



# 2024 City of Camas, WA

Community Survey

Findings Report

December 2024



**ETC**  
INSTITUTE

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# Executive Summary

# 2024 City of Camas Community Survey

## Executive Summary



### Purpose

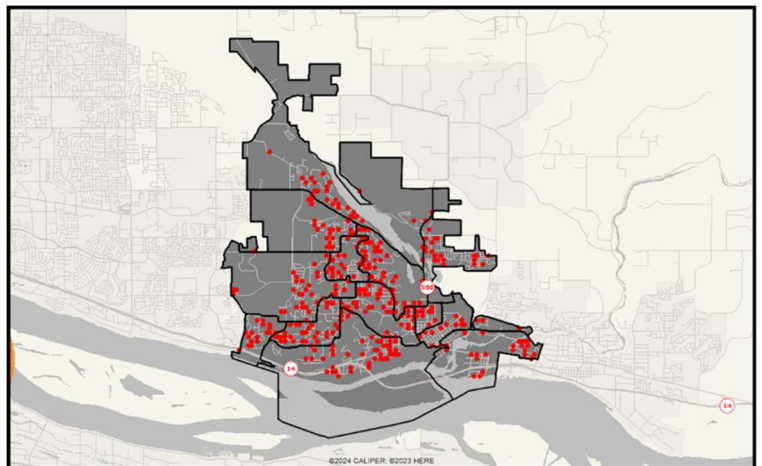
ETC Institute administered a community survey to residents of the City of Camas during the fall of 2024. The purpose of the survey was to help the City of Camas identify whether residents are satisfied with the services the City provides. The results of this survey will influence dozens of decisions that will be made about the City's future. Responses will also help the City Council gauge the success of its efforts to carry out the community's vision for the City and to address the many opportunities and challenges facing the community. This is the fourth community survey ETC Institute has administered for the City of Camas; the previous surveys were conducted in 2022, 2019, and 2017.

### Methodology

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

After the surveys were mailed, ETC Institute followed up with households that received the survey to encourage participation. To prevent people who were not residents of Camas from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. The goal was met, with a total of 447 residents completing the survey. The overall results for the sample of 437 households have a precision of at least +/-4.6% at the 95% level of confidence. The map to the right shows the location of all survey respondents.



This report contains:

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

# 2024 City of Camas Community Survey

## Executive Summary



### Major Findings

**Major City Services.** Respondents were asked to rate their overall satisfaction with 16 major categories of services provided by the City of Camas. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of the City’s garbage services (90%), the quality of the City’s public library services (90%), and fire, emergency medical, and ambulance services (87%). The three services respondents think should receive the most emphasis over the next two years are maintenance of city streets (42%), effectiveness of economic development efforts (41%), and quality of city parks/trails/open space (32%). These services were further analyzed in the “Importance-Satisfaction” section of this report.

**Perceptions of the City.** Respondents were asked to rate their overall satisfaction with seven items related to their perception of the City. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall feeling of safety in the City (86%), overall quality of services provided by the City (78%), and overall image of the City (79%). Most respondents (87%) say they are either “satisfied” (48%) or “very satisfied” (39%) with the overall quality of life in the City.

**Parks and Recreation.** Respondents were asked to rate their overall satisfaction with 10 parks and recreation services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality/maintenance of the City’s parks/trails (81%), the appearance/maintenance of existing city parks (79%), and quality of seasonal special events (75%). The two services respondents think should receive the most emphasis over the next two years are quality/maintenance of the City’s parks/trails (44%), appearance/maintenance of existing city parks (25%), and quantity of the City’s open space (21%). These services were further analyzed in the “Importance-Satisfaction” section of this report.

**Public Safety Services.** Respondents were asked to rate their overall satisfaction with 10 public safety services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with how quickly fire/rescue personnel responded to emergencies (90%), the quality of local fire protection/rescue services (89%), and how quickly police respond to emergencies (82%). The two services respondents think should receive the most emphasis over the next two years are the city’s overall efforts to prevent crime (47%) and the visibility of police in the community (24%). These services were further analyzed in the “Importance-Satisfaction” section of this report.

# 2024 City of Camas Community Survey Executive Summary



**Communication.** Respondents were asked to rate their overall satisfaction with six items related to City communication. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the availability of information on services and programs (54%), the quality of the City’s website (51%), and the City’s efforts to keep you informed (49%). The two items respondents think should receive the most emphasis over the next two years are the City’s efforts to keep you informed (51%) and the level of public involvement in decision-making (46%). These services were further analyzed in the “Importance-Satisfaction” section of this report.

**Customer Service and City Processes.** Respondents were asked to rate their overall satisfaction with six items related to customer service. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the trash customer service (85%) and City utility billing and payment customer service (78%). Regarding City processes, respondents were most satisfied with paying their City utility bill (86%) and contacting City employees (73%). Over half of respondents (55%) report calling, emailing, or visiting the City with a question, problem, or complaint in the last year. Almost half of those respondents say a question (49%) lead to that interaction followed by a request (36%). The department contacted by the most respondents was City services (40%) or customer service (19%). Respondents were most satisfied with the professionalism of employees (84%), knowledge and competence of employees (76%), and level of care they were given (76%).

**Street Maintenance.** Respondents were asked to rate their overall satisfaction with seven items related to street maintenance. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with street sweeping (71%), maintenance of major city streets (68%), and adequacy of city street lighting (67%). The two services respondents think should receive the most emphasis over the next two years are the maintenance of major city streets (49%), maintenance of streets in their neighborhood (39%), and condition of sidewalks in the City (25%). These services were further analyzed in the “Importance-Satisfaction” section of this report.

# 2024 City of Camas Community Survey Executive Summary



**Code Enforcement.** Respondents were asked to rate their overall satisfaction with seven items related to code enforcement. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the enforcement of codes to protect public safety and health (54%) and enforcing the cleanup of litter in public right-of-ways (45%). The two services respondents think should receive the most emphasis over the next two years are enforcing the cleanup of litter in public right-of-ways (53%) and enforcing codes to protect public safety/health (46%). These services were further analyzed in the “Importance-Satisfaction” section of this report.

**Code Enforcement.** Respondents were asked to rate their overall satisfaction with six items related to library services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the digital resources available (84%), selection of resources available (84%), and events for children (81%). The two services respondents think should receive the most emphasis over the next two years are the selection of resources available (38%) and events for children (30%). These services were further analyzed in the “Importance-Satisfaction” section of this report.

**Level of Service Provided.** Respondents were asked to rate how the level of service provided by the City should change for seven items. The highest percentage of respondents thought the level of service should increase (rating “little higher” or “much higher”) for the maintenance of infrastructure (67%), parks, trails, and open space (51%), and law enforcement (42%). Thirty-nine percent (39%) of respondents said they would be willing to pay more in taxes or fees to support an increase in service level and 37% said they were not willing.

**Pace of Development.** The highest percentage of respondents thought the pace of development was moving too slowly (rating “too slow” or “much too slow”) was housing options for aging populations (60%), employment opportunities (50%), and restaurants (49%). Forty-three percent (43%) of these respondents say they would be willing to pay more in taxes or fees to support this new community amenity.

# 2024 City of Camas Community Survey

## Executive Summary



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

Satisfaction ratings for the City of Camas **rated above the U.S. average in 35 of the 38 areas** that were assessed. The City of Camas rated significantly higher than the U.S. average (difference of 5% or more) in 33 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	78%	39%	39%	Major Categories of City Services
Quality of services provided by the City	78%	49%	29%	Perceptions of the City
City's overall efforts to prevent crime	77%	49%	28%	Public Safety
Quality of police services	81%	53%	28%	Major Categories of City Services
How quickly police respond to emergencies	83%	56%	27%	Public Safety
Overall image of the City	79%	53%	26%	Perceptions of the City
Quality of city sewer services	79%	53%	26%	Major Categories of City Services
Quality of the City's public library services	90%	64%	26%	Major Categories of City Services
Quality of the City's parks & recreation programs	73%	49%	24%	Major Categories of City Services
Quality of the City's garbage services	90%	68%	22%	Major Categories of City Services
Value you receive for your city tax dollars & fees	54%	33%	21%	Perceptions of the City
Effectiveness of communication with the public	58%	37%	21%	Major Categories of City Services
Overall feeling of safety in the City	86%	66%	20%	Perceptions of the City
Visibility of police in the community	73%	54%	19%	Public Safety
Maintenance of major City streets	68%	50%	18%	Street Maintenance
Maintenance of city streets	59%	41%	18%	Major Categories of City Services
How quickly fire & rescue personnel respond	89%	72%	17%	Public Safety
Enforcement of city codes & ordinances	57%	40%	17%	Major Categories of City Services
Enforcement of local traffic laws	65%	50%	15%	Public Safety
Effectiveness of storm water runoff management	64%	50%	14%	Major Categories of City Services
Quality of local fire protection & rescue services	90%	76%	14%	Public Safety
How quickly ambulance personnel respond	82%	69%	13%	Public Safety
Quality of city water utilities	65%	52%	13%	Major Categories of City Services
Condition of sidewalks in the City	59%	47%	12%	Street Maintenance
Quality of local ambulance service	82%	71%	11%	Public Safety
Maintenance of streets in your neighborhood	59%	49%	10%	Street Maintenance
Quality of the City's website	51%	42%	9%	Communication
Adequacy of City street lighting	67%	59%	8%	Street Maintenance
Availability of information on services & programs	54%	46%	8%	Communication
City's efforts to keep you informed	49%	43%	6%	Communication
City's social media	44%	39%	5%	Communication
Level of public involvement in decision-making	39%	34%	5%	Communication
On-street bicycle infrastructure	47%	42%	5%	Street Maintenance
Snow removal on major City streets	62%	58%	4%	Street Maintenance
Timeliness of information provided by City	45%	43%	2%	Communication
How well the City is managing growth/development	36%	39%	-3%	Perceptions of the City
Enforcing sign regulation	41%	45%	-4%	Code Enforcement
Enforcing the mowing & trimming of grass & weeds	39%	46%	-7%	Code Enforcement



# 2024 City of Camas Community Survey Executive Summary



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

Satisfaction ratings for the City of Camas **rated above the average for communities in the Northwest Region in 36 of the 38 areas** that were assessed. The City of Camas rated significantly higher than this average (difference of 5% or more) in 32 of these areas. Listed below are the comparisons between the City of Camas and the average for communities in the Northwest Region:

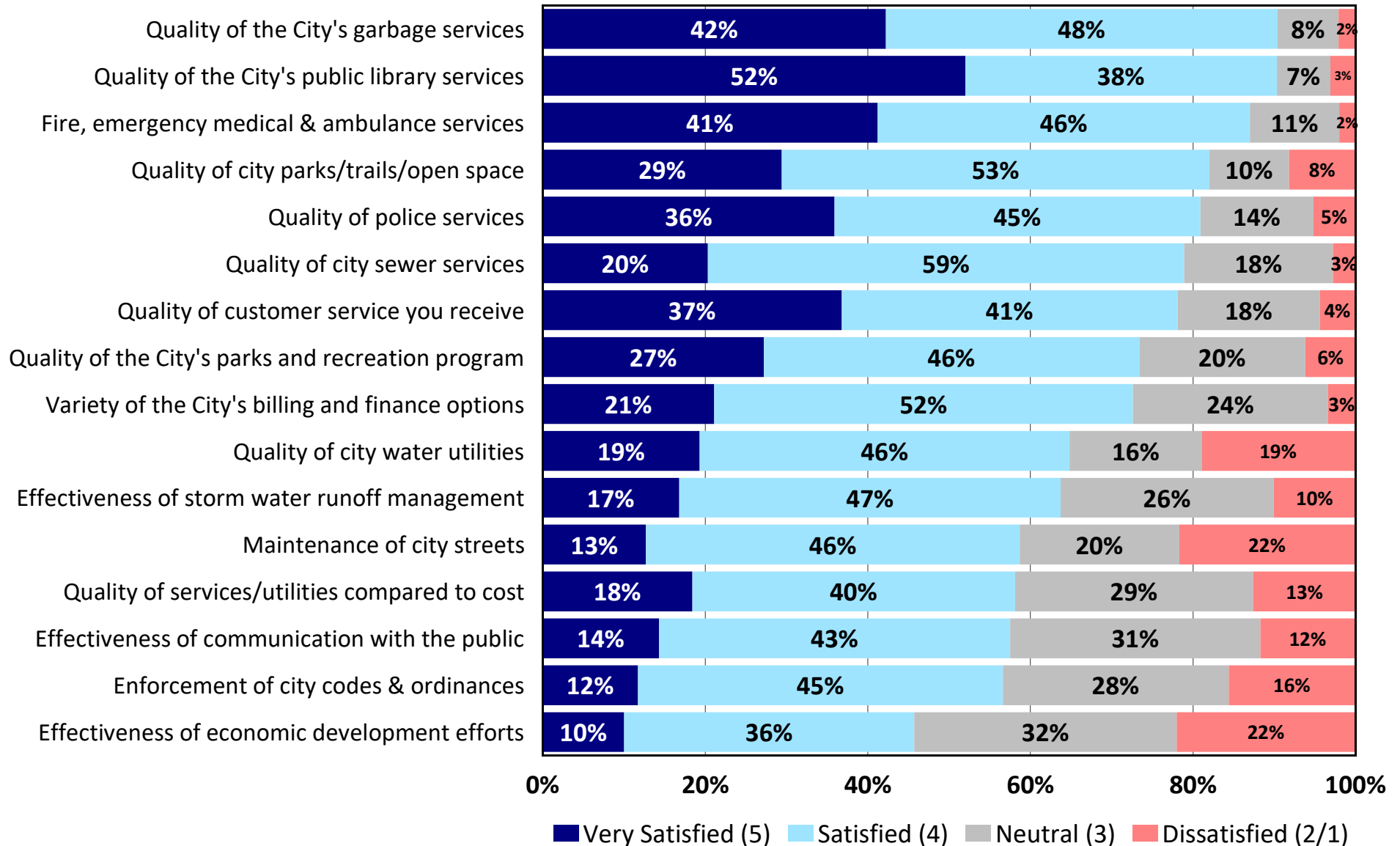
Service	Camas	Northwest Region	Difference	Category
Quality of customer service you receive	78%	38%	40%	Major Categories of City Services
Quality of services provided by the City	78%	44%	34%	Perceptions of the City
Overall image of the City	79%	50%	29%	Perceptions of the City
City's overall efforts to prevent crime	77%	49%	28%	Public Safety
Overall feeling of safety in the City	86%	60%	26%	Perceptions of the City
Quality of the City's public library services	90%	64%	26%	Major Categories of City Services
Quality of police services	81%	56%	25%	Major Categories of City Services
Quality of the City's parks & recreation programs	73%	48%	25%	Major Categories of City Services
Enforcement of city codes & ordinances	57%	34%	23%	Major Categories of City Services
Maintenance of major City streets	68%	47%	21%	Street Maintenance
Quality of city sewer services	79%	59%	20%	Major Categories of City Services
Quality of the City's garbage services	90%	71%	19%	Major Categories of City Services
Value you receive for your city tax dollars & fees	54%	36%	18%	Perceptions of the City
Effectiveness of communication with the public	58%	41%	17%	Major Categories of City Services
How quickly police respond to emergencies	83%	66%	17%	Public Safety
Visibility of police in the community	73%	56%	17%	Public Safety
Effectiveness of storm water runoff management	64%	48%	16%	Major Categories of City Services
Enforcement of local traffic laws	65%	50%	15%	Public Safety
Quality of the City's website	51%	37%	14%	Communication
Availability of information on services & programs	54%	41%	13%	Communication
City's efforts to keep you informed	49%	36%	13%	Communication
Snow removal on major City streets	62%	50%	12%	Street Maintenance
Adequacy of City street lighting	67%	56%	11%	Street Maintenance
Level of public involvement in decision-making	39%	28%	11%	Communication
Timeliness of information provided by City	45%	35%	10%	Communication
Maintenance of streets in your neighborhood	59%	49%	10%	Street Maintenance
On-street bicycle infrastructure	47%	38%	9%	Street Maintenance
How well the City is managing growth/development	36%	28%	8%	Perceptions of the City
Condition of sidewalks in the City	59%	52%	7%	Street Maintenance
Maintenance of city streets	59%	52%	7%	Major Categories of City Services
Quality of local fire protection & rescue services	90%	85%	5%	Public Safety
City's social media	44%	39%	5%	Communication
How quickly fire & rescue personnel respond	89%	85%	4%	Public Safety
Quality of local ambulance service	82%	79%	3%	Public Safety
How quickly ambulance personnel respond	82%	80%	2%	Public Safety
Quality of city water utilities	65%	64%	1%	Major Categories of City Services
Enforcing sign regulation	41%	42%	-1%	Code Enforcement
Enforcing the mowing & trimming of grass & weeds	39%	50%	-11%	Code Enforcement

# 2

## Charts and Graphs

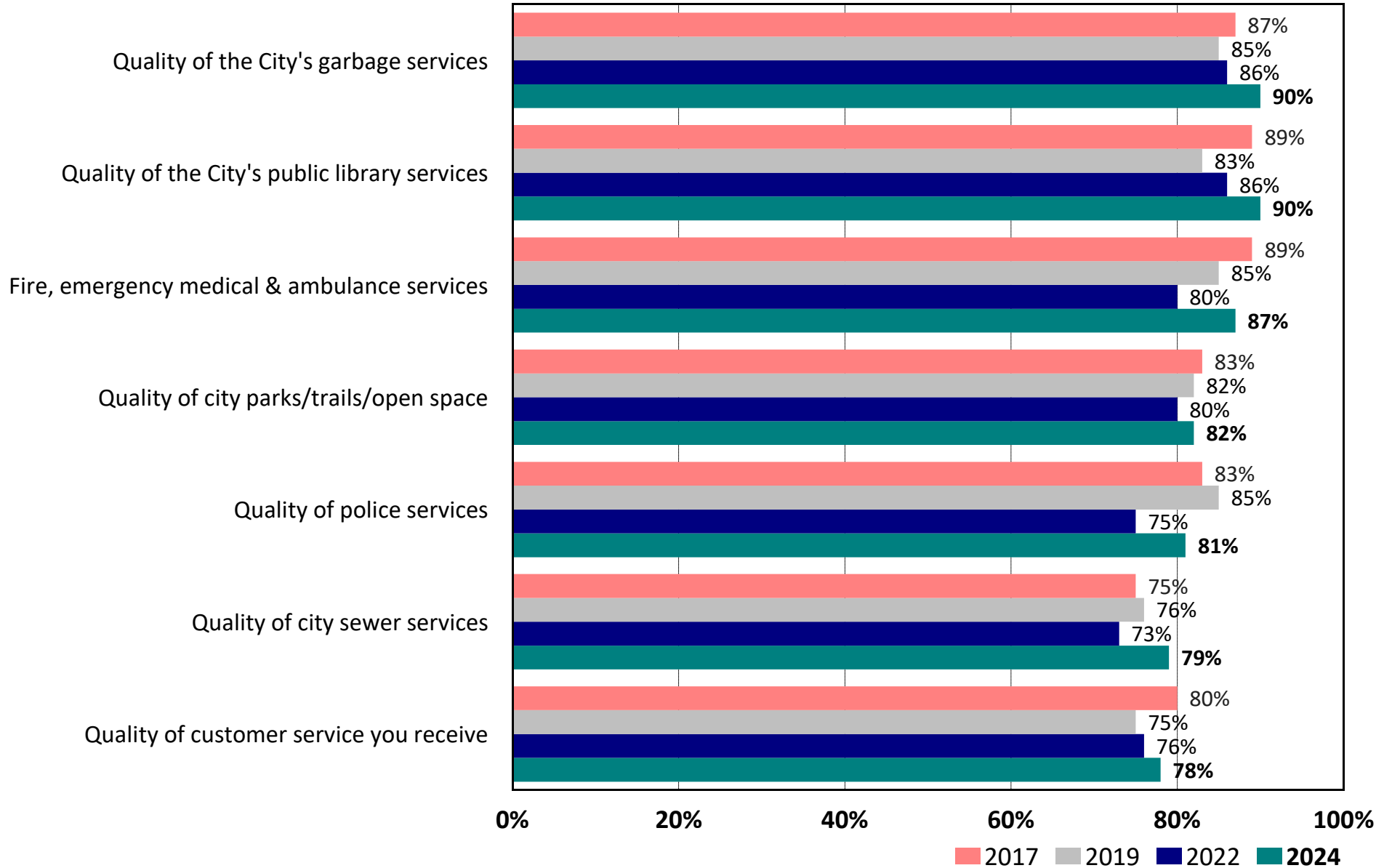
# Q1. Overall Satisfaction with City Services by Major Category

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



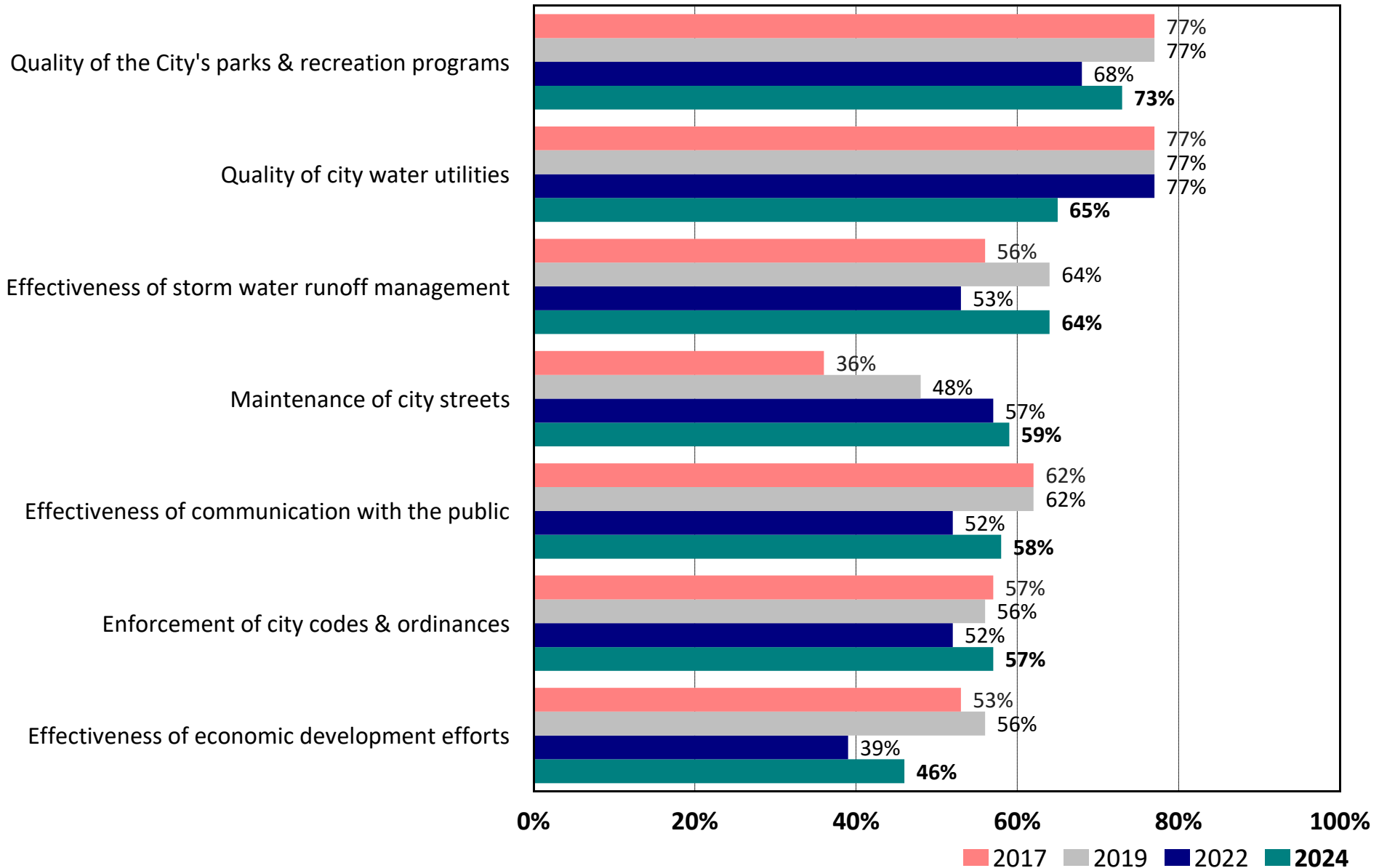
# TRENDS: Overall Satisfaction with City Services by Major Category - 2017 to 2024

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



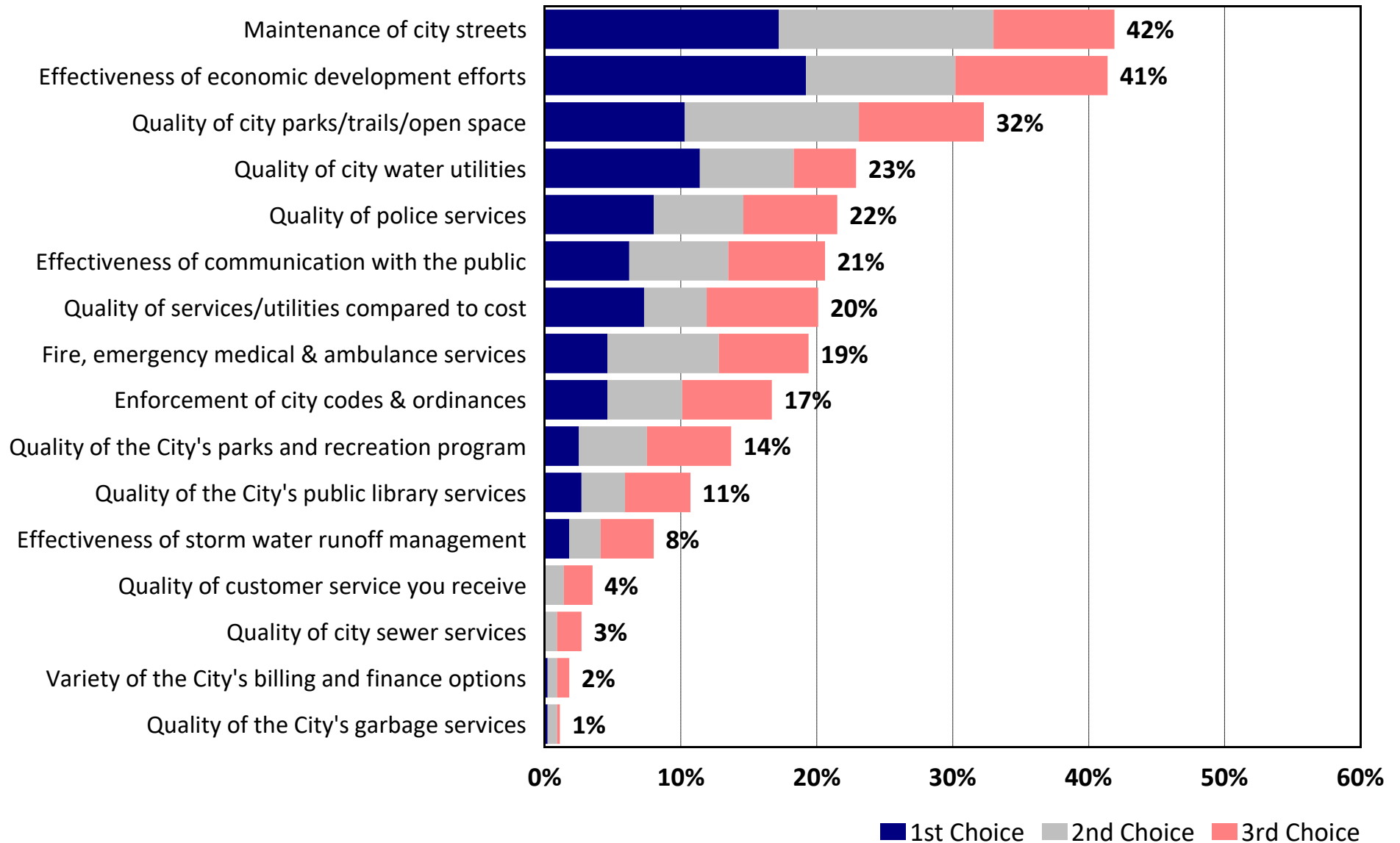
# TRENDS: Overall Satisfaction with City Services by Major Category - 2017 to 2024 (Continued)

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



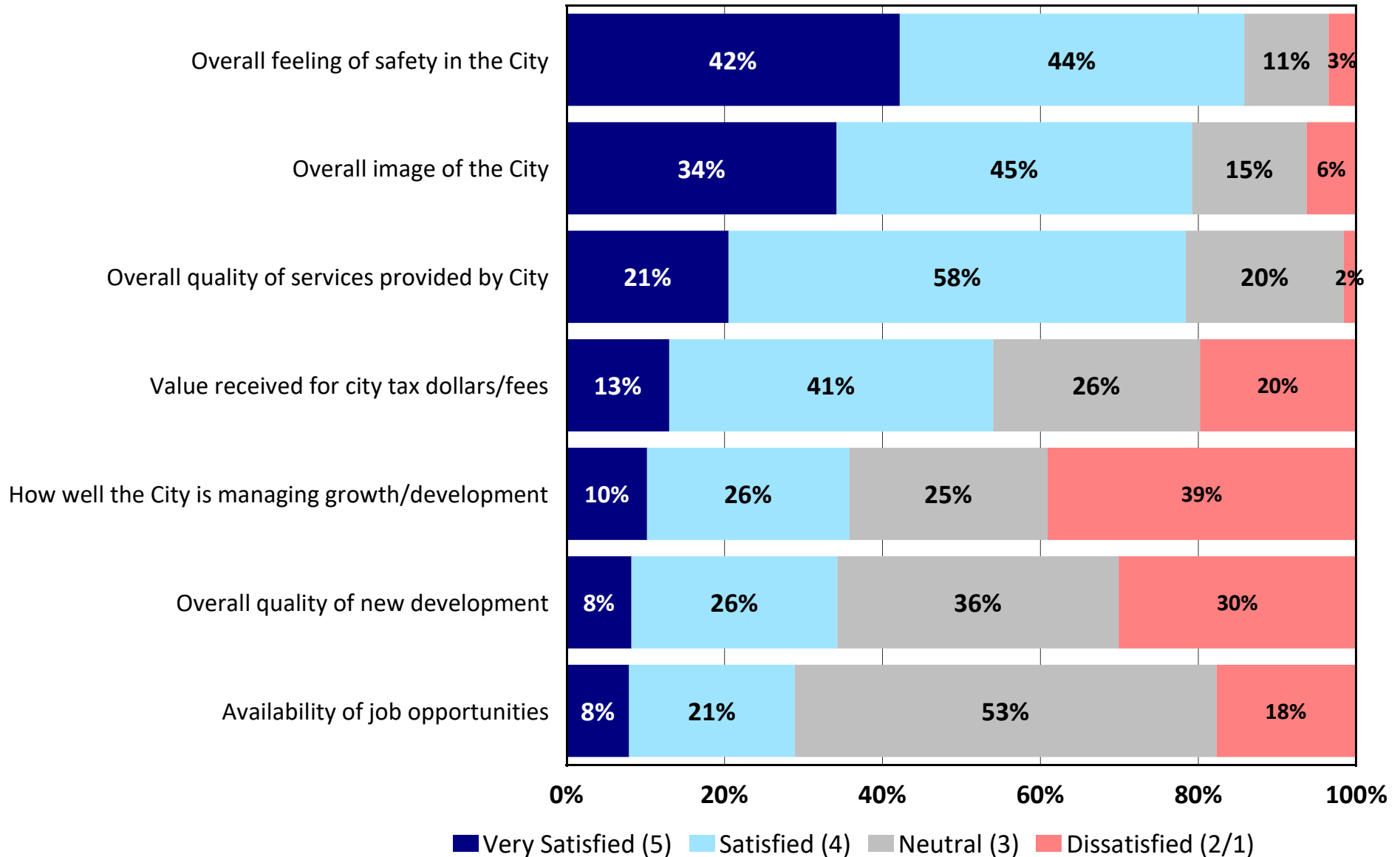
# Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



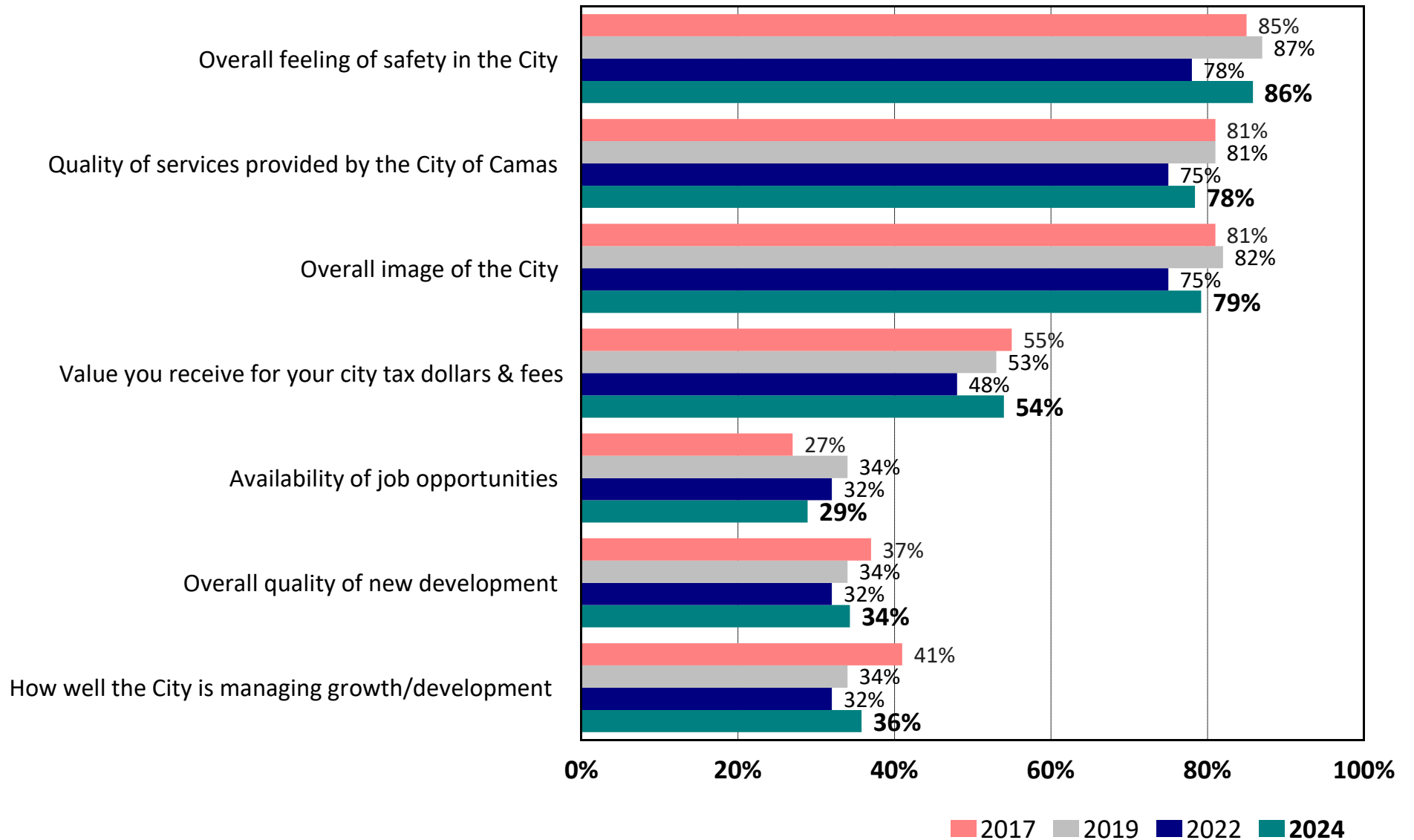
# Q3. Satisfaction with Items That Influence Perceptions of the City

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



# TRENDS: Satisfaction with Items That Influence Perceptions of the City - 2017 to 2024

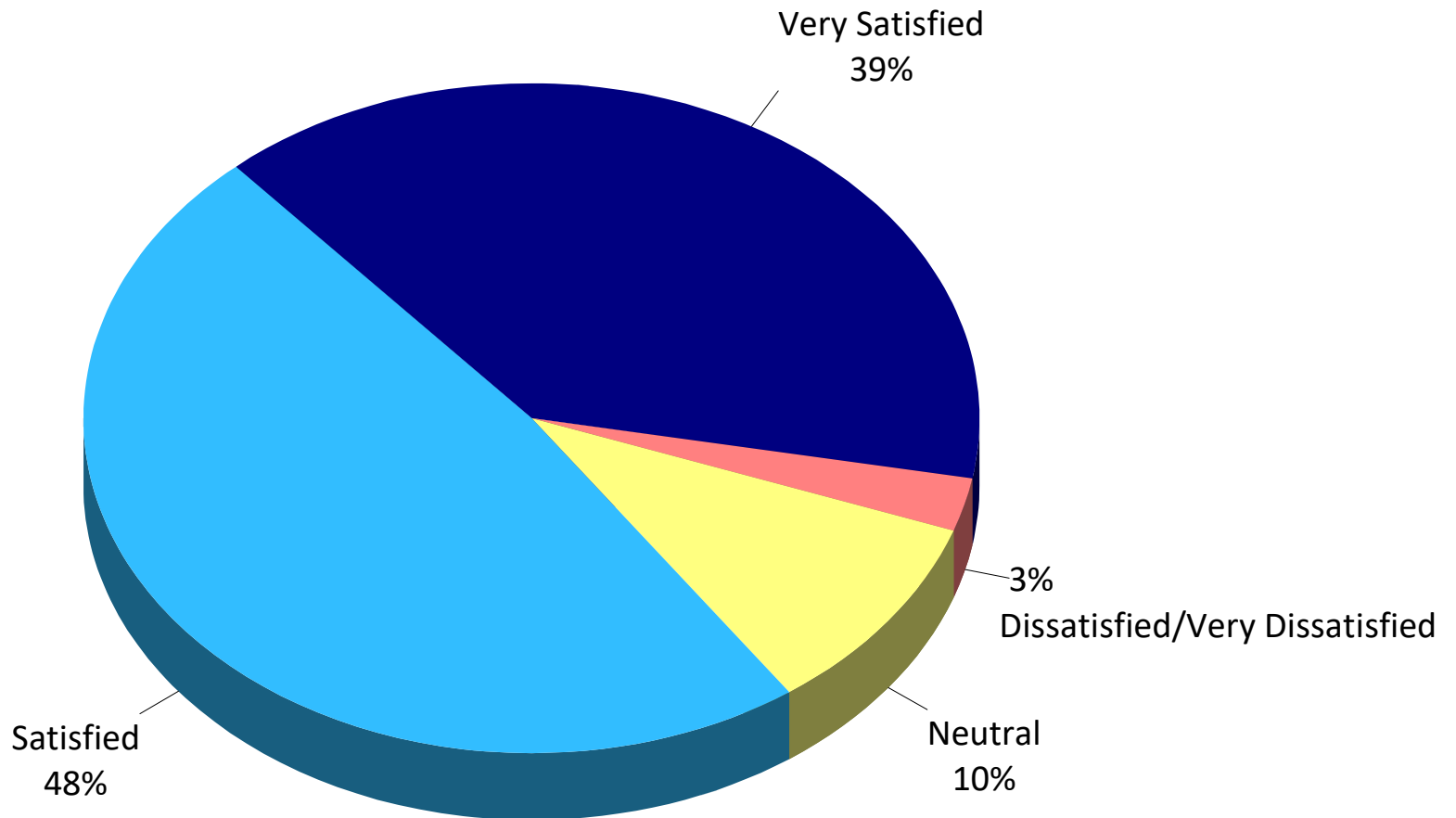
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")





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

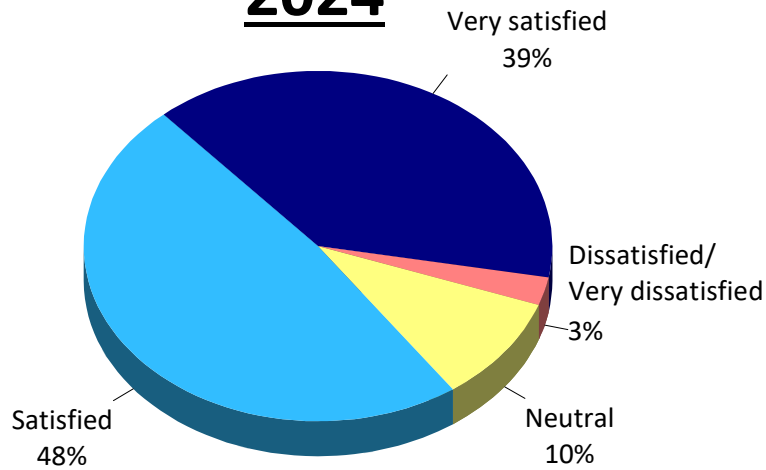
by percentage of respondents (excluding "don't know")



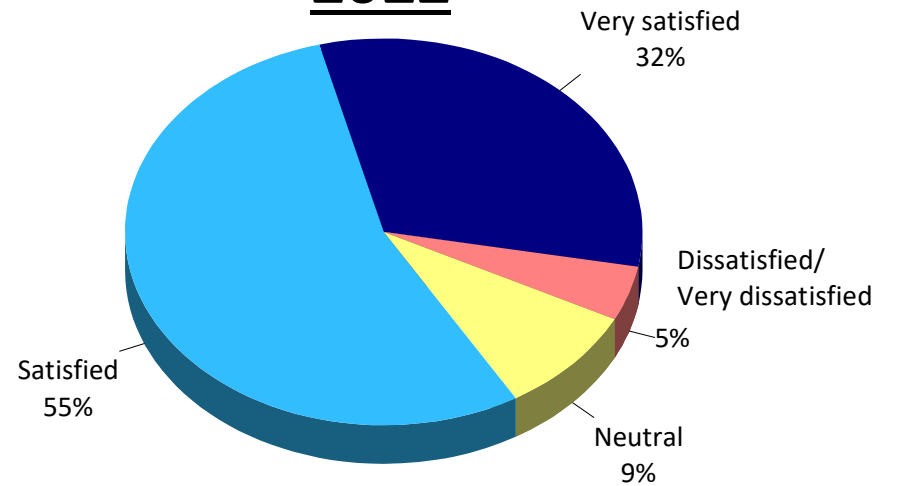
# TRENDS: How satisfied are you with the overall quality of life in the City of Camas? 2017 to 2024

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

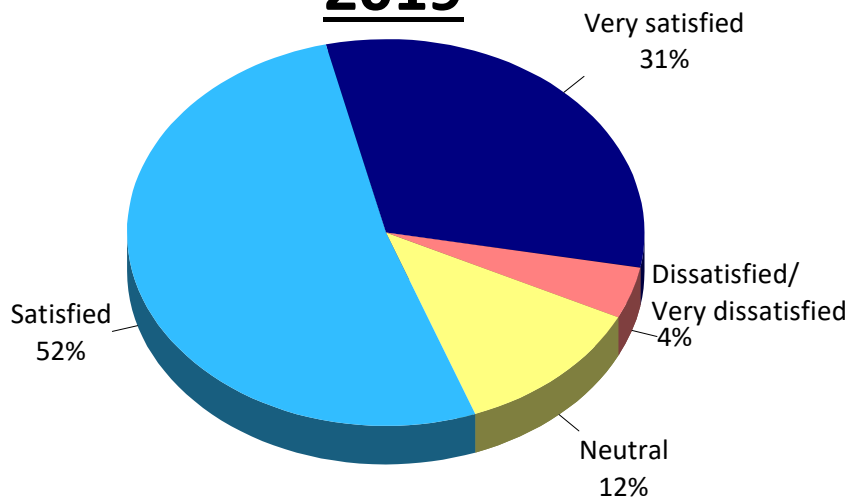
**2024**



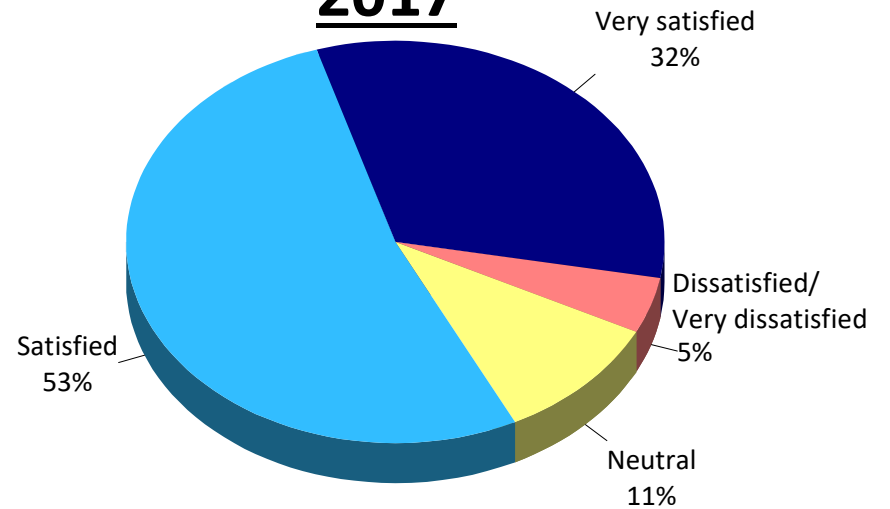
**2022**



**2019**

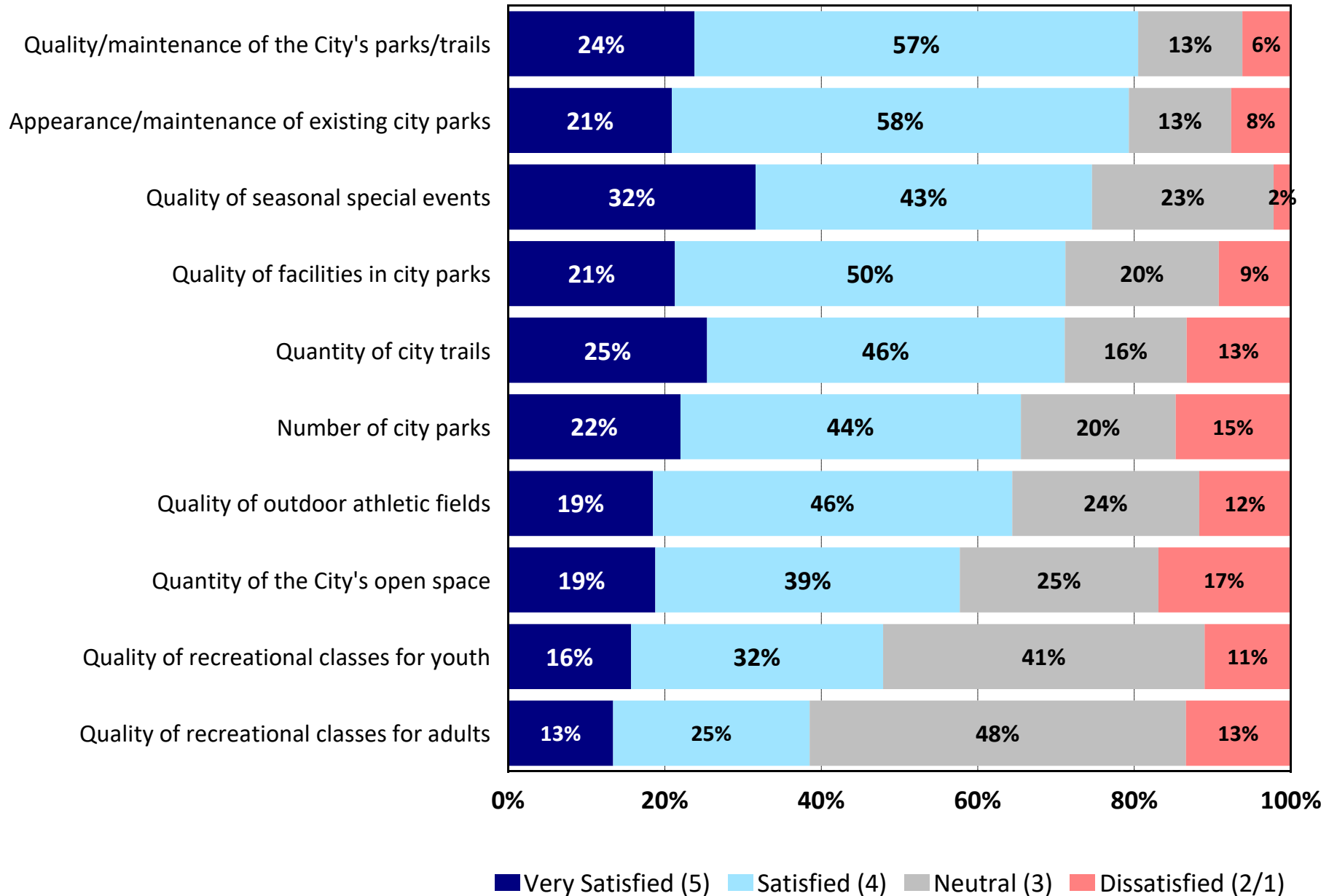


**2017**



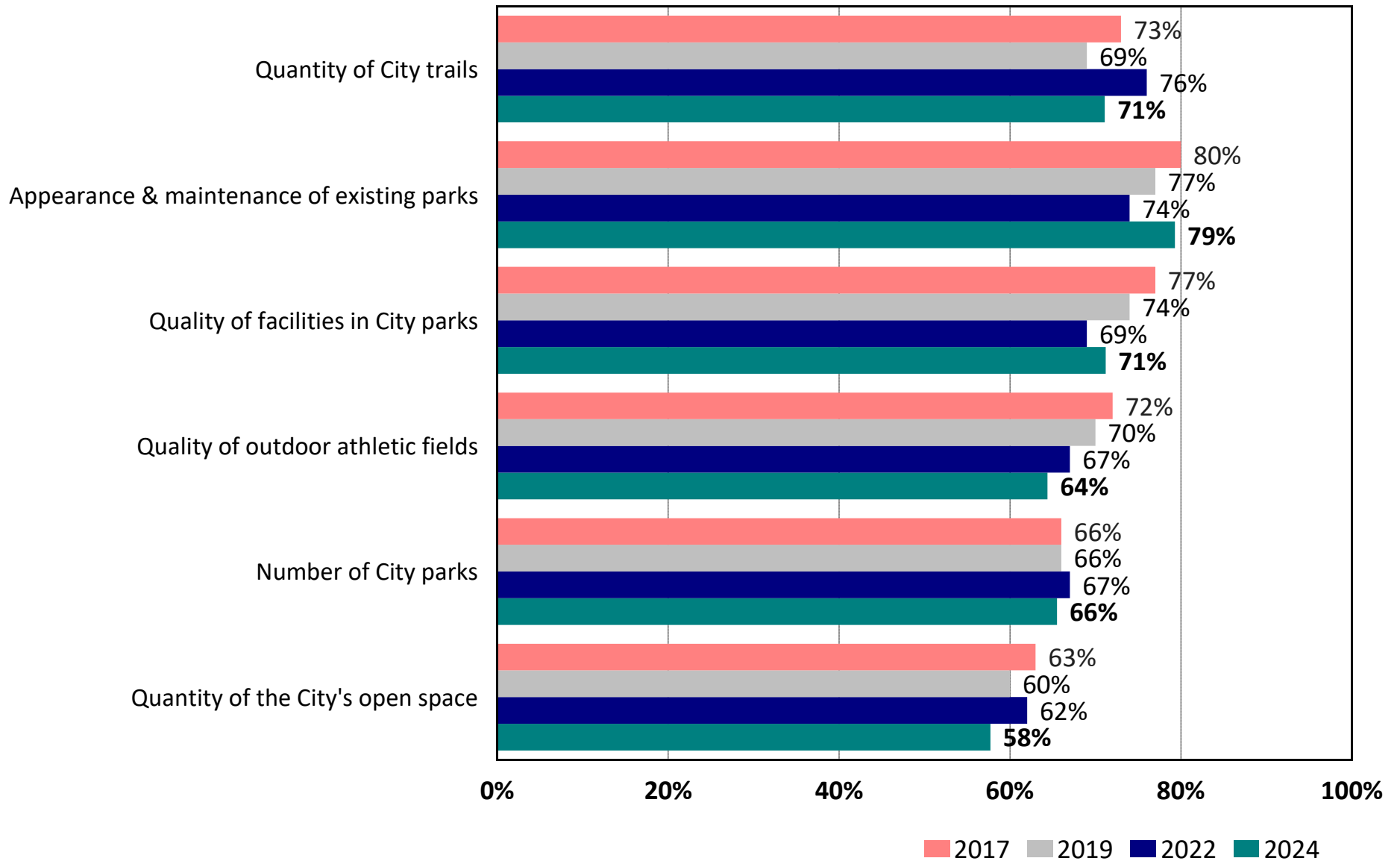
# Q5. Satisfaction with Parks and Recreation

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



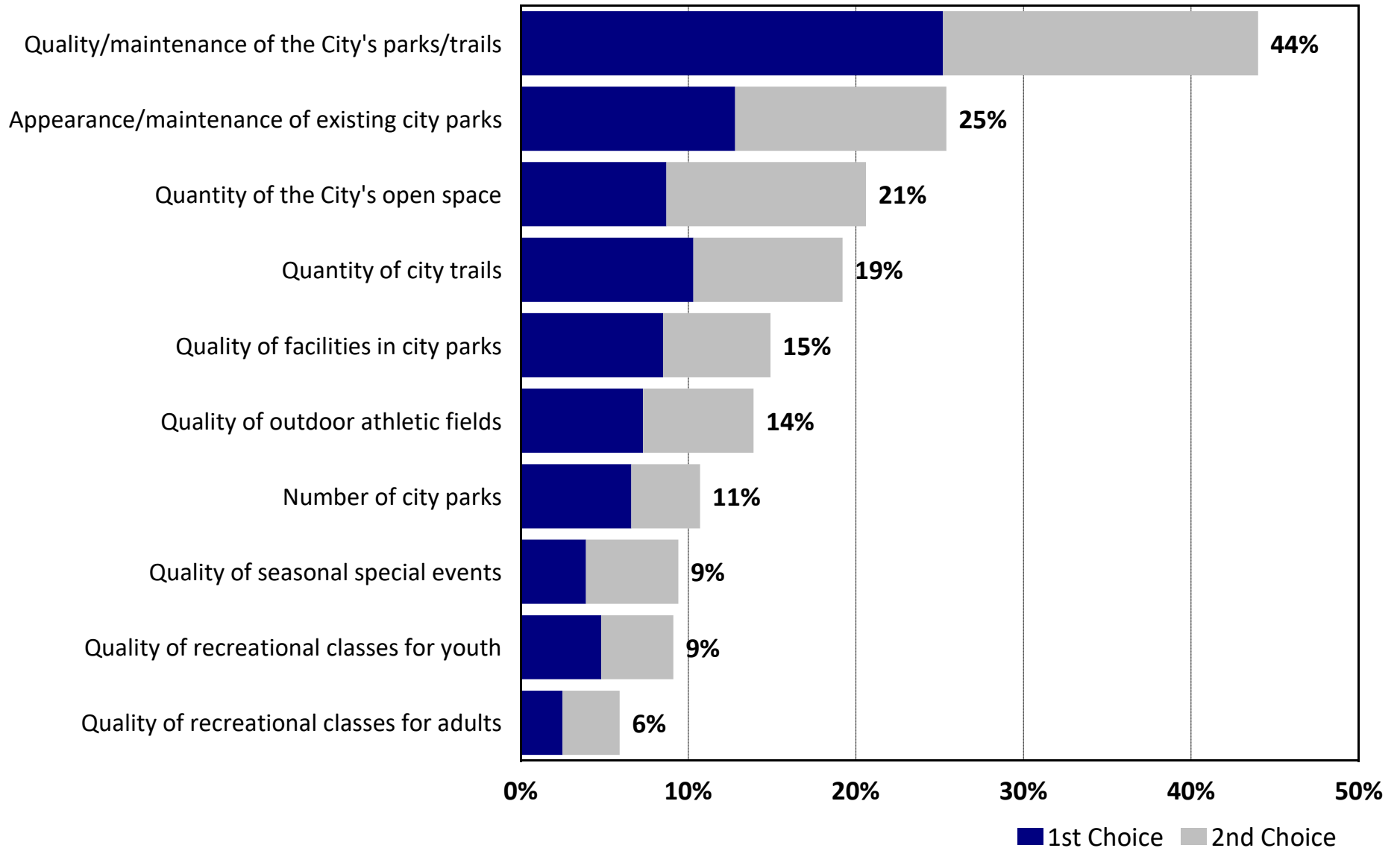
# TRENDS: Satisfaction with Parks and Recreation 2017 to 2024

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



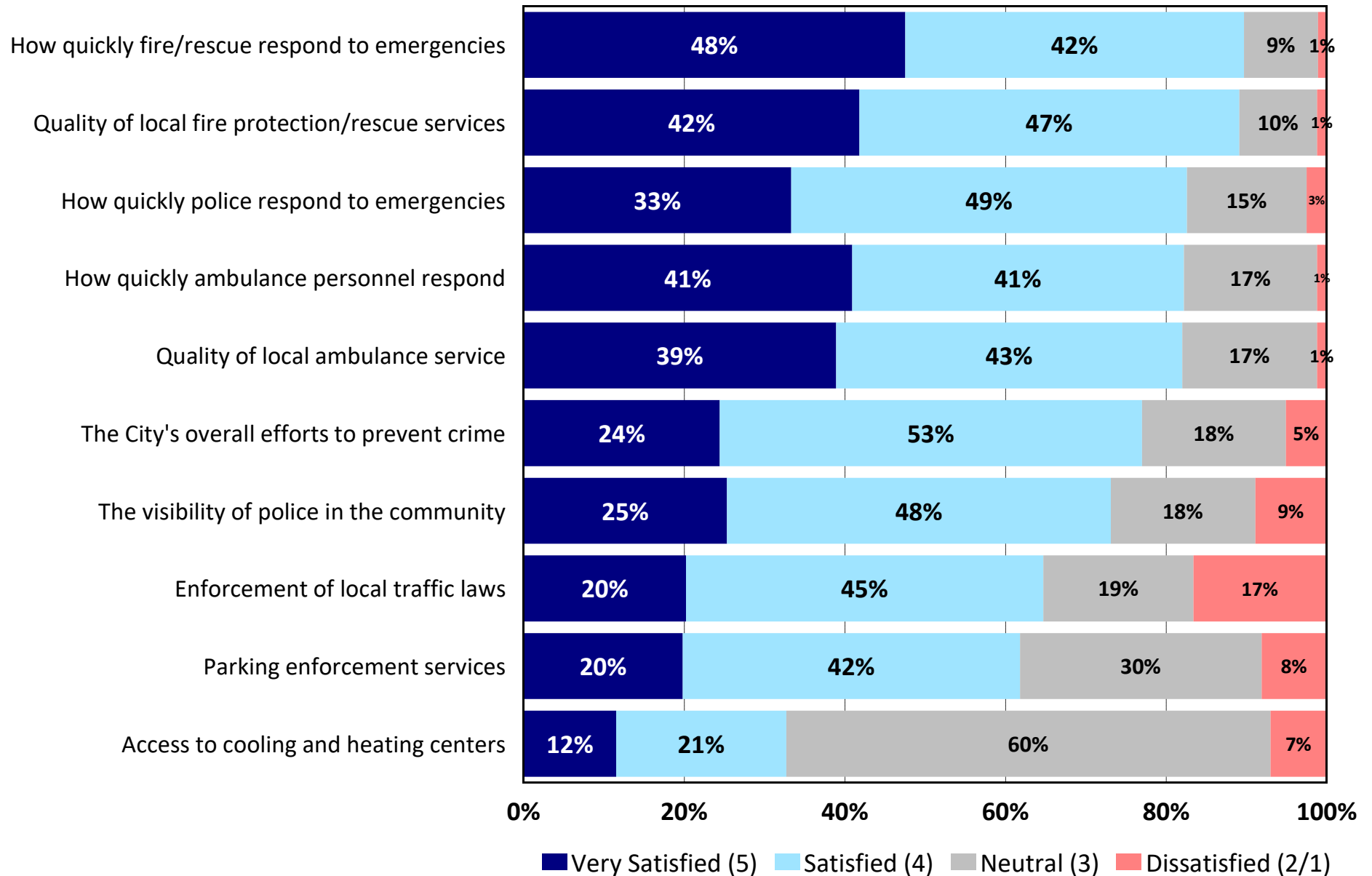
# Q6. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



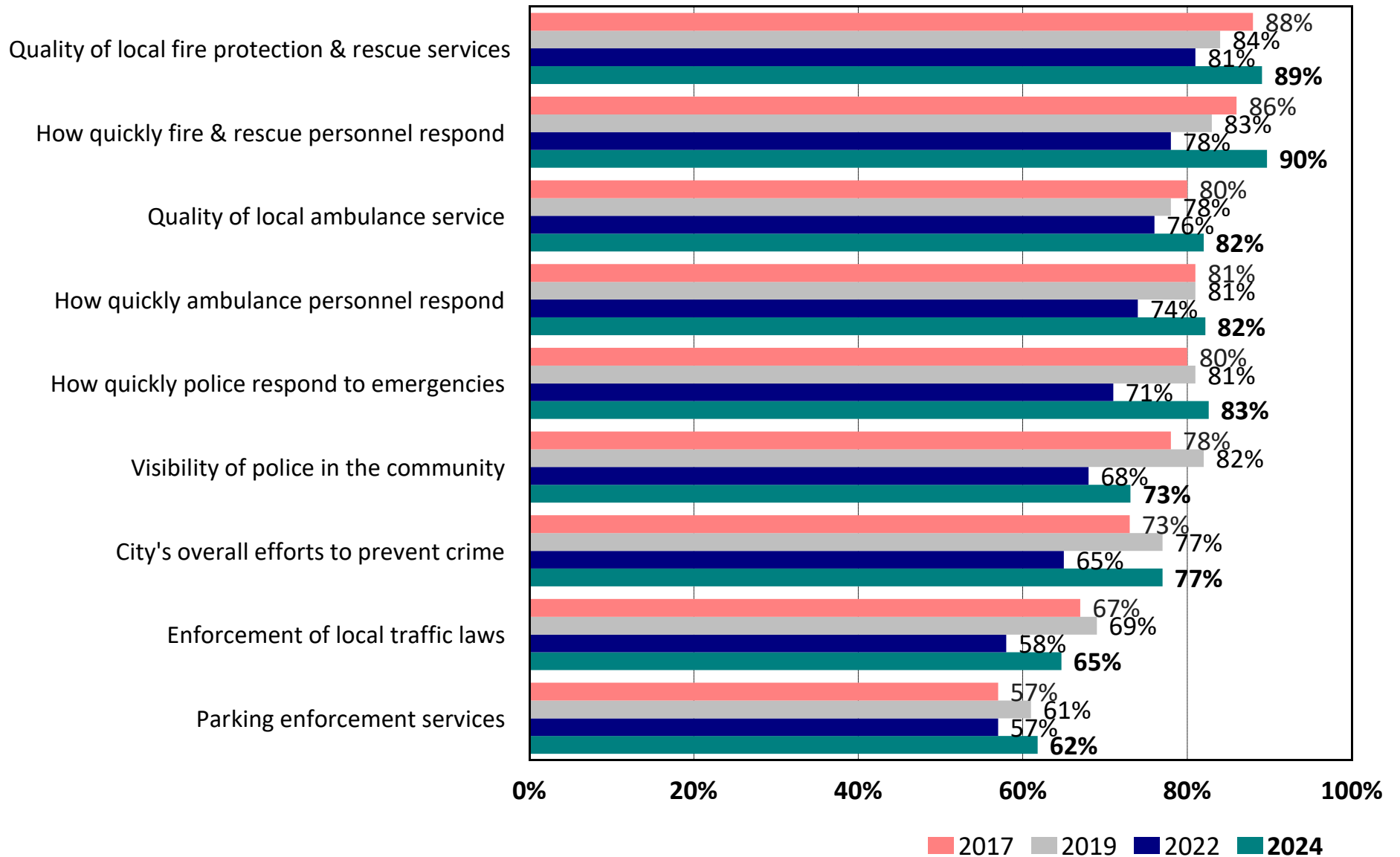
# Q7. Satisfaction with Public Safety Services

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



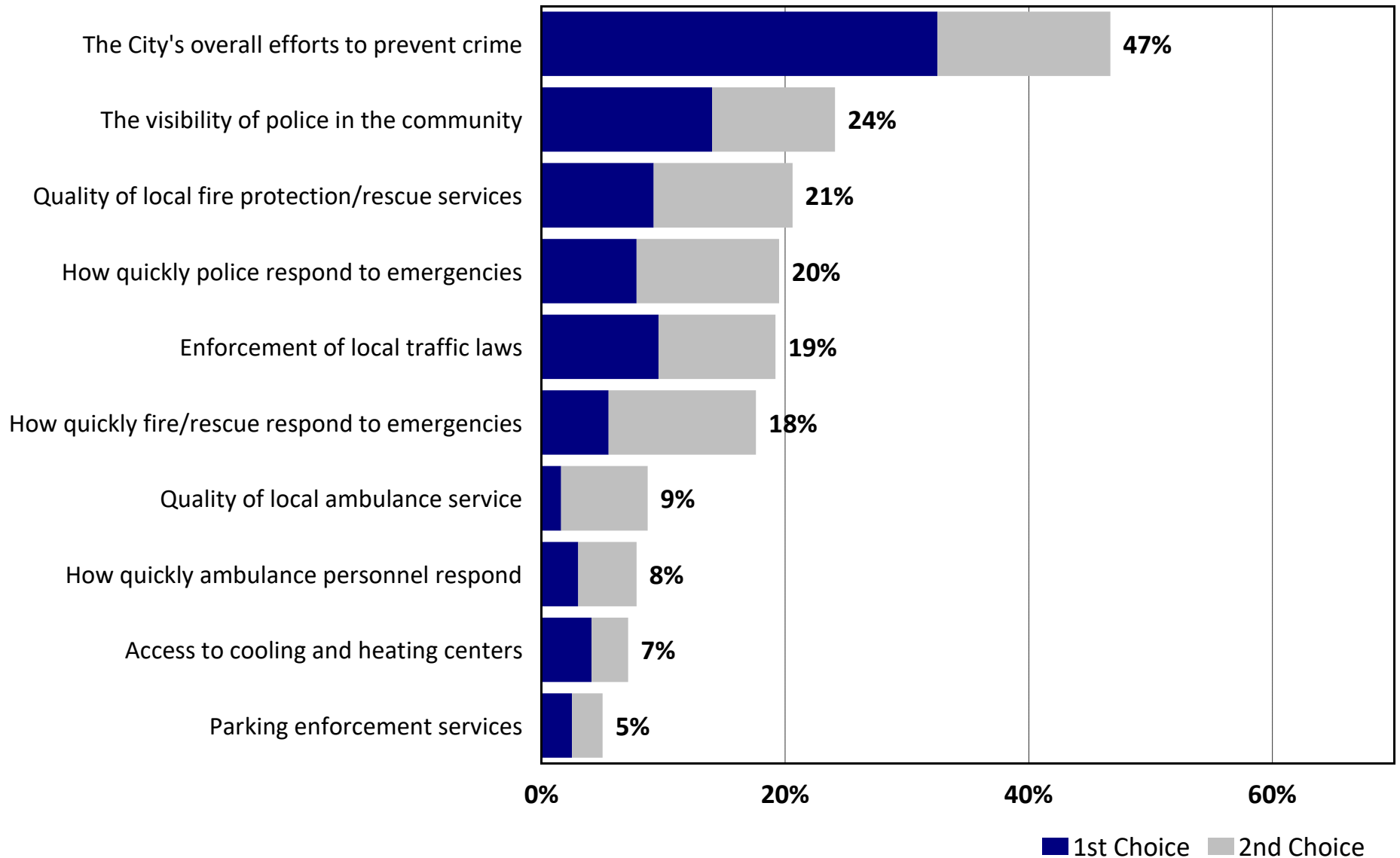
# TRENDS: Satisfaction with Public Safety Services 2017 to 2024

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



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

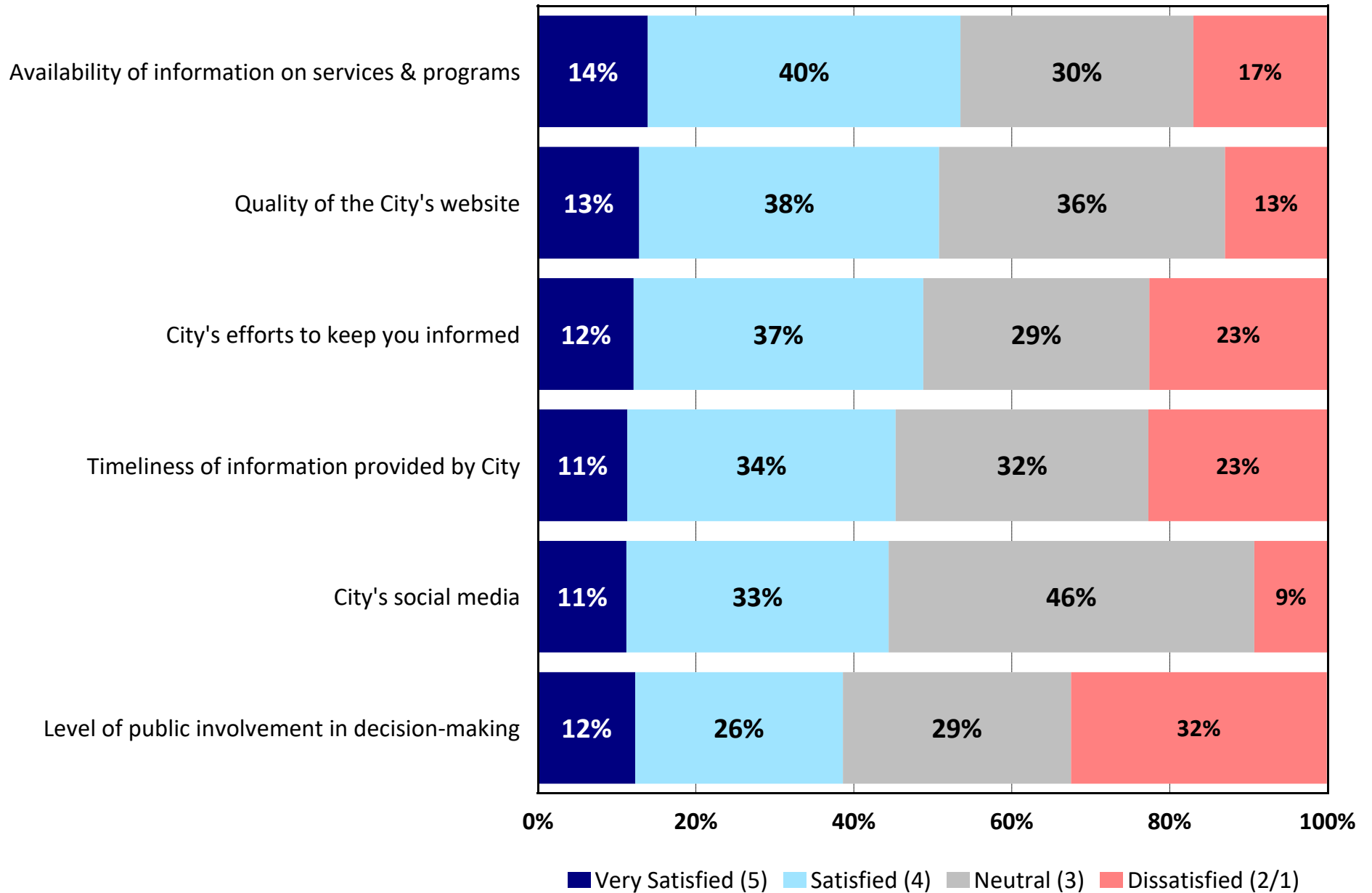
by percentage of respondents who selected the item as one of their top two choices





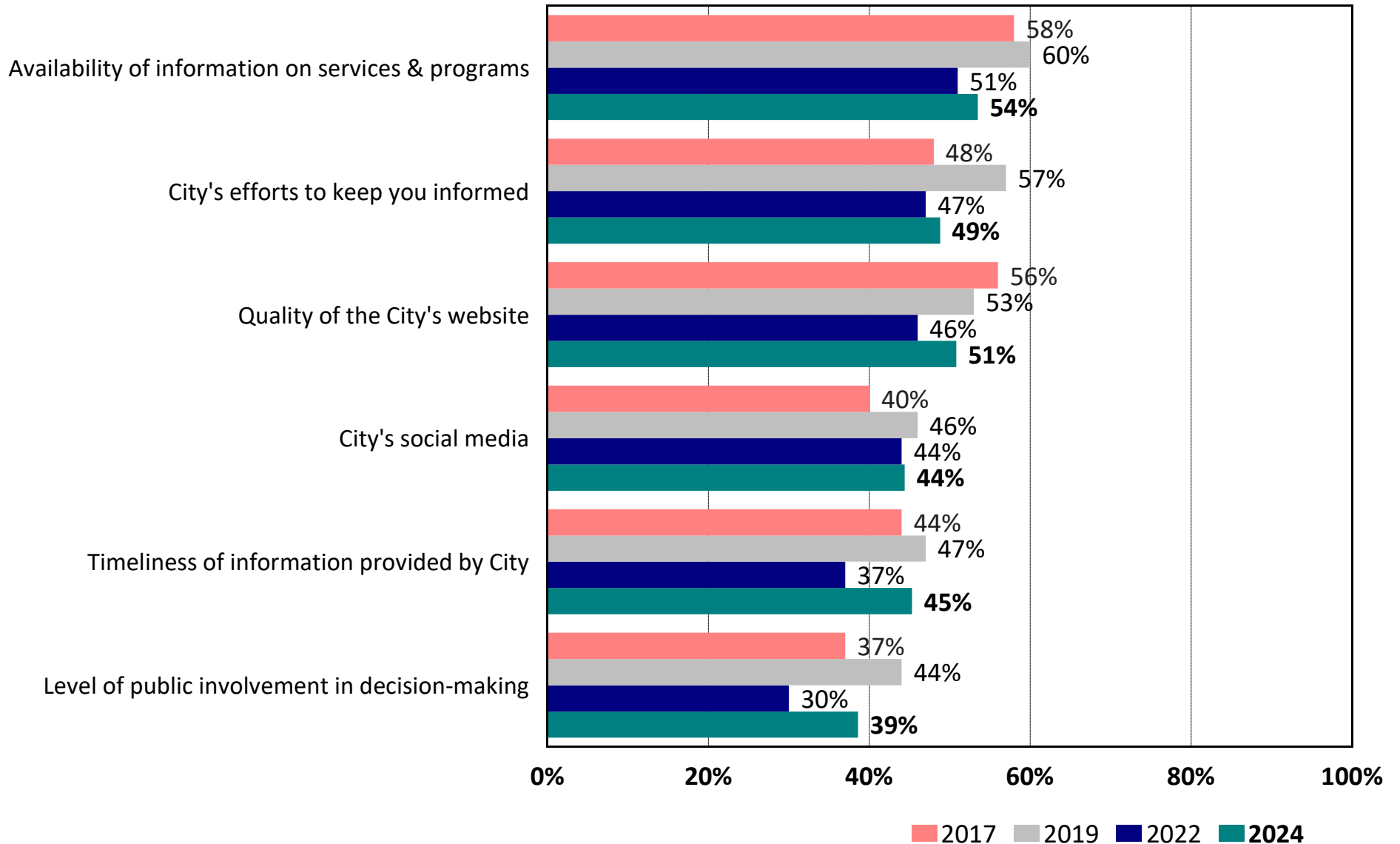
# Q9. Satisfaction with City Communication

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



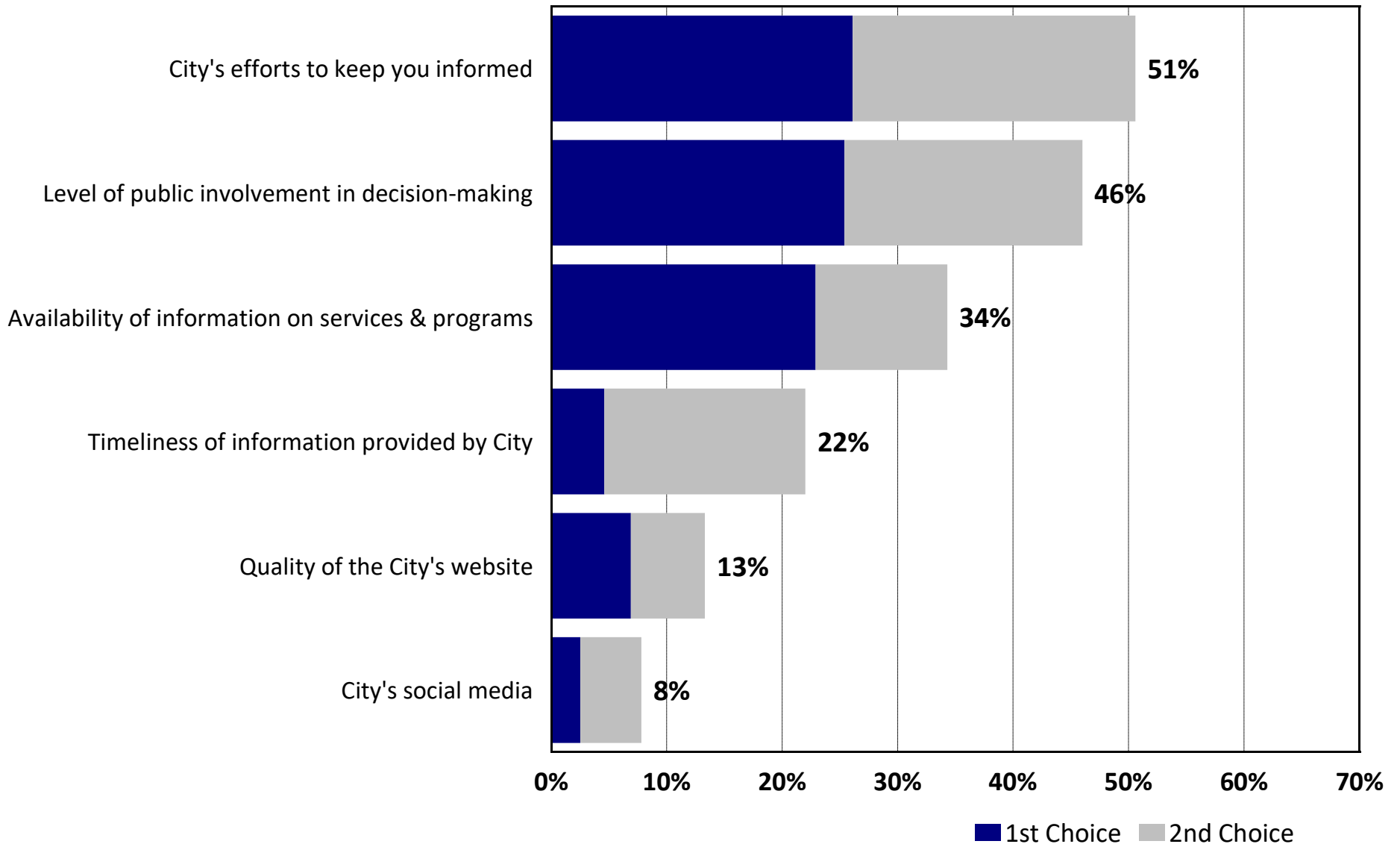
# TRENDS: Satisfaction with City Communication 2017 to 2024

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



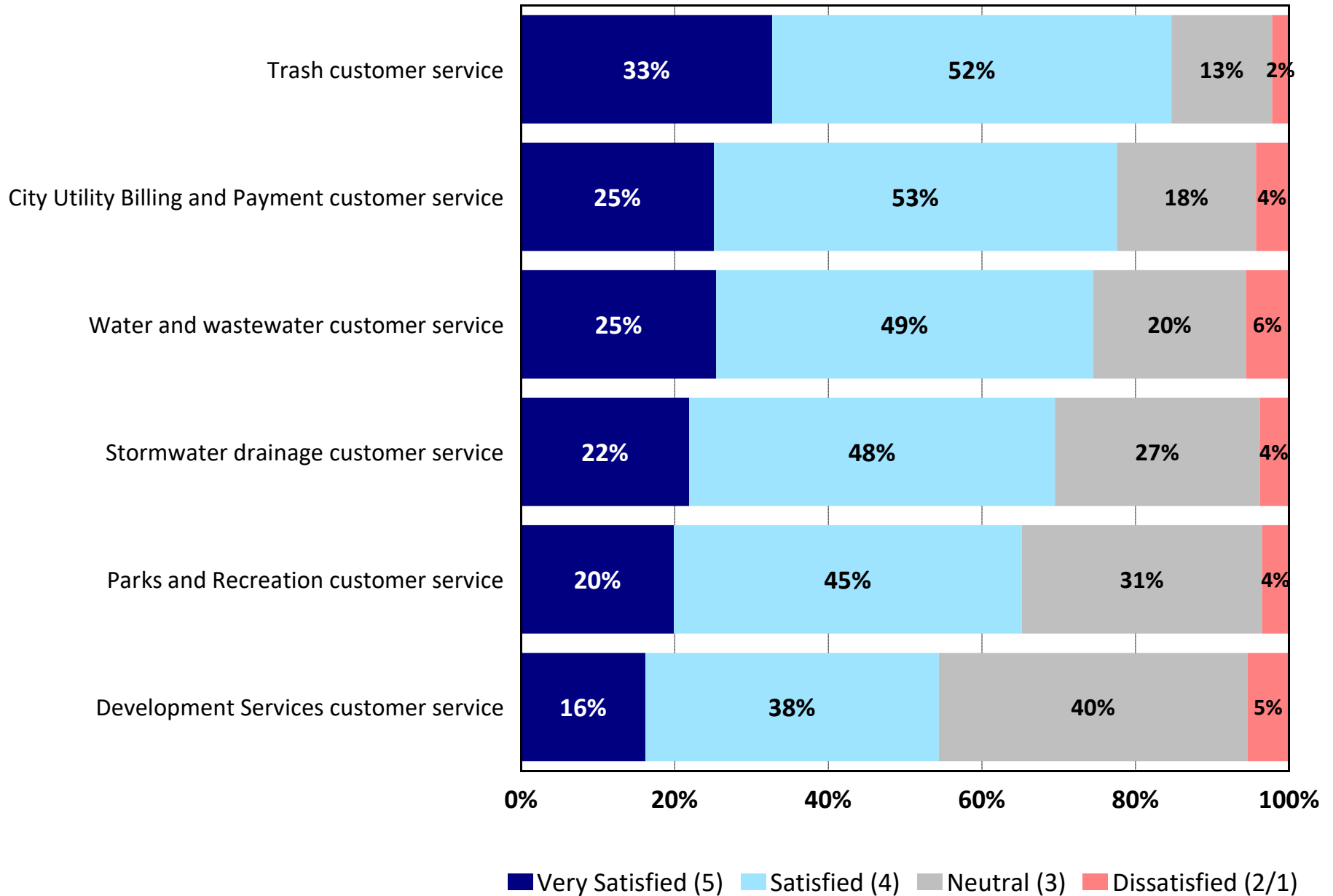
# Q10. City Communication Items That Should Receive the Most Emphasis Over the Next Two Years

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



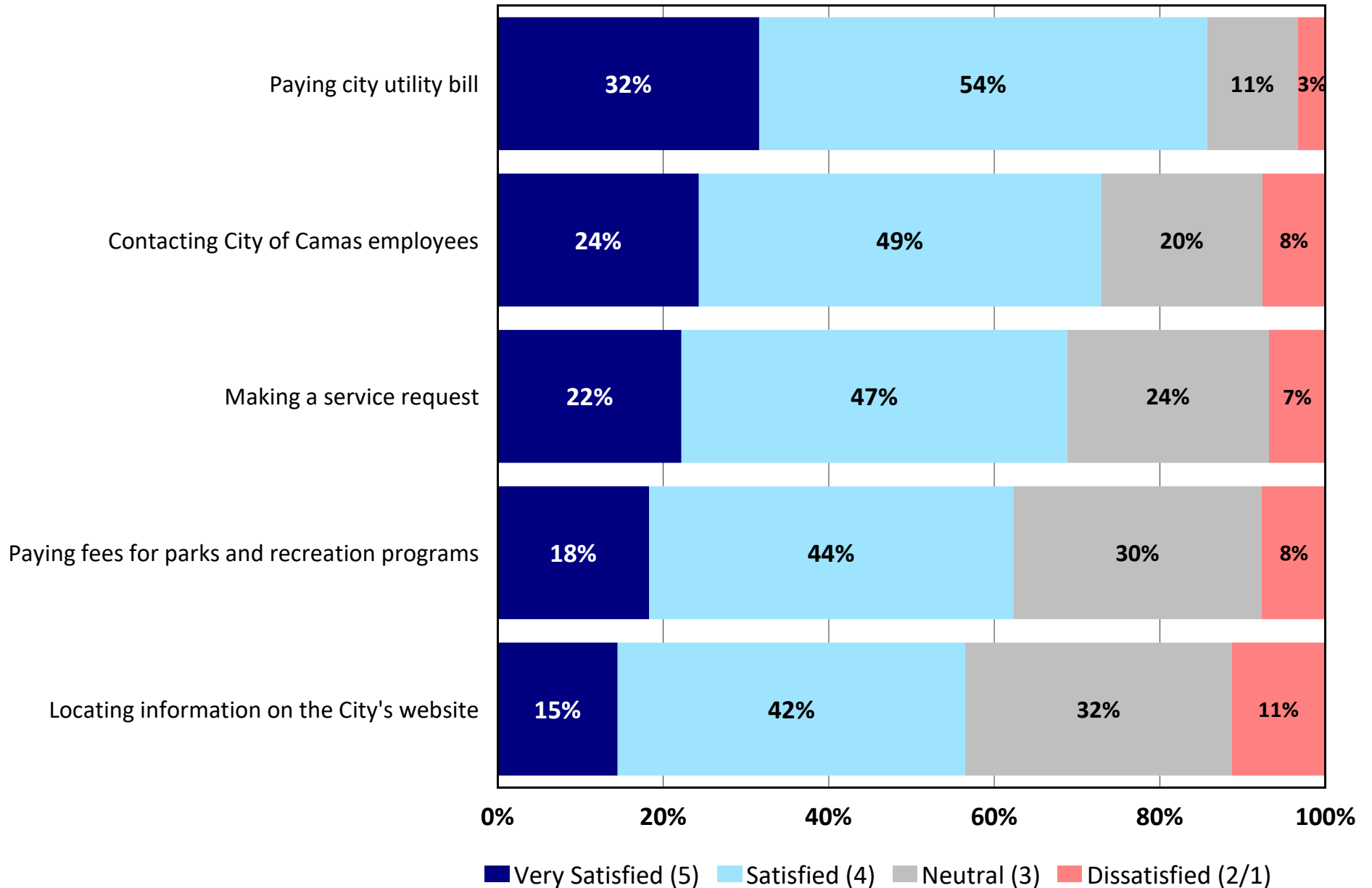
# Q11(1-6). Satisfaction with Customer Service

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



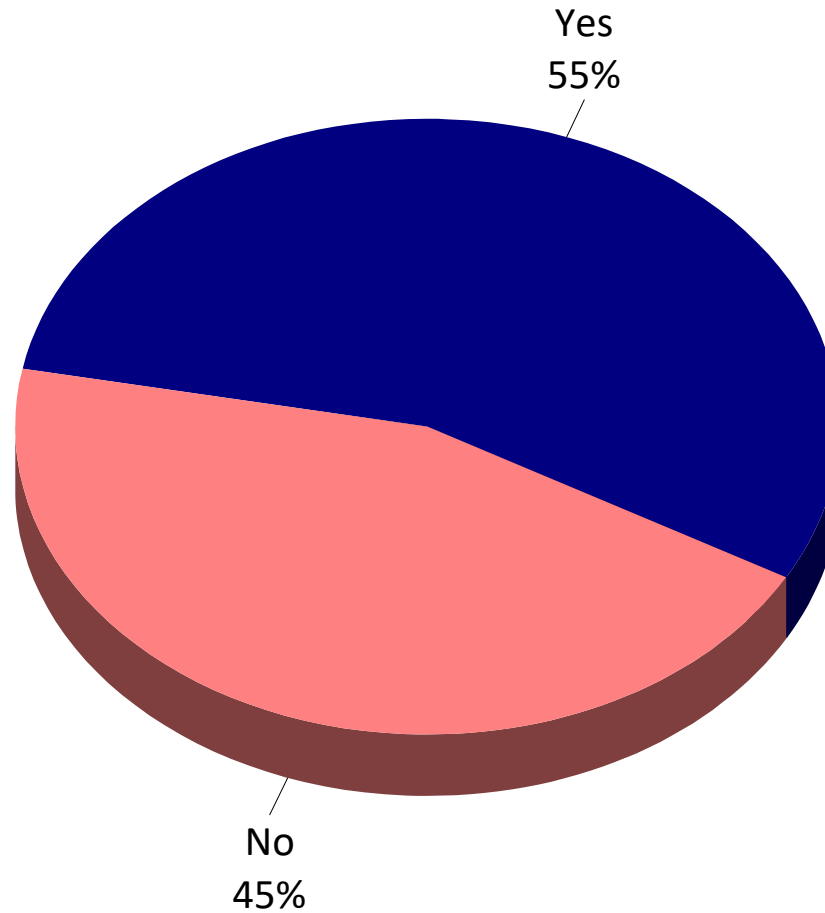
# Q11(7-11). Satisfaction with City Processes

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



# Q12. Have you called, sent e-mail to, or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents

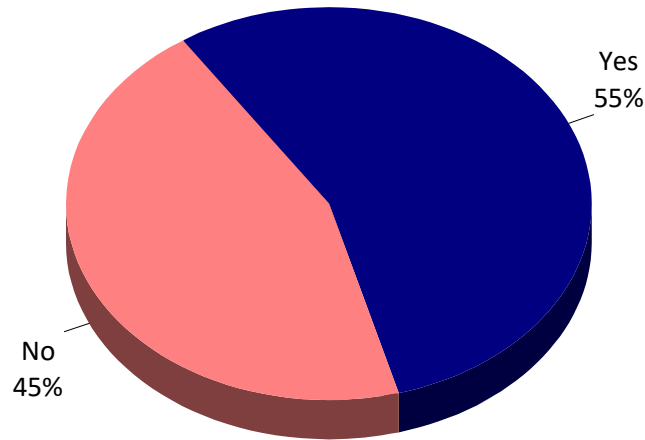


# TRENDS: Have you called, sent e-mail to, or visited the City with a question, problem, or complaint during the past year?

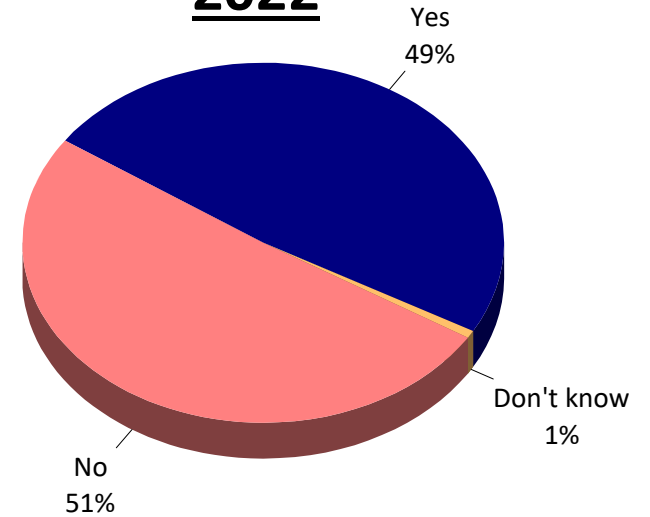
## 2017 to 2024

by percentage of respondents

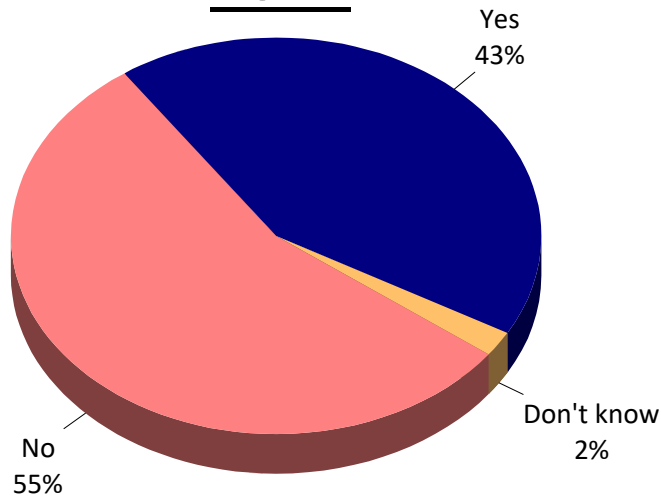
**2024**



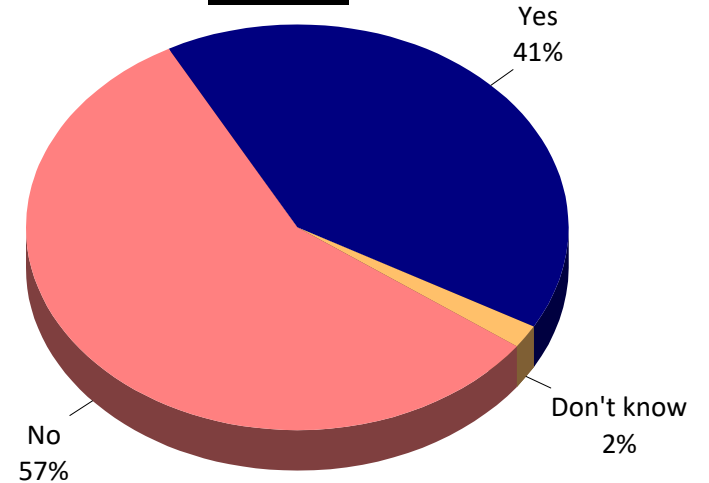
**2022**



**2017**

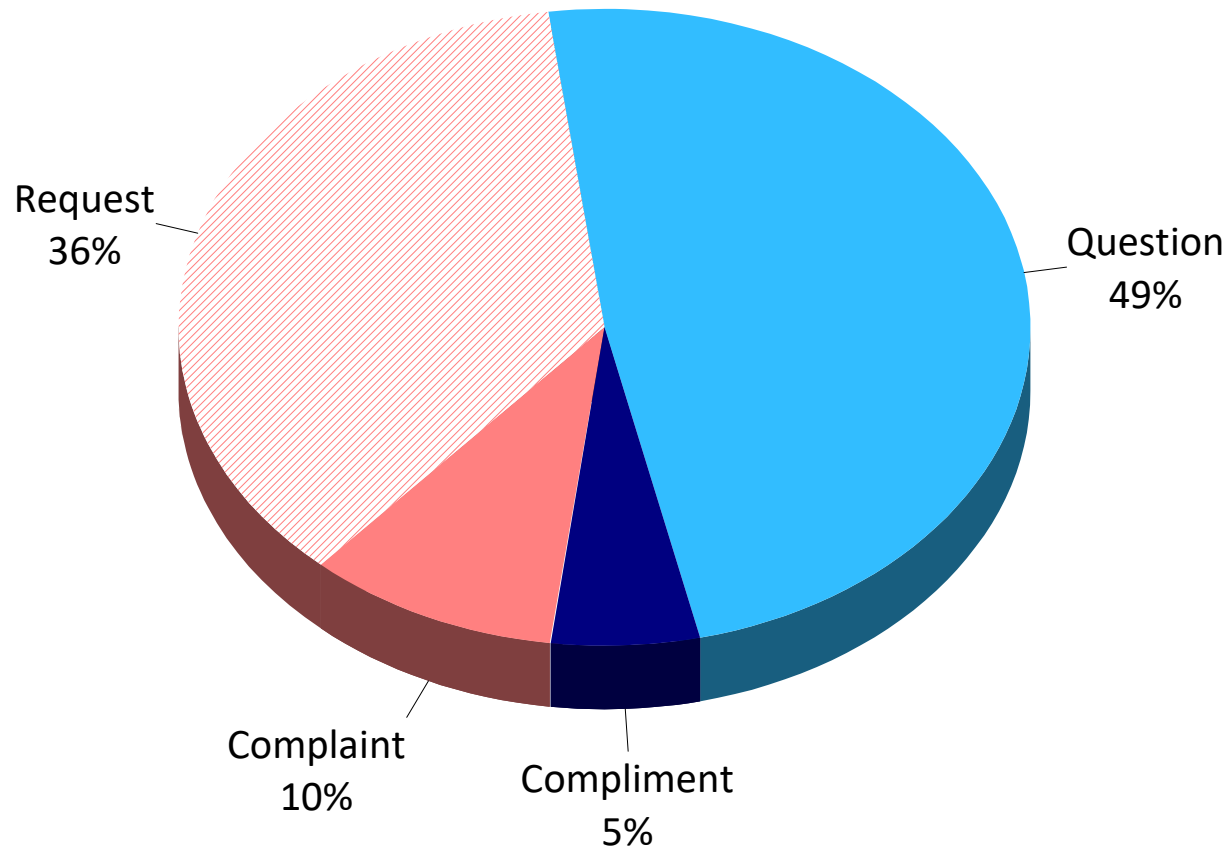


**2019**



# Q12a. If you have interacted with the City during the past year, what led to that interaction?

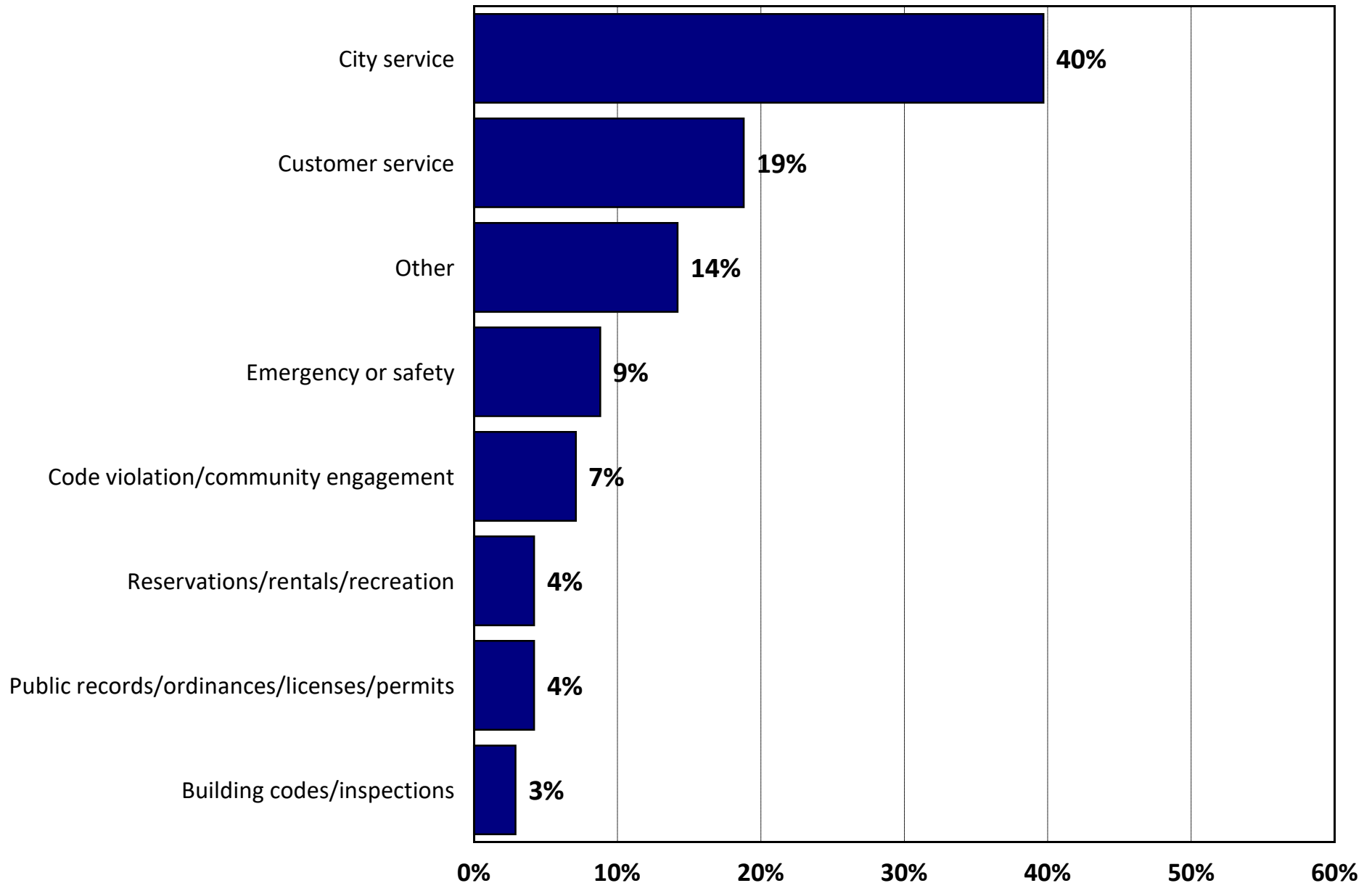
by percentage of respondents who have contacted the City in the past year





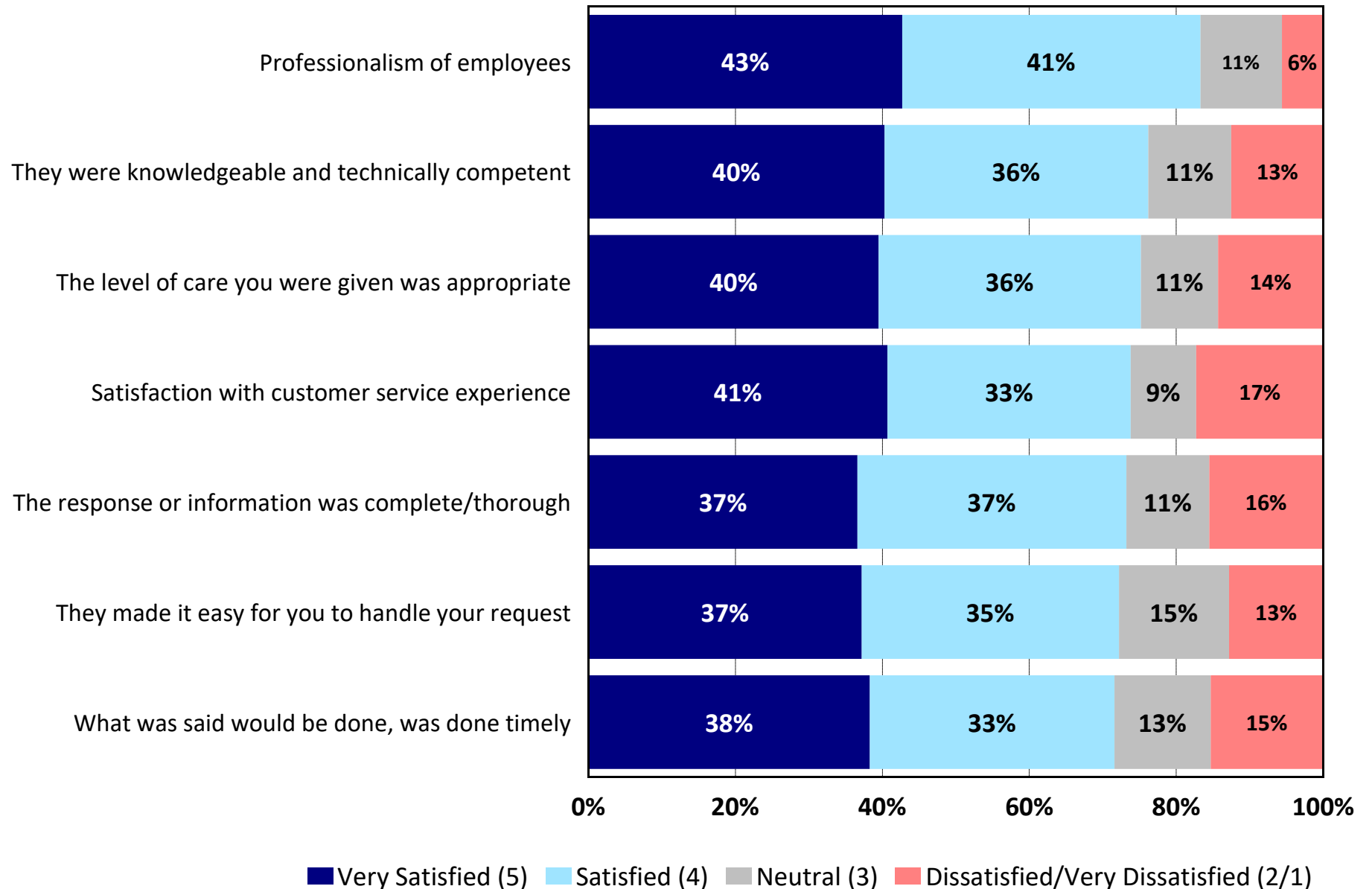
# Q12b. What department did you contact?

by percentage of respondents who have contacted the City in the past year (multiple choices could be made) (excluding "not provided")



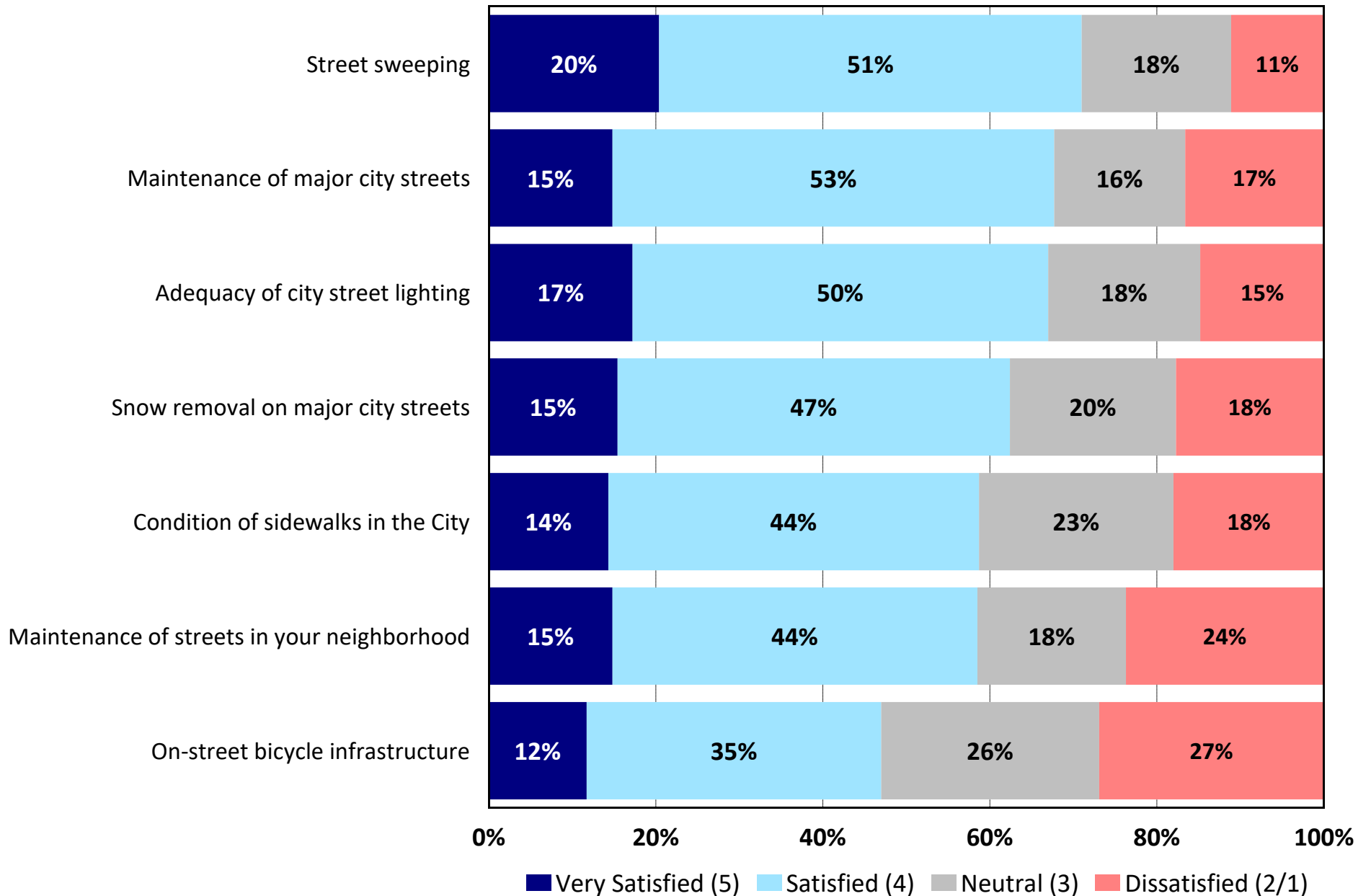
# Q12c. How Often Employees Displayed Various Behaviors

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



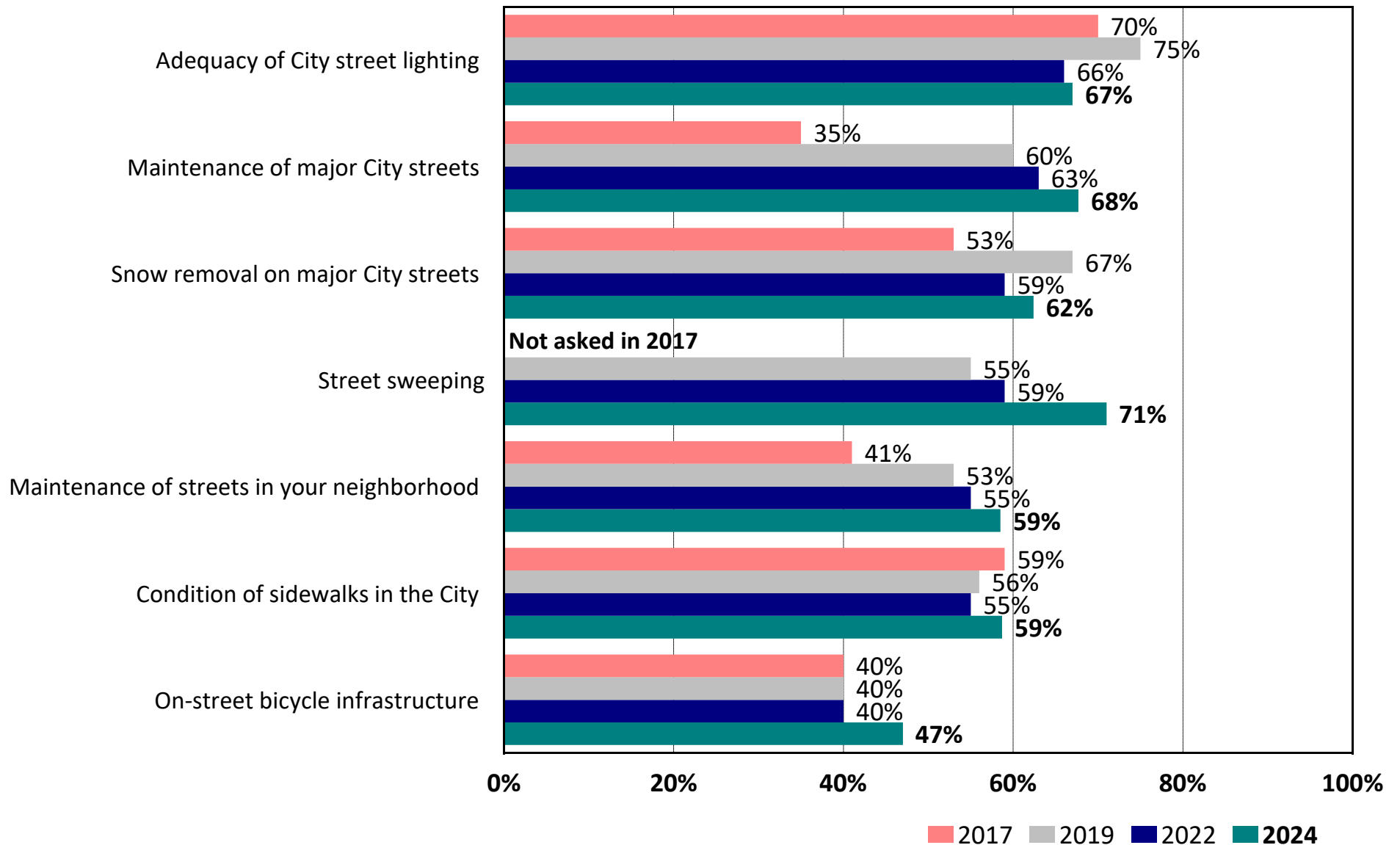
# Q13. Satisfaction with Street Maintenance

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



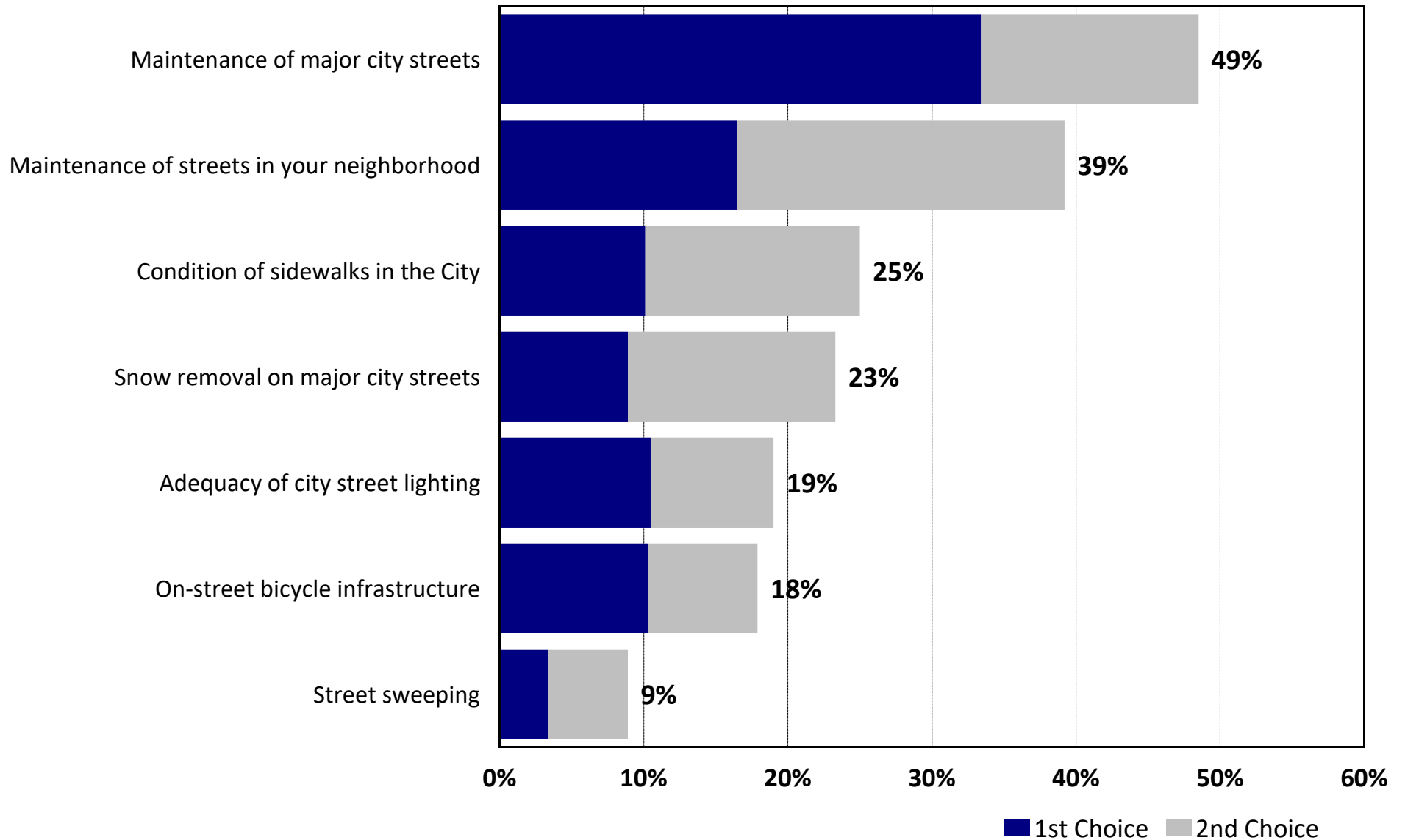
# TRENDS: Satisfaction with Street Maintenance 2017 to 2024

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



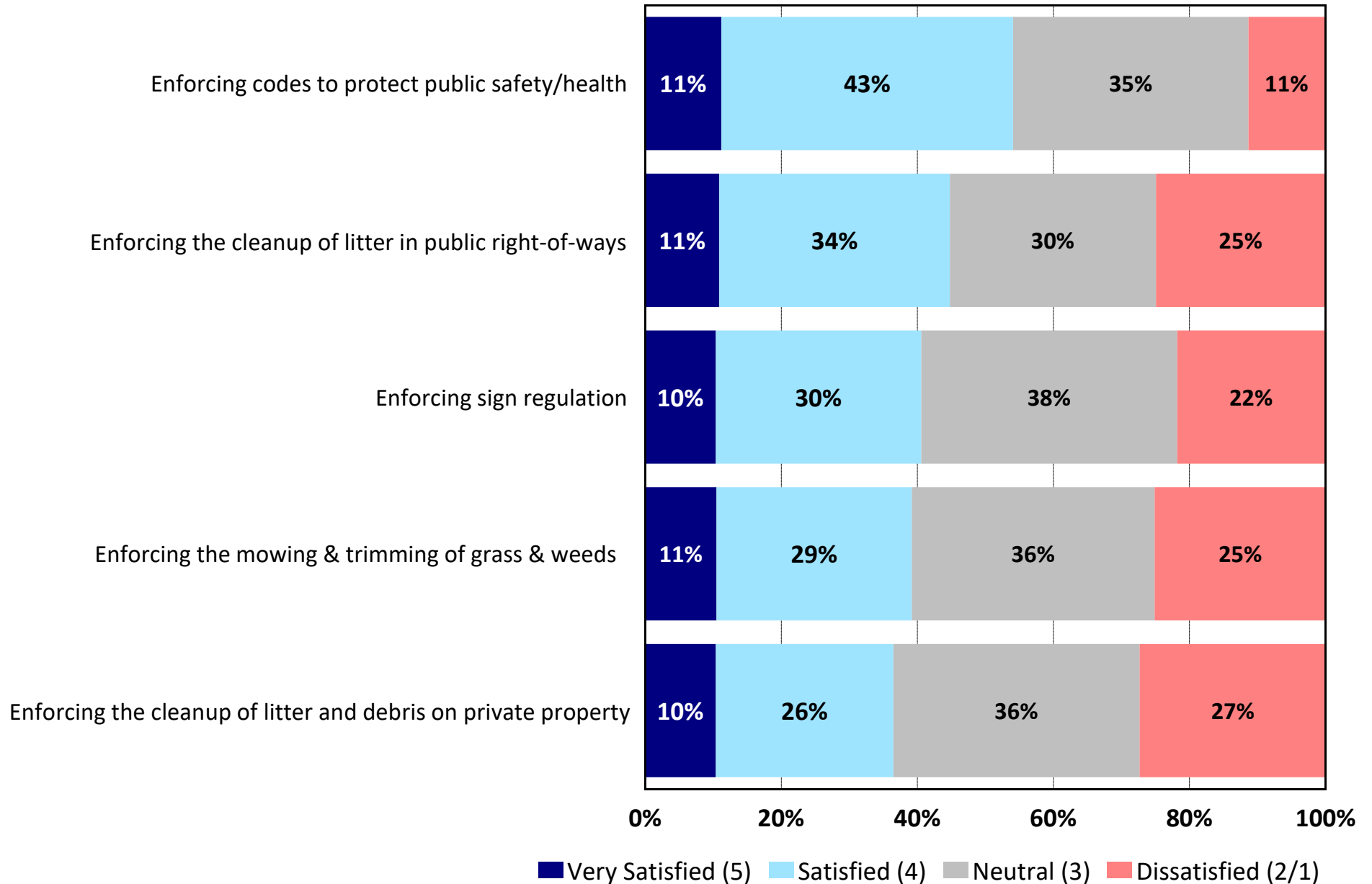
# Q14. Street Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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



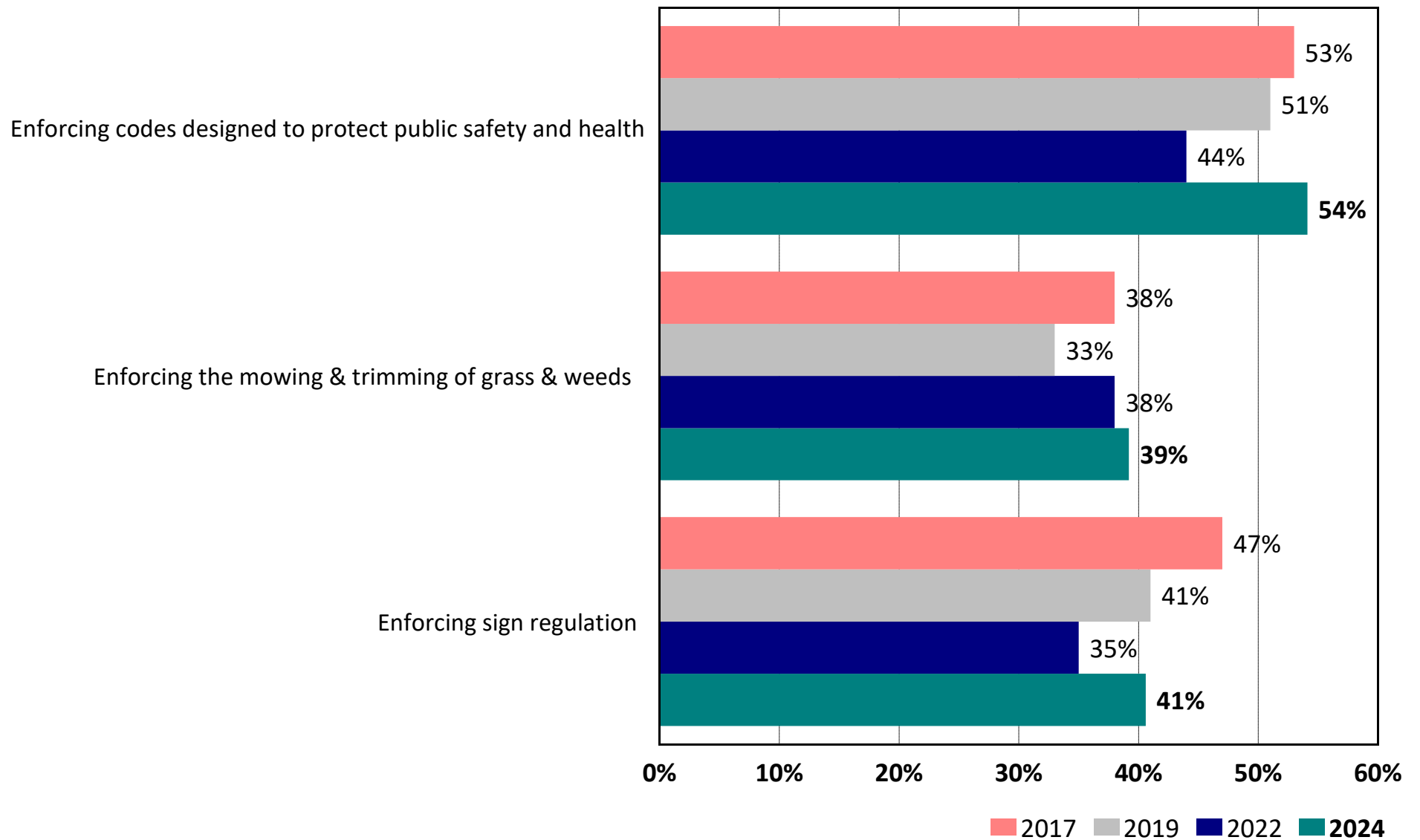
# Q15. Satisfaction with Code Enforcement

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



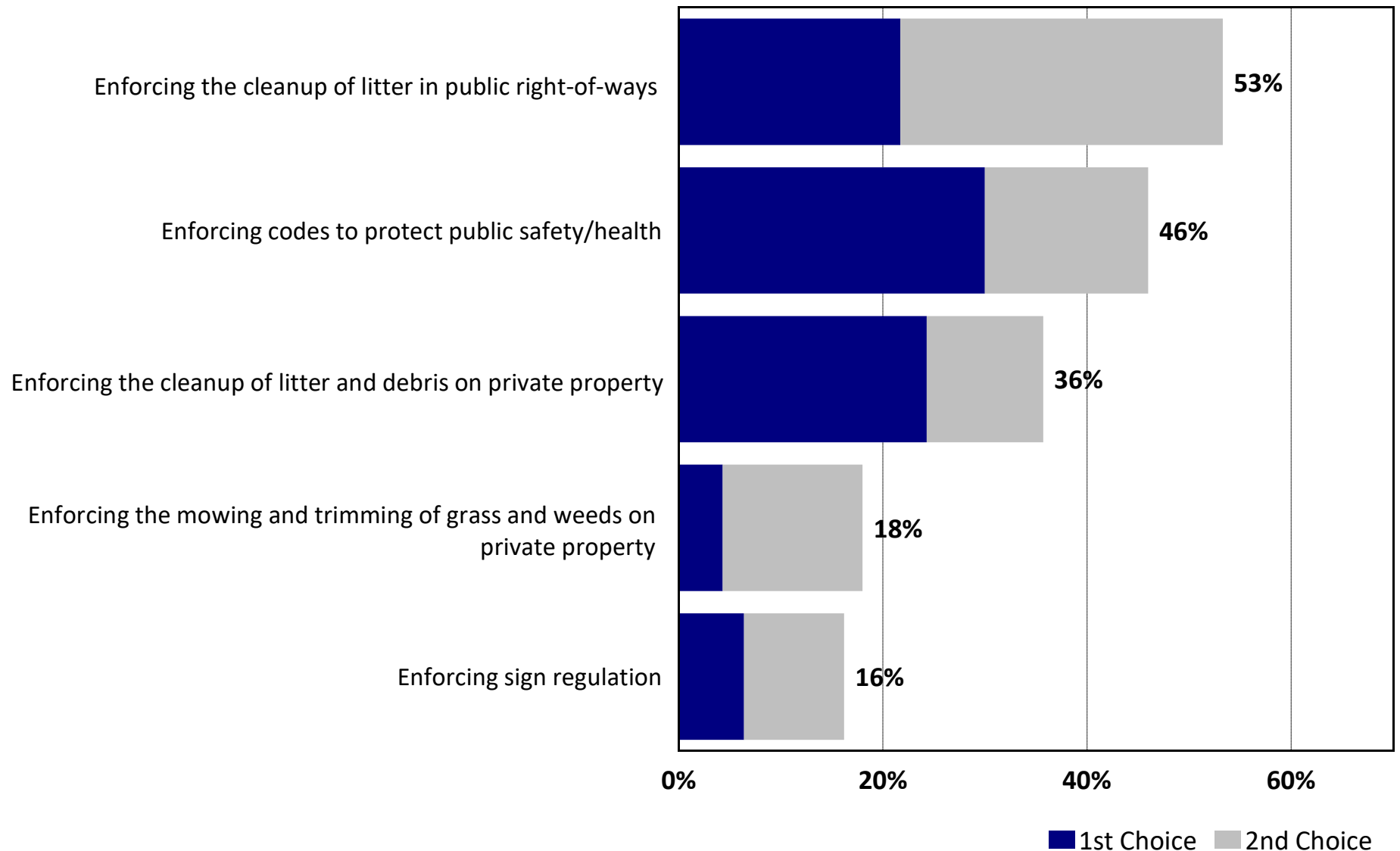
# TRENDS: Satisfaction with Code Enforcement 2017 to 2024

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



# Q16. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

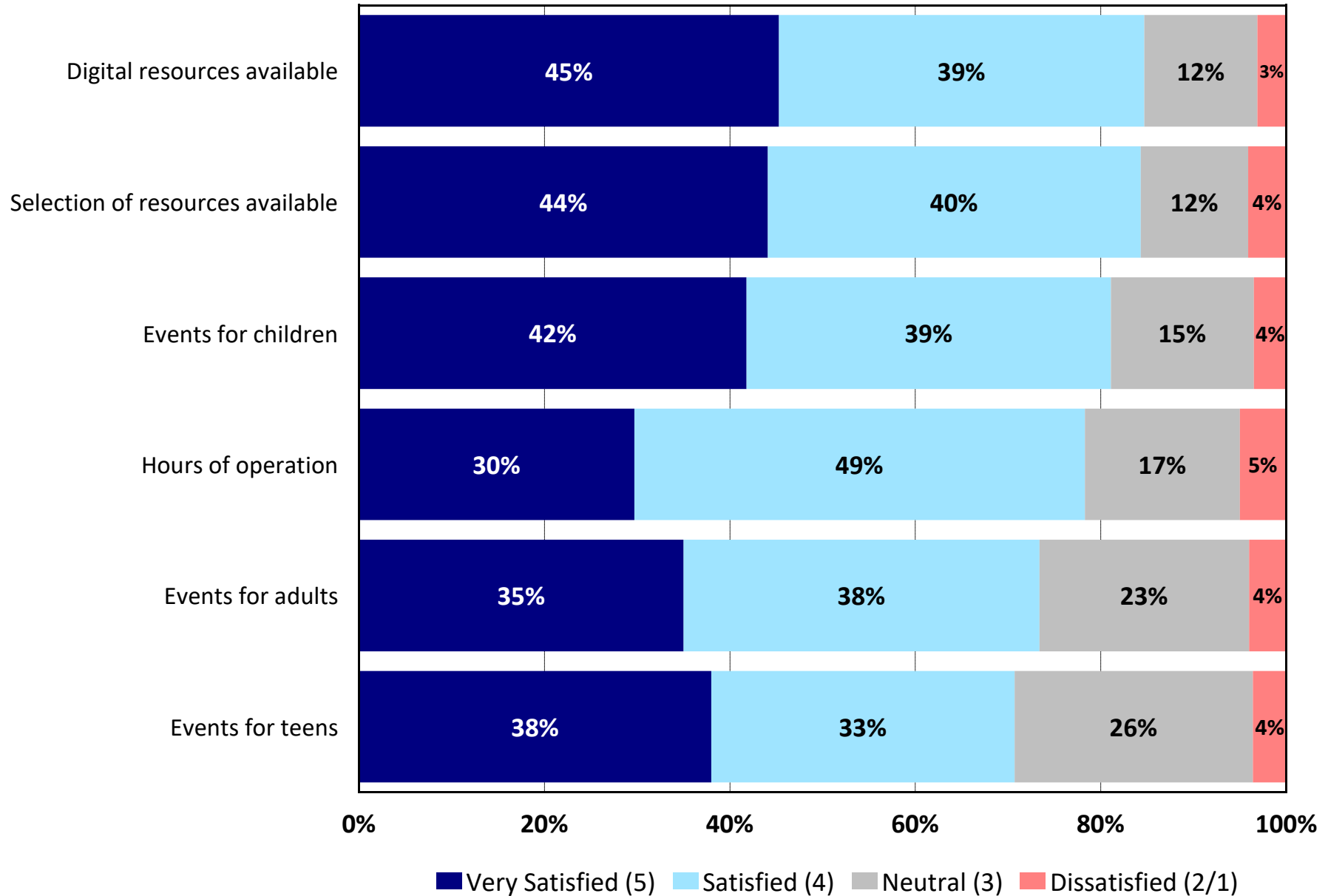
by percentage of respondents who selected the item as one of their top two choices





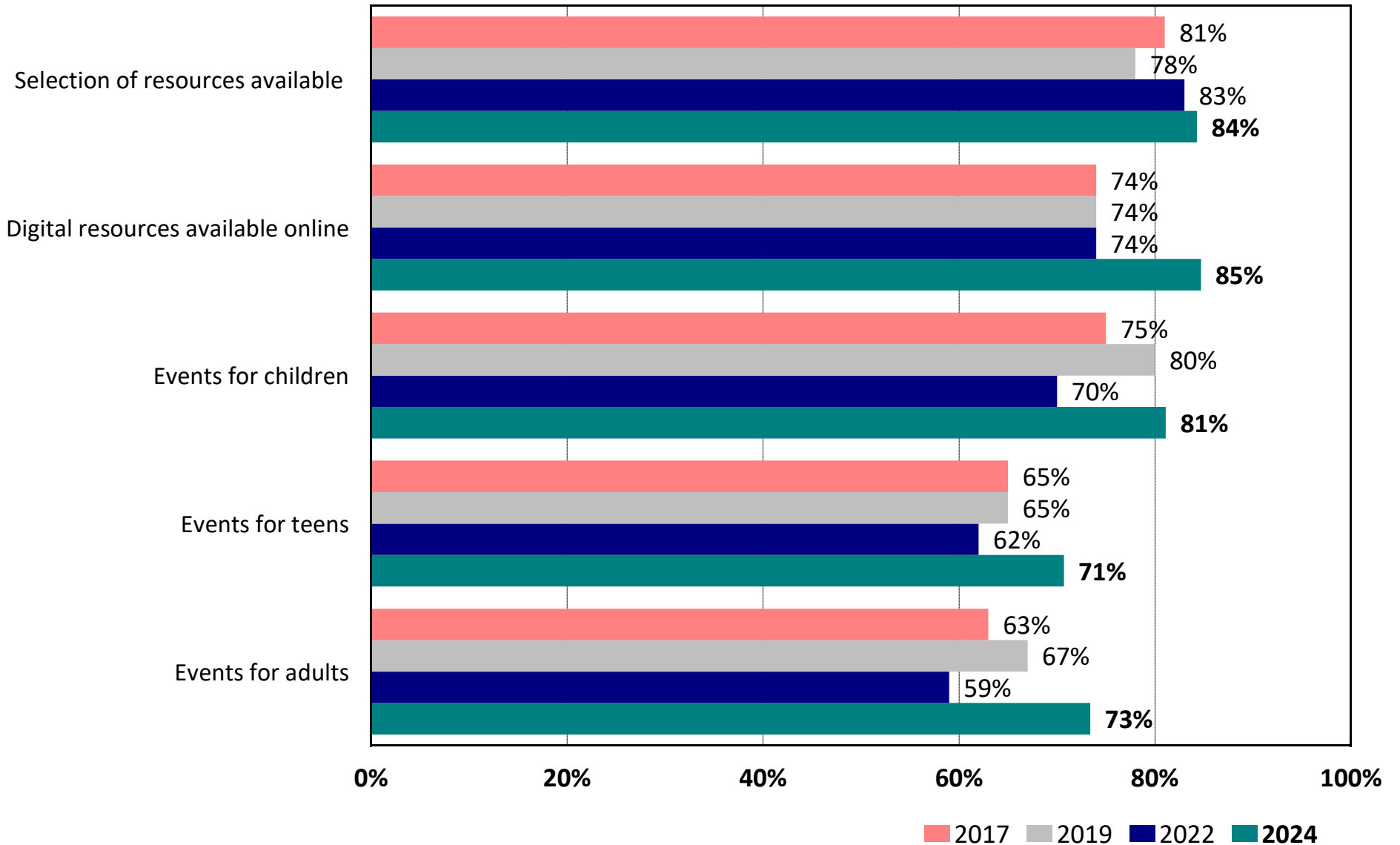
# Q17. Satisfaction with Public Library Services

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



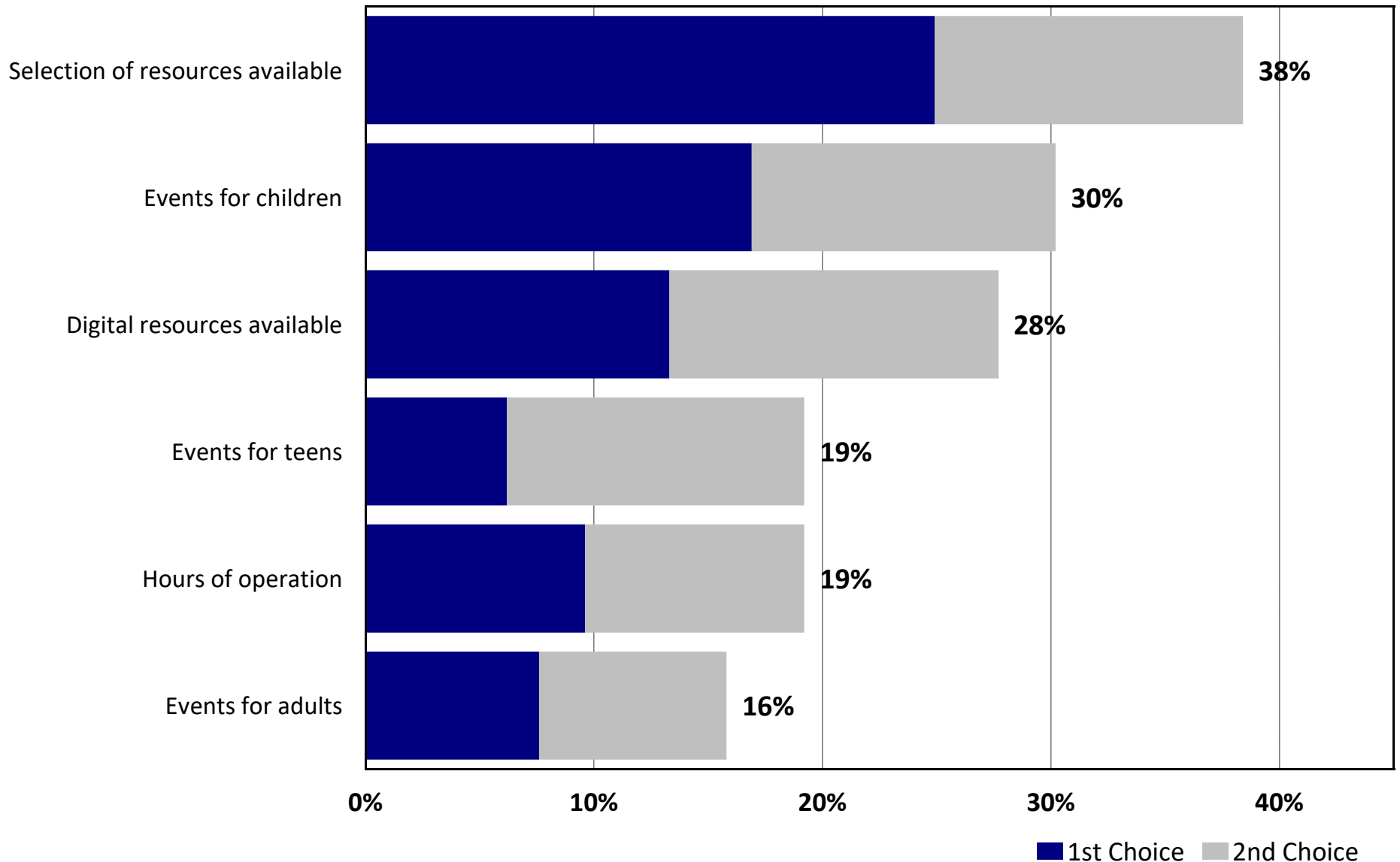
# TRENDS: Satisfaction with Public Library Services 2017 to 2024

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



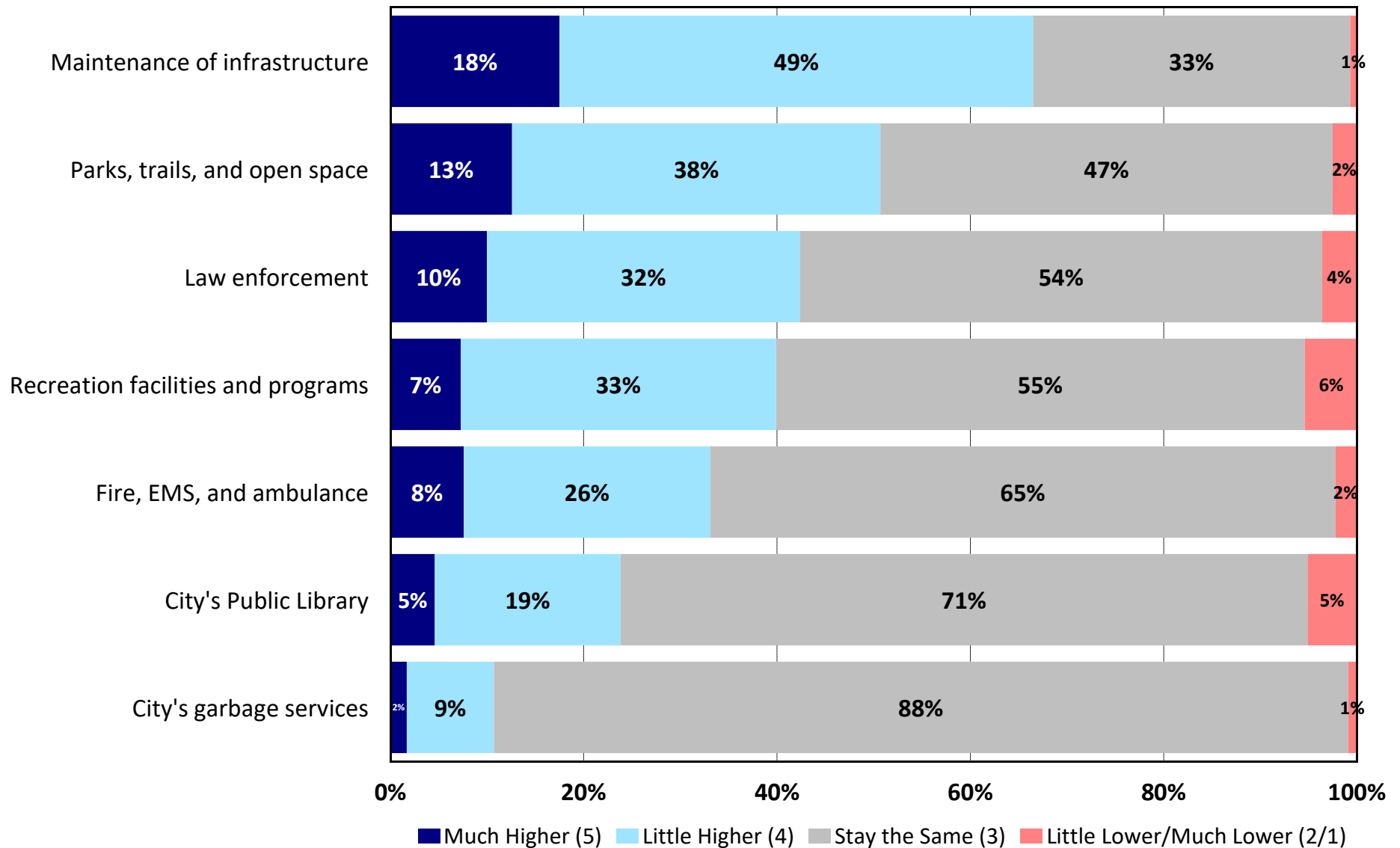
# Q18. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



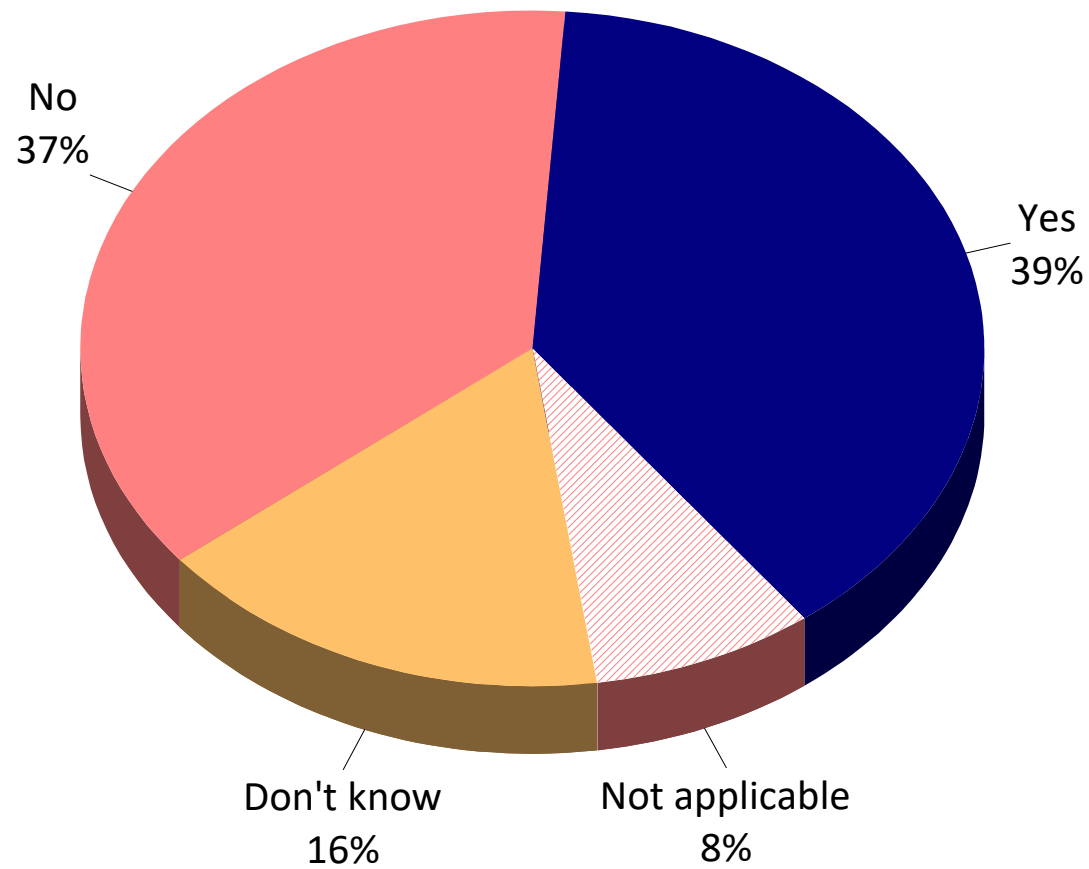
# Q19. How Level of Service Provided by the City Should Change

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



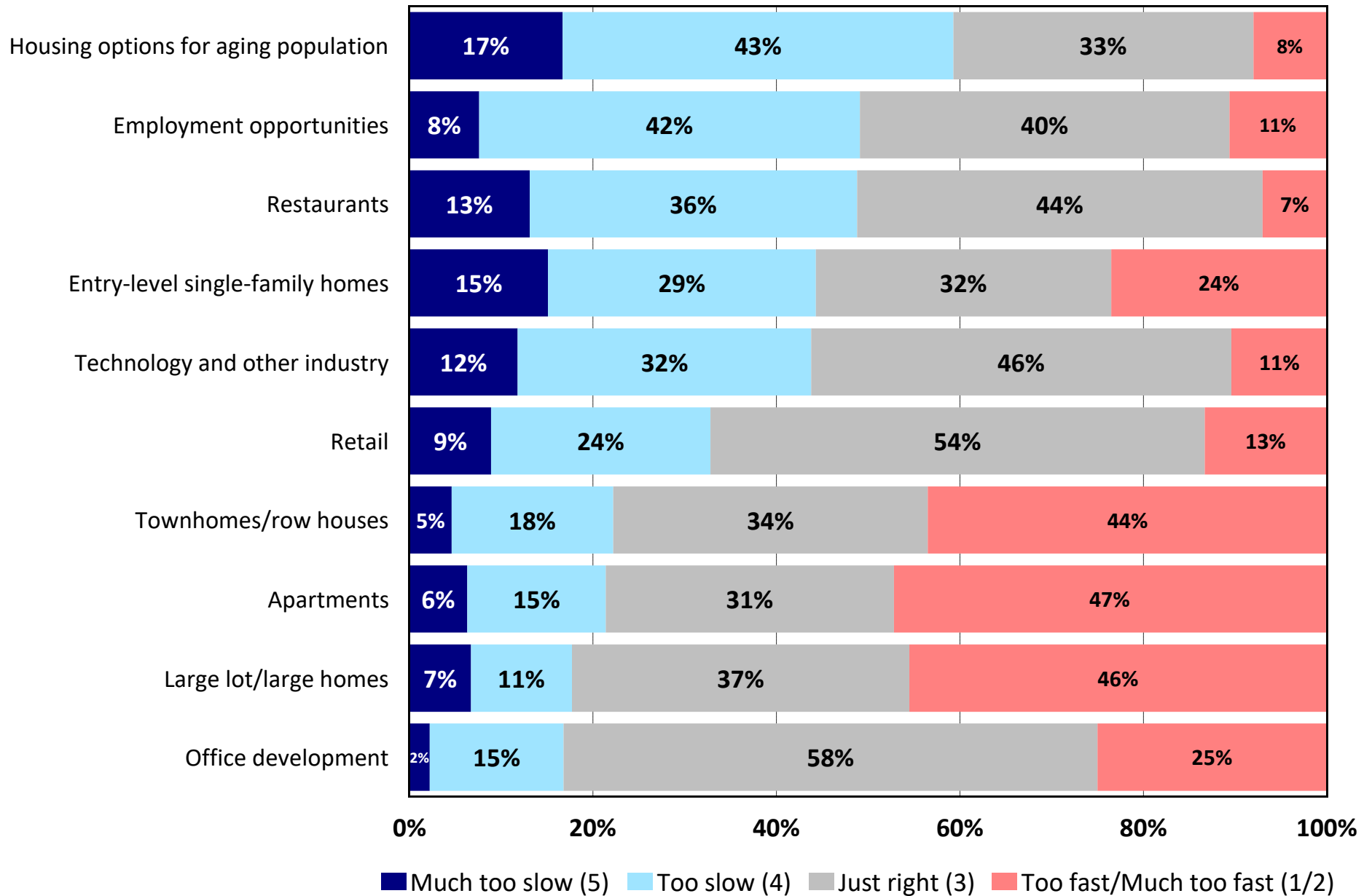
# Q20. Willingness to pay more in taxes or fees to support an increase in service level?

by percentage of respondents



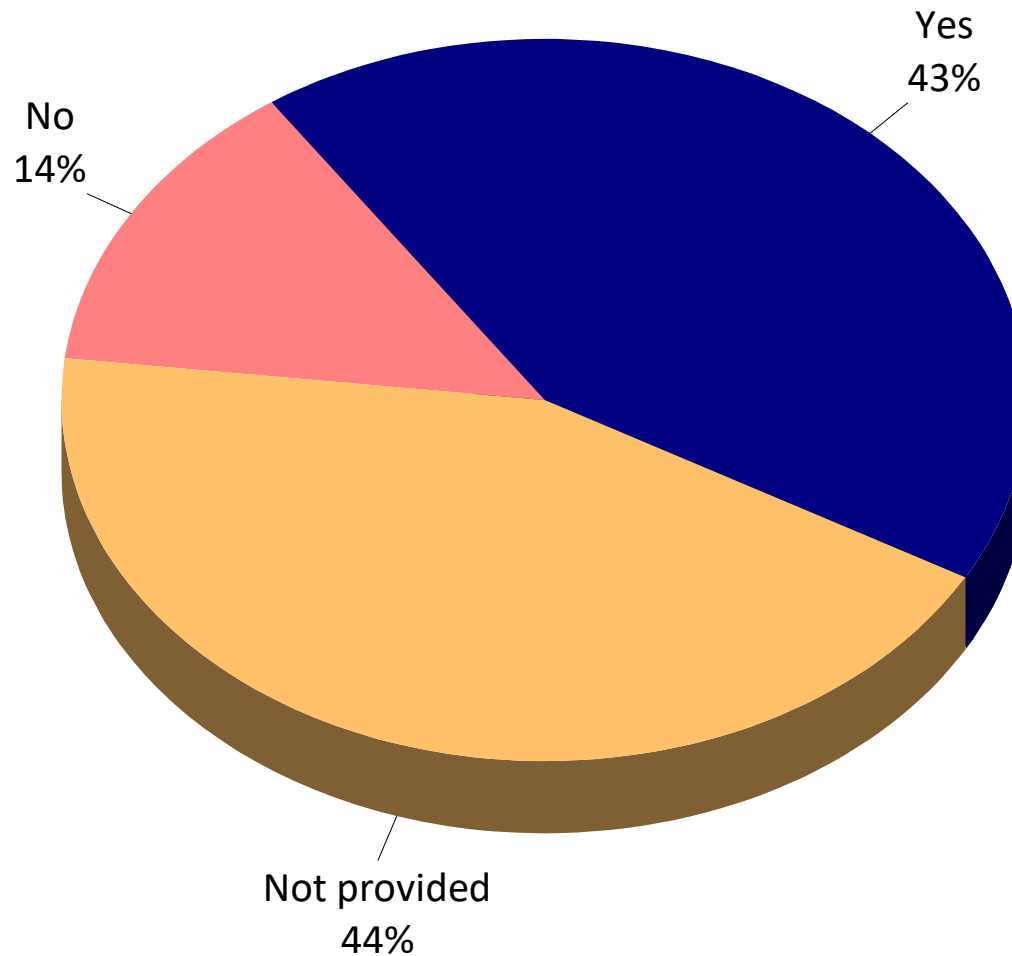
# Q21. Current Pace of Development in Various Areas

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



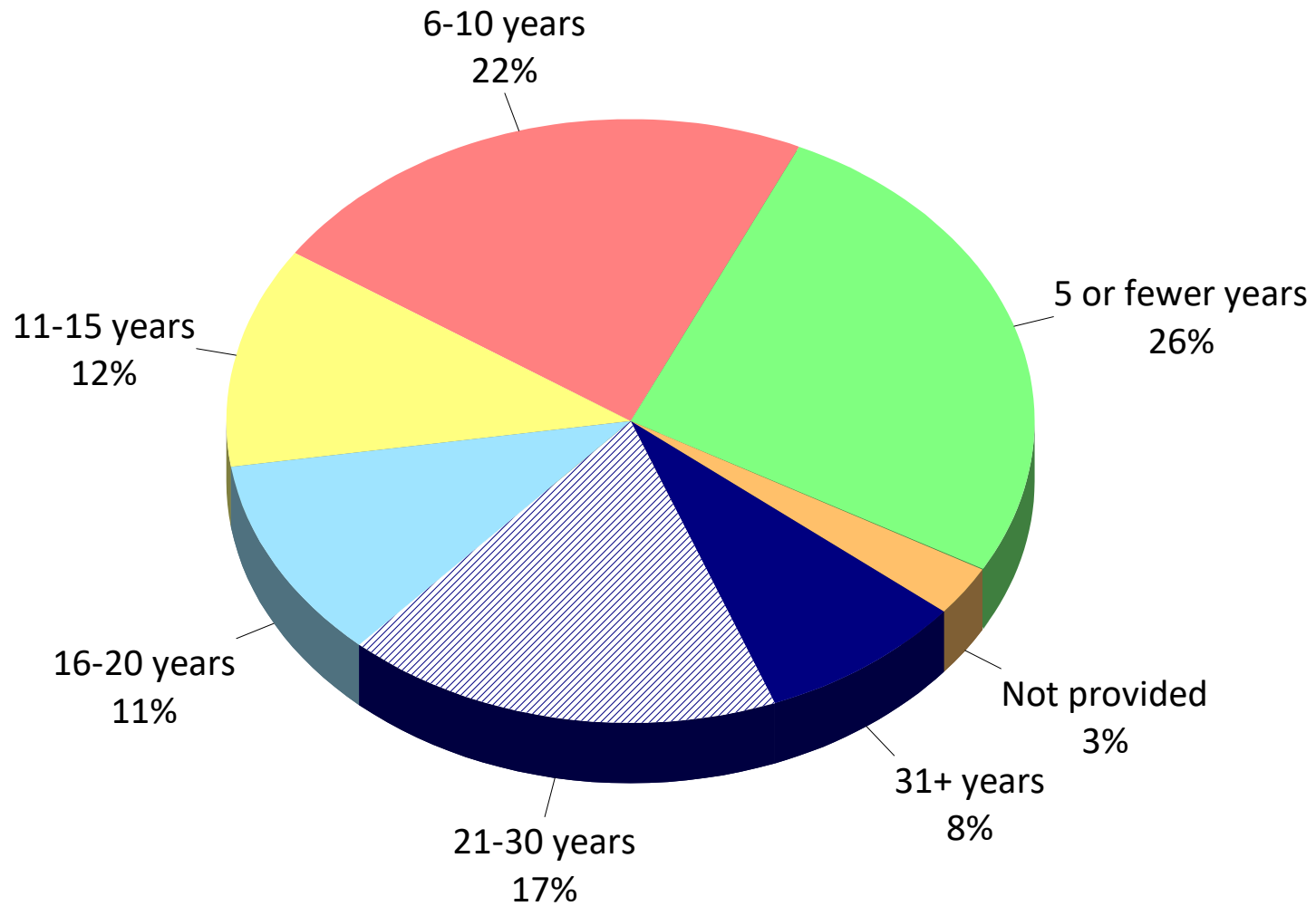
# Q22a. Would you be willing to pay more in taxes or fees to support this new community amenity?

by percentage of respondents who provided a response to Question 21



# Q23. Demographics: How many years have you lived in Camas?

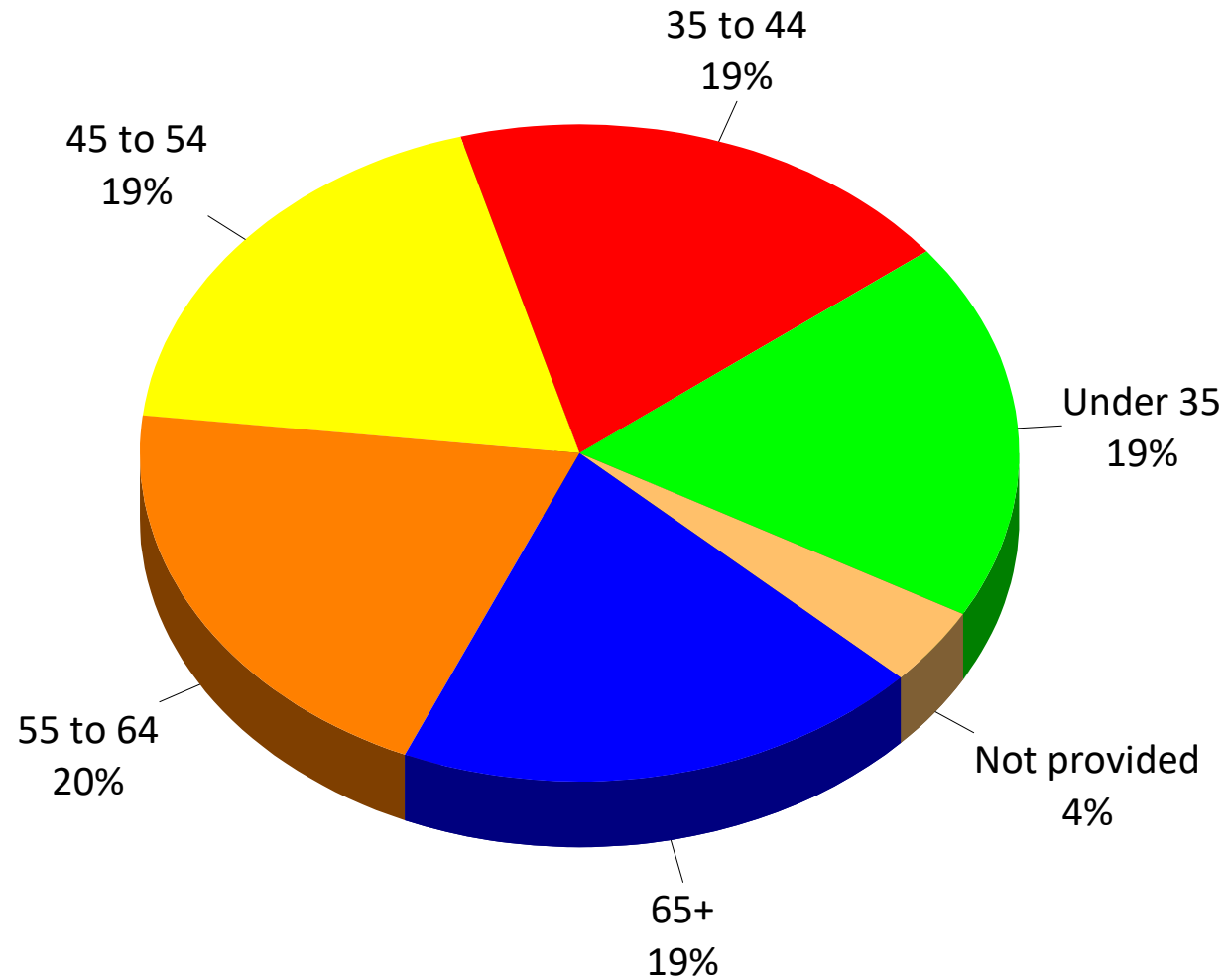
by percentage of respondents





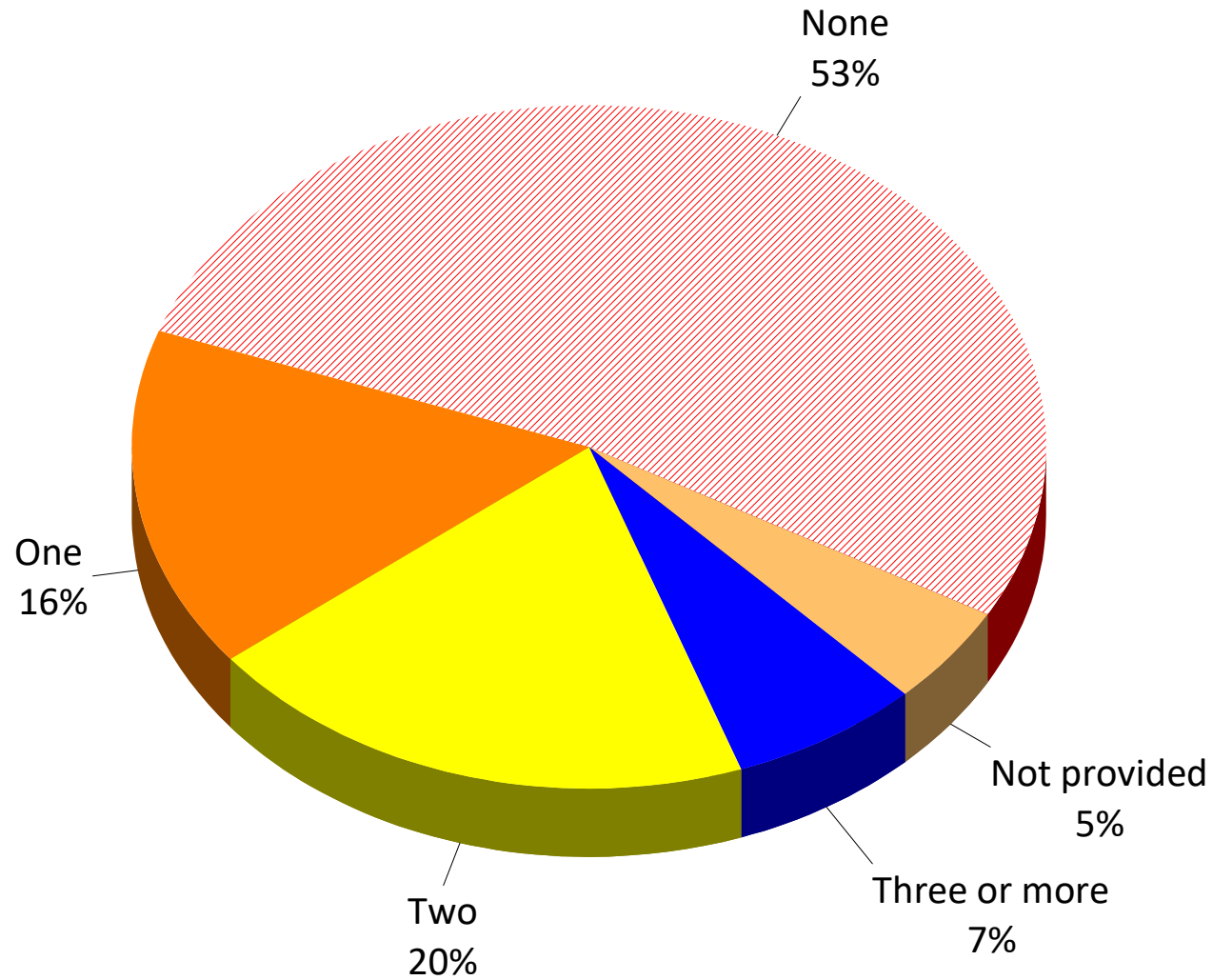
# Q24. Demographics: What is your age?

by percentage of respondents



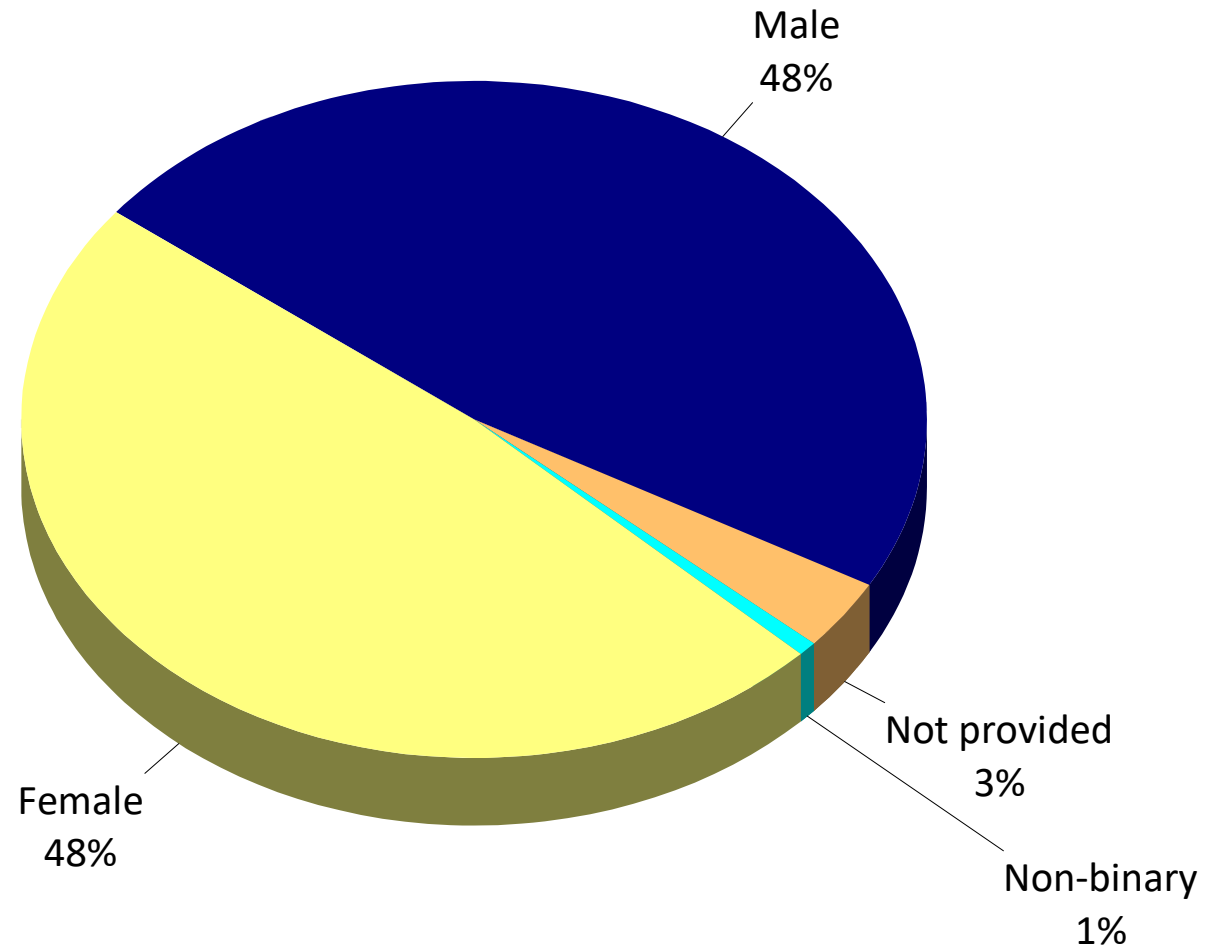
# Q25. Demographics: How many children under age 18 live in your household?

by percentage of respondents



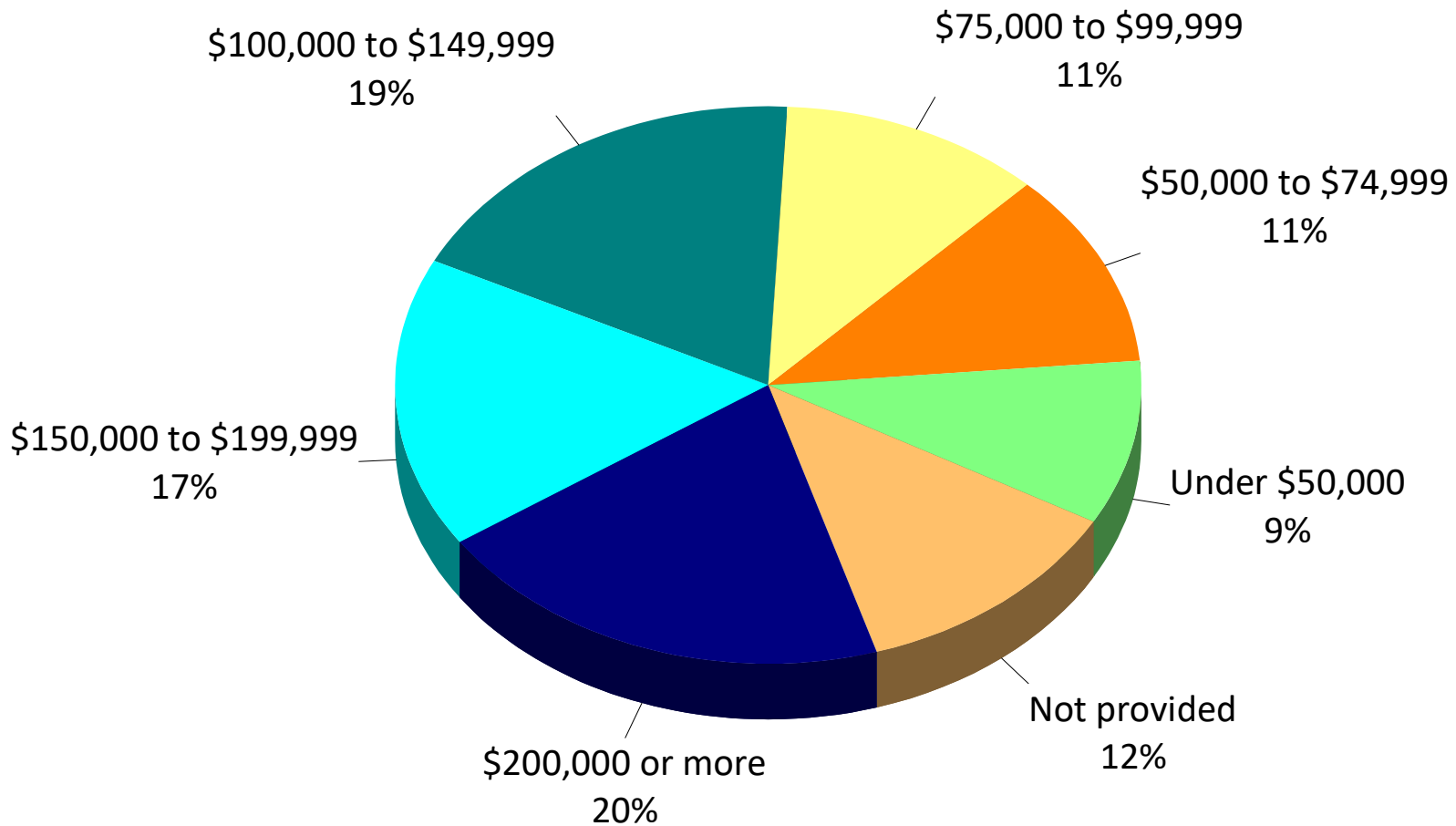
# Q26. Demographics: Gender

by percentage of respondents



# Q27. Demographics: Total Annual Household Income

by percentage of respondents



**3**

# Importance-Satisfaction Rating

# Importance-Satisfaction Analysis



## Overview

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

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

The rating is calculated by summing the percentage of responses for items selected as the top two or three 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).

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

## Example of the Calculation

Respondents were asked to identify the public safety services that should receive the most emphasis over the next two years. Almost half (47%) of the households surveyed selected "*the City's overall efforts to prevent crime*" as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 77% of respondents surveyed rated "*the City's overall efforts to prevent crime*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied"). The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 47% was multiplied by 23% (1-0.77). This calculation yielded an I-S rating of 0.1074, which ranked first out of ten public safety services analyzed.

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

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

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

# Importance-Satisfaction Analysis



## Interpreting the Ratings

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

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

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

# 2024 Importance-Satisfaction Rating

## City of Camas, WA

### Major Categories of Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Effectiveness of economic development efforts	41%	2	46%	16	0.2248	1
<b><u>High Priority (IS &gt;.10)</u></b>						
Maintenance of city streets	42%	1	59%	12	0.1730	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Effectiveness of communication with the public	21%	6	58%	14	0.0876	3
Quality of services/utilities compared to cost	20%	7	58%	13	0.0842	4
Quality of city water utilities	23%	4	65%	10	0.0806	5
Enforcement of city codes & ordinances	17%	9	57%	15	0.0725	6
Quality of city parks/trails/open space	32%	3	82%	4	0.0581	7
Quality of police services	22%	5	81%	5	0.0411	8
Quality of the City's parks and recreation programs	14%	10	73%	8	0.0364	9
Effectiveness of storm water runoff management	8%	12	64%	11	0.0290	10
Fire, emergency medical & ambulance services	19%	8	87%	3	0.0252	11
Quality of the City's public library services	11%	11	90%	2	0.0104	12
Quality of customer service you receive	4%	13	78%	7	0.0077	13
Quality of city sewer services	3%	14	79%	6	0.0057	14
Variety of the City's billing and finance options	2%	15	73%	9	0.0049	15
Quality of the City's garbage services	1%	16	90%	1	0.0011	16

**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 receive the most emphasis from City leaders over the next two years.

**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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## City of Camas, WA

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Quantity of the City's open space	21%	3	58%	8	0.0871	1
Quality and maintenance of the City's parks and trails	44%	1	81%	1	0.0858	2
Quantity of city trails	19%	4	71%	5	0.0555	3
Appearance and maintenance of existing city parks	25%	2	79%	2	0.0526	4
Quality of outdoor athletic fields	14%	6	64%	7	0.0495	5
Quality of recreational classes for youth	9%	9	48%	9	0.0474	6
Quality of facilities in city parks	15%	5	71%	4	0.0429	7
Number of city parks	11%	7	66%	6	0.0369	8
Quality of recreational classes for adults	6%	10	39%	10	0.0363	9
Quality of seasonal special events	9%	8	75%	3	0.0239	10

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

**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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## City of Camas, WA

### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS &gt;.10)</b>						
The City's overall efforts to prevent crime	47%	1	77%	6	0.1074	1
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of local traffic laws	19%	5	65%	8	0.0678	2
The visibility of police in the community	24%	2	73%	7	0.0646	3
Access to cooling and heating centers	7%	9	33%	10	0.0478	4
How quickly police respond to emergencies	20%	4	83%	3	0.0339	5
Overall quality of local fire protection and rescue services	21%	3	89%	2	0.0225	6
Parking enforcement services	5%	10	62%	9	0.0191	7
How quickly fire and rescue personnel respond to emergencies	18%	6	90%	1	0.0181	8
Quality of local ambulance service	9%	7	82%	5	0.0157	9
How quickly ambulance personnel respond to emergencies	8%	8	82%	4	0.0139	10

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

**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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## City of Camas, WA

### Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
The level of public involvement in decision making	46%	2	39%	6	0.2824	1
City efforts to keep you informed about local issues	51%	1	49%	3	0.2591	2
<b>High Priority (IS &gt;.10)</b>						
The availability of information about city programs and services	34%	3	54%	1	0.1595	3
Timeliness of information provided by the City	22%	4	45%	4	0.1203	4
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of the City's website	13%	5	51%	2	0.0654	5
City's social media (Facebook, Nextdoor, Engage Camas, etc.)	8%	6	44%	5	0.0434	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 receive the most emphasis from City leaders over the next two years.

**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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## City of Camas, WA

### Street Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS &gt;.10)</b>						
Maintenance of streets in your neighborhood	39%	2	59%	6	0.1623	1
Maintenance of major city streets	49%	1	68%	2	0.1567	2
Condition of sidewalks in the City	25%	3	59%	5	0.1028	3
<b>Medium Priority (IS &lt;.10)</b>						
On-street bicycle infrastructure (bike lanes/signs/arrows)	18%	6	47%	7	0.0943	4
Snow removal on major city streets	23%	4	62%	4	0.0876	5
Adequacy of city street lighting	19%	5	67%	3	0.0627	6
Street sweeping	9%	7	71%	1	0.0258	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 receive the most emphasis from City leaders over the next two years.

**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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## City of Camas, WA

### Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Enforcing the cleanup of litter in public right-of-ways	53%	1	45%	2	0.2942	1
Enforcing the cleanup of litter and debris on private property	36%	3	37%	5	0.2267	2
Enforcing codes designed to protect public safety and health	46%	2	54%	1	0.2111	3
<b>High Priority (IS &gt;.10)</b>						
Enforcing the mowing and trimming of grass and weeds on private property	18%	4	39%	4	0.1094	4
<b>Medium Priority (IS &lt;.10)</b>						
Enforcing sign regulation	16%	5	41%	3	0.0962	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 receive the most emphasis from City leaders over the next two years.

**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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## City of Camas, WA

### Public Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Selection of resources available at the public library	38%	1	84%	2	0.0603	1
Events for children (early literacy development, storytimes, summer reading program, etc.)	30%	2	81%	3	0.0571	2
Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	19%	4	71%	6	0.0563	3
Digital resources available online with library card (eBooks and eAudio, movies, music, databases, etc.)	28%	3	85%	1	0.0424	4
Events for adults (informational, literary, participatory, entertainment, etc.)	16%	6	73%	5	0.0420	5
Hours of operation	19%	5	78%	4	0.0417	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 receive the most emphasis from City leaders over the next two years.

**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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# Benchmarks

# Benchmarking



## Overview

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

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Northwest Region of the United States. The Plains Region includes the states of Alaska, Hawaii, Idaho, Montana, Oregon, and Washington.

The charts on the following pages show how the results for the City of Camas compares to the national average and the Northwest regional average. The blue bar shows the results for Camas. The red bar shows the Northwest regional average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

*The charts on the following pages exclude the “don't know” responses to aid in data comparison.*



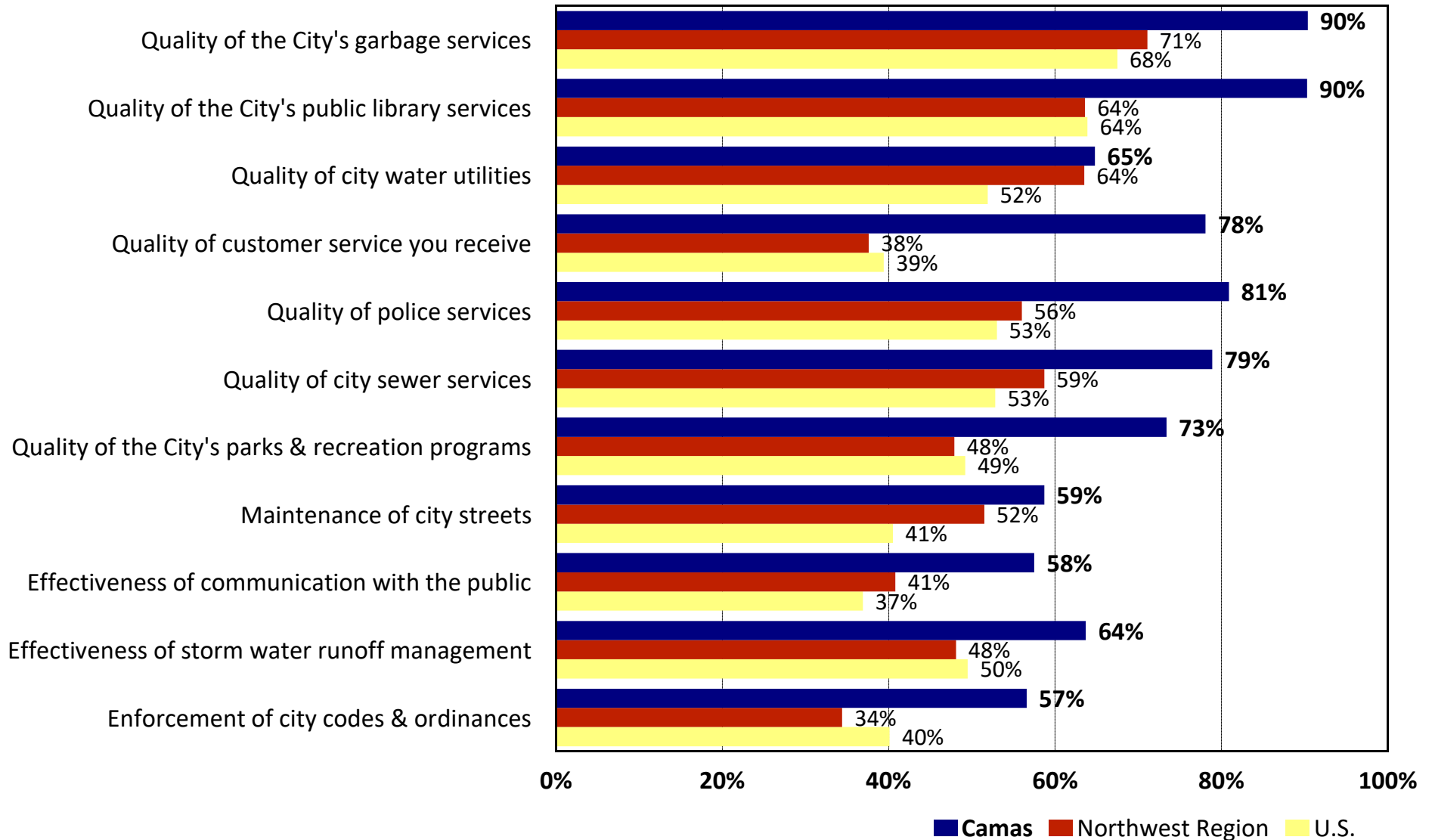
# National Benchmarks

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

# Satisfaction with Major Categories of Service

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

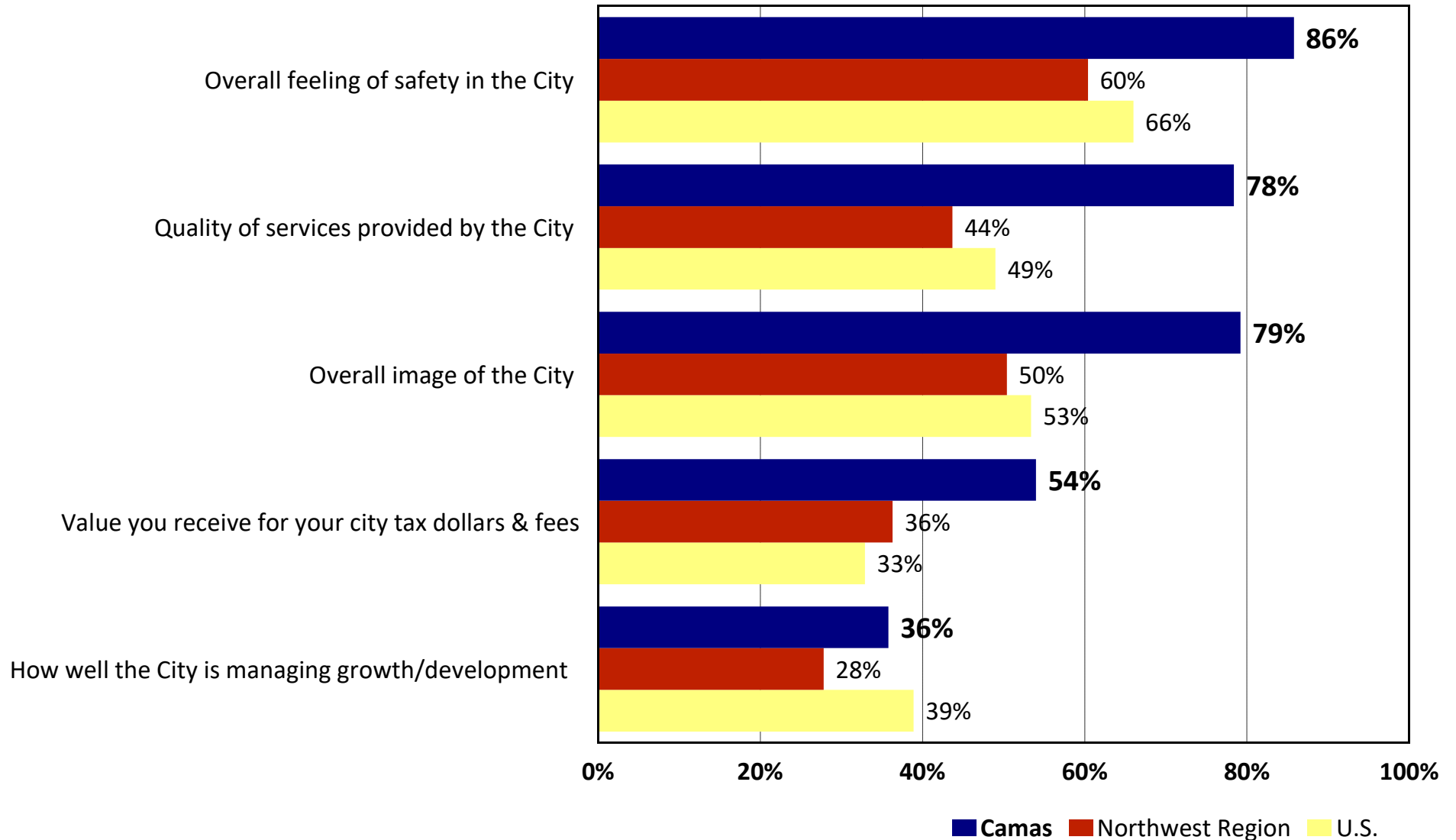
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Perceptions of the City

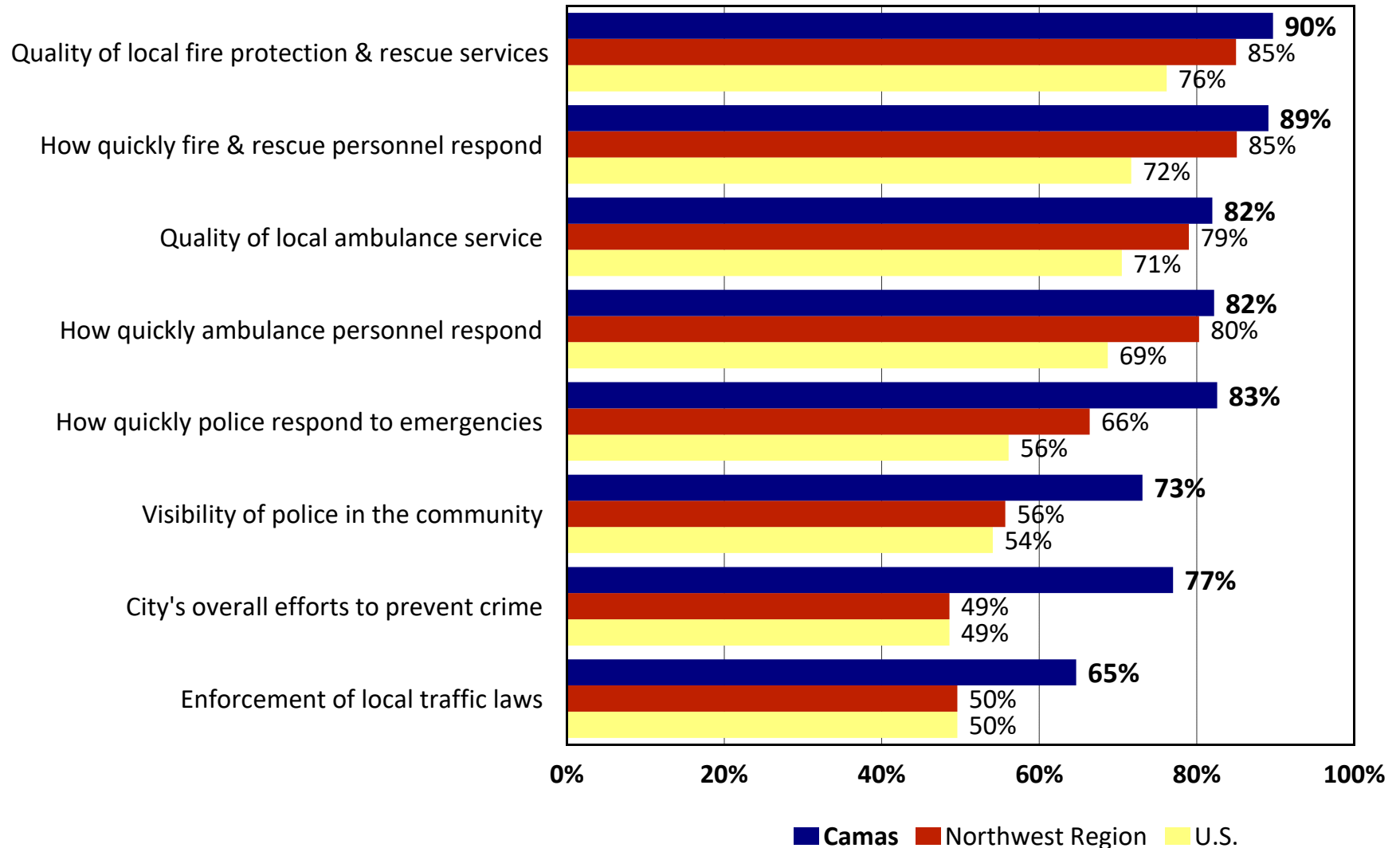
## Camas vs. Northwest Region vs. the U.S.

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



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

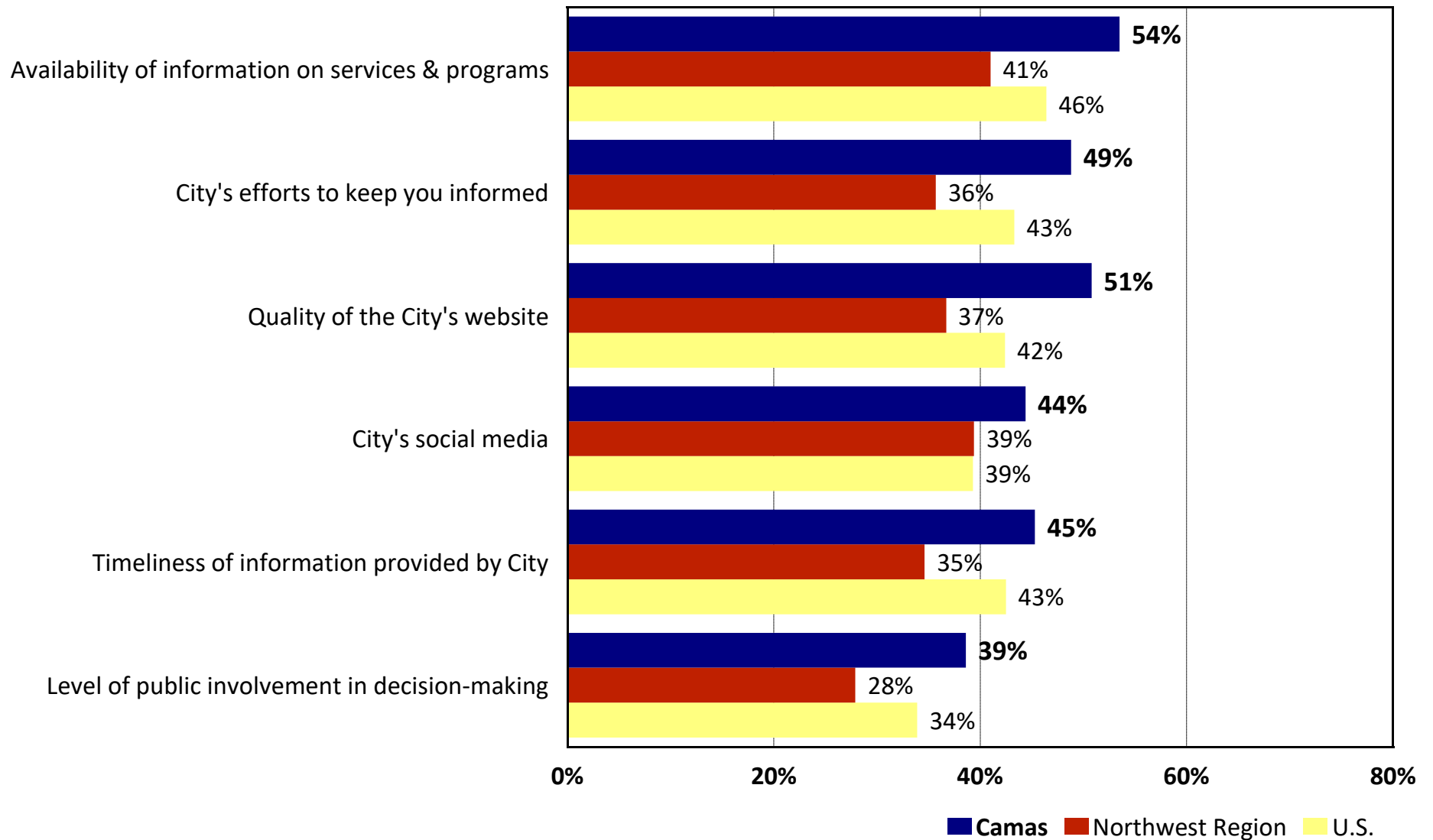
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Communication

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

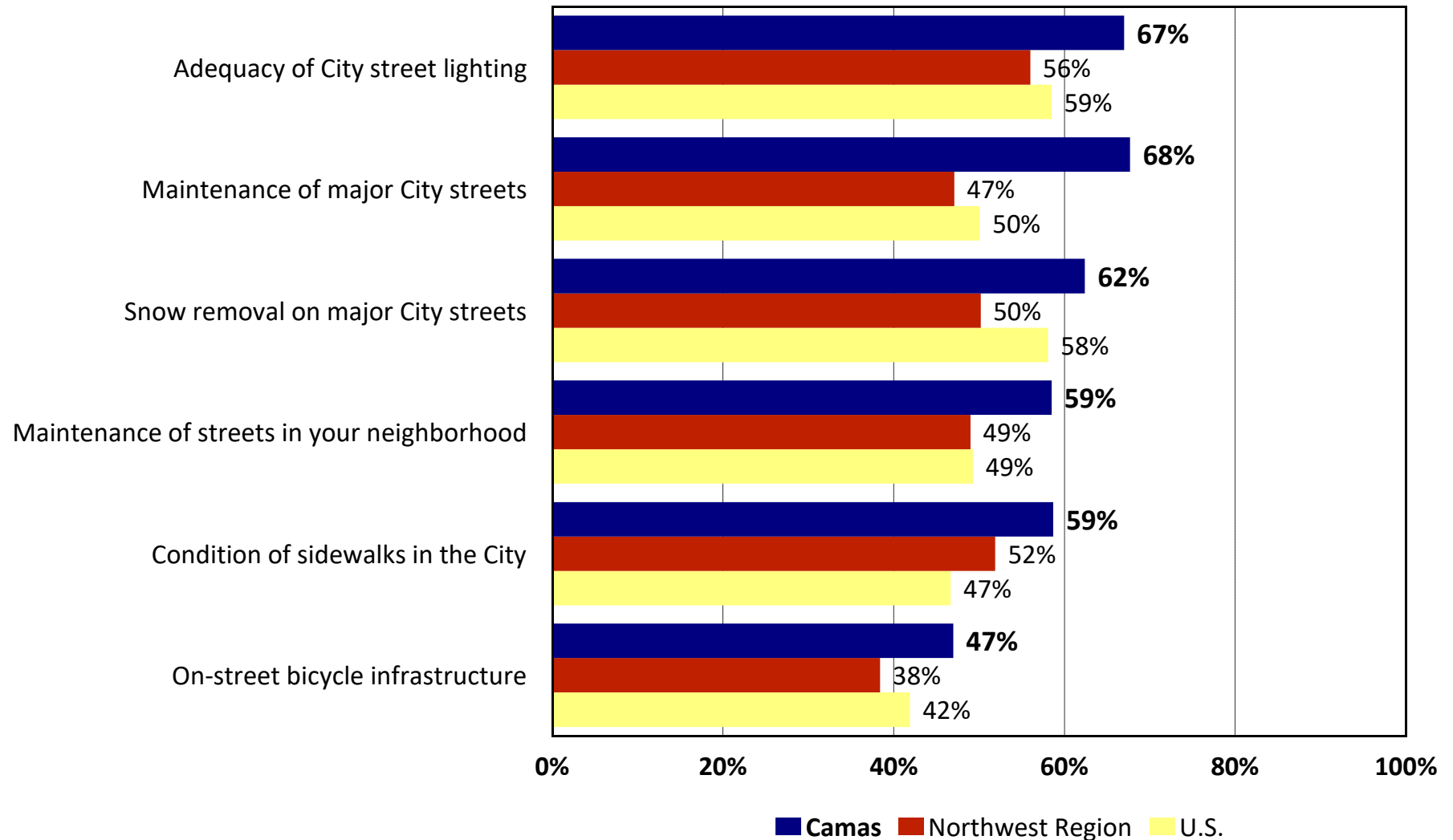
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Street Maintenance

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

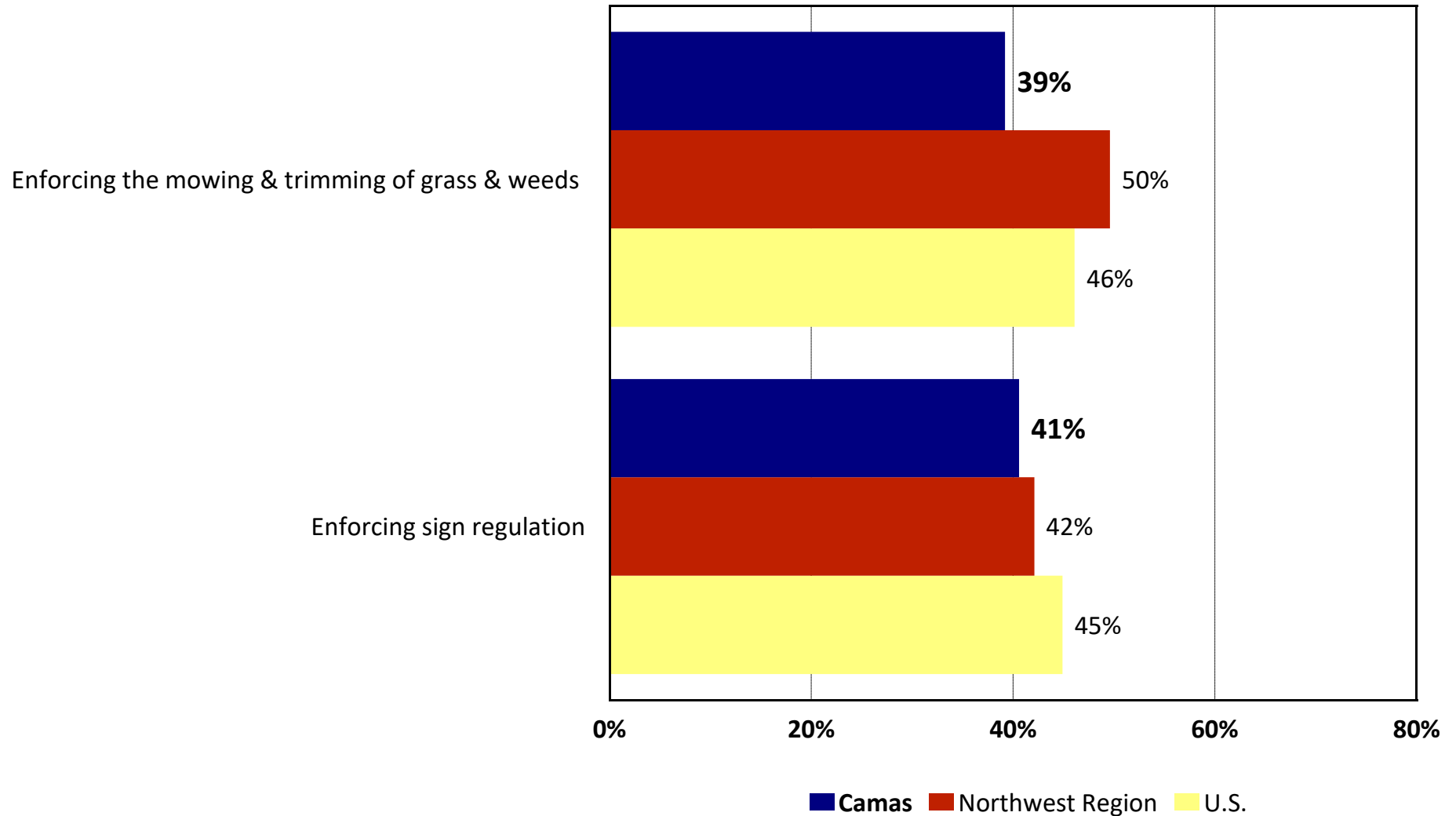
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Code Enforcement

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

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



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# 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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall effectiveness of City communication with the public	13.5%	40.7%	29.1%	9.6%	1.4%	5.7%
Q1-2. Overall effectiveness of City economic development efforts	8.7%	31.1%	28.1%	14.4%	4.8%	12.8%
Q1-3. Overall effectiveness of City management of storm water runoff	14.6%	41.0%	22.9%	7.3%	1.6%	12.6%
Q1-4. Overall enforcement of City codes & ordinances	10.3%	39.6%	24.5%	9.6%	4.1%	11.9%
Q1-5. Overall maintenance of City streets	12.6%	45.5%	19.5%	16.5%	5.0%	0.9%
Q1-6. Overall quality of City parks/trails/open space	28.8%	51.5%	9.6%	6.9%	1.1%	2.1%
Q1-7. Overall quality of City sewer services	18.3%	52.9%	16.5%	2.3%	0.2%	9.8%
Q1-8. Overall quality of City water utilities	17.8%	42.1%	15.1%	13.0%	4.3%	7.6%
Q1-9. Overall variety of City's billing & finance options	18.3%	44.6%	20.8%	3.0%	0.0%	13.3%
Q1-10. Overall quality of customer service you receive from City employees	32.3%	36.2%	15.3%	3.0%	0.9%	12.4%
Q1-11. Overall quality of fire, emergency medical & ambulance services	33.4%	37.1%	8.9%	1.1%	0.5%	19.0%
Q1-12. Overall quality of police services	33.2%	41.6%	12.8%	2.5%	2.3%	7.6%

**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."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-13. Overall quality of City's garbage services	41.2%	47.1%	7.3%	1.6%	0.5%	2.3%
Q1-14. Overall quality of City's parks & recreation programs	23.8%	40.5%	17.8%	3.7%	1.8%	12.4%
Q1-15. Overall quality of City's public library services	46.9%	34.6%	5.9%	2.1%	0.7%	9.8%
Q1-16. Overall quality of services/utilities compared to cost of these services/qualities	16.9%	36.6%	27.0%	8.9%	2.7%	7.8%

**(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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall effectiveness of City communication with the public	14.3%	43.2%	30.8%	10.2%	1.5%
Q1-2. Overall effectiveness of City economic development efforts	10.0%	35.7%	32.3%	16.5%	5.5%
Q1-3. Overall effectiveness of City management of storm water runoff	16.8%	46.9%	26.2%	8.4%	1.8%
Q1-4. Overall enforcement of City codes & ordinances	11.7%	44.9%	27.8%	10.9%	4.7%
Q1-5. Overall maintenance of City streets	12.7%	46.0%	19.6%	16.6%	5.1%
Q1-6. Overall quality of City parks/trails/open space	29.4%	52.6%	9.8%	7.0%	1.2%
Q1-7. Overall quality of City sewer services	20.3%	58.6%	18.3%	2.5%	0.3%
Q1-8. Overall quality of City water utilities	19.3%	45.5%	16.3%	14.1%	4.7%
Q1-9. Overall variety of City's billing & finance options	21.1%	51.5%	24.0%	3.4%	0.0%
Q1-10. Overall quality of customer service you receive from City employees	36.8%	41.3%	17.5%	3.4%	1.0%

**(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")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-11. Overall quality of fire, emergency medical & ambulance services	41.2%	45.8%	11.0%	1.4%	0.6%
Q1-12. Overall quality of police services	35.9%	45.0%	13.9%	2.7%	2.5%
Q1-13. Overall quality of City's garbage services	42.2%	48.2%	7.5%	1.6%	0.5%
Q1-14. Overall quality of City's parks & recreation programs	27.2%	46.2%	20.4%	4.2%	2.1%
Q1-15. Overall quality of City's public library services	52.0%	38.3%	6.6%	2.3%	0.8%
Q1-16. Overall quality of services/utilities compared to cost of these services/qualities	18.4%	39.7%	29.3%	9.7%	3.0%

**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. Top choice	Number	Percent
Overall effectiveness of City communication with the public	27	6.2 %
Overall effectiveness of City economic development efforts	84	19.2 %
Overall effectiveness of City management of storm water runoff	8	1.8 %
Overall enforcement of City codes & ordinances	20	4.6 %
Overall maintenance of City streets	75	17.2 %
Overall quality of City parks/trails/open space	45	10.3 %
Overall quality of City water utilities	50	11.4 %
Overall variety of City's billing & finance options	1	0.2 %
Overall quality of fire, emergency medical & ambulance services	20	4.6 %
Overall quality of police services	35	8.0 %
Overall quality of City's garbage services	1	0.2 %
Overall quality of City's parks & recreation programs	11	2.5 %
Overall quality of City's public library services	12	2.7 %
Overall quality of services/utilities compared to cost of these services/qualities	32	7.3 %
None chosen	16	3.7 %
Total	437	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 effectiveness of City communication with the public	32	7.3 %
Overall effectiveness of City economic development efforts	48	11.0 %
Overall effectiveness of City management of storm water runoff	10	2.3 %
Overall enforcement of City codes & ordinances	24	5.5 %
Overall maintenance of City streets	69	15.8 %
Overall quality of City parks/trails/open space	56	12.8 %
Overall quality of City sewer services	4	0.9 %
Overall quality of City water utilities	30	6.9 %
Overall variety of City's billing & finance options	3	0.7 %
Overall quality of customer service you receive from City employees	6	1.4 %
Overall quality of fire, emergency medical & ambulance services	36	8.2 %
Overall quality of police services	29	6.6 %
Overall quality of City's garbage services	3	0.7 %
Overall quality of City's parks & recreation programs	22	5.0 %
Overall quality of City's public library services	14	3.2 %
Overall quality of services/utilities compared to cost of these services/qualities	20	4.6 %
None chosen	31	7.1 %
Total	437	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City communication with the public	31	7.1 %
Overall effectiveness of City economic development efforts	49	11.2 %
Overall effectiveness of City management of storm water runoff	17	3.9 %
Overall enforcement of City codes & ordinances	29	6.6 %
Overall maintenance of City streets	39	8.9 %
Overall quality of City parks/trails/open space	40	9.2 %
Overall quality of City sewer services	8	1.8 %
Overall quality of City water utilities	20	4.6 %
Overall variety of City's billing & finance options	4	0.9 %
Overall quality of customer service you receive from City employees	9	2.1 %
Overall quality of fire, emergency medical & ambulance services	29	6.6 %
Overall quality of police services	30	6.9 %
Overall quality of City's garbage services	1	0.2 %
Overall quality of City's parks & recreation programs	27	6.2 %
Overall quality of City's public library services	21	4.8 %
Overall quality of services/utilities compared to cost of these services/qualities	36	8.2 %
None chosen	47	10.8 %
Total	437	100.0 %

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

Q2. Top choice	Number	Percent
Overall effectiveness of City communication with the public	90	20.6 %
Overall effectiveness of City economic development efforts	181	41.4 %
Overall effectiveness of City management of storm water runoff	35	8.0 %
Overall enforcement of City codes & ordinances	73	16.7 %
Overall maintenance of City streets	183	41.9 %
Overall quality of City parks/trails/open space	141	32.3 %
Overall quality of City sewer services	12	2.7 %
Overall quality of City water utilities	100	22.9 %
Overall variety of City's billing & finance options	8	1.8 %
Overall quality of customer service you receive from City employees	15	3.4 %
Overall quality of fire, emergency medical & ambulance services	85	19.5 %
Overall quality of police services	94	21.5 %
Overall quality of City's garbage services	5	1.1 %
Overall quality of City's parks & recreation programs	60	13.7 %
Overall quality of City's public library services	47	10.8 %
Overall quality of services/utilities compared to cost of these services/qualities	88	20.1 %
None chosen	16	3.7 %
Total	1233	

**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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Camas	19.9%	56.3%	19.5%	1.4%	0.2%	2.7%
Q3-2. Overall value that you receive for your City tax dollars & fees	12.6%	39.8%	25.4%	14.2%	5.0%	3.0%
Q3-3. Overall image of City	33.9%	44.6%	14.4%	5.7%	0.5%	0.9%
Q3-4. How well City is managing growth & development	9.8%	24.7%	24.3%	25.4%	12.4%	3.4%
Q3-5. Overall feeling of safety in City	41.6%	43.0%	10.5%	3.2%	0.2%	1.4%
Q3-6. Availability of job opportunities	5.3%	14.0%	35.5%	9.8%	1.8%	33.6%
Q3-7. Overall quality of new development	7.6%	24.0%	32.7%	18.8%	8.9%	8.0%



**(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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Camas	20.5%	57.9%	20.0%	1.4%	0.2%
Q3-2. Overall value that you receive for your City tax dollars & fees	13.0%	41.0%	26.2%	14.6%	5.2%
Q3-3. Overall image of City	34.2%	45.0%	14.5%	5.8%	0.5%
Q3-4. How well City is managing growth & development	10.2%	25.6%	25.1%	26.3%	12.8%
Q3-5. Overall feeling of safety in City	42.2%	43.6%	10.7%	3.2%	0.2%
Q3-6. Availability of job opportunities	7.9%	21.0%	53.4%	14.8%	2.8%
Q3-7. Overall quality of new development	8.2%	26.1%	35.6%	20.4%	9.7%

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

Q4. How satisfied are you with overall quality of life in City of Camas	Number	Percent
Very satisfied	169	38.7 %
Satisfied	208	47.6 %
Neutral	43	9.8 %
Dissatisfied	10	2.3 %
Very dissatisfied	1	0.2 %
Don't know	6	1.4 %
Total	437	100.0 %

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

Q4. How satisfied are you with overall quality of life in City of Camas	Number	Percent
Very satisfied	169	39.2 %
Satisfied	208	48.3 %
Neutral	43	10.0 %
Dissatisfied	10	2.3 %
Very dissatisfied	1	0.2 %
Total	431	100.0 %

**Q5. For each of the parks and recreation items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Quality of facilities such as picnic shelters & playgrounds in City parks	19.7%	46.0%	18.1%	7.6%	0.9%	7.8%
Q5-2. Quality & maintenance of City's parks & trails	22.9%	54.5%	12.8%	5.0%	0.9%	3.9%
Q5-3. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	14.9%	36.8%	19.2%	7.3%	2.1%	19.7%
Q5-4. Appearance & maintenance of existing City parks	20.1%	56.3%	12.6%	5.7%	1.6%	3.7%
Q5-5. Number of City parks	20.6%	40.7%	18.5%	11.2%	2.5%	6.4%
Q5-6. Quantity of City trails	23.6%	42.3%	14.4%	10.3%	2.1%	7.3%
Q5-7. Quantity of City's open space	17.6%	36.4%	23.8%	12.6%	3.2%	6.4%
Q5-8. Quality of recreational classes for youth	8.5%	17.4%	22.2%	4.1%	1.8%	46.0%
Q5-9. Quality of recreational classes for adults	7.3%	13.7%	26.3%	5.7%	1.6%	45.3%
Q5-10. Quality of seasonal special events (i.e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	25.9%	35.2%	19.0%	1.4%	0.5%	18.1%
Q5-11. Other	1.1%	0.2%	0.2%	3.0%	5.0%	90.4%

**(WITHOUT "DON'T KNOW")**

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

(N=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Quality of facilities such as picnic shelters & playgrounds in City parks	21.3%	49.9%	19.6%	8.2%	1.0%
Q5-2. Quality & maintenance of City's parks & trails	23.8%	56.7%	13.3%	5.2%	1.0%
Q5-3. Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	18.5%	45.9%	23.9%	9.1%	2.6%
Q5-4. Appearance & maintenance of existing City parks	20.9%	58.4%	13.1%	5.9%	1.7%
Q5-5. Number of City parks	22.0%	43.5%	19.8%	12.0%	2.7%
Q5-6. Quantity of City trails	25.4%	45.7%	15.6%	11.1%	2.2%
Q5-7. Quantity of City's open space	18.8%	38.9%	25.4%	13.4%	3.4%
Q5-8. Quality of recreational classes for youth	15.7%	32.2%	41.1%	7.6%	3.4%
Q5-9. Quality of recreational classes for adults	13.4%	25.1%	48.1%	10.5%	2.9%
Q5-10. Quality of seasonal special events (i. e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	31.6%	43.0%	23.2%	1.7%	0.6%
Q5-11. Other	11.9%	2.4%	2.4%	31.0%	52.4%

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

Q6. Top choice	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in City parks	37	8.5 %
Quality & maintenance of City's parks & trails	110	25.2 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	32	7.3 %
Appearance & maintenance of existing City parks	56	12.8 %
Number of City parks	29	6.6 %
Quantity of City trails	45	10.3 %
Quantity of City's open space	38	8.7 %
Quality of recreational classes for youth	21	4.8 %
Quality of recreational classes for adults	11	2.5 %
Quality of seasonal special events (i.e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	17	3.9 %
Other	4	0.9 %
None chosen	37	8.5 %
Total	437	100.0 %

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

Q6. 2nd choice	Number	Percent
Quality of facilities such as picnic shelters & playgrounds in City parks	28	6.4 %
Quality & maintenance of City's parks & trails	82	18.8 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	29	6.6 %
Appearance & maintenance of existing City parks	55	12.6 %
Number of City parks	18	4.1 %
Quantity of City trails	39	8.9 %
Quantity of City's open space	52	11.9 %
Quality of recreational classes for youth	19	4.3 %
Quality of recreational classes for adults	15	3.4 %
Quality of seasonal special events (i.e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	24	5.5 %
None chosen	76	17.4 %
Total	437	100.0 %

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

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities such as picnic shelters & playgrounds in City parks	65	14.9 %
Quality & maintenance of City's parks & trails	192	43.9 %
Quality of outdoor athletic fields (e.g., baseball, soccer, & football)	61	14.0 %
Appearance & maintenance of existing City parks	111	25.4 %
Number of City parks	47	10.8 %
Quantity of City trails	84	19.2 %
Quantity of City's open space	90	20.6 %
Quality of recreational classes for youth	40	9.2 %
Quality of recreational classes for adults	26	5.9 %
Quality of seasonal special events (i.e., Spring Egg Scramble, Summer Movies & Concerts in the Park, Fall Pumpkin Party, & Winter Hometown Holiday)	41	9.4 %
Other	4	0.9 %
None chosen	37	8.5 %
Total	798	

**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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Visibility of police in the community	24.7%	46.7%	17.6%	7.3%	1.4%	2.3%
Q7-2. City's overall efforts to prevent crime	22.2%	47.8%	16.2%	3.9%	0.7%	9.2%
Q7-3. Enforcement of local traffic laws	19.0%	41.9%	17.6%	11.0%	4.6%	5.9%
Q7-4. Parking enforcement services	16.7%	35.5%	25.4%	4.6%	2.3%	15.6%
Q7-5. How quickly police respond to emergencies	21.5%	31.8%	9.6%	0.9%	0.7%	35.5%
Q7-6. Overall quality of local fire protection & rescue services	31.6%	35.7%	7.3%	0.9%	0.0%	24.5%
Q7-7. How quickly fire & rescue personnel respond to emergencies	30.7%	27.2%	5.9%	0.7%	0.0%	35.5%
Q7-8. Quality of local ambulance service	23.3%	25.9%	10.1%	0.5%	0.2%	40.0%
Q7-9. How quickly ambulance personnel respond to emergencies	23.1%	23.3%	9.4%	0.5%	0.2%	43.5%
Q7-10. Access to cooling & heating centers	4.1%	7.6%	21.5%	2.3%	0.2%	64.3%

**(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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Visibility of police in the community	25.3%	47.8%	18.0%	7.5%	1.4%
Q7-2. City's overall efforts to prevent crime	24.4%	52.6%	17.9%	4.3%	0.8%
Q7-3. Enforcement of local traffic laws	20.2%	44.5%	18.7%	11.7%	4.9%
Q7-4. Parking enforcement services	19.8%	42.0%	30.1%	5.4%	2.7%
Q7-5. How quickly police respond to emergencies	33.3%	49.3%	14.9%	1.4%	1.1%
Q7-6. Overall quality of local fire protection & rescue services	41.8%	47.3%	9.7%	1.2%	0.0%
Q7-7. How quickly fire & rescue personnel respond to emergencies	47.5%	42.2%	9.2%	1.1%	0.0%
Q7-8. Quality of local ambulance service	38.9%	43.1%	16.8%	0.8%	0.4%
Q7-9. How quickly ambulance personnel respond to emergencies	40.9%	41.3%	16.6%	0.8%	0.4%
Q7-10. Access to cooling & heating centers	11.5%	21.2%	60.3%	6.4%	0.6%

**Q8. Which TWO public safety items from 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	61	14.0 %
City's overall efforts to prevent crime	142	32.5 %
Enforcement of local traffic laws	42	9.6 %
Parking enforcement services	11	2.5 %
How quickly police respond to emergencies	34	7.8 %
Overall quality of local fire protection & rescue services	40	9.2 %
How quickly fire & rescue personnel respond to emergencies	24	5.5 %
Quality of local ambulance service	7	1.6 %
How quickly ambulance personnel respond to emergencies	13	3.0 %
Access to cooling & heating centers	18	4.1 %
None chosen	45	10.3 %
Total	437	100.0 %

**Q8. Which TWO public safety items from 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	44	10.1 %
City's overall efforts to prevent crime	62	14.2 %
Enforcement of local traffic laws	42	9.6 %
Parking enforcement services	11	2.5 %
How quickly police respond to emergencies	51	11.7 %
Overall quality of local fire protection & rescue services	50	11.4 %
How quickly fire & rescue personnel respond to emergencies	53	12.1 %
Quality of local ambulance service	31	7.1 %
How quickly ambulance personnel respond to emergencies	21	4.8 %
Access to cooling & heating centers	13	3.0 %
None chosen	59	13.5 %
Total	437	100.0 %



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

Q8. Top choice	Number	Percent
Visibility of police in the community	105	24.0 %
City's overall efforts to prevent crime	204	46.7 %
Enforcement of local traffic laws	84	19.2 %
Parking enforcement services	22	5.0 %
How quickly police respond to emergencies	85	19.5 %
Overall quality of local fire protection & rescue services	90	20.6 %
How quickly fire & rescue personnel respond to emergencies	77	17.6 %
Quality of local ambulance service	38	8.7 %
How quickly ambulance personnel respond to emergencies	34	7.8 %
Access to cooling & heating centers	31	7.1 %
None chosen	45	10.3 %
Total	815	

**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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of information about City programs & services	12.6%	35.9%	26.8%	14.0%	1.4%	9.4%
Q9-2. City efforts to keep you informed about local issues	11.2%	34.1%	26.5%	19.0%	2.1%	7.1%
Q9-3. Overall quality of City's website	10.1%	30.0%	28.6%	8.7%	1.6%	21.1%
Q9-4. Level of public involvement in decision making	10.1%	21.5%	23.6%	17.8%	8.7%	18.3%
Q9-5. Timeliness of information provided by City	9.4%	28.1%	26.5%	15.8%	3.0%	17.2%
Q9-6. City's social media (Facebook, Nextdoor, Engage Camas, etc.)	6.9%	20.4%	28.4%	5.3%	0.5%	38.7%

**(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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of information about City programs & services	13.9%	39.6%	29.5%	15.4%	1.5%
Q9-2. City efforts to keep you informed about local issues	12.1%	36.7%	28.6%	20.4%	2.2%
Q9-3. Overall quality of City's website	12.8%	38.0%	36.2%	11.0%	2.0%
Q9-4. Level of public involvement in decision making	12.3%	26.3%	28.9%	21.8%	10.6%
Q9-5. Timeliness of information provided by City	11.3%	34.0%	32.0%	19.1%	3.6%
Q9-6. City's social media (Facebook, Nextdoor, Engage Camas, etc.)	11.2%	33.2%	46.3%	8.6%	0.7%

**Q10. Which TWO communication items from 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	100	22.9 %
City efforts to keep you informed about local issues	114	26.1 %
Overall quality of City's website	30	6.9 %
Level of public involvement in decision making	111	25.4 %
Timeliness of information provided by City	20	4.6 %
City's social media (Facebook, Nextdoor, Engage Camas, etc.)	11	2.5 %
None chosen	51	11.7 %
Total	437	100.0 %

**Q10. Which TWO communication items from 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	50	11.4 %
City efforts to keep you informed about local issues	107	24.5 %
Overall quality of City's website	28	6.4 %
Level of public involvement in decision making	90	20.6 %
Timeliness of information provided by City	76	17.4 %
City's social media (Facebook, Nextdoor, Engage Camas, etc.)	23	5.3 %
None chosen	63	14.4 %
Total	437	100.0 %

**(SUM OF TOP 2 CHOICES)**

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

Q10. Top choice	Number	Percent
Availability of information about City programs & services	150	34.3 %
City efforts to keep you informed about local issues	221	50.6 %
Overall quality of City's website	58	13.3 %
Level of public involvement in decision making	201	46.0 %
Timeliness of information provided by City	96	22.0 %
City's social media (Facebook, Nextdoor, Engage Camas, etc.)	34	7.8 %
None chosen	51	11.7 %
Total	811	

**Q11(1-6). Organizational Excellence: Please rate the quality of customer service for the following service areas.**

(N=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Water & wastewater customer service	19.9%	38.4%	15.6%	4.1%	0.2%	21.7%
Q11-2. Stormwater drainage customer service	14.6%	31.8%	17.8%	2.3%	0.2%	33.2%
Q11-3. Trash customer service	27.9%	44.4%	11.2%	1.6%	0.2%	14.6%
Q11-4. Development Services customer service	7.6%	17.8%	18.8%	2.1%	0.5%	53.3%
Q11-5. Parks & Recreation customer service	11.7%	26.5%	18.3%	1.8%	0.2%	41.4%
Q11-6. City Utility Billing & Payment customer service	20.4%	42.6%	14.6%	2.5%	0.9%	19.0%

**(WITHOUT "DON'T KNOW")****Q11(1-6). Organizational Excellence: Please rate the quality of customer service for the following service areas. (without "don't know")**

(N=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Water & wastewater customer service	25.4%	49.1%	19.9%	5.3%	0.3%
Q11-2. Stormwater drainage customer service	21.9%	47.6%	26.7%	3.4%	0.3%
Q11-3. Trash customer service	32.7%	52.0%	13.1%	1.9%	0.3%
Q11-4. Development Services customer service	16.2%	38.2%	40.2%	4.4%	1.0%
Q11-5. Parks & Recreation customer service	19.9%	45.3%	31.3%	3.1%	0.4%
Q11-6. City Utility Billing & Payment customer service	25.1%	52.5%	18.1%	3.1%	1.1%

**Q11(7-11). Organizational Excellence: Please rate the ease of doing the following City processes.**

(N=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-7. Contacting City of Camas employees	18.3%	36.6%	14.6%	4.6%	1.1%	24.7%
Q11-8. Making a service request	15.8%	33.2%	17.4%	3.9%	0.9%	28.8%
Q11-9. Locating information on City's website	11.2%	32.5%	24.9%	6.6%	2.1%	22.7%
Q11-10. Paying City utility bill	28.4%	48.5%	9.8%	2.7%	0.2%	10.3%
Q11-11. Paying fees for parks & recreation programs	10.8%	25.9%	17.6%	3.9%	0.7%	41.2%

**(WITHOUT "DON'T KNOW")**

**Q11(7-11). Organizational Excellence: Please rate the ease of doing the following City processes. (without "don't know")**

(N=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-7. Contacting City of Camas employees	24.3%	48.6%	19.5%	6.1%	1.5%
Q11-8. Making a service request	22.2%	46.6%	24.4%	5.5%	1.3%
Q11-9. Locating information on City's website	14.5%	42.0%	32.2%	8.6%	2.7%
Q11-10. Paying City utility bill	31.6%	54.1%	11.0%	3.1%	0.3%
Q11-11. Paying fees for parks & recreation programs	18.3%	44.0%	30.0%	6.6%	1.2%

**Q12. Customer Experience. Have you interacted with (call or in person) the City during the past year?**

Q12. Have you interacted with City during past year

	Number	Percent
Yes	241	55.1 %
No	196	44.9 %
Total	437	100.0 %

**Q12a. If you have interacted with the City during the past year, what led to that interaction?**

Q12a. What led to that interaction	Number	Percent
Compliment	13	5.4 %
Question	116	48.1 %
Request	87	36.1 %
Complaint	23	9.5 %
Not provided	2	0.8 %
Total	241	100.0 %

**(WITHOUT "NOT PROVIDED")**

**Q12a. If you have interacted with the City during the past year, what led to that interaction? (without "not provided")**

Q12a. What led to that interaction	Number	Percent
Compliment	13	5.4 %
Question	116	48.5 %
Request	87	36.4 %
Complaint	23	9.6 %
Total	239	100.0 %

**Q12b. What was the specific interaction with the City?**

<u>Q12b. What was the specific interaction with City</u>	<u>Number</u>	<u>Percent</u>
City service (street maintenance, trash, water, wastewater)	95	39.4 %
Emergency or safety	21	8.7 %
Reservations/rentals/recreation	10	4.1 %
Public records/ordinances/licenses/permits	10	4.1 %
Code violation/community engagement (tall grassweeds/mowing, illegal parking/dumping, abandoned vehicles)	17	7.1 %
Building codes/inspections	7	2.9 %
Customer service (start/stop/schedule water or trash service, utility bill, basic information)	45	18.7 %
Other	34	14.1 %
Not provided	2	0.8 %
Total	241	100.0 %

**(WITHOUT "NOT PROVIDED")****Q12b. What was the specific interaction with the City? (without "not provided")**

<u>Q12b. What was the specific interaction with City</u>	<u>Number</u>	<u>Percent</u>
City service (street maintenance, trash, water, wastewater)	95	39.7 %
Emergency or safety	21	8.8 %
Reservations/rentals/recreation	10	4.2 %
Public records/ordinances/licenses/permits	10	4.2 %
Code violation/community engagement (tall grassweeds/mowing, illegal parking/dumping, abandoned vehicles)	17	7.1 %
Building codes/inspections	7	2.9 %
Customer service (start/stop/schedule water or trash service, utility bill, basic information)	45	18.8 %
Other	34	14.2 %
Total	239	100.0 %

**Q12c. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=241)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12c-1. Level of care you were given was appropriate	39.0%	35.3%	10.4%	11.6%	2.5%	1.2%
Q12c-2. Response or information you were given was complete & thorough	36.1%	36.1%	11.2%	10.4%	5.0%	1.2%
Q12c-3. What was said would be done, was done in a timely manner	35.3%	30.7%	12.0%	9.1%	5.0%	7.9%
Q12c-4. They made it easy for me to handle my request	36.1%	34.0%	14.5%	8.7%	3.7%	2.9%
Q12c-5. They were knowledgeable & technically competent	38.6%	34.4%	10.8%	7.5%	4.6%	4.1%
Q12c-6. Professionalism of employees	41.5%	39.4%	10.8%	4.1%	1.2%	2.9%
Q12c-7. Overall satisfaction with your customer service experience	39.8%	32.4%	8.7%	12.4%	4.6%	2.1%

**(WITHOUT "DON'T KNOW")**

**Q12c. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=241)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12c-1. Level of care you were given was appropriate	39.5%	35.7%	10.5%	11.8%	2.5%
Q12c-2. Response or information you were given was complete & thorough	36.6%	36.6%	11.3%	10.5%	5.0%
Q12c-3. What was said would be done, was done in a timely manner	38.3%	33.3%	13.1%	9.9%	5.4%
Q12c-4. They made it easy for me to handle my request	37.2%	35.0%	15.0%	9.0%	3.8%
Q12c-5. They were knowledgeable & technically competent	40.3%	35.9%	11.3%	7.8%	4.8%
Q12c-6. Professionalism of employees	42.7%	40.6%	11.1%	4.3%	1.3%
Q12c-7. Overall satisfaction with your customer service experience	40.7%	33.1%	8.9%	12.7%	4.7%



**Q13. 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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of major City streets	14.4%	51.7%	15.3%	13.5%	2.7%	2.3%
Q13-2. Maintenance of streets in your neighborhood	14.4%	42.6%	17.4%	17.8%	5.3%	2.5%
Q13-3. Snow removal on major City streets	14.2%	43.2%	18.3%	11.2%	5.0%	8.0%
Q13-4. Adequacy of City street lighting	16.7%	48.3%	17.6%	11.9%	2.5%	3.0%
Q13-5. Condition of sidewalks in City	13.7%	42.8%	22.4%	13.7%	3.7%	3.7%
Q13-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	9.6%	29.1%	21.5%	17.2%	5.0%	17.6%
Q13-7. Street sweeping	19.0%	47.1%	16.7%	8.5%	1.8%	6.9%

**(WITHOUT "DON'T KNOW")****Q13. 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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of major City streets	14.8%	52.9%	15.7%	13.8%	2.8%
Q13-2. Maintenance of streets in your neighborhood	14.8%	43.7%	17.8%	18.3%	5.4%
Q13-3. Snow removal on major City streets	15.4%	47.0%	19.9%	12.2%	5.5%
Q13-4. Adequacy of City street lighting	17.2%	49.8%	18.2%	12.3%	2.6%
Q13-5. Condition of sidewalks in City	14.3%	44.4%	23.3%	14.3%	3.8%
Q13-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	11.7%	35.3%	26.1%	20.8%	6.1%
Q13-7. Street sweeping	20.4%	50.6%	17.9%	9.1%	2.0%

**Q14. Which TWO street related items from Question 13 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q14. Top choice	Number	Percent
Maintenance of major City streets	146	33.4 %
Maintenance of streets in your neighborhood	72	16.5 %
Snow removal on major City streets	39	8.9 %
Adequacy of City street lighting	46	10.5 %
Condition of sidewalks in City	44	10.1 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	45	10.3 %
Street sweeping	15	3.4 %
None chosen	30	6.9 %
Total	437	100.0 %

**Q14. Which TWO street related items from Question 13 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

Q14. 2nd choice	Number	Percent
Maintenance of major City streets	66	15.1 %
Maintenance of streets in your neighborhood	99	22.7 %
Snow removal on major City streets	63	14.4 %
Adequacy of City street lighting	37	8.5 %
Condition of sidewalks in City	65	14.9 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	33	7.6 %
Street sweeping	24	5.5 %
None chosen	50	11.4 %
Total	437	100.0 %

**(SUM OF TOP 2 CHOICES)**

**Q14. Which TWO street related items from Question 13 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 2)**

Q14. Top choice	Number	Percent
Maintenance of major City streets	212	48.5 %
Maintenance of streets in your neighborhood	171	39.1 %
Snow removal on major City streets	102	23.3 %
Adequacy of City street lighting	83	19.0 %
Condition of sidewalks in City	109	24.9 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	78	17.8 %
Street sweeping	39	8.9 %
None chosen	30	6.9 %
Total	824	

**Q15. 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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Enforcing cleanup of litter & debris on private property	7.3%	18.3%	25.4%	14.9%	4.3%	29.7%
Q15-2. Enforcing mowing & trimming of grass & weeds on private property	7.6%	20.6%	25.6%	13.7%	4.3%	28.1%
Q15-3. Enforcing codes designed to protect public safety & health	8.0%	30.7%	24.7%	5.3%	2.7%	28.6%
Q15-4. Enforcing sign regulation	7.1%	20.6%	25.6%	11.2%	3.7%	31.8%
Q15-5. Enforcing cleanup of litter in public right-of-ways	8.2%	25.6%	22.9%	14.6%	4.1%	24.5%

**(WITHOUT "DON'T KNOW")**

**Q15. 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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Enforcing cleanup of litter & debris on private property	10.4%	26.1%	36.2%	21.2%	6.2%
Q15-2. Enforcing mowing & trimming of grass & weeds on private property	10.5%	28.7%	35.7%	19.1%	6.1%
Q15-3. Enforcing codes designed to protect public safety & health	11.2%	42.9%	34.6%	7.4%	3.8%
Q15-4. Enforcing sign regulation	10.4%	30.2%	37.6%	16.4%	5.4%
Q15-5. Enforcing cleanup of litter in public right-of-ways	10.9%	33.9%	30.3%	19.4%	5.5%

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

Q16. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	106	24.3 %
Enforcing mowing & trimming of grass & weeds on private property	19	4.3 %
Enforcing codes designed to protect public safety & health	131	30.0 %
Enforcing sign regulation	28	6.4 %
Enforcing cleanup of litter in public right-of-ways	95	21.7 %
None chosen	58	13.3 %
Total	437	100.0 %

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

Q16. 2nd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	50	11.4 %
Enforcing mowing & trimming of grass & weeds on private property	60	13.7 %
Enforcing codes designed to protect public safety & health	70	16.0 %
Enforcing sign regulation	43	9.8 %
Enforcing cleanup of litter in public right-of-ways	138	31.6 %
None chosen	76	17.4 %
Total	437	100.0 %

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

Q16. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	156	35.7 %
Enforcing mowing & trimming of grass & weeds on private property	79	18.1 %
Enforcing codes designed to protect public safety & health	201	46.0 %
Enforcing sign regulation	71	16.2 %
Enforcing cleanup of litter in public right-of-ways	233	53.3 %
None chosen	58	13.3 %
Total	798	

**Q17. 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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Selection of resources available at public library	36.6%	33.4%	9.6%	2.5%	0.9%	16.9%
Q17-2. Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	33.2%	28.8%	8.9%	1.8%	0.5%	26.8%
Q17-3. Events for adults (informational, literary, participatory, entertainment, etc.)	23.8%	26.1%	15.3%	1.8%	0.9%	32.0%
Q17-4. Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	21.3%	18.3%	14.4%	1.6%	0.5%	43.9%
Q17-5. Events for children (early literacy development, storytimes, summer reading program, etc.)	26.8%	25.2%	9.8%	1.6%	0.7%	35.9%
Q17-6. Hours of operation	24.0%	39.4%	13.5%	3.4%	0.7%	19.0%

**(WITHOUT "DON'T KNOW")****Q17. 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=437)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Selection of resources available at public library	44.1%	40.2%	11.6%	3.0%	1.1%
Q17-2. Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	45.3%	39.4%	12.2%	2.5%	0.6%
Q17-3. Events for adults (informational, literary, participatory, entertainment, etc.)	35.0%	38.4%	22.6%	2.7%	1.3%
Q17-4. Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	38.0%	32.7%	25.7%	2.9%	0.8%
Q17-5. Events for children (early literacy development, storytimes, summer reading program, etc.)	41.8%	39.3%	15.4%	2.5%	1.1%
Q17-6. Hours of operation	29.7%	48.6%	16.7%	4.2%	0.8%

**Q18. Which TWO public library items from Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q18. Top choice	Number	Percent
Selection of resources available at public library	109	24.9 %
Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	58	13.3 %
Events for adults (informational, literary, participatory, entertainment, etc.)	33	7.6 %
Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	27	6.2 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	74	16.9 %
Hours of operation	42	9.6 %
None chosen	94	21.5 %
Total	437	100.0 %

**Q18. Which TWO public library items from Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q18. 2nd choice	Number	Percent
Selection of resources available at public library	59	13.5 %
Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	63	14.4 %
Events for adults (informational, literary, participatory, entertainment, etc.)	36	8.2 %
Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	57	13.0 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	58	13.3 %
Hours of operation	42	9.6 %
None chosen	122	27.9 %
Total	437	100.0 %

**(SUM OF TOP 2 CHOICES)**

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

Q18. Top choice	Number	Percent
Selection of resources available at public library	168	38.4 %
Digital resources available online with library card (eBooks & eAudio, movies, music, databases, etc.)	121	27.7 %
Events for adults (informational, literary, participatory, entertainment, etc.)	69	15.8 %
Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	84	19.2 %
Events for children (early literacy development, storytimes, summer reading program, etc.)	132	30.2 %
Hours of operation	84	19.2 %
None chosen	94	21.5 %
Total	752	

**Q19. 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=437)

	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
Q19-1. Law enforcement	9.4%	30.4%	50.8%	1.6%	1.8%	5.9%
Q19-2. Fire, EMS, & ambulance	6.6%	22.2%	56.3%	1.1%	0.7%	13.0%
Q19-3. Parks, trails, & open space	11.7%	35.2%	43.2%	2.1%	0.2%	7.6%
Q19-4. Recreation facilities & programs	6.4%	28.8%	48.3%	4.6%	0.2%	11.7%
Q19-5. Maintenance of infrastructure (streets, sidewalks)	16.7%	46.9%	31.4%	0.7%	0.0%	4.3%
Q19-6. City's public library	4.1%	17.2%	63.6%	2.5%	2.1%	10.5%
Q19-7. City's garbage services	1.6%	8.5%	83.5%	0.7%	0.2%	5.5%



**(WITHOUT "DON'T KNOW")**

**Q19. 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=437)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower
Q19-1. Law enforcement	10.0%	32.4%	54.0%	1.7%	1.9%
Q19-2. Fire, EMS, & ambulance	7.6%	25.5%	64.7%	1.3%	0.8%
Q19-3. Parks, trails, & open space	12.6%	38.1%	46.8%	2.2%	0.2%
Q19-4. Recreation facilities & programs	7.3%	32.6%	54.7%	5.2%	0.3%
Q19-5. Maintenance of infrastructure (streets, sidewalks)	17.5%	49.0%	32.8%	0.7%	0.0%
Q19-6. City's public library	4.6%	19.2%	71.1%	2.8%	2.3%
Q19-7. City's garbage services	1.7%	9.0%	88.4%	0.7%	0.2%

**Q20. Would you be willing to pay more in taxes or fees to support an increase in the service level?**

Q20. Would you be willing to pay more in taxes or fees to support an increase in service level	Number	Percent
Not applicable—I do not think any levels of service need to be higher	35	8.0 %
Yes—I would be willing to pay more in taxes & fees	169	38.7 %
No—I would not be willing to pay more in taxes & fees	161	36.8 %
Don't know	72	16.5 %
Total	437	100.0 %

**(WITHOUT "DON'T KNOW")**

**Q20. Would you be willing to pay more in taxes or fees to support an increase in the service level? (without "don't know")**

Q20. Would you be willing to pay more in taxes or fees to support an increase in service level	Number	Percent
Not applicable—I do not think any levels of service need to be higher	35	9.6 %
Yes—I would be willing to pay more in taxes & fees	169	46.3 %
No—I would not be willing to pay more in taxes & fees	161	44.1 %
Total	365	100.0 %

**Q21. Land Development. Using a 5-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=437)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q21-1. Employment opportunities	4.1%	22.4%	21.7%	3.2%	2.5%	46.0%
Q21-2. Office development	1.4%	8.9%	35.7%	9.6%	5.7%	38.7%
Q21-3. Retail	7.1%	19.0%	42.8%	7.8%	2.7%	20.6%
Q21-4. Restaurants	11.2%	30.4%	37.8%	4.6%	1.4%	14.6%
Q21-5. Technology & other industry	8.2%	22.4%	32.0%	5.9%	1.4%	30.0%
Q21-6. Housing options for aging population	11.9%	30.4%	23.3%	4.3%	1.4%	28.6%
Q21-7. Apartments	5.0%	12.1%	25.2%	18.5%	19.2%	19.9%
Q21-8. Townhomes/row houses	3.7%	14.0%	27.2%	18.3%	16.2%	20.6%
Q21-9. Entry-level single-family homes	12.8%	24.7%	27.2%	11.2%	8.7%	15.3%
Q21-10. Large lot/large homes	5.5%	8.9%	30.0%	19.0%	18.1%	18.5%

**(WITHOUT "DON'T KNOW")**

**Q21. Land Development. Using a 5-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=437)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q21-1. Employment opportunities	7.6%	41.5%	40.3%	5.9%	4.7%
Q21-2. Office development	2.2%	14.6%	58.2%	15.7%	9.3%
Q21-3. Retail	8.9%	23.9%	53.9%	9.8%	3.5%
Q21-4. Restaurants	13.1%	35.7%	44.2%	5.4%	1.6%
Q21-5. Technology & other industry	11.8%	32.0%	45.8%	8.5%	2.0%
Q21-6. Housing options for aging population	16.7%	42.6%	32.7%	6.1%	1.9%
Q21-7. Apartments	6.3%	15.1%	31.4%	23.1%	24.0%
Q21-8. Townhomes/row houses	4.6%	17.6%	34.3%	23.1%	20.5%
Q21-9. Entry-level single-family homes	15.1%	29.2%	32.2%	13.2%	10.3%
Q21-10. Large lot/large homes	6.7%	11.0%	36.8%	23.3%	22.2%

**Q22a. Would you be willing to pay more in taxes or fees to support this new community amenity?**

Q22a. Would you be willing to pay more in taxes or fees to support this new community amenity	Number	Percent
Yes	186	42.6 %
No	60	13.7 %
Not provided	191	43.7 %
Total	437	100.0 %

**(WITHOUT "NOT PROVIDED")**

**Q22a. Would you be willing to pay more in taxes or fees to support this new community amenity? (without "not provided")**

Q22a. Would you be willing to pay more in taxes or fees to support this new community amenity	Number	Percent
Yes	186	75.6 %
No	60	24.4 %
Total	246	100.0 %

**Q23. Approximately how many years have you lived in Camas?**

Q23. How many years have you lived in Camas	Number	Percent
0-5	115	26.3 %
6-10	98	22.4 %
11-15	51	11.7 %
16-20	48	11.0 %
21-30	76	17.4 %
31+	37	8.5 %
Not provided	12	2.7 %
Total	437	100.0 %

**(WITHOUT "NOT PROVIDED")****Q23. Approximately how many years have you lived in Camas? (without "not provided")**

Q23. How many years have you lived in Camas	Number	Percent
0-5	115	27.1 %
6-10	98	23.1 %
11-15	51	12.0 %
16-20	48	11.3 %
21-30	76	17.9 %
31+	37	8.7 %
Total	425	100.0 %

**Q24. What is your age?**

Q24. Your age	Number	Percent
18-34	81	18.5 %
35-44	82	18.8 %
45-54	83	19.0 %
55-64	89	20.4 %
65+	85	19.5 %
Not provided	17	3.9 %
Total	437	100.0 %

**(WITHOUT "NOT PROVIDED")****Q24. What is your age? (without "not provided")**

Q24. Your age	Number	Percent
18-34	81	19.3 %
35-44	82	19.5 %
45-54	83	19.8 %
55-64	89	21.2 %
65+	85	20.2 %
Total	420	100.0 %

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

Q25. How many children under 18 live in your household	Number	Percent
0	230	52.6 %
1	70	16.0 %
2	86	19.7 %
3+	30	6.9 %
Not provided	21	4.8 %
Total	437	100.0 %

**(WITHOUT "NOT PROVIDED")****Q25. How many children under the age of 18 live in your household? (without "not provided")**

Q25. How many children under 18 live in your household	Number	Percent
0	230	55.3 %
1	70	16.8 %
2	86	20.7 %
3+	30	7.2 %
Total	416	100.0 %

**Q26. What is your gender?**

Q26. Your gender	Number	Percent
Male	208	47.6 %
Female	211	48.3 %
Non-binary	3	0.7 %
Prefer not to answer	15	3.4 %
Total	437	100.0 %

**(WITHOUT "PREFER NOT TO ANSWER")****Q26. What is your gender? (without "prefer not to answer")**

<u>Q26. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	208	49.3 %
Female	211	50.0 %
Non-binary	3	0.7 %
Total	422	100.0 %

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

<u>Q27. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$50K	41	9.4 %
\$50K to \$74,999	50	11.4 %
\$75K to \$99,999	50	11.4 %
\$100K to \$149,999	81	18.5 %
\$150K to \$199,999	73	16.7 %
\$200K+	88	20.1 %
Not provided	54	12.4 %
Total	437	100.0 %

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

<u>Q27. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$50K	41	10.7 %
\$50K to \$74,999	50	13.1 %
\$75K to \$99,999	50	13.1 %
\$100K to \$149,999	81	21.1 %
\$150K to \$199,999	73	19.1 %
\$200K+	88	23.0 %
Total	383	100.0 %

**6**

# Open-Ended Responses

### Open-Ended Question Responses

**Q2a—"In the event that cuts are required due to shortfalls, which area of service would you first reduce?"**

- "Development" of parks that turns lovely greenspace into concrete-covered brights for adult entertainment.
- administration
- Administration bloat.
- ALL ARE IMPORTANT. PEOPLE SHOULD BE WORKING AT LESS PAY BY VOLUNTEERING SERVICES
- ALL areas should have to share in reducing budgets.
- Animal control
- Any DEI directives and costs of implementing any of it.
- Any DEI related activities. The Lacamas Lake parking attendants, what a waste of money to pay people to sit there, only in government would this be possible. New construction projects.
- Anything that can be deferred, such as capitol improvements, future arks infrastructure, etc.
- Areas that would affect the least number of residents, or do the least harm.
- billing and finance
- billing and finance
- billing and finance
- billing and finance
- billing and finance
- Buying properties
- Can not see a cut that could happen without deterioration of city.
- Capital and Fire EMS are where to start. As a government employee, I know that these are two high cost areas where frugality is possible for periods of time as increase revenue streams develop. You will need buy-in from city employees, so make sure they are given the "why" and included in the planning process.
- Cities efforts to develop area north of Lacamas Lake.
- City billing and finance services
- City codes enforcement.
- City Council
- City economic development
- City economic development
- City economic development



- City economic development
- City employee customer service
- city employees
- city employees service
- "City events. Reduce first Fridays and Farmers Market Wednesdays to only twice a month. I realize it helps local businesses, but businesses don't put money in my pocket. But it costs taxpayers money to hold these events. The cops, the set up, the take down, trash collection etc..
- Too much!"
- City leaders salaries
- City leadership. Terrible. City pool debocal, drug rehabilitation next to school and church, Everett Street mess, running Acorn & Oak out of town, round about from hell.
- City management of storm water runoff
- City parks
- City parks and programs.
- City parks and recs.
- CITY PARKS/TRAILS/OPEN SPACE
- CITY PARKS/TRAILS/OPEN SPACE
- City planning dept. Stop the sprawl.
- City public library
- City street maintenance
- City streets
- City streets
- City's billing and finance options.
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- codes
- codes/parks
- Communication
- Communication

- Communication
- Communication
- Communication
- Communication
- Communication
- Communication
- Communication
- Communication mailings
- COMMUNICATION ON CITY SEWER SERVICES
- Communication since it doesn't seem to exist.
- communication with public
- COMMUNICATION WITH THE PUBLIC AND CITY ECONOMIC DEVELOPMENT EFFORTS
- Communication with the public.
- compliance, enforcement
- Consultant fees.
- consultants, administration
- Customer service
- Customer service
- Customer service
- Customer service
- Customer service
- Customer service
- Customer service
- Customer service reps, library
- Customer service, parks and rec
- Cut city staff
- Cut the people in the job positions that are allowing the take down of historical buildings, allowing large developments on farm and agricultural lands. The Camas of yesterday is being wiped out. Stop the madness. Listen to the people, not the builders and the investors.
- Development
- Development and construction
- development new housing
- Director of finance, parks and rec
- Economic development **(x34 Responses)**
- Economic development should be at the bottom of the list of city activities while safety, environmental, and daily quality-of-life issues should be first priority
- Economic development, the city is big enough.

- Economic development. Our city is changing in a way that does not meet citizens ideas and needs.
- ECONOMIC DEVELOPMENT-WE HAVE TOO MUCH NEW HOUSING DEVELOPMENTS
- Economic development-we need the other services.
- Enforcement of city codes and ordinances.
- Enforcement of city ordinances.
- Enforcement of ordinances
- Environmental projects, consultations.
- Equal percent from all services except police & fire
- Excessive spending in Fire Department
- Expanding roads for development
- Fire department overtime
- Fire/EMS
- Fix the PFA in the water supply.
- Garbage service
- Garbage service
- Garbage service
- Growth downtown, no more apartments.
- I think communication can be reduced, but overall I think all points contribute to the beautiful town of camas
- I would expect first that City staff take a critical look at the use of outside consultants, who are very expensive, with an eye towards using City staff with expertise in those areas instead. Secondly, I would defer street and park maintenance for a year or two.
- I would not cut service -- I would increase revenue streams via a utility tax or other small increases to make up the shortfall.
- I would support a tax increase rather than cutting services.
- I'd increase costs rather than cut services
- Increase city economic development efforts without increasing expenses.
- LEAVE REC PROGRAMS TO PRIVATE SECTOR; WHATS THE STATUS OF PFAS ON WELL 13?; SUBDIVISIONS ALONG LAKES AND RIVERS DISPOSE TOO MUCH TOXINS-FLOW INTO STORM DRAINS
- Library **(x23 Responses)**
- Library and local government overheads.
- Library and park services. City communication and economic development.
- library and parks
- Library and Parks and Rec
- Low income housing.

- Maintenance
- Major projects and consultant costs should be first on the chopping block, with remaining revenues focused on service delivery and quality.
- Marketing and surveys
- Need more information on cost/benefit tradeoffs.
- need to add more services
- Outsourcing on planning.
- Overall effectiveness of city economic development efforts. The constant construction and dump trucks running through town is heartbreaking. Please stop allowing housing and multi-family housing building.
- Overall quality of billing and finance options.
- **OVERALL QUALITY OF CITY PARKS/TRAILS/OPEN SPACE**
- Overtime for fire department. Spending money on consultants for roundabouts, field evaluations and where to put a fire station! Cut any funds wasted on North shore development
- Park programs but not park services
- park/rec programs
- parking enforcement downtown. That's all I can think of to reduce costs.
- **PARKING ENFORCEMENT, MOSQUITO PATROL, LESS RECREATION PROGRAMS**
- parking/patrols
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks & Rec
- Parks & Rec
- Parks & Rec
- Parks & Rec
- Parks & Rec
- Parks & Rec
- Parks & Rec
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- Parks & Rec
- Parks & Rec
- Parks & Rec
- PARKS AND REC OR OPEN SPACE
- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
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- parks and rec programs
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- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
- parks and rec programs
- Parks and rec programs and economic development efforts.
- PARKS AND RECREATION PROGRAMS-NOT PARK FACILITIES
- Parks and trails
- Parks and trails

- Parks and trails
- Parks and trails
- Parks and trails
- Parks, trail and open space
- parks/rec, administration costs
- parks/trails, open space
- parks/trails, open space
- Planning and zoning.
- Police
- Police
- Police
- Police
- Police
- Police
- Police
- Police
- Police
- Police
- Police
- "Police force. Despite continued complaints regarding lack of speed enforcement in my neighborhood (Sierra Dr) nothing happens. The residents peace of mind, respect to property owners has been sacrificed in order to create a fast lane in/out of Camas. The total lack of respect to home owners is unacceptable
- Some residents have also complained on Nextdoor app that police will not respond to crimes, such as video evidence of someone breaking into USPS boxes. I cannot confirm this, but would not surprise me."
- Police services
- Police services
- Police services
- Police services
- Police services
- police/fire
- politicians salaries
- Pool planning
- public library service
- public library service
- public library service
- public library service

- public library service
- public library service
- QUALITY OF CITY PARKS/TRAILS/OPEN SPACE
- Quality of parks and rec services
- Raise the prices. It was disappointing that the school levy didn't increase year over year. That felt like an obvious budget shortfall was in our future. Prices increase and revenue needs to in order to support it. The point of moving to Camas is great schools and nice parks. The community needs to be willing to pay for those. We all benefit from a more desirable community.
- Recreation programs
- Reduction ins a variety of programs, not just one department.
- School support staff; way too many non-essential workers involved in the school system
- Schools
- schools, property taxes too high
- seasonal special events
- Services for non-residents
- STAFF/EMPLOYEES
- Staffing of unnecessary people, purchasing unnecessary property and items.
- Stay in budgets, have a reserve.
- Stop COLA increases on city salaries.
- storm run off, politician payouts
- stormwater
- stormwater
- stormwater
- stormwater
- stormwater
- Street maintenance
- Street maintenance
- Street maintenance
- That is for you to decide and not leave it up to the general population so you aren't the 'bad guy" that laid people off.
- The “extras” have to go first - improvements to recreation. The population has grown so rapidly in the past 15 years that we need to focus on infrastructure.
- The city manager, not necessary, all these surveys nobody listens to, no more roundabouts. Camas has added many new housing developments, where is all this new tax revenue going? Balance the budget and stop raising taxes and utilities nobody can afford it.

- The police. I have never seen so many cops in this small of a town in my life. The crime rate in the area is in no need of this and they are just too much. You see them bored and out harassing teenagers for no reason.
- There is nowhere for kids to swim.
- Unnecessary services and budget items
- utilities
- utilities
- Variety of billing and finance options
- Variety of City's Billing Options
- While I love the library and its services, it seems to be the first area that could be developed privately and would be the first to reduce funding.
- With a good economic plan, hopefully this is not necessary but if so, park and rec is a nice to have vs. clean and safe water is a must have.
- You don't need budget cuts, you need to charge impact fees to developers!!!! All the extra weight has every main artery in Camas crumbling and failing! Every year you send out crews to mark problem areas with spray paint yet never address them! Go back to chip sealing roads if you have to! You charge way too much for property taxes to have roads that are this messed up!

**Q5—"Other": Satisfaction with parks and recreation items.**

- A city rec center would be amazing.
- add disc golf
- adherence to code/policy
- all the consultants
- Ambiguous question. You put "other" on the survey, and I said "neutral." I'm not even sure what "other" means in this context.
- BATHROOMS IN PARKS
- bike access
- Camas Days
- Camas is amazing. love it here. We recently moved back to the PNW from Florida so the bar was very low, but you guys are crushing it.
- Camas needed to buy Camp Currie. The county wants it to be like Lewisville... it's a long time gem for groups. Is there anything the city can do?
- Can see obvious waste. Parking attendants at the lake parking lot is ridiculous. Camas rec employees seem great, but also seem to not work a full day from my limited exposure to them.
- CITY NEEDS MORE OPEN SPACE AND TRAILS



- City of Camas Tax Payers are on the hook for the costs of the lake yet we have people from surrounding communities using all the facilities that don't contribute. Camas Tax payers should have a sticker and everyone else should pay a fee to use our facilities.
- City pool
- City pool
- connect trails
- Connecting parks.
- Crown Park
- Crown Park redevelopment is turning what was once a jewel into a mess of pavement while adding little value. Replacing a pool with a splash park is dumb and wasteful.
- First Friday events.
- Indoor athletic facility.
- Lakes-need to fix.
- lighting in parks
- Limited parks, trails, and safe access for the North end of the city
- maintenance of street islands
- mole infestation at cemetery
- more library lectures/programs
- More picnic shelters and dog parks.
- no need for splash park
- Pickleball courts
- pickleball lessons/rules
- Pool
- Pool
- pool/rec center
- restore Crown Park
- Sidewalk safety for the disabled.
- space for dog parks
- tennis
- The city's water quality should be viewed a crisis. As a parent, and nursing a newborn, I find it insulting and dangerous that the city warns me not to drink the water and to find an alternate source.
- The Lake
- This city must develop aggressive policies regarding camping/homelessness in our city and overnight camping in our parks before it gets more out of control AND enforce these regulations.
- upgrade to Crown Park

- walkways
- We have plenty of parks and they look nice. Could we put more funding into fixing the roads?
- Would love to see the medians better maintained. For example, 38th Ave near Evergreen Tennis is covered in weeds and overgrown plants.

**Q12b—“Other”: What was the specific interaction with the City?**

- An issue with finding the 6-year transportation plan on the city website
- animal control
- cemetery
- City park maintenance
- Contacted mayor and city council via email
- Development Planning
- employment question
- EVENT PERMIT
- filed a police report
- homeless
- I had a question about trees in my yard and what regulations were involved in replacing, etc. a tree that was dying. I left several messages with the person I was directed to talk with and never received a call back. I eventually just replaced it deciding that I could be forgiven if I did it wrong after trying to get the information. I've never heard from that department. I also want to say since this is the only spot I can describe an interaction with City employees, I don't want it to only be a bad review. My interactions with the Sewage department over years of calling upon them, their employees have always been fantastic and incredibly responsive. Also, the employees at the Library are personable, helpful, and thoughtful. The Billing Department is always efficient and polite. So, my one bad experience isn't the one only I base my feelings about City employees on. And I'm going to rate my experiences in the next Question 12c on all my good experiences not that one bad one.
- Issue regarding destruction of beaver habitat by the City in an open space.
- Needing a no parking sign moved
- Notified city of illegal bike park construction
- On city septic and the alarm went off. Had to call in to have someone come out and see why. Fast response and quickly fixed.
- Parking ticket for no reason
- parks/rec, the Easter egg hunt at Crown Park
- pipes gave out, we had to have back flow done. Cost us 200. City should have paid for it.

- Planning commission
- Property damage
- Questions about volunteering and any organized volunteer coordinator.
- RAISE LAKE LEVEL, TOO LOW ON SOME RAMPS TO LAUNCH A BOAT
- Requested a street light repair six months ago, still waiting for the repair.
- Roads.
- Safe sidewalks for the disabled. Stop lights at Drake and 6th Ave
- Storm water questions related to HOA storm water facilities and trail maintenance of a city-owned trail
- Stormwater facility management.
- stormwater retention facility
- the 35th St overflow lot isn't locked at night. due to the gravel, racers often "drift" around the lot - even during the day, when kids are present - & kick up dust clouds & gravel
- Tree issue
- Try as I might, I could not contact the individual or group responsible for pushing through unwanted zoning. So disappointed in the lack of response (or even anyone seeming to care) about community objections to dangerous zoning. I definitely have the impression that money runs the show, not the Camas residents.
- Trying to find out who to ask a question to. Couldn't get any one to answers half the numbers I called. Finally gave up and drove to City Hall.
- water bill refund request
- Worked with fire marshal on a notice sent tor me about vegetation near a fire hydrant

**Q22—“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?”**

- 911 Memorial
- a balanced budget
- A better grocery store/market. Examples include New Seasons, Whole Foods, Trader Joe's. The Safeway store in downtown Camas in inadequate,
- a big rec center
- A city pool. I was very sad when the pool closed.
- A city swimming pool! Out door/indoor would be fantastic. If we could get a YMCA that had a pool, gym, child care and more that would be amazing! So either a pool or community center that had a pool. It is so hard to find a public pool for the kids to learn to swim. Swim lessons always fill up at the community centers in Vancouver and as we

are not residents of Vancouver, Camas residents have no chance at getting into swim lessons as they fill up for residents in the first few minutes. Our library is sweet but the selection is very old and dated and just small. I know the public would help with funds for better library material specifically. Also, as children and families are such a big part of the population that uses the library and it is one of the only FREE places mothers and children can go to get out of the cold and rain, I would like to request that you use the space upstairs that is currently being used as an art gallery and use it as a children's indoor play space! It would be so well used and enjoyed by children and parents alike! A space to build with Legos, magnets, puppets, toy kitchens, and more! The play space for the kids downstairs is much too small. The staff at the library is amazing! I just think more funds could help make our library go from good to great! I know the community would love to support this cause! As for donations of money or specific items. We can do this!

- A community pool. Pickleball courts with lights.
- a dog park
- A great hall that had monthly dances, gatherings, community building exercises, etc. I'd love to get back to neighbors knowing neighbors and helping each other through relationship building. Churches are great, but people need to go outside of that box and build community because we NEED each other.
- A large community center with a pool (i.e. Firstenburg in Vancouver). Another item would be improving the various athletic fields to make them all season fields -- install turf and appropriate infrastructure to support year round use. For example, if baseball fields were converted to turf, the City could host large baseball tournaments attracting hundreds of kids and families to visit restaurants, shops, etc.
- a large rec/community center with an indoor playground
- A multi sport recreational facility/additional high school
- a park with more activities/spaces
- a performing arts center
- A rec center where the skate park is.
- A rec center. Would just love to have a community indoor/outdoor pool, walking track, etc. Really wish this would have passed and been built a few years ago.
- A SENIOR CENTER
- A swimming pool
- A swimming pool, they should not have gotten rid of the one we had!
- A trolley from north shore to downtown, would be a cool idea.
- A very nice indoor recreation center and lap pool.
- ADDITIONAL SPORTS FIELDS

- aerate Lacamas and Round Lakes
- Affordable aquatic center
- Affordable housing & community center
- Affordable pool that provides swim lessons for children.
- Affordable, accessible pool for kids to learn to swim and to play.
- Amusement park that feature swimming pool, water slides
- An affordable indoor recreation center aimed for small children would be nice. There aren't enough things for little kids to do in this city. Playgrounds that provide sun protection and rain protection would be ideal too, but we can manage with what outdoor facilities are available. Since you are asking for a new community amenity, I would suggest an indoor facility for the younger generation.
- Aquatic Center
- Aquatic Center
- Aquatic Center
- arcade or rec center
- arts center
- athletic facility
- Better maintenance of public landscaping. The medians on Pacific Rim, Parker St, Lake Rd, and more have too many weeds and a lack of attention. We need to maintain the beautiful work that our tax dollars have funded.
- better public access to parking/parks on Leadbetter side of lake, Camp Currie
- Better trail system.
- Better water quality in La Camas Lake.
- Bike elevator or e-assist up Dallas Street.
- bike lanes
- Bike only trails.
- Bike path on Old Highway 14 to 164th
- Bike trail walking trail along the north east side of Lacamas lake
- Block off Sierra drive at 38th Ave. It would be very cheap to do it and it would eliminate speeding and danger to people walking on Sierra Dr. It was designed to not have Sierra go through up to Dorothy Fox, but was changed when a resident complained, and that resident moved before the street went through. It's a danger to walkers on Sierra Dr between 43rd Ave and 38th Ave
- Bring back the community pool facility.
- Bring back the outdoor seasonal pool please.
- Bring the damn pool back
- Camp currie

- CENTER FOR SENIORS-RETIRED PEOPLE
- City pool
- City pool
- City pool and rec center.
- City pool. Increase trails around the lake.
- Clean up Lacamas lake
- Combined community/business spaces like Oaktree Station
- Community center
- Community center
- Community center like Firstenberg
- community center with a pool, courts, weights, room and hot tub/sauna
- community center with activities for older people
- community center with activities for youth , offer games, etc.
- Community Garden on Julia Street.
- Community pool
- Community pool
- Community pool
- Community pool
- Community recreation center
- Community swimming pool in a good location.
- Community swimming pool.
- Compost with garbage/yard waste service
- Composting food.
- Conveniently (and strategically) located fee-free parking lots. If paved and marked, then with spaces and travel lanes large enough for vehicles other than minis and compacts.
- Covered playground/community outdoor space that can be used during rainy months and shade during summer months.
- Direct access to the river where people eat, drink and walk.
- disc golf
- Do not put our roads on a DIET...we need more traffic flowing, not less (like in Vancouver). It rains for a good portion of the year and those bike lanes will not be utilized. Taking out lanes of traffic for bikers is really stupid.
- Dog park
- Dog park
- Don't allow drug rehab facilities so close to schools & family neighborhoods like the one near Dorothy Fox Elementary. That was a very poor decision to allow!
- Don't need a new amenity, fix what we have. Restore the community center.

- Encourage more family style restaurants
- Enlarge downtown area, adding additional stores, restaurants, and services.
- entry level single family homes
- Equity in neighborhood parks
- EV charging stations
- fix the community center for activities/programs
- Food festival
- Free meeting spaces
- fully and completely ban all fireworks and enforce the ban. Fireworks are the most consistently objectionable equality of life. Not just the mortar type.
- GREEN SPACE OR GATHERING AREAS IN DOWNTOWN
- Gym/public pool.
- Health services like Urgent Care
- Higher education opportunities.
- homeless shelter
- I don't need more amenities.
- I think a Camas Community Recreation Center with a gym, pool, something like the Firstenberg Center would be amazing for both adults and children
- I would like an off-leash dog park here in Camas.
- I would like to see more services for the homeless, elderly and in poverty.
- Improve the mill ditch trail to make a viable connection from the downtown corridor to Lacamas Lake
- improve water quality, more parks and rec
- Indoor athletic facility, turf baseball fields, pool.
- Indoor dog parks
- indoor recreation facility
- It would be nice to have a community center that is not outrageously expensive to build.
- Keep our police on to keep us protected.
- Keeping all public spaces clear of trash on weekly basis.
- kids splash park
- Leave the North shore as it is!!!!
- less churches in downtown
- Less money to schools.
- Lighting at the park and facilities for tennis, softball, pickleball and other sports
- listen to citizens
- Local pool
- local public pool and more dedicated paved bike trails

- Looking forward to taking the grandkids to the new, yet to be built splash pad at Crown Park.
- Lower MPH on 6th st, or more patrols. Safety for the public
- lower taxes
- Lower taxes, less DEI, less govt waste
- Lowering taxes, removing fluoride.
- Make LaCamas lake small motor and paddle craft only
- Modest cost.
- Moratorium on building.
- More ADA trails and family friendly access. Inclusive parks with shade and no bark chips.
- More areas with larger trees.
- More athletic facilities
- More athletic fields with parking
- more bike trails
- More city open spaces, parks and trails. Currently, there appears to be more housing developments (apartments and large homes) instead, as we see those constructions everywhere.
- More community recreation paths and trails.
- More free music concerts like the Tech Center concerts in Vancouver.
- More mixed use developments. Put a coffee shop or corner store in new developments. Make an effort to make them walkable.
- More open space
- MORE OPEN SPACE WITH TRAILS
- More options for after school activities
- More parking at Camas parks
- more parks
- more pedestrian crossings
- more police presence
- more quality restaurants downtown
- more resources to combat homelessness
- More restaurants downtown.
- More retail in Camas
- More retail stores and restaurants.
- More services for the aging and disabled.
- more sidewalk/bike improvements, less car focus
- more sidewalks
- more sidewalks for older neighborhoods



- more sidewalks/street lighting
- more tennis
- More trail connections to inter link the city together.
- More trails and green space
- More trails.
- More trash cans on the trails.
- More uninterrupted sidewalks/adequate bike lanes to promote exercise and getting around without being tied to a car
- More walking trails.
- Need snow removal equipment. Ban fireworks.
- No more bars, and nice sit down restaurants
- NONE-AMENITIES TAKE ON STAFFING AND LIABILITY
- One long, continuous bike/run trail thru Camas/Washougal.
- Open garden areas with flowers.
- Open garden areas.
- opportunities for community volunteering
- Outdoor pool
- Overall employment and industry development - particularly along the shared port/waterfront.
- Overall livability of Camas: cleanliness, well-maintained roads and infrastructure, minimizing congestion and overdevelopment, minimizing high-density housing, preserving the original "small town" feel of Camas.
- parking
- Parking in the downtown area
- Performing Arts
- Permanent farmers market
- Permanent pickleball courts.
- pick up yard debris weekly in summer/fall
- Pickleball courts that are allowed and not taken away.
- pickleball courts, ac at library
- Pickleball courts, dedicated and covered.
- Police the NW Astor freeway. Speeds in excess of 50 mph normal. Increase speed signage. Consider 30 mph from 16th to 23rd. Set up sting on crosswalks ... 1 out o 10 cars stop for pedestrians.
- Pool
- Pool
- Pool

- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool
- Pool / Recreation center in partnership with the Camas school district
- Pool or Community Center
- pool/activity facility, but budget it correctly.
- pool/community center-affordable
- Pool/gym
- Pool/recreation center
- pool/rec center/gym
- Promote new business rather than build more houses
- Public pool
- Public pool
- Public pool
- Public pool
- public pool if economically feasible
- Public pool- not a health club. A pool similar to the one that existed and should have been fixed and not demolished.
- really good playground for upper elementary aged kids
- Rec center
- rec center with pickleball courts
- RECREATION FACILITIES AND PROGRAMS
- Redesign the mill property to unrestrictive use.
- Reduction of homelessness through housing first and accessibility to services. This would allow for a meaningful camping ban and avoid future homeless camp expansions. We should be getting way ahead of this problem before it gets worse (see Goot Park and Washougal River Greenway, especially). All of this activity would automatically improve parks and park facilities and enhance feelings of security for regular residents
- Replace the pool at Crown Park

- Restore Crown park
- Safe water. Stop building new structures until we can safely provide water to the current dwellings. Take out fluoride which is a known toxin.
- Senior Center
- Small grocery and deli store.
- Social activities for senior citizens
- Splash pad for kids
- stop housing builds
- Swimming pool
- Swimming pool
- Swimming pool
- Swimming pool
- Swimming pool
- Swimming Pool facility
- swimming pool/splash pad
- The long promised never delivered community center. The one promised to replace the pool at Crown Park, etc.
- Time of retail development.
- Transportation options for citizens
- turfed athletic fields
- Walking trails
- Walking trails at former UL Camas
- water park/pool
- water quality. No PFAS, quality is poor. It is expensive
- We can't afford any additions
- Wish you kept the Camas pool.
- Yard runoff evaluation to see how homes can cut down on pollutants and fertilizers getting into the waterways.



# Survey Instrument

September 2024

Dear Camas Resident,

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

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

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

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

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

Sincerely,



Steve Hogan

Mayor



## 2024 City of Camas Community Survey

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

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

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

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

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

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**2a. In the event that cuts are required due to shortfalls, which area of service would you first reduce?**

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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
1. Overall quality of services provided by the City of Camas	5	4	3	2	1	9
2. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
3. Overall image of the City	5	4	3	2	1	9
4. How well the City is managing growth and development	5	4	3	2	1	9
5. Overall feeling of safety in the City	5	4	3	2	1	9
6. Availability of job opportunities	5	4	3	2	1	9
7. Overall quality of new development	5	4	3	2	1	9

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

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

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

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

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

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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
10. Access to cooling and heating centers	5	4	3	2	1	9

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

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
1. The availability of information about city programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. Overall quality of the City's website	5	4	3	2	1	9
4. The level of public involvement in decision making	5	4	3	2	1	9
5. Timeliness of information provided by the City	5	4	3	2	1	9
6. City's social media (Facebook, Nextdoor, Engage Camas, etc.)	5	4	3	2	1	9

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

1st: \_\_\_\_ 2nd: \_\_\_\_

11. **Organizational Excellence.** Please rate your satisfaction with the following.

Please rate the quality of customer service for the following service areas:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Water and wastewater customer service	5	4	3	2	1	9
02. Stormwater drainage customer service	5	4	3	2	1	9
03. Trash customer service	5	4	3	2	1	9
04. Development Services customer service	5	4	3	2	1	9
05. Parks and Recreation customer service	5	4	3	2	1	9
06. City Utility Billing and Payment customer service	5	4	3	2	1	9
Please rate the ease of doing the following city processes:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
07. Contacting City of Camas employees	5	4	3	2	1	9
08. Making a service request	5	4	3	2	1	9
09. Locating information on the City's website	5	4	3	2	1	9
10. Paying city utility bill	5	4	3	2	1	9
11. Paying fees for parks and recreation programs	5	4	3	2	1	9

12. **Customer Experience.** Have you interacted with (call or in person) the City during the past year?

\_\_\_\_(1) Yes [Answer Q12a-c.]      \_\_\_\_ (2) No [Skip to Q13.]

12a. If you have interacted with the City during the past year, what led to that interaction?

\_\_\_\_(1) Compliment      \_\_\_\_ (2) Question      \_\_\_\_ (3) Request      \_\_\_\_ (4) Complaint

12b. What was the specific interaction with the City? [Check only one.]

- \_\_\_\_ (1) City service (street maintenance, trash, water, wastewater)
- \_\_\_\_ (2) Emergency or safety
- \_\_\_\_ (3) Reservations/Rentals/Recreation
- \_\_\_\_ (4) Public Records/Ordinances/Licenses/Permits
- \_\_\_\_ (5) Code violation/community engagement  
(tall grassweeds/mowing, illegal parking/dumping, abandoned vehicles)
- \_\_\_\_ (6) Building codes/inspections
- \_\_\_\_ (7) Customer service (start/stop/schedule water or trash service, utility bill, basic information)
- \_\_\_\_ (8) Other: \_\_\_\_\_



**12c. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

Customer Service		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The level of care you were given was appropriate	5	4	3	2	1	9
2.	The response or information you were given was complete and thorough	5	4	3	2	1	9
3.	What was said would be done, was done in a timely manner	5	4	3	2	1	9
4.	They made it easy for you to handle your request	5	4	3	2	1	9
5.	They were knowledgeable and technically competent	5	4	3	2	1	9
6.	Professionalism of employees	5	4	3	2	1	9
7.	Overall satisfaction with your customer service experience	5	4	3	2	1	9

**13. 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
1.	Maintenance of major city streets	5	4	3	2	1	9
2.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
3.	Snow removal on major city streets	5	4	3	2	1	9
4.	Adequacy of city street lighting	5	4	3	2	1	9
5.	Condition of sidewalks in the City	5	4	3	2	1	9
6.	On-street bicycle infrastructure (bike lanes/signs/arrows)	5	4	3	2	1	9
7.	Street sweeping	5	4	3	2	1	9

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

1st: \_\_\_\_ 2nd: \_\_\_\_

**15. 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
1.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of grass and weeds on private property	5	4	3	2	1	9
3.	Enforcing codes designed to protect public safety and health	5	4	3	2	1	9
4.	Enforcing sign regulation	5	4	3	2	1	9
5.	Enforcing the cleanup of litter in public right-of-ways	5	4	3	2	1	9

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

1st: \_\_\_\_ 2nd: \_\_\_\_

**17. 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
1. Selection of resources available at the public library	5	4	3	2	1	9
2. Digital resources available online with library card (eBooks and eAudio, movies, music, databases, etc.)	5	4	3	2	1	9
3. Events for adults (informational, literary, participatory, entertainment, etc.)	5	4	3	2	1	9
4. Events for teens (Teen Library Council, book club, crafts, summer reading, etc.)	5	4	3	2	1	9
5. Events for children (early literacy development, storytimes, summer reading program, etc.)	5	4	3	2	1	9
6. Hours of operation	5	4	3	2	1	9

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

1st: \_\_\_\_ 2nd: \_\_\_\_

**19. 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 (streets, sidewalks)	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

**20. 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

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

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

**22. 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?**

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**22a. [If you listed something in Question 22.] Would you be willing to pay more in taxes or fees to support this new community amenity?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

**Demographics**

**23. Approximately how many years have you lived in Camas?** \_\_\_\_\_ years

**24. What is your age?** \_\_\_\_\_ years

**25. How many children under the age of 18 live in your household?** \_\_\_\_\_ children

**26. What is your gender?**

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

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

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

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

\_\_\_\_(1) Yes [Answer Q28a.]      \_\_\_\_ (2) No

**28a. Please provide your contact information.**

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**

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

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