



2019 City of Camas Community Survey

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

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

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

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall 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/trails/open space	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
12. Overall quality of the City's public library services	5	4	3	2	1	9
13. Overall quality of the City's garbage services	5	4	3	2	1	9
14. Overall quality of the City's parks and recreation programs	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 Q1 above.]

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

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

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

4. 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 AND RECREATION						
01. Quality of facilities such as picnic shelters and playgrounds in City parks	5	4	3	2	1	9
02. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	5	4	3	2	1	9
03. Appearance and maintenance of existing City parks	5	4	3	2	1	9
04. Number of City parks	5	4	3	2	1	9
05. Quantity of City trails	5	4	3	2	1	9
06. Quantity of the City's open space	5	4	3	2	1	9
07. Other: _____	5	4	3	2	1	9

5. Which THREE parks and recreation items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Q4 above.]

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

6. How willing would you be to pay additional taxes to acquire and maintain parks, sports fields, trails and open space?

____(1) Very willing ____ (3) Neutral ____ (5) Not at all willing
 ____ (2) Willing ____ (4) Not willing ____ (9) Don't know

7. The Crown Park pool was demolished this year after 65 years of service to our community. It outlived its life expectancy requiring exceedingly high repair and maintenance costs these past years. How would you vote to support a bond levy to build a new Aquatic/Community Center with leisure pool, a competitive/lap pool and multi-purpose rooms for exercise equipment and classes?

____(1) Vote in Favor ____ (2) Might Vote in Favor ____ (3) Not Sure ____ (4) Vote Against

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

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

9. Which TWO public safety items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Q8 above.]

1st: _____ 2nd: _____

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

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
COMMUNICATION							
01.	The availability of information about city programs and services	5	4	3	2	1	9
02.	City efforts to keep you informed about local issues	5	4	3	2	1	9
03.	Overall quality of the City's website	5	4	3	2	1	9
04.	The level of public involvement in decision making	5	4	3	2	1	9
05.	Timeliness of information provided by the City	5	4	3	2	1	9
06.	City's social media (Facebook, Twitter, etc.)	5	4	3	2	1	9
07.	City's mobile app (CamasConnect24/7)	5	4	3	2	1	9

11. Which TWO communication items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Q10 above.]

1st: _____ 2nd: _____

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

- (01) Camas-Washougal Post Record (05) City's mobile app – CamasConnect24/7 (08) Phone blasts
 (02) Columbian (06) Social media (Facebook, Twitter) (09) E-mail sign up
 (03) City website (07) Direct mail (10) Other: _____
 (04) Public meetings

13. From which TWO sources of information listed in Question 12 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 12.]

1st: _____ 2nd: _____

14. 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 14a-14c.] (2) No [Skip to Question 15.] (9) Don't Know [Skip to Question 15.]

14a. 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

14b. What department did you contact? [Check all that apply]

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

- 14c. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never."**

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

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

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

- 16. Which TWO street related items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Q15 above.]**

1st: _____ 2nd: _____

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

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

- 18. Which TWO code enforcement items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Q17 above.]**

1st: _____ 2nd: _____

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

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

20. **Which TWO public library items do you think should receive the MOST EMPHASIS from City Leaders over the next two years?** [Write-in your answers below using the numbers from the list in Q19 above.]

1st: _____ 2nd: _____

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

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

22. **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

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

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

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

24a. *[If you listed something in Question 24.]* **Would you be willing to pay more in taxes or fees to support this new community amenity?**

____(1) Yes ____ (2) No

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

26. **What is your age?** _____ Years

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

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

28. **How many children under age 18 live in your household?** _____ Children

29. **What is your gender?** ____ (1) Male ____ (2) Female

30. **Would you say your total annual household income is:**

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

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.