

2023 City of Sequim Community Survey
Findings Report

Presented to the City of Sequim, Washington

February 2024

ETC INSTITUTE

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Executive Summary

2023 City of Sequim Community Survey
Executive Summary

Purpose

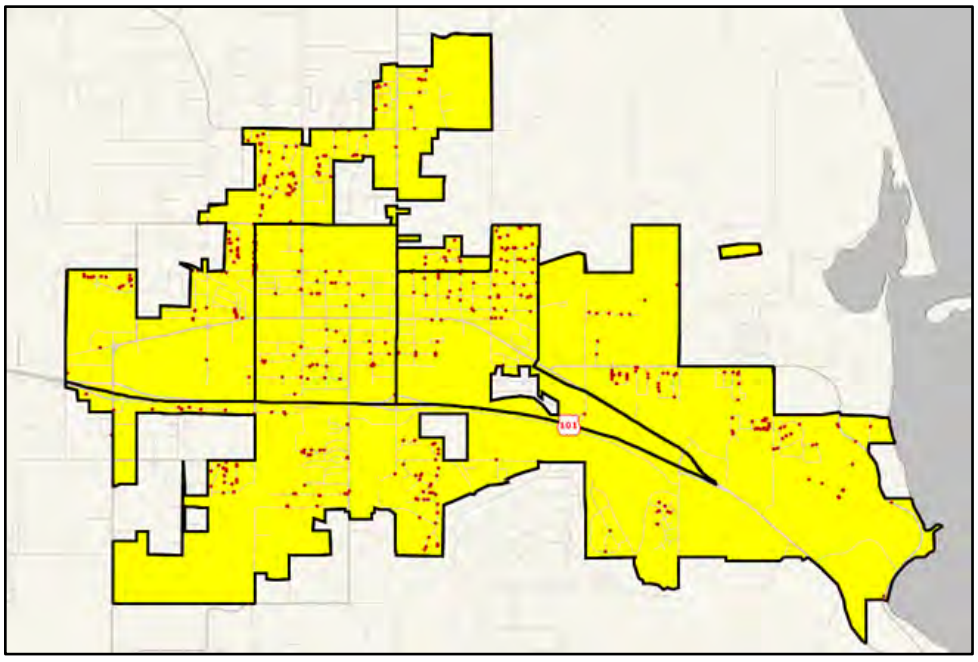
ETC Institute administered a community survey for the City of Sequim in December 2023. The purpose of the survey was to gather resident feedback on City programs and services. The information collected will be used to help guide decisions that will influence the future of Sequim's municipal services.

Methodology

A seven-page survey was mailed to all households in the City of Sequim. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to complete the survey online.

At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents within the City limits were included in this report. The goal was to receive at least 300 completed surveys from households within the City limits. This goal was far exceeded, with a total of 506 households completing a survey. The results for the sample of 506 households have a 95% level of confidence with a precision of at least +/- 4.3%.

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map below shows the physical distribution of survey respondents based on the location of their home.



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Interpretation of "Don't Know" Responses. The percentage of "don't know" responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of "don't know" responses often reflects the utilization and awareness of City services, the percentage of "don't know" responses has been included in the tabular data in Section 4 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion*."

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)
- benchmarking data that show how the survey results for the City of Sequim compare to results in other communities (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Community Livability

The aspects of community livability that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: overall quality of life (91%), as a place to live (89%), as a place to retire (86%), overall feeling of safety in the City (85%), and opportunities for recreation (80%).

Major Categories of City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: City parks, trails, and open space (87%), maintenance of City buildings and facilities (79%), customer service from City employees (77%), local police protection (76%), City water services (76%), recreation programs and special events (76%), and City wastewater/sanitary sewer services (75%).

Based on the sum of their top three choices, the City services that respondents thought should receive the most emphasis over the next two years were: 1) efforts by the City to regulate development, 2) maintenance of City streets, sidewalks, and rights-of-way, and 3) flow of traffic and congestion management on streets.

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Satisfaction with Specific City Services

- **Communication and Engagement.** The highest levels of satisfaction with City communication and engagement, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: availability of information about City activities and services (68%), communications on road closures and construction (56%), quality of the content on the City's website (56%), and ease of using the City's website (52%).

- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: how quickly police respond to emergencies (71%), efforts to ensure the community is prepared for emergencies (60%), accessibility of police for information/addressing concerns (59%), visibility of police in commercial areas downtown (55%), and visibility of police in neighborhoods (52%).

- **Street Infrastructure Maintenance.** The highest levels of satisfaction with street infrastructure maintenance, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: maintenance of trees in public areas along City streets (82%), cleanliness of City streets (80%), mowing and trimming along City streets/public areas (78%), and maintenance of major City streets (76%).

- **Transportation.** The highest levels of satisfaction with transportation services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: pedestrian safety when walking downtown (72%), pedestrian safety on the street where respondent lives (68%), availability of retail parking downtown (59%), and condition of sidewalks in the City (55%).

- **Stormwater.** The highest levels of satisfaction with stormwater management, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the frequency of street sweeping (71%), condition of storm drains (68%), protecting/enhancing fish and wildlife habitat in local streams, lakes and wetlands (64%), and the frequency of street flooding (59%).

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the condition of City parks (87%), the availability of City parks (87%), the condition of trails and open spaces (84%), the availability of trails and open spaces (82%), and the condition of restrooms at Carrie Blake Park (80%).

- **Planning and Development.** The highest levels of satisfaction with planning and development, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: appearance of residential neighborhoods (49%), variety and number of businesses in the downtown (34%), City enforcement of sign regulations (34%), enforcement of construction codes and permit

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requirements (33%), and ability to obtain information concerning planning, building, permitting and development (31%).

Other Findings

- More than half (57%) of the respondents surveyed think the City of Sequim is generally going in the right direction; 15% think the City is going in the wrong direction, and 28% did not have an opinion.

- Fifty-three percent (53%) of respondents surveyed indicated they use the City newsletter as a source of information about City programs, services, and events. Other sources include: Sequim Gazette (49%), Peninsula Daily News (49%), the City website (27%), and social media (27%). *Multiple choices could be made for this question.*

  Based on the sum of their top two choices, the *most preferred* sources of information among respondents were: 1) the City newsletter and 2) Sequim Gazette.

- Thirty-three percent (33%) of respondents surveyed indicated they had contacted the City with a question, problem, or complaint during the past year. Of those, 90% *who had an opinion* were "very satisfied" or "satisfied" with how courteously they were treated; 84% were satisfied with how easy the department or division was to contact, and 77% were satisfied with the technical competence/knowledge of employees.

- The top two special events in which households participated during the past 12 months were: 1) Lavender Weekend and 2) Irrigation Festival. Of those who participated in special events, 45% *who had an opinion* rated the overall quality of events as "excellent;" 48% rated the quality as "good," 6% rated it as "fair," and only 1% rated the overall quality of special events as "poor."

  Eighty-three percent (83%) of respondents, *who had an opinion,* think the City of Sequim currently provides "about the right amount" of special events for residents; 6% think there are "too many" special events, and 11% think there are "too many" special events for residents.

- More than three-fourths (77%) of respondents surveyed, *who had an opinion*, feel homelessness is a "major" or "moderate" problem in Sequim; 22% believe it is a "minor" problem, and 1% believe homelessness is "not a problem" in Sequim. Additionally, 43% of respondents, *who had an opinion,* believe not enough is being done to address homelessness in the City.

- Based on the sum of their top three choices, the community investment areas that should receive the most emphasis over the next two years were: 1) addressing problem intersections to increase safety and traffic flow, 2) purchasing property for creation of additional parks and/or open spaces, and 3) planting more trees on City property and preserving green spaces.

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How the City of Sequim Compares to Other Communities Nationally

Satisfaction ratings for the City of Sequim **rated the same or higher than the U.S. average in 41 of 52 areas** that were assessed. The City rated **significantly higher than the U.S. average (difference of 5% or more) in 32 of these areas.** Listed below are the comparisons between the City of Sequim and the U.S. average:

Service	Sequim	U.S.	Difference	Category
As a place to live	89%	49%	40%	Community Livability
City parks, trails, and open space	87%	49%	38%	Major Categories of City Services
Customer service from City employees	77%	39%	38%	Major Categories of City Services
As a place to retire	86%	52%	34%	Community Livability
Recreation programs and special events	76%	49%	27%	Major Categories of City Services
Cleanliness of City streets and public areas	80%	53%	27%	Street Infrastructure Maintenance
Maintenance of City streets, sidewalks & rights-of-way	67%	41%	26%	Major Categories of City Services
Maintenance of major City streets	76%	50%	26%	Street Infrastructure Maintenance
Overall appearance of your community	79%	55%	24%	Community Livability
Quality of the downtown area	72%	48%	24%	Community Livability
City water services	76%	52%	24%	Major Categories of City Services
Value received for City tax dollars and fees	57%	33%	24%	Community Livability
Maintenance of City buildings and facilities	79%	56%	23%	Major Categories of City Services
Local police protection	76%	53%	23%	Major Categories of City Services
Mowing & trimming along City streets/public areas	78%	55%	23%	Street Infrastructure Maintenance
Quality of services provided by the City	71%	49%	22%	Community Livability
City wastewater/sanitary sewer services	75%	53%	22%	Major Categories of City Services
City communications	58%	37%	21%	Major Categories of City Services
Ease of transportation and transit options	57%	37%	20%	Community Livability
Overall feeling of safety in the City	85%	66%	19%	Community Livability
Solid waste services	74%	55%	19%	Major Categories of City Services
Efforts to ensure community is prepared for emergencies	60%	43%	17%	Public Safety
Stormwater management services	66%	50%	16%	Major Categories of City Services
Condition of bicycle infrastructure in the City	58%	42%	16%	Street Infrastructure Maintenance
How quickly police respond to emergencies	71%	56%	15%	Public Safety
Quality of the content on the City's website	56%	42%	14%	Communication and Engagement
Maintenance of streets in your neighborhood	62%	49%	13%	Street Infrastructure Maintenance
Effectiveness of the City Manager and staff	50%	38%	12%	Community Livability
Removal of snow from major City streets	66%	58%	8%	Street Infrastructure Maintenance
Flow of traffic & congestion management on streets	53%	45%	8%	Major Categories of City Services
Timeliness of information provided by the City	49%	43%	6%	Communication and Engagement
Police safety education programs	42%	37%	5%	Public Safety
Visibility of police in commercial areas downtown	55%	51%	4%	Public Safety
Level of public involvement in local decision making	37%	34%	3%	Communication and Engagement
Timeliness of info provided by local government	45%	43%	2%	Communication and Engagement
Quality of animal control	51%	49%	2%	Public Safety
Efforts by police to proactively prevent crime	50%	49%	1%	Public Safety
Availability of info about local governmental services & activities	47%	46%	1%	Communication and Engagement
As a place to raise children	61%	61%	0%	Community Livability
Enforcement of City codes and ordinances	40%	40%	0%	Major Categories of City Services
Removal of snow from neighborhood streets	47%	47%	0%	Street Infrastructure Maintenance
Condition of pavement markings on streets	49%	50%	-1%	Street Infrastructure Maintenance
Visibility of police in neighborhoods	52%	54%	-2%	Public Safety
Enforcement of local traffic laws	48%	50%	-2%	Public Safety
Use of social media outlets	36%	39%	-3%	Communication and Engagement
Adequacy of City street lighting	55%	59%	-4%	Street Infrastructure Maintenance
How well the community is managing growth	32%	39%	-7%	Community Livability
As a place to work	47%	57%	-10%	Community Livability
City enforcement of sign regulations	34%	45%	-11%	Planning and Development
How well the City is planning for growth	24%	39%	-15%	Planning and Development
Enforcing mowing/trimming of grass & weeds on private property	20%	46%	-26%	Planning and Development
Enforcing cleanup of litter & debris on private property	17%	45%	-28%	Planning and Development

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How the City of Sequim Compares to Other Communities Regionally

Satisfaction ratings for the City of Sequim **rated higher than the Northwest regional average in 41 of the 52 areas** that were assessed. The City rated **significantly higher than the Northwest Region (difference of 5% or more) in 37 of these areas.** Listed below are the comparisons between the City of Sequim and the Northwest regional average:

Service	Sequim	Northwest Region	Difference	Category
As a place to live	89%	49%	40%	Community Livability
City parks, trails, and open space	87%	48%	39%	Major Categories of City Services
Customer service from City employees	77%	38%	39%	Major Categories of City Services
As a place to retire	86%	49%	37%	Community Livability
Overall appearance of your community	79%	45%	34%	Community Livability
Cleanliness of City streets and public areas	80%	50%	30%	Street Infrastructure Maintenance
Maintenance of major City streets	76%	47%	29%	Street Infrastructure Maintenance
Recreation programs and special events	76%	48%	28%	Major Categories of City Services
Quality of the downtown area	72%	45%	27%	Community Livability
Quality of services provided by the City	71%	44%	27%	Community Livability
Overall feeling of safety in the City	85%	60%	25%	Community Livability
Mowing & trimming along City streets/public areas	78%	54%	24%	Street Infrastructure Maintenance
Maintenance of City buildings and facilities	79%	57%	22%	Major Categories of City Services
Value received for City tax dollars and fees	57%	36%	21%	Community Livability
Efforts to ensure community is prepared for emergencies	60%	39%	21%	Public Safety
Local police protection	76%	56%	20%	Major Categories of City Services
Condition of bicycle infrastructure in the City	58%	38%	20%	Street Infrastructure Maintenance
Quality of the content on the City's website	56%	37%	19%	Communication and Engagement
Stormwater management services	66%	48%	18%	Major Categories of City Services
Effectiveness of the City Manager and staff	50%	32%	18%	Community Livability
City communications	58%	41%	17%	Major Categories of City Services
City wastewater/sanitary sewer services	75%	59%	16%	Major Categories of City Services
Removal of snow from major City streets	66%	50%	16%	Street Infrastructure Maintenance
Maintenance of City streets, sidewalks & rights-of-way	67%	52%	15%	Major Categories of City Services
Timeliness of information provided by the City	49%	35%	14%	Communication and Engagement
Maintenance of streets in your neighborhood	62%	49%	13%	Street Infrastructure Maintenance
Removal of snow from neighborhood streets	47%	34%	13%	Street Infrastructure Maintenance
City water services	76%	64%	12%	Major Categories of City Services
Timeliness of info provided by local government	45%	35%	10%	Communication and Engagement
Ease of transportation and transit options	57%	48%	9%	Community Livability
Level of public involvement in local decision making	37%	28%	9%	Communication and Engagement
As a place to raise children	61%	53%	8%	Community Livability
Solid waste services	74%	67%	7%	Major Categories of City Services
Enforcement of City codes and ordinances	40%	34%	6%	Major Categories of City Services
Availability of info about local governmental services & activities	47%	41%	6%	Communication and Engagement
Quality of animal control	51%	46%	5%	Public Safety
How quickly police respond to emergencies	71%	66%	5%	Public Safety
How well the community is managing growth	32%	28%	4%	Community Livability
Flow of traffic & congestion management on streets	53%	50%	3%	Major Categories of City Services
Condition of pavement markings on streets	49%	47%	2%	Street Infrastructure Maintenance
Efforts by police to proactively prevent crime	50%	49%	1%	Public Safety
Adequacy of City street lighting	55%	56%	-1%	Street Infrastructure Maintenance
Enforcement of local traffic laws	48%	50%	-2%	Public Safety
Use of social media outlets	36%	39%	-3%	Communication and Engagement
Visibility of police in neighborhoods	52%	56%	-4%	Public Safety
How well the City is planning for growth	24%	28%	-4%	Planning and Development
Visibility of police in commercial areas downtown	55%	62%	-7%	Public Safety
City enforcement of sign regulations	34%	42%	-8%	Planning and Development
Police safety education programs	42%	50%	-8%	Public Safety
As a place to work	47%	56%	-9%	Community Livability
Enforcing cleanup of litter & debris on private property	17%	43%	-26%	Planning and Development
Enforcing mowing/trimming of grass & weeds on private property	20%	50%	-30%	Planning and Development

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

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

- Efforts by the City to regulate development (I-S Rating = 0.2552)
- Flow of traffic and congestion management on streets (I-S Rating = 0.1427)

The table on the following page shows the Importance-Satisfaction rating for all 17 major categories of City services that were rated.

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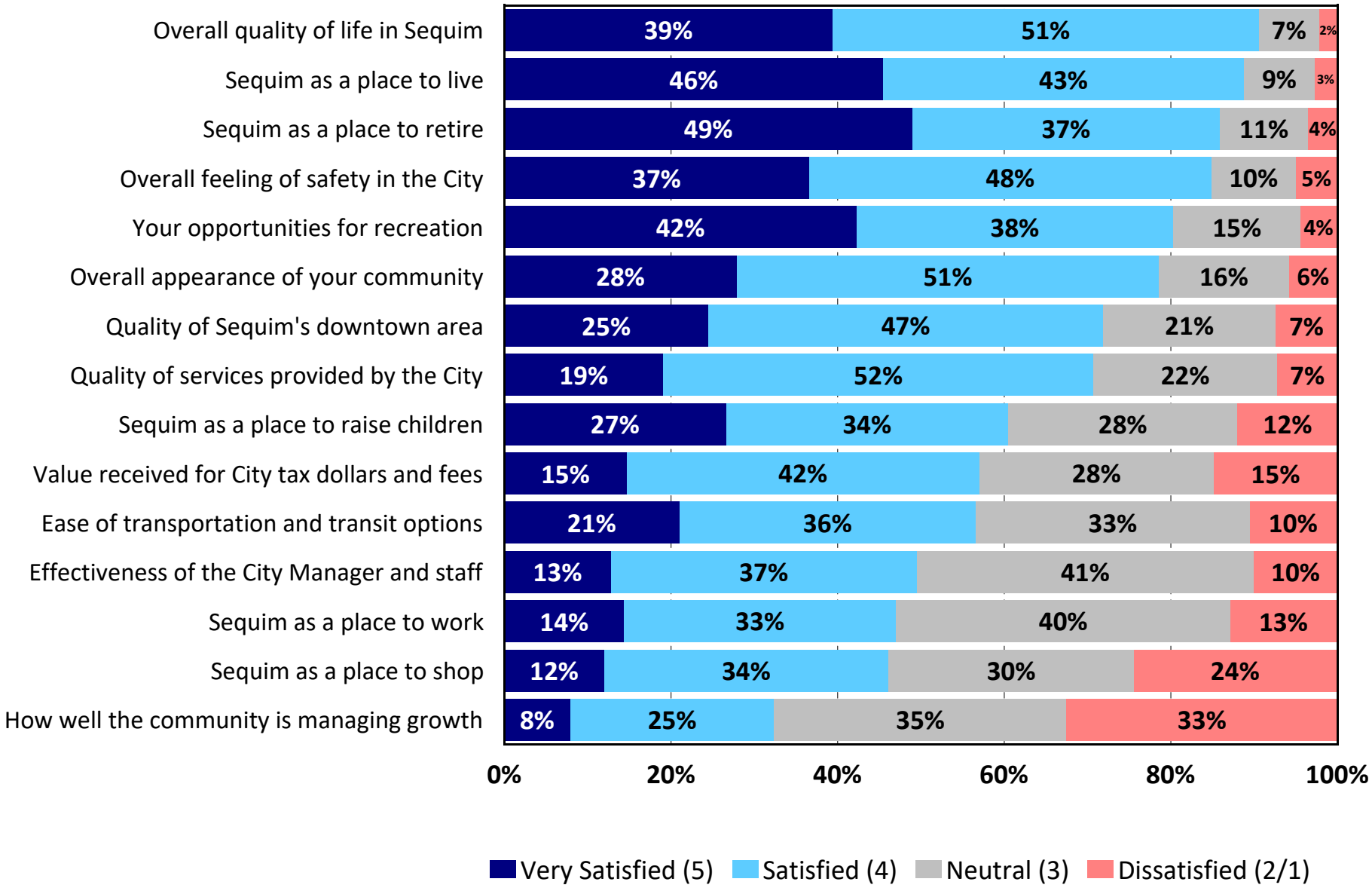
2023 Importance-Satisfaction Rating
City of Sequim, WA
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Efforts by the City to regulate development	35%	1	27%	17	0.2552	1
High Priority (IS .10-.20)						
Flow of traffic & congestion management on streets	30%	3	53%	14	0.1427	2
Maintenance of City streets, sidewalks & rights-of-way	31%	2	67%	10	0.1028	3
Enforcement of City codes and ordinances	17%	7	40%	15	0.1016	4
Medium Priority (IS <.10)						
Efforts to sustain environmental quality	18%	6	63%	12	0.0673	5
Local police protection	27%	4	76%	4	0.0633	6
Permitting and inspection services	7%	11	35%	16	0.0453	7
City parks, trails, and open space	19%	5	87%	1	0.0242	8
Recreation programs and special events	10%	8	76%	6	0.0230	9
City communications	5%	13	58%	13	0.0219	10
Arts, cultural, and heritage programs	8%	9	72%	9	0.0217	11
Solid waste services	8%	10	74%	8	0.0195	12
City water services	7%	12	76%	5	0.0158	13
Stormwater management services	3%	15	66%	11	0.0088	14
City wastewater/sanitary sewer services	3%	16	75%	7	0.0065	15
Customer service from City employees	3%	14	77%	3	0.0060	16
Maintenance of City buildings and facilities	2%	17	79%	2	0.0051	17

1 Charts and Graphs

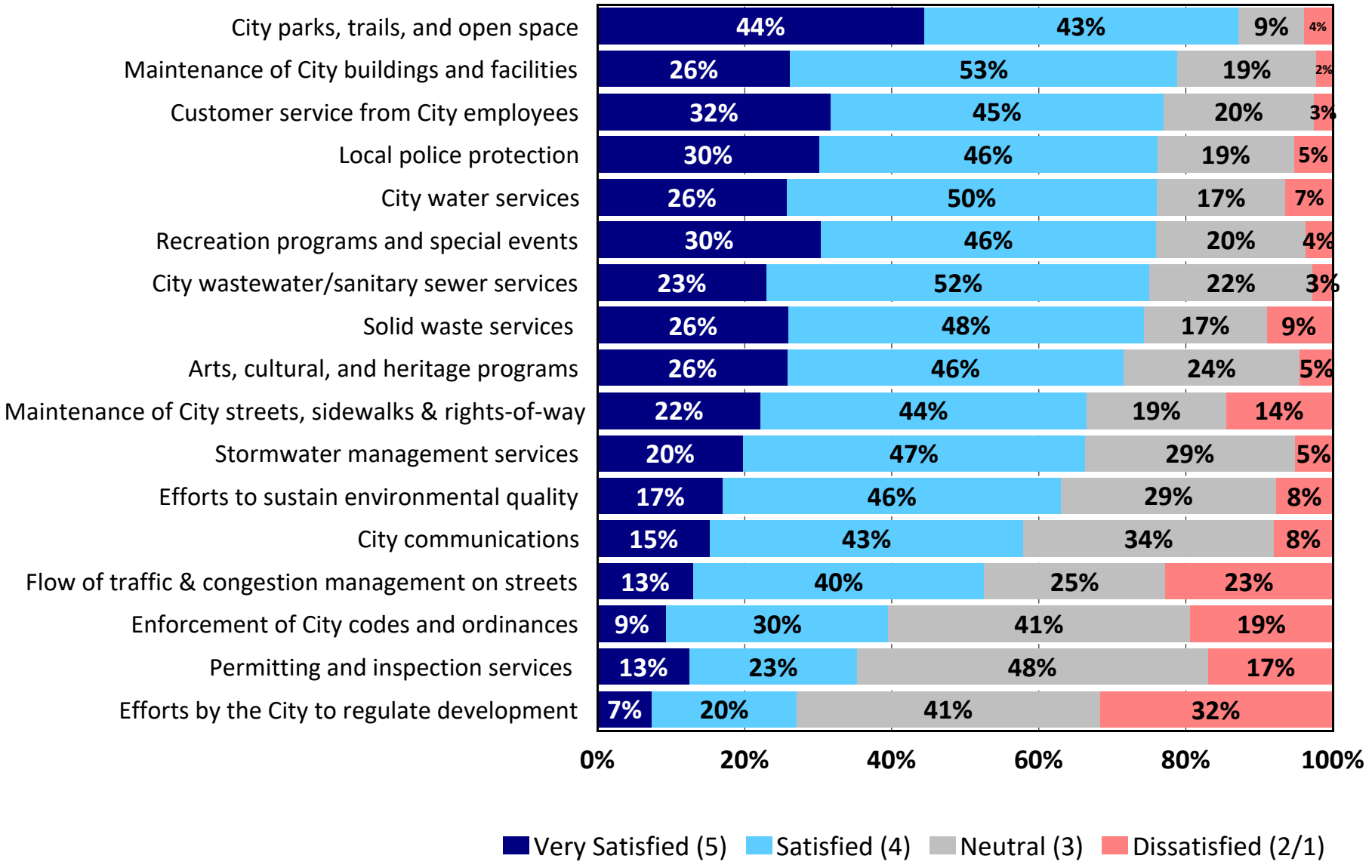
Q1. Satisfaction with Community Livability

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



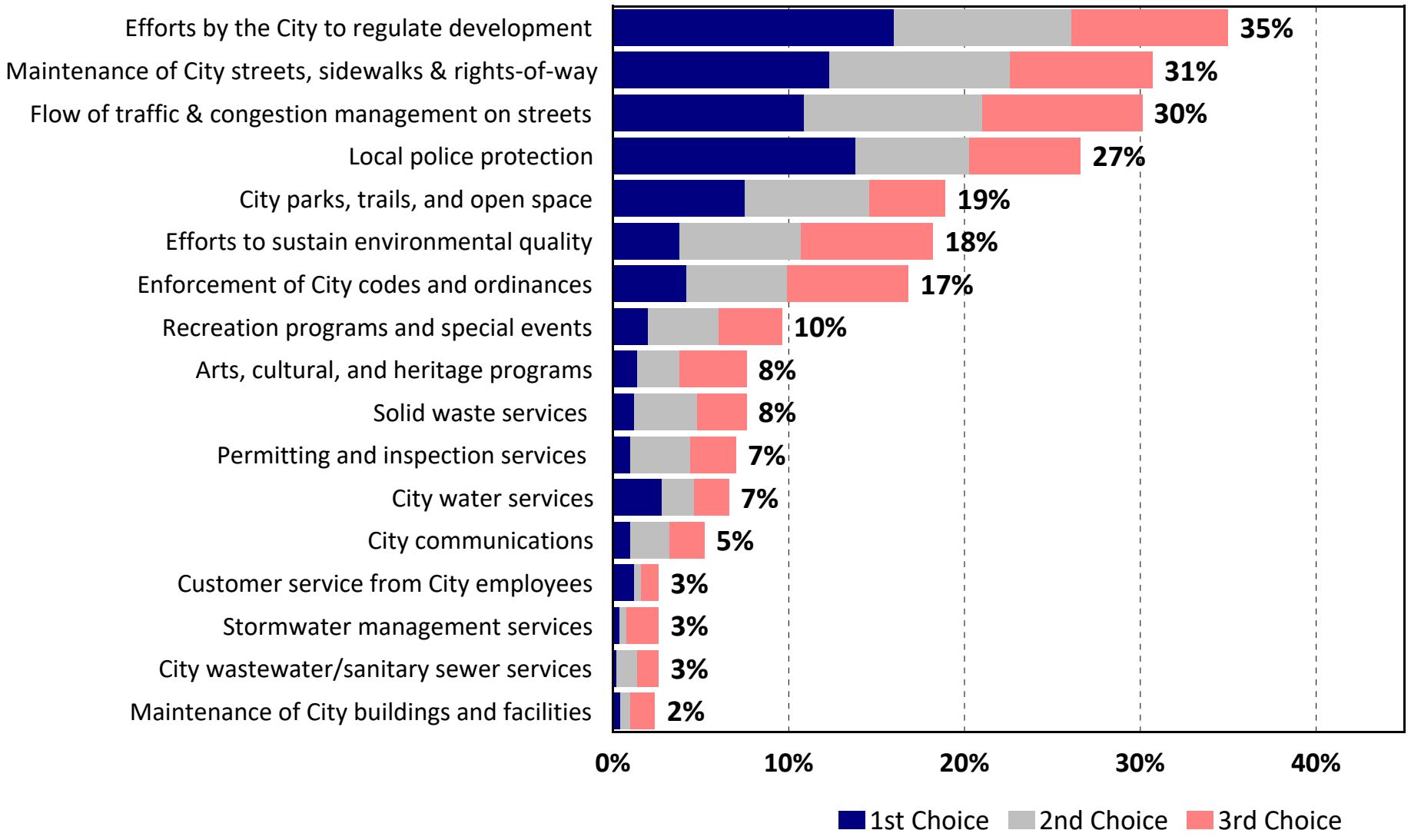
Q2. Satisfaction with Major Categories of City Services

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



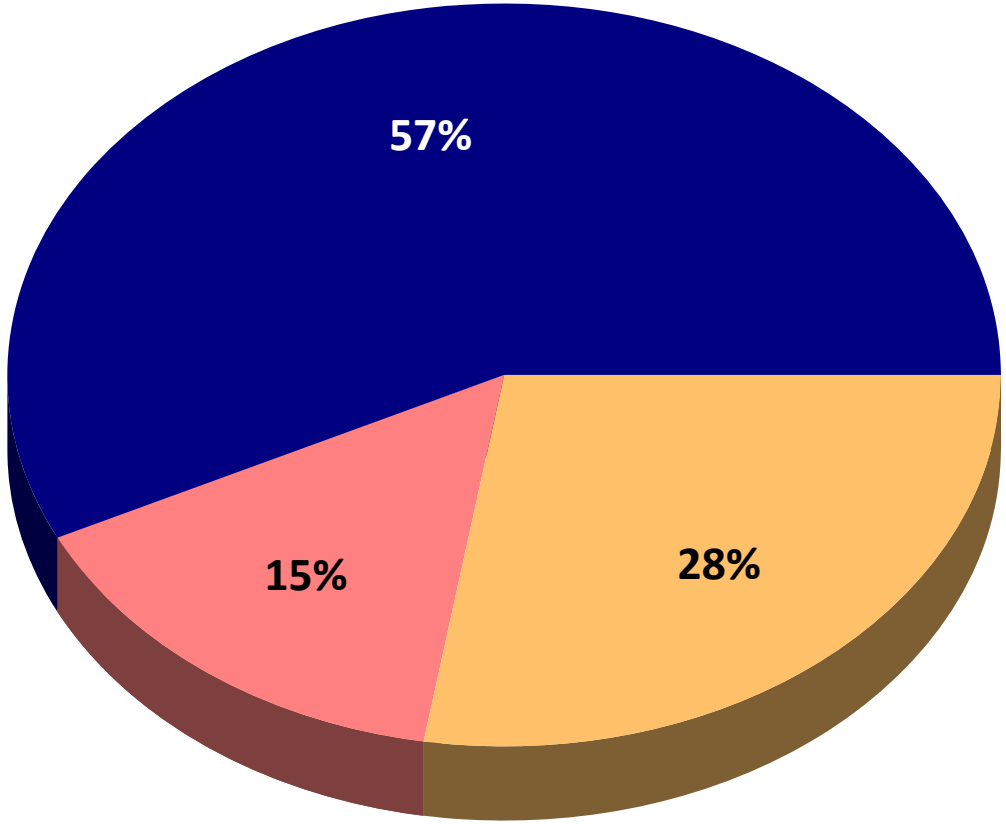
Q3. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



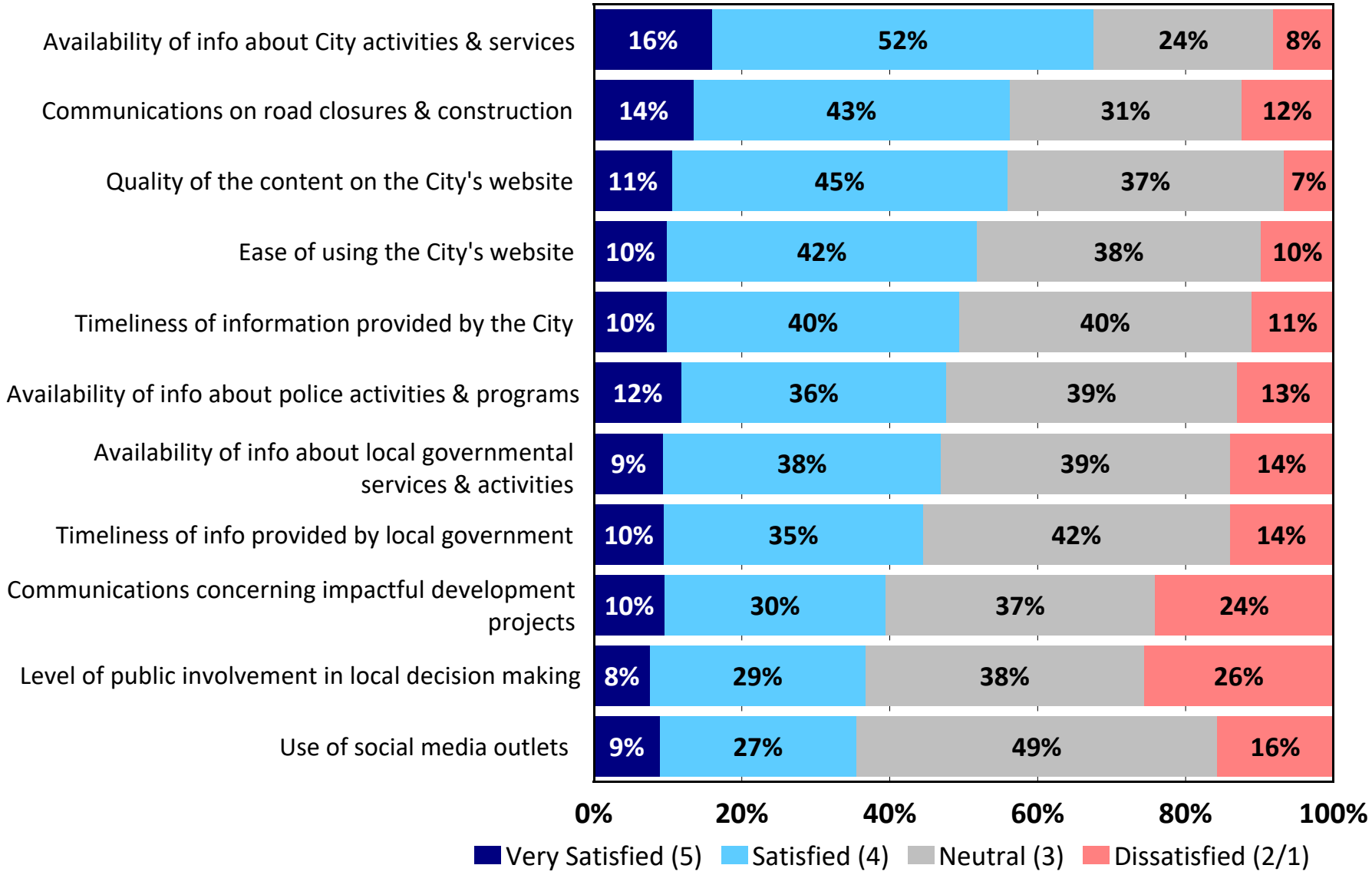
Q4. Do you think Sequim is generally going in the right direction, or do you think it is generally going in the wrong direction?

by percentage of respondents



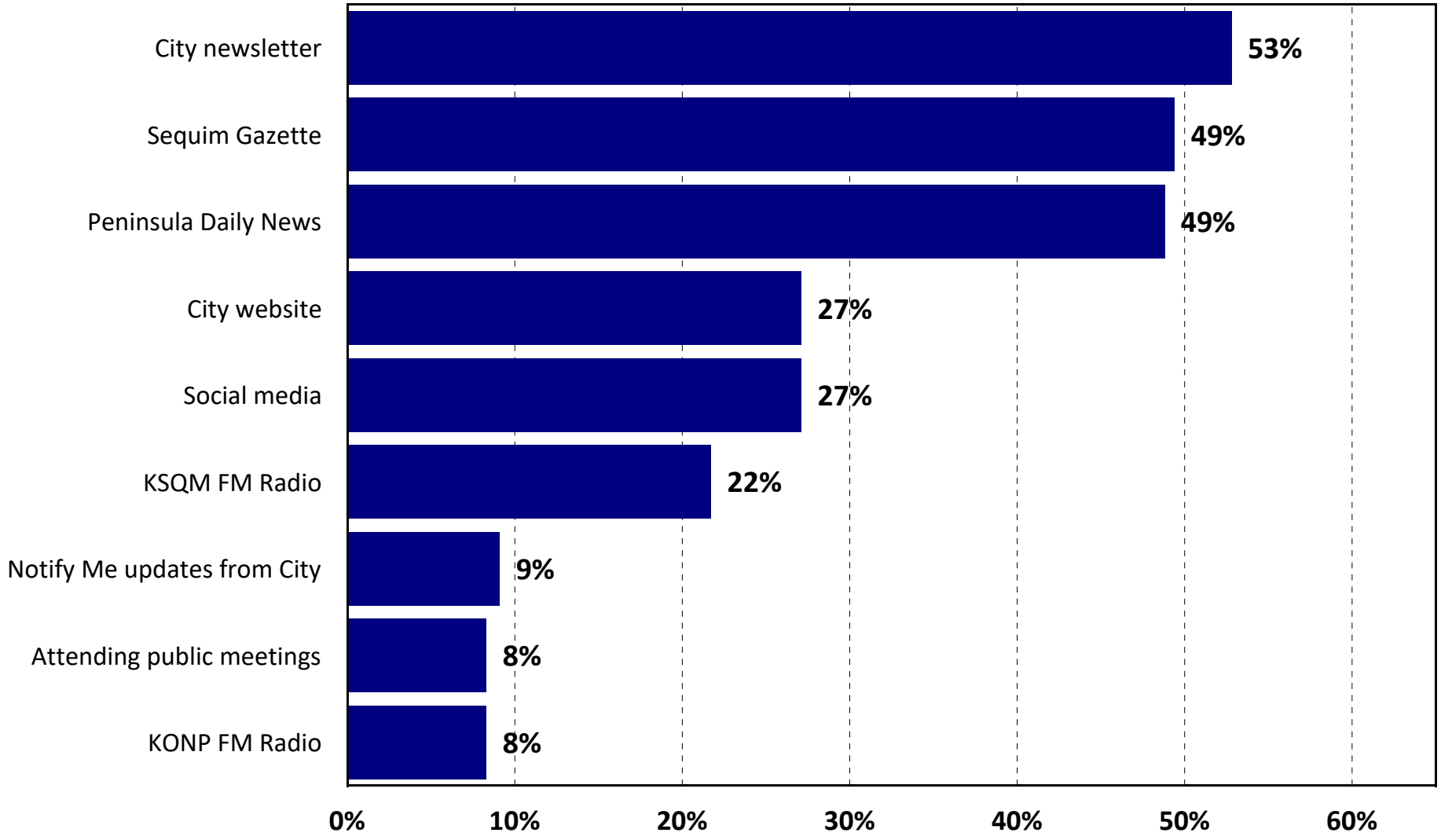
Q5. Satisfaction with Communication and Engagement

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



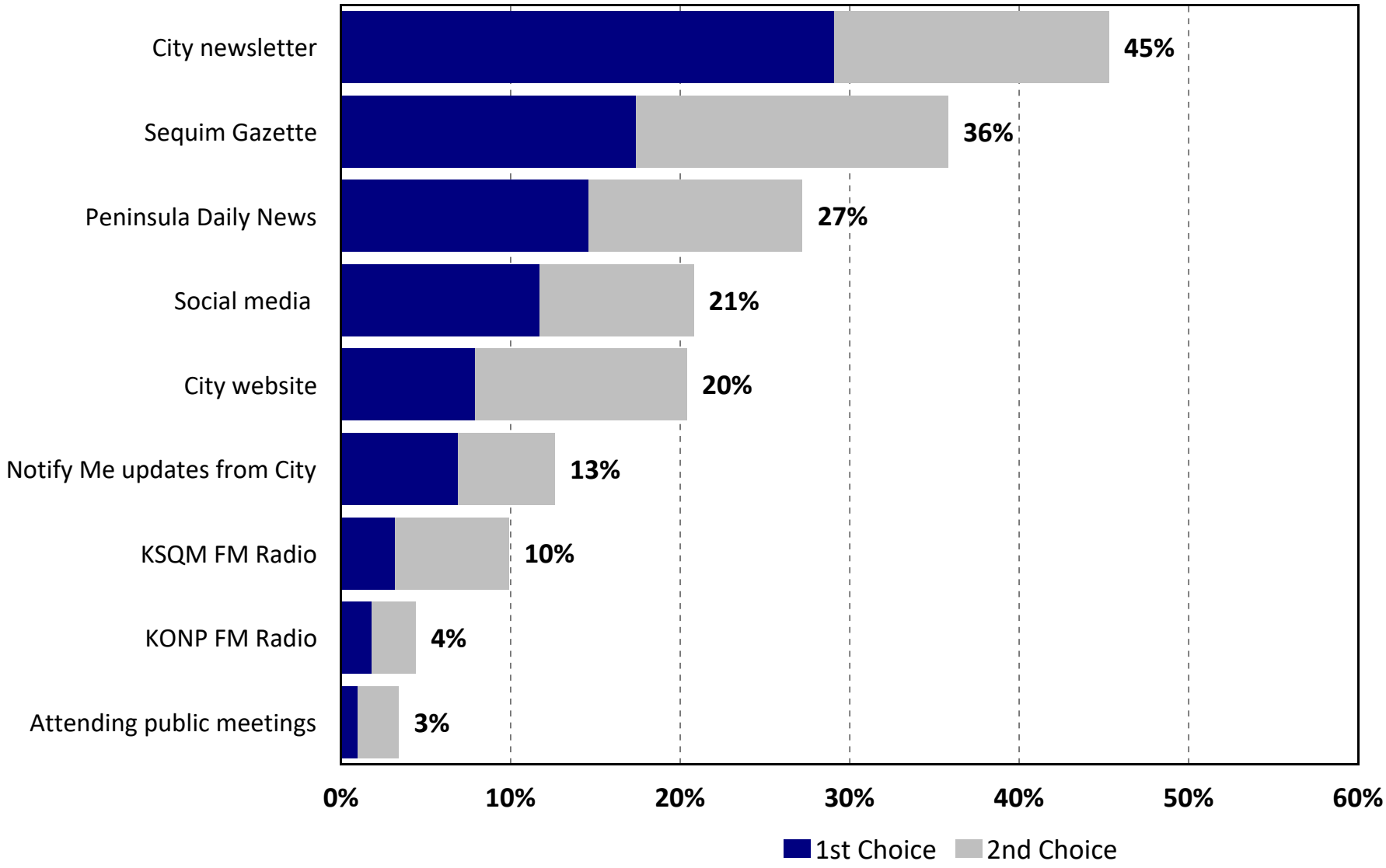
Q6. Sources of Information About City Programs, Services, and Events

by percentage of respondents (multiple choices could be made)



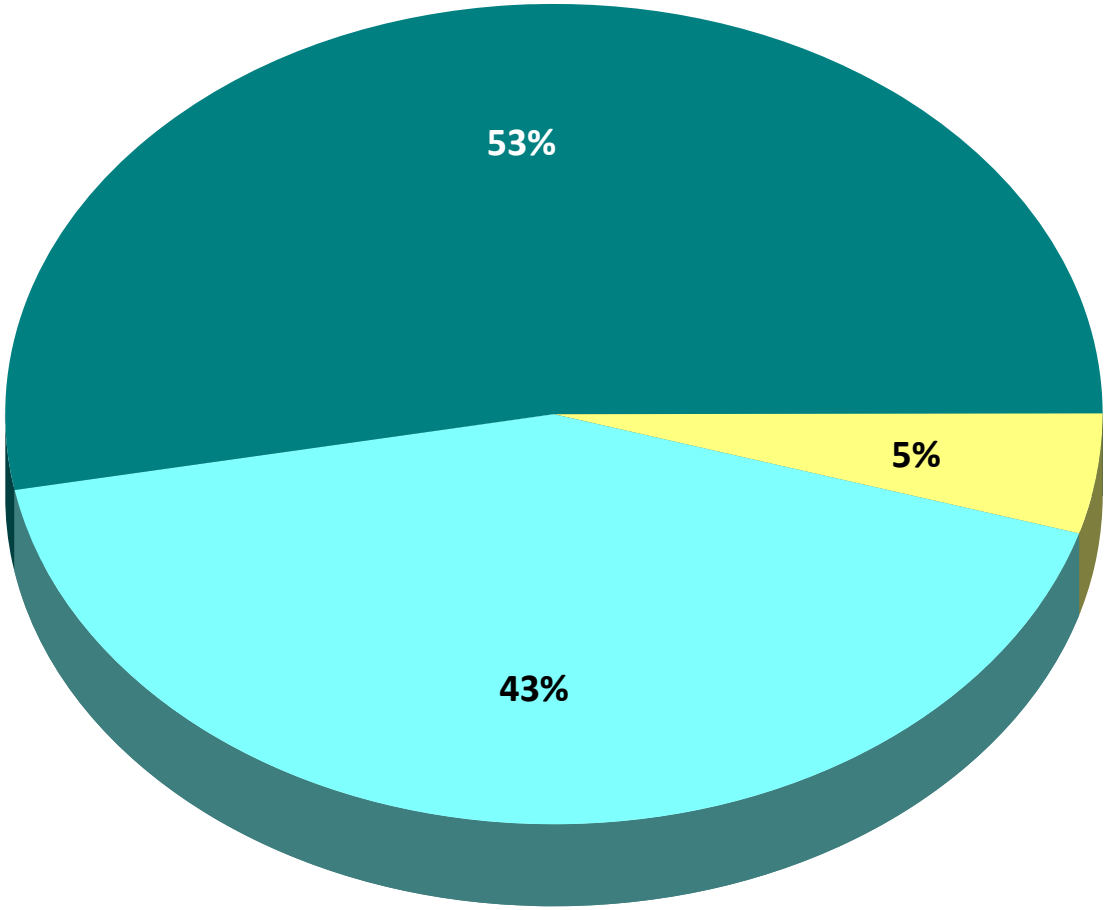
Q7. Most Preferred Sources of Information About City Programs, Services, and Events

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



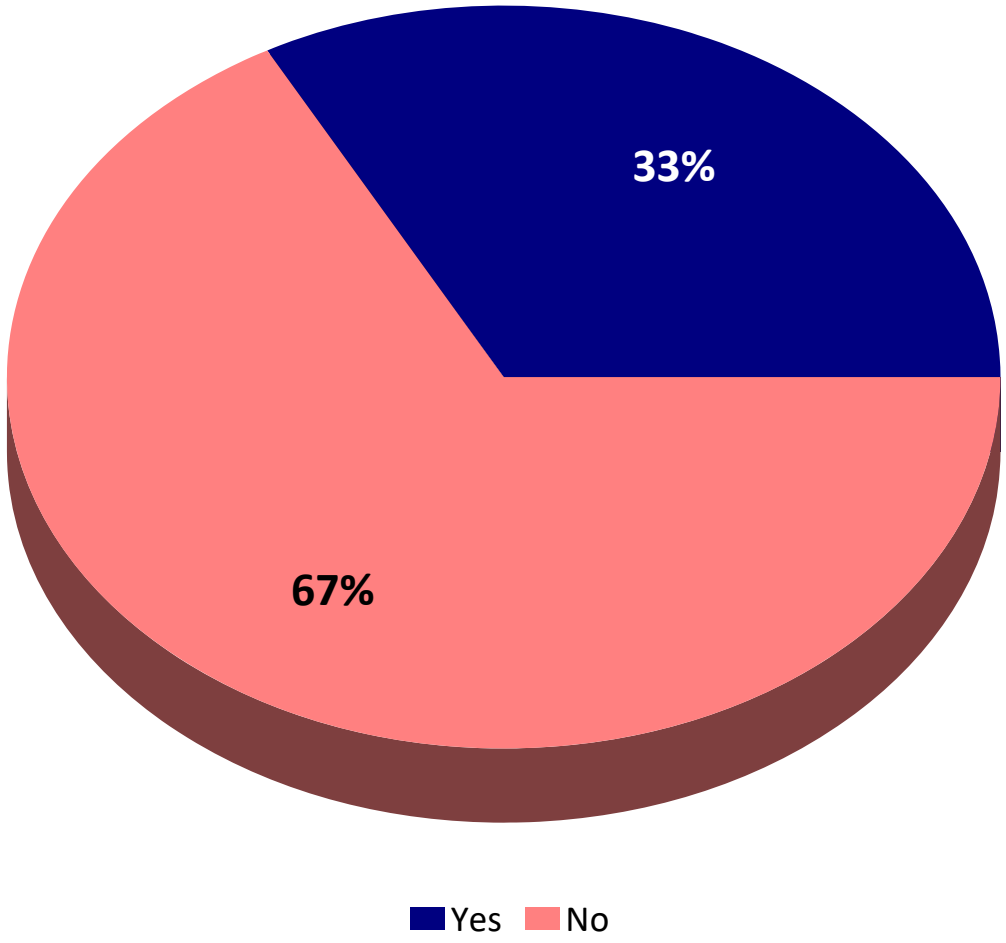
Q8. How would you most prefer to receive the City's monthly newsletter?

by percentage of respondents (excluding "not provided")



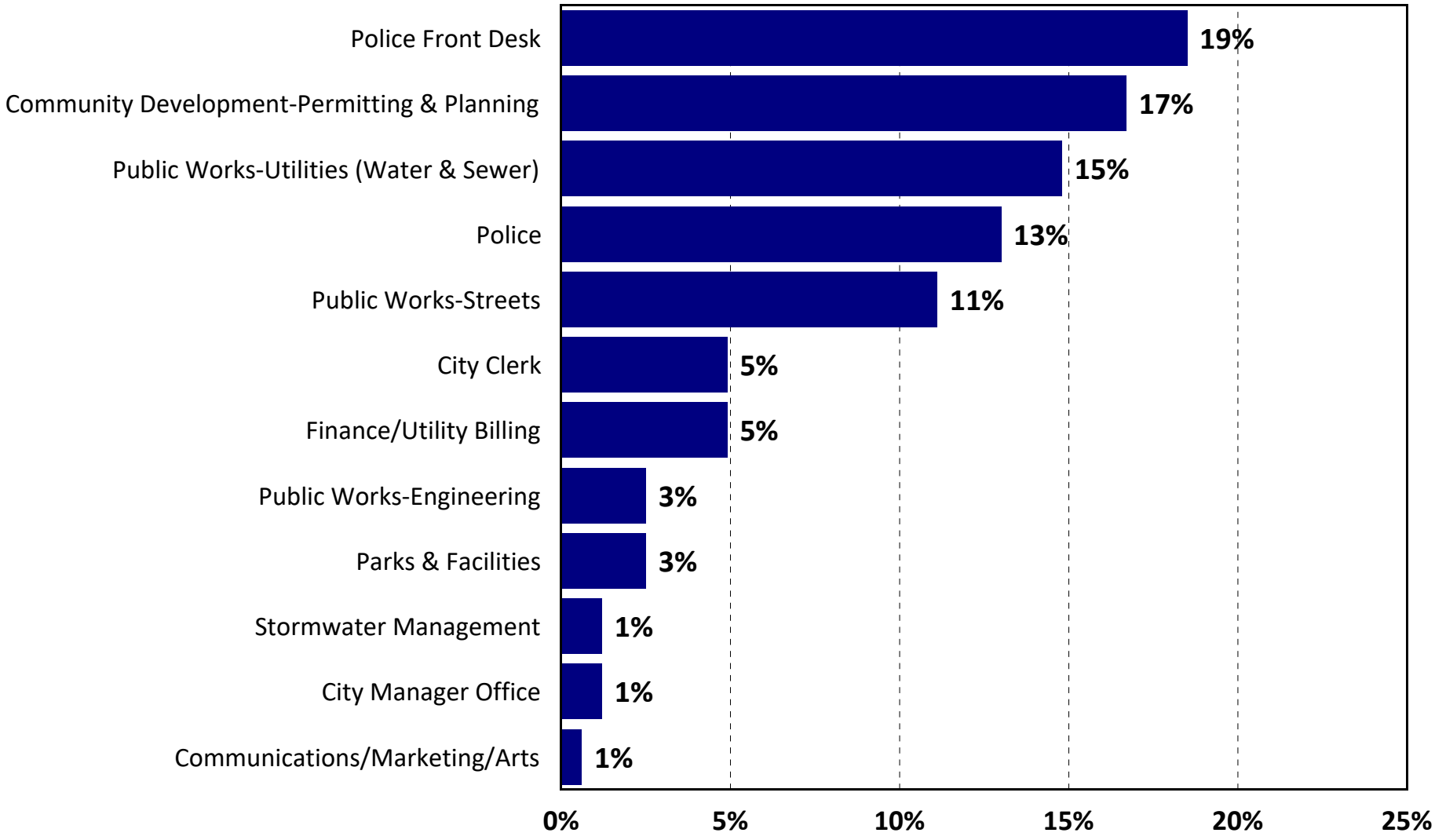
Q9. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents



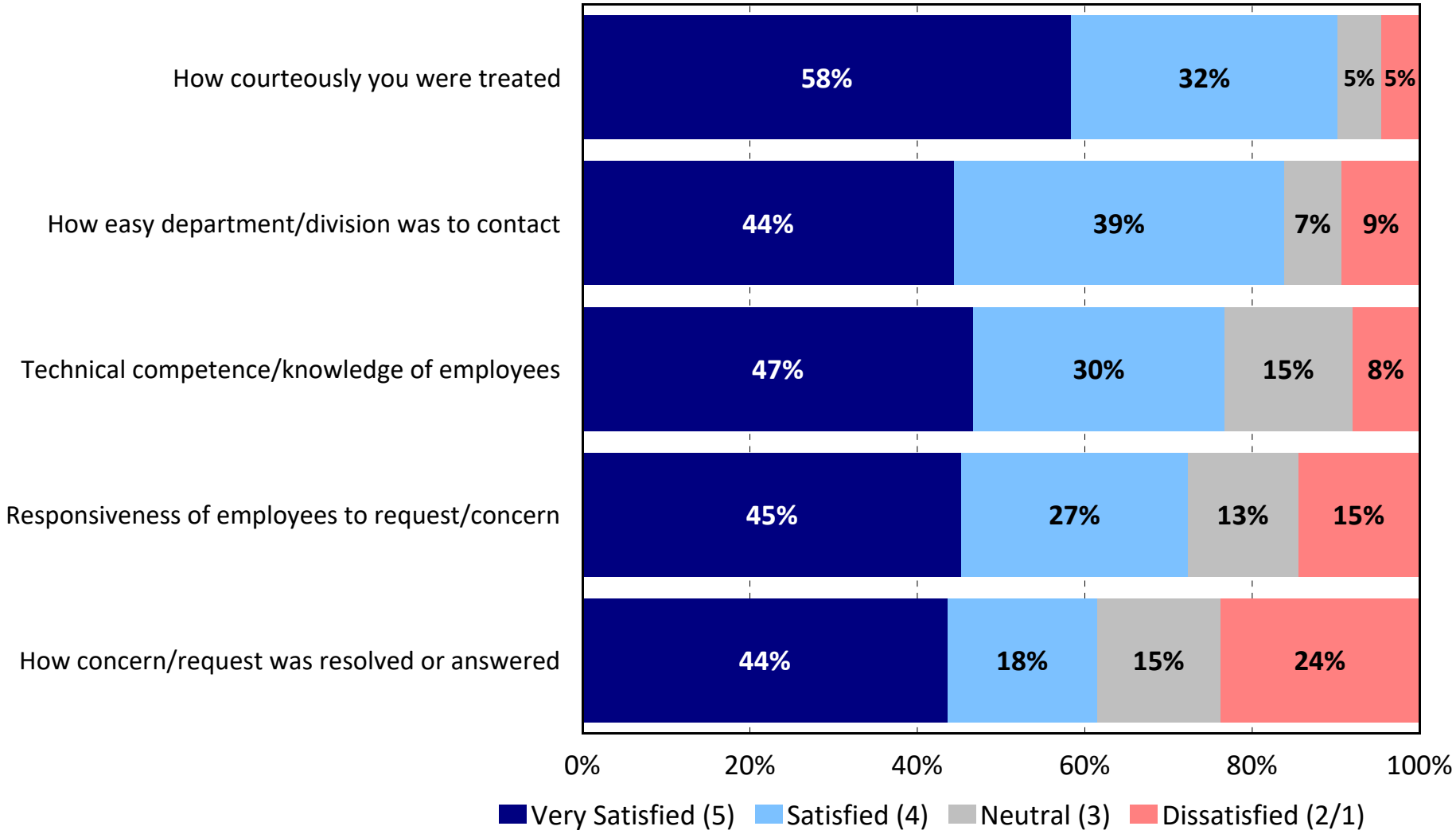
Q9a. Which City department or division did you contact most recently?

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



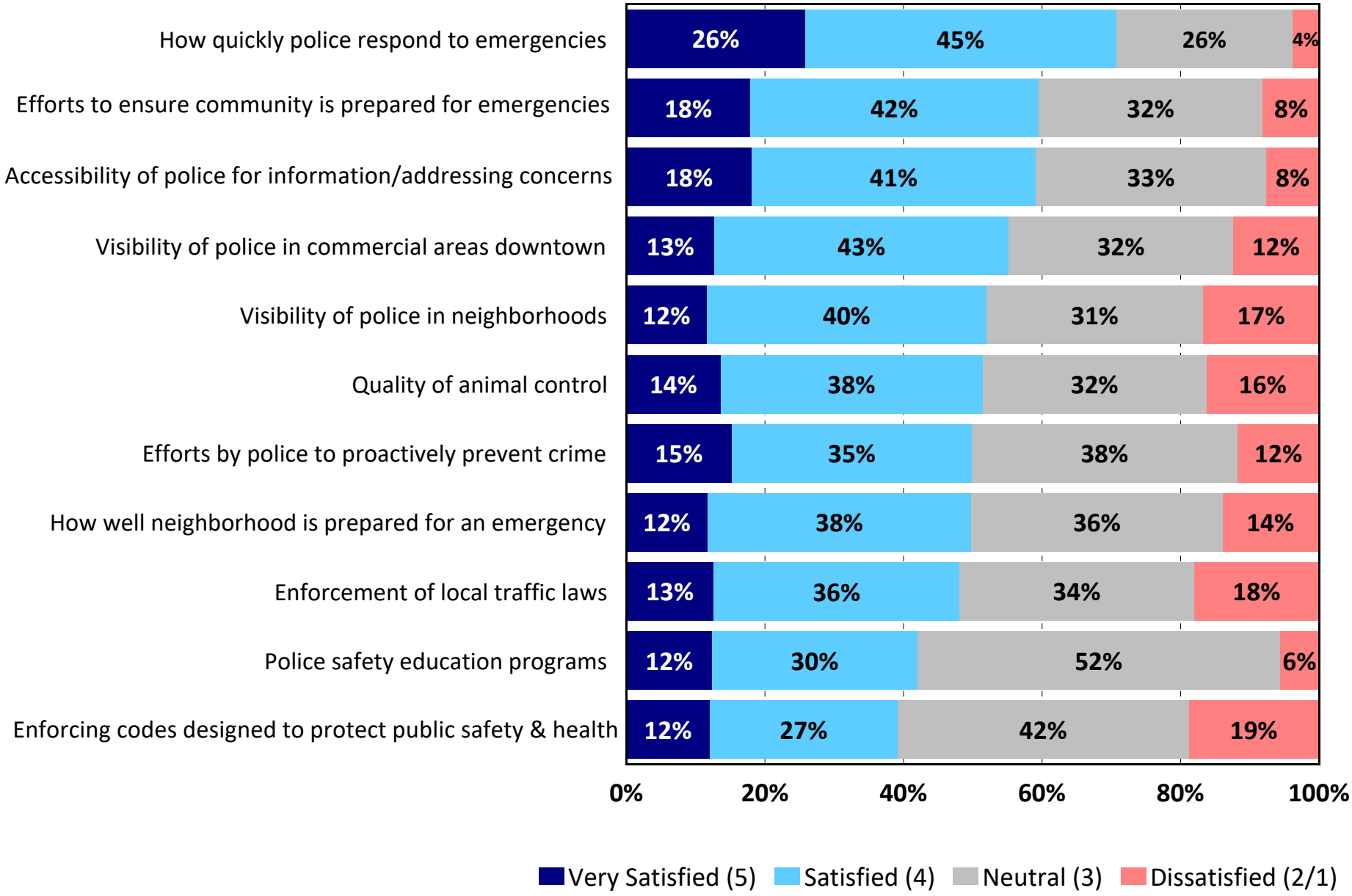
Q9b. Satisfaction with Most Recent Experience With the City

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



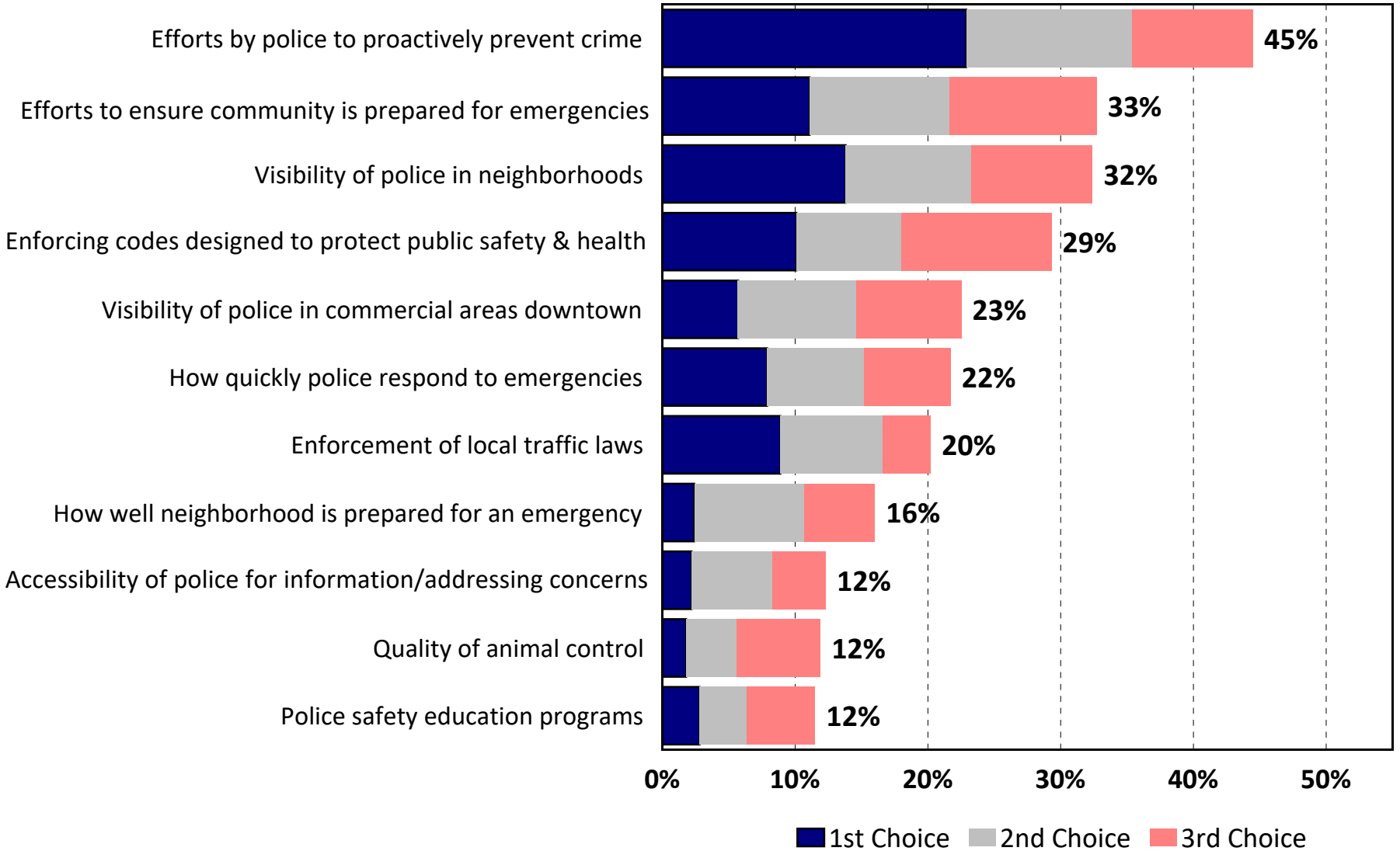
Q10. Satisfaction with Public Safety

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



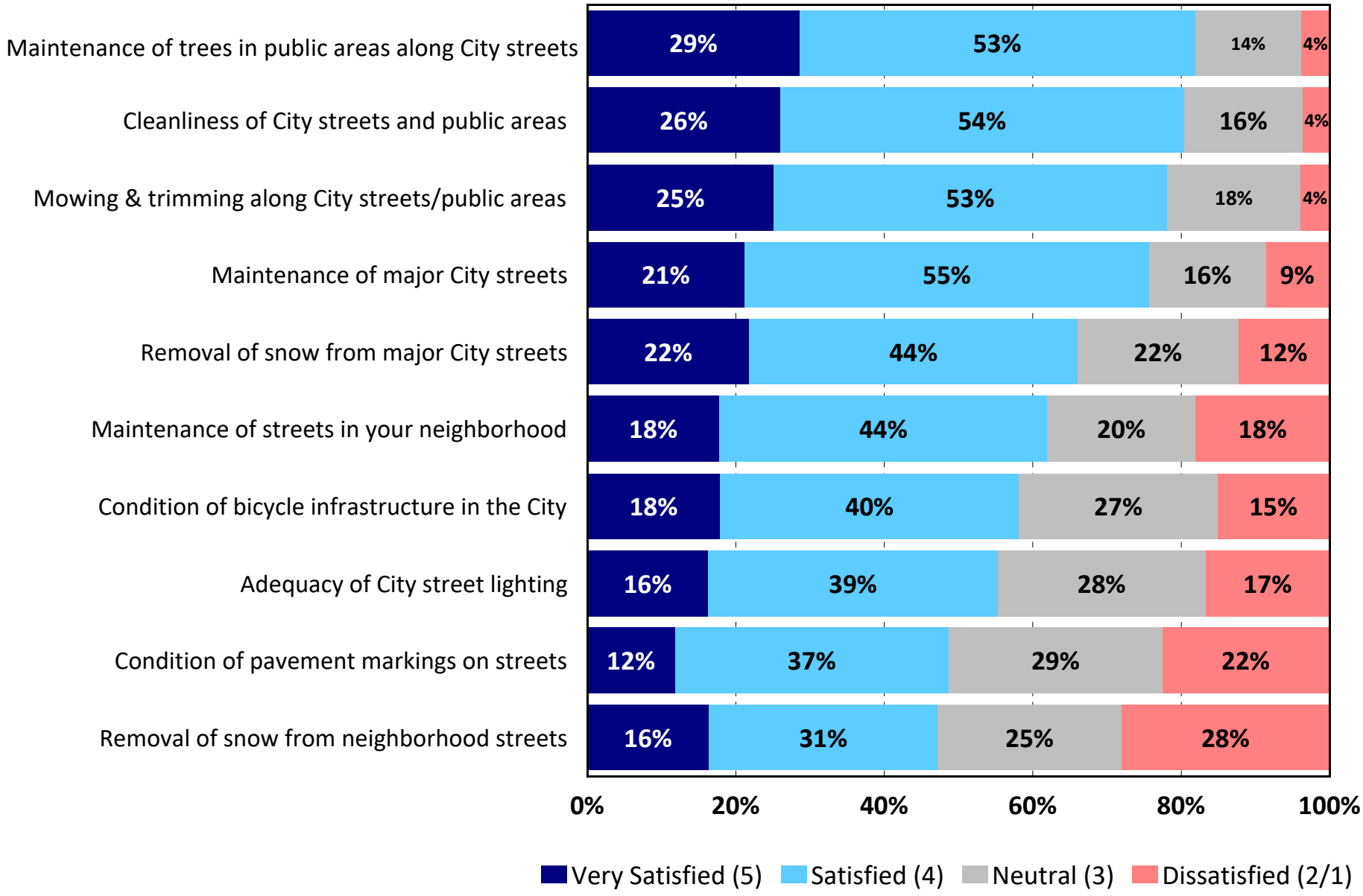
Q11. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



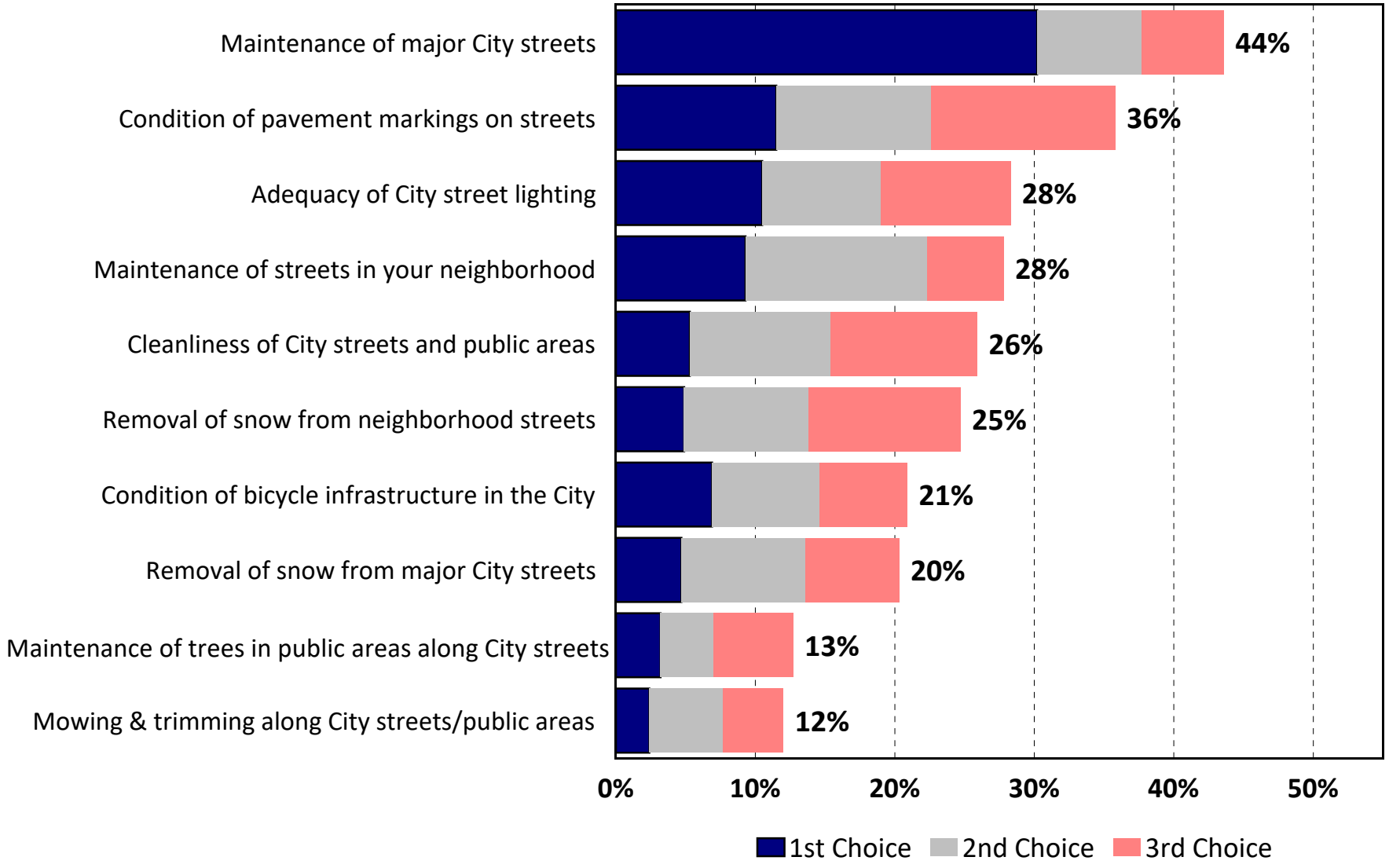
Q12. Satisfaction with Street Infrastructure Maintenance

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



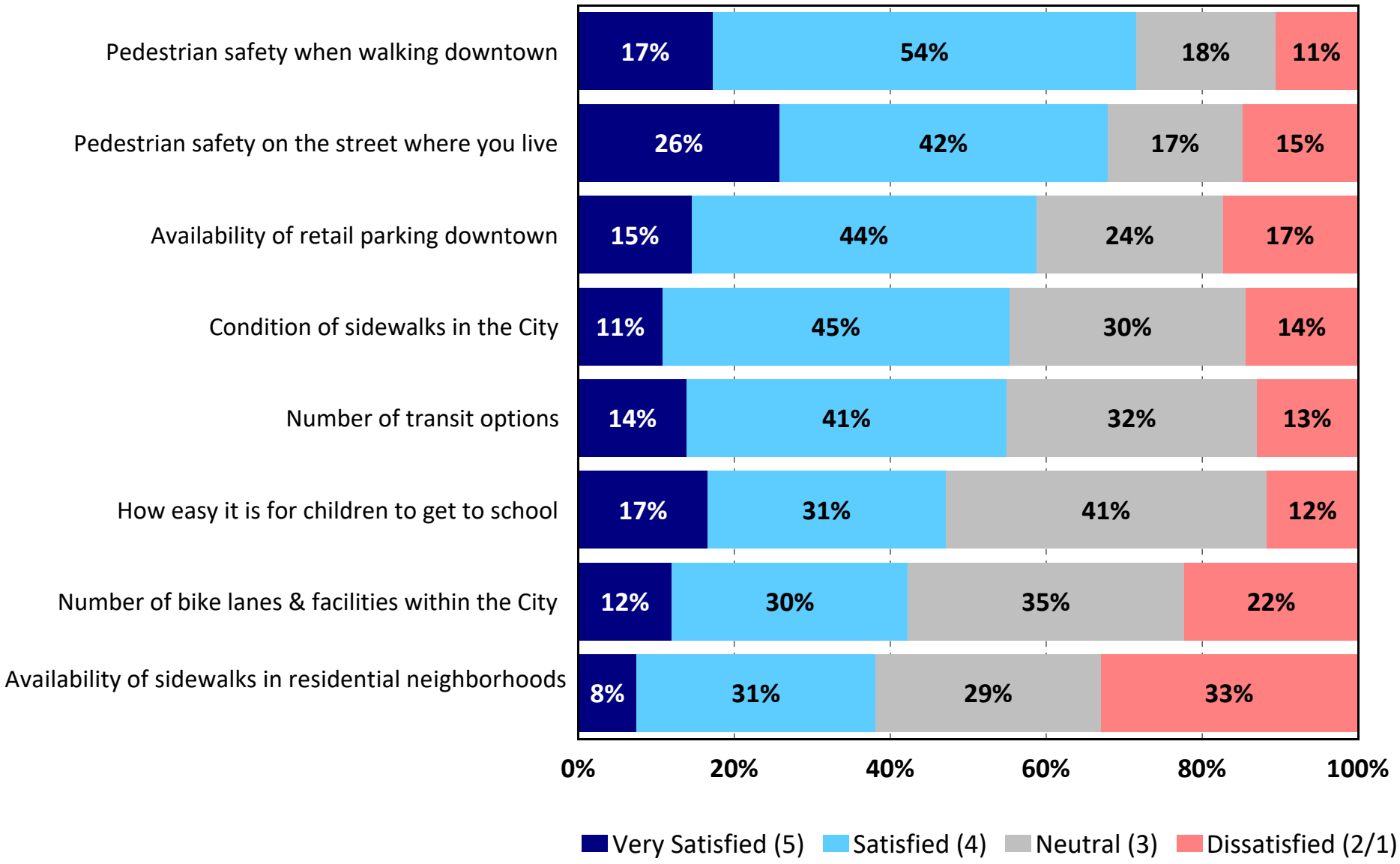
Q13. Street Infrastructure Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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



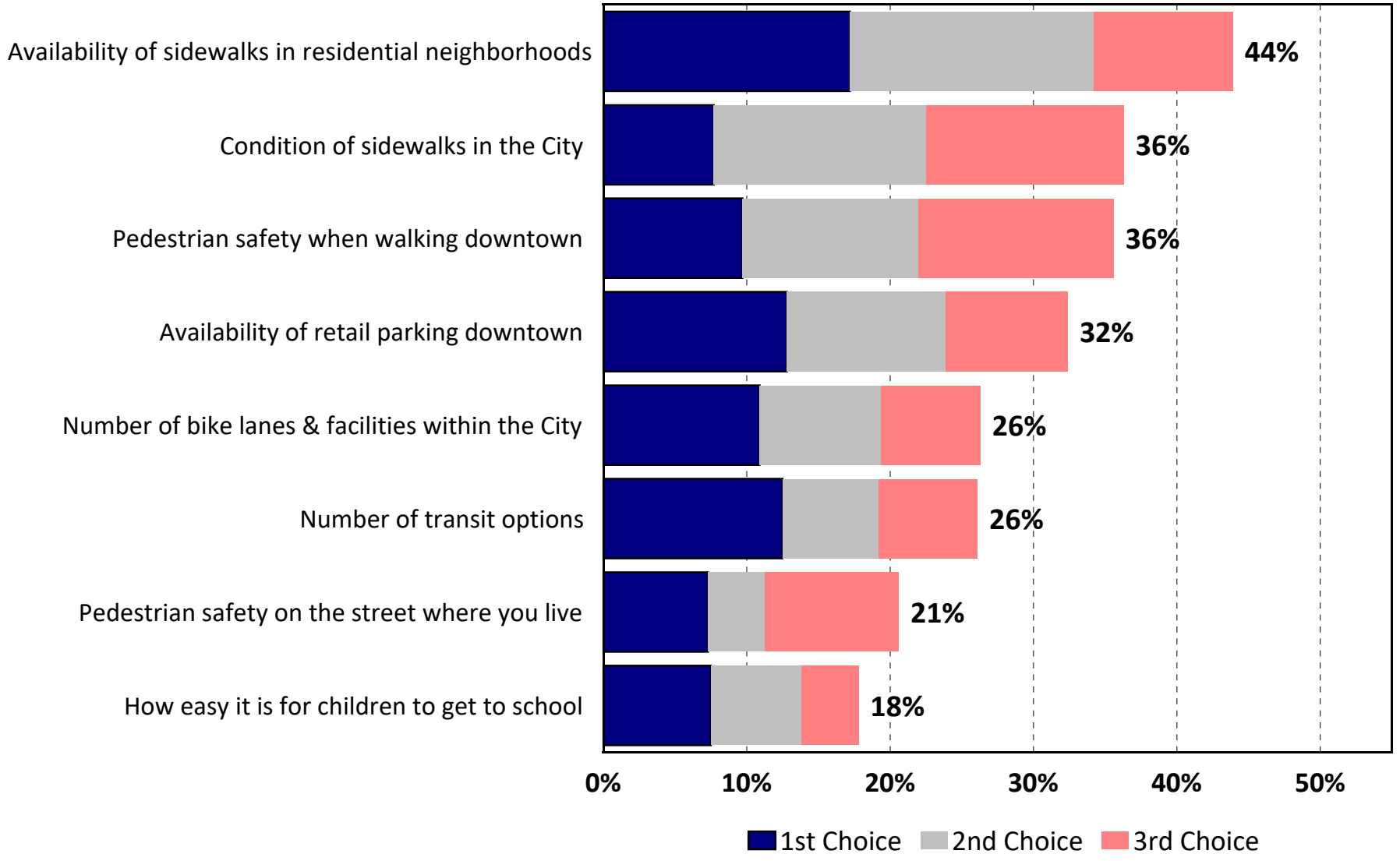
Q14. Satisfaction with Transportation Services

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



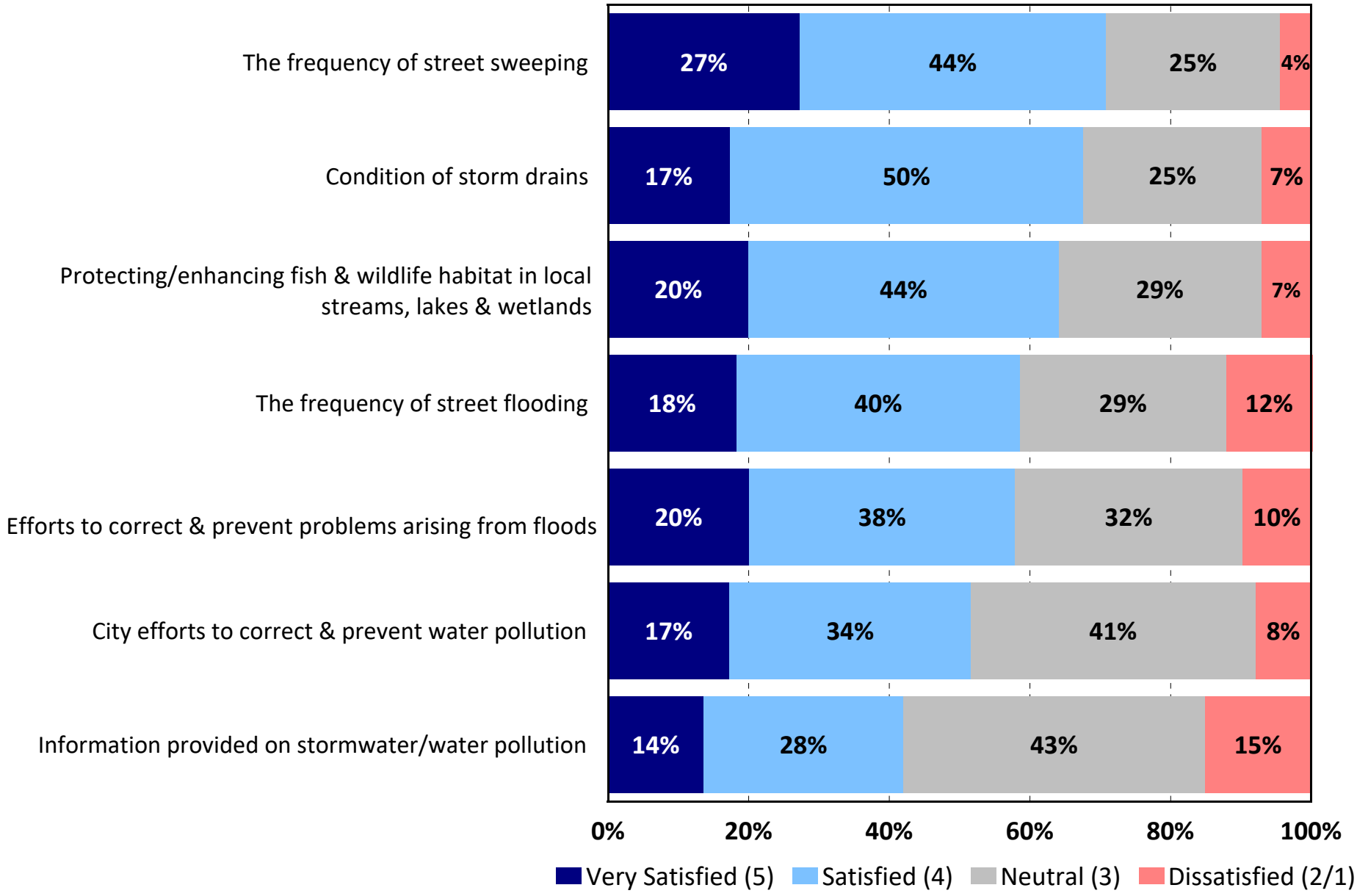
Q15. Transportation Services That Should Receive the Most Emphasis Over the Next Two Years

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



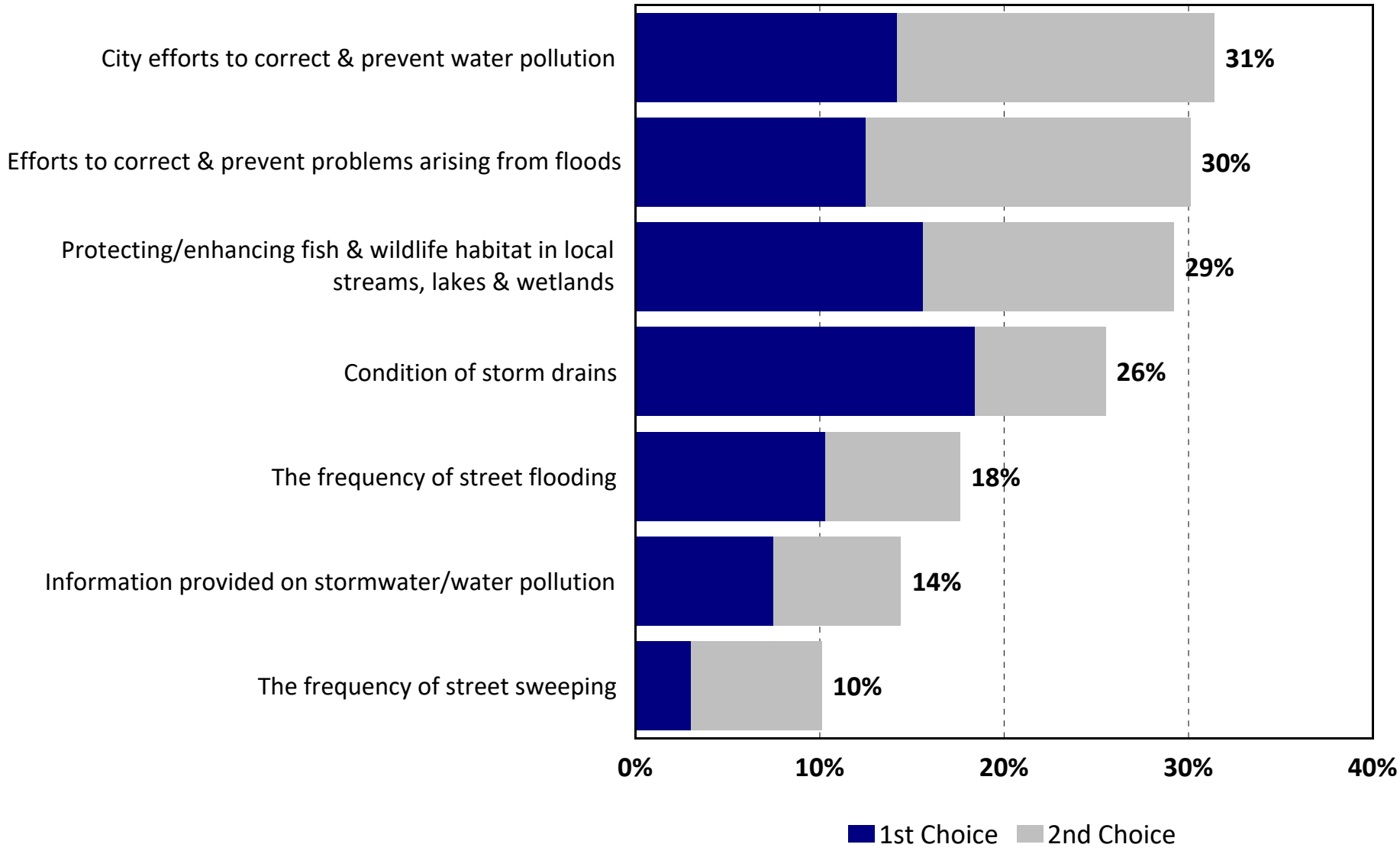
Q16. Satisfaction with Stormwater Management

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



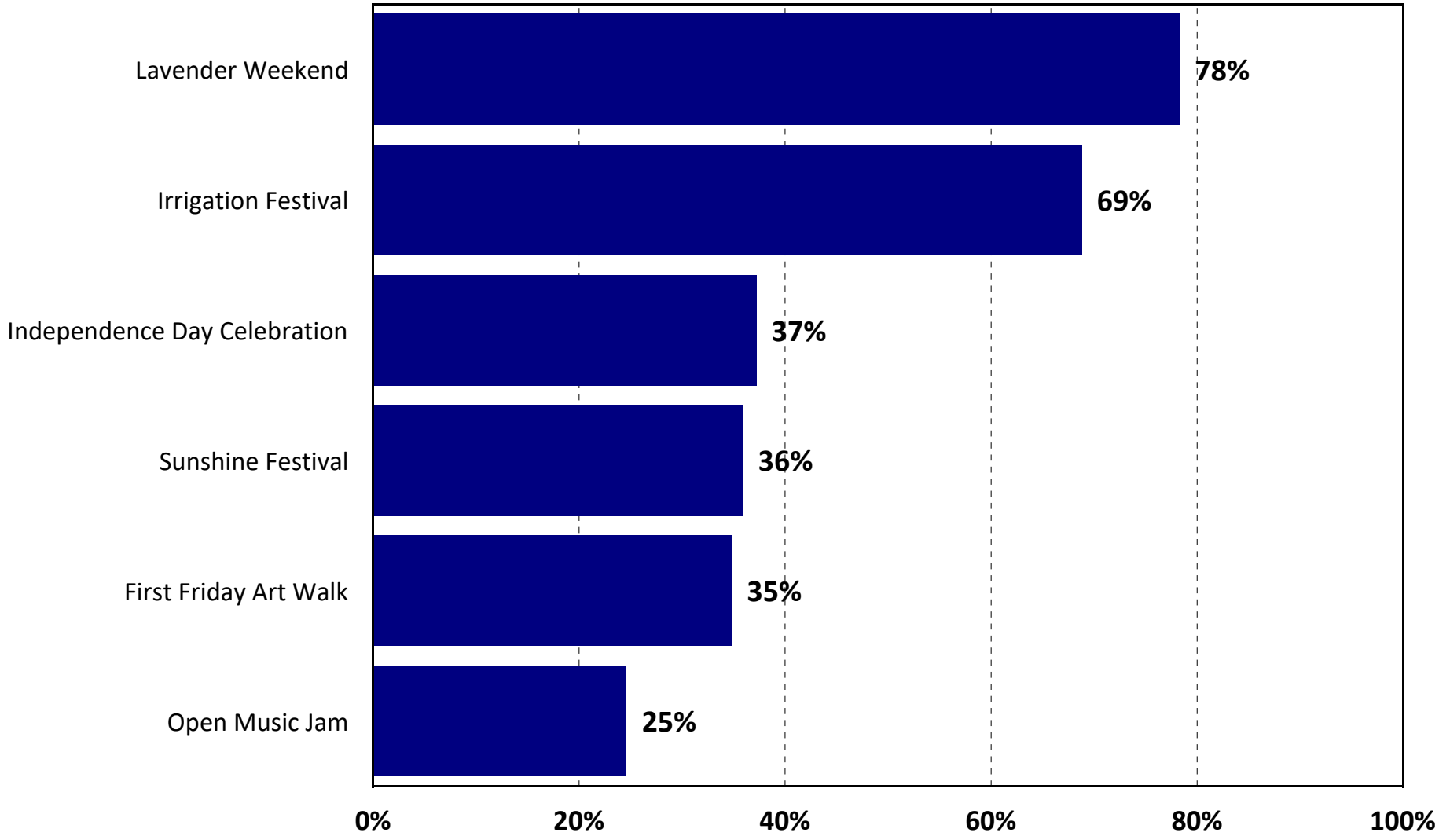
Q17. Stormwater Management Services That Should Receive the Most Emphasis Over the Next Two Years

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



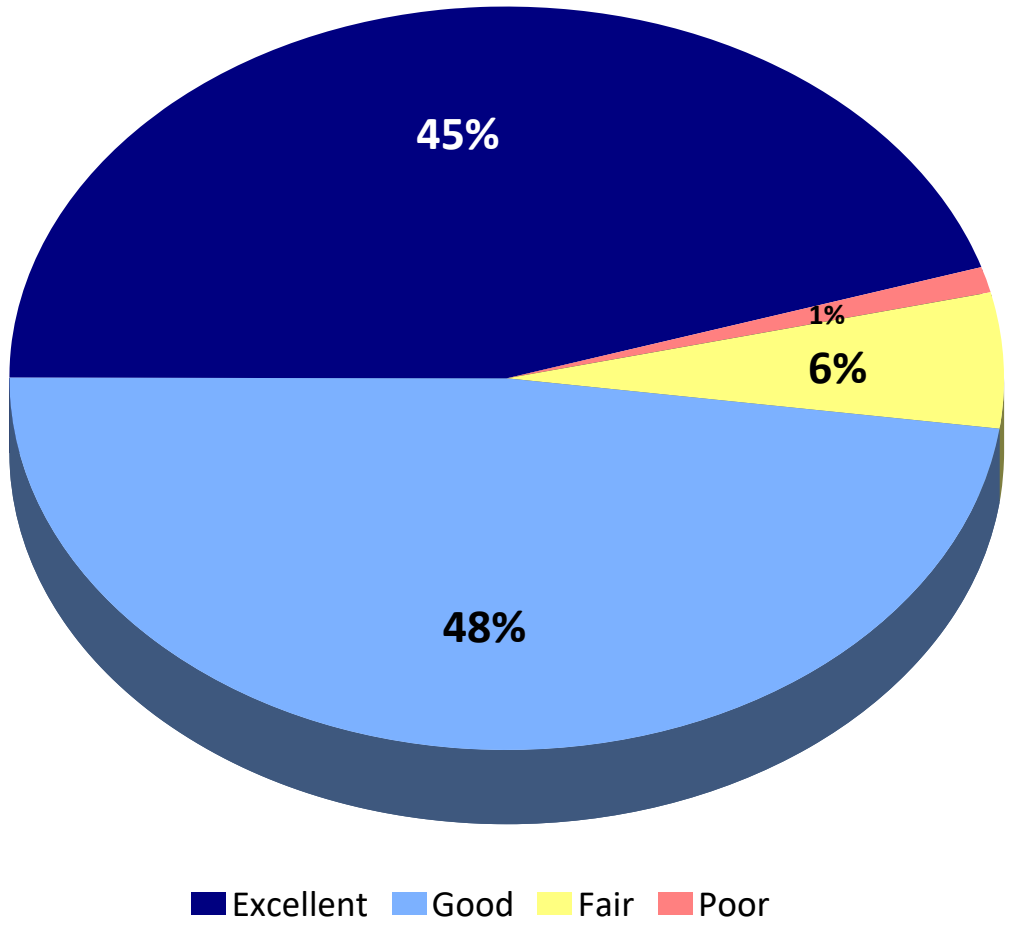
Q18. Special Events in Which Households Have Participated During the Past 12 Months

by percentage of respondents (excluding "none" - multiple choices could be made)



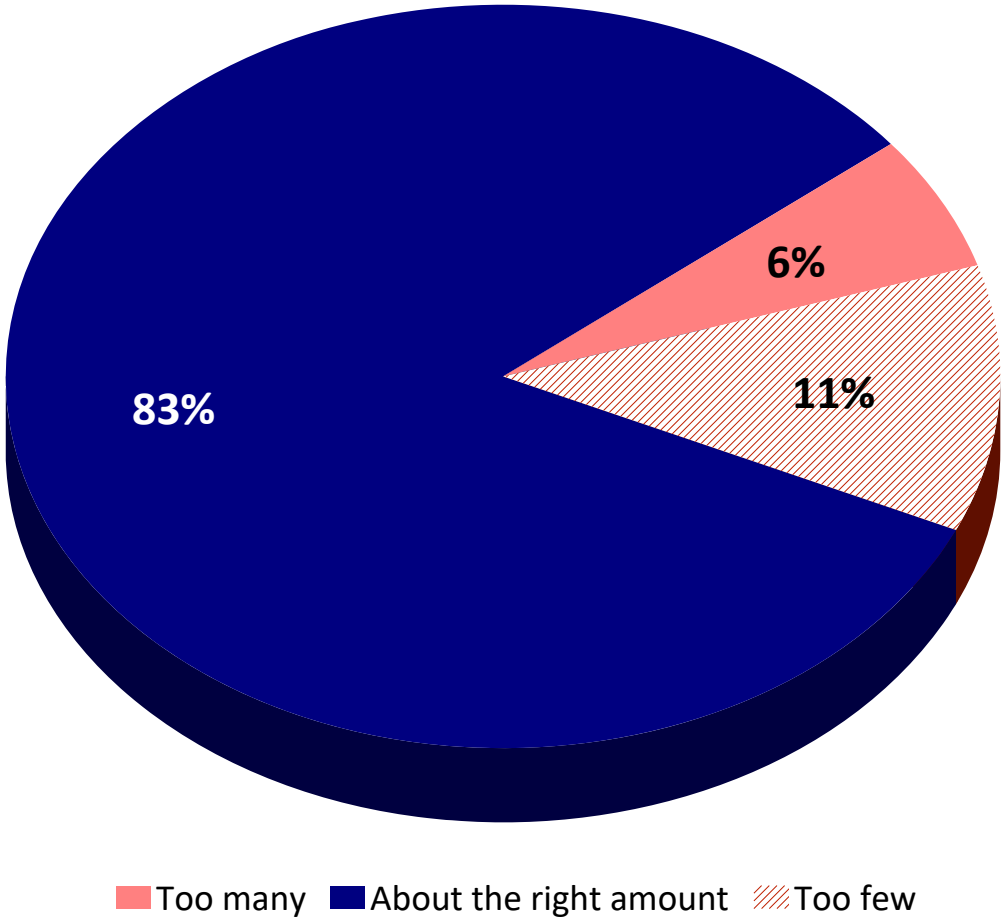
Q18a. Overall Quality of Special Events in Which Households Have Participated

by percentage of respondents who participated in special events during the past 12 months
(excluding "don't know")



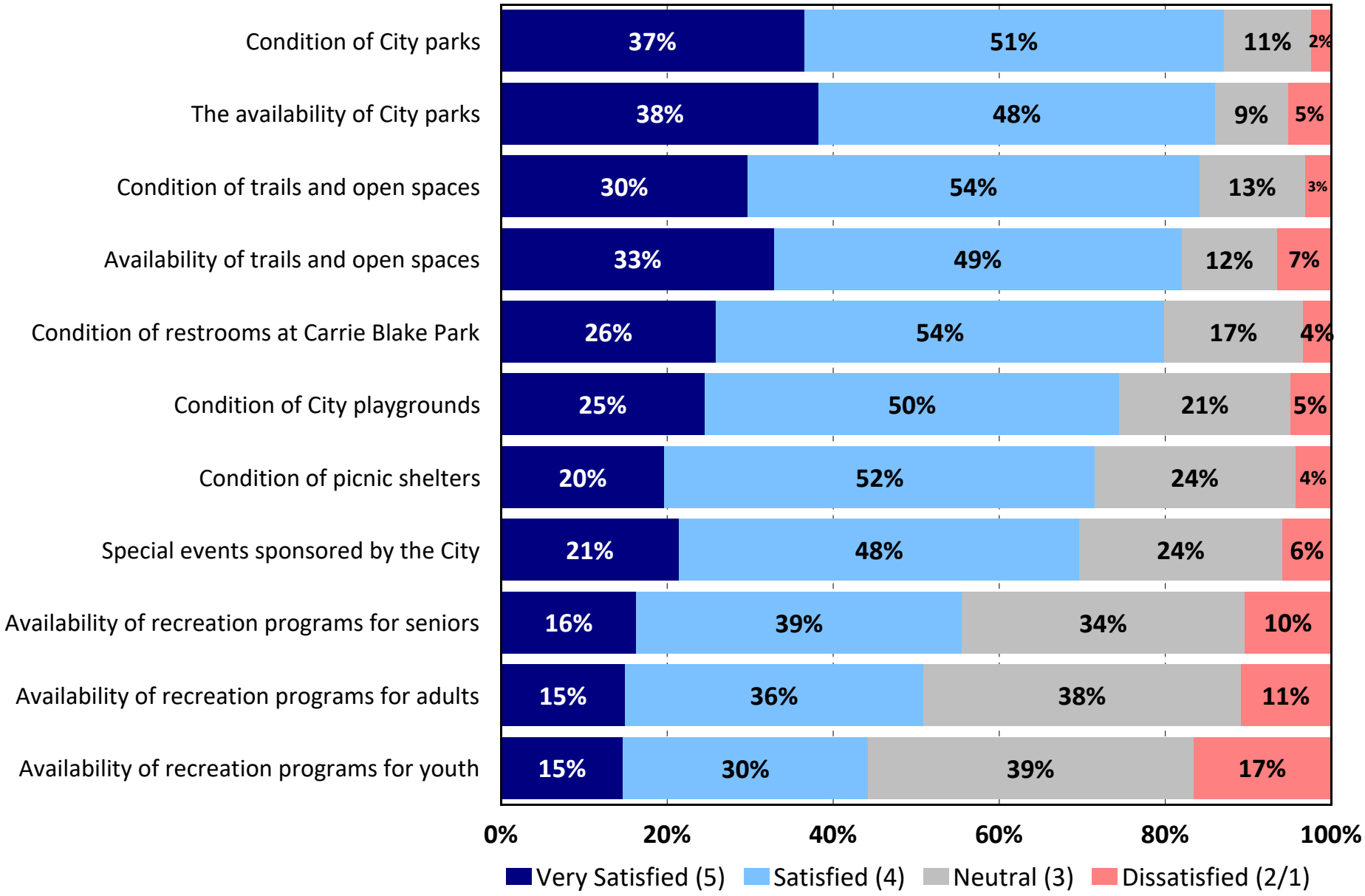
Q18b. Do you think the City of Sequim currently provides too many, about the right amount, or too few special events for residents?

by percentage of respondents who participated in special events during the past 12 months
(excluding "don't know")



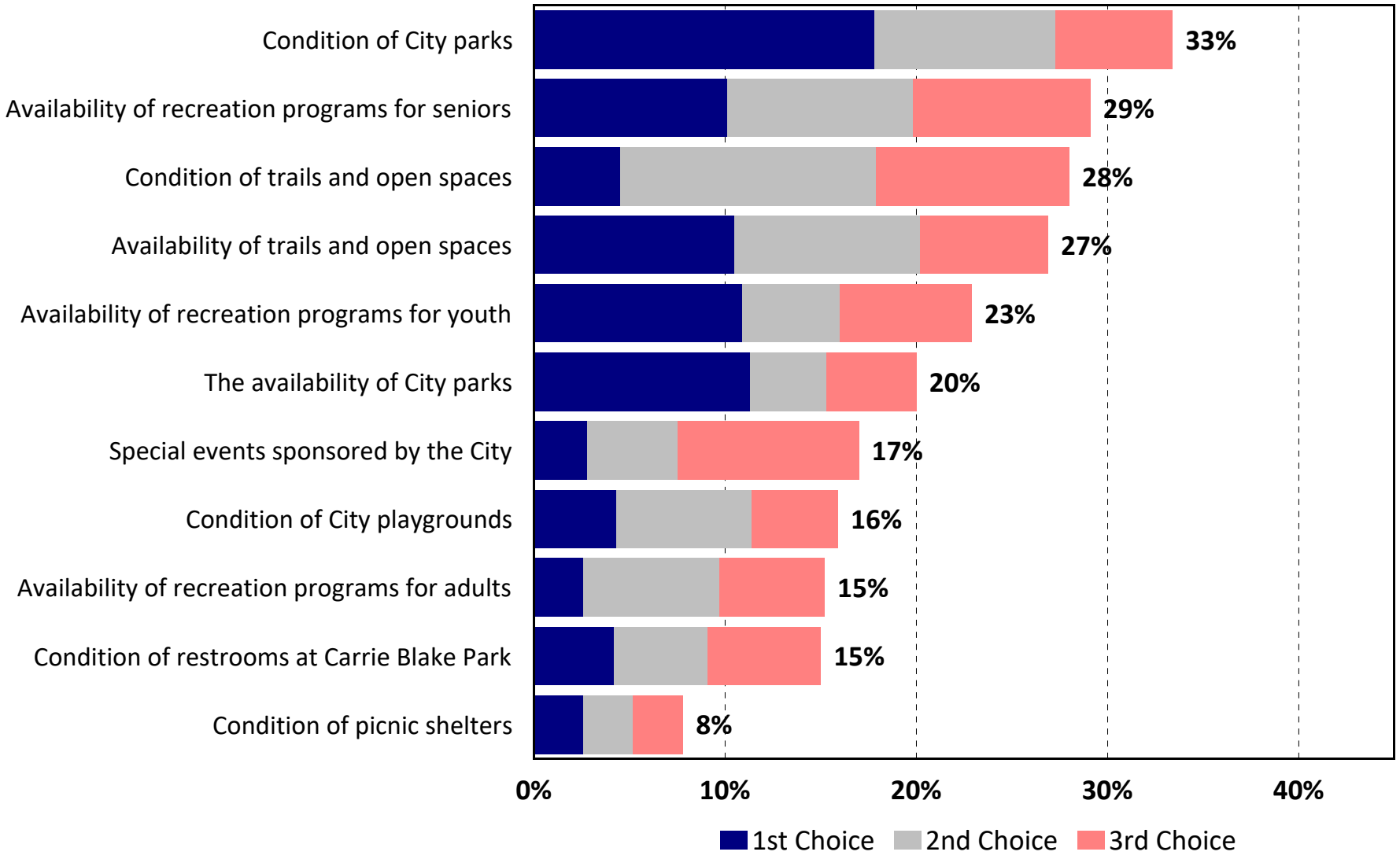
Q19. Satisfaction with Parks and Recreation

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



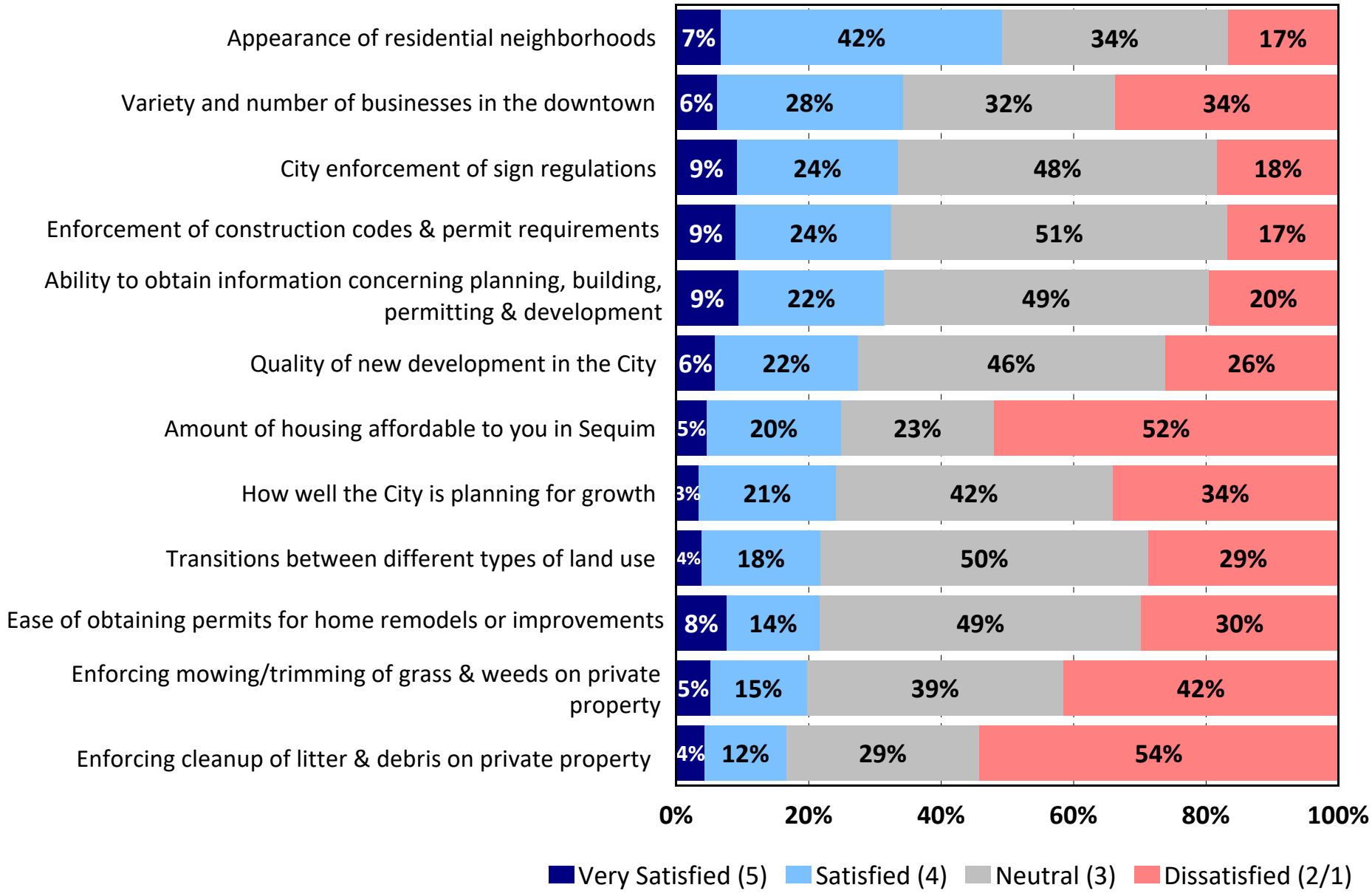
Q20. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



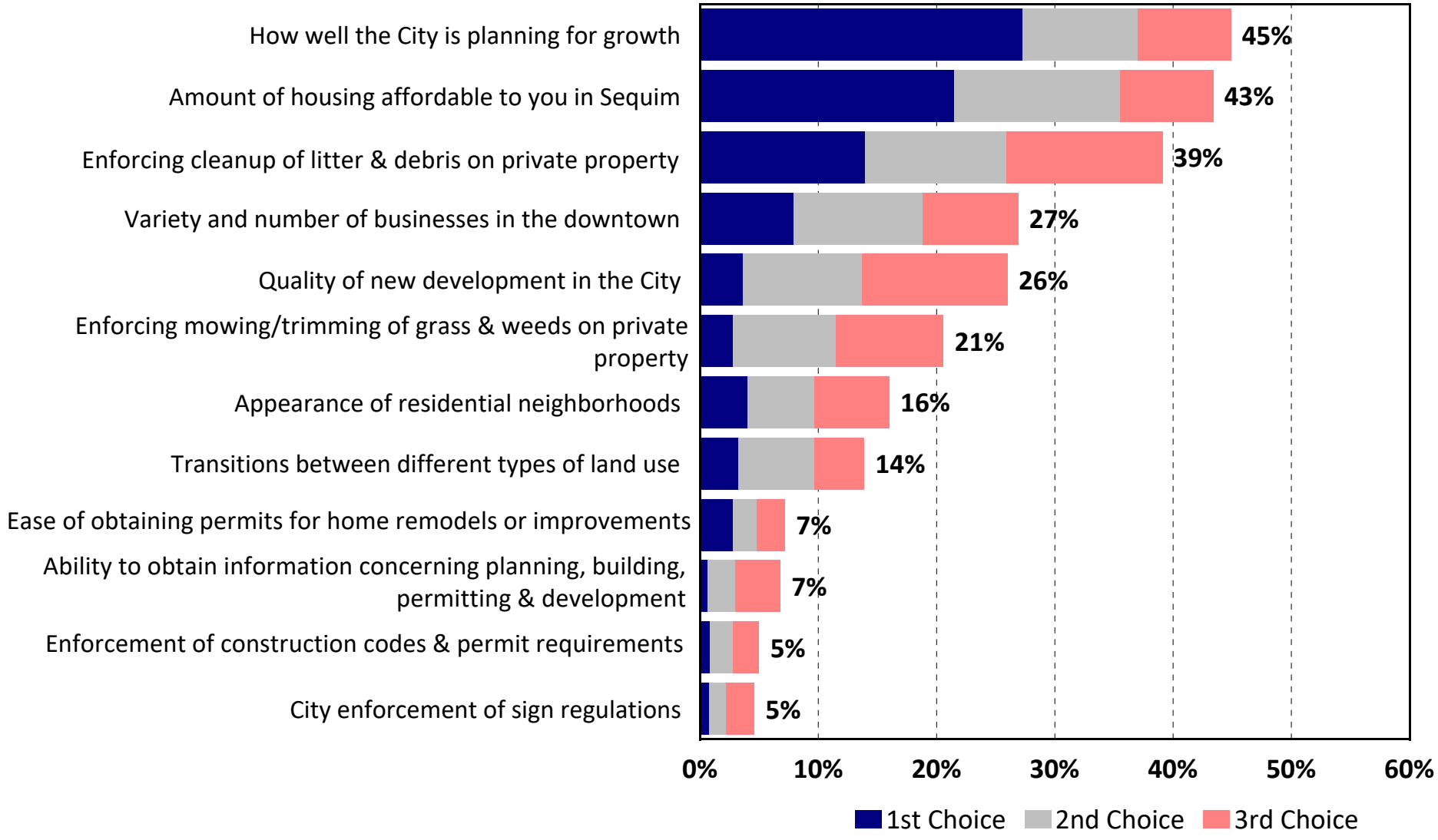
Q21. Satisfaction with Planning and Development

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



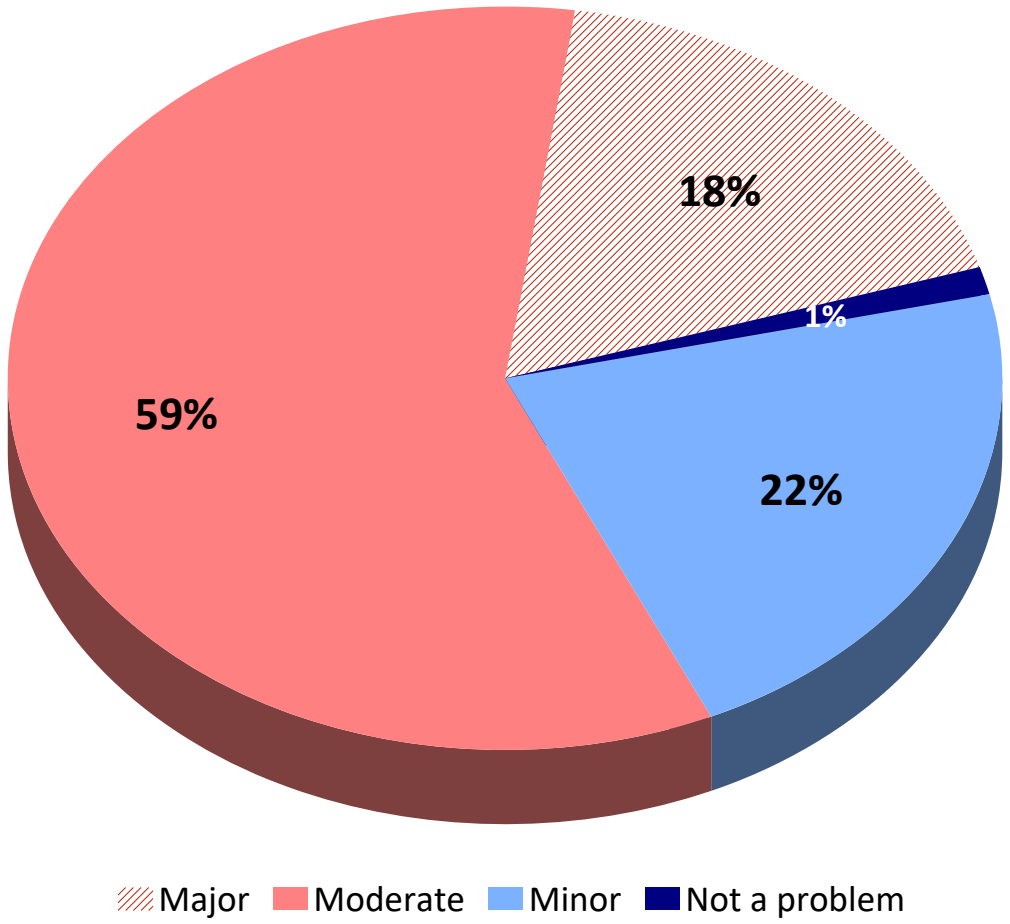
Q22. Planning and Development Services That Should Receive the Most Emphasis Over the Next Two Years

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



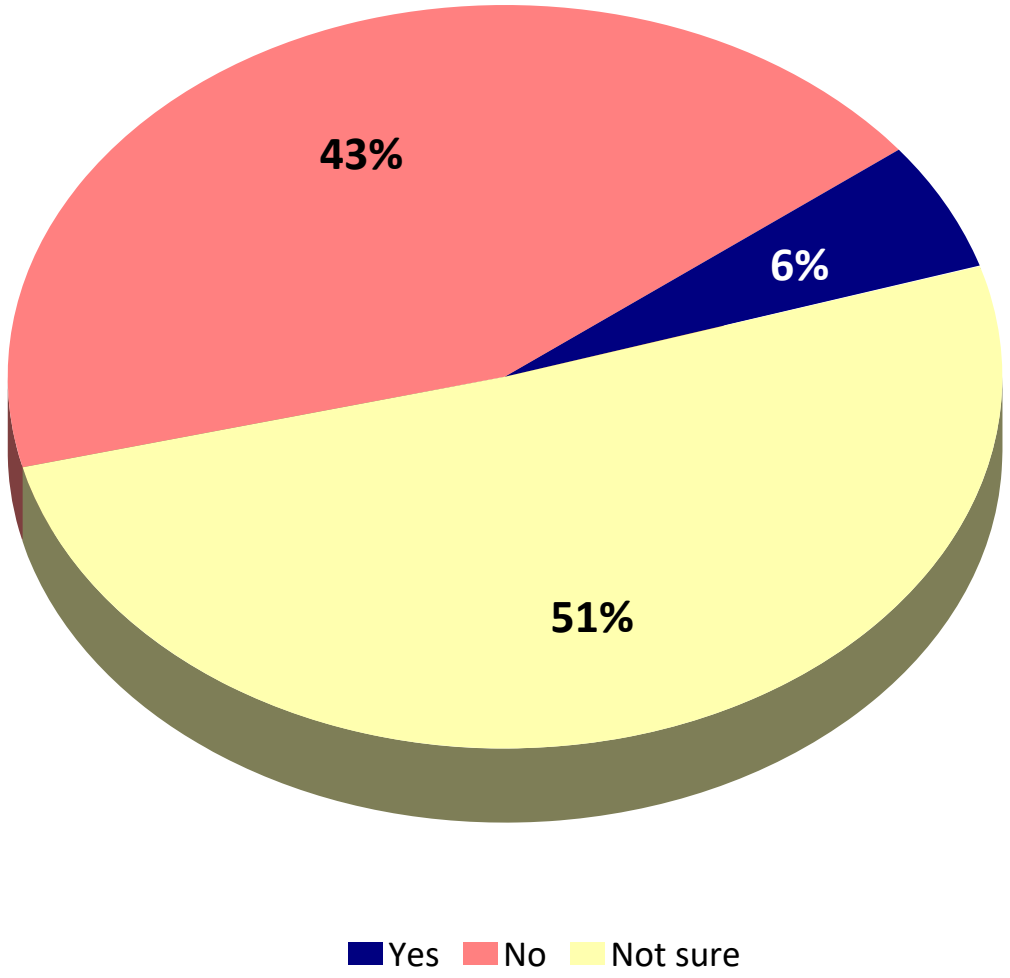
Q23. How big of a problem is homelessness in Sequim?

by percentage of respondents (excluding "not provided")



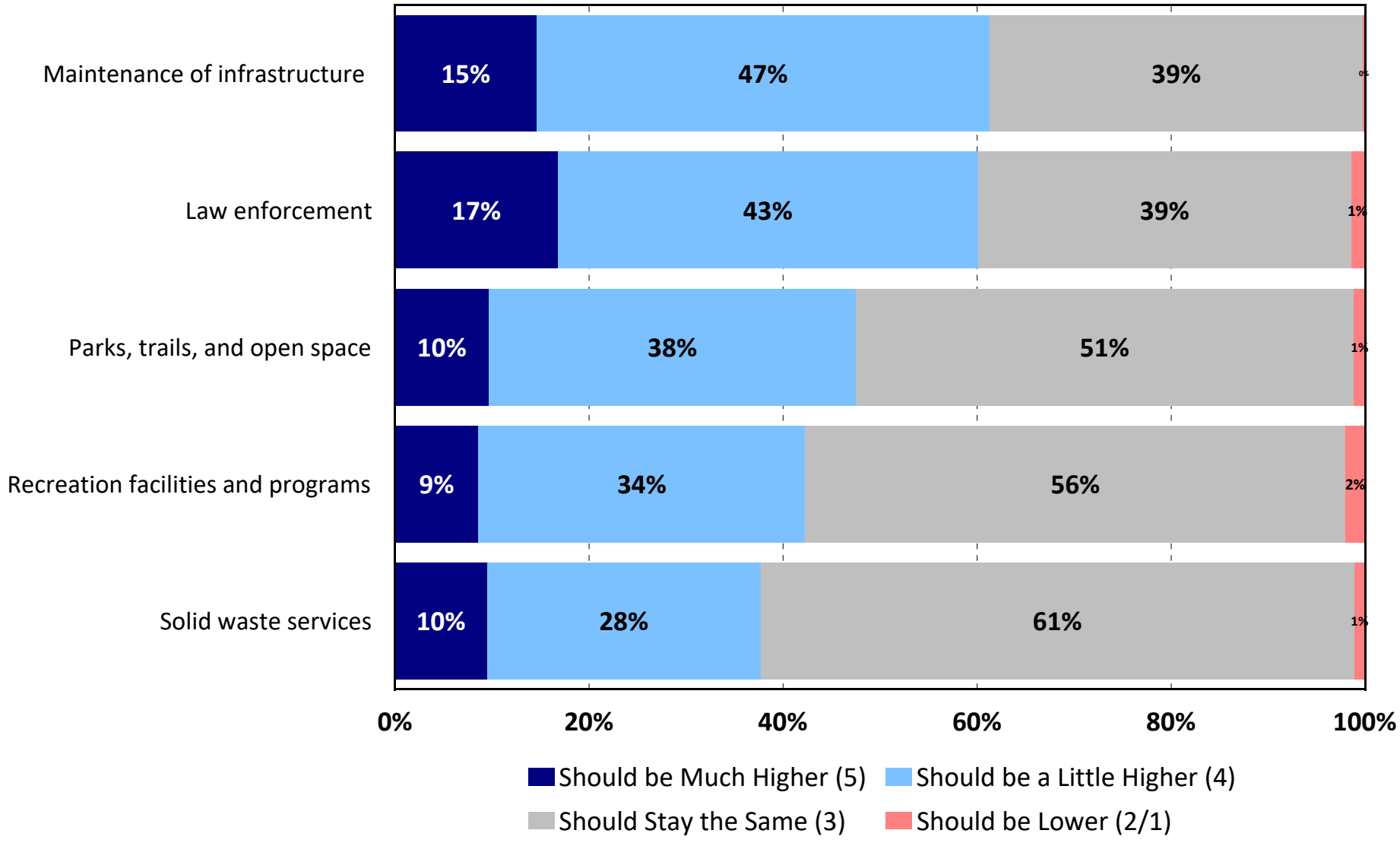
Q24. Is enough being done to address homelessness in Sequim?

by percentage of respondents (excluding "not provided")



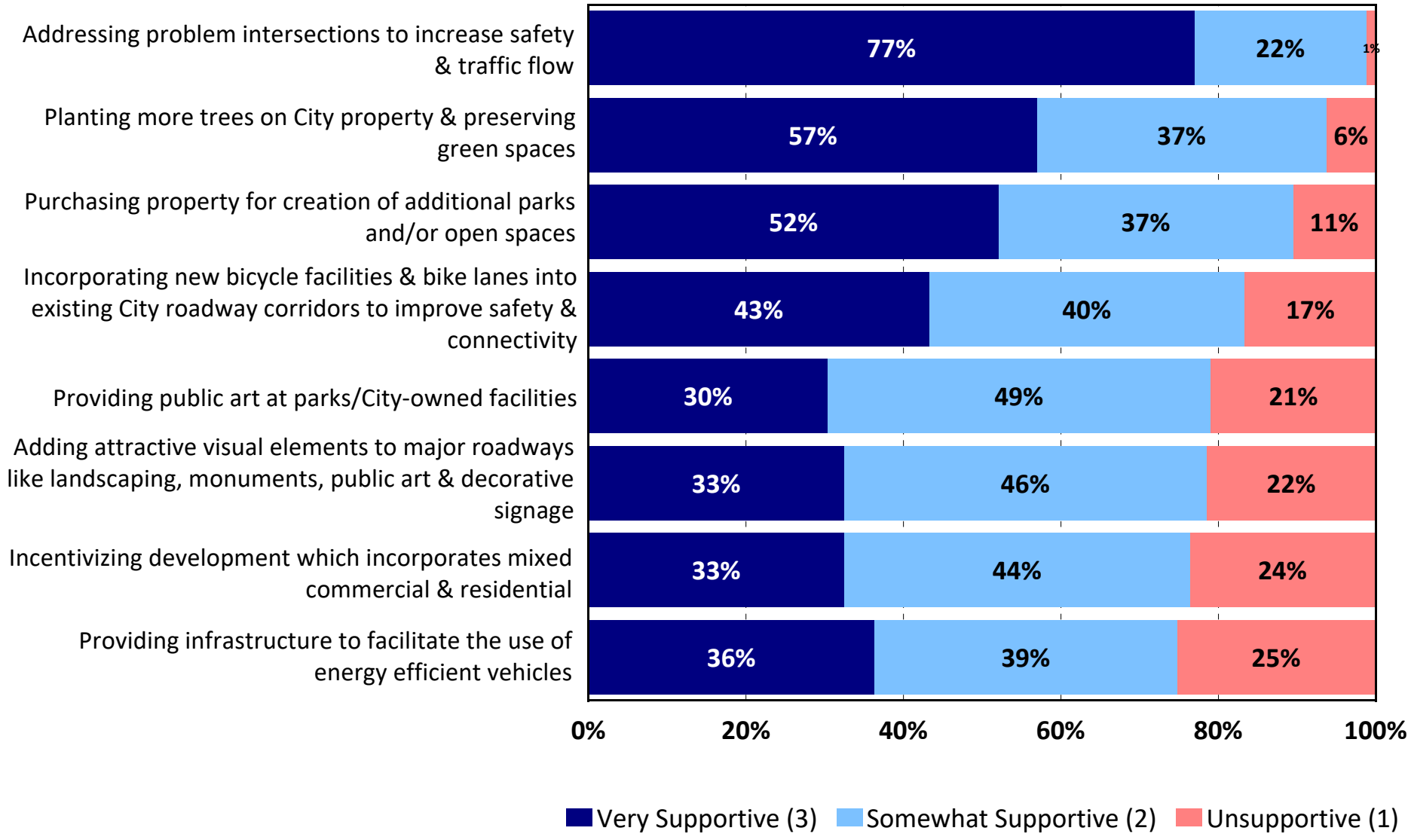
Q25. How the Level of Service Provided by the City Should be Prioritized in Each of the Following Areas

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



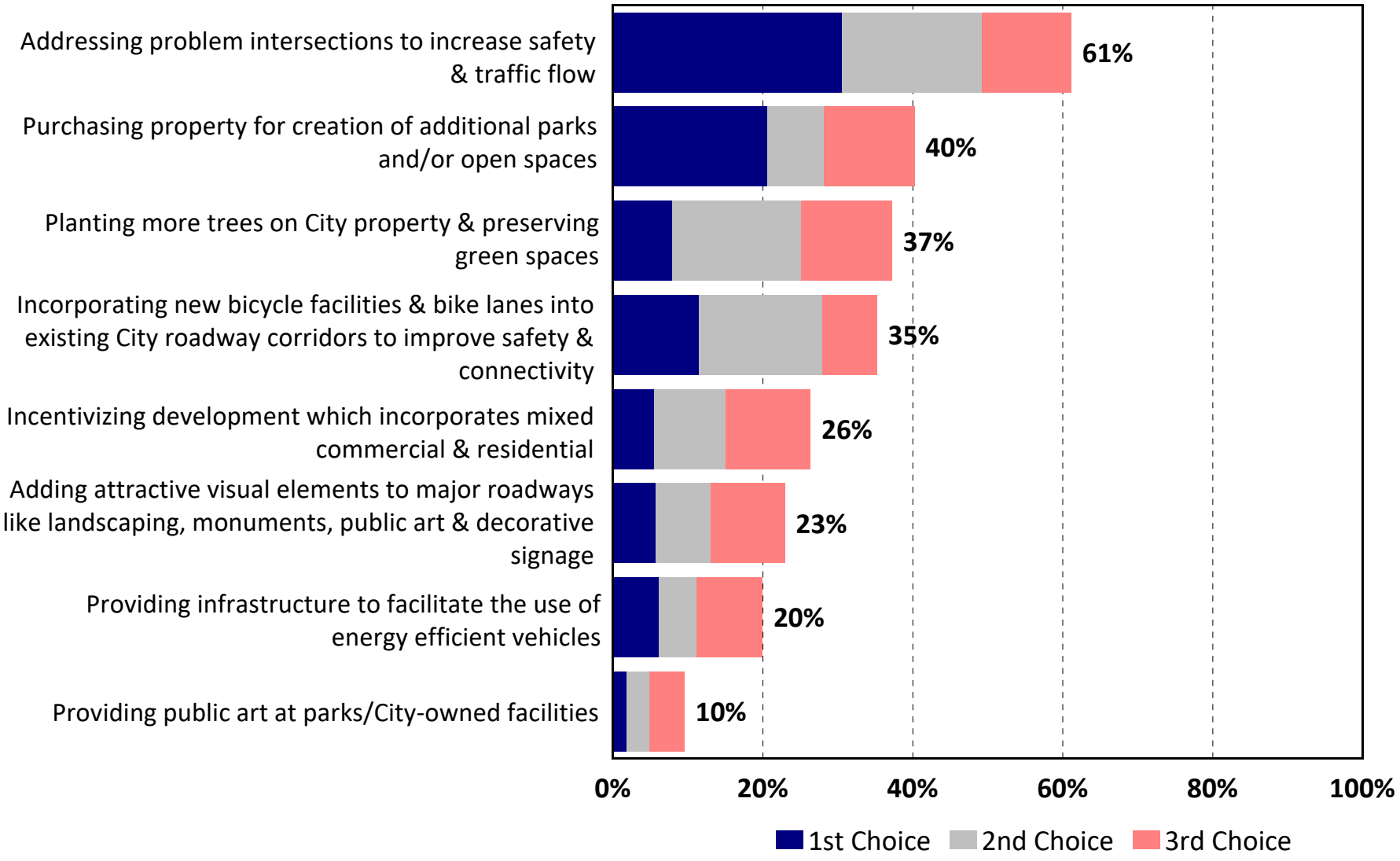
Q26. Support for the Following Community Investment Areas

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



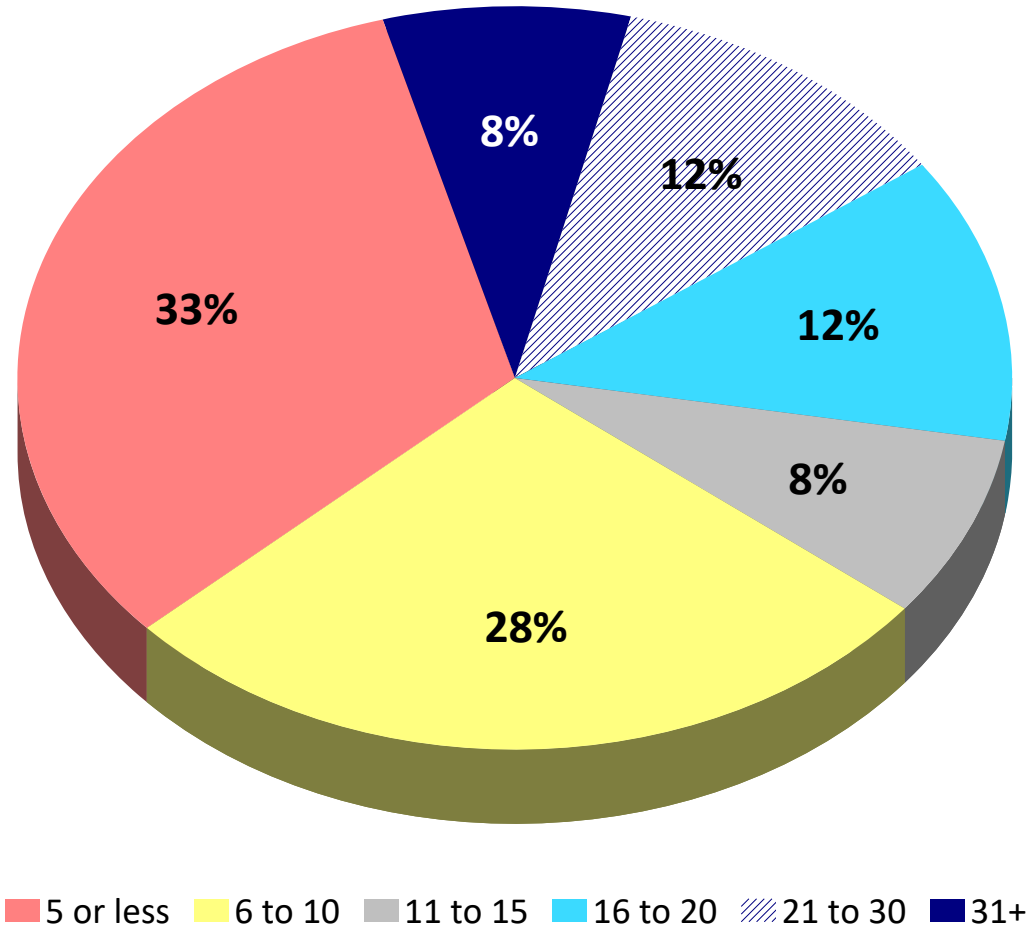
Q27. Community Investment Areas That Should Receive the Most Emphasis Over the Next Two Years

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



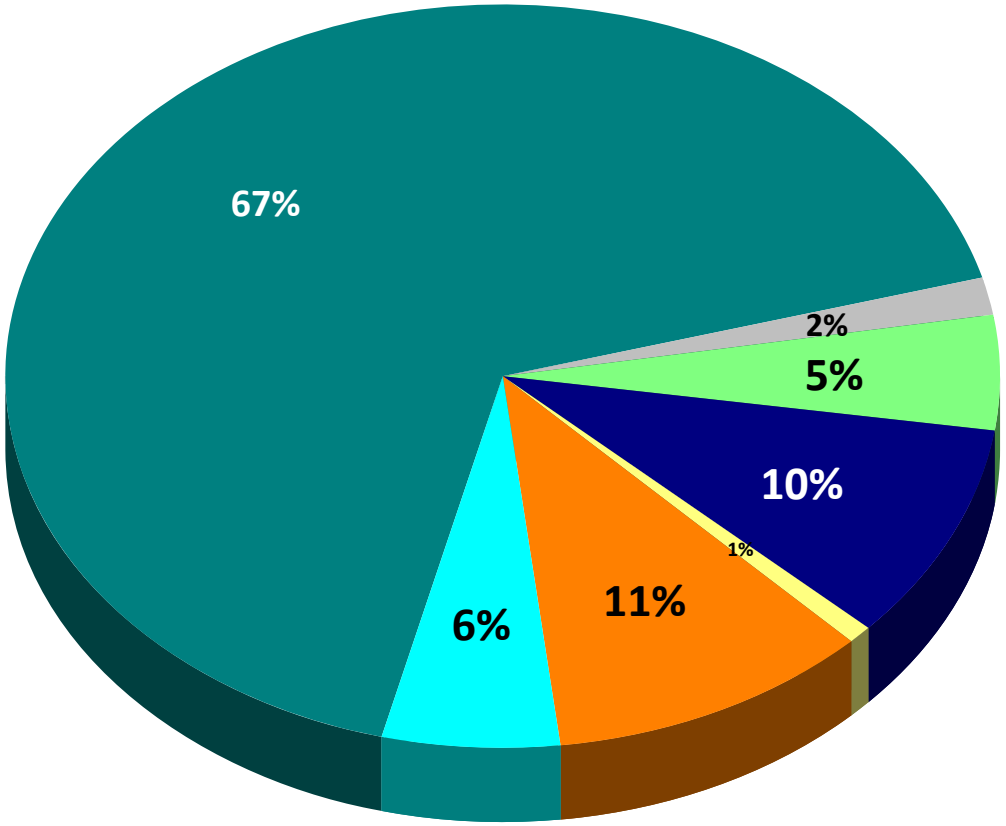
Q28. Demographics: Approximately how many years have you lived in Sequim?

by percentage of respondents (excluding "not provided")



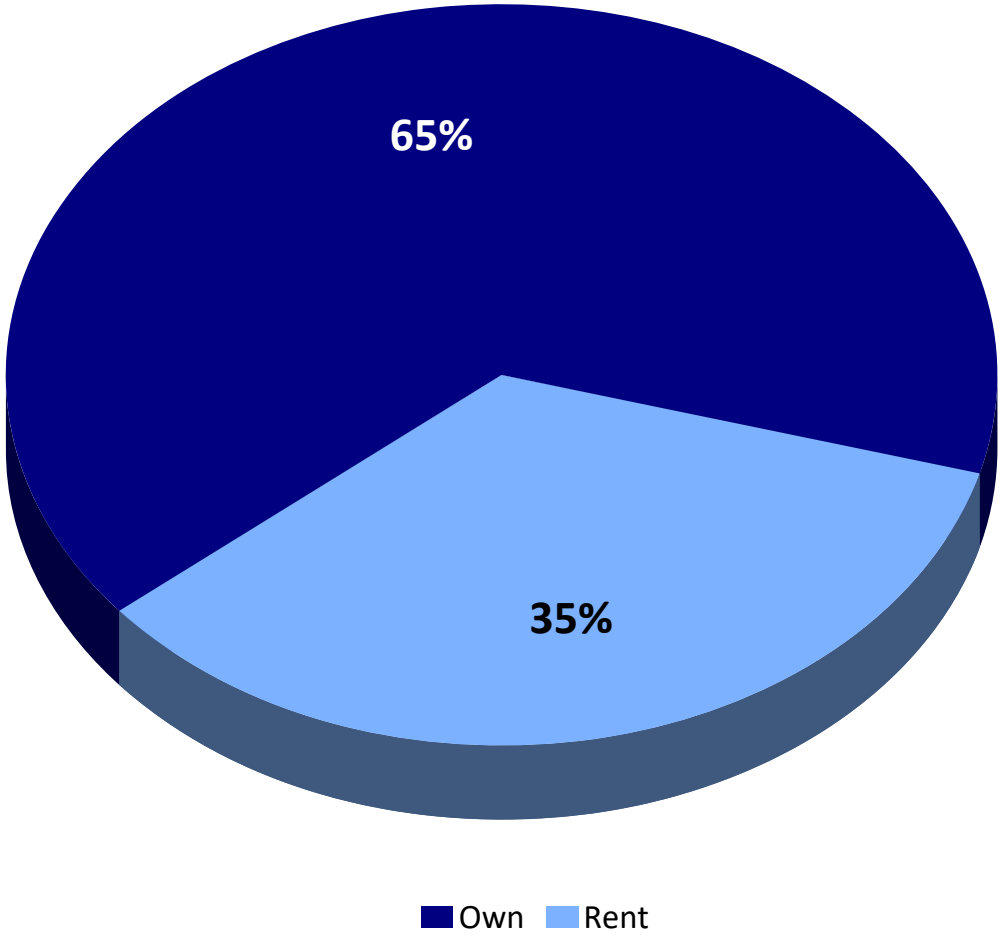
Q29. Demographics: What type of home do you live in?

by percentage of respondents (excluding "not provided")



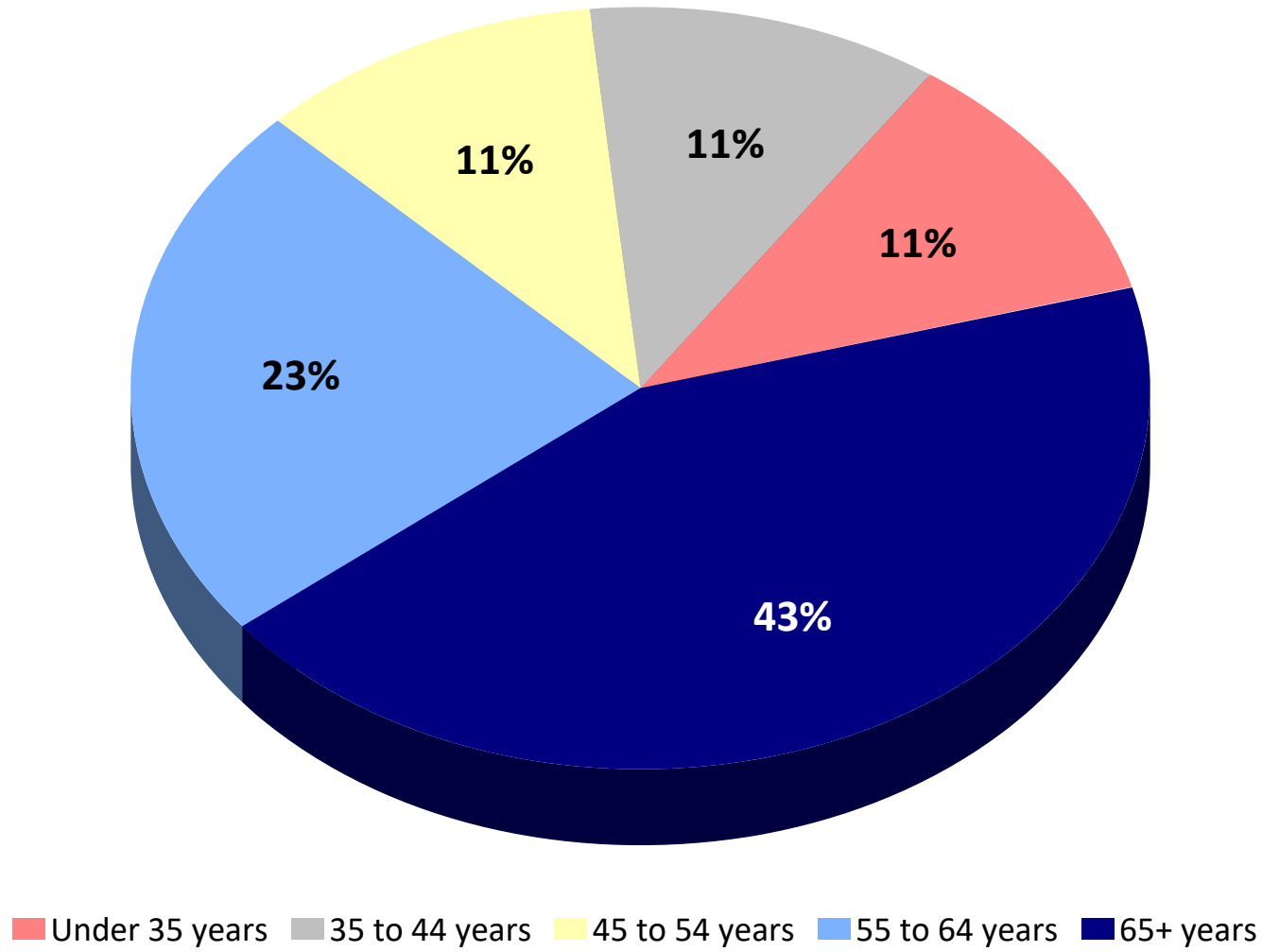
Q30. Demographics: Do you rent or own your home?

by percentage of respondents (excluding "not provided")



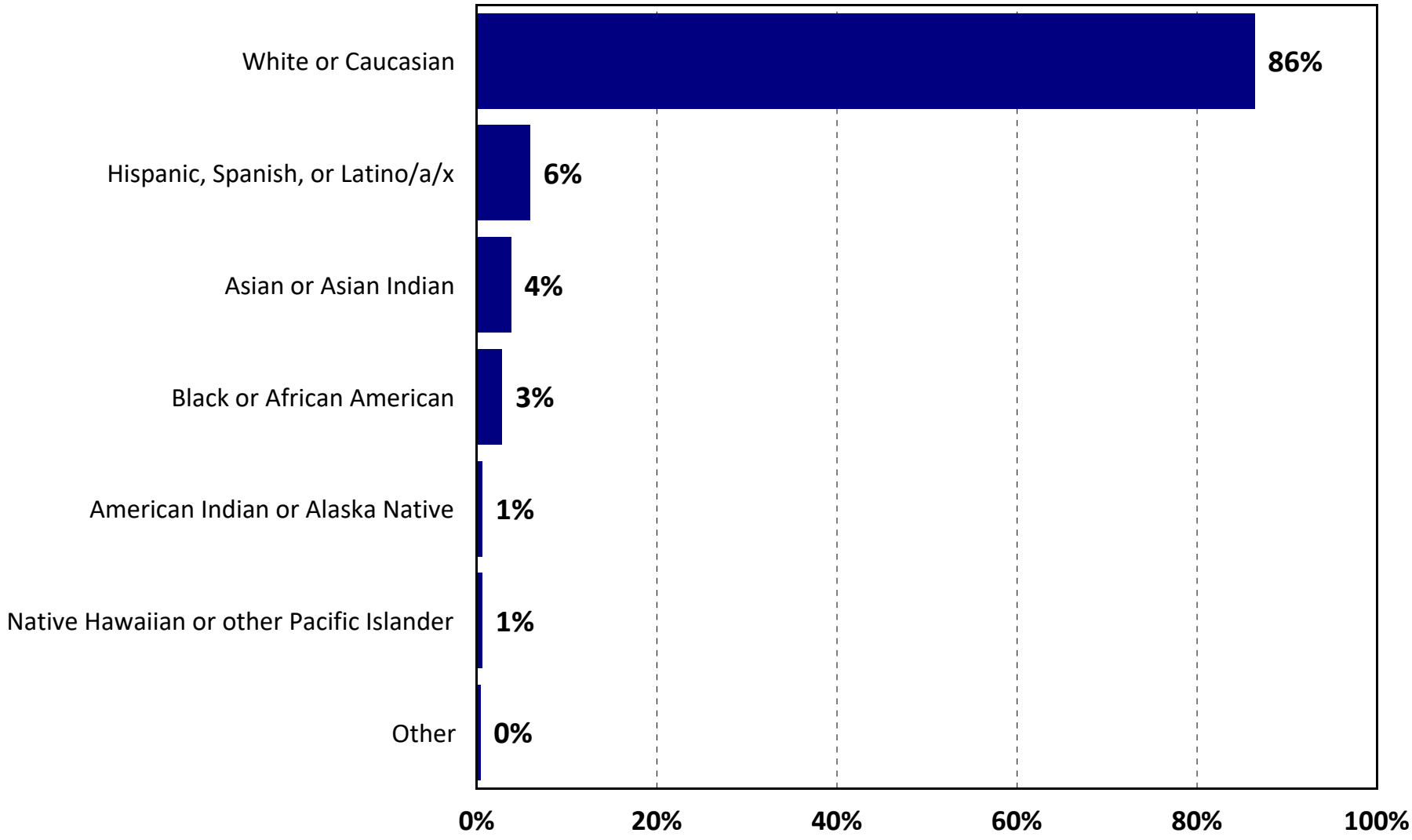
Q31. Demographics: What is your age range?

by percentage of respondents (excluding "not provided")



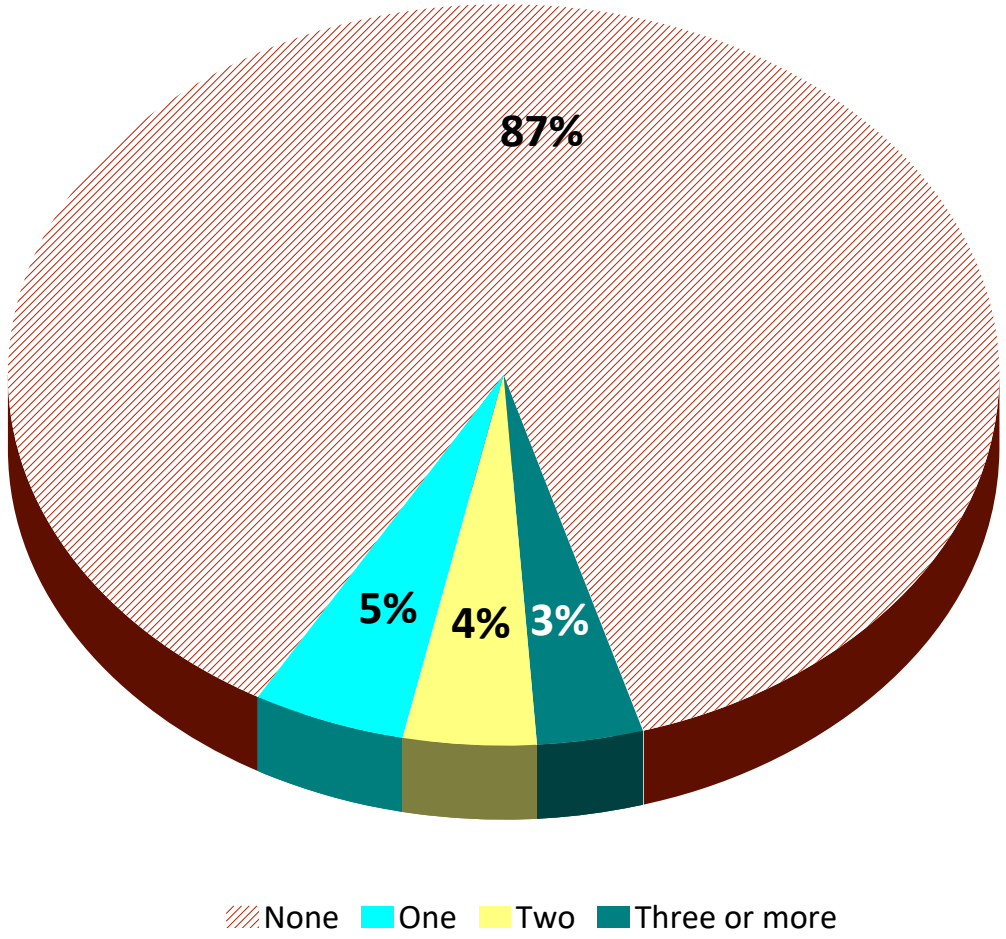
Q32. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



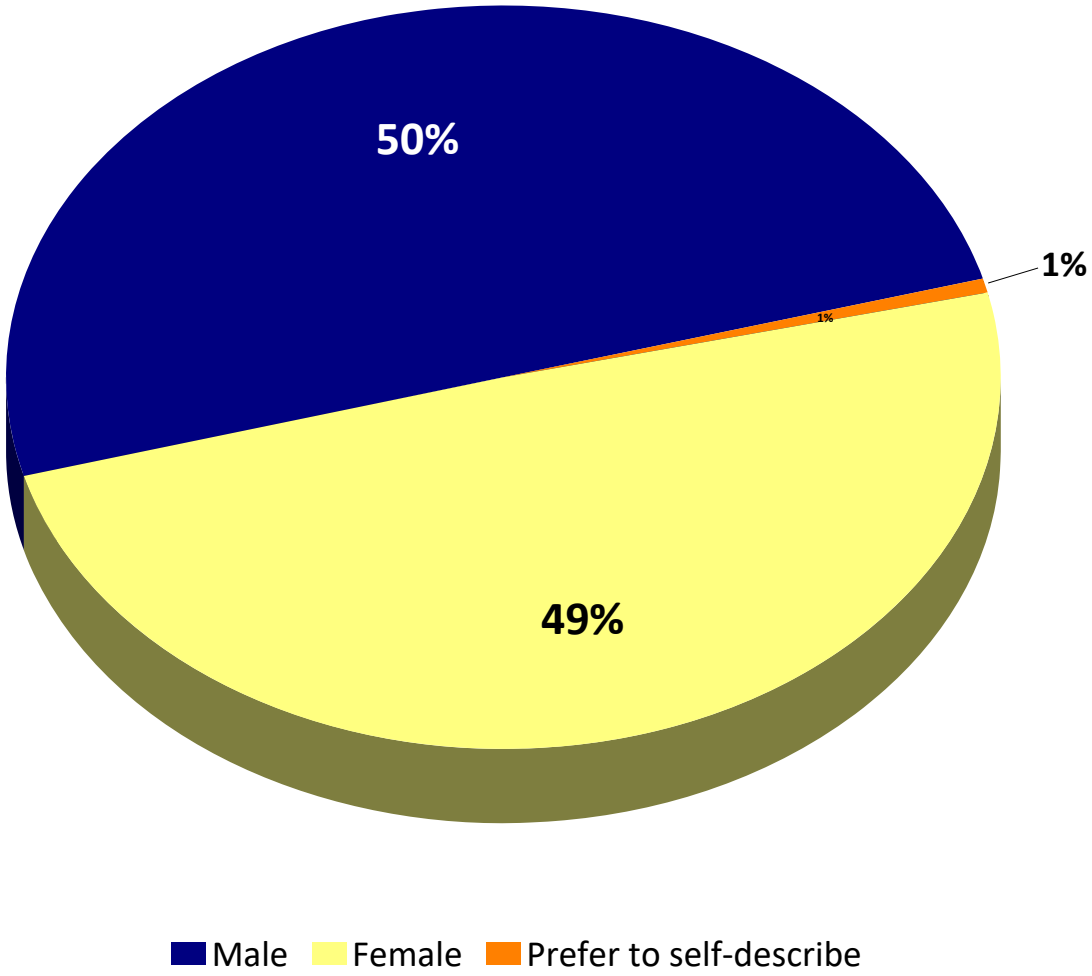
Q33. Demographics: How many children under age 18 live in your household?

by percentage of respondents (excluding "not provided")



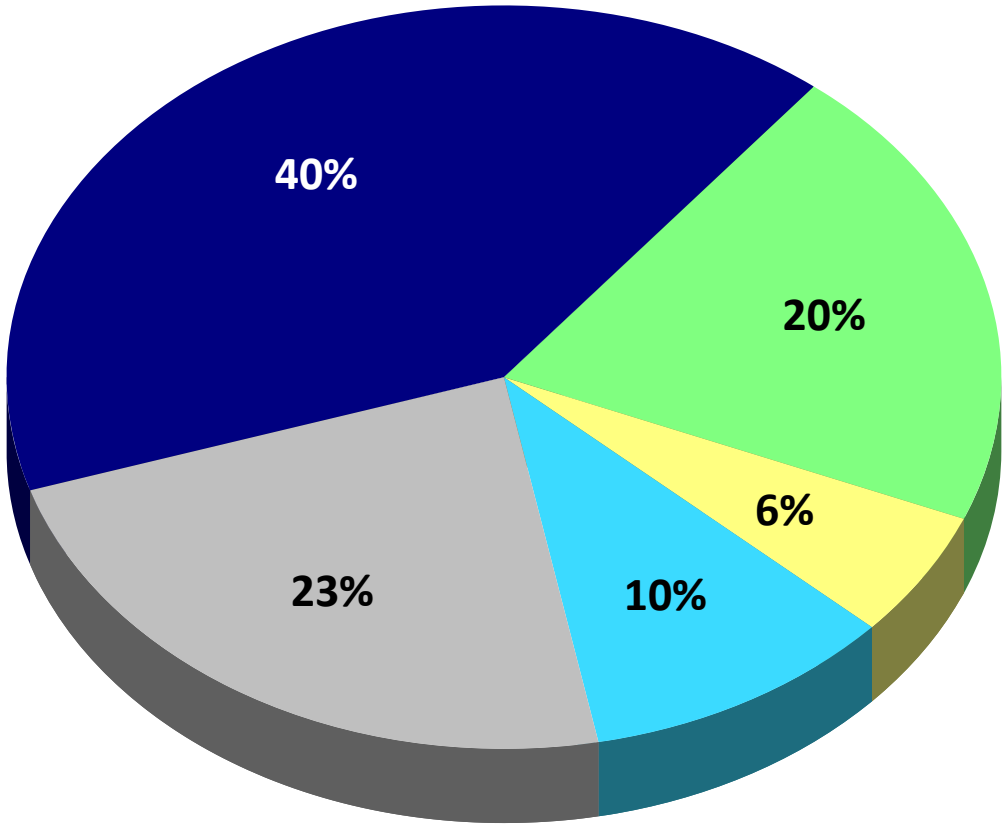
Q34. Demographics: Gender

by percentage of respondents (excluding "not provided")



Q35. Demographics: Annual Household Income

by percentage of respondents (excluding "not provided")



2 Benchmarking Analysis

Benchmarking Analysis

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 Northwest Region includes the states of Washington, Idaho, Montana, Oregon, Alaska and Hawaii.

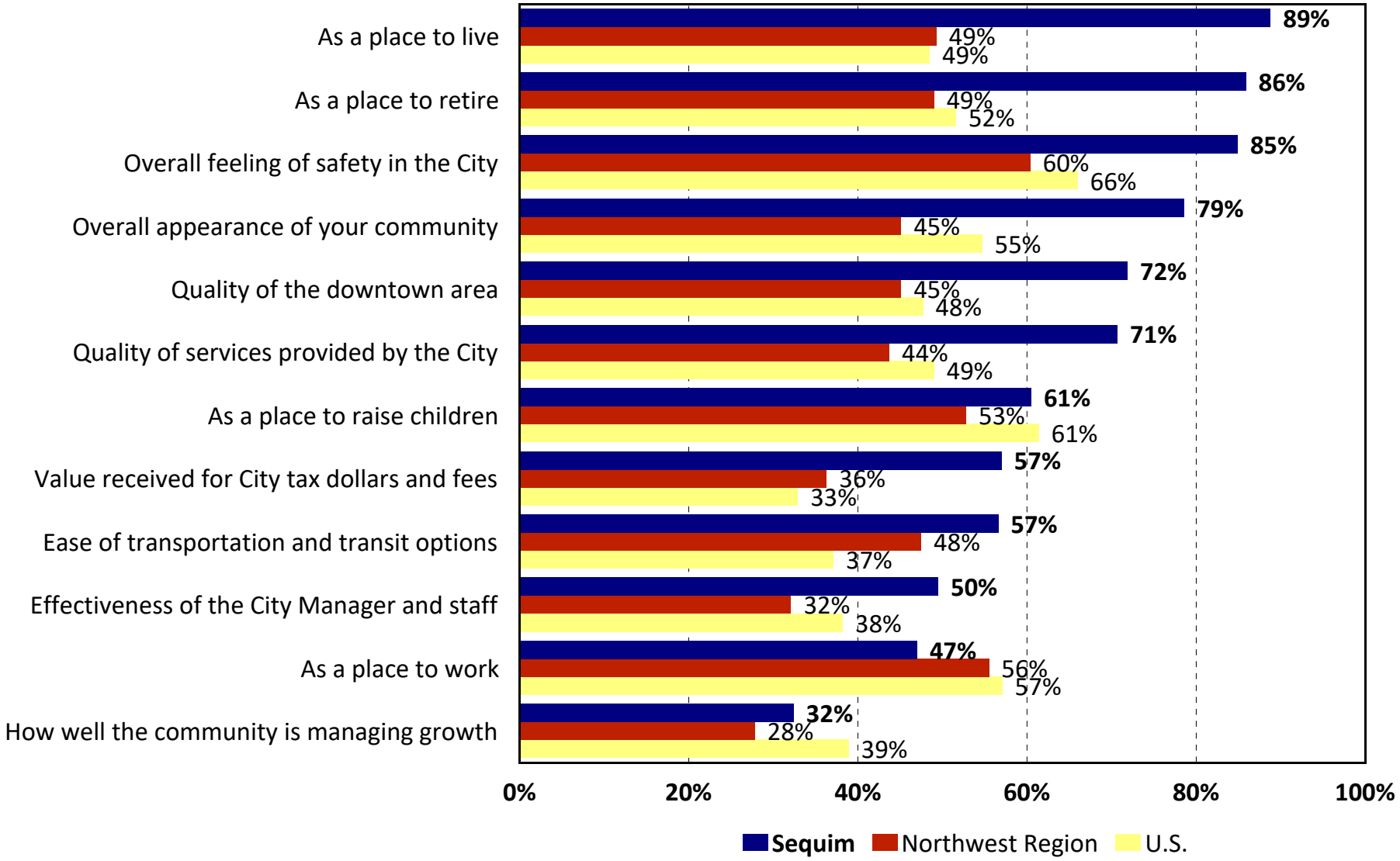
The charts on the following pages show how the results for the City of Sequim compare to the national average and the Northwest regional average. The blue bar shows the results for Sequim. The red bar shows the Northwest regional average from communities that administered the *DirectionFinder®* survey 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.

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 Sequim, WA is not authorized without written consent from ETC Institute.

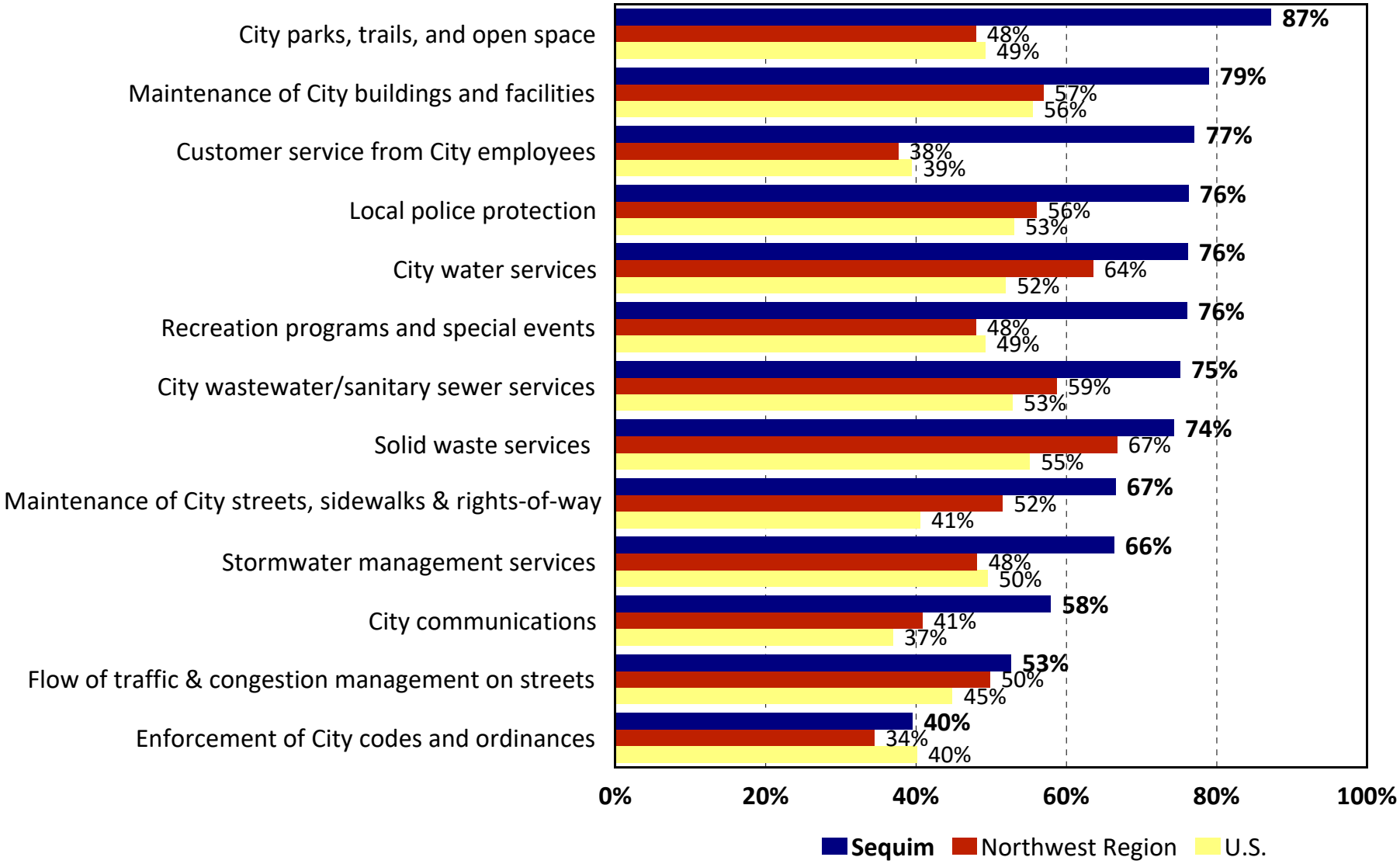
Satisfaction with Community Livability
Sequim vs. Northwest Region vs. the U.S.

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 Major Categories of City Services
Sequim vs. Northwest Region vs. the U.S.

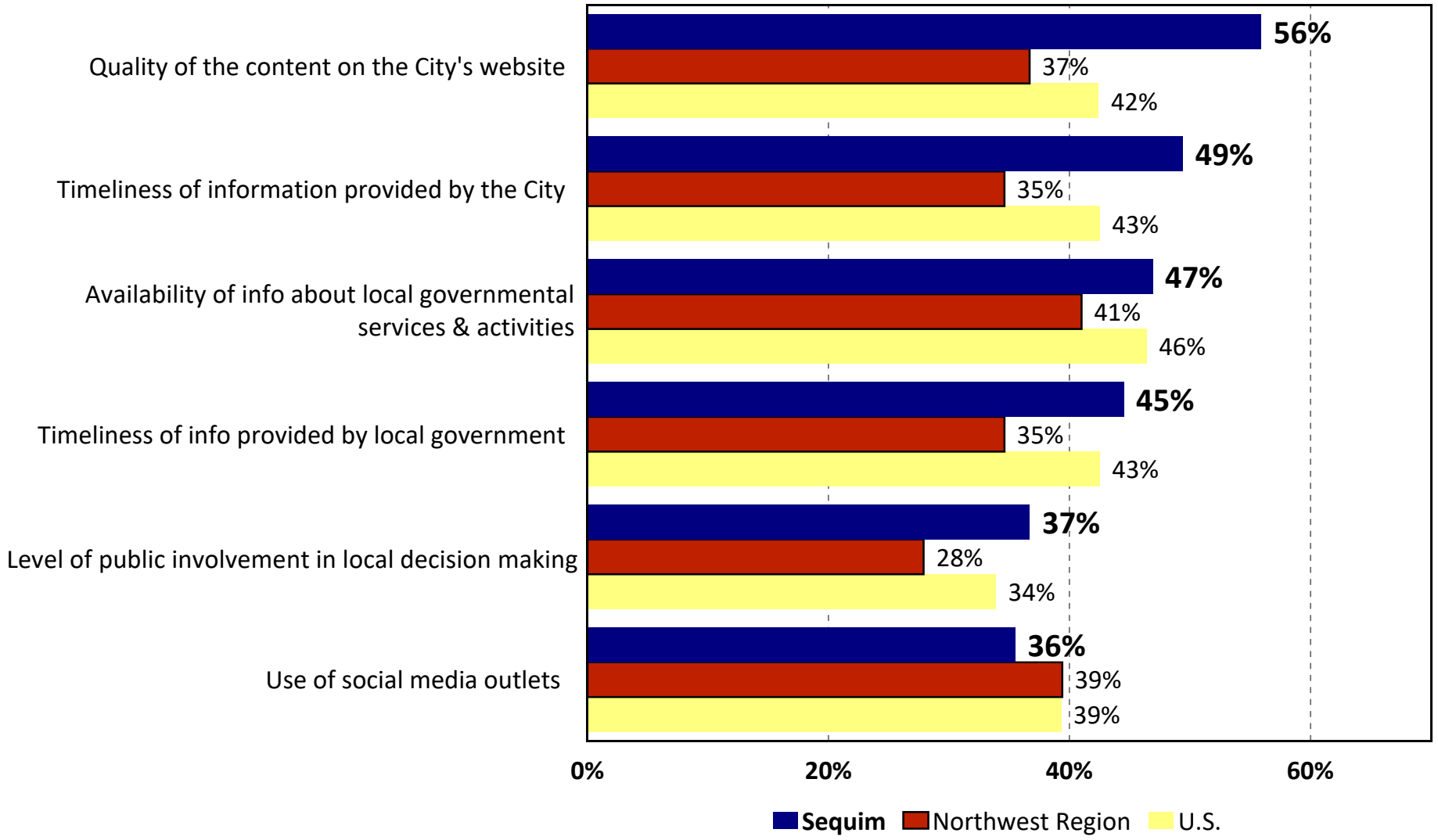
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Communication and Engagement

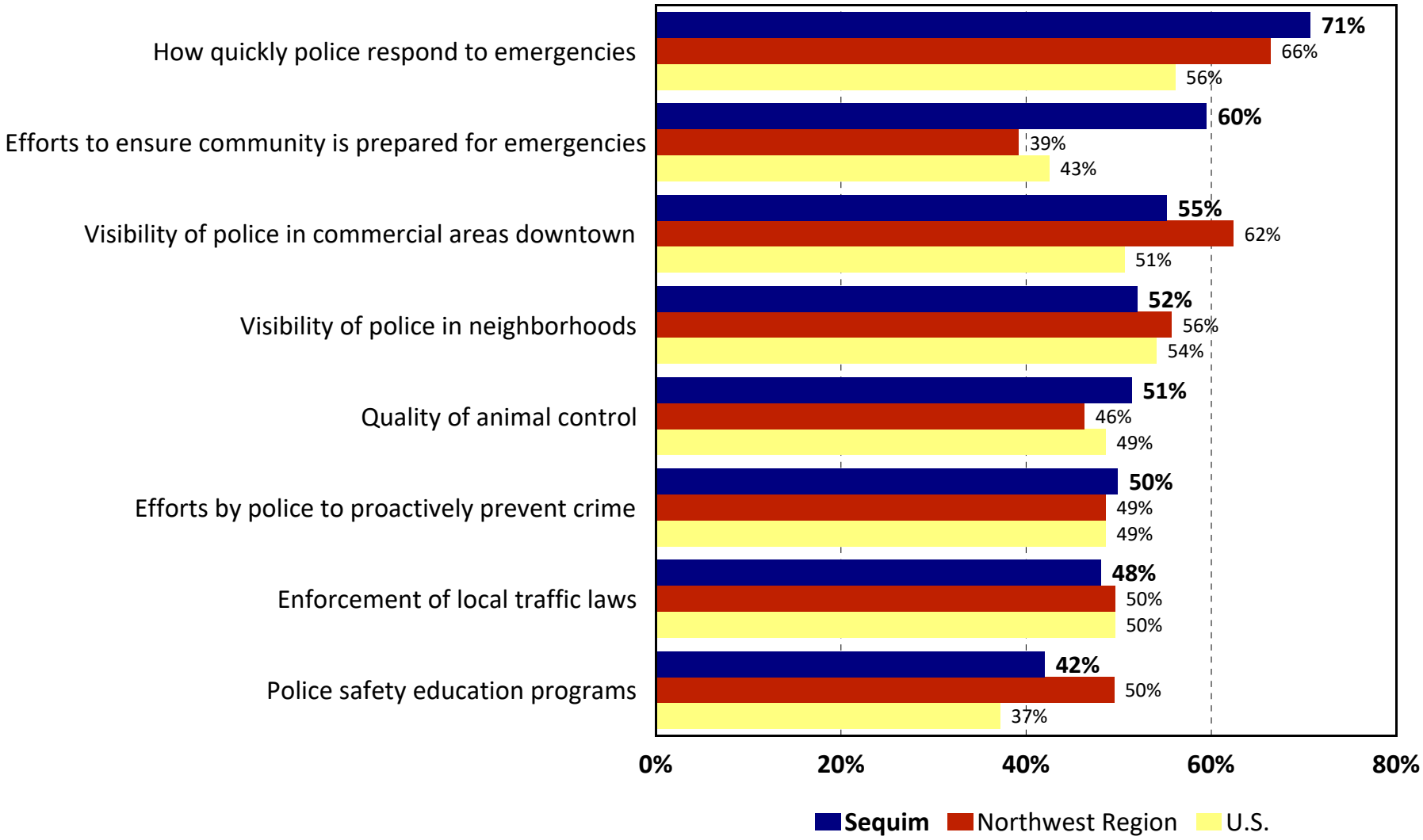
Sequim vs. Northwest Region vs. the U.S.

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)



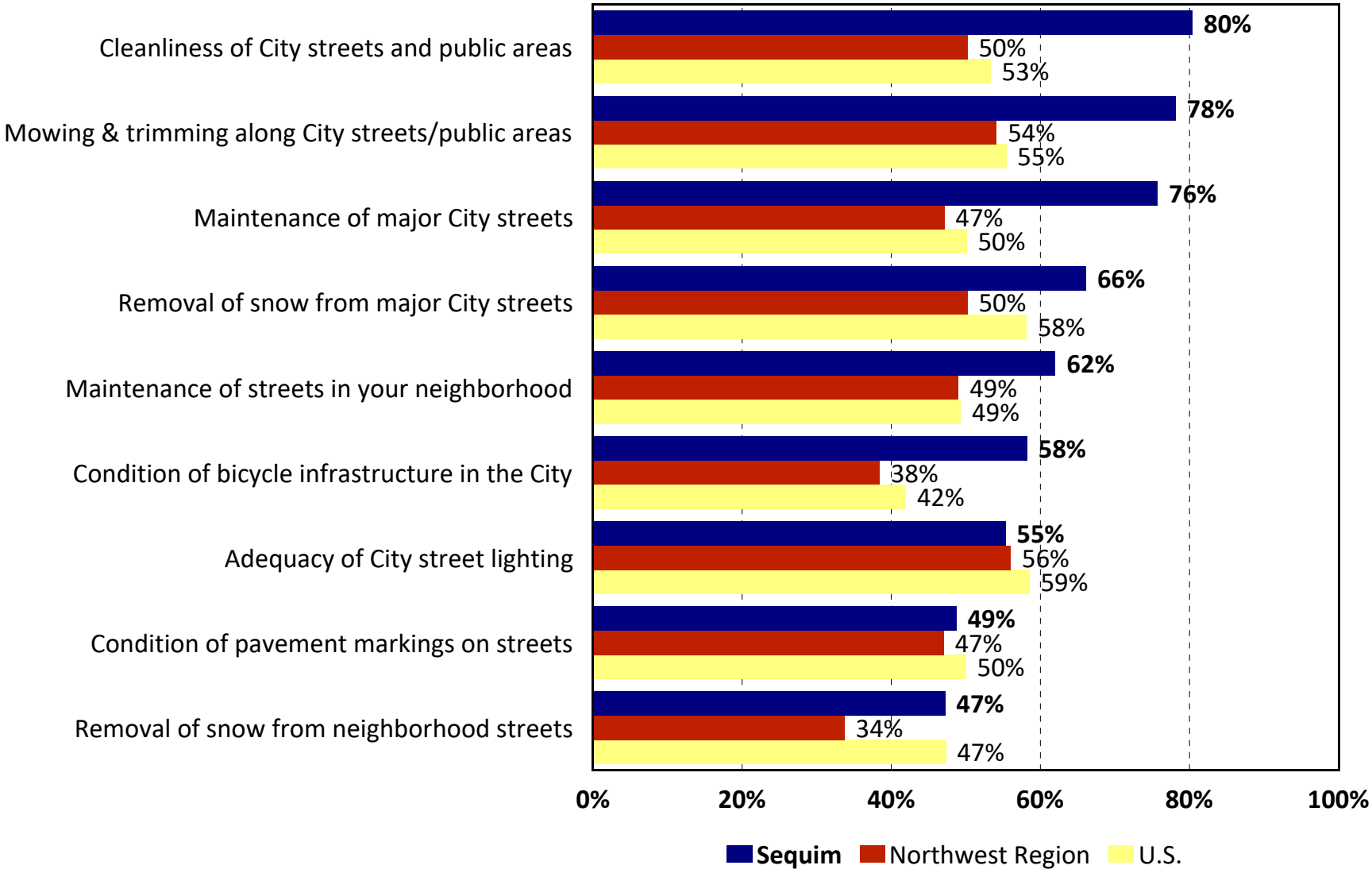
Satisfaction with Public Safety
Sequim vs. Northwest Region vs. the U.S.

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)



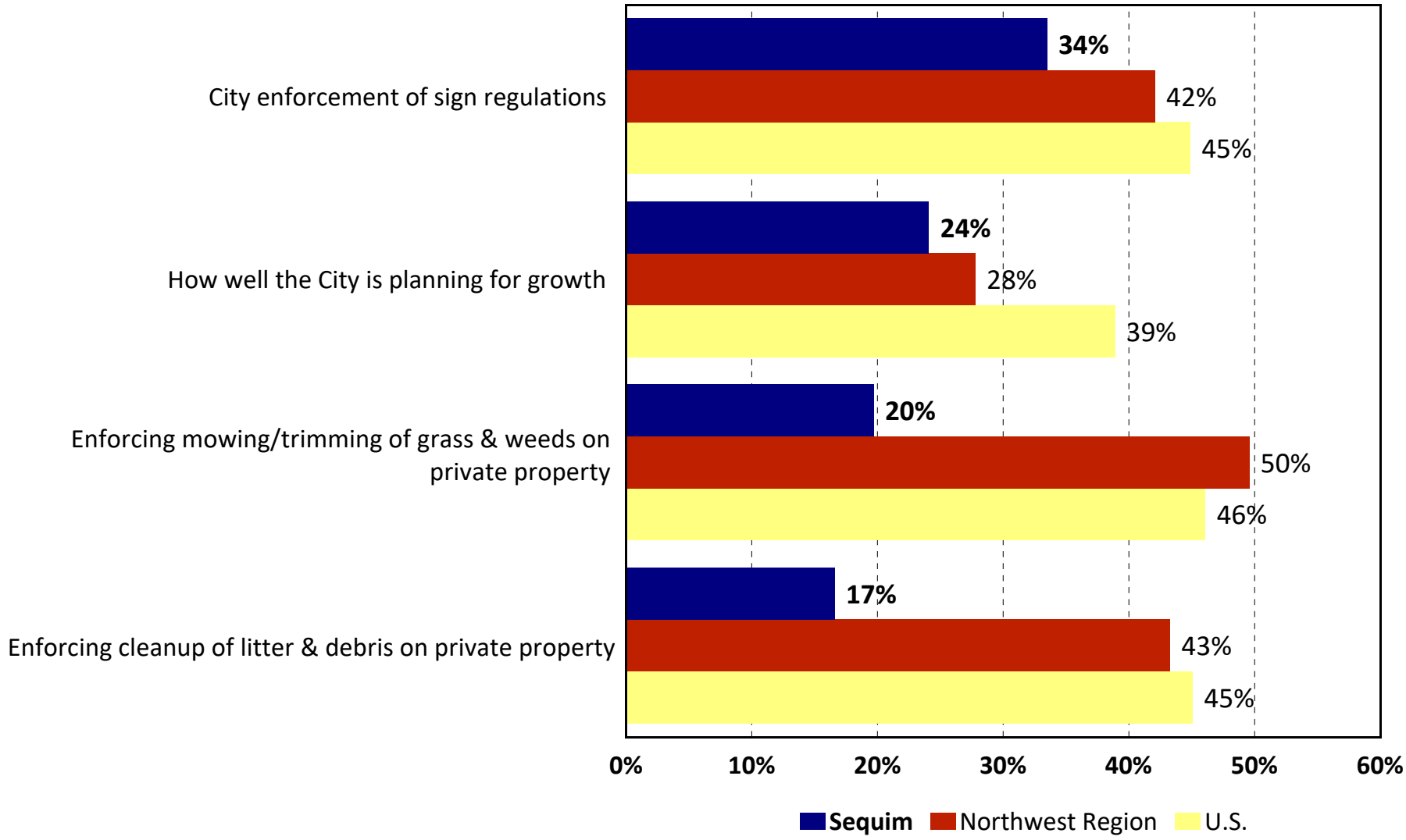
Satisfaction with Street Infrastructure Maintenance
Sequim vs. Northwest Region vs. the U.S.

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 Planning and Development
Sequim 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)





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

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

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

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation

Respondents were asked to identify the major categories of City services they thought were most important to emphasize over the next two years. More than one-third (35%) of respondents selected *efforts by the City to regulate development* as the most important service to emphasize.

Regarding satisfaction, 27.1% of respondents surveyed rated *efforts by the City to regulate development* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 35% was multiplied by 72.9% (1-0.271). This calculation yielded an I-S rating of 0.2552, which ranked first out of seventeen major City services assessed on the survey.

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

Importance-Satisfaction Analysis

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 three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

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

- Very High Priority / Significantly Increase Emphasis (IS>0.20)
- High Priority / Increase Emphasis (0.10-.20)
- Medium Priority / Maintain Current Emphasis (IS<0.10)

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

2023 Importance-Satisfaction Rating
City of Sequim, WA
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Efforts by the City to regulate development	35%	1	27%	17	0.2552	1
High Priority (IS .10-.20)						
Flow of traffic & congestion management on streets	30%	3	53%	14	0.1427	2
Maintenance of City streets, sidewalks & rights-of-way	31%	2	67%	10	0.1028	3
Enforcement of City codes and ordinances	17%	7	40%	15	0.1016	4
Medium Priority (IS <.10)						
Efforts to sustain environmental quality	18%	6	63%	12	0.0673	5
Local police protection	27%	4	76%	4	0.0633	6
Permitting and inspection services	7%	11	35%	16	0.0453	7
City parks, trails, and open space	19%	5	87%	1	0.0242	8
Recreation programs and special events	10%	8	76%	6	0.0230	9
City communications	5%	13	58%	13	0.0219	10
Arts, cultural, and heritage programs	8%	9	72%	9	0.0217	11
Solid waste services	8%	10	74%	8	0.0195	12
City water services	7%	12	76%	5	0.0158	13
Stormwater management services	3%	15	66%	11	0.0088	14
City wastewater/sanitary sewer services	3%	16	75%	7	0.0065	15
Customer service from City employees	3%	14	77%	3	0.0060	16
Maintenance of City buildings and facilities	2%	17	79%	2	0.0051	17

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

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

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

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2023 Importance-Satisfaction Rating
City of Sequim, WA
Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Efforts by police to proactively prevent crime	45%	1	50%	7	0.2229	1
High Priority (IS .10-.20)						
Enforcing codes designed to protect public safety & health	29%	4	39%	11	0.1781	2
Visibility of police in neighborhoods	32%	3	52%	5	0.1555	3
Efforts to ensure community is prepared for emergencies	33%	2	60%	2	0.1324	4
Enforcement of local traffic laws	20%	7	48%	9	0.1048	5
Visibility of police in commercial areas downtown	23%	5	55%	4	0.1008	6
Medium Priority (IS <.10)						
How well neighborhood is prepared for an emergency	16%	8	50%	8	0.0803	7
Police safety education programs	12%	11	42%	10	0.0667	8
How quickly police respond to emergencies	22%	6	71%	1	0.0636	9
Quality of animal control	12%	10	51%	6	0.0578	10
Accessibility of police for information/addressing concerns	12%	9	59%	3	0.0503	11

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

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

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

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2023 Importance-Satisfaction Rating
City of Sequim, WA
Street Infrastructure Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Condition of pavement markings on streets	36%	2	49%	9	0.1837	1
Removal of snow from neighborhood streets	25%	6	47%	10	0.1304	2
Adequacy of City street lighting	28%	3	55%	8	0.1265	3
Maintenance of major City streets	44%	1	76%	4	0.1059	4
Maintenance of streets in your neighborhood	28%	4	62%	6	0.1056	5
Medium Priority (IS <.10)						
Condition of bicycle infrastructure in the City	21%	7	58%	7	0.0874	6
Removal of snow from major City streets	20%	8	66%	5	0.0688	7
Cleanliness of City streets and public areas	26%	5	80%	2	0.0508	8
Mowing & trimming along City streets/public areas	12%	10	78%	3	0.0263	9
Maintenance of trees in public areas along City streets	13%	9	82%	1	0.0230	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, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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

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2023 Importance-Satisfaction Rating
City of Sequim, WA
Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Availability of sidewalks in residential neighborhoods	44%	1	38%	8	0.2717	1
High Priority (IS .10-.20)						
Condition of sidewalks in the City	36%	2	55%	4	0.1623	2
Number of bike lanes & facilities within the City	26%	5	42%	7	0.1518	3
Availability of retail parking downtown	32%	4	59%	3	0.1335	4
Number of transit options	26%	6	55%	5	0.1177	5
Pedestrian safety when walking downtown	36%	3	72%	1	0.1011	6
Medium Priority (IS <.10)						
How easy it is for children to get to school	18%	8	47%	6	0.0942	7
Pedestrian safety on the street where you live	21%	7	68%	2	0.0661	8

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

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

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

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2023 Importance-Satisfaction Rating
City of Sequim, WA
Stormwater Management

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City efforts to correct & prevent water pollution	31%	1	52%	6	0.1520	1
Efforts to correct & prevent problems arising from floods	30%	2	58%	5	0.1267	2
Protecting/enhancing fish & wildlife habitat in local streams,	29%	3	64%	3	0.1048	3
Medium Priority (IS <.10)						
Information provided on stormwater/water pollution	14%	6	42%	7	0.0835	4
Condition of storm drains	26%	4	68%	2	0.0826	5
The frequency of street flooding	18%	5	59%	4	0.0729	6
The frequency of street sweeping	10%	7	71%	1	0.0295	7

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

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

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

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2023 Importance-Satisfaction Rating
City of Sequim, WA
Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Availability of recreation programs for seniors	29%	2	56%	9	0.1295	1
Availability of recreation programs for youth	23%	5	44%	11	0.1278	2
Medium Priority (IS <.10)						
Availability of recreation programs for adults	15%	9	51%	10	0.0746	3
Special events sponsored by the City	17%	7	70%	8	0.0515	4
Availability of trails and open spaces	27%	4	82%	4	0.0484	5
Condition of trails and open spaces	28%	3	84%	3	0.0445	6
Condition of City parks	33%	1	87%	1	0.0431	7
Condition of City playgrounds	16%	8	75%	6	0.0405	8
Condition of restrooms at Carrie Blake Park	15%	10	80%	5	0.0302	9
The availability of City parks	20%	6	86%	2	0.0280	10
Condition of picnic shelters	8%	11	72%	7	0.0222	11

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

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

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

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2023 Importance-Satisfaction Rating
City of Sequim, WA
Planning and Development

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
How well the City is planning for growth	45%	1	24%	8	0.3408	1
Enforcing cleanup of litter & debris on private property	39%	3	17%	12	0.3261	2
Amount of housing affordable to you in Sequim	43%	2	25%	7	0.3259	3
High Priority (IS .10-.20)						
Quality of new development in the City	26%	5	28%	6	0.1885	4
Variety and number of businesses in the downtown	27%	4	34%	2	0.1770	5
Enforcing mowing/trimming of grass & weeds on private property	21%	6	20%	11	0.1654	6
Transitions between different types of land use	14%	8	22%	9	0.1087	7
Medium Priority (IS <.10)						
Appearance of residential neighborhoods	16%	7	49%	1	0.0813	8
Ease of obtaining permits for home remodels or improvements	7%	9	22%	10	0.0564	9
Ability to obtain information concerning planning, building, permitting & development	7%	10	31%	5	0.0466	10
Enforcement of construction codes & permit requirements	5%	11	33%	4	0.0338	11
City enforcement of sign regulations	5%	12	34%	3	0.0306	12

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

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

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

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4 Tabular Data

Q1. Community Livability. Thinking of the general quality of life in Sequim, please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of life in Sequim	38.9%	50.6%	7.1%	1.8%	0.4%	1.2%
Q1-2. Your overall feeling of safety in City	36.0%	47.4%	9.9%	4.5%	0.4%	1.8%
Q1-3. Overall appearance of your community	27.5%	50.0%	15.4%	5.3%	0.4%	1.4%
Q1-4. Quality of Sequim's Downtown area	24.1%	46.6%	20.4%	6.7%	0.6%	1.6%
Q1-5. Your opportunities for recreation	40.9%	36.8%	14.8%	3.4%	0.8%	3.4%
Q1-6. Ease of transportation & transit options	16.8%	28.5%	26.3%	5.9%	2.4%	20.2%
Q1-7. Sequim as a place to raise children	16.6%	21.1%	17.2%	5.5%	2.0%	37.5%
Q1-8. Sequim as a place to retire	46.4%	35.0%	10.1%	3.2%	0.2%	5.1%
Q1-9. Sequim as a place to shop	11.9%	33.6%	29.1%	18.8%	5.1%	1.6%
Q1-10. Sequim as a place to live	44.5%	42.3%	8.3%	2.2%	0.4%	2.4%
Q1-11. Sequim as a place to work	8.3%	18.8%	23.1%	6.3%	1.0%	42.5%
Q1-12. Overall quality of services provided by City	17.8%	48.0%	20.6%	5.9%	0.8%	6.9%
Q1-13. Overall value that you receive for your City tax dollars & fees	13.6%	39.1%	26.1%	11.3%	2.4%	7.5%
Q1-14. How well your community is managing growth	7.1%	21.9%	31.4%	21.5%	7.5%	10.5%
Q1-15. Effectiveness of City Manager & staff	9.9%	28.3%	31.2%	5.5%	2.2%	22.9%

WITHOUT "DON'T KNOW"

Q1. Community Livability. Thinking of the general quality of life in Sequim, 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=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of life in Sequim	39.4%	51.2%	7.2%	1.8%	0.4%
Q1-2. Your overall feeling of safety in City	36.6%	48.3%	10.1%	4.6%	0.4%
Q1-3. Overall appearance of your community	27.9%	50.7%	15.6%	5.4%	0.4%
Q1-4. Quality of Sequim's Downtown area	24.5%	47.4%	20.7%	6.8%	0.6%
Q1-5. Your opportunities for recreation	42.3%	38.0%	15.3%	3.5%	0.8%
Q1-6. Ease of transportation & transit options	21.0%	35.6%	32.9%	7.4%	3.0%
Q1-7. Sequim as a place to raise children	26.6%	33.9%	27.5%	8.9%	3.2%
Q1-8. Sequim as a place to retire	49.0%	36.9%	10.6%	3.3%	0.2%
Q1-9. Sequim as a place to shop	12.0%	34.1%	29.5%	19.1%	5.2%
Q1-10. Sequim as a place to live	45.5%	43.3%	8.5%	2.2%	0.4%
Q1-11. Sequim as a place to work	14.4%	32.6%	40.2%	11.0%	1.7%
Q1-12. Overall quality of services provided by City	19.1%	51.6%	22.1%	6.4%	0.8%
Q1-13. Overall value that you receive for your City tax dollars & fees	14.7%	42.3%	28.2%	12.2%	2.6%
Q1-14. How well your community is managing growth	7.9%	24.5%	35.1%	24.1%	8.4%
Q1-15. Effectiveness of City Manager & staff	12.8%	36.7%	40.5%	7.2%	2.8%

Q2. City Services in General. The City of Sequim provides some services directly and some through contracts. For each of the following broad categories, please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Customer service you receive from City employees	26.1%	37.4%	16.8%	2.0%	0.2%	17.6%
Q2-2. Local police protection	28.1%	42.9%	17.2%	4.2%	0.8%	6.9%
Q2-3. City parks, trails, & open space	43.5%	41.9%	8.7%	3.2%	0.6%	2.2%
Q2-4. Recreation programs & special events	28.1%	42.1%	18.8%	2.8%	0.6%	7.7%
Q2-5. Arts, cultural, & heritage programs	23.7%	41.7%	21.9%	3.4%	0.8%	8.5%
Q2-6. Maintenance of City streets, sidewalks, & rights-of-way	21.9%	43.7%	18.8%	11.5%	2.8%	1.4%
Q2-7. Overall flow of traffic & congestion management on streets	12.8%	39.1%	24.3%	18.0%	4.5%	1.2%
Q2-8. Efforts to sustain environmental quality	15.0%	40.3%	25.7%	5.1%	1.6%	12.3%
Q2-9. City communications	13.2%	36.8%	29.4%	5.5%	1.4%	13.6%
Q2-10. Enforcement of City codes & ordinances	7.1%	22.7%	31.0%	10.9%	3.8%	24.5%
Q2-11. Permitting & inspection services (e.g., issuing building permits)	6.9%	12.6%	26.5%	7.5%	2.0%	44.5%
Q2-12. Efforts by City to regulate development	5.5%	14.6%	30.6%	15.6%	7.9%	25.7%
Q2-13. City wastewater/sanitary sewer services	20.9%	47.4%	20.2%	1.8%	0.8%	8.9%
Q2-14. City water services	23.3%	45.8%	15.8%	5.1%	0.8%	9.1%
Q2-15. Stormwater management services	16.6%	38.9%	23.9%	3.4%	1.0%	16.2%

Q2. City Services in General. The City of Sequim provides some services directly and some through contracts. For each of the following broad categories, please rate each of the following 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
Q2-16. Solid waste services (e.g., trash, yard waste, & recycling services)	24.9%	46.2%	16.0%	7.1%	1.4%	4.3%
Q2-17. Maintenance of City buildings & facilities	22.9%	46.0%	16.4%	1.8%	0.2%	12.6%

WITHOUT "DON'T KNOW"

Q2. City Services in General. The City of Sequim provides some services directly and some through contracts. For each of the following broad categories, please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Customer service you receive from City employees	31.7%	45.3%	20.4%	2.4%	0.2%
Q2-2. Local police protection	30.1%	46.1%	18.5%	4.5%	0.8%
Q2-3. City parks, trails, & open space	44.4%	42.8%	8.9%	3.2%	0.6%
Q2-4. Recreation programs & special events	30.4%	45.6%	20.3%	3.0%	0.6%
Q2-5. Arts, cultural, & heritage programs	25.9%	45.6%	24.0%	3.7%	0.9%
Q2-6. Maintenance of City streets, sidewalks, & rights-of-way	22.2%	44.3%	19.0%	11.6%	2.8%
Q2-7. Overall flow of traffic & congestion management on streets	13.0%	39.6%	24.6%	18.2%	4.6%
Q2-8. Efforts to sustain environmental quality	17.1%	45.9%	29.3%	5.9%	1.8%
Q2-9. City communications	15.3%	42.6%	34.1%	6.4%	1.6%
Q2-10. Enforcement of City codes & ordinances	9.4%	30.1%	41.1%	14.4%	5.0%
Q2-11. Permitting & inspection services (e.g., issuing building permits)	12.5%	22.8%	47.7%	13.5%	3.6%
Q2-12. Efforts by City to regulate development	7.4%	19.7%	41.2%	21.0%	10.6%
Q2-13. City wastewater/ sanitary sewer services	23.0%	52.1%	22.1%	2.0%	0.9%
Q2-14. City water services	25.7%	50.4%	17.4%	5.7%	0.9%
Q2-15. Stormwater management services	19.8%	46.5%	28.5%	4.0%	1.2%

WITHOUT "DON'T KNOW"

Q2. City Services in General. The City of Sequim provides some services directly and some through contracts. For each of the following broad categories, please rate each of the following 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
Q2-16. Solid waste services (e.g., trash, yard waste, & recycling services)	26.0%	48.3%	16.7%	7.4%	1.4%
Q2-17. Maintenance of City buildings & facilities	26.2%	52.7%	18.8%	2.0%	0.2%

Q3. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. Top choice	Number	Percent
Customer service you receive from City employees	6	1.2 %
Local police protection	70	13.8 %
City parks, trails, & open space	38	7.5 %
Recreation programs & special events	10	2.0 %
Arts, cultural, & heritage programs	7	1.4 %
Maintenance of City streets, sidewalks, & rights-of-way	62	12.3 %
Overall flow of traffic & congestion management on streets	55	10.9 %
Efforts to sustain environmental quality	19	3.8 %
City communications	5	1.0 %
Enforcement of City codes & ordinances	21	4.2 %
Permitting & inspection services (e.g., issuing building permits)	5	1.0 %
Efforts by City to regulate development	81	16.0 %
City wastewater/sanitary sewer services	1	0.2 %
City water services	14	2.8 %
Stormwater management services	2	0.4 %
Solid waste services (e.g., trash, yard waste, & recycling services)	6	1.2 %
Maintenance of City buildings & facilities	2	0.4 %
None chosen	102	20.2 %
Total	506	100.0 %

Q3. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 2nd choice	Number	Percent
Customer service you receive from City employees	2	0.4 %
Local police protection	33	6.5 %
City parks, trails, & open space	36	7.1 %
Recreation programs & special events	20	4.0 %
Arts, cultural, & heritage programs	12	2.4 %
Maintenance of City streets, sidewalks, & rights-of-way	52	10.3 %
Overall flow of traffic & congestion management on streets	51	10.1 %
Efforts to sustain environmental quality	35	6.9 %
City communications	11	2.2 %
Enforcement of City codes & ordinances	29	5.7 %
Permitting & inspection services (e.g., issuing building permits)	17	3.4 %
Efforts by City to regulate development	51	10.1 %
City wastewater/sanitary sewer services	6	1.2 %
City water services	9	1.8 %
Stormwater management services	2	0.4 %
Solid waste services (e.g., trash, yard waste, & recycling services)	18	3.6 %
Maintenance of City buildings & facilities	3	0.6 %
None chosen	119	23.5 %
Total	506	100.0 %

Q3. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 3rd choice	Number	Percent
Customer service you receive from City employees	5	1.0 %
Local police protection	32	6.3 %
City parks, trails, & open space	22	4.3 %
Recreation programs & special events	18	3.6 %
Arts, cultural, & heritage programs	19	3.8 %
Maintenance of City streets, sidewalks, & rights-of-way	41	8.1 %
Overall flow of traffic & congestion management on streets	46	9.1 %
Efforts to sustain environmental quality	38	7.5 %
City communications	10	2.0 %
Enforcement of City codes & ordinances	35	6.9 %
Permitting & inspection services (e.g., issuing building permits)	13	2.6 %
Efforts by City to regulate development	45	8.9 %
City wastewater/sanitary sewer services	6	1.2 %
City water services	10	2.0 %
Stormwater management services	9	1.8 %
Solid waste services (e.g., trash, yard waste, & recycling services)	14	2.8 %
Maintenance of City buildings & facilities	7	1.4 %
None chosen	136	26.9 %
Total	506	100.0 %

SUM OF TOP 3 CHOICES

Q3. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q3. Sum of top 3 choices	Number	Percent
Customer service you receive from City employees	13	2.6 %
Local police protection	135	26.7 %
City parks, trails, & open space	96	19.0 %
Recreation programs & special events	48	9.5 %
Arts, cultural, & heritage programs	38	7.5 %
Maintenance of City streets, sidewalks, & rights-of-way	155	30.6 %
Overall flow of traffic & congestion management on streets	152	30.0 %
Efforts to sustain environmental quality	92	18.2 %
City communications	26	5.1 %
Enforcement of City codes & ordinances	85	16.8 %
Permitting & inspection services (e.g., issuing building permits)	35	6.9 %
Efforts by City to regulate development	177	35.0 %
City wastewater/sanitary sewer services	13	2.6 %
City water services	33	6.5 %
Stormwater management services	13	2.6 %
Solid waste services (e.g., trash, yard waste, & recycling services)	38	7.5 %
Maintenance of City buildings & facilities	12	2.4 %
None chosen	102	20.2 %
Total	1263	

Q4. Do you think Sequim is generally going in the right direction, or do you think it is generally going in the wrong direction?

Q4. Is Sequim generally going in right direction wrong direction	Number	Percent
Right direction	289	57.1 %
Wrong direction	78	15.4 %
Don't know	139	27.5 %
Total	506	100.0 %

WITHOUT "DON'T KNOW"

Q4. Do you think Sequim is generally going in the right direction, or do you think it is generally going in the wrong direction? (without "don't know")

Q4. Is Sequim generally going in right direction wrong direction	Number	Percent
Right direction	289	78.7 %
Wrong direction	78	21.3 %
Total	367	100.0 %

Q5. Communication and Engagement. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Availability of information about City activities & services	14.8%	47.8%	22.5%	6.9%	0.6%	7.3%
Q5-2. Availability of information about police activities & programs	10.3%	30.8%	34.0%	9.3%	2.0%	13.6%
Q5-3. Overall quality of the content on City's website	7.7%	33.0%	27.3%	4.7%	0.2%	27.1%
Q5-4. Ease of using City's website	7.1%	30.2%	27.7%	6.1%	1.0%	27.9%
Q5-5. Your local government's use of social media outlets (Facebook, Twitter/X, YouTube)	4.3%	13.0%	23.9%	6.9%	0.8%	51.0%
Q5-6. Timeliness of information provided by City	7.9%	31.4%	31.4%	7.3%	1.6%	20.4%
Q5-7. Communications on road closures & construction	12.1%	38.1%	28.1%	9.7%	1.4%	10.7%
Q5-8. Communications concerning impactful development projects	8.3%	25.7%	31.4%	15.4%	5.3%	13.8%
Q5-9. Availability of information about local governmental services & activities	8.1%	32.4%	33.8%	10.3%	1.8%	13.6%
Q5-10. Timeliness of information provided by your local government	8.1%	29.8%	35.4%	9.1%	2.8%	14.8%
Q5-11. Level of public involvement in local decision making	6.1%	23.5%	30.4%	14.4%	6.3%	19.2%

WITHOUT "DON'T KNOW"

Q5. Communication and Engagement. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Availability of information about City activities & services	16.0%	51.6%	24.3%	7.5%	0.6%
Q5-2. Availability of information about police activities & programs	11.9%	35.7%	39.4%	10.8%	2.3%
Q5-3. Overall quality of the content on City's website	10.6%	45.3%	37.4%	6.5%	0.3%
Q5-4. Ease of using City's website	9.9%	41.9%	38.4%	8.5%	1.4%
Q5-5. Your local government's use of social media outlets (Facebook, Twitter/X, YouTube)	8.9%	26.6%	48.8%	14.1%	1.6%
Q5-6. Timeliness of information provided by City	9.9%	39.5%	39.5%	9.2%	2.0%
Q5-7. Communications on road closures & construction	13.5%	42.7%	31.4%	10.8%	1.5%
Q5-8. Communications concerning impactful development projects	9.6%	29.8%	36.5%	17.9%	6.2%
Q5-9. Availability of information about local governmental services & activities	9.4%	37.5%	39.1%	11.9%	2.1%
Q5-10. Timeliness of information provided by your local government	9.5%	35.0%	41.5%	10.7%	3.2%
Q5-11. Level of public involvement in local decision making	7.6%	29.1%	37.7%	17.8%	7.8%

Q6. Where do you currently get news and information about City programs, services, and events?

Q6. Where do you currently get news & information about City programs, services, & events	Number	Percent
City newsletter	267	52.8 %
Notify Me updates from City	46	9.1 %
City website	137	27.1 %
Attending public meetings	42	8.3 %
Social media (Facebook, Twitter/X, YouTube)	137	27.1 %
Sequim Gazette	250	49.4 %
Peninsula Daily News	247	48.8 %
KSQM FM Radio	110	21.7 %
KONP FM Radio	42	8.3 %
Total	1278	

Q7. Which of TWO information sources listed in Question 6 do you most prefer to get your information about City programs, services, and events?

Q7. Top choice	Number	Percent
City newsletter	147	29.1 %
Notify Me updates from City	35	6.9 %
City website	40	7.9 %
Attending public meetings	5	1.0 %
Social media (Facebook, Twitter/X, YouTube)	59	11.7 %
Sequim Gazette	88	17.4 %
Peninsula Daily News	74	14.6 %
KSQM FM Radio	16	3.2 %
KONP FM Radio	9	1.8 %
None chosen	33	6.5 %
Total	506	100.0 %

Q7. Which of TWO information sources listed in Question 6 do you most prefer to get your information about City programs, services, and events?

Q7. 2nd choice	Number	Percent
City newsletter	82	16.2 %
Notify Me updates from City	29	5.7 %
City website	63	12.5 %
Attending public meetings	12	2.4 %
Social media (Facebook, Twitter/X, YouTube)	46	9.1 %
Sequim Gazette	93	18.4 %
Peninsula Daily News	64	12.6 %
KSQM FM Radio	34	6.7 %
KONP FM Radio	13	2.6 %
None chosen	70	13.8 %
Total	506	100.0 %

SUM OF TOP 2 CHOICES

Q7. Which of TWO information sources listed in Question 6 do you most prefer to get your information about City programs, services, and events? (top 2)

Q7. Sum of top 2 choices	Number	Percent
City newsletter	229	45.3 %
Notify Me updates from City	64	12.6 %
City website	103	20.4 %
Attending public meetings	17	3.4 %
Social media (Facebook, Twitter/X, YouTube)	105	20.8 %
Sequim Gazette	181	35.8 %
Peninsula Daily News	138	27.3 %
KSQM FM Radio	50	9.9 %
KONP FM Radio	22	4.3 %
None chosen	33	6.5 %
Total	942	

Q8. How would you most prefer to receive the City's monthly newsletter?

Q8. How would you most prefer to receive City's monthly newsletter	Number	Percent
Printed & mailed to my residence	262	51.8 %
eNewsletter delivered through email	211	41.7 %
From City website	23	4.5 %
Not provided	10	2.0 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q8. How would you most prefer to receive the City's monthly newsletter? (without "not provided")

Q8. How would you most prefer to receive City's monthly newsletter	Number	Percent
Printed & mailed to my residence	262	52.8 %
eNewsletter delivered through email	211	42.5 %
From City website	23	4.6 %
Total	496	100.0 %

Q9. Have you contacted the City with a question, problem, or complaint during the past year?

Q9. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	166	32.8 %
No	340	67.2 %
Total	506	100.0 %

Q9a. Which City department or division did you contact most recently?

Q9a. Which City department or division did you contact most recently	Number	Percent
Police Front Desk	30	18.1 %
Police	21	12.7 %
Stormwater Management	2	1.2 %
City Clerk	8	4.8 %
Community Development-Permitting & Planning	27	16.3 %
Public Works-Streets	18	10.8 %
Public Works-Engineering	4	2.4 %
Public Works-Utilities (Water & Sewer)	24	14.5 %
Parks & Facilities	4	2.4 %
Finance/Utility Billing	8	4.8 %
City Manager Office	2	1.2 %
Communications/Marketing/Arts	1	0.6 %
Other	13	7.8 %
Not provided	4	2.4 %
Total	166	100.0 %

WITHOUT "NOT PROVIDED"

Q9a. Which City department or division did you contact most recently? (without "not provided")

Q9a. Which City department or division did you contact most recently	Number	Percent
Police Front Desk	30	18.5 %
Police	21	13.0 %
Stormwater Management	2	1.2 %
City Clerk	8	4.9 %
Community Development-Permitting & Planning	27	16.7 %
Public Works-Streets	18	11.1 %
Public Works-Engineering	4	2.5 %
Public Works-Utilities (Water & Sewer)	24	14.8 %
Parks & Facilities	4	2.5 %
Finance/Utility Billing	8	4.9 %
City Manager Office	2	1.2 %
Communications/Marketing/Arts	1	0.6 %
Other	13	8.0 %
Total	162	100.0 %

Q9a-14. Other:

Q9a-14. Other	Number	Percent
Code enforcement	7	53.8 %
Info on where to drop off car batteries, glass, and similar items	1	7.7 %
Contacted City about unmowed land behind my house	1	7.7 %
Recycling	1	7.7 %
City Council meeting	1	7.7 %
Comp officer	1	7.7 %
Public works	1	7.7 %
Total	13	100.0 %

Q9b. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City.

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9b-1. How easy the department or division was to contact	42.8%	38.0%	6.6%	6.6%	2.4%	3.6%
Q9b-2. How courteously you were treated	54.2%	29.5%	4.8%	3.6%	0.6%	7.2%
Q9b-3. Technical competence, knowledge of employees who assisted you	42.2%	27.1%	13.9%	4.8%	2.4%	9.6%
Q9b-4. Overall responsiveness of City employees to your request or concern	43.4%	25.9%	12.7%	5.4%	8.4%	4.2%
Q9b-5. How your concern or request was resolved or answered	41.0%	16.9%	13.9%	12.7%	9.6%	6.0%

WITHOUT "DON'T KNOW"

Q9b. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City. (without "don't know")

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9b-1. How easy the department or division was to contact	44.4%	39.4%	6.9%	6.9%	2.5%
Q9b-2. How courteously you were treated	58.4%	31.8%	5.2%	3.9%	0.6%
Q9b-3. Technical competence, knowledge of employees who assisted you	46.7%	30.0%	15.3%	5.3%	2.7%
Q9b-4. Overall responsiveness of City employees to your request or concern	45.3%	27.0%	13.2%	5.7%	8.8%
Q9b-5. How your concern or request was resolved or answered	43.6%	17.9%	14.7%	13.5%	10.3%

Q10. Public Safety. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Visibility of police in neighborhoods	10.9%	37.7%	29.2%	12.1%	3.6%	6.5%
Q10-2. Visibility of police in commercial areas downtown	11.5%	38.3%	29.2%	8.9%	2.4%	9.7%
Q10-3. Efforts by police to proactively prevent crime	10.9%	24.9%	27.5%	5.9%	2.6%	28.3%
Q10-4. Enforcement of local traffic laws	10.5%	29.6%	28.3%	9.5%	5.5%	16.6%
Q10-5. How quickly police respond to emergencies	16.0%	27.9%	15.8%	2.0%	0.4%	37.9%
Q10-6. Accessibility of police for information or addressing concerns	12.6%	28.7%	23.3%	3.6%	1.8%	30.0%
Q10-7. Efforts to ensure the community is prepared for emergencies	13.8%	32.2%	25.1%	5.7%	0.6%	22.5%
Q10-8. How well your neighborhood is prepared for an emergency	8.9%	28.9%	27.5%	9.1%	1.4%	24.3%
Q10-9. Quality of animal control	9.1%	25.3%	21.7%	7.3%	3.6%	33.0%
Q10-10. Police safety education programs	6.5%	15.6%	27.7%	2.6%	0.4%	47.2%
Q10-11. Enforcing codes designed to protect public safety & health	7.7%	17.4%	26.9%	7.9%	4.2%	36.0%

WITHOUT "DON'T KNOW"

Q10. Public Safety. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Visibility of police in neighborhoods	11.6%	40.4%	31.3%	12.9%	3.8%
Q10-2. Visibility of police in commercial areas downtown	12.7%	42.5%	32.4%	9.8%	2.6%
Q10-3. Efforts by police to proactively prevent crime	15.2%	34.7%	38.3%	8.3%	3.6%
Q10-4. Enforcement of local traffic laws	12.6%	35.5%	33.9%	11.4%	6.6%
Q10-5. How quickly police respond to emergencies	25.8%	44.9%	25.5%	3.2%	0.6%
Q10-6. Accessibility of police for information or addressing concerns	18.1%	41.0%	33.3%	5.1%	2.5%
Q10-7. Efforts to ensure the community is prepared for emergencies	17.9%	41.6%	32.4%	7.4%	0.8%
Q10-8. How well your neighborhood is prepared for an emergency	11.7%	38.1%	36.3%	12.0%	1.8%
Q10-9. Quality of animal control	13.6%	37.8%	32.4%	10.9%	5.3%
Q10-10. Police safety education programs	12.4%	29.6%	52.4%	4.9%	0.7%
Q10-11. Enforcing codes designed to protect public safety & health	12.0%	27.2%	42.0%	12.3%	6.5%

Q11. Which THREE of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. Top choice	Number	Percent
Visibility of police in neighborhoods	70	13.8 %
Visibility of police in commercial areas downtown	29	5.7 %
Efforts by police to proactively prevent crime	116	22.9 %
Enforcement of local traffic laws	45	8.9 %
How quickly police respond to emergencies	40	7.9 %
Accessibility of police for information or addressing concerns	11	2.2 %
Efforts to ensure the community is prepared for emergencies	56	11.1 %
How well your neighborhood is prepared for an emergency	12	2.4 %
Quality of animal control	9	1.8 %
Police safety education programs	14	2.8 %
Enforcing codes designed to protect public safety & health	51	10.1 %
None chosen	53	10.5 %
Total	506	100.0 %

Q11. Which THREE of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Visibility of police in neighborhoods	48	9.5 %
Visibility of police in commercial areas downtown	45	8.9 %
Efforts by police to proactively prevent crime	63	12.5 %
Enforcement of local traffic laws	39	7.7 %
How quickly police respond to emergencies	37	7.3 %
Accessibility of police for information or addressing concerns	31	6.1 %
Efforts to ensure the community is prepared for emergencies	53	10.5 %
How well your neighborhood is prepared for an emergency	42	8.3 %
Quality of animal control	19	3.8 %
Police safety education programs	18	3.6 %
Enforcing codes designed to protect public safety & health	40	7.9 %
None chosen	71	14.0 %
Total	506	100.0 %

Q11. Which THREE of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Visibility of police in neighborhoods	46	9.1 %
Visibility of police in commercial areas downtown	40	7.9 %
Efforts by police to proactively prevent crime	46	9.1 %
Enforcement of local traffic laws	18	3.6 %
How quickly police respond to emergencies	33	6.5 %
Accessibility of police for information or addressing concerns	20	4.0 %
Efforts to ensure the community is prepared for emergencies	56	11.1 %
How well your neighborhood is prepared for an emergency	27	5.3 %
Quality of animal control	32	6.3 %
Police safety education programs	26	5.1 %
Enforcing codes designed to protect public safety & health	57	11.3 %
None chosen	105	20.8 %
Total	506	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q11. Sum of top 3 choices	Number	Percent
Visibility of police in neighborhoods	164	32.4 %
Visibility of police in commercial areas downtown	114	22.5 %
Efforts by police to proactively prevent crime	225	44.5 %
Enforcement of local traffic laws	102	20.2 %
How quickly police respond to emergencies	110	21.7 %
Accessibility of police for information or addressing concerns	62	12.3 %
Efforts to ensure the community is prepared for emergencies	165	32.6 %
How well your neighborhood is prepared for an emergency	81	16.0 %
Quality of animal control	60	11.9 %
Police safety education programs	58	11.5 %
Enforcing codes designed to protect public safety & health	148	29.2 %
None chosen	53	10.5 %
Total	1342	

Q12. Street Infrastructure Maintenance. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of major City streets	20.6%	52.8%	15.2%	6.5%	1.8%	3.2%
Q12-2. Maintenance of streets in your neighborhood	16.6%	41.3%	18.6%	12.1%	4.9%	6.5%
Q12-3. Cleanliness of City streets & public areas	25.1%	52.6%	15.4%	3.4%	0.2%	3.4%
Q12-4. Maintenance of trees in public areas along City streets	27.3%	50.8%	13.6%	2.0%	1.6%	4.7%
Q12-5. Condition of bicycle infrastructure in City	14.0%	31.6%	20.9%	9.5%	2.4%	21.5%
Q12-6. Mowing & trimming along City streets & other public areas	23.9%	50.6%	17.2%	3.0%	0.8%	4.5%
Q12-7. Removal of snow from major City streets	19.8%	40.1%	19.6%	8.5%	2.6%	9.5%
Q12-8. Removal of snow from neighborhood streets	14.2%	26.7%	21.5%	18.0%	6.3%	13.2%
Q12-9. Adequacy of City street lighting	15.6%	37.4%	26.9%	12.5%	3.6%	4.2%
Q12-10. Condition of pavement markings on streets	11.3%	35.2%	27.5%	16.8%	4.5%	4.7%

WITHOUT "DON'T KNOW"

Q12. Street Infrastructure Maintenance. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of major City streets	21.2%	54.5%	15.7%	6.7%	1.8%
Q12-2. Maintenance of streets in your neighborhood	17.8%	44.2%	19.9%	12.9%	5.3%
Q12-3. Cleanliness of City streets & public areas	26.0%	54.4%	16.0%	3.5%	0.2%
Q12-4. Maintenance of trees in public areas along City streets	28.6%	53.3%	14.3%	2.1%	1.7%
Q12-5. Condition of bicycle infrastructure in City	17.9%	40.3%	26.7%	12.1%	3.0%
Q12-6. Mowing & trimming along City streets & other public areas	25.1%	53.0%	18.0%	3.1%	0.8%
Q12-7. Removal of snow from major City streets	21.8%	44.3%	21.6%	9.4%	2.8%
Q12-8. Removal of snow from neighborhood streets	16.4%	30.8%	24.8%	20.7%	7.3%
Q12-9. Adequacy of City street lighting	16.3%	39.0%	28.0%	13.0%	3.7%
Q12-10. Condition of pavement markings on streets	11.8%	36.9%	28.8%	17.6%	4.8%

Q13. Which THREE of the items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Maintenance of major City streets	153	30.2 %
Maintenance of streets in your neighborhood	47	9.3 %
Cleanliness of City streets & public areas	27	5.3 %
Maintenance of trees in public areas along City streets	16	3.2 %
Condition of bicycle infrastructure in City	35	6.9 %
Mowing & trimming along City streets & other public areas	12	2.4 %
Removal of snow from major City streets	24	4.7 %
Removal of snow from neighborhood streets	25	4.9 %
Adequacy of City street lighting	53	10.5 %
Condition of pavement markings on streets	58	11.5 %
None chosen	56	11.1 %
Total	506	100.0 %

Q13. Which THREE of the items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Maintenance of major City streets	38	7.5 %
Maintenance of streets in your neighborhood	66	13.0 %
Cleanliness of City streets & public areas	51	10.1 %
Maintenance of trees in public areas along City streets	19	3.8 %
Condition of bicycle infrastructure in City	39	7.7 %
Mowing & trimming along City streets & other public areas	27	5.3 %
Removal of snow from major City streets	45	8.9 %
Removal of snow from neighborhood streets	45	8.9 %
Adequacy of City street lighting	43	8.5 %
Condition of pavement markings on streets	56	11.1 %
None chosen	77	15.2 %
Total	506	100.0 %

Q13. Which THREE of the items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Maintenance of major City streets	30	5.9 %
Maintenance of streets in your neighborhood	28	5.5 %
Cleanliness of City streets & public areas	53	10.5 %
Maintenance of trees in public areas along City streets	29	5.7 %
Condition of bicycle infrastructure in City	32	6.3 %
Mowing & trimming along City streets & other public areas	22	4.3 %
Removal of snow from major City streets	34	6.7 %
Removal of snow from neighborhood streets	55	10.9 %
Adequacy of City street lighting	47	9.3 %
Condition of pavement markings on streets	67	13.2 %
None chosen	109	21.5 %
Total	506	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q13. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	221	43.7 %
Maintenance of streets in your neighborhood	141	27.9 %
Cleanliness of City streets & public areas	131	25.9 %
Maintenance of trees in public areas along City streets	64	12.6 %
Condition of bicycle infrastructure in City	106	20.9 %
Mowing & trimming along City streets & other public areas	61	12.1 %
Removal of snow from major City streets	103	20.4 %
Removal of snow from neighborhood streets	125	24.7 %
Adequacy of City street lighting	143	28.3 %
Condition of pavement markings on streets	181	35.8 %
None chosen	56	11.1 %
Total	1332	

Q14. Transportation. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Number of transit options	10.1%	29.6%	23.3%	7.9%	1.4%	27.7%
Q14-2. Availability of retail parking downtown	13.6%	41.7%	22.5%	14.0%	2.2%	5.9%
Q14-3. How easy it is for children to get to school	6.1%	11.3%	15.2%	3.4%	1.0%	63.0%
Q14-4. Number of bike lanes & facilities within City	8.9%	22.5%	26.3%	12.8%	3.8%	25.7%
Q14-5. Availability of sidewalks in residential neighborhoods	6.7%	27.3%	25.9%	22.1%	7.1%	10.9%
Q14-6. Condition of sidewalks in City	9.9%	40.9%	27.9%	10.5%	2.8%	8.1%
Q14-7. Pedestrian safety when walking downtown	16.0%	50.8%	16.6%	7.5%	2.4%	6.7%
Q14-8. Pedestrian safety on the street where you live	24.5%	39.9%	16.4%	8.1%	5.9%	5.1%

WITHOUT "DON'T KNOW"

Q14. Transportation. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Number of transit options	13.9%	41.0%	32.2%	10.9%	1.9%
Q14-2. Availability of retail parking downtown	14.5%	44.3%	23.9%	14.9%	2.3%
Q14-3. How easy it is for children to get to school	16.6%	30.5%	41.2%	9.1%	2.7%
Q14-4. Number of bike lanes & facilities within City	12.0%	30.3%	35.4%	17.3%	5.1%
Q14-5. Availability of sidewalks in residential neighborhoods	7.5%	30.6%	29.0%	24.8%	8.0%
Q14-6. Condition of sidewalks in City	10.8%	44.5%	30.3%	11.4%	3.0%
Q14-7. Pedestrian safety when walking downtown	17.2%	54.4%	17.8%	8.1%	2.5%
Q14-8. Pedestrian safety on the street where you live	25.8%	42.1%	17.3%	8.5%	6.3%

Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q15. Top choice	Number	Percent
Number of transit options	63	12.5 %
Availability of retail parking downtown	65	12.8 %
How easy it is for children to get to school	38	7.5 %
Number of bike lanes & facilities within City	55	10.9 %
Availability of sidewalks in residential neighborhoods	87	17.2 %
Condition of sidewalks in City	39	7.7 %
Pedestrian safety when walking downtown	49	9.7 %
Pedestrian safety on the street where you live	37	7.3 %
None chosen	73	14.4 %
Total	506	100.0 %

Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q15. 2nd choice	Number	Percent
Number of transit options	34	6.7 %
Availability of retail parking downtown	56	11.1 %
How easy it is for children to get to school	32	6.3 %
Number of bike lanes & facilities within City	43	8.5 %
Availability of sidewalks in residential neighborhoods	86	17.0 %
Condition of sidewalks in City	75	14.8 %
Pedestrian safety when walking downtown	62	12.3 %
Pedestrian safety on the street where you live	20	4.0 %
None chosen	98	19.4 %
Total	506	100.0 %

Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q15. 3rd choice	Number	Percent
Number of transit options	35	6.9 %
Availability of retail parking downtown	43	8.5 %
How easy it is for children to get to school	20	4.0 %
Number of bike lanes & facilities within City	35	6.9 %
Availability of sidewalks in residential neighborhoods	49	9.7 %
Condition of sidewalks in City	70	13.8 %
Pedestrian safety when walking downtown	69	13.6 %
Pedestrian safety on the street where you live	47	9.3 %
None chosen	138	27.3 %
Total	506	100.0 %

SUM OF TOP 3 CHOICES

Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q15. Sum of top 3 choices	Number	Percent
Number of transit options	132	26.1 %
Availability of retail parking downtown	164	32.4 %
How easy it is for children to get to school	90	17.8 %
Number of bike lanes & facilities within City	133	26.3 %
Availability of sidewalks in residential neighborhoods	222	43.9 %
Condition of sidewalks in City	184	36.4 %
Pedestrian safety when walking downtown	180	35.6 %
Pedestrian safety on the street where you live	104	20.6 %
None chosen	73	14.4 %
Total	1282	

Q16. Stormwater Management. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following aspects of surface water management in the City of Sequim.

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Condition of storm drains	12.6%	36.8%	18.6%	3.2%	2.0%	26.9%
Q16-2. Frequency of street flooding	14.4%	31.8%	23.1%	7.7%	2.0%	20.9%
Q16-3. City efforts to correct & prevent problems arising from floods	13.6%	25.7%	21.9%	4.7%	2.0%	32.0%
Q16-4. Frequency of street sweeping	23.1%	36.8%	20.9%	3.0%	0.8%	15.4%
Q16-5. Information provided on stormwater & water pollution	9.7%	20.2%	30.4%	8.5%	2.2%	29.1%
Q16-6. City efforts to correct & prevent water pollution	10.5%	20.8%	24.5%	3.6%	1.2%	39.5%
Q16-7. Protecting & enhancing fish & wildlife habitat in local streams, lakes & wetlands	14.4%	31.8%	20.8%	4.0%	1.2%	27.9%

WITHOUT "DON'T KNOW"

Q16. Stormwater Management. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following aspects of surface water management in the City of Sequim. (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Condition of storm drains	17.3%	50.3%	25.4%	4.3%	2.7%
Q16-2. Frequency of street flooding	18.3%	40.3%	29.3%	9.8%	2.5%
Q16-3. City efforts to correct & prevent problems arising from floods	20.1%	37.8%	32.3%	7.0%	2.9%
Q16-4. Frequency of street sweeping	27.3%	43.5%	24.8%	3.5%	0.9%
Q16-5. Information provided on stormwater & water pollution	13.6%	28.4%	42.9%	12.0%	3.1%
Q16-6. City efforts to correct & prevent water pollution	17.3%	34.3%	40.5%	5.9%	2.0%
Q16-7. Protecting & enhancing fish & wildlife habitat in local streams, lakes & wetlands	20.0%	44.1%	28.8%	5.5%	1.6%

Q17. Which TWO of the stormwater management items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q17. Top choice	Number	Percent
Condition of storm drains	93	18.4 %
Frequency of street flooding	52	10.3 %
City efforts to correct & prevent problems arising from floods	63	12.5 %
Frequency of street sweeping	15	3.0 %
Information provided on stormwater & water pollution	38	7.5 %
City efforts to correct & prevent water pollution	72	14.2 %
Protecting & enhancing fish & wildlife habitat in local streams, lakes & wetlands	79	15.6 %
None chosen	94	18.6 %
Total	506	100.0 %

Q17. Which TWO of the stormwater management items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q17. 2nd choice	Number	Percent
Condition of storm drains	36	7.1 %
Frequency of street flooding	37	7.3 %
City efforts to correct & prevent problems arising from floods	89	17.6 %
Frequency of street sweeping	36	7.1 %
Information provided on stormwater & water pollution	35	6.9 %
City efforts to correct & prevent water pollution	87	17.2 %
Protecting & enhancing fish & wildlife habitat in local streams, lakes & wetlands	69	13.6 %
None chosen	117	23.1 %
Total	506	100.0 %

SUM OF TOP 2 CHOICES

Q17. Which TWO of the stormwater management items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q17. Sum of top 2 choices	Number	Percent
Condition of storm drains	129	25.5 %
Frequency of street flooding	89	17.6 %
City efforts to correct & prevent problems arising from floods	152	30.0 %
Frequency of street sweeping	51	10.1 %
Information provided on stormwater & water pollution	73	14.4 %
City efforts to correct & prevent water pollution	159	31.4 %
Protecting & enhancing fish & wildlife habitat in local streams, lakes & wetlands	148	29.2 %
None chosen	94	18.6 %
Total	895	

Q18. Parks and Recreation. Please CHECK ALL the special events you or other members of your household have participated in during the past 12 months.

Q18. All special events your household has participated in during past 12 month	Number	Percent
Sunshine Festival	137	27.1 %
Irrigation Festival	263	52.0 %
Independence Day Celebration	142	28.1 %
Lavender Weekend	299	59.1 %
First Friday Art Walk	133	26.3 %
Open Music Jam	94	18.6 %
Other	47	9.3 %
None	124	24.5 %
Total	1239	

WITHOUT "NONE"

Q18. Parks and Recreation. Please CHECK ALL the special events you or other members of your household have participated in during the past 12 months. (without "none")

Q18. All special events your household has participated in during past 12 month	Number	Percent
Lavender Weekend	299	78.3 %
Irrigation Festival	263	68.8 %
Independence Day Celebration	142	37.2 %
Sunshine Festival	137	35.9 %
First Friday Art Walk	133	34.8 %
Open Music Jam	94	24.6 %
Other	47	12.3 %
Total	1115	

Q18-7. Other:

Q18-7. Other	Number	Percent
Music in the park	9	19.1 %
Farmers market	3	6.4 %
Saturday market	2	4.3 %
Lighting of Christmas tree, tractor parade	1	2.1 %
Use of pickleball courts	1	2.1 %
Summer music nights at Carrie Blake Park	1	2.1 %
Music in the park is wonderful	1	2.1 %
Music events in Carrie Blake Park	1	2.1 %
Farmers market, tractor parade	1	2.1 %
Drone show	1	2.1 %
Alzheimers walk	1	2.1 %
Summer music in parks	1	2.1 %
Concert, dog park, fireworks in winter	1	2.1 %
Safety Fair Carrie Park	1	2.1 %
Music in the park on Tuesdays	1	2.1 %
River festivals	1	2.1 %
Halloween	1	2.1 %
Santa arrival	1	2.1 %
Summer concerts	1	2.1 %
Battle Chow	1	2.1 %
Santa and tractor parade	1	2.1 %
Concert in CBP	1	2.1 %
Logging show	1	2.1 %
Tractor parade, tree lighting	1	2.1 %
Music at Carri Blake	1	2.1 %
Christmas light-up	1	2.1 %
First Friday music	1	2.1 %
Music in the park, Tuesday's in the summer, Carri Blake Park	1	2.1 %
Tuesday music and Carrie Blake Park	1	2.1 %
Quilt show	1	2.1 %
Music in the park and tractor parade	1	2.1 %
Museum art show	1	2.1 %
Crab Feed	1	2.1 %
Christmas parade	1	2.1 %
Bands at Carrie Blake Park	1	2.1 %
Tree lighting	1	2.1 %
Total	47	100.0 %

Q18a. How would you rate the overall quality of the special events you or members of your household have participated in during the past 12 months?

Q18a. How would you rate overall quality of special events	Number	Percent
Excellent	168	44.0 %
Good	178	46.6 %
Fair	21	5.5 %
Poor	4	1.0 %
Don't know	11	2.9 %
Total	382	100.0 %

WITHOUT "DON'T KNOW"

Q18a. How would you rate the overall quality of the special events you or members of your household have participated in during the past 12 months? (without "don't know")

Q18a. How would you rate overall quality of special events	Number	Percent
Excellent	168	45.3 %
Good	178	48.0 %
Fair	21	5.7 %
Poor	4	1.1 %
Total	371	100.0 %

Q18b. Do you think the City of Sequim currently provides too many, about the right amount, or too few special events for residents?

Q18b. Does City currently provide too many, about right amount, or too few special events for residents	Number	Percent
Too many	22	5.8 %
About the right amount	305	79.8 %
Too few	42	11.0 %
Don't know	13	3.4 %
Total	382	100.0 %

WITHOUT "DON'T KNOW"

Q18b. Do you think the City of Sequim currently provides too many, about the right amount, or too few special events for residents? (without "don't know")

Q18b. Does City currently provide too many, about right amount, or too few special events for residents	Number	Percent
Too many	22	6.0 %
About the right amount	305	82.7 %
Too few	42	11.4 %
Total	369	100.0 %

Q19. Parks and Recreation. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Availability of City parks	36.4%	45.3%	8.3%	4.3%	0.6%	5.1%
Q19-2. Condition of City parks	34.2%	47.4%	9.9%	1.8%	0.4%	6.3%
Q19-3. Condition of City playgrounds	16.0%	32.6%	13.4%	2.4%	0.8%	34.8%
Q19-4. Availability of trails & open spaces	30.0%	44.9%	10.5%	4.9%	1.0%	8.7%
Q19-5. Condition of trails & open spaces	26.7%	48.8%	11.5%	2.4%	0.4%	10.3%
Q19-6. Condition of picnic shelters	13.8%	36.4%	17.0%	2.6%	0.4%	29.8%
Q19-7. Condition of restrooms at Carrie Blake Park	17.8%	37.2%	11.5%	2.2%	0.2%	31.2%
Q19-8. Availability of recreation programs for youth	6.3%	12.6%	16.8%	4.2%	3.0%	57.1%
Q19-9. Availability of recreation programs for adults	9.5%	22.9%	24.3%	5.7%	1.2%	36.4%
Q19-10. Availability of recreation programs for seniors	10.9%	26.1%	22.7%	5.7%	1.2%	33.4%
Q19-11. Special events sponsored by City	17.0%	38.3%	19.4%	4.3%	0.4%	20.6%

WITHOUT "DON'T KNOW"

Q19. Parks and Recreation. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Availability of City parks	38.3%	47.7%	8.8%	4.6%	0.6%
Q19-2. Condition of City parks	36.5%	50.6%	10.5%	1.9%	0.4%
Q19-3. Condition of City playgrounds	24.5%	50.0%	20.6%	3.6%	1.2%
Q19-4. Availability of trails & open spaces	32.9%	49.1%	11.5%	5.4%	1.1%
Q19-5. Condition of trails & open spaces	29.7%	54.4%	12.8%	2.6%	0.4%
Q19-6. Condition of picnic shelters	19.7%	51.8%	24.2%	3.7%	0.6%
Q19-7. Condition of restrooms at Carrie Blake Park	25.9%	54.0%	16.7%	3.2%	0.3%
Q19-8. Availability of recreation programs for youth	14.7%	29.5%	39.2%	9.7%	6.9%
Q19-9. Availability of recreation programs for adults	14.9%	36.0%	38.2%	9.0%	1.9%
Q19-10. Availability of recreation programs for seniors	16.3%	39.2%	34.1%	8.6%	1.8%
Q19-11. Special events sponsored by City	21.4%	48.3%	24.4%	5.5%	0.5%

Q20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q20. Top choice	Number	Percent
Availability of City parks	57	11.3 %
Condition of City parks	90	17.8 %
Condition of City playgrounds	22	4.3 %
Availability of trails & open spaces	53	10.5 %
Condition of trails & open spaces	23	4.5 %
Condition of picnic shelters	13	2.6 %
Condition of restrooms at Carrie Blake Park	21	4.2 %
Availability of recreation programs for youth	55	10.9 %
Availability of recreation programs for adults	13	2.6 %
Availability of recreation programs for seniors	51	10.1 %
Special events sponsored by City	14	2.8 %
None chosen	94	18.6 %
Total	506	100.0 %

Q20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q20. 2nd choice	Number	Percent
Availability of City parks	20	4.0 %
Condition of City parks	48	9.5 %
Condition of City playgrounds	36	7.1 %
Availability of trails & open spaces	49	9.7 %
Condition of trails & open spaces	68	13.4 %
Condition of picnic shelters	13	2.6 %
Condition of restrooms at Carrie Blake Park	25	4.9 %
Availability of recreation programs for youth	26	5.1 %
Availability of recreation programs for adults	36	7.1 %
Availability of recreation programs for seniors	49	9.7 %
Special events sponsored by City	24	4.7 %
None chosen	112	22.1 %
Total	506	100.0 %

Q20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q20. 3rd choice	Number	Percent
Availability of City parks	24	4.7 %
Condition of City parks	31	6.1 %
Condition of City playgrounds	23	4.5 %
Availability of trails & open spaces	34	6.7 %
Condition of trails & open spaces	51	10.1 %
Condition of picnic shelters	13	2.6 %
Condition of restrooms at Carrie Blake Park	30	5.9 %
Availability of recreation programs for youth	35	6.9 %
Availability of recreation programs for adults	28	5.5 %
Availability of recreation programs for seniors	47	9.3 %
Special events sponsored by City	48	9.5 %
None chosen	142	28.1 %
Total	506	100.0 %

SUM OF TOP 3 CHOICES

Q20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q20. Sum of top 3 choices	Number	Percent
Availability of City parks	101	20.0 %
Condition of City parks	169	33.4 %
Condition of City playgrounds	81	16.0 %
Availability of trails & open spaces	136	26.9 %
Condition of trails & open spaces	142	28.1 %
Condition of picnic shelters	39	7.7 %
Condition of restrooms at Carrie Blake Park	76	15.0 %
Availability of recreation programs for youth	116	22.9 %
Availability of recreation programs for adults	77	15.2 %
Availability of recreation programs for seniors	147	29.1 %
Special events sponsored by City	86	17.0 %
None chosen	94	18.6 %
Total	1264	

Q21. Planning and Development. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. How well City is planning for growth	2.4%	14.4%	29.1%	16.0%	7.7%	30.4%
Q21-2. Transitions between different types of land use	2.4%	11.3%	31.0%	13.0%	4.9%	37.4%
Q21-3. Appearance of residential neighborhoods	6.3%	39.5%	31.8%	13.8%	1.8%	6.7%
Q21-4. Amount of housing affordable to you in Sequim	4.0%	17.6%	20.0%	24.5%	20.6%	13.4%
Q21-5. Variety & number of businesses in the downtown	5.7%	26.3%	30.0%	25.9%	5.7%	6.3%
Q21-6. Ease of obtaining permits for home remodels or improvements	3.0%	5.5%	19.0%	7.1%	4.5%	60.9%
Q21-7. Your ability to obtain information concerning planning, building, permitting & development	4.5%	10.7%	23.7%	6.3%	3.2%	51.6%
Q21-8. Quality of new development in City	4.3%	16.4%	35.0%	12.8%	6.9%	24.5%
Q21-9. Enforcement of construction codes & permit requirements	4.0%	10.3%	22.1%	5.3%	2.0%	56.3%
Q21-10. City enforcement of sign regulations	4.9%	13.0%	25.9%	7.5%	2.4%	46.2%
Q21-11. Enforcing cleanup of litter & debris on private property	3.4%	9.5%	22.5%	25.9%	16.0%	22.7%
Q21-12. Enforcing mowing & trimming of grass & weeds on private property	3.8%	10.7%	28.5%	20.0%	10.5%	26.7%

WITHOUT "DON'T KNOW"

Q21. Planning and Development. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. How well City is planning for growth	3.4%	20.7%	41.8%	23.0%	11.1%
Q21-2. Transitions between different types of land use	3.8%	18.0%	49.5%	20.8%	7.9%
Q21-3. Appearance of residential neighborhoods	6.8%	42.4%	34.1%	14.8%	1.9%
Q21-4. Amount of housing affordable to you in Sequim	4.6%	20.3%	23.1%	28.3%	23.7%
Q21-5. Variety & number of businesses in the downtown	6.1%	28.1%	32.1%	27.6%	6.1%
Q21-6. Ease of obtaining permits for home remodels or improvements	7.6%	14.1%	48.5%	18.2%	11.6%
Q21-7. Your ability to obtain information concerning planning, building, permitting & development	9.4%	22.0%	49.0%	13.1%	6.5%
Q21-8. Quality of new development in City	5.8%	21.7%	46.3%	17.0%	9.2%
Q21-9. Enforcement of construction codes & permit requirements	9.0%	23.5%	50.7%	12.2%	4.5%
Q21-10. City enforcement of sign regulations	9.2%	24.3%	48.2%	14.0%	4.4%
Q21-11. Enforcing cleanup of litter & debris on private property	4.3%	12.3%	29.2%	33.5%	20.7%
Q21-12. Enforcing mowing & trimming of grass & weeds on private property	5.1%	14.6%	38.8%	27.2%	14.3%

Q22. Which THREE of the items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q22. Top choice	Number	Percent
How well City is planning for growth	138	27.3 %
Transitions between different types of land use	16	3.2 %
Appearance of residential neighborhoods	20	4.0 %
Amount of housing affordable to you in Sequim	109	21.5 %
Variety & number of businesses in the downtown	40	7.9 %
Ease of obtaining permits for home remodels or improvements	14	2.8 %
Your ability to obtain information concerning planning, building, permitting & development	3	0.6 %
Quality of new development in City	18	3.6 %
Enforcement of construction codes & permit requirements	4	0.8 %
City enforcement of sign regulations	4	0.8 %
Enforcing cleanup of litter & debris on private property	71	14.0 %
Enforcing mowing & trimming of grass & weeds on private property	14	2.8 %
None chose	55	10.9 %
Total	506	100.0 %

Q22. Which THREE of the items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q22. 2nd choice	Number	Percent
How well City is planning for growth	49	9.7 %
Transitions between different types of land use	33	6.5 %
Appearance of residential neighborhoods	29	5.7 %
Amount of housing affordable to you in Sequim	71	14.0 %
Variety & number of businesses in the downtown	55	10.9 %
Ease of obtaining permits for home remodels or improvements	10	2.0 %
Your ability to obtain information concerning planning, building, permitting & development	12	2.4 %
Quality of new development in City	51	10.1 %
Enforcement of construction codes & permit requirements	10	2.0 %
City enforcement of sign regulations	7	1.4 %
Enforcing cleanup of litter & debris on private property	60	11.9 %
Enforcing mowing & trimming of grass & weeds on private property	44	8.7 %
None chose	75	14.8 %
Total	506	100.0 %

Q22. Which THREE of the items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q22. 3rd choice	Number	Percent
How well City is planning for growth	40	7.9 %
Transitions between different types of land use	21	4.2 %
Appearance of residential neighborhoods	32	6.3 %
Amount of housing affordable to you in Sequim	40	7.9 %
Variety & number of businesses in the downtown	41	8.1 %
Ease of obtaining permits for home remodels or improvements	12	2.4 %
Your ability to obtain information concerning planning, building, permitting & development	19	3.8 %
Quality of new development in City	62	12.3 %
Enforcement of construction codes & permit requirements	11	2.2 %
City enforcement of sign regulations	12	2.4 %
Enforcing cleanup of litter & debris on private property	67	13.2 %
Enforcing mowing & trimming of grass & weeds on private property	46	9.1 %
None chose	103	20.4 %
Total	506	100.0 %

SUM OF TOP 3 CHOICES

Q22. Which THREE of the items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q22. Sum of top 3 choices	Number	Percent
How well City is planning for growth	227	44.9 %
Transitions between different types of land use	70	13.8 %
Appearance of residential neighborhoods	81	16.0 %
Amount of housing affordable to you in Sequim	220	43.5 %
Variety & number of businesses in the downtown	136	26.9 %
Ease of obtaining permits for home remodels or improvements	36	7.1 %
Your ability to obtain information concerning planning, building, permitting & development	34	6.7 %
Quality of new development in City	131	25.9 %
Enforcement of construction codes & permit requirements	25	4.9 %
City enforcement of sign regulations	23	4.5 %
Enforcing cleanup of litter & debris on private property	198	39.1 %
Enforcing mowing & trimming of grass & weeds on private property	104	20.6 %
None chose	55	10.9 %
Total	1340	

Q23. How big of a problem is homelessness in Sequim?

Q23. How big of a problem is homelessness in Sequim	Number	Percent
Major	87	17.2 %
Moderate	283	55.9 %
Minor	105	20.8 %
Not a problem	6	1.2 %
Not provided	25	4.9 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q23. How big of a problem is homelessness in Sequim? (without "not provided")

Q23. How big of a problem is homelessness in Sequim	Number	Percent
Major	87	18.1 %
Moderate	283	58.8 %
Minor	105	21.8 %
Not a problem	6	1.2 %
Total	481	100.0 %

Q24. Is enough being done to address homelessness in Sequim?

Q24. Is enough being done to address homelessness in Sequim	Number	Percent
Yes	28	5.5 %
No	212	41.9 %
Not sure	249	49.2 %
Not provided	17	3.4 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q24. Is enough being done to address homelessness in Sequim? (without "not provided")

Q24. Is enough being done to address homelessness in Sequim	Number	Percent
Yes	28	5.7 %
No	212	43.4 %
Not sure	249	50.9 %
Total	489	100.0 %

Q25. Expectations for Services. Please indicate how the level of service provided by the City should be prioritized in each of the areas listed below.

(N=506)

	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
Q25-1. Law enforcement	15.2%	39.1%	34.8%	0.4%	0.8%	9.7%
Q25-2. Parks, trails, & open space	8.9%	34.8%	47.2%	1.2%	0.0%	7.9%
Q25-3. Recreation facilities & programs	7.7%	30.0%	49.6%	1.4%	0.4%	10.9%
Q25-4. Maintenance of infrastructure (streets, sidewalks)	13.6%	43.7%	36.0%	0.2%	0.0%	6.5%
Q25-5. Solid waste services (e.g., trash, yard waste & recycling services)	8.5%	25.3%	54.9%	0.6%	0.4%	10.3%

WITHOUT "DON'T KNOW"

Q25. Expectations for Services. Please indicate how the level of service provided by the City should be prioritized in each of the areas listed below. (without "don't know")

(N=506)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower
Q25-1. Law enforcement	16.8%	43.3%	38.5%	0.4%	0.9%
Q25-2. Parks, trails, & open space	9.7%	37.8%	51.3%	1.3%	0.0%
Q25-3. Recreation facilities & programs	8.6%	33.7%	55.7%	1.6%	0.4%
Q25-4. Maintenance of infrastructure (streets, sidewalks)	14.6%	46.7%	38.5%	0.2%	0.0%
Q25-5. Solid waste services (e.g., trash, yard waste & recycling services)	9.5%	28.2%	61.2%	0.7%	0.4%

Q26. Community Investment Areas. Please rate your support on a scale of 1 to 3, where 3 means "Very Supportive" and 1 means "Unsupportive," of the following.

(N=506)

	Very supportive	Somewhat supportive	Unsupportive	Don't know
Q26-1. Purchasing property for creation of additional parks and/or open spaces	47.0%	33.8%	9.5%	9.7%
Q26-2. Adding attractive visual elements to major roadways like landscaping, monuments, public art & decorative signage	29.8%	42.3%	19.8%	8.1%
Q26-3. Incorporating new bicycle facilities & bike lanes into existing City roadway corridors to improve safety & connectivity	38.7%	35.8%	15.0%	10.5%
Q26-4. Planting more trees on City property & preserving green spaces	54.0%	34.8%	5.9%	5.3%
Q26-5. Providing public art at parks & at City-owned facilities	27.1%	43.3%	18.8%	10.9%
Q26-6. Addressing problem intersections to increase safety & traffic flow	72.7%	20.6%	1.2%	5.5%
Q26-7. Incentivizing development which incorporates mixed commercial & residential	27.1%	36.6%	19.6%	16.8%
Q26-8. Providing infrastructure to facilitate use of energy efficient vehicles	32.6%	34.6%	22.5%	10.3%

WITHOUT "DON'T KNOW"

Q26. Community Investment Areas. Please rate your support on a scale of 1 to 3, where 3 means "Very Supportive" and 1 means "Unsupportive," of the following. (without "don't know")

(N=506)

	Very supportive	Somewhat supportive	Unsupportive
Q26-1. Purchasing property for creation of additional parks and/or open spaces	52.1%	37.4%	10.5%
Q26-2. Adding attractive visual elements to major roadways like landscaping, monuments, public art & decorative signage	32.5%	46.0%	21.5%
Q26-3. Incorporating new bicycle facilities & bike lanes into existing City roadway corridors to improve safety & connectivity	43.3%	40.0%	16.8%
Q26-4. Planting more trees on City property & preserving green spaces	57.0%	36.7%	6.3%
Q26-5. Providing public art at parks & at City-owned facilities	30.4%	48.6%	21.1%
Q26-6. Addressing problem intersections to increase safety & traffic flow	77.0%	21.8%	1.3%
Q26-7. Incentivizing development which incorporates mixed commercial & residential	32.5%	43.9%	23.5%
Q26-8. Providing infrastructure to facilitate use of energy efficient vehicles	36.3%	38.5%	25.1%

Q27. Which THREE of the community investment areas items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q27. Top choice	Number	Percent
Purchasing property for creation of additional parks and/or open spaces	104	20.6 %
Adding attractive visual elements to major roadways like landscaping, monuments, public art & decorative signage	29	5.7 %
Incorporating new bicycle facilities & bike lanes into existing City roadway corridors to improve safety & connectivity	58	11.5 %
Planting more trees on City property & preserving green spaces	40	7.9 %
Providing public art at parks & at City-owned facilities	9	1.8 %
Addressing problem intersections to increase safety & traffic flow	155	30.6 %
Incentivizing development which incorporates mixed commercial & residential	28	5.5 %
Providing infrastructure to facilitate use of energy efficient vehicles	31	6.1 %
None chosen	52	10.3 %
Total	506	100.0 %

Q27. Which THREE of the community investment areas items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q27. 2nd choice	Number	Percent
Purchasing property for creation of additional parks and/or open spaces	38	7.5 %
Adding attractive visual elements to major roadways like landscaping, monuments, public art & decorative signage	37	7.3 %
Incorporating new bicycle facilities & bike lanes into existing City roadway corridors to improve safety & connectivity	83	16.4 %
Planting more trees on City property & preserving green spaces	87	17.2 %
Providing public art at parks & at City-owned facilities	15	3.0 %
Addressing problem intersections to increase safety & traffic flow	94	18.6 %
Incentivizing development which incorporates mixed commercial & residential	48	9.5 %
Providing infrastructure to facilitate use of energy efficient vehicles	26	5.1 %
None chosen	78	15.4 %
Total	506	100.0 %

Q27. Which THREE of the community investment areas items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q27. 3rd choice	Number	Percent
Purchasing property for creation of additional parks and/or open spaces	61	12.1 %
Adding attractive visual elements to major roadways like landscaping, monuments, public art & decorative signage	50	9.9 %
Incorporating new bicycle facilities & bike lanes into existing City roadway corridors to improve safety & connectivity	37	7.3 %
Planting more trees on City property & preserving green spaces	61	12.1 %
Providing public art at parks & at City-owned facilities	24	4.7 %
Addressing problem intersections to increase safety & traffic flow	60	11.9 %
Incentivizing development which incorporates mixed commercial & residential	57	11.3 %
Providing infrastructure to facilitate use of energy efficient vehicles	44	8.7 %
None chosen	112	22.1 %
Total	506	100.0 %

SUM OF TOP 3 CHOICES

Q27. Which THREE of the community investment areas items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q27. Sum of top 3 choices	Number	Percent
Purchasing property for creation of additional parks and/or open spaces	203	40.1 %
Adding attractive visual elements to major roadways like landscaping, monuments, public art & decorative signage	116	22.9 %
Incorporating new bicycle facilities & bike lanes into existing City roadway corridors to improve safety & connectivity	178	35.2 %
Planting more trees on City property & preserving green spaces	188	37.2 %
Providing public art at parks & at City-owned facilities	48	9.5 %
Addressing problem intersections to increase safety & traffic flow	309	61.1 %
Incentivizing development which incorporates mixed commercial & residential	133	26.3 %
Providing infrastructure to facilitate use of energy efficient vehicles	101	20.0 %
None chosen	52	10.3 %
Total	1328	

Q28. Approximately how many years have you lived in Sequim?

Q28. How many years have you lived in Sequim	Number	Percent
0-5	159	31.4 %
6-10	135	26.7 %
11-15	39	7.7 %
16-20	60	11.9 %
21-30	57	11.3 %
31+	38	7.5 %
Not provided	18	3.6 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q28. Approximately how many years have you lived in Sequim? (without "not provided")

Q28. How many years have you lived in Sequim	Number	Percent
0-5	159	32.6 %
6-10	135	27.7 %
11-15	39	8.0 %
16-20	60	12.3 %
21-30	57	11.7 %
31+	38	7.8 %
Total	488	100.0 %

Q29. What type of home do you live in?

Q29. What type of home do you live in	Number	Percent
Single family residential	336	66.4 %
Townhome	28	5.5 %
Located in manufactured or mobile home park	53	10.5 %
Assisted living facility	4	0.8 %
Condominium	48	9.5 %
Apartment	24	4.7 %
Other	8	1.6 %
Not provided	5	1.0 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q29. What type of home do you live in? (without "not provided")

Q29. What type of home do you live in	Number	Percent
Single family residential	336	67.1 %
Townhome	28	5.6 %
Located in manufactured or mobile home park	53	10.6 %
Assisted living facility	4	0.8 %
Condominium	48	9.6 %
Apartment	24	4.8 %
Other	8	1.6 %
Total	501	100.0 %

Q29-7. Other:

Q29-7. Other	Number	Percent
Duplex	4	50.0 %
Health and rehab facility	1	12.5 %
Residential manufactured	1	12.5 %
Senior residence	1	12.5 %
Sherwood Village	1	12.5 %
Total	8	100.0 %

Q30. Do you rent or own your home?

Q30. Do you rent or own your home	Number	Percent
Own	327	64.6 %
Rent	175	34.6 %
Not provided	4	0.8 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q30. Do you rent or own your home? (without "not provided")

Q30. Do you rent or own your home	Number	Percent
Own	327	65.1 %
Rent	175	34.9 %
Total	502	100.0 %

Q31. What is your age range?

Q31. Your age range	Number	Percent
18 to 34 years	56	11.1 %
35 to 44 years	55	10.9 %
45 to 54 years	55	10.9 %
55 to 64 years	115	22.7 %
65+ years	216	42.7 %
Not provided	9	1.8 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q31. What is your age range? (without "not provided")

Q31. Your age range	Number	Percent
18 to 34 years	56	11.3 %
35 to 44 years	55	11.1 %
45 to 54 years	55	11.1 %
55 to 64 years	115	23.1 %
65+ years	216	43.5 %
Total	497	100.0 %

Q32. Which of the following best describe your race/ethnicity?

Q32. Your race/ethnicity	Number	Percent
Asian or Asian Indian	19	3.8 %
Black or African American	14	2.8 %
American Indian or Alaska Native	3	0.6 %
White or Caucasian	437	86.4 %
Native Hawaiian or other Pacific Islander	3	0.6 %
Hispanic, Spanish, or Latino/a/x	30	5.9 %
Other	2	0.4 %
Total	508	

Q32-7. Self-describe your race/ethnicity:

Q32-7. Self-describe your race/ethnicity	Number	Percent
Middle Eastern, Eastern European	1	50.0 %
Southeast European and French	1	50.0 %
Total	2	100.0 %

Q33. How many children under age 18 live in your household?

Q33. How many children under 18 live in your household	Number	Percent
0	229	45.3 %
1	13	2.6 %
2	11	2.2 %
3+	9	1.8 %
Not provided	244	48.2 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q33. How many children under age 18 live in your household? (without "not provided")

Q33. How many children under 18 live in your household	Number	Percent
0	229	87.4 %
1	13	5.0 %
2	11	4.2 %
3+	9	3.4 %
Total	262	100.0 %

Q34. What is your gender?

Q34. Your gender	Number	Percent
Male	251	49.6 %
Female	248	49.0 %
Prefer to self-describe	3	0.6 %
Not provided	4	0.8 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q34. What is your gender? (without "not provided")

Q34. Your gender	Number	Percent
Male	251	50.0 %
Female	248	49.4 %
Prefer to self-describe	3	0.6 %
Total	502	100.0 %

Q34-3. Self-describe your gender:

Q34-3. Self-describe your gender	Number	Percent
Non-binary	1	33.3 %
Gender neutral	1	33.3 %
Fluid	1	33.3 %
Total	3	100.0 %

Q35. Would you say your total annual household income is...

Q35. Your total annual household income	Number	Percent
Under $30K	91	18.0 %
$30K to $69,999	180	35.6 %
$70K to $99,999	103	20.4 %
$100K to $149,999	46	9.1 %
$150K+	25	4.9 %
Not provided	61	12.1 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q35. Would you say your total annual household income is... (without "not provided")

Q35. Your total annual household income	Number	Percent
Under $30K	91	20.4 %
$30K to $69,999	180	40.4 %
$70K to $99,999	103	23.1 %
$100K to $149,999	46	10.3 %
$150K+	25	5.6 %
Total	445	100.0 %



5 Survey Instrument

CITY OF SEQUIM

MATTHEW HUISH
City Manager
152 W. Cedar Street, Sequim, WA 98382

Dear Sequim Resident,

The City of Sequim is wholly committed to "continuing process improvement" and, therefore realizes the importance of listening to our residents. Only by asking you to "rate and value" the City's municipal services can we organize our budget and priorities around an Action Plan driven by your input.

Therefore, please find a Community Survey enclosed, which takes approximately 15-20 minutes to complete. Your feedback will assist City leadership in aligning your needs and expectations with our vision of making Sequim the most sought-after community to live, work, and play in. Each question has been intentionally constructed and has a relative weight. The accumulated responses will help guide decisions that will influence the future of Sequim's municipal services.

Please complete and return the enclosed survey within the next week. The survey can also be completed online at www.SequimSurvey.org.

To administrate this survey, the City has partnered with ETC Institute, one of the nation's oldest, largest, and most prominent surveying organizations in the United States. ETC Institute was established more than 40 years ago and has conducted over 25,000 surveys in over 700 communities in 49 states, representing more than 3 million individuals, including many throughout Washington. ETC has made assurances that the surveys will be managed timely, confidentially, and accurately.

Should you have questions or need any assistance, please contact Barbara Hanna, Communications and Marketing Director for the City of Sequim at 360-681-3422, or bhanna@sequimwa.gov.

Thank you for sharing your perspectives with us by completing this survey.

Sincerely,

Matthew Huish
City Manager
City of Sequim, Washington
mhuish@sequimwa.gov
360-681-3440

2023 City of Sequim Community Survey

The City of Sequim would like your input as part of an on-going effort to provide quality services that Sequim residents need and value. This survey will take 15-20 minutes to complete. If you prefer, you can take the survey online at *sequimsurvey.org*. We greatly appreciate your time.

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1. Community Livability. Thinking of the general quality of life in Sequim, please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of life in Sequim	5	4	3	2	1	9
02.	Your overall feeling of safety in the City	5	4	3	2	1	9
03.	Overall appearance of your community	5	4	3	2	1	9
04.	Quality of Sequim's downtown area	5	4	3	2	1	9
05.	Your opportunities for recreation	5	4	3	2	1	9
06.	Ease of transportation and transit options	5	4	3	2	1	9
07.	Sequim as a place to raise children	5	4	3	2	1	9
08.	Sequim as a place to retire	5	4	3	2	1	9
09.	Sequim as a place to shop	5	4	3	2	1	9
10.	Sequim as a place to live	5	4	3	2	1	9
11.	Sequim as a place to work	5	4	3	2	1	9
12.	Overall quality of services provided by the City	5	4	3	2	1	9
13.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
14.	How well your community is managing growth	5	4	3	2	1	9
15.	Effectiveness of the City Manager and staff	5	4	3	2	1	9

2. City Services in General. The City of Sequim provides some services directly and some through contracts. For each of the following broad categories, please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How satisfied are you with the overall quality of...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Customer service you receive from City employees	5	4	3	2	1	9
02.	Local police protection	5	4	3	2	1	9
03.	City parks, trails, and open space	5	4	3	2	1	9
04.	Recreation programs and special events	5	4	3	2	1	9
05.	Arts, cultural, and heritage programs	5	4	3	2	1	9
06.	Maintenance of City streets, sidewalks, and rights-of-way	5	4	3	2	1	9
07.	Overall flow of traffic and congestion management on streets	5	4	3	2	1	9
08.	Efforts to sustain environmental quality	5	4	3	2	1	9
09.	City communications	5	4	3	2	1	9
10.	Enforcement of City codes and ordinances	5	4	3	2	1	9
11.	Permitting and inspection services (e.g., issuing building permits)	5	4	3	2	1	9
12.	Efforts by the City to regulate development	5	4	3	2	1	9
13.	City wastewater/sanitary sewer services	5	4	3	2	1	9
14.	City water services	5	4	3	2	1	9
15.	Stormwater management services	5	4	3	2	1	9
16.	Solid waste services (e.g., trash, yard waste, and recycling services)	5	4	3	2	1	9
17.	Maintenance of City buildings and facilities	5	4	3	2	1	9

3. Which THREE of the major categories of City services listed in Question 2 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 2.]*

1st: ____ 2nd: ____ 3rd: ____

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4. Do you think Sequim is generally going in the right direction, or do you think it is generally going in the wrong direction?

____(1) Right direction ____(2) Wrong direction ____(9) Don't know

5. <u>Communication and Engagement</u>. Please rate each of the following 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.	Availability of information about City activities and services	5	4	3	2	1	9
02.	Availability of information about police activities and programs	5	4	3	2	1	9
03.	Overall quality of the content on the City's website	5	4	3	2	1	9
04.	Ease of using the City's website	5	4	3	2	1	9
05.	Your local government's use of social media outlets (Facebook, Twitter/X, YouTube)	5	4	3	2	1	9
06.	Timeliness of information provided by the City	5	4	3	2	1	9
07.	Communications on road closures and construction	5	4	3	2	1	9
08.	Communications concerning impactful development projects	5	4	3	2	1	9
09.	Availability of information about local governmental services and activities	5	4	3	2	1	9
10.	Timeliness of information provided by your local government	5	4	3	2	1	9
11.	The level of public involvement in local decision making	5	4	3	2	1	9

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

____(1) City newsletter
____(2) Notify Me updates from the City
____(3) City website
____(4) Attending public meetings
____(5) Social media (Facebook, Twitter/X, YouTube)
____(6) Sequim Gazette
____(7) Peninsula Daily News
____(8) KSQM FM Radio
____(9) KONP FM Radio

7. Which of TWO information sources listed in Question 6 do you most prefer to get your information about City programs, services, and events? *[Write in your answers below using the numbers from the list in Question 6.]*

1st: ____ 2nd: ____

8. How would you most prefer to receive the City's monthly newsletter? *[Select only one.]*

____(1) Printed and mailed to my residence
____(2) E-newsletter delivered through email
____(3) From the City website

9. Have you contacted the City with a question, problem, or complaint during the past year?

____(1) Yes ____(2) No *[Skip to Q10.]*

9a. Which City department or division did you contact most recently?

____(01) Police Front Desk
____(02) Police
____(03) Stormwater Management
____(04) City Clerk
____(05) Community Development - Permitting and Planning
____(06) Public Works - Streets
____(07) Public Works - Engineering
____(08) Public Works - Utilities (Water & Sewer)
____(09) Parks and Facilities
____(10) Facility Rentals
____(11) Finance/Utility Billing
____(12) City Manager Office
____(13) Communications/Marketing/Arts
____(14) Other: _____

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9b. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City.

	How satisfied were you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy the department or division was to contact	5	4	3	2	1	9
2.	How courteously you were treated	5	4	3	2	1	9
3.	Technical competence, knowledge of employees who assisted you	5	4	3	2	1	9
4.	Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9
5.	How your concern or request was resolved or answered	5	4	3	2	1	9

10. <u>Public Safety</u>. Please rate each of the following 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 neighborhoods	5	4	3	2	1	9
02.	The visibility of police in commercial areas downtown	5	4	3	2	1	9
03.	Efforts by police to proactively prevent crime	5	4	3	2	1	9
04.	Enforcement of local traffic laws	5	4	3	2	1	9
05.	How quickly police respond to emergencies	5	4	3	2	1	9
06.	Accessibility of police for information or addressing concerns	5	4	3	2	1	9
07.	Efforts to ensure the community is prepared for emergencies	5	4	3	2	1	9
08.	How well your neighborhood is prepared for an emergency	5	4	3	2	1	9
09.	Quality of animal control	5	4	3	2	1	9
10.	Police safety education programs	5	4	3	2	1	9
11.	Enforcing codes designed to protect public safety and health	5	4	3	2	1	9

11. Which THREE of the items listed in Question 10 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 10.]*

1st: ____ 2nd: ____ 3rd: ____

12. <u>Street Infrastructure Maintenance</u>. Please rate each of the following 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.	Maintenance of major City streets	5	4	3	2	1	9
02.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
03.	Cleanliness of City streets and public areas	5	4	3	2	1	9
04.	Maintenance of trees in public areas along City streets	5	4	3	2	1	9
05.	Condition of bicycle infrastructure in the City	5	4	3	2	1	9
06.	Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
07.	Removal of snow from major City streets	5	4	3	2	1	9
08.	Removal of snow from neighborhood streets	5	4	3	2	1	9
09.	Adequacy of City street lighting	5	4	3	2	1	9
10.	Condition of pavement markings on streets	5	4	3	2	1	9

13. Which THREE of the items listed in Question 12 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 12.]*

1st: ____ 2nd: ____ 3rd: ____

14. <u>Transportation</u>. Please rate each of the following 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.	Number of transit options	5	4	3	2	1	9
2.	Availability of retail parking downtown	5	4	3	2	1	9
3.	How easy it is for children to get to school	5	4	3	2	1	9
4.	The number of bike lanes and facilities within the City	5	4	3	2	1	9
5.	The availability of sidewalks in residential neighborhoods	5	4	3	2	1	9
6.	Condition of sidewalks in the City	5	4	3	2	1	9
7.	Pedestrian safety when walking downtown	5	4	3	2	1	9
8.	Pedestrian safety on the street where you live	5	4	3	2	1	9

15. Which THREE of the items listed in Question 14 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 14.]*

1st: ____ 2nd: ____ 3rd: ____

16. <u>Stormwater Management</u>. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following aspects of surface water management in the City of Sequim.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The condition of storm drains	5	4	3	2	1	9
2.	The frequency of street flooding	5	4	3	2	1	9
3.	City efforts to correct and prevent problems arising from floods	5	4	3	2	1	9
4.	The frequency of street sweeping	5	4	3	2	1	9
5.	Information provided on stormwater and water pollution	5	4	3	2	1	9
6.	City efforts to correct and prevent water pollution	5	4	3	2	1	9
7.	Protecting and enhancing fish and wildlife habitat in local streams, lakes and wetlands	5	4	3	2	1	9

17. Which TWO of the stormwater management items listed in Question 16 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 16.]*

1st: ____ 2nd: ____

18. <u>Parks and Recreation</u>. Please CHECK ALL the special events you or other members of your household have participated in during the past 12 months.

____(1) Sunshine Festival
____(2) Irrigation Festival
____(3) Independence Day Celebration
____(4) Lavender Weekend
____(5) First Friday Art Walk
____(6) Open Music Jam
____(7) Other: _____
____(8) None *[Skip to Q19.]*

18a. How would you rate the overall quality of the special events you or members of your household have participated in during the past 12 months?

____(4) Excellent ____(3) Good ____(2) Fair ____(1) Poor ____(9) Don't know

18b. Do you think the City of Sequim currently provides too many, about the right amount, or too few special events for residents?

____(1) Too many ____(2) About the right amount ____(3) Too few ____(9) Don't know

19. <u>Parks and Recreation</u>. Please rate each of the following 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 availability of City parks	5	4	3	2	1	9
02.	Condition of City parks	5	4	3	2	1	9
03.	Condition of City playgrounds	5	4	3	2	1	9
04.	Availability of trails and open spaces	5	4	3	2	1	9
05.	Condition of trails and open spaces	5	4	3	2	1	9
06.	Condition of picnic shelters	5	4	3	2	1	9
07.	Condition of the restrooms at Carrie Blake Park	5	4	3	2	1	9
08.	Availability of recreation programs for youth	5	4	3	2	1	9
09.	Availability of recreation programs for adults	5	4	3	2	1	9
10.	Availability of recreation programs for seniors	5	4	3	2	1	9
11.	Special events sponsored by the City	5	4	3	2	1	9

20. Which THREE of the items listed in Question 19 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 19.]*

1st: ____ 2nd: ____ 3rd: ____

21. <u>Planning and Development</u>. Please rate each of the following 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.	How well the City is planning for growth	5	4	3	2	1	9
02.	Transitions between different types of land use	5	4	3	2	1	9
03.	Appearance of residential neighborhoods	5	4	3	2	1	9
04.	Amount of housing affordable to you in Sequim	5	4	3	2	1	9
05.	Variety and number of businesses in the downtown	5	4	3	2	1	9
06.	Ease of obtaining permits for home remodels or improvements	5	4	3	2	1	9
07.	Your ability to obtain information concerning planning, building, permitting and development	5	4	3	2	1	9
08.	The quality of new development in the City	5	4	3	2	1	9
09.	Enforcement of construction codes and permit requirements	5	4	3	2	1	9
10.	City enforcement of sign regulations	5	4	3	2	1	9
11.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
12.	Enforcing the mowing and trimming of grass and weeds on private property	5	4	3	2	1	9

22. Which THREE of the items listed in Question 21 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 21.]*

1st: ____ 2nd: ____ 3rd: ____

23. How big of a problem is homelessness in Sequim?

____(1) Major ____(2) Moderate ____(3) Minor ____(4) Not a problem

24. Is enough being done to address homelessness in Sequim?

____(1) Yes ____(2) No ____(3) Not sure

25. <u>Expectations for Services</u>. Please indicate how the level of service provided by the City should be prioritized in each of the areas listed below.

	How should the level of service 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.	Parks, trails, and open space	5	4	3	2	1	9
3.	Recreation facilities and programs	5	4	3	2	1	9
4.	Maintenance of infrastructure (streets, sidewalks)	5	4	3	2	1	9
5.	Solid waste services (e.g., trash, yard waste and recycling services)	5	4	3	2	1	9

26. <u>Community Investment Areas</u>. Please rate your support on a scale of 1 to 3, where 3 means "Very Supportive" and 1 means "Unsupportive," of the following.

	How supportive are you of...	Very Supportive	Somewhat Supportive	Unsupportive	Don't Know
1.	Purchasing property for the creation of additional parks and/or open spaces	3	2	1	9
2.	Adding attractive visual elements to major roadways like landscaping, monuments, public art and decorative signage	3	2	1	9
3.	Incorporating new bicycle facilities and bike lanes into existing City roadway corridors to improve safety and connectivity	3	2	1	9
4.	Planting more trees on City property and preserving green spaces	3	2	1	9
5.	Providing public art at parks and at City-owned facilities	3	2	1	9
6.	Addressing problem intersections to increase safety and traffic flow	3	2	1	9
7.	Incentivizing development which incorporates mixed commercial and residential	3	2	1	9
8.	Providing infrastructure to facilitate the use of energy efficient vehicles	3	2	1	9

27. Which THREE of the community investment areas items listed in Question 26 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 26.]*

1st: ____ 2nd: ____ 3rd: ____

Demographics

28. Approximately how many years have you lived in Sequim? _____ years

29. What type of home do you live in?

____(1) Single family residential
____(2) Townhome
____(3) Located in manufactured or mobile home park
____(4) Assisted living facility
____(5) Condominium
____(6) Apartment
____(7) Other: _____

30. Do you rent or own your home? ____(1) Own ____(2) Rent

31. What is your age range?

____(1) 18 to 34 years
____(2) 35 to 44 years
____(3) 45 to 54 years
____(4) 55 to 64 years
____(5) 65 years or older

32. Which of the following best describe your race/ethnicity? *[Check all that apply.]*

____(01) Asian or Asian Indian
____(02) Black or African American
____(03) American Indian or Alaska Native
____(04) White or Caucasian
____(05) Native Hawaiian or other Pacific Islander
____(06) Hispanic, Spanish, or Latino/a/x
____(99) Other: _____

33. How many children under age 18 live in your household? *[Enter "0" if none.]* _____ children

34. What is your gender?

____(1) Male ____(2) Female ____(3) Prefer to self-describe: _____

35. Would you say your total annual household income is...

____(1) Under $30,000
____(2) $30,000 to $69,999
____(3) $70,000 to $99,999
____(4) $100,000 to $149,999
____(5) $150,000 or more

36. If you have any other comments you would like to share, please provide them below.

_____

_____

_____

_____

_____

37. Would you be willing to participate in future surveys sponsored by the City of Sequim?

____(1) Yes *[Answer Q37a.]* ____(2) No

37a. 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.

The information printed to the right will only be used to identify needs and priorities for residents in different areas of the city. If your address is incorrect, please provide the correct information. Thank you.

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