A photograph of a scenic landscape featuring a range of mountains in the background, with white clouds floating above them. In the foreground, there's a gravel path or road leading towards the mountains, with some greenery on the left side.

2023 City of North Bend Community Survey Findings Report

Presented to the City of North Bend,
Washington

July 2023

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Executive Summary

2023 City of North Bend Community Survey

Executive Summary



Purpose

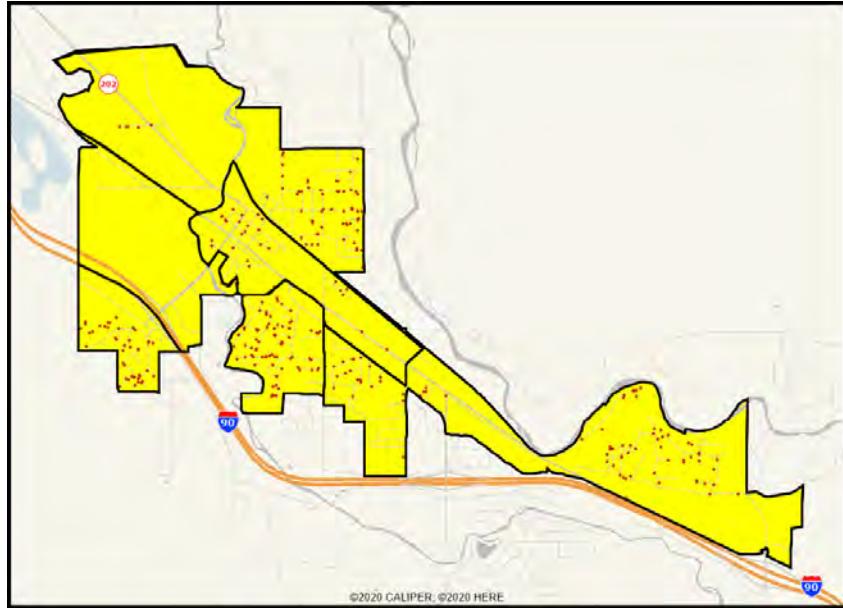
ETC Institute administered a community survey for the City of North Bend in March and April of 2023. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of services. The information gathered from the survey will be used to help the City improve existing programs and services and help determine long-range planning and investment decisions. This is the first community survey ETC Institute has administered for the City of North Bend.

Methodology

A five-page survey was mailed to a random sample of households in the City. 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 that preferred to complete the survey on the internet.

The goal was to receive at least 300 completed surveys. This goal was met, with a total of 347 households completing a survey. The results for the random sample of 347 households have a 95% level of confidence with a precision of at least $\pm 5.2\%$.

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



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.”

2023 City of North Bend Community Survey

Executive Summary



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 results for the City of North Bend compare to survey 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

Most of the residents surveyed (90%) *who had an opinion* are “very satisfied” or “satisfied” with opportunities for recreation in North Bend. Other areas in which residents are “very satisfied” or “satisfied” include: quality of life (81%), as a place to raise children (79%), and feeling of safety in the City (76%).

Satisfaction with City Services

The 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: quality of fire, emergency medical and ambulance services (87%), quality of city parks and recreation programs and facilities (80%), and quality of police services (73%).

Based on the sum of their top three choices, the services that residents thought the City should prioritize over the next two years were: 1) effectiveness of city economic development efforts, 2) maintenance of city streets, and 3) quality of city parks and recreation programs and facilities.

Satisfaction with Specific City Services

Parks and Recreation. The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: trails and open spaces in the city (80%) and parks in the city (79%)

Street Infrastructure Maintenance. The highest levels of satisfaction with street infrastructure maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: cleanliness of city streets and public areas (69%), mowing and trimming along city streets and other public areas (67%), maintenance of trees in public areas along city streets (64%), and condition of sidewalks in the city (53%).

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Based on the sum of their top three choices, the street infrastructure maintenance services that residents thought the City should prioritize over the next two years were: 1) removal of snow from major city streets, 2) maintenance of major city streets, and 3) maintenance of neighborhood streets.

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: feeling of safety when walking downtown (80%), pedestrian safety on the street where residents live (67%), and how easy it is for children to get to school (47%).

Based on the sum of their top three choices, the transportation services that residents thought the City should prioritize over the next two years were: 1) availability of retail parking downtown, 2) number of sidewalks in residential neighborhoods, and 3) feeling of safety when walking downtown.

Planning, Growth and Development. The highest levels of satisfaction with planning, growth and development in the city, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: appearance of residential neighborhoods (50%), quality of new development in the city (23%), and variety and number of businesses in downtown (22%).

Based on the sum of their top three choices, the planning, growth and development items that residents thought the City should prioritize over the next two years were: 1) how well the city is managing growth, 2) how well the city is planning for growth, and 3) variety and number of businesses in downtown.

Communication and Engagement. The highest levels of satisfaction with communication and engagement in the city, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the city’s website (46%), communications on road closures and construction (45%), and timeliness of information provided by the city (41%).

Based on the sum of their top three choices, the communication and engagement items that residents thought the City should prioritize over the next two years were: 1) communications concerning development projects, 2) timeliness of information provided by the city, and 3) communications on road closures and construction.

Customer Service. Twenty-nine percent (29%) of respondents indicated they had contacted the City with a question, problem, or complaint during the past year. The departments/divisions that were contacted most by residents were Public Works – Streets and the City Hall Front Desk.

Of the 29% who contacted the city in the past year, the highest levels of satisfaction with customer service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: how courteously they were treated (75%) and technical competence, knowledge of employees (68%).

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Other Findings

- Over half (55%) of residents surveyed, *who had an opinion*, would like to see more than one hotel in North Bend. Of those, 70% would like to see a hotel near exit 31 (Bendigo Boulevard near I-90).
- Sixty-one percent (61%) of residents surveyed currently get news and information about city programs, services, and events through social media (e.g., Facebook, Twitter, Nextdoor). Other sources of information include: City website (34%), print mailings (32%), and the City Newsletter (City eNewsletter) (27%).

Based on the sum of their top two choices, the *preferred* sources of information about city programs, services and events were: 1) social media and 2) City Newsletter (City eNewsletter).

- Most residents (98%), *who had an opinion*, are “very supportive” or “somewhat supportive” of the city investing in preserving open spaces; 88% are “very supportive” or “somewhat supportive” of adding infrastructure to the downtown. These same items were the areas that residents thought the City should prioritize over the next two years, based on the sum of their top two choices.
- Thirty-eight percent (38%) of residents surveyed think North Bend is generally going in the right direction; 44% think the City is going in the wrong direction, and 18% did not have an opinion.

2023 City of North Bend Community Survey

Executive Summary



How the City of North Bend Compares to Communities in the Northwest Region

The City of North Bend **rated higher than the Northwest regional average in 16 of the 25 areas** that were assessed. The Northwest Region includes the states of Washington, Oregon, Idaho, and Montana. **The City rated significantly higher than the Northwest regional average (5% or more above) in 11 areas** that were assessed. A table comparing North Bend to the Northwest Region is shown below.

Service	North Bend	Northwest Region	Difference	Category
Quality of city parks & recreation programs/facilities	80%	50%	30%	City Services
As a place to raise children	79%	54%	25%	Community Livability
Cleanliness of city streets and public areas	69%	52%	17%	Street Infrastructure Maintenance
Quality of customer service from city employees	56%	41%	15%	City Services
Appearance of the community	61%	46%	15%	Community Livability
Quality of police services	73%	60%	13%	City Services
Feeling of safety in the city	76%	64%	12%	Community Livability
Mowing & trimming along city streets & other public areas	67%	56%	11%	Street Infrastructure Maintenance
Quality of services provided by the city	53%	45%	8%	Community Livability
The city's website	46%	39%	7%	Communication and Engagement
Timeliness of information provided by city	41%	35%	6%	Communication and Engagement
Effectiveness of city communication with public	45%	42%	3%	City Services
Quality of fire, emergency medical & ambulance services	87%	86%	1%	City Services
Enforcement of city codes and ordinances	37%	36%	1%	City Services
Condition of sidewalks in the city	53%	52%	1%	Street Infrastructure Maintenance
Maintenance of major city streets	50%	49%	1%	Street Infrastructure Maintenance
Condition of bicycle infrastructure in the city	40%	42%	-2%	Street Infrastructure Maintenance
Quality of social media presence	38%	40%	-2%	Communication and Engagement
Quality of downtown area	42%	45%	-3%	Community Livability
As a place to retire	46%	50%	-4%	Community Livability
Maintenance of city streets	46%	52%	-6%	City Services
Value received for city tax dollars and fees	29%	36%	-7%	Community Livability
Adequacy of city street lighting	50%	60%	-10%	Street Infrastructure Maintenance
Maintenance of streets in your neighborhood	40%	51%	-11%	Street Infrastructure Maintenance
Removal of snow from major city streets	32%	51%	-19%	Street Infrastructure Maintenance

2023 City of North Bend Community Survey

Executive Summary



How the City of North Bend Compares to the National Average

The City of North Bend **rated higher than the national average in 14 of the 25 areas** that were assessed. The City **rated significantly higher than the national average (5% or more above) in 12 areas** that were assessed. A table comparing North Bend to the national average is shown below.

Service	North Bend	U.S.	Difference	Category
Quality of city parks & recreation programs/facilities	80%	51%	29%	City Services
Quality of police services	73%	55%	18%	City Services
As a place to raise children	79%	62%	17%	Community Livability
Quality of customer service from city employees	56%	41%	15%	City Services
Cleanliness of city streets and public areas	69%	55%	14%	Street Infrastructure Maintenance
Mowing & trimming along city streets & other public areas	67%	57%	10%	Street Infrastructure Maintenance
Quality of fire, emergency medical & ambulance services	87%	78%	9%	City Services
Feeling of safety in the city	76%	68%	8%	Community Livability
Effectiveness of city communication with public	45%	38%	7%	City Services
Maintenance of city streets	46%	41%	5%	City Services
Condition of sidewalks in the city	53%	48%	5%	Street Infrastructure Maintenance
Appearance of the community	61%	56%	5%	Community Livability
The city's website	46%	43%	3%	Communication and Engagement
Quality of services provided by the city	53%	51%	2%	Community Livability
Maintenance of major city streets	50%	51%	-1%	Street Infrastructure Maintenance
Quality of social media presence	38%	40%	-2%	Communication and Engagement
Condition of bicycle infrastructure in the city	40%	43%	-3%	Street Infrastructure Maintenance
Timeliness of information provided by city	41%	44%	-3%	Communication and Engagement
Enforcement of city codes and ordinances	37%	42%	-5%	City Services
Value received for city tax dollars and fees	29%	34%	-5%	Community Livability
As a place to retire	46%	52%	-6%	Community Livability
Quality of downtown area	42%	49%	-7%	Community Livability
Adequacy of city street lighting	50%	60%	-10%	Street Infrastructure Maintenance
Maintenance of streets in your neighborhood	40%	51%	-11%	Street Infrastructure Maintenance
Removal of snow from major city streets	32%	60%	-28%	Street Infrastructure Maintenance

2023 City of North Bend Community Survey

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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 that 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 City Services. This analysis reviewed the importance of and satisfaction with categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the 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:

- Effectiveness of city economic development efforts (I-S Rating = 0.4894)
- Maintenance of city streets (I-S Rating = 0.3269)

The table below shows the Importance-Satisfaction rating for all 8 categories of City services that were rated.

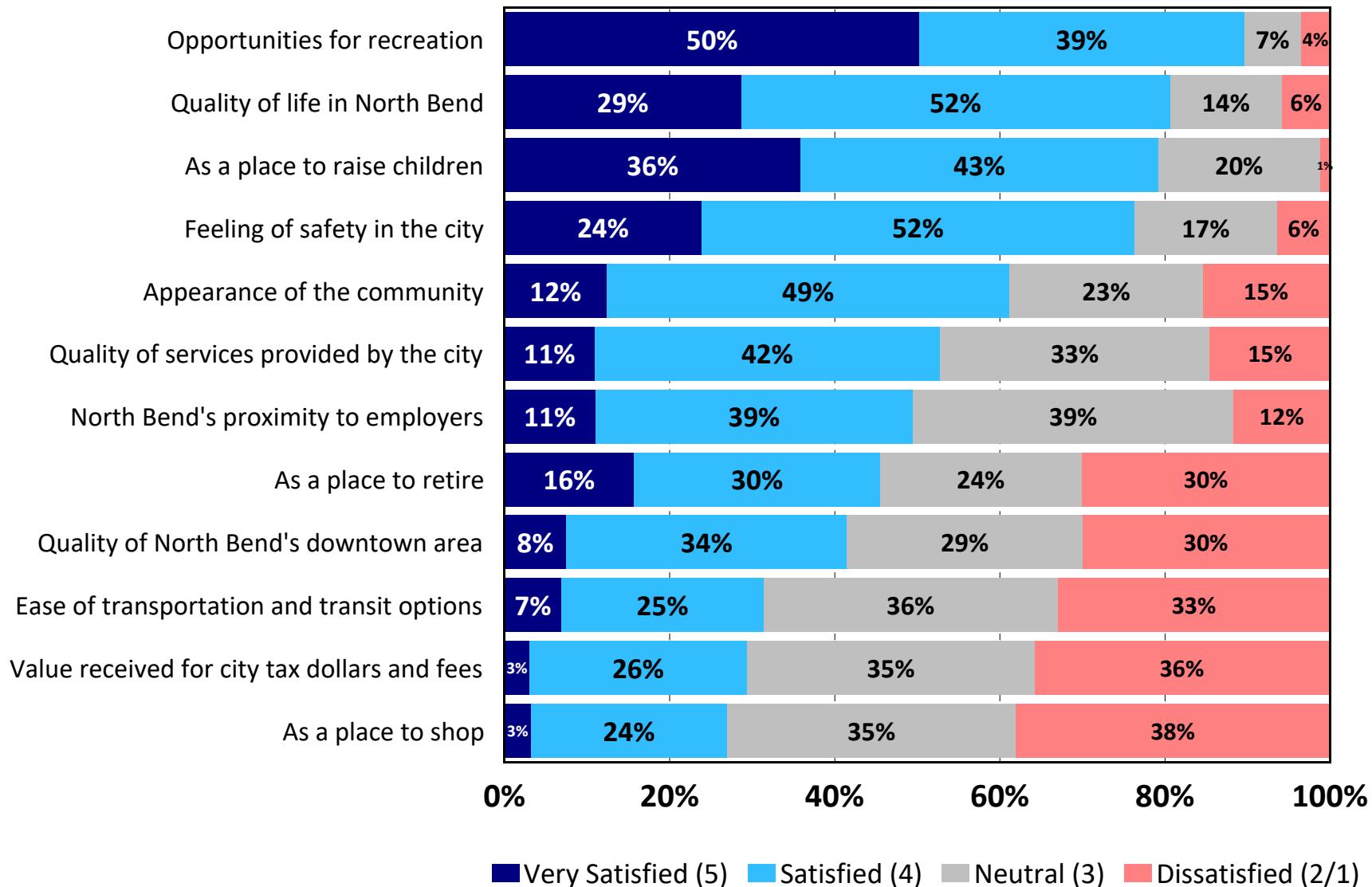
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Effectiveness of city economic development efforts	61%	1	20%	8	0.4894	1
Maintenance of city streets	60%	2	46%	5	0.3269	2
High Priority (IS .10 - .20)						
Effectiveness of city communication with public	34%	4	45%	6	0.1856	3
Enforcement of city codes and ordinances	17%	7	37%	7	0.1045	4
Medium Priority (IS <.10)						
Quality of city parks & recreation programs/facilities	44%	3	80%	2	0.0858	5
Quality of police services	25%	5	73%	3	0.0676	6
Quality of customer service from city employees	11%	8	56%	4	0.0486	7
Quality of fire, emergency medical & ambulance services	19%	6	87%	1	0.0241	8

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Charts and Graphs

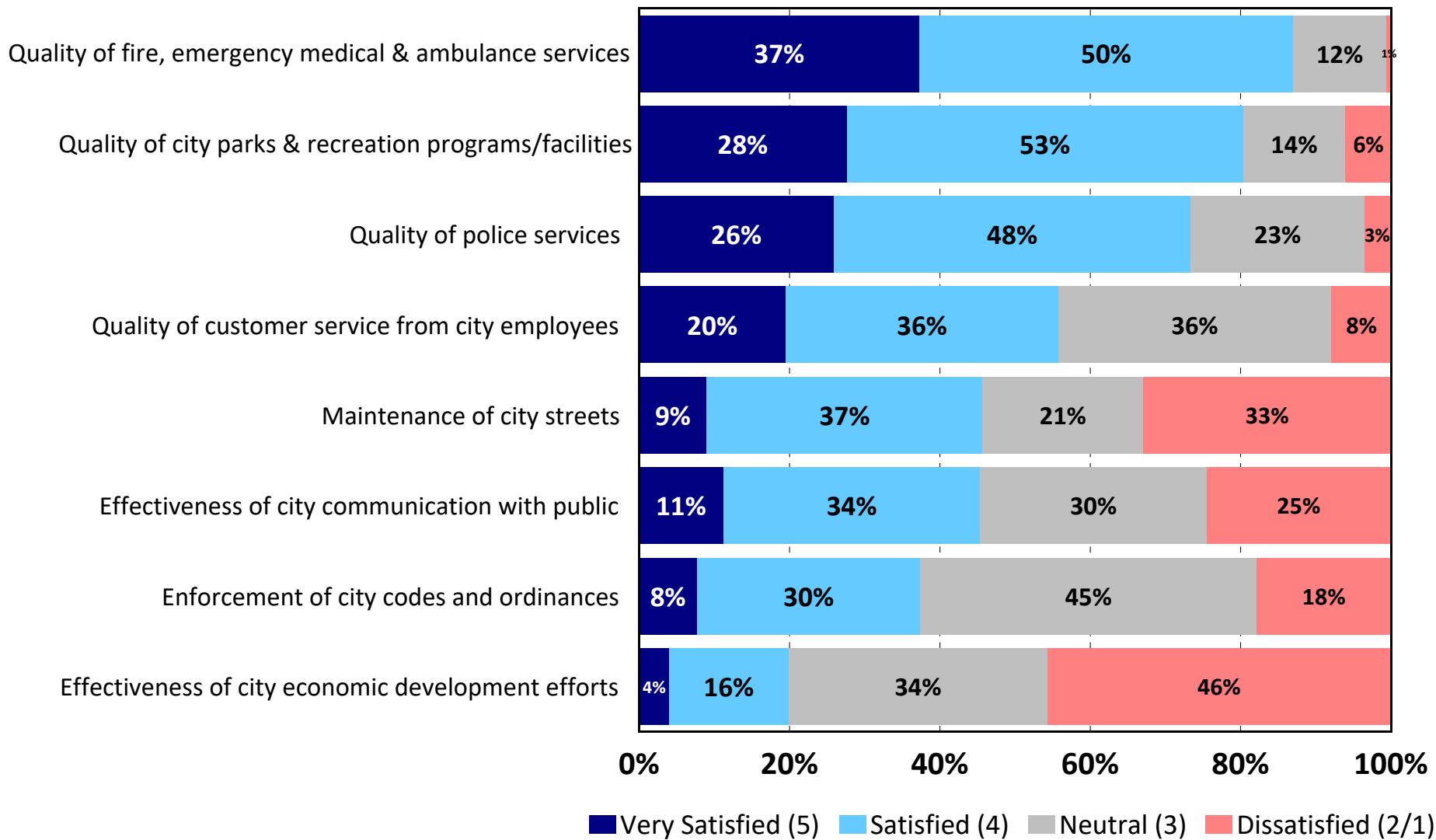
Q1. Satisfaction with Community Livability

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



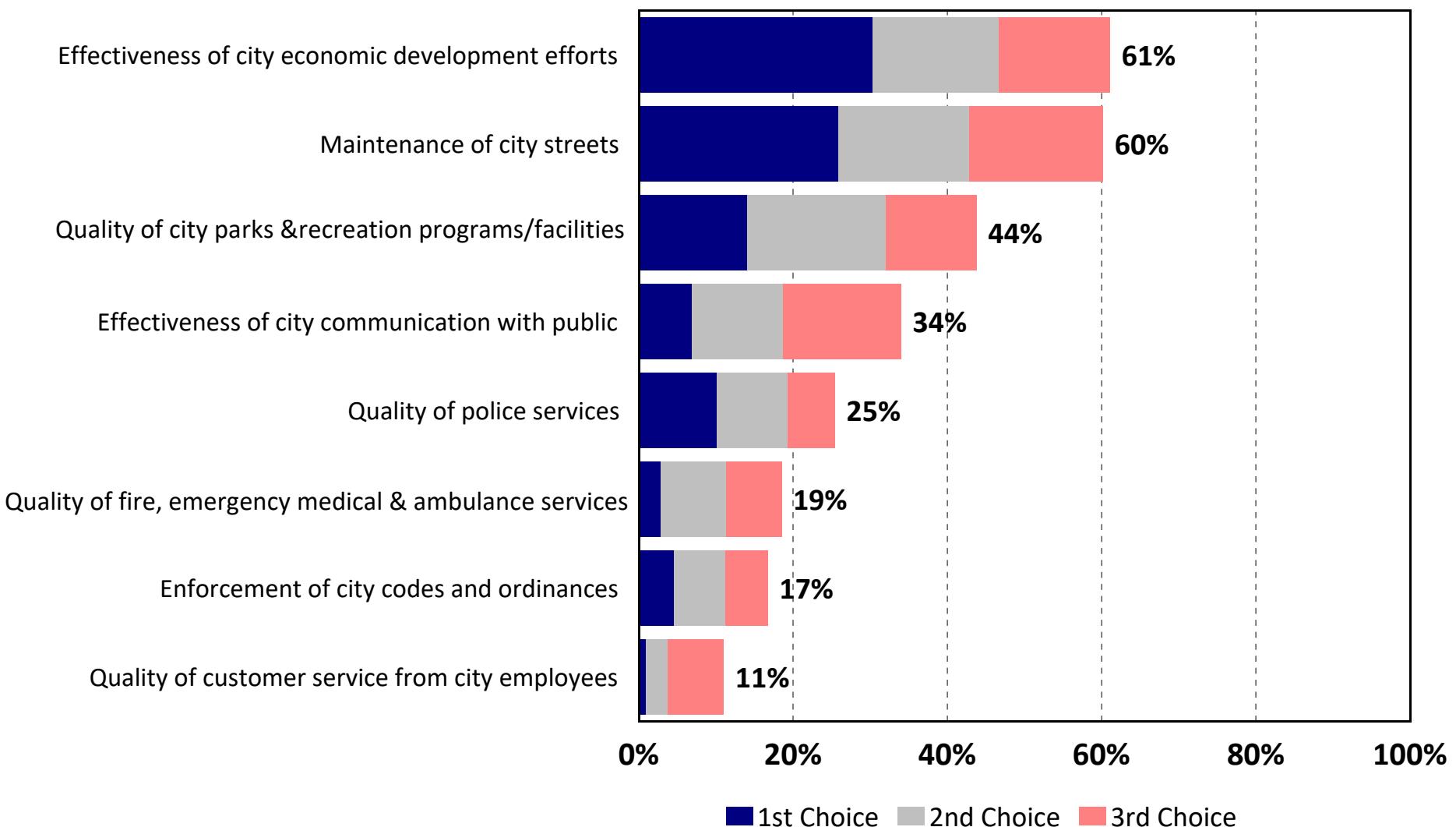
Q2. Satisfaction with City Services in General

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



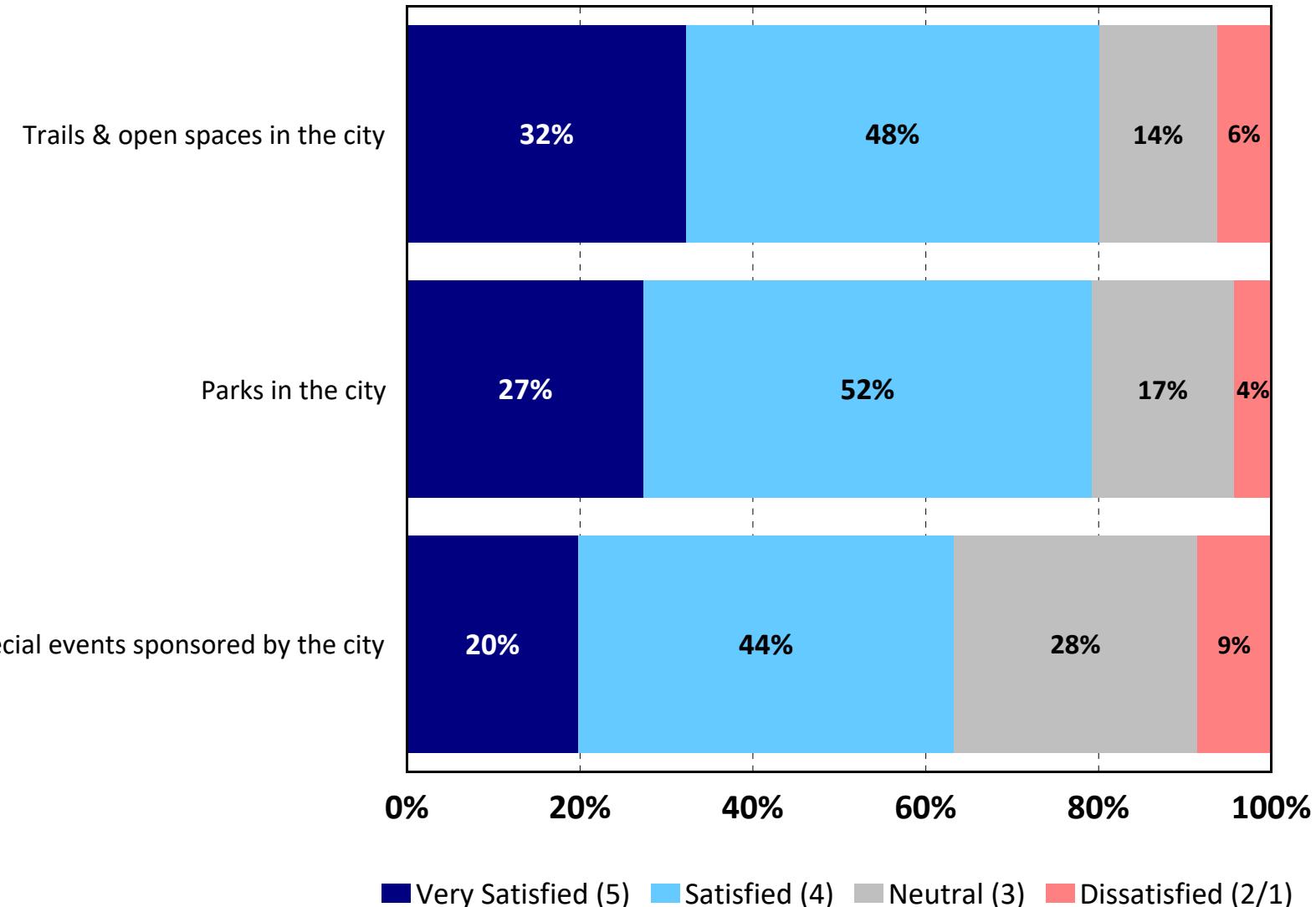
Q3. Services That the City Should Prioritize Over the Next Two Years

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



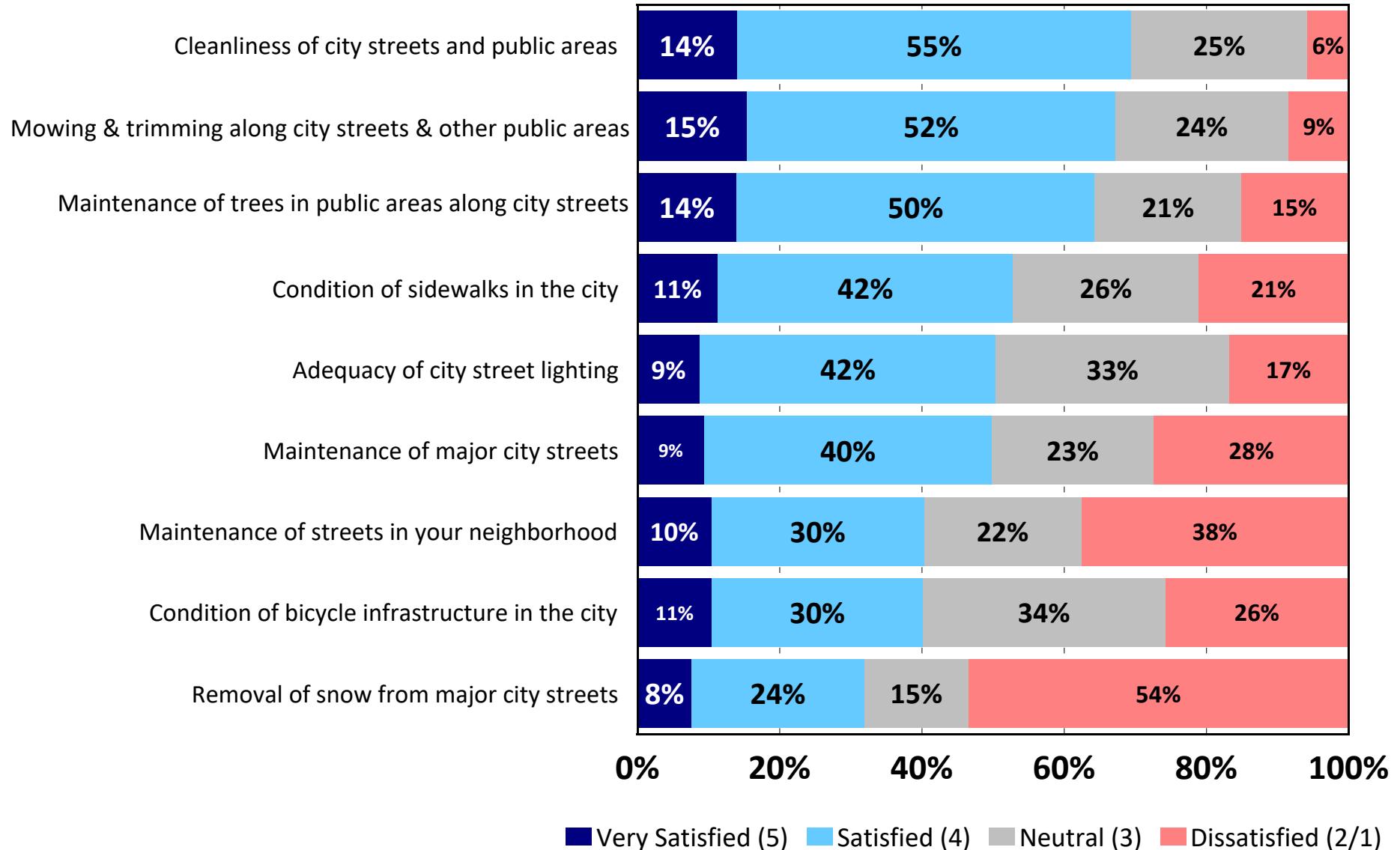
Q4. Satisfaction with Parks and Recreation

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



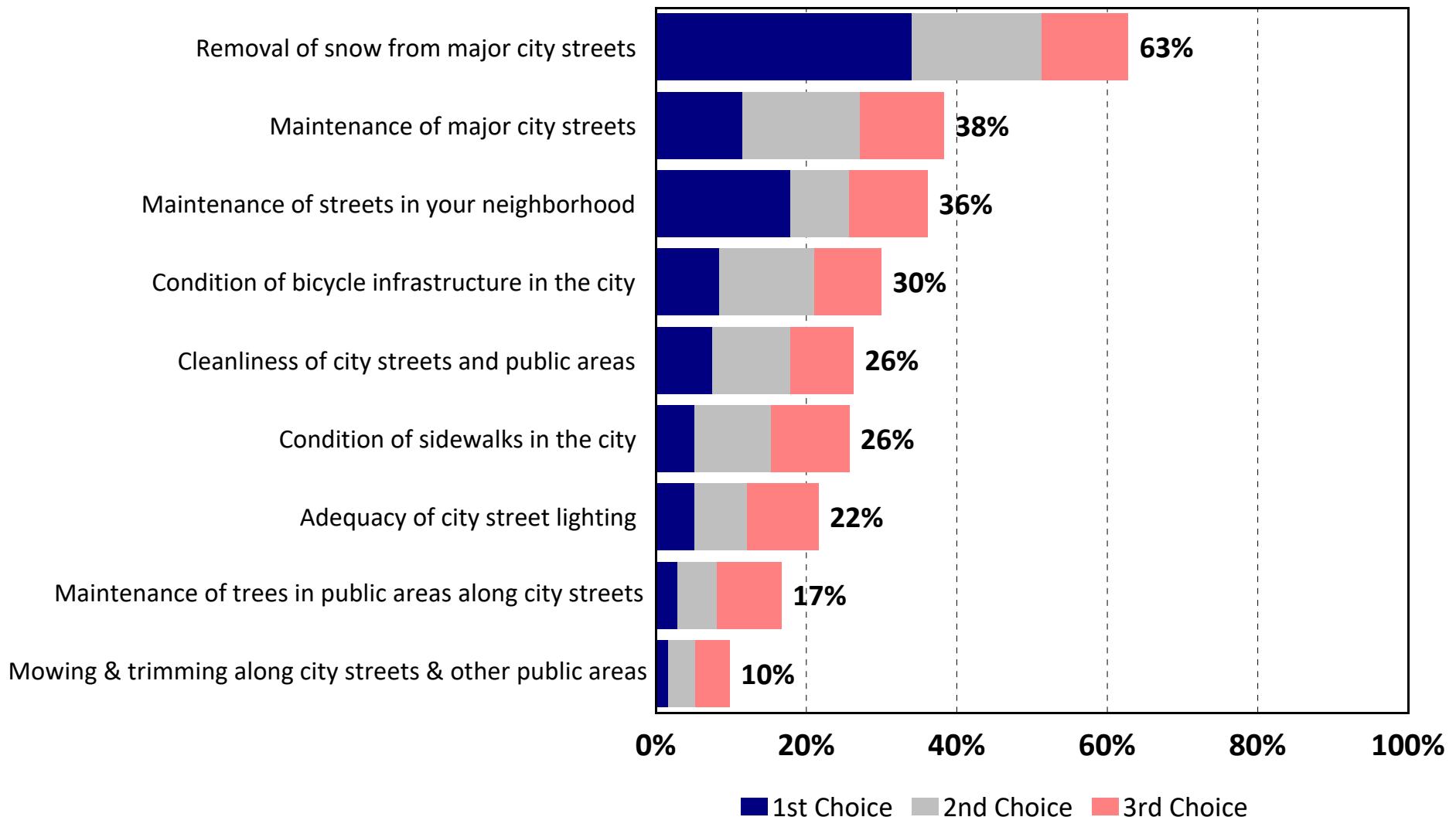
Q5. Satisfaction with Street Infrastructure Maintenance

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



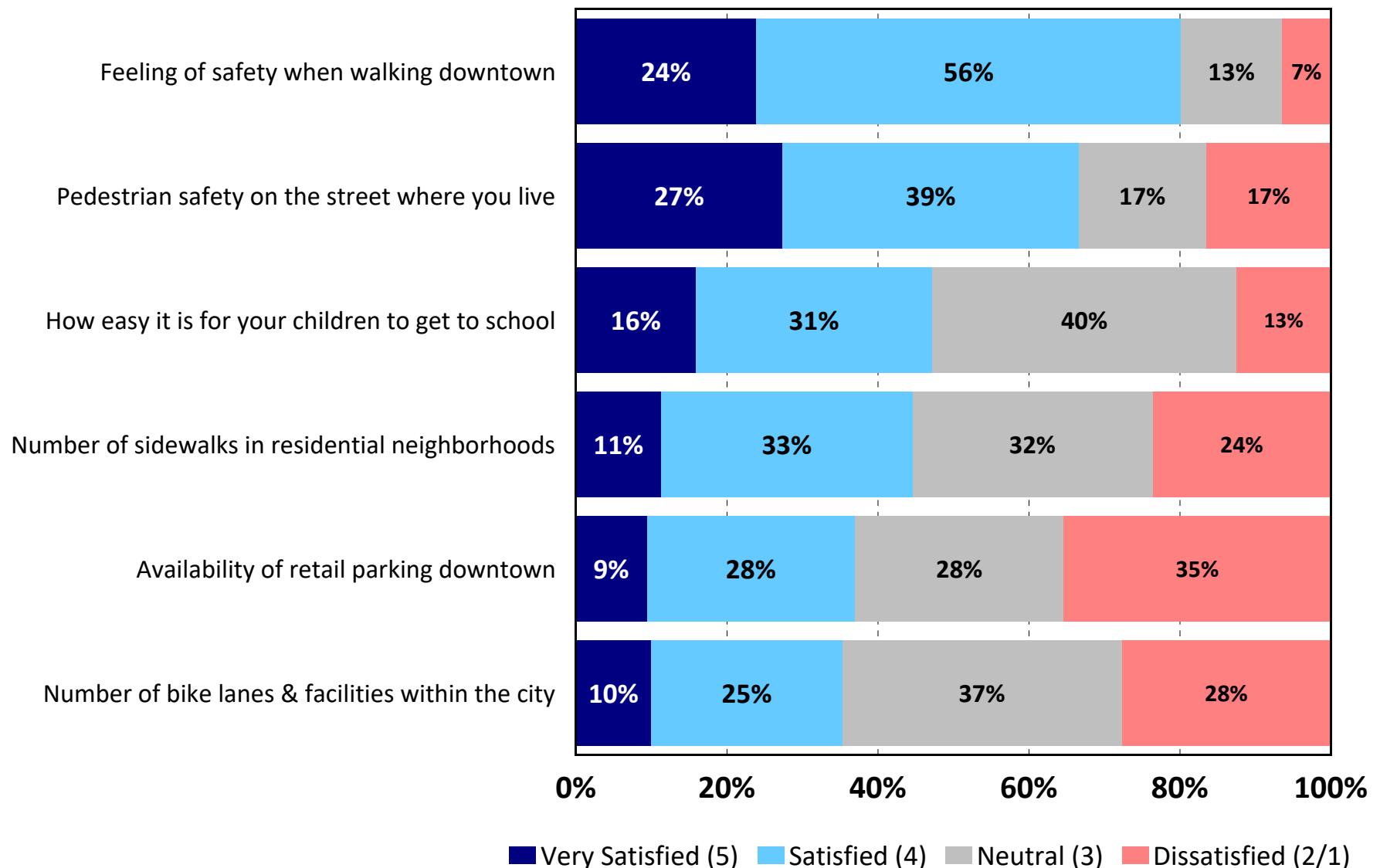
Q6. Street Infrastructure Maintenance Services That the City Should Prioritize Over the Next Two Years

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



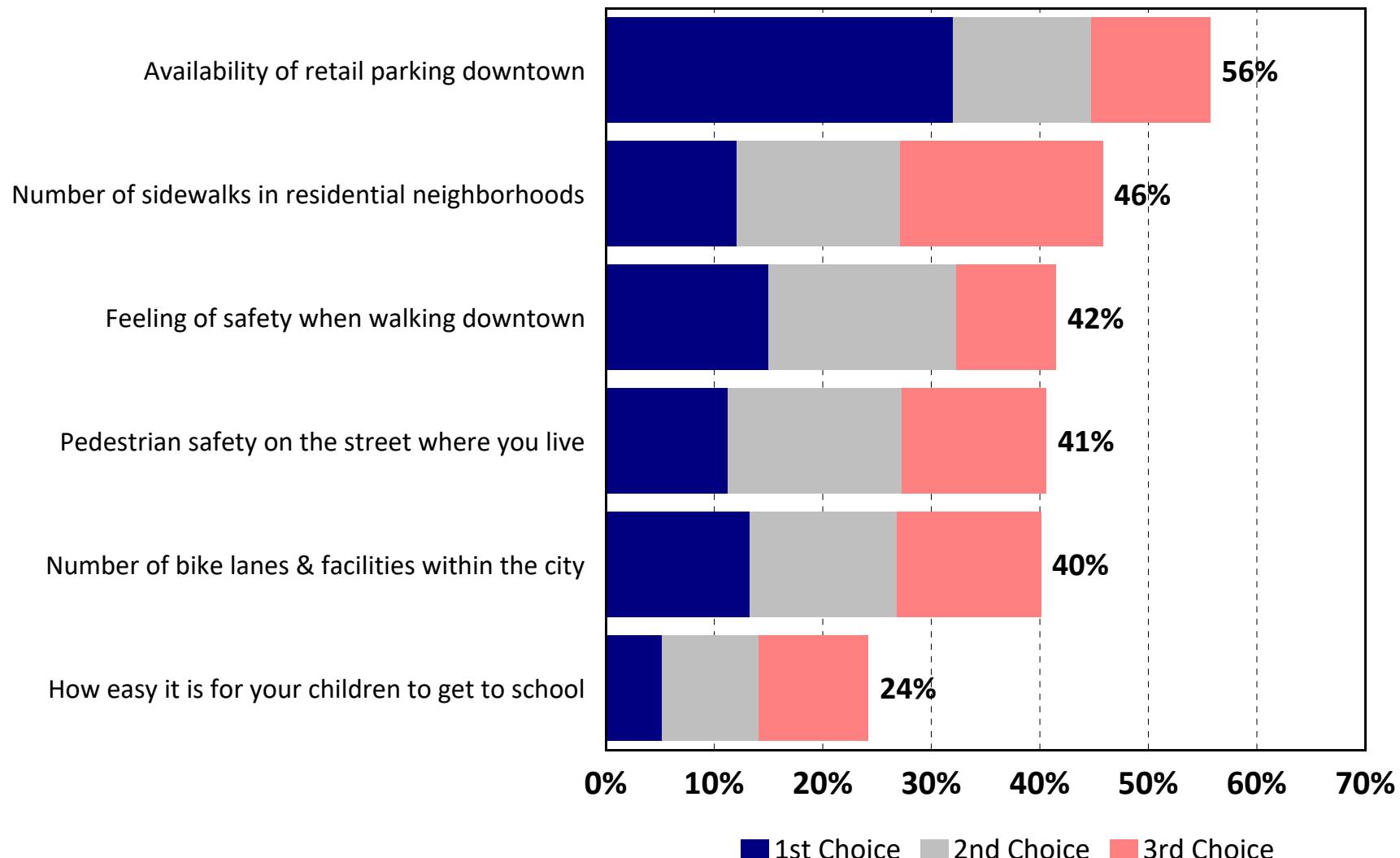
Q7. Satisfaction with Transportation

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



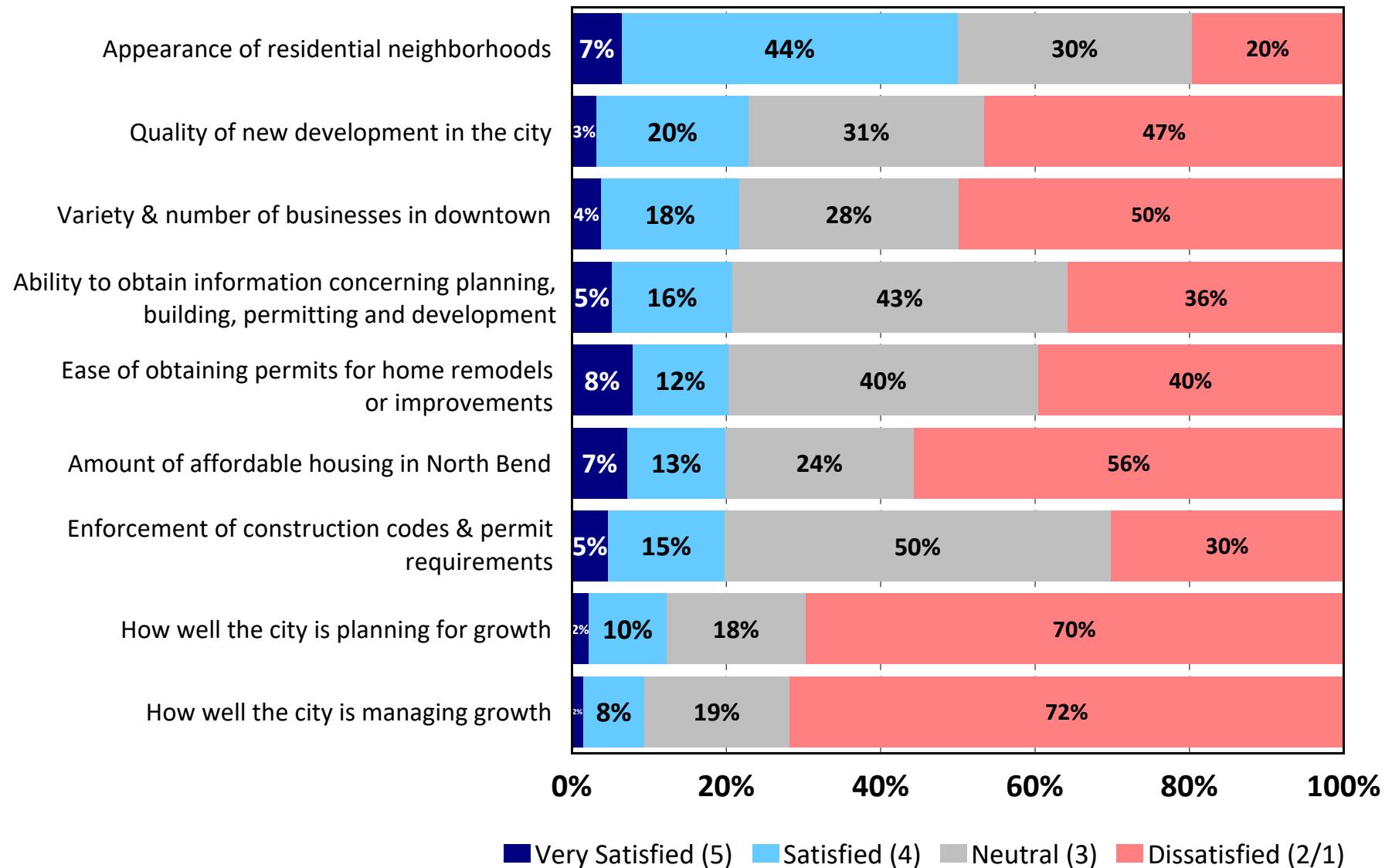
Q8. Transportation Services That the City Should Prioritize Over the Next Two Years

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



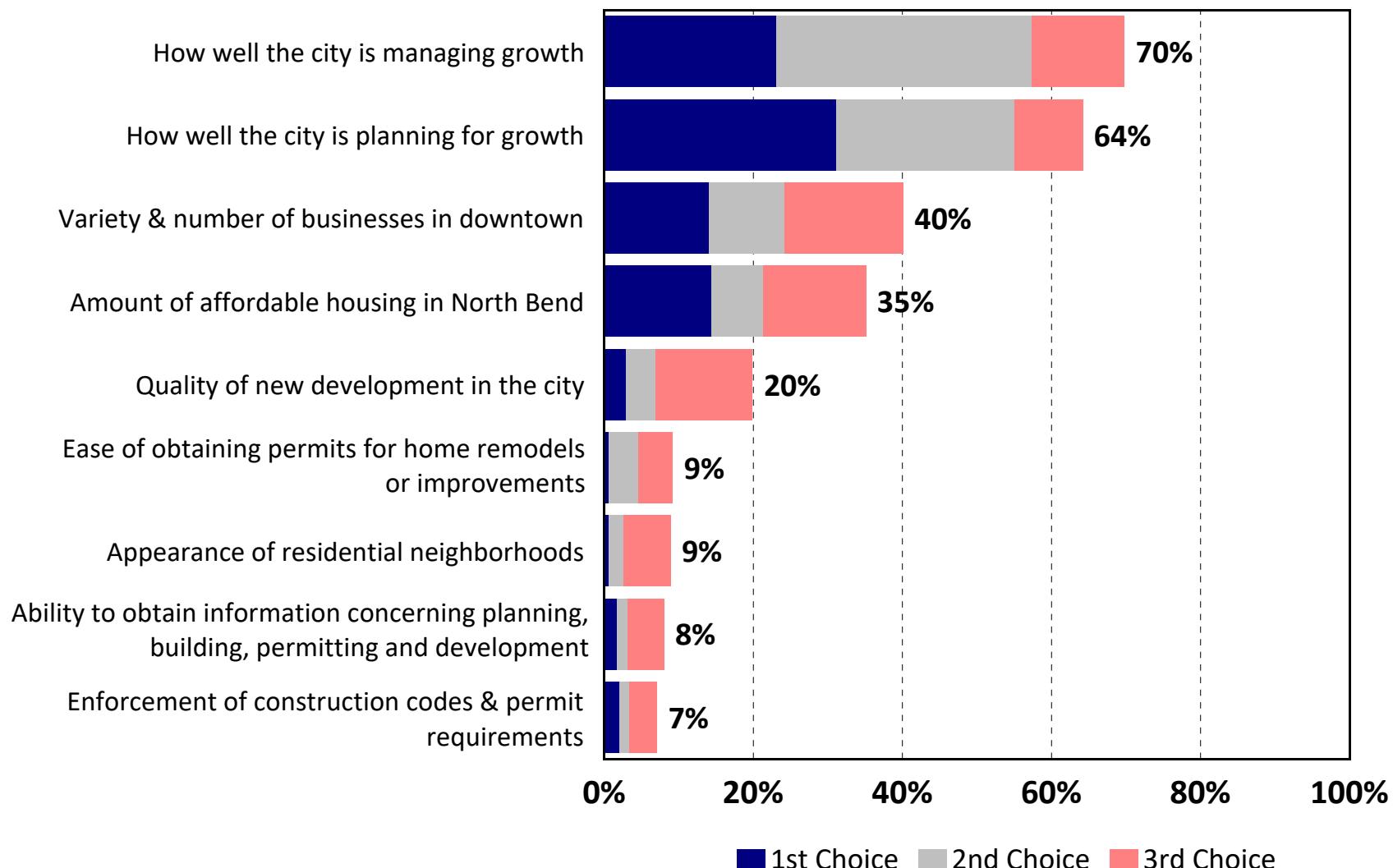
Q9. Satisfaction with Planning, Growth and Development

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



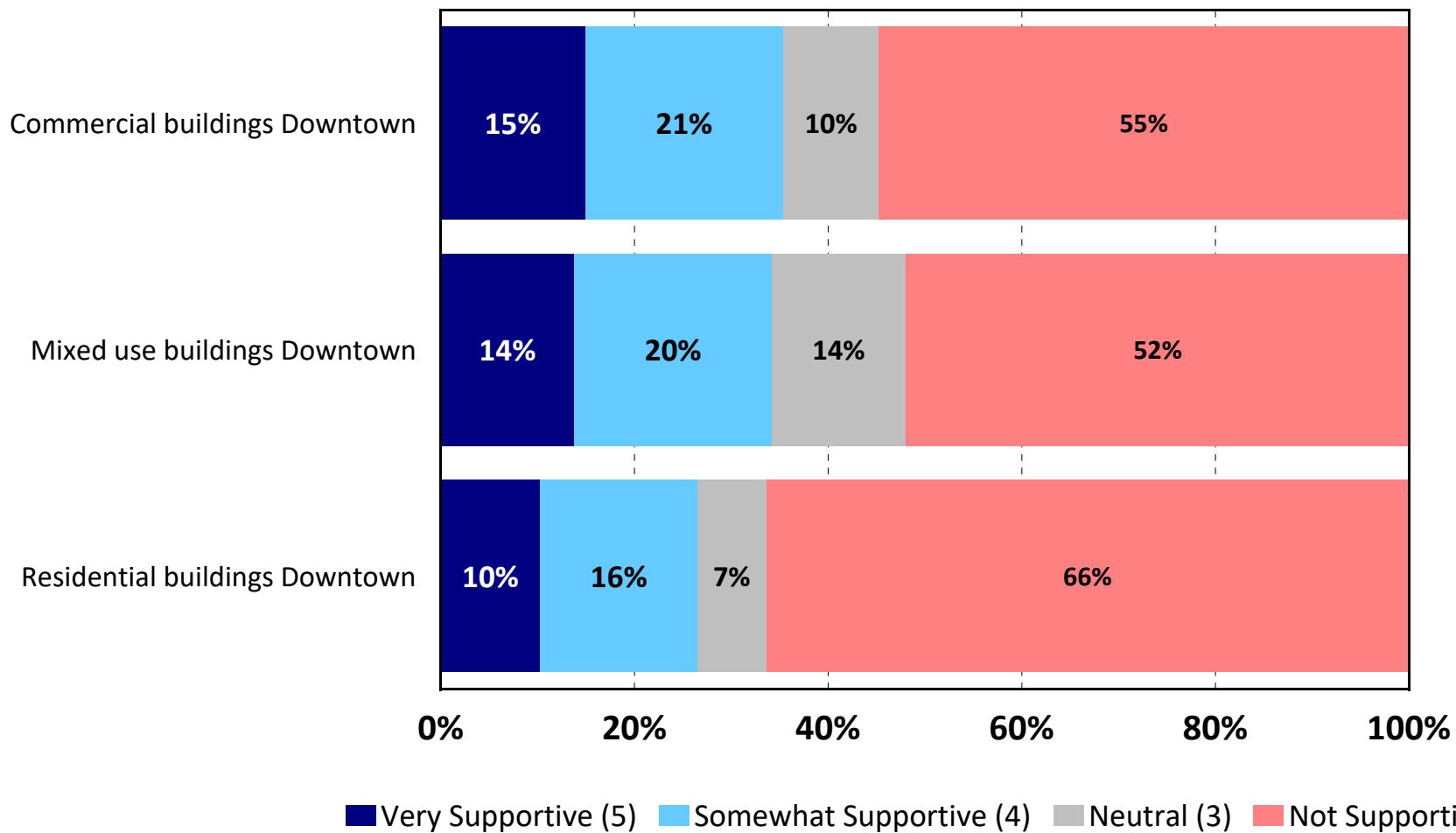
Q10. Planning, Growth and Development Items That the City Should Prioritize Over the Next Two Years

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



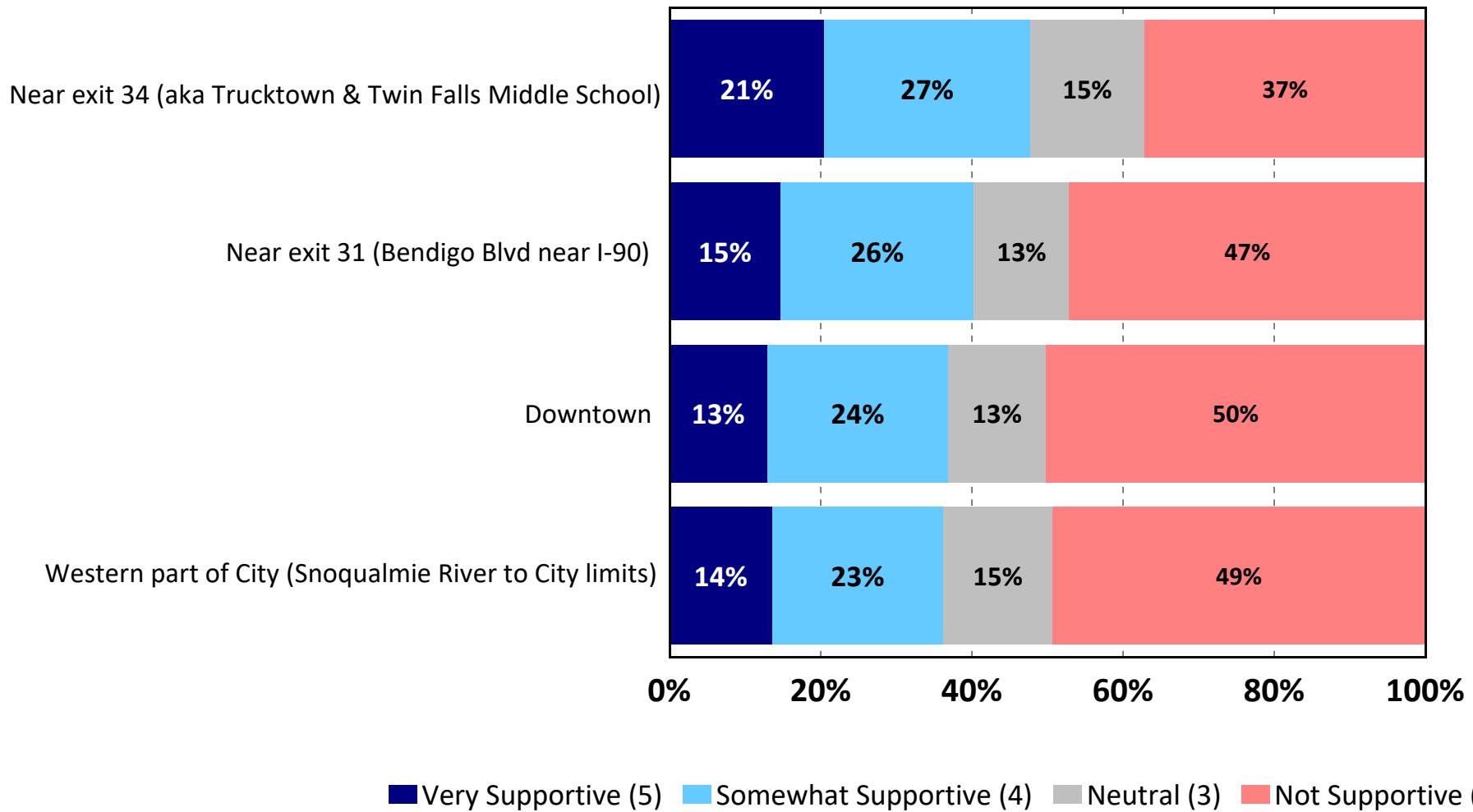
Q11. Level of Support for the City Amending Development Standards to Allow Increased Height for the Following Types of Buildings Downtown

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



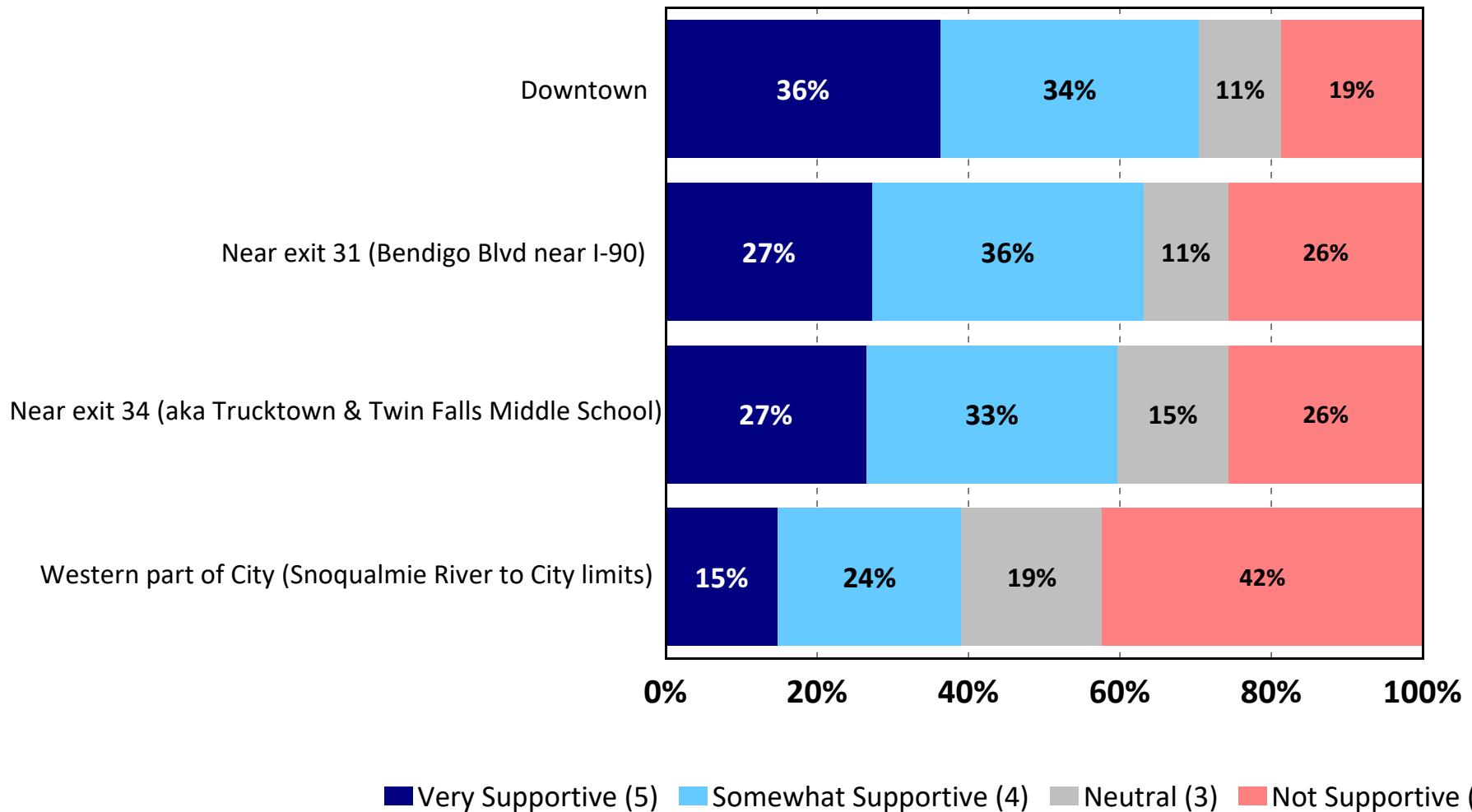
Q12. Level of Support for Future Residential Growth in the Following Areas

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



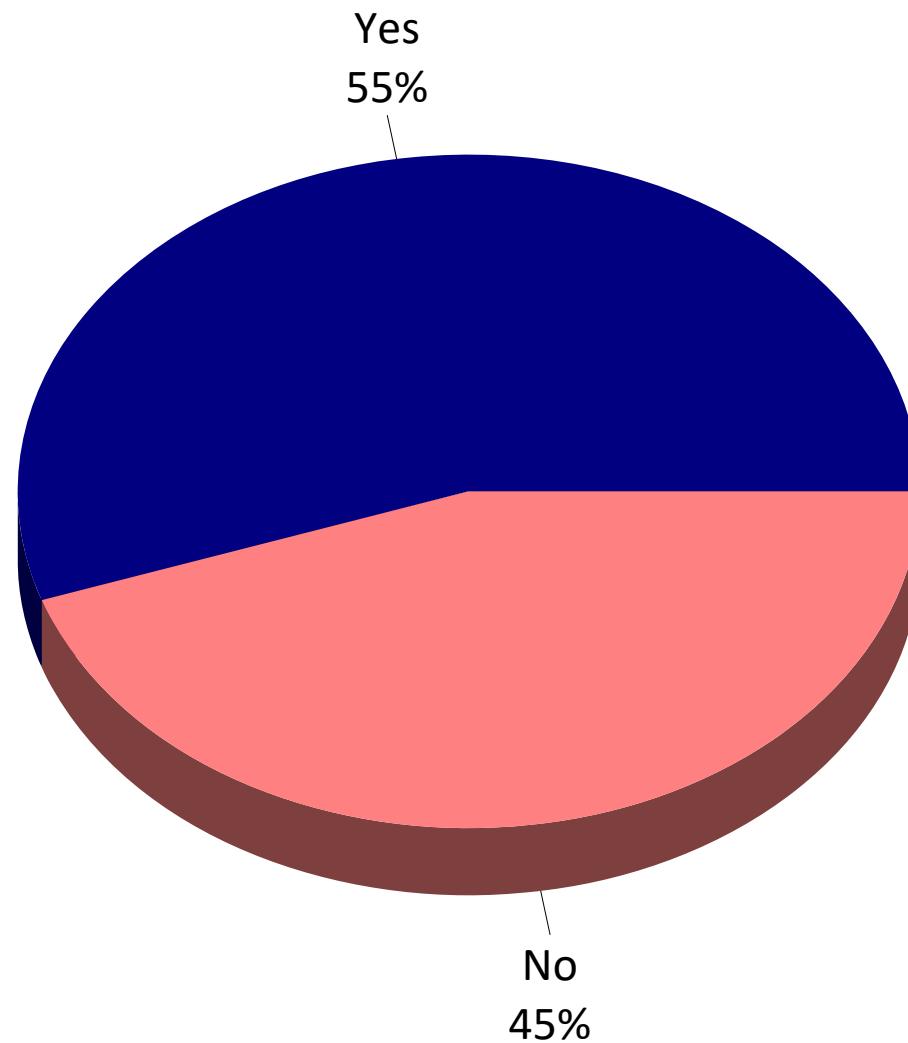
Q13. Level of Support for Future Commercial Growth in the Following Areas

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



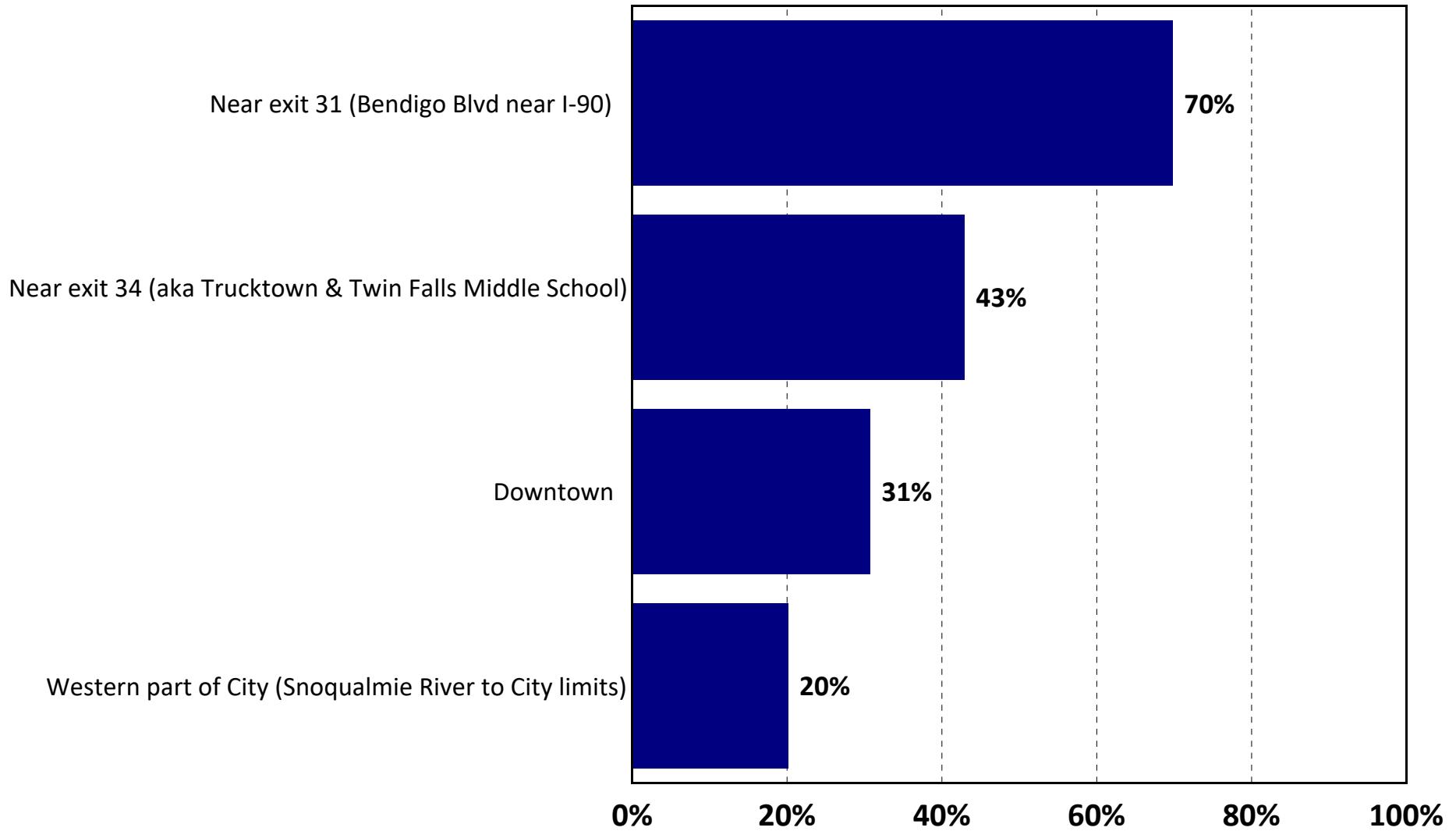
Q14. Would you like to see more than one hotel in North Bend?

by percentage of respondents (excluding “not provided”)



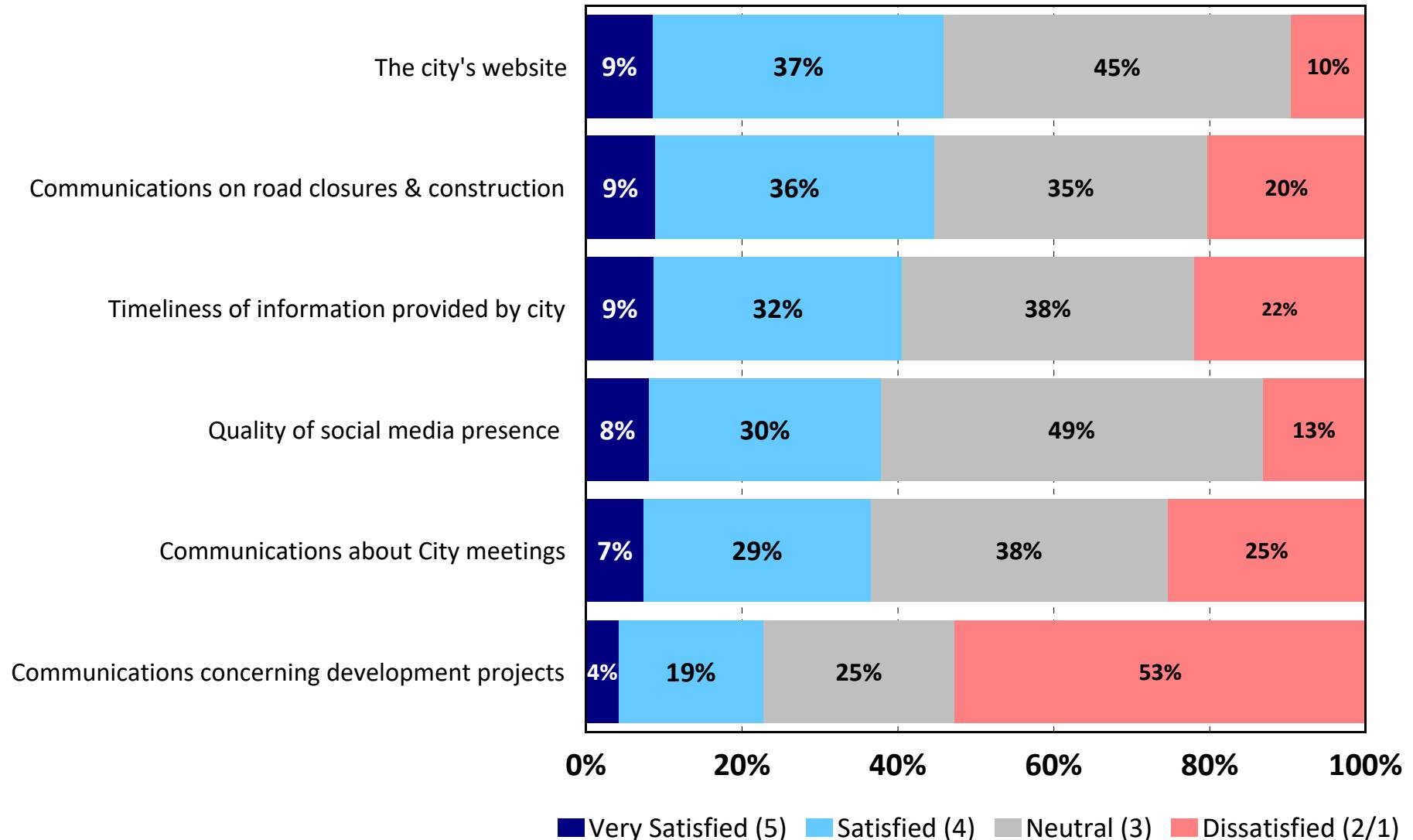
Q14a. Where would you like to see the hotel?

by percentage of respondents who answered “yes” to Q14 (multiple selections could be made)



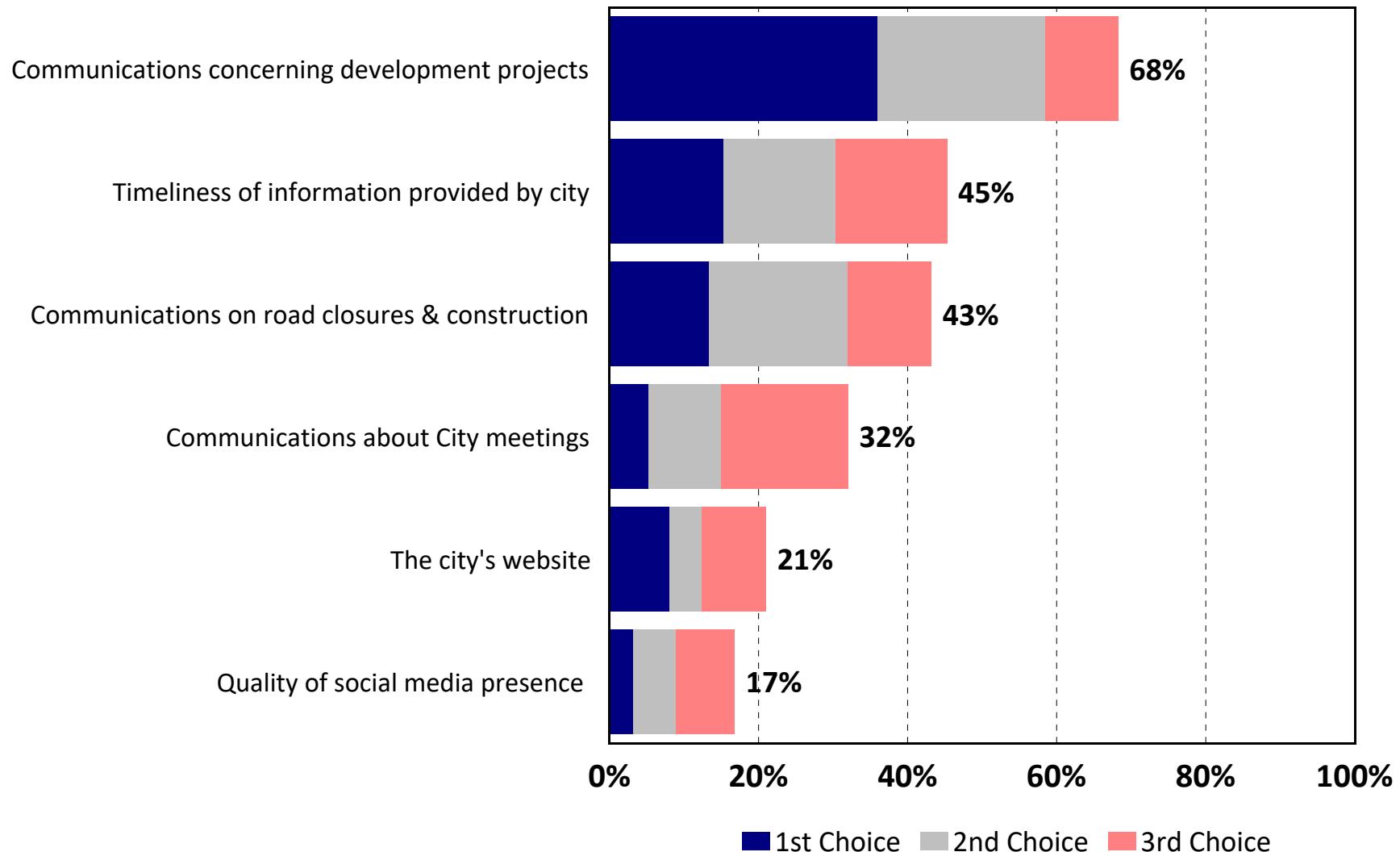
Q15. Satisfaction with Communication and Engagement

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



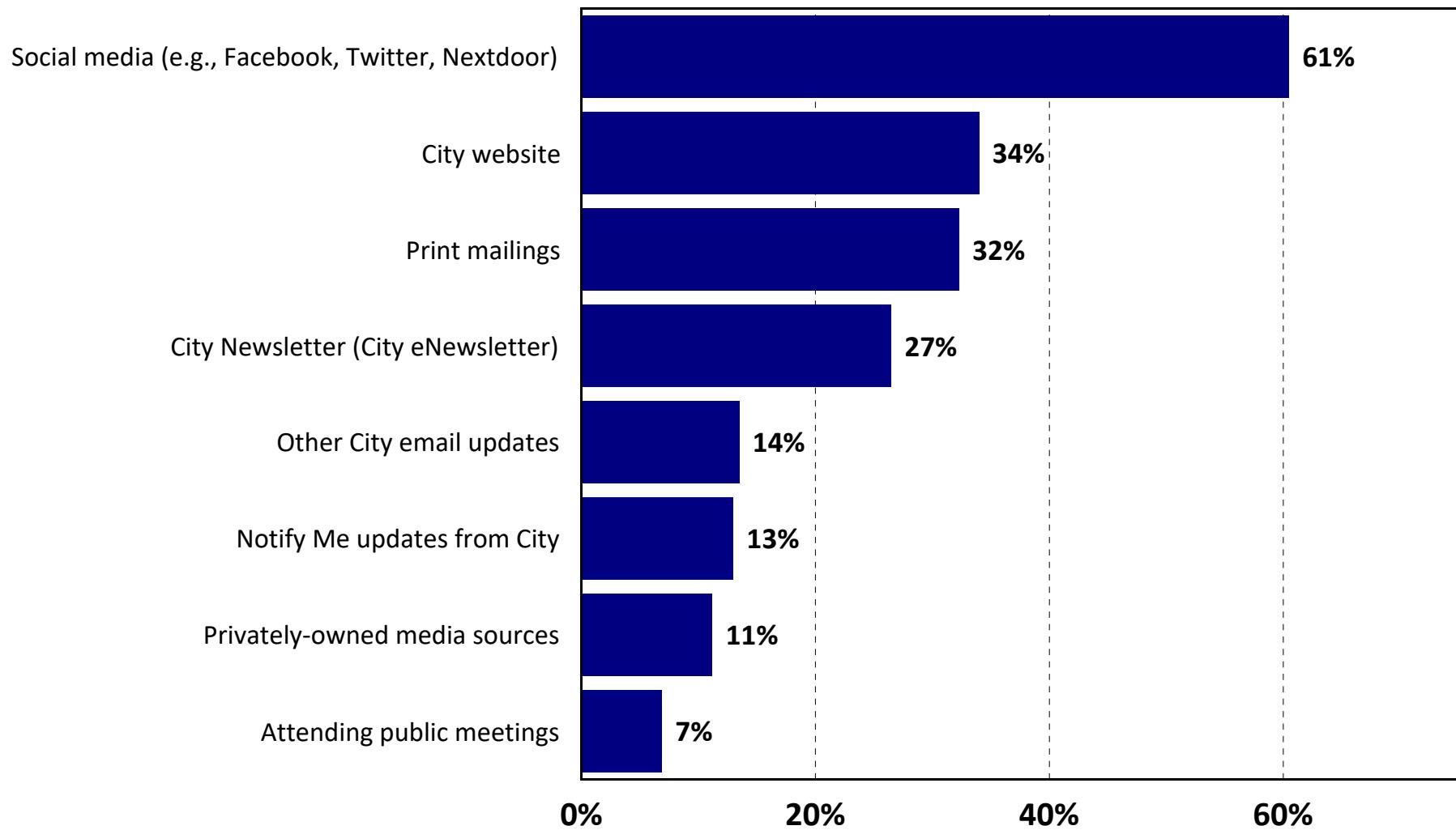
Q16. Communication and Engagement Items That the City Should Prioritize Over the Next Two Years

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



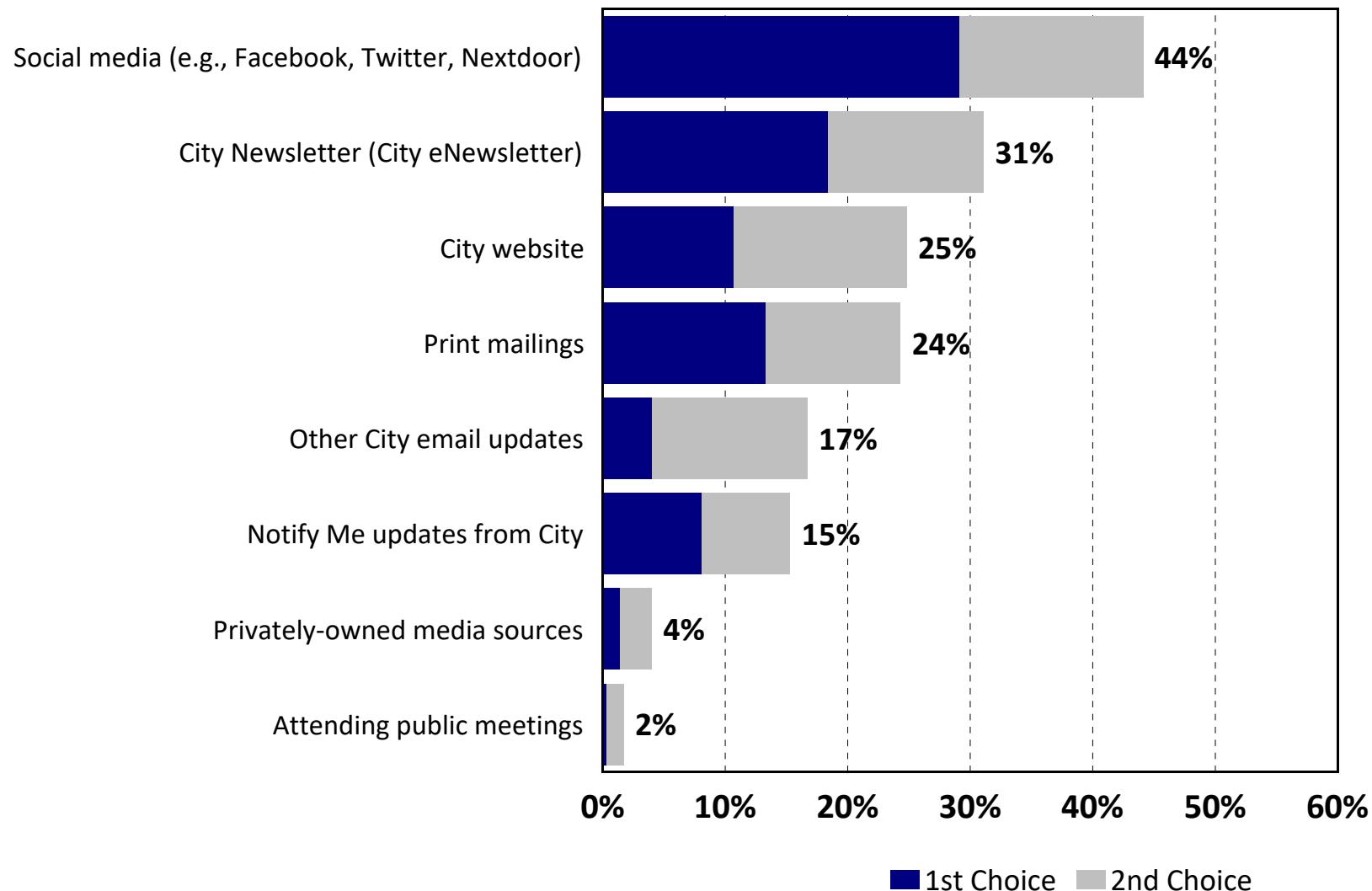
Q17. Where do you currently get news and information about city programs, services, and events?

by percentage of respondents (multiple selections could be made)



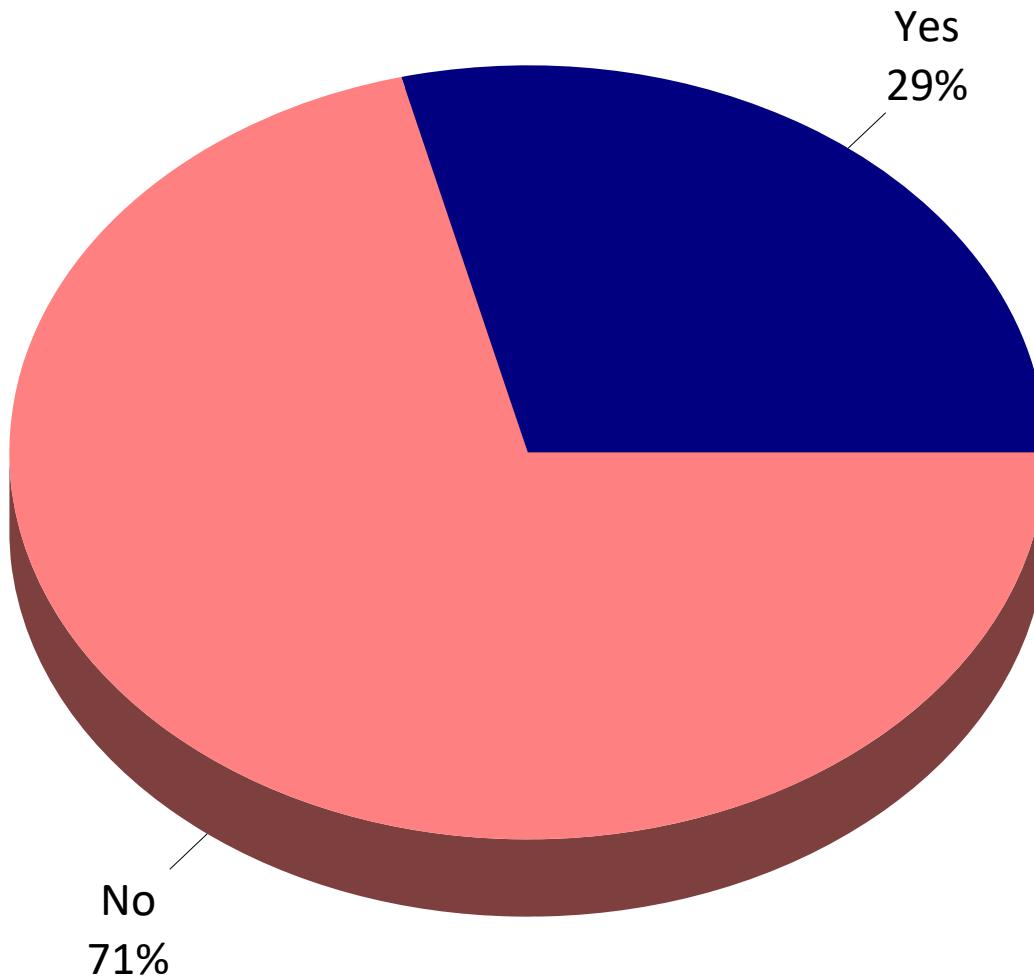
Q18. Respondents' Preferred Sources of Information About City Programs, Services and Events

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



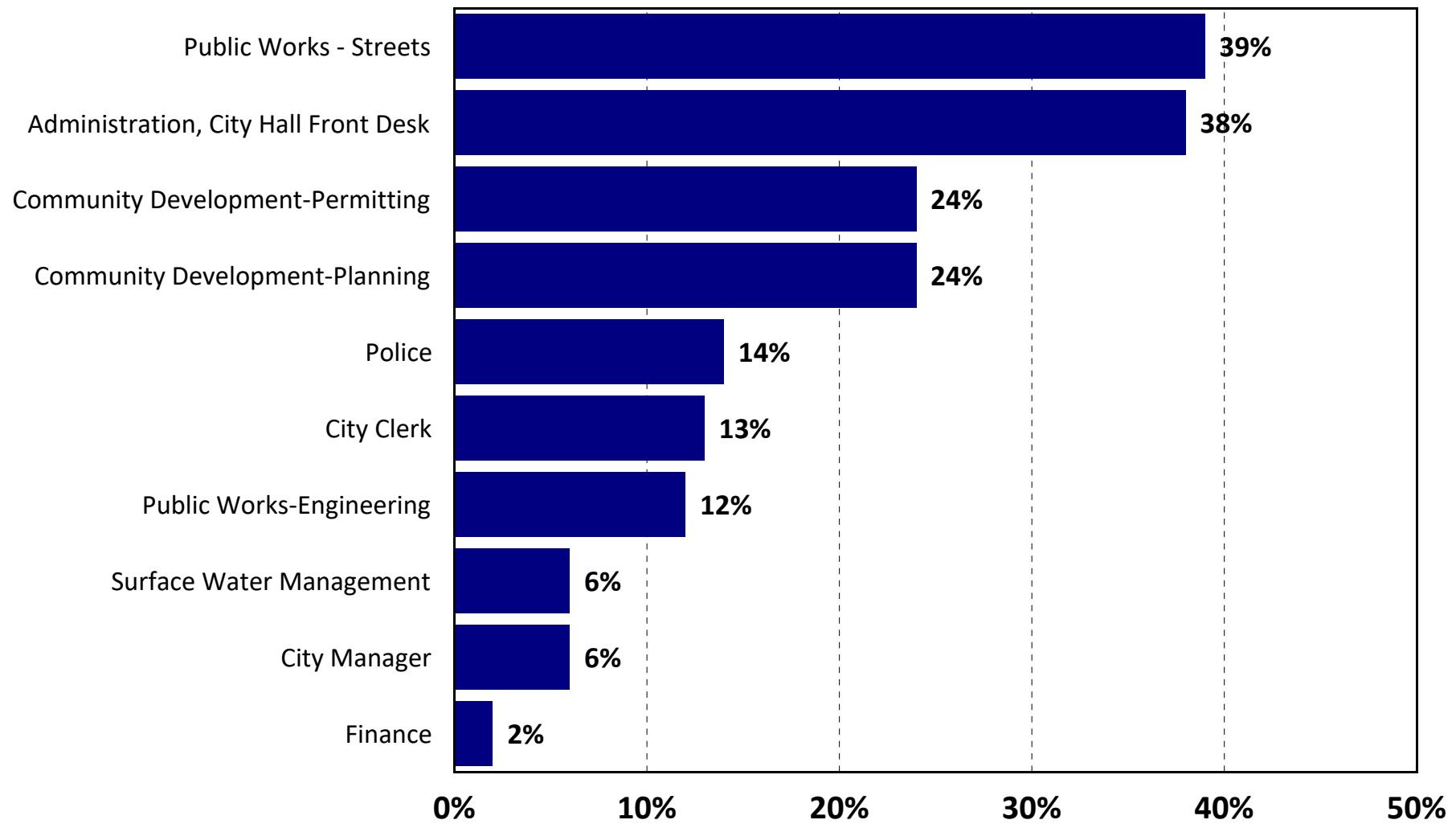
Q19. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents



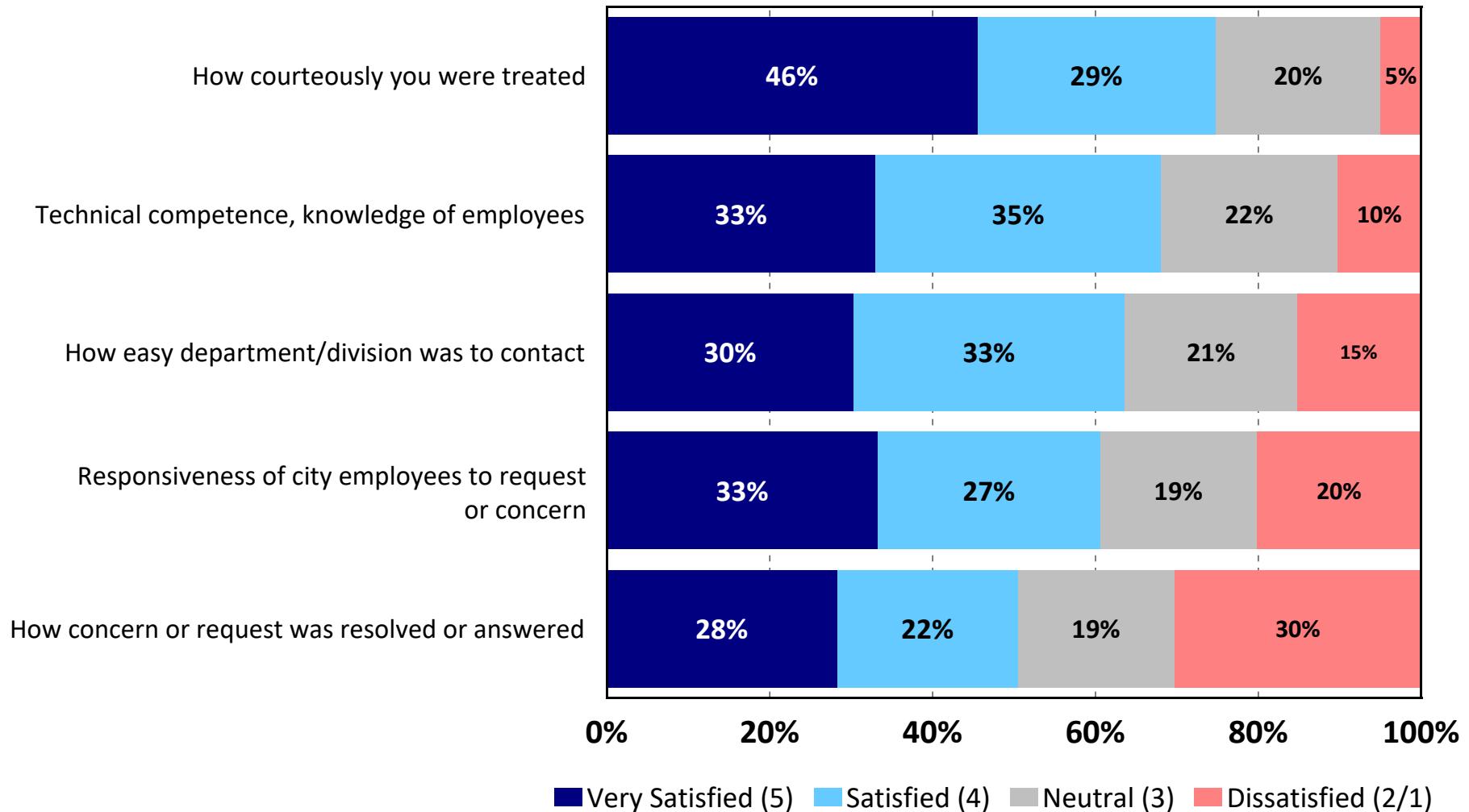
Q19a. Which City departments or divisions did you contact most recently?

by percentage of respondents who answered “yes” to Q19 (multiple selections could be made)



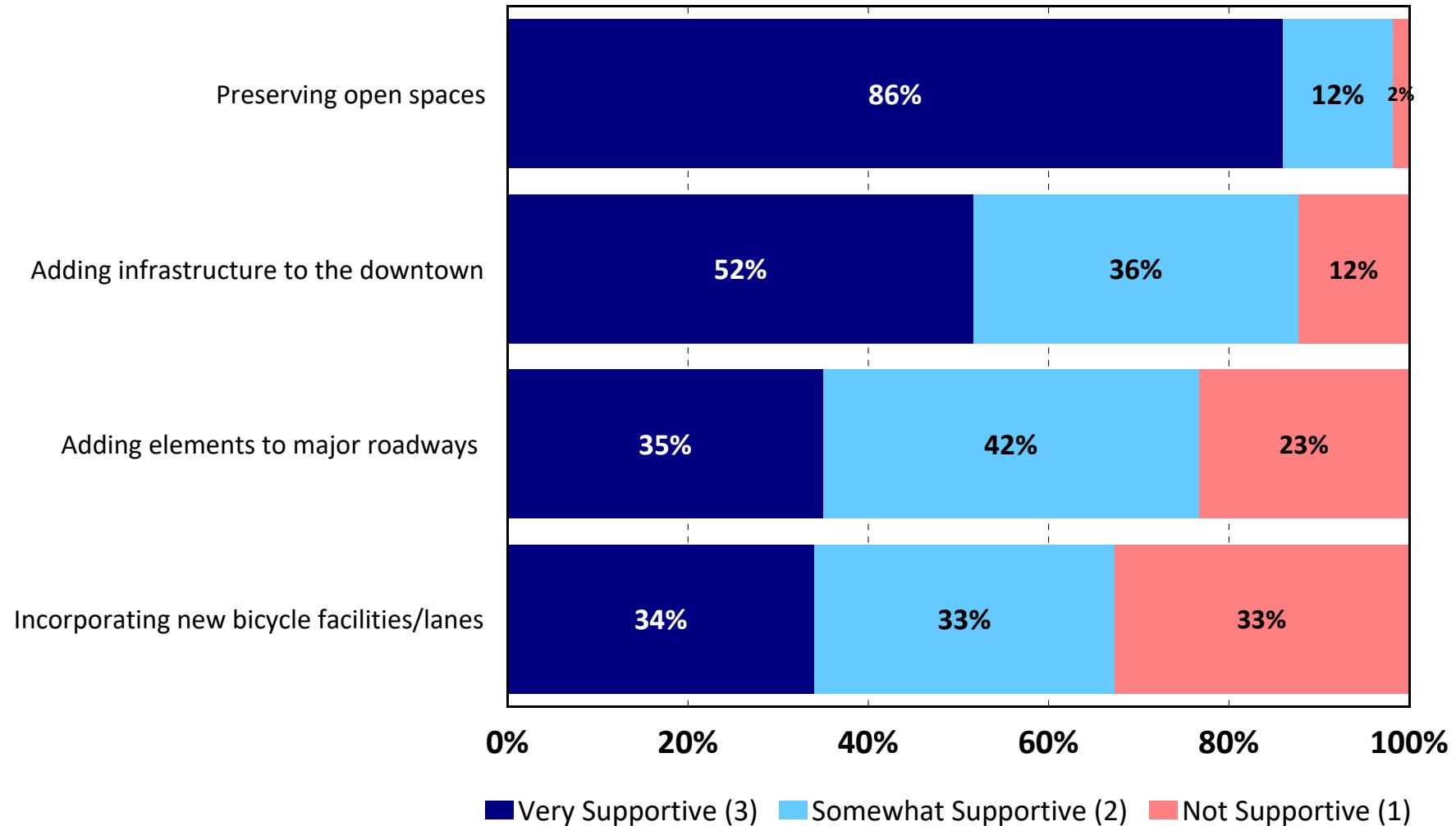
Q19b. Satisfaction with Quality of Service from City Employees

by percentage of respondents who answered "yes" to Q19 and rated the item as a 1 to 5 on a 5-point scale
(excluding "don't know")



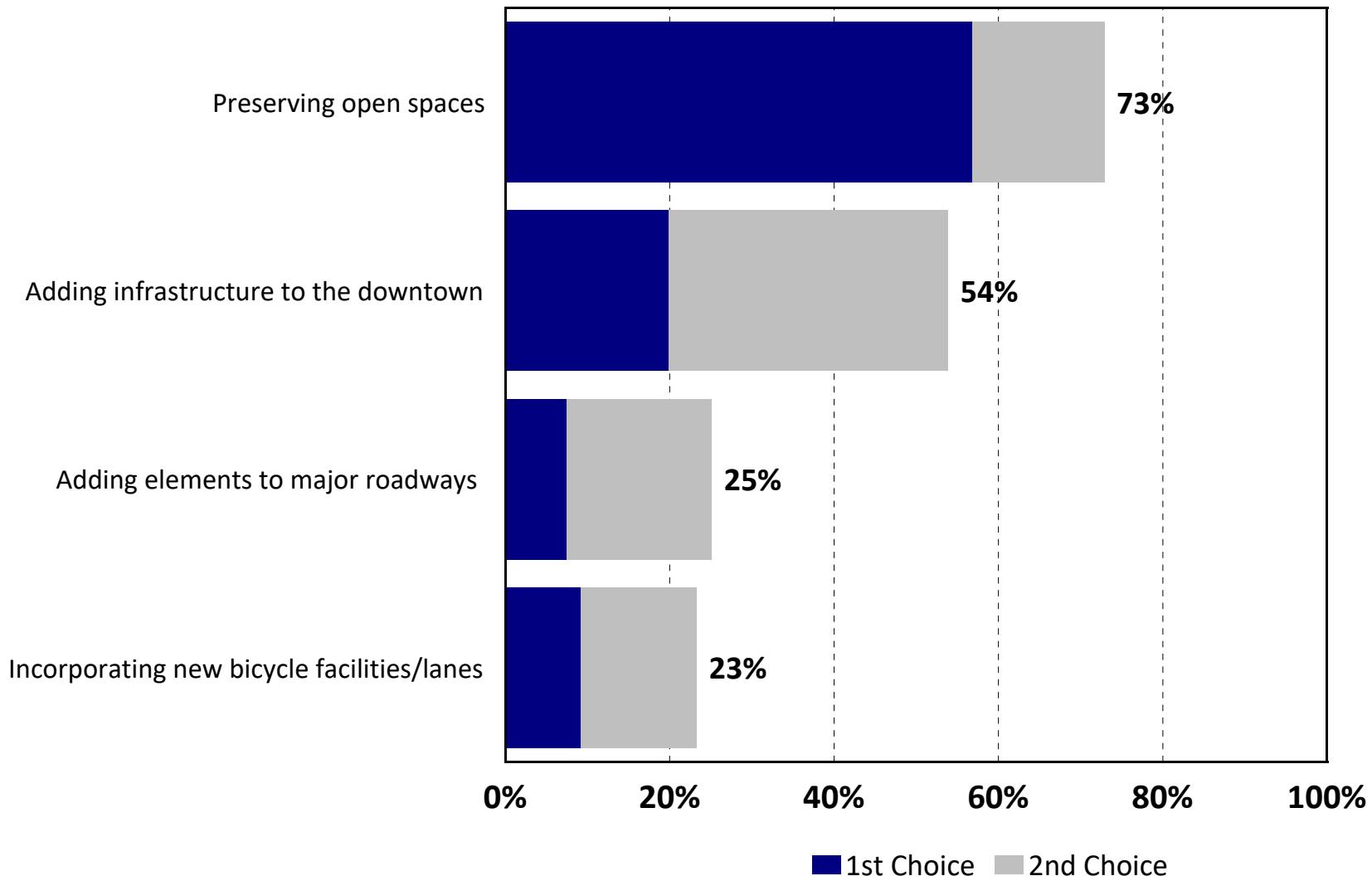
Q20. Level of Support for the Following Community Investment Areas

by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale
(excluding “don’t know”)



Q21. Community Investment Areas That the City Should Prioritize Over the Next Two Years

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

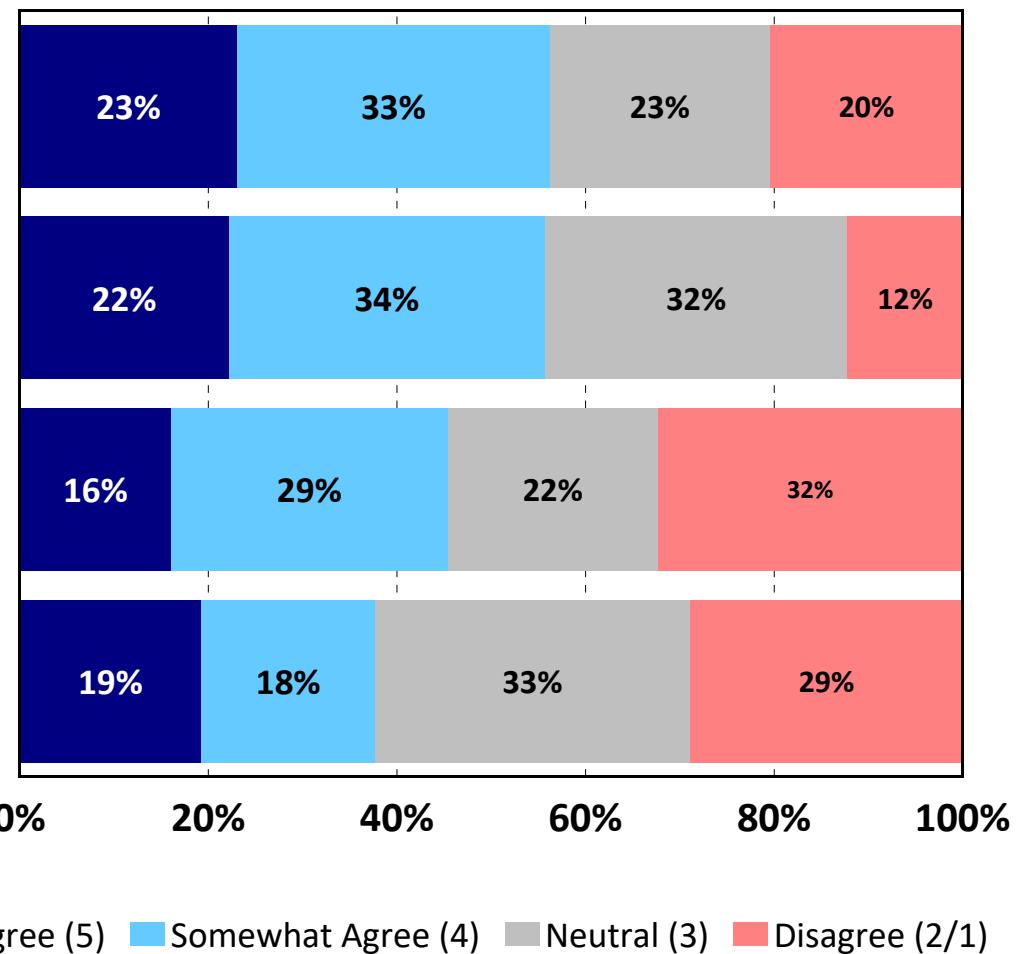


Q22. Agreement with the Following Statements Regarding the City of North Bend

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

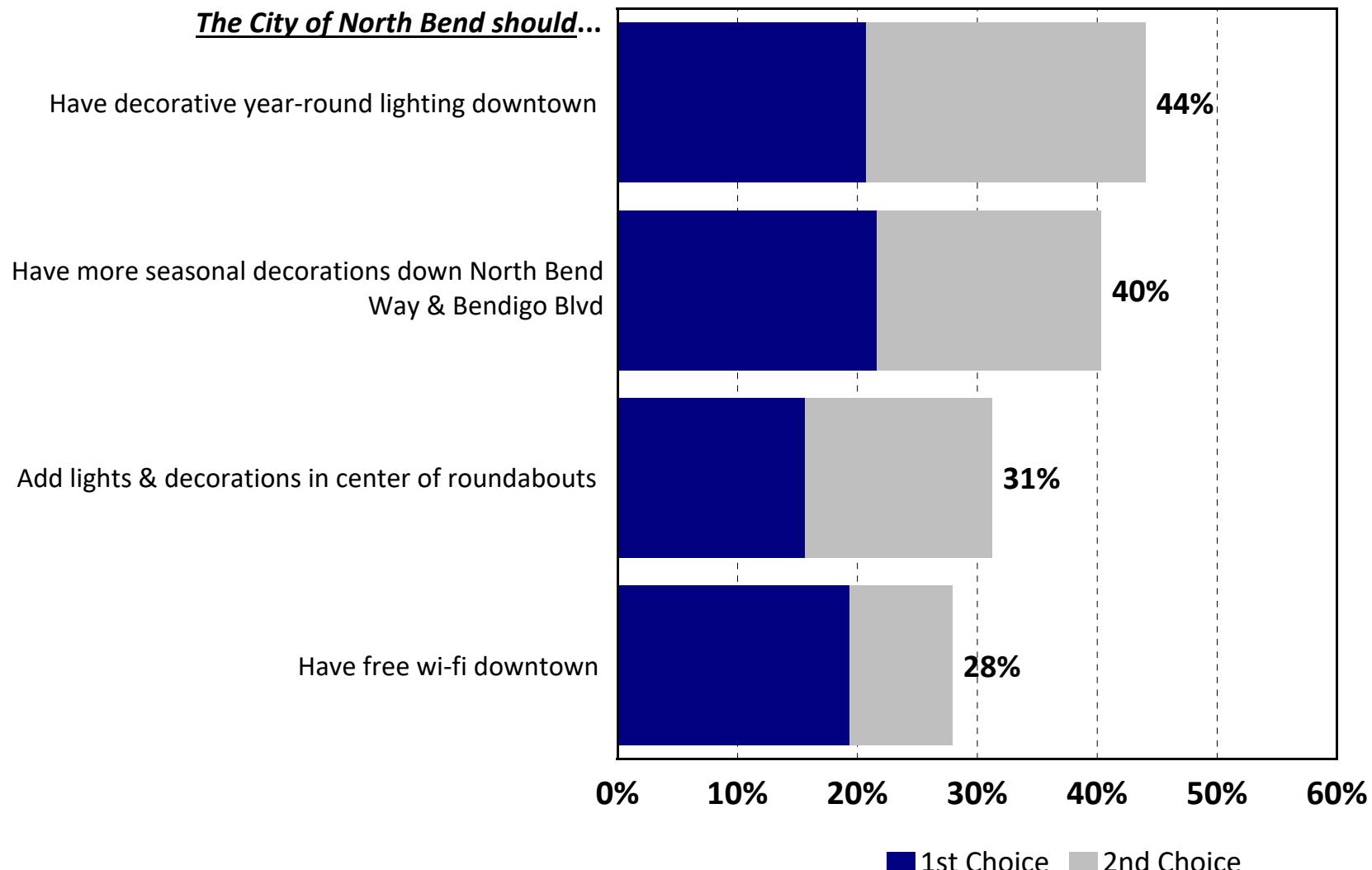
The City of North Bend should...

- Have decorative year-round lighting downtown
- Have more seasonal decorations down North Bend Way & Bendigo Blvd
- Add lights & decorations in center of roundabouts
- Have free wi-fi downtown



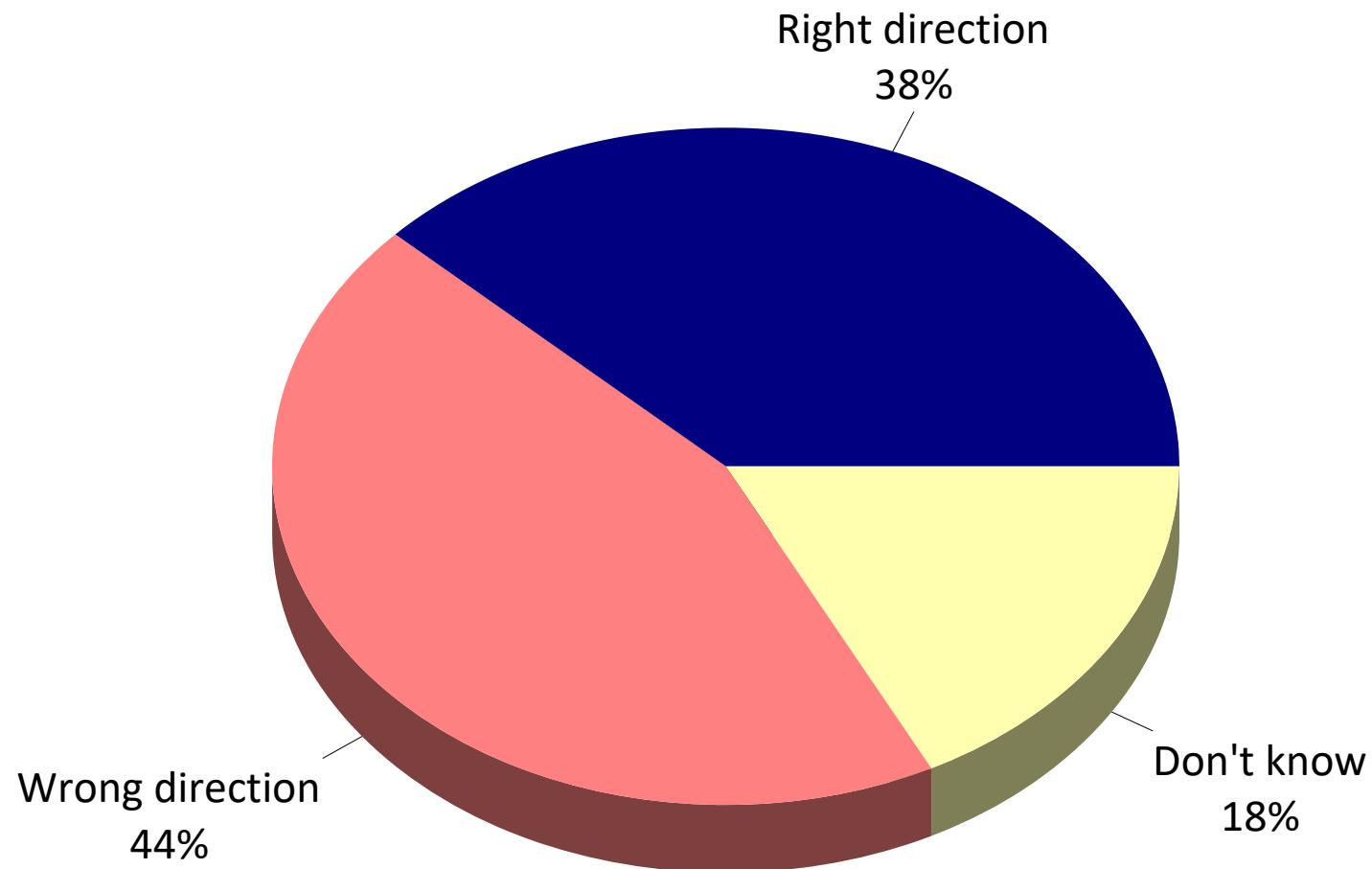
Q23. Items That the City Should Prioritize Over the Next Two Years

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



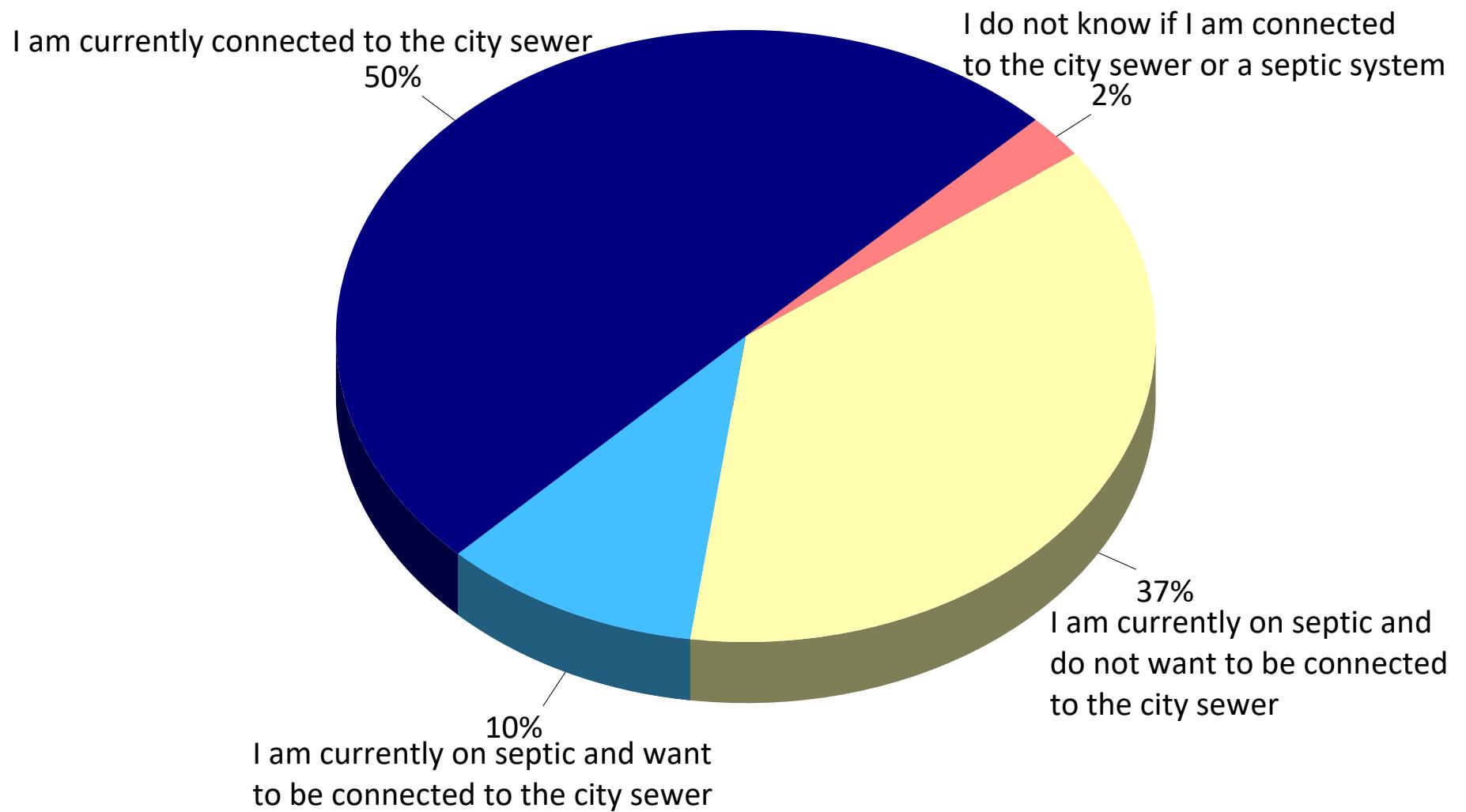
Q24. Do you think North Bend is generally going in the right direction, or do you think it is generally going in the wrong direction?

by percentage of respondents



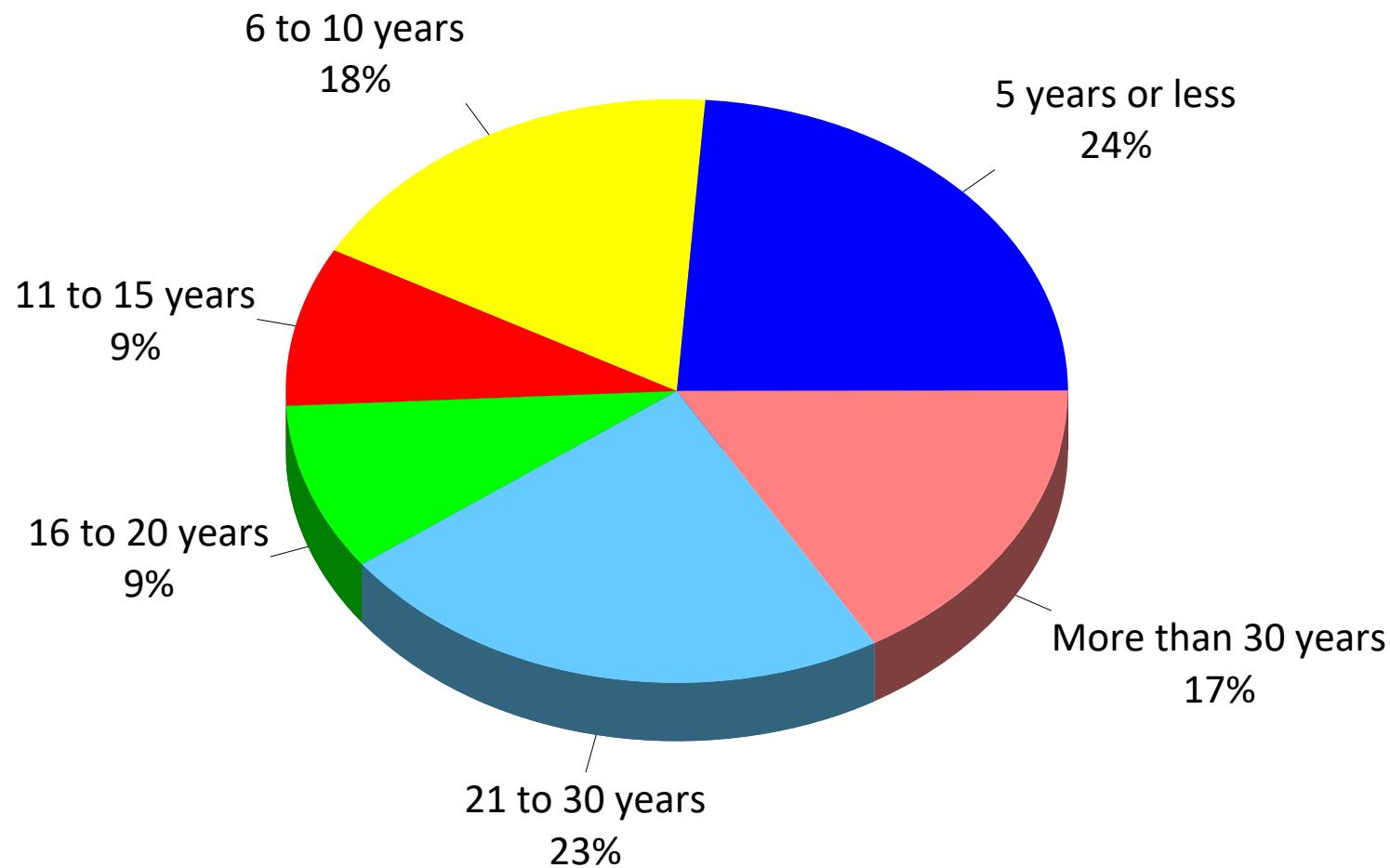
Q25. Please select one of the following

by percentage of respondents (excluding "not provided")



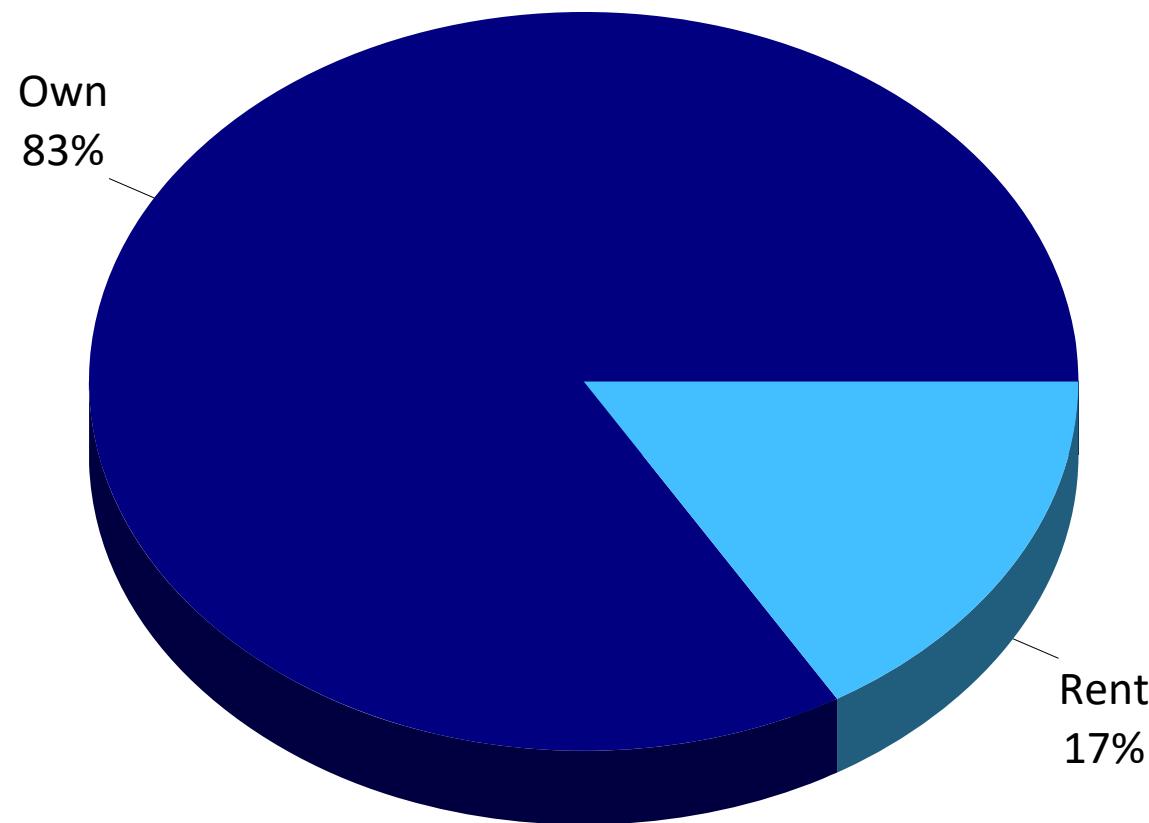
Q26. Demographics: Approximately how many years have you lived in North Bend?

by percentage of respondents (excluding “not provided”)



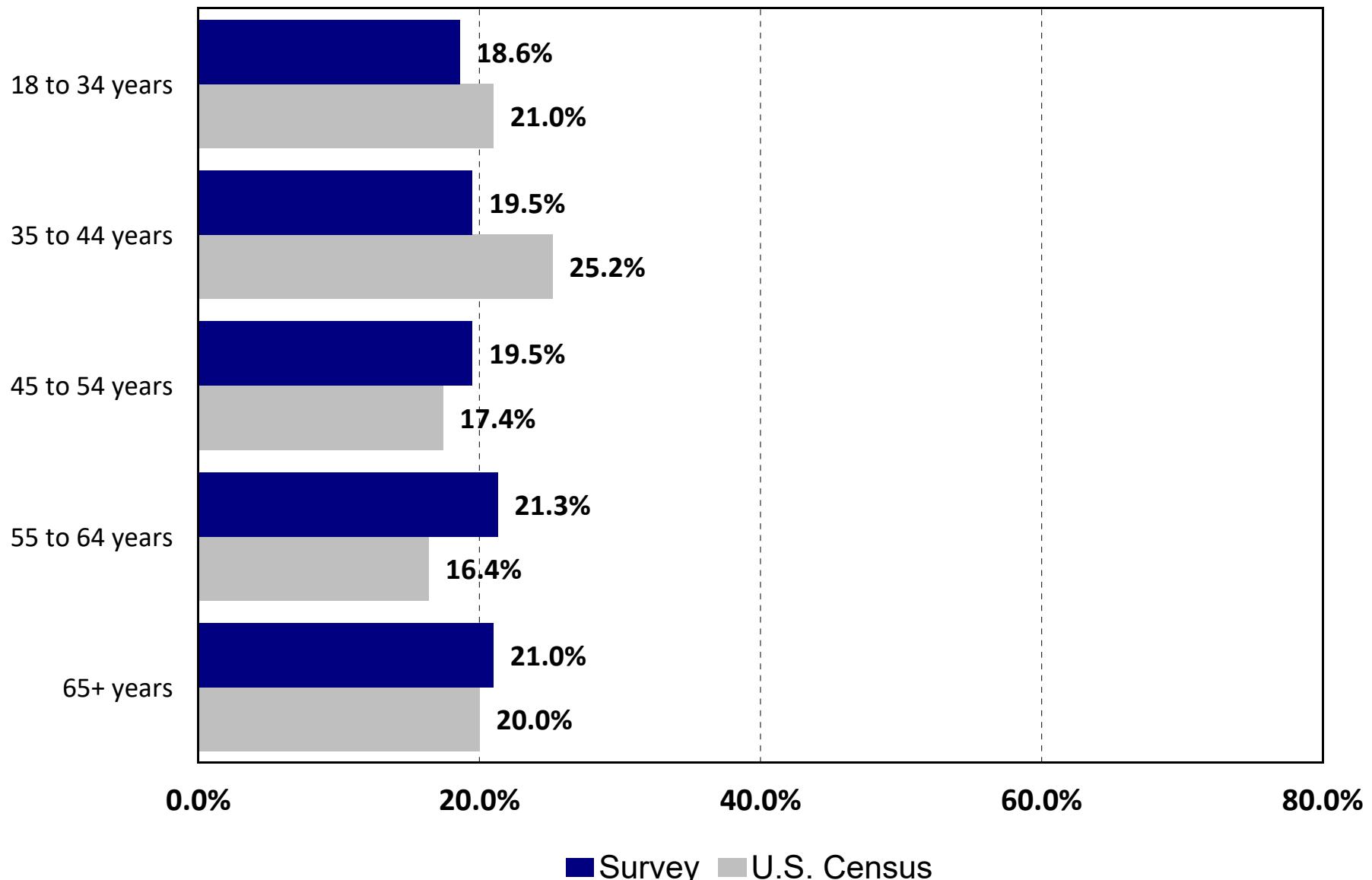
Q27. Demographics: Do you rent or own your home?

by percentage of respondents (excluding “not provided”)



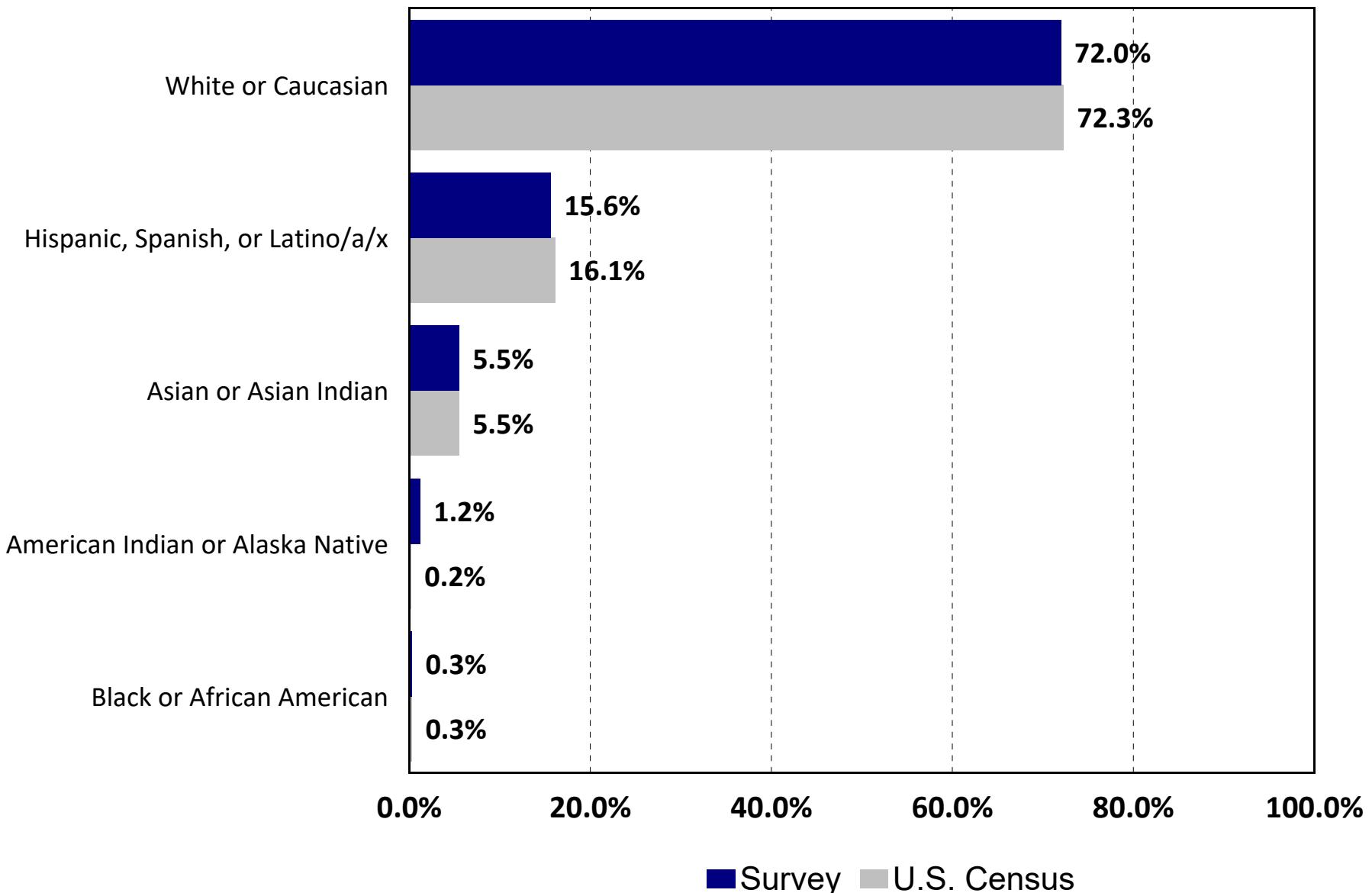
Q28. Demographics: What is your age?

by percentage of respondents (excluding “not provided”)



Q29. Demographics: Race/Ethnicity

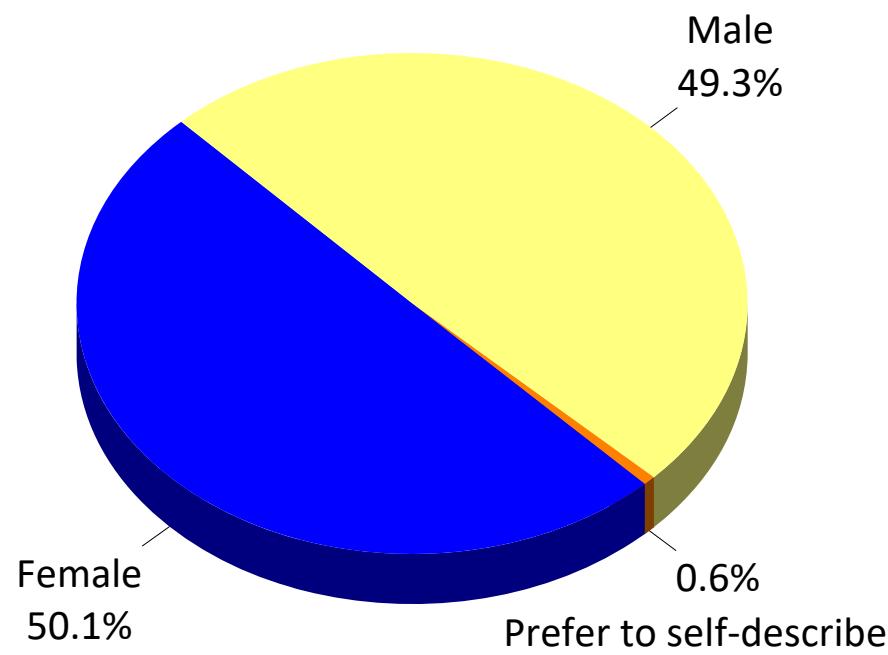
by percentage of respondents (multiple selections could be made)



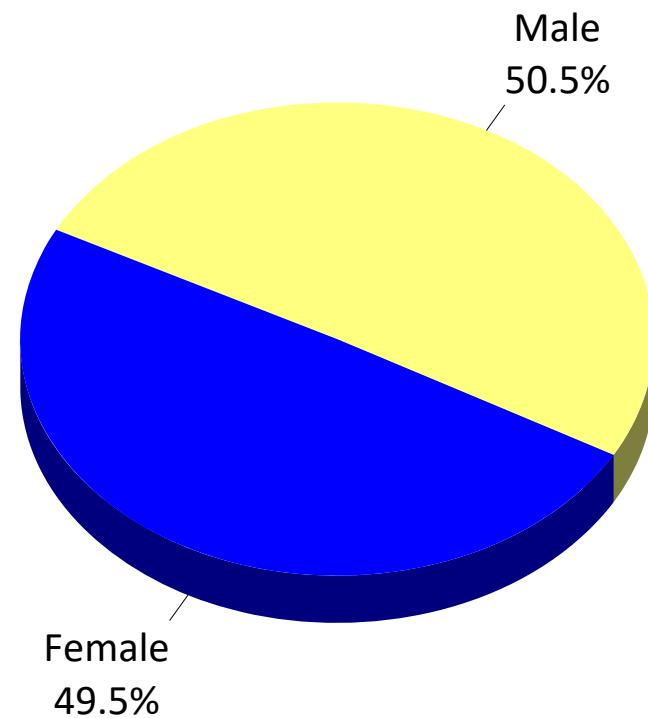
Q30. Demographics: Gender

by percentage of respondents (excluding “not provided”)

Survey



U.S. Census





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 fall of 2021 to a random sample of more than 9,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the fall of 2021 to a random sample of residents living in the Northwest Region of the United States. The Northwest Region includes the states of Washington, Oregon, Idaho, and Montana.

The charts on the following pages show how the results for the City of North Bend compare to the national average and the Northwest regional average. The blue bar shows the results for the City of North Bend, the red bar shows the results for the Northwest Region, and the yellow bar shows the national average.

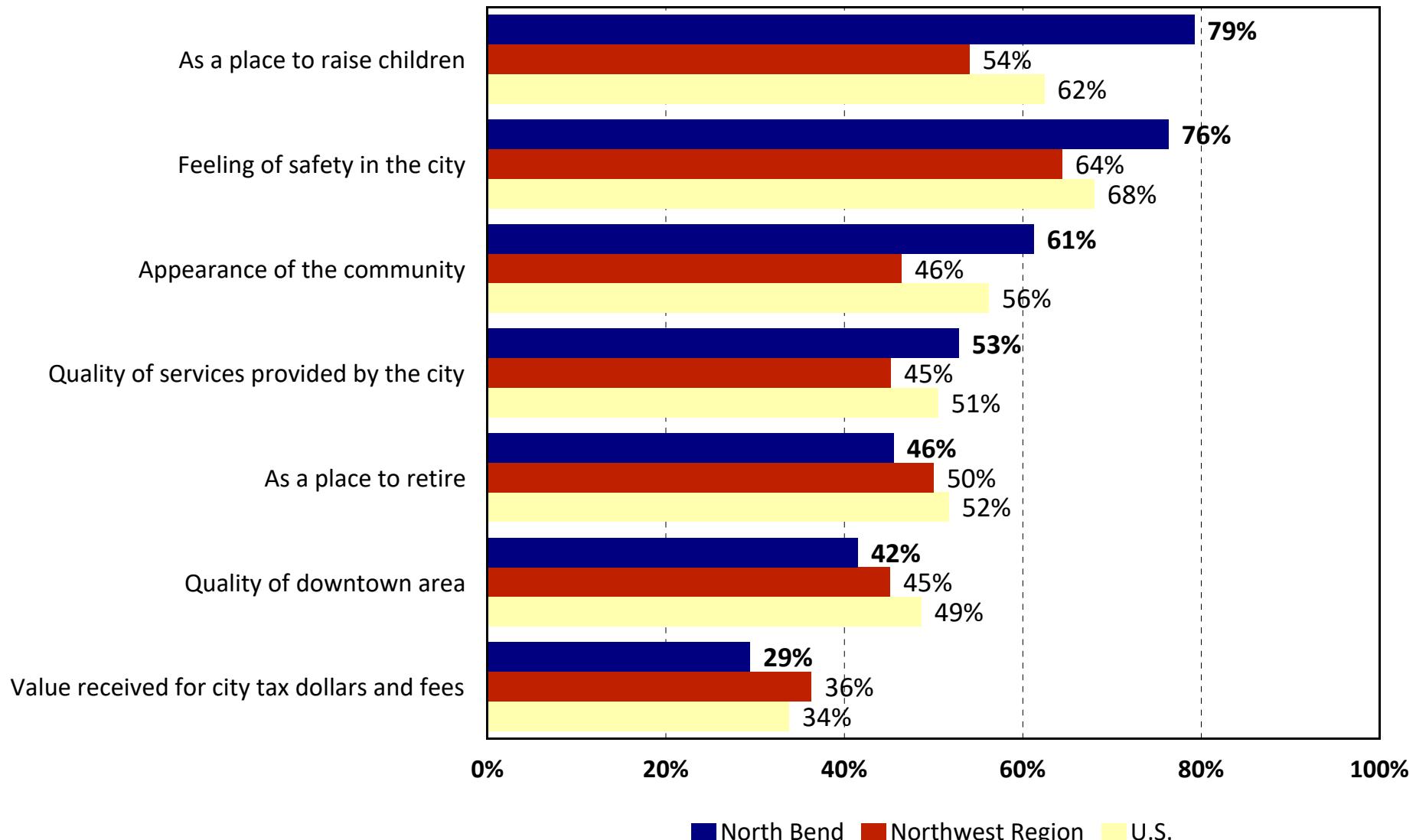
National Benchmarks

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

Satisfaction with Community Livability

North Bend vs. the Northwest Region vs. the U.S.

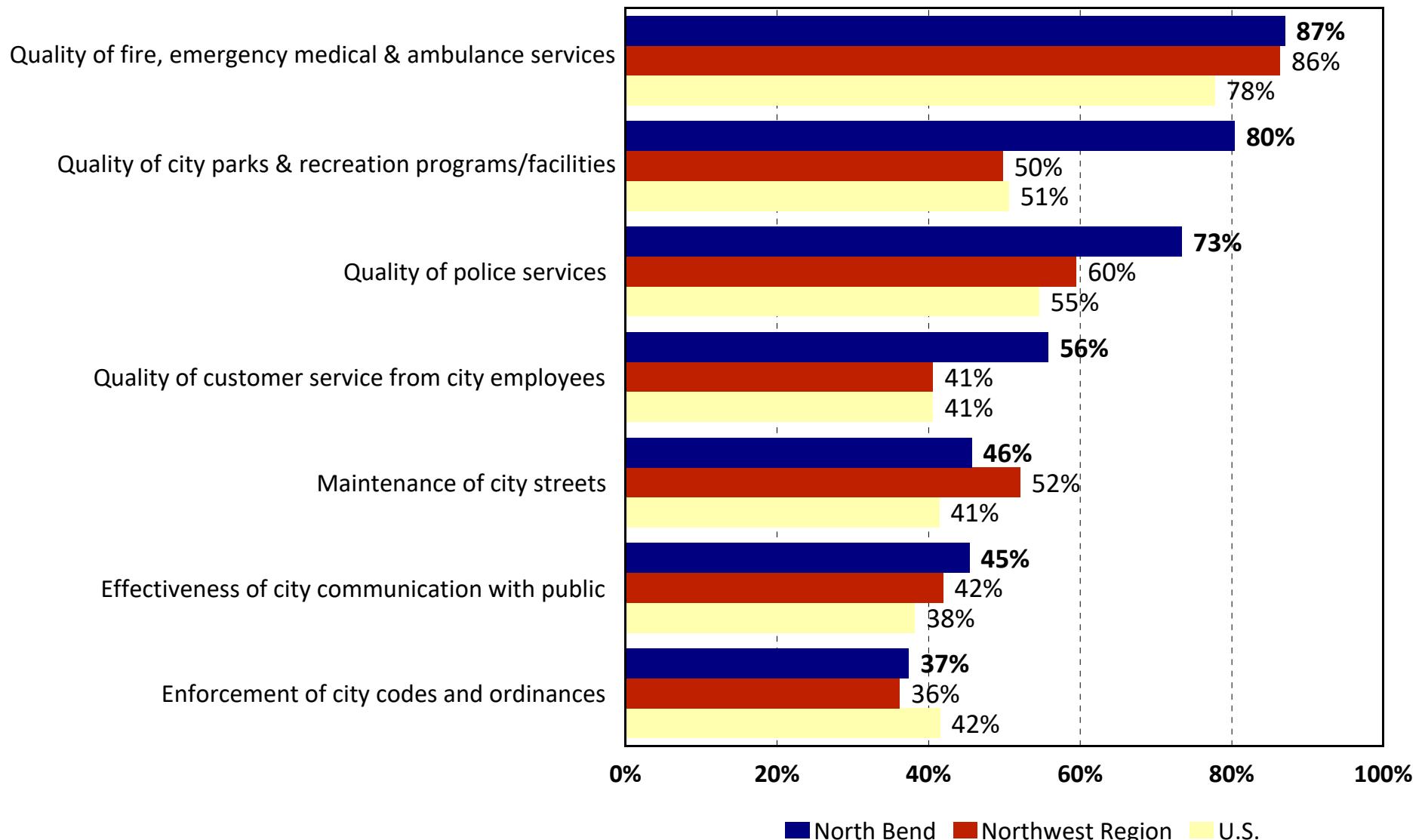
by percentage of respondents who were "very satisfied" or "satisfied" (excluding "don't know")



Satisfaction with City Services

North Bend vs. the Northwest Region vs. the U.S.

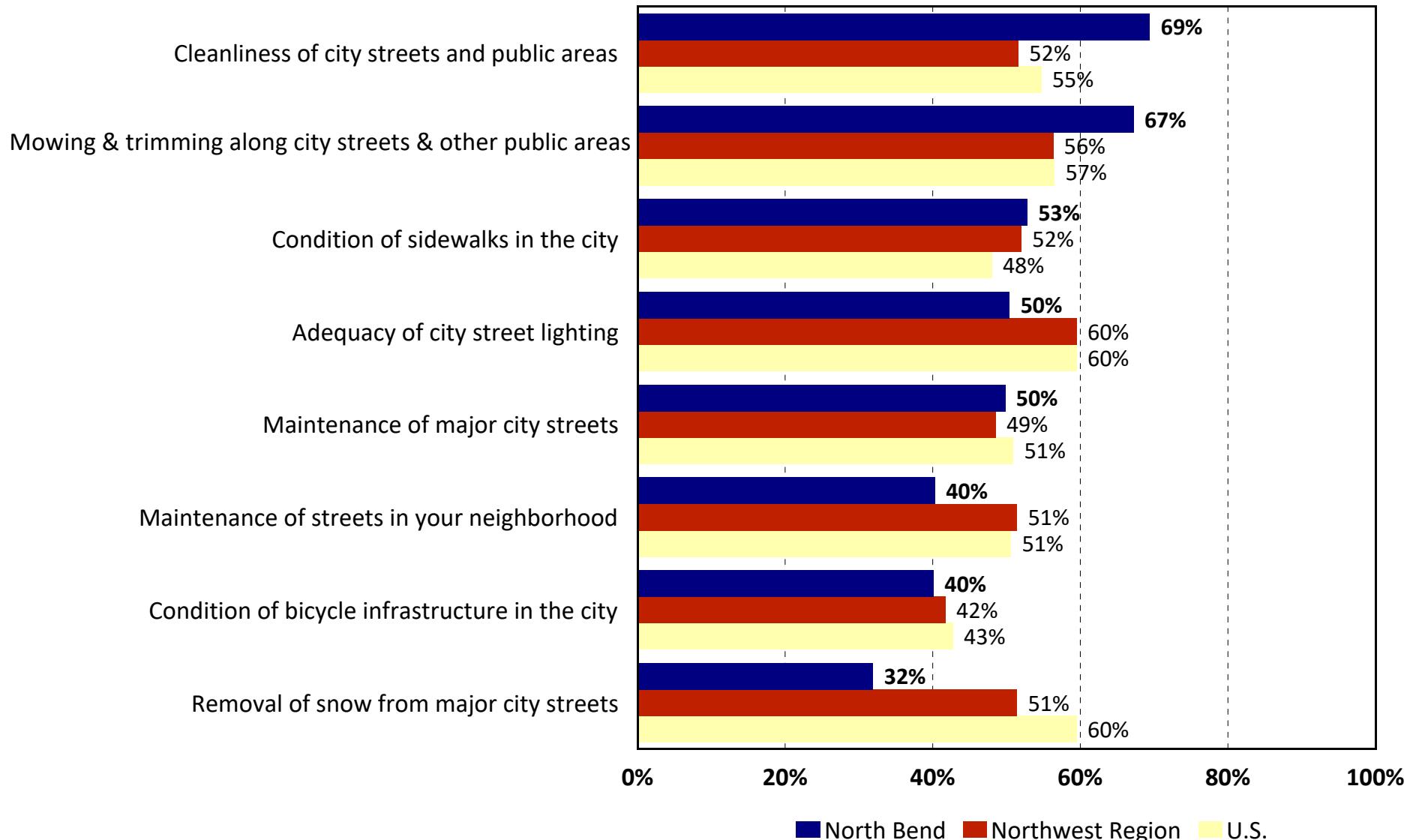
by percentage of respondents who were "very satisfied" or "satisfied" (excluding "don't know")



Satisfaction with Street Infrastructure Maintenance

North Bend vs. the Northwest Region vs. the U.S.

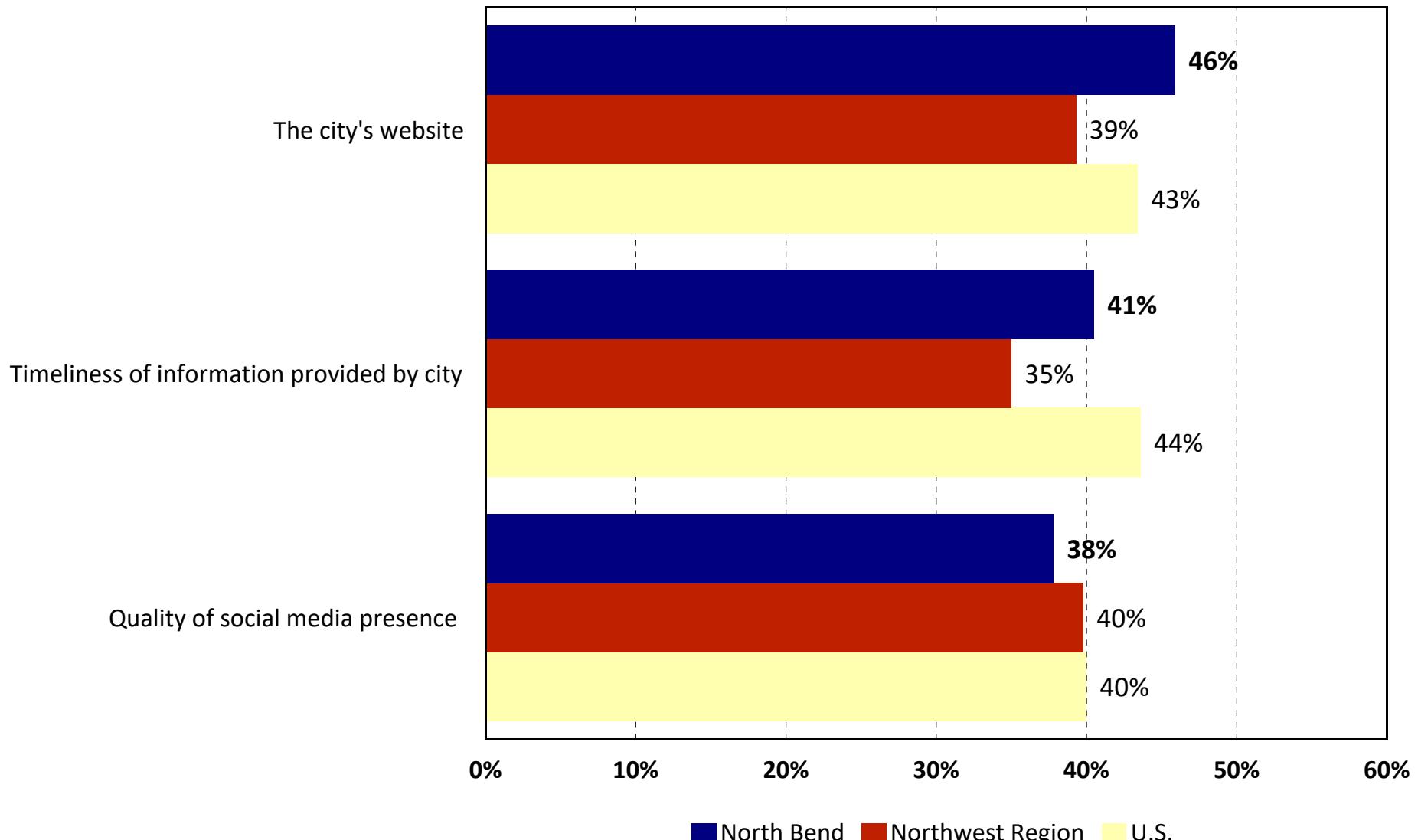
by percentage of respondents who were "very satisfied" or "satisfied" (excluding "don't know")



Satisfaction with Communication and Engagement

North Bend vs. the Northwest Region vs. the U.S.

by percentage of respondents who were "very satisfied" or "satisfied" (excluding "don't know")



3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to prioritize 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.

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

Example of the Calculation

Respondents were asked to identify the categories of City services that were most important to prioritize over the next two years. Just over sixty percent (60.2%) of the respondent households selected "*maintenance of city streets*" as one of the most important services for the City to prioritize.

With regard to satisfaction, 45.7% of respondents surveyed rated "*maintenance of city streets*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 60.2% was multiplied by 54.3% (1-0.457). This calculation yielded an I-S rating of 0.3269, which ranked second out of eight categories of City services analyzed.

Importance-Satisfaction Analysis



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 of importance and 0% indicate they are positively satisfied with the delivery of the service.

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

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

Interpreting the Ratings

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

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

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

Importance-Satisfaction Rating

City of North Bend, WA

City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Effectiveness of city economic development efforts	61%	1	20%	8	0.4894	1
Maintenance of city streets	60%	2	46%	5	0.3269	2
<u>High Priority (IS .10 - .20)</u>						
Effectiveness of city communication with public	34%	4	45%	6	0.1856	3
Enforcement of city codes and ordinances	17%	7	37%	7	0.1045	4
<u>Medium Priority (IS <.10)</u>						
Quality of city parks & recreation programs/facilities	44%	3	80%	2	0.0858	5
Quality of police services	25%	5	73%	3	0.0676	6
Quality of customer service from city employees	11%	8	56%	4	0.0486	7
Quality of fire, emergency medical & ambulance services	19%	6	87%	1	0.0241	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 receive the most priority over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of North Bend, WA

Street Infrastructure Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Removal of snow from major city streets	63%	1	32%	9	0.4277	1
Maintenance of streets in your neighborhood	36%	3	40%	7	0.2155	2
<u>High Priority (IS .10 - .20)</u>						
Maintenance of major city streets	38%	2	50%	6	0.1923	3
Condition of bicycle infrastructure in the city	30%	4	40%	8	0.1797	4
Condition of sidewalks in the city	26%	6	53%	4	0.1213	5
Adequacy of city street lighting	22%	7	50%	5	0.1071	6
<u>Medium Priority (IS <.10)</u>						
Cleanliness of city streets and public areas	26%	5	69%	1	0.0805	7
Maintenance of trees in public areas along city streets	17%	8	64%	3	0.0596	8
Mowing & trimming along city streets & other public areas	10%	9	67%	2	0.0321	9

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of North Bend, WA

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Availability of retail parking downtown	56%	1	37%	5	0.3509	1
Number of bike lanes & facilities within the city	40%	5	35%	6	0.2594	2
Number of sidewalks in residential neighborhoods	46%	2	45%	4	0.2537	3
<u>High Priority (IS .10 - .20)</u>						
Pedestrian safety on the street where you live	41%	4	67%	2	0.1356	4
How easy it is for your children to get to school	24%	6	47%	3	0.1278	5
<u>Medium Priority (IS <.10)</u>						
Feeling of safety when walking downtown	42%	3	80%	1	0.0822	6

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of North Bend, WA

Planning, Growth 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 managing growth	70%	1	9%	9	0.6324	1
How well the city is planning for growth	64%	2	12%	8	0.5630	2
Variety & number of businesses in downtown	40%	3	22%	3	0.3140	3
Amount of affordable housing in North Bend	35%	4	20%	6	0.2812	4
High Priority (IS .10 - .20)						
Quality of new development in the city	20%	5	23%	2	0.1534	5
Medium Priority (IS <.10)						
Ease of obtaining permits for home remodels or improvements	9%	6	20%	5	0.0733	6
Ability to obtain information concerning planning, building, permitting and development	8%	8	21%	4	0.0634	7
Enforcement of construction codes & permit requirements	7%	9	20%	7	0.0569	8
Appearance of residential neighborhoods	9%	7	50%	1	0.0445	9

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of North Bend, WA

Communication and Engagement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Communications concerning development projects	68%	6	23%	6	0.5280	1
Timeliness of information provided by city	45%	3	41%	3	0.2695	2
Communications on road closures & construction	43%	2	45%	2	0.2389	3
Communications about City meetings	32%	5	37%	5	0.2032	4
<u>High Priority (IS .10 - .20)</u>						
The city's website	21%	1	46%	1	0.1136	5
Quality of social media presence	17%	4	38%	4	0.1045	6

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Tabular Data

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

(N=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of life in North Bend	28.5%	51.6%	13.5%	4.6%	1.2%	0.6%
Q1-2. Overall quality of services provided by City	10.7%	41.2%	32.0%	13.0%	1.4%	1.7%
Q1-3. Your overall feeling of safety in City	23.9%	52.4%	17.3%	5.5%	0.9%	0.0%
Q1-4. Appearance of your community	12.4%	48.7%	23.3%	13.3%	2.0%	0.3%
Q1-5. North Bend's proximity to employers	10.1%	35.2%	35.4%	8.6%	2.0%	8.6%
Q1-6. Quality of North Bend's Downtown area	7.5%	34.0%	28.5%	26.2%	3.7%	0.0%
Q1-7. Your opportunities for recreation	50.1%	39.2%	6.9%	2.9%	0.6%	0.3%
Q1-8. Ease of transportation & transit options	6.1%	21.6%	31.4%	21.6%	7.5%	11.8%
Q1-9. North Bend as a place to raise children	32.3%	38.9%	17.6%	0.6%	0.6%	10.1%
Q1-10. North Bend as a place to retire	13.5%	25.6%	21.0%	15.6%	10.4%	13.8%
Q1-11. North Bend as a place to shop	3.2%	23.3%	34.3%	28.0%	9.5%	1.7%
Q1-12. Overall value that you receive for your City tax dollars & fees	2.9%	25.4%	33.4%	21.9%	12.4%	4.0%

WITHOUT "DON'T KNOW"

Q1. Community Livability. Thinking of the general quality of life in North Bend, 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of life in North Bend	28.7%	51.9%	13.6%	4.6%	1.2%
Q1-2. Overall quality of services provided by City	10.9%	41.9%	32.6%	13.2%	1.5%
Q1-3. Your overall feeling of safety in City	23.9%	52.4%	17.3%	5.5%	0.9%
Q1-4. Appearance of your community	12.4%	48.8%	23.4%	13.3%	2.0%
Q1-5. North Bend's proximity to employers	11.0%	38.5%	38.8%	9.5%	2.2%
Q1-6. Quality of North Bend's Downtown area	7.5%	34.0%	28.5%	26.2%	3.7%
Q1-7. Your opportunities for recreation	50.3%	39.3%	6.9%	2.9%	0.6%
Q1-8. Ease of transportation & transit options	6.9%	24.5%	35.6%	24.5%	8.5%
Q1-9. North Bend as a place to raise children	35.9%	43.3%	19.6%	0.6%	0.6%
Q1-10. North Bend as a place to retire	15.7%	29.8%	24.4%	18.1%	12.0%
Q1-11. North Bend as a place to shop	3.2%	23.8%	34.9%	28.4%	9.7%
Q1-12. Overall value that you receive for your City tax dollars & fees	3.0%	26.4%	34.8%	22.8%	12.9%

Q2. City Services in General. The City of North Bend 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of police services	23.6%	43.2%	21.0%	2.3%	0.9%	8.9%
Q2-2. Overall quality of fire, emergency medical & ambulance services	32.9%	43.8%	11.0%	0.6%	0.0%	11.8%
Q2-3. Overall quality of City parks & recreation programs & facilities	27.1%	51.9%	13.3%	4.9%	1.2%	1.7%
Q2-4. Overall maintenance of City streets	8.9%	36.6%	21.3%	22.8%	10.1%	0.3%
Q2-5. Overall enforcement of City codes & ordinances	5.8%	22.2%	33.4%	9.2%	4.0%	25.4%
Q2-6. Overall quality of customer service you receive from City employees	14.7%	27.4%	27.4%	4.3%	1.7%	24.5%
Q2-7. Overall effectiveness of City communication with the public	10.4%	31.7%	28.0%	16.7%	6.1%	7.2%
Q2-8. Overall effectiveness of City economic development efforts	3.5%	13.8%	30.0%	22.8%	17.0%	13.0%

WITHOUT "DON'T KNOW"

Q2. City Services in General. The City of North Bend 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of police services	25.9%	47.5%	23.1%	2.5%	0.9%
Q2-2. Overall quality of fire, emergency medical & ambulance services	37.3%	49.7%	12.4%	0.7%	0.0%
Q2-3. Overall quality of City parks & recreation programs & facilities	27.6%	52.8%	13.5%	5.0%	1.2%
Q2-4. Overall maintenance of City streets	9.0%	36.7%	21.4%	22.8%	10.1%
Q2-5. Overall enforcement of City codes & ordinances	7.7%	29.7%	44.8%	12.4%	5.4%
Q2-6. Overall quality of customer service you receive from City employees	19.5%	36.3%	36.3%	5.7%	2.3%
Q2-7. Overall effectiveness of City communication with the public	11.2%	34.2%	30.1%	18.0%	6.5%
Q2-8. Overall effectiveness of City economic development efforts	4.0%	15.9%	34.4%	26.2%	19.5%

Q3. Which THREE items listed in Question 2 do you think the City should prioritize over the next TWO years?

Q3. Top choice	Number	Percent
Overall quality of police services	35	10.1 %
Overall quality of fire, emergency medical & ambulance services	10	2.9 %
Overall quality of City parks & recreation programs & facilities	49	14.1 %
Overall maintenance of City streets	90	25.9 %
Overall enforcement of City codes & ordinances	16	4.6 %
Overall quality of customer service you receive from City employees	3	0.9 %
Overall effectiveness of City communication with the public	24	6.9 %
Overall effectiveness of City economic development efforts	105	30.3 %
<u>None chosen</u>	15	4.3 %
Total	347	100.0 %

Q3. Which THREE items listed in Question 2 do you think the City should prioritize over the next TWO years?

Q3. 2nd choice	Number	Percent
Overall quality of police services	32	9.2 %
Overall quality of fire, emergency medical & ambulance services	29	8.4 %
Overall quality of City parks & recreation programs & facilities	62	17.9 %
Overall maintenance of City streets	59	17.0 %
Overall enforcement of City codes & ordinances	23	6.6 %
Overall quality of customer service you receive from City employees	10	2.9 %
Overall effectiveness of City communication with the public	41	11.8 %
Overall effectiveness of City economic development efforts	57	16.4 %
<u>None chosen</u>	34	9.8 %
Total	347	100.0 %

Q3. Which THREE items listed in Question 2 do you think the City should prioritize over the next TWO years?

Q3. 3rd choice	Number	Percent
Overall quality of police services	21	6.1 %
Overall quality of fire, emergency medical & ambulance services	25	7.2 %
Overall quality of City parks & recreation programs & facilities	41	11.8 %
Overall maintenance of City streets	60	17.3 %
Overall enforcement of City codes & ordinances	19	5.5 %
Overall quality of customer service you receive from City employees	25	7.2 %
Overall effectiveness of City communication with the public	53	15.3 %
Overall effectiveness of City economic development efforts	50	14.4 %
<u>None chosen</u>	53	15.3 %
Total	347	100.0 %

SUM OF TOP 3 CHOICES**Q3. Which THREE items listed in Question 2 do you think the City should prioritize over the next TWO years? (top 3)**

Q3. Sum of top 3 choices	Number	Percent
Overall quality of police services	88	25.4 %
Overall quality of fire, emergency medical & ambulance services	64	18.4 %
Overall quality of City parks & recreation programs & facilities	152	43.8 %
Overall maintenance of City streets	209	60.2 %
Overall enforcement of City codes & ordinances	58	16.7 %
Overall quality of customer service you receive from City employees	38	11.0 %
Overall effectiveness of City communication with the public	118	34.0 %
Overall effectiveness of City economic development efforts	212	61.1 %
<u>None chosen</u>	15	4.3 %
Total	954	

Q4. Parks and Recreation. Some parks and recreation services in North Bend are provided by the Si View Metropolitan Park District, and others are provided by the City of North Bend. Please rate each of the following services provided by the City of North Bend on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Parks in City	26.8%	50.7%	16.1%	2.9%	1.4%	2.0%
Q4-2. Trails & open spaces in City	31.4%	46.4%	13.3%	4.3%	1.7%	2.9%
Q4-3. Special events sponsored by City	18.4%	40.6%	26.2%	6.6%	1.4%	6.6%

WITHOUT "DON'T KNOW"

Q4. Parks and Recreation. Some parks and recreation services in North Bend are provided by the Si View Metropolitan Park District, and others are provided by the City of North Bend. Please rate each of the following services provided by the City of North Bend on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Parks in City	27.4%	51.8%	16.5%	2.9%	1.5%
Q4-2. Trails & open spaces in City	32.3%	47.8%	13.6%	4.5%	1.8%
Q4-3. Special events sponsored by City	19.8%	43.5%	28.1%	7.1%	1.5%

Q5. 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Maintenance of major City streets	9.2%	39.8%	22.5%	21.9%	5.2%	1.4%
Q5-2. Maintenance of streets in your neighborhood	10.1%	28.8%	21.3%	22.2%	14.1%	3.5%
Q5-3. Mowing & trimming along City streets & other public areas	15.0%	50.4%	23.6%	6.1%	2.3%	2.6%
Q5-4. Condition of sidewalks in City	11.0%	40.3%	25.4%	17.6%	2.9%	2.9%
Q5-5. Condition of bicycle infrastructure in City	8.6%	24.5%	28.2%	15.3%	6.1%	17.3%
Q5-6. Cleanliness of City streets & public areas	13.8%	54.8%	24.5%	4.0%	1.7%	1.2%
Q5-7. Maintenance of trees in public areas along City streets	13.5%	49.3%	20.2%	11.8%	2.9%	2.3%
Q5-8. Removal of snow from major City streets	7.5%	23.9%	14.4%	25.1%	27.7%	1.4%
Q5-9. Adequacy of City street lighting	8.6%	40.9%	32.3%	13.3%	3.2%	1.7%

WITHOUT "DON'T KNOW"

Q5. 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Maintenance of major City streets	9.4%	40.4%	22.8%	22.2%	5.3%
Q5-2. Maintenance of streets in your neighborhood	10.4%	29.9%	22.1%	23.0%	14.6%
Q5-3. Mowing & trimming along City streets & other public areas	15.4%	51.8%	24.3%	6.2%	2.4%
Q5-4. Condition of sidewalks in City	11.3%	41.5%	26.1%	18.1%	3.0%
Q5-5. Condition of bicycle infrastructure in City	10.5%	29.6%	34.1%	18.5%	7.3%
Q5-6. Cleanliness of City streets & public areas	14.0%	55.4%	24.8%	4.1%	1.7%
Q5-7. Maintenance of trees in public areas along City streets	13.9%	50.4%	20.6%	12.1%	2.9%
Q5-8. Removal of snow from major City streets	7.6%	24.3%	14.6%	25.4%	28.1%
Q5-9. Adequacy of City street lighting	8.8%	41.6%	32.8%	13.5%	3.2%

Q6. Which THREE of the items listed in Question 5 do you think the City should prioritize over the next TWO years?

<u>Q6. Top choice</u>	Number	Percent
Maintenance of major City streets	40	11.5 %
Maintenance of streets in your neighborhood	62	17.9 %
Mowing & trimming along City streets & other public areas	6	1.7 %
Condition of sidewalks in City	18	5.2 %
Condition of bicycle infrastructure in City	29	8.4 %
Cleanliness of City streets & public areas	26	7.5 %
Maintenance of trees in public areas along City streets	10	2.9 %
Removal of snow from major City streets	118	34.0 %
Adequacy of City street lighting	18	5.2 %
<u>None chosen</u>	20	5.8 %
Total	347	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think the City should prioritize over the next TWO years?

<u>Q6. 2nd choice</u>	Number	Percent
Maintenance of major City streets	54	15.6 %
Maintenance of streets in your neighborhood	27	7.8 %
Mowing & trimming along City streets & other public areas	12	3.5 %
Condition of sidewalks in City	35	10.1 %
Condition of bicycle infrastructure in City	44	12.7 %
Cleanliness of City streets & public areas	36	10.4 %
Maintenance of trees in public areas along City streets	18	5.2 %
Removal of snow from major City streets	60	17.3 %
Adequacy of City street lighting	24	6.9 %
<u>None chosen</u>	37	10.7 %
Total	347	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think the City should prioritize over the next TWO years?

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	39	11.2 %
Maintenance of streets in your neighborhood	36	10.4 %
Mowing & trimming along City streets & other public areas	16	4.6 %
Condition of sidewalks in City	36	10.4 %
Condition of bicycle infrastructure in City	31	8.9 %
Cleanliness of City streets & public areas	29	8.4 %
Maintenance of trees in public areas along City streets	30	8.6 %
Removal of snow from major City streets	40	11.5 %
Adequacy of City street lighting	33	9.5 %
<u>None chosen</u>	<u>57</u>	<u>16.4 %</u>
Total	347	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the items listed in Question 5 do you think the City should prioritize over the next TWO years? (top 3)

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	133	38.3 %
Maintenance of streets in your neighborhood	125	36.0 %
Mowing & trimming along City streets & other public areas	34	9.8 %
Condition of sidewalks in City	89	25.6 %
Condition of bicycle infrastructure in City	104	30.0 %
Cleanliness of City streets & public areas	91	26.2 %
Maintenance of trees in public areas along City streets	58	16.7 %
Removal of snow from major City streets	218	62.8 %
Adequacy of City street lighting	75	21.6 %
<u>None chosen</u>	<u>20</u>	<u>5.8 %</u>
Total	947	

Q7. 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Availability of retail parking Downtown	9.2%	27.1%	27.1%	28.2%	6.6%	1.7%
Q7-2. How easy it is for your children to get to school	9.2%	18.2%	23.3%	5.2%	2.0%	42.1%
Q7-3. Number of bike lanes & facilities within City	8.4%	21.0%	30.8%	17.3%	5.8%	16.7%
Q7-4. Number of sidewalks in residential neighborhoods	10.4%	30.5%	29.1%	18.2%	3.5%	8.4%
Q7-5. Your feeling of safety when walking Downtown	23.3%	55.0%	13.0%	4.6%	1.7%	2.3%
Q7-6. Pedestrian safety on street where you live	26.2%	37.5%	16.1%	11.2%	4.6%	4.3%

WITHOUT "DON'T KNOW"

Q7. 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Availability of retail parking Downtown	9.4%	27.6%	27.6%	28.7%	6.7%
Q7-2. How easy it is for your children to get to school	15.9%	31.3%	40.3%	9.0%	3.5%
Q7-3. Number of bike lanes & facilities within City	10.0%	25.3%	37.0%	20.8%	6.9%
Q7-4. Number of sidewalks in residential neighborhoods	11.3%	33.3%	31.8%	19.8%	3.8%
Q7-5. Your feeling of safety when walking Downtown	23.9%	56.3%	13.3%	4.7%	1.8%
Q7-6. Pedestrian safety on street where you live	27.4%	39.2%	16.9%	11.7%	4.8%

Q8. Which THREE of the items listed in Question 7 do you think the City should prioritize over the next TWO years?

<u>Q8. Top choice</u>	Number	Percent
Availability of retail parking Downtown	111	32.0 %
How easy it is for your children to get to school	18	5.2 %
Number of bike lanes & facilities within City	46	13.3 %
Number of sidewalks in residential neighborhoods	42	12.1 %
Your feeling of safety when walking Downtown	52	15.0 %
Pedestrian safety on street where you live	39	11.2 %
<u>None chosen</u>	39	11.2 %
Total	347	100.0 %

Q8. Which THREE of the items listed in Question 7 do you think the City should prioritize over the next TWO years?

<u>Q8. 2nd choice</u>	Number	Percent
Availability of retail parking Downtown	44	12.7 %
How easy it is for your children to get to school	31	8.9 %
Number of bike lanes & facilities within City	47	13.5 %
Number of sidewalks in residential neighborhoods	52	15.0 %
Your feeling of safety when walking Downtown	60	17.3 %
Pedestrian safety on street where you live	56	16.1 %
<u>None chosen</u>	57	16.4 %
Total	347	100.0 %

Q8. Which THREE of the items listed in Question 7 do you think the City should prioritize over the next TWO years?

<u>Q8. 3rd choice</u>	Number	Percent
Availability of retail parking Downtown	38	11.0 %
How easy it is for your children to get to school	35	10.1 %
Number of bike lanes & facilities within City	46	13.3 %
Number of sidewalks in residential neighborhoods	65	18.7 %
Your feeling of safety when walking Downtown	32	9.2 %
Pedestrian safety on street where you live	46	13.3 %
<u>None chosen</u>	85	24.5 %
Total	347	100.0 %

SUM OF TOP 3 CHOICES**Q8. Which THREE of the items listed in Question 7 do you think the City should prioritize over the next TWO years? (top 3)**

Q8. Sum of top 3 choices	Number	Percent
Availability of retail parking Downtown	193	55.6 %
How easy it is for your children to get to school	84	24.2 %
Number of bike lanes & facilities within City	139	40.1 %
Number of sidewalks in residential neighborhoods	159	45.8 %
Your feeling of safety when walking Downtown	144	41.5 %
Pedestrian safety on street where you live	141	40.6 %
<u>None chosen</u>	39	11.2 %
Total	899	

Q9. Planning, Growth 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. How well City is planning for growth	2.0%	9.2%	16.4%	28.8%	34.6%	8.9%
Q9-2. How well City is managing growth	1.4%	7.5%	17.9%	26.5%	41.5%	5.2%
Q9-3. Appearance of residential neighborhoods	6.3%	42.7%	29.7%	13.5%	5.8%	2.0%
Q9-4. Amount of affordable housing in North Bend	6.3%	11.2%	21.6%	19.6%	29.7%	11.5%
Q9-5. Variety & number of businesses in Downtown	3.7%	17.6%	28.0%	34.6%	14.4%	1.7%
Q9-6. Ease of obtaining permits for home remodels or improvements	4.0%	6.3%	20.5%	11.2%	8.9%	49.0%
Q9-7. Your ability to obtain information concerning planning, building, permitting & development	3.2%	9.5%	26.5%	12.7%	9.2%	38.9%
Q9-8. Quality of new development in City	2.9%	17.9%	27.7%	16.4%	25.9%	9.2%
Q9-9. Enforcement of construction codes & permit requirements	2.6%	8.4%	27.7%	7.2%	9.5%	44.7%

WITHOUT "DON'T KNOW"**Q9. Planning, Growth 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. How well City is planning for growth	2.2%	10.1%	18.0%	31.6%	38.0%
Q9-2. How well City is managing growth	1.5%	7.9%	18.8%	28.0%	43.8%
Q9-3. Appearance of residential neighborhoods	6.5%	43.5%	30.3%	13.8%	5.9%
Q9-4. Amount of affordable housing in North Bend	7.2%	12.7%	24.4%	22.1%	33.6%
Q9-5. Variety & number of businesses in Downtown	3.8%	17.9%	28.4%	35.2%	14.7%
Q9-6. Ease of obtaining permits for home remodels or improvements	7.9%	12.4%	40.1%	22.0%	17.5%
Q9-7. Your ability to obtain information concerning planning, building, permitting & development	5.2%	15.6%	43.4%	20.8%	15.1%
Q9-8. Quality of new development in City	3.2%	19.7%	30.5%	18.1%	28.6%
Q9-9. Enforcement of construction codes & permit requirements	4.7%	15.1%	50.0%	13.0%	17.2%

Q10. Which THREE of the items listed in Question 9 do you think the City should prioritize over the next TWO years?

<u>Q10. Top choice</u>	Number	Percent
How well City is planning for growth	108	31.1 %
How well City is managing growth	80	23.1 %
Appearance of residential neighborhoods	2	0.6 %
Amount of affordable housing in North Bend	50	14.4 %
Variety & number of businesses in Downtown	49	14.1 %
Ease of obtaining permits for home remodels or improvements	2	0.6 %
Your ability to obtain information concerning planning, building, permitting & development	6	1.7 %
Quality of new development in City	10	2.9 %
Enforcement of construction codes & permit requirements	7	2.0 %
<u>None chosen</u>	33	9.5 %
Total	347	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think the City should prioritize over the next TWO years?

<u>Q10. 2nd choice</u>	Number	Percent
How well City is planning for growth	83	23.9 %
How well City is managing growth	119	34.3 %
Appearance of residential neighborhoods	7	2.0 %
Amount of affordable housing in North Bend	24	6.9 %
Variety & number of businesses in Downtown	35	10.1 %
Ease of obtaining permits for home remodels or improvements	14	4.0 %
Your ability to obtain information concerning planning, building, permitting & development	5	1.4 %
Quality of new development in City	14	4.0 %
Enforcement of construction codes & permit requirements	5	1.4 %
<u>None chosen</u>	41	11.8 %
Total	347	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think the City should prioritize over the next TWO years?

<u>Q10. 3rd choice</u>	Number	Percent
How well City is planning for growth	32	9.2 %
How well City is managing growth	43	12.4 %
Appearance of residential neighborhoods	22	6.3 %
Amount of affordable housing in North Bend	48	13.8 %
Variety & number of businesses in Downtown	55	15.9 %
Ease of obtaining permits for home remodels or improvements	16	4.6 %
Your ability to obtain information concerning planning, building, permitting & development	17	4.9 %
Quality of new development in City	45	13.0 %
Enforcement of construction codes & permit requirements	13	3.7 %
<u>None chosen</u>	56	16.1 %
Total	347	100.0 %

SUM OF TOP 3 CHOICES

Q10. Which THREE of the items listed in Question 9 do you think the City should prioritize over the next TWO years? (top 3)

<u>Q10. Sum of top 3 choices</u>	Number	Percent
How well City is planning for growth	223	64.3 %
How well City is managing growth	242	69.7 %
Appearance of residential neighborhoods	31	8.9 %
Amount of affordable housing in North Bend	122	35.2 %
Variety & number of businesses in Downtown	139	40.1 %
Ease of obtaining permits for home remodels or improvements	32	9.2 %
Your ability to obtain information concerning planning, building, permitting & development	28	8.1 %
Quality of new development in City	69	19.9 %
Enforcement of construction codes & permit requirements	25	7.2 %
<u>None chosen</u>	33	9.5 %
Total	944	

Q11. Please indicate your level of support for the City amending development standards to allow increased height for the following types of buildings Downtown.

(N=347)

	Very supportive	Somewhat supportive	Neutral	Not supportive	Not supportive at all	Don't know
Q11-1. Residential buildings Downtown	10.1%	15.9%	6.9%	23.6%	41.2%	2.3%
Q11-2. Commercial buildings Downtown	14.4%	19.9%	9.5%	17.0%	36.0%	3.2%
Q11-3. Mixed use (commercial & residential) buildings Downtown	13.3%	19.6%	13.3%	17.0%	33.1%	3.7%

WITHOUT “DON’T KNOW”

Q11. Please indicate your level of support for the City amending development standards to allow increased height for the following types of buildings Downtown. (without "don't know")

(N=347)

	Very supportive	Somewhat supportive	Neutral	Not supportive	Not supportive at all
Q11-1. Residential buildings Downtown	10.3%	16.2%	7.1%	24.2%	42.2%
Q11-2. Commercial buildings Downtown	14.9%	20.5%	9.8%	17.6%	37.2%
Q11-3. Mixed use (commercial & residential) buildings Downtown	13.8%	20.4%	13.8%	17.7%	34.4%

Q12. Please indicate your level of support for future residential growth in the following areas.

(N=347)

	Very supportive	Somewhat supportive	Neutral	Not supportive	Not supportive at all	Don't know
Q12-1. Downtown	12.7%	23.6%	12.7%	19.0%	30.3%	1.7%
Q12-2. Near exit 31 (Bendigo Blvd near I-90)	14.4%	25.1%	12.4%	17.0%	29.1%	2.0%
Q12-3. Near exit 34 (aka Trucktown & Twin Falls Middle School)	20.2%	26.8%	15.0%	11.2%	25.4%	1.4%
Q12-4. Western part of City (Snoqualmie River to City limits)	13.3%	21.9%	14.1%	18.7%	29.1%	2.9%

WITHOUT "DON'T KNOW"**Q12. Please indicate your level of support for future residential growth in the following areas. (without "don't know")**

(N=347)

	Very supportive	Somewhat supportive	Neutral	Not supportive	Not supportive at all
Q12-1. Downtown	12.9%	24.0%	12.9%	19.4%	30.8%
Q12-2. Near exit 31 (Bendigo Blvd near I-90)	14.7%	25.6%	12.6%	17.4%	29.7%
Q12-3. Near exit 34 (aka Trucktown & Twin Falls Middle School)	20.5%	27.2%	15.2%	11.4%	25.7%
Q12-4. Western part of City (Snoqualmie River to City limits)	13.6%	22.6%	14.5%	19.3%	30.0%

Q13. Please indicate your level of support for future commercial growth in the following areas.

(N=347)

	Very supportive	Somewhat supportive	Neutral	Not supportive	Not supportive at all	Don't know
Q13-1. Downtown	35.7%	33.7%	10.7%	7.8%	10.7%	1.4%
Q13-2. Near exit 31 (Bendigo Blvd near I-90)	27.1%	35.4%	11.2%	9.8%	15.6%	0.9%
Q13-3. Near exit 34 (aka Trucktown & Twin Falls Middle School)	25.9%	32.6%	14.4%	11.8%	13.3%	2.0%
Q13-4. Western part of City (Snoqualmie River to City limits)	14.4%	23.6%	18.2%	20.2%	21.0%	2.6%

WITHOUT "DON'T KNOW"**Q13. Please indicate your level of support for future commercial growth in the following areas. (without "don't know")**

(N=347)

	Very supportive	Somewhat supportive	Neutral	Not supportive	Not supportive at all
Q13-1. Downtown	36.3%	34.2%	10.8%	7.9%	10.8%
Q13-2. Near exit 31 (Bendigo Blvd near I-90)	27.3%	35.8%	11.3%	9.9%	15.7%
Q13-3. Near exit 34 (aka Trucktown & Twin Falls Middle School)	26.5%	33.2%	14.7%	12.1%	13.5%
Q13-4. Western part of City (Snoqualmie River to City limits)	14.8%	24.3%	18.6%	20.7%	21.6%

Q14. Would you like to see more than one hotel in North Bend?

Q14. Would you like to see more than one hotel in

<u>North Bend</u>	Number	Percent
Yes	189	54.5 %
No	154	44.4 %
<u>Not provided</u>	4	1.2 %
Total	347	100.0 %

WITHOUT "NOT PROVIDED"**Q14. Would you like to see more than one hotel in North Bend? (without "not provided")**

Q14. Would you like to see more than one hotel in

<u>North Bend</u>	Number	Percent
Yes	189	55.1 %
No	154	44.9 %
Total	343	100.0 %

Q14a. Where would you like to see the hotel?

<u>Q14a. Where would you like to see the hotel</u>	Number	Percent
Downtown	58	30.7 %
Near exit 31 (Bendigo Blvd near I-90)	132	69.8 %
Near exit 34 (aka Trucktown & Twin Falls Middle School)	81	42.9 %
Western part of City (Snoqualmie River to City limits)	38	20.1 %
<u>Other</u>	6	3.2 %
Total	315	

Q14a-5. Other

<u>Q14a-5. Other</u>	Number	Percent
Outlet Mall	2	33.3 %
Use City Hall vacant office as a hotel	1	16.7 %
Near the Mall	1	16.7 %
Mall location	1	16.7 %
<u>Renovate existing downtown hotels</u>	1	16.7 %
Total	6	100.0 %

Q15. 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. City's website	7.2%	31.4%	37.5%	6.3%	1.7%	15.9%
Q15-2. Timeliness of information provided by City	7.5%	27.4%	32.3%	16.1%	2.9%	13.8%
Q15-3. Quality of social media presence (Facebook, Twitter, Nextdoor)	6.1%	22.2%	36.6%	8.4%	1.4%	25.4%
Q15-4. Communications on road closures & construction	8.1%	33.1%	32.3%	15.9%	2.9%	7.8%
Q15-5. Communications concerning development projects	3.7%	16.7%	22.2%	31.7%	15.9%	9.8%
Q15-6. Communications about City meetings	6.3%	25.1%	32.9%	14.1%	7.8%	13.8%

WITHOUT "DON'T KNOW"

Q15. 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=347)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. City's website	8.6%	37.3%	44.5%	7.5%	2.1%
Q15-2. Timeliness of information provided by City	8.7%	31.8%	37.5%	18.7%	3.3%
Q15-3. Quality of social media presence (Facebook, Twitter, Nextdoor)	8.1%	29.7%	49.0%	11.2%	1.9%
Q15-4. Communications on road closures & construction	8.8%	35.9%	35.0%	17.2%	3.1%
Q15-5. Communications concerning development projects	4.2%	18.5%	24.6%	35.1%	17.6%
Q15-6. Communications about City meetings	7.4%	29.1%	38.1%	16.4%	9.0%

Q16. Which THREE of the items listed in Question 15 do you think the City should prioritize over the next TWO years?

<u>Q16. Top choice</u>	Number	Percent
City's website	28	8.1 %
Timeliness of information provided by City	53	15.3 %
Quality of social media presence (Facebook, Twitter, Nextdoor)	11	3.2 %
Communications on road closures & construction	46	13.3 %
Communications concerning development projects	125	36.0 %
Communications about City meetings	18	5.2 %
<u>None chosen</u>	66	19.0 %
Total	347	100.0 %

Q16. Which THREE of the items listed in Question 15 do you think the City should prioritize over the next TWO years?

<u>Q16. 2nd choice</u>	Number	Percent
City's website	15	4.3 %
Timeliness of information provided by City	52	15.0 %
Quality of social media presence (Facebook, Twitter, Nextdoor)	20	5.8 %
Communications on road closures & construction	65	18.7 %
Communications concerning development projects	78	22.5 %
Communications about City meetings	34	9.8 %
<u>None chosen</u>	83	23.9 %
Total	347	100.0 %

Q16. Which THREE of the items listed in Question 15 do you think the City should prioritize over the next TWO years?

<u>Q16. 3rd choice</u>	Number	Percent
City's website	30	8.6 %
Timeliness of information provided by City	52	15.0 %
Quality of social media presence (Facebook, Twitter, Nextdoor)	27	7.8 %
Communications on road closures & construction	39	11.2 %
Communications concerning development projects	34	9.8 %
Communications about City meetings	59	17.0 %
<u>None chosen</u>	106	30.5 %
Total	347	100.0 %

SUM OF TOP 3 CHOICES**Q16. Which THREE of the items listed in Question 15 do you think the City should prioritize over the next TWO years? (top 3)**

<u>Q16. Sum of top 3 choices</u>	Number	Percent
City's website	73	21.0 %
Timeliness of information provided by City	157	45.2 %
Quality of social media presence (Facebook, Twitter, Nextdoor)	58	16.7 %
Communications on road closures & construction	150	43.2 %
Communications concerning development projects	237	68.3 %
Communications about City meetings	111	32.0 %
<u>None chosen</u>	66	19.0 %
Total	852	

Q17. Where do you currently get news and information about city programs, services, and events?

<u>Q17. Where do you currently get news & information about City programs, services, & events</u>	Number	Percent
City Newsletter (City eNewsletter)	92	26.5 %
Other City email updates	47	13.5 %
Notify Me updates from City	45	13.0 %
City website	118	34.0 %
Attending public meetings	24	6.9 %
Social media (e.g., Facebook, Twitter, Nextdoor)	210	60.5 %
Print mailings	112	32.3 %
Privately-owned media sources	39	11.2 %
<u>Other</u>	<u>18</u>	<u>5.2 %</u>
Total	705	

Q17-9. Other

- Friends
- Friends
- Friends and relatives share information.
- Need a local newspaper.
- Neighbors
- Neighbors
- North Bend TV: City Council Meetings (Needs to identify meeting date being shown. Needs IMPROVED sound quality.)
- Post Office bulletin board.
- Posters and banners around town.
- Public signage
- Snoqualmie Valley Record.
- Social interactions in community
- Word of mouth
- Word of mouth.

Q18. Which TWO of the information sources listed in Question 17 do you most prefer to get news and information about City programs, services and events?

Q18. Top choice	Number	Percent
City Newsletter (City eNewsletter)	64	18.4 %
Other City email updates	14	4.0 %
Notify Me updates from City	28	8.1 %
City website	37	10.7 %
Attending public meetings	1	0.3 %
Social media (e.g., Facebook, Twitter, Nextdoor)	101	29.1 %
Print mailings	46	13.3 %
Privately-owned media sources	5	1.4 %
Other	4	1.2 %
<u>None chosen</u>	47	13.5 %
Total	347	100.0 %

Q18. Which TWO of the information sources listed in Question 17 do you most prefer to get news and information about City programs, services and events?

Q18. 2nd choice	Number	Percent
City Newsletter (City eNewsletter)	44	12.7 %
Other City email updates	44	12.7 %
Notify Me updates from City	25	7.2 %
City website	49	14.1 %
Attending public meetings	5	1.4 %
Social media (e.g., Facebook, Twitter, Nextdoor)	52	15.0 %
Print mailings	38	11.0 %
Privately-owned media sources	9	2.6 %
Other	4	1.2 %
<u>None chosen</u>	77	22.2 %
Total	347	100.0 %

SUM OF TOP 2 CHOICES

Q18. Which TWO of the information sources listed in Question 17 do you most prefer to get news and information about City programs, services and events? (top 2)

Q18. Sum of top 2 choices	Number	Percent
City Newsletter (City eNewsletter)	108	31.1 %
Other City email updates	58	16.7 %
Notify Me updates from City	53	15.3 %
City website	86	24.8 %
Attending public meetings	6	1.7 %
Social media (e.g., Facebook, Twitter, Nextdoor)	153	44.1 %
Print mailings	84	24.2 %
Privately-owned media sources	14	4.0 %
Other	8	2.3 %
<u>None chosen</u>	47	13.5 %
Total	617	

Q19. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?

Q19. Have you contacted City with a question, problem,
or complaint during past year

	Number	Percent
Yes	100	28.8 %
No	247	71.2 %
Total	347	100.0 %

Q19a. Which City departments or divisions did you contact most recently?

Q19a. Which City departments or divisions did you
contact most recently

	Number	Percent
Administration, City Hall Front Desk	38	38.0 %
City Clerk	13	13.0 %
Community Development-Permitting	24	24.0 %
Community Development-Planning	24	24.0 %
Public Works-Streets	39	39.0 %
Public Works-Engineering	12	12.0 %
Surface Water Management	6	6.0 %
Police	14	14.0 %
Finance	2	2.0 %
<u>City Manager</u>	6	6.0 %
Total	178	

Q19b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. 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=100)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19b-1. How easy the department or division was to contact	30.0%	33.0%	21.0%	11.0%	4.0%	1.0%
Q19b-2. How courteously you were treated	45.0%	29.0%	20.0%	2.0%	3.0%	1.0%
Q19b-3. Technical competence, knowledge of employees who assisted you	32.0%	34.0%	21.0%	7.0%	3.0%	3.0%
Q19b-4. Overall responsiveness of City employees to your request or concern	33.0%	27.0%	19.0%	11.0%	9.0%	1.0%
Q19b-5. How your concern or request was resolved or answered	28.0%	22.0%	19.0%	13.0%	17.0%	1.0%

WITHOUT "DON'T KNOW"

Q19b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. 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=100)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19b-1. How easy the department or division was to contact	30.3%	33.3%	21.2%	11.1%	4.0%
Q19b-2. How courteously you were treated	45.5%	29.3%	20.2%	2.0%	3.0%
Q19b-3. Technical competence, knowledge of employees who assisted you	33.0%	35.1%	21.6%	7.2%	3.1%
Q19b-4. Overall responsiveness of City employees to your request or concern	33.3%	27.3%	19.2%	11.1%	9.1%
Q19b-5. How your concern or request was resolved or answered	28.3%	22.2%	19.2%	13.1%	17.2%

Q20. Community Investment Areas. Please rate your support on a scale of 1 to 3, where 3 means "Very Supportive" and 1 means "Not Supportive," of the following.

(N=347)

	Very supportive	Somewhat supportive	Not supportive	Don't know
Q20-1. Adding elements to major roadways like landscaping, monuments, public art & decorative signage	33.4%	39.8%	22.2%	4.6%
Q20-2. Incorporating new bicycle facilities & bike lanes into existing City roadway corridors	32.0%	31.4%	30.5%	6.1%
Q20-3. Adding infrastructure to Downtown to create a pedestrian-friendly environment	49.6%	34.6%	11.8%	4.0%
Q20-4. Preserving open spaces	83.3%	11.8%	1.7%	3.2%

WITHOUT "DON'T KNOW"

Q20. Community Investment Areas. Please rate your support on a scale of 1 to 3, where 3 means "Very Supportive" and 1 means "Not Supportive," of the following. (without "don't know")

(N=347)

	Very supportive	Somewhat supportive	Not supportive
Q20-1. Adding elements to major roadways like landscaping, monuments, public art & decorative signage	35.0%	41.7%	23.3%
Q20-2. Incorporating new bicycle facilities & bike lanes into existing City roadway corridors	34.0%	33.4%	32.5%
Q20-3. Adding infrastructure to Downtown to create a pedestrian-friendly environment	51.7%	36.0%	12.3%
Q20-4. Preserving open spaces	86.0%	12.2%	1.8%

Q21. Which TWO items listed in Question 20 do you think the City should prioritize over the next TWO years?

<u>Q21. Top choice</u>	Number	Percent
Adding elements to major roadways like landscaping, monuments, public art & decorative signage	26	7.5 %
Incorporating new bicycle facilities & bike lanes into existing City roadway corridors	32	9.2 %
Adding infrastructure to Downtown to create a pedestrian-friendly environment	69	19.9 %
Preserving open spaces	197	56.8 %
<u>None chosen</u>	23	6.6 %
Total	347	100.0 %

Q21. Which TWO items listed in Question 20 do you think the City should prioritize over the next TWO years?

<u>Q21. 2nd choice</u>	Number	Percent
Adding elements to major roadways like landscaping, monuments, public art & decorative signage	61	17.6 %
Incorporating new bicycle facilities & bike lanes into existing City roadway corridors	49	14.1 %
Adding infrastructure to Downtown to create a pedestrian-friendly environment	118	34.0 %
Preserving open spaces	56	16.1 %
<u>None chosen</u>	63	18.2 %
Total	347	100.0 %

SUM OF TOP 2 CHOICES

Q21. Which TWO items listed in Question 20 do you think the City should prioritize over the next TWO years? (top 2)

<u>Q21. Sum of top 2 choices</u>	Number	Percent
Adding elements to major roadways like landscaping, monuments, public art & decorative signage	87	25.1 %
Incorporating new bicycle facilities & bike lanes into existing City roadway corridors	81	23.3 %
Adding infrastructure to Downtown to create a pedestrian-friendly environment	187	53.9 %
Preserving open spaces	253	72.9 %
<u>None chosen</u>	23	6.6 %
Total	631	

Q22. Please indicate your level of agreement with the following statements regarding the City of North Bend on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=347)

	Strongly agree	Somewhat agree	Neutral	Disagree	Strongly disagree	Not sure
Q22-1. Add lights & decorations in the center of roundabouts	15.9%	28.8%	21.9%	18.4%	13.3%	1.7%
Q22-2. Have free wi-fi Downtown	18.4%	17.6%	32.0%	11.0%	16.7%	4.3%
Q22-3. Have more seasonal decorations down North Bend Way & Bendigo Blvd	21.9%	33.1%	31.7%	5.8%	6.3%	1.2%
Q22-4. Have decorative year-round lighting Downtown (e.g., in trees)	22.5%	32.3%	22.8%	11.5%	8.4%	2.6%

WITHOUT "NOT SURE"

Q22. Please indicate your level of agreement with the following statements regarding the City of North Bend on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "not sure")

(N=347)

	Strongly agree	Somewhat agree	Neutral	Disagree	Strongly disagree
Q22-1. Add lights & decorations in the center of roundabouts	16.1%	29.3%	22.3%	18.8%	13.5%
Q22-2. Have free wi-fi Downtown	19.3%	18.4%	33.4%	11.4%	17.5%
Q22-3. Have more seasonal decorations down North Bend Way & Bendigo Blvd	22.2%	33.5%	32.1%	5.8%	6.4%
Q22-4. Have decorative year-round lighting Downtown (e.g., in trees)	23.1%	33.1%	23.4%	11.8%	8.6%

Q23. Which TWO items listed in Question 22 do you think the City should prioritize over the next TWO years?

Q23. Top choice	Number	Percent
Add lights & decorations in the center of roundabouts	54	15.6 %
Have free wi-fi Downtown	67	19.3 %
Have more seasonal decorations down North Bend Way & Bendigo Blvd	75	21.6 %
Have decorative year-round lighting Downtown (e.g., in trees)	72	20.7 %
<u>None chosen</u>	79	22.8 %
Total	347	100.0 %

Q23. Which TWO items listed in Question 22 do you think the City should prioritize over the next TWO years?

Q23. 2nd choice	Number	Percent
Add lights & decorations in the center of roundabouts	54	15.6 %
Have free wi-fi Downtown	30	8.6 %
Have more seasonal decorations down North Bend Way & Bendigo Blvd	65	18.7 %
Have decorative year-round lighting Downtown (e.g., in trees)	81	23.3 %
<u>None chosen</u>	117	33.7 %
Total	347	100.0 %

SUM OF TOP 2 CHOICES

Q23. Which TWO items listed in Question 22 do you think the City should prioritize over the next TWO years? (top 2)

Q23. Sum of top 2 choices	Number	Percent
Add lights & decorations in the center of roundabouts	108	31.1 %
Have free wi-fi Downtown	97	28.0 %
Have more seasonal decorations down North Bend Way & Bendigo Blvd	140	40.3 %
Have decorative year-round lighting Downtown (e.g., in trees)	153	44.1 %
<u>None chosen</u>	79	22.8 %
Total	577	

Q24. Do you think North Bend is generally going in the right direction, or do you think it is generally going in the wrong direction?

Q24. Is North Bend going in right direction or wrong direction

	Number	Percent
Right direction	132	38.0 %
Wrong direction	154	44.4 %
Don't know	61	17.6 %
Total	347	100.0 %

WITHOUT "DON'T KNOW"

Q24. Do you think North Bend is generally going in the right direction, or do you think it is generally going in the wrong direction? (without "don't know")

Q24. Is North Bend going in right direction or wrong direction

	Number	Percent
Right direction	132	46.2 %
Wrong direction	154	53.8 %
Total	286	100.0 %

Q25. Please select one of the following...

Q25. What following are you

	Number	Percent
I am currently connected to City sewer	170	49.0 %
I am currently on septic & want to be connected to City sewer	35	10.1 %
I am currently on septic & do not want to be connected to City sewer	126	36.3 %
I do not know if I am connected to City sewer or a septic system	8	2.3 %
Not provided	8	2.3 %
Total	347	100.0 %

WITHOUT "NOT PROVIDED"

Q25. Please select one of the following... (without "not provided")

Q25. What following are you

	Number	Percent
I am currently connected to City sewer	170	50.1 %
I am currently on septic & want to be connected to City sewer	35	10.3 %
I am currently on septic & do not want to be connected to City sewer	126	37.2 %
I do not know if I am connected to City sewer or a septic system	8	2.4 %
Total	339	100.0 %

Q26. Approximately how many years have you lived in North Bend?

Q26. How many years have you lived in North Bend	Number	Percent
0-5	80	23.1 %
6-10	61	17.6 %
11-15	29	8.4 %
16-20	31	8.9 %
21-30	78	22.5 %
31+	56	16.1 %
<u>Not provided</u>	12	3.5 %
Total	347	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Approximately how many years have you lived in North Bend? (without "not provided")**

Q26. How many years have you lived in North Bend	Number	Percent
0-5	80	23.9 %
6-10	61	18.2 %
11-15	29	8.7 %
16-20	31	9.3 %
21-30	78	23.3 %
31+	56	16.7 %
Total	335	100.0 %

Q27. Do you rent or own your home?

Q27. Do you rent or own your home	Number	Percent
Own	288	83.0 %
Rent	57	16.4 %
<u>Not provided</u>	2	0.6 %
Total	347	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Do you rent or own your home? (without "not provided")**

Q27. Do you rent or own your home	Number	Percent
Own	288	83.5 %
Rent	57	16.5 %
Total	345	100.0 %

Q28. What is your age?

<u>Q28. Your age</u>	Number	Percent
18-34	61	17.6 %
35-44	64	18.4 %
45-54	64	18.4 %
55-64	70	20.2 %
65+	69	19.9 %
<u>Not provided</u>	19	5.5 %
Total	347	100.0 %

WITHOUT "NOT PROVIDED"**Q28. What is your age? (without "not provided")**

<u>Q28. Your age</u>	Number	Percent
18-34	61	18.6 %
35-44	64	19.5 %
45-54	64	19.5 %
55-64	70	21.3 %
<u>65+</u>	69	21.0 %
Total	328	100.0 %

Q29. Which of the following best describe your race/ethnicity?

<u>Q29. Your race/ethnicity</u>	Number	Percent
Asian or Asian Indian	19	5.5 %
Black or African American	1	0.3 %
American Indian or Alaska Native	4	1.2 %
White or Caucasian	250	72.0 %
Hispanic, Spanish, or Latino/a/x	54	15.6 %
<u>Other</u>	10	2.9 %
Total	338	

Q29-7. Self-describe your race/ethnicity:

<u>Q29-7. Self-describe your race/ethnicity</u>	Number	Percent
Mixed	8	80.0 %
More than one	1	10.0 %
<u>Multi-racial</u>	1	10.0 %
Total	10	100.0 %

Q30. What is your gender?

Q30. Your gender	Number	Percent
Male	169	48.7 %
Female	172	49.6 %
Prefer to self-describe	2	0.6 %
<u>Not provided</u>	4	1.2 %
Total	347	100.0 %

WITHOUT "NOT PROVIDED"**Q30. What is your gender? (without "not provided")**

Q30. Your gender	Number	Percent
Male	169	49.3 %
Female	172	50.1 %
Prefer to self-describe	2	0.6 %
Total	343	100.0 %

Q30-3. Self-describe your gender:

Q30-3. Self-describe your gender	Number	Percent
Non-binary	1	50.0 %
Fluid	1	50.0 %
Total	2	100.0 %

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Survey Instrument



March 2023

Dear Neighbor,

Your participation in the enclosed survey is extremely important. We hope you'll take a few minutes to complete it. We believe it is crucial for the City of North Bend to hear directly from residents about their satisfaction with the services we provide, so that we can make the best decisions going forward.

Your household was one of a limited number within North Bend selected at random to receive this survey. ETC Institute, the survey company we have contracted with, will aggregate the results and will not disclose individual responses.

We recognize that this survey takes some time to complete, but every page and question is essential. The time you invest in this survey will help us assess how well we are meeting community needs and influence decisions on many fronts, including our financial choices and service adjustments. **We greatly appreciate your completion of the survey.**

Please return your survey or complete it online sometime during the next week. ETC will compile the results and present the results to the City in the next few months. The report will be a valuable resource as we work to provide you with the most responsive government possible. Look for a summary of the survey results on the city's website, www.northbendwa.gov.

Please return your survey in the enclosed post-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061, or go to northbendsurvey.org to complete the survey online. Another method to complete the survey is by calling ETC toll-free at 1-888-801-5368. If you need assistance with accessibility to the survey, please call us at the toll-free number.

If you have questions, please contact Jason Morado, Director of Community Research for ETC Institute, at jason.morado@etcinstitute.com or (913) 254-4514. Thank you for your participation in this important process.

Sincerely,

Rob McFarland
Mayor
City of North Bend

City of North Bend, Office of the Mayor

920 SE Cedar Falls Way, North Bend, WA 98045 • Phone (425) 888-7625 • Fax (425) 831-6200 • <http://northbendwa.gov>



2023 City of North Bend Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's on-going effort to provide quality services North Bend residents need and value. If you have questions about this survey or need to take the survey in a different format or language, please call ETC Institute at (913) 254-4598.

1. Community Livability. Thinking of the general quality of life in North Bend, 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 North Bend	5	4	3	2	1	9
02.	Overall quality of services provided by the city	5	4	3	2	1	9
03.	Your overall feeling of safety in the city	5	4	3	2	1	9
04.	The appearance of your community	5	4	3	2	1	9
05.	North Bend's proximity to employers	5	4	3	2	1	9
06.	Quality of North Bend's downtown area	5	4	3	2	1	9
07.	Your opportunities for recreation	5	4	3	2	1	9
08.	Ease of transportation and transit options	5	4	3	2	1	9
09.	North Bend as a place to raise children	5	4	3	2	1	9
10.	North Bend as a place to retire	5	4	3	2	1	9
11.	North Bend as a place to shop	5	4	3	2	1	9
12.	Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9

2. City Services in General. The City of North Bend 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
1.	Overall quality of police services	5	4	3	2	1	9
2.	Overall quality of fire, emergency medical and ambulance services	5	4	3	2	1	9
3.	Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
4.	Overall maintenance of city streets	5	4	3	2	1	9
5.	Overall enforcement of city codes and ordinances	5	4	3	2	1	9
6.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
7.	Overall effectiveness of city communication with the public	5	4	3	2	1	9
8.	Overall effectiveness of city economic development efforts	5	4	3	2	1	9

3. Which THREE items listed in Question 2 do you think the city should prioritize over the next TWO years? [Write in your answers below using the numbers from the list in Question 2.]

1st: _____ 2nd: _____ 3rd: _____

4. Parks and Recreation. Some parks and recreation services in North Bend are provided by the Si View Metropolitan Park District, and others are provided by the City of North Bend. Please rate each of the following services provided by the City of North Bend 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.	Parks in the City	5	4	3	2	1	9
2.	Trails and open spaces in the city	5	4	3	2	1	9
3.	Special events sponsored by the City	5	4	3	2	1	9

5. **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."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of major city streets	5	4	3	2	1	9
2. Maintenance of streets in your neighborhood	5	4	3	2	1	9
3. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
4. Condition of sidewalks in the city	5	4	3	2	1	9
5. Condition of bicycle infrastructure in the city	5	4	3	2	1	9
6. Cleanliness of city streets and public areas	5	4	3	2	1	9
7. Maintenance of trees in public areas along city streets	5	4	3	2	1	9
8. Removal of snow from major city streets	5	4	3	2	1	9
9. Adequacy of city street lighting	5	4	3	2	1	9

6. **Which THREE of the items listed in Question 5 do you think the city should prioritize over the next TWO years?** [Write in your answers below using the numbers from the list in Question 5.]

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

7. **Transportation.** 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. Availability of retail parking downtown	5	4	3	2	1	9
2. How easy it is for your children to get to school	5	4	3	2	1	9
3. The number of bike lanes and facilities within the city	5	4	3	2	1	9
4. The number of sidewalks in residential neighborhoods	5	4	3	2	1	9
5. Your feeling of safety when walking downtown	5	4	3	2	1	9
6. Pedestrian safety on the street where you live	5	4	3	2	1	9

8. **Which THREE of the items listed in Question 7 do you think the city should prioritize over the next TWO years?** [Write in your answers below using the numbers from the list in Question 7.]

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

9. **Planning, Growth 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."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How well the city is planning for growth	5	4	3	2	1	9
2. How well the city is managing growth	5	4	3	2	1	9
3. Appearance of residential neighborhoods	5	4	3	2	1	9
4. Amount of affordable housing in North Bend	5	4	3	2	1	9
5. Variety and number of businesses in the downtown	5	4	3	2	1	9
6. Ease of obtaining permits for home remodels or improvements	5	4	3	2	1	9
7. Your ability to obtain information concerning planning, building, permitting and development	5	4	3	2	1	9
8. The quality of new development in the city	5	4	3	2	1	9
9. Enforcement of construction codes and permit requirements	5	4	3	2	1	9

10. **Which THREE of the items listed in Question 9 do you think the city should prioritize over the next TWO years?** [Write in your answers below using the numbers from the list in Question 9.]

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

11. Please indicate your level of support for the City amending development standards to allow increased height for the following types of buildings downtown.

How supportive are you of allowing increased height for...		Very Supportive	Somewhat Supportive	Neutral	Not Supportive	Not Supportive at All	Don't Know
1. Residential buildings downtown	5	4	3	2	1	9	
2. Commercial buildings downtown	5	4	3	2	1	9	
3. Mixed use (commercial and residential) buildings downtown	5	4	3	2	1	9	

12. Please indicate your level of support for future residential growth in the following areas.

How supportive are you of residential growth...		Very Supportive	Somewhat Supportive	Neutral	Not Supportive	Not Supportive at All	Don't Know
1. Downtown	5	4	3	2	1	9	
2. Near exit 31 (Bendigo Blvd near I-90)	5	4	3	2	1	9	
3. Near exit 34 (aka Trucktown and Twin Falls Middle School)	5	4	3	2	1	9	
4. Western part of the City (Snoqualmie River to city limits)	5	4	3	2	1	9	

13. Please indicate your level of support for future commercial growth in the following areas.

How supportive are you of commercial growth...		Very Supportive	Somewhat Supportive	Neutral	Not Supportive	Not Supportive at All	Don't Know
1. Downtown	5	4	3	2	1	9	
2. Near exit 31 (Bendigo Blvd near I-90)	5	4	3	2	1	9	
3. Near exit 34 (aka Trucktown and Twin Falls Middle School)	5	4	3	2	1	9	
4. Western part of the City (Snoqualmie River to city limits)	5	4	3	2	1	9	

14. Would you like to see more than one hotel in North Bend? (1) Yes (2) No [Skip to Q15.]

14a. Where would you like to see the hotel? [Check all that apply.]

(1) Downtown
 (2) Near exit 31 (Bendigo Blvd near I-90)
 (3) Near exit 34 (aka Trucktown and Twin Falls Middle School)
 (4) Western part of the City (Snoqualmie River to city limits)
 (5) Other [Please Specify]: _____

15. 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."

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The city's website	5	4	3	2	1	9	
2. Timeliness of information provided by the city	5	4	3	2	1	9	
3. Quality of social media presence (Facebook, Twitter, Nextdoor)	5	4	3	2	1	9	
4. Communications on road closures and construction	5	4	3	2	1	9	
5. Communications concerning development projects	5	4	3	2	1	9	
6. Communications about the City meetings	5	4	3	2	1	9	

16. Which THREE of the items listed in Question 15 do you think the city should prioritize over the next TWO years? [Write in your answers below using the numbers from the list in Question 15.]

1st: _____ 2nd: _____ 3rd: _____

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

<input type="checkbox"/> (1) City Newsletter (city e-newsletter)	<input type="checkbox"/> (6) Social Media (e.g., Facebook, Twitter, Nextdoor)
<input type="checkbox"/> (2) Other City e-mail updates	<input type="checkbox"/> (7) Print mailings
<input type="checkbox"/> (3) Notify Me updates from the City	<input type="checkbox"/> (8) Privately-owned media sources
<input type="checkbox"/> (4) City website	<input type="checkbox"/> (9) Other: _____
<input type="checkbox"/> (5) Attending public meetings	

18. Which TWO of the information sources listed in Question 17 do you most prefer to get news and information about city programs, services and events? [Write in your answers below using the numbers from the list in Question 17.]

1st: _____ 2nd: _____

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

(1) Yes (2) No [Skip to Q20.]

19a. Which City departments or divisions did you contact most recently? [Check all that apply.]

<input type="checkbox"/> (01) Administration, City Hall Front Desk	<input type="checkbox"/> (06) Public Works - Engineering
<input type="checkbox"/> (02) City Clerk	<input type="checkbox"/> (07) Surface Water Management
<input type="checkbox"/> (03) Community Development - Permitting	<input type="checkbox"/> (08) Police
<input type="checkbox"/> (04) Community Development - Planning	<input type="checkbox"/> (09) Finance
<input type="checkbox"/> (05) Public Works - Streets	<input type="checkbox"/> (10) City Manager

19b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. 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

20. Community Investment Areas. Please rate your support on a scale of 1 to 3, where 3 means "Very Supportive" and 1 means "Not Supportive," of the following.

How supportive are you of...		Very Supportive	Somewhat Supportive	Not Supportive	Don't Know
1.	Adding elements to major roadways like landscaping, monuments, public art and decorative signage	3	2	1	9
2.	Incorporating new bicycle facilities and bike lanes into existing city roadway corridors	3	2	1	9
3.	Adding infrastructure to the downtown to create a pedestrian-friendly environment	3	2	1	9
4.	Preserving open spaces	3	2	1	9

21. Which TWO items listed in Question 20 do you think the city should prioritize over the next TWO years? [Write in your answers below using the numbers from the list in Question 20.]

1st: _____ 2nd: _____

22. Please indicate your level of agreement with the following statements regarding the City of North Bend on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

The City of North Bend should...	Strongly Agree	Somewhat Agree	Neutral	Disagree	Strongly Disagree	Not Sure
1. Add lights and decorations in the center of the roundabouts	5	4	3	2	1	9
2. Have free wi-fi downtown	5	4	3	2	1	9
3. Have more seasonal decorations down North Bend Way and Bendigo Blvd	5	4	3	2	1	9
4. Have decorative year-round lighting downtown (e.g., in trees)	5	4	3	2	1	9

23. Which TWO items listed in Question 22 do you think the city should prioritize over the next TWO years? [Write in your answers below using the numbers from the list in Question 22.]

1st: ____ 2nd: ____

24. Do you think North Bend 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

25. Please select one of the following...

____(1) I am currently connected to the city sewer
____(2) I am currently on septic and want to be connected to the city sewer
____(3) I am currently on septic and do not want to be connected to the city sewer
____(4) I do not know if I am connected to the city sewer or a septic system

Demographics

26. Approximately how many years have you lived in North Bend? ____ years

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

28. What is your age? ____ years

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

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

30. What is your gender?

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

31. We may want to reach out to follow up. If you are willing to participate, please provide your email address below.

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.