

# City of Camas Community Survey

# 2019

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Findings Report

**Submitted to the City of Camas, Washington**

ETC Institute  
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Olathe, Kansas  
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**June 2019**





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# 2019 City of Camas Community Survey Executive Summary

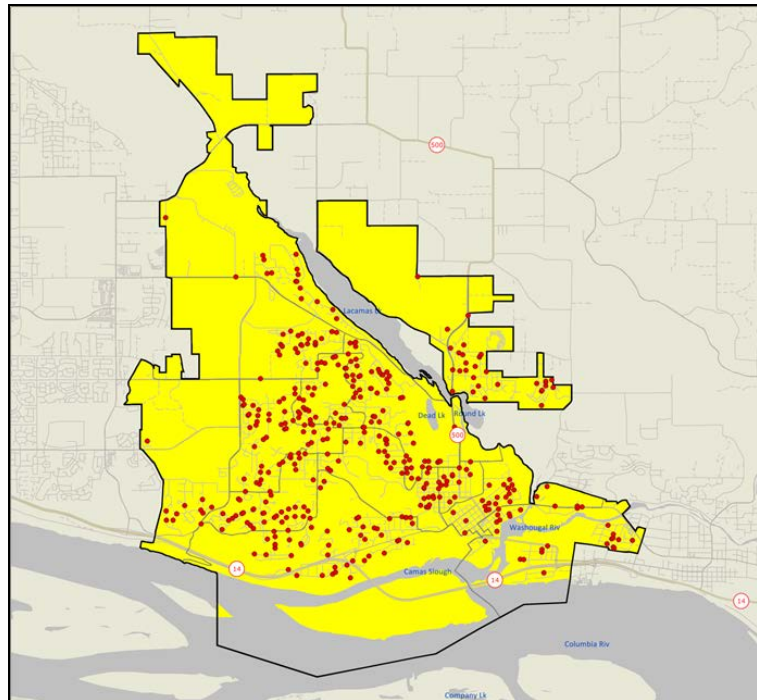
## Purpose and Methodology

ETC Institute administered a survey to residents of the City of Camas during the spring of 2019. The purpose of the survey was to help the City of Camas identify whether residents are satisfied with the services the City provides. The results of this survey will influence dozens of decisions that will be made about the City's future. Responses will also help the City Council gauge the success of its efforts to carry out the community's vision for the City of Camas and to address the many opportunities and challenges facing the community.

The six-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Camas. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online at [CamasCitizenSurvey.org](http://CamasCitizenSurvey.org). At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

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

The goal was to obtain completed surveys from at least 400 residents. The goal was met, with a total of 429 residents completing the survey. The overall results for the sample of 429 households have a precision of at least  $\pm 4.7\%$  at the 95% level of confidence. The map to the right shows the location of all survey respondents.



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

Throughout the report, with only a few exceptions, percentages have been rounded. Occasionally this will cause the sum of percentages to equal slightly more or less than 100%, but this has no effect on the essential meaning of the tables and should be ignored.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- benchmarking data that shows how the results for Camas compare to other communities,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Overall Perceptions of the City

Eighty-one percent (81%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City. Eighty-seven percent (87%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall feeling of safety in the city, and 83% were “very satisfied” or “satisfied” with the overall quality of life in the city.

## Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire, emergency medical, and ambulance service (85%), quality of the City’s garbage services (85%), the quality of police services (85%), the City’s public library services (83%). For 13 of the 14 major categories of City services that were rated, 50% or more of residents *who had an opinion* were “very satisfied” or “satisfied.”

## Satisfaction with Specific City Services

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the appearance and maintenance of existing parks (77%), the quality of facilities in City parks (74%), and the quality of outdoor athletic fields

(70%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years were the appearance and maintenance of existing parks, the quality of facilities in city parks, and the quantity of City trails.

- Respondents were asked how willing they would be to pay additional taxes to acquire and maintain parks, trails, and open space. Forty percent (40%) of respondents indicated they would be “very willing” (11%) or “willing” (29%), 23% were neutral, and 33% were either “not willing” (16%) or “not at all willing” (17%).
- **Public Safety.** The highest levels of satisfaction with public safety services services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of local fire protection and rescue services (84%), how quickly fire and rescue personnel respond to emergencies (83%), and the visibility of police in the community (82%). The aspect of public safety services that respondents were least satisfied with was parking enforcement services (61%). The three public safety services respondents indicated should receive the most emphasis over the next two years were the City’s overall efforts to prevent crime, the visibility of police in the community, and the quality of local fire protection and rescue services.
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about City programs and services (60%) and the City’s efforts to keep residents informed (57%). The two aspects of City communication respondents indicated should receive the most emphasis over the next two years were the City’s efforts to keep residents informed and the availability of information on services and programs.
- **City Streets and Maintenance.** The highest levels of satisfaction with City maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the adequacy of City street lighting (75%) and snow removal on major City streets (67%). The two aspects of City streets and maintenance respondents indicated should receive the most emphasis over the next two years were the maintenance of major City streets and the maintenance of neighborhood streets.
- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing codes designed to protect public safety and health (51%), and enforcing sign regulation (41%). The aspect of code enforcement respondents indicated should receive the most emphasis over the next two years was the enforcement of cleanup of litter and debris on private property.
- **Public Library.** The highest levels of satisfaction with the public library, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: events for children (80%) and the selection of resources available (78%). The two aspects of the public library respondents indicated should receive the most emphasis over the next two years were the selection of resources available and events for children.

## Additional Findings

- **Information Sources.** Respondents were asked to indicate where they currently get news and information about city programs, services, and events. Fifty-two percent (52%) of respondents indicated they get news and information from direct mail, 40% from the Camas-Washougal Post Record, and 37% from the Columbian. Thirty-six percent (36%) of residents indicated they *prefer* to get information from direct mail, and 31% indicated they prefer to use the City website.
- **Customer Service.** Forty-one percent (41%) of respondents indicated they have called, sent an e-mail, or visited the City with a question, problem, or complaint during the past year. Fifty-two percent (52%) of respondents indicated they contacted the Municipal Services department, 23% contacted Financial Services/Utility Billing, and 15% contacted Community Development. More than three-fourths (76%) indicated it was either “very easy” or “somewhat easy” to contact the person they needed to reach. Twenty-one percent (21%) of respondents found it “very difficult” or “difficult” to contact the person they needed to reach.
  - Respondents who had called, sent an e-mail, or visited the City with a question, problem, or complaint during the past year were asked to indicate how often the employees they contacted displayed four different behaviors. Based upon the combined percentage of “always” and “usually” responses among residents *who had an opinion*, the most frequently displayed behavior was being courteous and polite.
- **Land Development.** Respondents were asked to indicate how fast or slow the City’s current pace of development is in ten different areas. The items for which respondents felt the development pace was too fast include: townhomes or row houses, large lots and large homes, and apartments. The items for which respondents felt the development pace was too slow include: housing options for the aging population, employment opportunities, housing options for aging population, and technology and other industry.
- **Tax Increases.** Respondents were asked to identify one new community amenity that could be provided by the City. These items can be found in Section 4 of this report. Sixty-six percent (66%) of respondents indicated they would be willing to pay more in taxes or fees to support the community amenity they suggested, 27% would not support a new community amenity, and 7% did not provide a response.
- **Service Expansion.** Seventy-three percent (73%) of respondents, *who had an opinion*, indicated the maintenance of infrastructure should be “much higher” or a “little higher”. This item received significantly more “much higher” and “a little higher” responses than any of the other six items. City leaders should continue to explore options relating to the expansion of infrastructure maintenance in the city. Thirty-three percent (33%) indicated they would be willing to pay more in taxes or fees to support increased service levels.

## How the City of Camas Compares to Other Communities Nationally

Satisfaction ratings for The City of Camas **rated the same as or above the U.S. average in 43 of the 51 areas** that were assessed. The City of Camas rated significantly higher than the U.S. average (difference of 5% or more) in 36 of these areas. Listed below are the comparisons between the City of Camas and the U.S. average:

Service	Camas	U.S.	Difference	Category
Quality of services provided by the City	81%	50%	31%	Perceptions
Quality of customer service you receive	75%	45%	30%	Major Categories of City Services
Gave prompt, accurate & complete answers	82%	58%	24%	Customer Service
They were courteous & polite	92%	69%	23%	Customer Service
Visibility of police in the community	82%	59%	23%	Public Safety Services
City's overall efforts to prevent crime	77%	54%	23%	Public Safety Services
Helped resolve issue to satisfaction	74%	51%	23%	Customer Service
Overall feeling of safety in the City	87%	67%	20%	Perceptions
Quality of city parks/trails/open space	82%	63%	19%	Major Categories of City Services
Adequacy of City street lighting	75%	56%	19%	City Maintenance
Did what they said they would in timely manner	78%	60%	18%	Customer Service
Quality of the City's garbage services	85%	67%	18%	Major Categories of City Services
Overall image of the City	82%	64%	18%	Perceptions
How quickly police respond to emergencies	81%	64%	17%	Public Safety Services
Quality of police services	85%	70%	15%	Major Categories of City Services
Value you receive for your city tax dollars & fees	53%	38%	15%	Perceptions
Parking enforcement services	61%	46%	15%	Public Safety Services
Availability of information on services & programs	60%	45%	15%	Communication
Quality of the City's parks & recreation programs	77%	63%	14%	Major Categories of City Services
Effectiveness of communication with the public	62%	48%	14%	Major Categories of City Services
Quality of city water utilities	77%	64%	13%	Major Categories of City Services
Level of public involvement in decision-making	44%	32%	12%	Communication
Maintenance of major City streets	60%	48%	12%	City Maintenance
City's efforts to keep you informed	57%	45%	12%	Communication
Condition of sidewalks in the City	56%	46%	10%	City Maintenance
Quality of city sewer services	76%	66%	10%	Major Categories of City Services
Quality of facilities in City parks	74%	64%	10%	Parks and Recreation
Quality of the City's public library services	83%	74%	9%	Major Categories of City Services
Snow removal on major City streets	67%	59%	8%	City Maintenance
Effectiveness of storm water runoff management	64%	56%	8%	Major Categories of City Services
Overall quality of life in the City	83%	75%	8%	Perceptions
Appearance & maintenance of existing parks	77%	70%	7%	Parks and Recreation
Maintenance of city streets	48%	41%	7%	Major Categories of City Services
Maintenance of streets in your neighborhood	53%	48%	5%	City Maintenance
Quantity of City trails	69%	64%	5%	Parks and Recreation
Enforcement of local traffic laws	69%	64%	5%	Public Safety Services
On-street bicycle infrastructure	40%	37%	3%	City Maintenance
Quality of outdoor athletic fields	70%	67%	3%	Parks and Recreation
Enforcement of city codes & ordinances	56%	54%	2%	Major Categories of City Services
How quickly ambulance personnel respond	81%	79%	2%	Public Safety Services
Quality of local fire protection & rescue services	84%	83%	1%	Public Safety Services
How quickly fire & rescue personnel respond	83%	82%	1%	Public Safety Services
Number of City parks	66%	66%	0%	Parks and Recreation
Quality of local ambulance service	78%	81%	-3%	Public Safety Services
Timeliness of information provided by City	47%	52%	-5%	Communication
Enforcing the mowing & trimming of grass & weeds	33%	39%	-6%	Code Enforcement
Quality of the City's website	53%	60%	-7%	Communication
Enforcing the cleanup of litter & debris	35%	43%	-8%	Code Enforcement
City's social media	46%	55%	-9%	Communication
Enforcing sign regulation	41%	53%	-12%	Code Enforcement
How well the City is managing growth/development	34%	47%	-13%	Perceptions

## How the City of Camas Compares to Other Communities Regionally

Satisfaction ratings for The City of Camas **rated the same or above the average for communities in the Northwest in 41 of the 51 areas** that were assessed. The City of Camas rated significantly higher than this average (difference of 5% or more) in 32 of these areas. Listed below are the comparisons between The City of Camas and the average for Northwest communities:

Service	Camas	Northwest Region	Difference	Category
Quality of services provided by the City	81%	43%	38%	Perceptions
Helped resolve issue to satisfaction	74%	45%	29%	Customer Service
Quality of customer service you receive	75%	47%	28%	Major Categories of City Services
City's overall efforts to prevent crime	77%	51%	26%	Public Safety Services
Did what they said they would in timely manner	78%	56%	22%	Customer Service
Effectiveness of communication with the public	62%	43%	19%	Major Categories of City Services
They were courteous & polite	92%	74%	18%	Customer Service
Maintenance of city streets	48%	30%	18%	Major Categories of City Services
Gave prompt, accurate & complete answers	82%	64%	18%	Customer Service
Availability of information on services & programs	60%	43%	17%	Communication
Overall image of the City	82%	65%	17%	Perceptions
Adequacy of City street lighting	75%	59%	16%	City Maintenance
City's efforts to keep you informed	57%	41%	16%	Communication
Overall feeling of safety in the City	87%	72%	15%	Perceptions
Value you receive for your city tax dollars & fees	53%	38%	15%	Perceptions
How quickly police respond to emergencies	81%	66%	15%	Public Safety Services
Parking enforcement services	61%	46%	15%	Public Safety Services
Visibility of police in the community	82%	67%	15%	Public Safety Services
Quality of police services	85%	71%	14%	Major Categories of City Services
Quality of city water utilities	77%	63%	14%	Major Categories of City Services
Quality of facilities in City parks	74%	60%	14%	Parks and Recreation
Level of public involvement in decision-making	44%	31%	13%	Communication
Enforcement of local traffic laws	69%	57%	12%	Public Safety Services
Effectiveness of storm water runoff management	64%	53%	11%	Major Categories of City Services
Quality of city sewer services	76%	66%	10%	Major Categories of City Services
Quality of city parks/trails/open space	82%	74%	8%	Major Categories of City Services
Appearance & maintenance of existing parks	77%	70%	7%	Parks and Recreation
Snow removal on major City streets	67%	60%	7%	City Maintenance
Maintenance of streets in your neighborhood	53%	46%	7%	City Maintenance
Quality of the City's garbage services	85%	78%	7%	Major Categories of City Services
Quantity of City trails	69%	62%	7%	Parks and Recreation
Maintenance of major City streets	60%	54%	6%	City Maintenance
Quality of outdoor athletic fields	70%	66%	4%	Parks and Recreation
Quality of the City's parks & recreation programs	77%	74%	3%	Major Categories of City Services
Condition of sidewalks in the City	56%	53%	3%	City Maintenance
On-street bicycle infrastructure	40%	37%	3%	City Maintenance
Enforcement of city codes & ordinances	56%	54%	2%	Major Categories of City Services
Overall quality of life in the City	83%	81%	2%	Perceptions
Quality of local fire protection & rescue services	84%	84%	0%	Public Safety Services
How quickly fire & rescue personnel respond	83%	83%	0%	Public Safety Services
Enforcing the cleanup of litter & debris	35%	35%	0%	Code Enforcement
How quickly ambulance personnel respond	81%	82%	-1%	Public Safety Services
Quality of the City's public library services	83%	84%	-1%	Major Categories of City Services
Timeliness of information provided by City	47%	48%	-1%	Communication
Quality of local ambulance service	78%	80%	-2%	Public Safety Services
Quality of the City's website	53%	57%	-4%	Communication
Number of City parks	66%	72%	-6%	Parks and Recreation
City's social media	46%	53%	-7%	Communication
Enforcing the mowing & trimming of grass & weeds	33%	44%	-11%	Code Enforcement
How well the City is managing growth/development	34%	47%	-13%	Perceptions
Enforcing sign regulation	41%	54%	-13%	Code Enforcement



## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 2 of this report.

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

- Maintenance of city streets (IS Rating=0.2994)
- Effectiveness of economic development efforts (IS Rating=0.1437)

The table below shows the importance-satisfaction rating for all 14 major categories of City services that were rated.

2019 Importance-Satisfaction Rating City of Camas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of city streets	58%	1	48%	14	0.2994	1
<b>High Priority (IS .10-.20)</b>						
Effectiveness of economic development efforts	32%	3	55%	13	0.1437	2
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of city codes & ordinances	15%	6	56%	12	0.0678	3
Quality of city parks/trails/open space	32%	2	82%	5	0.0589	4
Effectiveness of communication with the public	15%	7	62%	11	0.0582	5
Quality of the City's parks & recreation programs	19%	5	77%	7	0.0433	6
Quality of police services	23%	4	85%	3	0.0360	7
Effectiveness of storm water runoff management	10%	9	64%	10	0.0356	8
Fire, emergency medical & ambulance services	14%	8	85%	1	0.0206	9
Quality of city water utilities	8%	10	77%	6	0.0183	10
Quality of customer service you receive	5%	12	75%	9	0.0128	11
Quality of city sewer services	5%	13	77%	8	0.0110	12
Quality of the City's public library services	6%	11	83%	4	0.0108	13
Quality of the City's garbage services	3%	14	85%	2	0.0040	14

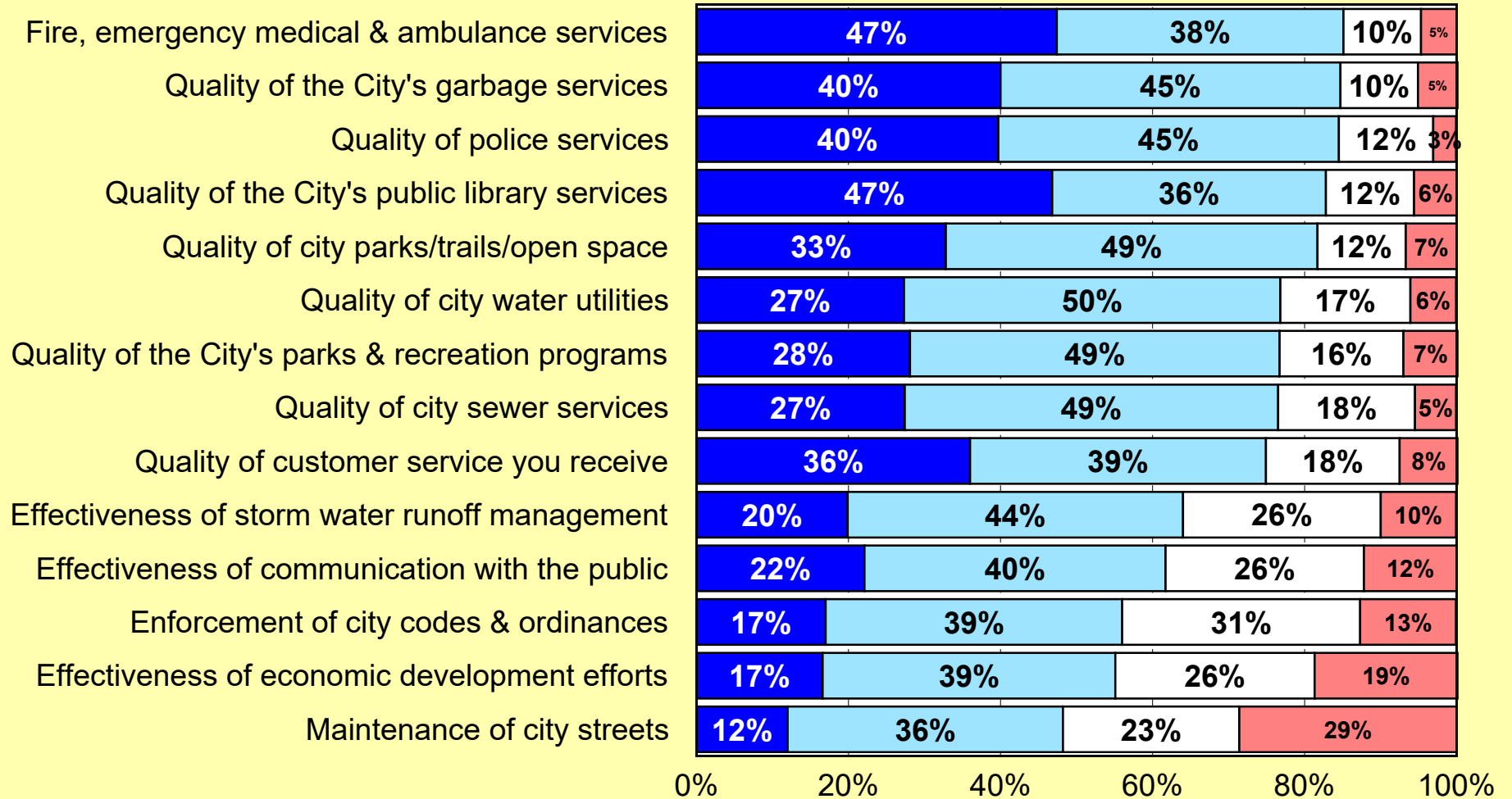
# **Section 1**

## ***Charts and Graphs***

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# Q1. Overall Satisfaction with City Services by Major Category

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

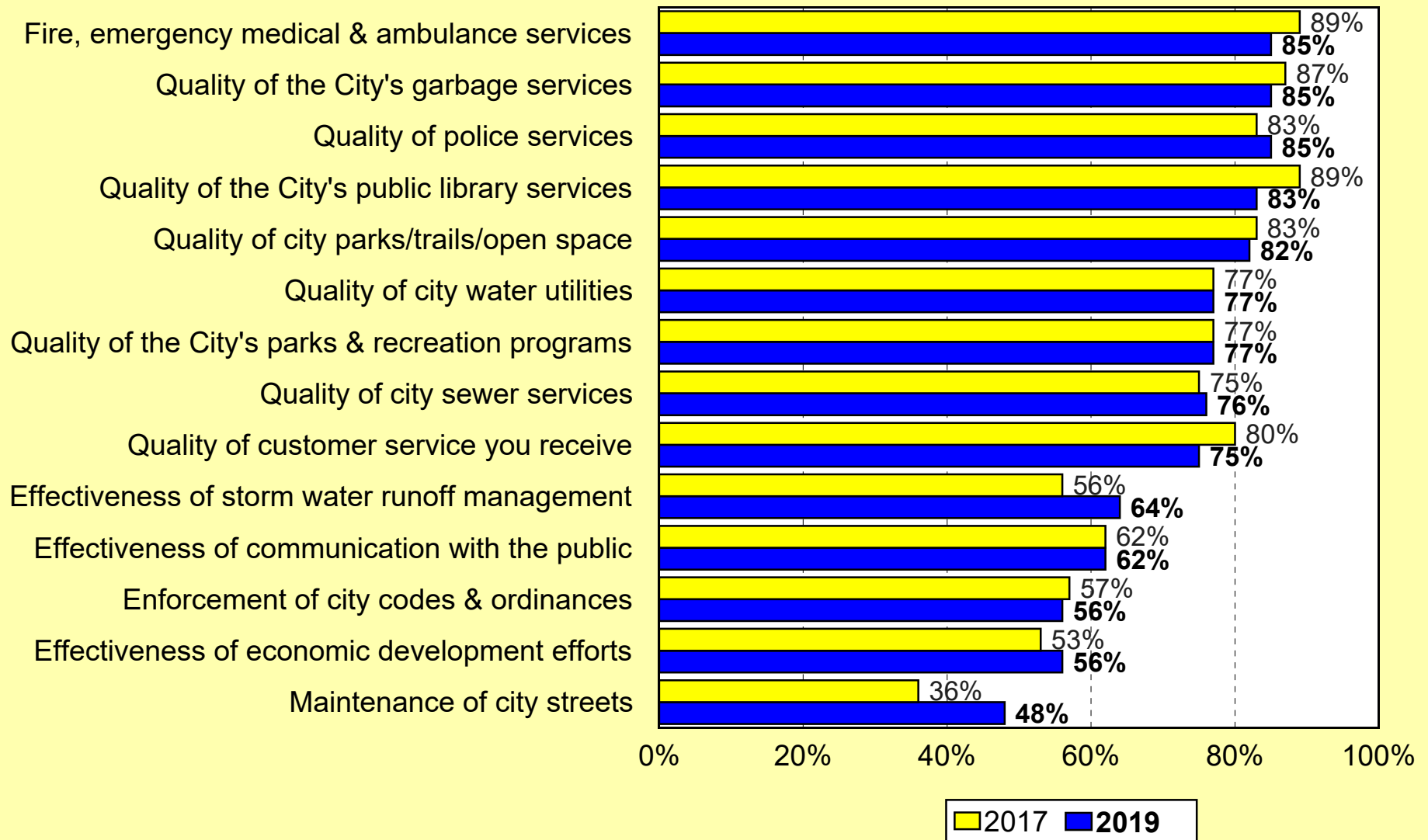


■ Very Satisfied (5) 
 ■ Satisfied (4) 
 ■ Neutral (3) 
 ■ Dissatisfied (1/2)

Source: ETC Institute (2019)

# TRENDS: Overall Satisfaction with City Services by Major Category - 2017 vs. 2019

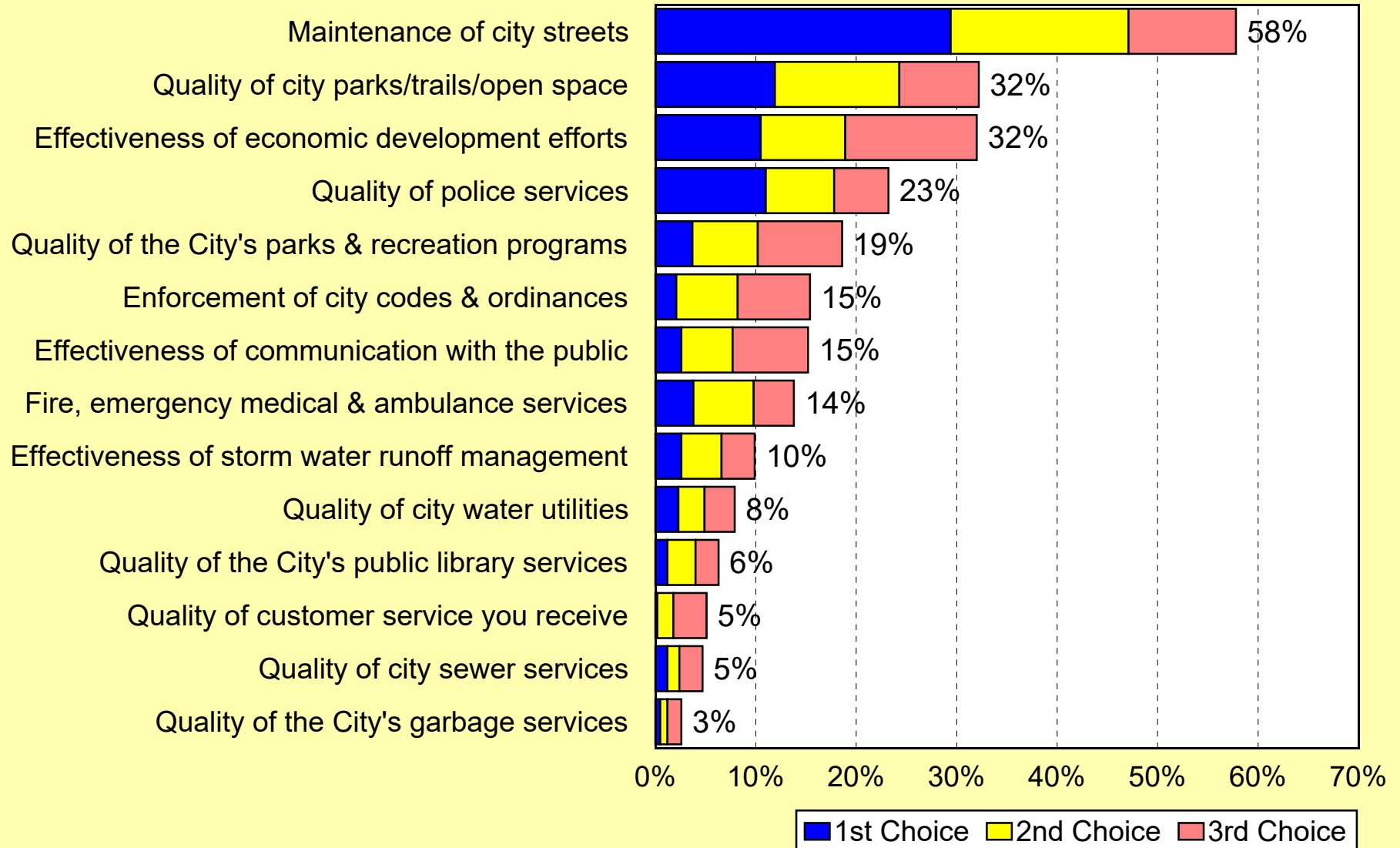
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

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

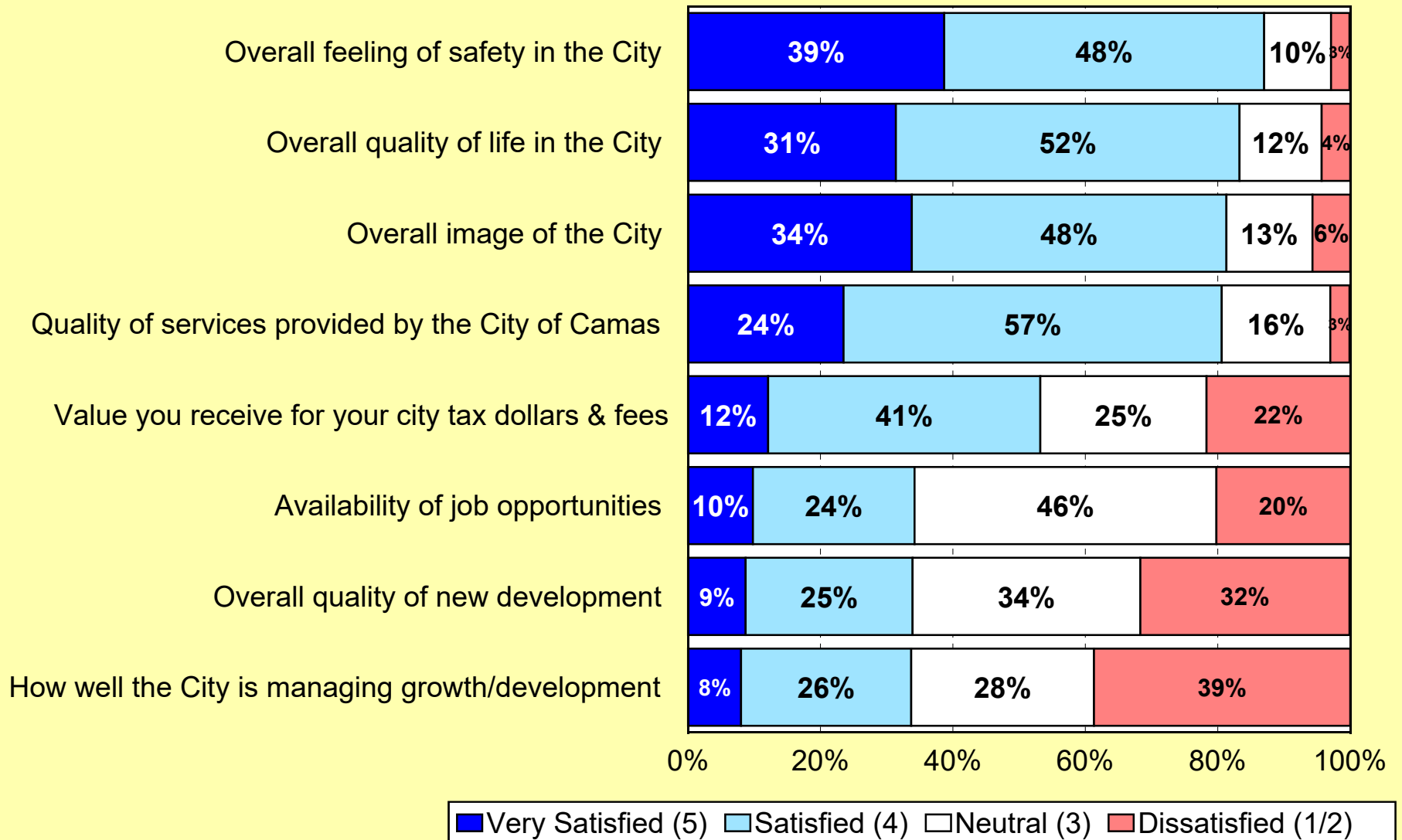
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

## Q3. Satisfaction with Items That Influence Perceptions of the City

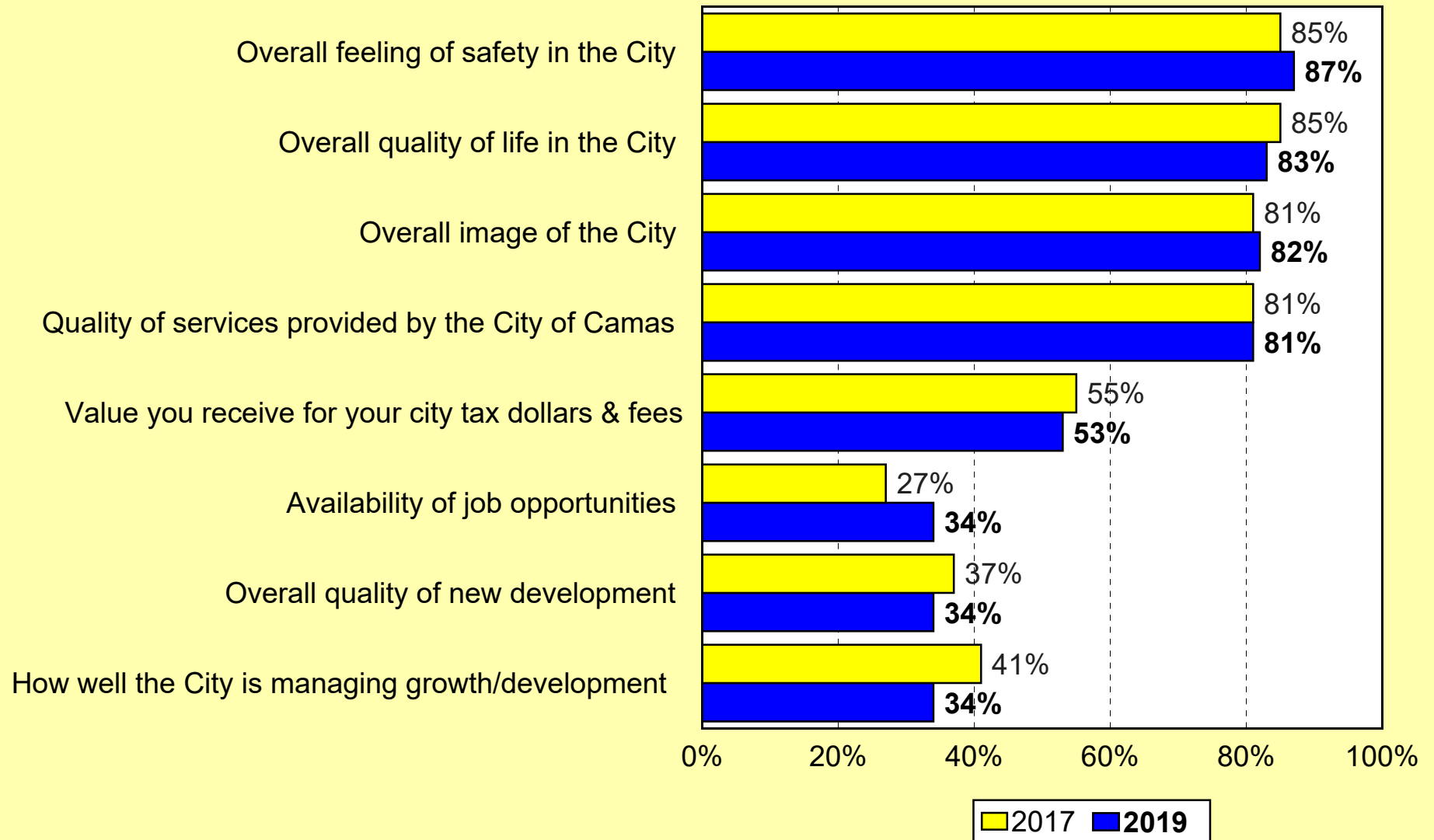
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# TRENDS: Satisfaction with Items That Influence Perceptions of the City - 2017 vs. 2019

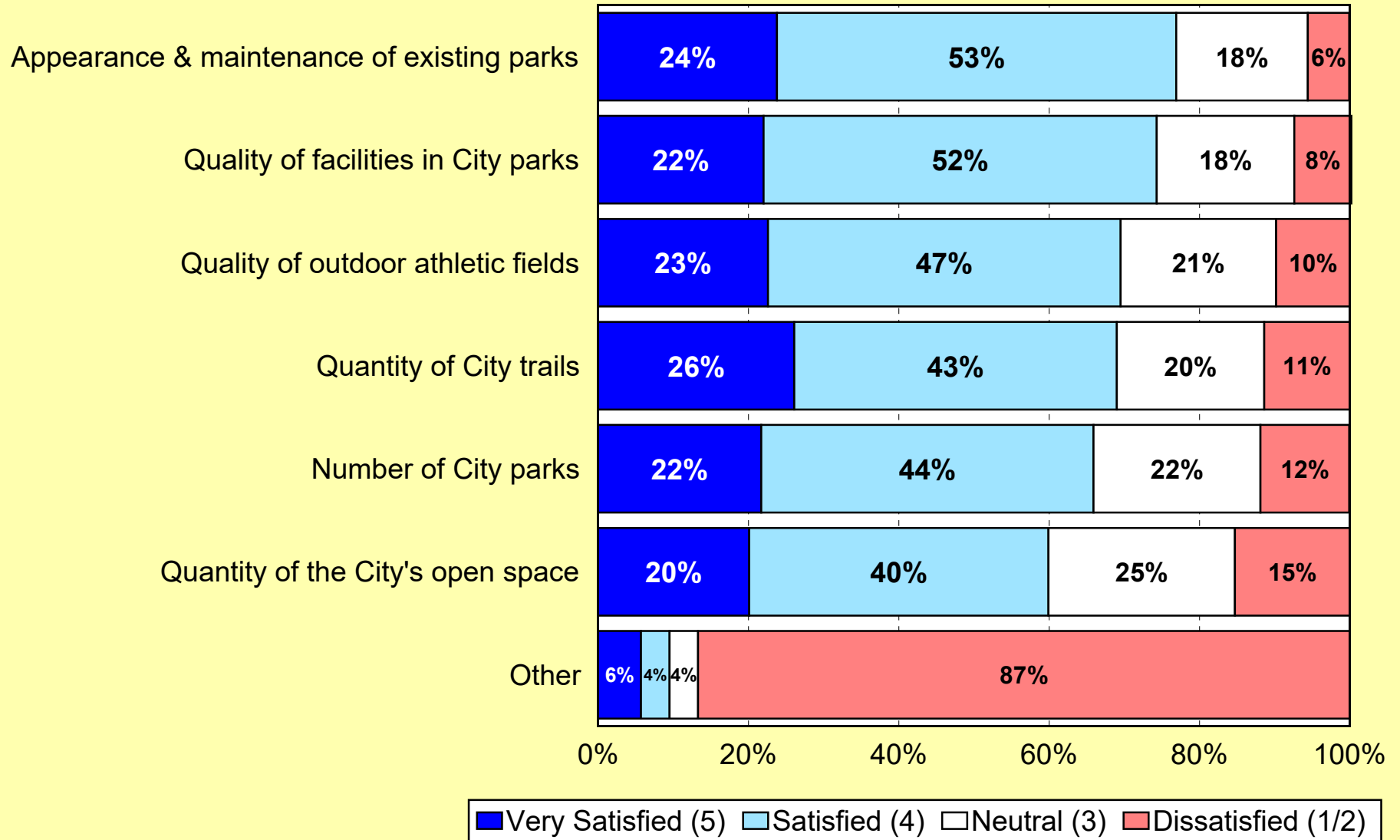
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q4. Satisfaction with Parks and Recreation

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

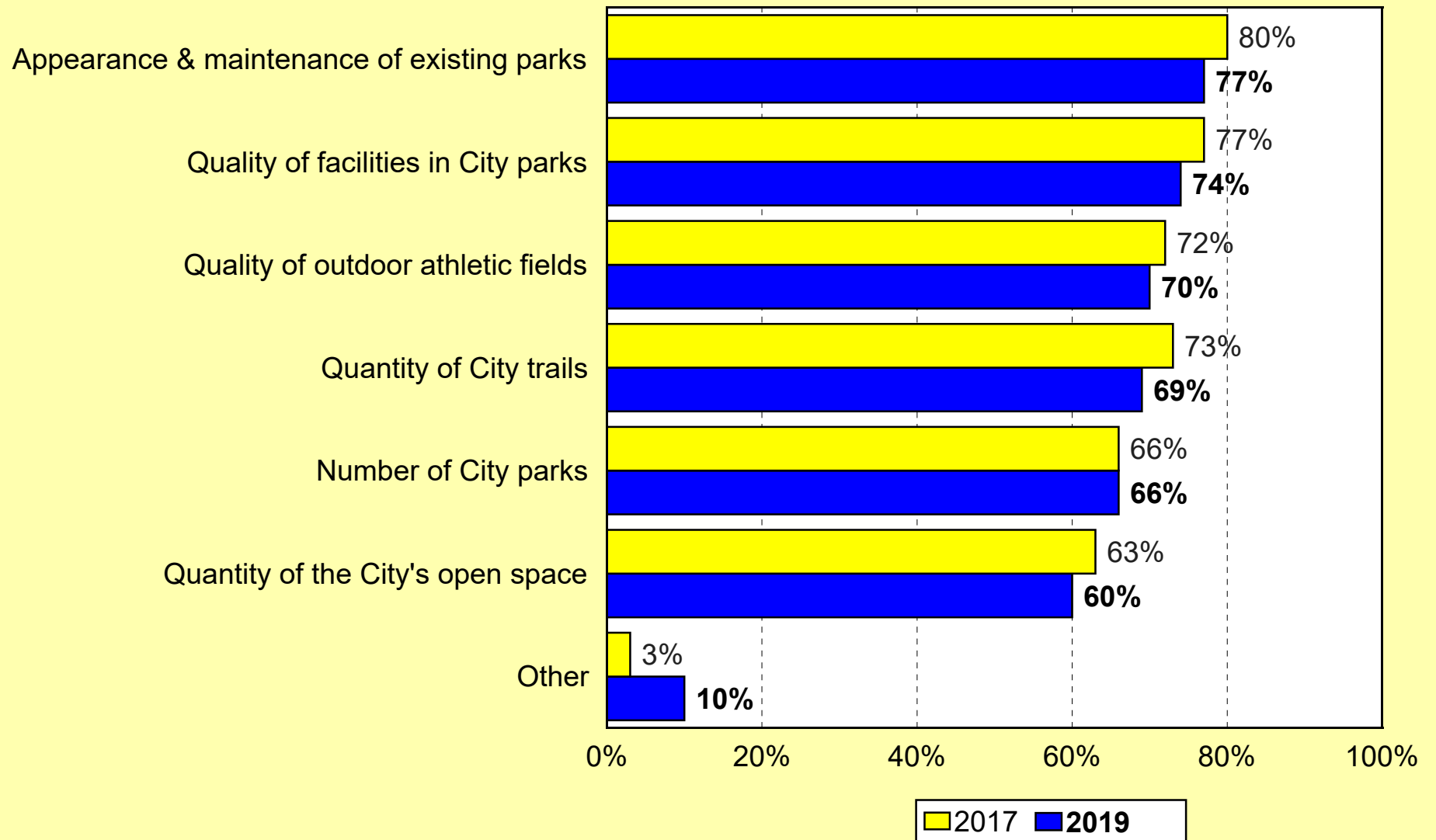


Source: ETC Institute (2019)



# TRENDS: Satisfaction with Parks and Recreation 2017 vs. 2019

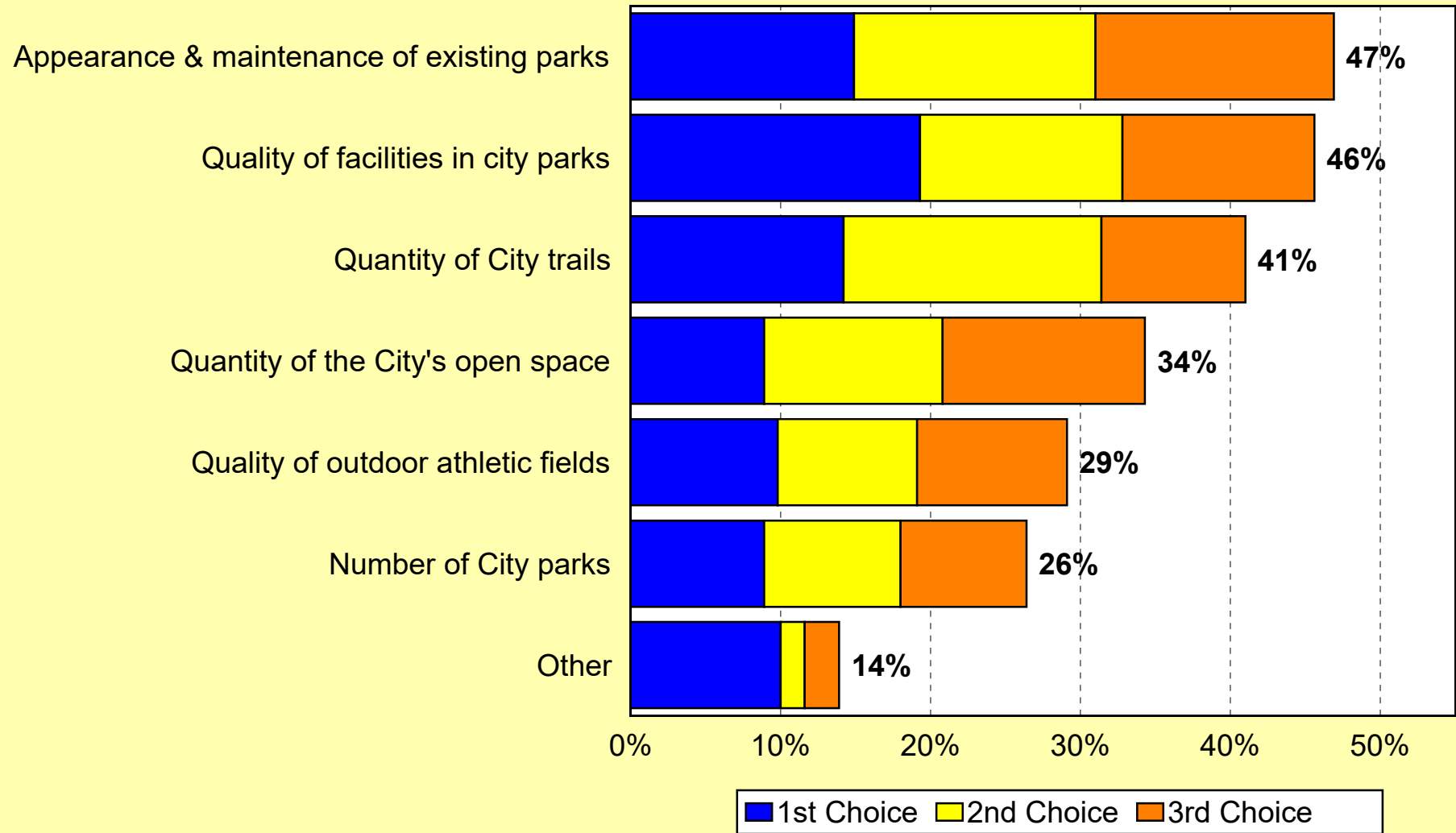
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q5. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

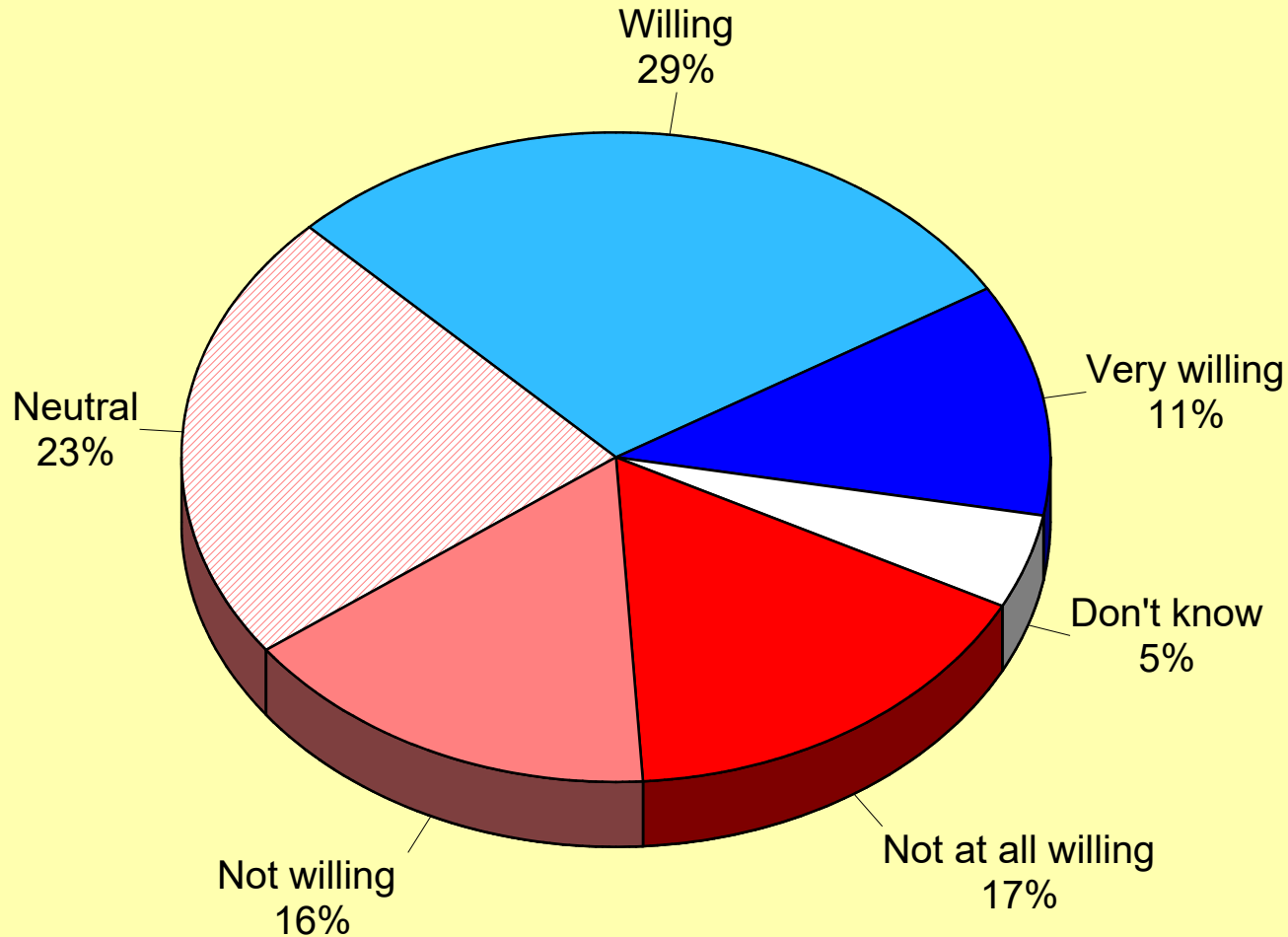
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

# Q6. How willing would you be to pay additional taxes to acquire and maintain parks, trails and open space?

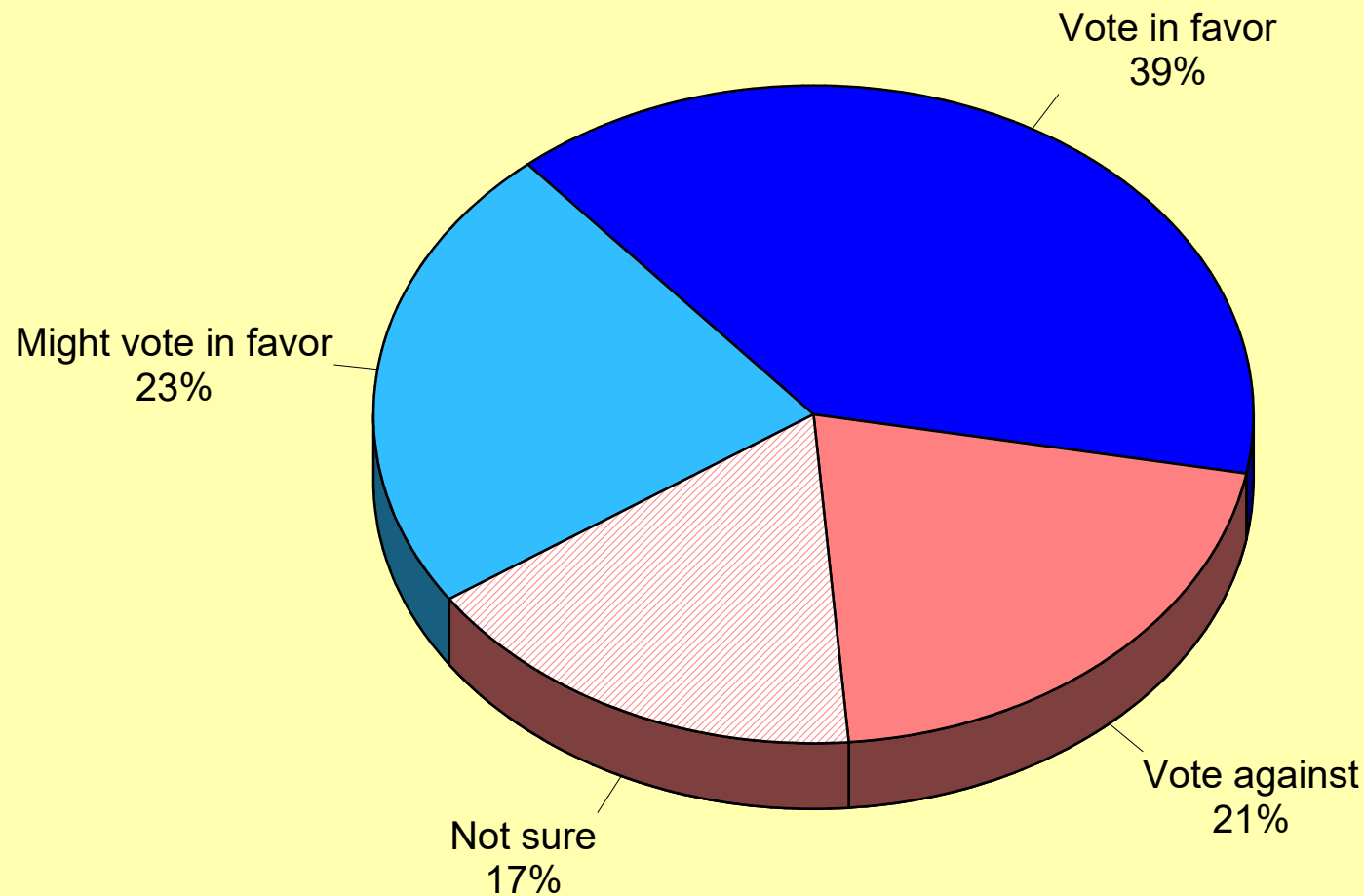
by percentage of respondents



Source: ETC Institute (2019)

# Q7. 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?

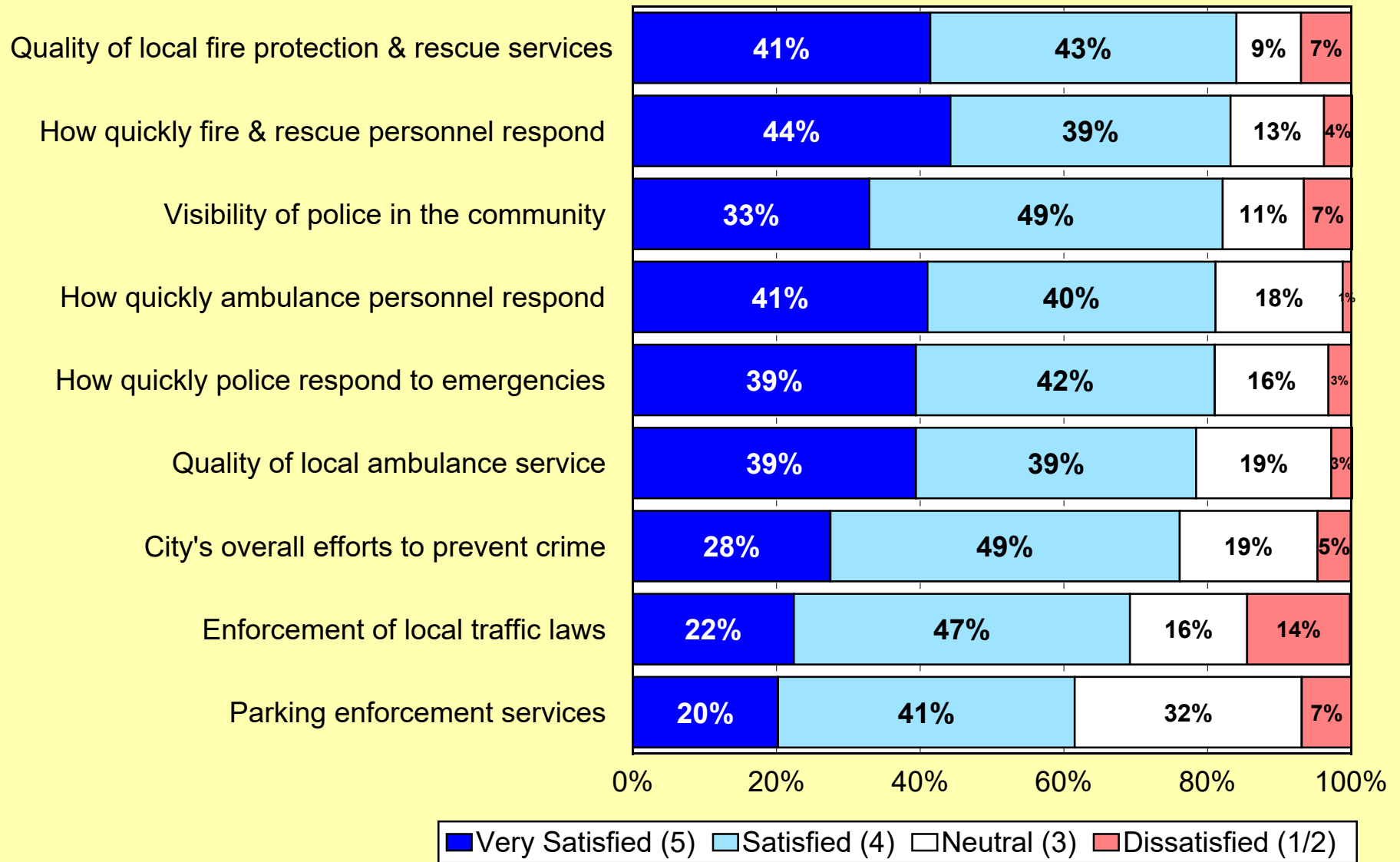
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2019)

# Q8. Satisfaction with Public Safety Services

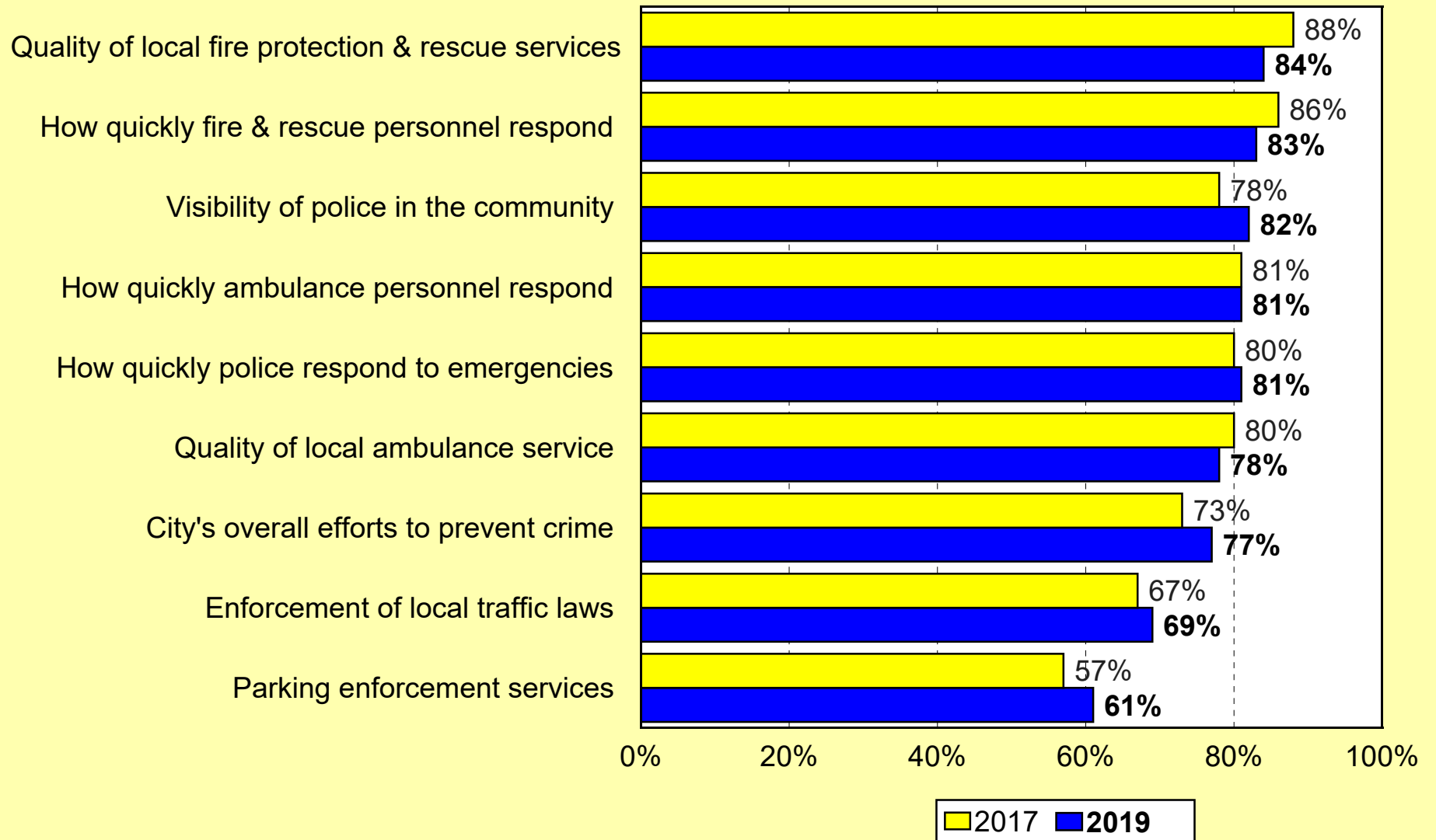
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# TRENDS: Satisfaction with Public Safety Services 2017 vs. 2019

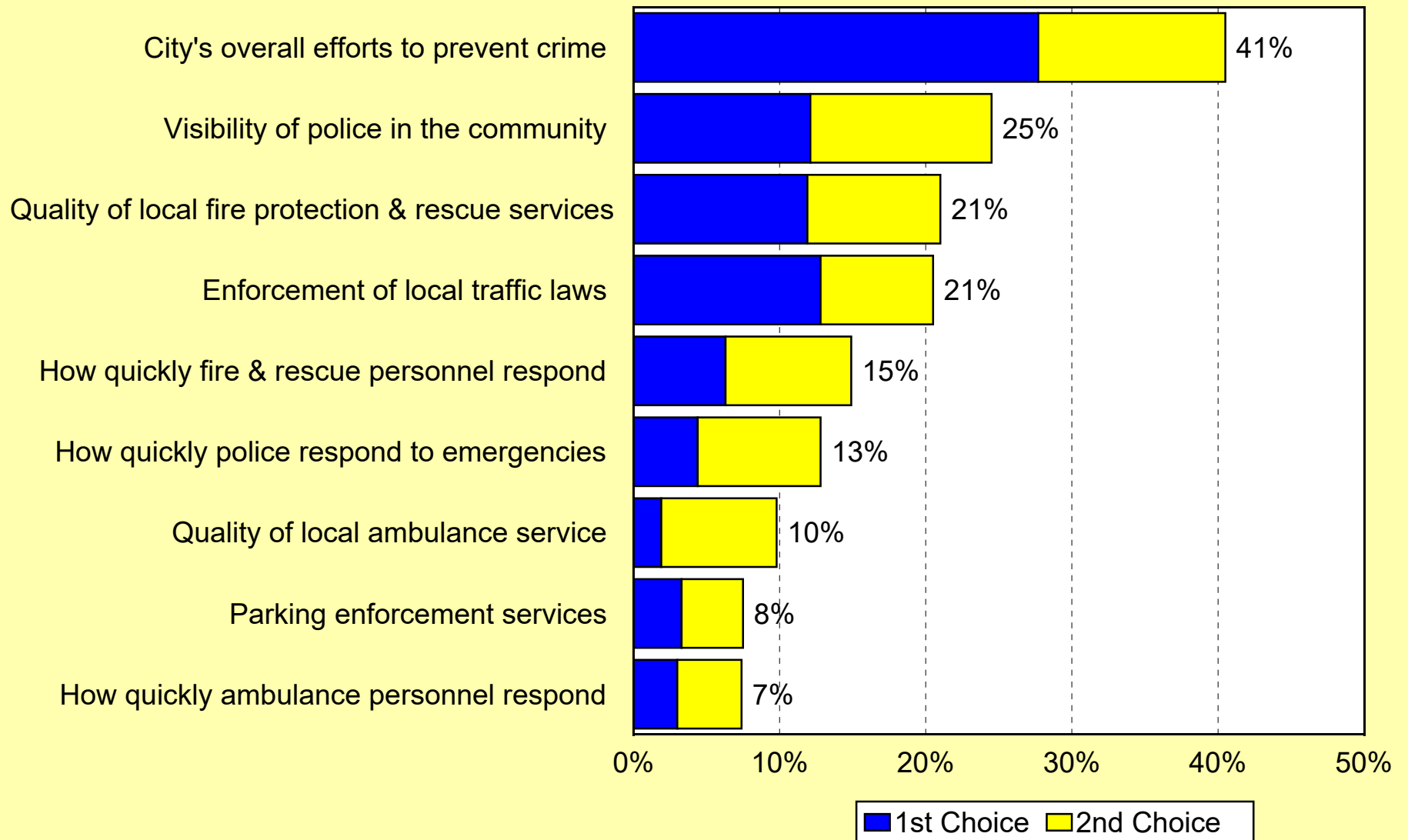
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q9. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

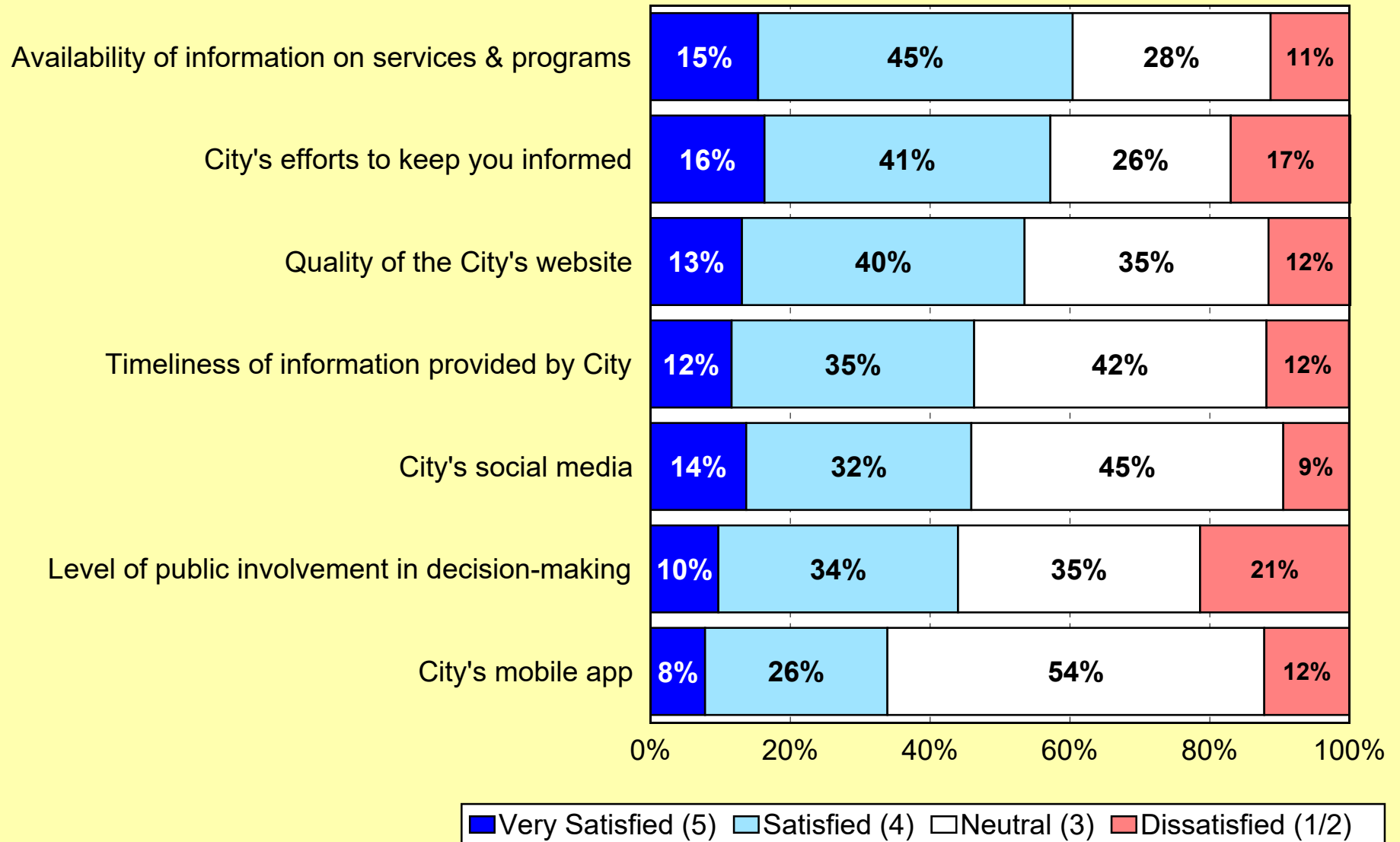
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

# Q10. Satisfaction with City Communication

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

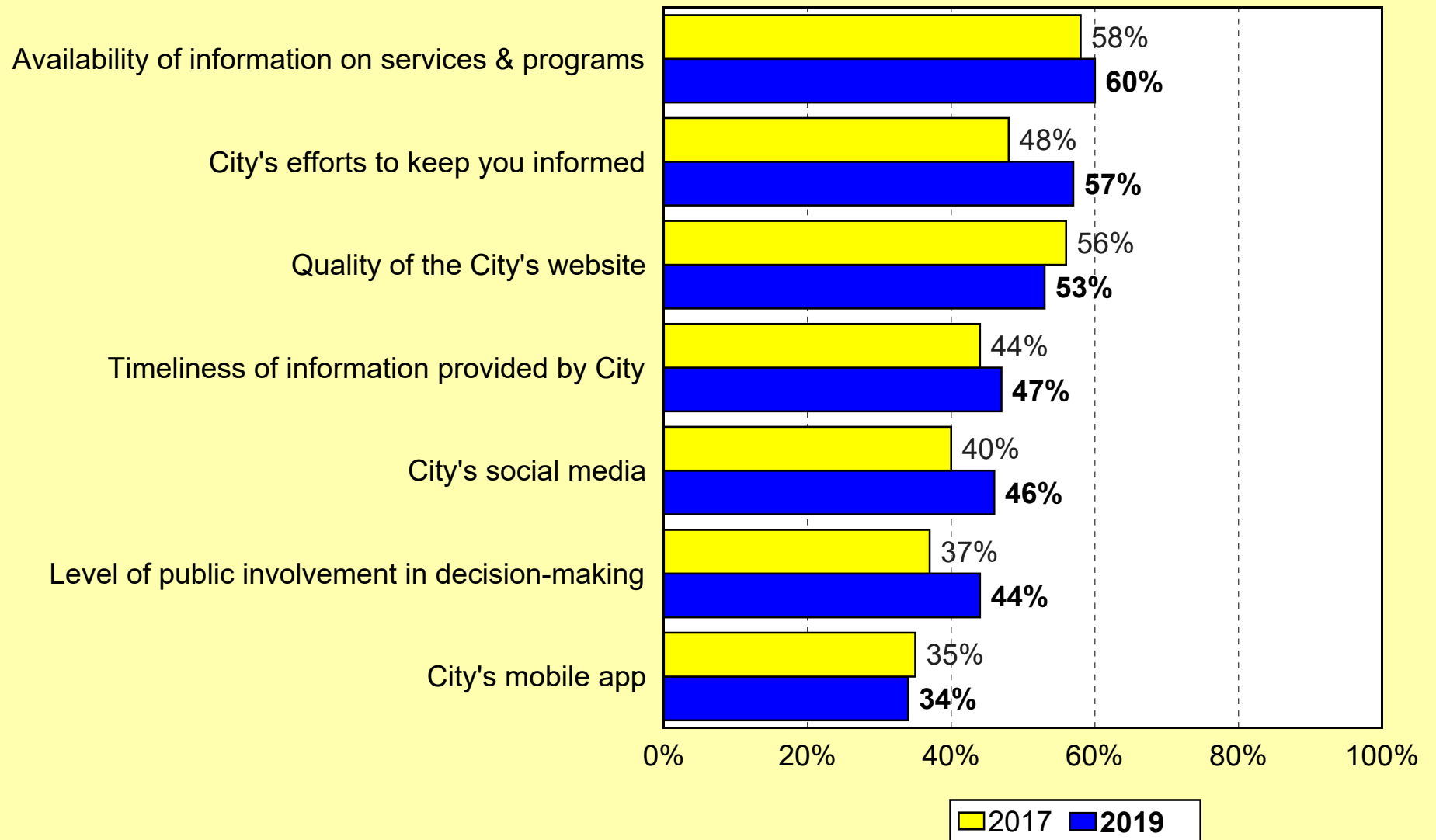


Source: ETC Institute (2019)



# TRENDS: Satisfaction with City Communication 2017 vs. 2019

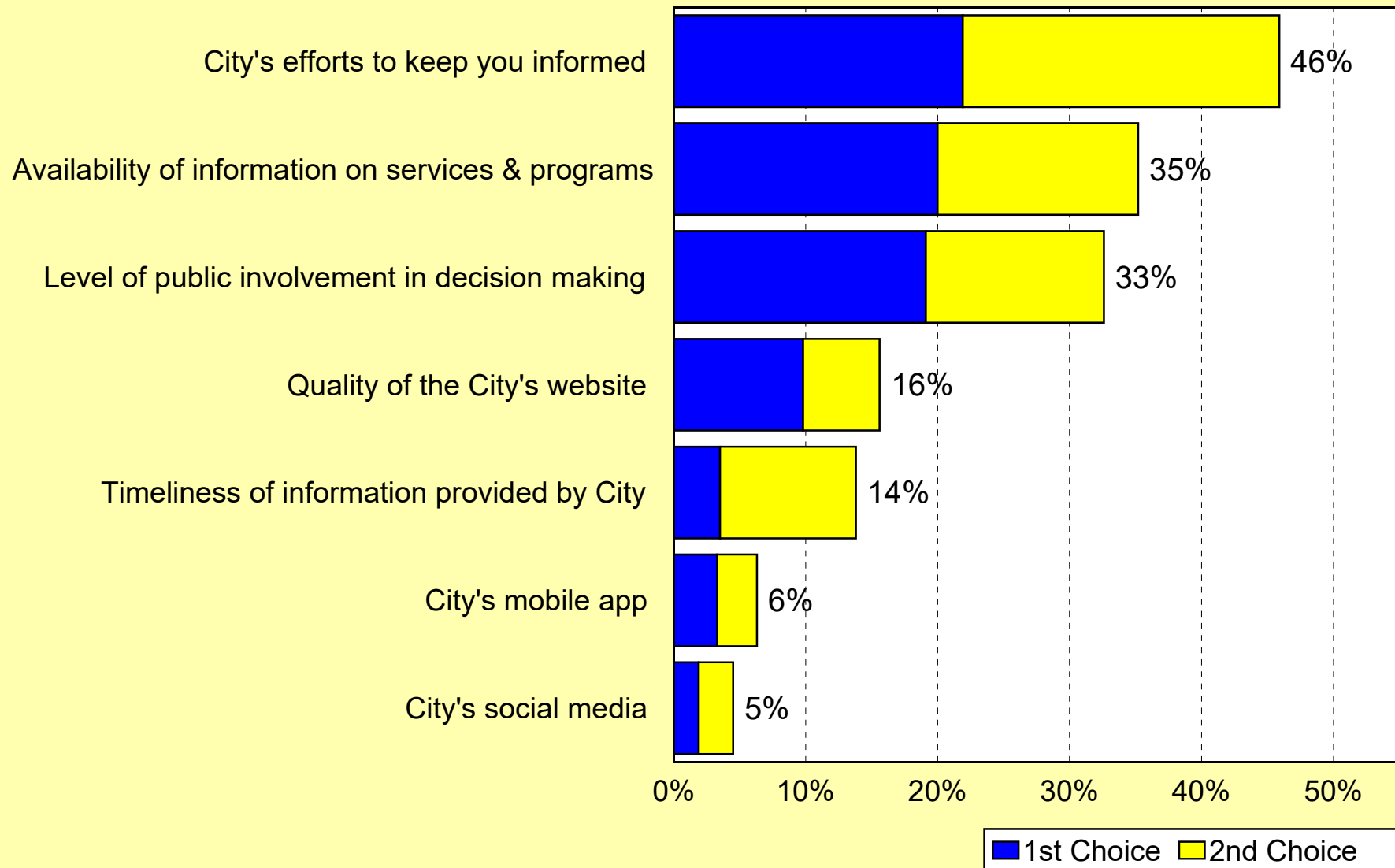
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q11. City Communication Items That Should Receive the Most Emphasis Over the Next Two Years

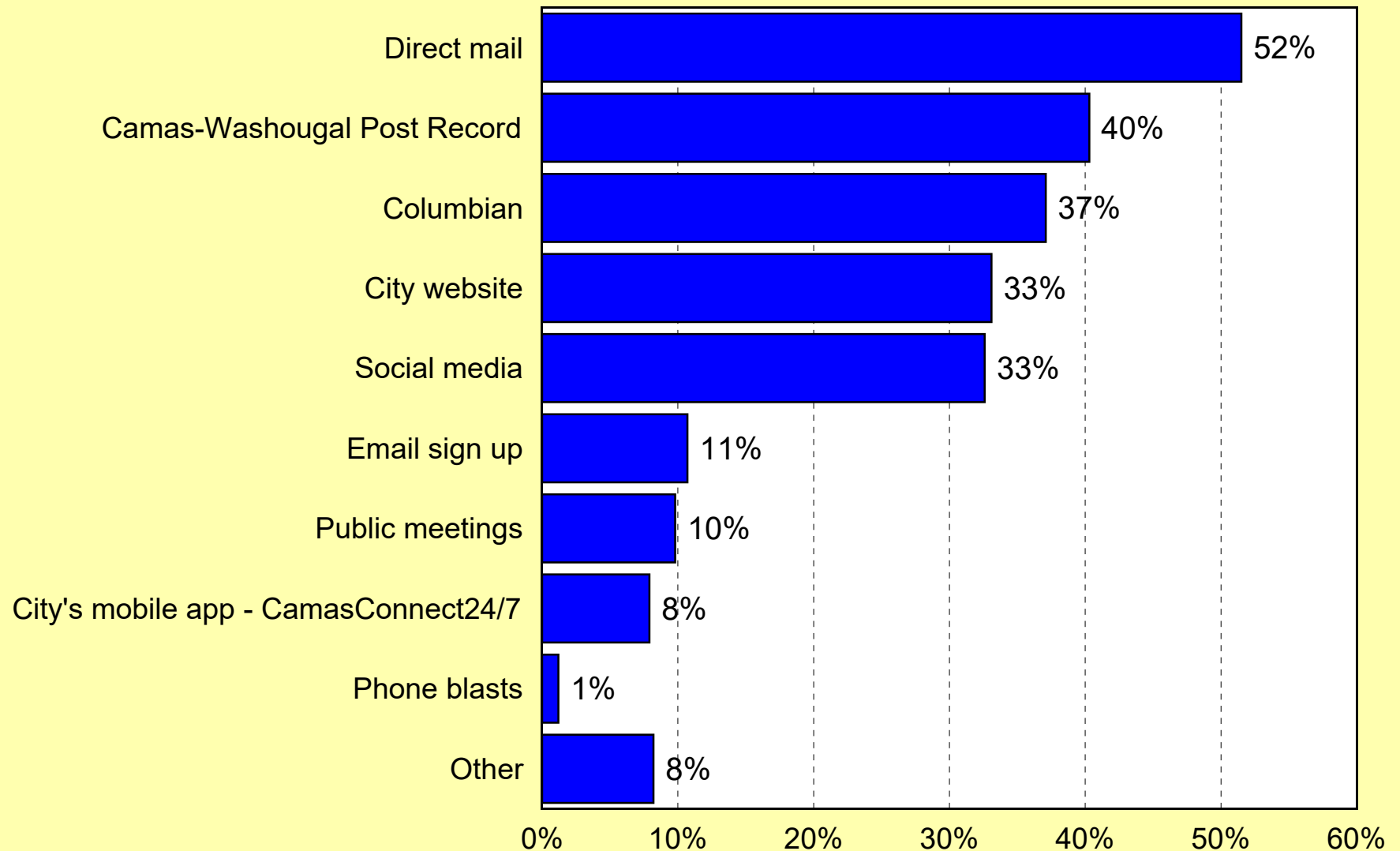
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

# Q12. Where do you currently get news and information about City programs, services, and events?

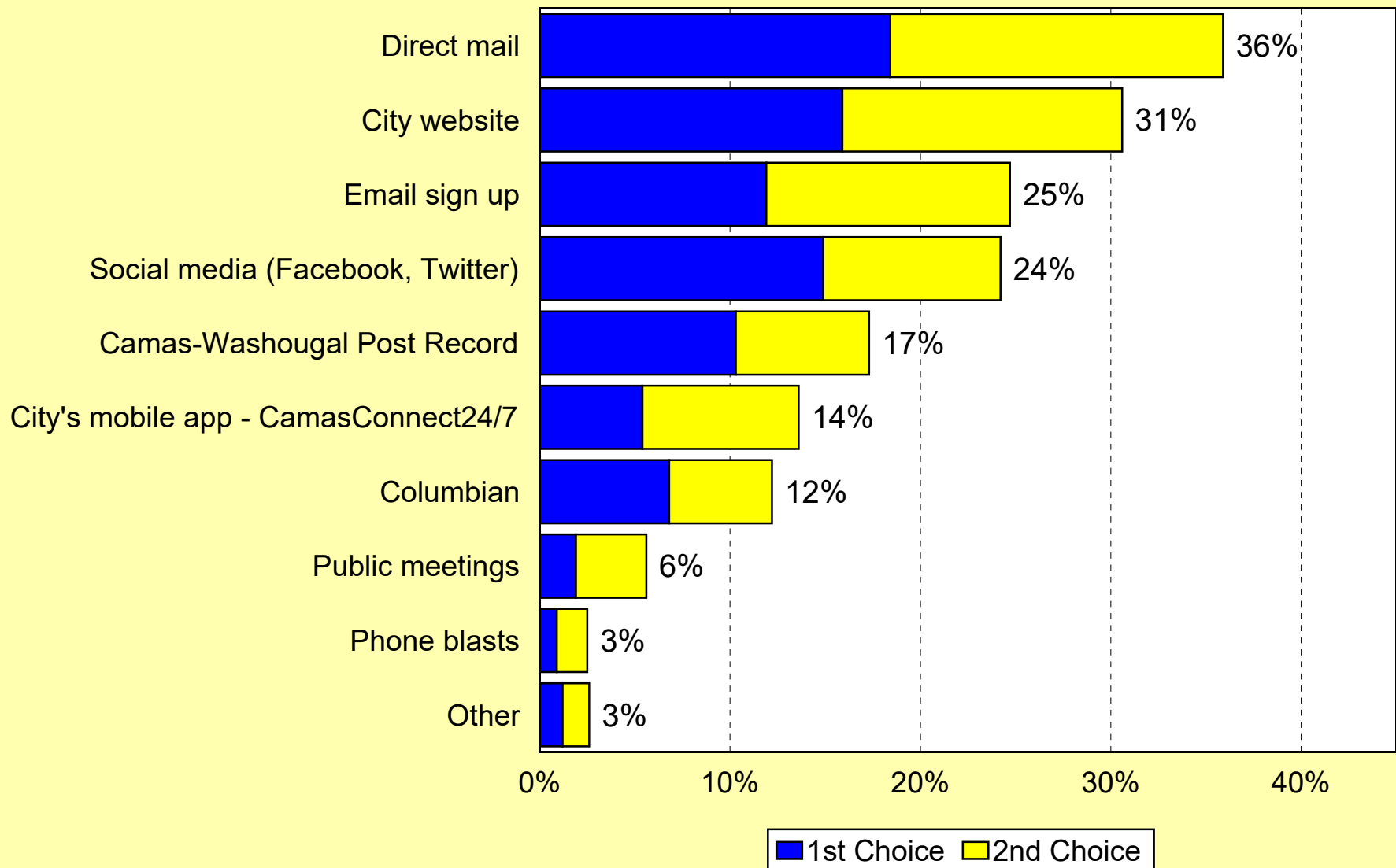
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

# Q13. TWO Sources Where Residents Would Prefer to Get Information From the City

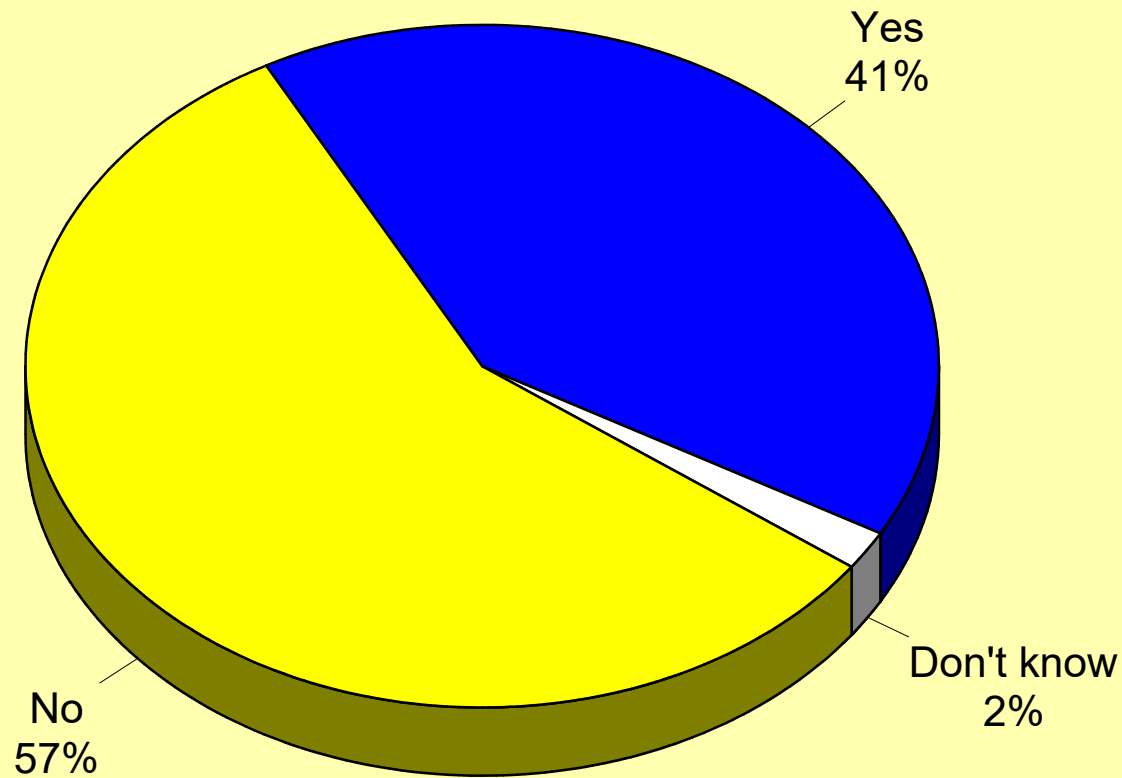
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

# Q14. Have you called, sent e-mail to, or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents

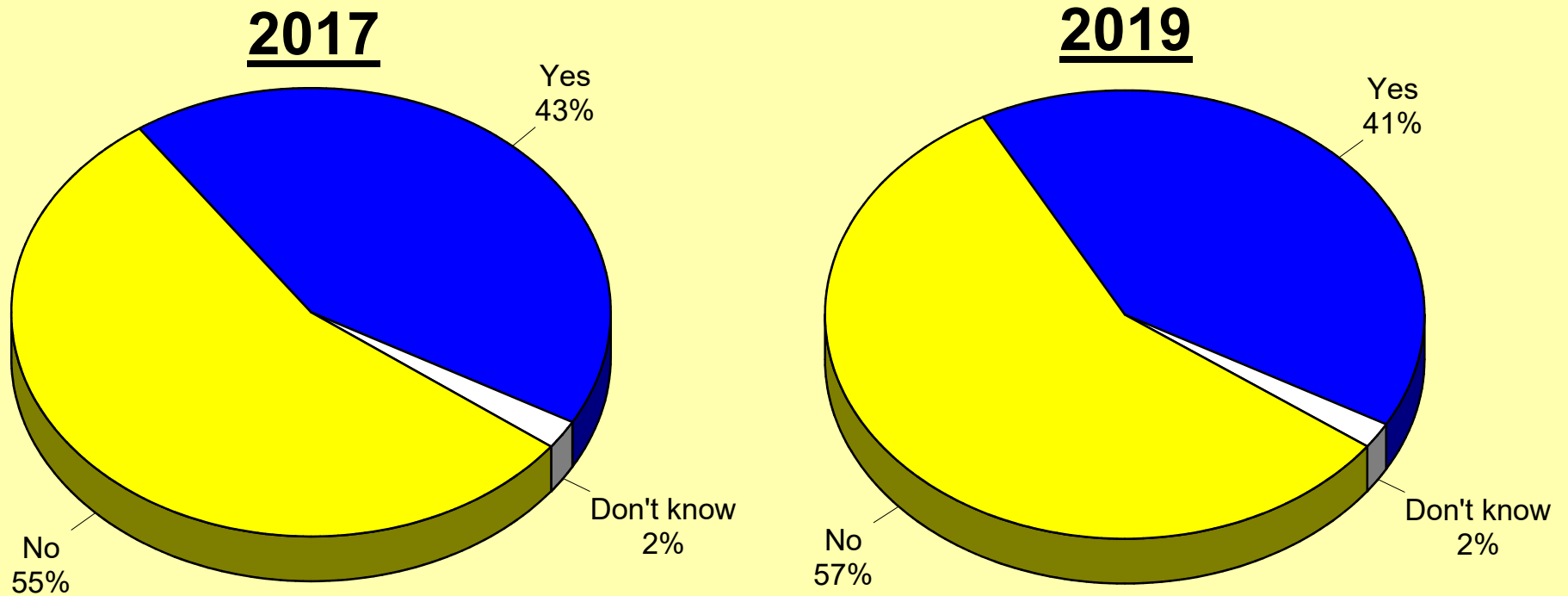


Source: ETC Institute (2019)

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

## 2017 vs. 2019

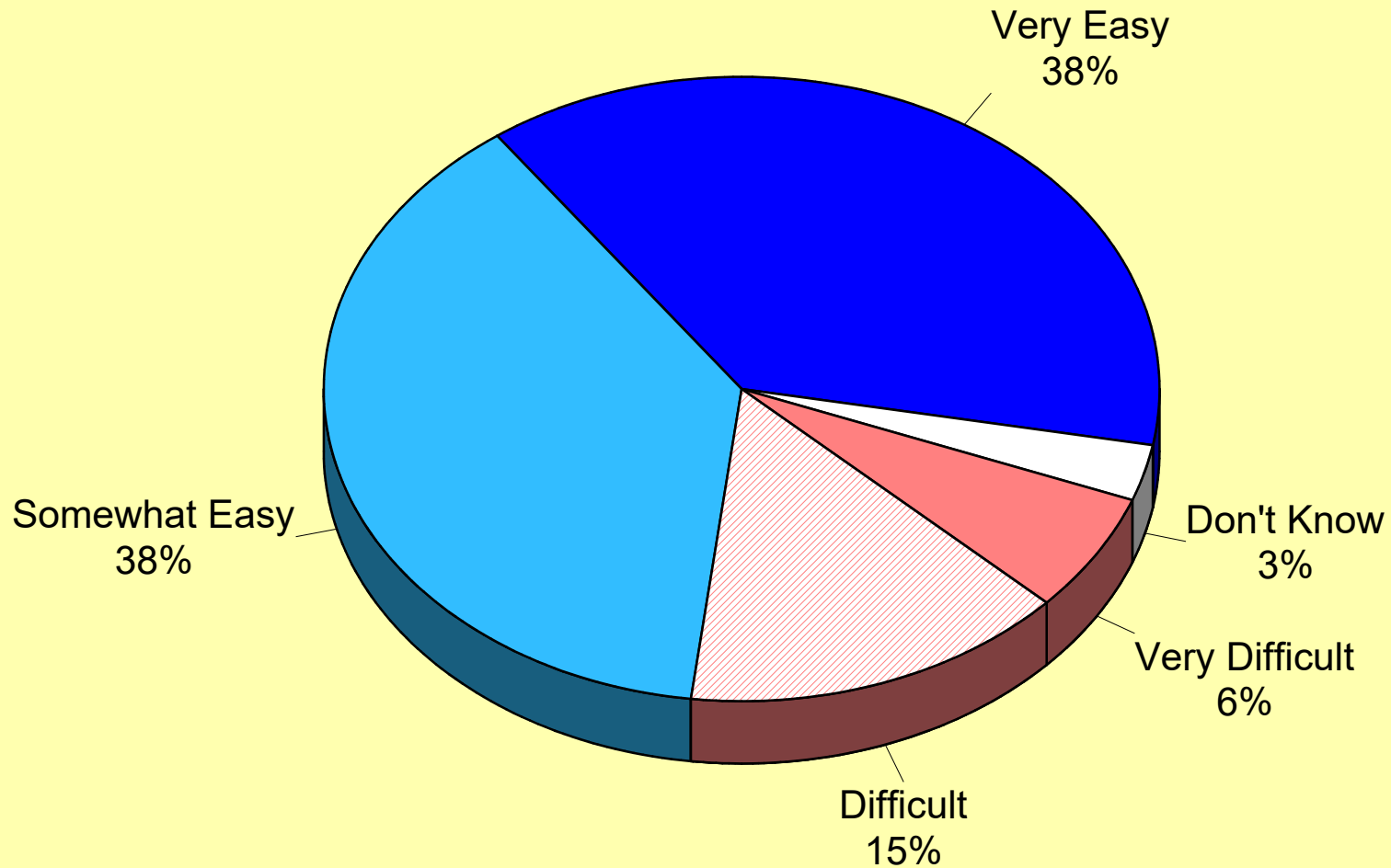
by percentage of respondents



Source: ETC Institute (2019)

# Q14a. How easy was it to contact the person you needed to reach?

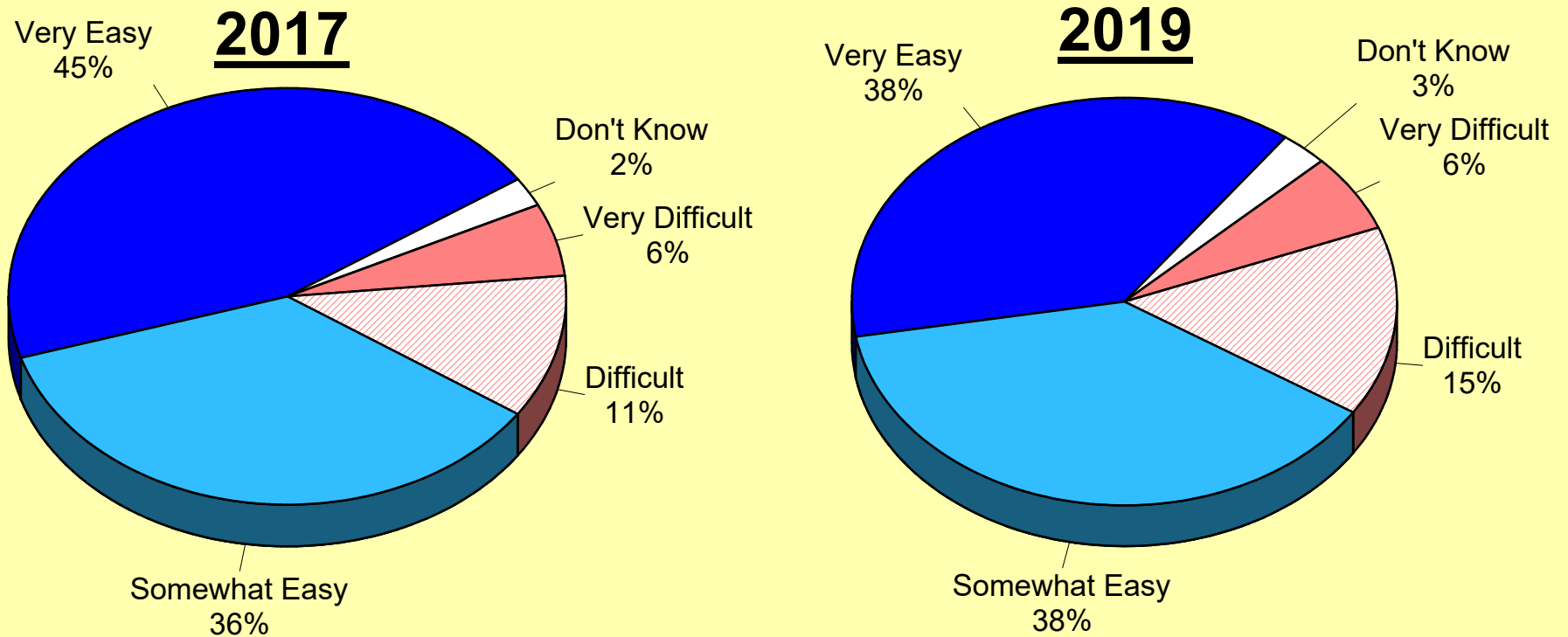
by percentage of respondents who have contacted the City in the past year



Source: ETC Institute (2019)

# TRENDS: How easy was it to contact the person you needed to reach? 2017 vs. 2019

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

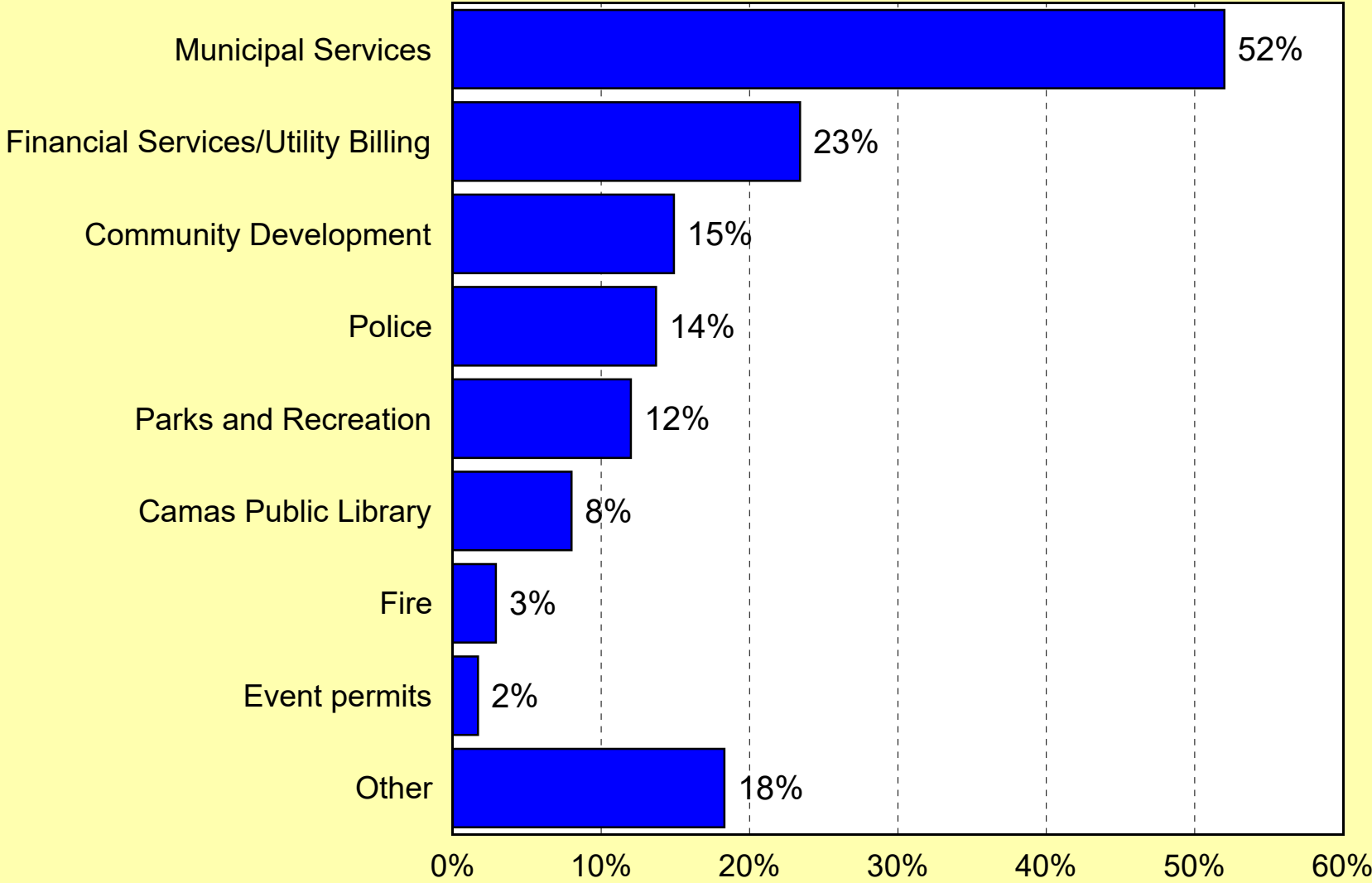


Source: ETC Institute (2019)



# Q14b. What department did you contact?

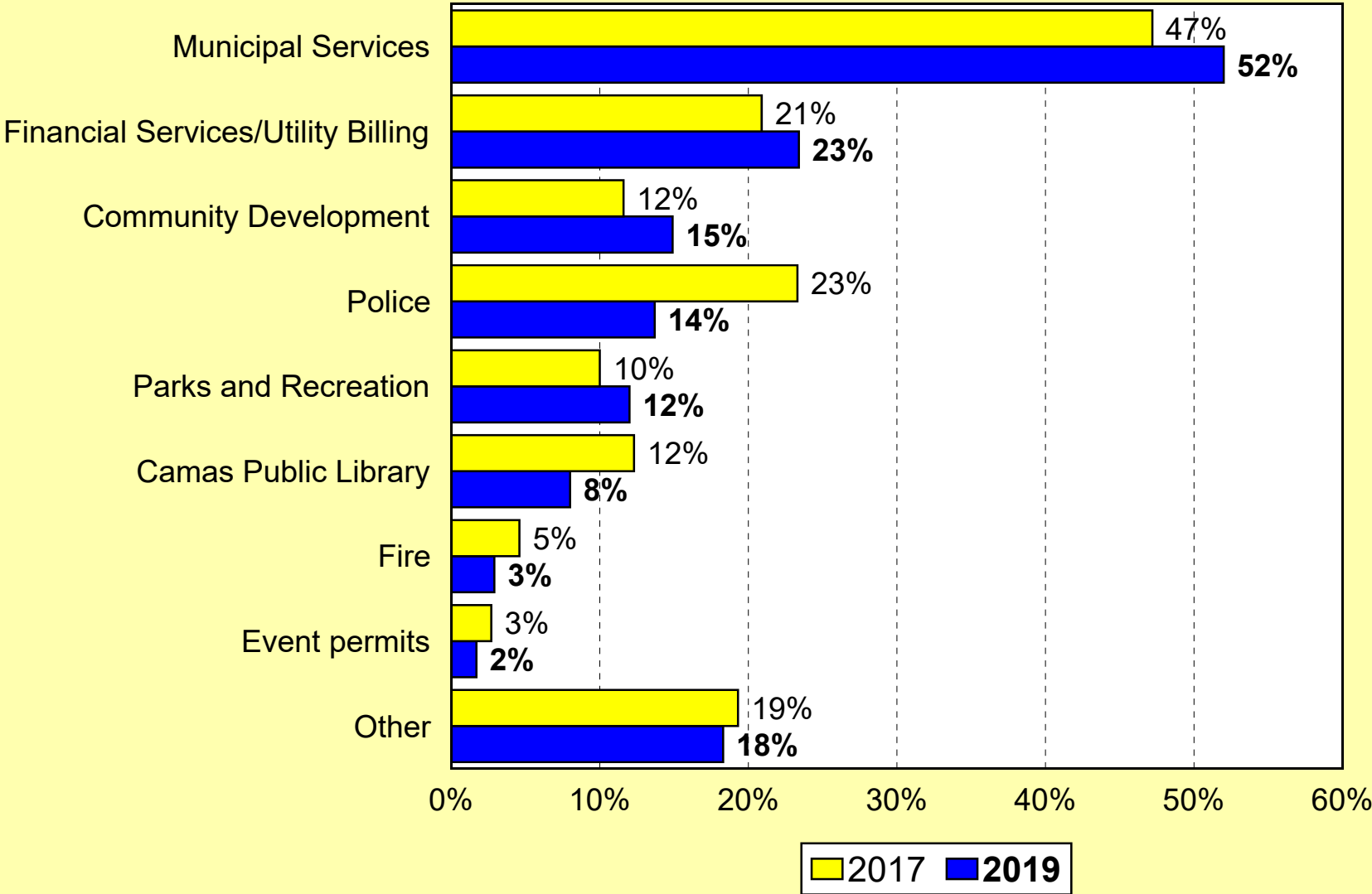
by percentage of respondents who have contacted the City in the past year  
(multiple choices could be made)



Source: ETC Institute (2019)

# TRENDS: What department did you contact? 2017 vs. 2019

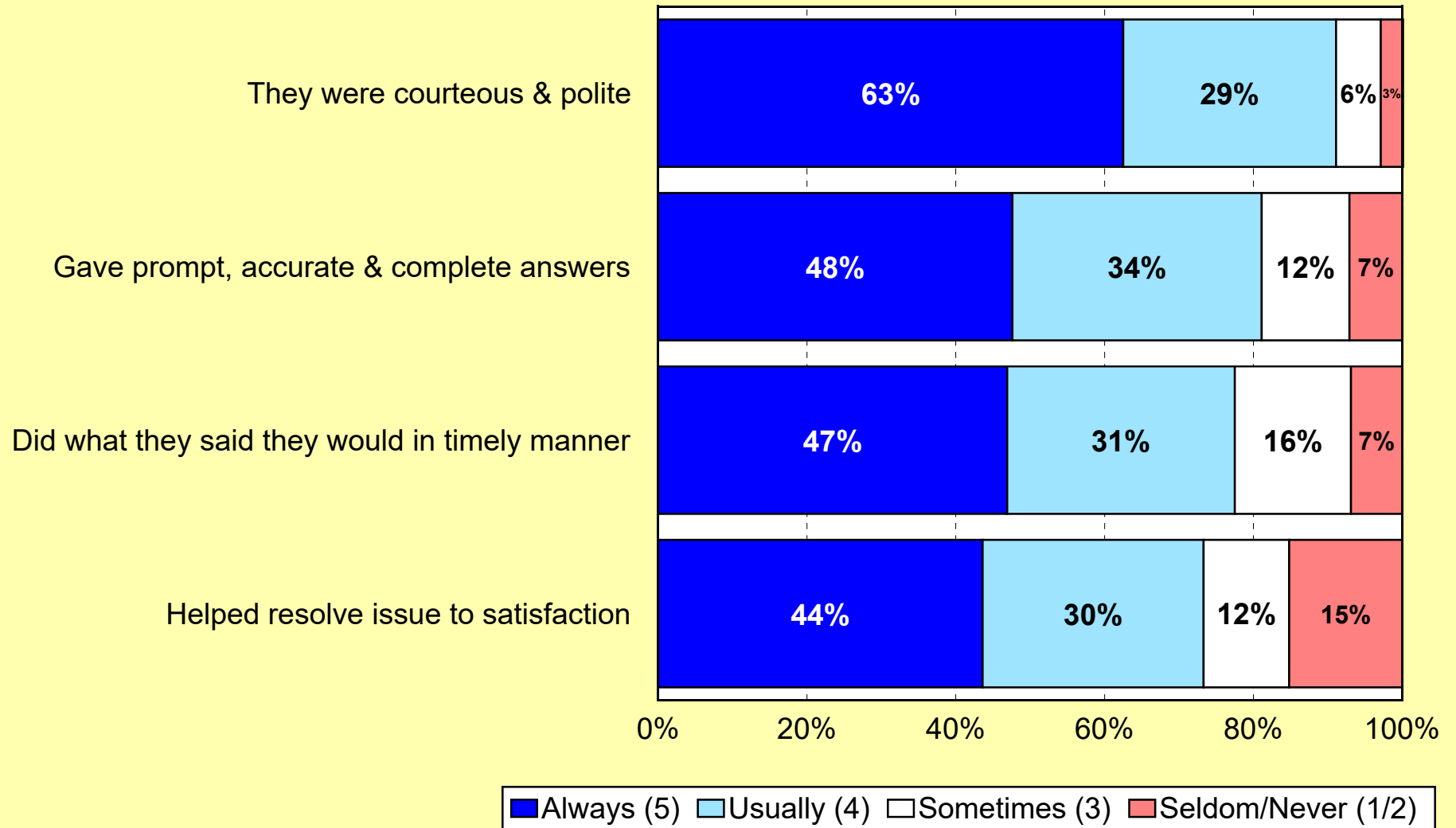
by percentage of respondents who have contacted the City in the past year  
(multiple choices could be made)



Source: ETC Institute (2019)

# Q14c. How Often Employees Displayed Various Behaviors

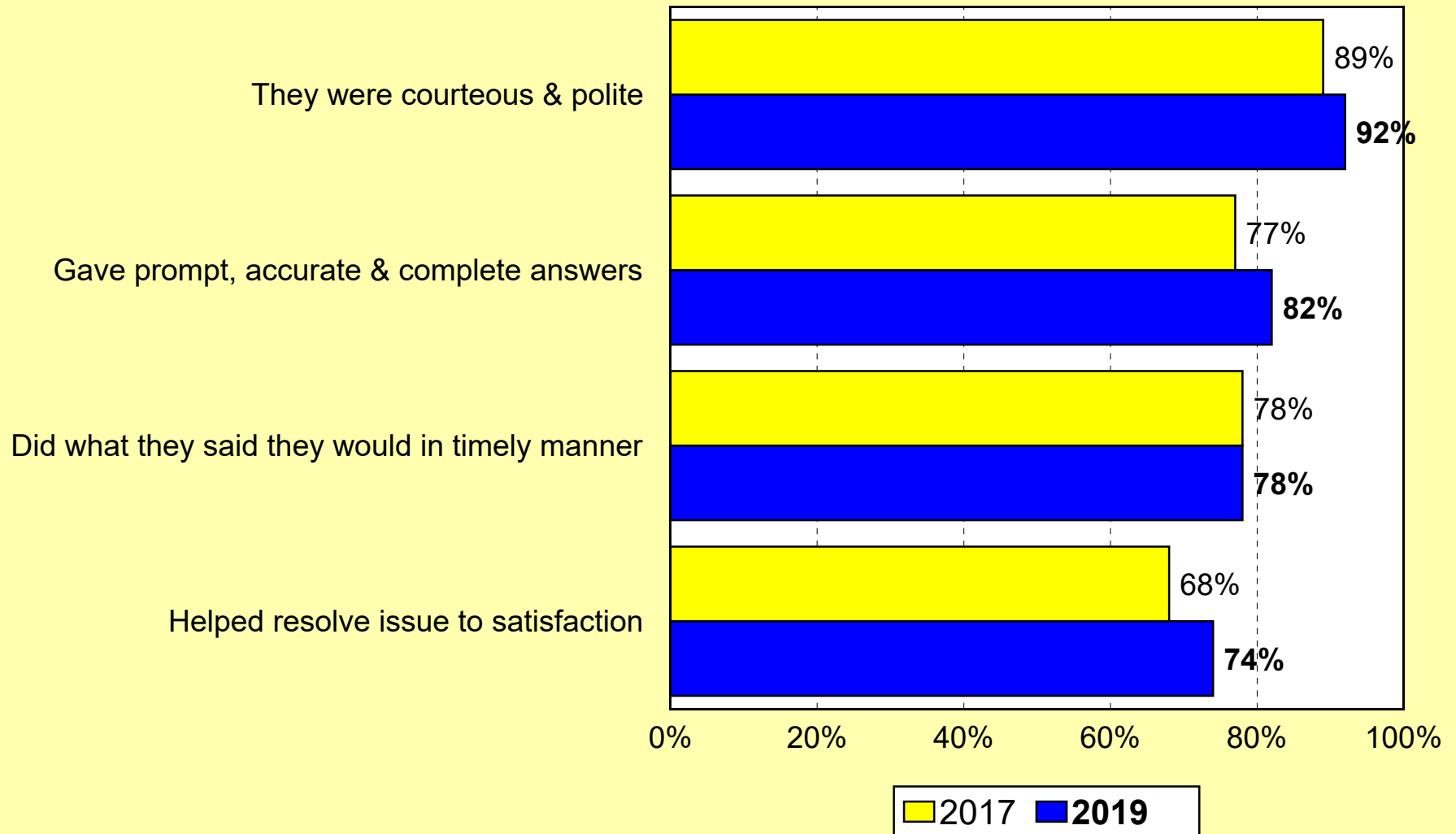
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# TRENDS: How Often Employees Displayed Various Behaviors - 2017 vs. 2019

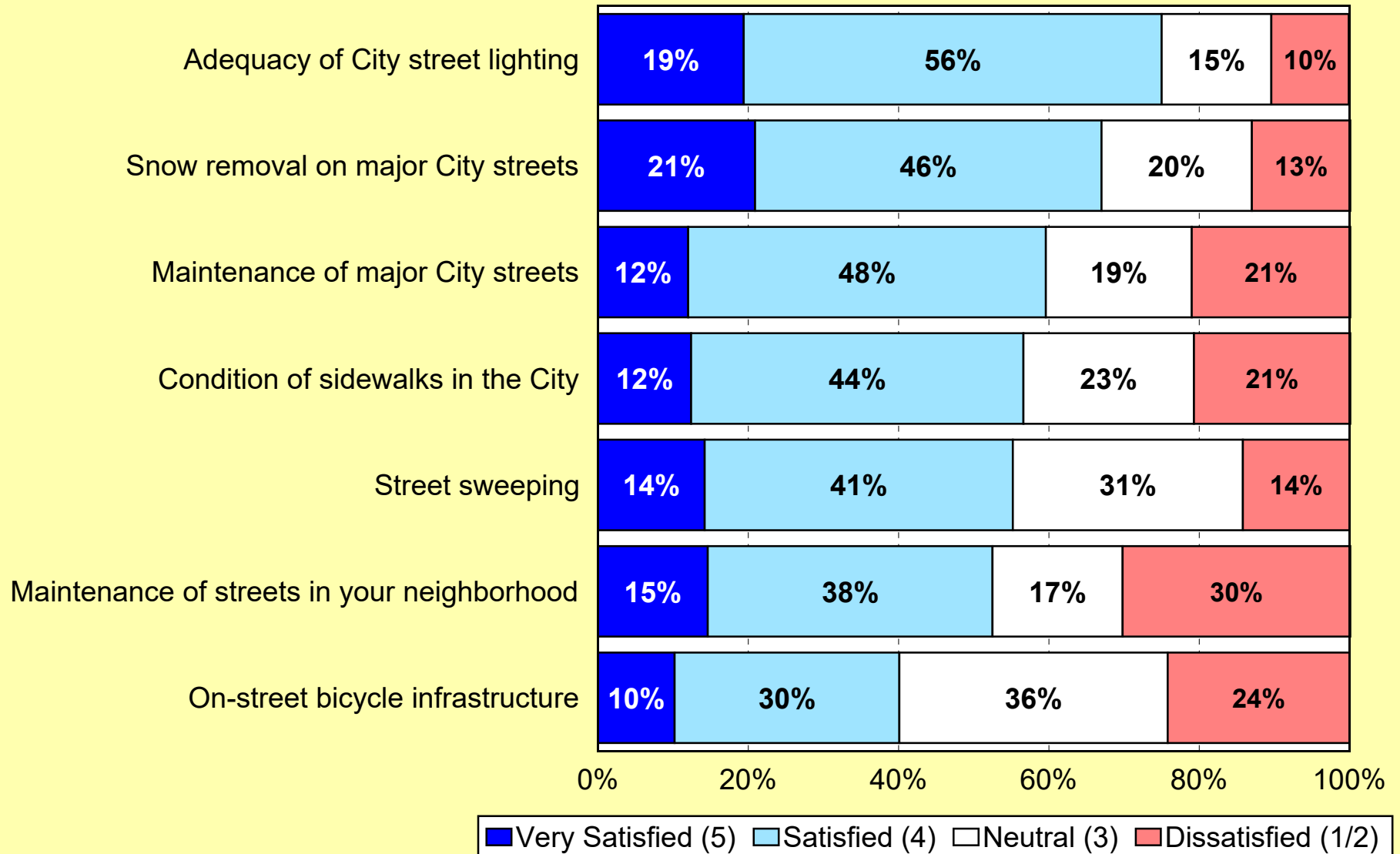
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

## Q15. Satisfaction with Maintenance

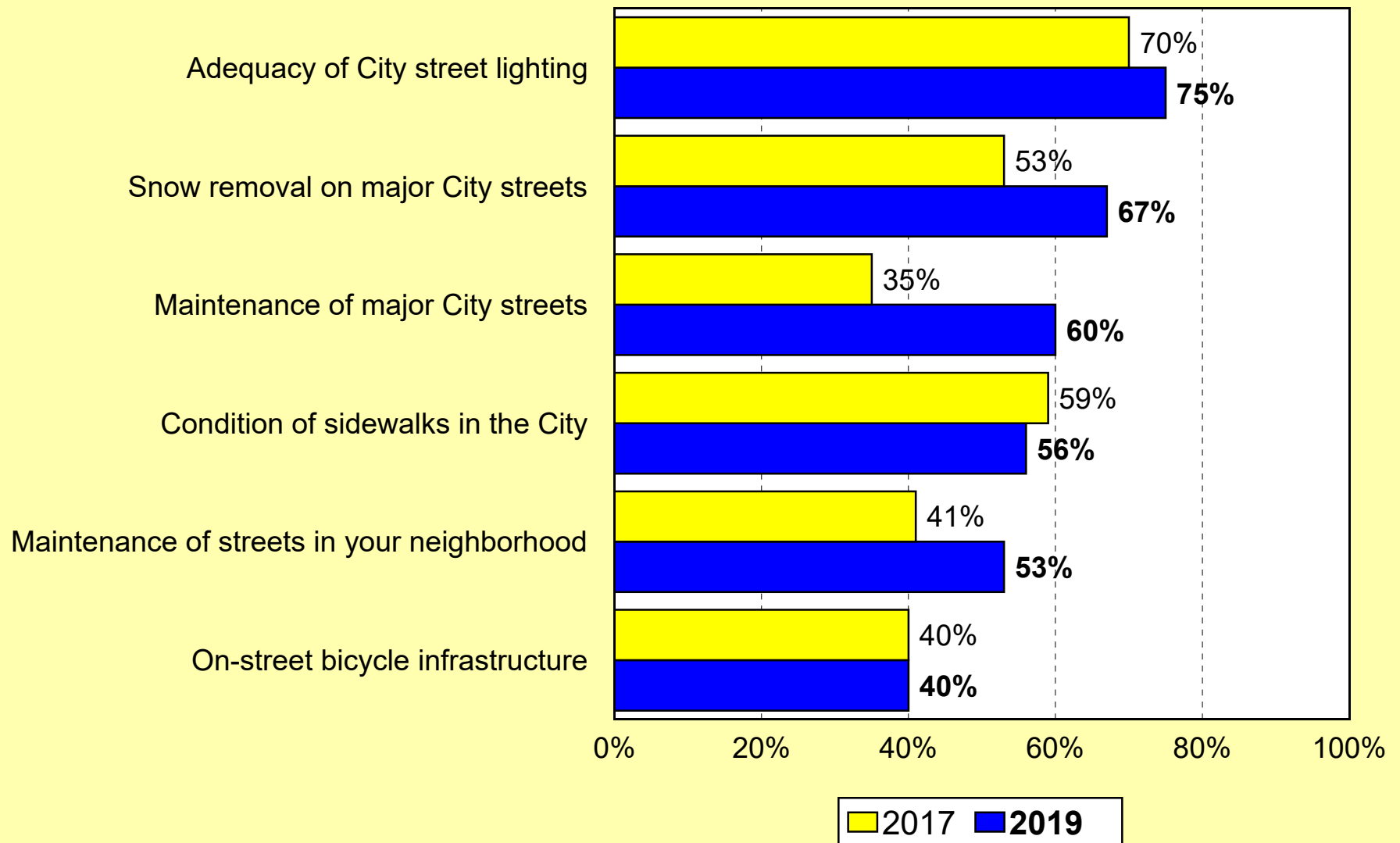
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# TRENDS: Satisfaction with Maintenance 2017 vs. 2019

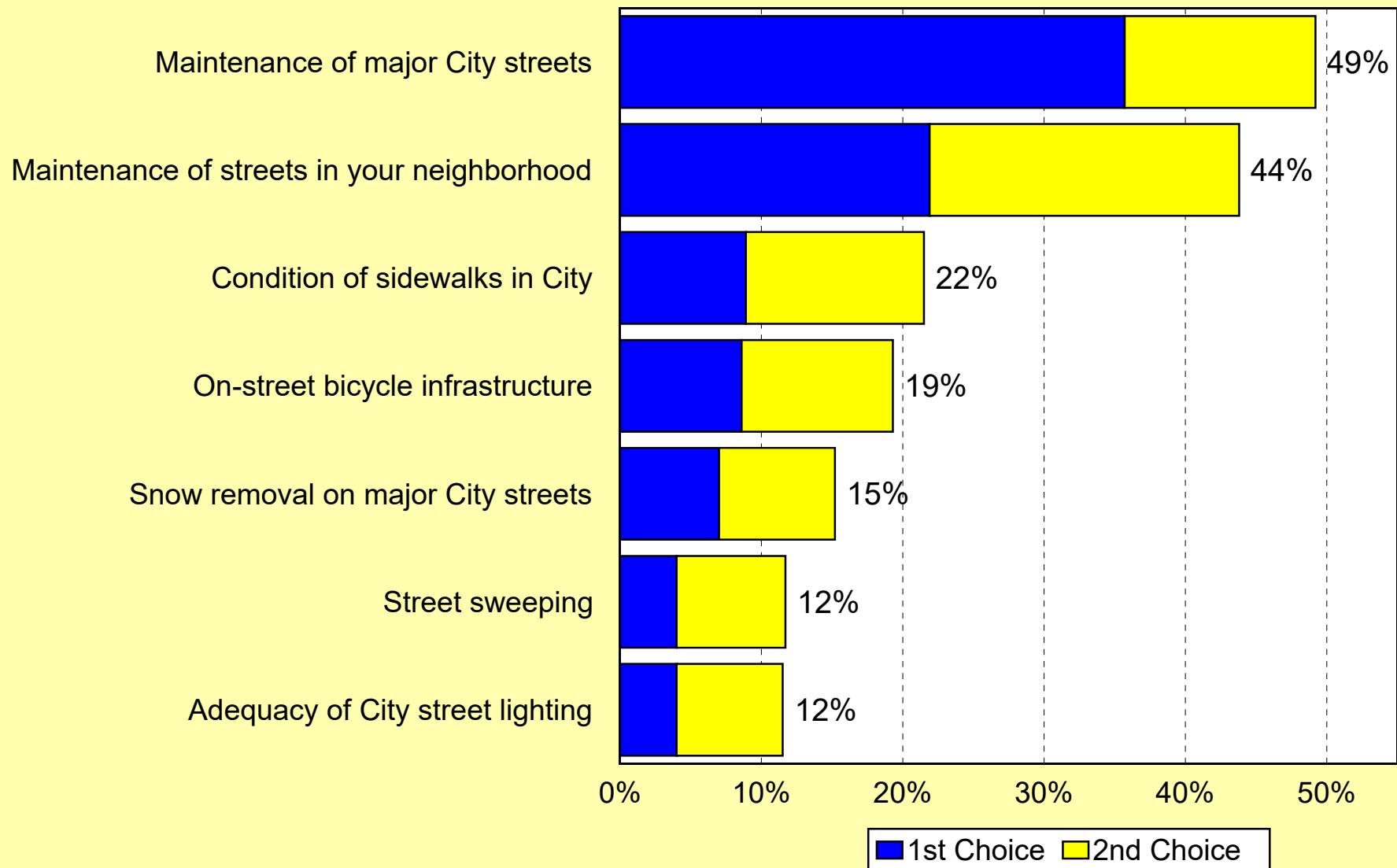
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q16. Street Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

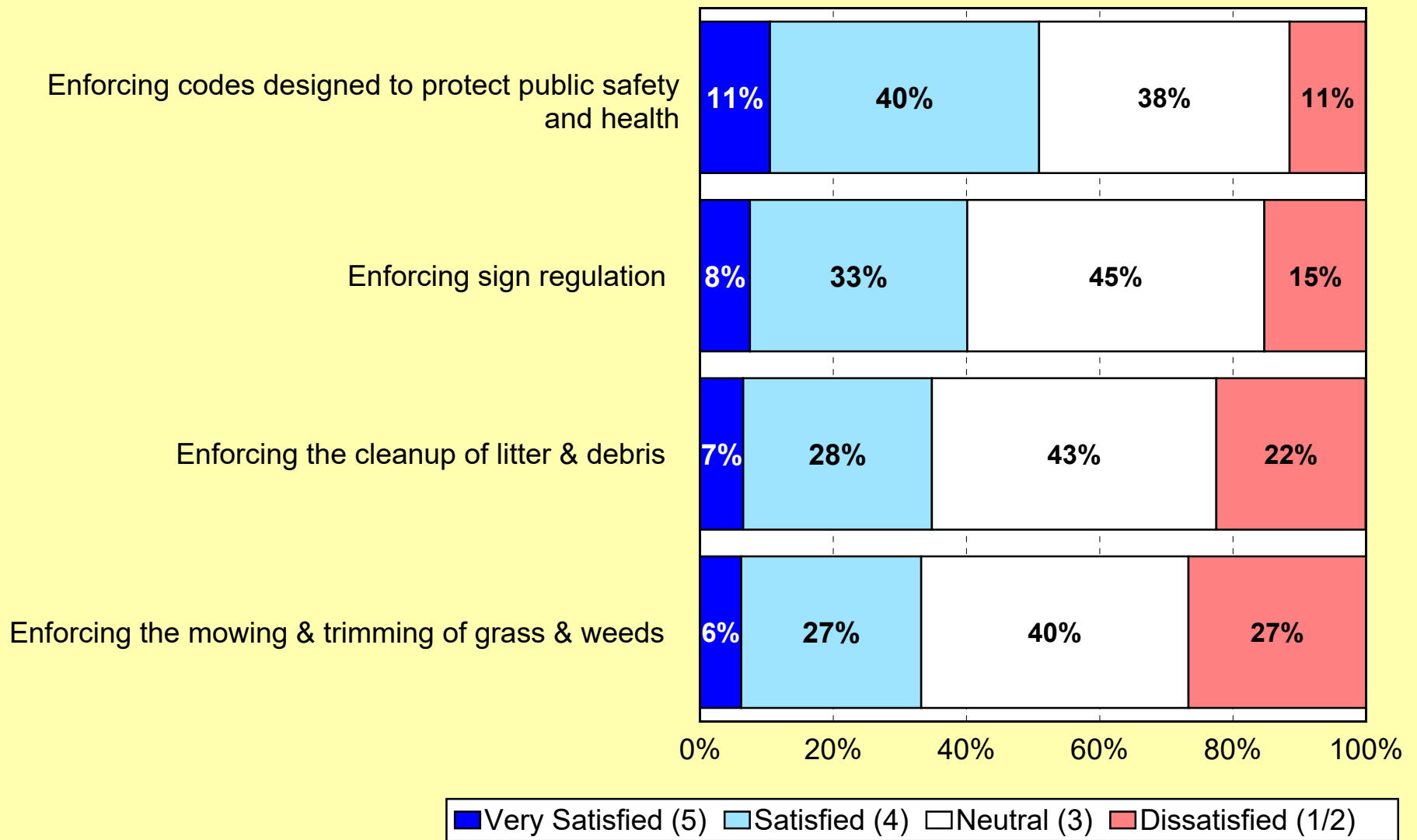
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

# Q17. Satisfaction with Code Enforcement

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

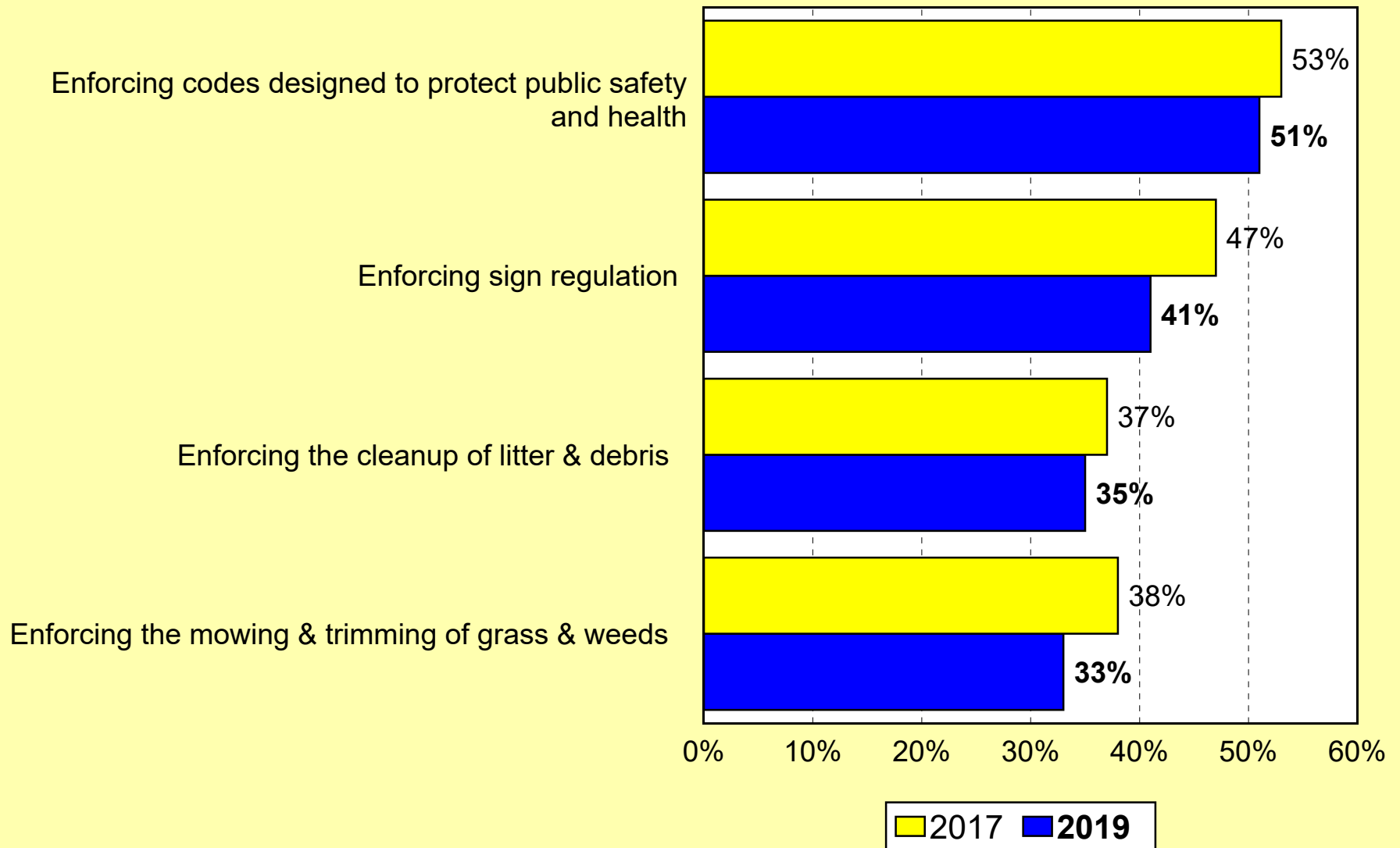


Source: ETC Institute (2019)



# TRENDS: Satisfaction with Code Enforcement 2017 vs. 2019

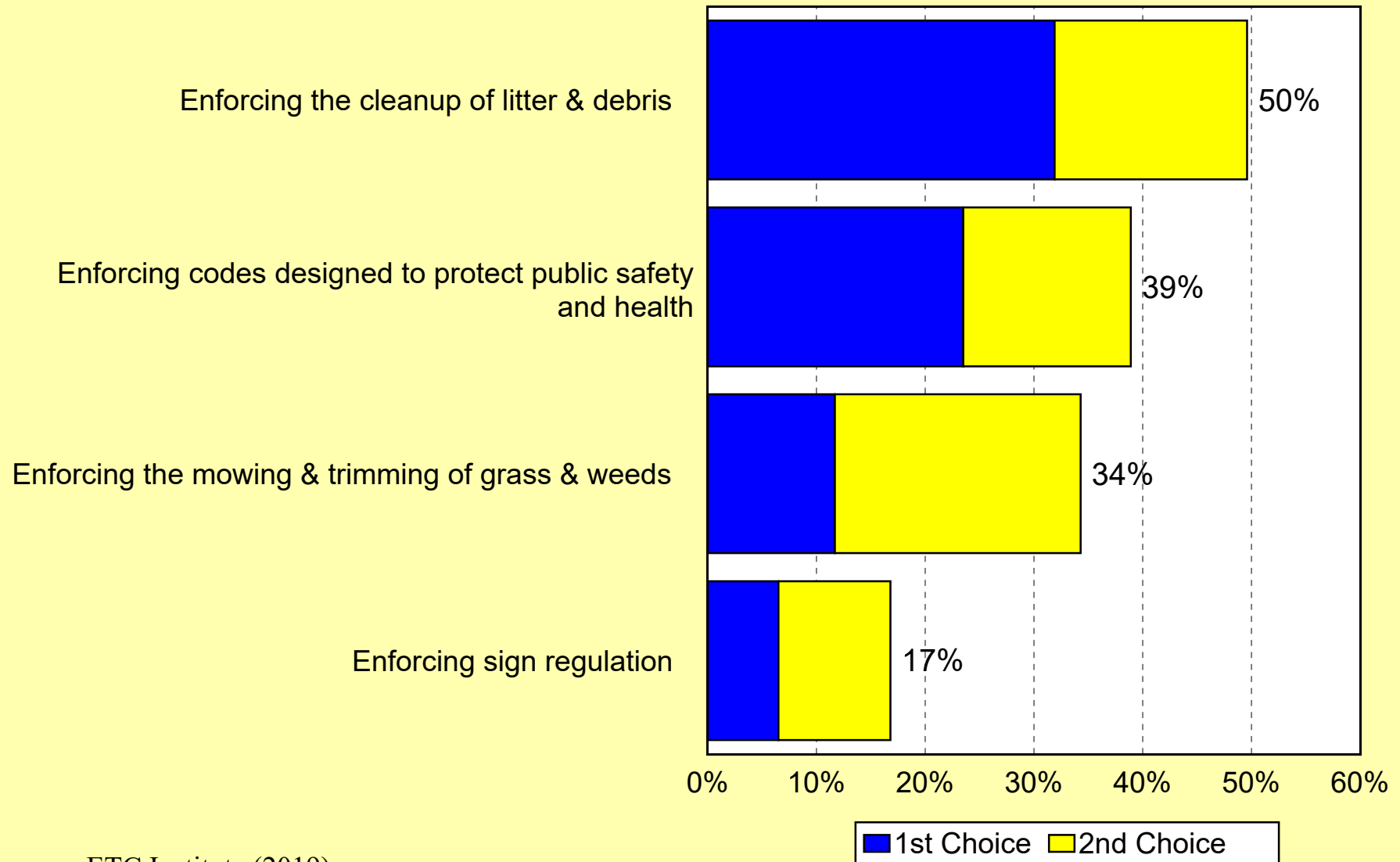
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q18. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

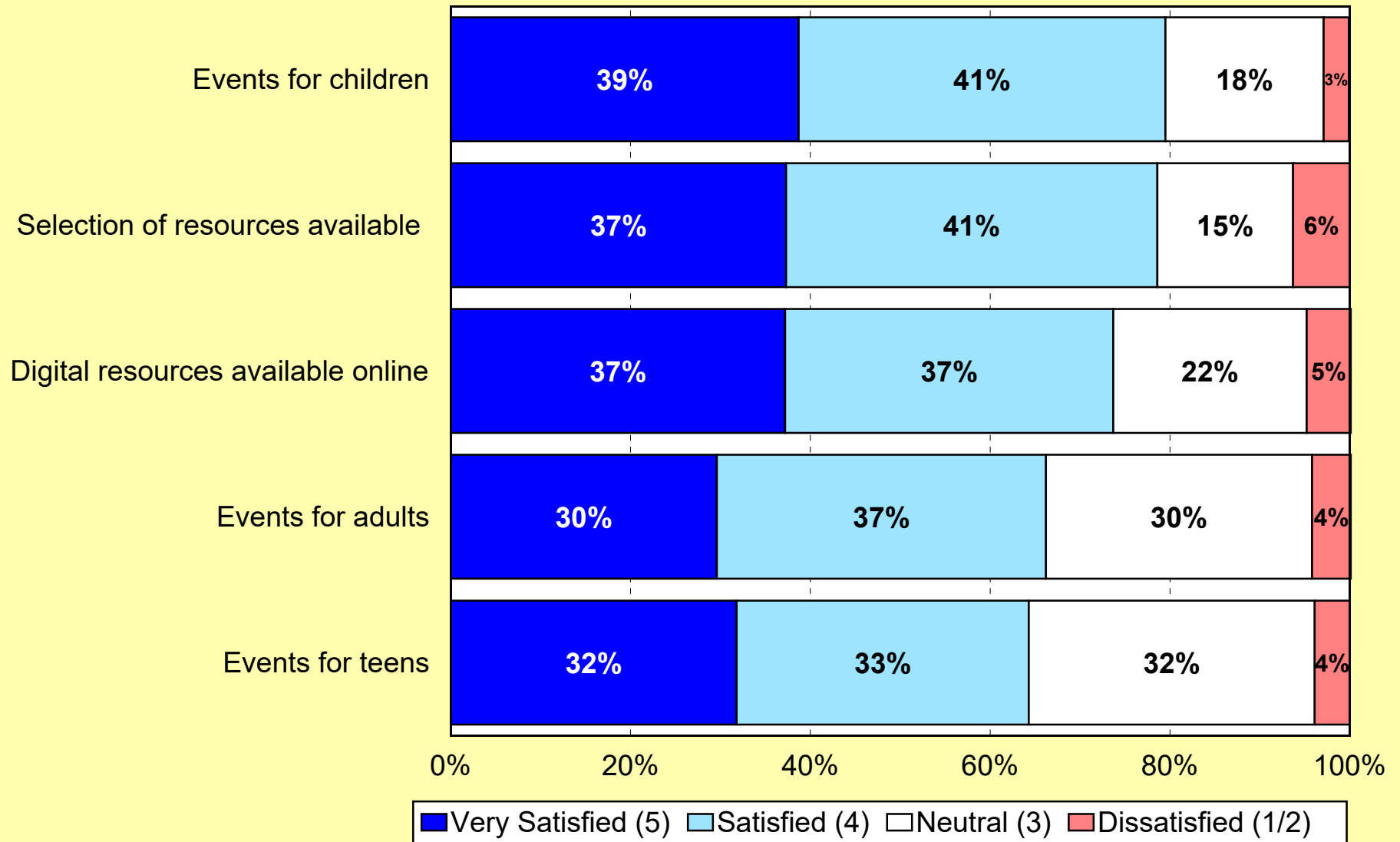
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

# Q19. Satisfaction with Library Services

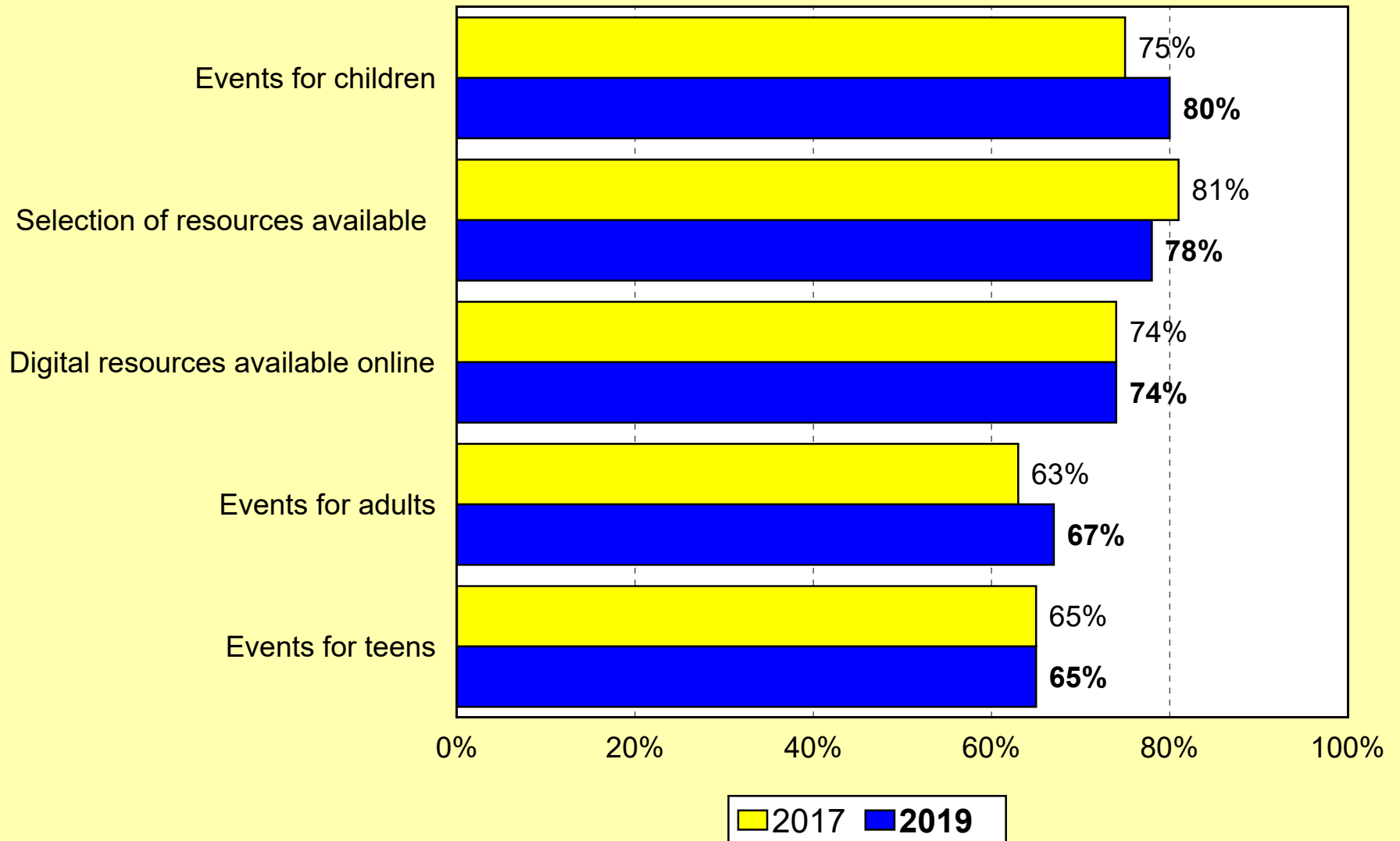
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# TRENDS: Satisfaction with Library Services 2017 vs. 2019

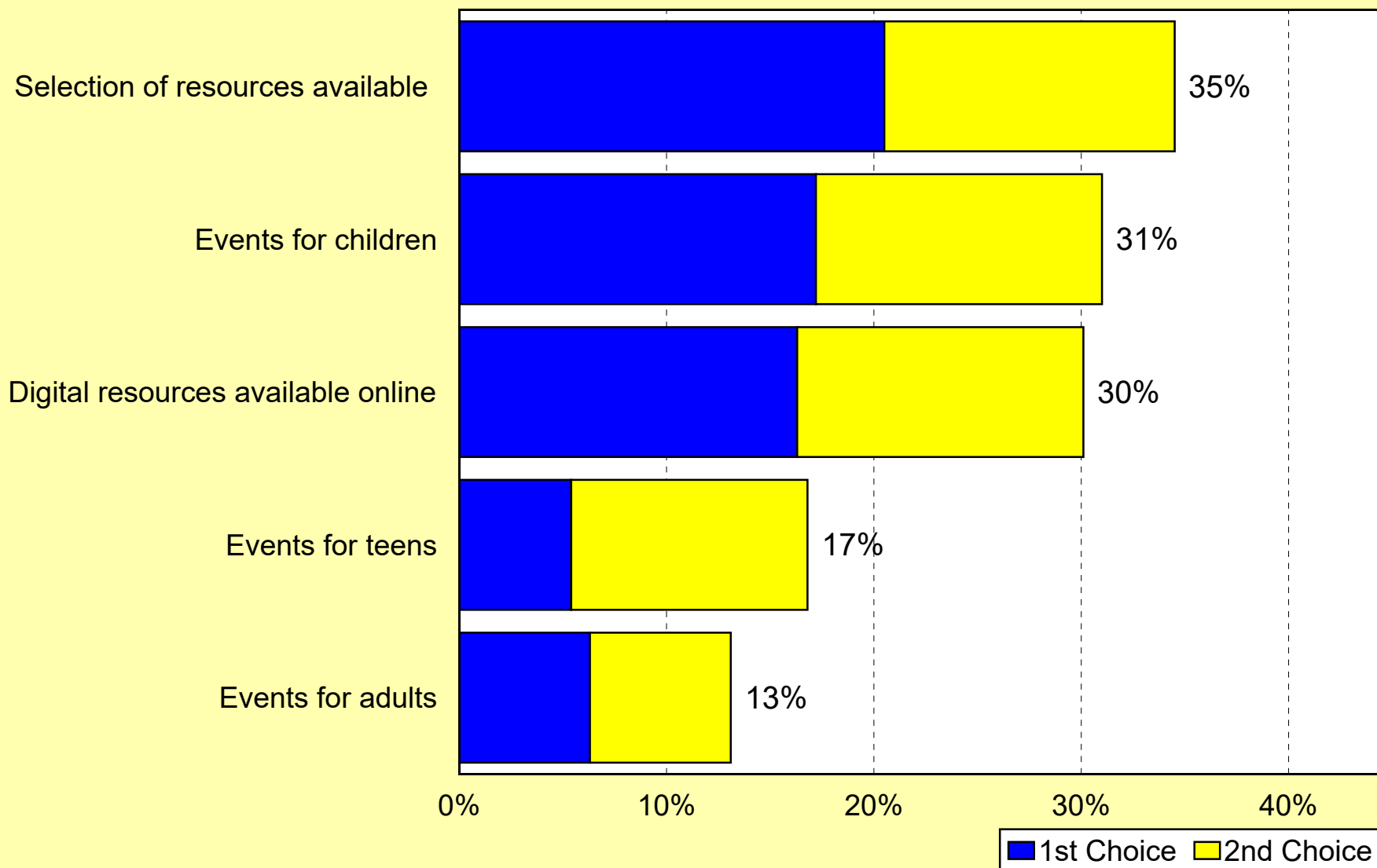
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q20. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

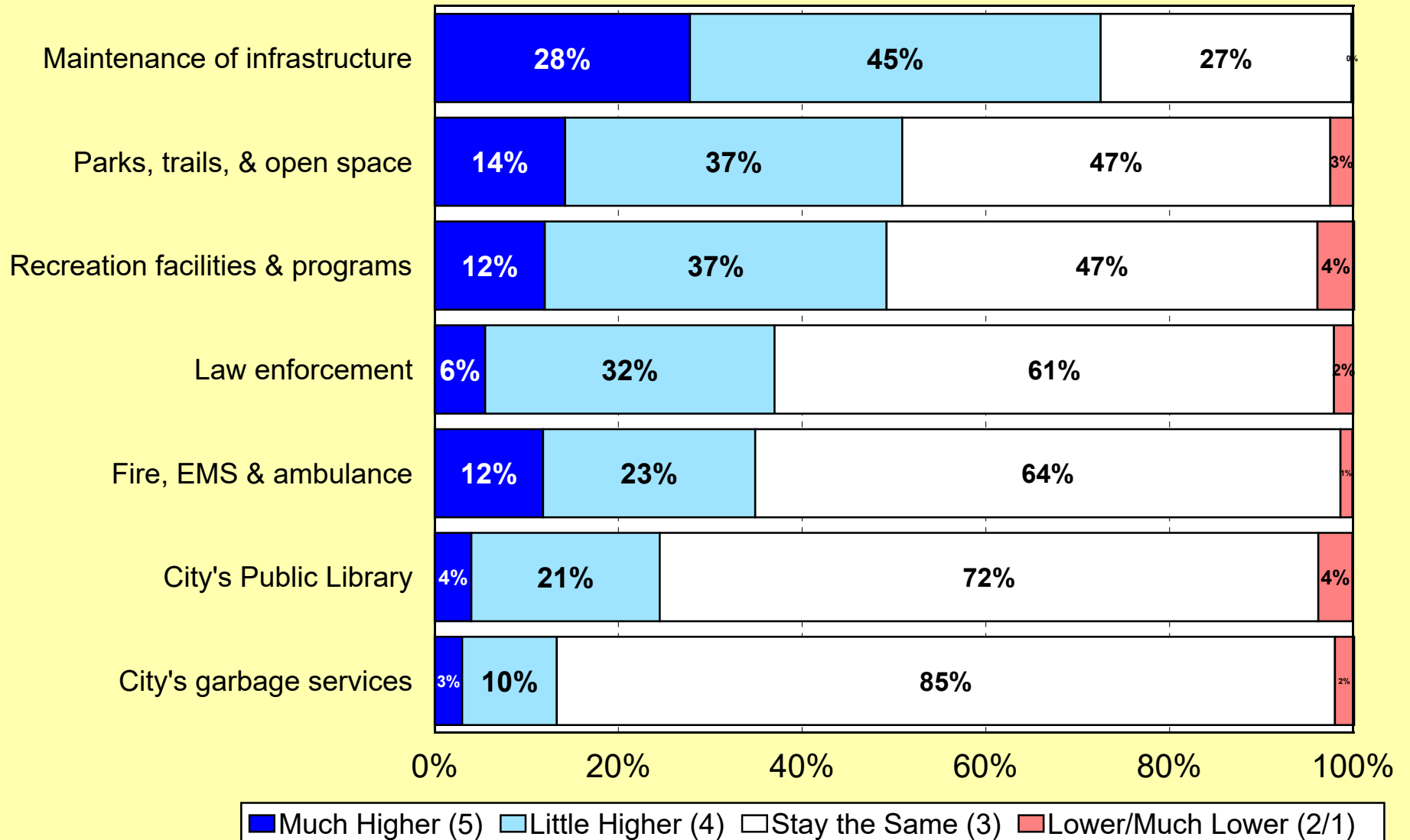
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

# Q21. How Level of Service Provided by the City Should Change

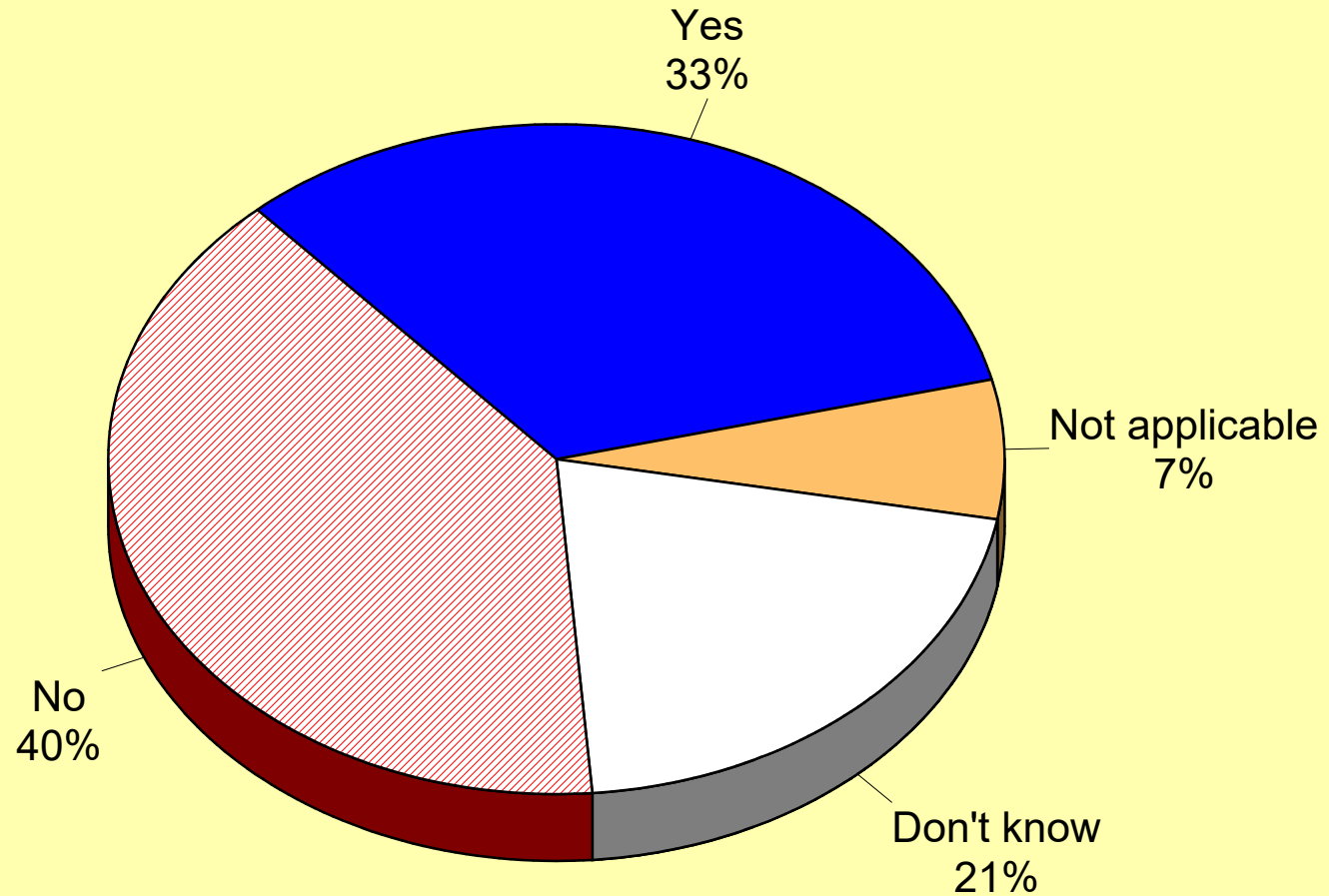
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

## Q22. Willingness to pay more in taxes or fees to support an increase in service level?

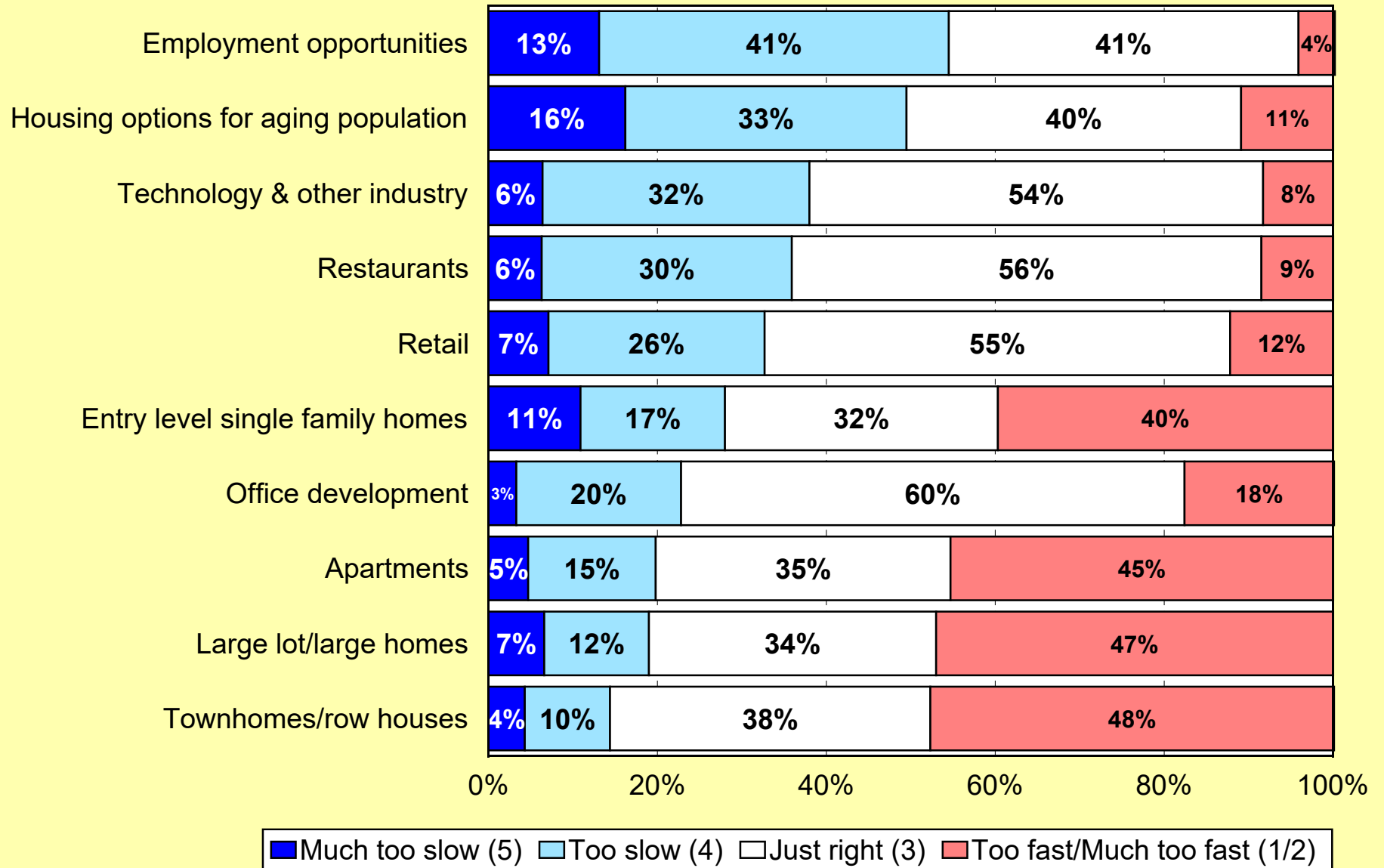
by percentage of respondents



Source: ETC Institute (2019)

# Q23. Current Pace of Development in Various Areas

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

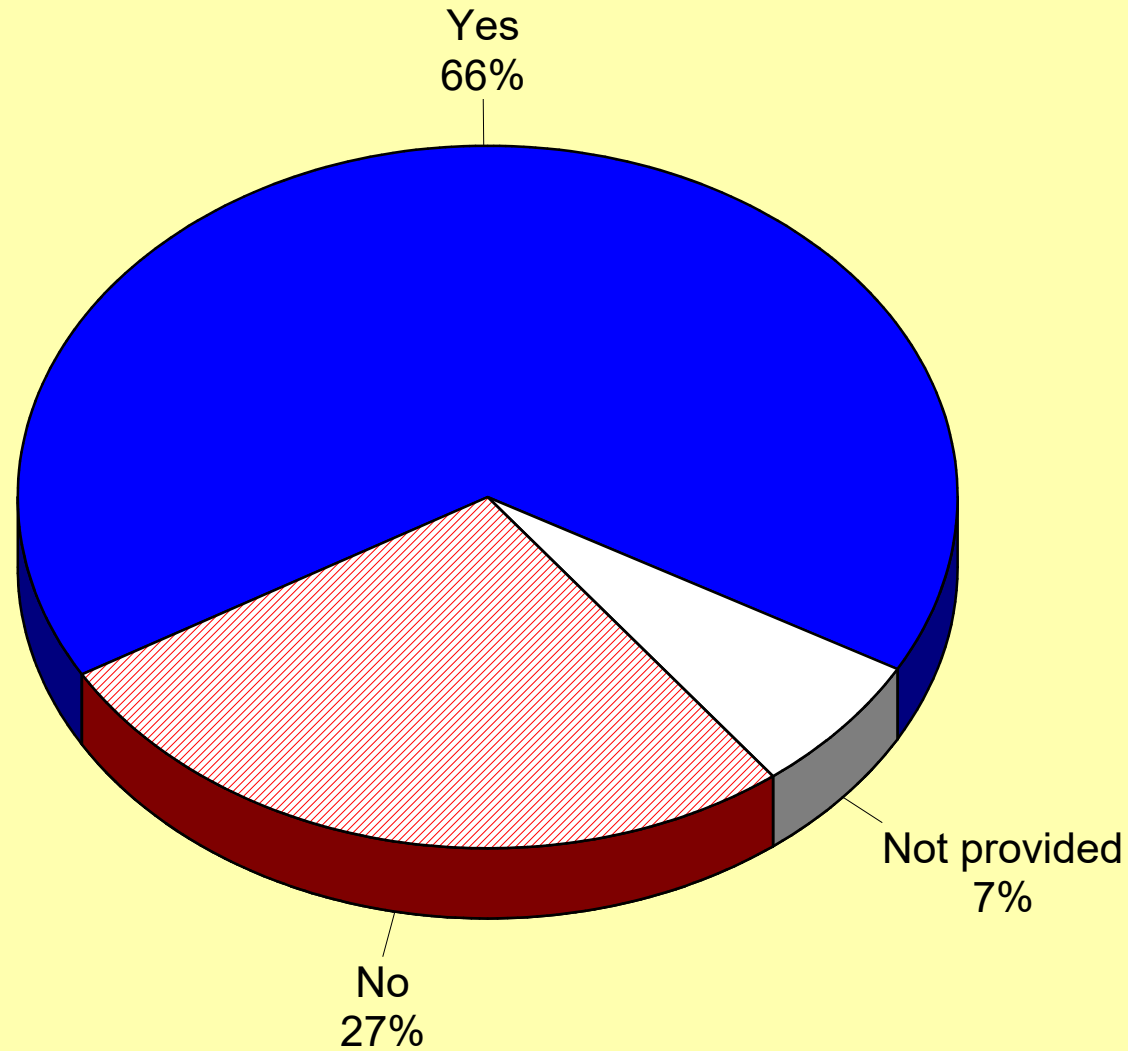


Source: ETC Institute (2019)



# Q24a. Would you be willing to pay more in taxes or fees to support this new community amenity?

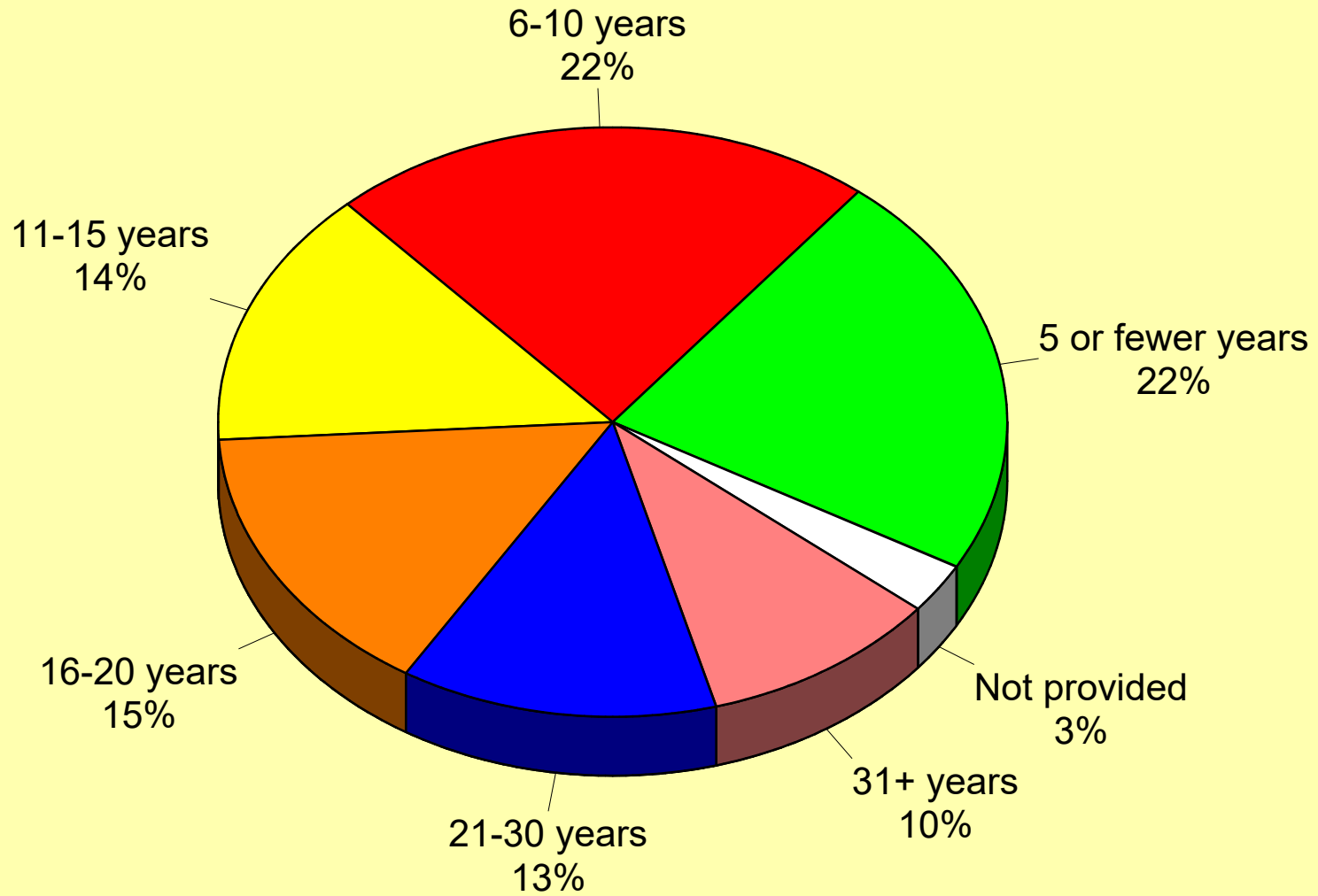
by percentage of respondents who provided a response to Question 24



Source: ETC Institute (2019)

# Q25. Demographics: How many years have you lived in Camas?

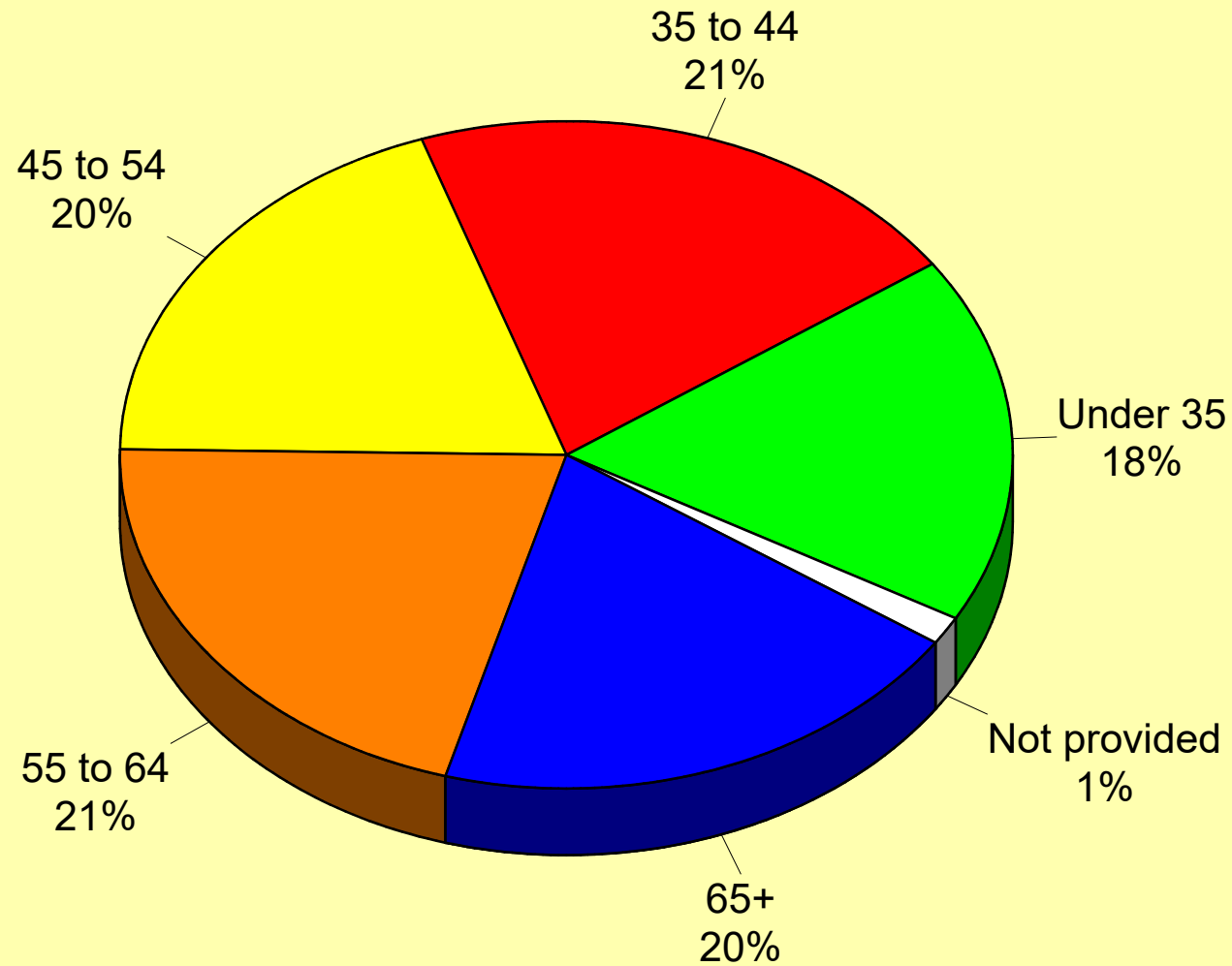
by percentage of respondents



Source: ETC Institute (2019)

## Q26. Demographics: What is your age?

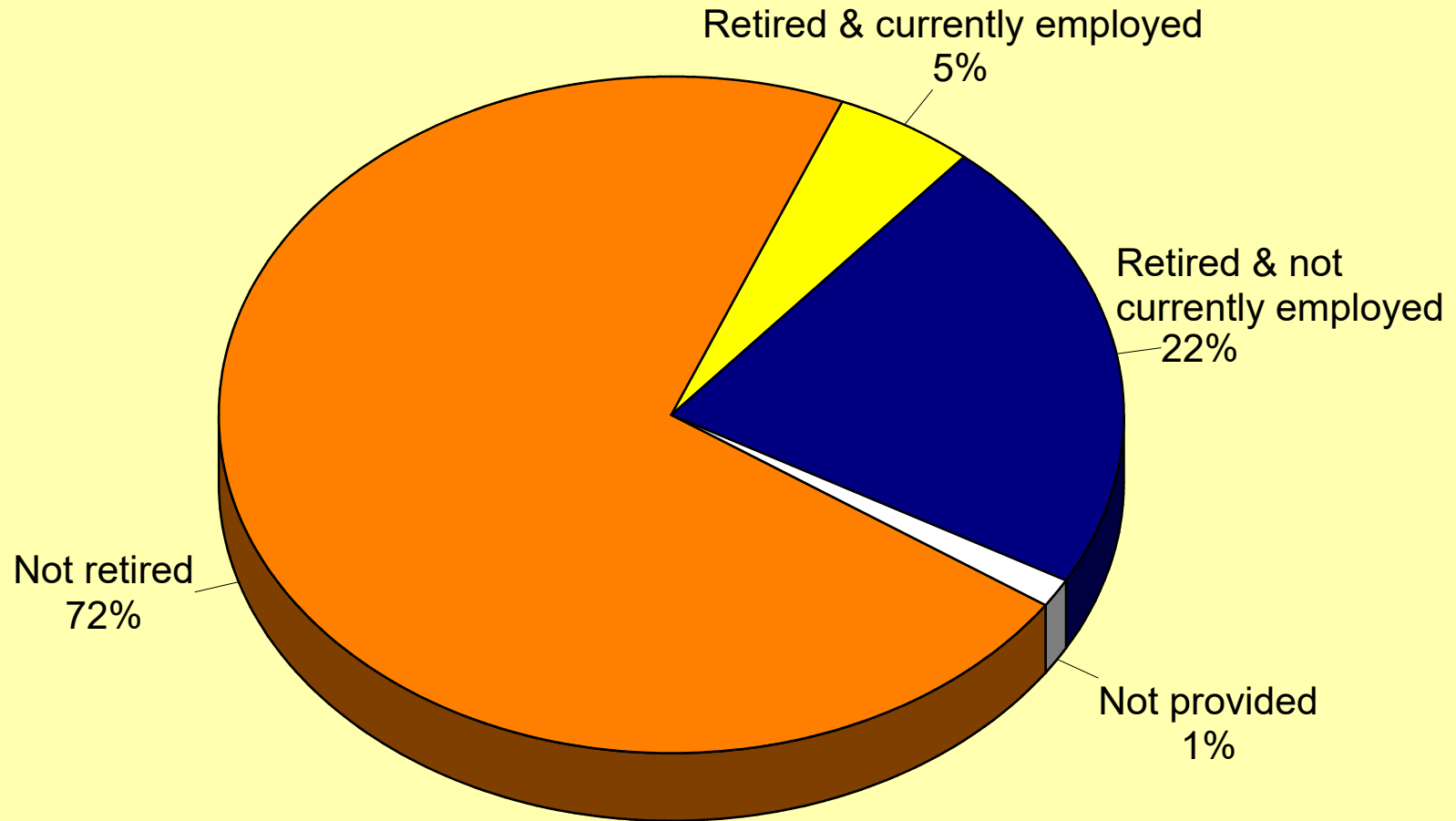
by percentage of respondents



Source: ETC Institute (2019)

# Q27. Demographics: Employment Status

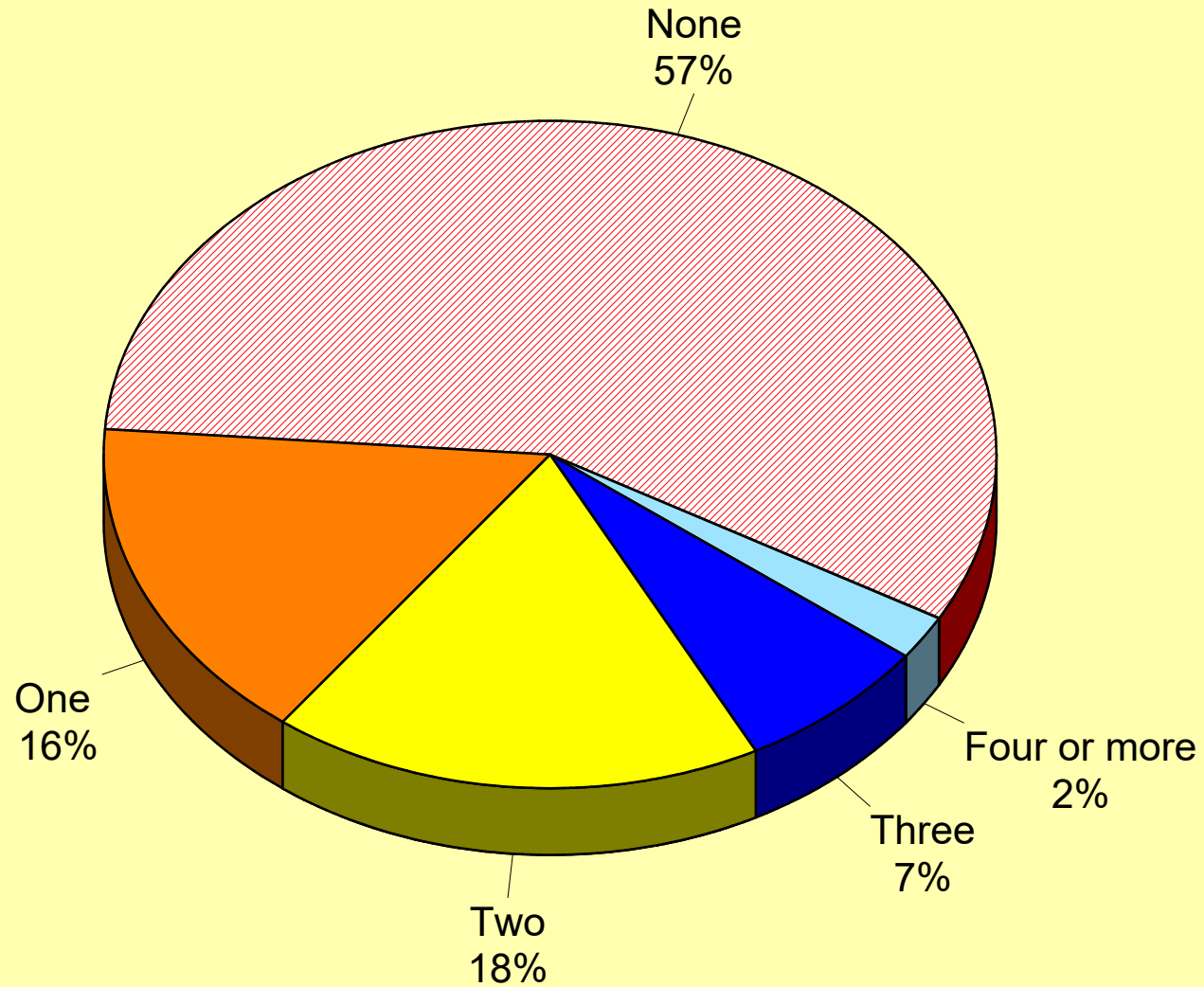
by percentage of respondents



Source: ETC Institute (2019)

# Q28. Demographics: How many children under age 18 live in your household?

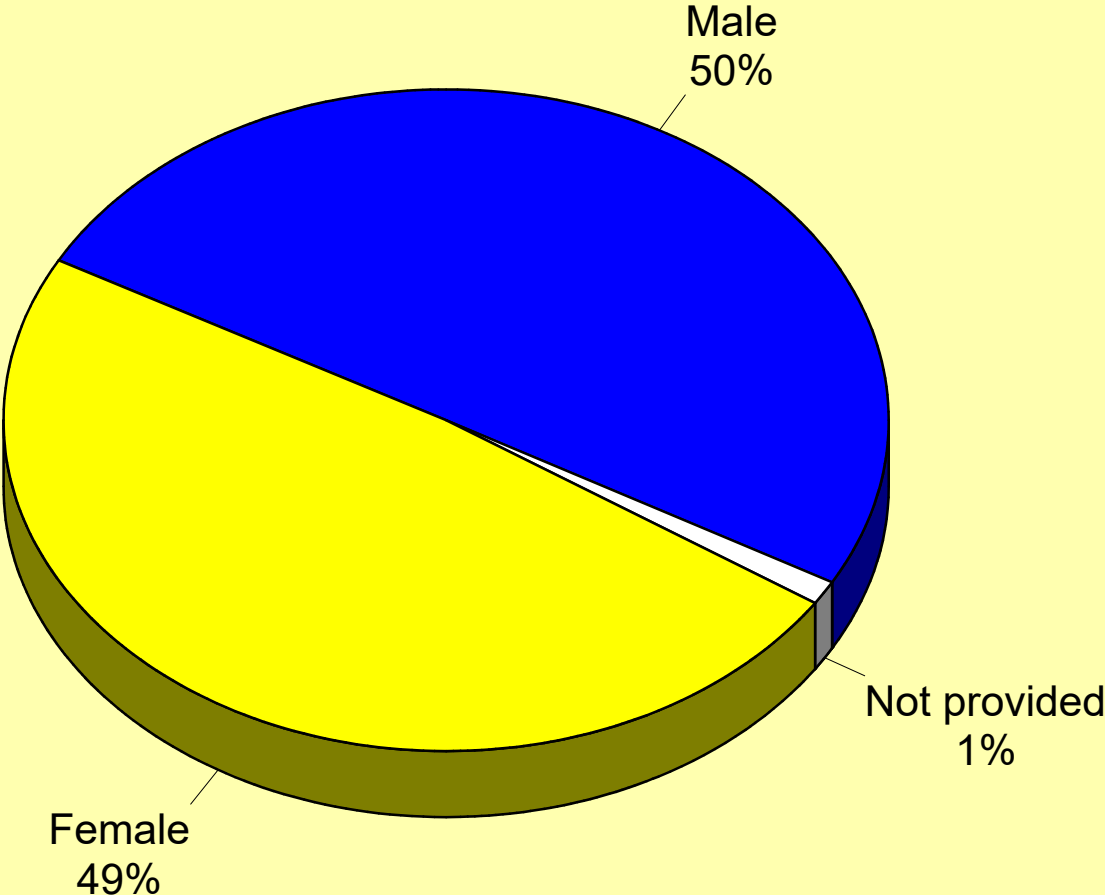
by percentage of respondents



Source: ETC Institute (2019)

# Q29. Demographics: Gender

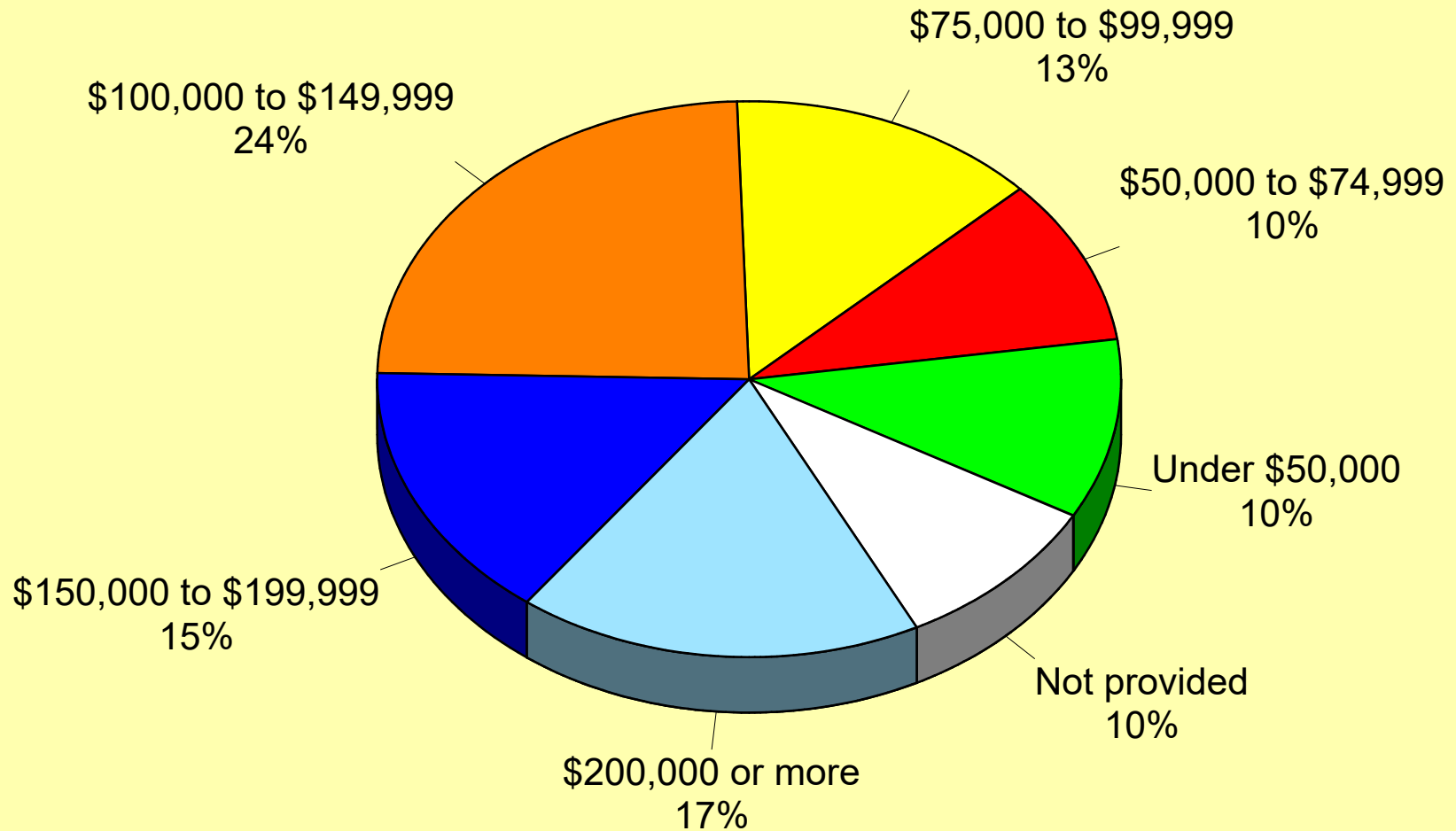
by percentage of respondents



Source: ETC Institute (2019)

# Q30. Demographics: Total Annual Household Income

by percentage of respondents



Source: ETC Institute (2019)

## **Section 2**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## City of Camas, Washington

### 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 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.

### Overview

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 provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Approximately fifty-eight percent (57.8%) of respondents selected *the maintenance of city streets* as one of the most important services for the City to provide.

Regarding satisfaction, 48.2% of respondents surveyed rated the City's overall performance in *the maintenance of city streets* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *the 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 57.8% was multiplied by 51.8% (1-0.482). This calculation yielded an I-S rating of 0.2994, which ranked first out of 14 major service categories.

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 they are positively satisfied with the delivery of the service.



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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

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

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

## 2019 Importance-Satisfaction Rating City of Camas Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Maintenance of city streets	58%	1	48%	14	0.2994	1
<b><u>High Priority (IS .10-.20)</u></b>						
Effectiveness of economic development efforts	32%	3	55%	13	0.1437	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcement of city codes & ordinances	15%	6	56%	12	0.0678	3
Quality of city parks/trails/open space	32%	2	82%	5	0.0589	4
Effectiveness of communication with the public	15%	7	62%	11	0.0582	5
Quality of the City's parks & recreation programs	19%	5	77%	7	0.0433	6
Quality of police services	23%	4	85%	3	0.0360	7
Effectiveness of storm water runoff management	10%	9	64%	10	0.0356	8
Fire, emergency medical & ambulance services	14%	8	85%	1	0.0206	9
Quality of city water utilities	8%	10	77%	6	0.0183	10
Quality of customer service you receive	5%	12	75%	9	0.0128	11
Quality of city sewer services	5%	13	77%	8	0.0110	12
Quality of the City's public library services	6%	11	83%	4	0.0108	13
Quality of the City's garbage services	3%	14	85%	2	0.0040	14

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

**Most Important %:**

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

**Satisfaction %:**

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

## 2019 Importance-Satisfaction Rating City of Camas Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Quantity of the City's open space	34%	4	60%	6	0.1375	1
Quantity of City trails	41%	3	69%	4	0.1271	2
Quality of facilities in City parks	46%	2	74%	2	0.1172	3
Appearance & maintenance of existing parks	47%	1	77%	1	0.1083	4
<b>Medium Priority (IS &lt;.10)</b>						
Number of City parks	26%	6	66%	5	0.0900	5
Quality of outdoor athletic fields	29%	5	70%	3	0.0888	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, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

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## 2019 Importance-Satisfaction Rating City of Camas Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
City's overall efforts to prevent crime	41%	1	76%	7	0.0968	1
Enforcement of local traffic laws	21%	4	69%	8	0.0631	2
Visibility of police in the community	25%	2	82%	3	0.0439	3
Quality of local fire protection & rescue services	21%	3	84%	1	0.0336	4
Parking enforcement services	8%	8	62%	9	0.0289	5
How quickly fire & rescue personnel respond	15%	5	83%	2	0.0250	6
How quickly police respond to emergencies	13%	6	81%	5	0.0243	7
Quality of local ambulance service	10%	7	78%	6	0.0212	8
How quickly ambulance personnel respond	7%	9	81%	4	0.0140	9

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2019 Importance-Satisfaction Rating City of Camas City Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
City's efforts to keep you informed	46%	1	57%	2	0.1965	1
Level of public involvement in decision-making	33%	3	44%	6	0.1826	2
Availability of information on services & programs	35%	2	60%	1	0.1394	3
<b>Medium Priority (IS &lt;.10)</b>						
Timeliness of information provided by City	14%	5	46%	4	0.0741	4
Quality of the City's website	16%	4	54%	3	0.0725	5
City's mobile app	6%	6	34%	7	0.0416	6
City's social media	5%	7	46%	5	0.0243	7

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2019 Importance-Satisfaction Rating City of Camas City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Maintenance of streets in your neighborhood	44%	2	53%	6	0.2081	1
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of major City streets	49%	1	60%	3	0.1988	2
On-street bicycle infrastructure	19%	4	40%	7	0.1156	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Condition of sidewalks in the City	22%	3	57%	4	0.0933	4
Street sweeping	12%	6	55%	5	0.0524	5
Snow removal on major City streets	15%	5	67%	2	0.0502	6
Adequacy of City street lighting	12%	7	75%	1	0.0288	7

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2019 Importance-Satisfaction Rating City of Camas Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing the cleanup of litter & debris	50%	1	35%	3	0.3234	1
Enforcing the mowing & trimming of grass & weeds	34%	3	33%	4	0.2291	2
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcing codes designed to protect public safety and health	39%	2	51%	1	0.1910	3
Enforcing sign regulation	17%	4	40%	2	0.1006	4

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2019 Importance-Satisfaction Rating City of Camas Library

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Digital resources available online	30%	3	74%	3	0.0792	1
Selection of resources available	35%	1	79%	2	0.0738	2
Events for children	31%	2	80%	1	0.0636	3
Events for teens	17%	4	64%	5	0.0600	4
Events for adults	13%	5	66%	4	0.0443	5

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

**Most Important %:**

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

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## **Section 3**

# ***Benchmarking Data***

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# Benchmarking Summary Report

## City of Camas, Washington

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### 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 230 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 during the summer of 2018 to a random sample of more than 4,000 residents across the United States, (2) a regional survey administered to over 300 residents living in the Northwest Region of the United States during the summer of 2018. The Northwest includes residents living in Washington and Oregon.

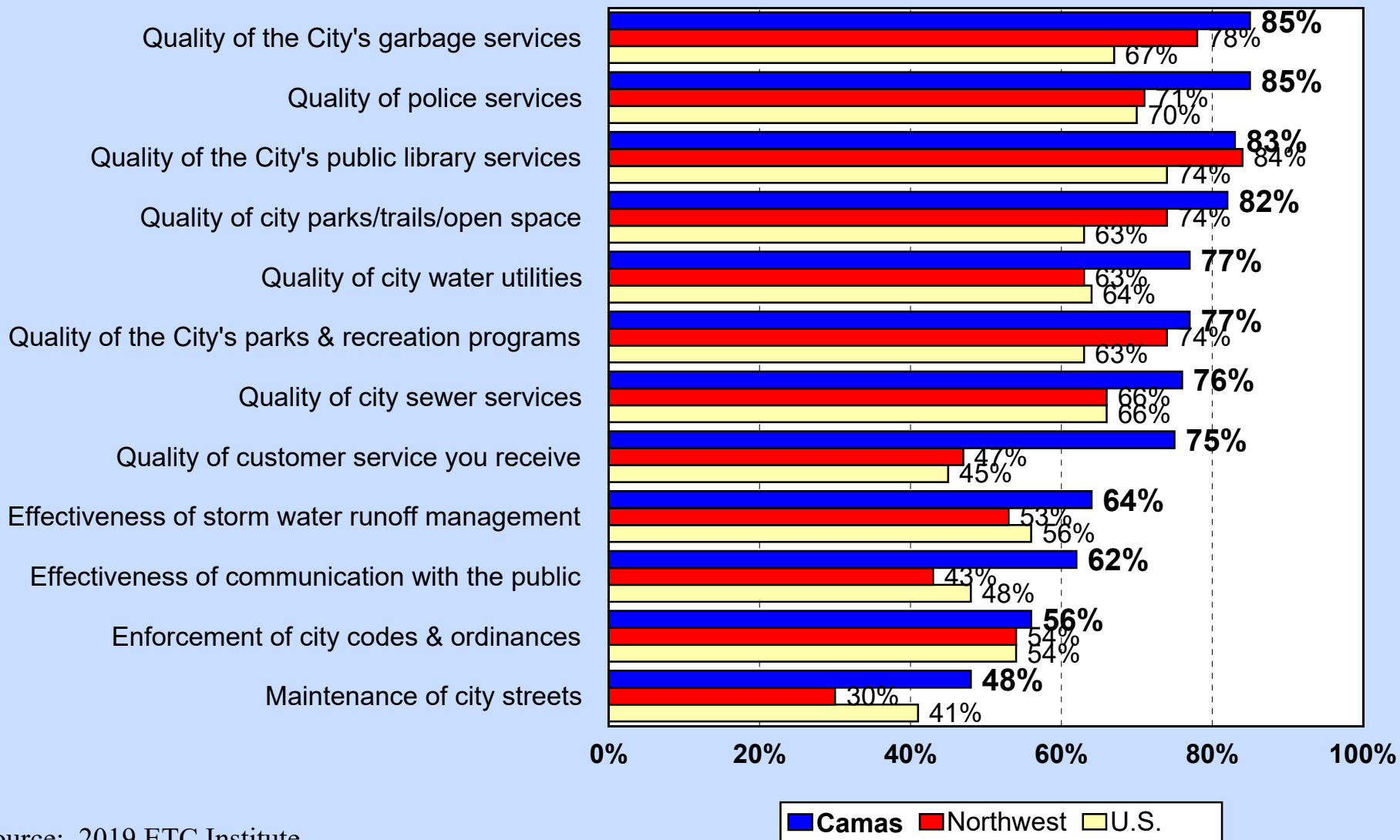
The charts on the following pages show how the overall results for Camas compare to the United States national and regional averages based on the results of the 2018 survey that was administered by ETC institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to over 300 residents living in the Northwest Region of the United States. Camas' results are shown in blue, the Northwest Region averages are shown in red, and the National averages are shown in yellow.

# National Benchmarks

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

# Satisfaction with Major Categories of Service Camas vs. Northwest vs. the U.S

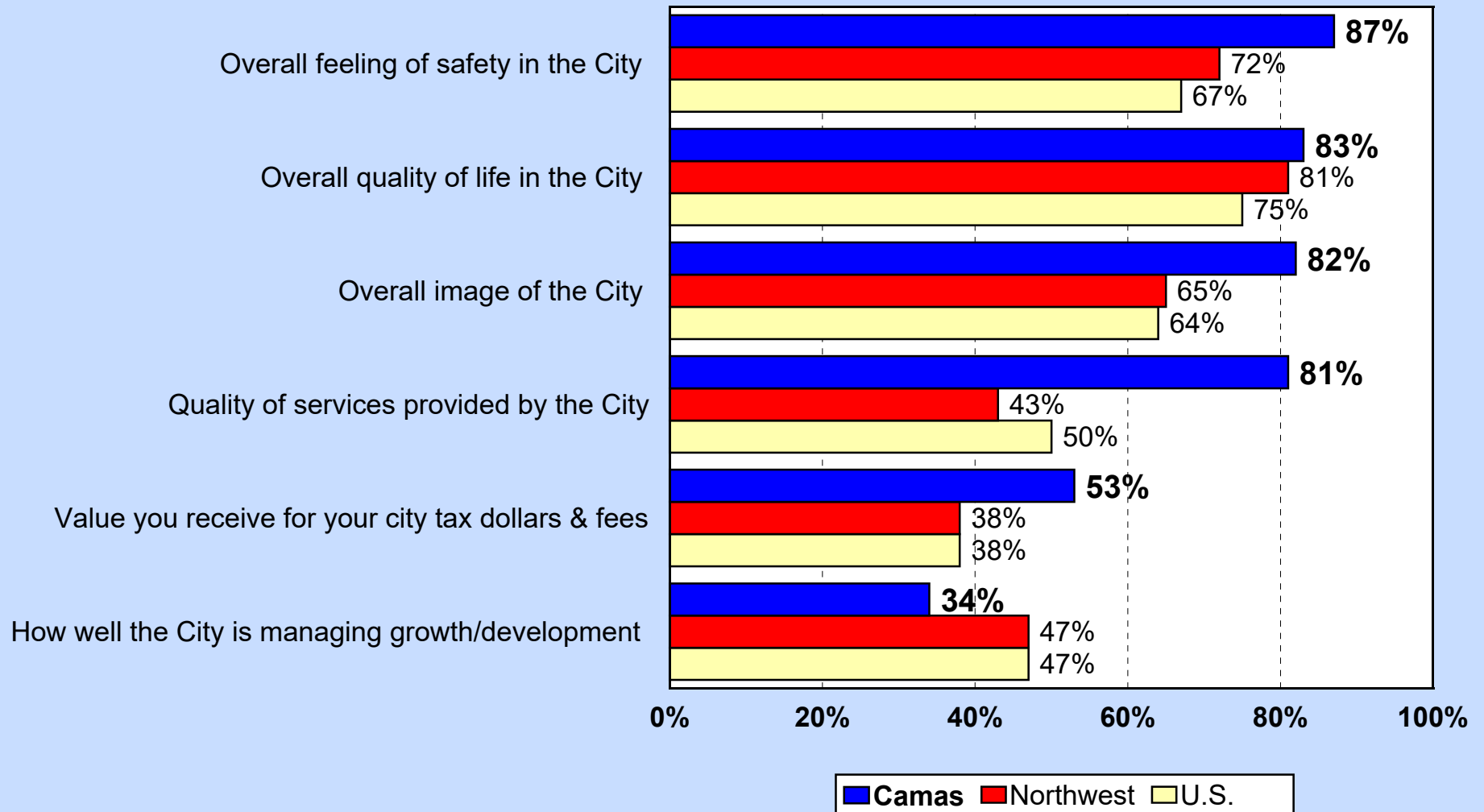
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

# Rating Issues that Influence Perceptions of the City Camas vs. Northwest vs. the U.S

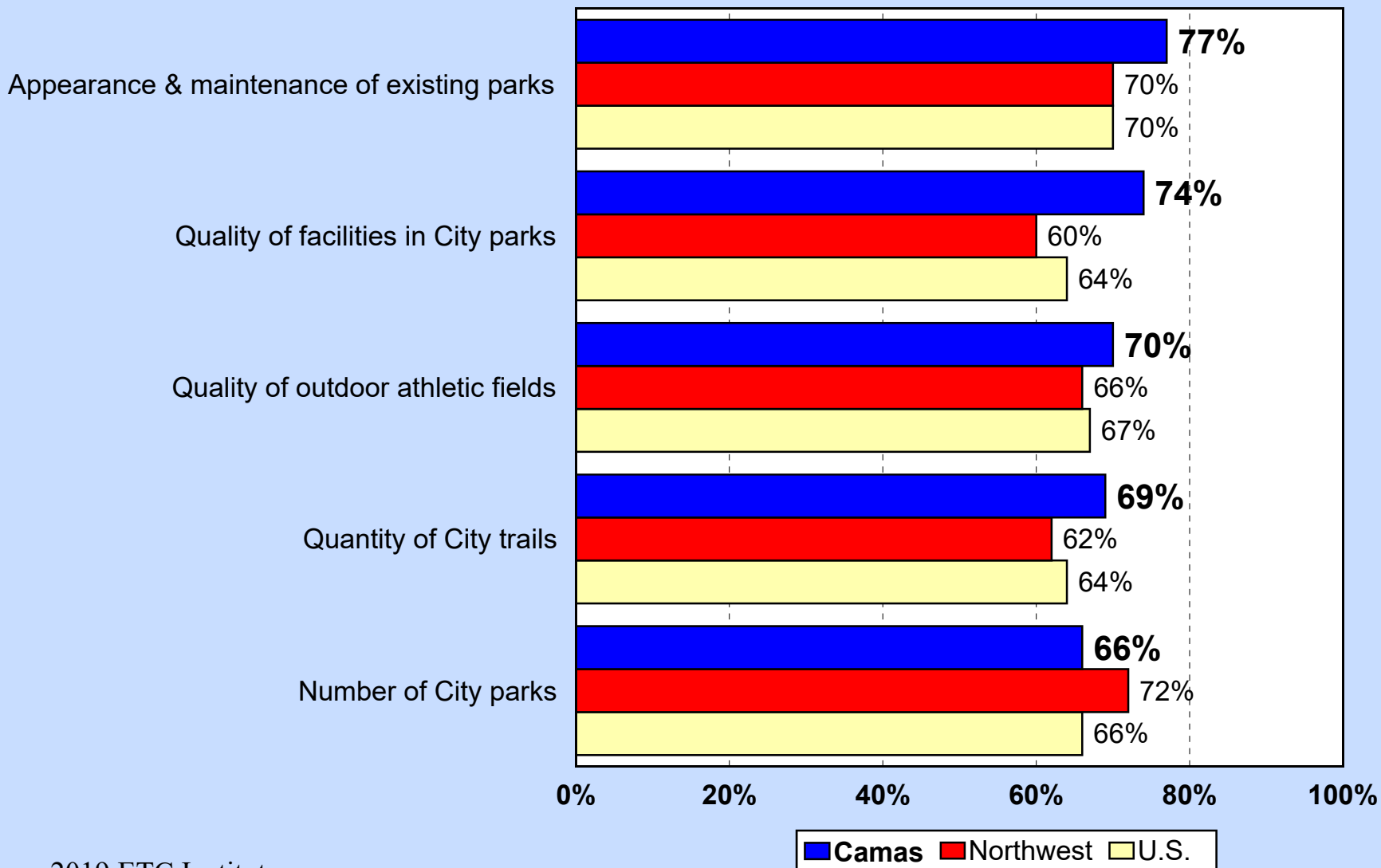
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

# Overall Satisfaction with Parks and Recreation Camas vs. Northwest vs. the U.S

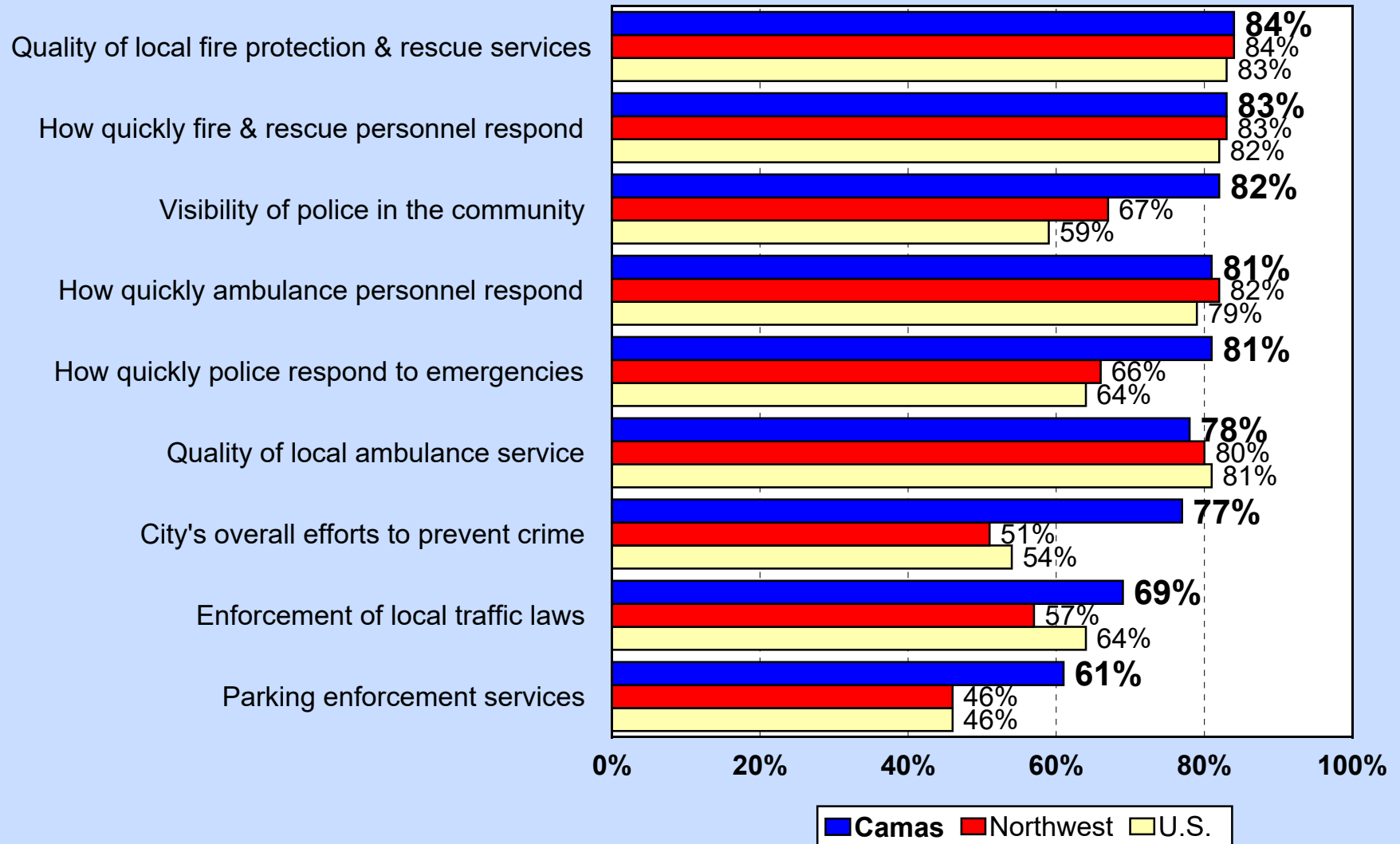
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

# Overall Satisfaction with Public Safety Camas vs. Northwest 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)



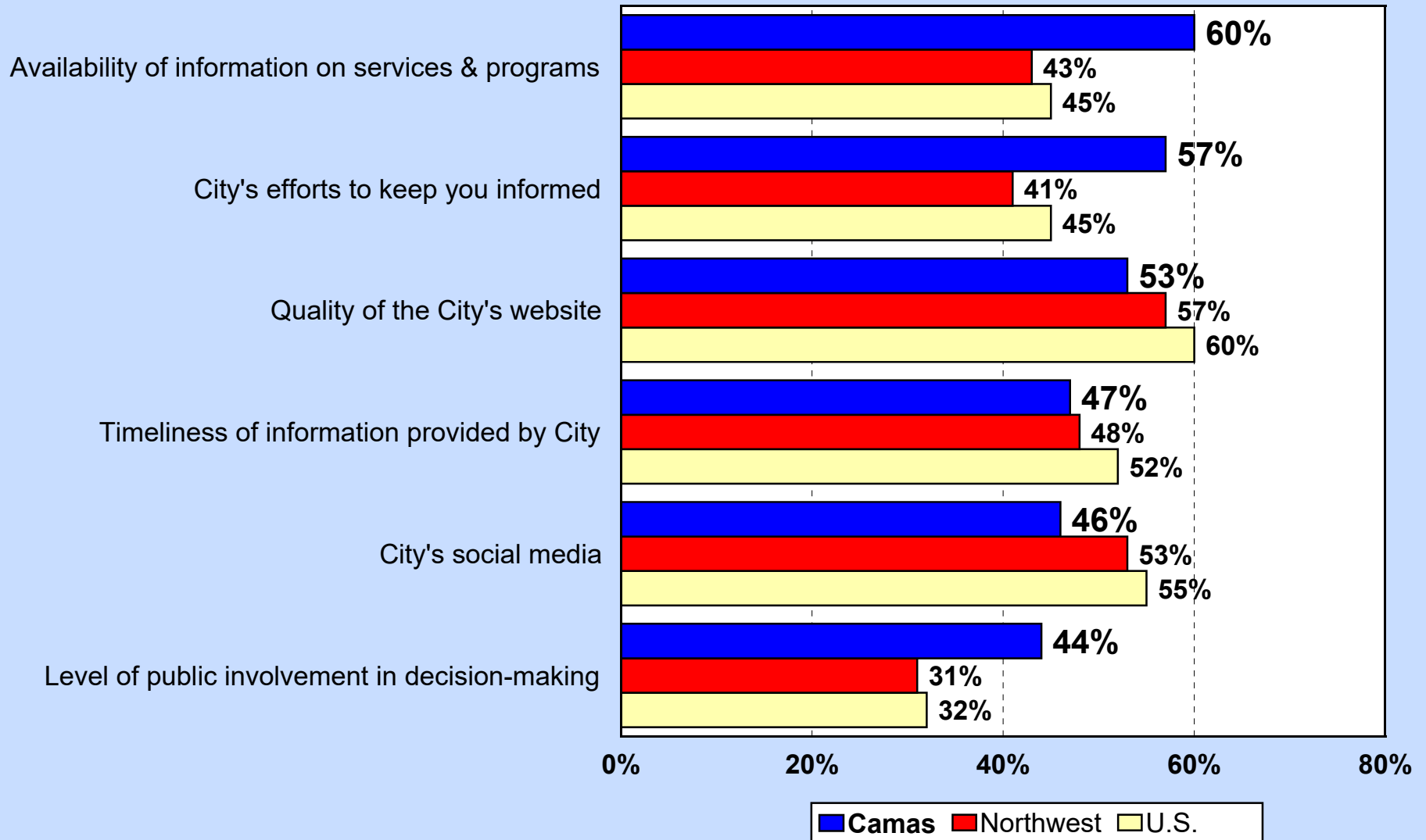
Source: 2019 ETC Institute



# Overall Satisfaction with Communication

## Camas vs. Northwest 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)

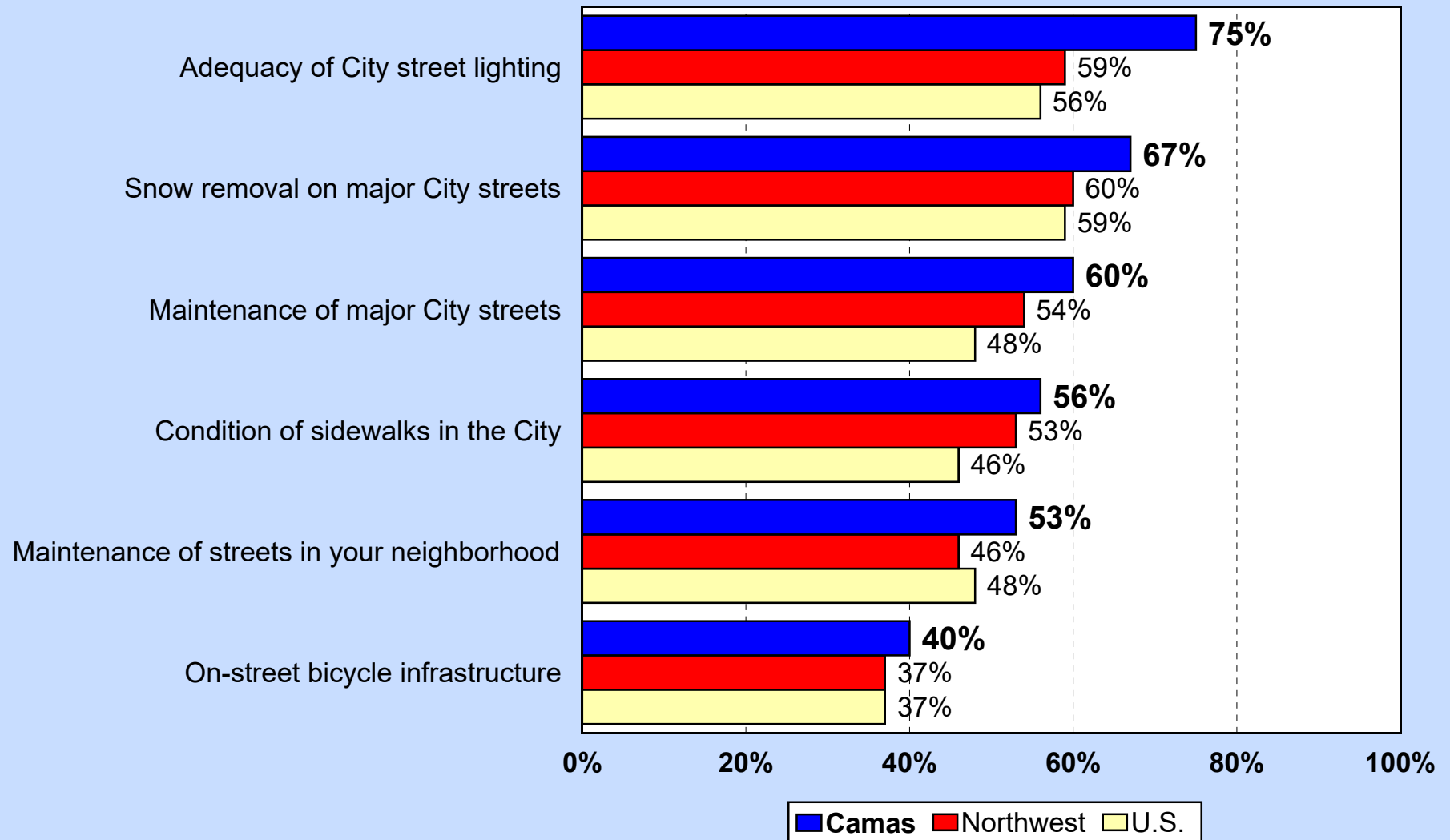


Source: 2019 ETC Institute

# Overall Satisfaction with City Maintenance

## Camas vs. Northwest vs. the U.S

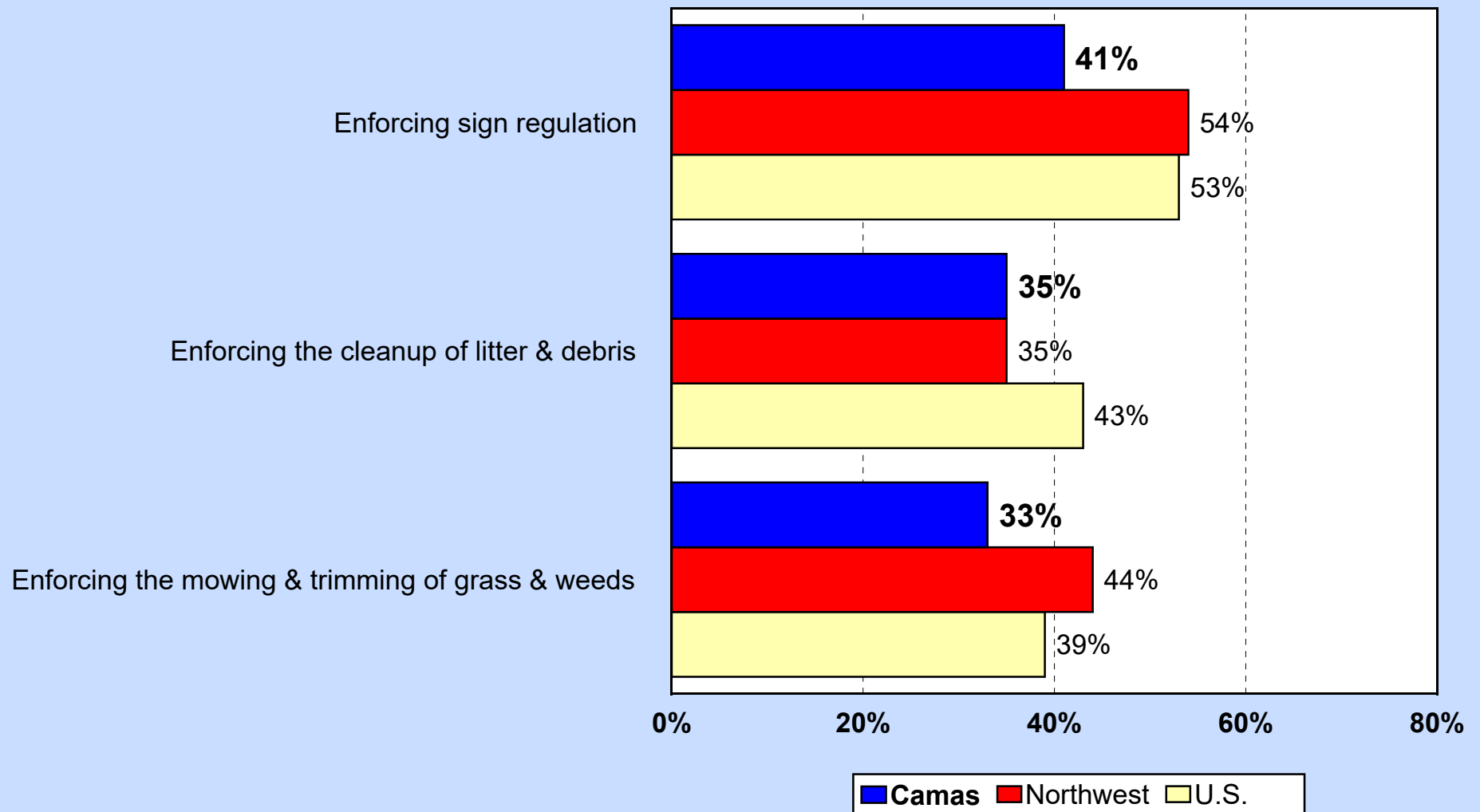
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

# Overall Satisfaction with Code Enforcement Camas vs. Northwest 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)

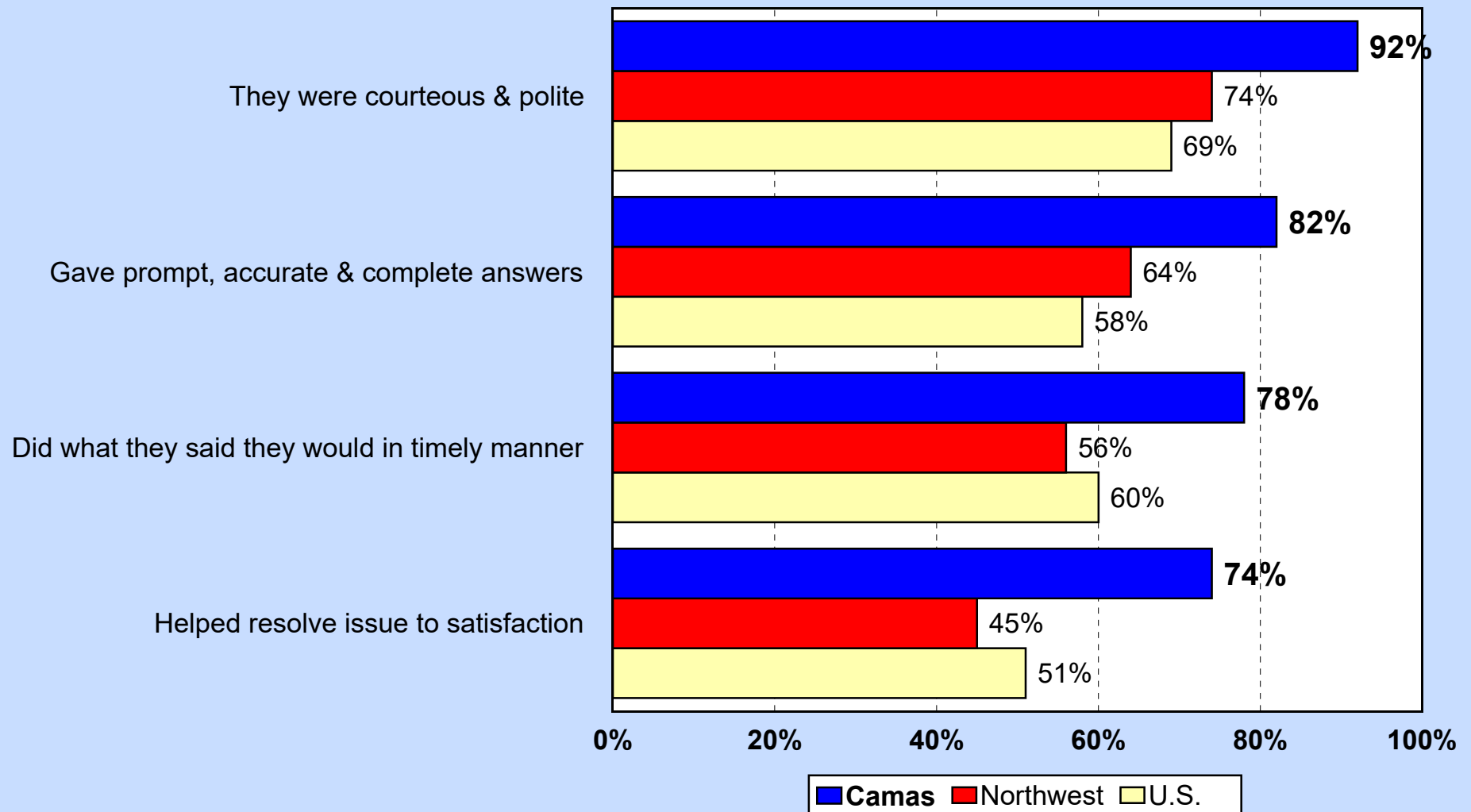


Source: 2019 ETC Institute

# Overall Satisfaction with Customer Service

## Camas vs. Northwest vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "always" and 1 was "never" (excluding don't knows)



Source: 2019 ETC Institute

**Section 4**  
***Tabular Data***

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

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	36.6%	41.3%	11.4%	1.4%	1.4%	7.9%
Q1-2. Overall quality of fire, emergency medical & ambulance services	39.9%	31.7%	8.6%	2.3%	1.6%	15.9%
Q1-3. Overall quality of City parks/trails/open space	32.2%	48.0%	11.4%	4.7%	1.9%	1.9%
Q1-4. Overall maintenance of City streets	11.9%	35.9%	23.1%	21.4%	7.0%	0.7%
Q1-5. Overall quality of City water utilities	26.3%	47.8%	16.6%	4.0%	1.9%	3.5%
Q1-6. Overall quality of City sewer services	25.6%	45.9%	16.8%	3.5%	1.6%	6.5%
Q1-7. Overall effectiveness of City management of storm water runoff	17.7%	39.2%	23.1%	5.4%	3.5%	11.2%
Q1-8. Overall enforcement of City codes & ordinances	14.5%	33.1%	26.6%	8.2%	2.6%	15.2%
Q1-9. Overall quality of customer service you receive from City employees	32.4%	35.0%	15.9%	5.4%	1.4%	10.0%
Q1-10. Overall effectiveness of City communication with the public	20.7%	37.1%	24.5%	8.6%	2.8%	6.3%
Q1-11. Overall effectiveness of City economic development efforts	14.5%	33.6%	22.8%	10.3%	6.1%	12.8%
Q1-12. Overall quality of City's public library services	42.4%	32.6%	10.5%	3.7%	1.4%	9.3%
Q1-13. Overall quality of City's garbage services	39.4%	44.1%	10.0%	3.7%	1.4%	1.4%
Q1-14. Overall quality of City's parks & recreation programs	24.9%	43.1%	14.5%	3.7%	2.6%	11.2%

**WITHOUT "DON'T KNOW"**

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

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	39.7%	44.8%	12.4%	1.5%	1.5%
Q1-2. Overall quality of fire, emergency medical & ambulance services	47.4%	37.7%	10.2%	2.8%	1.9%
Q1-3. Overall quality of City parks/trails/open space	32.8%	48.9%	11.6%	4.8%	1.9%
Q1-4. Overall maintenance of City streets	12.0%	36.2%	23.2%	21.6%	7.0%
Q1-5. Overall quality of City water utilities	27.3%	49.5%	17.1%	4.1%	1.9%
Q1-6. Overall quality of City sewer services	27.4%	49.1%	18.0%	3.7%	1.7%
Q1-7. Overall effectiveness of City management of storm water runoff	19.9%	44.1%	26.0%	6.0%	3.9%
Q1-8. Overall enforcement of City codes & ordinances	17.0%	39.0%	31.3%	9.6%	3.0%
Q1-9. Overall quality of customer service you receive from City employees	36.0%	38.9%	17.6%	6.0%	1.6%
Q1-10. Overall effectiveness of City communication with the public	22.1%	39.6%	26.1%	9.2%	3.0%
Q1-11. Overall effectiveness of City economic development efforts	16.6%	38.5%	26.2%	11.8%	7.0%
Q1-12. Overall quality of City's public library services	46.8%	36.0%	11.6%	4.1%	1.5%
Q1-13. Overall quality of City's garbage services	40.0%	44.7%	10.2%	3.8%	1.4%
Q1-14. Overall quality of City's parks & recreation programs	28.1%	48.6%	16.3%	4.2%	2.9%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	47	11.0 %
Overall quality of fire, emergency medical & ambulance services	47	11.0 %
Overall quality of City parks/trails/open space	51	11.9 %
Overall maintenance of City streets	126	29.4 %
Overall quality of City water utilities	10	2.3 %
Overall quality of City sewer services	5	1.2 %
Overall effectiveness of City management of storm water runoff	11	2.6 %
Overall enforcement of City codes & ordinances	9	2.1 %
Overall quality of customer service you receive from City employees	1	0.2 %
Overall effectiveness of City communication with the public	11	2.6 %
Overall effectiveness of City economic development efforts	45	10.5 %
Overall quality of City's public library services	5	1.2 %
Overall quality of City's garbage services	2	0.5 %
Overall quality of City's parks & recreation programs	16	3.7 %
<u>None chosen</u>	<u>43</u>	<u>10.0 %</u>
Total	429	100.0 %

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

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	29	6.8 %
Overall quality of fire, emergency medical & ambulance services	44	10.3 %
Overall quality of City parks/trails/open space	53	12.4 %
Overall maintenance of City streets	76	17.7 %
Overall quality of City water utilities	11	2.6 %
Overall quality of City sewer services	5	1.2 %
Overall effectiveness of City management of storm water runoff	17	4.0 %
Overall enforcement of City codes & ordinances	26	6.1 %
Overall quality of customer service you receive from City employees	7	1.6 %
Overall effectiveness of City communication with the public	22	5.1 %
Overall effectiveness of City economic development efforts	36	8.4 %
Overall quality of City's public library services	12	2.8 %
Overall quality of City's garbage services	3	0.7 %
Overall quality of City's parks & recreation programs	28	6.5 %
<u>None chosen</u>	<u>60</u>	<u>14.0 %</u>
Total	429	100.0 %



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

Q2. 3rd choice	Number	Percent
Overall quality of police services	23	5.4 %
Overall quality of fire, emergency medical & ambulance services	16	3.7 %
Overall quality of City parks/trails/open space	34	7.9 %
Overall maintenance of City streets	46	10.7 %
Overall quality of City water utilities	13	3.0 %
Overall quality of City sewer services	10	2.3 %
Overall effectiveness of City management of storm water runoff	14	3.3 %
Overall enforcement of City codes & ordinances	31	7.2 %
Overall quality of customer service you receive from City employees	14	3.3 %
Overall effectiveness of City communication with the public	32	7.5 %
Overall effectiveness of City economic development efforts	56	13.1 %
Overall quality of City's public library services	10	2.3 %
Overall quality of City's garbage services	6	1.4 %
Overall quality of City's parks & recreation programs	36	8.4 %
None chosen	88	20.5 %
Total	429	100.0 %

**SUM OF TOP 3 CHOICES**

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

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police services	99	23.1 %
Overall quality of fire, emergency medical & ambulance services	107	24.9 %
Overall quality of City parks/trails/open space	138	32.2 %
Overall maintenance of City streets	248	57.8 %
Overall quality of City water utilities	34	7.9 %
Overall quality of City sewer services	20	4.7 %
Overall effectiveness of City management of storm water runoff	42	9.8 %
Overall enforcement of City codes & ordinances	66	15.4 %
Overall quality of customer service you receive from City employees	22	5.1 %
Overall effectiveness of City communication with the public	65	15.2 %
Overall effectiveness of City economic development efforts	137	31.9 %
Overall quality of City's public library services	27	6.3 %
Overall quality of City's garbage services	11	2.6 %
Overall quality of City's parks & recreation programs	80	18.6 %
None chosen	43	10.0 %
Total	1139	

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

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Camas	22.4%	54.3%	15.6%	2.1%	0.7%	4.9%
Q3-2. Overall value that you receive for your City tax & fees	11.7%	39.6%	24.2%	15.2%	5.8%	3.5%
Q3-3. Overall image of City	33.3%	46.9%	12.8%	4.4%	1.2%	1.4%
Q3-4. How well City is managing growth & development	7.7%	24.7%	26.6%	23.3%	14.0%	3.7%
Q3-5. Overall quality of life in City	30.8%	50.8%	12.1%	3.5%	0.7%	2.1%
Q3-6. Overall feeling of safety in City	38.2%	47.8%	10.0%	2.1%	0.7%	1.2%
Q3-7. Availability of job opportunities	7.0%	17.5%	32.6%	10.7%	3.7%	28.4%
Q3-8. Overall quality of new development	7.9%	22.8%	31.2%	19.6%	9.1%	9.3%

**WITHOUT "DON'T KNOW"**

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

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Camas	23.5%	57.1%	16.4%	2.2%	0.7%
Q3-2. Overall value that you receive for your City tax & fees	12.1%	41.1%	25.1%	15.7%	6.0%
Q3-3. Overall image of City	33.8%	47.5%	13.0%	4.5%	1.2%
Q3-4. How well City is managing growth & development	8.0%	25.7%	27.6%	24.2%	14.5%
Q3-5. Overall quality of life in City	31.4%	51.9%	12.4%	3.6%	0.7%
Q3-6. Overall feeling of safety in City	38.7%	48.3%	10.1%	2.1%	0.7%
Q3-7. Availability of job opportunities	9.8%	24.4%	45.6%	15.0%	5.2%
Q3-8. Overall quality of new development	8.7%	25.2%	34.4%	21.6%	10.0%

**Q4. For each of the parks and recreation items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Quality of facilities such as picnic shelters & playgrounds in City parks	20.5%	48.7%	17.0%	5.8%	1.2%	6.8%
Q4-2. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	19.3%	40.1%	17.7%	5.6%	2.8%	14.5%
Q4-3. Appearance & maintenance of existing City parks	23.1%	51.5%	17.0%	3.7%	1.6%	3.0%
Q4-4. Number of City parks	20.5%	41.7%	21.0%	8.6%	2.6%	5.6%
Q4-5. Quantity of City trails	24.5%	40.3%	18.4%	9.1%	1.6%	6.1%
Q4-6. Quantity of City's open space	18.6%	37.1%	23.1%	11.0%	3.3%	7.0%
Q4-7. Other	5.4%	3.6%	3.6%	33.9%	48.2%	5.4%

**WITHOUT "DON'T KNOW"**

**Q4. For each of the parks and recreation items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Quality of facilities such as picnic shelters & playgrounds in City parks	22.0%	52.3%	18.3%	6.3%	1.3%
Q4-2. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	22.6%	46.9%	20.7%	6.5%	3.3%
Q4-3. Appearance & maintenance of existing City parks	23.8%	53.1%	17.5%	3.8%	1.7%
Q4-4. Number of City parks	21.7%	44.2%	22.2%	9.1%	2.7%
Q4-5. Quantity of City trails	26.1%	42.9%	19.6%	9.7%	1.7%
Q4-6. Quantity of City's open space	20.1%	39.8%	24.8%	11.8%	3.5%
Q4-7. Other	5.7%	3.8%	3.8%	35.8%	50.9%

**Q4-7. Other**

- adequate parking/signage
- Although Camas is a nice place to live currently, I think it's certainly losing its allure quickly. The new housing developments are abhorrent both in design and overall regard for any sort of feel of "home." The tract houses that Camas is allowing to be built not only don't fit with the rest of the town, but they will likely look terrible in 30 years as they're construction is subpar and their proximity to one another is nearly like an apartment building. Why not have some diversity? We could have some "walking" communities in which houses are built close together so as to increase neighborhood communal green space. We could have some neighborhoods where single story houses of under 1500 sq. ft are built in order to make things more affordable. We could even have mixed neighborhoods where small houses are built along side larger ones, creating diversity both in houses and in occupants. Camas is becoming, dare I say already is, a town of almost zero diversity both in people and in structure, and it's getting worse. The trails and my job are the only things that keep me from leaving. Also, can we PLEASE strive to get a decent grocery store. Safeway really is amazingly subpar as a business. Courting New Seasons would be a great move for the city regarding economic development.
- Availability of adult recreation leagues. Keep everyone fit!
- Basketball courts and pickle ball.
- CEMETERY
- CITY POOL
- CLEAN ROOF CROWN PARK SHELTER
- COMMON AREAS
- COMMUNITY CENTER POOL
- COMMUNITY CTR WITH POOL AND GYM
- decision to get rid of pool
- DEVELOPMENT
- dog parks
- dog parks
- dog parks
- FALLEN LEAF PARK NEEDS MORE CARE
- Farmers market.
- HERITAGE TRAIL
- HOMELESS LIVING IN PARKS USING DRUGS
- I believe it was a mistake to close the public swim pool.
- I would like to see more done about the ivy and the Beatles that are taking out our beautiful trees
- Improve bicycle area.
- INDOOR EXERCISE SPACE
- indoor swimming pool
- LA camas Lake is overcrowded, and parking on Lake Road is unacceptable. Perhaps require a purchased season pass for use?
- LACK OF POOL
- Landscape appearance and maintenance needs improvement. Example: Medians and areas near streets and sidewalks.
- LIMITED PARK SPACE OPEN TO ALL

**Q4-7. Other (cont.)**

- MANAGEMENT OF NATURAL RESOURCES.
- MORE PARKS TAKE CARE OF TENNIS COURTS
- MORE SEATING/TABLES IN PARKS
- MULTI SPORT COMPLEX
- No pool?
- OLD TOWN FEELING
- OVER GROWTH
- PARK SIGNAGE AND TRAIL MAPS
- paved bike trails
- Pickleball courts.
- pool - very frustrating to take out Crown pool without a clear and well-communicated plan to have a new one
- Pool.
- pool/aquatic center
- PUBLIC RESTROOM ACCESS
- PUBLIC RESTROOMS
- QUALITY OF BATHROOMS
- QUALITY OF CITY TRAILS
- QUALITY OF CROWN PARK
- REMVOAL SWIMMING POOL
- reserving open space
- RESTROOMS IN PARKS
- Rising rate of homeless threatening the safety and future quality of living in our beautiful city.
- The maps on the Camas web-site are helpful for finding trails. A few more pictures of the trails would be nice. Thanks!
- they don't enforce the park closure hours or people living out of their cars and/or sleeping in the bathrooms at the parks.
- Traffic & parking at round lake
- TRAIL CONNECTIONS.
- Upkeep of trail system including the safety of parking/bathroom areas. Trash on trails etc., availability of trash receptacles.

**Q5. Which THREE parks and recreation items listed in Question 4 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q5. Top choice	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in City parks	83	19.3 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	42	9.8 %
Appearance & maintenance of existing City parks	64	14.9 %
Number of City parks	38	8.9 %
Quantity of City trails	61	14.2 %
Quantity of City's open space	38	8.9 %
Other	43	10.0 %
None chosen	60	14.0 %
Total	429	100.0 %

**Q5. Which THREE parks and recreation items listed in Question 4 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q5. 2nd choice	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in City parks	58	13.5 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	40	9.3 %
Appearance & maintenance of existing City parks	69	16.1 %
Number of City parks	39	9.1 %
Quantity of City trails	74	17.2 %
Quantity of City's open space	51	11.9 %
Other	7	1.6 %
None chosen	91	21.2 %
Total	429	100.0 %

**Q5. Which THREE parks and recreation items listed in Question 4 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q5. 3rd choice	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in City parks	55	12.8 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	43	10.0 %
Appearance & maintenance of existing City parks	68	15.9 %
Number of City parks	36	8.4 %
Quantity of City trails	41	9.6 %
Quantity of City's open space	58	13.5 %
Other	10	2.3 %
None chosen	118	27.5 %
Total	429	100.0 %

**SUM OF TOP 3 CHOICES**

**Q5. Which THREE parks and recreation items listed in Question 4 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 3)**

Q5. Sum of top 3 choices	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in City parks	196	45.7 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	125	29.1 %
Appearance & maintenance of existing City parks	201	46.9 %
Number of City parks	113	26.3 %
Quantity of City trails	176	41.0 %
Quantity of City's open space	147	34.3 %
Other	60	14.0 %
None chosen	60	14.0 %
Total	1078	

**Q6. How willing would you be to pay additional taxes to acquire and maintain parks, sports fields, trails and open space?**

Q6. How willing would you be to pay additional taxes to acquire & maintain parks, sports fields, trails & open space	Number	Percent
Very willing	49	11.4 %
Willing	124	28.9 %
Neutral	97	22.6 %
Not willing	68	15.9 %
Not at all willing	71	16.6 %
Don't know	20	4.7 %
Total	429	100.0 %

**WITHOUT "DON'T KNOW"**

**Q6. How willing would you be to pay additional taxes to acquire and maintain parks, sports fields, trails and open space? (without "don't know")**

Q6. How willing would you be to pay additional taxes to acquire & maintain parks, sports fields, trails & open space	Number	Percent
Very willing	49	12.0 %
Willing	124	30.3 %
Neutral	97	23.7 %
Not willing	68	16.6 %
Not at all willing	71	17.4 %
Total	409	100.0 %



**Q7. 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?**

Q7. How would you vote to support a bond levy to build a new Aquatic/Community Center	Number	Percent
Vote in favor	165	38.5 %
Might vote in favor	98	22.8 %
Not sure	71	16.6 %
Vote against	89	20.7 %
Not provided	6	1.4 %
Total	429	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q7. 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? (without "not provided")**

Q7. How would you vote to support a bond levy to build a new Aquatic/Community Center	Number	Percent
Vote in favor	165	39.0 %
Might vote in favor	98	23.2 %
Not sure	71	16.8 %
Vote against	89	21.0 %
Total	423	100.0 %

**Q8. For each of the public safety items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Visibility of police in the community	31.9%	47.8%	11.0%	5.8%	0.7%	2.8%
Q8-2. City's overall efforts to prevent crime	24.7%	43.6%	17.2%	3.3%	0.9%	10.3%
Q8-3. Enforcement of local traffic laws	21.4%	44.8%	15.6%	9.8%	4.0%	4.4%
Q8-4. Parking enforcement services	17.0%	34.7%	26.6%	4.0%	1.9%	15.9%
Q8-5. How quickly police respond to emergencies	28.4%	30.1%	11.4%	1.4%	0.9%	27.7%
Q8-6. Overall quality of local fire protection & rescue services	33.1%	34.0%	7.2%	3.0%	2.6%	20.0%
Q8-7. How quickly fire & rescue personnel respond to emergencies	31.7%	28.0%	9.3%	1.2%	1.6%	28.2%
Q8-8. Quality of local ambulance service	25.2%	27.3%	13.1%	1.2%	1.2%	32.2%
Q8-9. How quickly ambulance personnel respond to emergencies	25.4%	25.2%	12.1%	1.2%	0.7%	35.4%

**WITHOUT "DON'T KNOW"**

**Q8. For each of the public safety items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Visibility of police in the community	32.9%	49.2%	11.3%	6.0%	0.7%
Q8-2. City's overall efforts to prevent crime	27.5%	48.6%	19.2%	3.6%	1.0%
Q8-3. Enforcement of local traffic laws	22.4%	46.8%	16.3%	10.2%	4.1%
Q8-4. Parking enforcement services	20.2%	41.3%	31.6%	4.7%	2.2%
Q8-5. How quickly police respond to emergencies	39.4%	41.6%	15.8%	1.9%	1.3%
Q8-6. Overall quality of local fire protection & rescue services	41.4%	42.6%	9.0%	3.8%	3.2%
Q8-7. How quickly fire & rescue personnel respond to emergencies	44.2%	39.0%	13.0%	1.6%	2.3%
Q8-8. Quality of local ambulance service	37.1%	40.2%	19.2%	1.7%	1.7%
Q8-9. How quickly ambulance personnel respond to emergencies	39.4%	39.0%	18.8%	1.8%	1.1%

**Q9. Which TWO public safety items from Question 8 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q9. Top choice	Number	Percent
Visibility of police in the community	52	12.1 %
City's overall efforts to prevent crime	119	27.7 %
Enforcement of local traffic laws	55	12.8 %
Parking enforcement services	14	3.3 %
How quickly police respond to emergencies	19	4.4 %
Overall quality of local fire protection & rescue services	51	11.9 %
How quickly fire & rescue personnel respond to emergencies	27	6.3 %
Quality of local ambulance service	8	1.9 %
How quickly ambulance personnel respond to emergencies	13	3.0 %
None chosen	71	16.6 %
Total	429	100.0 %

**Q9. Which TWO public safety items from Question 8 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q9. 2nd choice	Number	Percent
Visibility of police in the community	53	12.4 %
City's overall efforts to prevent crime	55	12.8 %
Enforcement of local traffic laws	33	7.7 %
Parking enforcement services	18	4.2 %
How quickly police respond to emergencies	36	8.4 %
Overall quality of local fire protection & rescue services	39	9.1 %
How quickly fire & rescue personnel respond to emergencies	37	8.6 %
Quality of local ambulance service	34	7.9 %
How quickly ambulance personnel respond to emergencies	19	4.4 %
None chosen	105	24.5 %
Total	429	100.0 %

**SUM OF TOP 2 CHOICES****Q9. Which TWO public safety items from Question 8 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)**

Q9. Sum of top 2 choices	Number	Percent
Visibility of police in the community	105	24.5 %
City's overall efforts to prevent crime	174	40.6 %
Enforcement of local traffic laws	88	20.5 %
Parking enforcement services	32	7.5 %
How quickly police respond to emergencies	55	12.8 %
Overall quality of local fire protection & rescue services	90	21.0 %
How quickly fire & rescue personnel respond to emergencies	64	14.9 %
Quality of local ambulance service	42	9.8 %
How quickly ambulance personnel respond to emergencies	32	7.5 %
None chosen	71	16.6 %
Total	753	

**Q10. For each of the communication items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Availability of information about City programs & services	14.0%	40.8%	25.6%	9.1%	1.2%	9.3%
Q10-2. City efforts to keep you informed about local issues	15.2%	38.0%	24.0%	12.8%	3.0%	7.0%
Q10-3. Overall quality of City's website	10.5%	32.4%	28.0%	8.2%	1.2%	19.8%
Q10-4. Level of public involvement in decision making	7.9%	28.0%	28.2%	11.4%	6.1%	18.4%
Q10-5. Timeliness of information provided by City	9.6%	28.7%	34.5%	6.1%	3.7%	17.5%
Q10-6. City's social media (Facebook, Twitter, etc.)	7.5%	17.5%	24.2%	3.5%	1.6%	45.7%
Q10-7. City's mobile app (CamasConnect24/7)	3.3%	11.0%	22.6%	3.5%	1.6%	58.0%

**WITHOUT "DON'T KNOW"**

**Q10. For each of the communication items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Availability of information about City programs & services	15.4%	45.0%	28.3%	10.0%	1.3%
Q10-2. City efforts to keep you informed about local issues	16.3%	40.9%	25.8%	13.8%	3.3%
Q10-3. Overall quality of City's website	13.1%	40.4%	34.9%	10.2%	1.5%
Q10-4. Level of public involvement in decision making	9.7%	34.3%	34.6%	14.0%	7.4%
Q10-5. Timeliness of information provided by City	11.6%	34.7%	41.8%	7.3%	4.5%
Q10-6. City's social media (Facebook, Twitter, etc.)	13.7%	32.2%	44.6%	6.4%	3.0%
Q10-7. City's mobile app (CamasConnect24/7)	7.8%	26.1%	53.9%	8.3%	3.9%

**Q11. Which TWO communication items from Question 10 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q11. Top choice	Number	Percent
Availability of information about City programs & services	86	20.0 %
City efforts to keep you informed about local issues	94	21.9 %
Overall quality of City's website	42	9.8 %
Level of public involvement in decision making	82	19.1 %
Timeliness of information provided by City	15	3.5 %
City's social media (Facebook, Twitter, etc.)	8	1.9 %
City's mobile app (CamasConnect24/7)	14	3.3 %
None chosen	88	20.5 %
Total	429	100.0 %

**Q11. Which TWO communication items from Question 10 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q11. 2nd choice	Number	Percent
Availability of information about City programs & services	65	15.2 %
City efforts to keep you informed about local issues	103	24.0 %
Overall quality of City's website	25	5.8 %
Level of public involvement in decision making	58	13.5 %
Timeliness of information provided by City	44	10.3 %
City's social media (Facebook, Twitter, etc.)	11	2.6 %
City's mobile app (CamasConnect24/7)	13	3.0 %
None chosen	110	25.6 %
Total	429	100.0 %

**SUM OF TOP 2 CHOICES****Q11. Which TWO communication items from Question 10 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)**

Q11. Sum of top 2 choices	Number	Percent
Availability of information about City programs & services	151	35.2 %
City efforts to keep you informed about local issues	197	45.9 %
Overall quality of City's website	67	15.6 %
Level of public involvement in decision making	140	32.6 %
Timeliness of information provided by City	59	13.8 %
City's social media (Facebook, Twitter, etc.)	19	4.4 %
City's mobile app (CamasConnect24/7)	27	6.3 %
None chosen	88	20.5 %
Total	748	

**Q12. Where do you currently get news and information about City programs, services, and events?**

Q12. Where do you currently get news & information about City programs, services, & events	Number	Percent
Camas-Washougal Post Record	173	40.3 %
Columbian	159	37.1 %
City website	142	33.1 %
Public meetings	42	9.8 %
City's mobile app–CamasConnect24/7	34	7.9 %
Social media (Facebook, Twitter)	140	32.6 %
Direct mail	221	51.5 %
Phone blasts	5	1.2 %
Email sign up	46	10.7 %
Other	35	8.2 %
Total	997	

**Q12-10. Other**

Q12-10. Other	Number	Percent
Nextdoor	6	17.1 %
Friends	4	11.4 %
Neighbors	3	8.6 %
Word of mouth	2	5.7 %
LaCamas Magazine	2	5.7 %
Mail	1	2.9 %
Word of mouth, emails	1	2.9 %
Emails	1	2.9 %
Contacts	1	2.9 %
RIVER TALK LIBRARY AND LOCAL BUSINESSES	1	2.9 %
Text	1	2.9 %
SIGNS AT INTERSECTIONS	1	2.9 %
MAGAZINES	1	2.9 %
SCHOOL NOTICES	1	2.9 %
Printed materials	1	2.9 %
Local news	1	2.9 %
Friends, neighbors	1	2.9 %
Signs in community	1	2.9 %
DOWNTOWN MERCHANTS	1	2.9 %
COFFEE SHOP	1	2.9 %
River Talk	1	2.9 %
The window of the Post Record	1	2.9 %
Community members	1	2.9 %
Total	35	100.0 %



**Q13. From which TWO sources of information listed in Question 12 would you prefer to get information from the City?**

Q13. Top choice	Number	Percent
Camas-Washougal Post Record	44	10.3 %
Columbian	29	6.8 %
City website	68	15.9 %
Public meetings	8	1.9 %
City's mobile app-CamasConnect24/7	23	5.4 %
Social media (Facebook, Twitter)	64	14.9 %
Direct mail	79	18.4 %
Phone blasts	4	0.9 %
Email sign up	51	11.9 %
Other	5	1.2 %
None chosen	54	12.6 %
Total	429	100.0 %

**Q13. From which TWO sources of information listed in Question 12 would you prefer to get information from the City?**

Q13. 2nd choice	Number	Percent
Camas-Washougal Post Record	30	7.0 %
Columbian	23	5.4 %
City website	63	14.7 %
Public meetings	16	3.7 %
City's mobile app-CamasConnect24/7	35	8.2 %
Social media (Facebook, Twitter)	40	9.3 %
Direct mail	75	17.5 %
Phone blasts	7	1.6 %
Email sign up	55	12.8 %
Other	6	1.4 %
None chosen	79	18.4 %
Total	429	100.0 %

**SUM OF TOP 2 CHOICES****Q13. From which TWO sources of information listed in Question 12 would you prefer to get information from the City? (top 2)**

Q13. Sum of top 2 choices	Number	Percent
Camas-Washougal Post Record	74	17.2 %
Columbian	52	12.1 %
City website	131	30.5 %
Public meetings	24	5.6 %
City's mobile app-CamasConnect24/7	58	13.5 %
Social media (Facebook, Twitter)	104	24.2 %
Direct mail	154	35.9 %
Phone blasts	11	2.6 %
Email sign up	106	24.7 %
Other	11	2.6 %
None chosen	54	12.6 %
Total	779	

**Q14. Have you called, sent email to, or visited the City with a question, problem, or complaint during the past year?**

Q14. Have you called, sent email to, or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	175	40.8 %
No	246	57.3 %
Don't know	8	1.9 %
Total	429	100.0 %

**WITHOUT "DON'T KNOW"**

**Q14. Have you called, sent email to, or visited the City with a question, problem, or complaint during the past year? (without "don't know")**

Q14. Have you called, sent email to, or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	175	41.6 %
No	246	58.4 %
Total	421	100.0 %

**Q14a. How easy was it to contact the person you needed to reach?**

Q14a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	66	37.7 %
Somewhat easy	67	38.3 %
Difficult	26	14.9 %
Very difficult	11	6.3 %
Don't know	5	2.9 %
Total	175	100.0 %

**WITHOUT "DON'T KNOW"**

**Q14a. How easy was it to contact the person you needed to reach? (without "don't know")**

Q14a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	66	38.8 %
Somewhat easy	67	39.4 %
Difficult	26	15.3 %
Very difficult	11	6.5 %
Total	170	100.0 %

**Q14b. What department did you contact?**

Q14b. What department did you contact	Number	Percent
Police	24	13.7 %
Fire	5	2.9 %
Community Development	26	14.9 %
Parks & Recreation	21	12.0 %
Camas Public Library	14	8.0 %
Event Permits	3	1.7 %
Financial Services/Utility Billing	41	23.4 %
Municipal Services (streets/water/sewer/solid waste)	91	52.0 %
Other	32	18.3 %
Total	257	

**Q14b. Other**

Q14b-9. Other	Number	Percent
BUILDING DEPARTMENT	5	15.6 %
City Administrator and Mayor	2	6.3 %
CODE ENFORCEMENT	2	6.3 %
PROPERTY DEVELOPMENT	1	3.1 %
CODE	1	3.1 %
BUILDING PERMITS	1	3.1 %
Engineering	1	3.1 %
Regarding library decision to leave Ft. Vanc library system and go it alone	1	3.1 %
CITY MANAGER	1	3.1 %
DOG PARK	1	3.1 %
Planning	1	3.1 %
Park and open space maintenance	1	3.1 %
BUILDING AND PLANNING ARE AWESOME	1	3.1 %
PERMIT FOR FURNACE WATER HEATER	1	3.1 %
AMBULANCE	1	3.1 %
MAYOR CITY EMPLOYEES ETC	1	3.1 %
ANIMAL SERVICES	1	3.1 %
Camps	1	3.1 %
City Management	1	3.1 %
City's stance/ordinances for AirBnB	1	3.1 %
WASTE SOURCES	1	3.1 %
CITY OF CAMAS FOR ROADS	1	3.1 %
ORDINANCE AND RULE ENFORCMENET	1	3.1 %
Mayor	1	3.1 %
Dog Licensing	1	3.1 %
Phone tree	1	3.1 %
Total	32	100.0 %

**Q14c. 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=175)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q14c-1. They were courteous & polite	60.0%	27.4%	5.7%	1.7%	1.1%	4.0%
Q14c-2. They gave prompt, accurate, & complete answers to questions	46.3%	32.6%	11.4%	2.3%	4.6%	2.9%
Q14c-3. They did what they said they would do in a timely manner	42.9%	28.0%	14.3%	1.7%	4.6%	8.6%
Q14c-4. They helped you resolve an issue to your satisfaction	41.1%	28.0%	10.9%	5.7%	8.6%	5.7%

**WITHOUT "DON'T KNOW"**

**Q14c. 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=175)

	Always	Usually	Sometimes	Seldom	Never
Q14c-1. They were courteous & polite	62.5%	28.6%	6.0%	1.8%	1.2%
Q14c-2. They gave prompt, accurate, & complete answers to questions	47.6%	33.5%	11.8%	2.4%	4.7%
Q14c-3. They did what they said they would do in a timely manner	46.9%	30.6%	15.6%	1.9%	5.0%
Q14c-4. They helped you resolve an issue to your satisfaction	43.6%	29.7%	11.5%	6.1%	9.1%

**Q15. For each of the street maintenance items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Maintenance of major City streets	11.7%	46.4%	18.9%	13.1%	7.5%	2.6%
Q15-2. Maintenance of streets in your neighborhood	14.2%	36.8%	16.8%	20.3%	9.1%	2.8%
Q15-3. Snow removal on major City streets	19.8%	43.6%	18.9%	9.6%	2.8%	5.4%
Q15-4. Adequacy of City street lighting	18.9%	54.1%	14.2%	6.3%	3.7%	2.8%
Q15-5. Condition of sidewalks in City	12.1%	43.1%	22.1%	13.8%	6.5%	2.3%
Q15-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	8.6%	25.4%	30.3%	14.9%	5.6%	15.2%
Q15-7. Street sweeping	13.1%	37.8%	28.2%	8.9%	4.2%	7.9%

**WITHOUT "DON'T KNOW"**

**Q15. For each of the street maintenance items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Maintenance of major City streets	12.0%	47.6%	19.4%	13.4%	7.7%
Q15-2. Maintenance of streets in your neighborhood	14.6%	37.9%	17.3%	20.9%	9.4%
Q15-3. Snow removal on major City streets	20.9%	46.1%	20.0%	10.1%	3.0%
Q15-4. Adequacy of City street lighting	19.4%	55.6%	14.6%	6.5%	3.8%
Q15-5. Condition of sidewalks in City	12.4%	44.2%	22.7%	14.1%	6.7%
Q15-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	10.2%	29.9%	35.7%	17.6%	6.6%
Q15-7. Street sweeping	14.2%	41.0%	30.6%	9.6%	4.6%

**Q16. Which TWO street related items from Question 15 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q16. Top choice	Number	Percent
Maintenance of major City streets	153	35.7 %
Maintenance of streets in your neighborhood	94	21.9 %
Snow removal on major City streets	30	7.0 %
Adequacy of City street lighting	17	4.0 %
Condition of sidewalks in City	38	8.9 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	37	8.6 %
Street sweeping	17	4.0 %
None chosen	43	10.0 %
Total	429	100.0 %

**Q16. Which TWO street related items from Question 15 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q16. 2nd choice	Number	Percent
Maintenance of major City streets	58	13.5 %
Maintenance of streets in your neighborhood	94	21.9 %
Snow removal on major City streets	35	8.2 %
Adequacy of City street lighting	32	7.5 %
Condition of sidewalks in City	54	12.6 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	46	10.7 %
Street sweeping	33	7.7 %
None chosen	77	17.9 %
Total	429	100.0 %

**SUM OF TOP 2 CHOICES****Q16. Which TWO street related items from Question 15 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)**

Q16. Sum of top 2 choices	Number	Percent
Maintenance of major City streets	211	49.2 %
Maintenance of streets in your neighborhood	188	43.8 %
Snow removal on major City streets	65	15.2 %
Adequacy of City street lighting	49	11.4 %
Condition of sidewalks in City	92	21.4 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	83	19.3 %
Street sweeping	50	11.7 %
None chosen	43	10.0 %
Total	781	

**Q17. For each of the code enforcement items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Enforcing cleanup of litter & debris on private property	4.9%	21.2%	31.9%	9.8%	7.0%	25.2%
Q17-2. Enforcing mowing & trimming of grass & weeds on private property	4.9%	21.2%	31.5%	14.7%	6.3%	21.4%
Q17-3. Enforcing codes designed to protect public safety & health	7.7%	29.6%	27.5%	5.4%	3.0%	26.8%
Q17-4. Enforcing sign regulation	5.4%	23.3%	31.9%	7.0%	4.0%	28.4%

**WITHOUT "DON'T KNOW"**

**Q17. For each of the code enforcement items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Enforcing cleanup of litter & debris on private property	6.5%	28.3%	42.7%	13.1%	9.3%
Q17-2. Enforcing mowing & trimming of grass & weeds on private property	6.2%	27.0%	40.1%	18.7%	8.0%
Q17-3. Enforcing codes designed to protect public safety & health	10.5%	40.4%	37.6%	7.3%	4.1%
Q17-4. Enforcing sign regulation	7.5%	32.6%	44.6%	9.8%	5.5%

**Q18. Which TWO code enforcement items from Question 17 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q18. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	137	31.9 %
Enforcing mowing & trimming of grass & weeds on private property	50	11.7 %
Enforcing codes designed to protect public safety & health	101	23.5 %
Enforcing sign regulation	28	6.5 %
None chosen	113	26.3 %
Total	429	100.0 %

**Q18. Which TWO code enforcement items from Question 17 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q18. 2nd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	76	17.7 %
Enforcing mowing & trimming of grass & weeds on private property	97	22.6 %
Enforcing codes designed to protect public safety & health	66	15.4 %
Enforcing sign regulation	44	10.3 %
None chosen	146	34.0 %
Total	429	100.0 %

**SUM OF TOP 2 CHOICES**

**Q18. Which TWO code enforcement items from Question 17 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)**

Q18. Sum of top 2 choices	Number	Percent
Enforcing cleanup of litter & debris on private property	213	49.7 %
Enforcing mowing & trimming of grass & weeds on private property	147	34.3 %
Enforcing codes designed to protect public safety & health	167	38.9 %
Enforcing sign regulation	72	16.8 %
None chosen	113	26.3 %
Total	712	



**Q19. Satisfaction with Public Library Services. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Selection of resources available at public library	28.9%	31.9%	11.7%	3.5%	1.4%	22.6%
Q19-2. Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	24.9%	24.5%	14.5%	2.3%	0.9%	32.9%
Q19-3. Events for adults (informational, literary, participatory, entertainment, etc.)	19.6%	24.2%	19.6%	2.1%	0.7%	33.8%
Q19-4. Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	18.9%	19.3%	18.9%	1.6%	0.7%	40.6%
Q19-5. Events for children (early literacy development, storytimes, summer reading program, etc.)	25.6%	27.0%	11.7%	1.4%	0.5%	33.8%

**WITHOUT "DON'T KNOW"**

**Q19. Satisfaction with Public Library Services. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Selection of resources available at public library	37.3%	41.3%	15.1%	4.5%	1.8%
Q19-2. Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	37.2%	36.5%	21.5%	3.5%	1.4%
Q19-3. Events for adults (informational, literary, participatory, entertainment, etc.)	29.6%	36.6%	29.6%	3.2%	1.1%
Q19-4. Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	31.8%	32.5%	31.8%	2.7%	1.2%
Q19-5. Events for children (early literacy development, storytimes, summer reading program, etc.)	38.7%	40.8%	17.6%	2.1%	0.7%

**Q20. Which TWO public library items from Question 19 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Selection of resources available at public library	88	20.5 %
Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	70	16.3 %
Events for adults (informational, literary, participatory, entertainment, etc.)	27	6.3 %
Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	23	5.4 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	74	17.2 %
None chosen	147	34.3 %
Total	429	100.0 %

**Q20. Which TWO public library items from Question 19 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Selection of resources available at public library	60	14.0 %
Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	59	13.8 %
Events for adults (informational, literary, participatory, entertainment, etc.)	29	6.8 %
Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	49	11.4 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	59	13.8 %
None chosen	173	40.3 %
Total	429	100.0 %

**SUM OF TOP 2 CHOICES****Q20. Which TWO public library items from Question 19 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)**

<u>Q20. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Selection of resources available at public library	148	34.5 %
Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	129	30.1 %
Events for adults (informational, literary, participatory, entertainment, etc.)	56	13.1 %
Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	72	16.8 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	133	31.0 %
None chosen	147	34.3 %
Total	685	

**Q21. 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=429)

	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
Q21-1. Law enforcement	4.9%	28.2%	54.5%	1.6%	0.2%	10.5%
Q21-2. Fire, EMS, & ambulance	10.3%	20.0%	55.2%	0.7%	0.5%	13.3%
Q21-3. Parks, trails, & open space	13.3%	34.3%	43.6%	1.9%	0.5%	6.5%
Q21-4. Recreation facilities & programs	11.2%	34.7%	43.8%	3.3%	0.5%	6.5%
Q21-5. Maintenance of infrastructure (streets, sidewalks)	26.3%	42.4%	25.9%	0.2%	0.0%	5.1%
Q21-6. City's Public Library	3.5%	17.9%	62.7%	2.6%	0.7%	12.6%
Q21-7. City's garbage services	2.8%	9.6%	78.6%	1.6%	0.2%	7.2%

**WITHOUT "DON'T KNOW"**

**Q21. 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=429)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower
Q21-1. Law enforcement	5.5%	31.5%	60.9%	1.8%	0.3%
Q21-2. Fire, EMS, & ambulance	11.8%	23.1%	63.7%	0.8%	0.5%
Q21-3. Parks, trails, & open space	14.2%	36.7%	46.6%	2.0%	0.5%
Q21-4. Recreation facilities & programs	12.0%	37.2%	46.9%	3.5%	0.5%
Q21-5. Maintenance of infrastructure (streets, sidewalks)	27.8%	44.7%	27.3%	0.2%	0.0%
Q21-6. City's Public Library	4.0%	20.5%	71.7%	2.9%	0.8%
Q21-7. City's garbage services	3.0%	10.3%	84.7%	1.8%	0.3%

**Q22. Would you be willing to pay more in taxes or fees to support an increase in the service level?**

Q22. 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	28	6.5 %
Yes—I would be willing to pay more in taxes & fees	141	32.9 %
No—I would not be willing to pay more in taxes & fees	170	39.6 %
Don't know	90	21.0 %
Total	429	100.0 %

**WITHOUT "DON'T KNOW"****Q22. Would you be willing to pay more in taxes or fees to support an increase in the service level?  
(without "don't know")**

Q22. 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	28	8.3 %
Yes—I would be willing to pay more in taxes & fees	141	41.6 %
No—I would not be willing to pay more in taxes & fees	170	50.1 %
Total	339	100.0 %

**Q23. 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=429)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q23-1. Employment opportunities	7.2%	22.8%	22.8%	1.6%	0.7%	44.8%
Q23-2. Office development	2.1%	12.4%	37.8%	6.5%	4.7%	36.6%
Q23-3. Retail	5.8%	21.0%	45.2%	7.2%	2.8%	17.9%
Q23-4. Restaurants	5.6%	26.1%	49.0%	5.4%	2.1%	11.9%
Q23-5. Technology & other industry	4.7%	23.1%	39.2%	4.9%	1.2%	27.0%
Q23-6. Housing options for aging population	11.4%	23.5%	28.0%	2.6%	5.1%	29.4%
Q23-7. Apartments	3.7%	12.1%	28.0%	20.0%	16.3%	19.8%
Q23-8. Townhomes/row houses	3.5%	8.2%	30.8%	19.3%	19.3%	18.9%
Q23-9. Entry level single family homes	9.3%	14.7%	27.7%	18.2%	15.9%	14.2%
Q23-10. Large lot/large homes	5.4%	10.0%	27.5%	18.6%	19.3%	19.1%

**WITHOUT "DON'T KNOW"**

**Q23. 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=429)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q23-1. Employment opportunities	13.1%	41.4%	41.4%	3.0%	1.3%
Q23-2. Office development	3.3%	19.5%	59.6%	10.3%	7.4%
Q23-3. Retail	7.1%	25.6%	55.1%	8.8%	3.4%
Q23-4. Restaurants	6.3%	29.6%	55.6%	6.1%	2.4%
Q23-5. Technology & other industry	6.4%	31.6%	53.7%	6.7%	1.6%
Q23-6. Housing options for aging population	16.2%	33.3%	39.6%	3.6%	7.3%
Q23-7. Apartments	4.7%	15.1%	34.9%	25.0%	20.3%
Q23-8. Townhomes/row houses	4.3%	10.1%	37.9%	23.9%	23.9%
Q23-9. Entry level single family homes	10.9%	17.1%	32.3%	21.2%	18.5%
Q23-10. Large lot/large homes	6.6%	12.4%	34.0%	23.1%	23.9%

**Q24. 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?**

- A community garden.
- A community pool has been a boon to the city for decades and should be once again. Though, if it is built with additional tax money, it should not be made very expensive for use. Consider a "Friends of Crown Park Pool" pass for families to be used in season with a portion being tax deductible.
- A dog park
- A new aquatic/community center (similar to Firstenberg in Vancouver) and connecting sidewalks on Prune Hill (lots of start/stop sidewalks along the west side of the hill).
- A new pool.
- A PUBLIC POOL FOR KIDS
- a public shooting range
- a rec center
- A SENIOR CTR
- A splash pad or community open space downtown that has walkability access to 5th and 4th. Specifically, rarely used parking lots off of 6th from the mills heyday. It's about time Georgia Pacific should either clean up the massive amount of property that is unused (It would probably be considered a super fund site) or release/sell it for city use. Like the parking lots. The hulk of the mill, mainly unused now, is a blight as you drive into an otherwise cute and well maintained small city downtown.
- A splash pad, only if city agrees to fund new firefighter positions.
- A warning before shutting off water , or at least try to work with the customer.
- A waterfront that isn't a cookie cutter development. Green space, art walk along water front and unique places to eat that are not fast food, chains or franchises. A trip to Europe such as to Barcelona would enlighten city planners as to what could be unique and appealing. Enough with the big box stores found in every city USA. Creativity in this country is lacking, please don't just be another one of "those" communities.
- AFFORDABLE HOUSING FOR PEOPLE WHO ARE OF LITTLE INCOME
- Alternative destination locations other than downtown.
- Amphitheater
- AN AQUATIC CENTER OR PARK LIKE VANCOVERS TECH CTR
- AQUATIC CENTER
- AQUATIC CENTER
- AQUATIC CENTER AND WATERFRONT
- aquatic center/splash pad
- AQUATIC COMMUNITY CENTER
- AQUATIC COMMUNITY CENTER
- AQUATIC COMMUNITY CENTER
- AQUATIC CTR AND REC CTR
- Availability to a year round family center such as aquatic center or indoor play place.
- bathroom open at lactamase park year round
- BETTER LOCATED COMMUNITY CENTER WITH MORE FACILITIES AND SERVICES
- better playground eqpt, restrooms in crown park
- Better streets and sidewalks.
- Better supervision at parks.

**Q24. 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? (cont.)**

- Better trail system and bike paths so that people can get from place to place
- bike lanes
- bike trail system like in bend
- bring things we want arby's, winco
- Bronze statues in empty locations, or intersections with enough surface area to allow safe traffic round abouts. The concrete triangle of nothingness at the crossroad of NW 16th and NW Benton is a perfect example of a desirable location for this. Downtown Troutdale has many bronze statues as well. I think we should follow suit.
- Build a City/community aquatic center. It is ridiculous that the schools need to depend on a private facility/club it causes extreme difficulties and political problems for the school.
- BUILD A NEW AQUATIC CTR
- BUS LINE THAT IS MORE CONVENIENCE THAN CURRENT 92 BUS
- CELL PHONE SERVICE IS SERIOUSLY LACKING IN LARGE SECTIONS OF THE CITY.
- CENTRAL GATHERINGS SPACE FOR ALL CITIZENS
- city maintenance of public trailed now maintained city hoa's
- CITY POOL
- Community center
- Community center
- Community center
- community center for the elderly
- Community Center where all ages could enjoy.
- "Community center with more than just an
- Aquatics facility. Indoor and outdoor Sport courts, meeting/class rooms, done in a town center style that invites all demographics "
- COMMUNITY CENTER WITH POOL
- Community center with pool and programs for kids and adults.
- COMMUNITY CENTER WITH RECREATION POOL
- COMMUNITY CTR WITH GYM AND A POOL
- COMMUNITY EXERCISE/POOL AND CHILD PROGRAMS
- Community fitness center
- Community fitness center
- COMMUNITY POOL
- community pool and spa area
- community rec center with pool
- COMMUNITY THEATER SPACE
- Composting facility
- CONCERT/PLAY VENUE
- CONNECTED TRAIL NETWORK
- continue concerts in the park and programs
- crown park pool
- Crown park pool.



**Q24. 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? (cont.)**

- Development of waterfront tourist economy.(What happened to the Black Pearl restaurant?) All this development needs to cater to tourists to take tourism away from Portland. Get rid of the mill.
- Document shredding and recycling days sponsorship
- DOG FRIENDLY PARK
- DOG PARK SPRAY GROUND OR WATER FEATURE
- Dog parks
- Dog parks
- Dog parks
- EARLY LEARNING CTR AT THE LIBRARY
- Enforce cutting of low hanging tree branches on neighborhood streets. I should not have to drive down the center of a street to my home bc your department manager lives in the neighborhood and does not want to enforce hoa laws.
- EXERCISE FACILITY AND A POOL
- FAMILY FRIENDLY ECONOMICAL RESTAURANTS OTHER THAN FAST FOOD.
- FERRY ACROSS COLUMBIA OR EAST BRIDGE
- fix the holes in the streets that knock your car out of alignment....Need a Sharis or I-Hop or something along that nature in town...No more pizza or Chinese establishments or Mexican needed. I think we have those covered.
- FOOD STORE WINCO
- FORGET ABOUT NEW, HOW ABOUT ENHANCED FIRE/EMS DEPARTMENT. MORE EMPLOYEES AND MORE TRUCKS/ENGINES.
- FREE TRASH DUMP DAYS AT YOUR LOCAL TRANSFER STATION.
- get rid of the new road system by safeway. the new street painting and light system down to 1 lane through town is a mess. One lane but 2 lights. They need to get rid of the flashing light at the mill and make an actual street light to prevent accidents.
- housing for aging population
- Ice rink.
- Improve bike lanes.
- IMPROVE GRATES AND BIKE LANES
- IMPROVE HERITAGE TRAIL
- Improved roads and bike lanes.
- Increase Walking trails in between communities
- INDOOR BADMINTON COURT
- Indoor community recreation center
- INDOOR OUTDOOR POOL REC CTR NOT LOCATED NEAR LACAMAS.
- INDOOR PLAYGROUND DUE TO RAIN OR COVERED PLAYGROUND
- Indoor public pool
- Indoor public space open late, after working hours.
- indoor swimming pool/recreation area
- JUST FOCUS ON CURRENT ACTIVITIES AND CONTINUE TO DO WELL
- KEEPING AND ADDING MORE TENNIS COURT MAINTAIN WHAT WE HAVE.

**Q24. 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? (cont.)**

- Lake at recreation level for a longer period of time in the fall.
- lawn games at crown park
- LOW INCOME HOUSING
- LOWER PROPERTY TAXES
- MAKE THE BICYCLE RIDE IN THEIR LANES
- Maybe some elderly programs.
- MEW WA;KING TRAIL
- MORE ACCESS TO COLUMBIA
- More baseball fields for little league games.
- MORE BIKE LANES
- MORE BUSES
- MORE FESTIVALS OR ROLLER COASTERS,DONUTS,BOAT SUPPLIES AND REPAIR SHOP.
- MORE LOCAL EATERIES MOM AND POP
- MORE PARKING DOWNTOWN
- More parking in downtown camas.
- More parks
- MORE PARKS AND REC ACTIVITIES FOR KIDS
- MORE PARKS AND WALKING TRAILS
- More pickleball parks
- MORE POLICE OFFICERS
- More police officers and more speed control.
- MORE RESTAURANT
- More snow removal equipment. Prune hill is very dangerous when the roads are iced or covered in snow.
- more sports fields for youth baseball/softball/soccer
- MORE TRAILS
- More trails and open space.
- MORE TREE LINED STREETS AND MORE DOWNTOWN PARKING
- more yellow flashing left turn signals and/or roundabouts
- MOVIE NIGHTS
- MULTI SPORT COMPLEX
- Need more sidewalks, too dangerous for the children by the high school.
- need to work on the LA camas Lake area for access, trails and traffic. Development is not supported by infrastructure.
- No bus service on prune hill for elderly or disabled. Why not???
- No huge ugly storage facilities right when u enter camas. Provides nothing for families to use- even 7-11 would be better
- OPEN MORE MEETING ROOMS OR SPACE FOR CITIZENS TO BORROW.
- OPEN SPACE
- Outdoor pool.
- OUTDOOR SWIMMING POOL

**Q24. 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? (cont.)**

- Park and ride transit.
- Parking & cross walks at round lake & additional dog poop bag dispenser by overflow parking at. Dog leash enforcement.
- PARKS
- PARKS AND OPEN SPACE
- patrols on lactamase lake boating in summer
- Paved dedicated running/walking paths.
- PEDESTRIANS BIKE CROSSING BETWEEN LACAMAS AND ROUND LAKE
- PEOPLE SHOULD PROVIDE FOR THEMSELVES
- PERMANENT BATHROOMS AT CROWN PARK
- POCKET PARKS IN NEIGHBORHOODS WITH HASH CARS FOR DOG WALKERS
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- POOL AND WORKOUT FACILITY
- POOL AQUATIC OR GYM
- POOL AT COMMUNITY CENTER
- POOL COMPLEX
- "Pool for high school and lessons
- Street lights are much too bright
- I am already tax more in the last year than I was in Washington county over the previous six years"
- Protection of green spaces when approving new developments.
- PUBLIC POOL
- PUBLIC POOL AFFORDABLE OPEN AIR
- PUBLIC POOL AND GYM
- Public Swimming Pool as close to the center of town as possible.
- PUT IN POOL AND REC CTR ON LAKE RD
- PUT IN SPEED BUMPS ON ASTOR ST-35 MPH AND CARS STILL GO REAL FAST.
- Re-affiliate Camas library with FVRL. There is no way our local library can afford nor should they try to buy books alone. Pooling our resources with others is a much better way to leverage our contribution. We have already seen a reduction in available material and also, must travel to Washougal to access the FVRL system.
- Rec center
- REC CENTER FOR TEENS TO USE
- REC CTR GYM AND POOL
- RECREATION ACTIVITY CENTER

**Q24. 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? (cont.)**

- RECREATION CENTER
- RECREATION CENTER W/A POOL
- recreation facility
- reduce vehicle noise level and safe sidewalks or bike lanes for around the lake neighborhood
- REGULAR BUS SERVICE ON PRUNE HILL
- RENT AND FREE LARGE COMMUNITY CTR
- replace pool with new pool in crown park
- Replace the step-septic system with a sewer system
- replacing crown park pool
- RESTROOMS IN DOWNTOWN CAMAS HOW ODD NOT TO PROVIDE THIS. RECYCLING OPTIONS IN DOWNTOWN CAMAS.
- RESTROOMS IN PARKS
- RETAIL DEVELOPMENT ON THE CAMAS WASHUGAL WATER FRONT
- SAFE BIKE PATHS
- SAFE BIKE TRAILS AND SIDEWALKS
- senior living
- Sidewalk provided from the intersection of Everett/43rd to the high school
- Sidewalks and street lights
- SMALL WATER STRUCTURE SPLASH PAD TO REPLACE POOL.
- Soccer, basketball, pickle ball, baseball fields and courts.
- Softball/Baseball complex
- SPEED BUMPS ON 25 MPH SECTION OF 6TH THAT I'M ON PLEASE TOO MANY SPEEDING VEHICLES FOR MY KIDS.
- SPLASH PAD AT CAMAS CROWN PARK WHERE POOL WAS.
- SPLASH PAD FOR KIDS AS PART OF NEW POOL
- Sports Fields
- standardize lot size
- STOP ALLOWING FIREWORKS WITHIN THE CITY LIMITS.
- Stop building and taking away all the fields, and natural beauty! You are over building and under planning. The traffic is heavy and the speed limit 25, due to putting fronts of homes on arterials. Your city planning has been the worst! And as you increase and pack in the people, how dare you ask for more money! You have new revenue from all the new apartments, townhomes and other over building and you still are here asking for more takes! NO! ENOUGH!
- STOP CUTTING ALL THE FOREST AND BUILDING HOMES.
- stop growth lower taxes
- SWIMMING POOL
- SWIMMING POOL
- SWIMMING POOL
- swimming pool and community center
- Swimming pool and community center.

**Q24. 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? (cont.)**

- Swimming pool not funded by additional taxes
- SWIMMING POOL SOME OF IT HAS TO BE OUTSIDE. NOT ALL INDOOR
- take a good look at what you are doing before you do it . All the b.s. stuff you are doing with our taxes. I pay taxes and come look at my streets. This is why I did not want the cities because you do what you want and to hell with the people. Look at the schools. We have good schools so every one says but you build them for one year and by the next year they are outgrown.
- The traffic on Brady Road with Intersection of Macintosh Road is so fast that coming out Macintosh onto Brady road is so dangerous. Strong suggests to add either a TRAFFIC LIGHT OR 3 WAY STOP SIGN!!
- THERE ARE TOO MANY PEOPLE HERE TO PROVIDE ADEQUATE AVAILABILITY WITH JUST ONE AMENITY LIKE A POOL OR SMALL COMMUNITY CTR.
- To have a community center such as the Firstenburg Center with swimming pool, fitness center and classes for all age groups.
- TRAFFIC ENFORCEMENT
- TRAFFIC IS BAD MORE POLICE ON BUSY ROADS MORE CROSSING LIGHTS AROUND CROWN PARK.
- TRAILS IS IN GREENBELTS INSTALLED BY DEVELOPERS ARE TOO STEEP AND COVERED IN MOSS NOT WELL MAINTAINED.
- Trails that connect neighborhoods to each other and also to existing and hopefully newly acquired open/green spaces. Currently nothing is truly connected and if it is, it's convoluted. Camas has the opportunity to work with Washougal, WA State, and the governing bodies of the Gorge and build a trail network that would be unique not only for our region but our nation. We are wasting an opportunity. These trails would also have economic benefits as people would come to Camas to recreate.
- UPGRADE THE CAMAS CENTER AND OFFER CLASSES FOR THE COMMUNITY
- WATER FEATURE
- Water features
- Water park in place of the old pool.
- Waterfront shopping and eating like new Vancouver waterfront.
- WE ARE STARTING TO HAVE HOMELESS PEOPLE LIVING IN THE LARGE PARKS. WE NEED AN ALTERNATIVE TO CAMPING IN THESE PARKS.
- We need a trail system that links Camas together. All neighborhoods should have trail access to schools, and downtown camas. We are missing an excellent opportunity to make Camas into a premier community. I won't drive and park in downtown but I would walk, ride bike, and take my kids to local businesses much more often if there was a robust, safe, and clean trail system.
- WIDEN ROAD AND ADD SIDEWALKS BETWEEN PACIFIC RIM BLVD AND 16TH AVE ON PARKER ST
- WIDER STREETS

**Q24a. Would you be willing to pay more in taxes or fees to support this new community amenity?**

Q24a. Would you be willing to pay more in taxes or fees to support this new community amenity	Number	Percent
Yes	150	66.4 %
No	61	27.0 %
Not provided	15	6.6 %
Total	226	100.0 %

**WITHOUT "NOT PROVIDED"****Q24a. Would you be willing to pay more in taxes or fees to support this new community amenity? (without "not provided")**

Q24a. Would you be willing to pay more in taxes or fees to support this new community amenity	Number	Percent
Yes	150	71.1 %
No	61	28.9 %
Total	211	100.0 %

**Q25. Approximately how many years have you lived in Camas?**

Q25. How many years have you lived in Camas	Number	Percent
0-5	96	22.4 %
6-10	96	22.4 %
11-15	61	14.2 %
16-20	66	15.4 %
21-30	55	12.8 %
31+	43	10.0 %
Not provided	12	2.8 %
Total	429	100.0 %

**WITHOUT "NOT PROVIDED"****Q25. Approximately how many years have you lived in Camas? (without "not provided")**

Q25. How many years have you lived in Camas	Number	Percent
0-5	96	23.0 %
6-10	96	23.0 %
11-15	61	14.6 %
16-20	66	15.8 %
21-30	55	13.2 %
31+	43	10.3 %
Total	417	100.0 %

**Q26. What is your age?**

Q26. Your age	Number	Percent
18-34	76	17.7 %
35-44	88	20.5 %
45-54	84	19.6 %
55-64	90	21.0 %
65+	85	19.8 %
Not provided	6	1.4 %
Total	429	100.0 %

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

Q26. Your age	Number	Percent
18-34	76	18.0 %
35-44	88	20.8 %
45-54	84	19.9 %
55-64	90	21.3 %
65+	85	20.1 %
Total	423	100.0 %

**Q27. Which of the following BEST describes your employment status?**

Q27. What best describes your employment status	Number	Percent
I am retired & not currently employed	94	21.9 %
I am retired & currently employed	22	5.1 %
I am not retired	307	71.6 %
Not provided	6	1.4 %
Total	429	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. Which of the following BEST describes your employment status? (without "not provided")**

Q27. What best describes your employment status	Number	Percent
I am retired & not currently employed	94	22.2 %
I am retired & currently employed	22	5.2 %
I am not retired	307	72.6 %
Total	423	100.0 %

**Q28. How many children under age 18 live in your household?**

Q28. How many children under 18 live in your household	Number	Percent
0	238	55.5 %
1	67	15.6 %
2	74	17.2 %
3	30	7.0 %
4+	9	2.1 %
Not provided	11	2.6 %
Total	429	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q28. How many children under age 18 live in your household? (without "not provided")**

Q28. How many children under 18 live in your household	Number	Percent
0	238	56.9 %
1	67	16.0 %
2	74	17.7 %
3	30	7.2 %
4+	9	2.2 %
Total	418	100.0 %

**Q29. What is your gender?**

Q29. Your gender	Number	Percent
Male	215	50.1 %
Female	209	48.7 %
Not provided	5	1.2 %
Total	429	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q29. What is your gender? (without "not provided")**

Q29. Your gender	Number	Percent
Male	215	50.7 %
Female	209	49.3 %
Total	424	100.0 %



**Q30. Would you say your total annual household income is:**

Q30. Your total annual household income	Number	Percent
Under \$50K	44	10.3 %
\$50K to \$74,999	42	9.8 %
\$75K to \$99,999	58	13.5 %
\$100K to \$149,999	104	24.2 %
\$150K to \$199,999	65	15.2 %
\$200K+	75	17.5 %
Not provided	41	9.6 %
Total	429	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q30. Would you say your total annual household income is: (without "not provided")**

Q30. Your total annual household income	Number	Percent
Under \$50K	44	11.3 %
\$50K to \$74,999	42	10.8 %
\$75K to \$99,999	58	14.9 %
\$100K to \$149,999	104	26.8 %
\$150K to \$199,999	65	16.8 %
\$200K+	75	19.3 %
Total	388	100.0 %

## **Section 5**

### ***Survey Instrument***

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May 2019

Dear Camas Resident,

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

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

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

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

If you have any questions, please contact Peter Capell with the City of Camas at (360) 834-6864 or [pcapell@cityofcamas.us](mailto:pcapell@cityofcamas.us). Thanks again for taking the time to let your voice be heard.

Sincerely,

A handwritten signature in blue ink that reads "Shannon Turk".

Shannon Turk  
Mayor



# 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
<b>PARKS AND RECREATION</b>						
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
<b>PUBLIC SAFETY</b>						
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
<b>COMMUNICATION</b>						
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
<b>STREETS</b>						
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
<b>CODE ENFORCEMENT</b>						
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
<b>PUBLIC LIBRARY</b>						
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 ( <i>streets, sidewalks</i> )	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.