes” and 42% selected “large lot homes” (multiple selections were allowed).
- When asked about the City’s current pace of development, 61% of residents surveyed, *who had an opinion*, indicated that retail development was too slow, while 31% felt the pace of single-family residential development was too fast.
- When asked about their expectations for various services, 76% of residents surveyed, *who had an opinion*, indicated that the level of service for the maintenance of infrastructure should be higher. With regard to fire, EMS and ambulance services, 67% believe the level of service provided by the City should stay the same.

- 25% of residents surveyed would support a new \$20 annual vehicle license tab renewal fee if it were used only for pavement maintenance and new road projects. Forty-five percent (45%) indicated they would not support a new license tab renewal fee.

Opportunities for Improvement

In order to help the City identify opportunities for improvement, ETC Institute conducted an Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that 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 improvements in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

Based on the results of the Importance-Satisfaction (I-S) Priorities Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of 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 two opportunities for improvement over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of City streets
 - Effectiveness of economic development efforts

Priorities within Departments/Specific Areas. The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

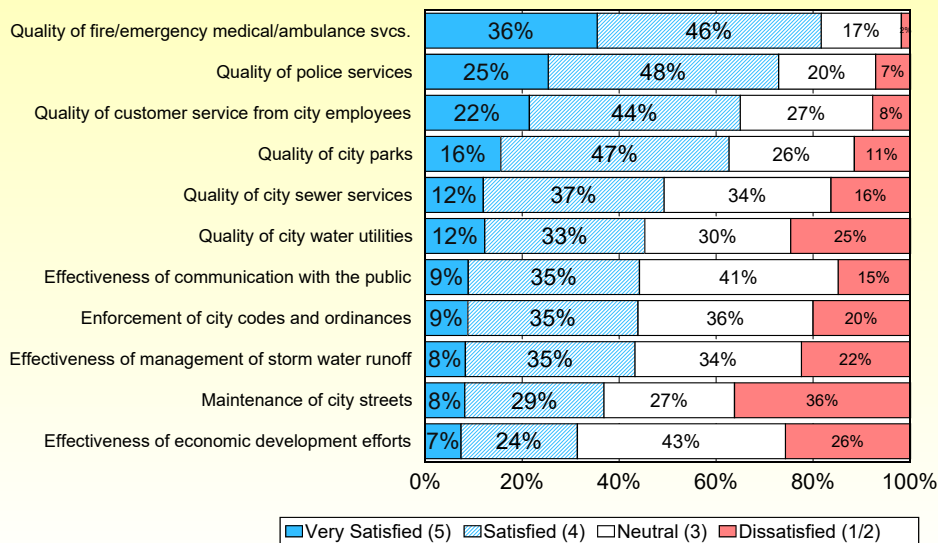
- **Parks:** quality of facilities, such as picnic shelters and playgrounds in City parks, and appearance and maintenance of City parks.

- **Public Safety:** the City's overall efforts to prevent crime.
- **Communication:** level of public involvement in local decision making.
- **Streets:** maintenance of major City streets.
- **Code Enforcement:** enforcing the cleanup of litter and debris on private property, enforcing the mowing and trimming of grass and weeds on private property.

Section 1: Charts and Graphs

Q1. Satisfaction with Major Categories of Service Provided by the City

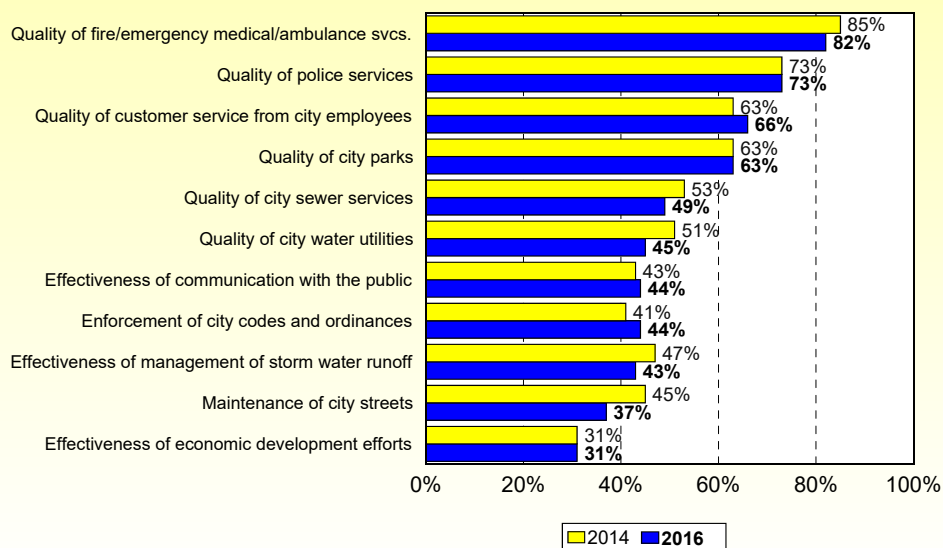
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

TRENDS: Satisfaction with Major Categories of Service Provided by the City - 2014 vs. 2016

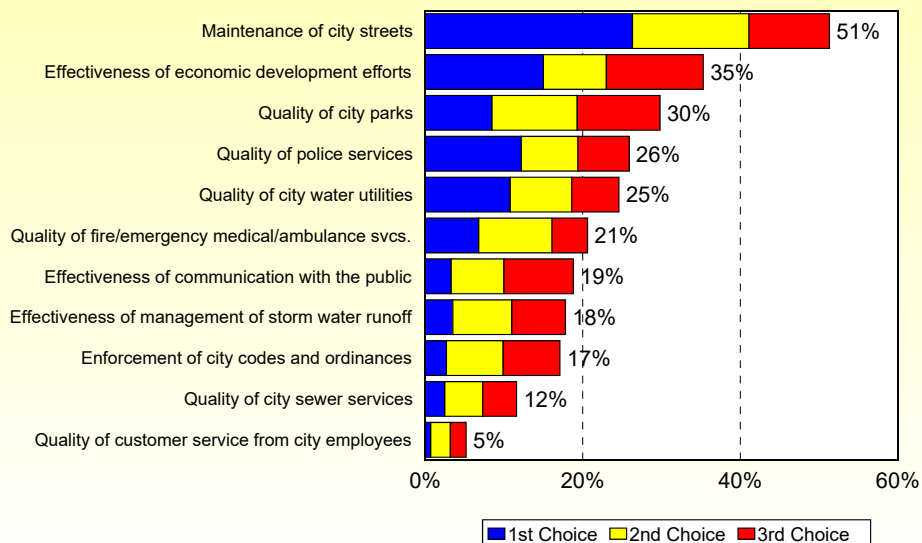
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q2. City Services That Should Receive the Most Emphasis Over the Next 2 Years

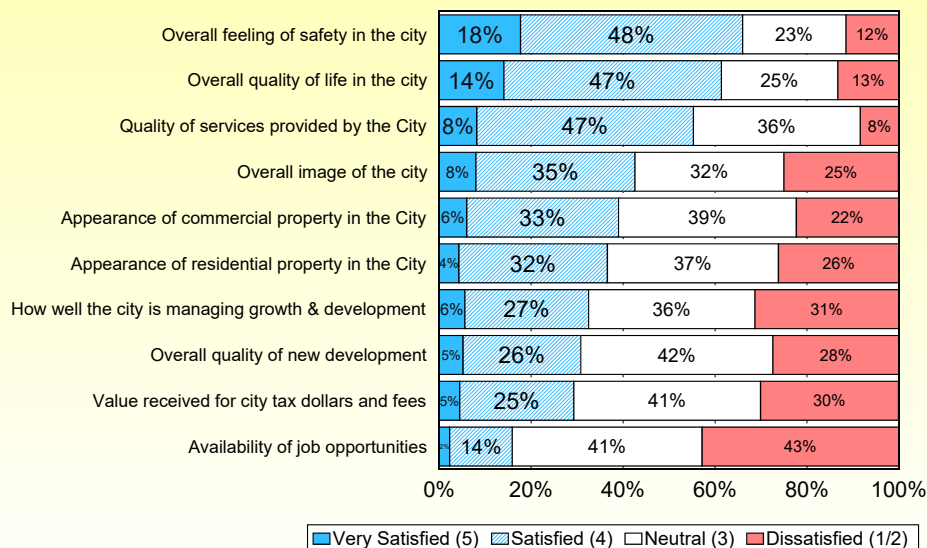
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

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

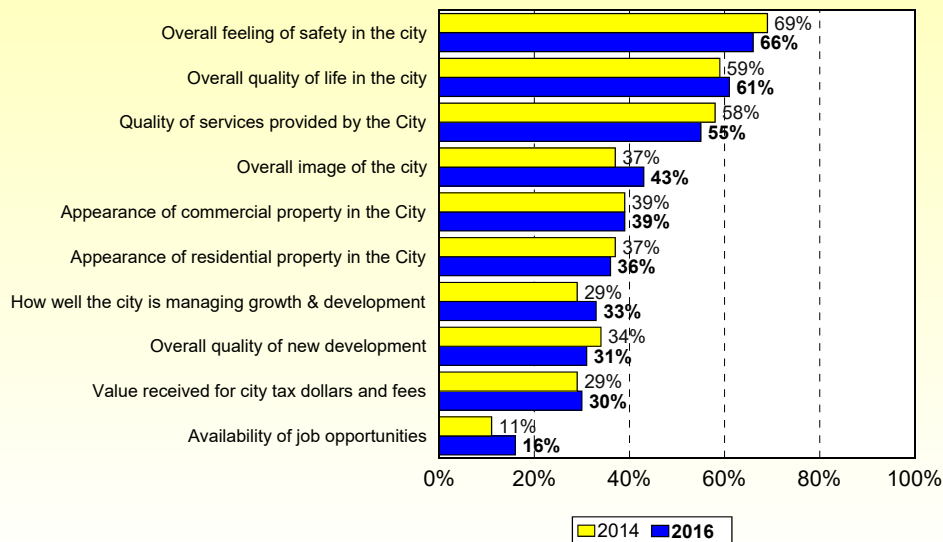


Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

TRENDS: Satisfaction With Items That Influence the Perception Residents Have of the City

2014 vs. 2016

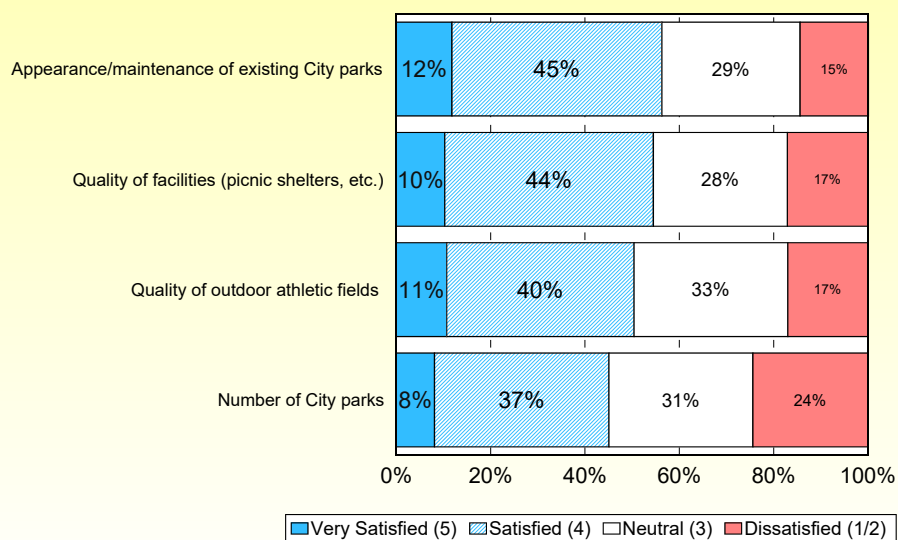
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q4. Satisfaction with Parks and Recreation

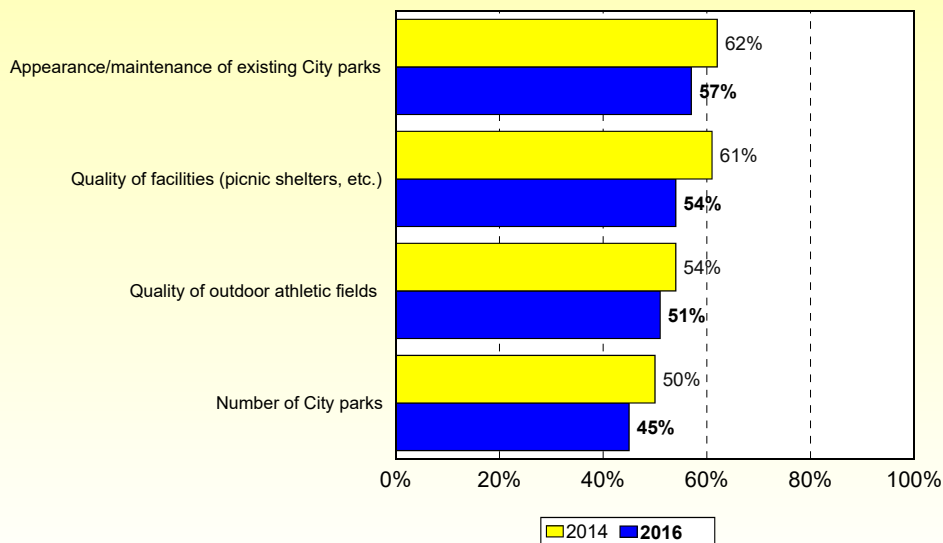
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

TRENDS: Satisfaction With Parks and Recreation 2014 vs. 2016

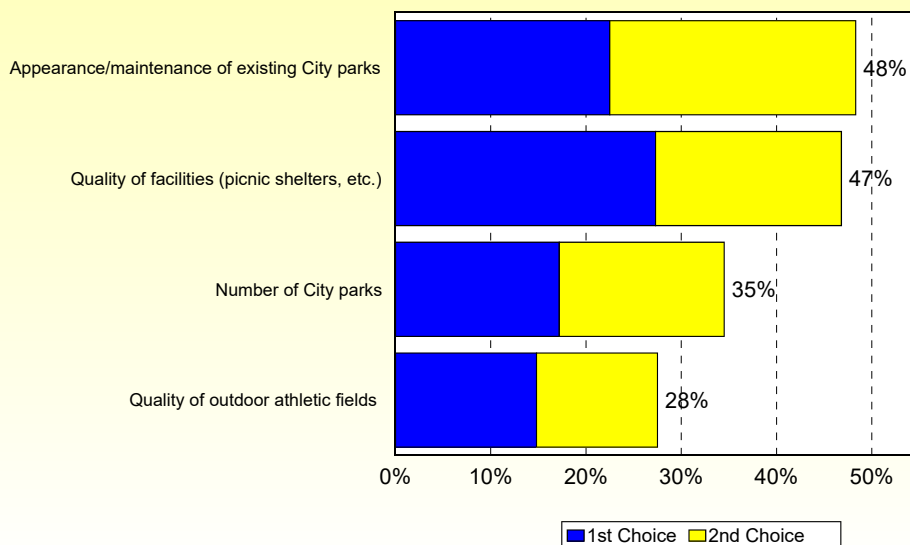
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q4-2. Park and Recreation Services That Should Receive the Most Emphasis Over the Next 2 Years

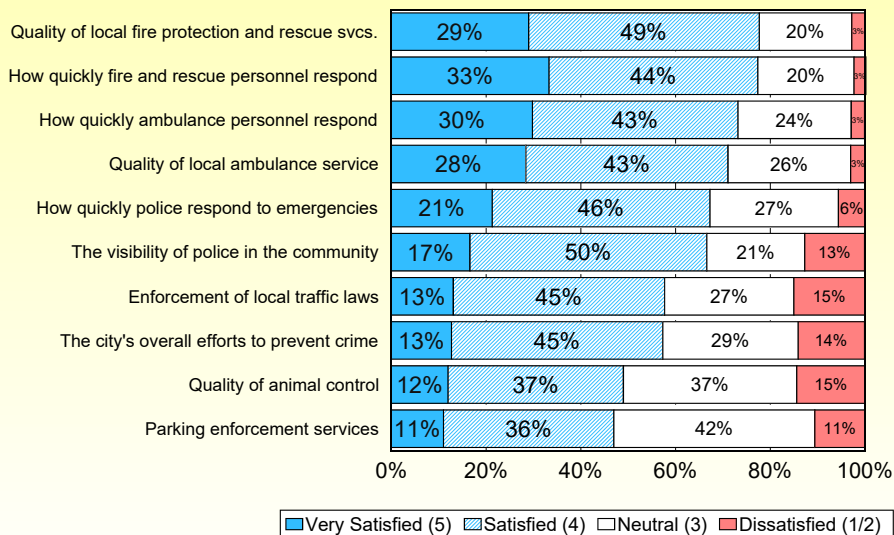
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q4-3. Satisfaction with Public Safety

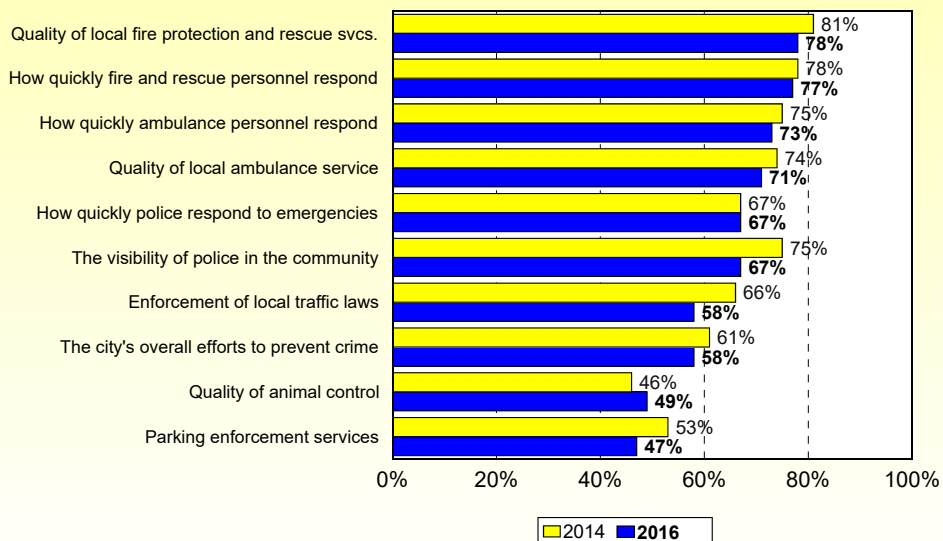
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

TRENDS: Satisfaction With Public Safety 2014 vs. 2016

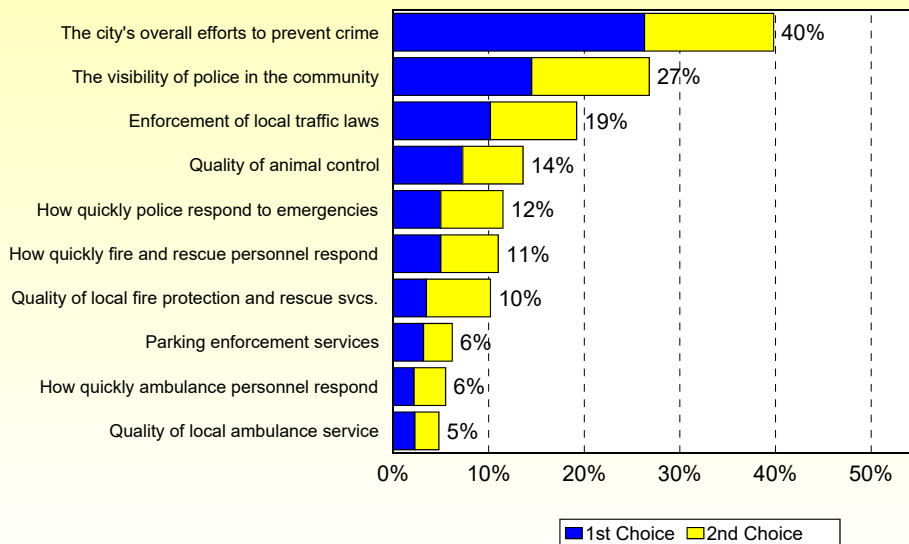
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q4-4. Public Safety Services That Should Receive the Most Emphasis Over the Next 2 Years

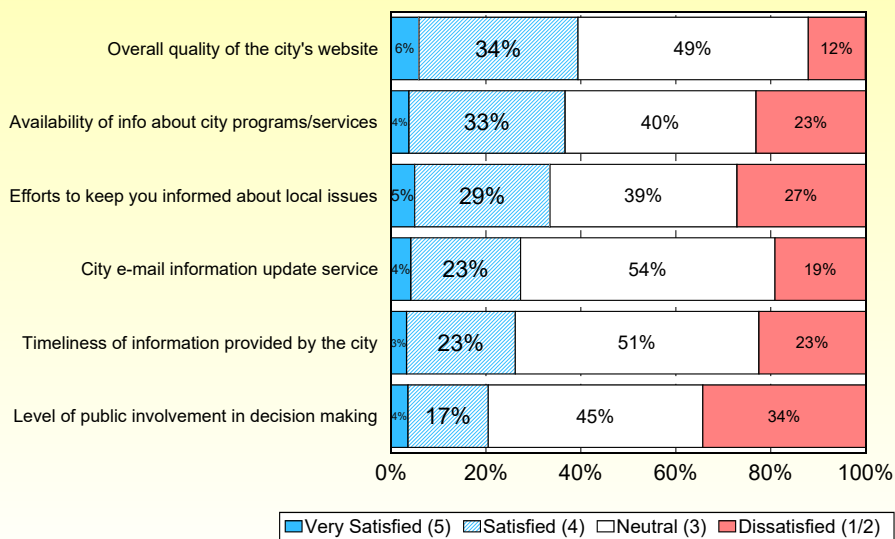
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q4-5. Satisfaction with Communication

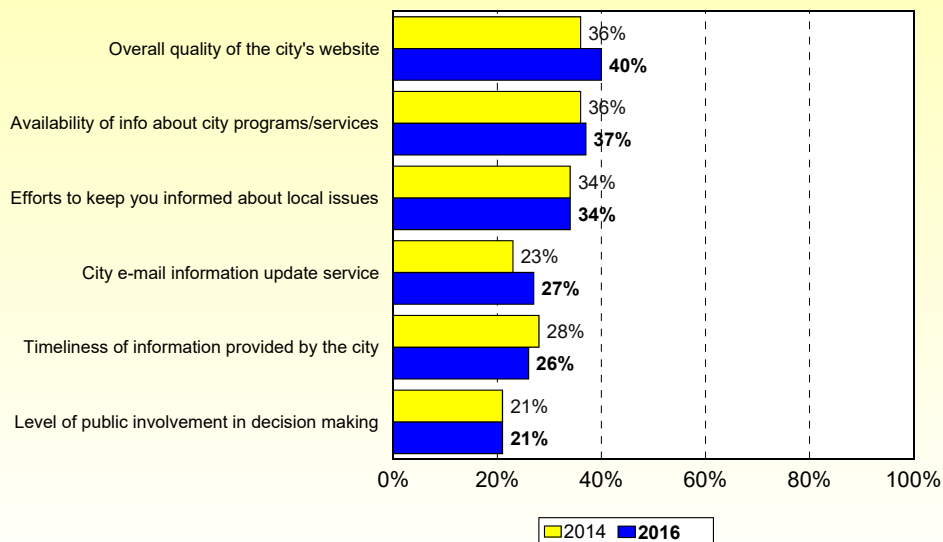
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

TRENDS: Satisfaction With Communication 2014 vs. 2016

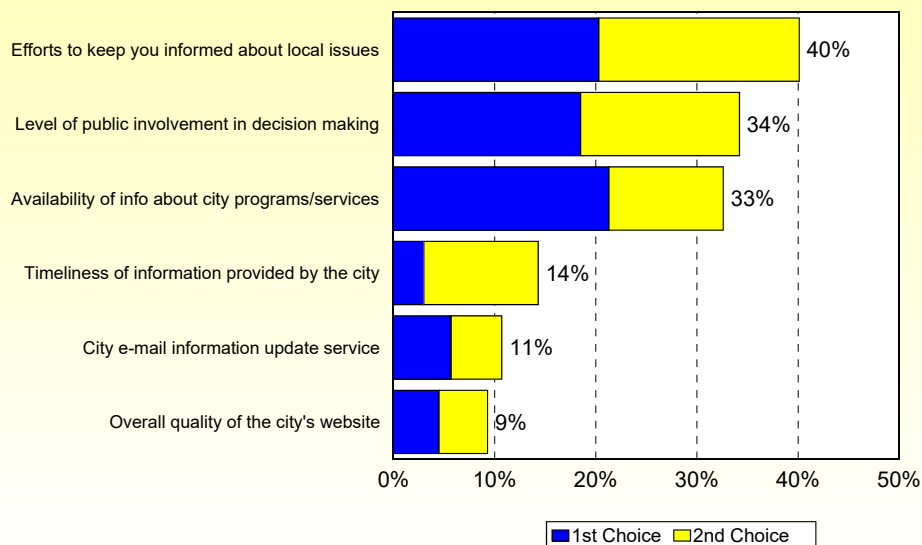
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q4-6. Communication Issues That Should Receive the Most Emphasis Over the Next 2 Years

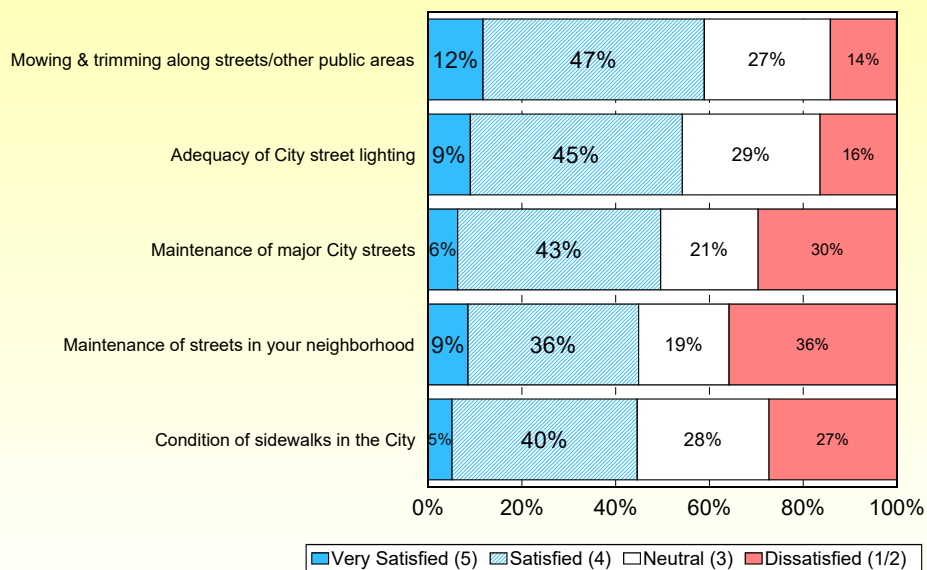
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q4-7. Satisfaction With Streets

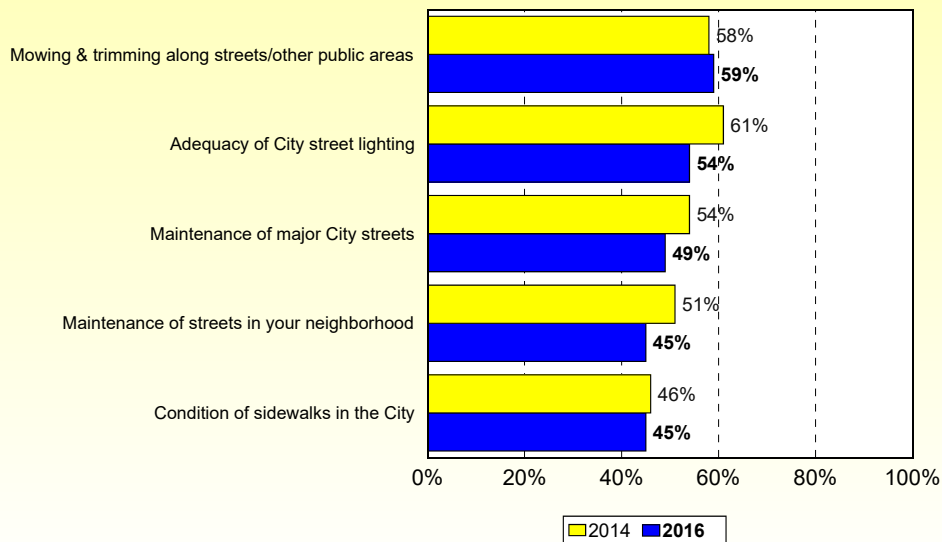
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

TRENDS: Satisfaction With Streets 2014 vs. 2016

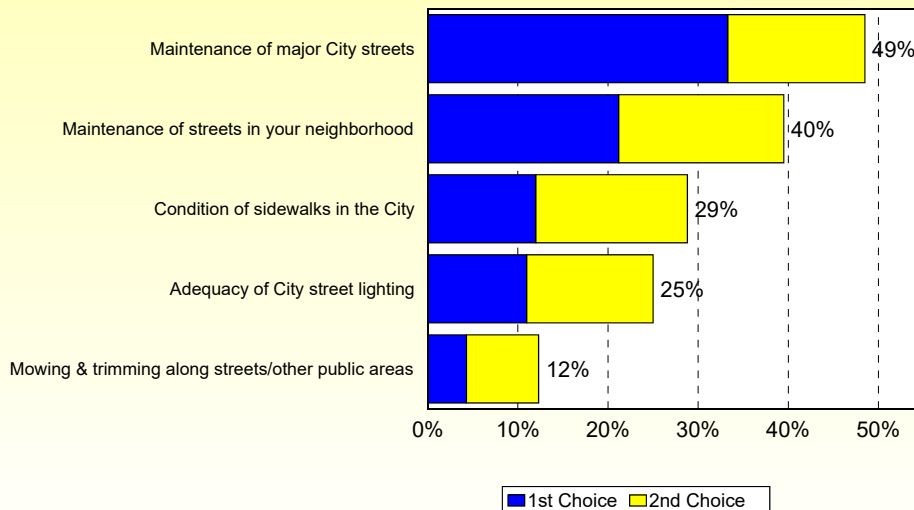
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q4-8. Street Issues That Should Receive the Most Emphasis Over the Next 2 Years

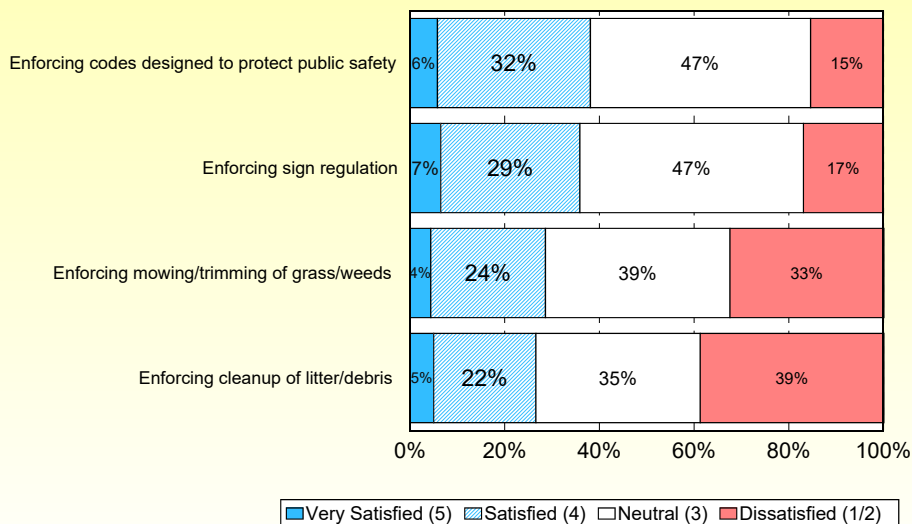
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q4-9. Satisfaction With Code Enforcement

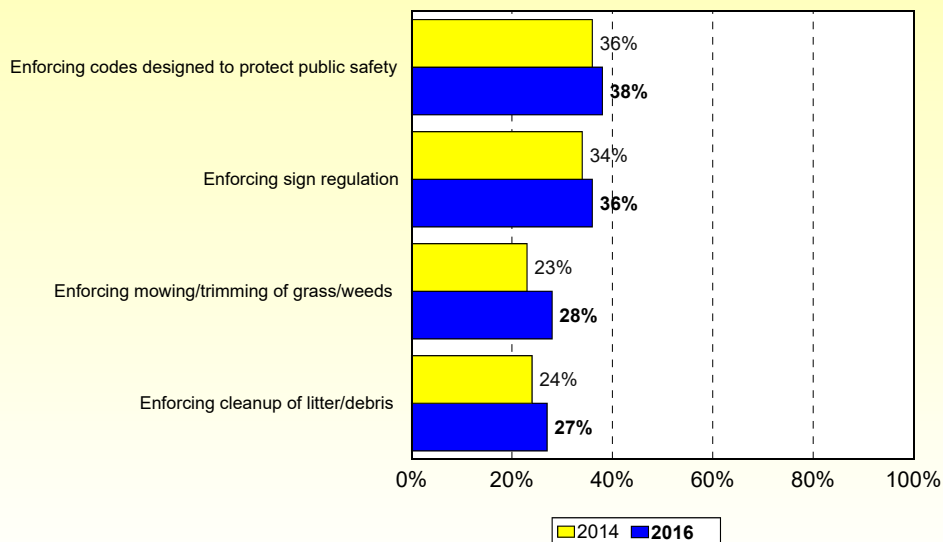
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

TRENDS: Satisfaction With Code Enforcement 2014 vs. 2016

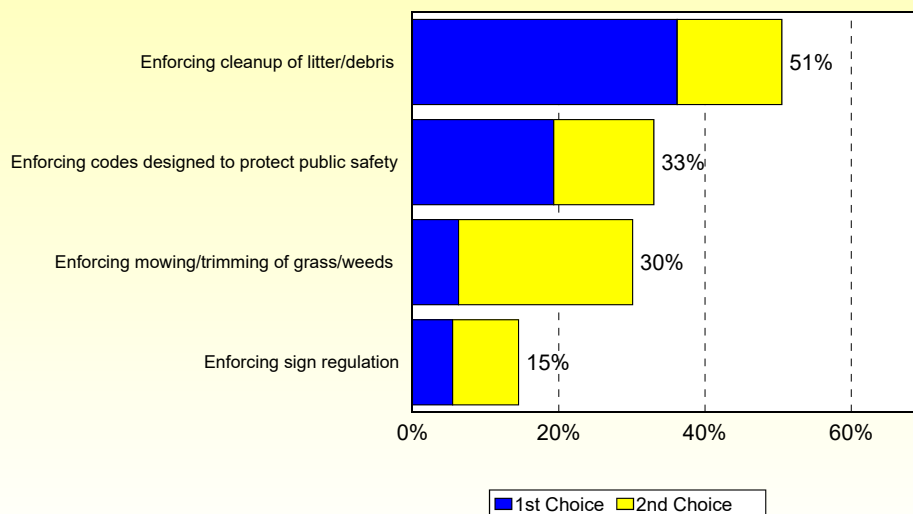
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Code Enforcement Issues That Should Receive the Most Emphasis Over the Next 2 Years

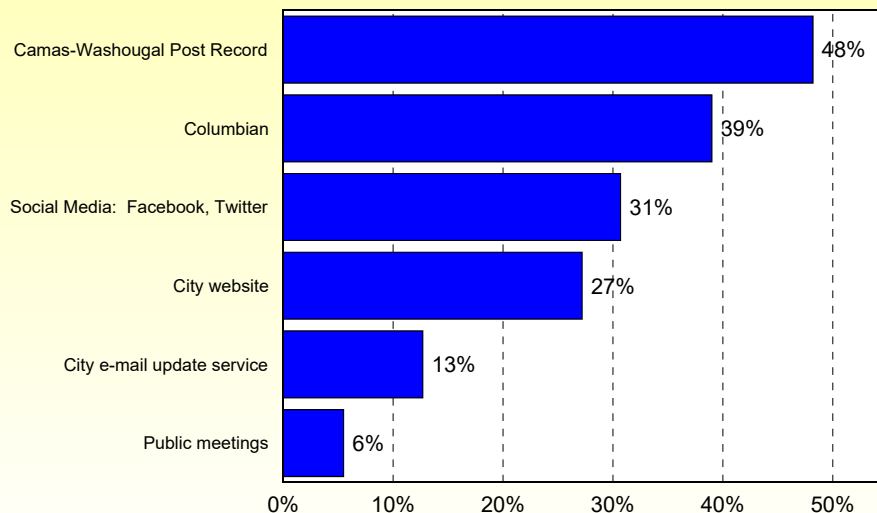
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q5. Where Residents Currently Get News and Information About City Programs, Services and Events

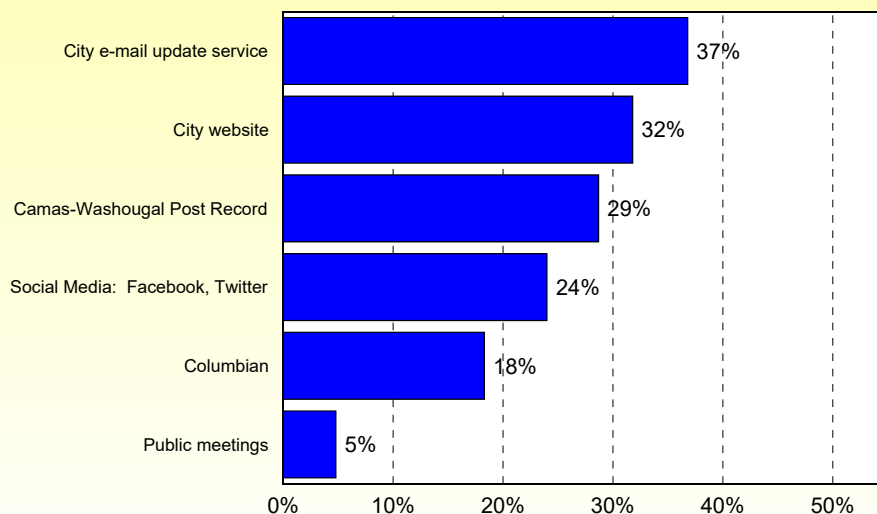
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q6. TWO Sources of Information Residents Prefer to Get Information from the City

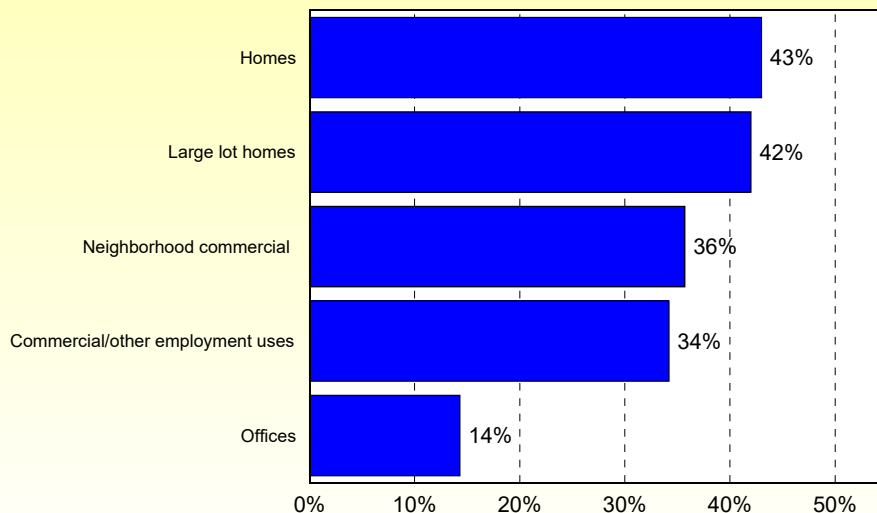
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q7. Types of Land Uses That Residents Envision in the NW UGA and NE UGA Areas of Washougal in 2035

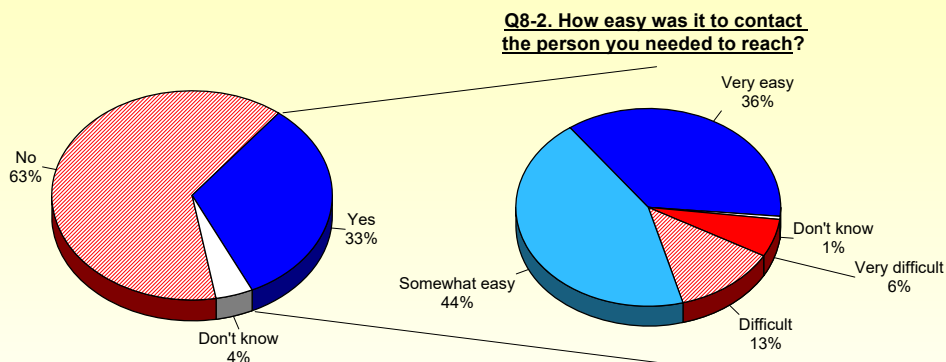
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q8. Have you called, e-mailed or visited the City with a question, problem, or complaint during the past year?

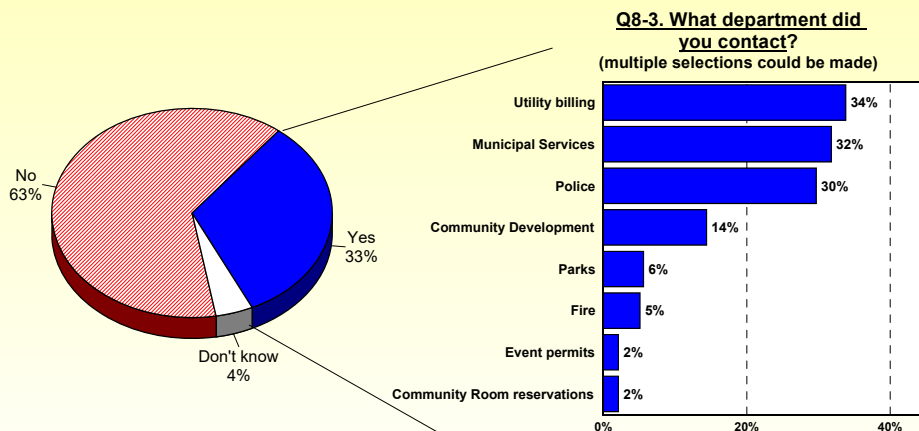
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q8. Have you called, e-mailed or visited the City with a question, problem, or complaint during the past year?

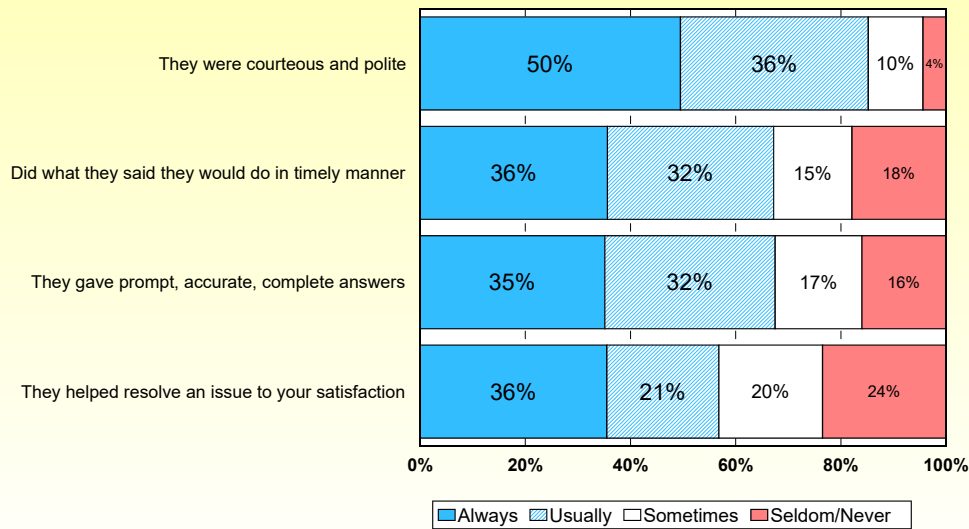
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q8-4. How often did the employees contacted display the following behaviors?

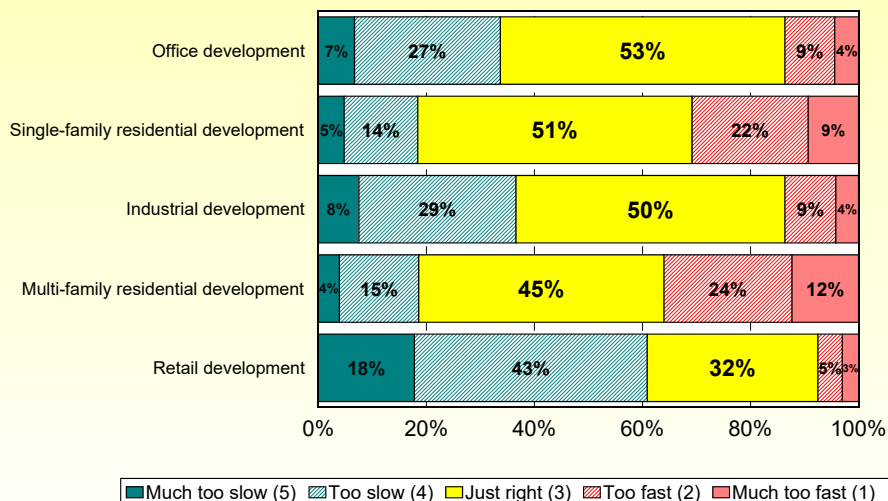
by percentage of respondents who contacted the City during the past year (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q9. How Residents Rate the City's Current Pace of Development

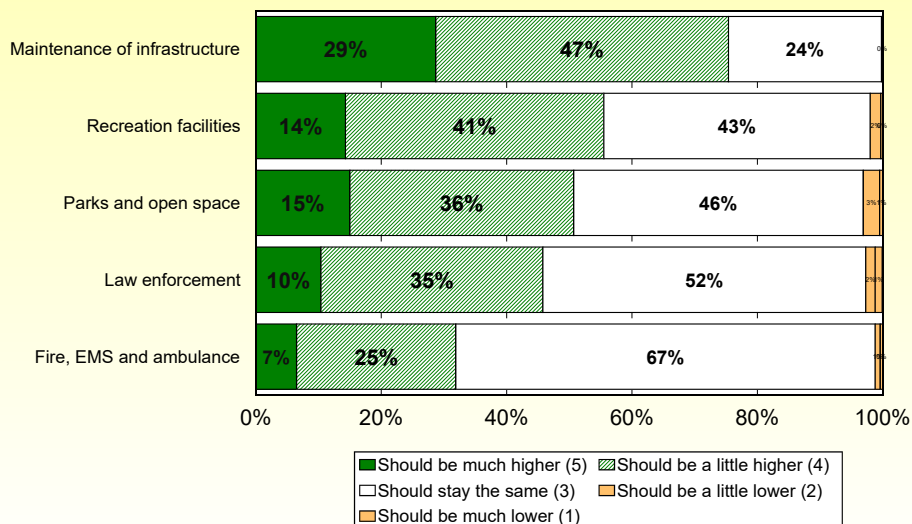
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q10. How the Level of Service Provided by the City Should Change

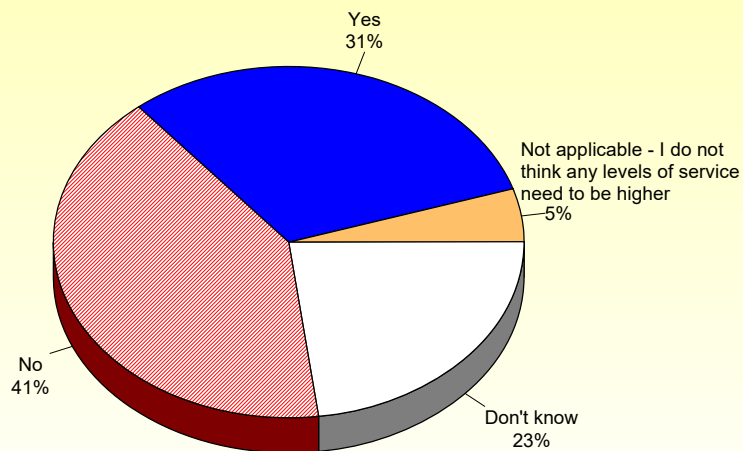
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q11. Would you be willing to pay more in taxes or fees to support an increase in service levels?

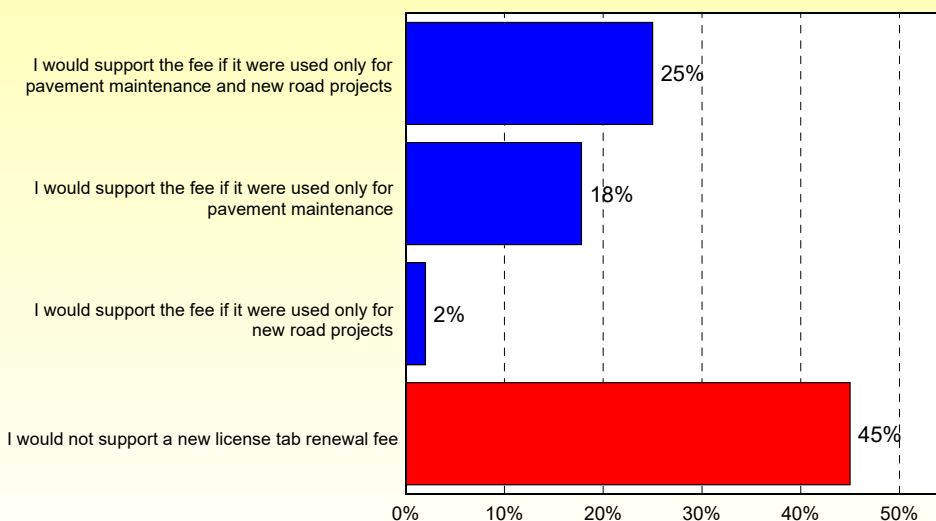
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q13. Which of the following statements reflects your support for a new \$20 annual license fee?

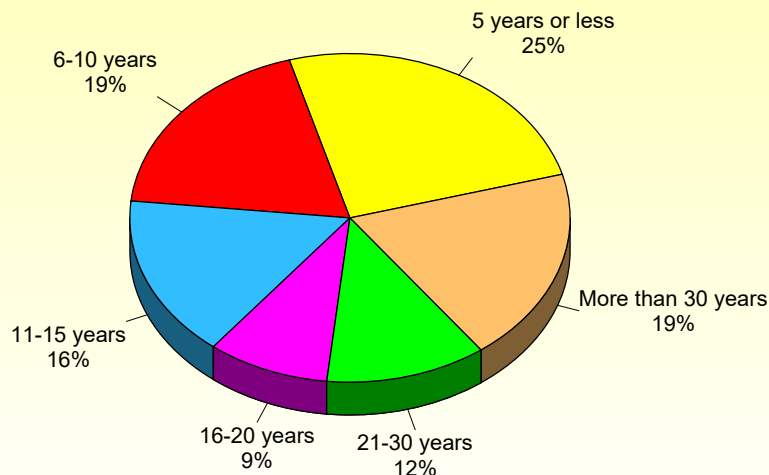
by percentage of respondents (multiple selections could be made - excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q14. Approximately how many years have you lived in Washougal?

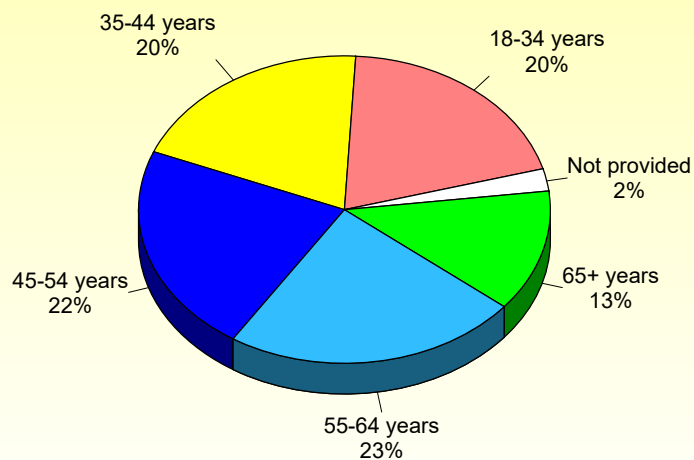
by percentage respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q15. What is your age?

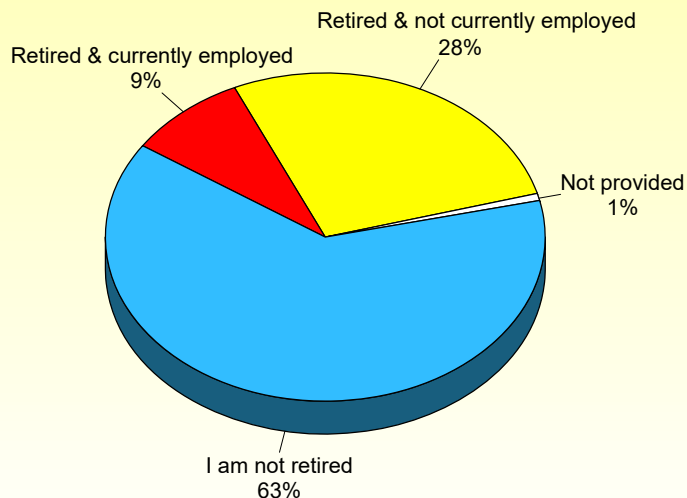
by percentage respondents



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q16. Which of the following best describes your retirement status?

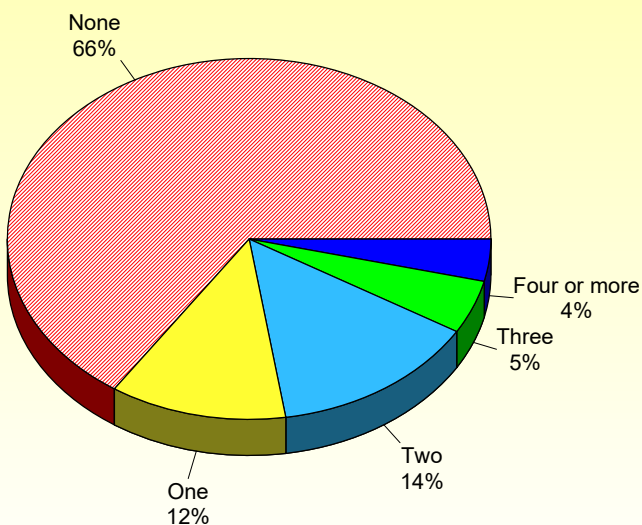
by percentage respondents (excluding "not provided")



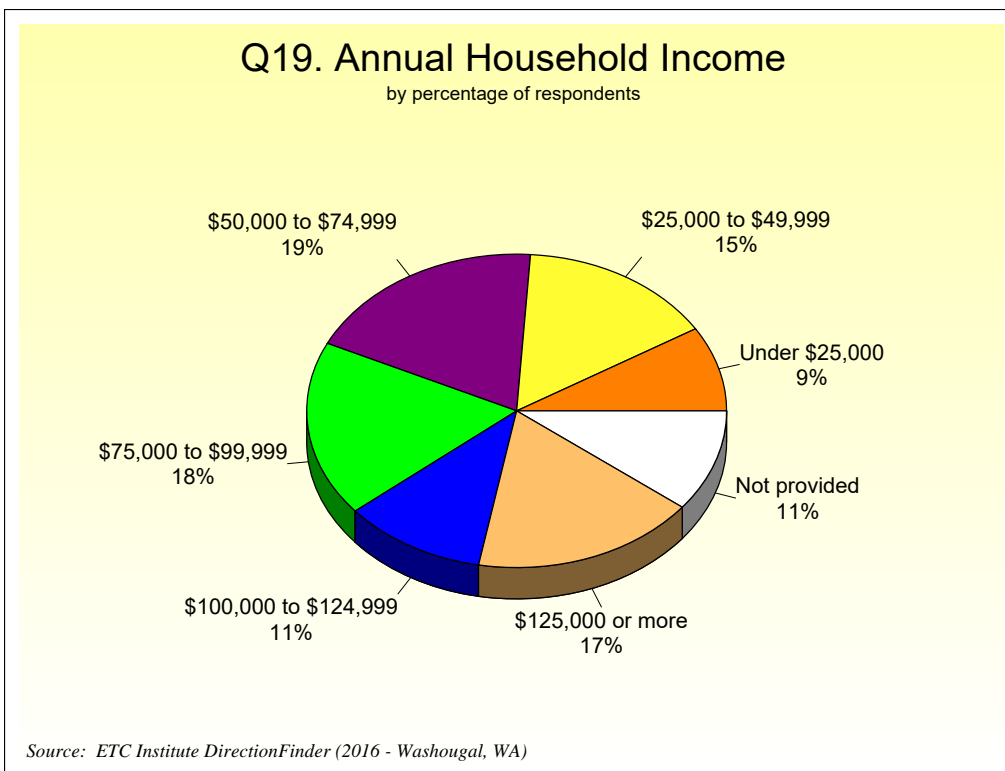
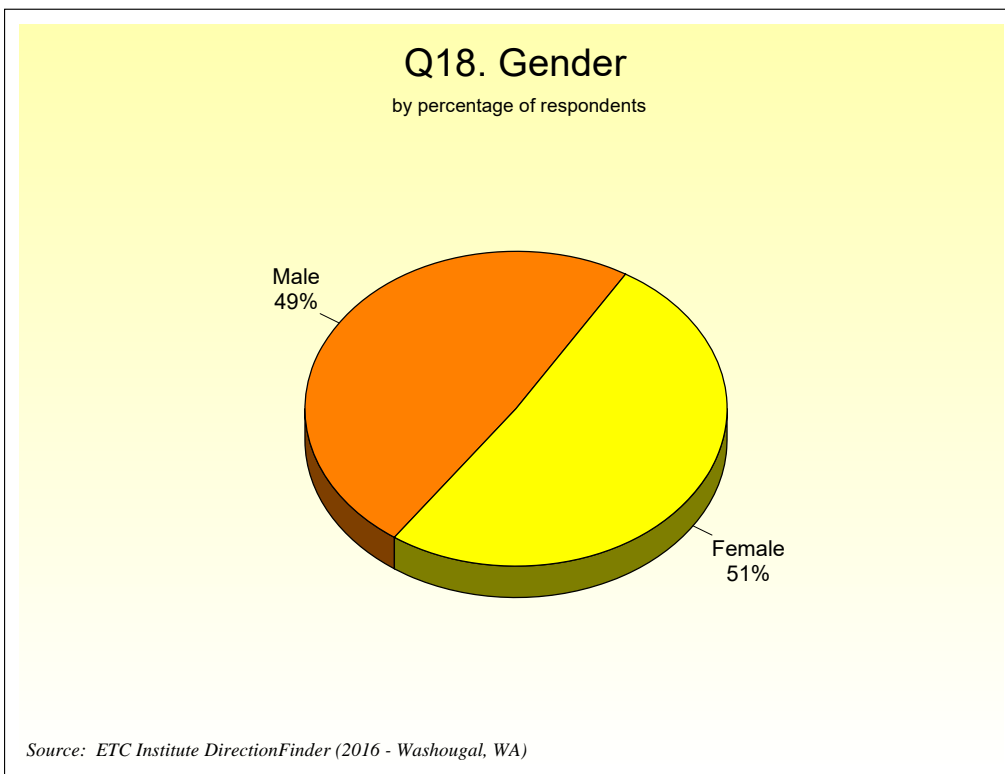
Source: ETC Institute DirectionFinder (2016 - Washougal, WA)

Q17. Children Under Age 18 Living in the Household

by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Washougal, WA)



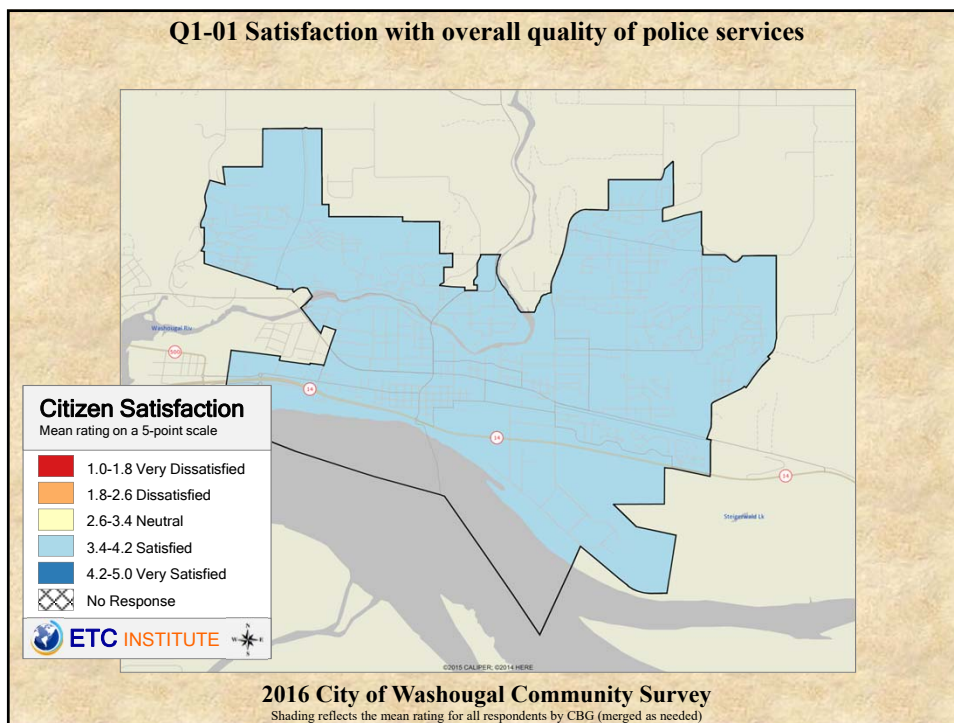
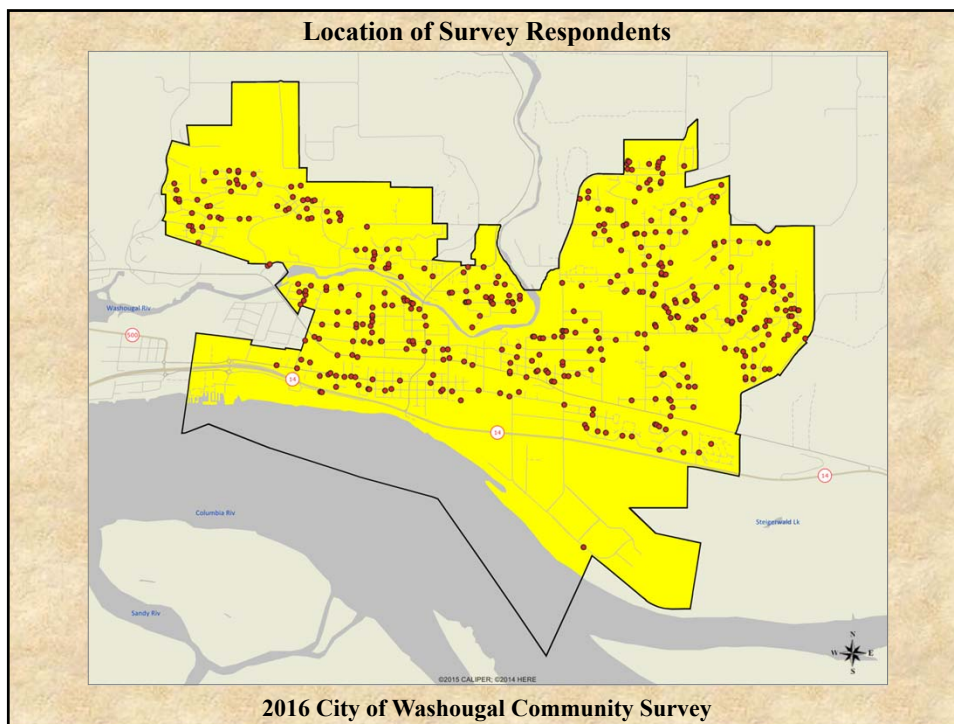
Section 2: Geocoded Maps

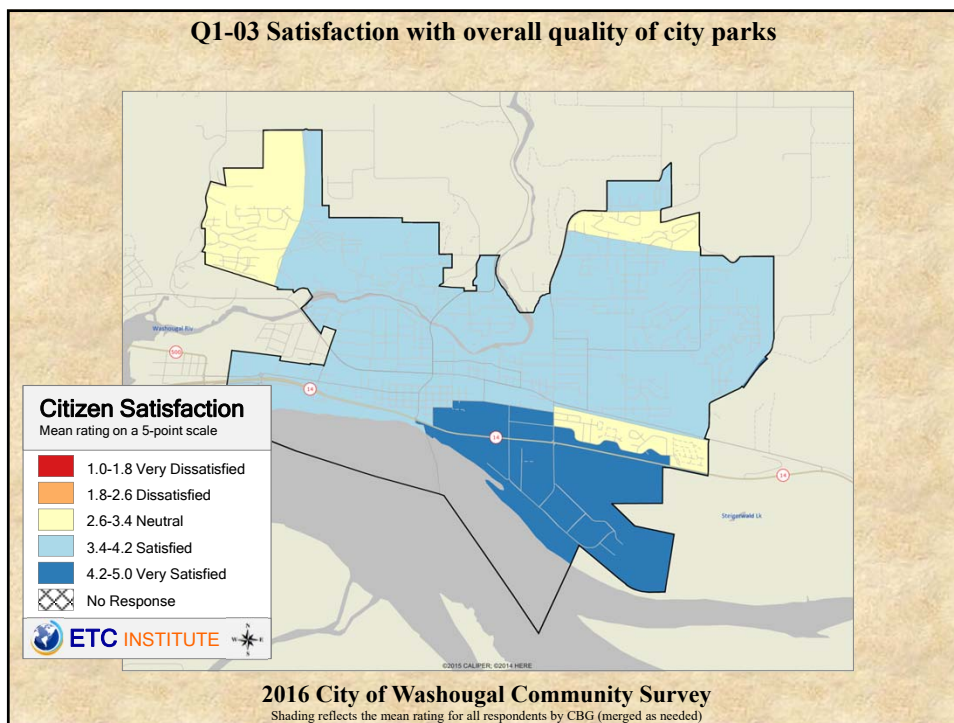
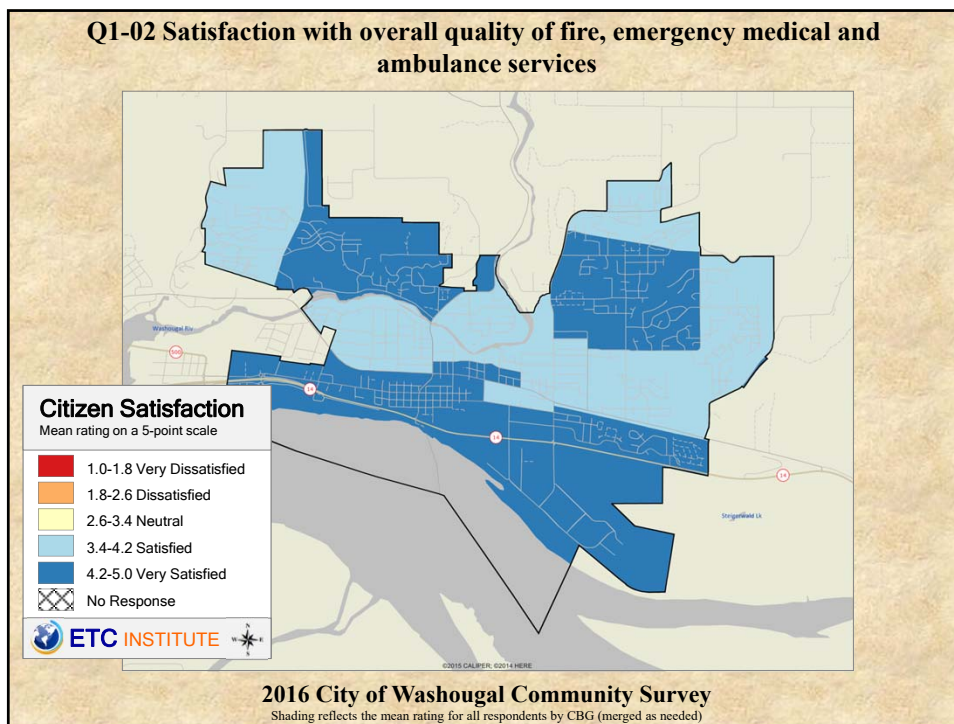
Interpreting the Maps

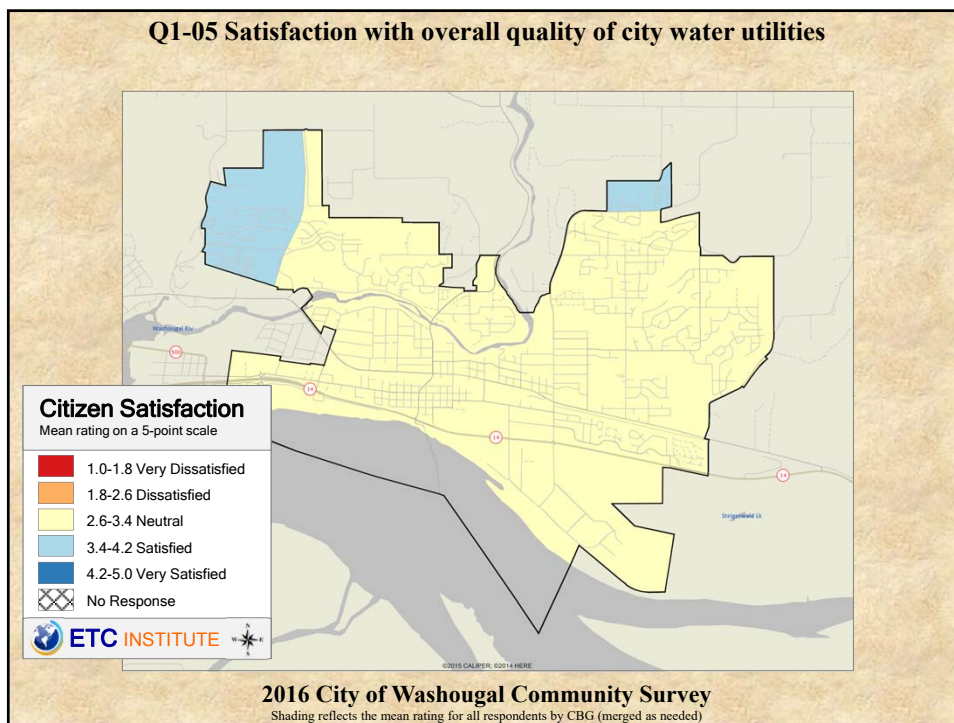
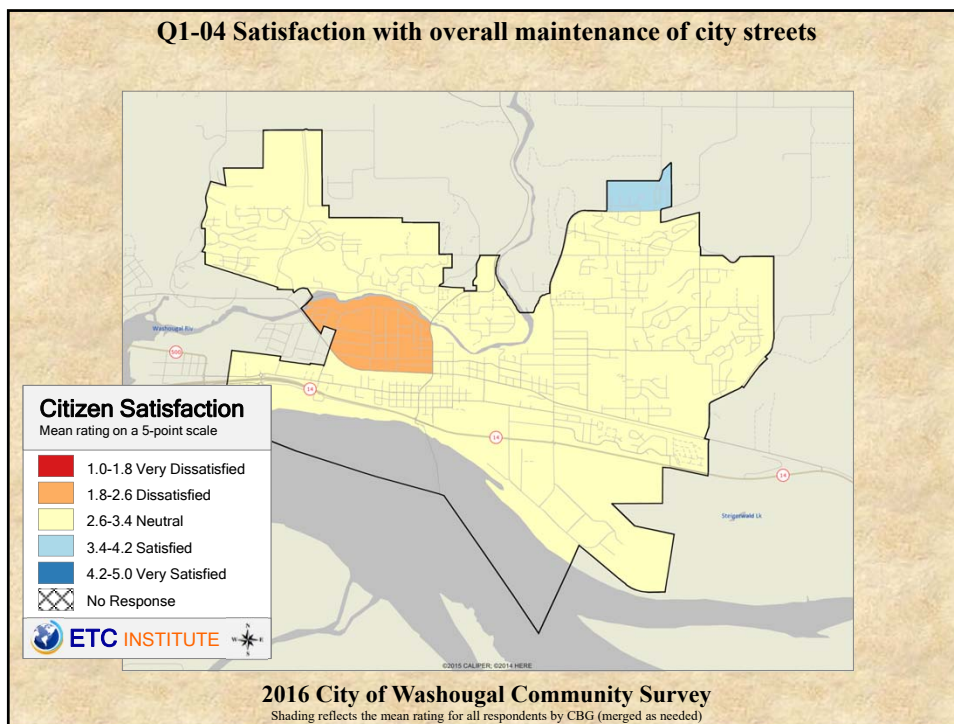
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

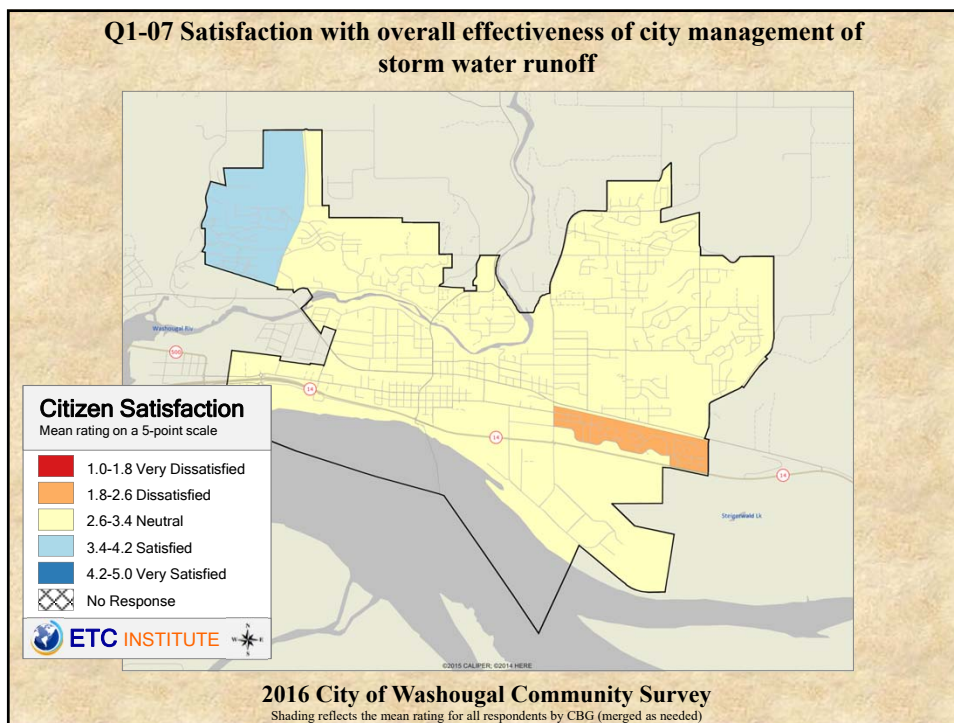
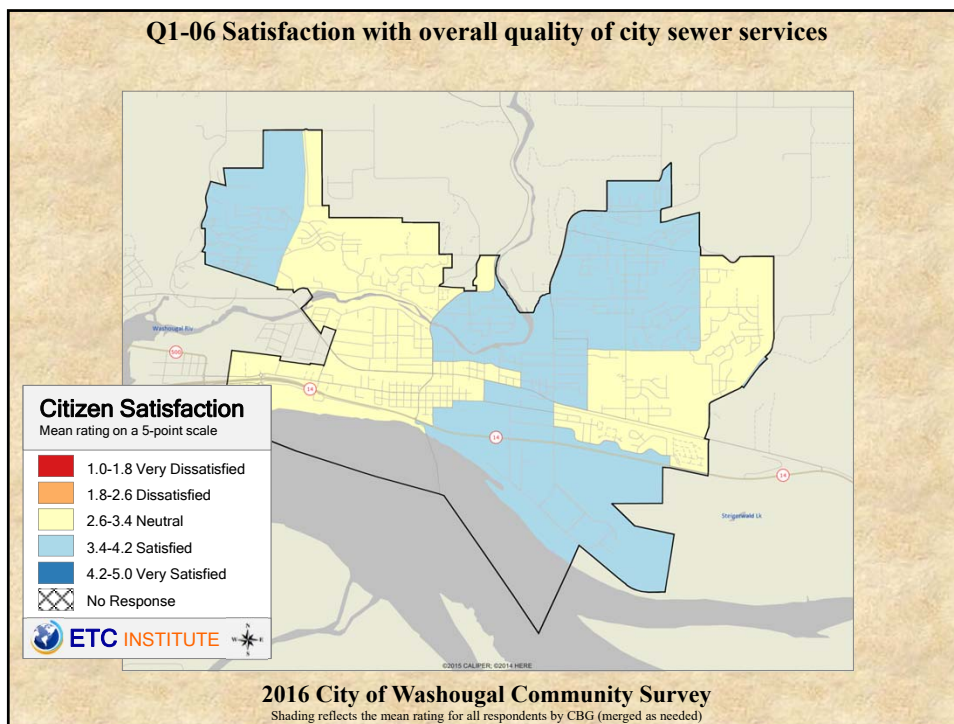
When reading the maps, please use the following color scheme as a guide:

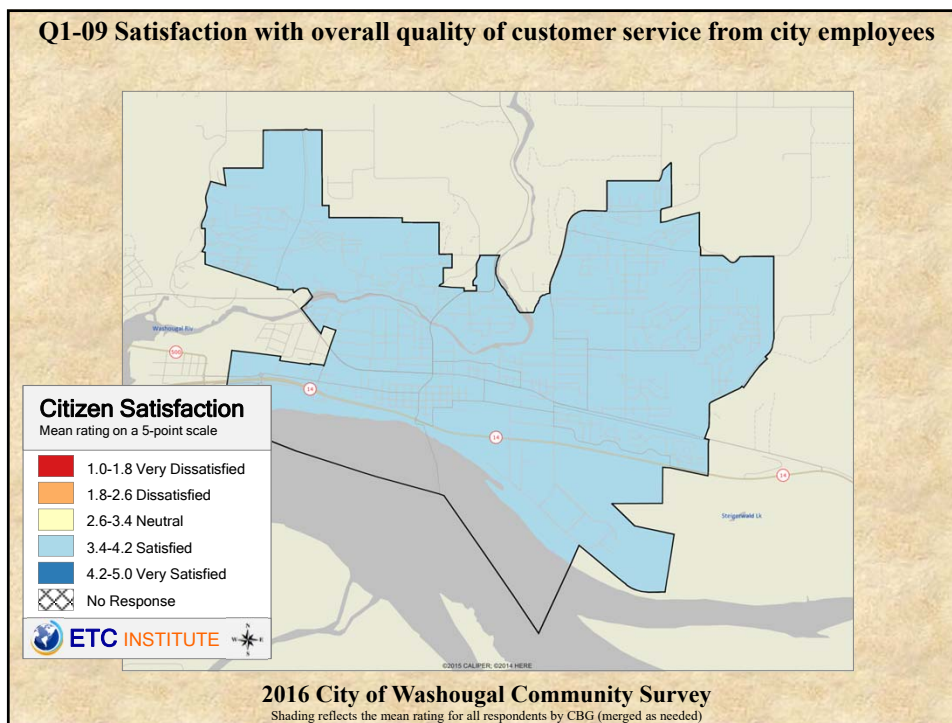
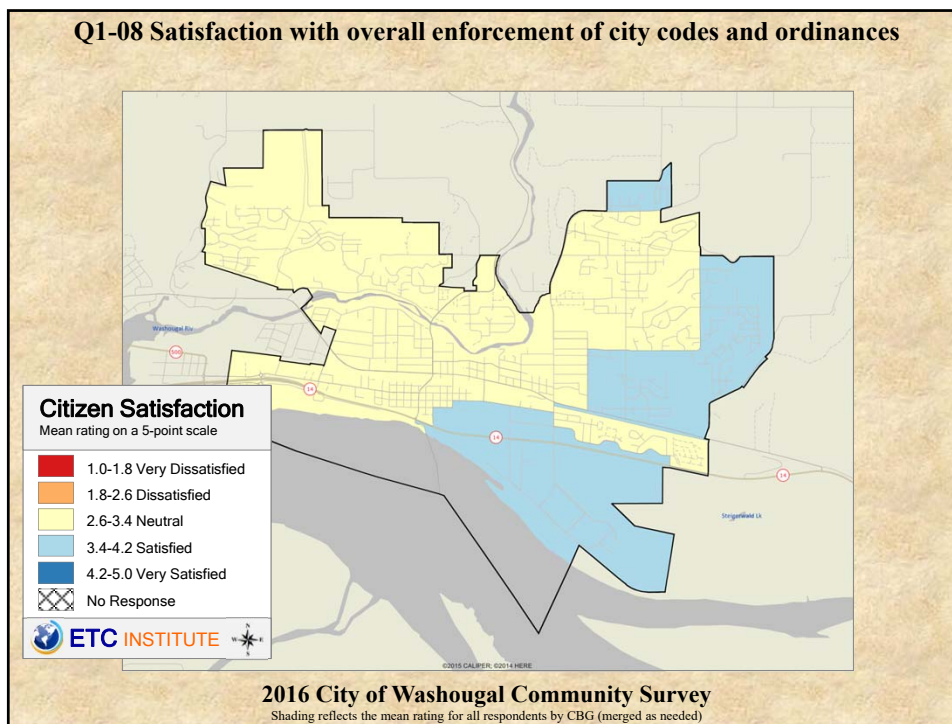
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

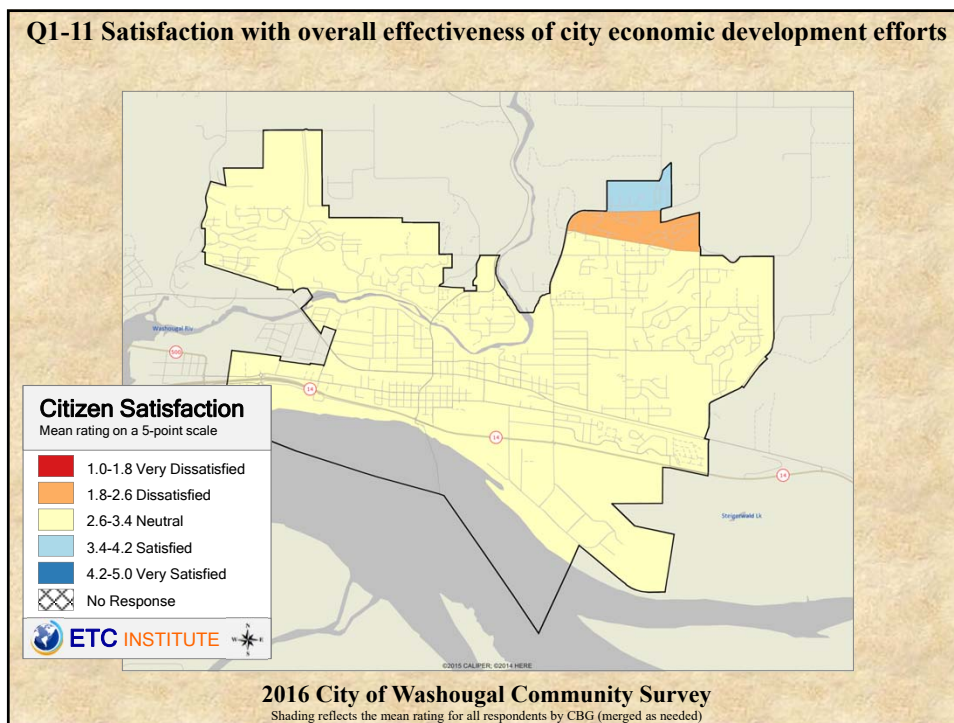
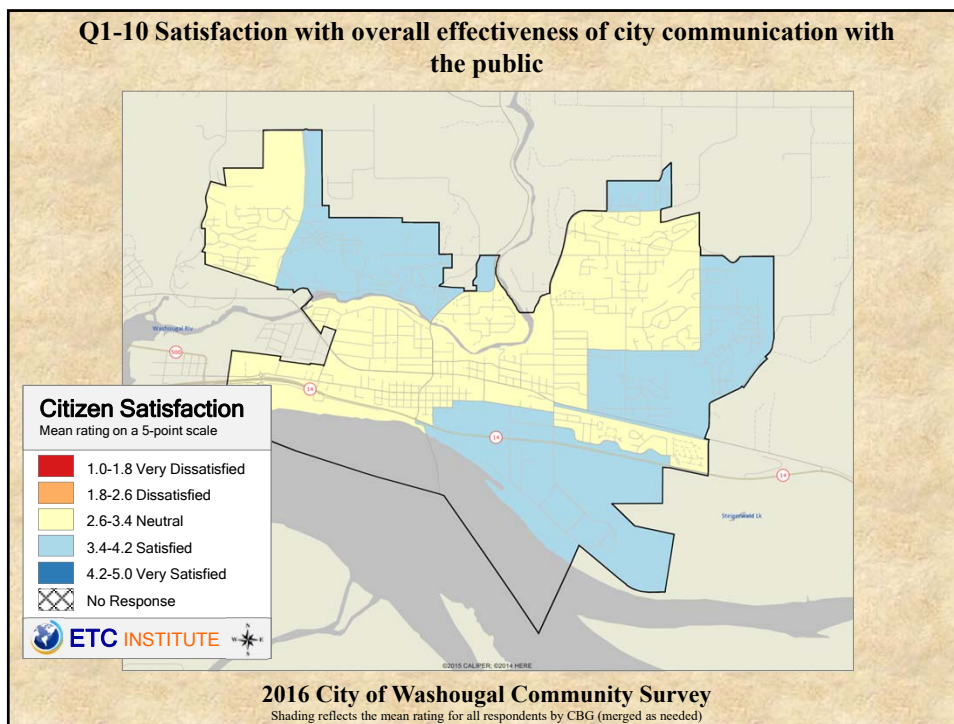


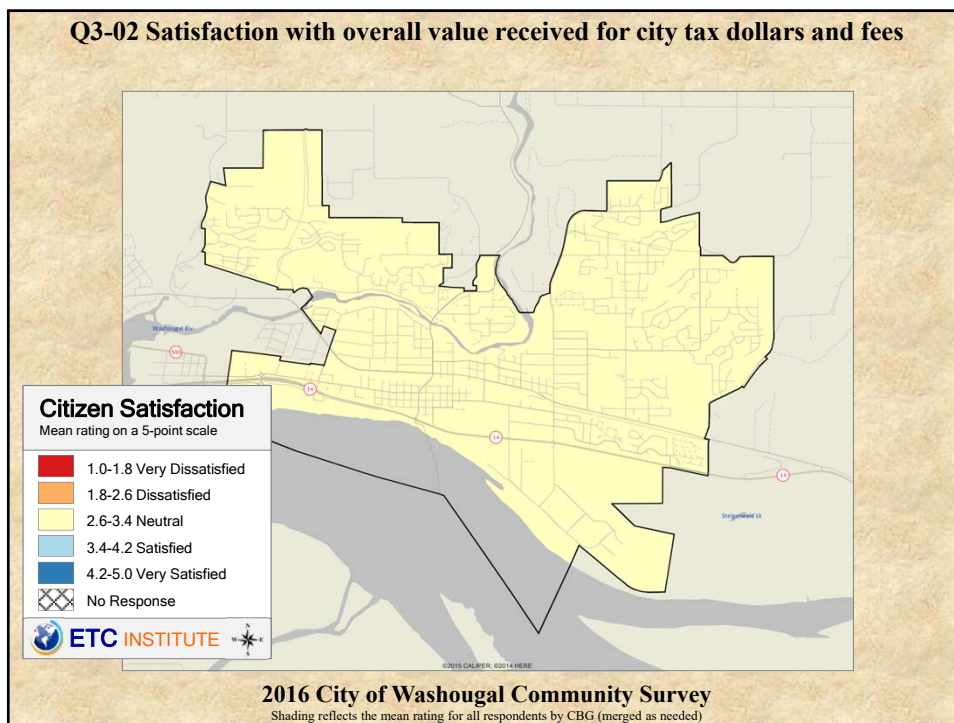
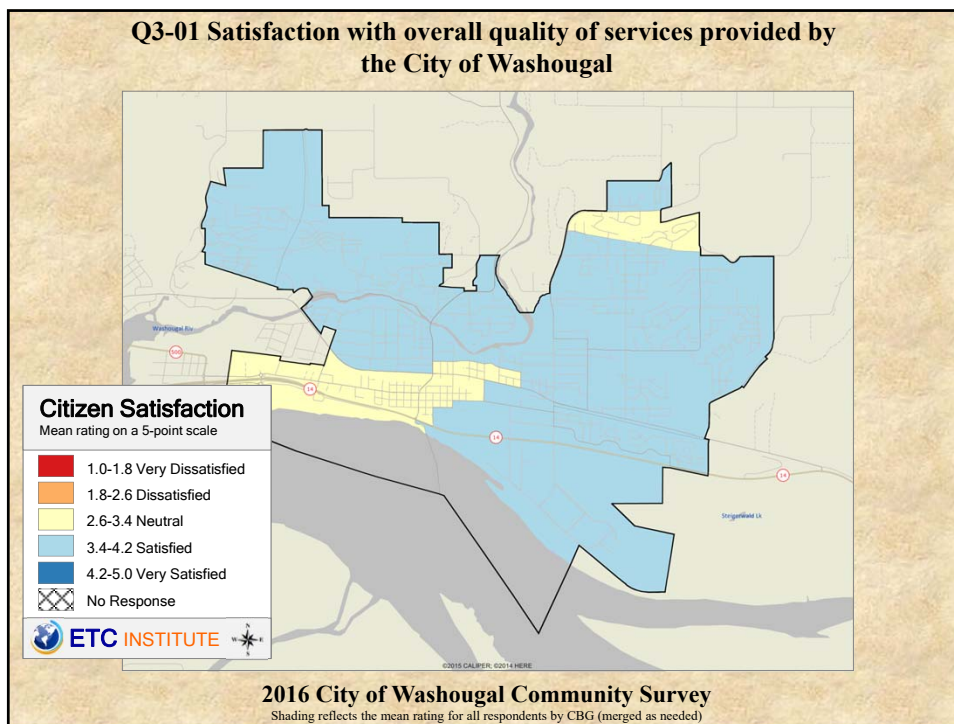


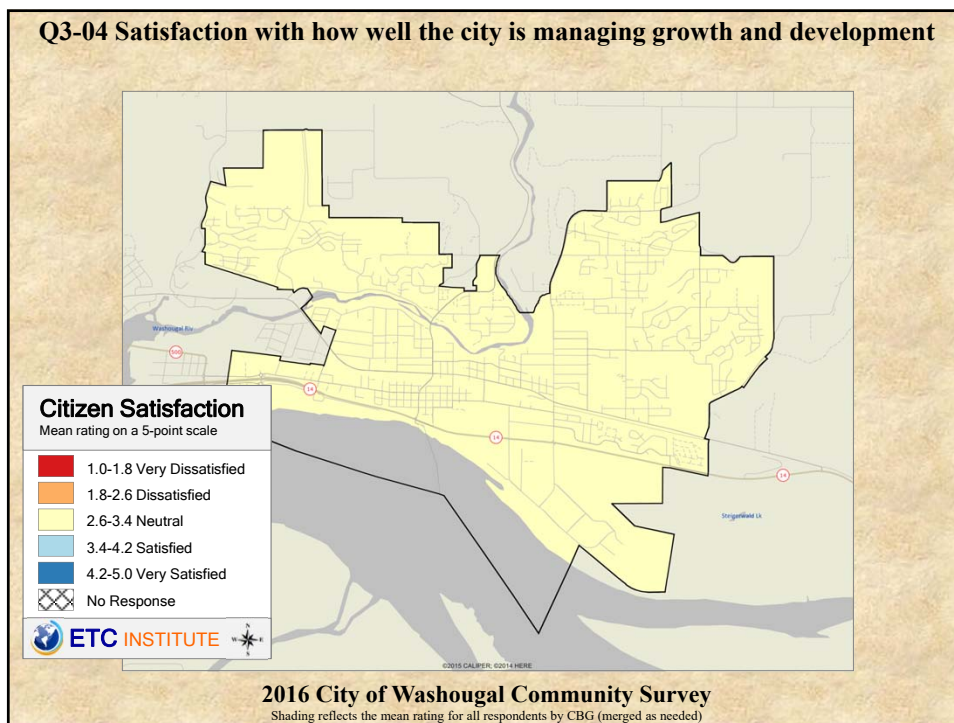
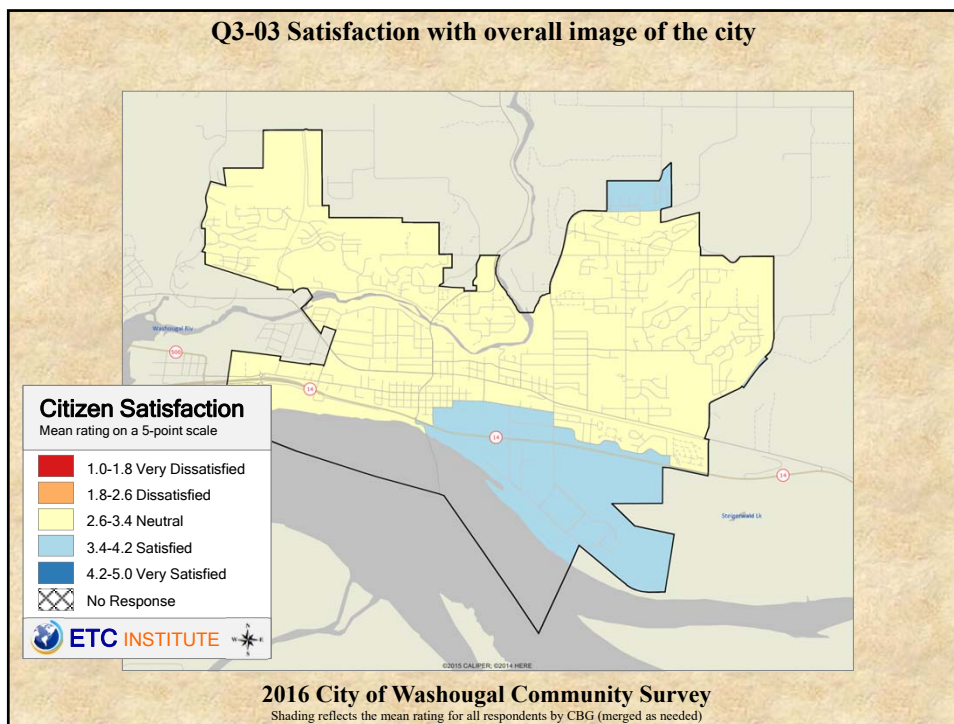


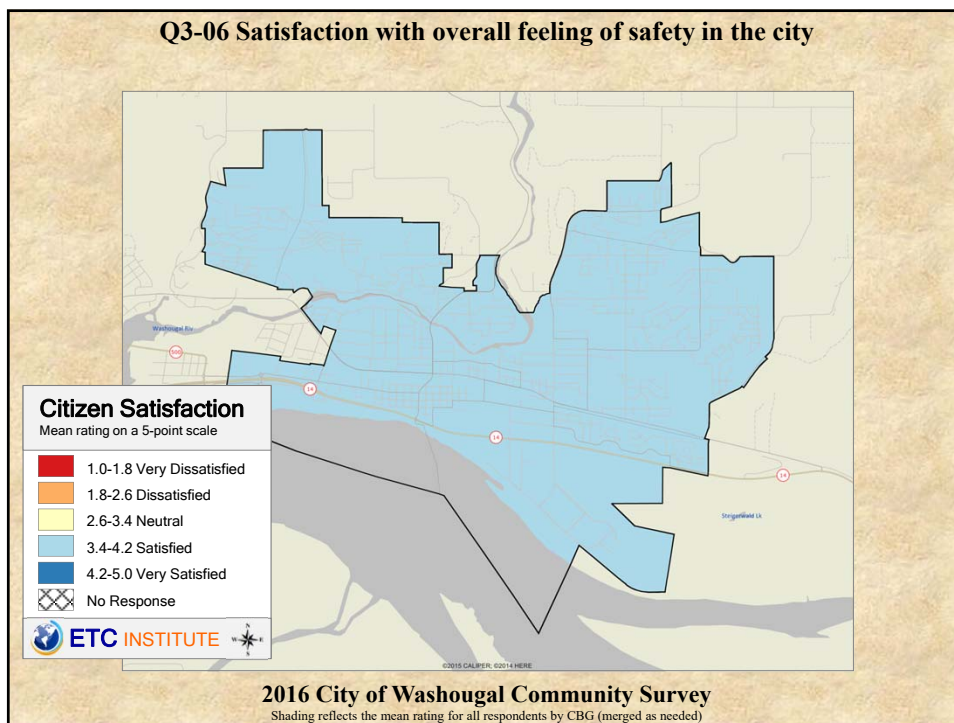
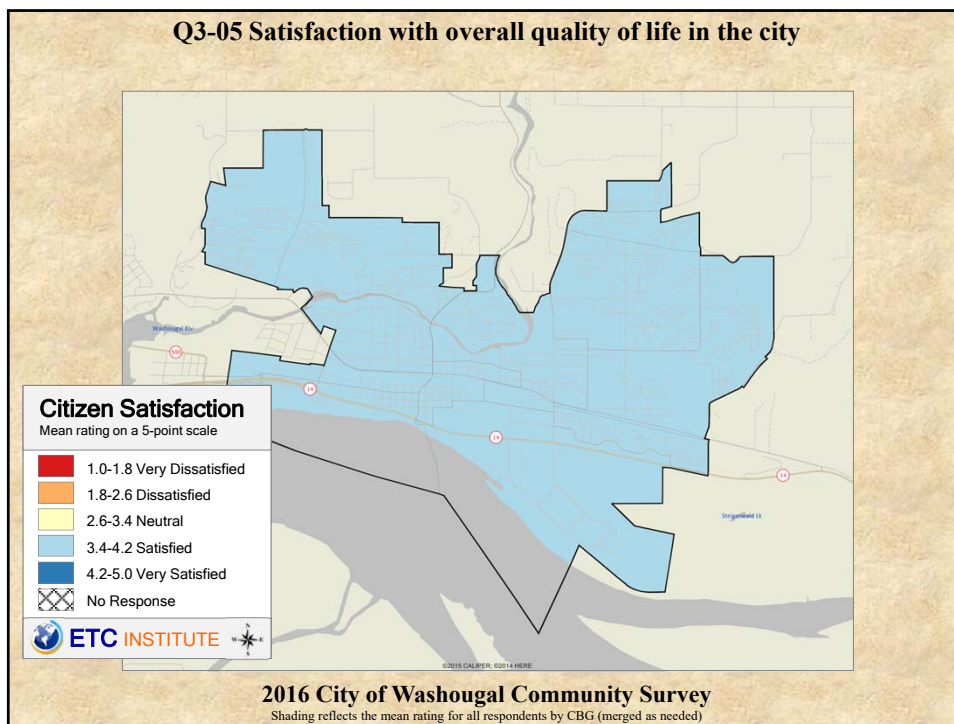


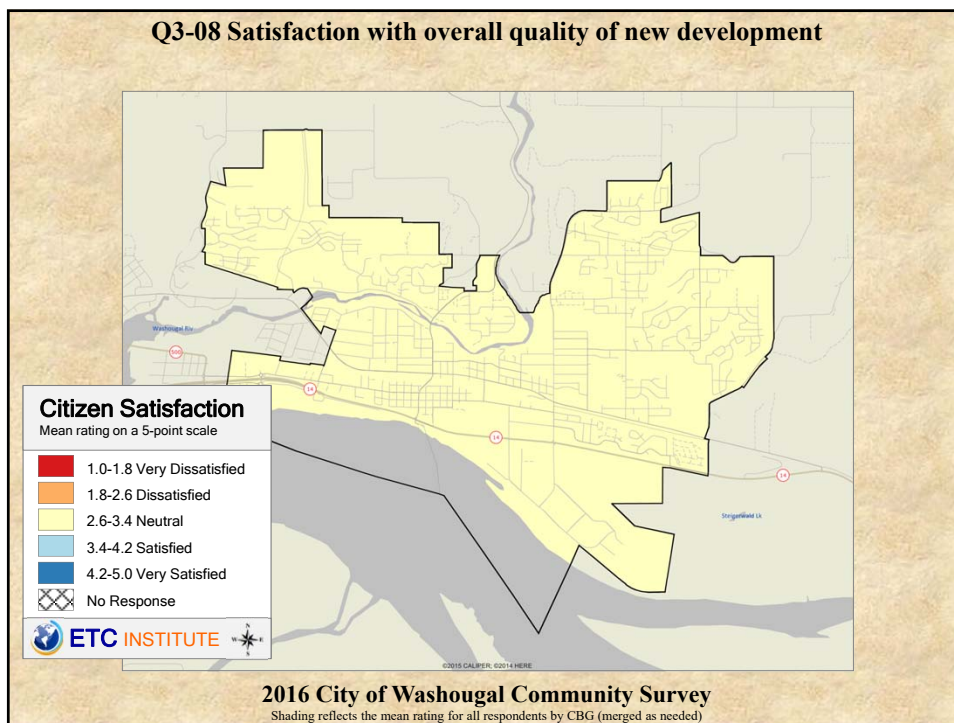
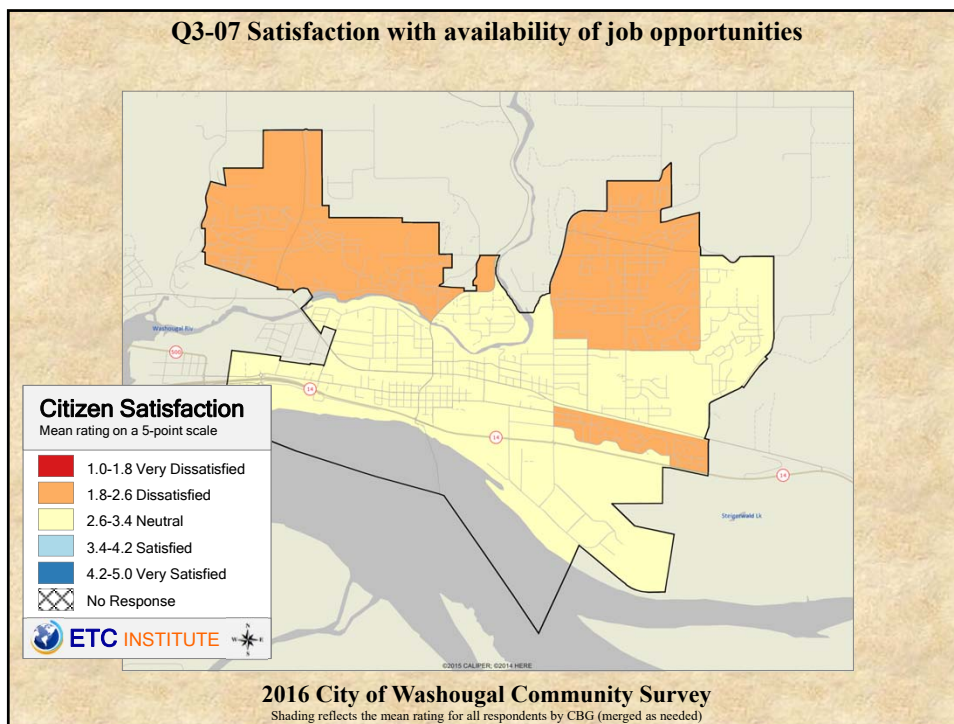


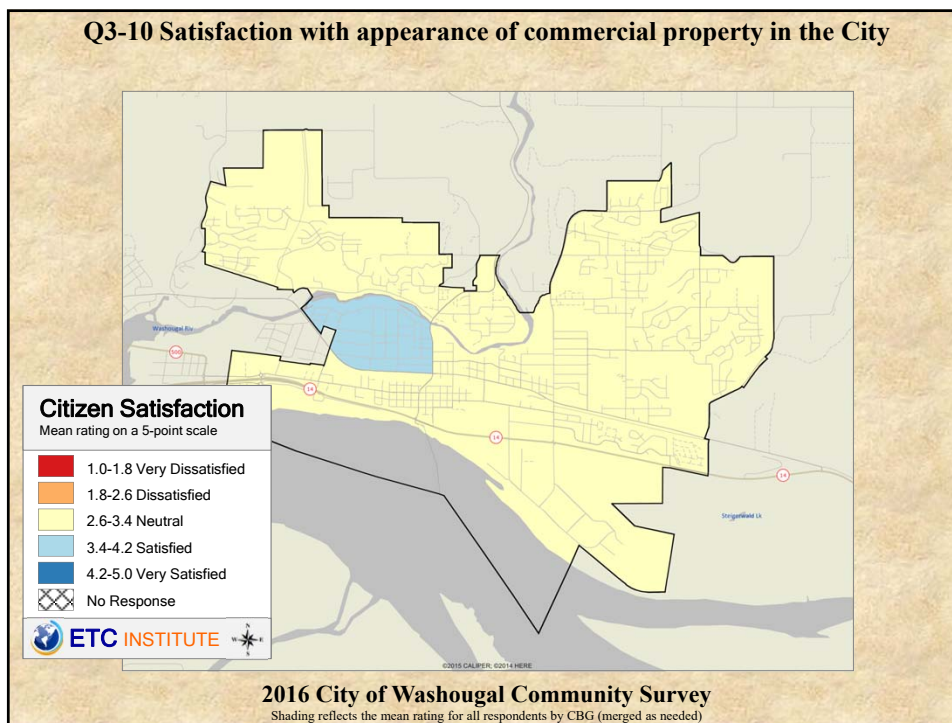
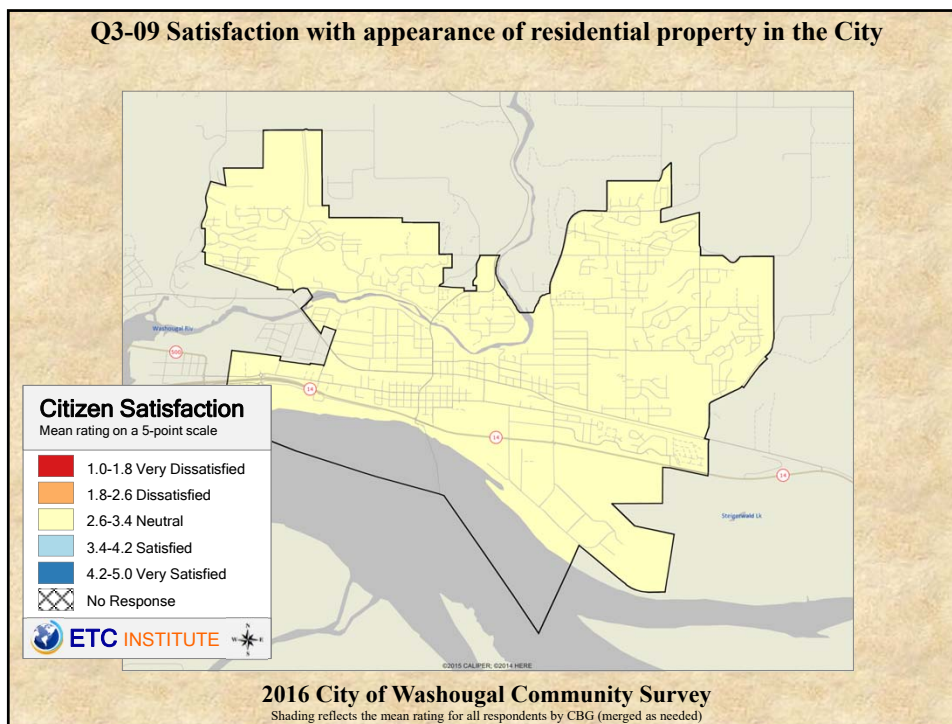


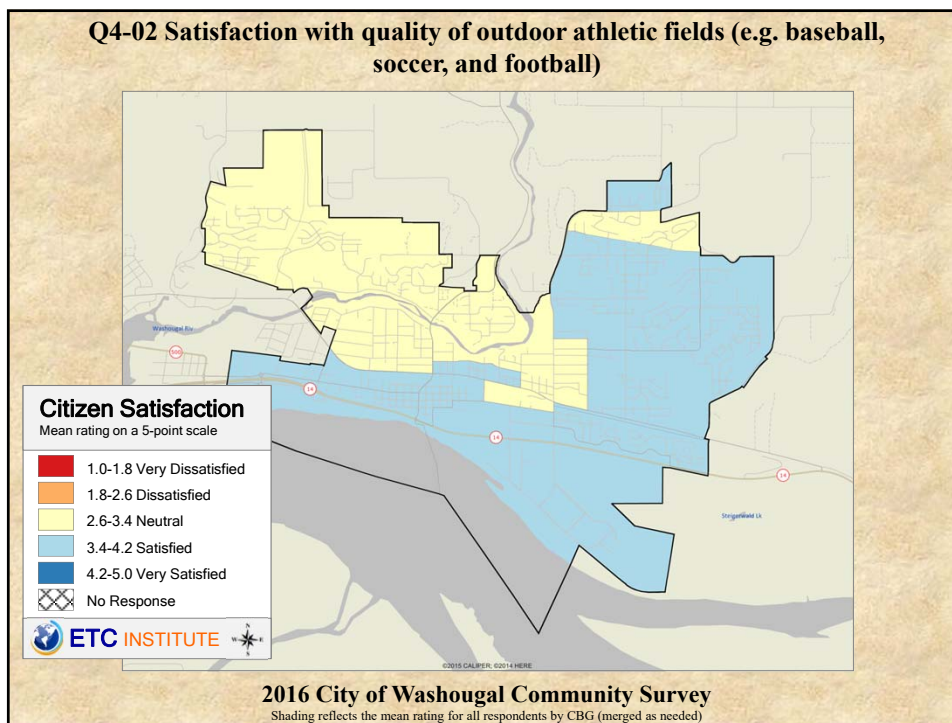
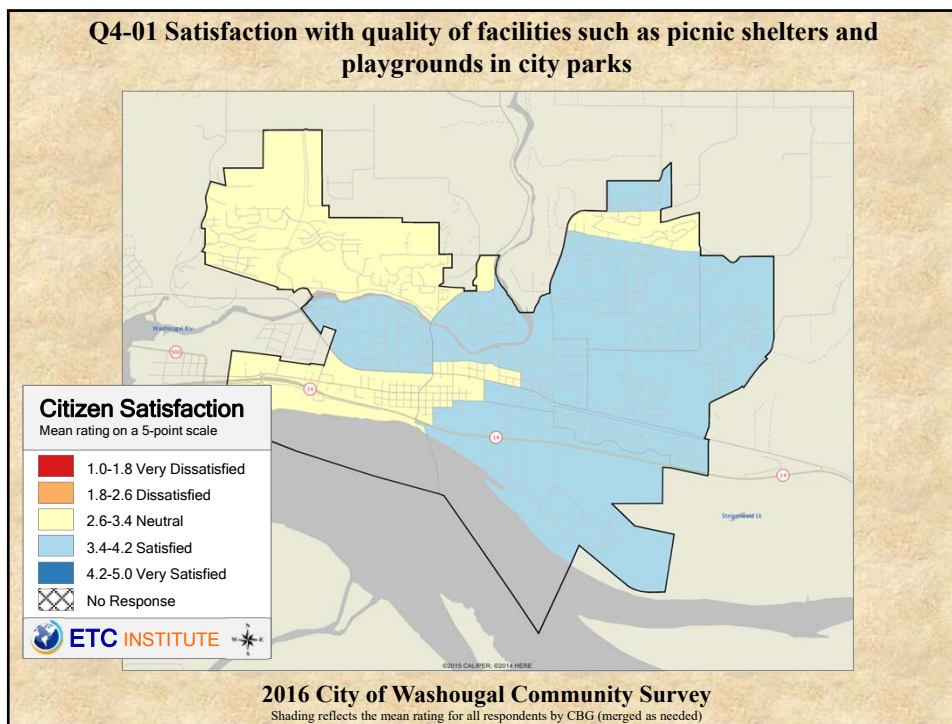




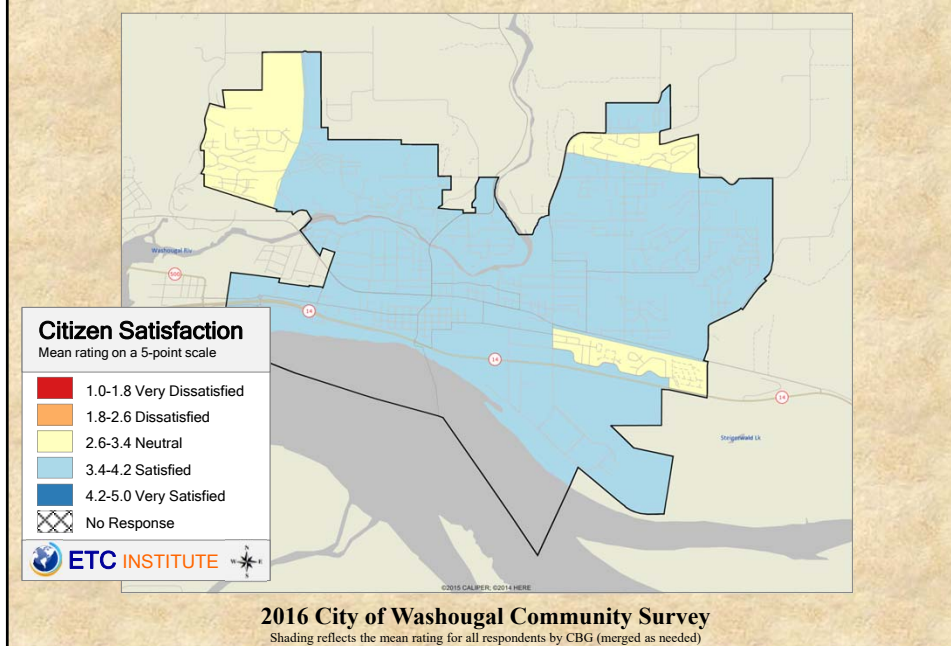




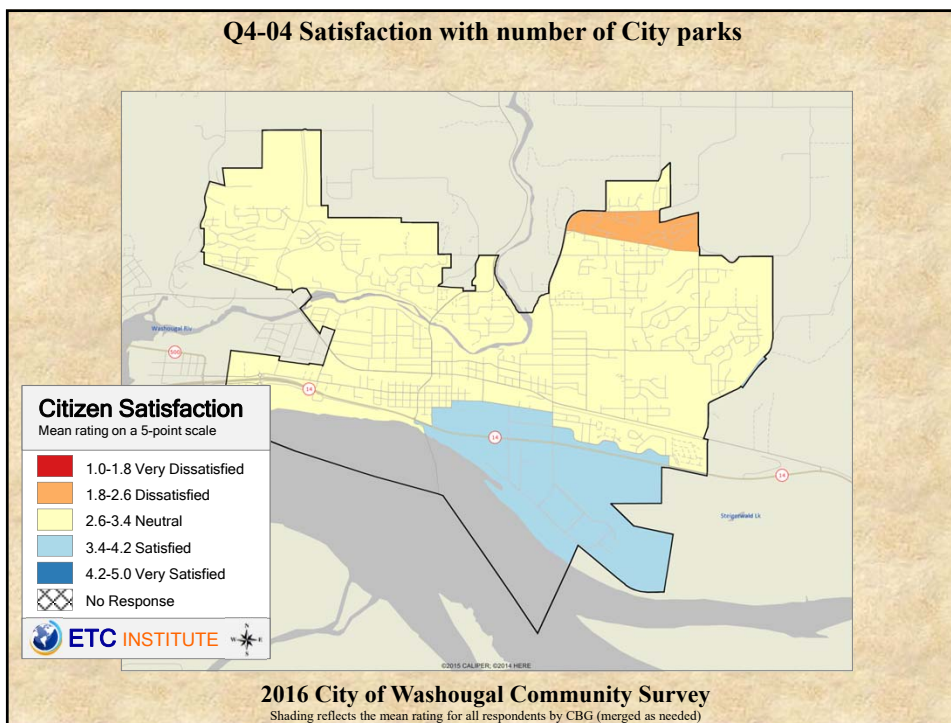


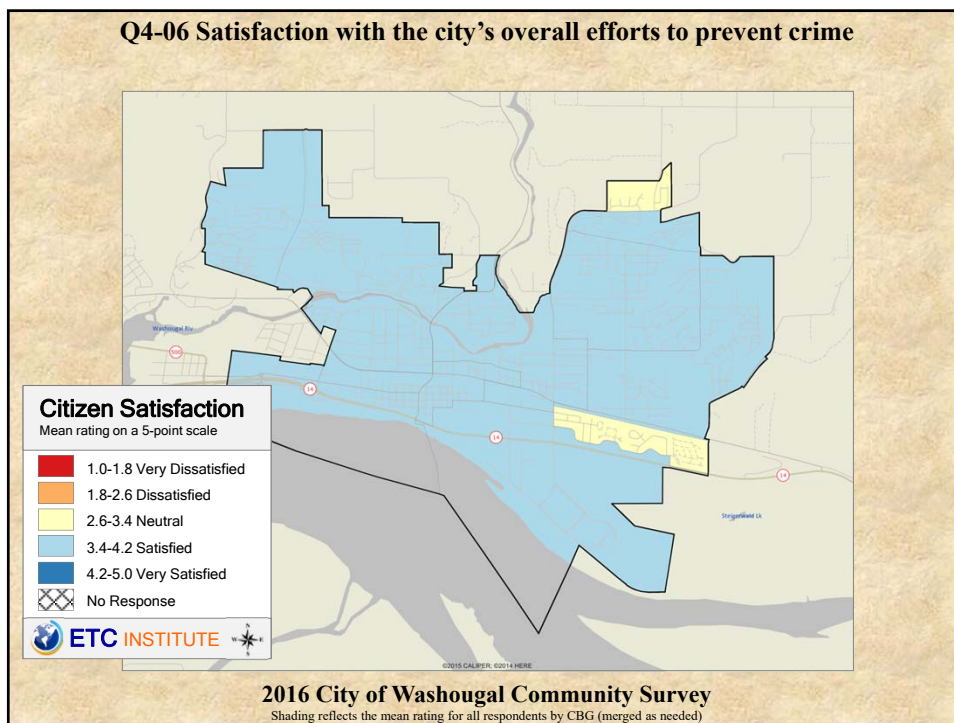
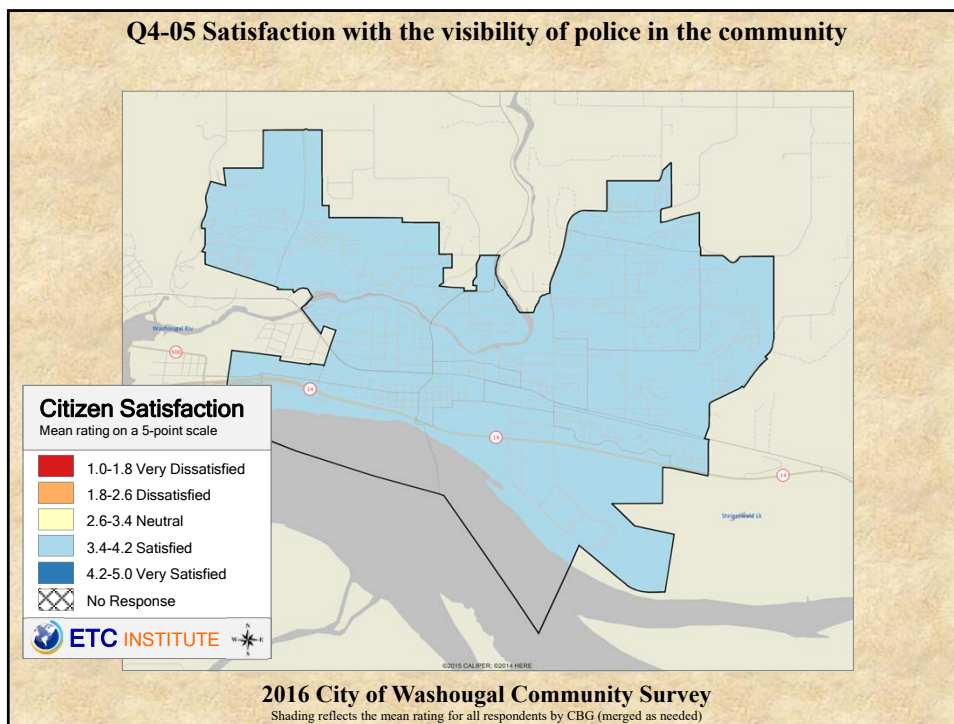


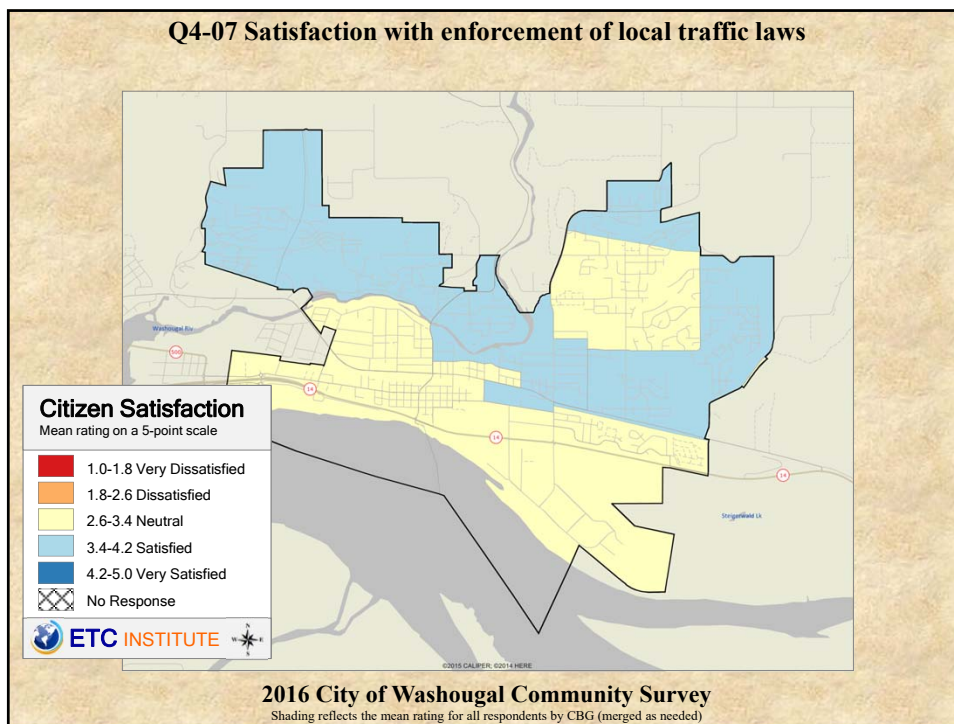
Q4-03 Satisfaction with appearance and maintenance of existing City parks

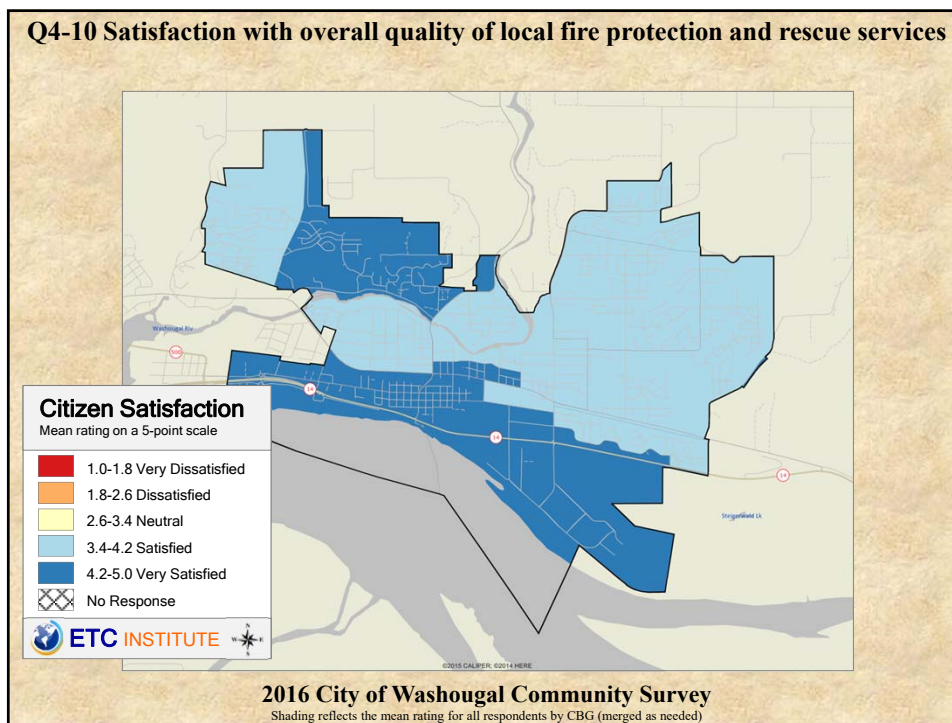
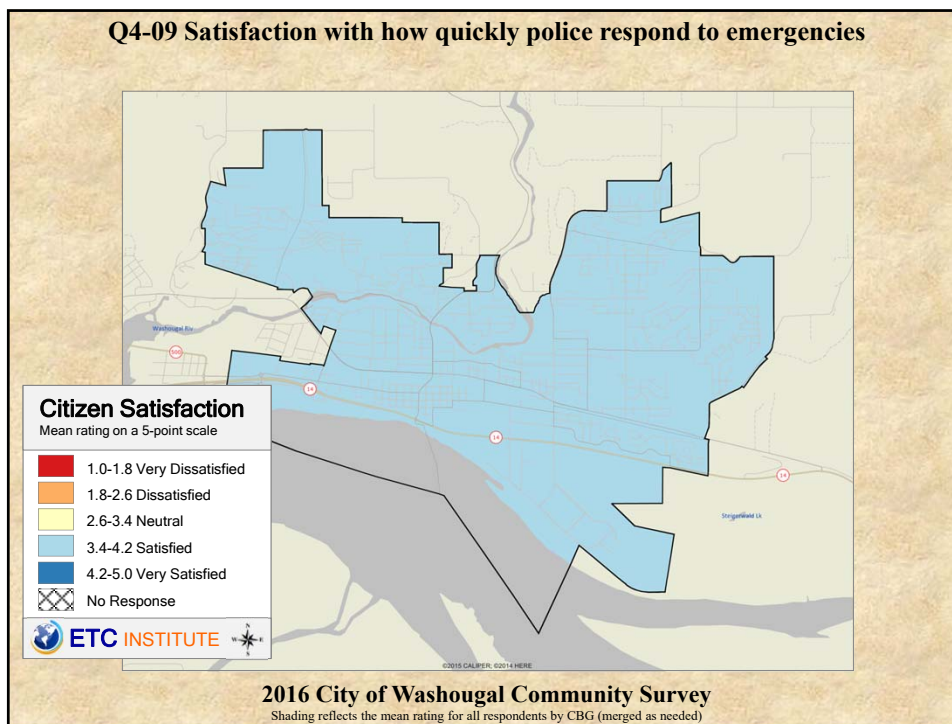


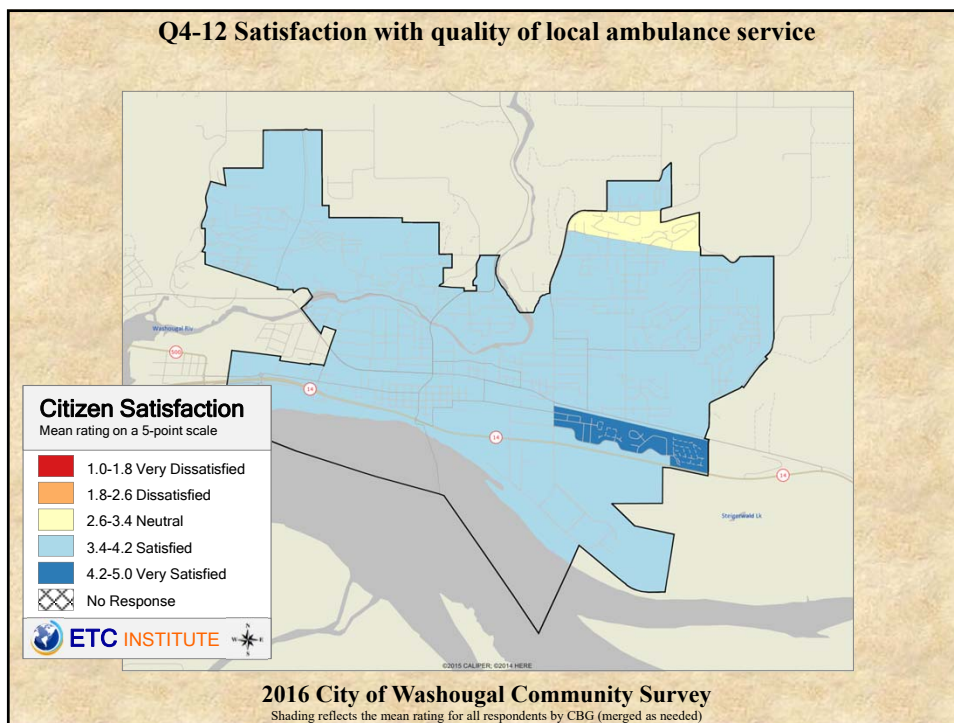
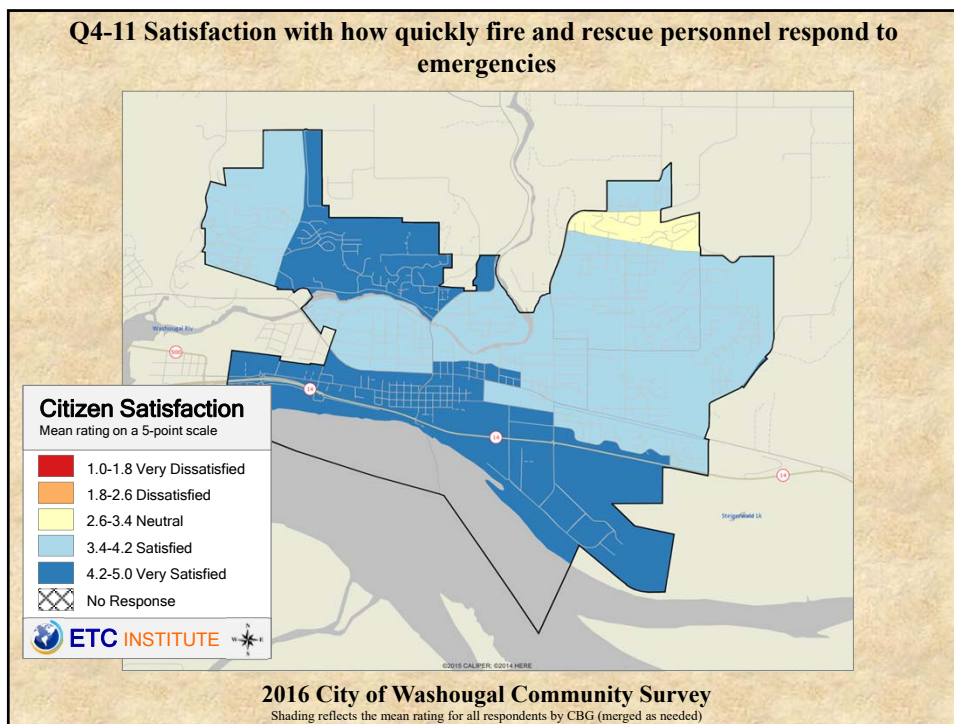
Q4-04 Satisfaction with number of City parks



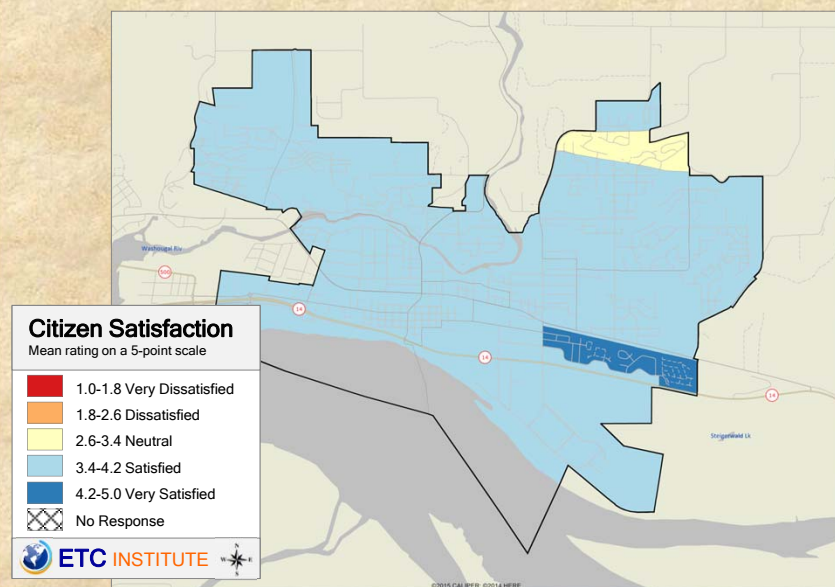








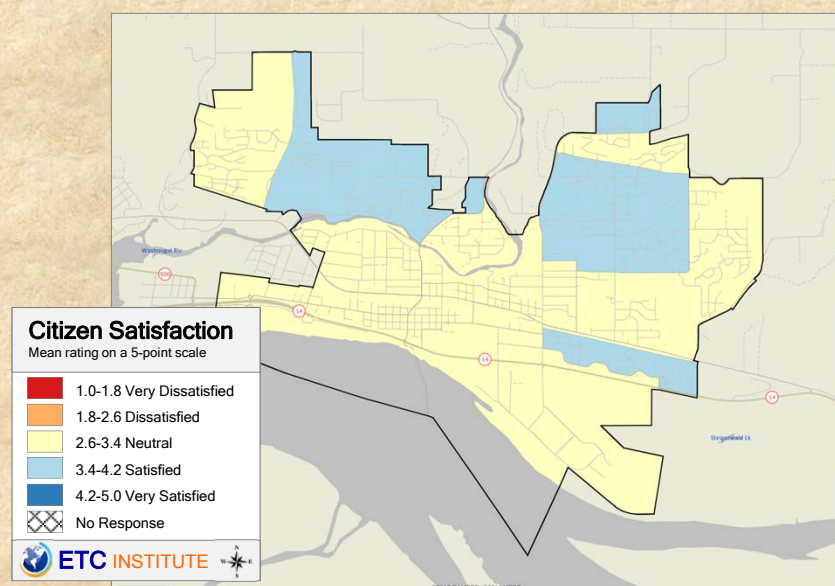
Q4-13 Satisfaction with how quickly ambulance personnel respond to emergencies



2016 City of Washougal Community Survey

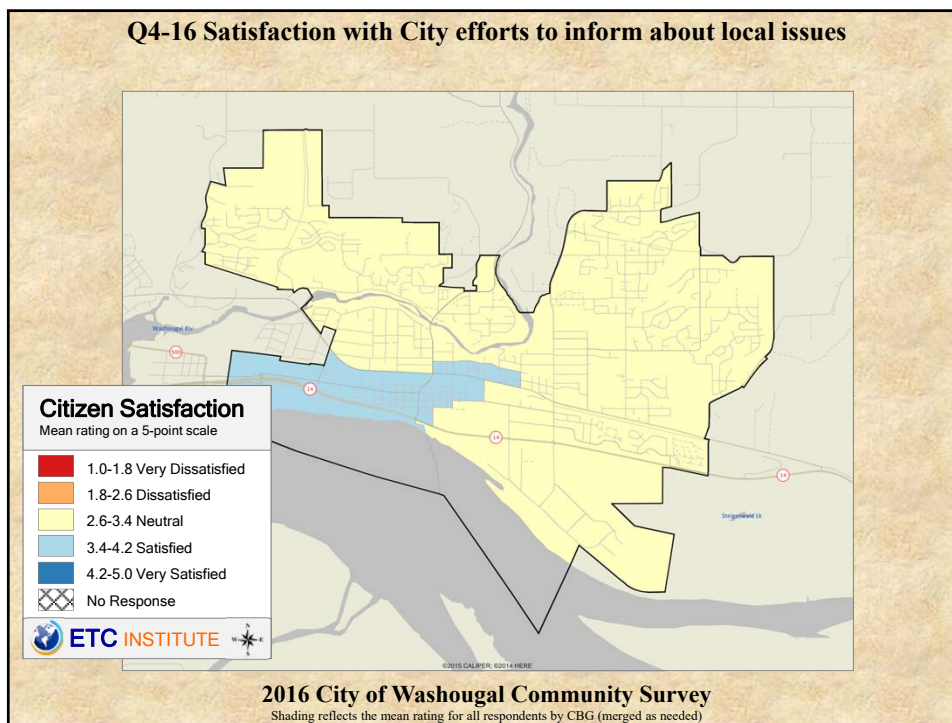
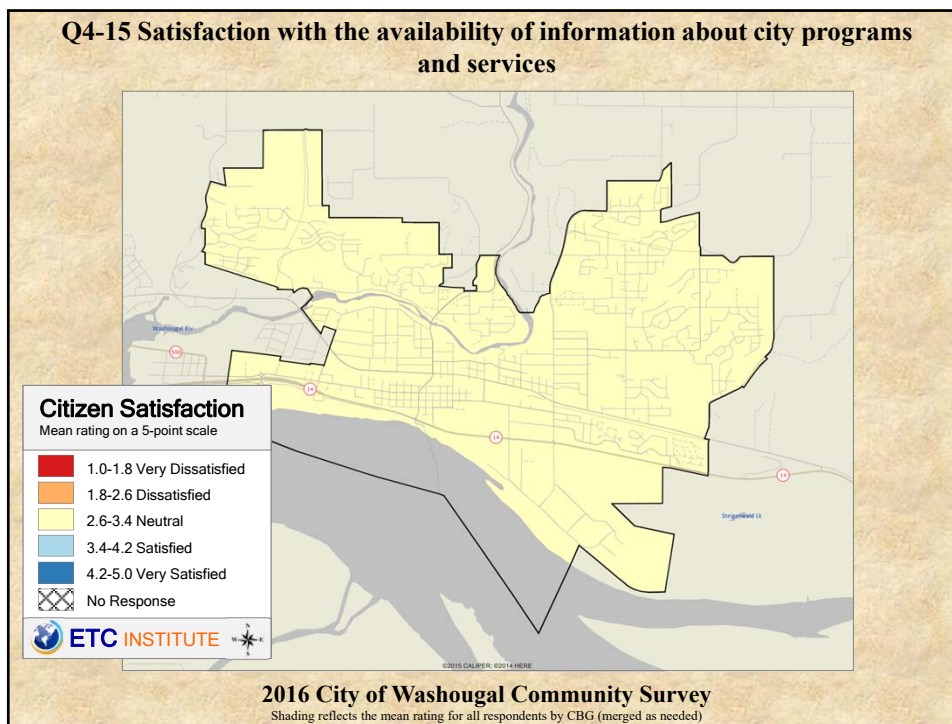
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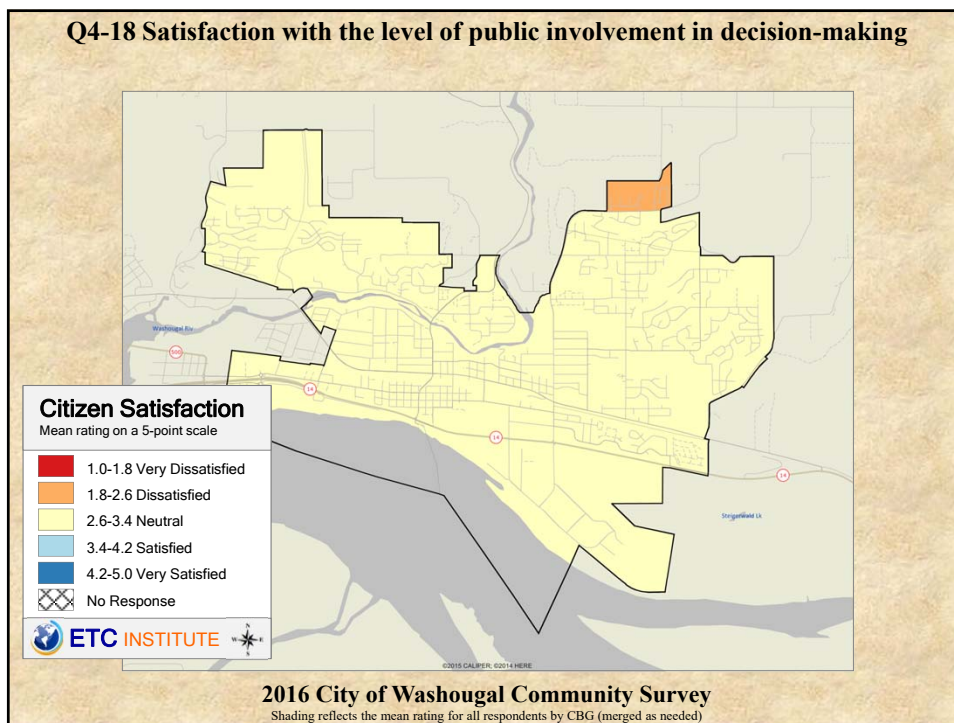
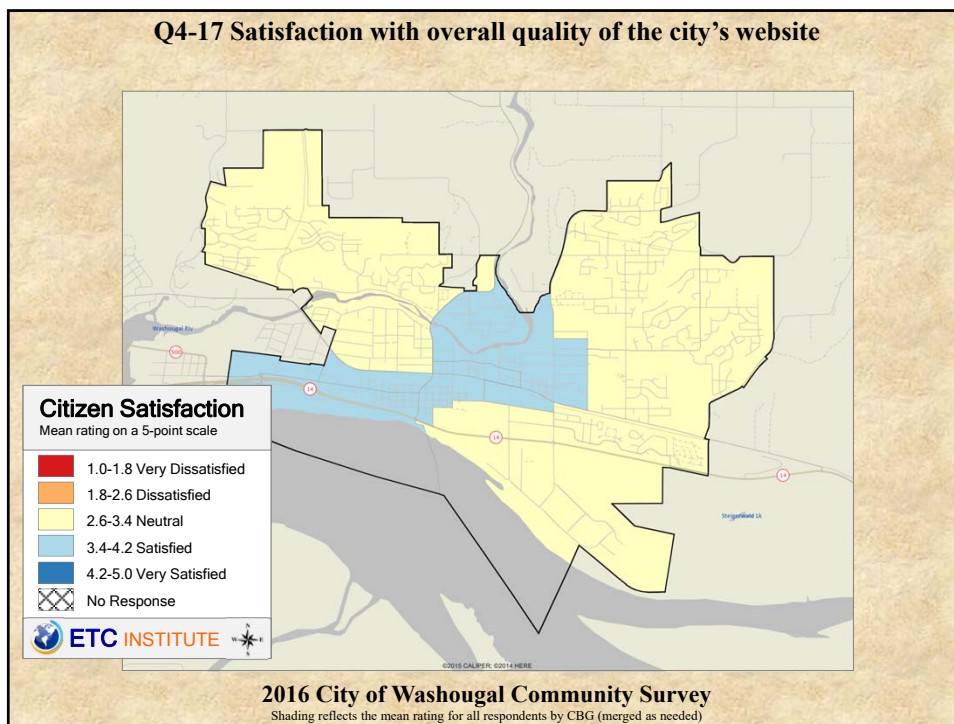
Q4-14 Satisfaction with quality of animal control

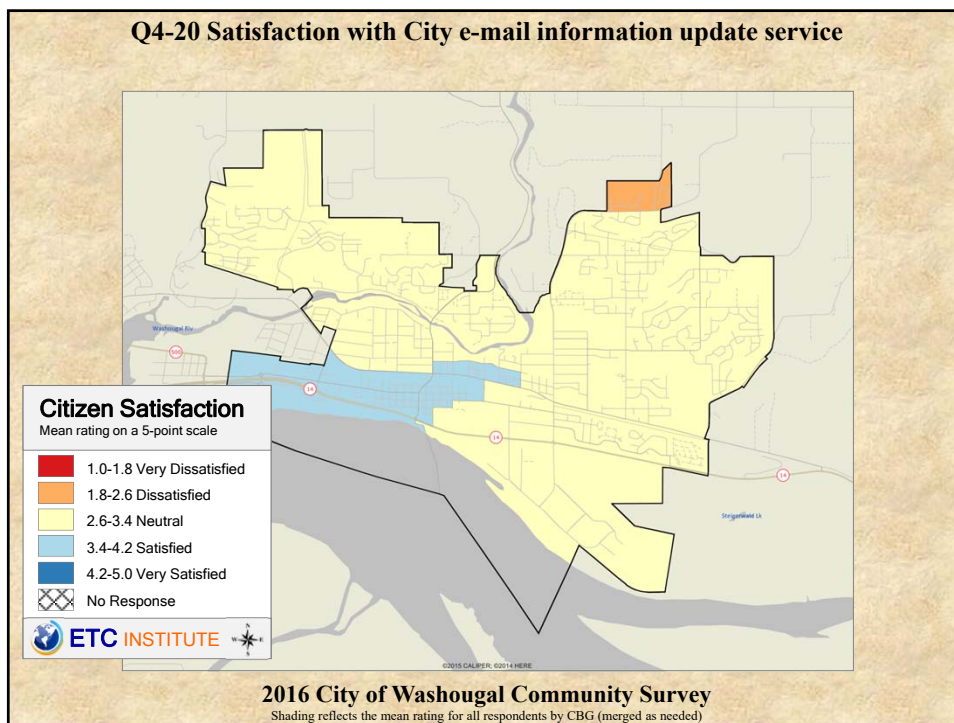
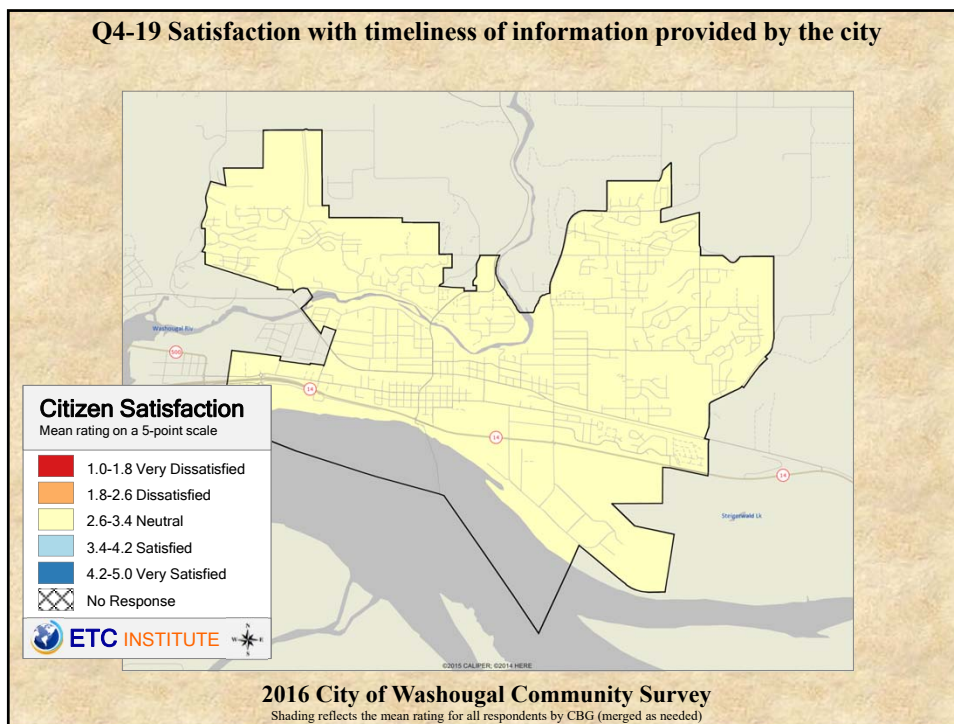


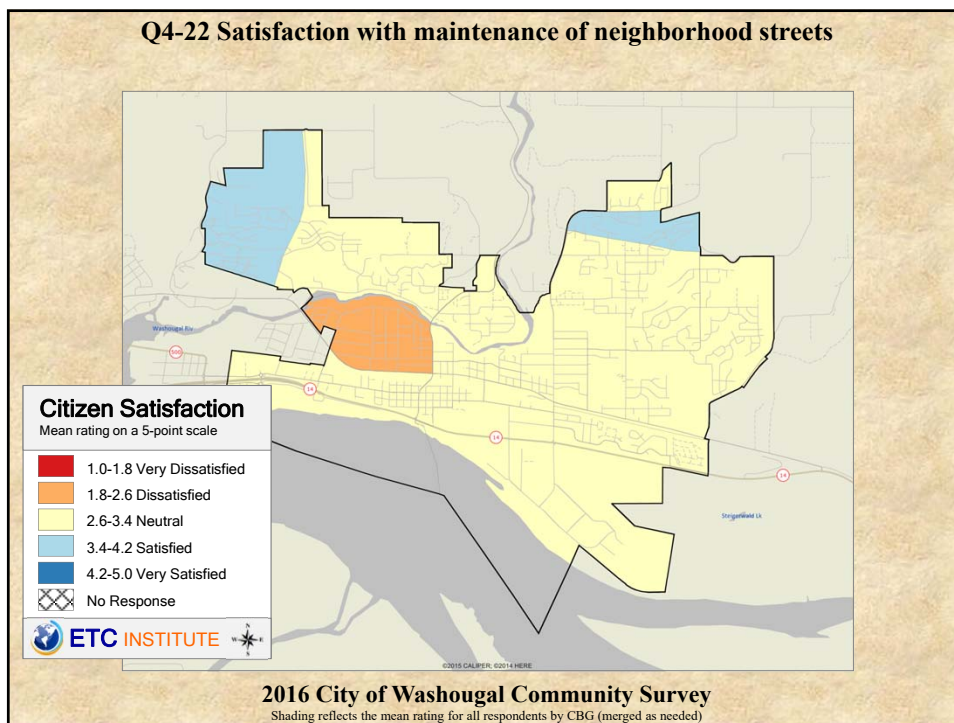
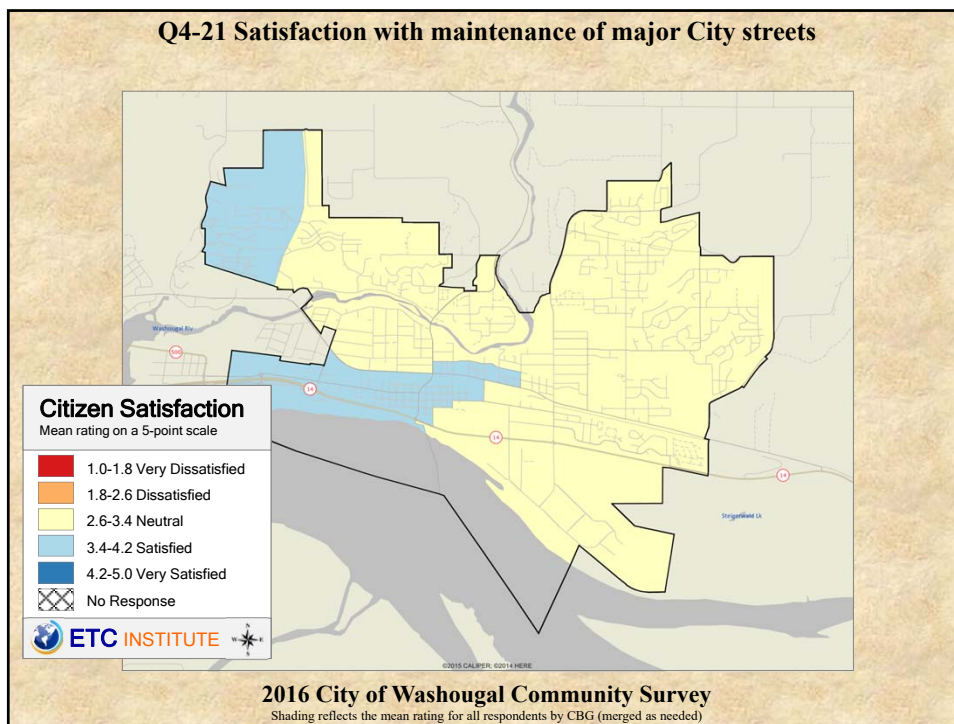
2016 City of Washougal Community Survey

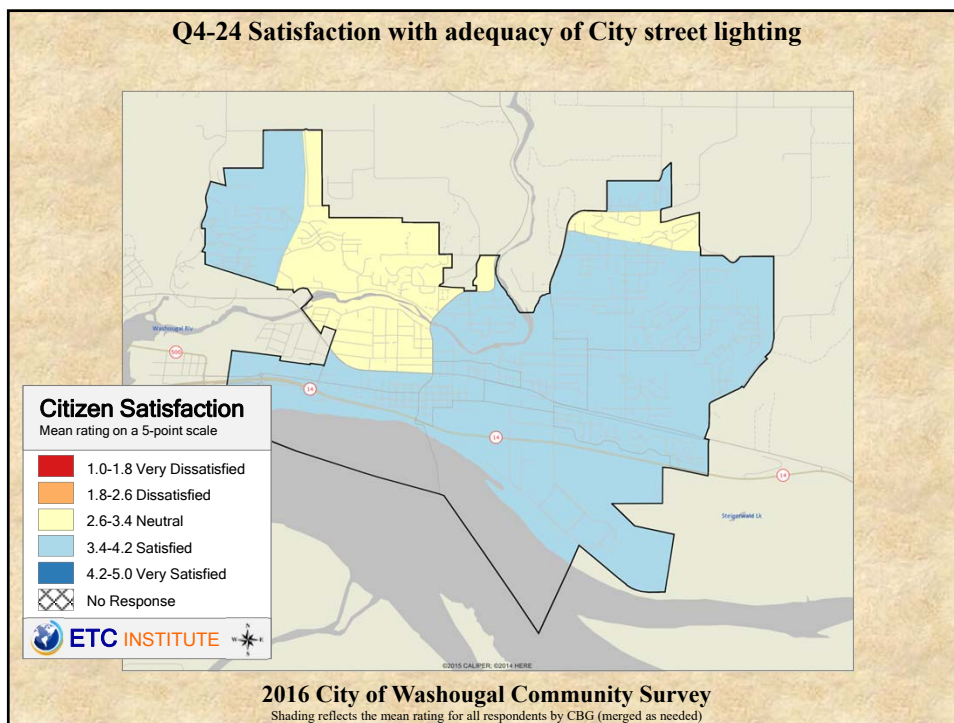
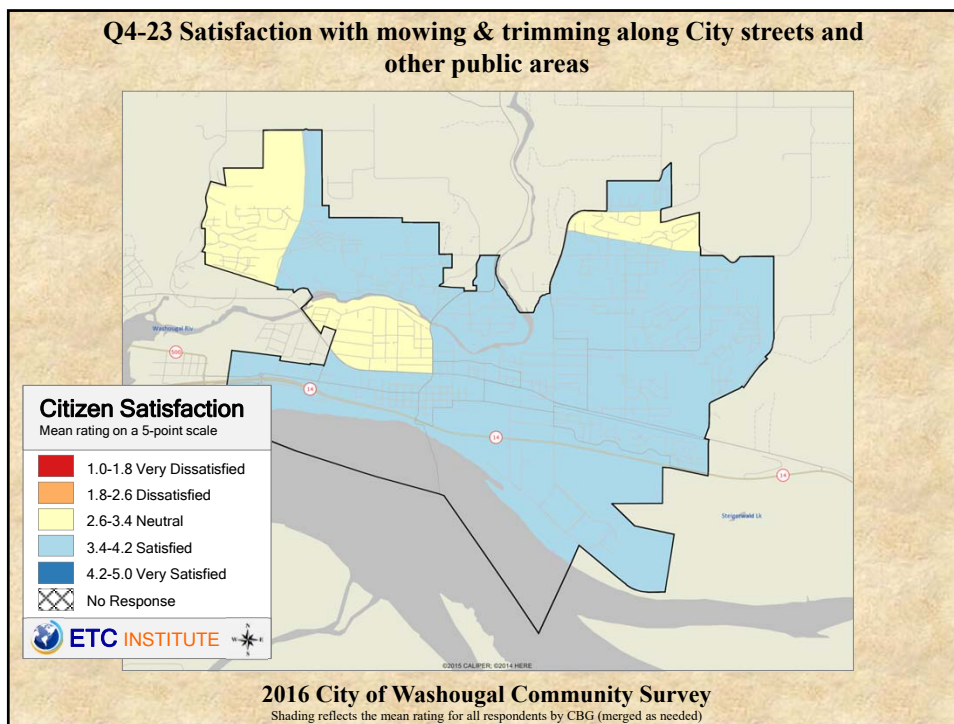
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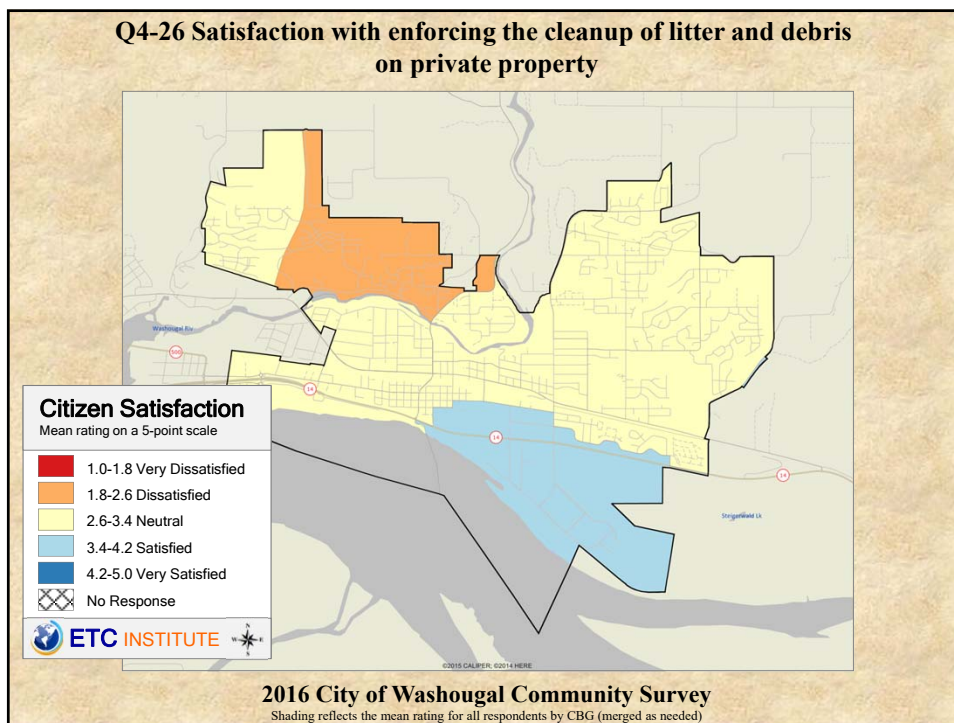
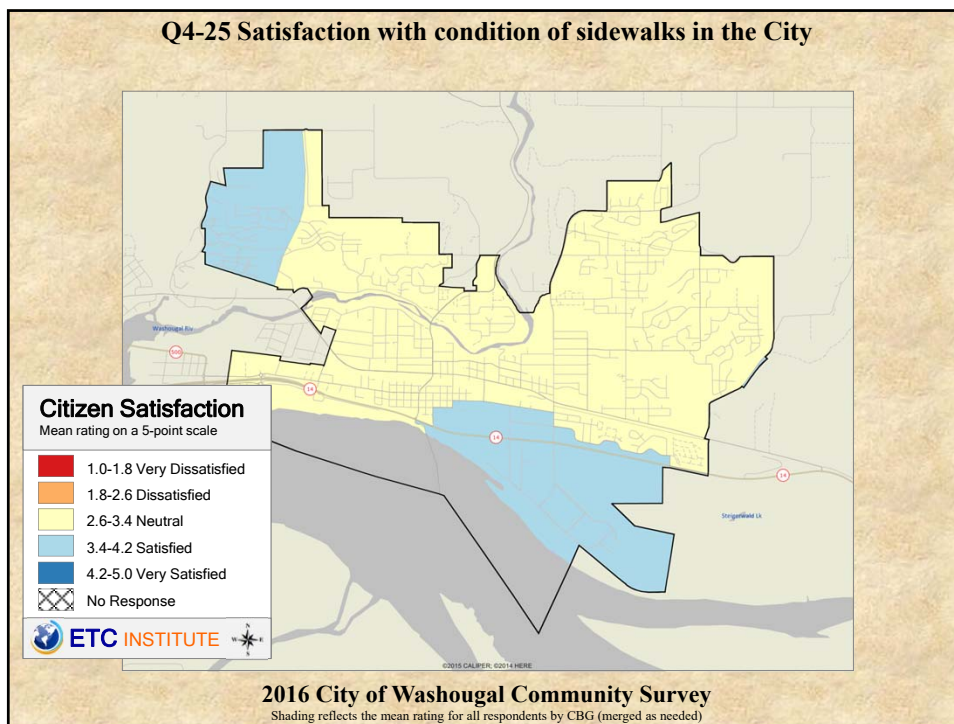




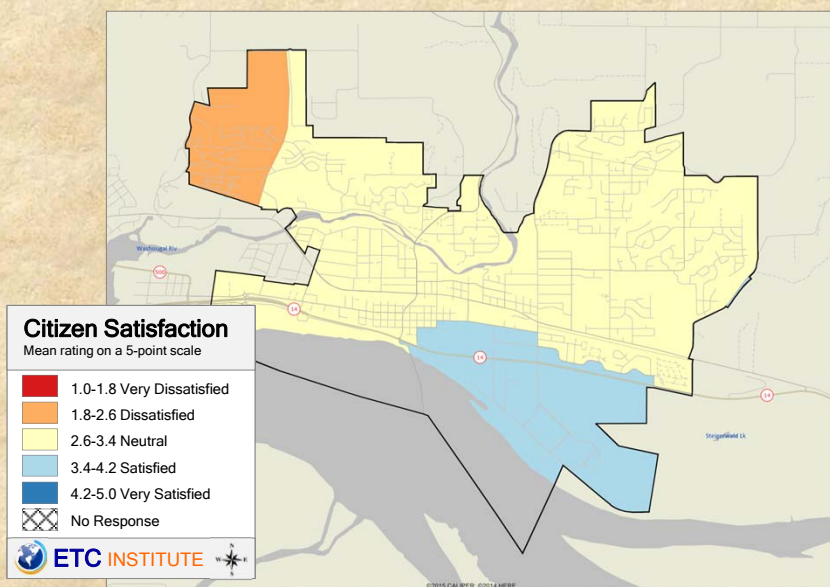








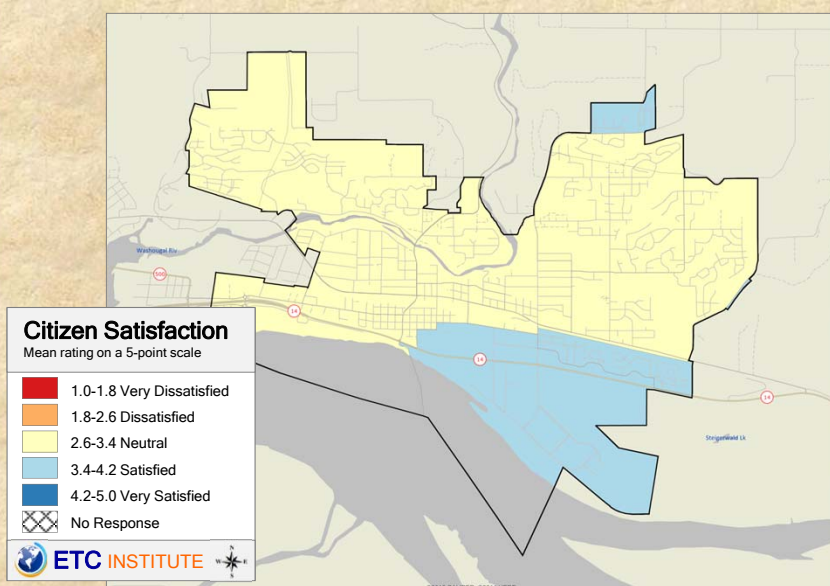
Q4-27 Satisfaction with enforcing the mowing and trimming of grass and weeds on private property



2016 City of Washougal Community Survey

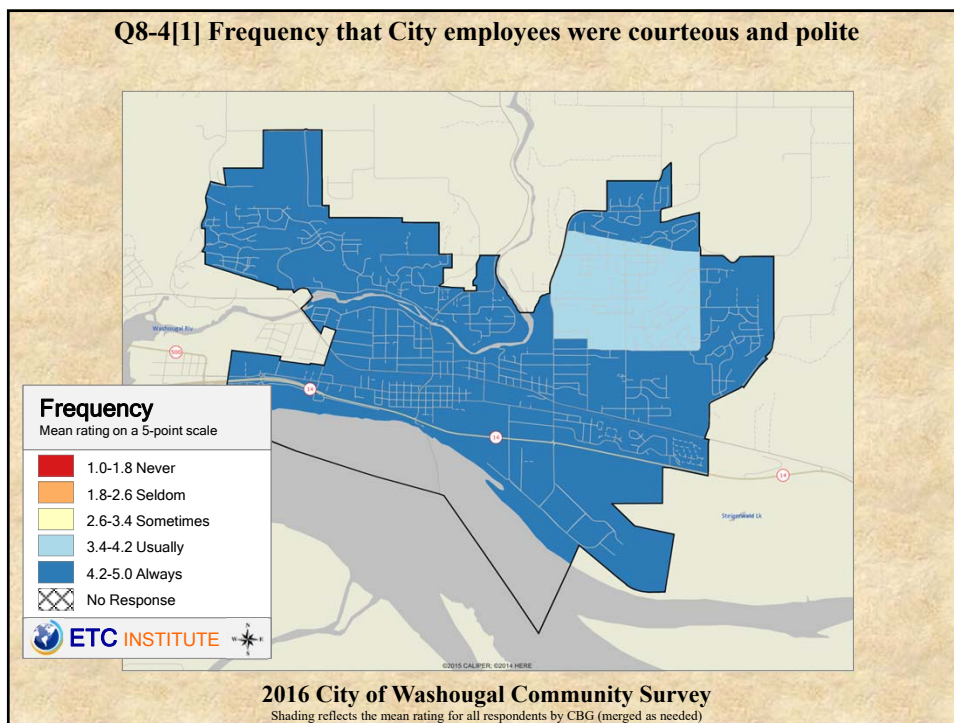
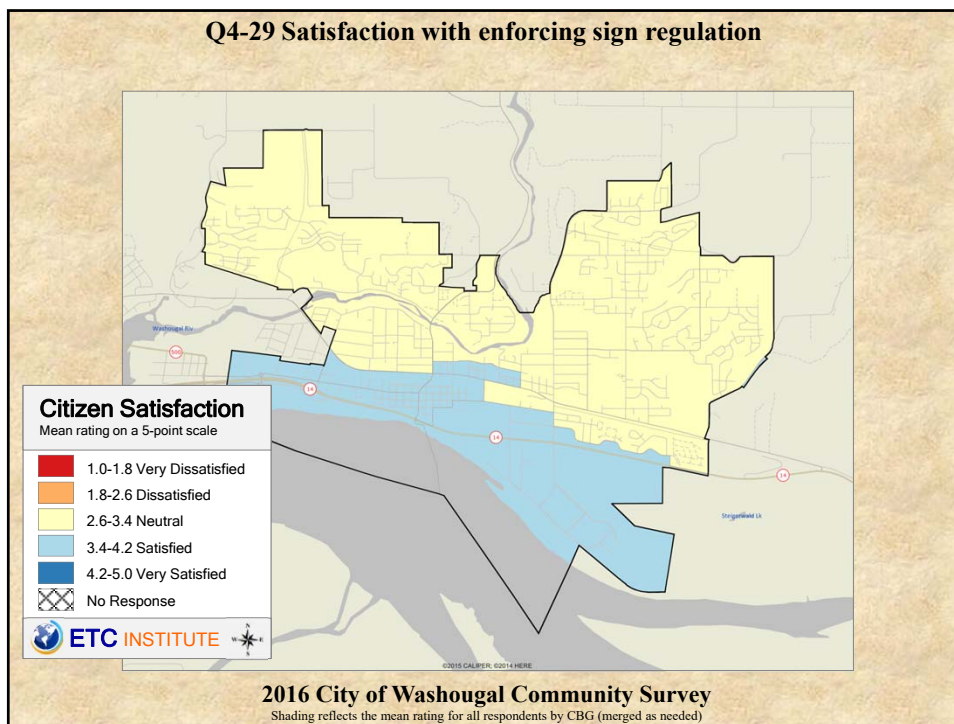
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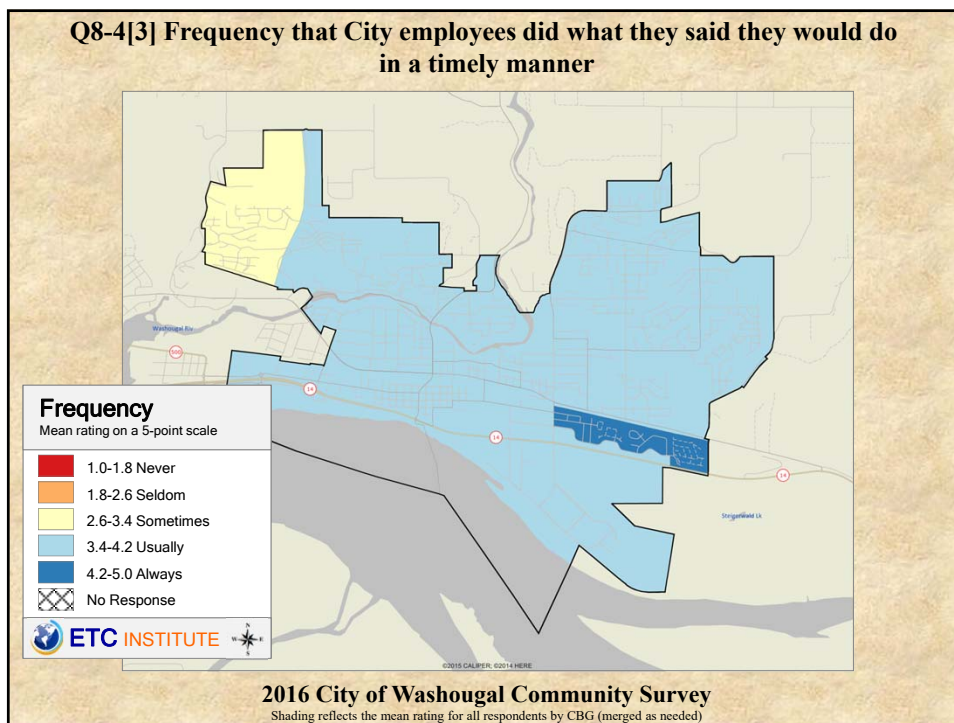
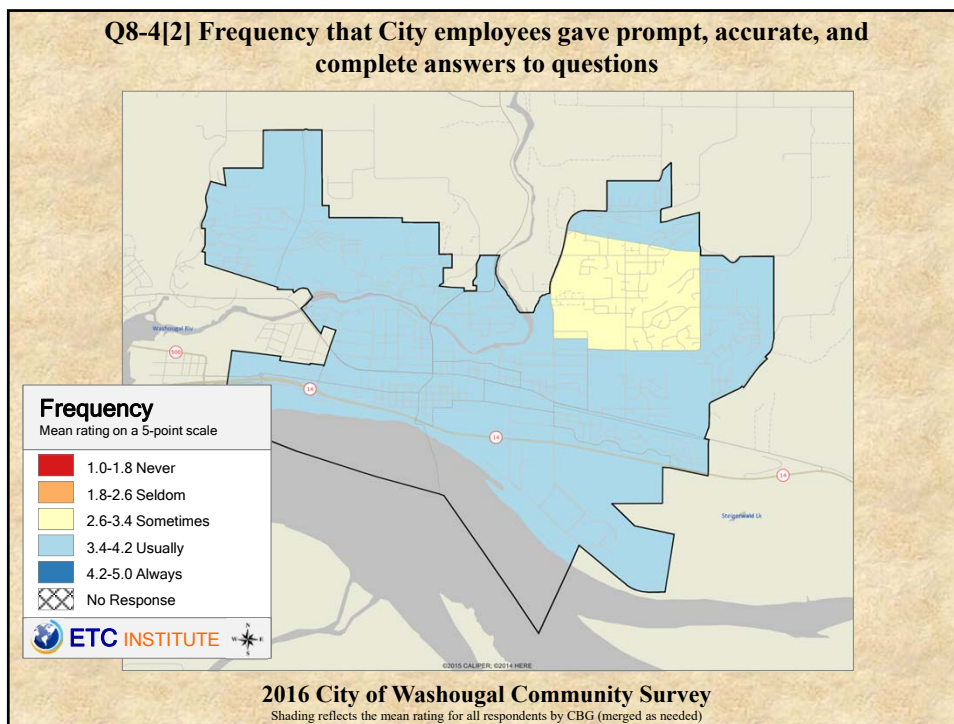
Q4-28 Satisfaction with enforcing codes designed to protect public safety and health

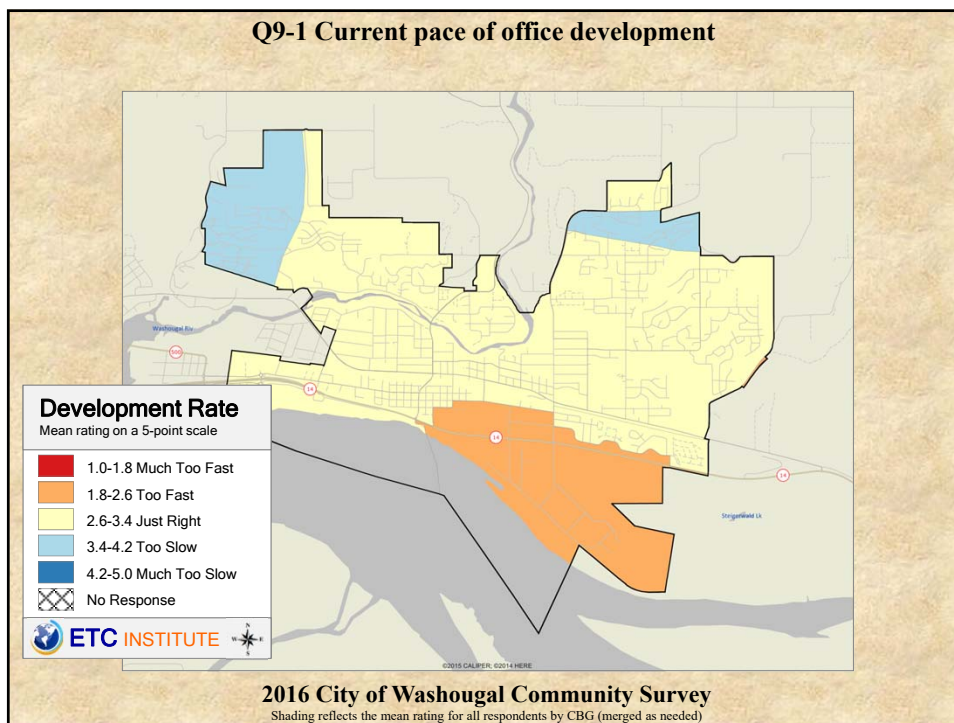
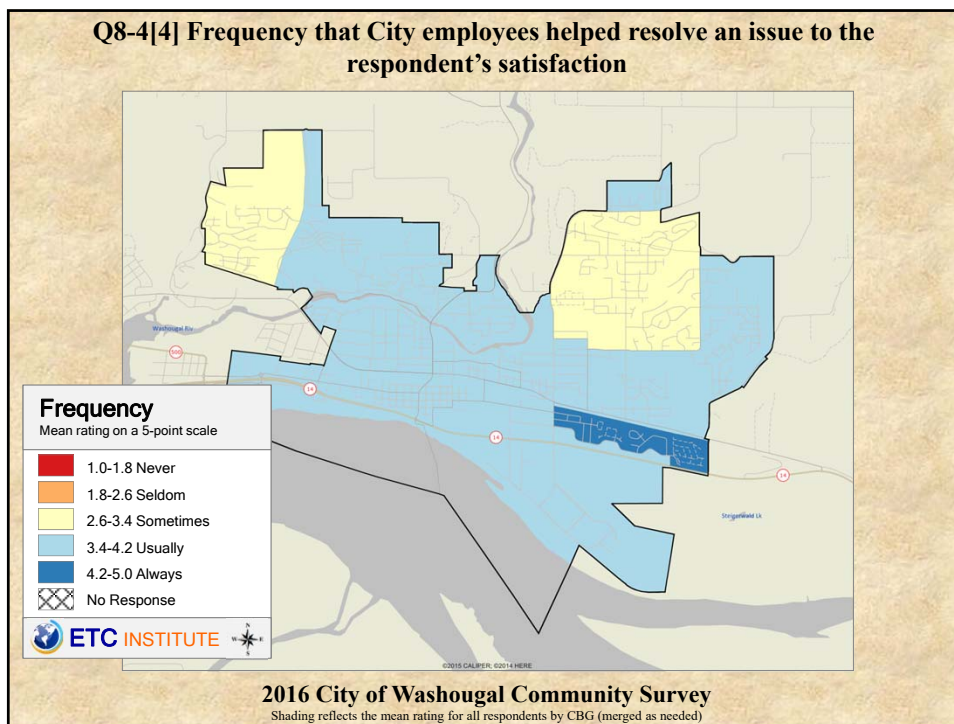


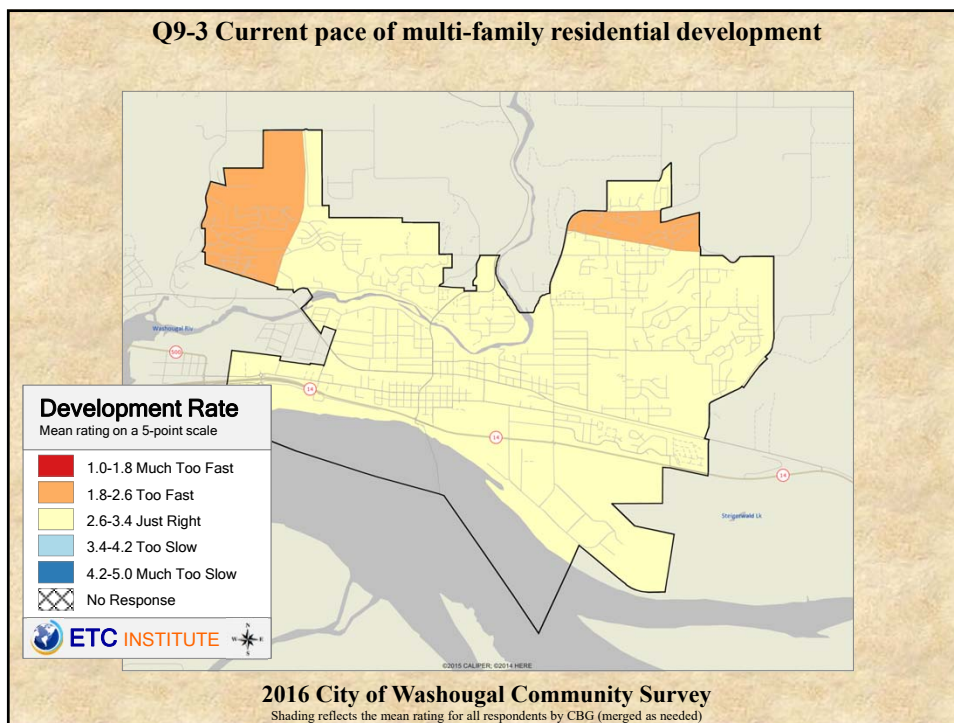
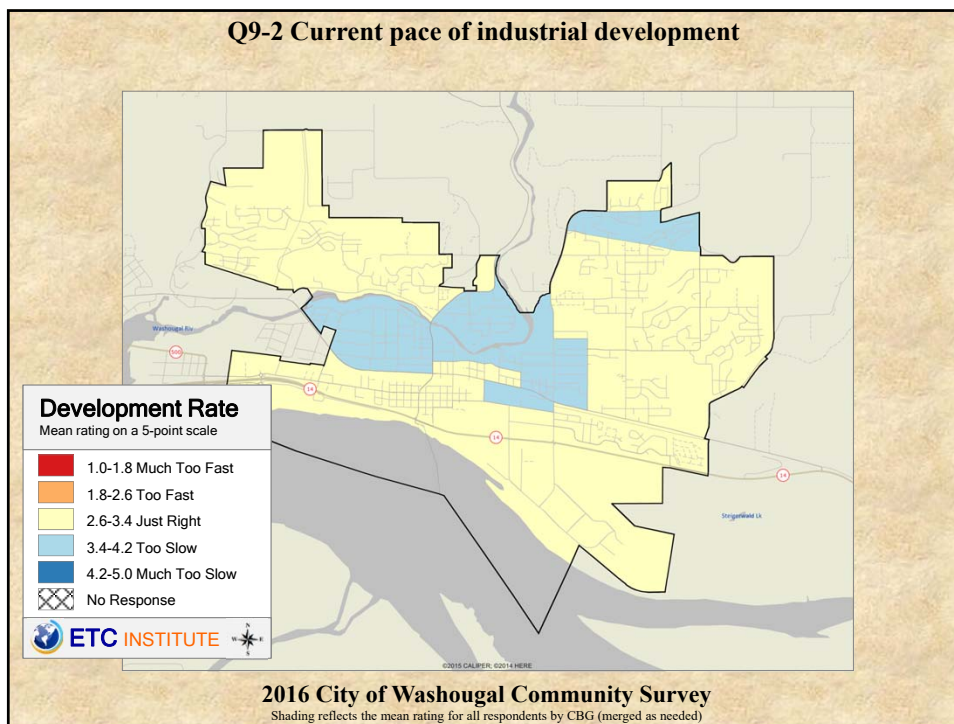
2016 City of Washougal Community Survey

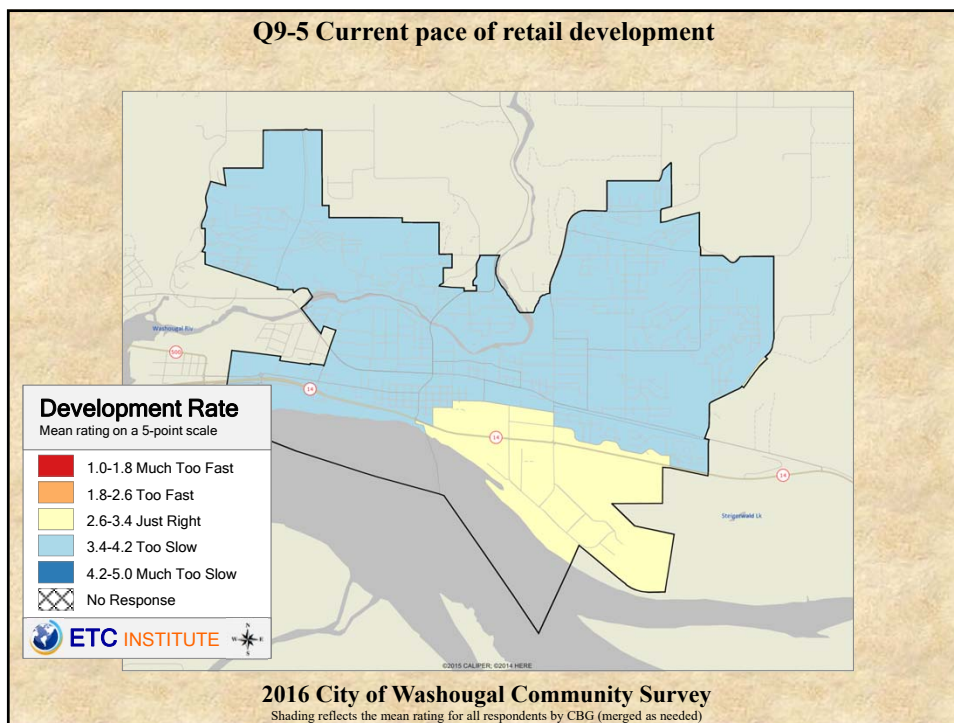
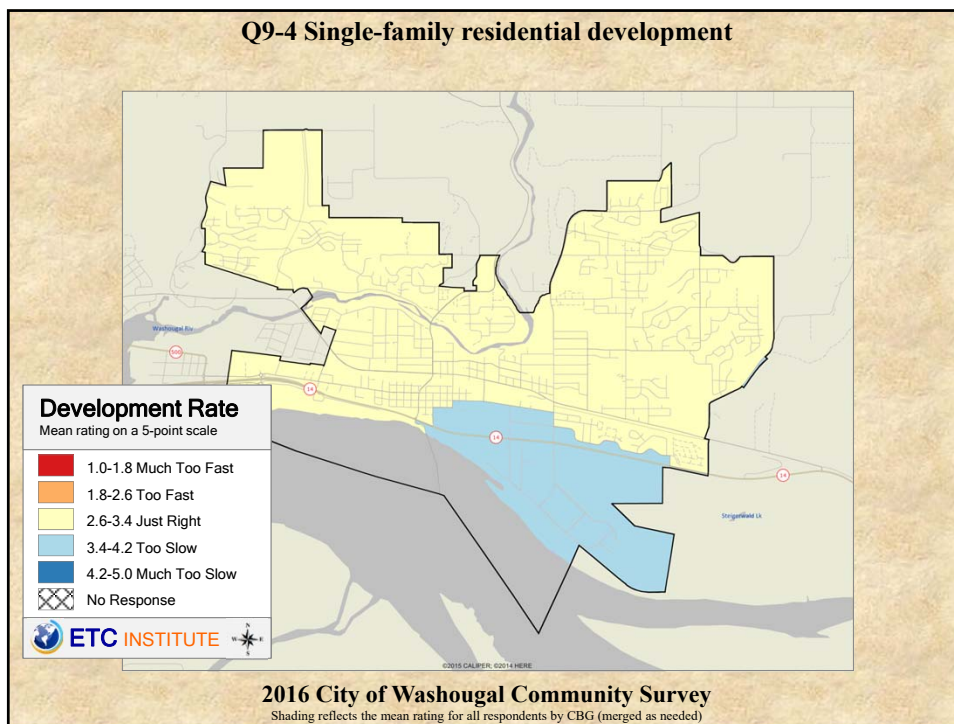
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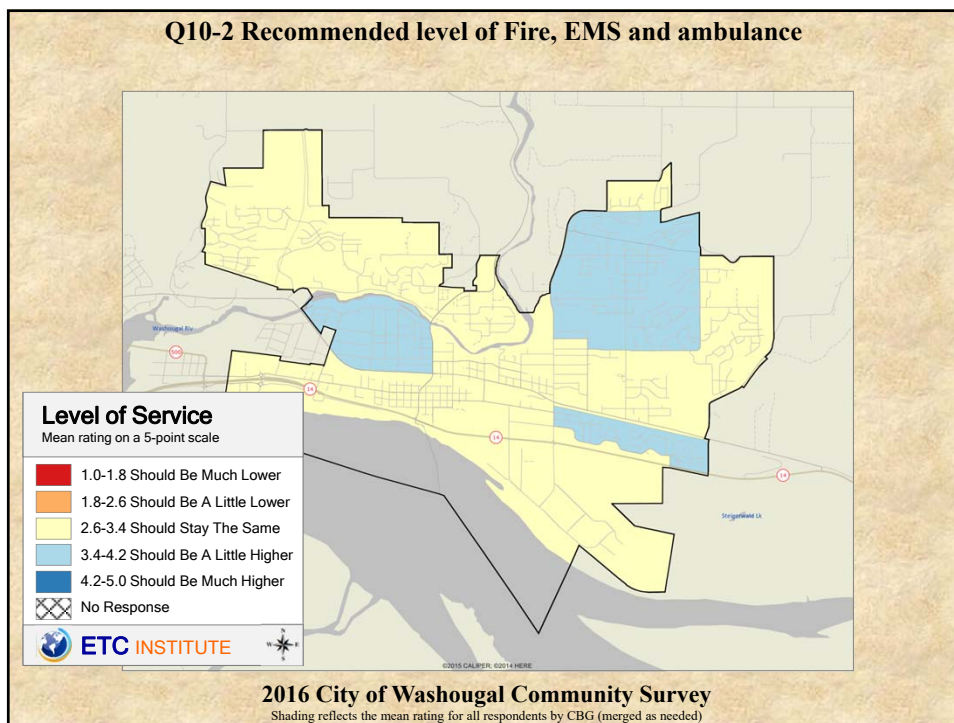
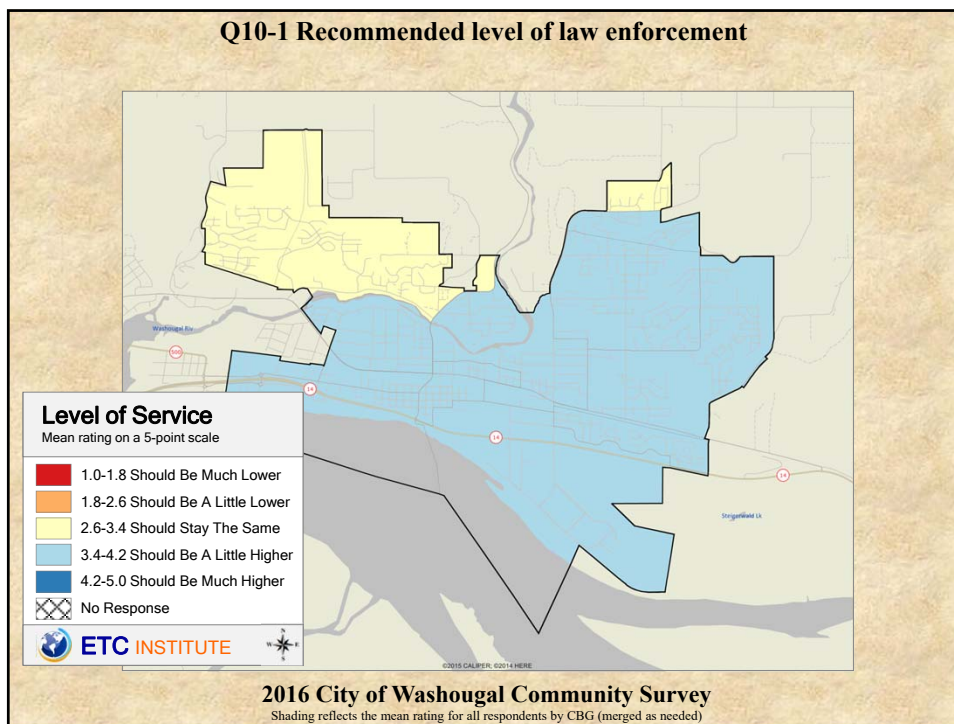


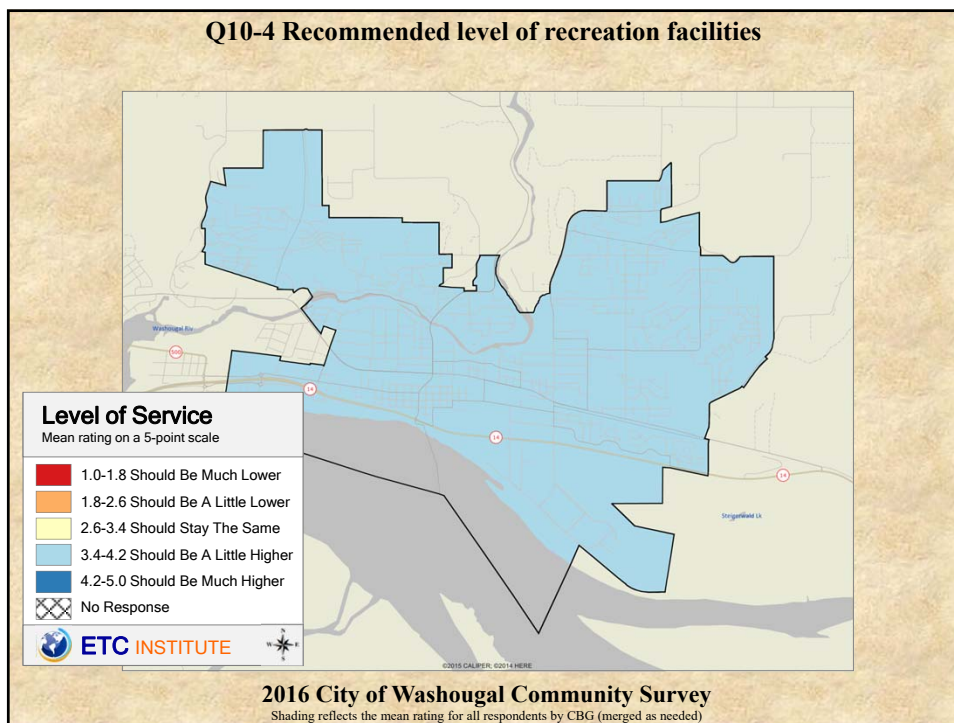
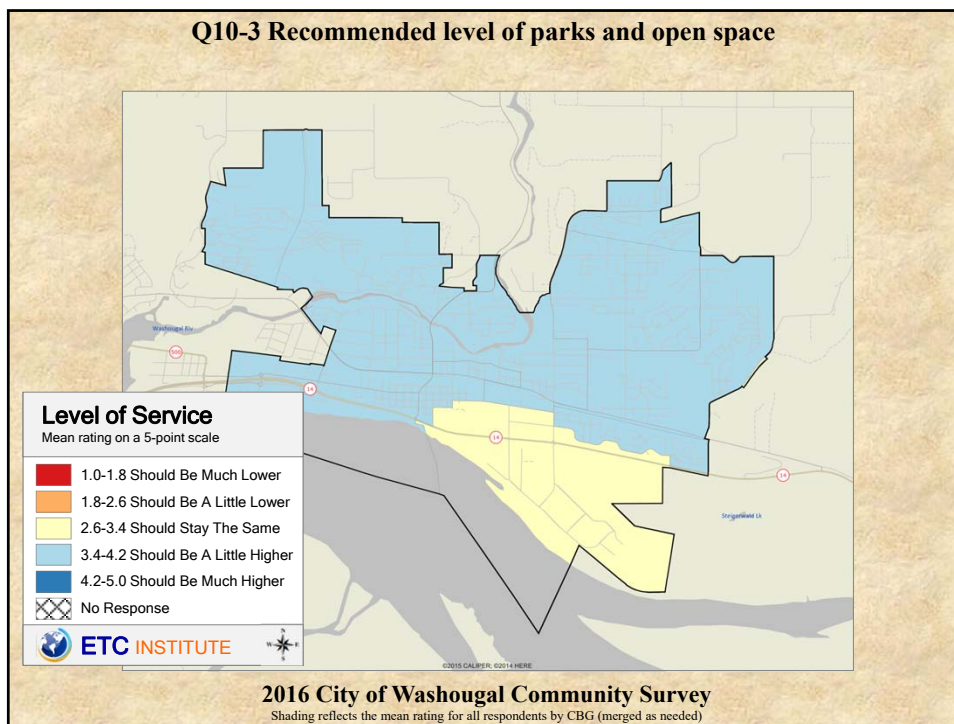


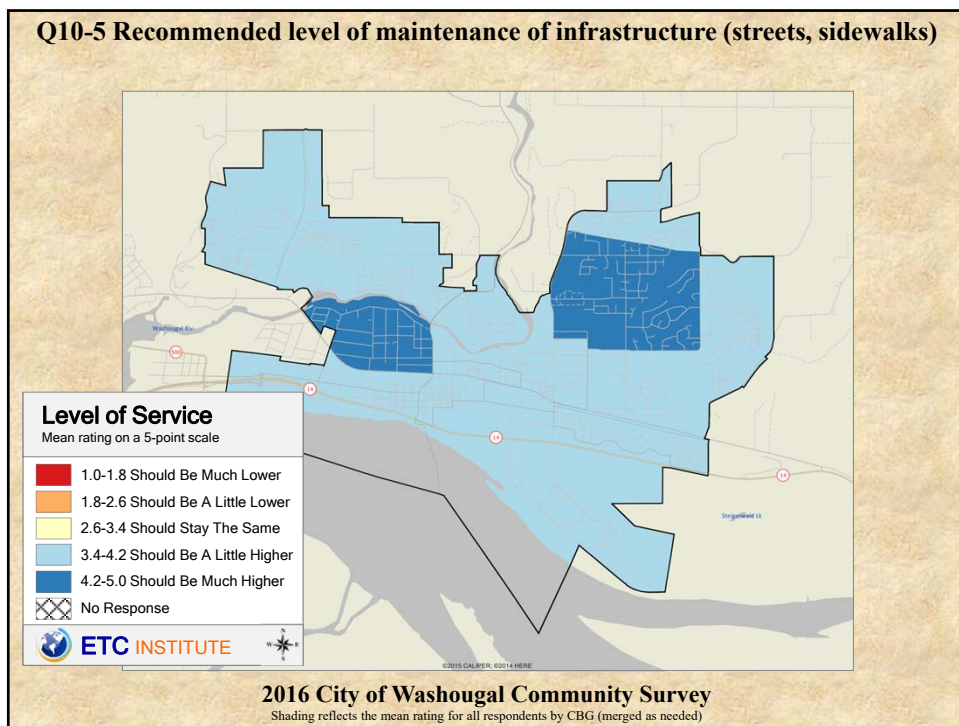




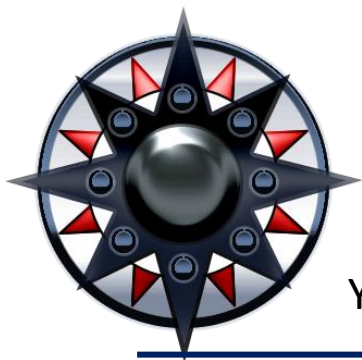








Section 3: Benchmarking Analysis



DirectionFinder Survey

Year 2016 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 210 cities in 43 states. Most participating cities 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 to a random sample of more than 4,000 residents across the United States and (2) a regional survey administered to over 400 residents living in the Northwest Region of the United States, which includes the states of Idaho, Colorado, Montana, Oregon, Utah, Washington, Nevada and Wyoming.

Interpreting the Charts

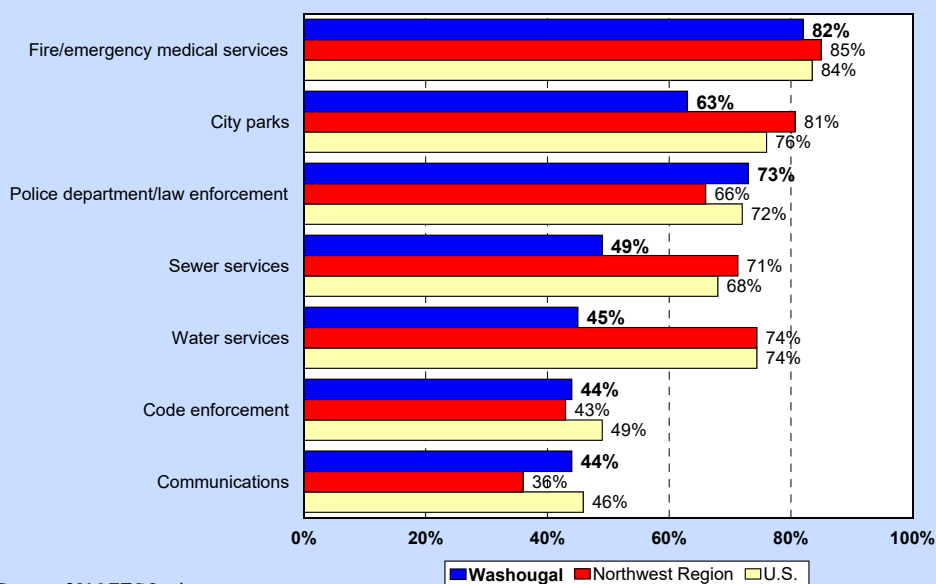
The charts on the following pages show how the overall results for Washougal compare to the National average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents and the regional survey administered to over 400 residents living in the Northwest Region of the United States. The City of Washougal's results are shown in blue, the Northwest region's results are shown in red, and the National Averages are shown in tan in the charts on the following pages.

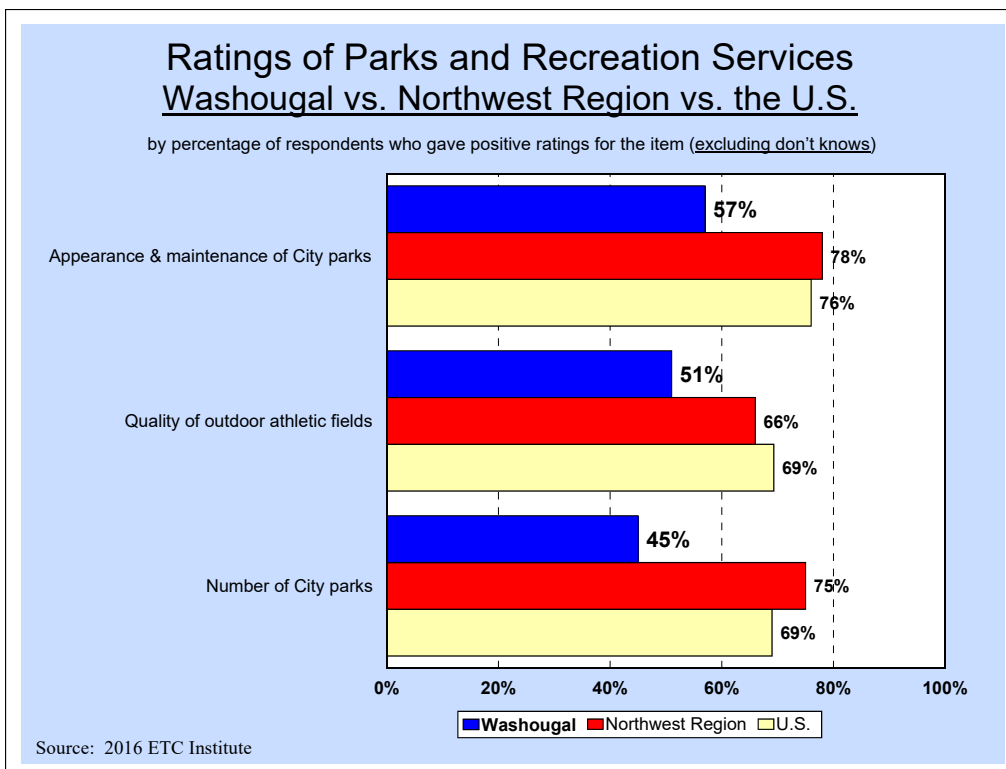
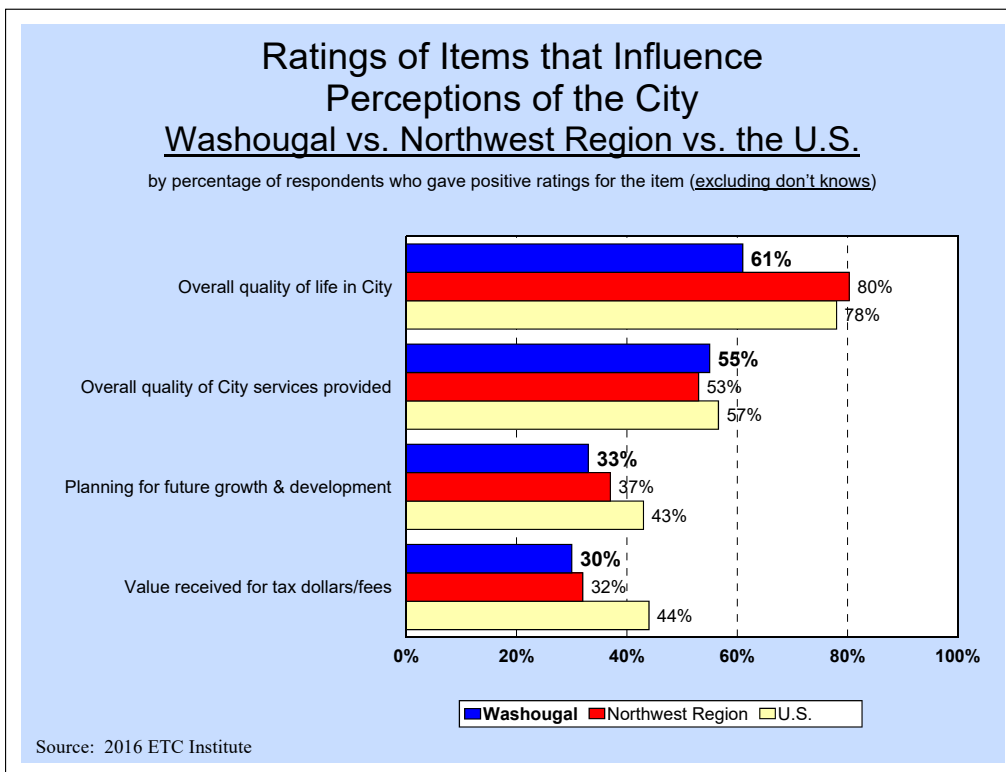
National Benchmarks

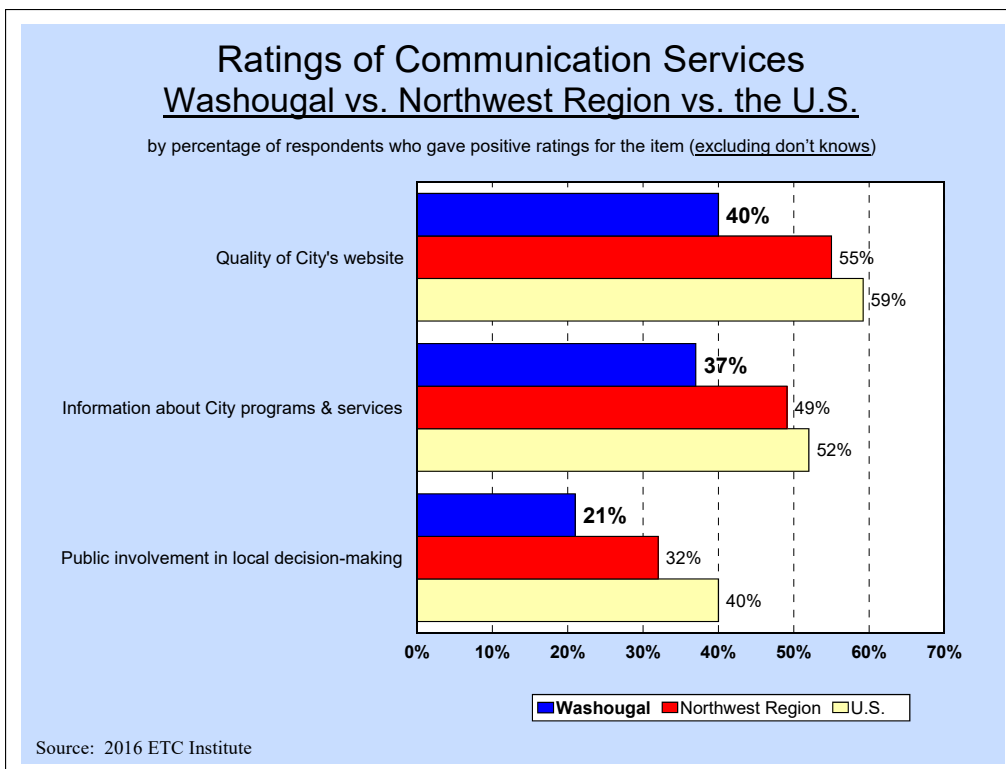
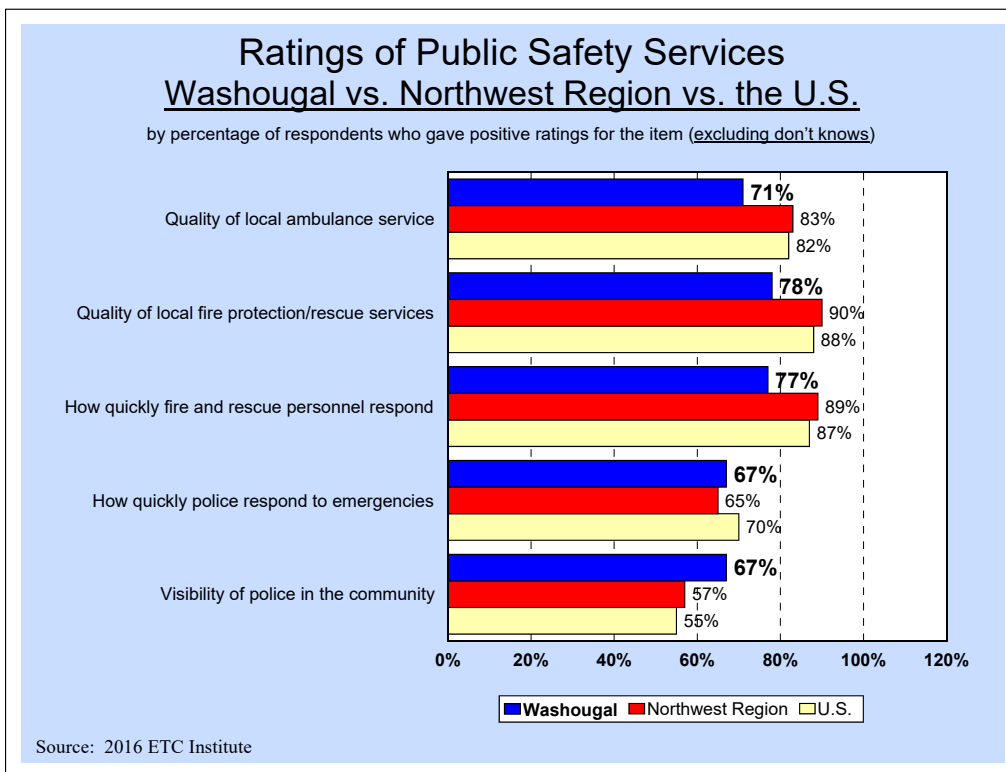
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Washougal is not authorized without written consent from ETC Institute.

Overall Ratings of City Services Washougal vs. Northwest Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

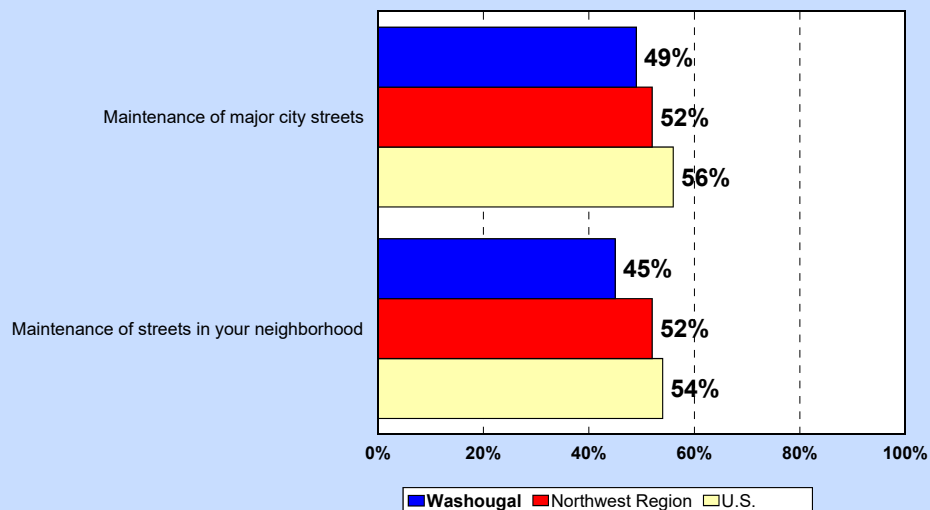






Ratings of Street Maintenance Services Washougal vs. Northwest Region vs. the U.S.

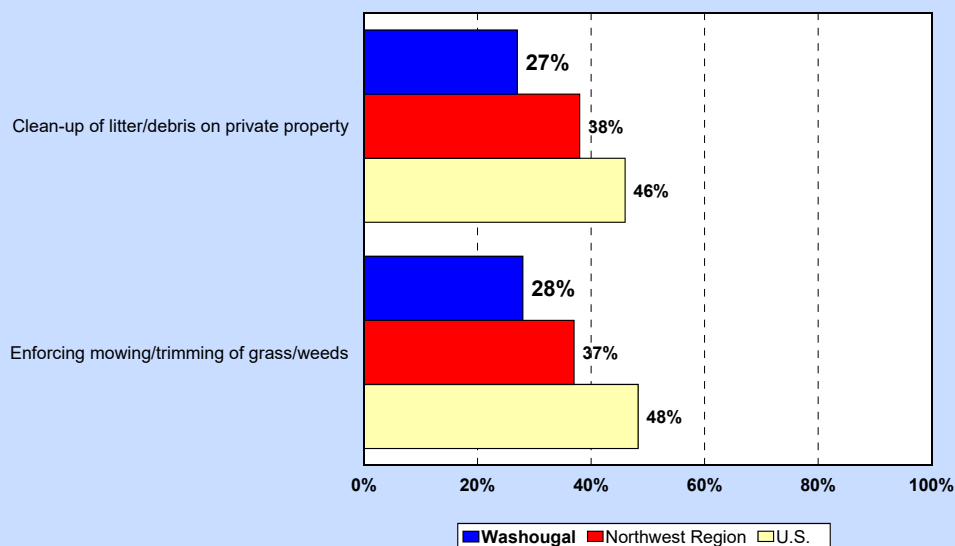
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Ratings of the Enforcement of Codes and Ordinances Washougal vs. Northwest Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2016 ETC Institute

Section 4: ***Importance-Satisfaction Analysis***



Importance-Satisfaction Analysis

The City of Washougal, WA

Overview

Today, city officials 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 (IS) 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 rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

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. This sum is then multiplied by 1 minus the percentage of respondents that 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 that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Approximately fifty-one percent (51.3%) of residents selected "maintenance of City streets" as the most important major service to provide.

With regard to satisfaction, thirty-seven percent (37%) of the residents surveyed rated their overall satisfaction with “maintenance of City streets” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “maintenance of City streets” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 51.3% was multiplied by 63% ($1 - 0.37$). This calculation yielded an I-S rating of 0.3232, which ranked first out of eleven major City services.

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

The lowest rating is 0.00 and could be achieved under either one 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 three most important areas for the City to emphasize over the next two years.

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 .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Washougal are provided on the following pages.

Importance-Satisfaction Rating

City of Washougal

OVERALL

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>						
Maintenance of city streets	51%	1	37%	10	0.3232	1
Effectiveness of economic development efforts	35%	2	31%	11	0.2436	2
<u>High Priority (IS .10-.20)</u>						
Quality of city water utilities	25%	5	45%	6	0.1353	3
Quality of city parks	30%	3	63%	4	0.1103	4
Effectiveness of communication with the public	19%	7	44%	7	0.1053	5
Effectiveness of management of storm water runoff	18%	8	43%	9	0.1015	6
<u>Medium Priority (IS <.10)</u>						
Enforcement of city codes and ordinances	17%	9	44%	8	0.0958	7
Quality of police services	26%	4	73%	2	0.0699	8
Quality of city sewer services	12%	10	49%	5	0.0592	9
Quality of fire/emergency medical/ambulance svcs.	21%	6	82%	1	0.0371	10
Quality of customer service from city employees	5%	11	66%	3	0.0177	11

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 were most important for the City to provide.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Washougal

Parks

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>						
Quality of facilities (picnic shelters, etc.)	47%	2	54%	2	0.2153	1
Appearance/maintenance of existing City parks	48%	1	57%	1	0.2077	2
<u>High Priority (IS .10-.20)</u>						
Number of City parks	35%	3	45%	4	0.1898	3
Quality of outdoor athletic fields	28%	4	51%	3	0.1348	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 were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of Washougal

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
The city's overall efforts to prevent crime	40%	1	58%	8	0.1672	1
<u>Medium Priority (IS <.10)</u>						
The visibility of police in the community	27%	2	67%	6	0.0884	2
Enforcement of local traffic laws	19%	3	58%	7	0.0806	3
Quality of animal control	14%	4	49%	9	0.0694	4
How quickly police respond to emergencies	12%	5	67%	5	0.0380	5
Parking enforcement services	6%	8	47%	10	0.0329	6
How quickly fire and rescue personnel respond	11%	6	77%	2	0.0253	7
Quality of local fire protection and rescue svcs.	10%	7	78%	1	0.0224	8
How quickly ambulance personnel respond	6%	9	73%	3	0.0149	9
Quality of local ambulance service	5%	10	71%	4	0.0139	10

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 were most important for the City to provide.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Washougal

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	34%	2	21%	6	0.2702	1
Efforts to keep you informed about local issues	40%	1	34%	3	0.2647	2
Availability of info about city programs/services	33%	3	37%	2	0.2054	3
<u>High Priority (IS .10-.20)</u>						
Timeliness of information provided by the city	14%	4	26%	5	0.1058	4
<u>Medium Priority (IS <.10)</u>						
City e-mail information update service	11%	5	27%	4	0.0781	5
Overall quality of the city's website	9%	6	40%	1	0.0558	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 were most important for the City to provide.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Washougal

Streets

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>						
Maintenance of major City streets	49%	1	49%	3	0.2474	1
Maintenance of streets in your neighborhood	40%	2	45%	4	0.2173	2
<u>High Priority (IS .10-.20)</u>						
Condition of sidewalks in the City	29%	3	45%	5	0.1584	3
Adequacy of City street lighting	25%	4	54%	2	0.1150	4
<u>Medium Priority (IS <.10)</u>						
Mowing & trimming along streets/other public areas	12%	5	59%	1	0.0504	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 were most important for the City to provide.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Washougal

Code Enforcement

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>						
Enforcing cleanup of litter/debris	51%	1	27%	4	0.3687	1
Enforcing mowing/trimming of grass/weeds	30%	3	28%	3	0.2167	2
Enforcing codes designed to protect public safety	33%	2	38%	1	0.2046	3
<u>High Priority (IS .10-.20)</u>						
Enforcing sign regulation	15%	4	36%	2	0.0928	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 were most important for the City to provide.

Satisfaction %:

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

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction 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. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

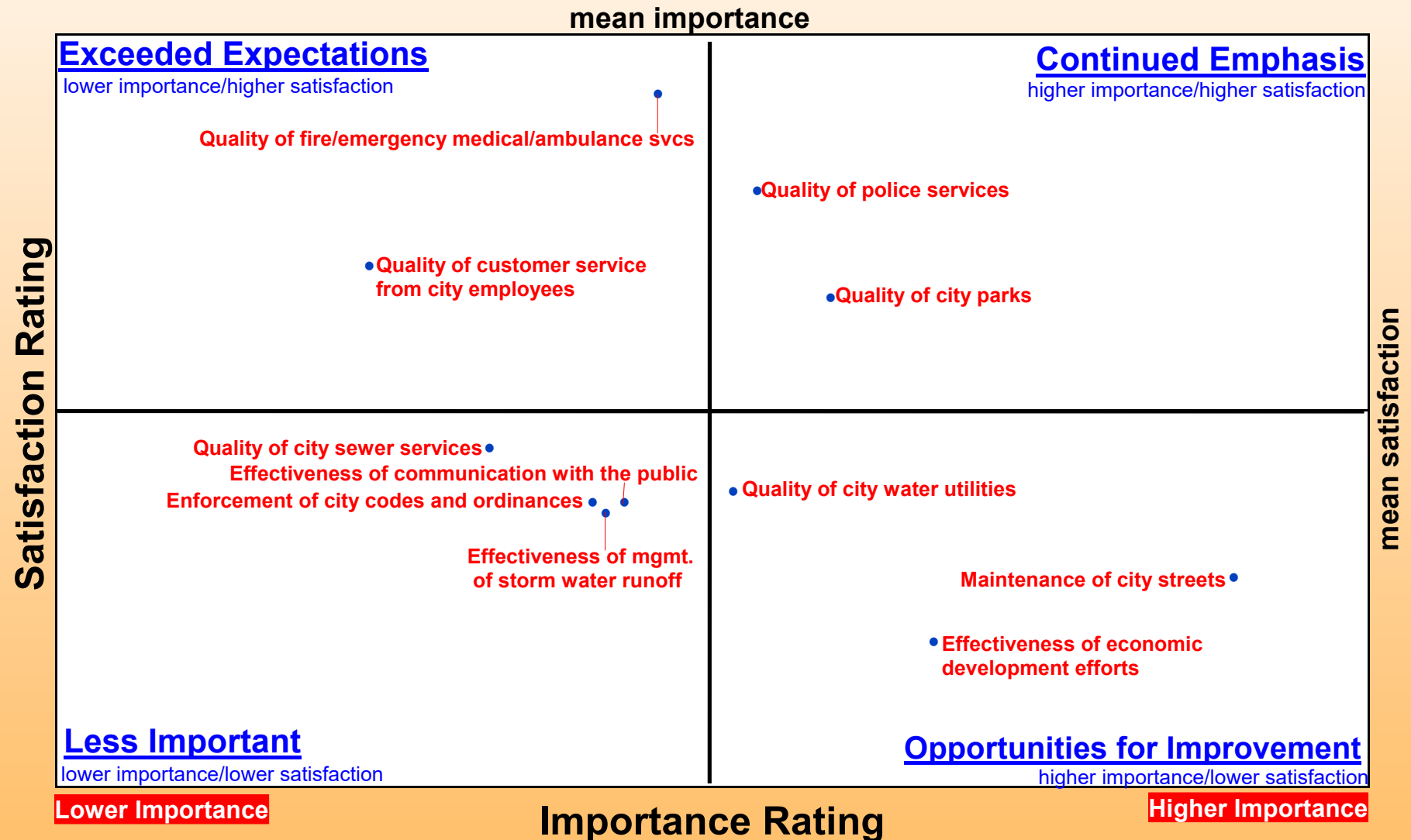
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Washougal are provided on the following pages.

2016 City of Washougal DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

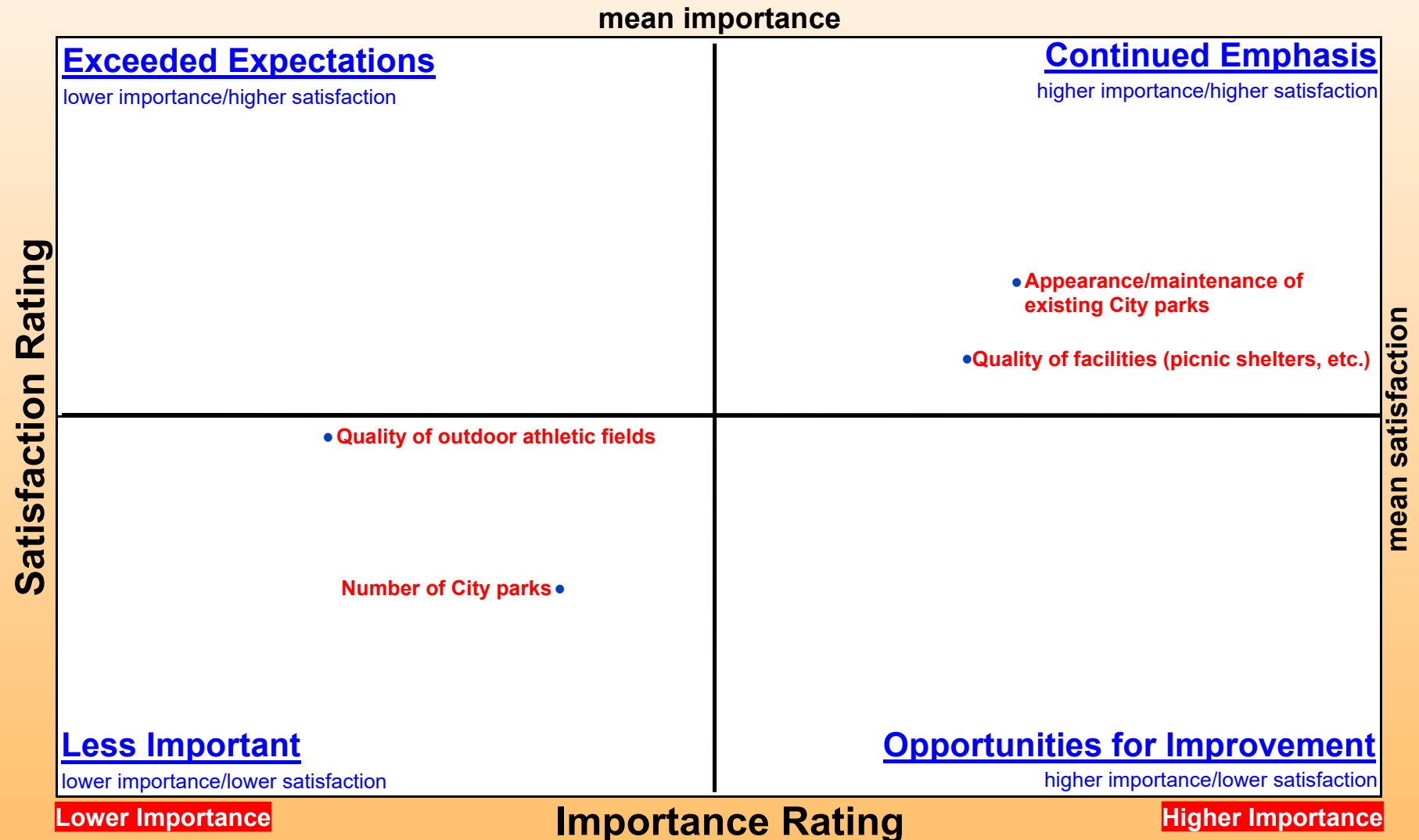


Source: ETC Institute (2016)

2016 City of Washougal DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

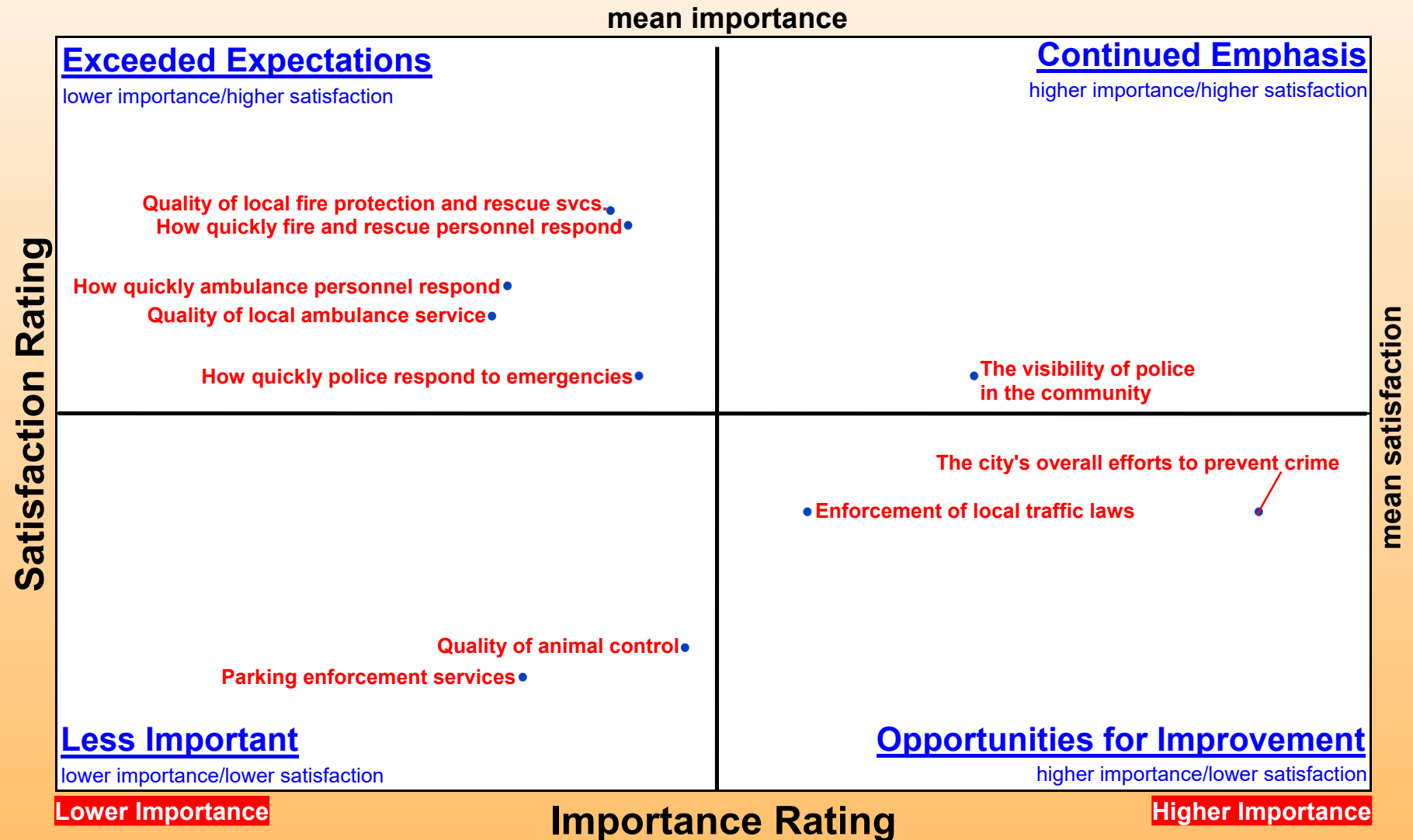


Source: ETC Institute (2016)

2016 City of Washougal DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

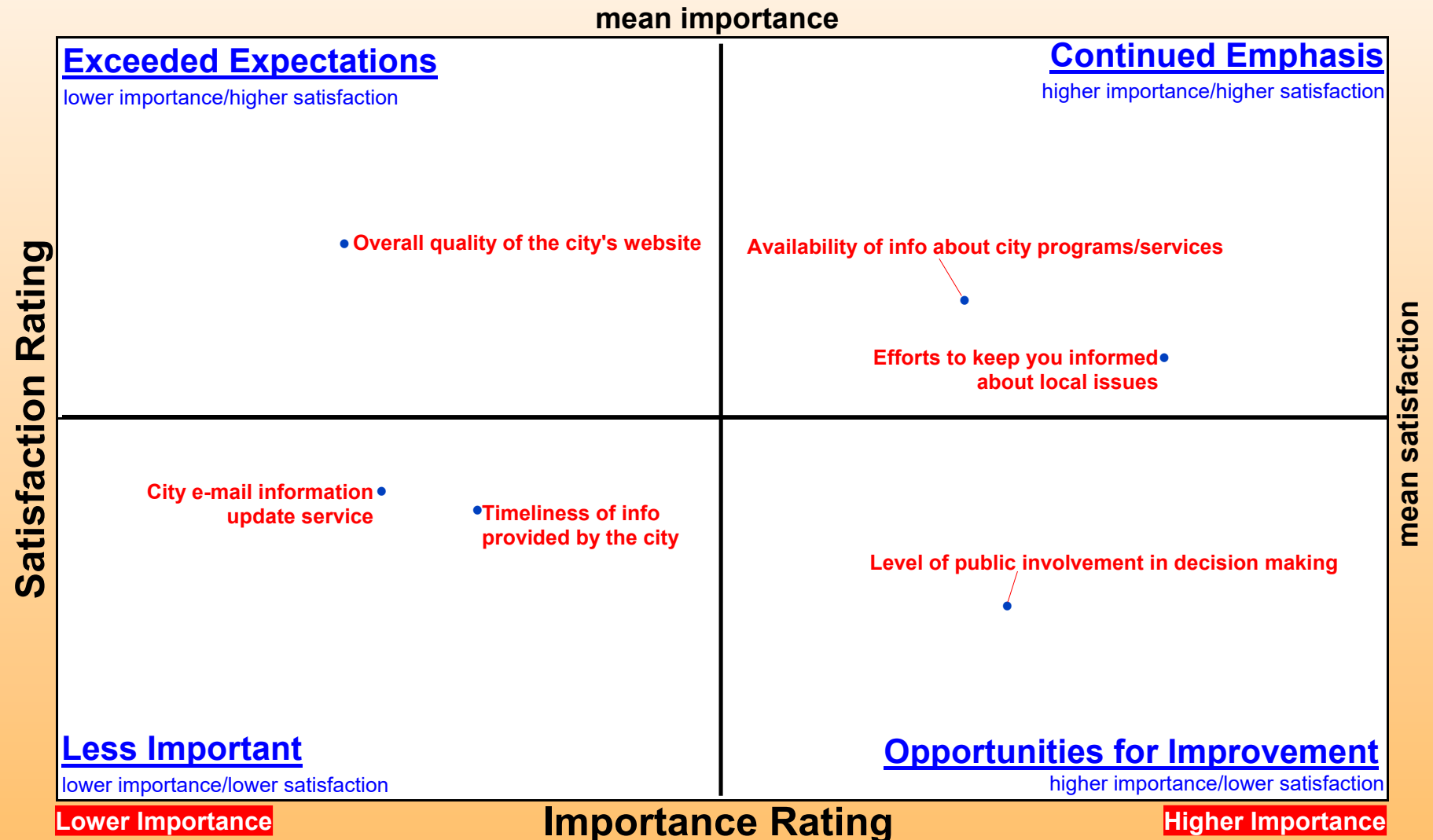


Source: ETC Institute (2016)

2016 City of Washougal DirectionFinder Importance-Satisfaction Assessment Matrix

-Communication-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

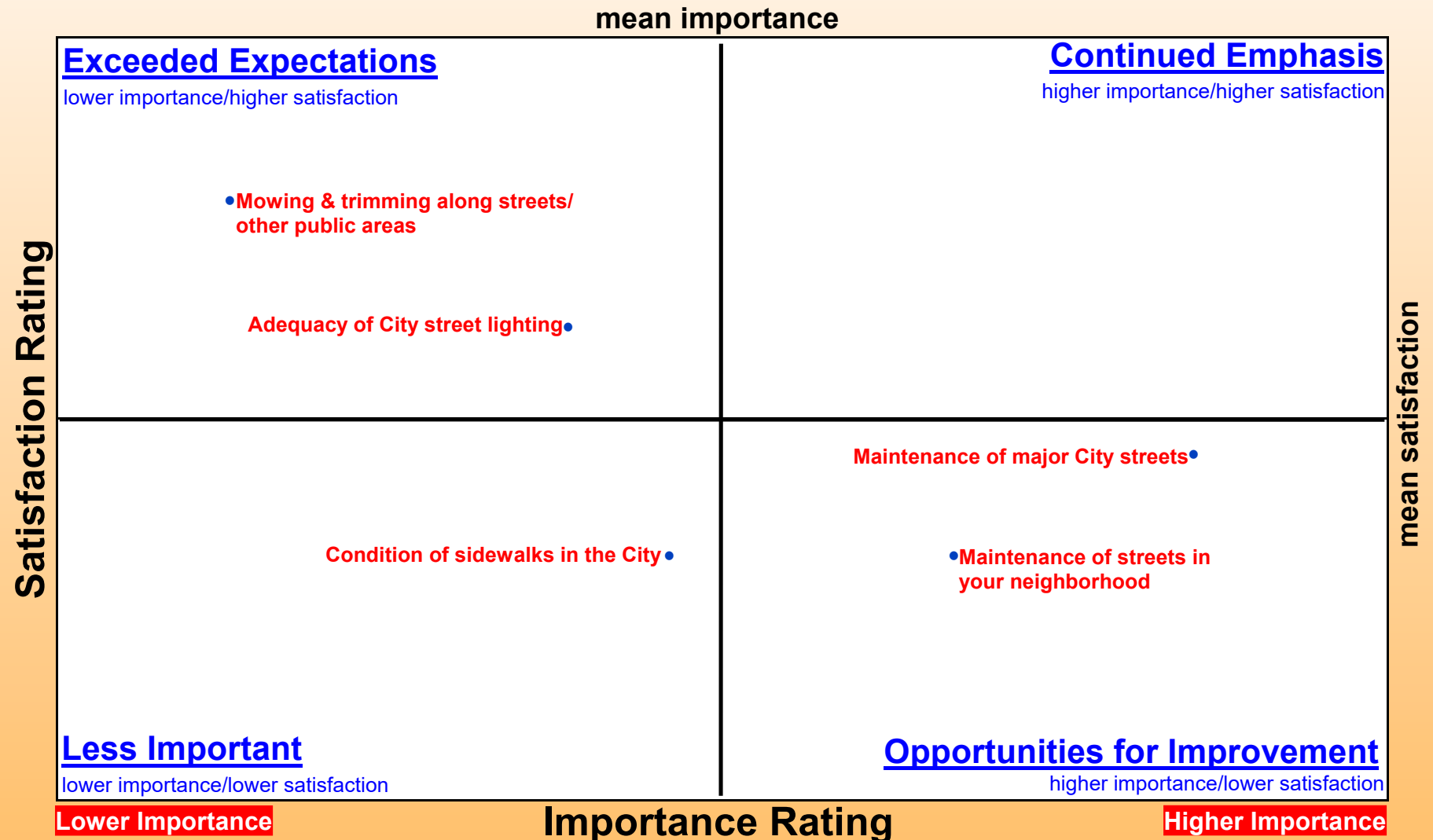


Source: ETC Institute (2016)

2016 City of Washougal DirectionFinder Importance-Satisfaction Assessment Matrix

-Streets-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

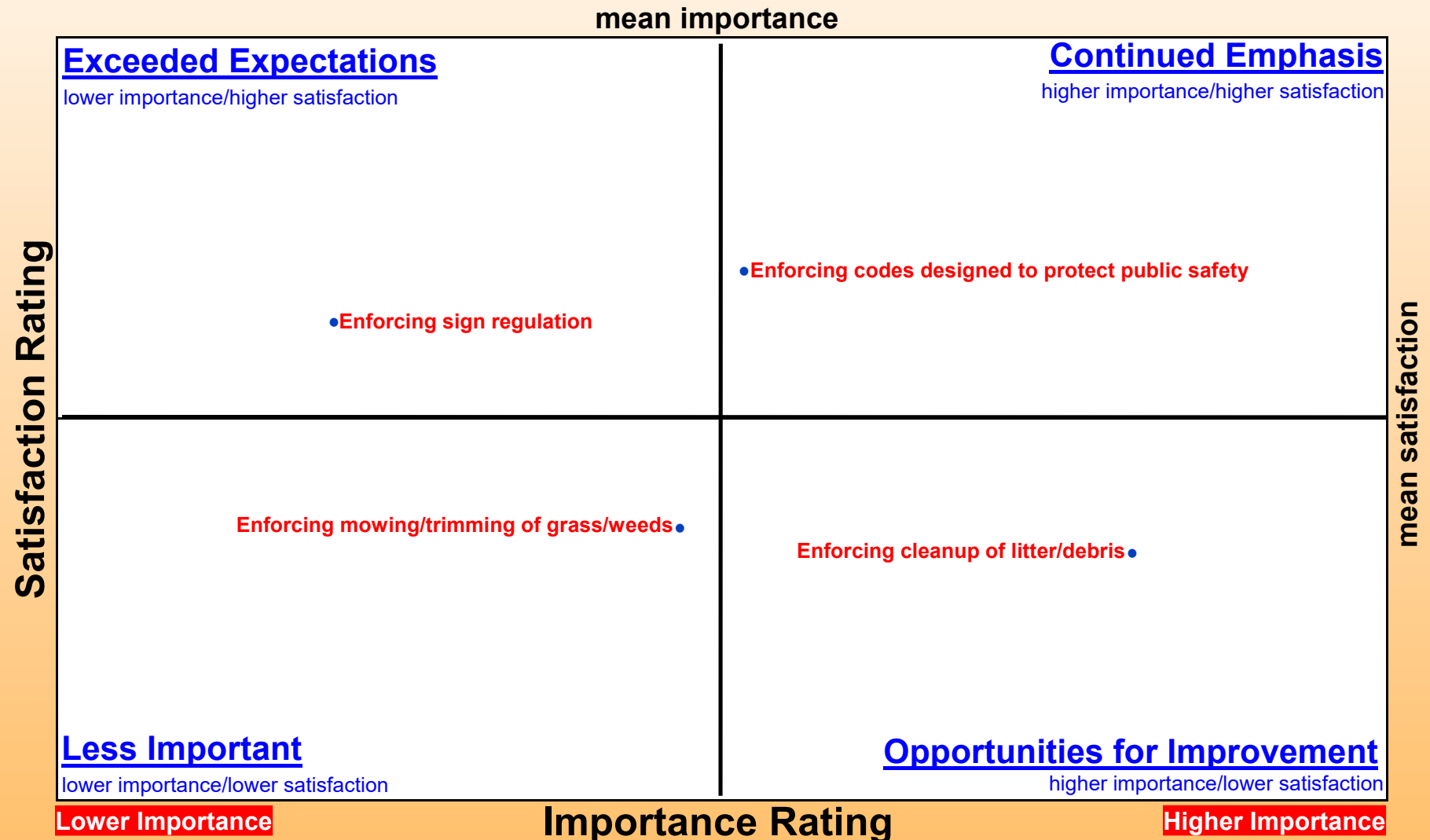


Source: ETC Institute (2016)

2016 City of Washougal DirectionFinder Importance-Satisfaction Assessment Matrix

-Code Enforcement-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2016)

Section 5: Tabular Data

Q1. Major categories of services provided by the City of Washougal 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Overall quality of police services	22.5%	42.0%	17.7%	4.7%	1.7%	11.5%
Q1-2. Overall quality of fire, emergency medical & ambulance services	29.7%	38.7%	13.8%	1.0%	0.5%	16.3%
Q1-3. Overall quality of city parks	14.8%	44.7%	24.5%	8.3%	2.5%	5.2%
Q1-4. Overall maintenance of city streets	8.0%	28.2%	26.3%	24.7%	10.8%	2.0%
Q1-5. Overall quality of city water utilities	10.7%	28.7%	26.2%	12.3%	9.2%	13.0%
Q1-6. Overall quality of city sewer services	10.2%	31.7%	29.2%	8.2%	5.7%	15.2%
Q1-7. Overall effectiveness of city management of storm water runoff	7.0%	29.5%	28.8%	12.5%	6.3%	15.8%
Q1-8. Overall enforcement of city codes & ordinances	7.3%	29.2%	30.0%	11.5%	5.0%	17.0%
Q1-9. Overall quality of customer service you receive from city employees	18.7%	37.7%	23.7%	4.0%	2.7%	13.3%
Q1-10. Overall effectiveness of city communication with the public	8.2%	32.3%	37.5%	10.0%	3.5%	8.5%
Q1-11. Overall effectiveness of city economic development efforts	6.3%	20.5%	36.7%	14.7%	7.3%	14.5%

WITHOUT DON'T KNOW

Q1. Major categories of services provided by the City of Washougal 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Overall quality of police services	25.4%	47.5%	20.0%	5.3%	1.9%
Q1-2. Overall quality of fire, emergency medical & ambulance services	35.5%	46.2%	16.5%	1.2%	0.6%
Q1-3. Overall quality of city parks	15.6%	47.1%	25.8%	8.8%	2.6%
Q1-4. Overall maintenance of city streets	8.2%	28.7%	26.9%	25.2%	11.1%
Q1-5. Overall quality of city water utilities	12.3%	33.0%	30.1%	14.2%	10.5%
Q1-6. Overall quality of city sewer services	12.0%	37.3%	34.4%	9.6%	6.7%
Q1-7. Overall effectiveness of city management of storm water runoff	8.3%	35.0%	34.3%	14.9%	7.5%
Q1-8. Overall enforcement of city codes & ordinances	8.8%	35.1%	36.1%	13.9%	6.0%
Q1-9. Overall quality of customer service you receive from city employees	21.5%	43.5%	27.3%	4.6%	3.1%
Q1-10. Overall effectiveness of city communication with the public	8.9%	35.3%	41.0%	10.9%	3.8%
Q1-11. Overall effectiveness of city economic development efforts	7.4%	24.0%	42.9%	17.2%	8.6%

Q2. Which THREE of the items listed in Question 1 above do you think should receive the most emphasis from city leaders over the next two years?

Q2. 1st choice	Number	Percent
Overall quality of police services	73	12.2 %
Overall quality of fire, emergency medical & ambulance services	41	6.8 %
Overall quality of city parks	51	8.5 %
Overall maintenance of city streets	158	26.3 %
Overall quality of city water utilities	65	10.8 %
Overall quality of city sewer services	15	2.5 %
Overall effectiveness of city management of storm water runoff	21	3.5 %
Overall enforcement of city codes & ordinances	16	2.7 %
Overall quality of customer service you receive from city employees	4	0.7 %
Overall effectiveness of city communication with the public	20	3.3 %
Overall effectiveness of city economic development efforts	90	15.0 %
None chosen	46	7.7 %
Total	600	100.0 %

Q2. Which THREE of the items listed in Question 1 above do you think should receive the most emphasis from city leaders over the next two years?

Q2. 2nd choice	Number	Percent
Overall quality of police services	43	7.2 %
Overall quality of fire, emergency medical & ambulance services	56	9.3 %
Overall quality of city parks	65	10.8 %
Overall maintenance of city streets	89	14.8 %
Overall quality of city water utilities	47	7.8 %
Overall quality of city sewer services	29	4.8 %
Overall effectiveness of city management of storm water runoff	45	7.5 %
Overall enforcement of city codes & ordinances	43	7.2 %
Overall quality of customer service you receive from city employees	15	2.5 %
Overall effectiveness of city communication with the public	40	6.7 %
Overall effectiveness of city economic development efforts	48	8.0 %
None chosen	80	13.3 %
Total	600	100.0 %

Q2. Which THREE of the items listed in Question 1 above 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 quality of police services	39	6.5 %
Overall quality of fire, emergency medical & ambulance services	27	4.5 %
Overall quality of city parks	63	10.5 %
Overall maintenance of city streets	61	10.2 %
Overall quality of city water utilities	36	6.0 %
Overall quality of city sewer services	26	4.3 %
Overall effectiveness of city management of storm water runoff	41	6.8 %
Overall enforcement of city codes & ordinances	43	7.2 %
Overall quality of customer service you receive from city employees	12	2.0 %
Overall effectiveness of city communication with the public	53	8.8 %
Overall effectiveness of city economic development efforts	74	12.3 %
<u>None chosen</u>	<u>125</u>	<u>20.8 %</u>
Total	600	100.0 %

Q2. Which THREE of the items listed in Question 1 above 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 quality of police services	155	25.8 %
Overall quality of fire, emergency medical & ambulance services	124	20.7 %
Overall quality of city parks	179	29.8 %
Overall maintenance of city streets	308	51.3 %
Overall quality of city water utilities	148	24.7 %
Overall quality of city sewer services	70	11.7 %
Overall effectiveness of city management of storm water runoff	107	17.8 %
Overall enforcement of city codes & ordinances	102	17.0 %
Overall quality of customer service you receive from city employees	31	5.2 %
Overall effectiveness of city communication with the public	113	18.8 %
Overall effectiveness of city economic development efforts	212	35.3 %
<u>None chosen</u>	<u>46</u>	<u>7.7 %</u>
Total	1595	

Q3. Several items that may influence your perception of the City of Washougal 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall quality of services provided by City of Washougal	7.7%	44.0%	33.8%	6.5%	1.3%	6.7%
Q3-2. Overall value that you receive for your city tax & fees	4.2%	22.8%	37.3%	21.0%	6.7%	8.0%
Q3-3. Overall image of the city	7.8%	33.8%	31.7%	19.7%	4.7%	2.3%
Q3-4. How well the city is managing growth & development	5.2%	25.0%	33.7%	20.5%	8.7%	7.0%
Q3-5. Overall quality of life in the city	13.7%	45.8%	24.5%	10.8%	2.0%	3.2%
Q3-6. Overall feeling of safety in the city	17.3%	47.2%	22.0%	8.7%	2.5%	2.3%
Q3-7. Availability of job opportunities	1.8%	10.8%	33.0%	23.2%	11.0%	20.2%
Q3-8. Overall quality of new development	4.7%	23.2%	37.8%	18.2%	6.7%	9.5%
Q3-9. Appearance of residential property in the city	4.2%	31.5%	36.3%	20.3%	5.3%	2.3%
Q3-10. Appearance of commercial property in the city	5.8%	32.3%	37.8%	17.3%	4.5%	2.2%

WITHOUT DON'T KNOW

Q3. Several items that may influence your perception of the City of Washougal 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall quality of services provided by City of Washougal	8.2%	47.1%	36.3%	7.0%	1.4%
Q3-2. Overall value that you receive for your city tax & fees	4.5%	24.8%	40.6%	22.8%	7.2%
Q3-3. Overall image of the city	8.0%	34.6%	32.4%	20.1%	4.8%
Q3-4. How well the city is managing growth & development	5.6%	26.9%	36.2%	22.0%	9.3%
Q3-5. Overall quality of life in the city	14.1%	47.3%	25.3%	11.2%	2.1%
Q3-6. Overall feeling of safety in the city	17.7%	48.3%	22.5%	8.9%	2.6%
Q3-7. Availability of job opportunities	2.3%	13.6%	41.3%	29.0%	13.8%
Q3-8. Overall quality of new development	5.2%	25.6%	41.8%	20.1%	7.4%
Q3-9. Appearance of residential property in the city	4.3%	32.3%	37.2%	20.8%	5.5%
Q3-10. Appearance of commercial property in the city	6.0%	33.0%	38.7%	17.7%	4.6%

Q4 (1-4). Satisfaction with Parks: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-1. Quality of facilities such as picnic shelters & playgrounds in city parks	9.3%	40.2%	25.8%	12.8%	2.7%	9.2%
Q4-2. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	9.3%	34.7%	28.5%	12.0%	2.8%	12.7%
Q4-3. Appearance & maintenance of existing city parks	11.0%	41.5%	27.3%	10.8%	2.7%	6.7%
Q4-4. Number of city parks	7.5%	34.2%	28.2%	16.8%	5.7%	7.7%

WITHOUT DON'T KNOW

Q4 (1-4). Satisfaction with Parks: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-1. Quality of facilities such as picnic shelters & playgrounds in city parks	10.3%	44.2%	28.4%	14.1%	2.9%
Q4-2. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	10.7%	39.7%	32.6%	13.7%	3.2%
Q4-3. Appearance & maintenance of existing city parks	11.8%	44.5%	29.3%	11.6%	2.9%
Q4-4. Number of city parks	8.1%	37.0%	30.5%	18.2%	6.1%

Q4 (1-4). Which TWO Parks and Recreation items do you think should receive the most emphasis from city leaders over the next two years?

Q4 (1-4). 1st choice	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in city parks	164	27.3 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	89	14.8 %
Appearance & maintenance of existing city parks	135	22.5 %
Number of city parks	103	17.2 %
None chosen	109	18.2 %
Total	600	100.0 %

Q4 (1-4). Which TWO Parks and Recreation items do you think should receive the most emphasis from city leaders over the next two years?

Q4 (1-4). 2nd choice	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in city parks	117	19.5 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	76	12.7 %
Appearance & maintenance of existing city parks	155	25.8 %
Number of city parks	104	17.3 %
None chosen	148	24.7 %
Total	600	100.0 %

Q4 (1-4). Which TWO Parks and Recreation items do you think should receive the most emphasis from city leaders over the next two years? (top 2)

Q4 (1-4). Sum of Top 2 Choices	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in city parks	281	46.8 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	165	27.5 %
Appearance & maintenance of existing city parks	290	48.3 %
Number of city parks	207	34.5 %
None chosen	109	18.2 %
Total	1052	

Q4 (5-14). Satisfaction with Public Safety: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-5. Visibility of police in the community	16.2%	48.7%	20.2%	9.7%	2.7%	2.7%
Q4-6. The city's overall efforts to prevent crime	11.5%	40.3%	25.8%	9.7%	3.0%	9.7%
Q4-7. Enforcement of local traffic laws	12.3%	42.2%	25.8%	11.3%	2.8%	5.5%
Q4-8. Parking enforcement services	9.2%	30.0%	35.3%	6.7%	2.2%	16.7%
Q4-9. How quickly police respond to emergencies	16.3%	35.3%	20.8%	2.7%	1.7%	23.2%
Q4-10. Overall quality of local fire protection & rescue services	24.0%	40.3%	16.2%	2.0%	0.3%	17.2%
Q4-11. How quickly fire & rescue personnel respond to emergencies	25.2%	33.3%	15.3%	1.3%	0.5%	24.3%
Q4-12. Quality of local ambulance service	20.3%	30.5%	18.5%	1.8%	0.3%	28.5%
Q4-13. How quickly ambulance personnel respond to emergencies	20.8%	30.3%	16.7%	1.8%	0.2%	30.2%
Q4-14. Quality of animal control	9.8%	30.3%	30.0%	7.8%	4.0%	18.0%

WITHOUT DON'T KNOW

Q4 (5-14). Satisfaction with Public Safety: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-5. Visibility of police in the community	16.6%	50.0%	20.7%	9.9%	2.7%
Q4-6. The city's overall efforts to prevent crime	12.7%	44.6%	28.6%	10.7%	3.3%
Q4-7. Enforcement of local traffic laws	13.1%	44.6%	27.3%	12.0%	3.0%
Q4-8. Parking enforcement services	11.0%	36.0%	42.4%	8.0%	2.6%
Q4-9. How quickly police respond to emergencies	21.3%	46.0%	27.1%	3.5%	2.2%
Q4-10. Overall quality of local fire protection & rescue services	29.0%	48.7%	19.5%	2.4%	0.4%
Q4-11. How quickly fire & rescue personnel respond to emergencies	33.3%	44.1%	20.3%	1.8%	0.7%
Q4-12. Quality of local ambulance service	28.4%	42.7%	25.9%	2.6%	0.5%
Q4-13. How quickly ambulance personnel respond to emergencies	29.8%	43.4%	23.9%	2.6%	0.2%
Q4-14. Quality of animal control	12.0%	37.0%	36.6%	9.6%	4.9%

Q4 (5-14). Which TWO Public Safety items do you think should receive the most emphasis from city leaders over the next two years?

Q4 (5-14). 1st choice	Number	Percent
Visibility of police in the community	87	14.5 %
The city's overall efforts to prevent crime	158	26.3 %
Enforcement of local traffic laws	61	10.2 %
Parking enforcement services	19	3.2 %
How quickly police respond to emergencies	30	5.0 %
Overall quality of local fire protection & rescue services	21	3.5 %
How quickly fire & rescue personnel respond to emergencies	19	3.2 %
Quality of local ambulance service	14	2.3 %
How quickly ambulance personnel respond to emergencies	13	2.2 %
Quality of animal control	44	7.3 %
None chosen	134	22.3 %
Total	600	100.0 %

Q4 (5-14). Which TWO Public Safety items do you think should receive the most emphasis from city leaders over the next two years?

Q4 (5-14). 2nd choice	Number	Percent
Visibility of police in the community	74	12.3 %
The city's overall efforts to prevent crime	81	13.5 %
Enforcement of local traffic laws	54	9.0 %
Parking enforcement services	18	3.0 %
How quickly police respond to emergencies	39	6.5 %
Overall quality of local fire protection & rescue services	40	6.7 %
How quickly fire & rescue personnel respond to emergencies	36	6.0 %
Quality of local ambulance service	15	2.5 %
How quickly ambulance personnel respond to emergencies	20	3.3 %
Quality of animal control	38	6.3 %
None chosen	185	30.8 %
Total	600	100.0 %

Q4 (5-14). Which TWO Public Safety items do you think should receive the most emphasis from city leaders over the next two years? (top 2)

Q4 (5-14). Sum of Top 2 Choices	Number	Percent
Visibility of police in the community	161	26.8 %
The city's overall efforts to prevent crime	239	39.8 %
Enforcement of local traffic laws	115	19.2 %
Parking enforcement services	37	6.2 %
How quickly police respond to emergencies	69	11.5 %
Overall quality of local fire protection & rescue services	61	10.2 %
How quickly fire & rescue personnel respond to emergencies	55	9.2 %
Quality of local ambulance service	29	4.8 %
How quickly ambulance personnel respond to emergencies	33	5.5 %
Quality of animal control	82	13.7 %
None chosen	134	22.3 %
Total	1015	

Q4 (15-20). Satisfaction with Communication: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-15. The availability of information about city programs & services	3.3%	28.7%	35.0%	15.7%	4.5%	12.8%
Q4-16. City efforts to keep you informed about local issues	4.5%	25.7%	35.5%	19.3%	5.0%	10.0%
Q4-17. Overall quality of the city's website	4.3%	24.5%	35.5%	6.2%	2.7%	26.8%
Q4-18. The level of public involvement in decision making	2.8%	13.5%	36.0%	20.0%	7.3%	20.3%
Q4-19. Timeliness of information provided by the city	2.7%	18.3%	41.0%	12.7%	5.3%	20.0%
Q4-20. City e-mail information update service	2.7%	14.5%	33.7%	7.2%	4.8%	37.2%

WITHOUT DON'T KNOW

Q4 (15-20). Satisfaction with Communication: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-15. The availability of information about city programs & services	3.8%	32.9%	40.2%	18.0%	5.2%
Q4-16. City efforts to keep you informed about local issues	5.0%	28.5%	39.4%	21.5%	5.6%
Q4-17. Overall quality of the city's website	5.9%	33.5%	48.5%	8.4%	3.6%
Q4-18. The level of public involvement in decision making	3.6%	16.9%	45.2%	25.1%	9.2%
Q4-19. Timeliness of information provided by the city	3.3%	22.9%	51.3%	15.8%	6.7%
Q4-20. City e-mail information update service	4.2%	23.1%	53.6%	11.4%	7.7%

Q4 (15-20). Which TWO Communication items do you think should receive the most emphasis from city leaders over the next two years?

<u>Q4 (15-20). 1st choice</u>	<u>Number</u>	<u>Percent</u>
The availability of information about city programs & services	128	21.3 %
City efforts to keep you informed about local issues	122	20.3 %
Overall quality of the city's website	27	4.5 %
The level of public involvement in decision making	111	18.5 %
Timeliness of information provided by the city	18	3.0 %
City e-mail information update service	34	5.7 %
<u>None chosen</u>	<u>160</u>	<u>26.7 %</u>
Total	600	100.0 %

Q4 (15-20). Which TWO Communication items do you think should receive the most emphasis from city leaders over the next two years?

<u>Q4 (15-20). 2nd choice</u>	<u>Number</u>	<u>Percent</u>
The availability of information about city programs & services	68	11.3 %
City efforts to keep you informed about local issues	119	19.8 %
Overall quality of the city's website	29	4.8 %
The level of public involvement in decision making	94	15.7 %
Timeliness of information provided by the city	68	11.3 %
City e-mail information update service	30	5.0 %
<u>None chosen</u>	<u>192</u>	<u>32.0 %</u>
Total	600	100.0 %

Q4 (15-20). Which TWO Communication items do you think should receive the most emphasis from city leaders over the next two years? (top 2)

<u>Q4 (15-20). Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
The availability of information about city programs & services	196	32.7 %
City efforts to keep you informed about local issues	241	40.2 %
Overall quality of the city's website	56	9.3 %
The level of public involvement in decision making	205	34.2 %
Timeliness of information provided by the city	86	14.3 %
City e-mail information update service	64	10.7 %
<u>None chosen</u>	<u>160</u>	<u>26.7 %</u>
Total	1008	

Q4 (21-25). Satisfaction with Street Maintenance: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-21. Maintenance of major city streets	6.2%	42.3%	20.3%	20.2%	8.8%	2.2%
Q4-22. Maintenance of streets in your neighborhood	8.2%	34.8%	18.5%	21.8%	12.3%	4.3%
Q4-23. Mowing & trimming along city streets & other public areas	11.3%	45.7%	26.0%	10.7%	3.0%	3.3%
Q4-24. Adequacy of city street lighting	8.7%	43.5%	28.3%	12.2%	3.7%	3.7%
Q4-25. Condition of sidewalks in the city	4.8%	37.5%	26.7%	17.5%	8.5%	5.0%

WITHOUT DON'T KNOW

Q4 (21-25). Satisfaction with Street Maintenance: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-21. Maintenance of major city streets	6.3%	43.3%	20.8%	20.6%	9.0%
Q4-22. Maintenance of streets in your neighborhood	8.5%	36.4%	19.3%	22.8%	12.9%
Q4-23. Mowing & trimming along city streets & other public areas	11.7%	47.2%	26.9%	11.0%	3.1%
Q4-24. Adequacy of city street lighting	9.0%	45.2%	29.4%	12.6%	3.8%
Q4-25. Condition of sidewalks in the city	5.1%	39.5%	28.1%	18.4%	8.9%

Q4 (21-25). Which TWO Street Maintenance items do you think should receive the most emphasis from city leaders over the next two years?

Q4 (21-25). 1st choice	Number	Percent
Maintenance of major city streets	200	33.3 %
Maintenance of streets in your neighborhood	127	21.2 %
Mowing & trimming along city streets & other public areas	26	4.3 %
Adequacy of city street lighting	66	11.0 %
Condition of sidewalks in the city	72	12.0 %
None chosen	109	18.2 %
Total	600	100.0 %

Q4 (21-25). Which TWO Street Maintenance items do you think should receive the most emphasis from city leaders over the next two years?

Q4 (21-25). 2nd choice	Number	Percent
Maintenance of major city streets	91	15.2 %
Maintenance of streets in your neighborhood	110	18.3 %
Mowing & trimming along city streets & other public areas	48	8.0 %
Adequacy of city street lighting	84	14.0 %
Condition of sidewalks in the city	101	16.8 %
None chosen	166	27.7 %
Total	600	100.0 %

Q4 (21-25). Which TWO Street Maintenance items do you think should receive the most emphasis from city leaders over the next two years? (top 2)

Q4 (21-25). Sum of Top 2 Choices	Number	Percent
Maintenance of major city streets	291	48.5 %
Maintenance of streets in your neighborhood	237	39.5 %
Mowing & trimming along city streets & other public areas	74	12.3 %
Adequacy of city street lighting	150	25.0 %
Condition of sidewalks in the city	173	28.8 %
None chosen	109	18.2 %
Total	1034	

Q4 (26-29). Satisfaction with Code Enforcement: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-26. Enforcing the cleanup of litter & debris on private property	4.2%	18.2%	29.2%	22.7%	10.0%	15.8%
Q4-27. Enforcing the mowing & trimming of grass & weeds on private property	3.7%	20.3%	32.8%	20.2%	7.2%	15.8%
Q4-28. Enforcing codes designed to protect public safety & health	4.5%	25.2%	36.2%	7.2%	4.8%	22.2%
Q4-29. Enforcing sign regulation	5.0%	22.7%	36.3%	8.7%	4.3%	23.0%

WITHOUT DON'T KNOW

Q4 (26-29). Satisfaction with Code Enforcement: 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=600)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-26. Enforcing the cleanup of litter & debris on private property	5.0%	21.6%	34.7%	26.9%	11.9%
Q4-27. Enforcing the mowing & trimming of grass & weeds on private property	4.4%	24.2%	39.0%	24.0%	8.5%
Q4-28. Enforcing codes designed to protect public safety & health	5.8%	32.3%	46.5%	9.2%	6.2%
Q4-29. Enforcing sign regulation	6.5%	29.4%	47.2%	11.3%	5.6%

Q4 (26-29). Which TWO Code Enforcement items do you think should receive the most emphasis from city leaders over the next two years?

Q4 (26-29). 1st choice	Number	Percent
Enforcing the cleanup of litter & debris on private property	217	36.2 %
Enforcing the mowing & trimming of grass & weeds on private property	38	6.3 %
Enforcing codes designed to protect public safety & health	116	19.3 %
Enforcing sign regulation	33	5.5 %
None chosen	196	32.7 %
Total	600	100.0 %

Q4 (26-29). Which TWO Code Enforcement items do you think should receive the most emphasis from city leaders over the next two years?

Q4 (26-29). 2nd choice	Number	Percent
Enforcing the cleanup of litter & debris on private property	86	14.3 %
Enforcing the mowing & trimming of grass & weeds on private property	143	23.8 %
Enforcing codes designed to protect public safety & health	82	13.7 %
Enforcing sign regulation	54	9.0 %
None chosen	235	39.2 %
Total	600	100.0 %

Q4 (26-29). Which TWO Code Enforcement items do you think should receive the most emphasis from city leaders over the next two years? (top 2)

Q4 (26-29). Sum of Top 2 Choices	Number	Percent
Enforcing the cleanup of litter & debris on private property	303	50.5 %
Enforcing the mowing & trimming of grass & weeds on private property	181	30.2 %
Enforcing codes designed to protect public safety & health	198	33.0 %
Enforcing sign regulation	87	14.5 %
None chosen	196	32.7 %
Total	965	

Q5. Where do you currently get news and information about city programs, services, and events?

Q5. Where do you currently get news & information about city programs, services, & events	Number	Percent
Camas-Washougal Post Record	289	48.2 %
Columbian	234	39.0 %
City website	163	27.2 %
Public meetings	33	5.5 %
City e-mail update service	76	12.7 %
Social Media: Facebook, Twitter	184	30.7 %
Other	109	18.2 %
Total	1088	

Q5. Other

<u>Q5. Other</u>	<u>Number</u>	<u>Percent</u>
WORD OF MOUTH	16	16.5 %
RIVER TALK	13	13.4 %
MAIL	5	5.2 %
MAILINGS	5	5.2 %
NEIGHBORS	4	4.1 %
NEIGHBORS & FRIENDS	3	3.1 %
TV	3	3.1 %
SCHOOL	3	3.1 %
FRIENDS	3	3.1 %
TV NEWS	2	2.1 %
FLYERS	2	2.1 %
PEOPLE	2	2.1 %
FROM FRIENDS AND RELATIVES	1	1.0 %
CNN.COM	1	1.0 %
EAST COUNTY NEWS	1	1.0 %
WHATEVER CITY MAILS	1	1.0 %
I DON'T RECEIVE ANY NEW INFO	1	1.0 %
WASHOUGAL COMMUNITY EDUCATION	1	1.0 %
AT THE CITY TO PAY THE CRAZY HIGH BILL	1	1.0 %
RADIO TALK	1	1.0 %
FLYERS POSTED AROUND TOWN	1	1.0 %
GOOGLE NEWS	1	1.0 %
LOCAL NEWSPAPERS	1	1.0 %
IN UTILITY BILLS	1	1.0 %
PAMPHLETS	1	1.0 %
CITY HALL	1	1.0 %
WORD OF MOUTH, MAILINGS	1	1.0 %
POST OFFICE NOTICE BOARD	1	1.0 %
WHEN I PAY THE BILL EVERY OTHER MONTH	1	1.0 %
PEOPLE WALKING	1	1.0 %
EAST COUNTY	1	1.0 %
GOOGLE	1	1.0 %
SPEAKING WITH FELLOW CITIZEN	1	1.0 %
TV/RADIO/MAIL	1	1.0 %
RIVER CITY	1	1.0 %
LOCAL NEWS	1	1.0 %
CUSTOMERS	1	1.0 %
NEWS	1	1.0 %
NEXT DOOR	1	1.0 %
TALKING TO OTHERS	1	1.0 %
TALKING TO CITY EMPLOYEES	1	1.0 %
MAIL FROM CITY	1	1.0 %
DOG PARK	1	1.0 %
BOARDS	1	1.0 %
SCHOOL FLYERS	1	1.0 %
PERSONAL CONTACTS	1	1.0 %
MEMBERS OF COMMUNITY	1	1.0 %
POSTAL MAILINGS	1	1.0 %
Total	97	100.0 %

Q6. From which TWO sources of information listed in Question 5 above would you prefer to get information from the City?

<u>Q6. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Camas-Washougal Post Record	114	19.0 %
Columbian	39	6.5 %
City website	81	13.5 %
Public meetings	12	2.0 %
City e-mail update service	147	24.5 %
Social Media (Facebook, Twitter)	67	11.2 %
Other	17	2.8 %
None chosen	123	20.5 %
Total	600	100.0 %

Q6. From which TWO sources of information listed in Question 5 above would you prefer to get information from the City?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Camas-Washougal Post Record	58	9.7 %
Columbian	71	11.8 %
City website	110	18.3 %
Public meetings	17	2.8 %
City e-mail update service	74	12.3 %
Social Media (Facebook, Twitter)	77	12.8 %
Other	11	1.8 %
None chosen	182	30.3 %
Total	600	100.0 %

Q6. From which TWO sources of information listed in Question 5 above would you prefer to get information from the City? (top 2)

<u>Q6. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Camas-Washougal Post Record	172	28.7 %
Columbian	110	18.3 %
City website	191	31.8 %
Public meetings	29	4.8 %
City e-mail update service	221	36.8 %
Social Media (Facebook, Twitter)	144	24.0 %
Other	28	4.7 %
None chosen	123	20.5 %
Total	1018	

Q7. The City is currently evaluating the land use plan for the Urban Growth Areas (UGA) to the northwest (NW UGA) and northeast (NE UGA) of the City as it plans for what these areas might look like in 2035. What types of land uses (homes, offices, commercial or other employment uses, and amenities) do you envision in the NW UGA and NE UGA areas of Washougal in the year 2035?

Q7. What types of land uses do you envision in the NW
UGA & NE UGA areas in the year 2035

	Number	Percent
Homes	258	43.0 %
Large lot homes	252	42.0 %
Offices	86	14.3 %
Neighborhood commercial	214	35.7 %
Commercial/other employment uses	205	34.2 %
Other	72	12.0 %
Total	1087	

Q7. Other

<u>Q7. Other</u>	<u>Number</u>	<u>Percent</u>
PARKS	15	22.7 %
AFFORDABLE APARTMENTS/HOUSING	2	3.0 %
OPEN SPACE-UNDEVELOPED	1	1.5 %
MORE RESTAURANTS	1	1.5 %
COMERCIAL KID & FAMILY REC CENTERS	1	1.5 %
NO MORE GROWTH UNTIL ADDING LIVING WAGE JOBS	1	1.5 %
LOW INCOME HOUSING	1	1.5 %
OPEN AREAS/PARKS	1	1.5 %
CITY TO USE LESS TIME VISITING & MORE COMMON SENSE CONSIDERING INFLUX OF TAX	1	1.5 %
MORE PLACES TO TAKE YOUR DOG FOR EXERCISE & SOCIALIZING	1	1.5 %
I DON'T WANT ANY GROWTH IN THE AREA	1	1.5 %
DON 'T HAVE ENOUGH PARKS & RECREATION AREA FOR REDSIDENTS	1	1.5 %
AFFORDABLE HOUSING	1	1.5 %
PARKS, FAMILY PLACES	1	1.5 %
GROCERY STORE	1	1.5 %
NATURAL AREAS	1	1.5 %
RECREATION, PARKS, OFF LEASH DOG PARK	1	1.5 %
I WOULD LIKE SOME KIND OF RECREATIONAL AREA LIKE FIRSTENBURG	1	1.5 %
COMMUNITY CENTERS, GYMS, KIDS SAFE PLAY PLACES	1	1.5 %
I WOULD LIKE TO SEE MORE OR A LARGER WATERFRONT PARK(S)	1	1.5 %
OPEN GREEN SPACE	1	1.5 %
RURAL	1	1.5 %
PARKS AND RECREATION	1	1.5 %
FARM GARDEN COMMUNITY	1	1.5 %
MIXED USE	1	1.5 %
LIMIT ROADS	1	1.5 %
ANOTHER GROCERY STORE THAN SAFEWAY	1	1.5 %
RESTAURANTS	1	1.5 %
REC BLDG FOR SPAS, WORKOUTS, YMCA	1	1.5 %
OPEN SPACE-AG	1	1.5 %
LARGE BOX STORE	1	1.5 %
RECREATIONAL FACILITIES	1	1.5 %
PARKS/REC SPACE	1	1.5 %
PARKS, NUMBER OF HOMES	1	1.5 %
RETAIL	1	1.5 %
PARKS/OPEN AREAS	1	1.5 %
MORE AFFORDABLE APARTMENTS	1	1.5 %
PARKS & OPEN SPACE	1	1.5 %
DOG PARK	1	1.5 %
LARGE DRAW STORES	1	1.5 %
CHURCHES AS NEEDED	1	1.5 %
WILDLIFE REASEARCH FACILITY	1	1.5 %
PORT DEVELOPMENT	1	1.5 %
HIGH TECH	1	1.5 %
YOUTH FACILITIES AND AN OUTLET MALL LIKE WOODBURN	1	1.5 %
RECREATIONAL	1	1.5 %
RECREATIONAL AREAS(TRAILS, PARKS AND COURTS)	1	1.5 %
WILDERNESS/FARMS	1	1.5 %
PRESERVE AS IS	1	1.5 %
WATER SHED FOREST	1	1.5 %
DO NOT DEVELOP	1	1.5 %
Total	66	100.0 %

Q7-2. What land uses would you rather not see in the NW UGA and the NE UGA by 2035?

- COMMERCIAL
- MULTIPLE HOUSING I.E. APARTMENTS, CONDOS AND SMALL LOT (5000 SQ FOOT OR LESS) RESIDENTS. THIS CITY ISN'T KEEPING UP WITH SERVICES NOW..POLICE AND CODE ENFORCEMENT COME TO MIND. THIS KIND OF GROWTH PUTS MORE STRAIN ON WASHOUGAL
- COMMERCIAL
- FACTORIES THAT SMELL OR BRING DOWN VALUE BY POLLUTION
- HOMES AND LARGE LOT HOMES
- OFFICES
- HEAVY INDUSTRIAL.
- MORE HOMES, WE NEED COMMERCIAL/RETAIL AND ENTERTAINMENT...REASONS TO KEEP CITIZENS IN WASHOUGAL AND NOT SPEND THEIR MONEY ELSEWHERE
- NEIGHBORHOOD COMMERCIAL
- HOMES, DON'T WANT MORE TRAFFIC.
- I AM SORRY - I HAVE NOT SEEN THE PLAN TO COMMENT. BUT - WE WILL NEED ALL THE ABOVE IN A WELL LAID OUT PLAN. IT IS VERY IMPORTANT TO SPEND THE TIME TO DO IT RIGHT
- IMPROVE WHAT WE HAVE. REDUCE URBAN AND SUBURBAN SPRAWL. EFFECTIVELY MANAGE, MAINTAIN, AND DEVELOP EXISTING SPACE.
- LARGE LOTS
- APARTMENTS, MASS HOUSING AND DON'T TAKE OUT ALL THE TREES WHEN DESIGNING NEIGHBORHOODS.
- "LENGTHY COAL/OIL/HAZARDOUS WASTE TRAINS COMING THROUGH THE CITY.
- NEIGHBORHOOD COMMERCIAL."
- OFFICES
- INDUSTRIAL LAND CLEARANCE.
- I WOULD LIKE WASHOUGAL TO STAY A SMALL TOWN
- BUS STATION ON SUNSET RIDGE
- INDUSTRIAL
- AMUSEMENT PARKS, DUMPS,
- KEEP WASHOUGAL A NEIGHBORHOOD NOT A CITY WITH LARGE FACTORIES AND WAREHOUSES.
- I WOULD RATHER NOT SEE MORE HOUSING THAT IS OUT OF PRICE FOR THE MAJORITY OF LOCAL RESIDENTS.
- HIGH DENSITY HOUSING
- NEIGHBORHOOD COMMERCIAL.
- SEWAGE AND WATER TREATMENT FACILITIES.
- HIGH DENSITY RESIDENTIAL
- APARTMENT AND TRAILER PARKS
- MORE BUSINESSES
- COMMERCIAL OFFICES
- STRIP MALLS, LOW END COMMERCIAL (TATTOO PARLORS, ETC)
- WASTE FACILITIES, MANUFACTURING COMPANIES, OR LAND MINES
- NEIGHBORHOOD COMMERCIAL
- OFFICES
- NO MORE HOUSING DEVELOPMENTS , ESPECIALLY SMALL LOT DEVELOPMENTS .THAT ONLY FILL THE DEVELOPERS POCKETS ,AND OVER CROWD ARE STREETS AND SCHOOLS
- INDUSTRIAL
- INDUSTRIAL
- LOW INCOME HOUSING
- OFFICES
- COMMERCIAL
- I AM NOT SURE WHAT AREAS YOU ARE ASKING ABOUT....COUNTRY OR CITY
- I DON'T HAVE ENOUGH INFORMATION TO ANSWER THESE QUESTIONS.

Q7-2. What land uses would you rather not see in the NW UGA and the NE UGA by 2035? (cont.)

- ANY DEVELOPMENT THAT DENUDES THE LANDSCAPE OF TREES AND NATURAL AREAS, SUCH AS THE HOUSING DEVELOPMENT ON THE RIDGE NORTH OF TOWN.
- LARGE LOT HOMES
- NO MORE HOUSING DEVELOPMENTS. APARTMENTS ARE NEEDED. MORE RETAIL SPACE AND OFFICE SPACE FOR COMPANIES TO COME INTO WASHOUGAL.
- HIGH DENSITY HOUSING
- INDUSTRIAL
- COMMERCIAL
- A LABYRINTH OF SHOPPING MALLS LIKE VANCOUVER
- I DON'T WANT MORE OFFICES. WE NEED MORE AFFORDABLE HOUSING.
- LARGE LOT HOMES
- "TIGHT" HOMES OR STACKED APARTMENTS WITH LACK OF OFF STREET PARKING....
- APARTMENTS
- LARGE COMMERCIAL WAREHOUSES
- LARGE COMMERCIAL DEVELOPMENT
- "TOO MUCH MULTI-DWELLING!
- TOO MUCH MULTI-DWELLING IN THE WRONG AREAS ONLY WRECKS THE REST OF THE NEIGHBORHOOD- NOT ENOUGH PARKING, TOO MANY CARS CLOGGING UP NEIGHBORHOOD-WIDTH STREETS.
- PDX HAS MADE IT CLEAR THEY WANT NO CARS AND EVERYONE CRAMMED INTO MULTI DWELLINGS REGARDLESS OF THEIR LIFESTYLE. SHAME ON THEM.
- -WE ARE NOT THEM.- WE APPRECIATE BOTH THE RESPONSIBILITY AND PLEASURE OF SIGNIFICANT HOME OWNERSHIP. AND TO THAT END, WE ALSO DESERVE MAX RETURN ON INVESTMENT.
- MEDIA REPORTS THAT PDX IS GOING CRAZY WITH REAL ESTATE. VANCOUVER IS ""GOING UPSCALE"". TO THAT END, WE SHOULD OFFER A MORE UPSCALE AND DESIRABLE AREA. NOT CHEAP THROW TOGETHER MULTI- HOUSING UNITS BROUGHT ON BY CHEAP DEVELOPERS, THAT CONTRIBUTE NOTHING IN TAX REVENUE IN THE LONG-RUN. NO CRAMMING. NO CRAMMING OF SINGLE HOMES ON LAND. SOME OF US HAVE PAID PREMIUM HOME PRICES FOR A VIEW ONLY THIS AREA CAN OFFER. ONLY TO HAVE THAT TAKEN AWAY BY CRAMMING DEVELOPERS AND THIS OF YOU IN OFFICE WHO ALLOW IT.
- STOP IT- THERE ARE LOTS OF ALTERNATIVES IN THIS AREA ALONE! "
- WASHOUGAL RIVER BOAT RAMP
- WHATEVER WILL HAVE THE LEAST NEGATIVE IMPACT ON THE WASHOUGAL RIVER. THE BUILDING OVER THE LAST 10 YEARS HAS CHANGED THE WATER QUALITY SO DRASTICALLY THAT WE WON'T GO IN IT ANY LONGER....AND WE LIVE ON IT'S BANKS.
- I DON'T KNOW ENOUGH ABOUT THIS TO ANSWER.
- COMPACT NEIGHBORHOODS WITH NO YARDS AND LACK OF VEGETATION.
- COMMERCIAL AND INDUSTRIAL
- SMALL LOTS BIG HOUSES, TOWN HOUSES(LOOK OUT RIDGE IS A MESS, OVER CROWDED NARROW STREETS) TOO MUCH DEVELOPMENT NEED MORE QUALITY JOBS
- SOME BIGGER PARKS AND POLICE TO ENFORCE TEEN USAGE OF DRUGS AND ALCOHOL DRINKING AT LOCAL PARKS AND STEAM BOAT DOCKS/PARKS.
- ANY COMMERCIAL. WE HAVE ENOUGH COMMERCIAL BLDGS/SPACES SITTING EMPTY WITHOUT BUILDING MORE.
- COMMERCIAL
- ROUND-A-BOUNTS!!! NO ONE LIKES THEM!!!!!!
- HEAVY INDUSTRY, DENSE RESIDENTIAL
- "COMMERCIAL
- DEVELOPMENTS"
- COMMERCIAL
- INDUSTRIAL, CORPORATIONS, OFFICE BUILDINGS
- APARTMENTS

Q7-2. What land uses would you rather not see in the NW UGA and the NE UGA by 2035? (cont.)

- NONE. WE WOULD LIKE TO SEE A FARMERS MARKET REGULARLY WITH LOCAL PRODUCE.
- NE UGA
- TRACT HOMES, SMALL LOT NEIGHBORHOODS
- CONDOS AND APARTMENTS
- WE NEED MORE RESTAURANTS AND SHOPPING CHOICES. RENOVATING DOWNTOWN TO MIRROR CAMAS DOWNTOWN WOULD BE GREAT, TOO.
- NEIGHBORHOOD COMMERCIAL
- "AUTOMOBILE SALES
- TRAILER SALES"
- MARIJUANA STORES
- LARGE CORPORATE ESTABLISHMENTS, LARGE POORLY MADE SUBDIVISIONS.
- TIGHTLY GROUPED NEW NEIGHBORHOOD HOUSING
- COMMERCIAL
- LARGE MULTI-FAMILY UNITS
- INDUSTRIAL OTHER THAN AT THE OR ON THE RIVER FRONTAGE
- BOX STORES
- SMALL LOT HOUSING
- NO NEIGHBORHOOD COMMERCIAL
- LOW INCOME
- SOMETHING OVERLY RITZY. IT IS A SMALL TOWN, SO HAVING A HUGE STATE-OF-THE-ART BUSINESS, OR SUPER EXPENSIVE HOMES WOULDN'T REALLY FIT.
- I DON'T WANT TO SEE BIG CORPORATIONS COME INTO THE CITY. JUST AS NESTLE IS TRYING TO DO EAST OF US.
- NO MORE INDUSTRIAL SITES THAT ARE VISIBLE FROM HWY 14.
- PROCESSING PLANTS
- "HIGH DENSITY HOUSING AND MAYBE LIMIT THE NUMBER OF BREW PUBS AND MICROBREWERYIES.
- IN ADDITION AS PARCELS BECOME AVAILABLE IN THE DOWNTOWN AREA LOOK TO KEEP THE HISTORIC FLAVOR OF OLD TOWN WASHOUGAL (E.G. CAMAS AND SPOKANE)"
- COMMERCIAL SERVICES THAT WILL EMPLOY THE RESIDENTS AND MORE APARTMENTS, THE RENT FOR THE ONES HERE ARE WAY TO HIGH.
- TALL COMMERCIAL PROPERTIES
- NO COMMERCIAL, LEAVE LAND AND TREES TO PRESERVE BEAUTY
- MARIJUANA STORES, AIR OR NOISE PRODUCING MANUFACTURING
- NEIGHBORHOODS
- "LARGE COMMERCIAL.
- SMALL STORE OR RESTAURANT WOULD BE OK"
- OFFICES
- NEIGHBORHOOD COMMERCIAL, BUSINESSES OTHER THAN HOME BASED THAT CAN BE HIDDEN WITHIN HOME. LARGE BUSINESS/FACTORIES,
- USES THAT WOULD GREATLY INCREASE TRAFFIC ON TWO-LANE STREETS, OR THAT WOULD CREATE AIR OR WATER POLLUTION
- COMMERCIAL
- "COMMERCIAL DEVELOPMENT
- HIGH DENSITY HOUSING"
- OFFICES
- PROTECTION OF NATURAL AREAS
- INDUSTRIAL OR COMMERCIAL
- HIGH DENSITY HOMES.
- ANYTHING THAT POLLUTES OR CREATES EXCESSIVE NOISE

Q7-2. What land uses would you rather not see in the NW UGA and the NE UGA by 2035? (cont.)

- MORE ROW HOUSING
- COOKIE CUTTER HOMES AND SQUEEZING TOWNHOUSES AND APARTMENTS INTO AREAS THAT CAN'T SUPPORT SUCH LARGE POPULATION GROWTHS!
- THANK YOU I HOPE YOU ARE WELL A NICE DAY SILVIA
- WASTE DISPOSAL / NEIGHBORHOOD COMMERCIAL AND COMMERCIAL/OTHER EMPLOYMENT USES.
- MASS APARTMENTS UNITS
- I WOULD LIKE TO SEE DEVELOPMENT IN RETAIL OPPORTUNITIES, HOWEVER, NOT TYPICAL COMMERCIAL, BUT UNIQUE OPTIONS THAT CAN SHOW CASE WASHOUGAL.
- HIGH DENSITY CONDOS/APARTMENTS
- CONGESTED HOUSING DEVELOPMENTS; STRIP MALLS
- TRACT HOMES
- HEAVY INDUSTRIAL
- I DO NOT WANT OVERCROWDING AND DEVELOPING
- 2 LARGE LOT HOMES
- TRACT HOME DEVELOPMENT NO ONE CAN AFFORD IN THIS ECONOMY
- OFFICES, LARGE LOT HOMES
- OFFICES
- COMMERCIAL
- FARM LAND
- INDUSTRIAL
- DOG PARKS
- LIQUOR STORES, TOO MANY BUILDINGS
- BARS
- KEEP IT RURAL. MINIMUM 5 ACRE PARCELS
- HOUSING
- COMMERCIAL
- KEEP COMMERCIAL DEVELOPMENT IN THE PORT OF WASHOUGAL.
- NO MORE SECTION 8 HOUSING CONCENTRATED DOWNTOWN.
- APARTMENTS
- TRAILERS, MORE BARS, MORE "NON-LOCAL" SHOPS. WE LIKE TO SHOP LOCALLY AND PAY IT FORWARD.
- APARTMENTS, SMALL HOMES WITH SMALL LOTS. REZONE RESIDENTS TO COMMERCIAL.
- BPA, INDUSTRY THAT WOULD TAKE AWAY FROM THE NATURAL BEAUTY.
- WASTE AND DISPOSAL...RECYCLE.
- HOMES
- MORE HOUSES
- LARGE LOT HOMES
- KEEP IT COUNTRY LIVING/PLANT GARDENS INSTEAD OF BUILDINGS/CROPS PLEASE, FEED THE HUNGRY
- APTS, HOUSES SO CLOSE, PARKING ON STREETS
- THE WASHOUGAL BUS YARD I WOULD VERY MUCH HAVE THIS ON THE WESTSIDE OF WASHOUGAL
- JUST TOO MUCH OVER DEVELOPMENT
- MORE HOUSING DEVELOPMENTS WITH ZERO CITY SERVICES, BUS, SIDEWALKS
- NEIGHBORHOOD COMMERCIAL
- I'M GOOD WITH ALL GROWTH MINUS DRUGS
- MORE LOW INCOME APARTMENTS. JUST NOT ENOUGH
- WE NEED A LAGER BUSINESS TAX BASE
- MORE EMPTY COMMERCIAL BUILDINGS
- I AM TIRED OF THE CITY'S UNEVEN TREATMENT OF COMMERCIAL PROPERTIES OF THE URBAN DEVELOPMENT OF THE DOWNTOWN AREA WHILE E STREET BUSINESS ARE IGNORED

Q7-2. What land uses would you rather not see in the NW UGA and the NE UGA by 2035? (cont.)

- NE UGA CONDOS AND APTS NO INDUSTRIAL/OFFICES/COMMERCIAL
- COMMERCIAL/OFFICES
- INDUSTRIAL
- OFFICES
- LARGE LOT HOMES
- SUBDIVISIONS
- LARGE COMMERCIAL PROPERTIES WITH EXPOSED EQUIPMENT
- BIG INDUSTRY, APARTMENTS, CONDOS/ OTHER LIVING COMPLEXES EXCEPT SENIOR LIVING AFFORDABLE
- OFFICES/LARGE LOTS HOMES
- LANDFILL OR PULP MILL
- LARGE LOT HOMES
- INDUSTRIAL
- MORE DEVELOPMENT, NARROWING E STREET FOR BICYCLES, VERY DUMB
- INDUSTRIAL
- FACTORIES
- NO APARTMENT BUILDINGS, NO TWO TYPE, SMALL LOT HOMES
- NO APARTMENTS, NO RENTALS
- NO MULTI FAMILY LOW INCOME HOMES NO INDUSTRY
- PROJECTS WITHOUT SUFFICIENT FUNDING
- LOW INCOME SMALL LOT HOUSING
- COMMERCIAL
- INDUSTRY, THE PORT IS JUST FINE FOR THAT PURPOSE
- IF MULTI FAMILY IS INVOLVED MAKE SURE THERE IS A ADEQUATE PARKING. LOOKOUT RIDGE DOES NOT HAVE ENOUGH AS THIS IS A CAR DEPENDENT AREA
- E ST
- PUT IN A FRED MEYER
- TOO MANY BIG BUSINESSES
- SMALL LOT HOMES/CONDOS/APARTMENTS
- INTENSIVE BUSINESS SPARKS
- STOP OVER POPULATION, QUIT BUILDING HOUSES
- INDUSTRIAL
- HOMES
- LEAVE IT AS WOODS
- COMMERCIAL GROWTH
- LAW OFFICE BUILDINGS
- NO APTS
- WAL-MART
- FACTORIES/POWER LINE
- BARS, TAVERNS
- INDUSTRIAL
- HIGH DENSITY HOUSING
- NO MORE ADDING NEW HOMES
- BOX TYPE APARTMENTS AND CONDOS
- COMMERCIAL
- THIS CITY NEEDS TO ATTRACT BUSINESS AND ZONE PROPERTY ACCORDINGLY
- COMMERCIAL DEVELOPMENT
- LARGE BOX STORES
- THIS QUESTION IS SILLY UNTIL WE HAVE ANOTHER OVERPASS ACROSS RR TRACKS. ROUNDABOUTS DON'T GET PEOPLE ACROSS TRACKS!

Q7-2. What land uses would you rather not see in the NW UGA and the NE UGA by 2035? (cont.)

- INDUSTRIAL
- LOW-INCOME APARTMENTS ON ADDY
- INDUSTRIAL
- LARGE CORPORATIONS
- NO COMMERCIAL NE NEAR WATERFRONT EAST OF LEWIS & CLARK, & NO FURTHER DEVELOPMENT THAT ERODES INTO PARK
- MORE SINGLE FAMILY DWELLINGS. TOO MANY SIT EMPTY. ALSO SMOKE SHOPS, LIQUOR STORES, ETC.
- LARGE COMMERCIAL SITES
- I WOULD PREFER TO NOT SEE OVER DEVELOPMENT WITH OFFICE BUILDINGS OR INDUSTRIAL USE OR FOR DUMPING.
- MORE PARKS/OUTDOOR SPACES, LESS STORES
- HOMES, LARGE LOT HOMES
- APARTMENT COMPLEXES, MOBILE HOME PARKS. BRING IN A GOOD TAX BASE!
- LARGE INDUSTRIAL/COMMERCIAL
- NONE OF THE ABOVE. CANNOT MANAGE EXISTING BOUNDARIES
- APARTMENT COMPLEXES
- INDUSTRIAL
- COMMERCIAL, OFFICES, COMMERCIAL/OTHER USES
- PREFER TO KEEP IT RURAL, NOT NEIGHBORHOODS OR COMMERCIAL.
- POT SHOPS
- MANUFACTURING/INDUSTRIAL
- LARGE LOT HOMES
- LARGE APARTMENT COMPLEXES, WAL-MART, ETC. KEEP WASHOUGAL A SMALL TOWN WITH A SMALL-TOWN FEEL. I DON'T WANT THIS TO BE GRESHAM AND SEE ABANDONED SHOPPING CARTS ON EVERY CORNER AND SHOE-LESS DRUGGIES WANDERING AROUND LIKE ZOMBIES.
- SMALL LOT HOMES
- OFFICES AND COMMERCIAL THAT IS NOT NEIGHBORHOOD FRIENDLY
- INDUSTRIAL
- INDUSTRIAL, COMMERCIAL
- LARGE LOT HOMES, MULTIPLE FAMILY-RELATED 5-ACRE LOTS
- LARGE COMMERCIAL
- NARROW STREETS LIKE Q ST. BETWEEN 32ND & 39TH
- NEW BUSINESS. SINGLE FAMILY HOMES
- HOMES, OFFICES, COMMERCIAL
- NO COMMERCIAL/EMPLOYMENT USES IN NEIGHBORHOODS. THAT RUINS THE NEIGHBORHOOD. HOMES WITH LARGER LOTS WILL BEAUTIFY THE CITY.
- ALL OF THE ABOVE. TOO MUCH GROWTH AFFECTING LIVABILITY IN WHAT WAS ONCE A NICE LITTLE TOWN
- INDUSTRY OR HEAVY/DENSE COMMERCIAL
- LONG LOT HOMES
- COMMERCIAL
- APARTMENTS
- LARGE COMMERCIAL BUILDINGS & BOX STORES
- POORLY PLANNED APARTMENTS AND PARKING, CUTTING DOWN OF TREES, HIGH-DENSITY HOUSING
- HIGH-DENSITY HOUSING, COMMERCIAL/INDUSTRIAL
- NO COMMERCIAL USES, NO HOUSING TRACTS IF HOMES ACREAGE INSTEAD OF SMALL LOTS
- COMMERCIAL
- CONDENSED HOUSING
- HOMES
- HEAVY INDUSTRY
- INDUSTRIAL/CHEMICAL

Q7-2. What land uses would you rather not see in the NW UGA and the NE UGA by 2035? (cont.)

- HOMES (OVER POPULATION)
- CROWDED HOME PROPERTIES & APARTMENTS. CUTTING DOWN ESTABLISHED TREES
- CHAIN RESTAURANTS, CAR DEALERSHIPS
- LARGE LOT HOMES
- CAR REPAIR AND OTHER INDUSTRIAL
- LARGE SCALE HOUSE DEVELOPMENT, UNLESS ROADS GET MORE LANES TO ACCOMMODATE GROWING TRAFFIC CONCERNS
- PARKS, SCHOOLS, COMMUNITY CENTER
- PARK
- MORE SUBDIVISIONS OR LARGE APARTMENT BUILDINGS
- INDUSTRIAL
- MORE APARTMENT COMPLEXES
- HIGH-DENSITY HOUSING, BIG BOX STORES
- TOO MUCH DEVELOPMENT OF SINGLE FAMILY HOMES ON SMALL LOTS. IMPLEMENT RULES IN INCREASE VALUES OF EXISTING SINGLE FAMILY HOMES.
- LARGE LOT HOMES, HOMES
- RESIDENCES STACKED UPON EACH OTHER BY ZONING DENSITY, WHICH ONLY FAVORS DEVELOPERS' PROFITS
- APARTMENT BUILDINGS, NEIGHBORHOOD COMMERCIAL
- I DON'T THINK WE NEED COMMERCIAL IN NW UGA. I'M UNDECIDED ABOUT NE UGA AS THERE ARE VARIABLES.
- APARTMENTS AND OFFICES
- CHEMICAL
- USE EXISTING OFFICE SPACE, DO NOT BUILD MORE.
- HIGH OCCUPANCY, LOW INCOME HOUSING
- APARTMENT COMPLEXES.
- APARTMENTS
- COMMERCIAL
- APARTMENTS, SECTION 8 AND MOBILE HOMES.
- NO MORE HOMES THAT TAKE AWAY LAND FOR EMPLOYMENT.
- NO METAL BUILDINGS. I WOULD LIKE TO SEE A COMMUNITY CENTER WITH A POOL.
- MULTI-FAMILY COMMERCIAL
- INDUSTRIAL
- COMMERCIAL NEIGHBORHOODS
- NO MORE HOUSING DEVELOPMENTS OR MORE BUSINESSES.
- PARKS AND CITY USE OF PRIVATE LAND.
- NEIGHBORHOOD COMMERCIAL IN THE NW AND HOMES AND LARGE LOT HOMES IN THE NE.
- HEAVY INDUSTRY, ANYTHING INVOLVING LOTS OF LARGE TRUCKS.
- MILL/INDUSTRIAL
- EXCESSIVE DEVELOPMENT. RETAIN SOME GREEN SPACE, AGRICULTURE.
- NO MORE BARS AND NO POLLUTION FACTORIES.
- COMMERCIAL
- INDUSTRIAL
- OFFICES AND CROWDED SUB-DIVISIONS CROWDED TOGETHER LIKE SUNSET RIDGE.
- EITHER USE IT TO PROVIDE LOCAL JOBS OR LEAVE IT WILD.
- APARTMENTS AND DUPLEXES
- STRIP MALL SHOPS AND MARIJUANA SHOPS
- NO MORE OFFICE SPACE
- JAMMED PACK HOMES AND APARTMENTS. LEAVE SOME TREES ON THE HILLSIDE.
- COMMERCIAL

Q7-2. What land uses would you rather not see in the NW UGA and the NE UGA by 2035? (cont.)

- HOMES & LARGE LOT HOMES
- OFFICES/COMMERCIAL/PAVEMENT/HIGH INTENSITY HOUSING
- BIG STORES, MALLS AND WAL-MART AND OTHER BIG SHOPPING CENTERS
- SMALL LOT SUBDIVISIONS
- HOMES, LARGE LOT HOMES, OFFICES, NEIGHBORHOOD COMMERCIAL, COMMERCIAL/OTHER EMPLOYMENT USES
- NICE NEIGHBORHOODS, 1 ACRE LOTS

Q8. Have you called, e-mailed or visited the City with a question, problem, or complaint during the past year?

Q8. Have you called, sent e-mail to, or visited the city during
past year

	Number	Percent
Yes	195	32.5 %
No	379	63.2 %
Don't know	26	4.3 %
Total	600	100.0 %

WITHOUT DON'T KNOW**Q8. Have you called, e-mailed or visited the City with a question, problem, or complaint during the past year? (without "don't know")**

Q8. Have you called, sent e-mail to, or visited the city during
past year

	Number	Percent
Yes	195	34.0 %
No	379	66.0 %
Total	574	100.0 %

Q8-2. (If YES to Question 8) How easy was it to contact the person you needed to reach?

Q8a. How easy was it to contact the person you needed to
reach

	Number	Percent
Very easy	71	36.4 %
Somewhat easy	86	44.1 %
Difficult	25	12.8 %
Very difficult	12	6.2 %
Don't know	1	0.5 %
Total	195	100.0 %

WITHOUT DON'T KNOW**Q8-2. (If YES to Question 8) How easy was it to contact the person you needed to reach? (without "don't know")**

Q8a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	71	36.6 %
Somewhat easy	86	44.3 %
Difficult	25	12.9 %
Very difficult	12	6.2 %
Total	194	100.0 %

Q8-3. (If YES to Question 8) What department did you contact?

Q8b. What department did you contact	Number	Percent
Police	58	29.7 %
Fire	10	5.1 %
Community Development	28	14.4 %
Parks	11	5.6 %
Community Room Reservations	4	2.1 %
Event Permits	4	2.1 %
Utility Billing	66	33.8 %
Municipal Services: streets/water/sewer	62	31.8 %
Other	39	20.0 %
Total	282	

Q8-3. Other

Q8b. Other	Number	Percent
CODE ENFORCEMENT	12	30.8 %
ANIMAL CONTROL	3	7.7 %
BUILDING PERMIT	3	7.7 %
THE MAYOR	2	5.1 %
PUBLIC WORKS	2	5.1 %
PERMITS AND PLANING	1	2.6 %
BUILDING DEPARTMENT	1	2.6 %
AMBULANCE SERVICE	1	2.6 %
LAND SURVEYS AND CODING	1	2.6 %
TREES ON NEIGHBORS LOT-NOT SURE WHO THAT WAS	1	2.6 %
STORM WATER MANAGEMENT	1	2.6 %
REFUEL PROGRAM	1	2.6 %
SMALL BUSINESS	1	2.6 %
CITY COUNCIL	1	2.6 %
PERMITS	1	2.6 %
AIRPORT MANAGER	1	2.6 %
ANIMAL SHELTER	1	2.6 %
BUILDING	1	2.6 %
SCHOOL DISTRICT ADMIN BUILDING	1	2.6 %
CITY HALL	1	2.6 %
BUILDING CODES	1	2.6 %
ENGINEERING	1	2.6 %
Total	39	100.0 %

Q8-4. (If YES to Question 8) 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=195)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q8-4 [1]. They were courteous & polite	47.4%	34.2%	10.0%	3.2%	1.1%	4.2%
Q8-4 [2]. They gave prompt, accurate, & complete answers to questions	34.6%	31.9%	16.2%	10.5%	5.2%	1.6%
Q8-4 [3]. They did what they said they would do in a timely manner	33.3%	29.6%	14.0%	10.8%	5.9%	6.5%
Q8-4 [4]. They helped you resolve an issue to your satisfaction	34.2%	20.5%	18.9%	12.1%	10.5%	3.7%

WITHOUT DON'T KNOW

Q8-4. (If YES to Question 8) 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=195)

	Always	Usually	Sometimes	Seldom	Never
Q8-4 [1]. They were courteous & polite	49.5%	35.7%	10.4%	3.3%	1.1%
Q8-4 [2]. They gave prompt, accurate, & complete answers to questions	35.1%	32.4%	16.5%	10.6%	5.3%
Q8-4 [3]. They did what they said they would do in a timely manner	35.6%	31.6%	14.9%	11.5%	6.3%
Q8-4 [4]. They helped you resolve an issue to your satisfaction	35.5%	21.3%	19.7%	12.6%	10.9%

Q9. 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=600)

	Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast	Don't Know
Q9-1. Office development	4.8%	19.5%	38.0%	6.7%	3.2%	27.8%
Q9-2. Industrial development	5.3%	20.7%	35.3%	6.7%	3.0%	29.0%
Q9-3. Multi-family residential development	3.0%	11.2%	34.5%	18.0%	9.3%	24.0%
Q9-4. Single-family residential development	3.8%	11.0%	41.0%	17.3%	7.5%	19.3%
Q9-5. Retail development	14.5%	35.2%	25.8%	3.7%	2.5%	18.3%

WITHOUT DON'T KNOW

Q9. 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=600)

	Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast
Q9-1. Office development	6.7%	27.0%	52.7%	9.2%	4.4%
Q9-2. Industrial development	7.5%	29.1%	49.8%	9.4%	4.2%
Q9-3. Multi-family residential development	3.9%	14.7%	45.4%	23.7%	12.3%
Q9-4. Single-family residential development	4.8%	13.6%	50.8%	21.5%	9.3%
Q9-5. Retail development	17.8%	43.1%	31.6%	4.5%	3.1%

Q10. 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=600)

	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
Q10-1. Law enforcement	9.2%	31.2%	45.3%	1.3%	1.0%	12.0%
Q10-2. Fire, EMS & ambulance	5.5%	21.5%	56.7%	0.7%	0.3%	15.3%
Q10-3. Parks & open space	13.3%	31.8%	41.2%	2.3%	0.5%	10.8%
Q10-4. Recreation facilities	12.7%	36.5%	37.7%	1.5%	0.3%	11.3%
Q10-5. Maintenance of infrastructure (streets, sidewalks)	26.7%	43.3%	22.7%	0.2%	0.0%	7.2%

WITHOUT DON'T KNOW

Q10. 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=600)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower
Q10-1. Law enforcement	10.4%	35.4%	51.5%	1.5%	1.1%
Q10-2. Fire, EMS & ambulance	6.5%	25.4%	66.9%	0.8%	0.4%
Q10-3. Parks & open space	15.0%	35.7%	46.2%	2.6%	0.6%
Q10-4. Recreation facilities	14.3%	41.2%	42.5%	1.7%	0.4%
Q10-5. Maintenance of infrastructure (streets, sidewalks)	28.7%	46.7%	24.4%	0.2%	0.0%

Q11. If you think the level of service for any of the items listed in Question 10 should be higher, would you be willing to pay more in taxes or fees to support an increase in the service level?

Q11. Would you be willing to pay more in taxes or fees to support an increase in the service level	Number	Percent
Not applicable-I do not think any levels of service need to be higher	24	4.8 %
Yes-I would be willing to pay more in taxes & fees	157	31.2 %
No-I would not be willing to pay more in taxes & fees	206	41.0 %
Don't know	116	23.1 %
Total	503	100.0 %

Q11. If you think the level of service for any of the items listed in Question 10 should be higher, would you be willing to pay more in taxes or fees to support an increase in the service level? (without "don't know")

Q11. Would you be willing to pay more in taxes or fees to support an increase in the service level	Number	Percent
Not applicable-I do not think any levels of service need to be higher	24	6.2 %
Yes-I would be willing to pay more in taxes & fees	157	40.6 %
No-I would not be willing to pay more in taxes & fees	206	53.2 %
Total	387	100.0 %

Q12. Community amenities provided by the City can enhance the quality of life in Washougal. If you could identify ONE community amenity that could be provided by the City, what would it be?

- TRAFFIC LAW ENFORCEMENT.
- NO!!!! THE CITY DOES NOT ENHANCE MY LIFE. GOVERNMENT OUT.
- MORE PARKS AND WATER ACCESS ON NORTH SIDE OF WASHOUGAL RIVER
- A LARGE CENTRAL PARK WITH CHILDREN APPARATUS
- BIKE TRAILS SAFE FOR KIDS
- MORE COMMUNITY EVENTS. GET THE PUBLIC OUT AND INVOLVED. INCLUDE KID FRIENDLY EVENTS.
- HELP WITH LOW INCOME
- INDOOR POOL
- WHAT COMMUNITY AMENITY?
- PUBLIC TRANSIT
- TRAIL SYSTEM IN PLACE OF PARKS.
- UPSCALE WATERFRONT DEVELOPMENT
- ATHLETIC CENTER, SUCH AS YMCA
- A COMMUNITY CENTER THAT'S BIGGER
- MORE EVENTS
- A BASKETBALL COURT AT MORE THAN ONE OF THE 17 PARKS LISTED IN WASHOUGAL.
- INDOOR REC FACILITY FOR LOCAL CHILDREN
- LOWER UTILITY RATES
- NEED MORE STREET LIGHTS ON SHEPHERDS ROAD AND WASHOUGAL RIVER ROAD
- BETTER STREETS
- MOVIE THEATRE MULTI-PLEX
- EMERGENCY FREE CLINIC
- A LARGER LIBRARY
- A DIRECT BUS ROUTE TO TRY MET
- A SWIMMING PARK
- EMS
- MORE PARADE OR LIKE EVENTS
- SWIMMING POOL
- UNDER PASS AT 32ND STREET RAIL CROSSING
- MORE PARKS
- COMMUNITY GET TOGETHER
- ONE REALLY SPECIAL AND WELL DONE FESTIVAL
- BETTER DRUG ENFORCEMENT
- DOWNTOWN EVENTS
- MORE PARKS
- MORE FUNDS TO SCHOOLS
- BETTER USAGE OF COTTONWOOD BEACH
- COMMUNITY CENTER (SIMILAR TO FIRSTENBERG)
- A COMMUNITY CENTER WITH SPORTS FACILITIES, POOL AND ACTIVITIES
- INDOOR REC WITH POOL
- A LARGE RECREATIONAL FACILITY LIKE FIRSTENBURG (COOP WITH CAMAS??) THERE ARE MANY FAMILIES MOVING TO WASHOUGAL AND THE CURRENT STATE OF PARKS IS ABYSMAL. WHERE WOULD A 12 YEAR OLD GO TO PLAY BASKETBALL ON CITY PROPERTY? TENNIS?
- NONE THAT I CAN THINK OF
- A RECREATION CENTER FOR FAMILIES TO USE. SOMETHING LIKE THE FIRSTENBERG CENTER.
- EVENT CENTER THAT COULD BE RENTED OUT FOR A SMALL FEE OR FREE TO NON PROFITS LIKE SCOUTS
- LOWER WATER RATES
- RECREATION FACILITY FOR FAMILIES

Q12. Community amenities provided by the City can enhance the quality of life in Washougal. If you could identify ONE community amenity that could be provided by the City, what would it be? (cont.)

- BETTER PAVED ROADS AND UPKEEP
- MORE SIDEWALKS
- POLICE PROTECTION
- REC CENTER FOR FAMILY/INDIVIDUAL ACTIVITIES/EVENTS
- SWIMMING POOL
- SWIMMING PARKS
- SOMETHING SAFE, LOCAL AND AFFORDABLE FOR OUR KIDS TO DO WHEN OUT OF SCHOOL.
- PARKING AT SANDY SWIMMING HOLE!!!
- A YOUTH ACTIVITY CENTER
- INDOOR COMMUNITY FACILITY WITH POOL, GYM, ETC. SUCH AS FERSTENBURG CENTER IN VANC.
- THRIVING DOWNTOWN AREA
- MORE DEVELOPMENT OF RETAIL AND COMMERCIAL
- LARGE, NICE, MEETING PLACE FOR BANQUETS
- DOWNTOWN ENHANCEMENT/DEVELOPMENT
- LOCALLY RUN BUS SERVICE
- OFF-LEASH DOG PARK
- RETAIL SHOPPING MALL
- INDOOR SWIMMING POOL
- AMPHITHEATRE
- REGULAR FARMER'S MARKET WITH LOCAL PRODUCE
- A COMMUNITY GYM/ CENTER
- QUALITY DAYCARE
- PARKS
- STUDENT REC CENTER
- MORE SHOPPING CHOICES
- NEW SEASON'S GROCERY, TRADER JOE'S, ...RETAIL IN GENERAL
- RETAIL DEVELOPMENT, AND PARKS WITH WALKING TRAILS.
- MORE PARKING CLOSE TO WALKING AREAS.
- CLEAN & MORE PARK BATHROOMS, WATER FOUNTAINS AROUND THE CITY
- FAMILY RESTAURANTS
- A CITY FESTIVAL
- DOG PARK
- SHELTERS FOR THE HOMELESS
- YOUTH RECREATION
- REDUCE THE NUMBER OF EMERGENCY VEHICLES AND POLICE THAT RESPOND TO MEDICAL SITUATIONS
- BETTER ACCESS TO CITY PARKS
- LOWER WATER RATE
- A COMMUNITY CENTER WITH POOL AND RECREATION SPACES
- A TRAIL CONNECTION FROM THE PORT TO STEAMBOAT LANDING
- MORE OPEN SPACES
- FREE RENTAL OF COMMUNITY CENTERS AND PARKS
- BIGGER LIBRARY DOWNTOWN.
- MORE ARTS, MUSIC AND CULTURAL EVENTS
- KEEPING A GOOD SIZE DOG PARK THAT IS NOT TO FAR OUT OF THE CITY.
- FAR LESS EXPENSIVE WATER/SEWER/RAIN WATER SERVICE
- LIBRARY AND RECREATION CENTER MIXED TOGETHER!!!!
- BETTER TRAFFIC FLOW ON E STREET
- DON'T KNOW

Q12. Community amenities provided by the City can enhance the quality of life in Washougal. If you could identify ONE community amenity that could be provided by the City, what would it be? (cont.)

- SAFE PLACE FOR TEENS (BETTER COMMUNITY CENTER)
- MORE CITY SIDEWALKS
- MORE FAMILY PLACES FOR FUN
- DON'T KNOW
- COMMUNITY CENTER WITH POOL
- TEEN/ YOUNG ADULT ACTIVITIES CENTER
- SIDEWALKS ON SHEPHERD AND PARKING FOR THE SWIMMING HOLE ON SHEPHERD
- SWIMMING POOL
- MANAGEMENT OF INDUSTRIAL AREAS SO THEY ARE NOT A PUBLIC HEALTH THREAT
- CONTINUE ADDING AND UPGRADING SIDEWALKS
- PARKS AND A REC CENTER
- BIKE LANES
- COMMUNITY CENTER!
- USE BEAUTIFUL WATERFRONT & VIEW PROPERTIES TO MAX ...COLUMBIA GORGE - AWESOME!! WE MOVED FROM LIVING IN WEST SEATTLE ALKI BEACH
- MARINA WITH LIVE-ABOARD OPTIONS
- MORE COMPREHENSIVE LIBRARY SERVICES, PROVIDING BOOK DISCUSSION, COMPUTER CLASSES AT TIME THAT ARE CONVENIENT TO WORKING PEOPLE
- A COMMUNITY/RECREATIONAL CENTER WITH POOL/GYM/ETC.
- LIBRARY / COMMUNITY CENTER
- PARKS
- STORE LIKE TARGET
- NEIGHBORHOOD PARKS
- COMMUNITY CENTER FOR THE ELDERLY , AND ONE FOR THE TEENS
- BOWLING ALLEY, SKATING RINK
- CITY SWIMMING POOL/ BOYS & GIRLS CLUB
- CONTINUE TO HAVE THE SEASONAL EVENTS FOR THE COMMUNITY. IT BRINGS US TOGETHER.
- WE NEED A TWENTY FOUR HOUR RESTAURANT NEAR THE FREEWAY.
- WE NEED MORE RESTAURANTS AND VARIETY OF SHOPPING IN THE AREA.
- A FARMERS MARKET THAT SELLS FISH, TURTLES, ETC.
- APPEAL TO HIGHER INCOME HOUSEHOLDS. BETTER PARKS AND CITY PRESERVATION.
- INCOME TIGHT/CURRENTLY GOOD
- MORE OPEN SPACE
- DO WHAT YOU SAID YOU WERE GOING TO DO
- FINISH THE COMAS/WASHOUGAL PORT PROJECT
- JOB RELATED DEVELOPMENTS
- MORE LOW INCOME HOUSING
- INSTALL ROUNDABOUTS ON E ST
- FOCUS ON E STREET DEVELOPMENT
- COMMUNITY CENTER
- BETTER COMMUNITY TRANSPORTATION
- POT HOLE REPAIR
- IMPROVEMENTS TO WEST COLUMBIA GORGE HUMANE SOCIETY
- BETTER LIBRARY
- HEALTH CLUB WITH INDOOR & OUTDOOR POOL
- POOL/KIDS REC CENTER
- DEAL WITH PAN HANDLERS
- LARGE PARK WITH ADEQUATE PARKING, RESTROOMS, PLAYGROUND

Q12. Community amenities provided by the City can enhance the quality of life in Washougal. If you could identify ONE community amenity that could be provided by the City, what would it be? (cont.)

- RECREATION FACILITY SWIMMING POOL/THEATER
- FIX STREET AT 32 & E ST
- WALKING PATHS/TRAILS ALONG RIVERS
- OPEN/RECREATIONAL SPACE EAST OF THE BEST WESTERN/NO STRIP MALLS OR MULTI FAMILY LIVING
- A DATING SERVICE HAHA
- FINISH THE PARK ON 32/STALES RD ALONG WASHOUGAL RD
- NEW DOG PARK
- A PLACE FOR THE TWEENS TO GO INSTEAD OF THE STREETS
- SPEED BUMPS ON M DR
- PLACE FOR KIDS DURING RAINY WEATHER
- OFF LEASH DOG PARK
- STREETS/SIDEWALKS/LIGHTS/WATER RUNOFF
- STEIGERWAIN NWA TO CAMAS DOWNTOWN/LACKMANS TRAIL CONNECT
- PUT A STOP TO HOUSING
- COMMUNITY CENTER -KIDS ACTIVITIES, CLASSES, FUNDRAISERS VENUE ETDC
- GREEN SPACE
- COMMUNITY GYM
- COMMUNITY CENTER BY THE RIVER
- UPDATING THE DOWNTOWN AREA
- ENCOURAGE A PRIVATELY OWNED QUALITY RV PARK
- MARIJUANA SALES
- COMMUNITY RECREATION CENTER
- MORE/BETTER RESTAURANTS AND SHOPPING
- YMCA
- KEEP THE DOG PARK
- MORE ENTERTAINMENT/ACTIVITIES FOR YOUTH
- LESS EXPENSIVE SEWER/FEES BASED ON USE
- FIX THE ROADS
- TRAFFIC ENFORCEMENT
- TEEN PROGRAMS
- STOP FIREWORKS
- OVERPASS ON RAILROAD TRACKS
- ANOTHER GROCERY OR OTHER BUSINESS LIKE TARGET OR FRED MEYER
- SKATE PARK
- SPORTS FIELD, LIBRARY
- RECREATION FACILITIES, I.E. REASONABLY PRICED ACTIVITIES FOR KIDS
- CANNABIS SHOP
- ENFORCEMENT OF DOG LEASH LAW
- THE LIBRARY, BUT I HEAR THAT IS ALREADY IN THE WORKS.
- BETTER ROADS
- BIGGER MORE MODERN LIBRARY
- SWIMMING POOL
- RECOGNITION OF NEW BUSINESSES & INCENTIVES TO BRING IN MORE
- BETTER CODE ENFORCEMENT; NEW PERSON
- ENFORCE CITY CODES--CLEAN UP PROPERTIES AND CITY APPEARANCE OF PRIVATE PROPERTIES.
- FISHING POND FOR TROUT
- ROAD SIDE MAINTENANCE
- YMCA OR REC ENTER FOR FAMILIES

Q12. Community amenities provided by the City can enhance the quality of life in Washougal. If you could identify ONE community amenity that could be provided by the City, what would it be? (cont.)

- WATER FRONT DEVELOPMENT (GIANT LOT NEXT TO BEST WESTERN) IS AN EYESORE.
- BOYS AND GIRLS CLUB OR COMMUNITY CENTER LIKE YMCA
- COMMUNITY POOL
- LIBRARY
- PARKS AND OPEN SPACE
- COMMUNITY CENTER
- OFF LEASH DOG PARK
- COMMUNITY CENTER & POOL
- MORE YOUTH PROGRAMS, AFTER SCHOOL DRUG & ALCOHOL SERVICES FOR TEENS
- COMMUNITY CENTER WITH INDOOR POOL
- SWIMMING POOL
- COMMUNITY RECREATIONAL FACILITIES
- LATER BUS SERVICE
- BUSINESS INCENTIVES
- A COMMUNITY CENTER
- LOWER WATER RATES
- DOG PARK
- INCREASED COMMUNITY INVOLVEMENT IN A FARMERS MARKET AND OTHER SMALL BUSINESSES
- BETTER LIBRARY
- RESTAURANTS
- PUBLIC POOL
- MORE PARKS AND PARKING LOT AT SANDY SWIMMING HOLE
- COMMUNITY CENTER/ACTIVITIES/POOL/SENIORS/TEENS
- BETTER MAIN ST. OPTIONS (RESTAURANTS, SHOPS, WALKWAY)
- REC CENTER, CONCERT HALL
- LARGER PUBLIC VENUE FOR CONCERTS
- BIKE PARK
- BETTER COMMUNITY CENTER, LIBRARY BUILDING
- FAMILY EVENTS
- MORE WALKING TRAILS. FINISH DEVELOPMENT OF LAND NEAR WESTLIE FORD
- I WOULD LIKE THE DIKE TO BE MORE ACCESSIBLE BY FOOT. MORE SIDEWALKS AND WALKWAYS TO GET OUR PEOPLE MOVING ON FOOT!
- MORE COMMUNITY SPONSORED EVENTS--CONCERTS, BEER GARDENS, ETC.
- COMMUNITY CENTER (GYM, POOL, REC, ETC.)
- CITYWIDE CELEBRATIONS
- UTILIZE THE EMPTY BUILDINGS IN DOWNTOWN
- LAW ENFORCEMENT
- A SKATE PARK
- HELP WITH THE HOMELESS
- RECREATION CENTER WITH A SWIMMING POOL
- SIDEWALKS ON MAJOR STREETS
- CITY TO PROVIDE A DOG PARK
- YMCA
- DAYCARE FOR THE ELDERLY AND DISABLED
- LINKING PARK TRAILS
- COMMUNITY CENTER WITH A PARK, LIBRARY AND POOL
- AFFORDABLE, QUIT NEIGHBORHOODS
- MORE POLICE

Q12. Community amenities provided by the City can enhance the quality of life in Washougal. If you could identify ONE community amenity that could be provided by the City, what would it be? (cont.)

- TREES ALONG THE RAILROAD TRACKS.
- MORE FAST FOOD OPTIONS ON THE EAST SIDE OF WASHOUGAL
- STRONGER PUSH TO GET RID OF DRUGGIES
- SHUTTLE SERVICE ACROSS THE RIVER
- MORE ACCESSIBLE RECREATION AREAS ALONG COLUMBIA RD
- CLEAN AIR
- DEAL WITH DRUG PROBLEM AND CREATE YOUTH PROGRAMS
- DOG PARK
- SIDEWALKS ALL ALONG 32ND ST AND UP THE HILL.
- PARK AND REC USE
- INDOOR RECREATION FACILITY
- RECREATIONAL CENTER
- DEVELOP A THEME FOR OUR TOWN
- BRING BACK PARADES AND FAMILY FUN STUFF
- RECREATION FACILITIES
- MORE VARIETY IN RETAIL OPPORTUNITIES
- PUBLIC SWIMMING POOL
- DOG PARK OR KEEP CURRENT ONE
- USE MONEY FOR INFRASTRUCTURE

Q12-2. (If you listed something in Question 12) Would you be willing to pay more in taxes or fees to support this new community amenity?

Q12-2. Would you be willing to pay more in taxes or fees to support this new community amenity	Number	Percent
Yes	158	69.3 %
No	70	30.7 %
Total	228	100.0 %

Q13. The City of Washougal currently spends \$500,000 per year to maintain pavement on City streets. The City Council could enact a new \$20 annual vehicle license tab renewal fee to fund more street pavement maintenance, new road projects, or both. Knowing this, please indicate which of the following statements reflects your support for a new \$20 annual vehicle license fee.

Q13. Your support for a new \$20 annual vehicle license fee	Number	Percent
I would support the fee if it were used only for pavement maintenance	107	17.8 %
I would support the fee if it were used only for new road projects	12	2.0 %
I would support the fee if it were used for pavement maintenance and new road projects	150	25.0 %
I would not support a new license tab renewal fee	270	45.0 %
Don't know	62	10.3 %
Total	601	

Q14. Approximately how many years have you lived in Washougal?

Q14. Approximately how many years have you lived in Washougal	Number	Percent
5 or less	149	25.2 %
6 to 10	113	19.1 %
11 to 15	95	16.0 %
16 to 20	53	9.0 %
21 to 30	69	11.7 %
31+	113	19.1 %
Total	592	100.0 %

Q15. What is your age?

Q15. Your age	Number	Percent
18-34	120	20.0 %
35-44	119	19.8 %
45-54	132	22.0 %
55-64	139	23.2 %
65+	76	12.7 %
Not provided	14	2.3 %
Total	600	100.0 %

WITHOUT NOT PROVIDED**Q15. What is your age? (without "not provided")**

Q15. Your age	Number	Percent
18-34	120	20.5 %
35-44	119	20.3 %
45-54	132	22.5 %
55-64	139	23.7 %
65+	76	13.0 %
Total	586	100.0 %

Q16. Which of the following BEST describes your retirement status?

Q16. Your retirement status	Number	Percent
I am retired & not currently employed	165	27.5 %
I am retired & currently employed	54	9.0 %
I am not retired	377	62.8 %
Not provided	4	0.7 %
Total	600	100.0 %

WITHOUT NOT PROVIDED**Q16. Which of the following BEST describes your retirement status? (without "not provided")**

Q16. Your retirement status	Number	Percent
I am retired & not currently employed	165	27.7 %
I am retired & currently employed	54	9.1 %
I am not retired	377	63.3 %
Total	596	100.0 %

Q17. How many children under age 18 live in your household?

Q17. How many children under age 18 live in your household	Number	Percent
0	394	65.7 %
1	70	11.7 %
2	85	14.2 %
3	29	4.8 %
4 or more	22	3.7 %
Total	600	100.0 %

Q18. What is your gender?

<u>Q18. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	291	48.5 %
Female	304	50.7 %
Not provided	5	0.8 %
Total	600	100.0 %

WITHOUT NOT PROVIDED**Q18. What is your gender? (without "not provided")**

<u>Q18. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	291	48.9 %
Female	304	51.1 %
Total	595	100.0 %

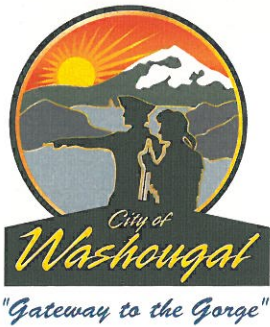
Q19. Would you say your total annual household income is:

<u>Q19. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	52	8.7 %
\$25K to \$49,999	92	15.3 %
\$50K to \$74,999	114	19.0 %
\$75K to \$99,999	108	18.0 %
\$100K to \$124,999	67	11.2 %
\$125K+	104	17.3 %
Not provided	63	10.5 %
Total	600	100.0 %

WITHOUT NOT PROVIDED**Q19. Would you say your total annual household income is: (without "not provided")**

<u>Q19. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	52	9.7 %
\$25K to \$49,999	92	17.1 %
\$50K to \$74,999	114	21.2 %
\$75K to \$99,999	108	20.1 %
\$100K to \$124,999	67	12.5 %
\$125K+	104	19.4 %
Total	537	100.0 %

Section 6: Survey Instrument



CITY HALL

1701 C Street
Washougal, WA
98671

(360) 835-8501
Fax (360) 835-8808

POLICE DEPARTMENT

1320 A Street
Washougal, WA
98671

(360) 835-8701
Fax (360) 835-7559

FIRE & RESCUE

1400 A Street
Washougal, WA
98671

(360) 835-2211
Fax (360) 699-4859

Dear Washougal Resident:

Your input on the enclosed survey is extremely important. The City of Washougal is conducting a survey of residents to gather information about city priorities and the quality of city programs and services. The survey, conducted every two years, is part of our ongoing strategic planning process, which is designed to provide residents with the best services possible, and to assist us in making important decisions over the next several months. To assist us in aligning the City's priorities with the needs of our residents, **we need to know what you think.**

We appreciate your time. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence decisions we must make regarding the future of our City.

Please take a few minutes to complete and return this survey in the next few days. A postage-paid return envelope, addressed to ETC Institute, has been provided for your convenience. You may also complete the survey on-line by going to www.WashougalSurvey.org.

We have again selected ETC Institute as our partner for this project because of its outstanding record of performance in working with communities nationwide. ETC will compile the results and present a report to the City in late-May. The report will be a valuable resource as we work to provide you with the most responsive government possible. Look for a summary of the survey results on the city's website, www.cityofwashougal.us.

If you have any questions, please call Rose Jewell, Assistant to the Mayor and City Administrator, at (360) 835-8501 ext. 602. Thank you for your participation in this important process.

Sincerely,

Sean Guard
Mayor



2016 City of Washougal 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 Rose Jewell, Assistant to the Mayor and City Administrator, at 360-835-8501.

1. Major categories of services provided by the City of Washougal 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 police services	5	4	3	2	1	9
02. Overall quality of fire, emergency medical and ambulance services	5	4	3	2	1	9
03. Overall quality of city parks	5	4	3	2	1	9
04. Overall maintenance of city streets	5	4	3	2	1	9
05. Overall quality of city water utilities	5	4	3	2	1	9
06. Overall quality of city sewer services	5	4	3	2	1	9
07. Overall effectiveness of city management of storm water runoff	5	4	3	2	1	9
08. Overall enforcement of city codes and ordinances	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 effectiveness of city communication with the public	5	4	3	2	1	9
11. Overall effectiveness of city economic development efforts	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.]*

1st: _____ 2nd: _____ 3rd: _____

3. Several items that may influence your perception of the City of Washougal 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 Washougal	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 quality of life in the city	5	4	3	2	1	9
06. Overall feeling of safety in the city	5	4	3	2	1	9
07. Availability of job opportunities	5	4	3	2	1	9
08. Overall quality of new development	5	4	3	2	1	9
09. Appearance of residential property in the City	5	4	3	2	1	9
10. Appearance of commercial property in the City	5	4	3	2	1	9

4. **Satisfaction with Parks, Public Safety, Communication, and Streets.** For each of the parks 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							
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, & 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

- 4-2. 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 (01-04) from the list above.]*

1st: _____ 2nd: _____

- 4-3. 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." *(Continued.)*

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

- Q4-4. 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 (05-14) from the list above.]*

1st: _____ 2nd: _____

Q4-5. 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." (Continued.)

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
COMMUNICATION							
15.	The availability of information about city programs and services	5	4	3	2	1	9
16.	City efforts to keep you informed about local issues	5	4	3	2	1	9
17.	Overall quality of the city's website	5	4	3	2	1	9
18.	The level of public involvement in decision making	5	4	3	2	1	9
19.	Timeliness of information provided by the city	5	4	3	2	1	9
20.	City e-mail information update service	5	4	3	2	1	9

Q4-6. 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 (15-20) from the list above.]

1st: _____ 2nd: _____

Q4-7. 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." (Continued.)

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
STREETS							
21.	Maintenance of major City streets	5	4	3	2	1	9
22.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
23.	Mowing & trimming along City streets and other public areas	5	4	3	2	1	9
24.	Adequacy of City street lighting	5	4	3	2	1	9
25.	Condition of sidewalks in the City	5	4	3	2	1	9

Q4-8. 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 (21-25) from the list above.]

1st: _____ 2nd: _____

Q4-9. 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." (Continued.)

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

Q4-10. 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 (26-29) from the list above.]

1st: _____ 2nd: _____

5. **Where do you currently get news and information about city programs, services, and events?**
[Check all that apply.]

____(1) Camas-Washougal Post Record ____ (4) Public Meetings ____ (7) Other: _____
____(2) Columbian ____ (5) City e-mail update service
____(3) City web-site ____ (6) Social Media (Facebook, Twitter)

6. **From which TWO sources of information listed in Question 5 would you prefer to get information from the City?** [Write-in your answers below for your top two choices using numbers from the list in Question 5.]

1st: _____ 2nd: _____

7. **The City is currently evaluating the land-use plan for the Urban Growth Areas (UGA) to the northwest (NW UGA) and northeast (NE UGA) of the City as it plans for what these areas might look like in 2035.**

What types of land uses (homes, offices, commercial or other employment uses, and amenities) do you envision in the NW UGA and NE UGA areas of Washougal in the year 2035? [Check all that apply.]

____(1) Homes ____ (3) Offices ____ (5) Commercial/other employment uses
____(2) Large Lot Homes ____ (4) Neighborhood Commercial ____ (6) Other: _____

- 7-2. **What land uses would you rather not see in the NW UGA and the NE UGA by 2035?**

8. **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 8-2 to 8-4.] ____ (2) No [Skip to Question 9.] ____ (9) Don't Know [Skip to Question 9.]

- 8-2. **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

- 8-3. **What department did you contact? [Check all that apply.]**

____(1) Police ____ (6) Event permits
____(2) Fire ____ (7) Utility Billing
____(3) Community Development ____ (8) Municipal Services (streets/water/sewer)
____(4) Parks ____ (9) Other: _____
____(5) Community Room reservations

- 8-4. **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
1.	They were courteous and polite	5	4	3	2	1	9
2.	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3.	They did what they said they would do in a timely manner	5	4	3	2	1	9
4.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

9. **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.

Type of Development	Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast	Don't Know
1. Office development	5	4	3	2	1	9
2. Industrial development	5	4	3	2	1	9
3. Multi-family residential development	5	4	3	2	1	9
4. Single-family residential development	5	4	3	2	1	9
5. Retail development	5	4	3	2	1	9

10. **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
1. Law enforcement	5	4	3	2	1	9
2. Fire, EMS and ambulance	5	4	3	2	1	9
3. Parks and open space	5	4	3	2	1	9
4. Recreation facilities	5	4	3	2	1	9
5. Maintenance of Infrastructure (<i>streets, sidewalks</i>)	5	4	3	2	1	9

11. **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

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

- 12-2. *[If you listed something in Question 12.]* **Would you be willing to pay more in taxes or fees to support this new community amenity?**

☐ (1) Yes ☐ (2) No

13. **The City of Washougal currently spends \$500,000 per year to maintain pavement on City streets. The City Council could enact a new \$20 annual vehicle license tab renewal fee to fund more street pavement maintenance, new road projects, or both.**

Knowing this, please indicate which of the following statements reflects your support for a new \$20 annual vehicle license fee. [Check all that apply.]

☐ (1) I would support the fee if it were used only for pavement maintenance
☐ (2) I would support the fee if it were used only for new road projects
☐ (3) I would support the fee if it were used for pavement maintenance and new road projects
☐ (4) I would not support a new license tab renewal fee
☐ (9) Don't know

14. **Approximately how many years have you lived in Washougal?** _____ years
15. **What is your age?** _____ years old
16. **Which of the following BEST describes your retirement status?**
____(1) I am retired and not currently employed ____ (2) I am retired and currently employed ____ (3) I am not retired
17. **How many children under age 18 live in your household?** _____ children
18. **What is your gender?** ____ (1) Male ____ (2) Female
19. **Would you say your total annual household income is:**
____ (1) Under \$25,000 ____ (3) \$50,000 to \$74,999 ____ (5) \$100,000 to \$124,999
____ (2) \$25,000 to \$49,999 ____ (4) \$75,000 to \$99,999 ____ (6) \$125,000 or more

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.