

2009 CITIZEN CITY SERVICES SURVEY

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FINAL REPORT AND ANALYSIS  
August 10, 2009

CITY OF SPOKANE

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## **SUMMARY**

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In the City of Spokane Utility Billing insert for the month of May/June the Spokane City Council inserted a survey card asking citizens to go on-line to take a "Citizen City Services Survey" or to contact the Office of the Spokane City Council to have a survey mailed to their home. The insert was sent out to approximately 77,789 customers with some 6,000+ commercial, landlord and tenant billing services included.

The total number of respondents was 997. The respondents remained in the 900's beginning with question 1 through question 6. The number of respondents dropped to the 800's through the remainder of the 30 questions except when asked to provide their own remarks on Question 30 when only 378 respondents included additional comments.

The survey asked 30 questions regarding respondents' personal information including age, income and residence as well as opinion questions, and safety.

The following is a condensed report on responses.

## **Section 1: About You**

### **Question 1: In which neighborhood do you live?**

<b>Neighborhood</b>	<b>Response Percent</b>	<b>Response Count</b>
<b>Total responses</b>		<b>996</b>
Northwest	10.6%	106
Lincoln Heights	7.2%	72
Manito / Cannon Hill	6.4%	64
Nevada / Lidgerwood	6.4%	64
North Hill	5.7%	57
Outside City Limits	5.6%	56
Hillyard	4.9%	49
North Indian Trail	4.9%	49
West Central	4.7%	47
Comstock	4.6%	46
Rockwood	4.4%	44
East Central	4.1%	41
Cliff / Cannon	4.0%	40
Southgate	3.0%	30
Emerson / Garfield	2.7%	27
Balboa / South Indian Trail	2.4%	24
Latah / Hangman Valley	2.4%	24
Logan	2.3%	23
Riverside	2.2%	22
Minnehaha	1.9%	19
Chief Garry Park	1.6%	16
Five Mile Prairie	1.6%	16
Bemiss	1.3%	13
West Hills	1.2%	12
Browne's Addition	1.0%	10
Grandview / Thorpe	0.9%	9
Peaceful Valley	0.8%	8
Whitman	0.8%	8

Northwest Spokane had the highest overall reporting (District 3).

### **Question 2: Do you participate in your neighborhood meetings?**

There were a total of 987 responses, 10 individuals skipped the question. The overall response was "No" 72.0% (711)

### **Question 3: What is your age?**

There were a total of 988 responses, 9 individuals skipped the question. The majority response was age “50-69” at 47% (464). The next age group was “40-49” with 17.5% (173), followed closely by the “30-39” age group at 16.4% (162). The lowest respondent group was age 18 and under with a response rate of 0.4% (4).

### **Question 4: What is your gender?**

There were a total of 973 responses, 24 individuals skipped the question. The responses were 50.5% female (491) and 49.5% Male (482).

### **Question 5: How long have you lived in Spokane?**

There were a total of 988 responses, 9 individuals skipped the question. The majority response was “More than 20 years” 55.6% (549) – Next group was 10-20 years 19.3% (191).

### **Question 6: What is your total household income?**

There were a total of 932 responses, 65 individuals skipped the question. The majority response was “\$80,000 or more” 27.4% (255). The next three response percent were very close \$20,000-\$39,999 23.4% (218) and \$40,000-\$59,999 22.1% (206).

## **Section 2: City Services Feedback**

### **Question 7: Please provide your opinion of the following items:**

There were a total of 911 responses, 86 individuals skipped the question. This question requested that the respondent rank areas from 1 to 5, whereby 1 is the lowest opinion, and 5 is the highest. Here, ease of bicycle travel received the lowest opinion with 33.8% (293). The median included Job Availability; Sense of Community; Spokane’s Overall Appearance; Availability of Affordable Quality Housing; Availability of Affordable Quality Child Care; Walkability and Overall Image. The highest median with a rank of 4 included: Living in Spokane; Living in your Neighborhood; Raising Children in Spokane; Working in Spokane; Retiring in Spokane and Quality of Life.

**Question 8: How safe do you feel?**

There were a total of 908 responses, 89 individuals skipped the question. The questions were again ranked 1 through 5 with 1 denoting a “very unsafe” response and 5 a response of “very safe”. The survey showed the respondents generally felt “very safe” in their neighborhoods during the daytime with a slight decrease at nighttime. Downtown daytime, downtown nighttime and parks daytime shared the same ranking of “4” indicating that respondents still felt generally safe. However, the lowest score was regarding safety in the parks at nighttime with 35.2% (314) feeling unsafe.

**Question 9: How safe do you feel walking alone in your neighborhood?**

There were a total of 899 responses, 98 individuals skipped the question. The survey showed the respondents felt “Reasonably Safe” 37.6% (338), followed by “Very Safe” 36.6% (329), “Somewhat Safe” 16.9% (152) and finally “Very Unsafe” 8.5% (76). Overall, the majority of citizens seem to feel safe.

**Question 10: What do you enjoy most about living in Spokane?**

Answer Options	Enjoy Least	2	3	4	Enjoy Most	Rating Average	Response Count
Scenery	17	53	160	361	302	3.98	893
Parks	18	45	185	347	288	3.95	883
Lakes	45	69	197	328	240	3.74	879
Quiet neighborhoods	26	67	254	324	217	3.72	888
Location	37	87	222	348	187	3.64	881
Open spaces	38	83	237	331	188	3.62	877
Family friendly	36	85	293	331	127	3.49	872
Safety	58	115	332	304	78	3.26	887
Schools	68	132	301	248	94	3.20	843
Small town feel	112	161	246	249	106	3.09	874
Other (please specify)							136

There were a total of 136 typed responses. Citizens enjoy a “Sense of Community” in Spokane with all the community activities, parks, and four seasons to enjoy.

**Question 11: In the past 12 months, how many times have you or your household members participated in the following activities?**

There were a total of 906 responses, 91 individuals skipped the question. The question offered several examples of neighborhood activities and asked citizens to rank the number of times they have participated in each activity from “none” to “25 or more”. The only 25 or more response at 30.9% (276) was “Shopped or Dined in a Neighborhood”. The next response from 4-10 was “Neighborhood or City Park” at 26.4% (238) and “Shopped or Dined Downtown” at 25.4% (228). The next group at 1-3 times visited was “Visited Spokane Public Libraries” with 23.5% (213) and “Attended an Entertainment Event Downtown” with 32.0% (287). The following groups received a “None” response: “Recreational centers” 52.9% (491); “Arts Program or Activity” 46.0% (411); “Recreation Program or Activity” with 46.7% (412); “Public Meeting” at 48.9% (433); “Volunteered” with 34.2% (303) and finally “Used the Internet to conduct City of Spokane Business” with 33.6% (299). The chart reflects that residents’ top activities include shopping, dining, as well as visiting parks and libraries.

<b>Answer Options</b>	<b>None</b>	<b>1 - 3</b>	<b>4 - 10</b>	<b>10 - 25</b>	<b>25 or more</b>	<b>Response Count</b>
Visited Spokane Public Libraries	205	213	193	136	158	905
Recreational centers	471	202	146	42	30	891
Arts program or activity	411	267	140	56	19	893
Recreation program or activity	412	213	151	61	45	882
Neighborhood or city park	66	149	238	217	230	900
Public meeting	433	223	119	74	37	886
Volunteered	303	179	123	124	158	887
Used the internet to conduct City of Spokane business	299	218	151	142	81	891
Shopped or dined downtown	87	169	228	213	199	896
Attended an entertainment event downtown	139	287	283	121	66	896
Shopped or dined in a neighborhood	33	114	226	245	276	894
						<b>answered question</b>
						<b>skipped question</b>
						<b>906</b>
						<b>91</b>

**Question 12: What would you most like to change or see happen to make Spokane more livable?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Road/Street Improvements	71.7%	647
Job Opportunities	56.4%	509
Centralized Public Market	53.9%	487
North/South Freeway Completion	49.4%	446
More Dedicated Bike Lanes	42.0%	379
Light Rail	37.7%	340
Traffic/Congestion Reduction	37.1%	335
Increase Urban Forest	34.7%	313
More STA Routes and Greater Frequency	32.7%	295
Community Garden Program	32.6%	294
Additional Walking Trails	32.4%	293
Recreational River Access	30.7%	277
Traffic Calming	30.0%	271
Affordable Housing	29.5%	266
More Sidewalks	28.8%	260
Improved Neighborhood Business Centers	25.1%	227
Farmland Preservation	24.5%	221
No Digital Signs	14.6%	132
More Recreational Opportunities	13.4%	121
Sign Continuity	12.5%	113
More Senior Centers	7.0%	63
More Community Centers	6.9%	62
Other (please specify)		248
<b>Total responses</b>		<b>903</b>

There were a total of 903 responses, 94 individuals skipped the question. Road/Street Improvements ranked the highest.

### Section 3: City Services

Question 13: Please rank the following services:

Answer Options	Lowest Rating	2	3	4	Highest Rating	Rating Average	Response Count
City parks	15	31	150	389	286	<b>4.03</b>	871
Drinking water	31	48	151	323	315	<b>3.97</b>	868
Garbage collection	20	44	182	369	258	<b>3.92</b>	873
Fire services	13	39	207	383	212	<b>3.87</b>	854
Public library services	23	66	199	312	248	<b>3.82</b>	848
Variety of library materials	19	59	221	316	216	<b>3.78</b>	831
Appearance/maintenance of parks	21	48	210	411	171	<b>3.77</b>	861
Sewer services	31	37	258	347	177	<b>3.71</b>	850
Ambulance/EMS	26	34	259	359	141	<b>3.68</b>	819
Recreation programs	26	66	321	304	91	<b>3.46</b>	808
Emergency dispatch services	31	65	319	272	113	<b>3.46</b>	800
Variety of recreation programs	34	94	316	282	85	<b>3.36</b>	811
Public information services	44	93	341	255	74	<b>3.28</b>	807
City of Spokane website	52	80	340	271	72	<b>3.28</b>	815
Recycling	91	134	254	242	148	<b>3.26</b>	869
Recreation/community centers	34	93	363	239	55	<b>3.24</b>	784
Traffic signal reliability	82	109	300	291	67	<b>3.18</b>	849
Storm drainage	61	111	364	255	55	<b>3.16</b>	846
Arts programs or classes	43	97	384	216	36	<b>3.14</b>	776
STA	67	144	305	221	74	<b>3.11</b>	811
Police services	136	135	282	243	76	<b>2.99</b>	872
Street lighting	85	169	359	217	37	<b>2.94</b>	867
Traffic enforcement	116	187	337	173	37	<b>2.80</b>	850
Snow plowing/removal	185	181	201	224	76	<b>2.80</b>	867
Animal control	132	194	304	166	44	<b>2.76</b>	840
Cable television	168	158	259	169	66	<b>2.76</b>	820
Street cleaning	139	204	320	170	36	<b>2.72</b>	869
Bicycle and pedestrian access	131	219	316	137	36	<b>2.68</b>	839
Roadside, median and landscape services	140	202	330	133	33	<b>2.66</b>	838
Code enforcement	160	189	316	122	30	<b>2.60</b>	817
Traffic signal timing	184	217	271	166	27	<b>2.58</b>	865
Street repair	350	261	191	66	12	<b>2.01</b>	880
<b>Total responses</b>							<b>887</b>
<b>skipped question</b>							<b>110</b>

There were a total of 887 responses, 110 individuals skipped the question. The lowest rating at 39.8% (350) was Street Repair.

**Question 14: Please rate the level of needed improvement for the following services:**

<b>Answer Options</b>	<b>Least Improvement (1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>Greatest Improvement (5)</b>	<b>Rating Average</b>	<b>Response Count</b>
Roads	26	48	129	200	459	<b>4.18</b>	862
Economic development	44	111	258	219	186	<b>3.48</b>	818
Planning	51	136	242	197	194	<b>3.42</b>	820
Snow removal/plowing	66	169	218	174	226	3.38	853
Police	86	155	245	169	191	<b>3.26</b>	846
Sidewalks	70	146	292	204	127	<b>3.21</b>	839
Neighborhood planning	69	146	299	152	131	<b>3.16</b>	797
Code Enforcement	94	144	271	142	149	<b>3.14</b>	800
Permitting services (building)	90	164	328	105	92	<b>2.93</b>	779
Lighting	93	212	311	156	57	<b>2.85</b>	829
Utilities	121	229	300	117	57	<b>2.71</b>	824
Emergency services	118	212	349	87	47	<b>2.67</b>	813
Libraries	133	236	292	113	49	<b>2.65</b>	823
Stormwater	120	228	337	77	35	<b>2.60</b>	797
Parks	148	238	300	111	37	<b>2.58</b>	834
Arts	160	211	297	82	39	<b>2.53</b>	789
Fire	184	235	298	72	45	<b>2.47</b>	834
Other (please specify)							147

There were a total of 876 responses, 121 individuals skipped the question.

The greatest improvement is requested in the area of “Roads” and “Economic Development”.

## **Section 4: Citizens' Experience with the City.**

### **Question 15: Have you had any contact with Spokane's police department during the past 12 months?**

There were a total of 878 responses, 119 individuals skipped the question. The responses were "Yes" 50.2% (441) and "No" 49.8% (437).

### **Question 16: Please rate the police department services:**

There were a total of 850 responses, 147 individuals skipped the question. The responses were "Good" 29.1% (247) and "Fair" 22.7% (193).

### **Question 17: Have you had any contact with Spokane's fire services over the past 12 months?**

There were a total of 871 responses, 126 individuals skipped the question. The responses were "No" 79.7% (694) and "Yes" 20.3% (177).

### **Question 18: Please rate the fire department services:**

There were a total of 811 responses, 186 individuals skipped the question. The responses were "Good" 34.2% (277) and "No Opinion" 29.25% (237).

### **Question 19: Have you had any contact with Spokane's emergency medical services over the past 12 months?**

There were a total of 869 responses, 128 individuals skipped the question. The responses were "No" 81.6% (709) and "Yes" 18.4% (160).

### **Question 20: Please rate the emergency medical services:**

There were a total of 874 responses, 123 individuals skipped the question. The responses were "Good" 33.0% (267) and "No Opinion" 36.6% (296).

### **Question 21: Overall, how do you rate Spokane's residential refuse/garbage collection services?**

There were a total of 874 responses, 123 individuals skipped the question. The responses were "Good" 49.7% (434) and "Excellent" 26.1% (228).

**Question 22: Do you recycle?**

There were a total of 866 responses, 131 individuals skipped the question. The responses were “Yes” 94.3% (817) and “No” 5.7% (49).

**Question 23: How would you rate the safety of road conditions in the City of Spokane?**

There were a total of 871 responses, 126 individuals skipped the question. The responses were “Somewhat Unsafe” 38.6% (336) and “Somewhat Safe” 32.7% (285).

**Question 24: Please rate your impression of City of Spokane employees from your most recent interaction:**

<b>Answer Options</b>	<b>Excellent (4)</b>	<b>Good (3)</b>	<b>Fair (2)</b>	<b>Poor (1)</b>	<b>No Opinion (0)</b>	<b>Rating Average</b>	<b>Response Count</b>
Courtesy	186	<b>345</b>	165	82	79	<b>3.56</b>	857
Knowledgeable	143	<b>396</b>	173	67	83	<b>3.52</b>	862
Overall impression	141	<b>360</b>	183	89	77	<b>3.47</b>	850
Responsiveness	140	<b>340</b>	188	109	82	<b>3.40</b>	859

There were a total of 864 responses, 133 individuals skipped the question. The responses were “Good”.

**Section 5: Final Thoughts**

**Question 25: What kind of transportation do you use to get to work?**

There were a total of 793 responses, 204 individuals skipped the question. The most frequent responses were “Motor Vehicle” 69.7% (553).

**Question 26: Do you carpool?**

There were a total of 841 responses, 156 individuals skipped the question. The most frequent responses were “No” 65.4% (550).

**Question 27: How often do you use the following sources to get information about the City of Spokane?**

There were a total of 867 responses, 130 individuals skipped the question. The responses were Most Often: "Spokesman Review" 34.1% (291) frequently: "Local television stations" 31.8% (270).

**Question 28: What is your opinion regarding a \$1.00 swimming fee at Spokane pools?**

There were a total of 865 responses, 132 individuals skipped the question. The responses were "Good" 26.5% (229); Very Good 25.5% (221); and Do Not Approve 23.1% (200).

**Question 29: Should the City and County combine services such as police, animal control, and emergency services?**

There were a total of 821 responses, 176 individuals skipped the question. The responses were "Yes" 55.5% (456); and "No" 44.51% (365).

**Question 30: Please provide any additional comments about City services:**

There were 378 additional comments offered, these are available upon request.

Thank you Spokane for taking the time to respond!