

City of Camas

Community Survey

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Findings Report

Submitted to the City of Camas, Washington

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
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2017 City of Camas Community Survey

Executive Summary

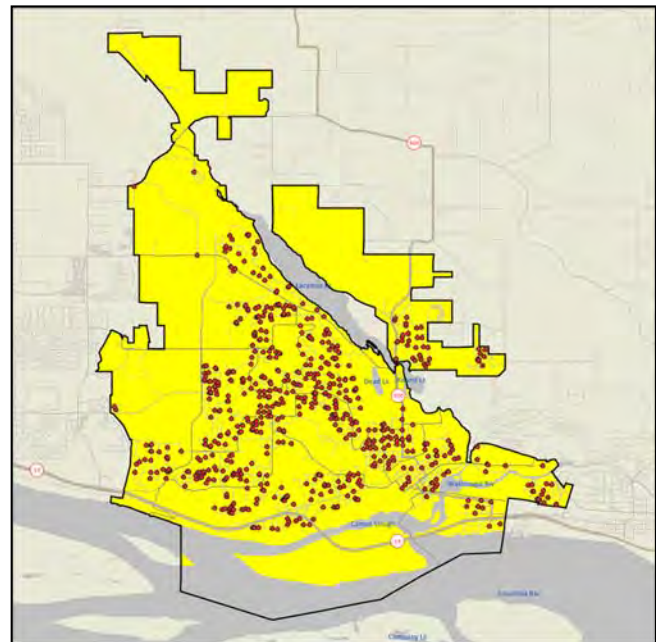
Purpose and Methodology

ETC Institute administered a survey to residents of the City of Camas during the spring of 2017. The purpose of the survey was to help the City of Camas identify whether residents are satisfied with the services the City provides. To ensure the City's priorities are aligned with the needs of residents, the City is looking for public input. 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. 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 emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line 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 on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. The goal was exceeded with a total of 705 residents completing the survey. The overall results for the sample of 705 households have a precision of at least $\pm 3.7\%$ 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-five percent (85%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall feeling of safety in the city and 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 (89%), quality of the City’s public library service (89%), quality of the City’s garbage service (87%), and the quality of city parks, trails, and open space (83%). For 13 of the 11 major categories of City services that were rated, 50% or more of residents *who had an opinion* were “very satisfied” or “satisfied”, City leaders have done a great job of ensuring overall satisfaction among residents is very high.

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 (80%) the quality of facilities in City parks (77%), and the quantity of City trails (73%). 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 quantity of City trails, and the quality of facilities in parks.
 - Respondents were asked how willing they would be to pay additional taxes to acquire and maintain parks, trails, and open space. Thirty-seven percent (37%) of respondents indicated they would be “very willing” (12%) or “willing” (25%), 26% were neutral, and 34% were either “not willing” (17%) 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 (88%), how quickly fire and rescue personnel respond to emergencies (86%), and the how quickly ambulance personnel respond to emergencies (81%). The aspect of public safety services that respondents were least satisfied with was parking enforcement services (57%). 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 enforcement of local traffic laws.
- **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 (58%), and the quality of the City’s website (56%). 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 level of public involvement in decision making.
- **City Streets and Maintenance.** The highest levels of satisfaction with City streets and 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 (70%) and the condition of sidewalks in the City (59%). 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.
 - Respondents were informed that the City of Camas spends \$700,000 per year to maintain pavement on city streets, and the City Council could enact a new \$20 annual vehicle license tab renewal fee to fund more street pavement maintenance, new road projects, or both. Knowing this, respondents were asked to indicate, from a list of four statements, which statement reflects their support for a new \$20 annual vehicle license fee. Although no one statement received a majority 34% of

respondents indicated they would not support a new license tab renewal fee. Twenty-nine percent (29%) of respondents indicated they would support the fee if it were used only for pavement maintenance, 28% would support the fee if it were used only for pavement maintenance and new road projects, and 3% would support the fee if it were used only for new road projects.

- Even though there is no single response that received a majority share of the support among the four statements, 57% of respondents did show support for the fee if it were used for some type of pavement maintenance.
- **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 (53%), and enforcing sign regulations (47%). 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: the selection of resources available (81%) and events for children (75%). The two aspects of the public library respondents indicated should receive the most emphasis over the next two years were events for children and the selection of resources available.

Additional Findings

- **Information Sources.** Respondents were asked to indicate where they currently get news and information about city programs, services, and events. Forty-five percent (45%) of respondents indicated they use the Columbian, 40% use the City web-site, and 36% use the Camas-Washington Post Record. Forty percent (40%) of residents indicated that they prefer to use the City web-site, and 25% indicated they would prefer to use social media to get information from the City.
- **Customer Service.** Forty-three percent (43%) of respondents indicated they have called, sent an E-mail, or visited the City with a question, problem, or complaint during the past year. Forty-seven percent (47%) of respondents indicated they contacted the Municipal Services department, 23% contacted the Police, and 21% contacted Financial Services/Utility Billing. Most respondents (81%) indicated it was either “very easy” or “somewhat easy” to contact the person they needed to reach. Only 17% 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 nine different areas. The items for which respondents felt the development pace was too fast include: large lots and large homes, townhomes or row houses, and apartments. The items for which respondents felt the development pace was too slow include: housing options for the aging population, employment opportunities, entry level single family homes, 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-one percent (61%) of respondents indicated they would be willing to pay more in taxes or fees to support the community amenity they suggested, 28% would not support a new community amenity, and 11% gave a "don't know" response.
- **Service Expansion.** Eighty-one percent (81%) 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. Due to the small number of respondents (31%) who indicated they would be willing to pay more in taxes or fees to support increased service levels, there is not clear support to warrant moving forward on this initiative at this time. A targeted educational campaign focusing on infrastructure maintenance would be helpful to gather more public input regarding this specific expansion. Because of the overwhelming number of respondents who indicated infrastructure maintenance service should be much higher an educational campaign could uncover more targeted support.

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 33 of the 45 areas** that were assessed. The City of Camas rated significantly higher than the U.S. average (difference of 5% or more) in 26 of these areas. Listed below are the comparisons between the City of Camas and the U.S. average:

Service	Camas	U.S.	Difference	Category
Quality of customer service you receive	80%	47%	33%	Major Categories
Quality of services provided by the City of Camas	81%	49%	32%	Perceptions
Visibility of police in the community	78%	59%	19%	Public Safety
Overall image of the City	82%	64%	18%	Perceptions
Value you receive for your city tax dollars & fees	55%	38%	17%	Perceptions
City's overall efforts to prevent crime	73%	56%	17%	Public Safety
Quality of the City's garbage services	86%	69%	17%	Major Categories
Overall feeling of safety in the City	85%	69%	16%	Perceptions
Effectiveness of communication with the public	62%	47%	15%	Major Categories
How quickly police respond to emergencies	80%	65%	15%	Public Safety
Quality of the City's public library services	89%	74%	15%	Major Categories
Quality of city water utilities	77%	63%	14%	Major Categories
Adequacy of city street lighting	70%	56%	14%	Maintenance
Quality of the City's parks & recreation programs	77%	64%	13%	Major Categories
Quality of facilities in city parks	77%	64%	13%	Parks and Recreation
Quality of police services	82%	70%	12%	Major Categories
Overall quality of life in the City	85%	73%	12%	Perceptions
Availability of information on services & programs	58%	46%	12%	Communication
Condition of sidewalks in the City	59%	47%	12%	Maintenance
Parking enforcement services	57%	46%	11%	Public Safety
Appearance & maintenance of existing parks	81%	70%	11%	Parks and Recreation
Quantity of City trails	73%	63%	10%	Parks and Recreation
Quality of city sewer services	75%	66%	9%	Major Categories
Quality of outdoor athletic fields	72%	65%	7%	Parks and Recreation
Quality of local fire protection & rescue services	88%	83%	5%	Public Safety
Enforcement of city codes & ordinances	57%	52%	5%	Major Categories
Level of public involvement in decision-making	37%	33%	4%	Communication
On-street bicycle infrastructure	40%	37%	3%	Maintenance
How quickly ambulance personnel respond	81%	78%	3%	Public Safety
Enforcement of local traffic laws	67%	64%	3%	Public Safety
City's efforts to keep you informed	48%	46%	2%	Communication
How quickly fire & rescue personnel respond	86%	84%	2%	Public Safety
Quality of local ambulance service	80%	80%	0%	Public Safety
Number of City parks	67%	68%	-2%	Parks and Recreation
Enforcing the mowing & trimming of grass & weeds	38%	41%	-3%	Code Enforcement
Enforcing sign regulation	47%	51%	-4%	Code Enforcement
Enforcing the cleanup of litter & debris	37%	41%	-4%	Code Enforcement
Snow removal on major city streets	53%	58%	-5%	Maintenance
Maintenance of city streets	36%	41%	-5%	Major Categories
How well the City is managing growth & development	42%	47%	-6%	Perceptions
Timeliness of information provided by City	44%	50%	-6%	Communication
Quality of the City's website	56%	62%	-6%	Communication
Maintenance of streets in your neighborhood	41%	48%	-7%	Maintenance
Maintenance of major city streets	35%	50%	-15%	Maintenance
City's social media	40%	56%	-17%	Communication

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 34 of the 45 areas** that were assessed. The City of Camas rated significantly higher than this average (difference of 5% or more) in 30 of these areas. Listed below are the comparisons between The City of Camas and the average for Northwest communities:

Service	Camas	Northwest	Difference	Category
Quality of services provided by the City of Camas	81%	43%	38%	Perceptions
Quality of customer service you receive	80%	47%	33%	Major Categories
City's overall efforts to prevent crime	73%	51%	22%	Public Safety
Effectiveness of communication with the public	62%	42%	20%	Major Categories
Value you receive for your city tax dollars & fees	55%	36%	19%	Perceptions
Quality of facilities in city parks	77%	60%	17%	Parks and Recreation
Overall image of the City	82%	65%	17%	Perceptions
Overall feeling of safety in the City	85%	70%	15%	Perceptions
How quickly police respond to emergencies	80%	65%	15%	Public Safety
Quality of city water utilities	77%	62%	15%	Major Categories
Availability of information on services & programs	58%	45%	13%	Communication
Quality of police services	82%	70%	12%	Major Categories
Visibility of police in the community	78%	66%	12%	Public Safety
Quantity of City trails	73%	62%	11%	Parks and Recreation
Adequacy of city street lighting	70%	59%	11%	Maintenance
Appearance & maintenance of existing parks	81%	70%	11%	Parks and Recreation
Quality of city sewer services	75%	65%	10%	Major Categories
Enforcement of local traffic laws	67%	57%	10%	Public Safety
Quality of the City's garbage services	86%	77%	9%	Major Categories
Parking enforcement services	57%	48%	9%	Public Safety
Quality of outdoor athletic fields	72%	64%	8%	Parks and Recreation
City's efforts to keep you informed	48%	42%	6%	Communication
Condition of sidewalks in the City	59%	53%	6%	Maintenance
Quality of the City's public library services	89%	83%	6%	Major Categories
Quality of the City's parks & recreation programs	77%	72%	5%	Major Categories
On-street bicycle infrastructure	40%	35%	5%	Maintenance
Quality of local fire protection & rescue services	88%	83%	5%	Public Safety
Overall quality of life in the City	85%	80%	5%	Perceptions
Maintenance of city streets	36%	31%	5%	Major Categories
Level of public involvement in decision-making	37%	32%	5%	Communication
Enforcement of city codes & ordinances	57%	55%	2%	Major Categories
Enforcing the cleanup of litter & debris	37%	36%	1%	Code Enforcement
How quickly fire & rescue personnel respond	86%	85%	1%	Public Safety
Quality of local ambulance service	80%	80%	0%	Public Safety
How quickly ambulance personnel respond	81%	82%	-1%	Public Safety
Timeliness of information provided by City	44%	47%	-3%	Communication
Quality of the City's website	56%	59%	-3%	Communication
Number of City parks	67%	71%	-4%	Parks and Recreation
How well the City is managing growth & development	42%	46%	-5%	Perceptions
Enforcing the mowing & trimming of grass & weeds	38%	44%	-6%	Code Enforcement
Snow removal on major city streets	53%	60%	-7%	Maintenance
Maintenance of streets in your neighborhood	41%	48%	-7%	Maintenance
Enforcing sign regulation	47%	55%	-8%	Code Enforcement
City's social media	40%	53%	-14%	Communication
Maintenance of major city streets	35%	54%	-19%	Maintenance

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=0.3948)
- Effectiveness of economic development efforts (IS Rating=0.1378)

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

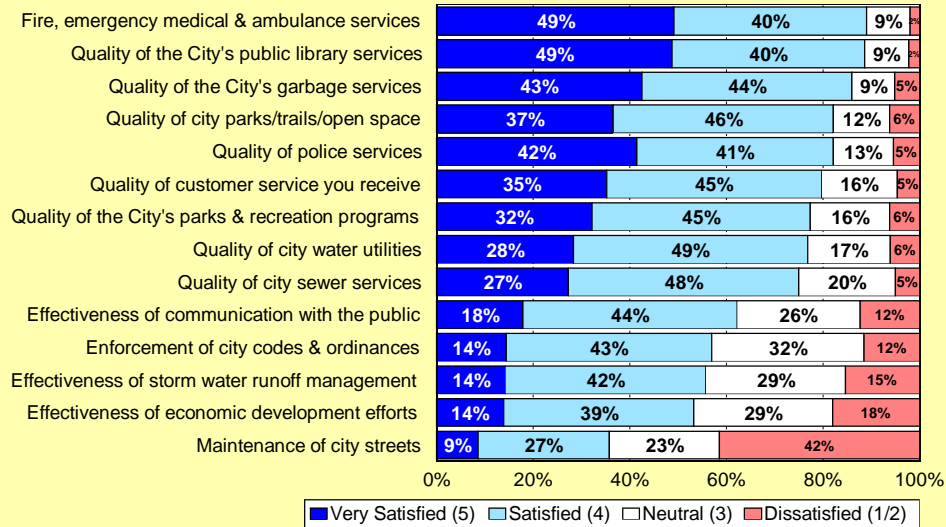
2017 Importance-Satisfaction Rating City of Camas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of city streets	62%	1	36%	14	0.3948	1
High Priority (IS .10-.20)						
Effectiveness of economic development efforts	30%	3	53%	13	0.1378	2
Medium Priority (IS <.10)						
Effectiveness of communication with the public	18%	5	62%	10	0.0662	3
Enforcement of city codes & ordinances	14%	7	57%	11	0.0593	4
Effectiveness of storm water runoff management	13%	9	56%	12	0.0585	5
Quality of city parks/trails/open space	32%	2	82%	4	0.0570	6
Quality of police services	24%	4	82%	5	0.0435	7
Quality of the City's parks & recreation programs	16%	6	77%	7	0.0353	8
Quality of city water utilities	9%	10	77%	8	0.0211	9
Fire, emergency medical & ambulance services	14%	8	89%	1	0.0152	10
Quality of city sewer services	5%	12	75%	9	0.0113	11
Quality of customer service you receive	4%	13	80%	6	0.0079	12
Quality of the City's public library services	6%	11	89%	2	0.0072	13
Quality of the City's garbage services	3%	14	86%	3	0.0046	14

Section 1

Charts and Graphs

Q1. Overall Satisfaction with City Services by Major Category

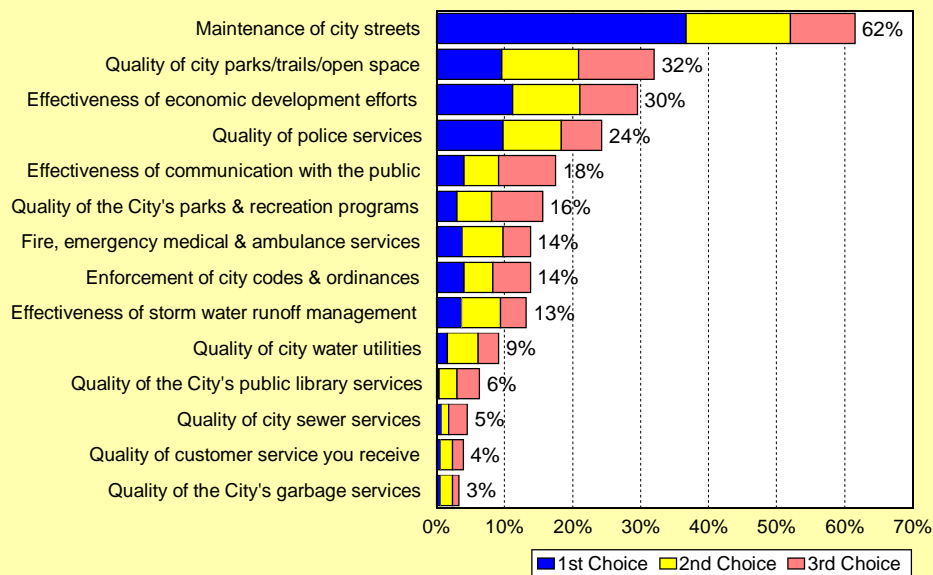
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

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

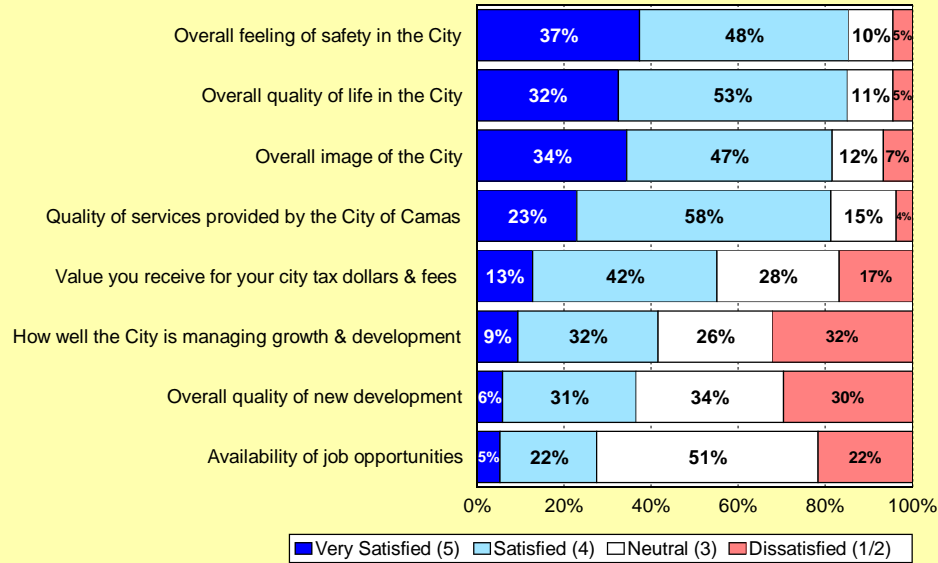
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q3. Satisfaction with Items That Influence Perceptions of the City

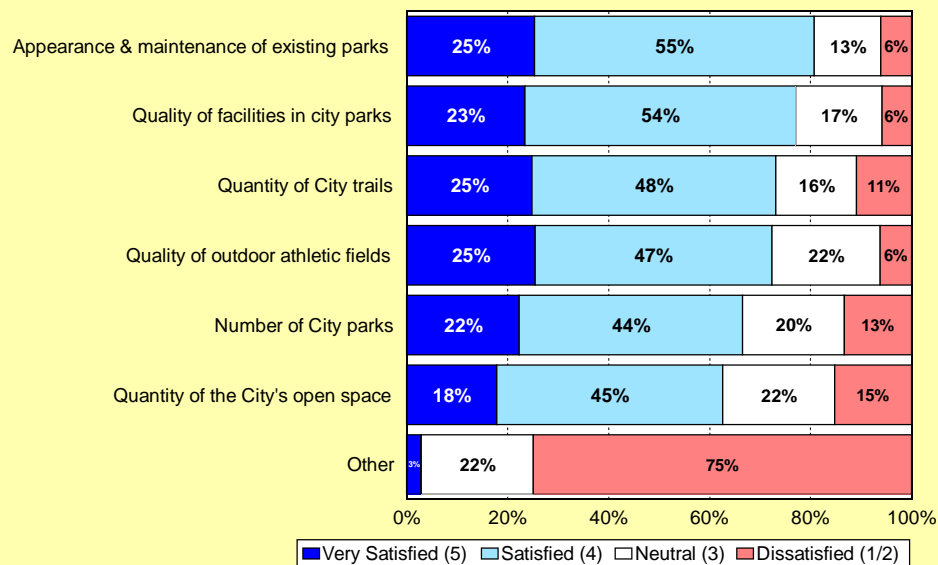
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q4. Satisfaction with Various Aspects of Parks, Public Safety, Communication, and Streets

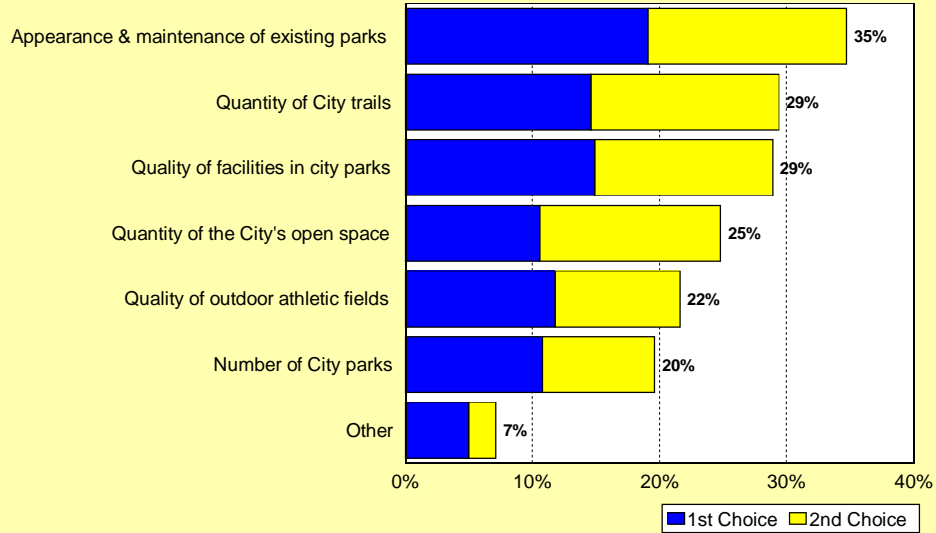
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

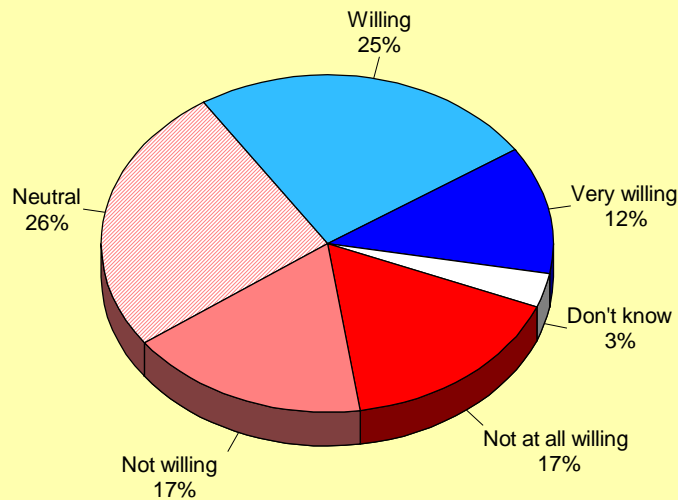
Q5. Parks, Public Safety, Communication, and Street Services That Should Receive the Most Emphasis Over the Next Two Years

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



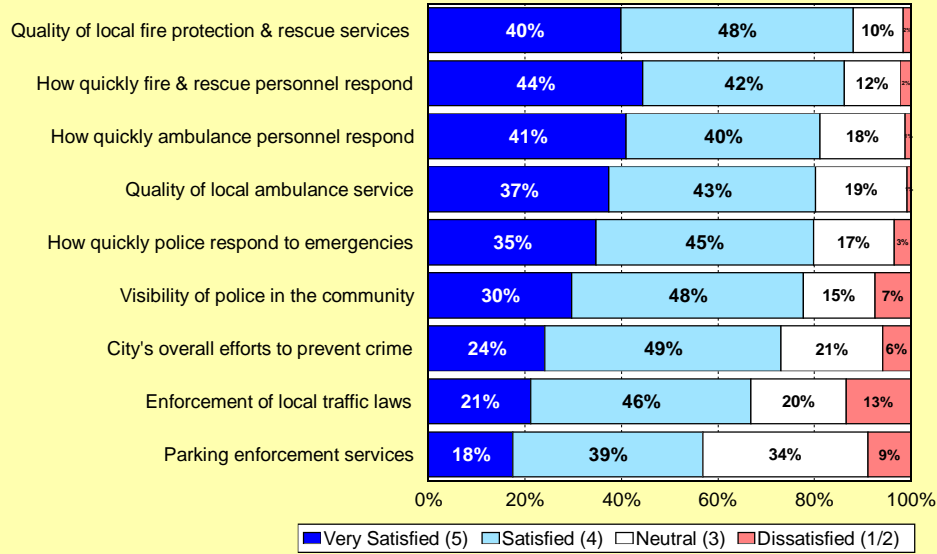
Q6. How willing would you be to pay additional taxes to acquire and maintain parks, trails and open space?

by percentage of respondents



Q7. Satisfaction with Various Aspects of Public Safety Services

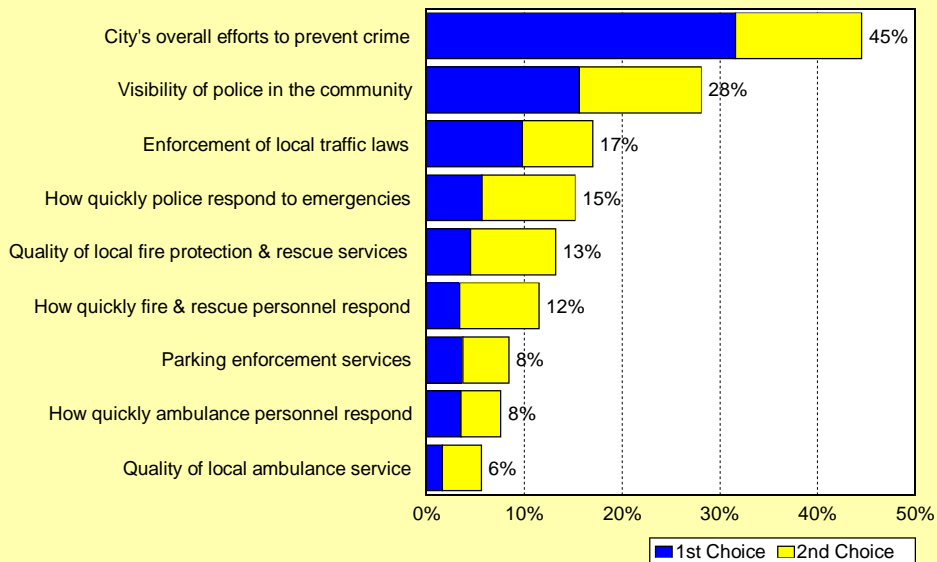
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

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

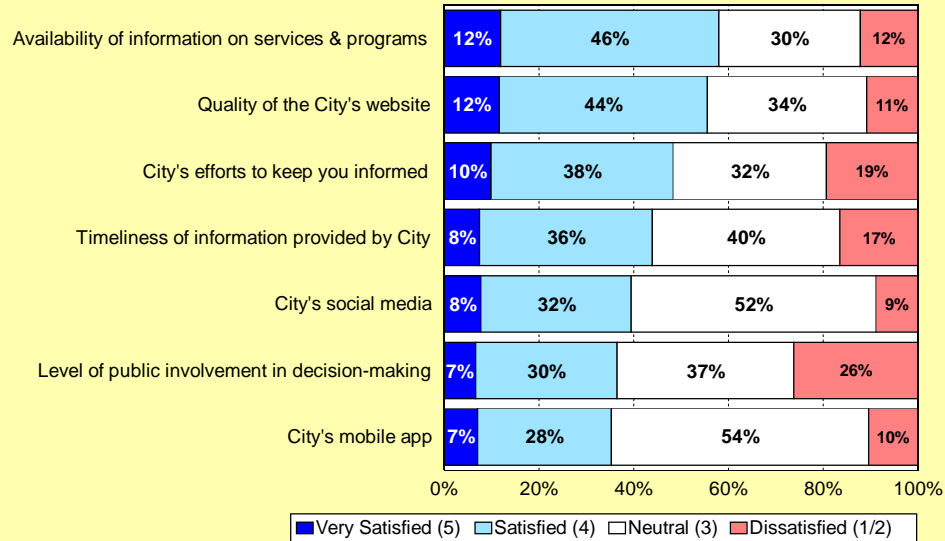
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2017)

Q9. Satisfaction with Various Aspects of City Communication

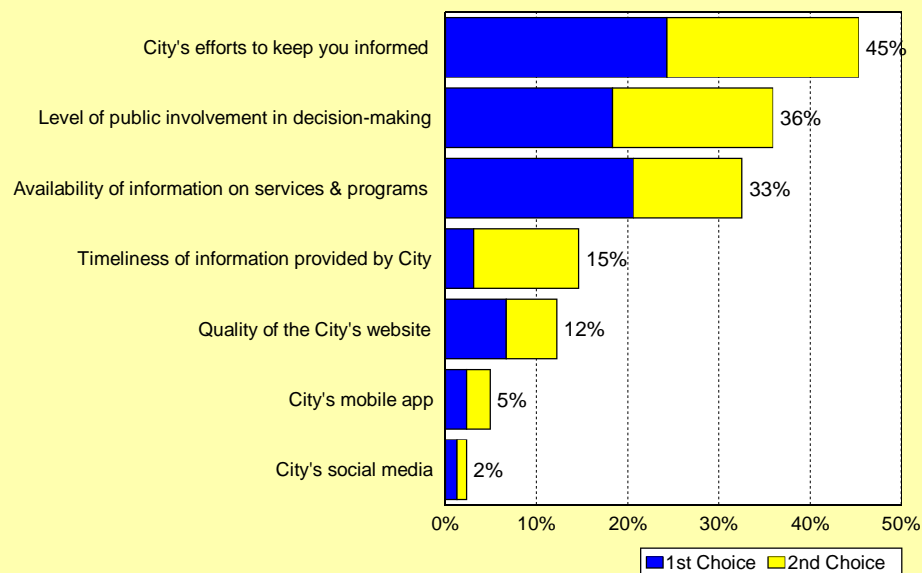
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

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

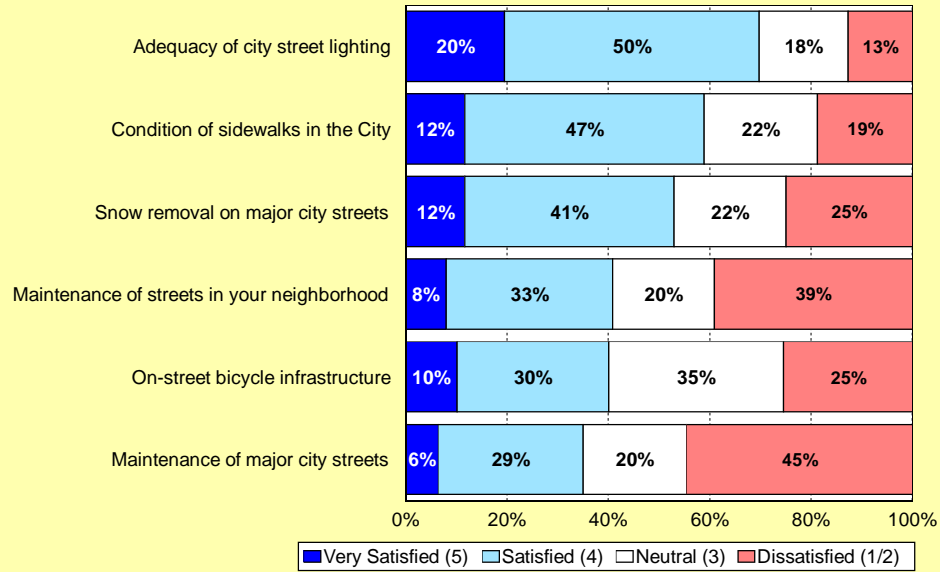
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2017)

Q11. Satisfaction with Various Aspects of Maintenance

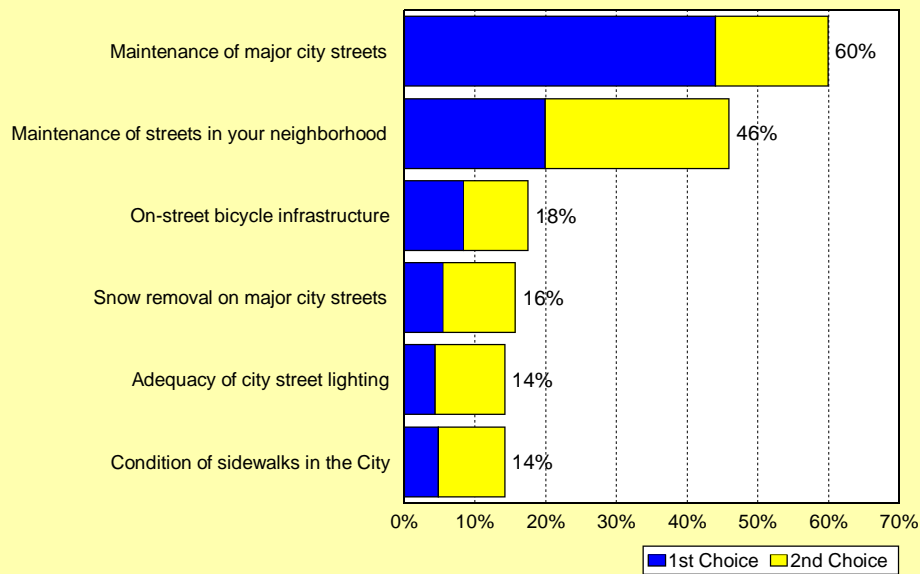
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q12. Street Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

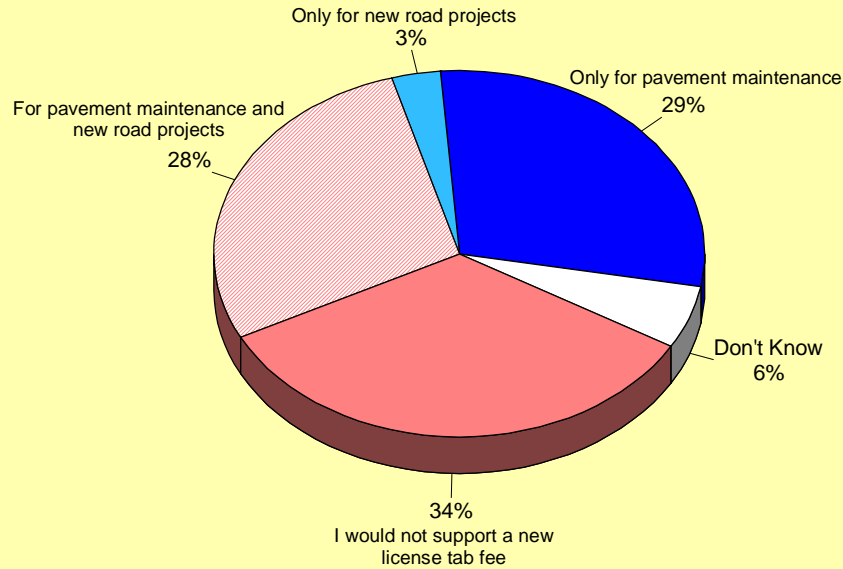
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2017)

Q13. Statement Reflecting How Respondents Feel About \$20 Annual Vehicle License Fee

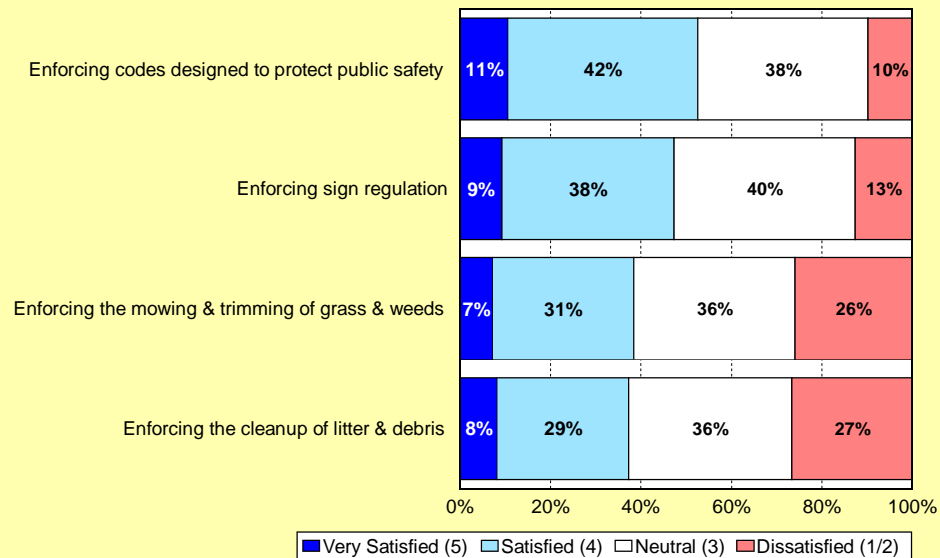
by percentage of respondents



Source: ETC Institute (2017)

Q14. Satisfaction with Various Aspects of Code Enforcement

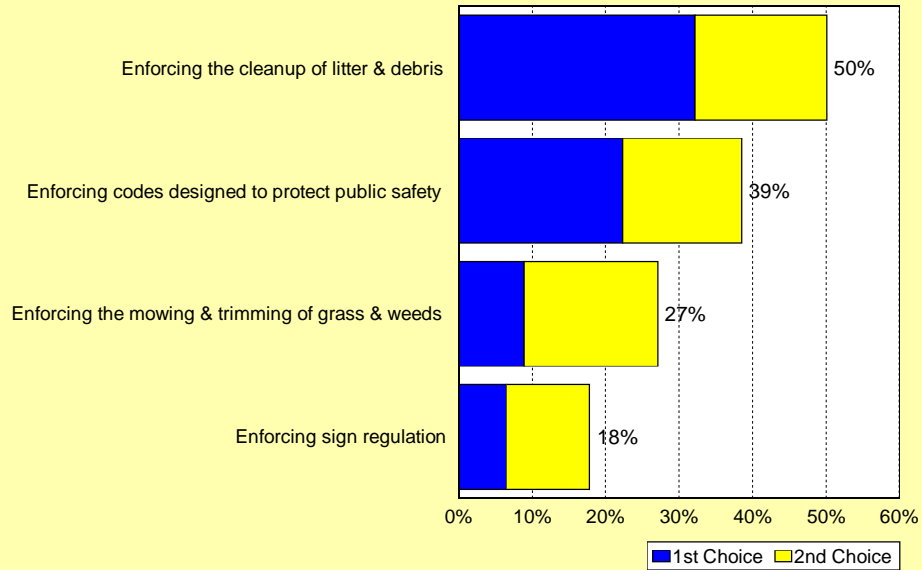
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

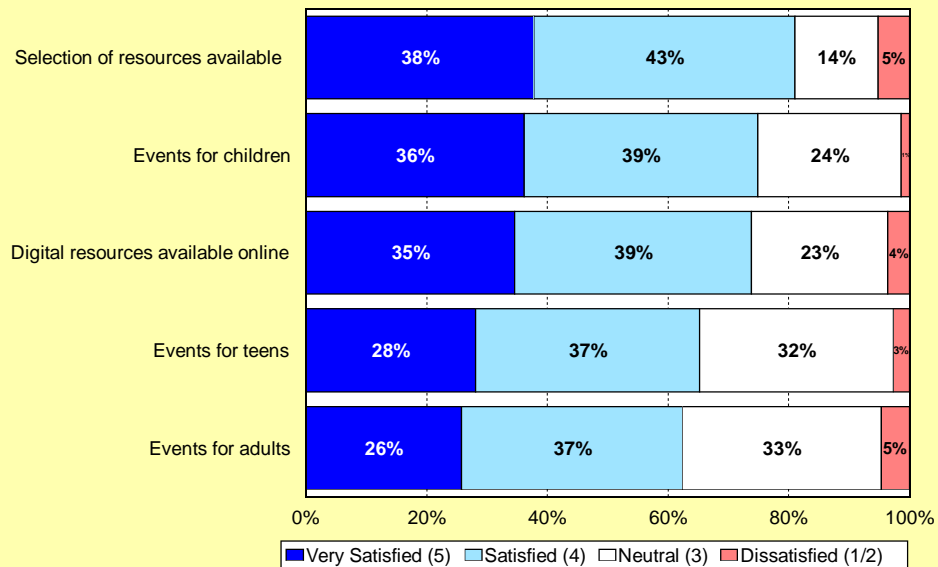
Q15. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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



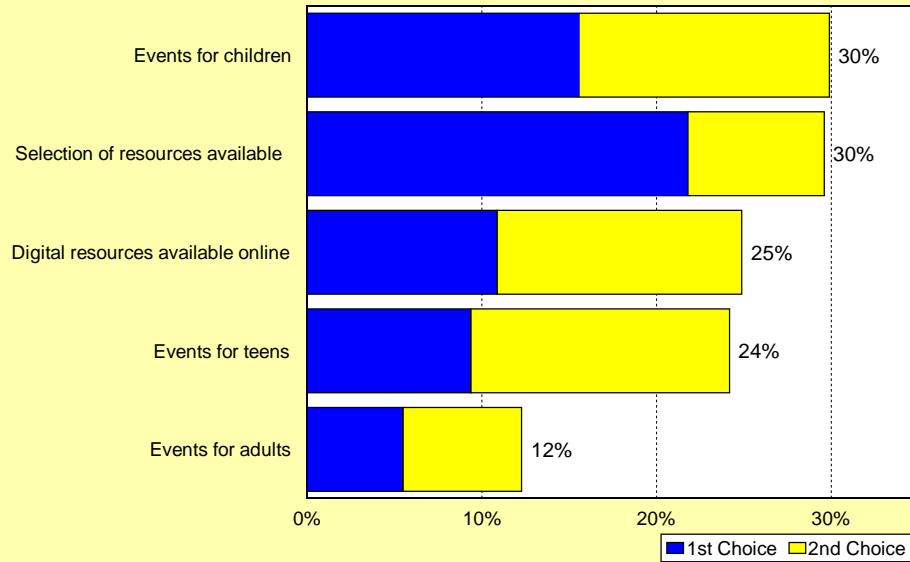
Q16. Satisfaction with Various Aspects of Library Services

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



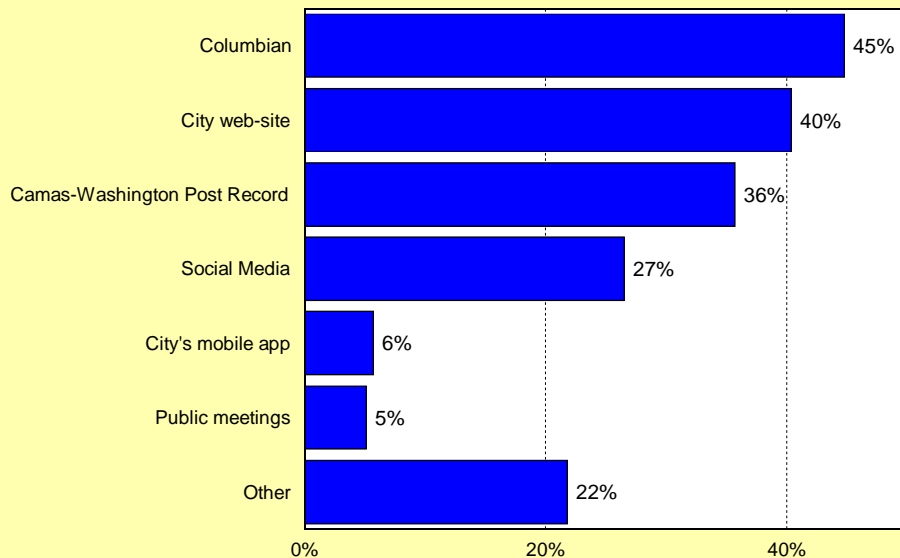
Q17. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



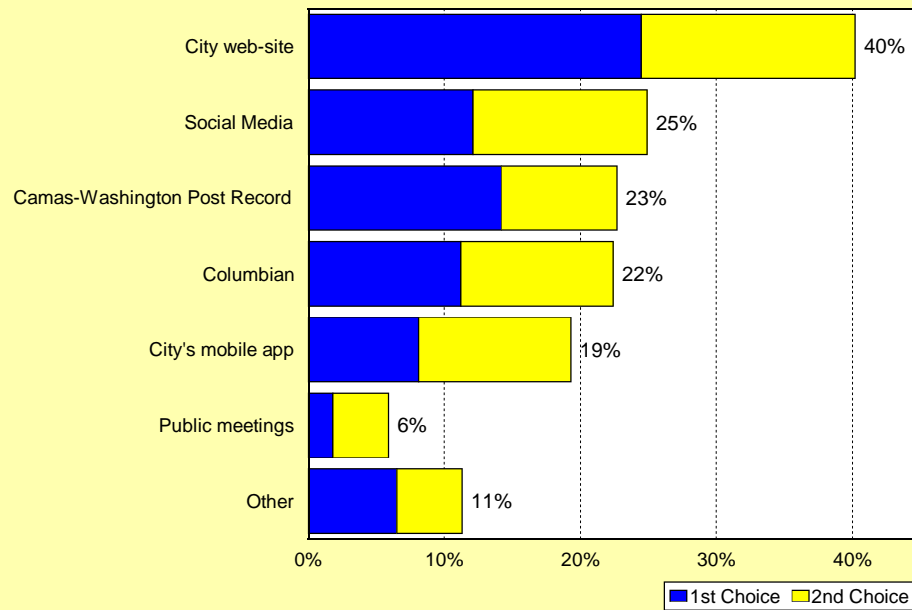
Q18. Which of the following are your primary sources of information about City programs, services, and events?

by percentage of respondents (multiple choices could be made)



Q19. Sources Would Prefer to Get Information From

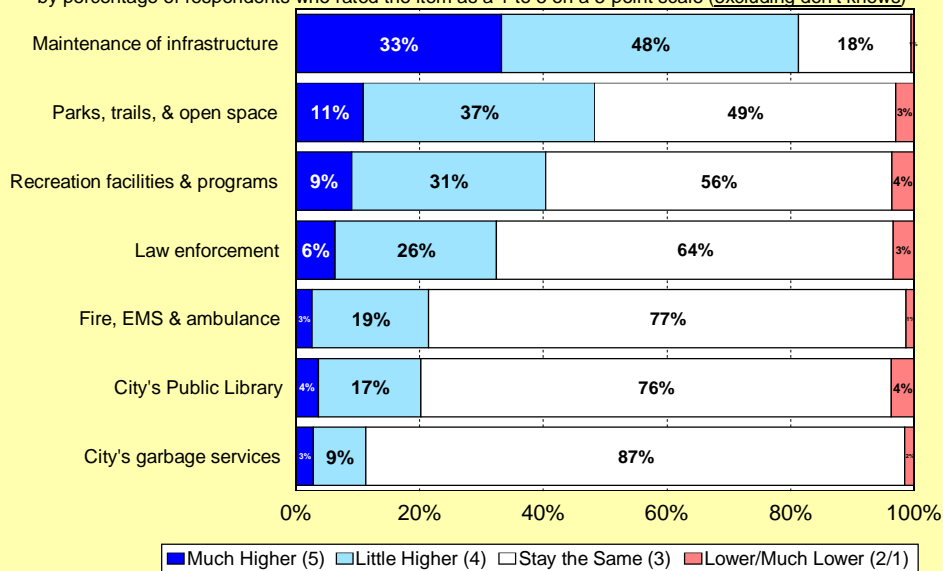
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2017)

Q20. How Level of Service Provided by the City Should Change

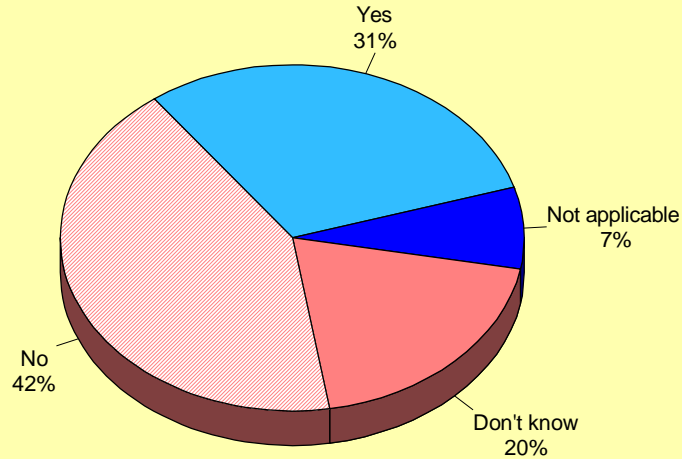
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q21. Willingness to pay more in taxes or fees to support an increase in service level?

by percentage of respondents



Source: ETC Institute (2017)

Q22. Have you called, sent E-mail to, or visited the City with a question, problem, or complaint during the past year?

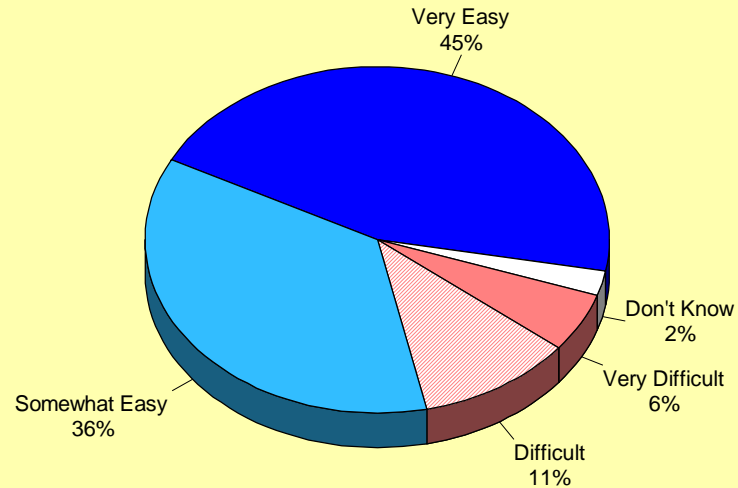
by percentage of respondents



Source: ETC Institute (2017)

Q22a. How easy was it to contact the person you needed to reach?

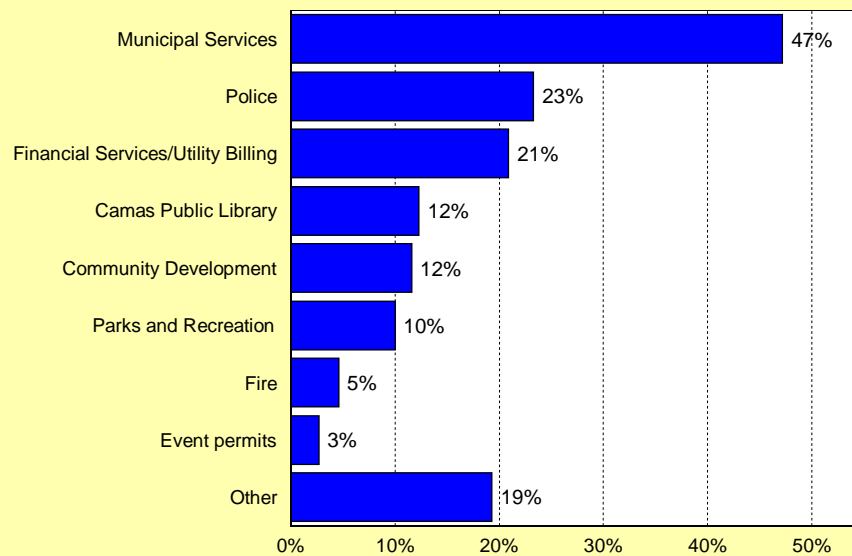
by percentage of respondents who have contacted the City in the past year



Source: ETC Institute (2017)

Q22b. What department did you contact?

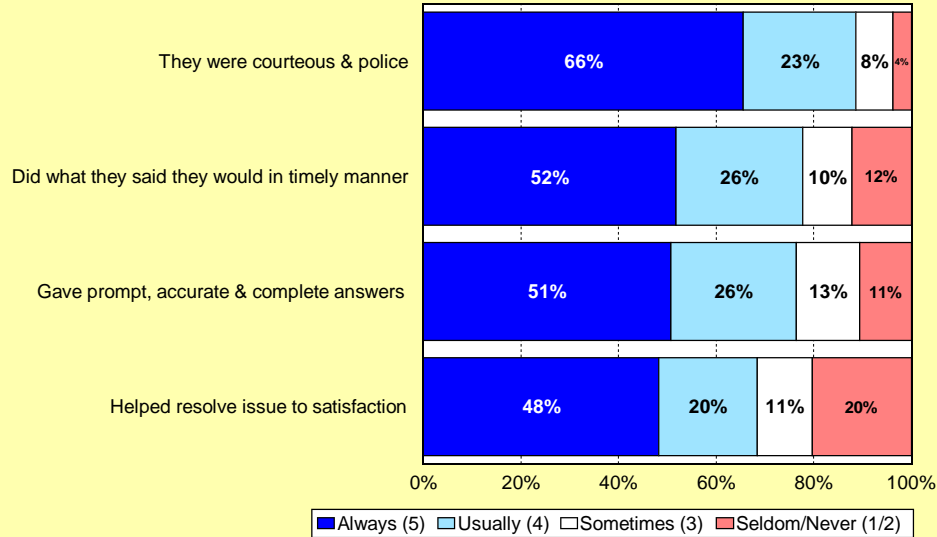
by percentage of respondents who have contacted the City in the past year
(multiple choices could be made)



Source: ETC Institute (2017)

Q22c. How Often Employees Displayed Various Behaviors

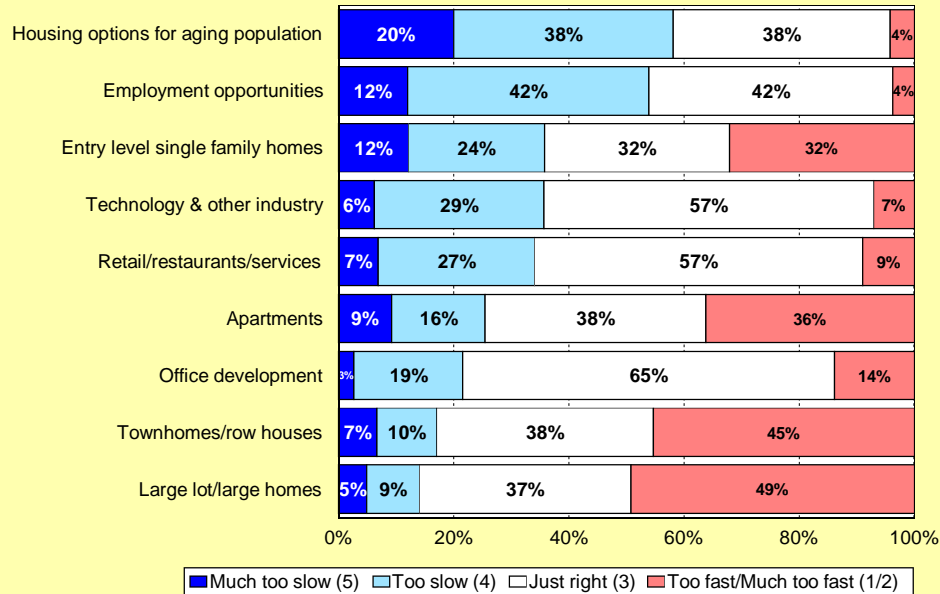
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q23. Current Pace of Development in Various Areas

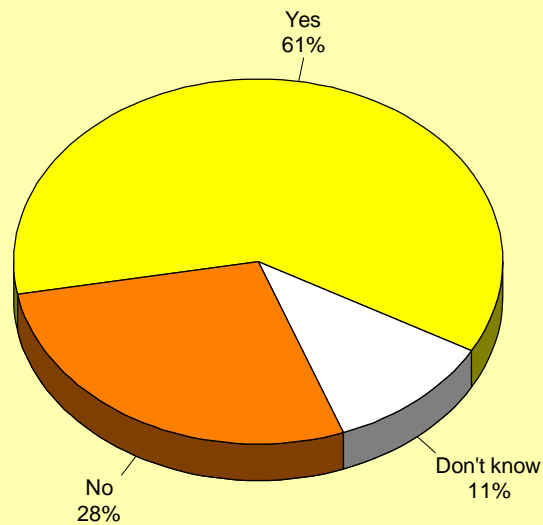
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q24. Would you be willing to pay more in taxes or fees to support this new community amenity?

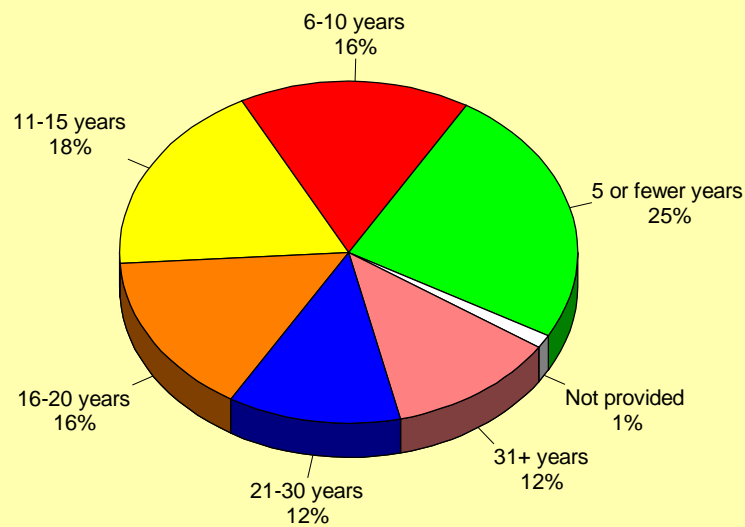
by percentage of respondents



Source: ETC Institute (2017)

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

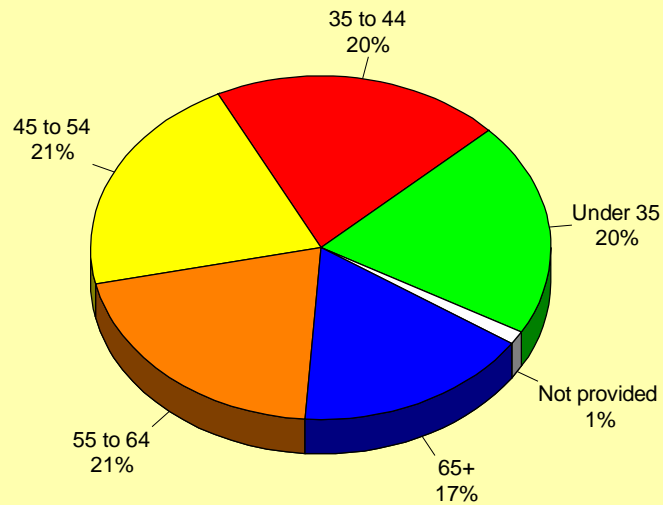
by percentage of respondents



Source: ETC Institute (2017)

Q26. Demographics: What is your age?

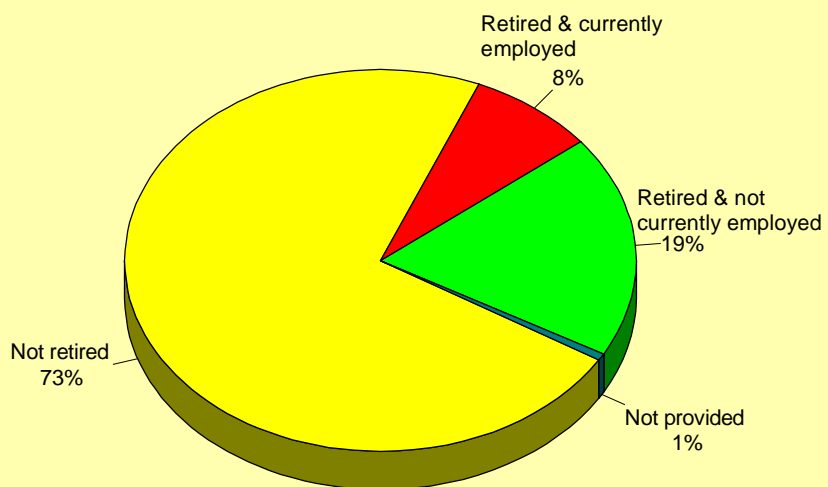
by percentage of respondents



Source: ETC Institute (2017)

Q27. Demographics: Retirement Status

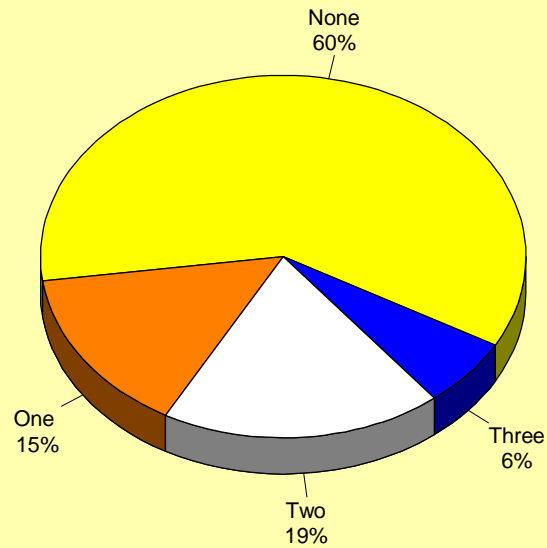
by percentage of respondents



Source: ETC Institute (2017)

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

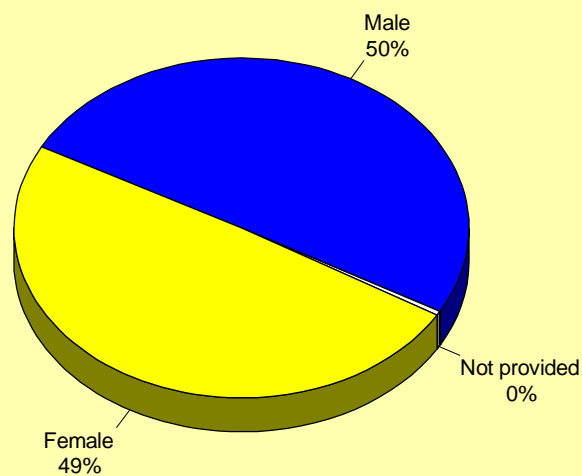
by percentage of respondents



Source: ETC Institute (2017)

Q29. Demographics: Gender

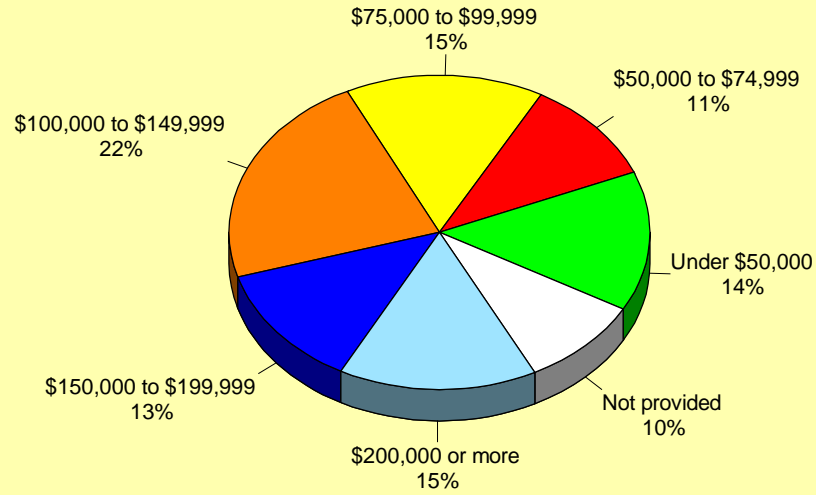
by percentage of respondents



Source: ETC Institute (2017)

Q30. Demographics: Total Annual Household Income

by percentage of respondents



Source: ETC Institute (2017)

Section 2

Importance-Satisfaction Analysis

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. Sixty-two percent (62%) of respondents selected *the maintenance of city streets* as one of the most important services for the City to provide.

Regarding satisfaction, 36% 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 62% was multiplied by 64% (1-0.36). This calculation yielded an I-S rating of 0.3948 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.

2017 Importance-Satisfaction Rating

City of Camas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of city streets	62%	1	36%	14	0.3948	1
High Priority (IS .10-.20)						
Effectiveness of economic development efforts	30%	3	53%	13	0.1378	2
Medium Priority (IS <.10)						
Effectiveness of communication with the public	18%	5	62%	10	0.0662	3
Enforcement of city codes & ordinances	14%	7	57%	11	0.0593	4
Effectiveness of storm water runoff management	13%	9	56%	12	0.0585	5
Quality of city parks/trails/open space	32%	2	82%	4	0.0570	6
Quality of police services	24%	4	82%	5	0.0435	7
Quality of the City's parks & recreation programs	16%	6	77%	7	0.0353	8
Quality of city water utilities	9%	10	77%	8	0.0211	9
Fire, emergency medical & ambulance services	14%	8	89%	1	0.0152	10
Quality of city sewer services	5%	12	75%	9	0.0113	11
Quality of customer service you receive	4%	13	80%	6	0.0079	12
Quality of the City's public library services	6%	11	89%	2	0.0072	13
Quality of the City's garbage services	3%	14	86%	3	0.0046	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.

2017 Importance-Satisfaction Rating

City of Camas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Quantity of the City's open space	25%	4	63%	6	0.0928	1
Quantity of City trails	29%	2	73%	3	0.0791	2
Appearance & maintenance of existing parks	35%	1	81%	1	0.0670	3
Quality of facilities in city parks	29%	3	77%	2	0.0662	4
Number of City parks	20%	6	67%	5	0.0657	5
Quality of outdoor athletic fields	22%	5	72%	4	0.0598	6

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

Most Important %:

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

Satisfaction %:

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

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2017 Importance-Satisfaction Rating

City of Camas

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City's overall efforts to prevent crime	45%	1	73%	7	0.1197	1
Medium Priority (IS <.10)						
Visibility of police in the community	28%	2	78%	6	0.0627	2
Enforcement of local traffic laws	17%	3	67%	8	0.0564	3
Parking enforcement services	8%	7	57%	9	0.0362	4
How quickly police respond to emergencies	15%	4	80%	5	0.0307	5
How quickly fire & rescue personnel respond	12%	6	86%	2	0.0159	6
Quality of local fire protection & rescue services	13%	5	88%	1	0.0157	7
How quickly ambulance personnel respond	8%	8	81%	3	0.0144	8
Quality of local ambulance service	6%	9	80%	4	0.0111	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.

2017 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
Very High Priority (IS >.20)						
City's efforts to keep you informed	45%	1	48%	3	0.2342	1
Level of public involvement in decision-making	36%	2	37%	6	0.2280	2
High Priority (IS .10-.20)						
Availability of information on services & programs	33%	3	58%	1	0.1368	3
Medium Priority (IS <.10)						
Timeliness of information provided by City	15%	4	44%	4	0.0819	4
Quality of the City's website	12%	5	56%	2	0.0543	5
City's mobile app	5%	6	35%	7	0.0317	6
City's social media	2%	7	40%	5	0.0139	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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2017 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
<u>Very High Priority (IS >.20)</u>						
Maintenance of major city streets	60%	1	35%	6	0.3894	1
Maintenance of streets in your neighborhood	46%	2	41%	4	0.2717	2
<u>High Priority (IS .10-.20)</u>						
On-street bicycle infrastructure	18%	3	40%	5	0.1048	3
<u>Medium Priority (IS <.10)</u>						
Snow removal on major city streets	16%	4	53%	3	0.0739	4
Condition of sidewalks in the City	14%	6	59%	2	0.0584	5
Adequacy of city street lighting	14%	5	70%	1	0.0430	6

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

Most Important %:

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

Satisfaction %:

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

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2017 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
<u>Very High Priority (IS >.20)</u>						
Enforcing the cleanup of litter & debris	50%	1	37%	4	0.3146	1
<u>High Priority (IS .10-.20)</u>						
Enforcing codes designed to protect public safety	39%	2	53%	1	0.1829	2
Enforcing the mowing & trimming of grass & weeds	27%	3	38%	3	0.1669	3
<u>Medium Priority (IS <.10)</u>						
Enforcing sign regulation	18%	4	47%	2	0.0938	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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2017 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
<u>Medium Priority (IS <.10)</u>						
Events for teens	24%	4	65%	4	0.0842	1
Events for children	30%	1	75%	2	0.0750	2
Digital resources available online	25%	3	74%	3	0.0652	3
Selection of resources available	30%	2	81%	1	0.0562	4
Events for adults	12%	5	62%	5	0.0462	5

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

Most Important %:

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

Satisfaction %:

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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Section 3

Benchmarking Data

Benchmarking Summary Report

City of Camas, Washington

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 fall of 2016 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 fall of 2012. The Southwest includes residents living in Washington and Oregon.

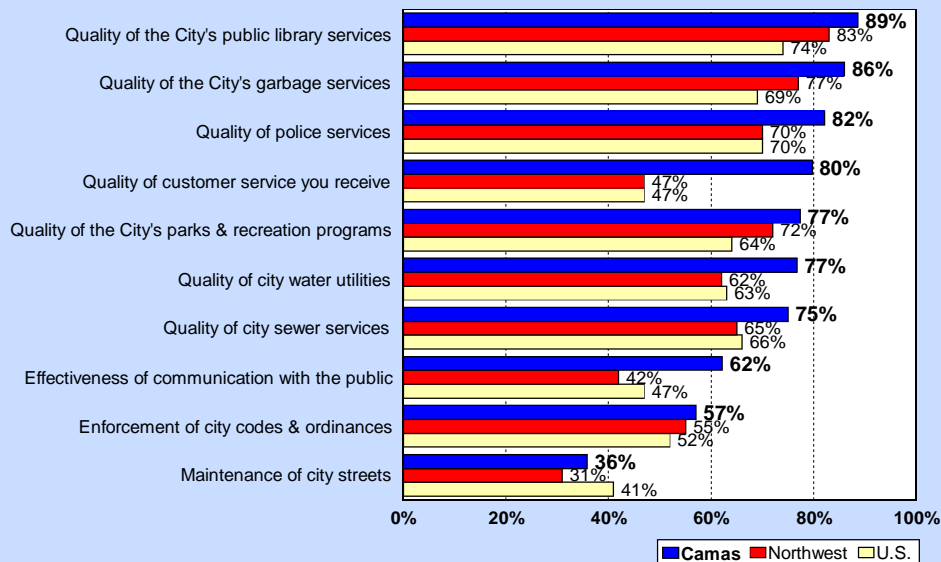
The charts on the following pages show how the overall results for Camas compare to the United States national and regional averages based on the results of the 2016 survey that was administered by ETC institute to a random sample of over 4,000 residents across the United States, and the regional survey 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.

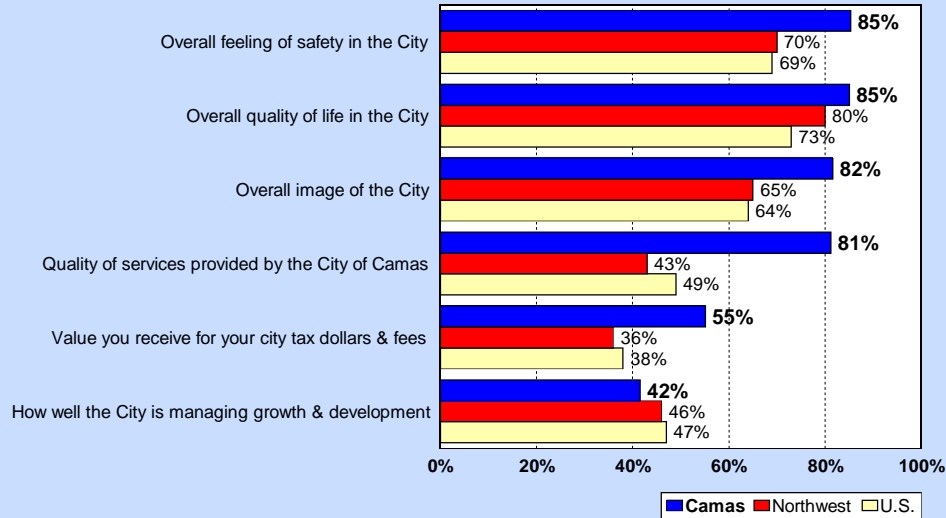
Satisfaction with Major Categories of Service Camas vs. Northwest vs. the U.S.

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)



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

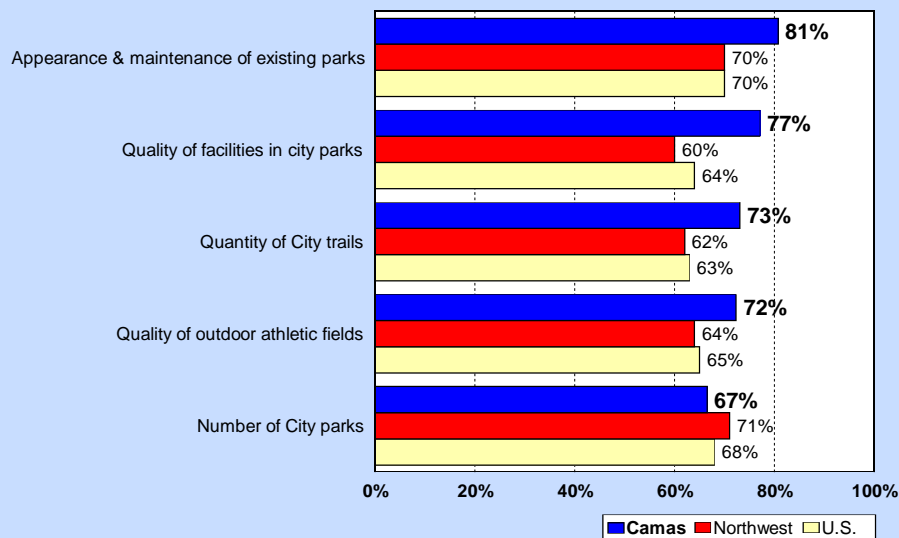
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2017 ETC Institute

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

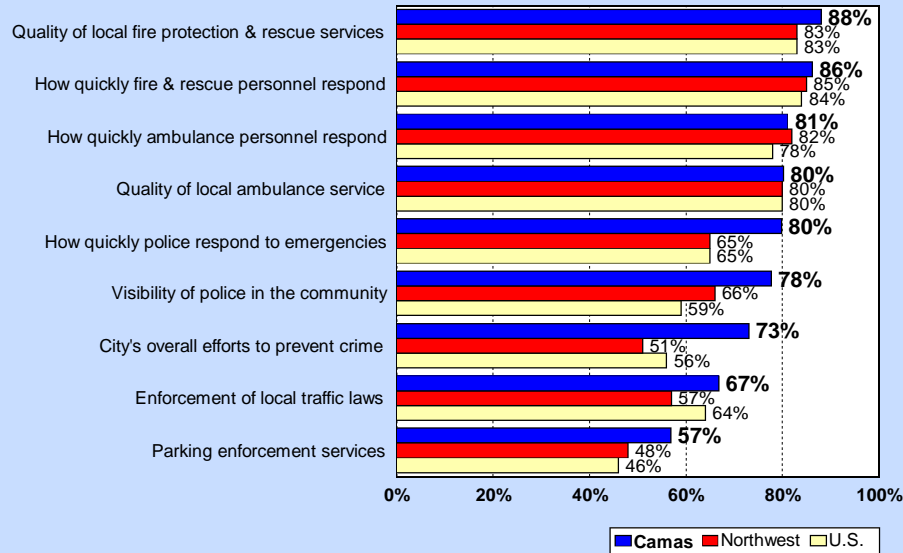
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2017 ETC Institute

Overall Satisfaction with Public Safety Camas vs. Northwest vs. the U.S

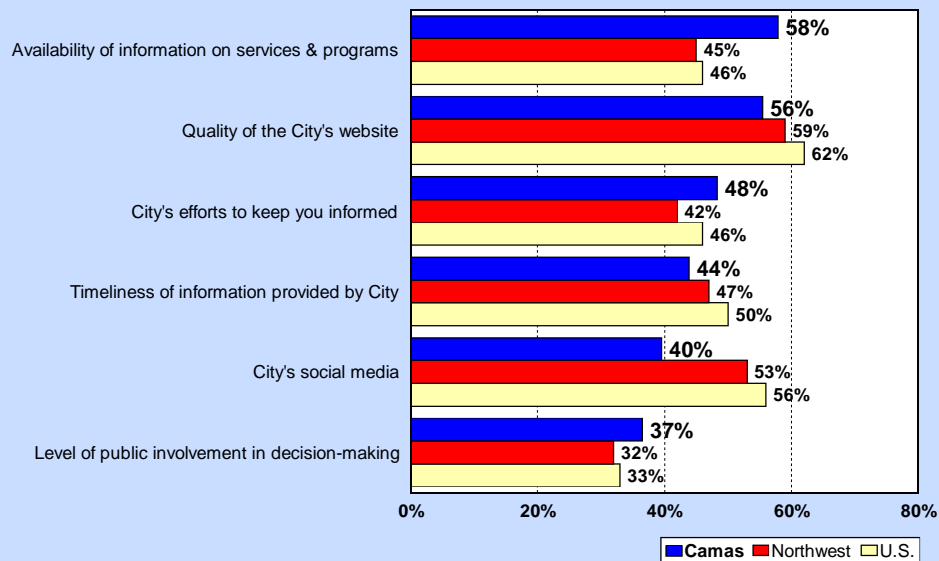
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2017 ETC Institute

Overall Satisfaction with Communication Camas vs. Northwest vs. the U.S

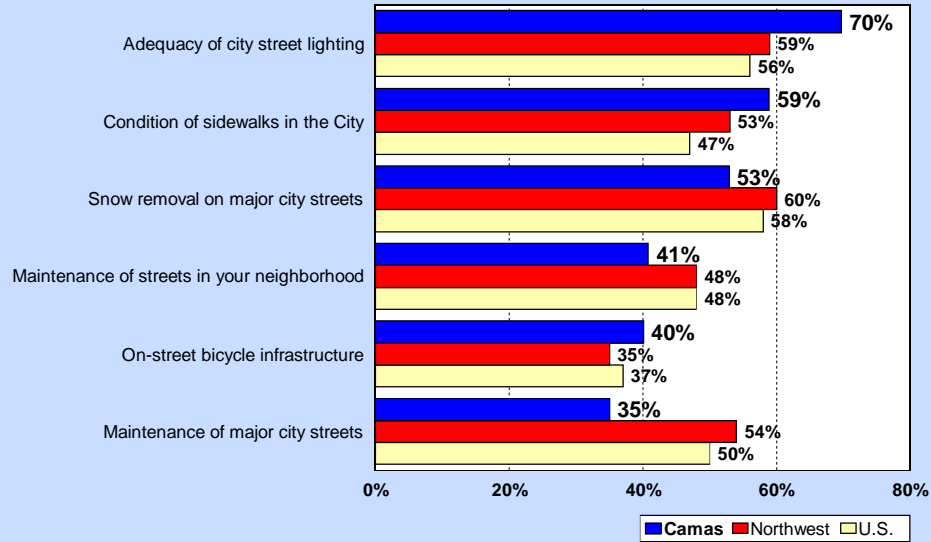
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2017 ETC Institute

Overall Satisfaction with City Maintenance Camas vs. Northwest vs. the U.S

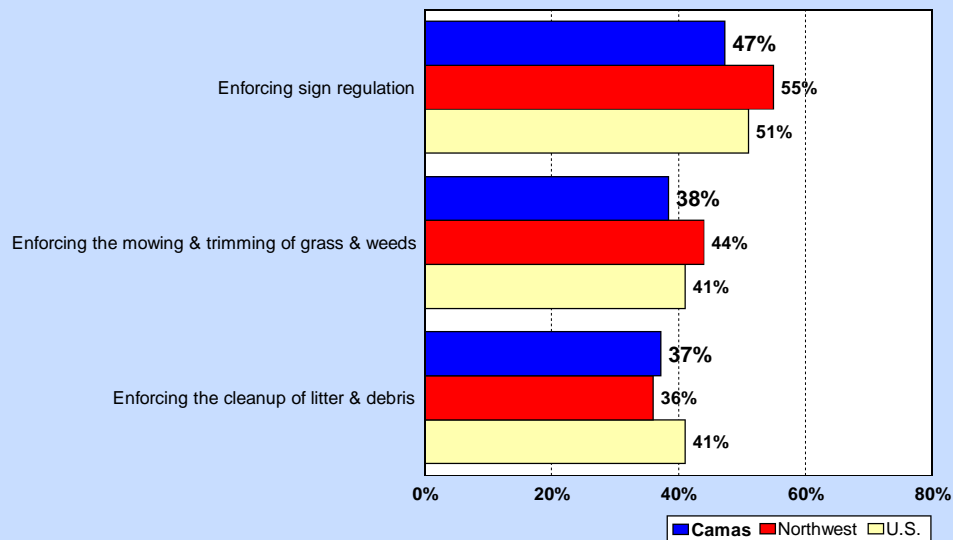
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2017 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: 2017 ETC Institute

Section 4

Tabular Data

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

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall quality of police services	37.7%	36.9%	11.3%	3.4%	1.6%	9.1%
Q1b. Overall quality of fire, emergency medical & ambulance services	39.4%	31.9%	7.2%	0.9%	0.7%	19.9%
Q1c. Overall quality of City parks/trails/ open space	35.6%	44.5%	11.3%	4.3%	1.7%	2.6%
Q1d. Overall maintenance of City streets	8.5%	26.8%	22.3%	27.2%	13.6%	1.6%
Q1e. Overall quality of City water utilities	27.1%	46.4%	16.5%	4.3%	1.4%	4.4%
Q1f. Overall quality of City sewer services	25.5%	44.7%	18.7%	3.1%	1.6%	6.4%
Q1g. Overall effectiveness of City management of storm water runoff	12.8%	37.3%	26.1%	10.1%	3.7%	10.1%
Q1h. Overall enforcement of City codes & ordinances	12.3%	36.5%	27.0%	6.0%	3.8%	14.5%
Q1i. Overall quality of customer service you receive from City employees	31.6%	40.0%	14.2%	2.4%	1.7%	10.1%
Q1j. Overall effectiveness of City communication with the public	16.6%	41.1%	23.7%	8.1%	3.3%	7.2%
Q1k. Overall effectiveness of City economic development efforts	11.8%	33.3%	24.3%	10.4%	4.8%	15.5%
Q1l. Overall quality of City's public library services	44.3%	36.3%	8.4%	1.3%	0.7%	9.1%
Q1m. Overall quality of City's garbage services	41.1%	42.1%	8.7%	4.4%	0.6%	3.1%
Q1n. Overall quality of City's parks & recreation programs	28.4%	39.9%	14.5%	4.0%	1.6%	11.8%

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=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of police services	41.5%	40.6%	12.5%	3.7%	1.7%
Q1b. Overall quality of fire, emergency medical & ambulance services	49.2%	39.8%	9.0%	1.1%	0.9%
Q1c. Overall quality of City parks/trails/open space	36.5%	45.7%	11.6%	4.4%	1.7%
Q1d. Overall maintenance of City streets	8.6%	27.2%	22.6%	27.7%	13.8%
Q1e. Overall quality of City water utilities	28.3%	48.5%	17.2%	4.5%	1.5%
Q1f. Overall quality of City sewer services	27.3%	47.7%	20.0%	3.3%	1.7%
Q1g. Overall effectiveness of City management of storm water runoff	14.2%	41.5%	29.0%	11.2%	4.1%
Q1h. Overall enforcement of City codes & ordinances	14.4%	42.6%	31.5%	7.0%	4.5%
Q1i. Overall quality of customer service you receive from City employees	35.2%	44.5%	15.8%	2.7%	1.9%
Q1j. Overall effectiveness of City communication with the public	17.9%	44.3%	25.5%	8.7%	3.5%
Q1k. Overall effectiveness of City economic development efforts	13.9%	39.4%	28.7%	12.2%	5.7%
Q1l. Overall quality of City's public library services	48.7%	39.9%	9.2%	1.4%	0.8%
Q1m. Overall quality of City's garbage services	42.5%	43.5%	8.9%	4.5%	0.6%
Q1n. Overall quality of City's parks & recreation programs	32.2%	45.2%	16.4%	4.5%	1.8%

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. Top choice	Number	Percent
Overall quality of police services	69	9.8 %
Overall quality of fire, emergency medical & ambulance services	27	3.8 %
Overall quality of City parks/trails/open space	68	9.6 %
Overall maintenance of City streets	259	36.7 %
Overall quality of City water utilities	11	1.6 %
Overall quality of City sewer services	5	0.7 %
Overall effectiveness of City management of storm water runoff	26	3.7 %
Overall enforcement of City codes & ordinances	28	4.0 %
Overall quality of customer service you receive from City employees	4	0.6 %
Overall effectiveness of City communication with the public	28	4.0 %
Overall effectiveness of City economic development efforts	79	11.2 %
Overall quality of City's public library services	3	0.4 %
Overall quality of City's garbage services	4	0.6 %
Overall quality of City's parks & recreation programs	21	3.0 %
None chosen	73	10.4 %
Total	705	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. 2nd choice	Number	Percent
Overall quality of police services	60	8.5 %
Overall quality of fire, emergency medical & ambulance services	42	6.0 %
Overall quality of City parks/trails/open space	80	11.3 %
Overall maintenance of City streets	108	15.3 %
Overall quality of City water utilities	32	4.5 %
Overall quality of City sewer services	8	1.1 %
Overall effectiveness of City management of storm water runoff	40	5.7 %
Overall enforcement of City codes & ordinances	30	4.3 %
Overall quality of customer service you receive from City employees	12	1.7 %
Overall effectiveness of City communication with the public	36	5.1 %
Overall effectiveness of City economic development efforts	70	9.9 %
Overall quality of City's public library services	18	2.6 %
Overall quality of City's garbage services	12	1.7 %
Overall quality of City's parks & recreation programs	36	5.1 %
None chosen	121	17.2 %
Total	705	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	42	6.0 %
Overall quality of fire, emergency medical & ambulance services	28	4.0 %
Overall quality of City parks/trails/open space	78	11.1 %
Overall maintenance of City streets	67	9.5 %
Overall quality of City water utilities	21	3.0 %
Overall quality of City sewer services	19	2.7 %
Overall effectiveness of City management of storm water runoff	27	3.8 %
Overall enforcement of City codes & ordinances	39	5.5 %
Overall quality of customer service you receive from City employees	11	1.6 %
Overall effectiveness of City communication with the public	59	8.4 %
Overall effectiveness of City economic development efforts	59	8.4 %
Overall quality of City's public library services	23	3.3 %
Overall quality of City's garbage services	7	1.0 %
Overall quality of City's parks & recreation programs	53	7.5 %
None chosen	172	24.4 %
Total	705	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 2)

Q2. Sum of Top 3 Choices	Number	Percent
Overall quality of police services	171	24.3 %
Overall quality of fire, emergency medical & ambulance services	97	13.8 %
Overall quality of City parks/trails/open space	226	32.1 %
Overall maintenance of City streets	434	61.6 %
Overall quality of City water utilities	64	9.1 %
Overall quality of City sewer services	32	4.5 %
Overall effectiveness of City management of storm water runoff	93	13.2 %
Overall enforcement of City codes & ordinances	97	13.8 %
Overall quality of customer service you receive from City employees	27	3.8 %
Overall effectiveness of City communication with the public	123	17.4 %
Overall effectiveness of City economic development efforts	208	29.5 %
Overall quality of City's public library services	44	6.2 %
Overall quality of City's garbage services	23	3.3 %
Overall quality of City's parks & recreation programs	110	15.6 %
None chosen	73	10.4 %
Total	1822	

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=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall quality of services provided by City of Camas	22.1%	56.3%	14.5%	2.4%	1.3%	3.4%
Q3b. Overall value that you receive for your City tax & fees	12.2%	40.9%	27.1%	12.2%	4.0%	3.7%
Q3c. Overall image of City	33.8%	46.2%	11.5%	4.5%	2.0%	2.0%
Q3d. How well City is managing growth & development	8.8%	30.1%	24.7%	17.2%	13.0%	6.2%
Q3e. Overall quality of life in City	31.9%	51.8%	10.4%	3.3%	1.1%	1.6%
Q3f. Overall feeling of safety in City	36.6%	47.1%	9.9%	3.3%	1.1%	2.0%
Q3g. Availability of job opportunities	4.0%	16.6%	38.0%	12.9%	3.4%	25.1%
Q3h. Overall quality of new development	5.4%	27.8%	30.8%	17.4%	9.5%	9.1%

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=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall quality of services provided by City of Camas	22.9%	58.3%	15.0%	2.5%	1.3%
Q3b. Overall value that you receive for your City tax & fees	12.7%	42.4%	28.1%	12.7%	4.1%
Q3c. Overall image of City	34.4%	47.2%	11.7%	4.6%	2.0%
Q3d. How well City is managing growth & development	9.4%	32.1%	26.3%	18.3%	13.9%
Q3e. Overall quality of life in City	32.4%	52.6%	10.5%	3.3%	1.2%
Q3f. Overall feeling of safety in City	37.3%	48.0%	10.1%	3.3%	1.2%
Q3g. Availability of job opportunities	5.3%	22.2%	50.8%	17.2%	4.5%
Q3h. Overall quality of new development	5.9%	30.6%	33.9%	19.2%	10.5%

Q4. Satisfaction with Parks, Public Safety, Communication, and Streets. For each of the parks items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. Quality of facilities such as picnic shelters & playgrounds in City parks	22.0%	50.5%	16.0%	5.0%	0.6%	6.0%
Q4b. Quality of outdoor athletic fields (e. g., baseball, soccer, & football)	22.4%	41.4%	19.0%	4.3%	1.3%	11.6%
Q4c. Appearance & maintenance of existing City parks	24.5%	53.8%	12.8%	4.4%	1.6%	3.0%
Q4d. Number of City parks	21.0%	41.7%	19.0%	10.6%	2.0%	5.7%
Q4e. Quantity of City trails	22.8%	44.5%	14.8%	8.1%	2.0%	7.8%
Q4f. Quantity of City's open space	16.2%	40.7%	20.1%	10.2%	3.5%	9.2%
Q4g. Other	2.8%	0.0%	21.1%	23.9%	47.9%	4.2%

WITHOUT DON'T KNOW

Q4. Satisfaction with Parks, Public Safety, Communication, and Streets. For each of the parks items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. Quality of facilities such as picnic shelters & playgrounds in City parks	23.4%	53.7%	17.0%	5.3%	0.6%
Q4b. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	25.4%	46.9%	21.5%	4.8%	1.4%
Q4c. Appearance & maintenance of existing City parks	25.3%	55.4%	13.2%	4.5%	1.6%
Q4d. Number of City parks	22.3%	44.2%	20.2%	11.3%	2.1%
Q4e. Quantity of City trails	24.8%	48.3%	16.0%	8.8%	2.2%
Q4f. Quantity of City's open space	17.8%	44.8%	22.2%	11.3%	3.9%
Q4g. Other	2.9%	0.0%	22.1%	25.0%	50.0%

Q4. Other

Q4g. Other	Number	Percent
ACCESSIBILITY OF PARKS AND TRAILS	1	1.5 %
AQUATIC CENTER	1	1.5 %
Athletic field space	1	1.5 %
BENCH ON WALKING TRAILS	1	1.5 %
Bathrooms could be cleaner and updated	1	1.5 %
COMMUNITY GATHERING SPACE	1	1.5 %
City cemetery	1	1.5 %
City street maintenance	1	1.5 %
Crown Park playground equipment	1	1.5 %
Crown Park restrooms	1	1.5 %
Educate residents about invasive species and how to slow their spread	1	1.5 %
Enforcement of no parking on Everett	1	1.5 %
Few opportunities for citizens to provide meaningful input	1	1.5 %
Get a dog park like the one in Washougal in Camas	1	1.5 %
Greenspace	1	1.5 %
Heritage Trail	1	1.5 %
How crowded it is getting	1	1.5 %
I have not lived here for a full 1 year	1	1.5 %
Lacamas Trails destroyed with development	1	1.5 %
MAINT OF WATER TOWER AREAS	1	1.5 %
MAINTAINING OPEN SPACE	1	1.5 %
More availability of bathrooms	1	1.5 %
More bike paths	1	1.5 %
Need more	1	1.5 %
Need more activities for kids and adults and more trails	1	1.5 %
Need more for family	1	1.5 %
Need more tennis courts	1	1.5 %
Number of athletic fields, general recreational environments	1	1.5 %
Open parks are not well maintained	1	1.5 %
Please add pickleball courts	1	1.5 %
Quality of natural primitive trails and forested areas	1	1.5 %
Quantity of dog parks	1	1.5 %
Quantity of soccer & playing fields	1	1.5 %
SAFETY	1	1.5 %
Senior center activities	1	1.5 %
Sidewalks on Everett Street from the high school to town	1	1.5 %
Sidewalks/trails to parks	1	1.5 %
Signs on some park trails could use repair	1	1.5 %
The new round-about on 6th	1	1.5 %
Too many new homes being built	1	1.5 %
Would be nice to have more trails connected to each other	1	1.5 %
activities for children to do	1	1.5 %
athletic fields	1	1.5 %
cemetery	1	1.5 %

Q4. Other

Q4g. Other	Number	Percent
civic center	1	1.5 %
dog park	2	2.9 %
good feeling small town	1	1.5 %
keep pool open longer	1	1.5 %
maintenance of City trails	1	1.5 %
more youth sports facilities	1	1.5 %
need more disposal spots in trail networks	1	1.5 %
neighborhood cleanups	1	1.5 %
park restrooms	1	1.5 %
parking	1	1.5 %
pool	1	1.5 %
pool aquatic center	1	1.5 %
pot holes	1	1.5 %
quality of garbage recycling in parks and open spaces	1	1.5 %
restroom availability	1	1.5 %
restrooms	2	2.9 %
road repair	1	1.5 %
senior assistance	1	1.5 %
street garbage cleaned up	1	1.5 %
trail maintenance	1	1.5 %
value for tax dollars	1	1.5 %
weed control in City parks	1	1.5 %
Total	68	100.0 %

Q5. Which TWO 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	105	14.9 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	83	11.8 %
Appearance & maintenance of existing City parks	135	19.1 %
Number of City parks	76	10.8 %
Quantity of City trails	103	14.6 %
Quantity of City's open space	75	10.6 %
Other	35	5.0 %
None chosen	93	13.2 %
Total	705	100.0 %

Q5. Which TWO 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	99	14.0 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	69	9.8 %
Appearance & maintenance of existing City parks	110	15.6 %
Number of City parks	62	8.8 %
Quantity of City trails	104	14.8 %
Quantity of City's open space	100	14.2 %
Other	15	2.1 %
None chosen	146	20.7 %
Total	705	100.0 %

SUM OF TOP 2 CHOICES

Q5. Which TWO 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 2)

Q5. Sum of Top 2 Choices	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in City parks	204	28.9 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	152	21.6 %
Appearance & maintenance of existing City parks	245	34.8 %
Number of City parks	138	19.6 %
Quantity of City trails	207	29.4 %
Quantity of City's open space	175	24.8 %
Other	50	7.1 %
None chosen	93	13.2 %
Total	1264	

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

	Number	Percent
Very willing	85	12.1 %
Willing	175	24.8 %
Neutral	182	25.8 %
Not willing	122	17.3 %
Not at all willing	118	16.7 %
Don't know	23	3.3 %
Total	705	100.0 %

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

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Visibility of police in the community	28.9%	46.7%	14.5%	5.4%	1.8%	2.7%
Q7b. City's overall efforts to prevent crime	21.4%	43.5%	18.7%	3.8%	1.3%	11.2%
Q7c. Enforcement of local traffic laws	19.7%	42.4%	18.4%	8.2%	4.3%	7.0%
Q7d. Parking enforcement services	13.9%	31.2%	27.1%	5.0%	2.1%	20.7%
Q7e. How quickly police respond to emergencies	25.5%	33.2%	12.3%	1.0%	1.6%	26.4%
Q7f. Overall quality of local fire protection & rescue services	32.3%	39.0%	8.4%	0.4%	0.9%	19.0%
Q7g. How quickly fire & rescue personnel respond to emergencies	31.9%	30.1%	8.4%	0.6%	1.0%	28.1%
Q7h. Quality of local ambulance service	25.4%	29.1%	12.9%	0.0%	0.6%	32.1%
Q7i. How quickly ambulance personnel respond to emergencies	26.2%	25.7%	11.3%	0.3%	0.4%	36.0%

WITHOUT DON'T KNOW

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

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Visibility of police in the community	29.7%	48.0%	14.9%	5.5%	1.9%
Q7b. City's overall efforts to prevent crime	24.1%	49.0%	21.1%	4.3%	1.4%
Q7c. Enforcement of local traffic laws	21.2%	45.6%	19.8%	8.8%	4.6%
Q7d. Parking enforcement services	17.5%	39.4%	34.2%	6.3%	2.7%
Q7e. How quickly police respond to emergencies	34.7%	45.1%	16.8%	1.3%	2.1%
Q7f. Overall quality of local fire protection & rescue services	39.9%	48.2%	10.3%	0.5%	1.1%
Q7g. How quickly fire & rescue personnel respond to emergencies	44.4%	41.8%	11.6%	0.8%	1.4%
Q7h. Quality of local ambulance service	37.4%	42.8%	19.0%	0.0%	0.8%
Q7i. How quickly ambulance personnel respond to emergencies	41.0%	40.1%	17.7%	0.4%	0.7%

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

Q8. Top choice	Number	Percent
Visibility of police in the community	110	15.6 %
City's overall efforts to prevent crime	223	31.6 %
Enforcement of local traffic laws	69	9.8 %
Parking enforcement services	26	3.7 %
How quickly police respond to emergencies	40	5.7 %
Overall quality of local fire protection & rescue services	32	4.5 %
How quickly fire & rescue personnel respond to emergencies	24	3.4 %
Quality of local ambulance service	11	1.6 %
How quickly ambulance personnel respond to emergencies	25	3.5 %
None chosen	145	20.6 %
Total	705	100.0 %

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

Q8. 2nd choice	Number	Percent
Visibility of police in the community	88	12.5 %
City's overall efforts to prevent crime	91	12.9 %
Enforcement of local traffic laws	51	7.2 %
Parking enforcement services	33	4.7 %
How quickly police respond to emergencies	67	9.5 %
Overall quality of local fire protection & rescue services	61	8.7 %
How quickly fire & rescue personnel respond to emergencies	57	8.1 %
Quality of local ambulance service	28	4.0 %
How quickly ambulance personnel respond to emergencies	29	4.1 %
None chosen	200	28.4 %
Total	705	100.0 %

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

<u>Q8. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in the community	198	28.1 %
City's overall efforts to prevent crime	314	44.5 %
Enforcement of local traffic laws	120	17.0 %
Parking enforcement services	59	8.4 %
How quickly police respond to emergencies	107	15.2 %
Overall quality of local fire protection & rescue services	93	13.2 %
How quickly fire & rescue personnel respond to emergencies	81	11.5 %
Quality of local ambulance service	39	5.5 %
How quickly ambulance personnel respond to emergencies	54	7.7 %
None chosen	145	20.6 %
Total	1210	

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

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Availability of information about City programs & services	10.9%	42.1%	27.4%	8.8%	2.4%	8.4%
Q9b. City efforts to keep you informed about local issues	9.2%	35.9%	30.2%	14.6%	3.5%	6.5%
Q9c. Overall quality of City's website	9.1%	34.5%	26.4%	7.0%	1.7%	21.4%
Q9d. Level of public involvement in decision making	5.1%	23.3%	29.1%	13.6%	6.8%	22.1%
Q9e. Timeliness of information provided by City	6.0%	28.9%	31.5%	9.5%	3.7%	20.4%
Q9f. City's social media (Facebook, Twitter, etc.)	3.8%	15.6%	25.4%	2.7%	1.7%	50.8%
Q9g. City's mobile app (CamasConnect24/7)	2.8%	11.2%	21.6%	2.1%	2.0%	60.3%

WITHOUT DON'T KNOW

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

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Availability of information about City programs & services	11.9%	46.0%	29.9%	9.6%	2.6%
Q9b. City efforts to keep you informed about local issues	9.9%	38.4%	32.3%	15.6%	3.8%
Q9c. Overall quality of City's website	11.6%	43.9%	33.6%	8.8%	2.2%
Q9d. Level of public involvement in decision making	6.6%	29.9%	37.3%	17.5%	8.7%
Q9e. Timeliness of information provided by City	7.5%	36.4%	39.6%	11.9%	4.6%
Q9f. City's social media (Facebook, Twitter, etc.)	7.8%	31.7%	51.6%	5.5%	3.5%
Q9g. City's mobile app (CamasConnect24/7)	7.1%	28.2%	54.3%	5.4%	5.0%

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

Q10. Top choice	Number	Percent
Availability of information about City programs & services	145	20.6 %
City efforts to keep you informed about local issues	171	24.3 %
Overall quality of City's website	47	6.7 %
Level of public involvement in decision making	129	18.3 %
Timeliness of information provided by City	22	3.1 %
City's social media (Facebook, Twitter, etc.)	9	1.3 %
City's mobile app (CamasConnect24/7)	16	2.3 %
None chosen	166	23.5 %
Total	705	100.0 %

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

Q10. 2nd choice	Number	Percent
Availability of information about City programs & services	84	11.9 %
City efforts to keep you informed about local issues	148	21.0 %
Overall quality of City's website	39	5.5 %
Level of public involvement in decision making	124	17.6 %
Timeliness of information provided by City	81	11.5 %
City's social media (Facebook, Twitter, etc.)	7	1.0 %
City's mobile app (CamasConnect24/7)	18	2.6 %
None chosen	204	28.9 %
Total	705	100.0 %

SUM OF TOP 2 CHOICES

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

Q10. Sum of Top 2 Choices	Number	Percent
Availability of information about City programs & services	229	32.5 %
City efforts to keep you informed about local issues	319	45.2 %
Overall quality of City's website	86	12.2 %
Level of public involvement in decision making	253	35.9 %
Timeliness of information provided by City	103	14.6 %
City's social media (Facebook, Twitter, etc.)	16	2.3 %
City's mobile app (CamasConnect24/7)	34	4.8 %
None chosen	166	23.5 %
Total	1206	

Q11. 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=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Maintenance of major City streets	6.2%	27.9%	20.0%	29.5%	14.2%	2.1%
Q11b. Maintenance of streets in your neighborhood	7.8%	32.1%	19.7%	23.7%	14.6%	2.1%
Q11c. Snow removal on major City streets	11.2%	39.4%	21.1%	14.6%	9.2%	4.4%
Q11d. Adequacy of City street lighting	19.0%	48.9%	17.2%	9.4%	3.0%	2.6%
Q11e. Condition of sidewalks in City	11.2%	45.7%	21.6%	13.0%	5.1%	3.4%
Q11f. On-street bicycle infrastructure (bike lanes/signs/arrows)	8.5%	25.4%	29.2%	14.3%	7.2%	15.3%

WITHOUT DON'T KNOW

Q11. 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=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Maintenance of major City streets	6.4%	28.6%	20.4%	30.1%	14.5%
Q11b. Maintenance of streets in your neighborhood	8.0%	32.8%	20.1%	24.2%	14.9%
Q11c. Snow removal on major City streets	11.7%	41.2%	22.1%	15.3%	9.6%
Q11d. Adequacy of City street lighting	19.5%	50.2%	17.6%	9.6%	3.1%
Q11e. Condition of sidewalks in City	11.6%	47.3%	22.3%	13.5%	5.3%
Q11f. On-street bicycle infrastructure (bike lanes/signs/arrows)	10.1%	30.0%	34.5%	16.9%	8.5%

Q12. Which TWO street related items listed in Question 11 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

Q12. Top choice	Number	Percent
Maintenance of major City streets	310	44.0 %
Maintenance of streets in your neighborhood	140	19.9 %
Snow removal on major City streets	39	5.5 %
Adequacy of City street lighting	31	4.4 %
Condition of sidewalks in City	34	4.8 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	59	8.4 %
None chosen	92	13.0 %
Total	705	100.0 %

Q12. Which TWO street related items listed in Question 11 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?

Q12. 2nd choice	Number	Percent
Maintenance of major City streets	112	15.9 %
Maintenance of streets in your neighborhood	183	26.0 %
Snow removal on major City streets	72	10.2 %
Adequacy of City street lighting	69	9.8 %
Condition of sidewalks in City	66	9.4 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	64	9.1 %
None chosen	139	19.7 %
Total	705	100.0 %

SUM OF TOP 2 CHOICES

Q12. Which TWO street related items listed in Question 11 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)

Q12. Sum of Top 2 Choices	Number	Percent
Maintenance of major City streets	422	59.9 %
Maintenance of streets in your neighborhood	323	45.8 %
Snow removal on major City streets	111	15.7 %
Adequacy of City street lighting	100	14.2 %
Condition of sidewalks in City	100	14.2 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	123	17.4 %
None chosen	92	13.0 %
Total	1271	

Q13. The City of Camas currently spends \$700,000 per year to maintain pavement on city streets. The City Council could enact a new \$20 annual vehicle license tab renewal fee to fund more street pavement maintenance, new road projects, or both. Knowing this, please indicate which of the following statements reflects your support for a new \$20 annual vehicle license fee.

Q13. What statements reflects your support for a
new \$20 annual vehicle license fee

	Number	Percent
I would support the fee if it were used only for pavement maintenance	212	30.1 %
I would support the fee if it were used only for new road projects	23	3.3 %
I would support the fee if it were used for pavement maintenance & new road projects	206	29.2 %
I would not support a new license tab renewal fee	251	35.6 %
Don't know	41	5.8 %
Total	733	

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

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14a. Enforcing cleanup of litter & debris on private property	6.4%	22.7%	28.2%	15.6%	5.4%	21.7%
Q14b. Enforcing mowing & trimming of grass & weeds on private property	5.7%	24.4%	27.9%	14.9%	5.4%	21.7%
Q14c. Enforcing codes designed to protect public safety & health	7.8%	30.9%	27.8%	4.3%	3.0%	26.2%
Q14d. Enforcing sign regulation	6.7%	27.7%	29.1%	5.7%	3.5%	27.4%

WITHOUT DON'T KNOW

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

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14a. Enforcing cleanup of litter & debris on private property	8.2%	29.0%	36.1%	19.9%	6.9%
Q14b. Enforcing mowing & trimming of grass & weeds on private property	7.2%	31.2%	35.7%	19.0%	6.9%
Q14c. Enforcing codes designed to protect public safety & health	10.6%	41.9%	37.7%	5.8%	4.0%
Q14d. Enforcing sign regulation	9.2%	38.1%	40.0%	7.8%	4.9%

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

Q15. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	227	32.2 %
Enforcing mowing & trimming of grass & weeds on private property	63	8.9 %
Enforcing codes designed to protect public safety & health	157	22.3 %
Enforcing sign regulation	46	6.5 %
None chosen	212	30.1 %
Total	705	100.0 %

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

Q15. 2nd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	126	17.9 %
Enforcing mowing & trimming of grass & weeds on private property	128	18.2 %
Enforcing codes designed to protect public safety & health	114	16.2 %
Enforcing sign regulation	80	11.3 %
None chosen	257	36.5 %
Total	705	100.0 %

SUM OF TOP 2 CHOICES

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

Q15. Sum of Top 2 Choices	Number	Percent
Enforcing cleanup of litter & debris on private property	353	50.1 %
Enforcing mowing & trimming of grass & weeds on private property	191	27.1 %
Enforcing codes designed to protect public safety & health	271	38.4 %
Enforcing sign regulation	126	17.9 %
None chosen	212	30.1 %
Total	1153	

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

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Selection of resources available at the public library	29.9%	34.2%	10.9%	3.5%	0.6%	20.9%
Q16b. Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	24.1%	27.4%	15.7%	1.7%	0.9%	30.2%
Q16c. Events for adults (informational, literary, participatory, entertainment, etc.)	17.9%	25.4%	22.8%	2.1%	1.1%	30.6%
Q16d. Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	17.6%	23.3%	20.1%	1.3%	0.4%	37.3%
Q16e. Events for children (early literacy development, storytimes, summer reading program, etc.)	25.1%	26.8%	16.5%	0.6%	0.4%	30.6%

WITHOUT DON'T KNOW

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

(N=705)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Selection of resources available at the public library	37.8%	43.2%	13.8%	4.5%	0.7%
Q16b. Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	34.6%	39.2%	22.6%	2.4%	1.2%
Q16c. Events for adults (informational, literary, participatory, entertainment, etc.)	25.8%	36.6%	32.9%	3.1%	1.6%
Q16d. Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	28.1%	37.1%	32.1%	2.0%	0.7%
Q16e. Events for children (early literacy development, storytimes, summer reading program, etc.)	36.2%	38.7%	23.7%	0.8%	0.6%

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

Q17. Top choice	Number	Percent
Selection of resources available at the public library	154	21.8 %
Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	77	10.9 %
Events for adults (informational, literary, participatory, entertainment, etc.)	39	5.5 %
Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	66	9.4 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	110	15.6 %
None chosen	259	36.7 %
Total	705	100.0 %

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

Q17. 2nd choice	Number	Percent
Selection of resources available at the public library	55	7.8 %
Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	99	14.0 %
Events for adults (informational, literary, participatory, entertainment, etc.)	48	6.8 %
Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	104	14.8 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	101	14.3 %
None chosen	298	42.3 %
Total	705	100.0 %

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

<u>Q17. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Selection of resources available at the public library	209	29.6 %
Digital resources available online with library card (eBooks, databases, downloadable audiobooks, etc.)	176	25.0 %
Events for adults (informational, literary, participatory, entertainment, etc.)	87	12.3 %
Events for teens (Youth Advisory Council, book club, crafts, summer reading, etc.)	170	24.1 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	211	29.9 %
None chosen	259	36.7 %
Total	1112	

Q18. Where do you currently get news and information about city programs, services, and events?

<u>Q18. Where do you currently get news & information about City programs, services, & events</u>	<u>Number</u>	<u>Percent</u>
Camas-Washougal Post Record	252	35.7 %
Columbian	316	44.8 %
City web-site	285	40.4 %
Public meetings	36	5.1 %
City's mobile app-CamasConnect24/7	40	5.7 %
Social media (Facebook, Twitter)	187	26.5 %
Other	154	21.8 %
Total	1270	

Q18. Other

<u>Q18. Other</u>	<u>Number</u>	<u>Percent</u>
CAMAS LIBRARY	1	0.6 %
CLARK COUNTY NEWS	1	0.6 %
Camas School District newsletters	1	0.6 %
Camas School District, Downtown Camas Association, posters	1	0.6 %
Camas commerce e-mails	1	0.6 %
Camas.edu emails and talking with neighbors	1	0.6 %
Chamber	1	0.6 %
City bill	1	0.6 %
City hall bulletin board	1	0.6 %
Colombian online	1	0.6 %
Communication included with utility billing	1	0.6 %
DCA	2	1.3 %
DCA NEWSLETTER/EMAIL	1	0.6 %
DOWNTOWN CAMAS ASSOC EMAILS	1	0.6 %
Direct mail	1	0.6 %
Downtown Camas Association	3	1.9 %
E-mail	10	6.5 %
FARMERS MARKET FACEBOOK	1	0.6 %
FRIENDS AND SCHOOLS	1	0.6 %
FRIENDS/NEIGHBORS	1	0.6 %
Flyers	1	0.6 %
Friends	7	4.5 %
From other people living in Camas	2	1.3 %
GOOGLE LOCAL NEWS	1	0.6 %
Helen Baller school emails, newsletters	1	0.6 %
I don't currently get the information	1	0.6 %
I don't unless there is a direct mailer or neighbors bring up an issue	1	0.6 %
I get no news about your city	1	0.6 %
I had not known specific resources where to access info until this	1	0.6 %
Library	4	2.6 %
MAIL FLYER	1	0.6 %
MAILINGS PER ADDRESS	1	0.6 %
Mail	12	7.8 %
Mail notice	1	0.6 %
Mail thing out specially to senior citizens or people	1	0.6 %
Mailings	12	7.8 %
NEIGHBORHOOD MONTHLY MEETINGS	1	0.6 %
NEWSLETTER	1	0.6 %
Neighborhood	1	0.6 %
Neighbors	3	1.9 %
News outlets	1	0.6 %
Nextdoor app	8	5.2 %
Notices received in the mail	1	0.6 %
Notices sent from the city - such as this survey	1	0.6 %

Q18. Other

Q18. Other	Number	Percent
Oregonian	1	0.6 %
Other people	1	0.6 %
Peach Jar	1	0.6 %
Posted flyers	1	0.6 %
River Talk	3	1.9 %
SIGNAGE AROUND TOWN	1	0.6 %
School	1	0.6 %
School emails or information provided by mail delivery to citizens	1	0.6 %
Signs on roads, store windows and the library	1	0.6 %
THE CITY	1	0.6 %
TV	3	1.9 %
TV news	1	0.6 %
Utility bill from City Of Camas	1	0.6 %
Word of mouth	18	11.7 %
Word of mouth/signs	1	0.6 %
YouTube	1	0.6 %
cable	1	0.6 %
city employee	1	0.6 %
coffee shop	1	0.6 %
email for Downtown businesses	1	0.6 %
emails from parks & recreation, etc.	1	0.6 %
flyers around town	1	0.6 %
insert with water bill	1	0.6 %
news	2	1.3 %
online	1	0.6 %
people	2	1.3 %
postal mail	1	0.6 %
radio	1	0.6 %
school flyers	1	0.6 %
signs	2	1.3 %
signs around town, newsletters	1	0.6 %
ward meetings	1	0.6 %
water bill	1	0.6 %
Total	154	100.0 %

Q19. From which TWO sources of information listed in Question 18 would you prefer to get information from the City?

Q19. Top choice	Number	Percent
Camas-Washougal Post Record	100	14.2 %
Columbian	79	11.2 %
City web-site	173	24.5 %
Public meetings	13	1.8 %
City's mobile app-CamasConnect24/7	57	8.1 %
Social media (Facebook, Twitter)	85	12.1 %
Other	46	6.5 %
None chosen	152	21.6 %
Total	705	100.0 %

Q19. From which TWO sources of information listed in Question 18 would you prefer to get information from the City?

Q19. 2nd choice	Number	Percent
Camas-Washougal Post Record	60	8.5 %
Columbian	79	11.2 %
City web-site	111	15.7 %
Public meetings	29	4.1 %
City's mobile app-CamasConnect24/7	79	11.2 %
Social media (Facebook, Twitter)	90	12.8 %
Other	34	4.8 %
None chosen	223	31.6 %
Total	705	100.0 %

SUM OF TOP 2 CHOICES**Q19. From which TWO sources of information listed in Question 18 would you prefer to get information from the City? (top 2)**

Q19. Sum of Top 2 Choices	Number	Percent
Camas-Washougal Post Record	160	22.7 %
Columbian	158	22.4 %
City web-site	284	40.3 %
Public meetings	42	6.0 %
City's mobile app-CamasConnect24/7	136	19.3 %
Social media (Facebook, Twitter)	175	24.8 %
Other	80	11.3 %
None chosen	152	21.6 %
Total	1187	

Q20. 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=705)

	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
Q20a. Law enforcement	5.7%	23.7%	58.3%	1.8%	1.3%	9.2%
Q20b. Fire, EMS & ambulance	2.1%	15.6%	64.3%	0.6%	0.6%	16.9%
Q20c. Parks, trails, & open space	10.1%	34.6%	45.1%	1.7%	1.1%	7.4%
Q20d. Recreation facilities & programs	8.2%	28.5%	50.9%	2.6%	0.7%	9.1%
Q20e. Maintenance of infrastructure (streets, sidewalks)	31.3%	45.4%	17.2%	0.3%	0.1%	5.7%
Q20f. City's public library	3.1%	14.5%	66.5%	2.4%	0.9%	12.6%
Q20g. City's garbage services	2.6%	7.8%	80.1%	0.9%	0.6%	8.1%

WITHOUT DON'T KNOW

Q20. 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=705)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower
Q20a. Law enforcement	6.3%	26.1%	64.2%	2.0%	1.4%
Q20b. Fire, EMS & ambulance	2.6%	18.8%	77.3%	0.7%	0.7%
Q20c. Parks, trails, & open space	10.9%	37.4%	48.7%	1.8%	1.2%
Q20d. Recreation facilities & programs	9.0%	31.4%	56.0%	2.8%	0.8%
Q20e. Maintenance of infrastructure (streets, sidewalks)	33.2%	48.1%	18.2%	0.3%	0.2%
Q20f. City's public library	3.6%	16.6%	76.1%	2.8%	1.0%
Q20g. City's garbage services	2.8%	8.5%	87.2%	0.9%	0.6%

Q21. Would you be willing to pay more in taxes or fees to support an increase in the service level?

Q21. 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	52	7.4 %
Yes-I would be willing to pay more in taxes & fees	215	30.5 %
No-I would not be willing to pay more in taxes & fees	299	42.4 %
Don't know	139	19.7 %
Total	705	100.0 %

Q22. Have you called, sent E-mail to, or visited the City with a question, problem, or complaint during the past year?

Q22. Have you called, sent email to, or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	301	42.7 %
No	389	55.2 %
Don't know	15	2.1 %
Total	705	100.0 %

Q22a. (If YES to Question 22) How easy was it to contact the person you needed to reach?

Q22a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	136	45.2 %
Somewhat easy	108	35.9 %
Difficult	33	11.0 %
Very difficult	17	5.6 %
Don't know	7	2.3 %
Total	301	100.0 %

Q22b. (If YES to Question 22) What department did you contact?

Q22b. What department did you contact	Number	Percent
Police	70	23.3 %
Fire	13	4.3 %
Community development	35	11.6 %
Parks & recreation	30	10.0 %
Camas public library	37	12.3 %
Event permits	8	2.7 %
Financial services/utility billing	63	20.9 %
Municipal services (streets/water/sewer/solid waste)	142	47.2 %
Other	58	19.3 %
Total	456	

Q22b. Other

<u>Q22b. Other</u>	<u>Number</u>	<u>Percent</u>
ANIMAL CONTROL	1	1.7 %
Building department, requesting information on plot map	1	1.7 %
Building permit requirement	1	1.7 %
Building permits	5	8.6 %
Building permits and regulations	1	1.7 %
CEMETERY	2	3.4 %
City Council	2	3.4 %
City Manager	1	1.7 %
City hall	1	1.7 %
Code	1	1.7 %
Code enforcement	8	13.8 %
DCA	1	1.7 %
Garbage, road maintenance, lighting	1	1.7 %
Greenspace enforcement	1	1.7 %
Judicial	1	1.7 %
MAIN NUMBER	1	1.7 %
Mayor	3	5.2 %
Planning Department	2	3.4 %
SPEEDING CARS	1	1.7 %
Storm water	1	1.7 %
ZONING	1	1.7 %
ambulance	1	1.7 %
building	3	5.2 %
building dept	1	1.7 %
cemetery plot	1	1.7 %
city council member	1	1.7 %
city manager	1	1.7 %
engineering	1	1.7 %
flooding	1	1.7 %
information on land ownership	1	1.7 %
litter	1	1.7 %
noisy dogs in area, constant barking	1	1.7 %
permits	2	3.4 %
permits question	1	1.7 %
planning	2	3.4 %
removing a dead tree in public grounds	1	1.7 %
roads	1	1.7 %
streets	1	1.7 %
Total	58	100.0 %

Q22c. 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=705)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q22c-a. They were courteous & polite	63.8%	22.6%	7.3%	2.0%	1.7%	2.7%
Q22c-b. They gave prompt, accurate, & complete answers to questions	49.2%	24.9%	12.6%	6.3%	4.0%	3.0%
Q22c-c. They did what they said they would do in a timely manner	47.8%	23.9%	9.3%	5.3%	6.0%	7.6%
Q22c-d. They helped you resolve an issue to your satisfaction	45.2%	18.9%	10.6%	7.6%	11.3%	6.3%

WITHOUT DON'T KNOW

Q22c. 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=705)

	Always	Usually	Sometimes	Seldom	Never
Q22c-a. They were courteous & polite	65.5%	23.2%	7.5%	2.0%	1.7%
Q22c-b. They gave prompt, accurate, & complete answers to questions	50.7%	25.7%	13.0%	6.5%	4.1%
Q22c-c. They did what they said they would do in a timely manner	51.8%	25.9%	10.1%	5.8%	6.5%
Q22c-d. They helped you resolve an issue to your satisfaction	48.2%	20.2%	11.3%	8.2%	12.1%

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=705)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q23a. Employment opportunities	7.2%	25.2%	25.5%	1.4%	0.9%	39.7%
Q23b. Office development	1.6%	11.1%	37.7%	6.0%	2.1%	41.6%
Q23c. Retail/restaurants/services	5.7%	22.3%	46.7%	5.1%	2.1%	18.2%
Q23d. Technology & other industry	4.4%	20.4%	39.9%	3.7%	1.1%	30.5%
Q23e. Housing options for aging population	13.2%	25.2%	24.8%	1.1%	1.7%	33.9%
Q23f. Apartments	6.7%	11.6%	27.5%	15.6%	10.4%	28.2%
Q23g. Townhomes/row houses	5.1%	7.9%	28.8%	19.3%	15.5%	23.4%
Q23h. Entry level single family homes	9.8%	18.9%	25.7%	14.6%	11.1%	20.0%
Q23i. Large lot/large homes	3.8%	7.2%	28.8%	21.1%	17.4%	21.6%

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=705)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q23a. Employment opportunities	12.0%	41.9%	42.4%	2.4%	1.4%
Q23b. Office development	2.7%	18.9%	64.6%	10.2%	3.6%
Q23c. Retail/restaurants/services	6.9%	27.2%	57.0%	6.2%	2.6%
Q23d. Technology & other industry	6.3%	29.4%	57.3%	5.3%	1.6%
Q23e. Housing options for aging population	20.0%	38.2%	37.6%	1.7%	2.6%
Q23f. Apartments	9.3%	16.2%	38.3%	21.7%	14.4%
Q23g. Townhomes/row houses	6.7%	10.4%	37.6%	25.2%	20.2%
Q23h. Entry level single family homes	12.2%	23.6%	32.1%	18.3%	13.8%
Q23i. Large lot/large homes	4.9%	9.2%	36.7%	26.9%	22.2%

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?

- 55+ development community housing
- A CAMAS REC CENTER LIKE FIRSTENBURG BUT ONLY IF WE CAN STILL KEEP CROWN PARK POOL
- A COMMUNITY CENTER LIKE FIRSTENBURG IN VANCOUVER
- A crosswalk at the intersection of SE James Street and SE Whitney!! <- this is a dangerous crossing for pedestrians. Cars tend to speed along Whitney and too many drivers tend to be rude to pedestrians at that point. PLEASE DO SOMETHING ABOUT THIS!
- A designated path/trail that goes all around the city.
- A DOG PARK
- A dog park and/or city hiking trails. You are all doing a fabulous job! I love living in Camas. Keep up the great work!!
- A high school age hang out place
- A New bridge to cross into Oregon from this side of town. Traffic is getting too congested on the 205 & 5. A toll bridge can help the city grow and improve economic development with a 3rd bridge crossing.
- A new pool/water park
- A new public pool ran by the city with decent hours of free swim
- A public demonstration permaculture food forest, possibly in collaboration with one or more of the new project-based schools. I am creating a permaculture food forest in my 1/2 acre backyard and it is going really well. This film from the UK is a beautiful introduction to permaculture and food forests (AKA forest gardens): <https://vimeo.com/136857929>
- A TRAIL THAT GOES ALL THE WAY AROUND LACAMA ESTATE.ALSO, IMPROVING CROWN PARK AND POOL
- Academic events
- Activities for kids / teens
- ACTUAL BATHROOM AT CROWN PARK WITH WATER AND SEWER
- add Fri/Sat for movies in the park
- ADDITIONAL TRAILS CONNECTING NEIGHBORHOODS & TOTAL COMMUNITY.
- Adequate snow removal of city roads & neighborhoods
- AFFORDABLE HOUSING OFR SENIOR CITIZENS
- affordable senior citizen housing
- affordable Senior Housing
- an indoor pool/community center like Firstenburg. :)
- An indoor sports complex with turf for all sports, so we can play during the rain. Similar to the ones found in West Linn
- ANNEXATION SHOULD HAVE BEEN HANDLED BETTER ADDRESS WAS CHANGED. PROBLEMS STILL FROM 2 YRS AGO
- Another community garden with children and teens paired with more experienced gardeners to create a learning center. Also an art show at Falling Leaf Park for people to display artwork done with from our parks or city centers. I see photographers often at Falling Leaf park and also artists there. I go there daily to do my meditations and have gratitude that it is left in it's natural state.
- better athletic fields

- Better bicycle infrastructure and sidewalks. None of the major streets that connect to Vancouver (Parker, McIntosh, Brady , or Evergreen Highway) have acceptable bike lanes
- Better bike trails along major routes. Lack of sidewalks in many places
- Better community/city/school pool
- better parking downtown--more of it.
- Better parking in downtown
- better parks
- BETTER RESTAURANTS, MORE AFFORDABLE HOUSING
- better road down Prone Hill to east/west
- Better roads and road infrastructure (including improvements to Hwy 14 and I-205 access) is needed to make living in Camas and working in Vancouver and Portland easier. The commute has become horrible and nothing is being done to improve the roads even though thousands of homes have been added over the last 5-10 years.
- BETTER TRAFFIC CONTROL AT 5TH & DALLAS. TOO MANY PEOPLE RUN THE STOP SIGNS
- bike lanes
- bike lanes and trails that connect
- BIKE RACKS AT LACAMAS & ROUND LAKE PROPERTIES
- bike trails
- bowling alley
- BUILDING TOO FAST AND NO GROWTH PLAN
- bus service
- Buy the parking lot nearest to downtown from GP and designate as city parking for shopping, eating, etc. You could also put some more retail space in that area.
- By in large we are very happy with the city of Camas services.
- CAMAS COULD EASILY BE ANOTHER ASHLAND, OREGON--CREATE SHAKESPEARE ON THE COLUMBIA!
- Camas is just doing fine!
- Can not think of anything new to add to what we already have.
- city bus route
- City needs a rec center and employment center.
- Clean up existing houses with junk in yards!
- CLEAN UP LACAMAS LAKE
- community art center
- Community Center
- community center
- COMMUNITY CENTER
- community center
- Community Center like Firstenberg in Vancouver.
- Community center with indoor pool
- Community center with pool, gyms other facilities for youth programs
- COMMUNITY CENTERS
- COMMUNITY CLEAN UP DAY LIKE OTHERS DO ANNUAL
- community fitness center
- Community Garden and healthy nutrition/lifestyle education

- community pool
- community pool for year round use
- COMMUNITY REC CENTER
- Community recreation center
- Community recreational center
- COMMUNITY REEL PARK FACILITY
- COMPETITION SWIMMING POOL IDEALLY 50 METERS
- Composting of kitchen waste.
- CONCERTS IN THE PARK
- Connect every subdivision to a park via sidewalk or trail.
- connect trails in city
- Connecting trails and parks together
- Construction trucks and buses are tearing up the roads. Road to CHS NEEDED BETTER PLANNING! It is inadequate for the amount of traffic.
- Convert the existing outdoor pool at Crown Park to a year round indoor one -- especially since winters seem to be getting longer!
- community park
- covered picnic areas
- Covered swimming pool
- covered year round pool
- Create a park at or near the Columbia River.
- DAILY CALL/WELFARE CHECK FOR AT RISK FOLKS
- dedicated bike/pedestrian roadlines
- Dedicated fire suppression staffing at station 42 rather than cross staffing with an ambulance.
- develop 192nd and Brady into a city park
- Development of another city park on the north end of the city in the Green Mountain area by the new housing developments.
- Development of the waterfront at camas/Washougal port!
- digital building permit process vs. current paper program available for review and comment by general public where each address has it's own digital file.
- Dog park
- Dog park
- Dog park.
- dog parks
- don't add new amenities until we take care those we have.
- downtown parking
- downtown riverfront access
- Drug enforcement task force.
- Either a Frisbee golf course or a dog park
- electric street cars
- employment so I do not have to commute
- Enhanced parks, Dorothy Fox Park is way too small and Grass Valley is always too busy parking is hard to find...what about another public pool location?
- Ensure a consistent level of fire/EMS/ambulance response to all areas of the city. Not all areas are receiving the same level of service.

- Ensure responsible development to maintain our community. Also, maintain adequate open space.
- entertainment place
- entry level homes
- entry level single family homes
- EVERYTHING OVER CHARGING NO BUY HOME
- EXPAND CITY BOUNDARY INTO FROM PRAIRIE
- expand minimum lot size on new development
- Expanded parks and rec facility
- Fenced Dog Park
- fix forest home road asap
- FIX ROADS
- Fourth of July parade & celebration
- FREE COMMUNITY PROGRAMS FOR FAMILIES
- free wifi
- Full service community center/recreation facility on/near Prune Hill (NW side).
- Further park development, linear parks providing for intra neighborhood and school connectivity.
- gas station
- gathering place for active elderly to play games card, bingo, bunco, beanbag, baseball plus coffee socials
- get new emerging technology such as gigabit internet and fiber optic internet available to all areas.
- Hiking trails
- HONEST CITY COUNCILORS
- I can not think of one at this moment.
- I would like to see a better public transportation plan. There is not enough transportation for the disabled. People tend not to use transportation at night because of the lack of security on public transportation. We have too many drug users, vagrants, and riders who threaten everyone else.
- I would like to see the development on Everett - Lakeside Chalet / the Lake Store / Etc and improved so that it becomes more of a destination; i.e., shopping, ice cream, walking, evenings sitting outside on the Lake having a meal, etc. Music at night on the weekends, etc. (checkout Caldera Springs in Sunriver)
- I would love to see the city put money into preserving open spaces and nature in our community. The rate that houses are being built, and beautiful landscapes are being destroyed, is so rapid. There should be a plan for preserving the beauty and connection to nature that we have in our town. We are lucky to live in a place with waterfalls, rivers, and mountains. Please help preserve this important habitat for the wildlife and for generations of Camas residents to come.
- Improve Lacamas Lake water quality.
- Improvements to Camas City pool including a longer season and hours.
- increase snow removal
- increase street sweeping
- indoor heated pool
- indoor pool
- indoor pool
- indoor pool/park, ball court

- indoor public swimming pool and recreation centre
- indoor sports center
- indoor swimming pool
- **INDOOR SWIMMING POOL/REC CENTER**
- indoor swimming, gym, party rental facility
- info on new buildings, more schools
- **INFRASTRUCTURE NOT KEPT WITH THE PACE OF DEVELOPMENT**
- Install a cell phone tower so there is better coverage for phones. If your community is expanding you are responsible for keeping up with the pace.
- **INSTALL SIDEWALKS ON ASTER & NEAR PRUNE HILL ELEMENTARY ON PARKER**
- It would be nice to have an open green space or a park in the downtown area.
- It would be really nice if some of the old parks could get a face lift. Possibly Crown Park? It would be great to have an updated pool, an area where toddlers could swim and a water feature like many parks in Portland and West Vancouver. The playground equipment is really old and needs to be replaced.
- jobs for special education folks
- Junk removal in the older communities
- keep and upgrade the Crown Park pool
- keep Lacanas Park bathrooms open year round
- keep pool open
- Keep the City ordinances up to date to protect property owners...!!!
- Keep up the activities in downtown, they are great fun and provide a good image. Continue to work with GP to cap the smell issue. That is the one thing that everyone equates Camas with. Would love more trails like Round Lake trails ... they are wonderful. Fix Forest Home Road, it is a great way to access the downtown area, and is very pretty. Tell the Police department that they are doing a great job by being there, but not handing out tickets. They are friendly and great ambassadors for the City.
- large community center, include park and pool
- large community indoor pool/gym with REASONABLE , AFFORDABLE RATES FOR ALL CITIZENS! (YMCA/YWCA)
- large sports park with lights and artificial turf
- launch area at lacomas lake for non motorized vehicles (kayaks, paddle boards, canoes)
- **LESS HOUSING DEVELOPMENT, KEEP CAMAS A SMALL TOWN**
- **LESS LOGGING AND MASSIVE CLEAR CUTS, COMPARE CAMAS NEIGHBORHOODS 20 PLUS YEARS AGO TO NOW THE WEST HALF OF PRUNE HILL LOOKS LIKE TWO DIFFERENT CITIES**
- Like the idea of a town square & some public parking nearby
- Limit growth. Cost of living too high.
- longer season for concerts at park
- Low cost gathering place
- **LOW INCOME FAMILIES**
- **LOW INCOME HOUSING**
- lower tax.
- lower taxes
- **MAINTAIN STREETS AND MANAGE STORMWATER RUNOFF**

- Maintaining the quality of what already exists, particularly with parks, trails and streets
- MAKE CAMUS MORE REDESTRIAN FREINDLY
- "Make the bikes pay a fee to offset the cost of the streets and paint , because they are using the roads that the car fees are paying for !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- Also make them ""do"" the rules of the auto, rude demanding riders !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!"
- More and More parks.
- More available parking in downtown area - especially in the evenings.
- MORE BIKE LANES
- More Brew Pubs, that's all Camas is, Should change the name to Brew Pub Central
- More dog parks and play areas for kids
- MORE FOCUS ON QUALITY OF GROWTH AND LESS RAPID GROWTH
- More housing and less bars
- MORE LOCALIZED SMALL RETAIL WITHIN WALKING DISTANCE
- "more open playing fields and gyms for kids and adults
- not limited to school hours for open fields at schools
- a dog park would be welcome and only one of these three I'd be open to paying fee for as others already exist, but are kept off limit to our community"
- MORE OUTDOOR WALKING TRAILS
- More picnic tables at the parks.
- More public parks/access/picnic areas etc at Lacamas Lake.
- more retail/restaurants
- more roads
- more roundabouts
- MORE TRAILS
- MORE TRAILS AND OPEN SPACED PLANNED INTO COMMUNITY DEVELOPMENT
- more trails/sidewalks
- Much, much better biking facilities NOT limited to on road bike lanes better would be buffered or protected paths. A path from west of Lacamas Lake parallel to Lake Road to Round Lake and downtown is sorely needed.
- MULTI SPORT COMPLEX--\$ FOR COMMUNITY
- "New Bowling Alley and Skate Park fix up!!!
- Also, Arcade (could be added to the bowling alley; 21+ for bowling and arcade starts after 11PM with Alcohol Service)."
- new bridge
- NEW CAMAS POOL
- New community center with pool & fitness center
- NEW COMMUNITY POOL/SPLASH PAD
- NEW POOL
- NEW/UPGRADE COMMUNITY POOL AND NEW COMMUNITY CENTER
- No more low income housing/apartments. Would like more small restaurants
- "No more roundabouts no one knows how to use properly and always stop instead of merging in.
- It blocks up the freeway off ramp and makes congestion. Also cause people to speed up to be the lead dog on sixth"
- no more school tax, better roads, slow down development
- no utility tax

- off leash dog park
- one level housing developments
- open spaces
- open spaces and trees
- Outdoor BMX/PC car park
- OUTDOOR VENUE FOR CONCERTS AND PLAYS
- Outdoor/ Indoor exercise facilities. More enclosed areas or shelters as it is raining all the time in Washington state.
- park in city center
- parking control in Round Lake area
- parking permits for residents that live on 4th ave
- parking structure downtown
- PARKS
- PARKS ON THE WEST SIDE THAT ALLOW DOGS OFF LEASH
- Parks, trails and open space
- part time jobs for seniors
- Pedestrian access to the Columbia River
- People with a brain.
- Pickle ball courts
- Pickle ball courts
- pickle ball courts
- Picnic shelters to reserve
- pool
- pool, community center, stop destroying trees
- Port of Camas marina, waterfront park, and trail enhancements. Waterfront cafe, fine dining, and specialty shops.
- Possibly an indoor pool and recreation facility like Firstenburg
- programs for special needs kids
- public bathrooms in downtown.
- Public place similar to Firstenburg. Really wanted Lacamas swim & sports program.
- Public Recreation Center like Fuerstenburg.
- PUBLIC SWIMMING POOLS FOR KIDS IN THE SUMMER
- Public transportation. Should be self-funded and connect Washougal, Camas, Grass Valley, and Vancouver.
- rec center, pool
- recreation area
- Recreation Center
- Recreation center near downtown Camas
- RECREATION CENTER, WHY HAVE A POOL YOU CAN ONLY USE FOR 6-8 WEEKS/YEAR?
- RECREATION/FITNESS CENTER WITH INDOOR POOL
- redevelop the Mill property, River front property
- remove trees that block view of lake, mt hood, etc
- RENOVATING THE CAMAS POOL
- REPAIR/WIDEN STREETS TOO MANY NEW NEIGHBORHOODS, TOO MUCH TRAFFIC

- Replace or update Crown Park swimming pool.
- replace the crown Park pool
- REQUIRE MORE LAND AROUND FALLING LEAF LAKE
- Recreation facilities for sports and other community events that meet the demand to the changing demographic of families coming to the area.
- restaurants
- restaurants/shops/boardwalk on a waterfront
- river access
- roads and traffic controls that meet the out-of-control growth. Brady road between prune hill and the fire station, for example, will certainly kill people soon. Have you ever said 'no' to housing developments? Why doesn't this new growth create enough property taxes to manage what we have better? Why are we letting high-volume developments open, when the schools are already overcrowded? It's (sub)urban sprawl at it's worst, and the city planner should be fired, or at least retrained. We wouldn't have chosen Camas, if we knew that any development was rubberstamped approved without consideration for support infrastructure. City Manager 101.
- Safe bike lanes along major roads
- safer crosswalks on Busy streets(38th ave to GV is awful).
- safety program with law enforcement
- SAFETY SERVICES, TRAINING FOR RESIDENTS
- Second high school
- secondary street snow removal
- Senior center
- Services and programs for persons with disabilities.
- Shopping center, retail on Lake Rd/Payne St
- Sidewalk & road improvement on Everett/SR 500 to Fern Prairie Market
- sidewalks connecting neighborhoods, bike lanes, trails
- Sidewalks down Payne road. There is not a way for children to bike or walk safely to get from South to North camas.
- Single level homes/condos for seniors
- slow development
- SLOW GROWTH OR MAINTAIN QUALITY PARKS, HOUSING NOT OVERLOAD
- SMALL TOWN FEELING
- Some way to keep us informed. Present system ineffective
- SOMETHING FOR TEENS TO DO ARCADE, BOWLING, ENTERTAINMENT
- Splash pad for kids in a park
- Splash Pad for kids... maybe including a community center with an (indoor) pool
- SPLASH PAD/COOL OFF AREA FOR KIDS IN SUMMER
- Sports complex
- Sports/Rec. Parks with synthetic surfaces so we can play through the elements (which are inevitable) and enjoy them year round.
- stop building, keep the farmlands/trees that are left.
- Stop cutting down trees.
- stop high density apts/row houses
- Storm drain cleanup
- Street development on Everett St.

- streets
- swimming pool
- teen programs other than sports
- TELL THE TRUTH ABOUT WHATS HAPPENING
- Tennis courts
- There should be a boys and girls club that should be available for camas and Washougal youth. There's a great divide between both cities and the children are paying the penalty for camas yuppies, I live in camas but have seen this, and its saddening.
- TOO MANY APARTMENTS & PARKING ON THE STREET. MAKE SURE PEOPLE PARK IN PARKING LOTS-LAWS ALREADY THERE-NEED TO BE ENFORCED-CODES NEED TO BE ENFORCED
- Too many townhouses/row houses!
- too much development
- TOP QUALITY REC/ATHLETIC CENTER W/WATER PARK/CLIMBING WALL
- trails
- Trails that connect neighborhoods and sections of town. A person should be able to walk from anyone one part of town to another part of town using non-paved trails, paved trails, and maybe some sidewalks. As it is, travel is relegated over 90% to streets and sidewalks where a person is walking about 4' from cars driving 30 mph or more. It's not a very nice town to walk through and it doesn't promote walking or biking. Car travel is catered to and yet infrastructure for car travel is by far and away the most expensive travel related infrastructure a town could need.
- Updated community pool & rec center
- Updated pool/tennis court area
- upgrade the pool
- upkeep of city parks
- upscale grocery store
- vending trucks at sports events
- visitor center
- walking/bike trails and sidewalks, connecting neighborhoods
- Water park or splash pad for young children
- We are in great need of additional baseball diamonds in the city. The two at Forest Home Park are not enough given the number of teams in the league.
- We don't need a new amenity--not from local government! Entice business here.
- WE NEED AN AQUATIC CENTER AND A SOCCER COMPLEX
- We need more weekly senior group activities, fun meetings. The park seems more concerned about youth activities, which is fine, but don't neglect seniors.
- widening of roads where new housing is built i.e., brady/parker
- yard service for seniors
- Year round city pool
- year round city pool
- Year round community pool, fitness center
- year round indoor pool
- YEAR ROUND POOL
- year round pool
- Youth sports facilities

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

Q24-1. Would you be willing to pay more in taxes
or fees to support this new community amenity

	Number	Percent
Yes	193	60.9 %
No	88	27.8 %
Not provided	36	11.4 %
Total	317	100.0 %

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

Q25. How many years have you lived in Camas	Number	Percent
5 or less	174	24.7 %
6 to 10	114	16.2 %
11 to 15	129	18.3 %
16 to 20	108	15.3 %
21 to 30	85	12.1 %
31+	86	12.2 %
Not provided	9	1.3 %
Total	705	100.0 %

Q26. What is your age?

Q26. Your age	Number	Percent
18-34	141	20.0 %
35-44	143	20.3 %
45-54	148	21.0 %
55-64	146	20.7 %
65+	118	16.7 %
Not provided	9	1.3 %
Total	705	100.0 %

Q27. Which of the following BEST describes your retirement status?

Q27. Your retirement status	Number	Percent
I am retired & not currently employed	132	18.7 %
I am retired & currently employed	58	8.2 %
I am not retired	511	72.5 %
Not provided	4	0.6 %
Total	705	100.0 %

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

Q28. How many children under age 18 live in your household	Number	Percent
0	424	60.1 %
1	106	15.0 %
2	131	18.6 %
3	44	6.3 %
Total	705	100.0 %

Q29. What is your gender?

Q29. Your gender	Number	Percent
Male	354	50.2 %
Female	348	49.4 %
Not provided	3	0.4 %
Total	705	100.0 %

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

Q30. Your total annual household income	Number	Percent
Under \$50K	100	14.2 %
\$50K to \$74,999	77	10.9 %
\$75K to \$99,999	106	15.0 %
\$100K to \$149,999	157	22.3 %
\$150K to \$199,999	91	12.9 %
\$200K+	106	15.0 %
Not provided	68	9.6 %
Total	705	100.0 %

Section 5

Survey Instrument



April 2017

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. In order to ensure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

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

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

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

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Scott Higgins".

Scott Higgins
Mayor of Camas



2017 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.

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. Satisfaction with Parks, Public Safety, Communication, and Streets. For each of the parks items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
PARKS							
01.	Quality of facilities such as picnic shelters and playgrounds in city parks	5	4	3	2	1	9
02.	Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	5	4	3	2	1	9
03.	Appearance and maintenance of existing City parks	5	4	3	2	1	9
04.	Number of City parks	5	4	3	2	1	9
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 TWO parks and recreation items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Q4 above.]**

1st: _____ 2nd: _____

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

____(1) Very willing

____(3) Neutral

____(5) Not at all willing

____(2) Willing

____(4) Not willing

____(9) Don't know

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

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

- 8. Which TWO public safety items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Q7 above.]**

1st: _____ 2nd: _____

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

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

10. Which TWO communication items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? *[Write-in your answers below using the numbers from the list in Q9 above.]*

1st: _____ 2nd: _____

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

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

12. 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 Q11 above.]*

1st: _____ 2nd: _____

13. The City of Camas currently spends \$700,000 per year to maintain pavement on city streets. The City Council could enact a new \$20 annual vehicle license tab renewal fee to fund more street pavement maintenance, new road projects, or both.

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

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

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

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

- 15. Which TWO code enforcement items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Q14 above.]**

1st: _____ 2nd: _____

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

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
PUBLIC LIBRARY							
01.	Selection of resources available at the public library	5	4	3	2	1	9
02.	Digital resources available online with library card (eBooks, 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

- 17. Which TWO public library items do you think should receive the MOST EMPHASIS from City Leaders over the next two years? [Write-in your answers below using the numbers from the list in Q16 above.]**

1st: _____ 2nd: _____

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

_____ (1) Camas-Washougal Post Record _____ (4) Public Meetings _____ (7) Other: _____
 _____ (2) Columbian _____ (5) City's mobile app – CamasConnect24/7
 _____ (3) City web-site _____ (6) Social Media (Facebook, Twitter)

- 19. From which TWO sources of information listed in Question 18 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 18.]**

1st: _____ 2nd: _____

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

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

- 21. 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

- 22. 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 22-1 to 22-3.*] ____ (2) No [*Skip to Question 23.*] ____ (9) Don't Know [*Skip to Question 23.*]

- 22a. 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

- 22b. 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

- 22c. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never."**

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

- 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
1. Employment opportunities	5	4	3	2	1	9
2. Office development	5	4	3	2	1	9
3. Retail/restaurants/services	5	4	3	2	1	9
4. Technology and other industry	5	4	3	2	1	9
5. Housing options for aging population	5	4	3	2	1	9
6. Apartments	5	4	3	2	1	9
7. Townhomes/row houses	5	4	3	2	1	9
8. Entry level single family homes	5	4	3	2	1	9
9. 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?**

24-1. [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 retirement 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.